

E-Mail Receipts

User Guide – V1.01

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1 About E-Mail Receipts

E-Mail Receipts are receipts for transactions for a business and its customers sent to an e-mail address. Once enabled, the business and the customer will receive the details of every transaction that has been successfully completed.

The Gateway can be configured to email transaction receipts automatically to the Customer and notifications to the Merchant.

1.1 Customer Email Receipts

The Customer can be emailed a transaction receipt automatically each time a transaction is processed by the Gateway. Receipts are sent at the time the transaction is authorised and only for transactions where the Acquirer has approved the authorisation.

Receipts are not sent for declined or referred authorisations or aborted transactions. This functionality is enabled globally on a per Merchant Account basis using the Merchant Management System (MMS).

CUSTOMER RECEIPT

Your Details

Name	:	John Smith
Address	:	17 Test Street, Test Town, Test Country
Postcode	:	T3ST 4NG
Email	:	test@example.com

Payment Information

Merchant	:	Test Merchant
Response	:	AUTHCODE: Test
Time	:	01/01/2015 00:00:00
Amount	:	£25.00
Transaction Reference	:	1234567890ABCDEFGH
Order Ref	:	Apples

Please note: This email was sent from a notification only address that can't accept incoming emails. Please do not reply to this message.

1.2 Merchant Email Notifications

You can be automatically emailed a transaction notification each time a transaction is processed by the Gateway. Notifications are sent at the time the transaction is authorised and only for transactions where the Acquirer approved, declined, or referred the authorisation. Notifications are not sent for aborted transactions. This functionality is enabled globally on a per Merchant Account basis, using the Merchant Management System (MMS).

2 Fields Required

2.1 Merchant Management System

Merchant Notification Email

Specify an email address or multiple comma separated email addresses that you wish to receive notifications about successful SALE or PREAUTH transactions.

Email: optional (multiple email addresses can be separated with commas)

Update Email Address

Customer Receipt

Choose whether receipt emails are sent to customers if they supply their email address in the payment process.

Customer Receipt Enabled: optional

Update Customer Receipt Status

The Merchant Preferences page is used to configure your email receipt preferences. The Preferences page contains the following sections:

Merchant Notification Email	This field allows you to enter an email address (multiple email addresses can be separated with commas) and the emails entered will receive a notification when a SALE transaction is made. The Merchant Notification Email is branded to match the Gateway.
Customer Receipt	If switched to 'Yes' and the Cardholder supplies a valid email address, this allows a copy of the Gateway receipt to be sent to the Cardholder. The Customer Receipt is branded to match the Gateway.

3 How E-Mail Receipts Work

3.1 Merchant Notification Emails

If a valid RFC 2822 email address string is present in the Merchant Notification Email in the MMS (Merchant Management System) or a value is sent in via the `notifyEmail` field (which will take priority over the e-mail set in the Merchant Notification Email field in the MMS) AND the transaction is a successful sale with a predetermined date of capture (i.e. capture delay is not set to -1 or never), a notification email will be sent to the address/addresses specified by the merchant.

The examples below can be combined but need to be comma separated:

1. `test@example.com`
2. `<test@example.com>`
3. `Test Account <test@example.com>`

3.2 Customer Emails

If the **Customer Receipt** field is set to 'On' in the MMS (Merchant Management System), or a 'Y' is sent via the `customerReceiptsRequired` field (which will take priority over the **Customer Receipt** field in the MMS) and the transaction is a successful sale with a predetermined date of capture (i.e. capture delay is not set to -1 or never), **AND** the customer has supplied a valid email address in the `customerEmail` field, then a receipt email will be sent to the address in the `customerEmail` field.

For information about using our direct integration please see our Gateway Integration Guide.

4 Version Control

Version	Date	Update information
1.01	13/11/2020	Updated and removed Integration field details.