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Web Customer Service System

User Guide

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| 1.3 | 09-01-18 | C.Hansson | Uppdaterad m webadress |

Terminology

| Term | Description |
|--------------|--|
| Web CSS | Browser Based Customer Service System |
| CSS | Customer Service System |
| GUI | Graphical User Interface (a screen or windows control) |
| ODR | Orbiscom Data Repository |
| CPN | Controlled Payment Number = e-kortsnummer |
| VCard | e-kortet |
| AVV | Additional Verification Value. Kontrollnummer på e-kortet (jämför CVV på fysiskt kort) |
| PAN | Primary Account Number / Credit Card Number |
| Primary Card | Credit Card |

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1 Översikt Web Customer Service System

Web Customer Service System (WEB CSS) är en browser baserad applikation till vårt e-kortssystem. Det används bl.a. för att hantera kunders förfrågningar och spåra CPN transaktioner.

2 Behörighet

Till användare i CSS:

Systemet är behörighetsstyrt med eget användarID och lösenord. Behörigheten är differentierad beroende på vilken roll man har i organisationen.

Behörighet till systemet beställs via behörig beställare, som skickar in beställningen till Bankkort Helpdesk nivå 2, via särskild beställningsblankett.

Lösenordet ska vara minst 6 antal tecken.

Efter 15 minuter blir man automatiskt avloggad.

Till kunder i e-kort:

Kundens behörighet till e-kort ligger i bankens behörighetssystem. Koden man använder är densamma som till Internetbanken med inloggning Personlig kod. Vi använder oss m.a.o. inte av Web CSS's behörighetssystem. Kunden ska alltid ansluta sig till tjänsten e-kort via den egna internetbanken.

3 Login - Logga på i CSS

Följande WEB-adress ska anges för att logga på i CSS: <u>https://ekortadmin.swedbank.se/webcss</u>

Påloggningssidan visas. Se nedan. Du anger ditt "Login Name" (t.ex. p901xxx) och ditt lösenord.

| 🤌 Customer Service System - Windows | Internet Explorer provided by Sv | vedbank AB | 🗕 🗗 🔀 |
|-------------------------------------|----------------------------------|---------------------------|--------------------------------|
| Http://zorbt01.unix/web | ocss/ | | V 🐓 🗙 Live Search 🔎 V |
| 😭 🏟 😬 🔹 Startsida Kanalı | SICAP Error | Customer Service System X | 🏠 👻 🗟 👘 🖶 Sida 🕶 🎯 Verktyg 👻 🎽 |
| orbiscom | customer service | system | |
| | Login | e and pareword | |
| | Login Name | | |
| | Password | Login | |
| | | | |
| | | | |
| Klar | | | 😌 Lokalt intranät 🔍 100 % 🔹 💡 |
| | | | |

Web CSS Log In Screen

Därefter presenteras välkomstsidan och "Main Menu":

| () orbiscom | customer service system |
|-----------------------|---|
| Main Menu | Welcomet |
| Please select service | Please select search criteria or return to the main menu. |
| Q Search and Display | |
| Registration | |
| Administration | |
| 👫 Logout | |
| L | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Main Menu

Seach and Display

Det är här man söker på kundens personnummer, namn, fysiskt eller e-kortsnummer mm.

Registration

Här ändrar man i kundens uppgifter.

Administration

Härifrån administerar man behörigheter i CSS.

4 Seach and Display -Söka information

Det sökta datat presenteras så att den senaste transaktionen visas först. Man kan "skrolla" bakåt för att få fram tidigare transaktioner.

| orbiscom | customer service system |
|-------------------------------|---|
| 👌 Search and Display | Welcome! |
| Please select search criteria | Please select search criteria or return to the main menu. |
| 🐟 Credit Card Number | |
| O CPN | |
| S Customer Name | |
| 📤 Login Id | |
| Transaction Dates | |
| 🖊 Main Menu | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Search and Display Menu

4.1.1 Search Criteria

Dessa sökkriteria finns att välja bland:

- Credit Card Number = det fysiska kortnumret
- CPN = e-kortsnummer
- o Customer Name
- Login ID = personnummer
- o Transaction Dates

Om man inte har hela sökvärdet, t.ex. kundens namn, kan man ange procenttecknet (%) istället för de saknade bokstäverna/siffrorna.

4.1.1.1 Credit Card Number

När man klickat på "Credit Card Number" och klickar på Go, får man upp nedanstående bild med följande val:

| orbiscom | customer service system | | | | | |
|-------------------------------|---|---|--|--|--|--|
| Q Search and Display | 🍫 Search by Credit Card Number | x | | | | |
| Please select search criteria | lease enter search criteria, then select one of the search options. | | | | | |
| 🔷 Credit Card Number | Credit Card Number 4123464122129341 Options Get Card Details 🕑 Go | | | | | |
| O CPN | Get Card Details Get Account Holders | | | | | |
| S Customer Name | Get CPNs | | | | | |
| 🟦 Login Id | | | | | | |
| Transaction Dates | Matching records will appear here. | | | | | |
| 🛁 Main Menu | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Credit Card Number Search

| Search Target Details | First Level Search Results | Second Level Results (Drill Down)) |
|-----------------------|--|---|
| Card Details | Det fysiska kortets detaljer | |
| Customer | Kortinnehavaren | Generella kunddata |
| CPN | Lista på alla utställda CPN (e-kort) Här kan man begränsa sökresultatet via datum. Tänk på att för stort sökvärde ökar svarstiden. | All data om valt CPN (detta e-kort), t.ex. utställt och draget belopp, giltighetstid, Mechant mm. |

OBS! Tänk på att alltid klicka på Go vid en ny sökning, eftersom bilden kan innehålla information från tidigare kund. Gäller alla sökbilder.

Credit Card Number – Card Details Search

När man klickar på "Get Card Details", visas nedanstående bild. Här kan man också se vid vilken tidpunkt och dag som kunden anslöt sig till e-kort (Card Create Date).

| orbiscom | customer service | e system | | | | | | | |
|---|--|------------------------------|--|--|--|--|--|--|--|
| Q Search and Display | \infty Search by Credit | Search by Credit Card Number | | | | | | | |
| Please select search criteria | Please enter search criteria, then select one of the search options. | | | | | | | | |
| Credit Card Number CPN | Credit Card Number 4123464122129341 Options Get Card Details V Go | | | | | | | | |
| S Customer Name | 💎 Credit Card Number 4123464122129341 - Primary Card Details | | | | | | | | |
| Transaction Dates | Credit Card Number | 4123464122129341 | | | | | | | |
| | Card Product | Företagskort | | | | | | | |
| 🖊 Main Menu | Primary Account Holder | Emile J.Heskey | | | | | | | |
| - Andread Contract | AVV | 123 | | | | | | | |
| | Expires (MM/YY) | 01/13 | | | | | | | |
| | Status | Active | | | | | | | |
| | Card Create Date | 2007-03-15 16:06:32 | | | | | | | |
| | | | | | | | | | |

Credit Card Number Search - Card Details

| _ | | • • | |
|---|---|-----|---|
| F | ä | It | • |
| | a | IL | |

| Text | Orbiscom | Swedbank |
|------------------------|--|---|
| Credit Card Number | The customer's real credit card number | Det fysiska kortnumret |
| Card Product | Type of Real Card | Kortprodukt |
| Primary Account Holder | Name of Real Cardholder | Kortinnehavarens namn |
| AVV | 3 digit Cardholder validation code | Treställigt kontrollnummer (jmf med CVV) |
| Expires(MM/YY) | Expiry Date | Giltighetstid |
| Status | Real Card status | Det fysiska kortets status |
| Card Create Date | Date/Time Stamp | Datum/klockslag |

Credit Card Number – Account Holders Search

När man klickar på "Get Account Holders", visas denna bild:

| 🤌 Customer Service System - Windows I | nternet Explorer prov | ided by Swedba | ank AB | _ | _ | _ | _ | | | | ē 🔀 |
|---------------------------------------|-----------------------|-------------------|-----------------|---------------|--------------------|-------------------------|------------------|------|------------------|------------------|------------|
| 🕒 💽 👻 🔶 http://ekorttest.swedbar | nk.se/webcss/ | | | | | ¥ 4 | X Live Se | arch | | | P - |
| | | | | | | | | | | | |
| 🚰 🏟 🔡 🔹 😜 Startsida Kanalı | Custome | er Service System | × 🏉 HP Q | uality Cer | nter 9.2 | | • • | | 🔹 🔂 Sįda | a 👻 🌍 Verkt | χg • " |
| (a) orbiscom | customer se | rvice sys | stem | | | | | | | | |
| 🔇 Search and Display | 🌸 Search by | Credit Card N | lumber | | | | | | | | x |
| Please select search criteria | Please enter searc | ch criteria, ther | n select one of | the sea | rch options. | | | | | | |
| Number Credit Card Number | Credit Card Numb | per 67616397 | 59595417 | Opti | ons Ge | et Account Holders 💌 | Go | | | | |
| O CPN | | | | | | | | | | | |
| Customer Name | 🙎 Credit Car | d Number 670 | 61639759595 | 5417 - | Account Hol | der List | | | | | |
| Transaction Dates | Records 1 | to 1 of 1 | | | | | | | | | |
| | Click the Custome | er button to dis | play the select | ted cust | omer details | or click the Card butto | n to display | Card | details fo | r the custor | ner. |
| 🖊 Main Menu | Options | Customer Name | Login Id | Login Name | Customer Status | Create Date | Password Hint | РАМ | Failed Logins | Email Address | |
| | Customer Card | TEST E-KORT | 5303174444 | | Active | 2007-02-27 10:03:53 | | | - | | |
| | Back | | | | | | | | | | |
| Klar | | | | | | | Lokalt intrană | át | | 🔍 100 % | . • .: |
| | | | | | | | | | | | |

Credit Card Number Search – Get Account Holders

Om man klickar på "Customer" får man följande detaljer:



Credit Card Number Search - Account Holders (Customers)

Fält:

| Text | Orbiscom | Swedbank |
|------|----------|----------|
| | | |

Web Customer Service System User Guide 1.2

| Customer Name | Customer Name | Kundens namn |
|-----------------|--|---|
| Login ID | Customer identifier as held by the Issuer | Personnummer |
| Login Name | Name by which the Cardholder Logs in | Används ej |
| Customer Status | Status of this User | Kundens status |
| Create Date | Date/Timestamp for User | Datum/klockslag för kunden |
| Password Hint | Only used for 3D Secure | Används ej |
| PAM | Only used for 3D Secure | Används ej |
| Failed Logins | Number of times User has attempted but failed to Login | Används ej |
| Email address | User's Email address | Kundens e-postadress. Ej obligatoriskt |

Status information:

Customer Status = CPN User [Status]

Varje kund som har tjänsten e-kort, finns registrerad i denna tabell. CPN_USER_ID är nyckeln och används också för att identifiera kunden.

Detta id är länkat till USER_LOOKUP tabellen, vilken innehåller kundens externa id EXT_USER_ID. Detta är det användarnamn som kunden använder sig att koppla upp sig till e-kortsystemet.

| STATUS | Char (1) | not null | 'A' – Active |
|--------|----------|----------|--|
| | | | 'B' – Blocked |
| | | | 'I' – Inactive |
| | | | 'D' – To be Deleted. |
| | | | 'U' – Must change userid and password before next use. |
| | | | 'L' – Registered, not logged in yet. |
| | | | 'P' – Must change password before next use. |
| | | | 'Z' – Archive. |

Om man klickar på " Card" får man följande detaljer:

Web Customer Service System User Guide 1.2

| orbiscom | customer servio | e system | | | | | |
|-------------------------------|----------------------------|--------------------------------|---------------|--------------------|----------|----|---|
| Q Search and Display | Search by Credit | Card Number | | | | | x |
| Please select search criteria | Please enter search criter | ia, then select one of the sea | arch options | 5. | | | |
| \infty Credit Card Number | Credit Card Number 4 | 123464122129341 | Options | Get Account H | olders 💌 | Go | |
| O CPN | | | | | | | |
| Q Customer Name | | | | | | | |
| | 🕄 Card Details - 412 | 3464122129341, Lydia Red | dford | | | | |
| | | | | | | | |
| Transaction Dates | Click the Services button | to list the services assigned | to the Card f | for Lydia Redford. | | | |
| | Item | Value | | | | | |
| 🖊 Main Menu | Credit Card Number | 4123464122129341 | | | | | |
| | Card Product | Företagskort | | | | | |
| | Primary Account Holder | Emile J.Heskey | | | | | |
| | AVV | 123 | | | | | |
| | Expires (MM/YY) | 01/13 | | | | | |
| | Card Create Date | 2007-03-15 16:06:32 | | | | | |
| | Nickname | Card of love | | | | | |
| | VCard Status | Active | | | | | |
| | Primary Card Status | Active | | | | | |
| | Back Services | | | | | | |

Credit Card Number Search - Account Holders (Cards)

| Text | Orbiscom | Swedbank |
|------------------------|---|--|
| | | Oneubank |
| Credit Card Number | The customer's real credit card number | Det fysiska kortnumret |
| Card Product | Type of Real Card | Kortprodukt |
| Primary Account Holder | Name of Real Cardholder | Kortinnehavarens namn |
| AVV | 3 digit Cardholder validation code | Treställigt kontrollnummer (jmf med CVV) |
| Expires(MM/YY) | Expiry Date | Giltighetstid |
| Card Create Date | Date/Time Stamp | Datum/klockslag |
| Nickname | Name assigned by User to help identify this Real Card | Smeknamn på det fysiska kortet, som hjälper kunden att skilja på korten i SLIM/THIN. Ska aldrig vara något som identifierar kunden eller det fysiska kortet (t.ex. det fysiska kortnumret). |
| Vcard Status | Status of this User | Status på kunden |
| Primary Card Status | Real Card Status | Status på det fysiska kortet |

Fält:

Status Information:

VCard Status = VCard[Status]

VCARD (virituellt kort) tabellen uppdateras när en kund (CPN_USER) får tillåtelse att generera CPN.

Varje CPN kan alltid kopplas ihop med det fysiska kortet (se REAL_CARD) och en kund (CPN_USER).

| STATUS | Char (1) | not null | 'A' Active |
|--------|----------|----------|--------------------|
| | | | 'B' Blocked |
| | | | 'l' Inactive |
| | | | 'D' To be deleted |
| | | | 'R' To be Archived |

Primary Card Status = REAL_CARD[Status]

| A – Active |
|---|
| 3' – Blocked |
| ' – Inactive |
| D' – To be Deleted. |
| J' – Must change userid and password before next use. |
| _' – Registered, not logged in yet. |
| P' – Must change password before next use. |
| Z' – To be Archived |
| ,, ,,,,,, |

Credit Card Number – CPN Search

När man väljer "Get CPNs", presenteras följande bild:

| (9) orbiscom | customer service system | |
|--|---|---|
| Orbiscom Search and Display Please select search criteria Credit Card Number CPN Customer Name Login Id Transaction Dates | Customer service system Search by Credit Card Number - 4123464122129341 Please enter date range for search. Search for all CPNs Search for CPNs issued between Start Date 15 v October v 2008 v 12 v Im Date 15 v October v 2008 v 12 v Im Date 15 v October v 2008 v Im Date Im Date | X |
| dain Menu | | |

Credit Card Number Search - CPNs

Man kan välja att söka på alla CPN eller för en tidsperiod; datum och klockslag. Vi rekommederar att alltid söka inom viss tidsperiod eftersom det annars blir en onödigt tung systemfråga med lång väntetid. I båda fallen visas dock följande bild:

| orbiscom c | iscom customer service system | | | | | | | | | |
|--|---|--|----------------------------|-----------------------|---------------|--------------------------------|------------------------------|--------------------|------------------|-----|
| Q Search and Display | Search by Credit Card Number - 4123464122129341 | | | | | x | | | | |
| Please select search criteria | Please ent Searci Searci | ter date range for searc h for all CPNs h for CPNs issued betw | een Start Date de End Date | 15 💉 Sep 15 💉 Octi | tember 👻 | 2008 • 12 • : 2008 • 12 • : | 17 💌 🖌 | o Bac | ck | |
| Customer Name Login Id Transaction Dates | Cre Rec | dit Card Number 4123 ords 1 to 18 of 18 | 3464122129341 - CPM | ls Issued | | | | | | ^ |
| 🖊 Main Menu | Options | CPN | CPN Issue Date | Expires (MM/YY) | CPN Status | Last Updated | Completion Reason Code | Written to XRef | Customer Name | |
| | Details | 5299241179011696 | 2007-03-28 12:09:33 | 8 04/07 | Issued | 2007-03-28 12:09:33 | None | | Lydia Redford | |
| | Details | 5299241131319831 | 2007-03-28 11:40:09 | 08/07 | Issued | 2007-03-28 11:40:09 | None | | Lydia Redford | |
| | Details | 5299241192163292 | 2007-03-28 11:37:10 | 04/07 | Issued | 2007-03-28 11:37:10 | None | | Lydia Redford | |
| | Details | 5299241173138495 | 2007-03-28 11:34:15 | 04/07 | Issued | 2007-03-28 11:34:15 | None | | Lydia Redford | i |
| | Details | 5299241185683033 | 2007-03-28 10:30:07 | 04/07 | Issued | 2007-03-28 10:30:07 | None | | Lydia Redford | |
| | Details | 5299241197388456 | 2007-03-28 10:09:17 | 04/07 | Issued | 2007-03-28 10:09:17 | None | | Lydia Redford | i l |
| | Details | 5299241192717667 | 2007-03-28 10:08:50 | 0 04/07 | Issued | 2007-03-28 10:08:50 | None | | Lydia Redford | |
| | Details | 5299241148681785 | 2007-03-28 09:29:45 | 5 04/07 | Issued | 2007-03-28 09:29:45 | None | | Lydia Redford | |
| | Details | 5299241187588271 | 2007-03-28 09:25:35 | 5 04/07 | Issued | 2007-03-28 09:25:35 | None | | Lydia Redford | |
| | Details | 5299241197559932 | 2007-03-27 17:35:10 | 04/07 | Issued | 2007-03-27 17:35:10 | None | | Lydia Redford | |
| | Details | 5299241134709202 | 2007-03-27 17:10:13 | 04/07 | Issued | 2007-03-27 17:10:13 | None | | Lydia Redford | ~ |

Credit Card Number Search - CPNs Results

Fields

| Text | Orbiscom | Swedbank |
|------------------------|--|--|
| CPN | 16 digit number for the virtual card | Det 16-ställiga numret på det virituella kortet (e- kortet) |
| CPN Issue Date | Date/Time Stamp | Datum/klockslag |
| Expires(MM/YY) | Expiry Date for virtual card | Giltighetstid |
| CPN Status | Virtual card status | Det virituella kortets status |
| Last Updated | Date/Time Stamp of last change in CPN Status | Datum/klockslag då senaste uppdatering gjordes på CPN status |
| Completion Reason Code | Completion Reason Code | Orsakskod vid stängning av CPN |
| Written to XREF | Whether settlement record has processed and been written to cross reference file. | Om clearingtrans har blivit processad |
| Customer Name | Customer Name | Kundens namn |

Klickar man på "Details" visas ytterligare information:

| orbiscom customer service system | | | | | | | |
|--------------------------------------|---------------------------|---|--------------|----------|---|------|---------|
| 🔇 Search and Display | 🏀 Search by Credit | Card Number | | | | | x |
| Please select search criteria | Please enter search crite | eria, then select one of the se | earch option | s. | | | |
| \infty Credit Card Number | Credit Card Number | 4123464122129341 | Options | Get CPNs | ~ | Next | |
| 0 | 1 | | | | | | |
| CPN | | | | | | | |
| S Customer Name | - | | | | | | ^ |
| 📤 Login Id | CPN 5299241179 | 0011696 - Details | | | | | |
| Transaction Dates | CPN | 5299241179011696 | | | | | |
| | Customer Name | Lydia Redford | | | | | |
| 🕌 Main Menu | Credit Card Number | 4123464122129341 | | | | | 100 |
| | CPN Expires (MM/YY) | 04/07 | | | | | |
| | CPN AVV | 520 | | | | | |
| | CPN Status | Issued | | | | | |
| | Issue Date | 2007-03-28 12:09:33 | | | | | |
| | Last Updated | 2007-03-28 12:09:33 | | | | | |
| | Reason Code | None | | | | | |
| | Written to XRef | | | | | | |
| | Currency Code | kr | | | | | |
| | Num Usage | 0 | | | | | |
| | Tx Limit | 0 | | | | | |
| | Cumulative Limit | 51 | | | | | |
| | CPN Limitations | Cumulative Limit Merchant Id Usage Period | | | | | |
| | Pre-auth Usage | 0 | | | | | ~ |
| () orbiscom | customer servi | ce system | | | | | |
| Q Search and Display | 🌸 Search by Credit | Card Number | | | | | x |
| Please select search criteria | Please enter search crite | eria, then select one of the se | arch option | s. | | | |
| \infty Credit Card Number | Credit Card Number | 4123464122129341 | Options | Get CPNs | ~ | Next | |
| O CPN | ĺ í | | | | | | |
| 🙎 Customer Name | | _ | - | | | | |
| 📤 Login Id | CPN Limitations | Cumulative Limit Merchant Id Usage Period | | | | | <u></u> |
| Transaction Dates | Pre-auth Usage | 0 | | | | | |
| | Auth Usage | 0 | | | | | |
| | Auth Amount | 0 | | | | | |
| o Main Menu | Last Authorised | | | | | | |
| | Settlement Usage | 0 | | | | | |
| | Settlement Amount | 0 | | | | | |
| | Last Settled | | | | | | |
| | Merchant Id | - | | | | | |
| | Valid From | 2007-03-28 01:00:00 | | | | | |
| | Valid To | 2007-04-30 01:00:00 | | | | | |
| | Card Type | Företagskort | | | | | |
| | Card Expires (MM/YY) | 01/13 | | | | | |
| | Primary Card Status | Active | | | | | |
| | VCard Status | Active | | | | | |
| | | | | | | | |
| | Bank | | | | | | |
| | Васк | | | | | | |
| | | | | | | | Y |

Credit Card Number Search - CPN Details

Fält:

| Text | Orbiscom | Swedbank |
|--------------------|--------------------------------------|---|
| CPN | 16 digit number for the virtual card | Det 16-ställiga numret på det virituella kortet (e- kortet) |
| Customer Name | Customer Name | Kundens namn |
| Credit Card Number | Real Card number | Det fysiska kortnumret |
| CPN Expires(MM/YY) | Expiry Date for virtual card | Giltighetstid för det virituella kortet |
| CPN AVV | 3 digit Cardholder validation code | Det 3-ställiga kontrollnumret (jmf CVV) |
| CPN Status | Virtual card status | Det virituella kortets status |
| CPN Issue Date | Date/Time Stamp | Datum/klockslag för utställandet av CPN |

| Text | Orbiscom | Swedbank |
|---------------------|---|---|
| Last Updated | Date/Time Stamp of last change in CPN Status | Senaste förändring Datum/klockslag av CPN status |
| Reason Code | Completion Reason Code | Orsakskod vid stängning av CPN |
| Written to XREF | Whether settlement record has processed and been written to cross reference file. | Om clearingtrans har blivit processad |
| Currency Code | Currency code for Virtual Card | Valutakod |
| Num Usage | Number of times the Virtual number has been used | Antal gånger som det virituella kortet använts |
| Tx Limit | Maximum amount allowed per transaction | Max belopp per trans |
| Cumulative Limit | Maximum cumulative amount allowed | Max tillåtna sammanlagda belopp |
| CPN Limitations | Displays any limitations for the virtual card as set by wither the Issuer or the Cardholder | Ev. Begränsningar satta av kunden |
| Pre-Auth Usage | Number of times a Pre-authorisation has been processed for the virtual card | Antal gånger som "pre- authorisation" har gjorts på det virituella kortet |
| Auth Usage | Number of times an Authorisation has been processed for the virtual card | Antal gånger som auktorisation har gjorts på det virituella kortet |
| Auth Amount | The amount of the most recent Authorisation | Beloppet på den senaste auktorisationen |
| Last Authorised | Date of the most recent Authorisation | Datum då den senaste auktorisationen gjordes |
| Settlement Usage | Number of times a Settlement message has been processed for the virtual card | Antal gånger som en clearingtrans gjorts på det virituella kortet |
| Settlement Amount | The amount of the most recent Settlement | Beloppet på den senaste clearingtransaktionen |
| Last Settled | Date of the most recent Settlement | Datum då den senaste clearingtransen gjordes |
| Merchant ID | Merchant Identification number | Butikens id |
| Valid From | Date from which virtual card is valid | Fr.o.m. datum som det virituella kortet är giltigt |
| Valid To | Date to which virtual card is valid | T.o.m. datum för det virituella kortet |
| Card Type | Card Type | Korttyp |
| Card Expires(MM/YY) | Expiry Date for Real card | Giltighetstid för det fysiska kortet |
| Primary Card Status | Real Card Status | Det fysiska kortets status |
| Vcard Status | Status of this User | Kundens status |

4.1.1.2 CPN

Nedanstående bild får man upp om man klickar på CPN. Här är sökvärdet CPN (ekortnummer).



CPN Search

| Search Target Details | First Level Search Results | Second Level Results (Drill Down)) |
|-----------------------|--|------------------------------------|
| CPN | e-kortets alla detaljer, t.ex. giltighetstid och status | |
| Authorisations | Lista på auktoriserade transaktioner | |
| Settlements | Lista på transaktioner med status "Settled" | |

4.1.1.2.1 CPN – CPN Search

När man klickar på "Get CPN Details", visas denna bild:



CPN Search – CPN Details

Fält:

| Text | Orbiscom | Swedbank |
|--------------------|--------------------------------------|---|
| CPN | 16 digit number for the virtual card | Det 16-ställiga numret på det virituella kortet (e- kortet) |
| Customer Name | Customer Name | Kundens namn |
| Credit Card Number | Real Card number | Det fysiska kortnumret |
| CPN Expires(MM/YY) | Expiry Date for virtual card | Giltighetstid för det virituella kortet |
| CPN AVV | 3 digit Cardholder validation code | Det 3-ställiga kontrollnumret (jmf CVV) |
| CPN Status | Virtual card status | Det virituella kortets status |

| Text | Orbiscom | Swedbank |
|---------------------|---|---|
| CPN Issue Date | Date/Time Stamp | Datum/klockslag för utställandet av CPN |
| Last Updated | Date/Time Stamp of last change in CPN Status | Senaste förändring Datum/klockslag av CPN status |
| Reason Code | Completion Reason Code | Orsakskod vid stängning av CPN |
| Written to XREF | Whether settlement record has processed and been written to cross reference file. | Om clearingtrans har blivit processad |
| Currency Code | Currency code for Virtual Card | Valutakod |
| Num Usage | Number of times the Virtual number has been used | Antal gånger som det virituella kortet använts |
| Tx Limit | Maximum amount allowed per transaction | Max belopp per trans |
| Cumulative Limit | Maximum cumulative amount allowed | Max tillåtna sammanlagda belopp |
| CPN Limitations | Displays any limitations for the virtual card as set by wither the Issuer or the Cardholder | Ev. Begränsningar satta av kunden |
| Pre-Auth Usage | Number of times a Pre-authorisation has been processed for the virtual card | Antal gånger som "pre- authorisation" har gjorts på det virituella kortet |
| Auth Usage | Number of times an Authorisation has been processed for the virtual card | Antal gånger som auktorisation har gjorts på det virituella kortet |
| Auth Amount | The amount of the most recent Authorisation | Beloppet på den senaste auktorisationen |
| Last Authorised | Date of the most recent Authorisation | Datum då den senaste auktorisationen gjordes |
| Settlement Usage | Number of times a Settlement message has been processed for the virtual card | Antal gånger som en clearingtrans gjorts på det virituella kortet |
| Settlement Amount | The amount of the most recent Settlement | Beloppet på den senaste clearingtransaktionen |
| Last Settled | Date of the most recent Settlement | Datum då den senaste clearingtransen gjordes |
| Merchant ID | Merchant Identification number | Butikens id |
| Valid From | Date from which virtual card is valid | Fr.o.m. datum som det virituella kortet är giltigt |
| Valid To | Date to which virtual card is valid | T.o.m. datum för det virituella kortet |
| Card Type | Card Type | Korttyp |
| Card Expires(MM/YY) | Expiry Date for Real card | Giltighetstid för det fysiska kortet |

| Text | Orbiscom | Swedbank |
|---------------------|---------------------|----------------------------|
| Primary Card Status | Real Card Status | Det fysiska kortets status |
| Vcard Status | Status of this User | Kundens status |

4.1.1.2.2 CPN – Authorisation and Settlements Search

Att söka efter auktorisationer och Settlements har ett lika flöde. Nedan visas "Get Authorisations".

När man klickar på "Get Authorisations", visas följande bild:

| (9) orbiscom | customer service system | |
|--|---|---|
| Q Search and Display | Search by CPN - 5299241147167141 | x |
| Please select search criteria Credit Card Number CPN Customer Name Login Id Transaction Dates | Search by CPN - 5299241147167141 Please enter date range for search. Search for all Authorisations Search for Authorisations between Start Date 15 v October 2008 v 13 v 57 v Co Back Search Results Matching records will appear here. | |

CPN Search – Authorisations

Man kan välja att söka på "alla" eller för en tidsperiod (rekommenderas) i båda fallen visas följande bild:

| oroiscom | customer s | service system | | | | | | | |
|--|--|--|-------------------|---------------------|-------------------------|------------------------|------------|-----------|--|
| Search and Display | Q Search by CPN - 5299241147167141 | | | | | | | | |
| ease select search criteria • Credit Card Number CPN | Please enter dat Search for a Search for A | te range for search. Il Authorisations uthorisations between | Start Date 16 🗸 | Septembe October | r 🗙 2008 🗸 | 09 💉 : 21 09 😪 : 21 | ✓ Go | Back | |
| Login Id Transaction Dates | CPN 5299 Records | 9241147167141 - Authori 1 to 9 of 9 | sations | | | | | | |
| | | Date | тх Туре | Billing Amount | Transaction Currency | Transaction Amount | Merchant A | Status 🔶 | |
| Hain Menu | Details | 2008-09-18 04:54: | 9 Authorisation | 31.6 | | | | Unsettled | |
| | Details | 2008-09-18 04:54:0 | 3 Authorisation | 31.6 | | | | Unsettled | |
| | Details | 2008-09-18 04:53:0 | 7 Authorisation | 31.6 | | | | Unsettled | |
| | Details | 2008-09-18 04:46:0 | 2 Authorisation | 31.6 | | | | Unsettled | |
| | Details | 2008-09-18 04:43:5 | 54 Authorisation | 31.6 | | | | Unsettled | |
| | Details | 2007-03-16 11:55:3 | 6 Authorisation | 3.3 | | | | Unsettled | |
| | Details | 2007-03-16 11:55:3 | Authorisation | 3.3 | | | | Unsettled | |
| | Details | 2007-03-16 08:27:5 | 50 Reversal Advic | e 3.3 | AFA | 77 | | Unsettled | |
| | Details | 2007-03-15 16:09:5 | 50 Authorisation | 3.3 | | | | Unsettled | |

CPN Search – Authorisations Results

| Text | Orbiscom | Swedbank |
|----------------------|--|--|
| Date | Date/Time Stamp of Authorisation | Datum/klockslag för auktorisationen |
| ТХ Туре | Type of Authorisation message | Typ av akutorisation |
| Billing Amount | Amount in Cardholder currency | Belopp att betala i SEK |
| Transaction Currency | Currency in which Merchant has processed transaction | Det valutaslag som butiken har presenterat transaktionen i |
| Transaction Amount | Amount of transaction in Merchant currency | Antal transaktioner i butikens valutaslag |
| Merchant Name | Merchant Name | Butikens namn |
| Status | Transaction Status | Status på transaktionen |

Fält:

Man kan klicka på detaljer för mer information.

4.1.1.3 Customer Name

För att söka på kundens namn väljer man "Customer Name" i "Main Menu". Nedanstående bild visas:

| orbiscom | customer service system | |
|-------------------------------|--|---|
| 🔇 Search and Display | Search by Customer Name | × |
| Please select search criteria | Please enter search criteria, then select one of the search options. | |
| 🔷 Credit Card Number | Customer Name Options List Customers 🖌 Go | |
| O CPN | | |
| Customer Name | Z Search Results | |
| Transaction Dates | Matching records will appear here. | |
| Main Menu | | |

Customer Name Search

Man skriver in hela eller delar av namnet i namnfältet, klickar sen på Go. En lista med matchande kunder visas:

| 🦉 Customer Service System - Windows Interr | net Explorer provid | ed by Swedbank AB | _ | _ | _ | | _ | | d 🔀 |
|--|---------------------|-----------------------|-------------------|-------------------|--------------------|--------------------------|------------------|----------------------|-------|
| Co Co + http://ekorttest.swedbank.se/webcss/ | | | | | | P • | | | |
| | | | | | | | | | |
| 🚖 🕸 😁 🕶 Startsida Kanalı | Customer : | Service System 🗙 | 🏉 HP Quality Ceni | ter 9.2 | | 🖄 • 🖻 👘 | 🍌 👻 🔂 Sįda | 👻 🌀 Verkty | g • » |
| left orbiscom cu | stomer ser | vice system | 1 | | | | | | |
| 👌 Search and Display | Search by C | ustomer Name | | | | | | | x |
| Please select search criteria Pl | ease enter search | criteria, then select | t one of the sear | ch options. | | | | | |
| Scredit Card Number | Customer Name te | est% | Optic | ns List Custor | ners 🗸 | Go | | | |
| O CPN | | | | | | | | | |
| 🔮 Customer Name | | | | | | | | | |
| 🛖 Login Id | Customer Na | ames Matching 'te | est%' | | | | | | |
| Transaction Dates | Records 1 to | o 19 of 19 | | | | | | | |
| ci | ick the Customer | button to display th | e selected custo | omer details or c | lick the Ca | rds button to list Cards | assigned to | the custom | er. |
| Main Menu o | ptions | Customer Name | Login Id | Login Name | Customer Status | Create Date | Password Hint | PAM Failed Logins | Em = |
| | Customer Cards | TEST | 3802010102 | | Active | 2005-08-22 14:21:59 | | | |
| | Customer Cards | TEST | 4701061113 | | Active | 2005-08-22 14:22:00 | | | |
| | Customer Cards | Test Berta | 8804240441 | | Active | 2003-09-03 13:44:00 | | | |
| | Customer Cards | TEST E-KORT | 2109082525 | | Active | 2007-02-27 10:38:59 | | | |
| | Customer Cards | TEST E-KORT | 5303174444 | | Active | 2007-02-27 10:03:53 | | | |
| | Customer Cards | TEST E-KORT | 6704050902 | | Deleted | 2007-02-27 10:31:35 | | | |
| | Customer Cards | TEST E-KORT | 8708223774 | | Active | 2007-03-15 08:11:15 | | | |
| | Customer Cards | TEST KONTO | 3302010107 | | Active | 2005-08-22 14:21:59 | | | |
| | Customer Cards | TEST TESTSSON | 7704051577 | | Active | 2008-03-12 10:38:06 | | | ~ |
| K | | | | 1111 | | 162 | | | > |
| | | | | | | 🧐 Lokalt intranät | | 💐 100 % | •: |

Customer Name Search - Results

Man kan klicka på kunden resp. korten för att få fler detaljer.

Fält:

| Text | Orbiscom | Swedbank |
|-----------------|--|---|
| Customer Name | Customer Name | Kundens namn |
| Login ID | Customer identifier as held by the Issuer | Kundens personnummer |
| Login Name | Name by which the Cardholder Logs in | Används ej |
| Customer Status | Status of this User | Status på kunden |
| Create Date | Date/Timestamp for User | Datum/klockslag för kunden |
| Password Hint | Only used for 3D Secure | Används ej |
| PAM | Only used for 3D Secure | Används ej |
| Failed Logins | Number of times User has attempted but failed to Login | Används ej |
| Email address | User's Email address | Kundens e-post address. Ej obligatoriskt |

4.1.1.4 Login ID

För att söka på kundens personnummer väljer man att söka på Login ID. Då visas följande bild:

| orbiscom | customer service system | |
|-------------------------------|--|---|
| Q Search and Display | search by Login Id | x |
| Please select search criteria | Please enter search criteria, then select one of the search options. | |
| 💎 Credit Card Number | Login Id Options List Customers Go | |
| O CPN | | |
| S Customer Name | 3 Search Results | |
| Login Id | | |
| Transaction Dates | nacing records will appear nere. | |
| 🖊 Main Menu | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Login ID Search

Man skriver in personnumret i fältet och klickar på Go. Resultatet är det samma som när man söker på namn, se kapitel ovan.

4.1.1.5 Transactions Dates

Här söker man totalt antal transaktioner under en viss period. Detta används i första hand av Produktavdelningen. Ärendet ska användas med försiktighet då alltför stort sökvärde kan dra ner på prestandan i systemet och skapa väntetider för alla användare.

För att söka under en given tidsperiod, väljer man "Transaction Dates" i Main Menu. Följande bild visas:

| orbiscom | customer service system | |
|--|---|---|
| Orbiscom Search and Display Please select search riteria Credit Card Number CPN Customer Name Login Id Transacting Datas | CUStomer service system Search by Transaction Dates Please enter search criteria, then select one of the search options. Start Date September V 2008 V 14 V; 26 V Options Get CPN Authorisations V Ge Get CPN Authorisations V Ge End Date 15 V October V 2008 V 14 V; 26 V Options Get CPN Authorisations V Ge Get CPN Authorisations V Ge Search Results Watching records will appear here. | X |
| 📺 Transaction Dates | Matching records will appear nere. | |

Transaction Dates Search

| Search Target Details | First Level Search Results | Second Level Results (Drill Down)) |
|-----------------------|--|--|
| CPN | En totallista på alla CPN under den sökta perioden. | Per CPN: Allt data på valt CPN, t.ex.utställt och draget belopp giltighetstid, Mechant m.m. |

Man väljer fr.o.m. och t.o.m. datum, väljer vilken tranaktionstyp man vill se i rullisten och klickar sen på Go. Resultatet visas i nedre delen av bilden:

| orbiscom | custon | ner service s | ystem | | | | | | | | | | | |
|-------------------------------|------------|---------------------------|--------------------|--------------------|------|-----------------------|------|-------------------|-------------------------|---|-----------------------|------------------------|-----|-----------|
| Q Search and Display | Sei | arch by Transaction D | ates | | | | | | | | | | | x |
| Please select search criteria | Please er | nter search criteria, the | an select one of t | he search options. | | | | | | | | | | |
| 🔷 Credit Card Number | Start Date | 15 💟 Septembe | er 🔽 2008 🔽 | 14 🕶 : 26 | ~ | Options | Get | CPN Authori | sations 🔽 | | Go | | | |
| O CPN | End Date | 15 💟 October | 2008 | 14 💉 : 26 | ~ | | | | | | | | | |
| S Customer Name | - | | | | | | | | | | | | | |
| 🏦 Login Id | ОСР | N Authorisations betw | ween 14:26 15 | September 2008 ar | nd 1 | 4:26 15 October | 2008 | | | | | | | |
| Transaction Dates | Ke | cords 1 to 3 or 3 | | | | | | | | | | | | |
| de Mais Masu | _ | Date | Tx Type | CPN | ٥ | Credit Card Number | \$ | Billing Amount | Transaction Currency | ٥ | Transaction Amount | \$ Merchant Name | ç s | itatus 🗘 |
| Main Menu | Details | 2008-09-18 04:54:19 | Authorisation | 5299241147167141 | | 4123464122129341 | | 31.6 | | | | | U | Insettled |
| | Details | 2008-09-18 04:54:03 | Authorisation | 5299241147167141 | | 4123464122129341 | | 31.6 | | | | | U | Insettled |
| | Details | 2008-09-18 04:53:07 | Authorisation | 5299241147167141 | | 4123464122129341 | | 31.6 | | | | | U | Insettled |
| | Details | 2008-09-18 04:46:02 | Authorisation | 5299241147167141 | | 4123464122129341 | | 31.6 | | | | | U | Insettled |
| | Details | 2008-09-18 04:43:54 | Authorisation | 5299241147167141 | | 4123464122129341 | | 31.6 | | | | | U | Insettled |
| | Back | 1 | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |

Transaction Dates Search – Results

Fields

| Text | Orbiscom | Swedbank |
|----------------------|--|--|
| Date | Date/Time Stamp of Authorisation | Datum/Klockslag på auktorisationen |
| ТХ Туре | Type of Authorisation message | Typ av auktorisation |
| CPN | 16 digit number of virtual card | Det 16 ställiga numret på det virituella kortet |
| Credit Card Number | Real Card number | Det fysiska kortnumret |
| Billing Amount | Amount in Cardholder currency | Belopp i SEK |
| Transaction Currency | Currency in which Merchant has processed transaction | Det valutaslag som butiken har presenterat transaktionen i |
| Transaction Amount | Amount of transaction in Merchant currency | Antal transaktioner i butikens valutaslag |
| Merchant Name | Merchant Name | Butikens namn |
| Status | Transaction Status | Status på transaktionen |

5 Registration – Ändra kunddata

I "Customer maintenance" kan man lägga upp och ändra kunders data. Valet visas endast om man har behörighet. Vi ska aldrig lägga upp nya kunder direkt i CSS. Kunden ska själv ansluta sig via Internetbanken. Detta för att säkerheten ska garanteras.

Dessa tre val finns::

- New Account = nyupplägg kund. Ska inte användas.
- Modify Account = Borttag av tjänsten e-kort och ändring av status på fysiskt kort
- Modify CPN = ändring av status på CPN

5.1 Modify Account

I "Modify Account" ändrar men uppgifter på kunden eller tar bort tjänsten e-kort från kunden. Följande bild presenteras när man valt Modify:



Modify Account

Man fyller i sökvärde och klickar på Go. När man får fler träffar på sitt sökvärde visas visas följande bild:

| 🤌 Customer Service System - Windows I | Internet Explorer provid | led by Swedbank AB | | _ | _ | | _ | _ | | P 🔀 |
|---|--|--|---|--|---------------------|--------------------------------|------------------|--------|------------------|------------|
| G + ttp://ekorttest.swedbank.se/webcss/ | | | | | | 🗸 🍫 🗙 Live Search | 1 | | | P - |
| | | | | | | | | | | |
| 😪 💠 🔡 🗸 😑 Startsida Kanal 1 | Customer | Service System 🗙 | 6 HP Quality Cer | nter 9.2 | | 🗿 • 🖻 - d | 🚽 🔹 🧊 Sįd | la 🕶 🌀 | Verkt <u>v</u> g | • * |
| orbiscom | customer se | rvice systen | า | | | | | | | |
| 8 Registration | 🗟 Account Mo | dification | | | | | | | [| × |
| Please select option | Please identify the Enter a Customer N Enter Credit Card N Enter Login Id to re | account by Custome lame to retrieve a li lumber to retrieve a strieve a list of custo | er Name, Credit ist of customers I list of account I omers with simila | Card Number o with similar nan holders. ar Login Ids. | r Login Id. nes. | | | | | 111 |
| Modify Account | Account Identifier | Customer Name | 🖌 : test% | | | Go | | | | ~ |
| Main Menu | Customer N Records 1 t Click the Customer Cards. | ames Matching 't o 19 of 19 r button to modify th | est%' | omer details or (| click the Ca | rds button to assign or | modify the | custon | ner's | <u>^</u> |
| | Options | Customer Name | Login Id | Login Name | Customer | Create Date | Password Hint | РАМ | Failed | Em Ad |
| 1 | Customer Cards | TEST | 3802010102 | | Active | 2005-08-22 14:21:59 | | | , | |
| | Customer Cards | TEST | 4701061113 | | Active | 2005-08-22 14:22:00 | | | | |
| | Customer Cards | Test Berta | 8804240441 | | Active | 2003-09-03 13:44:00 | | | | |
| | Customer Cards | TEST E-KORT | 2109082525 | | Active | 2007-02-27 10:38:59 | | | 0 | |
| | Customer Cards | TEST E-KORT | 5303174444 | | Active | 2007-02-27 10:03:53 | | | | |
| | Customer Cards | TEST E-KORT | 6704050902 | | Deleted | 2007-02-27 10:31:35 | | | | |
| | Customer Cards | TEST E-KORT | 8708223774 | | Active | 2007-03-15 08:11:15 | | | | |
| | Customer Cards | TEST KONTO | 3302010107 | | Active | 2005-08-22 14:21:59 | | | | |
| | Customer Cards | TEST TESTSSON | 7704051577 | 1111 | Active | 2008-03-12 10:38:06 | | | | > |
| Klar | | | | | | 🧐 Lokalt intranät | | | 100 % | • |

Modify Account – Account List

Man väljer rätt kund och klickar på "customer button", då visas denna bild med kunddetaljer:

| orbiscom | customer service system | |
|----------------------|---|---|
| Registration | Count Modification | × |
| Please select option | Please identify the account by Customer Name, Credit Card Number or Login Id. Enter a Customer Name to retrieve a list of customers with similar names. Enter Credit Card Number to retrieve a list of account holders. Enter Login Id to retrieve a list of customers with similar Login Ids. | |
| Modify CPN | Account Identifier Customer Name 💉 : te Go | ~ |
| 🖊 Main Menu | Please modify customer details or click the Cards button to modify details of Cards assigned to this customer. | |
| | Customer Name temptest Login Name NOADDRESS Password ? Re-enter Password ? Password Hint | |
| | Back Modify Delete Reset Cards | |

Modify Account – Customer Details

Uppgifter som har med löseonord att göra dvs; Password, Re-enter Password, Password Hint och PAM, används inte av banken. Kundens behörighet styrs av samma behörighetssystem som vid inloggning till Internetbanken med personlig kod.

De fem knapparna längst ner i bilden betyder:

| Button | Action |
|--------|--|
| Back | Gå tillbaka till föregående skärmbild |
| Modify | Uppdatera förändringarna |
| Delete | Tar bort tjänten e-kort från kunden. Kräver bekräftelse. |
| Reset | Rensar ändringarna |
| Cards | Visar kundens kort |

När man klickar på "Modify" visas nedanstående bild:

| (9) orbiscom | customer service system | |
|---|---|-----|
| Registration | Count Modification | × ^ |
| Please select option New Account Modify Account Modify CPN | Please identify the account by Customer Name, Credit Card Number or Login Id. Enter a Customer Name to retrieve a list of account holders. Enter Credit Card Number to retrieve a list of account holders. Enter Login Id to retrieve a list of customers with similar Login Ids. Account Identifier Customer Name Image: Customer Name Image: TE Go Image: Customer Details - temptest | |
| 🖊 Main Menu | Customer details have been modified Please modify customer details or click the Cards_ button to modify details of Cards assigned to this customer. Customer Name lemptest Login Name NOADDRESS 2 | |
| | Password [?] Re-enter Password | |
| | PAM Email Address Status Active V Modify Delete Reset Cards | |

Modify Account – Confirmation

När man klickar på "Delete" – som tar bort tjänsten e-kort från kunden, visas denna bild:

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| orbiscom | customer service system | |
|----------------------|---|---|
| Registration | Count Modification | × |
| Please select option | Please identify the account by Customer Name, Credit Card Number or Login Id. Enter a Customer Name to retrieve a list of customers with similar names. Enter Credit Card Number to retrieve a list of account holders. Enter Login Id to retrieve a list of customers with similar Login Ids. | |
| Modify Account | Account Identifier Customer Name 💌 : te Go | ~ |
| 🖊 Main Menu | Are you sure you wish to delete this customer? | |
| | Customer Name temptest | |
| | Login Name NOADDRESS ? | |
| | Password ? | |
| | Password Hint | |
| | РАМ | |
| | Email Address | |
| | Status Active 📉 | |
| | Cancel Confirm Delete | |

Modify Account – Delete

Denna bild visas om man klickar på "Cards":

| orbiscom | customer service system | | | | | | |
|----------------------|---|--|--|--|--|--|--|
| Registration | Carl Account Modification | | | | | | |
| Please select option | Please select option Please identify the account by Customer Name, Credit Card Number or Login Id. Enter a Customer Name to retrieve a list of customers with similar names. Enter Credit Card Number to retrieve a list of account holders. Enter Login Id to retrieve a list of customers with similar Login Ids. | | | | | | |
| Modify CPN | Account Identifier Customer Name 💉 : te Go | | | | | | |
| 🖊 Main Menu | Records 1 to 1 of 1 | | | | | | |
| | Click the Modify button to modify the selected Card details or click the Default button to set the selected Card as the customer's default Card. | | | | | | |
| | Options Default Card Type Credit Card Number Expires Primary Card Currency Card VCard Card (MM/YY) Status Nickname Status | | | | | | |
| | Modify Default Bankkort Visa Ung 5284000000108908 01/06 Active kr Active | | | | | | |
| | Back Assign New Card Customer Details | | | | | | |

Modify Account - Card List

De fem knapparna längst ner i bilden betyder:

| Button | Action |
|------------------|--|
| Modify | Öppnar ny bild för att ändra uppgifter |
| Default | Här ändrar man Default kort |
| Back | Tar dig tillbaka till föregående bild |
| Assign New Card | Ska inte användas |
| Customer Details | Tar dig till "Customer Details" |

När man klickar på "Modify" visas nedanstående kortdetaljer. Här kan man ändra Nickname och status på kortet:

| (9) orbiscom | customer service system | |
|---|---|---|
| Registration | Count Modification | × |
| Please select option New Account Modify Account | Please identify the account by Customer Name, Credit Card Number or Login Id. Enter a Customer Name to retrieve a list of customers with similar names. Enter Credit Card Number to retrieve a list of account holders. Enter Login Id to retrieve a list of customers with similar Login Ids. | |
| Modify CPN | Account Identifier Customer Name : Ite Go | ~ |
| 🖊 Main Menu | Please modify Card details or click the Services button to modify services for temptest. | |
| | Credit Card Number 528400000108908 | |
| | Primary Account Holder Name temptest | |
| | Expiry Date (MM/YY) 01/06 | |
| | Nickname | |
| | VCard Status Active Primary Card Status Active | |
| | Back Modify Delete Reset Services | |

Modify Account – Card Details

De fem knapparna längst ner i bilden betyder:

| Button | Action |
|----------|---|
| Back | Tar dig tillbaka till föregående bild |
| Modify | Uppdaterar förändringarna |
| Delete | Tar bort tjänten e-kort från kunden. Kräver bekräftelse. |
| Reset | Rensar ändringarna |
| Services | Används inte, då vi endast erbjuder en service på denna plattform – e-kort |

Status Information:

Status = CPN User [Status]

| STATUS | Char (1) | not null | 'A' – Active | Active |
|--------|----------|----------|--|-----------------|
| | | | 'B' – Blocked | Blocked |
| | | | 'l' – Inactive | Disabled |
| | | | 'D' – To be Deleted. | |
| | | | 'U' – Must change userid and password before next use. | |
| | | | 'L' – Registered, not logged in yet. | Registered |
| | | | 'P' – Must change password before next use. | Change Password |
| | | | 'Z' – Archive. | |

Web CSS Users can set the values in **BOLD**

5.2 Modify CPN

Om man behöver ändra ett CPN väljaer man "Modify CPN". Sökvärdet är:

- Det 16 siffriga CPN
- Det 16 siffriga fysiska kortnumret

Följande bild visas:

| orbiscom | customer service system | |
|--|---|---|
| Registration | O CPN Modification | x |
| Please select option | Please identify the CPN record(s) by CPN or Credit Card Number. Enter a CPN to retrieve the CPN details. Enter Credit Card Number to retrieve a list of CPNs assigned to that Card. | |
| Modify Account Modify CPN | CPN Identifier CPN CPN Credit Card Number Search Results | |
| 🖨 Main Menu | Matching records will appear here. | |

Modify CPN

Om man väljer Credit Card number och klickar på "Modify" visas:

| orbiscom | customer service | e system | | | | | | | |
|---|---|---|---------------------------|----------------------|----------------------------|------------------------------|--------------------|------------------|---|
| Registration | O CPN Modification | | | | | | | | x |
| Please select option New Account Modify Account Modify CPN | Please identify the CPN reco Enter a CPN to retrieve the CP Enter Credit Card Number to n CPN Identifier Credit Ca | ord(s) by CPN or Credit Card N details. etrieve a list of CPNs assigned rd Number 💉 : 412346 | Number. I to that Card | £ | Go | | | | ~ |
| 🛻 Main Menu | Records 1 to 18 of 1 Click the Modify button to m 4123464122129341. Delete All | a123404122129341 - CPI 8 odify the selected CPN or cl | ick the Dele | e te All butt | on to delete all CPNs assi | gned to Cred | it Card Nu | mber | |
| | Options CPN | CPN Issue Date | Expires (MM/YY) | CPN Status | Last Updated | Completion Reason Code | Written to XRef | Customer Name | |
| | Modify 5299241179011 | 696 2007-03-28 12:09:33 | 04/07 | Issued | 2007-03-28 12:09:33 | None | | Lydia Redford | |
| | Modify 5299241131319 | 831 2007-03-28 11:40:09 | 08/07 | Issued | 2007-03-28 11:40:09 | None | | Lydia Redford | |
| | Modify 5299241192163 | 292 2007-03-28 11:37:10 | 04/07 | Issued | 2007-03-28 11:37:10 | None | | Lydia Redford | |
| | Modify 5299241173138 | 495 2007-03-28 11:34:15 | 04/07 | Issued | 2007-03-28 11:34:15 | None | | Lydia Redford | |
| | Modify 5299241185683 | 033 2007-03-28 10:30:07 | 04/07 | Issued | 2007-03-28 10:30:07 | None | | Lydia Redford | |
| | Modify 5299241197388 | 456 2007-03-28 10:09:17 | 04/07 | Issued | 2007-03-28 10:09:17 | None | | Lydia Redford | |
| | Modify 5299241192717 | 667 2007-03-28 10:08:50 | 04/07 | Issued | 2007-03-28 10:08:50 | None | | Lydia Redford | |
| | Modify 5299241148681 | 785 2007-03-28 09:29:45 | 04/07 | Issued | 2007-03-28 09:29:45 | None | | Lvdia Redford | ~ |

Modify CPN - Search by Credit Card Number

Väljer man "CPN" kommer man till Modify CPN Screen:

| orbiscom | customer service system | |
|---|---|---|
| Registration | O CPN Modification | x |
| Please select option | Please identify the CPN record(s) by CPN or Credit Card Number. Enter a CPN to retrieve the CPN details. Enter Credit Card Number to retrieve a list of CPNs assigned to that Card. | |
| Modify AccountModify CPN | CPN Identifier CPN | |
| 🖊 Main Menu | Please modify CPN details. | |
| | CPN 5299241147167141 Customer Name Lydia Redford Credit Card Number 4123464122129341 CPN Status Authorised V Completion Reason Code None V Back Modify Delete Reset | |

Modify CPN – Details

De fyra knapparna längst ner i bilden betyder:

| Button | Action |
|--------|--|
| Back | Tar dig tillbaka till föregående bild |
| Modify | Uppdaterar förändringarna |
| Delete | Tar bort tjänten e-kort från kunden. Kräver bekräftelse. |
| Reset | Rensar ändringarna |

5.2.1 Modification Permitted

Dessa koder finns att välja för Status och Reason Code:

| Data | Values |
|------------------------|---------------------------|
| Status | 'l' – Issued |
| | 'A' - Authorised |
| | 'S' - Settled |
| | 'C' - Completed |
| | 'X' - Cancelled |
| Completion Reason Code | 'LT' – Lost |
| | 'ST' - Stolen |
| | 'FA' - Fraud |
| | 'AL' - Counterfeit |
| | 'CO' - Compromised |
| | 'EX' - Expired |
| | 'AT' - Account Takeover |
| | 'CB' - Closed by Bank |
| | 'CM' - Closed by Customer |

6 Administration – Administrera CSS

Behörighet för Web CSS användare administreras via detta val i Main Menu. Valet syns endast för de som har behörighet.

6.1 Web CSS User List

För att lista alla behöriga användare i Web CSS, klickar man på "CSS User List":

| orbiscom | custon | ner service syst | tem | | | | |
|----------------------|---------|-------------------|------------------|-----------------|---------------|---------------|--------|
| Administration | Se cs | 5 User List | | | | | |
| Please select option | Re | cords 1 to 3 of 3 | | | | | |
| Sa CSS User List | Options | Name | User Group Title | Login Name | Failed Logins | Time Zone | Status |
| | Modify | OREPRESENTATIVE | Representative | OREPRESENTATIVE | 0 | Europe/London | Active |
| New CSS User | Modify | OSUPERUSER | CSS Superuser | OSUPERUSER | 0 | Europe/Dublin | Active |
| CSS User Groups | Modify | OSUPERVISOR | Supervisor | OSUPERVISOR | 0 | Europe/London | Active |
| | Dack | | | | | | |

Web CSS User List

Klickar man på knappen "Modify" får man upp nedanstående bild och kan göra uppdateringar på användare:

| orbiscom | customer service system | | |
|----------------------|---|--|--|
| Administration | CSS User Details - OREPRESENTATIVE | | |
| Please select option | Please modify CSS user details or select one of the options below. | | |
| 🝇 CSS User List | Name ORE PRESENTATIVE | | |
| New CSS User | User Group Representative | | |
| 👌 CSS User Groups | Login name OREPRESENTATIVE (uppercase) | | |
| 🖊 Main Menu | Password (case sensitive) Re-enter Password 3 Password Expiration (Days) 30 v (0 = password does not expire) Login Attempts Allowed 3 Failed Logins 0 Time Zone Europe/London CSS User Status Active Back Modify Delete Reset | | |

| , II | 5 |
|--------|--|
| Button | Action |
| Back | Tar dig tillbaka till föregående bild |
| Modify | Uppdaterar förändringarna |
| Delete | Tar bort behörigheten i CSS för denna användare. Kräver bekräftelse. |
| Reset | Rensar ändringarna |

De fyra knapparna längst ner i bilden betyder:

6.1.1Password Control

- Web CSS behörighetsadministratör kan ändra alla användares lösenord.
- Web CSS behörighetsadministratör kan tvinga en användare att byta löseord nästa gång hon loggar på. Ska alltid anges vid nyupplägg.
- Giltighetstiden för lösenord kan anges. 30 dagar rekommenderas.
- Minimum och maximum längd på lösenord kan anges. Lösenordet ska bestå av minst 6 positioner.
- Man kan blanda versaler och gemener. Undvik att använda bokstäver som t.ex. å,ä och ö.

6.2 New CSS User

Här lägger man upp nya användare I CSS. Klickar man "New CSS User" visas följande bild:

| orbiscom | customer service system |
|----------------------|--|
| Administration | CSS User Registration - New CSS User |
| Please select option | Please enter CSS user details. |
| SS User List | Name |
| New CSS User | User Group Supervisor 🗸 |
| G CSS User Groups | Login name (uppercase) |
| | Password (case sensitive) |
| 🖊 Main Menu | Re-enter Password |
| | Password Expiration (Days) 30 💟 (0 = password does not expire) |
| | Login Attempts Allowed 3 |
| | Failed Logins 0 |
| | Time Zone GMT |
| | CSS User Status Active |
| | |
| | Cancel Register |
| | |
| | |
| | |
| | |
| | |

Create New CSS User

Behörighetsadministratören fyller i rätt data (se ovan) och klickar på Register.

User Groupenligt separat instruktionLogin nameanvändarens normala p-id (t.ex. p105XXX)Login Attempts Allowdska vara 3Time Zoneska vara Europé/StockholmCSS User Statusska anges till Change Password at Next Login

6.3 SS User Groups

I CSS User Groups kan man skapa och ändra behörighetsgrupper. Behörighetsgrupper skapas för att man enkelt kan ge en ny användare rätt behörighet, beroende på var och med vilka uppgifter hon jobbar med. När man klickat på "CSS User Groups" visas följande bild:

| orbiscom | customer service system |
|----------------------|---|
| Administration | 🚱 CSS User Groups |
| Please select option | Records 1 to 3 of 3 |
| SS User List | Click the Modify button to modify the selected user group details or click the Create button to create a new user group. Click the Users button to display the list of users belonging to the selected user group. |
| New CSS User | Options Title Access |
| CSS User Groups | Search and Display CVV Account CPN CSS Admin Display Registration Registration |
| Main Menu | Modify Users CSS Superuser V V V |
| | Modify Users Supervisor |
| | Modify Users Representative |
| | Back Create |

Web CSS User Groups

| De fyra | knapparna | längst ner i | i bilden | betyder: |
|---------|-----------|--------------|----------|----------|
|---------|-----------|--------------|----------|----------|

| Button | Action |
|--------|---|
| Modify | Uppdaterar förändringarna |
| Users | Lista på alla användare inom denna behörighetsgrupp |
| Back | Tar dig tillbaka till föregående bild |
| Create | Skapa en ny behörighetsgrupp |

6.3.1 Modify User Group

För att ändra I en behörighetsgrupp klickar man på "Modify" och följande bild visas:

Modify Web CSS User Group

Knapparna längst ner i bilden betyder:

| Button | Action |
|--------|---------------------------------------|
| Back | Tar dig tillbaka till föregående bild |
| Modify | Uppdaterar förändringarna |
| Reset | Rensar ändringarna |

För att lägga till behörighet till en grupp bockar man i de rutor som gruppen ska ha, resp. bockar ur det som gruppen inte ska ha tillgång till.

6.3.2View Users within a Group

Om man vill se vilka användare som finns under en viss behörighetsgrupp klickar man på Users. Följande bild visas då:

Web Customer Service System User Guide 1.2

| (9) orbiscom | custom | er service sy | rstem | | | | |
|-------------------------------|--|---------------------|--------------------------------|---------------------------|--------------------|----------------------------|------------------|
| Administration | CSS User List - Supervisor users Records 1 to 1 of 1 | | | | | | |
| 🍇 CSS UserList | Options Modify | Name OSUPERVISOR | User Group Title Supervisor | Login Name OSUPERVISOR | Failed Logins 0 | Time Zone Europe/London | Status Active |
| 🚱 CSS User Groups 📣 Main Menu | Back | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Web CSS User Group – View Users

Klickar man på "Modify" här så kan man ändra uppgifterna på denna användares behörighet.

6.3.3 Create New User Group

Om man vill skapa en ny behörightesgrupp väljer man "Create". Nedanstående bild visas. En ändring av behörighetsgrupp beslutas av Produkt och systemansvarig.

| orbiscom | custon | er service sy | stem | |
|---|---|--|--|--------------|
| Administration | ScSS User Group Registration - New CSS User Group | | | |
| Administration Please select option CSS UserList New CSS User CSS User Groups Main Menu | CSS Please ent Title Access | Functionality Functionality Search and Display Display CVV Account Registration CPN Registration CSS Admin Cancel Regist | Enabled V V Enabled V Enabled V Enabled | s User Group |
| | | | | |

Web CSS - Create User Group

Man börjar med att namnge den nya behörighetsgruppen och klickar sen i för vilka behörigheter gruppen ska ha. Bekräfta via att klicka på "Register".

7 Index of Displayed Information

7.1 Display Functionality

- Data displayed may be refreshed manually using the Browser's page reload/refresh functionality.
- The data listed below is subject to change and may differ on an issuer or client basis.

7.2 Customer Details

- Name
- Contact details
- Status
- Record creation date
- List of registered cards (See Section 7.3 Card Details).

7.3 Card Details

- Credit card number
- Expiry date
- AVV
- Card product description
- Nickname (for VCards)
- Default card
- Status
- List of registered services (e.g. CPN, 3D Secure for VCards)

7.4 CPN Details

7.4.1 General

- CPN number
- Issue date
- Currency
- Name of customer to whom issued
- Status

- Date last updated
- Completion reason code (if any)
- Written to XRef file status
- Summary of real card details (card product, expiry, status)
- VCard status
- Limitations applying to CPN usage
- Details of CPN usage
- Number of authorisations
- Number of settled transactions
- Cumulative amounts authorised and settled
- List of authorised transactions (See Section 7.4.2 <u>Authorisations</u>).
- List of settled transactions (See Section 7.4.3 <u>Settled Transactions</u>).

7.4.2 CPN Authorisations

- Date
- Transaction Type
- Billing amount and currency
- Transaction amount and currency
- Transaction ID
- Merchant name / ID
- Authorisation code
- Response code / description
- Request / Response MTIDs
- Status

7.4.3 CPN Settled Transactions

- Date
- Transaction Type
- Transaction ID
- Billing amount and currency
- Transaction amount and currency
- Merchant details (name, ID, location)
- Authorisation code
- Acquirer reference number
- Fraud notification
- Status