Back-Office and Virtual Terminal User Manual

Version 3.0

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1 Introduction

1.1 Document Purpose

The purpose of this document is to provide the Back-Office and Virtual Terminal users with assistance in performing the tasks that can be processed in the application.

1.2 Logging In

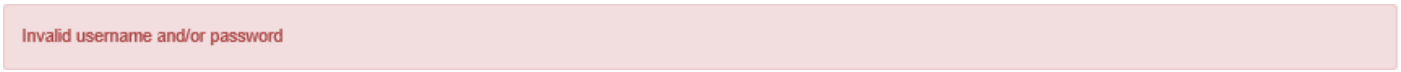
Having accessed the application's URL, the username and password are required to access the system.

The user can also select a language from:

- English
- German
- Greek
- Hungarian
- Italian
- Spanish

By clicking on the eye icon in the password field the user can see the actual password, rather than the dots. This can be used if difficulties are encountered when entering the password.

If an invalid username and/or password are entered a message appears informing the user.



On successful login, the default landing page is the Transactions menu item, and the menu is shown to the left of the application screen.

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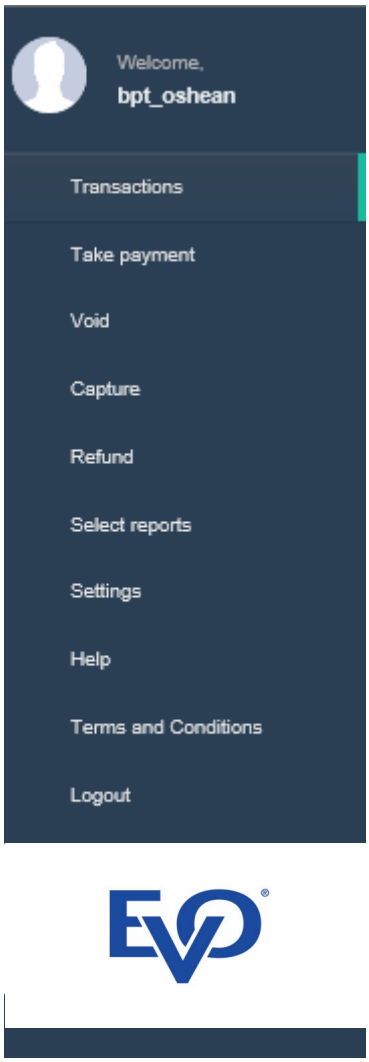
1.3 Menu Options

Menu items are clicked to reveal the functionality of each menu option.



The currently selected option is indicated by the green bar to the right of the wording.

A menu option can be selected at any point in the processing of a menu option.

If this is done, all work done/progress in the previous option will be lost.

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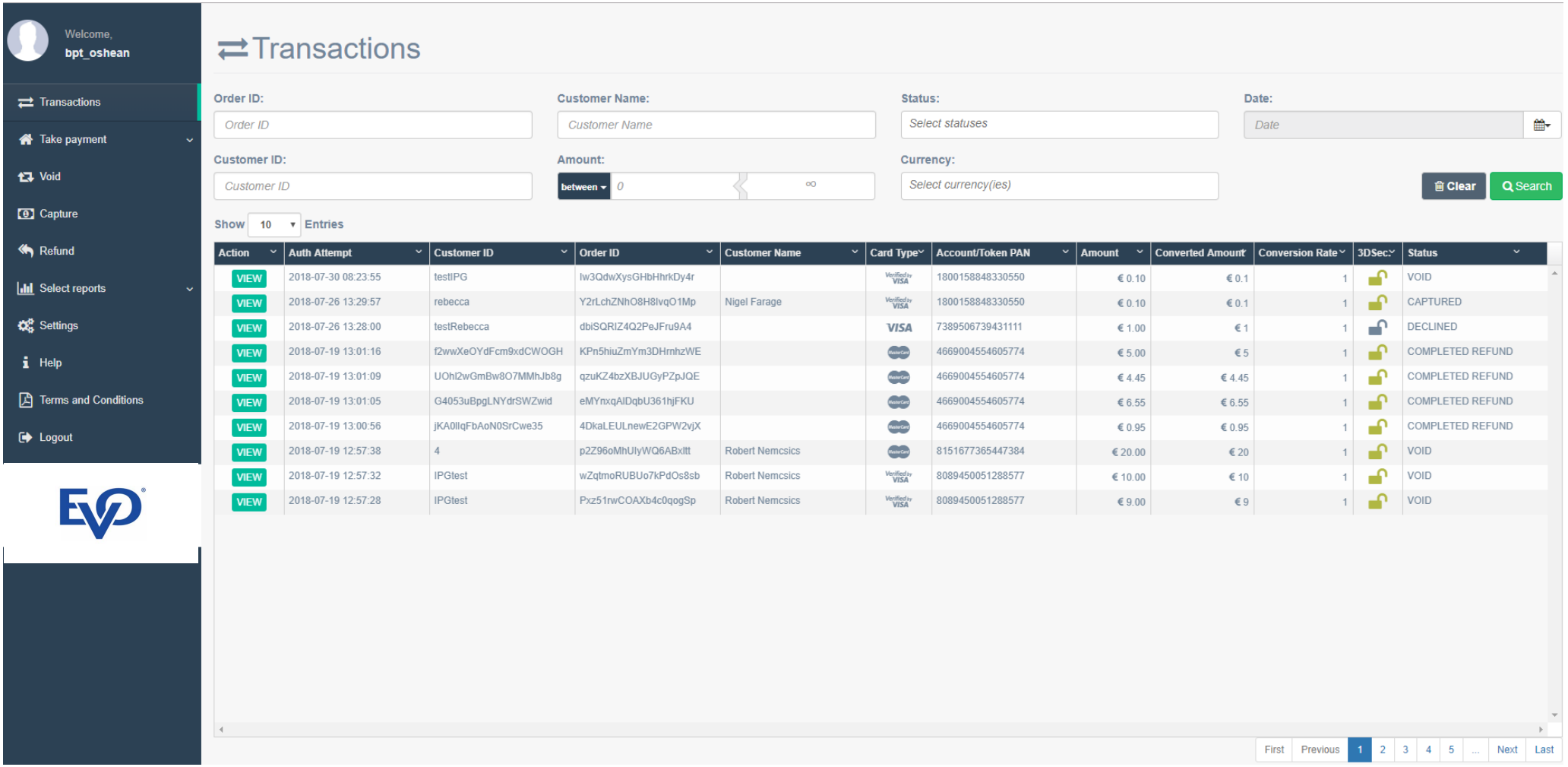
2 Transactions

The primary purpose of the Transactions page is to enable the user to find a transaction, so that the detail of the transaction can be displayed (see section 3 - Transaction Details).

The Transactions page is the default landing page after successful log in.



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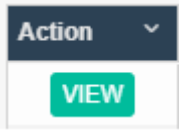
The Transactions screen has two parts:

- Search Parameters: used to find a specific transaction, or a set of transactions based on search criteria
- Transaction List: which shows the results of the search based on the search parameters

The initial or default state is the most 10 recent transactions for the all customers for the Merchant, in all currencies, for all amounts, and transaction statuses.

2.1 Available Actions

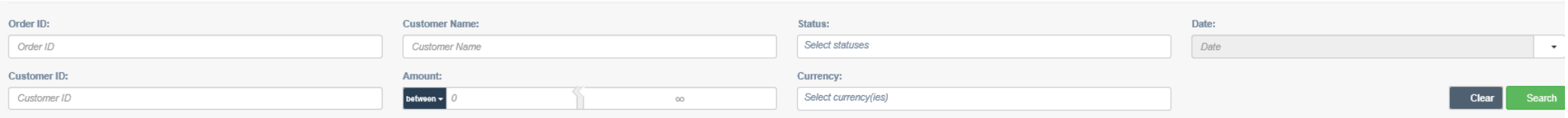
2.1.1 View Action Button



Each line in the Transaction List has a View button in the left column.

Clicking the View button will open the Transaction Details to show more detailed information about the order.

2.2 Search Parameters



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2.2.1 Parameter Fields

The Search Parameters allow the user to find transactions based on criteria type into the fields:

Parameter	Conditions
Order ID:	a transaction based on a known Order Identifier all transactions where the Order Identifier has a similar pattern of characters – Approximate String Matching, e.g. “abc” will return all values that contain those letters, e.g. “efg123**abc**456” and “**abc**def”; the more defined the entry the more accurate the search results **the Order ID parameter is used on its own, when input begins all other parameters are disabled** **the Order ID parameter is disabled if input begins in any other parameter**
Customer ID:	all transactions for a customer based on a known Customer Identifier all transactions where the Customer Identifier has a similar pattern of characters – Approximate String Matching, e.g. “abc” will return all values that contain those letters, e.g. “efg123**abc**456” and “**abc**def” ; the more defined the entry the more accurate the search results
Customer Name	all transactions for a customer based on a known Customer Name if several customers have the same name, all of them will be shown in the list all transactions where the Customer Name has a similar pattern of characters – Approximate String Matching, e.g. “eva” will return all identifiers that contain those letters, e.g. “Richard **Eva**ns”, “**Eva** Perone”, and “St**eva**n Kurmski”; the more defined the entry the more accurate the search results
Amount	all transactions for a singular amount or a range of amounts, options offered are: • Between: two values are entered to give an inclusive range of values • Equal To: a single value • Not Equal To: a single value • Less Than: a single value defines an exclusive range of values less than the value entered • Greater Than: a single value defines an exclusive range of values greater than the value entered Currency is not a consideration for the Amount parameter. An “Equal To 10” search will return £10 and €10. To narrow the search the Currency parameter is used
Status	all transactions at a single status or several statuses each Status value must be chosen separately, by clicking in the parameter field the available values are: • CAPTURED • COMPLETED REFUND • DECLINED • ERROR • INCOMPLETE • NOT SET FOR CAPTURE • SET FOR CAPTURE • SET FOR REFUND • VOID
Currency	all transactions of a single currency or several currencies each Currency value must be chosen separately, by clicking in the parameter field the list of available currencies is limited to those that are traded in The values shown are the ISO 4217 Currency Codes. The full list is published by the International Organisation for Standardization.
Date	all transactions for a date range for the Authorisation Attempt, a From and To date are selected one day can be selected by selecting the same date for From and To, this can also be achieved by double clicking a date a range of dates can be selected immediately by clicking and holding on the first date, then dragging to the desired To date, selecting all intervening dates – this is equivalent to click on the From date, then clicking on the To date

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2.2.2 Search Button

When the search parameters have been entered the Search Button should be clicked.

The Search Button does not always need to be clicked. For the Order ID, Customer ID and Customer Name, after 4 characters have been entered and there is a slight pause in typing the application will refresh the list.

2.2.3 Clear Button

The Clear Button is used to simply clear the search parameters. It does not reset the Transaction List to its initial or default state.

To reset the Transaction List to its initial or default state, i.e. clear the search results, the user must click the Transactions menu option again.

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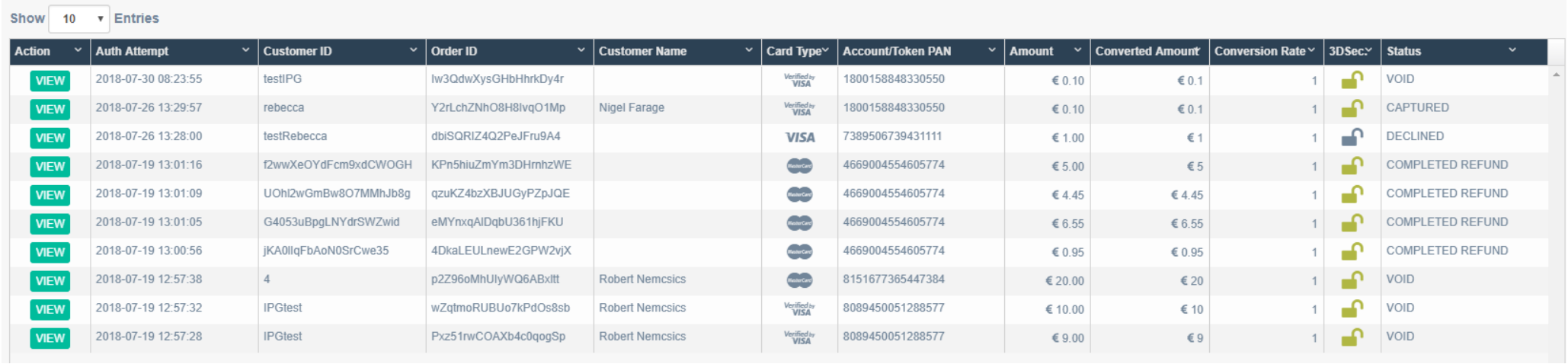
2.3 Transaction List


Show 10 Entries

Action	Auth Attempt	Customer ID	Order ID	Customer Name	Card Type	Account/Token PAN	Amount	Converted Amount	Conversion Rate	3DSec	Status
VIEW	2018-07-30 08:23:55	testIPG	lw3QdwXysGHbHhrkDy4r			1800158848330550	€ 0.10	€ 0.1	1		VOID
VIEW	2018-07-26 13:29:57	rebecca	Y2rLchZNhO8H8lvqO1Mp	Nigel Farage		1800158848330550	€ 0.10	€ 0.1	1		CAPTURED
VIEW	2018-07-26 13:28:00	testRebecca	dbiSQRIZ4Q2PeJFru9A4		VISA	7389506739431111	€ 1.00	€ 1	1		DECLINED
VIEW	2018-07-19 13:01:16	f2wwXeOYdFcm9xdCWOGH	KPn5hiuZmYm3DHrnhzWE			4669004554605774	€ 5.00	€ 5	1		COMPLETED REFUND
VIEW	2018-07-19 13:01:09	UOhl2wGmBw8O7MMhJb8g	qzuKZ4bzXBJUGyPZpJQE			4669004554605774	€ 4.45	€ 4.45	1		COMPLETED REFUND
VIEW	2018-07-19 13:01:05	G4053uBpgLNYdrSWZwid	eMYnxqAIDqbU361hjFKU			4669004554605774	€ 6.55	€ 6.55	1		COMPLETED REFUND
VIEW	2018-07-19 13:00:56	jKA0llqFbAoN0SrCwe35	4DkaLEULnewE2GPW2vjX			4669004554605774	€ 0.95	€ 0.95	1		COMPLETED REFUND
VIEW	2018-07-19 12:57:38	4	p2Z96oMhUlyWQ6ABxltt	Robert Nemcsics		8151677365447384	€ 20.00	€ 20	1		VOID
VIEW	2018-07-19 12:57:32	IPGtest	wZqtmoRUBUo7kPdOs8sb	Robert Nemcsics		8089450051288577	€ 10.00	€ 10	1		VOID
VIEW	2018-07-19 12:57:28	IPGtest	Pxz51rwCOAXb4c0qogSp	Robert Nemcsics		8089450051288577	€ 9.00	€ 9	1		VOID

2.3.1 Columns

The Transaction list shows the following columns:

Column	Description	Search Parameter
Action	for each record, a View button is available to show the Transaction Details	
Auth Attempt	The date and time authorisation for payment was sent	Date
Customer ID	The customer identifier in the merchant's system	Customer ID
Order ID	The order identifier in the merchant's system	Order ID
Customer Name	The name of the customer recorded in EVO Payment Gateway's database	Customer Name
Card Type	The type of card used in the transaction	
Account/Token PAN	The token for the 14 or 16 digits number code of embossed on a bank or credit card and encoded in the card's magnetic strip. PAN identifies the issuer of the card and the account and includes a check digit as an authentication device.	
Amount	The currency and total amount of the transaction, including order amount, taxes, shipping and any discounts	Amount Currency
3D Sec.	Whether 3D security was applied to the order	
Status	The current status of the transaction	Status

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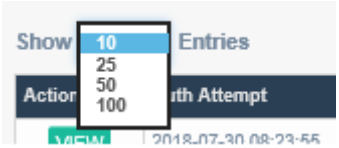
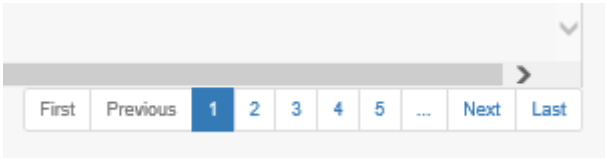
2.3.2 Show Number of Entries

At the top left corner of the Transaction List above the Action column, the number of transactions shown can be changed to 10, 25, 50 or 100.



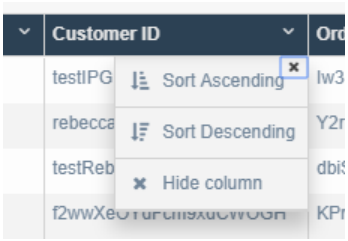
2.3.3 Pages Navigation

At the lower right of the screen are the page navigation buttons.



2.3.4 Sorting by Column

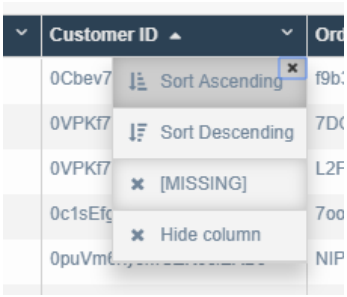
On the right of each column header is a down arrow. Clicking this enables the user to sort the column in ascending (A to Z, 1, 2, 3…) or descending (Z – A, …3, 2, 1) order.



When the sort order is selected an arrow appears by the column name indicating the sort direction; up for ascending, down for descending.

2.3.4.1 Removing the Sort

Clicking on the column's sort menu again will see another item "[MISSING]". Clicking this will remove the column from the sorting and the list will be refreshed.



If no columns are chosen to be sorted, the default state is assumed where the listed is sorted in ascending order by Auth Attempt.

2.3.4.2 Alternate: Single Click Column Header

A single click on a column header will cycle through ascending, descending and no sort. Initially, if the column is not sorted it will be sorted in ascending order.

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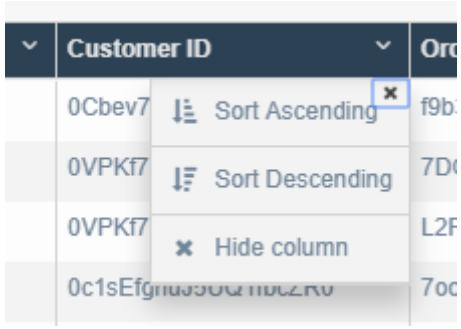
2.3.5 Hide Column

The last item on the Column Sort menu will Hide a column from the list. In the example below, the Customer ID column has been hidden:



Show 10 Entries

Action	Auth Attempt	Order ID	Customer Name	Card Type	Accou
VIEW	2018-05-23 12:08:00	f9b39l1G4l21lJ5y5H9a		VISA	738950
VIEW	2018-04-10 19:21:52	7DOytRi1o4XJkRSKgkQg		MasterCard	466900
VIEW	2018-04-10 19:00:51	L2P-6x6JYWKChKlawRGtQR6i-pa_1		MasterCard	466900
VIEW	2018-07-19 07:29:15	7oone3ygPQ0qnoLKzbUz	aga	Verified by VISA	537436
VIEW	2018-01-22 14:58:09	NIPG2-1516629413_000000293	Nick Butler	VISA	738950
VIEW	2017-01-18 12:02:34	Ac1bD1JZJNM1XkyJ66zv		VISA	738950
VIEW	2018-07-05 12:02:20	demo-1530781319365	Nigel Farage	Verified by VISA	180015
VIEW	2018-07-05 13:17:15	demo-1530785823974	Nigel Farage	MasterCard	269126
VIEW	2018-07-05 13:17:00	demo-1530785808412	Nigel Farage	VISA	738950
VIEW	2018-07-05 13:12:15	demo-1530785518806	Nigel Farage	VISA	738950

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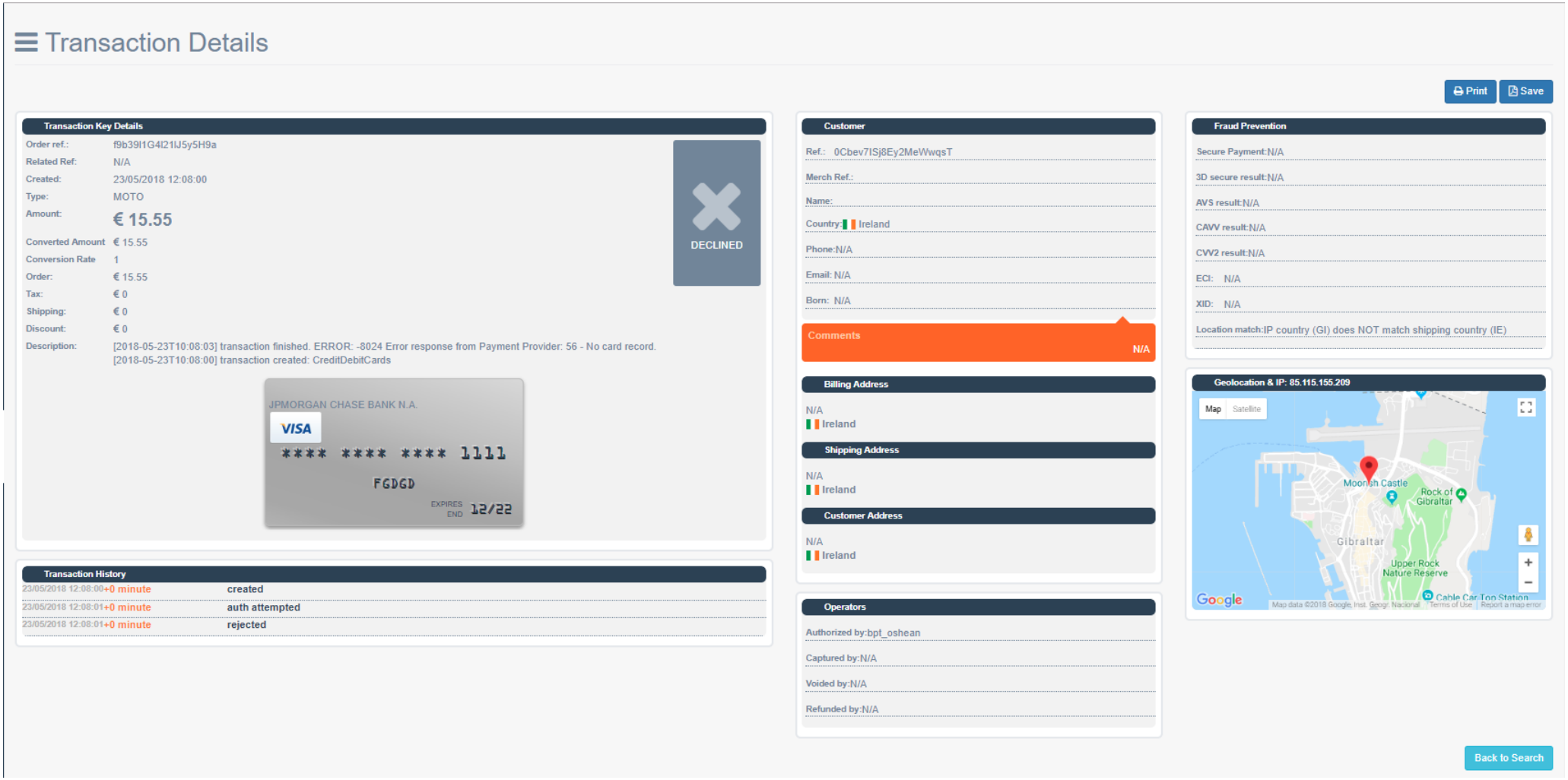
3 Transaction Details

The Transaction Details page shows the detail of a single transaction. The page does not exist as a menu option, so no item is highlighted on the left of the page.

For an explanation of the fields shown on the page see the Glossary.



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3.1 Available Actions

3.1.1 Print Button

The Print Button, located to the top right of the page, will activate the browsers print function.

3.1.2 Save Button

The Save Button, located to the top right of the page, will allow the user to save the details as a PDF file.

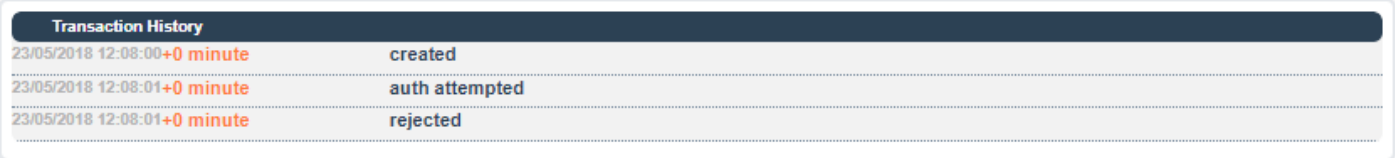
3.1.3 Back to Search Button

The Back to Search Button, located at the lower right of the page, will return the page to the previous page. The pages will retain their configuration, when the View button was clicked.

3.2 Transaction Key Details

The Transaction Key Details section shows the principal information about the order, the references, creation date, amounts, card details as an image, and the current status. The Order Ref is that recorded by the Merchant.

3.3 Transaction History



The Transaction History shows the steps in the Payment Process that the transaction has been through. The list is in descending, chronological order.

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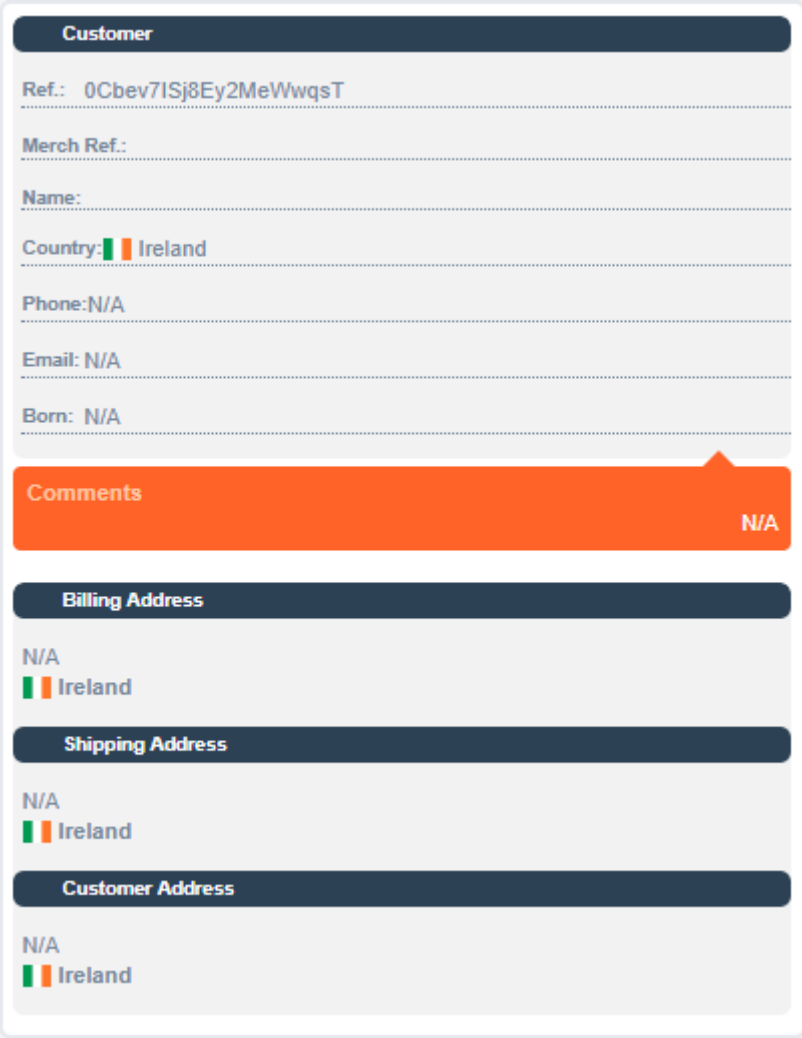
3.4 Customer & Address Details



The Customer & Address Details shows information about the customer. Two references are shown: Ref is the Customer ID in EVO Payment Gateway's database, Merch Ref is the merchant's identifier, stored in their database.

3.5 Operators

Operators shows the users in the merchant organisation that have interacted at key points in the transaction's history. It provides a basic audit trail, if needed.

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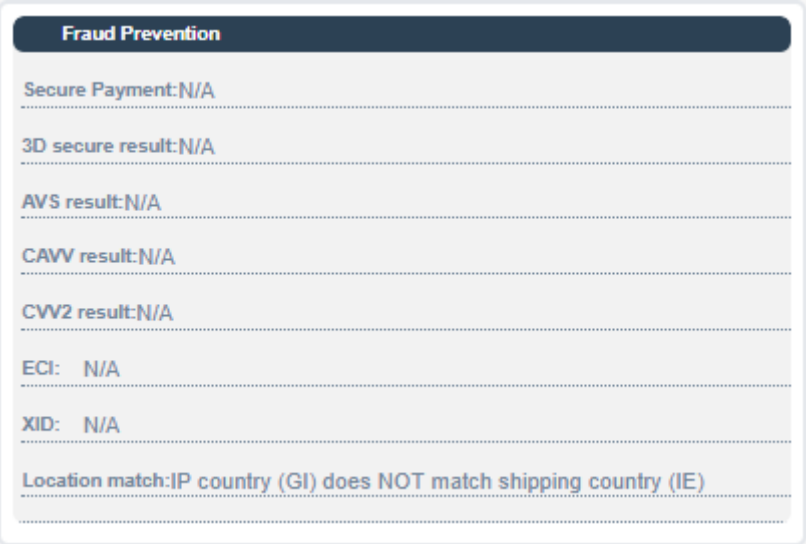
3.6 Fraud Prevention



The Fraud Prevention shows the results of the checks that the EVO Payment Gateway have performed on the transaction.

3.7 Geolocation & IP

The Geolocation & IP show the location of the transaction pictorial in Google maps, and shows the IP Address of the device that took the payment.

This can be used as a basic fraud check or to highlight a potentially suspicious transaction.

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4 Take Payment – Terminal Online

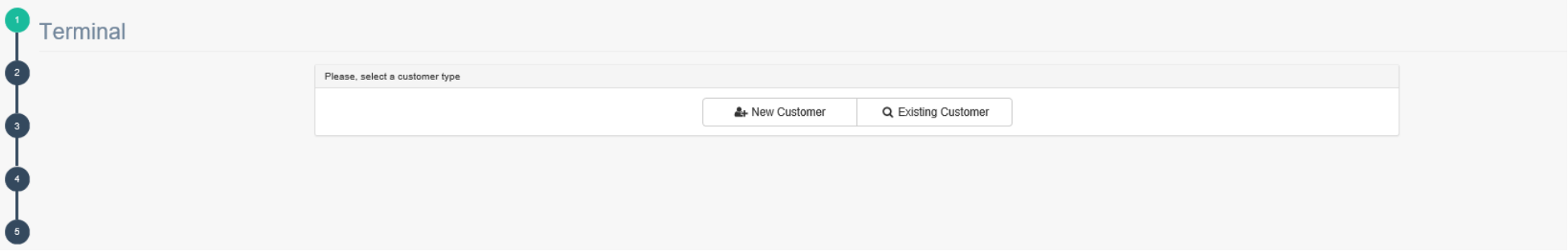
The Take Payment – Terminal Online option enables the user to take a payment from a user remotely, either over the telephone or when authorised via an email, mail order, or similar communication.

Payments can be made without or without the CVV number on the card.

4.1 Step 1 - New or Existing Customer

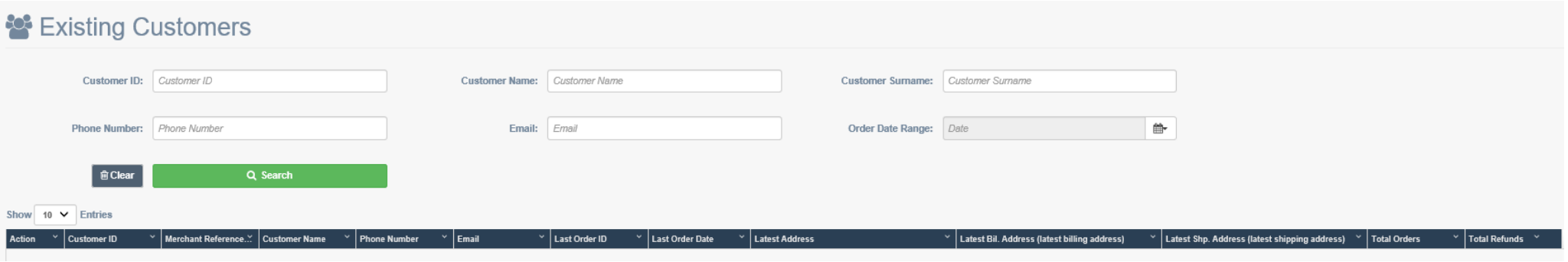
The first step is to determine whether the customer is a returning customer or new to the organisation.

Existing customers can be searched for in the next step, when the “Existing Customer” option is chosen.

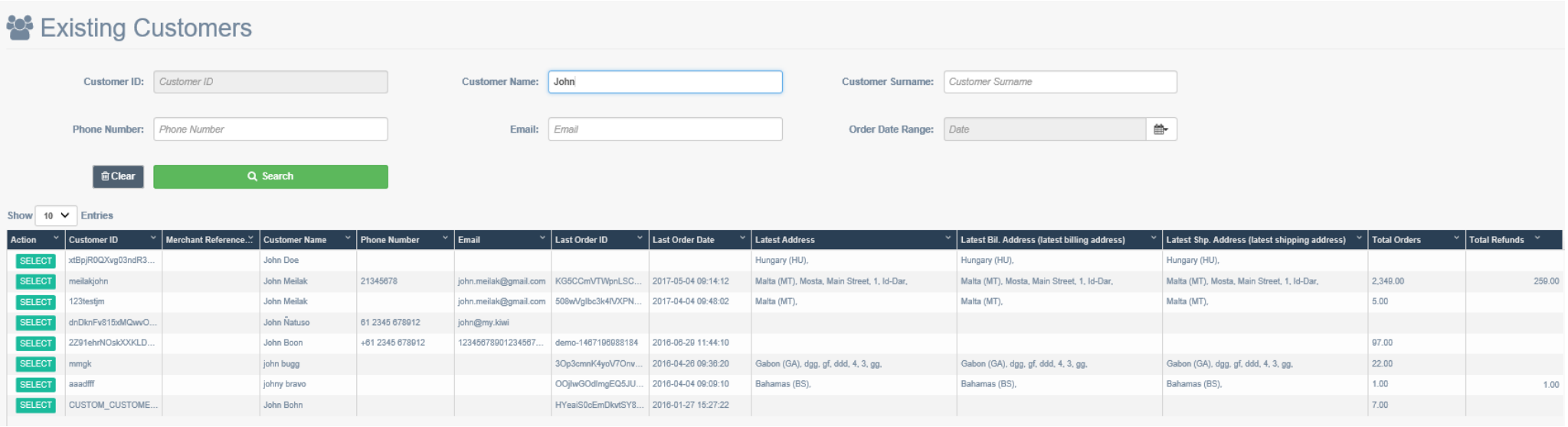


4.2 Search & Select an Existing Customer

If the payment is to be taken from an existing customer, the user can search for and select that customer on the screen.



The customer can be found using the fields available. Partial searches are supported so that a list of customers, that satisfy the search parameters, is shown in the list. The required customer can then be selected.



If the customer cannot be found, the user must click the Terminal Online menu option, again, and select New Customer.

If a customer is found, click the Select button in the relevant row (go to section 4.5 Step 4 – Payment Details).

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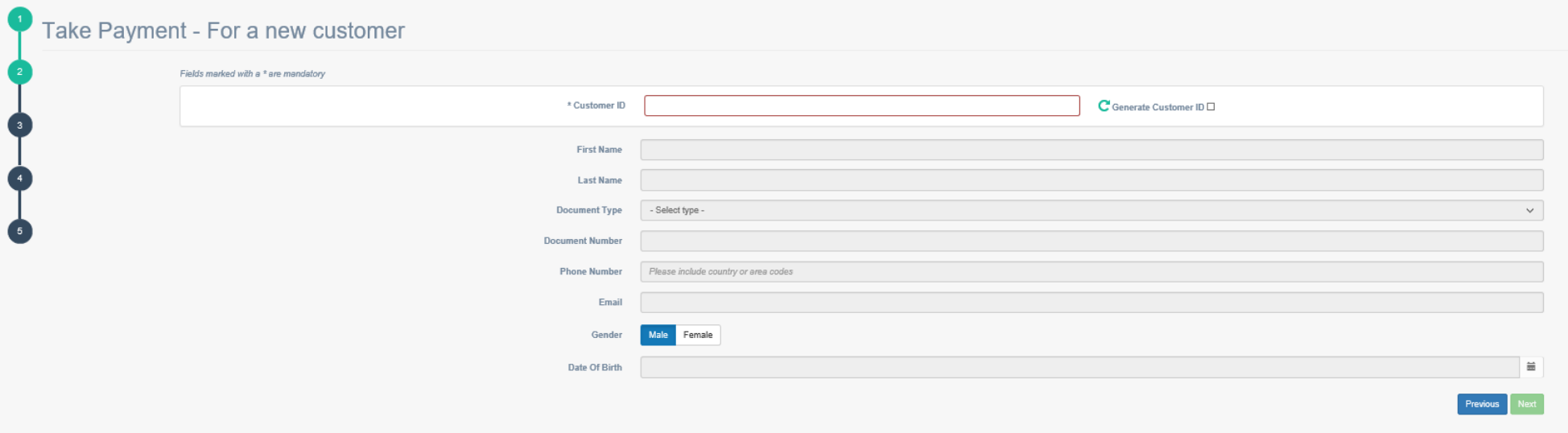
4.3 Step 2 - New Customer Identification

When the “New Customer” option is chosen, the user must first enter the customer’s personal details.



A Customer ID must be entered or generated before the rest of the customer’s details can be entered.

4.3.1 Enter a Customer ID

Users that have their own, internal customer management system may want to store their own Customer ID, from that system in the EVO Payment Gateway database, such as Account number/ID. In this case, that Customer ID is input or copy & pasted into the Customer ID field.

DO NOT CLICK the “Generate Customer ID” box, as it would overwrite the value that has been input.

If this has been done, by accident, then simply unclick the “Generate Customer ID” box to clear the field, and re-enter the Id.

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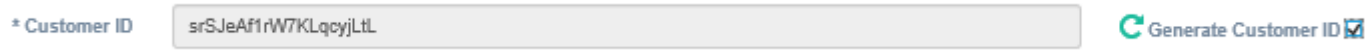
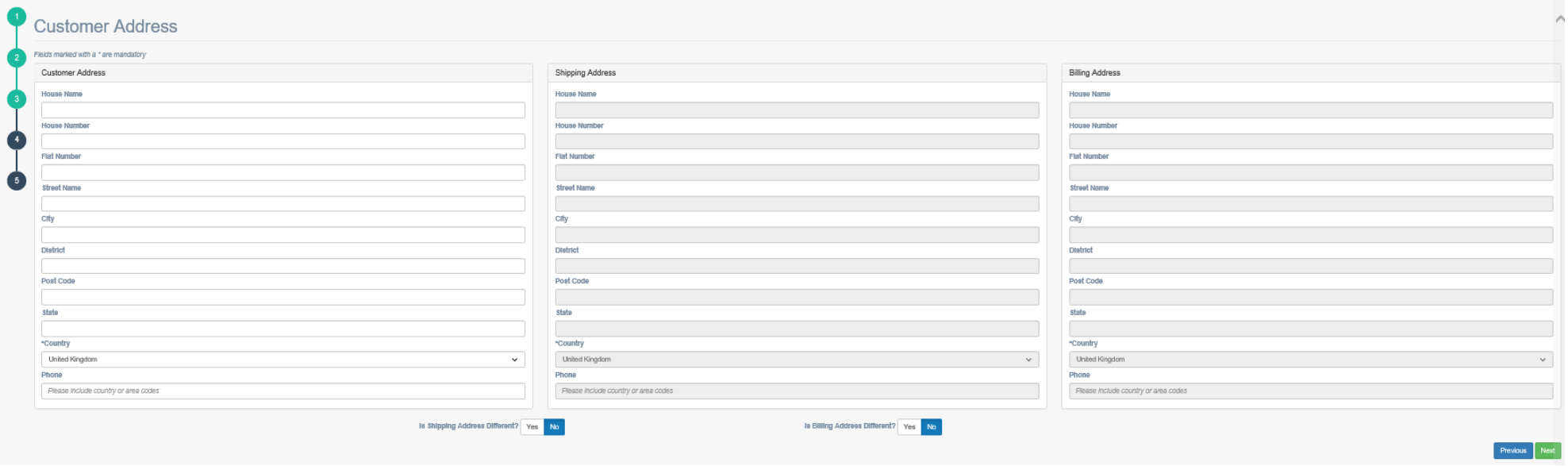
4.3.2 Generate a Customer ID

If users do not have their own customer management system or are not concerned with storing their Customer Ids in the EVO Payment Gateway database, a random Customer ID can be generated by ticking the box.



4.4 Step 3 – New Customer Addresses



If the Customer, Shipping and Billing addresses are the same then only the Customer Address needs to be completed, the details will be auto-populated from the Customer Address fields. If not, change the Yes/No buttons accordingly and complete the details.

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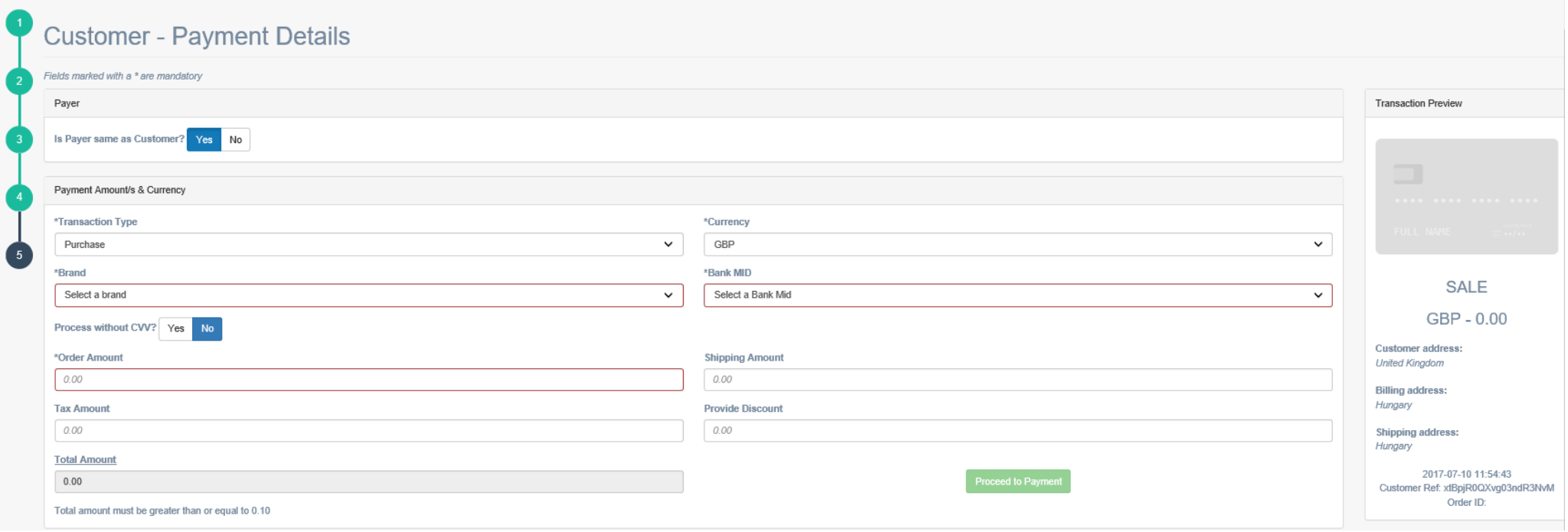
4.5 Step 4 – Payment Details

This step is reached after either:

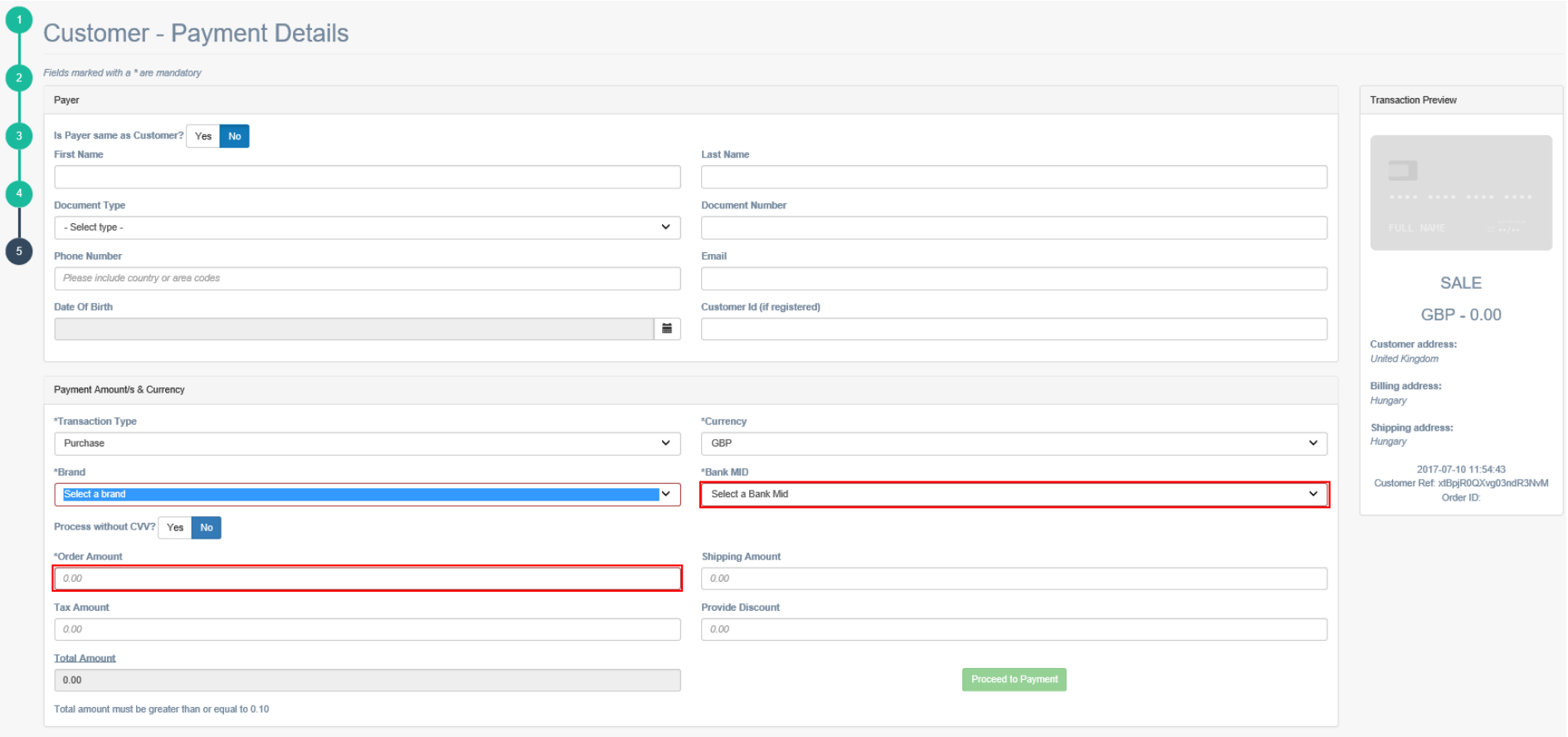
- The New Customer entry process (see sections 4.3 and 4.4), or
- Selecting an existing customer (see section 4.2)

Here the details of the transaction are entered. Primarily, the amounts and the destination of the funds.



If the details of the payee are different from the customer of the transaction, then the personal details of the payee must be entered.

Here is where it is determined whether the CVV number is to be entered, by clicking the Yes or No box. This affects the appearance of the next screen, see below.



When the Payee details (if required) and the Payment Amounts have been completed, click the Proceed to Payment button to enter the payment card details. The bottom of the screen will expand to allow for card details entry.

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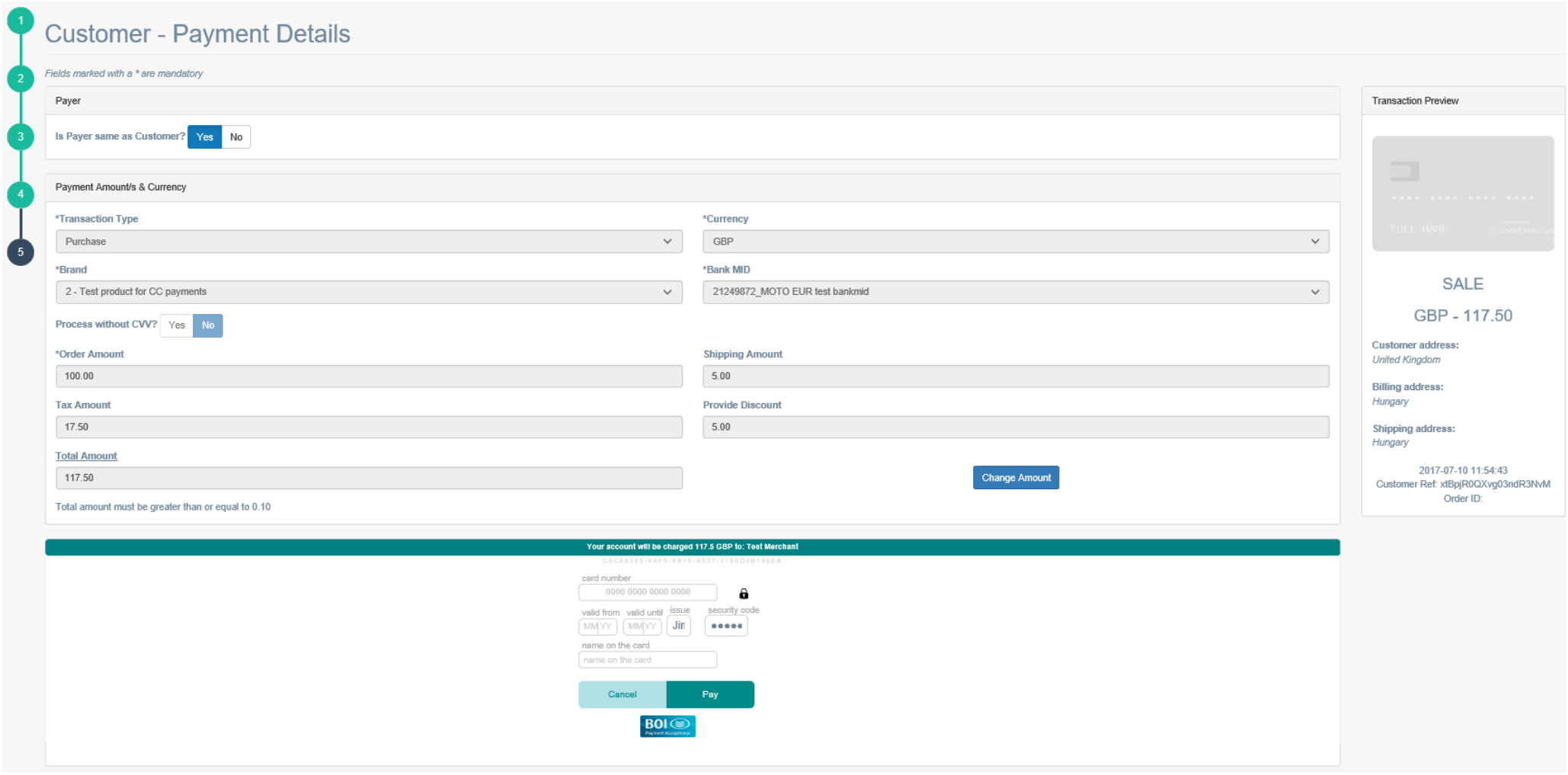

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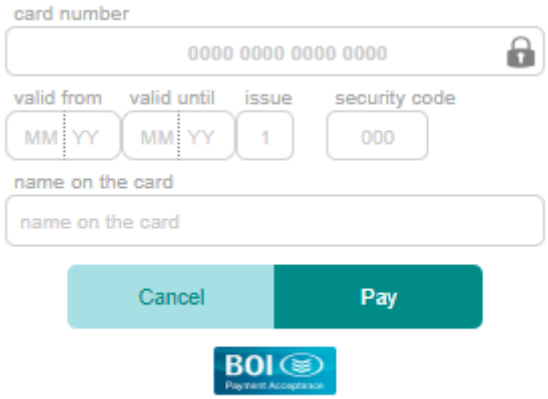
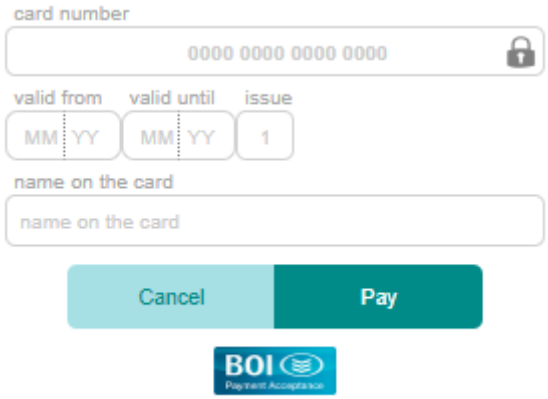
If the “Proceed without CVV?” box has been left as “No”, then the card payment will require that the CVV number is entered:



Otherwise, the CVV field will not be shown:



N.B. If the payment is to be taken without CVV and the “Yes” box was not clicked, clicking the “Change Amount” button will allow the user to correct this.

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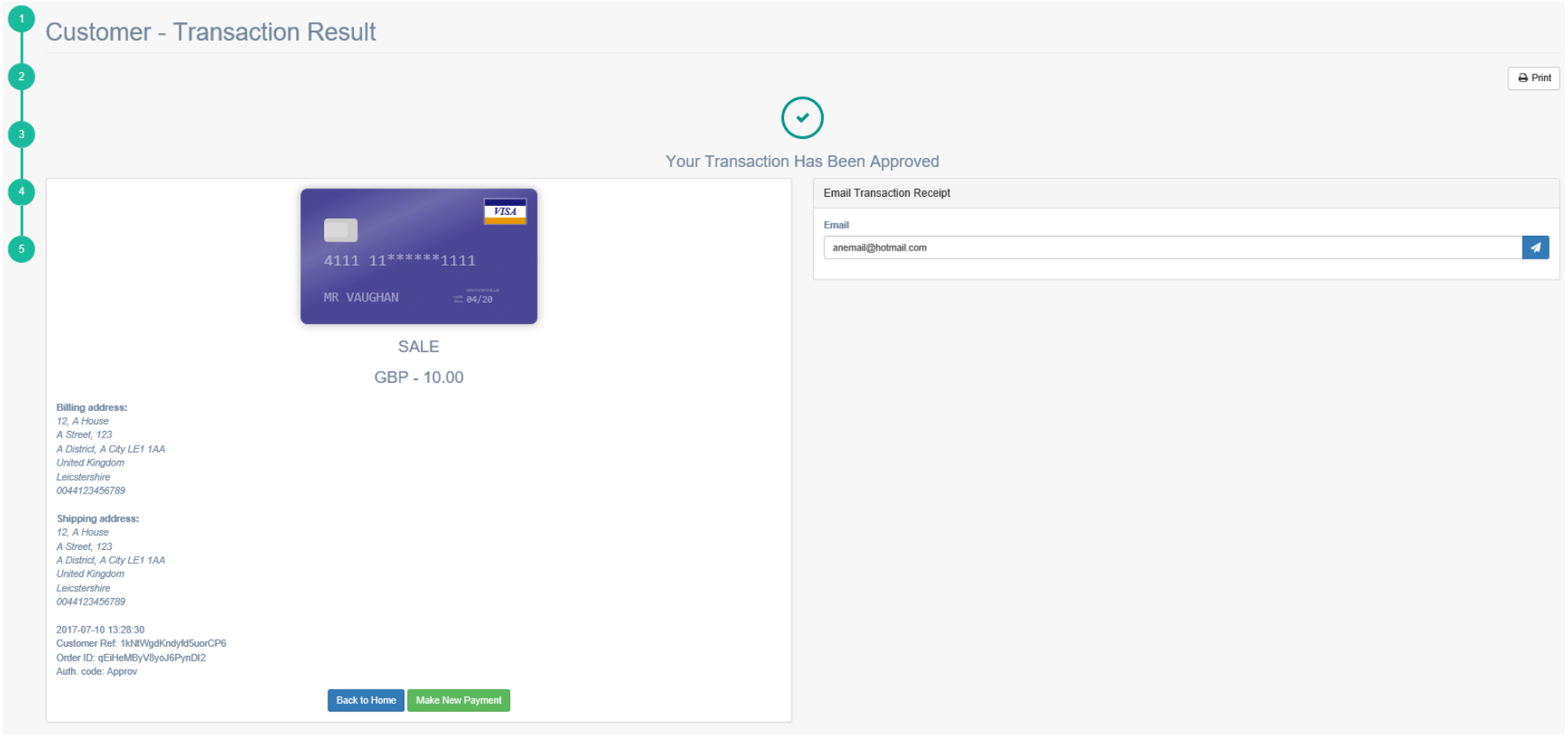
4.6 Step 5 – Transaction Result



On successful payment, the user has four options:

1. Print the result page using the print button in the top right, this uses the browser's default print function
2. Email the Transaction Receipt to the email address supplied by the customer, on clicking the email icon , the user will receive the message "Receipt sent successfully" if the email was sent.
   The user is able to change the email address if required, e.g. if the original address was entered incorrectly, or the user requested the receipt go to a different address, that of the payee where the payee was different from the customer

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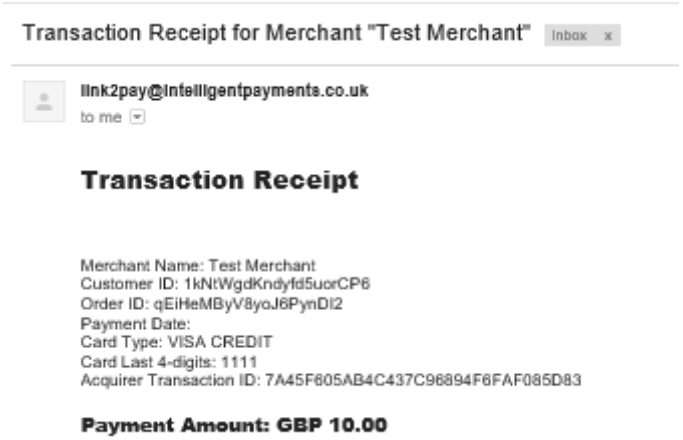

3. Back to Home button takes the user to the Transactions screen, the system's default screen
4. Make New Payment button takes the user back to Step 1 of the Terminal Online process (section 4.1 Step 1 - New or Existing Customer)

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5 Take Payment – Link To Pay

Link To Pay facility allows the merchant to create a temporary payment webpage that allows the customer to securely pay for the goods or services provided.

When the merchant selects the Link To Pay option (see the diagrams below):

- The merchant enters the company details
- The merchant can set custom messages the will be embedded in the temporary payment page:
- The merchant enters the items and payment details that will be shown on the temporary payment page
- The email content can be enhanced with additional text
- Once the items have been entered the merchant creates the payment link
- The final step is to enter the customer's email address and send the email

When the customer receives the email:

- The customer must click the link to the temporary payment webpage; the page has an expiration date which is displayed in the email
- The customer can review the items for which they are being billed
- In the payment page they must select their billing country; and can select not to receive a receipt
- A receipt is automatically sent unless the customer chooses not to receive it
- When the customer clicks the "Proceed" button a PCI Compliant Payment Form is displayed for the customer to enter the payment card details to complete the purchase

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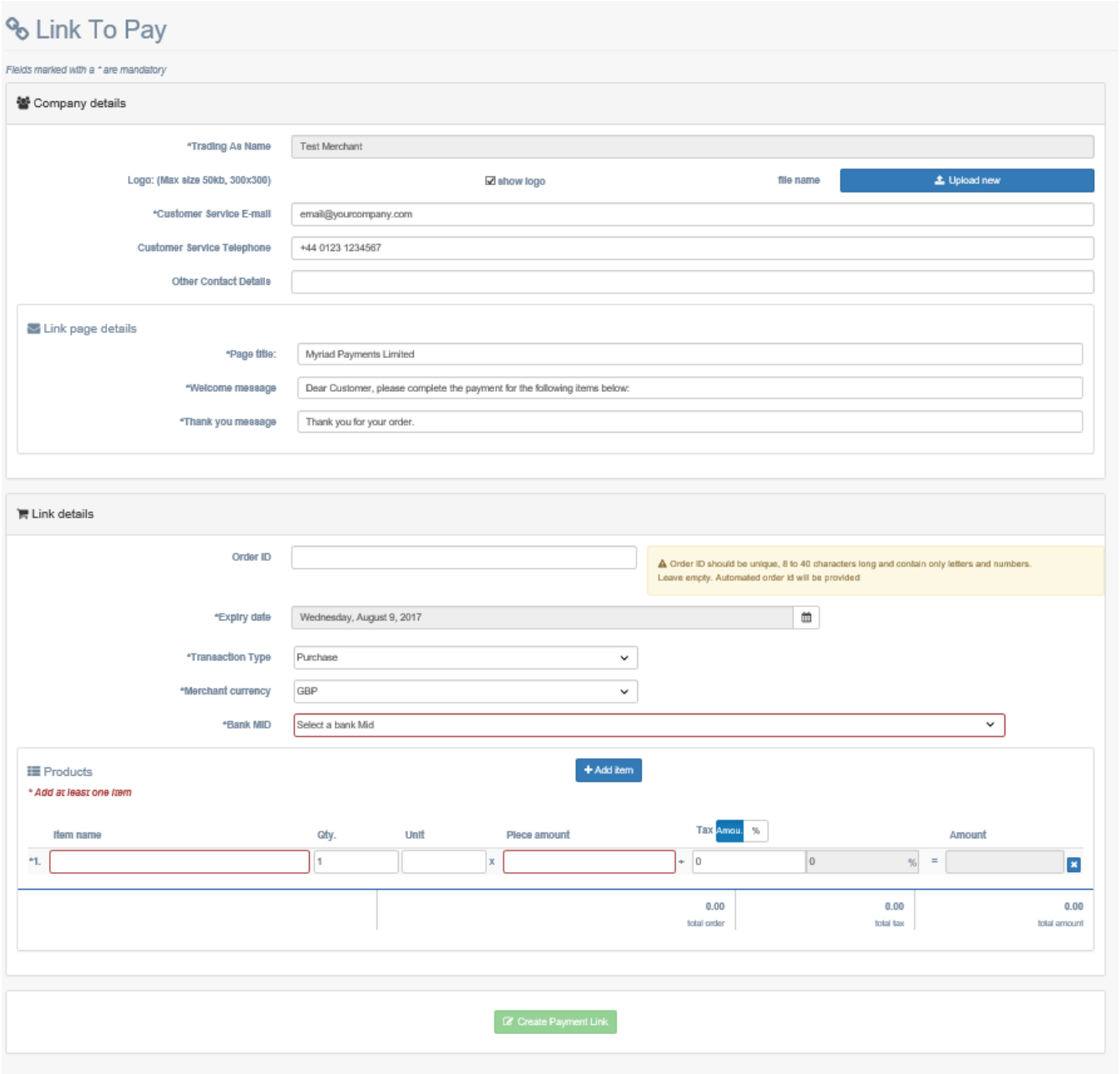

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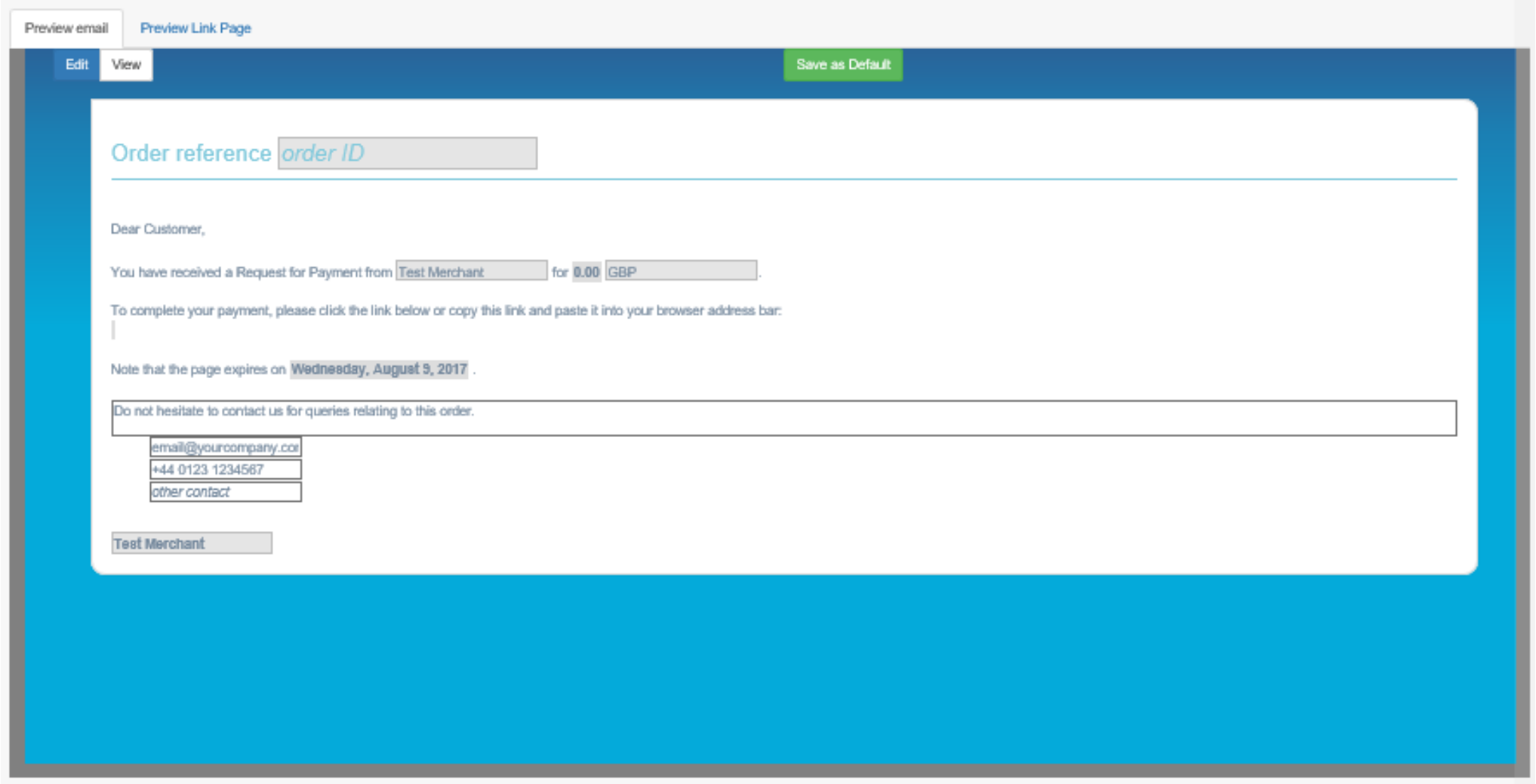
To the right previews of the email and link page are provided.



Email Preview

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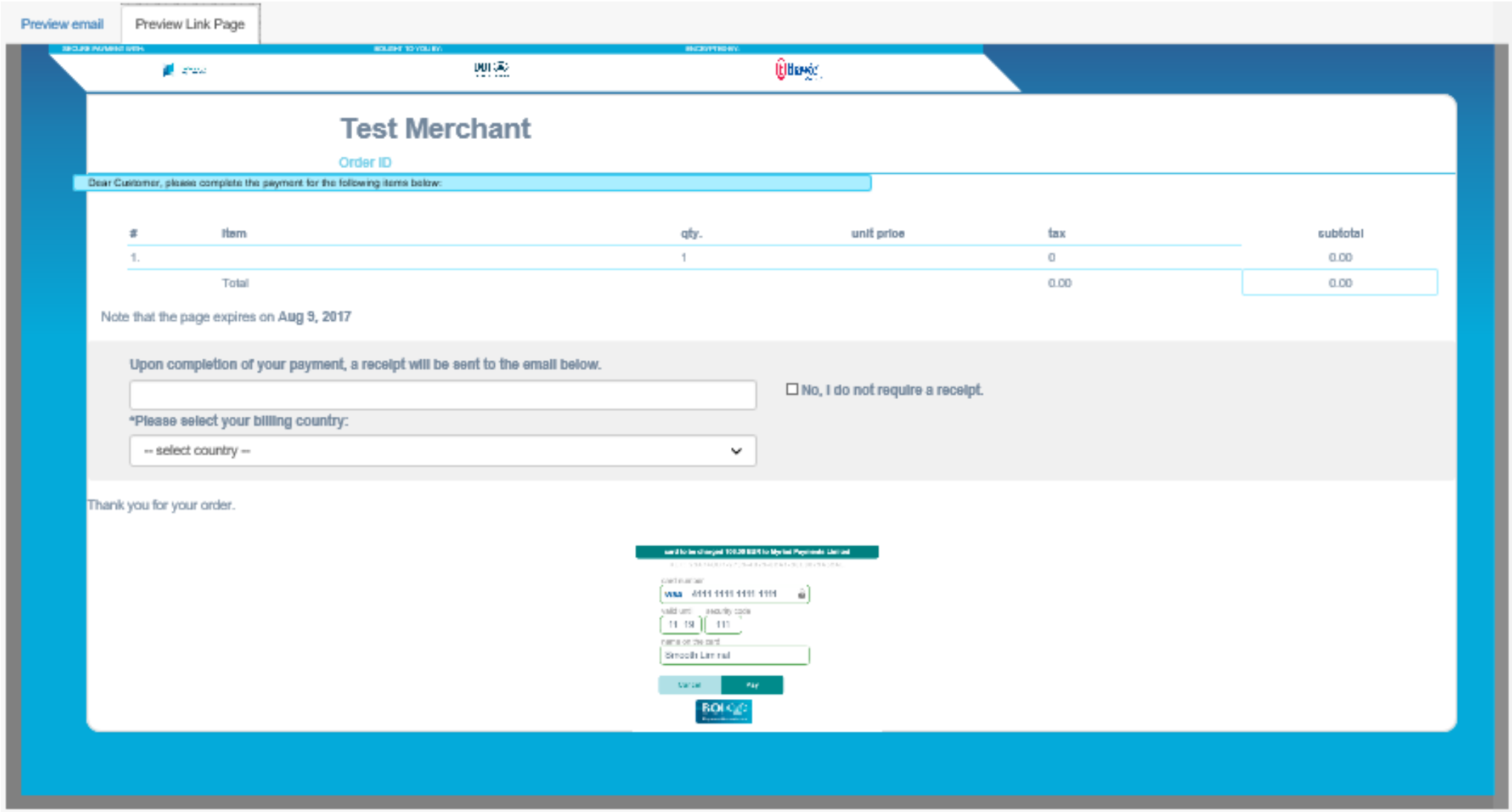
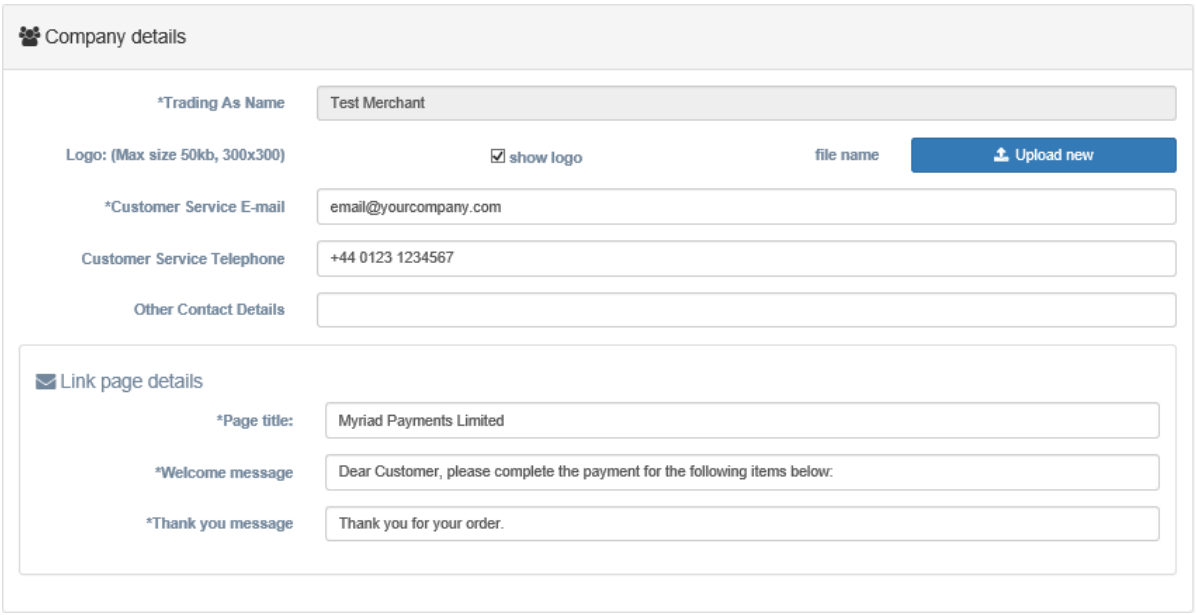


Link Page Preview

The Company and Link details are entered first. Then the content of the email and/or Link Page can amended/customised.

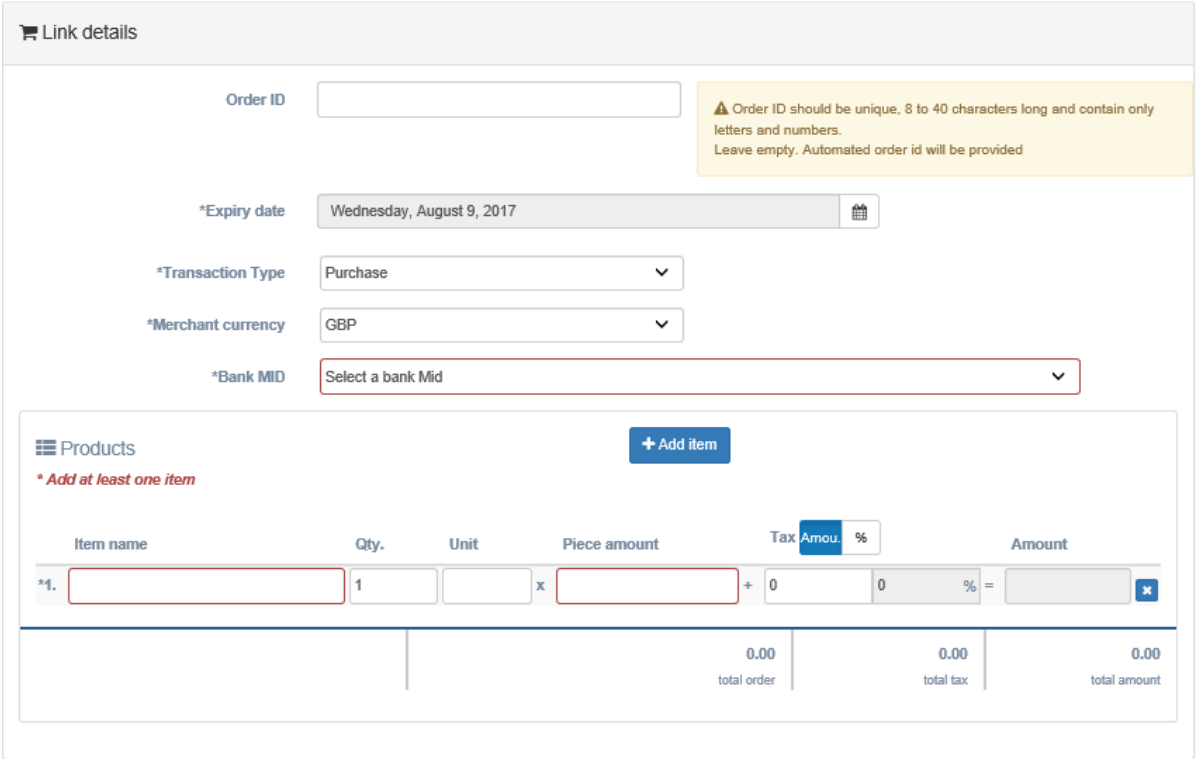
5.1 Company Details



The details entered here enable the user to personalise the Link Page to present a corporate page that the customer will recognise, with suitable messaging to allow them to understand what is required.

These details are set in the system. Here, they can be temporarily changed, if required, but the values will not be kept for future transactions. If a permanent change is required, please contact the Service/Support Desk.

5.2 Link Details



5.2.1 Bank MID

Where an organisation has more than one settling bank account, a choice of Bank MID's is offered. The appropriate Bank MID should be chosen to meet the requirements of the transaction.

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5.2.2 Products

The details of the ordered products and costs are entered here, so that the customer understands what the payment is for. At least one product must be entered.

A new item is added by clicking the "+ Add item button".

- Item name – a brief description of the product that the customer has purchased
- Qty. – Quantity, the number of items ordered
- Unit – the unit of measure of the item, selected from the drop down list
- Piece amount – the unit cost per item
- Tax – either the tax amount or the tax percentage can be entered; the highlighted default is "Amount", clicking the "%" symbol will open the percentage input field:
    - Amount – enter the tax amount for the purchase of the single or multiple items purchased; the percentage will automatically be calculated and shown in the percent field
    - % - enter the tax rate as a percentage; the amount of tax paid on the purchase will be calculated and shown in the "Amount" Field
- Amount – is a calculated field, i.e. cannot be entered; it will show (Qty. x Piece Amount) + Tax Amount

As more items are added, the "total order", "total tax" and "total amount" are shown below the last item entered.

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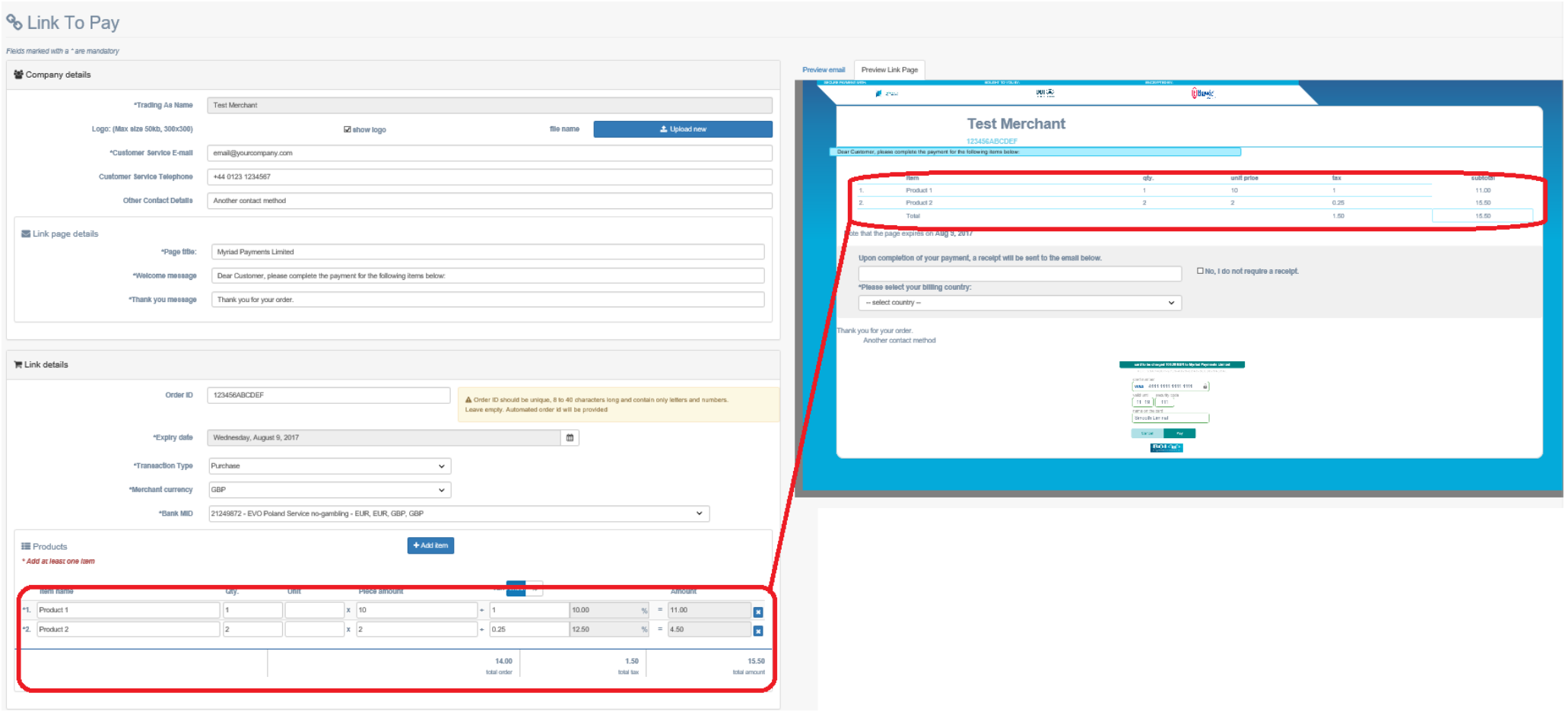
As the details are added, they are added to the Preview Link Page:



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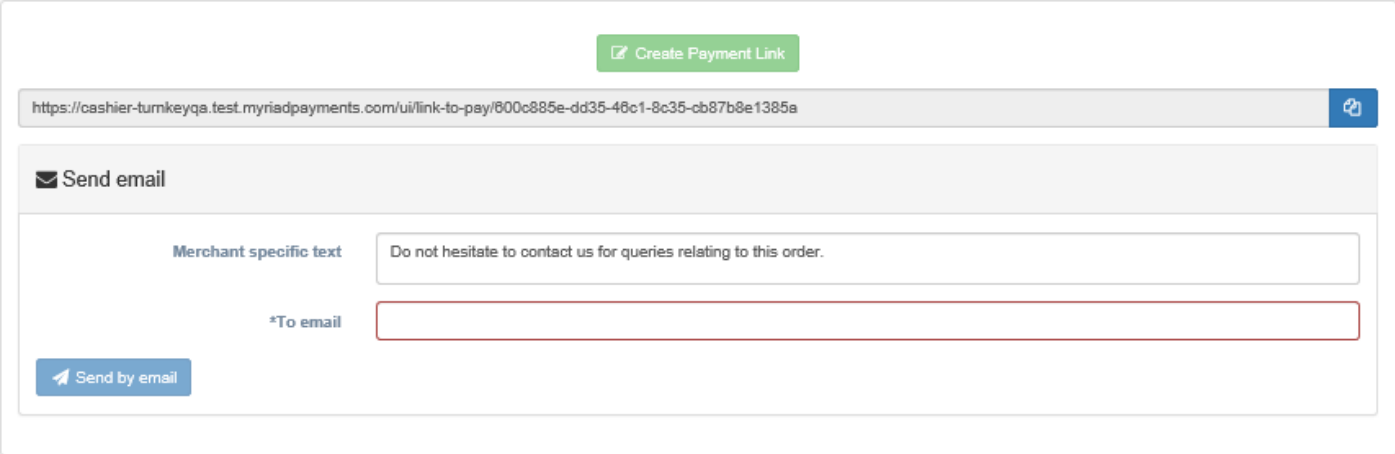
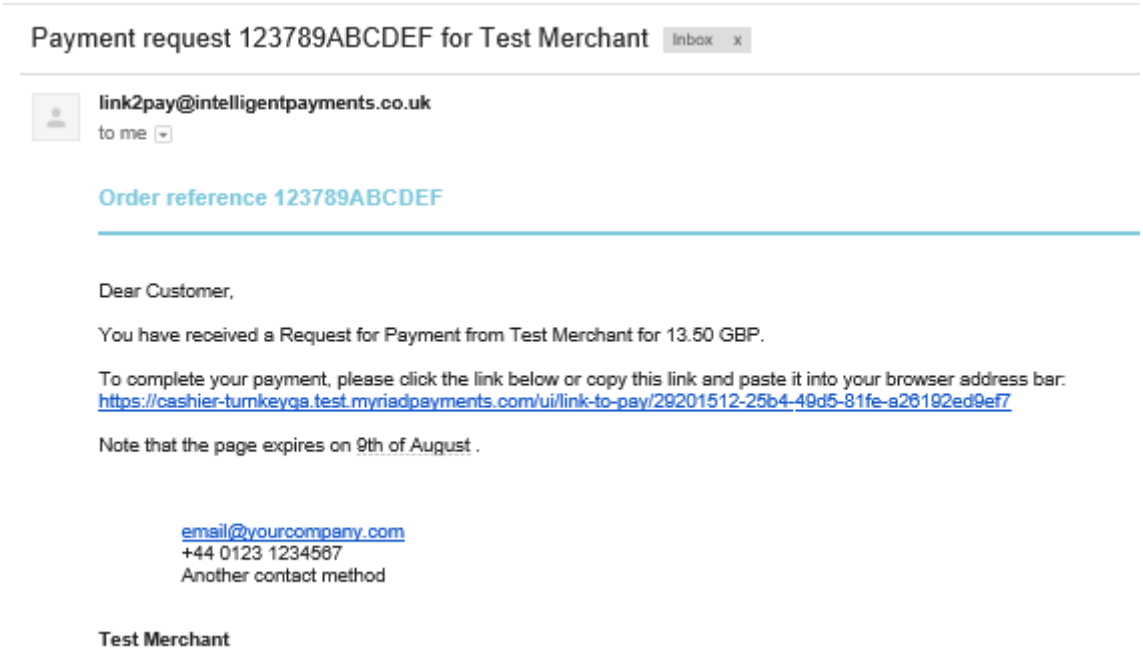
5.3 Create Payment Link

Once the Company and Link Details are complete, and the Email and Link Page are as needed, the Create Payment Link button, at the bottom of the page, can be clicked. Once this is done the application creates the payment link page and sends the email to the customer.

Underneath the Create Payment Link, the recipient customer's email address can be entered:



The customer will receive the email, with the link to the payment page:



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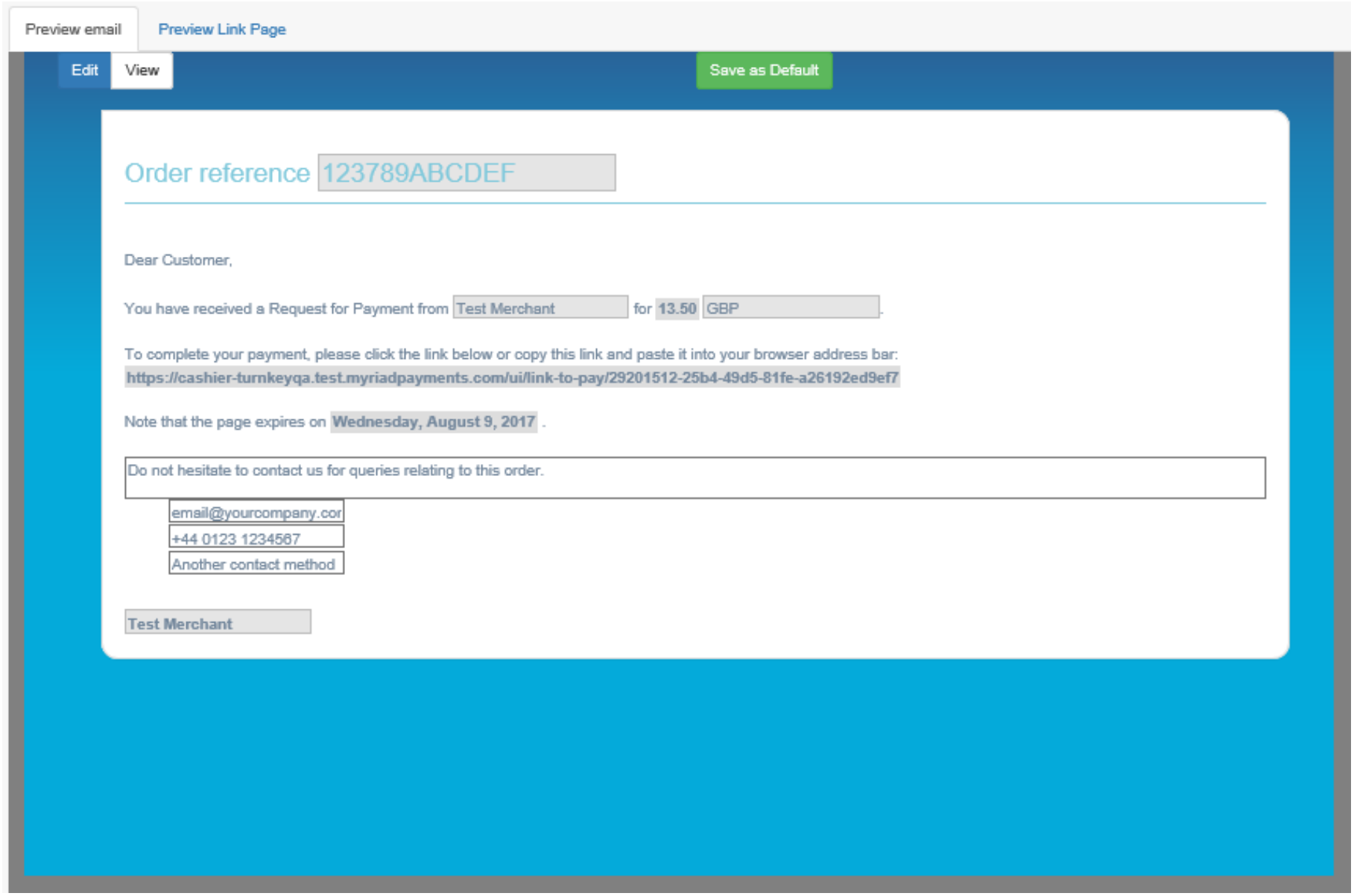
This looks like the Preview Email tab in the Back-Office page:



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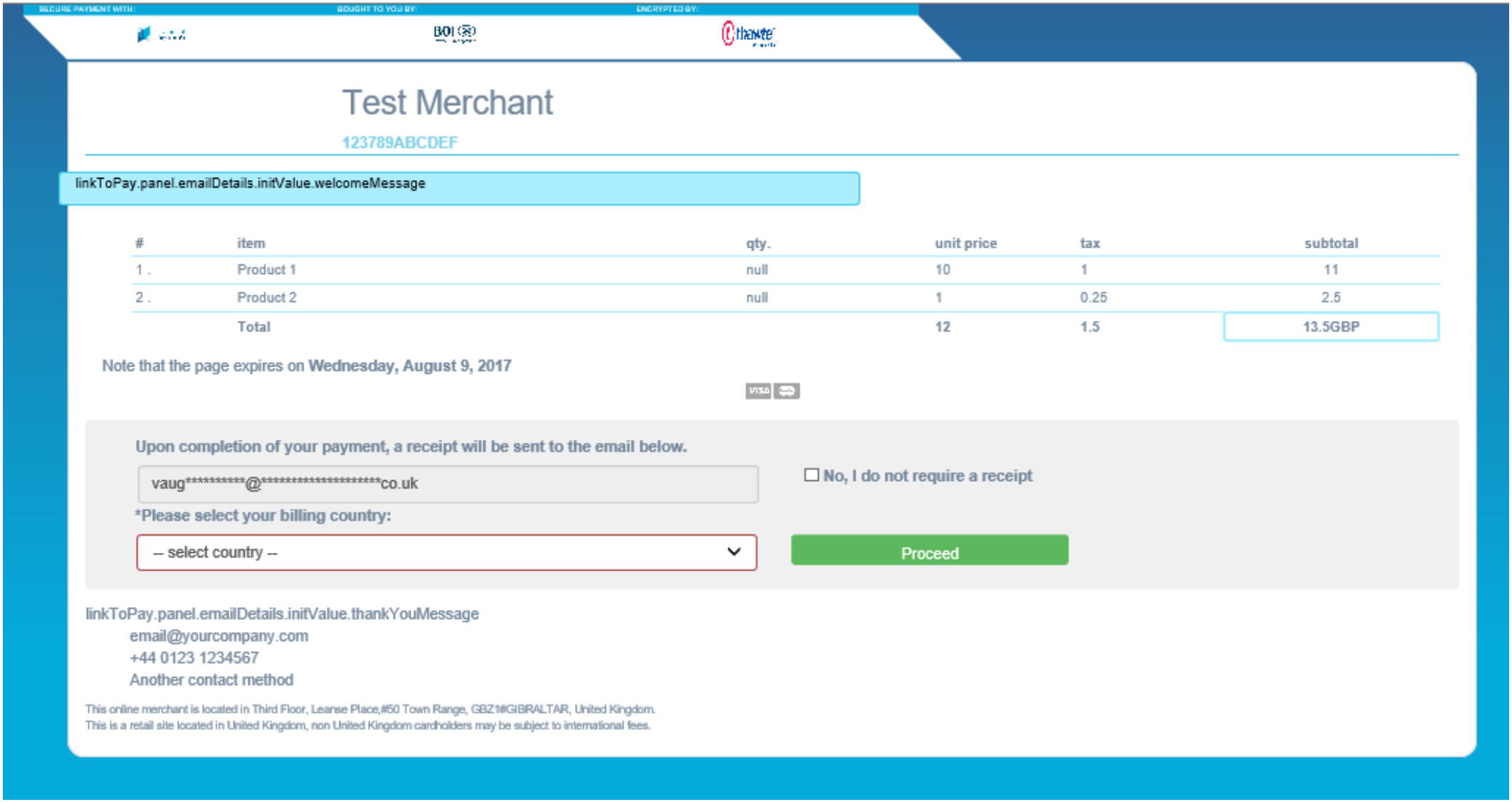
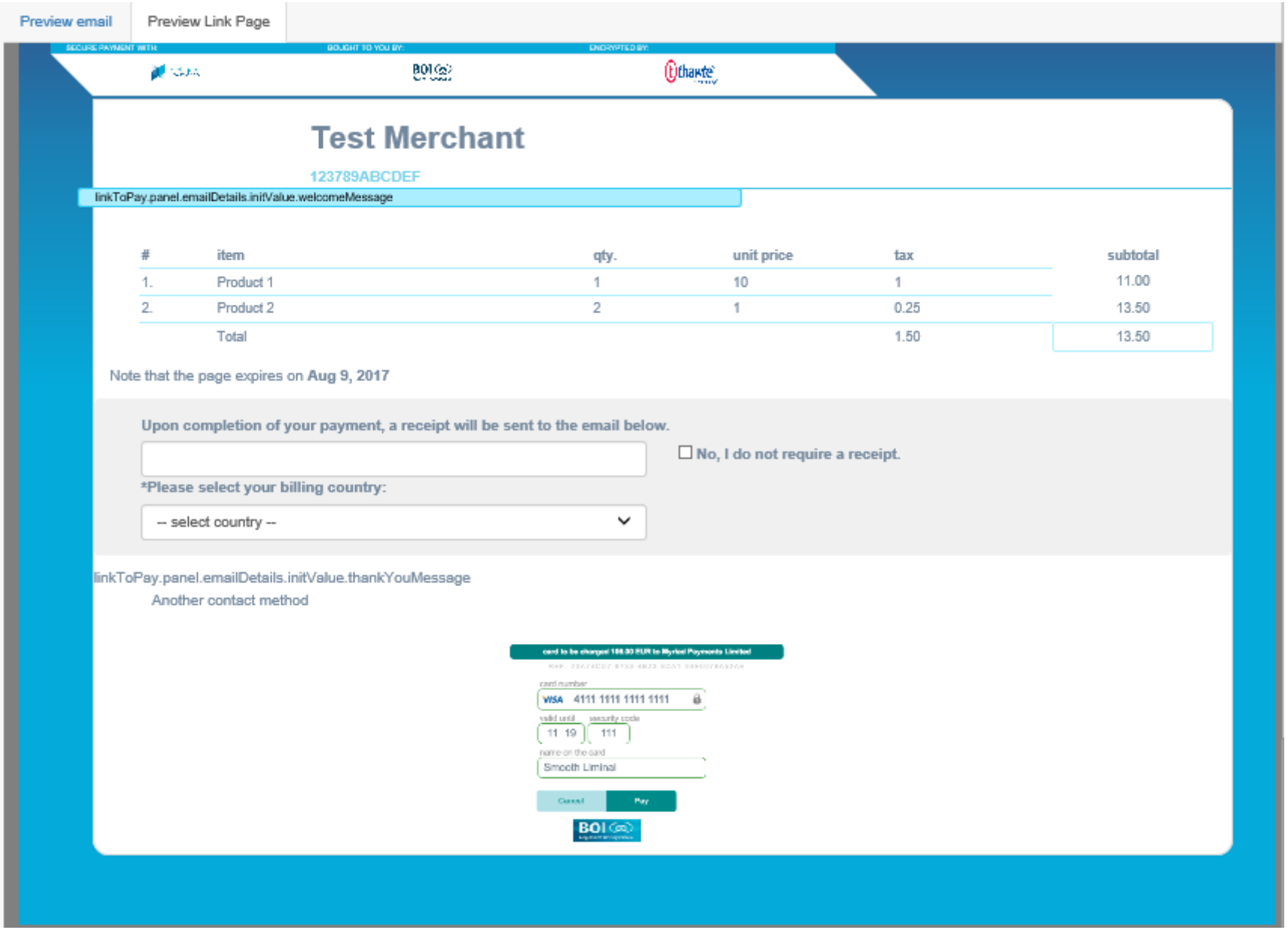
The link will connect to the page, where the customer can enter the payment details, **n.b.** the customer must enter their billing country before proceeding:



Again, this reflects the Preview Link Page in the Back-Office page:



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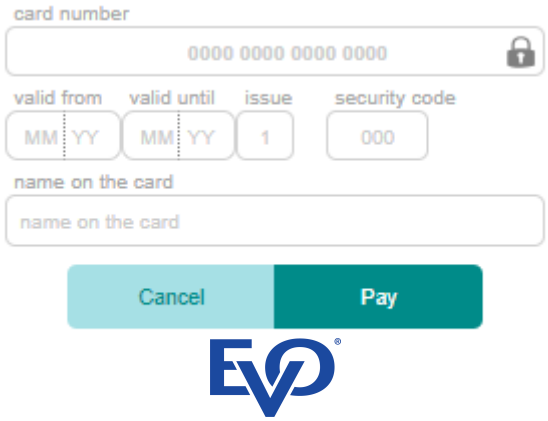
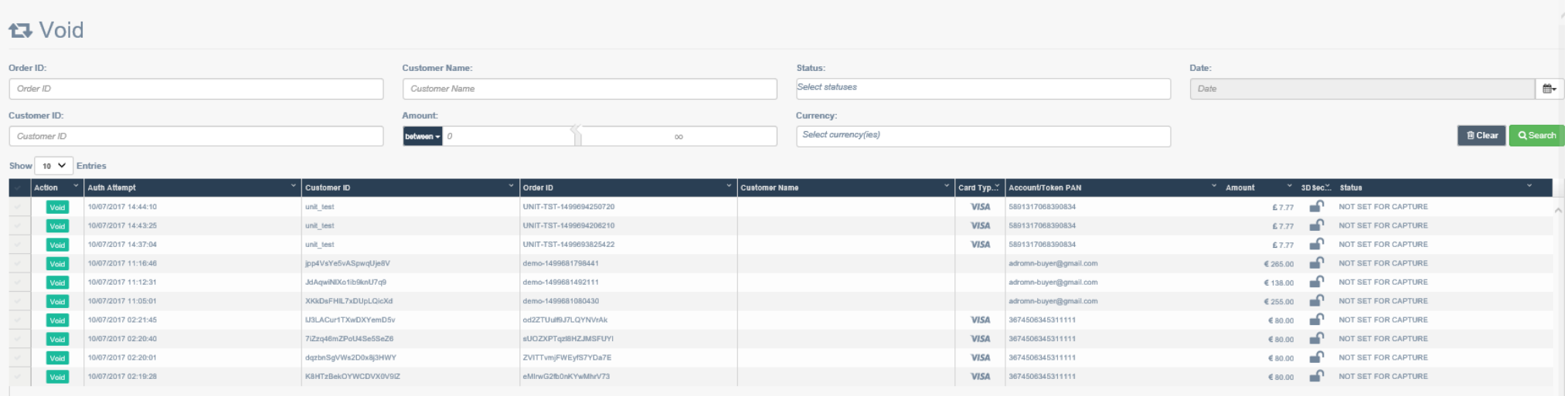
The Payment Form presented to the customer is a Level 1 PCI Compliant form that keeps the customer's payment card data secure.



6 Void

The Void page allows the user to search for a specific transaction, so that it can be voided, effectively cancel it.



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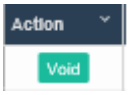
6.1.1 Void Action Button

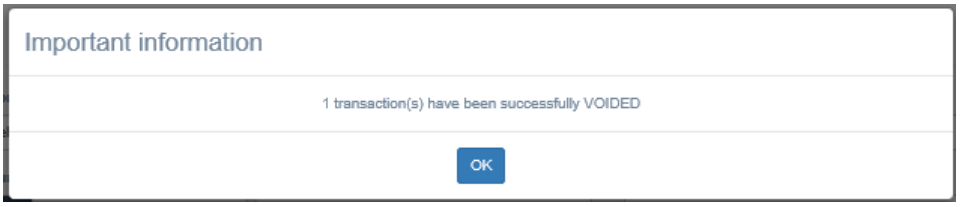


Each line in the Void Transaction List has a Void button in the left column.

Clicking the Void button will ask the user to confirm the action:

Clicking Cancel will simply return the user to the Void Transaction List.

If OK is clicked, the application will process the Void action, and confirm the completed action to the user:



The transaction will be removed from the Void Transaction List. It can be found, again, using the Transactions menu option (see Section 2).

6.2 Search Parameters

The available Search Parameters and functionality are the same as that for the Transactions menu option (see Section 2.2). However, only statuses of “SET FOR CAPTURE”, “NOT SET FOR CAPTURE” and “SET FOR REFUND” are available. **These are the only types of transactions that can legitimately be voided.**

6.3 Void Transaction List

The Void Transaction List shown and its functionality are the same as that for the Transactions menu option (see Section 2.3), except for the Action Button. However, only those transactions with statuses of “SET FOR CAPTURE”, “NOT SET FOR CAPTURE” and “SET FOR REFUND” are available. These are the only types of transactions that can legitimately be voided.

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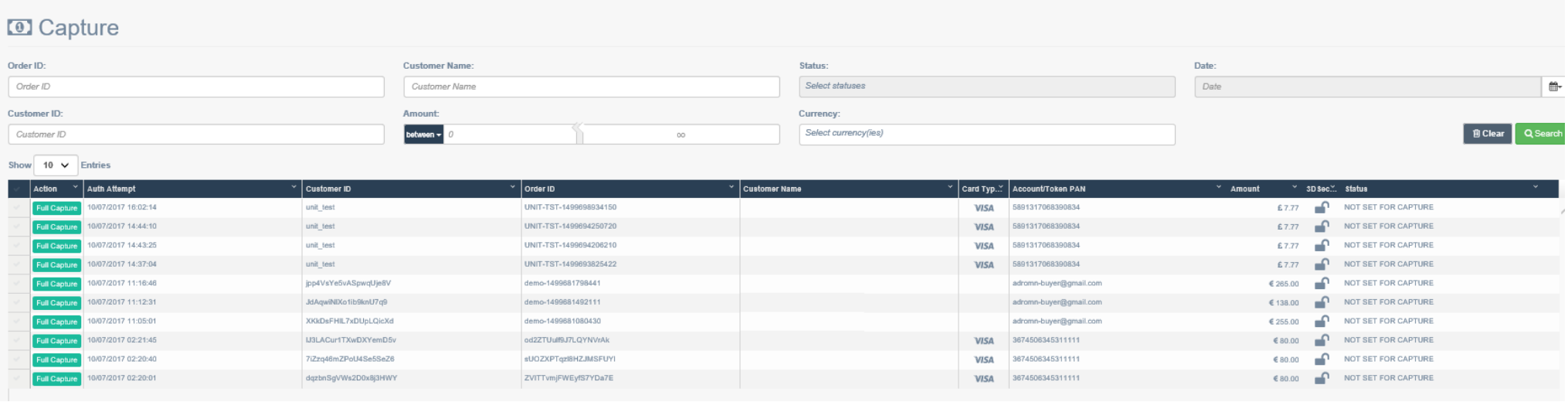
7 Capture

The Capture page allows the user to search for a specific transaction, so that it can be marked for capture, to recover the previously authorised funds from the customer's account, that are awaiting further action.



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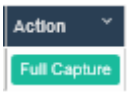
7.1 Available Actions

7.1.1 Full Capture Action Button

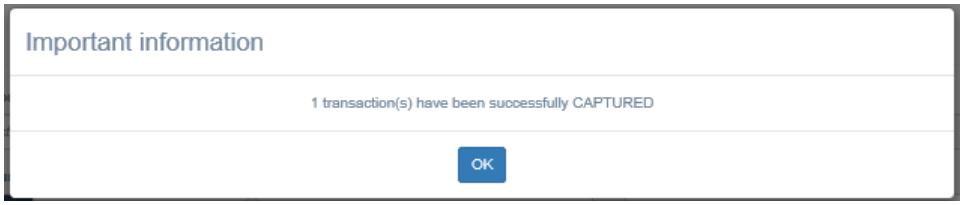


Each line in the Capture Transaction List has a Full Capture button in the left column.

Clicking the Full Capture button will ask the user to confirm the action:

Clicking Cancel will simply return the user to the Capture Transaction List.

If OK is clicked, the application will process the Capture, and confirm the completed action to the user:



The transaction will be removed from the Capture Transaction List. It can be found, again, using the Transactions menu option (see Section 2).

7.2 Search Parameters

The available Search Parameters and functionality are the same as that for the Transactions menu option (see Section 2.2). However, the status parameter is disabled, as only “NOT SET FOR CAPTURE” transactions can legitimately be set for capture.

7.3 Capture Transaction List

The Capture Transaction List shown and its functionality are the same as the Transactions (see Section 2). However, only those transactions with status of “NOT SET FOR CAPTURE” are available. These are the only types of transactions that can legitimately be captured.

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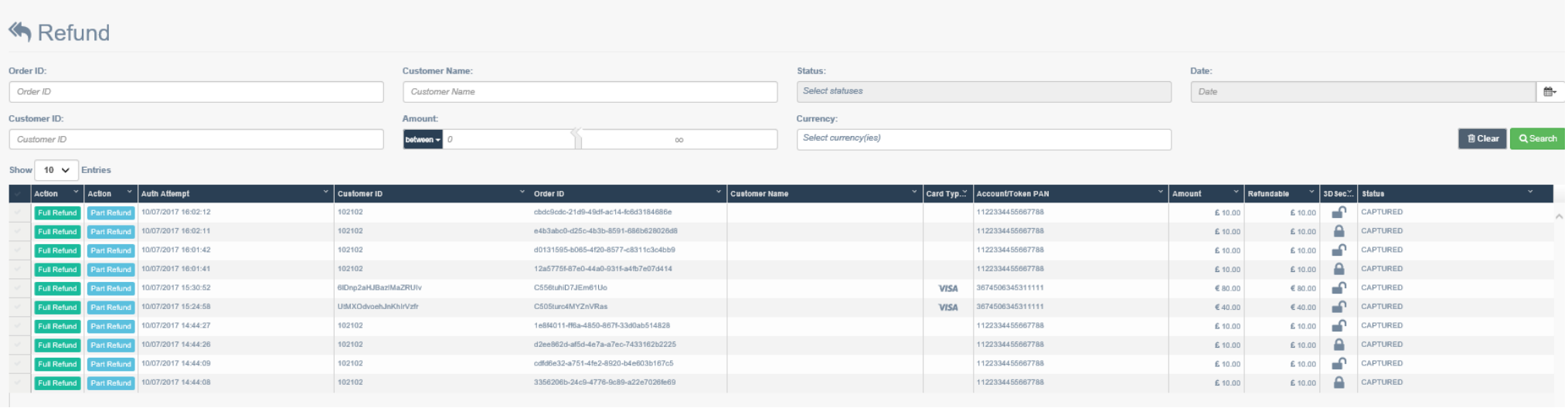
8 Refund

The Refund page allows the user to search for a specific transaction, so that it can be refunded, paying the monies back to the customer. Full or partial refunds are available.

The Refund Transaction List has two action columns. Full and Partial refunds are available.



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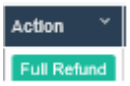
8.1 Available Actions

8.1.1 Full Refund Action Button

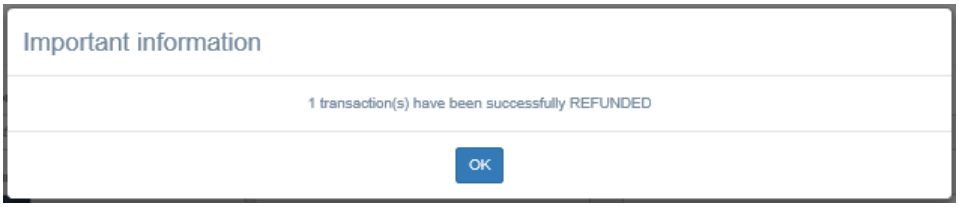


Each line in the Refund Transaction List has a Full Refund button in the left column.

Clicking the Full Refund button will ask the user to confirm the action:

Clicking Cancel will simply return the user to the Refund Transaction List.

If OK is clicked, the application will process the Full Refund, and confirm the completed action to the user:



The transaction will be removed from the Refund Transaction List. It can be found, again, using the Transactions menu option (see Section 2).

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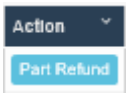
8.1.2 Partial Refund Action Button



Each line in the Refund Transaction List has a Partial Refund button in the second left column.

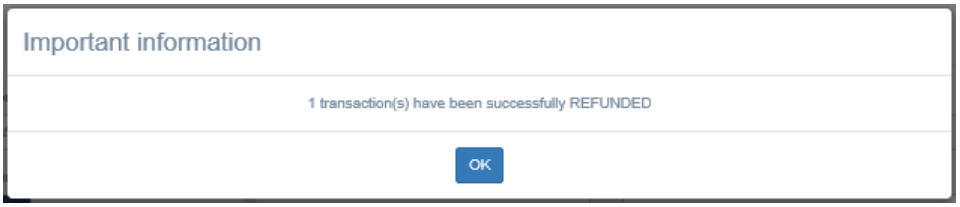
Clicking the Partial Refund button will ask the user to input the amount, and any comments related to the refund action:

Clicking Cancel will simply return the user to the Refund Transaction List.

If OK is clicked, the user is asked to confirm the action:

Clicking Cancel will return the user to the previous dialogue box (above), where the refund amount is entered.

If OK is clicked, the application will process the Partial Refund, and confirm the completed action to the user:



The transaction will **not** be removed from the Refund Transaction List, as there are still funds available for refund. So another partial or full refund of the balance can be performed.

N.B.it is possible to refund the full amount using the Partial Refund action button, effectively the same as using the Full Refund action button. In this case, the transaction would be removed from the Refund Transaction List**.**

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8.2 Search Parameters

The available Search Parameters and functionality are the same as that for the Transactions menu option (see Section 2.2). However, the status parameter is disabled, as only “CAPTURED” transactions can legitimately be refunded.

8.3 Refund Transaction List

The Refund Transaction List shown and its functionality are the same as the Transactions (see Section 2). However, only those transactions with status of “CAPTURED” are available. These are the only types of transactions that can legitimately be refunded.

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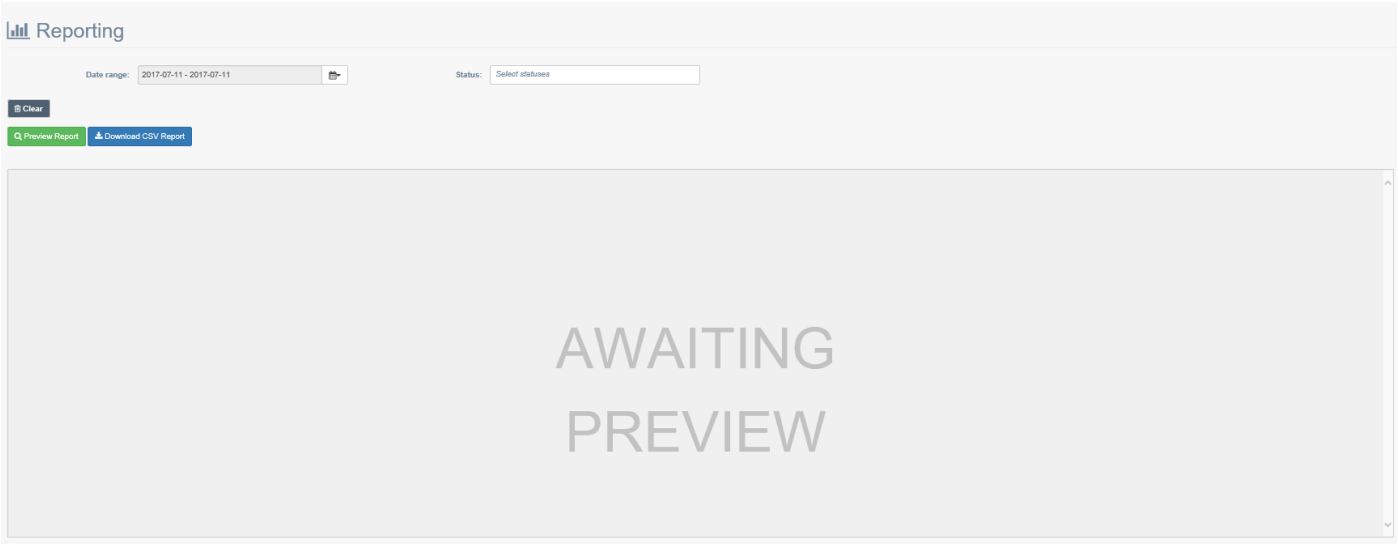
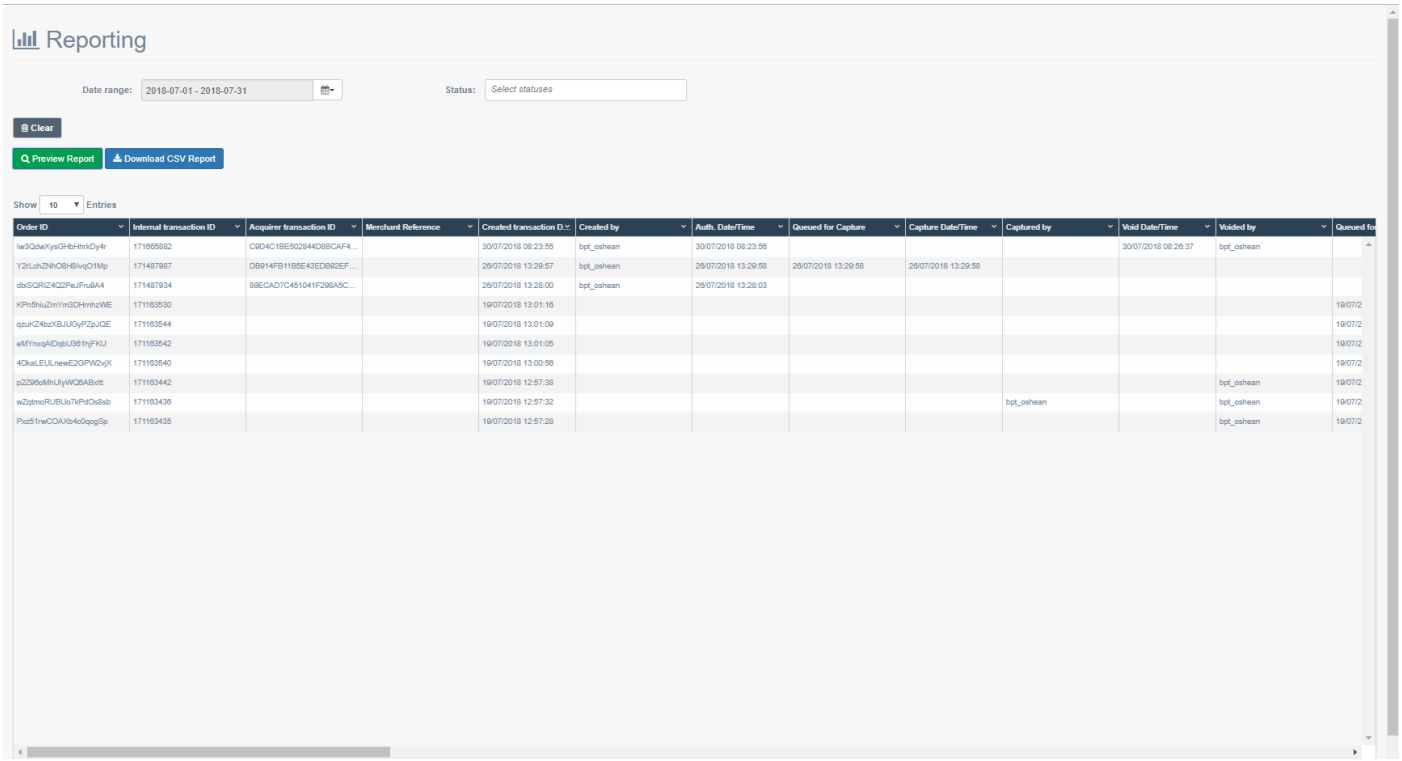
9 Selected Reports – Detailed Transaction Report

The purpose of the Selected Reports – Detailed Transaction Report is to produce a detailed dataset that can be merged with other BI data or reported on using a third-party tool. The report produces a wealth of data about the individual transactions. As a standard format, Comma Separated Values (CSV) can be imported to most if not all reporting tools and databases. The data can be used by MS Excel immediately, so that the chart and tabling functions can work on the data.



The initial screen waits for user to enter the parameters for the report, see section 9.2 Search Parameters.

The 'Preview Report' button must be clicked to show the report in the preview window.



9.1 Available Actions

No actions can be performed on the transactions.

A division of EVO PAYMENTS INTERNATIONAL

9.2 Search Parameters

9.2.1 Parameter Fields

Two Search Parameters allow the user to find transactions based on date and/or status:

Parameter	Conditions
Date Range	all transactions for a date range for the Created transaction date/time a From and To date are selected one day can be selected by selecting the same date for From and To
Status	all transactions at a single status or several statuses each Status value must be chosen separately, by clicking in the parameter field the available values are: • CAPTURED • COMPLETED REFUND • DECLINED • ERROR • INCOMPLETE • NOT SET FOR CAPTURE • SET FOR CAPTURE • SET FOR REFUND • VOID

9.2.2 Preview Report Button

When the search parameters have been entered the Preview Report Button must be clicked to render the report on screen.

9.2.3 Download CSV Report Button

The Download CSV Report Button is used to save the report to a location and filename of the user's choosing. The function uses the browsers save function.

N.B. it is not necessary for the Preview Report Button **to be clicked to download the report, although it is advisable to ensure that the correct information is being saved.**

9.2.4 Clear Button

The Clear Button is used to simply clear the search parameters.

To reset the report to its initial or default state, i.e. clear the search results, the user must click the Selected Reports – Detailed Transaction Report menu option again.

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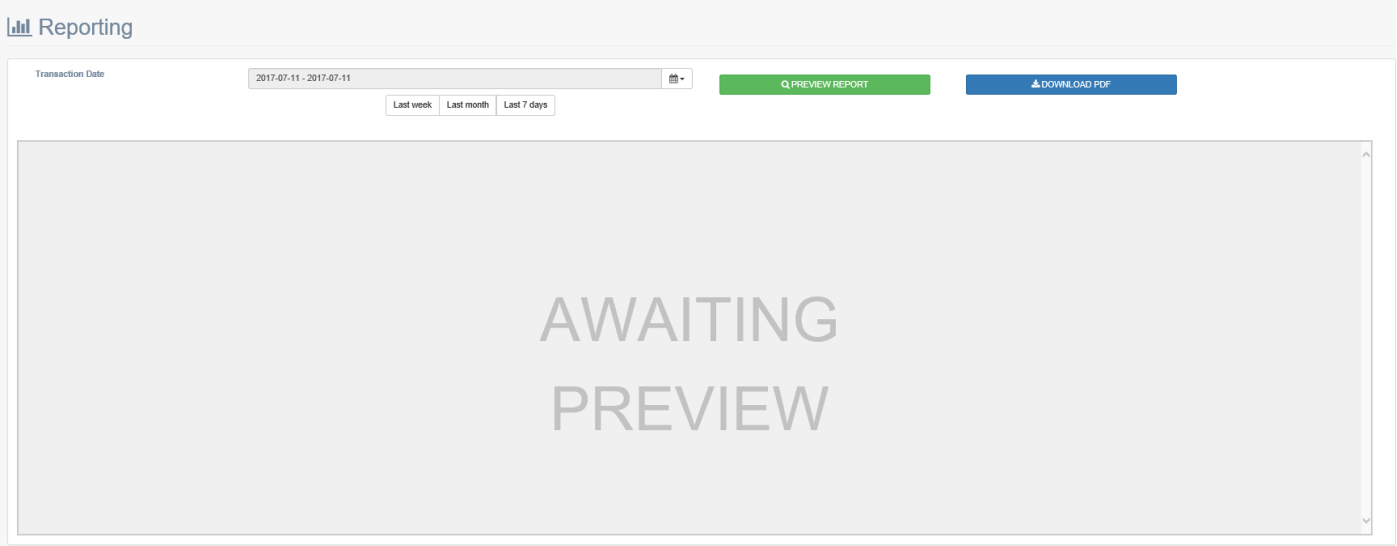
10 Selected Reports - Summary Report

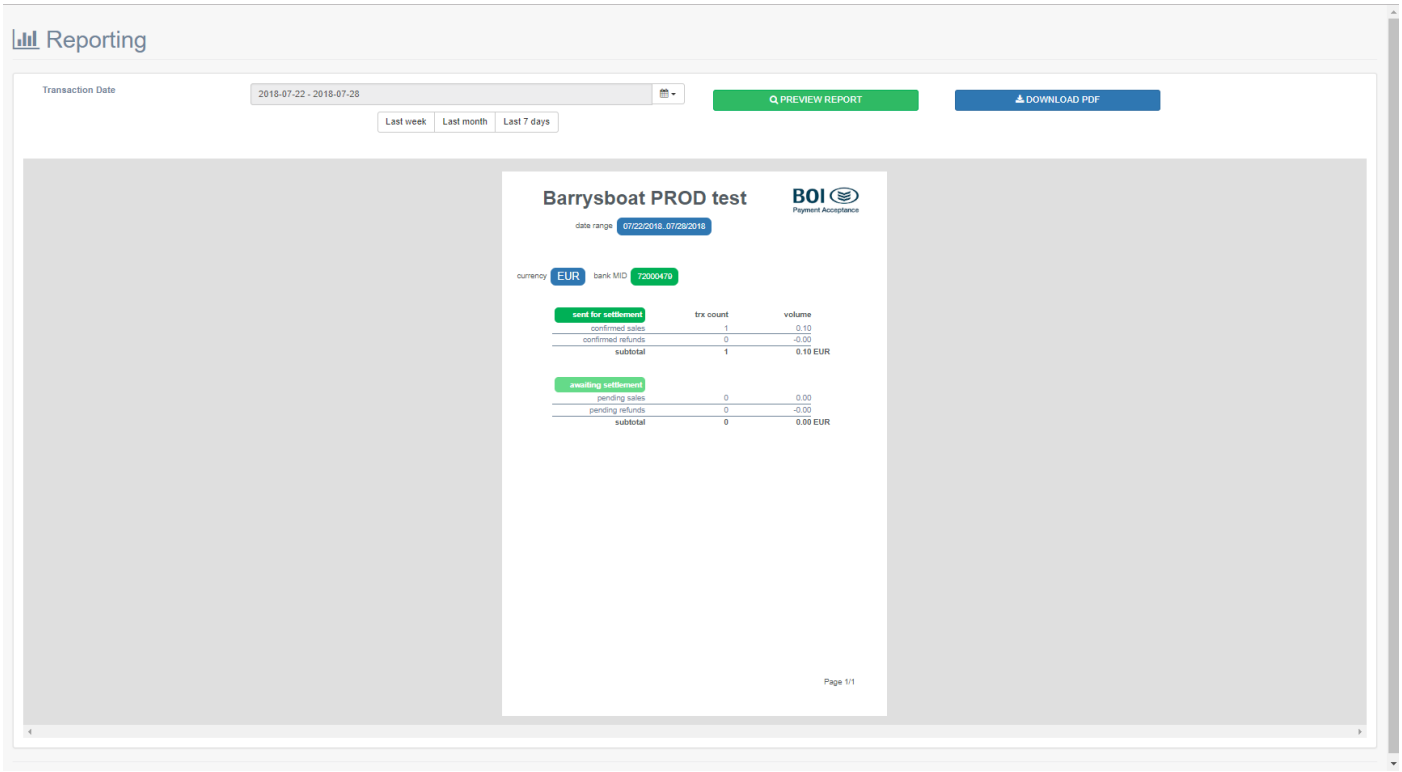
The purpose of the Selected Reports – Detailed Transaction Report is to provide an overview of sales and refunds over time. The user to preview, print and download, as a PDF document, details about transactions.

The information is not in a form that can be merged with the user's own reporting systems. However, it can be used for managerial and audit purposes, and included in other documentation.

The report provides information about the sums of the confirmed and pending sales and refunds, grouped by currency and merchant bank account for a selected date range.



The initial screen waits for user to enter the parameters for the report, see section 10.2 Search Parameters.



10.1 Available Actions

No actions can be performed on the transactions.

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10.2 Search Parameters

10.2.1 Parameter Fields

One Search Parameter is defined for the Summary Report, to allow the user to report on transactions:

Parameter	Conditions
Transaction Date	all transactions for a date range for the Created transaction date/time a From and To date are selected one day can be selected by selecting the same date for From and To

Three buttons give pre-set or shortcuts to date ranges for the Transaction Date values:

- Last Week: shows the previous calendar week, Monday to Sunday inclusive
- Last Month: shows the previous calendar month, from the 1st to the 28th/29th/30th/31st inclusive
- Last 7 Days: shows the previous seven days before the current day. E.g. if current day is Friday, the chart will show the previous Saturday to Thursday.

These buttons set the date range in the Transaction Date parameter, only. The Preview Report Button must be clicked to produce the report.

10.2.2 Preview Report Button

When the search parameters have been entered the Preview Report Button must be clicked to render the report on screen.

10.2.3 Download PDF Button

The Download PDF Button is used to save the report, in PDF format, to a location and filename of the user's choosing.

N.B. it is not necessary for the Download PDF Button t**o be clicked to download the report, although it is advisable to ensure that the correct information is being saved.**

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10.3 Report Example

Barrysboat PROD test

date range 06/01/2018..06/30/2018

currency EUR bank MID 72000479

sent for settlement	trx count	volume
confirmed sales	8	3.50
confirmed refunds	6	-3.30
subtotal	**14**	**0.20 EUR**

awaiting settlement		
pending sales	0	0.00
pending refunds	0	-0.00
subtotal	**0**	**0.00 EUR**

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The report shows the number (count) of transactions and summed amounts of the transactions in a period. The figures are for sales and refunds, giving a net total.

Two totals are calculated:

- transactions that have been sent for settlement to the acquiring bank
- transactions that are marked for settlement, but have not been sent to the acquiring bank

Each set is grouped by Currency and Bank MID.

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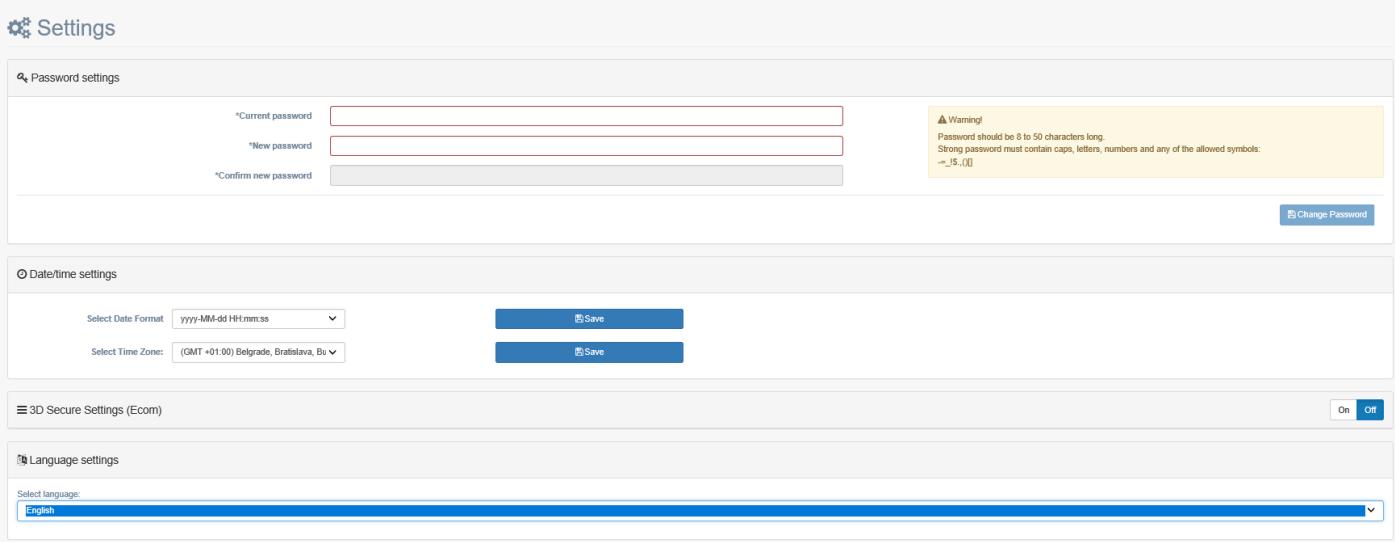
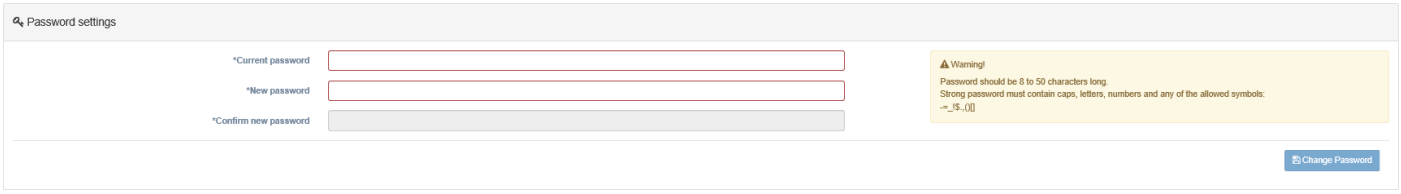
11 Settings



11.1 Password Settings



To change their password, the user must first enter their existing password, as a security measure to ward against malicious intent.

Then the new password is entered. Confirmation is required by re-entering the same, new password.

To change the password the Change Password button must be clicked.

During input, two icons appear on the right, inside of the input field

Clicking on the left icon , and holding the left mouse button will temporarily reveal the password.

Clicking on the right icon , will permanently reveal the password.

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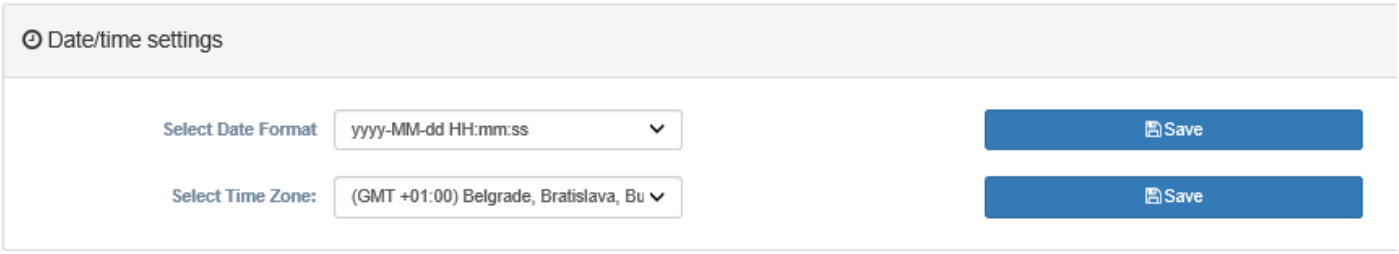
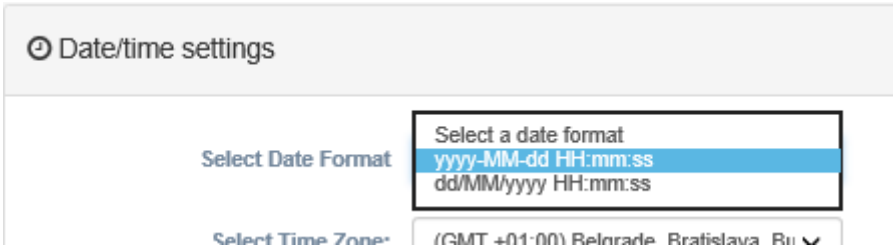
11.2 Date/Time Settings



11.2.1 Select Date Format



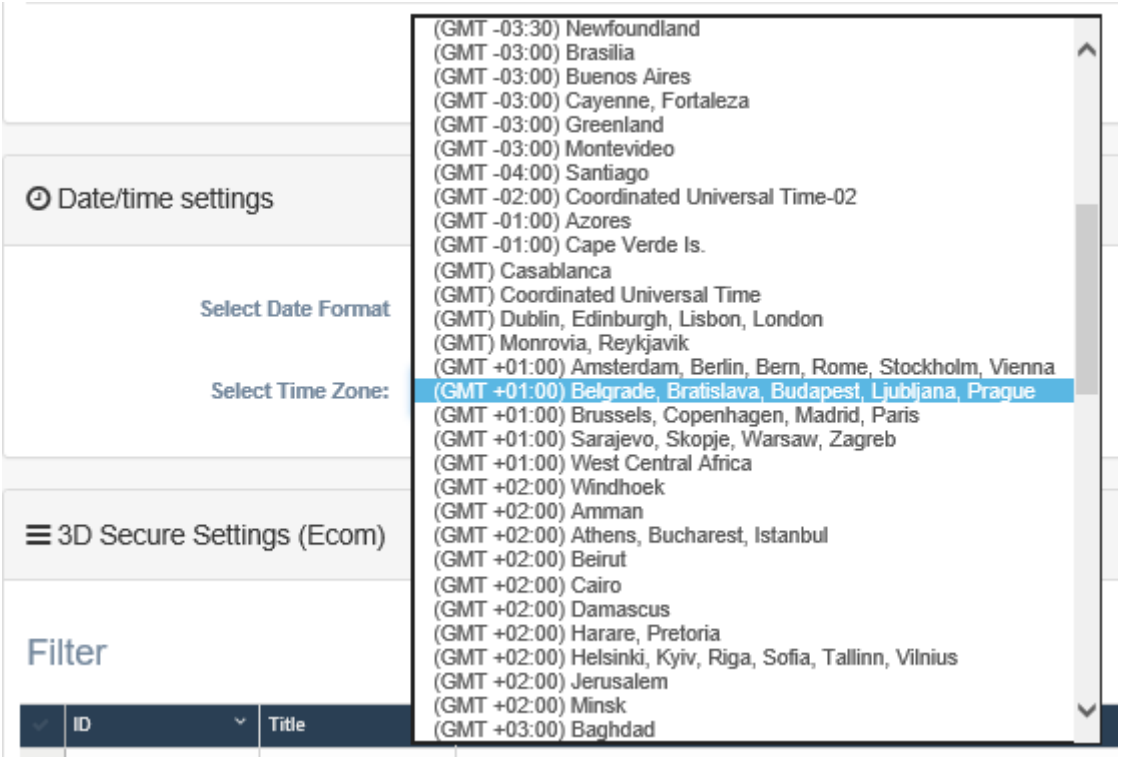
Date/Time Settings allows the user to choose their preference of the format in which the dates are displayed.

Currently, two settings are provided:

- yyyy-MM-dd HH:mm:ss
  e.g. 2017- 01-01 10:15:43 = 43 seconds after a quarter past ten in the morning on the 1st January 2017
- dd/MM/yyyy HH:mm:ss
  e.g. 01/01/2017 10:15:43 = 43 seconds after a quarter past ten in the morning on the 1st January 2017

Having selected the format, the user must click the Save button alongside the choice.

11.2.2 Select Time Zone



The user can set the time zone preference. The system will adjust the times displayed to match the user's time.

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11.3 3D Secure Settings (Ecom)

This setting sets the default action of whether, when a transaction is processed, the system attempts a 3D Secure method of authorisation.

This setting can be overridden in the individual transactions.

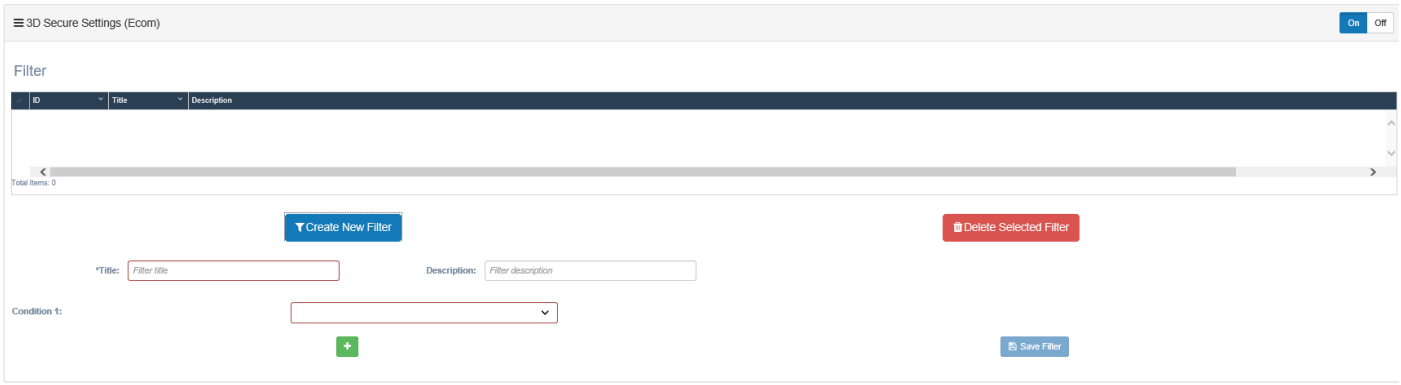
Filters (see below) can be set to trigger 3D Secure under certain conditions.

If no Filters are set, and 3D Secure is "On", then customers will have to completed 3D Secure for all transactions.

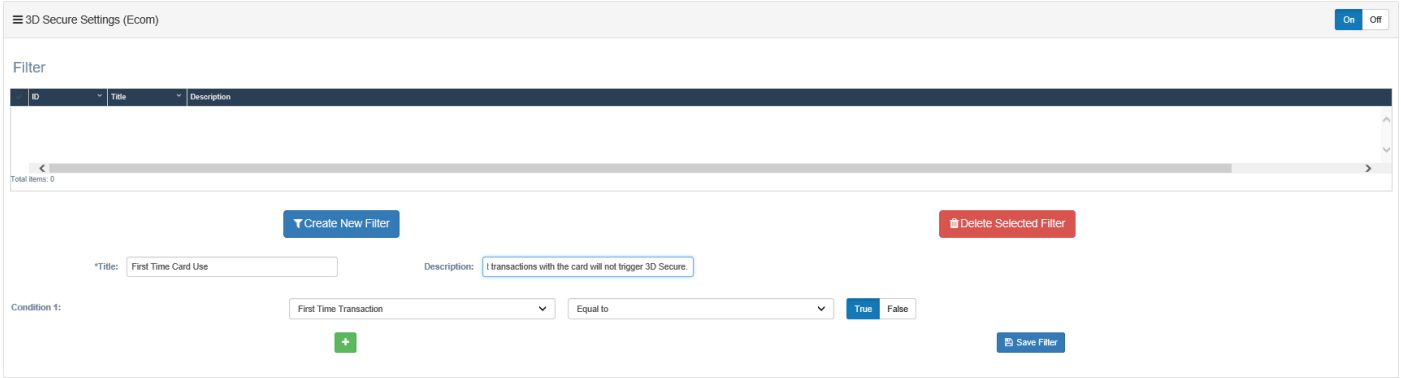
If 3d Secure is never needed then "Off" should be selected.

11.3.1 Filters

To create a new 3D Secure Filter, click the "Create New Filter" button. This present a set of input fields to enter the condition:



- Title: enter a short descriptive title for the filter
- Description: this can be longer and more explanatory, and include any comments that are required
- Condition: select a condition for the filter, subsequent input fields will open to accept the required values



Conditions can be combined, to set more specific and sophisticated filters. Click the green "+" button to add more conditions to the filter. Once all the conditions are set up, click the "Save Filter" button.

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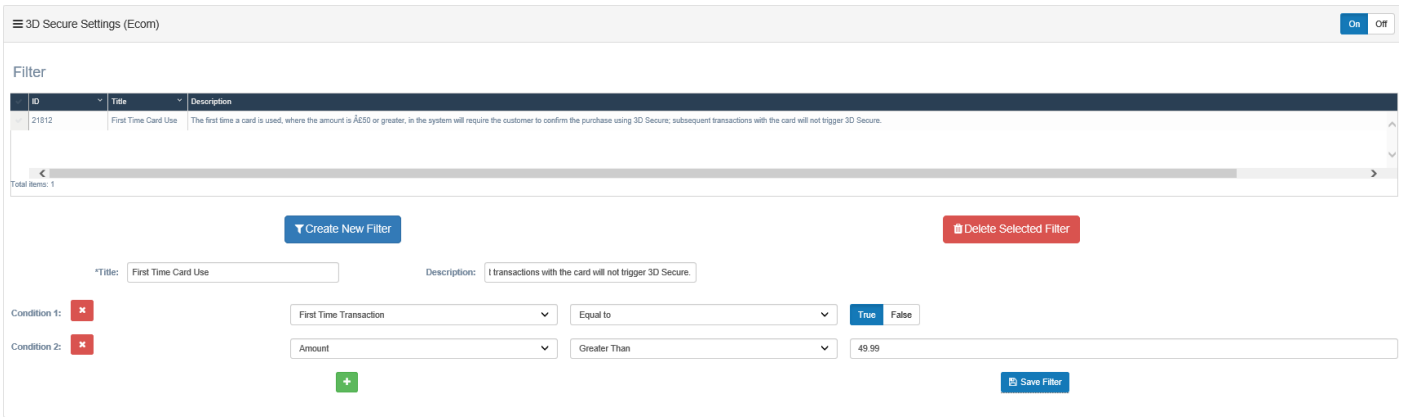
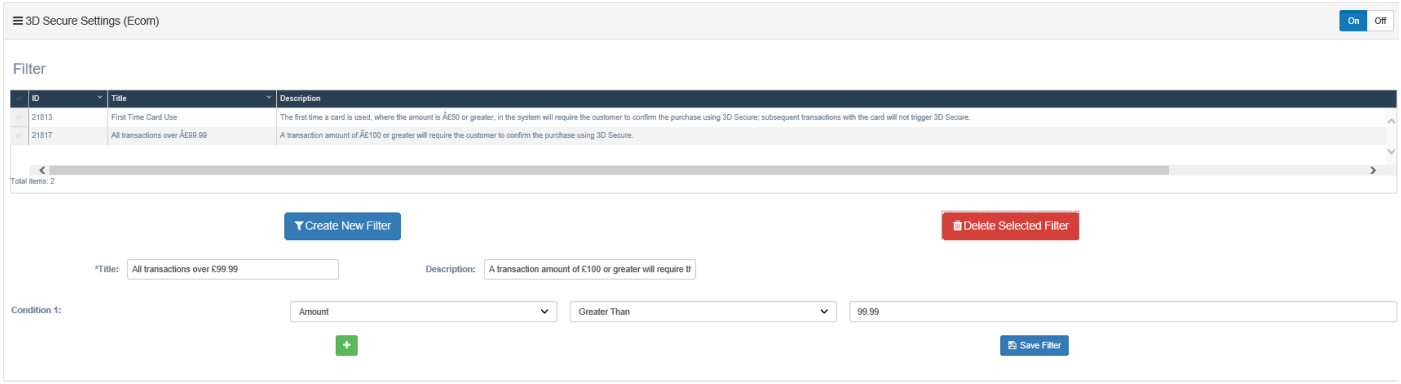


The above filter triggers 3D Secure for all first-time purchases for £50 or more, i.e. greater than £49.99.

Other filters can be created to trigger 3D Secure under other conditions. **If the filter above is the only one set, then all other transaction will not trigger 3D Secure**, i.e. a third-time transaction for a card for £150 will not trigger 3D Secure.

To do this, another filter needs to be created, as shown below:



This filter requires that all transactions over £99.99 are required to be confirmed with 3D Secure.

Care must be taken when designing and creating filters, as some can become redundant. Also, filters are processed in the order that they are created. As soon as a filter condition is met, 3D Secure is triggered.

In the above examples, if the amount in the second filter had been made £49.99, as well, this would effectively make the first filter redundant, as all transaction of £50 and over would be triggered by the second filter. However, not putting a value on the amount of the first filter, would enforce that all first-time transactions were confirmed using 3d Secure.

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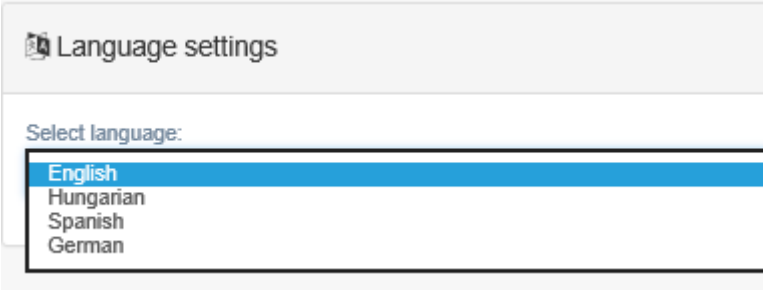
11.4 Language Settings



The user can their preference for the on-screen language of the Back-Office and Virtual Terminal.

The languages currently supported are:

- English
- German
- Hungarian
- Spanish

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