

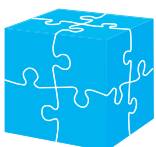
ADDONPAYMENTS

USER GUIDE - ADMINISTRADOR TPV VIRTUAL

MANAGING TRANSACTIONS

2016

VERSION 1.0



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1. MANAGING AND VIEWING TRANSACTIONS

In order to view transactions in Administrador TPV VIRTUAL, click on **'Transactions'** located within the main navigation menu.

In the **'Transactions'** section, you have the ability to search for multiple transaction types that have been processed.

1. To search for transactions, enter the relevant data in the fields located in the **'Search for Transactions'** section.
2. Within the **'Status'** dropdown, you have the option to filter out specific transaction types. For example if you would only like to view **'Pending'** transactions, choose the **'Pending'** option from the dropdown and this will return all transactions that match this criteria.
3. The status of the transaction will appear to the right of the transaction line. The below example shows all transactions which were processed on September 27th 2016 based on the search criteria entered.
4. To view more details on the transaction, click on the transaction line.

The screenshot displays the 'TRANSACTIONS' section of the Administrador TPV VIRTUAL interface. At the top, there is a search bar with 'Quick Search: Choose Criteria' and 'Enter Keyword'. A 'GENERATE REPORT' button is visible in the top right corner. The left sidebar contains a 'MENU' with options like Dashboard, Transactions (selected), Customers, Terminal, Settled, and Reports. Below the menu are 'QUICK LINKS' (Pending, Delayed, Held, Voided, Failed) and 'ADMINISTRATION' (Client Settings, User Management). The main content area shows a 'SEARCH FOR TRANSACTIONS' form with various input fields and dropdown menus. Below the search form, it indicates the list is refined by Date (27/09/2016 - 27/09/2016), Status (All), and Payment Method (Cards). The transaction list is for 'TUESDAY, 27 SEPTEMBER 2016' and shows 13 transactions, all with a 'BATCHED' status. Each transaction line includes a time stamp, a VISA logo, a merchant name, a card number, an amount in EUR, and a 'BATCHED' button.

Time	Card Type	Merchant Name	Card Number	Amount	Status
06:24	VISA	hdahnhra	915084C1E1D947E6A752-001-0	315.11 EUR	BATCHED
06:24	VISA	SAD	E5D2A576C8C24B3E8B6E-001-0	2.13 EUR	BATCHED
06:24	VISA	SAD	9736A679B72E44EE913F-001-0	100.00 EUR	BATCHED
06:24	VISA	SAD	AD366849DF00406F89A4-001-0	0.50 EUR	BATCHED
06:24	VISA	SAD	5A6E4CF79BF645A7A356-001-0	0.50 EUR	BATCHED
06:24	VISA	rest	252FDB7B95D34CBC8CE1-001-0	9.99 EUR	BATCHED
06:24	VISA	Jorge2	E86AC527903B4C6F85E5-001-0	5.00 EUR	BATCHED
06:23	VISA	sdsdfs	FCF5274177D246EAB6CA-001-0	67.99 EUR	BATCHED
06:23	VISA	Wilmer Rojas	189503F4D0C04B35A6ED-001-0	50.90 EUR	BATCHED
06:23	VISA	Lars Bohinen	13710036F9D040E488DA-001-0	10.00 EUR	BATCHED
06:23	VISA	jej	5E61C7011E4B42F18B55-001-0	160.00 EUR	BATCHED

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1.1 VOIDING A TRANSACTION

'Pending' and 'Delayed' transaction types can be voided to prevent the transactions from proceeding to settlement. You can search for 'Pending' and 'Delayed' transaction types within the 'Transactions' section of Administrador TPV VIRTUAL.

1. To 'Void' transactions, click on the drop down box located to the right of the transaction status. Once you have clicked on the drop down you will have the option to 'Void' as seen below.

06:24	VISA SAD	9736A679B72E44EE913F-003-0	100.00 EUR	PENDING
06:24	VISA SAD	E5D2A576CBC24B3E8B6E-003-0	2.13 EUR	P

2. If you wish to add comments relating to the transaction you can do so in the 'Comments' section.

VOID

Date	Thursday, 29 September 2016 06:24	Cardholder Name	VISA SAD	Order ID	9736A679B72E44EE913F-003-0	Account	internet	Amount	100.00 EU
------	-----------------------------------	-----------------	----------	----------	----------------------------	---------	----------	--------	-----------

VOID TRANSACTION

Why are you voiding this transaction? ⓘ

Reason not given

Comment

CANCEL VOID TRANSACTION

3. When you have entered comments and wish to complete the void, click on the 'Void Transaction' button.

Should you wish to view the transaction details before voiding a transaction you can click into the transaction line. This will bring you to the 'Transaction Details' screen and the 'Void Transaction' option will be present above the Transaction Details.

TRANSACTION DETAILS

PRINT RECEIPT VOID TRANSACTION

Date	Thursday, 29 September 2016 06:24	Cardholder Name	SAD	Order ID	9736A679B72E44EE913F-003-0	Account	internet	Amount	100.00 EUR
Customer Number	-	Product ID	-	Variable Reference	-	Recurring Flag	fixed subsequent	Reason for Last Action	-
Comment	-								

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1. Click on '**Void Transaction**'.
2. Once you have clicked on '**Void Transaction**', you will again have the option to add additional comments as detailed on the void screen above before finalising the '**Void**'.

Once a transaction has been voided it will not be sent for settlement however the customer's account may already have been debited for the transaction amount. Once the customer's bank acknowledges the voided transaction the customer will receive their funds. Please note it can take up to 28 days for the authorisation on the customer's account to lapse depending on the bank.

1.2 REBATING A TRANSACTION

After a transaction has been sent for settlement, it can no longer be voided. To return funds to the customer, the transaction may now be rebated. A rebate is a transaction that returns funds to the customer and debits the merchant's bank account. The rebate uses the details from the original authorisation transaction; therefore, you do not need to contact the customer for their details to process a rebate.

Note: The Rebate transaction type can only be accessed if you have sufficient permissions. You will need to have been assigned the role of '**Administrator**' or '**Power User**' to gain access to this section. In order to gain access you will need to contact your '**Administrator**' User.

There are two restrictions for rebates which do not apply for refunds:

- There is an upper limit on the amount that you can rebate: you can partially rebate the transaction, rebate the full amount or rebate any amount up to 115% of the original authorisation.
- You can only rebate the transaction up to 180 days after it has originally been processed. After 6 months, you will need to process a refund (for more information on processing a refund, please see Administrador TPV VIRTUAL Terminal – User Guide.

To process a rebate:

1. Click on the transaction you wish to rebate. At the top of the transaction details screen, click on '**Rebate Transaction**'.

TRANSACTION DETAILS				PRINT RECEIPT	REBATE TRANSACTION
Date	Cardholder Name	Order ID	Account	Amount	
Tuesday, 27 September 2016 06:24	John Smith	915084C1E1D947E6A752-001-0	internet	315.11 EUR	
Customer Number	Product ID	Variable Reference	Recurring Flag	Reason for Last Action	
-	-	-	-	-	
Comment					
-					

2. Once you have clicked on '**Rebate Transaction**' you will be brought to the screen below to enter further details before finalising the rebate. You can add the rebate '**Amount**', '**Customer Number**', '**Variable Reference**', '**Product ID**' and any additional comments for reconciliation purposes.

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The screenshot shows the ADDONPAYMENTS interface. At the top, there is a 'Quick Search' bar with 'Choose Criteria' and 'Enter Keyword' options. The main content area is titled 'REBATE' and contains a table with transaction details: Date (Tuesday, 27 September 2016 06:24), Cardholder Name (John Smith), Order ID (915084C1E1D947E6A752-0010), Account (internet), and Amount (315.11 EUR). Below this is a 'REBATE HISTORY' section with a table showing Total Settled Amount (315.11 EUR), Total Rebated Amount (0), and Amount left to be settled (315.11 EUR). The 'REBATE TRANSACTION' section contains a form with fields for Amount* (315.11 EUR), Customer Number, Variable Reference, Product ID, and Comment. A Password* field is also present. At the bottom right, there are 'CANCEL' and 'REBATE TRANSACTION' buttons. The left sidebar contains a 'MENU' with options like Dashboard, Transactions, Customers, Terminal, Settled, Reports, and 'QUICK LINKS' with options like Pending, Delayed, Held, Voided, Failed. The 'ADMINISTRATION' section includes Client Settings and User Management. The footer shows '© COMERCIA 2016 - v2.1.104.2-SNAPSHOT'.

3. You are required to enter your login password.
4. Click on **'Rebate Transaction'** to process this transaction. You can then view the rebated transaction in the **'Transactions'** section.

1.3 SETTLING A DELAYED TRANSACTION

A delayed settlement transaction can be located under **'Transactions'**. When you click into **'Transactions'**, you can search for **'Delayed'** transactions in the **'Search for Transactions'** section. You will need to choose **'Delayed'** from the **'Status'** field and click on **'Search'**. This will return all delayed transactions that meet your search criteria.


1. When you locate the transaction you wish to settle, click into the transaction and choose **'Settle Transaction'**.

The screenshot shows the 'TRANSACTION DETAILS' form. At the top right, there are three buttons: 'PRINT RECEIPT', 'VOID TRANSACTION', and 'SETTLE TRANSACTION'. The form contains a table with transaction details: Date (Thursday, 29 September 2016 13:03), Cardholder Name (John Smith), Order ID (c6e6b448893b42658b4d32738), Account (internet), and Amount (67.11 EUR). Below this is a table with fields for Customer Number, Product ID, Variable Reference, Recurring Flag, and Reason for Last Action. The Comment field is also present.

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2. If you wish to add additional information relating to the transaction you can do so on the '**Settle**' screen as below.

SETTLE

Date Thursday, 29 September 2016 13:03	Cardholder Name  John Smith	Order ID c6e6b448893b42658b4d32738	Account internet	Amount 67.11 EUR
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SETTLE TRANSACTION

Amount* 67.11	67.11 EUR
Customer Number <input type="text"/>	Comment <input type="text"/>
Variable Reference <input type="text"/>	
Product ID <input type="text"/>	

3. Click on '**Settle Transaction**' to process this transaction. You can then view this transaction within the '**Pending**' category.

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1.4 OFFLINE TRANSACTIONS

Some authorisations will be declined with a 102 Response Code. Transactions that receive a 102 response code can still be authorised in Administrador TPV VIRTUAL by using the offline request type. You must manually obtain an authorisation code for transactions of this type. This involves contacting the acquiring bank's authorisation centre by phone.

Offline transaction type is not enabled by default. To have this transaction type enabled, please contact Addon Payments support. Offline is only available with card transactions.


If a transaction has failed with a 102 Response, it will be located in the failed transaction section of Administrador TPV VIRTUAL. If you have obtained the authorisation code for this transaction, you can then proceed by clicking on the **'Offline'** tab as seen below.

TRANSACTION DETAILS PRINT RECEIPT OFFLINE TRANSACTION

Date Thursday, 29 September 2016 14:34	Cardholder Name John Smith	Order ID b5b8db0aec97497a9f97eb49b	Account internet	Amount 10.00 EUR
Customer Number -	Product ID -	Variable Reference -	Recurring Flag -	Reason for Last Action -
Comment -				

To complete the transaction, you must enter the authorisation code into the **'Offline AuthCode'** field. Click on **'Process'** to complete the transaction.

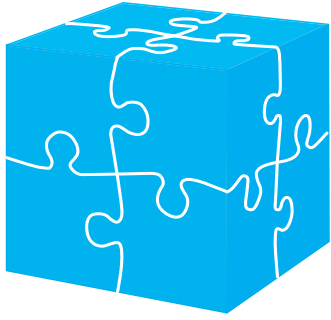
OFFLINE

Date Thursday, 29 September 2016 14:34	Cardholder Name  John Smith	Order ID b5b8db0aec97497a9f97eb49b	Account internet	Amount 10.00 EUR
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OFFLINE TRANSACTION

Offline AuthCode*

CANCEL PROCESS



GOT ANY QUESTIONS?
LET US KNOW.

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