

USER MANUAL

Admin Tool



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History of Changes

Date	Version	Changes
01/04/2005	1.0	Initial version ("AdminTool" section)
01/06/2006	2.0	Addition of the "Reports" section
01/04/2011	3.0	General renewal of the manual and addition of all new AdminTool sections
06/10/2014	4.0	Manual Renewal
16/03/2022	5.0	Service rebranding to epay eCommerce



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1. Introduction

The user manual you hold in your hands intends to facilitate the use of the new online **epay eCommerce AdminTool** application by Euronet Merchant Services. This application is essentially the tool by which you will manage your collections, which have been performed with cards via epay eCommerce.

This user manual covers the entire range of the epay eCommerce AdminTool capabilities and provides an in-depth analysis of the opportunities given to you through this tool. The options are described in detail: Transactions, Reports, Batch File Admin, User Services and Installments Eligibility.

We are obliged to draw your attention, both to the person or persons who will manage the application and on the way to use it. So please read carefully the instructions below and do not hesitate to contact us to resolve any question of yours.

Access to the epay eCommerce AdminTool


The access page to the **epay eCommerce AdminTool** is at <https://paycenter.piraeusbank.gr/AdminTool/>

In the Internet Explorer (**browser**) address bar we type <https://paycenter.piraeusbank.gr/AdminTool/> .


The **browser** will connect online to the epay eCommerce and it will display a window that will request from you the "username" and the "password" that Euronet Merchant Services has given you to access the system.

epay eCommerce AdminTool Login


Όνομα Χρήστη / Username



Κωδικός Χρήστη / Password



Σύνδεση / Login

 **Ξεχάσατε τον κωδικό σας; / Forgot your password?**

After correctly typing in your credentials, the epay eCommerce AdminTool homepage will appear.



2. Epay eCommerce AdminTool

The environment of epay eCommerce AdminTool

Once the system identifies your codes, you will access the epay eCommerce AdminTool environment which contains the following basic fields (mentioned for your best possible understanding):

- [Menu](#)
- [Standard Image buttons](#)
- [Home Page](#)

Home Page

Standard Image buttons

Menu

User and merchant data

User login name: admin2
User name: Admin2 Admin2
Last login: 3/2/2022 3:32 PM
Call Center name: WINTEST
Group: -
Merchant id: 1280007 (Default) [Select](#)

Language selection

Language: EN (Sel.) [Select](#)

ALERTS

ID	Merchant id	Terminal ID	Batch number	Description	Days left
1	140066960	81066966	1	Batch not balanced	0
2	140724261	99924161	6	Invalid Merchant	0
3	140066952	81066950	3	Invalid Merchant	0
4	140066952	81066952	7	Batch not balanced	0
5	20490140	00204905	119	Invalid Merchant	0

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Last update: 02/03/2022 03:35 μμ

Useful Information

26/07/2021 [Επιστροφή κερταργίας της υπηρεσίας Mastercard](#)

Εξ ενημερώσεως ότι εντός του Σεπτεμβρίου 2021 θα διακομί η υποστήριξη πληρωμών μέσω του ψηφιακού πορτοφολιού Mastercard. Πρόκειται για μία υπηρεσία ψηφιακών πληρωμών που δίνει τη δυνατότητα ολοκλήρωσης συναλλαγών με χρήση κάρτας που είναι αποθηκευμένη σε ψηφιακό πορτοφόλι Mastercard.

Από την πλευρά σας θα πρέπει να προχωρήσετε στην απόφαση του λειτουργίου της υπηρεσίας Mastercard καθώς και τυχόν απαιτήσεις αναφορά σε αυτή εντός της ιστοσελίδας σας. Παράλληλα, θα πρέπει να καταργήσετε την υπηρεσία Mastercard ως τρόπο πληρωμής, καθώς αυτή αποτελείται ξεχωριστά από τον τρόπο πληρωμής σας.

"Home Page"

The Home Page includes the following fields:

1. User and merchant data.
2. Language selection.
3. Useful information.
4. Alerts (only for admin users).

and they are displayed in the following spatial distribution:

The screenshot shows the ePay Home Page interface. The left sidebar contains navigation links: Transactions, BRES Online Payments, Reports, Batch Filter Admin, User Services, and Installments Eligibility. The main content area is divided into several sections:

- 1. User and merchant data:** Displays user login name (admin2), user name (Admin2 Admin2), last login (3/4/2022 11:25 AM), call center name (WINTEST), and a group selection dropdown (Group: -). Below this is a merchant ID selection dropdown (Merchant id: 1280007 (Default) Select).
- 2. Language selection:** A dropdown menu showing 'EN (Sel.)' and a 'Select' button.
- 3. Useful Information:** A section titled '26/07/2021' with a link to 'Διασάφηση λειτουργίας της υπηρεσίας Mastercard'. Below this is a paragraph of text in Greek regarding the use of the service.
- 4. Alerts:** A section titled 'Batches' containing a table with columns: ID, Merchant id, Terminal ID, Batch number, Description, and Days left. The table lists 5 batches, all with 'Days left' of 0. The first batch is 'Batch not balanced', and the others are 'Invalid Merchant'.

At the bottom of the Alerts section, it says 'Page 1 from 1' and 'Last updated: 04/03/2022 12:07 μμ'.

1. In the field **"User and merchant data"** you may see your login and user name, the date and time you last logged in, and the call center name, under which we have grouped all your Merchant IDs. You may also select a default Merchant ID, among all different Merchant IDs, for all AdminTool functions.

2. In the field **"Language selection"** you may select the language of the ePay eCommerce AdminTool. You may select between English and Greek.

3. In the field **"Useful information"** you may be informed about ePay eCommerce latest news. You are provided with all information needed for the proper operation and use of the ePay eCommerce AdminTool.

4. The **"Alerts"** field is only available to admin users. The Alerts are paging messages that inform you about batches that have not been properly settled. In this case you should contact Euronet Merchant Services in order to solve the problem.






"Standard Image Icons"

The field Standard Image Icons is stable when you browse through the epay eCommerce AdminTool and offers you the following features:

1. (Go to:) Home Page
2. User Manuals
3. Logos
4. Contact us
5. Exit



and they are displayed in the following spatial distribution:

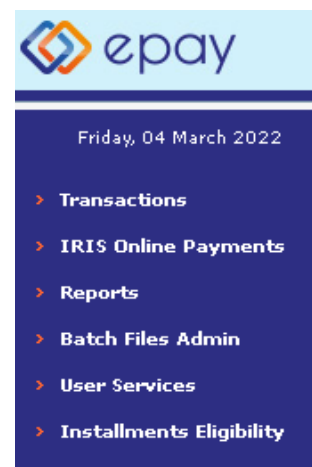
	The 1st image Icon: "Home Page" By pressing this image button, you are given the option to return to the AdminTool home page, wherever you are browsing.
	The 2nd image Icon: "User Manuals" By pressing this image button, you are given the option to read online the user manuals in PDF format.
	The 3rd image Icon: "Logos" By pressing this image button, you are given the option to download the supported cards image buttons and those of the cardholder authentication service (3DSecure).
	The 4th image Icon: "Contact us" By pressing this image button, you are given the option to communicate via e-mail with the epay eCommerce HelpDesk. You can report any problems you may be experiencing and learn about the ways to solve them.
	The 5th image Icon: "Exit" By pressing this image button, you are given the option to close the application.

The "Menu"

The Menu field includes the following fields:

- Transactions
- Reports (only for admin users)
- Batch Files Admin
- User Services
- Installments Eligibility

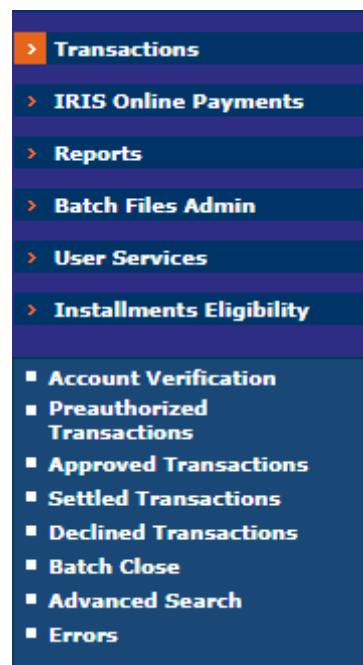
and they are displayed in the spatial distribution to your right:



3. Transactions

If you click on the "Transactions" menu, a sub-menu with the following options will be displayed:

- **Account Verification**
- **Preauthorized Transactions**
- **Approved Transactions**
- **Settled Transactions**
- **Declined Transactions**
- **Batch Close**
(only for admin users)
- **Advanced Search**
- **Errors**



Preauthorized Transactions

Usefulness

In this section, you can monitor your preauthorized transactions. These transactions are also entitled Preauthorizations or Pre-Orders. Once the approval is completed, these transactions are converted into approved transactions and they are finalized. When requesting a Preauthorization for an order, the client's card is not charged, but rather the amount you send is being committed.

The reason for this preauthorization is to verify the credit limit and the card's authenticity –or not– by the institutions, while committing the corresponding amount. The usability of the preauthorization is that the client has the option to pre-order a product (or service), which may not be available at that time by the merchant or whose final price may not be determined yet. The order is settled (and the client's card is charged), once the merchant sends the product and carries out the "Settled preauthorization" service.

You have the right to settle a preauthorization within **30** calendar days. After the 30 days lapse, the preauthorization is cancelled and the amount is released.



Note:

Especially for merchants that use the VirtualPOS service, you should promptly inform Piraeus Bank in order to be awarded the option of transaction preauthorizations.

Actions

- In order to verify preauthorized transactions, you must enter the period of time you wish and select **"GO"**.

(In order to search e.g. for any preauthorized transactions from 01 March 2022 to 03 March 2022, you enter **"From:"** 01/03/2022 **"To:"** 03/03/2022 and select **"GO"**.)

In case you have more than one Merchant IDs, you can select from the Drop Down List of the specific field the Merchant ID you wish to verify, in combination with the period of time you wish, and select **"GO"**.

Merchant ID: 140066960 - Test Account MAIN ▼ From: 01/03/2022 To: 03/03/2022 **GO**

Transactions from '01/03/2022' to '03/03/2022' for MID '140066960 - Test Account MAIN'

- To settle a preauthorization, you must select the check box of the transaction from the **"Approval selection"** column and press **"Add to Approvals"**.

ID	Date / Time	Terminal ID	User group	User	Transaction reference	Support Reference ID	Card	Currency	Amount	Installments	Transaction id	Authorization id	Days active	Authentication	Token	Approval selection	Approval amount	Details
1	24/02/22 05:05:05	81066964	-	ACCOUNT INTERNET (TE077699)	VkTest20221234512	17513512	528055*****2008	EUR	1,00		3215356	014218	23	-	8888885679572663	<input checked="" type="checkbox"/>	1,00	
2	24/02/22 05:05:05	81066964	-	ACCOUNT INTERNET (TE077699)	VkTest202212345	17513508	528055*****2008	EUR	1,00		3215355	014217	23	-	8888885679572663	<input type="checkbox"/>		

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[Search Page](#) [Add to Approvals](#) [Delete](#) [Download](#)

- Similarly, to cancel a preauthorization, you must select the check box of the transaction from the **"Approval selection"** column and press **"Delete"**.

ID	Date / Time	Terminal ID	User group	User	Transaction reference	Support Reference ID	Card	Currency	Amount	Installments	Transaction id	Authorization id	Days active	Authentication	Token	Approval selection	Approval amount	Details
1	24/02/22 05:05:05	81066964	-	ACCOUNT INTERNET (TE077699)	VkTest20221234512	17513512	528055*****2008	EUR	1,00		3215356	014218	23	-	8888885679572663	<input checked="" type="checkbox"/>	1,00	
2	24/02/22 05:05:05	81066964	-	ACCOUNT INTERNET (TE077699)	VkTest202212345	17513508	528055*****2008	EUR	1,00		3215355	014217	23	-	8888885679572663	<input type="checkbox"/>		

Page 1 from 1

[Search Page](#) [Add to Approvals](#) [Delete](#) [Download](#)

- Finally, you may download an XML, CSV or PDF file, by selecting **"Download"**.

Transactions - Preauthorized Transactions : Download

User: Admin2 Admin2 (admin2) - WINTEST

Results for transactions from '18/02/2022' to '03/03/2022' for MID '140066960 - Test Account MAIN'

Totals

Number of debit transactions: 2
 Value of debit transactions: 2,00 EUR
 Number of cancelations/refunds: -
 Value of cancelations/refunds: -
 Total transactions: 2
 Value of transactions: 2,00 EUR

[Download XML file](#)

[Download CSV file](#)

[Download PDF file](#)

[Close window](#)

INTERPRETATION OF THE SEARCH RESULTS COLUMNS		
Name	Description	Observations
ID	Identification number	-
DATE/TIME	The date and time of transaction dispatch – processing	-
TERMINAL ID	Displays the terminal number or its alias	This column appears only when there are more than one terminals
USER GROUP	The group to which the user belongs	-
USER	The user's full name and password (Login Name)	-
TRANSACTION REFERENCE	Order id	Accepts maximum 50 characters
SUPPORT REFERENCE ID	Unique transaction identifier generated by epay eCommerce	Used for performing a quick search of a transaction
CARD	Indicative display of the card	Displays the type of card and its final 5 digits
CURRENCY	The currency in which the transaction has been charged	
AMOUNT	The amount of the transaction	All amounts have two decimal places
TRANSACTION ID	Epay eCommerce transaction id	-
AUTHORIZATION ID	The transaction authorization id	A code generated by the issuing bank in the case of a successful transaction
DAYS ACTIVE	The number of days left to settle the preauthorization process	Maximum 30 days for settlement
AUTHENTICATION	Displays the values of the cardholder authentication service (3D-Secure)	<p>It displays 3 options:</p> <ul style="list-style-type: none"> ▪ "Full": The cardholder is integrated into the service, has entered the password and was successfully certified by the bank which issued the card. ▪ "Attempt": Either the issuing bank or the

		<p>cardholder do not participate in the authentication service.</p> <ul style="list-style-type: none"> ▪ "-": The transaction was carried out without the authentication service (e.g. due to a time-out in communication with VISA/MasterCard, or some technical problem)
CARD NAME	The cardholder's name	Option to be displayed only for some of the epay eCommerce services
TOKEN	The card token number	It may be displayed only when the Tokenization service is used by the merchant.
APPROVAL SELECTION	A check box through which you may select the specific transaction	When you select the check box, the maximum amount you may approve or refund is automatically displayed in the input text (approval amount).
APPROVAL AMOUNT	The amount you wish to approve	Input text, in order to insert the final amount you want to be approved. In case you want to charge the client's card with an amount less than the amount indicated, then insert the amount you want and perform the procedure "Add to Approvals".
DETAILS	Detailed information of the transaction	Image button which opens a pop up window with all transaction details and the option to print it

The additional actions you can perform in this section are the following:

OPTIONS		
Description of available options		
Search Page	Search image button	Leads to the advanced search section
Add to Approvals	Image button to settle preauthorizations	It completes the preauthorization process of a transaction. The client's card is charged with the corresponding amount and the transaction is added to the "Approved"
Delete	Preauthorization delete image button	Cancels the transaction and releases the amount from the client's card
Download	Image button which displays a pop up window where you can download your transactions	Here you have the option to download your transactions as a XML, CSV and PDF file for further processing or printing



Approved Transactions

Usefulness

In this section you have the option to see all transactions that have been approved and will be settled after the transaction batch that contains them is closed. The batch is closed either automatically, at the end of the day, or manually (it will be described in a subsequent chapter).

Actions

- In order to verify approved transactions, you must enter the period of time you wish and select **"GO"**.
(In order to search e.g. which transactions have been approved from 01 March 2022 to 03 March 2022, you will enter **"From:" 01/03/2022 "To:" 03/03/2022** and select **"GO"**.)

In case you have more than one Merchant IDs, you can select from the Drop Down List of the specific field the Merchant ID you wish to verify, in combination with the period of time you wish, and select **"GO"**.

Merchant ID: 140066960 - Test Account MAIN From: 01/03/2022 To: 03/03/2022 **GO**

Transactions from '01/03/2022' to '03/03/2022' for MID '140066960 - Test Account MAIN'

Your search returns all approved transactions for the period selected, as well as the following total values for them:

Totals

Number of debit transactions: 2
Value of debit transactions: 2,00 EUR
Number of cancelations/refunds: -
Value of cancelations/refunds: -
Total transactions: 2
Value of transactions: 2,00 EUR

- If you wish to cancel an approved transaction in full, you must:
1) select the check box of the transaction from the **"Cancel Transaction/Refund"** column
2) and then select **"Cancel Transaction/Refund"**.

ID	Date / Time	Terminal ID	User phone	User	Transaction reference	Support reference ID	Card	Batch number	Currency/Amount	Installments	Transaction Type	Transaction ID	Authentication ID	Remittance amount	Authentication	Token	Cancel Transaction/Refund	Amount for refund	Transaction Amount	Transaction Amount	Details
1	02/03/22 12:52	8106984	-	ACCOUNT INTERNET (78077899)	VN780202020201109076	17541528	498877*****1028	297	EUR 22.00		Debit	3215426	019824	22.00	-	888888177985174	<input checked="" type="checkbox"/>	22.00			
2	02/03/22 12:47	8106984	-	ACCOUNT INTERNET (78077899)	VN780202020201109076	17541508	516808*****7290	297	EUR 28.00		Debit	3215424	019822	28.00	-	8888881486217985	<input type="checkbox"/>				
3	02/03/22 11:06	8106984	-	ACCOUNT INTERNET (78077899)	VN780202020201109076	17541540	516808*****7425	297	EUR 15.00		Debit	3215414	019786	15.00	-	888888102541434	<input type="checkbox"/>				
4	02/03/22 09:47	8106984	-	ACCOUNT INTERNET (78077899)	VN7802020202029391821213	17540848	490845*****7003	297	EUR 1.00		Debit	3215408	015572	1.00	-	8888881353408290	<input type="checkbox"/>				
5	02/03/22 09:46	8106984	-	ACCOUNT INTERNET (78077899)	VN780202020202939182121	17540846	490845*****7003	297	EUR 1.00		Debit	3215407	015570	1.00	-	8888881353408290	<input type="checkbox"/>				

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- If you wish to refund a part of the amount (partial reversal), you must:
 - 1) select the check box of the transaction from the "**Cancel Transaction/Refund**" column,
 - 2) insert the amount you wish to be refunded to the client in the "**Amount for refund**" column,
 - 3) and then select "**Cancel Transaction/Refund**".

ID	Date / Time	Terminal ID	User group	User	Transaction reference	Support reference ID	Card	Batch number	Currency / Amount	Settlement	Transaction Type	Transaction ID	Authentication ID	Remittance amount	Authentication	Token	Cancel Transaction/Refund	Amount for refund	Transaction Amount	Transaction Amount	Details
1	01/03/22 12:52	81069664	-	ACCOUNT INTERNET (TE077898)	VNTw020202020100576	17541528	498877*****1028	297	EUR 22.00		Debit	3215426	019824	22.00	-	888888177985174	<input checked="" type="checkbox"/>	22.00			
2	01/03/22 12:47	81069664	-	ACCOUNT INTERNET (TE077898)	VNTw020202020100576	17541528	516838*****7290	297	EUR 28.00		Debit	3215424	019822	28.00	-	8888881486217895	<input type="checkbox"/>				
3	01/03/22 11:06	81069664	-	ACCOUNT INTERNET (TE077898)	VNTw020202020100576	17541540	516838*****7425	297	EUR 15.00		Debit	3215414	019786	15.00	-	888888125541434	<input type="checkbox"/>				
4	01/03/22 09:47	81069664	-	ACCOUNT INTERNET (TE077898)	VNTw02020202029361213	17540848	490845*****7003	297	EUR 1.00		Debit	3215408	015572	1.00	-	888888155408290	<input type="checkbox"/>				
5	01/03/22 09:46	81069664	-	ACCOUNT INTERNET (TE077898)	VNTw02020202029361213	17540848	490845*****7003	297	EUR 1.00		Debit	3215407	015570	1.00	-	888888155408290	<input type="checkbox"/>				

- Finally, you may download an XML, CSV or PDF file, by selecting "**Download**".

Transactions - Approved Transactions : Download

User: Admin2 Admin2 (admin2) - WINTEST

Results for transactions from '01/03/2022' to '03/03/2022' for MID '140066960 - Test Account MAIN'

Totals

Number of debit transactions: 5
 Value of debit transactions: 67,00 EUR
 Number of cancellations/refunds: -
 Value of cancellations/refunds: -
 Total transactions: 5
 Value of transactions: 67,00 EUR

Download XML file

Download CSV file

Download PDF file

Close window

INTERPRETATION OF THE SEARCH RESULTS COLUMNS		
Name	Description	Observations
ID	Identification number	-
DATE/TIME	The date and time of transaction dispatch – processing	-
TERMINAL ID	Displays the terminal number or its alias	This column appears only when there are more than one terminals
USER GROUP	The group to which the user belongs	-
USER	The user's full name and password (Login Name)	-
TRANSACTION REFERENCE	Order id	Accepts maximum 50 characters
SUPPORT REFERENCE ID	Unique transaction identifier generated by epay eCommerce	Used for performing a quick search of a transaction
CARD	Indicative display of the card	Displays the type of card and its final 5 digits
BATCH NUMBER	The (transaction) batch number to	-

	which the particular transaction belongs	
CURRENCY	The currency in which the transaction has been charged	
AMOUNT	The amount of the transaction	All amounts have two decimal places
TRANSACTION TYPE	Displays the type of each transaction	Two types of transactions are displayed in this column, either debit or refund
TRANSACTION ID	Epay eCommerce transaction id	-
AUTHORIZATION ID	The transaction authorization id	A code generated by the issuing bank in the case of a successful transaction
REMAINING AMOUNT	The amount that is available to you for a particular transaction	It can be equal to the initial amount or lower (in case e.g. you have executed a reversal)
AUTHENTICATION	Displays the values of the cardholder authentication service (3D-Secure)	<p>It displays 3 options:</p> <ul style="list-style-type: none"> ▪ "Full": The cardholder is integrated into the service, has entered the password and was successfully certified by the bank which issued the card. ▪ "Attempt": Either the issuing bank or the cardholder do not participate in the authentication service. ▪ "-": The transaction was carried out without the authentication service (e.g. due to a time-out in communication with VISA/MasterCard, or some technical problem)
CARD NAME	The cardholder's name	Option to be displayed only for some of the epay eCommerce services
TOKEN	The card token number	It may be displayed only when the Tokenization service is used by the merchant.
CANCEL TRANSACTION/RE FUND	A check box through which you may select the specific transaction	When you select the check box, the maximum amount you may refund to your client is automatically displayed in the input text (approval amount).

AMOUNT FOR REFUND	The amount you wish to refund to the client	Input text, in order to insert the final amount you want to be refunded.
DETAILS	Detailed information of the transaction	Image button which opens a pop up window with all transaction details and the option to print it

By selecting the “**Details**” button, the following pop up window is displayed:

Transactions - Approved Transactions : Details

Date / Time:	02/03/22 12:52 µµ
Terminal ID:	81066964 -
Transaction reference:	VKTest20220302110507h Change
Support Reference ID:	17541528
Card:	498877*****1028
Batch number:	297
Currency:	EUR
Amount:	22,00
Instalments:	
Transaction type:	Debit
Transaction id:	3215426
Authorization id:	019834
Remaining amount:	22,00
Authentication:	CAVV: - ECI: 07 XID:
Token:	8888883779985174
Transaction Amount - card:	
Transaction Amount - yellows:	
Burned Yellows Number:	
Payment method:	Card

Print
Close

The additional actions you can perform in this section are the following:

OPTIONS		
Description of available options		
Search Page	Search image button	Leads to the advanced search section
Cancel transaction/Refund	This image button cancels a transaction or refunds its amount in part	It performs the cancellation or refund process for the amount of a specific transaction. It deducts the amount you choose to be refunded to the client from the " Remaining amount ". <u>Attention!</u> This action cannot be cancelled!
Download	Image button which displays a pop up window where you can download your transactions	Here you have the option to download your transactions as a XML, CSV and PDF file for further processing or printing

Settled Transactions

Usefulness

In this section you can monitor all transactions that have been settled.

Actions

- In order to verify settled transactions, you must enter the period of time you wish and select **"GO"**.
(In order to search e.g. which transactions have been settled *from 01 March 2022 to 03 March 2022*, you will enter **"From:" 01/03/2022 "To:" 03/03/2022** and select **"GO"**.)

In case you have more than one Merchant IDs, you can select from the Drop Down List of the specific field the Merchant ID you wish to verify, in combination with the period of time you wish, and select **"GO"**.

Merchant ID: 140066960 - Test Account MAIN From: 01/03/2022 To: 03/03/2022 **GO**
Transactions from '01/03/2022' to '03/03/2022' for MID '140066960 - Test Account MAIN'

- If you wish to refund the amount of a settled transaction in full, you must:
 - select the check box of the transaction from the **"Cancel Transaction/Refund"** column,
 - and then select **"Refund"**.

ID	Date / Time	Terminal ID	User group	User	Batch number	Transaction type	Transaction reference	Support reference ID	Card	Currency/Amount/Installments	Transaction ID	Authorization ID	Remaining amount	Authentication	Token	Cancel Transaction/Refund	Amount for refund	Transaction Amount - card	Transaction Amount - paypal	Details
1	02/03/22 12:51	80268965	-	>50chare >50chare (7993022)	179	Debit	Tran-20220302123002	17541318	4989777777777777	EUR 17.00 0	3215423	019823	17.00	Full	88888820541424	<input checked="" type="checkbox"/>	17.00			
2	02/03/22 12:59	80268965	-	>50chare >50chare (7993022)	179	Debit	Tran-20220302123755	17541465	5168377777777777	EUR 23.00 0	3215422	019823	23.00	-	88888820541424	<input type="checkbox"/>				

- If you wish to refund a part of the amount (partial reversal), you must:
 - select the check box of the transaction from the **"Cancel Transaction/Refund"** column,
 - insert the amount you wish to be refunded to the client in the **"Amount for refund"** column,
 - and then select **"Refund"**.

ID	Date / Time	Terminal ID	User group	User	Batch number	Transaction type	Transaction reference	Support reference ID	Card	Currency/Amount/Installments	Transaction ID	Authorization ID	Remaining amount	Authentication	Token	Cancel Transaction/Refund	Amount for refund	Transaction Amount - card	Transaction Amount - paypal	Details
1	02/03/22 12:51	80268965	-	>50chare >50chare (7993022)	179	Debit	Tran-20220302123002	17541318	4989777777777777	EUR 17.00 0	3215423	019823	17.00	Full	88888820541424	<input checked="" type="checkbox"/>	17.00			
2	02/03/22 12:59	80268965	-	>50chare >50chare (7993022)	179	Debit	Tran-20220302123755	17541465	5168377777777777	EUR 23.00 0	3215422	019823	23.00	-	88888820541424	<input type="checkbox"/>				

- Finally, you may download an XML, CSV or PDF file, by selecting "**Download**".

Transactions – Settled Transactions : Download

User: Admin2 Admin2 (admin2) - WINTEST

Results for transactions from '01/03/2022' to '03/03/2022' for MID '140066960 - Test Account MAIN'

Totals

Number of debit transactions: 2
 Value of debit transactions: 40,00 EUR
 Number of cancellations/refunds: -
 Value of cancellations/refunds: -
 Total transactions: 2
 Value of transactions: 40,00 EUR

Download XML file

Download CSV file

Download PDF file

Close window

INTERPRETATION OF THE SEARCH RESULTS COLUMNS		
Name	Description	Observations
ID	Identification number	-
DATE/TIME	The date and time of transaction dispatch – processing	-
TERMINAL ID	Displays the terminal number or its alias	This column appears only when there are more than one terminals
USER GROUP	The group to which the user belongs	-
USER	The user's full name and password (Login Name)	-
BATCH NUMBER	The (transaction) batch number to which the particular transaction belongs	-
TRANSACTION TYPE	Displays the type of each transaction	Two types of transactions are displayed in this column, either debit or refund
TRANSACTION REFERENCE	Order id	Accepts maximum 50 characters
SUPPORT REFERENCE ID	Unique transaction identifier generated by the epay eCommerce	Used for performing a quick search of a transaction
CARD	Indicative display of the card	Displays the type of card and its final 5 digits
CURRENCY	The currency in which the transaction has been charged	

AMOUNT	The amount of the transaction	All amounts have two decimal places
INSTALLMENTS	The total number of interest-free installments	It is displayed only when the transaction has been planned to be repaid in installments rather by a lump-sum payment
TRANSACTION ID	Epay eCommerce transaction id	-
AUTHORIZATION ID	The transaction authorization id	A code generated by the issuing bank in the case of a successful transaction
REMAINING AMOUNT	The amount that is available to you for a particular transaction	It can be equal to the initial amount or lower (in case e.g. you have executed a reversal)
AUTHENTICATION	Displays the values of the cardholder authentication service (3D-Secure)	<p>It displays 3 options:</p> <ul style="list-style-type: none"> ▪ "Full": The cardholder is integrated into the service, has entered the password and was successfully certified by the bank which issued the card. ▪ "Attempt": Either the issuing bank or the cardholder do not participate in the authentication service. ▪ "-": The transaction was carried out without the authentication service (e.g. due to a time-out in communication with VISA/MasterCard, or some technical problem)
CARD NAME	The cardholder's name	Option to be displayed only for some of the epay eCommerce services
TOKEN	The card token number	It may be displayed only when the One-Click-Pay service is used by the merchant.
CANCEL TRANSACTION/REFUND	A check box through which you may select the specific transaction	When you select the check box, the maximum amount you may refund to your client is automatically displayed in the input text (approval amount).
AMOUNT FOR REFUND	The amount you wish to refund to the client	Input text, in order to insert the final amount you want to be refunded.

DETAILS	Detailed information of the transaction	Image button which opens a pop up window with all transaction details and the option to print it
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The additional actions you can perform in this section are the following:

OPTIONS		
Description of available options		
Search Page	Search image button	Leads to the advanced search section
Refund	This image button performs a total or partial reversal	It performs the refund process for the amount of a specific transaction. It deducts the amount you choose to be refunded to the client from the " Remaining amount ". <u>Attention!</u> This action cannot be cancelled!
Download	Image button which displays a pop up window where you can download your transactions	Here you have the option to download your transactions as a XML, CSV and PDF file for further processing or printing



Declined Transactions

Usefulness

In this section, you may view all transactions which were either not approved by the international credit institutions for some reason, or were not executed correctly for some technical reasons.

Actions

- In order to verify declined transactions, you must enter the period of time you wish and select **"GO"**.
(In order to search e.g. which transactions have been declined *from 01 March 2022 to 03 March 2022*, you will enter
"From:" 01/03/2022 "To:" 03/03/2022 and select **"GO"**.)

In case you have more than one Merchant IDs, you can select from the Drop Down List of the specific field the Merchant ID you wish to verify, in combination with the period of time you wish, and select **"GO"**.

Merchant ID: 140066960 - Test Account MAIN ▼ From: 01/03/2022 ▼ To: 03/03/2022 ▼ **GO**

Transactions from '01/03/2022' to '03/03/2022' for MID '140066960 - Test Account MAIN'

- Finally, you may download an XML, CSV or PDF file, by selecting the image button **"Download"**.

[Transactions - Declined Transactions : Download](#)

User: Admin2 Admin2 (admin2) - WINTEST

Results for transactions from '01/03/2022' to '03/03/2022' for MID '140066960 - Test Account MAIN'

[Download XML file](#) [Download CSV file](#) [Download PDF file](#) [Close window](#)

INTERPRETATION OF THE SEARCH RESULTS COLUMNS		
Name	Description	Observations
ID	Identification number	-
DATE/TIME	The date and time of transaction dispatch – processing	-
TERMINAL ID	Displays the terminal number or its alias	This column appears only when there are more than one terminals
USER GROUP	The group to which the user belongs	-
USER	The user's full name and password (Login Name)	-
BATCH NUMBER	The (transaction) batch number to which the particular transaction belongs	-
TRANSACTION TYPE	Displays the type of each transaction	Two types of transactions are displayed in this column, either debit or refund
TRANSACTION REFERENCE	Order id	Accepts maximum 50 characters
SUPPORT REFERENCE ID	Unique transaction identifier generated by the paycenter	Used for performing a quick search of a transaction
CARD	Indicative display of the card	Displays the type of card and its final 5 digits
AMOUNT	The amount of the transaction	All amounts have two decimal places
INSTALLMENTS	The number of interest-free installments	-
TRANSACTION ID	The paycenter transaction id	-
RESPONSE CODE	The decline code number	Returned by the issuing bank of the card
RESPONSE DESCRIPTION	Brief description of the decline code	-

AUTHENTICATION	Displays the values of the cardholder authentication service (3D-Secure)	<p>It displays 3 options:</p> <ul style="list-style-type: none"> ▪ "Full": The cardholder is integrated into the service, has entered the password and was successfully certified by the bank which issued the card. ▪ "Attempt": Either the issuing bank or the cardholder do not participate in the authentication service. ▪ "-": The transaction was carried out without the authentication service (e.g. due to a time-out in communication with VISA/MasterCard, or some technical problem)
CARD NAME	The cardholder's name	Option to be displayed only for some of the ePOS paycenter services
TOKEN	The card token number	It may be displayed only when the Tokenization service is used by the merchant.
DETAILS	Detailed information of the transaction	Image button which opens a pop up window with all transaction details and the option to print it

The additional actions you can perform in this section are the following:

OPTIONS		
Description of available options		
Search Page	Search image button	Leads to your advanced search section
Download	Image button which displays a pop up window where you can download your transactions	Here you have the option to download your transactions as a XML, CSV and PDF file for further processing or printing



Advanced Search

Transactions - Advanced Search

User: Admin2 Admin2 (admin2) - WINTEST

Search with criteria

☒ Merchant ID - alias: 140066960 - Test Account MAIN
☐ Merchant group alias: MONO TEST
☐ TID - alias: 81086932
☐ Alias of group TID: testmb

Transactions: Approved Transactions
Batch:

Search interval: ☒ From: 01/03/2022 To: 03/03/2022
☐ Until today ☐ Day ☐ Week ☐ Month

Card type: All Last 4 card digits:

Card Number:

Token:

Transaction reference:

Approval Code:

File Id:

User ID: All users
Group ID: All usergroups
Transaction type: With or without instalments
Credits / Cancellations: All
Payment method: All
Order by: Date Descending
Page size: 10

GO

Search specific transaction

By: Transaction ID
Transaction ID:

GO

This section has been designed and developed in such a way so that it can cover your every need to quickly search for information regarding your transactions through the epay eCommerce, by selecting one or a combination of the following search criteria:

Search with criteria

■ **Merchant ID - alias**

In case you have more than one Merchant IDs, you can select from the Drop Down List of the specific field the Merchant ID you wish to verify or all of them, by selecting "All merchants".

■ **Merchant group alias**

In case you have grouped some of your Merchant IDs, you may choose one of your groups, by selecting the alias you have given to it.
(the MID grouping function is described in detail below)

■ **TID - alias**

In case you have more than one Terminal IDs, you can select from the Drop Down List of the specific field the Terminal ID you wish to verify.

- **Alias of group TID**

In case you have grouped some of your Terminal IDs, you may choose one of your groups, by selecting the alias you have given to it.
(the TID grouping function is described in detail below)

- **Transactions**

Here you can choose the type of transactions you want to search or the transaction batch, together with the following search criterion entitled "Batch", if you wish to.

- **Batch**

Here you can set a specific transaction batch number, and this is used in combination with the previous search criterion entitled "Transactions", only when searching for settled transactions or close of batches.

- **Search interval**

Here you can set the time period you are interested in verifying, by selecting a particular amount of time (maximum 3 months, and – specifically for settled transactions– maximum 1 month), or any of the existing fields (until today, day, week, month).

- **Card type**

Select the type of card you want to search and/or insert its final 5 digits in the corresponding field.

- **Card number**

Insert card number to search for one or more transactions which were made with it.

- **Token**

The card token number.

- **Transaction reference**

Use this option if you know the reference code of a transaction.

- **Approval code**

Use this option if you know the approval code of a transaction.

- **File ID**

Search according to the transaction batch file id.

- **User ID**

In case you have more than one user you can select from the Drop Down List of the specific field the user you wish to verify.

- **Group ID**

If you have set groups of users, select here the one you want.

- **Transaction type**

Here you can select from the relevant drop-down list box the type of transactions whether they contain interest-free installments or not.

- **Credits / Cancelations**

Here you can search for credits, cancellations or a combination of these two types of transactions.

- **Order by**

Here you can select from a list the parameter based on which you wish to classify the search results, as well as the order (ascending — descending) they are viewed.

- **Page size**

Here you can set the number of transactions which will be displayed per page.

Search specific transaction

- **By**

Select from the relevant drop-down list box the parameter based on which you want to perform a quick search.

- **Transaction ID / Support Reference ID**

Insert the Transaction ID or the Support Reference ID you want and select "GO".



Errors

This section has been designed and developed in such a way so that it can cover your every need to quickly search for information regarding your transactions through the epay eCommerce, by selecting one or a combination of the following search criteria:

Search with criteria

- **Merchant ID - alias**

In case you have more than one Merchant IDs, you can select from the Drop Down List of the specific field the Merchant ID you wish to verify or all of them, by selecting "All merchants".

- **Search interval**

The amount of time you want, in order to find an incorrect transaction.

- **Card number**

Insert card number to search for one or more transactions which were made with it.

- **Token**

The card token number.

- **Transaction reference**

Use this option if you know the reference code of a transaction.

- **Error code**

Here you can set a specific code for an incorrect transaction.

- **Error Type**

Select from the relevant drop-down list box for the type of error.

Search specific transaction

- **By**

Select from the relevant drop-down list box the parameter based on which you want to perform a quick search.

- **Transaction ID / Support Reference ID**

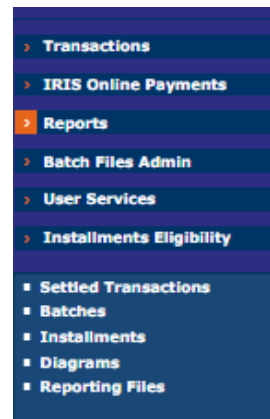
Insert the Transaction ID or the Support Reference ID you want and select "GO".



4. Reports

If you click on the option "Reports", a sub-menu with the following options will be displayed:

- **Settled Transactions**
- **Batches**
- **Installments**
- **Diagrams**
- **Reporting files**



Attention!

This section is only available to users with administrator rights.



Settled Transactions

Usefulness

In this section you have the option to view detailed information on all transactions that have been settled (including commission details and financial deduction data in general).

Actions

You can search for the settled transactions you are interested to see, by selecting one or a combination of the following criteria:

Search with criteria

- **Merchant ID - alias**

In case you have more than one Merchant IDs, you can select from the Drop Down List of the specific field the Merchant ID you wish to verify or all of them, by selecting "All merchants".

- **Merchant group alias**

In case you have grouped some of your Merchant IDs, here you may choose one of your groups, by selecting the alias you have given to it. (the MID grouping function is described in detail below)

- **TID - alias**

In case you have more than one Terminal IDs, you can select from the Drop Down List of the specific field the Terminal ID you wish to verify.

- **Alias of group TID**

In case you have grouped some of your Terminal IDs, here you may choose one of your groups, by selecting the alias you have given to it. (the TID grouping function is described in detail below)

- **Search interval**

Here you can set the time period you are interested in verifying, by selecting a particular amount of time (maximum 3 months, and – specifically for settled transactions– maximum 1 month) or any of the existing fields (until today, day, week, month).

- **Batch**

Here you can set a specific transaction batch number to search for.

- **Transaction reference**

Use this option if you know the reference code of a transaction.

- **File ID**

Search according to the transaction batch file id.

- **Amount**

Here you can insert a specific transaction amount, by combining it with one of the conditions that exist in the drop down list.

- **Transaction type**

Here you can select from the relevant drop-down list box for the type of transactions whether they contain interest-free installments or not.

- **Card type**

Select the type of card you want to search and/or insert its final 5 digits in the corresponding field.

- **User ID**

In case you have more than one user you can select from the Drop Down List of the specific field the user you wish to verify.

- **Group ID**

If you have set groups of users, select here the one you want.

- **Order by**

Here you can select from a list the parameter based on which you wish to classify the search results, as well as the order (ascending — descending) they are viewed.

- **Page size**

Here you can set the number of transactions which will be displayed per page.

Search specific transaction

- **By**

Select from the relevant drop-down list box the parameter based on which you want to perform a quick search.

- **Transaction ID / Support Reference ID**

Insert the Transaction ID or the Support Reference ID you want and select "GO".

INTERPRETATION OF THE SEARCH RESULTS COLUMNS		
Name	Description	Observations
ID	Identification number	-
DATE /TIME	The date and time of transaction dispatch – processing	-
TERMINAL ID	Displays the terminal number or its alias	This column appears only when there are more than one terminals
USER GROUP	The group to which the user belongs	-
USER	The user's full name and password (Login Name)	-
BATCH NUMBER	The (transaction) batch number to which the particular transaction belongs	-
TRANSACTION TYPE	Displays the type of each transaction	Two types of transactions are displayed in this column, either debit or refund
TRANSACTION REFERENCE	Order id	Accepts maximum 50 characters
SUPPORT REFERENCE ID	Unique transaction identifier generated by epay eCommerce	Used for performing a quick search of a transaction
CARD	Indicative display of the card	Displays the type of card and its final 5 digits
CURRENCY	The currency in which the transaction has been charged	-
AMOUNT	The amount of the transaction	All amounts have two decimal places

INSTALLMENTS	The total number of interest-free installments	It is displayed only when the transaction has been planned to be repaid in installments rather by a lump-sum payment
COMMISSION PERCENTAGE	The bank's commission percentage on the amount of the transaction	-
COMMISSION AMOUNT	The amount deducted by the bank for this transaction	All amounts have two decimal places
DISCOUNT AMOUNT	The amount deducted by the bank for this transaction in installments	In case there is a specific trade agreement between the bank and the merchant for the discounting of installments
ADDITIONAL FEES	A fixed amount which is deducted per transaction following an agreement with the bank	
DEPOSITED AMOUNT	The final – net amount deposited for this transaction	This amount results from the difference between the amount of commission and the discount deductions from the initial amount of the transaction
TRANSACTION ID	Epay eCommerce transaction id	-
AUTHORIZATION ID	The transaction authorization id	A code generated by the issuing bank in the case of a successful transaction

AUTHENTICATION	Displays the values of the cardholder authentication service (3D-Secure)	<p>It displays 3 options:</p> <ul style="list-style-type: none"> ▪ "Full": The cardholder is integrated into the service, has entered the password and was successfully certified by the bank which issued the card. ▪ "Attempt": Either the issuing bank or the cardholder do not participate in the authentication service. ▪ "-": The transaction was carried out without the authentication service (e.g. due to a time-out in communication with VISA/MasterCard, or some technical problem)
CARD NAME	The cardholder's name	Option to be displayed only for some of the epay eCommerce services
TOKEN	The card token number	It may be displayed only when the Tokenization service is used by the merchant.
DETAILS	Detailed information of the transaction	Image button which opens a pop up window with all transaction details and the option to print them

The additional actions you can perform in this section are the following:

OPTIONS		
Description of available options		
Search	Search image button	Leads back to the search for settled transactions of the Report System
Download	Image button which displays a pop up window where you can download your transactions	Here you have the option to download your transactions as a XML, CSV and PDF file for further processing or printing



Batches

Usefulness

In this section you have the option to view detailed information on all closed batches (sent to be settled) and the transactions they contain.

Actions

Reports - Batches (Advanced Search)

User: Admin2 Admin2 (admin2) - WINTEST

Search with criteria

☒ Merchant ID - alias: 1280007

☐ Merchant group alias: MONO TEST

☐ TID - alias: 81066902

☐ Alias of group TID: testmb

Batches: All batch types

Search interval: From: 01/03/2022 To: 03/03/2022

☒ Day ☐ Week ☐ Month

Batch:

Show batch details: No

Order by: Date Descending

Page size: 10

GO

You can search for the transaction batches you are interested to see, by selecting one or a combination of the following criteria:

- **Merchant ID - alias**

In case you have more than one Merchant IDs, you can select from the Drop Down List of the specific field the Merchant ID you wish to verify or all of them, by selecting "All merchants".

- **Merchant group alias**

In case you have grouped some of your Merchant IDs, here you may choose one of your groups, by selecting the alias you have given to it.
(the MID grouping function is described in detail below)

- **TID - alias**

In case you have more than one Terminal IDs, you can select from the Drop Down List of the specific field the Terminal ID you wish to verify.

- **Alias of group TID**

In case you have grouped some of your Terminal IDs, here you may choose one of your groups, by selecting the alias you have given to it.
(the TID grouping function is described in detail below)

■ **Batches**

Here you can select the type of batch you want to search for. Real batches, mature batches (batches where it is simulated that the installments for the underlying transactions are falling due) or all batch types.

■ **Search interval**

Here you can set the time period you are interested in verifying, by selecting a particular amount of time (maximum 3 months), or any of the existing fields (until today, day, week, month).

■ **Batch**

Here you can set a specific transaction batch number to search for.

■ **Show batch details**

Select "Yes" in this field if you wish to have a detailed picture of the search results, broken down and according to the type of card for each batch.

■ **Order by**

Here you can select from a list the parameter based on which you wish to classify the search results, as well as the order (ascending — descending) they are viewed.

■ **Page size**

Here you have the option to set the number of results (batches) which will be displayed per page.

INTERPRETATION OF THE SEARCH RESULTS COLUMNS		
Name	Description	Observations
ID	Identification number	-
CREATION DATE /TIME	The creation date and time of the batch	-
CLOSE DATE /TIME	The close date and time of the batch	-
MERCHANT ID	Displays the code – alias of the merchant	-
TERMINAL ID	Displays the terminal number or its alias	This column appears only when there are more than one terminals
CURRENCY	The currency in which the batch transactions have been charged	-
BATCH NUMBER	The batch number	When clicking on the link, a pop up window emerges with detailed display of all transactions contained in

		this specific batch
DEBIT TRANSACTIONS	The number of debit transactions which are contained in the batch	-
DEBIT AMOUNT	The total amount of all debit transactions in the batch	The total amount you shall collect by your clients when the batch is closed
REFUNDS	The number of credit transactions which are contained in the batch	-
REFUND AMOUNT	The total amount of all credit transactions in the batch	The total amount to be refunded to clients when the batch is closed
COMMISSION AMOUNT	The amount deducted by the bank for this transaction	All amounts have two decimal places
DISCOUNT AMOUNT	The amount deducted by the bank for the discount of the installments for corresponding transactions	In case there is a specific trade agreement between the bank and the merchant for the discounting of installments
ADDITIONAL FEES	A fixed amount which is deducted per transaction following an agreement with the bank	All amounts have two decimal places
DEPOSITED AMOUNT	The final – net amount deposited for this transaction batch	This amount results from the difference between the amount of refunds, commission, discount deductions and additional fees, and the debited amount
EXPAND	By clicking on the column cursor, the details of the batch transactions are displayed, namely the type of cards with which they were performed	This column appears only if you have selected a detailed display of the batches
DETAILS	Detailed information of the batch	Image button which opens a pop up window with all batch details and the option to print them

Example of a pop up window with a detailed display for the transactions of a batch, after clicking on the corresponding link in the column entitled "Batch number".

Reports - Batches : Details (Batch number: 159)

Totals

Total transactions: 2
Commission amount: 0,40
Discount amount: 0,00
Extra fees: 0,00
Deposited amount: 39,60

ID	Date/Time	Card type	Transaction reference	Transaction id	Approval code	Debit amount	Refund amount	Instalments	Commission percentage	Commission amount	Discount amount	Extra fees	Deposited amount
1	02/03/22 12:39 μμ	MasterCard	Test-20220302123755	3215422	019823	23,00	0,00	0	1,00%	0,23	0,00	0,00	22,77
2	02/03/22 12:51 μμ	VISA	Test-20220302125002	3215425	019833	17,00	0,00	0	1,00%	0,17	0,00	0,00	16,83

[Print](#)[Close](#)

The additional actions you can perform in this section are the following:

OPTIONS		
Description of available options		
Search	Search image button	Leads back to the search for batches of the Report System
Download to file	Image button which displays a pop up window where you can download the results of your search	Here you have the option to download the results of your transactions as a XML, CSV and PDF file for further processing or printing

Example of a pop up window with a detailed display for the results, when you select to Download to file.

Reports - Batches : Download

User: Admin2 Admin2 (admin2) - WINTEST

Search scenario: Merchant ID - alias: 140066960 - Test Account MAIN, Close batches, All batches, All batch types, Time interval: From 01/03/2022 to 03/03/2022, All users, Order by: Date (descending), Show batch details: No

[Download XML file](#)[Download CSV file](#)[Download PDF file](#)[Close window](#)



Installments

Usefulness

In this section you have the option to view a detailed report of all transactions containing interest-free installments.

Actions

You may search for information about transactions containing interest-free installments by selecting the Merchant ID (if you have more than one Merchant IDs) from the relevant Drop Down List, and the period of time you are interested in, and then press "GO".

Apart from the details of the transactions, your search also returns some sets of values for those belonging to the range of results.

INTERPRETATION OF THE SEARCH RESULTS COLUMNS

Name	Description	Observations
ID	Identification number	-
DATE/TIME	The date and time of transaction dispatch – processing	-
TERMINAL ID	Displays the terminal number or its alias	This column appears only when there are more than one terminals
USER GROUP	The group to which the user belongs	-
USER	The user's full name and password (Login Name)	-
BATCH NUMBER	The (transaction) batch number to which the particular transaction belongs	-
TRANSACTION TYPE	Displays the type of each transaction	-
TRANSACTION REFERENCE	Order id	Accepts maximum 50 characters

SUPPORT REFERENCE ID	Unique transaction identifier generated by the epay eCommerce	Used for performing a quick search of a transaction
CARD	Indicative display of the card	Displays the type of card and its final 5 digits
CURRENCY	The currency in which the transaction has been charged	-
AMOUNT	The amount of the transaction	All amounts have two decimal places
INSTALLMENTS	The number of the installments in relation to this transaction to the total number of interest-free installments which have been set for a purchase	e.g. 1/12 (The first out of 12 installments)
COMMISSION PERCENTAGE	The bank's commission percentage on the amount of the transaction	-
DISCOUNT AMOUNT	The amount deducted by the bank for this transaction in installments	In case there is a specific trade agreement between the bank and the merchant for the discounting of installments
DEPOSITED AMOUNT	The final – net amount deposited for this transaction	This amount results from the difference between the amount of commission and the discount deductions from the initial amount of the transaction
TRANSACTION ID	Epay eCommerce transaction id	-
AUTHORIZATION ID	The transaction authorization id	A code generated by the issuing bank in the case of a successful transaction
AUTHENTICATION	Displays the values of the cardholder authentication service (3D-Secure)	<p>It displays 3 options:</p> <ul style="list-style-type: none"> ▪ "Full": The cardholder is integrated into the service, has entered the password and was successfully certified by the bank which issued the card. ▪ "Attempt": Either the issuing bank or the cardholder do not participate in the authentication service. ▪ "-": The transaction was carried out without the

		authentication service (e.g. due to a time-out in communication with VISA/MasterCard, or some technical problem)
CARD NAME	The cardholder's name	Option to be displayed only for some of the epay eCommerce services
TOKEN	The card token number	It may be displayed only when the Tokenization service is used by the merchant.
DETAILS	Detailed information of the transaction	Image button which opens a pop up window with all transaction details and the option to print it

The additional actions you can perform in this section are the following:

OPTIONS		
Description of available options		
Refresh	Refresh image button	Refreshes the data of the section
Download to file	Image button which displays a pop up window where you can download the results of your search	Here you have the option to download the results of your search as a XML, CSV and PDF file for further processing or printing



Diagrams

Usefulness

In this section you have the option to view statistics regarding your turnover and transactions, for the amount of time you are interested in.

Actions

You may search for statistics by selecting one or more of the following search criteria: Merchant ID, MID group, Terminal ID, TID group. After selecting the search criteria you wish, set at the end the period of time you are interested in, by selecting the month and year from the corresponding drop-down list boxes.

Reports - Diagrams

User: Admin2 Admin2 (admin2) - WINTEST

Search with criteria

Merchant ID - alias: 5444146, 21111111, 110000100, 110000109 - test mb, 140010588

Merchant group alias: konstantinos, MONO TEST, TEST MERCHANTS PAYCENTER, TestLegacyAdminTool

TID - alias: 2137025035 - test, 2142586999 - test 3, 2147482693, 2147482694, 2771 - INTERNET SITE

Alias of group TID: testmb, test1, test2, adsad, adssad

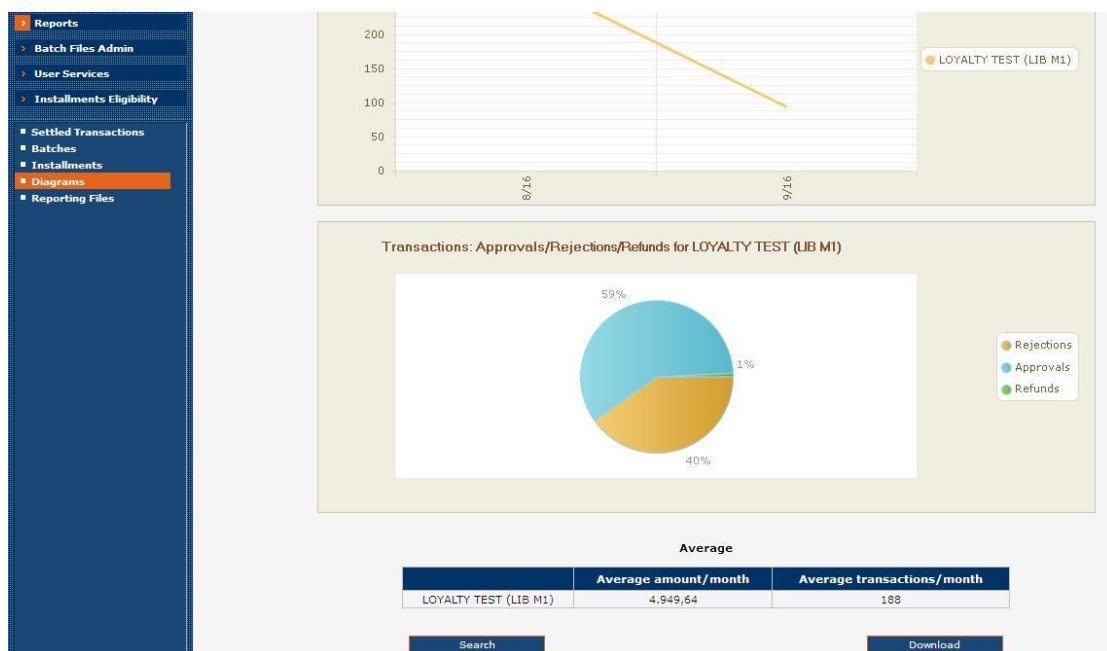
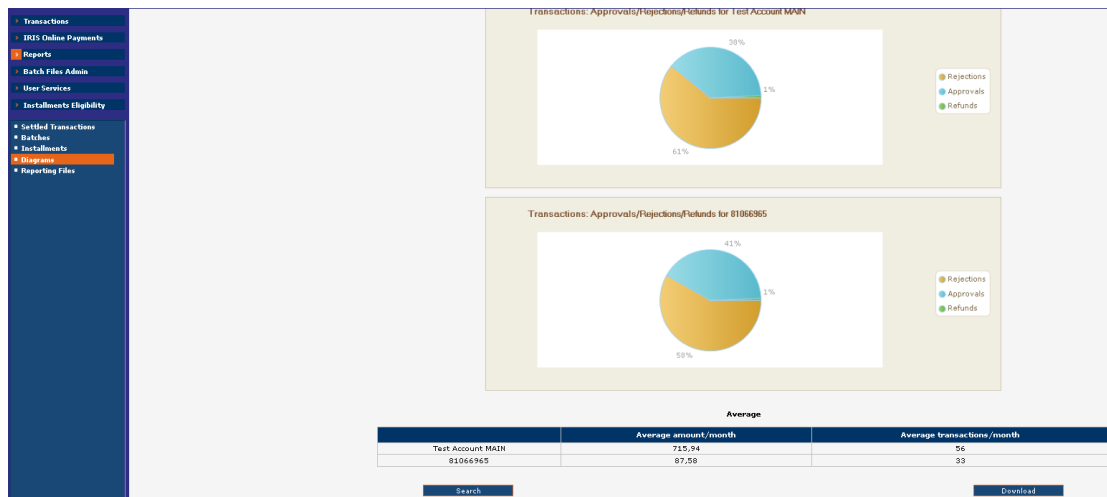
MID and TID to search:

Search interval: From: 02/2022 To: 03/2022

GO

Options

When executing the search you wish, you have at your disposal a display for the variation of the value and volume of your transactions in a diagram, as well as the approval, decline and refund rates for all transactions in a pie chart. Finally, the average value and volume of the transactions per month are displayed in a relevant table.



The additional actions you can perform in this section are the following:

OPTIONS		
Description of available options		
Search	Search image button	Leads back to the search for statistics of the Report System
Download	Image button which displays a pop up window where you can download the results of your search	Here you have the option to download the results of your search as a PDF file for further processing or printing



Reporting files

Usefulness

This service is a special trade agreement between the bank and the merchant, and enables you to view in this section the reporting files generated daily.

Actions

The files generated by this service include information for transactions sent to the epay eCommerce. Detailed information for the kind of supported files can be found in a separate manual. In order to perform a search, select the desired Merchant ID (if you have more than one), and the period of time you are interested in and click "GO".

For more details regarding the service, please contact the bank.

Transactions		Reporting Files	
B2B Online Payments		Money Admin2 Admin2 (admin2) - WINTEST	
Reports		Merchant ID: 150000 - EUROBANK MID: 0100417489, ALPHA MID: 0023140021 From: 01/03/2022 To: 04/03/2022 GO	
Bank File Admin		Transaction from '01/03/2022' to '04/03/2022' for MID '150000 - EUROBANK' MID: 0100417489, ALPHA MID: 0023140021	
Data Summary			
Installments Eligibility			
Settled Transactions			
Installments			
Disputes			
Reporting Files			
ID	File date	File name	File size (in bytes)
1	04/03/2022	150000_2022-03-03_RP.csv	33
2	04/03/2022	150000_2022-03-03_RP.csv	33
3	03/03/2022	150000_2022-03-02_RP.csv	33
4	03/03/2022	150000_2022-03-02_RP.csv	33
5	03/03/2022	150000_2022-03-01_RP.csv	33
6	03/03/2022	150000_2022-03-01_RP.csv	33
7	01/03/2022	150000_2022-02-28_RP.csv	33
8	01/03/2022	150000_2022-02-28_RP.csv	33
Page 1 from 1			
< 1 >			
Refresh			

INTERPRETATION OF THE SEARCH RESULTS COLUMNS		
Name	Description	Observations
ID	Identification number	-
FILE DATE	The date the file was created	-
FILE NAME	The file name (consisting of the MID and the execution date of the transactions it contains)	For details regarding the layout of the files, please contact the bank
FILE SIZE (in Bytes)	The size of the file in bytes	-

The additional actions you can perform in this section are the following:

OPTIONS		
Description of available options		
Refresh	Refresh image button for the page	Refresh image button for the data displayed on your screen



5. Batch Files Admin

Usefulness

In this section you have the option to send bulk transactions to epay eCommerce via a file, which follows a specific layout.

These batch files can accept debit and credit transactions, while both initial files, which have been generated by you, and the responsive files by epay eCommerce must be encrypted using specific PGP keys.

For more details regarding the service, please contact the bank.

Actions

In case you want to send a new batch transaction file, firstly you briefly describe it, using the corresponding field in the section. Then select the file you have created by pressing the "Browse" image button and locating it on your hard disk and then press "Send". The file will be sent to epay eCommerce to be processed, and this procedure can be tracked from you here, in real time, whereas when it has been completed you can download here the responsive files which will be created for further actions.

In order to search for an older entry, select the desired Merchant ID from the drop down list (if you have more than one), set the period of time you are interested in, and click "GO".

The screenshot displays the 'Batch Files Admin - Payments Files' interface. On the left is a sidebar with navigation links: Transactions, 2021 Online Payments, Reports, Batch Files Admin (selected), User Settings, Installments Eligibility, Payments Files, and Take Payments Files. The main content area includes a 'Send new file' section with a 'File description' field, a 'Choose File' button, and a 'Send' button. Below this is a table with transaction history. The table has columns: ID, ID, Name, Size (in KB), Description, Submission date, Execution date, Total transactions, Refused transactions, Approved transactions, Rejected transactions, Processed files, Errors, Status, and Details. The first row shows a transaction with ID 1, ID 4894, Name 02F03RamiLink.pgp, Size 716, Description 02F03RamiLink.pgp, Submission date 05/03/2022 00:00:00, Execution date 05/03/2022, Total transactions 6, Refused transactions 6, Approved transactions 0, Rejected transactions 0, Processed files Download, Errors 186.80306, Status Response File Created, and a Details link. At the bottom of the table, it says 'Page 1 from 1' and 'Refresh'.

ID	ID	Name	Size (in KB)	Description	Submission date	Execution date	Total transactions	Refused transactions	Approved transactions	Rejected transactions	Processed files	Errors	Status	Details
1	4894	02F03RamiLink.pgp	716	02F03RamiLink.pgp	05/03/2022 00:00:00	05/03/2022	6	6	0	0	Download	186.80306	Response File Created	Details

INTERPRETATION OF THE SEARCH RESULTS COLUMNS		
Name	Description	Observations
ID	Identification number	-
ID	The unique code of the batch file	It is generated epay eCommerce
NAME	The name of the file you sent to be processed	-
SIZE (IN KB)	The size of the file	-
DESCRIPTION	A brief description of the sent file	-
SUBMISSION DATE	Dispatch date and time of the file to be processed	-
EXECUTION DATE	Date the file was processed by epay eCommerce	-
TOTAL TRANSACTIONS	All transactions contained in this file	-
REFUSED TRANSACTIONS	All transactions that were not successfully executed	-
APPROVED TRANSACTIONS	All transactions which were approved by the issuing bank of the cardholder	-
REJECTED TRANSACTIONS	All transactions which were rejected by the issuing bank of the cardholder	-
PROCESSED FILES	The response file that was generated by epay eCommerce, containing the results of the transactions	By clicking on it you can download the encrypted output file
ERRORS	The error file. It contains errors when processing the batch file you sent	By clicking on it you can download the encrypted output file
STATUS	The current status of the batch file	-
DETAILS	Detailed information of the batch file	Image button which opens a pop up window with all file details and the option to print them

By clicking on details you can view all the above information in a table, as well as the total turnover for the transactions of the file:

File details

ID:	1
ID:	6894
Name:	02Fil1Nam1.txt.pgp
Size (in KB):	716
Description:	02Fil1Nam1.txt.pgp
Subintion date:	01/03/2022 02:00 μμ
Excecution date:	01/03/22
Total transactions:	6
Refused transactions:	6
Approved Transactions:	0
Rejected transactions:	0
Processed files:	Download
Errors:	see errors
Status:	Response Files Created

Print

Close

The additional actions you can perform in this section are the following:

OPTIONS		
Description of available options		
Refresh	Refresh image button for the page	Refresh image button for the data displayed on your screen



Attention!

The section **Token Productions Files** is used only when using the One-Click-Pay service through a batch file by the merchant. In all other cases this option is not available.

Batch Files Admin - Token Productions Files

Screen Admin Admin2 (admin2) - WINTERST

CRE : 4871442 M From: 01/02/2014 To: 04/02/2014

Token produced files from "01/02/2014" to "04/02/2014" for CRE "4871442"

Send new file

File description: No file chosen

Select file for submission:

ID	ID	Name	Description	Submission date	Total records	Processed file	Status
1	15	TokenFile7.txt.pgp	token file 7	14/04/2014 09:59 ny	6	Download	Completed
2	14	TokenFile6_unmp_OIS.txt.pgp	token file 6	09/04/2014 06:13 su	6	Download	Failure
3	13	TokenFile5.txt.pgp	token file 5	09/04/2014 04:03 su	6	Download	Completed
4	12	TokenFile4.pgp	token file 4	17/03/2014 02:07 su	6	Download	Completed
5	11	TokenFile3.txt.pgp	diag	17/03/2014 01:29 su	6	Download	Completed
6	10	TokenFile2.txt.pgp	token file 2	17/03/2014 11:48 ny	6	Download	Completed
7	9	TokenFile1.txt.pgp	token file 1	14/03/2014 04:05 su	4	Download	Completed
8	8	TokenBatchFile_withDemo.txt.pgp	ntwrcoul	12/03/2014 12:42 su	1	Download	Failure
9	7	TokenBatchFile-1.txt.pgp	tab_file	05/03/2014 11:37 ny	1	Download	Completed

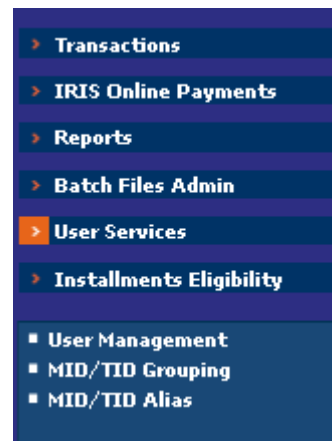
Page 1 from 1

For additional information on this menu and the One-Click-Pay service, please contact the bank.

6. User services

If you click on the "User services" option, a sub-menu with the following options will be displayed:

- **User Management**
- **MID/TID Grouping**
(only for admin users)
- **MID/TID Alias**
(only for admin users)



User management

Usefulness

In this section you have the option to view all AdminTool users.

Actions

The initial screen displays all AdminTool users connected to your Merchant ID/s. In particular, you may see the first and last name of each user, the user's AdminTool login name, and whether they are active or inactive.

You may also search for a user, whose login name you know, by entering this information into the corresponding field and then pressing the "Find" image button.

Transaction	User Services - User Management			
2025 Online Payments	Users Admin2 Admin2 (admin2) - WINTEST			
Reports	Find user with login name: <input type="text"/> <input type="button" value="Find"/>			
Batch Files Admin				
User Services				
Installments Eligibility				
User Management				
Web/TSD Screening				
Web/TSD ABAC				
	ID	User first name	User last name	Status
	21	SP	ADMIN	Active
	22	INTERNET	ACCOUNT	Active
	23	TEST	ADMINISTRATOR	Active
	24	Admin2	Admin2	Active
	25	Custom	Admin	Active
	26	INTERNET	ACCOUNT	Active
	27	INTERNET	ACCOUNT	Active
	28	admin2	admin2	Active
	29	admin3	admin3	Active
	30	admin4	admin4	Active
	Page 3 from 64 < 1 2 3 4 5 6 7 8 9 10 2			
	<input type="button" value="All users"/> <input type="button" value="Refresh"/> <input type="button" value="Download to file"/>			

The additional actions you can perform in this section are the following:

OPTIONS		
Description of available options		
All users	Displays all users	-
Refresh	Refresh image button for the page	-
Download to file	Image button which displays a pop up window where you can download the results of your transaction	Here you have the option to download your users as a CSV file for further processing or printing



MID/TID Grouping

Usefulness

In this section, you have the option to group some or all of the Merchant IDs (MIDs) and the Terminal IDs (TIDs or POS IDs) at your disposal, by assigning an alias to each group, in order to facilitate the search for it.

Actions

- This screen displays all your Merchant IDs and POS IDs. Depending on the grouping you want to make either select POS IDs (Terminal ID grouping) or Merchant IDs (Merchant ID grouping) and by clicking on the cursor they are transferred to the column entitled "group members". Following that, specify an alias in the "**Group name**" field and press "**Continue**". When a message is displayed to confirm, select "**OK**". In this way, you have created your new group and you can now use it to your search sections.
- If you want to modify an existing group, first select it from the drop-down list box entitled "**Selected group**", then add or remove MIDs/POS IDs, always using the cursor, and then press the "**Continue**" image button to confirm and save changes.
- Similarly, in order to delete a group, select the one you want from the drop-down list entitled "**Selected group**" and press the "**Delete group**" image button.

User Services - MID/TID Grouping

User: Admin2 Admin2 (admin2) - WINTEST

Group type: POS IDs
Merchant IDs

Selected group: [New group] ▼

Select TID:

- 81066954
- 81066956
- 81066959
- 81066960
- 81166950
- 81066961
- 81066962
- 81066963
- 81066964
- 81066966

Group members:

- 81066950 - TEST MERCH
- 81066965

Group name:

Delete group **Continue**



MID/TID Alias

Usefulness

In this section you have the option to give aliases to the Merchant IDs (MIDs) and Terminal IDs (TIDs) at your disposal for your assistance when identifying these IDs to all AdminTool displays.

Actions

- In order to create an alias, select the Merchant ID or Terminal ID you want from the corresponding list, insert the name you want to give it in the field "Merchant alias" or "POS alias" respectively, and press the **"Update"** image button.
- Similarly, if you want to update or delete an existing alias, select the code which corresponds to it, then correct or delete the alias and press the **"Update"** image button.

User Services - MID/TID Alias

User: Admin2 Admin2 (admin2) - WINTTEST

Select merchant id: 5444146
21111111
110000100
110000109
140010588
140030362
140066903
140066952
140066960
140078684

Merchant alias: Test Account MAIN **Update**

Select TID: 81066950
81066951
81066952
81066954
81066956
81066959
81066960
81166950
81066961
81066962

POS alias: TEST MERCHANT 2 **Update**



7. Installments Eligibility

Usefulness

In this section and provided there is a relevant agreement with the bank to support interest-free installments, you can view the BINs (6 first digits) of all cards which can accept installments through the Piraeus bank electronic payment services.

Transactions

IRIS Online Payments

Reports

Batch Files Admin

User Services

Installments Eligibility

Installments Eligibility

User: Admin2 Admin2 (admin2) - WINTEST

Cards that are eligible for interest-free installments

Merchant id: 140147851

Type the first 6 digits of the card number

or select the issuing bank

Press "Restore" to reset the fields

Restore

*Card BIN	Bank	Card Description
402090	TPATEZA NEIPAIO2	EFNATIA C.D. CLUB ELECTRON
402132	TPATEZA NEIPAIO2	POPULAR VISA
406312	TPATEZA NEIPAIO2	CYPRUS VISA CLASSIC CREDIT
406313	TPATEZA NEIPAIO2	KYPROKH VISA GOLD
415953	TPATEZA NEIPAIO2	ATE VISA CLASSIC
415954	TPATEZA NEIPAIO2	ATE VISA GOLD
415955	TPATEZA NEIPAIO2	ATE VISA ELECTRON
415958	TPATEZA NEIPAIO2	NOVA CLASSIC
415959	TPATEZA NEIPAIO2	NOVA GOLD
415970	TPATEZA NEIPAIO2	EVANNIKKH VISA ELECTRON
417666	TPATEZA NEIPAIO2	TEST WITH EURONET
427310	TPATEZA NEIPAIO2	NEIPAIO2 CREDIT BUSINESS
429579	TPATEZA NEIPAIO2	CYPRUS VISA BUSINESS
43025	TPATEZA NEIPAIO2	piraeus prepaid
439059	TPATEZA NEIPAIO2	POPULAR VISA ELECTRON
446356	TPATEZA NEIPAIO2	VISA LIFE CARD
451189	TPATEZA NEIPAIO2	NEIPAIO2 PANATHINAIKOS VISA
466526	TPATEZA NEIPAIO2	NOVA ELECTRON
474343	TPATEZA NEIPAIO2	NOVA VISA BUSINESS
479239	TPATEZA NEIPAIO2	POPULAR VISA GOLD

* the first 6 digits of the card number

Actions

There are two ways to search for card BINs of the Piraeus bank interest-free installment plan. The first way is by entering the first six digits of the card (BIN) in the corresponding field, and the second way is to select the issuing bank of the card you are interested in from the corresponding drop-down list box. Following any search you have the option to redisplay all card BINs which support an installment plan by clicking on the **"Restore"** image button.