

Merchant Management System Manual

April 2020

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What is the Merchant Management System?

MMS is SafetyPay's web platform designed to provide merchants an easy, intuitive way of accessing account profile information, transaction reports, initiate refunds and manage their account.

| Manage | your account User Name: | 1 | <u>==</u> | |
|--------|-------------------------|---------|-----------|-------|
| | User Name: | | * | |
| | Password: | | * | |
| | | Log In | | - 1 h |
| | | Log III | | |
| | | | | |

What can be done through the MMS?

The MMS has the following Menu options:



Operations

- 1.1- Account Activity
- 1.2- Operations
- 1.3- Reports
- 1.4- Operational Report
- 1.5.- Financial Report



Services

2.1- Refunds



Profiles

- 3.1- General Information
- 3.2- Bank Accounts
- 3.3- Notifications
- 3.4- Credentials
- 3.5- Branding



Settings

- 4.1- Users
- 4.2- Change Password



1.1- Account Activity

All the transactions and their statuses can be seen in the **Account Activity** option.

Available filters:

1. Status

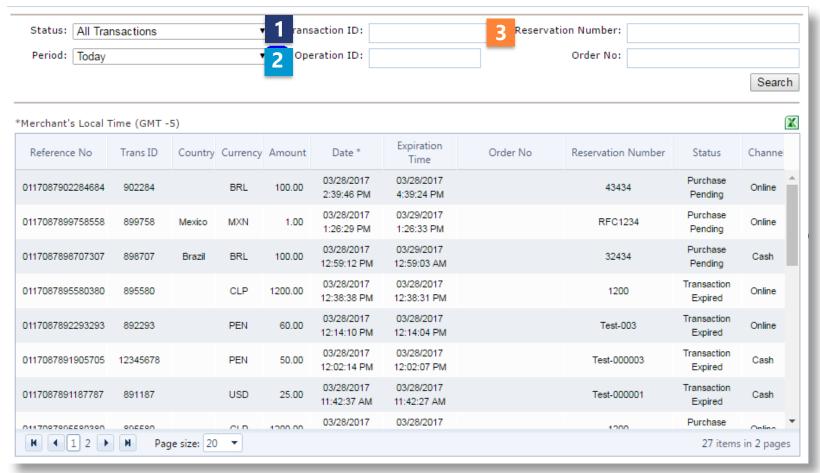
Purchase Pending, Complete, Notification Confirmed to merchant, etc.

2. Period

Today, Current Week, Current Month, Custom.

3. Other Filters

Transaction ID, Operation ID, Order Number.



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Main Transaction Statuses

| | | | • |
|-------|------|--------|-----|
| Purc | naca | Pana | Inc |
| I GIG | | I CIIU | ш |
| | | | _ |

An Active transaction pending payment and not yet expired

Purchase Complete

Transaction Paid successfully

Notification Confirmed

Paid Transaction successfully **Notified** to merchant (Email or WS)

Refund Requested

Refund requested by merchant

Refund Approved

Refund credited to client and discounted from next settlement

Transaction Expired

Expired transaction that will not be available for payment

Claim Requested

Claim to SafetyPay to void a payment (Fraud, Bank Claim)

Claim Approved

Claim approved from both SafetyPay & Merchant and discounted from next settlement



1.2- Operations

Operations provides a detail account report with the option to filter by the following values:

1. Account:

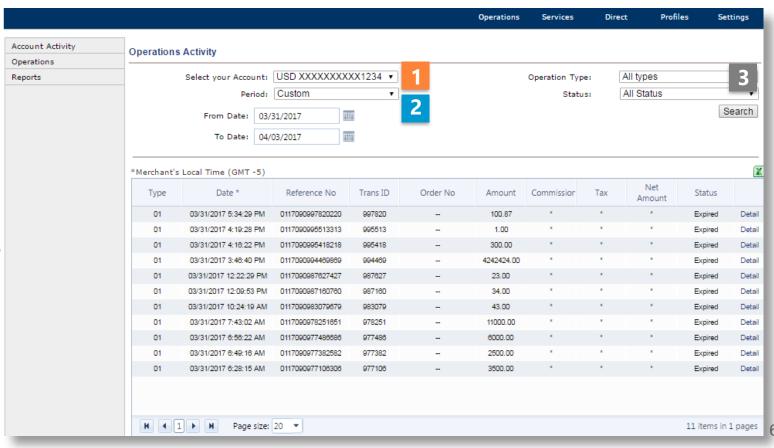
Merchant's settlement account.

2. Period:

Today, Current Week, Current Month, Custom

3. Operation Type and Status

Transaction ID, Operation ID, Order Number.





1.3- Reports

Reports provides a detailed settlement report by bank account with the ability to export the report into an Excel file.

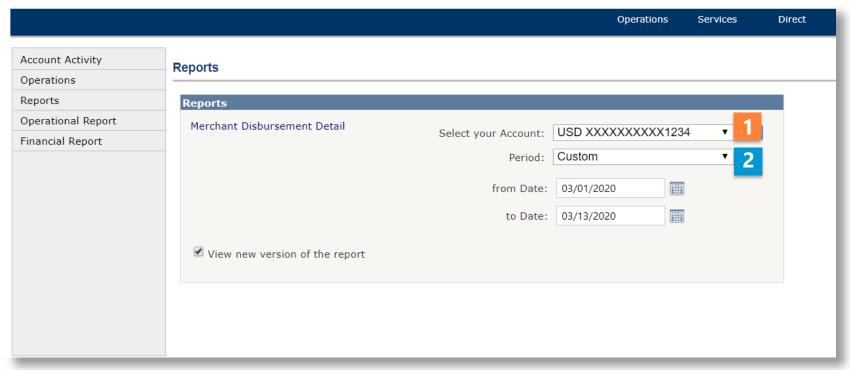
Available filters:

1. Account

Bank account where SafetyPay pays the merchant.

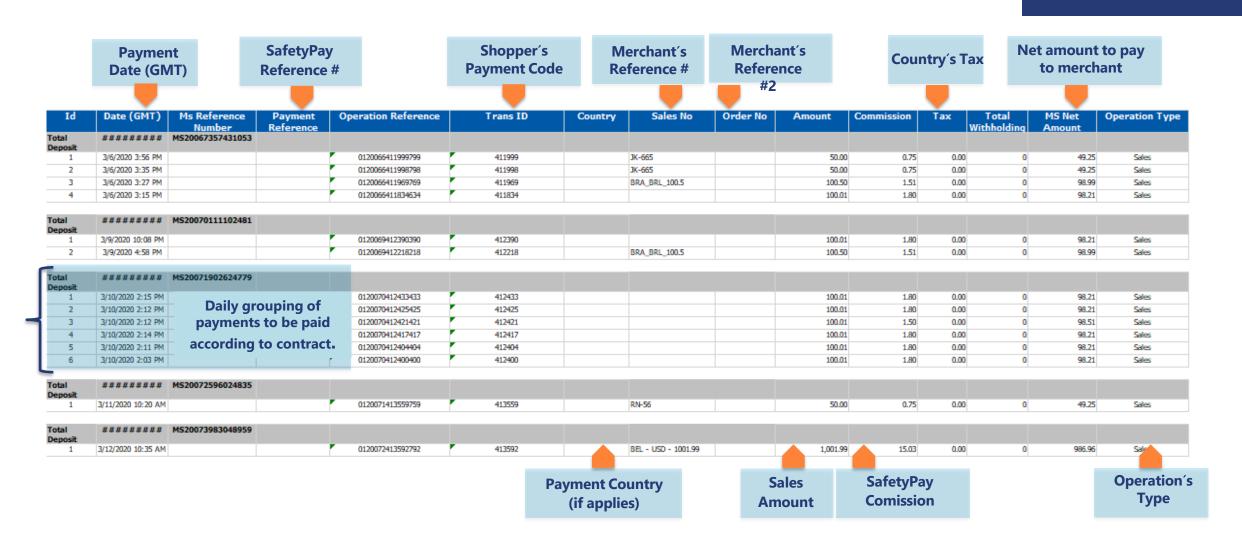
2. Period

Today, Current Week, Current Month, Custom.



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Settlement Report Structure



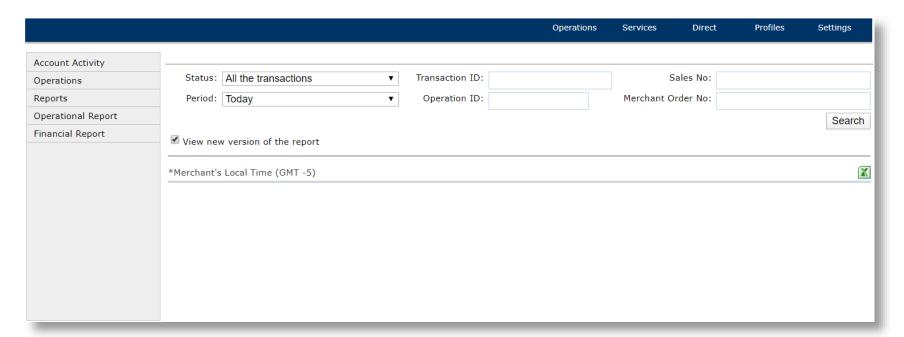


1.4- Operational Report

Operational Report provides the information detail for transactions with the ability to export the report into an Excel file.

Available filters:

- Status
- Transaction ID
- Sales #
- Operation ID
- Merchant Order #



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YES -> Transaction included

Date of bank transfer to merchant bank account

Operational Report Structure

in settlement **SafetyPay Payment Payment Date** Shopper's Merchant's **NO -> Transaction in process Country (if applies)** Reference # (GMT) **Payment Code** Reference # of disbursing **Purchase Pending Expiration Date** Transaction Merchant Payment Reconci Operation Settlement 102 Merchant ID MS Creation Date Operation Id Sales No MS Number 3/30/2020 4:29:27 PM 3/30/2020 5:29:30 PM 0120090414948548 414948 M_TEST 1066 RN-56 160.00 PEN USD NO NO YES NO 3/30/2020 4:29:14 PM 3/30/2020 5:29:17 PM 0120090414946546 414946 M_TEST 1066 16.00 USD NO NO YES 3/30/2020 3:00:39 PM 3/30/2020 4:28:53 PM 3/30/2020 5:28:56 PM 0120090414942542 414942 M_TEST 1066 RN-56 16.00 USD USD MS20091102823791 3/31/2020 2:00:57 AM YES 3/31/2020 2:00:57 AM YES YES NO 012009041493953 RN-56 56.00 USD USD YES 3/30/2020 4:28:11 PM 3/30/2020 5:28:18 Pf M_TEST 1066 NO 3/30/2020 4:25:26 PM 4/1/2020 4:24:45 PM 012009041493753 M_TEST 1066 1000.00 USD NO NO YES 3/30/2020 3:00:39 PM 3/30/2020 3:00:30 PM 3/30/2020 4:40:30 PM 0120090414934534 MS20091102823791 414934 M_TEST 1066 MER_20200330_030021_255 200.01 USD GTM USD 3/31/2020 2:00:57 AM YES 3/31/2020 2:00:57 AM YES NO NO 3/30/2020 3:00:11 PM 3/30/2020 4:40:11 PM 0120090414932532 414932 M_TEST 1066 MER_20200330_030002_219 200.01 USD USD NO YES 3/30/2020 2:59:52 PM 3/30/2020 4:39:52 PN 0120090414930530 M_TEST 1066 MER_20200330_025943_201 10.01 NO NO YES 3/30/2020 2:59:50 PM 3/30/2020 4:39:35 PM 0120090414928528 414928 1066 MER_20200330_025926_557 3/30/2020 2:59:35 PM M_TEST 10.01 USD GTM USD MS20091102823791 3/31/2020 2:00:57 AM YES 3/31/2020 2:00:57 AM YES NO NO 3/30/2020 2:59:50 PM 3/30/2020 2:59:17 PM 3/30/2020 4:39:17 PI 0120090414926526 414926 M_TEST 1066 MER_20200330_025908_723 10.01 USD GTM USD MS20091102823791 3/31/2020 2:00:57 AM 3/31/2020 2:00:57 AM YES NO 3/30/2020 2:59:20 PM 3/30/2020 2:58:59 PM 3/30/2020 4:38:59 PN 0120090414924524 M_TEST 1066 MER_20200330_025849_352 10.01 USD GTM USD MS20091102823791 3/31/2020 2:00:57 AM 3/31/2020 2:00:57 AM YES YES NO 3/30/2020 2:58:40 PM 3/30/2020 4:38:40 PM 0120090414922522 414922 M_TEST 1066 MER_20200330_025832_3 24.01 USD USD NO NO YES 3/30/2020 2:58:50 PM 3/30/2020 2:58:23 PM 0120090414920520 1066 MER 20200330 025813 716 USD MS20091102823791 3/31/2020 2:00:57 AM YES 3/31/2020 2:00:57 AM NO NO 3/30/2020 4:38:23 PN 21.01 GTM USD YES 3/30/2020 2:58:06 PM 0120090414918518 M_TEST 1066 MER_20200330_025756_538 10.01 USD USD NO NO YES 3/30/2020 4:38:06 PI 3/30/2020 2:57:47 PM 3/30/2020 4:37:47 PI 0120090414916516 414916 M_TEST 1066 MER_20200330_025738_84 10.01 USD NO NO YES 3/30/2020 2:57:50 PM 3/30/2020 2:57:30 PM 3/30/2020 4:37:30 PM 0120090414914514 414914 M_TEST 1066 MER_20200330_025720_831 USD USD MS20091102823791 3/31/2020 2:00:57 AM YES 3/31/2020 2:00:57 AM NO NO 10.01 GTM YES 3/30/2020 2:57:50 PM 3/30/2020 2:57:12 PM 3/30/2020 4:37:12 PM M_TEST MER_20200330_025703_166 10.01 USD GTM MS20091102823791 3/31/2020 2:00:57 AM YES 3/31/2020 2:00:57 AM YES NO NO

Sales Amount

10

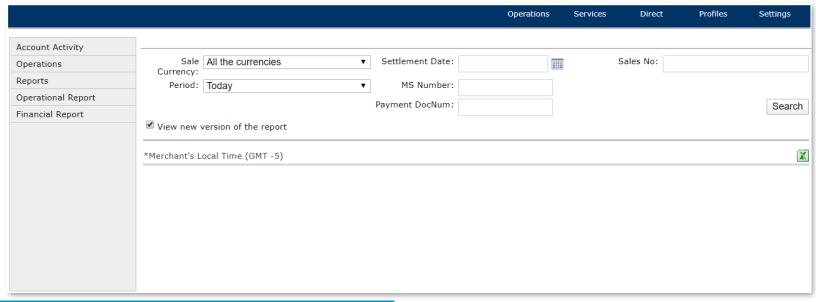


1.5- Financial Report

Financial Report provides detailed information about amount, payment concepts (taxes, commission, ...) and settlement per transaction with the ability to export the report into an Excel file.

Available filters:

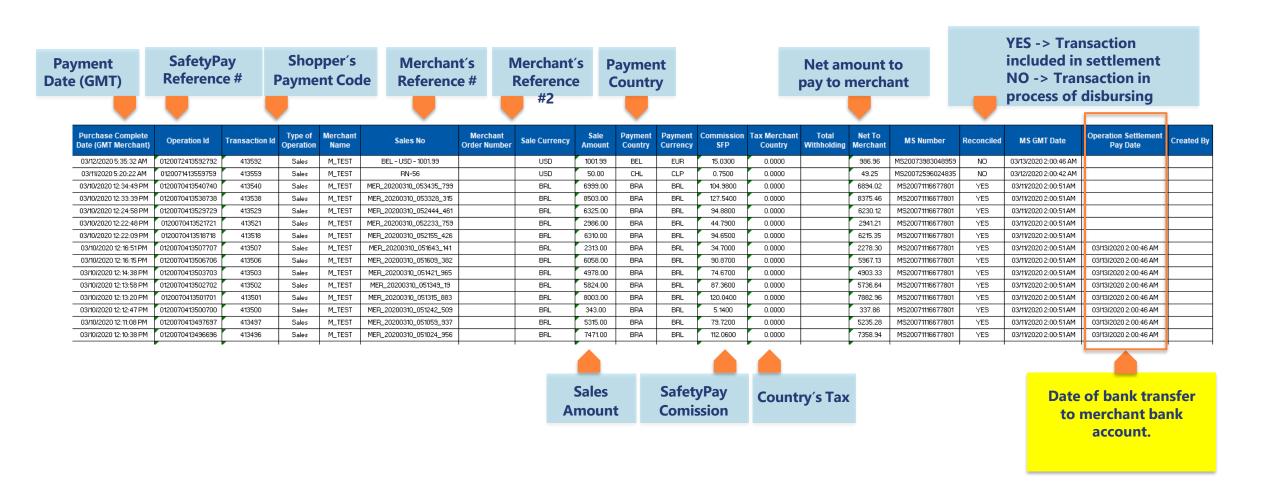
- Sales currency
- Settlement Date
- Sales #
- Period
- MS Number
- Payment Doc. #



MS Number -> Reference number in SafetyPay systems **Payment DocNum** -> Reference number in SAP when the disbursement to merchant was applied

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Financial Report Structure





2.1- Refunds - Step 1

Refunds allows the merchant to request a partial or total refund. You must first select the paid transaction that requires a refund

Available filters:

1. Date

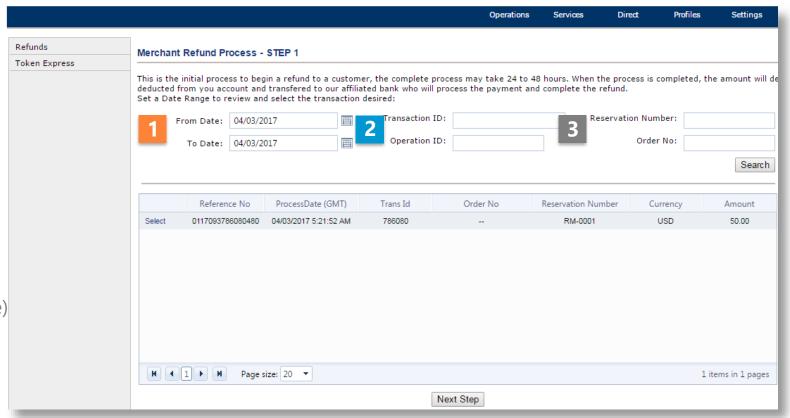
From Date – To Date

2. Transaction ID

Shopper's Payment Code

3. Reservation Number

Shopper's Reference (Reservation, Order, Reference)



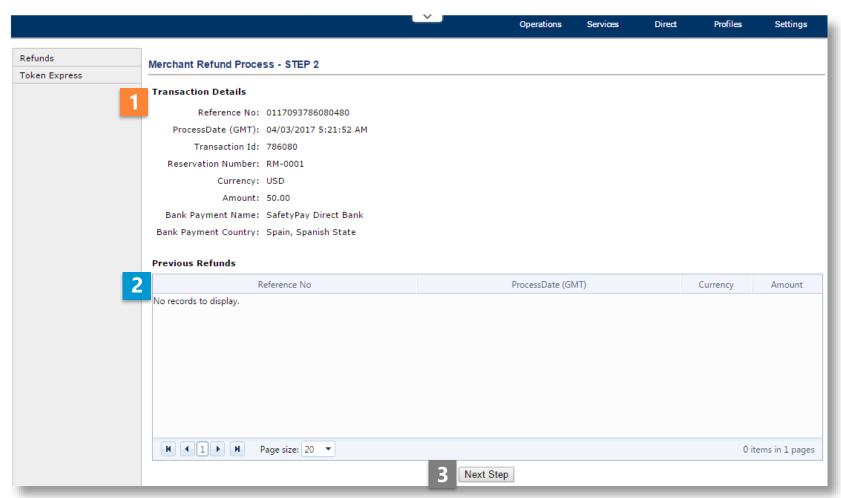


2.1- Refunds - Step 2

1.

Step 2 provides details of the operation (Bank, Amount, Currency, Payment Code and Payment Country)

- 2. Previous **Partial Refunds** (if any) will also be displayed.
- **3.** Once the operation is confirmed, continue with **Next Step**.





2.1- Refunds - Step 3

Confirm

Step 3 requires additional information (Total/Partial Refund, Amount of Refund, Shopper Email, Phone and Reason for the refund). Once this step is confirmed, SafetyPay automatically sends an email to the shopper requesting additional information to process and complete the refund. The processing time takes approximately 3 -5 business

days. **Total or Partial Refund** Returned amount: 0.00 **Amount to Refund (Sales Currency)** Merchant Refund ID: **Refund Reference # (if applies)** Shopper e-mail: An automatic email will be sent to the Shopper's email (sends form)) shopper to confirm his/her data **Shopper's telephone number** Contact Phone: Reason: Product damaged on transit Reason for the refund Comments: **Additional for SafetyPay** About the refund



In the Profiles menu there's a collection of configuration options for the account. They are available only for the Administrator. These options are:

| General Information | Profile and Account Information |
|----------------------------|---|
| Bank Accounts | Payment Accounts for settlement |
| Notifications | Configuration for payment Notifications (URL and/or email) |
| Credentials | Technical (API) Credentials to generate transactions |
| Branding | Merchant's Logo (GIF, JPG, PNG) |

In the Settigns menu there are two options.

Change Password

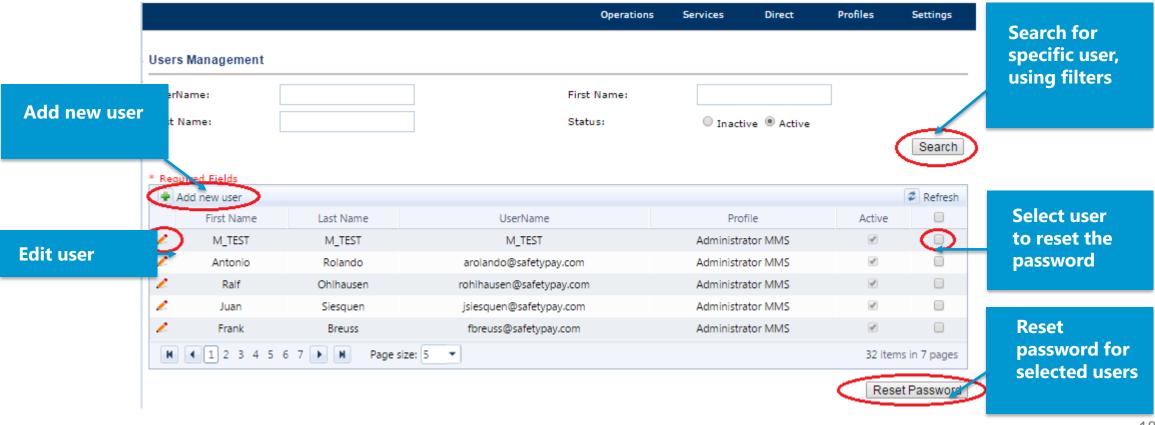
Will let you reset the password of the current user.

Users

Lets the Administrator create users, edit users and reset passwords.



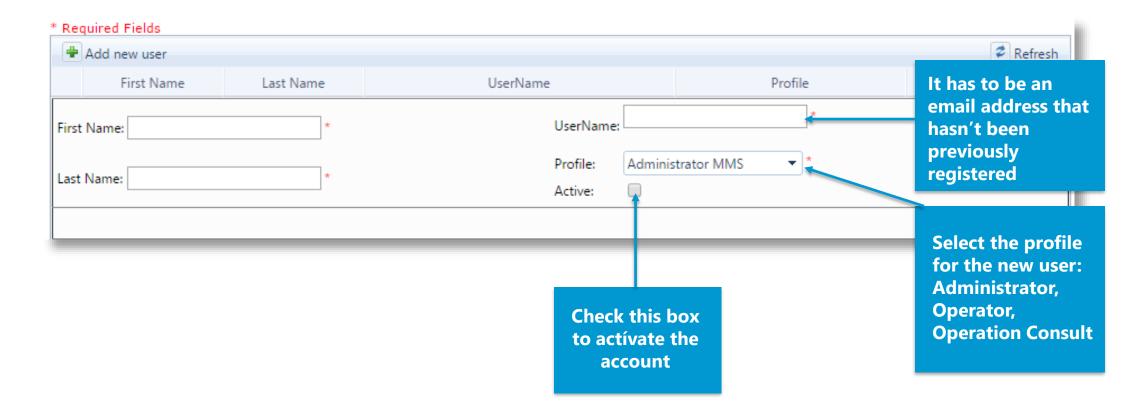
4.1- Users





4.1- Add new user

When selecting **Add New User** a window will be displayed requiring new user information.





4.1- User – Edit User

When clicking the pencil, a window will be displayed to allow editing the user information, except for the UserName.

