INSTRUCTIONS FOR USING THE EVERTEC

INSTRUCTIONS FOR USING THE EVERTEC PLACETOPAY ADMINISTRATIVE CONSOLE

Medellin, February 2022

Version 2.1

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CHANGE CONTROL

Version	Date	Author	Changes
2. 0	04/07/2023	Daniel Loaiza Lopez	Document construction

Introduction

Considerations

This manual is built so that all users with access to the console have a reference guide to resolve any concerns that arise when using our administrative console.

What is the Placetopay administrative console for?
Through this tool, users authorized to access will be able to perform the following actions:

- See the list of transactions made.
- Perform quick searches and more advanced ones.
- View the detail of a transaction.
- Make new transactions.
- Print proof of a transaction.
- Generate statistics of the operations carried out through Placetopay.
- Change your access password.
- Check parameterized security filters.

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1. USERS

1.1. Who is authorized to enter the Placetopay administrative console?

In the store there will be an authorized contact to request the creation of the users and passwords of those who need to access the administrative console. This person will be the one who decides who and with what attributes they will be able to enter.

1.2. What attributes can a user have?

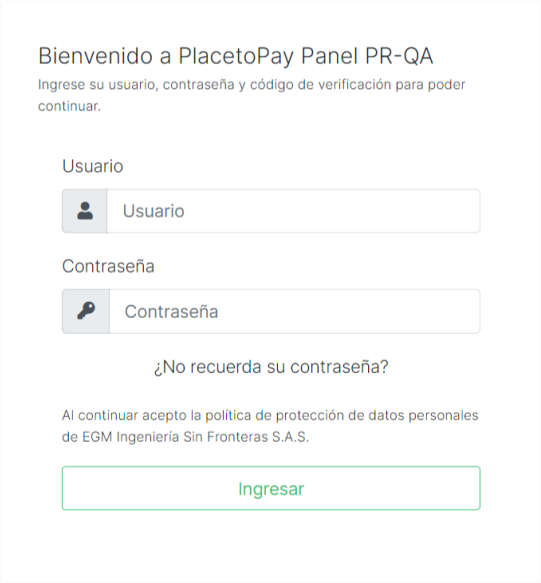
A user may have one or more attributes, according to the roles they must play within the organization.
to. Administrator: You will have unlimited access to the features provided by the administrative console.
b. Export transactions: download files in CSV, XML or Asobancaria 2001 formats that facilitate bank reconciliation.
c. Manage invoices: this profile applies to those companies that collect their invoices through Placetopay. It allows the user to bulk upload a file with all the billing or to do so with each of the invoices.
d. Operator: You will be able to make transactions through the administrative console and view your own transactions.
and. Reverse of transactions: allows you to reverse only transactions made by credit card, as long as it is the same day before 8:00 p.m.
f. Visualization of third-party transactions: this profile allows you to see, in addition to your own transactions, the transactions of other users.

1.3. How to request the creation of a new user?

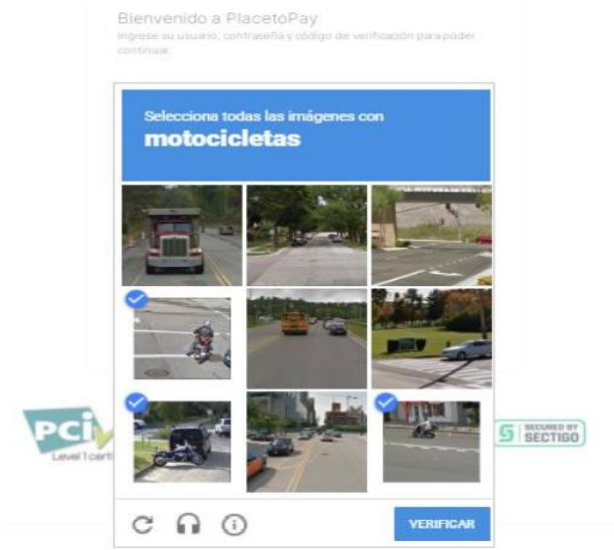
The authorized contact must fill out the sending (with minimum, one day before) to the email solicitudes@Placetopay.com the following information filled in the F-SEG-004 USER CREATION FORMAT:
● Full name.● Email.● Landline.● Cell phone.● ID number.● IP address.● Days on which you can access the platform.● Collection sites to which the user must be associated (see what a collection site is in point 4 of this manual).● Attribute (according to the options given in point 1.2).

2. ACCESS TO THE ADMINISTRATIVE CONSOLE

● Enter the internet at the address https://panel.placetopay.com/
● Enter your username, password and select the checkbox.

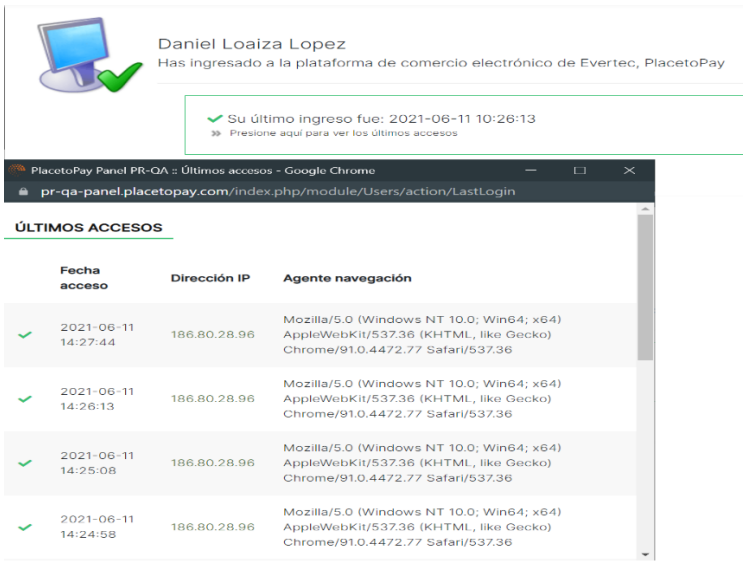


The system will be able to automatically verify the Captcha, in case of not doing so it will request to select some images according to a displayed text. As shown in the following image.



● After validating the Captcha you must click on Enter.

● Once the user has entered the platform, they will be able to see the date and time of their last accesses. This list allows to see if the use of the log data was successful or not and other information such as: the IP address from where you made the access and the navigation agent used.



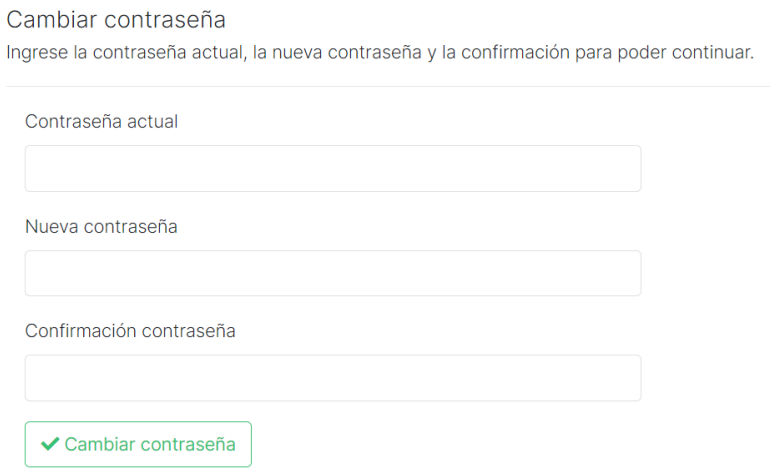
3. PASSWORD CHANGE

3.1. How to change the password

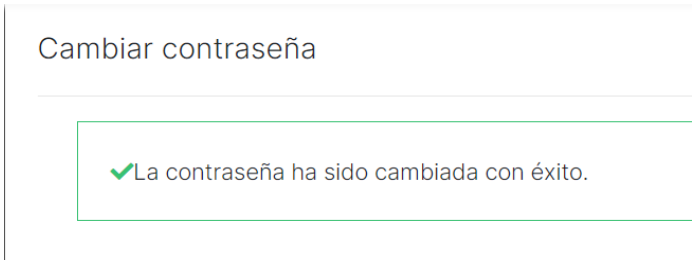
The first time you enter the system, the user must change their password for security. You should also do so regularly.

- Click to the Change Password option which is located on the left side of the screen.

● Enter the information you are asked for in the fields (current password, new password and Code: Click change password.

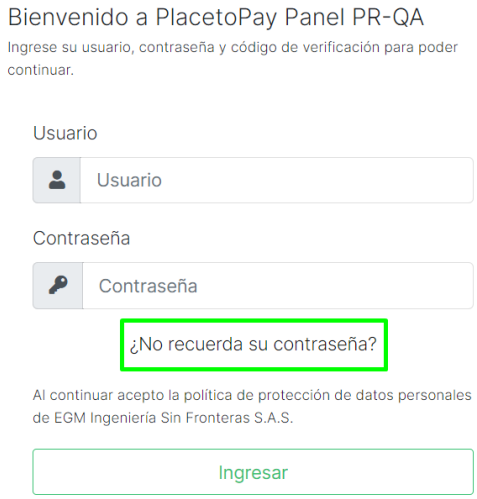


● You will see the following message telling you that your password was successfully changed. After this you will be able to make use of the Placetopay administrative console.



3.2. If you forgot your password

● Click on the option Don't remember your password? that appears below the box in which you must enter your password.



● When the new screenshot (Reset Password) appears, you must enter the user you had been assigned when you requested the creation of this, your email, the verification code and click on Reset password.

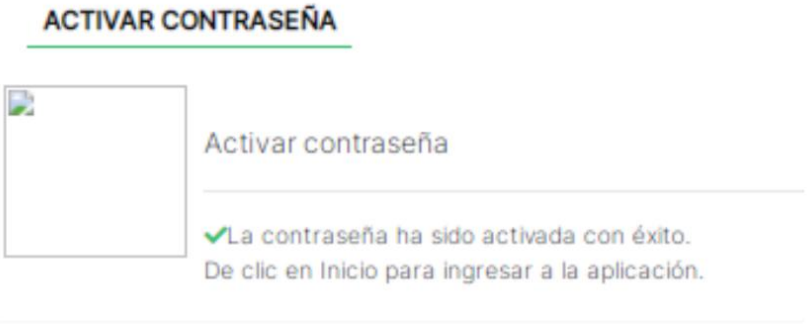
● After doing the indicated procedure, you will get the following message:

● The user must check their email to which a message from the sender will arrive noreply@Placetopay.com, which will have as subject "Placetopay Panel: Reset password".

● To use the new password, you need to activate it by following the instructions in the email:

● Enter the link indicated in the email.

●Activate the password: there you must enter the activation key and the new password indicated in the email and click on Activate password.



● Once the process has been successfully completed, you must enter the console again with the password sent.● Finally you can change the password as indicated in point 3.1 of this instruction, for one that you remember more easily.

4. COLLECTION SITES

4.1. What is a collection site?

In Placetopay a merchant can have different collection sites according to their needs and can be understood as:

● Branch or headquarters● Products and/or services● Collection channels (point of sale, website, audio response system, mobile)

4.2. What is the use of having different collection sites?

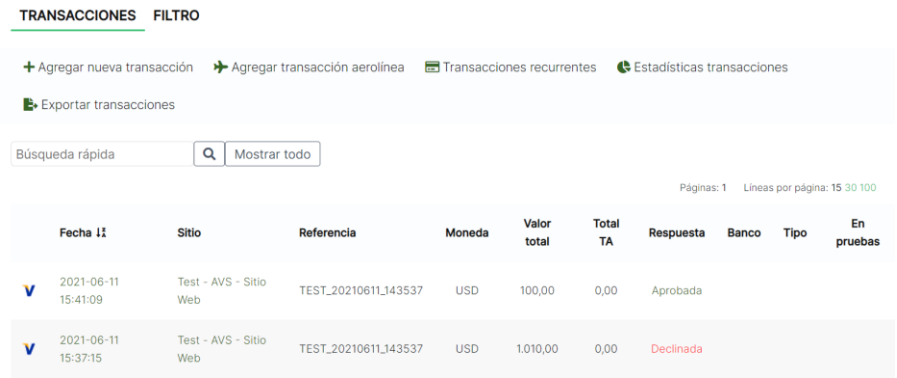
● Direct the collection to different accounts of the same bank or a different bank.● Put different security filters.● Identify in the statistics that the platform, the concept or the branch from which the income comes.

5. TRANSACTIONS

To enter this option, the user must click on the Transactions option that appears at the top left of the screen.

5.1. Viewing transactions

Once the user enters Placetopay it presents a general list of transactions in which you can quickly see the basic information of each transaction, such as: franchise, date, collection site (from which the transaction was made), payment reference, currency, total value, type of currency, response, bank, status and whether the transaction is test or not.



By default, the platform always displays last day transactions. If there are no transactions of these dates, no operation will be displayed. At the top of the screen will be shown some tools available on the platform for different actions and that will be deepened throughout this instruction.

5.2. Definition of terms

When you are making a transaction you must keep in mind the fields that you must fill:

● Reference: it is an internal identification of the trade. This will help you easily locate a transaction. It is recommended that it be a unique code.

● Description: it is a comment about the concept to be paid.

● In tests: you should always say "NO" otherwise that transaction will be a test and the money will not be offset in the trading accounts.

● Currency: is the currency in which the trader will make the sale.

● Total value: is the value of the product or service with VAT included, if applicable.

● State IVU: value corresponding to the statewide sales and use tax of the product.

● Municipal IVU: value corresponding to the sales and use tax at the municipal level of the product.

● Reduced IVU: value corresponding to sales tax and reduced use of the product.

● Card number: just enter the number, without spaces, dashes or dots.

● Card type: select the type of card with which the transaction will be made.

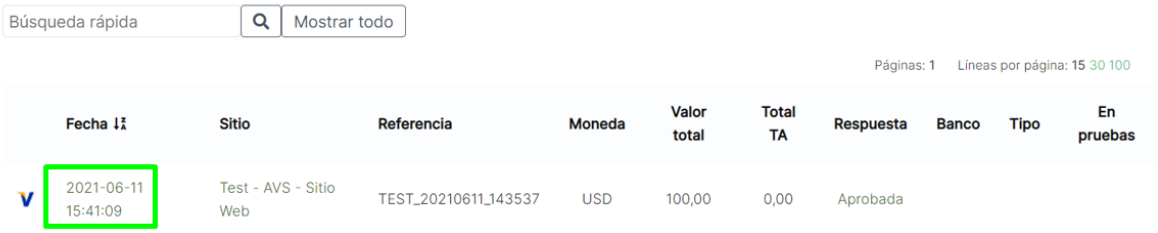
● Security code: the last numbers that appear on the back of the card.

● Expiration date: this is the expiration date that appears on the card.

● Postal code: postal number of the locality.

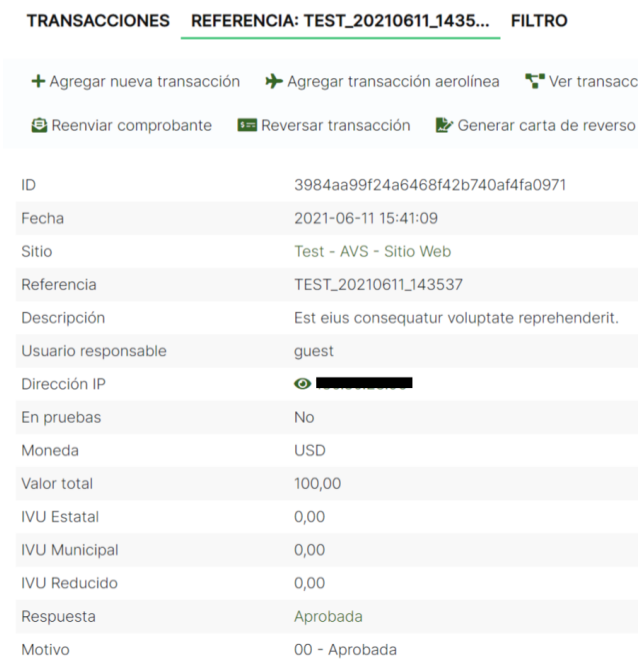
5.3. How to view the detail of a transaction?

To view the detail of a transaction, the user must click on the date of the transaction they want to view.

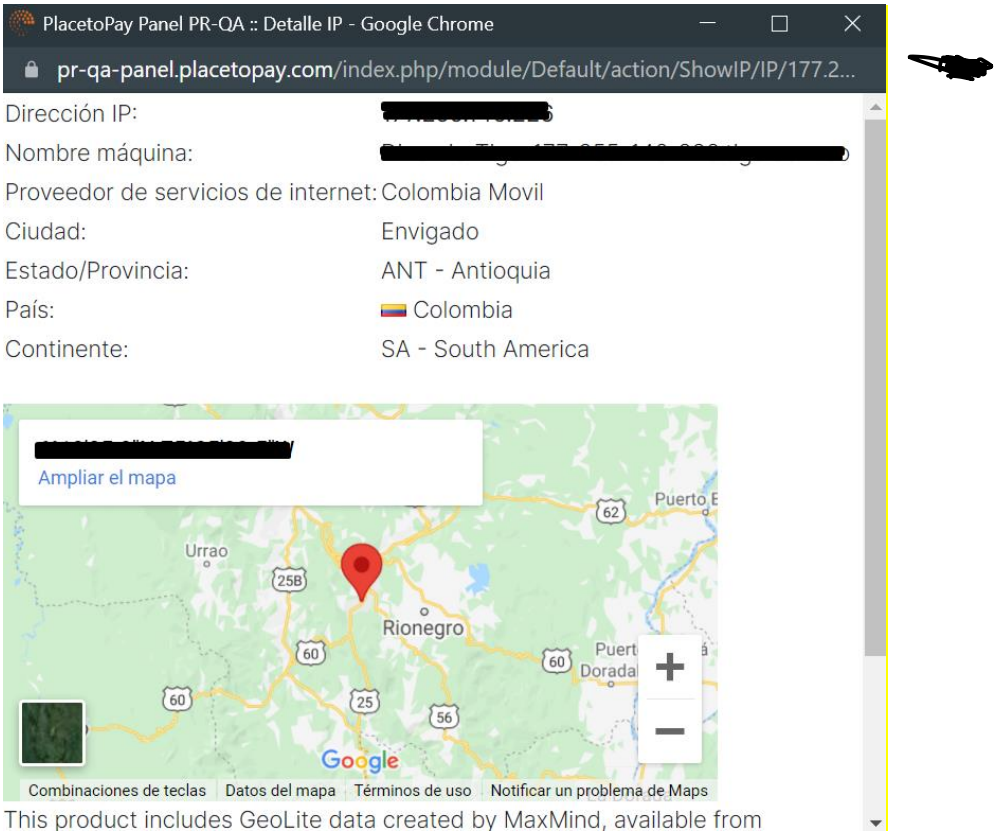


Once the click user will be displayed all the information of this operation divided into three sections:

- **Transactions**: there you can see the basic data of the transaction (ID generated by Placetopay), date and time when the authorization was requested, collection site (from where it was made), reference, description, responsible user, IP address (from where the authorization was requested), currency, total value, IVU (corresponding to taxes), response and reason.



If the user clicks on the IP address from which the transaction was made, he will be able to see the detail of the location and the machine from where the client made the transaction.



- **Transaction data**: here other data that are directly related to the operation will be displayed (date and time the authorization was approved, internal reference given by Placetopay, franchise, card issuing bank, country in which the

card was issued, last digits of the card, type of card, number of installments, authorization number given by the bank and receipt number delivered by the network).

Datos de la transacción	
Fecha	2021-06-11 17:11:11
Referencia interna	563
Tipo de franquicia	Tarjeta Crédito
Número tarjeta	0029
Franquicia	Ebus Mastercard
Banco	EUROPAY INTERNATIONAL, S.A.
Código único	4549200000306
Autorización/CUS	005846
Recibo	004670001721
Respuesta AVS	Y - Direcciones y código postal de cinco dígitos coincidentes

Important: the information provided in this field helps to minimize the possibility of having a fraud, because when validating the plastic delivered by the customer must match the data shown in Placetopay.

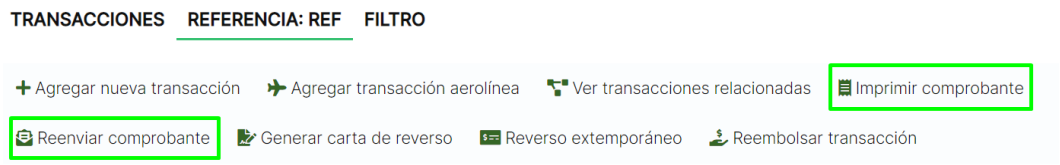
- Buyer data: Placetopay allows you to store certain information of the buyer customer; however, only the data requested from the website or at the point of sale will be saved if the purchase is face-to-face.

Datos del comprador	
ID Comprador	
Nombre	juanda
Apellido	jj
Compañía	ever
Teléfono	3221245456
Celular	5646513213
Dirección	CALLE 55A SUR # 38 - 130
Ciudad	colombia
Estado/Provincia	Sabaneta
Código postal	00936
País	PR - Puerto Rico

In the console you can enter at the time of the transaction the following fields: Buyer ID, name, surname, company, telephone, fax, email, address, city, state or department, zip code and country.

5.4. How to print or forward proof of a transaction?

The user will be able to print the proof of payment or forward it to an email using the tools that appear at the top of the screen.

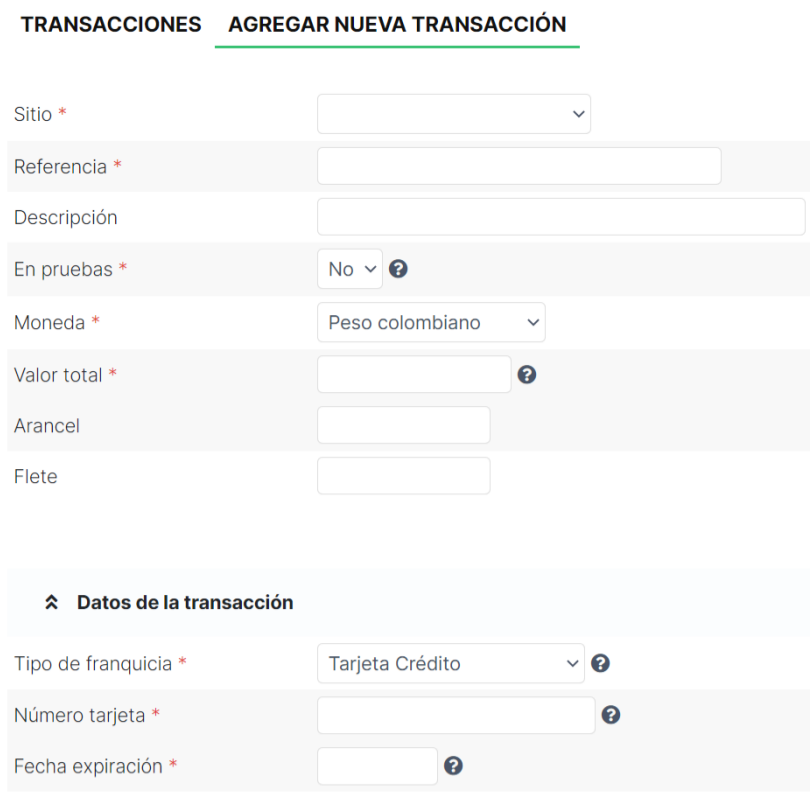


5.5. How to add a new transaction?

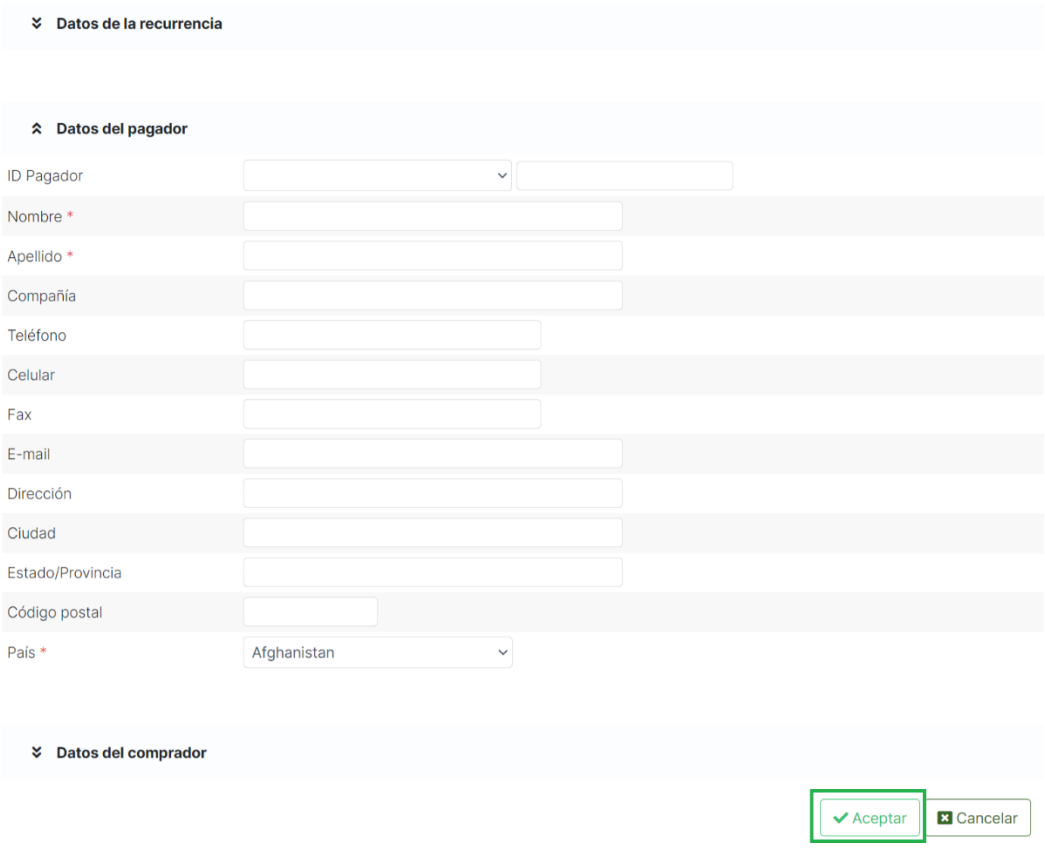
Using the "Add New Transaction" tool that appears at the top right of the screen, the user will be able to create a transaction in which the entire amount to be charged will be offset in the accounts of the trading establishment.

This option only applies to transactions made from the console, the creation of a transaction by the website will be done by the customer directly once he selects the product he is going to buy.

- Enter all the data requested by the platform and that are marked with an asterisk (*)

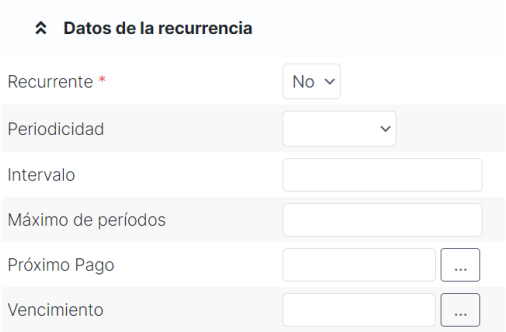


- Once all the fields are digged, the user must click on the OK button that is at the bottom right of the screen.



5.6. How to schedule recurring transactions?

When a transaction is being created (as indicated in point 5.5), all the required fields must be filled in, but additionally the data requested in the "Recurrence data" step must be filled in. There you should change the recurrence option and you should say YES. Additionally, the periodicity of the collection (daily, monthly, quarterly or annual), the interval (that is, the day of the month in which it is going to be scheduled), the maximum period in which the collection is going to be made and the date on which said recurrence is due must be indicated.



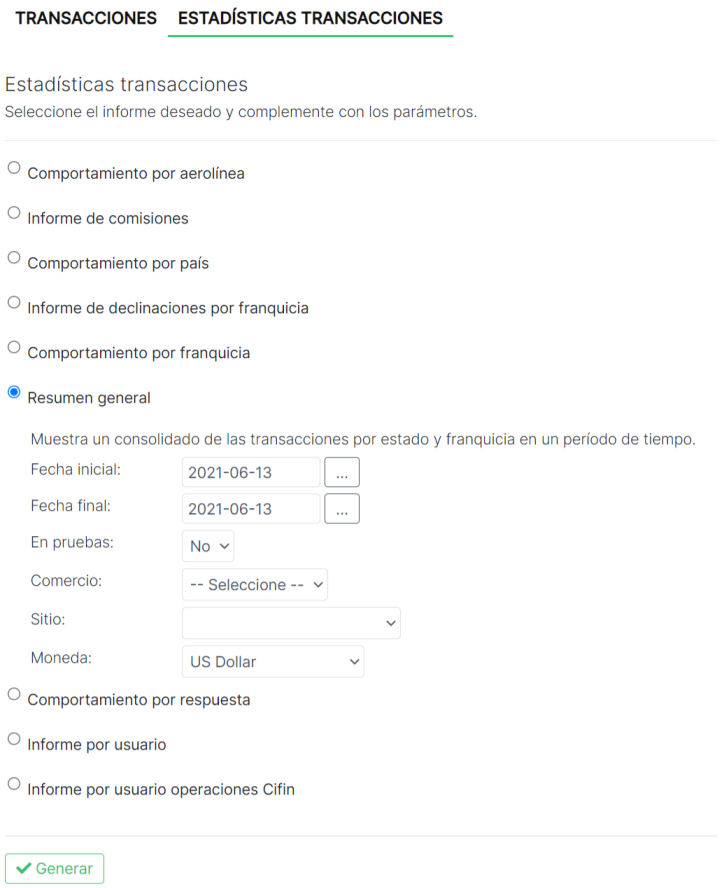
5.7. How to view recurring transactions that were scheduled?

By clicking on the "Recurring Transactions" option that appears at the top of the screen, the merchant will be able to see the status of the recurring transactions that were previously scheduled. The user will be able to see the date and time when the authorization was requested, the collection site to which it corresponds, the reference, the currency, the total value, the date of the recurrence and the response.

5.8. How to generate statistics?

Using the "Transaction Statistics" tool that appears at the top of the screen, the user will be able to see graphical and tabular reports of the operations made through Placetopay.

The user will be able to generate the following types of reports:
• Behavior by airline• Commission report (to obtain this report, the merchant must previously inform Placetopay what is the percentage or fixed value charged by the commission bank for each of the franchises)
• Behavior by country• Franchise declines report• Franchise behavior• Overview• Response behavior• Report by user• Report by user cifin operations



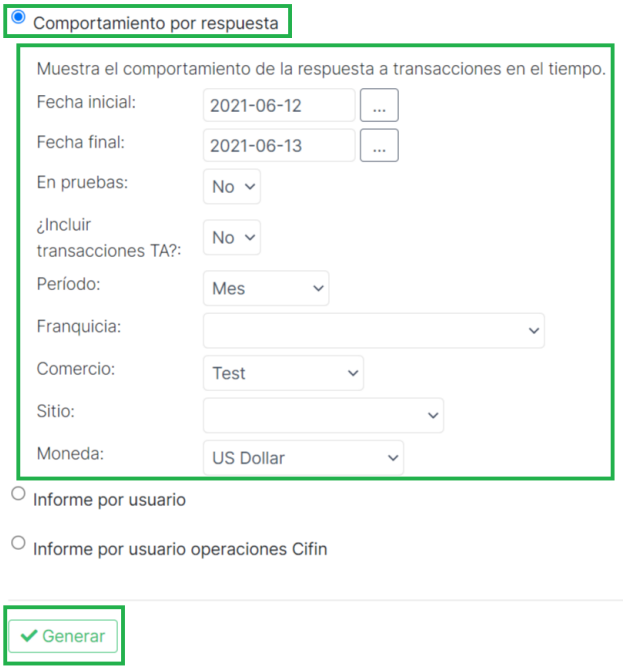
Example of how to generate a behavior report per response:

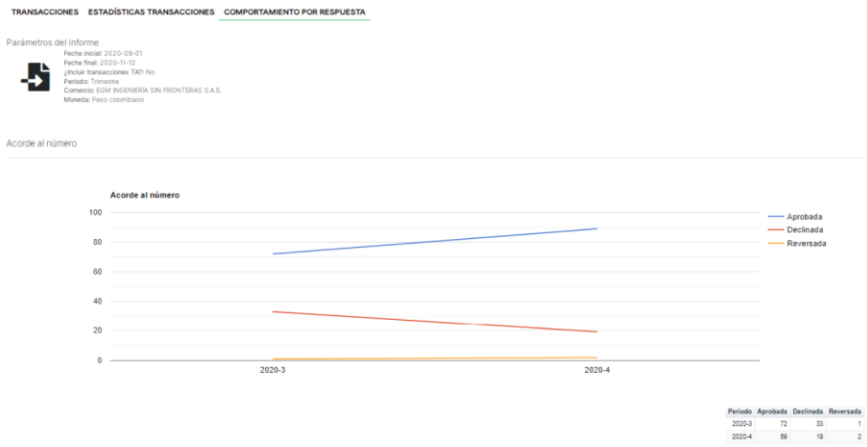
• Select the type of report you want to make

• Fill in the fields with the required information. If the fields are not populated, the system assumes that you want to perform a search on the entire database. (This operation may take a long time.)

• Once all the data is sorted, click on Generate

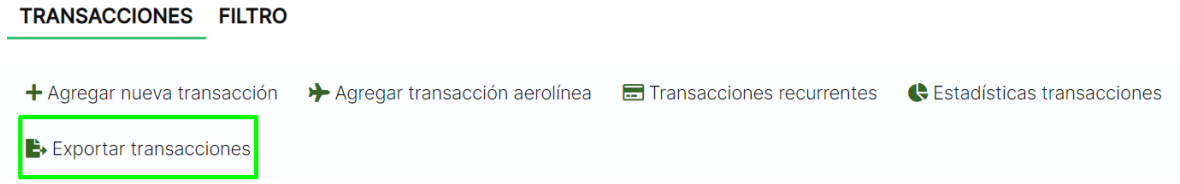
• The system will result in a graph and a table with the data, additionally at the top, you will be indicated in a summary the parameters taken into account for the realization of said report.





5.9. How to export transactions?

Using the "Export transactions" tool that appears at the top of the screen, the user can export in CSV, XML or Asobancaria 2001 formats the operations of a certain period of time, thus facilitating bank reconciliation.

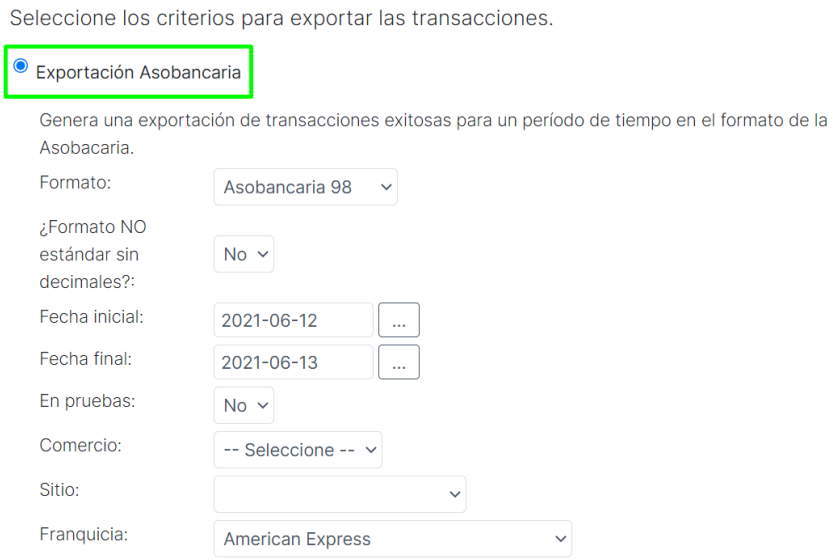


The user will be able to generate the following types of reports:

- Export Asobancaria 2001
- General export (CSV or XML)

To export the Asobancaria file:

- Select the option "Export Asobancaria 2001"
- Mark the date from which you want to download the information
- Always in the testing option should say NO
- Choose the franchise
- Click Generate

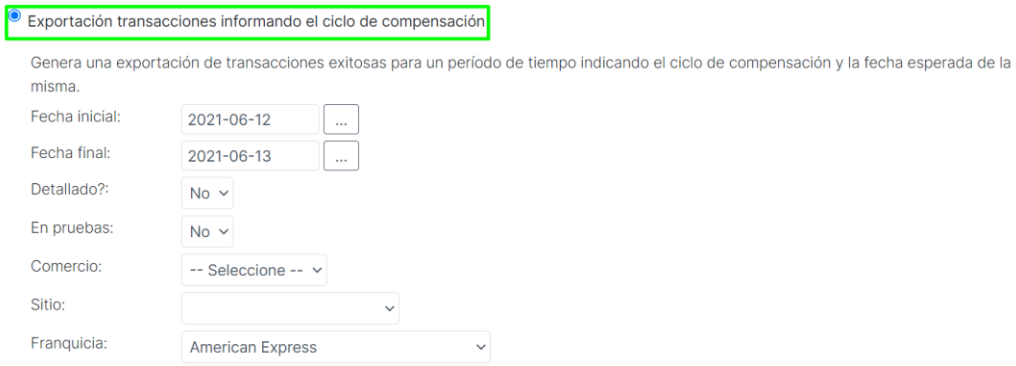


To make a general export:

- Select the "General Export" option
- Mark the start and end date of the period you want to export
- Always in the testing option should say NO
- Choose the type of format in which you want to export (XML or CSV – Separated by commas)
- Select the type of response (if no option is checked the system assumes that it is all operations)
- Click Generate

To make an export transactions reporting the clearing cycle:

- Select the option "Export transactions reporting the clearing cycle"
- Mark the start and end date of the period you want to export
- Always in the Detailed option select Yes
- Always in the testing option should say NO
- Select the franchise
- Select the site for which the report is required.
- Click Generate



and to download the file you must press the option here

The generated file will contain the following fields:

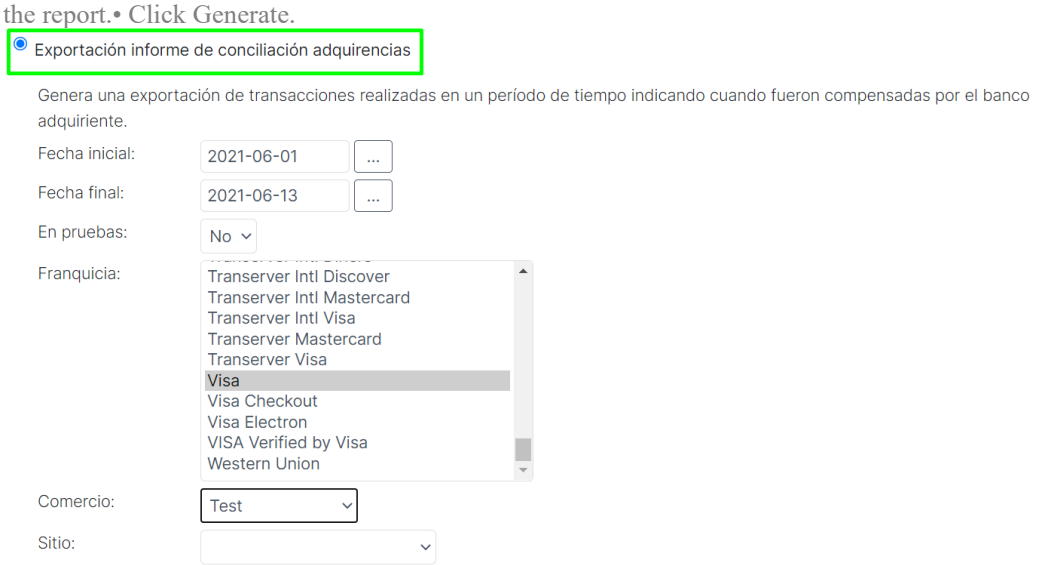
• requested: date of the transaction• franchise: franchise• compensation: date of compensation.• cycle: number of the cycle in which the compensation was made• reference: reference of the transaction.• value: value cleared.• authorization: authorization number of the transaction.

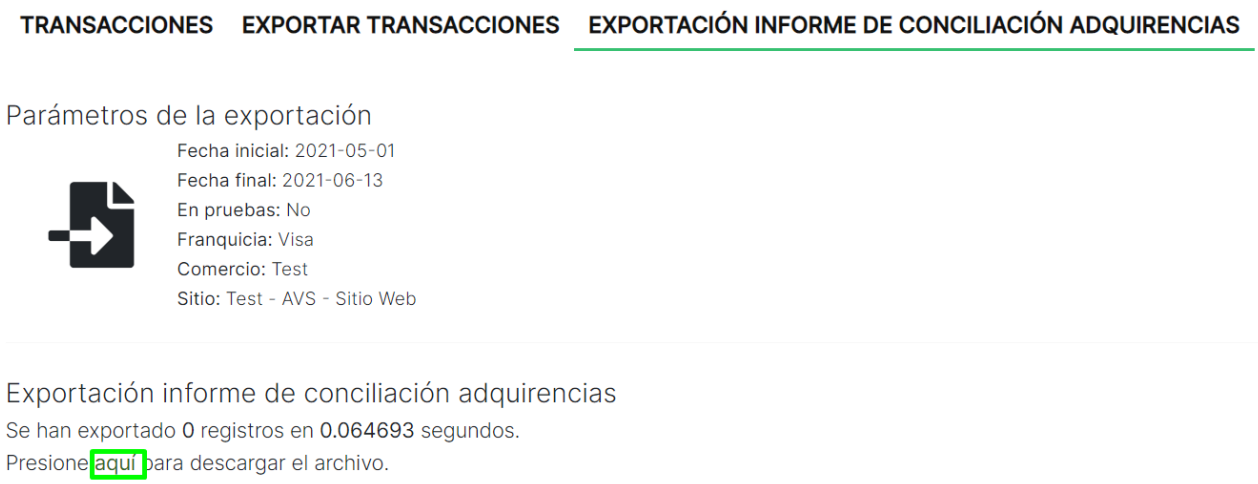
Example of the file

	A	B	C	D	E	F	G	H
1	requested,retail_code,terminal_service,franchise,compensation,cycle,reference,value,authorization							
2	2020-09-01,9002992280,051623,_PSE_,2020-09-01,2,1040,47851.00,728811909							
3	2020-09-01,9002992280,051623,_PSE_,2020-09-01,2,601,22271.00,728804599							
4	2020-09-03,9002992280,051623,_PSE_,2020-09-03,2,764,2936963.00,731374613							
5	2020-09-03,9002992280,051623,_PSE_,2020-09-03,2,1209,3449748.00,731363065							
6	2020-09-08,9002992280,051623,_PSE_,2020-09-09,1,567,1994483.00,736882537							
7	2020-09-09,9002992280,051623,_PSE_,2020-09-09,2,485,1380000.00,737211683							
8	2020-09-09,9002992280,051623,_PSE_,2020-09-10,1,30210,612088.00,737990906							

To export the report for Conciliation Acquisitions:

• Select the option "Export reconciliation report acquisitions"• Mark the start and end date of the period you want to export.• Always in the testing option it must say NO.• In Client we select the business name of the trade.• If the report is for a particular site it is selected, otherwise leave the box blank.• Select the franchise for which I want to generate the report.• Click Generate.

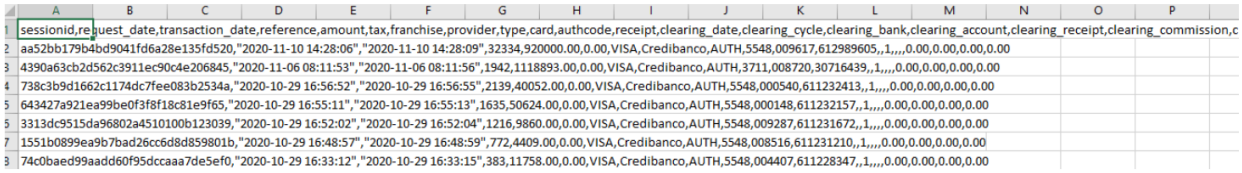




The generated file will contain the following fields:

● sessionid: unique transaction id for Place to Pay.● request_date: date and time of the query.● transaction_date: date and time of the transaction.● reference: transaction reference.● amount: total value of the transaction.● tax: VAT of the transaction.● franchise: card franchise.● provider: card issuing bank.● type: type of transaction processing.● card: last four digits of the card number.● authcode: Authorization/CUS - transaction authorization number.● receipt: transaction receipt number.● clearing_date: clearing date.● clearing_bank: bank code making the clearing.● clearing_account: clearing account.● clearing_receipt:compensation receipt.● clearing_comission: bank-commissioned value.● clearing_rtefte: withholding commission at source.● clearing_rteica: industry and trade retention fee.● clearing_amount: value compensating trade.

Example of the file



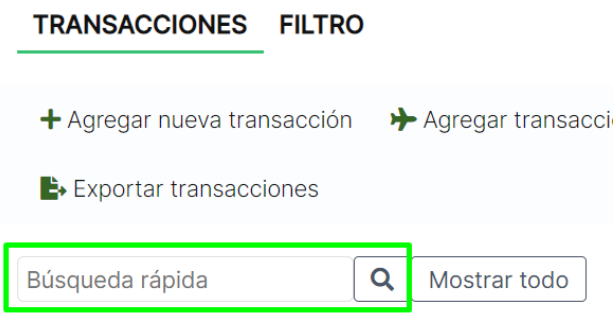
```
sessionid,request_date,transaction_date,reference,amount,tax,franchise,provider,type,card,authcode,receipt,clearing_date,clearing_cycle,clearing_bank,clearing_account,clearing_receipt,clearing_commission,c
aa52bb179b4bd9041fd6a28e135fd520,"2020-11-10 14:28:06","2020-11-10 14:28:09",32334,920000.00,0.00,VISA,Credibanco,AUTH,5548,009617,612989605,,1,,,,0.00,0.00,0.00,0.00
4390a63cb2d562c3911ec90c4e206845,"2020-11-06 08:11:53","2020-11-06 08:11:56",1942,1118893.00,0.00,VISA,Credibanco,AUTH,3711,008720,30716439,,1,,,,0.00,0.00,0.00,0.00
738c3b9d1662c1174dc7fee083b2534a,"2020-10-29 16:56:52","2020-10-29 16:56:55",2139,40052.00,0.00,VISA,Credibanco,AUTH,5548,000540,611232413,,1,,,,0.00,0.00,0.00,0.00
643427a921ea99be0f3f8f18c81e9f65,"2020-10-29 16:55:11","2020-10-29 16:55:13",1635,50624.00,0.00,VISA,Credibanco,AUTH,5548,000148,611232157,,1,,,,0.00,0.00,0.00,0.00
3313dc9515da96802a4510100b123039,"2020-10-29 16:52:02","2020-10-29 16:52:04",1216,9860.00,0.00,VISA,Credibanco,AUTH,5548,009287,611231672,,1,,,,0.00,0.00,0.00,0.00
1551b0899ea9b7bad26cc6d8d859801b,"2020-10-29 16:48:57","2020-10-29 16:48:59",772,4409.00,0.00,VISA,Credibanco,AUTH,5548,008516,611231210,,1,,,,0.00,0.00,0.00,0.00
74c0baed99aadd60f95dccaaa7de5ef0,"2020-10-29 16:33:12","2020-10-29 16:33:15",383,11758.00,0.00,VISA,Credibanco,AUTH,5548,004407,611228347,,1,,,,0.00,0.00,0.00,0.00
```

This report is used to evidence the commissions charged by the bank, in turn visualize the value compensated for each transaction. Applies to Visa, Mastercard, American Express and Diners credit cards. Note: this file is sent to the merchant by each of the partner banks, therefore, if you want the information to be automatically uploaded to the Placetopay console, you must ask the bank to send the file to the mail conciliacion@egm.co and then process the request through the commercial area.

6. SEARCHES

6.1. What is the fast search engine for?

This tool allows the user to perform quick searches from the transaction panel, without using the filter tool.



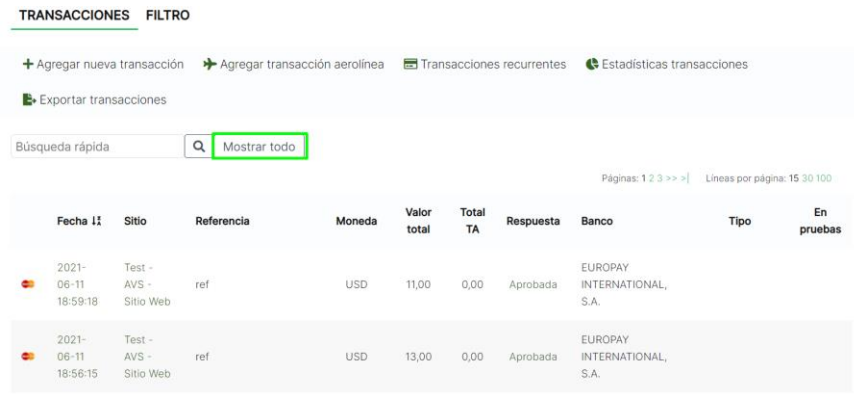
The variables that can be used for the quick filter are:

- Date: the date must be entered in the format AA/MM/DD.
- Reference: it must be written in full, as it was written at the time of making the transaction.
- E-mail of the buyer: the e-mail of the buyer must be typed, as it was written at the time of making the transaction.

6.2. How to use the quick search engine?

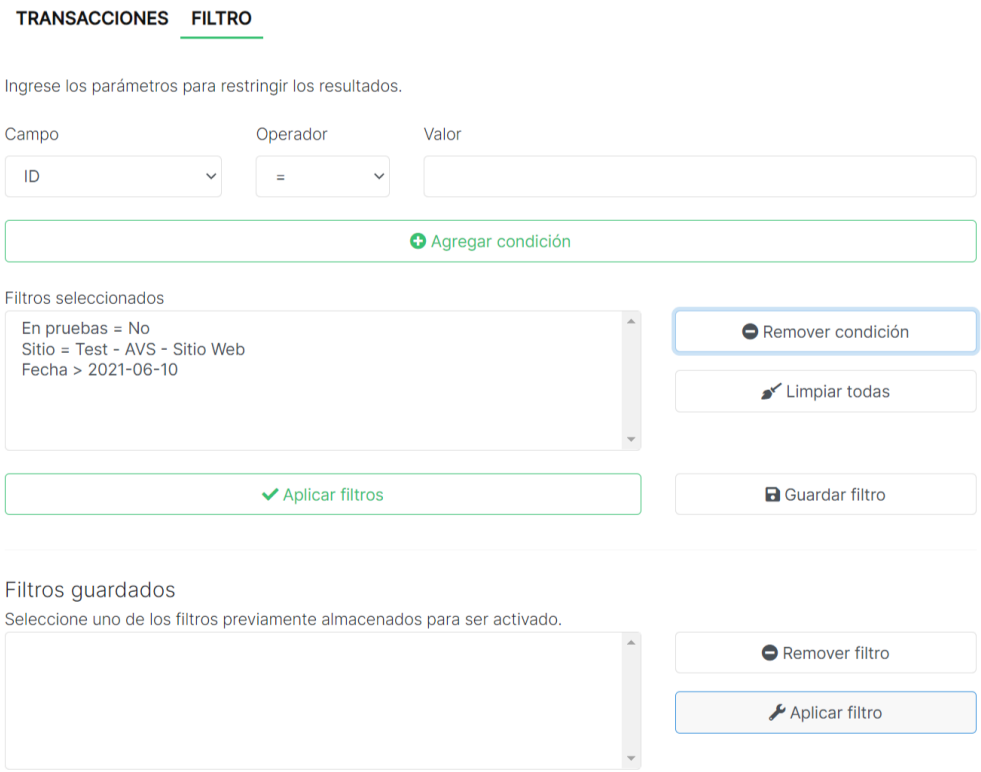
- Enter in the field of search for the date, reference or email you want to investigate.
- Click Search.

- If after doing a search, the user wants to return to view all transactions, he must click on the Show all option.



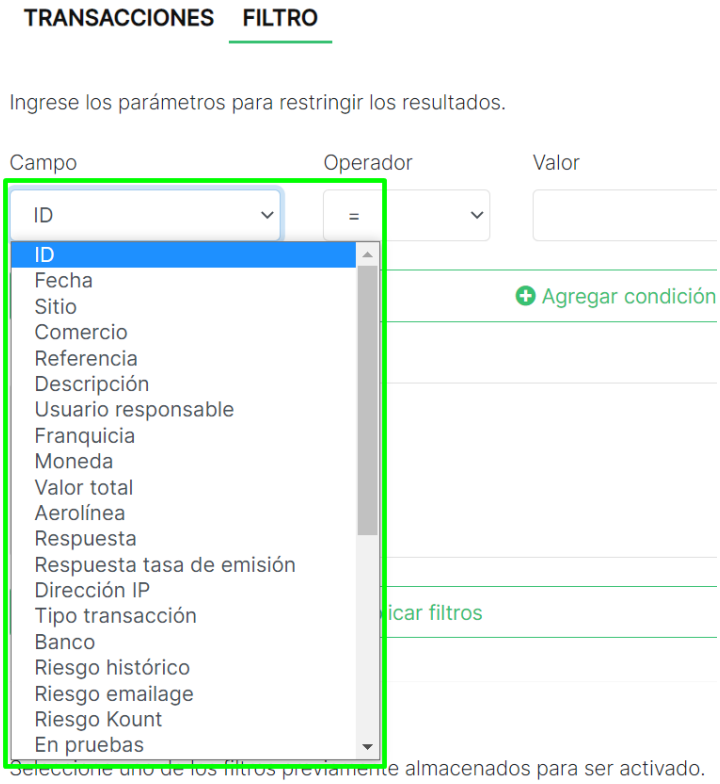
6.3. What is the filter or advanced search for?

This tool that is located in the "Filter" tab, once the user is located in the transaction panel, allows the merchant to search for any of the data obtained after making a transaction.

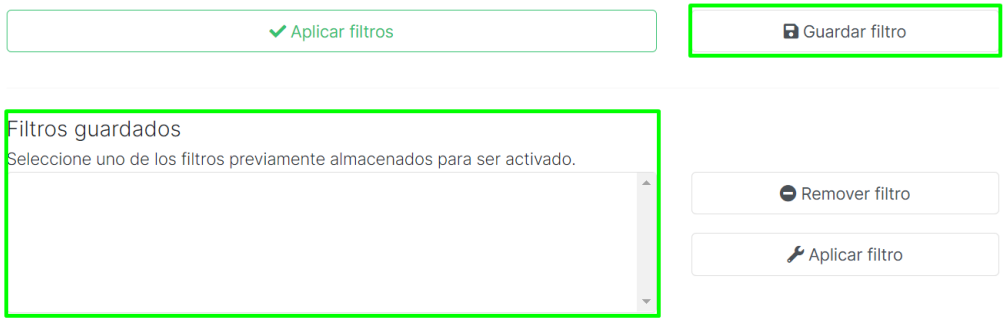


The search variables can be:

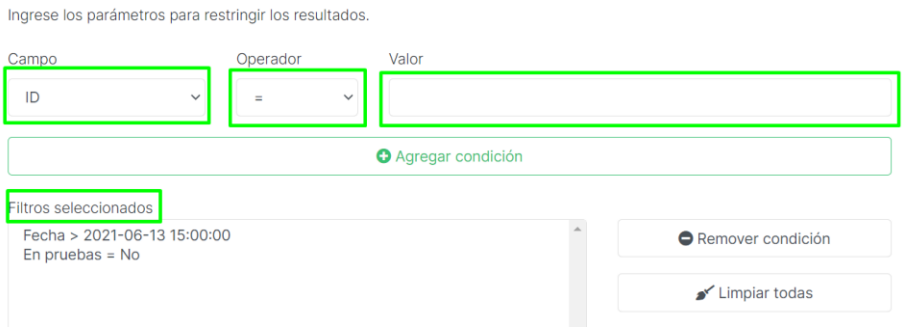
● ID● Date● Site
●Commerce● Reference● Description●
Responsible User● Franchise● Currency● Total
Value
● Tip● Airline● Response● Response
administrative fee● IP address
● Transaction type
● Bank
● Historical risk
● Emailage risk
● Kount risk● In tests
● Payer ID
● Name
● Surname
● E-mail
● Buyer ID● Internal reference
● Card number● BIN card● Last 4 digit card
● Type of franchise
● Unique code● Authorization/CUS● Receipt
● Single code administrative fee● Authorization
administrative fee



The advanced filter allows you to achieve a more efficient search, by combining variables and operators. It also allows you to store frequent searches to apply them later.



Before you start using the filter it is important to note that you have the following tools at your disposal:
In advanced filters there is an area for the definition of the filter, which is constituted by the field, the operator to be applied on the field, the value taken by that field and a list of the filters to be applied. Similarly, there is an area where the filters that have been previously stored are specified (Previous Filters).



6.4. How to use the filter?

To use it start by cleaning the list of selected Filters, by pressing the "Clean" button.

Then select the field by which you are going to perform the search. The fields can be characterized in types (texts, numbers, Booleans (yes/no, lists, dates), according to the type will be the operator that is deployed.

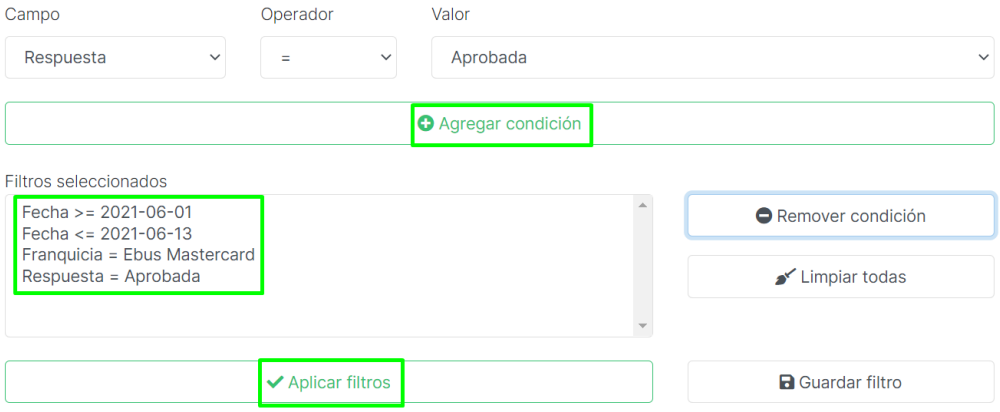
● Text type fields: support the same (=) and different (<>) operator. The equal operator implies an exact equivalence of the value to be searched, while the operator as implies that the text contains the search value.

● Number type fields: support operators equal (=), different (<>), less than (<), less than or equal to (<=),greater than (>), and greater than or equal to (>=).

● List type fields: only the same and different operators support. The same goes for Boolean fields (yes/no).

● Date type fields: support the same operators as numeric fields.

Example 1:
Suppose you want to obtain the operations carried out between June 1 and 11, 2021, that are approved and that have been carried out with the Ebus MasterCard franchises.



A. Clean the list of selected filters by pressing the cleanB button. Select from the list of fields, the one that says dateC. Specify the operator greater than or equal (>=)D. Enter the date 2021-06-01E. Press the << button addF. Select from the list of fields, the one that says dateG. Specify the operator less than or equal (<=)H. Enter the date 2021-06-11I. Press the button << addJ. Select from the list of fields, the one that says answerK. Specify the equal operator (=)L. Select the value of approvedM. Press the << addN button. Select from the list of fields, the one that says franchiseO. Specify the equal operator (=)P. Select the value of Ebus MasterCardQ. Press the button << addR. Press the Apply Filters button

Filters applied.

	Fecha	Sitio	Referencia	Moneda	Valor total	Total TA	Respuesta	Banco	Tipo	En pruebas
	2021-06-11 18:59:18	Test - AVS - Sitio Web	ref	USD	11,00	0,00	Aprobada	EUROPAY INTERNATIONAL, S.A.		
	2021-06-11 18:56:15	Test - AVS - Sitio Web	ref	USD	13,00	0,00	Aprobada	EUROPAY INTERNATIONAL, S.A.		
	2021-06-11 18:23:48	Test - AVS - Sitio Web	Prueba 21	USD	18,00	0,00	Aprobada	EUROPAY INTERNATIONAL, S.A.		
	2021-06-11 18:21:00	Test - AVS - Sitio Web	Prueba	USD	15,00	0,00	Aprobada	EUROPAY INTERNATIONAL, S.A.		

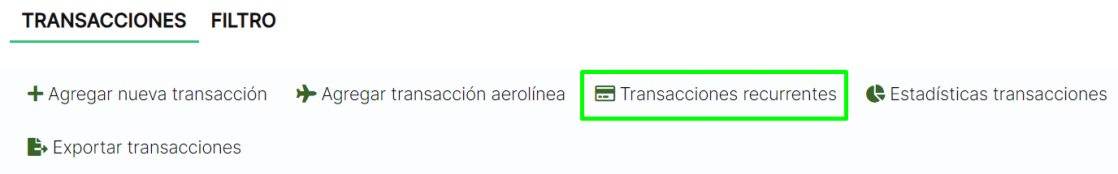
7. RECURRING TRANSACTIONS

7.1 What is a recurring transaction?

It is a periodic charge made by PlacetoPay for the same value with a certain interval (daily, monthly, annual) according to the indication given in the request. Recurring charges will only be made in the event that the initial transaction is approved.

7.1 Where to check recurring transactions?

- Select the Recurring Transactions option located at the top in the transaction menu



- Recurring transactions will appear in the list, select the desired one to review by clicking on the date.

- Once entered into the transaction, the recurrence data will appear in detail

Datos de la recurrencia	
Recurrente	✔ Sí
Periodicidad	Mensual
Intervalo	2
Máximo de períodos	2
Próximo Pago	2021-06-30 00:00:00
Vencimiento	2021-07-16 00:00:00

7.2 Refund Recurring Transaction

In the recurring transaction at the top right there is a button that says Refund Transaction, allows you to make partial or total returns.

8. REFUND OF TRANSACTIONS

A refund is a transaction that allows partial or total returns of a previously approved transaction.

8.1 Business rules

Below, all the rules necessary to be able to make a refund are defined. It is important to remember that, if any of these conditions are not met, it will not be possible to make the refund.
- Transaction rules:

● The transaction to be refunded must be approved and be of type AUTH_ONLY.
● The transaction must be reconciled.
● If the transaction has been reversed, it is not possible to make a refund.
● The dashboard user must have permissions to make a refund.
(TRANSACTION/ROLE_DELETE).

- Provider rules:
● The means of payment (e.g. Ebus, ATH) must allow the processing of refunds.

8.2 Refund Rules

● A refund can be made immediately after the transaction is approved (as long as all the aforementioned conditions are met).
● It is not possible to make refunds with negative amounts or equal to zero.
● The sum of refunds cannot exceed the total amount of the original transaction.
● A refund can be reversed.
● Once a refund is made, the original transaction cannot be reversed, it will only be possible if the refunds are reversed.
● A transaction that was refunded may be reversed only when all refunds associated with it are reversed.

8.3 Types of refunds

● Partial Refunds
They are refunds with amounts less than the amount of the original transaction, several partial ones can be made until the sum of all refunds is equal to the amount of the original transaction.
● Total Refunds
It is a single refund whose amount is equal to that of the original transaction.

8.4 Other considerations.

- In the list of transactions:
● Refunds can be identified in the "Type" column as "Refund".
● Transactions that have been refunded can be identified in the "Type" column as "Refunded" or "Partially Refunded"
● Refunds will always be related to the parent transaction.
● Refund amounts must always be made in the currency of the original transaction.
● Each transaction is unique therefore regardless of the status the identifiers of the refund transaction are different just like its internal reference.

8.5 Full refund

To make a full refund, in the "Refund type" field select "Total"; then click "OK".

8.6 Partial refund

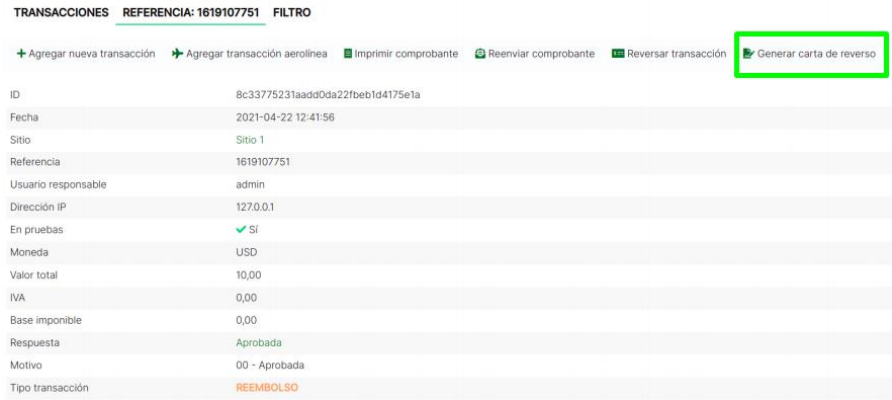
To make a partial refund, in the "Type of refund" field select "Partial", then in the "Value" field type the value to be refunded Remember that it must be greater than zero and less than the total amount of the original transaction). Finally, click OK.

If any of the refunds made in the previous steps were successful, the result of the refund made must be shown.

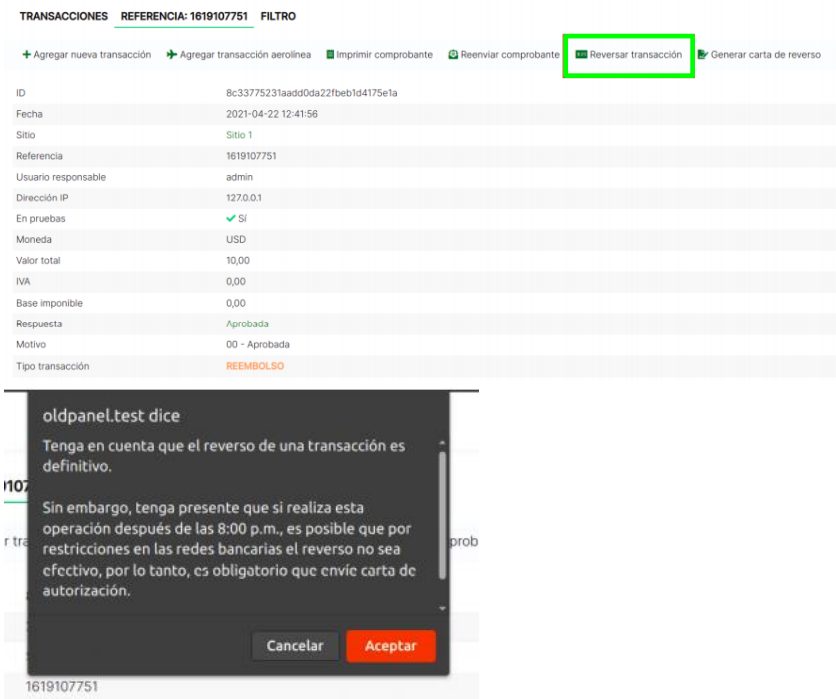
9. REVERSE A REFUND.

● From the list of transactions or from the original transaction (Refunds List section) find and select the refund you want to reverse.

● To generate a Reverse letter select the respective link.



● At the end you must download a PDF file with the back letter.
● On the refund you will need to see the "Reverse Transaction" link, click on the link and then you will see a pop-up window where you need to click "OK".



● Once the reverse is made, the refund status will change to "Reversed".

10. PRE-AUTHORIZATIONS

Pre-authorizations are transactions that have the objective of "separating" (checkin) an amount of money in the cardholder to later make the debit of this (checkout). This amount over time may change (re-authorization) depending on the needs of the merchant or changes in the services chosen by the cardholder.

10.1 Specific definitions

● Checkin: It is a transaction that the system generates automatically when a pre-authorization is created. Every pre-authorization (parent transaction) has a related checkin.
● Re-authorization These are transactions in which the merchant requests to increase or decrease the amount of the pre-authorization. The merchant can request several reauthorizations and these must have an amount greater than zero.

● Checkout It is a transaction in which the merchant requests to make the pre-authorization effective; the amount of the checkout can be different from the original amount of the pre-authorization can even be for an amount of zero.

10.2 Business Rules

Next, all the necessary rules are defined to be able to carry out a pre-authorization.

Rules for creating a pre-authorization:

● Pre-authorizations are NOT enabled for dispersions.

● When creating a pre-authorization you must select the transaction type as "Pre-authorization".● The user of the panel must have permissions to create transactions (TRANSACTION/ROLE_INSERT).

Provider Rules:

The means of payment (e.g. Ebus, ATH) must allow the processing of pre-authorizations.

10.3 Pre-authorization rules

● Pre-authorizations are made up of three transactions: checkin, re-authorization (optional) and checkout. Pre-authorization will always be the parent transaction of these transactions.● By creating a pre-authorization the system will automatically create the respective checkin.

● The initial response of a pre-authorization is "Pending" and will go to "Approved" only at the time the respective checkout is made.
● A pre-authorization will have a checkin and a checkout.
● A pre-authorization can have several re-authorizations. If there are one or more re-authorizations, the system will update the amount of the pre-authorization with the amount of the last approved re-authorization.
● Re-authorizations with an amount less than or equal to zero are not allowed.
● The checkout amount can NOT be less than zero.
● The checkout amount may be different from the current amount of the pre-authorization and may even be zero.
● At a checkout it is possible to modify the taxes of the transaction.
● When a checkout is approved, the system will update the pre-authorization response to "Approved".
● Checkin, re-authorization and checkout transactions do NOT support reversals or refunds.
● An "Approved" pre-authorization allows reversals and refunds.
● A pre-authorization after spending 24 days without generating a checkout, this will be resolved by giving a response "declined" automatically, appearing the following message: "Payment aborted by the user" and by default the checkout is with a value of 0

10.4 Other Considerations.

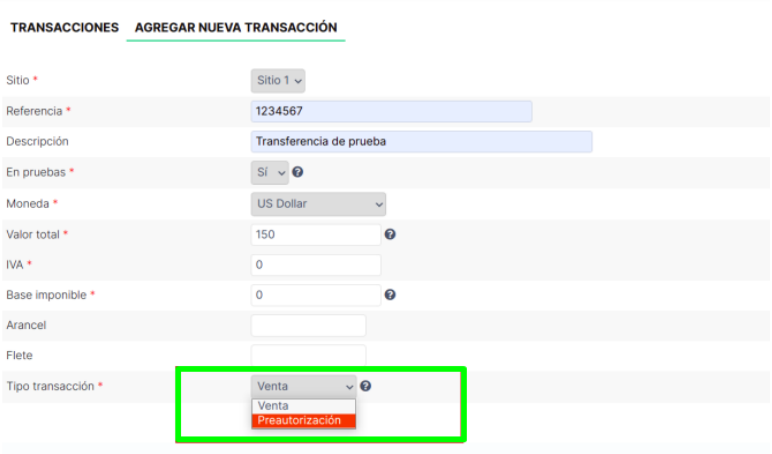
- In the list of transactions:

● Pre-authorizations can be identified in the "Type" column as "Pre-authorization".
● Checkin, re-authorization and checkout transactions do NOT appear in the transaction list.
● The amounts of the checkin, re-authorization and checkout transactions must be made in the currency of the pre-authorization (parent transaction).

10.5 Create a pre-authorization.

- Click the "Add New Transaction" button

- In the form select the option "Pre-authorization", fill in the other fields and click on "OK"



- If the operation is successful, the system will direct you to the respective checkin of the pre-authorization

- While at checkin, you will be able to see the pre-authorization by clicking on the link in the "Parent Transaction" row that is in the "Transaction Data" section.

Respuesta	Aprobada
Motivo	00 - Aprobada
Tipo transacción	CHECKIN

Datos de la transacción

Fecha	2021-04-26 11:12:12
Referencia interna	96
Tipo de franquicia	Tarjeta Crédito
Número tarjeta	1111
Franquicia	Visa
Cuotas	1
Autorización/CUS	607122
Recibo	992941857150
Moneda	USD
Valor total	109.050,00
Transacción padre	3a08d62ded306cb0785626285ab8a6b6

10.6 Pre-authorisation data.

● The pre-authorization is identified by reviewing the row "Transaction type" which must have the value of "PRE-AUTHORIZATION" and have in the row "Response" the value "Pending".

TRANSACCIONES **REFERENCIA: 1234567** **FILTRO**

+ Agregar nueva transacción | Agregar transacción aerolínea | Imprimir comprobante | Reenviar comprobante

ID	3a08d62ded306cb0785626285ab8a6b6
Fecha	2021-04-26 11:12:12
Sitio	Sitio 1
Referencia	1234567
Usuario responsable	guest
Dirección IP	127.0.0.1
En pruebas	Sí
Moneda	USD
Valor total	150,00
IVA	0,00
Base imponible	0,00
Respuesta	Pendiente
Motivo	00 - Aprobada
Tipo transacción	PREAUTORIZACIÓN

● Within the pre-authorization in the "Related Transactions" section you can find the associated checkin, re-authorizations and checkouts.

Datos del comprador

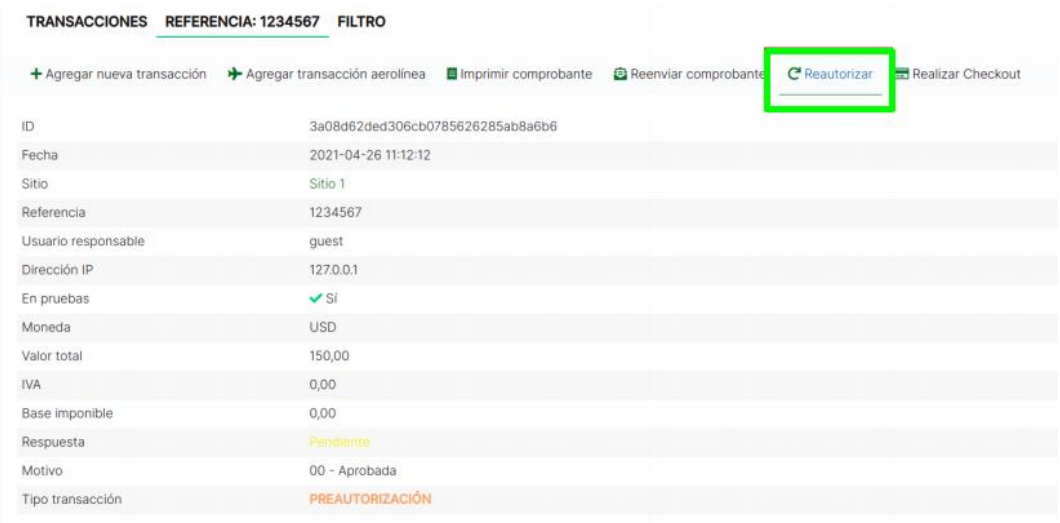
Transacciones Relacionadas

Fecha	Valor	Respuesta	Tipo
2021-04-26 11:12:12	150.00	Aprobada	Checkin

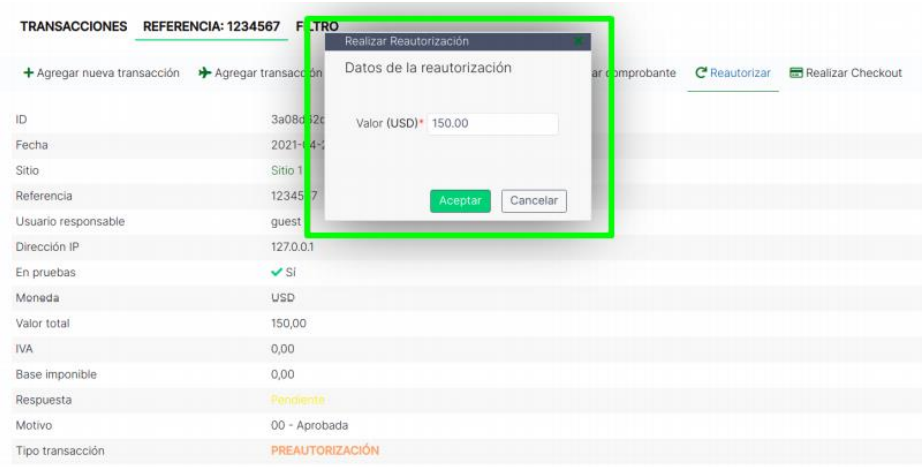
10.7 Create re-authorizations.

This section shows the steps to create a re-authorization, remember that you can create several re-authorizations for a pre-authorization; and that each reauthorization must have an amount greater than zero.

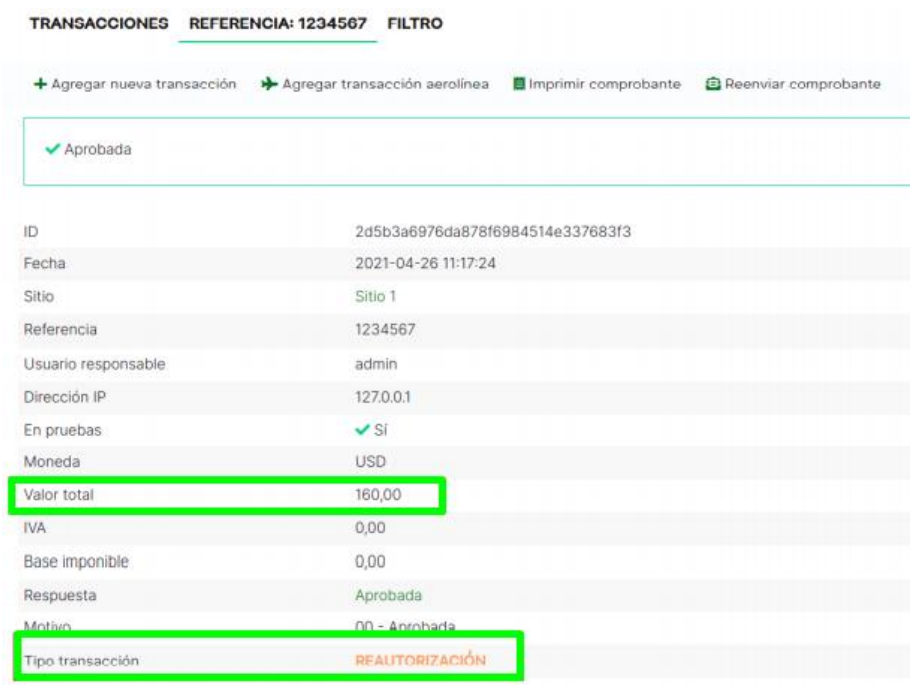
● Once you are inside the pre-authorization look for the "Reauthorize" link.



● A pop-up window should appear in which you can fill in the amount of the re-authorization and then click on "ACCEPT".

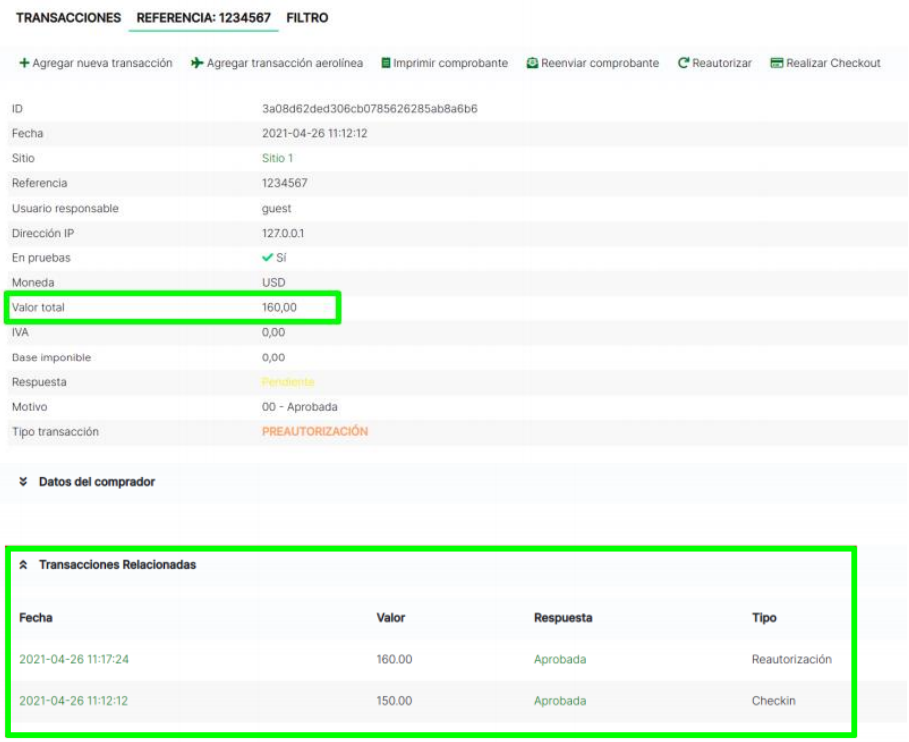


● The system must direct you to the re-authorization created, which you can verify by reviewing the value of the row "Transaction type" that must be equal to "REAUTHORIZATION"



● If you want to return to pre-authorization (parent transaction) look for the link that is in the "Parent Transaction" row within the "Transaction Data" section.

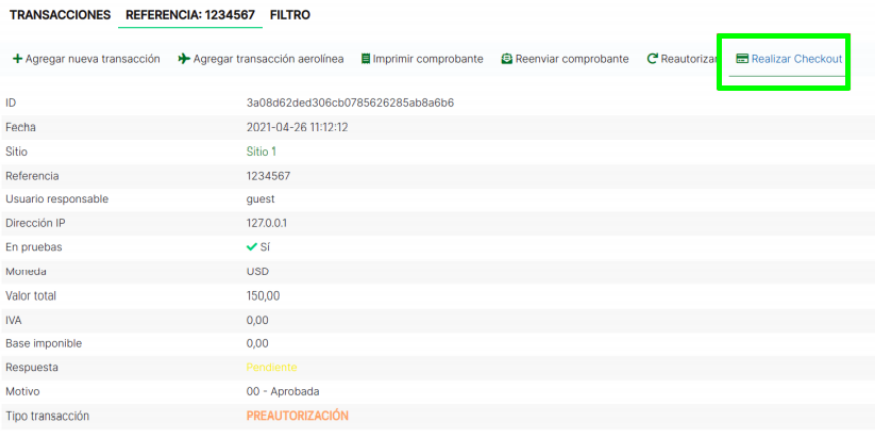
● Once you are in the pre-authorization you can verify that the amount has been updated, and in the "Related Transactions" section you can see the list of checkin and re-authorizations made.



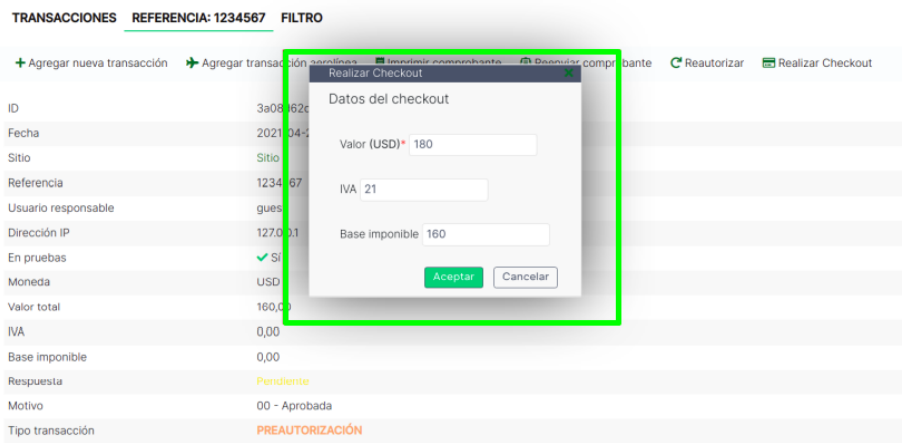
10.8 Checkout.

This section shows the steps to make a checkout, remember that you can create a single checkout and this must have an amount greater than or equal to zero.

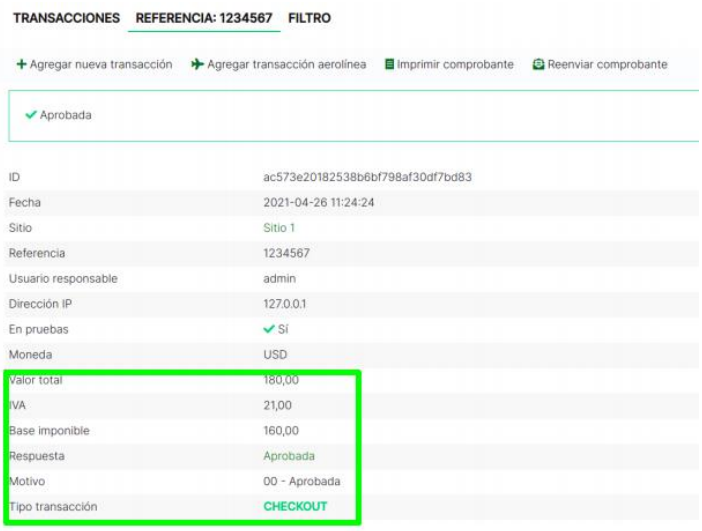
● In the pre-authorization look for the link "Checkout".



● A pop-up window must appear where you can fill in the checkout data including the taxes that apply according to the country of the trade. At the end click "OK"

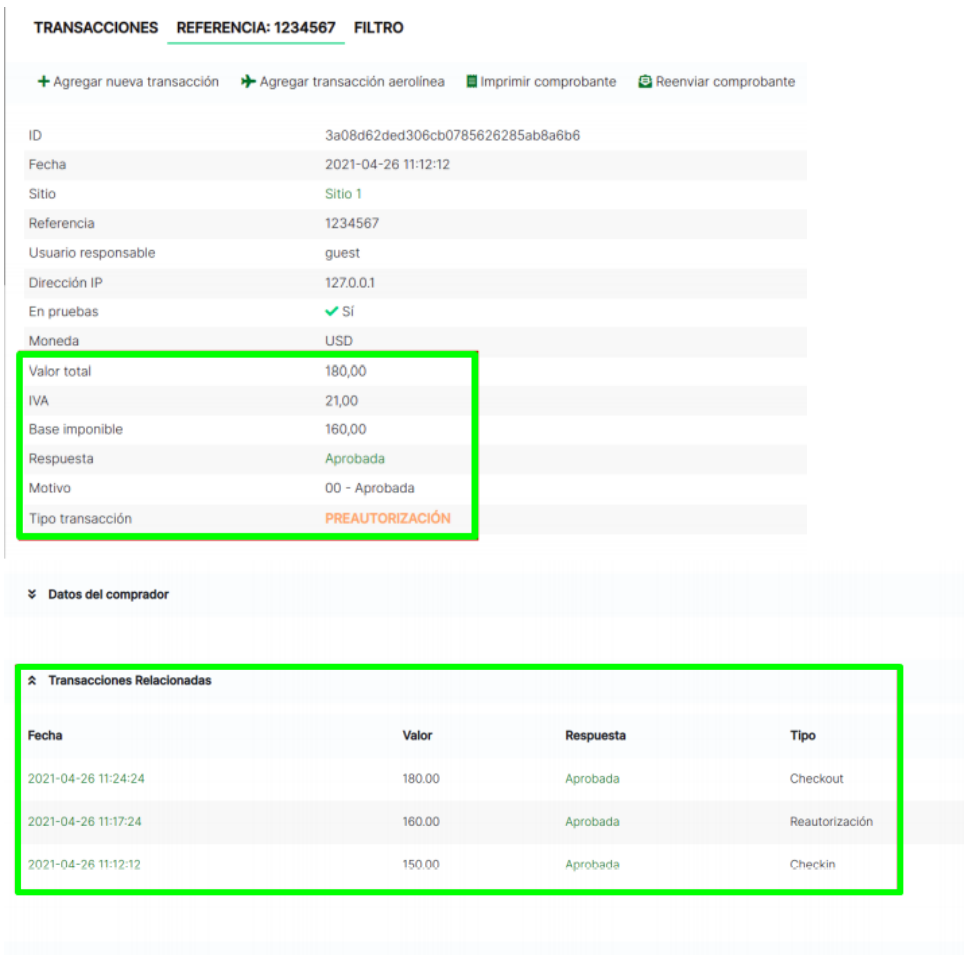


● The system must show you on the screen the new checkout made, in which you can verify that the field "Transaction type" is equal to "CHECKOUT"; you can also check the amount and taxes.



● As always you will be able to return to the parent transaction, by clicking on the link in the "Parent Transaction" row

● In the pre-authorization you will be able to verify that the checkout was successful, since the response has been updated to "Approved" and the amount and taxes have also been updated according to the checkout made. In addition, in the "Related Transactions" section you will be able to see all transactions, including the checkout made.



● At this time the reverse and refund options are enabled in the pre-authorization, as long as the conditions for this type of operation are met.
● Remember that, at checkin, re-authorization and checkout you can NOT make refunds or reverses.

10.9 Viewing transaction list

As mentioned, only pre-authorizations will be on the list; if you want to see checkin, re-authorizations or checkout, you must enter the pre-authorization in the "Related Transactions" section

10.10 State Tables

Estado Inicial

Tipo	Referencia	Valor	Respuesta	Transacción Padre	Valor Final
PREAUTORIZACION	101	200 USD	Pendiente		200 USD
CHECKIN	100	200 USD	Aprobada	101	
	Untitled				

Re-autorización

Tipo	Referencia	Valor	Respuesta	Transacción Padre	Valor Final
PREAUTORIZACION	101	200 USD	Pendiente		250 USD
CHECKIN	100	200 USD	Aprobada	101	
REAUTORIZACION	102	250 USD	Aprobada	101	

Checkout

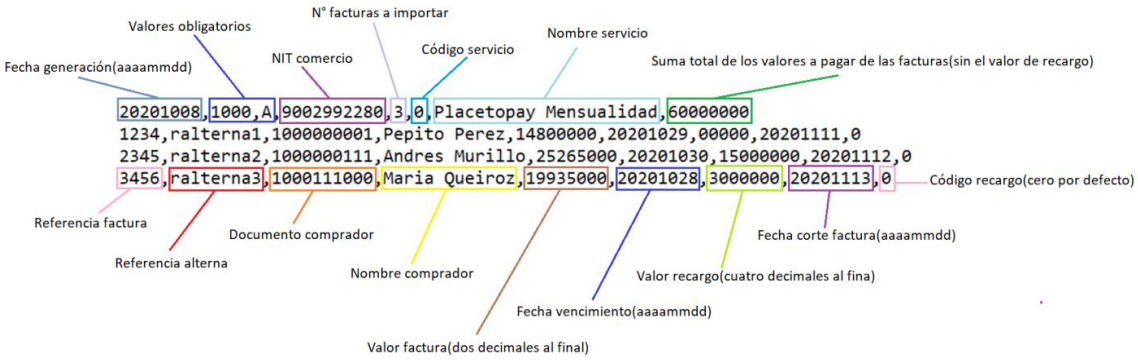
Tipo	Aa Referencia	Valor	Respuesta	Transacción Padre	Valor Final
PREAUTORIZACION	101	200 USD	Aprobada		250 USD
CHECKIN	100	200 USD	Aprobada	101	
REAUTORIZACION	102	250 USD	Aprobada	101	
CHECKOUT	103	250 USD	Aprobada	101	

11. INVOICING

The invoice process allows you to create, import and export invoices individually and in bulk. Be clear about the name of the collection site created in the console, which will be tied to the site or microsite.

11.1 Considerations to keep in mind:

- Have a username and password to enter our administrative console https://pr-qa-panel.placetopay.com/
- The file to import must contain up to five thousand invoices and must be in csv format.
- The file must meet the following conditions:



11.2 How to add a new invoice (individually)?

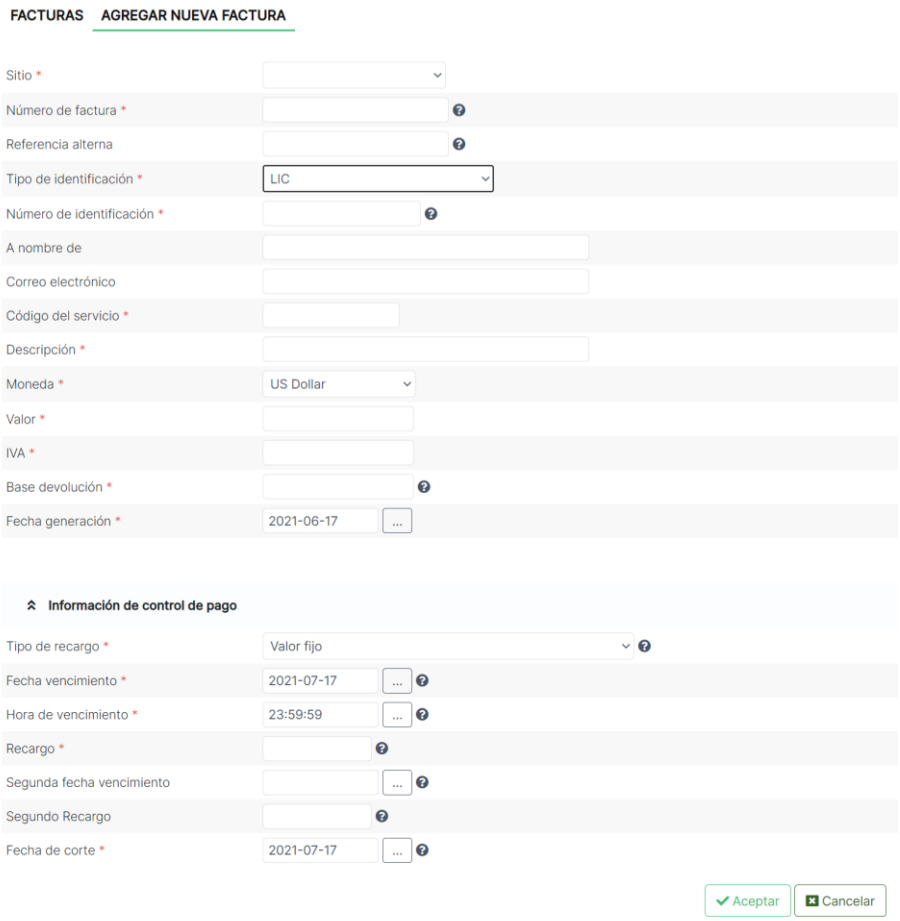
When entering our administrative console, click on the "invoices" field where a tab will be displayed and select "add new invoice".

The information requested in the form is completed:

● Site: Name of the site to which it is related.● Invoice number: this must be numerical and is unique for each invoice to be loaded● Alternate reference: it is not mandatory, it can be alphanumeric which can be an internal code about the product or service of the inventory.● Type of identification: depending on the type of document used by the end user. In the case of Puerto Rico it would be International (LIC)● Identification number: the document number of the buyer who is going to acquire the product or service.● In the name of: Name of the person who is going to acquire the product or service.● Email: of the person who is going to acquire the product or service.● Service code: it is a numerical code that identifies the services you want to handle according to, to the products.● Description: description of the service code. Note: in case of not having an internal encoding, write down in the field the number 0.● Currency: select the type of currency.● Value: total value that will be debited to the user. ● VAT: if the product or service that we are going to associate with the invoice by local legislation breaks down the VAT (IVU tax), in this field of going the multiplication that is going to be configured in the return base.● Return base: it is the net value of the purchase (without VAT).● Generation date: by default it brings the day that the action is going to be carried out, but it is fully editable by trade.
Payment control information, below, we relate each field in detail:
● Surcharge type:

- Daily value: from the due date of the invoice, the user will be charged a daily surcharge (according to the one configured in the surcharge field).- Fixed value: from the due date of the invoice, the user will be charged a single surcharge value configured on the invoice.-Daily value: (from the expiration from the generation): from the date of invoice generation, the user will be charged a daily surcharge (depending on the one configured in the surcharge field).

● Expiration date: is the date from which the user will be charged the configured surcharge.● Expiration time: it is the time from which the configured surcharge will be charged to the user.● Surcharge: fixed value or percentage of default according to the type of currency configured on the invoice.● Second due date: second control of the above mentioned.● Second surcharge: second value of default.● Cut-off date: date on which the invoice is disabled for payment.

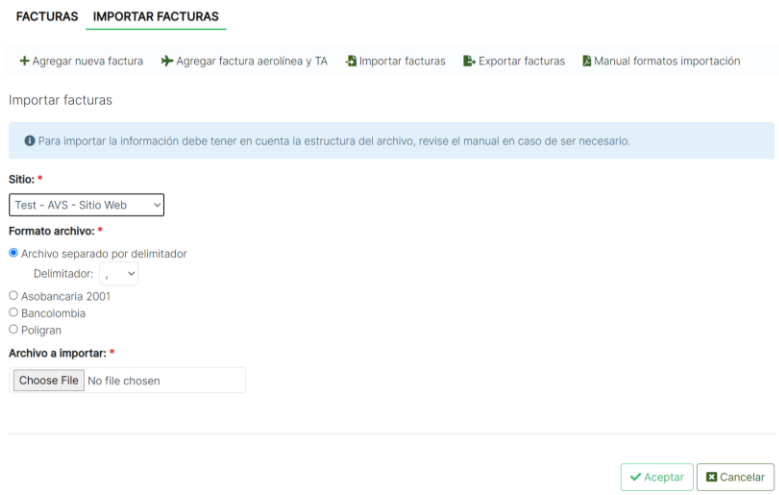


11.3 How to import invoices (bulk upload)?

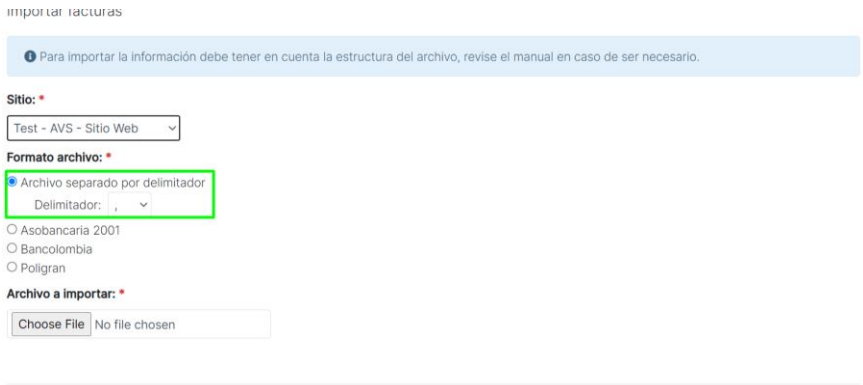
● For the mass loading of invoices or to import it must contain up to five thousand invoices and must be in csv format.

● When entering our administrative console, click on the "invoices" field where a tab will be automatically displayed and select "import invoices".

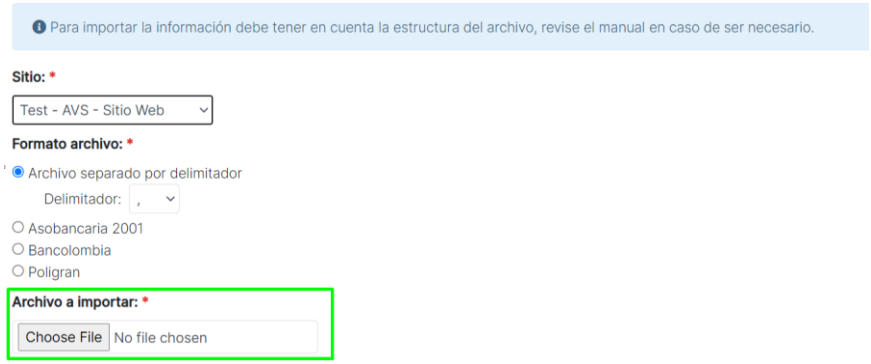
● Then we select the collection site created in the Placetopay console, at the beginning of the integration.

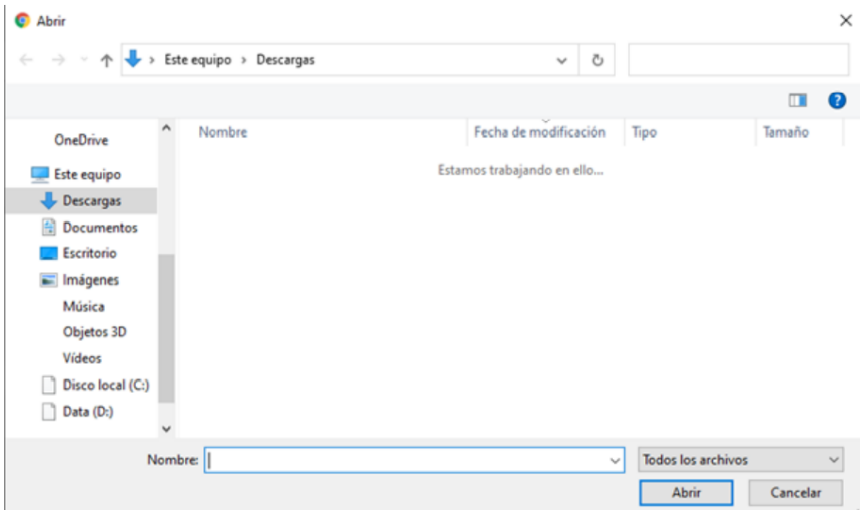


- In the file format field it is left by default and we select the delimiter with which the amount is going to be made.



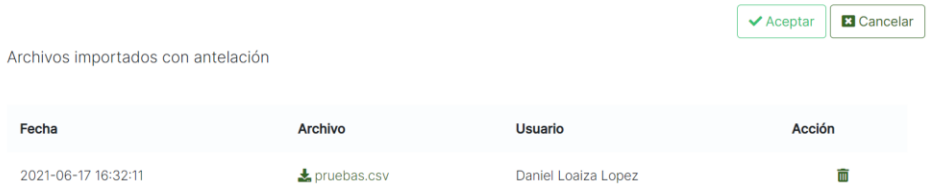
- Then click on "select file" where you must select from your computer the file to import.





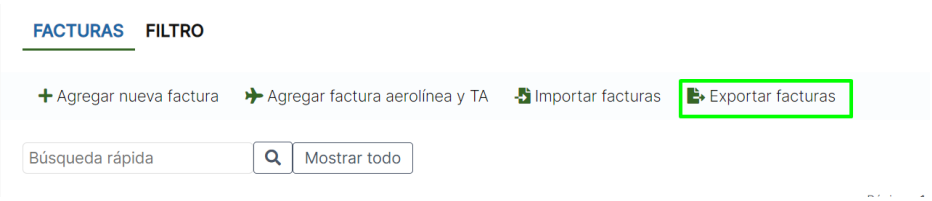
After selecting the file from your computer, you can show that the file was loaded correctly, after this, you click on accept and thus the invoices will be loaded en masse.

● Once this is done, you will be able to show that the file was correctly configured and the associated invoices will be evidenced in the main menu of the configuration.



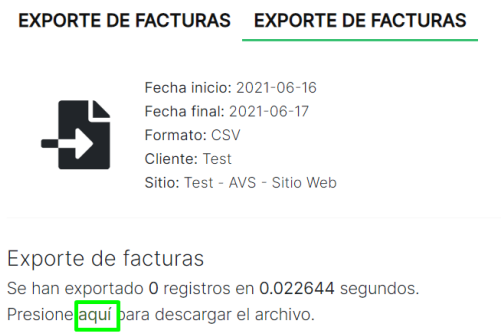
11.4 Export invoices

● When entering our administrative console, click on the "invoices" field where a tab will be automatically displayed and select "import invoices".



● Then we select the start and end date in which we want to have the export followed by the format in which we want to have it, the client and the collection site created in the Placetopay console, at the beginning of the integration. Finally, click on the Generate button.

● When generating the export, a file will be created that can be downloaded by pressing the button here.



12. AVS

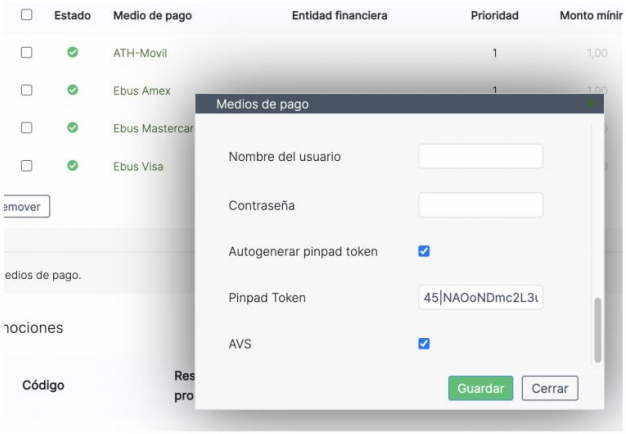
Address Verification Service (AVS) is a fraud prevention service for card-not-present transactions by cross-referencing the address (ZIPCODE) provided by the cardholder to a merchant with the card issuer's records. they currently support AVS for Visa and MasterCard credit transactions only for validation of the cardholder's zip code.

12.1 AVS Support

Evertec's EBUS APIs currently support AVS for Visa and MasterCard credit transactions only for validation of the cardholder's zip code.

12.2 How is it displayed?

● The validation response will be displayed only for transactions whose means of payment have the AVS option checked as evidenced below.



Configuración de medios de pago.

● In the Transaction Data section of the detail of a transaction, the AVS Response field will be evidenced, which will have the following statuses:

Aa Valores	Descripción
Aprobado	Establece que la validación AVS para la transacción fue exitosa y establece la transacción en el estado de **APROBADO**
Rechazado	Establece que la validación AVS para la transacción fue rechazada, establece la transacción en el estado de **DECLINADO** y genera un reverso de la transacción
Código no soportado	Establece que la validación AVS para la transacción no es soportada y establece la transacción en el estado de **APROBADO**
Código desconocido	Establece que la validación AVS retornó un estado desconocido y establece la transacción en el estado de **APROBADO**
Untitled	

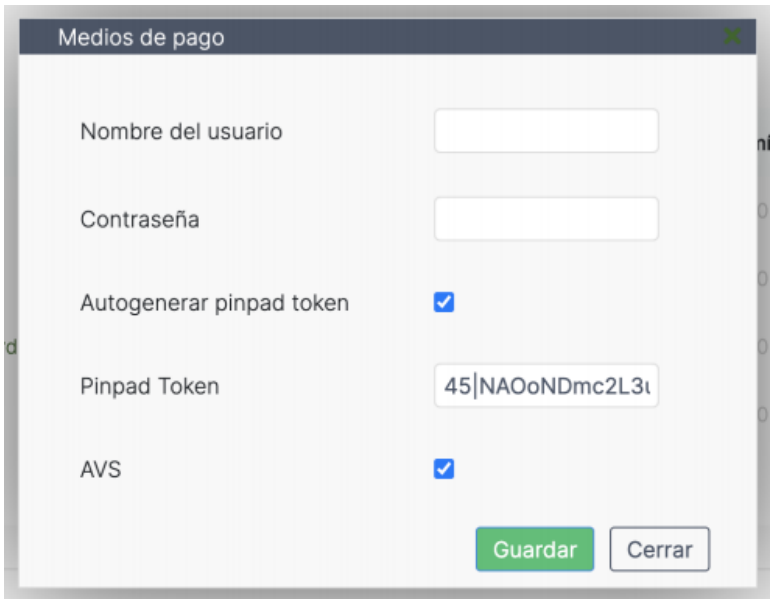
It is displayed as follows.

Datos de la transacción	
Fecha	2021-04-22 09:00:31
Referencia interna	140
Tipo de franquicia	Tarjeta Crédito
Número tarjeta	1111
Franquicia	Ebus Visa
Banco	JPMORGAN CHASE BANK, N.A.
Código único	4549106521652
Número terminal	19371021
Autorización/CUS	614761
Recibo	110000515742
Respuesta AVS	Aprobado

Detalle de transacción.

12.3 Postal Code.

This field appears dynamically if the means of payment has the AVS option checked.



12.4 Pinpad

This field appears dynamically if the BIN has the pin option set to true.

Procesador	Configuraciones
EBUS	`{ "pin": true, "cvv2": true }`

Configuración de BIN.

12.5 Taxes

These taxes will be visible only for transactions whose trade is from the country of Puerto Rico and will be visible in the following forms.

TRANSACCIONES REFERENCIA: 123456 FILTRO

+ Agregar nueva transacción Agregar transacción aerolínea Imprimir co

ID	067f1f87f84e040792b12f0df8226af0
Fecha	2021-04-22 09:07:43
Sitio	Ebus
Referencia	123456
Descripción	example
Usuario responsable	guest
Dirección IP	127.0.0.1
En pruebas	✔ Sí
Moneda	USD
Valor total	100,00
IVU Estatal	0,00
IVU Municipal	0,00
IVU Reducido	0,00
IVA	0,00
Base imponible	0,00
Respuesta	Aprobada

Detalle de transacción.

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