



CUSTOM FORMS

CREATING CUSTOM PAYMENT PAGES FOR USE WITH YOUR CCBILL ACCOUNT



TABLE OF CONTENTS

Purpose	3
What Is A Custom Form?	3
The Process	3
Step 1: Request Custom Form Templates.....	3
Step 2: Modify the Template	4
Step 3: Return the Completed Form to Client Support.....	4
Step 4: Begin Using The New Form	4
Form-Specific Requirements.....	5
Initial Payments.....	5
Promotional Sales	7
Approval Page	7
Denial Page.....	7



PURPOSE

This document is intended to detail the process of creating Custom Sign-up Forms for use with the CCBill 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 form that has been visually modified to resemble a page on your Web site. CCBill provides a variety of pre-made forms for client use, but there are often times when a client prefers to create their own 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 CCBill and remains subject to the requirements of our system.

THE PROCESS

STEP 1: REQUEST CUSTOM FORM TEMPLATES

Once you have decided that you want to use a custom form on your site you will need to contact Client Support and request that they send you the templates for the custom forms that you wish to use. Client support can be contacted by phone at 1.800.510.2859, by email at clientsupport@ccbill.com, or by fax at 480.449.8801.

The following forms are currently available for customization:

- Credit Card
- Online Check (ACH)
- Approval
- Denial
- Upsale Approval
- Upgrade
- Support Cancel Upgrade

The following forms are NOT available for customization:

- Telephone Billing
- EU Debit and EU Debit Billing Cycle Pages
- DirectPay EU

Additionally, Multi-currency is only available for Credit Card and Online Check payment forms.



STEP 2: MODIFY THE TEMPLATE

When you have received your form you may make the necessary modifications to the form so that it fits with your site. *It is strongly recommended that you have someone with extensive Web design experience (most specifically with the technologies mentioned under the Purpose heading) complete the modifications to the template for your custom form.*

Please keep in mind that you will need to adhere to the following rules when making custom forms:

- Custom Banners and Images are allowed but must contain only non-nude images.
- Custom Banners and Images are subject to review by our Policy Review department for approval.
- While CSS (Cascading Style Sheets) are allowed, they must be *Inline* (embedded directly into the HTML).
- Javascript may be used, but external references or calls to outside resources are not allowed.

Some forms may have more specific requirements. Please see the **Form-Specific Requirements** section below for further information about individual forms.

STEP 3: RETURN THE COMPLETED FORM TO CLIENT SUPPORT

Once you have finished editing the form, you will need to return it, along with any supporting images or banners, to Client Support. Be sure to include the account number, sub-account number, and any special instructions in the email.

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

- Ensures adherence to CCBill'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, if necessary.

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 4: BEGIN USING THE NEW FORM

Once the form has been approved by CCBill 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 CCBill form.



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 Requirements

Requirement	Description/Value
Payment Processor	"CCBill is the designated E-ticket Supplier, Payment Processor, and Access Management Provider for [company name] [website URL]."
CCBill Logo	A simple gif image displaying the CCBill logo.
Age Verification	"I certify that I am 18 years of age or older and agree to CCBill's Terms and Conditions of this purchase and have read CCBill's Privacy Policy."
Privacy Statement	"To protect your privacy, any charges will discreetly appear as CCBill on your credit card statement."
Customer Support Link	support@ccbill.com
IP Address	"NOTE: Your IP address [xxx.xxx.xxx.xxx] has been logged with this transaction."
Support and Copyright	"1-888-596-9279 (U.S.) Email address: support@ccbill.com Copyright ©2009 CCBill.com"

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 CCBill customer support center, https://support.ccbill.com
Consumer Support Phone Number	1-888-596-9279
Terms and Conditions	A link to the CCBill Terms and Conditions: http://www.ccbill.com/cs/acf/html/terms_and_conditions-na-english.html
Copyright	Copyright ©2009 CCBill.com
Logo	A simple gif image of the CCBill 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	CCBill Logo.