



Making Payments
Work Perfectly

Back-Office and Virtual Terminal User Manual

Version 3.0

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EVO Payments, Inc.
0800.032.5658 | www.EVOpayments.co.uk

Simplifying Payments AROUND THE GLOBE
130+ CURRENCIES ACROSS 50 MARKETS WORLDWIDE

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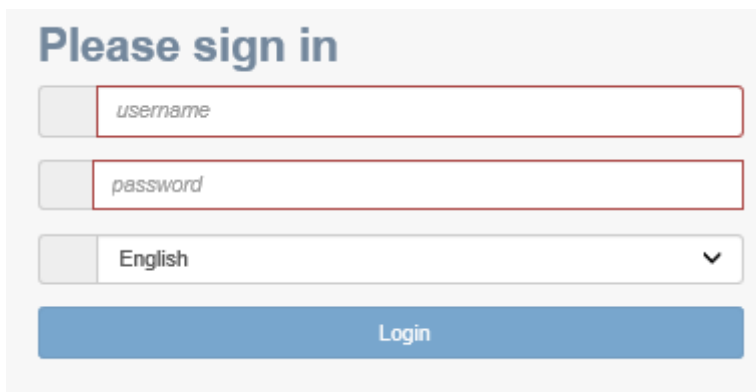
1 Introduction

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 login form is titled "Please sign in". It contains three input fields: a text field for "username", a text field for "password" (with an eye icon for toggling visibility), and a dropdown menu for language selection currently set to "English". Below these fields is a blue "Login" button.

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.

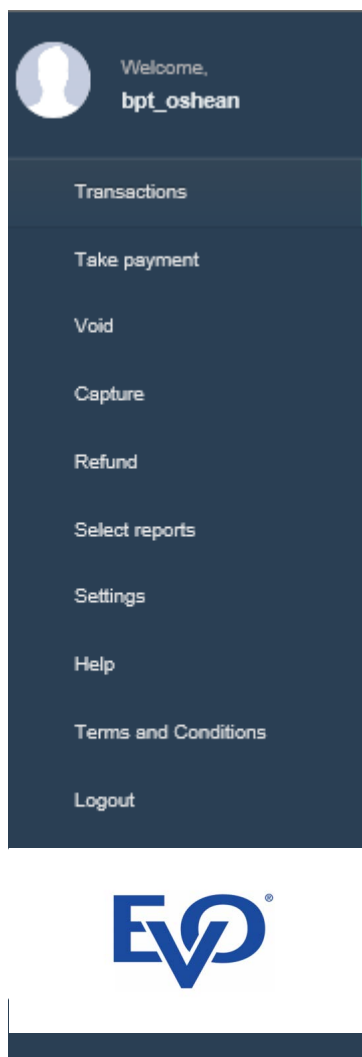
If an invalid username and/or password are entered a message appears informing the user.

Invalid username and/or password

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

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.

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.

Welcome,
bpt_oshean

- Transactions
- Take payment
- Void
- Capture
- Refund
- Select reports
- Settings
- Help
- Terms and Conditions
- Logout

Transactions

Order ID:

Customer Name:

Status:

Date:

Customer ID:

Amount:

between

∞

Currency:

Clear

Search

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	Iw3QdwXysGHbHrkDy4r		Verified by VISA	1800158848330550	€ 0.10	€ 0.1	1		VOID
VIEW	2018-07-26 13:29:57	rebecca	Y2rLchZNhO8HlvQO1Mp	Nigel Farage	Verified by VISA	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	f2wwXeOYdFcm9xdCWOUGH	KPn5hiuZmYm3DHmh2WE			4669004554605774	€ 5.00	€ 5	1		COMPLETED REFUND
VIEW	2018-07-19 13:01:09	UOhI2wGmBw8O7MMhJb8g	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	Verified by VISA	8089450051288577	€ 10.00	€ 10	1		VOID
VIEW	2018-07-19 12:57:28	IPGtest	Pxz51nwCOAXb4c0qogSp	Robert Nemcsics	Verified by VISA	8089450051288577	€ 9.00	€ 9	1		VOID

First

Previous

1

2

3

4

5

...

Next

Last

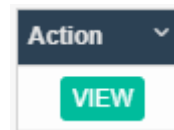
The Transactions screen has two parts:

- 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

Order ID: <input type="text" value="Order ID"/>	Customer Name: <input type="text" value="Customer Name"/>	Status: <input type="text" value="Select statuses"/>	Date: <input type="text" value="Date"/>
Customer ID: <input type="text" value="Customer ID"/>	Amount: <div> <input type="text" value="between"/> <input type="text" value="0"/> <input type="text" value="oo"/> </div>	Currency: <input type="text" value="Select currency(ies)"/>	<div> <input type="button" value="Clear"/> <input type="button" value="Search"/> </div>

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:	<p>a transaction based on a known Order Identifier</p> <p>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. “efg123abc456” and “abcdef”;</p> <p>the more defined the entry the more accurate the search results</p> <p>the Order ID parameter is used on its own, when input begins all other parameters are disabled</p> <p>the Order ID parameter is disabled if input begins in any other parameter</p>
Customer ID:	<p>all transactions for a customer based on a known Customer Identifier</p> <p>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. “efg123abc456” and “abcdef” ;</p> <p>the more defined the entry the more accurate the search results</p>
Customer Name	<p>all transactions for a customer based on a known Customer Name</p> <p>if several customers have the same name, all of them will be shown in the list</p> <p>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 Evans”, “Eva Perone”, and “Stevan Kurmski”; the more defined the entry the more accurate the search results</p>
Amount	<p>all transactions for a singular amount or a range of amounts, options offered are:</p> <ul style="list-style-type: none"> 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 <p>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</p>
Status	<p>all transactions at a single status or several statuses</p> <p>each Status value must be chosen separately, by clicking in the parameter field</p> <p>the available values are:</p> <ul style="list-style-type: none"> CAPTURED COMPLETED REFUND DECLINED ERROR INCOMPLETE NOT SET FOR CAPTURE SET FOR CAPTURE SET FOR REFUND VOID
Currency	<p>all transactions of a single currency or several currencies</p> <p>each Currency value must be chosen separately, by clicking in the parameter field</p> <p>the list of available currencies is limited to those that are traded in</p> <p>The values shown are the ISO 4217 Currency Codes. The full list is published by the International Organisation for Standardization.</p>
Date	<p>all transactions for a date range for the Authorisation Attempt, a From and To date are selected</p> <p>one day can be selected by selecting the same date for From and To, this can also be achieved by double clicking a date</p> <p>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</p>

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.

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	3D Sec.	Status
VIEW	2018-07-30 08:23:55	testIPG	lw3QdwXysGHbHrkDy4r		Verified by VISA	1800158848330550	€ 0.10	€ 0.1	1		VOID
VIEW	2018-07-26 13:29:57	rebecca	Y2rLchZNhO8H8lvqO1Mp	Nigel Farage	Verified by VISA	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	t2wwXeOYdFcm9xdCWOGH	KPn5hiuZmYm3DhHhzWE		MasterCard	4669004554605774	€ 5.00	€ 5	1		COMPLETED REFUND
VIEW	2018-07-19 13:01:09	UOhl2wGmBw8O7MMhJb8g	qzuKZ4bzXBjUGyPZpJQE		MasterCard	4669004554605774	€ 4.45	€ 4.45	1		COMPLETED REFUND
VIEW	2018-07-19 13:01:05	G4053uBpgLNYdrSWZwid	eMYnxqAIDqbU361hjFKU		MasterCard	4669004554605774	€ 6.55	€ 6.55	1		COMPLETED REFUND
VIEW	2018-07-19 13:00:56	jKA0llqFbAoN0SrCwe35	4DKaLEULnewE2GPW2vjX		MasterCard	4669004554605774	€ 0.95	€ 0.95	1		COMPLETED REFUND
VIEW	2018-07-19 12:57:38	4	p2Z96oMhUlyWQ6ABxltt	Robert Nemcsics	MasterCard	8151677365447384	€ 20.00	€ 20	1		VOID
VIEW	2018-07-19 12:57:32	IPGtest	wZqlmoRUBUo7kPdOs8sb	Robert Nemcsics	Verified by VISA	8089450051288577	€ 10.00	€ 10	1		VOID
VIEW	2018-07-19 12:57:28	IPGtest	Pxz51rwCOAXb4c0qpgSp	Robert Nemcsics	Verified by VISA	8089450051288577	€ 9.00	€ 9	1		VOID

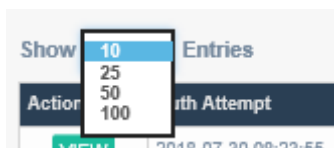
2.3.1 Columns

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

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.



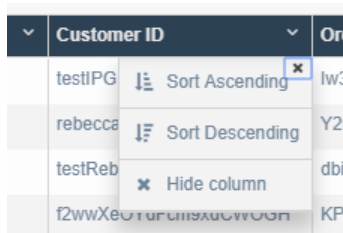
2.3.3 Pages Navigation

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.

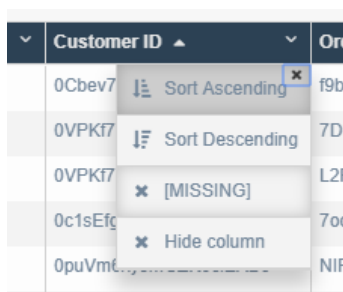


When the sort order is selected an arrow appears by the column name indicating the sort direction; up for ascending, down for descending.



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.

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:

▼	Customer ID	▼	Ord
	0Cbev7	Sort Ascending	f9b
	0VPKf7	Sort Descending	7D
	0VPKf7	Hide column	L2F
	0c1sEfg		7oc

Show	10	▼	Entries		
Action	Auth Attempt	Order ID	Customer Name	Card Type	Account
VIEW	2018-05-23 12:08:00	f9b39I1G4I21U5y5H9a		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

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.

Transaction Details

Transaction Key Details

Order ref.: f9b3911G4i21iJ5y5H9a
Related Ref.: N/A
Created: 23/05/2018 12:08:00
Type: MOTO
Amount: € 15.55
Converted Amount € 15.55
Conversion Rate 1
Order: € 15.55
Tax: € 0
Shipping: € 0
Discount: € 0
Description: [2018-05-23T10:08:03] transaction finished. ERROR: -8024 Error response from Payment Provider: 56 - No card record.
[2018-05-23T10:08:00] transaction created: CreditDebitCards

DECLINED

JPMORGAN CHASE BANK N.A.

VISA

**** * 1111

FGDGD

EXPIRES 12/22

Transaction History

23/05/2018 12:08:00+0 minute created
23/05/2018 12:08:01+0 minute auth attempted
23/05/2018 12:08:01+0 minute rejected

Customer

Ref.: 0Cbev7ISj8Ey2MeWwqsT
Merch Ref.:
Name:
Country: Ireland
Phone: N/A
Email: N/A
Born: N/A

Comments N/A

Billing Address

N/A Ireland

Shipping Address

N/A Ireland

Customer Address

N/A Ireland

Operators

Authorized by: bpt_oshean
Captured by: N/A
Voided by: N/A
Refunded by: N/A

Fraud Prevention

Secure Payment: N/A
3D secure result: N/A
AVS result: N/A
CAVV result: N/A
CWV2 result: N/A
ECI: N/A
XID: N/A
Location match: IP country (GI) does NOT match shipping country (IE)

Geolocation & IP: 85.115.155.209

Map Satellite

Print Save

Back to Search

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

Transaction Key Details

Order ref.: f9b3911G4I21U5y5H9a

Related Ref: N/A

Created: 23/05/2018 12:08:00

Type: MOTO

Amount: **€ 15.55**

Converted Amount € 15.55

Conversion Rate 1

Order: € 15.55

Tax: € 0

Shipping: € 0

Discount: € 0

Description: [2018-05-23T10:08:03] transaction finished. ERROR: -8024 Error response from Payment Provider: 56 - No card record.
[2018-05-23T10:08:00] transaction created: CreditDebitCards





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

Transaction History	
23/05/2018 12:08:00+0 minute	created
23/05/2018 12:08:01+0 minute	auth attempted
23/05/2018 12:08:01+0 minute	rejected

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


3.4 Customer & Address Details

Customer

Ref.: 0Cbev7ISj8Ey2MeWwqsT

Merch Ref.:

Name:

Country:  Ireland

Phone: N/A


Email: N/A

Born: N/A


Comments

N/A


Billing Address

N/A
 Ireland

Shipping Address

N/A
 Ireland

Customer Address

N/A
 Ireland

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

Authorized by: bpt_oshean

Captured by: N/A

Voided by: N/A

Refunded by: N/A

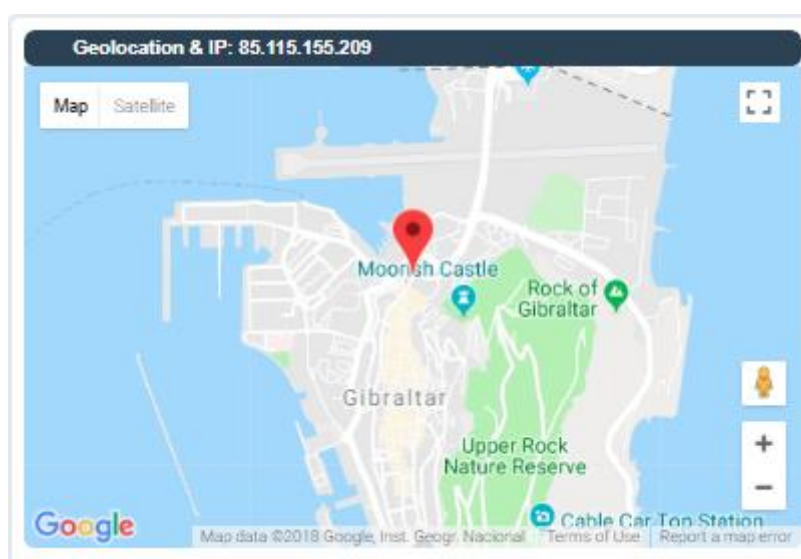
Operators shows the users in the merchant organisation that have interacted at key points in the transaction's history. It provides a basic audit trail, if needed.

3.6 Fraud Prevention

Fraud Prevention	
Secure Payment:	N/A
3D secure result:	N/A
AVS result:	N/A
CAVV result:	N/A
CVV2 result:	N/A
ECI:	N/A
XID:	N/A
Location match: IP country (GI) does NOT match shipping country (IE)	

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.

4 Take Payment – Terminal Online

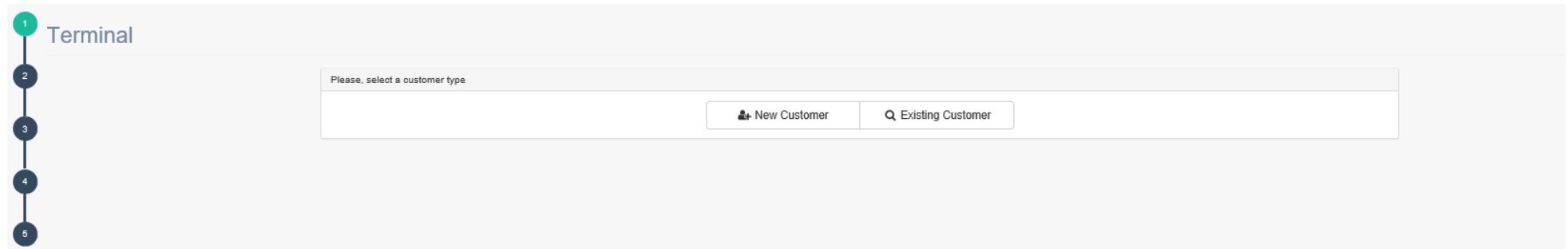
The Take Payment – Terminal Online option enables the user to take a payment from a user remotely, either over the telephone or when authorised via an email, mail order, or similar communication.

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

4.1 Step 1 - New or Existing Customer

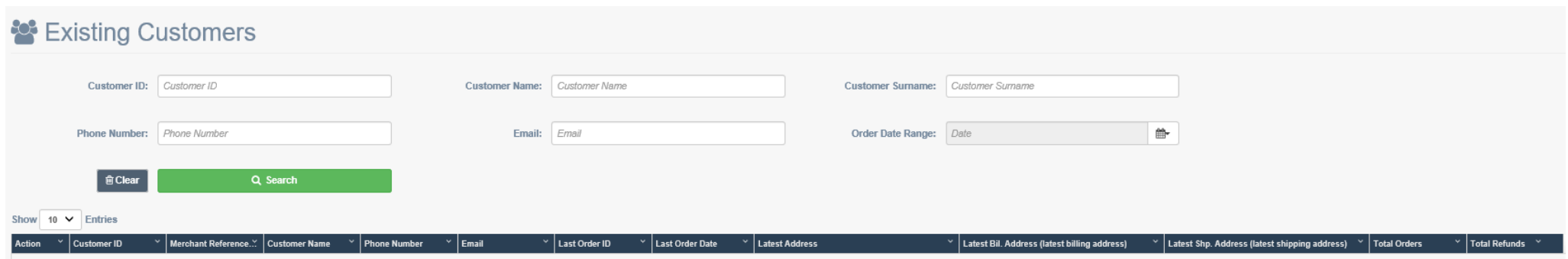
The first step is to determine whether the customer is a returning customer or new to the organisation.

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.

Existing Customers

Customer ID:
Customer Name:
Customer Surname:

Phone Number:
Email:
Order Date Range:

Show 10 Entries

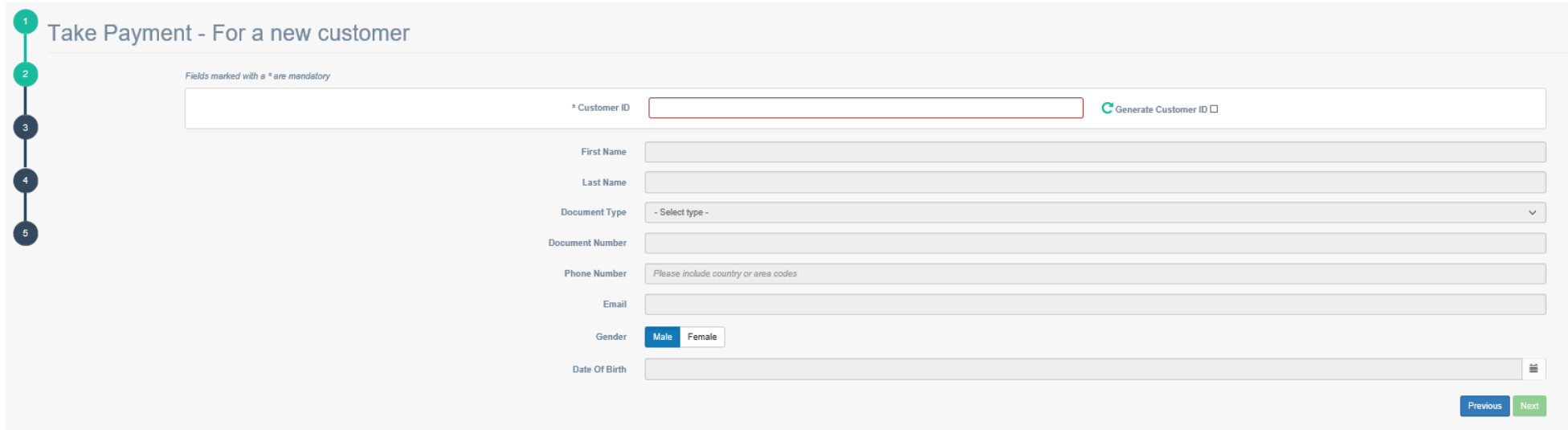
Action	Customer ID	Merchant Reference	Customer Name	Phone Number	Email	Last Order ID	Last Order Date	Latest Address	Latest Bil. Address (latest billing address)	Latest Shp. Address (latest shipping address)	Total Orders	Total Refunds
SELECT	xBpjR0QXvg03ndR3...		John Doe					Hungary (HU),	Hungary (HU),	Hungary (HU),		
SELECT	meilakjohn		John Meilak	21345678	john.meilak@gmail.com	KG5CCmVTWpnlSC...	2017-05-04 09:14:12	Malta (MT), Mosta, Main Street, 1, Id-Dar,	Malta (MT), Mosta, Main Street, 1, Id-Dar,	Malta (MT), Mosta, Main Street, 1, Id-Dar,	2,349.00	259.00
SELECT	123testfjm		John Meilak		john.meilak@gmail.com	508wVglbc3k4fVXPN...	2017-04-04 09:48:02	Malta (MT),	Malta (MT),	Malta (MT),	5.00	
SELECT	dnDknFv815xMQuwO...		John Natuso	01 2345 678912	john@my.kwi							
SELECT	2Z91ehN0skXXKLD...		John Boon	+81 2345 678912	12345678901234567...	demo-1467196888184	2016-06-29 11:44:10				97.00	
SELECT	mmgk		john bugg			3Op3cmnK4yoV7Onv...	2016-04-26 09:36:20	Gabon (GA), dgg, gf, ddd, 4, 3, gg.	Gabon (GA), dgg, gf, ddd, 4, 3, gg.	Gabon (GA), dgg, gf, ddd, 4, 3, gg.	22.00	
SELECT	aaadfff		johny bravo			OOjWGOdlmgEQ5JU...	2016-04-04 09:09:10	Bahamas (BS),	Bahamas (BS),	Bahamas (BS),	1.00	1.00
SELECT	CUSTOM_CUSTOM...		John Bohn			HYeaiS0cEmDkvtSY8...	2016-01-27 15:27:22				7.00	

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).

4.3 Step 2 - New Customer Identification

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



Take Payment - For a new customer

Fields marked with a * are mandatory

* Customer ID [Generate Customer ID](#)

First Name

Last Name

Document Type

Document Number

Phone Number

Email

Gender

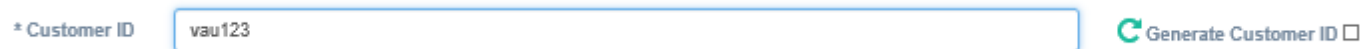
Date Of Birth

[Previous](#) [Next](#)

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.



* Customer ID [Generate Customer ID](#)

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.

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.

* Customer ID

srSJeAf1rW7KLqcyjLtL

 Generate Customer ID ☒

4.4 Step 3 – New Customer Addresses

1 Customer Address

2 Fields marked with a * are mandatory

Customer Address

House Name

House Number

Flat Number

Street Name

City

District

Post Code

State

*Country

United Kingdom

Phone

Please include country or area codes

Shipping Address

House Name

House Number

Flat Number

Street Name

City

District

Post Code

State

*Country

United Kingdom

Phone

Please include country or area codes

Billing Address

House Name

House Number

Flat Number

Street Name

City

District

Post Code

State

*Country

United Kingdom

Phone

Please include country or area codes

Is Shipping Address Different?

Yes

No

Is Billing Address Different?

Yes

No

Previous

Next

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.

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.

1
2
3
4
5

Customer - Payment Details

Fields marked with a * are mandatory

Payer

Is Payer same as Customer?
Yes
No

Payment Amount/s & Currency

*Transaction Type
Purchase

*Currency
GBP

*Brand
Select a brand

*Bank MID
Select a Bank Mid

Process without CVV?
Yes
No

*Order Amount
0.00

Tax Amount
0.00

Total Amount
0.00


Shipping Amount
0.00

Provide Discount
0.00

Proceed to Payment

Total amount must be greater than or equal to 0.10

Transaction Preview



**** * * * *

FULL NAME

SALE

GBP - 0.00

Customer address:
United Kingdom

Billing address:
Hungary

Shipping address:
Hungary

2017-07-10 11:54:43
Customer Ref: xIBpjR0QXvg03ndR3NvM
Order ID:

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.

1
2
3
4
5

Customer - Payment Details

Fields marked with a * are mandatory

Payer

Is Payer same as Customer? Yes No

First Name

Last Name

Document Type

- Select type -

Document Number

Phone Number

Please include country or area codes

Email

Date Of Birth

Customer Id (if registered)

Transaction Preview

SALE

GBP - 0.00

Customer address:

United Kingdom

Billing address:

Hungary

Shipping address:

Hungary

2017-07-10 11:54:43

Customer Ref: xtBpjR0QXvg03ndR3NvM

Order ID:

Payment Amount/s & Currency

*Transaction Type

Purchase

*Currency

GBP

*Brand

Select a brand

*Bank MID

Select a Bank Mid

Process without CVV? Yes No

*Order Amount

0.00

Shipping Amount

0.00

Tax Amount

0.00

Provide Discount

0.00

Total Amount

0.00

Proceed to Payment

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.

Customer - Payment Details

Fields marked with a * are mandatory

Payer

Is Payer same as Customer? ☒ Yes ☐ No

Payment Amount/s & Currency

*Transaction Type

Purchase

*Currency

GBP

*Brand

2 - Test product for CC payments

*Bank MID

21249872_MOTO EUR test bankmid

Process without CVV? ☒ Yes ☐ No

*Order Amount

100.00

Shipping Amount

5.00

Tax Amount

17.50

Provide Discount

5.00

Total Amount

117.50

Change Amount

Total amount must be greater than or equal to 0.10

Transaction Preview



SALE
GBP - 117.50

Customer address:

United Kingdom

Billing address:

Hungary

Shipping address:

Hungary

2017-07-10 11:54:43

Customer Ref: xtBpjR0OXvg03ndR3NmM

Order ID:

Your account will be charged 117.5 GBP to: Test Merchant

C8C6B385-4AF9-4B19-AB37-3180D2B149EB

card number

0000 0000 0000 0000



valid from valid until

MMYY MMYY

issue

Jin

security code

0000

name on the card

name on the card

Cancel

Pay



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

card number

0000 0000 0000 0000

valid from

valid until

issue

security code

MM YY

MM YY

1

000

name on the card

name on the card

Cancel

Pay

BOI

Payment Acceptance

Otherwise, the CVV field will not be shown:

card number

0000 0000 0000 0000

valid from

valid until

issue

MM YY

MM YY

1

name on the card

name on the card

Cancel

Pay

BOI

Payment Acceptance

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.

4.6 Step 5 – Transaction Result

1

2

3

4

5

Customer - Transaction Result

Print

✓

Your Transaction Has Been Approved

SALE

GBP - 10.00

Billing address:
12, A House
A Street, 123
A District, A City LE1 1AA
United Kingdom
Leicestershire
0044123456789

Shipping address:
12, A House
A Street, 123
A District, A City LE1 1AA
United Kingdom
Leicestershire
0044123456789

2017-07-10 13:28:30
Customer Ref: 1kNlWgdKndyIdSuorCP6
Order ID: qEiHeMBYV8yoJ8PynDI2
Auth. code: Approv

Back to Home

Make New Payment


Email Transaction Receipt

Email


anemail@hotmail.com

✉

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

Transaction Receipt for Merchant "Test Merchant" Inbox x

 link2pay@intelligentpayments.co.uk
to me ▾

Transaction Receipt

Merchant Name: Test Merchant
Customer ID: 1kNtWgdKndyfd5uorCP8
Order ID: qEiHeMBYV8yoJ6PynDI2
Payment Date:
Card Type: VISA CREDIT
Card Last 4-digits: 1111
Acquirer Transaction ID: 7A45F605AB4C437C96894F6FAF085D83

Payment Amount: GBP 10.00

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)

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 that 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

Link To Pay

Fields marked with a * are mandatory

Company details

*Trading As Name

Test Merchant

Logo: (Max size 50kb, 300x300)

☒ show logo

file name

[Upload new](#)

*Customer Service E-mail

email@yourcompany.com

Customer Service Telephone

+44 0123 1234567

Other Contact Details

Link page details

*Page title:

Myriad Payments Limited

*Welcome message

Dear Customer, please complete the payment for the following items below:

*Thank you message

Thank you for your order.

Link details

Order ID

⚠ Order ID should be unique, 8 to 40 characters long and contain only letters and numbers.
Leave empty. Automated order id will be provided

*Expiry date

Wednesday, August 9, 2017

*Transaction Type

Purchase

*Merchant currency

GBP

*Bank MID

Select a bank Mid

Products

[+ Add item](#)

* Add at least one item

Item name	Qty.	Unit	Price amount	Tax	Amount	%	Amount
*1. <input type="text"/>	1		x <input type="text"/>	0	0	%	= <input type="text"/>
				0.00	0.00		0.00
				total order	total tax		total amount

☒ Create Payment Link

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

Preview email

Preview Link Page

Edit

View

Save as Default

Order reference

Dear Customer,

You have received a Request for Payment from for .

To complete your payment, please click the link below or copy this link and paste it into your browser address bar:

Note that the page expires on .

Do not hesitate to contact us for queries relating to this order.

Email Preview

Preview email

Preview Link Page

SECURE PAYMENTS WITH

WIRELESS TO YOUR BY

RECEIVED BY

Test Merchant

Order ID

Dear Customer, please complete the payment for the following items below:

#	Item	qty.	unit price	tax	subtotal
1.		1		0	0.00
Total					0.00

Note that the page expires on Aug 9, 2017

Upon completion of your payment, a receipt will be sent to the email below.

☐ No, I do not require a receipt.

*Please select your billing country:

-- select country --

Thank you for your order.

used to be displayed 100.00 USD for My test Payments. Link not

card number

visa 4111 1111 1111 1111

valid thru

11/18

expiry code

111

name on the card

Samuel Linnell

Cancel

Pay

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

Company details

*Trading As Name

Test Merchant

Logo: (Max size 50kb, 300x300)

☒ show logo

file name

*Customer Service E-mail

email@yourcompany.com

Customer Service Telephone

+44 0123 1234567

Other Contact Details

Link page details

*Page title:

Myriad Payments Limited

*Welcome message

Dear Customer, please complete the payment for the following items below.

*Thank you message

Thank you for your order.

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

Link details

Order ID

Order ID should be unique, 8 to 40 characters long and contain only letters and numbers.

Leave empty. Automated order id will be provided

*Expiry date

Wednesday, August 9, 2017

*Transaction Type

Purchase

*Merchant currency

GBP

*Bank MID

Select a bank Mid

Products

+ Add item

* Add at least one item

Item name	Qty.	Unit	Piece amount	Tax	Amou.	%	Amount
*1.				+	0	0	% =
	1		x				
					0.00	0.00	0.00
					total order	total tax	total amount

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.

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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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:

✔ Create Payment Link

<https://cashier-turnkeyqa.test.myriadpayments.com/ui/link-to-pay/800c885e-dd35-46c1-8c35-cb87b8e1385a>

✉ Send email

Merchant specific text

***To email**


Do not hesitate to contact us for queries relating to this order.

➡ Send by email

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

Payment request 123789ABCDEF for Test Merchant

Inbox x



link2pay@intelligentpayments.co.uk

to me ▾

Order reference 123789ABCDEF

Dear Customer,

You have received a Request for Payment from Test Merchant for 13.50 GBP.

To complete your payment, please click the link below or copy this link and paste it into your browser address bar:
<https://cashier-turnkeyqa.test.myriadpayments.com/ui/link-to-pay/29201512-25b4-49d5-81fe-a26192ed9ef7>

Note that the page expires on 9th of August .

email@yourcompany.com

+44 0123 1234567

Another contact method

Test Merchant

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

Preview email

Preview Link Page

Edit

View

Save as Default

Order reference 123789ABCDEF

Dear Customer,

You have received a Request for Payment from Test Merchant for 13.50 GBP.

To complete your payment, please click the link below or copy this link and paste it into your browser address bar:
<https://cashier-turnkeyqa.test.myriadpayments.com/ui/link-to-pay/29201512-25b4-49d5-81fe-a26192ed9ef7>

Note that the page expires on Wednesday, August 9, 2017 .

Do not hesitate to contact us for queries relating to this order.

email@yourcompany.cor

+44 0123 1234567

Another contact method

Test Merchant

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:

SECURE PAYMENT WITH:

BOUGHT TO YOU BY:

ENCRYPTED BY:

Test Merchant

123789ABCDEF

linkToPay.panel.emailDetails.initValue.welcomeMessage

#	item	qty.	unit price	tax	subtotal
1 .	Product 1	null	10	1	11
2 .	Product 2	null	1	0.25	2.5
Total			12	1.5	13.5GBP

Note that the page expires on **Wednesday, August 9, 2017**

Upon completion of your payment, a receipt will be sent to the email below.

vaug*****@*****co.uk

☐ No, I do not require a receipt

***Please select your billing country:**

-- select country --

Proceed

linkToPay.panel.emailDetails.initValue.thankYouMessage

email@yourcompany.com

+44 0123 1234567

Another contact method

This online merchant is located in Third Floor, Leanne Place, #50 Town Range, GBZ1#GIBRALTAR, United Kingdom.

This is a retail site located in United Kingdom, non United Kingdom cardholders may be subject to international fees.

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

Preview email

Preview Link Page

SECURE PAYMENT WITH

BOUGHT TO YOU BY

ENDORSED BY

Test Merchant

123789ABCDEF

linkToPay.panel.emailDetails.initValue.welcomeMessage

#	item	qty.	unit price	tax	subtotal
1.	Product 1	1	10	1	11.00
2.	Product 2	2	1	0.25	13.50
Total					13.50

Note that the page expires on Aug 9, 2017

Upon completion of your payment, a receipt will be sent to the email below.

☐ No, I do not require a receipt.

*Please select your billing country:

-- select country --

linkToPay.panel.emailDetails.initValue.thankYouMessage

Another contact method

card to be charged 188.90 PLN to Myrial Payments Limited

WSP: 238750027 8750 4823 8001 388107843208

card number

VISA 4111 1111 1111 1111

valid until

11 19

security code

111

name on the card

Smooth Liminal

Cancel


Pay

BOI logo

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

card number

0000 0000 0000 0000



valid from

valid until

issue

security code

MM

YY

MM

YY

1

000

name on the card

name on the card

Cancel

Pay



6 Void

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

Void

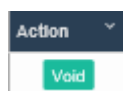
Order ID:
 Customer Name:
 Status:
 Date:

Customer ID:
 Amount:
 Currency:

Show Entries

	Action	Auth Attempt	Customer ID	Order ID	Customer Name	Card Typ.	Account/Token PAN	Amount	3D Sec.	Status
<input checked="" type="checkbox"/>	Void	10/07/2017 14:44:10	unil_test	UNIT-TST-1499694250720		VISA	5891317068390834	£ 7.77		NOT SET FOR CAPTURE
<input checked="" type="checkbox"/>	Void	10/07/2017 14:43:25	unil_test	UNIT-TST-1499694208210		VISA	5891317068390834	£ 7.77		NOT SET FOR CAPTURE
<input checked="" type="checkbox"/>	Void	10/07/2017 14:37:04	unil_test	UNIT-TST-1499693825422		VISA	5891317068390834	£ 7.77		NOT SET FOR CAPTURE
<input checked="" type="checkbox"/>	Void	10/07/2017 11:16:46	jpp4VsYe5vASpwqUje8V	demo-1499681798441			adromn-buyer@gmail.com	€ 265.00		NOT SET FOR CAPTURE
<input checked="" type="checkbox"/>	Void	10/07/2017 11:12:31	JdAqwNIXo1ib9knU7q9	demo-1499681492111			adromn-buyer@gmail.com	€ 138.00		NOT SET FOR CAPTURE
<input checked="" type="checkbox"/>	Void	10/07/2017 11:05:01	XX3DsFHL7xDUpLQicXd	demo-1499681080430			adromn-buyer@gmail.com	€ 255.00		NOT SET FOR CAPTURE
<input checked="" type="checkbox"/>	Void	10/07/2017 02:21:45	U3LACur1TXwDXYemD5v	odZ2TUuH9J7LQYNvAk		VISA	3674506345311111	€ 80.00		NOT SET FOR CAPTURE
<input checked="" type="checkbox"/>	Void	10/07/2017 02:20:40	7IZq46mZPeU4Se5Se28	eUOZXPTqr8HZJMSFYUy		VISA	3674506345311111	€ 80.00		NOT SET FOR CAPTURE
<input checked="" type="checkbox"/>	Void	10/07/2017 02:20:01	dqzbnSgVWw2D0x8j3HWY	ZVITTvmjFWeyfS7YDa7E		VISA	3674506345311111	€ 80.00		NOT SET FOR CAPTURE
<input checked="" type="checkbox"/>	Void	10/07/2017 02:19:28	K8HTzBekOYWCDVX0V9Z	eMlrwG2B0nKYwMhV73		VISA	3674506345311111	€ 80.00		NOT SET FOR CAPTURE

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:

Important information

You are about to process transaction with id(s) demo-1499429908062, are you sure?

Cancel

OK

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:

Important information

1 transaction(s) have been successfully VOIDED

OK

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.

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.

Capture

Order ID:

Order ID

Customer Name:

Customer Name

Status:

Select statuses

Date:

Date

Customer ID:

Customer ID

Amount:

2500

00

Currency:

Select currency(ies)

Clear

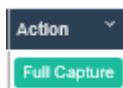
Search

Show 10 Entries

	Action	Auth Attempt	Customer ID	Order ID	Customer Name	Card Type	Account/Token PAN	Amount	3D Sec	Status
	Full Capture	10/07/2017 16:02:14	unit_test	UNIT-TST-1499698534150		VISA	5891317068390834	€ 7.77		NOT SET FOR CAPTURE
	Full Capture	10/07/2017 14:44:10	unit_test	UNIT-TST-1499694250720		VISA	5891317068390834	€ 7.77		NOT SET FOR CAPTURE
	Full Capture	10/07/2017 14:43:25	unit_test	UNIT-TST-1499694206210		VISA	5891317068390834	€ 7.77		NOT SET FOR CAPTURE
	Full Capture	10/07/2017 14:37:04	unit_test	UNIT-TST-1499693825422		VISA	5891317068390834	€ 7.77		NOT SET FOR CAPTURE
	Full Capture	10/07/2017 11:16:46	jpp4VcYe5vASpwrUje8V	demo-1499681798441			adromn-buyer@gmail.com	€ 265.00		NOT SET FOR CAPTURE
	Full Capture	10/07/2017 11:12:31	JdAqei8Xo1ib9knU7q9	demo-1499681492111			adromn-buyer@gmail.com	€ 138.00		NOT SET FOR CAPTURE
	Full Capture	10/07/2017 11:05:01	XXkDeFHL7x8UpLQicXd	demo-1499681080430			adromn-buyer@gmail.com	€ 255.00		NOT SET FOR CAPTURE
	Full Capture	10/07/2017 02:21:45	U3LACur1TXwDXYemD5v	odZZTuuf9J7LQYNvAk		VISA	3674506345311111	€ 80.00		NOT SET FOR CAPTURE
	Full Capture	10/07/2017 02:20:40	7Zzq46mZPoU4Se5SeZ8	eUOZXPTq28HZJMSFUYI		VISA	3674506345311111	€ 80.00		NOT SET FOR CAPTURE
	Full Capture	10/07/2017 02:20:01	dq2bnSgVWwzD0x8j3HWY	ZVITVm9FWEyST7YDa7E		VISA	3674506345311111	€ 80.00		NOT SET FOR CAPTURE

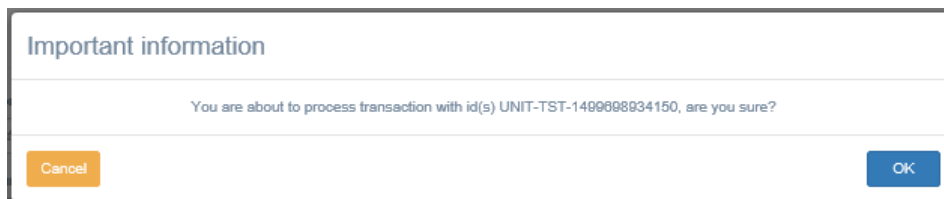
7.1 Available Actions

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:



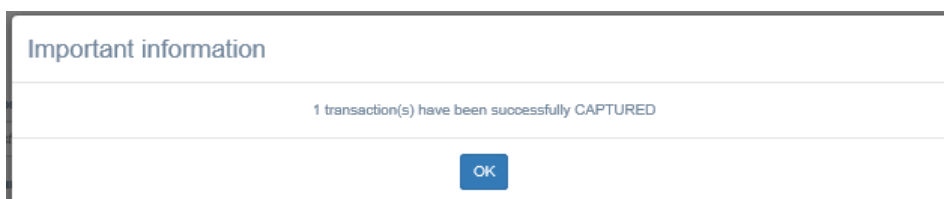
Important information

You are about to process transaction with id(s) UNIT-TST-1499068934150, are you sure?

Cancel OK

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:



Important information

1 transaction(s) have been successfully CAPTURED

OK

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.

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.

Refund

Order ID:

Customer Name:

Status:

Date:

Customer ID:

Amount:

Currency:

Show
10
Entries

	Action	Action	Auth Attempt	Customer ID	Order ID	Customer Name	Card Typ...	Account/Token PAN	Amount	Refundable	3D Sec...	Status
✓	Full Refund	Part Refund	10/07/2017 16:02:12	102102	cbdc9cdo-21d9-49d9-ac14-bd3154686e			1122334455667788	£ 10.00	£ 10.00	🔒	CAPTURED
✓	Full Refund	Part Refund	10/07/2017 16:02:11	102102	e4b3abc0-d25c-4b3b-8591-88b628026d8			1122334455667788	£ 10.00	£ 10.00	🔒	CAPTURED
✓	Full Refund	Part Refund	10/07/2017 16:01:42	102102	d0131595-b065-4f20-8577-c8311c3c4cb9			1122334455667788	£ 10.00	£ 10.00	🔒	CAPTURED
✓	Full Refund	Part Refund	10/07/2017 16:01:41	102102	12a5775f-87e0-44a0-931f-a4b7e079414			1122334455667788	£ 10.00	£ 10.00	🔒	CAPTURED
✓	Full Refund	Part Refund	10/07/2017 15:30:52	8Idnp2aHJBazlMaZRUIv	C558lwhID7JEm81Uo		VISA	3674506345311111	€ 80.00	€ 80.00	🔒	CAPTURED
✓	Full Refund	Part Refund	10/07/2017 15:24:58	UMXOdvoehJnKhIrVzfr	C505luro4MYZnVRas		VISA	3674506345311111	€ 40.00	€ 40.00	🔒	CAPTURED
✓	Full Refund	Part Refund	10/07/2017 14:44:27	102102	1e8f4011-f86a-4850-867f-33d0ab514828			1122334455667788	£ 10.00	£ 10.00	🔒	CAPTURED
✓	Full Refund	Part Refund	10/07/2017 14:44:26	102102	d2ee862d-af5d-4e7a-a7ec-7433162b2225			1122334455667788	£ 10.00	£ 10.00	🔒	CAPTURED
✓	Full Refund	Part Refund	10/07/2017 14:44:09	102102	cdff86e32-a751-4fe2-8920-b4e803b167c5			1122334455667788	£ 10.00	£ 10.00	🔒	CAPTURED
✓	Full Refund	Part Refund	10/07/2017 14:44:08	102102	3356206b-24c9-4776-9c89-a22e7026fed9			1122334455667788	£ 10.00	£ 10.00	🔒	CAPTURED

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:

Important information

You are about to process transaction with id(s) 1Db0PxIuaBq0rtdOE9ex, are you sure?

Cancel

OK

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:

Important information

1 transaction(s) have been successfully REFUNDED

OK

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

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:

Important information

Refundable amount for Transaction r1f1tkyslTfjUXFBT9HW is 80.00 EUR

Please input amount in and confirm

Comments

Cancel
OK

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

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

Confirm transaction

Are you sure you want to refund 40.00 EUR on transaction r1f1tkyslTfjUXFBT9HW on payment account *****1111?

Cancel
OK

Confirm transaction

Are you sure you want to refund 40.00 EUR on transaction r1f1tkyslTfjUXFBT9HW on payment account *****1111?

Cancel
OK

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:

Important information

1 transaction(s) have been successfully REFUNDED

OK

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.

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.

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.

Order ID	Internal transaction ID	Acquirer transaction ID	Merchant Reference	Created transaction ID	Created by	Auth. Date/Time	Queued for Capture	Capture Date/Time	Captured by	Void Date/Time	Voided by	Queued for
hw3dswYyGhHvDy4r	171165582	C8D4C1BE502844D8BCAF4...		30/07/2018 08:23:55	bpt_oshean	30/07/2018 08:23:55				30/07/2018 08:28:37	bpt_oshean	
Y2LchZthO8H8lvQ1Mj	171487987	DB914FB11B9543EDB82EF...		26/07/2018 13:29:57	bpt_oshean	26/07/2018 13:29:58	26/07/2018 13:29:58	26/07/2018 13:29:58				
sb5QRZC4Q2PwFv8A4	171487934	89ECA07C451041F298ASC...		26/07/2018 13:28:00	bpt_oshean	26/07/2018 13:28:03						
KPh9hu2m1m3DKnhzWE	171163530			19/07/2018 13:01:16								19/07/2
qzuC24bz0BJUyGp2pJQE	171163544			19/07/2018 13:01:08								19/07/2
akMfmg4DqL89thfJKU	171163542			19/07/2018 13:01:05								19/07/2
4DkaLEUnewE2GPV2yX	171163540			19/07/2018 13:00:56								19/07/2
p2296mhlJyWQ8ABdtz	171163442			19/07/2018 12:57:38							bpt_oshean	19/07/2
w2gmwRULb7n7P9C68ab	171163436			19/07/2018 12:57:32					bpt_oshean		bpt_oshean	19/07/2
Pu251wCOAJv640pggSp	171163435			19/07/2018 12:57:28							bpt_oshean	19/07/2

9.1 Available Actions

No actions can be performed on the transactions.

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: <ul style="list-style-type: none"> • 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.

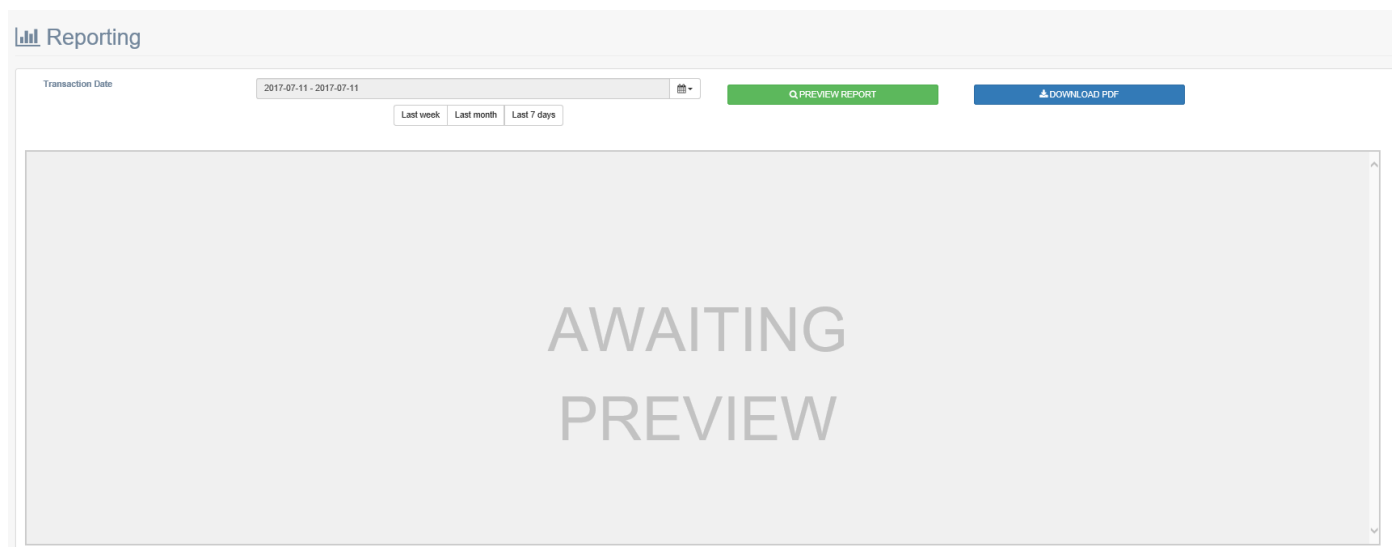
To reset the report to its initial or default state, i.e. clear the search results, the user must click the Selected Reports – Detailed Transaction Report menu option again.

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.

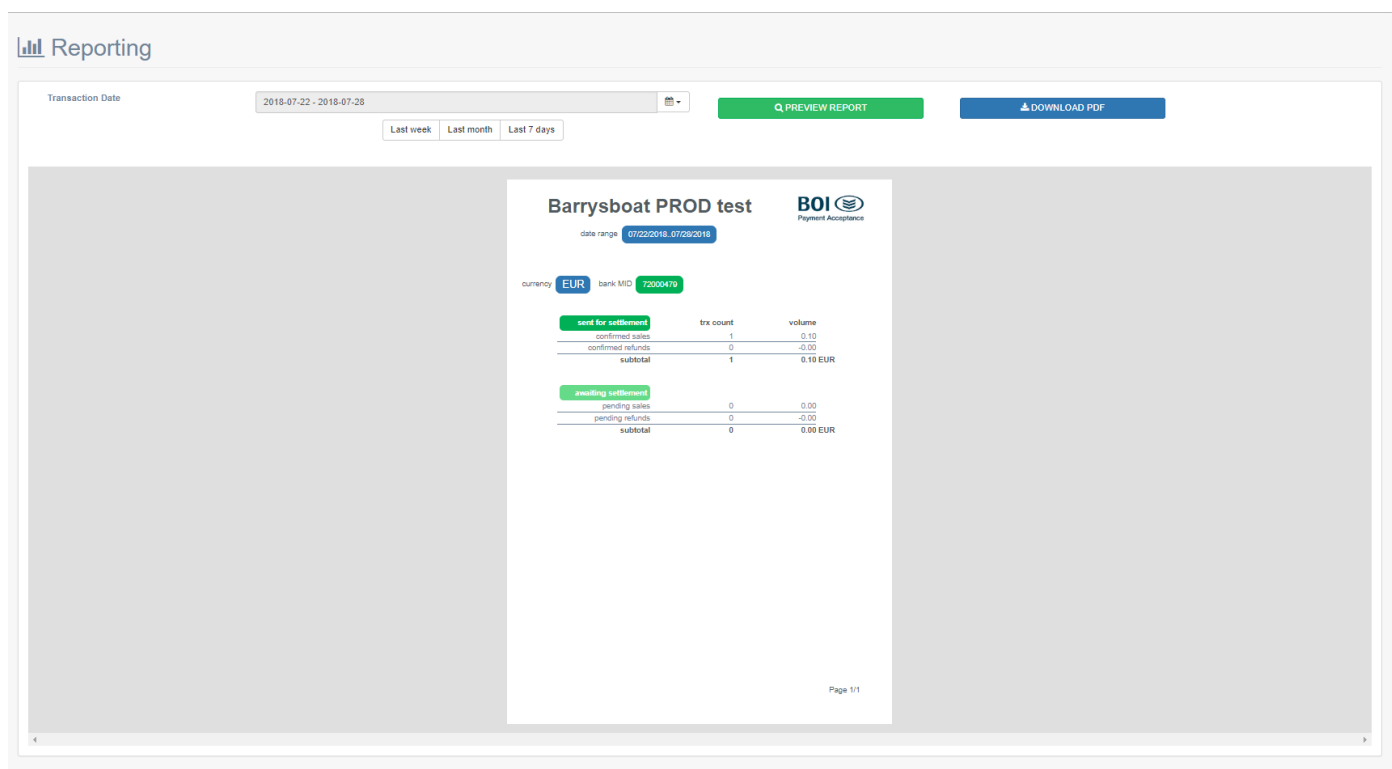
The information is not in a form that can be merged with the user's own reporting systems. However, it can be used for managerial and audit purposes, and included in other documentation.

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 screenshot shows the 'Reporting' section of the application. At the top, there is a 'Transaction Date' filter set to '2017-07-11 - 2017-07-11'. Below this are buttons for 'Last week', 'Last month', and 'Last 7 days'. To the right are two buttons: 'PREVIEW REPORT' (green) and 'DOWNLOAD PDF' (blue). The main content area is a large grey rectangle with the text 'AWAITING PREVIEW' in the center.

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



The screenshot shows the 'Reporting' section with the 'Transaction Date' filter set to '2018-07-22 - 2018-07-28'. The 'PREVIEW REPORT' button is highlighted. The main content area displays a detailed report for 'Barrysboat PROD test' with the date range '07/22/2018 - 07/28/2018'. The report includes the following information:

- Header:** Barrysboat PROD test, BOI Payment Acceptance
- Filters:** date range: 07/22/2018 - 07/28/2018, currency: EUR, bank MID: 72000478
- Summary Table:**

	trx count	volume
send for settlement		
confirmed sales	1	0.10
confirmed refunds	0	-0.00
subtotal	1	0.10 EUR
awaiting settlement		
pending sales	0	0.00
pending refunds	0	-0.00
subtotal	0	0.00 EUR
- Page:** Page 1/1

10.1 Available Actions

No actions can be performed on the transactions.

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 to be clicked to download the report, although it is advisable to ensure that the correct information is being saved.

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

Page 1/1

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.

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.

11.2 Date/Time Settings

Date/time settings

Select Date Format
yyyy-MM-dd HH:mm:ss

Select Time Zone:
(GMT +01:00) Belgrade, Bratislava, Bu

Save

Save

11.2.1 Select Date Format

Date/time settings

Select Date Format

Select a date format

yyyy-MM-dd HH:mm:ss

dd/MM/yyyy HH:mm:ss

Select Time Zone:
(GMT +01:00) Belgrade, Bratislava, Bu

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

Date/time settings

Select Date Format

Select Time Zone:

3D Secure Settings (Ecom)

Filter

ID
Title

(GMT -03:30) Newfoundland
(GMT -03:00) Brasilia
(GMT -03:00) Buenos Aires
(GMT -03:00) Cayenne, Fortaleza
(GMT -03:00) Greenland
(GMT -03:00) Montevideo
(GMT -04:00) Santiago
(GMT -02:00) Coordinated Universal Time-02
(GMT -01:00) Azores
(GMT -01:00) Cape Verde Is.
(GMT) Casablanca
(GMT) Coordinated Universal Time
(GMT) Dublin, Edinburgh, Lisbon, London
(GMT) Monrovia, Reykjavik
(GMT +01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
(GMT +01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague
(GMT +01:00) Brussels, Copenhagen, Madrid, Paris
(GMT +01:00) Sarajevo, Skopje, Warsaw, Zagreb
(GMT +01:00) West Central Africa
(GMT +02:00) Windhoek
(GMT +02:00) Amman
(GMT +02:00) Athens, Bucharest, Istanbul
(GMT +02:00) Beirut
(GMT +02:00) Cairo
(GMT +02:00) Damascus
(GMT +02:00) Harare, Pretoria
(GMT +02:00) Helsinki, Kyiv, Riga, Sofia, Tallinn, Vilnius
(GMT +02:00) Jerusalem
(GMT +02:00) Minsk
(GMT +03:00) Baghdad

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

11.3 3D Secure Settings (Ecom)



The screenshot shows the '3D Secure Settings (Ecom)' interface. At the top right, there are 'On' and 'Off' toggle buttons. Below this is a 'Filter' section containing a table with columns 'ID', 'Title', and 'Description'. The table is currently empty. Below the table, there are two buttons: 'Create New Filter' (blue) and 'Delete Selected Filter' (red). The 'Total Items: 0' is displayed at the bottom left of the table area.

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.

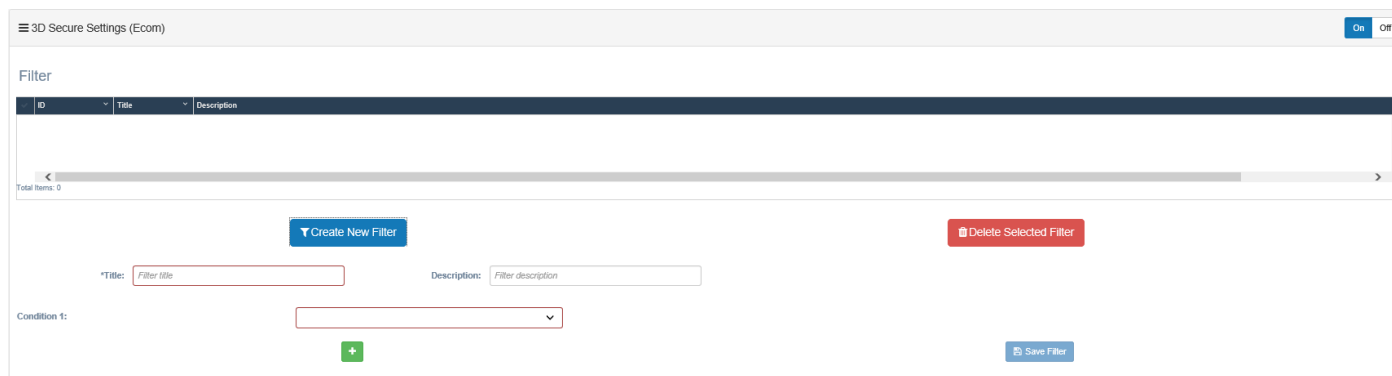
If 3d Secure is never needed then “Off” should be selected.



The screenshot shows the '3D Secure Settings (Ecom)' interface with the 'Language settings' section selected. It features a 'Select language:' dropdown menu currently set to 'English'.

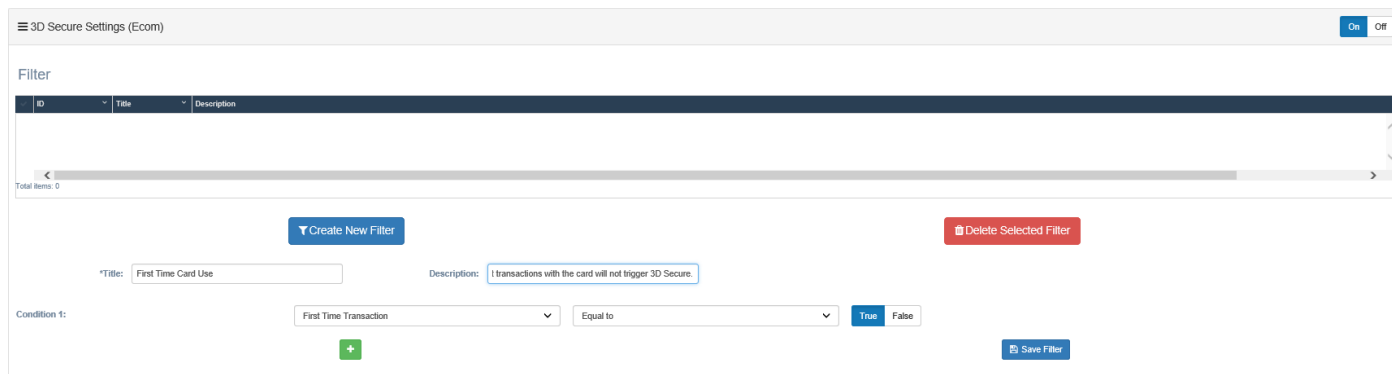
11.3.1 Filters

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



The screenshot shows the '3D Secure Settings (Ecom)' interface with the 'Filter' section. It displays the 'Create New Filter' form. The form includes fields for 'Title' (labeled 'Filter title') and 'Description' (labeled 'Filter description'). Below these is a 'Condition 1:' dropdown menu. A green '+' button is used to add more conditions, and a 'Save Filter' button is at the bottom right.

- 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



The screenshot shows the '3D Secure Settings (Ecom)' interface with the 'Filter' section. It displays the 'Create New Filter' form with a specific condition set. The 'Title' is 'First Time Card Use' and the 'Description' is '1 transactions with the card will not trigger 3D Secure.'. The 'Condition 1:' dropdown is set to 'First Time Transaction', and the 'Equal to' dropdown is set to 'True'. A green '+' button is used to add more conditions, and a 'Save Filter' button is at the bottom right.

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.

3D Secure Settings (Ecom)
On Off

Filter

ID	Title	Description
21512	First Time Card Use	The first time a card is used, where the amount is £50 or greater, in the system will require the customer to confirm the purchase using 3D Secure; subsequent transactions with the card will not trigger 3D Secure.

Total Items: 1

Create New Filter

Delete Selected Filter

Title: First Time Card Use
Description: Transactions with the card will not trigger 3D Secure.

Condition 1:

First Time Transaction
Equal to
True False

Condition 2:

Amount
Greater Than
49.99

+

Save Filter

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:

3D Secure Settings (Ecom)
On Off

Filter

ID	Title	Description
21513	First Time Card Use	The first time a card is used, where the amount is £50 or greater, in the system will require the customer to confirm the purchase using 3D Secure; subsequent transactions with the card will not trigger 3D Secure.
21517	All transactions over £99.99	A transaction amount of £100 or greater will require the customer to confirm the purchase using 3D Secure.

Total Items: 2

Create New Filter

Delete Selected Filter

Title: All transactions over £99.99
Description: A transaction amount of £100 or greater will require t

Condition 1:

Amount
Greater Than
99.99

+

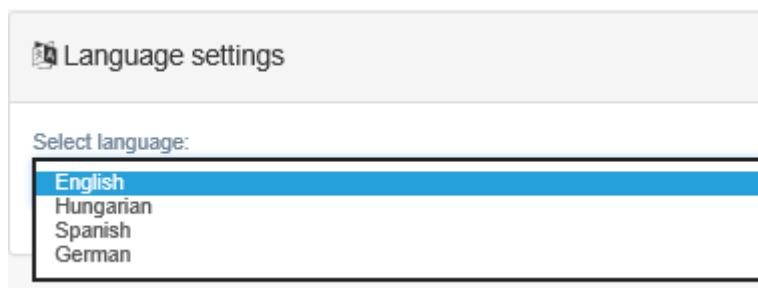
Save Filter

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.

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