Merchant Management System Manual

April 2020

What is the Merchant Management System?

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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: _____ *

Password: _____ *

Log In

What can be done through the MMS?

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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.

Status: All Transactions [1] Transaction ID: [ ] [3] Reservation Number: [ ]
Period: Today [2] Operation ID: [ ] Order No: [ ]

Search

*Merchant's Local Time (GMT -5)

Reference No	Trans ID	Country	Currency	Amount	Date *	Expiration Time	Order No	Reservation Number	Status	Channel
0117087902284684	902284		BRL	100.00	03/28/2017 2:39:46 PM	03/28/2017 4:39:24 PM		43434	Purchase Pending	Online
0117087899758558	899758	Mexico	MXN	1.00	03/28/2017 1:26:29 PM	03/29/2017 1:26:33 PM		RFC1234	Purchase Pending	Online
0117087898707307	898707	Brazil	BRL	100.00	03/28/2017 12:59:12 PM	03/29/2017 12:59:03 AM		32434	Purchase Pending	Cash
0117087895580380	895580		CLP	1200.00	03/28/2017 12:38:38 PM	03/28/2017 12:38:31 PM		1200	Transaction Expired	Online
0117087892293293	892293		PEN	60.00	03/28/2017 12:14:10 PM	03/28/2017 12:14:04 PM		Test-003	Transaction Expired	Online
0117087891905705	12345678		PEN	50.00	03/28/2017 12:02:14 PM	03/28/2017 12:02:07 PM		Test-000003	Transaction Expired	Cash
0117087891187787	891187		USD	25.00	03/28/2017 11:42:37 AM	03/28/2017 11:42:27 AM		Test-000001	Transaction Expired	Cash
0117087895580380	895580		CLP	1200.00	03/28/2017	03/28/2017		1200	Purchase	Online

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Main Transaction Statuses

Purchase Pending → An **Active** transaction pending payment and not yet expired

Purchase Complete → Transaction **Paid** succesfully

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

Operations

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.

Operations

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.

Settlement Report Structure

Id	Date (GMT)	Ms Reference Number	Payment Reference	Operation Reference	Trans ID	Country	Sales No	Order No	Amount	Commission	Tax	Total Withholding	MS Net Amount	Operation Type
Total Deposit	########	MS20067357431053												
1	3/6/2020 3:56 PM			0120066411999799	411999		JK-665		50.00	0.75	0.00	0	49.25	Sales
2	3/6/2020 3:35 PM			0120066411998798	411998		JK-665		50.00	0.75	0.00	0	49.25	Sales
3	3/6/2020 3:27 PM			0120066411969769	411969		BRA_BRL_100.5		100.50	1.51	0.00	0	98.99	Sales
4	3/6/2020 3:15 PM			0120066411834634	411834				100.01	1.80	0.00	0	98.21	Sales
Total Deposit	########	MS20070111102481												
1	3/9/2020 10:08 PM			0120069412390390	412390				100.01	1.80	0.00	0	98.21	Sales
2	3/9/2020 4:58 PM			0120069412218218	412218		BRA_BRL_100.5		100.50	1.51	0.00	0	98.99	Sales
Total Deposit	########	MS20071902624779												
1	3/10/2020 2:15 PM			0120070412433433	412433				100.01	1.80	0.00	0	98.21	Sales
2	3/10/2020 2:12 PM			0120070412425425	412425				100.01	1.80	0.00	0	98.21	Sales
3	3/10/2020 2:12 PM			0120070412421421	412421				100.01	1.50	0.00	0	98.51	Sales
4	3/10/2020 2:14 PM			0120070412417417	412417				100.01	1.80	0.00	0	98.21	Sales
5	3/10/2020 2:11 PM			0120070412404404	412404				100.01	1.80	0.00	0	98.21	Sales
6	3/10/2020 2:03 PM			0120070412400400	412400				100.01	1.80	0.00	0	98.21	Sales
Total Deposit	########	MS20072596024835												
1	3/11/2020 10:20 AM			0120071413559759	413559		RN-56		50.00	0.75	0.00	0	49.25	Sales
Total Deposit	########	MS20073983048959												
1	3/12/2020 10:35 AM			0120072413592792	413592		BEL - USD - 1001.99		1,001.99	15.03	0.00	0	986.96	Sales

Callouts:
- Payment Date (GMT)
- SafetyPay Reference #
- Shopper´s Payment Code
- Merchant´s Reference #
- Merchant´s Reference #2
- Country´s Tax
- Net amount to pay to merchant
- Daily grouping of payments to be paid according to contract.
- Payment Country (if applies)
- Sales Amount
- SafetyPay Comission
- Operation´s Type

Operations

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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 #

Operational Report Structure

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Payment Date (GMT)

SafetyPay Reference #

Shopper´s Payment Code

Merchant´s Reference #

Payment Country (if applies)

YES -> Transaction included in settlement
NO -> Transaction in process of disbursing

Purchase Complete (GMT-0)	Purchase Pending (GMT-0)	Expiration Date (GMT-0)	Operation Id	Transaction Id	Merchant Name	Merchant ID	Payment Reference	Sales No	Sale Amount	Sale Currency	Payment Country	Payment Currency	MS Number	MS Creation Date	Reconci led	Operation Settlement Pay Date	102 Completed	104 Notified	100 Expired	Created
	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	NO	YES	
	3/30/2020 4:29:14 PM	3/30/2020 5:29:17 PM	0120090414946546	414946	M_TEST	1066		RN-56	16.00	PEN		USD			NO		NO	NO	YES	
3/30/2020 3:00:33 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	
	3/30/2020 4:28:11 PM	3/30/2020 5:28:18 PM	0120090414939539	414939	M_TEST	1066		RN-56	56.00	USD		USD			NO		NO	NO	YES	
	3/30/2020 4:25:26 PM	4/1/2020 4:24:45 PM	0120090414937537	414937	M_TEST	1066		1111111	1000.00	USD		PEN			NO		NO	NO	YES	
3/30/2020 3:00:33 PM	3/30/2020 3:00:30 PM	3/30/2020 4:40:30 PM	0120090414934534	414934	M_TEST	1066		MER_20200330_030021_255	200.01	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 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		NO	NO	YES	
	3/30/2020 2:59:52 PM	3/30/2020 4:39:52 PM	0120090414930530	414930	M_TEST	1066		MER_20200330_025943_201	10.01	USD		USD			NO		NO	NO	YES	
3/30/2020 2:59:50 PM	3/30/2020 2:59:50 PM	3/30/2020 4:39:35 PM	0120090414928528	414928	M_TEST	1066		MER_20200330_025926_557	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 PM	0120090414926526	414926	M_TEST	1066		MER_20200330_025908_723	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 2:59:20 PM	3/30/2020 2:58:59 PM	3/30/2020 4:38:59 PM	0120090414924524	414924	M_TEST	1066		MER_20200330_025849_352	10.01	USD	GTM	USD	MS20091102823791	3/31/2020 2:00:57 AM	YES	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	NO	YES	
3/30/2020 2:58:50 PM	3/30/2020 2:58:23 PM	3/30/2020 4:38:23 PM	0120090414920520	414920	M_TEST	1066		MER_20200330_025813_716	21.01	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 2:58:06 PM	3/30/2020 4:38:06 PM	0120090414918518	414918	M_TEST	1066		MER_20200330_025756_538	10.01	USD		USD			NO		NO	NO	YES	
	3/30/2020 2:57:47 PM	3/30/2020 4:37:47 PM	0120090414916516	414916	M_TEST	1066		MER_20200330_025738_84	10.01	USD		USD			NO		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	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 2:57:50 PM	3/30/2020 2:57:12 PM	3/30/2020 4:37:12 PM	0120090414912512	414912	M_TEST	1066		MER_20200330_025703_166	10.01	USD	GTM	USD	MS20091102823791	3/31/2020 2:00:57 AM	YES	3/31/2020 2:00:57 AM	YES	NO	NO	

Sales Amount

Date of bank transfer to merchant bank account

Operations

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

Financial Report Structure

Payment Date (GMT)

SafetyPay Reference #

Shopper´s Payment Code

Merchant´s Reference #

Merchant´s Reference #2

Payment Country

Net amount to pay to merchant

YES -> Transaction included in settlement NO -> Transaction in process of disbursing

Purchase Complete Date (GMT Merchant)	Operation Id	Transaction Id	Type of Operation	Merchant Name	Sales No	Merchant Order Number	Sale Currency	Sale Amount	Payment Country	Payment Currency	Commission SFP	Tax Merchant Country	Total Withholding	Net To Merchant	MS Number	Reconciled	MS GMT Date	Operation Settlement Pay Date	Created By
03/12/2020 5:35:32 AM	0120072413592792	413592	Sales	M_TEST	BEL – USD – 1001.99		USD	1001.99	BEL	EUR	15.0300	0.0000		986.96	MS20073983048953	NO	03/13/2020 2:00:46 AM		
03/11/2020 5:20:22 AM	0120071413559759	413559	Sales	M_TEST	RN-56		USD	50.00	CHL	CLP	0.7500	0.0000		49.25	MS20072596024835	NO	03/12/2020 2:00:42 AM		
03/10/2020 12:34:49 PM	0120070413540740	413540	Sales	M_TEST	MER_20200310_053435_799		BRL	6999.00	BRA	BRL	104.9800	0.0000		6894.02	MS20071116677801	YES	03/11/2020 2:00:51 AM		
03/10/2020 12:33:39 PM	0120070413538738	413538	Sales	M_TEST	MER_20200310_053328_315		BRL	8503.00	BRA	BRL	127.5400	0.0000		8375.46	MS20071116677801	YES	03/11/2020 2:00:51 AM		
03/10/2020 12:24:58 PM	0120070413529729	413529	Sales	M_TEST	MER_20200310_052444_461		BRL	6325.00	BRA	BRL	94.8800	0.0000		6230.12	MS20071116677801	YES	03/11/2020 2:00:51 AM		
03/10/2020 12:22:48 PM	0120070413521721	413521	Sales	M_TEST	MER_20200310_052233_759		BRL	2986.00	BRA	BRL	44.7900	0.0000		2941.21	MS20071116677801	YES	03/11/2020 2:00:51 AM		
03/10/2020 12:22:09 PM	0120070413518718	413518	Sales	M_TEST	MER_20200310_052155_426		BRL	6310.00	BRA	BRL	94.6500	0.0000		6215.35	MS20071116677801	YES	03/11/2020 2:00:51 AM		
03/10/2020 12:16:51 PM	0120070413507707	413507	Sales	M_TEST	MER_20200310_051643_141		BRL	2313.00	BRA	BRL	34.7000	0.0000		2278.30	MS20071116677801	YES	03/11/2020 2:00:51 AM	03/13/2020 2:00:46 AM	
03/10/2020 12:16:15 PM	0120070413506706	413506	Sales	M_TEST	MER_20200310_051609_382		BRL	6058.00	BRA	BRL	90.8700	0.0000		5967.13	MS20071116677801	YES	03/11/2020 2:00:51 AM	03/13/2020 2:00:46 AM	
03/10/2020 12:14:38 PM	0120070413503703	413503	Sales	M_TEST	MER_20200310_051421_965		BRL	4978.00	BRA	BRL	74.6700	0.0000		4903.33	MS20071116677801	YES	03/11/2020 2:00:51 AM	03/13/2020 2:00:46 AM	
03/10/2020 12:13:58 PM	0120070413502702	413502	Sales	M_TEST	MER_20200310_051349_19		BRL	5824.00	BRA	BRL	87.3600	0.0000		5736.64	MS20071116677801	YES	03/11/2020 2:00:51 AM	03/13/2020 2:00:46 AM	
03/10/2020 12:13:20 PM	0120070413501701	413501	Sales	M_TEST	MER_20200310_051315_883		BRL	8003.00	BRA	BRL	120.0400	0.0000		7882.96	MS20071116677801	YES	03/11/2020 2:00:51 AM	03/13/2020 2:00:46 AM	
03/10/2020 12:12:47 PM	0120070413500700	413500	Sales	M_TEST	MER_20200310_051242_509		BRL	343.00	BRA	BRL	5.1400	0.0000		337.86	MS20071116677801	YES	03/11/2020 2:00:51 AM	03/13/2020 2:00:46 AM	
03/10/2020 12:11:08 PM	0120070413497697	413497	Sales	M_TEST	MER_20200310_051059_937		BRL	5315.00	BRA	BRL	79.7200	0.0000		5235.28	MS20071116677801	YES	03/11/2020 2:00:51 AM	03/13/2020 2:00:46 AM	
03/10/2020 12:10:38 PM	0120070413496696	413496	Sales	M_TEST	MER_20200310_051024_956		BRL	7471.00	BRA	BRL	112.0600	0.0000		7358.94	MS20071116677801	YES	03/11/2020 2:00:51 AM	03/13/2020 2:00:46 AM	

Sales Amount

SafetyPay Comission

Country´s Tax

Date of bank transfer to merchant bank account.

Services

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)

Services

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**.

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| | Operations | Services | Direct | Profiles | Settings |

Refunds
Token Express

Merchant Refund Process - STEP 2

Transaction Details

Reference No: 0117093786080480
ProcessDate (GMT): 04/03/2017 5:21:52 AM
Transaction Id: 786080
Reservation Number: RM-0001
Currency: USD
Amount: 50.00
Bank Payment Name: SafetyPay Direct Bank
Bank Payment Country: Spain, Spanish State

Previous Refunds

Reference No	ProcessDate (GMT)	Currency	Amount
No records to display.			

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Next Step

2.1- Refunds - Step 3

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.

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

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Profiles

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)

Settings

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.

Settings

4.1- Users

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4.1- Add new user

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

It has to be an email address that hasn't been previously registered

Select the profile for the new user: Administrator, Operator, Operation Consult

Check this box to actívate the account

Settings

4.1- User – Edit User

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

The profile associated can be changed

The First name and Last name can be edited

Confirm/Cancel changes