DeltaPAY v2 Merchant User Manual

(v1.7)

Overview

This document intends to be a comprehensive user guide for merchants who use **DeltaPAY** card processing system as a payment mechanism in e-commerce sites. This document assumes you have familiarity with the usage of a web browser as well as with payment processing procedures.

DeltaPAY Merchant tools is a web based application and can be accessed on the following URL: **https://www.deltapay.gr/user/**
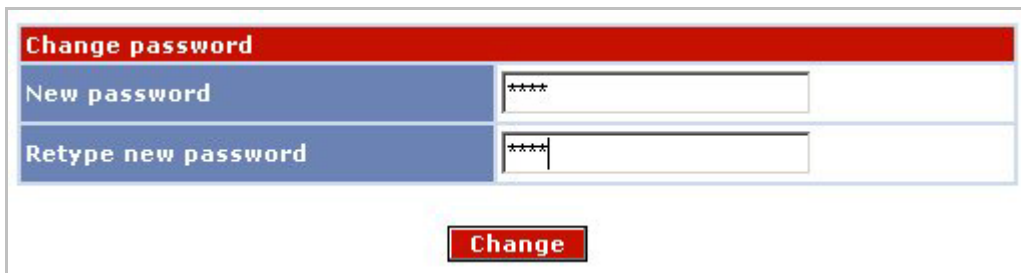
In order to use the system, DeltaPAY administrators will assign you a *"user login"* and a *"user password"* for accessing your pages and settings.

When entering the URL mentioned above you will be prompted with the following form where you should fill in the login and password provided.

NOTE: The first time you ever login to the system, **DeltaPAY** will prompt you for a new password of your choice.

If ever you need more information or there is something you do not understand, please read the section **Contacting the Help Desk.**

Choices

Page Preview	Preauthorised	Review Transactions	Close Batch	Batches	Statistics

If *"Allow Submit"* is checked on merchant's options then the menu is displayed as followed:

Submit Transactions	Preauthorised	Review Transactions	Close Batch	Batches	Statistics

Available choices are listed on the top of the window displayed.

This document goes through all available options explaining the purpose and the usage of each one of them.

- **Page Preview** will let you check how your payment page will display to the end customers (normal merchants).
- **Submit Transactions** will let you post new transactions to the system (only for merchants that have this option enabled by the administrator)
- **Preauthorized** is used to review the authorized transactions and send them for billing.
- **Review Transactions** is used to search, review, refund or eventually cancel transactions. Here you can also export the transactions in excel format in order to use them with external systems.
- **Close Batch** is the settlement procedure.
- **Batches** will let you see an overview of already closed batches.
- **Statistics** will give you further reporting about your transactions and their status.
- Finally clicking the logo of **DeltaPAY** will get you back to the home page of **DeltaPAY** Merchant Tools.

Page Preview

Your first option will let you preview the payment page that your users will see when they will be redirected to the **DeltaPAY** server.

This page is customized by the bank administrators and your logo can be displayed to the upper right corner.

Clicking *"Page Preview"* will open a new window displaying your payment page.

Submit Transactions

For merchants that have been allowed to post their transactions via the **DeltaPAY** system, submit transactions option is enabled.

Users are prompted with the following form:

Card Number: A valid credit card
CVV2/CVC2: The card CVV2 or CVC2 value (not required).
Expiration date: The expiration date for the card.
Card Holder Name: The name of the holder (not required).
Card Holder Email: The email address of the holder (not required).
Amount to Charge: The transaction amount (decimals are represented with a comma ",")
Installments: The number of installments (when allowed by the merchant profile)
Transaction Type: Selection among supported transactions type for this merchant profile (Pre-authorized and /or Transaction) or default if no choices available.
Parameter 1: Any parameter (text or number) you wish.
Parameter 2: Any parameter (text or number) you wish.

"Clear" button will let you clear all values inserted in case of an error and *"Submit"* button will post this transaction to the server. You should not press "Refresh" or "Back" button on your browser while this transaction is processed.

When the transaction is completed, you will get an information screen displaying all details submitted and the transaction reference, else you will receive the appropriate error message.

Preauthorized Transactions

This option should be used only by merchants who have an off line profile.

You can first select the preauthorized transactions you want to view, entering the following criteria:

Preauthorised Transactions	
Card Holder	
From Date	
To Date	
	Show

Then you can see the list of the transactions satisfying the criteria provided above.

Transactions								
P	C	Date	Trans Number	Card Holder	Amount	Currency	Authorisation Code	A
☐	☐	4/3/2004 11:41:54 πμ	365	Test User	0,15	Euro	XX0035	No
							Page : 1 of 1	
							Process	Back

You can select the transactions you want to post by selecting the *"P"* checkbox and the transactions you want to cancel by selecting the *"C"* checkbox. Finally you press *"Process"* button.

NOTE: "A" column stands for extended authorization or verification systems as "Verified by Visa"

If ever you want to see details of a transaction you should use **Review Transactions** choice.

Review Transactions

This option will let you search, review or even cancel transactions (available for transactions that have not been settled yet in a batch).

You can select the transactions you want to view, entering the following criteria:

NOTE: Available status descriptions can be found in **Appendix 1: Status Codes** The parameter 1 and parameter 2 fields are the ones provided by your e-commerce application (see DeltaPAY Merchant Integration Specifications)

Review Transactions	
Card Holder	
Status	▼
Parameter 1	
Parameter 2	
From Date	
To Date	
	Show

By hitting the *"Show"* button you will get the transactions that satisfy your search criteria.

Transactions								
Cancel	Date ▲▼	Trans Number ▲▼	Card Holder ▲▼	Amount ▲▼	Currency ▲▼	Status ▲▼	Authorisation Code ▲▼	A ▲▼
	6/11/2002 5:52:55 μμ	276	Paschalakis Dionissis	0,15	Euro	Settled	000001	No
	6/11/2002 5:52:45 μμ	275	Paschalakis Dionissis	0,15	Euro	Cancelled	000001	No
	6/11/2002 5:48:35 μμ	274	Paschalakis Dionissis	0,15	Euro	Cancelled	000001	No
	18/9/2002 4:59:52 μμ	257	Paschalakis Dionissis	0,15	Euro	Cancelled	165637	No
	18/9/2002 4:56:34 μμ	256	Paschalakis Dionissis	0,15	Euro	Settled	165320	Yes
	18/9/2002 4:55:20 μμ	255	Paschalakis Dionissis	0,15	Euro	Cancelled	165205	Yes
								Page: 1 of 1

Ascending or descending sort can be applied on any column using the appropriate arrows.

NOTE: "A" column stands for extended authorization or verification systems as "Verified by Visa"

You can select the transactions you want to cancel by selecting the *"Cancel"* checkbox. This option is available only to transactions with status *"Completed"*. Then you should click on the following button:

Cancel Selected Transactions

"Export to excel" button will prompt you in order to download the results of your query to an excel file (hit the *"Open"* button when prompted).

Export to excel

NOTE: This export will give you the total of records found for your query even if they are displayed in multiple pages.

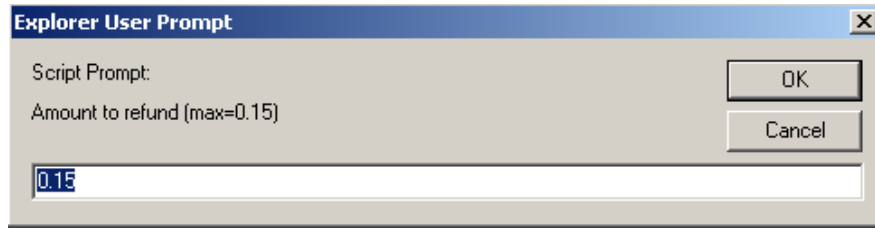A "zoom" function is also provided when you click on a transaction.

Transaction #276	
Card Number	40XXXXXXXXXX0002
Card Holder	Paschalakis Dionissis
Email	dpas@oneworld.gr
Amount	0,15
Currency	Euro
Installments	0
Verified by Visa	No
Parameter 1	1
Parameter 2	2
Transaction Date	6/11/2002 5:52:55 μμ
Status	Settled
Clearing Date	6/11/2002 5:52:55 μμ
Authorisation Code	000001
Transaction Reference	REF000000001

Refund   **View Results**   **Search Again**

You can also navigate through the transactions using the navigation arrows on the bottom of the screen.

Here you can also proceed with the refund of a transaction as follows (see **NOTE)**:

Clicking on the *"Refund"* button you will get a prompt in order to complete the amount you wish to refund.
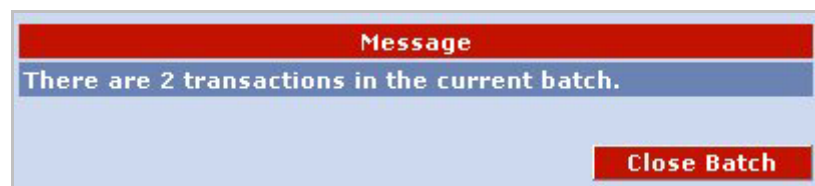
The maximum amount to refund can not exceed the amount of the transaction selected. Further more, the installments will be set automatically to the same value as the initial transaction.

These refund transactions will be displayed as negative amounts with status *"Refund"* until they get include in a batch settlement. After this they are marked as *"Settled"* always with a negative sign.

NOTE: You can only refund transactions that are already *"Settled"* and if you have proper permissions set by the administrator.

Close Batch

In order to settle the transactions *"Completed"* and/or *"Refund"* you will have to close the batch. When you enter close batch choice, you will see a message which informs you about the number of transactions that are going to be settled. Pressing the button *"Close Batch"* all pending transactions are settled.

Batches

This choice gives you a review of batches in **DeltaPAY** system. You can select a specific Batch ID, select from the Terminal IDs available and finally any range of dates desired. Leaving the fields blank will give you all the batches available.

Batch Review	
Batch ID	
Terminal ID	
From Date	
To Date	
	Show

Batch List							
Batch ID	Terminal ID	Date Closed	Date Open	Sales Count	Sales Amount	Refund Count	Refund Amount
2	00001951	4/3/2004 12:17:10 μμ	17/1/2003 3:26:01 μμ	2	0,30	2	3,00
1	00001951	17/1/2003 3:26:01 μμ	11/10/2002 4:35:18 μμ	10	150,00	1	15,00
							Page: 1 of 1

Ascending or descending sort can be applied on any column using the appropriate arrows.

Clicking on the Batch ID will zoom to the list of the transactions included in this batch settlement.

Batch Transactions							
Date	Trans Number	Card Holder	Amount	Currency	Status	Authorisation Code	A
6/11/2002 5:52:55 μμ	276	Paschalakis Dionissis	0,15	Euro	Settled	000001	No

Ascending or descending sort can be applied on any column using the appropriate arrows.

Statistics

This choice gives you statistics about the transactions inserted in **DeltaPAY** system. You can select any range of dates as well as the status desired. Leaving the status blank will give you all the transactions.

NOTE: Available status descriptions can be found in **Appendix 1: Status Codes**.

Once you have selected the period and the status, you can select the order of the grouping between Date and Status (i.e. per date and per status or per status and per date).

The results are displayed as follows:

Contacting the Help Desk

If you have need further information on how to use this application, or you have a question concerning one of your clients' transaction, you can call **DeltaPAY** Help Desk.

When contacting the Help Desk, please be sure that you know your MerchantCode and the Authorisation or Transaction Reference if you have a transaction issue to solve.

Appendix 1: Status Codes

Status Code	Description
Pending	This is a temporary status for transactions that were inserted to DeltaPAY but not yet forwarded to the clearing system. If you see a transaction pending for more than one minute you should contact the Help Desk.
Preauthorized	If your merchant profile is set to off line mode, then your transactions (the valid ones), get *"Preauthorized"* status. You will then have to use **Preauthorized** choice in order to post or cancel them.
Completed	Transaction is posted either on line, or after processing with Preauthorized Transactions.
Declined	This transaction was declined from the system.
Cancelled	This transaction was cancelled using **Preauthorized** or **Review Transactions** interface.
Refund	This is a refund transaction entered manually using the merchant administration interface provided. The status *"Refund"* means that this transaction has not been yet included in a batch.
Settled	This transaction was included in a batch that is already closed. (Settled refund transactions are displayed with a negative sign).