



StorePlace User guide

Version 4.5

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2.0 Document Overview

2.1 About this Document

This document helps users to understand the StorePlace portal quickly and efficiently. It gives complete overview of the portal and its features. Using this document users can use any StorePlace module easily and can get the most out of it.

2.2 Revision History

Project Name:	AurusPay StorePlace	Project Version:	Version 1.0
Project Manager:	Vishal Lunawat		
Prepared/ Revised By:	Smita Holmukhe	Date Created:	01/13/2018
Revision Reason:	Updated for StorePlace Release Version 4.5	Revision Control#:	4.5

3.0 Introduction

3.1 StorePlace overview

Aurus StorePlace portal, the one stop payment solution, provides you a wide range of activity reports, business intelligence data and user management features, where user can manage their corporate accounts anytime.

Using StorePlace portal, registered user can study their daily business activities, perform transactions, view business intelligence reports and can also manage user activities.

3.2 StorePlace Portal Requirements

User can open StorePlace Portal on any latest version of Mozilla, Chrome or Safari. Portal can also be opened on desktop as well as mobile / tablet browsers.

4.0 Login

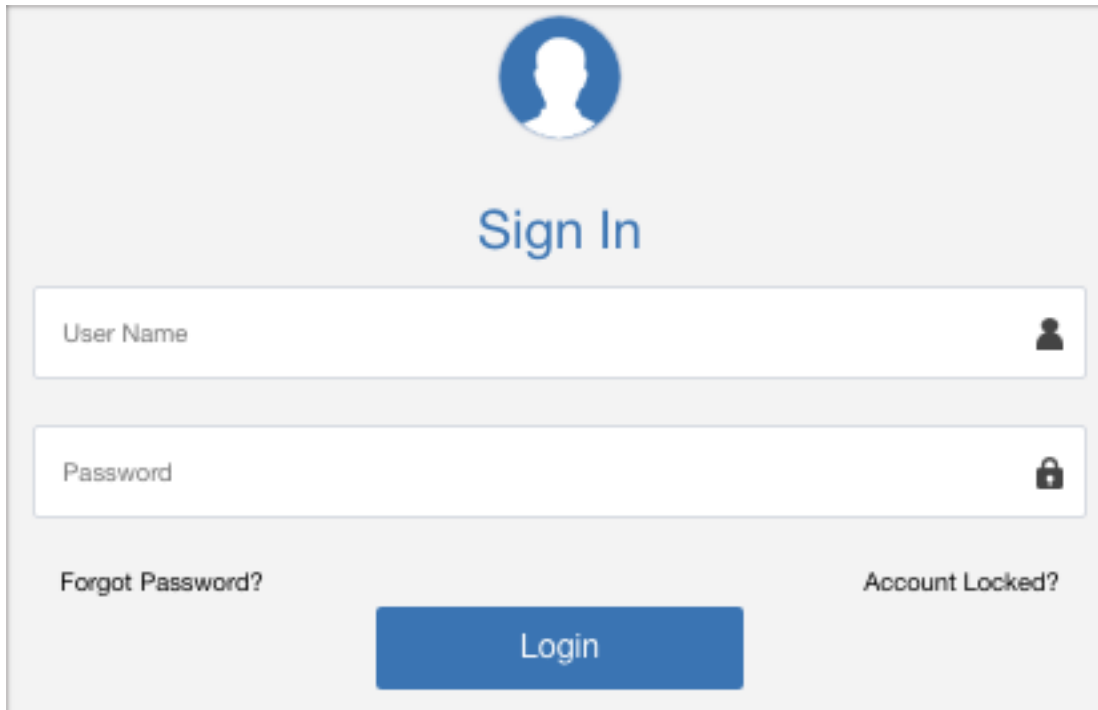
Login module provides you a detailed description about:

- How new users are created and registered
- How to login to StorePlace portal successfully
- How to secure account
- How to reset password
- How to open the locked account
- StorePlace auto logout or timeout.

4.1 New User Registration

- For account creation, users need to write an email to support@aurusinc.com mentioning first name, last name and email id for all future communication.
Or
Contact their account manager or admin user.
- Aurus Support Team/ Account Admin creates this user and send an account creation email with login-url, one-time username and password on the given email id.
- To register, user needs to open this login-url in one of the supported browser ([StorePlace Portal Requirements](#)) and login with one-time username and password.
Click login ([Image 4.1.1](#)).

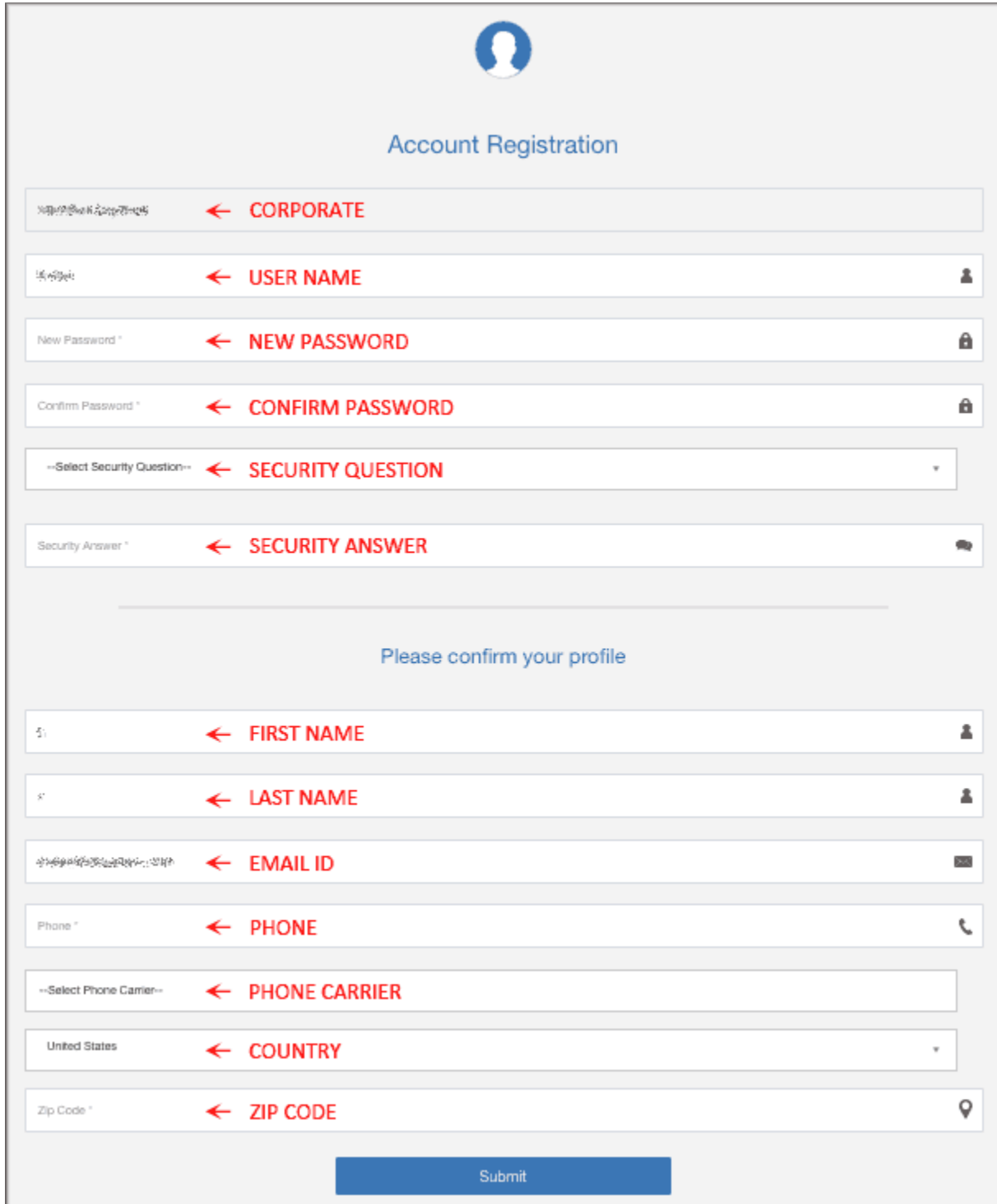
Image 4.1.1



The image shows a 'Sign In' form for the StorePlace portal. At the top, there is a blue circular icon with a white silhouette of a person. Below the icon, the text 'Sign In' is displayed in a large, blue, sans-serif font. The form consists of two input fields: 'User Name' and 'Password'. The 'User Name' field has a small person icon on the right, and the 'Password' field has a small lock icon on the right. Below the 'User Name' field, there is a link 'Forgot Password?'. Below the 'Password' field, there is a link 'Account Locked?'. At the bottom center of the form, there is a blue button with the text 'Login' in white.

- After successful login user will be redirected to First Time Login page i.e. registration page ([Image 4.1.2](#)).

Image 4.1.2



The image shows a web form titled "Account Registration". At the top, there is a blue circular icon with a white silhouette of a person's head. Below the icon, the title "Account Registration" is displayed in blue. The form consists of several input fields, each with a red arrow pointing left and a label in red. The fields are: "CORPORATE" (with a small icon of a building), "USER NAME" (with a small icon of a person), "NEW PASSWORD" (with a small icon of a padlock), "CONFIRM PASSWORD" (with a small icon of a padlock), "SECURITY QUESTION" (with a dropdown arrow), "SECURITY ANSWER" (with a small icon of a padlock), "FIRST NAME" (with a small icon of a person), "LAST NAME" (with a small icon of a person), "EMAIL ID" (with a small icon of an envelope), "PHONE" (with a small icon of a telephone), "PHONE CARRIER" (with a dropdown arrow), "COUNTRY" (with a dropdown arrow showing "United States"), and "ZIP CODE" (with a small icon of a location pin). At the bottom of the form, there is a blue button labeled "Submit".

Account Registration

← CORPORATE

← USER NAME

← NEW PASSWORD

← CONFIRM PASSWORD

← SECURITY QUESTION

← SECURITY ANSWER

Please confirm your profile

← FIRST NAME

← LAST NAME

← EMAIL ID

← PHONE

← PHONE CARRIER

← COUNTRY

← ZIP CODE

Submit

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- Here, user can decide new username, new password, security question and answer, enter all profile information and click Confirm.
 - After confirming the details user will be redirected to login page, having successful registration message displayed. User will also get successful account registration email.
 - Now user can login with his registered credentials whenever he/she wants.
- This is how new user is registered for StorePlace Portal.

4.2 Existing User Login

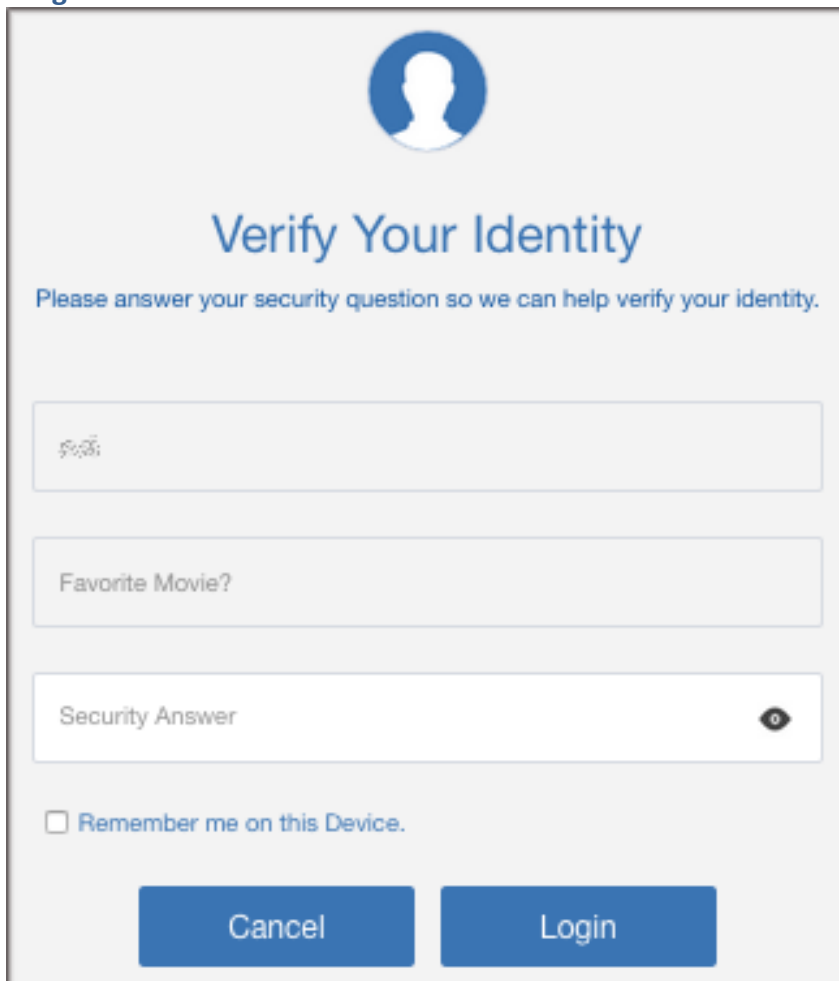
User need to open StorePlace link in one of the supported browser ([StorePlace Portal Requirements](#)) and login with registered credentials.

4.3 Account Authentication

StorePlace portal also ensures user's account security by authenticating the devices and browsers used for the login. To achieve this,

- When a user is logged in to a new device or a new browser, portal prompts an Identity Verification Popup ([Image 4.3.1](#)).

Image 4.3.1



The image shows a 'Verify Your Identity' popup window. At the top is a blue circular icon with a white silhouette of a person. Below the icon, the title 'Verify Your Identity' is displayed in blue. Underneath the title, a message reads: 'Please answer your security question so we can help verify your identity.' There are three input fields: the first contains a security question in Devanagari script, the second is labeled 'Favorite Movie?', and the third is labeled 'Security Answer' with a toggle icon on the right. Below the input fields is a checkbox labeled 'Remember me on this Device.' At the bottom are two blue buttons: 'Cancel' and 'Login'.

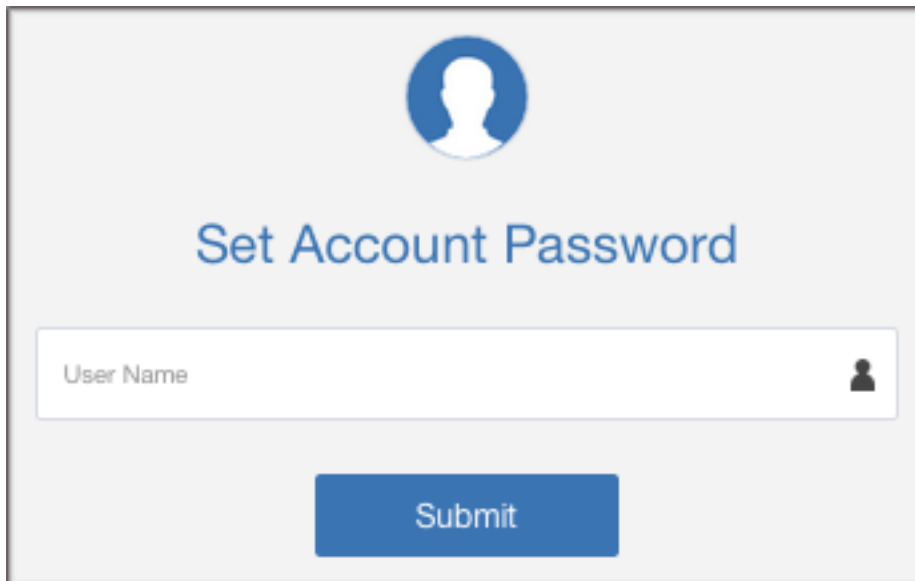
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- Here, users need to verify the identity by answering the security question, which was chosen by the user at the time of registration ([Image 4.1.2](#)).
- User can add the device and browser in the authenticated list by selecting the **Remember me on this Device** checkbox ([Image 4.3.1](#)). This way user can avoid repetitive verification.

4.4 Forgot Password

- If user wants to reset or choose a new password, click on '**Forgot Password?**' link on login page ([Image 4.1.1](#)).
- User will be redirected to 'Set Account Password' page where users need to submit username and click submit ([Image 4.4.1](#)).

Image 4.4.1

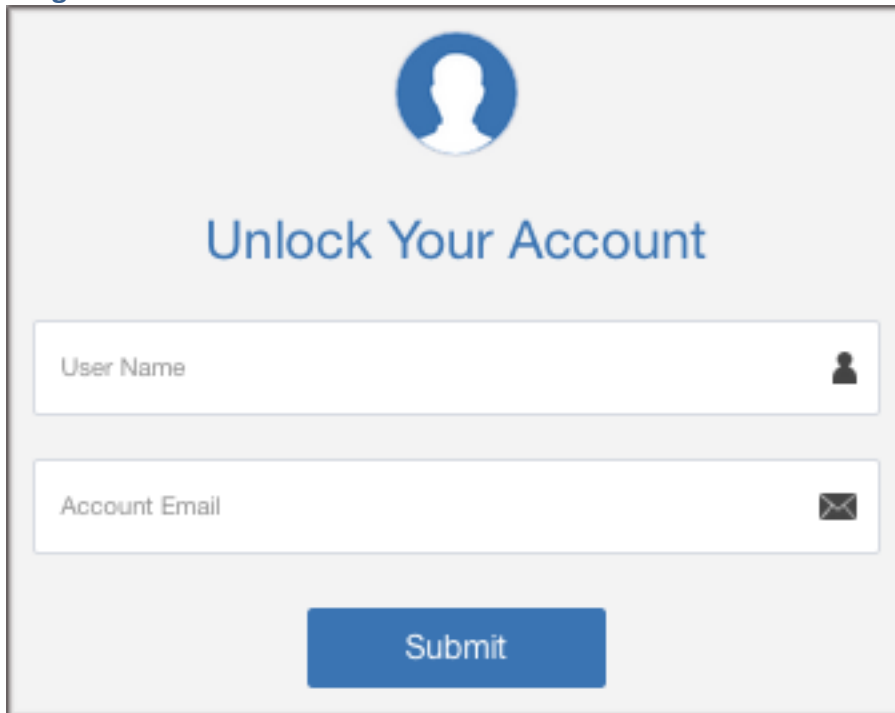


- After clicking the submit button, user will be redirected to 'Reset Account Password' page where user needs to answer the security question correctly and click Reset. User will be navigated to 'StorePlace Login' page and also will get an email with 'One-time-Password'. User need to login to portal using these 'One-time-Password'. After Login, user can enter the new password in both password fields. And click Confirm button.
- To change password successfully, new password should fulfill all the standards mentioned on the page.
- Password will be changed and ready to use.

4.5 Locked Account

- Users, who do not change their password within 90 days or attempt 3 unsuccessful login (with wrong password or wrong security answer), will face Locked Account. To unlock the account, user need to click on 'Account Locked?' link on login page ([Image 4.1.1](#)).
- User will be redirected to 'Reset Account Password' page where users need to submit username, registered email ID and click Submit ([Image 4.5.1](#)).

Image 4.5.1



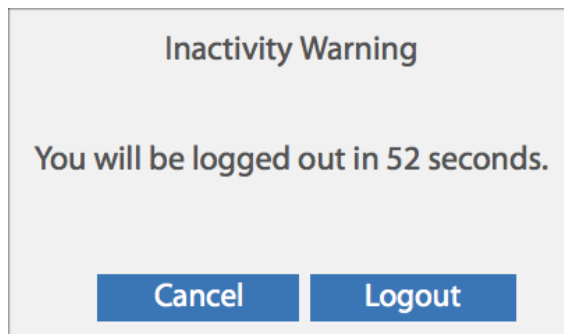
- After clicking the submit button, user will be redirected to 'StorePlace Login' page and also will get an email with 'One-time-Password'. User need to login to portal using these 'One-time-Password'. After Login, user can enter the new password in both password fields. And click Confirm button.
- To reset the password successfully, new password should fulfill all the standards mentioned on the page and answer security question correctly.
- Password will be changed and account will be unlocked.

4.6 Auto-Logout or Timeout

For security purpose, StorePlace portal also has the ability to auto-logout the logged user if no action is performed for 15 minutes.

If the logged user does not perform any action for 14 minutes, an auto-logout popup will appear on the screen. This will display countdown of 60 seconds, waiting for user to take action within 60 seconds ([Image 4.6.1](#)).

Image 4.6.1



- If user clicks on Cancel, popup will disappear and the session will continue.
- If user clicks Logout, he/she will be logged out of the portal.
- If no action is taken within 60 seconds, he/ she will be auto-logged out of the portal and will be redirected to login screen.

5.0 Dashboard

Everyone in the business, irrespective of their role, has questions about how the business is performing. With the help of StorePlace dashboards user can get an answer for any of these questions anytime they want.

StorePlace dashboard is built upon a solid foundation of good data and refines large volumes of data into compact, meaningful, and actionable visualizations. This helps user to check their business activities and performance anytime they want.

Dashboard module consists of 2 modules:

- [Sales Dashboard](#)
- [Settlement Dashboard](#)

5.1 Sales Dashboard

1. Sales dashboard shows current day's sales data for logged user's account ([Image 5.1.1](#)). It shows the account's current day's sales revenue compared with same day of last week's sales revenue by **line graph**. This comparison is in terms of Total Sales, Total Transactions and Average Ticket Price. And can be viewed for different durations.

Today: This is default duration when sales dashboard loads. It shows today's transactions compared with last week's same day transaction for the logged account.

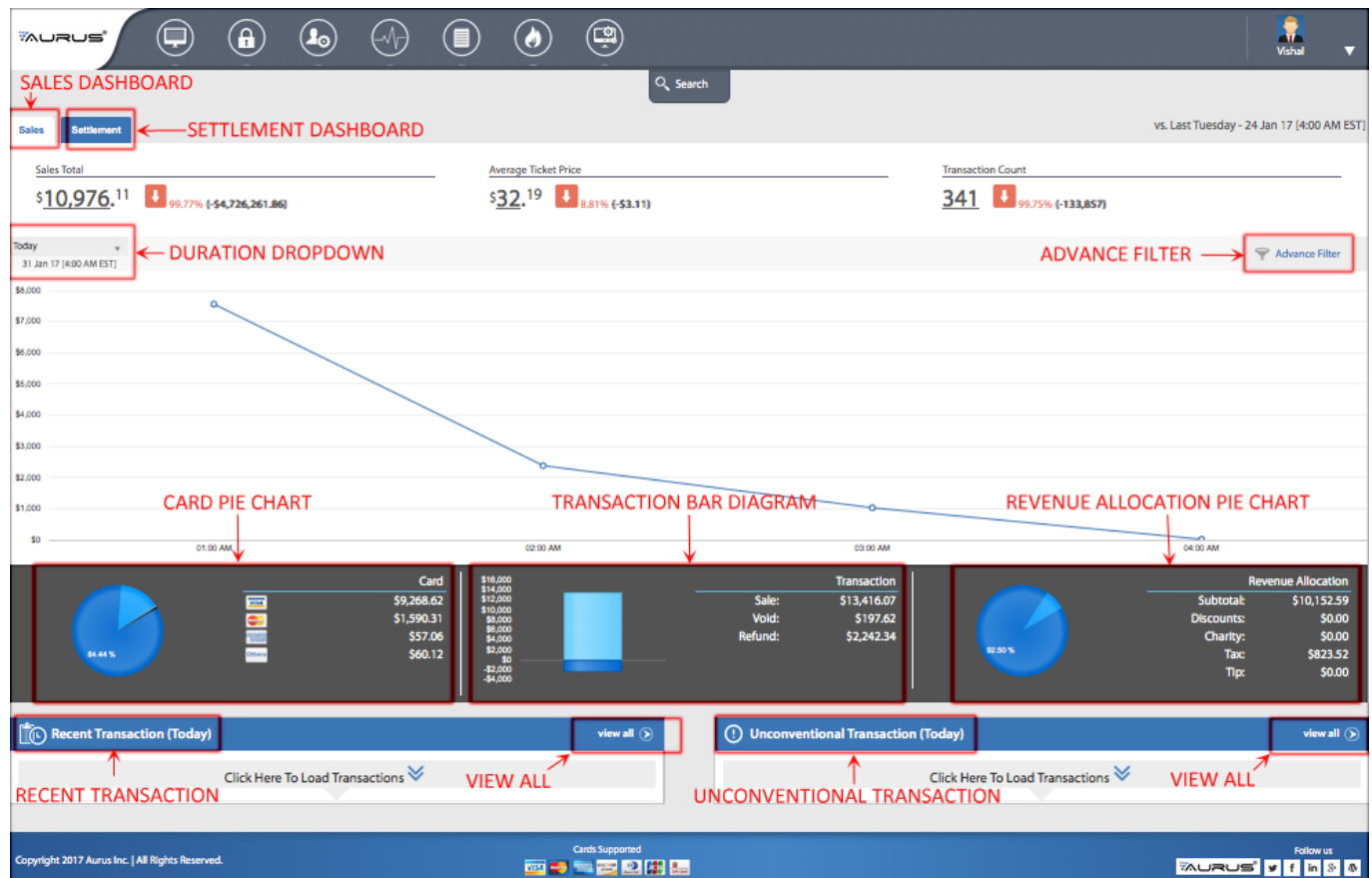
This Week: This option shows transactions analysis for the current week against last week (Week is considered from Sunday to yesterday).

This Month: This option shows transactions analysis for the current month against last month (Month is considered from 1st date to yesterday).

This Quarter: This option shows transactions analysis for the current quarter against last quarter (Quarter is considered from 1st date of 1st month of quarter to yesterday).

This Year: This option shows transactions analysis for the current year against last year (Year is considered from 1st January of running year to yesterday).

Image 5.1.1



2. Dashboard **Advance filter** allows user to filter data in terms of Country, State, Store, Date. You can find detailed description of this 'Advance Filter' at [Advance Filter with Limited Options](#).

3. At the bottom; Card, Transaction and Revenue data analysis is displayed within three separate graphs.

Card: Data is divided on the basis of card used and is shown by Pie chart.

Transaction: This bar diagram shows Sale, Void and Refund amounts.

Revenue Allocation: Here total revenue is divided into Subtotal, Discounts, Charity, Tax & Tip and shown using Pie chart.

4. At the end of the page, there are two tables which shows last 5 **Recent** and **Unconventional** Transaction.

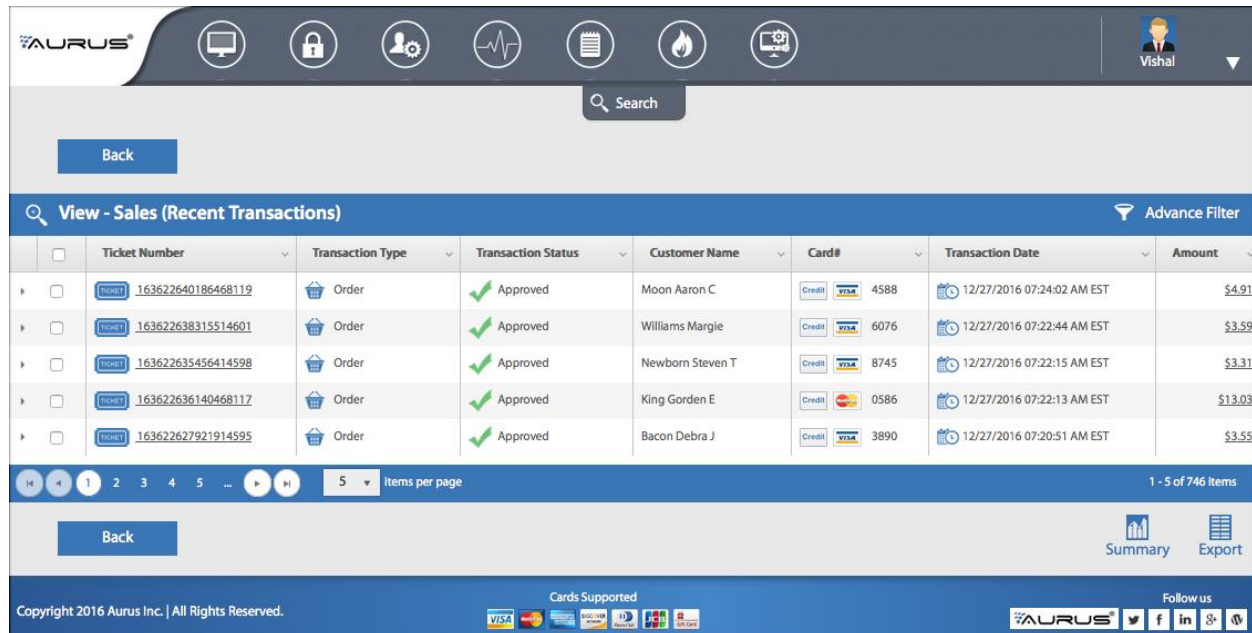
Recent Transaction (Today): Displays last 5 transactions performed by the store.

Unconventional Transaction (Today): Displays irregular transactions. e.g. When 'Tip value / Tax value / total of Tip and Tax value' is 'more than or equal to' the 'Subtotal of SKU / products'.

How to check all transactions And Export Receipt (step by step procedure)

1. On portal, go to 'Sales Dashboard' ([Image 5.1.1](#)). If you are not able to see sales dashboard, please contact your account representative for permission.
2. Click 'View All' button in 'Recent Transaction' table (marked red in [Image 5.1.1](#)). Dashboard will display all today's transaction in table format ([Image 5.1.2](#)). By default 20 transactions per page are shown. User can change it to 5, 10 or 50 transactions per page.

Image 5.1.2



The screenshot shows the AURUS Sales Dashboard. At the top, there's a navigation bar with icons for various functions and a user profile for 'Vishal'. Below this is a search bar and a 'Back' button. The main section is titled 'View - Sales (Recent Transactions)' with an 'Advance Filter' option. It displays a table of transactions with columns: Ticket Number, Transaction Type, Transaction Status, Customer Name, Card#, Transaction Date, and Amount. The table lists five transactions, all of which are 'Order' types and 'Approved' status. Below the table, there's a pagination control showing '5' items per page and '1 - 5 of 746 Items'. At the bottom, there's a 'Back' button, 'Summary' and 'Export' links, and a footer with 'Copyright 2016 Aurus Inc. | All Rights Reserved.' and logos for supported cards (Visa, Mastercard, etc.) and social media links.

	Ticket Number	Transaction Type	Transaction Status	Customer Name	Card#	Transaction Date	Amount
▶	163622640186468119	Order	Approved	Moon Aaron C	Credit VISA 4588	12/27/2016 07:24:02 AM EST	\$4.91
▶	163622638315514601	Order	Approved	Williams Margie	Credit VISA 6076	12/27/2016 07:22:44 AM EST	\$3.59
▶	163622635456414598	Order	Approved	Newborn Steven T	Credit VISA 8745	12/27/2016 07:22:15 AM EST	\$3.31
▶	163622636140468117	Order	Approved	King Gordon E	Credit 0586	12/27/2016 07:22:13 AM EST	\$13.03
▶	163622627921914595	Order	Approved	Bacon Debra J	Credit VISA 3890	12/27/2016 07:20:51 AM EST	\$3.55

3. User can click Ticket Number for complete details e.g. Transaction Details, Card Details, SKU/Service Details, Shipping Details, Notes, Transaction History, and Customer Feedback/Survey. On this Transaction Details page, users can also process **Void**, **Refund**, **Pre Auth**, and **Post Auth** of applicable Transaction.
4. To view complete transaction details, user can click Expand button at the left. Fields

associated with each transaction are listed in [Table 5.1.1](#) (Please note that Export does not include all below fields).

Table 5.1.1 – Transaction Parameters

Parameter	Description	Expected Values and Format
Ticket Number	This is Aurus generated Transaction Number.	Only Numeric Value.
Transaction Type	This is Type of Transaction.	Account Lookup, Activate, Add Value, Balance Inquiry, Balance Transfer, Deact wth Refund, Deact wtht Refund, Issue, Order, Payment Protocol, Post Auth, Pre Auth, Redeem, Return, Reversal, Void.
Transaction Status	This is the Status of Transaction.	Approved, Declined.
Transaction ID	This is Aurus generated Unique Transaction Number.	Only Numeric Value.
Transaction Date	This is Date and Time of the Store Transaction (Store Time Zone).	MM/DD/YYYY HH:MM:SS AM/PM <i>Store Time Zone</i> .
Host Transaction Date Time	This is Date and Time of the Aurus Host Transaction (EST Zone).	MM/DD/YYYY HH:MM:SS AM/PM <i>EST Time Zone</i> .
Host Name	This is Aurus Server name who Processed the Transaction	Only Alphanumeric Value e.g. msNNappNN, where N is Number.
POS Transaction No	This is POS Generated Transaction Number.	Only Numeric Value.
POS Register No	This is Unique Sequential Number Assigned to each POS in the Store.	Only Numeric Value. e.g. 001, 002.
Parent Transaction ID	In case of 'Refund, Void Transaction', This Field Links the Current Transaction with its Parent Transaction.	Only Numeric Value.
Approval Code	This is Approval Code generated by Processor when Transaction is approved.	Only Alphanumeric Value.
Invoice No	This is Reckoning Number Assigned to a transaction by POS.	Only Alphanumeric Value.

Response Message	This is Card Authentication Response from Processor.	Approved, DELINQUENT ACCOUNT, INSUFFICIENT FUNDS, Call-Me, No Card Found, GENERIC AUTHORIZATION DECLINE, INVALID ACCOUNT NUMBER, EXCEEDED OTB:Transaction AMOUNT EXCEEDED ACCOUNTS OTB, etc.
Entry Data source	Shows the Payment Method used to Read the Card Data.	INVALID, Swiped, Keyed, Cash, EMV, Auth based on KI, Tokenized, Contactless.
Wallet Type	Specifies the Digital Wallet Used for Payment.	Apple Pay, Samsung Pay, Google Pay.
E-Signature Availability	Indicates if the Customer have provided Digital Signature to Validate Transaction.	Yes, No, Pending.
Signature Bypass	Indicates Customer's Decision to provide Digital Signature to Validate Transaction.	Yes, No.
PIN Received	Indicates if PIN is received for Debit Card Transactions,	Yes, No.
Billing Control Number	In case of Check transactions, this is unique ID generated by Merchant for uniquely identification of transaction.	Only Numeric Value.
Check Number	Indicates the Check Number Used to Pay Transaction Amount.	Only Numeric Value.
Check Trace ID	In case of Check transactions, this is a unique ID received from Processor in response for uniquely identification of transaction.	Only Numeric Value.
Amount	This is Transaction's Total Amount including Tip, Tax, Discount, Charity.	Numeric Value with Currency Code e.g. \$72.78
Transaction Total Amount	This is Transaction's Total Amount including Tip, Tax, Discount, Charity.	Numeric Value with Currency Code e.g. \$72.78
Discount	This is Discount availed by the customer on that particular Transaction.	Numeric Value with Currency Code e.g. \$72.78
Tax	This is Tax charged to the customer on that particular Transaction.	Numeric Value with Currency Code e.g. \$72.78
SKU Total	This is Product's Total Amount.	Numeric Value with Currency Code e.g. \$72.78

Tip	This is a amount offered by customer as Tip to a service worker, in addition to SKU Total.	Numeric Value with Currency Code e.g. \$72.78
Balance Amount	1. In case of partial payment this is a remaining amount to be paid. 2. In case of Balance Inquiry, this is a Amount available in PLCC, Gift card.	Numeric Value with Currency Code e.g. \$72.78
Charity	This is a Amount Donated by Customer as a Charity, in addition to SKU Total.	Numeric Value with Currency Code e.g. \$72.78
Charity Name	This is the name of the organization to whom charity amount is donated.	Only Alphabetical value.
Processor Name	This is name of the Processor who Processed the Transaction.	FDMS, Nova, SVS, Capital One, Vantiv, TSYS, and others.
Settlement Amount	This is the Transaction Amount Settled.	Numeric Value with Currency Code e.g. \$72.78
Settlement Status	Indicates if the Transaction is settled or not.	Unsettled, Settled, Settlement Failed.
Settlement Date	This is the date on which Transaction Amount is Settled.	MM/DD/YYYY
Payment Type	Indicates whether Settlement is Host Captured or Terminal Captured.	HCS, TCS.
Batch No	Indicates the Batch ID in which Transaction is settled.	Only Numeric Value.
Store ID	This is Store's Unique Merchant Number assigned to Store.	Only Numeric Value.
Store Name	This is Store's Registered Name.	Alphanumeric Value with _ Character e.g. xxxx_1234.
Store Brand	Brand Category assigned to Store.	Alphabetical (Special characters allowed) e.g. R&A, J_F.
City	This shows the City in which Store is located.	Alphabetical Value with Spacebar.
State	This shows the State in which Store is located.	Alphabetical Value with Spacebar.
Country	This shows the Country in which Store is located.	Alphabetical Value with Spacebar.
Merchant Customer Identifier	Third Party Card Identifier Provided by merchant.	Only Alphanumeric value.
Terminal No	This is Unique ID Assigned to Terminal which Processes the Transaction and is provided by Aurus.	Only Numeric Value.

Terminal Type	This is Type of Device which Processes the Transaction.	AESDK, Back Office Portal, Bank Portal, Consumer Portal, Digital Payments, Hypercom (CCT), ISO Portals, IVR, Ingenico (CCT), Ingenico Signature Capture, Invalid, Merchant Portal, Mobile, PosiTouch (CCT), Tablet (Mobile), VT (Web), Verifone (CCT), VerifoneMX8xx, VerifoneMX9xx, VerifoneVX (CCT), Windows, iPad (Mobile), iPhone (Mobile).
Associate/Cashier ID	Shows ID of the Store Employee who checked out at Counter.	Only Numeric Value.
Associate/Cashier Name	Shows Name of the Store Employee who checked out at Counter.	Only Alphabetical value.
Customer Name	This is Card Owner's Name.	Only Alphabetical value.
Card# Last 4 Digit	Shows last 4 Digits of the Card.	Only Numeric Value.
Masked Card No	Shows first 6 and last 4 Digits of the Card.	Numeric Value with Mask 'X', e.g. NNNNNNXXXXXXXXNNNN where N is Number.
Card Expiry Date	Shows the Card's Expiry Date.	MM/YYYY
Tender Type	Shows the Category of Card used for Transaction.	Credit, Prepaid, Fleet, Other, EBT, Debit, Gift, PLCC, FSA, Check.
SnF Transaction	Indicates if the Transaction is processed in Offline Mode.	Yes, No.
SnF Approval Code	This is generated by Aurus when Transaction is approved in Offline Mode.	Only Alphanumeric Value.
SnF Ticket No	This is generated by Aurus when Transaction is approved in Offline Mode.	Alphanumeric Value Starts with O.
Referral Indicator	Indicates if the Declined Transaction is Processed after Store Owner's Referral.	Yes, No.
Referral Transaction ID	This is Transaction Number generated by Aurus when a Declined Transaction is approved after Store Owner's Referral.	Only Numeric Value.
Referral Transaction	Indicates who Originally Declined the Transaction.	Host, Processor.

Source		
Fallback Indicator	When this value is Yes, it indicates that EMV card is used as Swipe.	Yes, No.
Void/Reversal Indicator	Reason for Void / Reversal of Transaction.	Online Trn From POS, Online Last Trn From POS, Online Sign Screen Timeout, Online Cancel from POS, Online NAK from POS, Online TnC Cancel from User, Online TnC Screen Timeout, Offline Trn From POS, Offline Last Trn From POS, Offline Sign Screen Timeout, Offline Cancel from POS, Offline NAK from POS, Offline TnC Cancel from User, Offline TnC Screen Timeout, Trn Screen Timeout, Invalid Card Type , Invalid Response Code, Invalid Approval Code, Invalid Transaction Date, Invalid Transaction Time, Invalid Approved Amount, Invalid Auth Response Text, Invalid Transaction ID, Invalid Ticket Number, Bad Response from Server, AES CCT Decryption Failed, Failed Reversal, Decryption Reversal, MAC Reversal, Card removed, Card Declined, Invalid command code, Invalid data format, Response has more pack, Previous step missing, Invalid Configuration, Timer error, Operation Canceled, Communication Error, Chip Reader Failure, Chip Error, Card Blocked, Card Not Supported, Card Swiped at Fallback, Candidate List Empty, Issuer Auth Failed, 9F27 Returned

		other than 40/80, 71 script execution failed, 72 script execution failed, Timeout Error, Card Was Swiped, Other Error.
Pre-Sale Date	Date on which Payment is Processed, even though Order was held before an Item was made Available for Purchase.	MM/DD/YYYY
OS Version	This is OS version of the Terminal.	Only Numeric Value.
IP Address	This is IP Address of the Terminal.	Numeric Value with . Character e.g. xxx.xx.xxx.xxx
MAC Address	This is MAC Address of the Terminal.	Only Alphanumeric Value.
Device Software Version	This is Aurus Application Version of the Terminal.	Numeric Value with . Character e.g. xx.xx
Device Serial Number	This is Device Serial Number of the Terminal.	Only Numeric Value.
AESDK Version	This is AESDK Version of the Terminal.	Numeric Value with . Character e.g. x.xxx
Application Identifier (AID)	AID is used to address an application in the card. It consists of a registered application provider identifier (RID) of five bytes, followed by a proprietary application identifier extension (PIX), which enables the application provider to differentiate among the different applications offered.	Only Alphanumeric Value.
Terminal Verification Results (TVR)	The 10-character Terminal Verification Results (TVR) contains a series of indicators set by the POS terminal recording both offline and online processing results.	Only Numeric Value.
Transaction Status Information (TSI)	The four-character TSI contains the functions performed in the Transaction.	Only Numeric Value.
Issuer Application Data (IA)	The up to 64-character Issuer Application Data contains proprietary application data for transmission to the issuer.	Only Alphanumeric Value.
Application Cryptogram	The 16-character Application Cryptogram contains the cryptogram returned by the chip card in response to the Generate AC command.	Only Alphanumeric Value.

Terminal Capabilities	The six-character Terminal Capabilities indicates the card data input, the cardholder verification method (CVM), and the security capabilities supported by the POS terminal.	Only Alphanumeric Value.
CVM	The six-character Cardholder Verification Method (CVM) indicate the results of the last CVM performed.	Only Alphanumeric Value.
Issuer Authentication Data	The 16-to 32-character Issuer Authentication Data field contains data delivered to the chip card including the ARPC cryptogram for online issuer authentication.	Only Alphanumeric Value.
Application Label	The mnemonic associated with the AID according to the ISO/IEC 7816-5.	Only Alphabetical value.
Service Code	In 3 digit Service Code, first digit specifies the interchange rules, the second specifies authorization processing and the third specifies the range of services	Only Numeric Value.
Cardholder Verification Method (CVM) List	Identifies a method of verification of the cardholder supported by the application	Only Alphanumeric Value.
Application Preferred Name	The mnemonic associated with the AID.	Only Alphabetical value.
Additional Terminal Capabilities (ATC)	The 10-character Additional Terminal Capabilities field contains the POS terminal input and output capabilities.	Only Alphanumeric Value.
Authorization Response Code (ARC)	The four-character ARC is generated by issuer and returned in authorization response message.	Only Numeric Value.
Issuer Country Code	The four-character numeric code indicates the country of the issuer according to ISO 3166.	Only Numeric Value.
AVS Response Message	In case of E-commerce, this is 'Address Verification System' Response from Processor.	Match, No Match, Zip Match, Address Match, etc.
CVV Response	Shows Response for CVV (Card Verification Value) Verification Response from Processor.	Match, No Match, Zip Match, Address Match, etc.

StorePlace User Guide

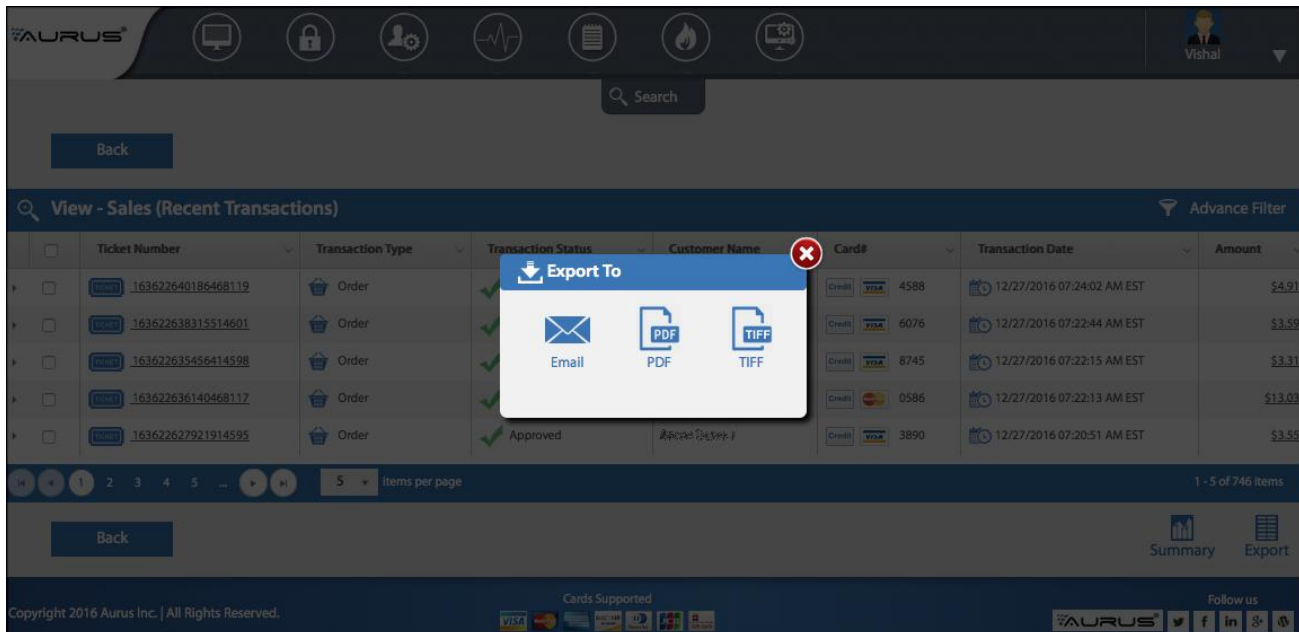
Risk & Fraud Score	Shows Potential Risk involved in Processing a Transaction. This Score is given by Risk & Fraud engine.	Only Numeric Value.
Risk & Fraud Decision	Shows Decision against Risk & Fraud Score. This is determined by Merchant.	Approve, Reject, Review.
Session ID	This is Aurus generated Unique ID to validate the Transaction in a Corresponding Session.	Only Numeric Value.

- Using **Advance filter**, user can filter data. You can find detailed description of this 'Advance Filter' at [Advance Filter with Favourite Tabs](#).
- User can download the summary of all these transactions (Recent as well as Unconventional Transactions) by clicking **Summary** button placed at the bottom-right side of the 'Transactions Table'. This **Transaction Summary Report** shows,
 - Card wise listed 'Net Sale Amount' and 'Transaction Count' in **Card Summary** table
 - Revenue Allocation Summary** table shows distribution of Revenue into Subtotal, Discount, Charity, Tax, and Tip
 - Transaction Summary** table shows total transaction amounts of Sale, Refund, Void, etc.
- Export** button, placed next to **Summary** button, allows user to get the complete details of all the transactions either in CSV or XLS or PDF format. This **Transaction Summary Report** shows all the details associated with each transaction.

Please note, user can instantly get the export report only if transaction count is less than or equal to 5000. If the total number of transactions for the report is more than 5000, portal prompts user that the report will be emailed to user. Based on the urgency, user can continue or cancel the export. Or can also modify the filter to minimize the result.

- User anytime can email or export receipt for any of this transaction by clicking on its amount (displayed in Amount column) ([Image 5.1.3](#)).

Image 5.1.3



9. A default order receipt is shown in [Image 5.1.4](#). If not customized, a default receipt shows below data:

- Corporate details like Store Name, Address, and Phone.
- Transaction related details like Transaction Type, Store ID, Merchant ID, Terminal ID, Batch No, Invoice No, Date and Time, Cashier ID, Transaction No, POS Transaction No, Register No.
- Transaction amount including SKU total, tax and tip.
- Card and Tender Type, Card's Last 4 digits, Entry Data source, Approval Code, AVS and CVV response, PIN Verification message.
- For EMV transactions, AID, TVR, IAD, TSI, ARC, Application Cryptogram, Application Preferred Name, Application Label are displayed.
- Customer name, signature and ending note.
- Receipt can be customized as per client requirements.

Image 5.1.4

```

D DREAM STORE
AURUS INC., 33 ARCH STREET
BOSTON MA 02110
9438195408

ORDER

STORE # :      818002
MERCHANT # :    100000015311
TERMINAL # :    37124174
BATCH # :      168001
INVOICE # :    151320084006506

05/18/2017  02:18:45 PM EST
=====
CASHIER # : 1111111111
TRANSACTION # : 193171381707201066
POS TRANS # : 009900          REG # : 002
=====
SUBTOTAL :                      203.00
SALES TAX :                      1.00
TIP :                      1.00
TOTAL :                      205.00
=====
CARD : VISA CREDIT          XXXX0216          EMV
APPROVAL CODE :      130996
AVS RESPONSE :MATCH
CVV RESPONSE :MATCH
VERIFIED BY PIN
=====
AID : A0000001523010
TVR : 4200908000
IAD : 0105A00003000000
TSI : E800
ARC : 3030
APPLICATION CRYPTOGRAM : A453E865E36EEC42
APPLICATION PREFERRED NAME : CREDITO DE VISA
APPLICATION LABEL :VISA CREDIT
=====

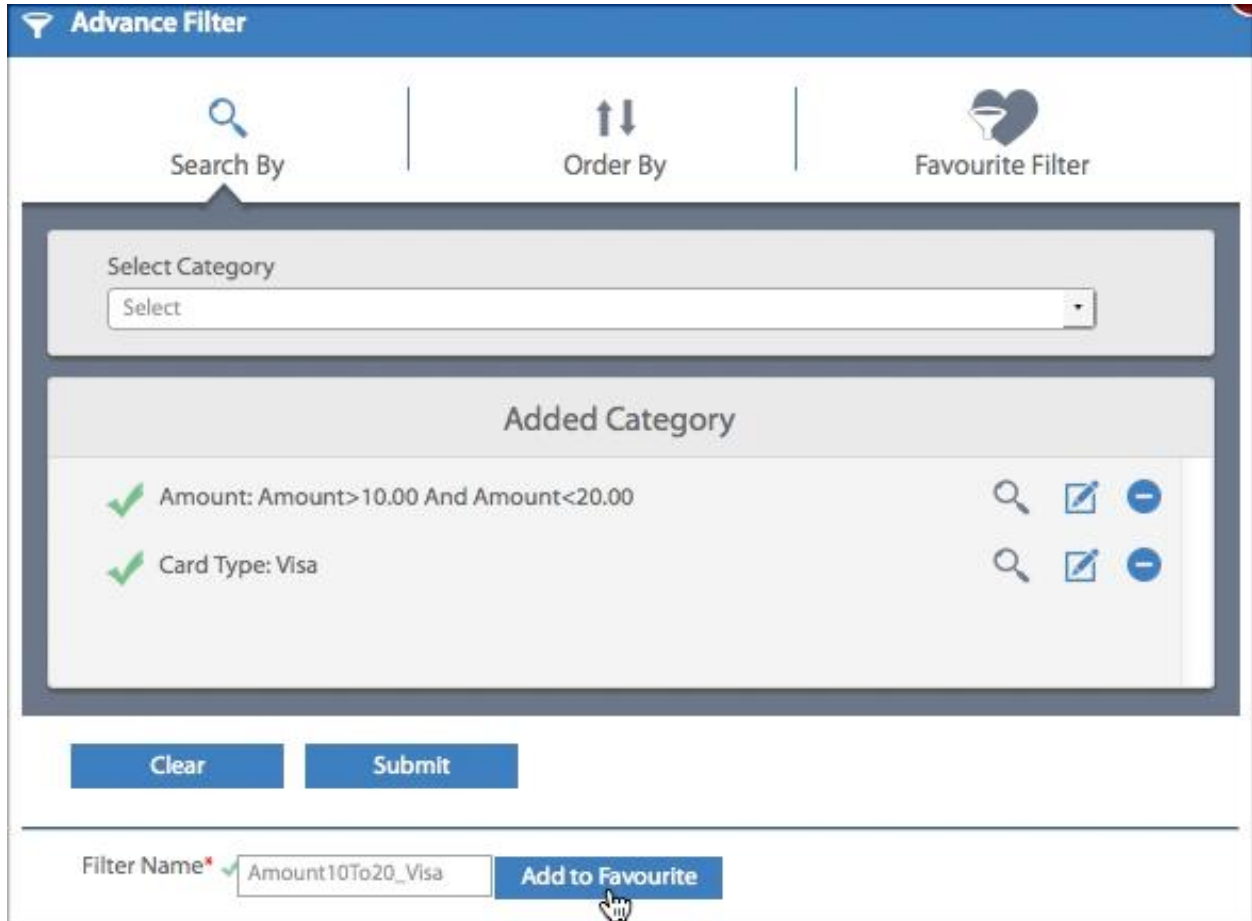
SIGNATURE : _____
                WILLIAM SMITH

*** THANK YOU ***

```

10. **Advance filter** ([Image 5.1.5](#)), offers user to search transactions for a variety of different categories. You can find detailed description of this 'Advance Filter' at [Advance Filter with Favourite Tabs](#).

Image 5.1.5

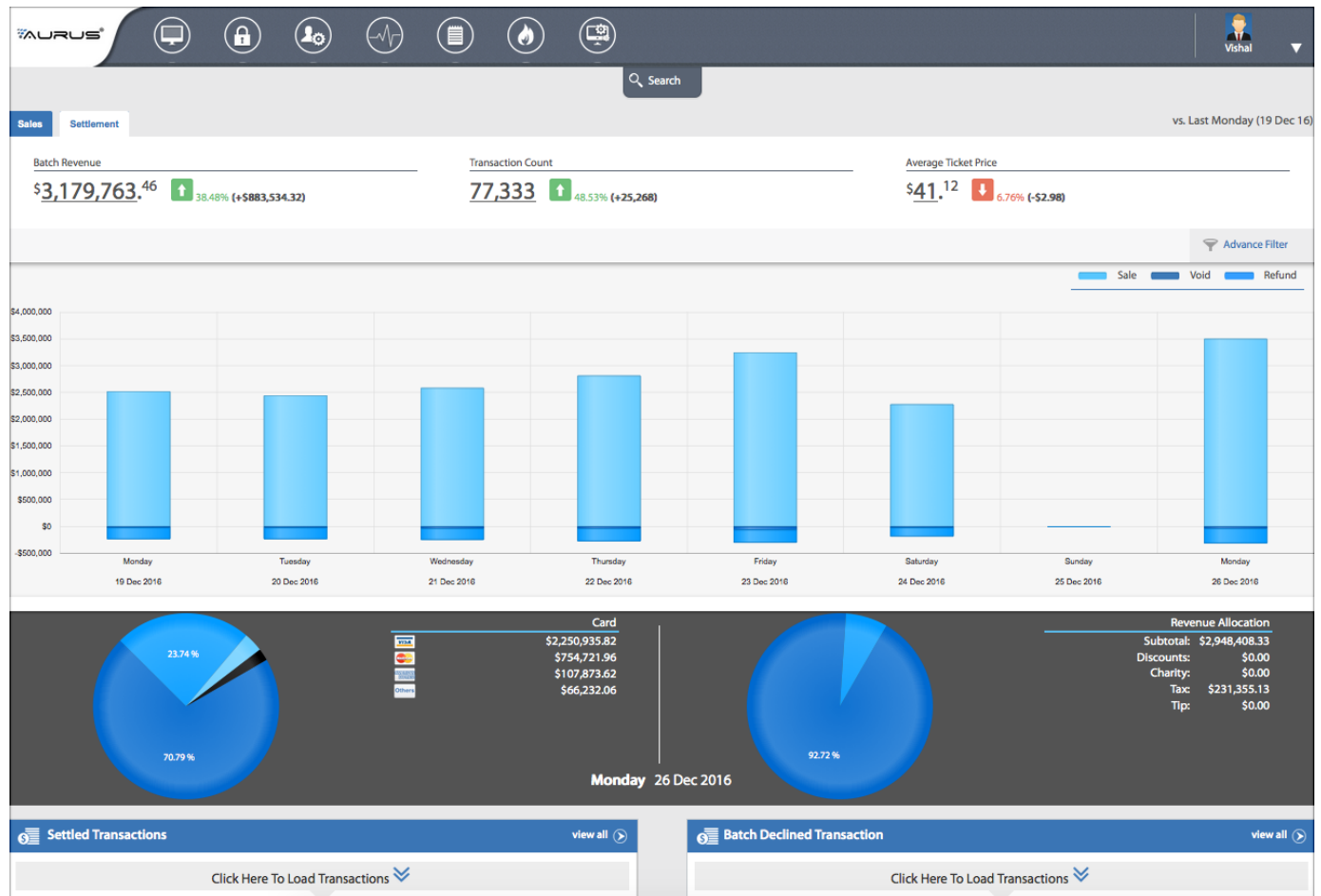


The screenshot shows the 'Advance Filter' interface. At the top, there are three tabs: 'Search By' (selected), 'Order By', and 'Favourite Filter'. Below the tabs, there is a 'Select Category' dropdown menu with 'Select' as the current value. Below this, there is a section titled 'Added Category' which contains two filter items: 'Amount: Amount>10.00 And Amount<20.00' and 'Card Type: Visa'. Each item has a green checkmark on the left and a set of icons (search, edit, and delete) on the right. At the bottom of the 'Added Category' section, there are 'Clear' and 'Submit' buttons. Below the 'Added Category' section, there is a 'Filter Name*' field with a green checkmark and the text 'Amount10To20_Visa'. To the right of this field is an 'Add to Favourite' button, which is being clicked by a mouse cursor.

5.2 Settlement Dashboard

1. Settlements done for user's account can be seen here ([Image 5.2.1](#)). It shows Batch Revenue, Average Ticket Price & Transaction Count for last settled batch. An arrow next to each count indicates rise or fall compared to last week's same day settlement.

Image 5.2.1



2. Below this count, a bar diagram displays, last 8 day's settled amounts. Each days settled amount is further categorized on the basis of transaction type e.g. Sale, Void, Refund transaction.
3. Dashboard **Advance filter** allows user to filter data in terms of Country, State, Store, Date. You can find detailed description of this 'Advance Filter' at [Advance Filter with Limited Options](#).

- At the bottom of this bar graph, 2 other pie charts shows:

Card: This Pie chart displays Settlement Amount on the basis of cards used.

Revenue Allocation: This Pie chart displays Settlement Amount broken into Subtotal, Discounts, Charity, Tax and Tip.

- At the end of the page, there are two tables viz.

Settled Transactions: Shows recent transactions settled, after last batch is settled successfully for user's account.

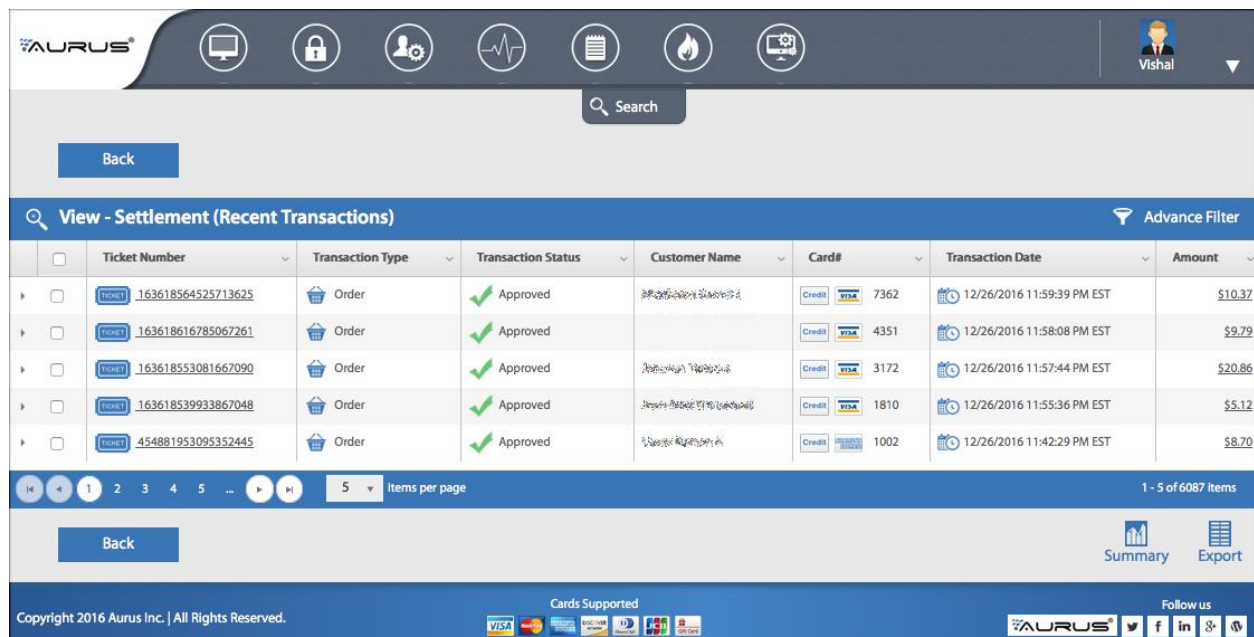
Batch Declined Transaction: Shows transactions which are declined during settlement or which are not settled.

- Depending upon the processor used, a settlement could be TCS (Terminal Capture Settlement) or HCS (Host Capture Settlement).

How to check settled transactions And Export Receipt (step by step procedure)

- On portal, go to 'Settlement' tab.
- Go to 'Settled Transactions' table at the bottom of the screen.
- By clicking 'View All' button ([Image 5.2.1](#)) user can get **all transactions settled** in last 7 batches ([Image 5.2.2](#)).

Image 5.2.2



	Ticket Number	Transaction Type	Transaction Status	Customer Name	Card#	Transaction Date	Amount
	Ticket .163618564525713625	Order	Approved	...	Credit 7362	12/26/2016 11:59:39 PM EST	\$10.37
	Ticket .163618616785067261	Order	Approved	...	Credit 4351	12/26/2016 11:58:08 PM EST	\$9.79
	Ticket .163618553081667090	Order	Approved	...	Credit 3172	12/26/2016 11:57:44 PM EST	\$20.86
	Ticket .163618539933867048	Order	Approved	...	Credit 1810	12/26/2016 11:55:36 PM EST	\$5.12
	Ticket .454881953095352445	Order	Approved	...	Credit 1002	12/26/2016 11:42:29 PM EST	\$8.70

4. By default 20 transactions per page are shown. User can change it to 5, 10 or 50 transactions per page.
5. User can click Ticket Number for complete details including Transaction Details, Card Details, SKU/Service Details, Notes, Transaction History, Customer Feedback/Survey, etc.
6. To view complete transaction details, user can click Expand button at the left. Fields associated with each transaction are listed in [Table 5.1.1](#) (Please note that Export does not include all below fields).
7. User can download the summary of all these transactions (Settled as well as Batch Declined Transactions) by clicking **Summary** button placed at the bottom-right side of the 'Transactions Table'. This **Transaction Summary Report** shows,
 - Card wise listed 'Net Sale Amount' and 'Transaction Count' in **Card Summary** table
 - **Revenue Allocation Summary** table shows distribution of Revenue into Subtotal, Discount, Charity, Tax, and Tip
8. **Export** button, placed next to **Summary** button, allows user to get the complete details of all the transactions either in CSV or XLS or PDF format. This **Transaction Summary Report** shows all the details associated with each transaction. Fields associated with each transaction are same as mentioned earlier in **Sales Dashboard**. (Please note that Export does not include all below fields).
9. Please note, user can instantly get the export report only if transaction count is less than or equal to 5000. If the total number of transactions for the report is more than 5000, portal prompts user that the report will be emailed to user. Based on the urgency, user can continue or cancel the export. Or can also modify the filter to reduce the result.
10. User anytime can email or export receipt for any of this transaction by clicking on its amount ([Image 5.1.3](#)).
11. A default order receipt is shown in [Image 5.1.4](#). If not customized, a default receipt shows below data:
 - Corporate details like Address, Store Name.
 - Transaction related details like Transaction Type (i.e. Declined, Order, Return,

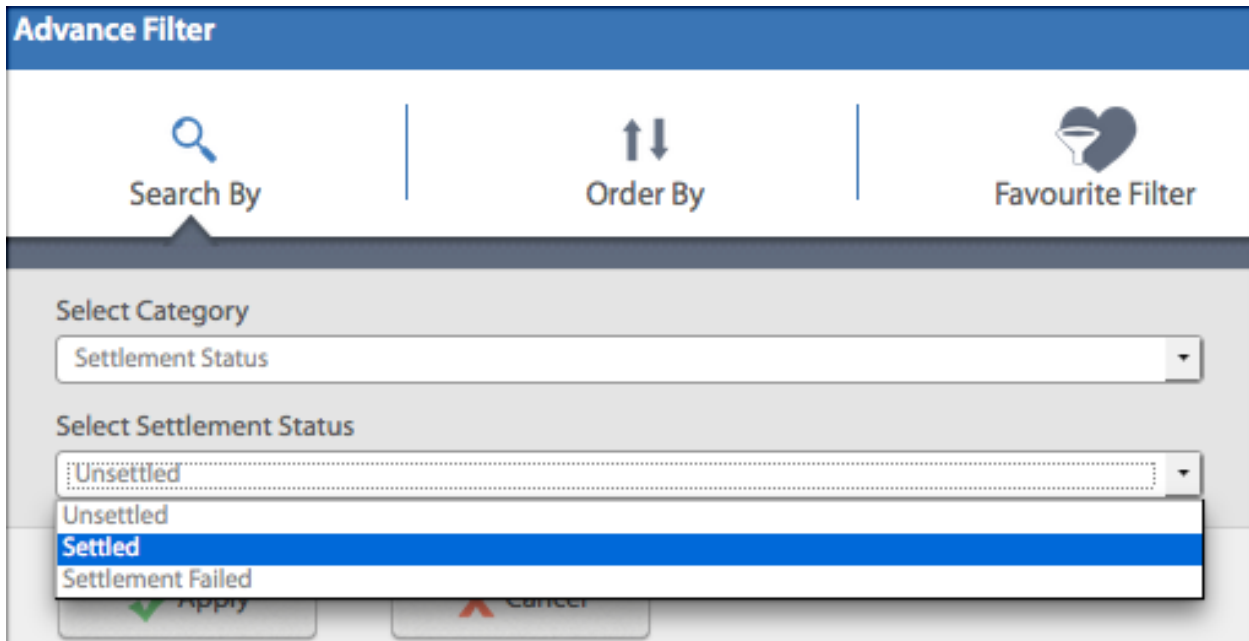
Reversal, Void), Merchant ID, Terminal ID, Transaction ID, Date and Time.

- Total amount paid, which includes tax and tip.
- Card details like Card Type, Last 4 digits, Approval Code, and Signature.

12. Using Advance Filter ([Image 5.2.3](#)), user can find transactions (**settled as well as unsettled**) by specifying a category from the dropdown and its relevant details. Click Apply and then Submit, user will get the result fulfilling applied filter.

NOTE: Similarly user can find 'Settled', 'Unsettled', 'Failed/ Declined' transactions by selecting **Settlement Status** as '**Settled**', '**Unsettled**', '**Settlement Failed**' in **Advance Filter** respectively. For detailed description of this 'Advance Filter' please check [Advance Filter with Favourite Tabs](#).

Image 5.2.3

The screenshot shows the 'Advance Filter' dialog box. At the top, there are three tabs: 'Search By' (with a magnifying glass icon), 'Order By' (with an up/down arrow icon), and 'Favourite Filter' (with a heart icon). The 'Search By' tab is active. Below the tabs, there are two dropdown menus. The first is labeled 'Select Category' and has 'Settlement Status' selected. The second is labeled 'Select Settlement Status' and has 'Unsettled' selected. A dropdown menu is open for the second dropdown, showing three options: 'Unsettled', 'Settled' (which is highlighted in blue), and 'Settlement Failed'. At the bottom of the dialog, there are two buttons: 'Apply' (with a green checkmark icon) and 'Cancel' (with a red X icon).

6.0 Virtual Terminal

Virtual Terminal feature allows user to perform transactions virtually i.e. without using an actual terminal. Transaction could be Sale, Void or Refund.

Virtual Terminal consists of seven divisions:

1. [VT Order](#)
2. [VT Void](#)
3. [VT Refund](#)
4. [Pre Auth / Post Auth](#)
5. [Payment Protocol](#)
6. [Card Activation](#)
7. [Balance Inquiry](#)
8. [Card Deactivation](#)

6.1 VT Order

VT Order feature permits user to execute **Sale/ Order Transaction** anywhere anytime. To do so, users only need to assign Virtual Terminal to a store. And then, user can perform transactions using that VT. Sales Dashboard instantly starts showing Sale/Order transactions performed through VT.

How to perform **Sale/Order** Transactions using VT:

1. Login to StorePlace portal and go to Virtual Terminal tab.
2. In 'Order' tab, go to Store ID field and enter the store id. If user do not have store ID, he can click on search icon and can select the store from 'Search Store ID' popup.
3. After store is selected, 'Store ID' and 'Terminal ID' fields will be auto-filled with selected store's parameters. And user can start transaction. (Please note that, if no Virtual Terminal is assigned to the selected store, user will get 'VIRTUAL TERMINAL NOT AVAILABLE' error and will not be able to perform VT transactions.)
4. User need to enter Amount, Card Details, Customer Details, Billing, Shipping Details and select tender type. If users do not choose any tender type, 'Credit/Debit' will be selected by default. Click 'Process' button. (Clicking 'Clear' button will reset all the data.)
5. Transaction will be processed and portal will display the message with the details.
6. Portal also emails VT transaction receipt to user and store owner on their registered

email ID.

6.2 VT Void

Transactions which are cancelled after they are authorized are considered as void. Virtual terminal allows users to void any transactions (which are not settled except PLCC Payment Protocol Transactions), e.g. PreAuth, Order, Refund Transactions.

How to set Transactions to **Void** using VT:

1. Go to Virtual Terminal tab on portal and click on 'Void' tab.
2. If users already have transaction details, enter Store ID, Amount, and Ticket Number in **Payment Info**. Click Next.
3. Else, user can also find desired transaction, either from '**Recent Transaction (Today)**' or by using '**View All** (with the use of **Advance Filter**)' field. **Advance filter** offers user to search transactions for a variety of different categories. You can find detailed description of this 'Advance Filter' at [Advance Filter with Favourite Tabs](#).
4. Locate the desired transaction and click on Transaction Ticket Number to open transaction details page. Click 'Void' button. (Please note that Void button will not appear if the transaction is declined transaction or if transaction date is not today). (To view complete transaction details, user can click Expand button at the left. Fields associated with each transaction are listed in [Table 5.1.1](#). Please note that Export does not include all below fields).
5. However, for PLCC Payment Protocol Transactions, instead of void, click on 'Reject Payment' to reverse/cancel the transaction.
6. Transaction will be void and corresponding message will be displayed. User and store owner will also get receipt on their registered email ID.
7. To get complete list and details of all the VT-Void Transactions, on portal goto —> Virtual Terminal (Module) —> Void (Tab) —> View All —> Export. User can select the format from CSV or XLS or PDF options. User can also filter this result with 'Advance Filter'. User can download the report immediately if transaction count is upto 5000, otherwise portal prompts user that the report will be emailed to user. Based on the urgency, user can continue or cancel the export. Or can also modify the filter to minimize the result.

6.3 VT Refund

User can easily and quickly return any amount using VT Refund module. Virtual Terminal allows users to refund PostAuth, Order Transactions.

How to **Refund** using VT:

1. Goto Virtual Terminal tab on portal and click on '**Refund**' tab.
2. User can refund by using
 - A. **Transaction Details:** By entering Ticket Number, Amount, Start Date, End Date
 - B. **Store Details:** By entering Store ID, Merchant Invoice Number (if applicable), Start Date, End Date
 - C. **Card Info:** By entering Last 4 Digits of the Card, Amount, Start Date, End Date
 - D. **Customer Info:** By entering Card Holder's Name on Card, Zip/Postal code, Phone Number, Email
 - E. If users do not have above details, he can find the desired transaction, either from '**Recent Transaction**' or by using '**View All** (with the use of **Advance Filter**)' field. **Advance filter** offers user to search transactions for a variety of different categories. You can find detailed description of this 'Advance Filter' at [Advance Filter with Favourite Tabs](#).
3. Once user locates the transaction, click on the Ticket Number to open the transaction details page. (To view complete transaction details, user can click Expand button at the left. Fields associated with each transaction are listed in [Table 5.1.1](#). Please note that Export does not include all below fields).
4. Enter the amount to be refunded in 'Requested Amount' field and click 'Refund' button.
5. Amount will be refunded. Portal will display the refund message and receipt will be sent to user and store owner on their registered email ID.
6. To get complete list and details of all the VT-Void Transactions, On portal goto —> Virtual Terminal (Module) —> Refund (Tab) —> View All —> Export. User can select the format from CSV or XLS or PDF options. User can also filter this result with 'Advance Filter'. User can download the report immediately if transaction count is upto 5000, otherwise portal prompts user that the report will be emailed to user. Based on the urgency, user can continue or cancel the export. Or can also modify the filter to minimize the result.

6.4 Pre Auth / Post Auth

In this tab user can again authenticate Pre-Auth transactions. In other words, users can **Re-Auth** existing **Pre Auth** Transaction.

How to **Pre Auth** using VT:

1. Goto Virtual Terminal tab on portal and click on '**Pre Auth**' tab.
2. If users already have **Pre Auth Transaction** details, enter Store ID, Amount, and Ticket Number in **Payment Info** tab. Click Next.
3. Else, user can also find desired transaction, either from 'Recent Transaction (Today)' or by using '**view all (with the use of Advance Filter)**' field. **Advance filter** offers user to search transactions for a variety of different categories. You can find detailed description of this 'Advance Filter' at Advance Filter with Favourite Tabs.
4. Locate the desired transaction and click on Transaction Ticket Number to open transaction details page. Click '**Pre Auth**' button. (To view complete transaction details, user can click Expand button at the left. Fields associated with each transaction are listed in [Table 5.1.1](#). Please note that Export does not include all below fields).
5. User will be prompted to confirm by entering the **Pre Auth Amount** and click **Confirm**. Pre-Auth will be processed and corresponding message will be displayed. User and store owner will be notified on their registered email ID.

6.5 Payment Protocol

In this tab user can process PLCC transactions.

How to process **Payment Protocol** Transactions using VT:

1. Login to StorePlace portal and go to Virtual Terminal tab.
2. In 'Payment Protocol' tab, go to Store ID field and enter the store id. If user do not have store ID, he can click on search icon and can select the store from 'Search Store ID' popup.
3. After store is selected, 'Store ID' and 'Terminal ID' fields will be auto-filled with selected store's parameters. And user can start transaction. (Please note that, if no Virtual Terminal is assigned to the selected store, user will get 'VIRTUAL TERMINAL NOT AVAILABLE' error and will not be able to perform VT transactions.)
4. User need to enter Merchant Invoice, Amount, Card Details (Card Number, Payment Mode, Zip), Payment Effective Date, Customer Details (name on Card, Phone Number, Email). Since, this tab is designed for PLCC transactions, tender type is always PLCC and

non editable. Click 'Process' button. (Clicking 'Clear' button will reset all the data.)

5. Transaction will be processed and portal will display the message with the details.
6. Portal also emails VT transaction receipt to user and store owner on their registered email ID.

6.6 Card Activation

A gift a card can be activated in this tab.

How to activate **Gift Card** using VT:

1. Login to StorePlace portal and go to Virtual Terminal tab.
2. In 'Card Activation' tab, go to Store ID field and enter the store id. If user do not have store ID, he can click on search icon and can select the store from 'Search Store ID' popup.
3. After store is selected, 'Store ID' and 'Terminal ID' fields will be auto-filled with selected store's parameters. User now needs to enter Card Number and Amount to be added. Click 'Activate' button. (Clicking 'Clear' button will reset all the data.)
4. Card will be activated and can be used.
5. Portal also emails card activation details to user and store owner on their registered email ID.

6.7 Balance Inquiry

Here user can check the balance in the gift cards issued.

How to **Check Card Balance** using VT:

1. Login to StorePlace portal and go to Virtual Terminal tab.
2. In 'Balance Inquiry' tab, go to Store ID field and enter the store id. If user do not have store ID, he can click on search icon and can select the store from 'Search Store ID' popup.
3. After store is selected, 'Store ID' and 'Terminal ID' fields will be auto-filled with

selected store's parameters. User now needs to enter Card Number and click 'Process' button. (Clicking 'Clear' button will reset all the data.)

4. Portal will display the card balance details.

6.8 Card Deactivation

A gift a card can be deactivated in this tab.

How to **Deactivate Gift Card** using VT:

1. Login to StorePlace portal and go to Virtual Terminal tab.
2. In 'Card Deactivation' tab, go to Store ID field and enter the store id. If user do not have store ID, he can click on search icon and can select the store from 'Search Store ID' popup.
3. After store is selected, 'Store ID' and 'Terminal ID' fields will be auto-filled with selected store's parameters. User now needs to enter Card Number and click 'Deactivate' button. (Clicking 'Clear' button will reset all the data.)
4. Card will be deactivated.
5. Portal also emails card deactivation details to user and store owner on their registered email ID.

7.0 Loss Prevention

Loss prevention is implemented to exclude the situations which could lead to losses. More specifically, it helps to prevent the loss prior than be reactive to them after they occur.

Loss prevention achieves this by distributing permissions to individuals strictly by assuring 'who actually needs which permissions' and 'their role'.

Loss prevention is implemented with 2 sets of permissions. They are:

6. **Request for Credit:** This permission allows user to create a request for refund/credit back a transaction.
7. **Approve or Reject:** This is a special permission given to certain users (and thus called **Loss Prevention Manager - LPM**) to take action on submitted requests. With this permission LPM can approve or reject the refund requests.

'Loss Prevention' tab on portal shows:

1. **Request Credit View By:** This table helps user to find desired transaction.
2. **Pending Approval:** This table shows pending tickets created by user and waiting for action to be taken. Only LPM has permission to approve or reject multiple pending requests here. Here, 'Advance Filter' helps user to filter result by country. You can find description of this filter at [Advance Filter Only for Country Selection](#)
3. **Recent Approved:** This table shows tickets created by user and recently approved by LPM. By clicking 'view all' button user can view a list of all approved transaction in 'View – Loss Prevention (Recent Approved)' table. (To view complete transaction details, user can click Expand button at the left. Fields associated with each transaction are listed in [Table 5.1.1](#). Please note that Export does not include all below fields). Table can also be downloaded in CSV or XLS or PDF format, by clicking 'Export' button. User can download the report immediately if transaction count is upto 5000, otherwise portal prompts user that the report will be emailed to user. Based on the urgency, user can continue or cancel the export. Or can also modify the filter to reduce the result.
On 'View – Loss Prevention (Recent Approved)' table using 'Advance filter' user can filter the approved tickets. For detailed description of this 'Advance Filter' please check [Advance Filter with Favourite Tabs](#).
4. **Recent Rejected:** This table shows tickets created by user and recently rejected by LPM. By clicking 'view all' button user can view a list of all rejected transaction in 'View – Loss Prevention (Recent Rejected)' table. (To view complete transaction details, user can click Expand button at the left. Fields associated with each transaction are listed in [Table 5.1.1](#). Please note that Export does not include all below fields). Table can also be downloaded in

CSV or XLS or PDF format, by clicking 'Export' button. User can download the report immediately if transaction count is upto 5000, otherwise portal prompts user that the report will be emailed to user. Based on the urgency, user can continue or cancel the export. Or can also modify the filter to reduce the result.

On 'View – Loss Prevention (Recent Rejected)' table using 'Advance filter' user can filter the rejected tickets. For detailed description of this 'Advance Filter' please check [Advance Filter with Favourite Tabs](#).

7.1 How to generate Request for Credit

- I. Go to 'Loss Prevention' tab on portal.
- II. In **Request Credit View By** table, search the desired transaction from any one of the below mentioned tab:
 - A. **Transaction Details:** By entering Ticket Number, Amount, Start Date, End Date
 - B. **Store Details:** By entering Store ID, Merchant Invoice Number (if applicable), Start Date, End Date
 - C. **Card Info:** By entering Last 4 Digits of the Card, Amount, Start Date, End Date
 - D. **Customer Info:** By entering Card Holder's Name on Card, Zip/Postal code, Phone Number, Email
- III. After filling required fields click 'Next'. Locate the transaction and click on its Ticket Number to open the transaction details page.
- IV. Enter the amount to be refunded in 'Request Credit Amount' field, enter a note (optional) and click 'Request for Credit' button. Request amount could be partial or full transaction amount.
- V. Submitted request will appear in 'Pending Approval' table on 'Loss Prevention' page and user will get submission notification email.
- VI. If **LPM** approves or rejects the request, it will get added in 'Recently Approved' or 'Recently Rejected' table respectively. And user will be notified by an email.
- VII. Any, modifications on the submitted request will be communicated to the user on registered email.
- VIII. Audit trail on transaction details page maintains complete log of all the actions taken on the ticket i.e. name of the person who took action, time, modification details like approval, rejection, note inclusion, etc.

7.2 How to approve or Reject request

- I. Goto 'Loss Prevention' tab on portal. In 'Pending Approval' table, only LPM will be allowed to select multiple requests from their respective checkbox.
- II. To approve or reject multiple requests, select them together and click on 'Reject' or 'Approve' button respectively.
- III. To approve, reject or review single requests, click on a Ticket Number and open the transaction details page. Here **LPM** can approve, reject or ignore the request. He also can add a note reasoning the action taken.
- IV. If **LPM** approves the request, it will get added in 'Recently Approved' table at the bottom of the 'Loss Prevention' page. If it rejected, it will appear in 'Recently Rejected'. Whereas, if no action is taken, it will remain in 'Pending Approval' table.
- V. For any action taken on the request, both **Loss Prevention Manager** and **Requester**, will get a notification email.
- VI. Audit trail on transaction details page maintains complete log of all the actions taken on the ticket i.e. name of the person who took action, time, and change description like approval, rejection, and note inclusion.
- VII. LPM can anytime approve the refund request which is rejected earlier.

8.0 User Management

Under this section, all users which are associated with the corporate are linked and governed in terms of roles, permissions, store groups, etc.

User management is based on three divisions:

1. [Store Group](#)
2. [Role and Permissions](#)
3. [User Management](#)

8.1 Store Group

A **Store Group** is a collection of “stores functioning for a corporate”.

Default Store Group is mandatory for any StorePlace Corporate and is created from the database, at the time of corporate creation. It can not be deleted or edited but can be checked from “View Store Groups” table under **Store Groups** tab, along with other groups.

How to create a new Store Group:

1. On portal, go to User Management module.
2. Goto **Store Groups** tab. Click ‘Add Store Group’ button, placed at the right side of the screen. Fill the below details in ‘Add Store Group’ popup:

Store Group Name (Compulsory): User can decide the name here.

Description (Optional): Short summary about the group.

Country, State (Optional): Select the store locations.

Store Brand (Optional): Select the brands to add in the group. Default will be all brands.

Select Stores (Optional): Select the stores to add in the group. Default will be all stores.

3. Click Save.
4. Group will be created and will be displayed in “View Store Groups” table under **Store Groups** tab. Table displays:

Store Group Name: Name given at the time of creation.

Description: Summary added at the time of creation.

No. of Stores: Stores added in the group. Default group always shows total number of stores created for corporate. By clicking on that store count, a popup will show store details like Store Group name, Description, Country, State, Store details.

No. of Users: Shows total number of user count added in the group. Users can access all the stores added in his/her group. By clicking on that user count, a popup will show user details like Name, Role and Store Group name.

Edit: Created Store Group can be edited for name, description, stores. Not applicable for default group.

Delete: Created Store Group can be deleted with this option. Not applicable for default group.

8.2 Role and Permissions

In this module, Roles are created with respect to permissions.

Corporate is a default role and is created from the database, at the beginning when a corporate is created. It cannot be deleted or edited but can be checked from “View All Roles & Permissions” table under **Roles & Permissions** tab, along with other roles. Corporate Role is an ownership role, and is allowed to edit or delete permissions of any role.

How to create a new Role/Designation:

1. On portal, go to User Management module.
2. Goto **Roles & Permissions** tab. Click ‘Add Role’ button, placed at right side of the screen. ‘Add Role’ popup will appear, where:

Role Name (Compulsory): User can decide the name for the role here.

Next will be a **Permissions** table, where all the StorePlace modules and their features are listed in left column. And permissions like read, delete, edit, import, export appear as a column head against each module feature. User need to select checkbox for each permission to be added to the role being created.

3. Click Save.
4. Role will be created and will be displayed in “View All Roles & Permissions” table under

Roles & Permissions tab. Table displays:

Role/Designation: Role name given at the time of role creation.

No. of Users: Shows total number of users given this role. By clicking on the count, a popup will show user's details like Name, Role and Store Group name.

Edit: Permissions given to role can be changed here. Not applicable for Corporate Role.

Duplicate: If user wants to create similar role with minor difference in permission, he can use this option. In duplicate popup, he needs to enter new but unique role name, and choose the permissions. Duplicate option can not be applied on Corporate Role.

Delete: Any Role can be deleted with this option. Not applicable for Corporate Role.

8.3 User Management

After "Store Group" and "Roles" are created, "User Management" decides how to distribute them amongst the users.

As discussed in "Roles & Permissions" module, **Corporate** Role is allowed to change any permission for a user. Multiple users can be created as a **Corporate** user, for single corporate account. Once created, they can not be deleted or edited but can be checked from "View User List" table under **User Management** tab, along with other users.

How to add new user:

1. On portal, go to User Management module.
2. Goto **User Management** tab. Click 'Add User' button, placed at right side of the screen. 'Add User' popup will appear, where corporate name will be selected by default and other fields will be:

Compulsory Fields:

First Name, Last Name: User's first and last name is expected here.

Role: Roles created under **Roles & Permissions** tab will be offered in this drop down.

Store Group: Store Groups created under **Store Groups** tab will be offered here.

Country: User's country (United States is Default).

Email: User's email ID is required here, for all future communications.

Optional Fields:

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User Name: User can choose a user name here. If user does not enter anything in this field, a system generated alphanumeric username will be created for that user.

Address line 1, Address line 2: User's address.

City, State, Zip/Postal Code: User's city, state, postal code respectively.

Phone Carrier, Phone Number: User's phone carrier and number respectively.

3. Click Create.

4. User will be created and an email notification will be sent to the user on the email ID submitted in 'Add User' popup. Also, user will be displayed in "View User List" table under **User Management** tab. Table displays:

- I. **User Name:** User's name and username will be displayed here.
- II. **Role/Designation:** Shows role assigned to the user. Role will be one of the created roles in **Roles & Permissions**.
- III. **Status:** Shows user's current status on the basis of his activities. Different statuses are:

Status	Criteria
Active	<ol style="list-style-type: none"> 1. New users need to login to AurusPay StorePlace Portal with one-time username and password sent in registration email, within 8 days after receiving an email. And their status will be changed from 'Pending Activation' to 'Active' 2. Current users who change their password within 90 days regularly will be shown as 'Active'
Inactive	<ol style="list-style-type: none"> 1. Newly registered users, who fail to activate their account within 8 days, after receiving one-time credentials, will be listed as 'Inactive'. 2. User who never logged in to Portal will also be shown as 'Inactive'.
Locked	<ol style="list-style-type: none"> 1. Users who enters wrong password 3 times will be shown as 'Locked'. 2. Users who fail to answer security question correctly 3 times will be 'Locked' 3. Active users, who fail to change password after every 90 days, will be shown as 'Locked'. (System sends daily reminder to change password from 84th day via email)
Pending Activation	<ol style="list-style-type: none"> 1. Status of recently created users will be 'Pending Activation' 2. 'Pending Activation' status is shown for first 8 days, starting from the day user is created.

- IV. **Reset**: Permitted user can reset any user's account (users falling in the scope) with this option. This option sends a confirmation email to the user whose account is being reset, with one-time username and password. Once confirmed, user will be **Active** again. Otherwise user will be listed as '**Pending Activation**' for 8 days. If no action is taken even after 8 days, they will be listed as **Inactive**.
- V. **Manage Permissions**: With this option, permission to a particular user can be customized. This is helpful, when multiple users are created with the same role, but some of them need few changes in given permission.
- VI. **Edit**: With this option, user can modify their details, used at the time of user creation (Except username)
- VII. **Delete**: Permitted user can delete other users using this option.
- VIII. By expanding an arrow placed before user name, user can see complete details of that user.

User Information: This section contains details like address, phone, email, Clock in ID, Store name, etc.

Recognized Devices: Whenever a user logs in to portal, a record is maintained in his portal profile under 'Recognized Devices' section. Record contains OS, browser details, IP address, and time of login. It also shows, if user have chosen to remember any device, and offers to remove them.

Audit Trail: This tab displays the log of all changes that have been made in user profile, such as the account creation, modification details, etc. Using this trail, user can easily see the details of all the changes made to account, e.g. which field is changed , previous and fresh value, type of change, date and time, name of the person who performed the change. Super user can also export the User Device/Log-in Audit details.

By clicking **Export** button at the bottom, user can download 'Device Audit Report', by selecting 'Device Audit' option. And to download 'UserManagement_Report' report in CSV / XLS format, users need to select 'User Management' option.

Device Audit Report: This report shows the details of the devices used by each user, such as, User's Name, Username, Device OS, Device IP Address, Login Browser, Last Login Time, If the device is added in 'Remember Device' list.

'UserManagement_Report': This report shows the user's details such as Name, Username, Status, Role, Store Group Name, Country, email and phone details.

This is how a user and the permissions are managed on Aurus Portal.

9.0 State Management

'State Management' module is designed for users to monitor and keep the track of live status of the terminals. User can anytime examine the alerts generated by terminals and can take necessary action.

This module is divided into four parts:

- [SM Alert Report](#)
- [Report Dashboard](#)
- [Alert Configuration](#)
- [Device Trigger](#)

9.1 SM Alert Report

This section is again made up of three parts:

1. [Geographical distribution of terminals using Google map](#)
2. [Severity table showing live count of alerts by their type and intensity.](#)
3. [Tabular display of alert count on the basis of their severity](#)

9.1.1 Geographical distribution of terminals using google map

1. On, Portal —> State Management (Module) —> State Management (Tab) —> Global, user can see a Google map. Map can be operated in the same conventional way.
2. On this map, total count of 'alert generating terminals' is shown by individual pie chart for each country. Red, Yellow, Blue part of the pie chart indicates High, Medium, Low strength alert count respectively.
3. On clicking any pie chart (representing country) or by clicking the country name in the table below, user can see geographical distribution of alert count for each state by individual pie chart. Table below this map and left side menu will also update to show state wise alert count.
4. On clicking any pie chart (representing state) or by clicking the state name in the table at the bottom, user can see geographical distribution of each store terminal in that state by individual Google pin. Table below this map and left side menu will also update to show stores and terminals for each alert.
5. Please note that separate pins will be generated for each terminal (form factor) even if they are from same store (They will have same store name and id, but unique form factor i.e. terminal). User might need to zoom-in to view independent pins.
6. Please refer '[How store pins work in State Management](#)' to know how to use these store (Google) pins.
7. User can click on any store pin to check store id, name, form factor, error count. By clicking on this error count or by clicking on respective 'Alert Name' in the below table user will be navigated to [Alert History Page](#).

9.1.2 Severity table showing live count of alerts by their type.

1. Goto, Portal —> State Management (Module) —> State Management (Tab) —> Global. On the left side, user can see a menu.
2. User can also hide this menu by clicking 'double left arrow icon'. If it is already hidden, user can view it by clicking 'double right arrow icon' at top left side.
3. Any selections made in this menu, will refresh the google map data as well.
4. Menu displays:
 - Search option: Allows to search store by valid store ID. Please refer [How to use Search option available at top left side on the screen](#) for complete details.
 - Below the search option, Severity table shows, live count of alerts listed by severity. If user have searched for any particular store or state, this fields will show counts only for that store or state respectively.
 - User can expand any severity field to see a list of alerts falling under it.
 - User can choose to select or exclude any alert(s) from the list. For each change map will refresh accordingly.
5. Refresh button will allow user to update the result anytime for the selected criteria.

9.1.3 Tabular display of terminal alerts on the basis of their severity

1. On, Portal —> State Management (Module) —> State Management (Tab) —> Global Information Table, shows country-wise count of 'alert generating devices'
2. First column shows list of countries.
3. Remaining 3 columns shows count of alerts listed by High, medium, Low severity respectively.
4. Column title also shows the percentage of respective alerts with respect to total alerts.
5. If user clicks on any country name or pie chart (representing country), table will update to display state wise alert count listed according to alert severity. Google map and left side menu will also update to show refined data.
6. If user clicks on any state name or pie chart (representing state), portal will again update for:
 - Google map will show selected state's each store with google pin.
 - Severity table will show count only for selected state.
 - Bottom table will update. Heading will be '(State Name)-Alert Details' and shows following details of every store. Table view can be modified by clicking on any column head.
 - A. Store ID, Name: ID, Name of each 'alert generating store' in selected state
 - B. Terminal ID: IDs of all the 'alert generating terminals' in the selected state
 - C. Severity: Severity of each alert
 - D. Alert Names: Name of each alert (By clicking on any of these user will be

navigated to [Alert History Page](#) for more details).

E. Date & Time: Date and time when the alert is recorded.

- **How to use Search option available at top left side on the screen**

1. Goto, Portal —> State Management (Module) —> State Management (Tab) —> Global, user can see a search option on top left side.
2. Enter valid store ID in the input field. Click search icon.
 - Severity table below search option, will update to display live count of high, medium, low severity alerts generated within that store. User can also expand severity label to get the list of alerts and respective count.
 - Google map will display the geographical location of store's each 'alert generating terminal' by google pin. To learn how google pin works, please refer '[How store pins work in State Management](#)'.
 - After user clicks search icon in search option (Step 2), while map is getting updated, a table result also displays at the bottom of the screen to show all alerts generated within the store. Table is named as '*(State Name)* - Alert Details' and shows following details for the store. Table view can be modified by clicking on any column head.
 - A. Store ID: Store ID entered in the search box
 - B. Store Name: Name of the searched store
 - C. Terminal ID: IDs of all the 'alert generating terminals' in the selected store
 - D. Severity: Severity of each alert
 - E. Alert Names: Name of each alert (By clicking on any of these user will be navigated to [Alert History Page](#)).
 - F. Date & Time: Date and time when the alert is recorded.

- **How store pins work in State Management**

1. In State Management (Google) Map, geographical location of each 'alert generating terminal' is shown by a Google Pin.
2. When user clicks on any pin, a small popup is displayed which shows store id, store name, form factor (terminal number) and alerts count recorded on that 'alert generating terminal'. Alert counts are shown by severity type.
3. By clicking on any count, user can get complete details about those alerts at the bottom. Which will show [Alert History Page](#).

- **Alert History Page**

Alert History Page provides complete alert history of the terminal in three grids.

1. **Alert History For (*Terminal Number*) Grid**

This grid shows all alerts and their details, generated by the same terminal in the past.

Alert Names: Name of the alert. User can view complete Alert Details by clicking expand button at the left. Alert Reason tab shows the cause of alert. And Action Required tab shows the steps to fix the problem.

Severity: Severity of the alert. e.g. *High/Medium/Low*

Status: Status of alert e.g. Open, Close.

Date & Time: Date and time when the alert is recorded.

User can also register to get the log for all future alerts for the terminal by clicking 'Enable Trace' button.

2. 'Trace Parameter History' Grid

This grid lists all the changes happened in current terminal's parameters.

3. 'Recent transactions' Grid

This grid shows 5 most recent transactions executed on the terminal. Clicking 'View All' here, will redirect user to '[View - Sales \(Recent Transactions\)](#)' table of Sale Dashboard. (Here, to view complete transaction details, user can click Expand button at the left. Fields associated with each transaction are listed in [Table 5.1.1](#). Please note that Export does not include all below fields).

On the '[View - Sales \(Recent Transactions\)](#)' table, **Advance filter** ([Image 5.1.5](#)) offers user to search transactions for a variety of different categories. You can find detailed description of this 'Advance Filter' at [Advance Filter with Favourite Tabs](#). User can also export this report by clicking 'Export' button.

9.2 Report Dashboard

In this section, user can check the alert history. First, user needs to select the date range / period for which **Alert History Report** should be created. By clicking '**Advance Filter**', user can get specific result by mentioning Store/s, Terminal and Alert Status details. You can find detailed description about 'Advance Filter' at [Advance Filter with Limited Options](#).

After specifying above parameters, user can select either all or specific alerts from '**Search by Severity and Alert Names**' table. User need to select the checkboxes accordingly and click '**Refine Result**' button to update the data in **Alert Graph**.

Alert Graph shows the number of alerts by its type for the selected time period.

Result tab, shows the complete details of the alerts which can also be exported by clicking 'Export' button. Whereas, by clicking **Summary** button user can download overview of alerts.

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9.3 Alert Configuration

As the name itself indicates, this tab manages how each alert will be considered. 'Manage Severity' table here, allows user to customize the alert severity and actions to be taken.

9.3.1 Non-editable fields in the 'Manage Severity' table

- 1. Alert name:** Displays the logical name of each alert, which itself is a short description. Please refer [List of Alerts](#) table for more details.

Table 9.1 – SM Alert and Details

Alert	Default Severity	Reason	Action Required - Client	Action Required - Aurus Support
Advertisement Images Download Failure	Medium	Form Factor is unable to upgrade the Content.	Please confirm that, Network connection is operational. SCP traffic is allowed from store network. Form Factor cabling do not have any issue. Power is available while downloading the images.	Please confirm that, Auto-download flag is present. The config path is correct.
Application Download Failure	High	Application is unable to upgrade successfully on Form Factor device.	Please confirm that, Network connection is operational. SCP traffic is allowed from store network. Form Factor cabling do not have any issue. Power is available while downloading the images.	Please confirm that, Auto-download flag is present. Also check the config path is correct or not.
Chip Error Occured On Form Factor	High	Chip is not inserted properly in the Form Factor.	Try again. Enter chip properly.	Contact Store Owner/ Associate to understand and resolve the issue.
Debit Transaction Failed	High	Debit transaction gets declined on Form Factor.	Please check Store Network. Perform network Diagnostics.	Please confirm that, that the debit transactions are allowed
Delayed Transaction Response Time	High	Form Factor taking more time to perform transaction than the determined time.	Please check Store Network. Perform network Diagnostics.	Please check, if the reason for late response is Aurus or Processor

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Device Authentication Failure	High	'Serial number or MAC ID' sent by the device in request is different than the registered ones.	Please contact Aurus support.	Please check, MAC address and serial number of device is same as registered one.
Device Not Reachable	High	Device having a state management enabled, not sending any SM heartbeat or alert. (This device will be considered as missing devices / terminal after a 24 hour interval time.)	Please confirm that, Terminal is transacting. Firewall setting is allowing connection to SM host.	Please check, if any alert / heartbeat received from the terminal.
Duplicate Transaction	High	Transaction is found to be duplicate on Form Factor.	Please re-process the duplicate transaction if the customer is charged twice (using StorePlace). Contact Aurus Support.	Re-process the duplicate transaction requested by client.
Form Factor Application Crashed	High	Application is crashed on Form Factor.	This alert gets resolved automatically followed by CCT restart.	This alert gets resolved automatically followed by CCT restart.
Form Factor Host Communication Failure	High	Form Factor device fails to connect Transaction Server/Host.	Please check the connection and perform network Diagnostics. Please contact Aurus support if Device is unable to connect to Aurus.	Please confirm that, Device is able to connect to Aurus Host. Firewall setting is allowing connection to Aurus host.
Form Factor In Offline Mode	High	Form Factor facing connectivity issue and fails to connect to the host. CCT stores the transactions offline when Aurus do not send response in certain time.	Please check the connection and perform network Diagnostics. Please contact Aurus support if Device is unable to connect to Aurus.	Check if the issue is from Aurus or Processor.
Form Factor Is Busy	High	Form Factor is busy. CCT not ready for transaction request.	Please make sure that Form Factor is ready to be used.	Check recent Key Exchange and Transactions performed on the Form Factor to

				diagnose the alert.
Form Factor POS Communication Failure	High	Form Factor device fails to connect to POS.	Please confirm that, Network connection is operational. Form Factor application is not crashed. IP address set in Form Factor is correct. POS is responding. POS IP is not changed.	Please confirm that correct ECR IP is configured.
Form Factor Response Timeout	High	Form Factor is unable to connect to Transaction Host.	Please check Store Network. Perform network Diagnostics.	Check if the issue is from Aurus or Processor.
Invalid Server Response	High	Form Factor is not able to parse the transaction response. Incorrect processor details.	Please try again. Contact Aurus support.	Check the processor credential.
Key Exchange Failure	High	Network / connectivity issue Wrong credentials are used for key exchange	Please check network connection. Submit key exchange from device trigger forcefully. Contact Aurus Support.	Try Key exchange again.
Manual Application Download	Medium	Application is downloaded or reset from admin menu.	Please check if Form Factor is able to perform transactions from current application. Reset the correct application on the Form Factor. Download the correct application manually on the Form Factor.	Contact Store Owner to confirm that action is taken with Store Owner Permission. Also, confirm that correct steps are followed to upgrade the application.
Network Diagnostics Performed On Form Factor	High	When a Form Factor sends Network Diagnostics details in the alert request to the Host and it gets	Please avoid below situations, Form Factor fails to ping host server steadily. Form Factor unable to find	This is a notification alert.

		confirmed that the network diagnostics is done on the Form Factor.	ECR URL or port. Form Factor unable to ping store firewall.	
Pending Signature Uploads	Low	Device's off-line Signatures are pending to be uploaded on host. (This alert is for notification purpose. Alert specifies the count of offline signatures uploaded on the host and the count of offline signatures still pending to be uploaded on the server.)	Please check, The connectivity of the device with host. Please wait for a day. Contact Aurus support.	Support need to check device logs to diagnose the problem.
Register Type Changed Manually	Low	Register changed manually. (This alert is just for notification purpose and is also removed from mx devices.)	Please confirm that register is changed by an authorized person after Store Owner Permission.	Contact Store Owner to confirm that action is taken with Store Owner Permission for genuine requirement.
Registration Failed On Form Factor	Low	Registration process fails on Form Factor. (This alert is not get generated on Production as while Registration client use dummy terminal and this terminal is not present in store-place DB.)	Please check the connectivity and try again. Contact Aurus support.	Please check the base template.
Reward Communication Test Fail	Low	Loyalty application is not receiving the loyalty communication test from the Form Factor device.	Please confirm that the reward system is working fine.	Please contact Store Owner / Merchant to confirm that the loyalty system is working fine.

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Reward Not Applied	High	Customer eligible for loyalty but transaction host fails to apply it for the specific Form Factor.	Please check the reward details in transaction details.	Please contact Store Owner / Merchant to confirm that the loyalty system is working fine.
Scan And Trace POS Location	Medium	POS IP which is registered in Form Factor configuration is not found.	Check that Device is connected to the network. POS communication is working fine.	Please confirm that correct ECR IP is configured.

2. Threshold count: When any particular alert count reaches this threshold value, an email/SMS is sent to the contact mentioned in Point 1 in [Alert History Page](#).

9.3.2 Editable fields in the 'Manage Severity' table

- 3. Severity:** Decides the importance and thus urgency for the alert.
- 4. Email:** If checked, indicates that email will be sent on the email id specified in Point 1 in [Alert History Page](#).
- 5. SMS:** If checked, indicates that sms will be sent to the number specified in Point 1 in [Alert History Page](#).
- 6. Reset:** By clicking this option, authorized user can reset the alert severity to its default value i.e. Medium. To enable Reset option, user first need to click **Action** (to enable reset), then **Reset** button and at last **Action** (to save).
- 7. Action:** With this option, authorized user can edit value of all editable fields individually.

At the bottom of the screen, there are two buttons:

Update All: With this option, authorized person can save all changes in one click.

Reset All: With this option, authorized person can reset all the editable options to default value in one click.

9.4 Device Trigger

In this tab, user actually takes an action for the alert, by following below mentioned steps:

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1. Goto, Portal —> State Management (Module) —> Device Trigger (Tab)
2. User can see a table showing Store ID, Name and Number of Terminals functioning for that corporate.
3. By expanding any Store ID field, user can see a list of terminals registered under that store. It also shows terminal details like Terminal ID, Device Type, Model Name, Serial Number and live Device Status. User can export all these details along with device details using '**Export**' button.
4. 'Device Status' for last two hours is determined on the basis of SM heartbeat / SM alert sent by device every hour.
5. By expanding any Terminal ID, in 'Trigger Details' tab, user can see various options that can be performed on alert generating terminal. These options are:
 - Form Factor Reboot: Allows user to reboot that terminal.
 - Key exchange: If user submits this option, a key will be exchanged between that terminal and a host. A successful key exchange confirms that terminal is ready to communicate with the host.
 - Config Signup: User can submit the request for necessary updates i.e. partial config using this option
 - Full Config Download: User can submit the request for complete updates i.e. full config download using this option
6. Next to 'Trigger Details' tab, user can see 'Audit Trail' tab, which shows complete history of all the actions which have been taken in the past for that terminal. Type and time of action is also mentioned with the executant's name.
7. User can also search for a particular terminal using 'Advance Filter', located at the top right side. You can find detailed description of this 'Advance Filter' at [Advance Filter with Limited Options](#).
8. User can change the column view by clicking down arrow, placed next to column title. A popup offers to:
 - **Sort in Ascending** order
 - **Sort in Descending** order
 - Hide or view the **Columns****Filter** the result by applying parameter values.

10.0 Reports

Business reports record business progress and provide a means of comparing periods of time, project details, and history of growth. Reports help to formulate budget and marketing plans for future. They also help to understand which products or services are most successful, and which markets to focus on. Reports section unites different views of the enterprise in one place.

In Report Module,

All Reports tab displays all the available reports.

My Custom Reports tab displays all the reports customized by user. Only ‘Summary by Store, Store Summary, Diligence, Settlement Store Summary’ reports allow users to customize the report. Please refer respective report details to check how these reports can be customized. User are notified by an email if the customized schedule report is about to expire.

In **All Reports** tab, different types of reports are available which are listed below:

10.1 Summary By Store Report

This report shows sale performance of each Store by card type, so that user can see which stores generates the most revenue. User can also filter data using Advance Filter.

How to view & export Summary By Store Report

- Go to ‘Reports’—>‘Analytics’—>‘All Reports’—>‘Summary By Store Report’.
- By default, user will see report for yesterday. User can select other time period from ‘Yesterday’ labeled drop down on the left side.
- By using ‘Advance Filter’, user can get report for any store by submitting its location details like Country, State, Stores, Terminal details. You can find detailed description of this ‘Advance Filter’ at Advance Filter with Limited Options.
- Result table displays Sales collected by each Store by Card Type.
- User can also save this report in excel format by clicking ‘Export’ button placed at the bottom right side of the table.

How to Customize and schedule Summary By Store report:

- Under ‘Reports’—>‘Analytics’—>‘All Reports’—>‘Summary By Store Report’, click Settings

icon.

- User will see variety of filters, scheduling options under 'Customize (Summary By Store Report)' popup. Here, user can customize the report view, data, can schedule frequency, and can specify the email(s) id of the desired recipients.
- Once user clicks 'Save' button on the Customize popup, he will be asked to name the filter. And this filter will be added in the 'My Custom Reports' with this name.
- Scheduled report will be emailed to mentioned recipients at set time.

10.2 Store Summary Report

This report shows sales details categorized by Tender as well as Card Type used during transaction (e.g. Credit, Debit, Check, Cash, Gift etc). User can also filter data using Advance Filter.

How to view & export Store Summary Report

- Go to 'Reports'—>'Analytics'—>'All Reports'—>'Store Summary Report'.
- By default, user will see report for yesterday. User can select other time period from 'Yesterday' labeled drop down on the left side.
- Sales Total shows 'Total Revenue' made in selected time period.
- Transaction Count shows total number of transactions performed in Selected Time Period.
- Store Count is 'Count of Stores which collected the Sales Total in Selected Time Period' / 'Total Number of Stores registered under the Account'.
- Here, Pie Chart displays the volume of each Tender Type. Whereas, 'Card Brands Included' chart displays division of Sales Total by Tender Type subdivided into Card Type.
- Result table displays Sales collected by each Store by Tender Type. User can select 'Card Type categorization view' by Clicking Card Type from Drop Down. User can also expand store to view Detailed Categorization of Sales into Tender as well as Card Type.
- By using 'Advance Filter', user can get report for any store by submitting its location details

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like Country, State, Stores, Terminal details. You can find detailed description of this 'Advance Filter' at [Advance Filter with Limited Options](#).

- User can also save this report in excel format by clicking 'Export' button placed at the bottom right side of the table.

How to Customize and schedule StoreSummary report:

- Under 'Reports'—>'Analytics'—>'All Reports'—>'Store Summary Report', click Settings icon.
- User will see variety of filters, scheduling options under 'Customize (Store Summary Report)' popup. Here, user can customize the report view, data, can schedule frequency, and can specify the email(s) id of the desired recipients.
- Once user clicks 'Save' button on the Customize popup, he will be asked to name the filter. And this filter will be added in the 'My Custom Reports' with this name.
- Scheduled report will be emailed to mentioned recipients at set time.

10.3 Transactions Report

StorePlace also permits user to create reports based on Transaction status

Steps to Export Approved Transactions

Step 1: Click 'View All' button on 'Sale Dashboard'.

Step 2: Open 'Advance Filter' and select 'Transaction Date' category. Set Start - End Date. Click Apply

Step 3: Select 'Transaction status' category. Set it to 'Approved'. Click Apply

Step 4: Click Submit button. Approved transactions for selected duration will display.

Step 5: Click Export button located at the bottom to export the result in CSV, Excel or PDF format.

Steps to Export Declined Transaction

Please repeat above steps, but, for step 3, set 'Transaction status' category to 'Declined'.

10.4 Diligence Report

Diligence reports show all poor activities occurred in the account. There are 9 individual graphs to show such activities and related statistics. Using 'Advance Filter' user can find the specific result. You can find detailed description of 'Advance Filter' at [Advance Filter with Limited Options](#). The 9 diligence reports are:

10.4.1 Reversals Report

Reversals Report shows all reverse transactions which are executed to cancel original transaction. In such scenarios neither customer is charged nor the merchant gets paid and the transaction is considered as void.

10.4.2 Failed Reversals Report

Failed Reversals Report shows all reverse transaction which gets failed. In such cases customer is charged but merchant does not get confirmation immediately.

10.4.3 Duplicates Report

Duplicates report shows transactions having recurrent details. Transactions are considered as duplicates if they have same values for below mentioned parameters:

1. Corporate ID
2. Store ID
3. Terminal ID
4. Approved Transaction Amount
5. Transaction Tip Amount
6. Transaction Tax Amount
7. Transaction Discount Amount
8. Card type
9. Card expiry date
10. Card last 4 digits
11. Transaction type
12. Transaction status - Approved only
13. Maximum time difference in duplicates is 3 minutes based on the Aurus host transaction date and time
14. Exclude the transaction, if any transaction is Reversed, Voided, Refunded [Refund on next day]
15. Exclude the transaction, if the transaction is having the same approval code Compare the transaction based on store date and time if the transaction is offline [Store and forward scenario, usually the transaction gets compared based on the Aurus host transaction date and time]

10.4.4 Declines Report

Transactions which were rejected are displayed in this report along with the reason. In such cases, transaction fails at initial stage, hence neither customer is charged nor merchant get's paid.

10.4.5 Inactive Stores Report

Stores which are closed or not recording any action during the working time is considered as inactive stores.

10.4.6 IVR Report

Interactive Voice Response i.e. IVR transactions are the transactions executed over phone by entering Card Details on an automated system to make a payment. IVR report shows such transaction against the date.

10.4.7 Store and Forward Report

This report shows offline transactions performed when terminal had a problems communicating with the host. In such situations, terminal processes transaction in offline mode, store them and then forward them to host after working connection is established.

10.4.8 Key Exchange Report

A key is exchanged between terminal and host whenever terminal reboots and is ready to perform. Key Exchange Report shows count of such key exchanges happened against date. 'Key exchange Summary' display number of Key Exchanges and Reboots of available devices. User can view P2PE status by expanding transaction, or in Export Report or by applying P2PE status from Advance Filter.

10.4.9 Void Transactions Report

This report shows all transactions which are cancelled after they are authorized.

How to get 'Summary', 'Report' or 'Export' any one of the above 9 Diligence Reports

Step 1: On portal go to 'Reports' —> 'Analytics' —> 'All Reports' —> 'Diligence Report'

Step 2: User can see all above nine individual graphs showing yesterday's data. User can choose other time period from the options given in drop down.

Step 3: On any graph, click 'Search' option for complete details. Portal will display a line graph showing count and amount of the transactions. Below this line graph a table chart shows more detailed data. By default, data will be for time period which user selected on 'Diligence Report'. Which user can again change to options given in the drop down.

Step 4: User can also customize the result by using 'Advance Filter'.

Step 5: Export option at bottom right allows user to get the detailed Table Chart Data in Excel/CSV/PDF format.

Step 6: Report option at bottom right allows user to get the Graph Data in Excel format.

Step 7: Summary option is available only for **Declines, Inactive Stores, Store and Forward, Key Exchange** reports. 'Summary' button is placed with 'Report' or 'Export' options and provides synopsis of performed transaction in xls format.

How to Customize and schedule Diligence report:

- On portal go to 'Reports'—>'Analytics'—>'All Reports'. Click on Settings icon on Diligence Report tab for Customization and scheduling options.
- 4. User will see variety of filter, scheduling options under 'Customize (Diligence Reports)' popup. Here, user can customize the report view, data, can schedule frequency, and can specify the email(s) id of the desired recipients.
- Once user clicks 'Save' button on the Customize popup, he will be asked to name the filter. And this filter will be added in the 'My Custom Reports' with this name.
- Scheduled report will be emailed to mentioned recipients at set time.

10.5 Average Spend By Visit Report

This report shows the average of amount spend by the customers in their consecutive visits and listed against brands.

How to view Average Spend by visit report:

Step 1: On portal go to 'Reports'—>'Analytics'—>'All Reports'—>'Average Spend By Visit'

Step 2: Click on 'Average Spend by visit' report, user will see average spend by visit report for

yesterday's account data.

Step 3: With 'Advance Filter' user can get report for any store. You can find detailed description of this 'Advance Filter' at [Advance Filter with Limited Options](#).

Step 4: User can also get the report in excel format by clicking 'Export' button placed at the bottom right side of the table.

10.6 Spend By Ticket Report

This report displays the categorization of ticket's count by the spending amount and listed against brands.

How to view Spend by ticket report:

Step 1: On portal go to 'Reports'—>'Analytics'—>'All Reports'—>'Average Spend By Visit'

Step 2: Click on 'Average Spend by visit' report, user will see average spend by visit report for yesterday's account data.

Step 3: With 'Advance Filter' user can get report for any store. You can find detailed description of this 'Advance Filter' at [Advance Filter with Limited Options](#).

Step 4: If user wants to view or compare two brands then select brands from the drop down list located on top right corner of the screen.

Step 5: User can also get the report in excel format by clicking 'Export' button placed at the bottom right side of the table.

10.7 Settlement Store Summary Report

This report shows final settlement amount raised by each store and are categorized on the basis of type of card used during transaction (e.g. Credit, Debit, Check, Cash, Gift etc.). User can also filter data in terms of Country, State, Store, Date, Terminal, Tender, Entry Data Source using Advance Filter.

How to view & export Settlement Store Summary Report

- Go to 'Reports'—>'Analytics'—>'All Reports'—>'Settlement Store Summary Report'. By default, user will see report for yesterday. User can select other time period from 'Yesterday' labeled drop down on the left side.

- By using 'Advance Filter', user can get report for any store by submitting its location details like Country, State, Stores, Terminal details. You can find detailed description of this 'Advance Filter' at [Advance Filter with Limited Options](#).
- User can also save this report in excel format by clicking 'Export' button placed at the bottom right side of the table.

How to Customize and schedule Settlement Store Summary Report:

- Under 'Reports'—>'Analytics'—>'All Reports'—>'Settlement Store Summary Report', click Settings icon.
- User will see variety of filters, scheduling options under 'Customize (Settlement Store Summary Report)' popup. Here, user can customize the report view, data, can schedule frequency, and can specify the email(s) id of the desired recipients.
- Once user clicks 'Save' button on the Customize popup, he will be asked to name the filter. And this filter will be added in the 'My Custom Reports' with this name.
- Scheduled report will be emailed to mentioned recipients at set time.

10.8 PLCC Application Report

This report shows details of all PLCC applications processed. Card could be issued for Domestic / International applications. (To get details of all international PLCC applications, please select **Applicant Type** as **International** in advance filter.)

How to view & export PLCC Application Report

- 'Reports'—>'Analytics'—>'All Reports'—>'PLCC Application Report'. By default, user will see report for 'Yesterday'. User can change it to any other period from drop down.
- **PLCC Application** tab shows,

Total: Total number of PLCC applications (Approved + Declined)

Approved: Total number of approved PLCC applications

Declined: Total number of declined PLCC applications

- By default, user will see report for 'Yesterday'. User can change it to any other period from

drop down.

- **Result** grid shows, details of all the applications processed for PLCC card. User can email or export any 'PLCC applications receipt' by clicking respective button in Export column.
- User can also see complete details of any PLCC Application in 'Application Details' tab, by clicking expansion button situated at the left side. (For international applications, an additional '\$1 Auth Transaction' tab is displayed. This tab shows details of 1\$ transaction, which is performed for authentication purpose.)
- User can apply 'Advance Filter' for a specific search. You can find detailed description of this 'Advance Filter' at [Advance Filter with Favourite Tabs](#).
- User can export the report in CSV or XLS or PDF format by clicking 'Export' button. 'Summary' button, which is placed with 'Export', provides synopsis of the report.

10.9 QBR Performance Report

QBR i.e. Quarterly Business Review Performance Report gives complete transaction overview for the account. This report shows all transaction categorized into all possible types e.g. Approved, Declined, Reversal, Failed Reversal, Void, Refund, IVR, VT, SnF Approved, SnF Declined and Duplicates.

Report also determines 'Rise' or 'Fall' by comparing them with pre-determined 'Threshold Value' and is shown by respective colors and graph.

How to view & export QBR Performance Report

- 'Reports'—>'Analytics'—>'All Reports'—>'QBR Performance Report'.
- By default, user will see report for 'Last 3 Months'. User can change it to 'This Year' or 'last Year' as well. Report data will be updated for the selected time period everytime.
- A 'Gauge', at top left side on the report, represents the proportion of Approved transactions by Green part and Declined transactions by red part. Total (Approved + Declined) number of transactions is displayed beneath this Gauge. Below this number, Approved and Declined transaction count (with percentage and respective arrow indicator) is shown for the period selected by user. Below this figures, percentage of Approved and Declined transactions for

the period previous to selected period is shown with arrow indicators. Furthermore, below the previous period numbers, Approved and Declined number of transactions for even before previous period is shown, with arrows indicators.

- On the right side of the Gauge, percentage of 'Reversal, Failed Reversal, Void, Refund, IVR, VT, SnF Approved, SnF Declined and Duplicates' are shown. Beneath these percentage figures, Industry averages are also specified.
- In the bottom part of the report, 'QBR Comparison Report' is shown by bar graph for selected time period. Here, selected period is compared with previous two periods by bars. By default, graph is all types of transactions. User can choose a particular type of transaction by selecting that type from the list.
- Instead of 'QBR Comparison Report' bar graph, user can view numbers from 'Transactions' table by clicking Grid Icon present on the top right side. User can select back the bar graph by clicking Bar Graph Icon.
- 'Transactions' table shows the count of all the transaction types for each month of the selected time period. Along with these actual values, average number, average percentage (with arrow indicator) and industry average are also shown.
- 'Set up' table displays total number of all Stores, Terminals, and Users registered in each month in selected time period. Along with these actual values, average number, average percentage (with arrow indicator) and threshold values are also shown.
- 'Transactions' and 'Set up' table data can be exported by clicking export button.

10.10 Transactions Per Minute Report

This report shows the detailed count of all types of transactions carried out in selected time period.

How to view Transactions Per Minute Report

- 'Reports'—>'Transactions Per Minute Report'.
- Select the two consecutive dates i.e. start and end date (Maximum period allowed is 2days). Click Apply.

- Total Transactions count, categorized by Approved and Declined, will be displayed by line graph. User can check the 'categorization of a particular Transaction Type into Approved and Declined' by clicking respective button e.g. Total, Order, Reversal, Void, Refund, IVR, VT, etc.
- Total Transactions count, categorized by Store Brand, will be displayed by line graph. User can check the 'categorization of a particular Transaction Type into Store Brand' by clicking respective button e.g. Total, Order, Reversal, Void, Refund, IVR, VT, etc.
- User can also view count of all the transactions in table format by clicking Grid View button, which is placed just after Line Graph Button.
- User can apply 'Advance Filter' for a specific result (You can find detailed description of this 'Advance Filter' at Advance Filter with Limited Options).

10.11 Feedback/Rating/Survey Report

This report shows the feedback gathered from the customers through Aurus Pin Pad.

How to view the number of Polls recorded for a specific Response of a specific Survey Question

- Go to 'Reports'—>'Feedback/Rating/Survey Report'.
- Open Survey Filter and select a Survey and Survey Question. Click Filter.
- Bar Graph will load. Each bar demonstrates numbers of Polls recorded for a particular Response. User can mouse over the bar to view the number of Polls and Percentage from total Polls.

How to find the Transactions against which a specific Response is recorded for a specific Survey Question

- Go to 'Reports'—>'Feedback/Rating/Survey Report'.
- Click Grid View button, which is placed just after Line Graph Button.
- Open Survey Filter and select a Survey, Survey Question and Survey Answer. Click Filter.
- Portal will load the Yesterday's Transactions for which response (specified in Survey Filter)

was recorded from customers. User can change to different time periods from drop down at left.

- User can view complete transaction details by clicking Expand button at the left. Fields associated with each transaction are listed in [Table 5.1.1](#).
- User can apply 'Advance Filter' for a specific result (You can find detailed description of this 'Advance Filter' at Advance Filter with Limited Options).

10.12 Reconciliation reports

Please refer [Reconciliation](#) module for detailed description of all four Reconciliation reports.

11.0 Reconciliation

‘Reconciliation’ is a feature that ensures absolute accuracy by verifying that ‘Host, ‘Pos’ and ‘Processor’ transactions data is in agreement. This is achieved by making sure that the balances match at the end of every Settlement and all the discrepancies are corrected.

StorePlace generates four different types of Reconciliation reports, they are:

- 11.1 [T-Log Reconciliation Report for POS - Host Transactions](#)
- 11.2 [Processor Deposit Reconciliation Report for Processor - Host Transactions](#)
- 11.3 [Three Way Reconciliation Report for POS – Host - Processor Transactions](#)
- 11.4 [Reconcile Transaction Report](#)

11.1 T-Log Reconciliation Report for POS-Host Transactions

This report is generated at the end of every settlement and compares ‘POS Transactions’ with ‘Host Transactions’. User can export all the transactions of ‘T-Log Reconciliation Report’ module by clicking ‘Export’ button at the bottom. This report consists of six sections, viz.

- [T-Log Reconciliation showing Summary](#)
- [Discrepancies by Store Grid](#)
- [Discrepancies by Transactions Grid](#)
- [Transaction Adjustments Grid](#)
- [Transactions No Poll Grid](#)
- [Reconciled Transactions Grid](#)

Let’s understand them one by one.

11.1.1 T-Log Reconciliation

This section shows summary for selected date and corporate. This summary is updated whenever user applies a filter from ‘Advance Filter’ or selects any store (You can find detailed description of this ‘Advance Filter’ at [Advance Filter with Limited Options](#)). User can clear applied filter by clicking ‘Clear All Filters’ button (Button appears next to back button, only when a filter is applied).

Goto Portal -> Reports -> T-Log Reconciliation, user will be able to see report for ‘day before yesterday’. User can change it to any other day from the date dropdown.

Most recent T-Log Reconciliation report available on StorePlace portal is always 2 days before today. This is because,

1. Considering the time difference, Aurus needs to take care of all the time zones.
2. Aurus also needs to confirm that the updated POS feed file will be ready from client, so as to compare with ‘Host Data’.
3. StorePlace also considers that settlement needs to be performed for that day. So that the difference, if any, can be checked and corrected.

On portal, Upper part of the T-Log Reconciliation report shows:

POS Sales: This figure is sent from client i.e. POS feed file. This figure specifies the final amount client expects to be settled. Difference is indicated by Arrow, Percentage and Actual amount, next to this figure.

Host Ledger: This figure is calculated from the data available at Host and shows final amount settled.

Below this figures,

‘By Card Type’ section shows, details of the cards used in all the transactions. Card details includes Tender Type (e.g. Credit, Debit, Gift, etc.), which can be further categorized into respective Card Type (e.g. Visa, MasterCard) along with transaction amount. Red arrow indicates POS has lower number than Host. Whereas, Green colour indicates POS has higher number than Host. A number next to these arrows shows the difference.

‘By Transaction Type’ graph shows the transaction amount on the basis of transaction type i.e. Sale, Void, Refund, etc.

11.1.2 View - Discrepancies by Store

1. Goto Portal -> Reports -> T-Log Reconciliation.
2. ‘View - Discrepancies by Store’ Grid shows details of all discrepancies currently present between Host and POS. Grid shows this details on the basis of each store.

Store ID, Store Name: These two columns display Store ID and Name respectively. If user clicks on any Store ID, report will update to show details for that particular store only.

Total Discrepancies: This column shows total number of discrepancies recorded for each store. Here, Green colour indicates that the POS feed file is received, whereas, Red colour indicates POS feed file is yet to receive for that store.

Discrepancies: This count shows confirmed discrepancies against each store.

Adjustments: This count shows discrepancies which were falsely recorded. A common ‘Adjustments’ case is for the Transactions performed using Virtual Terminal. Since VT transactions are performed independent of the POS, no data is recorded in POS Feed File and eventually causes discrepancy.

Reconciled: This count shows number of transactions reconciled or submitted. This count matches the count of transactions in ‘View - Reconciled Transactions’ grid.

Transactions Count: This figure is shown in ‘POS Transaction Count, Colour Code, Percentage Difference, Count Difference’ format. Where,

<i>POS Transaction Count</i>	Shows count of total transactions given from client i.e. POS feed file
<i>Colour Code</i>	Down Red Arrow indicates, POS Count < Host Count Up Green Arrow indicates, POS Count > Host Count
<i>Percentage Difference</i>	$(\text{Difference in POS and Host Transaction Count}) / \text{Host Transaction Count} * 100$
<i>Count Difference</i>	Shows difference in POS and Host transaction count

Amount: This figure is shown in '*POS Transaction Amount, Colour Code, Percentage Difference, Amount Difference*' format. Where,

<i>POS Transaction Amount</i>	Shows Total Transaction Amount given from client i.e. POS feed file
<i>Colour Code</i>	Down Red Arrow shows, POS Transaction Amount < Host Transaction Amount Up Green Arrow shows, POS Transaction Amount > Host Transaction Amount
<i>Percentage Difference</i>	$(\text{Difference in POS and Host Transaction Amount}) / \text{Host Transaction Amount} * 100$
<i>Amount Difference</i>	Shows difference in POS and Host transaction amount

3. It is advisable to note that for any store, after feed file is received, '**Total Discrepancies**' count is always the sum of '**Discrepancies**', '**Adjustments**' and '**Reconciled**' counts.

11.1.3 View - Discrepancies by Transactions

This grid shows details of all the transactions which are confirmed to be discrepant after POS feed file is received. User can see complete transaction details by clicking expansion button situated at the left side.

Grid Details:

Ticket Number: Ticket number of the Transaction.

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Store#: ID of the store who performed the Transaction.

Identifier: Indicates who recorded the discrepancy, i.e. POS or Aurus.

Transaction Type: Indicates the type of transaction e.g. Order, Void, Return, Reversal, etc.

Customer Name: Shows customer name.

Card#: Shows tender type (e.g. Debit, Credit, etc.), card type (e.g. Visa, MasterCard, etc.) and last 4 digits of the card used for transaction.

Date & Time: Shows store date and time of the transaction.

Amount: Shows transaction amount. User can email or download the receipt for Aurus transactions in PDF or TIFF format by clicking on the amount.

Action: Here user can take action on the discrepant transaction by clicking 'Process' button. 'Transaction Submit' popup appears on the screen. If Identifier is 'POS', user can 'Reconcile' that transaction with or without adding a note in the popup. Whereas, if Identifier is 'Aurus', user can either 'Reconcile' or 'Take opposite action e.g.

1. User can charge back customer for Return, Reversal, Void transactions. Or,
2. User can refund to customer for Order, Redeem type transactions'.

Once 'Process' action taken, entry will go to 'Reconciled Transactions Grid' immediately. Status will be 'Reconciled' or 'Submitted' depending upon the option selected in 'Transaction Submit' popup.

11.1.4 View - Transactions Adjustments

This grid shows details of all the transactions which were performed for any kind of adjustment. These transactions could be,

VT transactions: Performed for sale, void or refund.

Transaction processed through reconciliation.

User can see complete transaction details by clicking expansion button situated at the left side. Please refer Grid Details from 'C. View - Discrepancies by Transactions' for complete grid information.

11.1.5 View - Transactions No Poll

This grid shows details of all the transactions which seems to be discrepant before POS feed file is received. User can see complete transaction details by clicking expansion button situated at the left side.

For any store, if no feed file is received, all the transactions recorded at Aurus side will be

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displayed here as ‘No Poll Transactions’.

Please refer Grid Details from ‘C. View - Discrepancies by Transactions’ for complete grid information.

11.1.6 Reconciled Transactions Grid

When a user ‘Process’ any transactions from ‘Discrepancies by Transactions’ or ‘Transactions Adjustments’ or ‘Transactions No Poll’ grid, that transactions moves to this grid (will also be displayed in [Three Way Reconciliation Report](#)).

If user have chosen ‘Reconcile’ action in ‘Transaction Submit’ popup, then the status will be ‘Reconciled’. Whereas, if user have chosen to ‘Charge Back or Refund’, status will be ‘Submitted’.

Aurus processes these ‘Submitted’ transactions and the status changes to ‘Processed’ for approved transaction or to ‘Failed’ in case of declined transaction.

User can see complete transaction details by clicking expansion button situated at the left side. User can move Reconciled/Submitted transactions to its previous state by clicking ‘Reconciled/Submitted’ state button which is called as un-marking of transaction.

Please refer Grid Details from ‘C. View - Discrepancies by Transactions’ for complete grid information.

11.2 Processor Deposit Reconciliation Report for Processor-Host Transactions

This report is generated at the end of every settlement and compares ‘Processor Transactions’ with ‘Host Transactions’. However, if any feed file is not received from Processor, a popup appears on the portal displaying the message of data unavailability. User can export all the transactions of ‘Processor Deposit Reconciliation Report’ module by clicking ‘Export’ button at the bottom. This report consists of five sections, viz.

- [Processor Deposit Reconciliation showing Summary](#)
- [Discrepancies by Store Grid](#)
- [Discrepancies by Transactions Grid](#)
- [Transactions No Poll Grid](#)
- [Reconciled Transactions Grid](#)

Let’s understand them one by one.

11.2.1 Processor Deposit Reconciliation

This section shows summary for selected date and corporate. This summary is updated whenever user applies a filter from ‘Advance Filter’ or selects any store (You can find detailed description of this ‘Advance Filter’ at [Advance Filter with Limited Options](#)). User can clear applied filter by clicking ‘Clear All Filters’ button (Button appears next to back button, only when a filter is applied).

Goto, Portal -> Reports -> Processor Deposit Reconciliation. By default, user will be able to see report for ‘day before yesterday’. User can change it to any other day from the date dropdown. Mostt recent Processor Deposit Reconciliation report available on StorePlace portal is always 2 days before today. This is because,

1. Considering the time difference, Aurus needs to take care of all the time zones.
2. Aurus also needs to confirm that the updated feed file will be ready from all the processors running for the corporate, which then will be compared with 'Host Data'.
3. StorePlace also considers that settlement needs to be performed for that day. So that the difference, if any, can be checked and corrected.

On portal, Upper part of the Processor Deposit Reconciliation report shows:

Processor Deposit: This figure is sent from the processors running for the corporate i.e. Processor feed file. This figure specifies the final amount processor confirms to be settled. Difference is indicated by Arrow, Percentage and Actual amount, next to this figure.

Host Ledger: This figure is calculated from the data available at Host and shows final amount settled.

Below this figures,

'By Card Type' section shows, details of the cards used in all the transactions. Card details includes Tender Type (e.g. Credit, Debit, Gift, etc.), which can be further categorized into respective Card Type (e.g. Visa, MasterCard) along with transaction amount. Red arrow indicates Processor has lower number than Host. Whereas, Green colour indicates Processor has higher number than Host. A number next to these arrows shows the difference.

'By Transaction Type' graph shows the transaction amount on the basis of transaction type i.e. Sale, Void, Refund, etc.

11.2.2 View - Discrepancies by Store

Goto Portal -> Reports -> Processor Deposit Reconciliation.

'View - Discrepancies by Store' Grid shows details of all discrepancies currently present between Host and Processor. Grid shows this details on the basis of each store.

Store ID, Store Name: These two columns displays Store ID and Name respectively. If user clicks on any Store ID, report will update to show details for that particular store only.

Total Discrepancies: This column shows total number of discrepancies recorded for each store. Here, Green colour indicates that the Processor feed file is received, whereas, Red colour indicates Processor feed file is yet to receive for that store.

Discrepancies: This count shows confirmed discrepancies against each store.

Reconciled: This count shows number of transactions reconciled or submitted. This count matches the count of transactions in 'View - Reconciled Transactions' grid.

Transactions Count: This figure is shown in '*Processor Transaction Count, Colour Code, Percentage Difference, Count Difference*' format. Where,

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<i>Processor Transaction Count</i>	Shows count of total transactions given from client i.e. Processor feed file
<i>Colour Code</i>	Down Red Arrow indicates, Processor Count < Host Count Up Green Arrow indicates, Processor Count > Host Count
<i>Percentage Difference</i>	$(\text{Difference in Processor and Host Transaction Count}) / \text{Host Transaction Count} * 100$
<i>Count Difference</i>	Shows difference in Processor and Host transaction count

Amount: This figure is shown in ‘Processor Transaction Amount, Colour Code, Percentage Difference, Amount Difference’ format. Where,

<i>Processor Transaction Amount</i>	Shows Total Transaction Amount given from client i.e. Processor feed file
<i>Colour Code</i>	Down Red Arrow shows, Processor Transaction Amount < Host Transaction Amount Up Green Arrow shows, Processor Transaction Amount > Host Transaction Amount
<i>Percentage Difference</i>	$(\text{Difference in Processor and Host Transaction Amount}) / \text{Host Transaction Amount} * 100$
<i>Amount Difference</i>	Shows difference in Processor and Host transaction amount

It is advisable to note that for any store, after feed file is received, ‘**Total Discrepancies**’ count is always the sum of ‘**Discrepancies**’ and ‘**Reconciled**’ counts.

11.2.3 View - Discrepancies by Transactions

This grid shows details of all the transactions which are confirmed to be discrepant after Processor feed file is received. User can see complete transaction details (including ‘Processor rejected Reason’) by clicking expansion button situated at the left side.

Grid Details:

Ticket Number: Ticket number of the Transaction.

Store#: ID of the store who performed the Transaction.

Identifier: Indicates who recorded the discrepancy, i.e. Processor or Aurus.

Transaction Type: Indicates the type of transaction e.g. Order, Void, Return, Reversal, etc.

Customer Name: Shows customer name.

Card#: Shows tender type (e.g. Debit, Credit, etc.), card type (e.g. Visa, MasterCard, etc.) and last 4 digits of the card used for transaction.

Date & Time: Shows store date and time of the transaction.

Amount: Shows transaction amount. User can email or download the receipt for Aurus transactions in PDF or TIFF format by clicking on the amount.

Action: Here user can take action on the discrepant transaction by clicking 'Process' button. 'Transaction Submit' popup appears on the screen. If Identifier is 'Processor', user can 'Reconcile' that transaction with or without adding a note in the popup. Whereas, if Identifier is 'Aurus', user can either 'Reconcile' or 'Take opposite action e.g. User can charge back customer for Return, Reversal, Void transactions. Or, User can refund to customer for Order, Redeem type transactions'.

Once 'Process' action taken, entry will go to 'Reconciled Transactions Grid' immediately. Status will be 'Reconciled' or 'Submitted' depending upon the option selected in 'Transaction Submit' popup.

11.2.4 View - Transactions No Poll

This grid shows details of all the transactions which seems to be discrepant before Processor feed file is received. User can see complete transaction details by clicking expansion button situated at the left side.

For any store, if no feed file is received, all the transactions recorded at Aurus side will be displayed here as 'No Poll Transactions'.

Please refer Grid Details from '[Discrepancies by Transactions](#)' for complete grid information.

11.2.5 Reconciled Transactions Grid

When a user 'Process' any transactions from 'Discrepancies by Transactions or Transactions No Poll' grid, that transactions moves to this grid (will also be displayed in [Three Way Reconciliation Report](#)).

If user have chosen 'Reconcile' action in 'Transaction Submit' popup, then the status will be 'Reconciled'. Whereas, if user have chosen to 'Charge Back or Refund', status will be

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‘Submitted’.

Aurus processes these ‘Submitted’ transactions and the status changes to ‘Processed’ for approved transaction or to ‘Failed’ in case of declined transaction.

User can see complete transaction details by clicking expansion button situated at the left side. User can move Reconciled/Submitted transactions to its previous state by clicking ‘Reconciled/Submitted’ state button which is called as un-marking of transaction.

This grid is listed in way that the transactions are always listed in a pair e.g. Order-Void, Order-Reversal, Return-Void, Return-Reversal, Redeem-Void, Redeem-Reversal transactions always are listed together one below the other.

Please refer Grid Details from ‘[Discrepancies by Transactions](#)’ for complete grid information.

11.3 Three Way Reconciliation Report for POS-Host-Processor Transactions

This report is generated at the end of every settlement and shows analysis of comparison between ‘Pos’, ‘Host’ and ‘Processor’ Transactions. If any feed file is not received from Processor, a popup appears on the portal displaying the message of data unavailability. User can export all the transactions of ‘Three Way Reconciliation Report’ module by clicking ‘Export’ button at the bottom. This report consists of six sections, viz.

- [Three Way Reconciliation showing Summary](#)
- [Discrepancies by Store Grid](#)
- [Discrepancies by Transactions Grid](#)
- [Transaction Adjustments Grid](#)
- [Transactions No Poll Grid](#)
- [Reconciled Transactions Grid](#)

Let’s understand them one by one.

11.3.1 Three Way Reconciliation

This section shows summary for selected date and corporate. This summary is updated whenever user applies a filter from ‘Advance Filter’ or selects any store (You can find detailed description of this ‘Advance Filter’ at [Advance Filter with Limited Options](#)). User can clear applied filter by clicking ‘Clear All Filters’ button (Button appears next to back button, only when a filter is applied).

Goto Portal -> Reports -> Three Way Reconciliation. By default, user will be able to see report for ‘day before yesterday’. User can change it to any other day from the date dropdown.

Most recent Three Way Reconciliation report available on StorePlace portal is always 2 days before today. This is because,

Considering the time difference, Aurus needs to take care of all the time zones.

Aurus also needs to confirm that the updated feed file will be ready from POS and all the processors running for the corporate, which then will be compared with ‘Host Data’.

StorePlace also considers that settlement needs to be performed for that day. So that the difference, if any, can be checked and corrected.

On portal, Three Way Reconciliation report shows following figures:

POS: This figure is sent from client i.e. POS feed files. This figure specifies the final amount client expects to be settled. Difference with **Host** figure is indicated by Arrow, Percentage and Actual amount, next to this figure.

Host: This figure is calculated from the data available at Host and shows final amount settled.

Processor: This figure is sent from the processors running for the corporate i.e. Processor feed file. It specifies the final amount processor confirms to be settled. Difference with **Host** figure is indicated by Arrow, Percentage and Actual amount, next to this figure.

11.3.2 View - Discrepancies by Store

Goto Portal -> Reports -> Three Way Reconciliation.

'View - Discrepancies by Store' Grid shows total count and amount of transactions logged from 'Pos', 'Host' and 'Processor' for each store. Grid shows this details on the basis of each store.

Store ID, Store Name: These two columns displays Store ID and Name respectively. If user clicks on any Store ID, report will update to show details for that particular store only.

POS: This column shows 'total number of transactions' and 'total amount of transactions' recorded for each store from POS side.

HOST: This column shows 'total number of transactions' and 'total amount of transactions' recorded for each store from Host side.

PROCESSOR: This column shows 'total number of transactions' and 'total amount of transactions' recorded for each store from Processor side.

11.3.3 View - Discrepancies by Transactions

This grid shows details of all the transactions which are confirmed to be discrepant after POS and Processor feed file is received. User can see complete transaction details by clicking expansion button situated at the left side.

Grid Details:

Ticket Number: Ticket number of the Transaction.

Store#: ID of the store who performed the Transaction.

Identifier: Indicates who recorded the discrepancy, i.e. POS, Host or Processor.

Transaction Type: Indicates the type of transaction e.g. Order, Void, Return, Reversal, etc.

POS-AUR-PRO: This field indicates the orientation of discrepancy i.e. if the transaction is missing at POS, Host or Processor side by red cross. On the other hand, green cross indicates that the transaction is recorded at that side.

User can get the transaction details by clicking on this field, but only If that transaction is recorded at Host side.

Card#: Shows tender type (e.g. Debit, Credit, etc.), card type (e.g. Visa, MasterCard, etc.) and last 4 digits of the card used for transaction.

Date & Time: Shows store date and time of the transaction.

Amount: Shows transaction amount. User can email or download the receipt for Aurus transactions in PDF or TIFF format by clicking on the amount.

Action: Shows transaction amount.

Action: Here user can take action on the discrepant transaction by clicking ‘**Action**’ button. ‘Transaction Submit’ popup appears on the screen. If Identifier is ‘POS or Processor’, user can ‘Reconcile’ that transaction with or without adding a note in the popup. Whereas, if Identifier is ‘Aurus’, user can either ‘Reconcile’ or ‘Take opposite action e.g.

User can charge back customer for Return, Reversal, Void transactions. Or,

User can refund to customer for Order, Redeem type transactions’.

Once ‘Action’ taken, entry will go to ‘Reconciled Transactions Grid’ immediately. Status will be ‘Reconciled’ or ‘Submitted’ depending upon the option selected in ‘Transaction Submit’ popup.

11.3.4 View - Transactions Adjustments

This grid shows details of all the transactions which were performed for any kind of adjustment. These transactions could be,

VT transactions: Performed for sale, void or refund.

Transaction processed through reconciliation.

User can see complete transaction details by clicking expansion button situated at the left side.

Please refer Grid Details from ‘[Discrepancies by Transactions](#)’ for complete grid information.

11.3.5 View - Transactions No Poll

This grid shows details of all the transactions which seems to be discrepant before all feed files are received. User can see complete transaction details by clicking expansion button situated at

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the left side.

For any store, if no feed file is received, all the transactions recorded at Aurus side will be displayed here as 'No Poll Transactions'.

Please refer Grid Details from '[Discrepancies by Transactions](#)' for complete grid information.

11.3.6 Reconciled Transactions Grid

When a user takes 'Action' for any transactions from 'Discrepancies by Transactions or Transactions Adjustments or Transactions No Poll' grid of 'T-Log / Processor Deposit / Three Way' report, that transactions moves to this grid.

If user have chosen 'Reconcile' action in 'Transaction Submit' popup, then the status will be 'Reconciled'. Whereas, if user have chosen to 'Charge Back or Refund', status will be 'Submitted'.

Aurus processes these 'Submitted' transactions and the status changes to 'Processed' for approved transaction or to 'Failed' in case of declined transaction.

User can see complete transaction details by clicking expansion button situated at the left side. User can move Reconciled/Submitted transactions to its previous state by clicking 'Reconciled/Submitted' state button which is called as un-marking of transaction.

Please refer Grid Details from '[Discrepancies by Transactions](#)' for complete grid information.

11.4 Reconcile Transaction Report

This report shows all the reconciled transactions and their details. This report consists of four sections, viz.

- [Discrepancy by Transactions Grid](#)
- [Reconciliation - Submitted Transactions Grid](#)
- [Recent Approved Grid](#)
- [Recent Declined Grid](#)

Let's understand them one by one.

11.4.1 Discrepancy by Transactions grid

After POS feed file is received, all the transactions which are confirmed to be discrepant from Host, are displayed in this grid. User can apply 'Advance Filter' for a specific search (You can find detailed description of this 'Advance Filter' at [Advance Filter with Limited Options](#)). User can also see complete transaction details by clicking expansion button situated at the left side and can export all these transactions along with 'Reconciled - Submitted Transactions' grid transactions with their details by clicking Export Button. Here, user can take action on multiple transactions at same time by selecting multiple tickets. When user selects ticket/s, 'Process' button appears at the top. When user clicks this 'Process' button, 'Transaction Submit' popup appears on the screen. User can either 'Reconcile' or 'Submit' that transaction with or without adding a note in the popup.

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Grid Details:

Ticket Number: Ticket number of the Transaction.

Store#: ID of the store who performed the Transaction.

Identifier: Since this table shows only Aurus side transactions, this field is always Aurus.

Transaction Type: Indicates the type of transaction e.g. Order, Void, Return, Reversal, etc.

Customer Name: Shows customer name.

Card#: Shows tender type (e.g. Debit, Credit, etc.), card type (e.g. Visa, MasterCard, etc.) and last 4 digits of the card used for transaction.

Date & Time: Shows store date and time of the transaction.

Amount: Shows transaction amount. User can email or download the receipt for Aurus transactions in PDF or TIFF format by clicking on the amount.

Action: User can process individual transaction by clicking respective 'Process' button.

11.4.2 Reconciliation - Submitted Transactions grid

This grid shows details of,

- All the Aurus transactions submitted from 'Transactions No Poll', 'Transactions Adjustments' or 'Discrepancies by Transactions' grid of 'T-Log' Reconciliation report
- 'Discrepancies caused due to entries present at Host side but not at POS side' from 'Three Way Report'.

User can also see complete transaction details by clicking expansion button situated at the left side. User can export all these transactions from 'Discrepancy by Transactions grid' and 'Submitted transactions' grid along with their details by clicking Export Button.

Please refer Grid Details from '[Discrepancy by Transactions grid](#)' for complete grid information, except for **Action** column where, instead of 'Process' button 'Submitted' button is offered to user, which allows user to unmark transaction to its previous state.

11.4.3 Recent Approved grid

This table displays last 5 submitted transactions which are approved. To view all such transactions, user needs to click 'View All' button. Clicking 'view all', will display 'View - Reconcile Transactions (Recent Approved)' table which shows all submitted transactions which were approved.

User can apply 'Advance Filter' for a specific search. You can find detailed description of this 'Advance Filter' at [Advance Filter with Favourite Tabs](#). User can also see complete transaction details by clicking expansion button situated at the left side and can export all these transactions with their details by Export Button. User can email or download the transaction receipt in PDF or TIFF format by clicking on the amount.

11.4.4 Recent Declined grid

This table displays last 5 submitted transactions which are declined. To view all such transactions, user needs to click 'View All' button. Clicking 'view all', will display 'View -

Reconcile Transactions (Recent Declined)' table which shows all submitted transactions which were declined.

User can apply 'Advance Filter' for a specific search. You can find detailed description of this 'Advance Filter' at [Advance Filter with Favourite Tabs](#). User can also see complete transaction details by clicking expansion button situated at the left side and can export all these transactions with their details by Export Button. User can email or download the transaction receipt in PDF or TIFF format by clicking on the amount.

12.0 Risk And Fraud

'Risk and Fraud' tool helps users to identify and address the possible vulnerabilities in advance. Using this tool, user can also decide the action to be taken for possible risks.

'Risk and Fraud' is made up of three modules. Viz.

1. Store Group
2. Risk Configuration
3. Flagged Transactions

12.1 Store Group

Here, user can create a group of stores. By creating such groups, user can manage multiple stores at a time for any possible risk.

Image 12.1.1

Flagged Transactions Risk Configuration Store Group					
					+ Add Store Group
View Store Groups					
Store Group Name	Description	No. of Stores	Edit	Delete	
PiyushTest		2			
twst1	test	51			
Aurus Test	Aurus Test	1			
Test	Test	2			
Demo		2			
<div> <div>1 2 3 4</div> <div>5</div> <div>Items per page</div> </div> <div>1 - 5 of 20 items</div>					

To create a group user simply need to click 'Add Store Group' button. 'Add Store Group' popup appears where,

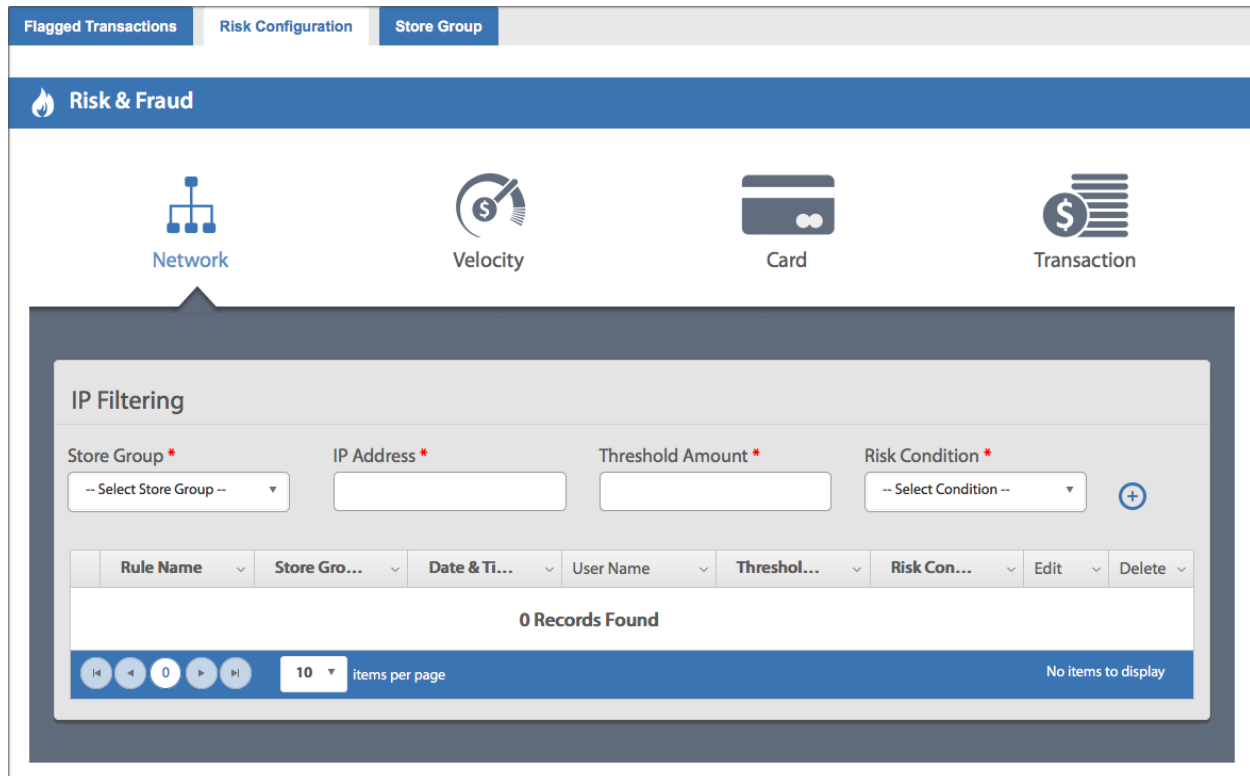
1. User need to name the group,
2. User need to add a short description for a group,
3. User can select multiple Countries, States, and Stores.

Click 'Save'. Group will appear in the 'View Store Groups' with given name, description and total number of stores. User can anytime edit or delete any group.

12.2 Risk Configuration

Here, user actually needs to define action against possible risk and fraud. StorePlace have divided these possible risks in four different categories.

Image 12.2.1



The screenshot shows the 'Risk Configuration' tab in the StorePlace application. The 'Risk & Fraud' section is active, with four categories: Network, Velocity, Card, and Transaction. The 'Network' category is selected, and its configuration form is displayed. The form includes fields for 'Store Group', 'IP Address', 'Threshold Amount', and 'Risk Condition'. Below these fields is a table with columns for 'Rule Name', 'Store Group', 'Date & Time', 'User Name', 'Threshold Amount', 'Risk Condition', 'Edit', and 'Delete'. The table currently shows '0 Records Found'. At the bottom, there is a pagination bar with '10 items per page' and a 'No items to display' message.

12.2.1 Network: Under this category, Risks are defined by IP addresses. Here, user needs to create a rule for a 'possible threat from a particular IP address by defining below mandatory fields,

Store Group: Select the group of stores (created in 'Store Group' tab) to be protected from the alarming IP.

IP Address: Enter the possible threatening IP.

Threshold Amount: Any transaction with or above this amount will get considered.

Risk Condition: Here user needs to decide the action to be taken.

Ignore: Transactions will be processed in normal scenario and will be listed in 'Flagged Transactions' tab with green flag.

Deny And Flag: Transactions will be declined and will be listed in 'Flagged Transactions' tab with red flag.

Process And Flag: Transactions will be processed normally but will be listed in 'Flagged Transactions' tab with orange flag.

After defining above fields, user need to click add button. Rule will appear in '[Rule Details Grid](#)'.

12.2.2 Velocity: Under this category, Risks are judged by frequency and volume of transaction amount. User can create a rule for a possible threat falling under similar situation by defining below mandatory fields,

Rule: Select the possible threatening scenario.

Store Group, Threshold Amount, Risk Condition: These fields are same as in 'Network' category.

After defining above fields, user need to click add button. Rule will start appearing in '[Rule Details Grid](#)'.

12.2.3 Card: Under this category, Risks are considered by a mismatch in card details like, mismatch in Street Address, Zip Code, CVV, etc. User can create a rule in a same way as **Velocity**.

12.2.4 Transaction: Under this category, Risks is created on the basis of transaction e.g. Duplicate Transaction. User can create a rule in a same way as of **Velocity**.

While creating a Rule under this category, user also need specify few more parameters in 'Add Risk Transaction Details' popup, they are:

Time Duration (min): If multiple duplicate transaction are performed within this time period (specified in minutes), they will be considered for risk management.

Transaction Status: Transactions with this status will be considered for risk management.

Threshold Amount: Transaction with amount more than or equal to this amount will be considered for risk management.

Threshold Count: This number specifies the repetition count allowed for duplicate transactions upto this frequency. If duplicate transactions repetition crosses this frequency, they will be considered for risk management.

IP Address: Transactions performed from this IP will be considered for risk management. User need to click Save button to add the rule and it will appear in '[Rule Details Grid](#)'.

• Rule Details Grid

This Grid shows details of all the rules created by user within a category.

Rule Name: Shows the name of the rule created within the category.

Store Group: Lists the groups assigned with the rule.

Date & Time: Date and time of rule creation.

User Name: Name of the rule creator.

Threshold Value: Displays the amount to be considered while processing transaction with or above this amount.

Risk Condition: Displays the action to be taken on the the rule.

Edit / Delete: Provision to edit or delete rules.

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12.3 Flagged Transactions

Transactions, which fulfilled any of the above risk scenarios, are displayed here in 'Flagged Transactions' table. Columns are:

Ticket Number: Ticket number of the transaction.

Transaction Type: Type of transaction i.e. Order, Return, Reversal, Void, etc.

Store#: Store ID.

Transaction Status: Approved / Declined.

Card#: Tender Type, Card Type and Last Four Digits of the Number.

Risk Condition: Displays the option chosen by user in 'Risk Configuration' tab while creating the Rule.

Date & Time: Time details when transaction was executed.

Amount: Amount of transaction.

Image 12.3.1

Flagged Transactions								
Flagged Transactions								
From 09/26/2016 To 10/04/2017								
Ticket Number	Transaction T...	Sto...	Transaction Sta...	Card# La...	Risk Condit...	Date & Time	Amo...	
293170343899709809	Order	818001	Declined	Credit 2124	Deny And Flag	02/03/2017 09:20:36 PM EST	\$8.00	
293170343923117124	Balance Enquiry	818001	Declined	Gift 0606	Deny And Flag	02/03/2017 09:24:33 PM EST	\$10.00	
293170343951972439	Order	818001	Declined	Credit 2124	Deny And Flag	02/03/2017 09:29:13 PM EST	\$10.00	
293170344076517881	Order	818001	Declined	Credit 1139	Deny And Flag	02/03/2017 09:50:04 PM EST	\$19.00	
293170350232908323	Order	818001	Declined	Credit 6016	Deny And Flag	02/04/2017 11:09:25 AM EST	\$15.00	
293170350270072137	Order	818001	Declined	Credit 6016	Deny And Flag	02/04/2017 11:15:35 AM EST	\$10.17	
293170350487458114	Order	818001	Declined	Credit 6016	Deny And Flag	02/04/2017 11:51:50 AM EST	\$17.00	
293170350539603346	Order	818001	Declined	Credit 1139	Deny And Flag	02/04/2017 12:00:30 PM EST	\$25.00	
293170350545853541	Order	717181	Declined	Credit 2149	Deny And Flag	02/04/2017 12:01:36 PM EST	\$4.00	
293170350581709446	Order	818001	Declined	Credit 6016	Deny And Flag	02/04/2017 12:07:32 PM EST	\$21.00	

13.0 Device Management

'Device Management Report' is an inventory to view and track the status of all devices available for user account. Every registered device is displayed in this report with details of all the transactions performed on them. When terminal or device run 'Key Exchange Transaction', the status of that device become ON in device management report and those terminals unable run 'Key Exchange Transactions' they will be marked as OFF, this helps user to see the running status of terminals.

'Device Management Report' displays count of devices with their:

- **Type** e.g. Tablet, Mobile, MX, POS, VT, CCT, etc.
- **Status**. e.g. Registered devices exchange key when they are turned ON. If no key is exchanged, it will be considered as in OFF state. And are shown in the DM report accordingly.

'Device Management Report' also shows complete store details and terminal details as well.

13.1 How to use Device Management Report

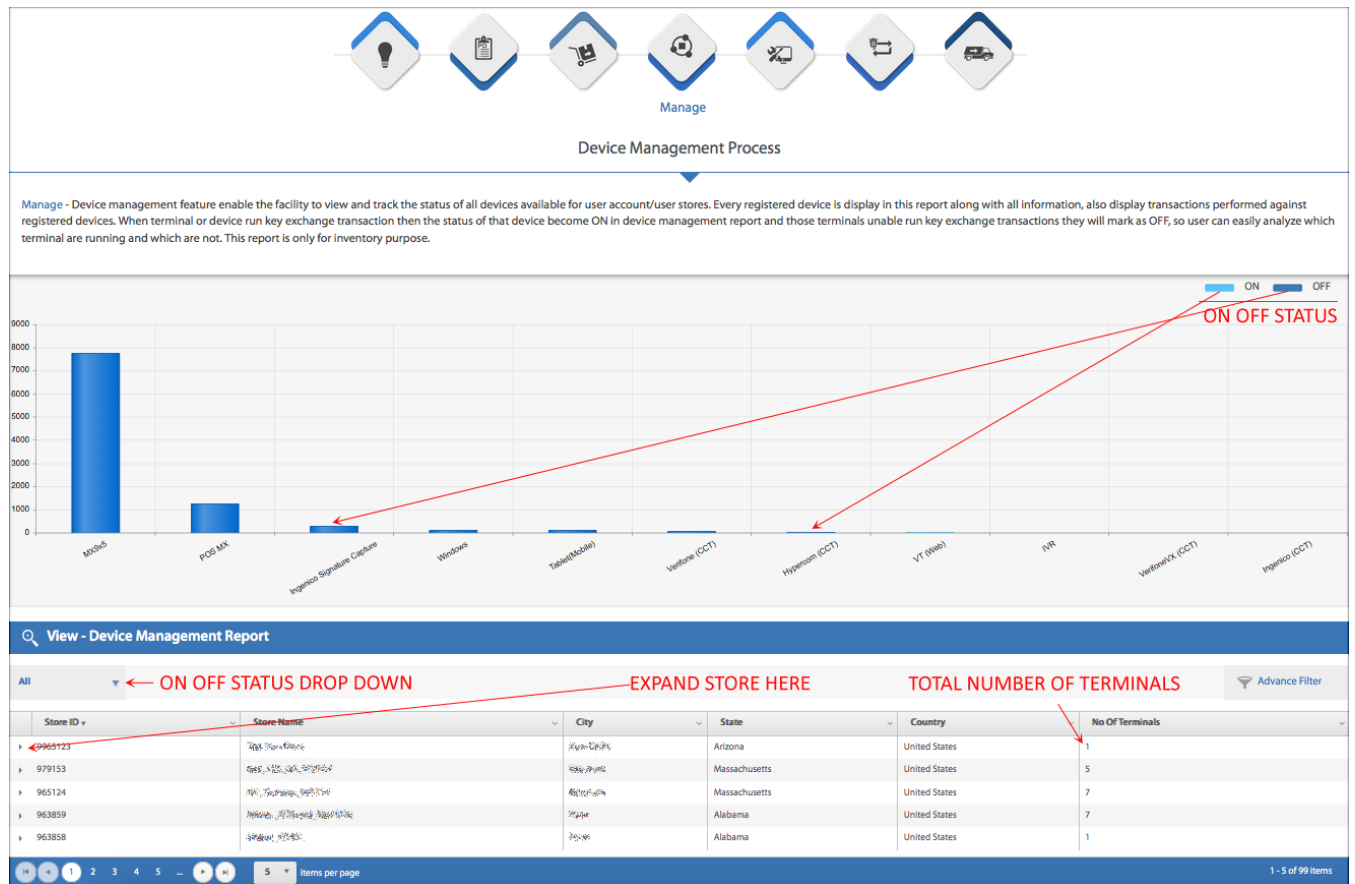
1. Login to AurusPay StorePlace portal and click on Device Management menu marked by red ([Image 13.1.1](#))

Image 13.1.1



2. User will see a bar diagram showing count of allocated devices for the account and are categorized by device type and ON-OFF state ([Image 13.1.2](#)).

Image 13.1.2



- Below the bar diagram, a table shows, all stores registered under the account and their details including total count of terminals in that store ([Image13.1.2](#)).
- User can also choose to view either ON or OFF Terminals from the dropdown ([Image 13.1.2](#)).
- User can get the summary of devices i.e. number of devices working at a particular store, store's address details by clicking '**Summary**' button at the bottom. Summary can be downloaded in CSV or XLS or PDF format.
- For each device, user can also get its complete details like ON-Off Status, OS/AESDK version etc. by clicking '**Export**' button at the bottom.
- By expanding any store, user can see a list of all operating terminals and their details like Terminal ID, Device Type, Model, Serial Number, POS Details, Device Status, etc. ([Image 13.1.3](#)). **Advance filter** helps user to filter by variety of different categories. You can find detailed description of this 'Advance Filter' at [Advance Filter with Limited Options](#).

Image 13.1.3

View - Device Management Report						
All	EXPAND STORE HERE					Advance Filter
Store ID	Store Name	Store Brand	City	State	Country	No Of Terminals
09099	Supercuts 9099	N/A	TULSA	Oklahoma	United States	3
Terminal Details						
EXPAND TERMINAL HERE						
Terminal ID	Device Type	MO...	Seri...	POS Register Name	POS Register #	Device Status
72239316	VT (Web)	VT	N/A	N/A	N/A	ON
76029679	MX9x5	N/A	286962175	N/A	N/A	OFF
96284081	IVR	IVR	N/A	N/A	N/A	ON
1 - 3 of 3 Items						
11101	store5	Nike	Connecticut	Connecticut	United States	5
12345	Nikolay Test Store	N/A	Boston	Massachusetts	United States	2
35834	store_SM_1	N/A	San Francisco	California	United States	5

8. Again, by expanding any terminal, user can see its complete terminal, transaction and processor details ([Image 13.1.4](#))

Image 13.1.4

Store ID	Store Name	Store Brand	City	State	Country	No Of Terminals
10000	Automation Testing Stores	AP-Mart	Boston	Alabama	United States	8

Terminal ID	Device Type	MODEL	Serial #	POS Register Name	POS Register #	Device Status
27312497	VT (Web)	N/A	N/A	N/A	N/A	ON
29385605	VerifoneVX (CCT)	N/A	325289221	N/A	N/A	OFF

Terminal Details	Transaction Details	Processor Details
Application Name : N/A Registration Date : N/A OS Version : N/A Device Available Memory : N/A ECR URL : N/A Host URL 1 : N/A Host URL 2 : N/A SM URL 1 : N/A SM URL 2 : N/A Language : N/A Merchant ID : 100000017017 Credit Tender Supported : N/A PLCC Tender Supported : N/A Fleet Tender Supported : N/A Allow AVS : N/A Process As Credit Display : N/A Allow AmexCredit : N/A Allow DinerCredit : N/A Allow AmexDebit : N/A Allow DinerDebit : N/A Allow Encryption : N/A Allow Debit key encryption : N/A Debit Pin Prompt : N/A Force Debit Status : N/A Allow P2P Encryption : N/A Allow Signature Prompt : N/A Allow Threshold Signature Prompt : N/A Void Signature Prompt : N/A Allow Tip : N/A Charity Applicable : NO Allow Charity/Donation : N/A SnF Transactions : N/A SnF Trans Count : N/A SnF Time Limit : N/A PLCC SnF Count : N/A Allow SnF Close : N/A SnF Credit Tender Supported : N/A SnF PLCC Tender Supported : N/A SnF Fleet Tender Supported : N/A Allow Auto Settlement : N/A Settlement Batch Upload Time : N/A SM Alert Interval : N/A CashBack Status : N/A Credit CashBack : N/A Allow Gift Swipe : N/A Quick Chip Status : N/A Keyed Debit Card : N/A Keyed EBT Card : N/A Keyed eWIC Card : N/A Image Interval : N/A POS Com Mode : N/A Com Port : N/A RFID Status : N/A IVR Auth Code Validation : N/A Reboot Time : N/A DLL Response : N/A Mobile IP : N/A Peripheral Device ID : N/A POS Featured List Flag : N/A	Application Version : N/A Registration Type : N/A AESDK Version : N/A ECR IP : N/A Host IP 1 : 0 Host IP 2 : N/A SM IP 1 : N/A SM IP 2 : N/A Time Zone : N/A Industry Code : N/A Debit Tender Supported : N/A EBT Tender Supported : N/A Prepaid Tender Supported : N/A AMEX Allowed : N/A Allow VisaCredit : N/A Allow DiscoverCredit : N/A Allow VisaDebit : N/A Allow DiscoverDebit : N/A Encrypt Key Exchange : N/A Debit Key Injected Status : NO Debit Pin Prompt Amount : N/A Pin Bypass : N/A P2P key Injection Status : N/A Signature Prompt Limit : N/A Order Signature Prompt : N/A Pre-Auth Signature Prompt : N/A Tipenlarge Status : N/A Charity Name : N/A Donation/Charity Amount : N/A SnF Trans Amount : N/A SnF Batch Upload Start Time : N/A SnF Batch Amount Limit : N/A Allow SnF Order : N/A Allow SnF RecordIVR : N/A SnF Debit Tender Supported : N/A SnF EBT Tender Supported : N/A SnF Prepaid Tender Supported : N/A Auto Settlement Time : N/A SM Alert Status : N/A SM Interval time : N/A CashBack Amounts : N/A Debit CashBack : N/A Allow Cancel On Swipe : N/A Multi Card Transaction : N/A Keyed Gift Card : N/A Keyed Fleet Card : N/A Keyed FSA Card : N/A Allow Image Expiry : N/A Beep Volume : N/A Auto Upgrade Status : N/A Display Name : N/A Host Response Timeout : N/A Mobile Port : N/A Peripheral Device Type : N/A	MAC Address : N/A Lane : N/A Device Total Memory : N/A ECR Port : N/A Host Port 1 : N/A Host Port 2 : N/A SM Port 1 : N/A SM Port 2 : N/A Currency : USD Gift Tender Supported : N/A FSA Tender Supported : N/A eWIC Tender Supported : N/A EMV Status : N/A Allow MasterCardCredit : N/A Allow JCBCredit : N/A Allow MasterCardDebit : N/A Allow JCBDebit : N/A Pin Encrypt : N/A Debit EMV : N/A Allow Debit as Credit Refund : N/A P2PE Key Slot : N/A P2PE Verification Status : NO Signature Prompt Amount : N/A Refund Signature Prompt : N/A Post-Auth Signature Prompt : N/A Postal Code : N/A Check Duplicate : N/A SnF Interval : N/A SnF Batch Upload End Time : N/A PLCC SnF Amount : N/A Allow SnF Refund : N/A SnF for International Card : N/A SnF Gift Tender Supported : N/A SnF FSA Tender Supported : N/A SnF eWIC Tender Supported : N/A Settlement Mode : N/A Allow SM Functionality : N/A CashBack Amount Limit : N/A Gift CashBack : N/A Allow Tap As Swipe : N/A Keyed Credit Card : N/A Keyed PLCC Card : N/A Keyed Prepaid Card : N/A Image Expiry Date : N/A Marketing Image configuration : N/A RSA Status : N/A Amount Confirm Prompt : N/A Screen Time Out : N/A Mobile Service Port : N/A Peripheral Serial# : N/A

37898770	Hypercom (CCT)	N/A	N/A	N/A	N/A	OFF
38991515	VerifoneMX9xx	MX915	286985561	N/A	N/A	OFF
44012590	Ingenico (CCT)	N/A	N/A	N/A	N/A	OFF

1

2

5

items per page

1 - 5 of 8 items

9. Terminal Details tab shows information regarding the physical device and its parameters which resides in the device configuration. Please refer [Table 13.1.1](#) for all parameters and their details.

Table 13.1.1 – Device Parameters

Field Name	Description	Check Points
Application Name	This is Application name installed on FormFactor.	
Application Version	This is Version of the Application which will be downloaded.	
MAC Address	This is MAC address for individual terminal.	
Registration Date	This is Date of Registration.	
Registration Type	This is Registry type of FormFactor e.g. REG1,REG2 etc	
Lane	This is lane number of the POS where FormFactor is connected.	
OS Version	This is FormFactor OS version RFS18, RFS17 etc	
AESDK Version	This is Version of the AESDK Application.	
Device Total Memory	This is total FormFactor memory.	
Device Available Memory	This is total available FormFactor memory	
ECR URL	This is url used for POS connectivity.	
ECR IP	This is IP used for POS connectivity.	
ECR Port	This is port is used for POS connectivity.	
HOST URL1	This field contains the AurusPay primary host url which is used performing transactions.	
HOST IP1	This field contains the AurusPay primary IP which is used for POS connectivity.	
HOST PORT1	This field contains port which is used for AurusPay primary url connectivity for performing transactions.	
HOST URL2	This field contains the AurusPay secondary host url which is used performing transactions.	
HOST IP2	This field contains the AurusPay secondary IP which is used for POS connectivity.	

HOST PORT2	This field contains port which is used for AurusPay secondary url connectivity for performing transactions.	
SM URL 1	This field contains the State Management Primary host url.	
SM IP 1	This field contains the State Management Primary host url.	
SM Port 1	This field contains the State Management Primary host port.	
SM URL 2	This field contains the State Management Secondary host url.	
SM IP 2	This field contains the State Management Secondary host url.	
SM Port 2	This field contains the State Management Primary host port.	
Language	This value designates the language to be used in formatting the authorization response text message.	00-English 01-German 02-Portuguese 03-Irish 04-French 05-Spanish 06-Italian 07-Dutch

Time Zone	This field contains the time zone differential at the POS device and is used to calculate the terminals local date and local time.	1-EST 2-CST 3-MST 4-PST 5-HST 6-IST 7-EDT 8-CDT 9-MDT 10-PDT 11-GMT 12-AKST 13-AST 14-AKDT 15-ADT
Currency	This field contains a String provided by the signing member or the processor to identify the merchant's country location.	840- USD 978- EUR 036- AUD 826- GBP 124- CAD 392- JPY
Merchant ID	This field identifies the Aurus provided 12 digit merchant identification String.	

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Industry Code	<p>This parameter should have any one of the following values:</p> <p>Unknown or Unsure</p> <p>Retail</p> <p>Food/Restaurant</p> <p>Petroleum</p> <p>Hotel</p> <p>Grocery Store/Supermarket</p> <p>Electronic Commerce</p> <p>Direct Marketing</p> <p>Bank or Financial Institution</p> <p>Auto Rental</p>	<p>8-Petroleum</p> <p>9- SuperMarket</p> <p>2- Food/Restaurant.</p> <p>4-Retail</p> <p>5-E-Commerce</p>
Credit Tender Supported	<p>This field identifies which cards should be allowed for store and Forward transactions. Values will be into bit format like 111000111 and Order as - Credit, Debit, Gift, EBT, FSA, FLEET, Prepaid, PLCC, eWIC.</p>	
Debit Tender Supported		
Gift Tender Supported		
PLCC Tender Supported		
EBT Tender Supported		
FSA Tender Supported		
Fleet Tender Supported		
Prepaid Tender Supported		
eWIC Tender Supported		
Allow AVS	<p>This field identifies if AVS functionality should be enabled or not.</p>	<p>1- Enabled</p> <p>0- Disabled</p>
AMEX Allowed	<p>This field indicates if EMV AMEX transactions should be supported or not.</p>	<p>1- Enabled</p> <p>0- Disabled</p>
EMV Status	<p>This field indicates if EMV transactions should be supported or not.</p>	<p>1- Yes</p> <p>0- No</p>

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Process As Credit Display	This field identifies, whether process as Credit screen will be enabled for Debit Cards or not.	0-Process as Credit screen will be disabled. 1-Process as Credit screen will be enabled.
Allow VisaCredit	<p>“Supported_card_brand” It will have length 6 digits supporting following card brand sequence with following sequence.</p> <p>Visa, Master card, American express, Discover, JCB,Diner</p> <p>Each bit value can be from 0-3.</p>	<p>Bit_Value Credit Debit</p> <p>0 N N 1 Y N 2 N Y 3 Y Y</p>
Allow MastercardCredit		
Allow AmexCredit		
Allow DiscoverCredit		
Allow JCBCredit		
Allow DinerCredit		
Allow VisaDebit		
Allow MastercardDebit		
Allow AmexDebit		
Allow DiscoverDebit		
Allow JCBDebit		
Allow DinerDebit		
Allow Encryption	This field identifies if AES encryption is supported or not.	1- Enabled 0- Disabled
Encrypt Key Exchange	This parameter should have any one of the following values: Enabled / Disabled	1- Enabled 0- Disabled
Pin Encrypt	This Flag is used to calculate Encrypt PIN value for US application for debit card transaction.	1- Enabled 0- Disabled
Allow Debit key encryption	This field indicates if EMV transactions should be supported or not and it's value should be either Enabled / Disabled.	1- Enabled 0- Disabled

Debit Key Injected Status	This field used for indication for device that has been successfully debit key injected	1- Yes 0- No
Debit EMV	This field defines if EMV Debit transactions are allowed or not	1- Enabled 0- Disabled
Debit Pin Prompt	This field contains 1 character value that identifies if Dollar debit PIN Prompt enabled or not.	0-No Dollar amount based Debit prompt 1-Enable Dollar amount based Debit prompt by checking BIN range. 2-Enable Dollar amount based Debit prompt with BIN bypass. 3-Enable Dollar amount based Debit prompt with STANDARD BIN file, if not then check with CUP Bin file. 4-Check CUP BIN file irrespective of Dollar amount
Debit Pin Prompt Amount	This field defines the amount which is used to enable Dollar debit PIN Prompt.	
Allow Debit as Credit Refund	This field defines if Debit as Debit refund allowed or not.	0- Debit as Debit In Refund 1- Debit as a Credit In Refund
Force Debit Status	This field defines if Forced EMV Debit transactions are allowed or not	0-Will show AID selection screen for EMV (Credit+Debit). 1-Device will auto select Debit AID. 2-Device will

		auto select Credit AID
Pin Bypass	This field defines if Pin entry should be bypassed or not.	1- Enabled 0- Disabled
P2PE Key Slot	Indicates which slot will be used for which Transactions. Only applicable for ISC devices.	
Allow P2P Encryption	This field indicates if P2PE encryption is allowed or not.	
P2P key Injection Status	Indicates if Aurus have inserted P2P keys into Device.	1- Aurus have Injected P2P Keys. 0- Aurus haven't injected P2P Keys
P2PE Verification Status	This parameter should have any one of the following values: 1- Yes 0- No	1- Yes 0- No
Allow Signature Prompt	This field contains 1 character value that identifies if signature capture is enabled or not.	1- Enabled 0- Disabled
Signature Prompt Limit	This field will indicates minimum allowed Signature file size values into bytes. If signature size is less then specified values then Transaction will be declined by CCT itself.	
Signature Prompt Amount	This field defines the amount which is used to enable Dollar Signature Prompt.	
Allow Threshold Signature Prompt	This field contains 1 character value that identifies if Dollar signature capture is enabled or Not.	1- Enabled 0- Disabled
Order Signature Prompt	This parameter indicates the transaction types for which device will prompt for signature.	For Order- 100000 / 110000 / 101000/ 111111 etc..
Refund Signature Prompt		For Refund- 010000 / 011111 / 010011 etc...
Void Signature Prompt		For Void- 001000 / 001111 /

		111111 etc..
Pre-Auth Signature Prompt		For Pre Auth-000010 / 110010 / 010110 etc..
Post-Auth Signature Prompt		For Post Auth-000001 / 111111 / 101011 etc..
Allow Tip	This parameter should have any one of the following values: Enabled / Disabled	1- Enabled 0- Disabled
Tipenlarge Status	This field identifies if new enlarged TIP screen to be shown on FormFactor to enter TIP value or not.	0-No Enlarged TIP screen 1-Enable enlarged tip screen (3 screens) 2-Enable enlarged tip screen (2 screens)
Postal Code	This parameter should have any one of the following values: Enabled / Disabled	1- Enabled 0- Disabled
Charity Applicable	This parameter should have any one of the following values: Enabled / Disabled	1- Enabled 0- Disabled
Charity Name	This field describes Charity details that should be displayed on the FormFactor. Order	
Check Duplicate	This parameter should have any one of the following values: Enabled / Disabled	1- Enabled 0- Disabled
Allow Charity/Donation	This field describes donation functionality is allowed. Order is: Donation_App_Type (Standard/Standalone), Donation_Amount_Selection_Flag, Donation_Round_Up_Flag Donation_Enter_Amount_Flag	
Donation/Charity Amount	This field describes if Charity amounts needs to be displayed.	

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SnF Transactions	This field identifies that if Store & Forward functionality is enabled or not.	1-Non EMV SnF Transactions 2-EMV SnF Transactions 3-IVR EMV Transactions 4-Offline Decline S&F Transactions
SnF Trans Amount	This field defines the maximum transaction amount allowed in off line mode.	
SnF Interval	This field defines interval for off line transactions upload.	
SnF Trans Count	This field defines maximum number of off line transactions allowed.	
SnF Batch Upload Start Time	This field identifies time to start off line batch upload.	
SnF Batch Upload End Time	This field identifies time Max time for which CCT will be in batch upload mode.	
SnF Time Limit		
SnF Batch Amount Limit	This field identifies time to start off line batch upload.	
PLCC SnF Amount	This field defines the off line transactions amount limit for PLCC cards.	
PLCC SnF Count	This field defines the off line transactions count for PLCC cards.	
Allow SnF Order	This field identifies which transaction types should be allowed for store and Forward transactions. Values will be into bit format like 11101 and Order as - Sale, Refund, Void, Close, RecordIVR.	
Allow SnF Refund		
Allow SnF Close		
Allow SnF RecordIVR		
SnF for International Card	This field identifies if SnF transactions for non-US cards is supported or not.	1- Enabled 0- Disabled
SnF Credit Tender Supported	This field identifies which cards should be allowed for store and Forward transactions. Values will be into bit format like 111000111 and Order as - Credit, Debit, Gift, EBT, FSA, FLEET, Prepaid, PLCC, eWIC.	
SnF Debit Tender Supported		

SnF Gift Tender Supported		
SnF PLCC Tender Supported		
SnF EBT Tender Supported		
SnF FSA Tender Supported		
SnF Fleet Tender Supported		
SnF Prepaid Tender Supported		
SnF eWIC Tender Supported		
Allow Auto Settlement	This field describes is Auto settlement is allowed or not.	1- Enabled 0- Disabled
Auto Settlement Time	This field describes auto settlement time.	
Settlement Mode	This field describes settlement mode. HCS/TCS.	0-HCS 1-TCS
Settlement Status		
Settlement Batch Upload Time	If Mode is TCS then timing for upload Batch from CCT.	
SM Alert Status	This field identifies if State management functionality should be enabled or not.	1-online 2-offline
Allow SM Functionality	This field identifies if State management functionality should be enabled or not. And it should have any one of the following values: Enabled / Disabled	1- Enabled 0- Disabled
SM Alert Interval	This field identifies time interval required to send State management request.	
SM Interval time	This field identifies time interval required to hold the SM request.	
TIP_FLAG	This field identifies Tip functionality should be enabled or not.	

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CashBack Status	This field indicates if the CCT is enabled to accept CashBack.	0- No CashBack. 1- CCT Driven CashBack. 2- Auto Populated CashBack(Host Driven)
CashBack Amounts	This field contains comma separated values that will be shown on CCT for customer selection. Also this string will contain the strings that will be displayed on last two buttons as shown in the example below Ex: 10.00,15.00,20.00,25.00,Other,No CashBack	Optional Field.
CashBack Amount Limit	This field defines the cash back amount limit.	
Credit CashBack	This parameter will act as Card type menu for Cash back. The order is : Credit, Debit, Gift	
Debit CashBack		
Gift CashBack		
Allow Gift Swipe	This field identifies if Gift card swipe functionality should be allowed or not.	1- Enabled 0- Disabled
Allow Cancel On Swipe	This flag identifies the behaviour of cancel Key on swipe screen at CCT.	0- Cancel key would disable on swipe card screen. 1- Cancel key would enable on swipe card screen.
Allow Tap As Swipe	This field identifies if Tap As Swipe should be enabled or not.	0- Send card entry mode as "T" to POS 1- Send card entry mode as "S" to POS
Quick Chip Status	This field identifies if Quick Chip should be enabled or not.	0- Quick Chip Disabled 1- Quick Chip version 1 enabled in parallel at the

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		time of product scan 2- Quick chip version 2 enabled after amount confirmation
Multi Card Transaction	This field identifies if multi card transactions should be enabled or not.	1- Enabled 0- Disabled
Keyed Credit Card	This flag identifies behavior of manual Entry flow at CCT. Manual Entry will be allowed only for Card Types where flag value will be 1. For example values will be like 11100000. Card Type order as – Credit, Debit, Gift, EBT, FSA, FLEET, Prepaid, PLCC, eWIC	
Keyed Debit Card		
Keyed Gift Card		
Keyed PLCC Card		
Keyed EBT Card		
Keyed Fleet Card		
Keyed Prepaid Card		
Keyed eWIC Card		
Keyed FSA Card		
Image Interval	This field describes interval between images in seconds.	
Allow Image Expiry	This field identifies flag to reload default marketing images.	
Image Expiry Date	This field indicates expiry date in YYYYMMDD format, on which FormFactor marketing images will expire.	
POS Com Mode	This field identifies POS COM Mode, it can be either TCP/IP Communication or Serial communication.	1- TCP/IP Communication 2- Serial Communication
Beep Volume	This field identifies POS Volume, possible value from 0 to 100.	
Marketing Image configuration	This field identifies flag to reload default marketing images	

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Com Port	This field identifies COM Port, possible values can be COM1, COM2, COM3, COM4, COM5	
RFID Status	This field indicates if Applepay firmware should be supported or not.	
Auto Upgrade Status	This parameter should have any one of the following values: ON / OFF	0-ON 1-OFF
RSA status	This field indicates if RSA Encryption should be supported or not.	1- Enabled 0- Disabled
IVR Auth Code Validation	This field identifies, whether IVR Authorization Number and Approval code will be validated at CCT or not.	0-Process as Credit screen will be disabled. 1-Process as Credit screen will be enabled.
Display Name	This field identifies the name that needs to be display on FormFactor.	
Amount Confirm Prompt	This parameter should have any one of the following values: Enabled / Disabled	1-Enabled 0-Disabled
Reboot Time	This field identifies Form Factor Reboot time.	
Host Response Timeout	This field identifies Timeout value set for host response in seconds.	
Screen Time Out	This field identifies Timeout value set per screen in seconds	
DLL Response	This field identifies Timeout value for which Form Factor will wait for POS to respond	
Mobile IP	Applicable for Tablet peripheral Devices.	
Mobile Port	Applicable for Tablet peripheral Devices.	
Mobile Service Port	Applicable for Tablet peripheral Devices.	
Peripheral Device ID	Applicable for Tablet only. Aurus ID for peripheral Device which is being used for Transactions on Tablet.	
Peripheral Device Type	Applicable for Tablet only. Aurus Name for peripheral Device which is being used for Transactions on Tablet.	
Peripheral Serial #	This field contains serial number of the E335 device connected to the FormFactor.	

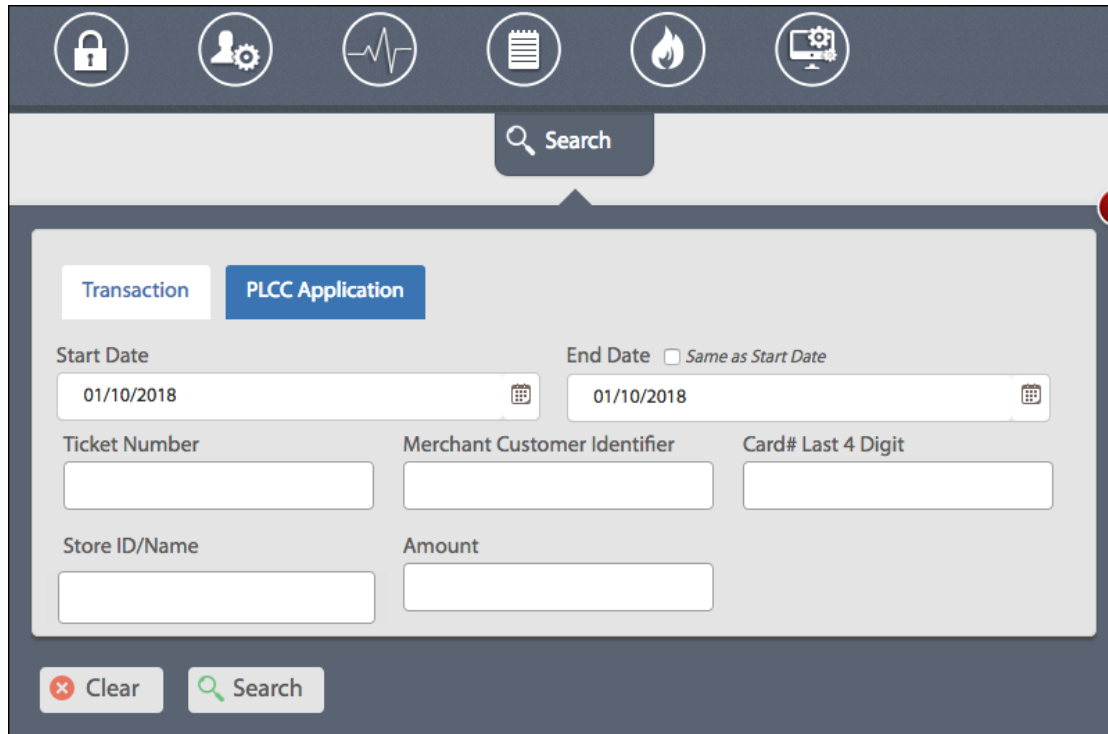
POS Featured List Flag	<p>This field describes available POS features.</p> <p>Order is : Credit, Debit, Gift, EBT, Gift Card Report Lost/Stolen, Gift Card Balance Transfer, Gift Card Balance Merge, Gift Card Balance Inquiry, Gift Card Deactivate, Gift Card Reload, Gift Card Issue . 11111100000 11111111111 11100000000</p>	
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10. Whereas, Transaction Details tab shows recent transaction performed on that terminal. Here, user can also check complete details of a transaction performed on that terminal by expanding that transaction.
11. Processor Details tab shows all the details related to Processor like Processor name, TID, MID, etc.

14.0 Quick Search

This feature allows user to quickly search for a Transaction or PLCC Application. Quick Search is accessible from Dashboard, Virtual Terminal and Report module.

Image 14.1



How to use Quick Search to find a Particular Transaction.

1. Open Quick Search popup. Goto, Transactions tab.
2. Select the Period of Transaction by selecting Start and End Date (Default Mandatory Fields).
3. User can also provide Ticket Number, Merchant Customer Identifier, Card's Last 4 Digits, Store ID / Name, Transaction Amount (These all are Default but Optional fields).
4. User can change the Default Optional Fields from [Settings For Quick Search Configurations](#) from [Settings](#). User can check the details of these parameters in [Table 15.1.1](#) (Please note that [Table 15.1.1](#) shows additional parameters from other StorePlace modules as well.).
5. Click Search. StorePlace will display all the transaction that matches the applied filter.

How to use Quick Search to find a Particular PLCC Application.

1. Open Quick Search popup. Goto, PLCC Application tab.
2. Select the Period of PLCC Application by selecting Start and End Date (Default Mandatory Fields).
3. User can also provide Ticket Number, SNAP Number, Store ID, Application Type (These all are Default but Optional fields). User can check the details of these parameters in [Table 15.1.1](#) (Please note that [Table 15.1.1](#) shows additional parameters from other StorePlace modules as well.).
4. Click Search. StorePlace will display the result that matches the applied filter.

15.0 Advance Filter

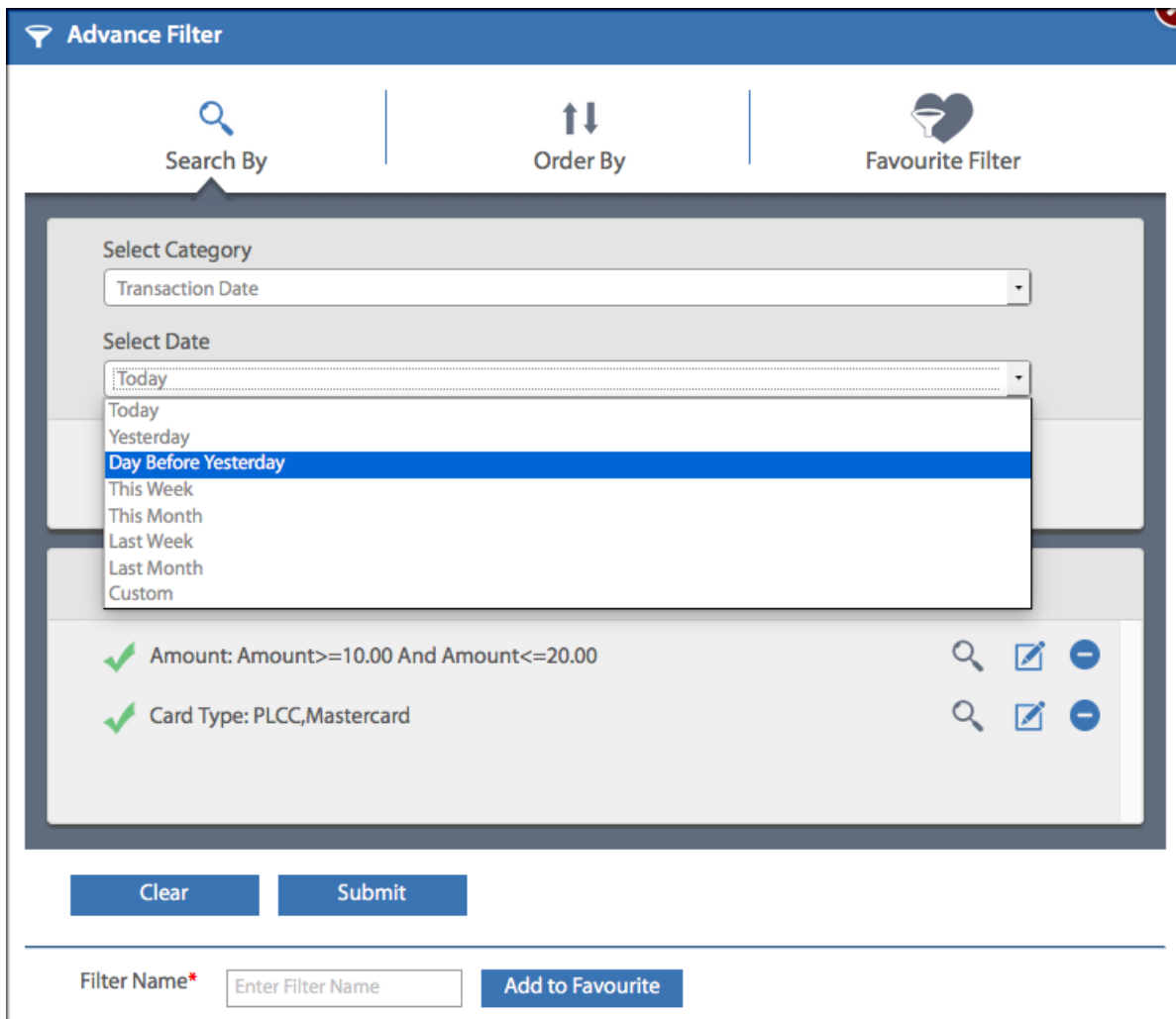
This section gives complete overview of all the three filters used on StorePlace Portal viz.

- [Advance Filter with Favourite Tabs](#)
- [Advance Filter Only for Country Selection](#)
- [Advance Filter with Limited Options](#)

15.1 Advance Filter with Favourite Tabs

Advance filter ([Image 15.1.1](#)), offers user to search transactions by a variety of different options. It also permits user to save and use 'Favourite Filter' anytime.

Image 15.1.1



The screenshot shows the 'Advance Filter' interface. At the top, there are three tabs: 'Search By' (selected), 'Order By', and 'Favourite Filter'. Under 'Search By', there are two dropdown menus: 'Select Category' (showing 'Transaction Date') and 'Select Date' (showing 'Today'). Below these, there are two filter rules: 'Amount: Amount >= 10.00 And Amount <= 20.00' and 'Card Type: PLCC, Mastercard'. Each rule has a green checkmark icon and a search icon. At the bottom, there are 'Clear' and 'Submit' buttons. Below these, there is a 'Filter Name*' field with a placeholder 'Enter Filter Name' and an 'Add to Favourite' button.

To search specific criteria, user needs to select a category from the dropdown list in the **Advance filter** popup ([Image 15.1.1](#)). User can check the details of any of these options in [Table](#)

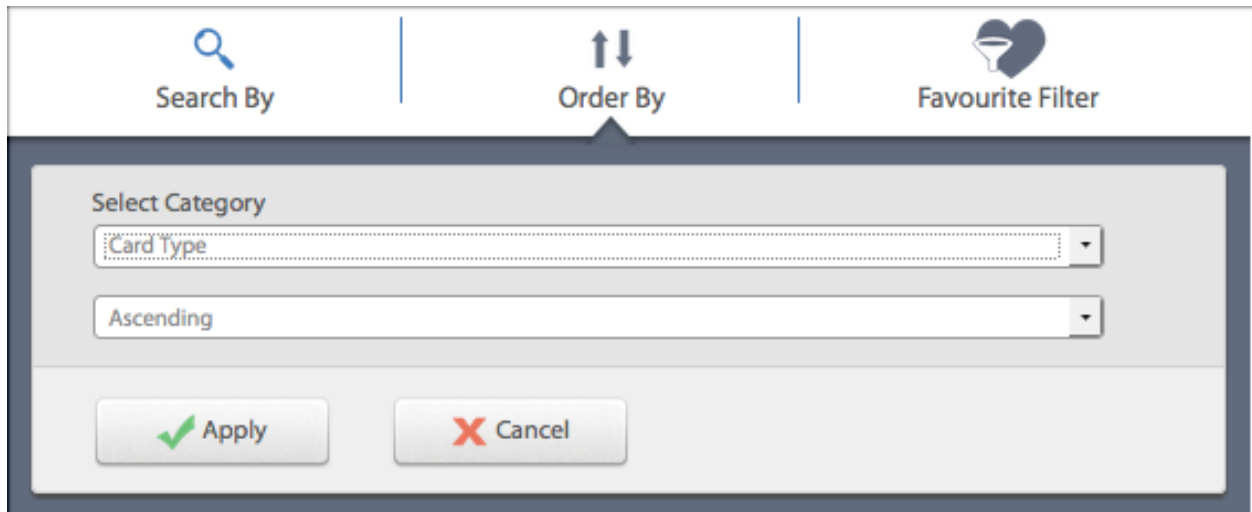
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[15.1.1](#) (Please note that [Table 15.1.1](#) shows **additional categories from all other StorePlace filters** as well.).

User need to select the relevant category from dropdown and corresponding parameters ([Image 15.1.1](#)). Click Apply and filter will be applied. To add this filter to favourite, user needs to name the filter and click 'Add to Favourite' button. Else user can directly click on 'Submit' button to view filtered result.

With 'Order By' option ([Image 15.1.2](#)) in 'Advance Filter' user can also modify the order of grid columns. To do this user need to choose category, ascending/descending option and click 'Apply' so that Order will be applied. To add this order to favourite, user needs to name the filter and click 'Add to Favourite' button. Else user can directly click on 'Submit' button to view the ordered result.

Image 15.1.2

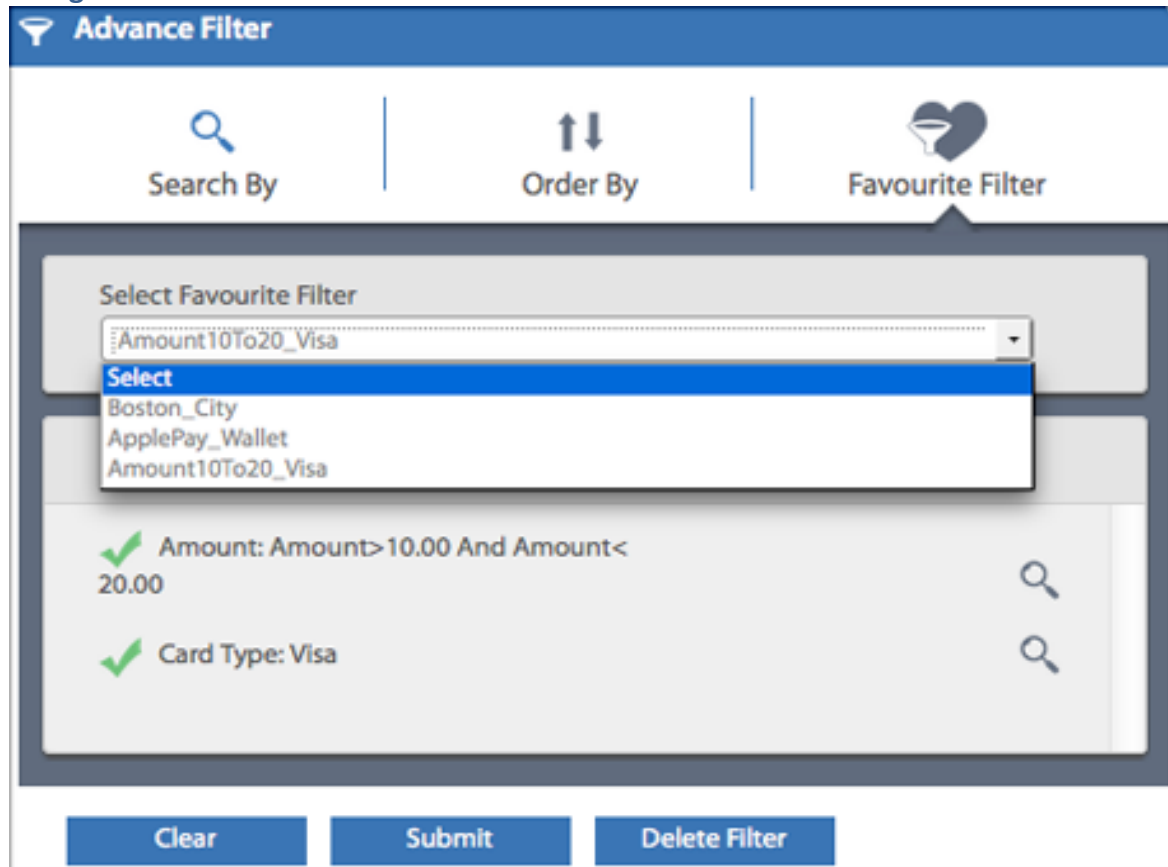


The screenshot shows the 'Order By' filter dialog. At the top, there are three tabs: 'Search By' (with a magnifying glass icon), 'Order By' (with an up/down arrow icon), and 'Favourite Filter' (with a heart icon). The 'Order By' tab is active. Below the tabs, there is a 'Select Category' dropdown menu with 'Card Type' selected. Below that is an 'Ascending' dropdown menu. At the bottom, there are two buttons: 'Apply' (with a green checkmark icon) and 'Cancel' (with a red X icon).

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User can use, edit or delete any filter from 'Favourite Filter' tab ([Image 15.1.3](#)).

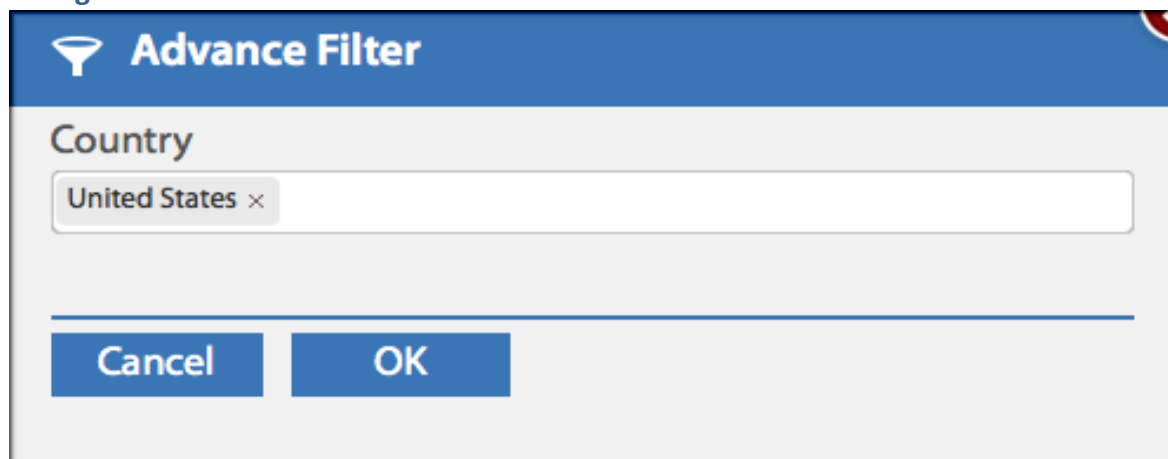
Image 15.1.3



15.2 Advance Filter for Country Selection

This is a simple filter to refine the result by country. Users here only need to select a country from dropdown ([Image 15.2.1](#)) and click 'OK'.

Image 15.2.1

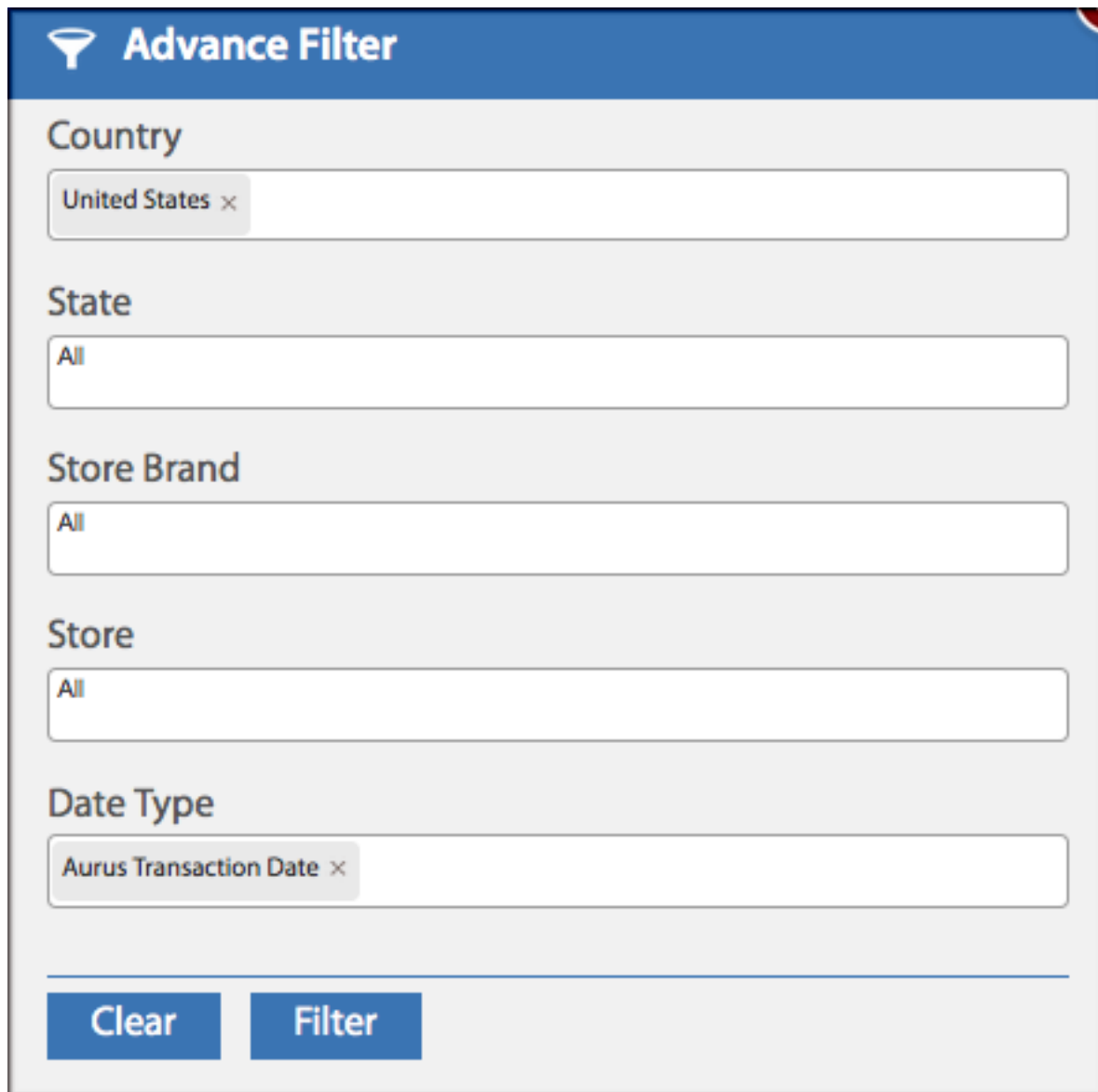


15.3 Advance Filter with Limited Options

Unlike, [Advance Filter with Favourite Tabs](#), this filter offers limited category options to the user. **These categories are different in different StorePlace modules.** However, User can check the details of any of these categories of any StorePlace modules in [Table 15.1.1](#) (Please note that [Table 15.1.1](#) shows **additional categories from all other StorePlace filters** as well.).

To search for a specific criteria, user needs to select a category from the dropdown in the **Advance filter** popup and enter corresponding parameters ([Image 15.3.1](#)). Click Filter and user can see filtered result.

Image 15.3.1



The screenshot shows the 'Advance Filter' popup with a blue header containing a funnel icon and the title 'Advance Filter'. Below the header, there are five filter categories, each with a label and a dropdown menu:

- Country:** The dropdown menu shows 'United States' with a close icon (x).
- State:** The dropdown menu shows 'All'.
- Store Brand:** The dropdown menu shows 'All'.
- Store:** The dropdown menu shows 'All'.
- Date Type:** The dropdown menu shows 'Aurus Transaction Date' with a close icon (x).

At the bottom of the popup, there are two blue buttons: 'Clear' and 'Filter'.

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Table 15.1.1

This table collectively shows all the categories present in all the StorePlace filters. User can easily find the description and search criteria for any category (listed in Parameter column) from this table.

Parameter: This column displays the category and listed alphabetically.

Description: This column describes the category.

Search Criteria: This column specifies the parameters required to search for the category.

Sr. No.	Category	Description	Required Parameters
1	AESDK Version	Search by AESDK Version.	Enter specific AESDK Version.
2	Amount	Search by transaction amount.	Enter specific amount or amount range.
3	Applicant Type	Search by Applicant Type.	Select Applicant Type as International or Domestic from dropdown.
4	Application Version	Search by Application Version.	Enter Application Version. Multiple searches by comma separation.
5	Approval Code	Search by transaction approval code.	Enter specific approval code. Multiple searches by comma separation.
6	Approval Date	Search by approval date of a refund	Select specific approval date/ period of a refund
7	Associate Id	Search by cashier id or associate id.	Enter specific associate id. Multiple searches by comma separation.
8	AVS Response Message	Search by AVS Response Message	Enter specific AVS Response Message.
9	Batch Number	Search by batch number.	Enter specific batch number. Multiple searches by comma separation.

10	Card Bin	Search by card bin range.	Enter upto first 6 digits of the cards. Multiple searches by adding new range.
11	Card Holder Name	Search by customer name or name on card.	Enter customer's (full/ first/ last) name or name printed on card. Multiple searches by comma separation.
12	Card Type	Search by card types i.e. Visa, Master, Gift Card, etc.	Select the specific card type or multiple card types from the list.
13	Card#	Search by card number.	Enter last 4 digits of card# used for transaction. Multiple searches by comma separation.
14	Charity Amount	Search by charity amount.	Enter specific amount or amount range.
15	City	Search by specific city or multiple cities.	Select specific city or multiple cities from dropdown.
16	Country	Search by specific country. Here, currency and relative data also changes according to the selected country.	Select specific Country from dropdown.
17	CVV Response	Search by CVV Response	Enter CVV Response.
18	Date Type	Search by Aurus/Store Transaction Date.	Select Aurus or Store as a Transaction Date Type from dropdown.
19	Device Software Version	Search by device software version.	Enter device software version to filter out transactions.
20	Device Status	Search by device ON/OFF status.	Select ON or OFF from dropdown.

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21	Discount Amount	Search by discount amount availed at the time of transaction.	Search by specific amount or amount range.
22	E-Signature Availability	Search by E-Signature Availability	Select the option from dropdown to set E-Signature Availability status
23	Entry Data Source	Search by entry data source e.g. EMV, IVR, Swiped transactions	Select the option from dropdown to find out entry data source transactions.
24	Fallback Indicator	Search by Fallback Indicator	Select the option from dropdown to set Fallback Indicator status
25	Host Name	Search by Host Name	Enter Host Name to filter out transactions.
26	Host Transaction Date and Time	Search by Host Transaction Date and Time.	Select specific Date and Time.
27	Invoice Number	Search by Invoice Number.	Enter Invoice Number to search the transaction.
28	IP Address	Search by IP address.	Enter IP address to search the transactions.
29	Mac Address	Search by MAC address.	Enter MAC address to search the transaction.
30	Mailing Address Same As Residence	Search by the criteria where mailing address is same as residence	Set it as Yes or No.
31	Merchant Card Identifier	Search by Merchant Card Identifier	Enter Merchant Card Identifier.
32	OS Version	Search by OS version.	Enter OS version to group the transactions.

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33	PIN Received	Search by PIN Received status.	Select the option from dropdown to set PIN Received status.
34	POS Register No	Search by POS Register No.	Enter POS Register. Multiple searches by comma separation.
35	POS Transaction No	Search by POS transaction number.	Enter POS transactions number to filter. Multiple searches by comma separation.
36	Processor	Search by Processor e.g. CapitalOne, Vantiv, etc.	Select the Processor from dropdown. Multiple searches by comma separation.
37	Referral Indicator	Search by Referral Indicator	Select the option from dropdown to set Referral Indicator status
38	Referral Transaction Source	Search by Referral Transaction Source	Select the option from dropdown to set Referral Transaction Source status
39	Request#	Search by Request number	Enter Request# number/s. Multiple searches by comma separation.
40	Risk & Fraud Decision	Search by Risk & Fraud Decision	Select Risk & Fraud Decision from the list.
41	Risk and Fraud Score	Search by Risk and Fraud Score	Search by specific score or score range.
42	Settlement Amount	Search by Settlement Amount	Search by specific amount or amount range.
43	Settlement Date	Search by Settlement Date	Select the Settlement Date or Day or Period from dropdown.
44	Settlement Status	Search and group the settled and unsettled transactions according to the settlement status.	Select settlement states from the list.

45	Settlement Type	Search by Settlement Type	Select Type of Settlement from dropdown.
46	Signature Bypass	Search by Signature Bypass status.	Select the option from dropdown to set Signature Bypass status.
47	SKU Total Amount	Search by SKU total or product total.	Search by specific amount or amount range.
48	SNAP	Search by SNAP number.	Enter SNAP number.
49	SnF Approval Code	Search the off-line transactions by offline Approval Code.	Enter Off-line Approval Code. Multiple searches by comma separation.
50	SnF Ticket Number	Search the off-line transactions by offline ticket number.	Enter offline ticket number starting with O to search offline transactions.
51	SnF Transaction	Search offline transactions using this field.	Select SnF Transaction as Yes or No from dropdown.
52	State	Search by state	Select specific city or multiple cities from dropdown.
53	Store Brand	Search by Store Brand	Enter Store Brand to filter. Multiple searches by comma separation.
54	Store ID/Name	Search a specific store or multiple stores transactions according the store id.	Select specific or multiple store id from dropdown.
55	Tax Amount	Search by tax amount paid during the transaction.	Search by specific amount or amount range.

56	Tender Type	Search the debit card transactions, gift card transactions, cash transactions etc according to tender type. It populates the list of different tenders.	Select the tender type like as debit, gift cash etc from the dropdown.
57	Terminal Number	Search the transaction according the specific terminal.	Select the terminal number form dropdown.
58	Terminal Type	Search the transactions performed from different terminal like IVR, VT, CCT.	Single select or multi select terminal type from dropdown.
59	Ticket Number	Search by Ticket Number.	Enter specific Ticket Number. Multiple searches by comma separation.
60	Tip Amount	Search by tip amount paid during the transaction.	Search by specific amount or amount range.
61	Transaction Date	Search by Transaction Date	Select specific Transaction Date or Day or Period from dropdown.
62	Transaction Date and Time	Search by Transaction Date and Time.	Select specific Transaction Date and Time.
63	Transaction Status	Search by approved or declined status.	Select transaction status as approved or declined from the dropdown.
64	Transaction Type	Search by transactions type like sale, void, refund.	Select the transaction type form dropdown , multi select option also available.

65	Void/Reversal Indicator	Search by Void/Reversal indicator.	Enter specific Void/Reversal indicator. Multiple searches by comma separation.
66	Wallet Type	Search by wallet type	Select wallet type from dropdown.

16.0 User Profile

Profile module demonstrates how user is personally engaged with the portal. Here user can customize how his web presence will be presented on the portal.

User profile menu is placed at the top right side on the AurusPay StorePlace portal. It is divided into four parts:

1. [My Profile](#)
2. [Settings](#)
3. [Help](#)
4. [Log Out](#)

In addition, we also have provided an option of 5. [StorePlace Tour](#) which undertakes a course of using StorePlace effectively. This way a visitor is prepared for the constructive use of Portal.

15.1 My Profile

This section is again divided into three parts:

15.1 My Profile

This section displays user's corporate account details like corporate name, address, contact details as well as account details like profile picture, username, name, designation, store details, security question details, etc.

User can easily and anytime modify profile by clicking edit button, placed at the right side of the screen, next to My Profile. User is also allowed to set corporate logo and personal profile picture/ avatar here. To edit username or password, user need to click on reset button next to respective fields and enter details.

15.2 Recognised Devices

Whenever a user logs in to portal, a record is maintained in his portal profile under 'Recognised Devices' section.

Record contains OS, browser details, IP address, and time of login.

It also shows, if user have chosen to remember any device, and offers to remove them.

15.3 Audit Trail

This tab displays the log of all changes that have been made in user profile, such as the account creation, modification details, etc. Using this trail, user can easily see the details of all the changes made to account, e.g. which field is changed, previous and fresh value, type of change, date and time, name of the person who performed the change.

15.2 Settings

This section offers user to customize the column arrangements in the grid and in export

report.

Setting For Quick Search Configuration: Here user can select the Default Optional Parameters he wants to be available for Quick Search.

Settings for Grid Column Configurations: In this tab user can choose the columns and their sequence for the listed grids. Customization is allowed for '*Sales/ Settlement Dashboard, PLCC Application, Processor Deposit Reconciliation, T-Log Reconciliation*' Grids.

Settings For Export Report Column Configurations: Here user can select the columns, he wants to be present in export report. However, this customization is allowed only for '*Sales, Settlement, VT Voide, VT Refund, Loss Prevention, Diligence Report*' Exports reports.

Settings For Landing Page: In this tab user can specify the entry page, user wants to be shown after logged into portal.

15.3 Help

Help module is where users come looking for an answer for their queries. And thus, help sections is expected to have all the details for all possible concerns a user could have.

When User clicks on Help menu, a new window is opened having all Portal Modules listed at the left side, and can be selected for complete details.

15.4 Log Out

Clicking 'Log Out' button will simply close the current session. So be careful..!!

15.5 StorePlace Tour

StorePlace Tour is an interactive step-by-step guide, meant to complement Help module.

To take the 'StorePlace Tour' of any module, goto to respective module, click the 'Plus' button on the middle right side of the portal and follow the instructions.