



# Wirecard Payment Center

## User Manual

Version 2.0.0

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## Version history

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Date	Version	Comments/changes
2017-03-15	Version 2.0.0	New Screens
2011-09-21	Version 1.0.4	Changes
2011-08-16	Version 1.0.3	Changes
2011-06-22	Version 1.0.2	Changes
2011-03-17	Version 1.0.1	Changes
2011-02-01	Version 1.0.0	New layout

## About this document

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<b>Target group</b>	This document is intended for all users of the Wirecard CEE payment platform.
<b>Contents</b>	<p>The document covers:</p> <ul style="list-style-type: none"><li>- The actions carried out via the payment platform with payments and credits</li><li>- Notes on how to find the relevant information</li></ul>
<b>Comments and questions</b>	<p>Should you notice any errors or ambiguities in this document or if you think there is any important information missing, please don't hesitate to let us know. We will process your suggestions as quickly as possible.</p> <p>If you have any queries not covered by the contents of this document, please contact us.</p> <p><b>Our e-mail address is:</b> <a href="mailto:support.at@wirecard.com">support.at@wirecard.com</a></p>
<b>Exclusion of liability</b>	Wirecard CEE only accepts liability for the functions and described in this guide and usage instructions for the company's own products. Any other changes to implementation or usage of the functions extending beyond this shall be regarded as not covered and not guaranteed, assuming Wirecard CEE does not specifically grant relevant specific permission in writing.
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## Description

Wirecard CEE allows you to process payment transactions with financial institutions via the internet. Wirecard CEE is comparable with till-based systems in 'bricks and mortar' businesses, whereby the products from Wirecard CEE have been designed primarily only for processing payments where the cardholder is not present.

**Payment transactions via the internet**

To use Wirecard CEE products, an appropriate contract with a financial service provider is required depending on the payment method. This contract also includes the account connection via which the financial service provider transfers the amounts processed via Wirecard CEE, for example.

**An acceptance contract via payment method**

When using Wirecard CEE, the consumer and business do not need to be present at the same location at the same time; instead they are able to communicate with one another via a medium such as the internet or telephone.

**Overview of the entire process**

Stage	Description
1	A merchant sends financial data from its customer (e.g. credit card number) to Wirecard CEE for processing.
2	The financial data is processed by Wirecard CEE. The result is a status provided to the merchant.
3	The status is passed by the merchant into the merchant's system and processed there.

The Wirecard CEE payment platform functions with a variety of different banks and credit card companies. The licence contract with Wirecard CEE that can be viewed separately from this documentation (as well as price lists, custom quotes) names the specific institutions with which payment processing is guaranteed via Wirecard CEE.

**Licence contract with Wirecard CEE**

**Note:**

Information on which financial service providers/acquirers and product combinations can be used is available from our sales department +43 316 813681-1400 or [office.at@wirecard.com](mailto:office.at@wirecard.com).

# 1 Payment transactions using the Wirecard Payment Center

## General information

### Explanation of the terms used

Term	Explanation
<b>Merchant</b>	Is the owner or operator of an online shop? A merchant is often also referred to by financial service providers as the contractual partner.
<b>Customer</b>	Is the consumer making purchases in your online shop?
<b>Financial service provider</b>	Companies whose payment methods can be used in your online shop: Credit card companies, paybox, banks (bank systems), paysafecard, mobile phone operators, etc.
<b>Authorization</b>	Procedure for approving a specific credit card payment by the bank of the credit card holder. (see also <b>Fehler! Verweisquelle konnte nicht gefunden werden.</b> )
<b>Approvals</b>	All payments approved by the customer are referred to as approvals.
<b>Deposits</b>	Captured approvals are referred to as deposits. They still need to be submitted and settled with the financial service provider. (Completing a day end closing)
<b>Day end closing</b>	Deposits are settled when completing the "Day end closing" function. In this process, deposits are submitted to the financial service provider to notify the card company that the relevant amount is to be transferred to the merchant's account.

**Debits and day end closings required.** Please note that every approval needs to be debited and every deposit needs to be settled so that the amounts from your customers are received from the financial service providers.

#### Note:

**Uncaptured approvals expire after 7 - 14 calendar days.** The exact approval deadline depends on the financial service provider in question.  
Then means you can no longer submit the payments after that time.

**Both these steps can be automated.** We provide you with server-side, automatic debiting and automatic day end closings.  
In this case, we debit the valid approvals for you automatically daily and we also carry out the day end closings for you each day. No software at all is required on your server.



## What can be managed using the Wirecard Payment Center?

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You can carry out the following actions online using the Wirecard Payment Center:

### Manageable operations

Payment status	Operations
Approvals	Deposit
	Search
	Reverse
Deposits	Search
	Reverse
Day end closings	Complete
	Search
Credits	Issue
	Reverse

**Note:**

How you are able to manage your payments depends on the type of payment method. For example, it is not possible to cancel approvals or issue credits using every payment method.

**Note:**

Please note that only successfully completed payments are displayed in the Wirecard Payment Center. Declined transactions are not displayed in the Wirecard Payment Center.

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## Accepted payment methods

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**Different payment methods**

The Wirecard Payment Center can be used to process payments using the following payment methods:

- using national payment methods
  - using international payment methods
- 

**What is a country-specific payment method?**

Country-specific payment methods are subject to regional restrictions in the application. This means that the payment method is only available and can be used for customers in specific countries (e.g. Austria).

The Wirecard Payment Center can be used to process the following national payment methods:

- paybox
  - eps-Überweisung
  - giropay
  - iDEAL
- 

**What is an international payment method?**

International payment methods are not subject to any or only very minor geographical restrictions. This means that the payment method is available worldwide and can be used for customers in multiple countries.

The Wirecard Payment Center can be used to process the following international payment method:

- Credit card
  - Maestro SecureCode
  - paysafecard
  - Direct debit
  - PayPal
  - SOFORT
- 

*Continued on next page*

**Accepted payment methods**, *continued*

Payment method	Approval	Cancel approval	Deposit	Cancel deposit	Day end closing	Credit possible	Cancel credit
paybox	yes	yes	yes	no	(yes)	yes	no
eps-Überweisung	no	no	yes	no	(yes)	no	no
giropay	no	no	yes	no	(yes)	no	no
iDEAL	no	no	yes	no	(yes)	no	no
Credit card	yes	yes	yes	yes	yes (depending on acquirer)	yes	yes
Maestro SecureCode	no	no	yes	yes	yes (depending on acquirer)	yes	yes
paysafecard	yes	yes	yes	no	(yes)	no	no
Direct debit	no	no	yes	no	(yes)	no (except Wirecard)	no (except Wirecard)
PayPal	no*	no*	yes	no	(yes)	yes	No
SOFORT	no	no	yes	no	(yes)	no	no

Overview of the payment types and the management options

(yes) = A day end closing is possible, but not required. The Wirecard Payment Center already communicates with the computer at the relevant financial service provider when the payments are being debited and notifies the computer as to which amount needs to be transferred to your account.

This amount is then also transferred to your account straight away and a day end closing is therefore no longer required.

\* In case of exception it is possible that PayPal transactions are only approved. For further questions please don't hesitate to contact our support team.

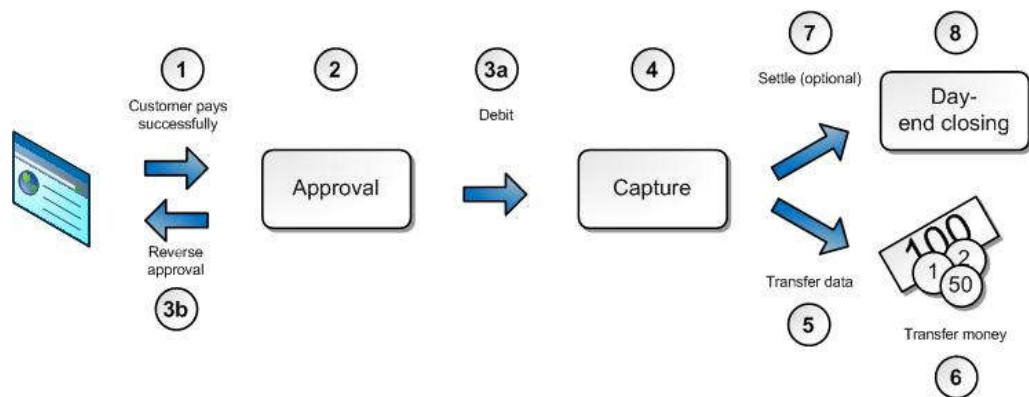
## 1.1 Payments using country-specific payment methods

### Payments using "paybox"

#### Who can use this payment type?

Any customer with a valid contract at A1, Orange Austria, T-Mobile Austria and Teling, as well as all mobile phone users with a paybox account.

#### What happens?



#### Description of the process

Stage	Description				
1	The customer has chosen the required products in the online shop, selected paybox as the payment method, entered his/her paybox data and clicked <b>Pay</b> (1).				
2	The relevant financial service provider checks the validity. <table border="1"> <thead> <tr> <th>Payment is valid</th><th>Payment is invalid</th></tr> </thead> <tbody> <tr> <td>The transaction is recorded in the Wirecard Payment Center as "Approval".</td><td>The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.</td></tr> </tbody> </table>	Payment is valid	Payment is invalid	The transaction is recorded in the Wirecard Payment Center as "Approval".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.
Payment is valid	Payment is invalid				
The transaction is recorded in the Wirecard Payment Center as "Approval".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.				
3	In the Wirecard Payment Center there is then a payment with the corresponding amount as an approval (2).				
4	You can then cancel (3b) or debit (3a) this approval again. <p><b>Note:</b> Please note that there is a limited time available for debiting approvals. The deadline for this is 7 days.</p>				
5	If you debit the approval, the payment will be available as a deposit (4). After generating the deposit, communication is carried out with the computer at the relevant financial service provider (5), manual settlement (7) is not required, but is possible (8). After a specific period (based on the transfer cycle), the amount is transferred automatically (6).				

## Payments using eps-Überweisung

The eps-Überweisung is an internet payment system based on the online banking systems of the banks. In addition to the original eps banks (UniCredit Bank Austria AG, BAWAG/P.S.K. Gruppe, Erste Bank and Sparkassen and the Raiffeisen banking group), virtually all large Austrian bank groups have now adopted the standard.

### What is eps-Überweisung

Any end customer with an online banking account at one of the participating banks can pay using the eps-Überweisung method.

### Who can use this payment type?

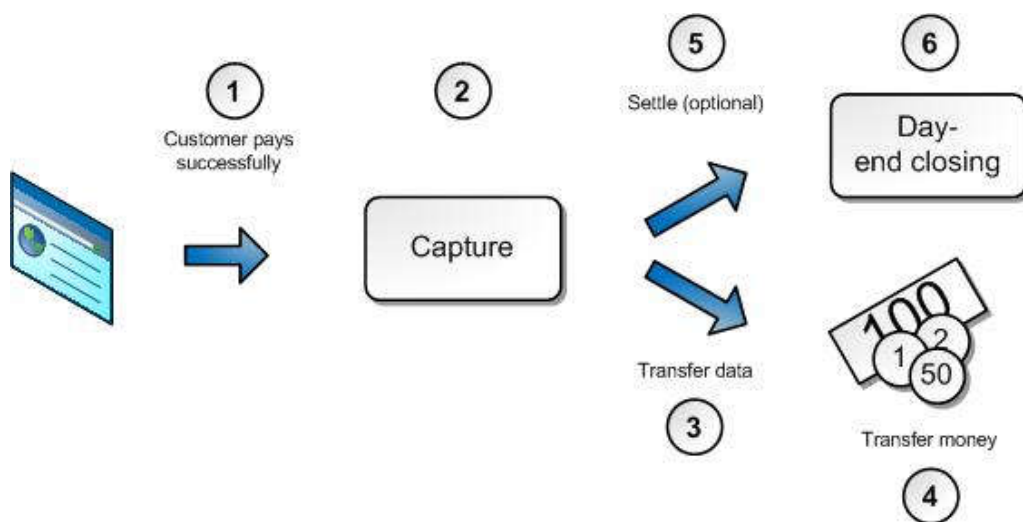
Payments with the code VOK are only conditionally authorized by the bank (i.e. approved), in other words are only captured conditionally in the Wirecard Payment Center.

### Caution with deposits with the code VOK.

If there is a deposit with the code VOK, there is no guarantee that you will receive this amount.

The various banks react differently in these cases. For example, it can be (in rare cases) that deposits with the code VOK are not actually paid out.

If you do not want this to occur, you can also specify in the contract with the banks that you will only accept guaranteed payments. You will then receive an OK with guaranteed payments and you will definitely receive the transferred money.



### What happens?

*Continued on next page*

***Payments using eps-Überweisung*** *continued***Description of the process**

Stage	Description				
1	The customer has chosen the required products in the online shop, selected eps - Überweisung as the payment method, entered his/her paybox data and clicked <b>Pay</b> (1).				
2	<p>The relevant financial service provider checks the validity.</p> <table> <tr> <th>Payment is valid</th><th>Payment is invalid</th></tr> <tr> <td>The transaction is recorded in the Wirecard Payment Center as "Deposit".</td><td>The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.</td></tr> </table>	Payment is valid	Payment is invalid	The transaction is recorded in the Wirecard Payment Center as "Deposit".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.
Payment is valid	Payment is invalid				
The transaction is recorded in the Wirecard Payment Center as "Deposit".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.				
3	A payment with the relevant amount is then generated in the Wirecard Payment Center. This payment is available immediately as a deposit (2) that can no longer be canceled.				
4	After generating the deposit, communication is carried out with the computer at the relevant financial service provider (3), manual settlement (5) is not required, but is possible (6). After a specific period (based on the transfer cycle), the amount is transferred automatically (4).				

**Note:**

No credits can be issued with this payment method.

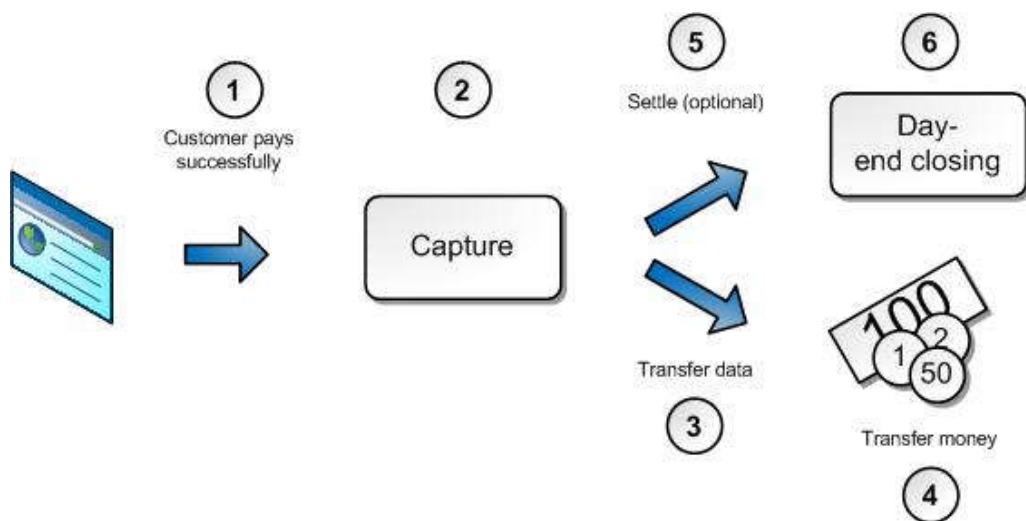
## Payments using giropay

giropay is a German online payment system based on the online banking systems of the banks.

**What is giropay?**

Every customer who has an eBanking account with a participating financial service provider in Germany.

**Who can use this payment type?**



Stage	Description				
1	The customer has chosen the required products in the online shop, selected giropay as the payment method, entered his/her bank data and clicked <b>Pay</b> (1).				
2	<div>The relevant financial service provider checks the validity.</div> <table> <tr> <th>Payment is valid</th><th>Payment is invalid</th></tr> <tr> <td>The transaction is recorded in the Wirecard Payment Center as "Deposit".</td><td>The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.</td></tr> </table>	Payment is valid	Payment is invalid	The transaction is recorded in the Wirecard Payment Center as "Deposit".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.
Payment is valid	Payment is invalid				
The transaction is recorded in the Wirecard Payment Center as "Deposit".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.				
3	A payment with the relevant amount is then generated in the Wirecard Payment Center. This payment is available immediately as a deposit (2) that can no longer be canceled.				
4	After generating the deposit, communication is carried out with the computer at the relevant financial service provider (3), manual settlement (5) is not required, but is possible (6). After a specific period (based on the transfer cycle), the amount is transferred automatically (4).				

**Description of the process**

**Note:**

No credits can be issued with this payment method.

## Payments using iDEAL

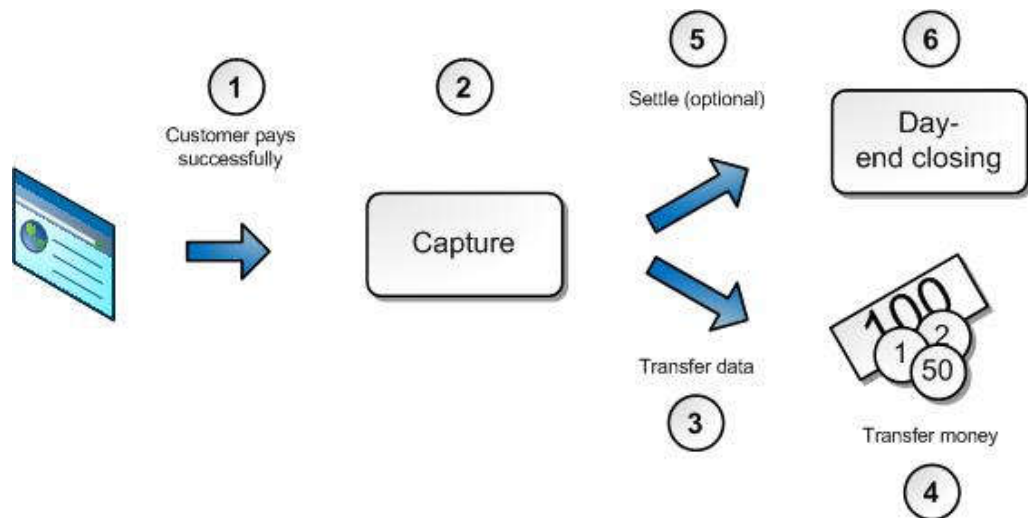
### What is iDEAL?

iDEAL is a Dutch online payment system based on the online banking systems of the banks. Already more than half of Dutch online shoppers use iDEAL.

### Who can use this payment type?

Every customer with an online banking account at one of the participating financial service providers in Holland.

### What happens?



### Description of the process

Stage	Description				
1	The customer has chosen the required products in the online shop, selected iDEAL as the payment method, entered his/her bank data and clicked <b>Pay</b> (1).				
2	The relevant financial service provider checks the validity. <table border="1"> <tr> <th>Payment is valid</th><th>Payment is invalid</th></tr> <tr> <td>The transaction is recorded in the Wirecard Payment Center as "Deposit".</td><td>The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.</td></tr> </table>	Payment is valid	Payment is invalid	The transaction is recorded in the Wirecard Payment Center as "Deposit".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.
Payment is valid	Payment is invalid				
The transaction is recorded in the Wirecard Payment Center as "Deposit".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.				
3	A payment with the relevant amount is then generated in the Wirecard Payment Center. This payment is available immediately as a deposit (2) that can no longer be canceled.				
4	After generating the deposit, communication is carried out with the computer at the relevant financial service provider (3), manual settlement (5) is not required, but is possible (6). After a specific period (based on the transfer cycle), the amount is transferred automatically (4).				

#### Note:

No credits can be issued with this payment method.



## 1.2 Payments using international payment methods

### Payments by credit card

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Every customer with a valid credit card.

**Who can use this payment type?**

When paying by credit card, the cardholder must give the card number and the card expiry date.

---

For the authorization, a payment with the relevant amount is then generated in the Wirecard Payment Center.

**Authorization**

The available limit of the cardholder is reduced by the relevant amount, however his/her account is not debited initially. This payment has a specific payment number using which you can easily distinguish these payments from all other payments.

---

An approval is your right to collect a specific amount from the relevant customer. An approval is therefore a pre-reservation of a specific amount.

**Approval**

---

You can also cancel an approval, however.

**Reverse approval**

The approval then disappears from your Wirecard Payment Center and is effectively reversed (3b).

An approval reversal means that the amount is credited back to the credit card account of the cardholder; the cardholder's limit is increased back up again.

---

Deposits are debited approvals. This means that the pre-reservation of the amount is confirmed from your side.

**Deposits**

The amount is only collected from the customer's account when the day end closing is completed.

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In the same way as approvals, deposits can also be canceled (5b). After a deposit cancelation, the payment is available as an approval again. These can then either be re-debited (3a) or canceled (3b) at a later date.

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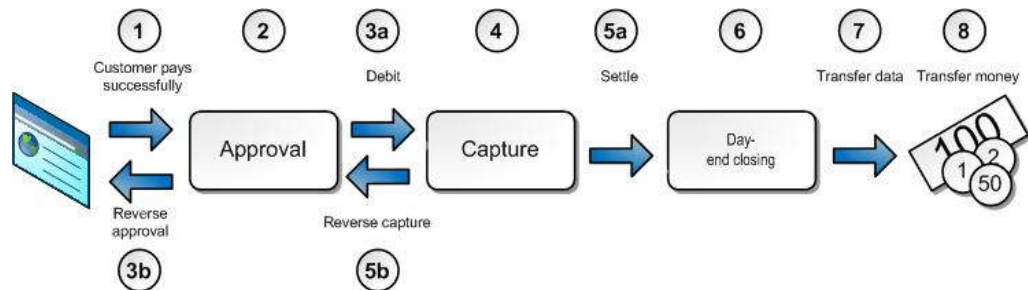
**Reverse deposits**

*Continued on next page*

## Payments by credit card, continued

Regardless of which credit card payments they are and how you have configured your payment method, the following steps 1 to 8 are completed for each payment with credit card.

### What happens?



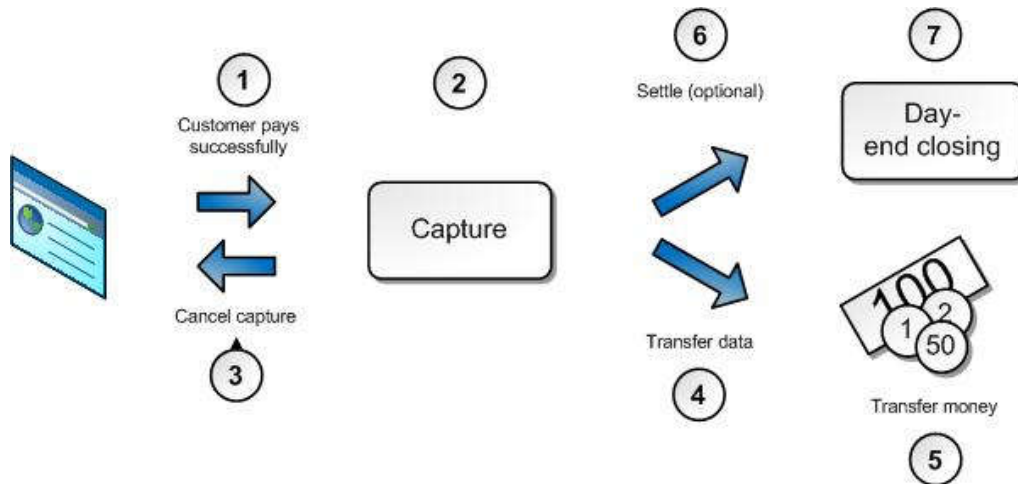
### Description of the process

Stage	Description
1	The customer has chosen the required products in the online shop, selected credit card as the payment method, entered his/her card data and clicked <b>Pay</b> (1). We assume a successful payment, i.e. in the case of a positive verification of the card data (see <b>Fehler! Verweisquelle konnte nicht gefunden werden.</b> ).
2	The payment is not present in your Wirecard Payment Center as an approval (2).
3	You can then cancel (3b) or debit (3a) this approval. <b>Note:</b> Please note that there is a limited time available for debiting approvals. The deadlines for this are between 7 and 14 days. The exact approval deadline depends on the financial service provider in question.
4	If you debit the approval, the payment will be available as a deposit (4).
5	To actually receive the payment amount, the deposit must be settled. A day end closing must be completed (5a). (Comparable to a till reconciliation.)
6	This means that a day end closing is present with at least one deposit (6). The day end closing is used to notify the credit card company that the settled amount is to be transferred to your account (7).
7	After a specific deadline that depends on the contract with your financial service provider, the amount is actually transferred to your account (8).
8	Only then is the cardholder's credit account debited. On his/her next credit card statement, the cardholder will find a deposit line with your company name and the relevant amount as an entry.

## Payments using Maestro SecureCode

Any customer with a valid Maestro bank card in combination with Maestro SecureCode can pay online using this method.

**Who can use this payment type?**



**What happens?**

Stage	Description
1	The customer has chosen the required products in the online shop, selected Maestro SecureCode as the payment method, entered his/her card data and clicked <b>Pay</b> (1). We assume a successful payment, i.e. in the case of a positive verification of the card data (see <b>Fehler! Verweisquelle konnte nicht gefunden werden.</b> ).
2	A Maestro deposit is generated immediately in the Wirecard Payment Center (2) that can still be canceled. (3)
3	After generating the deposit, communication is carried out with the computer at the relevant financial service provider (4), manual settlement (6) is not required, but is possible (7). After a specific period (based on the transfer cycle), the amount is transferred automatically (5).

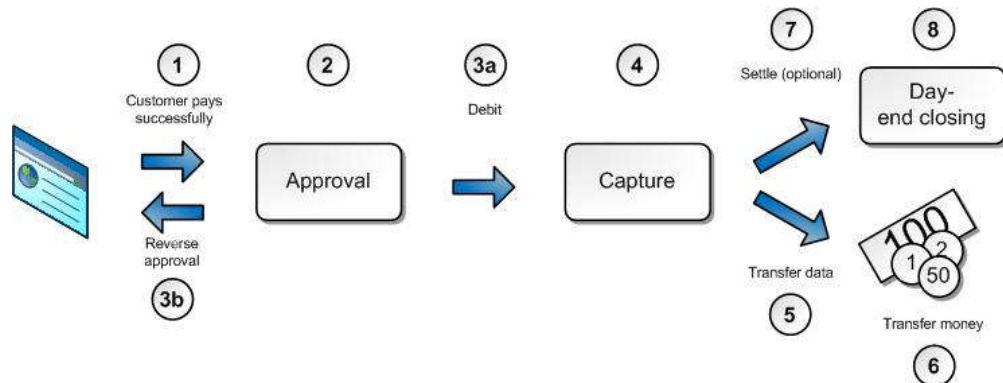
**Description of the process**

## Payments using paysafecard

### Who can use this payment type?

The customer must obtain a "paysafecard" before making the purchase online. A 16-digit code can be found here which needs to be specified when purchasing a product in an online shop.

### What happens?



### Description of the process

Stage	Description				
1	The customer has chosen the required products in the shop, selected paysafecard as the payment method, entered his/her payment data and clicked <b>Pay</b> (1).				
2	<div>The relevant financial service provider checks the validity.</div> <table> <tr> <th>Payment is valid</th><th>Payment is invalid</th></tr> <tr> <td>The transaction is recorded in the Wirecard Payment Center as "Approval".</td><td>The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.</td></tr> </table>	Payment is valid	Payment is invalid	The transaction is recorded in the Wirecard Payment Center as "Approval".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.
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The transaction is recorded in the Wirecard Payment Center as "Approval".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.				
3	In the Wirecard Payment Center there is then a payment with the corresponding amount as an approval (2).				
4	You can then cancel (3b) or debit (3a) this approval. <div><b>Note:</b> Please note that there is a limited time available for debiting approvals. The deadline for this is between 7 and 14 days. The exact approval deadline depends on the financial service provider.</div>				
5	If you debit the approval, the payment is available as a deposit (4). After generating the deposit, communication is carried out with the computer at the relevant financial service provider (5), manual settlement (7) is not required, but is possible (8). After a specific period (based on the transfer cycle), the amount is transferred automatically (6).				

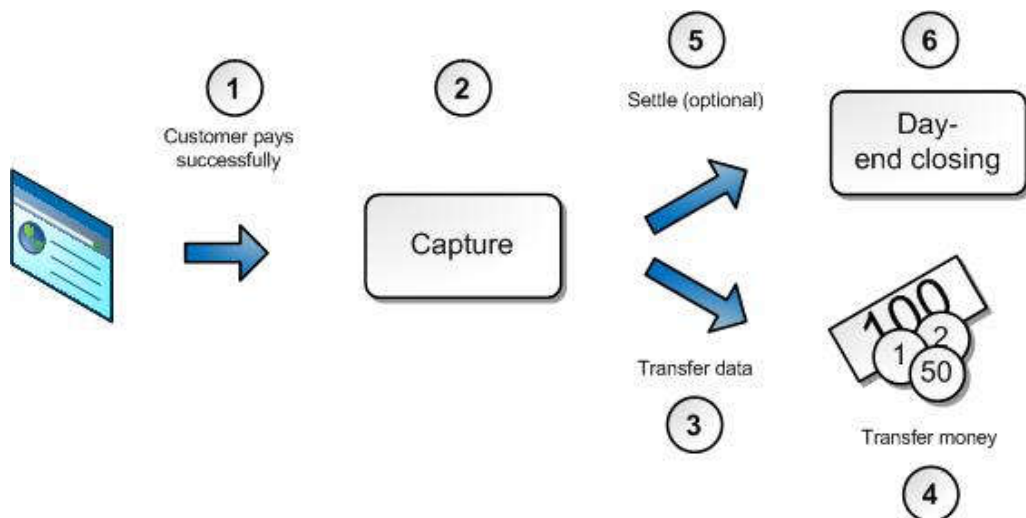
#### Note:

No credits can be issued with this payment method.

## Payments using direct debit

Any customer with a valid bank account

**Who can use this payment type?**



Stage	Description				
1	The customer has chosen the required products in the online shop, selected direct debit as the payment method, entered his/her account data and clicked <b>Pay</b> (1).				
2	The relevant financial service provider checks the validity. <table border="1"> <tr> <th>Payment is valid</th><th>Payment is invalid</th></tr> <tr> <td>The transaction is recorded in the Wirecard Payment Center as "Deposit".</td><td>The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.</td></tr> </table>	Payment is valid	Payment is invalid	The transaction is recorded in the Wirecard Payment Center as "Deposit".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.
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The transaction is recorded in the Wirecard Payment Center as "Deposit".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.				
3	A deposit is generated immediately in the Wirecard Payment Center (2) that can no longer be canceled.				
4	After generating the deposit, communication is carried out with the computer at the relevant financial service provider (3), manual settlement (5) is not required, but is possible (6). After a specific period (based on the transfer cycle), the amount is transferred automatically (4).				

**Description of the process**

**Note:**

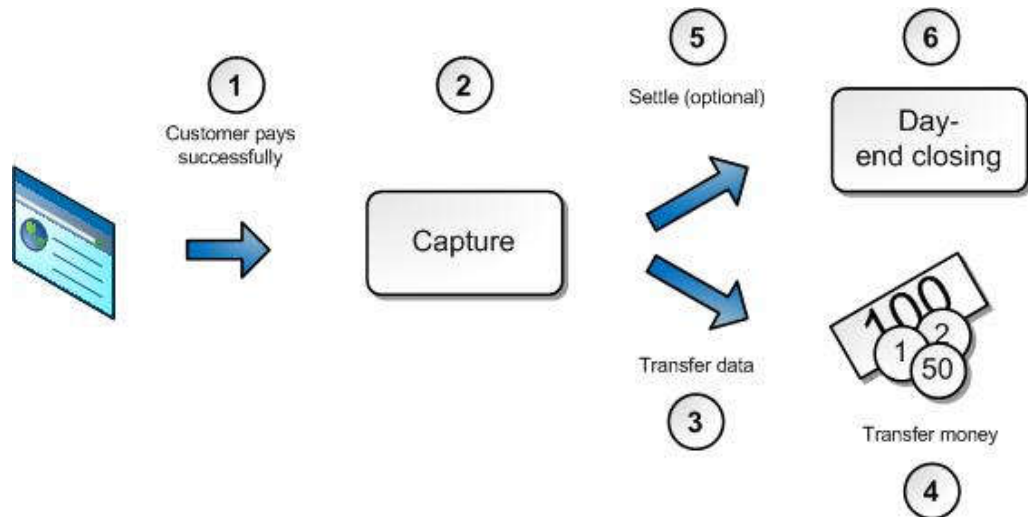
No credits can be issued with this payment method.

## Payments using PayPal

### Who can use this payment type?

Any customer with a PayPal account or a credit card.

### What happens?



### Description of the process

Stage	Description				
1	The customer has chosen the required products in the online shop, selected PayPal as the payment method, entered his/her payment data and clicked <b>Pay</b> (1).				
2	The relevant financial service provider checks the validity. <table border="1"> <tr> <th>Payment is valid</th><th>Payment is invalid</th></tr> <tr> <td>The transaction is recorded in the Wirecard Payment Center as "Deposit".</td><td>The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.</td></tr> </table>	Payment is valid	Payment is invalid	The transaction is recorded in the Wirecard Payment Center as "Deposit".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.
Payment is valid	Payment is invalid				
The transaction is recorded in the Wirecard Payment Center as "Deposit".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.				
3	A deposit is generated immediately in the Wirecard Payment Center (2) that can no longer be canceled.				
4	After generating the deposit, communication is carried out with the computer at the relevant financial service provider (3), manual settlement (5) is not required, but is possible (6). After a specific period (based on the transfer cycle), the amount is transferred automatically (4).				

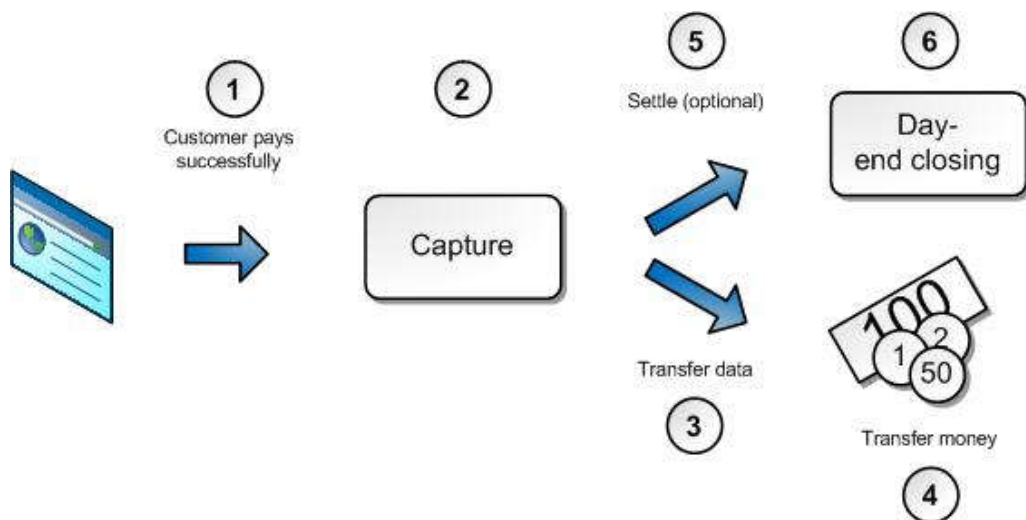
#### Note:

Deposits can no longer be canceled.

## Payments using SOFORT

Consumers with a checking account and online access can pay easily, safely and securely via SOFORT. Click [here](#) for a list of all supported countries.

**Who can use this payment type?**



**What happens?**

Stage	Description				
1	The customer has chosen the required products in the online shop, selected SOFORT as the payment method, entered his/her bank data and clicked <b>Pay</b> (1).				
2	<div>The relevant financial service provider checks the validity.</div> <table> <tr> <th>Payment is valid</th><th>Payment is invalid</th></tr> <tr> <td>The transaction is recorded in the Wirecard Payment Center as "Caputre".</td><td>The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.</td></tr> </table>	Payment is valid	Payment is invalid	The transaction is recorded in the Wirecard Payment Center as "Caputre".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.
Payment is valid	Payment is invalid				
The transaction is recorded in the Wirecard Payment Center as "Caputre".	The customer receives an error message. The procedure is not registered in the Wirecard Payment Center.				
3	A payment with the relevant amount is then generated in the Wirecard Payment Center. This payment is available immediately as a deposit (2) that can no longer be canceled.				
4	After generating the deposit, communication is carried out with the computer at the relevant financial service provider (3), manual settlement (5) is not required, but is possible (6). After a specific period (based on the transfer cycle), the amount is transferred automatically (4).				

**Description of the process**

### Note:

No credits can be issued with this payment method.

## 2 Instructions on managing payments

### General information for working in the Wirecard Payment Center

---

**Required knowledge** No special knowledge is required to manage your data and payments. The program is entirely menu-led and is therefore largely self-explanatory.

A left navigation menu is displayed at the top of each page of the Wirecard Payment Center which can be used to select all the functions.

---

#### Names of the fields

Field	Explanation
<b>Order number</b>	Is the unique number of a payment that is always identical to the payment number?
<b>Amount</b>	Approval amount.
<b>Deposited</b>	Amount captured by this approval.
<b>Currency</b>	Currency details for the approval.
<b>Time created</b>	Time (date and time) at which the approval was created.
<b>Code</b>	Reference code of the financial service provider. In the case of credit card payments, the authorization code from the credit card company is displayed here.
<b>Order description</b>	Freely selectable text for the relevant approval.
<b>Brand</b>	Payment method used for the payment (e.g. MasterCard, SOFORT)
<b>Acquirer</b>	Is the dealer bank or credit card company that processes the authorization and settlement with credit card payments for the dealer.

---



## General functions in the Wirecard Payment Center

In the lists it is possible to sort the data by a selected column.

**How can you sort the data?**

Step	Description
1	To do this, click on the relevant heading, e.g. on <b>order number</b>
2	Then click once or twice to sort the data in ascending or descending order as preferred.


All result lists can be exported, e.g. to be used in other programs.

**Can you export the data?**

This means you can transfer daily breakdowns of your deposits, day end closings, etc. into your own accounts package or customize the print-out.

There are two formats available:

- MS-Excel
- CSV

Step	Description
1	To do this, click the relevant icon, e.g. the Excel icon  in the top right section.
2	An Excel file with the list of data previously displayed will open automatically.

**How to run a data export?**

All words (e.g. **order number**) or numbers (e.g. **08159815**) in bold blue font that are underlined when clicked on, are hyperlinks.

**Hyperlinks**

Clicking on the hyperlinks allows you to access the relevant point in Wirecard Payment Center or in the online document (e.g. see also "Debiting partial amounts from approvals").

## Signing on

### How to sign on

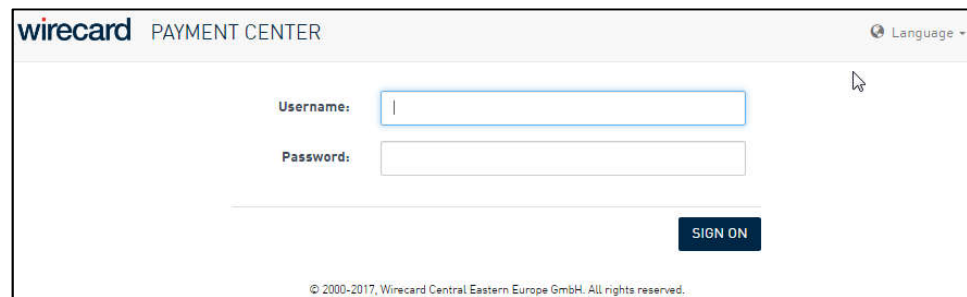
Follow these steps to log on in the Wirecard Payment Center:

Step	Description
1	Start up your browser.

There are two ways to access your login:

- Open the page <https://secure.wirecard-cee.com/gpc32>.
- On our website at <http://www.wirecard.at>, click the link for merchant login.

The login section of Wirecard Payment Center opens.

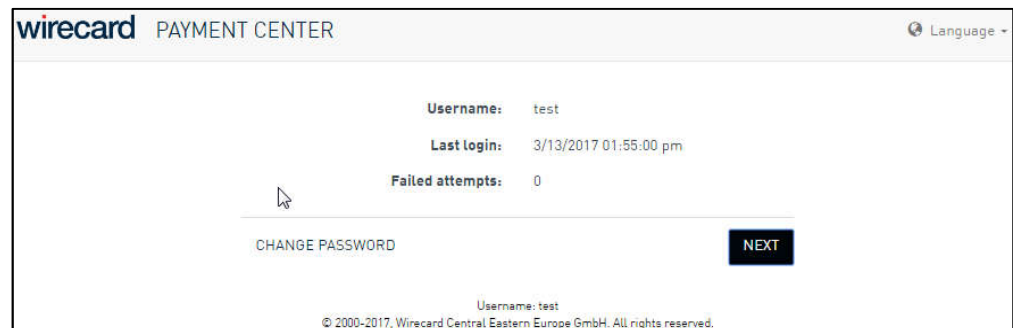


Enter your username and password and click **SIGN ON**.

**Note:**

When first logging in you will be prompted to change your password. The login can only be completed once the password has been successfully changed.

After a successful login, a screen will be opened with the summary of your login data.

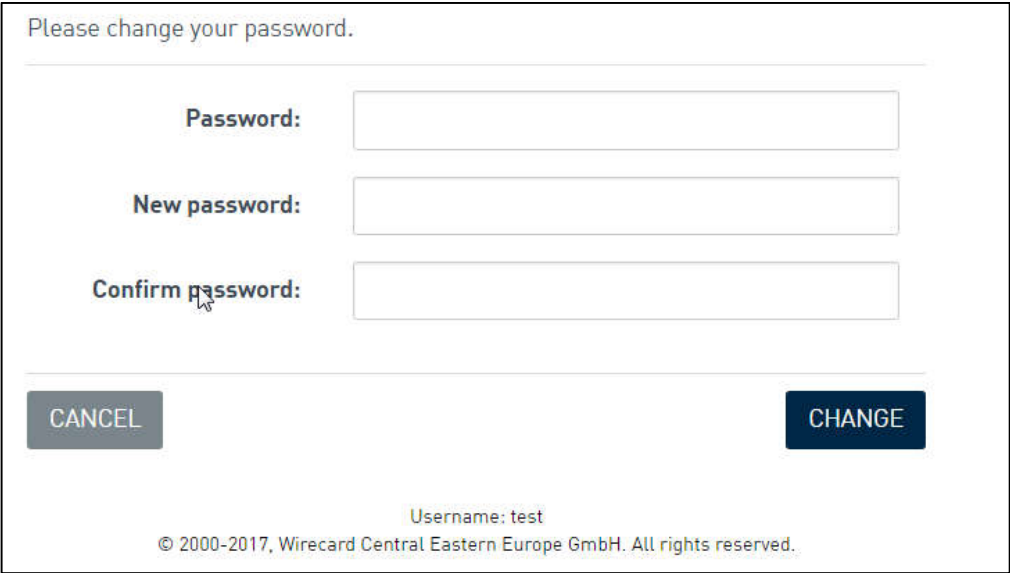


To access the Wirecard Payment Center from here, click **NEXT**.

## Changing the password

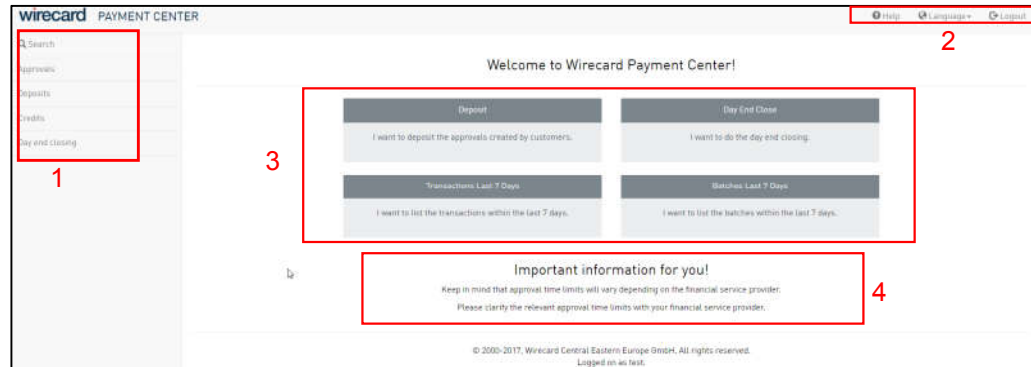
### How to change your password

Follow these steps to change your password:

Step	Description				
1	Log onto the Wirecard Payment Center. (see also "How to sign on")				
2	<p>Click <b>CHANGE PASSWORD</b>.</p> <p>The following screen will appear:</p> 				
3	Enter your old password into the <b>Password</b> field.				
4	Enter your new password into the <b>New password</b> field.				
5	Repeat your new password in the <b>Confirm password</b> field.				
6	<p><b>If you ...</b></p> <table> <tr> <td>want to save the details of your new password,</td><td>click <b>CHANGE</b>.</td></tr> <tr> <td>do not want to save the details of your new password,</td><td>click <b>CANCEL</b>. You will be returned to the previous page without changing your password.</td></tr> </table>	want to save the details of your new password,	click <b>CHANGE</b> .	do not want to save the details of your new password,	click <b>CANCEL</b> . You will be returned to the previous page without changing your password.
want to save the details of your new password,	click <b>CHANGE</b> .				
do not want to save the details of your new password,	click <b>CANCEL</b> . You will be returned to the previous page without changing your password.				

## Wirecard Payment Center

Which functions are offered in the main menu?



1. Left navigation menu (Search, Approvals, Deposits, Credits, Day end closing)
2. Open help, Language selection, Logout
3. Frequently used functions and explanations
4. Important information for you

Which languages are available?

The Wirecard Payment Center menu interface is available in the following languages:

- German
- English
- Italian
- Hungarian

Fast access to frequently used functions

The following functions can be selected directly, without being selected via the menu-led operation of the main functions:

Function	Explanation
<b>deposit</b>	the approvals generated by the customer are debited
<b>day end close</b>	the deposits are presented to the financial service provider (day end closing is completed)
<b>transactions last 7 days</b>	a list of transactions from the last 7 days is opened
<b>batches last 7 days</b>	a list of day end closings from the last 7 days is opened

## Left navigation menu

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### Main functions

This left navigation menu is always displayed.


You can select the main functions by clicking the buttons. The exact description of these functions can be found in the relevant chapters.

Function	Explanation
<b>Approvals</b>	Management of the payments approved by the customer
<b>Deposits</b>	Management of the payments generated by the Wirecard Payment Center
<b>Credits</b>	Management of the credits you have created
<b>Day end closing</b>	Management of day end closings
<b>Search</b>	Search for payments with different criteria

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### Other functions

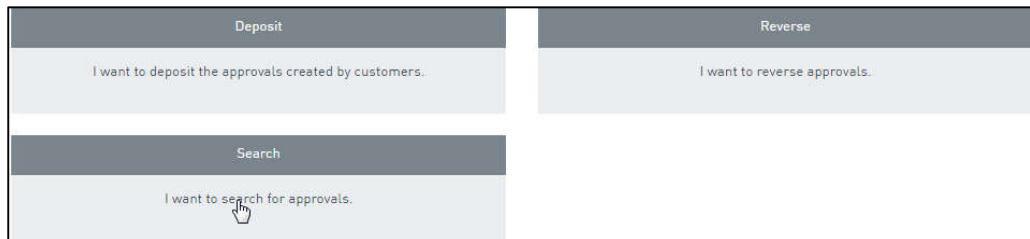
#### Other functions that are always displayed:

	opens the left navigation menu
<b>Help</b>	opens the online help
<b>Logout</b>	logs you off the Wirecard Payment Center

## 2.1 Processing approved payments: Approvals

### "Approvals" left navigation menu

When you have clicked on **Approvals** in the left navigation menu, this view will be displayed:



**Which procedures can be managed here?**

You can carry out the following procedures by selecting the links (see Hyperlinks):

Procedure	Explanation
<b>Deposit</b>	You can debit the approvals generated by the customer with the full amount.
	You can debit the approvals generated by the customer in partial amounts.
<b>Reverse</b>	You can cancel the approvals.
<b>Search</b>	You can search for approvals.

**Note:**

Please note that every approval has to be debited and every deposit has to be settled. You receive your customers' amounts from the financial service providers only from settled deposits.

**Uncaptured approvals expire after 7 - 14 calendar days.** The exact approval deadline depends on the financial service provider in question. Then means you can no longer submit the payments after that time.

## Debiting approvals

Clicking **Approvals** and **Deposit** will open up an overview of the approvals present.

**Screen view**

Order state: approved | created after: 2017-02-27 00:00:00 | created before: 2017-03-14 00:00:00

<input type="checkbox"/>	Order number	amount	amount deposited	Currency	time created	code	order description	Brand	acquirer
<input type="checkbox"/>	23473341	1.00	0	EUR	2017-03-13 14:28:24	123456	Lisa Kauftrausch, K-Nr: 84438		
<input type="checkbox"/>	78924566	1.00	0	EUR	2017-03-13 14:28:24	-	Demi Installato, K-Nr: 8345		RatePAY
<input type="checkbox"/>	78924567	1.00	0	EUR	2017-03-13 14:28:24	123456	Ruby Installato, K-Nr: 8345		RatePAY
<input type="checkbox"/>	78924568	1.00	0	EUR	2017-03-13 14:28:24	-	Demi Invoicito, K-Nr: 8343		RatePAY
<input type="checkbox"/>	78924569	1.00	0	EUR	2017-03-13 14:28:24	123456	Ruby Invoicito, K-Nr: 8344		RatePAY
<input type="checkbox"/>	324534	1.00	0	EUR	2017-03-13 14:28:24	123456	Suzuki Kurosawa, K-Nr: 365484		AirPlus
<input type="checkbox"/>	35431111	1.00	0	EUR	2017-03-13 14:28:24	123456	Banko Maestro, K-Nr: 483213		AirPlus
<input type="checkbox"/>	3245374	1.00	0	EUR	2017-03-13 14:28:24	123456	Kund Vogelstang, K-Nr: 21358		
<input type="checkbox"/>	87635454	1.00	0	EUR	2017-03-13 14:28:24	123456	Bella Nadelmeier, K-Nr: 123456		
<input type="checkbox"/>	32456793	1.00	0	EUR	2017-03-13 14:28:24	123456	Luke Bonsel, K-Nr: 43256		
<input type="checkbox"/>	87635453	1.00	0	EUR	2017-03-13 14:28:24	123456	Bella Nadelmeier, K-Nr: 78621		
<input type="checkbox"/>	20141218	1.00	0	EUR	2017-03-13 14:28:24	923456	Anakin Skywalker, K-Nr: 999999		
<input type="checkbox"/>	54453412	1.00	0	EUR	2017-03-13 14:28:24	123456	Max Mustermann, K-Nr: 12345		
<input type="checkbox"/>	8444524	1.00	0	EUR	2017-03-13 14:28:24	123456	Boris Nemec, K-Nr: 84632		
<input type="checkbox"/>	201508188	1.00	0	EUR	2017-03-13 14:28:24	123456	Lisa Mastercard, K-Nr: 54438		wirecard bank
<input type="checkbox"/>	231342	1.00	0	EUR	2017-03-13 14:28:24	123456	Daniela E. Kimmert, K-Nr: 80245		PayLife
<input type="checkbox"/>	201508189	1.00	0	EUR	2017-03-13 14:28:24	123456	Lisa Mastercard, K-Nr: 54438		wirecard bank
<input type="checkbox"/>	201508184	1.00	0	EUR	2017-03-13 14:28:24	123456	Lisa Mastercard, K-Nr: 54438		wirecard bank
<input type="checkbox"/>	201508185	1.00	0	EUR	2017-03-13 14:28:24	123456	Lisa Mastercard, K-Nr: 54438		wirecard bank
<input type="checkbox"/>	201508186	1.00	0	EUR	2017-03-13 14:28:24	123456	Lisa Mastercard, K-Nr: 54438		wirecard bank
<input type="checkbox"/>	201508187	1.00	0	EUR	2017-03-13 14:28:24	123456	Lisa Mastercard, K-Nr: 54438		wirecard bank
<input type="checkbox"/>	201508181	1.00	0	EUR	2017-03-13 14:28:24	123456	Lisa Mastercard, K-Nr: 54438		wirecard bank
<input type="checkbox"/>	8684321	1.00	0	EUR	2017-03-13 14:28:24	-	Margit Hinterkrieger, K-Nr: 8641		
<input type="checkbox"/>	201508182	1.00	0	EUR	2017-03-13 14:28:24	123456	Lisa Mastercard, K-Nr: 54438		wirecard bank
<input type="checkbox"/>	201508183	1.00	0	EUR	2017-03-13 14:28:24	123456	Lisa Mastercard, K-Nr: 54438		wirecard bank

25 orders found, there are 25 displayed.

**SELECT ALL** **APPROVALS → DEPOSIT**

**There are several options available for selecting the approvals you want to debit:**

**Selection of the approvals**

If you want to select individual approvals,

click the relevant box on the far left

If you want to select all the approvals,

click in the heading line in the box on the far left or

click **SELECT ALL**

Clicking **SELECT ALL** will remove the selection for all approvals again.

All other actions relate only to the selected approvals.

*Continued on next page*

**Debiting approvals**, *continued***How to complete a deposit**

Step	Description																
1	Select the approvals you want to debit.																
2	Click <b>APPROVALS-&gt;DEPOSIT</b> . The deposits are carried out step by step. The progress is displayed.																
3	When the approvals have been debited, the following overview appears: <div><div>Finished: Approvals-&gt;deposit</div><table><tr><th>Order number</th><th>Currency</th><th>amount</th><th>Result</th></tr><tr><td>23473341</td><td>EUR</td><td>1.00</td><td>Approval deposited.</td></tr><tr><td>78924566</td><td>EUR</td><td>1.00</td><td>Approval deposited.</td></tr><tr><td>78924567</td><td>EUR</td><td>1.00</td><td>Approval deposited.</td></tr></table></div>	Order number	Currency	amount	Result	23473341	EUR	1.00	Approval deposited.	78924566	EUR	1.00	Approval deposited.	78924567	EUR	1.00	Approval deposited.
Order number	Currency	amount	Result														
23473341	EUR	1.00	Approval deposited.														
78924566	EUR	1.00	Approval deposited.														
78924567	EUR	1.00	Approval deposited.														



## Debiting partial amounts from approvals

Approvals can also be captured in partial amounts.

The previous section explains how you can debit the full, approved amount. If you want to debit just a partial amount, for whatever reason, you can do this as well.



**If you do not want to debit the full amount in one go**

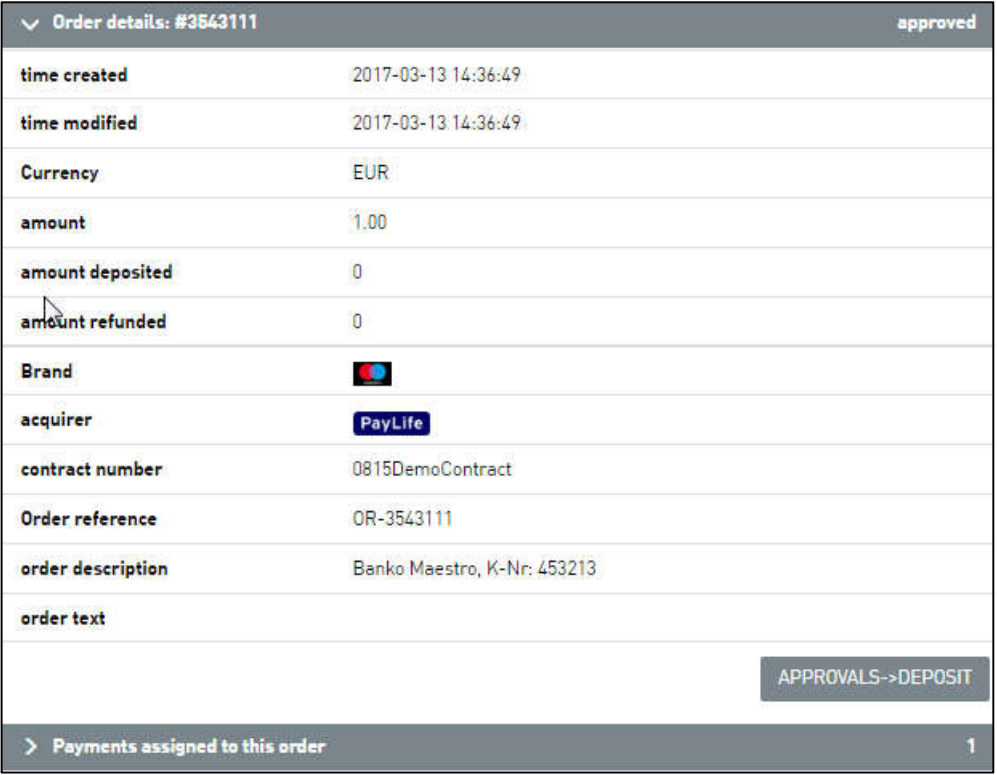
**Note:**


Please note that every approval has to be debited and every deposit has to be settled. You receive your customers' amounts from the financial service providers only from settled deposits.

**Uncaptured approvals expire after 7 - 14 calendar days.** The exact approval deadline depends on the financial service provider in question.

This also applies to remaining balances of partially captured approvals.

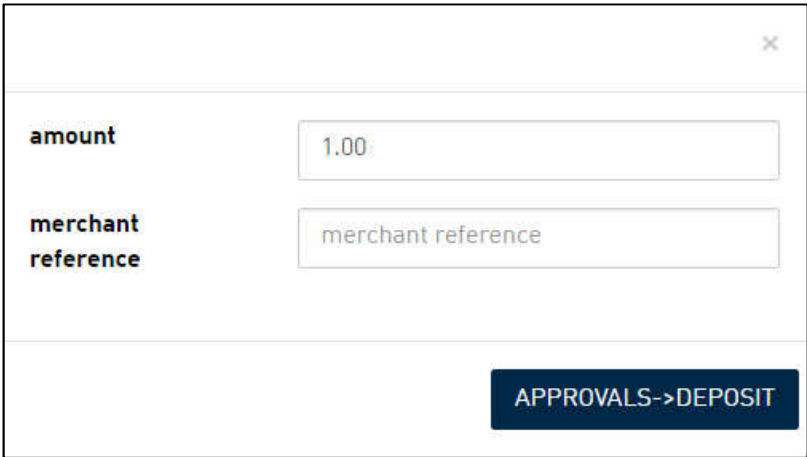
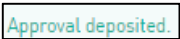
Step	Description
1	Click  in the left navigation menu.
2	Click  . An overview of the current approvals is displayed.
3	Click the relevant order number (e.g. <b>3543111</b> ). A new window will open with the order details.



Order details: #3543111		approved
time created	2017-03-13 14:36:49	
time modified	2017-03-13 14:36:49	
Currency	EUR	
amount	1.00	
amount deposited	0	
amount refunded	0	
Brand		
acquirer	PayLife	
contract number	0815DemoContract	
Order reference	OR-3543111	
order description	Banko Maestro, K-Nr: 453213	
order text		
APPROVALS->DEPOSIT		
> Payments assigned to this order		1

*Continued on next page*

**Debiting partial amounts from approvals, continued**

Step	Description
4	<p>Click <b>APPROVALS-&gt;DEPOSIT</b> and enter the required partial amount in the input box:</p>  <p><b>Note:</b> The total amount is suggested by default. Overwrite this with the required partial amount.</p> <p><b>Note:</b> Ensure that you use a "full stop" as the decimal point, otherwise the amount will not be recognised as valid by the system.</p>
5	<p>Click <b>APPROVALS-&gt;DEPOSIT</b>.</p> <p>Confirmation of the debited approval will be displayed in the window.</p> 

Order details: #3543111		approved
time created	2017-03-13 14:46:51	
time modified	2017-03-13 14:46:51	
Currency	EUR	
amount	1.00	
amount deposited	0	
amount refunded	0	
Brand		
acquirer	PayLife	
contract number	0815DemoContract	
Order reference	OR-3543111	
order description	Banko Maestro, K-Nr: 453213	
order text		
		APPROVALS->DEPOSIT
> Payments assigned to this order		1

## Canceling approvals

**Can approvals be canceled?** Approvals can also be canceled, depending on the payment method.

**Note:**

This procedure is not possible with all payment method.  
(see "Overview of the payment types and the ")

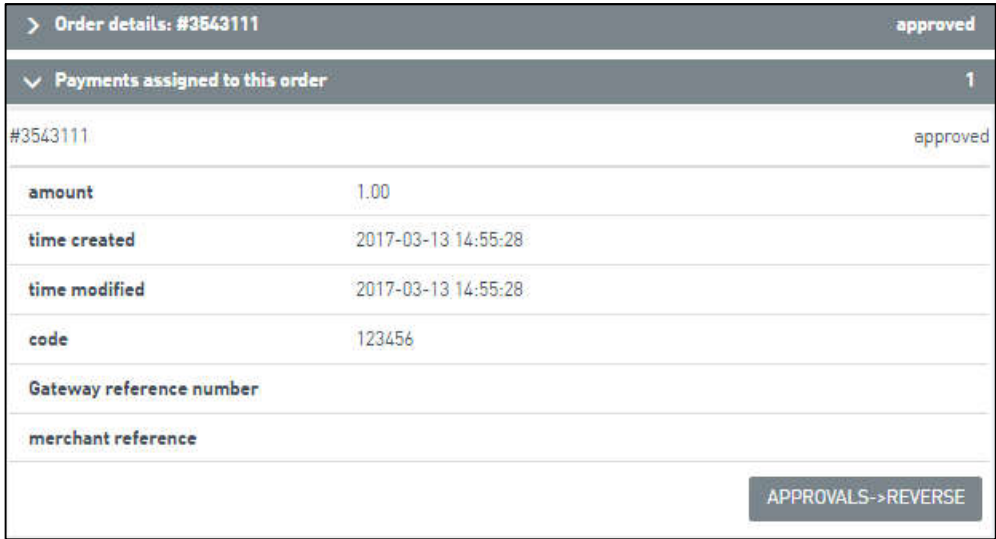

### How to cancel the approvals

Step	Description
1	Click <b>Approvals</b> in the left navigation menu.
2	Click <b>Reverse</b> . A overview of the current approvals is displayed.
3	Select the approvals you want to cancel (see "Selection of the approvals"). <b>Note:</b> All other actions relate only to the selected approvals.
4	Click <b>APPROVALS-&gt;REVERSE</b> . The cancelations are carried out step by step. The progress is displayed. When the cancelations have been completed, a list of the completed cancelations is displayed.

Continued on next page

**Canceling approvals**, *continued***Another method for canceling approvals**

You can also cancel individual approvals using the order details.

Step	Description
1	Click the relevant order number in the overview (e.g. <b>3543111</b> ). A new window will open with the order details.
2	Click <b>APPROVALS-&gt;REVERSE</b> . <div data-bbox="312 577 1313 1113">  </div>
3	When the cancelations have been completed, a list of the completed cancelations is displayed. <div data-bbox="312 1234 1171 1391">  </div>

## 2.2 Managing completed captures: Deposits

### "Deposits" (captures) left navigation menu

When you have clicked on [Deposits](#) in the left navigation menu, this view will be displayed:

Deposits

Reverse

I want to reverse deposits.

Search

I want to search for deposits.

Day End Close

I want to do the day end closing.

**Which procedures can be managed here?**

You can carry out the following procedures by selecting the links (see Hyperlinks):

Procedure	Explanation
Reverse	You can cancel the deposits.
Search	You can search for deposits.
Day end close	You can settle deposits (completing a day end closing).

**Note:**

You receive your customers' amounts from the financial service providers only from settled deposits.

**Note:**

Deposits cannot be canceled with all payment methods.  
For technical reasons, no credits can be issued with some payment methods.  
(see "Overview of the payment types and the ")

## Canceling deposits

Clicking **Deposits** and **Reverse** will open an overview of the deposits present.

### Screen view

Order state: deposited

<input type="checkbox"/>	Order number	amount	amount deposited	Currency	time created	code	order description	Brand	acquirer
<input type="checkbox"/>	321558	1.00	1.00	EUR	2017-03-13 15:03:55	123	Abo, Franz Liesalles, K-Nr: 12312	SEPA	hobex
<input type="checkbox"/>	564332	1.00	1.00	EUR	2017-03-13 15:03:55	0	Aufladung Clicki Payer, K-CLOCKPAY Nr: 243542		
<input type="checkbox"/>	6187496	1.00	1.00	EUR	2017-03-13 15:03:55	123456	Kunz Vogelsang, K-Nr: 21358		AirPlus
<input type="checkbox"/>	5472113	1.00	1.00	EUR	2017-03-13 15:03:55	-	Margit Hinterknofler, K-Nr: 86941	paysafecard	
<input type="checkbox"/>	756482	1.00	1.00	EUR	2017-03-13 15:03:55	VOK	Hermann Maier, K-Nr: 5642		
<input type="checkbox"/>	201405201	1.00	1.00	EUR	2017-03-13 15:03:55	6546	Evgeni Penka 5303	ePay.bg	
<input type="checkbox"/>	20150603	1.00	1.00	EUR	2017-03-13 15:03:55	9840	Jone Doe 5303	TrustPay	
<input type="checkbox"/>	215823	1.00	1.00	EUR	2017-03-13 15:03:55	OK	Edvard Grieg, K-Nr: 211585		
<input type="checkbox"/>	451784	1.00	1.00	EUR	2017-03-13 15:03:55	123456	Suzuki Kurosowa, K-Nr: 365484		
<input type="checkbox"/>	767634	1.00	1.00	EUR	2017-03-13 15:03:55	-	C M Broecker-		ING

**There are several options available for selecting the deposits you want to cancel:**

### Selecting deposits

If you want to select individual deposits generated by customers,

click the relevant box on the far left

If you want to select all the deposits,

click in the heading line in the box on the far left or

click **SELECT ALL**.

Clicking again **SELECT ALL** will remove the selection for all deposits again.

All other actions relate only to the selected deposits.

*Continued on next page*

## Canceling deposits, continued

### How to cancel the deposits?

Step	Description												
1	Select the deposits you want to cancel.												
2	Click <b>DEPOSITS-&gt;REVERSE</b> . The progress is displayed.												
3	When the cancelations are complete, the following overview will be displayed: <div><div>Finished: Deposits-&gt;reverse</div><table><tr><th>Order number</th><th>Currency</th><th>amount</th><th>Result</th></tr><tr><td>321558</td><td>EUR</td><td>0</td><td>Deposit reversed.</td></tr><tr><td>564332</td><td>EUR</td><td>0</td><td>Deposit reversed.</td></tr></table></div>	Order number	Currency	amount	Result	321558	EUR	0	Deposit reversed.	564332	EUR	0	Deposit reversed.
Order number	Currency	amount	Result										
321558	EUR	0	Deposit reversed.										
564332	EUR	0	Deposit reversed.										



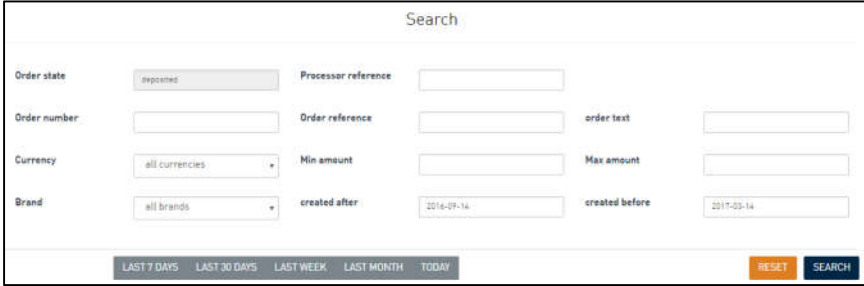
## Searching for deposits

You can use a number of criteria when searching for deposits.

If you know the order number, you only need to complete the **Order number** field. The order number is unique (one-off) and can therefore be found without entering any other criteria.

(see also "Search for payments with different criteria")

**How do I display an overview of the deposits completed?**

Step	Description				
1	Click <b>Deposits</b> in the left navigation menu.				
2	<p>Click <b>Search</b>.</p> <p>The input screen is displayed.</p>  <p><b>Note:</b> For details, see also "Search for payments with different criteria")</p> <p><b>Note:</b> If you open the search function in "Deposits", the payment has the status "captured".</p>				
3	<p>Enter the relevant search criteria and click <b>SEARCH</b>.</p> <p>A limited selection of the current deposits is displayed.</p>				
4	<p><b>You can now:</b></p> <table> <tr> <td>Select and cancel deposits</td><td>See "Canceling ".</td></tr> <tr> <td>Export the list</td><td>See "How to run a data export?"</td></tr> </table>	Select and cancel deposits	See "Canceling ".	Export the list	See "How to run a data export?"
Select and cancel deposits	See "Canceling ".				
Export the list	See "How to run a data export?"				

**How to find captured approvals**

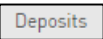
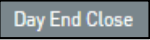
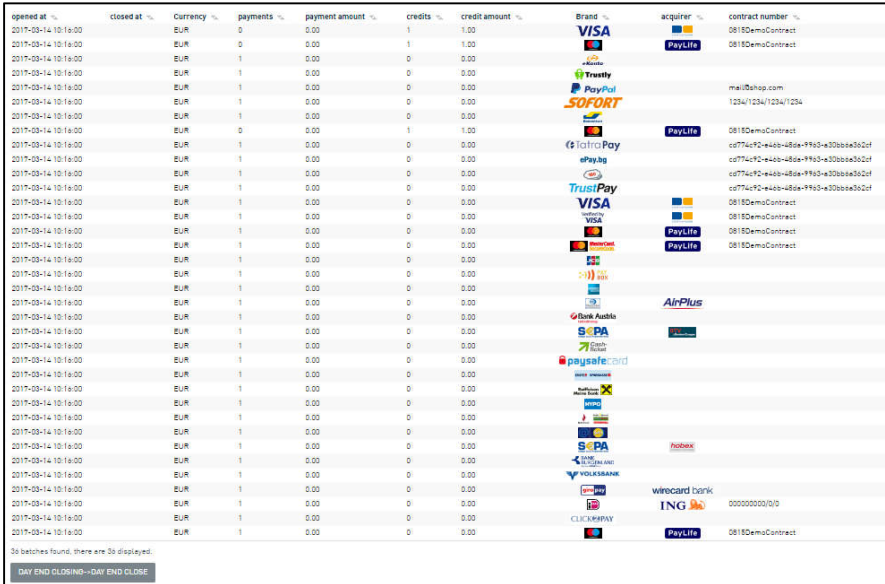
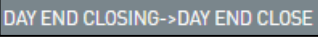
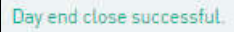
## Settling deposits

### Why are deposits settled?

Deposits are captured approvals. This means that the pre-reservation of the amount is confirmed from your side.

The amount is only collected from the customer's account when the day end closing is completed.

### How to settle deposits?

Step	Description
1	Click  in the left navigation menu.
2	<p>Click .</p> <p>You will go automatically to "Day end close" and the following overview is displayed on the screen:</p>  <p>The screenshot shows a table with the following columns: opened at %, closed at %, Currency %, payments %, payment amount %, credits %, credit amount %, Brand %, acquirer %, contract number %. The table contains multiple rows of transaction data for various brands like VISA, MasterCard, and others, with corresponding acquirers and contract numbers.</p>
3	<p>Click .</p> <p>A confirmation is displayed.</p> 

### Note:


Please note that every approval has to be settled and every deposit has to be settled. You receive your customers' amounts from the financial service providers only from settled deposits.

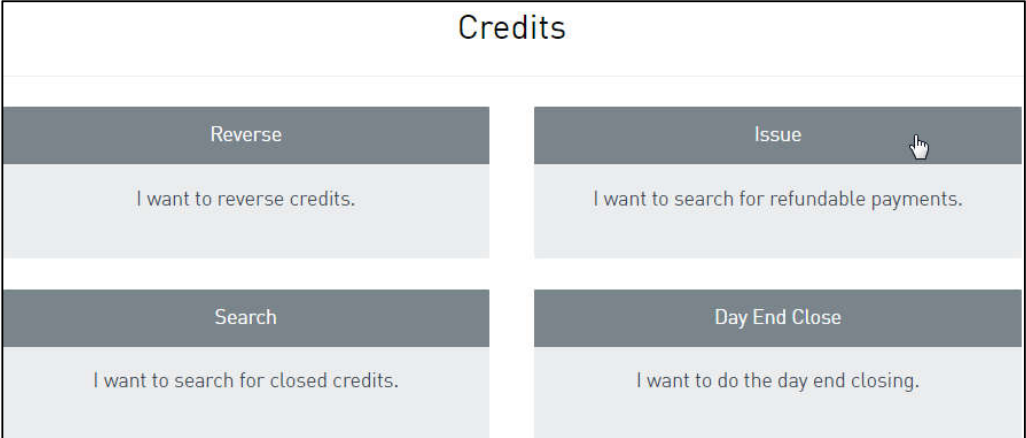
**Uncaptured approvals expire after 7 - 14 calendar days.** The exact approval deadline depends on the financial service provider in question.

This also applies to remaining balances of partially captured approvals.

## 2.3 Returning completed payments: Credits

### "Credits" left navigation menu

When you have clicked on  in the left navigation menu, this view will be displayed:



You can carry out the following procedures by selecting the links (see Hyperlinks):

**Which procedures  
can be managed  
here?**

Procedure	Explanation
Reverse	You can cancel the credits. These will then disappear from the Wirecard Payment Center.
Issue	You can search for payments against which you can issue a credit.
Search	You can search for closed credits.
Day end close	You can settle the credits (= completing a day end closing).

**Note:**  
For technical reasons, no credits can be issued with some payment methods.  
(see "Overview of the payment types and the ")

## "Credits" left navigation menu

### Are you searching for closed credits?

You can search for closed credits.

Step	Description
4	Click on <b>Credits</b> in the left navigation menu.
5	Click on <b>Search</b> . The input screen is displayed.
6	Enter the required data in the input box and click <b>SEARCH</b> . A list containing orders and the associated credit numbers is displayed.  You may also search for a specific credit number.

Order state: cleared | Currency: EUR | Min amount: 3 | Max amount: 7 | created after: 2016-09-20 00:00:00 | created before: 2017-03-21 00:00:00

Order number	credit number	amount	Currency	time created	order description	Brand	acquirer
7000001	8000001	1.00	EUR	2017-03-20 13:12:02	Max Mustermann, K-Nr: 12345		PayLife
1321	5007003	1.00	EUR	2017-03-20 13:12:02	Lisa Kaufrausch, K-Nr: 54435		PayLife
5000004	6000004	1.00	EUR	2017-03-20 13:12:02	Max Mustermann, K-Nr: 12345		PayLife
17678983	5007001	1.00	EUR	2017-03-20 13:12:02	Max Mustermann, K-Nr: 12345		PayLife
5009902	6000002	1.00	EUR	2017-03-20 13:12:02	Max Mustermann, K-Nr: 12345		PayLife
5009903	6000003	1.00	EUR	2017-03-20 13:12:02	Max Mustermann, K-Nr: 12345		AirPlus
1453243	5007005	1.00	EUR	2017-03-20 13:12:02	Banko Maestro, K-Nr: 453213		PayLife
5009901	6000001	1.00	EUR	2017-03-20 13:12:02	Max Mustermann, K-Nr: 12345		PayLife

8 credits found, there are 8 displayed.

## Canceling credits

Clicking **Credits** and **Reverse** will open up an overview of the credits present.

### Screen view

credit state: credit created

<input type="checkbox"/>	Order number	credit number	amount	Currency	time created	order description	Brand	acquirer
<input type="checkbox"/>	1321	5007003	1.00	EUR	2017-03-14 10:30:56	Lisa Kaufrausch, K-Nr: 54435	VISA	PayLife
<input type="checkbox"/>	17678983	5007001	1.00	EUR	2017-03-14 10:30:56	Max Mustermann, K-Nr: 12345	PayLife	PayLife
<input type="checkbox"/>	1453243	5007005	1.00	EUR	2017-03-14 10:30:56	Banko Maestro, K-Nr: 453213	PayLife	PayLife

3 credits found, there are 3 displayed.

**SELECT ALL** **CREDITS->REVERSE**

### There are several options available for selecting the credits you want to debit:

### Selecting the credits

If you want to select individual credits generated by customers,

click the relevant box on the far left

If you want to select all the credits,

click in the heading line in the box on the far left or

click **SELECT ALL**

Clicking on **SELECT ALL** will remove the selection for all credits again.

All other actions relate only to the selected credits.

Step	Description																				
1	Select the credits you want to debit.																				
2	Click <b>CREDITS-&gt;REVERSE</b> . The cancelations are carried out step by step. The progress is displayed.																				
3	When the cancelations are complete, the following overview will be displayed: <div><div>Finished: Credits-&gt;reverse</div><table><tr><th>Order number</th><th>credit number</th><th>Currency</th><th>amount</th><th>Result</th></tr><tr><td>1321</td><td>5007003</td><td>EUR</td><td>0</td><td>Credit reversed.</td></tr><tr><td>17678983</td><td>5007001</td><td>EUR</td><td>0</td><td>Credit reversed.</td></tr><tr><td>1453243</td><td>5007005</td><td>EUR</td><td>0</td><td>Credit reversed.</td></tr></table></div>	Order number	credit number	Currency	amount	Result	1321	5007003	EUR	0	Credit reversed.	17678983	5007001	EUR	0	Credit reversed.	1453243	5007005	EUR	0	Credit reversed.
Order number	credit number	Currency	amount	Result																	
1321	5007003	EUR	0	Credit reversed.																	
17678983	5007001	EUR	0	Credit reversed.																	
1453243	5007005	EUR	0	Credit reversed.																	

### How do you cancel the credits?

## Issuing credits

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### Against which payments can you issue credits?

Credits can only be created against settled payments. To do this, you first need to find the payment against which you want to issue a credit.

You can use a number of criteria when searching for settled payments.

If you know the order number, you only need to complete the **Order number** field. The order number is unique (one-off) and can therefore be found without entering any other criteria.

(see also "Search for payments with different criteria")

**Note:**

For technical reasons, no credits can be issued with some payment methods.  
(see "Overview of the payment types and the ")

**Note:**

Credits need to be settled.

On settlement, the credits are presented to the financial service provider (day end closing is completed).

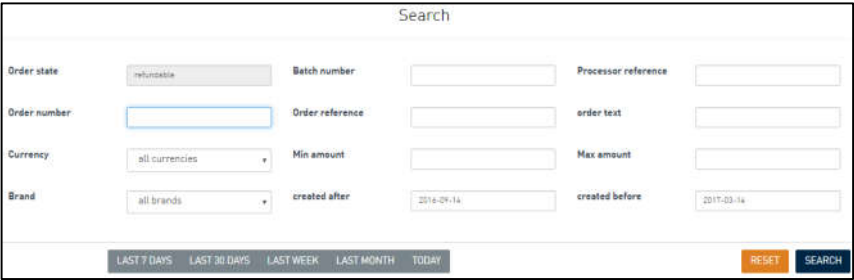
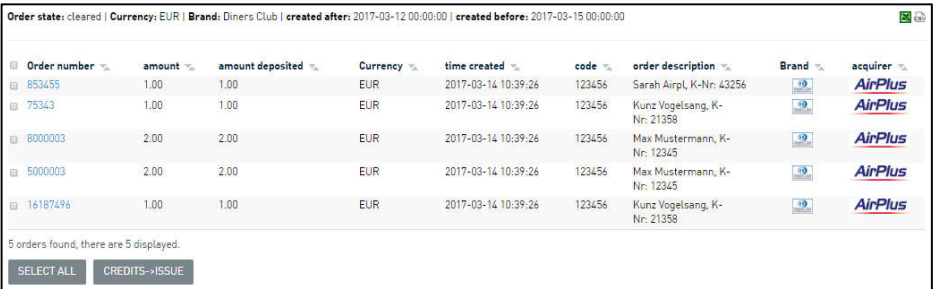

The provider then credits the amount to the customer's (credit card) account.

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*Continued on next page*

**Issuing credits**, continued

How do you find settled payments to create credits?

Step	Description
1	Click <b>Credits</b> in the left navigation menu.
2	<p>Click <b>Issue</b>.</p> <p>The input screen is displayed.</p>  <p><b>Note:</b> For details, see also "Search for payments with different criteria".</p> <p><b>Note:</b> If you open the search function in "Credits", the payment has the status "refundable".</p>
3	<p>Enter the relevant search criteria and click <b>SEARCH</b>.</p> <p>The limited selection of "refundable" payments is displayed.</p> 
4	<p>Select the payments against which you want to create a credit. (see "Selecting the credit")</p> <p><b>Note:</b> All other actions relate only to the selected approvals.</p>
5	<p>Click <b>CREDITS-&gt;ISSUE</b>.</p> <p>When the credits have been created, a list of the completed credits is displayed.</p> 

## Issuing partial credits

### Do you not want to credit the full amount?

The previous section explained how you can credit the full amount of a settled payment. If you want to credit just a partial amount, for whatever reason, you can do this as well.

#### Note:

For technical reasons, no credits can be issued with some payment methods. (see "Overview of the payment types and the ")

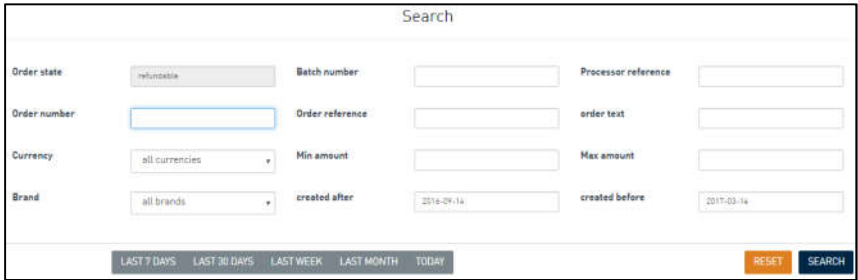
#### Note:

Partial credits need to be settled.

On settlement, the credits are presented to the financial service provider (day end closing is completed).

The provider then credits the amount to the customer's (credit card) account.

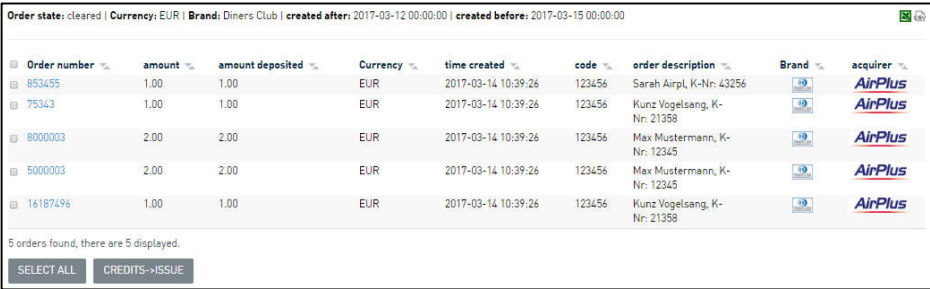
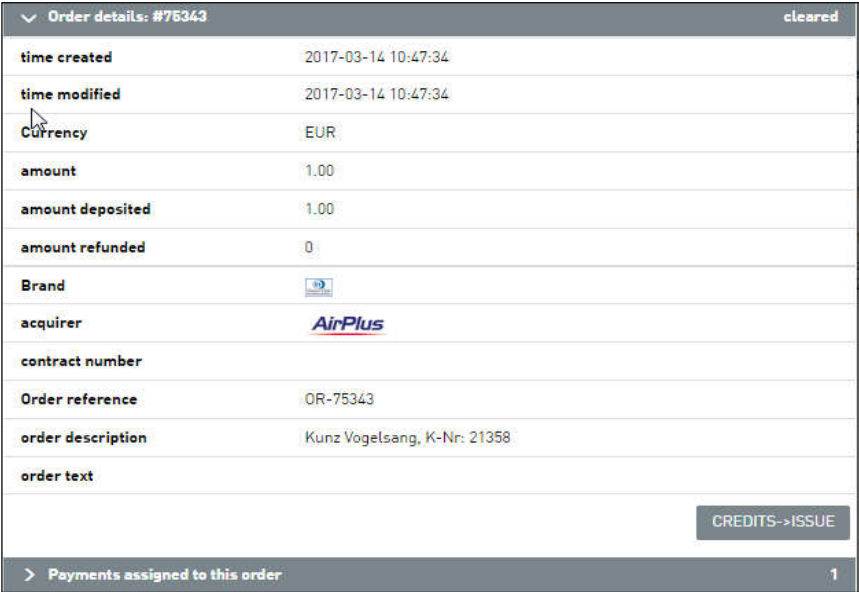
### How to issue partial credits?

Step	Description
1	Click <b>Credits</b> in the left navigation menu.
2	<p>Click <b>Issue</b>.</p> <p>The input screen is displayed.</p>  <p><b>Note:</b> For details, see also "Search for payments with different criteria".</p> <p><b>Note:</b> If you open the search function in "Credits", the payment has the status "refundable".</p>

*Continued on next page*

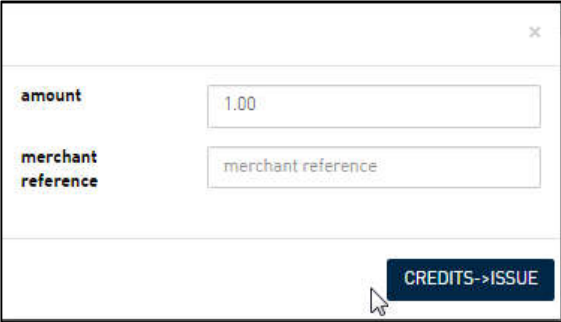



**Issuing partial credits, continued**

Step	Description
3	<p>Enter the relevant search criteria and click <b>SEARCH</b>. The selection of "refundable" payments is displayed.</p> 
4	<p>Select the required payment from the list (e.g. 75343) and click the order number (= link). A new window will open with the order details.</p> 
5	<p>If a credit has already been issued against this payment, the field <b>&gt; credits issued for this order</b> will also be displayed in the order details. The details of the credit already issued will be displayed:</p> <ul style="list-style-type: none"> <li>- Credit number</li> <li>- Credit state</li> <li>- Amount</li> <li>- Batch number</li> <li>- time created</li> </ul>

*Continued on next page*

**Issuing partial credits, continued**

Step	Description
6	<div>Enter the required partial amount in the input box.</div> <div></div> <div><b>Note:</b> The total amount is suggested by default. Overwrite this with the required partial amount.</div> <div><b>Note:</b> Ensure that you use a "full stop" as the decimal point, otherwise the amount will not be recognised as valid by the system.</div>
7	<div>Click <b>CREDITS-&gt;ISSUE</b>.</div> <div>A confirmation is displayed when the credit has been created.</div> <div></div>

## Settling credits

### Note:

Credits need to be settled.

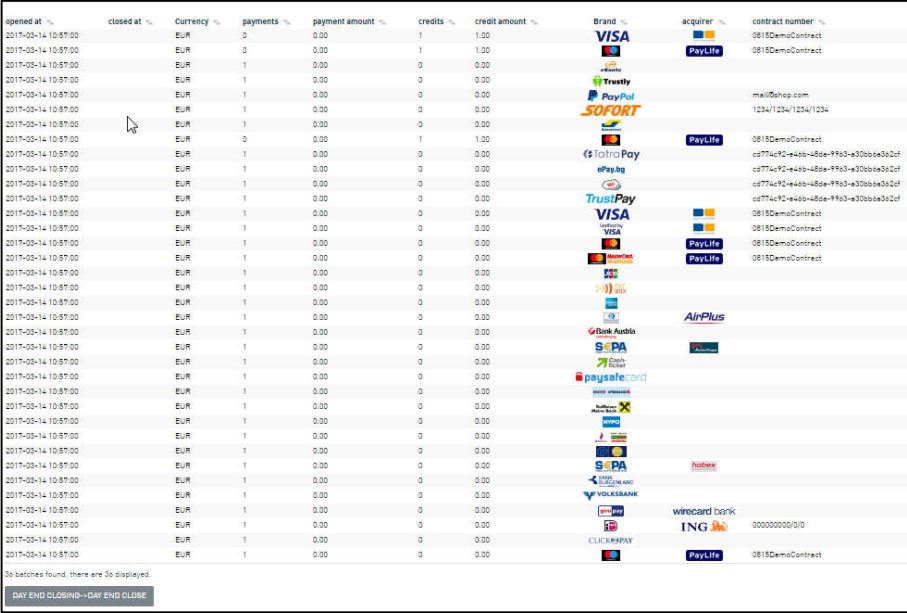
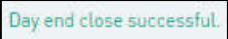
On settlement, the credits are presented to the financial service provider (day end closing is completed).

The provider then credits the amount to the customer's (credit card) account.

Deposits and credits are settled in the "Day end closing" main menu.

**Do credits need to be settled?**

### How to settle credits

Step	Description
1	Click <b>Credits</b> in the left navigation menu.
2	<p>Click <b>Day End Close</b>.</p> <p>You will be forwarded automatically to "Day end close".</p> <p>An overview of the current credits and deposits is displayed.</p> 
3	<p>Click <b>DAY END CLOSING--&gt;DAY END CLOSE</b>.</p> <p>A confirmation is displayed.</p> 
4	An updated overview of completed day end closings is displayed.

## 2.4 Settling payments and/or credits: Day end closing

### "Day end closing" left navigation menu

When you have clicked [Day end closing](#), this view will be displayed:

**Day end closing**

<div style="background-color: #444; color: white; text-align: center; padding: 5px; margin-bottom: 5px;"><b>List Content Of Day End Close</b></div> <div style="background-color: #eee; padding: 10px; margin-bottom: 5px;">I want to see the transactions for the current day end closing.</div> <div style="background-color: #444; color: white; text-align: center; padding: 5px; margin-bottom: 5px;"><b>Day End Close</b></div> <div style="background-color: #eee; padding: 10px;">I want to do the day end closing.</div>	<div style="background-color: #444; color: white; text-align: center; padding: 5px; margin-bottom: 5px;"><b>List Totals Of Day End Close</b></div> <div style="background-color: #eee; padding: 10px; margin-bottom: 5px;">I want to see the totals for the current day end closing.</div> <div style="background-color: #444; color: white; text-align: center; padding: 5px; margin-bottom: 5px;"><b>Search</b></div> <div style="background-color: #eee; padding: 10px;">I want to search for day end closings.</div>
---	--

**Important information for you!**  
 Keep in mind that approval time limits will vary depending on the financial service provider.  
 Please clarify the relevant approval time limits with your financial service provider.

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 Logged on as test.

#### Note:

Deposits that have already been settled can no longer be canceled.  
 If you still want to reverse the payment, you will need to issue a credit.  
 (see "Issuing credits ")

#### Which procedures can be managed here?

You can carry out the following procedures by selecting the links (see Hyperlinks):

Procedure	Explanation
List content of day end close	You can view the current open deposits and credits here.
List totals of day end close	You can view the totals of the day end closings not yet submitted here.
Day end close	You can submit deposits to the financial service provider (= completing a day end closing).
Search	You can search for completed day end closings.

## Overview of the open day end closings

Clicking **Day end closing** and **List Content Of Day End Close** will open up an overview of the **Screen view** deposits and credits present.

Order state %	Order number %	amount %	amount deposited %	Currency %	time created %	code %	order description %	Brand %	acquirer %
deposited	321558	1.00	1.00	EUR	2017-03-14 12:01:09	123	Abo, Franz Liesalles, K-Nr: 12312	SEPA	hobex
deposited	864352	1.00	1.00	EUR	2017-03-14 12:01:09	0	Aufladung Clicki Payer, K-Nr: 243542	CLICKPAY	
deposited	6187476	1.00	1.00	EUR	2017-03-14 12:01:09	123456	Kunst Vigeland, K-Nr: 21358	paySafeCard	AirPlus
deposited	8472113	1.00	1.00	EUR	2017-03-14 12:01:09	-	Margit Hinterhoffner, K-Nr: 85842		
deposited	786482	1.00	1.00	EUR	2017-03-14 12:01:09	VDK	Hermann Meier, K-Nr: 8642		
deposited	201408201	1.00	1.00	EUR	2017-03-14 12:01:09	2546	Eigenti Banka 5303	ePay.bg	
deposited	20180403	1.00	1.00	EUR	2017-03-14 12:01:09	9840	Jane Dix 5303	TrustPay	
deposited	215823	1.00	1.00	EUR	2017-03-14 12:01:09	OK	Edvard Öberg, K-Nr: 211885		
deposited	481784	1.00	1.00	EUR	2017-03-14 12:01:09	123456	Suzuki Kurusawa, K-Nr: 385484		
deposited	797634	1.00	1.00	EUR	2017-03-14 12:01:09	-	C M Broeckel, K-Nr: 85842		ING
deposited	864894	1.00	1.00	EUR	2017-03-14 12:01:09	OK	Delay Duck, K-Nr: 84883		
deposited	864893	1.00	1.00	EUR	2017-03-14 12:01:09	OK	Donald Duck, K-Nr: 84882		
deposited	92348	1.00	1.00	EUR	2017-03-14 12:01:09	VDK	Hans Versuchsmitglied, K-Nr: 5348		
deposited	8632168	1.00	1.00	EUR	2017-03-14 12:01:09	J11102N033	Hans Mustermann, K-Nr: 3212		wirecard bank
deposited	321	1.00	1.00	EUR	2017-03-14 12:01:09	123456	Lisa Kaufrausch, K-Nr: 54435	VISA	
deposited	483243	1.00	1.00	EUR	2017-03-14 12:01:09	123456	Banko Maestro, K-Nr: 483213		PayLife
deposited	865432	1.00	1.00	EUR	2017-03-14 12:01:09	OK	Sandra Meiler, K-Nr: 3210045	Bank Austria	
deposited	78923445	1.00	1.00	EUR	2017-03-14 12:01:09	1234567890	Contacto Banco, K-Nr: 37685		
deposited	201408061	1.00	1.00	EUR	2017-03-14 12:01:09	2546	Tetra Peco 4301	InfraPay	
deposited	4784721	1.00	1.00	EUR	2017-03-14 12:01:09	123456	Daniela E. Kommerz, K-Nr: 65345		PayLife
deposited	324134	1.00	1.00	EUR	2017-03-14 12:01:09	-	Margot Vorderhoffner, K-Nr: 86842		
deposited	797893	1.00	1.00	EUR	2017-03-14 12:01:09	123456	Max Mustermann, K-Nr: 12345		PayLife
deposited	321558	1.00	1.00	EUR	2017-03-14 12:01:09	VDK	Karl Metzger, K-Nr: 25445		
deposited	123242	1.00	1.00	EUR	2017-03-14 12:01:09	123456	Berni Bassenrich, K-Nr: 862345	SEPA	
deposited	3485444	1.00	1.00	EUR	2017-03-14 12:01:09	4PiWi18a9837	E. Bay, K-Nr: 55268	PayPal	
deposited	201407901	1.00	1.00	EUR	2017-03-14 12:01:09	8932	Valeria Matera		
deposited	4137282	1.00	1.00	EUR	2017-03-14 12:01:09	123456	Bella Nadelmeier, K-Nr: 123456	SafeKey	
deposited	4137281	1.00	1.00	EUR	2017-03-14 12:01:09	123456	Bella Nadelmeier, K-Nr: 78421		
deposited	8648231	1.00	1.00	EUR	2017-03-14 12:01:09	-	Download: Niki Quick, K-Nr: 12342		
deposited	97966	1.00	1.00	EUR	2017-03-14 12:01:09	123456	Luke Bonai, K-Nr: 43236	sofort	
deposited	86432154	1.00	1.00	EUR	2017-03-14 12:01:09	00000-00000-AAAAAAA-8888	P. Realtime, K-Nr: 12111		
deposited	412874	1.00	1.00	EUR	2017-03-14 12:01:09	123456	Boris Nemec, K-Nr: 84932		
deposited	201307161	1.00	1.00	EUR	2017-03-14 12:01:09	9753	Insta Banco 3579	Trustly	
deposited	201307160	1.00	1.00	EUR	2017-03-14 12:01:09	456	Emilio Kanto Nr: 1234		
Order number %	credit number %	amount %	Currency %	time created %	order description %	Brand %	acquirer %		
1321	8007003	1.00	EUR	2017-03-14 12:01:09	Lisa Kaufrausch, K-Nr: 54435	VISA			
797893	8007001	1.00	EUR	2017-03-14 12:01:09	Max Mustermann, K-Nr: 12345		PayLife		
1483240	8007005	1.00	EUR	2017-03-14 12:01:09	Banko Maestro, K-Nr: 453213		PayLife		

You can display the details on each listed day end closings.

**Details on the open closings**

Step	Description
5	Click the order number (e.g. <b>321558</b> = link).
6	A new window will open with the order details. <div> <div>Order details: #321558</div> <div>deposited</div> <div> <div>time created</div> <div>2017-03-14 12:02:52</div> </div> <div> <div>time modified</div> <div>2017-03-14 12:02:52</div> </div> <div> <div>Currency</div> <div>EUR</div> </div> <div> <div>amount</div> <div>1.00</div> </div> <div> <div>amount deposited</div> <div>1.00</div> </div> <div> <div>amount refunded</div> <div>0</div> </div> <div> <div>Brand</div> <div>SEPA</div> </div> <div> <div>acquirer</div> <div>hobex</div> </div> <div> <div>contract number</div> <div></div> </div> <div> <div>Order reference</div> <div>OR-321558</div> </div> <div> <div>order description</div> <div>Abo, Franz Liesalles, K-Nr: 12312</div> </div> <div> <div>order text</div> <div></div> </div> <div> <div>Payments assigned to this order</div> <div>1</div> </div> </div>

7	You have the choice:	
	<div>DEPOSITS-&gt;REVERSE</div>	The displayed deposit is canceled.
	Close the window with the order details	The window with the overview of possible day end closings is moved back to the front.

## Display day end closing totals



If you have clicked **Day end closing** and **List Totals Of Day End Close**, a list will be displayed **Screen view** of all day end closings not yet submitted.



opened at %	closed at %	Currency %	payments %	payment amount %	credits %	credit amount %	Brand %	acquirer %	contract number %
2017-03-14 12:07:00		EUR	0	0.00	1	1.00	VISA	PayLife	0815DemoContract
2017-03-14 12:07:00		EUR	0	0.00	1	1.00			
2017-03-14 12:07:00		EUR	1	0.00	0	0.00			
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	Trustly		
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	PayPal		mail@shop.com
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	SOFORT		1234/1234/1234
2017-03-14 12:07:00		EUR	0	0.00	1	1.00		PayLife	0815DemoContract
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	Totopay		cd774c92-e44b-48de-9f03-w30bbe3a2f
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	uPay		cd774c92-e44b-48de-9f03-w30bbe3a2f
2017-03-14 12:07:00		EUR	1	0.00	0	0.00			cd774c92-e44b-48de-9f03-w30bbe3a2f
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	TrustPay		cd774c92-e44b-48de-9f03-w30bbe3a2f
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	VISA		0815DemoContract
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	VISA	PayLife	0815DemoContract
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	MasterCard	PayLife	0815DemoContract
2017-03-14 12:07:00		EUR	1	0.00	0	0.00			
2017-03-14 12:07:00		EUR	1	0.00	0	0.00			
2017-03-14 12:07:00		EUR	1	0.00	0	0.00			
2017-03-14 12:07:00		EUR	1	0.00	0	0.00		AirPlus	
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	Bank Austria		
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	SEPA		
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	paySAFE		
2017-03-14 12:07:00		EUR	1	0.00	0	0.00			
2017-03-14 12:07:00		EUR	1	0.00	0	0.00			
2017-03-14 12:07:00		EUR	1	0.00	0	0.00			
2017-03-14 12:07:00		EUR	1	0.00	0	0.00			
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	SEPA	Probank	
2017-03-14 12:07:00		EUR	1	0.00	0	0.00			
2017-03-14 12:07:00		EUR	1	0.00	0	0.00	VOLKSBANK		
2017-03-14 12:07:00		EUR	1	0.00	0	0.00		wirecard bank	
2017-03-14 12:07:00		EUR	1	0.00	0	0.00		ING	00000000/0/0
2017-03-14 12:07:00		EUR	1	0.00	0	0.00			
2017-03-14 12:07:00		EUR	1	0.00	0	0.00		PayLife	0815DemoContract

Field	Explanation	Explanation of the field names
Opened at	Date and time when the day end closing was created.	
Closed at	Date and time when the day end closing was submitted.	
Currency	Currency of the day end closing.	
Payments	Number of payments per day end closing.	
Payment amount	Total amount of payments still open per day end closing.	
Credits	Number of credits per day end closing.	
Credit amount	Grand total of credits in the queue.	
Brand	Payment method used for the payment (e.g. MasterCard, SOFORT)	
Acquirer	Is the dealer bank or credit card company that processes the authorization and settlement with credit card payments for the merchant.	
Contract number	Contract partner number at the credit card company.	

## Carrying out a day end closing

### Screen view

If you have clicked  and , a list will be displayed of all day end closings not yet completed.

opened at %	closed at %	Currency %	payments %	payment amount %	credits %	credit amount %	Brand %	acquirer %	contract number %
2017-03-14 12:11:00		EUR	0	0.00	1	1.00			0818DemoContract
2017-03-14 12:11:00		EUR	0	0.00	1	1.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			mailShop.com
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			1234/1234/1234
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	0	0.00	1	1.00			cs77cc12-ea6b-48ca-1963-w30bbe632d
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			cs77cc12-ea6b-48ca-1963-w30bbe632d
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract
2017-03-14 12:11:00		EUR	1	0.00	0	0.00			0818DemoContract

36 batches found, there are 36 displayed.

DAY END CLOSING – DAY END CLOSE

**Note:**

Please note that every approval has to be settled and every deposit has to be settled.  
(= carrying out a day end closing)

You receive your customers' amounts from the financial service providers only from settled deposits.

**Uncaptured approvals expire after 7 - 14 calendar days.** The exact approval deadline depends on the financial service provider in question

This means you can no longer submit the payments after that time.

## How to complete a day end closing

Step	Description
1	<p>Click <b>DAY END CLOSING-&gt;DAY END CLOSE</b>.</p> <p>All deposits displayed are submitted to the financial service provider.</p> <p>No other selection is possible.</p> <p><b>Note:</b></p> <p>If you still want to settle individual deposits, you will need to cancel them. (see "Details on the open closings")</p>
2	<p>Confirmation of the completed deposit is displayed in the <i>window</i>.</p> <p><b>Day end close successful.</b></p>



## Searching for a day end closing

You can use a number of criteria when searching for day end closings.

If you know the day end closing number, you only need to complete the day end closing number field. The day end closing number is unique (one-off) and can therefore be found without entering any other criteria.

(see also "Search for payments with different criteria")

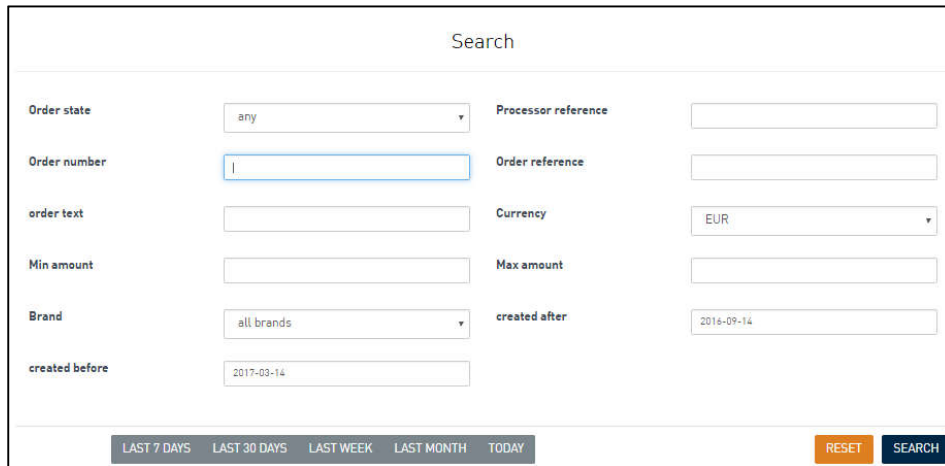
**You are searching for information on completed day end closings?**

Step	Description	How to find completed day end closings
1	Click <span>Day end closing</span> in the left navigation menu.	
2	<div>Click <span>Search</span>.</div> <div>The input screen is displayed.</div> <div><div><div>Search</div><div><div>Batch number</div><div><input type="text"/></div><div>Currency</div><div>all currencies ▾</div></div><div><div>Closed after</div><div><input type="text" value="2016-09-14"/></div><div>Closed before</div><div><input type="text" value="2017-09-14"/></div></div><div><div>LAST 7 DAYS</div><div>LAST 30 DAYS</div><div>LAST WEEK</div><div>LAST MONTH</div><div>TODAY</div><div>RESET</div><div>SEARCH</div></div></div></div> <div>Note: For details, see also "Search for payments with different criteria".</div>	
3	<div>Enter the relevant search criteria and click <span>SEARCH</span>.</div> <div>A limited selection of the current deposits is displayed.</div>	
4	<div>You can now:</div> <div><div>View details of the day end closing</div><div>Click on the <b>Batch number</b>. A window with the details will be opened.</div></div> <div><div>Export the list</div><div>See "How to run a data export?"</div></div>	

## 2.5 Search for payments with different criteria: Search

### "Search" left navigation menu

When you have clicked , this view is displayed:



The screenshot shows a search interface with the following fields and options:

- Order state:** dropdown menu with 'any' selected.
- Order number:** text input field.
- Order text:** text input field.
- Min amount:** text input field.
- Brand:** dropdown menu with 'all brands' selected.
- created before:** date input field with '2017-03-14' entered.
- Processor reference:** text input field.
- Order reference:** text input field.
- Currency:** dropdown menu with 'EUR' selected.
- Max amount:** text input field.
- created after:** date input field with '2016-09-14' entered.


At the bottom, there are buttons for pre-defined time periods: LAST 7 DAYS, LAST 30 DAYS, LAST WEEK, LAST MONTH, and TODAY. To the right of these are buttons for RESET and SEARCH.

The screenshot above shows the default settings. These appear **Default settings** automatically when the search function is selected.

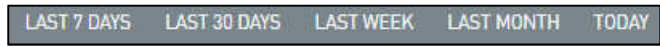


The result of this search is a list of all financial transactions matching the following criteria:


- regardless of status
- all currencies
- all brands
- all amounts
- made within the last 6 months

The result is therefore a list of all transactions in the last 6 months.

 is used to return to the default settings.

#### Pre-defined time periods

You have the option of using the pre-defined buttons  to select the period linked to the fields  and .

When you have selected the period using one of the buttons, start the search using .

*Continued on next page*

**"Search" left navigation menu**, *continued*

Field	Description	Search criteria
Order state	Here you can select the status of your payment that you are searching for.	
Order number	<p>The unique number of a payment that is always identical to the payment number.</p> <p><b>Note:</b> An order number is issued for each transaction. (Uniqueness).</p>	
Order reference	In some functions you can specify a separate reference on a payment and search here for a specific payment.	
Order text	If you know the order text, you can enter it here.	
Currency	Restrict the search for a specific currency.	
Brand	Payment method used for the payment (e.g. MasterCard, SOFORT)	
Min amount	Restrict amount of the payments made	
Max amount		
created after	<p>Select the start or end date by:</p> <ul style="list-style-type: none"> <li>- using the calendar</li> <li>- entering the date yourself (overwrite the existing date).</li> </ul>	
created before		

Possible order state	Explanation	Note on the "Order status" search criterion
any	All payments are listed, regardless of whether these are approved, captured or settled.	
approved	All approved payments are displayed.	
deposited	All captured payments are displayed.	
cleared	All settled payments are displayed.	

**Note:**  
If you are not sure which status the payment you are searching for has, we recommend selecting "any".