



# **Transaction management**

## **Back Office user manual**

Document version 1.6

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# 1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
1.6	Lyra Network	16/05/2019	<ul style="list-style-type: none"><li>• Addition of statuses allowing duplication.</li><li>• Addition of details concerning the duplication of transactions processed with a Mastercard.</li><li>• Addition of details concerning the refund of a chargeback transaction.</li></ul>
1.5	Lyra Network	05/11/2018	<ul style="list-style-type: none"><li>• Document overhaul.</li><li>• Addition of the chapter <b>Manually capturing a transaction</b>.</li></ul>
1.4	Lyra Network	05/03/2018	Updating the <b>Cancel one or more transactions</b> chapter: possibility to cancel several transactions at the same time.
1.3	Lyra Network	12/02/2018	Updating the <b>Displaying transactions</b> chapter: Adding the Transaction storage duration.
1.2	Lyra Network	30/11/2017	<ul style="list-style-type: none"><li>• Adding chapters about available operations on the transactions page.</li><li>• Updating the <b>Performing a first connection and customizing the password</b> chapter.</li></ul>
1.1	Lyra Network	30/11/2016	Updating the Back Office version
1.0	Lyra Network	01/10/2015	Initial version

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## 2. OBTAINING SOME HELP

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### Consulting the online documentation

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Needing some help? Please, consult our online documentation

In France	<a href="https://payzen.io/fr-FR/faq/sitemap.html">https://payzen.io/fr-FR/faq/sitemap.html</a>
In Europe	<a href="https://payzen.io/en-EN/faq/sitemap.html">https://payzen.io/en-EN/faq/sitemap.html</a>
In Latin America (except Brazil)	<a href="https://payzen.io/lat/faq/sitemap.html">https://payzen.io/lat/faq/sitemap.html</a>
In Brazil	<a href="https://payzen.io/pt-BR/faq/sitemap.html">https://payzen.io/pt-BR/faq/sitemap.html</a>
In India	<a href="https://payzen.io/in/faq/sitemap.html">https://payzen.io/in/faq/sitemap.html</a>

We are constantly improving the understanding and proper use of our technical documentation. Your constructive remarks are significant for us.

Please send your comments and suggestions about the documentation to the e-mail address [pole.documentation@lyra-network.com](mailto:pole.documentation@lyra-network.com).

### Getting in touch with technical support

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For technical inquiries or support, you can reach us from Monday to Friday, between 9am and 6pm

	By phone	By e-mail
In France	 <b>0811708709</b> <small>Service fee 0,06 € / min + call charge</small>	<a href="mailto:support@payzen.eu">support@payzen.eu</a>
In Europe	 <b>+33 820902103</b> <small>Service fee 0,12 € / min + call charge</small>	<a href="mailto:support@payzen.eu">support@payzen.eu</a>
In Latin America (except Brazil)	N/A	<a href="mailto:soporte@payzen.lat">soporte@payzen.lat</a>
In Brazil	+55 (11) 3336-9217 +55 (11) 3336-9209	<a href="mailto:suporte@payzen.com.br">suporte@payzen.com.br</a>
In India	+91 (022) 33864910 / 932	<a href="mailto:operations.department@lyra-network.co.in">operations.department@lyra-network.co.in</a>

and via your Merchant Back Office, menu **Help** > **Contact support**

To facilitate the processing of your demands, you will be asked to communicate your shop ID (an 8-digit number).

This information is available in the “registration of your shop” e-mail or in the Merchant Back Office (**Settings** > **Shop** > **Configuration**).

### 3. SIGNING IN TO THE MERCHANT BACK OFFICE

Sign in the Back Office:

<https://de.payzen.eu/vads-merchant/>

PayZen **MERCHANT BACK OFFICE**  
Powered by Lyra

ID

Password

[Forgotten password or locked account?](#)

**SIGN IN**

Help | Terms and conditions  
Copyright LYRA © 2019 All rights reserved

PCI DSS

**1. Enter your login.**

The login is sent to the merchant's e-mail address (the subject of the e-mail is **Connection identifiers- [your shop name]**).

**2. Enter your password.**

The password is sent to the merchant's e-mail address (the subject of the e-mail is **Connection identifiers- [your shop name]**).

**3. Click on **Validate**.**

After 3 password entry errors, the user's account is locked. Click on the link **Forgotten password or locked account** to reset.

## 4. VIEWING TRANSACTIONS

---

Via the **Management** menu, the merchant has access to real and TEST transactions.

**Note:**

*Depending on the access rights, TEST transactions (example: developer profile) and/or real transactions (example: accountant profile) can be viewed.*

The user interface is composed as follows:

- **Dashboard**

History of the turnover

- **Search tool**

- Transactions in progress

Allows to find all the transactions that are expired, rejected, waiting for authorization, waiting for validation, pre-authorized or waiting for capture.

- Captures

Allows to find the list of all the captures sorted by acquirer contract.

- Captured transactions

Allows to find all the transactions captured by acquirer.

- **Transaction details view**

The content of the **Transactions in progress** tab is displayed by default. All the transactions of the day are listed.

Click on the **Captured transactions** tab to display captured payments.

**Note: data storage duration**

*Transactions are stored in the Merchant Back Office for a limited duration.*

- *In TEST Mode, each transaction is stored for a period of 30 days from the transaction date. It will be automatically deleted after the deadline.*
- *In PRODUCTION Mode, the transaction storage rule is established according to PCI-DSS. Each transaction is stored during 15 months from the transaction date. It will be automatically deleted after the deadline.*

*You have possibility to export data at any time (see chapter **Exporting transactions in progress** and following).*

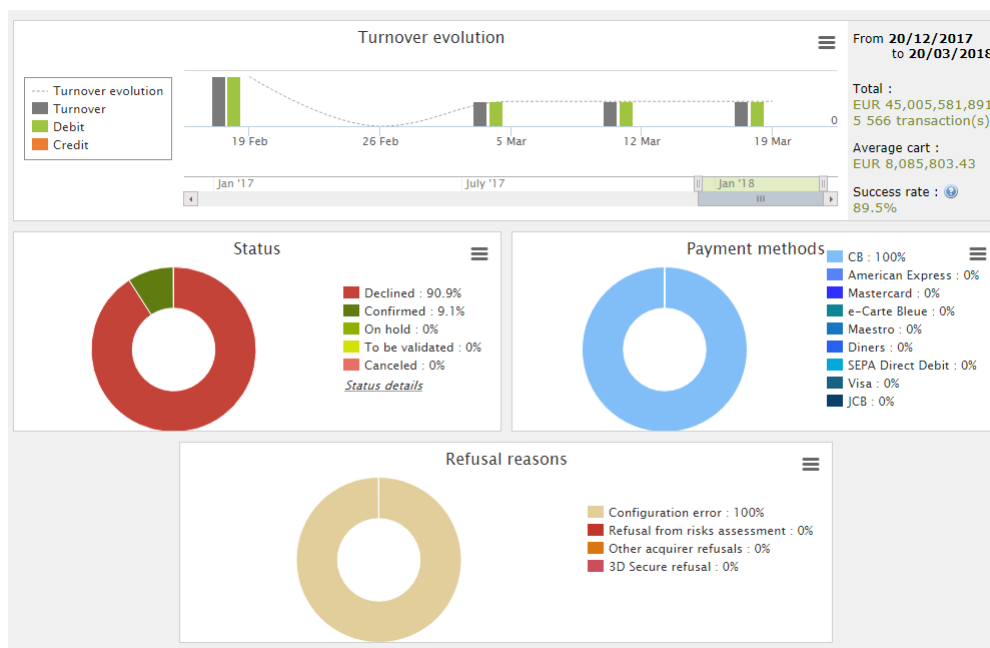
## 5. VIEWING THE DASHBOARD

### **Note**

Access to the **Dashboard** requires a configuration. If the **Dashboard** menu does not appear on your Merchant Back Office, please contact sales administration.

To display the dashboard, click the **Management > Dashboard** menu.

The graphs page appears.



### **Note**

The shops chosen in this dashboard example are in **mono currency** but these graphs work also in **multi currencies** cases.

4 types of data are analyzed:

- **The turnover evolution**

The graphs are in the histogram form. The data are analyzed and compared over a period.

The user can, at any time, move the cursor over a period to display as a tooltip the amounts and / or the transactions analyzed in this period.

- **The transaction status**

The graphs are in circular form. The data are analyzed and compared in real time over the chosen period.

The user can, at any time, move the cursor to a payment status to display in tooltip the amounts and the transactions concerned.

The analyzed statuses are:

- Canceled
- To be validated
- Confirmed
- Failed
- Pending

- Declined

- **The payment methods**

The graphs are in circular form. The data are analyzed and compared in real time over the chosen period. The user can, at any time, move the cursor to a payment method to display in tooltip the amounts and the transactions made with this payment method.

- **The refusal reasons**

The graphs are in circular form. The data are analyzed and compared in real time over the chosen period. The user can, at any time, move the cursor to a payment method to display in tooltip the amounts and the transactions concerned by this refusal.

The refusal reasons analyzed are:

- 3D Secure abandon
- Other acquirer refusals
- Invalid card
- Lost or stolen card
- Configuration error
- Suspected fraud
- Do not honor
- Limit exceeded / insufficient provision
- 3D Secure Refusal
- Refusal from risk assessment
- Transaction not allowed

**Note**

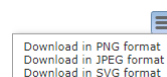
*The user can, at any time, apply filters in a graph by clicking on one or more elements of its legend.*



*Example: In this screenshot, the user don't want to analyze the transactions made with **Mastercard**. He clicks on the payment method to set it to zero (0) and exclude it from the analysis. he, just, need to click again on the payment method to reintegrate it in the graph.*

**Note**

*The user can download each graph in PNG, JPEG or SVG format. Just click on the download icon and choose its format.*





## 6. SEARCHING FOR A TRANSACTION

Transactions in progress Captures Captured transactions

Transactions in progress of Lyra Online

Shops  
Shop: All

Payment period  
 Per date of creation  Per date of capture  
From: 20/03/18 at: at:  
to: at:

Characteristics  
Transaction:  
Buyer reference:  
Order reference:  
UUID transaction:  
Card number:  
BIC:  
IBAN:  
E-mail:  
Authorization number:  
Token:  
Recurring payment:  
Card present:  
Type:  
Payment method: All  
Merchant ID (MID): All  
Currency:

Amount  
Min. amount.:  
Max. amount.:

Status  
Status:  
Validation date:

Search Reset Quick search

Via the search tool:

1. Select the tab on which the research should be performed: **Transactions in progress** or **Captured transactions**.

2. Fill in your search criteria.

There are multiple search criteria. There are no restrictions to the search depth. However, the maximum response time defines the search depth. In the event of a time-out, the merchant is prompted to limit his/her search range.

The search criteria are:

- Shops ('all' by default)
- Date/time of creation
- Date/time of capture in the bank
- Transaction number
- Buyer reference number (buyer code provided by the merchant in the form)
- Merchant order reference (provided by the merchant in the form)
- UUID (unique payment reference generated by the payment gateway and returned to the merchant website at the end of payment)
- Payment card number
- Authorization number
- Token (Buyer ID or UMR)
- Recurring payment reference associated with the token
- Type of operation (debit or credit)
- Payment method
- Merchant ID (MID): allows to restrict the search to the merchant ID or to the wallet.
- Amount (allows to define minimum and maximum amounts)
- Status of the operation

A certain number of quick searches is available to the merchant:

Transaction status	Amount	Reference
Daily transactions	083	TEST-01
Transactions to be validated	910	TEST-01
Transactions validated today	057	TEST-01
Transactions expired	751	TEST-01
All transactions		Today
Transactions canceled		Last 7 days
Transactions declined		Last 30 days

Quick search

Page 1 of 1

3. Click the **Quick search** button.

Results are displayed in the transaction details view.

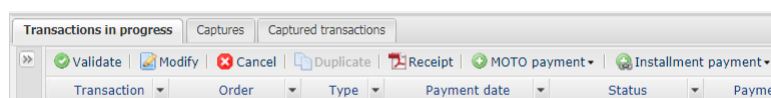
## 7. PERFORM AN OPERATION ON YOUR TRANSACTIONS

The list of authorized operations within a transaction depends on its status (and on the user rights).

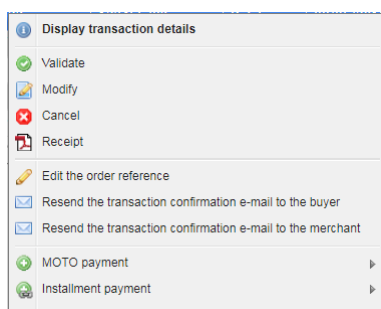
This list varies whether you place yourself in the **Transactions in progress** or in the **Captured transactions** tab.

The list of authorized operations can be viewed:

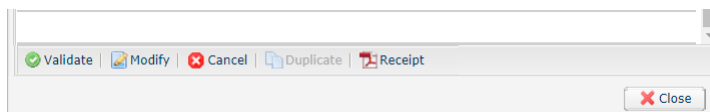
- via the menu bar,



- using right click,



- at the bottom of the **Transaction details**.



### 7.1. Viewing the transaction details

Transaction	Order	Type	Payment date	Status	Payment amount	Capture date	Authorization return
501111	69-370	Debit	19/01/2016 10:03:25	Waiting for capture	EUR 23.42	19/01/2016 10:03:33	Transaction was approved
915087	maCommandeB...	Debit	19/01/2016 09:58:10	Waiting for capture	EUR 9,068.60	19/01/2016 09:58:10	Transaction was approved
501113	997828	Debit	19/01/2016 10:04:08	Declined	EUR 70.33	19/01/2016 10:04:10	Please do not accept the b
501115	37133	Debit	19/01/2016 10:04:30	Declined	EUR 53.43	19/01/2016 10:04:31	Please do not accept the b
501119	50-40884	Debit	19/01/2016 10:05:28	Waiting for capture	EUR 24.58	02/02/2016 10:05:49	Transaction approved

Figure 1: List of transactions in progress

Double-click on a transaction to display its details.

The available tabs are dynamic and depend on the context of the payment.

- **Details**

Displays all the information about the payment.

**Note:**

*In the event of a refusal, the tab is marked with a red exclamation mark.*

The displayed information are:

- Identification of the transaction and the UUID

Displays the unique transaction number generated by the payment gateway, the merchant order reference, if transmitted, the name of the shop, the shop ID, the initial amount, the transaction currency and the type of operation.

- **Information about the transaction lifecycle**

Displays the current status of the transaction, the date of creation of the transaction (may be different from the authorization date), the requested capture date and the reconciliation status if the transaction already has the **Captured by the acquirer** status

- **Payment method**

Provides information about the used payment method.

- **Information about authorization data**

Regardless of the used payment method, the acquirer return code is returned unaltered (important for private and foreign acquirers). This section contains the acquirer contract that was used for the authorization (can be overridden by the form or if the ON US rules apply), the authorization number, information about the imprint if a pre-authorization has been made, the date and time of the authorization.

- **Technical data**

Provides the status of the IPN URL and a key generated by the payment gateway that validates the integrity of all the returned data.

- **Source details**

Provides the version of the used browser, the details of the payment module version, if provided, the version of the used e-commerce solution and the payment source (e-commerce, Back Office, WS with the used version).

- **Buyer**

Displays all the information about the buyer. By default, this tab includes:

- Buyer's IP address
- Country of the IP address
- Language of the payment page

All the other data is optional and may or may not be sent by the merchant website.

- **Extra**

Contains the additional information that the merchant can send in the payment form or via WS.

- **Event log**

Provides a history of the operations performed in the transaction process.

The events are:

- All the updates performed for the transaction (capture date, amount, cancellation, refund, etc.)
- History of the e-mails sent to the merchant their acknowledgment.
- History of the e-mails sent to the buyer and their acknowledgment.
- History of the calls to the IPN URL at the end of payment.

The registered information is: the date and time of the call, the time the IPN was processed by the merchant website and the 200 first bytes read from the socket of the merchant website.

- Information about the time of the capture and the associated capture number, if it exists.

- **Shipping**

This tab is available only if the merchant transmits the information about the shipping address to the payment gateway (required by certain payment methods).

- **Shopping cart**

This tab is available only if the merchant transmits the contents of the shopping cart to the payment gateway.

- **Risk assessment**

This tab is only available if the merchant has opted for **Risk assessment**.

- All the performed risk assessments.
- Synthesis of countries (country of the payment method, country of the IP address, country of the user's address, country of the shipping address).
- A detailed summary of the payment method.

**Note:**

*In the event of a refusal, the tab is marked with a red exclamation mark.*

- **Advanced risks assessment**

This tab is only available if the merchant has opted for **Advanced risk assessment** module.

**Note:**

*In the event of a refusal, the tab is marked with a red exclamation mark.*

- **Authentication**

The authentication tab varies depending on the type of authentication:

- 3D Secure
- American Express Safekey
- MasterPass

*In the event of a refusal, the tab is marked with a red exclamation mark.*

- **Multiple attempts**

This tab is available only if the buyer has made several payment attempts. It provides a table with all the attempts.

The row in bold corresponds to the current transaction.

By double-clicking any row of the table, you can switch to another payment attempt.

- **Split payment**

This tab lists the payment methods used.

The row in bold corresponds to the current transaction.

By double-clicking any row of the table, you can switch to the detailed summary of another payment attempt.

- **Installment payment**

This tab is available only if the buyer has made an installment payment. It provides a table with all the installments.

The row in bold corresponds to the current transaction.

By double-clicking any row of the table, you can switch to the detailed summary of another payment installments.

## 7.2. Validating a transaction

---

This operation allows to indicate that the transaction can be captured on the scheduled presentation date.

Only the transactions with the following statuses can be validated:

- **To be validated**
- **To be validated and authorized**

In order to validate a transaction:

1. Click the **Transactions in progress** tab
2. Select the transaction.
3. Click **Validate**

Once the transaction has been validated, the status becomes "**waiting for capture**" or "**waiting for authorization**" depending on the initial transaction status.

Case of installment payments created in manual validation mode:

When a user validates the first installment, a window appears to request confirmation of validation and offer simultaneous validation of all the remaining installments.

Upon each installment validation, and as long as the user has not validated all the remaining installments, this simultaneous validation of remaining installments is suggested.

## 7.3. Canceling one or several transactions

---

The **Cancel** operation is only available for transactions that have not reached the capture date .

The cancellation can not be done in several times and can not be partial. It is only possible on a non-declined and unexpired transaction.

1. Select the transaction.
2. Click the **Cancel** button.  
*A confirmation message of cancellation appears.*
3. Click **Yes** to confirm the cancellation of the transaction or **No** to undo your action.

The transaction status changes to **Canceled**.

Case of installment payments:

If you cancel a transaction with installments, you have the option of canceling only the selected transaction or canceling all associated installments. Just check "**Cancel all scheduled payments**".

Cancellation of multiple transactions

It is possible to **cancel** several transactions at the same time:

1. Select all the transactions to be canceled.  
*Hold down the **Ctrl** key and the **left mouse button** simultaneously to select several transactions.*
2. Click **Cancel** and confirm your choice.

The status of the transactions will change to **Canceled**.

## 7.4. Modifying a transaction

---

The **Edit** action is available when the transaction has one of the following statuses:

- To be validated
- To be validated and authorized
- Waiting for authorization
- Waiting for capture

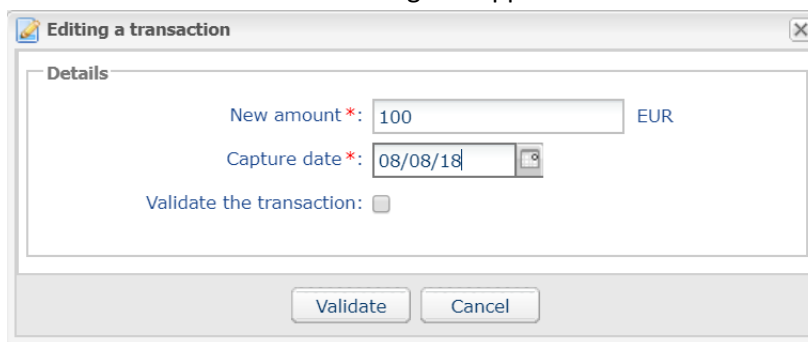
This action allows to modify the amount and the capture date at the bank with respect to the following constraints:

- the modified amount cannot be greater than the initial amount
- when the transaction has not yet been authorized, the capture date can be defined anytime between the current date and the capture date specified by the merchant during the payment.  
*An authorization request will be automatically triggered if the selected capture date is between the current date and the expiry date of the authorization request .*
- when the transaction has already been authorized, the capture date at the bank cannot be later than the expiry date of the authorization
- the card type authorizes to modify the amount or the capture date.

To modify a transaction:

1. Select the transaction.
2. Click **Edit**.

The **Edition of a transaction** dialog box appears.



It is also possible to validate transactions with the **To be validated** or **To be validated and authorized** status by checking **Validate the transaction**.

**3.** Enter a new amount.

Reminder: the new amount must be lower than the initial amount.

**4.** Enter the capture date.

The calendar will show the authorized slot for the capture date. The slot is calculated based on when the authorization expires. The authorization validity period depends on the payment method and the network that was used for the authorization request.

**5.** Click **Validate**.

Once the transaction has been modified:

- the payment amount corresponds to the modified amount,
- the initial amount corresponds to the amount before the modification.

## 7.5. Duplicating a transaction

---

This function allows to create a new transaction with the exact same characteristics (e.g. card number) as the transaction that was used for duplication.

A duplicated transaction has the same characteristics as all the other transactions, and it can be duplicated itself.

During duplication of a transaction, a new authorization request is made with the card number that corresponds to the original transaction. This transaction does not have a payment guarantee.

The payment receipt will be sent to the buyer if the e-mail exists on the transaction used for duplication and if the notification rule associated with sending an e-mail to the buyer is active.

Transactions that can be subject to duplication must have one of the following status(es) :

- Captured
- Expired
- Canceled
- Declined

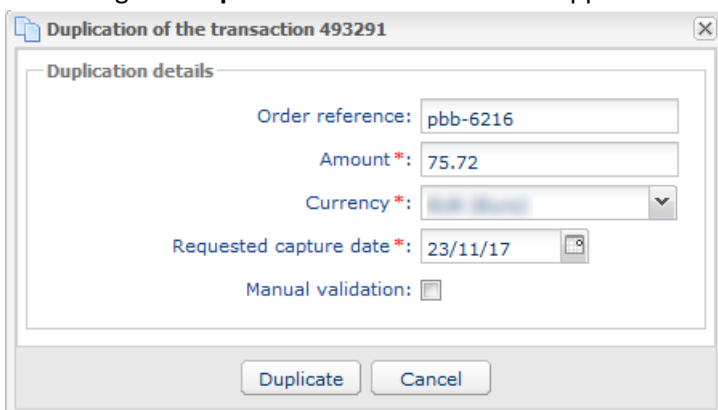
The duplication of refused transactions made with Mastercard cards (Mastercard, Maestro, Mastercard Debit) is forbidden when the reason for refusal is mentioned on the list below:

- 04 - Capture card
- 41 - Lost card
- 14 - Invalid card number
- 43 - Stolen card
- 15 - Invalid issuer
- 54 - Expired card

1. Select the transaction.

2. Click **Duplicate**.

The dialog box **Duplication of the transaction** appears. All of the fields are pre-populated.



Duplication of the transaction 493291

Duplication details

Order reference: pbb-6216

Amount\*: 75.72

Currency\*: EUR

Requested capture date\*: 23/11/17

Manual validation:

Duplicate Cancel

You can modify:

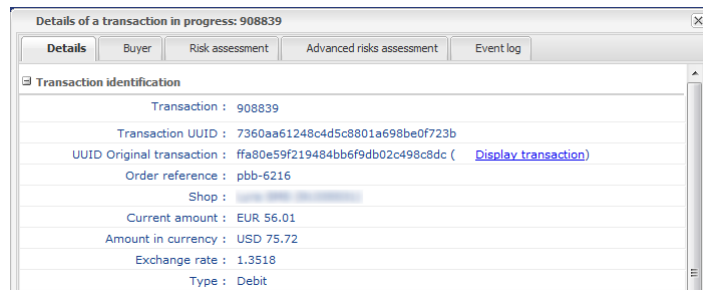
- The order reference
- The amount.
- The currency.



If the selected currency is not supported the following message is displayed: **Unsupported currency on this Merchant ID (MID) and/or shop.**

If the selected currency is supported and multi currency possible in your contract, the conversion rate will be applied. The details of the new transaction will be displayed with both currencies: local currency and new currency.

#### Example



- The requested capture date  
It can not be earlier than the transaction modification date.
- The validation mode by (un)checking **Manual validation** if you wish

3. Click **Duplicate** to continue or **Cancel** to cancel the duplication.

The transaction can be viewed in the **Transactions in progress** tab.

## 7.6. Refund a transaction

This operation makes it possible to re-credit a customer's account after a transaction.

The customer account is credited with the amount refunded, the merchant account is debited the same amount.

The refund is available only on the captured transactions. Depending on the acquirer, it is possible to partially or fully refund a the transaction amount.

The refund delay after the initial transaction date depends also on the acquirer.

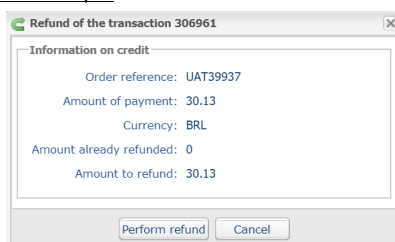
**Case of chargebacks:** Any attempt of refunding an unpaid transaction will be rejected.

To perform a refund.

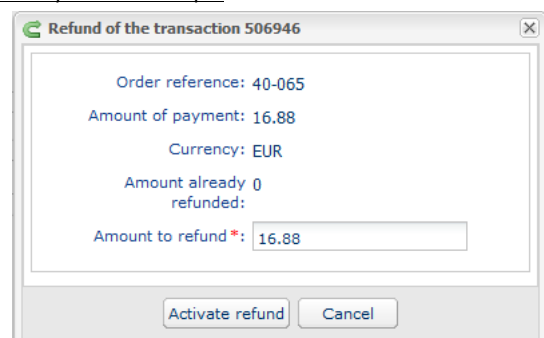
1. Move to the **Captured transactions** tab
2. Select the transaction.
3. Click on **Perform refund**.

The dialog box **Transaction refund** appears.

#### Fully refund example



#### Partially refund example



4. Enter the amount that you wish to refund.

The input field appears if partially refund is possible.

5. Click **Perform refund**.

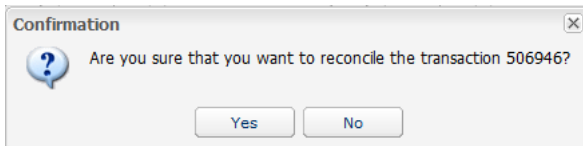
The detail of this operation appears.

## 7.7. Reconciling a transaction manually

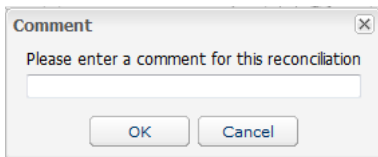
---

This operation allows you to manually reconcile merchant's payments from an account statement.

1. From the **Captured transactions** tab, look for the relevant transaction.
2. Right-click the transaction.
3. Select **Manual reconciliation**.
4. Click **Yes** to confirm the manual reconciliation of the selected transaction.



The **Comment** dialog box appears.



5. Enter a comment for this reconciliation.
6. Click **OK**.

The transaction status changes to **Reconciled**.

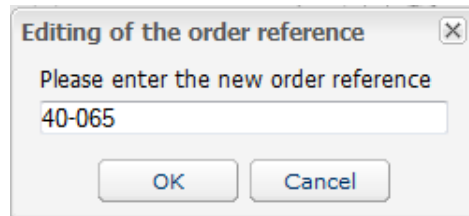
## 7.8. Edit the order reference

---

This operation allows the merchant to change the order reference.

To edit the order reference of a transaction:

1. Right-click the transaction.
2. Select **Edit the order reference**.



3. Enter the new order reference.
4. Click **OK**.

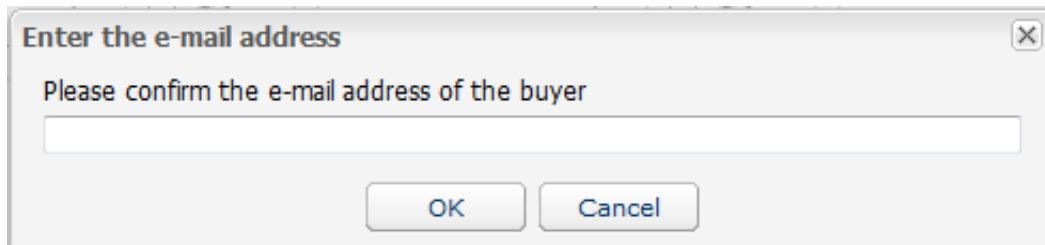
## 7.9. Resending transaction confirmation e-mail to the buyer

---

To resend the transaction confirmation e-mail to the buyer in case of non-receipt or correction of the email address.

1. Look for the transaction.
2. Right-click the transaction.
3. Right-click the transaction and click **Resending transaction confirmation e-mail to the buyer**.

The Enter e-mail address dialog box appears.



4. Enter the e-mail address.
5. Click **OK**.

## 7.10. Resending the transaction confirmation e-mail to the merchant

---

To resend the transaction confirmation e-mail to the merchant:

1. Look for the transaction.
2. Right-click the transaction and click **Resending the transaction confirmation e-mail to the merchant**.  
A confirmation message appears.
3. Click **OK**.

## 7.11. Print the transaction receipt

---

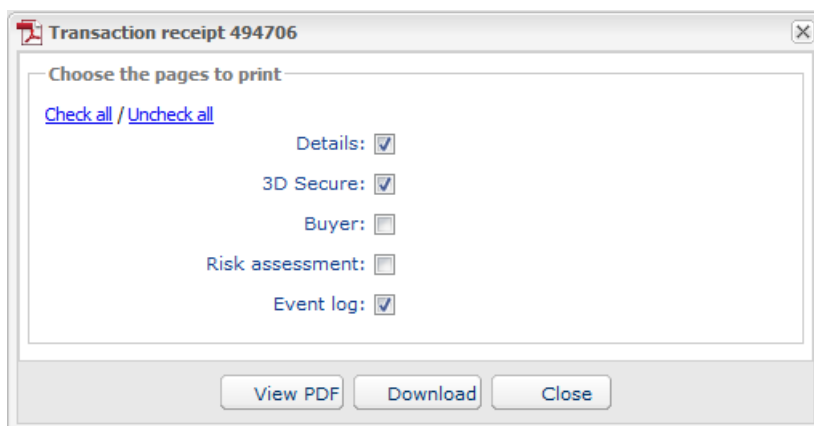
The transaction receipt contains all the important informations about the transaction (1 page per tab of the transaction detail). The list of printable tabs is dynamic based on the tabs available.

This operation is possible both on **transactions in progress** and on **captured transactions**

To download the transaction receipt in PDF format

1. Locate and select the transaction.
2. Click on **Receipt** button

The page for **choosing the pages to print** is displayed.



The choices offered may vary. They depend on the tabs available on the transaction.

3. Check the data you want to print.
4. Click on **View PDF** button to view the information before downloading the file.

View the transaction receipt 942646

1 sur 3

Zoom automatique

## Transaction 942646 / Order reference pya77605

**REMINDER: this transaction was made in TEST mode.**

### Details


#### Transaction identification

Transaction	942646
Order reference	pya77605
Current amount	61,86 EUR
Amount in currency	61,86 EUR
Payment mode	Single payment
Type	Debit

#### Transaction life cycle

Initial amount	61,86 EUR
Status	Waiting for capture
Creation date	24/11/2017 09:13:05
Requested capture date	24/11/2017 09:13:05

#### Payment method

Payment method	 (CB)
Card number	497010XXXXXX0048
Exp. date	2018/06
CB transaction number	185729
Visa product code	G1 (Visa Signature Business)

Close

5. Click **Download** to print or save the PDF file.

## 7.12. Send a payment order from a declined transaction

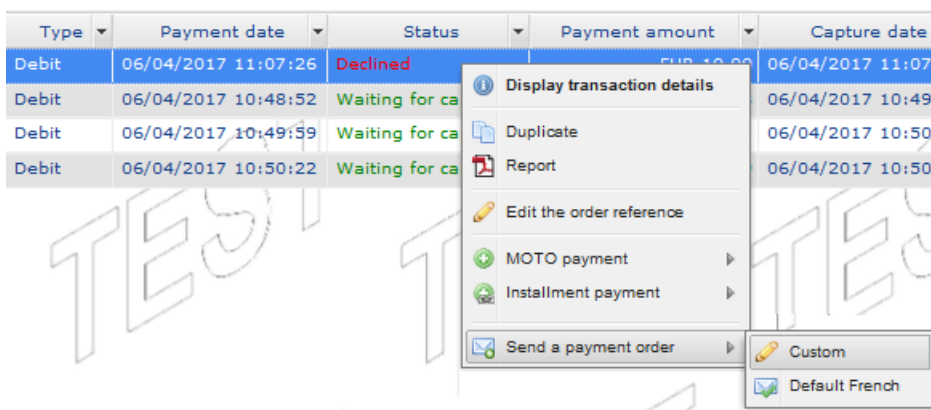
After a declined payment, you have the option to send to your buyer a payment order from the declined payment.

During this second attempt, the buyer will have, for example, the possibility to change the payment method.

### **Note**

*To use this functionality, your offer must include payment by e-mail.*

1. Display the **Transactions in progress** tab
2. Select the declined transaction.
3. Right click on the transaction.



4. Select **Send a payment order** in the menu.

Several possibilities in choosing the model of the e-mail :

- The **Default** e-mail template allows you to send without personalization and in the language of the Merchant Back Office.
- The **Custom** template allows you to go to the payment order editor by e-mail and personalize your e-mail (subject, content, validity period, selective 3DS on the order).
- other templates allow you to send the email directly by just selecting the template name.

Sending the email is immediate without going through the mail payment order editor if you select a template. A confirmation page is displayed.

5. Confirm the sending of the email by clicking **Yes**.

Your buyer will receive a payment order with the same amount already declined. He just needs to follow the link to resume payment.

## 8. DISPLAYING THE TRANSACTIONS SUMMARY

You have the possibility, at any time, to consult the summary of your transactions.

Each tab provides a summary based on available data and columns:

- **Transactions in progress** tab
- **Captures** tab
- **Captured transactions** tab

The summary gives information such as the total amount of payments, the number of distinct order references, the number of transactions to capture, etc.

To view the summary

1. Click on **Summary** at the bottom of the page.

The summary is showed at the bottom of the page.

Transaction	Order	Payment date	Status	Payment ...	Capture date
494732	EVQ-037	24/11/2017 12:09:30	Waiting for capture	EUR 39.77	24/11/2017 12:09:50
355750	12345678	24/11/2017 10:52:55	Waiting for capture	EUR 30.00	24/11/2017 10:53:14
354159	12345678	24/11/2017 10:50:15	Waiting for capture	EUR 30.00	24/11/2017 11:00:04
494729	422605	24/11/2017 11:50:03	Declined	EUR 30.02	24/11/2017 11:50:19
494730	522953	24/11/2017 11:58:18	Declined	EUR 68.36	24/11/2017 11:59:31
494706	BA-917	24/11/2017 09:32:27	Waiting for capture	EUR 27.01	24/11/2017 09:32:36
938869	Test 1	24/11/2017 10:42:26	Waiting for capture	EUR 100.00	24/11/2017 10:42:26

7 number(s) 6 order(s) 24/11/2017 12:09:30 5 waiting for a capture EUR 325.16 24/11/2017 09:32:36

Page 1 of 1 Summary Export Customize

2. To hide the summary, click again on the **Summary** button.



## 9. CUSTOMIZING THE DISPLAY OF THE TRANSACTIONS TABLE

You can modify the default display of the table of captured or in-progress transactions by adding, deleting or modifying the order of columns.

The new display will be used for:

- exporting transactions
- generating transaction logs

In order to modify the column display

1. Select the tab of your choice.
2. Click on **Customize** at the bottom of the page.

**Table customization**

Columns not displayed		Displayed columns (from left to right)		
Name of the column		Order	Name of the column	Width (px)
Additional info		16	Token	130
Additional information 2		17	Recurring payment	130
Additional information 3		18	Buyer	180
Additional information.		19	Buyer e-mail address	250
Amount in currency		20	Buyer address	350
Autho. number.		21	Buyer's complement address	350
Authorization date		22	Buyer country	125
Authorized amount		23	3DS result	455
BIC		24	Liability shift	150
Buyer phone		25	Risks	95
Buyer reference		26	Card number control	170
Buyer title		27	IP address control	160
Buyer's IP address		28	BIN codes control	160
Buyer's language		29	Payment method country ctrl	250
Buyer's mobile phone		30	IP country control	150
Creation date		31	Outstanding control	150
Currency		32	Auth. uncond. control	160
E-payment solution		33	E-Carte Bleue control	170
Error details		34	Business commercial card control	205
External transaction		35	Country consistency ctrl	205
IBAN		36	Score	75
Initial amount		37	Analysis ID	155
Initial transaction		38	Result of the analysis	160
Instant Payment Notification URL status		39	Decision of the analyzer	175
Merchant ID (MID)		40	Currency of capture	140

Display Display all Recover

Remove Remove all

### To display a column:

Select the column in the **Non displayed columns** area

Click **Display** or drag-and-drop the column to **Displayed columns**.



### To remove a column

Select the column in the **Displayed Columns** box.

Click **Remove** or drag-and-drop the column to **Non displayed columns**.








### To move a column

Select the column in the **Displayed Columns** box.

Click  or  until you obtain the desired position.

3. Click the **Validate** button to save the changes.

The following table gives you the meaning of the different icons used in the **Table customization** window. You can use them to facilitate your customization.

Icon	Description	Icon	Description
	Display the selected column more on the right		Display the selected column more on the left
	Display all the columns		Remove all the columns
	Display the selected column(s)		Display the selected column(s)
	Recover tables in their initial state.		

*Table 1: Icons used in the Table customization*

## 10. EXPORTING THE TRANSACTIONS IN PROGRESS

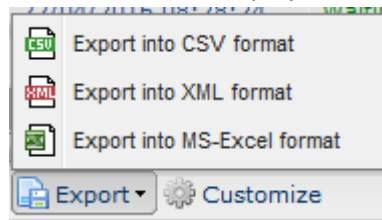
The content of the **Transactions in progress** tab is displayed by default.

In order to export the **Transactions in progress** :

1. Search for the desired transactions.

The merchant can refine their search by applying filters: **Shop, Payment period, Characteristics, Amount**, etc.

2. Click on the **Export** button situated below the list of displayed transactions.



3. Select the desired type of export to download the file.

The merchant can export into the **CSV, XML or Excel** format.

The exported data is displayed according to the following nomenclature:

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
Transaction	idTransaction	Transaction reference		
Order	commandeld	Order reference		
Type	type	Nature of transaction	Debit   Credit   Verification	
Payment date	dateTransmission	Date and time when the transaction was recorded by the gateway		Value in the DD/MM/YYYY hh:mm:ss format
Status	statut	Status of the transaction	To be validated   Accepted   Canceled   Malfunction   Waiting for authorization   Waiting for payment   Waiting for capture   In progress   Expired   Pre-authorized   Declined   Control in progress	
Payment amount	montant	Transaction amount at a given moment expressed in the smallest currency unit		
Capture date	dateRemise	Requested date for capture presentation		Value in the DD/MM/YYYY format
Auto. return	autoCodeRetour			
Auto. return message	autoMessageRetour			<u>Example</u> : Transaction approved
Payment method	typeCarteCode	Type of card used for the payment		<u>Example</u> : Visa , AMEX, Mastercard, etc.
Wallet	wallet			
Card number	numCarte	Number of the transaction card		

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
Expiry date	dateExpiration			Value in the MM/YYYY format
Type of product	typeProduit	Card product code		
Shop	pdvName	Name of the shop for which the transaction was performed		
Token	identifiant	Token ID		
Recurring payment	recurrence	Recurring payment identifier		
Buyer	clientFullName	Buyer's full name		
Buyer's e-mail address	clientMail	Client's e-mail address		
Buyer's address	clientAdresse	Client's postal address		
Buyer's complement address	clientAdresse2	Second line of the address		
Buyer's country	clientPays	Buyer's country		
3DS result:	condition	Specifies the conditions in which the transaction was made from the point of view of 3D Secure	<b>3D_SUCCESS</b>	The merchant and the cardholder have enabled 3D Secure and the card has been successfully authenticated
			<b>3D_FAILURE</b>	The merchant and the buyer have enabled 3D Secure but the authentication has failed
			<b>3D_ERROR</b>	The merchant has enabled 3D Secure but a technical issue has occurred
			<b>3D_NOTENROLLED</b>	The merchant has enabled 3D Secure but the buyer is not enrolled
			<b>3D_ATTEMPT</b>	The merchant and the cardholder have enabled 3D Secure but the cardholder was unable to authenticate
			<b>SSL</b>	The cardholder has not authenticated: <ul style="list-style-type: none"> <li>• or the card type is not supported by 3D Secure</li> <li>• or either the merchant or the cardholder has not enabled 3D Secure</li> </ul>
Liability shift	garantiePaiement	Indicates whether the payment is guaranteed to the merchants according to the regulations 3D Secure	<b>YES</b>	Payment guaranteed
			<b>NO</b>	Payment not guaranteed
			<b>UNKNOWN</b>	Guarantee cannot be determined by the system
Risks	ctrlRisque			
Card number control	carteFraud	The card number is on the greylis		

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
IP address control	ipFraud	The IP address is on the greylist		
BIN code control	binFraud	The BIN code is on the greylist		
Payment method country control	paysCarteSuspect	The card issuing country is on the greylist or whitelist (depending on the shop configuration)		
IP country control	paysIPSuspect			
Outstanding control	encoursAtteint			
Auth. uncond. control	ctrlCas	Control of cards with unconditional authorization		
E-carte bleue control	ctrlEcb	Verification of e-carte bleue		
Business commercial card control	ctrlCardCial			
Country consistency control	ctrlPaysIncoherents	Consistency control between the IP country, the card and the buyer		

Table 2: The labels displayed by default

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
Shipping address	livAdresse			
BIC	customerBic	Bank Identifier Code		International code allowing to identify a financial institution in the country where it is established
Present card	cardPresent			
Merchant ID	numContrat	Merchant ID number		
Authorization date	autoDate			Value in the MM/YYYY format
Creation date	date			Value in the MM/YYYY format
Validation date	dateValidation			Value in the MM/YYYY format
Expected date of fund transfer	dateFundsTransfer			Value in the MM/YYYY format
Shipping recipient	livDestinataire			Value in the MM/YYYY format
Error details	codeErreur			
Currency	devisCommandeId			
Capture currency	devisId			
IBAN	customerIban			International identification code attributed to a bank account for performing operations from any country in the world
Shop ID	pdvCle			
Info. Compl.	info			
Info. Compl.2	info2			
Info. Compl.3	info3			

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
Extra info.	infosExtra	Merchant empty field (vads_order_info)		
User details	userInfo			
Buyer's IP	clientIP	Buyer's IP address		
Buyer's language	clientLanguage			
Payment mode	typePaiement	Payment indicator	0	Single payment
			1	Payment in installments
Authorized amount	autoMontant	Transaction amount during the payment expressed in the smallest currency unit		
Currency amount	montantCommande			
Autho. number	numeroAuto			
Payment option	optPaiement			
Shipping country	livPays			
Payment method country	paysCarte			
Buyer reference	clientCode	Buyer reference		
Sequence	sequence			
E-commerce solution	contrib			
Payment source	paymentSource			
Instant Payment Notification URL status	checkStatut			
Buyer's cell phone	clientTelephoneMobile			
Buyer's phone	clientTelephone			
Recipient's phone	livTelephone			
Buyer's title	clientTitre			
Initial transaction	orgHash			
External transaction	idTransactionEx			
UUID transaction	hash	UUID (Universally Unique Identifier) - transaction identifier		

Table 3: Labels available for customization

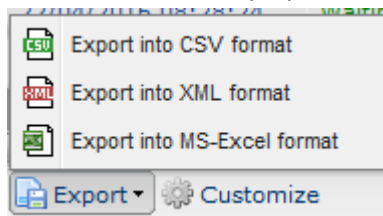
## 11. EXPORTING CAPTURES

To export **Captures**, open the **Captures** tab:

1. Search for the desired transactions.

The merchant can refine their search by applying filters: **Shop**, **Payment period**, **Characteristics**, **Amount**, etc.

2. Click on the **Export** button situated below the list of displayed transactions.



3. Select the desired type of export to download the file.

The merchant can export into the **CSV**, **XML** or **Excel** format.

The exported data is displayed according to the following nomenclature:

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
Shop	pdvName	Name of the shop for which the transaction was performed		
Capture number	refNumber	Capture number		
Capture date	date	Date of capture transfer to the acquirer		
Network	reseau	Network within which the capture is performed		
Acquirer	logo_acquereur	Acquirer of the capture		
Bank code	codeBanque	Acquirer's bank code		
Merchant ID (MID) number	numContrat	N° of the merchant ID (MID) to which the capture is transferred		
Debit	montantDebit	Total gross amount of all the payment transactions contained in the capture expressed in its smallest currency unit		
Credit	montantCredit			
Currency	devisID	Payment currency according to the ISO 4217 standard (numeric code)		
Status	statut	Capture status at the moment of the consultation		
Bank reconciliation	rapprochement	Number of automatically or automatically reconciled transactions / Total number of		

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
		transactions combined in the capture		
Dispatch date	dateEnvoi	Dispatch date		



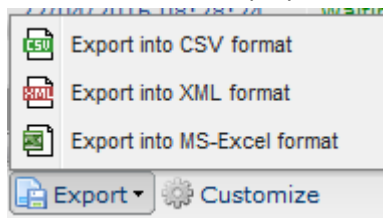
## 12. EXPORTING CAPTURED TRANSACTIONS

To export **Captured transactions**, go to the **Captured transactions** tab:

1. Search for the desired transactions.

The merchant can refine their search by applying filters: **Shop**, **Payment period**, **Characteristics**, **Amount**, etc.

2. Click on the **Export** button situated below the list of displayed transactions.



3. Select the desired type of export to download the file.

The merchant can export into the **CSV**, **XML** or **Excel** format.

The exported data is displayed according to the following nomenclature:

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
Transaction	idTransaction	Transaction reference		
Order	commandId	Order reference		
Type	type	Nature of transaction	Debit   Credit   Verification	
Payment date	dateTransmission	Date and time when the transaction was recorded by the gateway		Value in the DD/MM/YYYY hh:mm:ss format
Status	statut	Status of the transaction	Cancelation captured   Canceled   Malfunction   Captured   Declined   Capture in progress	
Payment amount	montant	Transaction amount at a given moment expressed in the smallest currency unit		
Capture date	dateRemise	Requested date for capture presentation		Value in the DD/MM/YYYY format
Capture number	refNumber	Capture number		
Terminal ID (TID)	terminal ID	Number of the terminal associated with the MID		
Reconciliation status	statutRapprochement	Reconciliation status (manual or automatic) for the transaction	Pending	
			Reconciled	
			To be analyzed	
			Chargeback	
		Chargeback cleared		
Reasons for chargeback	chargebackReason	Reasons for chargeback		
Payment method	typeCarteCode	Type of card used for the payment		Example : Visa , AMEX, Mastercard, etc.
Wallet	wallet			
Card number	numCarte	Number of the transaction card		

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
Expiry date	dateExpiration			Value in the MM/YYYY format
Type of product	typeProduit	Card product code		
Shop	pdvName	Name of the shop for which the transaction was performed		
Token	identifiant	Token ID		
Recurring payment	recurrence	Recurring payment identifier		
Buyer	clientFullName	Buyer's full name		
Buyer's e-mail address	clientMail	Client's e-mail address		
Buyer's address	clientAdresse	Client's postal address		
Buyer's complement address	clientAdresse2	Second line of the address		
Buyer's country	clientPays	Buyer's country		
3DS result:	condition	Specifies the conditions in which the transaction was made from the point of view of 3D Secure	<b>3D_SUCCESS</b>	The merchant and the cardholder have enabled 3D Secure and the card has been successfully authenticated
			<b>3D_FAILURE</b>	The merchant and the buyer have enabled 3D Secure but the authentication has failed
			<b>3D_ERROR</b>	The merchant has enabled 3D Secure but a technical issue has occurred
			<b>3D_NOTENROLLED</b>	The merchant has enabled 3D Secure but the buyer is not enrolled
			<b>3D_ATTEMPT</b>	The merchant and the cardholder have enabled 3D Secure but the cardholder was unable to authenticate
			<b>SSL</b>	The cardholder has not authenticated: <ul style="list-style-type: none"> <li>• or the card type is not supported by 3D Secure</li> <li>• or either the merchant or the cardholder has not enabled 3D Secure</li> </ul>
Liability shift	garantiePaiement	Indicates whether the payment is guaranteed to the merchants according to the regulations 3D Secure	<b>YES</b>	Payment guaranteed
			<b>NO</b>	Payment not guaranteed
			<b>UNKNOWN</b>	Guarantee cannot be determined by the system
Risks	ctrlRisque			
Card number control	carteFraud	The card number is on the greylist		

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
IP address control	ipFraud	The IP address is on the greylist		
BIN code control	binFraud	The BIN code is on the greylist		
Payment method country control	paysCarteSuspect	The card issuing country is on the greylist or whitelist (depending on the shop configuration)		
IP country control	paysIPSuspect			
Outstanding control	encoursAtteint			
Auth. uncond. control	ctrlCas	Control of cards with unconditional authorization		
E-carte bleue control	ctrlEcb	Verification of e-carte bleue		
Business commercial card control	ctrlCardCial			
Country consistency control	ctrlPaysIncoherents	Consistency control between the IP country, the card and the buyer		

Table 4: The labels displayed by default

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
Shipping address	livAdresse			
BIC	customerBic	Bank Identifier Code		International code allowing to identify a financial institution in the country where it is established
Present card	cardPresent			
Merchant ID	numContrat	Merchant ID number		
Reconciliation comment	commentaireRapprochem			
Commission	commissionRendered			
Authorization date	autoDate			Value in the MM/YYYY format
Creation date	date			Value in the MM/YYYY format
Validation date	dateValidation			Value in the MM/YYYY format
Expected date of fund transfer	dateFundsTransfer			Value in the MM/YYYY format
Shipping recipient	livDestinataire			Value in the MM/YYYY format
Error details	codeErreur			
Currency	devisCommandeId			
Capture currency	devisId			
IBAN	customerIban			International identification code attributed to a bank account for performing operations from any country in the world
Shop ID	pdvCle			

Column label CSV or EXCEL	Tag label in XML	Description	Possible value	Meaning
Info. Compl.	info			
Info. Compl.2	info2			
Info. Compl.3	info3			
Extra info.	infosExtra	Merchant empty field (vads_order_info)		
User details	userInfo			
Buyer's IP	clientIP	Buyer's IP address		
Buyer's language	clientLanguage			
Payment mode	typePaiement	Payment indicator	0	Single payment
			1	Payment in installments
Authorized amount	autoMontant	Transaction amount during the payment expressed in the smallest currency unit		
Currency amount	montantCommande			
Autho. number	numeroAuto			
Payment option	optPaiement			
Shipping country	livPays			
Payment method country	paysCarte			
Buyer reference	clientCode	Buyer reference		
Sequence	sequence			
E-commerce solution	contrib			
Payment source	paymentSource			
Instant Payment Notification URL status	checkStatut			
Buyer's cell phone	clientTelephoneMobile			
Buyer's phone	clientTelephone			
Recipient's phone	livTelephone			
Buyer's title	clientTitre			
Initial transaction	orgHash			
External transaction	idTransactionEx			
UUID transaction	hash	UUID (Universally Unique Identifier) - transaction identifier		

Table 5: Labels available for customization