



Quick start guide

Recurring Payments Re-presentation in Callpay

Please navigate to the website address <https://www.callpay.net> and reference this document.

Re-presentation Fundamentals

1. When a Recurring Payment fails for '**Insufficient Funds**' the payment will be re-presented the following day (unless specified otherwise).
2. Details of the re-presentation will appear in the summary section under **Payment Schedules**.

Payment Schedules

PRN: 9826903727490722910

ADD SCHEDULE

Type	Total Amount	Start Date	Previous Payment Date	Previous Payment Amount	Next Payment Date	Next Payment Amount	End Date	Frequency	Card (Last 4)	Status	Edit	Cancel	Representments
Ongoing	N/A	03/05/2017	02/05/2017	£100.00	02/05/2017	£100.00	N/A	Weekly	8460	Live			

Representments

Amount	Date processed	Re-presentation date	Status	Card (Last 4)	Cancel
£100.00	02/05/2017	05/03/2017	Pending	8460	

Customer Notifications

1. When a Recurring Payment **transaction fails** due to insufficient funds, the customer receives an **Email** or **SMS*** which informs them of the re-presentation and when it will take place.
2. When a **schedule has been cancelled** due to a failed re-presentation, the customer receives an **Email** or **SMS*** confirming closure of the Recurring Payment.
3. When a **pending re-presentation** is cancelled, a notification is **not** sent to the customer.

*depending on contact preference setting

Canceling a Pending Re-presentation

1. When the re-presentation status is **pending**, it is possible to cancel the instruction without interrupting the next scheduled Recurring Payment.
2. Click on the cancel icon:
3. A summary of the cancellation will be displayed; select **confirm** to continue with the cancellation.
4. Once complete, the status of the re-presentation is updated to display the username of the user that took this action, and the date and time that it took place.
5. It is not possible to cancel a re-presentation transaction whose status is '**Failed**' or '**Successful**'.

