






EMV 3DS Bank Admin ACS User manual

1. Cardholders

This screen uses to show all cardholder data in the ACS.

EMV 3DS2

Search...



Cardholders

Search by full PAN

Filter

Advanced Search

Cardholder ID	Last Transaction	PAN	Status	Challenge Failed Count	Active Date	More
1982760	16/02/2022 17:39:28	412322*****0222	Active	0	07/02/2022 14:39:56	View
1982779	21/02/2022 12:43:31	553656*****9097	Active	0	07/02/2022 14:39:08	View
1982208		428353*****0865	Active	0	06/01/2022 14:52:29	View
1982207		428353*****0873	Active	0	06/01/2022 14:44:13	View
1982205	06/02/2022 22:01:36	511111*****6809	Active	0	06/01/2022 14:26:07	View
1982204		511111*****6791	Active	0	06/01/2022 14:26:07	View
1982203		511111*****6783	Active	0	06/01/2022 14:26:07	View
1982202		428353*****0998	Active	0	06/01/2022 14:26:00	View
1981900		428353*****0089	Active	0	22/12/2021 14:33:42	View
1981899	17/01/2022 14:23:15	428353*****2093	Active	0	22/12/2021 14:33:41	View
1981867		529096*****0149	Locked	0	20/12/2021 19:11:35	View
1981866		500001*****0089	Active	0	20/12/2021 18:39:17	View
1981865	22/12/2021 09:44:57	428353*****0097	Active	0	20/12/2021 18:39:17	View
1981864		500001*****0097	Active	0	20/12/2021 18:39:17	View
1981863		500001*****5087	Active	0	20/12/2021 18:39:17	View
1981862		500001*****5079	Active	0	20/12/2021 18:39:16	View
1981861		500001*****0006	Active	0	20/12/2021 18:39:16	View
1981860		500001*****0361	Active	0	20/12/2021 18:39:14	View
1981859		500001*****0262	Active	0	20/12/2021 18:39:11	View
1981858		500001*****5053	Active	0	20/12/2021 18:39:11	View
1981857		500001*****5046	Active	0	20/12/2021 18:39:11	View
1981856		500001*****5038	Active	0	20/12/2021 18:39:10	View
1981855		500001*****5020	Active	0	20/12/2021 18:39:10	View
1981854		500001*****5004	Active	0	20/12/2021 18:39:10	View
1981853		500001*****4999	Active	0	20/12/2021 18:39:10	View

25

« 1 2 3 4 5 »

Showing 25 records of 10371 | Page 1 of 415

Excel

PDF

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Version: V1.00

1.1. Search Cardholder

User can search transaction from two points.

- If users have full PAN, they can search by input PAN No. in field below to retrieve cardholder information.

- If users have only partially information, they can user advanced search to retrieve data.

Q Advanced Search

Advance Cardholder Search Criteria

No	Input Name	Description
1	PAN Format	Credit card number format for PAN input field <ul style="list-style-type: none"> - Full PAN - First 6 digits and Last 4 digits - Last 4 digits
2	PAN	Credit Card Number
3	Mobile Number	Mobile number of cardholder
4	Email	Email Address of cardholder
5	Cardholder ID	Cardholder ID in system
6	Pan Reference	Pan Reference code
7	BIN	The first 6 – 12 digit of card number
8	Billing Address	Billing Address of cardholder
9	Active From	Start Date of Enrollment If search only 1 day fill in only Active from
10	Active To	End Date of Enrollment
11	Card Status	Card holder status <ul style="list-style-type: none"> • Active • Inactive • Locked
12	Card Scheme	Card Scheme (JCB/MASTERCARD/UPI/VISA)
13	Card Account Type	Card Holder Type

		<ul style="list-style-type: none"> • Credit Card • Debit Card
14	Challenge Failed	Total of input OTP failed

- After input search criteria, user can click “search” button to search for cardholder.

Search

- In case that users would like to reset search criteria, they can click on “Reset” button.

Reset

1.2. Cardholder Setting

- Select Cardholder which would like to see history by clicking on Cardholder ID or “View” button

Cardholder ID	Last Transaction	PAN	Status	Challenge Failed Count	Active Date	More
6628633	14/02/2022 10:38:49	402234*****0097	Active	0	27/01/2022 13:41:42	View

- Select Cardholder Settings Tab

EMV 3DS2

Cardholders > Cardholder Details

Cardholder Settings

PAN : 412322*****0222 Full PAN

Cardholder Status : Active

Cardholder List : N/A

Last Transaction Time : 18/02/2022 17:39:28

Phone Number : +6612345

Email : lego.pgw@gmail.com

Billing Address : N/A

PAN Reference : N/A

Card Account Type : N/A

Preferred OTP Language : English

Preferred OTP Method : Email

Reference 1 : N/A

Reference 2 : N/A

Reference 3 : N/A

Reference 4 : N/A

Activate Date/Time : 07/02/2022 14:39:56

Last Maintenance Activity Date/Time : 15/02/2022 09:20:02

Last Maintenance Action by : sunthad

#Failed/Total#Failed : 0/0

Cardholder Lock

Cardholder Active/Inactive

Edit Cardholder Settings

Lock

Deactivate

Edit

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1st section of this tab shows the cardholder information as below.

No	Item	Description
1	PAN	Credit Card Number (Full PAN only who have permission)
2	Cardholder Status	Card holder status

		1. Active 2. Inactive 3. Locked
3	Cardholder List	Whether the user is Whitelist/Black List or Challenge list
4	Last Transaction Time	The last transaction by the cardholder
5	Preferred OTP Language	Default Language display in challenge page
6	Preferred OTP Method	Default channel send OTP
7	Phone Number	Mobile number of cardholder
8	Email	Email Address of cardholder
9	Billing Address	Billing Address of cardholder
10	PAN Reference	PAN reference information
11	Card Account Type	Account type if it is credit/debit
12	Reference 1-4	Reference information
13	Active Date/Time	Date and time of active
14	Last Maintenance Activity Date/Time	Last activity date and time of cardholder
15	Last Maintenance Action by	Last maintenance activity by person
16	Failed/Total Failed	Total of cardholder who did challenges when authentication/ Total of cardholder who inputted wrong OTP since card is active.

2nd section of this tab use to control cardholder by three actions which allow to user admin follow by user permission.

1. Cardholder Lock is used to set lock card to unallowed user to use this card temporary.
2. Cardholder Active/Inactive is used to set card status. Normally, if customer cancelled card, the status would change to inactive.
3. Contact Details is used to change card information which admin can modify the cardholder information as on the list below.
 - a. Cardholder List (Whitelist /Challenge List/Backlist)
 - b. Phone Number
 - c. Email
 - d. Billing Address
 - e. Preferred OTP Language
 - f. Preferred OTP Method

EMV 3DS2

Search...

Cardholders > Cardholder Details

Cardholder Settings

Cardholder History

PAN : 412322*****0222 Full PAN

Cardholder Status : Active

Cardholder List :

Select Cardholder List

Last Transaction Time : 18/02/2022 17:39:28

Phone Number * : +6612345

Email * : lego.pgww@gmail.com

Billing Address :

Billing Address

PAN Reference : N/A

Card Account Type : N/A

Preferred OTP Language * :

English

Preferred OTP Method :

Email

Reference 1 : N/A

Reference 2 : N/A

Reference 3 : N/A

Reference 4 : N/A

Activate Date/Time : 07/02/2022 14:39:56

Last Maintenance Activity Date/Time : 15/02/2022 09:20:02

Last Maintenance Action by : sunthad

#Failed/Total#Failed : 0/0

Save

Cancel

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- When admins completely modify data, they can click “Save” button to save this modify or send to checker validate before modifying.

Remark: In case that Create/Approver Setting is enabled, approver must approve before system change data.

1.3. Cardholder History

- Select Cardholder which would like to see history by clicking on Cardholder ID or “View” button.

Cardholder ID	Last Transaction	PAN	Status	Challenge Failed Count	Active Date	More
6628633	14/02/2022 10:38:49	402234*****0097	Active	0	27/01/2022 13:41:42	View

- Select Cardholder History Tab

Tab will show card holder history in three sections.

Cardholders > Cardholder Details

Cardholder Settings

Cardholder History

PAN : 412322*****0222 Full PAN
Active : Yes
Cardholder List : N/A
PAN Reference :
Card Account Type :
Reference 1 :
Reference 2 :
Reference 3 :
Reference 4 :
Active Date/Time : 07/02/2022 14:39:56
Last Maintenance Activity Date/Time : 15/02/2022 09:20:02
Last Maintenance Action by : sunthad
#Failed/TotalFailed : 0/0

Trans

19

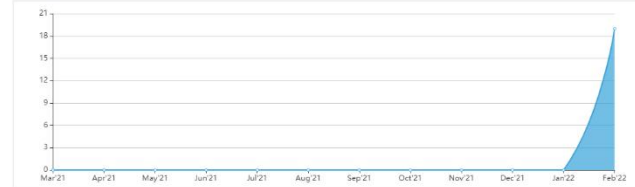
Failed Trans

31.58%

OTP Trans

100%

Cardholder Trans Trend



Filter :

Transaction ID :
Type :
IP Address :

From:
To:

Search

Reset

ID	Type	Details	IP Address	Date/Time	Transaction ID
1814259	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.241.102.27	18/02/2022 17:41:14	91489
1814258	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.241.102.27	18/02/2022 17:41:14	91489
1814257	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.241.102.27	18/02/2022 17:37:40	91488
1814256	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.241.102.27	18/02/2022 17:37:40	91488
1814220	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.241.102.27	18/02/2022 13:48:38	91472
1814219	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.241.102.27	18/02/2022 13:48:38	91472
1814210	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.241.102.27	18/02/2022 13:28:14	91466
1814209	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.241.102.27	18/02/2022 13:28:13	91466
1814207	RequestOtp	Cardholder 412322*****0222 click on request OTP 1/6.	10.241.102.27	18/02/2022 13:26:50	91466
1814203	AuthenticationCanceled	Cardholder 412322*****0222 authentications failed.	10.241.102.27	18/02/2022 10:54:31	91458
1814175	AuthenticationCanceled	Cardholder 412322*****0222 authentications failed.	10.241.99.139	17/02/2022 14:13:53	91432
1814096	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.249.1.40	17/02/2022 09:11:10	91387
1814095	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.249.1.40	17/02/2022 09:11:10	91387
1813821	CardContactUpdated	Cardholder 412322*****0222 updated email/mobile number.	124.120.253.176	15/02/2022 09:20:02	
1813741	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.244.102.216	14/02/2022 10:34:20	91203
1813740	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.244.102.216	14/02/2022 10:34:20	91203
1813731	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.244.102.216	14/02/2022 10:08:09	91199
1813730	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.244.102.216	14/02/2022 10:08:09	91199
1813729	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.244.102.216	14/02/2022 10:00:58	91198
1813728	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.244.102.216	14/02/2022 10:00:58	91198
1813667	AuthenticationCanceled	Cardholder 412322*****0222 authentications failed.	10.244.116.127	12/02/2022 14:05:58	91136
1813666	AuthenticationCanceled	Cardholder 412322*****0222 authentications failed.	10.244.116.127	12/02/2022 13:35:52	91135
1813558	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.244.115.217	10/02/2022 11:09:37	91071
1813557	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.244.115.217	10/02/2022 11:09:37	91071
1813555	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.244.115.217	10/02/2022 11:06:56	91070

25 < 1 2 >

Showing records of 37 | Page 1 of 2

PAN : 412322*****0222 Full PAN

Active : Yes

Cardholder List : N/A

PAN Reference :

Card Account Type :

Reference 1 :

Reference 2 :

Reference 3 :

Reference 4 :

Active Date/Time : 07/02/2022 14:39:56

Last Maintenance Activity 15/02/2022 09:20:02
Date/Time :

Last Maintenance Action by : sunthad

#Failed/TotalFailed : 0/0

1st section shows cardholder information which has detail as below.

No	Item	Description
1	PAN	Credit Card Number (Full PAN only who have permission)
2	Active	Card holder Status (Inactive and Locked will display No)
3	Cardholder list	Whether the user is Whitelist/Black List or Challenge list
4	PAN Reference	PAN Reference code
5	Card Account Type	Type of Card Account
6	Reference 1 - 4	Reference 1 - 4
7	Active Date/Time:	Date and time of active
8	Last Maintenance Date/Time	Last activity date and time of cardholder
9	Last Maintenance Action by	Last maintenance activity by person
10	#Failed/Total Failed	Total of cardholder who did challenges when authentication/ Total of cardholder who inputted wrong OTP since card is active.

Trans

19

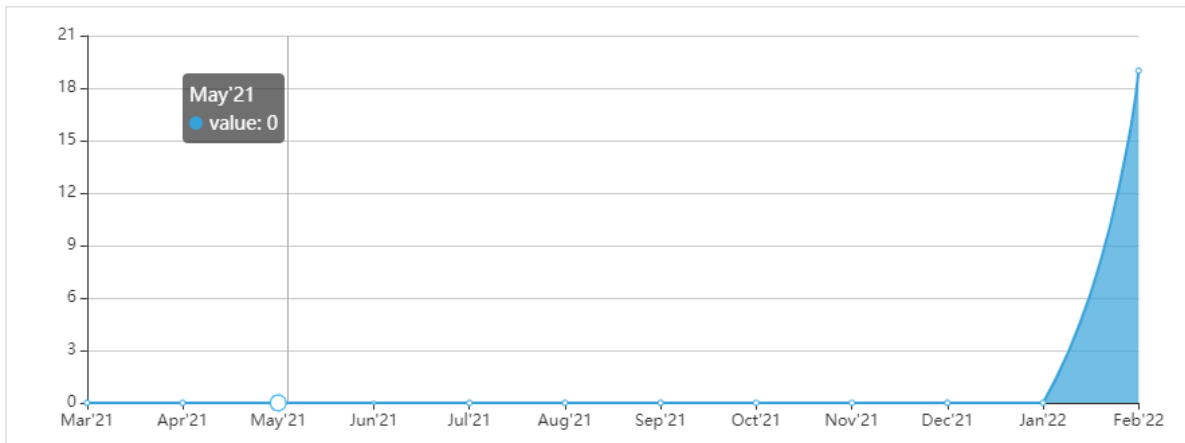
Failed Trans

31.58%

OTP Trans

100%

Cardholder Trans Trend



2nd sections on upper right shows graph which illustrated the transactions which occurred on this card.

No	Item	Description
1	Trans	Total number of transactions for a particular cardholder
2	Failed Trans	Total number of failed transactions for a particular cardholder
3	OTP Trans	Total number of transactions for a particular cardholder
4	Cardholder Trans Trend	X - Timeline Y - Total number of transactions per each month

ID	Type	Details	IP Address	Date/Time	Transaction ID
1814259	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.241.102.27	18/02/2022 17:41:14	91489
1814258	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.241.102.27	18/02/2022 17:41:14	91489
1814257	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.241.102.27	18/02/2022 17:37:40	91488
1814256	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.241.102.27	18/02/2022 17:37:40	91488
1814220	EnterCorrectOtp	Cardholder 412322*****0222 enter correct OTP password.	10.241.102.27	18/02/2022 13:48:38	91472
1814219	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.241.102.27	18/02/2022 13:48:38	91472
1814210	AuthenticationSuccess	Cardholder 412322*****0222 authentications successfully.	10.241.102.27	18/02/2022 13:28:14	91466

3rd section shows all usage and update information which occurred on this cardholder.

The types of usage and update information are as follows.

No	Type
1	InitialOtp
2	RequestOtp
3	EnterCorrectOtp
4	EnterWrongOtp
5	EnterExpiredOtp
6	CardContactUpdated
7	CardDeactivated
8	CardLocked
9	AuthenticationSuccess
10	AuthenticationAttempt
11	AuthenticationFailed
12	AuthenticationCanceled
13	CardActivated
14	BatchActivated
15	BatchUpdated
16	BatchDeactivated
17	APIActivated
18	APIContactUpdated
19	APIStatusUpdated