



PayGate GoldStar Submissions

PayGate is the next generation payments gateway from CORVID PayGate.

At times when you are unable to submit payment files to Bacs or Faster Payments by your usual means, our GoldStar team will be on hand to help you avert a crisis by transmitting payment files on your behalf.

GoldStar is available in two ways:

- 1. Gold/Platinum Service Support
- 2. GoldStar Credit

Each submission can consist of up to five separate files on a single day and your submission allowance is only valid for each year of your contract and does not roll over. Additional submissions can be purchased if required.

The GoldStar Support Team is available from 0900 to 2100 on weekdays (excluding UK public holidays) for whenever you are unable to submit payment files to Bacs or Faster Payments via your normal methods.

Simply instruct your Bank to link your Service User Numbers to the CORVID PayGate Payments Bureau Number (B20875) and then we'll be available when you need us.

Fully accredited Bacs Approved Bureau

To maintain this status we undergo regular in depth inspections by the Bacs Bureau Inspection team. Only organisations with exemplary business practices are approved to act on behalf of other Service Users in the capacity of a Bacs Approved Bureau. To learn more about the Bacs Approved Bureau status, please visit the Bacs website.

File(s) must be sent to us in the same format as would normally be provided within PayGate. The file must be sent to us at least one hour before the end of the contracted working period, confirmed by telephone and customer contact staff must be available for consultation during the process.

The success of transmissions will depend on the quality of the data and format of the file; staff may not be able to rectify errors and in such cases, cannot guarantee acceptance of the file.

PayGate GoldStar is available in two ways:

Gold/Platinum Service Support

Upgrade to one of our enhanced support packages and automatically receive five submissions every year.

In the event of an emergency please follow these steps:

1. Telephone us on the normal support number (01462 708444) to invoke the GoldStar Service.

2. We will attempt to resolve your issue there and then. If this proves unsuccessful, please zip and password protect the relevant source data file(s) and send them to us:

By email

Attach the zipped file to an email and send it to goldstar@corvid-paygate.com. For security reasons, please do not include the password in the email.

We will obtain the password over the telephone along with the relevant Service User Numbers and associated source Bank Account details.

By courier

Save the zipped files to a CD Rom or memory stick and courier it to us at the support address below.

Then telephone to let us know the estimated time of arrival at our offices and the password.

One of our GoldStar team will 'Prepare and Sign' your file(s) using our Bureau HSM certificate.

The Submission details report will then be encrypted and protected with the same password that you gave us and emailed to your appointed representative.

GoldStar Credits

Directly purchase five submissions as a one-off transaction, valid for the year of purchase only.

3. One of our GoldStar team will 'Prepare and Sign' your file(s) using our Bureau HSM certificate. The Submission details report will then be encrypted and protected with the same password that you gave us and emailed to your appointed representative.

4. Please ensure that your appointed representative checks the number of records, contents of records and totals are correct and send us confirmation of your authorisation by email. Our GoldStar team are instructed not to submit the file(s) until they have received a confirmation email indicating the file(s) can be submitted.

5. On receipt of your authorisation the GoldStar team will submit your file(s) to Bacs or Faster Payments.

6. The Bacs or Faster Payments Submission Summary confirming the status of your submitted file(s) will be encrypted, password protected and emailed to your representative.

7. You will receive the normal emails from Bacs when your reports are available for collection and you will be able to obtain these if you have suitable access to the Bacs payment services website. If you are unable to collect the reports for any reason, you can instruct your Bank to permit our GoldStar team to obtain and email the reports on your behalf.

These can then be encrypted and sent as with the Submission Summary report.



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