Administrative Panel Functional Manual (Dash)

Medellín, April 2025

Version 1.2

Confidential use.

Document declaration.

For internal **confidential** use.

Changes control

Version	Date *(MM/DD/YYYY).*	Creator	checked	Changes
1.0	02/26/2025	Katherin Andrea Bolaños / Software Testing Specialist	Isabel Cristina Mesias / Software Testing Lead	Document creation
1.0	04/15/2025	Katherin Andrea Bolaños / Software Testing Specialist	Laura Calle Avila / Implementation Project lead.	Review by the implementation team.
1.1	04/15/2025	Katherin Andrea Bolaños / Software Testing Specialist	Isabel Cristina Mesias / Software Testing Lead	The process 'Generate transaction export informing the compensation cycle' is documented.
1.2	04/16/2025	Katherin Andrea Bolaños / Software Testing Specialist	Isabel Cristina Mesias / Software Testing Lead	The documentation of the reversal functionality is updated.

Table of contents

1. Objective

This document aims to serve as a guide for the final user, providing a detailed description of the various functionalities of the ***Administrative Panel Dash***, from this point forward referred to as the ***Panel***. Through this guide, users can familiarize themselves with the available tools and features, facilitating an efficient and effective experience with the Evertec Placetopay application.

2. Scope

This document version aims to outline the functionalities commonly used by merchants. Below, the functionalities included in the ***Panel*** are described at a high level.

1. User creation
2. Login to the Panel
3. Transaction funcionality
4. Sites inquiry

3. Terms and Definitions

Panel: Administrative console where merchants, sites, and payment methods are registered, transactions are displayed, reports are generated, and other functionalities are provided to enable payment flow traceability.

Payment method: A payment method is a collection of resources used to transfer money between financial institutions.

4. General Information

This document is for informational purposes and is intended for both internal and external clients, as well as the organization's teams that require access to the information contained within. The goal is to provide a clear and detailed description of the functionalities and usage of the ***Panel***, facilitating a comprehensive and effective understanding of the ***Evertec Placetopay*** application.

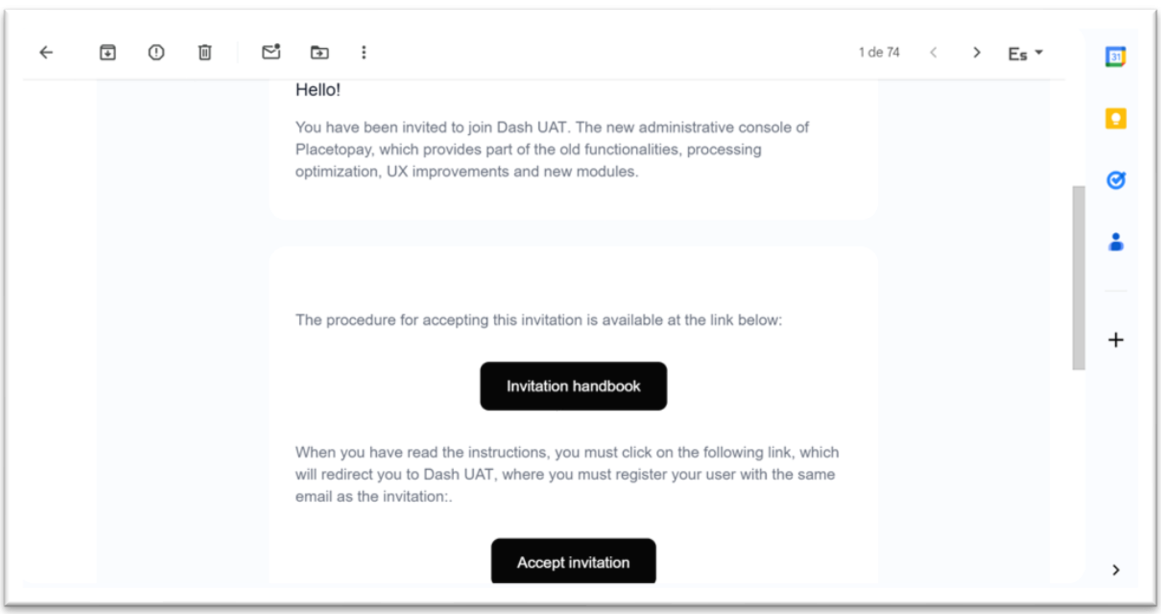
5. Panel functions

The ***Evertec Placetopay Panel*** is an integral tool designed for merchants and administrators to manage and supervise all operations related to their electronic transactions. It is a versatile tool that facilitates the integral management of electronic transactions, providing merchants and administrators with the necessary resources to optimize their processes and ensure security

5.1 User creation

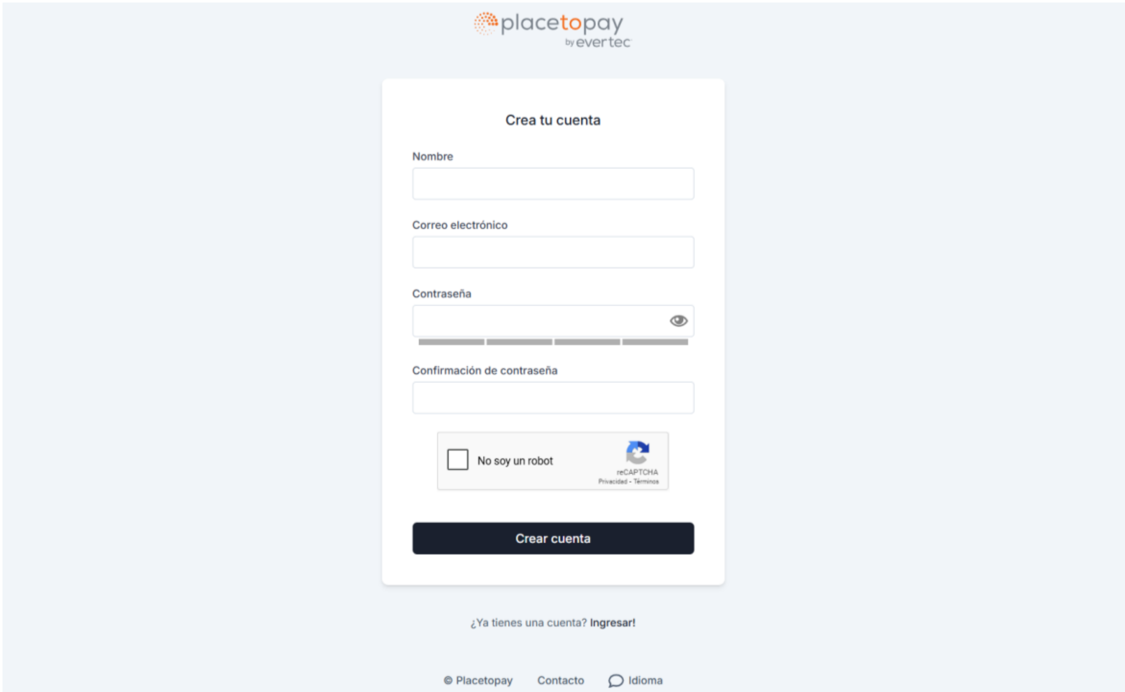
User creation begins with an email invitation. To complete the registration, the user must click the ***'Accept Invitation'*** button included in the email.

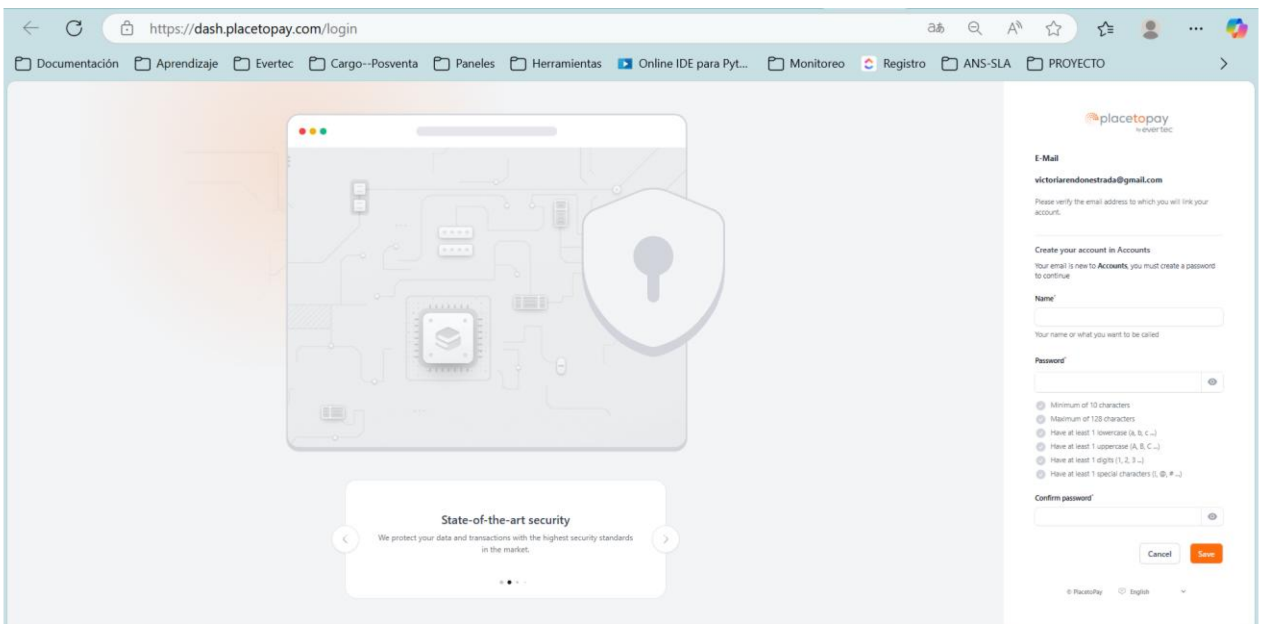
Note: If you would like to learn about the invitation acceptance process, click the ***'Invitation Handbook'*** button.



When you click on the '***Accept Invitation'*** button, the system will redirect you to the account creation form, where the required fields will be requested:

- **Name**: Allows assigning the username to the user being created.
- **Email Address**: Allows assigning an email address that will be linked to the user.
- **Password**: Allows configuring the password, which will grant access to the Panel.
- **Password confirmation**: Allows confirming the password entered in the previous field.





Once the information has been entered, click on the reCAPTCHA validation. If required, complete the challenge to proceed, then click on ***'Create Account'.***

The system must redirect you to the screen that allows you to login into the Panel, where the required fields must be entered.

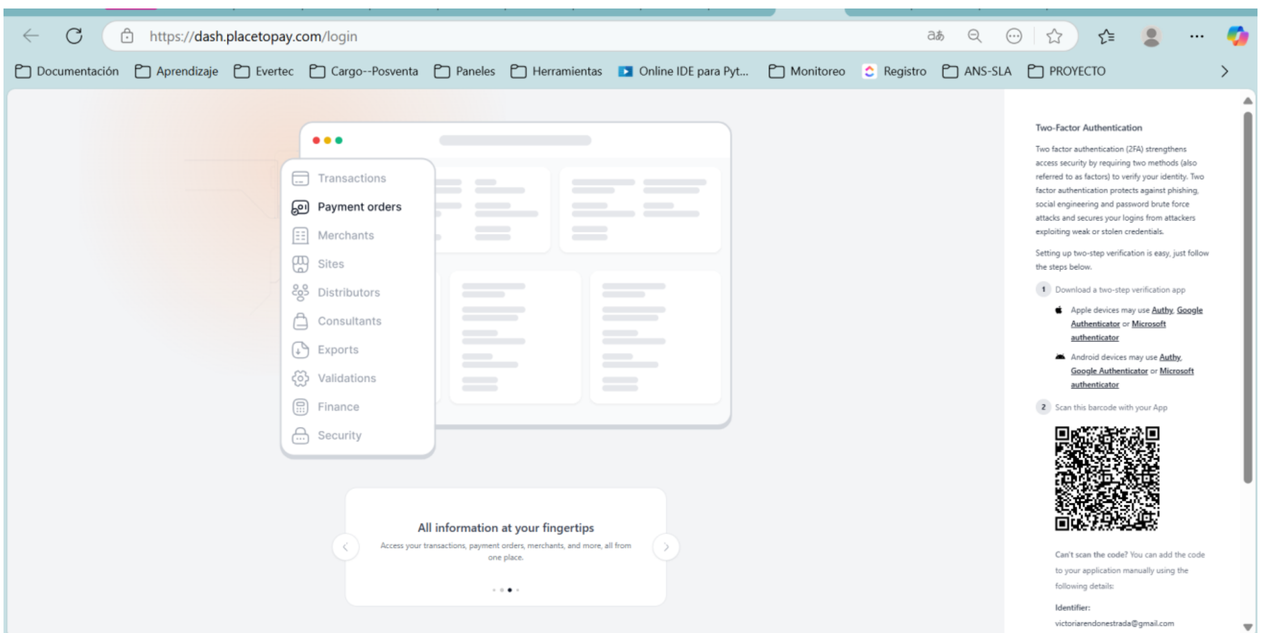
- **Email Address**: You must enter the email address, that you used to create the account.
- **Password**: Enter the password that you assigned when you created the account.

Once you have completed the login information, click on the reCaptcha validation. If required, complete the challenge to proceed, then click on the ***'Sign In'*** button.

Below you can find the information regarding Two-factor authentication, which must be completed in order to access to the Panel by following the next steps:

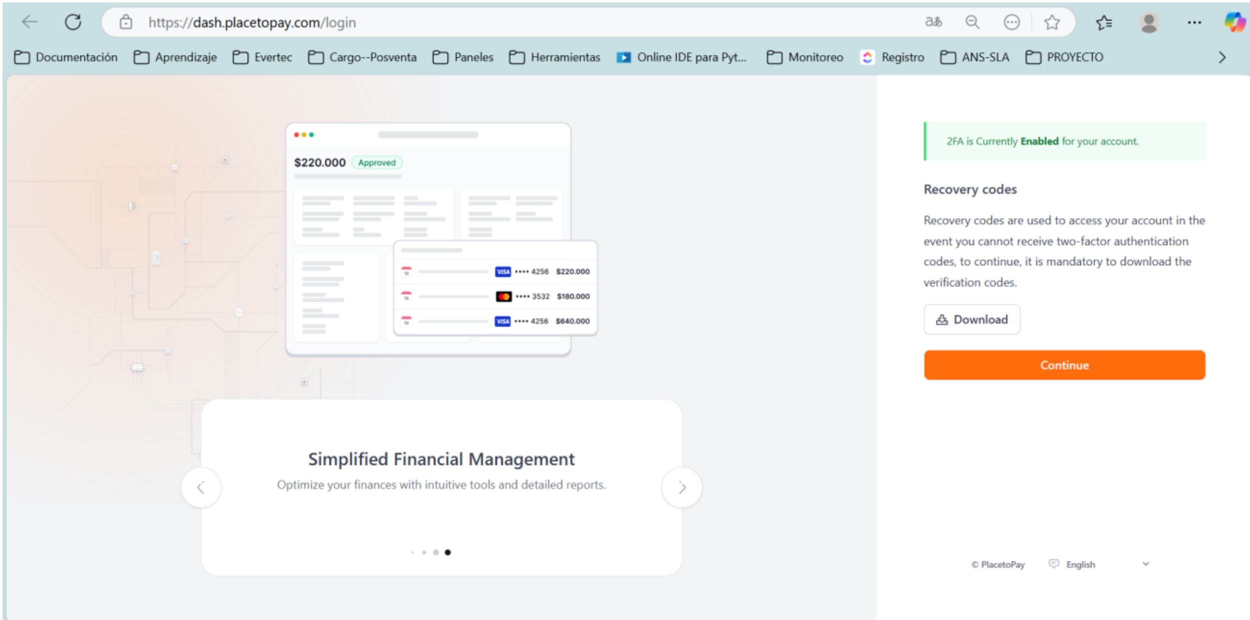
- Download one of the suggested applications in the step 1. (Check the following image for validation).
- Scan the barcode using the downloaded apps.
- Finally, entere the generated code in the application after you scanning the bardcode.
- Click on the ***verification code*** button to complete the process.

This proccess is described in detail in the interface.

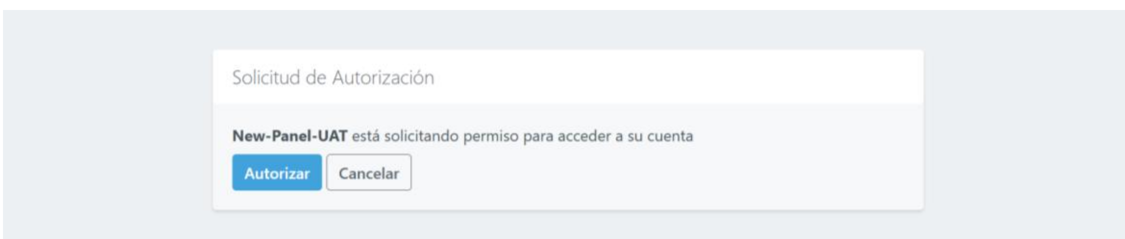


Once two-factor authentication verification is successfully confirmed, the recovery codes must be displayed on the screen. These codes can be used in case two-factor authentication is unsuccessful when using authentication applications.

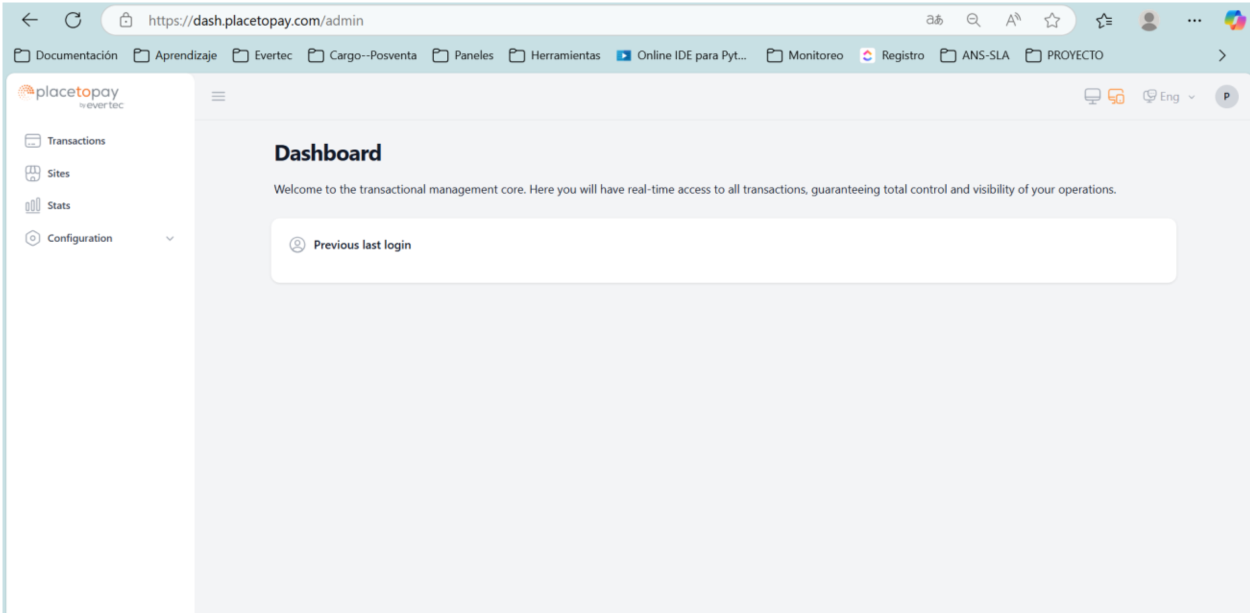
The ***Download*** button, allows you to download the codes. It is recommended to save them in a safe place, in case you need to use them.



Following the last step, click on the ***'Continue'*** button. Below, the screen will display an authorization request, which must be executed to allow access to the Panel. Click on the ***'Authorize'*** button.

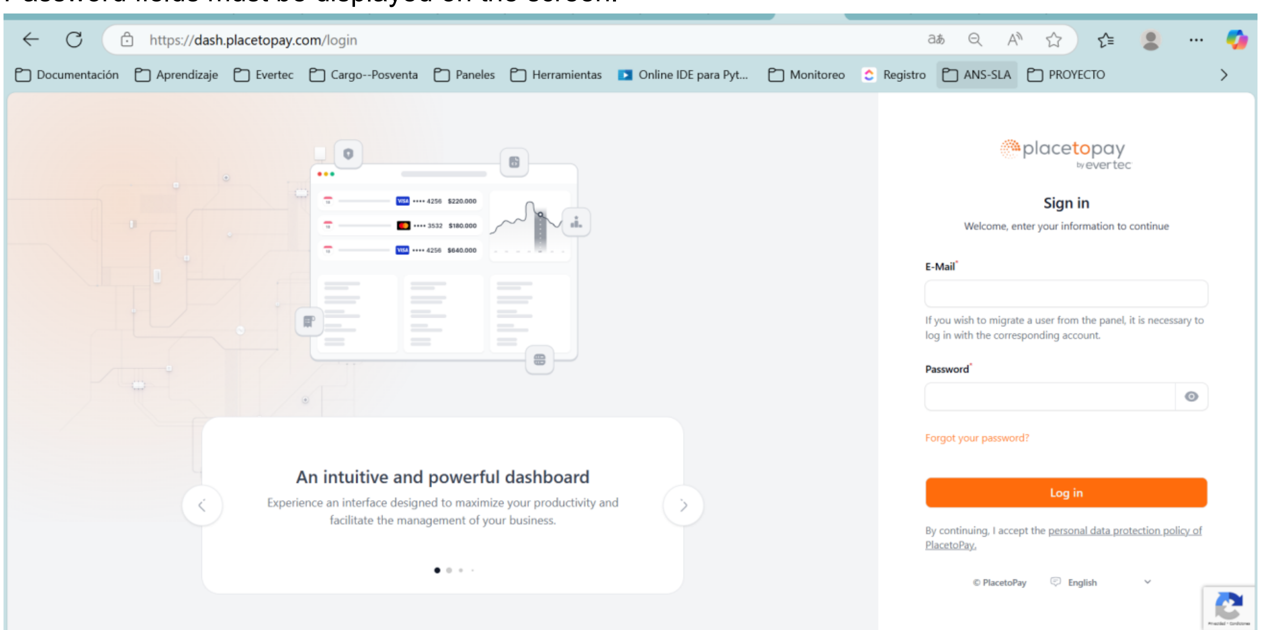


Once the authorization is completed, the corresponding ***Panel*** for the created user must be open, displaying the main Dashboard.



5.2 Log in to the panel.

To Access the Panel, enter the corresponding link through the browser. the Email Address and Password fields must be displayed on the screen.

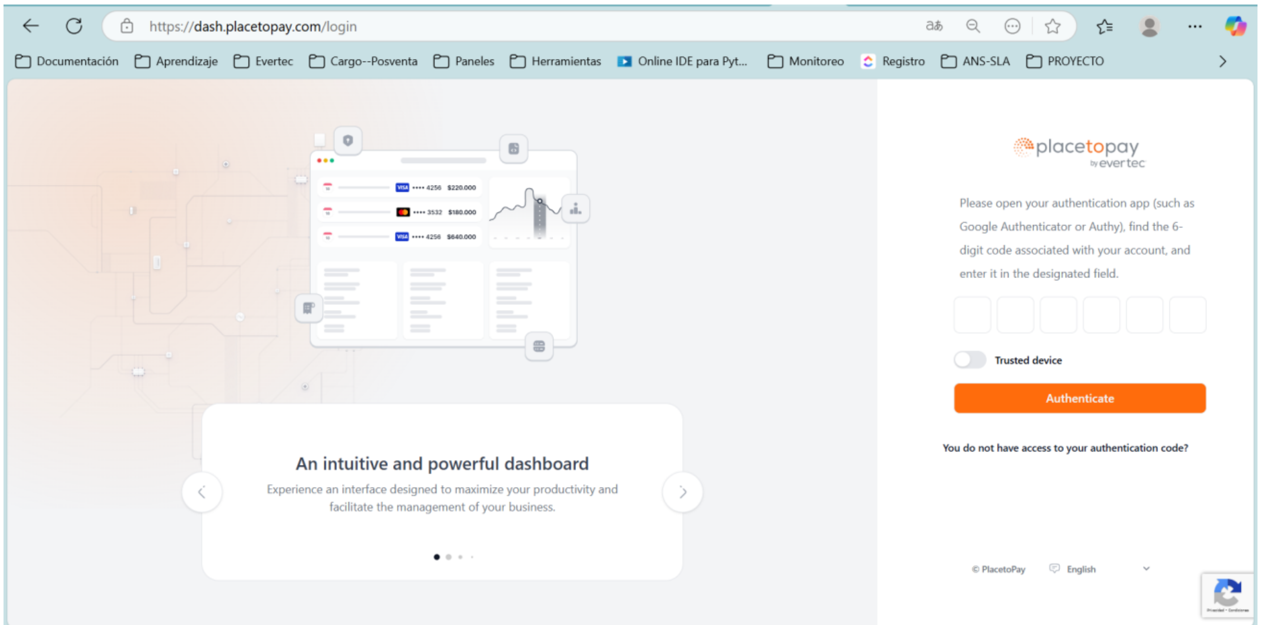


Once the fields are completed, click on the ‘***Sign in’*** button to access the system.

The screen must display a message requesting the authentication code (2FA Authentication Code) to access the system, followed by a field for entering it.

There is an option to mark this device as trusted. Authentication will no longer required when the user attempts to access it again from the same device.

Upon entering the provided code in the authentication application, click on the '***Authenticate'*** button.



To complete the successful authentication, the system allows access to the ***Panel***.

In case you forget your password, you can use the ***Recovery Password*** option to reset it. If you encounter any issues while signing in, verify that your credentials are correct and try again.

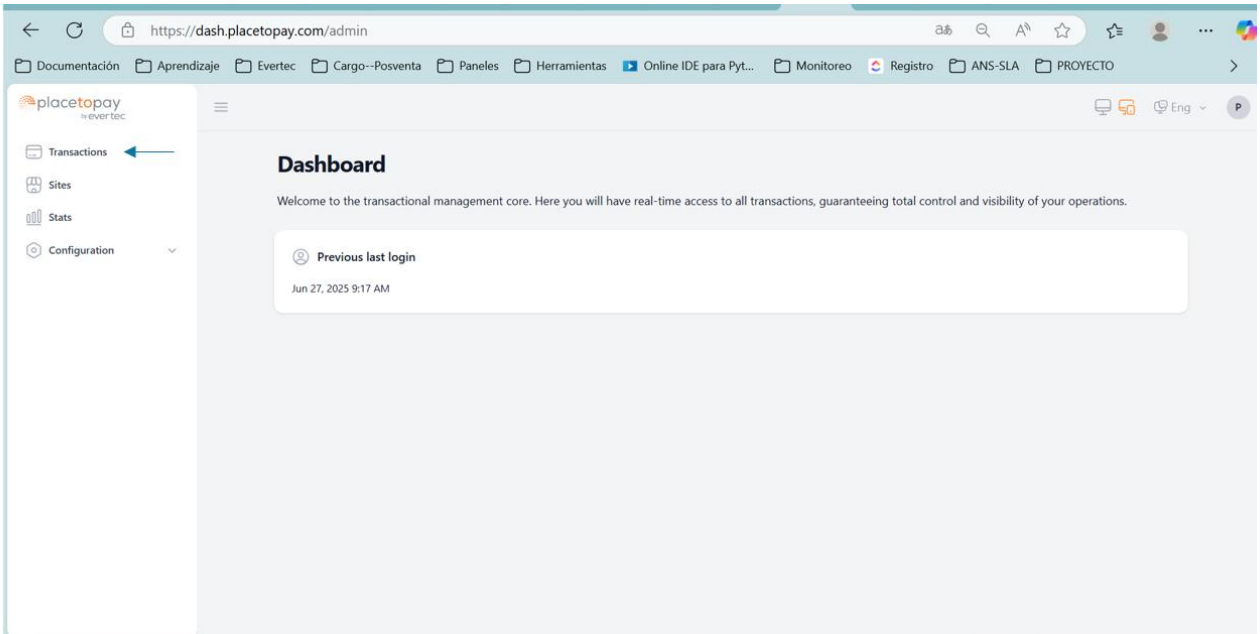
5.3 Transactions funtionality

The transactions module allows users to query and manage operations within the system securely and efficiently. Through this functionality, Users can verify the status of the transactions and obtain the detailed information.

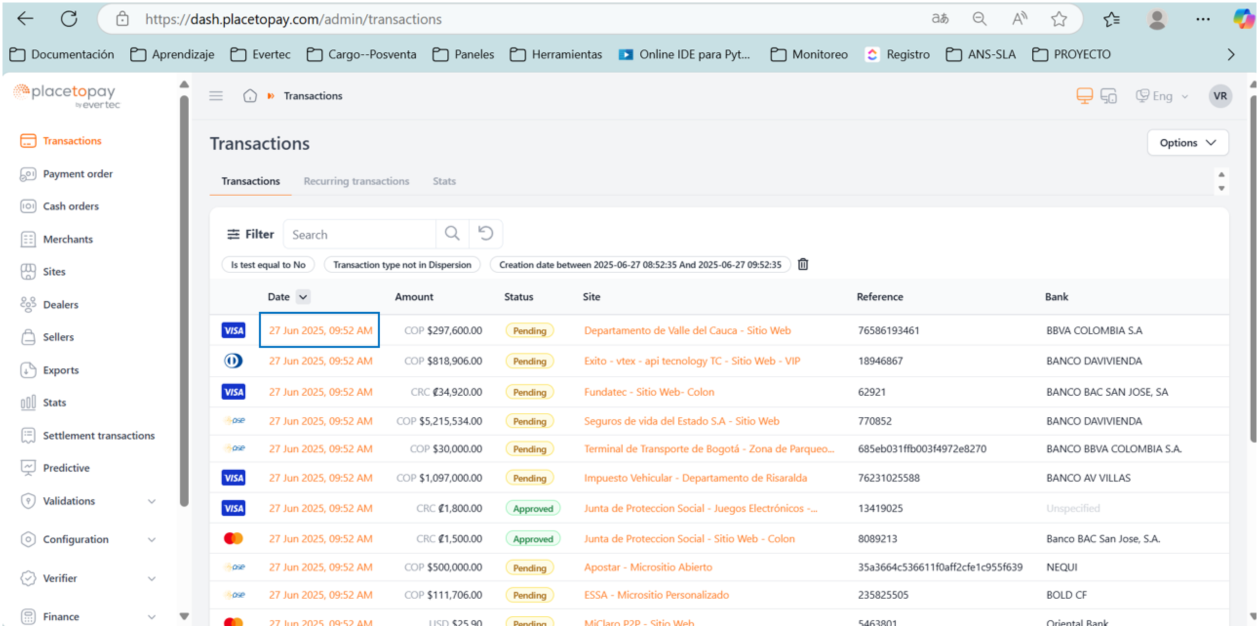
5.3.1 Transaction inquiry

The transaction inquiry allows users to visualize the operations history in the system. Through advance filters, such as date, transaction type and status. It helps with searching and analyzing specific records

To start the inquiry, you must go to the transactions option.



The options Transactions, Recurring Transactions, and Transaction Statistics must be displayed. There is a filtering option and a table that allows users to view transactions with the following fields: date, amount, status, site, reference, bank, type, and scores. Additionally, by default, if no filter is applied, the system displays transactions generated on the current day and within the last hour.
To check detailed information about a transaction, click on the information corresponding to the record date you wish to view.



When you enter the selected record, all information regarding the transaction must be displayed, such as the ***transaction amount, status, ID, transaction dates, Horus rules, locations, and Sonda consumption***.

On the transaction the following sections will be displayed with the corresponding information.

Operational information

- Created on (*Displays the date it was created*).
- Reference
- Id (*Code to identify the transaction*).
- Site (The site to which the transaction belongs).
- Description
- Ip Address
- Status (*Indicates the transactions status*)
- Response reason code
- In testing
- Responsable user.

Banking Data:

- Franchise
- Card number
- Bank
- Franchise type

- installments
- Bank factor
- Bank amount

Additional information

- _session_
- _wcTransactionId_
- sourcePlatform
- tokenizationID
- instrumentParity
- cvvProvided

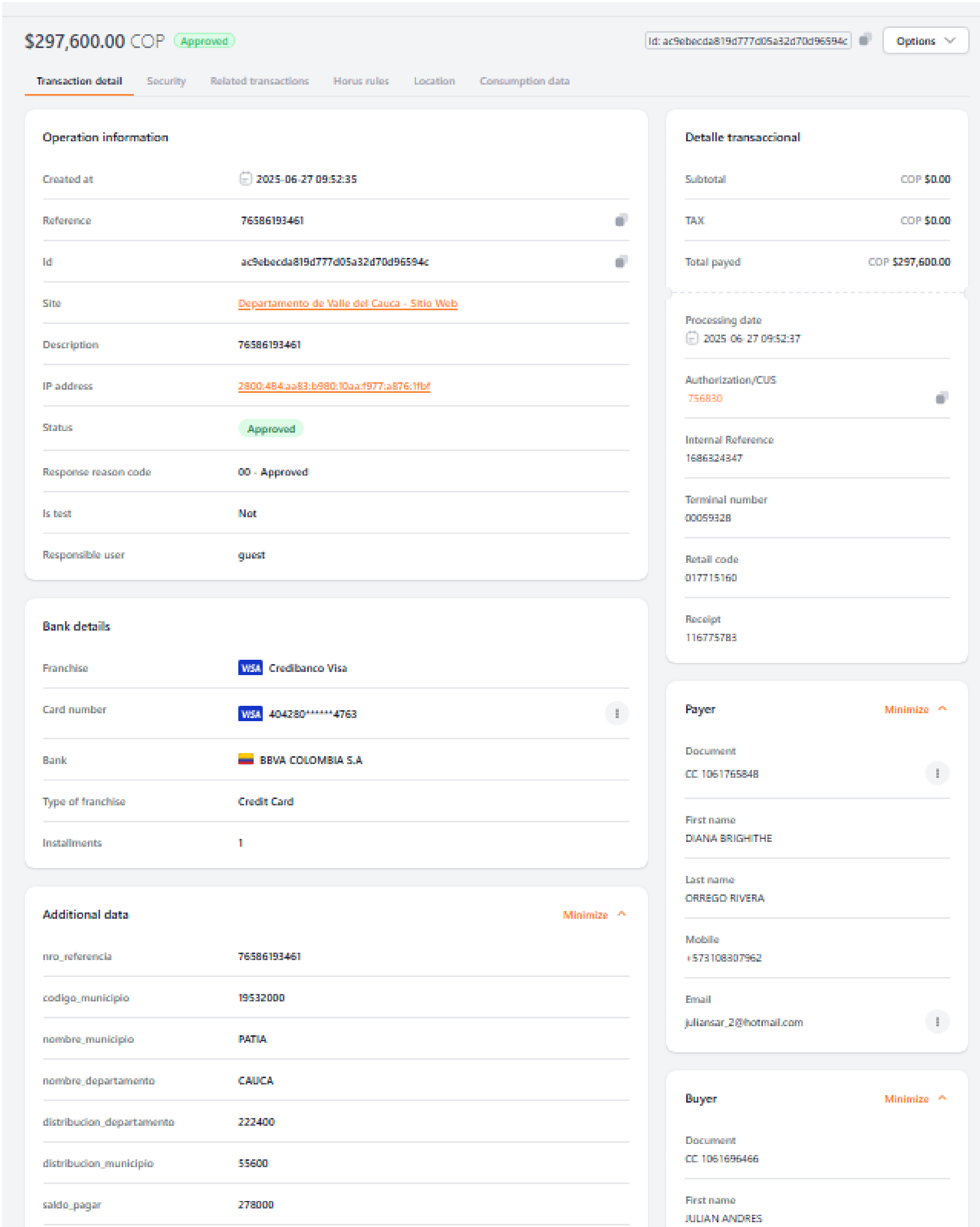
On the right side, the following sections are displayed.

Transaction Details:

- Taxable base
- VAT
- Total Paid
- Processing Date
- Authorization / CUS
- Internal reference
- Terminal Number
- Unique Code
- Receipt

Payer Information:

- Document
- First Name
- Last Name
- Cell phone


$297,600.00 COP
Approved
Id: ac9ebecda819d777d05a32d70d96594c
Options
Transaction detail
Security
Related transactions
Horus rules
Location
Consumption data
Operation information
Created at
2025-06-27 09:52:35
Reference
76586193461
Id
ac9ebecda819d777d05a32d70d96594c
Site
Departamento de Valle del Cauca - Sitio Web
Description
76586193461
IP address
2800:484:aa83:b980:10aa:f977:a876:1fbf
Status
Approved
Response reason code
00 - Approved
Is test
Not
Responsible user
guest
Bank details
Franchise
VISA
Credibanco Visa
Card number
VISA
404280******4763
Bank
BBVA COLOMBIA S.A
Type of franchise
Credit Card
Installments
1
Additional data
Minimize
nro_referencia
76586193461
codigo_municipio
19532000
nombre_municipio
PATIA
nombre_departamento
CAUCA
distribucion_departamento
222400
distribucion_municipio
55600
saldo_pagar
278000
Detalle transaccional
Subtotal
COP $0.00
TAX
COP $0.00
Total payed
COP $297,600.00
Processing date
2025-06-27 09:52:37
Authorization/CUS
756830
Internal Reference
1686324347
Terminal number
00059328
Retail code
017715160
Receipt
116775783
Payer
Minimize
Document
CC 1061765848
First name
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Last name
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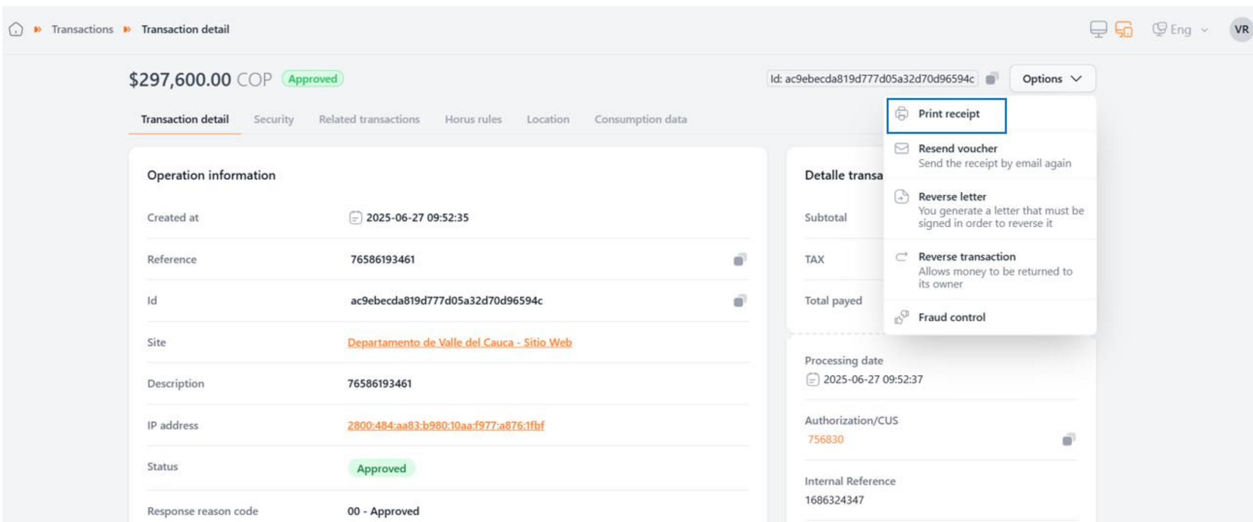
Buyer
Minimize
Document
CC 1061696466
First name
JULIAN ANDRES

5.3.2 Option within the transaction inquiry

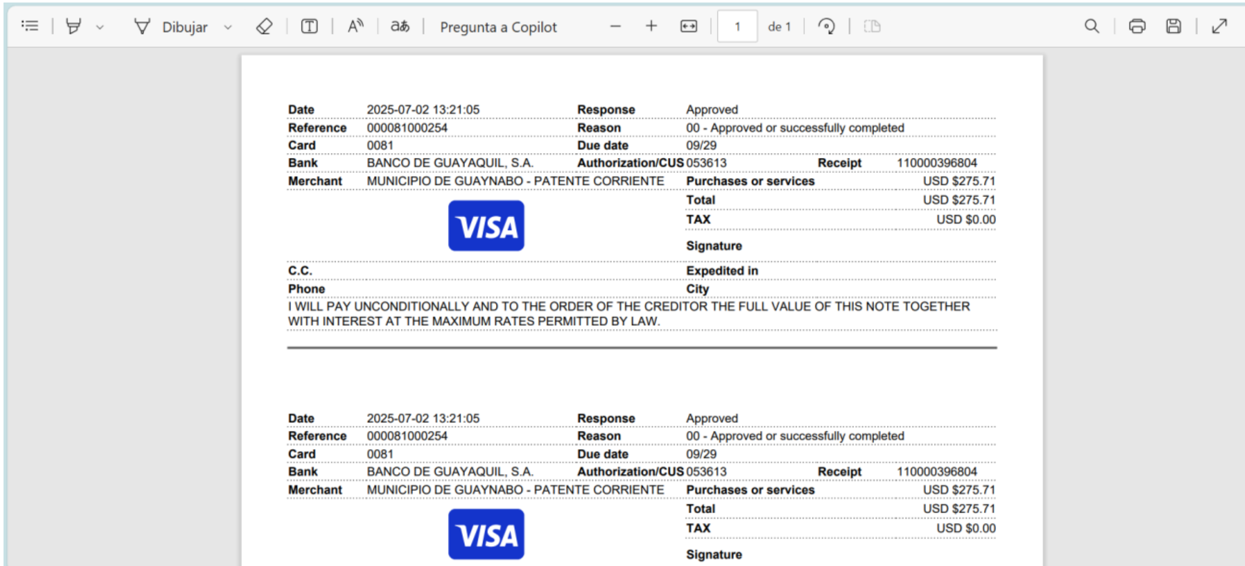
In the transaction view, users can interact with different options, such as ***Print receipt, Resend receipt, Reversal letter, and Reverse transaction.***

5.3.2.1 Print Voucher

To print the Voucher, click on the ***Options*** button into the transaction details. The available options will be displayed, including ***Print Voucher***, click on it and proceed.

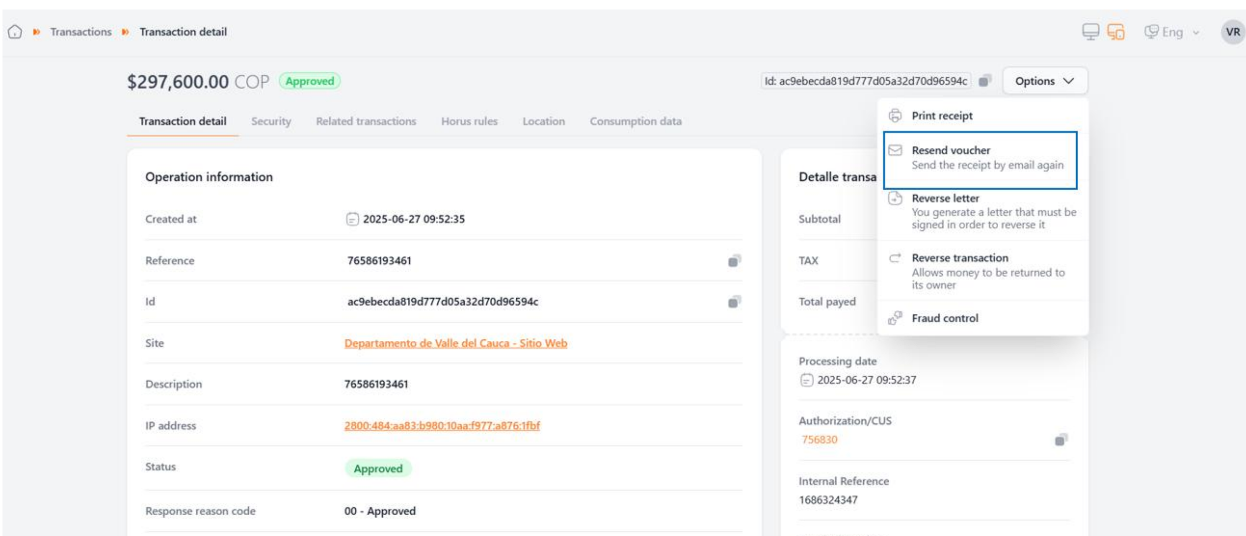


A document containing all the transaction information should be displayed.

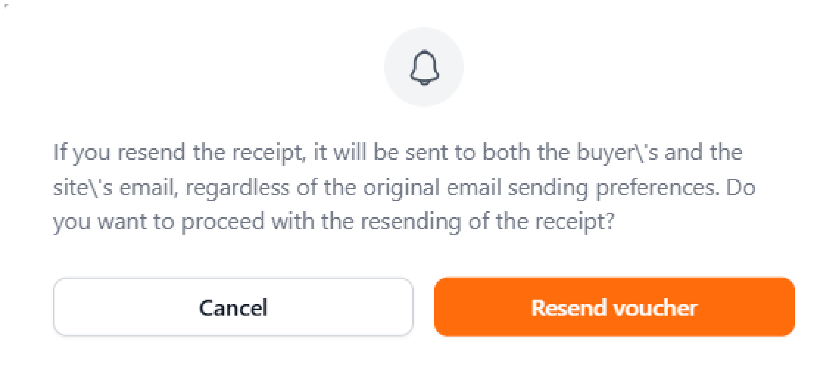


5.3.2.2 Resent Voucher

To resend the Voucher, click on the Options button in the transaction details. The available options will be displayed, including 'Resend Receipt.' Click on it to proceed.



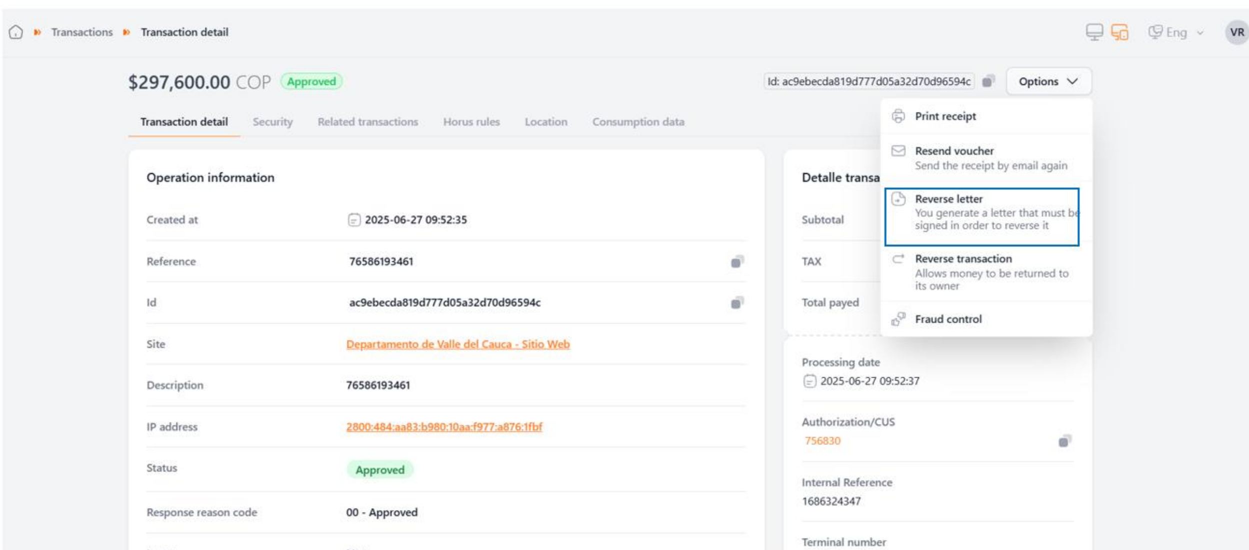
A confirmation prompt will appear on the screen, offering the options ***'Cancel'*** and 'Resend Receipt.



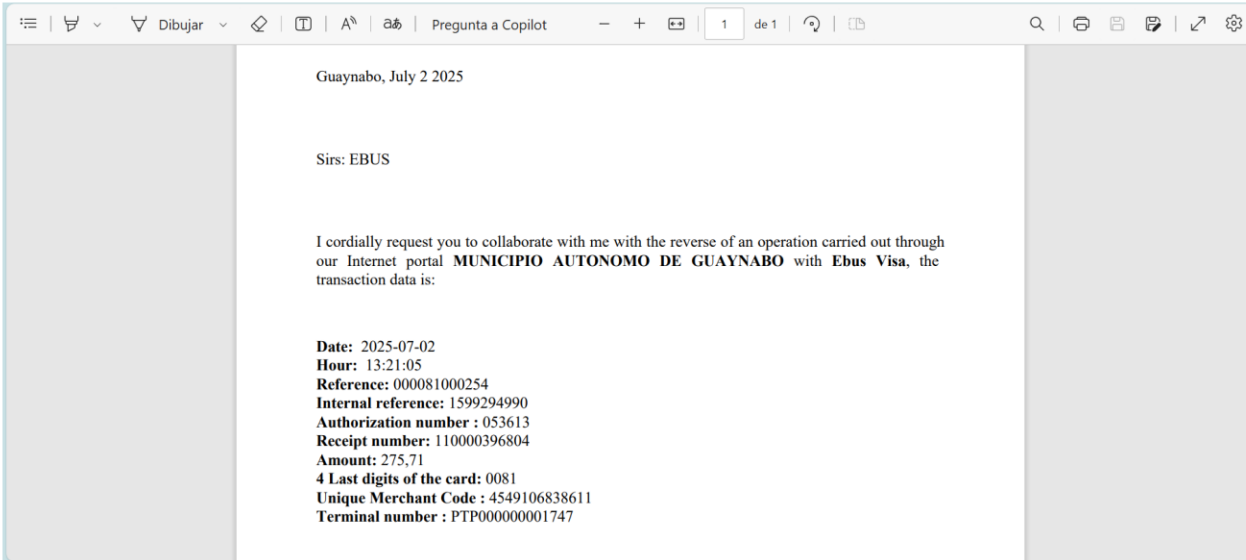
Click on '***Resend Receipt***', and the document will be sent to the payer's email address provided during the payment process.

5.3.2.3 Reversal Letter

To print a reveral letter, click on the options button in the transaction details. The available options will be displayed, including ***‘Reversal Letter’***. Click on it to proceed.



A reversal request letter must be generated.


Guaynabo, July 2 2025

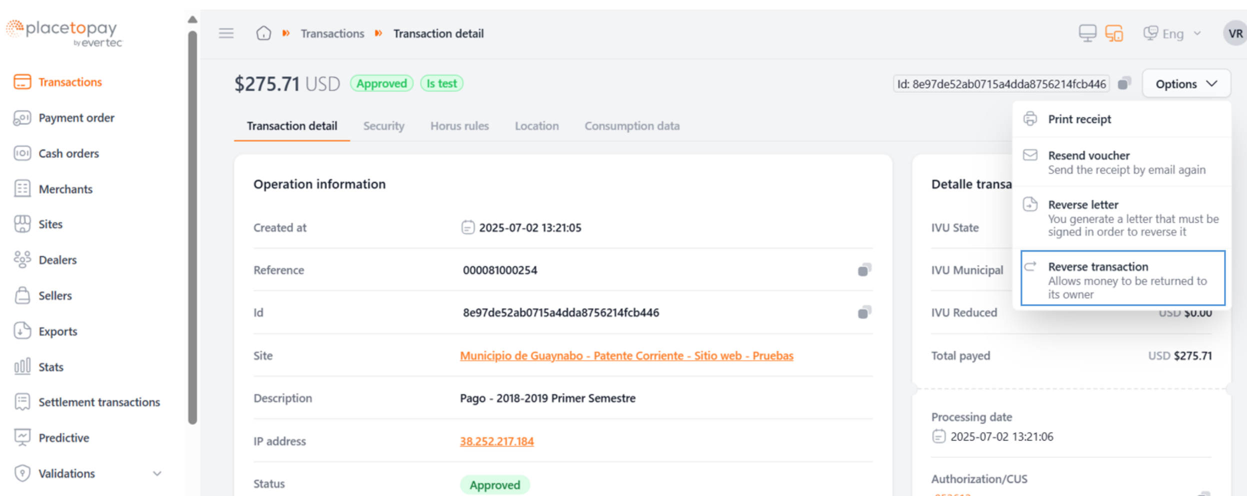
Sirs: EBUS

I cordially request you to collaborate with me with the reverse of an operation carried out through our Internet portal **MUNICIPIO AUTONOMO DE GUAYNABO** with **Ebus Visa**, the transaction data is:

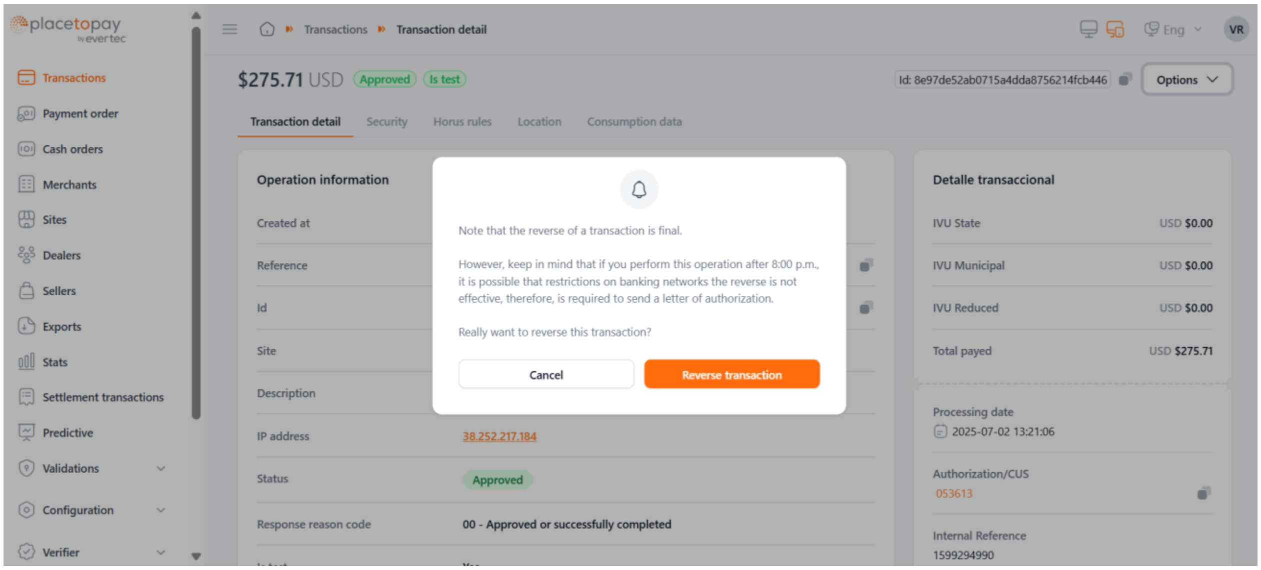
Date: 2025-07-02
Hour: 13:21:05
Reference: 000081000254
Internal reference: 1599294990
Authorization number : 053613
Receipt number: 110000396804
Amount: 275,71
4 Last digits of the card: 0081
Unique Merchant Code : 4549106838611
Terminal number : PTP000000001747

5.3.2.4 Reverse Transaction

The transactional reversal process consists of issuing a refund for an approved transaction using the internal reference. To initiate the reversal, click on the Options button within the transaction details. The available options will be displayed, including 'Reverse Transaction.' Click on it to proceed.



A confirmation message should appear regarding the operation to be performed, displaying the options 'Cancel' and ***'Reserve Transaction'***. Click on ***'Reserve Transaction'*** to proceed.



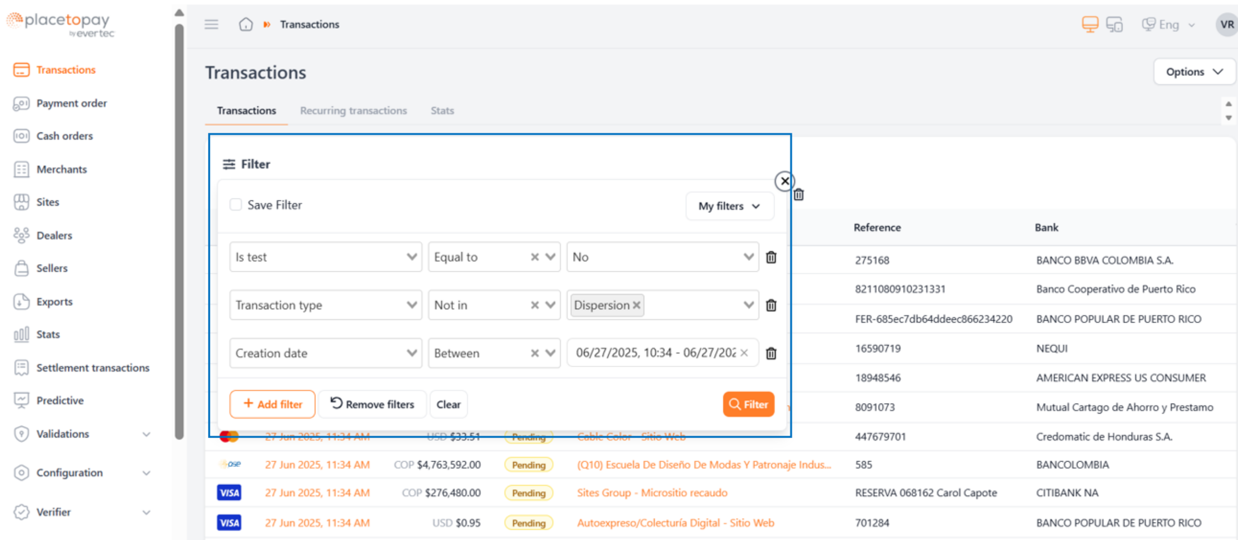
When a transaction is reversed, a new ***'Reversal'*** transaction is generated. As a result, two transactions will be displayed the original transaction, now marked as Reversed, and the Newly created ***'Reversal'*** transaction.

5.3.3 Basic Filters

Basic transaction filters are tools that allow users to limit, organize, and analyze information more efficiently within a system. In the ***Transactions*** section of the ***Panel***, there is a ***Filter*** option. Click on it, and a screen will appear displaying the following fields. **Filter Options:**

- **Save Filter:** Allows users to save a filter.
- **My Filters:** Button where saved filters are stored.
- **Select Field:** Users must choose the field by which they want to filter.
- **Select Operator:** Select the operator for the query.
- **Value:** Field where the search value for the filter is entered.
- **Delete Button:** At the end of each search criterion, a button appears to remove the entered information.
- **Add Filter:** Button that adds a new row for search criteria, including Select Field, Select Operator, and Value.
- **Remove Filters:** Button that removes created filters, leaving only the default filters.
- **Clear:** Button that deletes all applied filters.

- **Filter:** Button that executes the filters.



Enter values in the fields corresponding to the search criteria, then select '***Filter'*** to apply them. The system will display transactions that match the specified filters.

5.3.3.1 Usage criterio for filters

To apply filters correctly, the following criteria must be considered:

Filters requiring additional criteria:

- When using the ***Creation Date*** filter (where the user selects a date range), it must be accompanied by at least one of the following filters and one of the permitted operators (**Within, Equal to, Contains**):

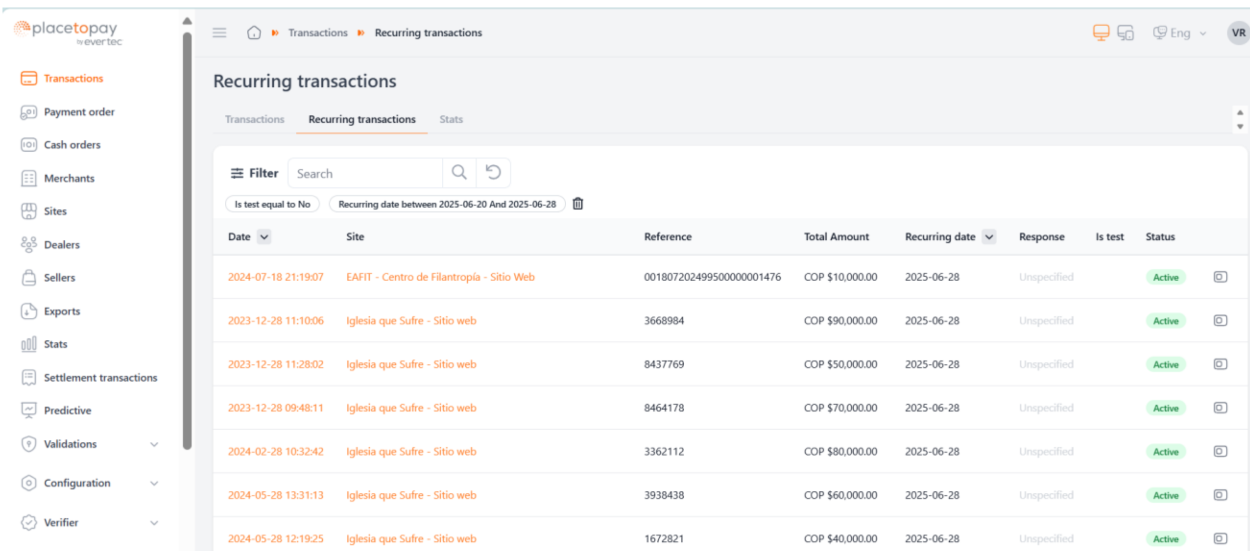
- Site
- Merchant
- Aeroline
- Franchise
- Responsible User
- Email
- Ip Address
- Pay IP
-

- Filters that can be used alone (Only with "Equal" operator):

- Card Number
- Internal Reference
- Authorization/CUS
- Administrative Fee Authorization
- Receipt
- ID
- Reference

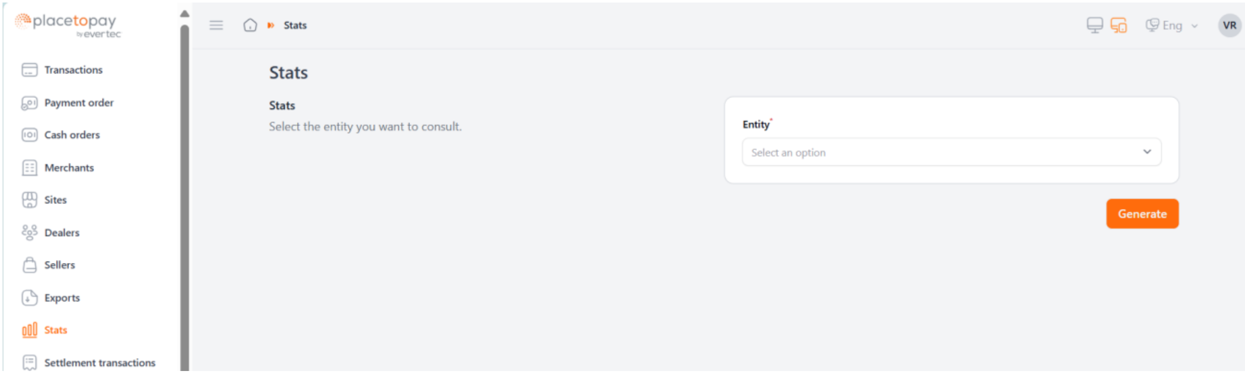
5.3.4 Recurring Transaction Inquiry

To validate recurring transactions, click on the transactions option, then select ***Recurring Transactions***. The ***filter*** option will be available, along with a table displaying the following transaction details: date, site, reference, total amount, recurrence date, response, in testing and status.

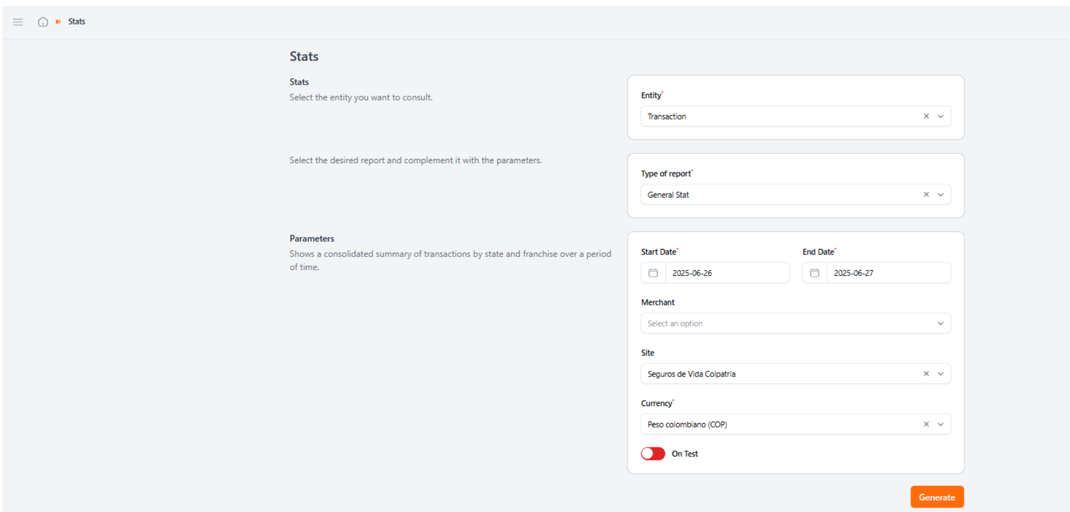


5.3.5 Transaction Statistics

To validate the transaction statistics, click on the ***Transactions options***, then select ***Transactions Statistics***. The ***Report Type*** field will be displayed, allowing to choose the report you wish to visualize and the ***Generate*** Button.



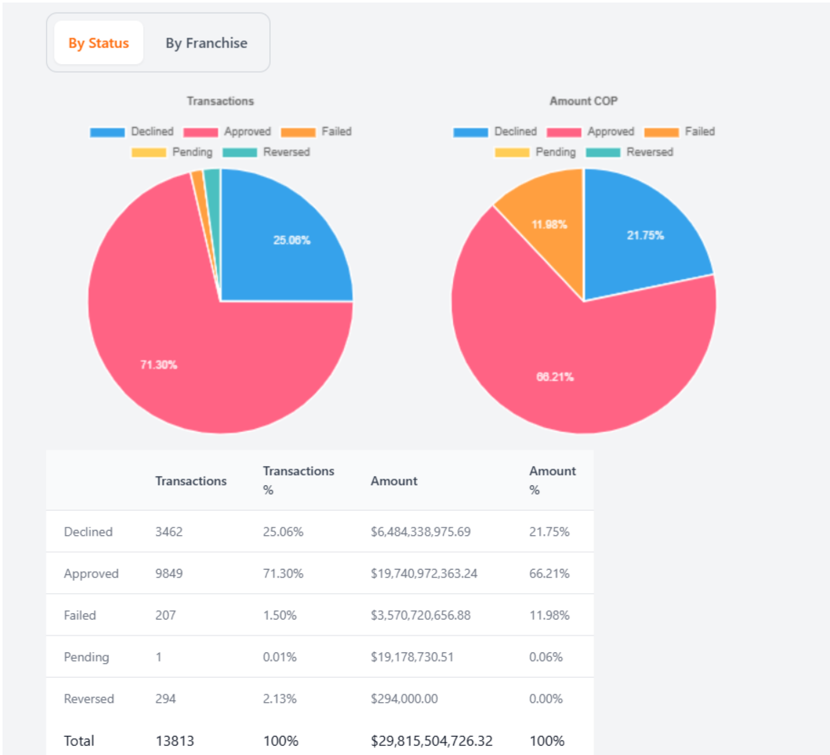
Select a ***Report Type***. The system will then display the ***Parameters*** section, showing the corresponding fields based on the selected report type. Enter the required ***Statistics parameters***, and if applicable, any additional available parameters. Once the parameter information is complete, click '***Generate***' to proceed.



Once generated, the system should display statistics that meet the entered parameters.

The system allows users to view the results in two modes:

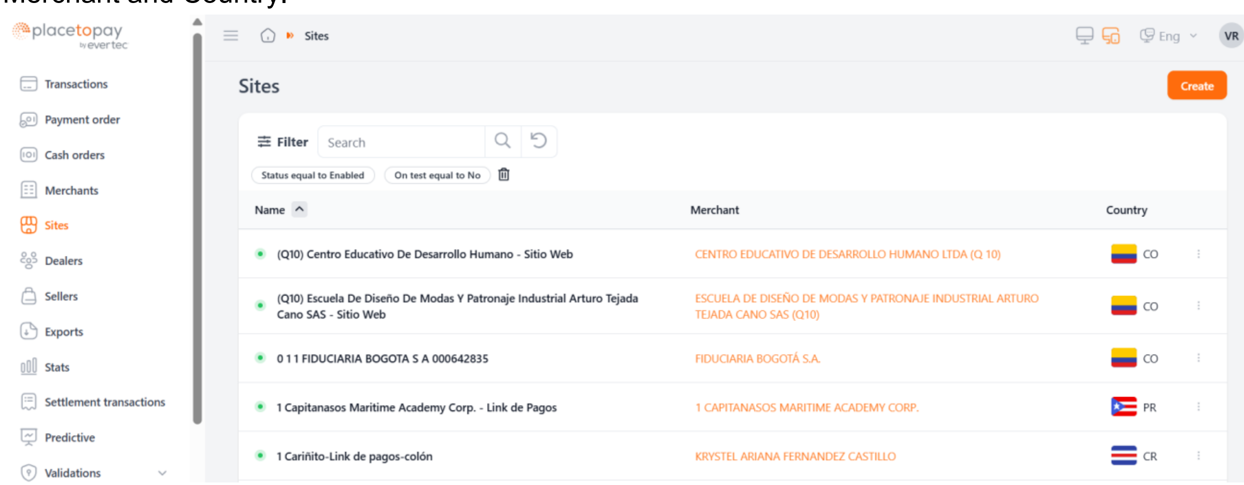
- By Status
- By Franchise



	Transactions	Transactions %	Amount	Amount %
Declined	3462	25.06%	$6,484,338,975.69	21.75%
Approved	9849	71.30%	$19,740,972,363.24	66.21%
Failed	207	1.50%	$3,570,720,656.88	11.98%
Pending	1	0.01%	$19,178,730.51	0.06%
Reversed	294	2.13%	$294,000.00	0.00%
Total	13813	100%	$29,815,504,726.32	100%

5.4 Sites Inquiry

To validate sites, click on the ***Sites*** option. The system will display the **Filters** section, including a basic filter field. Additionally, a table will appear containing the following site information: Name, Merchant and Country.



To validate detailed information about a site, click on the site or the eye-shaped icon at the end of each record. The detailed site interface will display the following information:

- **Site details**
  - Site ID (unique identifier for the site)
  - Name
  - Display Name
  - Status
  - Transaction Origin
  - Category
  - Merchant ID (unique identifier for the merchant)
  - Merchant
  - Notification Email
  - Support Email
  - Collection Service Code
  - Country
  - Default Currency
  - Default Language
  - Testing Mode
  - Production Release Date
  - Expiration Date

- **Audit information**
  - Created By
  - Created On
  - Updated By
  - Updated On

- **Integration Data**
  - Identifies
  - Transactional Key
  - MD5 Hash
  - Allows Partial Payment?
  - Partial Dispersion Reserval?
  - Return Additional Data?
  - Redirection Version
  - Notification URL
  - Custom Voucher (HTML)
  - Card Encryption
  - Integration Method

- Analytics Code or Tag Manager.
- Sensitive Data Encryption

- **Control Data**

  - Minimum Allowed Value
  - Maximum Allowed Value
  - Operating Days
  - Security Filters in PSE
  - Allowed Countries for Issuing Banks
  - BIN Filtering
  - Excluded BIN List
  - Operating Hours
  - Delegated Authorization

- **3DS**

  - 3DS Risk Appetite
  - Minimum 3DS Amount

- **Transactional History**

  - Behavior Base on Historical Data

- **TransUnion**

  - Configuration parameters.

- **Emailage**

  - Configuration parameters.

- **Security Filters**

  - Attempt-Based Security Filter
  - Allowed Countries for Issuing Bank
  - Force IP and Bank Country Match
  - Exclude Matching for Specific Issuers
  - Process Only Whitelisted Transactions
  - Allowed Countries for Buyers
  - Cards per Client per Day
  - Email Correlation by IP
  - Cards per Client per Month
  - Cards per Client per Year

- Transactions per Client per Day
- Amount per Client per Day
- Transactions per Client per Month
- Amount per Client per Month

- **Console Functionality Data**

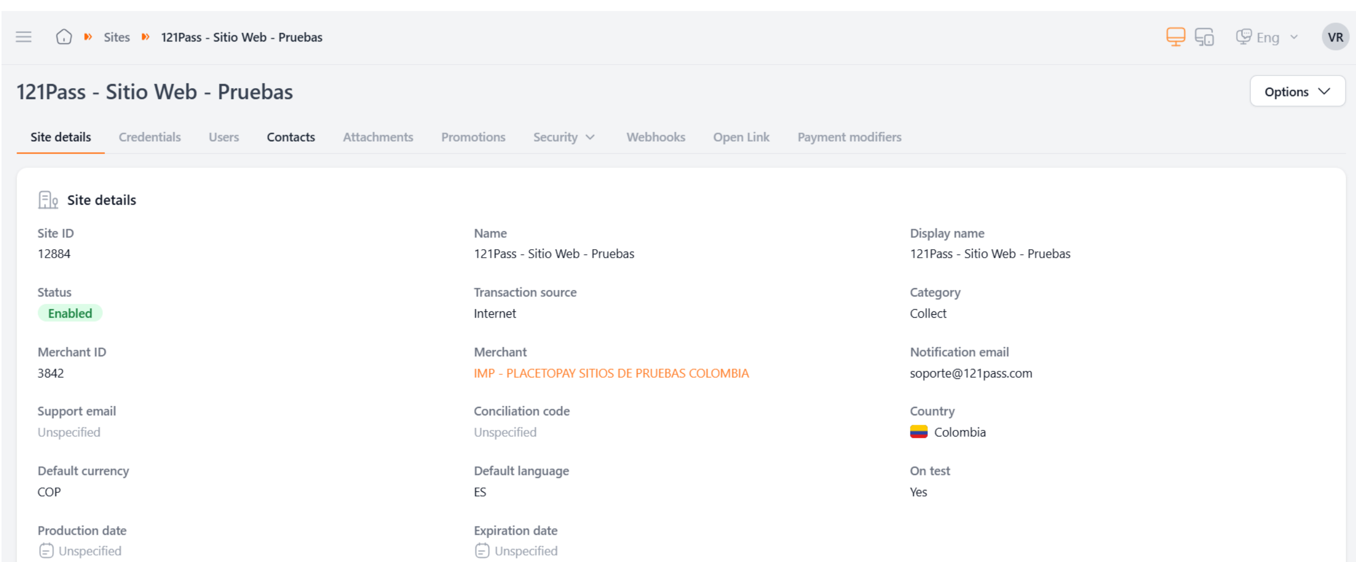
  - Disable VAT Entry
  - Auto-calculate VAT
  - Vat Percentage
  - Auto-Send Email
  - Auto-Send Copy to Merchant

- **Subscription Validation**

  - Enable Validation
  - Validation Amount

- Additional features

- Payment methods.
- Promotions
- Gateway plans
- Service plans
- Integrations



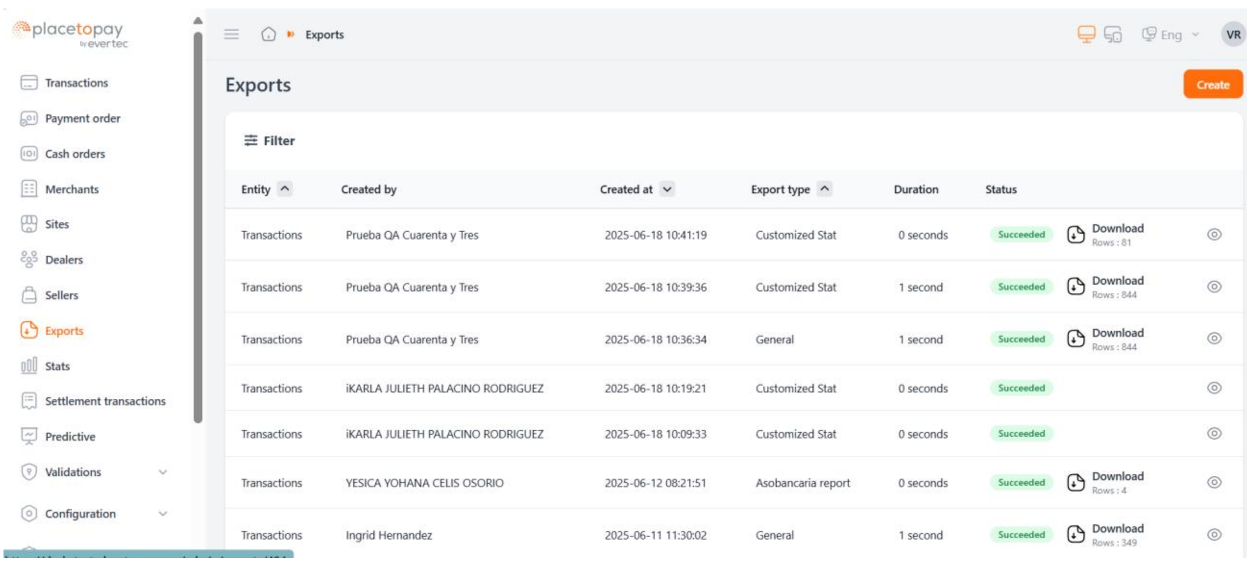
5.5 Exports

This functionality is designed to provide quick access to specific information without relying on constant requests to a team.

The system allows access to various exports depending on the country or environment. Below are the most commonly used ones

5.5.1 Generate General Export

To generate an export, click on the ***Exports*** option. The system will then display the ***Filters*** section, along with available exports. If no exports are found, a message stating **"*No exports found*"** will appear, along with the **Create** button.



Click on the ***Create*** button. A screen will appear displaying the ***Basic Section***, which includes the ***Entity*** field. This field allows users to select the source of the export information from a dropdown list. Once an entity is selected, the ***Export Type*** field will be displayed, where ***General*** must be selected.

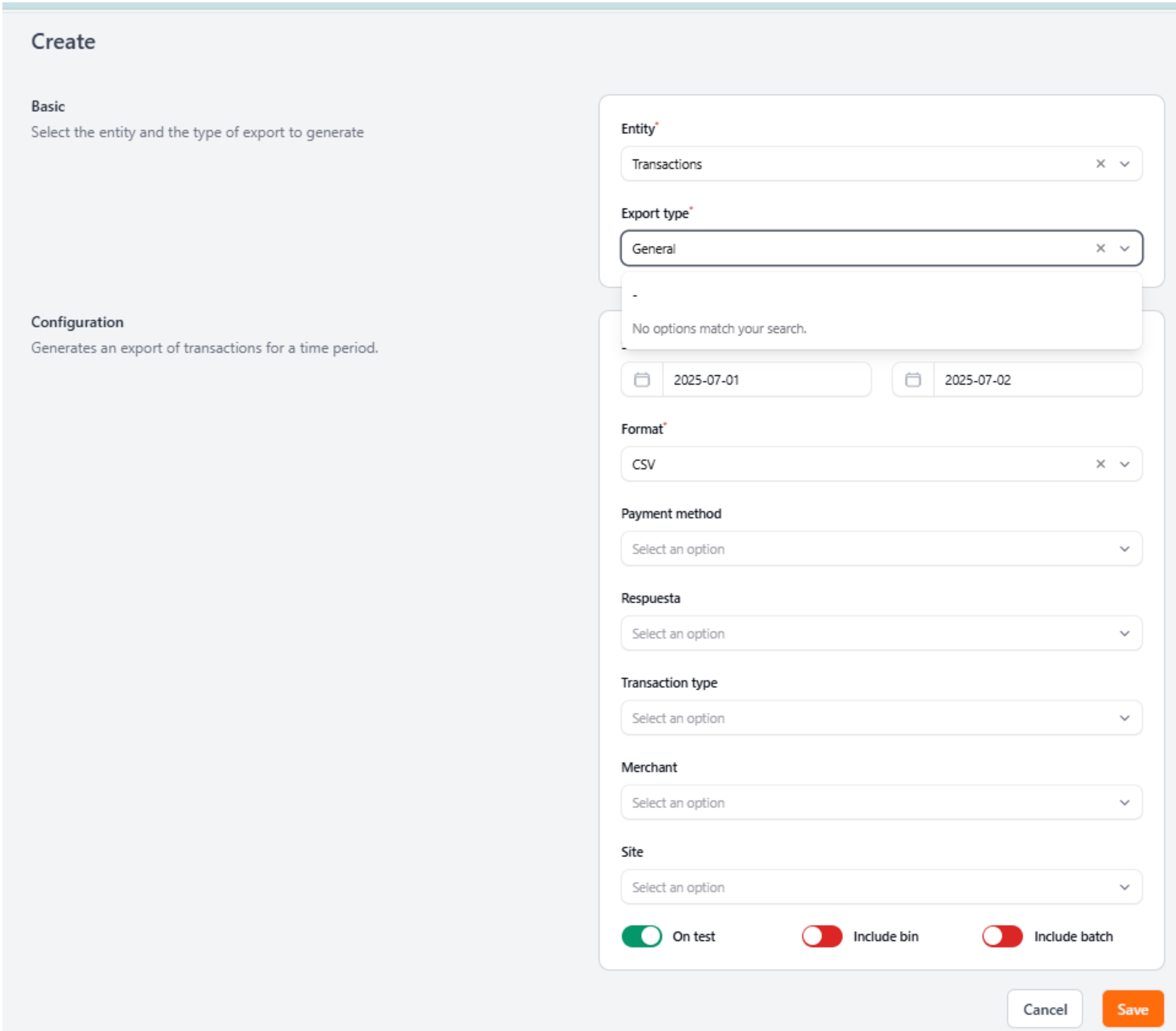
The ***Configuration Section***, which depends on the selected export type, provides fields to set the time period that will be reflected in the resulting export.

For ***General Export***, the following fields are required:

- Start Date (Mandatory)
- End Date (Mandatory)
- Format (Mandatory)
- Payment Method
- Response
- Transaction Type
- Merchant
- Site
- Testing Mode Button
- Include BIN Button
- Include Batch Button

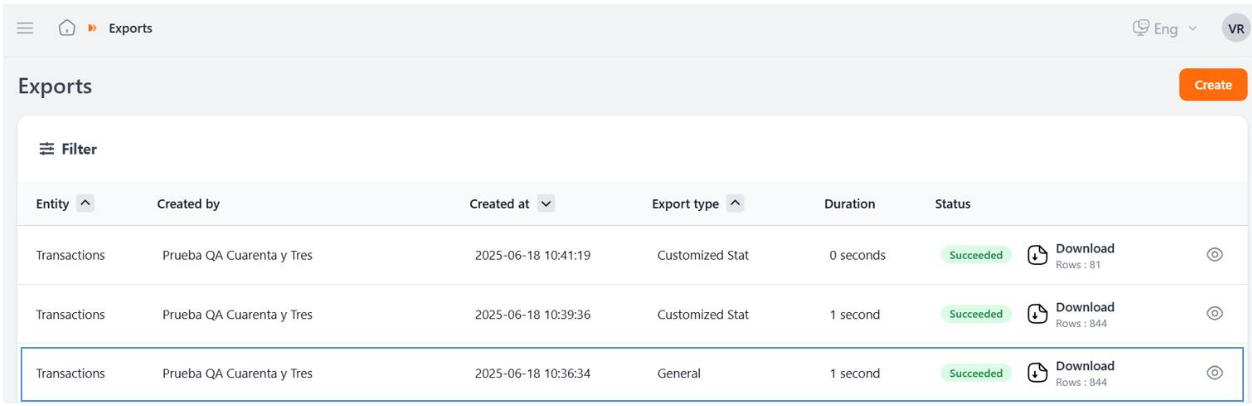
Including the '***Cancel'*** and ***'Save'*** buttons.

Once the required fields and any additional parameters for the export have been entered, click ***'Save'*** to proceed.



Once the process is completed, the system returns to the **initial Exports screen**, displaying a table with the following information: entity, created by, created on, export type, duration, status, download option and view record options.

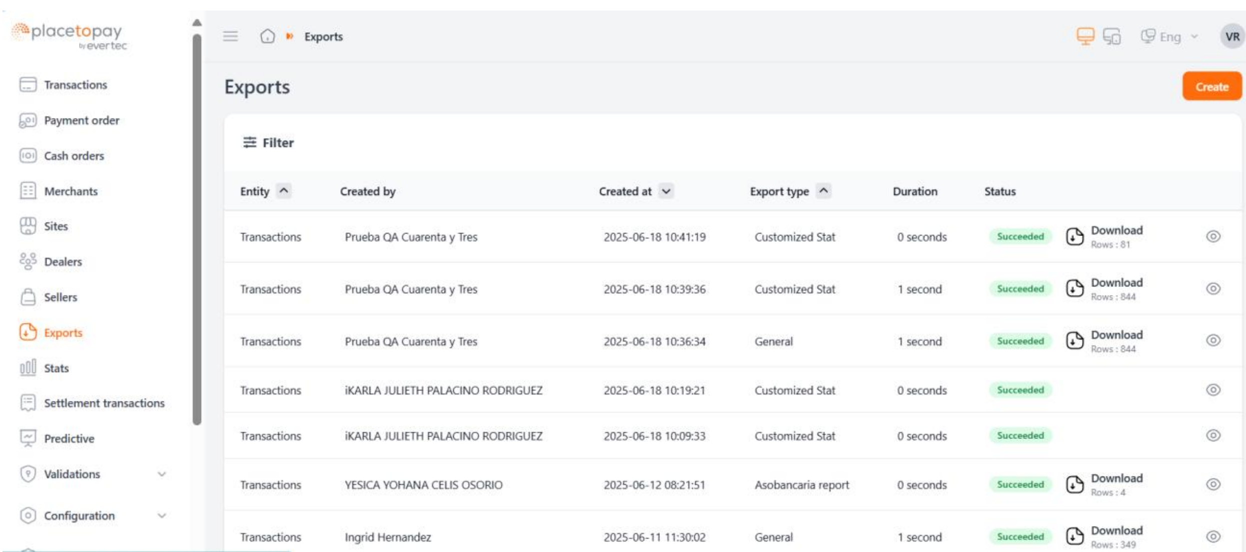
Depending on the *defined criteria* and the volume of data being processed, the system may take some time to generate the export. Please wait until the ***status*** is displayed as ***Successful*** before proceeding



To download the export, click on the ***'Download'*** option for the selected export. If you want to view the criteria under which the export was generated, click on the eye-shaped icon at the end of the record, which corresponds to the '***View'*** option.

5.5.2 Generate Custom Export

To generate a custom export, click on the ***Exports*** option. The system will then display the **Filters** section, along with available exports. If no exports are found, a message stating **"*No exports found*"** will appear, along with the ***Create*** button.



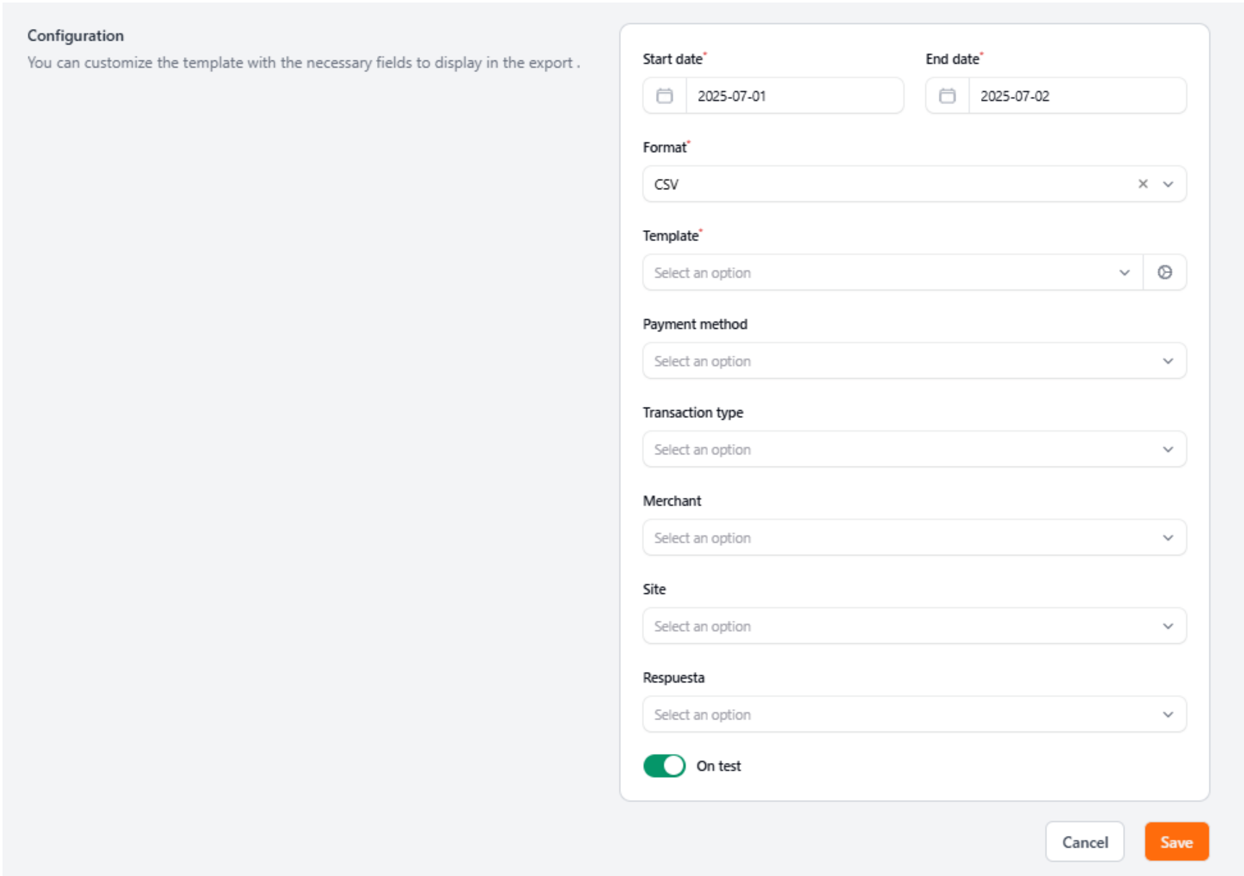
Click on the ***Create*** button. A screen will appear displaying the ***Basic Section***, which includes the ***Entity*** field. This field allows users to select the source of the export information from a dropdown list. Once an entity is selected, the ***Export Type*** field will be displayed, where ***Custom Export*** must be selected.

The ***Configuration Section***, which depends on the selected report type, provides fields to set the time period that will be reflected in the resulting export, along with additional criteria to consider.

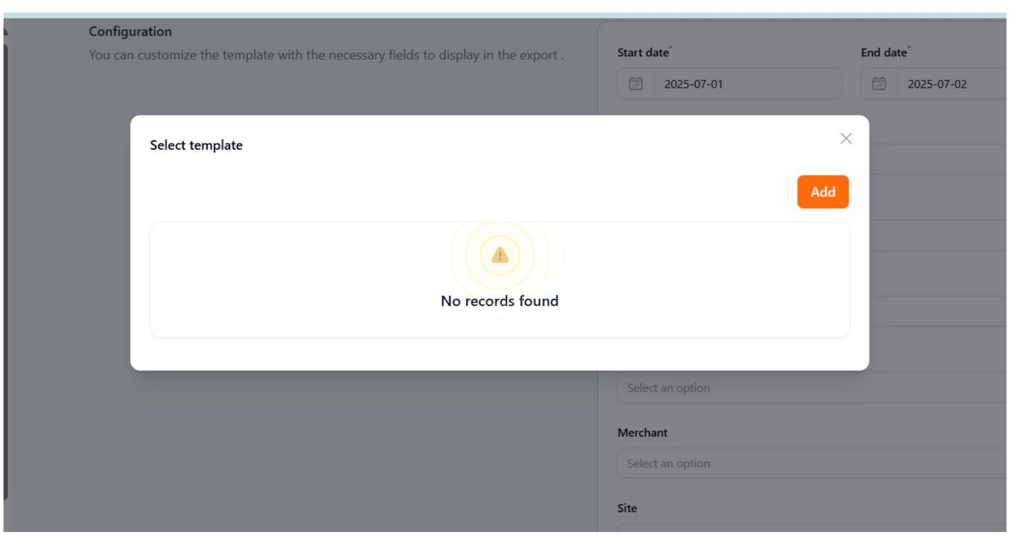
For the Custom Export, the following fields are requiered:

- Start date (Mandatory)
- End date (Mandatory)
- Format (Mandatory)
- Template (Mandatory)
- Payment method
- Transaction type
- Merchant
- Site
- Response
- Testing Mode Button

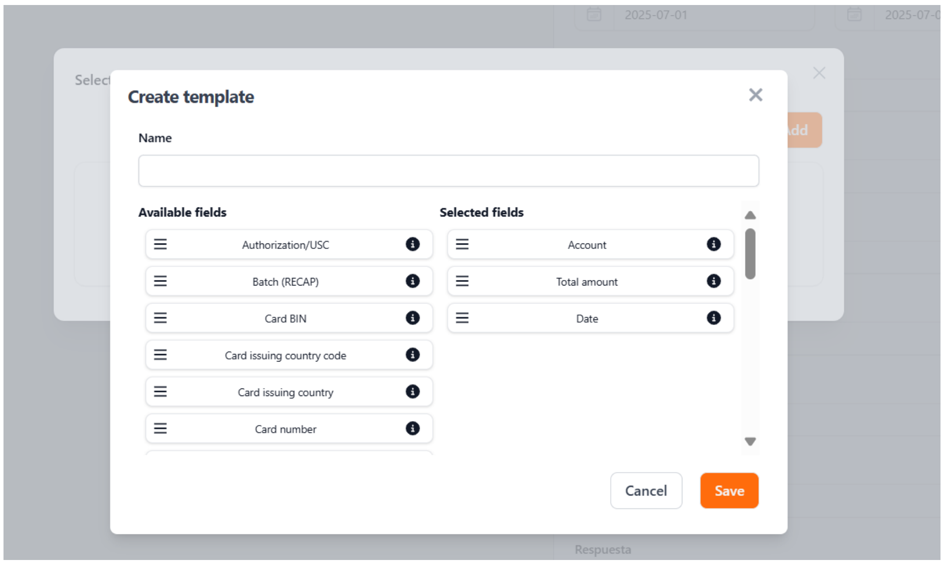
Including the 'Cancel' and ***'Save'*** buttons.



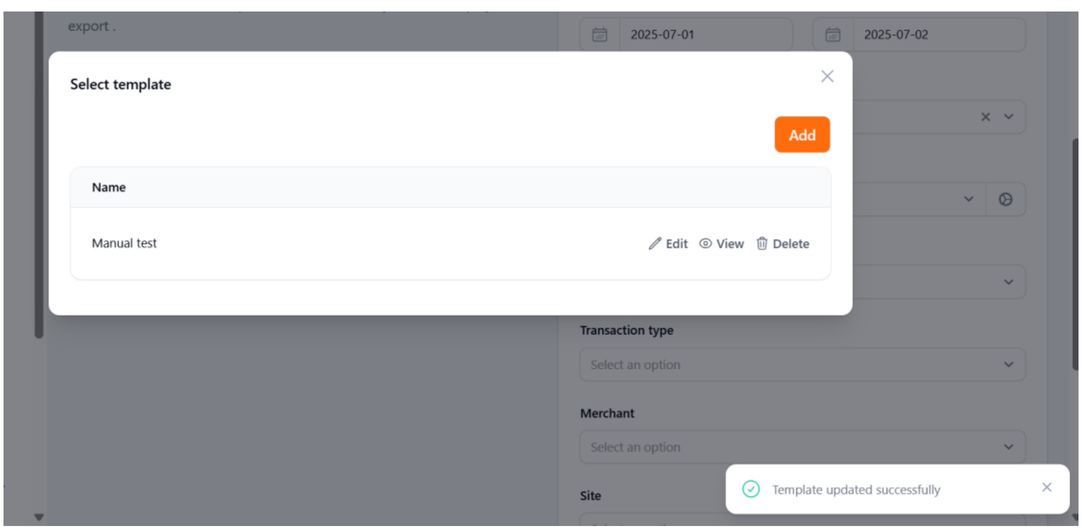
To generate an export, you must **create or select a template**. The system allows users to ***search for stored templates***.
If a new template is needed, click on the corresponding option. This will open the ***Select Template*** window, where existing templates will be displayed. If no templates are available, the window will appear empty, along with the ***Add*** button.



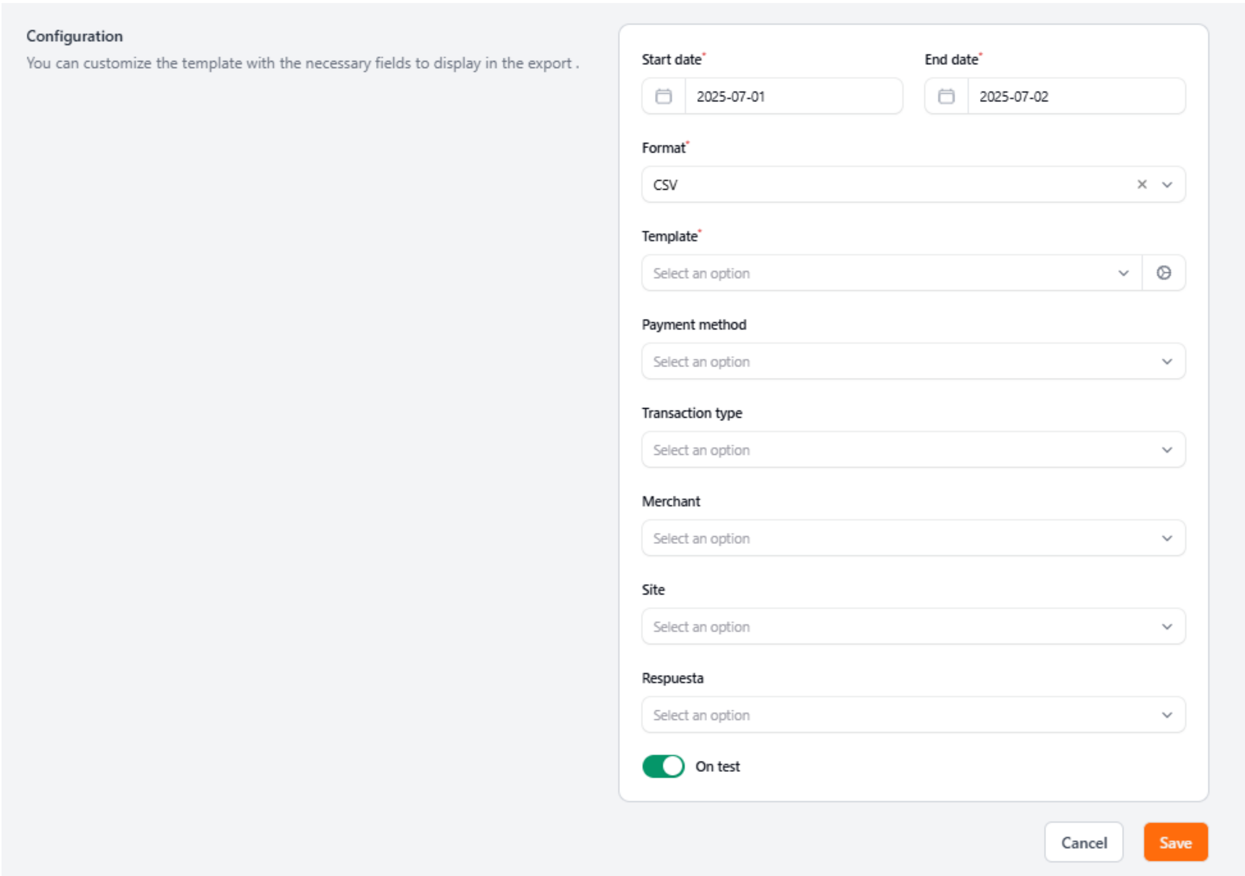
Click on the ***Add*** button. This will open a screen where you can ***define a name*** and ***select the fields*** to be displayed in the export. Fields are configured by ***dragging*** them from the ***left column*** to the ***right column***. Once you have added the desired fields, click ***Save*** to confirm the selection.



Once the record is saved, the system displays the ***created template*** on the screen, along with the following options: Edit, view and delete.



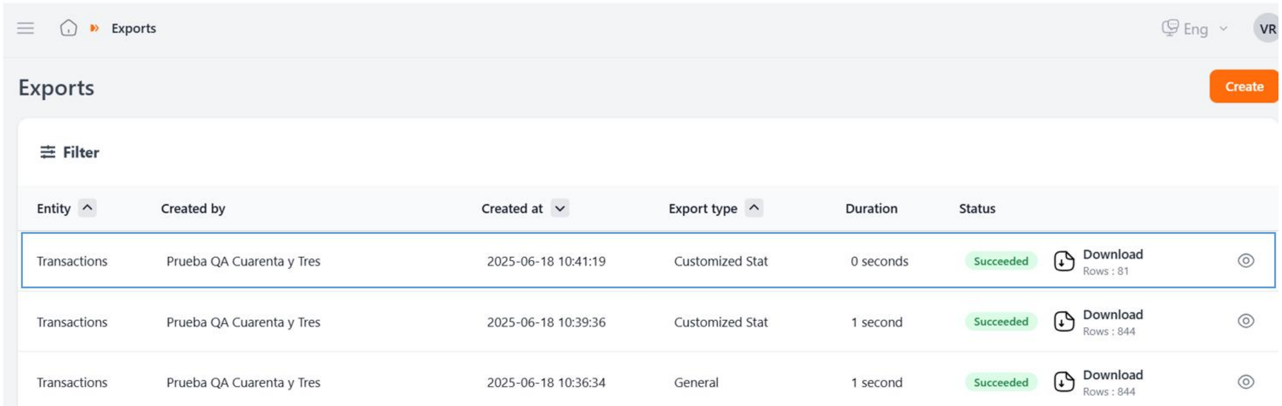
Once the template is created, click on the **x** to close the pop-up window. Then, click on the ***Template*** field, which will allow you to ***search by name*** or display a ***dropdown list*** of available templates. Select one from the list.



Once you have entered the required fields and additional parameters for the export, click ***Save*** to proceed.

The system will then return to the ***initial Exports screen***, displaying a table with the following details: Entity, created by, created on, export type, duration, status, download options and View Record option.

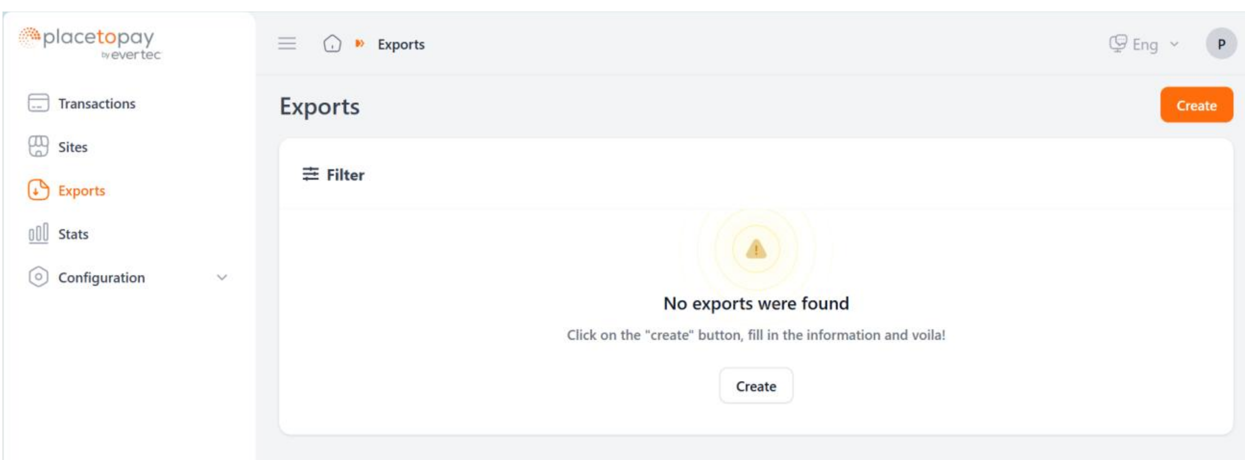
Depending on the ***defined criteria*** and the ***volume of data*** being processed, the system may take some time to generate the export. Please wait until the ***status*** is displayed as ***Successful*** before proceeding.



To download the export, click on the ***Download*** option for the selected export. If you wish to view the criteria under which the export was generated, click on the ***eye-shaped icon*** at the end of the record, which corresponds to the ***View*** option.

5.5.3 Generate Transactions Export with compensation cycle information

To generate a transaction export that includes compensation cycle details, click on the ***Exports*** option. The system will then display the ***Filters*** section, along with available exports. If no exports are found, a message stating **"*No exports found*"** will appear, along with the ***Create*** button.



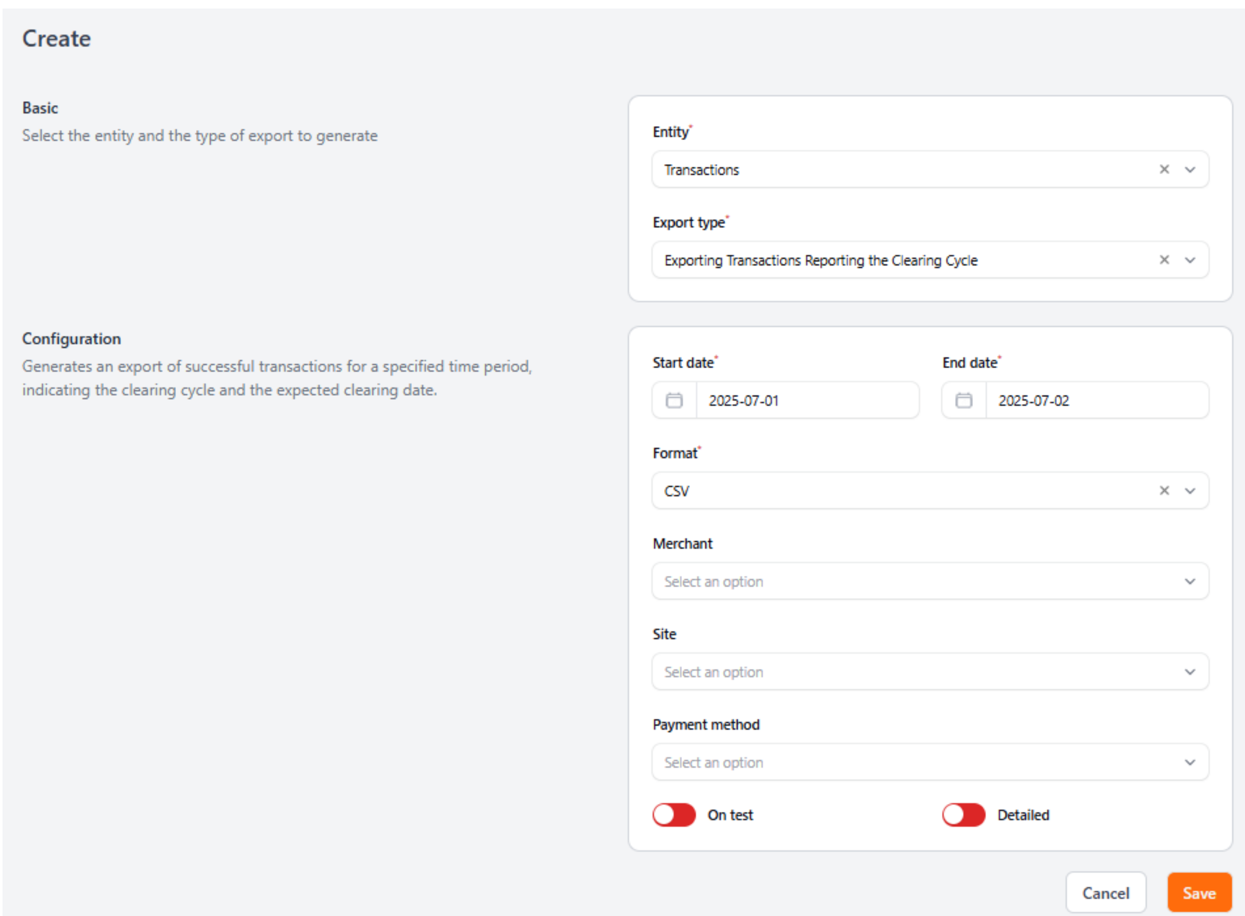
Click on the ***Create*** button. A screen will appear displaying the ***Basic Section***, which includes the ***Entity*** field. This field allows users to select the source of the export information from a dropdown list. Once an entity is selected, the ***Export Type*** field will be displayed, where ***Transaction Export with Compensation Cycle Information*** must be selected.

The ***Configuration Section***, which depends on the selected export type, provides fields to set the time period and parameters that will be reflected in the resulting export.

For ***Transaction Export with Compensation Cycle Information***, the following fields are required:

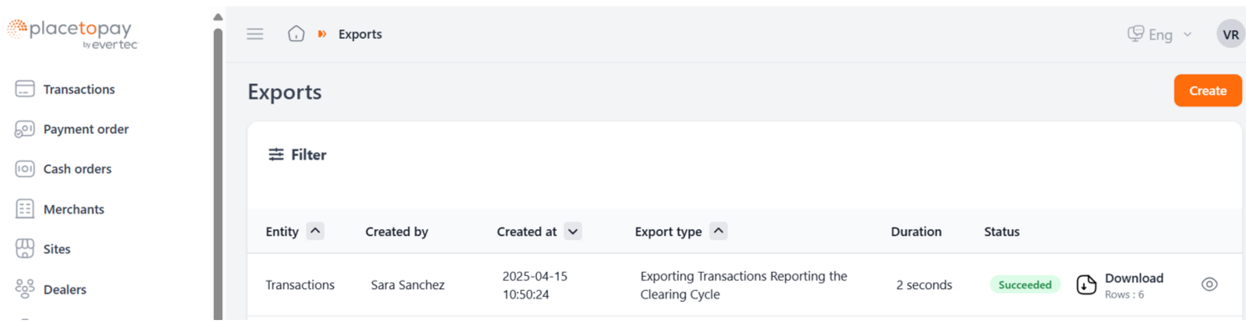
- Start Date (Mandatory)
- Final Date (Mandatory)
- Format (Mandatory)
- Merchant
- Site
- Payment method
- Testing mode option
- Detailed option

In addition to the ***Cancel*** and ***Save*** buttons. Once you have entered the required fields and additional parameters for the export, click ***Save*** to proceed.



Once the process is completed, the system returns to the ***initial Exports screen***, displaying a table with the following information: Entity, created by, Create on, Export Type, Duration, Status, Download Option and view Record Option.

Depending on the ***defined criteria*** and the ***volume of data*** being processed, the system may take some time to generate the export. Please wait until the ***status*** is displayed as ***Successful*** before proceeding.



To download the export, click on the **Download** option for the selected export.
If you wish to view the criteria under which the export was generated, click on the ***eye-shaped icon*** at the end of the record, which corresponds to the ***View*** option.

The system evaluates the ***selected period*** *(**Start Date** and **End Date**)* in the search criteria, comparing it against the ***Creation Date*** and ***Processing Date*** of each transaction record. The export is generated based on matching records.

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