User Manual

My Transactions

Content

1 Introduction

Using My Transactions it is easy to check the details of the payments and transactions for the card brands that you offer.

If you have several locations and/or terminals, then it's also easy to view the payments or transactions for a specific location or terminal.

And if you want to export, download or print the details of the payments, transactions and contracts, you can choose from CSV, XML or PDF format. You can find examples of these types of files at the end of this manual.

1.1 Viewing transactions and payments

Using My Transactions, you can view, download and print transactions and payments at cluster, merchant, contract, location and terminal level.

1.2 Browser requirements for My Transactions

To use My Transactions, you require a computer with an internet connections with one of the following operating systems and browsers:

- Windows 8 with service pack 1, with Internet Explorer 9 or later or the latest version of Firefox;
- Windows 7 with service pack 1, with Internet Explorer 9 or later or the latest version of Firefox;
- Windows Vista with service pack 2, with Internet Explorer 9 or later or the latest version of Firefox.
- Mac OS X 10.5 or later with the latest version of Safari or Firefox.

To safeguard your data, we strongly recommend that you install the latest version of your browser and ensure that it is kept up-to-date.

To be able to open pdf files, you must have installed Acrobat Reader. You can download it from http://get.adobe.com/nl/reader/

2 Logging in

2.1 How do I log in?

To log in to My Transactions click the link below or copy the URL to the browser:

https://mytransactions.paysquare.eu

When you use the URL for the first time, the following dialog is displayed:
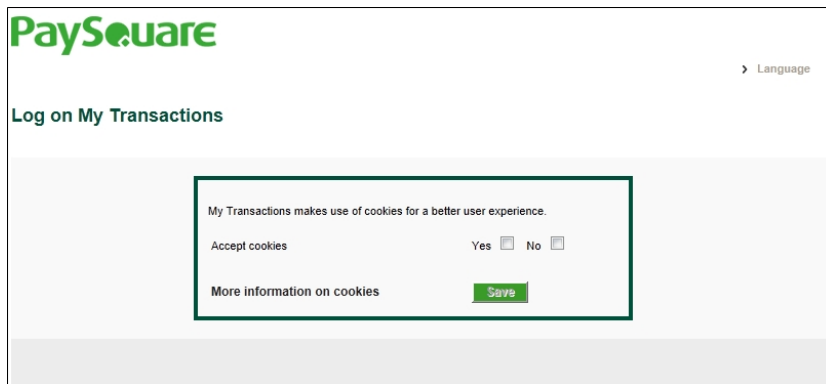
Figure 1 Accept cookie use

My Transactions makes use of cookies to help provide you with the best possible service.

💡 *For more information about using cookies, click 'More information on cookies'. Even if you are already logged in, you can still view the cookie information by clicking the 'Cookie statement' link at the bottom of the page. You also have the option to change your settings for accepting or rejecting cookies on the cookie information page.*

To continue logging in:

1. Select the check box to the right of *Yes* or *No*.
2. Click *Save*.

The log on screen is displayed.

Figure 2 Logging in

1. Enter your *Username* and *Password*.

2. Click *Log on*.

If you do not want to have to enter your username the next time you log in, select the checkbox next to *Remember my username on this computer*. This option is not selected by default. You should only use this option on your own computer; never select it on a shared or public computer.

2.2 Changing your password

When you log in for the first time, you must change your password.

The following screen is displayed:

Figure 3 Change password

2.2.1 Password rules

The following rules apply when entering a password:

- It must be a minimum of 8 characters and a maximum of 20 characters long.
- Your password cannot be the same as your username.
- You must choose a password that you have not used in the previous 12 month period.
- You can use letters, numbers and special characters in your password.
- You must use at least 1 upper-case letter (A - Z), 1 lower-case letter (a - z) and 1 number (0 - 9).
- You can use the following special characters:

  . _ ! @ # $ %

You must enter your new password twice. If your new password is accepted, the following screen is displayed.

Figure 4 Changed password

Now click *OK* to display the My Transactions Homepage.

If the password you entered in the *Repeat new password* field is not the same as the password that you entered in the *New password* field, an error message is displayed on the screen. You must then repeat the process to change the password.
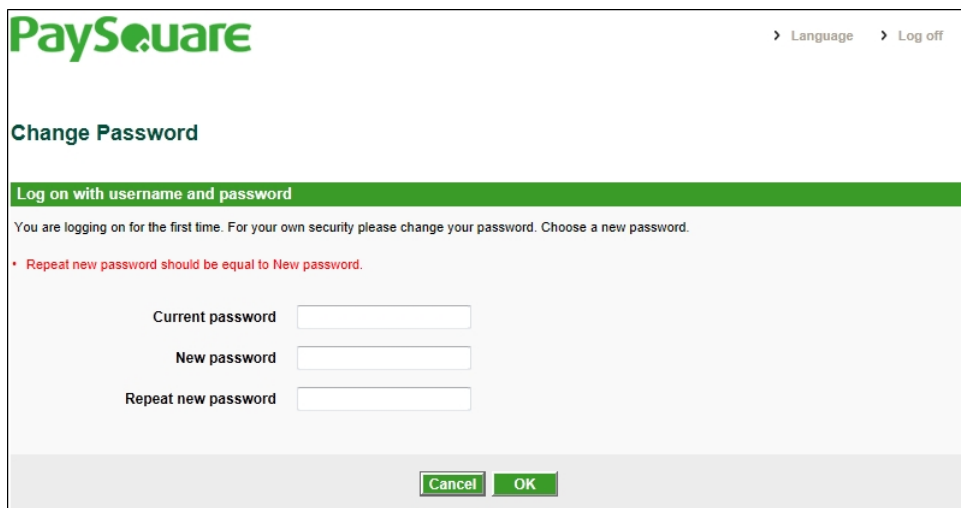
Figure 5 Error message if passwords are not the same

Enter your old and new passwords again. Make sure you enter exactly the same password in the second and third field.

2.2.2 Changing your password when your current password has expired

If your password for My Transactions is more than 30 days old, a message will be displayed asking you to change it.

Once you have logged in, the following screen is displayed:
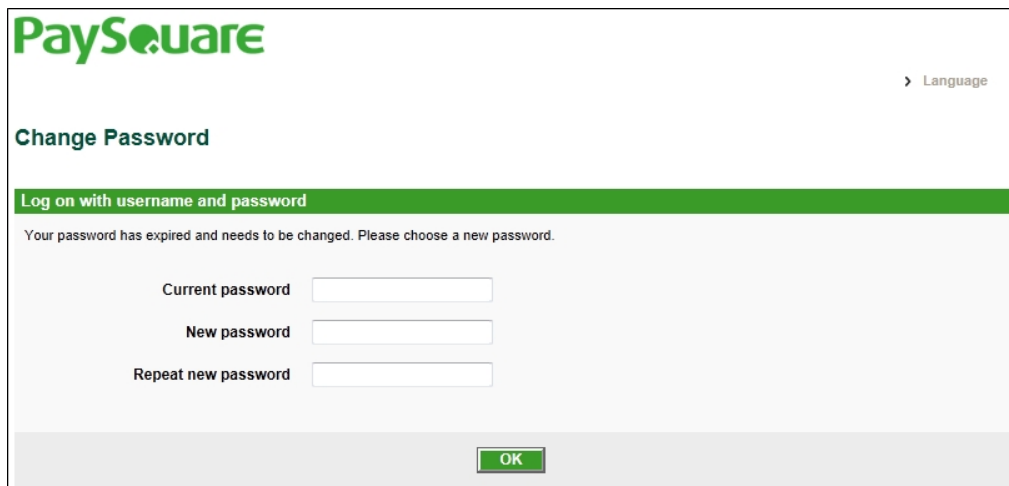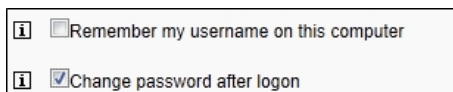
Figure 6 Change password

The process to change your password is the same as when you log in for the first time.

2.2.3 Changing your password

You can change your password at any time.

1. Select the option *Change password after logon*, as shown below.

2. Click *Log on*.

The following screen is displayed:
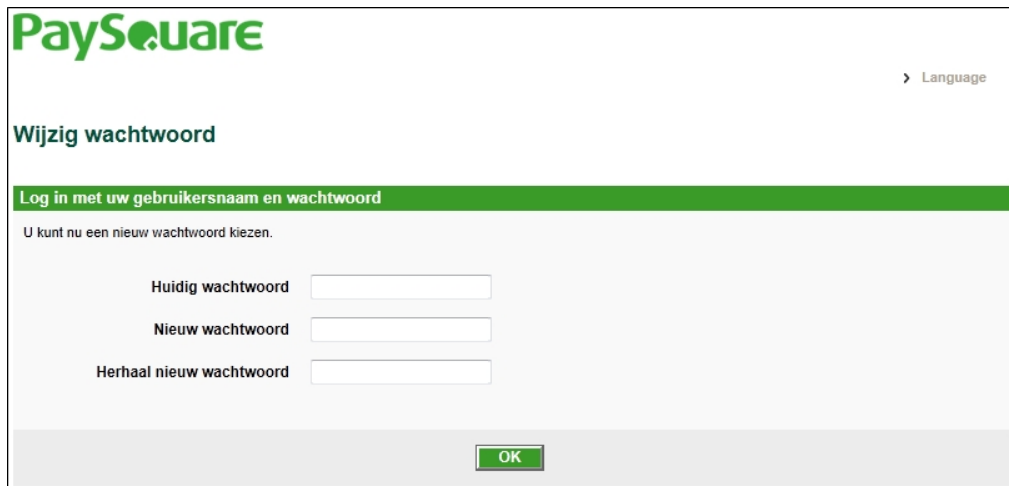
Figure 7 Change password

The process to change your password is then the same as when you log in for the first time.

2.3   Have you forgotten your password?

If you have forgotten your password, you can request a new one.

1. Click *Forgotten your passport?* on the log on screen. The following screen is displayed.
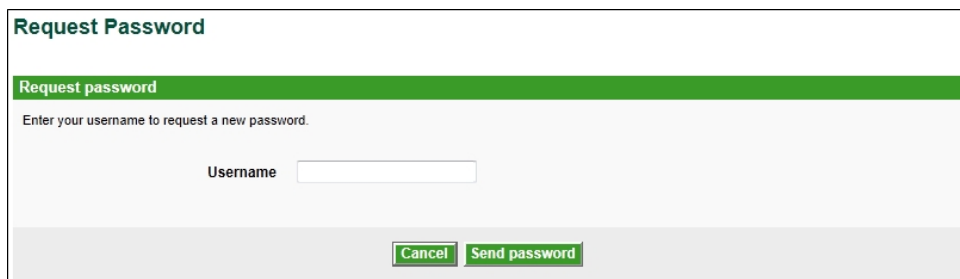
   Figure 8 Requesting a new password

2. Enter your *Username*.

3. Click *Send password*. The following screen is displayed.
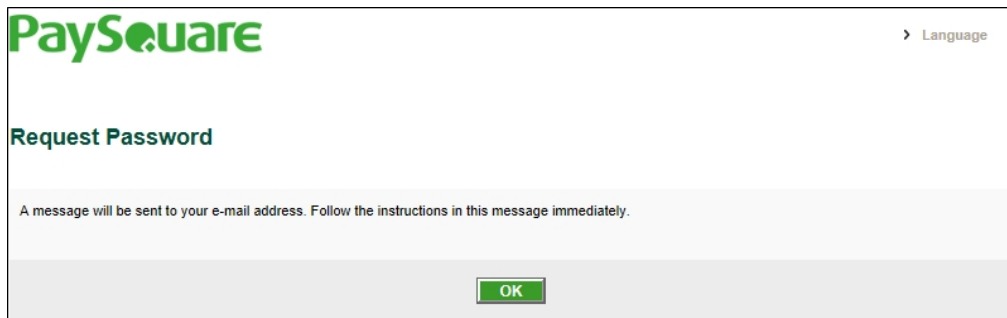
Figure 9 Confirmation of new password request

4. Click *OK* to return the log in screen.

Within a few minutes, you will receive an e-mail containing a link. Click on the link to confirm the password request. After confirmation, the password selection page is displayed where you can enter and confirm the password of your choosing.

⚠ *The request is valid for 20 minutes after you receive the e-mail message. If you do not confirm the request within 20 minutes, you will have to start the request process again.*

⚠ *The e-mail is sent to the e-mail address that you provided previously. If you want to change the e-mail address, please contact PaySquare. The number is 088 385 73 33:*

2.4 Password blocked

Your password will be blocked under the following circumstances:

- You have not logged in to My Transactions for 90 days.
- You have incorrectly entered the *Username* and *Password* combination 3 times.

If your password is blocked, you will see a message on the screen asking you to phone PaySquare. The number is: 088 385 73 33.

2.5 Disclaimer

When you log in for the first time, the disclaimer is displayed. This describes the rules and regulations that you agree to when using My Transactions.

Figure 10 Disclaimer

You must first accept the disclaimer before you can use My Transactions.

Once you have accepted the disclaimer, it is no longer displayed when you log in. It will only be displayed again if there are changes to the text of the disclaimer. In this case, you must accept it again before you can use My Transactions.

2.6 Information button

You will see the ⓘ icon displayed on various screens in My Transactions. When you hover the cursor over the button, extra information about the adjacent field or entering data in the field is displayed. An example is shown below.
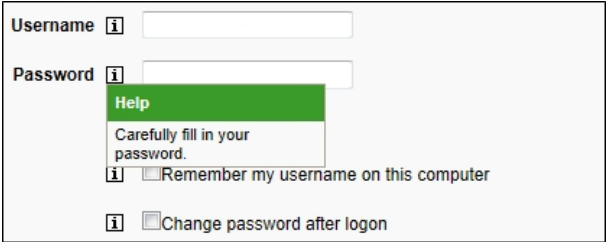
Figure 11 Information button example

3 Using My Transactions

The following information is displayed on all the pages of My Transactions:

- Menu options at the top of the page
- Navigation panel on the left-hand side with the following sections:
  - *Contract*
  - *Information*
  - *Contact*
- Cookie Statement and Disclaimer at the bottom of the page
- *Log off* button

3.1 Selecting menu options

The following menu options are displayed at the top of the page:

Home	Payments	Transactions	Contracts
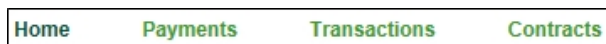
You can select the following options:

- *Home*: to go to the homepage. (See the chapter *Homepage My Transactions*);
- *Payments*: to view payments. See Chapter 4, *Payments*.
- *Transactions*: to view transactions. (See Chapter 5, *Transactions*).
- *Contracts*: To select a contract level. (See the chapter, *Contracts*).

3.2 Navigation panel

The navigation panel on the left-hand side of the page displays contract details, general information and contact details.

3.2.1 Contract details

The general details of your contracts are displayed in the navigation panel under *Contract*.

When you log in, the merchant details are displayed.

Contract
> Merchant
  Secret Garden
  Merchant ID: 211000

Figure 12 Contract details

When you select a contract on the *Contracts* page, the details of the contract are also displayed here.

Contract

> **Merchant**
> Secret Garden
> Merchant ID: 211000

> **Contract**
> Secret Garden for Kids
> Hoofdstraat 8
> 1234 AB Heerenveen
> Netherlands
> Payment level: Contract
> Contract ID: 291000

If you then select a location from the locations overview, you will also see details of the location.

Contract

> **Merchant**
> Secret Garden
> Merchant ID: 211000

> **Contract**
> Secret Garden for Kids
> Hoofdstraat 8
> 1234 AB Heerenveen
> Netherlands
> Payment level: Contract
> Contract ID: 291000

> **Location**
> 291000915892
> Secret Garden for Kids
> Binnetuin 2
> 1234 CD Heerenveen
> Netherlands
> Location ID: 915892

And if you then select a terminal from the terminal overview, you will also see the terminal details.

Contract

> **Merchant**
> Secret Garden
> Merchant ID: 211000

> **Contract**
> Secret Garden for Kids
> Hoofdstraat 8
> 1234 AB Heerenveen
> Netherlands
> Payment level: Contract
> Contract ID: 291000

> **Location**
> 291000915892
> Secret Garden for Kids
> Binnetuin 2
> 1234 CD Heerenveen
> Netherlands
> Location ID: 915892

> **Terminal**
> SG Binnentuin HV
> Terminal
> Terminal ID: AA0020

For more information on the different level, see the chapter *Contracts*.

3.3 Setting the language

You can change the language of My Transactions by moving your mouse over the *Language* option on the home page.

> Language
> Nederlands
> English

You can choose either *Nederlands* or *English*.

3.4 Viewing the newsletters

You can find the newsletters by clicking *Newsletters* on the left-hand side of the page.

Information
> Language
> Newsletters
> Frequently asked questions
> Manuals
> Forms
> Terms and Conditions
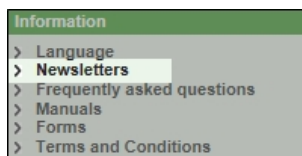
The Newsletters keep you up to date with the latest developments concerning PaySquare.

You will regularly see a newsletter - **Update** - on My Transactions.

In the archive, you will find the - **Update** -. When you click on a newsletter, a PDF-file opens.

3.5 Viewing the Frequently Asked Questions

You can view the Frequently Asked Questions concerning My Transactions by clicking on *Frequently asked questions* on the left-hand side of the page.

Information
> Language
> Newsletters
> Frequently asked questions
> Manuals
> Forms
> Terms and Conditions
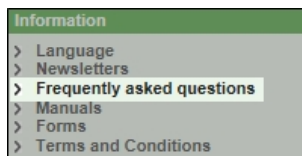
3.6 Viewing the manual

You can view the manual for My Transactions by clicking the *Manual* option on the left-hand side of the home page.
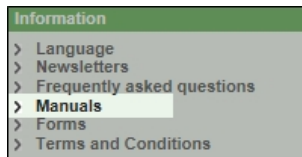
3.7 Viewing the change form

You can, for example, view the change form for My Transactions by clicking *Forms* on the left-hand side:
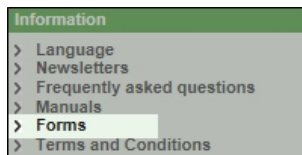
You can use the change form to inform us of any changes to the user's details for My Transactions, for example a change to the e-mail address or that a user should be added or removed.

3.8 Viewing the Terms and Conditions

Click the link *Terms and Conditions* in the left-hand column of the home page to view the Terms and Conditions.
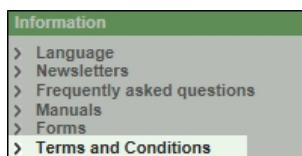
3.9 Contact details

If you have any questions, you can contact PaySquare by calling 088 385 73 33 from Monday to Friday from 08.30 to 21.00.

You can also send an e-mail by clicking the *Contact PaySquare by email* option.

3.10 Viewing the Cookie Statement and the Disclaimer

The Copyright statement is displayed at the bottom of the page. From here, you can also view the Cookie Statement and the Disclaimer.

© PaySquare SE, Trade register Utrecht, no. 30196418. All rights reserved.
Please view our Cookie Statement Disclaimer

3.10.1 Changing the cookie settings

You can change the setting for acceptance or rejection of cookies.

1. Click the link *Cookie Statement* at the bottom of the page. The following text is displayed at the bottom of the page with cookie information.

    Accept the use of cookies or not?
    You can always change your decision to accept or reject cookies. You can change your preference here.

2. Click *here*. A screen is displayed with your current setting for the use of cookies.

    Yes ☑ No ☐
    Save

3. Click *Yes* if you want to accept cookies. Click *No* if you do not want to accept cookies.

4. Click the *Save* button to apply the new setting.

3.11 Logging off

To exit the application in a secure way, click ⟩ Log off at the top right-hand side of the page.

4 Homepage My Transactions

When you log in, the My Transactions homepage is displayed.

Figure 13 Homepage My Transactions

The homepage displays:

- the dashboard with an overview of the transactions from the past 7 days and the monthly and annual turnover.
- the shortcut menu with a short description of the Payments and Transactions options.

You also see the general options that are displayed on all pages of My Transactions, such as the menu options and the navigation panel. For a description of the general options, see the chapter *Using My Transactions*.

4.1 The dashboard

The dashboard on the homepage enables you to see the results of the past 7 days and the turnover from the previous year, shown as a graph.

Results last 7 days									
Date	**Purchases**			**Refunds**			**Chargebacks**		
	Amount	#	Avg.	Amount	#	Avg.	Amount	#	Avg.
+ 20/10/2014	242.09	13	18.62	-20.20	20	-1.01	-30.30	30	-1.01
+ 19/10/2014	867.77	13	66.75	-20.20	2	-10.10	-	-	-
+ 18/10/2014	180.22	5	36.04	-33.02	3	-11.01	-	-	-
+ 17/10/2014	983.92	13	75.69	-32.12	5	-6.42	-55.00	1	-55.00
+ 16/10/2014	583.97	11	53.09	-20.20	1	-20.20	-	-	-
+ 15/10/2014	805.22	13	61.94	-20.20	1	-20.20	-8.90	1	-8.90
+ 14/10/2014	643.76	13	49.52	-20.20	3	-6.73	-	-	-

Turnover history

Yearly turnover per brand

MasterCard	55.2%
VISA	27.8%
V PAY	15.0%
Maestro	2.0%

⚠ *It is possible that the graphs and/or data in the dashboard are not displayed or not displayed correctly. This can happen when the browser cache has not been refreshed for some time. You can solve this simply by pressing Ctrl-F5 simultaneously. This refreshes the browser cache. If you are using Apple (Safari version 4), click ⇧ (Shift) - Reload toolbar. For earlier versions, click ⇧ (Shift)-R .*

4.1.1   Results from the past 7 days

An example of the results for the past 7 days is shown below.

Results last 7 days									
Date	**Purchases**			**Refunds**			**Chargebacks**		
	Amount	#	Avg.	Amount	#	Avg.	Amount	#	Avg.
+ 20/10/2014	242.09	13	18.62	-20.20	20	-1.01	-30.30	30	-1.01
+ 19/10/2014	867.77	13	66.75	-20.20	2	-10.10	-	-	-
+ 18/10/2014	180.22	5	36.04	-33.02	3	-11.01	-	-	-
+ 17/10/2014	983.92	13	75.69	-32.12	5	-6.42	-55.00	1	-55.00
+ 16/10/2014	583.97	11	53.09	-20.20	1	-20.20	-	-	-
+ 15/10/2014	805.22	13	61.94	-20.20	1	-20.20	-8.90	1	-8.90
+ 14/10/2014	643.76	13	49.52	-20.20	3	-6.73	-	-	-

Figure 14 Dashboard - Results of the past 7 days

The following details are displayed for each day:

- Date
- Purchases
  - Amount: The total gross amount of the purchases
  - #: The number of purchases
  - Avg. The average amount of the purchases
- Refunds
  - Amount: The total gross amount of the refunds
  - #: The number of refunds
  - Avg. The average amount of the refunds

- Chargebacks
  - Amount: The total gross amount of the chargebacks
  - #: The number of chargebacks
  - Avg. The average amount of the chargebacks

⚠ *A"-" means that there are no transactions for the type of transaction for the particular day*

4.1.2 Result per brand

The amounts and the totals that you see are the combined statistics for all brands (MasterCard, VISA, etc.). To view the results per brand, click the "+" symbol at the beginning of the row.

Results last 7 days

Date	Purchases			Refunds			Chargebacks		
	Amount	#	Avg.	Amount	#	Avg.	Amount	#	Avg.
- 20/10/2014	242.09	13	18.62	-20.20	20	-1.01	-30.30	30	-1.01
MasterCard	10.10	10	1.01	-20.20	20	-1.01	-30.30	30	-1.01
VISA	231.99	3	77.33	-	-	-	-	-	-
- 19/10/2014	867.77	13	66.75	-20.20	2	-10.10	-	-	-
MasterCard	432.77	10	43.28	-	-	-	-	-	-
VISA	435.00	3	145.00	-20.20	2	-10.10	-	-	-
+ 18/10/2014	180.22	5	36.04	-33.02	3	-11.01	-	-	-
+ 17/10/2014	983.92	13	75.69	-32.12	5	-6.42	-55.00	1	-55.00
+ 16/10/2014	583.97	11	53.09	-20.20	1	-20.20	-	-	-
+ 15/10/2014	805.22	13	61.94	-20.20	1	-20.20	-8.90	1	-8.90
+ 14/10/2014	643.76	13	49.52	-20.20	3	-6.73	-	-	-

Figure 15 Dashboard - Result per brand

4.1.3 Graphs for monthly turnover and annual turnover per brand

There are 2 graphs displayed under the results:

- A histogram (bar chart) showing the monthly net turnover per brand for the previous 12 months.
- A pie chart with the share of the turnover per brand for the past 12 months.
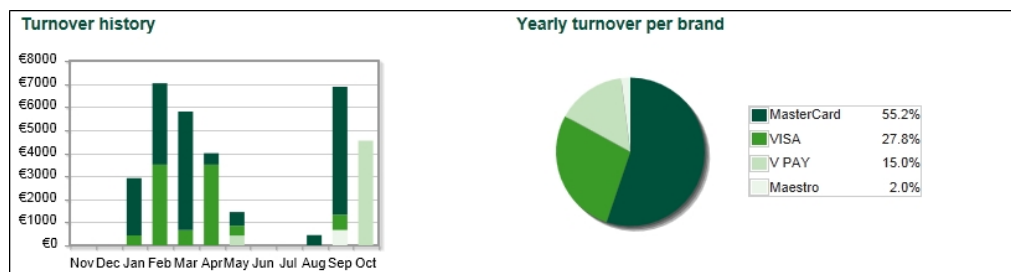
Figure 16 Dashboard - Monthly turnover and annual turnover per brand

The net turnover is the gross amount of the transaction minus any refunds and chargebacks.

4.1.4 Viewing statistics at other levels

When you log in, you see the results of the turnover for all your contracts.

If you want to see the statistics for a specific contract, location or terminal:

1. Select the required contract level using the *Contract* option. For more information about selecting contract levels, see the chapter *Contracts*.

2. After making a selection, click *Home* to return to the homepage. The results and the turnovers for the selected level are displayed in the dashboard.

💡 *You can check the selected contract level in the navigation panel on the left of the page.*

4.2 The shortcut menu

The shortcut menu is displayed on the homepage under the dashboard.

My payments	My transactions
View your recent payments, search for a specific payment or refer to a statement.	View your most recent transactions or search for a specific transaction.

You can use this menu to view the details of payments and transactions. After making a selection, you can search for, view, print and download *payment* or *transaction* details.

For more information on payments and transactions, see the chapters *Payments* and *Transactions*.

5 Payments

Using My Transactions, you can view, download and print payments at merchant, contract, location and terminal level.

5.1 Viewing payments

To view payments, first select the level for which you want to view the payments: contract, location or terminal level.

1. Click the menu option *Contracts*.

   A list is displayed containing one or more contracts for the acceptance of international payment products.

Overview - Contracts										Results 1-2 of 2
Contract ID ▲	Contract name	Address	Postal code	City	Country	Status				
291000	Secret Garden for Kids	Hoofdstraat 8	1234 AB	Heerenveen	Netherlands	Active	› Transactions	› Payments	› Details	
291001	Secret Garden XL	Hoofdstraat 8	1234 AB	Heerenveen	Netherlands	Active	› Transactions	› Payments	› Details	

Figure 17 Contracts

2. Select the level for which you want to view the payments.

For more information about selecting contract levels, see the chapter *Contracts*.

💡 *If you have more than one contract and you want to view the payments for all the contracts, you do not need to make a selection.*

To view the payments for a contract, location or terminal:

- click on the ⟩ Payments button for the applicable row
- select a row in the overview of contracts, locations or terminals and then click the menu option *Payments* at the top of the page.

💡 *You can also view the payments for the current contract level by clicking on the short-cut 'View your payments' on the My Transactions homepage.*

5.2 Viewing payments
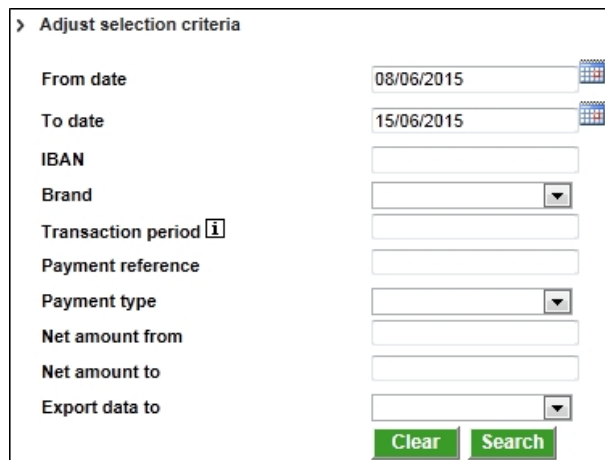
The overview displays the payments for the selected contract, location or terminal.

Your data											
Contract	291000 - Secret Garden for Kids										
Period	21/10/2013 to 21/10/2014										
› Adjust selection criteria										› Download and print	
Overview - Payments										Results 1-2 of 2	
Date ▼	IBAN	Transaction period	Brand	Transactions	Currency	Gross amount	ⓘ Fees	Net amount			
23/09/2014	NL74INGB0000040592	201442	Total	3	EUR	47.00	-2.00	45.00	› Transactions	› Statement	› Details
16/09/2014	NL74INGB0000040592	201441	Total	3	EUR	47.00	-2.00	45.00	› Transactions	› Statement	› Details

Figure 18 Payments

5.3 Searching for payments

By default, the payments from the past week are displayed on the screen for the selected level. If you want to see the details for another period or look for a particular payment using different criteria, click *Search*.

Figure 19 Search criteria for payments

You can use the following search criteria:

- *From date*, *To date*: You can enter a date as shown in the above example. Or you can use the calendar to select the required date. If you do not enter a date, the standard period of 1 week is used.

- *IBAN*: If you only want to view the payments to a specific account, you can enter the IBAN of the account here. You can also enter part of the IBAN and use a wildcard. For more information, see 5.3.1 *Wildcards*.
- Brand: You can choose to display only the payments for a specific brand. You can select from Maestro, V PAY, MasterCard or VISA.
- *Transaction period*: If you only want to see the transactions for a particular transaction period, you can fill this in here. This is the period in which the transactions that were paid out took place. You can also see this information in the description on your bank statement.
- *Payment reference*: A generated reference used identify the payment. You can also use wildcards here. For more information, see 5.3.1 *Wildcards*.

- *Payment type*: You can search for the following types of payments: *Credit Transfer*, *Direct Debit* or *Reward card pick-up*.
- *Net amount from*, *Net amount to*: You can search for payments with values ranging from a certain amount to a certain amount. If you want to search for an exact amount, enter the same amount in both fields.
- *Export data to:* You can export the search results directly to a PDF, XML or CSV file instead of first displaying the details on the screen and then downloading them. For more details see Exporting payments.

Click *Search* for an overview of the payments you want to view.

5.3.1 Wildcards

You can use wildcards for the search criteria *IBAN* and *payment reference*.

Use the wildcard * to replace one or more characters.

- The part of the IBAN entered must contain at least three consecutive digits. This means you can search for an IBAN by using a wildcard in combination with part of the IBAN. For example, you can find the IBAN 'NL74INGB0000040592' by searching for '*0000040592'.
- The part of the payment reference that you enter must contain at least 3 consecutive characters from the reference for which you are searching.

5.4 Exporting payments

You can download an overview of the payments displayed on the screen to a PDF, XML or CSV file at any time (see Downloading and printing transaction details). In addition, when you carry out a search, you can choose to export the search results directly to a PDF, XML or CSV file instead of first displaying the details on the screen and then downloading them.

1. Enter the required search criteria as described in *Searching for payments*.

2. Select one of the following options in the *Export data to* field.

3. Once you have filled in the required field, click *Search*.
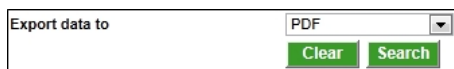
   The message 'The selected results will be exported' is displayed.

   A PDF, XML or CSV file is created containing an overview of the payments found using the search criteria.

4. You can then choose to open the file or save it (using the standard options). An example is shown below.

Do you want to open or save **Payments_of_Contract_291000_from_20130608_to_20150615.pdf** from **www.acq04.test.merchantservicesupport.com**? ✕

Open | Save | ▼ | Cancel
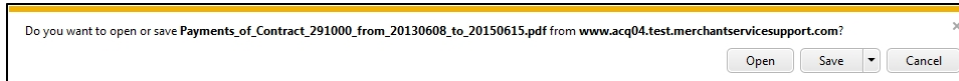
⚠ *If no results are found, the following message is displayed:*

No results have been found. No export file will be created.

For examples of PDF, XML and CSV files, see the chapter *Downloading and printing*.

5.5 Payments overview

This overview displays the payments that were found using the Search function.

Overview - Payments												Results 1-2 of 2
Date ▽	IBAN	Transaction period	Brand	Transactions	Currency	Gross amount	ⓘ Fees	Net amount				
23/09/2014	NL74INGB0000040592	201442	Total	3	EUR	47.00	-2.00	45.00	› Transactions	› Statement	› Details	
16/09/2014	NL74INGB0000040592	201441	Total	3	EUR	47.00	-2.00	45.00	› Transactions	› Statement	› Details	

Figure 20 Payments overview

The payments overview contains the following information:

- *Date*: The processing date of the payment.
- *IBAN*: The account used for payment.
- *Transaction period*: The period over which you receive payment. You can also find this information in the payment description on your bank statement.

  The format in which the transaction period is displayed depends on the payment frequency:

  - *yyyymmdd* for daily payment, for example 20141015 is 15 October 2014.
  - *yyyymm* for monthly payment, for example 201409 is September 2014.
  - *yyyyww* for weekly payment, for example 201442 is week 42 of 2014.
- *Brand*: The brands Maestro, MasterCard, V-Pay en VISA are supported. If payment is per brand, the brand name is used as description. If the transactions for the accepted brands are totalised, then the description is *Total*.
- *Transactions*: The total number of transactions processed in the payment.
- *Currency*: The monetary unit in which the payment was made.
- *Gross amount*: The total amount of the transactions processed in the payment.
- *Fees*: This column displays the fees charged.
- *Net amount*: The net amount that you received. This is the gross amount minus fees.

You can change the order of the transactions displayed by clicking on the column header. Click once to sort in ascending order. Click again to sort in descending order.

The triangle next to a column indicates that the results are sorted for this column (in this example on *Date*) and whether it is sorted in ascending (▲) or descending (▼) order.

You cannot sort on the brand column.

If more than one page of results is displayed, you can use the *Previous* and *Next* buttons and the page numbers to scroll through the results.

If no results are found, the following message is displayed:

No results matching your search criteria were found.

5.6 Payments options

In the payment overview, the following three options for further information are displayed:

> Transactions   > Statement   > Details

5.6.1 *Transactions*

Click the `> Transactions` button on the payments overview to go to the *Transactions* page, (see the chapter Transactions). This displays an overview of the transactions for a specific payment.

Your data											
Merchant	211000 - Secret Garden										
Payment	Total 201442										
> Return to payment											
> Adjust selection criteria										> Download and print	
Overview - Transactions										**Results 1-3 of 3**	
Timestamp ▼	Terminal ID	Brand	Type	Crd no	Status	Currency	Gross amount	① Fee	Net amount		
22/09/2014 09:49	AA0020	VISA	Quasi cash	1029	Paid	EUR	32.00	-1.00	31.00	> Details	> Go to Payment
22/09/2014 09:48	AA0020	Maestro	Refund	0021	Processed	EUR	-15.00	0.00	-15.00	> Details	> Go to Payment
22/09/2014 09:47	AA0020	V PAY	Purchase	1029	Paid	EUR	30.00	-1.00	29.00	> Details	> Go to Payment

Figure 21 Payment transactions overview

5.6.2 *Statement*

Click the `> Statement` button on the payments overview to open a statement for the selected payment. You can open this statement or save it as a PDF file.

The example below displays details of transactions for a merchant with payment level location.

You can save statements of the transactions paid out as a PDF at contract, location and terminal level. If you want to select another level, first go to *Contracts* where you can select a contract or terminal. For more information, see the chapter Contracts.

Figure 22 Payments statement

5.6.3 Details

Click the ⊳ Details button on the payments overview to see the details of the payment. You can also open this screen by clicking on a row in the overview.

Figure 23 Overview – Payment details

The details page contains the following information:

Field	Description
Date	The date that the payment was processed.
Transaction period	The period over which you receive payment.
Contract hierarchy	The hierarchy of the payment level. In the above example, the payment level is 'Contract'. Therefore, you see the Merchant ID and Contract ID associated with the contract in de contract hierarchy.
Brand	The brands Maestro, MasterCard, V-Pay en VISA are supported. If payment is per brand, the brand name is used as description. If the transactions for the accepted brands are totalised, then the description is *Total*.
Transactions	The total number of transactions processed in the payment
Currency	The monetary unit in which the payment was made.
Gross amount	The total amount of the transactions processed in the payment.
Fees	This column displays the fees charged.
Net amount	The net amount that you received. This is the gross amount minus fees.
IBAN	The account used for the payments.
Payment frequency	Daily, weekly or monthly. For daily, you may see the calendar day (from midnight to midnight) or the booking period (from 22:00 to 22:00).
Payment level	Indicates the level at which payment is made: *Contract*, *Location* or *Terminal*.
Merchant Reconciliation Reference	This is an optional reference which can be used when reconciling payments.
Payment reference	A unique reference generated by the processing system used to identify the payment.
Bank Identifier Code (BIC)	The BIC belonging to the bank account (IBAN) used for paying the merchant.
Payment description	A description of the payment.
Payment type	This indicates if the payment type is a Credit Transfer, Direct Debit or a Reward card pick-up.

Click the ▷ Transactions button at the bottom of the page to go to the *Transactions* page, (see the chapter Transactions). This displays an overview of the transactions for a specific payment.

Click the ▷ Statement button at the bottom of the page to open a statement for the selected payment. You can open this statement or save it as a PDF file.

Click ▷ Back at the top of the overview to go back to the payment overview.

5.7 Downloading and printing payment details

It is easy to download or print an overview of payment details using the ▷ Download and print button. For more information, see the chapter *Downloading and printing*.

6 Transactions

Using My Transactions, you can view, download and print transactions at merchant, contract, location and terminal level.

6.1 Viewing transactions

To view transactions, first select the level for which you want to view the transactions : contract, location or terminal level.

1. Click the menu option *Contracts*.

   A list is displayed containing one or more contracts for the acceptance of international payment products.

Overview - Contracts										Results 1-2 of 2
Contract ID ▲	Contract name	Address	Postal code	City	Country	Status				
291000	Secret Garden for Kids	Hoofdstraat 8	1234 AB	Heerenveen	Netherlands	Active	› Transactions	› Payments	› Details	
291001	Secret Garden XL	Hoofdstraat 8	1234 AB	Heerenveen	Netherlands	Active	› Transactions	› Payments	› Details	

Figure 24 Contracts

2. Select the level for which you want to view the transactions .

For more information about selecting contract levels, see the chapter *Contracts*.

💡 *If you have more than one contract and you want to view the transactions for all the contracts, you do not need to make a selection.*

To view the transactions for a contract, location or terminal:

- click on the ⟩ Transactions button for the applicable row
- select a row in the overview of contracts, locations or terminals and then click the menu option *Transactions* at the top of the page.

💡 *You can also view the transactions for the current contract level by clicking on the shortcut 'View your transactions' on the My Transactions homepage.*

6.2 Viewing transactions

The overview displays the transactions for the selected contract, location or terminal.

Your data											
Contract	291000 - Secret Garden for Kids										
Period	16/09/2014 to 21/10/2014										

› Adjust selection criteria › Download and print

Overview - Transactions											Results 1-6 of 6
Timestamp ▼	Terminal ID	Brand	Type	Crd no	Status	Currency	Gross amount	ⓘ Fee	Net amount		
26/09/2014 10:20	AA0020	MasterCard	Chargeback	9008	Captured	EUR	30.00	0.00	30.00	› Details	
25/09/2014 09:52	AA0020	V PAY	Cash back	0021	Processed	EUR	-33.00	0.00	-33.00	› Details	
24/09/2014 10:09	AA0020	Maestro	Chargeback	9008	Captured	EUR	34.00	0.00	34.00	› Details	
22/09/2014 09:49	AA0020	VISA	Purchase	1029	Paid	EUR	32.00	-1.00	31.00	› Details	› Go to Payment
22/09/2014 09:48	AA0020	Maestro	Refund	0021	Processed	EUR	-15.00	0.00	-15.00	› Details	› Go to Payment
22/09/2014 09:47	AA0020	V PAY	Purchase	1029	Paid	EUR	30.00	-1.00	29.00	› Details	› Go to Payment

Figure 25 Overview - Transactions

6.3 Searching for transactions

By default, the transactions from today and yesterday are displayed on the screen for the selected contract. Do you want to see the details for another period or look for particular transactions using different criteria? Then click *Search*.
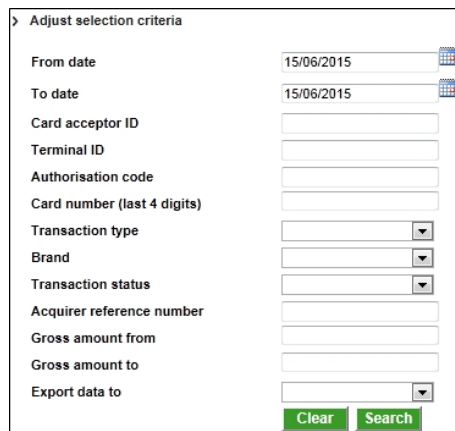
Figure 26 Search criteria for transactions

You can use the following search criteria:

- *From date*, *To date*: You can enter a date as shown in the above example. Or you can use the calendar to select the required date. If you do not enter a date, the standard period of 1 days is used.

- *Card acceptor ID*: A unique ID identifying the location.
- *Terminal ID*: The terminal on which the transaction was carried out. See Selecting terminal level for an overview of all the available terminals.
- *Authorisation code*: You can enter an authorisation code if you want to find a specific transaction.
- *Card number* (last 4 digits): You can use this option to search for transactions for a specific card number.
- *Transaction type*: You can choose from: Chargeback, Purchase, Purchase sales slip, Refund, Refund sales slip, Reward card pick-up.
- Brand: Here, you can select the brand for which you want to view the transactions: Maestro, V PAY, MasterCard or VISA.

- *Transaction status*: You can choose from:
  - Captured: De transaction is registered in the system but not yet processed.
  - Processed: The transaction is processed. The amount of the fee is known.
  - Paid: The transaction has been paid out.
- *Acquirer reference number*: A unique number identifying the transaction ensuring that you can always find a specific transaction.
- *From gross amount*, *To gross amount*: You can search for transactions with values ranging from a certain amount to a certain amount. If you want to search for an exact amount, enter the same amount in both fields.
- *Export data to:* You can export the search results directly to a PDF, XML or CSV file instead of first displaying the details on the screen and then downloading them. For more information, see Exporting transactions.

After filling in the required fields, click *Search* to display an overview of the transactions you want to view.

6.4 Exporting transactions

You can download an overview of the transactions displayed on the screen to a PDF, XML or CSV file at any time (see Downloading and printing transaction details). In addition, when you carry out a search, you can choose to export the search results directly to a PDF, XML or CSV file instead of first displaying the details on the screen and then downloading them.

1. Enter the required search criteria as described in Searching for transactions.

2. Select one of the following options in the *Export data to* field.

Export data to	
	PDF
	CSV
view - Payments	XML

3. Once you have filled in the required field, click *Search*.

Export data to	PDF
	Clear Search

   The message 'The selected results will be exported' is displayed.

   A PDF, XML or CSV file is created containing an overview of the transactions found using the search criteria.

4. You can then choose to open the file or save it (using the standard options). An example is shown below.

   Do you want to open or save **Payments_of_Contract_291000_from_20130608_to_20150615.pdf** from **www.acq04.test.merchantservicesupport.com**?   Open   Save ▾   Cancel

   ⚠ *If no results are found, the following message is displayed:*

   No results have been found. No export file will be created.

For examples of PDF, XML and CSV files, see the chapter *Downloading and printing*.

6.5 Transactions overview

This overview displays the transactions that were found using the Search function.

Overview - Transactions												Results 1-6 of 6
Timestamp ▼	Terminal ID	Brand	Type	Crd no	Status	Currency	Gross amount	ⓘ Fee	Net amount			
26/09/2014 10:20	AA0020	MasterCard	Chargeback	9008	Captured	EUR	30.00	0.00	30.00	› Details		
25/09/2014 09:52	AA0020	V PAY	Cash back	0021	Processed	EUR	-33.00	0.00	-33.00	› Details		
24/09/2014 10:09	AA0020	Maestro	Chargeback	9008	Captured	EUR	34.00	0.00	34.00	› Details		
22/09/2014 09:49	AA0020	VISA	Purchase	1029	Paid	EUR	32.00	-1.00	31.00	› Details	› Go to Payment
22/09/2014 09:48	AA0020	Maestro	Refund	0021	Processed	EUR	-15.00	0.00	-15.00	› Details	› Go to Payment
22/09/2014 09:47	AA0020	V PAY	Purchase	1029	Paid	EUR	30.00	-1.00	29.00	› Details	› Go to Payment

Figure 27 Transactions overview

The transaction overview contains the following information:

- *Timestamp*: The date and time of the transaction in hours and minutes.
- *Terminal ID*: The terminal on which the transaction was accepted. See Selecting terminal level for an overview of all the available terminals.
- Brand: The brand of the card used for the transaction; Maestro, V PAY, MasterCard or VISA.
- *Type*: The transaction type, for example Chargeback, Purchase, Purchase sales slip, Refund, Refund sales slip, Reward card pick-up.
- *Status*: This can be:
  - Captured: De transaction is registered in the system but not yet processed.
  - Processed: The transaction is processed. The amount of the fee is known.
  - Paid: The transaction has been paid out.
- *Crd no*: The last four digits of the card number.
- *Currency*: The monetary unit in which the transaction was carried out.
- *Gross amount*: The total amount of the transaction.
- *Fees*: The amount deducted from the transaction in fees.
- *Net amount*: The net amount of the transaction after deduction of fees.

You can change the order of the transactions displayed by clicking on the column header. Click once to sort in ascending order. Click again to sort in descending order.

The triangle next to a column indicates that the results are sorted for this column (in this example on *Timestamp*) and whether it is sorted in ascending (▲) or descending (▼) order.

You cannot sort on the brand, *Type* or *Status* columns.

If more than one page of results is displayed, you can use the *Previous* and *Next* buttons and the page numbers to scroll through the results.

If no results are found, the following message is displayed:

No results matching your search criteria were found.

6.6 Transaction options

In the transaction overview, the possible options for further information are displayed for each transaction:

- Details
- Go to Payments (only if the transaction has already been paid out)

6.6.1 Details

When you click on a transaction or on ⟩ Details in the *Overview Transactions*, the details of the transaction are displayed. You can also open this screen by clicking on a row in the overview.

Selected Transaction	
⟩ Back	
Amount details	
Timestamp	15/09/2014 09:49
Contract hierarchy	211000 - 291000 - 915892 - AA0020
Terminal ID	AA0020
Brand	VISA
Currency	EUR
Gross amount	32.00
Fee	-1.00
Net amount	31.00
Authorisation details	
Transaction type	Quasi cash
Card number	1029
Card acceptor ID	291000915892
Card acceptor name and location	Secret Garden for Kids\HEERENVEEN \NLD
Authorisation code	005509
Acquirer reference number	78883474294000045241781
Transaction status	Paid
Other details	
Payment reference	SO-1104524215
Payment date	16/09/2014
MCC	5611 Clothing
Booking period terminal	4288
Contactless (Y/N)	N
Transaction level	Terminal
⟩ Go to Payment	

Figure 28 Transaction details - example purchase

Selected Transaction	
> Back	
Amount details	
Timestamp	26/09/2014 10:20
Contract hierarchy	211000 - 291000 - 915892 - AA0020
Terminal ID	AA0020
Brand	MasterCard
Currency	EUR
Gross amount	30.00
Fee	0.00
Net amount	30.00
Authorisation details	
Transaction type	Chargeback
Card number	9008
Card acceptor ID	291000915892
Transaction status	Captured
Other details	
MCC	5611 Clothing
Contactless (Y/N)	N
Transaction level	Terminal
> Go to original transaction	

Figure 29 Transaction details - example chargebacks

The details screen contains the following information:

⚠ *Certain fields will be empty until the status is 'Processed' or 'Paid'.*

Field	Description
Amount details	
Timestamp	The date and time of the transaction in hours and minutes.
Contract hierarchy	This shows the hierarchy of the terminal on which the transaction took place. You see the following: Merchant ID, Contract ID, location number and terminal number.
Terminal ID	The terminal on which the transaction was accepted. See the section Selecting terminal level for an overview of all the available terminals.
Brand	The brand of the card used for the transaction; Maestro, V PAY, MasterCard or VISA.
Currency	The unit of currency used for the transaction.
Gross amount	The total amount of the transaction.
Fee	The amount of the fee deducted from the transaction.
Net amount	The net amount of the transaction after deduction of fees.
Authorisation details	
Transaction type	The type of transaction: Chargeback, Purchase, Purchase sales slip, Refund, Refund sales slip, Reward card pick-up.
Card number	The last four digits of the card number.
Card acceptor ID	The unique identification of a location.
Card acceptor name and location	The name of the location of the terminal.
Authorisation code	The authorisation code of the transaction.

Field	Description
Acquirer reference number	A unique number identifying the transaction ensuring that you can always find a specific transaction.
Transaction status	This can be: *Received*, *Processed*, *Paid*.
Other details	
Payment reference	If the transaction has been paid out, the reference for the payment is displayed here. Using this reference, you can find the payment associated with the transaction.
Payment date	The date on which payment was made.
MCC	The merchant's MCC code.
Booking period terminal	Code identifying the period on the terminal in which the transaction took place.
Contactless (Y/N)	You can see here whether the transaction was a *Contact* or *Contactless* transaction.
Transaction level	The contract level of the transaction.

The ▷ Go to Payment option is only displayed if the transaction is already paid out and you are authorised to view payments. For more information, see *Go to payment* below.

The ▷ Go to original transaction button is only displayed if the transaction type is Chargeback. Click the button to view the details of the original transaction.

Click ▷ Back at the top of the overview to go back to the transaction overview.

6.6.2   Go to payment

The ▷ Go to Payment button is only displayed on the transaction overview and under the transaction details if the transaction is already paid out and you are authorised to view payments.

Click ▷ Go to Payment, to go to the *Payments* page. (See Chapter 4 Payments). There, you will see the payment details associated with the transaction.

Your data												
Merchant	211000 - Secret Garden											
Payment reference	SO-1104524215											
› Back to transaction(s)										› Download and print		
› Adjust selection criteria												
Overview - Payments										**Results 1-1 of 1**		
Date ▽	IBAN	Transaction period	Brand	Transactions	Currency	Gross amount	ⓘ Fees	Net amount				
16/09/2014	NL74INGB0000040592	201441	Total	3	EUR	47.00	-2.00	45.00	› Transactions	› Statement	› Details

Figure 30 Overview transaction payment details
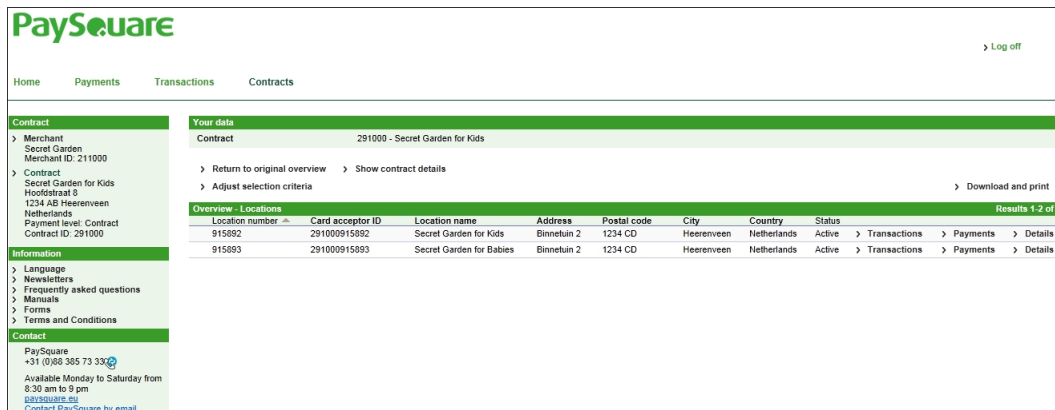
6.7 Downloading and printing transaction details

It is easy to download or print an overview of transaction details using the ▷ Download and print button. For more information, see the chapter *Downloading and printing*.

7 Contracts

You use the *Contracts* menu option to view the details of a contract, a location or a terminal. From there, it's easy to view the details of [payments](#) and [transactions](#) for the selected contract, location or terminal.

Select the *Contract* menu option. Under *Your data*, you will see an overview with details of your contracts.

Figure 31 Contracts

The above example shows a merchant with two contracts.

7.1 Contract levels

You can view the details of four contract levels, as well as the payments and transactions at each level.

- Merchant

  Merchant level is the highest contract level. At merchant level, you see an overview of all your contracts. You can view the transactions and payments for each contract.

- Contract

  If you select a contract, you see an overview of all the locations for the selected contract. You can view the transactions and payments for all the locations of the contract.

- Location

  If you select a location, you see an overview of all the terminals at the selected location. You can view the transactions and payments for all the terminals at the location.

- Terminal

   When you select a terminal, the terminal details are displayed. You can view the transactions and payments for the terminal.

7.2 Merchant level

At merchant level, you see an overview of all your contracts.

Your data									
Merchant	211000 - Secret Garden								

> Adjust selection criteria   > Download and print

Overview - Contracts									Results 1-2 of 2
Contract ID ▲	Contract name	Address	Postal code	City	Country	Status			
291000	Secret Garden for Kids	Hoofdstraat 8	1234 AB	Heerenveen	Netherlands	Active	> Transactions	> Payments	> Details
291001	Secret Garden XL	Hoofdstraat 8	1234 AB	Heerenveen	Netherlands	Active	> Transactions	> Payments	> Details

Figure 32 Overview - Contracts

The identification number and the merchant name are displayed at the top.

The following options are available:

- *Adjust selection criteria*: This button is only displayed if more than one result is shown. For more information, see Searching for a contract.
- *Downloading and printing:* For more information see *Downloading and printing*.

The overview contains a list of all the merchant's contracts. The following information is displayed:

- *Contract ID*: The identification number of the contract.
- *Contract name*: De name of the contract.
- *Address*: The house number and street of the merchant registered for the contract.
- *Postal code*: The postal code of the address.
- City: The town or city of the address.
- *Country*: The country of the address.
- *Status*: De status of the contract. This can be: *Active*, *Blocked* or *Terminated*.

You can click on the following:

- *Transactions*: If you click this button, an overview of transactions at contract level is displayed. For more information, see the chapter Transactions.
- *Payments*: If you click here, an overview of the payments at contract level is displayed. For more information, see the chapter Payments.
- *Details*: This takes you to contract level. For more information, see Selecting the contract level.

From merchant level, you can zoom in on contracts, locations and terminals and view the details. You can also view the payments and transactions on each level.

⌖ You can easily return to merchant level from another level by clicking
`> Return to original overview` *or by clicking* `> Merchant` *in the navigation panel on the left-hand side of the page.*

7.2.1   Navigation panel - merchant level

In the navigation panel, you can see the merchant details.

```
Contract
> Merchant
  Secret Garden
  Merchant ID: 211000
```

Figure 33 Navigation panel - merchant level

To view the details of all the transactions and payments for this merchant, click the Payments of Transactions menu option.

7.2.2   Searching for a contract

Do you want to search for a specific contract? Click `> Adjust selection criteria`.

⚠ *This button is only displayed if more than one contract is displayed.*

```
Contract ID        [          ]
Contract name      [          ]
                   [Clear] [Search]
```

Figure 34 Search criteria for contracts

You can use the following search criteria:

- *Contract ID*: The ID of the contract. If you use this search key, you must enter the complete identification number.
- *Contract name*: The name of the contract.

You can use the wildcard * to replace one or more characters. You must enter at least 3 consecutive characters from the name or names that you are searching for. You can place a wildcard before, after or in between two strings of characters. For example, you could use the following search criteria: *Flower**, **pot*, *Fl*pot*.

7.3 Selecting contract level

To select a contract level, click on merchant level either:

- on a row in the list of contracts
- on the ▷ Details button for the contract

Overview - Contracts										Results 1-2 of 2
Contract ID ▲	Contract name	Address	Postal code	City	Country	Status				
291000	Secret Garden for Kids	Hoofdstraat 8	1234 AB	Heerenveen	Netherlands	Active	▷ Transactions	▷ Payments	▷ Details	
291001	Secret Garden XL	Hoofdstraat 8	1234 AB	Heerenveen	Netherlands	Active	▷ Transactions	▷ Payments	▷ Details	

Figure 35 Overview - Contracts

At contract level, you see an overview of all thelocations of the selected contract.

Your data											
Contract		291000 - Secret Garden for Kids									
▷ Return to original overview ▷ Show contract details											
▷ Adjust selection criteria									▷ Download and print		
Overview - Locations										Results 1-2 of 2	
Location number ▲	Card acceptor ID	Location name	Address	Postal code	City	Country	Status				
915892	291000915892	Secret Garden for Kids	Binnetuin 2	1234 CD	Heerenveen	Netherlands	Active	▷ Transactions	▷ Payments	▷ Details	
915893	291000915893	Secret Garden for Babies	Binnetuin 2	1234 CD	Heerenveen	Netherlands	Active	▷ Transactions	▷ Payments	▷ Details	

Figure 36 Overview - locations

The identification number and the name of the contract are displayed at the top of the screen.

You can use the following options:

- *Return to original overview*: You return to merchant level.
- *Show contract details*: For more information, see *View contract details*.
- *Adjust selection criteria*: This button is only displayed if more than one result is shown. For more information, see *Searching for* Location.
- *Downloading and printing:* For more information see *Downloading and printing*.

The location overview contains a list of all the locations for this contract. The following information is displayed:

- Location *number*: The identification number of the location.
- *Card acceptor ID*: The unique identification of a location.
- *Location name*: The name of the location.
- *Address*: The street and house number of the location address.
- *Postal code*: The postal code of the location address.
- *City*: The town or city registered for the location address.
- *Country*: The country registered for the location address.
- *Status*: De status of the location. This can be: *Active*, *Blocked* or *Terminated*.

You can click on the following:

- *Transactions*: If you click this button, an overview of transactions at location level is displayed. For more information, see the chapter Transactions.

- *Payments*: If you click here, an overview of the payments at location level is displayed. For more information, see the chapter Payments.
- *Details*: This takes you to location level. For more information, see Selecting Location level.

7.3.1 Navigation panel - contract level

The text displayed in the navigation panel in green indicates the level that you have selected.

Figure 37 Navigation panel - Contract level

Click ⟩ Merchant to return to Merchant level.

To view the payments or transactions for this contract, click the menu option Payments or Transactions.

7.3.2 Searching for Location

Do you want to search for a specific location? Click ⟩ Adjust selection criteria.

⚠️*: This button is only displayed if more than one location is displayed.*

Figure 38 locations search criteria

You can use the following search criteria:

- Location *number*: If you use this search key, you must enter the complete number.
- *Card acceptor ID*: If you use this search key, you must enter the complete number.
- Location *name*: You can use wildcards when searching for location name.

You can use the wildcard * to replace one or more characters. You must enter at least 3 consecutive characters from the name or names that you are searching for. You can place a wildcard before, after or in between two strings of characters. For example, you could use the following search criteria: *Flower**, **pot*, *Fl*pot*.

7.3.3 View contract details

You can view the details of a contract by clicking on ▷ Show contract details. The following information is displayed.

Contract details	
Contract ID	291000
Contract name	Secret Garden for Kids
Postal address details	
Address	Hoofdstraat 8
Postal code	1234 AB
City	Heerenveen
Country	Netherlands
Contact person for postal address	
Name	J Merchant
Department	Admin
Mail room	1N65
Telephone number	101234567
Fax number	1234567890
Email address	j.merchant@secgdn.nl
Communication preference	E-mail
Language	-
Status details	
Status	Active
Status reason	-
Active since	14/09/2014
Payment parameters	
Payment level	Contract
Payment per brand	Off
Payment frequency	Weekly on Monday
IBAN	NL74INGB0000040592
Bank Identifier Code (BIC)	INGBNL2A
Merchant Reconciliation Reference	234
Other details	
Chamber of Commerce	222222222222222
Paper statements	No
Statement frequency	Monthly
Accepted brands	MasterCard, VISA, V PAY, Maestro
Home Financial Institution ID	000000 111111 222222 333333 000000 000000 000000
Business address details	
Address	Hoofdstraat 8
Postal code	1234 AB
City	Heerenveen
Country	Netherlands
Contact person for business address	
Name	J Merchant
Department	Admin
Mail room	1N65
Telephone number	101234567
Fax number	1234567890
Email address	j.merchant@secgdn.nl
Communication preference	E-mail
Language	-
Invoice address details	
Address	Hoofdstraat 8
Postal code	1234 AB
City	Heerenveen
Country	Netherlands

For a description of the *Contract details* fields, see Appendix 1.

To return to the locations overview, click ▷ Show contract details again.

7.3.4 Selecting another contract

If you click ▷ Return to original overview, the overview with contracts is redisplayed and you can select another contract, if required.

7.4   Selecting Location level

To select location level, click on contract level, either:

- in a row in the list of locations
- on the `▷ Details` button for the location

Overview - Locations									Results 1-2 of 2		
Location number ▲	Card acceptor ID	Location name	Address	Postal code	City	Country	Status				
915892	291000915892	Secret Garden for Kids	Binnetuin 2	1234 CD	Heerenveen	Netherlands	Active	› Transactions	› Payments	› Details	
915893	291000915893	Secret Garden for Babies	Binnetuin 2	1234 CD	Heerenveen	Netherlands	Active	› Transactions	› Payments	› Details	

Figure 39 Overview - locations

At location level, you see an overview of all the terminals at the selected location.

The following screen is displayed.

Your data						
Location	915893 - Secret Garden for Babies					
› Go to Contract › Return to original overview › Show location details						
› Adjust selection criteria					› Download and print	
Overview - Terminals						Results 1-2 of 2
Terminal ID ▲	Type	Name on statement	Status			
AA0028	Terminal	SG Binnentuin HV	Active	› Transactions	› Payments	› Details
AA0029	Terminal	SG Binnentuin HV	Active	› Transactions	› Payments	› Details

Figure 40 Overview - Terminals

The identification number and the name of the location are displayed at the top of the screen.

You can use the following options:

- *Go to contract*: When you click on this link, the list of locations for the selected contract is redisplayed.
- *Return to original overview*: You return to merchant level.

  🔅: *This button is not displayed if the original level of the search is displayed on the page.*

- *Show location details*: For more information, see Show location details.
- *Adjust selection criteria* This button is only displayed if more than one result is shown. For more information, see *Searching for a terminal*.
- *Downloading and printing:* For more information see *Downloading and printing*.

The overview at location level contains a list of all the terminals at this location. The following information is displayed:

- *Terminal ID*: identification of the terminal.
- *Type*: Terminal.
- *Name on statement*: the name of the merchant as displayed on the cardholder's bank statement.
- *Status*: This can be: *Active*, *Blocked*, *Terminated*.

You can also click on:

- *Transactions*: For an overview of the transactions at terminal level. For more information, see Chapter 5, Transactions.
- *Payments*: For an overview of the payments at terminal level. For more information, see Chapter 4, Payments.
- *Details*: This takes you to terminal level.

7.4.1   Navigation panel - location level

The text displayed in the navigation panel in green indicates the level that you have selected.

```
Contract
›  Merchant
   Secret Garden
   Merchant ID: 211000
›  Contract
   Secret Garden for Kids
   Hoofdstraat 8
   1234 AB Heerenveen
   Netherlands
   Payment level: Contract
   Contract ID: 291000
›  Location
   291000915892
   Secret Garden for Kids
   Binnetuin 2
   1234 CD Heerenveen
   Netherlands
   Location ID: 915892
```

Figure 41 Navigation panel - Location level

Click › Merchant to return to Merchant level or › Contract to return to *Contract level*.

To view the payments or transactions for this location, click the menu option Payments or Transactions.

7.4.2   Searching for a terminal

If you want to search for a specific terminal, click › Adjust selection criteria.

⚠ *This button is only displayed if more than one terminal is displayed.*

```
Terminal ID                    [            ]
                          [ Clear ]  [ Search ]
```

Figure 42 Search criteria for terminals

You can use the following search criteria:

- *Terminal ID*: The ID of the terminal. You must enter the complete number.

7.4.3   Viewing payments and transactions for locations

To view the transactions or payments for the location, click Payments or Transactions.

7.4.4 View Location details

Click ▷ Show location details at location level to view the details of the location.

Location details	
Location number	915892
Card acceptor ID	291000915892
Location name	Secret Garden for Kids
Location address details	
Address	Binnetuin 2
Postal code	1234 CD
City	Heerenveen
Country	Netherlands
Contact person for location address	
Name	J Merchant
Department	Admin
Mail room	1N65
Telephone number	101234567
Fax number	1234567890
Email address	j.merchant@secgdn.nl
Communication preference	E-mail
Language	-
Status details	
Status	Active
Status reason	-
Active since	14/09/2014
Other details	
Chamber of Commerce	222222222222222
MCC	5611 Clothing
Max. refund amount	50.00
Max. total refund amount per day	100.00
Max. number of refunds per day	3

For a description of the fields under *Location details*, see Appendix 1.

To return to the locations overview, click ▷ Show location details again.

7.4.5 Selecting another location

If you click ▷ Go to Contract at the top of the page, or click ▷ Contract on the left-hand side, the locations overview will be displayed again and you can make a selection from the list of locations again if required.

7.4.6 Selecting another contract

If you click ▷ Return to original overview, the overview with contracts is redisplayed and you can select another contract, if required.

7.5 Selecting terminal level

You can view the details of a terminal by selecting a terminal in the terminal overview.

To select terminal level, click on location level, either:

- in a row in the list of terminals
- click on the ▷ Details button for the terminal

Overview - Terminals						Results 1-2 of 2
Terminal ID ▲	Type	Name on statement	Status			
AA0028	Terminal	SG Binnentuin HV	Active	› Transactions	› Payments	› Details
AA0029	Terminal	SG Binnentuin HV	Active	› Transactions	› Payments	› Details

Figure 43 Overview - Terminals

7.5.1 View terminal details

Click one of the rows in the overview to view the terminal details.

The following screen is displayed:

Your data	
Terminal	AA0020 - SG Binnentuin HV
› Go to Location › Return to original overview	
Terminal details	
Terminal ID	AA0020
Terminal device type	Terminal
Name on statement	SG Binnentuin HV
Status details	
Status	Active
Status reason	-
Active since	14/09/2014
Other details	
Check number	123456
MCC	5611 Clothing
Location address details	
Address	Binnetuin 2
Postal code	1234 CD
City	Heerenveen
Country	Netherlands

> MasterCard details
> VISA details
> V PAY details
> Maestro details

Figure 44 Terminal level

The name of the terminal is displayed at the top of the page.

You can use the following options:

- *Go to location*: When you click this button, the list of terminals for the selected location is redisplayed.
- *Return to original overview*: You return to merchant level.

7.5.2 View terminal details

The details of the terminal are displayed on the screen.
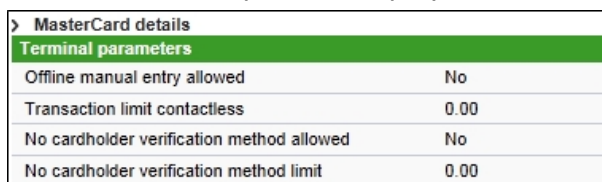
For a description of the *Terminal details* fields, see Appendix 1.

7.5.3　Viewing Brand parameters

Below the terminal details, you can view the parameters of the brands that are linked to the contract, for example:
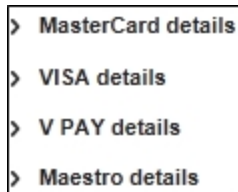
1. Click once on an option to display the terminal parameters for the brand.

> MasterCard details	
Terminal parameters	
Offline manual entry allowed	No
Transaction limit contactless	0.00
No cardholder verification method allowed	No
No cardholder verification method limit	0.00

2. Click the option again to hide the parameters.

For a description of the brand parameters, see Appendix 1.

7.5.4　Navigation panel - terminal level

The text displayed in green in the navigation panel indicates the level that is selected.

Figure 45 Navigation panel - terminal level

Click `> Merchant`, `> Contract` or `> Location` to return to Merchant level, Contract level or Location level.

7.5.5　Viewing payments and transactions for terminals

To view the transactions or payments for this terminal, click Payments or Transactions in the menu.

7.5.6   Selecting a different location

If you click `▷ Go to Location` at the top of the page, or click `▷ Location` on the left-hand side, the terminal overview will be displayed again and you can select another terminal if required.

7.5.7   Selecting another contract

If you click `▷ Return to original overview`, the overview with contracts is redisplayed and you can select another contract, if required.

7.6   Downloading and printing details

You can download and print an overview of contract, location and terminal details using the `▷ Download and print` button. For more information, see the chapter *Downloading and printing*.

8 Downloading and printing

You can view and download the details that are displayed on the page in PDF, XML or CSV format. This can be the details of the contract, location and terminal overviews as well as the details of the transactions and payments.

To download or print an overview, move the cursor over the ⟩ Download and print button above the overview.

The following options are shown:

Figure 46 Downloading and printing options

- *Download as PDF*: You can view, save and print the details as a PDF document.
- *Download as XML*: You can view, save and print the details in XML format.
- *Download as CSV*: You can view, save and print the details in CSV format.

- *Print*: Use this option to open the print screen where you can print the overview.

You can export the search results for transactions and payments directly to a PDF, XML or CSV file. For more details see Exporting payments and Exporting transactions.

8.1 Download as PDF

You can download and print an overview as a PDF file by selecting the *Download as PDF* option.

An example of an overview in PDF format is shown below.

Figure 47 Example - transaction overview in PDF format

8.2 Download as XML

You can download and print an overview as an XML file by selecting the *Download as XML* option.

An example of an overview in XML format is shown below.

```xml
<?xml version="1.0" encoding="UTF-8"?>
- <TransactionExport>
   - <Header>
         <ReportDate>15/06/2015 20:07</ReportDate>
      - <SelectionCriteria>
            <DateFrom>16/09/2014</DateFrom>
            <DateTo>21/10/2014</DateTo>
            <ContractID>AA0020</ContractID>
            <GrossAmountFrom>-15.00</GrossAmountFrom>
            <GrossAmountTo>30.00</GrossAmountTo>
        </SelectionCriteria>
      - <Totals>
            <RowCount>3</RowCount>
            <Currency>EUR</Currency>
            <GrossAmount>45.00</GrossAmount>
            <Fees>-1.00</Fees>
            <NetAmount>44.00</NetAmount>
        </Totals>
    </Header>
   - <Transactions>
      - <Transaction>
            <Timestamp>26/09/2014 10:20</Timestamp>
            <ContractHierarchy>211000 - 291000 - 915892 - AA0020</ContractHierarchy>
            <TerminalID>AA0020</TerminalID>
            <Brand>MasterCard</Brand>
            <Currency>EUR</Currency>
            <GrossAmount>30.00</GrossAmount>
            <Fees>0.00</Fees>
            <NetAmount>30.00</NetAmount>
            <TransactionType>Chargeback</TransactionType>
            <CardNumber>9008</CardNumber>
            <CardAcceptorID>291000915892</CardAcceptorID>
            <CardAcceptorNameLocation/>
            <AuthorisationCode/>
            <AcquirerReferenceNumber/>
            <TransactionStatus>Captured</TransactionStatus>
            <PaymentReference/>
            <PaymentDate/>
            <MerchantCategoryCode>5611</MerchantCategoryCode>
            <MerchantCategoryCodeDescription>Clothing</MerchantCategoryCodeDescription>
            <BookingPeriodTerminal/>
            <ContactlessIndicator>N</ContactlessIndicator>
            <RegistrationTimestamp/>
            <TransactionLevel>Terminal</TransactionLevel>
            <TransactionDescription/>
        </Transaction>
      - <Transaction>
            <Timestamp>22/09/2014 09:48</Timestamp>
            <ContractHierarchy>211000 - 291000 - 915892 - AA0020</ContractHierarchy>
            <TerminalID>AA0020</TerminalID>
```

Figure 48 Example - transaction overview in XML format

8.3 Download as CSV

You can download and print an overview as a CSV file by selecting the *Download as CSV* option.

An example of an overview in CSV format is shown below.

Report created on	15-6-2015 20:09																		
Terminal ID:	AA0020																		
From	16-9-2014																		
To	21-10-2014																		
Gross from	-15.00																		
Gross to	30.00																		
Selected number c	3																		
Timestamp	Contract hierarchy	Termina	Brand	Curren	Gross	Fee	Net an	Transa	Card r	Card a	Card a	Author	Acquire	Transa	Paymer	Payment d	MCC	MCC D	Bookir	Cont	Regist	Transact	Transac
26-9-2014 10:20	211000 - 291000 -	AA0020	Master	EUR	30.00	0.00	30.00	Charge	9008	3E+11				Captured				5611	Clothing		N		Terminal
22-9-2014 9:48	211000 - 291000 -	AA0020	Maestr	EUR	-15.00	0.00	-15.00	Refund	21	3E+11	Secret Garder	8E+22	Proces	SO-110	23-9-2014	5611	Clothir	4288	N		Terminal
22-9-2014 9:47	211000 - 291000 -	AA0020	V PAY	EUR	30.00	-1.0	29.00	Purcha	1029	3E+11	Secret	5508	8E+22	Paid	SO-110	23-9-2014	5611	Clothir	4288	N		Terminal

Figure 49 Example - transaction overview in CSV format

8.4 Printing

When you select the Print option, the print screen opens and you can print the overview concerned.

Figure 50 Example - Printing overview details

Appendix 1 Contract, location and terminal details

This appendix describes the contract location- and terminal details fields and also the brands parameters.

⚠️ *All the fields that can be displayed are described. In My Transactions, you only see the fields applicable to your contract.*

9.1 Contract details

Field	Description
Contract details	
Contract ID	The contract ID is a unique number allocated to the contract.
Contract name	The name of the contract.
Postal address details	
Address/Postal code/City/Country	The postal address of the merchant contract.
Contact person for post address	
Name/department/Mail room/ Telephone number/Fax number /Email address	The contact details for the contact person.
Communication preference	The method used to inform the merchant about any changes. This can be : e-mail, post or fax.
Language	The language used for communication received by the merchant.
Status details	
Status	The status field displays the status of the contract: *Active*, *Blocked* or *Terminated*.
Status reason	If the contract is blocked or terminated, you can see the reason here.
Active since	The commencement date of the contract .
End date	If the contract has been terminated, the termination date is displayed here.
Blocking date	If the contract has been blocked, the date it was blocked is displayed here.
Brand parameters	
Payment level	The level at which transactions are bundled and paid out. This can be contract, location or terminal level.
Payment per brand	This indicates whether the merchant is paid separately for each brand (*Yes*) or that one totalised payment is made for all brands in the contract (*No*).
Payment frequency	The payment frequency can be daily, weekly, monthly or per booking period.
IBAN/BIC	The account details used to pay the merchant.
Merchant Reconciliation Reference (MRR)	A reference recognisable to the merchant which is displayed with the payment.

Field	Description
Other details	
Chamber of Commerce	The Chamber of Commerce number associated with the merchant contract.
Paper statements	This field indicates if the merchant receives paper statements.
Statement frequency	The frequency of the statements sent. This can be *Weekly* or *Monthly*.
Accepted brands	The brands that are accepted.
Business address details	
Address/Postal code/City/Country	The business address details of the merchant contract.
Contact person for business address	
Name/department/Mail room Telephone number/Fax number /Email address	The contact details for the contact person for the location.
Communication preference	The method used to inform the merchant about any changes. This can be : e-mail, post or fax.
Language	The language used for communication received by the merchant.
Invoice address details	
Address/Postal code/City /Country	The address used for invoicing.

9.2 Location details

Field	Description
Location details	
Location number	A unique number within the contract used to identify the location.
Card acceptor ID	The unique identification of a location.
Location name	The name of the location.
Location address details	
Address/Postal code/City/Country	The address details of the location.
Contact person for location address	
Name/department/Mail room/Telephone number /Fax number /Email address	The contact details for the contact person for the business.
Communication preference	The method used to inform the merchant about any changes. This can be : e-mail, post or fax.
Language	The language used for communication received by the merchant.
Status details	
Status	The status field displays the status of the location: *Active*, *Blocked* or *Terminated.*
Status reason	If the location is blocked or terminated, you can see the reason here.
Active since	De commencement date of the location.
End date	If the location has been terminated, the termination date is displayed here.
Blocking date	If the location has been blocked, the date it was blocked is displayed here.
Other details	
Chamber of Commerce	The Chamber of Commerce number associated with the location.
MCC	De MCC (Merchant Category Code) and description of the MCC for the merchant.
Max refund amount	The maximum amount that the merchant can give as a refund for a single transaction per day for this location.
Max refund amount per day	The maximum total amount that the merchant can give in refunds per day for this location.
Max number of refunds per day	The maximum number of refunds allowed per day for this location.

9.3 Terminal details

Field	Description
Terminal details	
Terminal ID	The number of the terminal.
Terminal device type	This is always *Terminal*.
Name on statement	The name displayed on the cardholder's statement.
Status details	

Field	Description
Status	The status field displays the status of the terminal: *Active*, *Blocked* or *Terminated*.
Status reason	If the terminal is blocked or terminated, you can see the reason here.
Active since	De commencement date of the terminal.
End date	If the terminal has been terminated, the termination date is displayed here.
Blocking date	If the terminal has been blocked, the date it was blocked is displayed here.
Other details	
Check number	The terminal supplier needs this number in order to install the terminal.
MCC	The merchant's MCC code.
Location address details	
Address/Postal code/City /Country	The postal address of the location of the terminal.

9.4 Parameters brand

Under the terminal details, the parameters of the brands are displayed.

Field	Description
Payment parameters	
IBAN/Bank Identifier Code (BIC)	The account details used to pay the merchant.
Merchant Reconciliation Reference	A reference recognisable to the merchant which is displayed with the payment.
Terminal parameters	
Magnet strip offline floor limit	The transaction amount of the floor limit used for transaction made with the magstripe. For transactions above the floor limit, offline transactions are not permitted.
ICC EMV offline floor limit	The transaction amount of the floor limit used for transaction made with the chip. For transactions above the floor limit, offline transactions are not permitted.
Allowed services	This field indicates the transactions that are allowed for this terminal. This field can contain multiple values
Offline maximum tip percentage	The maximum percentage for tips that can be added on the terminal.
Card entry modes	This field indicates the ways in which card data can be entered on the terminal. This field can contain multiple values
Manual entry processing options	Credit Card Plus (CCP) values. If the Card entry modes field has Manual entry as one of its values, the method used to process the transaction is shown here. This field can contain multiple values.
Offline manual entry permitted	The value *No* means that manual entry of card data and expiration date is not permitted for a terminal that operates offline. However, manual entry is permitted when the value of this field is *Yes*.
Allowed services contactless	This field indicates the transactions that are allowed for contactless transactions on this terminal. This field can contain multiple values
Transaction limit contactless	The maximum amount allowed for a contactless transaction.
Offline floor limit contactless	The transaction amount used as floor limit for contactless transactions. Offline transactions above the floor limit are not allowed on a terminal.
Cardholder verification limit	The transaction amount used that is the limit for contactless transactions without cardholder verification. Above this limit, the cardholder must enter his/her PIN code.
Receipt limit	The maximum amount of a transaction for which a receipt does not have to be printed. For amounts above this limit, a receipt must be given.
No CVM allowed	The value *Yes* indicates that the merchant can use the *No CVM* functionality and the corresponding limit for POS terminals. If the value is *No*, then *No CVM* is not allowed.
No CVM limit	The maximum amount allowed for the transaction without cardholder verification.