Merchant administration centre manual

Version 3.J

Payline

OWNER

Model version: DocStd_50

Upgrades page

The table below lists the last document modifications made.

Date	Version	Modifications
04/10/2007	1.0	Delivery of preliminary version
01/07/2008	2.0	Add new functions and new screens following upgrade of the Payline application
06/08/2008	2.2	Add the various functions of the new FAF (Fight Against Fraud) menu.
23/01/2009	2.3	Complete updating of the document
29/12/2009	2.4	Add IDEAL payment method
23/03/2010	3. A	Update document versioning
04/06/2010	3. B	Update layout, Cancel transactions
22/06/2010	3.C	Update layout, Delete registration
23/06/2010	3.D	Add financial summary
08/03/2011	3.E	Update delivery 4.24, profile management
23/05/2012	3.G	Update V4.29 Add email/SMS personalisation, payment method order, point of sale search, new names. Delete addition of new payment method
14/06/2012	3.H	Update V4.29.1
09/07/2012	3.I	Update V4.30 Add function: Personalisation by dynamic template
06/02/2013	3.J	Update pictures

Contents

1 Introduction

1.1 Document aim

You have chosen the Payline solution for your e-commerce, you may now access the Merchant Administration Centre which will let you perform operations on your transactions, track payments and manage your Payline e-commerce account.
This document describes all the functions offered by the Merchant Administration Centre.
It is aimed first and foremost at merchants and their delegated users who they can define in the administration centre.

The document has three main parts: registration and settings of the administration centre, presentation of the application and, finally, the functions you have access to when using the administration centre on a daily basis.
The summary displays a detailed view of each function, thus making later searches easier.

1.2 Foreword

This document is the exclusive property of Monext. Any reproduction or use by a third party without previous written agreement from Monext is unlawful.
Monext®, community and international trademark exclusive to Monext SAS and/or group companies.
Payline®, national and international trademark exclusive to Monext SAS and/or group companies.

1.3 Contacts

For assistance, advice or any questions, contact Payline Support at:

support@payline.com

If you encounter any errors in this document, please send us an email with precise details of the error or problem. Please give the document reference, date (indicated on the first page of the document) and page number(s).

1.4 Format used in this document

Forms used in the manual	Meaning
"Identical to the sales representative" or "Identical to the sales representative" An expression in italics and/or bold and between quotation marks	Indicates that it is displayed on the screen
Register An expression in a box	Corresponds to a screen button
Settings > Your points of sale An expression in italics with the > character between the two expressions	Indicates that you are dealing with menus and sub-menus Menu > sub-menu
Comment Shaded rectangle	Important information
	The following pictogram before a paragraph means you need to keep the information

2 Requirements for using the Payline Merchant Administration Centre

Now that you have registered, we recommend that you read this chapter before logging on for the first time.

This chapter deals with the Merchant Administration Centre operating environment and gives a general presentation of the screens. The Merchant Administration Centre operates under two environments, the proxy environment and the production environment.

Payline has set up a proxy environment to enable you to use it in real-life conditions without the payment going through. You may thus use all the functions offered by the administration centre with the same screen interface but without actual transaction constraints.

To access the proxy environment, go to:

https://homologation-admin.payline.com

The production environment is the operating environment in which real payments are made.

Comment:

Since the Payline proxy environment is free of charge, it is not subject to the same service quality as the production environment. Interruptions may make this service temporarily unavailable.

Once your registration has been recorded by Payline, you will initially be limited to the proxy environment. Access to the production environment will be possible once you have used the proxy environment and sent a request for your account to be activated in the production environment

To request activation of the account in production mode: Download the Payline service general conditions of use available on: www.payline.com

Return the completed and signed order form to our sales department:

Email	Fax	Mail
subscribe@payline.com	09 72 21 26 82	Service Commercial Payline 260, Rue Claude Nicolas Ledoux Pôle d'activités d'Aix en Provence CS 60507 13593 Aix-en-Provence Cedex 3

And send your e-commerce contract(s) to the Payline Customer Management department by:

Email	Fax	Mail
support@payline.com	04 42 25 14 12	Service Gestion Client Payline Rue Claude Nicolas Ledoux Pôle d'activités d'Aix en Provence

Once this information has been received, Payline Technical Support will perform the operations required to implement actual operating, and especially to create your permanent merchant account.

Since both environments are strictly identical from a functional point of view, the presentation of the screens and the sequencing order remain valid for both environments.

2.1 Presentation of the screens

This part presents the general interface of the administration centre with exact captures of the screens you will find in the application.
Some information on the elements shown in the display.

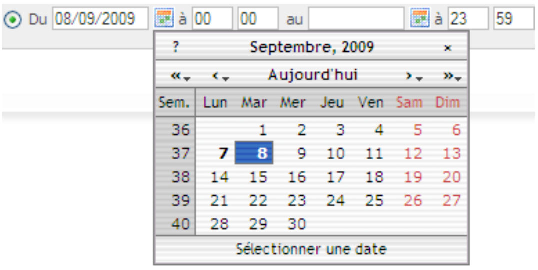
Elements on the screen in the administration centre	
	**Online help** By placing your cursor on this symbol, you will access information on the related chapter.
	**Buttons** They are mostly found at the bottom of the screen and perform the action mentioned. They also represent a browsing method since clicking on them changes the screen.
	**Fields to be filled in** Mandatory when marked with an orange bullet.
	**Hypertext links** They change colour or become underlined when you place the mouse on them.
	**Menus** They give you access to several sub-menus with various functions.
	**Scroll-down menus** They let you choose an item from a list.

Tick boxes

They let you select one or more items from a list of possibilities.

Radio buttons

They let you select one item from a list.



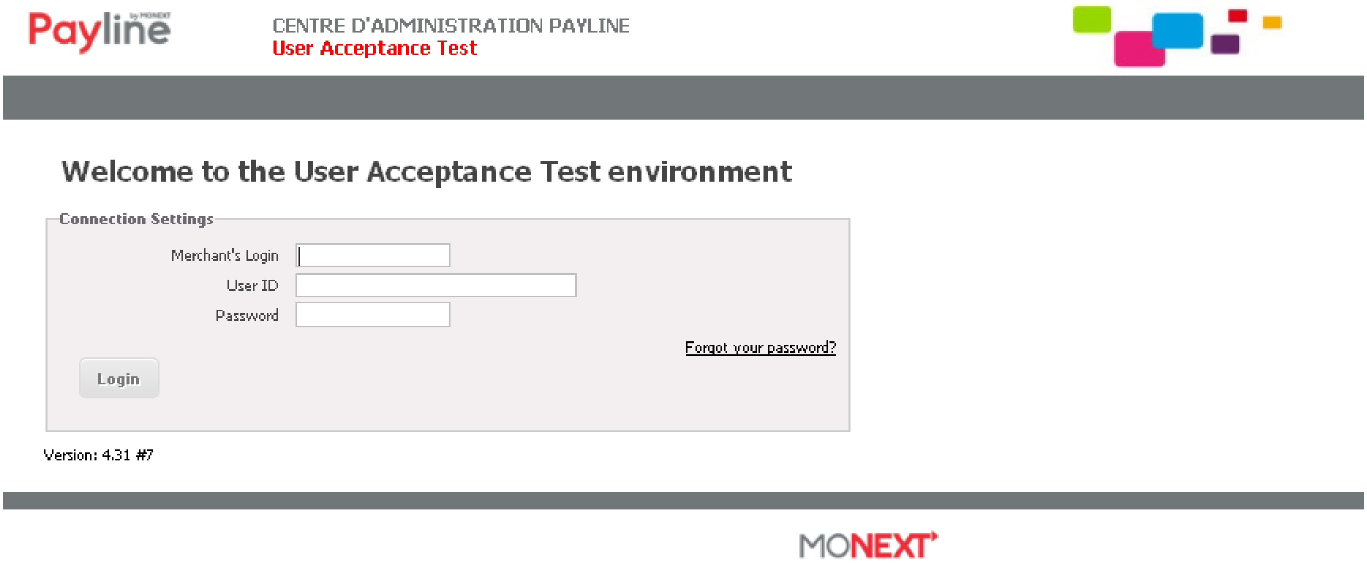
Dates

The date format depends on the browser's language (DD/MM/YYYY for Europeans and MM/DD/YYYY for Americans)

The date/time fields must be entered in the time zone of the merchant or supervisor

2.2 Logon screen

The logon screen lets you register (if it's your first visit) or log on.

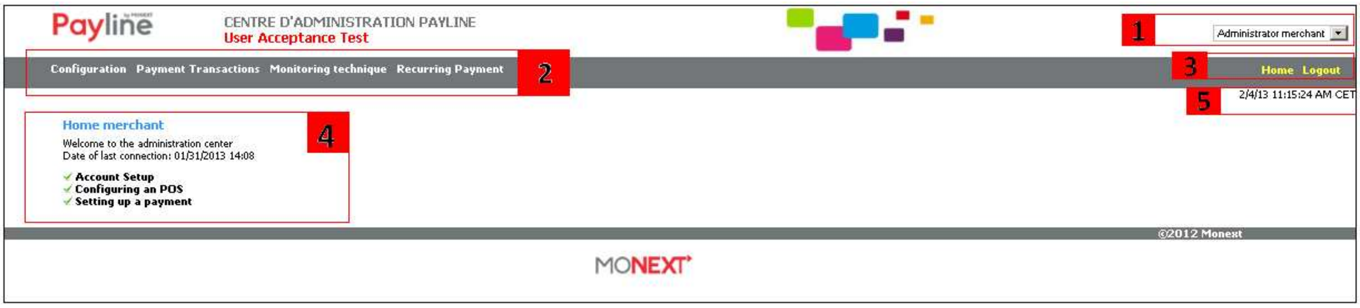


Comment
Your Merchant Administration Centre session expires automatically if the system does not record any activity by you for an hour.
For security reasons, your user passwords have to be changed at least every 90 days (see Changing your password chapter).

You log on using the elements provided during registration; you will then be redirected to the home screen.

2.3 Home screen

The home screen displays several categories of information. We have broken it down in order to present the various areas. The dotted lines represent the area borders.



Area 1: Information on the environment, name and profile of the logged-on user.

Area 2: Menu strip made up of 4 menus.

Area 3: Hypertext links to return to the home page or log off.

Area 4: Home area displaying information suited to your profile. It indicates the date and time of your last logon as well as your possible and actual settings in the Payline administration centre.

Area 5: Date and time the page was loaded in the time zone of the merchant or supervisor

2.4 Elements shared by all screens

2.4.1 The menu strip

It is shown on all screens, with fewer or more elements depending on the user logged on.
If you are logged on as an administrator merchant, you can access all the menus and sub-menus. If you are a delegated user of a merchant (i.e. a user of the Payline administration centre authorized by the administrator merchant with specific rights), the visibility of the menu bar and sub-menus is limited to your access rights.

Here we will introduce the concepts of delegated user, profile and access rights. We will examine user management in greater detail in the part named Managing your users

Contents of the complete menus (i.e. with the merchant administrator profile):

Menu	Settings	

Sub-menu	Your account Subscription management Your points of sale Your payment methods Change your access key Manage your users Personalise your payment pages Change your user password	information about your account and your possible settings
Menu	**Payment transactions**	This menu gives you access to everything that concerns your payment transactions
Sub-menu	Manage your transactions Search for transactions Export your transactions Your export history Create a transaction Search for a financial summary	
Menu	**Technical monitoring**	This menu enables technical monitoring of the transactions with format errors as well as web service calls made on Payline
Sub-menu	Transaction monitoring Web service monitoring	
Menu	**Recurring payment**	This menu gives you access to your customers' virtual wallets and multiple payment records: payment in instalments and payment by subscription.
Sub-menu	Wallet management Payment record management	
Menu	**FAF**	
Sub-menu	Setting FAF rules Manage reasons for greylisting Add an element to the greylist Manage the greylist	This menu lets you manage greylists and define your own fight against fraud rules

2.4.2 Browsing

Browsing is done using the menu, hypertext links or buttons.
This chapter gives you an overview of the Payline Merchant Administration Centre.

3 Profiles

3.1 Standard management

As already mentioned in chapter 2, the Merchant Administration Centre allows "main" merchants, known as "Merchant Administrators" to organise their e-commerce sites.

Merchant administrators are the people with the most rights over the Merchant Administration Centre for the sites mentioned above. They can create users and assign access rights to them, thereby delegating part of their management and monitoring activities to defined people.
The presentation of the profiles and rights lets you organise the management of your e-commerce by creating your users and assigning them a suitable profile.
The merchant administrator defines users with the following profiles: “merchant administrator”, “point of sale manager”, “user with power” and “user without power”.
He has access to all the administration centre's activity management functions.

Point of sale managers are people delegated by the merchant administrator to manage one or more points of sale. They may define users with profiles lower than theirs: Users with and without power.

Users with power can view and perform operations on transactions.

Users without power can only view transactions for the point(s) of sale assigned to them.

In terms of user management, merchant administrators can create profiles that are equal to and lower than theirs. For example, they can create other Merchant Administrators.
Point of sale managers and users with and without power may only manage users whose profiles are lower than theirs.
The table details the operations which may be performed by each profile.
Supervisors manage several merchants and are entitled to use the "log on as" function.

PROFILES / POSSIBLE OPERATIONS	Merchant Administrator	Point of sale manager	User with power	User without power	Support administrator
Create a merchant account (registration)	✓				
Modify the subscription	✓				
Technical monitoring of web service calls	✓				
Modify the merchant account	✓	✓			
Create / modify / delete point of sales	✓	✓			
Create / modify / delete payment methods for his Paypal or Ideal points of sale	✓	✓			
Generate a new Payline access key	✓	✓			

Personalise the payment pages of points of sale	✓	✓			
Create a transaction	✓	✓	✓		
Technical monitoring of transactions	✓	✓	✓		
Create / modify / delete user accounts whose profile is equal to or lower than their own and associate them with points of sale	✓	✓	✓		
Change their password	✓	✓	✓	✓	✓
View / Validate / Refund / Defer / Cancel transactions	✓	✓	✓		
View the transaction of the points of sale assigned to them	✓	✓	✓	✓	✓
View / Activate / Deactivate / Modify virtual wallets	✓				
View / Activate / Deactivate payment records	✓				
View financial summaries	✓				
View the settings of merchants they manage					
View the transaction of the merchants and points of sale associated with them					
"Log on as", e.g. merchant (understood in that case to have the merchant administrator profile)					✓
Search for merchants					✓
Inbox management					✓

3.2 Personalised management

This function allows distributors to create, modify, edit or search for a user profile.
A user profile is a role assigned to one or more users for functions chosen by a distributor in the Payline administration centre.

Accessed by clicking on the "Settings" menu then "User profile management". This function has 4 screens:

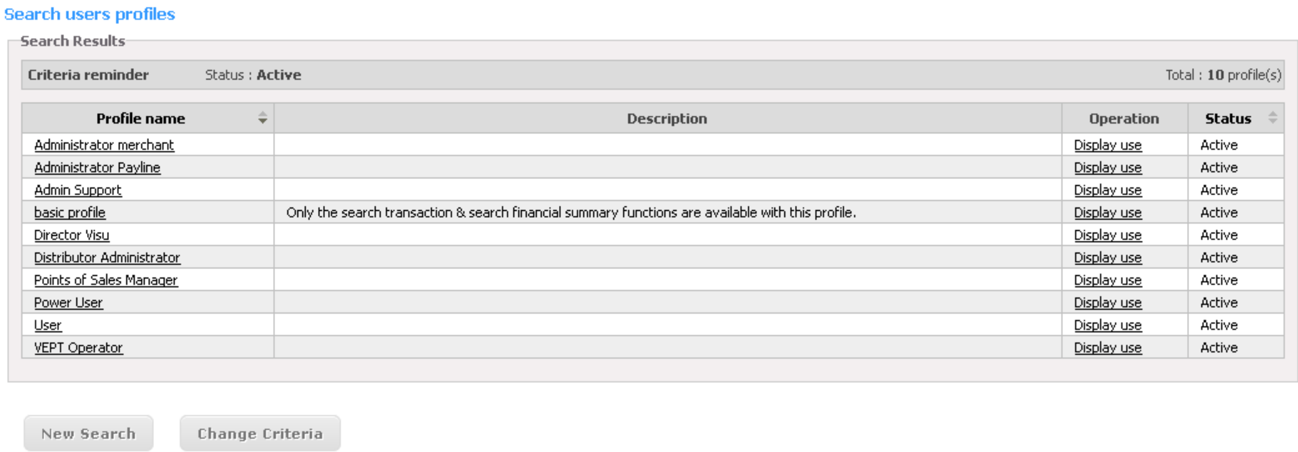
- user profile search
- user profile list
- creating or modifying a user profile
- use of profile by merchants and their users

Searching for a user profile
The user profile search is the first screen accessed when clicking on "User profile management".

The search can be made based on the following criteria: name, status (active or inactive).
By default, the active status is selected in this form.

User profile list

The user profile list is presented in the form of a results table. The profiles currently existing on Payline (Merchant Administrator, point of sale manager, user with power, user without power, VT operator) are available by default. These profiles, which are available by default, can be modified except for the "VT operator" profile.


Search users profiles

Search Results

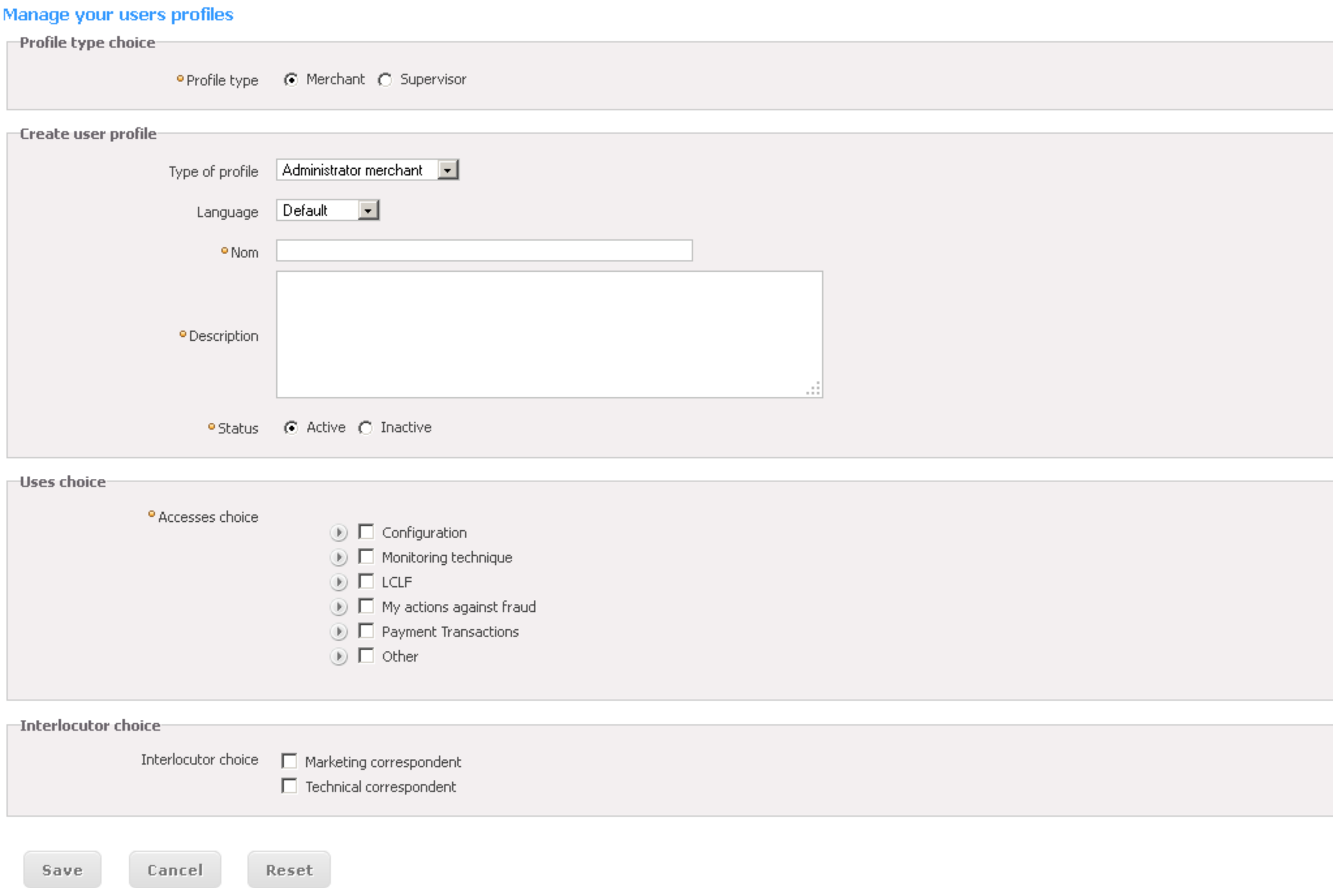
Criteria reminder Status : **Active** Total : **10** profile(s)

Profile name	Description	Operation	Status
Administrator merchant		Display use	Active
Administrator Payline		Display use	Active
Admin Support		Display use	Active
basic profile	Only the search transaction & search financial summary functions are available with this profile.	Display use	Active
Director Visu		Display use	Active
Distributor Administrator		Display use	Active
Points of Sales Manager		Display use	Active
Power User		Display use	Active
User		Display use	Active
VEPT Operator		Display use	Active

New Search Change Criteria

Creating a user profile

To create a user profile the following must be specified: a name, description, status and minimum choice of functions* which the user will be able to access.
A user profile can be modified from a screen similar to the one for creating a profile. The fields: name, description, status, choice of functions*, choice of members by default can be modified.


Manage your users profiles

Profile type choice

Profile type ◉ Merchant ○ Supervisor

Create user profile

Type of profile: Administrator merchant

Language: Default

Nom

Description

Status ◉ Active ○ Inactive

Uses choice

Accesses choice

- Configuration
- Monitoring technique
- LCLF
- My actions against fraud
- Payment Transactions
- Other

Interlocutor choice

Interlocutor choice

- Marketing correspondent
- Technical correspondent

Save Cancel Reset

Use of profile by merchants and their users

This screen lets you see the list of users under the chosen profile in the "User profile list" screen and the merchant to which they are related.


Use for profile "Administrator merchant"

Profile "Administrator merchant" is used by 2585 merchants

Merchants associated	Users
MaBoutique.com	user1@boutique.com
MonMag	user1@monshop.com
MyShop.com	user1@myshop.com

Elements from 2,581 to 2,585 of 2,585

«« « 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 Go to

Return to list

User management

The "Managing your users" function is accessed from the "Settings" tab in the administration centre and includes the profiles created via the "User profile management" function:

- the search screen includes the new user profiles via the "User profile" drop-down list

- the user creation screen includes these new user profiles via the "Choice of profiles" inset.

4 Merchant Administration Centre functions

The Payline administration centre includes several menus that let you manage your e-commerce site. Depending on your profile, you will have access to various menus and various functions.

In order to introduce the Payline administration centre, we have chosen the **Merchant Administrator** profile, which has all the rights; it is a super-user and this will enable us to cover all of Payline's functions. The administrator profile has five menus presented in the screen below: *Settings, Payment transactions, Technical monitoring, Recurring payment and FAF.*

We will present the administration centre menu by menu, with a brief summary of what each menu contains before going into a more detailed explanation.

First of all, use your registration information and log on to the site using the proxy environment.

4.1 Online store settings

The settings menu lets you finalise the settings of your merchant account initialised during your registration. The screen below shows the various sub-menus which make up the settings menu; i.e. the following sub-menus: *Your account, Subscription management, Your points of sale, Your payment methods, Change your access key, Manage your users, Personalise your payment pages, Change your user password*.

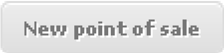
The *Your account* sub-menu lets you update your merchant account;
The *Subscription management* sub-menu lets you know who to contact in order to get details on your subscription and modify it.
The *Your points of sale* sub-menu lets you create, modify or delete a point of sale.
The *Your payment methods* sub-menu lets you create, modify or delete a payment method for a given point of sale.
The *Change your access key* sub-menu lets you generate a new access key; this key is for authenticating yourself when you communicate with the Payline API.
The *Manage your users* sub-menu lets you create users, assign them profiles, modify them and delete them.
The *Personalise your payment pages* sub-menu lets you create a new payment page for your e-commerce site and personalise it in order to make it look the way you want. You may personalise every point of sale you create.
The *Change your user password* sub-menu lets you change your user password.
We will start the presentation of the *Settings* menu by presenting the *Your points of sale* sub-menu.

4.1.1 Point of sale settings

As previously presented, this sub-menu lets you create a point of sale, modify it or delete it.

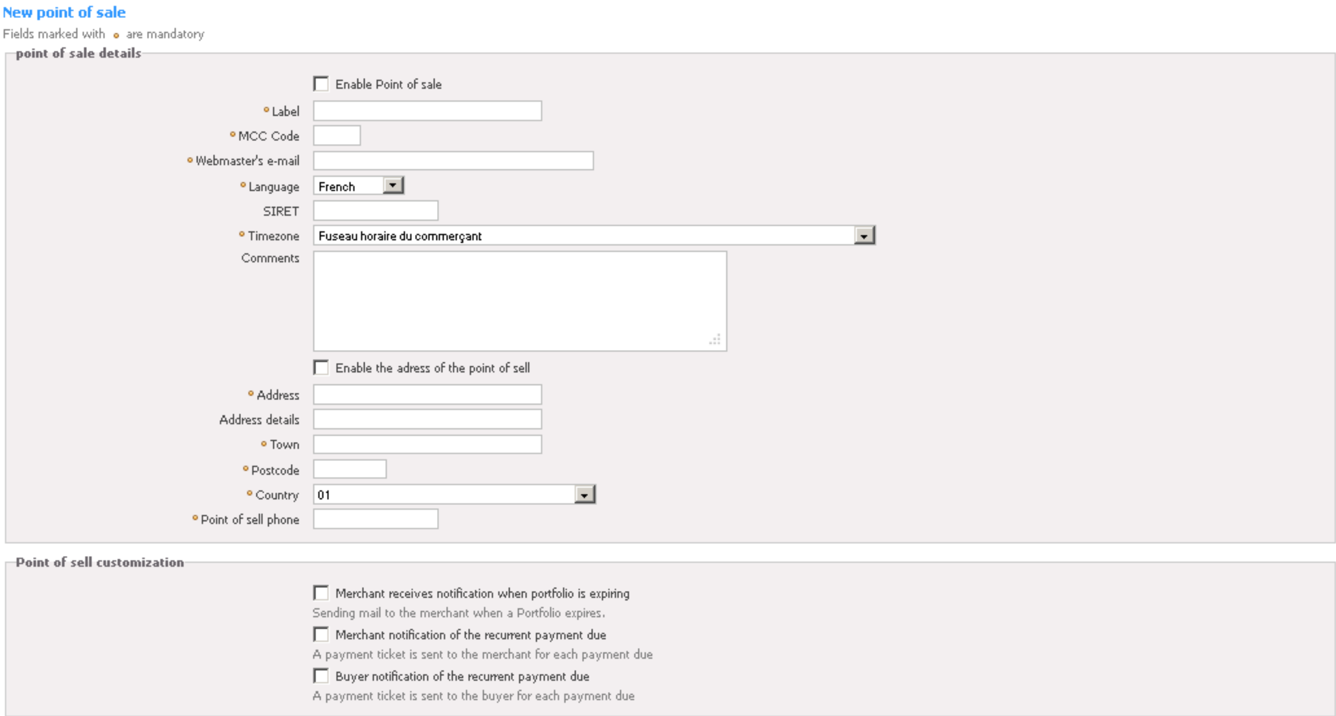
4.1.1.1 Creating a point of sale

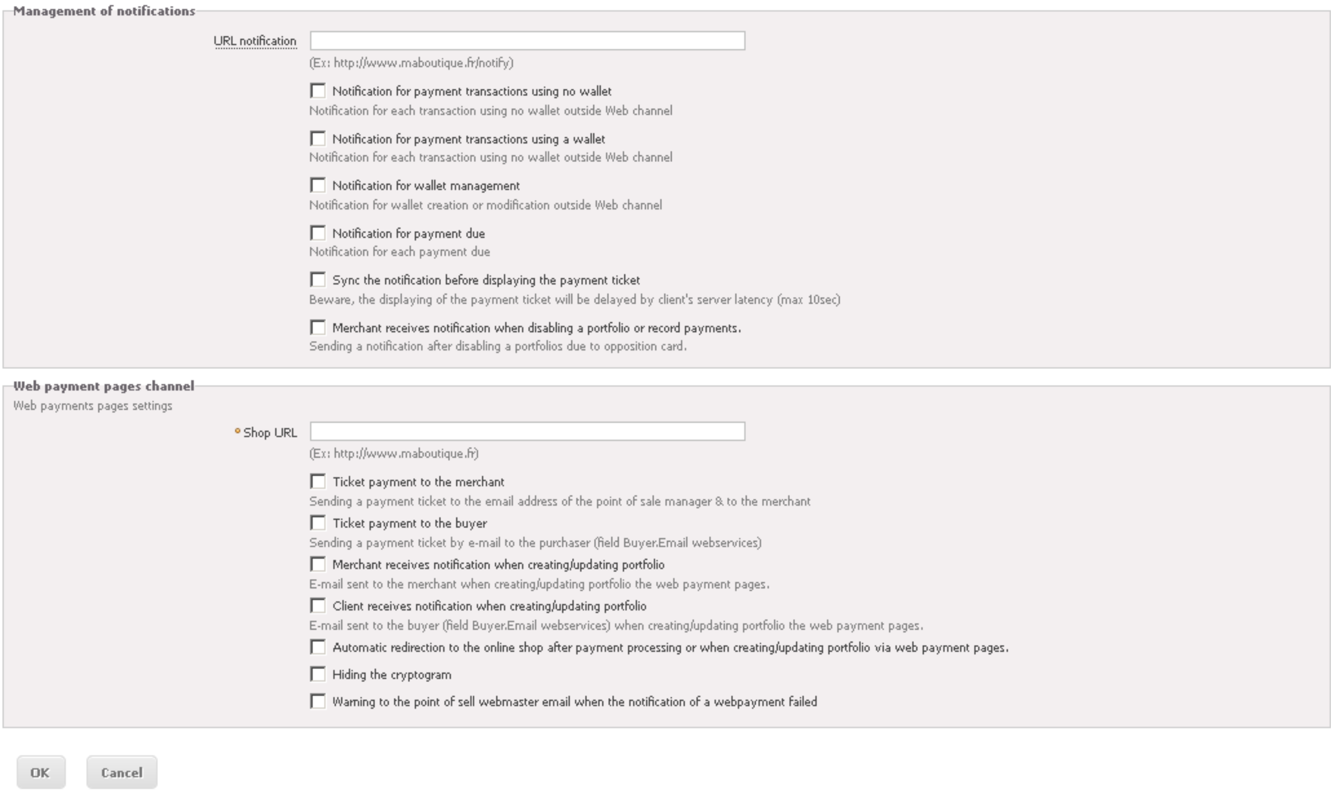
To create a point of sale, from the home screen: Select *Settings > Your points of sale*.
The screen below is displayed; use it to search for your existing points of sale.

It also allows you to create a new point of sale if your profile lets you. To do this, click on the button 

.

The following screen is displayed





When setting a first point of sale, the following fields: "Name", "*Mail webmaster*" and "*Store URL*" are already filled in based on the information given during the registration phase. They will not be filled in when creating the subsequent points of sale; your administrator will be in charge of filling them in.

The mandatory fields are defined in the following table

Activate this point of sale	Enables activation of a point of sale by clicking on the “Yes” radio button.
Name	Uses the name of your point of sale
MCC code	MCC code of your e-commerce site, given by the bank when creating your e-commerce contract
Webmaster email	Uses the email address given during registration
Language	Select the display language from the list
Time zone	Select the time zone from the list
Address	
Telephone number of point of sale	

Summary for creating a point of sale

1. Activate the functions that interest you, fill in the required fields
2. Click on Validate to save this setting

Comment
The 3DSecure protocol was developed by VISA to improve the safety of online payments. This protocol enables authentication of cardholders during a remote payment.

Within the framework of 3DSecure offered by Visa, the "Liability shift" corresponds to a transfer of liability which applies in the case of fraud from a "presumed" liable actor (e.g. the merchant) to another “designated” responsible actor (e.g. the bank that issued the card) by Visa.

3DSecure is available only for the following cards: CB, Visa and MasterCard.

4.1.1.2 Modifying a point of sale

To modify a point of sale, go to *Settings* > *Your points of sale*
You will get to the point of sale search screen which will list your points of sale in a table according to your search criteria.
Click on the point of sale you wish to modify and make the alterations.


Editing a point of sale
Fields marked with • are mandatory
point of sale details
Enable Point of sale
Label www.demopayline.com
Enable data encoding on point of sale
MCC Code 7372
Webmaster's e-mail frederic.molinieres@monext.fr
Language French
SIRET 32257622400081
Timezone Europe/Paris, Central European Time (2/6/13 2:37 PM)
Comments
Enable the adress of the point of sell
Address
Address details
Town
Postcode
Country 01
Point of sell phone
Point of sell customization
Sorting contract customization
Merchant receives notification when portfolio is expiring
Sending mail to the merchant when a Portfolio expires.
Merchant notification of the recurrent payment due
A payment ticket is sent to the merchant for each payment due
Buyer notification of the recurrent payment due
A payment ticket is sent to the buyer for each payment due
Recurring web payment mail customization
Management of notifications
URL notification
(Ex: http://www.maboutique.fr/notify)
Notification for payment transactions using no wallet
Notification for each transaction using no wallet outside Web channel
Notification for payment transactions using a wallet
Notification for each transaction using no wallet outside Web channel
Notification for wallet management
Notification for wallet creation or modification outside Web channel
Notification for payment due
Notification for each payment due
Sync the notification before displaying the payment ticket
Beware, the displaying of the payment ticket will be delayed by client's server latency (max 10sec)
Merchant receives notification when disabling a portfolio or record payments.
Sending a notification after disabling a portfolios due to opposition card.
Web payment pages channel
Web payments pages settings
Shop URL http://www.demopayline.com
(Ex: http://www.maboutique.fr)
Ticket payment to the merchant
Sending a payment ticket to the email address of the point of sale manager & to the merchant
Ticket payment to the buyer
Sending a payment ticket by e-mail to the purchaser (field Buyer.Email webservices)
Simple web payment mail customization
Merchant receives notification when creating/updating portfolio
E-mail sent to the merchant when creating/updating portfolio the web payment pages.
Client receives notification when creating/updating portfolio
E-mail sent to the buyer (field Buyer.Email webservices) when creating/updating portfolio the web payment pages.
Wallet creation or update mail customization
Automatic redirection to the online shop after payment processing or when creating/updating portfolio via web payment pages.
Hiding the cryptogram
Warning to the point of sell webmaster email when the notification of a webpayment failed
OK
Cancel

In order for your alterations to be taken into account, click on the Validate button
To **deactivate (Delete)** a point of sale, un-tick the Activate this point of sale box and click on Validate.
Once your alterations have been taken into account, the following screen is displayed. You can either create a new point of sale or modify another one.


Your point of sale

Your changes have been taken into account.

Search Results

Criteria reminder — Point of sale : **All** -Status : **Active** — Total : **2** Point(s) of Sale

Label	Status	Webmaster's e-mail	Shop URL
tpev.demopayline.com	Active	postmaster@demopayline.com	http://tpv.demopayline.com
www.demopayline.com	Active	frederic.molinieres@monext.fr	http://www.demopayline.com

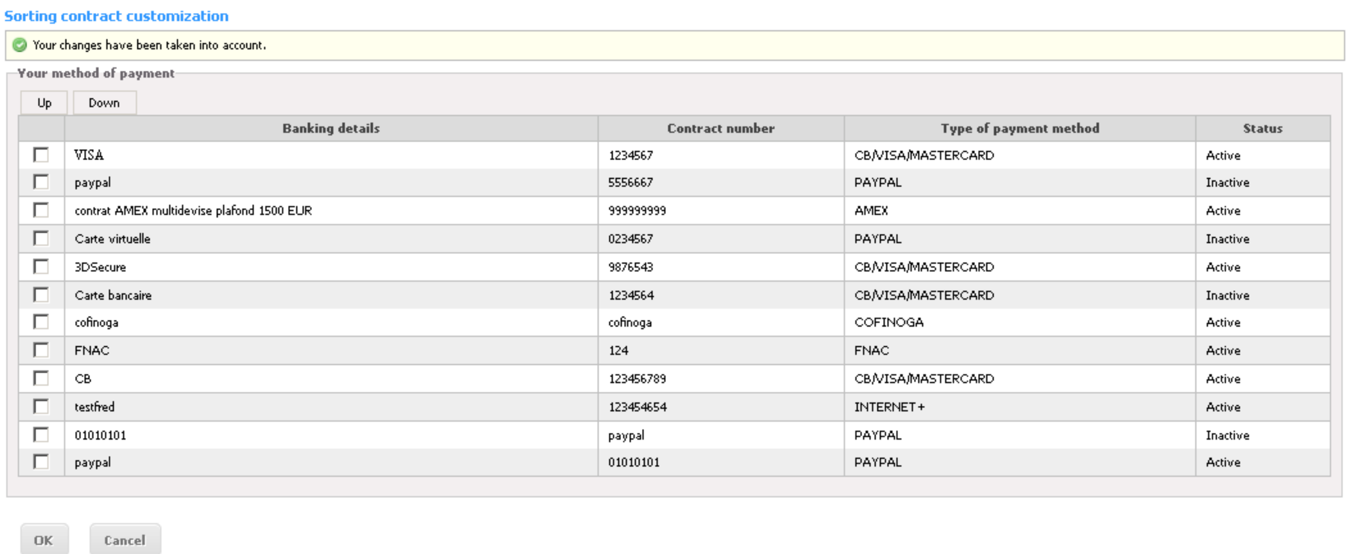
Export options:

Change Criteria | New Search

Summary for modifying a point of sale
1 Select the point of sale to be modified in the table showing the existing points of sale
2 Activate the functions that interest you, fill in the required fields
3 Click on Validate to save changes

Editing a point of sale lets you set several visual parameters, described in the following paragraphs:

4.1.1.3 Modifying the payment method order


Sorting contract customization

Your changes have been taken into account.

Your method of payment

Up | Down

	Banking details	Contract number	Type of payment method	Status
☐	VISA	1234567	CB/VISA/MASTERCARD	Active
☐	paypal	5556667	PAYPAL	Inactive
☐	contrat AMEX multidevise plafond 1500 EUR	999999999	AMEX	Active
☐	Carte virtuelle	0234567	PAYPAL	Inactive
☐	3DSecure	9876543	CB/VISA/MASTERCARD	Active
☐	Carte bancaire	1234564	CB/VISA/MASTERCARD	Inactive
☐	cofinoga	cofinoga	COFINOGA	Active
☐	FNAC	124	FNAC	Active
☐	CB	123456789	CB/VISA/MASTERCARD	Active
☐	testfred	123454654	INTERNET+	Active
☐	01010101	paypal	PAYPAL	Inactive
☐	paypal	01010101	PAYPAL	Active

OK | Cancel

4.1.1.4 Personalising email/SMS

Emails and SMS can be personalised for:
- Recurring payments

- Single payments
- Wallet updates

In all 3 cases, the settings defined and activated for one point of sale can be transferred to all the merchant's points of sale by ticking the box: *Apply to all my points of sale.*

4.1.2 Payment method settings

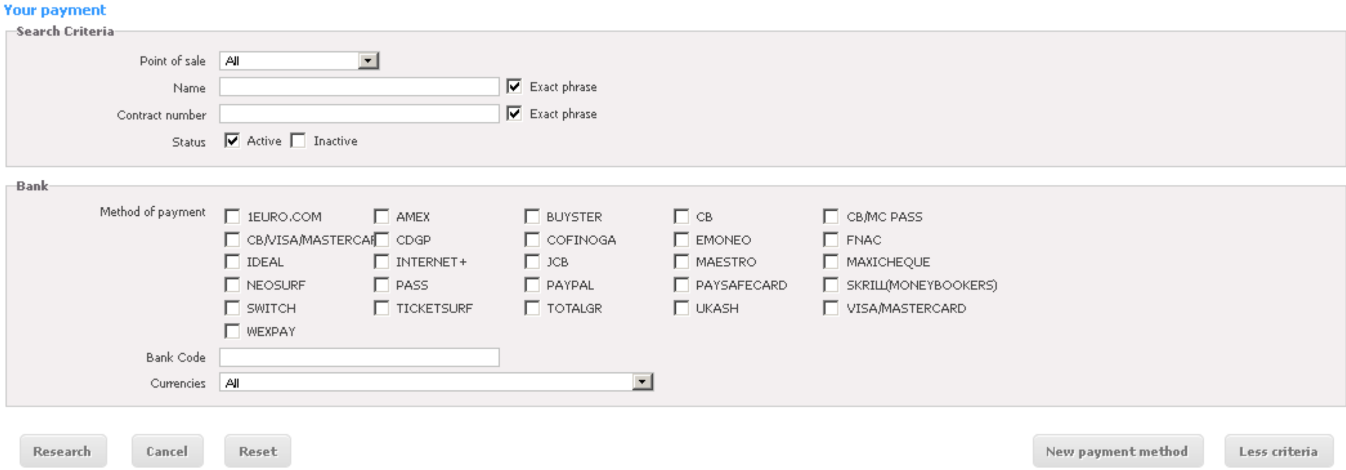
This sub-menu lets you search for, create, modify or deactivate a payment method for a given point of sale. One or more payment methods are therefore associated with each point of sale.

4.1.2.1 Payment method search

To search for a contract: Go to *Settings* > *Your payment methods*

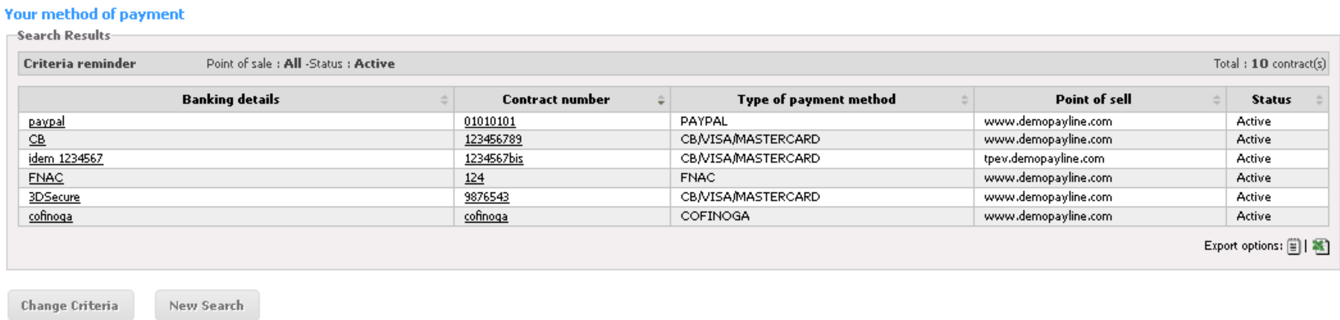
In the "Search criteria" area, select the point of sale, name, number or status of the contract for which you are searching for information.
Click on the Search button

Clicking on the More criteria >> button adds the "Bank" area (the "Payment method", "Bank code" and "Currencies" fields) to the contract search criteria.



Click on 

The screen below is displayed; select the number or name of a contract to edit it.



4.1.2.2 Creating a payment method

To create a new bank payment method, contact Payline Support with the following information:

Payment method

CB, VISA, MASTERCARD, AMEX, etc.

Contract No.

The number of the e-commerce contract taken out for the selected payment method. It is a 7-figure number.

As an e-commerce distributor, the merchant is subjected to e-commerce legislation. Merchants must take out an e-commerce contract for each payment method they accept from their bank.

Currency

Maximum authorized amount

Indicates the maximum amount you wish to authorize for this payment method.

Validation mode

There are two possible modes for validating payment authorizations.

Automatic mode: you choose (between immediate or between 1 and 7) the number of days between the issuing of the payment authorization and its validation.

Manual mode: you validate each payment authorization by viewing each of them and validating them manually.

NB: In manual mode: the issuing of a payment authorization which is still not validated after 7 days leads to the transaction being cancelled.

Merchant bank details

Bank code

Sort code

Account no.

Bank Identity Statement code

3DSecure option

The merchant concludes a 3DSecure contract with his bank. This contract refers to a Visa/MasterCard BIN (identifying the bank in question which is certified by Visa) with Visa/MasterCard ID and Visa/MasterCard password for 3DSecure authentication when payments are made.

To create a new Paypal type payment method, refer to the **PAYPAL payment method manual** documentation available from Payline Support

To create a new IDEAL type payment method, refer to the **IDEAL payment method manual** available from Payline Support

Comment
Each time a stage is completed you can return to the home page and check that the system has saved all stages.
This is what should be displayed once the settings are complete:

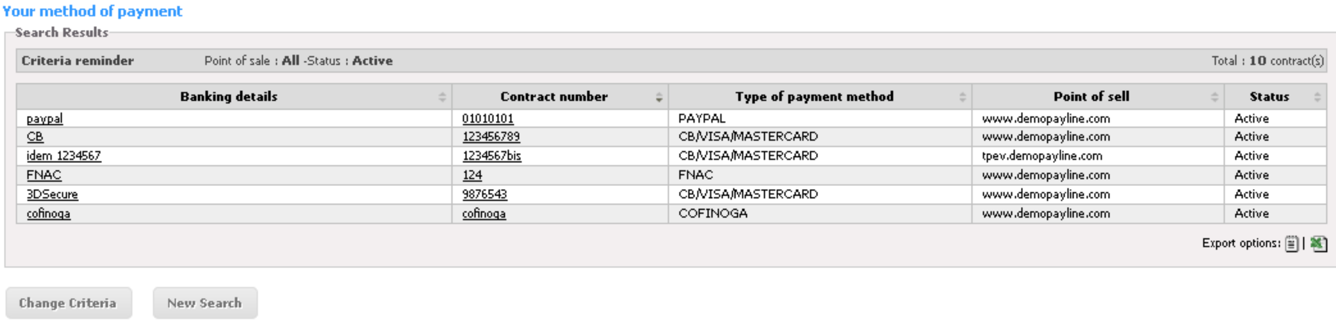
- ✓ **Account Setup**
- ✓ **Configuring an POS**
- ✓ **Setting up a payment**

4.1.2.3 Modifying/Deactivating a payment method

To modify or deactivate a payment method, go to *Settings > Your payment methods*

Search for the payment method to update by entering search criteria then selecting the Search button

A table showing all existing payment methods is displayed based on the selected search criteria.


Your method of payment

Search Results

Criteria reminder Point of sale : **All** -Status : **Active** Total : **10** contract(s)

Banking details	Contract number	Type of payment method	Point of sell	Status
paypal	01010101	PAYPAL	www.demopayline.com	Active
CB	123456789	CB/VISA/MASTERCARD	www.demopayline.com	Active
idem 1234567	1234567bis	CB/VISA/MASTERCARD	tpev.demopayline.com	Active
FNAC	124	FNAC	www.demopayline.com	Active
3DSecure	9876543	CB/VISA/MASTERCARD	www.demopayline.com	Active
cofinoga	cofinoga	COFINOGA	www.demopayline.com	Active

Export options:

Change Criteria New Search

Then click on the contract number or name to access the *Edit a payment method* form where you can made the modifications. If you wish to deactivate a payment method, tick the inactive instead of the active box.

Summary for modifying or deactivating a payment method.

1 Go to *Settings > Your payment methods*

2 Select the point of sale which you wish to modify from the list then click on the Search button.

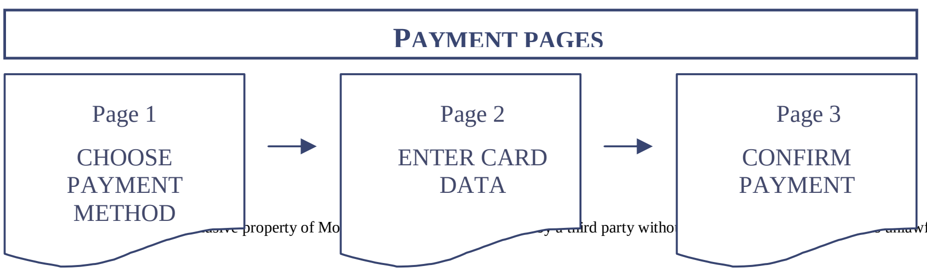
3 In the table displayed, click on the contract number or name to access the form *Edit a payment method*

4 To deactivate a payment method, tick *inactive* for the status instead of *active*.

5 Click on the Save button.

4.1.3 Personalising your payment pages

The Payline administration centre lets you personalise the 3 payment pages used during the online payment process of your e-commerce. "Payment pages" are:



- the page displaying the choice of payment methods
- the page for entering card data
- the page displaying confirmation of payment

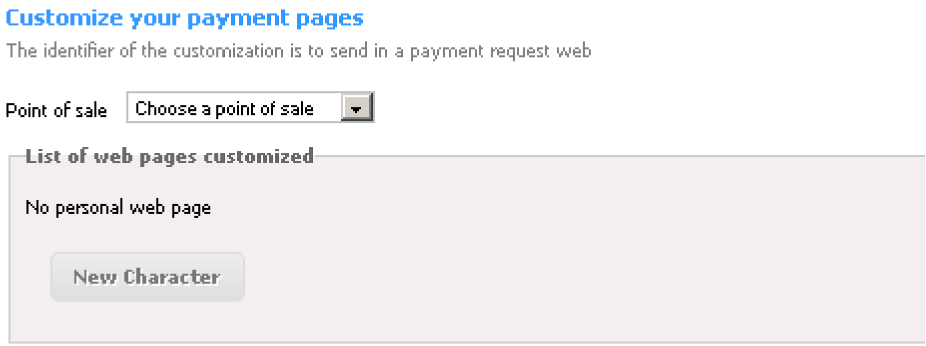
Merchants, or their delegated users, can define one or more presentations for the payment pages of each e-commerce site.

Personalising means creating a page style specific to your e-commerce site then assigning the presentation to the point of sale.

If you have several points of sale, you can assign a different presentation to each point of sale or assign the same presentation to several points of sale.

4.1.3.1 Creating payment page personalisation

To create a new presentation, go to *Settings > Personalise your payment pages* and the following screen is displayed:



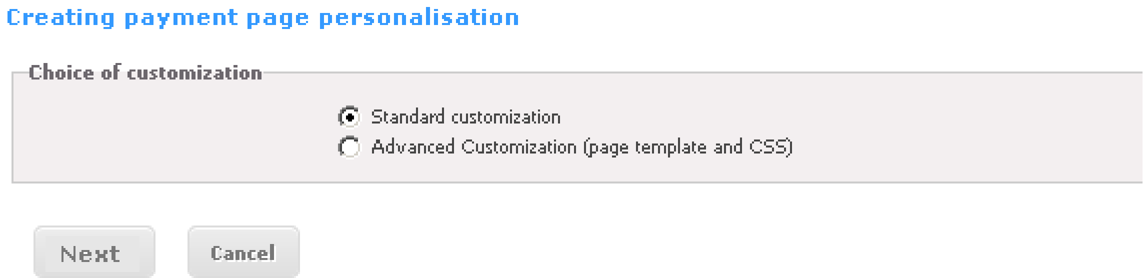
Point of sale

This is the point of the sale for which you are going to personalise the payment pages

---

Select the point of sale for which you wish to personalise the payment pages and click on New personalisation

A form will be displayed allowing you to choose between a standard personalisation or an advanced personalisation using page template and CSS

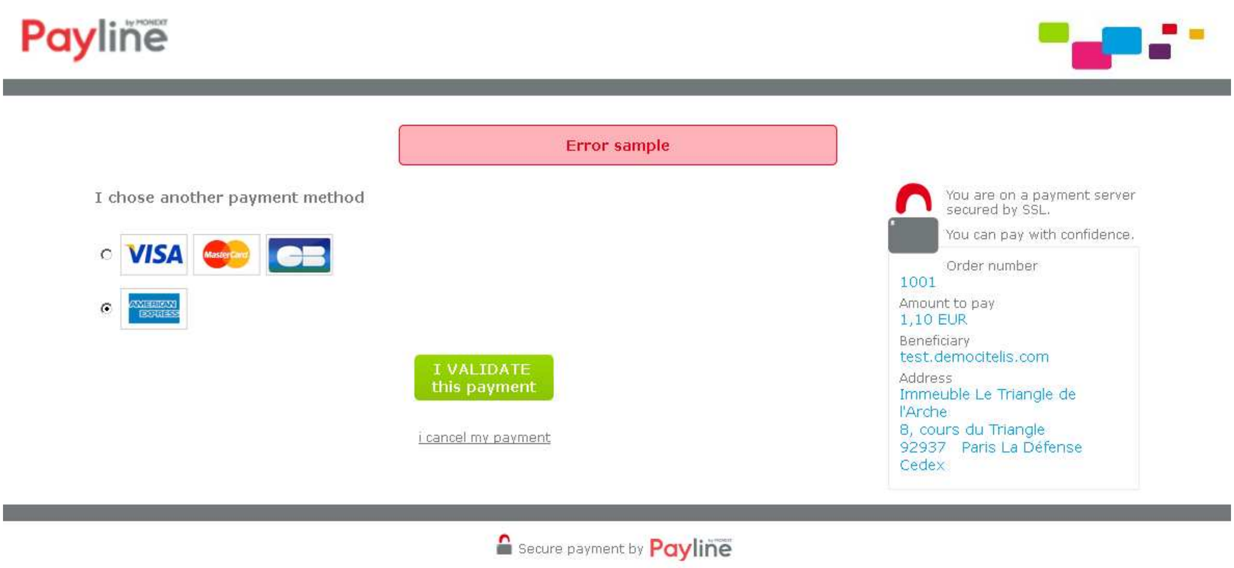


4.1.3.2 Creating a standard payment page style

Personalising payment pages lets you define the colour of the frames and fonts, insert text boxes, display your logo or the bank logo, as well as to define the layout of certain areas.

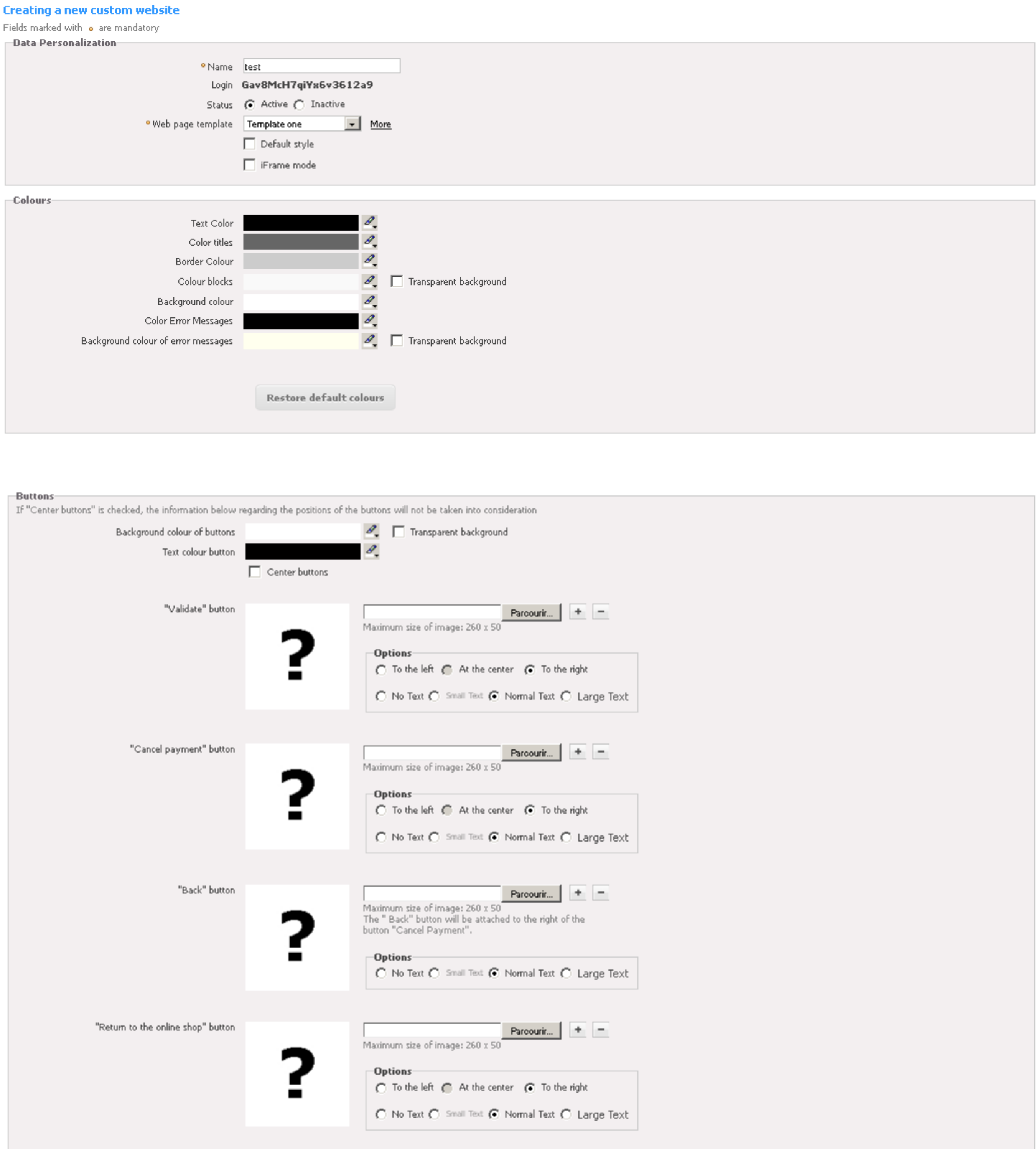
Here are a few examples of payment pages:

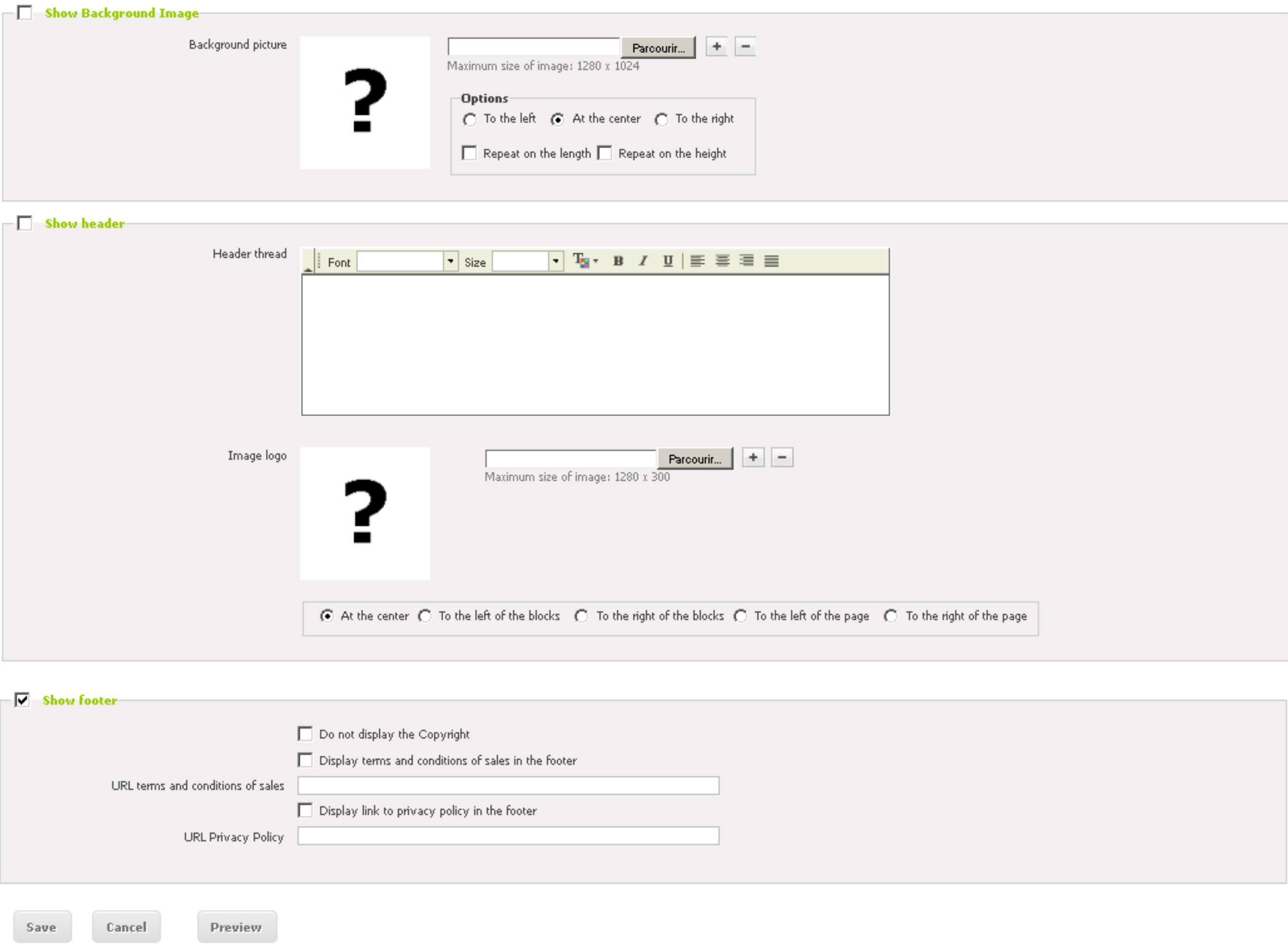
Example of Payment page 1



Example of Payment page 2

To create a personalisation just fill in the following page:





This page lets you make the personalisation you wish for your e-commerce site; you can choose the colours, logos, etc.

Name

Indicate a name related to the presentation you wish to create

---

ID

It is assigned automatically by the system and has to be filled in on the merchant's e-commerce site for Payline or else a default style is assigned.

Colour of **error messages**

This is the presentation of the error messages which will be displayed on the screen for the buyer.

Define the colour by clicking on this marker symbol and selecting a colour from the list.

Colour of the text

Colour of the titles

Colour of the borders

Background colour of the buttons

Colour of the text in the buttons

You can define a colour for each characteristic.

You can access it via the marker symbol to the right of every field.

Colour of the blocks

The blocks correspond to a rectangular area dividing up the screen to be displayed.

You can access it via the marker symbol to the right of the field.

Background colour

It defines the background colour of the page to be displayed.

You can access it via the marker symbol to the right of the field.

Display header

The header is displayed at the top of the payment page

You may display the logo of your e-commerce in this area by inserting an image.

Display footer

The footer is displayed at the bottom of the payment page.

You can choose to display the logo of the acquirer (generally your bank) associated with the payment method selected by your customer. This logo is displayed in the footer area: if you wish to display it on your payment pages, tick *display footer* and *display bank logo*

Default style

By ticking this box, you are asking for your presentation to be the default page of your point of sale.

Status

Indicates the status of the presentation page.

Active: means it is implemented; this presentation will be displayed on the payment pages.

Inactive: this presentation is not implemented; it will therefore not be displayed during the payment stage.

This symbol gives access to the colour palette.

In keeping with a graphics charter which imposes set colours, you can enter the RGB codes directly into the 3rd tab of the palette.

General terms and conditions of sale URL

This link redirects customers to a page with all the information on the general terms and conditions of sale.

Privacy URL

This link redirects all buyers to a page explaining the privacy rules.

Summary for personalising a web payment page

1 Fill in all mandatory fields. They are marked with a red star;

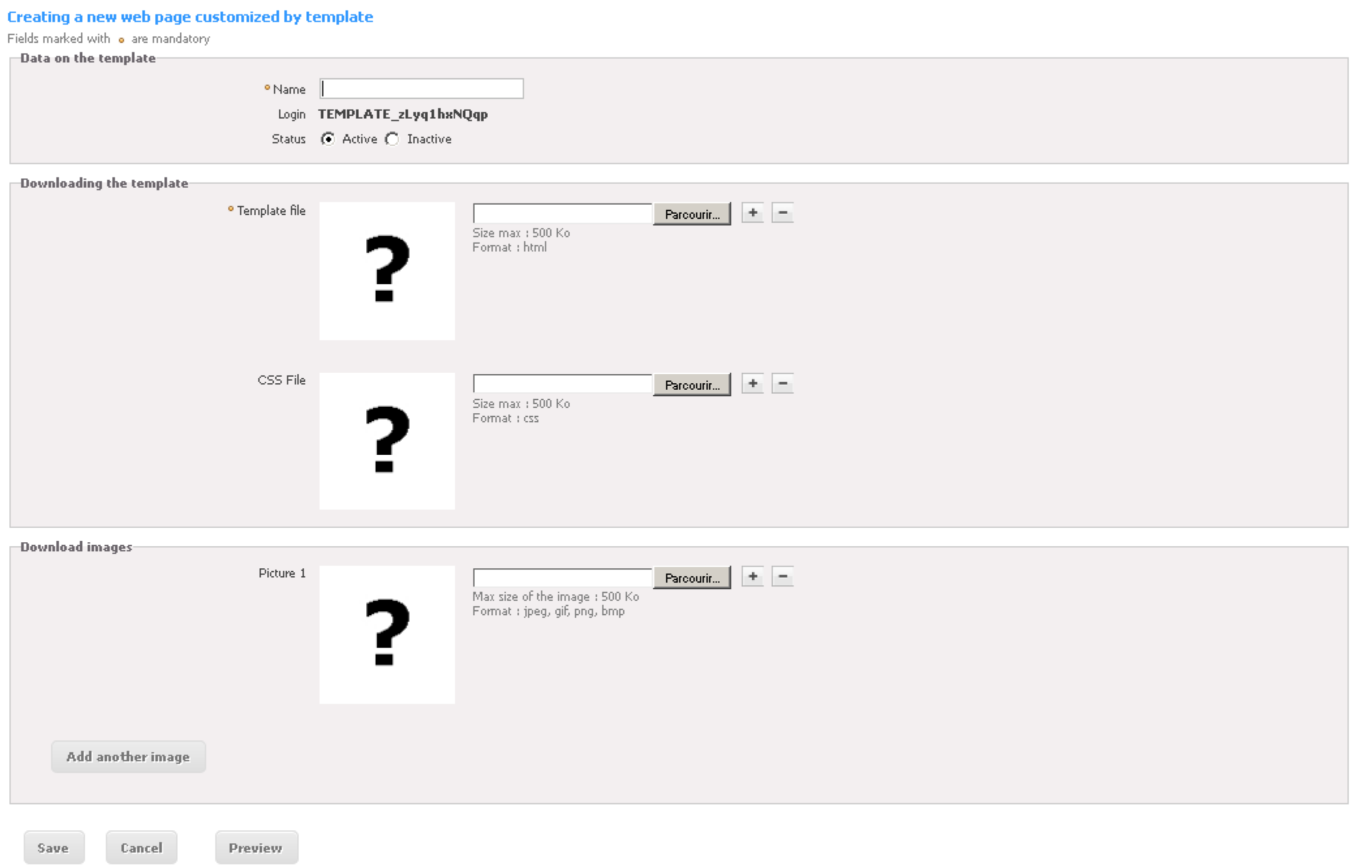
2 Display the result using the Preview button which will let you see what your new page will look like;

3 Click on the Save button if the preview was satisfactory; otherwise make the necessary modifications.

3 a) Click on the Cancel button to abandon entries and return to the "List of personalised web pages" screen.

4.1.3.3 Creating an advanced payment page style

This personalisation option lets you host a template on Payline (rather than with the merchant). The dynamic template (HTML file), a CSS style sheet and up to 10 images can be uploaded to Payline via the administration centre.



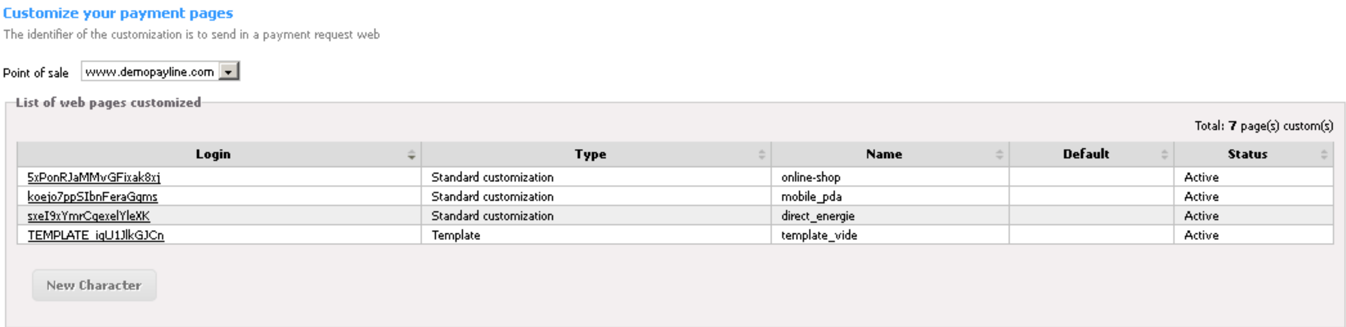
Name	Indicate a name related to the presentation you wish to create
ID	It is assigned automatically by the system and has to be filled in on the merchant's e-commerce site for Payline or else a default style is assigned.
Status	This pre-ticked radio button is activated when the template is created.
Template file	The template html file is mandatory when creating/editing the template. It must not be larger than 500 kb
CSS file	This is the template CSS file. It must not be larger than 500 kb
CSS image	An image which can be used in the template and/or the CSS file. You can upload up to 10 by repeating this stage.

4.1.3.4 Listing / Modifying page styles

If you have created several page styles, you can view them by point of sale and modify them. To carry out this stage go to *Settings > Personalise your payment pages*

Select the point of sale for which you wish to view page styles. Make changes and click on the Save button.

The result is shown in the form of a table with the ID, name, default and status of the web pages as displayed on the following screen.



Customize your payment pages

The identifier of the customization is to send in a payment request web

Point of sale www.demopayline.com

List of web pages customized

Total: **7** page(s) custom(s)

Login	Type	Name	Default	Status
5xPonRJaMMvGFixak8xj	Standard customization	online-shop		Active
koejo7ppSIbnFeraGqms	Standard customization	mobile_pda		Active
sxeI9xYmrCqexelYleXK	Standard customization	direct_energie		Active
TEMPLATE_iqU1JlkGJCn	Template	template_vide		Active

New Character

ID

It is assigned automatically by the system and has to be filled in on the merchant's e-commerce site for Payline or else a default style is assigned.

Name

This is the name of the payment page

Default

Indicates that the web page is your default page. All payments will occur with this personalisation style.

Status

Gives the status of the web page. Here the web page is active, which means it is being implemented.

Summary for modifying a payment page

1 Click on one of the IDs of the personalised web pages to access the web page form;

2 Make all necessary changes;

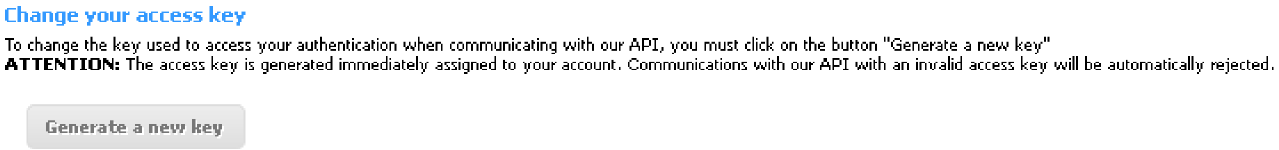
3 Click on Save

NB: The ID, name, default and status of the web pages are fields filled in when the payment pages were created.

4.1.4 Changing your access key

This key, which appeared in the last stage of registration, is generated automatically and, when combined with your ID, enables secure exchanges between your servers and the Payline servers.

To generate a new access key go to *Settings > Change your access key*. The following page is displayed.



Click on the Generate new key button. The new key generated is displayed as follows:

This key is to be installed:

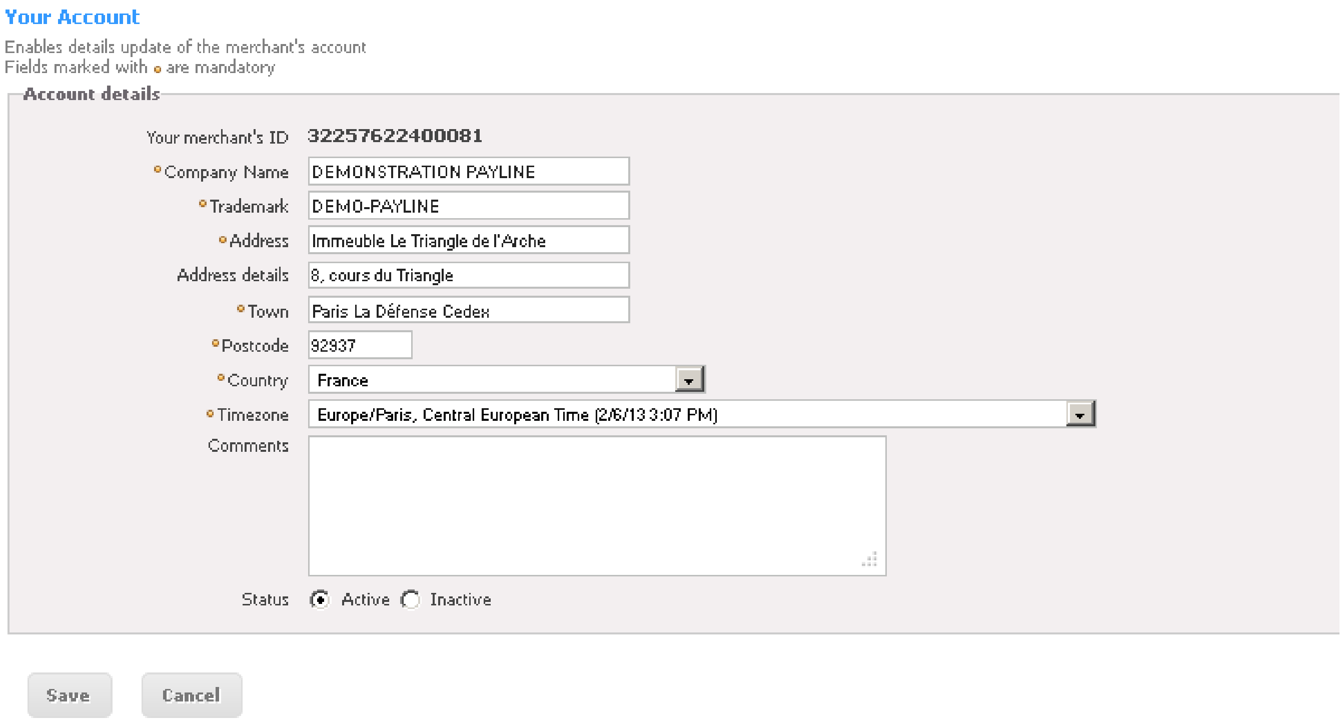
- Either on the integration kit settings file
- Or on the settings file of your sales application

You must register the new access key on your application to authenticate yourself on the secure payments platform.

4.1.5 Your account

Your account combines the trade register, mail address and brand name information of your e-commerce site.

To call up this information and modify it, go to *Settings* > *Your Account*. The following page is displayed.



You can view your account and make changes to it. To save your changes, click on the Save button once you have completed the modifications.

Company name
Brand name
Address
Town/city and Postcode
Country
Time zone
Comment

You can modify these fields.

Summary for modifying a Payline account

1 Place your cursor in the area(s) to be updated.

2 Delete current contents and enter new.

3 Click on Save for the system to save your changes.

4.1.6 Changing your user password

The Payline administration centre lets you change your logon password.

To do this, go to *Settings* > *Change your user password.*

The following page is displayed. It asks you to enter your old password then your new password and to confirm your new password again.

Security rules are repeated on this screen in order for you to enter a compliant password.

Confirm this password change by clicking on Register.

Security password

Your choice of password is subject to security constraints. It must have between 7 and 19 characters including:

- at least one capital letter
- at least one lower case letter
- at least one special character
- 2 different numerals

The password must not contain:

- a sequence of numbers
- repeated characters
- the user's name or login

E.g.: “Jean-pierre09” is a compliant password.

Never communicate your password.

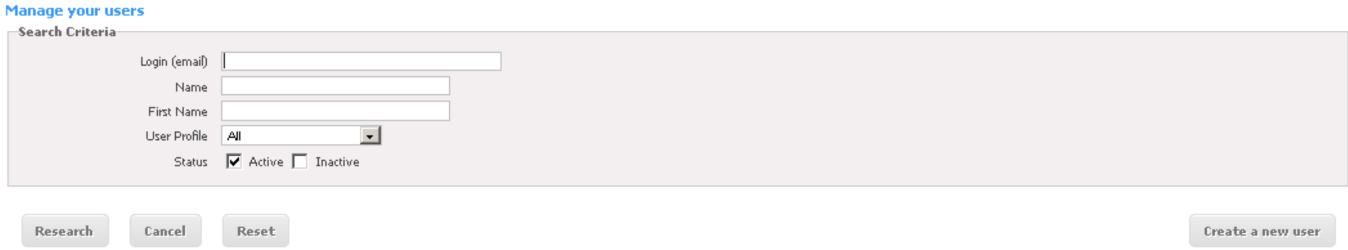
If you lose your password, you will find a link on the home page allowing you to set a different one.

4.1.7 Manage your users

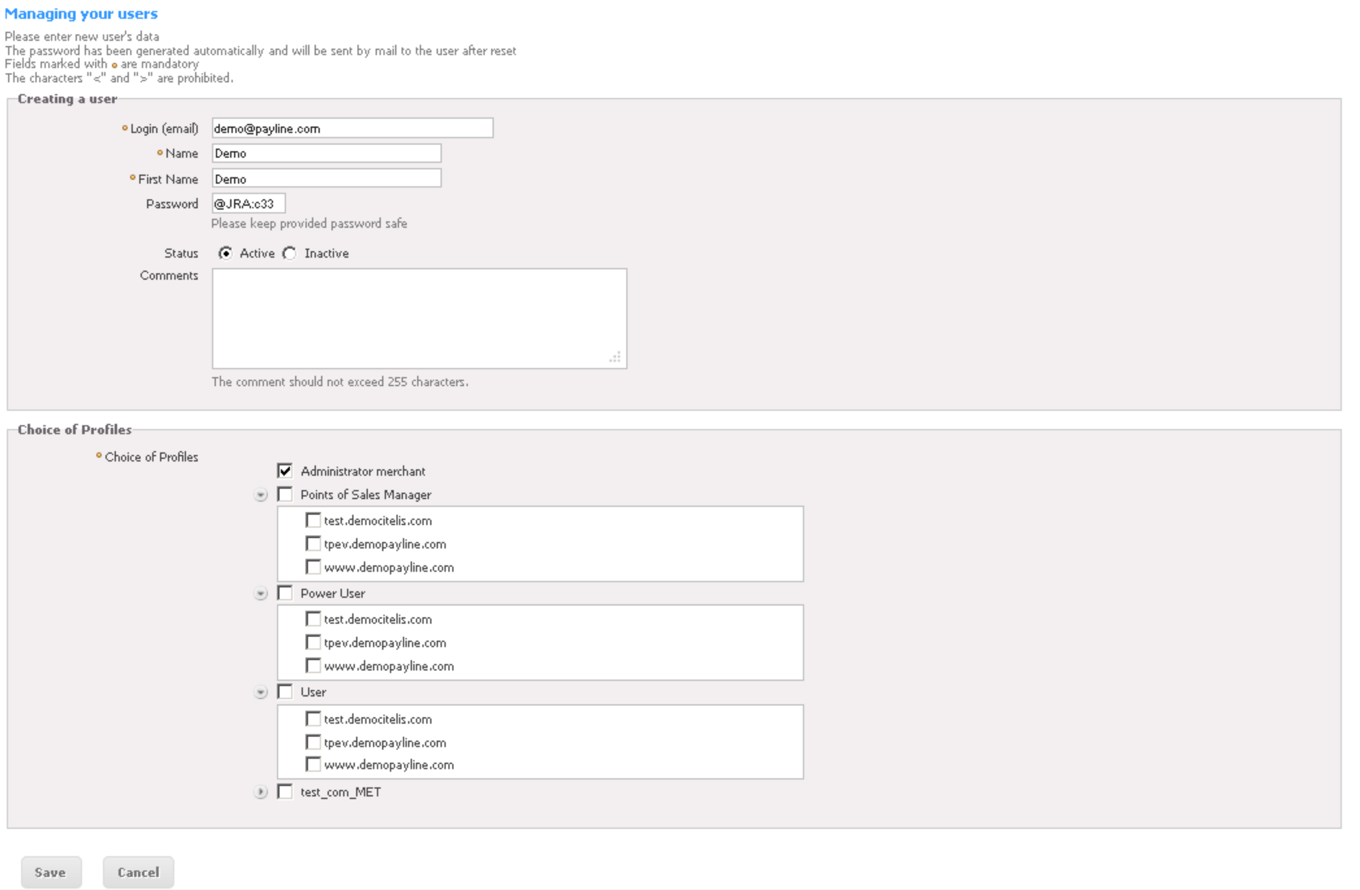
User management involves creating users, modifying them and assigning them to a profile.

4.1.7.1 Creating a new user

To create a new user, go to *Settings > Manage your users.* The following page is displayed. Click on Create a new user.



Clicking on Create a new user displays the user creation form as shown below.



You will then have to fill in the fields required for creating your new user.

Last name, First name, Login

Fields to be filled in

Password

The password is generated automatically by the system.

Make a note of it so that you can provide it and the login to your user for when he logs on.

Your secret question / answer

Select a secret question from the list and enter your answer

Status

Indicates whether the user's account is active/inactive

Profile selection

You have to assign a rights profile to the user you are creating.

Point of sale selection

You have to assign one or more points of sale to the user you are creating. To select several points of sale, hold the Ctrl key down and click on the 1st point of sale and then on the 2nd point of sale, and so on.

Summary for creating a new user

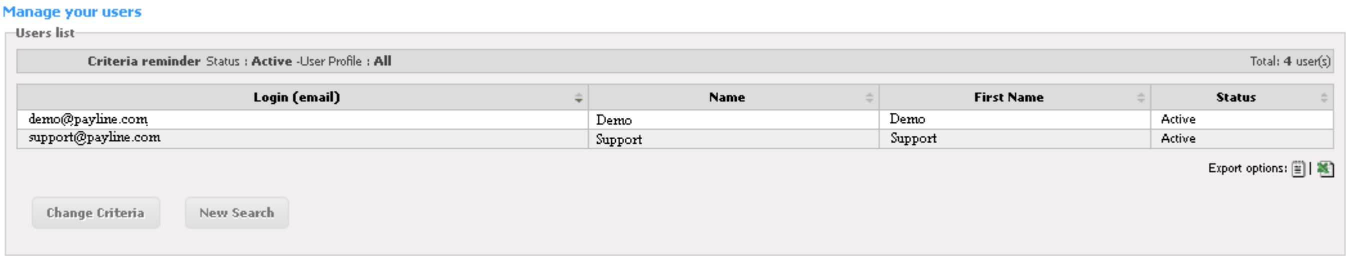
1 Fill in the data for the user to be created;

2 Select the profile to be assigned to the new user;

3 In the box next to the selected profile, choose the points of sale to be related to him.

4.1.7.2 Viewing the user list

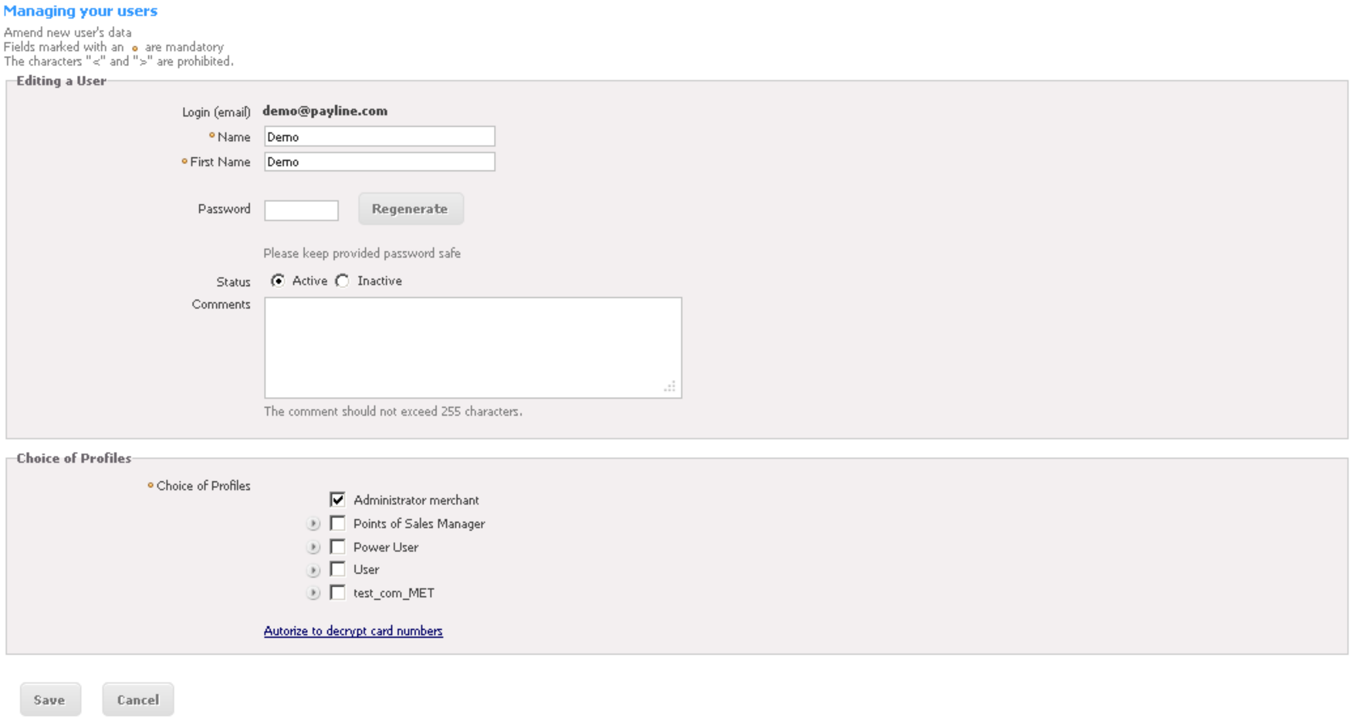
Via *Settings > Manage your users* you can access a table listing your users in the following format:



The Status column in the table above indicates whether your user is active or not and therefore able to use the Payline administration centre.

4.1.7.3 Modifying one of your users

To modify a user go to *Settings > Manage your users.* In the user table displayed, click on the user you wish to modify. The "*User modification*" page will be displayed as shown below. You can now make the changes.



Name
First name
Login

Pre-filled in non-changeable fields.

Password

You can regenerate the user's password and retrieve it in the dedicated box by clicking on the Regenerate button. Make a note of it in order to be able to give this new password to your user to let him log on.

Your secret question / answer

You can change the secret question, in which case the answer has to be changed as well

Status

You can change the user's status

Profile selection
Point of sale selection

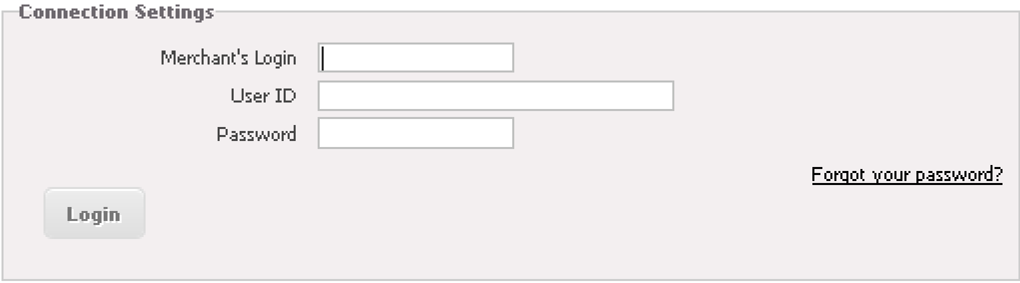
You can modify the profile(s) and the points of sale by following the same instructions as for creating a new user.

4.1.8 Regenerating a forgotten password

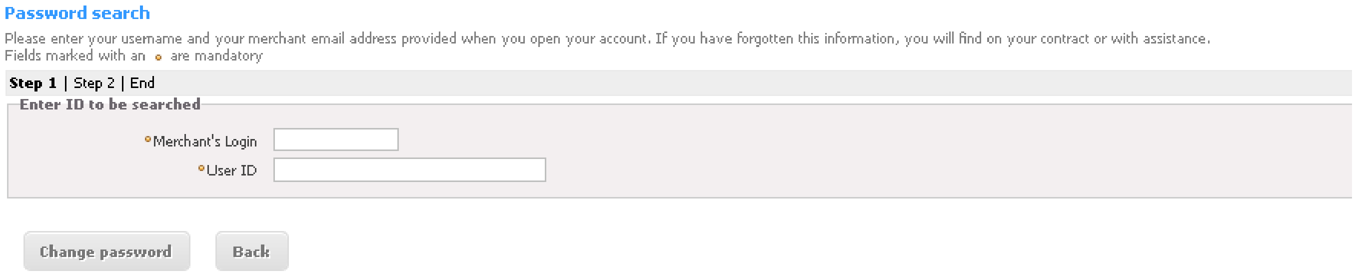
You have forgotten your password for logging on to the administration centre.

From the logon page, click on "*Lost password?*"

Welcome to the User Acceptance Test environment

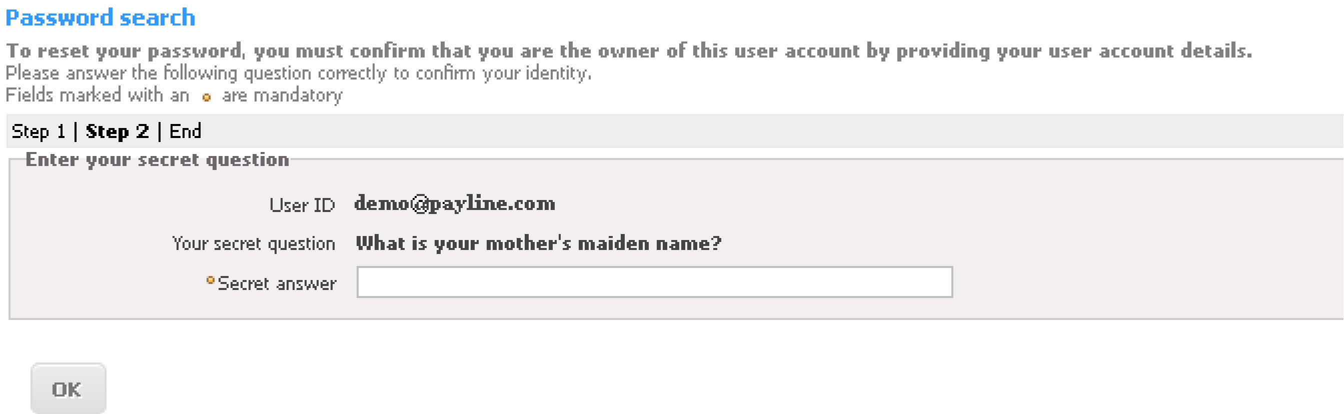


The following screen is displayed for you to enter your merchant ID and user ID. This is stage 1 of the password change process.



Clicking on the Change password button lets you access the second stage of the password change process.

The following screen is displayed; answer the secret question which you selected and entered during registration.



As indicated in the screen below, a new password is assigned to you and sent to your user ID, i.e. your email address.

This password is assigned to you automatically; it lets you log on to the administration centre. You can change it by going to: *Change your user password.*

Summary for changing a forgotten password

1 Fill in both fields

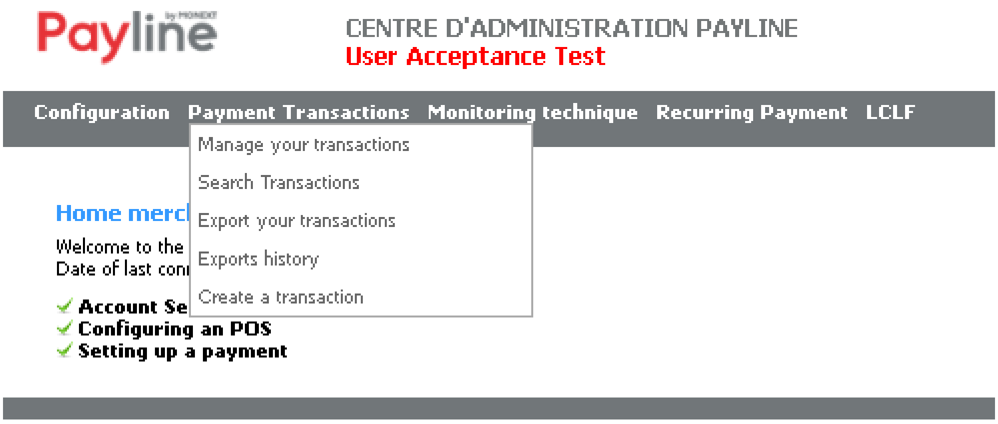
2 Select Change password

3 Answer the secret question Validate

This is the end of the presentation of the *Settings* menu. We will now go to the *Payment transaction* menu.

4.2 Payment transaction

The Payline administration centre lets you manage your various payment transactions via the *Payment transaction* menu. It includes the following sub-menus: *Manage your transactions*, *Search for transactions*, *Export your transactions* and *Create a transaction* (optional) as presented in the screen below:



The *Manage your transactions* sub-menu as its name states, lets you manage various transactions. You may thus perform validation or payment refund operations.

The *Search for transactions* sub-menu lets you find transactions using specified criteria.

The *Export your transactions* sub-menu lets you export your transactions securely in CSV format.

The *Your export history* sub-menu lets you find exports you have already generated.

The *Create a transaction* sub-menu lets you make payment transactions via the administration centre

The *Search for a financial summary* sub-menu lets you have a daily or monthly financial overview of your transactions through a summary table.

4.2.1 Managing transactions

The user wishes to perform authorization validation, payment refund or payment cancellation operations.

Remember that for each payment method there is a validation mode defined during the creation of this same payment method. If the transaction validation is not done automatically, the user in charge of this validation has to view and validate each transaction.

To do this, he must go to *Payment transactions > Manage your transactions*.

He chooses the point of sale for which he wishes to manage transactions from the list offered; a transaction search form is displayed.

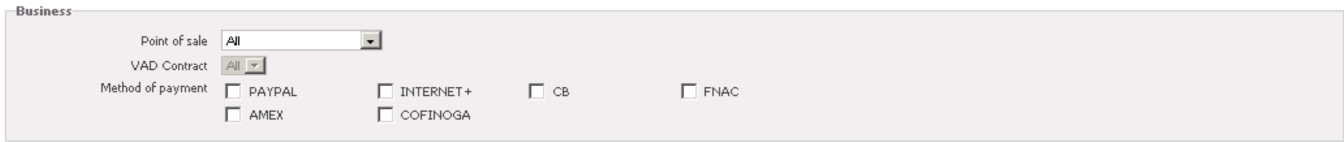
In the "*Date and time*" area, choose the time criterion assigned to the search

In the "*Commerce*" area, select the point of sale and e-commerce contract for which you seek information.

In the "*Transaction*" area, select the activity you wish to perform by clicking on one of the radio buttons, *Authorization to validate, Payment to refund* or *Payment to cancel. Y*ou can narrow your selection down by targeting a single transaction or entering the transaction ID and/or associated order reference.

Click on the Search button

Clicking on the More criteria >> button adds the "*Payment method"* field to the transaction search criteria.



If you wish to operate only on transactions performed with one or more specific payment methods, tick the relevant box(es).

Click on Research

4.2.1.1 Refunding transactions

Transactions awaiting refund authorizations are shown in the table below and in order to authorize them, tick the boxes to the left of the transactions in the table below. First make sure that the transactions concern the point of sale for which you wish to carry out these authorizations.

Transaction management

Search Results

Criteria reminder — Transactions to repay -All transactions -Point of sale : All -Contract : All — Total: 9/9 transaction(s)

☐	ID	Ref cmd	Date Order	author number	Date trans	Amount	Refundable	Card number Account number	Method of payment
☐	11005162846601	DEMO61245	10/05/2012	A55A	10/05/2012 16:28:45	89,90 EUR	89,90 EUR	444433XXXXXX1111	CB
☐	10824173033830	DEMO61245	08/24/2012	A55A	08/24/2012 17:30:32	89,90 EUR	89,90 EUR	497010XXXXXX0113	CB
☐	10802112555467	DEMO61245	08/02/2012	A55A	08/02/2012 11:25:55	89,90 EUR	89,90 EUR	497010XXXXXX0113	CB
☐	10712120700681	DEMO61245	07/12/2012	A55A	07/12/2012 12:07:00	89,90 EUR	89,90 EUR	497010XXXXXX0113	CB
☐	10625115037875	DEMO61245	06/25/2012	A55A	06/25/2012 11:50:37	89,90 EUR	89,90 EUR	497010XXXXXX0113	CB
☐	10617190632469	DEMO61245	06/17/2012	A55A	06/17/2012 19:06:31	89,90 EUR	89,90 EUR	497010XXXXXX0113	CB
☐	10529094857005	DEMO61245	05/29/2012	A55A	05/29/2012 09:48:57	89,90 EUR	89,90 EUR	497010XXXXXX0113	CB
☐	10412170827671	DEMO61245	04/12/2012	A55A	04/12/2012 17:08:25	89,90 EUR	89,90 EUR	444433XXXXXX1111	CB
☐	10315152417397	DEMO61245	03/15/2012	A55A	03/15/2012 15:24:17	89,90 EUR	89,90 EUR	497010XXXXXX0113	CB

Refund selected transactions | New Search

Click on the Refund selected transactions button

If you no longer wish to validate refund authorizations, click on New search or go straight to a different menu.

If you have clicked on Refund selected transactions, the following screen is displayed and asks you to confirm the refund. The table contains only the transactions for which you wish to confirm the refund. Enter the amount of the refund and click on the Confirm refund button.

Transaction management

You can partially repay for the selected transaction(s) by editing the fields in the column "Amount to pay.

To confirm the refund of 1 transaction(s), click on "Confirm payment", otherwise click "Cancel".

Refund of Transactions

ID	Order Reference	Date of Order	No permission	Transaction Date	Amount	Amount to pay	Card number Account number	Method of payment
11005162846601	DEMO61245	10/05/2012	A55A	10/05/2012 16:28:45	89,90 EUR	89,90 EUR	444433XXXXXX1111	CB

Confirmation of Refund | Back to list

4.2.1.2 Validating authorization transactions

If you wish to perform the validation authorization transactions, select the authorizations to validate in the table displaying them.

Click on the Validate selected transactions button and confirm them in order for the system to take them into account.

4.2.1.3 Cancelling transactions

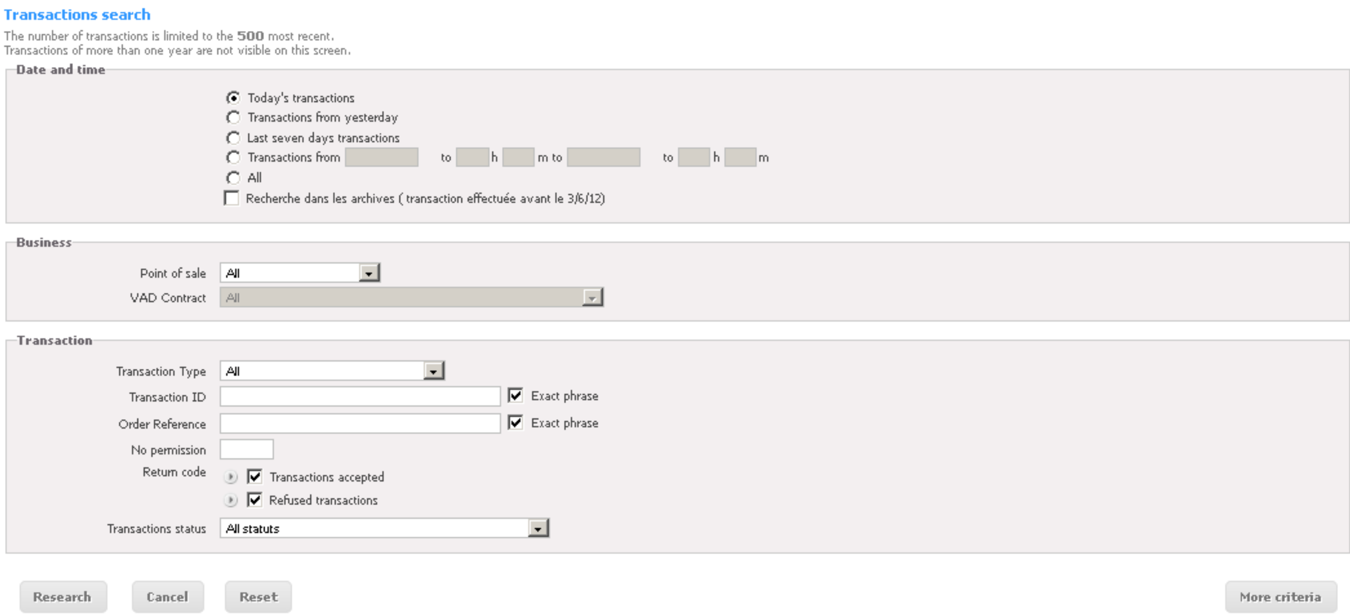
If you wish to cancel the transactions, select the transactions to cancel in the table displaying them.

Click on the Cancel selected transactions and confirm them in order for the system to take this into account.

4.2.2 Search for transactions

4.2.2.1 Searching for a transaction

To find a transaction go to *Payment transactions > Search for transactions.* The following form is displayed and lets you narrow your search down with the criteria offered.



Date and time

Enter a time criterion to run your search

Commerce

Point of sale: lets you select the point of sale for which the search will be performed.

E-commerce contract: This is the e-commerce contract

Transaction

Narrows down the search depending on the transaction type

The transaction types field concerns the following transactions:

- All

- Authorization
- Validation
- Cancellation
- Refund
- Credit
- Authorization+Validation
- Re-authorization
- Orders
- MicroPayment Authorization+Validation
- MicroPayment Validation

Choosing one or more of the Transaction ID, Order ref, Authorization number as well as Rejected transactions and Accepted transactions fields enable a very specific search.

The More criteria >> button lets you access additional fields to make a more accurate search.

The user can perform his search based on 2 criteria:

Search for several transactions using the time criterion

1 Click on one of the time criteria

2 Select the type of transactions to perform the search, by default "All".

3 Click on Search

Isolated search

1 Fill in one of the fields of the Transaction area

2 If necessary, click on More criteria >>

3 Click on Search

The search result is displayed in a new page in the form of a table as shown below:

Transactions search

Search Results

Criteria reminder — **Today's transactions** -Merchant ID : **32257622400081 (DEMO-PAYLINE)** -**Transactions accepted** -**Refused transactions** — Total: **1/1** transaction(s)

ID	Ref cmd	Date trans	Amount	Transaction Type	Back	MoP	Point of sale	Data Buyer	3D
10206163503414	Demo Test	02/06/2013 16:35:03	151,00 EUR	Authorization+Validation	00000	CB	www.demopayline.com	111122XXXXXX4444	No

Export options:

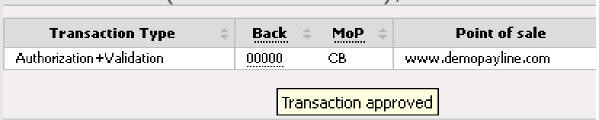
Change Criteria   New Search

Via this page you can perform other searches by clicking on the

Change criteria button or the New search button.

Tip

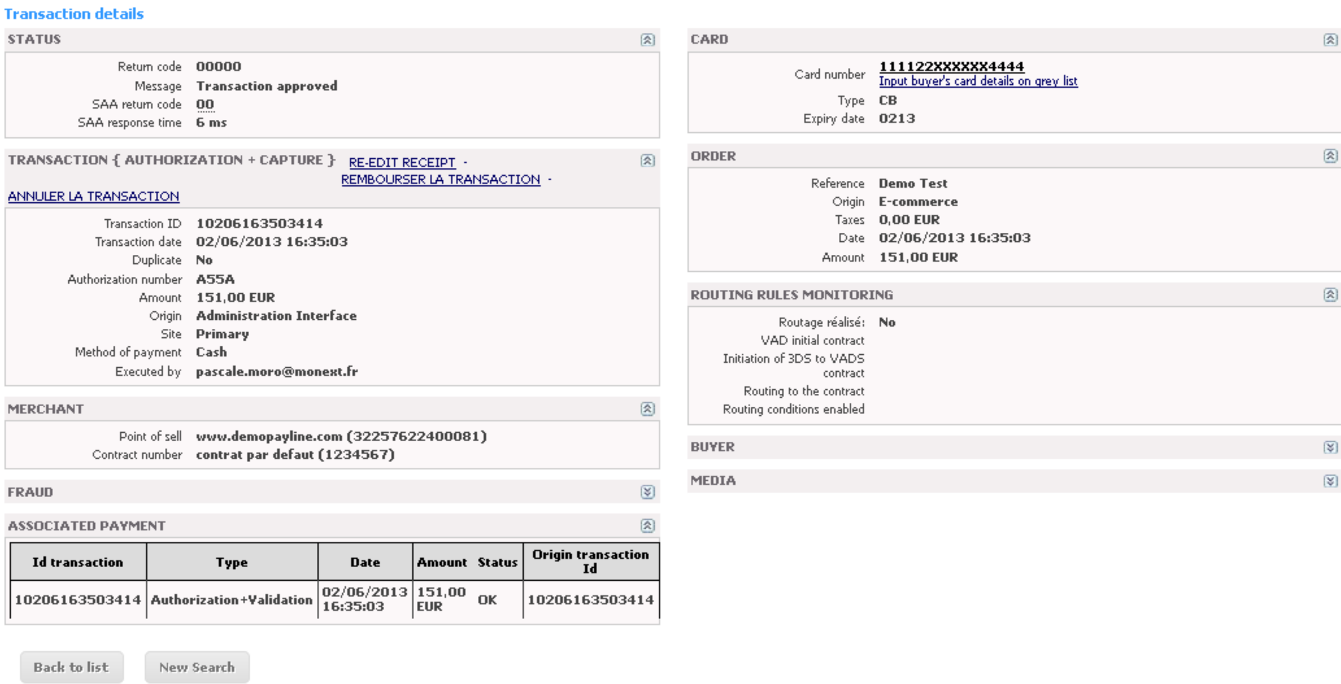
Place your mouse above the transaction return code ("Return" column), a bubble message will appear on the name related to the return code



4.2.2.2 Viewing transaction details

Via the previous table, you can display the details of a transaction by clicking on the ID of the transaction for which you want details, or follow the following process if you are on a different page:

You will obtain the following page:



Status

Return code: Code returned by Payline during the transaction

Message: Message related to the return code

Transaction {Transaction type}

Displays the information related to the transaction such as its ID, date, authorization number, amount, origin, etc.

You can also re-print the receipt provided to the buyer

Administrator

Point of sale: Point of sale where the transaction occurred

Contract No.: E-commerce contract used during the transaction

---

Fraud *(only for merchants having subscribed to the "fight against fraud" option)*

Displays the result of the processing by the fight against fraud module.

Related payments

This table displays transactions which have an e-payment link with the transaction being displayed. The line shown in bold represents the transaction being viewed. The link on the transaction ID enables you to display its details. This is valid in the case of reauthorization when the original transaction is retrieved.

Card

Displays the information on the payment card used for the transaction. There are two possible actions within this framework.

Link on the card number: lets you display all transactions made using this card

Greylist the buyer (only for merchants who have subscribed to the "fight against fraud" option): If you know that the card used for the transaction is a fraudulent card, you can greylist it. It will then be rejected automatically during future transactions.

Order

Displays the order information sent during the transaction

Buyer

Displays the buyer information sent during the transaction

Paypal *(only within the framework of a Paypal transaction)*

Displays the Paypal information for the transaction: buyer account, date, amount

Web transaction *(only within the framework of a payment via Payline Web)*

Displays the information related to a web payment: token, redirection URL, status of the web transaction. This box also shows emails sent during the operation. You can check whether the email was received by the buyer and read its content.

3DSecure *(only for merchants who have subscribed to the 3DSecure option and within the framework of a 3DSecure payment)*

Displays the transaction's 3DSecure information:

Private data *(only within the framework of a payment via Payline direct)*

Displays all the private data sent to Payline during the transaction

You can return to the search result screen by clicking on the Return to list button.

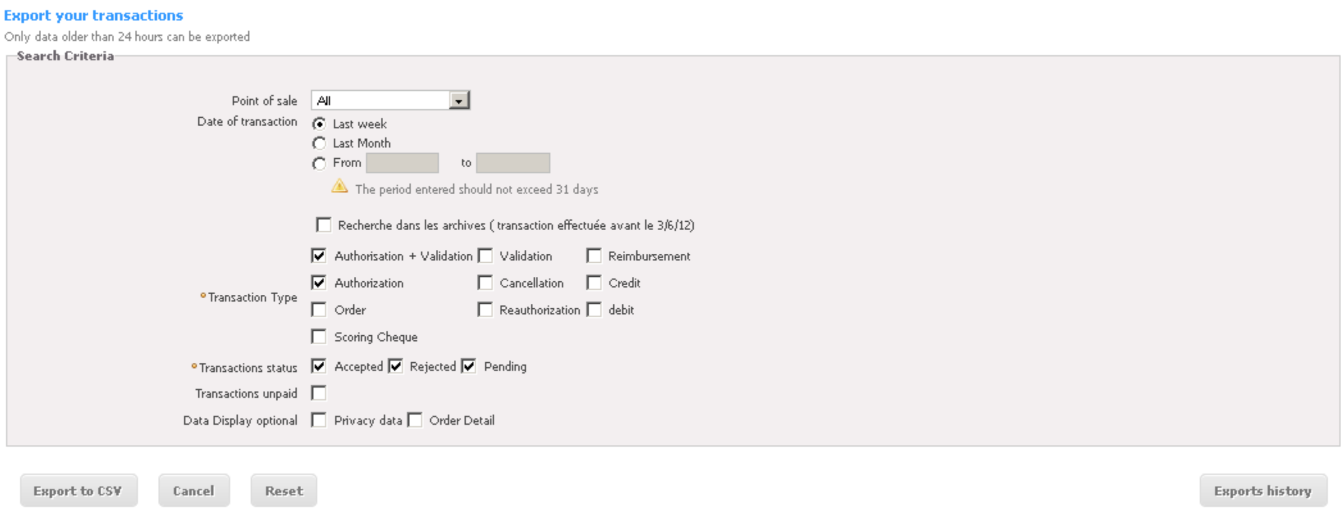
You can also perform a new search by clicking on the New search button

Tip

The arrows pointing up or down lets you either hide or display the related box. This lets you clear your screen and display only the data which interests you

4.2.3 Exporting transactions

The Payline administration centre lets you export transactions in CVS for clearer data overview. To do this, go to *Payment transaction* > *Export your transactions*. The following page is displayed



Perform CVS export by clicking on the Export in CVS button

Point of sale

You can choose the point of sale for which you wish to export transactions

Transaction date

Lets you set the date from which the transaction will be performed.

Transaction type

You can choose one or more transaction types for which the export will be made.

Transaction status

Defines the statuses of the various transactions; they can be accepted or rejected.

Display of optional data

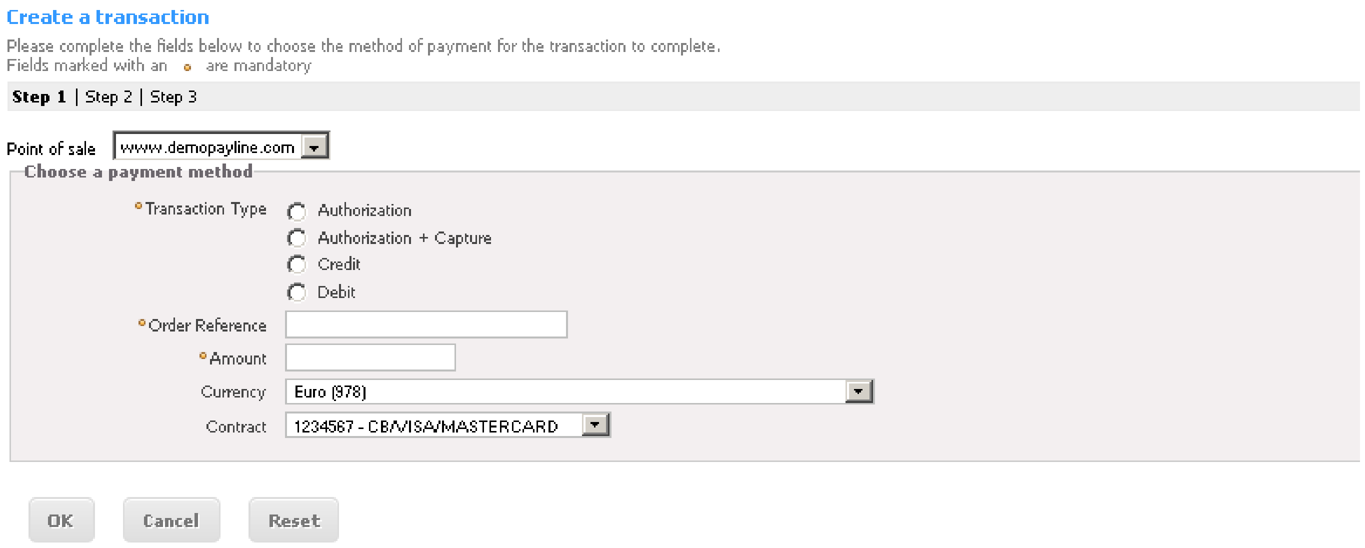
Displays the private transaction data or the order detail in as an option in the generated file.

4.2.4 Create a transaction

The administration centre lets the merchant create a transaction on line which matches the Payline payment pages. There are three types of transactions: Authorization, Authorization+Validation, Credit. The process involves three stages:

1. Choice of transaction type, entry of the order reference, currency amount, and e-commerce contract
2. Entry of the card data
3. Transaction result display

Via *Payment transaction > Create a transaction*



Point of sale

You can choose the point of sale for which the transaction will be made.

Transaction type

Select the type of transaction you wish to make

Amount

Order reference

Currency

Enter the information concerning the transaction you are about to make

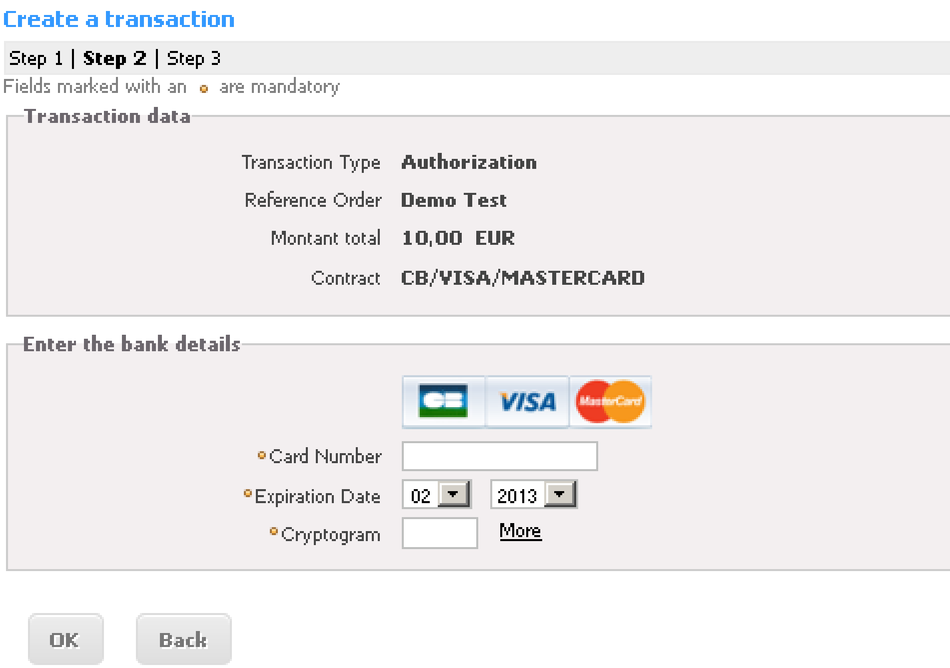
---

Contract

Choose the e-commerce contract which concerns the transaction

Once all fields are filled in, click on Validate

The following screen is displayed, showing all elements entered during stage 1, as well as a card data entry form corresponding to the selected payment contract.



Card Number

Payment card number

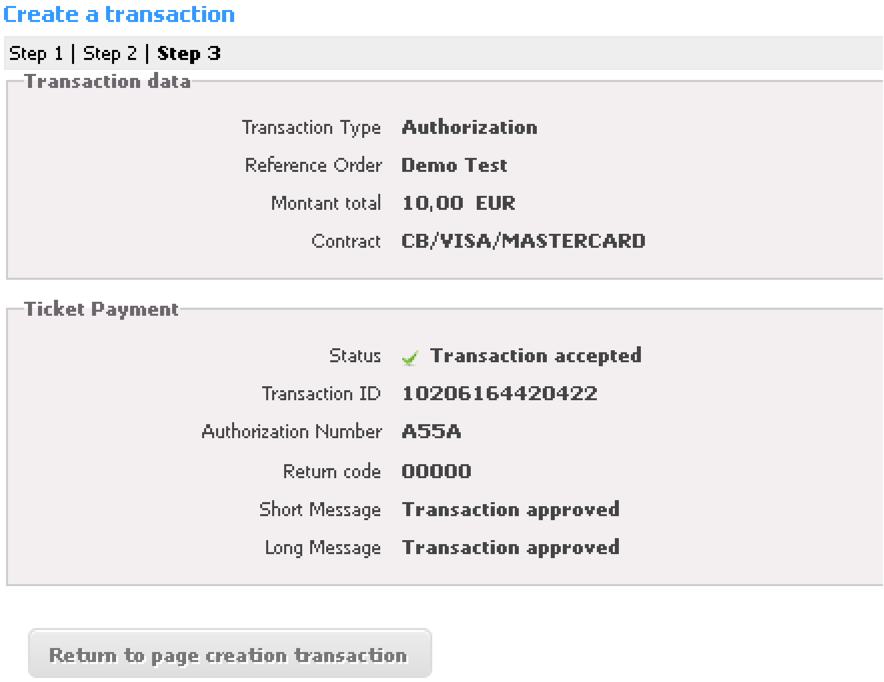
Expiry date

Payment card expiry date

Card Security Code

Payment card security code

Once all your card information has been entered, click on Validate. Payline will immediately request authorization from the acquirer bank in order to carry out the transaction. The result is displayed in stage 3 below



Transaction data

In this box, you will find all the information given to carry out the transaction

Receipt

In this box, you will find a summary of the transaction result which acts as your receipt

On this page you can click on the Return to transaction creation page button if you wish to create a new transaction. Otherwise, use the menu to move to the desired page.

Summary for searching for customer wallet(s)

1. Select the point of sale for which you wish to carry out a transaction
2. Fill in the various fields
3. Enter your card data
4. Click on Validate
5. Retrieve the receipt for your transaction

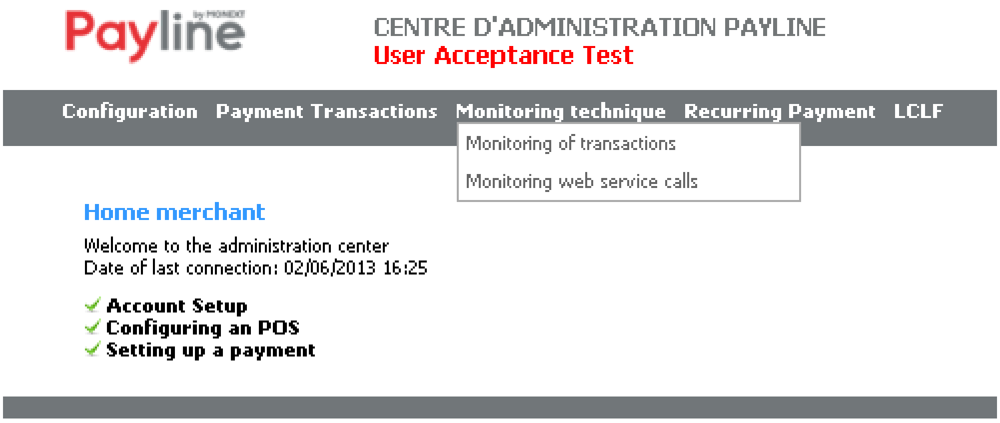
4.2.5 Search for a financial summary

The *Search for a financial summary* sub-menu lets you have a daily or monthly financial overview of your transactions through a summary table.

For more information on this subject, you will find a detailed description of its functions in the financial summary manual.

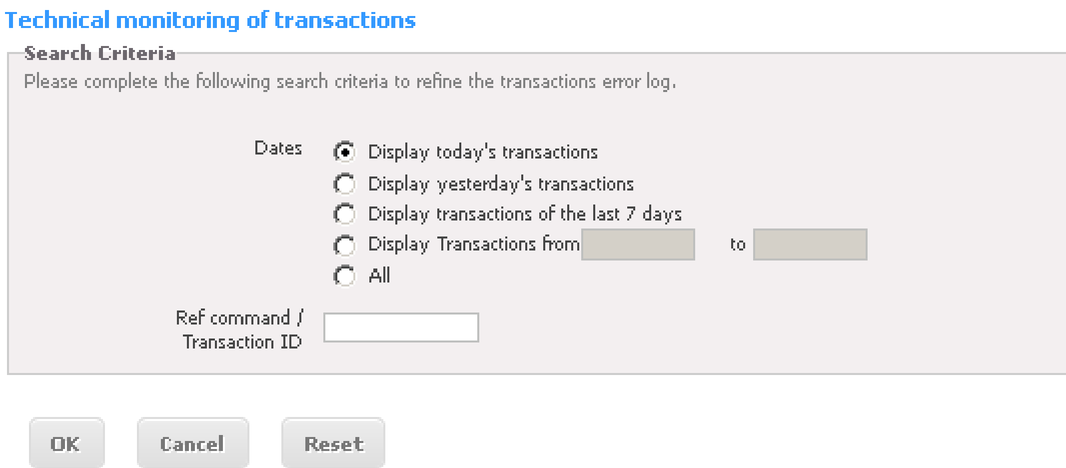
4.3 Technical monitoring

The Payline administration centre enables technical monitoring of the various transactions. The technical monitoring menu has two sub-menus, the Transaction monitoring sub-menu and the Web service call monitoring sub-menu



4.3.1.1 Transaction monitoring

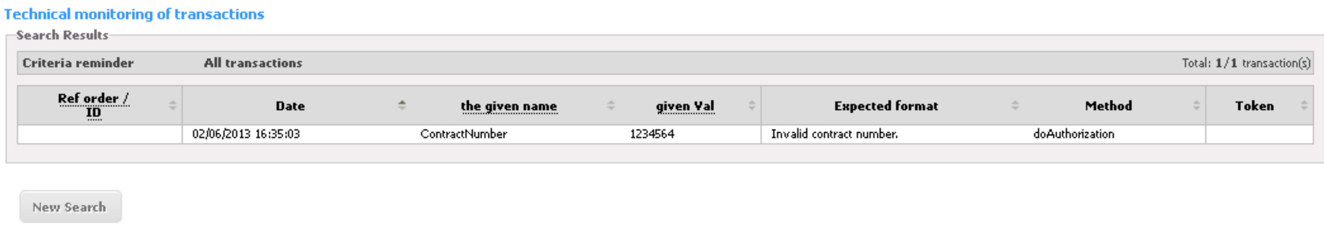
The transaction monitoring sub-menu lets you view the transactions rejected over a given period, therefore enabling you to filter searches. Via the *Technical monitoring > Transaction monitoring* menu, the following page is displayed



On this page, you can select the period for which you want a statement of the rejected transactions then click on the Validate button.

The following screen is displayed and the information on these transactions is presented in the form of a table.

In the example on the next page, you have the rejected transactions between 21/01/2009 and 22/01/2009.



Technical monitoring of transactions

Search Results

Criteria reminder	All transactions					Total: 1/1 transaction(s)
Ref order / ID	Date	the given name	given Val	Expected format	Method	Token
	02/06/2013 16:35:03	ContractNumber	1234564	Invalid contract number.	doAuthorization	

New Search

Order ref/Transaction ID

Represents the reference of the rejected transaction.

Date

Date and time at which the transaction took place.

Data name

Gives you the name of the data which caused the transaction authorization to be rejected

Data value

This is the value of the data.

Expected format

This area gives you the expected format of the data which caused the rejection.

Method

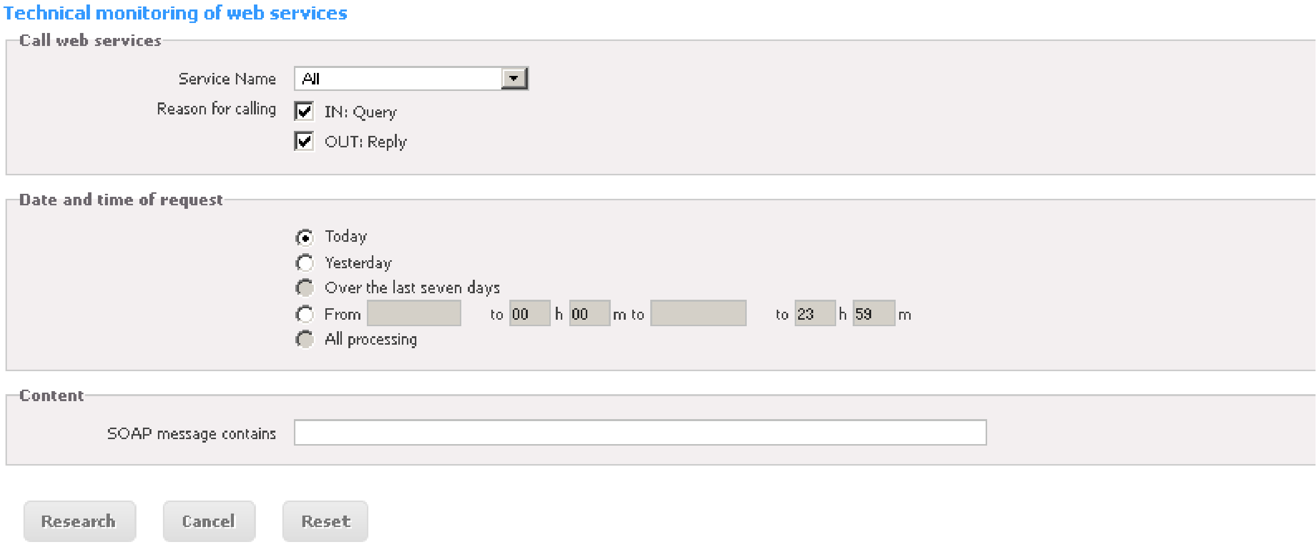
Represents the function which processes and therefore enabled the rejection of the entered data.

Let's now move to the presentation of the penultimate menu of our Merchant Administrator profile. This is the *Recurring payment* menu.

4.3.1.2 Web service call monitoring

The web service call monitoring screen lets you monitor all the messages exchanged by your application and the **Payline Direct** interface. Thanks to this screen, you can examine the XML frames received by Payline as well as its answer.

Via *Technical monitoring > Web service call monitoring*

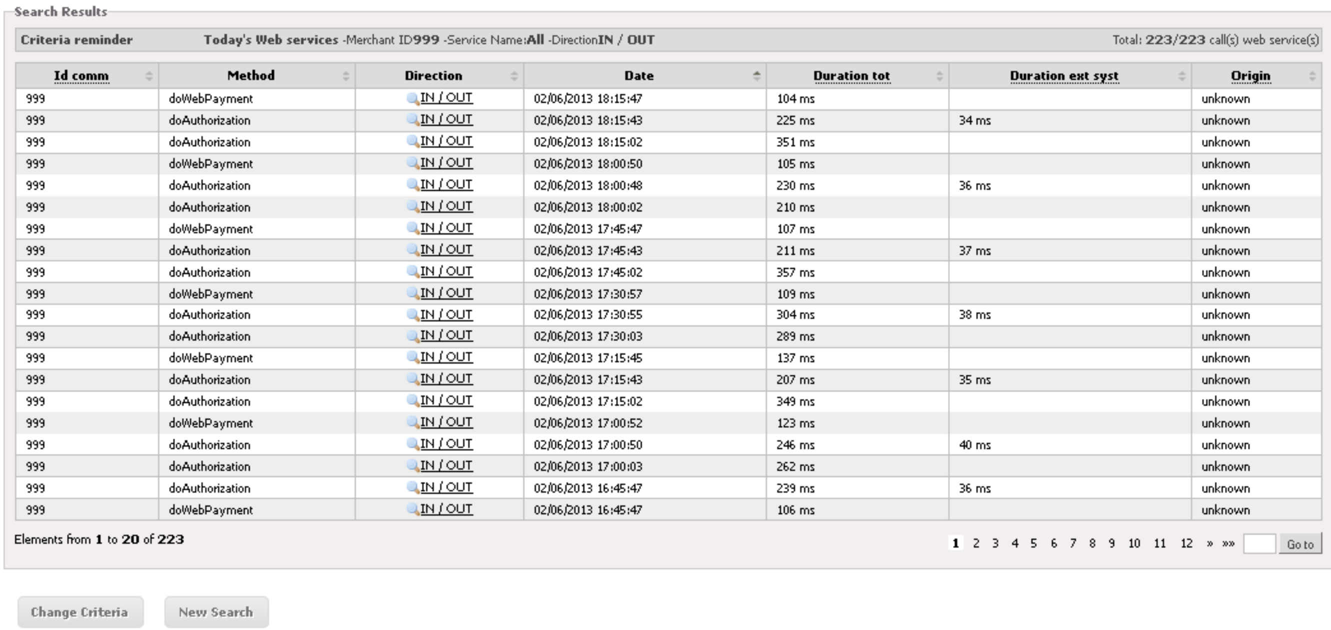


	Service name You can perform your search on all the web services called or on one particular web service. (e.g.: doAuthorization)
	Direction of the call Select the direction of the call on which Payline will filter your search.
	Date and time of the request You can narrow down the search using a time criterion
	Content Searching by content lets you search for a character or string of characters in the XML frames exchanged by Payline and your application.

Once your criteria are defined, start the search by clicking on the Search button. If a mistake is made when filling in the form, click on reset to re-initialise the form. To leave this screen, click on the Cancel button

Once the search is launched, a results table appears on the screen as shown below

Technical monitoring of web services


Search Results

Criteria reminder — Today's Web services -Merchant ID999 -Service Name:All -DirectionIN / OUT — Total: 223/223 call(s) web service(s)

Id comm	Method	Direction	Date	Duration tot	Duration ext syst	Origin
999	doWebPayment	IN / OUT	02/06/2013 18:15:47	104 ms		unknown
999	doAuthorization	IN / OUT	02/06/2013 18:15:43	225 ms	34 ms	unknown
999	doAuthorization	IN / OUT	02/06/2013 18:15:02	351 ms		unknown
999	doWebPayment	IN / OUT	02/06/2013 18:00:50	105 ms		unknown
999	doAuthorization	IN / OUT	02/06/2013 18:00:48	230 ms	36 ms	unknown
999	doAuthorization	IN / OUT	02/06/2013 18:00:02	210 ms		unknown
999	doWebPayment	IN / OUT	02/06/2013 17:45:47	107 ms		unknown
999	doAuthorization	IN / OUT	02/06/2013 17:45:43	211 ms	37 ms	unknown
999	doAuthorization	IN / OUT	02/06/2013 17:45:02	357 ms		unknown
999	doWebPayment	IN / OUT	02/06/2013 17:30:57	109 ms		unknown
999	doAuthorization	IN / OUT	02/06/2013 17:30:55	304 ms	38 ms	unknown
999	doAuthorization	IN / OUT	02/06/2013 17:30:03	289 ms		unknown
999	doWebPayment	IN / OUT	02/06/2013 17:15:45	137 ms		unknown
999	doAuthorization	IN / OUT	02/06/2013 17:15:43	207 ms	35 ms	unknown
999	doAuthorization	IN / OUT	02/06/2013 17:15:02	349 ms		unknown
999	doWebPayment	IN / OUT	02/06/2013 17:00:52	123 ms		unknown
999	doAuthorization	IN / OUT	02/06/2013 17:00:50	246 ms	40 ms	unknown
999	doAuthorization	IN / OUT	02/06/2013 17:00:03	262 ms		unknown
999	doAuthorization	IN / OUT	02/06/2013 16:45:47	239 ms	36 ms	unknown
999	doWebPayment	IN / OUT	02/06/2013 16:45:47	106 ms		unknown

Elements from 1 to 20 of 223 — 1 2 3 4 5 6 7 8 9 10 11 12 » »» Go to

Change Criteria — New Search

Merchant ID

ID of the merchant who made the call

Method

Name of the web service called

Direction

Direction of the web service

Date

Date of the call

Total duration

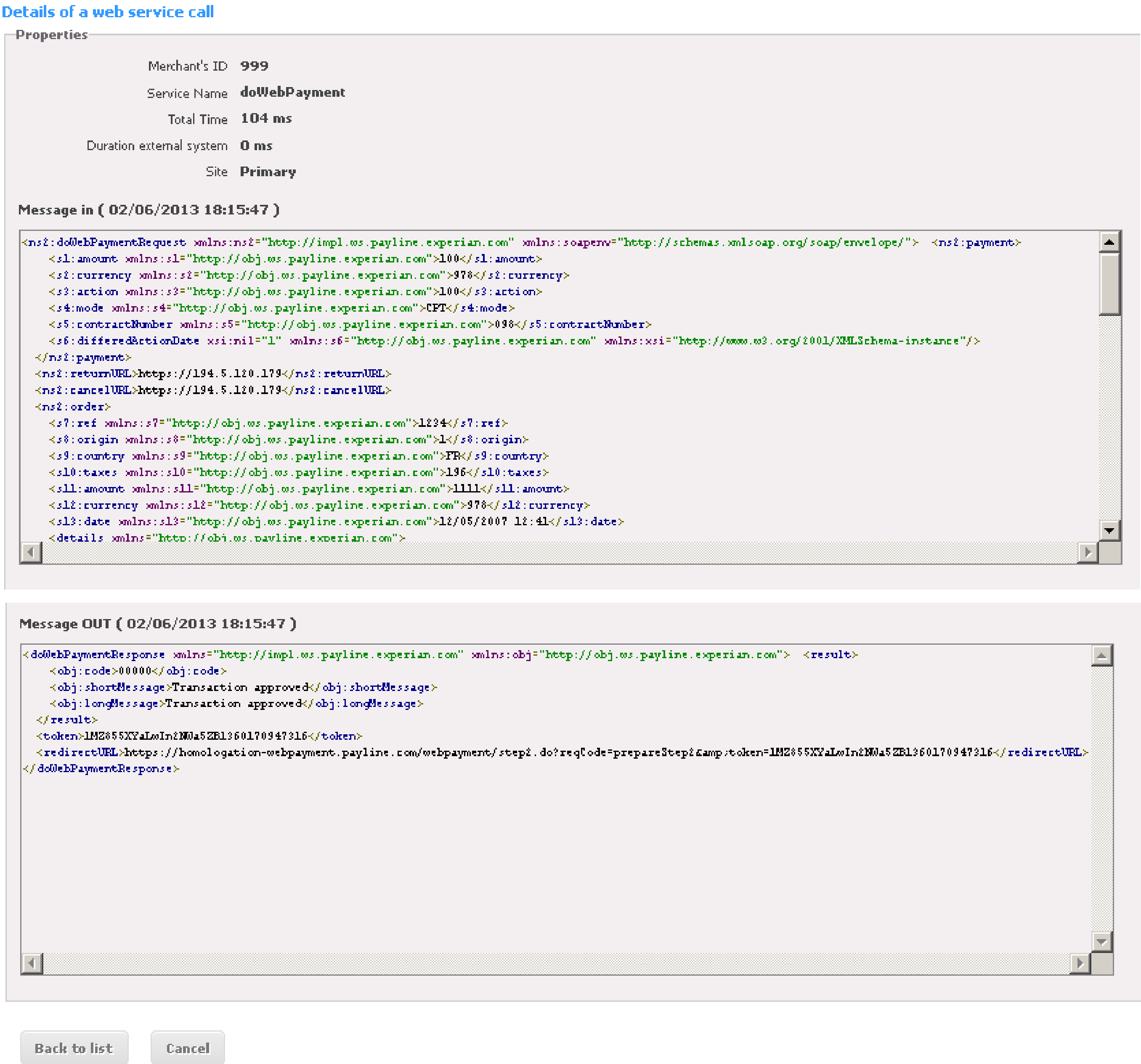
Total duration of call processing by Payline

External system duration

Total duration of call processing by banking sub-system

Several options are available via this screen. You can perform a new search, or simply modify the criteria of the previous search.

To display the details of the call (the XML frame), click on the link in the *Direction* column. The following screen will be displayed:



Properties You can retrieve the properties of the web service call	
Message IN The message IN represents the XML frame received by Payline	
Message OUT Message OUT represents the XML frame with which Payline answered the request	

The Return to list button lets you go back to the previous screen with the list of results from the previous search. The cancel button lets you return to the search form.

Summary for searching for one or more web service calls

1. Enter your search criteria
2. Select one of the date criteria
3. Click on Search
4. Display message details

4.4 Recurring payment

This menu lets you manage everything related to payments made on your e-commerce site. It lets you manage wallets and payment records. It includes the *Wallet management* and *Payment record management* sub-menus as shown in the screen below.

The aim of the virtual wallet is to store customer information with a view to developing loyalty and avoiding them having to enter their information again the next time they place an order. He can thus store several cards if he wishes to.

The *Wallet management* sub-menu, as its name states, lets you manage customer wallets; it lets you search for or modify wallets.

A *payment record* is a virtual file containing information related to a wallet and includes a repayment schedule of the transaction amount.

The *Manage payment record* sub-menu lets the user search for one or more payment records for a given point of sale and modify the repayment schedules in these records if necessary.

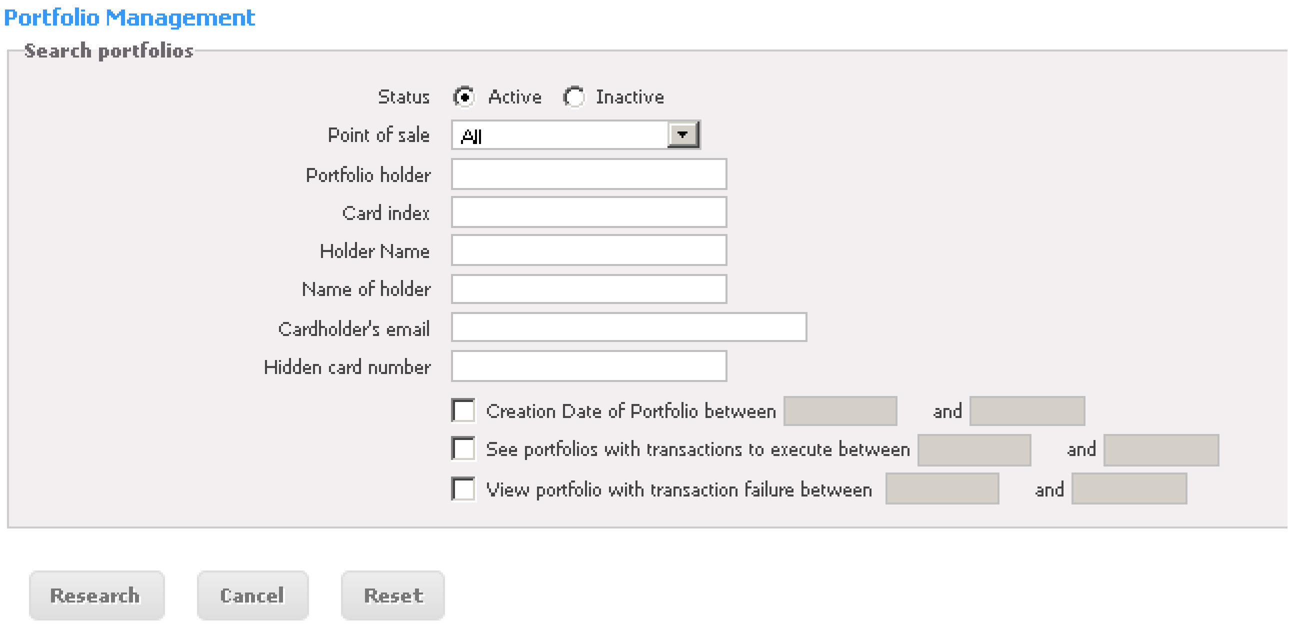
4.4.1 Wallet management

4.4.1.1 Searching for one or more Wallets

As previously stated, a virtual *wallet* is used to store customer information with a view to developing loyalty and avoiding them having to enter their information again the next time they place an order.

The *merchant* can view his customers' wallets and modify their information (activation, modification of card data, modification of card holder data).

Via the *Recurring payment* > *Wallet management* menu, you will access the following form:



This form lets you perform either a selective search for a wallet using the *Wallet No., Last name, First name* or *Email* fields; or a global search for several wallets using the time criterion search (Wallet expiry date).

Status

Narrows down the search depending on the wallet status

Point of sale

Choose from the list

Wallet No.

The card index if the customer has several cards.

Name

First name

Email

Fields to be filled in by the administrator

Wallet expiry date

Narrows down the search based on the wallet expiry date

Wallet creation date

Narrows down the search based on the wallet creation date

View wallets with pending transactions

Narrows down the search based on pending transactions according to the dates entered.

View wallets with failed transactions

Narrows down the search based on failed transactions according to the dates entered.

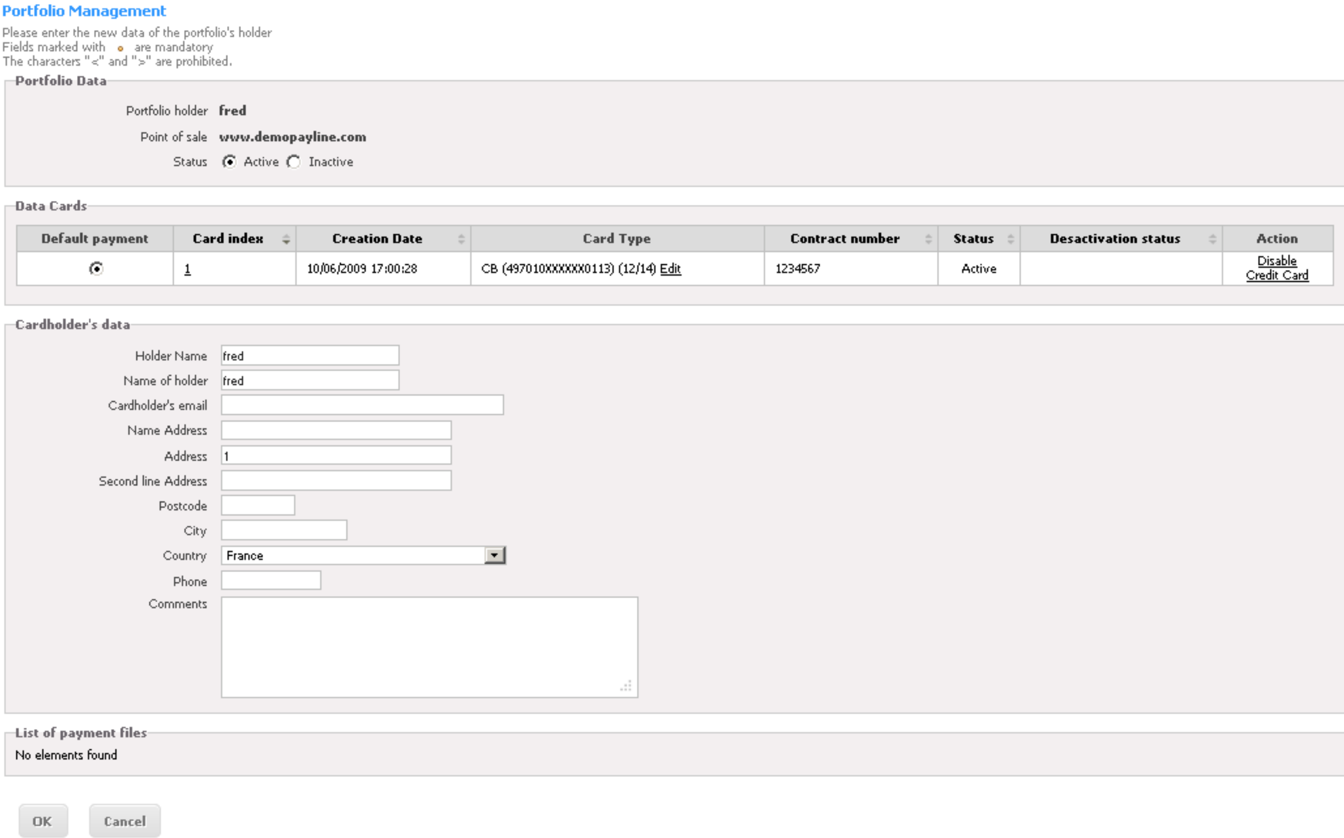
Summary for searching for customer wallet(s)

1. Select the point of sale for which you are looking for wallets
2. Fill in the various fields
3. Select one of the date criteria
4. Select one of the statuses offered
5. Click on Search

For a selective search, the following screen is displayed and the information presented in the form of a table showing: the multi-card wallet number, the holder's last name/first name, the number of associated wallets, the wallet status.

The Status link (Active/Inactive) lets you activate or deactivate the multi-card wallet, i.e. activate or deactivate all the cards in the multi-card wallet

The *wallet number* link in the table lets you see the cards stored in the wallet.



Portfolio Management

Please enter the new data of the portfolio's holder
Fields marked with ∘ are mandatory
The characters "<" and ">" are prohibited.

Portfolio Data

Portfolio holder: fred
Point of sale: www.demopayline.com
Status: (•) Active ( ) Inactive

Data Cards

Default payment	Card index	Creation Date	Card Type	Contract number	Status	Desactivation status	Action
(•)	1	10/06/2009 17:00:28	CB (497010XXXXXX0113) (12/14) Edit	1234567	Active		Disable Credit Card

Cardholder's data

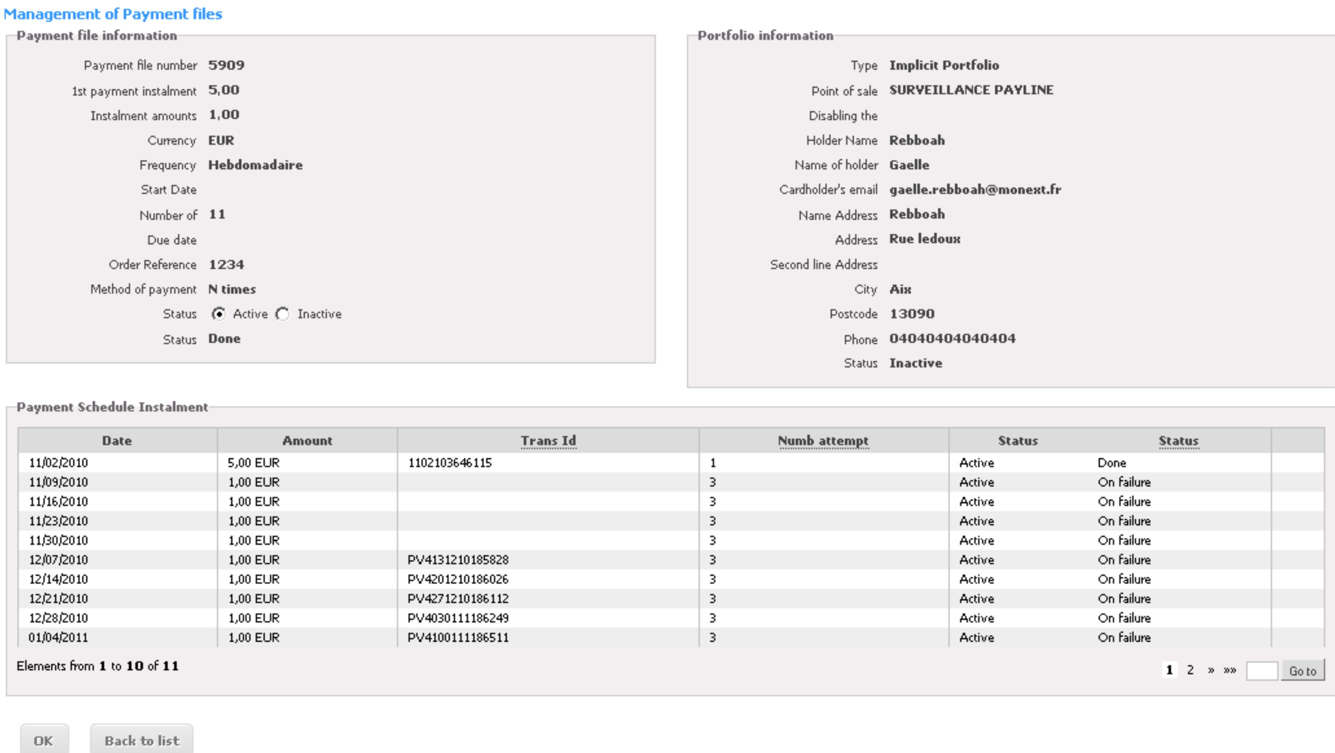
Holder Name: fred
Name of holder: fred
Cardholder's email:
Name Address:
Address: 1
Second line Address:
Postcode:
City:
Country: France
Phone:
Comments:

List of payment files

No elements found

OK Cancel

By clicking on *Payment record No.*, you display the payment record details:



Management of Payment files

Payment file information

Payment file number: 5909
1st payment instalment: 5,00
Instalment amounts: 1,00
Currency: EUR
Frequency: Hebdomadaire
Start Date:
Number of: 11
Due date:
Order Reference: 1234
Method of payment: N times
Status: (•) Active ( ) Inactive
Status: Done

Portfolio information

Type: Implicit Portfolio
Point of sale: SURVEILLANCE PAYLINE
Disabling the:
Holder Name: Rebboah
Name of holder: Gaelle
Cardholder's email: gaelle.rebboah@monext.fr
Name Address: Rebboah
Address: Rue ledoux
Second line Address:
City: Aix
Postcode: 13090
Phone: 04040404040404
Status: Inactive

Payment Schedule Instalment

Date	Amount	Trans Id	Numb attempt	Status	Status
11/02/2010	5,00 EUR	1102103646115	1	Active	Done
11/09/2010	1,00 EUR		3	Active	On failure
11/16/2010	1,00 EUR		3	Active	On failure
11/23/2010	1,00 EUR		3	Active	On failure
11/30/2010	1,00 EUR		3	Active	On failure
12/07/2010	1,00 EUR	PV4131210185828	3	Active	On failure
12/14/2010	1,00 EUR	PV4201210186026	3	Active	On failure
12/21/2010	1,00 EUR	PV4271210186112	3	Active	On failure
12/28/2010	1,00 EUR	PV4030111186249	3	Active	On failure
01/04/2011	1,00 EUR	PV4100111186511	3	Active	On failure

Elements from **1** to **10** of **11**

1 2 » »» Go to

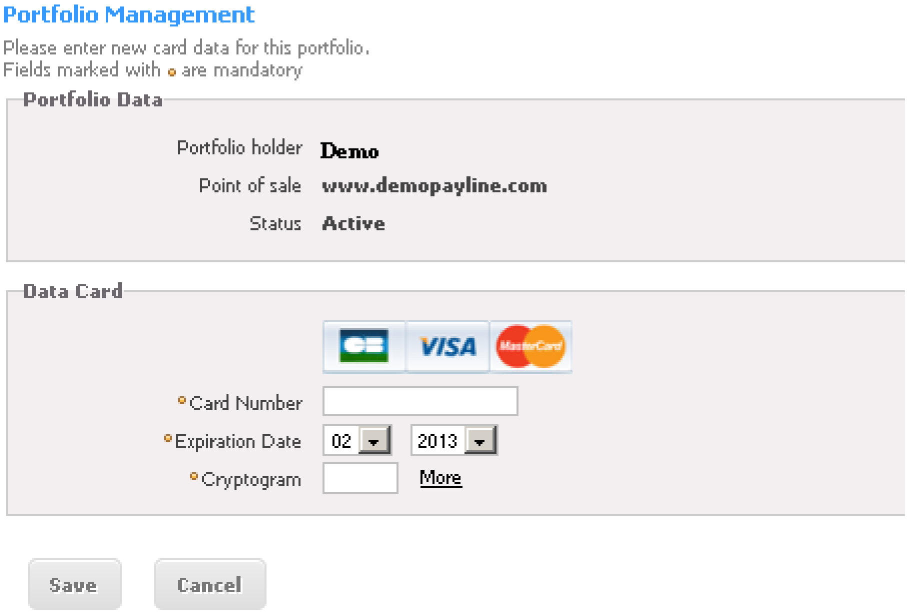
OK Back to list

The Payline administration centre also lets you modify wallets.

4.4.1.2 Modifying a wallet

To modify a wallet, go to *Recurring payment > Wallet management*: fill in all the desired fields to search for the wallet, then click on the Search button. A table is displayed containing the wallet information depending on your search criteria.

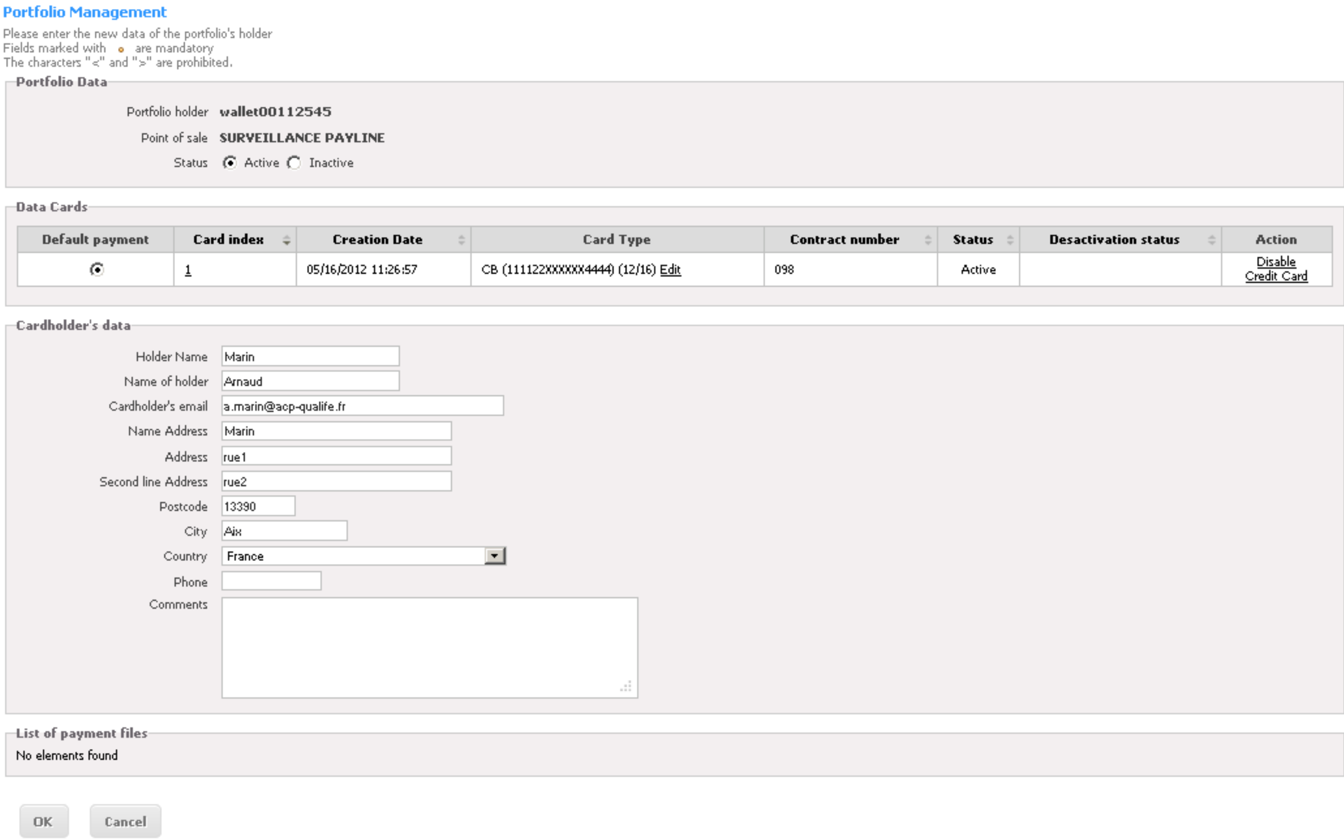
If you wish to modify the card data only, click on the Modify link in the table displaying the existing wallets in the *Card type* column. The screen on the following page is displayed



This page contains the card data and you can modify the *card type, card No., card security code* and *card expiry date* fields.

However, if you wish to modify more fields, click on the wallet number in the first column of the table showing the wallets you wish to modify; this is a hypertext link which will take you to the page for modifying that wallet.

The page below is displayed giving you all the wallet information. You may now make the desired changes.



Clicking on Modify takes you to the page containing the card data for making changes.

Once the changes have been made, click on the Validate button for the system to save the changes, or on Cancel to return to the previous screen which will not take the changes into account.

Summary for modifying a wallet

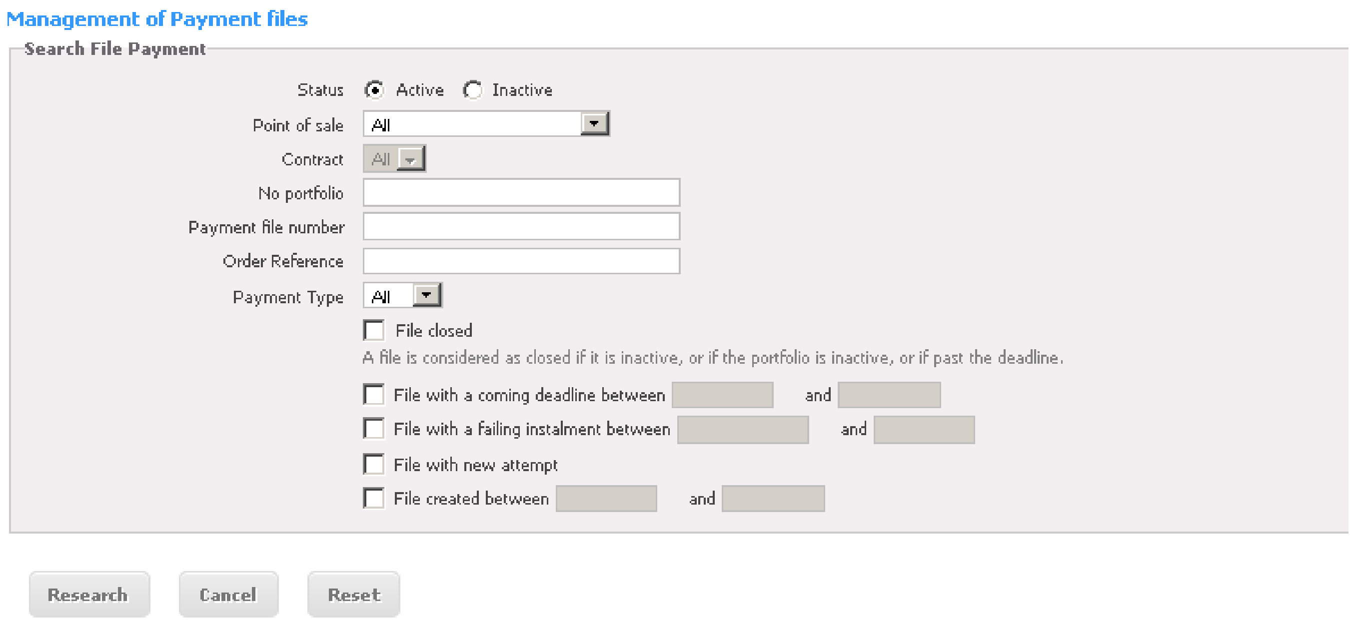
1. Go to *Recurring payment > Wallet management*
2. Fill in all the desired fields for the wallet search
3. Click on the Search button
4. Click on a wallet number in the table or on the *Modify* link which appears in the Card type column of the table
5. Clicking on *Modify* will take you to the wallet modification page.
6. Change all fields you wish to change and click on the Validate button

4.4.2 Payment record management

4.4.2.1 Searching for a payment record

A payment record is a virtual file which contains information related to a wallet and includes a repayment schedule of the transaction amount.

To search for a payment record, go to *Recurring payment > Payment record management.* The following page is displayed.



The search is performed based on one or more criteria.

In this example, we will look for all payment records for the www.demopayline.com point of sale.

Status

Payment record status. Select one of the 2 suggestions.

Point of sale

Select the point of sale for which you wish to perform a search.

Wallet No.

Payment record No.

Order reference

Narrows the search down to specific transactions

Closed record

Narrows the search down to closed payment records

Record with an upcoming repayment deadline

Narrows the search down to payment records with upcoming repayment deadlines based on a date criterion.

Record with a failed repayment deadline

Narrows the search down to payment records with failed deadlines based on a date criterion.

Record with a new attempt in progress

Narrows the search down to payment records with a new attempt at authorization in progress based on a date criterion.

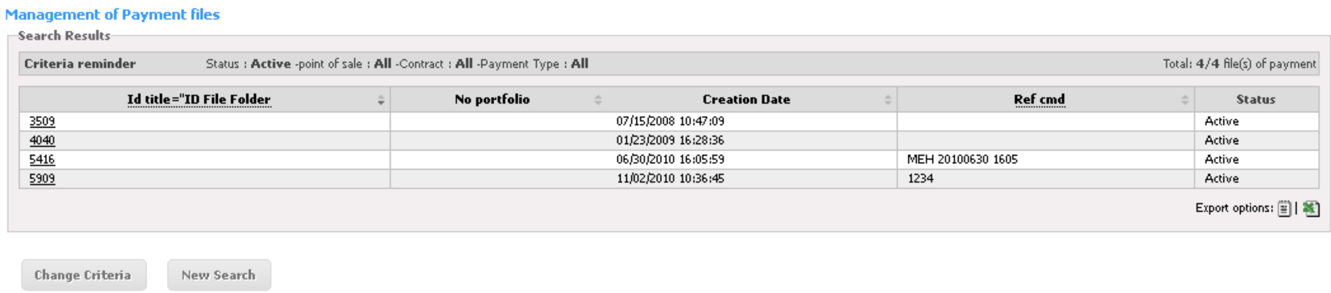
Record created

Narrows the search down to payment records created based on a date criterion.

Summary for searching for a payment record

1. Choose the relevant criterion/criteria for your search
2. Click on Search

The search result is displayed in the form of a table as shown below:



Management of Payment files

Search Results

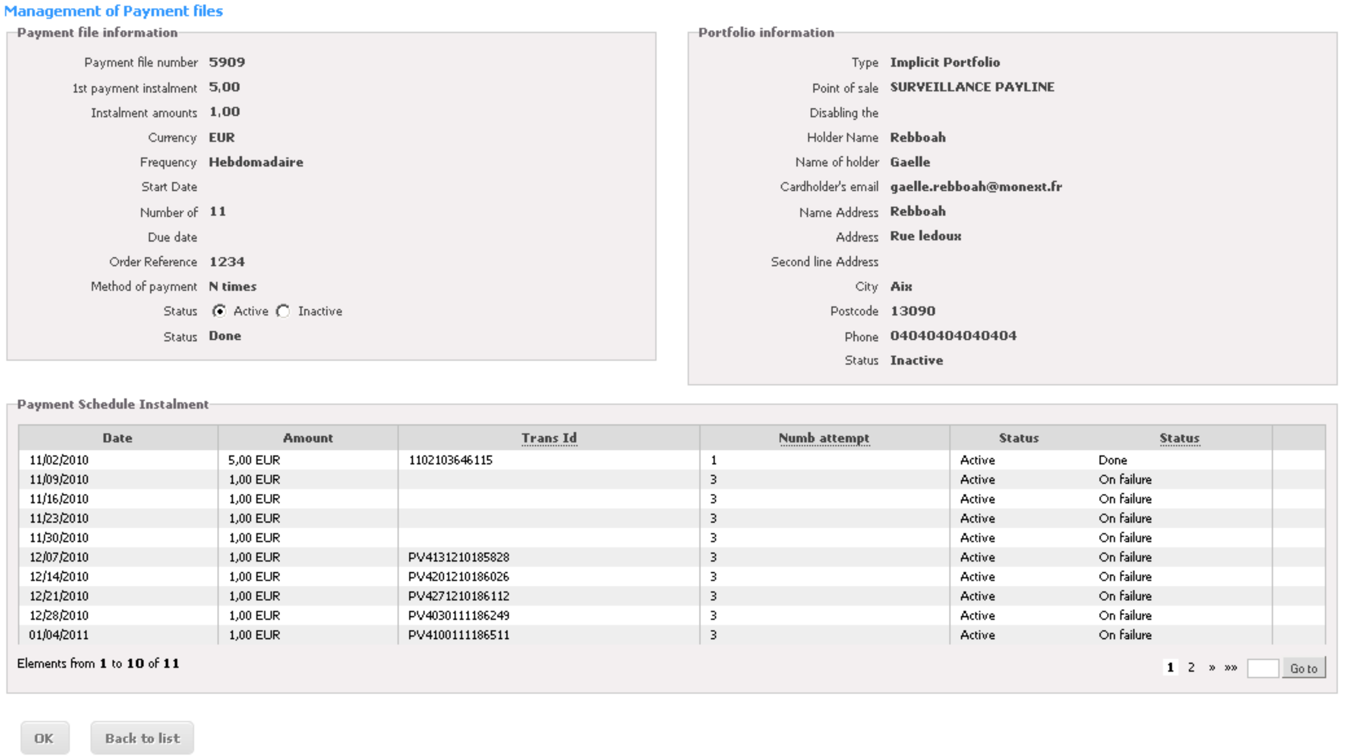
Criteria reminder Status : **Active** -point of sale : **All** -Contract : **All** -Payment Type : **All** Total: **4/4** file(s) of payment

Id title="ID File Folder	No portfolio	Creation Date	Ref cmd	Status
3509		07/15/2008 10:47:09		Active
4040		01/23/2009 16:28:36		Active
5416		06/30/2010 16:05:59	MEH 20100630 1605	Active
5909		11/02/2010 10:36:45	1234	Active

Export options:

Change Criteria New Search

This table contains a summary of the various payment records. To see the details of these records, click on *Record ID* which is a hypertext link. The following page is displayed.



The details of payment record Number 5909 is displayed on the screen. You only have viewing rights to this page. However, you may modify a record providing its repayment deadline has not been reached. You will know this by looking in the Repayment schedule table of the record details. When a record has not reached its deadline, the *Modify* link is shown in the last column of the table containing the schedule.

4.4.2.2 Modifying the repayment deadline of a payment record

To access these functions, use *Recurring payment > Payment record management.*

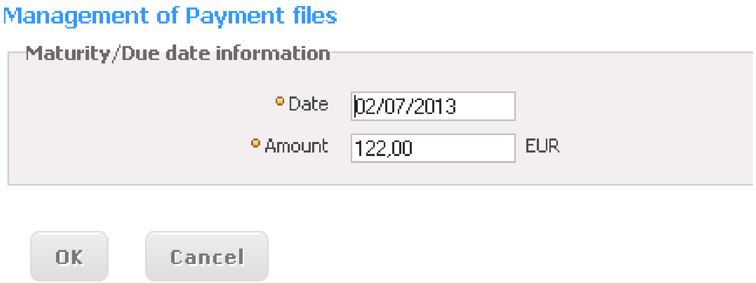
Choose the relevant criterion/criteria for your search

Click on Search

The details of the payment record appear with a table named Repayment schedule

Click on the *Modify* link in the *Repayment schedule* table

The following page is displayed and lets you make the desired changes.



You can change the date and/or amount of the programmed repayment deadline.

Clicking on the Validate button saves the changes.

Payline®, national and international trademark exclusive to Monext SAS and/or group companies.

www.payline.com www.monext.fr