Test Account Creation and Configuration

Information about the test environment and test procedures v.3.0.1

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1   Introduction

This document explains the general testing procedures on our platform.

The Test Account Creation and Configuration User Guide complements the Back-Office User Guide. Please refer to the Back-Office User Guide for the configuration and functionality of the administration site.

For integration information, please refer to the Integration Guide for the mode you are using.

2   Registering your new account

We recommend that you perform your integration and/or functional tests in our test environment before going live in the production environment. Our test environment works almost identically to our production environment, except that we do not send the transactions to the card acquirer or invoice you.

Our test environment allows you to make test payments, change your account configuration and fine-tune the integration of our payment system into your website.

IMPORTANT: When we publish a new release, it is available in our test environment for a couple of weeks, before we move the release into production. In this way you are able to test possible changes in our platform. It also means that when there has been a new release, the test and production versions of our platform differ until the release has been moved to the production environment.

2.1   Creating a test account

- To open a free test account, visit our website at http://www.ogone.com.

- Click "Create your free test account" at the top of the page.

- Choose the appropriate product and click the "New test account" button.

- Complete the form (with correct information, as we shall send the password to the e-mail address you enter!) and click the "Register" button.

- Wait for the confirmation e-mail and the e-mail containing your password (this might take a little while, as we check the details you enter beforehand).

2.2   Accessing your test account

When you receive the password for your test account by email, you can access your account as follows:

- Visit our website at http://www.ogone.com.

- Click "Test account" under 'Merchant Login' at the top of the page.

- Enter the PSPID you chose when registering your account and the (case-sensitive!) password you received by e-mail. Click on "Submit".

When you log in for the first time using the password you received by e-mail, you will be requested to change the password immediately to a value of your choice.

3   Configuring your test account

When you first log into your account, you will see a list of steps to complete on the homepage. These steps concern the administration, payment method and technical details of your test account.

You can start the configuration by clicking the first link. Once all the steps have been completed, you can ask for your test account to be activated.

If your account has been activated and you would like to change some details, you can still call up the various configuration pages from your back-office menu. This is especially useful with regard to the "Technical Information" page, as you may want to change certain details while testing your integration.

3.1   Configuring the administrative details

Accountholder contact information:

This step involves a form which contains the information you entered when registering for a test account. You can change some details if necessary.

Invoicing information:

In the test environment, you will not receive any invoices from us, so you do not need to enter any invoicing information in your test account. However, if you wish to enter some information, you can choose "credit card" as the charging method and enter the VISA test card number 4111111111111111 with an expiry date in the future, or you can select the "not invoiced" option.

You can enter a blank space in the Title/department field if you do not have any information to enter in this field.

Subscription:

You can select the subscription you want. In the test environment, the subscription is free. Some options are not available with all the subscriptions. If you are unsure which subscription is the best for you, you can always contact our Sales Department. The list with our standard subscription rates is also available on our website.

When you have selected the subscription, you will see a page where you can select further options for your account.

When your account has been activated you can still enter these configuration pages through the "account" link in your menu. You will also find the following additional configuration pages:

Catalogue, languages and URL (for e-commerce only):

You can select the various languages in which you would like to be able to display the payment page. You also have the possibility to enter a URL for the terms and conditions. This URL will be accessible to the customer via a link on our secure payment page.

Currencies:

You can choose the currencies in which you would like to accept your customer's payments. The currencies you add have to be accepted by your acquirer and you need to have a contract for these currencies with your acquirer (in the production environment).

You can choose your main currency and add/delete additional currencies.

3.2   Configuring the payment methods

In general, to select a payment method you want to use in your account, simply click the "Add" button next to the payment method in the available payment method list and complete the affiliation request. The payment method will be activated and added to the "Selected Payment

Method" list.

When your account has been activated you can still enter this configuration page through the "payment methods" link in your menu.

3.3   Configuring the technical information

On the "Technical Information" page, you have to enter the technical data required to increase transaction security, automate back-office tasks, etc. You can click the "?" link in the Technical Information page for more information on the configuration.

When your account has been activated, you can still enter this configuration page via the "Technical Information" link in your menu.

3.4   Requesting activation of the test account

When you click the link on the homepage to request activation of your test account, a link to our General Terms & Conditions of Business will be displayed. When you have confirmed that you agree to our General Terms & Conditions of Business, we will automatically activate your test account.

4 Test transactions and their results

4.1 Test URLs

Once your test account has been fully configured and active, you can start performing test payments. If you would like to start performing test payments but have not yet fully completed the integration into your website (when you choose an operation mode requiring integration, e.g. e-Commerce), you can do so from a test page on our server which represents the last page of your shopping basket. The (hidden) fields that normally have to be initialised automatically by your application are displayed, initialised with default values. You can change these values (e.g. entering your own test PSPID) to simulate different cases/payments. The test page on our server for the mode you are working in is available in the "Test info" tab on your "Technical Information" page.

If you have completed the integration in your website, you can perform the test payments from your website using the action URLs that can be found in the relevant technical integration guide for the operation mode (e-Commerce, DirectLink etc.) you are using (e.g. https://secure.ogone.com/ncol/test/orderstandard.asp for e-Commerce).

4.2 Test cards

When you make test payments in the testing environment, you need to use a credit card number with a valid format. You can use the VISA test card number 4111111111111111 with any expiry date in the future. This card should only be used in the test environment. Please refer to the "Test info" tab on the Technical Information page for a list of test card numbers for other card brands.

4.3 Simulate results

As the transactions are not submitted to the acquirers/banks in the test environment, our system simulates transaction results depending on the payment amount or depending on a specific card number. You can select which of the two methods you want to use in the "Test info" tab on the Technical information page, in the "Transaction result simulation" section.

Transaction result	Based on amount		Based on card number
	Amount	Amount x 100	
Successful	0 - 9000	0-900000	Any other card number
Refused	> 9000	>900000	4111113333333333
Uncertain	9999	999900	4111116666666666

4.4 Consulting transaction results in the back-office

After you have performed a transaction, you can view the details in your account's back office. When you are logged in, click the "View transactions" link in your menu, enter your selection criteria (the first time, enable all the status boxes and leave the other fields with their default values) and view the result list. Check the Back-Office User Guide for further information about using the back office in your account.

Ref	Merch ref	Orders (dd/mm/yyyy)	Status ?	Autor.	Payments (dd/mm/yyyy)	Total	Name	Method
1371176	order0021	12/09/2006 11:22:16	5-Authorized	testoff	0	75.10 EUR	Jack Smith	MasterCard
1371351	test1	12/09/2006 14:49:41	0-Invalid or incomplete		0	1.00 EUR	Bill Smith	CreditCard
1371518	Order7	12/09/2006 15:59:38	9-Payment requested	testoff	12/09/2006	345.00 EUR	Jack Russel	VISA

The most frequent transaction statuses are:

0 - Incomplete or invalid

1 - Cancelled by client

2 - Authorisation refused

5 - Authorised

9 - Payment requested

More information about the different transaction statuses can be found at: https://secure.ogone.com/ncol/PAYMENTINFOS1.asp

5   Transferring from test to production

The test environment databases are completely separate from the production databases. This implies that an account created and configured in the test environment must be transferred and reconfigured in the production environment before the merchant can process real payments.

When the integration in the test environment is satisfactory, you can transfer your test account to our production environment.

* Click the "Create production account" link in your test account menu in the 'configuration' list or click the "Transfer your test account into production" link on your back-office home page. You will see a page where you can convert your account from 'test' to 'production'. You may either keep your current PSPID and use it in production or alternatively, choose a new PSPID.

* You will then be able to log into your production account (change the login field from "test" to "production" to log in) with the same password as for your test account. Please change your password immediately after logging into your production account the first time. The production account will have the same look & feel as the test account except that the background will be entirely white rather than having the "test" watermark in the background.

* After you have logged in, you can modify / complete your account details; some of the information will have been transferred automatically from your test account, other details (such as subscription, options, VAT number, charging method, payment methods, users, etc.) will have to be entered again.

* For credit cards, when you enter the UID numbers (contract numbers you received from your acquirer) in the Payment Methods page, our system will automatically send an e-mail to your acquirer to check the details. We will then receive confirmation from the acquirer about your UID to let us know if everything is OK. Certain other payment methods can be activated automatically when you configure the payment method.

* After you have entered your details, click on the appropriate link on the "home" page of your account to send a request to activate your production account. (You will also see here the list of all the steps that must be completed, and whether or not this has already been done).

* After you have clicked on the "request activation" link, we will send you an e-mail containing the contract with all your account details. Sign this contract and return it to us by fax, together with your direct debit form and your bank account details, if you choose to pay our invoices by direct debit (except for NL subsidiary accounts where the Direct Debit details are already mentioned on the contract).

* We will activate your production account after we have received the signed contract AND when at least one payment method is active/operational in your account. For credit cards, we activate your payment methods after receipt of a confirmation e-mail from your acquirers about your UIDs.

* When switching from test to production, the only thing that needs to be done at your end (website, application) is to change "test" to "prod" in the URL to which you send your requests. If you do not do this, your real transactions will be processed in the test environment. If the PSPID you have chosen for your production account is different from the one you had in the test environment, you also have to change the PSPID in the fields you send us.

After having transferred from test to production, your test account will still be active and accessible for testing purposes, as before.