

Saferpay Mail-/Phone-Order

Quick guide

CREDIT CARD PAYMENT

1 Access via saferpay.com/BO/Login

2 Log in with your username and password.



Login My Saferpay

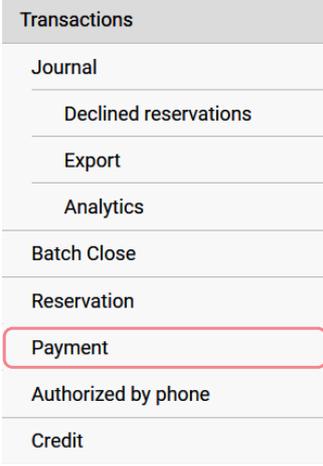
To use My Saferpay, login with you user name and password.

Username

Password

Sign in

3 Under "Transactions" select the menu option "Payment".



Transactions

Journal

Declined reservations

Export

Analytics

Batch Close

Reservation

Payment

Authorized by phone

Credit

4 Select your terminal.



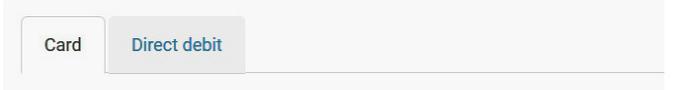
Payment

19305706
Phone-Mail

Call Center
Success Shopping Co., Erfolgsstraße 1a, DE-12345 Berlin



5 Choose whether you would like to create a card payment or electronic direct debit. These options are available only after conclusion of the corresponding processing contracts.



Card Direct debit

6a Create card payment

- Use the field "Reference number" to assign payments more easily in your system.
- The "Reason for payment" field is displayed by most card issuers in the transaction list and allows the purchaser the assignment of the payment.
- If you enter an e-mail address in the field "The purchaser's e-mail address", the purchaser receives an automatically generated e-mail in the chosen language as payment confirmation after payment is completed.
- If you enter an e-mail address in the field "Your e-mail address", you or an employee receive(s) an e-mail as payment confirmation.

Payment

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Card

Direct debit

Card number

Expiry date MM/YY /

Owner name

Card verification code (CVC)

Amount

Reference number

Sales description

Reason for payment

The purchaser's e-mail address

Your e-mail address

Preauthorization Normal (Final) Authorization

Execute

6b (optional)

Confirmation of the payment by the purchaser

If you have activated DCC for your processing contract and the purchaser would like to pay with a foreign card, the purchaser must confirm the use of DCC.

Dynamic Currency Conversion ×

Please select the preferred debiting currency.

Sales total	100,00 EUR
Exchange rate	1 USD = 0,8549811 EUR
Mark-up exchange rate	3.5%
Amount	116,96 USD

100,00 EUR

116,96 USD

i Information on Dynamic Currency Conversion (DCC) from Worldline

The following information must be given to the DCC cardholder:

What is DCC?
DCC is the conversion by the merchant of prices for goods and services into the cardholder's currency (DCC currency) at the point of sale. With DCC services, the card currency is used for the payment transaction, regardless of the merchant's currency.

Freedom of choice with DCC
It is entirely up to the cardholder to decide whether to use DCC for the payment.

6c Create an electronic direct debit

- The field "Mandate reference" is used by the bank to assign the direct debit payment between you as merchant and the purchaser.
- Use the field "Reference number" to assign payments in your system.
- The field "Sales description" allows the purchaser the assignment of the payment.
- If you enter an e-mail address in the field "The purchaser's e-mail address", the purchaser receives an automatically generated e-mail in the chosen language as payment confirmation after payment is completed.
- If you enter an e-mail address in the field "Your e-mail address" you or an employee receive(s) an e-mail as payment confirmation.

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Card

Direct debit

IBAN

Owner name

Mandate reference

Amount

Reference number

Sales description

The purchaser's e-mail address

Your e-mail address

Execute

7 The result of the online authorisation is displayed within a few seconds.

Action has been completed successfully.

Show the transaction `xMdbIjAfGrpKvAIQz9pAAkHGSfxb` details.

PAYMENT FUNCTIONS

Payment	Credit card payments are authorised online and then automatically captured. The result is displayed within a few seconds.
Reservation	The payment amount is authorised and reserved online. In the Saferpay Backoffice the transaction is displayed in the journal as "Reservation". The payment is transacted only when you have captured the reservation.
Payment authorised by telephone	You can process a card payment after telephone authorisation. For this you require an authorisation number issued by telephone.
Credit	Use this function to credit a sum to a cardholder.
Cancellation	Alternatively: You can cancel transactions provided they have the status "Reservation". All transactions can be displayed in the journal overview. Click on "Details" to access the "Cancel" option.

ADMINISTRATIVE FUNCTIONS

Journal	In the Saferpay journal you have the option to search for individual transactions, display cancelled and old reservations or export data.
Daily closing	Payments and credits are submitted to the credit card companies with the daily closing. Already executed daily closings can be viewed under "Batch close".
Settings	Here you find settings for notifications and an overview of your Saferpay terminals.

PROCESSING OPTIONS

Card verification number	The three-digit sequence is printed directly after the credit card number in the signature strip on the back of the card.	
Card verification number (American Express)	The four-digit verification number for American Express however is located on the front of the credit card.	
Reference number	This is an optional field on the credit card payment form. You can use it to label transactions with your own order number.	
Sales description	This is an optional field on the credit card and direct debit payment form. The sales description is displayed on the customer's credit card statement.	
Logout	You can exit the Saferpay Backoffice using the "Logout" button. The session ends automatically if there is no activity after 30 minutes.	

IMPORTANT

Posting reservations	Reservations must be captured within a few days. Otherwise the authorised payment amount expires. Please enter the payment in the Saferpay journal area.
Executing daily closing	Only after a daily closing statement are the payments submitted to the credit card companies and credited to your bank account according to payment due date. Therefore a daily batch close must be executed. You can configure your account to automatically execute the daily closing statement once every day (10 pm). Reservations are only submitted if they have been captured. Open reservations are displayed in the journal area.
User ID and password	Only personnel authorised by you should have access to your login details. Please keep these details in a safe place.
User manual	The user manual and other information is available in the download area of your Saferpay Backoffice.

Your local point of contact can be found at: worldline.com/merchant-services/contacts

