

Bus Stops Suspensions

User Guide

Halliwell, Jon

CONTENTS

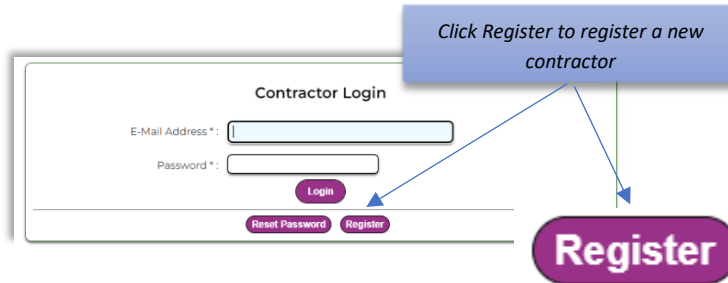
Register Details	4
Register New Contractor	4
Contractor Registration Form	4
New Contact Registration Email.....	5
Register New User	5
Add New Contact Form	5
Contractor Login.....	6
Login	6
Reset Password	6
Contractor Dashboard.....	7
Contractor Dashboard – including all requests	7
Contractor Dashboard – no historical requests	7
Contractor Dashboard – Standard User	7
New Request Form.....	8
New Request Form - Add Bus Stop	9
Setting the radius	9
Choosing a stop – Choose from Map	10
Choosing a stop – Enter the Stop Reference.....	11
Choosing a stop – Enter the Latitude and Longitude	12
Results of search.	12
Choosing a stop – Search by Road Name	13
New Request Form – continued.....	15
Complete the New Request Form	16
Traffic Management Plan	17
Payment Summary	18
Queries.....	19
Adding a query	19
Replying to a query	20
Query Alerts	21
Making a payment	22
Billing Information.....	22
Payment Details	22
Payment Review.....	23
Payment Success	23
Example Receipt.....	23

Payment Failure	24
Re-attempt Payment	24
View My Payments (Transactions)	25
Exporting My Payments	26
Example My Payment Export File.....	26
Requesting a Refund	27
Cancel a request.....	28
Admin User	29
Add New User	29
Edit User	29
Delete User.....	29
System Location	30
Test Card Details	30

Register Details

Register New Contractor

To register a new contractor, use the register button on the login page.



Contractor Registration Form

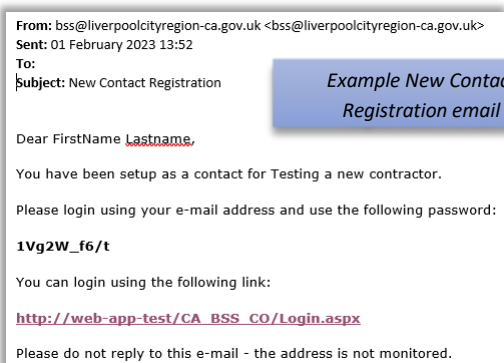
Complete the “**Contractor Registration Form**” using these details to create a new “**Contractor**” and a “**Primary User**”: -

- Contractor Name
- Contractor Address
- Bank Account Name
- Bank Account Number
- Bank Account Sort Code
- Contact First Name
- Contact Last Name
- Contact Email Address
- Contact Telephone Number

When a Contractor has been set up by.... The “**Primary User**” will receive a [New Contact Registration Email](#) that will include a temporary password and a link to login to the system for the first time.

The user will also be set as the administrator – see [Admin User](#).

New Contact Registration Email

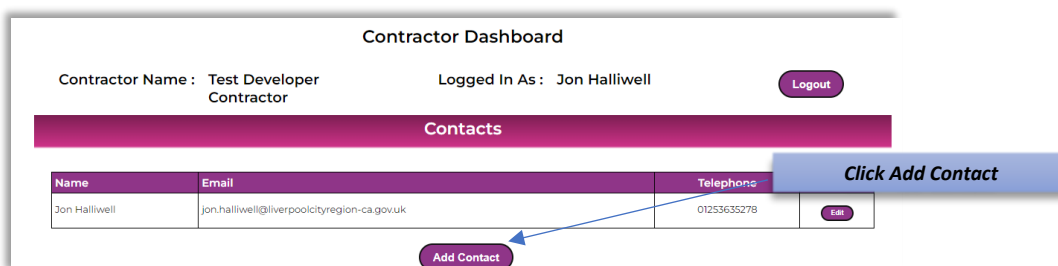


The new user should be able to login for the first time using the temporary password provided in the email. - see [Contractor Login](#)

Register New User

A primary contact or a contact with administrator rights can create a new user in the system.

From the “**Contractor Dashboard**” the **Add Contact** button will be available.

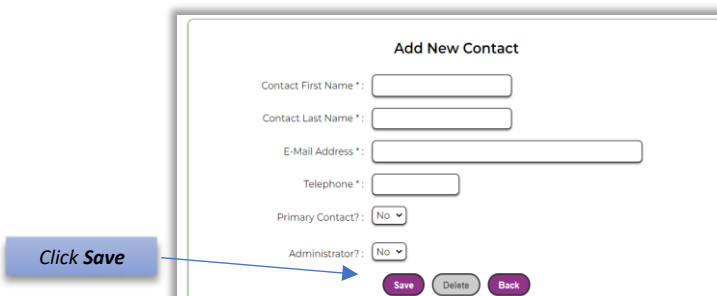


To add a new contact, click the **Add Contact** button the **Add New Contact** form will be shown.

Add New Contact Form

Complete the “**Add New Contact Form**” using these details to create a new contact: -

- Contact First Name
- Contact Last Name Select whether they are a Primary Contact (This will replace the current primary contact).
- Contact Email Address
- Contact Telephone Number
- Select whether they are a Primary User (There can be only one).
- Select whether they are a and Admin User



Complete the [Add New Contact Form](#) with the details requested. (Mandatory Fields are denoted with *).

On completion (Clicking **Save**) a [New Contact Registration email](#) will be sent to the new user.

Contractor Login

To login to your account, you must first have had your details registered. – see [Register Details](#). Once your account has been created you will be able to log into the system using the details that have been used to create your account. If you are logging onto the system for the first time or your password has expired, then you will be directed to reset password. – see [Reset Password](#).

Login

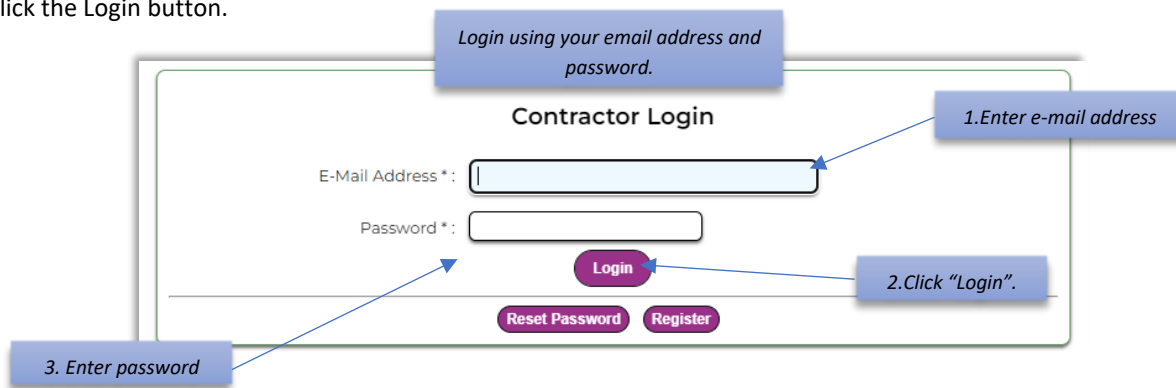
1. Enter your registered email address.
2. Enter your registered password.
3. Click the Login button.

Login using your email address and password.

Contractor Login

E-Mail Address * :

Password * :



On successful login in you will be directed to the [Contactor Dashboard](#)

Reset Password

To reset your password: -

1. Enter your email address – it should be prepopulated
2. Enter a new password
3. Re-enter the new password
4. Click **Change Password**

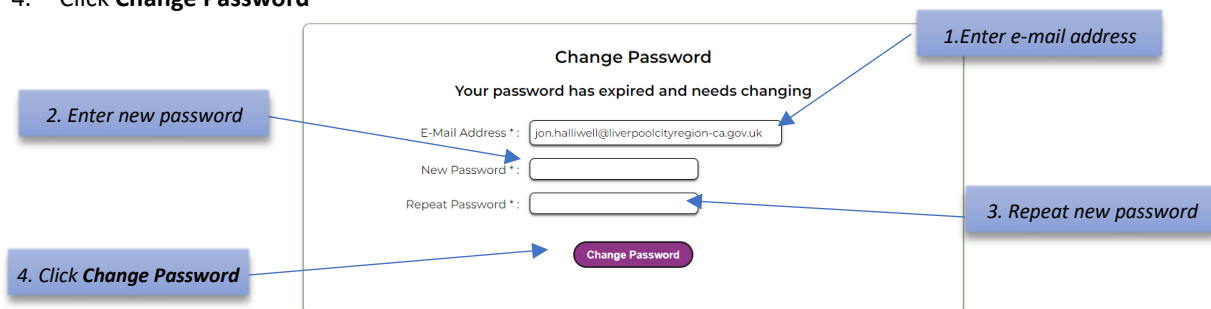
Change Password

Your password has expired and needs changing

E-Mail Address * :

New Password * :

Repeat Password * :



You will be redirected to the [login page](#) as well as receiving an email confirmation containing your new password.

From: bss@liverpoolcityregion-ca.gov.uk <bss@liverpoolcityregion-ca.gov.uk>
Sent: 01 February 2023 14:30
To:
Subject: Change of Password Notification

Dear Jon Halliwell,

Somebody (hopefully you) has just changed your account password.

Your new password is:

TestNewPassword!

You can login using the following link:

http://web-app-test/CA_BSS_CO/Login.aspx

Please do not reply to this e-mail - the address is not monitored.

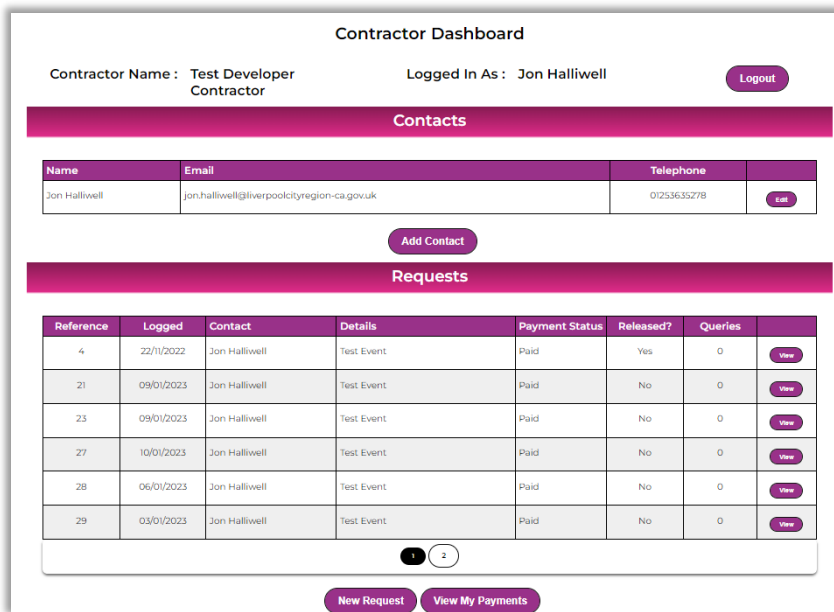
Password reset notification email

Contractor Dashboard.

Contractor Dashboard – including all requests.

From this screen you will be able to see a list of any historical/outstanding bus stop suspension requests that you have made, the contractor details that relate your account and add any new requests (to suspend a bus stop).

Users with an **admin** profile will be able to add new users to the system, see [Register New User](#).



Contractor Dashboard

Contractor Name : Test Developer Contractor Logged In As : Jon Halliwell [Logout](#)

Contacts

Name	Email	Telephone	
Jon Halliwell	jon.halliwell@liverpoolcityregion-ca.gov.uk	01253635278	Edit

[Add Contact](#)

Requests

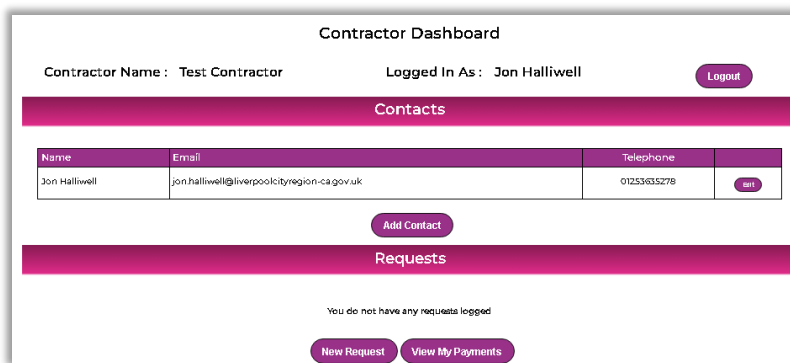
Reference	Logged	Contact	Details	Payment Status	Released?	Queries	
4	22/1/2022	Jon Halliwell	Test Event	Paid	Yes	0	View
21	09/01/2023	Jon Halliwell	Test Event	Paid	No	0	View
23	09/01/2023	Jon Halliwell	Test Event	Paid	No	0	View
27	10/01/2023	Jon Halliwell	Test Event	Paid	No	0	View
28	06/01/2023	Jon Halliwell	Test Event	Paid	No	0	View
29	03/01/2023	Jon Halliwell	Test Event	Paid	No	0	View

1 2

[New Request](#) [View My Payments](#)

Contractor Dashboard – no historical requests

For first time logins or if the user account has made no requests for bus stop suspensions.



Contractor Dashboard

Contractor Name : Test Contractor Logged In As : Jon Halliwell [Logout](#)

Contacts

Name	Email	Telephone	
Jon Halliwell	jon.halliwell@liverpoolcityregion-ca.gov.uk	01253635278	Edit

[Add Contact](#)

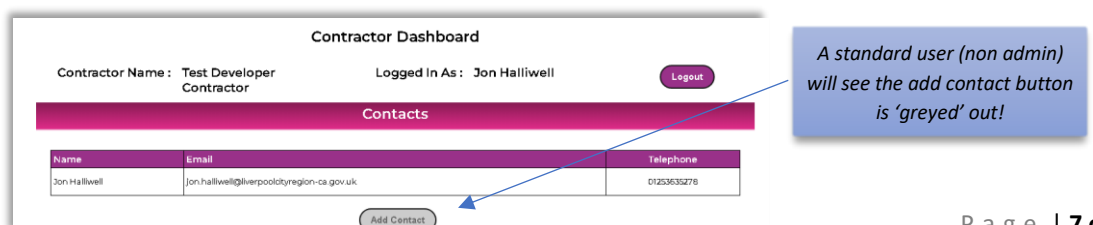
Requests

You do not have any requests logged

[New Request](#) [View My Payments](#)

Contractor Dashboard – Standard User

The view of a standard user is like the view of an admin user; however, the standard user does not have access to add a new contact.



Contractor Dashboard

Contractor Name : Test Developer Contractor Logged In As : Jon Halliwell [Logout](#)

Contacts

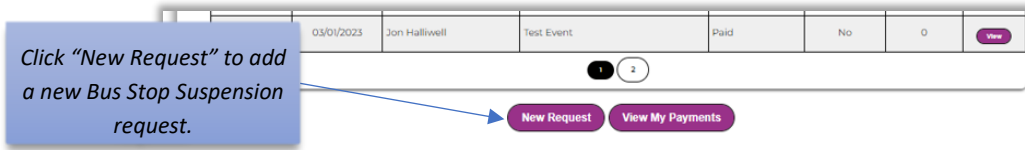
Name	Email	Telephone	
Jon Halliwell	jon.halliwell@liverpoolcityregion-ca.gov.uk	01253635278	Edit

[Add Contact](#)

A standard user (non admin) will see the add contact button is 'greyed' out!

New Request Form

From the [Contractor Dashboard](#) click the “New Request” button



- At least one bus stop must be added via the Add Bus Stop button - see [New Request Form - Add Bus Stop](#)

New External Request form

New External Request

Contractor :
[Show Contractor Details](#)

Stops to be Suspended

You have not added any Stops yet

Add Bus Stop

Additional Information

Local Government Client? :

Client Name :

Client Address :

Post Code :

E-mail Address :

Telephone No. :

Details of the Work or Event e.g. sewer, connection for new development:

Highway Authority Permit No. * :

Will road works require temporary traffic signals for some or all of the duration?

Emergency Request

Date on which the work commences:

Approx. time work starts on first day: :

Last anticipated day on site:

Approx. time work ends on last day: :

Traffic Management Plan Included?

New Request Form - Add Bus Stop

To add a bus stop (for temporary suspension) there are multiple options available, these are: -

- [Choose from map](#)
- [Enter a stop reference](#)
- [Enter the Latitude and Longitude](#)
- [Search by road name](#)

Select Bus Stop

Click a region from the map below to view and select the relevant bus stops

Distance to Check (meters):

Enter Stop Reference, Latitude/Longitude or Road Name, then click Generate Map

Stop Reference:

Latitude:

Longitude:

Road on which bus stop is located:

Setting the radius

The number of results (when searching for a bus stop) is determined by the radius. The default radius is 500 meters. This can be adjusted from anything between 100 and 2000 meters using the slider. You will see from the two maps below the results from a search with the radius set to 100 meters and the same search with the radius set to 500 meters.

Distance to Check slider

Distance to Check (meters) :

"Drag" the slider to the preferred value between 100 – 2000m

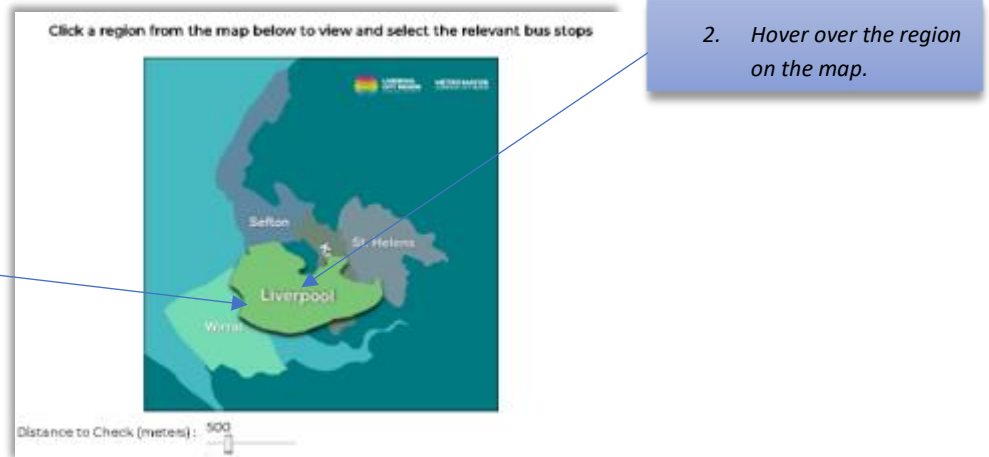
Results from 100(m) radius search

Results from 500(m) radius search

Choosing a stop – Choose from Map

If you know the region and area of the bus stop, to be suspended then you can opt to choose the bus stop by using a map of the region.

1. Hover over the region on the map where the bus stop suspension will take place.
2. Click chosen region (it will have “exploded”).

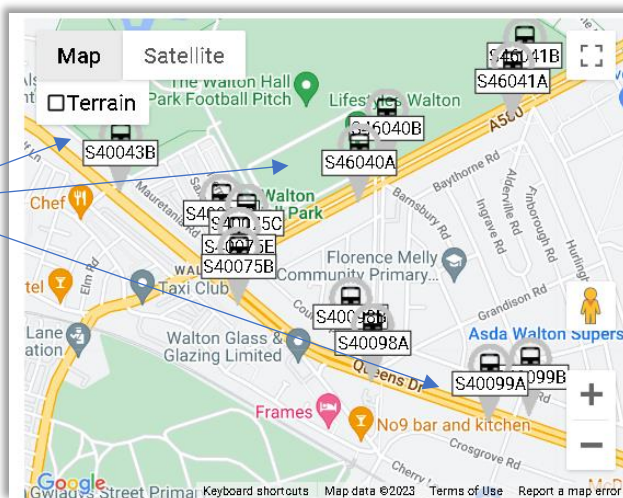


3. Based on the selected region the google map representation of the area will be in view.
4. Navigate around the map to search to locate the area the bus stop you wish to suspend will be.
5. Click on the map in the required area.



- The bus stops (based on the radius set – see [setting the radius](#)) will be shown on the map.
- Locate the bus stop by scrolling around the map.
- Select the required bus stop by clicking on the relevant stop. You will be returned to the [New Request form](#).

Bus stops in the area denoted by the grey pointer Select the relevant bus stop by clicking on the relevant grey pointer.



Choosing a stop – Enter the Stop Reference

If you know the stop reference number already then you can just type the number into the field provided. Once the reference has been entered then click the **Generate Map** button.

1. Enter the Stop Reference

Enter Stop Reference, Latitude/Longitude or Road Name, then click Generate Map

Stop Reference: Stop Reference:

Latitude:

Longitude:

Road on which bus stop is located:

2. Click **Generate Map**.

If the stop exists, you will be redirected to the [New Request form](#) with the screen shown looking like the image below. You will see the selected stop highlighted as a **red icon**.

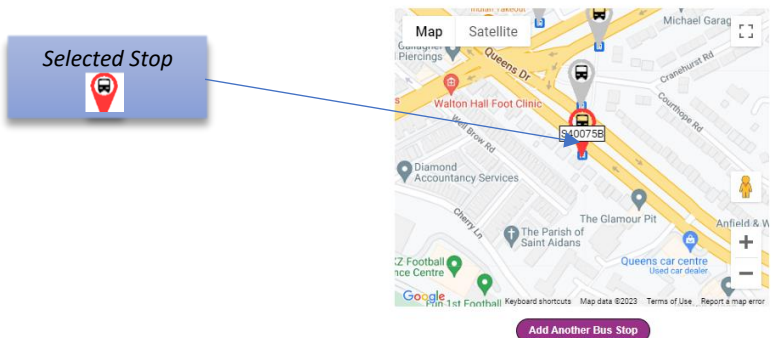
New External Request

Contractor: [Show Contractor Details](#)

Stops to be Suspended

Stop Ref.	CCUK Stop Number	Road Name	Cost	
S40075B	03021946	Walton (Liverpool), Walton Hall Avenue (on Queens Drive)	165	<input type="button" value="Details"/>

Hover over Bus Stops for more information and click on unselected Bus Stops to add them



Choosing a stop – Enter the Latitude and Longitude

If you know the Latitude and Longitude of the surrounding location, then you can enter this into the fields provided. Once the Latitude and Longitude have been entered then click the **Generate Map** button.

Enter Stop Reference, Latitude/Longitude or Road

1. Enter the Latitude

2. Enter the Longitude

3. Click **Generate Map**.


Stop Reference:


Latitude:

Longitude:

Road on which bus stop is located:

Generate Map **Cancel**

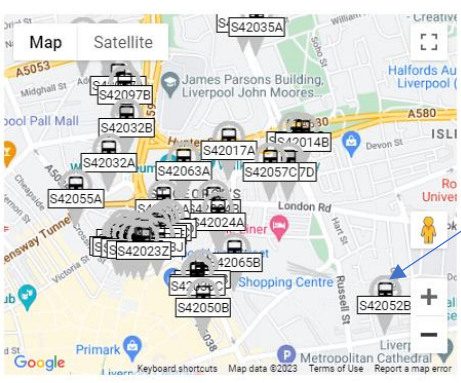
If bus stops have been found in within the parameters of the Latitude and Longitude entered, then a map will be displayed. The map will show all the stops available for selection as a grey icon. as a grey icon .

You will be able to navigate around the map as well being able to use the zoom tools provided by google maps (“+”, “-”). Navigate around to locate the stop that is going to be suspended and “click” the relevant grey icon .


Results of search.

Select Bus Stop

Click the Stop on the map below to select it



Back to Request **Clear Selections**

Upon selecting the Bus Stop you will be redirected to the [New Request form](#) with the screen shown in the image below. You will see the selected stop highlighted as a **red icon** .

New External Request


Contractor:


[Stop Contractor Details](#)

Stops to be Suspended

Stop Ref.	CCUK Stop Number	Road Name	Cost
S42075B	0302 1961	Walton (Kierwood), Walton Hall Avenue (on Queens Drive)	800 View

Hover over Bus Stops for more information and click on unselected Bus Stops to add them

Selected Stop 



Add Another Bus Stop

Choosing a stop – Search by Road Name

If road name where the bus stop is located is known, then this can be entered into the field provided. Once you have entered the road name then you will either be taken to a map with all the stops in the surrounding area - see [Results of search](#), alternatively there may be a road that contains multiple locations, for example a road which spans the whole city. If this is the case you will be taken to the screen below, this will have selected part of the road you have searched for however you will be able required to change this from the **Select Location** dropdown.

Our example will use **Queens Drive Road** in Liverpool.

Enter Stop Reference, Latitude/Longitude or Road Name, then click Generate Map


Stop Reference:

Latitude:

Longitude:

Road on which bus stop is located:

Road on which bus stop is located:

Wavertree, The Rocket (on Queens Drive) has been selected and the map of the surrounding stops are available for selection shown as a grey icon  .

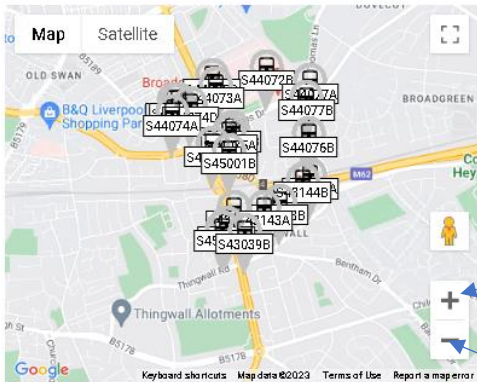
You will be able to navigate around the map as well being able to use the zoom tools provided by google maps (“+”, “-”).

Select Bus Stop

Please select location you wish to generate map for

Select Location:

Click the Stop on the map below to select it



Zoom in

Zoom out

As mentioned, the results of the road chosen may well return more than one result. In this case a dropdown selection list has been provided. To choose another location from the same road click the dropdown arrow next to the road name, select the area that suits your criteria.

Select Bus Stop

Please select location you wish to generate map for

Select Location:

Results from Road Name search

Click the down arrow to view all results

Locate the area on the road that best suits your criteria.

Select Bus Stop

Please select location you wish to generate map for

Select Location :


Click the Stop on the map below to select it

Back to Request Clear Selections

To select a new location "Left-Click" on the name.

On selection the map will re-generate with the stops shown in the new location. See image below.

You will be able to navigate around the map as well being able to use the zoom tools provided by google maps ("+", "-").

Navigate around to locate the stop that is going to be suspended and "click" the relevant grey icon  , to select the stop.

Select Bus Stop


Please select location you wish to generate map for

Select Location :

Reset

Click the Stop on the map below to select it

Back to Request Clear Selections

Upon selection you will be redirected to the [New Request form](#) with the screen shown in image below. You will see the selected stop highlighted as a red icon .

Selected Stop 

New External Request

Contractor:

[View Contractor Details](#)

Stop Ref	LCRCA Stop Number	Road Name	Cost
S40038B	0502 0812	Clubmoor, Queens Drive #2 (on Utting Avenue)	165 <input type="button" value="Add"/>

Hover over Bus Stops for more information and click on unselected Bus Stops to add them

Map Satellite

New Request Form – continued

When a bus stop has been chosen the **“New External Request”** form will have additional information, including a table displaying the selected stop(s) and a map, showing the stops that have been selected as a **red icon** . There may also be stops shown in the surrounding area that have **not** been selected shown as a **grey icon** .

It is possible to add extra stops by simply clicking on one of the grey stop icons . You should be able to navigate around the map as well being able to use the zoom tools provided by google maps (“+”, “-”).

There is also a button **“Add Another Bus Stop”** that can be used to choose another stop, clicking this button repeats the process [Add Bus Stop](#).

New External Request

Contractor:

[Show Contractor Details](#)

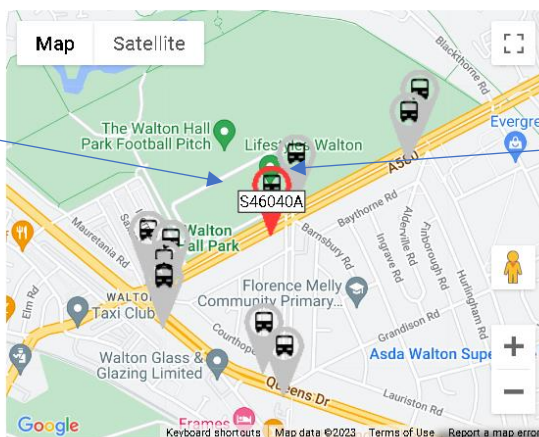
Table of selected stops

Stops to be Suspended

Stop Ref.	CCUK Stop Number	Road Name	Cost	
S46040A	03021636	Walton (Liverpool), Stanley Park Avenue North (on Walton Hall Avenue)	165	<input type="button" value="Delete"/>

Hover over Bus Stops for more information and click on unselected Bus Stops to add them

Selected stop



Click a grey icon to select another stop

Example of a second added bus stop.

Additional Information

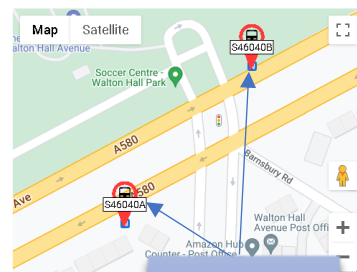
Local Government Client?:

Client Name:

Click **Add Another Bus Stop** to repeat the process [Add Bus Stop](#)

Stop Ref.	CCUK Stop Number	Road Name	Cost	
S46040A	03021636	Walton (Liverpool), Stanley Park Avenue North (on Walton Hall Avenue)	165	<input type="button" value="Delete"/>
S46040B	03021637	Walton (Liverpool), Walton Park (on Walton Hall Avenue)	165	<input type="button" value="Delete"/>

Hover over Bus Stops for more information and click on unselected Bus Stops to add them



Selected stops



Complete the New Request Form

Once the bus stops have been added the rest of the form should be completed. You will not be able to progress without all the relevant details being entered. Warnings will be given if you try to **Save & Continue** without completing all the mandatory fields.

Additional Information

Local Government Client?:

Client Name:

Client Address:

Post Code:

E-mail Address:

Telephone No.:

Details of the Work or Event, e.g. sewer, connection for new development:

Highway Authority Permit No.*:

Will road works require temporary traffic signals for some or all of the duration?

Date on which the work commences: / /

Approx time work starts on first day: :

Last anticipated day on site: / /

Approx time work ends on last day: :

Traffic Management Plan Included?:

Callout Boxes:

- Complete the Client details. *The client is the company undertaking the work.
- Complete the details of the work or event (the reason for the suspension)
- Complete the highway authority permit number.
- Complete date and time the works are expected to start.
- Traffic Management Plan Included? – See [Traffic Management Plan](#).
- Complete date and time the works are expected to be completed.
- Save & Continue

On completion of all the mandatory fields click the **Save & Continue** button. Where relevant this will take you to the [Payment Summary](#) page.

***All relevant payments must be completed before the bus stop(s) can be sent for temporary suspension.**

Unless the request is an emergency request – see **emergency request** then 4 days advance warning must be given. If the date the works are to commence is before the 4 days, then you will be shown the warning below.

Date on which the work commences: / /
You cannot suspend this stop before 20/02/2023

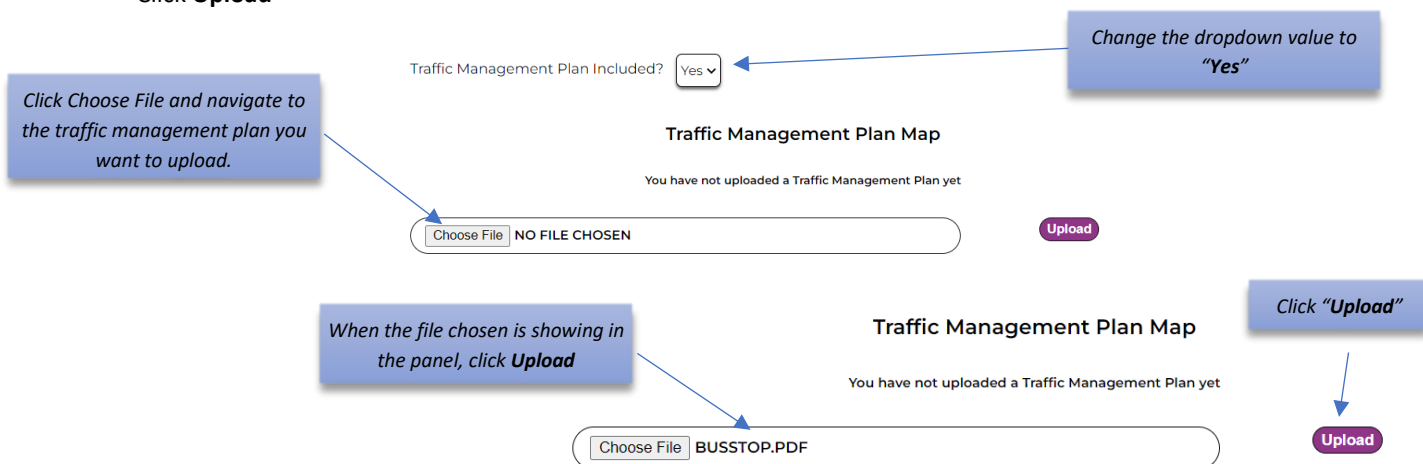
Traffic Management Plan

To add a Traffic Management Plan: -

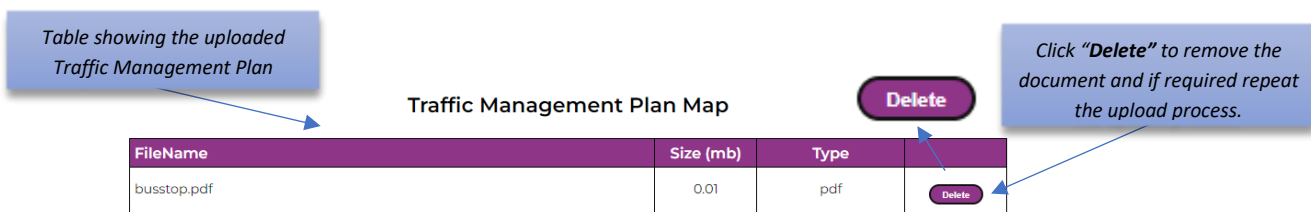
From the New Request Form change the dropdown value to “Yes” next to the label “**Traffic Management Plan Included?**”

This will reveal the **Traffic Management Plan Map** section, from here: -

- Click **Choose File** (this must be a PDF)
- Click **Upload**



- The document should appear in the table shown.



Only one traffic management plan is permitted per request.

In order replace the document then click **Delete** and then repeat the process. see [Traffic Management Plan](#)

Payment Summary

The next stage after completing the **New Request** information you will be required to make a payment. Check that all the details are correct before proceeding. To process you should see the Pay button which includes the payment amount required. In the case of the image below this is **“Pay £330.00”**. Click this button to proceed to the make the [payment](#).

Payment Summary for Request Ref: 41

You have chosen 2 Stops to be Suspended.

Stop Ref.	CCUK Stop Number	Type	Cost
S46040A	03021636	INSIGNIA 2 BAY & D/ROYAL	165
S46040B	03021637	INSIGNIA 2 BAY & D/ROYAL	165

Stops to be Suspended 2

Payment Due £330.00

[< Back](#) [Pay £330.00](#)

Click here to make
the payment.

Queries

The system allows a user to ask a question or reply to a question.

Adding a query

A query is related directly to a request to suspend a stop or stops.

To add a query, from the Contractor Dashboard locate the reference for the request you want to ask the question on, and press **View** to navigate to the request.

Contractor Dashboard

** You have 1 query to view - use the [Queries](#) option above **

Requests								
Reference	Start	End	Contact	Payment Status	Released?	Action	Queries	
67	16/06/2023	17/06/2023	Kevin Gaynor	Exempt	No		1	View
65	13/08/2023	14/08/2023	Kevin Gaynor	Exempt		Notifications	3	View
62	01/07/2023	02/07/2023	Kevin Gaynor	Paid			0	View

Click "View" to navigate to the request.

The request screen will open, select **Add Query**

View Request Ref: 62 - Payment Complete

Queries

There are no queries for this request

[Add Query](#)

Click "Add Query" to open the Query page.

To add your query: -

1. Type your query into the text box provided.
2. Click the **Submit** button.
3. Your query will be sent to the admin team.

Contractor Name : ACME Contractor Limited Logged In As : Kevin Gaynor [Logout](#)

Add Query to Request 62

[Submit](#) [Back to Request](#)

Type your query into the text box provided.

Click "Submit" button to add your query.

Replying to a query

To reply to a query, you navigate to the request page based upon the Request / Reference ID.

Contractor Dashboard

** You have 1 query to view - use the [Queries](#) option above **

Query Count (per request).

Requests

Reference	Start	End	Contact	Payment Status	Released?	Action	Queries	
67	16/06/2023	17/06/2023	Kevin Gaynor			Click "View" to navigate to the request.	1	View
65	13/08/2023	14/08/2023	Kevin Gaynor				Stickers and Notifications	3
62	01/07/2023	02/07/2023	Kevin Gaynor	Paid	No		0	View

Find the query you want to reply to and click the reply button.

Edit Request Ref: 65

Queries

Query	Date	By	
Testing a query	20/08/2023 13:47:06	MERSEYTRAVEL\Service65	Reply
This is a question from the Back office	20/08/2023 15:35:28	MERSEYTRAVEL\Service65	Reply
This is a text question from the contractor.	21/08/2023 10:00:56	Kevin Gaynor	Reply
↔ This is the reply from the back office.	21/08/2023 11:52:15	MERSEYTRAVEL\Service65	Reply
↔ This is a reply to the back office from the contractor.	21/08/2023 12:23:25	Kevin Gaynor	Reply

Locate the query you want to reply to.

Click **"Reply"** to reply to the query.

The Add Reply screen will open.

1. Type your reply into the text box provided.
2. Click the **Submit** button.
3. Your reply will be sent to the admin team.

Contractor Name : ACME Contractor Limited
Logged In As : Kevin Gaynor
[Logout](#)

Add Reply

MERSEYTRAVEL\Service65 wrote This is a question from

Submit
Back to Request

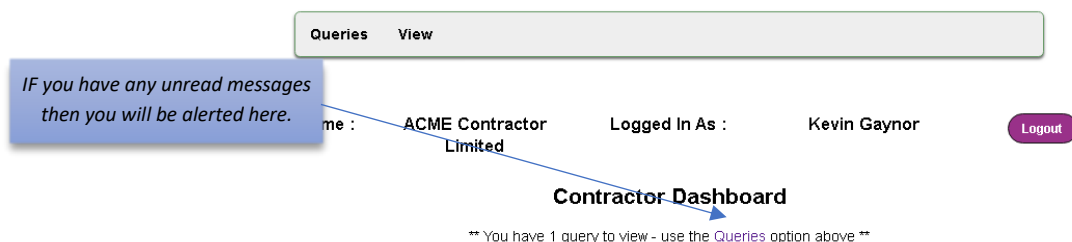
Type your reply in the text box provided.

Click **"Submit"** button to add your reply..

Query Alerts

When a new query or reply to a query has been sent to you then you will receive an email. The email will tell you which request the query, or the reply relates to. You will be able to click the link that will take you directly to the query if you are logged in, if not you will have to log in using your credentials before the screen will be displayed.

From within the application, you will be alerted to any new Queries you are yet to view. This will be shown in the **Contractor Dashboard**.



If you have any unread messages then you will be alerted here.

Contractor Name : ACME Contractor Limited Logged In As : Kevin Gaynor [Logout](#)

Contractor Dashboard

** You have 1 query to view - use the [Queries](#) option above **

Clicking the Queries link will display the screen below. This screen allows the user to navigate directly to the request containing the new message / query. To do this press view, pressing view will remove this query from the “new” queries list.

Contractor Name : ACME Contractor Limited Logged In As : Kevin Gaynor [Logout](#)

Requests with New Queries

Reference	Query Ref.	Last Update	No. of Queries	
61	77	21/06/2023 13:05:53	1	View

Making a payment

Before a request can be completed, payment must be made.

Billing Information

Check the details are correct before proceeding, these details should be the billing details found on the card being used for payment. These should be pre-populated. If the details are correct click the “Next” button.

Payment Details

Complete the payment details screen with the card you are making the payment with.

****For the purposes of the testing please use the test card details. See [Test Card Details](#)****

The card details required are: -

- Card Type
 - Visa
 - Mastercard
 - Maestro
- Long card number
- Card Expiry Date (Month & Year)
- CVN (The 3 numbers usually found on the signature strip on the back of the card)

When all the card details have been completed click the **Next** button

Payment Review

Check the details on the review page and if everything is correct click the **Pay** button to make the payment.

Click the **Pay** button to make the payment

Payment Success

A successful payment will generate a receipt displayed as well as an email receipt. - see [Example Receipt](#)

Click “**Continue**” to return to the [Contractor Dashboard](#) (main menu).

Payments that have been successful will show as **Paid** will show in the Payment Status column on the [Contractor Dashboard](#).

Requests							
Reference	Logged	Contact	Details	Payment Status	Released?	Queries	
30	02/02/2023	Jon Halliwell	Test Event	Paid	No	0	View

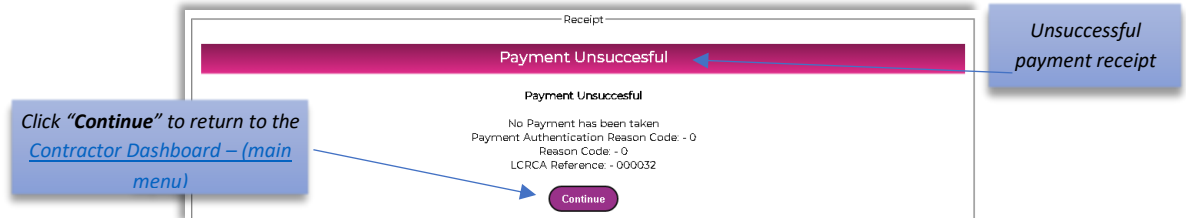
Payment Reference 30 has been paid

Example Receipt

Payment Failure

A successful payment will generate a “**Payment Unsuccessful**” message. This means the attempted payment failed and no money has been taken from the account. This request will remain “**Pending**” (on hold) until the payment is made.

Click “**Continue**” to return to the [Contractor Dashboard](#) (main menu).



Payments that have been unsuccessful will be showing as **Pending**

Reference	Logged	Contact	Details	Payment Status	Released?	Queries	
4	02/02/2023	Jon Halliwell	Test Event	Pending	Yes	0	View

Re-attempt Payment

If a payment is showing as “**Pending**”, then it is possible to try to make the payment again.

To do this find the reference number of the request that you have made and click the “**View**” button

Reference	Logged	Contact	Details	Payment Status	Released?	Queries	
4	02/02/2023	Jon Halliwell	Test Event	Pending	Yes	0	View

The request form will be displayed.

You will have the option to click the **Pay Now** button. Clicking Pay Now will take you to the [Payment Summary](#) page. Follow the payment screens as previously.



View My Payments (Transactions)

To view all the transactions both successful and unsuccessful, from the “Home” page click **View My Payments**.

Reference	Logged	Contact	Details	Payment Status	Released?	Queries	
1	13/02/2023	Jon Halliwell	Test	Paid	No	0	View
4	13/02/2023	Jon Halliwell	Test Event	Paid	No	0	View

View My Payments

New Request View My Payments

Clicking **View My Payments** will show all the attempted payments. (Payment History).

Req Amount	Auth Amount	Decision	Success	Ref Num	Trans ID	Date	Time
495.00	0.00	DECLINE	False	BSS0000000001	6759577013796484104005	09/02/2023	03:48:21
495.00	0.00	DECLINE	False	BSS0000000001	6759583262926502004006	09/02/2023	03:58:46
495.00	0.00	DECLINE	False	BSS0000000001	6759595555506525804004	09/02/2023	04:19:15
495.00	0.00	DECLINE	False	BSS0000000001	6759598141876522904002	09/02/2023	04:23:34
495.00	495.00	ACCEPT	True	BSS0000000001	6762886032646588504006	13/02/2023	11:43:23
660.00	660.00	ACCEPT	True	BSS0000000004	6762895896276600904005	13/02/2023	11:59:50

Export Grid Back

Data uncontrolled once printed / exported

There is the facility to search the entire payment history.

The options available are: -

- Date From and To
- Payment Reference
- Payment Amount
- Payment Status

Search

Date From:

Date To:

Payment Ref:

Payment Amount:

Payment Status:

[Search](#) [Reset](#) [Hide Search](#)

Payment History

Req Amount	Auth Amount	Decision	Success	Ref Num	Trans ID	Date	Time
495.00	0.00	DECLINE	False	BSS0000000001	6759577013796484104005	09/02/2023	03:48:21
495.00	0.00	DECLINE	False	BSS0000000001	6759583262926502004006	09/02/2023	03:58:46
495.00	0.00	DECLINE	False	BSS0000000001	6759595555506525804004	09/02/2023	04:19:15
495.00	0.00	DECLINE	False	BSS0000000001	6759598141876522904002	09/02/2023	04:23:34
495.00	495.00	ACCEPT	True	BSS0000000001	6762886032646588504006	13/02/2023	11:43:23
660.00	660.00	ACCEPT	True	BSS0000000004	6762895896276600904005	13/02/2023	11:59:50

Export Grid Back

Data uncontrolled once printed / exported

Search **Reset**

Enter the required search criteria

Click the Search button to run the required search.

Click the Reset button to reset the search criteria

Exporting My Payments

To “Export” the transactions (Payment History) to a file click the “Export Grid” button. The system will download a text file delimited with a “|” (pipe) character.

Payment History							
Req Amount	Auth Amount	Decision	Success	Ref Num	Trans ID	Date	Time
495.00	0.00	DECLINE	False	BSS0000000001	6759577013796484104005	09/02/2023	03:48:21
495.00	0.00	DECLINE	False	BSS0000000001	6759583262926502004006	09/02/2023	03:58:46
495.00	0.00	DECLINE	False	BSS0000000001	6759595555506525804004	09/02/2023	04:19:15
495.00	0.00	DECLINE	False	BSS0000000001	6759598141876522904002	09/02/2023	04:23:34
495.00	495.00	ACCEPT	True	BSS0000000001	6762886032646588504006	13/02/2023	11:43:23
660.00	660.00	ACCEPT	True	BSS0000000004	6762895896276600904005	13/02/2023	11:59:50

Click “Export” grid

Export Grid Back

Data uncontrolled once printed / exported

Example My Payment Export File

```
PaymentID|AuthCode|AuthAvsCode|AuthorisedAmount|Decision|DecisionMessage|PaymentSuccess|ReasonCode|ReferenceNumber|RequestedAmount|TransactionID|SignedDate|SignedTime|
18|100|U|495.0000|ACCEPT|Request was processed successfully.|True|100|BSS0000000001|495.0000|6763873216666084004001|14/02/2023|03:08:42
```

Requesting a Refund

Where required it is possible to request a refund.

From the [Contractor Dashboard](#) locate the reference number for the request that requires the refund. Click the **View** button to open the request.

Contractor Dashboard

Contractor Name : Test Developer Contractor Logged In As : Jon Halliwell [Logout](#)

Contacts

Name	Email	Telephone	
Jon Halliwell	jon.halliwell@liverpoolcityregion-ca.gov.uk	01253635278	edit

[Add Contact](#)

Requests

Reference	Logged	Contact	Details	Payment Status	Released?	Queries	
30	02/02/2023	Jon Halliwell	Test Event	Paid	No	0	View
31	09/01/2023	Jon Halliwell	Test Event	Exempt	No	0	View
32	17/01/2023	Jon Halliwell	Test Details	Paid	No	0	View
33	17/01/2023	Jon Halliwell	Test Event	Paid	No	0	View
34	11/01/2023	Jon Halliwell	Testing an emergency	Exempt	No	0	View
36	02/02/2023	Jon Halliwell	Test	Paid	No	0	View

1 2 3

[New Request](#) [View My Payments](#)

View

You will be presented with the View Request screen where you will have the option to request a refund for the stop(s).

To request a refund:-

1. Click the request refund button for the stop you want to claim a refund for.
2. Confirm if you are sure you want to request the refund.
3. The refund will have been requested.

View Request Ref: 33 - Payment Complete

Queries

There are no queries for this request

[Add Query](#)

Contractor : Test Developer Contractor
[Show Contractor Details](#)

Stops to be Suspended

Stop Ref.	CCUK Stop Number	Road Name	Cost	
S40029A	0302 0600	Everton (Liverpool), Evangelical Church (on Breck Road)	165	Request Refund

Request Refund

Please Confirm...

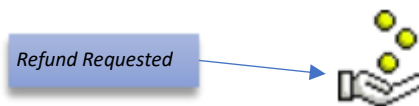
Are you sure you want to request a refund for this stop?

[Yes](#) [No](#)

1. Click Request Refund

2. Click Yes to confirm

The stops “table” will now show a refund has been requested. The stop(s) with a requested refund next to it is denoted with the icon, shown below.



Stop Ref.	CCUK Stop Number	Road Name	Cost	
S40029A	0302 0600	Everton (Liverpool), Evangelical Church (on Breck Road)	165	

Cancel a request.

You have until 24 hours (1 working day) to cancel a request through the system.

Where required it is possible to request a refund.

From the [Contractor Dashboard](#) locate the reference number for the request that requires the refund. Click the **View** button to open the request.

If any monies are due to be refunded a cancelled request will automatically send request for a refund.

Contractor Dashboard

Contractor Name : **Test Developer Contractor** Logged In As : **Jon Halliwell** [Logout](#)

Contacts

Name	Email	Telephone	
Jon Halliwell	jon.halliwell@liverpoolcityregion-ca.gov.uk	01253635278	Edit

[Add Contact](#)

Requests

Reference	Logged	Contact	Details	Payment Status	Released?	Queries	
30	02/02/2023	Jon Halliwell	Test Event	Paid	No	0	View
31	09/01/2023	Jon Halliwell	Test Event	Exempt	No	0	View
32	17/01/2023	Jon Halliwell	Test Details	Paid	No	0	View
33	17/01/2023	Jon Halliwell	Test Event	Paid	No	0	View
34	11/01/2023	Jon Halliwell	Testing an emergency	Exempt	No	0	View
36	02/02/2023	Jon Halliwell	Test	Paid	No	0	View

1 2 3

[New Request](#) [View My Payments](#)

View

From the “**External Request**” form and if you are within the accepted time limit to cancel a request then the **Cancel Request** button will be enabled.

Emergency Request

Date on which the work commences: 01 / 07 / 2023 [Clear](#)

Approx. time work starts on first: 09 : 00 [Clear](#)

Approx. time work ends on last day: 16 : 00 [Clear](#)

Traffic Management Plan Included? No

[Save & Continue](#) [Pay Now](#) [Cancel Request](#)

Click Yes to confirm

Please Confirm...

Are you sure you wish to cancel this request?

Yes
No

Admin User

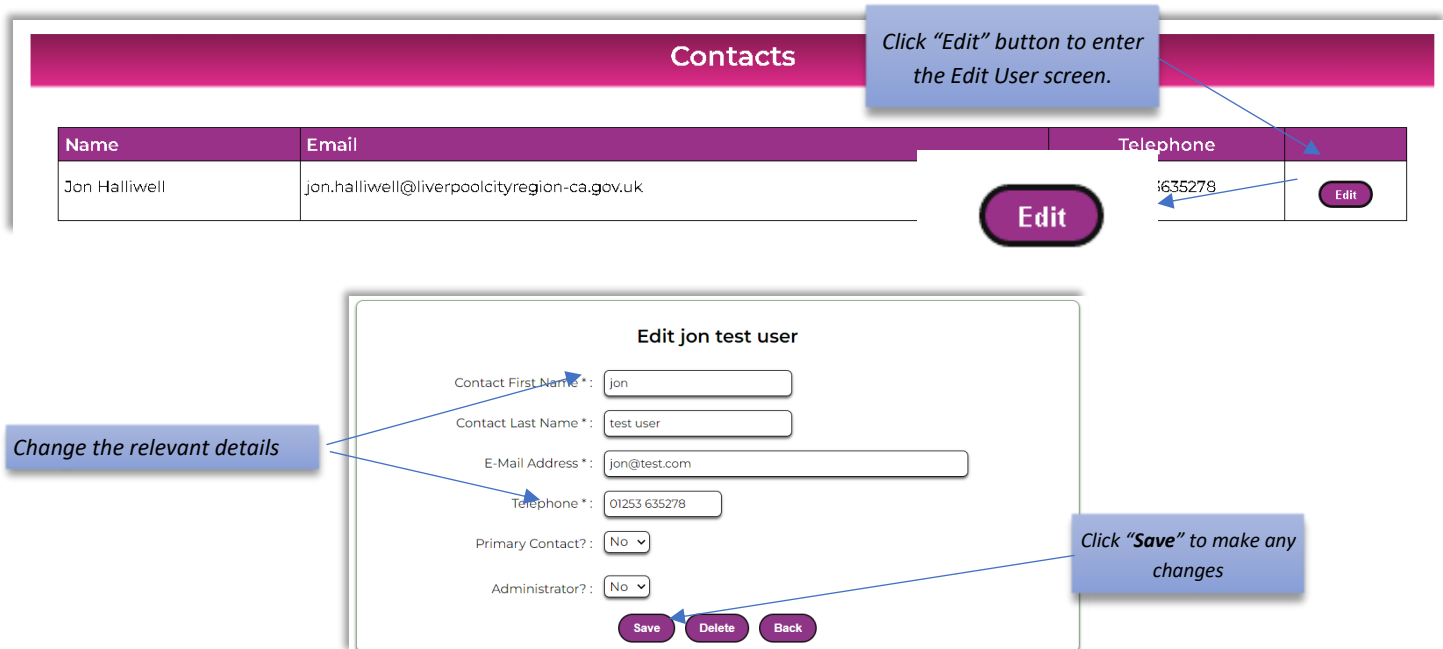
Add New User

An Admin user can add new users to the account (the account is in the **Contractors** name). See [Register New User](#)

Edit User

A user with “Admin” permissions can Edit a contact. The details that can be amended are

- Contact First Name
- Contact Last Name
- Email Address
- Telephone Number
- Primary Contact – The current primary user cannot change their own record
- Administrator – The current administrator cannot change their own record if they are the primary user.
- [Delete User](#) – The current primary user cannot delete their own record. A new primary user must be assigned first.



The screenshot shows the 'Contacts' table with the following data:

Name	Email	Telephone
Jon Halliwell	jon.halliwell@liverpoolcityregion-ca.gov.uk	:635278

Below the table is an **Edit** button. A callout box points to this button with the text: "Click 'Edit' button to enter the Edit User screen."

The 'Edit User' form is titled "Edit jon test user" and contains the following fields:

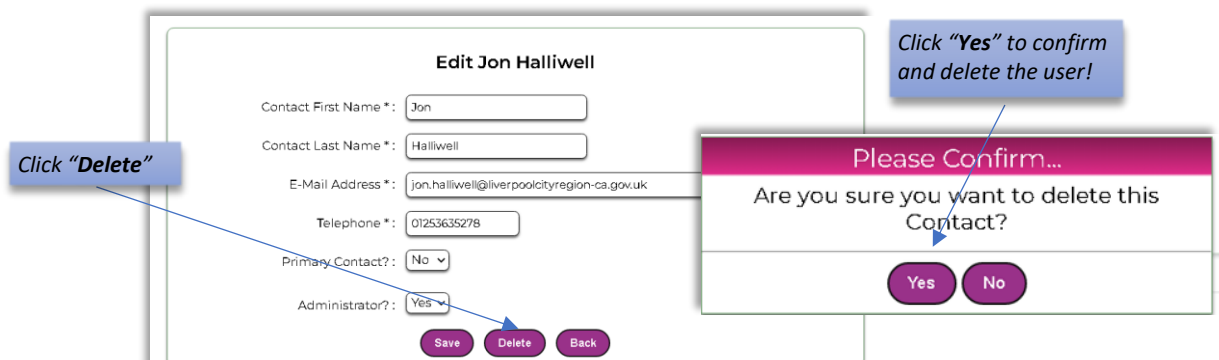
- Contact First Name*: jon
- Contact Last Name*: test user
- E-Mail Address*: jon@test.com
- Telephone*: 01253 635278
- Primary Contact?: No (dropdown)
- Administrator?: No (dropdown)

At the bottom of the form are three buttons: **Save**, **Delete**, and **Back**. A callout box points to the **Save** button with the text: "Click 'Save' to make any changes". Another callout box points to the form fields with the text: "Change the relevant details".

Delete User

If you are an admin user and you are not the current primary user, then you will be able to delete a user from the system.

To do this click Delete, you will be prompted to confirm this is the action that you want to take. Click “Yes” to proceed and delete the user.



The screenshot shows the 'Edit User' form titled "Edit Jon Halliwell" with the following data:

- Contact First Name*: Jon
- Contact Last Name*: Halliwell
- E-Mail Address*: jon.halliwell@liverpoolcityregion-ca.gov.uk
- Telephone*: 01253635278
- Primary Contact?: No (dropdown)
- Administrator?: Yes (dropdown)

The **Delete** button is highlighted with a callout box: "Click 'Delete'". A confirmation dialog box is open, titled "Please Confirm...", with the text: "Are you sure you want to delete this Contact?". The dialog has **Yes** and **No** buttons. A callout box points to the **Yes** button with the text: "Click 'Yes' to confirm and delete the user!".

System Location

The Bus Stops / Shelter Suspensions application can be found at this location. <https://bss-co.merseytravel.gov.uk/>

Test Card Details

Card Type: - **Visa**

Card Number: **4444333322221111**

Card Expiry: **03/27**

CVN: **123**

END OF DOCUMENT