

OLS Merchant Self-Serve Application User Guide

GTM - Integrated Payments

August 2022

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1.0 Navigating to the Portal

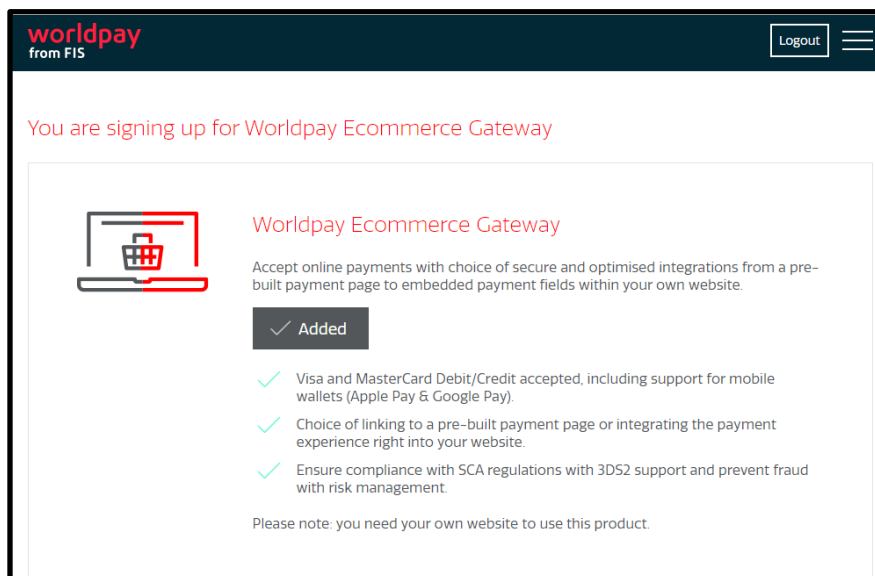
1.1 Login

You must follow the unique link provided by your Worldpay Partner to access the portal. You will then create an account by entering the following details:

- **Name**
- **Email address**
- **Phone number**
- **Password**

1.2 Selecting the Products

1.2.1 Worldpay Ecommerce Gateway



The only available product will be the Worldpay Ecommerce Gateway, the following data fields need to be filled out with information about your business:

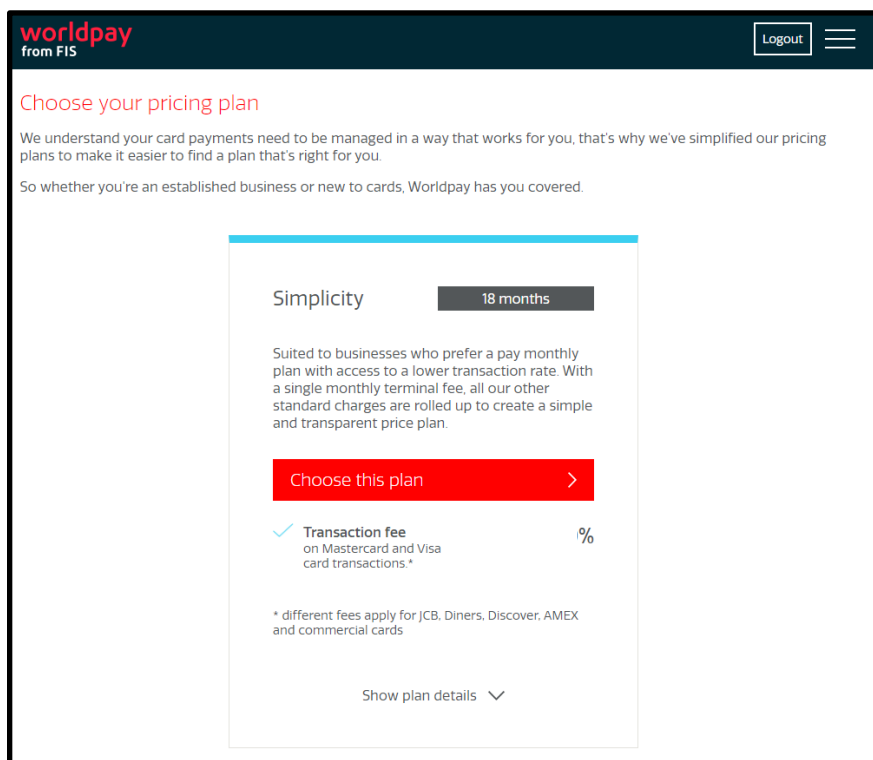
- **Business type** - i.e., Food & Drink (try to be as accurate as possible, if the business type is incorrect the application will be sent back to you by our boarding team)
- **Annual turnover** (Gross turnover of the company)
- **% transactions taken by card**
- **Average customer spend**
- **Does the business trade in the UK**

Note: any where you see a ? please click to get extra information about what should be included in the field.

Please ensure the information you provide is as accurate as possible for a smoother boarding experience.

1.2.2 Pricing

You will then select the predetermined pricing – clicking chose this plan will provide more information about how the pricing is structured.



The screenshot shows the Worldpay 'Choose your pricing plan' page. At the top, there is a dark blue header with the 'worldpay from FIS' logo on the left, a 'Logout' button, and a menu icon on the right. Below the header, the main content area has a red heading 'Choose your pricing plan'. A paragraph explains that the pricing plans are simplified for ease of use. Another paragraph states that Worldpay covers both established businesses and new to cards. The central focus is a white card with a blue border representing the 'Simplicity' plan, which is an 18-month term. The card describes it as a pay monthly plan with a lower transaction rate and a single monthly terminal fee. A prominent red button labeled 'Choose this plan' with a right-pointing arrow is positioned below the description. Underneath the button, a checkmark icon precedes the text 'Transaction fee on Mastercard and Visa card transactions.*' followed by a percentage symbol (%). A footnote at the bottom of the card states '* different fees apply for JCB, Diners, Discover, AMEX and commercial cards'. At the very bottom of the card, there is a 'Show plan details' link with a downward-pointing chevron icon.

2.0 Application Section Two: Know Your Customer, Know Your Business (KYC/KYB)

Section two is where to include all the details which will be considered in the application boarding process. Again, it is very important that the details in this section are as accurate as possible, because even small inconsistencies can result in delays.

2.1 About your Business

Legal entities

Sole trader: The Proprietor’s full name

Partnership: Partners names

LTD company: the limited company name

Registered business address


Use the postcode finder to search the full business address

The screenshot shows the 'About your business' section of the Worldpay application. At the top, there is a 'Release Application' button and a 'Logout' button. The main heading is 'About your business'. Below this, there are three sections: 'Legal entity type' with buttons for 'Sole Trader', 'Partnership', 'Limited Company', 'Trust', and 'More'; 'Country of incorporation' with buttons for 'UK', 'Ireland', and 'More'; and 'Date commenced trading' with input fields for 'Month' and 'Year', and a checkbox for 'I have not started trading yet'. Below these is the 'Registered business address' section, which includes the instruction 'Please start typing your address below', an input field for 'Enter the first line of your address', and a dropdown menu for 'Enter manually'.

Additional information

Website: If you have a website, please include the URL

If you do not have a website, you will be asked how you generate business, please answer this accurately and provide proof where possible. Files and images can be added at the end of the application.

Does your company have a website? 

Yes No Under construction

Do you advertise your business?

Yes No Not yet

Please select which of the following methods of advertising you use (select all that apply):

<input type="checkbox"/> Billboards/Posters	<input type="checkbox"/> Direct mail
<input type="checkbox"/> Directory listing (e.g. Yellow Pages)	<input type="checkbox"/> Leaflets/Flyers
<input type="checkbox"/> Print advertisements (Magazine/Newspaper)	<input type="checkbox"/> Vehicle sign-writing
<input type="checkbox"/> Email marketing	<input type="checkbox"/> Online banner advertisements
<input type="checkbox"/> Online marketplace (e.g. eBay, Amazon, Etsy store)	<input type="checkbox"/> Online Pay Per Click advertisements
<input type="checkbox"/> Social media advertisements	<input type="checkbox"/> Social media business page
<input type="checkbox"/> Radio advertisements	<input type="checkbox"/> Television advertisements
<input type="checkbox"/> Other	

VAT number: Where relevant, please include your VAT number

Written and verbal communication options


If required Worldpay can provide a range of disability accessible versions of the contract agreement.

Is your company VAT Registered?

Yes No

Are you new to taking card payments?

Yes No

Existing AMEX ID or reference number 

Written and verbal communication options

Do you or any of the individuals relevant to this application have any accessibility requirements?

Yes No

Which written communication do you require?

Audiotape Large Print Uncontracted Braille Grade 1 Uncontracted Braille Grade 2

Do you require Next Generation Text?

Yes No

2.2 Business Details

This section details the contact details for you, the applicant

Your contact details

Title

Mr Mrs Miss Ms More ▾

First name Middle name Last name

Trevor Lawrence

Position

Sole trader

Contact telephone number

07777777

Contact email address

TFL@hotmail.com

How would you prefer us to contact you about your application?

Telephone Email

Click on the name of your principal(s) to add additional information on the following page.

Principals

As a sole trader you are the sole principal of the business.
Please add your principal details.

Principals and ownership details

Status	Name	Address	Postcode	Position	Date of birth	% Ownership	Edit	Remove
!	Mr T Lawrence	-	-	Sole trader	-	100		

< Continue >

You will now enter the principal's personal details. You must add all middle names, their Date of Birth and Nationality as they appear on official documents. Three years of address history is also required.

Once saved you will be given the option to add other business principals or continue with the application.

Sole traders: the owner is the only principal of the business

Partnerships: all partners must be added as principals

Limited companies: all shareholders holding 25% or more of the total holding must be included as principals

Edit Principal

The names and addresses you provide must be identical to those on official documents, for example, a bank statement, driving licence or passport.

Title:

First name:

Middle name:

Last name:

Date of birth:

Position:

Nationality:

Principal residential address

Please start typing your address (please enter 3 characters or more)

2.3 Goods and Services

If your stock is held at a different address to the registered business address, use the postcode finder to enter the alternative address.

About your goods and services

Are the goods or services to be sold or supplied, owned or to be provided by a third party?

Do you hold stock at any address other than your trading address(es)?

Please start typing your address below

Enter manually ▾

If you accept deposits before providing the goods/services, this must be recorded along with the relative size of the deposit and lead time on the products. If you take full payment upfront this should also be included.

Do you accept deposits prior to the supply of goods or services?

The size of the deposit paid in advance as X% of total transaction value

✓

The average time, in advance of delivery of goods/services or full payment, that deposits are taken (days)

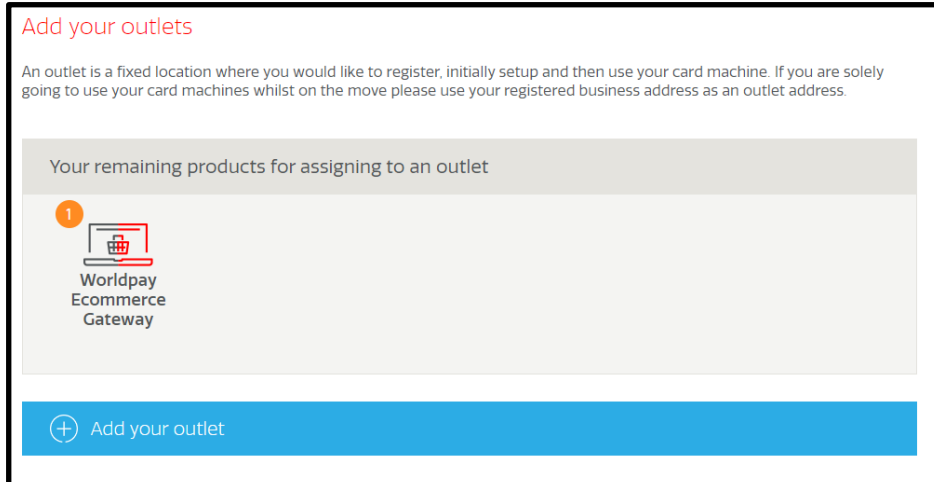
✓

You must also record if you offer guarantees/warranties and whether you fulfil them in house or through a 3rd party.

Finally, if you sell memberships/subscriptions/insurance premiums please record the percentage of your turnover this makes up, along with the cost and the length of time they are active for.

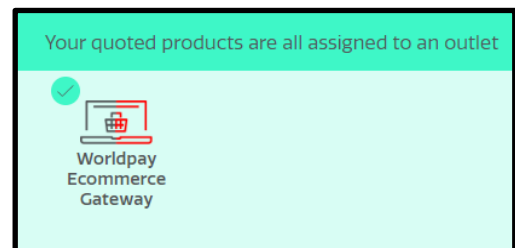
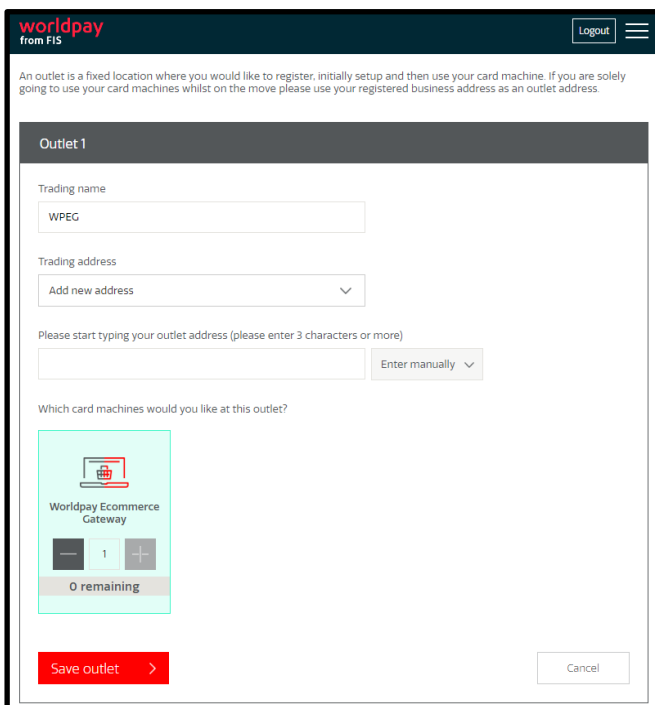
2.4 Outlet(s)

The Worldpay Ecommerce Gateway need to be aligned to an outlet; this is completed here:



Click the ⊕ symbol to add the product to an outlet. You will be required to enter the trading name of the business (this is what will appear on receipts) and a trading address. The address list will populate all previously added addresses or you can add additional sites. Assign each product to the correct address using the + symbol, ensuring you record whether the site is residential or commercial.

Only once all products have been assigned can you continue to the next step of the application.



You will then need to provide details for a person of contact for each of the outlets.

The screenshot shows a form titled "Add contact details" for "Outlet 1". At the top, there is a dropdown menu labeled "Add new contact" with a downward arrow. Below this, the "Title:" field has buttons for "Mr", "Mrs", "Miss", "Ms", and a "More" dropdown. The "First name:" and "Last name:" fields are text input boxes. The "Position:" field is also a text input box. The "Telephone number:" and "Alternative telephone number:" fields are text input boxes. The "Email:" field is a text input box.

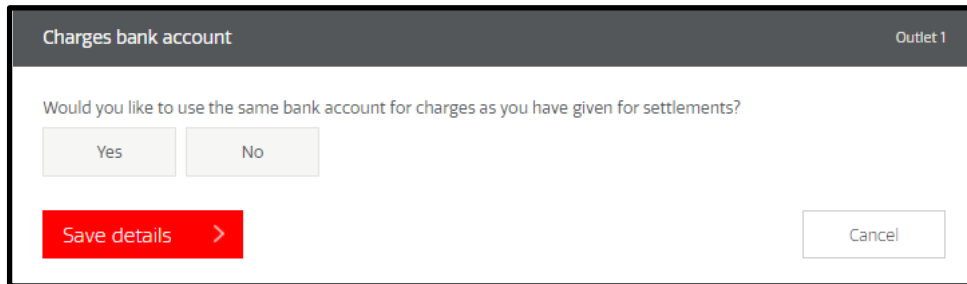
Bank details are required to process an application, so you will not be able to proceed past this page if they are not provided.

If you are a limited company, a business bank account must be provided.

Our inbuilt sort code checker will determine if the sort-code and account number correspond to an existing UK bank account. **Note:** It will not verify that the bank details are correct, only whether they exist.

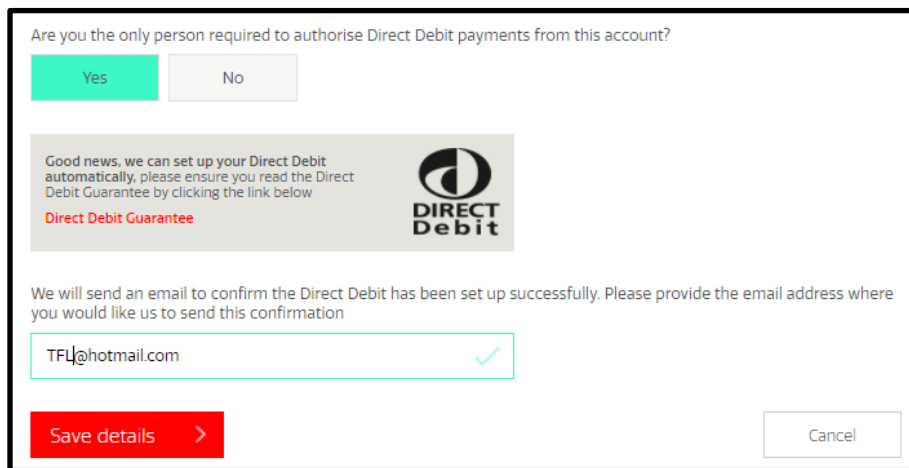
The screenshot shows a form titled "Settlements bank account" for "Outlet 1". The "Sort code" field contains "11-11-11" and has a "Start again" button next to it. The "Account number" field contains "11111111". The "Bank name" field contains "Lloyds" and has a green checkmark icon to its right. Below this, there is a question: "What is the name of your business bank account". A grey box below the question states: "Your business bank account should be in the Legal name of your business." There are two radio button options: "Legal name (Trevor Lawrence)" which is selected, and "Other". At the bottom, there is a red "Save details" button with a right arrow and a "Cancel" button.

You will then have the option to add alternative bank details for charges.



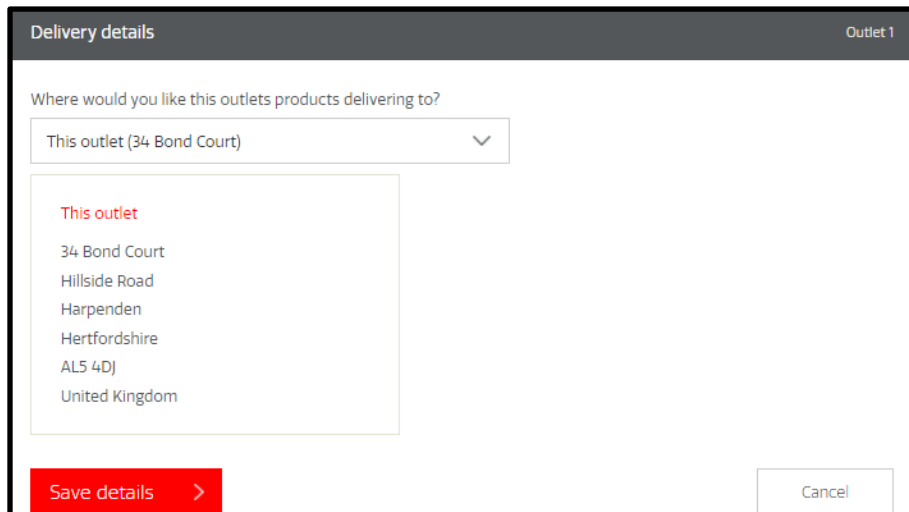
The screenshot shows a dialog box titled "Charges bank account" with "Outlet 1" in the top right corner. The main question is "Would you like to use the same bank account for charges as you have given for settlements?". Below the question are two buttons: "Yes" and "No". At the bottom left is a red button labeled "Save details" with a right-pointing arrow. At the bottom right is a "Cancel" button.

If you are the only person required to set up a direct debit from the provided account, you can set up direct debits online. If not, a paper direct debit will be required; instructions for how to complete this will be emailed to you once the contract has been accepted.



The screenshot shows a dialog box for Direct Debit authorization. The question is "Are you the only person required to authorise Direct Debit payments from this account?". The "Yes" button is highlighted in green. Below the question is a grey box containing the text: "Good news, we can set up your Direct Debit automatically, please ensure you read the Direct Debit Guarantee by clicking the link below" and a red link labeled "Direct Debit Guarantee". To the right of this text is the "DIRECT Debit" logo. Below the grey box, it says "We will send an email to confirm the Direct Debit has been set up successfully. Please provide the email address where you would like us to send this confirmation". There is a text input field containing "TFL@hotmail.com" with a green checkmark to its right. At the bottom left is a red button labeled "Save details" with a right-pointing arrow. At the bottom right is a "Cancel" button.

Finally, you will assign a delivery address for the products – as this is an Ecommerce package the delivery dates entered here are not important (please use the outlet address).



Delivery details Outlet 1

Where would you like this outlets products delivering to?

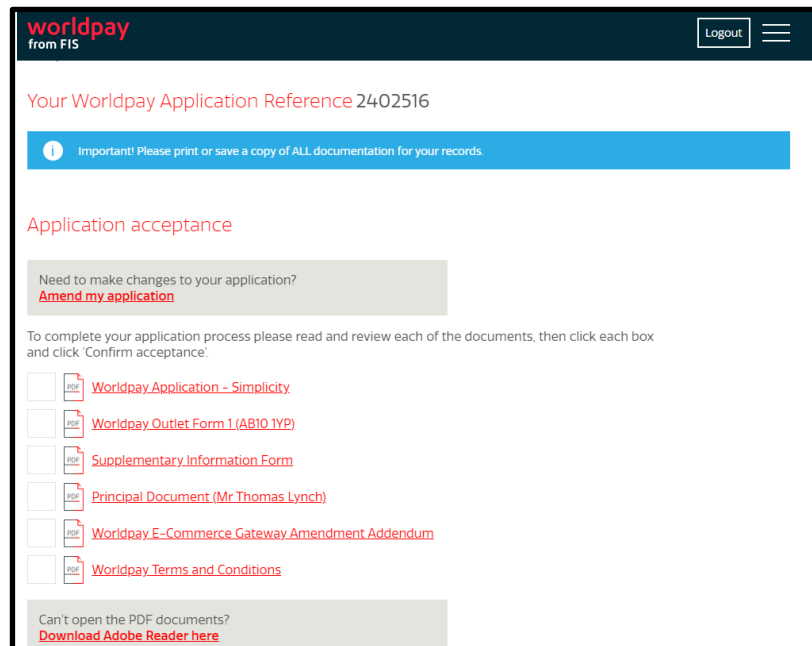
This outlet (34 Bond Court) ▾

This outlet
34 Bond Court
Hillside Road
Harpenden
Hertfordshire
AL5 4DJ
United Kingdom

Save details > Cancel

3.0 Application Acceptance

PDF versions of the completed contract can be viewed through the links below. They will include all the information you have collected during the previous steps. To sign the contract simply check all the tick boxes and click submit at the bottom of the page.



worldpay from FIS Logout







Your Worldpay Application Reference 2402516

Important! Please print or save a copy of ALL documentation for your records

Application acceptance

Need to make changes to your application?
[Amend my application](#)

To complete your application process please read and review each of the documents, then click each box and click 'Confirm acceptance'

-  [Worldpay Application - Simplicity](#)
-  [Worldpay Outlet Form 1 \(AB10 IYP\)](#)
-  [Supplementary Information Form](#)
-  [Principal Document \(Mr Thomas Lynch\)](#)
-  [Worldpay E-Commerce Gateway Amendment Addendum](#)
-  [Worldpay Terms and Conditions](#)

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