# User manual

# CUBO Merchant back office

Release n. 4.0

**July 2020**

# 1. General Information

## 1.1 Summary


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# 1. INTRODUCTION

## 1.1 Document History

| VERSION | DATE | REVISION DESCRIPTION |
|---|---|---|
| 1.0 | January 2012 | First draft. |
| 1.1 | May 2012 | Modified the “Orders Management” functionality. |
| 1.2 | October 2012 | Inserted further modifications about the “Orders Management” functionality. |
| 1.3 | June 2013 | Added new functionalities for Merchants with Alias. |
| 1.4 | May 2015 | Document update. |
| 1.5 | February 2016 | Document update. |
| 1.6 | September 2019 | Document English translation. |
| 2.0 | June 2020 | Document revision (format, structure and contents). Screenshots Update. New sections included (Pay By Link and Anti-fraud). |
| 3.0 | July2020 | Updated sections: References, Contents and Purpose<br>Eliminated the “Anti-fraud” section<br>Added Dina network.<br>Updated screenshot in the following sections:<br>- Searching for Orders.<br>- Reporting.<br>- Authorization Request.<br>- Creating a New Link. |
| 4.0 | July2020 | Updated screenshot in the “Navigating the Welcome Screen – Home Page and Menus. |

*Table 1-1: Revision History*

## 1.2 References

The following documents and reference material should be read in conjunction with this document.

| | Title (Version) | Issued By |
|---|---|---|
| [1] | Vpos - Reference Manual for MERCHANT SYSTEM – API Integration – v. 2.4.1<br>Merchant Integration VPOS AI | SIA S.p.A. |
| [2] | Vpos - Reference Manual for MERCHANT SYSTEM – Redirect Integration – v. 2.6.0<br>Merchant Integration VPOS RE | SIA S.p.A. |

*Table 1-2: Reference Documents*

## 1.3 Contents and Purpose

Vpos (Virtual POS) is a virtual gateway that allows secure, easy acceptance management of payments made on open networks.

The solution allows all main payment cards (such as VISA, MasterCard, Maestro, American Express, Diners and Dina) to be accepted, in accordance with the required security standards. Vpos is also integrated with other payment services, such as Masterpass Apple Pay, PayPal, PostePay, Amazon Pay, Gpay, MyBank and BancomatPay.

It also has a credit card tokenization service, for managing recurring payments without knowing the credit card number.

The CUBO application (hereinafter referred to as BO), available for the Vpos service, has a hierarchical structure based on the distinction between Shops, that together, make up the Business Operator (Operator).

The organizational structure of the users having access to the BO, is based on the distinction between Administrator and Operators across.

The CUBO allows users to view and "modify" transactions made by the clients (limited to the merchant scope) on the Vpos platform.

This document is intended for Merchants who approach the CUBO User Interface; it describes the features and the allowed operations. It contains a part related to the Users Management (Base) and one related the Shops and orders management (Vpos Merchant Back Office).

Directly inside the CUBO, with manual entry, the Merchant is also able to perform Mo.To. (Mail Order-Telephone Order). In case of Mo.To. transactions, the Merchants must integrate the credit card data collection phase on their systems, which is transmitted to the Vpos service to forward the authorization request to the relevant circuits.

**Note:** selected services as described in this Manual might be subject to regional availability. Please check it with your Bank.

## 1.4 How the Document is Organized

The document details the various procedures to lead the Merchant in navigating the Vpos Merchant Back Office - CUBO User Interface.

Procedures are grouped as follows:

- Access to CUBO, (temporary) password, main menu, logout (Chapter 3)
- Management of Users (Chapter 4)
- Support Features – Orders and Statistics search (Chapter 5)
- Management of Transactions and Consultative Functions (Chapter 6)
- Management of Shops and Enabling of API (Chapter 7)
- Management of Pay By Link transactions (Chapter 8)

Procedures are also provided with the images of the appropriate screens and the description of the relevant fields.

Some screens include one or more mandatory fields, which are marked with a red arrow ▸.

For each procedure, also troubleshooting tips about the errors that may arise when using the application are given.

## 1.5 Glossary

| Term | Description |
|---|---|
| 3D Secure | 3D Secure is an XML-based protocol designed to be an additional security layer for online credit and debit card transactions.<br>The basic concept of the protocol is to tie the financial authorization process with online authentication. This additional security authentication is based on a three-domain model (hence the 3D in the name itself). |
| Acquirer | Company/Bank that signs an agreement with Merchants for acceptance of a specific payment card.<br>The Acquirer, handling every stage of the sale transaction, from request to transaction itself, performs the role of intermediary between the Merchant and the Issuer of the payment instrument, in the various domestic and international schemes. |
| Amex | American Express. International digital payment circuit. |
| Anti-fraud | Protection solutions against fraudulent activities. |
| API | Application Programming Interface.<br>An API is a computing interface which defines interactions between multiple software intermediaries. It defines the kinds of calls or requests that can be made, how to make them, the data formats that should be used, the conventions to follow, etc. |
| BO | Same as CUBO Back Office application. |
| BO Operator | Same as User. The person who operates on the BO application. |
| CUBO | Central Unique Back Office.<br>The CUBO back office application (hereinafter referred to as BO), is a suite used for making reference to the management functions of a Shop or User. |
| CVV | Card Verification Value. It is a control code usually reported on the back of the credit card. |
| CVV2 | Card Verification Value. It is a control code usually reported on the back of the credit card (VISA network). |
| E-Commerce | Also known as Electronic Commerce or Internet Commerce, it is the activity of electronic buying or selling of products either on online services or over the Internet, and the relevant transfer of money and data to execute these transactions. |
| Fraud | An unauthorized use of a payment tool leading to a fraudulent transaction. |
| Issuer | Entity belonging to a scheme, issuing cards or other payment instruments, that manages relations with the cardholders.<br>It issues payment cards to cardholders and manages the cardholder’s account, authorizing transactions (itself or through its agent) and guaranteeing payment to the Acquirer for valid transactions. |
| MAF | Anti-Fraud Module.<br>Vpos uses an anti-fraud module (MAF) that allows Merchant to carry out anti-fraud checks on individual transactions before making an authorization request.<br>This verification is currently provided by a series of functionalities already integrated by current Vpos Fraud Module. |
| Merchant | A business that has signed an agreement with the Acquirer to accept payment cards belonging to a scheme at its physical and/or virtual stores. |
| Mo.To. | Mail Order / Telephone Order transaction. |

| Term | Description |
|---|---|
| | It is a transaction initiated by a cardholder either through correspondence with the merchant (mail order), or by giving instructions to the merchant by phone (telephone order). |
| Order | A confirmed request by one party to another to buy, sell, deliver, or receive goods or services under specified terms and conditions. When accepted by the receiving party, an order becomes a legally binding contract. |
| PAN | Primary Account Number.<br>Numeric code used to identify the Issuer and the Cardholder and it is composed of a major industry identifier, an Issuer identifier and an accompanying check digit. The PAN is embossed onto the plastic and encoded into the magnetic stripe of the payment card. |
| Pay by Link | It is a simple and useful tool allowing customers to pay by credit and debit card through a secure link. |
| POS | Point Of Sale terminal.<br>A system that is used to process card payments at retail locations; it receives card and transaction information at the point of sale (such as a cash register in a store) and forwards it in the proper format to allow authorization of the transaction.<br>The POS is the location of the Service Establishment at which a sale is completed; it is often used in conjunction with an electronic device for capturing and/or transmitting a card transaction to an Acquirer. |
| Sale | A retail transaction determining a monetary amount credited on merchant account. |
| Shop | E-Commerce Virtual Shop.<br>The E-Commerce Virtual Shop able to accept payment cards in order to retail goods or services. |
| SSL | Secure Socket Layer.<br>It is a “cryptographic protocol” that provides secure communication between a web browser and a server. |
| Transaction | Action result between a cardholder and a merchant, or a cardholder/merchant and a member, having financial implications. |
| Trx | Abbreviation of “Transaction”. |
| URL | Uniform Resource Locator.<br>It is the address of a resource, such as a webpage or a file, on the Internet; it indicates the location of the resource, as well as the protocol used to access it. |
| URLMS | The URL (Merchant System) to be used by the SIA Vpos system in order to notify the store of the outcome of the completed transaction. |
| User | The person who operates on the application; also called BO Operator. |
| VAT number | Value-Added Tax identification number.<br>A unique number issued by the proper Government office used to identify a commercial subject (merchant) as a taxpayer. |
| Vpos | Virtual POS.<br>It is a digital platform that allows Merchant with E-Commerce channel to accept and manage online payments by credit card, debit card or other payment methods easily and securely. |
| SIA/Nexi | SIA S.p.A has been acquired by Nexi S.p.A |

*Table 1-3: Glossary*

# 2. BACK OFFICE APPLICATION OVERVIEW

Back Office is a web tool that allows the Merchant to monitor and manage orders from its customers. BO application (following defined as BO), made available for Vpos service, has a hierarchical structure based on the distinction between shops that constitute the store (Merchant).

In a transversal way, the organizational structure of the users who have access to the BO is based on the distinction between Administrator and Operators.

The BO allows to consult, create statistics, cancel and account for transactions made by the Merchant on the Vpos platform. This tool is accessible via web app and does not involve any integration by the merchant. Directly from BO, with manual entry, the Merchant is able to perform also transactions Mo.To. (Mail Order-Telephone Order). The BO tool also allows to activate, modify and manage the users and their passwords.

The subjects and main functions that refer to the BO application are described below. For technical specifications, please refer to the User Manual that will be provided at the time of conclusion of the contract.

The main subjects involved in the BO system are described below:

- Merchants and Shops
- Back Office Administrator
- Back Office Operator.

## 2.1 Merchants and Shops

The VPos BO application is based on a structure that allows the Merchant to distinguish internally different E-Commerce virtual stores.

The structure on which the BO application is based allows the Merchant to distinguish within itself several E-Commerce virtual shops. This does not necessarily mean that each Shop is associated with a different website, but it can be also an internal division of the business that groups the products on sale in different virtual windows. In this way, the Merchant can keep track of the segmentation of sales within its range of products / services as represented in the figure below.

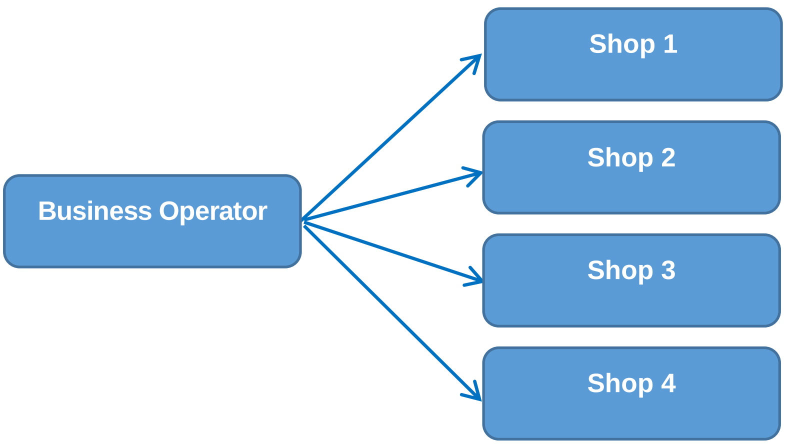



*Figure 2-1: Business Operator and Shops Relationship*

## 2.2 Back Office Administrator

During the VPos service subscription, which can be done by compiling the specific registration form, the Business Operator communicates to SIA the BO Administrator, specifying the personal data and providing a valid email address.

VPos sends an email to the BO Administrator address, which contains the first BO access link and a "temporary" password. Business Operator will be provided of the User Id via an agreed different method (alternative to email).

Once the first BO access is completed (please refer to chapter *3. GETTING STARTED*, later in this manual), BO Administrator can:

- Create/Modify/Delete BO Operators
- List/View operations and transactions
- Perform transactions
- Manage merchant-related shops.

## 2.3 Back Office Operator

BO Administrator can create BO Operators. BO Operators are users who, within the Business Operator's organization, can access to a subset of Back Office features, granted by the BO Administrator himself.

In detail, two different types of BO Operators are available.

1. **Transaction-allowed Operator**.

   This Operator is allowed both to view reports and to manage payment transactions, as well as to perform the following tasks:

   - Orders management
   - Shops management
   - Research and Statistics.

2. **Consultation Operator**.

   This Operator is allowed to view data for researches, statistics and reports related to the orders of a Shop, as well as perform the following tasks:

   - Research and Statistics
   - View Store Management.

   This Operator is <u>not</u> enabled to perform payment transactions.

**NOTE**: In some specific cases, according to Business Operator needs, some BO Operators features and grants can be customized.

## 2.3.1 Transactions Status

The following figure shows the transactions statuses and the relevant possible changes.

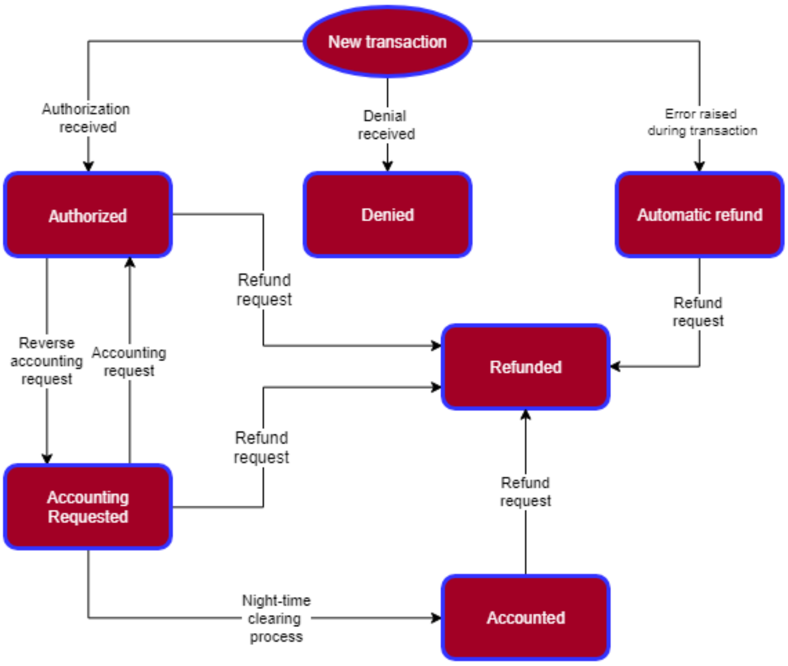



*Figure 2-2: Transaction Statuses and Possible Changes*

## 3. GETTING STARTED

This chapter provides a general walkthrough of the application from initiation through exit.

## 3.1 First Access

In order to be able to navigate the CUBO User Interface and perform the allowed actions, it is mandatory to complete the first access procedures:

- Activating a User
- Changing the Temporary Password.

### 3.1.1 Activating a User

If you are accessing the Vpos CUBO application for the first time, you must use the link and the credentials received by email at the address you have provided during the registration process. An example follows.

Please note that the activation link provided in this email has a limited time validity (check the expiration date indicated in the last row).

**From:** atpos@sia.eu [mailto:atpos@sia.eu]
**Sent:** Monday June, 1st 2020 14:30
**TO:** John Doe
**Title:** Portale VPOS

Hello John Doe,
In order to activate your account you need to click the link below and change the password at the first access (your TEMPORARY PASSWORD is provided below). Do not forget to visit the activation link before the expiration date!

Temporary password: ***XXXXXXXXX***
Activation link: https://atpostest.ssb.it:443/cubo/fgu-apl/AF06/main.app?FUNCTIONID=LinkNotAuth&PKSKIN=0000000004&LINGUA=en&HASHLINK=xbCbz51I8knkHSBRUENVbno%2FOKQ%3D
Expiration date: 10/06/2020

*Figure 3-1: Example of Email for User Activation*

**NOTE**: The link included in the email received at registration time must be used only for the first access. For the next accesses to the application, the appropriate link mentioned in section *3.2 Accessing CUBO* has to be used.

After having clicked on such link, the “Login” screen is displayed: insert the USER ID (assigned by the BO Administrator) and the temporary PASSWORD indicated in the email, then click on the SUBMIT button.

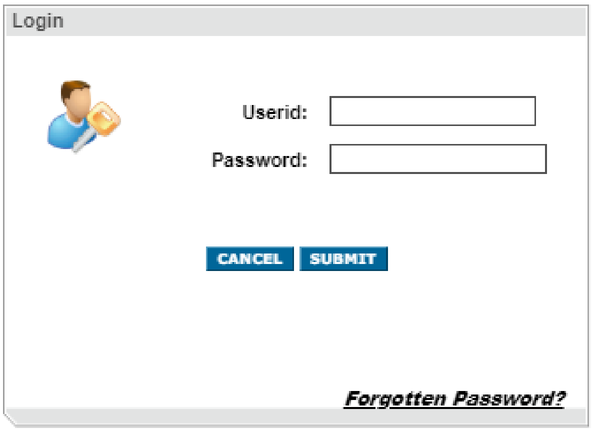



*Figure 3-2: First Access - Insert User ID and Temporary Password*

| Item | Description |
| --- | --- |
| **Userid** | Mandatory. Type in your User Identifier, that is the one assigned by the BO Administrator and provided by email at the address you have specified at registration time.<br><br>It has to be used whenever you need to access CUBO. |
| **Password** | Mandatory. Type in the temporary password provided by email at registration time.<br><br>It has to be used exclusively for the first access to CUBO. |
| CANCEL | Click on this button if you wish to discard any action on the screen. |
| SUBMIT | Click on this button after having entered the USER ID and the temporary PASSWORD, to proceed with the first access to CUBO. |

*Table 3-1: First Access - "Login" Screen - Items*

If you have entered the correct User Id and Password, when you click on the SUBMIT button you are logged in and you are required at once to change the temporary password just inserted; please skip to section *3.1.2 Changing the Temporary Password* for the detailed procedure.

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during the first access.

| Message | Solution |
| --- | --- |
| *WARNING! Incorrect data* | The input data are incorrect. Try again. |
| *WARNING! Blocked User. Please, contact your system Administrator* | After 4 attempts, the user is blocked.<br><br>Please, contact your Administrator.<br><br>If the problem still persists, the Administrator will have to contact the System Administrator (SIA). |

*Table 3-2: First Access - Activating a User - Troubleshooting*

### 3.1.2 Changing the Temporary Password

During the first access, once you have correctly logged in, the “USER – First Login Page” screen is displayed; here the system requires to change the password for security reasons.

In addition, the system requires to choose a secret question (to be selected among the available questions) and to provide an answer.

If you will unfortunately forget or lose the password, this answer will allow you to retrieve it, using the *“forgot my password”* functionality (it is described later, in section *3.3 Recovering a Forgotten Password*).

After having filled in all fields prompted on the screen, click on the **LOGIN** button to complete the first access.

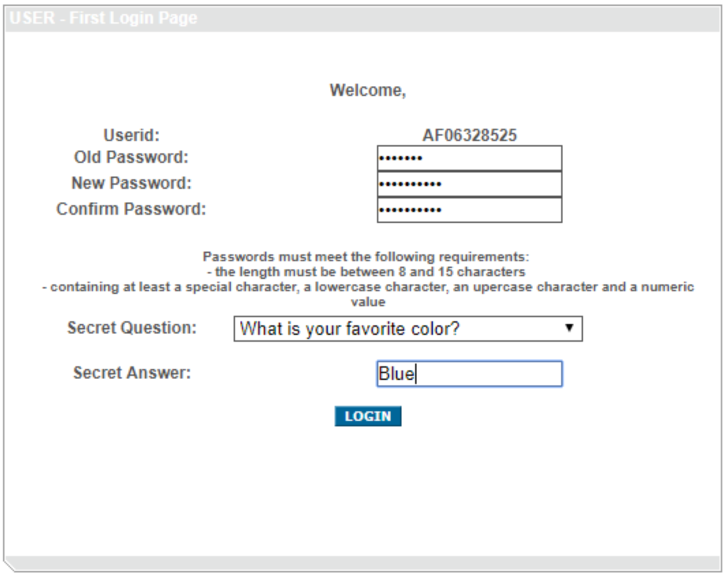



*Figure 3-3: First Access - Change Temporary Password on First Login Page*

<table>
<tr><th>Item</th><th>Description</th></tr>
<tr><td>Userid</td><td>User Identifier; it is automatically displayed by the application and it cannot be modified.</td></tr>
<tr><td>Old Password</td><td>Mandatory. Type in the temporary password provided by email at registration time.</td></tr>
<tr><td>New Password</td><td>Mandatory. Specify a new password, which must respect the following requirements.<br>• The password must always be different from the previous ones<br>• The password is CASE SENSITIVE<br>• The password must meet the following criteria:<br>○ Have length between 8 and 15 characters<br>○ Contain at least one lowercase character<br>○ Contain at least one uppercase character<br>○ Contain at least one digit<br>○ Contain at least one “wild” character chosen among the following:<br>! $ % & ( ) = ? ^ - _ ] [ | < > @ # * + £ ' ; : { }</td></tr>
</table>

| Item | Description |
|---|---|
| **Confirm Password** | Mandatory. Enter again the new password (that is the one just specified in the "New Password" field) to confirm it. |
| **Secret Question** | Mandatory. Choose one secret question among the available ones in the drop-down list. |
| **Secret Answer** | Mandatory. Type in an appropriate answer to the secret question.<br>Store this answer, as it will allow you to retrieve the password if you will forget or lose it. |
| LOGIN | Click on this button after having filled in all fields, to confirm the password change and the access to CUBO. |

*Table 3-3: First Access - "USER – First Login Page" Screen - Items*

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during first login procedure.

| Message | Solution |
|---|---|
| *WARNING! The password entered is incorrect or it doesn't meet the requirements* | The password you have inserted is incorrect or it does not satisfy the current policy requirements.<br>Choose a suitable password respecting the above rules otherwise you cannot proceed. |
| *WARNING! You must complete the required fields* | One or more mandatory fields are not completed.<br>You must properly fill in all mandatory fields otherwise you cannot proceed. |

*Table 3-4: First Access - Changing the Temporary Password - Troubleshooting*

**NOTES**:

- If the problems still persist, please contact the BO Administrator. In case the problems persist again, the BO Administrator will have to contact the System Administrator (SIA).
- The procedures described later in this chapter are allowed only if you have already successfully completed the first access.

## 3.2 Accessing CUBO

**NOTE**: In case of first access, please refer to section *3.1 First Access* above.

Here are the links to access CUBO back office application:

- Test environment: https://virtualpostest.sia.eu/cubo/fgu-apl/start-atpos-en.html
- Test environment (SIA Greece): https://virtualpostest.sia.eu/cubo/fgu-apl/start-atpos-gr.html
- Test environment (SIA Slovakia): https://virtualpostest.sia.eu/cubo/fgu-apl/start-atpos-sk.html
- Production environment: https://virtualpos.sia.eu/cubo/fgu-apl/start-atpos-en.html
- Production environment (SIA Greece): https://virtualpos.sia.eu/cubo/fgu-apl/start-atpos-gr.html
- Production environment (SIA Slovakia): https://virtualpos.sia.eu/cubo/fgu-apl/start-atpos-sk.html

Click on one of the above links, according to the environment to navigate; the "Login" screen is displayed.

Insert your USER ID and your current PASSWORD and then click on LOGIN the button to continue.

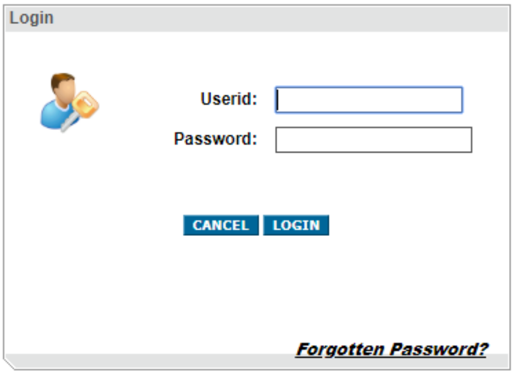



*Figure 3-4: Access to CUBO - Login*

| Item | Description |
|---|---|
| **Userid** | Mandatory. Type in your User Identifier that is the one assigned by the BO Administrator and provided by email at the address you have specified at registration time. |
| **Password** | Mandatory. Type in your current password.<br>The application allows a maximum of four attempts altogether. After four consecutive failed login attempts, the user is blocked. |
| CANCEL | Click on this button if you wish to discard any action on the screen. |
| LOGIN | Click on this button after having entered your USER ID and your current PASSWORD, to access CUBO. |
| ***Forgotten Password?*** | If you do not remember your password, click at once on this question, without filling in any other field on the screen.<br>You are so redirected to the *Forgotten Password Recovery* screen; the procedure to retrieve the password is detailed later in section *3.3 Recovering a Forgotten Password*. |

*Table 3-5: "Login" Screen - Items*

Once you have successfully logged in, the Welcome Screen is displayed; here you can select the hyperlinked items according to your needs. Please refer to section *3.4 Navigating the Welcome Screen – Home Page and Menus* for details.

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during login procedure.

| Message | Solution |
|---|---|
| *WARNING! Incorrect data* | You have entered either an incorrect User Id or an incorrect password; check and try again.<br>If you do not remember the password, skip to section *3.3 Recovering a Forgotten Password*. |
| *WARNING! Blocked User. Please, contact your system Administrator* | After 4 consecutive failed login attempts, the user is blocked.<br>Please, contact your BO Administrator.<br>If the problem still persists, the BO Administrator will have to contact the System Administrator (SIA). |

*Table 3-6: Accessing CUBO - "Login" Screen - Troubleshooting*

## 3.3 Recovering a Forgotten Password

In case you forgot the password, on "Login" screen (see *Figure 3-4: Access to CUBO - Login*) click soon on *"Forgotten Password?"* question.

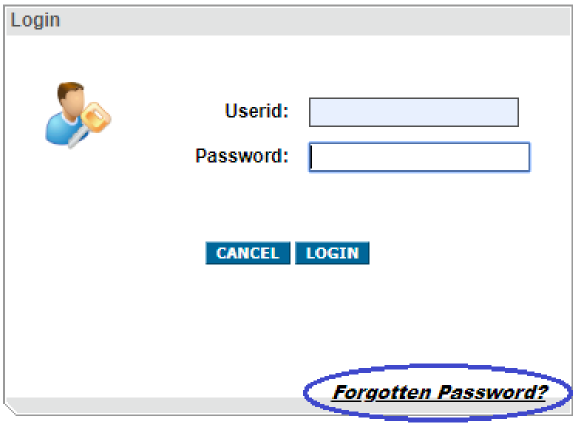



*Figure 3-5: "Forgotten Password" Question*

The following screen is displayed.

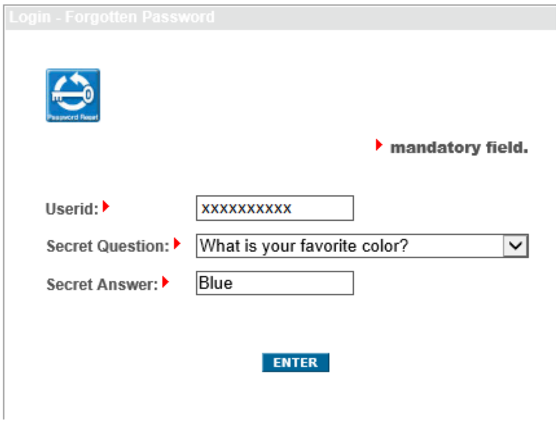



*Figure 3-6: Forgotten Password Recovery*

| Item | Description |
|---|---|
| **Userid** | Mandatory. Type in your User Identifier, that is the one assigned by the BO Administrator and provided by email at the address you have specified at registration time. |
| **Secret Question** | Mandatory. Select the secret question you have previously chosen at first access, among the ones in the drop-down list. |
| **Secret Answer** | Mandatory. Type in the proper answer to the secret question, that is the one you have specified at first access.<br><br>The application allows a maximum of four attempts altogether. After four consecutive unsuccessful attempts, the user is blocked. |
| **ENTER** | Click on this button to proceed, after having inserted all the above mandatory fields.<br><br>You will receive an email (at the address you have specified at registration time) containing a temporary password and a link where you have to connect for password restore. |

*Table 3-7: "Login – Forgotten Password" Screen - Items*

Once you have correctly filled in all the above mandatory fields (indicated by ▸) and you have clicked on the **ENTER** button, BO sends you an email containing a temporary password and a link where you need to connect, which are valid for password reset ONLY. An example follows.

Please note that the activation link provided in this email has a limited time validity (check the expiration date indicated in the last row).

**From:** atpos@sia.eu [mailto:atpos@sia.eu]
**Sent:** Monday June, 1st 2020 14:30
**TO:** John Doe
**Title:** Portale VPOS

Hello John Doe,
In order to activate your account you need to click the link below and change the password at the first access (your TEMPORARY PASSWORD is provided below). Do not forget to visit the activation link before the expiration date!

Temporary password: ***XXXXXXXXX***
Activation link: https://atpostest.ssb.it:443/cubo/fgu-apl/AF06/main.app?FUNCTIONID=LinkNotAuth&PKSKIN=0000000004&LINGUA=en&HASHLINK=xbCbz51I8knkHSBRUENVbno%2FOKQ%3D
Expiration date: 10/06/2020

*Figure 3-7: Example of Email for Password Recovery*

Click on the activation link specified in the email; you will be redirected to the screen to change the temporary password (please refer to section *3.1.2 Changing the Temporary Password* for the complete procedure).

**NOTE**: If the activation link does not work, please contact the BO Administrator. In case the problem persists again, the BO Administrator will have to contact the System Administrator (SIA).

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during password recovery procedure.

| Message | Solution |
| --- | --- |
| *WARNING! Access is allowed only to those users who can provide valid authentication.* | Please, contact your BO Administrator.<br>To date, this error appears when you either use a wrong activation link or use the activation link after its expiring date. |
| *WARNING! Blocked User. Please, contact your system Administrator.* | After 4 consecutive failed login attempts, the user is automatically blocked.<br>Please, contact your BO Administrator.<br>If the problem still persists, the BO Administrator will have to contact the System Administrator (SIA). |
| *WARNING! You must complete the required fields.* | One or more mandatory fields are not completed.<br>You must properly fill in all mandatory fields otherwise you cannot proceed. |

*Table 3-8: "Login – Forgotten Password" Screen - Troubleshooting*

## 3.4 Navigating the Welcome Screen – Home Page and Menus

After you have successfully logged in, as explained earlier in section *3.2 Accessing CUBO*, the Welcome Screen is displayed.

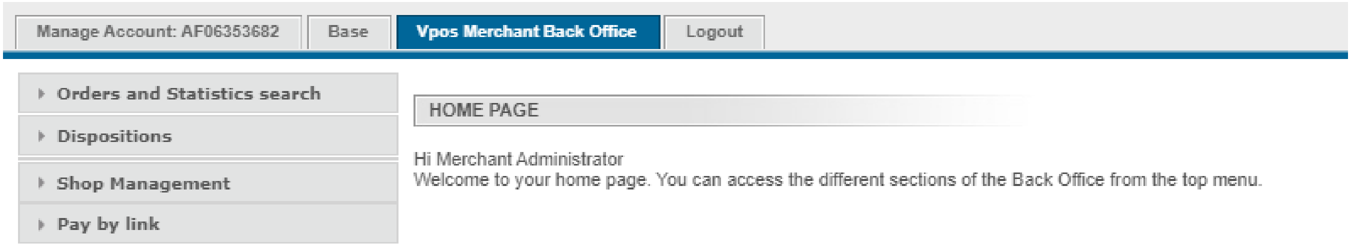



*Figure 3-8: Welcome Screen – Home Page*

Locate the main menu at the top of the screen.

Here you can and select any of the hyperlinked items to access the functionalities according to your needs.

Manage Account: *xxxxxxxxxx* tab (for password change)

Base tab:

- **Users**

Vpos Merchant Back Office tab:

- **Orders and Statistics search**
  - Orders search
  - Reporting
  - Statistics
- **Dispositions**
  - Authorize
  - Refund request
  - Accounting request
  - Accounting cancel request
- **Shop Management**
  - Management
- **Pay by link**
  - Create new link
  - Search link

Logout tab (used to exit the application).

## 3.5 Changing the Account Password

You can change your account password anytime you want, as explained below; anyway, password has a 90 days maximum validity.

Access the BO home page, then click on the “Modify Account: *xxxxxxxxxx*” tab (where *xxxxxxxxxx* is your account ID - User ID).

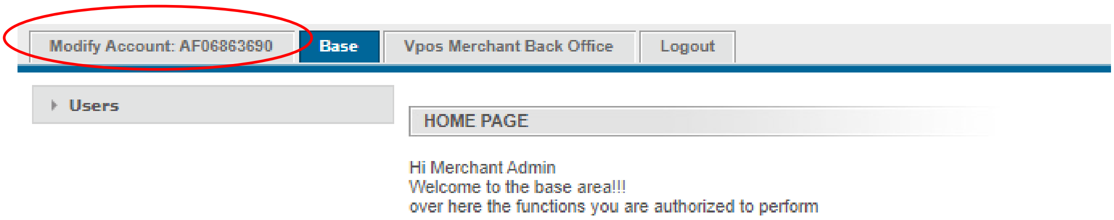



*Figure 3-9: “Modify Account”*

The “Modify Users / Change Password” screen will be displayed.

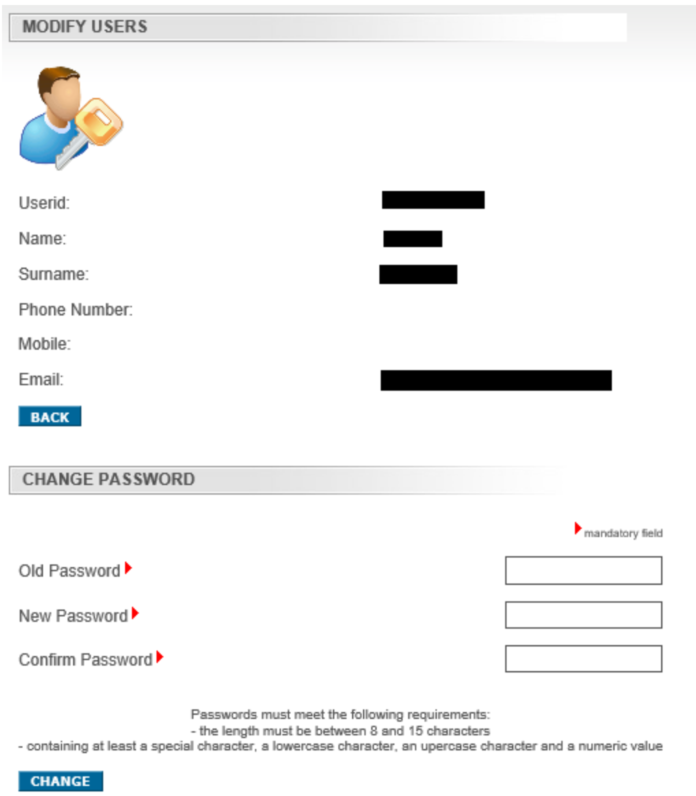



*Figure 3-10: “Modify Users / Change Password” Screen*

<table>
<tr><th>Item</th><th>Description</th></tr>
<tr><td colspan="2">MODIFY USERS<br>Fields in this section are automatically displayed by the application and they cannot be modified.</td></tr>
<tr><td>Userid</td><td>Read-only. User identifier.</td></tr>
<tr><td>Name</td><td>Read-only. User name.</td></tr>
<tr><td>Surname</td><td>Read-only. User surname.</td></tr>
<tr><td>Phone Number</td><td>Read-only. User phone number.</td></tr>
<tr><td>Mobile</td><td>Read-only. User mobile number.</td></tr>
<tr><td>Email</td><td>Read-only. User email address.</td></tr>
<tr><td colspan="2">CHANGE PASSWORD</td></tr>
<tr><td>Old Password</td><td>Mandatory. Type in your current password.</td></tr>
<tr><td>New Password</td><td>Mandatory. Specify a new password, which must respect the following requirements.<br>• The password must always be different from the previous ones<br>• The password is CASE SENSITIVE<br>• The password must meet the following criteria:<br>○ Have length between 8 and 15 characters<br>○ Contain at least one lowercase character<br>○ Contain at least one uppercase character<br>○ Contain at least one digit<br>○ Contain at least one "wild" character chosen among the following:<br>! $ % & ( ) = ? ^ - _ ] [ | < > @ # * + £ ' ; : { }</td></tr>
<tr><td>Confirm Password</td><td>Mandatory. Enter again the new password (that is the one just specified in the “New Password” field) to confirm it.</td></tr>
<tr><td>CHANGE</td><td>Click on this button after having filled in all fields, to confirm the password change.</td></tr>
</table>

*Table 3-9: Modify Users - “Change Password” Screen - Items*

Once you have typed in the old password, the new password and the new password confirmation, click on the CHANGE button.

If the old password is correct, and the new password is compliant to the password-complexity criteria, the password is successfully changed.

Otherwise, if something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during password change procedure.

| Message | Solution |
|---|---|
| *WARNING! The password entered is incorrect or it doesn't meet the requirements.* | The password you have inserted is incorrect or it does not satisfy the current security requirements.<br>You are requested to choose an appropriate password. |
| *WARNING! You must complete the required fields.* | One or more mandatory fields are not completed.<br>You must properly fill in all mandatory fields otherwise you cannot proceed. |

*Table 3-10: "Modify Users – Change Password" Screen - Troubleshooting*

## 3.6 Logging Out

Access the BO home page, then click on the "Logout" tab to exit the application.

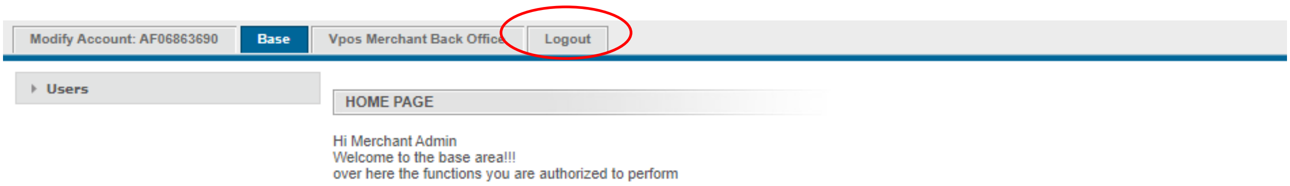



*Figure 3-11: "Logout"*

# 4. USERS MANAGEMENT

## 4.1 Overview

This chapter provides the procedures for the Users (also called BO Operators) management.

The BO Administrator only is authorized to perform the User management functions:

- Creating a New User
- Searching for a User
- Modifying the User configurations
- Deleting a User
- Resetting the User Password.

The User management functions can be accessed by selecting “Base” from the main menu.

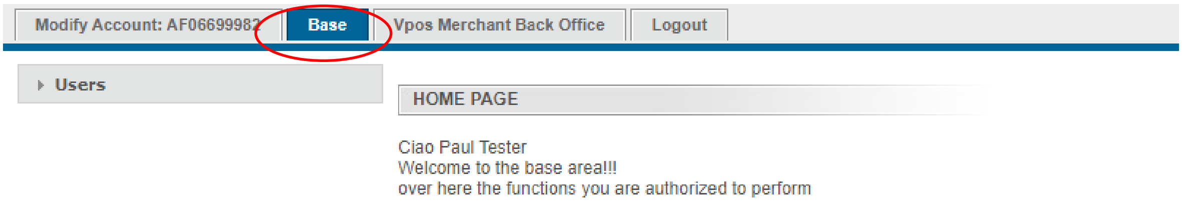



*Figure 4-1: VPos Main Menu – “Base” Tab*

**NOTE**: In some specific cases, according to Business Operator needs, some BO Operator features and grants can be customized.

## 4.2 Creating a New User

Select “Base” → “Users”.

The “Users Search” screen is displayed; here you can either:

- create a new user (the procedure is described in this section), or
- search for one or more existing users (the procedure is described later, in section *4.3 Searching for a User*).

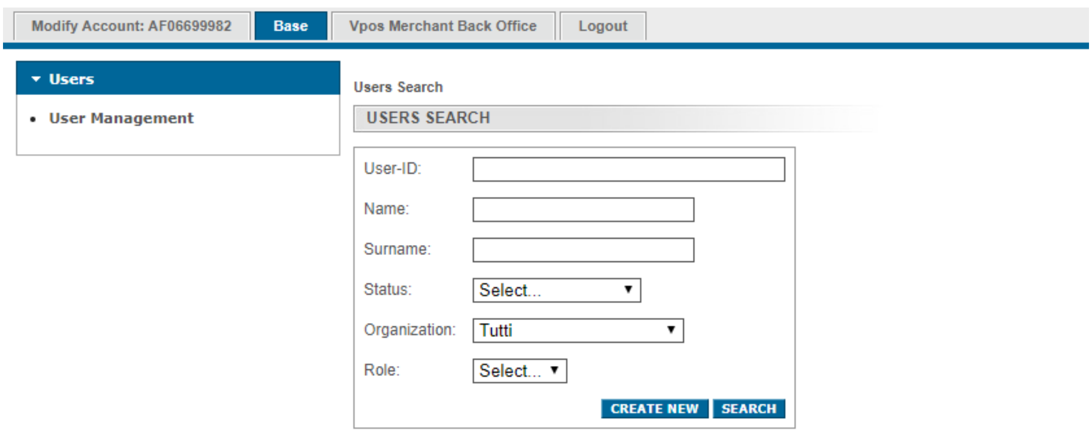



*Figure 4-2: Users Search/Creation*

Click at once on CREATE NEW the button (without filling in any field) to create a new user.

The system automatically generates a USER ID, assigned univocally to the new BO Operator.

The “Users Creation” screen is displayed.

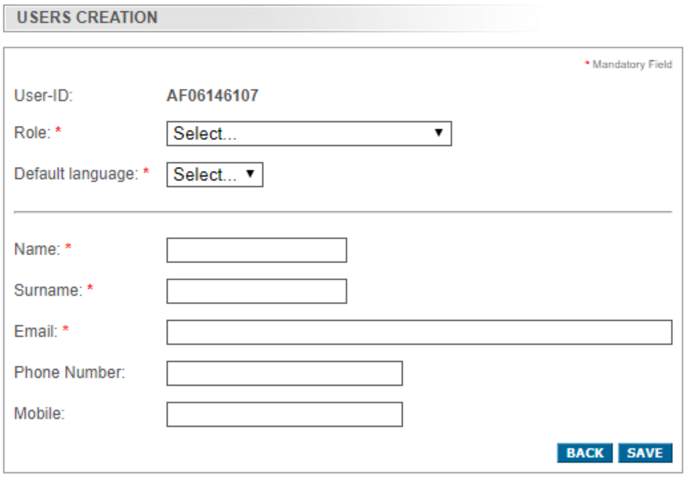



*Figure 4-3: Creating a New User*

| Item | Description |
| --- | --- |
| **User ID** | User Identifier; it is automatically generated and displayed by the application and it cannot be modified. |
| **Role** | Mandatory. User role.<br>Select the desired role among the available ones in the drop-down list. |
| **Default Language** | Mandatory. Default language for the email, if requested, and the payment page UI.<br>Select the desired default language among the available ones in the drop-down list.<br>VALID VALUES:<br>• Italian<br>• English |
| **Name** | Mandatory. Insert the User name. |
| **Surname** | Mandatory. Insert the User surname. |
| **Email** | Mandatory. Insert a valid email address of the User. |
| **Phone Number** | Optional. You can insert the User phone number. |
| **Mobile** | Optional. You can insert the User mobile phone number. |

| Item | Description |
|---|---|
| BACK | Click on this button to go back to previous screen.<br><br>If you have performed any changes and you click on this button without saving them, such changes will be lost. |
| SAVE | Click on this button to save data displayed on the screen. |

*Table 4-1: "Users Creation" Screen - Items*

Fill in all mandatory fields and as many optional fields as possible, then click on the SAVE button.

If you have properly filled in the required fields, the new User is successfully created and a popup window is displayed for confirmation.

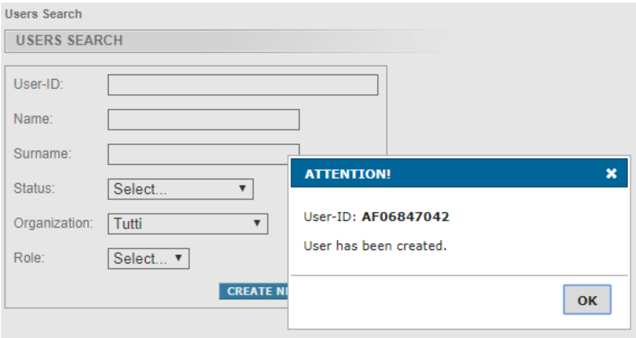



*Figure 4-4: User Creation Confirmation*

Click on the OK button to close the popup and return to the "Users Creation" screen (see *Figure 4-3: Creating a New User*).

Once the user creation procedure is successfully completed, the system automatically sends a notification email to the user just created, containing the instructions and the credentials to accomplish the activation (the procedure is described earlier, in section *3.1 First Access*).

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during user creation procedure.

| Message | Solution |
|---|---|
| *WARNING! You must complete the required fields.* | One or more mandatory fields are not completed.<br><br>You must properly fill in all mandatory fields otherwise you cannot proceed. |

*Table 4-2: "Users Creation" Screen - Troubleshooting*

## 4.3 Searching for a User

Select “Base” → “Users”.

The “Users Search” screen is displayed; here you can either:

- search for one or more existing users (the procedure is described in this section), or
- create a new one (the procedure is described earlier, in section *4.2 Creating a New User*).

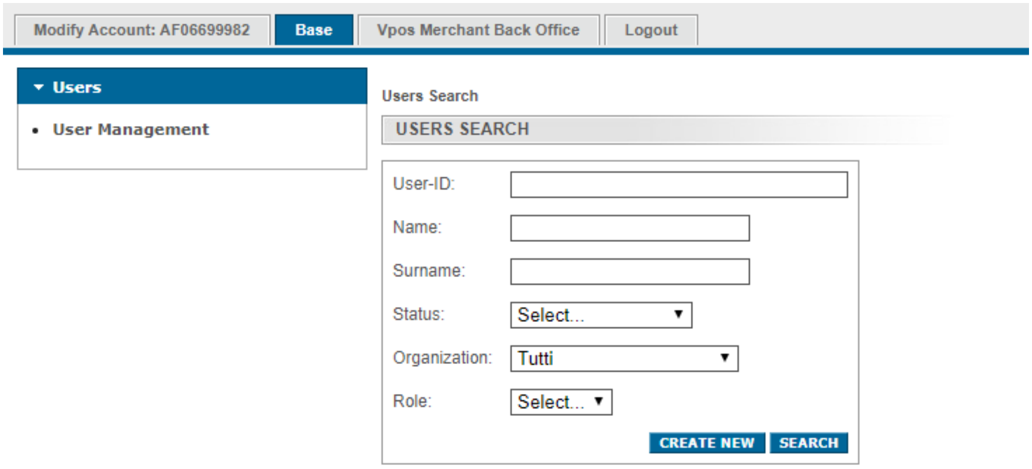



*Figure 4-5: “Users Search” Screen*

| Item | Description |
|---|---|
| **User ID** | Optional. User Identifier. |
| **Name** | Optional. User name. |
| **Surname** | Optional. User surname. |
| **Status** | Optional. User status.<br>You can select the desired status among the available ones in the drop-down list:<br>• Active (active User)<br>• Inactive (inactive User)<br>• New (new User).<br>• Disabled (disabled User).<br>• Locked (Locked User).<br>• Password expired (Password Expired). |
| **Organization** | Optional. User organization.<br>You can select the desired organization among the available ones in the drop-down list.<br>This field is defaulted to “All”, that means if you do not select a specific organization, all the available ones will be included in the search. |

| Item | Description |
|---|---|
| **Role** | Optional. User role.<br><br>You can select the desired role among the available ones in the drop-down list. |
| CREATE NEW | This button has to be used only to create a new User; it is not meaningful for users search.<br><br>The User creation procedure is described earlier, in section *4.2 Creating a New User*. |
| SEARCH | Click on this button to run the User(s) search, according to the criteria specified in the screen fields.<br><br>Once the search results are displayed, the possible actions are described later in this section (see *Figure 4-6: Users Search Results* below). |

*Table 4-3: "Users Search" Screen - Items*

Fill in the fields according to the search you need to perform. You can leave all fields blank if you need to extract all available Users.

Once you have set the required filters, click on the SEARCH button to run the search.

Selection results are displayed in a paged grid, as shown in the following figure.


5 records matching the specified search criteria.

| USER-ID | SURNAME | NAME | ORGANIZATION | LANGUAGE | STATUS | | | |
|---|---|---|---|---|---|---|---|---|
| AF06251929 | Curcio | Alex | greece merchant one | en | New | | | |
| AF06612842 | Curcio | Alex | greece merchant one | en | New | | | |
| AF06734686 | Rossi | Mario | greece merchant one | en | New | | | |
| AF06849515 | Tester | Paolo | greece merchant one | en | New | | | |
| AF06863690 | Admin | Merchant | greece merchant one | en | Active | | | |

*Figure 4-6: Users Search Results*

In case the list is too long to be shown on one single page, you can jump to the other screen page(s) by clicking either on a specific page number at the top of the screen to display the corresponding page, or on the arrow › to display the next page, or on the arrow ›| to display the last page.

Once you have detected the User you are looking for, you can:

- Show the User details ( icon)
- Modify the User details ( icon)
- Delete the User ( icon).

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during users search procedure.

| Message | Solution |
|---|---|
| *ATTENTION! No record were found for the specified criteria.* | Message displayed for information. |

*Table 4-4: "Users Search" Screen - Troubleshooting*

## 4.4 Showing User Details

Once you have detected the User you are looking for, in the “Users Search Results” screen (see *Figure 4-6: Users Search Results* above), click on the envelope icon on the right.

A read-only popup appears, showing the contact details of the corresponding user.

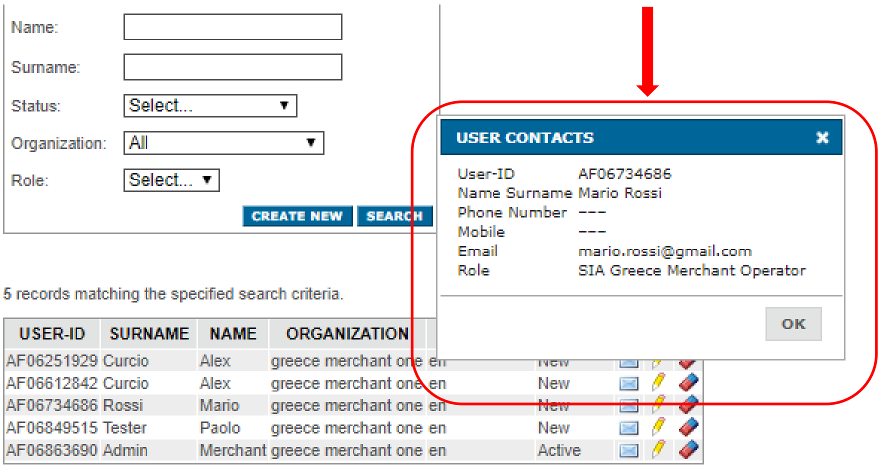



*Figure 4-7: Users Contact Details*

Displayed data are read-only.

Once you have read the displayed information, you can close the popup by clicking on the OK button and return to the “Users Search Results” screen.

## 4.5 Modifying User Details

Search and identify the User whose data you need to modify, by following the Users search procedure (see section *4.3 Searching for a User* for details).

Once you have identified the required User in the “Users Search Results” screen (see *Figure 4-6: Users Search Results* above), click on the pencil icon on the right.

The “Modify Users” screen is shown; here you can:

- modify the user details (the procedure is described in the current section)
- reset the user password (the procedure is described later, in section *4.7 Resetting the User Password*).

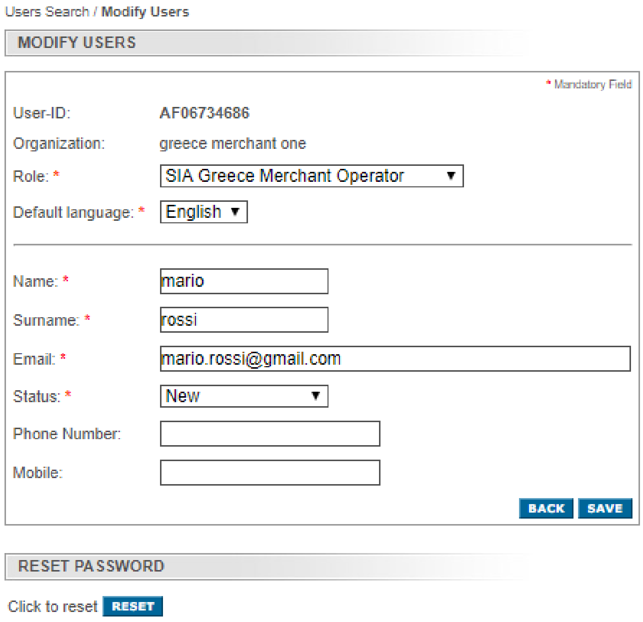



*Figure 4-8: Modifying the User Contact Details*

| Item | Description |
|---|---|
| **User ID** | User Identifier; it is automatically displayed by the application and it cannot be modified. |
| **Organization** | The organization to which the User belongs; it is automatically displayed by the application and it cannot be modified. |
| **Role** | Mandatory. User role.<br>Select the desired role among the available ones in the drop-down list. |
| **Default Language** | Mandatory. Default language for the email, if requested, and the payment page UI.<br>Select the desired default language among the available ones in the drop-down list.<br>VALID VALUES:<br>• Italian<br>• English |
| **Name** | Mandatory. Insert the User name. |
| **Surname** | Mandatory. Insert the User surname. |
| **Email** | Mandatory. Insert the User email address. |

| Item | Description |
|---|---|
| **Status** | Mandatory. User status.<br>Select the desired status among the available ones in the drop-down list:<br>• Active (Active User)<br>• Inactive (Inactive User)<br>• New (New User)<br>• Disabled (Disabled User)<br>• Locked (Locked User)<br>• Password expired (Password Expired). |
| **Phone Number** | Optional. You can insert the User phone number. |
| **Mobile** | Optional. You can insert the User mobile phone number. |
| BACK | Click on this button to go back to previous screen.<br>If you have performed any changes and you click on this button without saving them, such changes will be lost. |
| SAVE | Click on this button to save data displayed on the screen. |

*Table 4-5: "Modify Users" Screen - Items*

Modify the user details according to your needs and ensure that all mandatory fields (indicated by ) are filled in; then click on the SAVE button to save the changes.

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during the users modification procedure.

| Message | Solution |
|---|---|
| *ATTENTION! Fill in correctly text fields "xxxx".* | The mandatory fields must be properly completed. |

*Table 4-6: "Modify Users" Screen - Troubleshooting*

## 4.6 Deleting a User

Search and identify the User you need to remove, by following the Users search procedure (see section *4.3 Searching for a User* for details).

Once you have detected the required User in the “Users Search Results” screen (see *Figure 4-6: Users Search Results* above), click on the rubber icon on the right.

A popup window is displayed, asking you to confirm the User deletion.

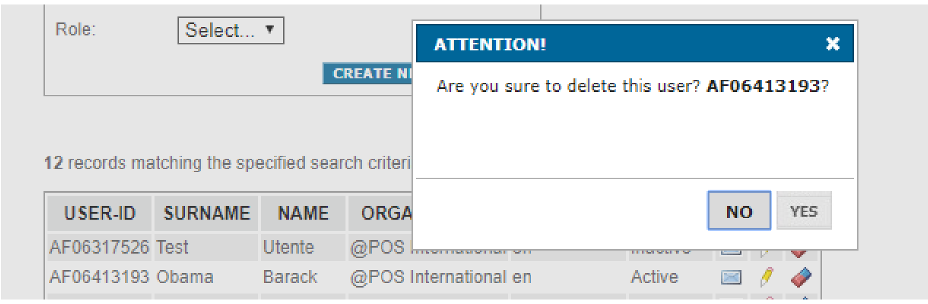



*Figure 4-9: User Deletion Confirmation*

Clicking on:

| | |
|---|---|
| YES | the selected User is permanently deleted; it is no more possible to rollback the operation. |
| NO | the selected User is not deleted; the deletion operation is abandoned. |

## 4.7 Resetting the User Password

Search and identify the User whose password you need to reset, by following the Users search procedure (see section *4.3 Searching for a User* for details).

Once you have identified the required User in the “Users Search Results” screen (see *Figure 4-6: Users Search Results* above), click on the pencil icon on the right.

The “Modify Users” screen is shown; here you can:

- modify the user details (the procedure is described earlier in section *4.5 Modifying User Details* and it has not to be considered for password reset)
- reset the user password (the procedure is described below).

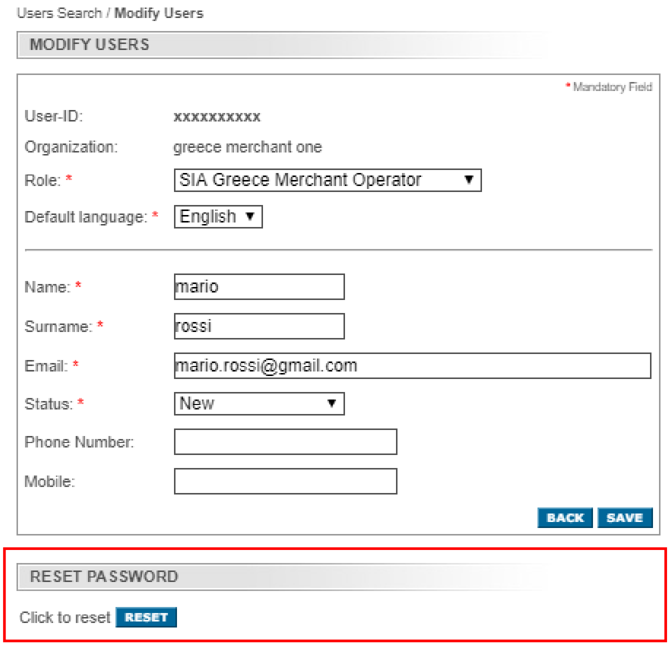



*Figure 4-10: Resetting the User Password*

Simply click on **RESET** the button to reset the User password.

The system sends a notification email to the User. It contains a temporary password and a link where the User needs to connect, which are valid for password reset ONLY. An example follows.

Please note that such link has a limited time validity (check the expiration date indicated in the last row of the email).

**From:** atpos@sia.eu [mailto:atpos@sia.eu]
**Sent:** Monday June, 1st 2020 14:30
**TO:** John Doe
**Title:** Portale VPOS

Hello John Doe,
In order to activate your account you need to click the link below and change the password at the first access (your TEMPORARY PASSWORD is provided below). Do not forget to visit the activation link before the expiration date!

Temporary password: 6986VAQXS
Activation link: https://atpostest.ssb.it:443/cubo/fgu-apl/AF06/main.app?FUNCTIONID=LinkNotAuth&PKSKIN=0000000004&LINGUA=en&HASHLINK=xbCbz51I8knkHSBRUENVbno%2FOKQ%3D
Expiration date: 10/06/2020

*Figure 4-11: Example of Email Received by the User after Password Reset*

# 5. ORDERS AND STATISTICS SEARCH – SUPPORT FUNCTIONS

## 5.1 Overview

In addition to the device functions that let the user (Administrator or Operator) manage orders, BO provides a variety of support functions; they are listed below.

- Orders search

    It allows to query the order database, in order to carry out a detailed search of a transaction (authorization, accounting, reversal).

- Reporting

    It allows the user to create a report on the status of orders received online. The search parameters that can be defined by the user and that allow to customize the reporting are:

    - Date range
    - Shop
    - Payment schemes
    - Order status
    - Currency.

- Statistics

    It allows the user to obtain statistical reports that summarize the operation of a Shop during a certain interval of time. In order to proceed with the creation of the statistics it will be necessary to fill in the following mandatory fields:

    - Grouping (Day, Week, Month)
    - Order date from
    - Order date to
    - Shop.

The functions for orders and statistics search can be accessed by selecting "Vpos Merchant Back Office" from the main menu.

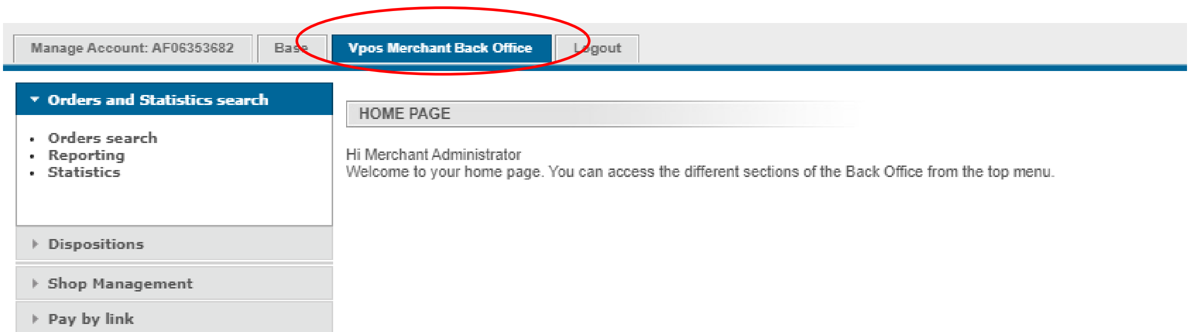



*Figure 5-1: VPos Main Menu – "Vpos Merchant Back Office" Tab – "Orders and Statistics search" Menu*

## 5.2 Searching for Orders

It is possible to query the database of the received orders, in order to perform a detailed search about a specific transaction (authorization, accounting, reversal).

Select "Vpos Merchant Back Office" → "Orders and Statistics search" → "Orders search".

The "Orders Search" screen is displayed.


*Figure 5-2: "Orders Search" Screen*

| Item | Description |
|---|---|
| **Order date From** | Mandatory. Specify the order start date and time.<br>It is defaulted to the current date, while the time is set to 00:00:00.<br>FORMAT: *dd-mm-yyyy hh:mm:ss* |
| **Order date To** | Mandatory. Specify the order end date and time.<br>It is defaulted to the current date, while the time is set to 23:59:59.<br>FORMAT: *dd-mm-yyyy hh:mm:ss* |
| **Shop** | Mandatory. The field is pre-filled if the Merchant has one shop only.<br>If the Merchant has more than one shop, you have to:<br>• Select the desired shop among the available ones in the drop-down list, or<br>• Enable the "Search on all shops" flag on the right to include all shops in the search results. |
| **Search on all shops** | Conditional.<br>As mentioned above, enable this flag if you wish to include all shops in the search. |

| Item | Description |
|---|---|
| **Network** | Optional. Payment Network.<br><br>You can select the desired network among the available ones in the drop-down list.<br><br><u>VALID VALUES</u>:<br>• VISA<br>• MASTERCARD<br>• AMEX<br>• DINERS<br>• IBAN<br>• BANCOMAT PAY<br>• AMAZON PAY<br>• SATISPAY<br>• PAYPAL<br>• MYBANK<br>• DINA |
| **Order N.** | Optional. Order number.<br><br>You can specify the number of the order whose details you need to know. |
| **Transaction N.** | Optional. Transaction number. |
| **Authorization N.** | Optional. Authorization number. |
| **Notes** | Optional. You can insert additional notes about the performed operation.<br><br><u>FORMAT</u>: free text, up to 100 alphanumeric characters. |
| **Order status** | Optional. Order status.<br><br>You can select the desired order status among the available ones in the drop-down list.<br><br>This field is defaulted to "All", that means if you do not select a specific status, all the available ones will be included in the search.<br><br><u>VALID VALUES</u>:<br>• All<br>• Declined<br>• Authorized<br>• Accounted<br>• Reversed |
| **Operator** | Optional. Operator number.<br><br><u>FORMAT</u>: 10 characters. |
| **Card number** | Optional. Payment card number.<br><br>You can insert the number of the used payment card. |

| Item | Description |
|---|---|
| | FORMAT: From 14 to 19 digits. |
| **Last 4 digits of the PAN** | Enable this flag , located on the right of the "Card number" field, if you insert only the last 4 digits of the PAN. |
| **IBAN Code** | Optional. International Bank Account Number. |
| **Amount** | Optional. Transaction amount.<br>FORMAT: the amount is split in two fields.<br>• The left side (6 digits maximum length) contains the amount integer part (value expressed in €)<br>• The right side (2 digits) contains the amount decimal part (value expressed in € cents).<br>Example: `560,00` |
| **Currency** | Optional. System of money used for transactions.<br>You can select the desired currency among the available ones in the drop-down list.<br>FORMAT: 3 characters.<br>Example: **EUR (→ Euro)** |
| **Wallet Operation** | Optional. Wallet operation made with one of the following valid values, selectable among the available ones in the drop-down list.<br>VALID VALUES:<br>• Masterpass<br>• Pay with Postepay<br>• Apple Pay<br>• Google Pay |
| **PAN Alias** | Optional. Token PAN Alias refers to a credit card number. |
| **PP Operation type** | Optional. The field is available if the merchant selects "Pay with Postepay" from the "Wallet operation" drop down menu.<br>VALID VALUES:<br>• In-App<br>• E-commerce |
| **Installments** | Optional.<br>Enable this flag , if you search Installments. |
| **Product reference** | Optional. Product reference (e.g. reservation number, phone number or insurance number).<br>FORMAT: 15 characters. |
| SEARCH | Click on this button to run the search, according to the criteria specified in the screen fields. |

| Item | Description |
|---|---|
| | Once the search results are displayed, the possible actions are described later, in this chapter. |

*Table 5-1: "Orders Search" Screen - Items*

Fill in all mandatory fields (marked with the red arrow ); if you wish to refine your search, you can specify more search criteria, by filling in as many optional fields as possible, according to your needs.

Once you have set the required filters, click on the **SEARCH** button to run the search.

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during the orders search procedure.

| Message | Solution |
|---|---|
| *WARNING! The search returned no results* | Message displayed for information. |
| *WARNING! You must complete the required fields* | One or more mandatory fields are not completed.<br>You must properly fill in all mandatory fields otherwise you cannot proceed. |

*Table 5-2: "Orders Search" Screen - Troubleshooting*

If no problems are encountered, selection results are displayed in a paged grid, as shown in the lower part of the following figure.

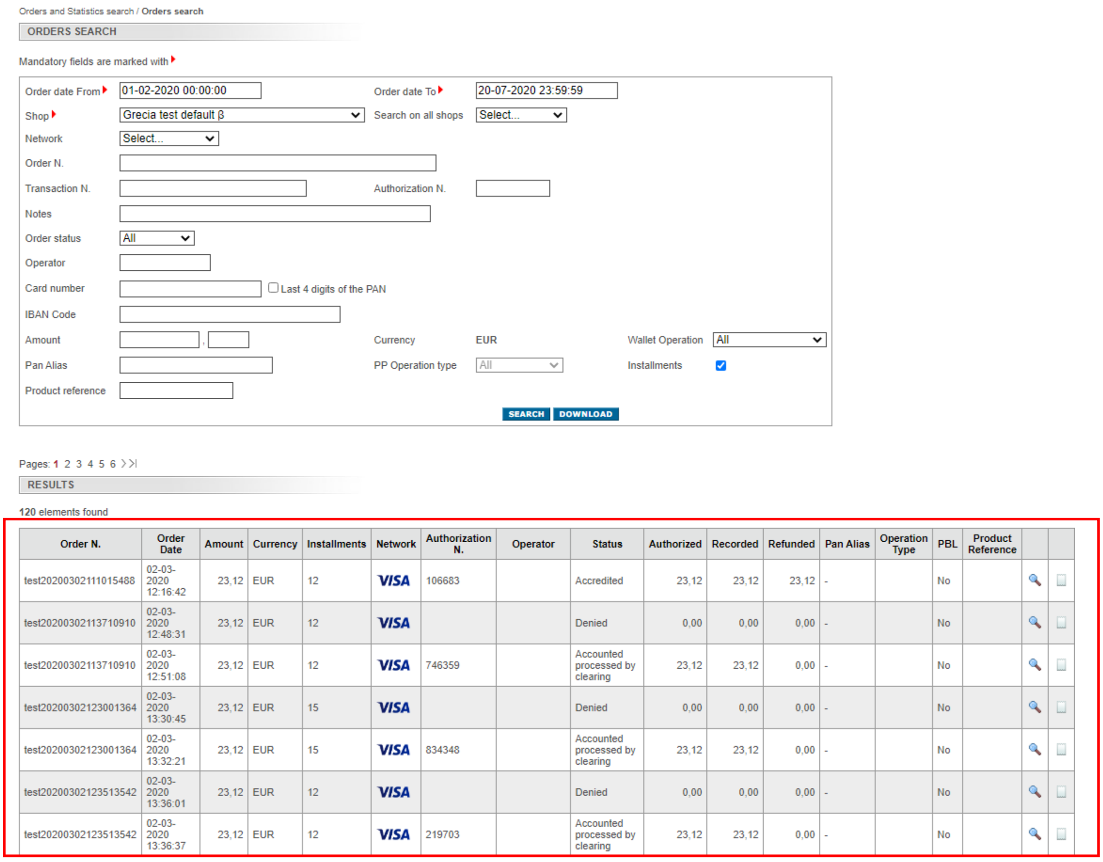


*Figure 5-3: Orders Search Results*

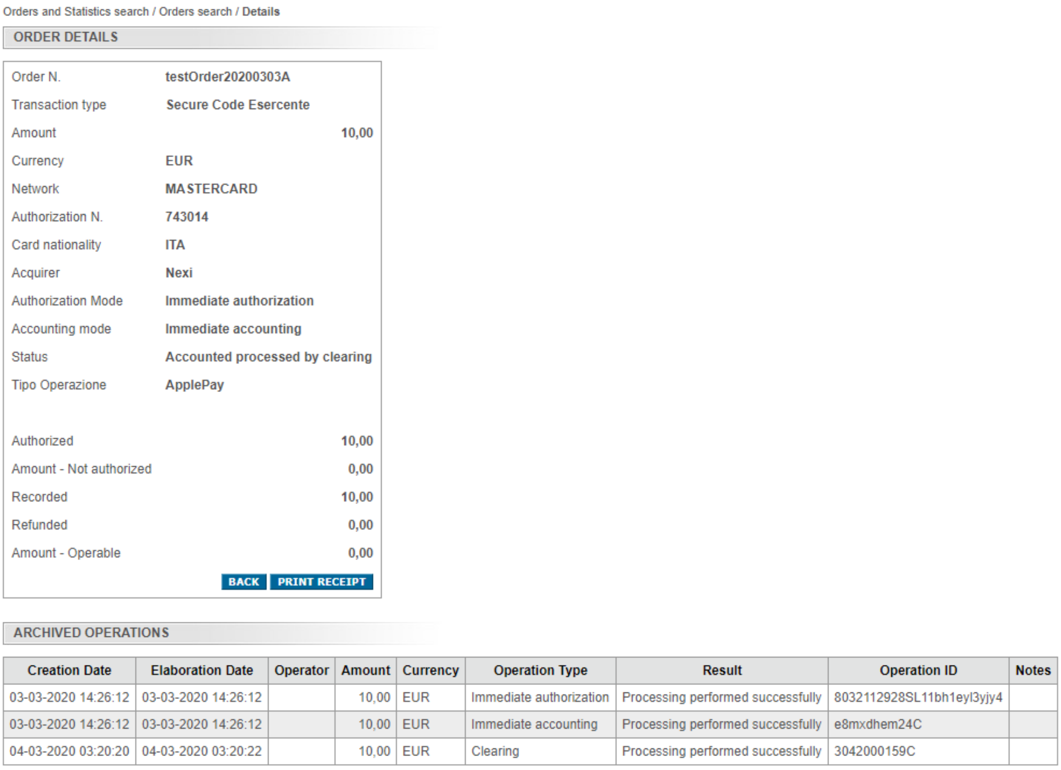
In case the list is too long to be shown on one single page, you can jump to the other screen page(s) by clicking either on a specific page number at the top of the screen to display the corresponding page, or on the arrow › to display the next page, or on the arrow ›| to display the last page.

Click on the **DOWNLOAD** button if you need to download the results in Excel format.

### 5.2.1 Showing Order Details

Once you have detected the order you are looking for, in the "Orders Search Results" screen (see *Figure 5-3: Orders Search Results* above), click on the magnifying icon on the right.

A read-only window appears, showing the details of the selected order.



Orders and Statistics search / Orders search / Details

ORDER DETAILS

| | |
|---|---|
| Order N. | testOrder20200303A |
| Transaction type | Secure Code Esercente |
| Amount | 10,00 |
| Currency | EUR |
| Network | MASTERCARD |
| Authorization N. | 743014 |
| Card nationality | ITA |
| Acquirer | Nexi |
| Authorization Mode | Immediate authorization |
| Accounting mode | Immediate accounting |
| Status | Accounted processed by clearing |
| Tipo Operazione | ApplePay |
| Authorized | 10,00 |
| Amount - Not authorized | 0,00 |
| Recorded | 10,00 |
| Refunded | 0,00 |
| Amount - Operable | 0,00 |

BACK PRINT RECEIPT

ARCHIVED OPERATIONS

| Creation Date | Elaboration Date | Operator | Amount | Currency | Operation Type | Result | Operation ID | Notes |
|---|---|---|---|---|---|---|---|---|
| 03-03-2020 14:26:12 | 03-03-2020 14:26:12 | | 10,00 | EUR | Immediate authorization | Processing performed successfully | 8032112928SL11bh1eyl3yjy4 | |
| 03-03-2020 14:26:12 | 03-03-2020 14:26:12 | | 10,00 | EUR | Immediate accounting | Processing performed successfully | e8mxdhem24C | |
| 04-03-2020 03:20:20 | 04-03-2020 03:20:22 | | 10,00 | EUR | Clearing | Processing performed successfully | 3042000159C | |

*Figure 5-4: "Order Details" Screen*

Once you have read the displayed information, you can:

- Close the window at once and return to the "Orders Search Results" screen, by clicking on the **BACK** button
- Print the order payment receipt, by clicking on the **PRINT RECEIPT** button.

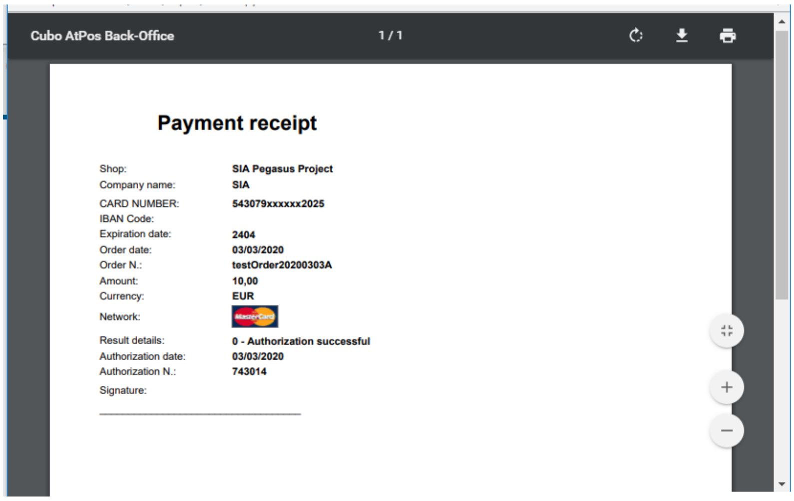



*Figure 5-5: Order Payment Receipt*

## 5.3 Reporting

This feature allows users to create a report for orders received online.

Select “Vpos Merchant Back Office” → “Orders and Statistics search” → “Reporting”.

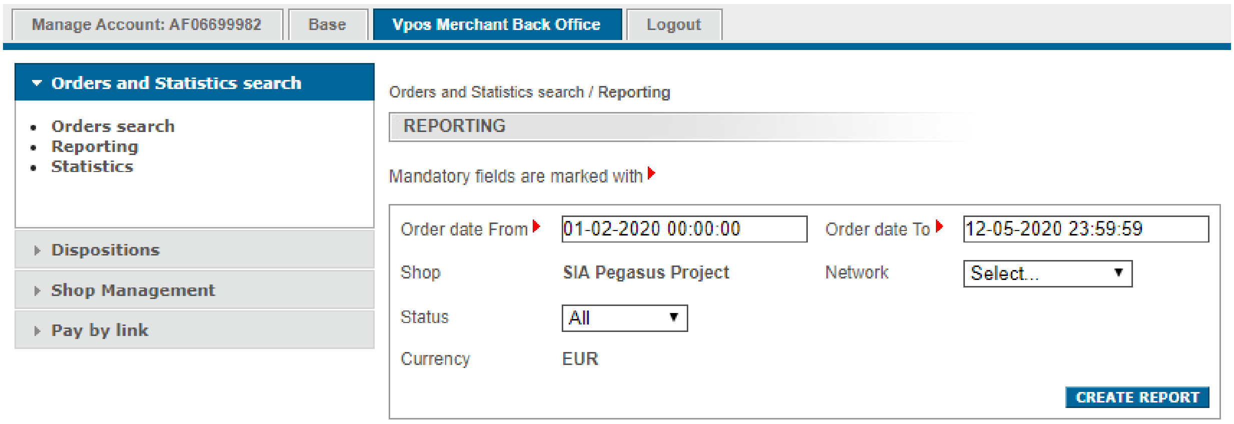



*Figure 5-6: “Reporting” Screen*

| Item | Description |
|---|---|
| **Order date From** | Mandatory. Insert the order start date and time.<br>It is defaulted to the current date, while the time is set to 00:00:00.<br>FORMAT: *dd-mm-yyyy hh:mm:ss* |
| **Order date To** | Mandatory. Insert the order end date and time.<br>It is defaulted to the current date, while the time is set to 23:59:59.<br>FORMAT: *dd-mm-yyyy hh:mm:ss* |
| **Shop** | Mandatory. The field is pre-filled if the Merchant has one shop only.<br>If the Merchant has more than one shop, you have to select the desired |

| Item | Description |
|---|---|
| | shop among the available ones in the drop-down list. |
| **Network** | Optional. Payment network. You can select the desired circuit among the available ones in the drop-down list.<br><br><u>VALID VALUES</u>:<br>• VISA<br>• MASTERCARD<br>• AMERICAN EXPRESS<br>• DINERS<br>• IBAN<br>• BANCOMAT PAY<br>• AMAZON PAY<br>• SATISPAY<br>• MYBANK<br>• PAYPAL<br>• DINA |
| **Status** | Optional. Order status.<br><br>You can select the desired order status among the available ones in the drop-down list.<br><br>This field is defaulted to "All", that means if you do not select a specific status, all the available ones will be included in the search.<br><br><u>VALID VALUES</u>:<br>• All<br>• Authorized<br>• Recorded<br>• Refunded |
| **Currency** | System of money used for transactions. It is automatically displayed by the application and it cannot be modified. |
| CREATE REPORT | Click on this button to generate the report, according to the criteria specified in the screen fields. |

*Table 5-3: "Reporting" Screen - Items*

Fill in all mandatory fields (marked with the red arrow ▸); if you wish to refine your search, you can specify more search criteria, by filling in as many optional fields as possible, according to your needs.

Once you have set the required filters, click on the CREATE REPORT button.

Selection results are displayed in a paged grid. The obtained report contains the orders details (such as ID, date, amount, currency, network, acquirer, authorization number, transaction number, transaction status, etc.).

RESULTS

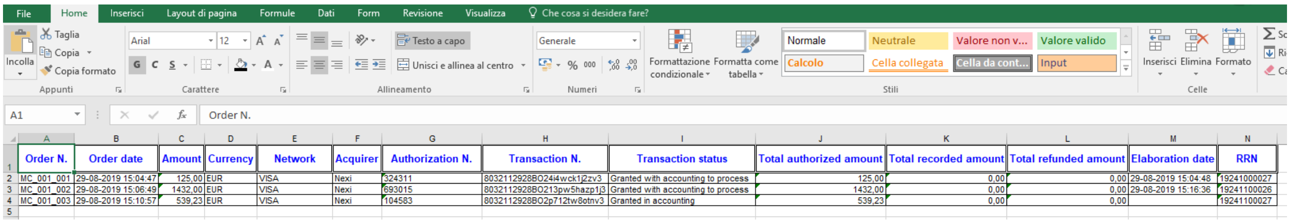
7 elements found EXPORT

| Order N. | Order Date | Amount | Currency | Installments | Network | Acquirer | Authorization N. | Transaction N. | Transaction Status | Total Authorized Amount | Total Recorded Amount | Total Refunded Amount | Elaboration Date |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| test20200504125020610 | 04-05-2020 13:51:46 | 23,12 | EUR | | IBAN | Nexi | 000000 | 8032180721SL11hz8zrh2uta4 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 04-05-2020 13:51:46 |
| test20200515094329787 | 15-05-2020 10:44:35 | 23,12 | EUR | | VISA | ATTICA BANK | 687850 | 8032180721SL1pcz626ddtdo4 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 16-05-2020 04:20:25 |
| test20200520132411449 | 20-05-2020 14:24:58 | 23,12 | EUR | | VISA | ATTICA BANK | 361457 | 8032180721SL1nhzrm4tkcnl4 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 21-05-2020 04:20:26 |
| test20200520132740297 | 20-05-2020 14:28:29 | 23,12 | EUR | | VISA | ATTICA BANK | 564542 | 8032180721SL1wlzic668ta44 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 21-05-2020 04:20:26 |
| test20200609100609559 | 09-06-2020 11:07:05 | 23,12 | EUR | | VISA | ATTICA BANK | 139877 | 8032180721SL1lo99zyn7thd4 | Accounted processed by clearing | 23,12 | 13,12 | 10,00 | 10-06-2020 04:20:29 |
| test20200714154211180 | 14-07-2020 16:45:00 | 23,12 | EUR | | VISA | ATTICA BANK | 177293 | 8032180721SL1d9jfc0htwjs4 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 15-07-2020 04:20:25 |
| test20200714155523462 | 14-07-2020 16:57:09 | 23,12 | EUR | | VISA | ATTICA BANK | 202752 | 8032180721SL1vj7e0khv2e74 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 15-07-2020 04:20:25 |

*Figure 5-7: Reporting Results*

In case the list is too long to be shown on one single page, you can jump to the other screen page(s) by clicking either on a specific page number at the top of the screen to display the corresponding page, or on the arrow › to display the next page, or on the arrow ›| to display the last page.

Click on the **EXPORT** button if you need to download the report in Excel format.



| Order N. | Order date | Amount | Currency | Network | Acquirer | Authorization N. | Transaction N. | Transaction status | Total authorized amount | Total recorded amount | Total refunded amount | Elaboration date | RRN |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| MC_001_001 | 29-08-2019 15:04:47 | 125,00 | EUR | VISA | Nexi | 324311 | 8032112928BO24i4wck1j2zv3 | Granted with accounting to process | 125,00 | 0,00 | 0,00 | 29-08-2019 15:04:48 | 19241000027 |
| MC_001_002 | 29-08-2019 15:06:49 | 1432,00 | EUR | VISA | Nexi | 693015 | 8032112928BO213pw5hazp1j3 | Granted with accounting to process | 1432,00 | 0,00 | 0,00 | 29-08-2019 15:16:36 | 19241100026 |
| MC_001_003 | 29-08-2019 15:10:57 | 539,23 | EUR | VISA | Nexi | 104583 | 8032112928BO2p712tw8otnv3 | Granted in accounting | 539,23 | 0,00 | 0,00 | | 19241100027 |

*Figure 5-8: Reporting - Results Exported in Excel Format*

## 5.4 Statistics

The "Statistics" feature provides a set of KPIs, which allows the user to get statistical reports summarizing the operations of a specific shop in a certain time range.

Select “Vpos Merchant Back Office” → “Orders and Statistics search” → “Statistics”.

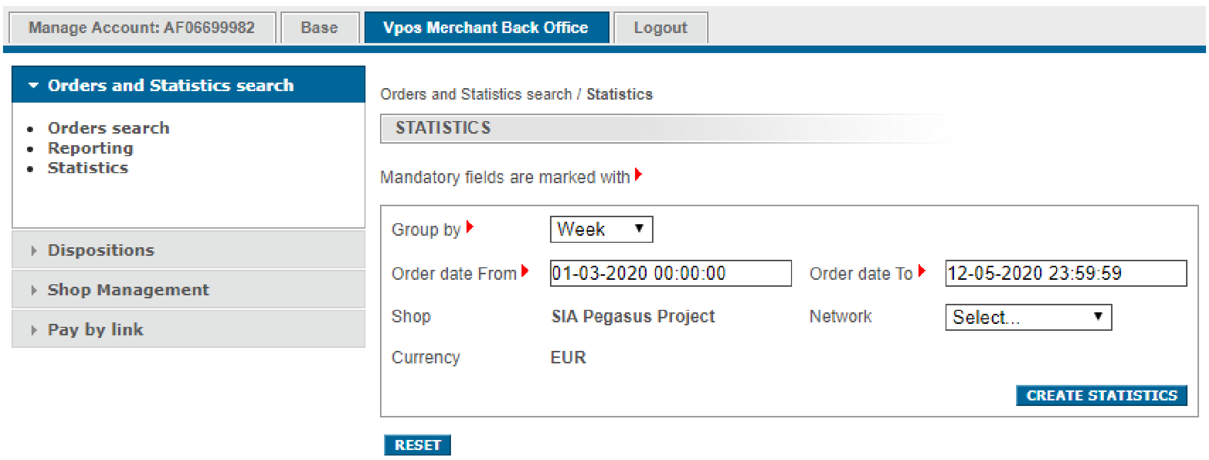



*Figure 5-9: “Statistics” Screen*

| Item | Description |
|---|---|
| **Group by** | Mandatory.<br>Select the desired value among the available ones in the drop-down list.<br>VALID VALUES:<br>• Day<br>• Week<br>• Month |
| **Order date From** | Mandatory. Insert the order start date and time.<br>It is defaulted to the current date, while the time is set to 00:00:00.<br>FORMAT: *dd-mm-yyyy hh:mm:ss* |
| **Order date To** | Mandatory. Insert the order end date and time.<br>It is defaulted to the current date, while the time is set to 00:00:00.<br>FORMAT: *dd-mm-yyyy hh:mm:ss* |
| **Shop** | Mandatory. The field is pre-filled if the Merchant has one shop only.<br>If the Merchant has more than one shop, you have to select the desired shop among the available ones in the drop-down list. |
| **Network** | Optional. Payment Network.<br>You can select the desired circuit among the available ones in the drop-down list.<br>VALID VALUES:<br>• VISA<br>• MASTERCARD<br>• AMERICAN EXPRESS<br>• DINERS<br>• IBAN<br>• BANCOMAT PAY<br>• AMAZON PAY<br>• SATISPAY<br>• MYBANK<br>• PAYPAL<br>• DINA |
| **Currency** | System of money used for transactions. It is automatically displayed by the application and it cannot be modified. |
| CREATE STATISTICS | Click on this button to generate the statistics report, according to the criteria specified in the screen fields. |
| RESET | Click on this button to reset the inserted data; you will be redirected to the "Statistics" screen (see *Figure 5-9: "Statistics" Screen*), where you can generate a new statistic. |

*Table 5-4: "Statistics" Screen - Items*

Fill in all mandatory fields (marked with the red arrow ▶); if you wish to refine your search, you can specify more search criteria, by filling in as many optional fields as possible, according to your needs.

Once you have set the required filters, click on the **CREATE STATISTICS** button.

You get a report containing the following information:

- Total number of received orders
- Number of authorized orders and the relevant total amount
- Number of accounted orders and the relevant total amount
- Number of reversed orders and the relevant total amount
- Number of denied orders and the relevant total amount.

**RESET**

**EXPORT**

Totale ordini: 15

Transaction in EUR

| | Order N. | Authorized | | Accounted | | Reversed | | Denied | |
|---|---|---|---|---|---|---|---|---|---|
| 10 | 1 | 0 | 0,00 | 1 | 10,00 | 0 | 0,00 | 0 | 0,00 |
| 11 | 3 | 1 | 10,00 | 2 | 10,00 | 0 | 0,00 | 0 | 0,00 |
| 12 | 1 | 0 | 0,00 | 1 | 23,12 | 0 | 0,00 | 0 | 0,00 |
| 13 | 3 | 1 | 15,00 | 1 | 23,12 | 0 | 0,00 | 1 | 1,00 |
| 14 | 1 | 0 | 0,00 | 0 | 0,00 | 0 | 0,00 | 1 | 1,00 |
| 15 | 3 | 0 | 0,00 | 3 | 30,99 | 0 | 0,00 | 0 | 0,00 |
| 16 | 1 | 0 | 0,00 | 1 | 10,00 | 0 | 0,00 | 0 | 0,00 |
| 18 | 2 | 0 | 0,00 | 2 | 24,12 | 0 | 0,00 | 0 | 0,00 |

*Figure 5-10: "Statistics" Report*

Click on the **EXPORT** button if you need to download the report in Excel format.

Click on the **RESET** button if you need to generate a new statistic: the inserted data are reset and you are redirected to the "Statistics" screen (see *Figure 5-9: "Statistics" Screen*).

# 6. ORDERS MANAGEMENT AND DISPOSITIONS

## 6.1 Overview

This chapter provides the procedures for the Orders management and dispositions.

Merchants have the opportunity to perform the following operations.

- Authorization Request

  It allows to request in Mo.To. mode the authorization of a specific order. The merchant, by means of a data entry form, assigns the values necessary for the transaction. Data are forwarded to SIA in a secure manner, with SSL interview, in order to be processed. The transaction is processed online and in response the SIA server returns the outcome of the schemes. In order to carry out this operation, information is requested such as the schemes to which it belongs, the card number, the amount of the transaction and the type of accounting.

- Refund Request

  It allows to request the total or partial reversal of an order authorized or accounted for with the consequence that the amount reversed is no longer "operable" by the merchant.

- Accounting Request

  It allows to request schemes to account for all/or part of the amount authorized, in a deferred manner. If a lower amount is chosen for accounting than the authorized amount (partial accounting), the remaining part of the authorized amount is no longer operable. If there are several stores listed under the same Merchant, must first be chosen on which store, through the drop-down menu, does the request. By filling in only the mandatory fields, you will obtain all the operations to be accounted for, in the indicated range of dates and for the involved shop.

- Accounting Cancellation

  In the case in which the operator has mistakenly ordered the accounting of an order, the request may be cancelled without any accounting effect, on condition that it is made by 24.00 on the same day on which the order is placed. Within this period, the transaction has not yet been processed by the schemes. The operation ("Accounting Request") is therefore still totally reversible and the order status is restored to "Authorized". The orders for which accounting has been requested in the previous days do not allow this reversibility of management, since the clearing of transactions has already taken place. In this case, the only way to re-credit the consumer of the amount booked is to cancel the transaction. The effect of the cancellation request differs depending on whether it is applied to authorized or accounted orders. In the case of an order entered in the accounts ("Accounting Transaction" status), it is possible to reverse all/or part of the amount, making the amount reversed inoperable at a later date by the Merchant.

The functions for orders management and dispositions can be accessed by selecting "Vpos Merchant Back Office" from the main menu.

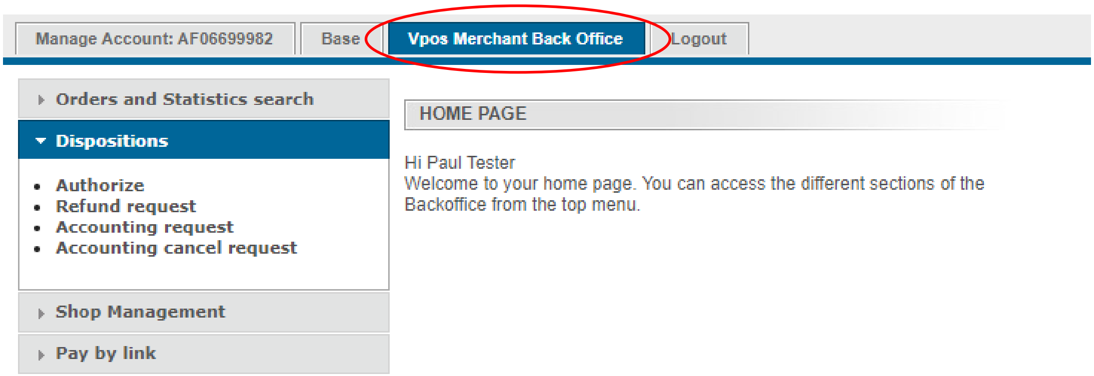



*Figure 6-1: VPos Main Menu – "Vpos Merchant Back Office" Tab – "Dispositions" Menu*

## 6.2 Authorization Request

This feature allows the operator to request the Network authorization for a specific order to be processed in Mo.To. mode.

The Merchant uses a data entry form to insert the values required for the transaction. Data are routed in secure mode (using SSL communication) to SIA in order to be processed. The transaction is processed online. SIA servers, as transaction result, return the outcome received by the Circuits.

Select “Vpos Merchant Back Office” → “Dispositions” → “Authorize”.

The “Authorize / Shop / Payment Details” screen is displayed.

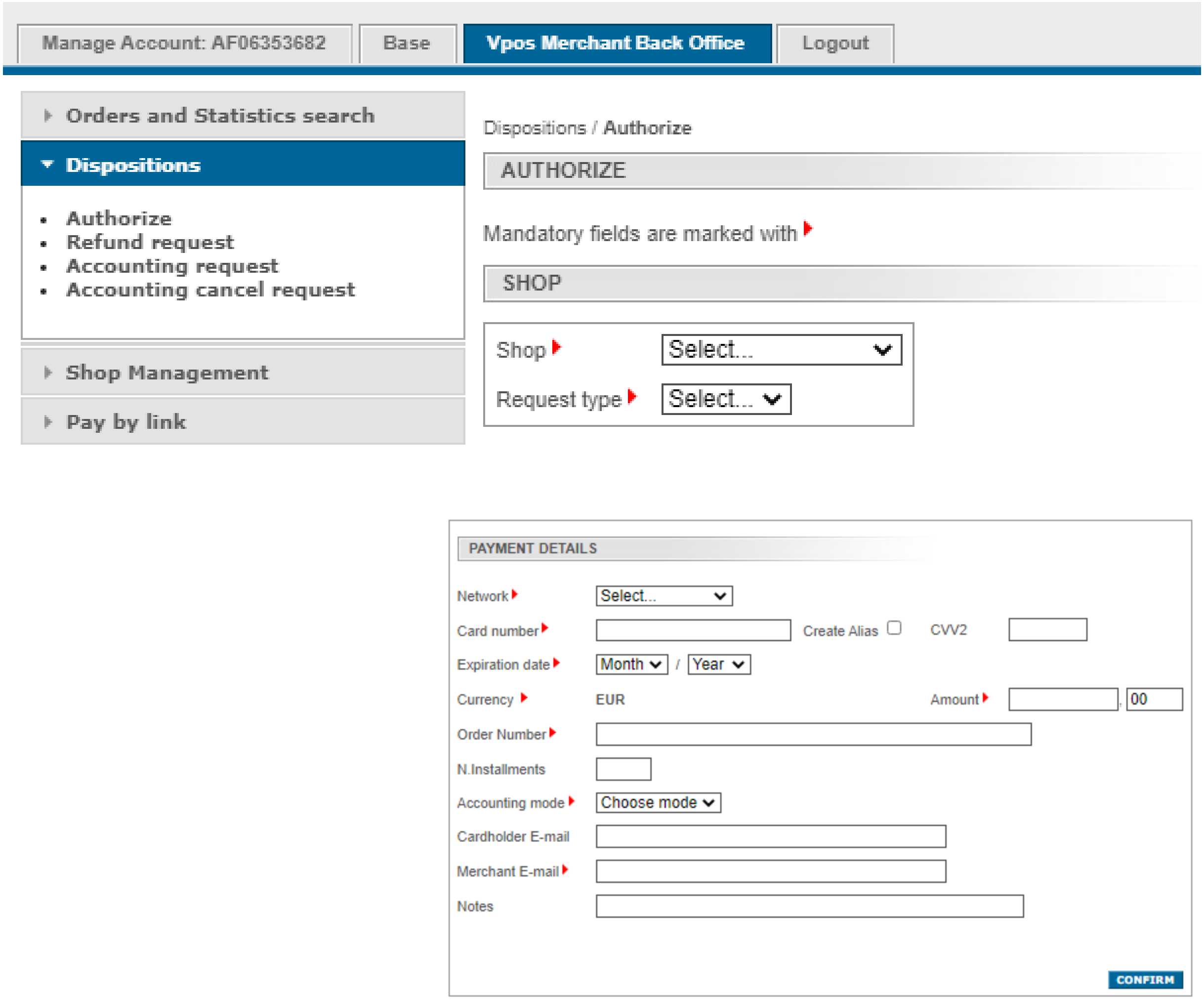



*Figure 6-2: Authorization Request – “Authorize / Shop / Payment Details” Screen*

| Item | Description |
|---|---|
| **SHOP** | |
| **Shop** | Mandatory. Shop for which you are requesting the authorization.<br>The field is pre-filled if the Merchant has one shop only. |

| Item | Description |
|---|---|
| | If the Merchant has more than one shop, you have to:<br>• Select the desired shop among the available ones in the drop-down list, or<br>• Enable the "Search on all shops" flag on the right to include all shops. |
| **Request type** | Mandatory. Request Type.<br>Select the desired request type among the available ones in the drop-down list.<br>VALID VALUES:<br>• Pan<br>• Alias Pan |
| **PAYMENT DETAILS** | |
| **Network** | Mandatory. Payment Network.<br>Select the desired network among the available ones in the drop-down list.<br>VALID VALUES:<br>• VISA<br>• MASTERCARD<br>• AMERICAN EXPRESS<br>• MAESTRO<br>• DINERS<br>• DINA |
| **Card number** | Mandatory. Payment card number.<br>Insert the number of the used payment card.<br>FORMAT: From 14 to 19 digits. |
| **CVV2** | Optional. Control code, usually reported on the back of the credit card.<br>FORMAT:<br>• 3 digits for Visa and MasterCard cards<br>• 4 digits for American Express cards. |
| **Expiration date** | Mandatory. Card expiration date.<br>Select the card expiration Month and Year from the drop-down lists.<br>FORMAT: *mm/yyyy* |
| **Currency** | Pre-filled field; it cannot be modified. System of money used for transactions.<br>FORMAT: 3 characters.<br>Example: `EUR (→ Euro)` |
| **Amount** | Mandatory. Insert the transaction amount.<br>FORMAT: the amount is split in two fields. |

| Item | Description |
| --- | --- |
| | • The left side (6 digits maximum length) contains the amount integer part (value expressed in €)<br>• The right side (2 digits) contains the amount decimal part (value expressed in € cents).<br><br>Example: `560,00` |
| **Order Number** | Mandatory. Order unique identifier.<br><br><u>FORMAT</u>: Up to 50 alphanumeric characters. |
| **N. Installments** | Optional. Number of Installments. |
| **Accounting mode** | Mandatory.<br><br>The Merchant, during order data form filling, has to specify the preferred accounting type.<br><br>For each operation, marked as accounted, SIA forwards the information to the affiliate banks, of both Merchants and Acquirer, for the transaction clearing.<br><br>Select the desired accounting mode among the available ones in the drop-down list.<br><br><u>VALID VALUES</u>:<br>• IMMEDIATE: (→ actual) selecting this option, at the end of the same day when the authorization was granted, SIA automatically forwards the information for the transaction clearing.<br>• DEFERRED: (→ postponed) selecting this option, the merchant must access the Back Office to either confirm or cancel the transaction accounting by the period set during subscription, according to the agreement with both the bank and the Acquirer. |
| **Cardholder E-mail** | Optional. Cardholder email address.<br><br>If specified, the transaction results are sent to such email address. |
| **Merchant E-mail** | Mandatory. Merchant email address.<br><br>Specify a valid email address, where the Merchant will receive the transaction results. |
| **Notes** | Optional. Additional notes about the transaction authorizations.<br><br><u>FORMAT</u>: free text, up to 100 alphanumeric characters. |
| CONFIRM | Click on this button to confirm the authorization request. |

*Table 6-1: "Authorize / Shop / Payment Details" Screen - Items*

Fill in all mandatory fields (marked with the red arrow ) and one or more optional fields if you desire to specify more information.

Once you have set the required fields, click on the CONFIRM button.

**NOTE**: If any mandatory field is not properly set, the system highlights it in red and inhibits the transaction submission.

If all mandatory fields are properly set, when you click on the **CONFIRM** button the authorization request is sent to the specified Network and the system returns the authorization result (Approved/Rejected), received from the Network itself.

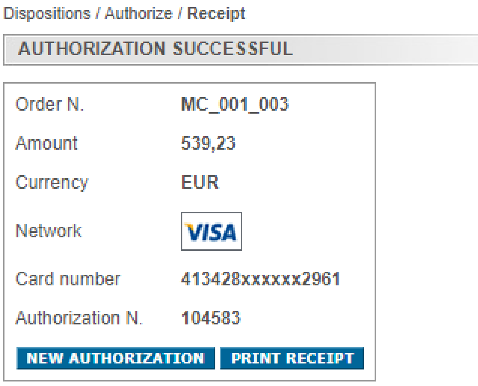



*Figure 6-3: "Authorization Successful" Receipt*

Displayed data are read-only.

Click on the **PRINT RECEIPT** button to print the details of the authorization process result.

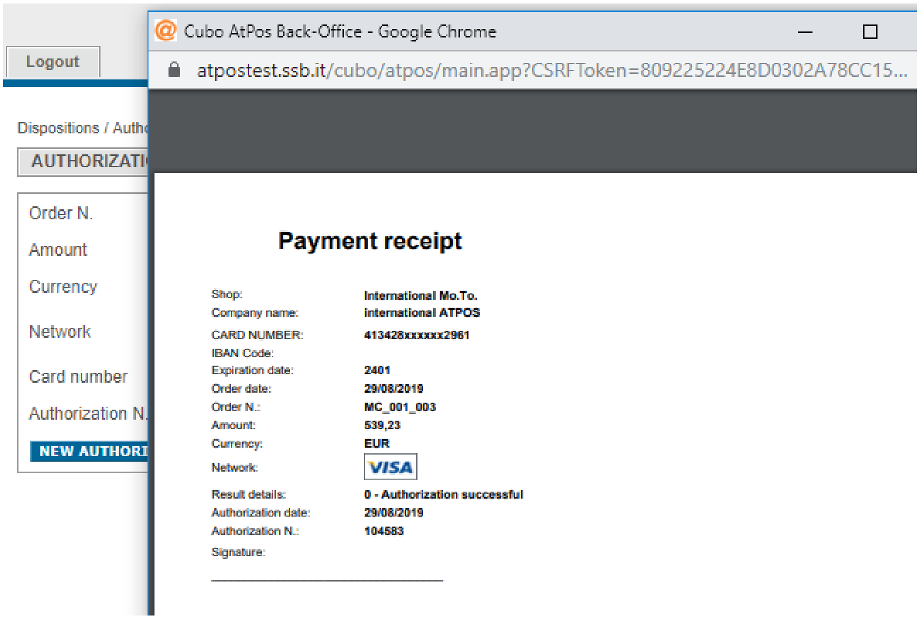



*Figure 6-4: "Authorization" Process Result Details*

Click on the **NEW AUTHORIZATION** button if you need to request a new authorization.

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during the network authorization procedure.

| Message | Solution |
| --- | --- |
| *WARNING! You must complete the required fields* | One or more mandatory fields are not completed.<br>You must properly fill in all mandatory fields otherwise you cannot proceed. |
| *WARNING! Authorization denied* | Check the card data or verify that the order is not duplicated. |

*Table 6-2: "Authorize / Shop / Payment Details" Screen - Troubleshooting*

### 6.2.1 Authorization Request for Merchants Using Alias PAN

For Merchants who enabled Alias Pan (please refer to *Merchant Integration Manual* for detailed information), the procedure is similar to the one described above in section *6.2 Authorization Request*.

Select "Vpos Merchant Back Office" → "Dispositions" → "Authorize".

The "Authorize" screen is displayed; the following figure shows only the upper part.


*Figure 6-5: Authorization Request for Merchants Using Alias PAN*

| Item | Description |
| --- | --- |
| **SHOP** | |
| **Shop** | Mandatory. Shop for which you are requesting the authorization.<br>The field is pre-filled if the Merchant has one shop only.<br>If the Merchant has more than one shop, you have to:<br>• Select the Shop operating with Mo.To. among the available ones in the drop-down list, or<br>• Enable the "Search on all shops" flag on the right to include all shops. |
| **Request type** | Mandatory. Request Type.<br>Select "Alias Pan" value among the available values in the drop-down list. |
| **PAYMENT DETAILS** | |
| Fields have to be filled in as described above, in section *6.2 Authorization Request*. | |

*Table 6-3: "Authorization Request for Merchant Using Alias PAN" - Items*

Next steps are the same as the procedure described above, in section *6.2 Authorization Request*. In order to avoid the insertion of redundant information into the document, please skip to it to proceed.

## 6.3 Refund Request

BO allows performing a reversal payment (either total or partial) of authorized or accounted orders. This implies that the “reversely paid” amount is no longer “operable” by the Merchant. The effect of the cancellation request is different, depending on whether it is applied to authorized or accounted orders.

In case of an account order ("Trans. Accounted" status), it is possible to reverse either the total or the partial amount, making the amount reversed inoperable to the Merchant.

It specifies the difference between:

- Authorized order reversal payment

  This case implies the rollback of the authorized amount on user credit card plafond.

- Accounted order reversal payment

  This case implies the credit back to the consumer equal to the amount reversed.

Select “Vpos Merchant Back Office” → “Dispositions” → “Refund Request”.

The “Refund Request” screen is displayed.

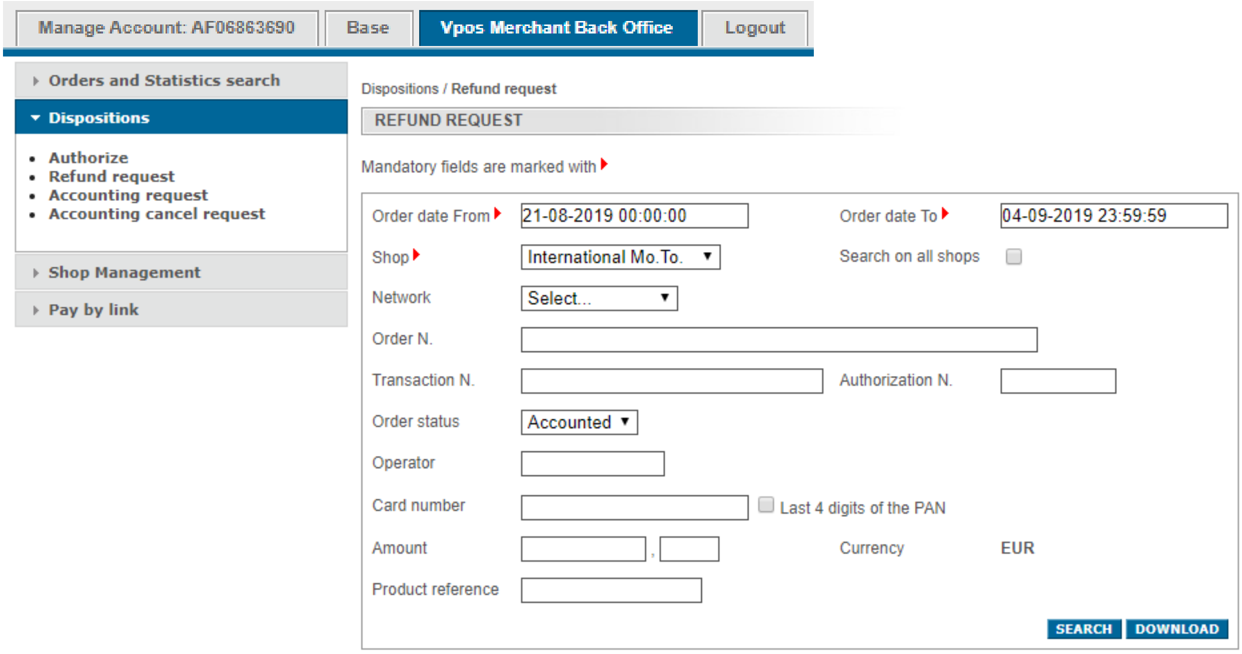



*Figure 6-6: “Refund Request” Screen*

| Item | Description |
|---|---|
| **Order date From** | Mandatory. Insert the order start date and time.<br>It is defaulted to the current date, while the time is set to 00:00:00.<br>FORMAT: *dd-mm-yyyy hh:mm:ss* |
| **Order date To** | Mandatory. Insert the order end date and time.<br>It is defaulted to the current date, while the time is set to 23:59:59.<br>FORMAT: *dd-mm-yyyy hh:mm:ss* |

| Item | Description |
|---|---|
| **Shop** | Mandatory. The field is pre-filled if the Merchant has one shop only.<br>If the Merchant has more than one shop, you have to:<br>• Select the desired shop among the available ones in the drop-down list, or<br>• Enable the "Search on all shops" flag on the right to include all shops in the search results. |
| **Search on all shops** | Conditional.<br>As mentioned above, enable this flag if you wish to include all shops in the search. |
| **Network** | Optional. Payment Network.<br>You can select the desired network among the available ones in the drop-down list.<br>VALID VALUES:<br>• VISA<br>• MASTERCARD<br>• AMEX<br>• DINERS<br>• IBAN<br>• BANCOMAT PAY<br>• AMAZON PAY<br>• SATISPAY<br>• PAYPAL<br>• MYBANK<br>• DINA |
| **Order N.** | Optional. Order number.<br>You can specify the number of the order whose details you need to know. |
| **Transaction N.** | Optional. Transaction number. |
| **Authorization N.** | Optional. Authorization number. |
| **Order status** | Optional. Order status.<br>You can select the desired order status among the available ones in the drop-down list.<br>This field is defaulted to "All", that means if you do not select a specific status, all the available ones will be included in the search.<br>VALID VALUES:<br>• All<br>• Declined<br>• Authorized<br>• Accounted |

| Item | Description |
|---|---|
| | • Reversed |
| **Operator** | Optional. Operator number.<br>FORMAT: 10 characters. |
| **Card number** | Optional. Payment card number.<br>You can insert the number of the used payment card.<br>FORMAT: From 14 to 19 digits. |
| **Last 4 digits of the PAN** | Enable this ☐ flag , located on the right of the “Card number” field, if you insert the last 4 digits of the PAN. |
| **Amount** | Optional. Transaction amount.<br>FORMAT: the amount is split in two fields.<br>• The left side (6 digits maximum length) contains the amount integer part (value expressed in €)<br>• The right side (2 digits) contains the amount decimal part (value expressed in € cents).<br>Example: `560,00` |
| **Currency** | Pre-filled field; it cannot be modified. System of money used for transactions.<br>FORMAT: 3 characters.<br>Example: `EUR (→ Euro)` |
| **Product reference** | Optional. Product reference (e.g. reservation number, phone number or insurance number).<br>FORMAT: 15 characters. |
| SEARCH | Click on this button to run the search, according to the criteria specified in the screen fields.<br>Once the search results are displayed, the possible actions are described later, in this chapter. |
| DOWNLOAD | Click on this button if you need to download the search results in Excel format. |

*Table 6-4: “Refund Request” Screen - Items*

Mandatory fields are marked with red arrow ▶.

If Merchants have multiple Shops, first the user needs to select the Shop in the dropdown list.

Filling only mandatory fields and selecting a time range, a list of transactions will be shown.

All other optional fields can be used to pinpoint the requested transaction.

Once you have set the required filters, click on the SEARCH button to run the search.

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during the refund request procedure.

| Message | Solution |
|---|---|
| *WARNING! You must complete the required fields* | One or more mandatory fields are not completed.<br>You must properly fill in all mandatory fields otherwise you cannot proceed. |
| *WARNING! Refund denied* | Please, contact your Merchant Administrator |

*Table 6-5: "Refund Request" Screen - Troubleshooting*

If no problems are encountered, selection results are displayed in a paged grid, as shown in the following figure.

RESULTS

7 elements found EXPORT

| Order N. | Order Date | Amount | Currency | Installments | Network | Acquirer | Authorization N. | Transaction N. | Transaction Status | Total Authorized Amount | Total Recorded Amount | Total Refunded Amount | Elaboration Date |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| test20200504125020610 | 04-05-2020 13:51:46 | 23,12 | EUR | | IBAN | Nexi | 000000 | 8032180721SL11hz8zrh2uta4 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 04-05-2020 13:51:46 |
| test20200515094329787 | 15-05-2020 10:44:35 | 23,12 | EUR | | VISA | ATTICA BANK | 687850 | 8032180721SL1pcz626ddtdo4 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 16-05-2020 04:20:25 |
| test20200520132411449 | 20-05-2020 14:24:58 | 23,12 | EUR | | VISA | ATTICA BANK | 361457 | 8032180721SL1nhzrm4tkcnl4 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 21-05-2020 04:20:26 |
| test20200520132740297 | 20-05-2020 14:28:29 | 23,12 | EUR | | VISA | ATTICA BANK | 564542 | 8032180721SL1wlzic668ta44 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 21-05-2020 04:20:26 |
| test20200609100609559 | 09-06-2020 11:07:05 | 23,12 | EUR | | VISA | ATTICA BANK | 139877 | 8032180721SL1lo99zyn7thd4 | Accounted processed by clearing | 23,12 | 13,12 | 10,00 | 10-06-2020 04:20:29 |
| test20200714154211180 | 14-07-2020 16:45:00 | 23,12 | EUR | | VISA | ATTICA BANK | 177293 | 8032180721SL1d9jfc0htwjs4 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 15-07-2020 04:20:25 |
| test20200714155523462 | 14-07-2020 16:57:09 | 23,12 | EUR | | VISA | ATTICA BANK | 202752 | 8032180721SL1vj7e0khv2e74 | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | 15-07-2020 04:20:25 |

*Figure 6-7: "Refund Request" Search Results*

In case the list is too long to be shown on one single page, you can jump to the other screen page(s) by clicking either on a specific page number at the top of the screen to display the corresponding page, or on the arrow › to display the next page, or on the arrow ›| to display the last page.

Once you have detected the order you are looking for, click on the icon (Reversal Payment Request) on the right.

A popup with order recap is displayed.

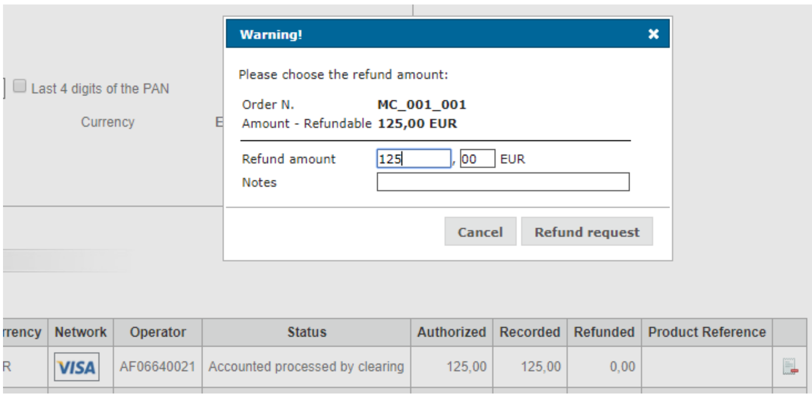



*Figure 6-8: "Refund Request" – Order Recap*

| Item | Description |
|---|---|
| **Refund amount** | Optional. If the transaction was already accounted, you can specify the total or a part of the transaction amount. |
| **Notes** | Optional. You can insert additional notes about the performed operation. |
| Refund request | Click on this button to confirm the refund request. |
| Cancel | Click on this button if you wish to discard any action on the screen. |

*Table 6-6: "Refund Request" Order Recap - Items*

After having clicked on the Refund request button, the refund details recap of the reversal payment is shown.

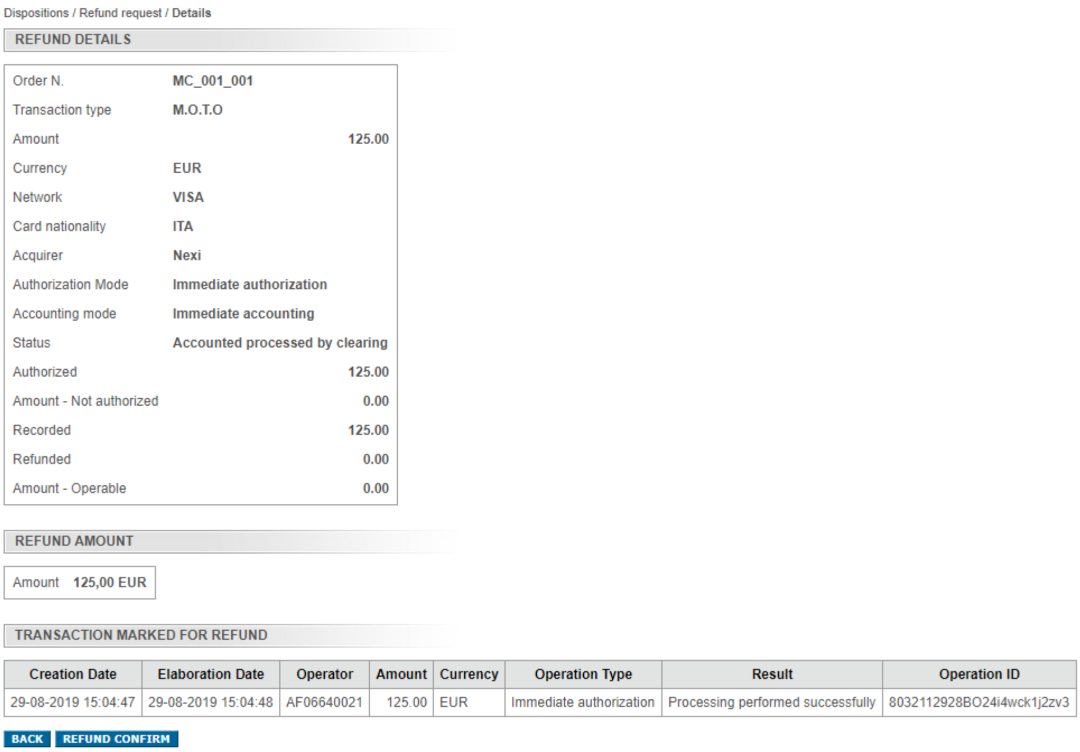



*Figure 6-9: Refund Request - Details*

Click on the REFUND CONFIRM button.

This action pushes the order status to “Reversed”.

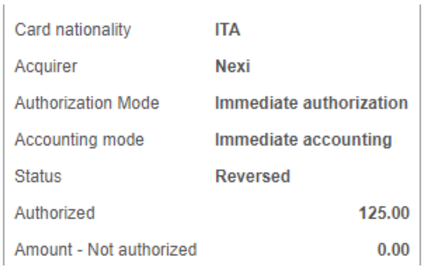



*Figure 6-10: Refund Request - Order Status (Changed to “Reversed”)*

## 6.4 Accounting Request

This feature allows users to request accounting (total or partial) of deferred transaction.

If a user requests partial accounting (value required to be accounted is lower than total authorization value) the remaining part of deferred transaction value CANNOT be accounted ANY LONGER.

Select “Vpos Merchant Back Office” → “Dispositions” → “Accounting request”.

The “Accounting Request” screen is displayed.

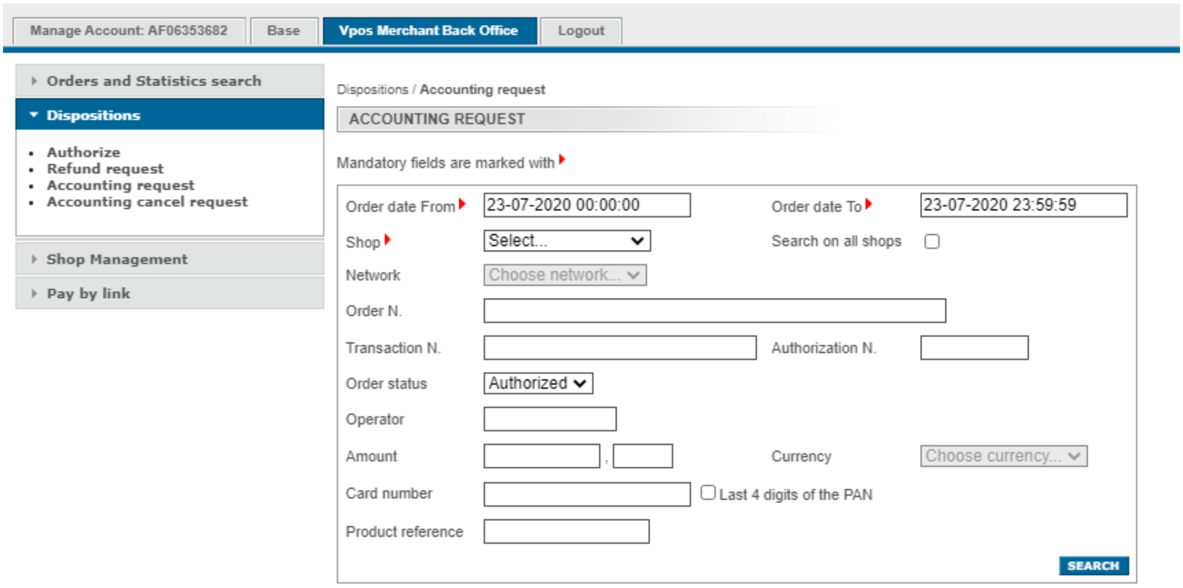



*Figure 6-11: “Accounting Request” Screen*

| Item | Description |
|---|---|
| **Order date From** | Mandatory. Specify the order start date and time.<br>It is defaulted to the current date, while the time is set to 00:00:00.<br>FORMAT: *dd-mm-yyyy hh:mm:ss* |

| Item | Description |
|---|---|
| **Order date To** | Mandatory. Specify the order end date and time.<br>It is defaulted to the current date, while the time is set to 23:59:59.<br>FORMAT: *dd-mm-yyyy hh:mm:ss* |
| **Shop** | Mandatory. The field is pre-filled if the Merchant has one shop only.<br>If the Merchant has more than one shop, you have to:<br>• Select the desired shop among the available ones in the drop-down list, or<br>• Enable the "Search on all shops" flag on the right to include all shops in the search results. |
| **Network** | Optional. Payment card circuit.<br>You can select the desired circuit among the available ones in the drop-down list.<br>VALID VALUES:<br>• IBAN<br>• VISA<br>• MASTERCARD<br>• AMEX<br>• DINERS<br>• BANCOMAT PAY<br>• AMAZON PAY<br>• SATISPAY<br>• MYBANK<br>• PAYPAL<br>• DINA |
| **Order N.** | Optional. Order number.<br>You can specify the number of the order whose details you need to know. |
| **Transaction N.** | Optional. Transaction number. |
| **Authorization N.** | Optional. Authorization number. |
| **Order status** | Optional. Order status.<br>You can select the desired order status among the available ones in the drop-down list.<br>This field is defaulted to "All", that means if you do not select a specific status, all the available ones will be included in the search.<br>VALID VALUES:<br>• All<br>• Declined<br>• Authorized<br>• Accounted |

| Item | Description |
|---|---|
| | • Reversed |
| **Operator** | Optional. Operator number.<br>FORMAT: 10 characters. |
| **Amount** | Optional. Transaction amount.<br>FORMAT: the amount is split in two fields.<br>• The left side (6 digits maximum length) contains the amount integer part (value expressed in €)<br>• The right side (2 digits) contains the amount decimal part (value expressed in € cents).<br>Example: `560,00` |
| **Currency** | Pre-filled field; it cannot be modified. System of money used for transactions.<br>FORMAT: 3 characters.<br>Example: **EUR (→ Euro)** |
| **Card number** | Optional. Payment card number.<br>You can insert the number of the used payment card.<br>FORMAT: From 14 to 19 digits. |
| **Last 4 digits of the PAN** | Enable this flag , located on the right of the "Card number" field, if you insert the last 4 digits of the PAN. |
| **Product reference** | Optional. Product reference (e.g. reservation number, phone number or insurance number).<br>FORMAT: 15 characters. |
| SEARCH | Click on this button to run the search, according to the criteria specified in the screen fields.<br>Once the search results are displayed, the possible actions are described later in this section (see *Figure 6-12: Accounting Request Results*). |

*Table 6-7: "Accounting Request" Screen - Items*

Fill in all mandatory fields (marked with the red arrow ) and one or more optional fields if you desire to specify more information and refine your search.

Once you have set the required filters, click on the SEARCH button to run the search.

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during the accounting request procedure.

| Message | Solution |
|---|---|
| *WARNING! You must complete the required fields* | One or more mandatory fields are not completed.<br>You must properly fill in all mandatory fields |

| Message | Solution |
|---|---|
| | otherwise you cannot proceed. |
| *WARNING! Accounting denied* | Please, contact your Merchant Administrator. |

*Table 6-8: "Accounting Request" Screen - Troubleshooting*

If no problems are encountered, selection results are displayed in a paged grid, as shown in the following figure.

Pagine: |< < 1 2 3 4 5 > >|

RESULTS

91 elements found

| Order N. | Order Date | Amount | Currency | Network | Operator | Status | Authorized | Recorded | Refunded | Product Reference | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| test20191218102551748 | 18-12-2019 10:26:23 | 23,12 | EUR | VISA | | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | | | |
| test20191218102652136 | 18-12-2019 10:27:37 | 23,12 | EUR | VISA | | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | | | |
| test20191220154116675 | 20-12-2019 15:42:19 | 23,12 | EUR | VISA | | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | | | |
| test20191223103346660 | 23-12-2019 10:34:21 | 23,12 | EUR | VISA | | Accounted processed by clearing | 23,12 | 23,12 | 0,00 | | | |

*Figure 6-12: Accounting Request Results*

In case the list is too long to be shown on one single page, you can jump to the other screen page(s) by clicking either on a specific page number at the top of the screen to display the corresponding page, or on the arrow > to display the next page, or on the arrow >| to display the last page.

Once the results are shown and you have detected the order you are looking for, you can:

- Click on the magnifying glass icon on the right, to display the order details.

Orders and Statistics search / Accounting request / Details

ORDER DETAILS

| | |
|---|---|
| Order N. | test20191218102551748 |
| Transaction type | VBV |
| Amount | 23,12 |
| Currency | EUR |
| Network | VISA |
| Authorization N. | 427067 |
| Card nationality | |
| IBAN Code | |
| Acquirer | Mercury |
| Authorization Mode | Immediate authorization |
| Accounting mode | Immediate accounting |
| Status | Accounted processed by clearing |
| Authorized | 23,12 |
| Amount - Not authorized | 0,00 |
| Recorded | 23,12 |
| Refunded | 0,00 |
| Amount - Operable | 0,00 |

BACK

ARCHIVED OPERATIONS

| Creation Date | Elaboration Date | Operator | Amount | Currency | Operation Type | Result | Operation ID |
|---|---|---|---|---|---|---|---|
| 18-12-2019 10:26:23 | 18-12-2019 10:26:23 | | 23,12 | EUR | Immediate authorization | Processing performed successfully | 8032112928SL21j4l8bu57x03 |
| 18-12-2019 10:26:23 | 18-12-2019 10:26:23 | | 23,12 | EUR | Immediate accounting | Processing performed successfully | gz9t4b7v23C |
| 19-12-2019 03:22:22 | 19-12-2019 03:20:26 | | 23,12 | EUR | Clearing | Processing performed successfully | 2192200313C |

*Figure 6-13: Accounting Request – Order Details*

- Click on the icon "Accounting request", to display a popup with order recap, as shown in the following figure.

  **NOTE:** A transaction can be accountable only is the status is "Auth. Approved".

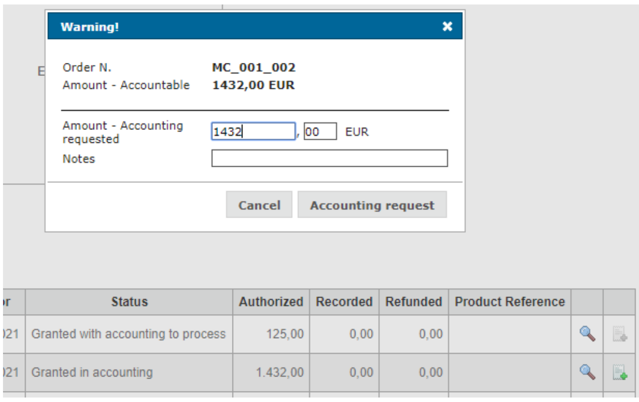



*Figure 6-14: Accounting Request – Order Recap*

| Item | Description |
|---|---|
| **Amount – Accounting requested** | Optional. You can specify either the partial or the total amount to be accounted. |
| **Notes** | Optional. You can insert additional notes about the performed operation. |
| Accounting request | Click on this button to trigger the order accounting. |
| Cancel | Click on this button if you wish to discard any action on the screen. |

*Table 6-9: "Accounting Request" Order Recap - Items*

After having clicked on the Accounting request button, the "Order status" changes from "Auth. Approved" to "Accounting in progress".

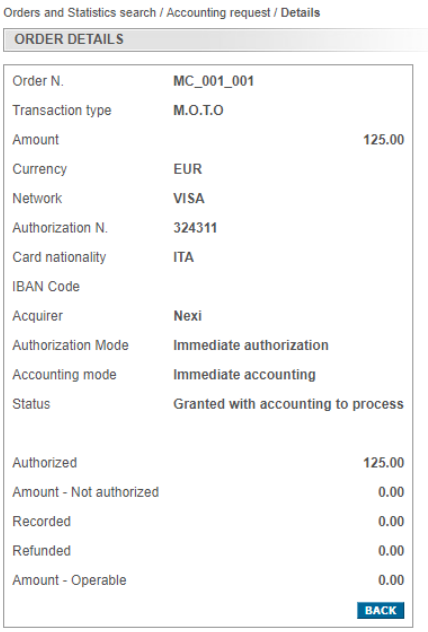



*Figure 6-15: Order Details after Accounting Request*

**NOTE**: Orders set to "deferred" accounting must be confirmed within the period agreed with the Acquirer. After that period, it will NOT be possible to account the transactions.

## 6.5 Accounting Cancellation

In case a user wrongly requires a transaction accounting, it is possible to cancel the request by 11:59 pm of the same day the accounting request is made.

Until that time limit, the transaction has not yet been processed. The operation ("Accounting request") can be cancelled and the order status is rolled back to "Authorized".

For the orders whose accounting was requested in the previous days, rollback CANNOT be performed, since the transaction clearing has already been completed. In this case, the accounted amount can be refunded to the customer only by setting a reversal payment.

Select "Vpos Merchant Back Office" → "Dispositions" → "Accounting cancel request".

The "Reverse Accounting Request" screen is displayed.

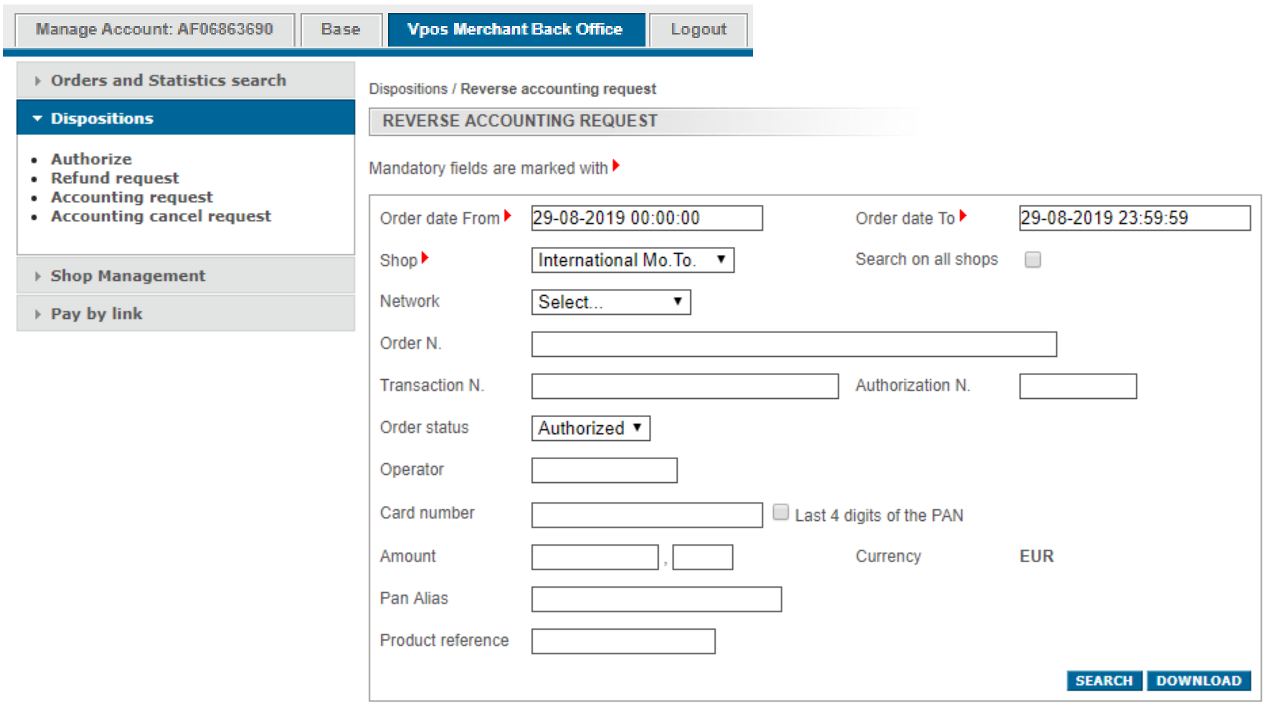



*Figure 6-16: "Reverse Accounting Request" Screen – Accounting Cancellation*

| Item | Description |
|---|---|
| **Order date From** | Mandatory. Specify the order start date and time.<br>It is defaulted to the current date, while the time is set to 00:00:00.<br>FORMAT: *dd-mm-yyyy hh:mm:ss* |
| **Order date To** | Mandatory. Specify the order end date and time.<br>It is defaulted to the current date, while the time is set to 23:59:59. |

| Item | Description |
|---|---|
| | FORMAT: *dd-mm-yyyy hh:mm:ss* |
| **Shop** | Mandatory. The field is pre-filled if the Merchant has one shop only.<br>If the Merchant has more than one shop, you have to:<br>• Select the desired shop among the available ones in the drop-down list, or<br>• Enable the "Search on all shops" flag on the right to include all shops in the search results. |
| **Search on all shops** | Conditional.<br>As mentioned above, enable this flag if you wish to include all shops in the search. |
| **Network** | Optional. Payment card circuit.<br>You can select the desired circuit among the available ones in the drop-down list.<br>VALID VALUES:<br>• IBAN<br>• VISA<br>• MASTERCARD<br>• AMEX<br>• DINERS<br>• BANCOMAT PAY<br>• AMAZON PAY<br>• SATISPAY<br>• MYBANK<br>• PAYPAL<br>• DINA |
| **Order N.** | Optional. Order number.<br>You can specify the number of the order whose details you need to know. |
| **Transaction N.** | Optional. Transaction number. |
| **Authorization N.** | Optional. Authorization number. |
| **Order status** | Optional. Order status.<br>You can select the desired order status among the available ones in the drop-down list.<br>This field is defaulted to "All", that means if you do not select a specific status, all the available ones will be included in the search.<br>VALID VALUES:<br>• All<br>• Declined<br>• Authorized |

| Item | Description |
|---|---|
| | • Accounted<br>• Reversed |
| **Operator** | Optional. Operator number.<br>FORMAT: 10 characters. |
| **Amount** | Optional. Transaction amount.<br>FORMAT: the amount is split in two fields.<br>• The left side (6 digits maximum length) contains the amount integer part (value expressed in €)<br>• The right side (2 digits) contains the amount decimal part (value expressed in € cents).<br>Example: `560,00` |
| **Currency** | Pre-filled field; it cannot be modified. System of money used for transactions.<br>FORMAT: 3 characters.<br>Example: `EUR (→ Euro)` |
| **Card number** | Optional. Payment card number.<br>You can insert the number of the used payment card.<br>FORMAT: From 14 to 19 digits. |
| **Last 4 digits of the PAN** | Enable this flag , located on the right of the "Card number" field, if you insert the last 4 digits of the PAN. |
| **Product reference** | Optional. Product reference (e.g. reservation number, phone number or insurance number).<br>FORMAT: 15 characters. |
| SEARCH | Click on this button to run the search, according to the criteria specified in the screen fields.<br>Once the search results are displayed, the possible actions are described later in this section (see *Figure 6-17: "Reverse Accounting Request" Results*). |
| DOWNLOAD | Click on this button if you need to download the search results in Excel format. |

*Table 6-10: "Reverse Accounting Request" Screen - Items*

Fill in all mandatory fields (marked with the red arrow ) and one or more optional fields if you desire to specify more information and refine your search.

Once you have set the required filters, click on the SEARCH button to run the search.

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during the accounting cancellation procedure.

| Message | Solution |
|---|---|
| *WARNING! You must complete the required fields* | One or more mandatory fields are not completed.<br>You must properly fill in all mandatory fields otherwise you cannot proceed. |
| *WARNING! Accounting cancellation denied* | Please, contact your Merchant Administrator |

*Table 6-11: "Reverse Accounting Request" Screen - Troubleshooting*

If no problems are encountered, selection results are displayed in a paged grid, as shown in the following figure.

Pages: 1 2 3 4 5 6 > >|

RESULTS

108 elements found

| Order N. | Order Date | Amount | Currency | Network | Operator | Status | Origin | Authorized | Recorded | Refunded | Pan Alias | Product Reference | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| test20200224161956375 | 24-02-2020 17:29:28 | 23,12 | EUR | VISA | | Granted with accounting to process | Redirect | 23,12 | 0,00 | 0,00 | - | | | |
| test20200227115353763 | 27-02-2020 12:54:20 | 23,12 | EUR | VISA | | Accounted processed by clearing | Redirect | 23,12 | 23,12 | 0,00 | - | | | |
| Merchant1 | 02-03-2020 17:03:48 | 23,12 | EUR | VISA | AF06863690 | Accounted processed by clearing | BackOffice | 23,12 | 23,12 | 0,00 | - | | | |
| testBO1111111111111 | 09-03-2020 15:33:07 | 100,00 | EUR | VISA | AF06863690 | Accounted processed by clearing | BackOffice | 100,00 | 100,00 | 0,00 | - | | | |
| API20200331150834 | 31-03-2020 16:09:09 | 66,00 | EUR | VISA | AF06TSTAPI1 | Accounted processed by clearing | API | 66,00 | 66,00 | 0,00 | - | | | |
| API20200331150918 | 31-03-2020 16:09:24 | 66,00 | EUR | VISA | AF06TSTAPI1 | Accounted processed by clearing | API | 66,00 | 66,00 | 0,00 | - | | | |

*Figure 6-17: "Reverse Accounting Request" Results*

In case the list is too long to be shown on one single page, you can jump to the other screen page(s) by clicking either on a specific page number at the top of the screen to display the corresponding page, or on the arrow > to display the next page, or on the arrow >| to display the last page.

Once the results are shown and you have detected the order you are looking for, you can:

- Click on the magnifying glass icon on the right, to display the order details.

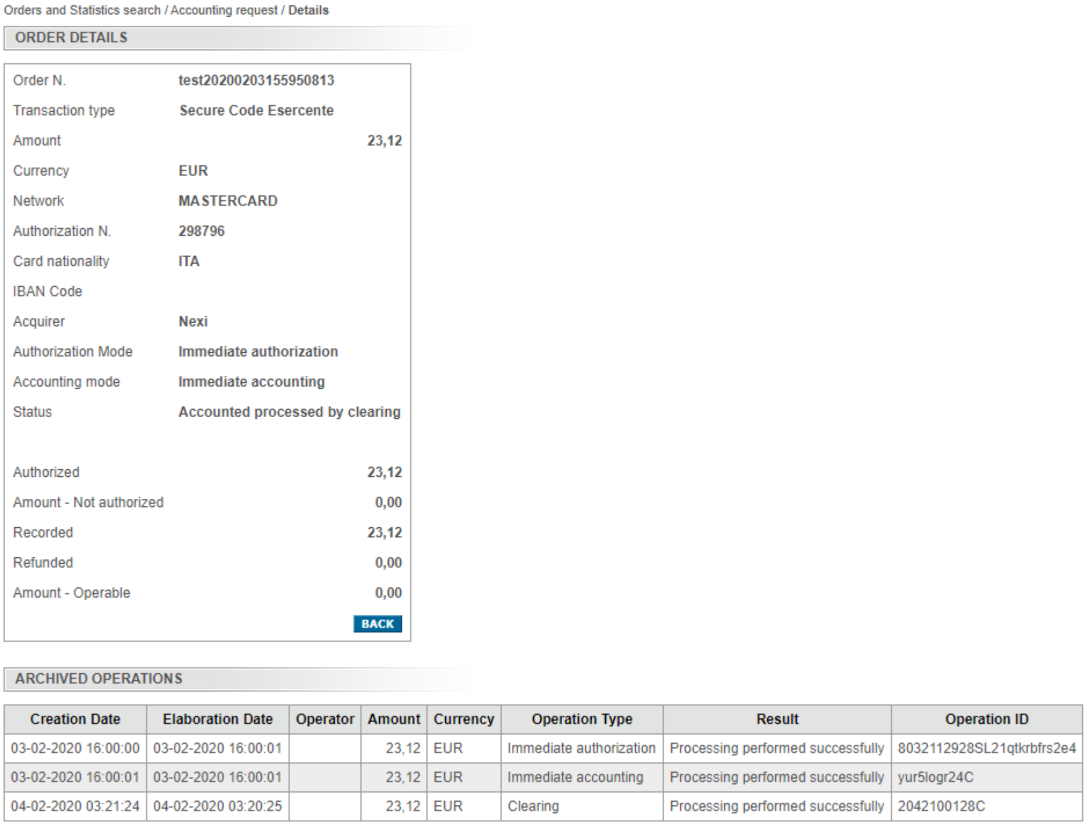



*Figure 6-18: Accounting Cancellation – Order Details*

- Click on the icon on the right, to display a popup with order recap, as shown in the following figure.

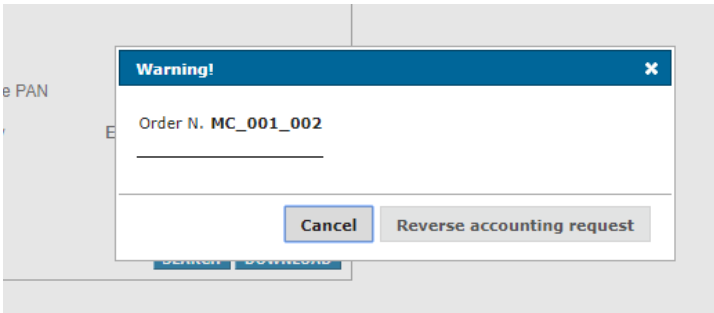



*Figure 6-19: Accounting Cancellation Request – Order Recap*

Click on the “Reverse accounting request” button to continue with the accounting cancellation, or click on the “Cancel” button to abandon the operation.

Clicking on the “Reverse accounting request” button, the transaction status is revert to “Auth. Approved”. It will be possible to request a new accounting later, using the “Accounting Request” feature.

# 7. SHOPS MANAGEMENT AND API ENABLING

## 7.1 Overview

As regards store management and API enablement, SIA ( provides the Merchant with APIs, which allow the Vpos service to communicate with its order management system.

Note: this functionality is available only if the Acquirer enables it for the Merchant.

The API is provided in the form of a web application that accepts HTTP POST calls generated by a Merchant application.

Through this mechanism, the following operations can be carried out:

- Authorization Request
- Payment reversal
- Authorized transaction accounting
- Transaction status verification
- Executed transactions analysis.

The BO administrator, after having logged in, can independently enable the Shop to use the Vpos API.

In addition to the API mode activation, it is possible to modify the values of the operation confirmation requests communicated at the time of initial subscription to the service.

- Confirmation by email:
  depending on the made choice, the communication are addressed to the email address indicated by the Merchant
- Confirmation via Merchant System:
  depending on the made choice, communications are sent via URLMS.

## 7.2 Enabling API

The back office administrator, after authentication, can autonomously enable the Shop to use the Vpos APIs.

Select “Vpos Merchant Back Office” → “Shop Management” → “Management”.

The “Management” screen is displayed, showing the Shop list.

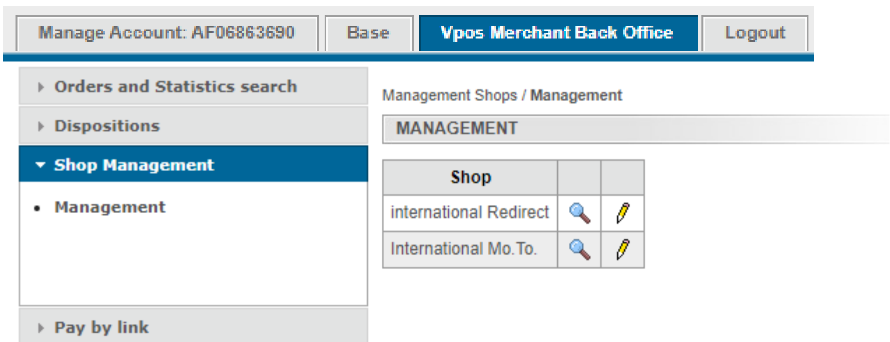



*Figure 7-1: Enabling API – “Management” Screen*

For each Shop, the BO Administrator can:

- Modify the operation, by clicking on the pencil icon (see section *7.2.1 Modifying and Enabling APIs* for detailed information).
- See information related to different details and features, by clicking on the magnifying icon (see *7.2.2 Details* section for detailed information).

## 7.2.1 Modifying and Enabling APIs

An API is enabled by clicking on the pencil icon on the right of the Shop name (see *Figure 7-1: Enabling API – "Management" Screen*).

The "Modify" screen is displayed.

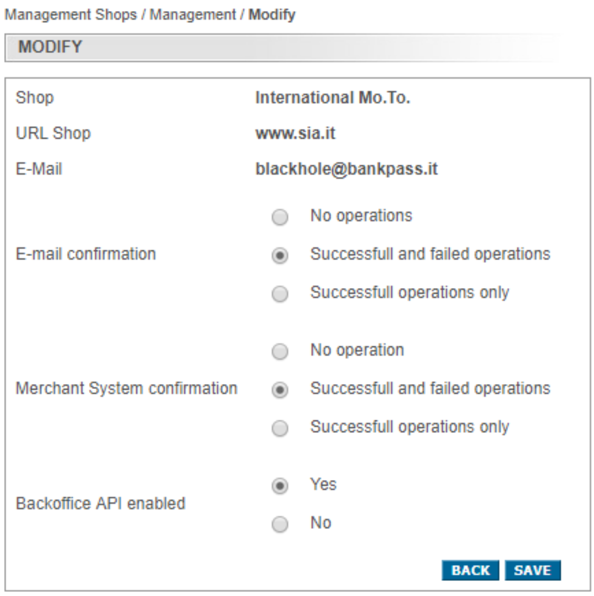



*Figure 7-2: Enabling API – "Modify" Screen*

In addition to the API activation ("Backoffice API enabled" radio-button), it is possible to modify the operation confirmation values defined at the first access to the service.

- Confirmation by email ("E-mail confirmation" radio-button):

  according to the selected option, communications are forwarded to the selected email address of the Merchant.

- Confirmation via Merchant System ("Merchant System confirmation" radio-button):

  according to the selected option, communications are forwarded via URLMS.

Once all parameters have been set, click on the SAVE button to continue.

**NOTE**: Parameter update is applied ONLY to a specific Shop. Therefore, if the user wants to apply the same configuration to all Shops, the procedure must be repeated for each shop.

Click on the BACK button to return to the "Management" screen.

### 7.2.2 Details

Clicking on the magnifying icon (see *Figure 7-1: Enabling API – "Management" Screen*), the "Details" screen is displayed.

Here it is possible to check the configuration details related to different Networks, defined during the service initial access.

Management Shops / Management / **Details**

**DETAILS**

| | |
|---|---|
| Shop | **International Mo.To.** |
| URL Shop | **www.sia.it** |
| E-Mail | **blackhole@bankpass.it** |
| E-mail confirmation | **Successfull and failed operations** |
| Merchant System confirmation | **Successfull and failed operations** |
| Backoffice API enabled | **Yes** |

BACK

**ACQUIRER**

| Acquirer | Network | Payment Mode | Merchant Code | Terminal Code | Shop Category | Days Available For Authorization | Days Available For Accounting | Days Available For Refund |
|---|---|---|---|---|---|---|---|---|
| Nexi | VISA | ATPOS | 1234567 | 11111111 | 4816 | 99 | 99 | 99 |
| Nexi | MasterCard | ATPOS | 1234567 | 11111111 | 4816 | 99 | 99 | 99 |
| Nexi | | Pagamenti MOTO Visa Mastercard | 999999999999999 | 99999999 | 9999 | 1 | 1 | 1 |

*Figure 7-3: Enabling API – "Details" Screen*

Data are read-only. No Merchant manual changes are allowed on those parameters.

# 8. PAY BY LINK

## 8.1 Overview

SIA Virtual POS provides merchants with the ability to request payments from its customers by sending a link (Pay by link) without the need of a customer-facing merchant system: clicking on this link the final customer will be redirected to the SIA Vpos payment page to perform the payment in a secure way.

This functionality allows small merchants or systems not exposed on the web, like CRMs and call centers, to handle online payments.

With regard to Pay by link management, merchants have the opportunity to perform the following operations.

- Creating a New Link

  It allows the merchant to create and send a link to its customers. The merchant can also choose between asking SIA Vpos to directly send the link to the provided email address or handling the notification of the link with its own systems, either via email or on different channels. The type of authorization (3D Secure, SSL, Mo.To.) depends on the shop configuration provided during the link request process.

- Searching for Existing Links

  It allows the merchant to search for the created links archive and request the revocation of an existing, unused link.

The pay by link functions can be accessed by selecting “Vpos Merchant Back Office” tab from the main menu.

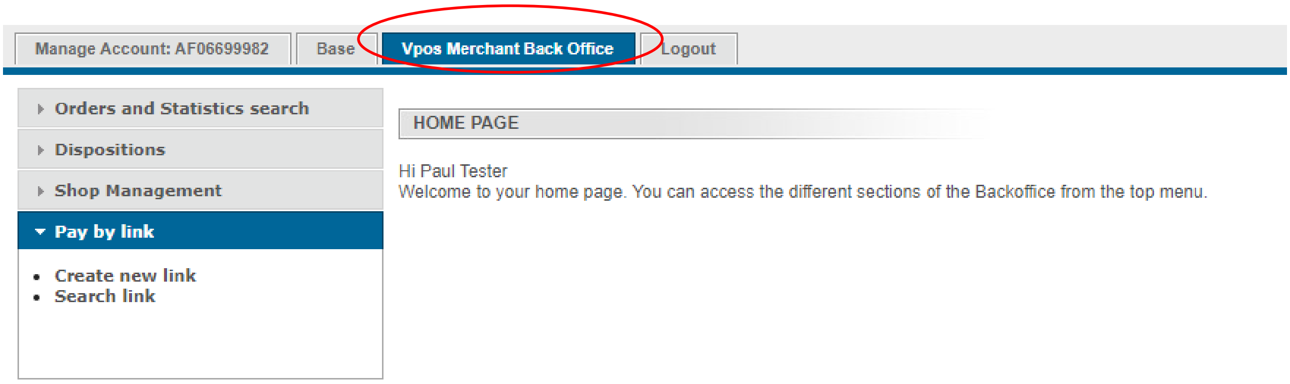



*Figure 8-1: VPos Main Menu – “Vpos Merchant Back Office” Tab – “Pay by link” Menu*

## 8.2 Creating a New Link

Select “Vpos Merchant Back Office” → “Pay by Link” → “Create new link”.

The “Create New Link” screen will be displayed.

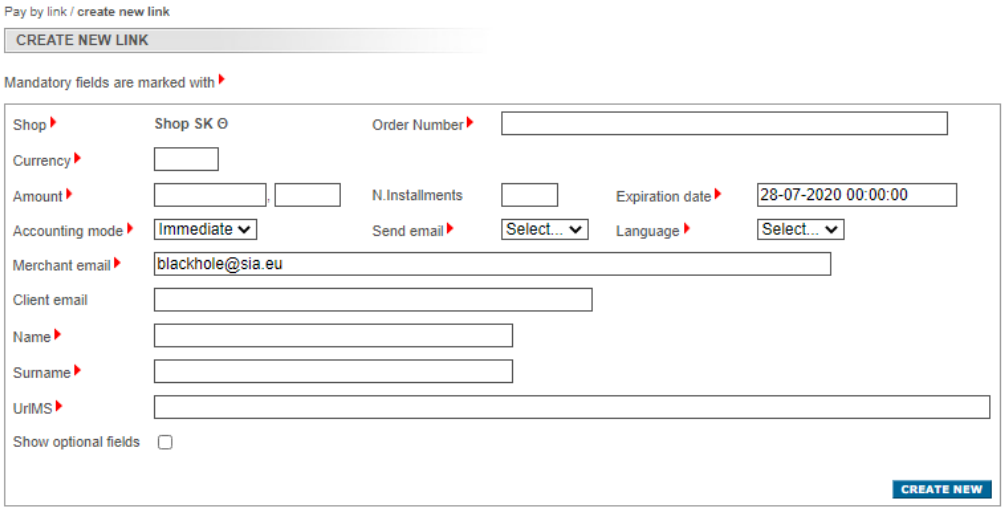



*Figure 8-2: “Create New Link” Screen*

| Item | Description |
|---|---|
| **Shop** | Mandatory. Reference shop for the transaction associated with the link being created. It is the shop on which the transaction will be performed.<br>This field is pre-filled if the Merchant has one shop only.<br>If the Merchant has more than one shop, you have to select the desired shop among the available ones in the drop-down list. |
| **Order Number** | Mandatory. Order unique identifier.<br>FORMAT: Up to 50 alphanumeric characters. |
| **Currency** | Mandatory. Currency used for the transaction. Please refer to ISO 4217 standard for the complete list.<br>FORMAT: 3 characters.<br>Example: `978 (→ Euro)` |
| **Amount** | Mandatory. Transaction amount.<br>FORMAT: the amount is split in two fields.<br>• The left side (6 digits maximum length) contains the amount integer part (value expressed in €)<br>• The right side (2 digits) contains the amount decimal part (value expressed in € cents).<br>Example: `560,00` |

| Item | Description |
|---|---|
| **N. Installments** | Optional. Number of Installments.<br><br>Example: `15` |
| **Expiration date** | Mandatory. Link expiration date.<br><br>After the specified date/time, the link will no longer be usable. The default value depends on the shop's configuration.<br><br>FORMAT: *mm/yyyy* |
| **Accounting mode** | Mandatory. Accounting type.<br><br>Select the desired accounting type among the available ones in the drop-down list.<br><br>VALID VALUES:<br>• IMMEDIATE: in case of a successful authorization, SIA automatically forwards the information for the transaction clearing at the end of the day.<br>• DEFERRED: the merchant must request or cancel the transaction clearing, either via the web back office or with an API call. |
| **Send email** | Mandatory.<br><br>Select the appropriate value among the available ones in the drop-down list.<br><br>VALID VALUES:<br>• YES: SIA Vpos sends the link via email to the address specified in the "Client email" field.<br>• NO: No email is sent by SIA Vpos, the merchant sends the link to the customer through its own channels. |
| **Language** | Mandatory. Language for the email, if requested, and for the payment page UI.<br><br>Select the desired language among the available ones in the drop-down list.<br><br>VALID VALUES:<br>• Italian<br>• English |
| **Merchant email** | Mandatory. Insert the Merchant email address where the payment result will be sent.<br><br>The default value is based on the shop configuration.<br><br>FORMAT: up to 100 characters. |
| **Client email** | Conditional (mandatory if "Send email" field is set to "Yes").<br><br>Specify the customer email address to be used for the Pay by Link emails.<br><br>FORMAT: up to 50 characters. |

| Item | Description |
|---|---|
| **Name / Surname** | Mandatory. Specify the customer name and surname for the link recipient.<br>Name and surname are shown both in the Pay by Link email and in the payment page UI.<br>FORMAT: Name up to 40 characters, Surname up to 50 characters. |
| **UrlMS** | Mandatory. Specify the callback URLs for the application processing the payment result notification (please refer to the Vpos *Merchant Integration VPOS REDIRECT* manual for details). |
| **Show optional fields** | Enable this checkbox if you want to insert advanced optional parameters.<br>These parameters are displayed only if you have enabled this checkbox (see *Figure 8-3: "Create New Link" Screen, with "Show optional fields" Checkbox Enabled*), and allow the merchant to specify additional information typical of the Redirect integration model for SIA Vpos.<br>Please refer to the Vpos *Merchant Integration VPOS REDIRECT* manual for details. |
| CREATE NEW | Click on this button to create the new link, after having filled in all mandatory fields (and any optional fields, if needed). |

*Table 8-1: "Create New Link" Screen - Items*

If you have enabled the "**Show optional fields**" checkbox, the optional fields appear in the lower half of the screen, as shown in the following figure.

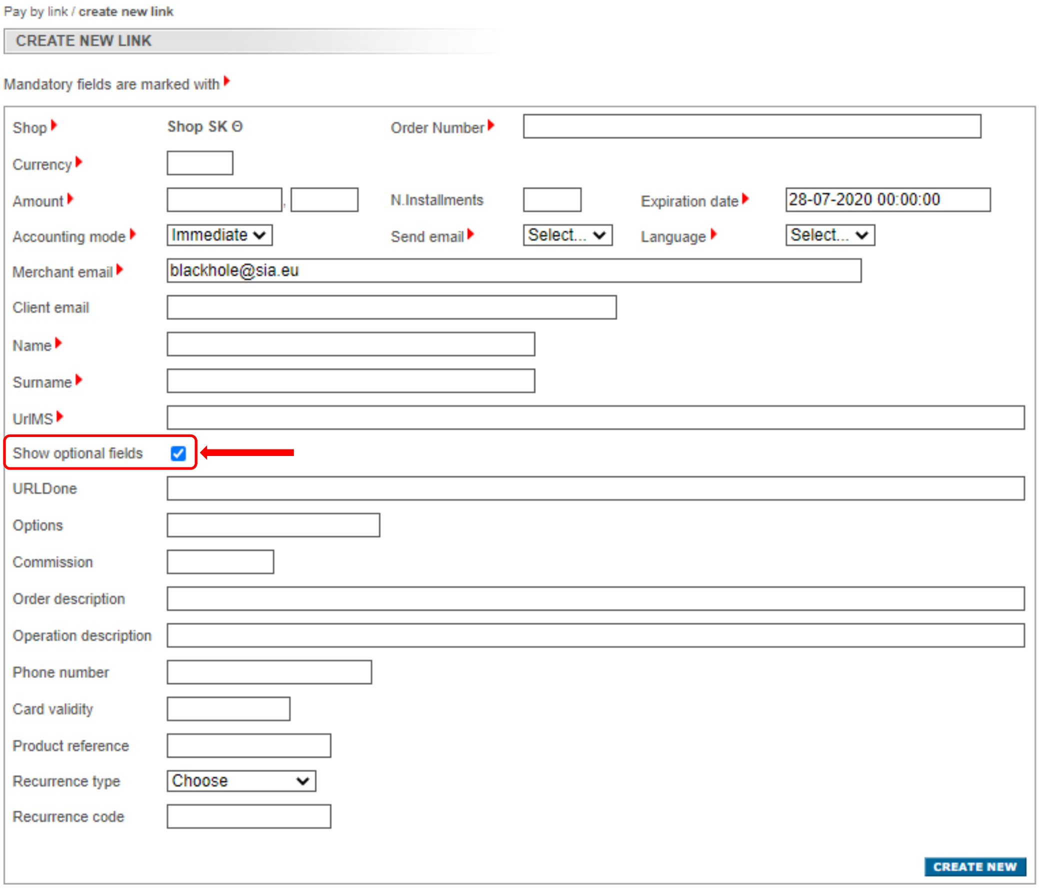



*Figure 8-3: "Create New Link" Screen, with "Show optional fields" Checkbox Enabled*

| Item | Description |
|---|---|
| **URLDone** | Optional. Complete URL to which the customer's browser is to be redirected once the transaction has been successfully completed.<br><br><u>FORMAT</u>: 254 characters. |
| **Options** | Optional. List of the additional options to be activated for the payment. The order in which the options appear is irrelevant.<br><br>The contents of the field are not case sensitive.<br><br><u>FORMAT</u>: 21 characters. |
| **Commission** | Optional. Amount of the service commission, expressed in the minimum unit for the chosen currency (e.g. Euro cents), the Amount parameter includes the commission.<br><br><u>FORMAT</u>: 8 digits. |
| **Order description** | Optional. Order description, used with option **O** and option **V**.<br><br><u>FORMAT</u>: 140 characters. |
| **Operation descr.** | Optional. Additional description for the accounting operation (only used with immediate Accounting Mode).<br><br><u>FORMAT</u>: 100 characters. |

| Item | Description |
| --- | --- |
| **Phone number** | Optional. Customer’s phone number, only for BancomatPay transactions.<br><br><u>FORMAT</u>: 15 characters. |
| **Card residual life** | Optional. Residual validity of the credit card being used for the payment, expressed in months. To be used with option **D**.<br><br><u>FORMAT</u>: 2 digits. |
| **Product reference** | Optional. Product reference (e.g. reservation number, phone number or insurance number).<br><br><u>FORMAT</u>: 15 characters. |
| **Recurrent type** | Optional. Reason for Alias PAN creation.<br><br>You can select the desired value among the available ones in the drop-down list.<br><br><u>VALID VALUES</u>:<br>• R – Recurrent: follow up payments are merchant initiated and have a fixed amount and frequency<br>• U – Unscheduled: follow up payments are merchant initiated and have a variable amount and frequency<br>• C – Card on file: follow up payments are customer initiated with a stored card. |
| **Recurrent code** | Optional. Reference number of the initial capture of the card, in case of payments with stored payment methods – <u>FOR FUTURE USE</u><br><br><u>FORMAT</u>: 15 characters. |

*Table 8-2: “Create New Link” Screen (Optional Fields) - Items*

Fill in all mandatory fields (marked with the red arrow ); you can also specify more information, by filling in as many optional fields as possible, according to your needs.

Once you have set the required filters, click on the CREATE NEW button.

SIA Vpos validates the provided information, creates the link and, if required, sends the link to the specified recipient.

Once the procedure is successfully completed, the result of the link creation is displayed, as shown in the following figure.

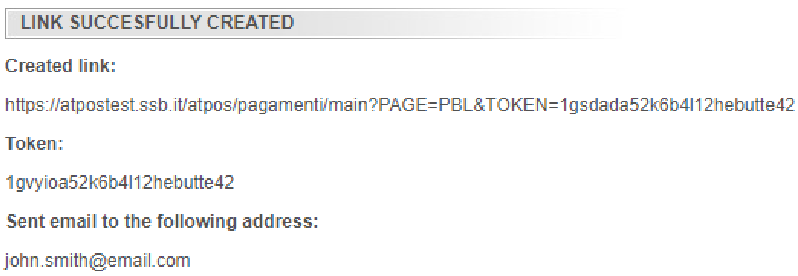



*Figure 8-4: “Link Successfully Created” Popup*

The “Created link” value is the URL to be sent to the final customer for the payment.

The “Token” value is the unique identifier of the created link and can be used to search and revoke the link.

The default email sent by SIA Vpos to the customer for the order payment has the following format:

| |
|---|
| **From:** atpos@sia.eu [mailto:atpos@sia.eu]<br>**Date:** Friday 8 may 2020 14:30<br>**To:** John Smith<br>**Subject:** Link created for payment of order [order number]<br><br>Dear John Smith,<br><br>we inform you that the following link was created in order to complete the payment:<br><br>https://atpostest.ssb.it/atpos/pagamenti/main?PAGE=PBL&TOKEN=d5yrki1n4casdfrxpx1s8ho42<br><br>regards,<br><br>PBL Test Shop |

*Figure 8-5: Example of Default Email for Order Payment, Sent after Link Creation*

**NOTE**: For security reasons the customer can use the link once every 3 minutes: once a link is clicked, it will not be available for the following 3 minutes; if a user tries to access the same link within 3 minutes a specific error message will be shown. After the 3 minutes interval the link will be available again.

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during the link creation procedure.

| Message | Solution |
|---|---|
| *WARNING! Fill out the field “xxxx”* | You must properly fill in all mandatory fields otherwise you cannot proceed. |
| *WARNING! Error during link creation* | Please, contact your Merchant Administrator. |

*Table 8-3: “Create New Link” Screen - Troubleshooting*

## 8.3 Searching for Existing Links

The merchant can search for the created links archive and request the revocation of an existing, unused link.

Select “Vpos Merchant Back Office” → “Pay by Link” → “Search link”.

The “Search Link PBL” screen is displayed.

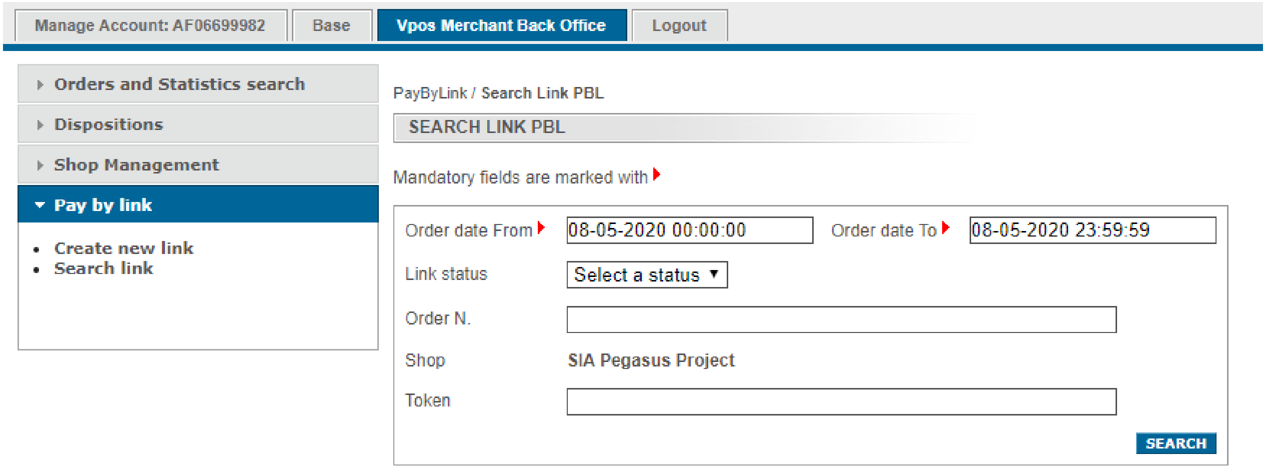



*Figure 8-6: “Search Link PBL” Screen*

| Item | Description |
|---|---|
| **Order date from** | Mandatory. Specify the start of the orders search range.<br>It is defaulted to the current date, while the time is set to 00:00:00.<br><u>FORMAT</u>: *dd-mm-yyyy hh:mm:ss*<br>Example: `08-05-2020 00:00:00` |
| **Order date to** | Mandatory. Specify the end of the orders search range.<br>It is defaulted to the current date, while the time is set to 23:59:59.<br><u>FORMAT</u>: *dd-mm-yyyy hh:mm:ss*<br>Example: `08-05-2020 23:59:59` |
| **Link status** | Optional. Link status.<br>You can select the desired link status among the available ones in the drop-down list.<br><u>VALID VALUES</u>:<br>• **Backed:** the link has been created and provided to the merchant but no email has been sent to the end user<br>• **Sent:** the email containing the link has been sent to the recipient<br>• **Used:** the recipient has clicked on the link at least once<br>• **Paid:** the recipient has completed the payment<br>• **Expired:** the link has expired<br>• **Revoked:** the link has been revoked by the merchant. |

| Item | Description |
|---|---|
| **Order N.** | Optional. Order unique identifier.<br>FORMAT: Up to 50 alphanumeric characters. |
| **Shop** | Mandatory. Shop for which the link was created.<br>This field is pre-filled if the Merchant has one shop only.<br>If the Merchant has more than one shop, you have to select the desired shop among the available ones in the drop-down list. |
| **Token** | Optional. Link unique identifier, provided as the result of the link creation.<br>FORMAT: 25 alphanumeric characters. |
| SEARCH | Click on this button to run the search, according to the specified parameters.<br>The results of the query are shown below (see *Figure 8-7: "Search Link PBL" Results*). |

*Table 8-4: "Search Link PBL" Screen - Items*

Fill in all mandatory fields (marked with the red arrow ▸); if you wish to refine your search, you can specify more search criteria, by filling in as many optional fields as possible, according to your needs.

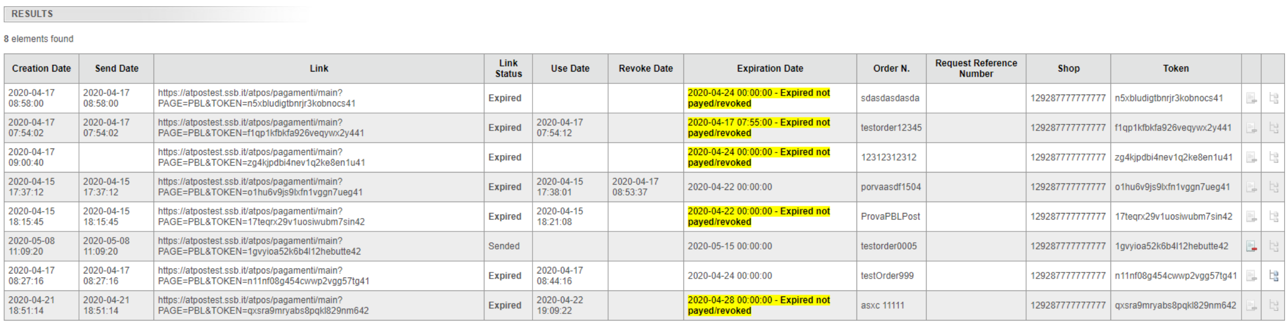
Once you have set the required filters, click on the SEARCH button to run the search.

If something goes wrong, an error message is displayed. Check the following table for information on how to solve the most common problems that may occur during the orders search procedure.

| Message | Solution |
|---|---|
| *WARNING! The search returned no results* | Message displayed for information. |
| *WARNING! You must complete the required fields* | One or more mandatory fields are not completed.<br>You must properly fill in all mandatory fields otherwise you cannot proceed. |

*Table 8-5: "Search Link PBL" Screen - Troubleshooting*

If no problems are encountered, the list of the corresponding links is provided in a paged grid, as shown in the following figure.


RESULTS

8 elements found

| Creation Date | Send Date | Link | Link Status | Use Date | Revoke Date | Expiration Date | Order N. | Request Reference Number | Shop | Token | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2020-04-17 08:58:00 | 2020-04-17 08:58:00 | https://atpostest.ssb.it/atpos/pagamenti/main?PAGE=PBL&TOKEN=n5xbludigtbnrjr3kobnocs41 | Expired | | | 2020-04-24 00:00:00 - Expired not payed/revoked | sdasdasdasda | | 129287777777777 | n5xbludigtbnrjr3kobnocs41 | | |
| 2020-04-17 07:54:02 | 2020-04-17 07:54:02 | https://atpostest.ssb.it/atpos/pagamenti/main?PAGE=PBL&TOKEN=f1qp1kfbkfa926veqywx2y441 | Expired | 2020-04-17 07:54:12 | | 2020-04-17 07:55:00 - Expired not payed/revoked | testorder12345 | | 129287777777777 | f1qp1kfbkfa926veqywx2y441 | | |
| 2020-04-17 09:00:40 | | https://atpostest.ssb.it/atpos/pagamenti/main?PAGE=PBL&TOKEN=zg4kjpdbi4nev1q2ke8en1u41 | Expired | | | 2020-04-24 00:00:00 - Expired not payed/revoked | 12312312312 | | 129287777777777 | zg4kjpdbi4nev1q2ke8en1u41 | | |
| 2020-04-15 17:37:12 | 2020-04-15 17:37:12 | https://atpostest.ssb.it/atpos/pagamenti/main?PAGE=PBL&TOKEN=o1hu6v9js9lxfn1vggn7ueg41 | Expired | 2020-04-15 17:38:01 | 2020-04-17 08:53:37 | 2020-04-22 00:00:00 | porvaasdf1504 | | 129287777777777 | o1hu6v9js9lxfn1vggn7ueg41 | | |
| 2020-04-15 18:15:45 | 2020-04-15 18:15:45 | https://atpostest.ssb.it/atpos/pagamenti/main?PAGE=PBL&TOKEN=17teqrx29v1uosiwubm7sin42 | Expired | 2020-04-15 18:21:08 | | 2020-04-22 00:00:00 - Expired not payed/revoked | ProvaPBLPost | | 129287777777777 | 17teqrx29v1uosiwubm7sin42 | | |
| 2020-05-08 11:09:20 | 2020-05-08 11:09:20 | https://atpostest.ssb.it/atpos/pagamenti/main?PAGE=PBL&TOKEN=1gvyioa52k6b4l12hebutte42 | Sended | | | 2020-05-15 00:00:00 | testorder0005 | | 129287777777777 | 1gvyioa52k6b4l12hebutte42 | | |
| 2020-04-17 08:27:16 | 2020-04-17 08:27:16 | https://atpostest.ssb.it/atpos/pagamenti/main?PAGE=PBL&TOKEN=n11nf08g454cwwp2vgg57tg41 | Expired | 2020-04-17 08:44:16 | | 2020-04-24 00:00:00 | testOrder999 | | 129287777777777 | n11nf08g454cwwp2vgg57tg41 | | |
| 2020-04-21 18:51:14 | 2020-04-21 18:51:14 | https://atpostest.ssb.it/atpos/pagamenti/main?PAGE=PBL&TOKEN=qxsra9mryabs8pqkl829nm642 | Expired | 2020-04-22 19:09:22 | | 2020-04-28 00:00:00 - Expired not payed/revoked | asxc 11111 | | 129287777777777 | qxsra9mryabs8pqkl829nm642 | | |

*Figure 8-7: "Search Link PBL" Results*

In case the list is too long to be shown on one single page, you can jump to the other screen page(s) by clicking either on a specific page number at the top of the screen to display the corresponding page, or on the arrow › to display the next page, or on the arrow ›| to display the last page.

Once you have detected the link you are looking for, you can:

- Revoke the corresponding token ( icon)
- Go to the order details screen ( icon).

### 8.3.1 Revoking a Token

Once the results are shown and you have detected the link you are looking for, in "Search Link PBL" results screen (see *Figure 8-7: "Search Link PBL" Results* above), you can ask to **revoke** it by clicking on the  icon on the right.

A popup is displayed, prompting you to confirm the token revocation request.

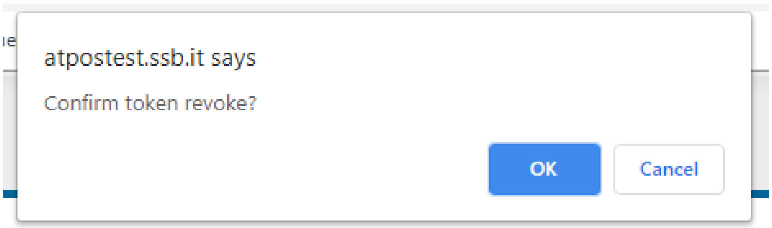



*Figure 8-8: "Token Revocation Request" Confirmation Popup*

Clicking on:

the token revocation request is confirmed.

the token revocation is abandoned.

If the revocation request is correctly processed, a popup confirming the token revocation is shown:


*Figure 8-9: "Token Revoked" Information Popup*

Click on the  button to close the popup and return to the "Search Link PBL" Results screen.

### 8.3.2 Going to the Orders Details Screen

Once the results are shown and you have detected the link you are looking for, in the “Search Link PBL” results screen (see *Figure 8-7: “Search Link PBL” Results* above), you can be redirected to the “Orders Search Results” screen (see *Figure 5-4: “Order Details” Screen*), which shows the details of the payment.

This action can be performed by pressing the button, on the right, which is active only for links in the “Paid” status.

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