



MMS New User Guide

A how-to guide for getting set up to take payments with your
Merchant Management System.

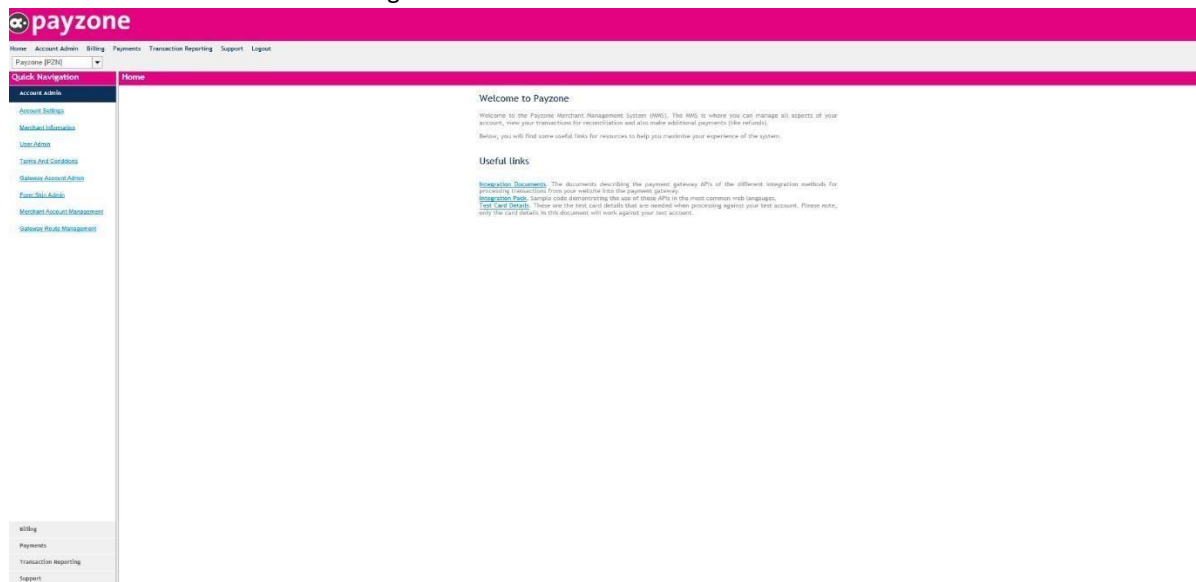
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MMS NAVIGATION

There are two ways to navigate through the MMS; the menu bar across the top and the options along the side.

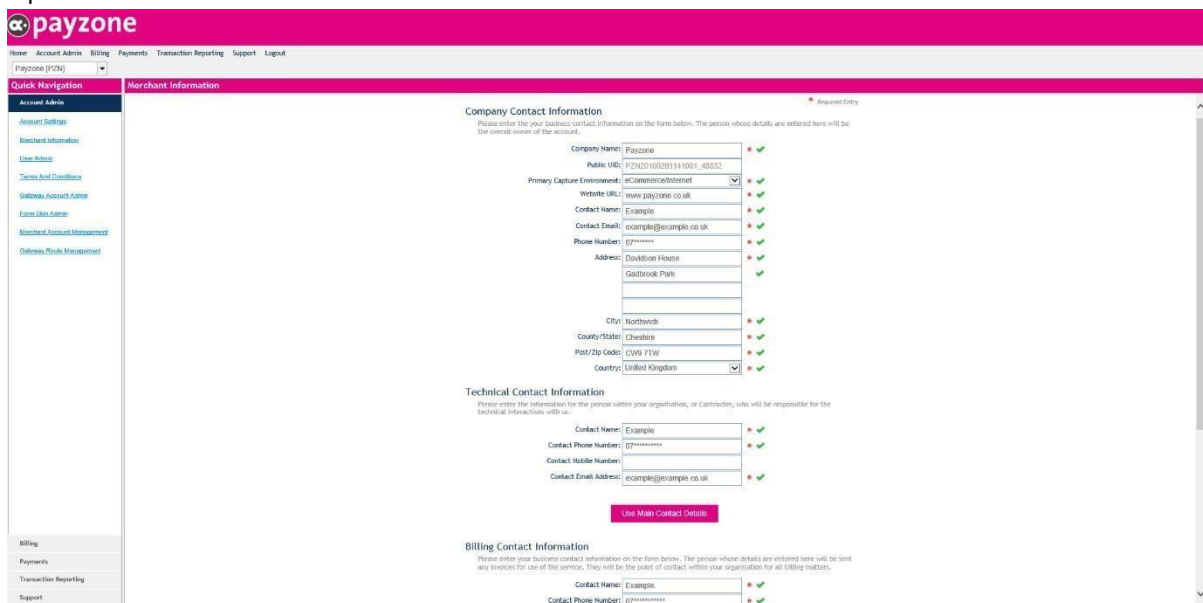
These menus will be covered throughout this document:



MERCHANT INFORMATION

This page contains all basic information about you. Please ensure this information is kept upto date.

You can also enter technical information. This would be the person within your organisation or contractor who will be responsible for technical interactions.



The screenshot shows the 'Merchant Information' page in the payzone system. The page is divided into three main sections: Company Contact Information, Technical Contact Information, and Billing Contact Information. Each section contains a form with various fields and a 'Required Entry' indicator.

Company Contact Information

Please enter the your business contact information on the form below. The person whose details are entered here will be the overall owner of the account.

Company Name: Payzone ✓
 Public UID: P2ND140200141001_48832 ✓
 Primary Capture Environment: eCommerce/Internet ✓
 Website URL: www.payzone.co.uk ✓
 Contact Name: Example ✓
 Contact Email: example@example.co.uk ✓
 Phone Number: 07777777777 ✓
 Address: Doveson House ✓
 Gadsbrook Park ✓
 City: Northwich ✓
 County/State: Cheshire ✓
 Post/Zip Code: CW9 7TR ✓
 Country: United Kingdom ✓

Technical Contact Information

Please enter the information for the person within your organisation, or Contractor, who will be responsible for the technical interactions with us.

Contact Name: Example ✓
 Contact Phone Number: 07777777777 ✓
 Contact Mobile Number: 07777777777 ✓
 Contact Email Address: example@example.co.uk ✓

Billing Contact Information

Please enter your business contact information on the form below. The person whose details are entered here will be sent any invoices for use of the service. They will be the point of contact within your organisation for all billing matters.

Contact Name: Example ✓
 Contact Phone Number: 07777777777 ✓

On the left side of the page, there is a 'Quick Navigation' menu with links to: Account Admin, Merchant Information, User Admin, Terms And Conditions, Gateway Account Admin, Extra Sites Admin, Merchant Account Management, and Gateway Profile Management. At the bottom left, there is a 'Billing' section with links to Payments, Transaction Reporting, and Support.

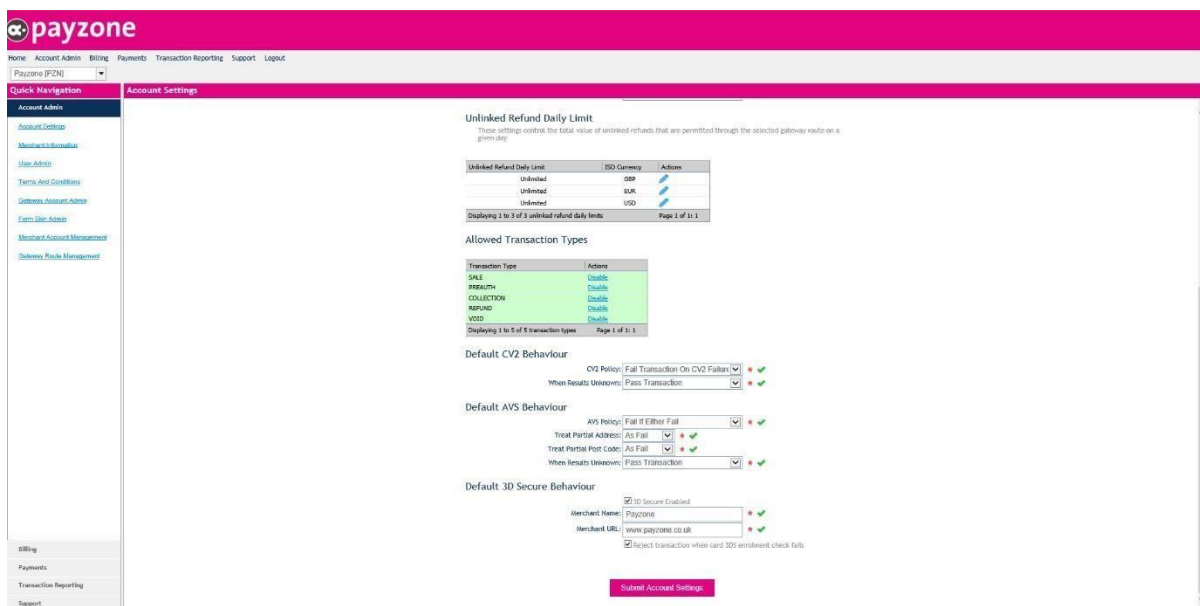
ACCOUNT SETTINGS

This page allows you to control the outcome of a transaction when certain security features fail or are not present.

CV2 refers to the last three digits on the back of the debit and credit cards.

AVS stands for Address Verification System.

By default the security settings are set to the strictest possible standard. Settings on this page can only be changed by yourself.



The screenshot shows the 'Account Settings' page in the payzone interface. The page has a pink header with the payzone logo and a navigation menu on the left. The main content area is titled 'Account Settings' and contains several sections for configuring transaction security.

Unlinked Refund Daily Limit

These settings control the total value of unlinked refunds that are permitted through the selected gateway route on a given day.

Unlinked Refund Daily Limit	ISO Currency	Actions
Unlinked	GBP	Edit
Unlinked	EUR	Edit
Unlinked	USD	Edit

Displaying 1 to 3 of 3 unlinked refund daily limits Page 1 of 1

Allowed Transaction Types

Transaction Type	Actions
SALE	Disable
REFUND	Disable
COLLECTION	Disable
REFUND	Disable
VOID	Disable

Displaying 1 to 5 of 5 transaction types Page 1 of 1

Default CV2 Behaviour

CV2 Policy: [Fail Transaction On CV2 Failure](#) [Edit](#) [Checkmark](#)
 When Results Unknown: [Pass Transaction](#) [Edit](#) [Checkmark](#)

Default AVS Behaviour

AVS Policy: [Fail If Either Fail](#) [Edit](#) [Checkmark](#)
 Treat Partial Address: [As Fail](#) [Edit](#) [Checkmark](#)
 Treat Partial Post Code: [As Fail](#) [Edit](#) [Checkmark](#)
 When Results Unknown: [Pass Transaction](#) [Edit](#) [Checkmark](#)

Default 3D Secure Behaviour

☒ 3D Secure Enabled [Edit](#) [Checkmark](#)
 Merchant Name: [Payzone](#) [Edit](#) [Checkmark](#)
 Merchant URL: [www.payzone.co.uk](#) [Edit](#) [Checkmark](#)
☒ Reject transaction when card 3DS enrolment check fails [Edit](#) [Checkmark](#)

[Submit Account Settings](#)

HOW TO PROCESS A TRANSACTION?

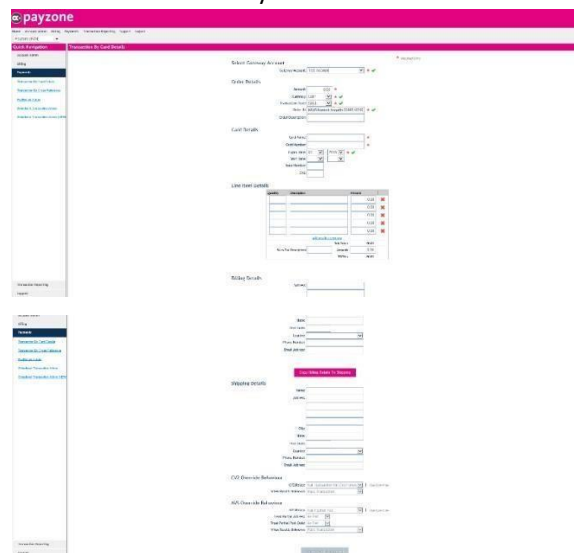
When logged into MMS go to the Payments tab and then select Transaction by Card Details:



The payment page will then appear.

Fill out all the details needed to make a payment, make sure all the sections with '*' are filled in or the payment won't process.

Below is an example of how the transaction details for your customer should be entered.


 A screenshot of the 'payzone' transaction entry form. The form is divided into several sections: 'Transaction Details', 'Card Details', 'Card Card Details', 'Billing Details', and 'Shipping Details'. Each section contains various input fields for transaction information, including amounts, dates, and card numbers. A 'Submit for Processing' button is visible at the bottom right of the form.

In the box 'transaction type' you will see there is a drop down box which states SALE, PREAUTH and REFUND, make sure you select 'SALE' when processing a transaction.

Once all the details are entered for your transaction you need to then click 'Submit for Processing' button.

If all the details are correct you will see a successful confirmation message appear:



To access a receipt of the transaction click on '**View Receipt**' at the bottom on the response message. Here you will have the option to print the receipt if needed.

PRE-AUTHORISATION TRANSACTION

You run a pre-authorisation the same way you run a sale on page '4'.

In 'transaction type' field simply select 'PREAUTH' instead of 'SALE'.

Transaction By Card Details

Select Gateway Account * Required Entry

Gateway Account: Test Account * ✓

Order Details

Amount: 0.00 *

Currency: GBP * ✓

Transaction Type: PREAUTH * ✓

Order ID: MMS-hannah.hogarth-4652225932 * ✓

Order Description:

To collect the selected preauth transaction you need to find the original pre-authorisation made within your transaction history as seen below. If more than one transaction has been made that day make sure you select the correct transaction:



Transaction History									
Gross Reference	Card Name	Order ID	Date/Time	Amount	Order Description	C	A	P	3D Message
160310133834481902659082	JOHN WATSON	MMS-hannah.hogarth-4652225932-160310133526	10/03/2016 13:38:34	£10.00 GBP	TEST	●	●	●	AuthCode: 910815
160310124810913002829897	JOHN WATSON	MMS-hannah.hogarth-9922828551-160310124816	10/03/2016 12:48:...	£10.00 GBP	TEST	●	●	●	AuthCode: 667317


Displaying 1 to 2 of 2 transactions Page 1 of 1: 1

Transaction Details: 160310133834481902659082 (MMS-hannah.hogarth-4652225932-160310133526)

Date/Time: 10/03/2016 13:38:34
 Transaction Type: PREAUTH
 Transaction Status: SUCCESS (AuthCode: 910815)

Card Name: JOHN WATSON
 Amount/Currency: £10.00 GBP
 Order Description: TEST

Card Number: 4976-0000-XXXX-3436 
 Card Class: Personal
 Card Issuer: Credit Industriel et Commercial  France
 Expires: 12/20

Once you have selected the pre-authorisation transaction within the transaction history to collect this you need to select the 'collect the selected preauth transaction' icon  which is on the main tool bar.

A pre-authorisation can be held for five working days, if you haven't collected the preauth within these five working days the money will be released back into your customer's bank.

PAYBYLINK / E-INVOICING

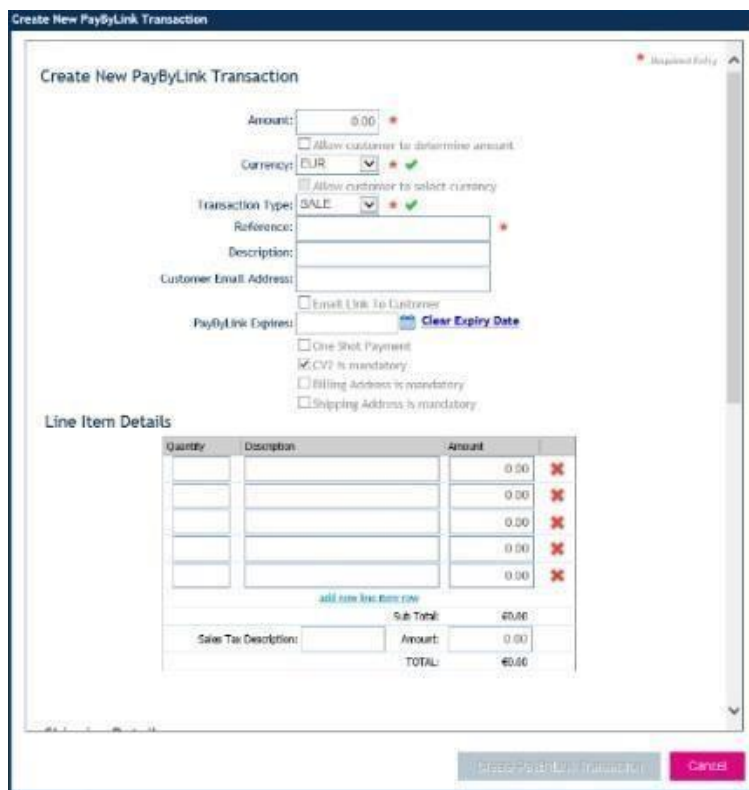
PayByLink lets you invoice your customers by sending them a link to a secure payment page via email.

Using the menu bar across the top of the page select '**Payments**' and then select '**PayByLink Admin**' from the drop down box. This will open a page that looks like the below:



The above page will also show previous PayByLink's that have been set up.

To create a new PayByLink you need to select '**Add New**' from the tool bar and then the page below will appear:



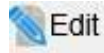
Fill out all the relevant information. Make sure you enter your customers email address so that the PayByLink has a destination to go to.

There are two ways to send the PayByLink to your customer.

- 1) If you tick the box '**email link to customer**' and press '**Create PayByLink**' an email with the link to a unique payment page will be sent to your customer directly.
- 2) You can send the PayByLink to your customer using your own email template by un-ticking the '**email link to customer**' box and when you click '**create PayByLink**' the link will then be sent to your own email address and you can then copy and paste the link into your own email template to send to your customer.

[VIEW, EDIT OR RESEND PAYBYLINK](#)

You can also view and edit the existing PayByLink transactions by selecting the 'Edit' Icon from the tool bar:



The page below will appear, you can Edit the amount and or any other information you require to be changed:

Edit Existing PayByLink Transaction

* Required Entry

Amount:

*
✓

☐ Allow customer to determine amount

Currency:
GBP

▼

*
✓

☐ Allow customer to select currency

Transaction Type:
SALE

▼

*
✓

Reference:

*
✓

Description:

Customer Email Address:

*
✓

☒ Email Link To Customer

PayByLink Expires:

[Clear Expiry Date](#)

☒ One Shot Payment

☒ CV2 is mandatory

☐ Billing Address is mandatory

☐ Shipping Address is mandatory

Line Item Details

Quantity	Description	Amount	
<input type="text"/>	<input type="text"/>	0.00	✗
<input type="text"/>	<input type="text"/>	0.00	✗
<input type="text"/>	<input type="text"/>	0.00	✗
<input type="text"/>	<input type="text"/>	0.00	✗
<input type="text"/>	<input type="text"/>	0.00	✗
add new line item row			
Sub Total:		£0.00	
Sales Tax Description:	<input type="text"/>	Amount:	0.00
TOTAL:		£0.00	

Shipping Details

Name:

Address:

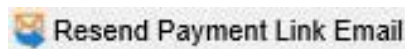
City:

State:

Update PayByLink Transaction

Cancel

To resend a PayByLink to the same customer you need to select '**Resend Payment Link Email**' which is situated along the tool bar:



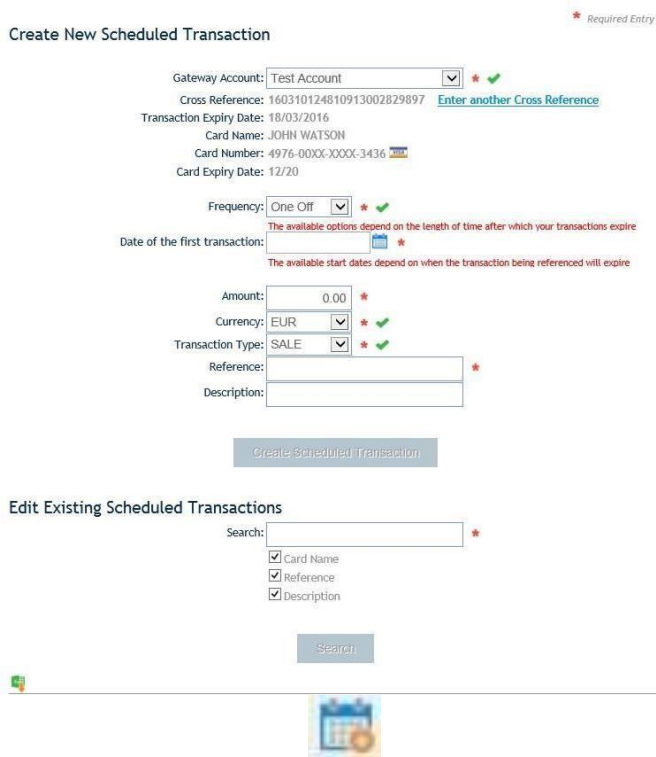
SCHEDULED / RECURRING TRANSACTIONS

Scheduled / Recurring transactions can be set up within the Transaction Reporting and Transaction History section.

To do a scheduled transaction you do need to make a one off transaction first and then schedule the payment from the original payment taken.

Using the menu bar across the top of the page select Transaction Reporting and then click Transaction History from the drop down box, find and select the transaction you want to work with.

Once you have found the transaction you want to schedule you then click the 'Set-Up Scheduled Transaction using details of the selected Transaction' Icon:




Create New Scheduled Transaction * Required Entry

Gateway Account: Test Account * ✓

Cross Reference: 160310124810913002829897 [Enter another Cross Reference](#)

Transaction Expiry Date: 18/03/2016

Card Name: JOHN WATSON

Card Number: 4976-00XX-XXXX-3436 

Card Expiry Date: 12/20

Frequency: One Off * ✓

Date of the first transaction: *

The available options depend on the length of time after which your transactions expire

The available start dates depend on when the transaction being referenced will expire

Amount: 0.00 *

Currency: EUR * ✓

Transaction Type: SALE * ✓

Reference: *

Description:

[Create Scheduled Transaction](#)

Edit Existing Scheduled Transactions

Search: *

☒ Card Name

☒ Reference

☒ Description

[Search](#)

When you have clicked on the icon above another page will open that looks like the following:

You need to fill out all the relevant information on the page and the sections with '*' are all mandatory.

When you have finished filling the information in click 'Create Scheduled Transaction' at the bottom on the page. You will then see a confirmation box appear which indicates the scheduled transaction has been successfully created:

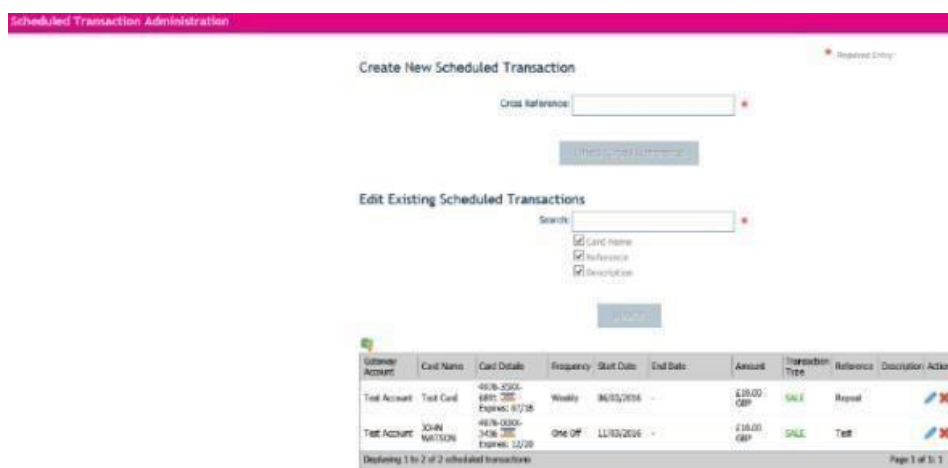


EDIT EXISTING SCHEDULED TRANSACTION

Using the menu bar across the top of the page select 'Payments' and then from the drop down box select 'Scheduled Transaction Admin':



It will then open a page which looks like the following image:



Scheduled Transaction Administration

Create New Scheduled Transaction

Cross Reference:





Transaction Type:

Edit Existing Scheduled Transactions

Search:

☒ Card Name
☒ Reference
☒ Description

Search

Gateway Account	Card Name	Card Details	Frequency	Start Date	End Date	Amount	Transaction Type	Reference	Description	Actions
Test Account	Test Card	4976-35XX-6891-XXXX Expires: 07/18	Weekly	06/03/2016	-	£10.00 GBP	SALE	Repeat		 
Test Account	Test Card	4976-35XX-3438-XXXX Expires: 12/20	One Off	11/03/2016	-	£10.00 GBP	SALE	Test		 

Displaying 1 to 2 of 2 scheduled transactions Page 1 of 1

If you have many scheduled transactions set up, you can utilise the search function. You can search by Card Name, Reference or Description.



Edit Existing Scheduled Transactions

Search:

☒ Card Name
☒ Reference
☒ Description

Search



To amend the scheduled transaction to the furthest right you should see two icons:


Gateway Account	Card Name	Card Details	Frequency	Start Date	End Date	Amount	Transaction Type	Reference	Description	Actions
Test Account	Test Card	4976-35XX-6891-XXXX Expires: 07/18	Weekly	06/03/2016	-	£10.00 GBP	SALE	Repeat		 




and it should open a box which looks like the below:

Click the 'Edit' icon

Gateway Account	Card Name	Card Details	Frequency	Start Date	End Date	Amount	Transaction Type	Reference	Description	Actions
Test Account	Test Card	4976-35XX-6891 Expires: 07/18	Weekly	06/03/2016	<input type="text"/>	10.00 GBP	SALE	Repeat	<input type="text"/>	 

Here you can amend the end date, amount, currency, reference and description. Once you have amended the information you need to click the  icon to initiate the changes to the scheduled transaction.

To delete the scheduled transaction you need to click the  icon.

TRANSACTION HISTORY

To view your transaction history select the 'Transaction Reporting' tab and then select 'Transaction History':



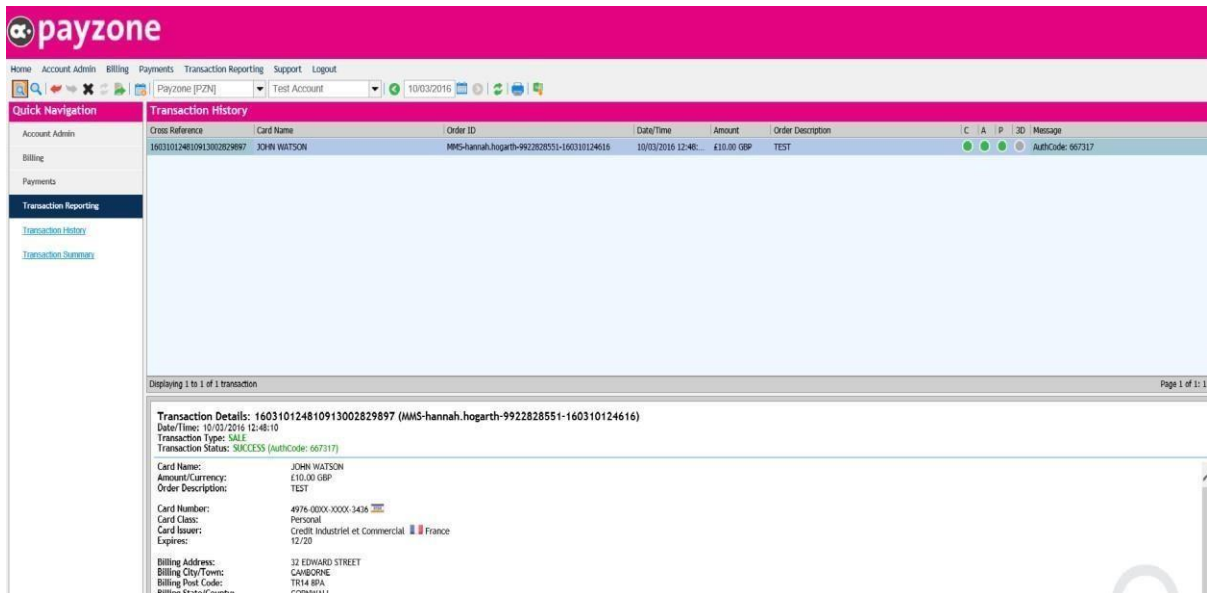
This shows transactions listed by day.

To find the transaction you need to change the date on the tool bar to the date you made the payment.

Then select the drop down box and chose your Ecomm, MOTO or TEST account depending on which account you made the payment through.



All details regarding the transaction will appear as shown below:



The screenshot shows the payzone interface with the 'Transaction History' tab selected. A single transaction is displayed in a table. Below the table, the 'Transaction Details' are expanded, showing card information, billing address, and transaction status.

Cross Reference	Card Name	Order ID	Date/Time	Amount	Order Description	C	A	P	3D	Message
160310124810913002829897	JOHN WATSON	MMS-hannah.hogarth-9922828551-160310124616	10/03/2016 12:46:10	£10.00 GBP	TEST	●	●	●	●	AuthCode: 667317

Displaying 1 to 1 of 1 transaction

Transaction Details: 160310124810913002829897 (MMS-hannah.hogarth-9922828551-160310124616)

Date/Time: 10/03/2016 12:46:10
 Transaction Type: SALE
 Transaction Status: SUCCESS (AuthCode: 667317)

Card Name: JOHN WATSON
 Amount/Currency: £10.00 GBP
 Order Description: TEST

Card Number: 4976-0000-XXXX-3436
 Card Class: Personal
 Card Issuer: Credit Industriel et Commercial France
 Expires: 12/20

Billing Address: 32 EDWARD STREET
 Billing City/Town: CAMBORNE
 Billing Post Code: TR14 8PA
 Billing State/Country: CORNWALL

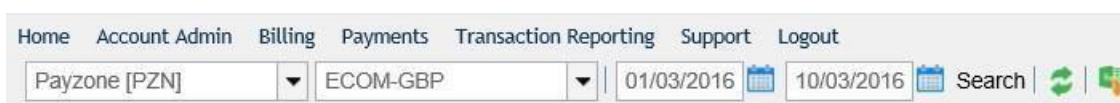
TRANSACTION SUMMARY

The Transaction Summary is a summary of transactions completed on any given day.

To run a transaction summary select the 'Transaction Reporting' tab and then select 'Transaction Summary':



By default the transaction summary will show the current month's summary, if you wish to view a different reporting period select the start and end date from the tool bar:



Once selected click the search button and the date ranges you have selected will be displayed as below:

Transaction Summary												
Summary Date	Sale Count	Refund Count	PreAuth Count	Collection Count	Failed Count	Total Count	Credit Value	Debit Value	Total Value			
Currency: GBP												
10/03/2016	0	0	0	0	0	0	0	£0.00	£0.00	£0.00	£0.00	£0.00
09/03/2016	0	0	0	0	0	0	0	£0.00	£0.00	£0.00	£0.00	£0.00
08/03/2016	0	0	0	0	0	0	0	£0.00	£0.00	£0.00	£0.00	£0.00
07/03/2016	0	0	0	0	0	0	0	£0.00	£0.00	£0.00	£0.00	£0.00
06/03/2016	0	0	0	0	0	0	0	£0.00	£0.00	£0.00	£0.00	£0.00
05/03/2016	0	0	0	0	0	0	0	£0.00	£0.00	£0.00	£0.00	£0.00
04/03/2016	0	0	0	0	0	0	0	£0.00	£0.00	£0.00	£0.00	£0.00
03/03/2016	0	0	0	0	0	0	0	£0.00	£0.00	£0.00	£0.00	£0.00
02/03/2016	0	0	0	0	0	0	0	£0.00	£0.00	£0.00	£0.00	£0.00
01/03/2016	0	0	0	0	0	0	0	£0.00	£0.00	£0.00	£0.00	£0.00
	0	0	0	0	0	0	0	£0.00	£0.00	£0.00	£0.00	£0.00

You can then export the results into a CSV file by using the icon on the tool bar:



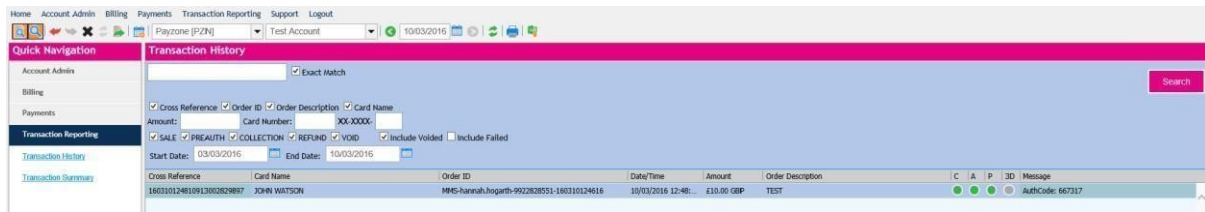
SEARCH TRANSACTION

The search function works within the Transaction Reporting and the Transaction History and allows you to look up past transactions using a variety of different search fields.

To find a particular transaction you need to click on the search icon on the tool bar:



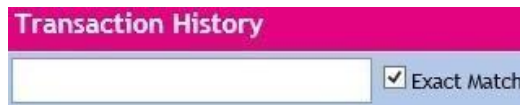
You will then have a search panel appear. Please note that the date range needs to be filled in, all other fields are optional:



Cross Reference	Card Name	Order ID	Date/Time	Amount	Order Description	C	A	P	3D	Message
160310124810913002829897	JOHN WATSON	MHS-hannah.hogarth-9922828551-160310124816	10/03/2016 12:48:	£10.00 GBP	TEST					AuthCode: 667317

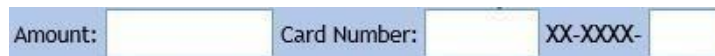
If you tick the 'Exact Match' box next to the long empty box which is the keyword box you can search by Cross Reference, Order ID, Order Description and Card Name.

If you un-tick the 'Exact Match' box you can search by Cross Reference, Order ID, Order description or Card name:



You however don't have to use the 'keyword box' you can search by date.

There are additional search fields which include Amount and Card Number (first six digits or Last 4 digits). These can be useful for finding Chargebacks:

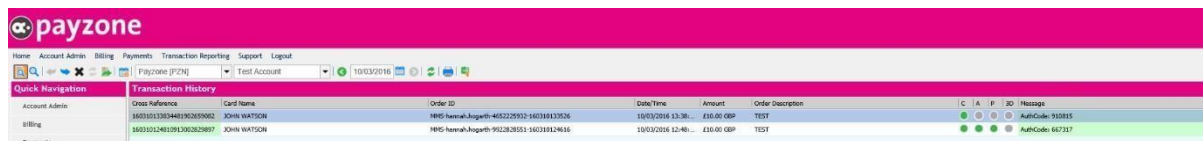


You can export the search results into a CSV file by clicking the 'Export The Current Transaction to CSV File' icon on the tool bar:



HOW TO PROCESS A REFUND OR VOID A TRANSACTION

To Refund go to Transaction Reporting and then Transaction history and select the date which you processed the original payment and select/highlight the original payment:



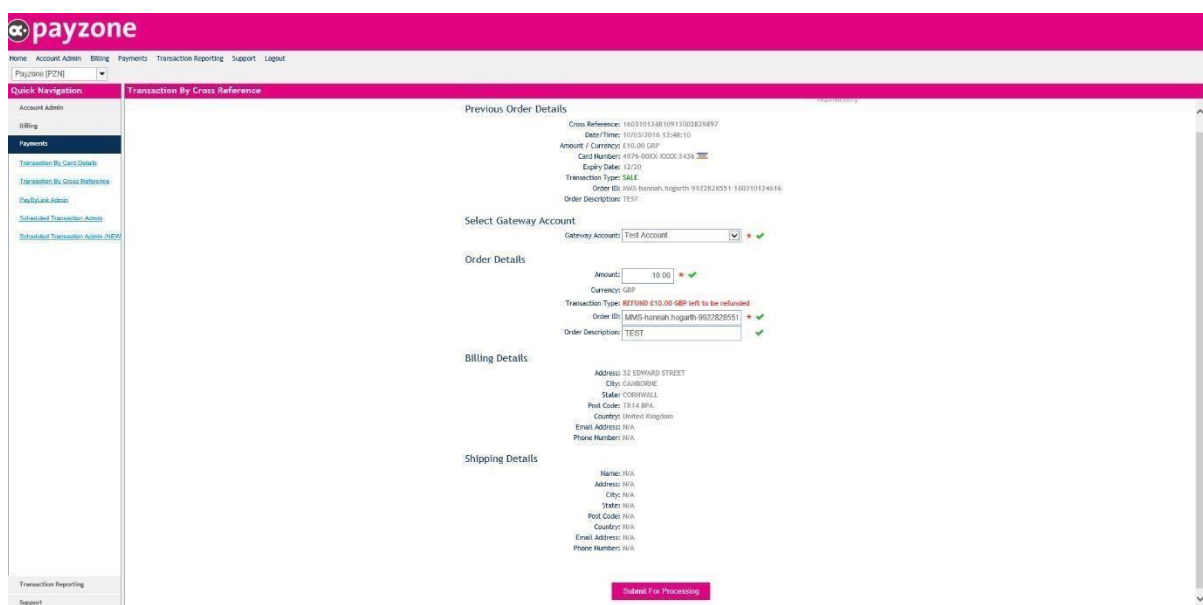
Order Reference	Card Name	Order ID	Date/Time	Amount	Order Description	C	A	P	JD	History
1603101303440190209062	JOHN WATSON	HM01-hannah.hughes@4652279102-160310130344	10/03/2016 13:36...	£10.00 GBP	TEST					
1603101401091300302897	JOHN WATSON	HM01-hannah.hughes@952828551-160310140109	10/03/2016 12:46...	£10.00 GBP	TEST					

If there is more than one payment on the page, select the correct payment.

Once payment is selected within the transaction history if you look on the Icon tool bar to the left of the page you will see an arrow facing left:



Click on the arrow facing left and the page below will appear:



Previous Order Details

Cross Reference: 1603101303440190209062
 Date/Time: 10/03/2016 13:36:10
 Amount / Currency: £10.00 GBP
 Card Number: 4379 9000 9000 3434
 Expiry Date: 12/20
 Transaction Type: SALE
 Order ID: HM01-hannah.hughes@952828551-160310140109
 Order Description: TEST

Select Gateway Account

Gateway Account: TEST ACCOUNT

Order Details

Amount: £10.00
 Currency: GBP
 Transaction Type: REFUND £10.00 GBP left to be refunded
 Order ID: HM01-hannah.hughes@952828551
 Order Description: TEST

Billing Details


Address: 32 EDWARD STREET
 City: CAMBRIDGE
 State: COUNTHILL
 Post Code: CB1 1BQ
 Country: United Kingdom
 Email Address: N/A
 Phone Number: N/A

Shipping Details

Name: N/A
 Address: N/A
 City: N/A
 State: N/A
 Post Code: N/A
 Country: N/A
 Email Address: N/A
 Phone Number: N/A

Submit For Processing

Check all the details are correct and the transaction type states 'Refund' and the submit for processing and then your refund is complete and will be returned to your customer within 10 working days.

You can void a transaction by clicking the icon  on the main tool bar once you have selected the transaction made in the transaction History. You can only void a transaction on the same day the original transaction initially occurred. If it has been over a day since the transaction was made you will have to run a refund.

USER ADMIN

This page is used to add new users to your MMS account as well as editing existing users.

Create New User:

To create a new user you are required to enter a relevant username and email address for the person you wish to add.

You can also set specific user rights for each user you wish to add. See below the description of each of the different user rights and what they are intended for:

Merchant Administrator

Basic User

Restricted Basic User: make and

Developer

Merchant Viewer

See below the Appendix for MMS user Roles:

	Merchant Viewer	Restricted Basic User	Basic User	Merchant Administrator	Developer	Merchant Super User
View Transaction History (Only Transactions By this user)	✓	✓	✓	✓	✓	✓
View Transaction History (All Transactions)	✓	✗	✓	✓	✓	✓
View Transaction Summary	✓	✗	✓	✓	✓	✓
View	✗	✓	✓	✓	✓	✓
View Scheduled Transactions	✗	✗	✓	✓	✓	✓
Run Sale/PreAuth	✗	✓	✓	✓	✓	✓
Run Collection	✗	✗	✓	✓	✓	✓
Create/Edit PayByLink	✗	✓	✓	✓	✓	✓
Create/Edit Scheduled Transaction	✗	✗	✓	✓	✓	✓
Run Void/Refund	✗	✗	✗	✓	✓	✓
Run Unlinked Refund	✗	✗	✗	✓	✓	✓
Edit Account Settings	✗	✗	✗	✗	✓	✓
Edit Merchant Information	✗	✗	✗	✗	✗	✓
Edit HPF Skin	✗	✗	✗	✗	✗	✓
Edit Gateway Account Admin	✗	✗	✗	✗	✗	✓
Create New Viewer/Restricted/Basic User	✗	✗	✗	✗	✗	✓
Create New Administrator/Developer	✗	✗	✗	✗	✗	✓
Register Billing Card	✗	✗	✗	✗	✗	✓





























Edit Existing Users:

In this section you can view and edit your existing users. In the actions column there are four icons:





Select the action you require:

Edit Existing Users

User Name	Email Address	Role	Status	Actions
Merchant Administrator		Merchant Administrator	Active	   
Merchant Super User		Merchant Super User	Active	   
Merchant Administrator		Merchant Administrator	Active	   
Merchant Super User		Merchant Super User	Active	   
Basic User		Basic User	Active	   
Basic User		Basic User	Active	   
Developer		Developer	Active	   





If you get locked out of MMS. If their status shows as 'locked' select 'Active' from the drop down box to unlock their account:

Edit Existing Users

User Name	Email Address	Role	Status	Actions
Merchant Administrator		Merchant Administrator	Active	 
Merchant Super User		Merchant Super User	Active	
Merchant Administrator		Merchant Administrator	Active	
Merchant Super User		Merchant Super User	Active	
Basic User		Basic User	Active	

You can also disable users by selecting 'Disabled' from the drop down box:




Edit Existing Users

User Name	Email Address	Role	Status	Actions
Merchant Administrator		Merchant Administrator	Active	   
Merchant Super User		Merchant Super User	Active	
Merchant Administrator		Merchant Administrator	Active	
Merchant Super User		Merchant Super User	Active	
Basic User		Basic User	Active	
Basic User		Basic User	Active	
Developer		Developer	Active	

Forgotten password:

If your users forget their password or their secret question you can reset this for them within the 'User Admin' page:

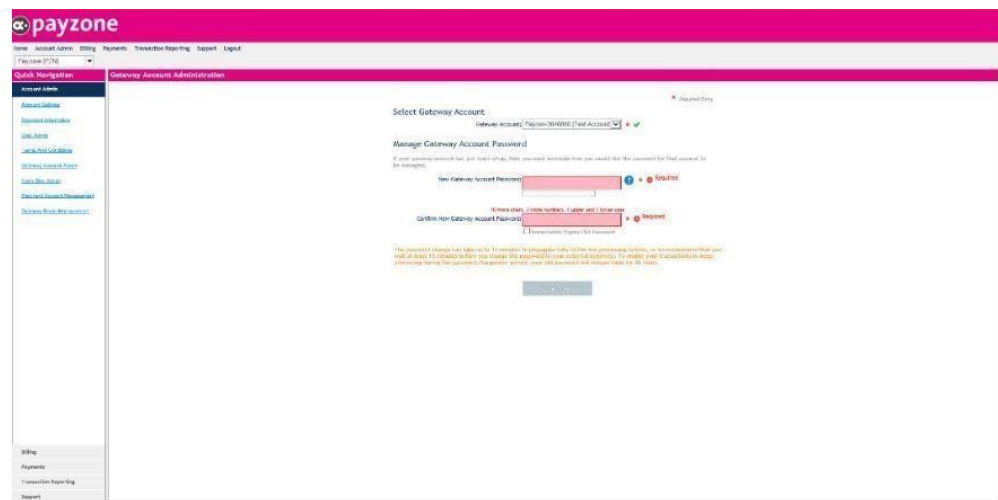
Edit Existing Users

User Name	Email Address	Role	Status	Actions
Merchant Administrator		Merchant Administrator	Active	   
Merchant Super User		Merchant Super User	Active	
Merchant Administrator		Merchant Administrator	Active	
Merchant Super User		Merchant Super User	Active	
Basic User		Basic User	Active	
Basic User		Basic User	Active	
Developer		Developer	Active	

HOW TO FIND THE MERCHANT ID & PASSWORD

When your web developer is integrating the payment gateway your external system will ask for a '**Merchant ID**' and a '**Gateway password**' these are found within your merchant management system.

You need to log into your merchant management system and go to the '**Account Admin**' tab and then select '**Gateway Account Admin**' from the drop down box.



Where it states '**Gateway Account**' on the gateway account admin page you need to select the '**ECOMM-GBP**' account which is stated in brackets after the '**Word**' the '**-**' and the '**7 numbers**' as that is the account used to integrate into your website.

Your merchant ID is the '**word**' the '**-**' and the '**7 numbers**'. You do not need the '**ECOMM-GBP**' in brackets that is just so you select the correct account if more than one. This is case sensitive.

Select Gateway Account

Gateway Account: Payzon-6543930 [ECOM-GBP]  

The Gateway Password needed is on the same page where it states '**Manage Gateway Account Password**'

New Gateway Account Password:  

10 more chars, 3 more numbers, 1 upper and 1 lower case
Confirm New Gateway Account Password: 
☐ Immediately Expire Old Password

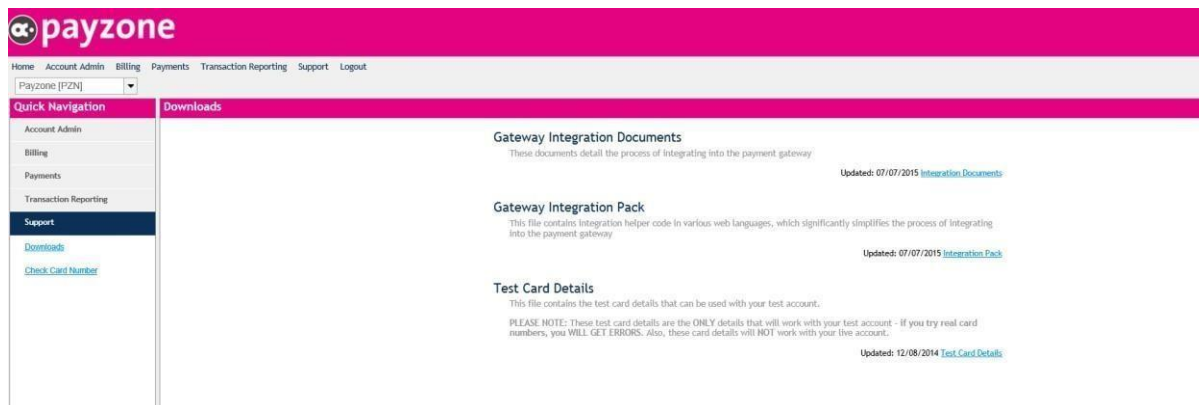
This password is for you to create to pass to your web developer, it consists of Upper Case, Lower Case and three Numbers. You need to create your password, then below confirm your password and then select '**Change password**' at the bottom of the page. At the top of the page it will say it has been successful changed.

You need to wait 15 minutes once you have created your password before entering it into your external systems for it to register fully. Again your password is all Case sensitive.

If your 'Merchant ID' or 'Gateway password' do not match when you have entered them into your external system you will get a '**HASH DIGEST**' or '**Merchant Does Not Exist**' error.

SUPPORT SECTION

The support section in the MMS is where all the technical integration documents and other support documents are located.



For any further assistance you can contact PayZone Online team on:

Contact Payzone Online Team

Email Address: online@payzone.co.uk

Support Team: 01606 566 600.