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NestPay[®]

Merchant Center User Manual

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1. Electronic Commerce and Benefits

1.1 Electronic Commerce

Electronic commerce has emerged particularly after 1995 with the increase in Internet usage, the concept of trading in the electronic environment is named as electronic commerce or briefly as E-commerce. It is the execution of production, promotion, sales, insurance, distribution and payment transactions, with regard to products and services via computer networks. Electronic commerce consists of the following three stages with the realization of one or all commercial operations in the electronic environment;

- advertisement and market research,
- ordering and payment,
- distribution.

1.2 Benefits of Electronic Commerce

Electronic commerce has emerged as a consequence of improvements which render information communication convenient with the trend of liberalization of worldwide commerce. Means of electronic commerce are telephone, fax, television, computer, electronic payment, money transfer systems and Internet.

The most effective tool for electronic trade is Internet. Since the sound, image and written text of the transactions carried out via Internet are transmitted in a faster and safer manner, cost of the transactions are lower than other tools.

Electronic commerce provides increase of product options, improvement of product quality and faster payment and delivery. It enables consumers to acquire information with regard to the products launched in the world markets and also enables the new manufacturer to enter the world markets.

Lower prices and good quality products cause an increase in the competition between manufacturers and a decrease in the cost of overall commercial transactions.

Customer Relationships: Customers can be communicated individually via Internet. Ordering and after sales support service can be provided, customer satisfaction can be measured and store services can be customized for the customer.

Direct relationship established between the company and the target group, Authorization of the required information to the marketer, being fast and low-cost and realization of these in the electronic environment render Commerce popular.

2. Credit Card and Online Shopping via Internet

2.1 What is a Credit Card?

If you have a credit card, this means that your bank grants you credit. You can shop even if you don't have any money in your bank accounts. Your bank will bear the amount of this shopping for one month.

You receive an account statement from your bank once a month. Here, you either pay the total amount that is shown on the payment due date or as an option you may pay the minimum amount specified by your bank and the remainder can be credited with a specific interest rate.

2.2 Online Shopping via Internet

Visitors add the products they choose to the cart, they Login and make payment via internet. Payments are made online using credit card or by depositing money to the company's account. Products that are selected and purchased are sent to the customer's address by courier.

3. Payment Process Overview

NestPay makes it possible to do secure shopping with credit cards through e-commerce web sites conforming to security standards established by credit card brands like Visa and MasterCard.

4. Target Audience

This document is targeted for business managers who need to monitor sales made through online stores and to carry out related transactions.

5. Content

Merchant Center is a web-based application that enables NestPay merchants to monitor all financial transactions carried out through online stores such as purchase, sale and refund. This

document aims to describe how to use Merchant Center, get reports, search for financial transactions in detail and carry out financial transactions.

Currently supported browsers include

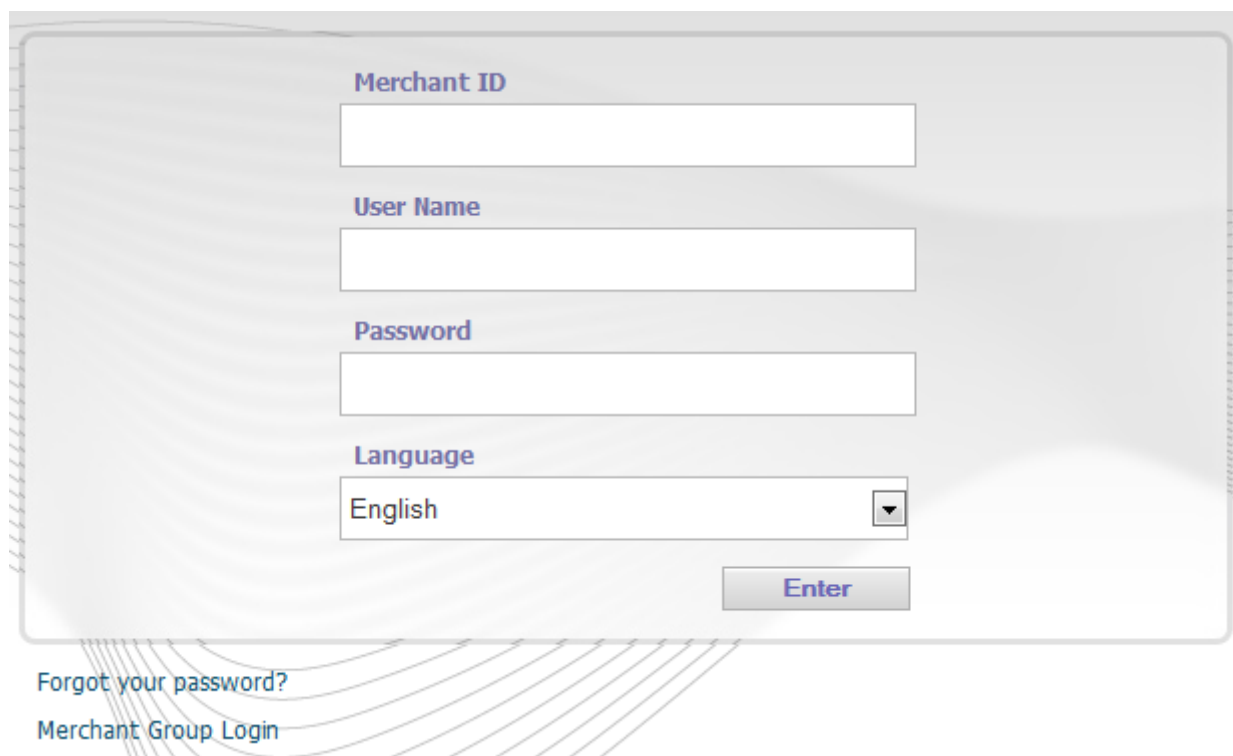
- Windows IE 8 and higher
- Opera 11 and higher
- Firefox 5 and higher
- Chrome 15 and higher
- Safari 5 and higher.

To avoid browser specific problems, we recommend that the latest possible version is used.

6. Merchant Center Login Screen

“Merchant Center Login Screen” is the entrance to the application. A user can login in two different ways: Merchant Login and Group Login (Multi-merchant Login). Individual merchants use Merchant Login to enter the system. After logging in, only transactions of that merchant are accessible in the Merchant Center. Group users have the ability to manage transactions of merchants belonging to a certain group. Group users are created via Control Center by System Administrators.

6.1 Merchant Login



The screenshot shows the Merchant Center Login Screen. It features four input fields: Merchant ID, User Name, Password, and Language. The Language field is a dropdown menu currently set to English. Below the input fields is an Enter button. At the bottom left, there are two links: "Forgot your password?" and "Merchant Group Login".

Merchant ID

User Name

Password

Language

English ▼

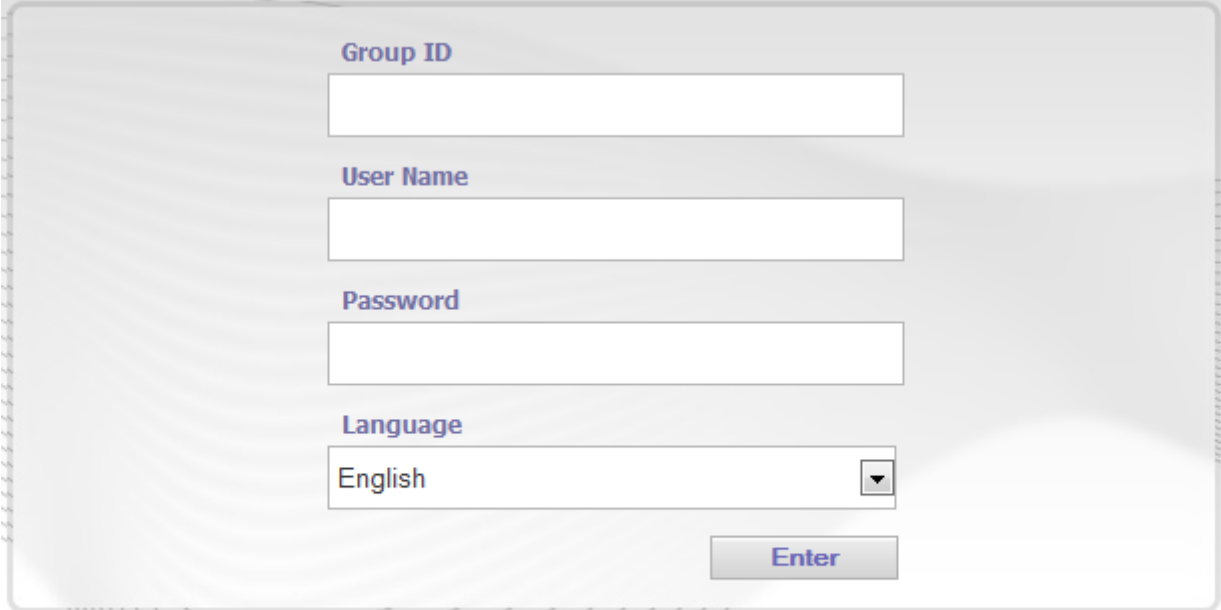
Enter

[Forgot your password?](#)

[Merchant Group Login](#)

On this page Merchant ID, User Name and Password fields are filled in. Default language is English. The current language can be changed from the Language combo box. Upon completing the empty fields, the user presses "Enter" button on the keyboard to enter the system.

6.2 Group Login



The screenshot shows a login form with the following fields and elements:

- Group ID**: A text input field.
- User Name**: A text input field.
- Password**: A text input field.
- Language**: A dropdown menu currently showing "English".
- Enter**: A button to submit the form.
- [Forgot your password?](#): A link located below the form.
- [Merchant Login](#): A link located below the form.

On this screen Group ID, User Name and Password fields are filled in. Default language is English. The current language can be changed from the Language combo box. Upon completing the empty fields, the user presses "Enter" button on the keyboard to enter the system. The same menu items appear after group login as in merchant login. The only difference is that Merchant ID is added to search filter screens and lists.

6.3 Forgot Password

The Forgot Password Page displayed when the user clicks "***Forgot your password?***" link is displayed below.

If you don't remember your password, please fill in the fields below and press the 'Send' button. The link you can click to change your password will be sent to your e-mail address.

Merchant ID

User Name

Please enter the characters you see below.



Send

When the necessary fields are filled in and the “**Send**” button is pressed, an email notification is sent to the user’s email address. The email contains a URL address that can be clicked to reset the user’s password within 30 minutes. CAPTCHA is used on this page to prevent bot attacks.


When the “**Forgot your password?**” link on Merchant Group Login page is clicked, the following page is displayed instead.

If you don't remember your password, please fill in the fields below and press the 'Send' button. The link you can click to change your password will be sent to your e-mail address.

Group ID

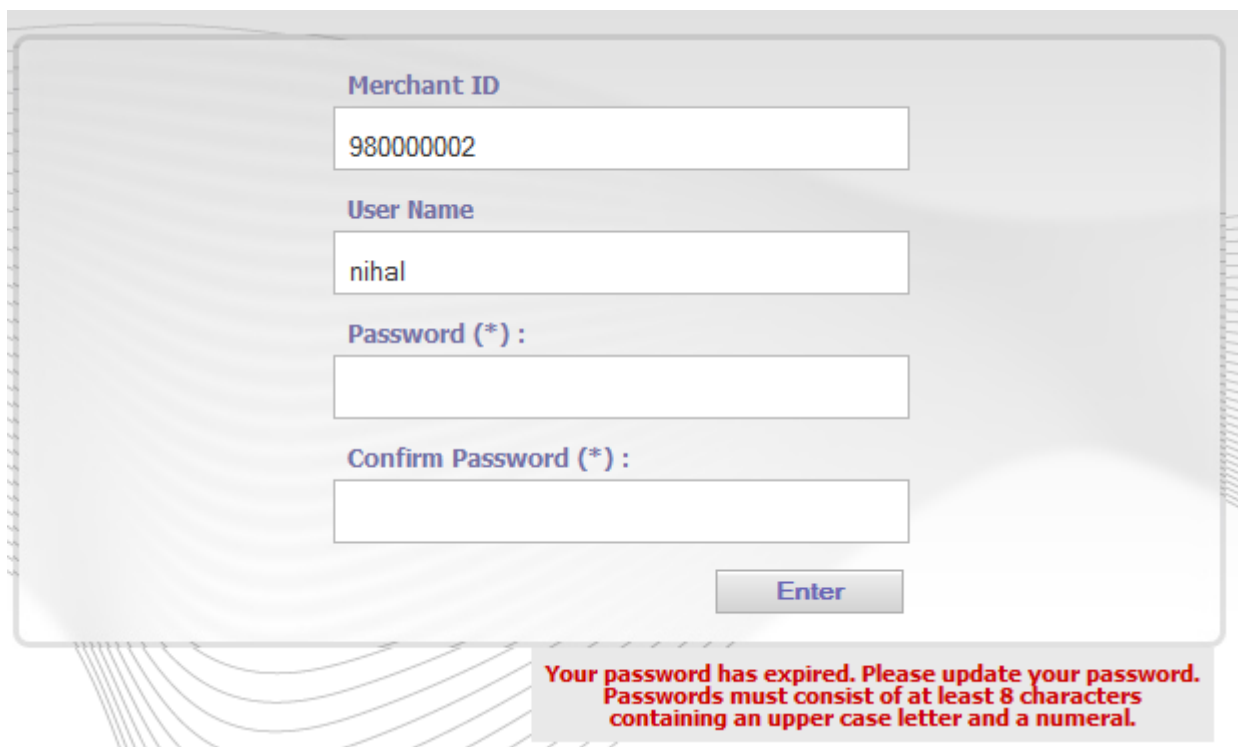
User Name

Please enter the characters you see below.



Send

The URL from the notification email leads to the following page, where password for the merchant/group user can be reset.



Merchant ID

980000002

User Name

nihal

Password (*) :

Confirm Password (*) :

Enter

Your password has expired. Please update your password. Passwords must consist of at least 8 characters containing an upper case letter and a numeral.

7. Definitions of the Main Menu Items

Upon login to Merchant Center a Welcome message and announcements are displayed. On this screen, buttons located on the top of the screen provide easy access to main the menu.

| | | | | | | | |
|--------|--------------|------------|--------|------------|----------------|---------------|------|
| Orders | Transactions | Settlement | Graphs | Manual POS | Administration | Merchant Safe | Help |
|--------|--------------|------------|--------|------------|----------------|---------------|------|

7.1 Orders

Each shopping request sent by the merchant is called an Order. The user can access the orders placed through the online store. Detailed Order Search is possible as well as quick access shortcuts for summary reports of Sales, Voids, Credits, Pre Authorizations and Installments made today or this week.

7.2 Transactions

Any operation carried out through an order is called a Transaction. An order consists of one or many transactions. For example a sale and a refund are transactions for the same order.

The user can access transactions made through the online store; detailed transaction search is possible as well as quick access shortcuts for summary reports of transactions that took place today, last week and last month.

7.3 Settlement

Information about settlements that took place for the merchant can be accessed using this functionality. Detailed Search according to Currency and Time Range is possible, as well as quick access links for Last Week's settlements, and Open/Active Batches.

7.4 Graphs

Graphs of Sale/Refund Totals and Sale/Refund Amounts are displayed for the time range specified according to the currency selected.

7.5 Manual POS

Manual Pre-Authorization or Sale transactions and Settlements can be carried out through this page.

7.6 Administration

Users created for the merchant can be listed and updated, new users can be created, 3D Secure parameters can be displayed and updated using this functionality.

7.7 Help

User's manual can be accessed in PDF format on this page.

8.Using Merchant Center Orders Page

The first page displayed is the "Detailed Order Search" page. The user is expected to fill in search criteria fields and click the **Submit** button.

| Orders | Transactions | Settlement | Graphs | Manual POS | Administration | Merchant Safe | Help |
|--------|--------------|------------|--------|------------|----------------|---------------|------|
|--------|--------------|------------|--------|------------|----------------|---------------|------|

Searches

- [Detailed Order Search](#)

Quick Access

- [Today - Sales](#)
- [Today - Voids](#)
- [Today - Credits](#)
- [Today - Pre Authorizations](#)
- [Today - Installments](#)
- [Today - All](#)
- [Last week - Sales](#)
- [Last week - Voids](#)
- [Last week - Credits](#)
- [Last week - Pre Authorizations](#)
- [Last week - Installments](#)
- [Last week - All](#)
- [Welcome Page - News](#)

Batch Pre-Authorization Approval

- [Create Batch Pre-Authorization Approval Scenario](#)
- [List Batch Pre-Authorization Approval](#)

Order Search

You can view the summary reports of your stores activity by clicking on it at the menu towards the left.
To search for your orders according to different criteria click on the Detailed Order Search link.
You can view your Successful/Void/Credit/Installment transactions occurring Today/This week by clicking the related link on the left.
To do a detailed order search, fill in the form below according to the given criteria then press the **Submit** button below.

Time Range

Date (not used when searching with Order Number or Group Number)

Select Time Range ☒ Today ☐

Specify Time Range ☐

Start Date

End Date

Additional Criteria

Order Number

Net Amount

Lower Limit

Upper Limit

Currency

Order Status

| | |
|--------------------|-------------------------------------|
| Sale | <input checked="" type="checkbox"/> |
| Pre Authorization | <input checked="" type="checkbox"/> |
| Post Authorization | <input checked="" type="checkbox"/> |
| Refund | <input checked="" type="checkbox"/> |
| Partial Refund | <input checked="" type="checkbox"/> |
| Void | <input checked="" type="checkbox"/> |
| Credit | <input checked="" type="checkbox"/> |
| Failed | <input type="checkbox"/> |
| Cancelled | <input type="checkbox"/> |
| Future Request | <input type="checkbox"/> |

Order Type

| | |
|-------------|-------------------------------------|
| Sale | <input checked="" type="checkbox"/> |
| Installment | <input checked="" type="checkbox"/> |
| Point | <input checked="" type="checkbox"/> |

Submit

8.1 Using Shortcuts for Order Search Operations

The user can access orders placed through NestPay using the *Detailed Order Search* or quick access links for summary reports of Sale, Void, Credit, Pre Authorization and Installment transactions that took place Today or Last Week.

8.1.1 Quick Access Links

Quick access enables generation of reports for the orders placed through NestPay Today or Last Week. The orders can be filtered by Transaction Type such as Sale, Void, Credit, Pre-Authorization and Installment for convenience.

8.1.2 Batch Pre-Authorization Approval

Waiting transactions can be approved using *Create Batch Pre-Authorization Approval* function. Previously created batch approvals can be displayed using the *List Batch Pre-Authorization Approval* link.

8.2 Order Search by Time Range

On this page, Time Range can be specified in two ways;

- Using “*Select Time Range*” option “*Today*” comes as the default option and can be changed using the combo box provided.
- Using “*Specify Time Range*” option, search can be done by entering Start and End Dates manually or using the calendar displayed.
- Cannot be used together with Additional Criteria options like Search By Order Number and Group Number.
- There can be maximum 45 days between start and end dates for performance reasons.

8.3 Order Search by Order Status

Order search by order status can be performed by selecting the desired statuses from the list provided, which consists of Sales, Pre-Authorization, Post-Authorization, Refund, Partial Refund, Void, Credit, Failed, Cancelled and Future Request.

8.4 Order Search by Additional Criteria

Order search by Order Number, Group Number and User ID is possible by selecting the desired criteria from the combo box.

- Time Range selection is not effective when Search By Additional Criteria is active by selecting Order Number or Group Number

8.5 Order Search by Net Amount

Order Search can be done by specifying lower and upper limits along with currency. Currency will be selected from the list of available currencies.

8.6 Order Search by Order Result

Search can be made for Successful (with Authorization) and/or Unsuccessful (without Authorization) orders.

8.7 Order Search by Order Type

Search can be made for Sale, Installment and Point orders.

8.8 Order List Details

Order list is displayed as a result of Order Search. When the user clicks on *Order Number*, order details are displayed. In that page, order and related transaction details and recurring orders related to that order are displayed.

8.8.1 Modification of Recurring Orders and Future Requests

In Order Detail page, properties of Recurring Orders and Future Requests can be modified. The user can also cancel selected orders.

8.8.1.1 Cancellation of Recurring Orders and Future Requests

Recurring Orders and Future Requests can be cancelled by clicking on the *Cancel* check box which is specific to an order. Also, cancellation of all of the non-processed Recurring Orders and Future Requests is made possible with the "All" checkbox.

8.8.1.2 Amount Modification of Recurring Orders and Future Requests

The amount of recurring orders and future requests can be changed by clicking on the amount and then entering the new amount.

8.8.1.3 Planned Start Date Modification of Recurring Orders and Future Requests

Planned start dates of recurring orders and future requests can be changed by clicking on the date, and then selecting the new date from the calendar displayed.

8.9 Order Status Column

The Orders search result has "Order Status" column. Order Status may be ;

- PRE(PREAUTH)
- SALE(SALE)
- POST(POSTAUTH)
- VOID(VOID)
- RFND(REFUND)
- CRED(CREDIT)
- PRND(PARTIAL_REFUND)
- NYET(NOTYET)
- EMPTY
- CNCL(CANCELLED)
- PNDG(PENDING)
- MIGR(MIGRATION)

- FAIL(FAIL)
- CHBK(CHARGEBACK)

| Orders | | | | | | | | | |
|---|----------|---------------------------------------|-----------------------|--------------|----------------|--------------|--------------|------------|--|
| 1,014 items found, displaying 1 to 50 | | | | | | | | | |
| [First/Prev] 1, 2, 3, 4, 5, 6, 7, 8 [Next/Last] | | | | | | | | | |
| Refund | Approval | Order Number | Order Date | Name/Surname | Pos Entry Mode | Order Status | First Amount | Net Amount | |
| | | ORDER-14294RLvH10003 | 21-October-2014 17:11 | | MOTO | | 150.00 | 0.00 | |
| | | ORDER-14293Qq7H10005 | 20-October-2014 16:42 | | MOTO | SALE | 150.00 | 0.00 | |
| | | ORDER-14286PC2I186028 | 13-October-2014 15:02 | METEHAN YURT | MOTO | SALE | 86.34 | 86.34 | |
| | | ORDER-14286PC2E186022 | 13-October-2014 15:02 | METEHAN YURT | | NYET | 74.79 | 0.00 | |
| | | ORDER-14286PCzJ186016 | 13-October-2014 15:02 | METEHAN YURT | MOTO | SALE | 169.23 | 169.23 | |
| | | ORDER-14286PCzG186010 | 13-October-2014 15:02 | METEHAN YURT | MOTO | SALE | 103.03 | 103.03 | |

9.Using Merchant Center Transactions Page

Transaction search can be performed by entering the search criteria and clicking the *Submit* button.

9.1 Using Quick Access Links

The user can query transactions that passed through NestPay; *Detailed Transaction Search* is possible as well as summary reports for *Today*, *Last Week* or *Last Month* using quick access links.

Transaction Search

You can view the summary reports of your store transactions by clicking on it at the left menu.
To search for your transactions according to different criteria click on the Detailed Transaction Search link.
You can view your transactions occurring Today/This week/this month by clicking the related link on the left.
To do a detailed transaction search, fill in the form below according to the given criteria then press the **'Submit'** button below.

| | |
|--|-----------------------------|
| Time Range | Credit Card Number |
| Date (not used when searching with Order Number or Group Number) | Credit Card Number |
| Select Time Range <input checked="" type="radio"/> Today | |
| Specify Time Range <input type="radio"/> | |
| Start Date | |
| End Date | |
| | Transaction ID |
| | Transaction ID |
| | |
| | Currency |
| | Currency |
| | TL |
| | Authorization Number |
| | Authorization Number |
| | |
| | XID |
| | XID |
| | |
| | Name Surname |
| | Name Surname |
| | |
| | Reference No |
| | Reference No |
| | |
| | Product |
| | Item Code |
| | Item Name |

Sample Transaction Search Results Page is shown on the figure below.

| Transactions | | | | | | | | | | | | | |
|-----------------------------------|--------------------|--------------------|-------------------|------------------------|---------------------|--------|----------|--------------|--------|------------------|----------------------|--------------|--------------|
| 3 items found, displaying all. | | | | | | | | | | | | | |
| Transaction Type | Transaction Status | Transaction Number | Order Number | Transaction Date | Credit Card Number | Amount | Currency | Installments | Points | Authorization ID | Transaction Security | Name/Surname | Fraud Review |
| Sale | Successful | 10041-UvCE-1-0427 | ho3vf44 | 10-February-2010 20:47 | 5549 60** **** 0028 | 9.95 | RON | | 0 | 133430 | 3D Secure | | |
| Sale | Successful | 10041-T4EI-1-0426 | agqfhns | 10-February-2010 19:54 | 5549 60** **** 0028 | 9.95 | RON | | 0 | 661434 | 3D Secure | | |
| Sale | Successful | 10041-T3EG-1-0425 | 5bmt3gn | 10-February-2010 19:53 | 4848 48** **** 3288 | 9.95 | RON | | 0 | 302232 | | | |
| Currency | Page Total : | | Full List Total : | | | | | | | | | | |
| RON | 29.85 | | 29.85 | | | | | | | | | | |
| Download to Excel | | | | | | | | | | | | | |

9.2 Transaction Search by Time Range

On this page, time range can be used in two ways:

- Using "Select Time Range" option, "Today" comes as the default option and can be changed using the combo box provided.
- Using "Specify Time Range" option, search can be done by entering Start and End Dates manually or using the calendar displayed.
- There can be maximum 45 days between start and end dates for performance reasons.

9.3 Transaction Search by Credit Card Number

Transaction search can be performed by selecting the *Credit Card Number* radio button and entering the credit card number.

9.4 Transaction Search by Transaction ID

Transaction ID radio button should be selected. Transaction with the given Transaction ID is returned.

9.5 Transaction Search by Currency

Search can be performed by selecting the *Currency* radio button and selecting the currency from the list provided.

9.6 Transaction Search by Provision

Search can be performed by selecting the *Provision* radio button and entering the Provision number.

9.7 Transaction Search by XID

Search can be performed by selecting the *XID* radio button and entering XID number.

Note: *XID* is 3D secure tracking number. This parameter should be used when searching for 3D secure transactions.

9.8 Transaction Search by Name and Surname

Search can be performed by selecting the *Name Surname* radio button and entering the Name and Surname.

9.9 Transaction Search by Reference Number

Search can be performed based on Reference Number.

9.10 Transaction Search by Product

Search can be performed based on product information like Item Name and Item Code.

9.11 3D Gate Session Search

Requests received by NestPay 3D Gate can be searched for and viewed using this page. This functionality aims to track all transactions sent to NestPay through 3D Gate, including those that could not become valid transactions since they were rejected due to some error.

Search page including search criteria is shown below. Criteria fields are self-explanatory, except for **MdStatus**.

MdStatus field shows the 3D status of the transaction. Values it can take are:

- 0 : Authentication failed, do not continue transaction
- 1 : Authenticated transaction.
- 2 : Card not participating.
- 3 : MPI uses cache and cannot find the card range in the cache.
- 4 : Attempt; ACS has produced PAREs with A status and signature validation has been successful.
- 5 : Authentication unavailable; the unavailable status may come from the directory server or ACS or it may be related to some data communication problems.
- 6 : 3-D Secure related error occurred.
- 7 : MPI Internal error occurred.
- 8 : Unknown Card Schemes; card number cannot be matched to any directory server.

3D Transaction Search

To do a 3D Transaction search, fill in the form below according to the given criteria then press the 'Submit' button.

| Time Range | | | |
|--------------------------------|-------------------------------------|-----------------|-------------------------------------|
| Start Date | <input type="text"/> | Card Bin Number | <input type="text"/> |
| End Date | <input type="text"/> | Xid | <input type="text"/> |
| 3D Secure MdStatus | | Card Brand | |
| 0 - Authentication failed | <input checked="" type="checkbox"/> | VISA | <input checked="" type="checkbox"/> |
| 1 - Authenticated | <input checked="" type="checkbox"/> | MASTERCARD | <input checked="" type="checkbox"/> |
| 2 - Card not participating | <input checked="" type="checkbox"/> | MAESTRO | <input checked="" type="checkbox"/> |
| 3 - Range not in cache | <input checked="" type="checkbox"/> | AMEX | <input checked="" type="checkbox"/> |
| 4 - Attempt | <input checked="" type="checkbox"/> | DINERS | <input checked="" type="checkbox"/> |
| 5 - Authentication unavailable | <input checked="" type="checkbox"/> | DISCOVER | <input checked="" type="checkbox"/> |
| 6 - 3D Secure Error | <input checked="" type="checkbox"/> | JCB | <input checked="" type="checkbox"/> |
| 7 - System Error | <input checked="" type="checkbox"/> | UNKNOWN | <input checked="" type="checkbox"/> |
| No Response | <input checked="" type="checkbox"/> | | |

Search is performed according to the selected criteria and list of transactions received by NestPay 3D Gate are displayed.

3D Transaction List

15 items found, displaying all.

1

| Merchant ID | Order Date | Card Brand | Card Bin Number | Xid | 3D Secure MdStatus | Status | Customer IP address | Cavv | Eci |
|-------------|------------------------------|------------|-----------------|------------------------------|--------------------------|--------|---------------------|-----------------------------|-----|
| 758500095 | Thu Feb 19 23:23:06 EET 2015 | VISA | 435508 | 2K/f/09vZ4bX2WHOBizBM82IDU= | 1-Authenticated | Final | 127.0.0.1 | AAABAFUycQAAAAACRzJxAAAAAA= | 05 |
| 758500095 | Thu Feb 19 23:09:30 EET 2015 | VISA | 435508 | zvRR/Iv1Z7X+oswSi74Fa1zMbHA= | | 3D | 127.0.0.1 | | |
| 758500095 | Thu Feb 19 23:08:48 EET 2015 | VISA | 435508 | f+70hrpjmdk8IwJp/A/2ePyU60M= | 0-Authentication failed | Final | 127.0.0.1 | | |
| 758500095 | Thu Feb 19 23:06:47 EET 2015 | AMEX | 372898 | aRxNIunHs3UTbjUQDXbLWvBgZx0= | 7-System Error | Final | 127.0.0.1 | | |
| 758500095 | Thu Feb 19 23:05:41 EET 2015 | VISA | 424242 | 0HTmt+z4p5li5skjYhENvaqKJDg= | 2-Card not participating | Final | 127.0.0.1 | | |
| 758500095 | Thu Feb 19 22:51:42 EET 2015 | VISA | 435508 | jeWqwF56CkFRzXwNLWAnWPtKb8= | 1-Authenticated | Final | 127.0.0.1 | AAABATiywAAAAACRzJjAAAAAA= | 05 |

Possible values for **Status** field are:

- **Hosting:** Cardholder is forwarded to hosting page to enter payment information
- **3D:** Request sent to MPI for enrollment verification
- **ACS Post:** PARES message is received from ACS
- **Pay:** Transaction is sent to payment for provision
- **Final:** Transaction is finalized and response is sent to the merchant

10. Using Merchant Center Settlement Page

Detailed Search Page for Settlements is displayed by default as shown in the figure below.

10.1 Quick Access Links

Using quick access links, settlement reports for the last week can be retrieved. Open/Active batches can also be listed.

10.2 Settlement Search by Additional Criteria

Settlements for the selected currency will be listed.

10.3 Reporting According to Period

On this page, time range can be used in two ways:

- Using "Select Time Range" option, "Today" comes as the default option and can be changed using the combo box provided.

- Using "Specify Time Range" option, search can be done by entering Start and End Dates manually or using the calendar displayed.
- There can be maximum 45 days between start and end dates for performance reasons.

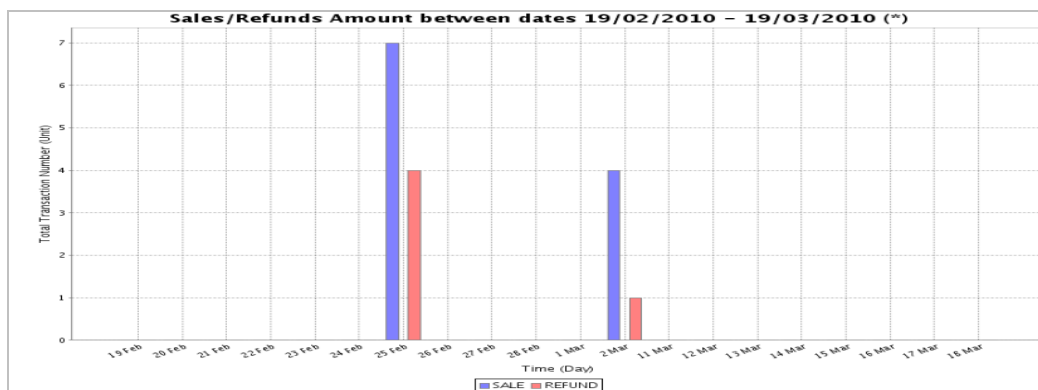
11. Using Merchant Center Graphs Page

Various graphs are made available for statistical analysis. *Detailed Graphic Reports* page is for getting customized graphs. *Quick Graphics* are provided for the available currencies. The figure below shows Detailed Graphic Reports Page. The fields should be filled in appropriately and Submit button should be clicked to get the graph aimed for.

| Orders | Transactions | Settlement | Graphs | Manual POS | Administration | Merchant Safe | Help | | | | | | | | | | | | | | | | |
|--|----------------------------------|---------------------|------------|------------|----------------|---------------|------|------------|--|---------------------|--|------------------------|----------------------------------|----------|-------|------------------|-----------------------|------------|------------|--|--|----------|------------|
| <div> <div> <p>Searches</p> <ul style="list-style-type: none"> > Detailed Graphics <p>Quick Graphics (RON)</p> <ul style="list-style-type: none"> > Last Week > Last 15 Days > Last 30 Days > This Month > Last Month <p>Quick Access</p> <ul style="list-style-type: none"> > Welcome Page - News </div> <div> <h3>Detailed Graphic Reports</h3> <p>You can view the graphs of the Sale/Refund total and Sale/Refund Amount sorted in certain periods according to their currency on the left menu. To access the appropriate graph for you, fill in the required fields below and click the submit button.</p> <table> <thead> <tr> <th colspan="2">Graph Type</th> <th colspan="2">Additional Criteria</th> </tr> </thead> <tbody> <tr> <td>Daily Base Total Value</td> <td><input checked="" type="radio"/></td> <td>Currency</td> <td>- All</td> </tr> <tr> <td>All Total Values</td> <td><input type="radio"/></td> <td>Start Date</td> <td>11/09/2011</td> </tr> <tr> <td></td> <td></td> <td>End Date</td> <td>11/10/2011</td> </tr> </tbody> </table> <p>Submit</p> </div> </div> | | | | | | | | Graph Type | | Additional Criteria | | Daily Base Total Value | <input checked="" type="radio"/> | Currency | - All | All Total Values | <input type="radio"/> | Start Date | 11/09/2011 | | | End Date | 11/10/2011 |
| Graph Type | | Additional Criteria | | | | | | | | | | | | | | | | | | | | | |
| Daily Base Total Value | <input checked="" type="radio"/> | Currency | - All | | | | | | | | | | | | | | | | | | | | |
| All Total Values | <input type="radio"/> | Start Date | 11/09/2011 | | | | | | | | | | | | | | | | | | | | |
| | | End Date | 11/10/2011 | | | | | | | | | | | | | | | | | | | | |

11.1 Using Quick Graphics

Graphs for the last week, last 15 days, last 30 days, this month and last month can be retrieved for the selected currencies using the quick graphics links accordingly. A sample graphic report is shown on the figure below.



11.2 Generating Graphs by Graph Type

Graphs will be generated on daily base total values or all total values depending on the selection made.

11.3 Generating Graphs by Additional Criteria

Graphs will be generated according to the selected currency and the given time range.

12. Using Merchant Center Manual POS Page

Pre-authorization, sale and settlement closing transactions can be performed on Merchant Center Manual POS page using the links located on the left menu.

After completing data entry on Manual POS data entry page and clicking the *Submit* button, "Manual POS Result" page is displayed. When the *Order Number* is clicked on the result page, details of the transaction performed will be displayed.

| Orders | Transactions | Settlement | Graphs | Manual POS | Administration | Merchant Safe | Help | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|------------|--------|------------|----------------|---------------|------|--------------|----------------------|---------------|----------------------|--------------------|---|------------|----------------------|---------|---|--------------|-----------------------------------|----------------------|--|--------------|----------------------|---------|----------------------|------------------|----------------------|------------|----------------------|--------|----------------------|---------|----------------------|------|----------------------|-------------|----------------------|---------|----------------------|--------------|----------------------|---------|----------------------|------------------|----------------------|------------|----------------------|--------|----------------------|---------|----------------------|------|----------------------|-------------|----------------------|---------|----------------------|
| <div> Manual Pos Pre-authorization Sale Settlement Quick Access Welcome Page - News </div> <div> <h3>Manual Pos - Sale</h3> <p>You can use the menu on the left to do your pre-authorization.</p> <div> <h4>Order Detail Information</h4> <table> <tr><td>Order Number</td><td><input type="text"/></td></tr> <tr><td>* Card Number</td><td><input type="text"/></td></tr> <tr><td>* Card Expiry Date</td><td><input type="text" value="01"/> <input type="text" value="2011"/></td></tr> <tr><td>CVV Number</td><td><input type="text"/></td></tr> <tr><td>* Total</td><td><input type="text"/> <input type="text" value="RON"/></td></tr> <tr><td>Installments</td><td><input type="text" value="Sale"/></td></tr> <tr><td colspan="2">(*) Mandatory Fields</td></tr> </table> </div> <div> <h4>Billing Address Details</h4> <table> <tr><td>Name/Surname</td><td><input type="text"/></td></tr> <tr><td>Company</td><td><input type="text"/></td></tr> <tr><td>Telephone Number</td><td><input type="text"/></td></tr> <tr><td>Fax Number</td><td><input type="text"/></td></tr> <tr><td>E-Mail</td><td><input type="text"/></td></tr> <tr><td>Address</td><td><input type="text"/></td></tr> <tr><td>City</td><td><input type="text"/></td></tr> <tr><td>Postal Code</td><td><input type="text"/></td></tr> <tr><td>Country</td><td><input type="text"/></td></tr> </table> </div> <div> <h4>Shipping Address Details (Similar to billing address: <input type="checkbox"/>)</h4> <table> <tr><td>Name/Surname</td><td><input type="text"/></td></tr> <tr><td>Company</td><td><input type="text"/></td></tr> <tr><td>Telephone Number</td><td><input type="text"/></td></tr> <tr><td>Fax Number</td><td><input type="text"/></td></tr> <tr><td>E-Mail</td><td><input type="text"/></td></tr> <tr><td>Address</td><td><input type="text"/></td></tr> <tr><td>City</td><td><input type="text"/></td></tr> <tr><td>Postal Code</td><td><input type="text"/></td></tr> <tr><td>Country</td><td><input type="text"/></td></tr> </table> </div> <div> <input type="button" value="Submit"/> </div> </div> | | | | | | | | Order Number | <input type="text"/> | * Card Number | <input type="text"/> | * Card Expiry Date | <input type="text" value="01"/> <input type="text" value="2011"/> | CVV Number | <input type="text"/> | * Total | <input type="text"/> <input type="text" value="RON"/> | Installments | <input type="text" value="Sale"/> | (*) Mandatory Fields | | Name/Surname | <input type="text"/> | Company | <input type="text"/> | Telephone Number | <input type="text"/> | Fax Number | <input type="text"/> | E-Mail | <input type="text"/> | Address | <input type="text"/> | City | <input type="text"/> | Postal Code | <input type="text"/> | Country | <input type="text"/> | Name/Surname | <input type="text"/> | Company | <input type="text"/> | Telephone Number | <input type="text"/> | Fax Number | <input type="text"/> | E-Mail | <input type="text"/> | Address | <input type="text"/> | City | <input type="text"/> | Postal Code | <input type="text"/> | Country | <input type="text"/> |
| Order Number | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| * Card Number | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| * Card Expiry Date | <input type="text" value="01"/> <input type="text" value="2011"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CVV Number | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| * Total | <input type="text"/> <input type="text" value="RON"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Installments | <input type="text" value="Sale"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| (*) Mandatory Fields | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name/Surname | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Company | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Telephone Number | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fax Number | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| E-Mail | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Address | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| City | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Postal Code | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Country | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name/Surname | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Company | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Telephone Number | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fax Number | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| E-Mail | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Address | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| City | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Postal Code | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Country | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

12.1 Using Left Menu

12.1.1 Pre-Authorization and Sales

The user can perform Pre-Authorization and Sales transactions manually using Merchant Center Manual POS functionality.

12.1.2 Settlement Closing

When the *Settlement* link and the *Close* button is clicked, the settlement transaction can be closed.

12.2 Order Detail Information

In the Order Detail Information area the following fields should be filled in:

- Order Number (optional)
- Card Number, Card Expiry Date in month and year, CVV
- Transaction Amount and currency
- Installment information if relevant

12.3 Billing and Shipping Address Details

Billing Address Details and Shipping Address Details are filled in. These fields are optional.

13. Using Merchant Center Administration Page

On this page, the authorized user is able to manage various properties of the business (merchant).

The screenshot shows the ASSECO Merchant Center interface. At the top, there is a navigation bar with tabs: Orders, Transactions, Settlement, Graphs, Manual POS, Administration (selected), Merchant Safe, and Help. On the left, there is a sidebar menu with categories: Users (containing links for User List and Add New User), 3D Secure (containing links for 3D Settings, Change 3D Security Key, and Information), and Quick Access (containing a link for Welcome Page - News). The main content area is titled 'User List' and contains the text: 'The menu steps on the left enables you to view your user list, update users and add new users. 2 items found, displaying all.' Below this text is a table with 4 columns: User Name, User Description, User Role, and User Status. The table contains two rows of data. The first row shows 'ismail' as the user name, with an empty description, 'Merchant Administrator' as the role, and 'Active' as the status. The second row shows 'idil' as the user name, 'Credit Europe Test User' as the description, 'Merchant Administrator' as the role, and 'Active' as the status, with an 'Update' link in red text to the right of the status.

13.1 Using the Left Menu

User and 3D Secure administration links are provided on the left menu.

13.1.1 User List

Users defined for the merchant will be listed when this link is selected. Name, description, role and status of each user is displayed. When *Update* link is clicked, description, password, role and status of the selected user can be modified.

13.1.2 Add New User

Users can be created for the merchant using this functionality. User name, password, description and role fields should be filled in and then *Submit* button should be clicked.

Password validity rules are as follows:

- The password should consist of at least 8 characters
- At least two characters of the password should be capital letters or numbers
- The entered password should be different from the last 4 passwords that have been used.

Newly created users can be seen by clicking the "*User List*" link.

Abilities of the roles are shown on the table below:

| Roles / Authorities | Display Reports | Manual Transaction | Administration Settings | Submit Transactions |
|----------------------------|------------------------|---------------------------|--------------------------------|----------------------------|
| Api User | X | X | X | ✓ |
| Merchant Manager | ✓ | ✓ | ✓ | |

| | | | | |
|--------------------------|---|---|---|--|
| Merchant Order Tracker | ✓ | X | X | |
| Order Tracking and Sales | ✓ | ✓ | X | |

13.1.3 3D Secure

- Using *3D Settings*, current settings are displayed and storekey can be updated.
- Using *Change Store Key*, store key can be updated.
- Using *Information*, general 3D secure information is explained in detail.

13.1.4 Upload Template

If merchant wants to use its own hosted payment page (HPP) templates, he needs to upload the template file and other resources (css, images etc) in a single zip without a top level folder within the zip. The template files should have predefined names: gatelogo.htm (template with only card details), gateadrlogo.htm (template with card details and customer address info), gateresultlogosuccess.htm (payment result success page), gateresultlogofail.htm (payment result fail page). For language identification of the template, the language code needs to be added before the extension.

Upload Template

Upload Template

Upload all files for the template as a single zip file

Template Name

gatelogo

Language

English

File

Browse_

No file selected.

Upload

Preview

Send To Approval

Example:

Template: gatelogo.htm

Language: German (de)

The template file will have the name: gatelogo_de.htm

Any template not obeying this rule will be rejected during upload. After the template zip file is uploaded, it can be viewed to check if the uploaded files and paths are given correctly. If the merchant is ready to send this zip for approval, he should press the “*Send To Approval*” button. Once the template is sent to approval, it will have *Pending* status. It means the templates are not loaded to production, they need to be approved by system administrators. Please see the **NestPay Template Management** documentation for template customization details and rules.

13.1.5 List Template

Merchants can see the status of templates which have been uploaded, and preview or delete them.

| Template List | | | | | | |
|---------------|---------------|----------|----------|---------------------------------|---------------------------------|---|
| Rank | Template Name | Language | Status | Created Time | Last Modified Time | Action |
| 1 | gatelogo | en | PENDING | September 30, 2013 10:40:16.850 | September 30, 2013 10:40:16.829 | Preview Delete |
| 2 | gatelogo | tr | REJECTED | September 30, 2013 10:40:16.850 | September 30, 2013 10:40:16.829 | Preview Delete |

13.1.6 Gateway Integration Test Report

Merchants are able to follow up their gateway integration status via interface. In **Merchant Center > Administration tab > Test Cases Report** module; merchants will see the test cases (transaction types) assigned for them by the acquirer. To integrate into gateway’s production environment; merchants are required to complete those test cases successfully in test environment.

13.1.6.1 Running test cases

Merchants will see the test cases assigned to them. There will be a description for each test case which explains the scenario of the test. **(Eg. Unsuccessful SMS authorization with another currency)** Merchants will run that scenario in gateway test environment with the card information provided by the acquirer.

Important Note: During integration tests merchants should use the card information that’s provided by the acquirer. Each test case will have different card information. Transactions with different card information will not be valid for integration test report.

To try some specific test scenarios such as “Authorization with incorrect CVC2” merchants need to know about how gateway emulator works. For detailed information about how emulator works please refer to the document: Nestpay Emulator.

13.1.6.2 Gathering test case report

After trying those transactions in test environment; merchants will be able to gather their integration report via interface. Under **Merchant Center > Administration tab > Test Cases Report** merchants will be asked for a date range. That date range should cover the transaction dates which are made regarding on test cases. In test case report merchants will see **true or false** in result column. True means; in selected date range, there is a transaction which matches with that case. False means; in selected date range, there is no such transaction which matches with that case.

Important Note: Merchants need to be sure about following things:

- **The report date range covers the transaction date in test environment**
- **Merchant used the card no that's provided by the acquirer**

13.1.7 Allow Email Notification

If email templates for merchant and/or cardholder emails are defined, emails will be sent for successful transaction only if Email Notification is set to "Yes". If this property is set to "No", no emails will be sent for successful transaction even email templates are defined.

Additional Columns

Additional Columns Update

Email Notification Yes ▼

13.1.8 Email Template Management

All defined email templates are listed under this menu item. Any template can be viewed by clicking "Detail" link, edited by clicking "Edit" link or deleted by clicking "Delete" link on right column.

| Document Management - List Documents | | | | | |
|--|----------|-------------------------------|---------|---------------------------|---------------------------|
| Type | Language | Title | Version | Valid From | Valid To |
| Merchant Email Template | * | #ORDERID test | 1 | April 01, 2014 00:00:00.0 | April 21, 2018 00:00:00.0 |
| <div style="text-align: right;"> Detail Edit Delete </div> | | | | | |
| Total Record Count: 1, Records shown in this page: 1 - 1 | | | | | |

13.1.9 Add Email Template

- **Type** : Type of the document (Cardholder Email Template, Merchant Email Template)
- **Language** : Language the document will be created in.
- **Version** : Document version
- **Title** : Document title
- **Valid From** : Validity start date of the document.
- **Valid To** : Validity end date of the document
- **Content** : Document content
- **Email Addresses** : Email addresses in comma separated format for merchant email template. Card holder email address will be set runtime as the value of "Email" element of API request or "email" parameter value of HTTP POST request. If these elements are not set during transaction, email address set in this field will be used.

The screenshot shows the 'Add New Document' interface. The form fields are as follows:

| Field | Value |
|---------------|---|
| Type | Merchant Email Template |
| Language | en |
| Version | 1 |
| Title | Order approved |
| Valid From | 01/05/2014 |
| Valid To | 01/06/2015 |
| Email Address | test@test.com,test2@test.com |
| Content | Your order has been approved. Order details: Date: #TRX_DATE Orderid: #ORDERID Amout: #AMOUNT |

At the bottom right of the form are two buttons: 'Clear' and 'Submit'.

Email template variables are given as follows. If title or subject of email template documents contain one or more of this variables, the email will substitute the variables with actual runtime details of the transaction.

| Variable | Definition |
|----------------|---------------|
| #MERCHANT_NAME | Merchant name |

| | |
|-------------------|----------------------|
| #TRX_DATE | Transaction date |
| #ORDERID | Order ID |
| #AMOUNT | Amount |
| #CARD_TYPE | Card type |
| #INSTALMENT | Instalment count |
| #DESCRIPTION | Description |
| #RECURRING_NUMBER | Recurring number |
| #B2S2_NAME | Billing Name |
| #B2S2_ADRESS | Billing Address |
| #B2S2_CITY | Billing City |
| #B2S2_ZIP | Billing Zip Code |
| #B2S2_COUNTRY | Billing Country Code |
| #B2S2_EMAIL | Billing Email |

13.1.10 Merchant Terminal Information

This page has information about merchant id, terminal id's and merchant contact information; merchant name, contact person, email etc.

Merchant Terminal Information

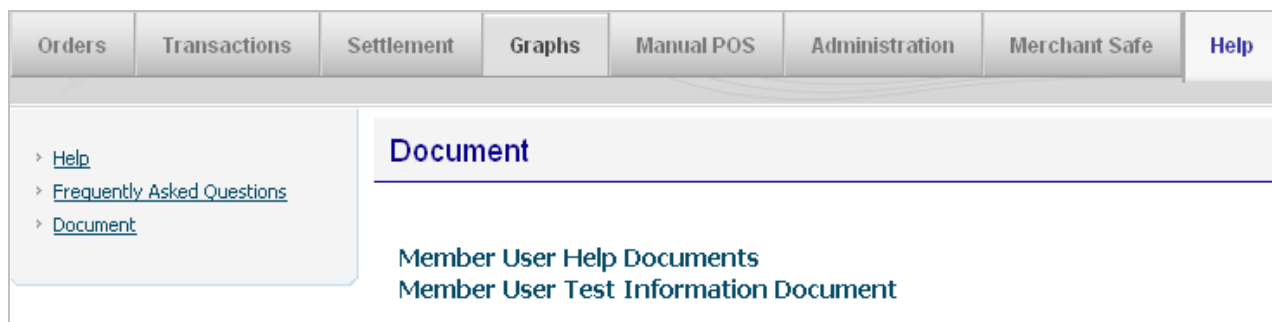
| | |
|-------------|--|
| Merchant ID | 655005676 |
| Terminal ID | 00005676 00005677 00005678 00005678 |

Merchant Contact Information

| | |
|----------------|--------------|
| Merchant name | Pegasus Test |
| Contact person | Vip Person |
| Email | vip@vip.com |
| Phone number | 12345 |
| Fax number | 12345 |

14. Using Merchant Center Help

Merchant Center Documentation can be accessed in PDF format on this page.



15. Merchant Center Log Off

Located on the upper right part of the page, this link is used to log off from the Merchant Center application.

16. Additional Information

An example URL for Merchant Center application would be as follows.

X Bank Merchant Center URL : <https://paysafe.Xbank.tr/xbank/report/user.login>