



Custom Forms

Creating Custom Payment Pages for Use with Your EC Suite Account

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Purpose

This document is intended to detail the process of creating Custom Payment Forms for use with the EC Suite Payment Processing System. This document is intended for advanced users who have experience with the following technologies:

- HTML
- XHTML
- CSS (Cascading Style Sheets)
- Web Page Design and Layout
- Basic JavaScript

What Is A Custom Form?

A Custom Form is a transaction payment form that has been visually modified to resemble the look and feel of your Web site. EC Suite provides a variety of pre-made forms for client use, but there are often times when a client prefers to create their own transaction payment forms.

Custom Forms can create a more cohesive look to your Web site. You can match a custom form to your design, using the same fonts and color scheme that you use on the rest of your site. You may also elect to use custom images or banners on your forms.

It is important to note that while you can customize the appearance of the form, the action of the form remains the same, and the form is still hosted by EC Suite and remains subject to the requirements of our system.

The Process

Step 1: Create Payment Form Mock-ups

Once you have decided that you want to use a Custom Form on your EC Suite account you will need to create an HTML mockup for each form type that you choose to use as a custom form. Each form should be created as a separate HTML file, and each form that uses custom images should also have an exclusive “images” folder used to store and reference images from a local resource (hard drive). These images should not exceed 34 kb in size.

| Form Type | Description |
|-------------------------------|---|
| Credit Card | Credit Card payment form. |
| Online Check (ACH) | Online Check payment form. |
| Telcom | Telephone billing payment form. |
| Upgrade | Customer Upgrade payment form. |
| Support Cancel Upgrade | Cancel upgrade transaction payment form. |
| *Approval | Transaction approval customer landing page. |
| *Denial | Transaction decline customer landing page. |

**It is important to note that each payment form includes separate approval and denial customer landing pages.*

Step 2: Send a Custom Form Request to Client Support

Once you have finished developing your new custom form mockup, you will need to archive each custom form along with its related “images” folder as a separate .zip archive file. Archiving each form and its related “images” directory as a separate archive file ensures that each form is handled individually by our Client Support department.

After archiving each form, you will need to prepare an email adding each archive file to the email as a separate attachment. You should then send an email to our Client Support department (clientsupport@ecsuite.com) outlining your request for Custom Forms.

The Client Support department will then review the form. During the review process Client support completes the following actions:

- Ensures adherence to EC Suite’s terms, conditions, and policies.
- Ensures that the code on the form meets guidelines.
- Ensures that there is no extraneous code or calls in JavaScript.
- Submits the form to Policy Review.

At times Client Support or Policy Review may need to contact you for further information. Please make sure to monitor your email account during this time to ensure timely response to inquiries and expedite the processing of your forms.

Step 3: Begin Using the New Form

Once the form has been approved by EC Suite it will be uploaded and set as live. It will then appear in your form admin and be accessible to you, just like any other EC Suite form. You will note that each custom form uses a naming convention specific to your EC Suite account in the format of [account number]-[sub-account number][form type]-[revision number]; example 9xxxxx-xxxxcc-1.

To begin using your new custom form you will need to update your website to push traffic to the new form instead of the existing form you may already be using. If you are not sure how to accomplish this task please contact our Client Support department for assistance; clientsupport@ecsuite.com, 480.449.7751.

Form-Specific Requirements

Each form has its own specific requirements for elements that **MUST** be present in that form type. This section outlines those requirements, broken into categories for each form.

Initial Payments

Table 1: Initial Payment Page Text Segment Requirements

| Requirement | Description/Value | Placement Restrictions |
|------------------------------|---|---|
| Payment Processor | “EC Suite is the designated E-ticket Supplier, Payment Processor, and Access Management Provider for [company name] [website URL].” | None |
| EC Suite Logo | A simple gif image displaying the EC Suite logo. | At the top of the page. Can be below the payment details segment but is required to precede the form fields and labels. |
| Age Verification | “I certify that I am 18 years of age or older and agree to EC Suite’s Terms and Conditions of this purchase and have read EC Suite’s Privacy Policy.” | Above the “submit” button. |
| Privacy Statement | “To protect your privacy, any charges will discreetly appear as EC Suite on your credit card statement.” | Above the submit button. |
| Customer Support Link | support@ecsuite.com | None |
| IP Address | “NOTE: Your IP address [xxx.xxx.xxx.xxx] has been logged with this transaction.” | None |
| Support and Copyright | “1-888-596-9279 (U.S.) Email address: support@ecsuite.com Copyright ©2009 EC Suite.com” | None |

Table 2: Initial Payment Page Form Field Requirements-Credit Card

| Field Name | Type | Restrictions |
|----------------|--------|---------------|
| customer_fname | Text | Max Length 20 |
| customer_lname | Text | Max Length 30 |
| address1 | Text | Max Length 30 |
| city | Text | Max Length 30 |
| zipcode | Text | Max Length 10 |
| phone_number | Text | Max Length 16 |
| email | Text | Max Length 40 |
| credit_card | Text | Max Length 16 |
| cvv2 | Text | Max Length 4 |
| name_on_card | Text | Max Length 30 |
| exp_month | Select | None |
| exp_year | Select | None |
| state | Select | None |
| country | Select | None |
| age_verify | Select | None |
| lang_select | Select | None |
| multi_currency | Select | None |

Table 3: Initial Payment Page Form Input Fields - Online Check and EU Debit

| Field Name | Type | Restriction |
|-------------------|--------|---------------|
| customer_fname | Text | Max Length 20 |
| customer_lname | Text | Max Length 30 |
| address1 | Text | Max Length 30 |
| city | Text | Max Length 30 |
| zipcode | Text | Max Length 10 |
| phone_number | Text | Max Length 16 |
| email | Text | Max Length 40 |
| name_on_account | Text | Max Length 60 |
| bank_account_type | Radio | CK, SV |
| bank_account_num | Text | Max Length 16 |
| bank_routing_num | Text | Max Length 9 |
| state | Select | None |
| country | Select | None |
| age_verify | Select | None |
| lang_select | Select | None |
| multi_currency | Select | None |

Table 4: Form Field Descriptions

| Name | Field Description |
|-------------------|---|
| customer_fname | Customer First Name |
| customer_lname | Customer Last Name |
| address1 | Customer Address |
| city | Customer City |
| zipcode | Customer Postal Code |
| phone_number | Customer Phone Number |
| email | Customer Email |
| credit_card | Customer Credit Card |
| cvv2 | Customer Credit Card Security Code |
| name_on_card | Customer Name (as it appears on the credit card) |
| exp_month | Credit Card Expire Month |
| exp_year | Credit Card Expire Year |
| state | Customer State |
| country | Customer Country |
| age_verify | A yes no select box placed next to the Age Verify page requirement. |
| lang_select | A language selection select box. |
| name_on_account | Customer Name (as it applies to the bank account) |
| bank_account_type | A radio button indicating Checking or Savings |
| bank_account_num | Customer Bank Account Number |
| bank_routing_num | Customer Bank Routing Number |

Promotional Sales

Custom Forms can support a maximum of two (2) separate Promotional Sales on one form, but only one can be pre-checked on each form. Promotional Sales are allowed on both the Initial Payment and the Approval forms, meaning that up to four (4) Promotional Sales can be offered during the payment process. The following chart outlines the requirements on the Promotional Sale Page.

Table 5: Promotional Sale Page Requirements

| Requirement | Description |
|-------------------|--|
| Promo Title | A short description advertising the promotional sale and encompassing the promotional table. |
| Promo Check Box | The promotional check box is an HTML checkbox that can either be pre-checked or unchecked when the payment page loads. The checkbox is the customer agreement of the promotional sale. |
| Promo Description | A detailed description of the promotional sale including initial price, recurring price, and a link to the product being sold. |

Approval Page

Table 6: Approval Page Requirements

| Requirement | Description |
|-------------------------------|--|
| Subscription ID | A string identifying the subscription or transaction ID related to the transaction processed. The subscription ID is a unique identifier for each transaction. |
| Product Purchased | A description of the product that was purchased. This information is typically created using the price description from the initial payment page. |
| Site URL | A link to the client's website intended to deliver merchandise to the customer. |
| Username | The username intended to be used by the customer to obtain merchandise. |
| Password | The password intended to be used by the customer to obtain merchandise. |
| Consumer Support | A link to the EC Suite customer support center, https://support.ecsuite.com |
| Consumer Support Phone Number | 1-888-596-9279 |
| Terms and Conditions | A link to the EC Suite Terms and Conditions: http://www.ecsuite.com/cs/policies/TC-consumer-english.html |
| Copyright | Copyright ©2009 EC Suite.com |
| Logo | A simple gif image of the EC Suite logo. |

Denial Page

Table 7: Denial Page Requirements

| Requirement | Description |
|---------------------|---|
| First Name | Sorry [first name], you have been denied. |
| Subscription Status | Declined. |
| Reason for Decline | Placeholder for reason for transaction decline. |
| Logo | EC Suite Logo. |