September 2020

Datatrans
Web Administration Tool

User Manual V4.9

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Change Management

Version	Date	Changed by	Comment
4.9	15.09.2020	Manuel Höhn	Updated Transaction status
4.8	27.05.2020	Manuel Höhn	Update Fraud Risk Management
4.7	26.11.2019	Manuel Höhn	Add Reconciliation Service
4.6	14.08.2018	Manuel Höhn	Add Multi-factor authentication Update FAQ Update transaction filter Add Country filter 3D
4.4	26.04.2016	Manuel Höhn	Change of address in footer Update User Administration Update UPP Designer Add Pay-by-E-Mail
4.3	03.06.2014	Katja Schlegel	Sorting payment methods on payment page
4.2	10.03.2014	Katja Schlegel	Add „suspect ELV accounts" Update user rights
4.1	14.11.2013	Katja Schlegel	Replace screenshot for 6.1
4	28.08.2013	Katja Schlegel	New revision

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1 Introduction

This document enables you to work independently with the Datatrans Web Admin Tool.

For any questions contact our support team at +41 44 256 81 91 or support@datatrans.ch. For questions about transactions please have the following information ready:

- Merchant-ID / Transaction-ID
- Reference number
- Amount
- Date

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2 First Registration

The login to the Web Administration Tool is made via the URL https://admin.datatrans.com/Login.jsp (before https://payment.datatrans.biz/Login.jsp).

You will receive the login data from Datatrans by e-mail.

Login: admin_xyz / 30000xxxxx
Username: f.surname
Email: name@company.com

In a separate e-mail you will receive a link with which you can define your new password.

2.1 Forgot Password

If you have forgotten your password, click on *Forgot password?* and type in the e-mail address. A new link will be sent to that e-mail address.

For security reasons your account will be blocked if:
- the wrong password has been entered 7 times
- the account has not been in use for a period of 90 days

Using the function *Reset password* you can unblock your account and define a new password.

2.2 Change Merchant

If you have multiple merchant-IDs, and/or you have access to a group account, you have the possibility to access other Merchant-IDs directly with a click on *Change Merchant*. The advantage is that you only have to login once to access several Merchant-IDs.

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3 Transactions

3.1 Transactions

This menu shows all transactions from the last 360 days and displays 300 transactions. You can search for one or more transactions with *Search for specific transactions* or you can click on one transaction to have a look at its details. Please use % as a wildcard.

Field definitions for the most important fields (*Search for specific transactions*)

Reference	The reference number is generated by the merchant	
Transaction	Transaction ID	From the system assigned, unique number
	UPP Authorisation code	Number from Datatrans
	Acquirer auth. code	From the assigned authorisation code
Credits only	Shows only the credits	
Offline transactions only	Shows transactions which were processed in the Offline Mode. Special feature has to be activated by Datatrans	

Transaction status

There are the following status for a transaction:

Authorised	Amount is reserved for the merchant
Settled	Transaction is ready to be submitted to the acquirer, card is not charged yet
Credit	Amount or part of the amount is credited to the credit card
Declined	For some reason the transaction couldn't be processed. For further details click on the "error message"
Canceled by Merchant	Transaction that has been deleted before transmission to acquirer
Referral	The acquirer wishes to be contacted by the merchant
Settled/transmitted	Amount is charged on the credit card
Authenticated	The buyer has been authenticated Special status for "Split Mode"
Canceled by User	Transaction has been canceled by the customer
Compensated *	Transaction remunerated by acquirer without Sales reported
Reconciled *	Transaction remunerated from the acquirer with Sales reported
Sales reported *	Additional information of the merchant, not a status

** Only available with Reconciliation Service.*

If a settled and transmitted transaction has been credited, a new transaction will be generated that has the status *credited*.

3.2 Archive

The menu Archive is for transactions that are older than 360 days and are not in the status authorised.

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3.3 Daily Reports

In this menu you can create the daily report for a specific date.

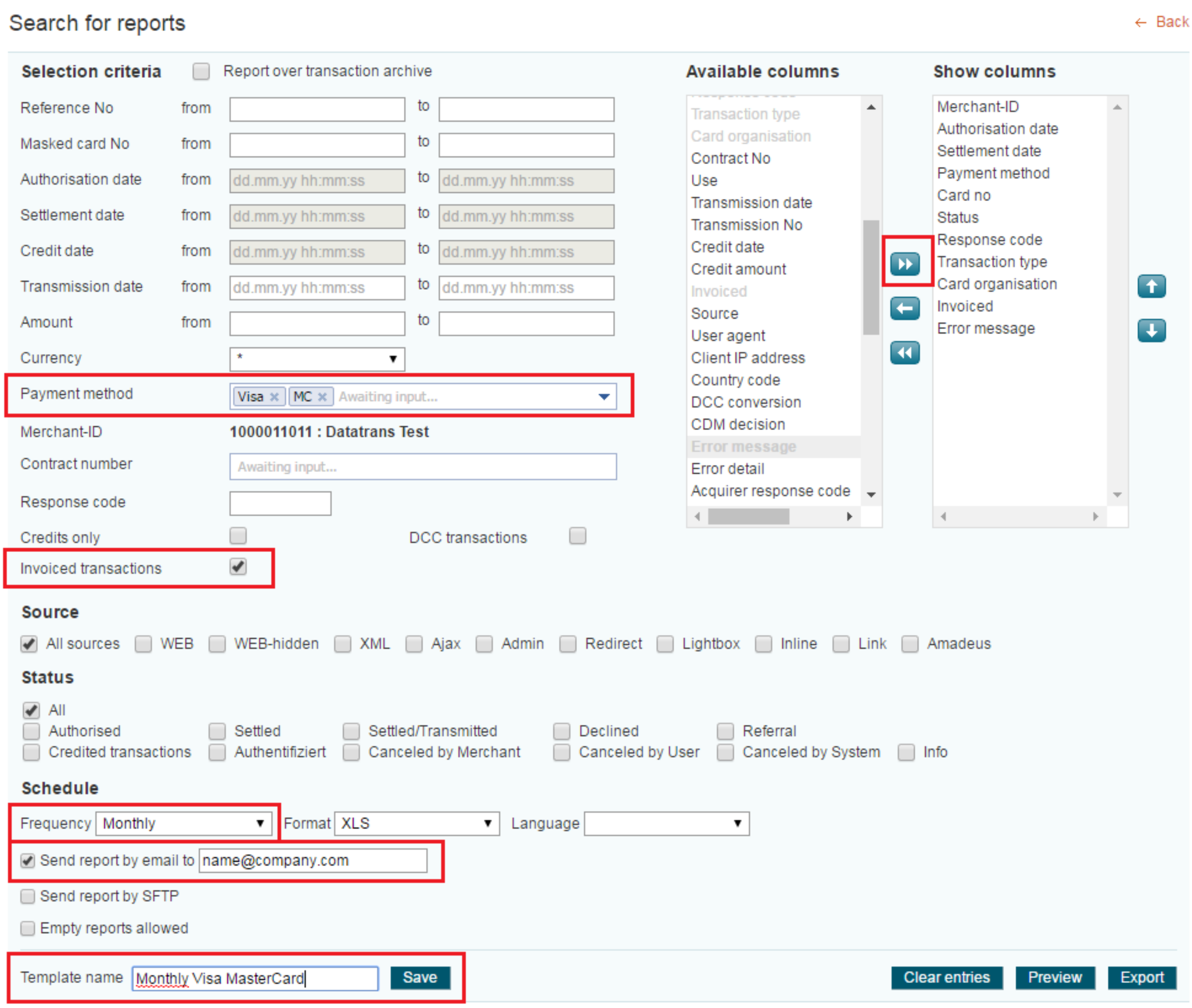
4 Reports

4.1 Reports

Here you can create individual analyses and reports, manage and save them. Click on *Add new template.*

Create a monthly report; Example for invoiced transactions

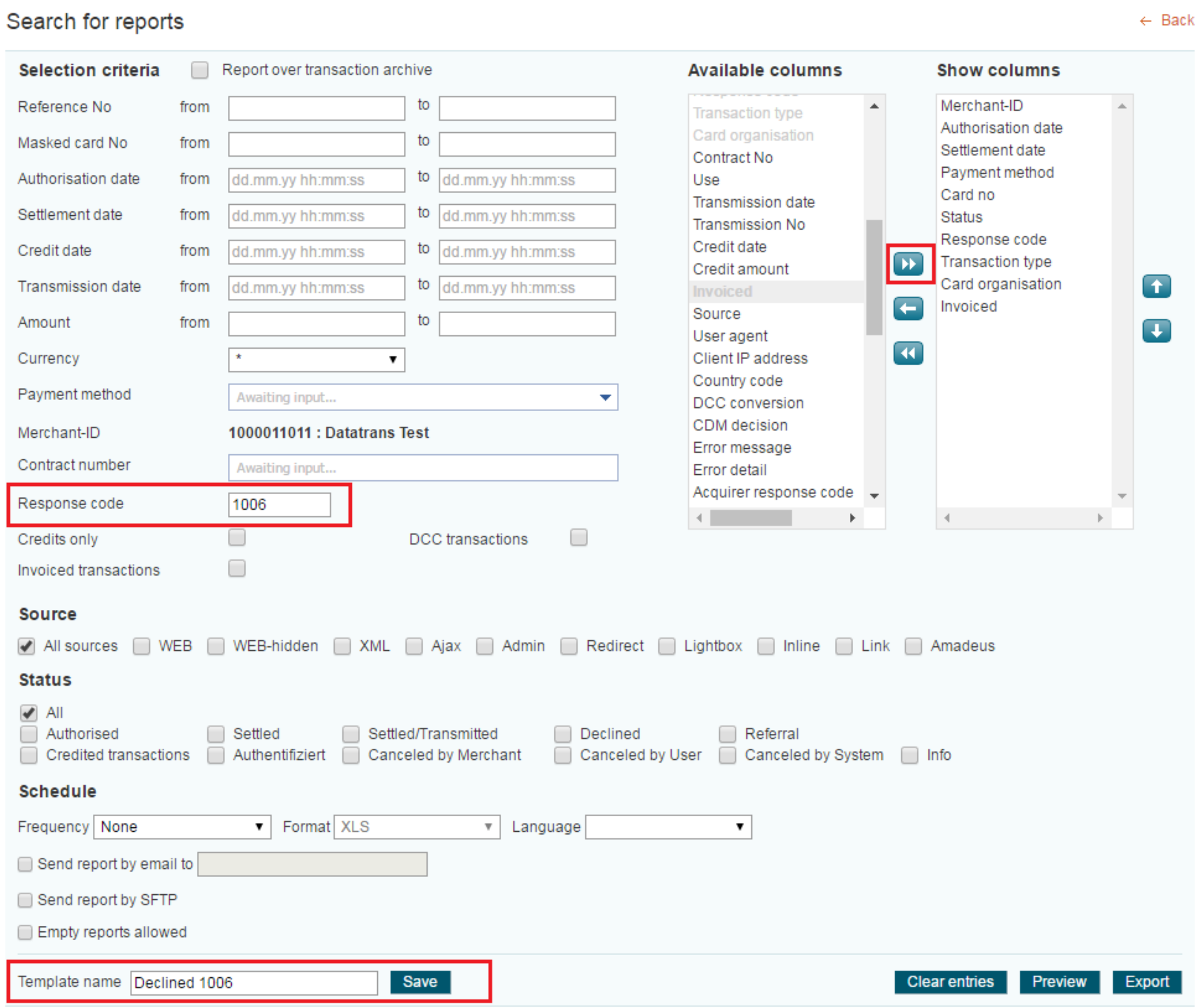
You would like to create a report for all transaction in a certain period of time, which have been invoiced by Datatrans. Also, you woul like to save that template for later use. Fill in the following fields:



Click on *Save.*

Create a Report; Example for declined transactions

In the second example you would like to create a report for a specific resonse code and save it for later use. Fill in the following fields:



Click on *Save* and *Preview* or *Export*, to open the reports in an Excel.

4.2 Group Reports

In the menu *Group Reports* you have the additional possibility to choose a specific merchant-ID which is part of your group. This option is only available if that merchant-ID is part of a partner group.

4.3 Archived Reports

In *Archived Reports* you can find transactions which are older than 360 days.

4.4 Archived Group Reports

In *Archived Group Reports* you can find transactions which are older than 360 days.

4.5 Statistic

This option shows the processing times and the availability of the specific payment methods. A single click on the bar diagram shows more details.

4.6 Group Statistic

This menu is only available if the merchant is part of a partner group.

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5 Process

With this menu you can process manual transactions.

5.1 Authorise

If you have a transaction, which you have to process manually, use this menu. Fill in all the fields and click on *Authorise only* or *Authorise* and settle for direct settlement. The reference number can be chosen by you, it should help you to identify the transaction.

5.2 Settle

You can find all transactions in this menu that are in the status *authorised* and that you can settle. You can either choose one specific transaction or you can mark all transaction with the checkbox and settle them all together. It is also possible to freely choose the amount, as long as it's not higher than the authorised amount.

5.3 Referral

If an authorisation request has been answered with a referral the acquirer wishes to be contacted by the merchant. The acquirer will then give you the authorisation code which you type into the field *Acquirer code*. Select the check box of the transaction you want to settle and then click *Process marked transaction(s)* for the settlement.

5.4 Credit

This is a search masked to search for a transaction which has been debited. You can credit the whole or only a partial amount.

5.5 Alias

This menu is only available if the option Alias has been activated by Datatrans. You can manually generate an alias for a card number.

5.6 Inverse Alias

With inverse Alias you can look up a credit card number with the Alias. For this, special „cardview" rights are necessary.

5.7 Pay-by-E-Mail

This menu is only available if the option Pay-by-E-Mail has been activated by Datatrans. Via *Create payment link* you can generate a link, which directs to the Datatrans payment page where your customer can enter his
payment information. You can paste this link into an e-mail to your customer.

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6 UPP Administration

6.1 UPP Data

This menu allows you to manage all the technical details.

Description of the most important fields:

Email	E-mail address where the daily transaction reports should be sent to For multiple e-mail addresses use a semicolon (;) as separator
Language	This feature sets the language for the UPP Interface
URL Success	Static parameter for the URL of the merchant's shop application, where the customer should be redirected to after a successful transaction
URL Error	Static parameter for the URL of the merchant's shop application, where the customer should be redirected to after a failed transaction
URL Cancel	Static parameter for the URL of the merchant's shop application, where the customer should be redirected to after cancelling the payment dia-log
URL Post	URL for the direct server-to-server transmission of the post-parameters in success or error case
URL Post data format	Data format for the post-parameter transmission.
Decline transaction with response code 02	If this is activated all transactions where the issuer doesn't share the liability-shift will be declined. You can also configure an e-mail address for your notifications.
Email notification to	If a response code 02 occurs, you will receive an e-mail to that e-mail adress
Decline transaction with response code 02 for Amex	If this is activated all transactions where the issuer doesn't share the liability-shift will be declined. Only for Amex. You can also configure an e-mail address for your notifications.
Email notification to	If a response code 02 occurs, you will receive an e-mail to that e-mail adress

6.2 Payment Methods

This menu shows all the payment methods that are active for a particular merchant. For the activation or deactivation of specific payment methods refer to Datatrans.

Authorisation/Settlement

Allows you to authorise a transaction with a separate settlement via XML or Web Admin Tool

Direct Debit

Allows you a direct debit

CVV2/CVC2-Code required

Activates the CVV request; this is enabled on default

Order of payment methods on the Payment Page

You can set the order of the payment methods on the Payment Page yourself. Therefore, type in the number of the position you would like the payment method to appear. Does the field contain 99 it will appear at the end of the list, in the order it is displayed in the menu "Payment methods".

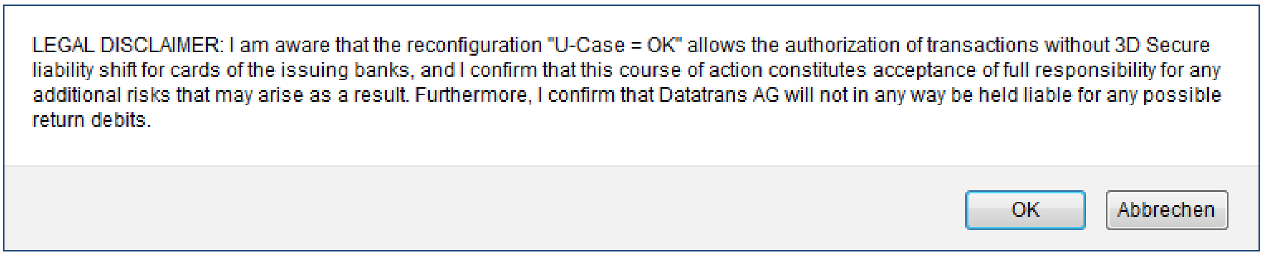
3D-U-Case

You have the possibility to accept credit card transactions which are returned with the 3-D-Secure Status „U". The status „U" is returned by the ACS of the card issuer which means that you, the merchant, does not have a liability shift in fraud cases.

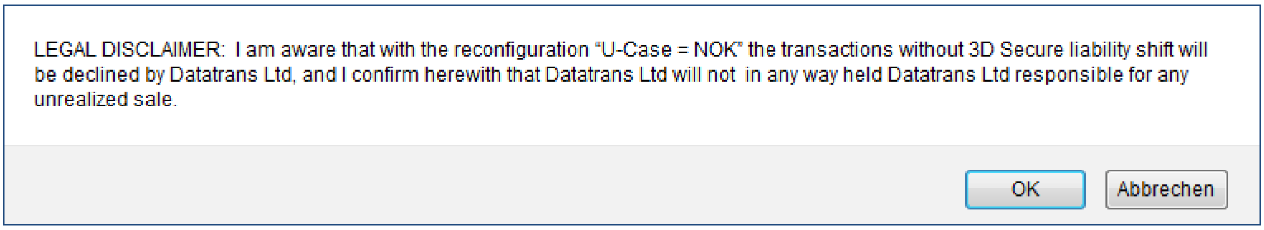
This is often the case for transactions with American business cards. By default, Datatrans declines such transactions.

- Activate *3D-U case allowed* if you are ready to be liable for such transactions.
- Activate *Email notification to* if you would like to be informed about U-Case transactions via e-mail.

By allowing 3-D-U Case you accept the following legal disclaimer:



In order to decline U-Case transactions you will be asked to accept the following disclaimer:



Lookup acquirer contract numbers

Click on a payment method-icon to get a pop-up with your acquirer contract numbers.

6.3 UPP Designer

Lightbox/Redirect Mode

This menu allowes you to manage the Datatrans payment page.

Description of the most important fields

Brand color	The main color of the payment page which will be displayed in the header
Logo type	The shape in which the merchant logo will be displayed
Logo	Selection of all uploaded merchant logos The payment page only accepts logos in SVG formats
View style	Selection of how the payment methods will be displayed by default

Standard Mode (legacy)

By switching to this menu, you have the possibility to configure the legacy payment page.

Description of the most important fields

UPP Header	You can choose between default or individual header. If you use an individual header you have to forward the HTML code and the specific pictures to the server. You can also disable the header
Language sensitive header/footer	It is possible to use a different image for every language
UPP Footer	You can choose between default or individual footer. If you use an individual footer you have to forward the HTML code and the specific pictures to the server. You can also disable the footer
UPP Background colour	You can also choose an individual background colour. Click *choose colour* and select the colour you want. You can find the HEC code in the field aside.
UPP Font type	Allows you to select a font type.
UPP Font size	Allows you to select a font size.
UPP Font style	Allows you to select a font style
UPP Font colour	Allows you to select a font colour
View Payment/Process Page	You have the possibility to preview the Payment Page or even the Processing Page.
View resolution	With this feature you can choose the size of the window where the Payment Page is displayed.

6.4 Security

In this menu you have the possibility to configure the security level for the integration of the payment interface. The sign parameter functions as a signature to ensure that the post parameters are not manipulated.

You will find the technical instructions directly on the website *UPP Administration / Security*. For further details refer to the Technical Implementation Guide.

6.5 Fraud Risk Management

With *Fraud Risk Management* you have a lot of possibilities to prevent fraud. If you do not see this option, please contact Datatrans.

Country verification

With this option you can verify the country of the customer by checking the country of the credit card issuer. Precondition for the verification is, that the country of the customer is included in the transaction request.

PayPal country filter

The fees from PayPal are much lower for a merchant, if the customer who uses PayPal is from the same country as the merchant. With a Swiss PayPal account it is cheaper for the merchant to only accept Swiss customers. You can manage that in this menu.
Choose the country from which you wish to accept (Whiteliste) or decline (Blacklist) customers.

Country filter

You can decline or accept Visa and Mastercard credit cards from specific countries. Please note that if you use the Whitelist, at least one country needs to be selected, otherwise all transactions are declined.

3D filter - Country

You can define from which countries you would like to accept only transactions which have been fully authenticated by 3-D secure.

3D filter - whitelist CC (ranges)

You can define card number ranges (BIN ranges) which should be excluded from the 3D country filter.

3D Filter - whitelist CC (single)

You can define single card numbers which should be excluded from the 3D country filter.

3D Filter - blacklist CC (ranges)

You can define card number ranges (BIN ranges) from which you would like to accept only transactions which have been fully authenticated by 3-D secure.

AVS filter

AVS means Address Verification Service. With this service you can verify the address of your customer. In the menu *AVS Filter* you can choose different criteria and define if the transaction should be declined or accepted. Please note that if you use the Whitelist, at least one country needs to be selected, otherwise all transactions are declined.

Before this option can be used, please contact Datatrans.

Blacklist CC (ranges)

Allows you to exclude number ranges. You have the possibility to use the Whitelist instead of the Black-list. Please contact Datatrans for the Whitelist.

Blacklist CC (single)

Allows you to exclude single card numbers or Aliases. You have the possibility to use the Whitelist in-stead of the Blacklist. Please contact Datatrans for the Whitelist.

Blacklist IP addresses

Allows you to exclude IP addresses or address ranges.

Blacklist ELV accounts

Allows you to add ELV accounts to the Blacklist. Please use the format "BLZ – Account number" or "IBAN".

Blacklist Email addresses

Allows you to add Email addresses to the Blacklist.

Fraud prevention options

Max. count of transactions per IP
Maximum of events that are processed during a certain timeframe by one IP address.

Max. count of transactions per CC
Maximum number of events that are processed by one credit card during a certain timeframe.

Max. trx count / Max. total amount
Maximum amount that is processed by one credit card number in a specific timeframe.

All these functions can be defined for the whole group.

Blacklist Alias

With this option you can blacklist cardnumbers or Aliases.

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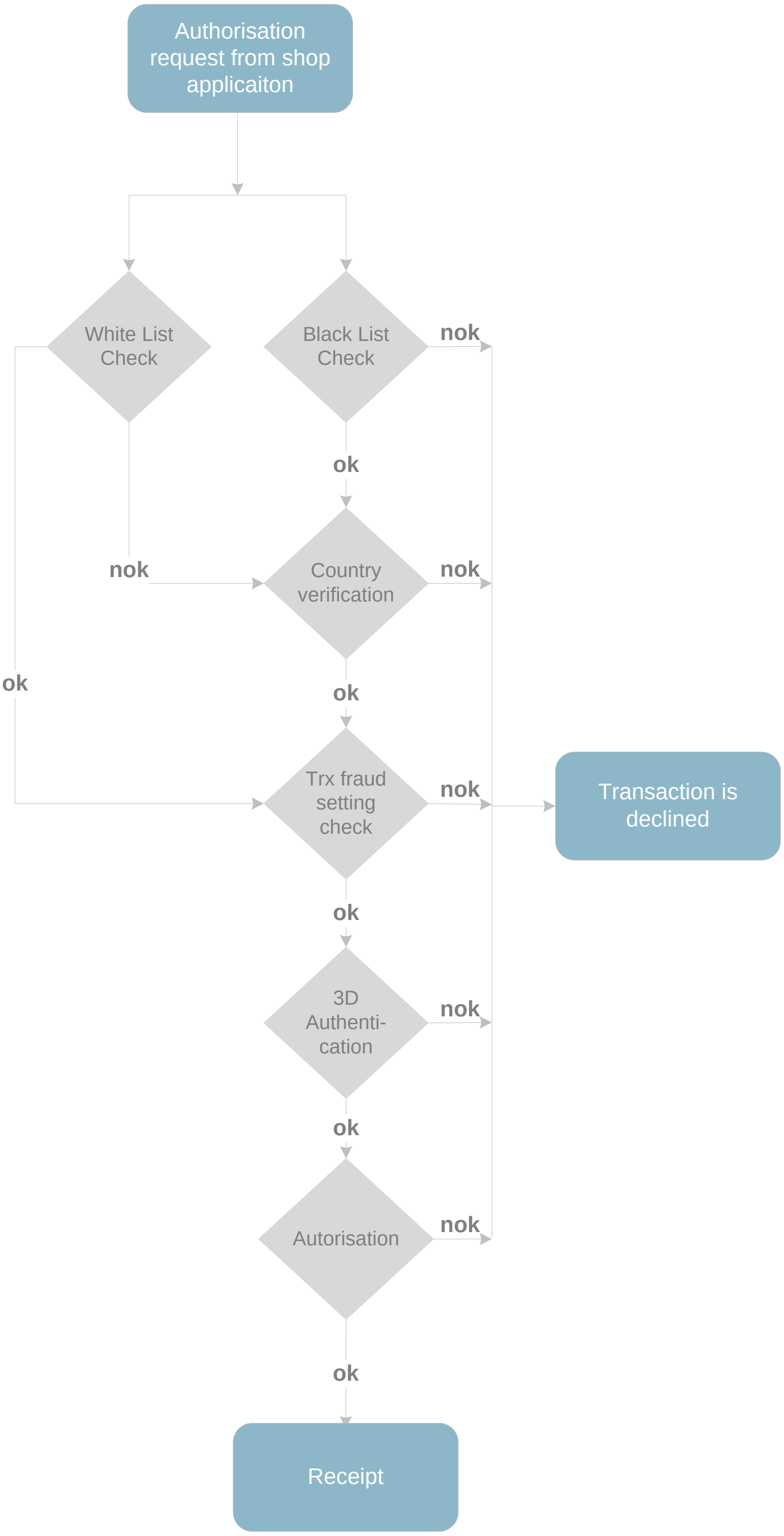
Fraud process



7 User Administration

Depending on the structure of your Mechant-ID(s) you have three possibilities to login:

Login with admin_xyz

If you have one or more Merchant-IDs, you receive the login information for admin_xyz. With *Change Merchant* you can access one specific Merchant-ID directly. You can either create a new user directly on one Merchant-ID or you can create one on the general account. The advantage of using admin_xyz is that you only have to login once to access several Merchant-IDs.

Login with group_xyz

You will receive this login information if you have several "Submerchants". Not only does it provide you direct access to each Merchant-ID, you can also manage the total of all transactions for each Merchant-ID.

Choose *Reports* and select your timeframe and click *Compute statistic*.

Login with Merchant-ID

This is the version of the login directly to the merchant-ID.

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7.1 Users

This menu allows you to add, edit or delete users. Normally you get a user account with all the access authorisations from Datatrans. All the additional users can be managed by the merchant. We recommend to assign only the rights necessary. Choose *Add user* to create a new user and fill in the fields. The newly created user will receive an e-mail with all login data.

The rights of a user can be defined for several levels. In the following tables you will find the most common user roles. If you need help with choosing the user role which fits your needs most, please contact our support team.

Home rights

Assign the rights for this specific Merchant-ID

Foreign rights

Handles the rights for all the Merchant-IDs that are assigned to the group. This option is not active if you only have one Merchant-ID.

	Transactions	Reports	Process	UPP Administration	User Administration
Merchant Administrator (no cardview)	✎	✎	✎	✎	✎
Back Office (no cardview)	✎	✎	✎		
Reports & TrxView (no cardview)	👓	✎			👓
UserAdmin & BackOffice (no cardview)	✎	✎	✎		✎
Web Admin (no cardview)	👓			✎	

Group rights

Rights for the group level.

	Transactions	Reports	Process	User Administration
Group Administrator (no cardview)	✎	✎	✎	✎
Group Report & TrxView (no cardview)	👓	✎		

👓 reading rights
✎ writing rights

7.2 User Monitor

This menu shows the activities of the users. You can search for timeframe or a specific user.

7.3 Multi-factor authentication

The login to the Datatrans Backoffice tool can be done either with the standard login credentials (login / user name / password) or with a multi-factor authentication which provides an additional layer of security for your user profile. It prevents third parties from accessing your profile, even if someone else knows your password.

How to activate the multi-factor authentication

- Installation einer Authentifizierungs-App auf dem Smartphone, z.B.

  Google Authenticator

  Authy
- Login to the Datatrans Backoffice tool with your standard login credentials (*login / user name / password*)
- Go to the tab *User Administration*, select the *multi-factor authentication* option and click on the button *Enable multi-factor authentication*.
- Open the authentication app on your smartphone:
  Google Authenticator: Select *Scan Barcode* or *Manual Entry*.
  Authy: Select *+ Add Account*, *Scan QR Code* or *Enter key manually*
- Insert code shown on Datatrans Backoffice tool either manually or scan QR code
- Account is automatically created in the app and the 1st 6-digit code will be displayed. Please note this code is valid for 30 seconds.
- Click on *Continue* in the Datatrans Backoffice tool.
- Enter the 1st code from the app for verification.
- Congratulations! The activation of the multi-factor authentication is successfully completed.
- Download the automatically generated 10 backup codes in a secure, easily accessible location.

Show backup codes

The available and downloadable backup codes can be displayed at any time in the tab *user administration* in the *multi-factor authentication* area. Already used backup codes are displayed as *> Code used <*.

Generate new backup codes

10 new backup codes can be generated and downloaded at any time. The previously generated backup codes will automatically become invalid.

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How to disable multi-factor authentication

- Go to tab *User Administration*.
- Select the *multi-factor authentication* option.
- Click the button *Deactivate multi-factor authentication.*
- If the subsequent confirmation prompt is confirmed with OK, your login is set to the standard credentials only *Login / User name / Password.*

How to login with activated multi-factor authentication

- Enter your standard login credentials login / user name / password and click on OK.
- You will be now prompted to either login with the verification code from the app or a backup code:

- Login with App Code
  - Open the authentication app on your smartphone.
  - Enter the 6-digit code generated.
  - Click the *Login* button.

Note: if the checkbox for storing this code is activated, the login on the same device is performed without the additional security element for the next 30 days.

However, if the user logs on using another device at the same time, the additional security element is required.

- Login mit Backup Code
  - Select the Use backup code function on the screen.
  - Enter any of the 10 backup codes originally generated during activation.

How to login without App / Backup Codes

If multi-factor authentication is activated, it is no longer possible to log into the backoffice tool without the authentication app or backup codes.
Please contact your account administrator or our support team to disable multi-factor authentication for your account.
Once disabled by our support team, please follow the instructions "How to activate the multi-factor authentication ".

How to login with a new smartphone

If you want to use a different smartphone, please proceed as follows:

- Log into the Datatrans backoffice tool, either with
    - an authentication code from the installed authentication app of the previous smartphone, or
    - a backup code

Note: If the previous smartphone is no longer accessible or functional or you do not have any backup codes at hand, proceed as described under "How to login without App / Backup Codes".

- Go to tab *User Administration*.
- Select the *multi-factor authentication* option.
- Click the button *Deactivate multi-factor authentication*.
- Confirm the security prompt with *OK*; multi-factor authentication is deactivated again.
- Further procedure with the new smartphone as described under "How to activate the multi-factor authentication".

7.4 Change Password

This menu allows you to change the password for the user that is logged in at that moment. Please consider to follow the password rules described on the screen.

8 Reconciliation Service

The Reconciliation Service is a special product activated by Datatrans. For this reason, this menu item might not be visible to all users.

For all menus in the Reconciliation Service, the transactions of the previous month are displayed by default. You have the option of adjusting the date in the respective view.

8.1 Report

The number of sales reported, unmatched compensations and chargebacks are displayed here.

8.2 Sales reported

In the Sales reported menu, you can display the sales that were reported to us.

8.3 Unmatched compensations

If there is an incorrect transaction that you need to edit manually, use this menu.
To complete a faulty transaction, click on "Confirm". You have the possibility to add a comment to the transaction before completing it.

8.4 Chargebacks

The chargebacks reported by the acquirer are listed in this menu. To display the transaction details, click Original Transaction ID.

8.5 Payments

All payments of the acquirers are displayed here. By default, the payouts of the previous month are listed. In this view, you have the option of adjusting the list by date, acquirer, merchant ID, payment no and currency.

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9 FAQ

Find here a summary with frequently asked questions. We are open for extentions.

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