dnapayments

Optomany Control Centre Quick Start User Guide

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Introduction

The Optomany Control Centre (OCC) is a web portal designed to put Optomany's merchants and partners in control of their implemented solutions across both the live and test platforms. Optomany itself is one of the DNA Payments Group of companies and provides a solution for most of our payment terminals.

OCC was designed to provide rich and detailed functionality for a wide array of users; however, it is most popularly used to:

- View near real time transaction history
- Provide ad hoc and scheduled reporting
- View and manage large 'estates' of solutions.

This guide will introduce you to this functionality, and will help to get you started with using OCC. Once you are comfortable with the material in this guide, you can request our OCC Manual which details all the additional functionality available for advanced OCC users.

Getting Up and Running

Once set up on the Optomany axept® platform, it is possible to create selected users to have access to OCC.

There are separate instances of OCC for the test and live platforms. It is likely that some users (such as integration developers) will have logins for both instances and they will be able to manage their accounts/perform reports appropriately.

Optomany Control Centre URLs

Optomany Control Centre is designed to be a web based system allowing users to access the system anywhere with an internet connection and access to a computer with a web browser. The below links are used to access Optomany Control Centre through a web browser.

Link	Description
https://occ.ppe.optpg.com	This link is for the Pre-Production Environment (PPE) of Optomany Control Centre. It has the same functionality and features as the live environment and useful for training and testing.
https://occ.optomany.com	This link is for the LIVE version of Optomany Control Centre.

> To support all the functionality and features of Optomany Control Centre, we recommend using an up-to-date web browser.

Bookmarking

If you wish to bookmark OCC within your browser, please ensure only the URLs above are used as OCC generates session specific URL's for each login attempt.

Firewall

To ensure users do not experience issues when using OCC, Optomany recommends ensuring that your firewalls allow outbound TCP communication on port 443. This is the standard port used for any site that starts with 'https'.

Functionality Overview

Before covering the functionality within OCC in detail, below is a summary of the features currently available within the portal and their associated role.

Reporting

OCC provides live reporting to merchants and partners for all completed transactions that have reached the axept® Platform. Within the reporting function, there are several sub-features available.

Email Addresses

Configuration area for email addresses used in the report scheduler (Schedules).

Layout

The Layout section provides the user the ability to create custom reports by selecting the required data fields. Further customisation options include column ordering, naming, totals and group by options.

My Reports

'My Reports' allows the user to configure a specific set of parameters to report on the transactions required. For example, a parameter could include all transactions processed 'yesterday' and additionally (if required) filtered to only include those on a specific card scheme.

Schedules

Report scheduling within OCC provides the user with the ability to send specific reports to a specified email address at set required intervals. The user selects one of the pre-defined reports created in 'My Reports' 'as the basis of the schedule. The report can be generated and sent in a variety of formats including CSV (Comma Separated Values), PDF (Portable Document Format) and XLSX (Excel) etc.

Transaction Search (Txn Search)

In the event of a transaction query, it is important to be able to locate a transaction using one of its component elements, such as the reference provided. OCC provides this to the user via the 'Txn Search' function. The known criteria can be entered and then search results analysed, sorted and exported for further use.

User Management

Initially Optomany will setup the user for OCC as specified on the order paperwork submitted. Once created, this user can then add other users via the User Management feature.

Review Roles & Permissions

OCC creates various 'roles' to manage the differing levels of access required by the merchant. For example, the finance team may only be required to be given access to reporting whereas the IT team managing the solution will need reporting and/or access to the user management area.

User Maintenance

The User Maintenance section allows the user with the required permission levels to view, create, edit or delete users in OCC.

EMS (Estate Management System)

OCC provides users with the ability to manage the various components which make up their estate.

Allowed Card Schemes

The Allowed Card Schemes section displays information on the card schemes which have been setup on the axept® platform and the payment limit types per scheme per department. The allowed card schemes are setup using information specified on the submitted order paperwork.

Error! Reference source not found.

Provides product customisation options for branding purposes.

Error! Reference source not found.

The checkout configuration allows users to customise the design of the merchant's checkout page using CSS (Cascading Style Sheets). Separate stylesheets can be used for the desktop and mobile versions of the checkout page.

Error! Reference source not found.

Allows the user to upload images for customisation of the merchant's checkout page.

Devices

Provides access to all devices in the merchant's estate and the ability to edit the name of a device. This section also allows devices to be prepared for an update and to view a device's update status.

Distribution Lists

OCC allows the grouping of devices into 'Distribution Lists', for example a list for each retail store. This is useful when devices are to be remotely updated as a batch rather than each one individually. Updates can be initialised to a selected distribution list when required.

Finance

The finance section displays invoices.

Licences

Allows the user to see all current (used or unused) licenses available to the merchant.

Error! Reference source not found.

Provides a facility to assign images to customise items such as Checkout Logo, Print Logo etc.

Merchant Roles

Allows management of the various user roles (such as standard user, supervisor etc.) and the associated permissions.

Merchant Store RSA Keys

Allows RSA Keys used by POS solutions for local data encryption to be entered which can then be used by the axept® service via a configuration download and update.

Merchant Stores

Provides the ability to view or edit the merchant stores configured in the merchant's system.

Payment Channels

Allows the payment channels available to the merchant to be viewed or if required, de-activated.

Payment Portal

Allows the setup of a Payment Portal for use with axept® Checkout.

Completing OCC User Setup

Before a user can login to OCC for the first time, the user account must be created. This is usually done via the order form submitted to Optomany. However, if for some reason this is not the case, please contact Optomany to request an account.

To create a user account, the following information is required:

Required Information	Description
Email Address	Email address of the user (used by OCC as the username). The address must be valid as an activation link will be sent and require a response from the user.
First Name	User's First Name
Surname	User's Last Name
Mobile Number	Mobile number - Required for two-factor authentication login.

Once the user has been created, OCC sends an email to the registered email address containing a link which the user will need to open before the account is activated.

The following is an example of this email:
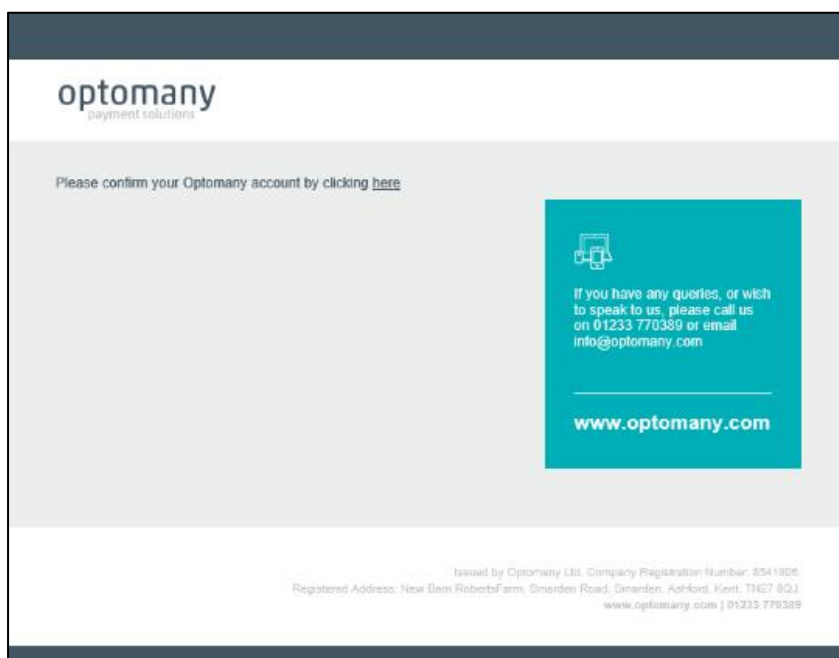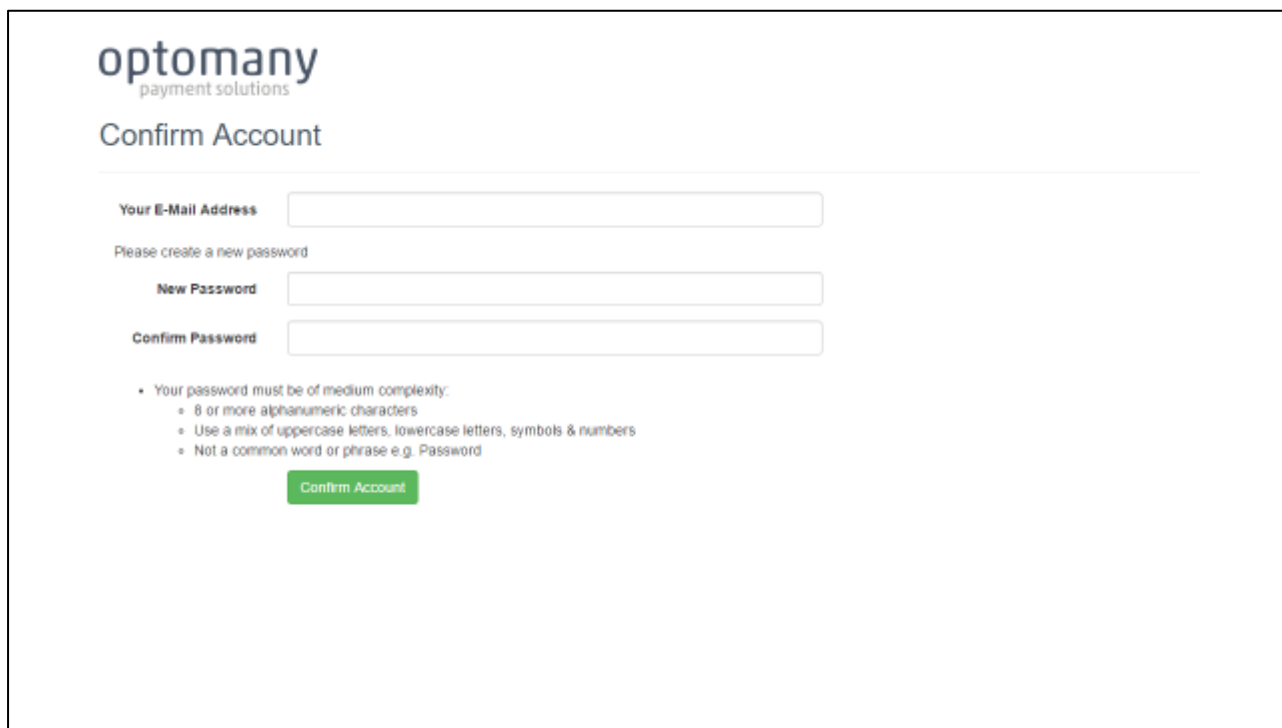
Figure 1 - Email with account confirmation link.

Once the activation link in the email is selected, the user will be taken to the 'Confirm Account' page of OCC. The user will be required to confirm the account by entering their email address and create a password for OCC as shown in the following example:

Figure 2 - Account confirmation request

> Please note that the Password used must conform to the following level of complexity:
>
> •   A minimum of 8 alphanumeric characters.
>
> •   Must contain at least one uppercase letter, one symbol and one number.
>
> •   Cannot be a common word or phrase, for example: Password.

Once a valid email has been entered and a valid password has been created, select the 'Confirm Account' button to complete the process.

The user will then be directed to a confirmation page:
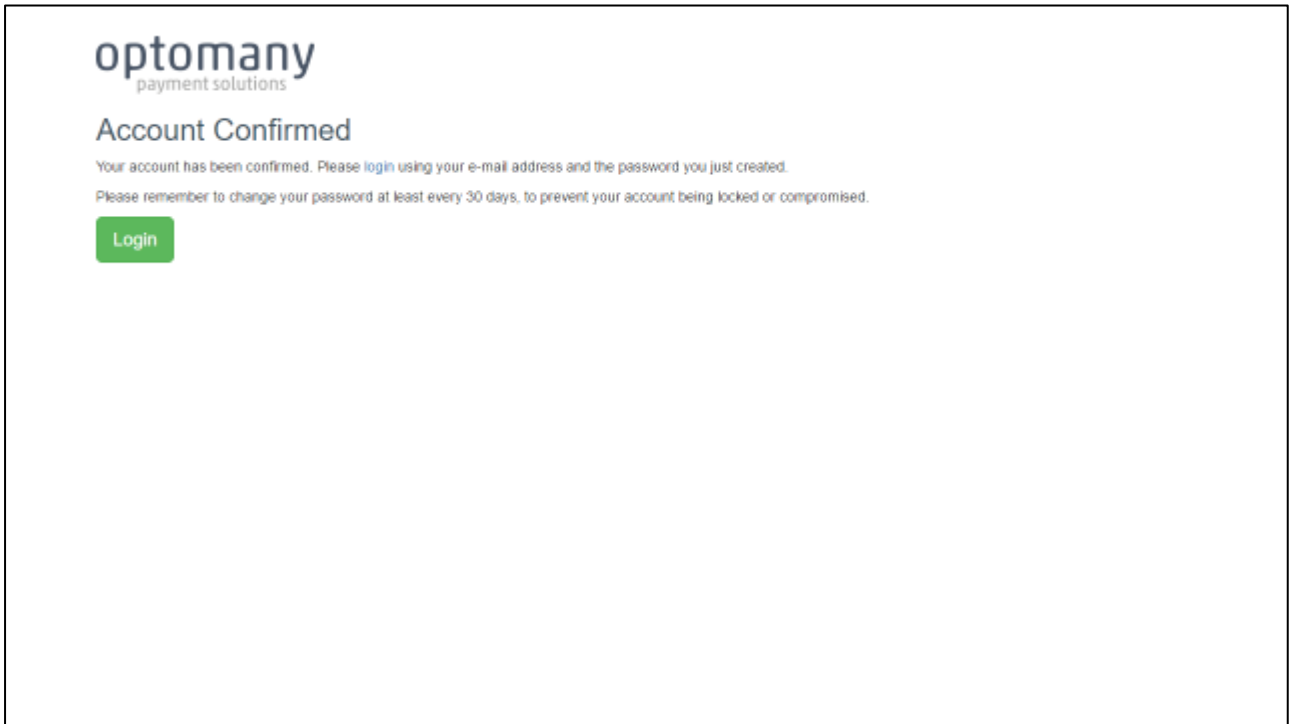
Figure 3 - Account confirmed

A confirmation email will also be sent by OCC:
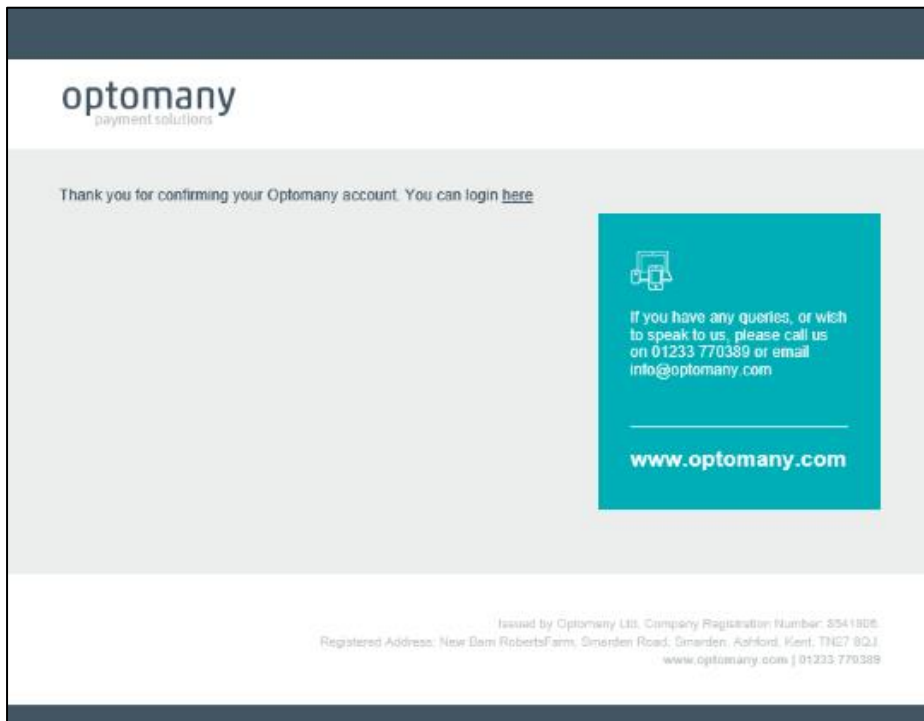
*Figure 4 - Email with account confirmed message and login link*

To login for the first time, select the login link/button on the page, the login link in the email or use the main live OCC URL https://occ.optomany.com.

Accessing OCC

Once the account has been activated, the user can login to OCC. OCC utilises a two-factor authentication model to give our customers the highest level of protection.

Logging In

To login on the live version of OCC, go to https://occ.optomany.com using your web browser and the login page will be displayed.
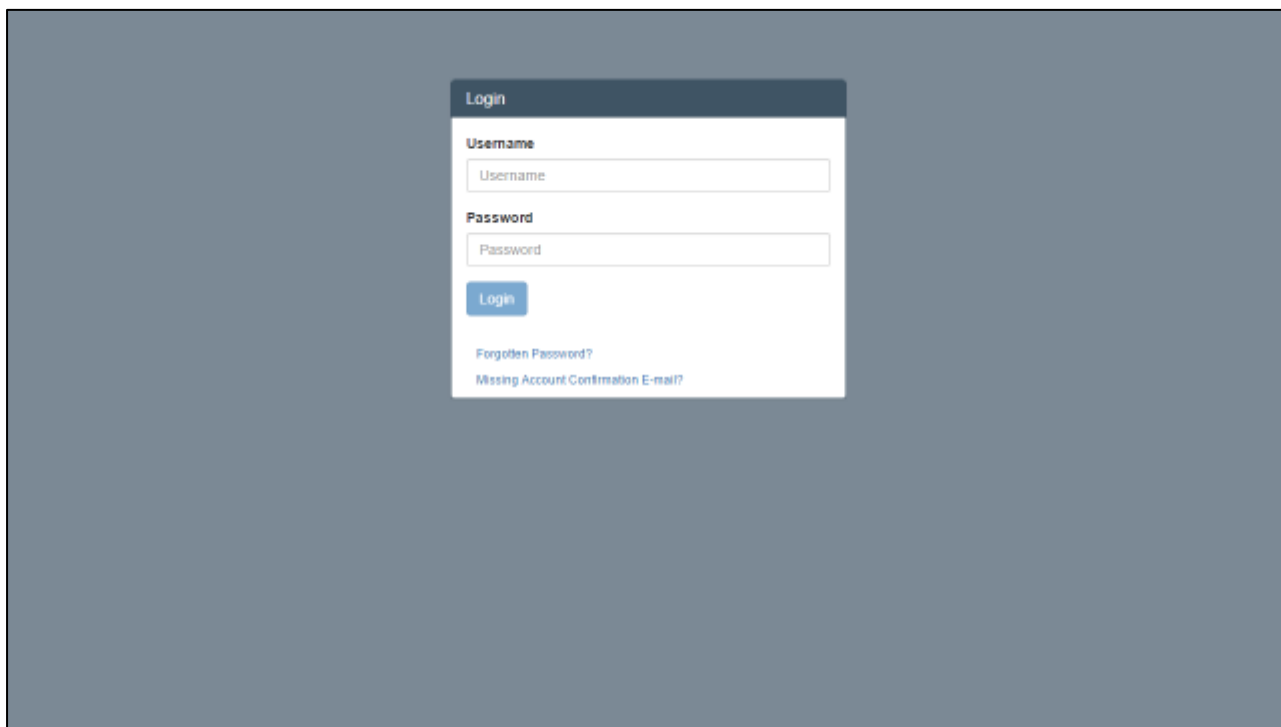
Figure 5 - OCC account login

Enter the username (email address) and password (set in section 4) and select the login button.

Two Factor Authentication

To ensure maximum security for our partners and merchants, the OCC portal uses 'Two factor authentication' for all logins.

> Two Factor Authentication is defined as:
>
> "A technology patented in 1984 that provides identification of users by means of the combination of two different components. These components may be something that the user *knows*, something that the user *possesses* or something that is *inseparable* from the user.
>
> A good example from everyday life is the withdrawing of money from a cash machine. Only the correct combination of a bank card (something that the user possesses) and a PIN (personal identification number, i.e. something that the user knows) allows the transaction to be carried out. 2FA is ineffective against modern threats, like ATM skimming, phishing, and malware etc. Two-factor authentication is a type of multi-factor authentication."

OCC uses the email address as the first factor and the second factor is validation via email, SMS or App.

To use two-factor authentication, firstly, the user logs in with their email address and password and secondly, a code is sent via email or SMS which must be entered into OCC before the login can be completed.

The next screen will request the user to select which method of communication to use when sending the security code. Email will always be offered to each user as an email address is always present. If a mobile number has been configured, the code can be sent via SMS and a verification 'App' can also be used.
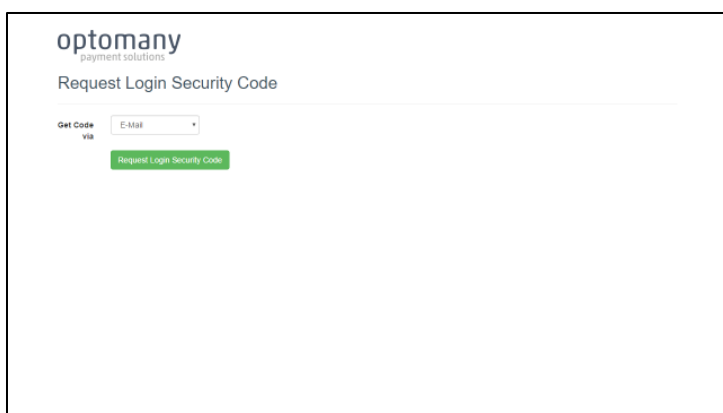
Figure 6 - Requesting a login security code

Email Verification

If the email address option is chosen, the notification will look like the following:
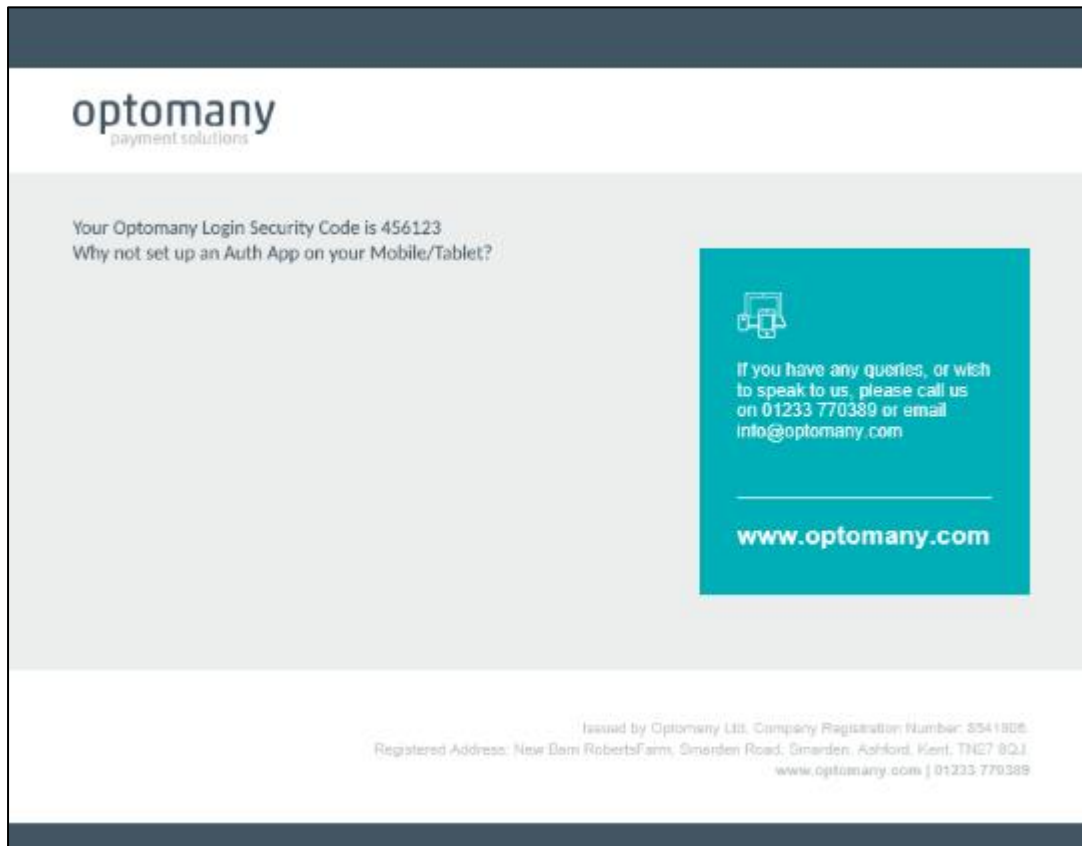

Figure 7 - Example of security code sent via email

The code contained within the email is valid for 30 seconds.

To login, go to https://occ.optomany.com and the login page will be presented.

Figure 8 - Login username and password fields

Enter the username (email address) and password (set in section 4) and select Login. OCC then detects that the user has configured verification via email and prompts for the code to be entered.
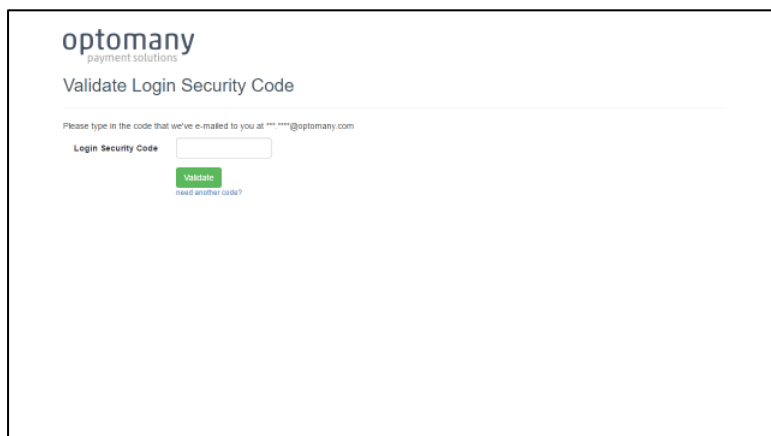
Figure 9 - Enter security code screen

SMS Verification

If the SMS option is chosen, the message will appear as follows:

> *Your Optomany Login Security Code is XXXXXX*

XXXXXX represents the six-digit security code. The SMS sender will be from 'identitysrv'.

The code contained in the SMS is valid for 30 seconds.

Need Another Code?

As specified previously, all codes issued by OCC (via SMS or email) are valid for 30 seconds. If the user does not enter the code within those 30 seconds, an additional code can be requested by selecting the 'need another code?' hyperlink. OCC will then issue another code which is also valid for 30 seconds.
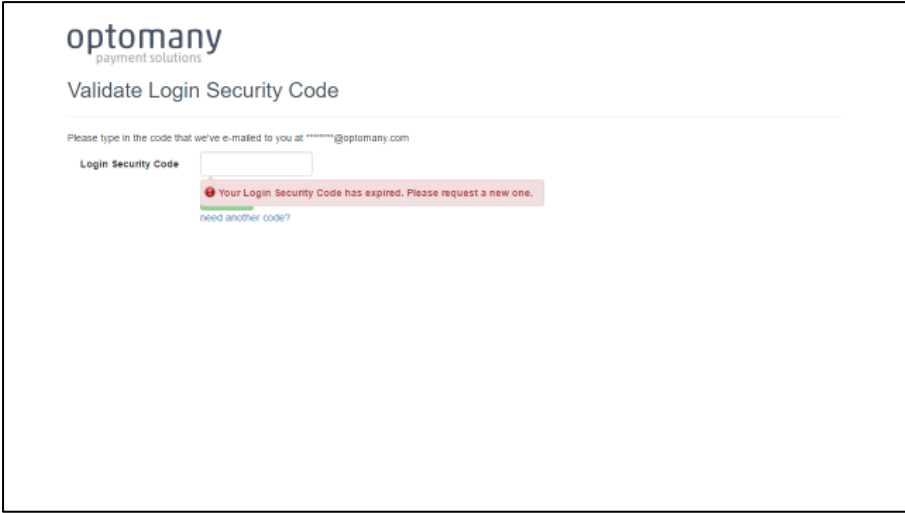
Figure 10 - Expired security code example
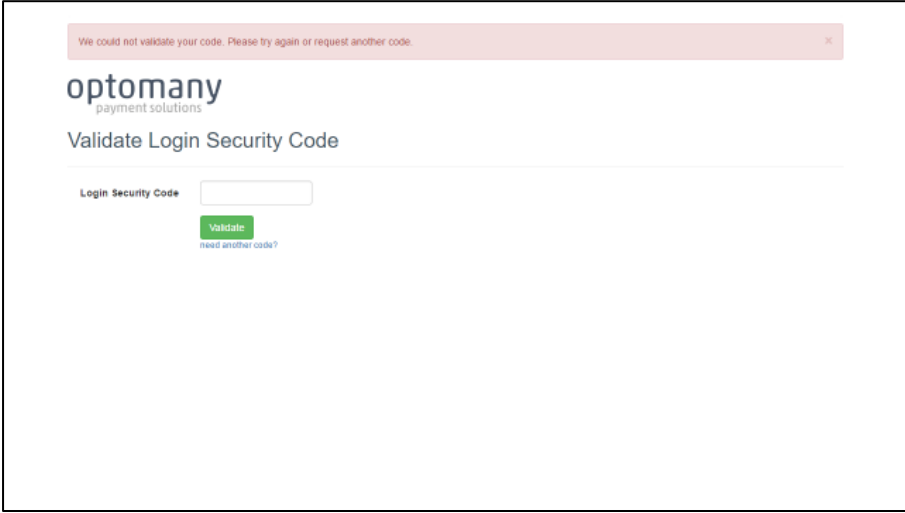
Figure 11 - Invalid code example

Two Factor Authentication via 'App'

OCC offers users the ability to complete the two factor authentication steps using an 'Authenticator' app installed on a smartphone/tablet. To synchronise the chosen authenticator application and OCC, a login must first be performed using the email or SMS authentication.

Once logged in, select the username (email address) in the top right-hand corner of the OCC window and select the 'Manage Security' heading.

OCC displays the available methods for two factor authentication. To setup the link to an authentication app, select the 'Enable' button under 'Authenticator App'.
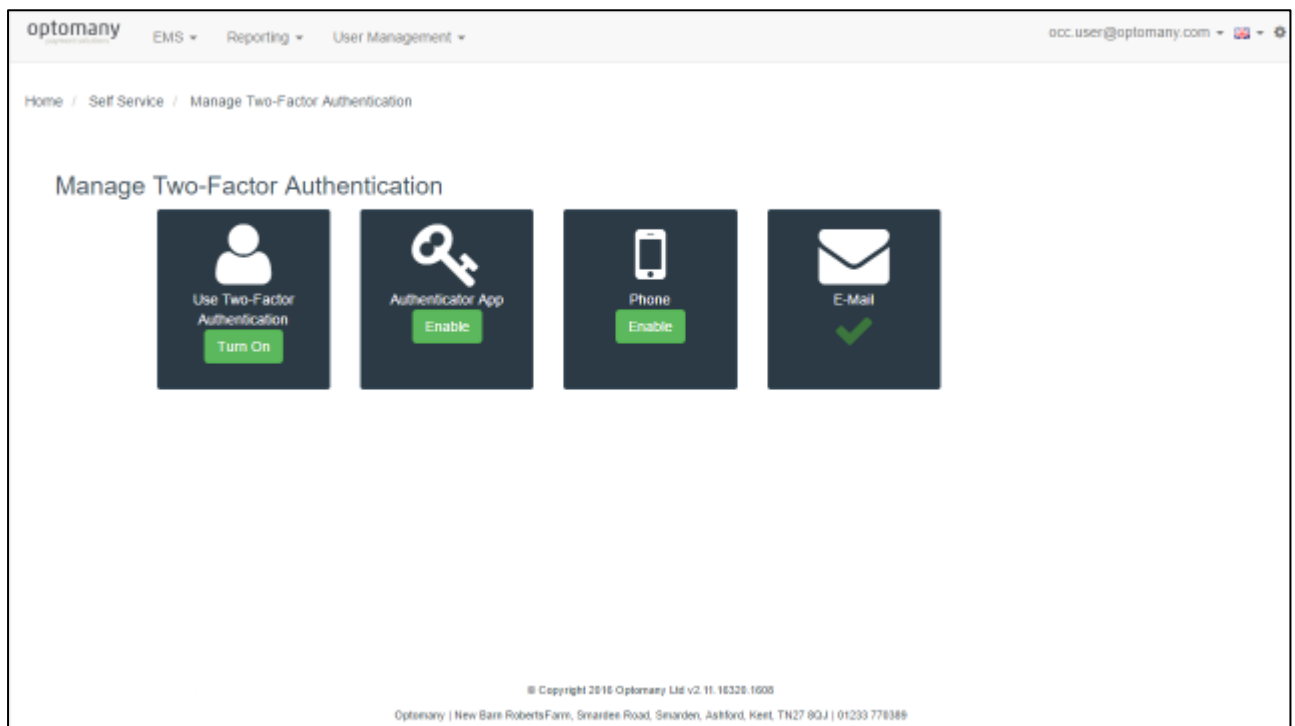
Figure 12 - Two factor authentication options

The user will then be asked to follow the below process to setup:

1. Install an authenticator app onto the desired device. The recommended options by platform are:

    a. iPhone, iPad and iPod Touch

        i.   Google Authenticator by Google

    b. Android

        i.   Authenticator by Microsoft

        ii. Google Authenticator by Google

    c. Windows Phone

        i.   Authenticator by Microsoft

2. Open the installed app on the device

3. Pair the app with Optomany OCC by scanning the QR code provided

4. Verify the pairing by entering the code provided by the authenticator app
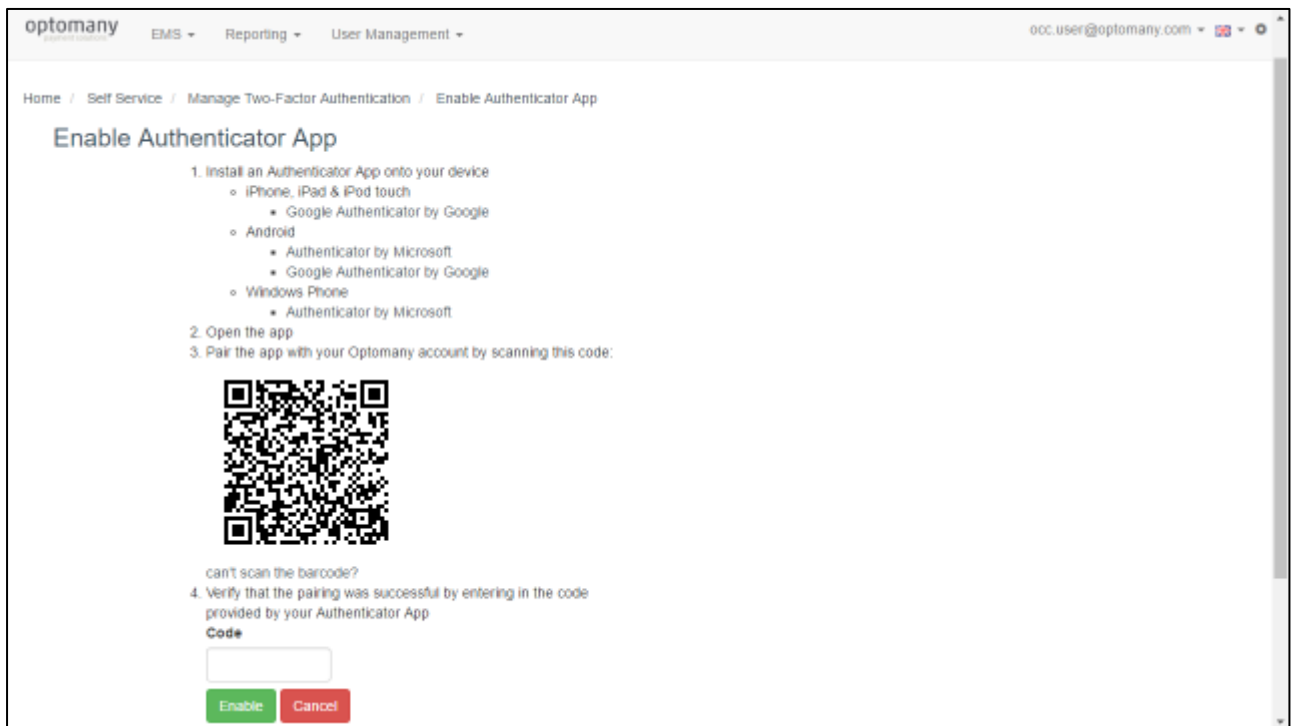
Figure 13 - Enabling the authenticator app

Once the code has been entered, select the 'Enable' button to continue. OCC then begins to process the request.
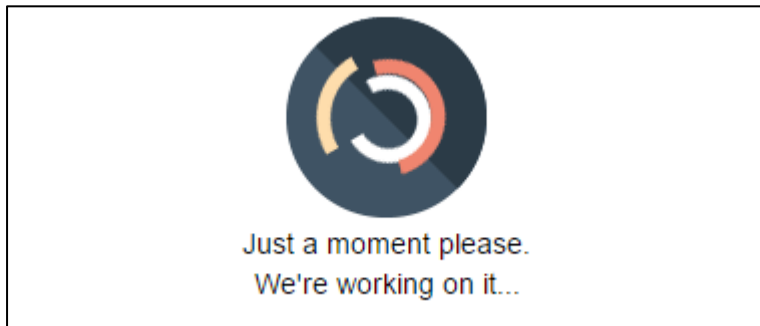
Figure 14 - Processing of request
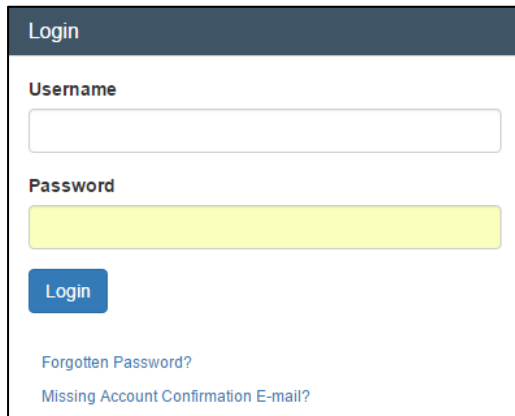
Once the request has been validated and completed, OCC will confirm that the process is complete with a message appearing for around ten seconds.
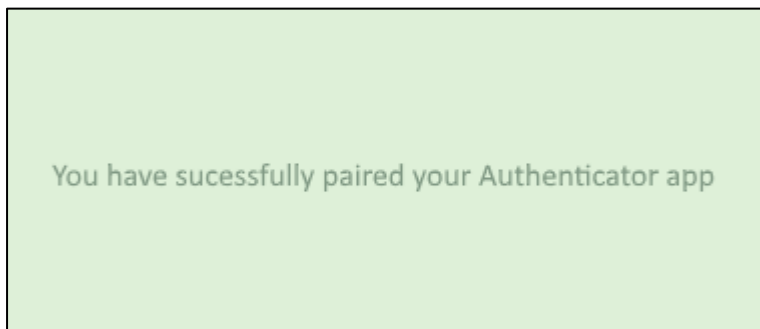
Figure 15 - Processing of request completed

Logging in via the App Authentication
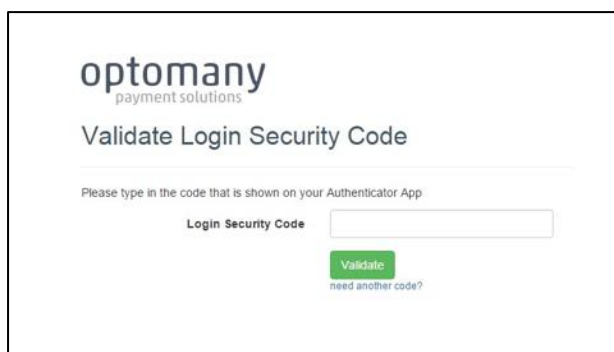
To login, go to https://occ.optomany.com and the login page will be presented.

Figure 16 - Login user name and password fields

Enter the username (email address) and password (set in section 4) and select the Login button. OCC then detects that the user has configured verification via the application and prompts for the code to be entered.

Figure 17 - Login security code validation request
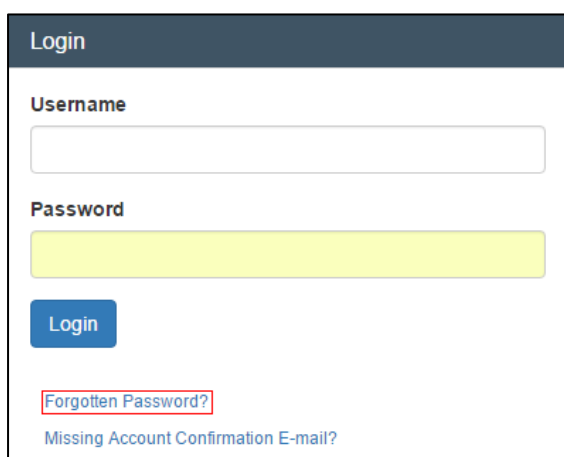
Enter the code displayed by the chosen app and select the 'Validate' button to continue. The code is validated by OCC and if correct, the user will be taken to the main OCC screen. If the code is invalid, OCC will prompt for the user to retry.

Password Reset

If an account is 'Locked Out' or the password is forgotten, OCC provides a password reset facility. The one requirement is that the user has access to the email address used for the login. For instances where the account is 'Locked Out' following too many incorrect login attempts, an email will be sent to the user automatically.

However, to perform a manual reset of the password, the steps are described as follows:
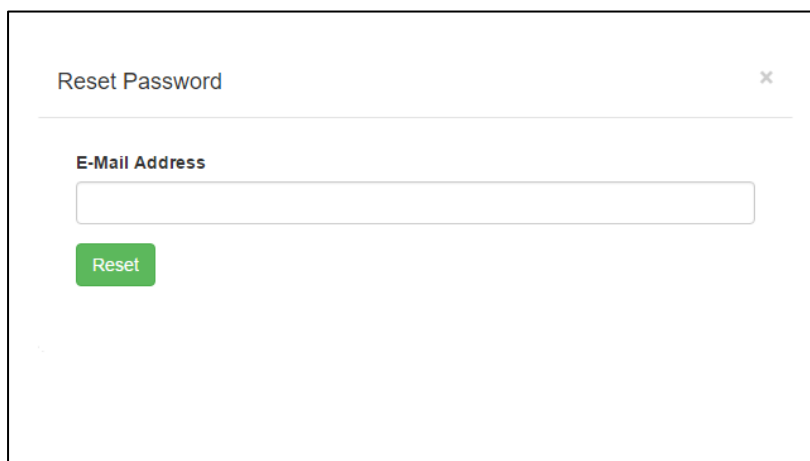
On the initial login page, there is a link to 'Forgotten Password?':

Figure 18 - Password Reset Link

Selecting the 'Forgotten Password?' link displays the 'Reset Password' dialogue.

Figure 19 - Email for password reset link

Enter the email address for the user who requires the password reset and select the 'Reset' button. You will receive a confirmation message that if the email address entered is valid, a password reset email will be sent to the email address entered.
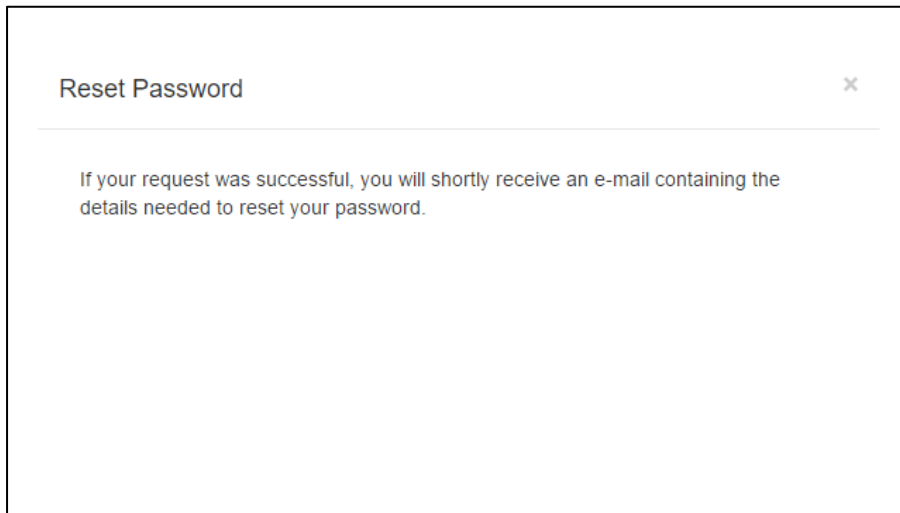
Figure 20 - Email with password reset link

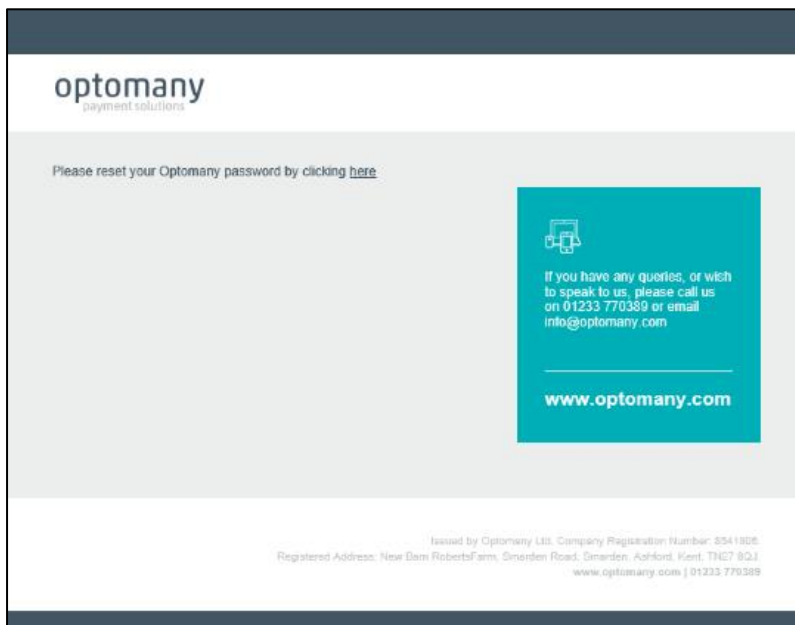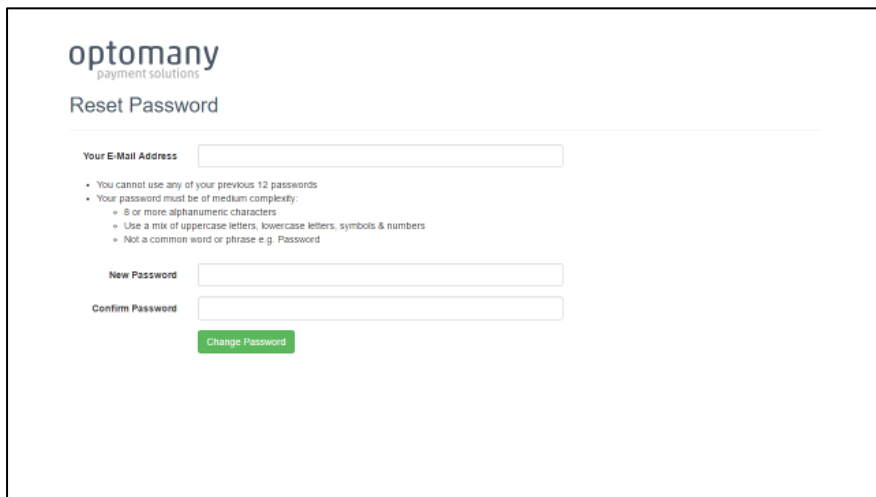If the email address entered is valid, OCC will send an email with a password reset link:

Figure 21 - Email with password reset link

Select the 'here' link in the email to start the password reset process. The default web browser will be used to open the password reset page:

Figure 22 - Reset password page

Complete the required information on the password reset screen and select the 'Change Password' button.

OCC checks the password entered meets the minimum requirements and if successful, the following confirmation is displayed.

Figure 23 - Confirmation password reset is successful

Select 'Login' to display the login screen and follow the standard login process.

To ensure that users are always aware of activity on their user account, OCC sends a notification email to the user's email address when the password has been changed.
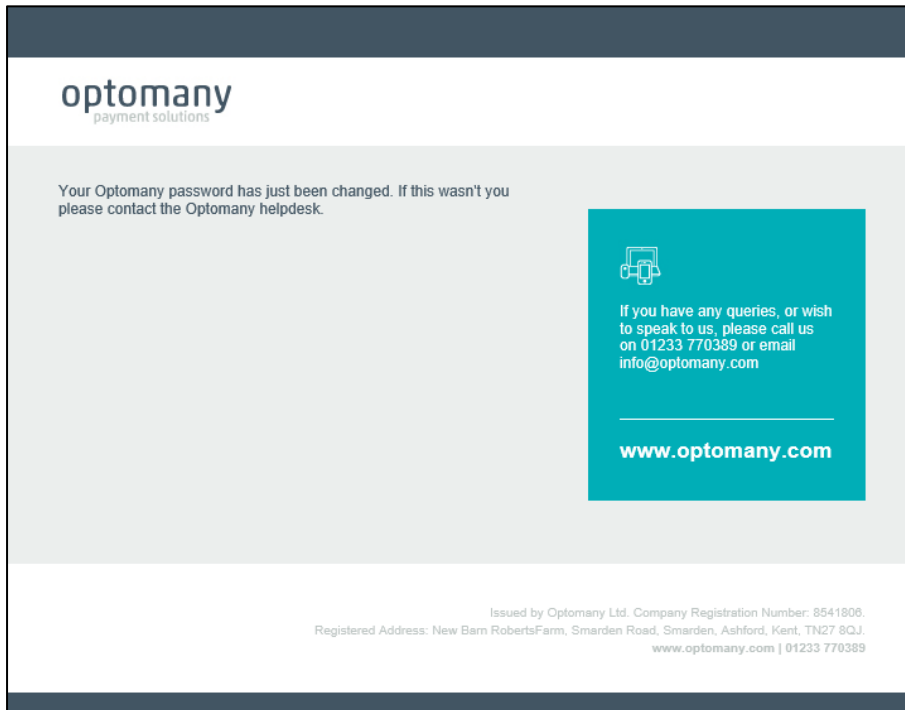

Figure 24 - Email confirming password has changed

As per the advice in the email, should this email be unexpected (i.e. a password reset was not performed by the user) please contact Optomany's support team as soon as possible.

Optomany Control Centre Home Page

The following is an overview of the main OCC page that will be displayed when the user login is successfully completed.
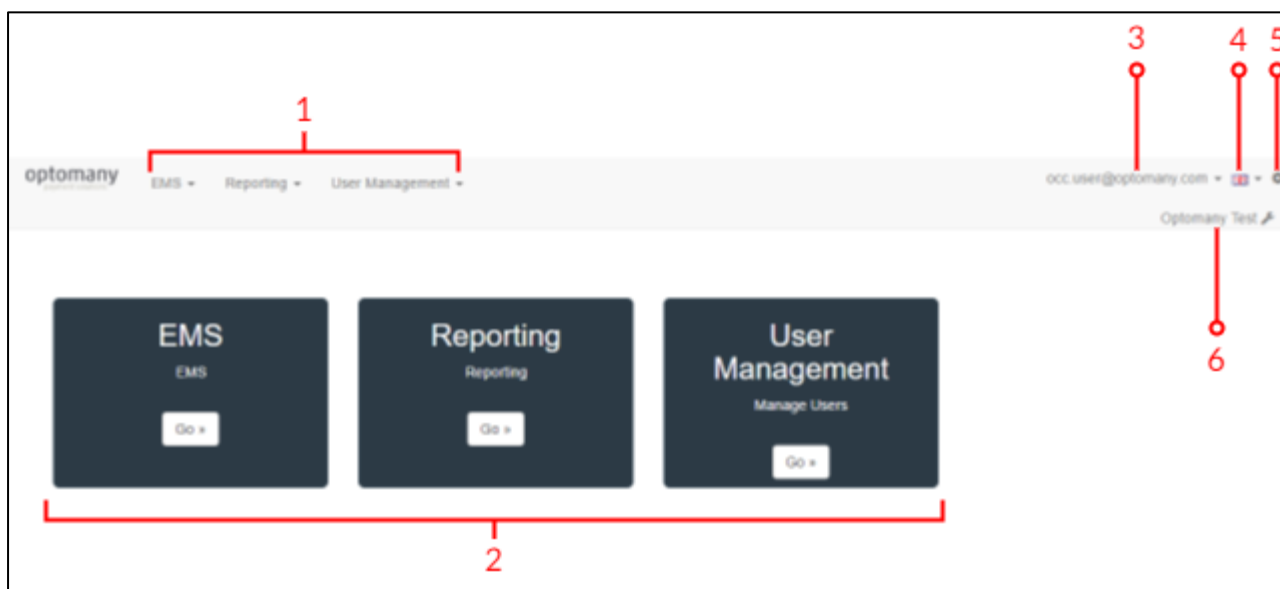

Figure 25 - OCC Homepage

The main areas have been highlighted and more information provided below.

No.	Description
1	Top level menu – Select the heading to expand and show available options.
2	Tiled menu - Alternative way of accessing the menu functions.
3	Currently logged in user (Select to edit user settings).
4	Language selection.
5	Edit currently logged in user's profile.
6	Select this to manage any merchants' systems under the user's control.

> The features available to a user will be dependent on the roles and permissions assigned to a user. Some of the features described in this guide may not be available due to the roles and permissions which have been set.

Master Login

To assist partners in the management of their estates of customer installation, Optomany have developed the 'Master Login' functionality. With Master Login, a partner can use a single OCC user and access the entire installed estate for their customers, running reports, marking terminals for download etc.

To switch between the available merchants, select on the 'Change Merchant' heading in the top right-hand corner of the screen, as shown in the previous page (item 6).
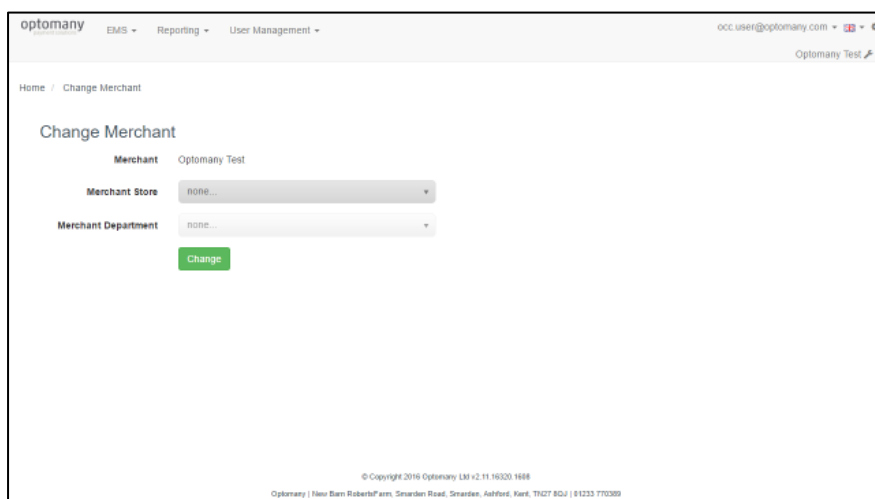

Figure 26 - Change merchant screen

Select the merchant required from the first drop-down box. Once selected, select the 'Change' button and OCC will then provide access to the merchant's entire system. OCC also allows the user to type in the merchant's name and automatically filters the list based on what has been entered.

It is possible to access specific areas of the merchant such as the merchant store and/or merchant department by using the relevant drop-down selection box. Once the Merchant has been selected, the available merchant store and merchant departments will be available in the relevant drop-down selection boxes.

Select the required merchant store and/or department and select the 'Change' button to switch to the selected merchant.

Reporting

Optomany's OCC portal provides the user with live reporting across all processing channels allowing merchants to keep track of their transactions. Having the information available quickly also helps when answering customer transaction queries.

Email Addresses

To use the scheduled reporting functionality within OCC, the email addresses for the required recipients need to be configured. To add, amend or delete these email addresses go to the **Reporting > Email Addresses** menu item.
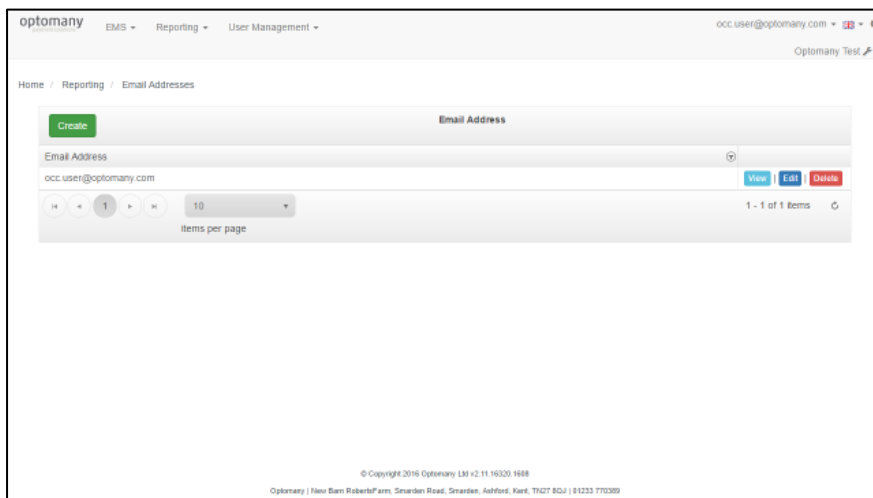

Figure 27 - Email addresses

Create New Email Address

To add a new email address, select the 'Create' button from the Email Addresses overview screen. On the following screen, enter the email address required and select the 'Create' button. OCC will return to the Email Addresses overview screen once the email address has been added.
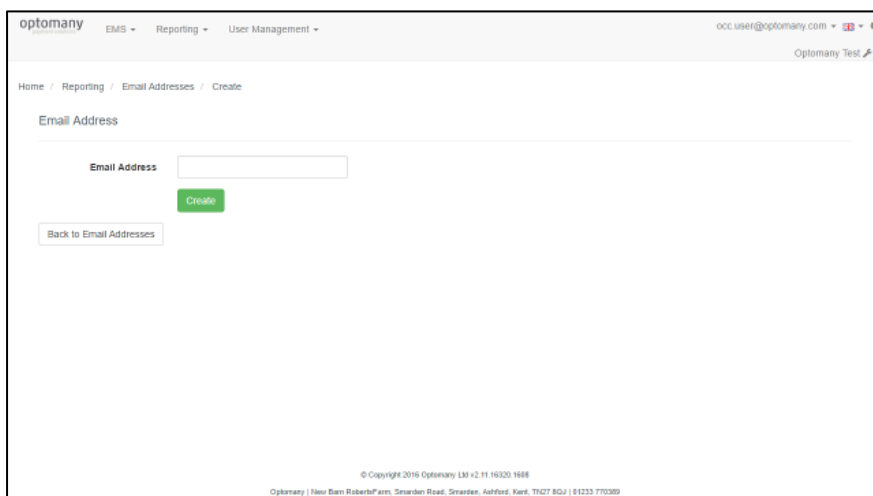
Edit Email Address

To edit an email address, select the 'Edit' button for the email address required for editing.
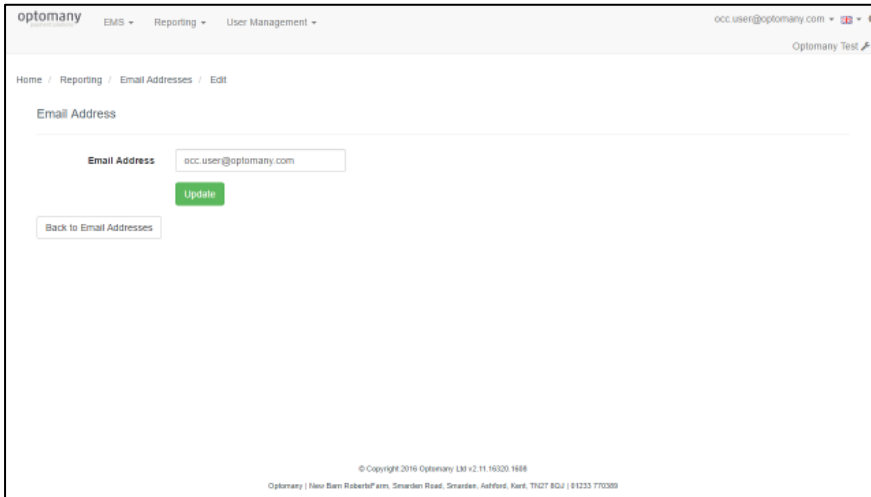
Figure 29 - Updating an email address

When the changes have been made, select the 'Update' button. If no changes are required, select the 'Back to Email Addresses' button.

Delete Email Address

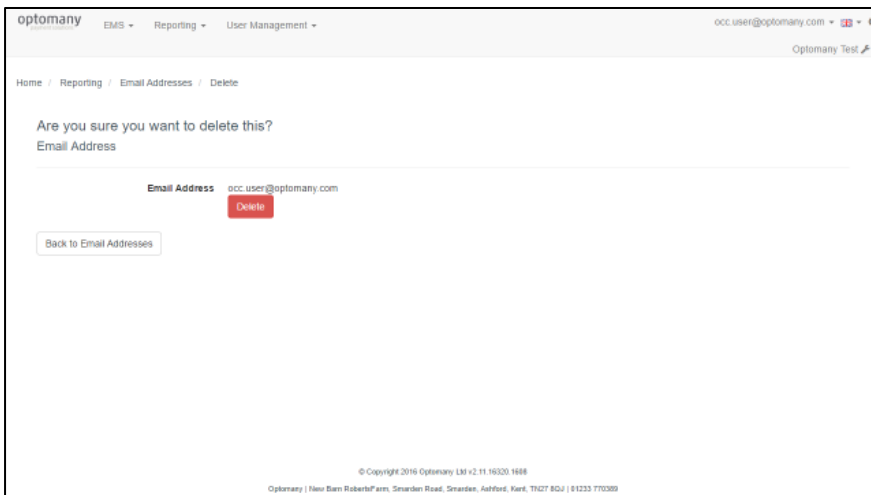To delete an email address, select the 'Delete' button for the email address required for deletion.

Figure 30 - Deleting an email address

 OCC will then ask for confirmation of the deletion. To confirm, select the 'Delete' button or to return to the main email screen without deleting, select the 'Back to Email Addresses' button.

Layout

OCC allows users to customise the layout of a report by selecting the required columns, set ordering and selecting grouping preferences. A report page is set to a A4 size and each column available for reports is given a width value to indicate if the selected columns will fit correctly onto the page. The layouts created will be available in the OCC 'My Reports' described in 0 My Reports

Access the Layouts feature via the OCC menu: **Reporting > Layouts**.
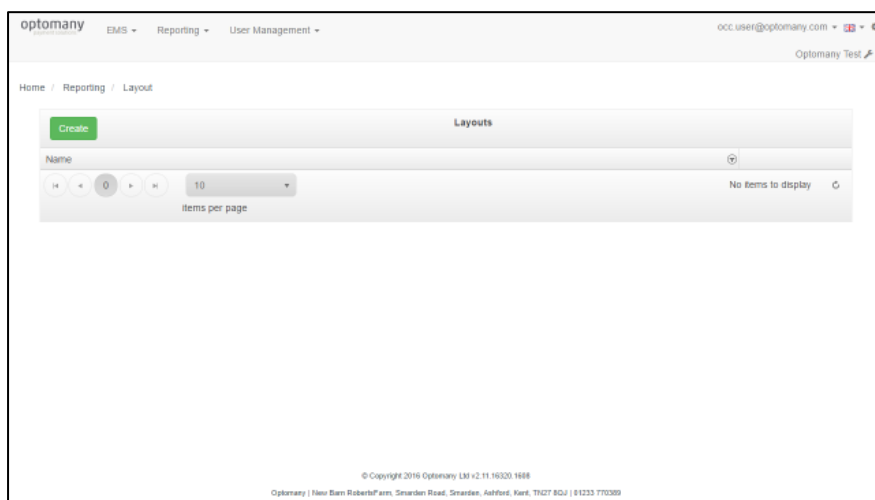
Figure 31 - Reporting layouts screen

Creating a Layout

To create a new layout, Select the 'Create' button. The new layout form is then displayed.
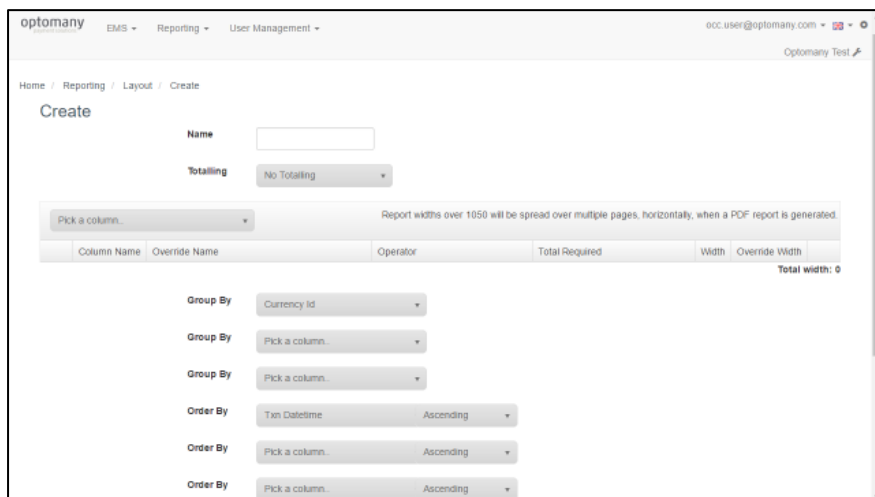
Figure 32 - Creating a report layout

The following describes the fields used for creating a layout.

Field	Description
Name	Enter a name for the Layout - e.g. Sales Report Layout
Totalling	Select the Totalling level required from the available options: • No Totalling • Group Level • Report Level • Group & Report Level
Pick Column	From the 'Pick a column...' drop down, select a column to add to the layout. This step can be repeated until all the required columns have been selected.
Override Name	Override Name allows the user to enter custom column name instead of using the default column name.
Group By	Up to three columns can be selected to group report data. Select the required columns to group by from the 'Group By' drop down selection box.
Order By	Up to three columns can be selected for ordering. Select the column to order by and whether ascending or descending is required. Use the 'Order By' drop down selection box to select the column and the Ascending/Descending drop down box to select the ascending/descending order.

A report is designed to fit on to an A4 size page with a total width value of 1010. Each column added will show the width value of the column and increase the 'Total width' used.

To ensure the report layout displays correctly, the total value of all the columns used should not exceed 1050. To remove a column from the layout, select the 'Delete' button for the corresponding column.

Report widths over 1050 will be spread over multiple pages, horizontally, when a PDF report is generated.

Once the required fields have been completed and the options selected, select the 'Create' button to create the layout. The layout will be available in 'Layout' dropdown selection box when using 'My Reports'.

My Reports

To allow users to have maximum flexibility but also be able to run reports quickly, OCC includes 'My Reports'. This allows users to set as many saved report criteria's as required, these criteria's can then be used to generate reports.

To access 'My Reports' via the OCC menu: **Reporting > My Reports**

The 'My Reports' page will display a list of default reports which Optomany have created however, these can be hidden from view using the 'Show Default Reports' toggle switch (shown below).
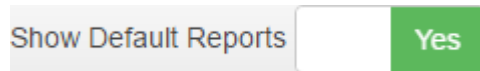

Figure 33 - Show Default Reports toggle switch
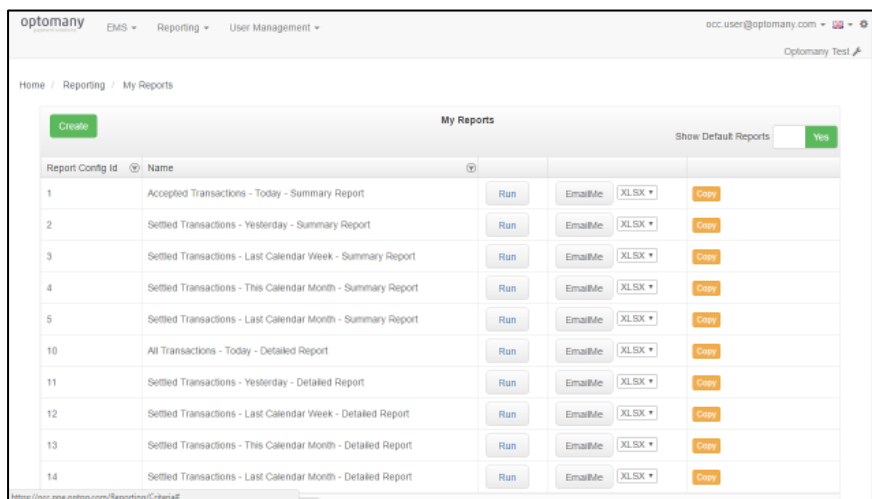
Figure 34 - 'My reports' page (showing default reports)

Creating a Report

To create a new report and associated criteria, select the 'Create' button. The new report form is then displayed.

Figure 35 - Creating a new custom report

The following describes the fields available when using 'My Reports'.

Field	Description
Name	Enter a name for the Layout - e.g. Sales Report Layout
Layout	Select one of the available report layouts;
	EFT Summary: Totals by card type and overall totals.
	EFT Detail: Line by line detailed transaction information.
	Txn Search: Transaction information using same fields available in Tnx Search.
	Other user created layout templates will also appear on this list.
Currency	Select which currency to report on from the drop down selection box, the default setting is "All Currencies" which will show all currencies available.
	To quickly locate a currency that is required, type the name into the filter box.
Settled	Select which status of transactions to report on.

All	All Transactions statuses
Settled	Transactions settled with the Acquirer
Not Settled	Transactions not settled (or not yet settled)

Field	Description
Txn Result	Select which transaction results to report on.

All	All Transactions statuses
Settled	Transactions settled with the Acquirer
Not Settled	Transactions not settled (or not yet settled)
Error	Transactions in an error state

Field	Description
Date Selection	Select the date range for the report. If 'Use Fixed Period' is selected, the Time Period drop down selection box becomes available. Select the Time Period you wish to use. If 'Specify Own Dates' is selected, a date/time selector appears as covered in the next two steps below.
Start Date	If 'Specify Own Dates' is selected, select a date and time to start the report from.
End Date	If 'Specify Own Dates' is selected, select a date and time to end the report.
Time Zone	If required, specify your time zone from the drop down selection box.
Stores	Select the Merchant Store(s) that are required for the report or select the 'Exclude' checkbox to exclude the selected Merchant Store(s) from the report.
Departments	Select the Merchant Department(s) that are required for the report or select the 'Exclude' checkbox to exclude the selected Merchant Department(s) from the report.
Card	Select the Card Scheme(s) that are required for the report or select the 'Exclude' checkbox to exclude the selected Card Scheme(s) from the report (All Card Schemes are selected by default)
Amount	Select which transaction Amount values to include in the report. The default amount is not set. = Equal to != Not equal to > Greater than < Less than => Equal to or greater than <= Less than or equal to
Reference	Select which transaction references to include in the report **NotSet** All transaction references are included. **Like** Includes only the transaction references in the specified text.
Card No. Ending	Return only transactions where (last four digits) ending card numbers matches the numbers set in this field.

Once the required fields have been completed and the options selected, select the 'Create' button to create the report.

Running a Report

To run a report, access 'My Reports' via the OCC menu: **Reporting > My Reports**

Select the 'Run' button for the required report. The new report is loaded into a new tab within the browser.

Figure 36 - Example report

Once finished close the browser tab to continue.

Report Toolbar Overview

The following is an explanation of the icons available in the report toolbar.
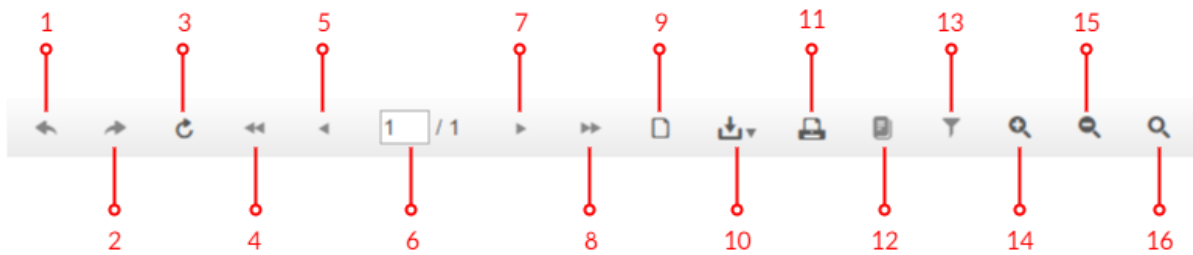
Item	Icon	Description
1		Navigation - backwards
2		Navigation - forward
3		Refresh the current report
4		Navigation - back to the first page of the report
5		Navigation - back to the previous page
6		Navigation - go to a specific page
7		Navigation - forward to the next page
8		Navigation - forward to the last page
9		Toggle print preview
10		Export report to one of the below formats: • Acrobat (PDF File) • CSV (comma delimited) • Excel (1997-2003) • Excel Worksheet
11		Print report
12		Not Currently Used - Toggle Document Map
13		Not Currently Used - Toggle Parameters Area
14		Zoom In
15		Zoom Out
16		Toggle Full Page/Full Width

Copying a Report

The copy function enables a report to be duplicated, this is useful when creating a new custom report and the copied report can be used as a starting point. To copy a report criteria, select the 'Copy' button for the corresponding report on the 'My Reports' screen for the report to be copied.
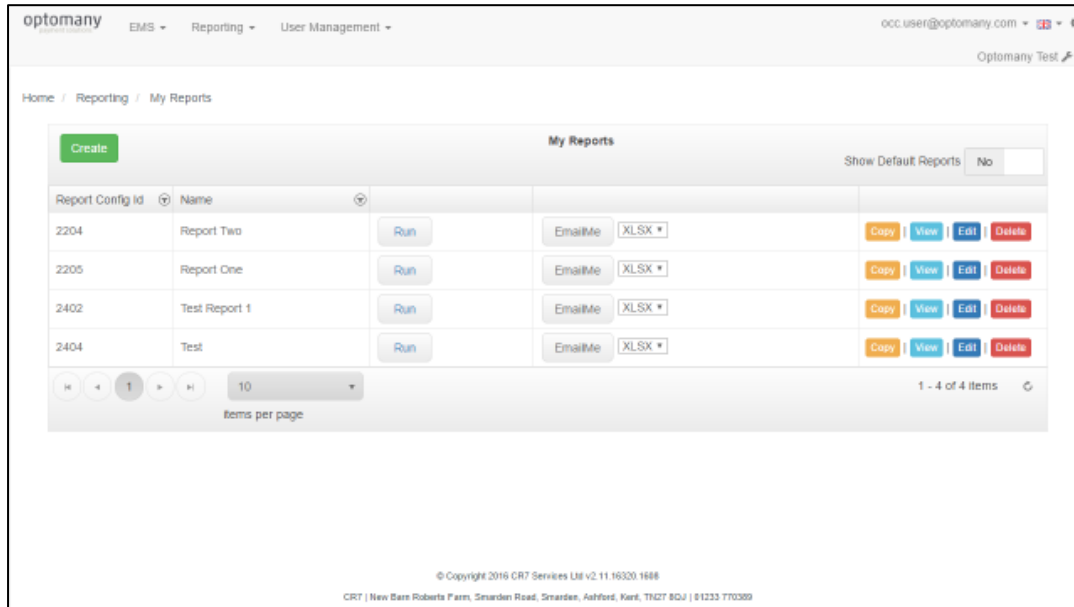
Figure 37 – Copy report button

Viewing the Report Criteria

To view details of a report criteria, select the 'View' button for the corresponding report on the 'My Reports' screen for the report to be viewed.
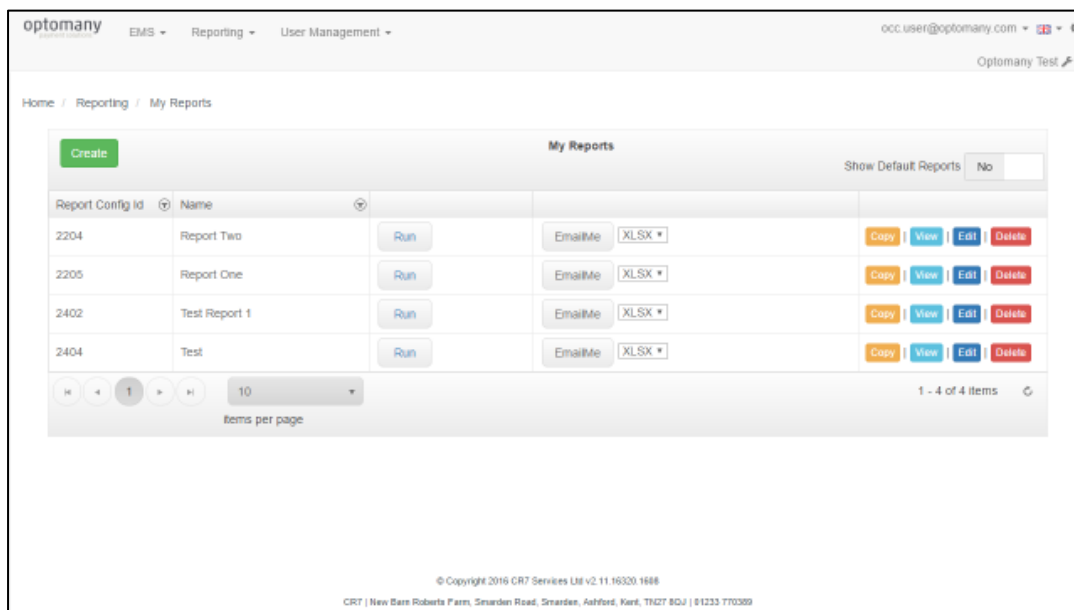
Figure 38 – View report button

Editing the Report Criteria

To edit a report criteria, select the 'Edit' button for the corresponding report on the 'My Reports' screen for the report to be edited.
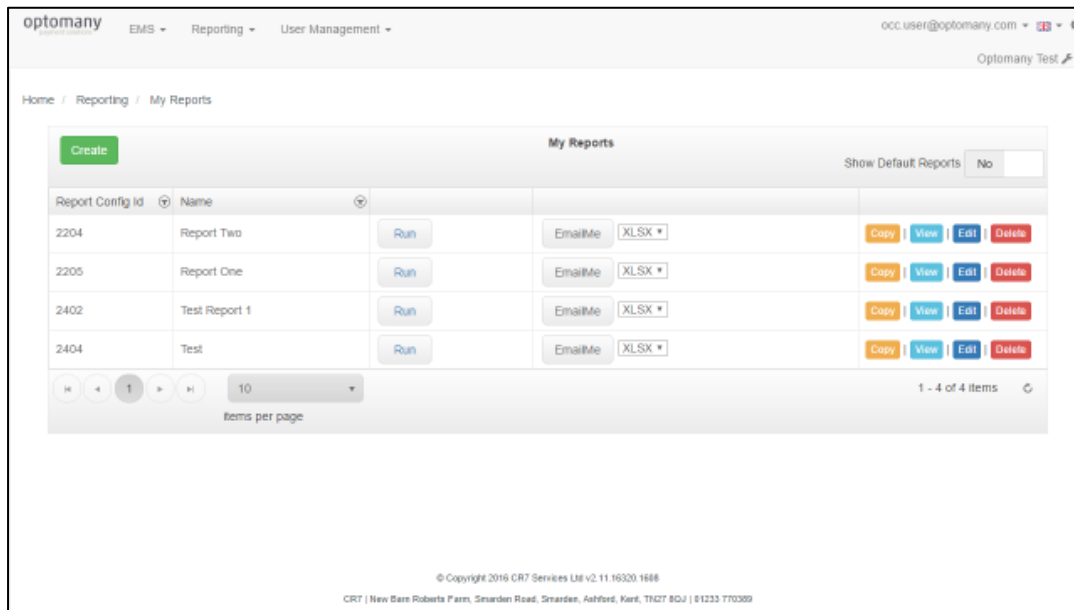
Figure 39 - Edit report button

Deleting the Report Criteria

To delete a report criteria, select the 'Delete' button for the corresponding report on the 'My Reports' screen for the report to be deleted.
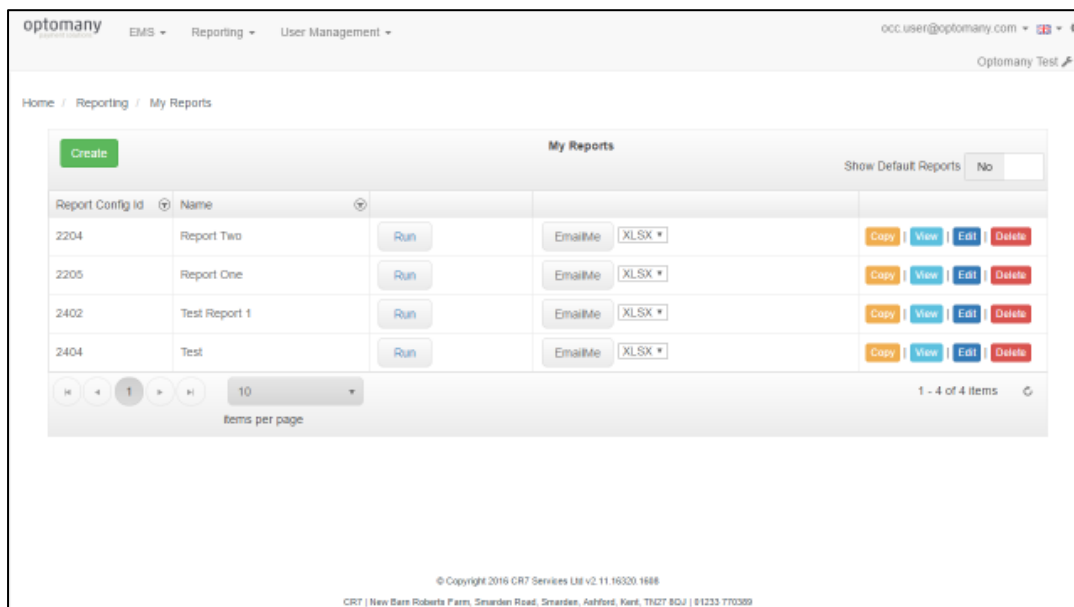
Figure 40 - Delete report button

Email the Report

To email the report to the logged in user, select the required format of the report and select the 'Email Me' button on the 'My Reports' screen for the required report.
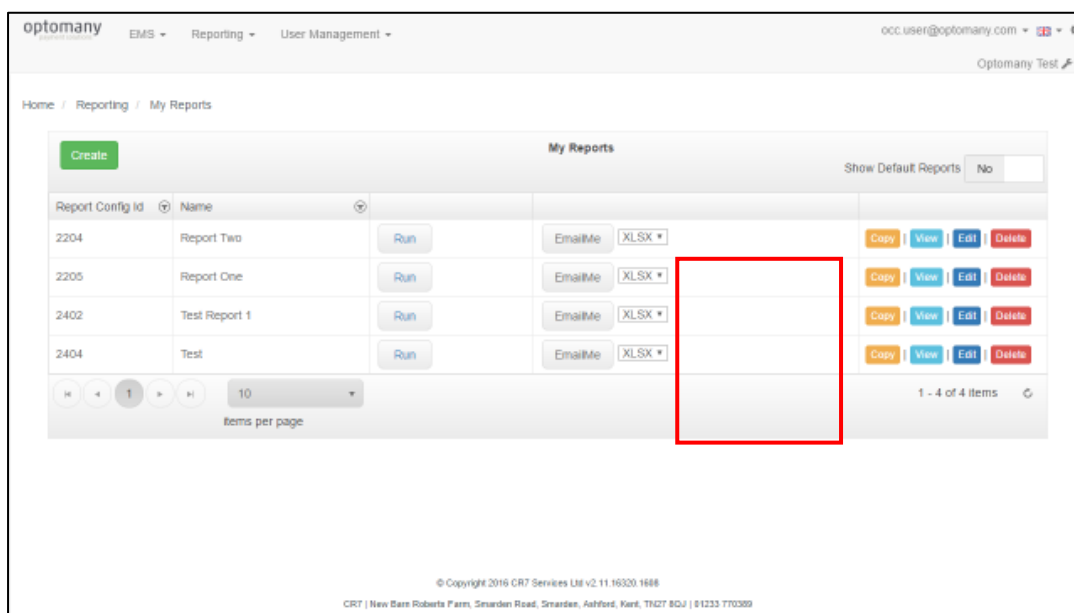
Figure 41 - Email report button and dropdown

Once the 'Email Me' button is selected, OCC dispatches the email straight away without any additional prompts. The email containing the report is sent from noreply@optomany.com and will look like the following:
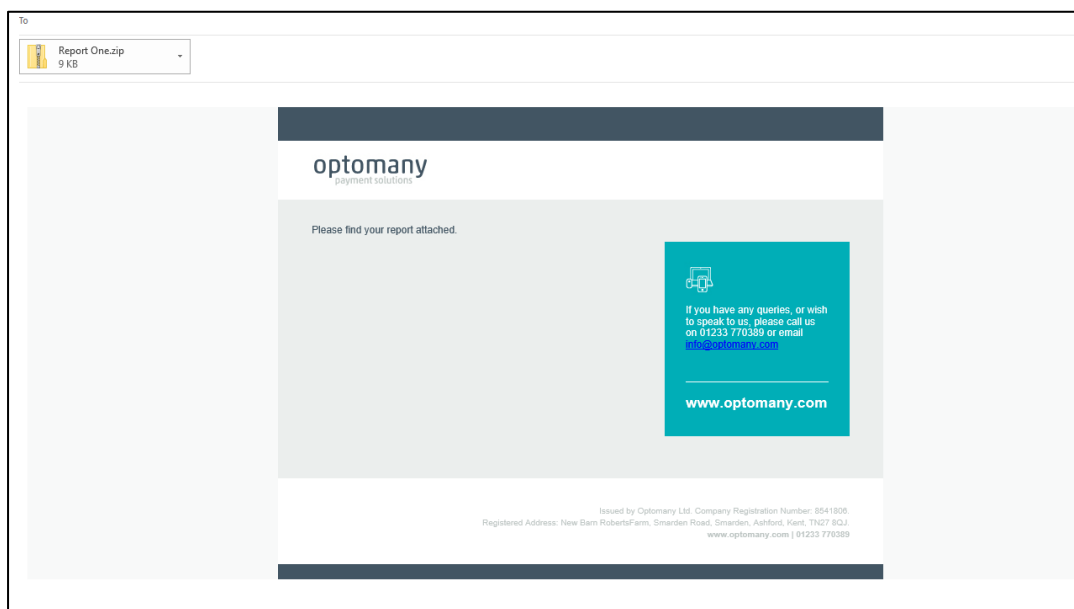
Figure 42 - Email with report attachment

Schedules

Report scheduling within OCC provides the user with the ability to send specific reports to a specified email address at a set interval. This means that users can keep track of transactions without needing to log into OCC.

To access the Report Schedules within OCC, go to **Reporting > Schedules**.
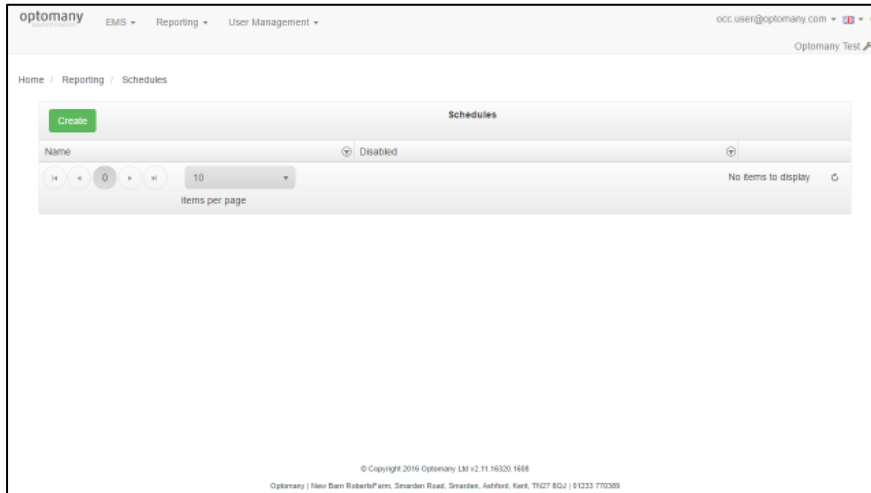
Figure 43 - Creating a new schedule

To Create a New Schedule

To create a new schedule, select the 'Create' button.
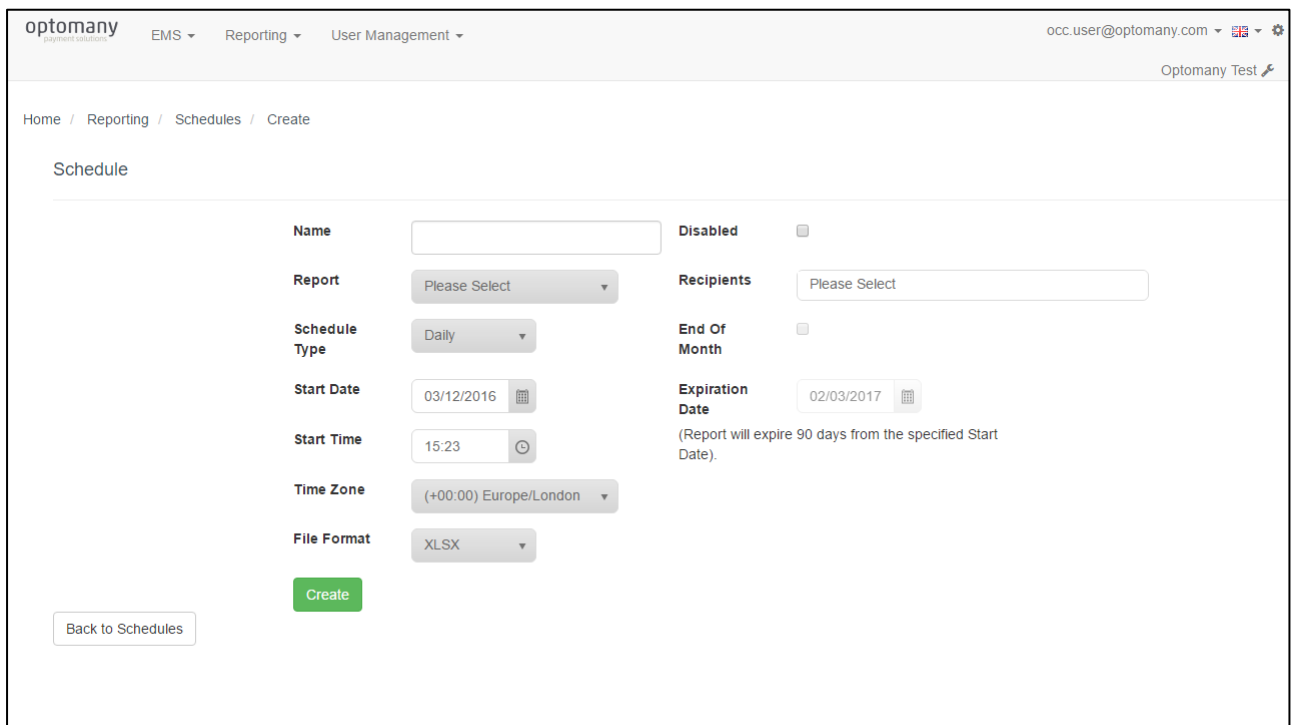
Figure 44 - Create a new schedule

Creating a schedule has the following fields:

Field	Description
Name	Allocate a name to the report schedule.
Disabled	If the report is not required to be run currently, it can be created and then disabled by ticking the 'Disabled' box.
Report	Select the report to be used.
Recipients	Select the recipient(s) the report will be sent to.
Scheduled Type	Select the frequency at which the report is to be run. If the schedule Type 'Daily' is selected, select the 'Start Time' dropdown to select a re-occurring time for the report to run.
Scheduled Type (Weekly)	If the Schedule type 'Weekly has been selected, the weekday will be displayed. To change the weekday, use the drop-down calendar to select the required weekday.
Scheduled Type (Monthly) End of Month	If the Schedule type 'Monthly' has been selected, checking the 'End Of Month' checkbox will set the Monthly Date to 'Last Day'. Alternatively, use the calendar to select a re-occurring monthly date.
Start Date	Select the start date when the report will be run for the first time.
Expiration Date	Report will expire 90 days from the start date if this is not set.
Start Time	Select the start time when the report will be run for the first time.
Time Zone	Select the time zone where the report is being run. Selecting the correct time zone ensures that the transaction date/times are correct on the report.
File Format	Select the required format for the emailed report. The options available are: xlsx (Microsoft Excel 2007 and later), csv (Comma Separated Values), pdf (Adobe's Portable Document Format) and xls (Microsoft Excel version 1997 to 2003).

When the schedule has been configured, select the 'Create' button. The schedule is saved, and OCC displays the list of all current schedules.

Viewing the Schedule

To view details of a Schedule, select the 'View' button in the Schedules overview page for the corresponding Schedule to be viewed.
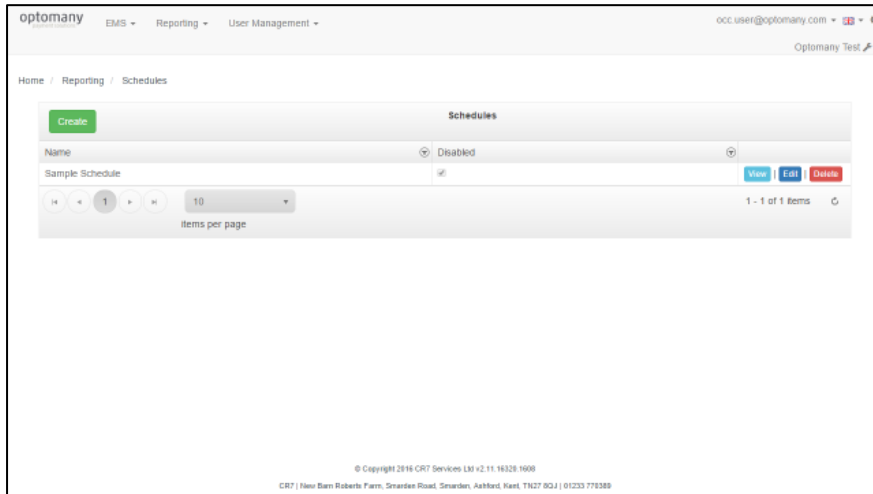
Figure 45 – Viewing a schedule

Select the 'Back to Schedules' button to return to the schedules screen.
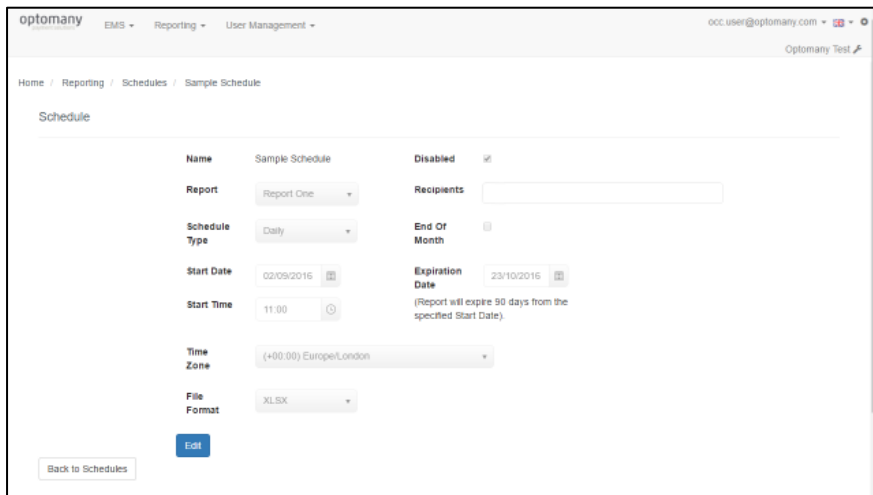
Figure 46 - Viewing a previously configured schedule

Editing the Schedule

To edit the report criteria, select the 'Edit' button on the 'My Reports' screen for the schedule required for editing.
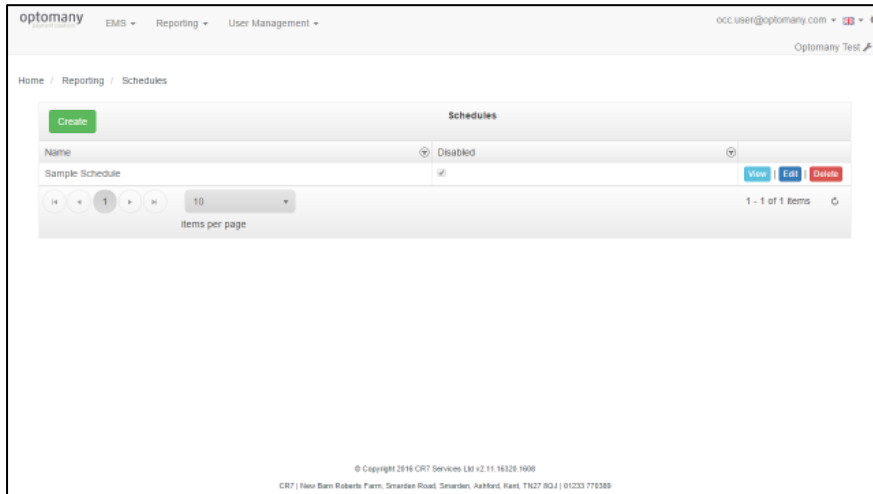
Figure 47 - Edit a schedule

Select the 'Update' button to save any changes which have been made or select the 'Back to Schedules' button to return to the schedules screen without making any changes.
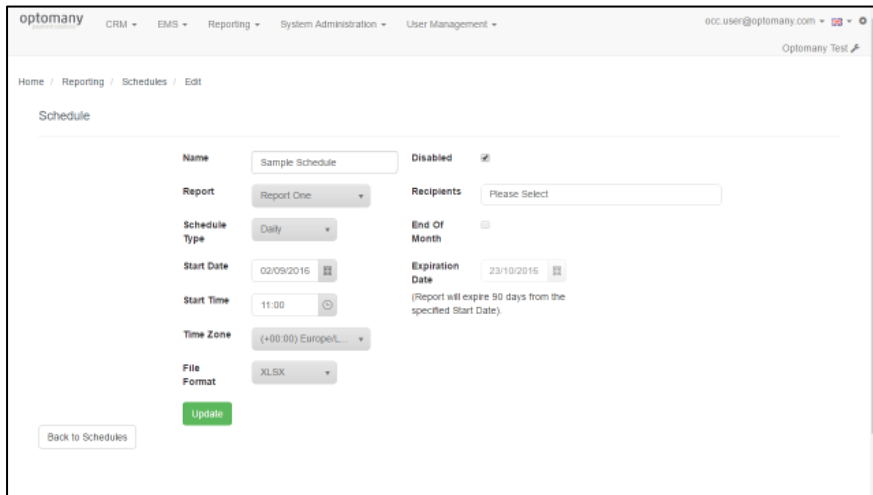
Figure 48 - Editing a schedule

Deleting the Schedule

To delete a schedule, select the 'Delete' button to for schedule required for deletion.
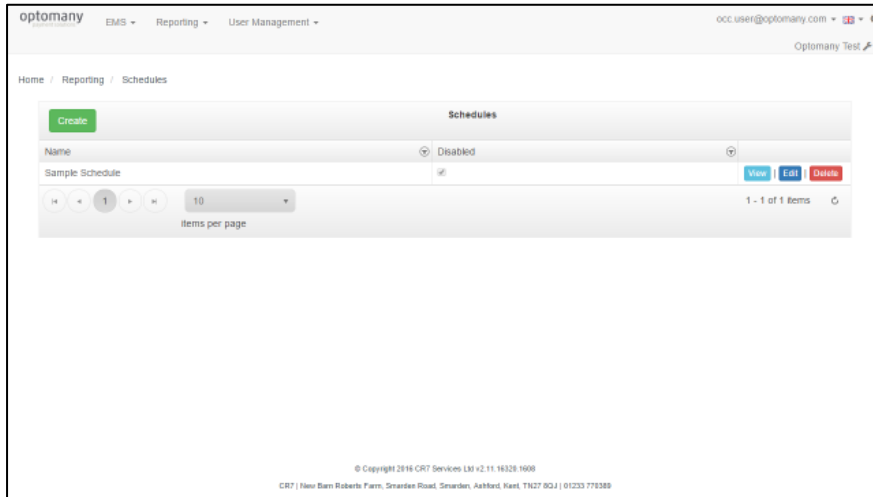
Figure 49 - Delete a schedule

To confirm the deletion, select 'Delete' button. To return to the schedule screen without deleting, select the 'Back to Schedules' button.
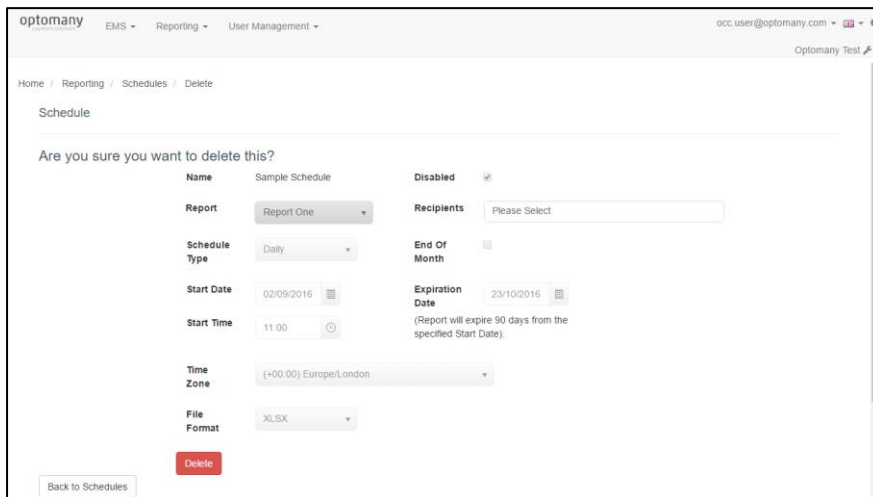
Figure 50 - Deleting a schedule confirmation

Transaction Search (Txn Search)

In the event of a transaction query, it is important to be able to locate a transaction using one of its component elements, such as the reference provided. OCC provides this to the user via the 'Txn Search' function. The known criteria can be entered and then search results analysed, sorted and exported for further use.

To access this functionality, go to **Reporting > Txn Search**.

Figure 51 - Transaction search screen

Performing a Transaction Search

The following steps describes how to set the criteria to perform a transaction search.

> The default options when you first load Txn Search will report on ALL Transactions for Today. Adjusting the fields below are optional, to achieve your desired result.

Step	Field	Description
1	Currency	Select which currency to report on, the default setting is "All Currencies" which will show all currencies configured on the merchant department.
		Select the required currency from the drop-down selection box. To quickly locate a required currency, type the name into the filter box.
2	Settled	Select which Settlement status of transactions to search for. • **All** - Search all transaction settlements • **Settled** - Transactions settled with the Acquirer • **Not Settled** - Transactions not settled (or not yet settled)
3	Txn Result	Select which transaction results to search for. • **All -** Search all transaction results • **Accepted** - Accepted transactions • **Rejected** - Unsuccessful transactions • **OnHold** - Transactions currently on hold • **Error** - Transactions in an error state
4	Txn Type	Select which transaction types to search for. • **All -** Search all transaction types • **Sale** - Sale transactions • **Refund** – Refund transactions • **PWCB** – Cashback transactions • **Cash Advance** – Cash advance transactions
5	Start Date	Select the start date and time for the transaction search.
6	End Date	Select the end date and time for the transaction search.
7	Timezone	Select the Time Zone required.
8	Stores	Select the Merchant Store(s) to include. Alternatively, select the 'Exclude' tick box to exclude the selected Merchant Store(s) from the results.

Step	Field	Description
9	Departments	Select the Merchant Department(s) to include. Alternatively, select the 'Exclude' tick box to exclude the selected Department(s) from the results.
10	Card Schemes	Select which card scheme(s) to include. The default is for all card schemes. Alternatively, select the 'Exclude' tick box to exclude the selected Merchant Store(s) from the results.
11	Amount	Select which transaction values to include in the results. The default includes all transaction values. NotSet All transaction values = Equal to != Not equal to > Greater than < Less than => Equal to or greater than <= Less than or equal to Type the amount in the text field.
12	Card No. Ending	Select whether to filter by the card number (last 4 digits). Type in the card number in the text field.
13	Reference	Select which transaction references to include in the results. • NotSet - All transaction references • Like - Includes the specified text Type in the reference in the text field.

Once the search criteria are set, select the 'Submit' button to start the search. OCC will display the search results once complete.

Figure 52 – Transaction search results

The transaction search results are displayed in an interactive grid which allows the data to be manipulated as required.

TXN Results Navigation Bar
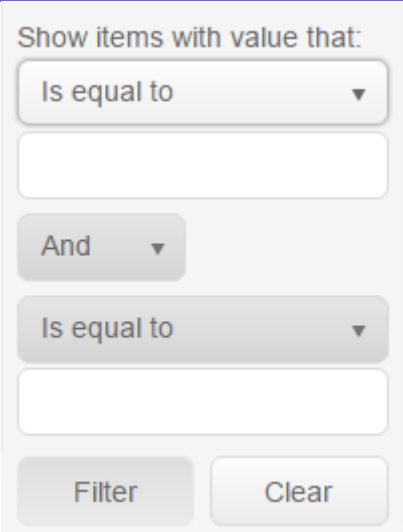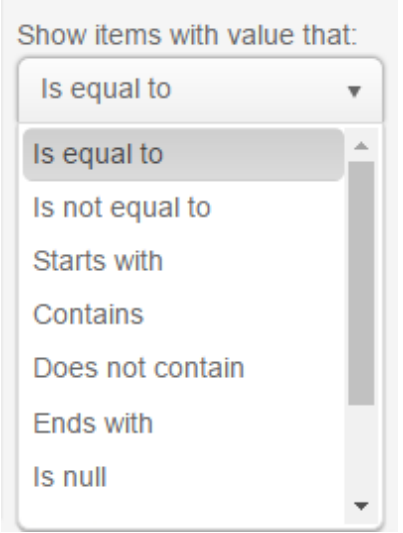
To navigate around the transaction search results, use the navigation bar:
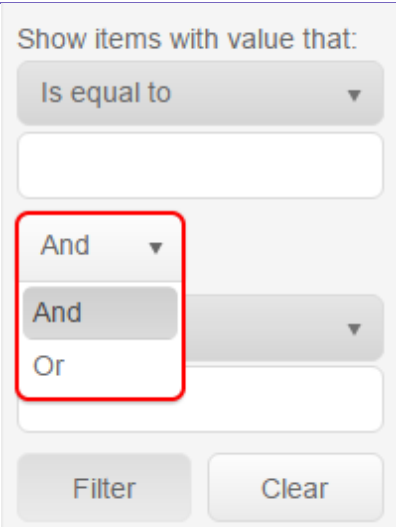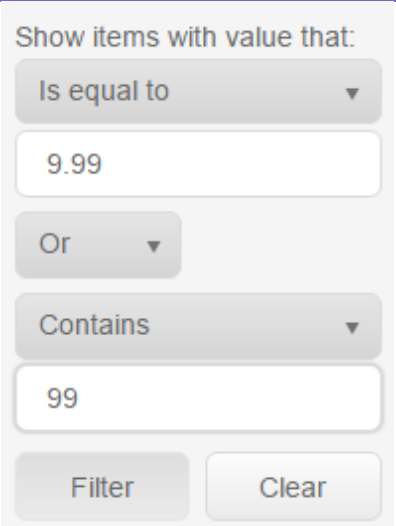
Item	Icon	Description
1		Go to First Page of Results
2		Go to Previous Page of Results
3		Go to Page Number of Results (If more than one page)
4		Go to Next Page of Results
5		Go to Last Page of Results
6		Number of items displayed against total number of items.

Manipulating Transaction Data

Once the search results have been returned there are several options available to manipulate the data.

Step	Field	Description
1		Each of the columns have the filter icon ⦿ present, selecting on the icon opens the filter box for the selected column.
2		The filter box gives the user the ability to filter the data by two different factors. The filter options are: • Is Equal To • Is Not Equal To • Starts With • Contains • Does Not Contain • Ends With • Is Not Null • Is Empty • Is Not Empty

Step	Field	Description
3		To add the second filter, select either 'and' or 'or' from the filter box and enter the second criteria.
4		Once the required filter conditions have been set, select the 'Filter' button to apply the selected filters to the grid. This example returns results with values equal to '9.99' OR contains a value of '99'.

Sorting Data by Column

To sort the transaction results, simply select the header of the column required.

A (black triangle) ▲ or ▼ icon will be displayed on the column header to indicate sorting has been activated.

Grouping Results by Column

OCC allows the grouping of the transaction search results by any of the columns displayed. To group the search results, drag the column header(s) required, to specified area above the column headings (indicated by the 'Drag Column header and drop it here to group by that column' text, as shown in the below screenshot).

Figure 53 - Results with no grouping applied

After the column header has been selected, the results will look like this:

Figure 54 - Results with 'Txn Type' and 'Scheme' grouping applied

To remove the column, select the 'X' against the column name in the header.

Exporting Transaction Search Results

Once the transaction results have been returned, OCC presents an option to export the data to be viewed and manipulated within Microsoft Excel. To export the search results, select the 'Export to Excel' button.

Figure 55 - Export to Excel

The Excel file will then be downloaded to your normal browser download location.

Txn Search Override

When performing a Txn (Transaction) search in OCC, the results are displayed in the following default columns:

- Payment Id
- Txn Type
- Scheme
- PAN
- Auth
- Amount
- Cashback
- Gratuity

- Charity
- Surcharge
- Txn Datetime
- Reference
- Txn Result
- Acquirer
- Avs House No. Result
- Avs Postcode Result

- Csc Result
- Store
- Department
- Settlement Status
- Payment Channel Id
- Capture Mode
- Auth Entity Type

Figure 56 – Txn Search results

Txn Search Override provides a facility to customise the Txn Search Results columns including; renaming, reordering and removing columns as required. To access this feature, go to **[username] > Txn Search Override** (Username is the user's email address found at the top right of the OCC screen – as seen in the following example screen).
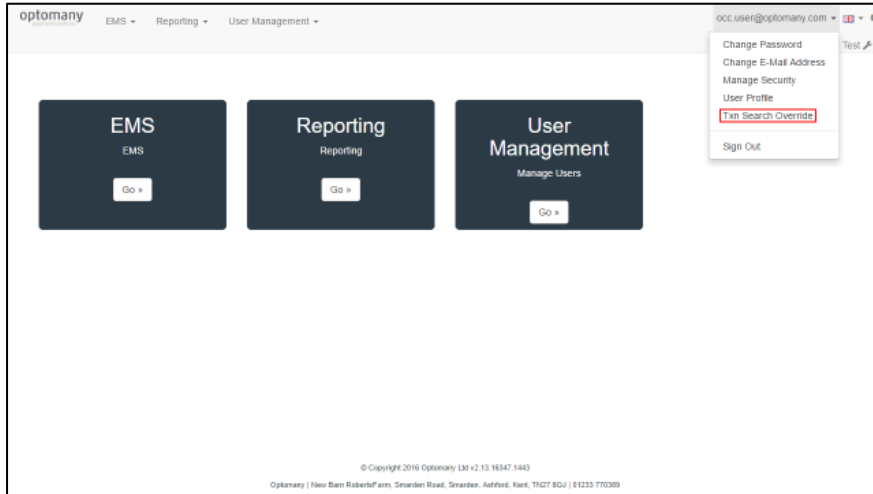
Figure 57 - Accessing Txn Search Override

The Txn Search screen will display the default columns.
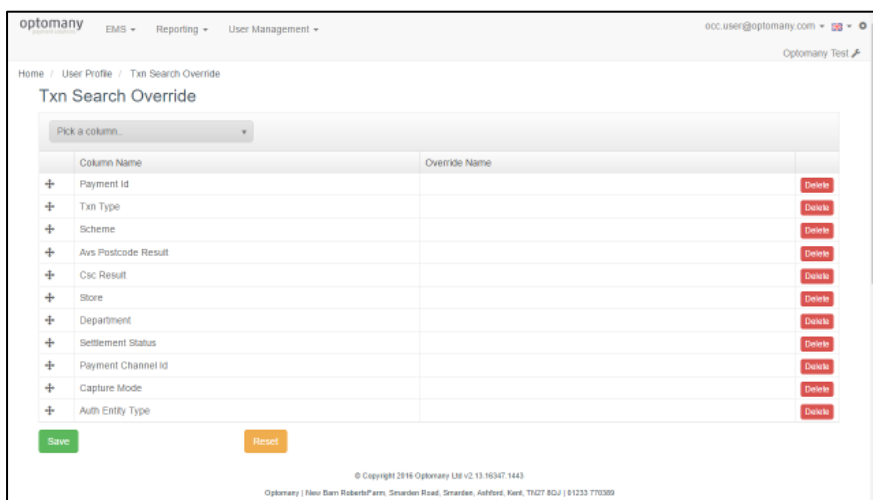
Figure 58 - Txn Search Override overview

Customise Txn Search Results

To customise Txn Search Override, the following is available:

Field	Description
Pick a column	The 'Pick a column' drop-down lists the columns available for Txn results. To add a column to the results, scroll through the list and select the required column.
✛ (icon)	The cross icon allows for the arrangement of the column order, select the icon to the corresponding column and drag and drop to the required location.
Column Name	This displays the name of the default column name.
Override Name	This field enables the default column names to be customised. Select the row corresponding to the required column name and type in the name required. The 'Override' column name will be displayed in the Txn results in place of the default column name.
Delete (button)	The 'Delete' button removes a column from the Txn results screen if it is not required. To remove a column, select the delete button for the corresponding column which is not required.

Once the columns have been customised as required, select the 'Save' button to save the changes.

The 'Reset' button will remove any changes made and revert column names and ordering back to the original defaults.

Refund by Selection

OCC provides functionality to allow refunds to be performed on **Sale** transactions which have been settled to the Acquirer and as such, already have a settlement status of '**Completed**'.

To initiate a refund, perform a transaction search as described in section 0

Transaction Search (Txn Search) and from the results, select the 'View' button for the corresponding transaction you wish to perform the refund against. Details of the selected transaction will be displayed.

Figure 59 - Details of transaction

To continue with the refund process, select the 'Refund' button.

The 'Refund' screen will display a summary of the transaction

Role	Description
EFT Payment ID	The EFT / Payment ID Reference of the transaction.
Date Time	The Date Time of the transaction.
Amount	The full amount of the transaction.
Refunded Already	The amount which has already been refunded (if applicable). A transaction can have multiple partial refund, for example: A total transaction of £12.00 can have three separate refunds of £4.00.
Scheme	The scheme used for the transaction.
Auth Code	The Auth Code for the transaction.
Currency	The currency used in the transaction.
PAN	The last 4 digits of the PAN.
Reference	The reference for the transaction.
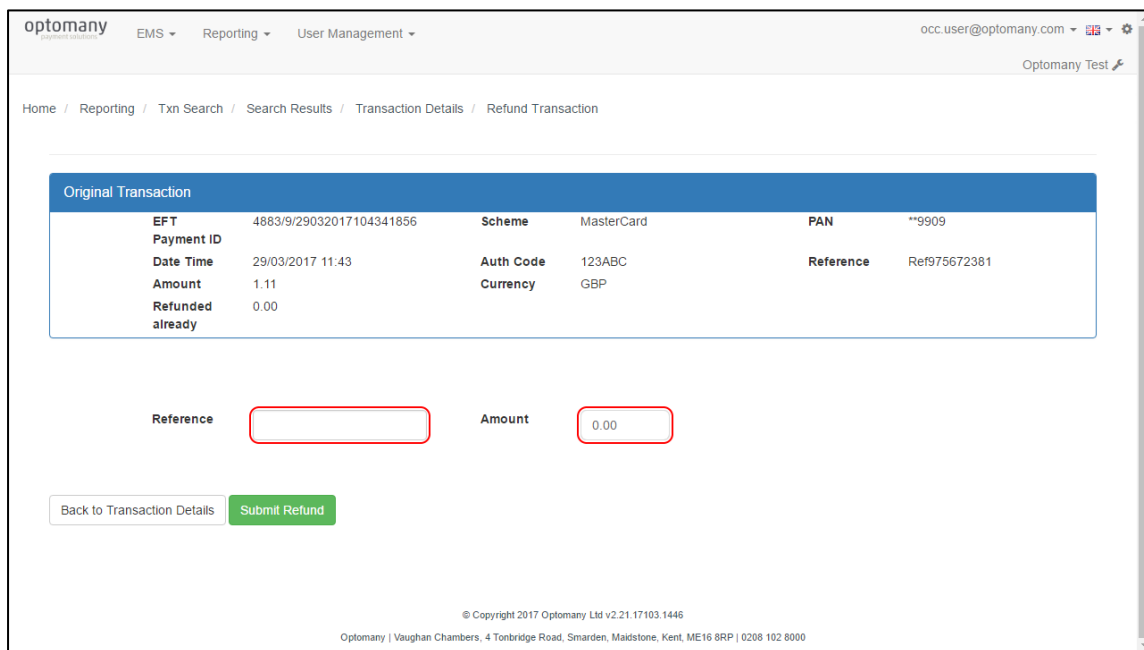
Figure 60 - Refund Transaction screen

Enter a reference for the refund (A reference for the refund MUST be entered) and a value for the refund amount (this can be for the full amount of the original transaction of a partial amount).

Select the 'Submit Refund' button to continue with the refund submission. Please wait whilst the refund is being processed. Once the processing is complete, the refund result will be displayed to confirm if the refund succeeded or failed.
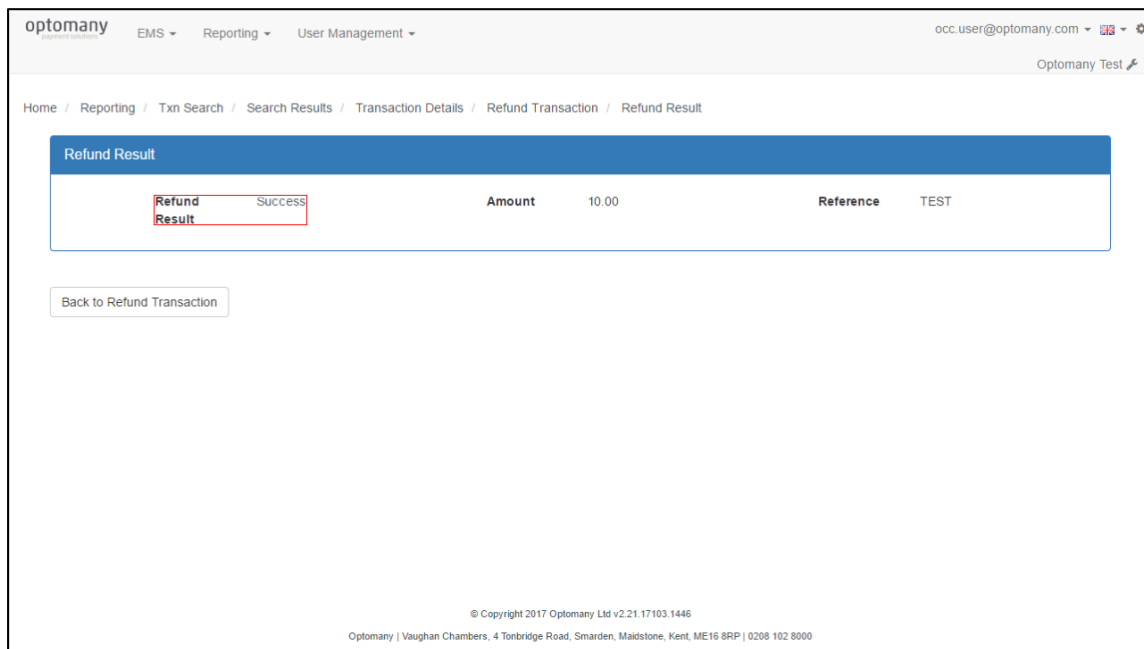
Figure 61 - Result of the refund request

Select the 'Back to Refund Transaction' button to go back to the Transaction Detail screen. A record of successful refund transactions will be displayed in the 'Historical Refunds' table.
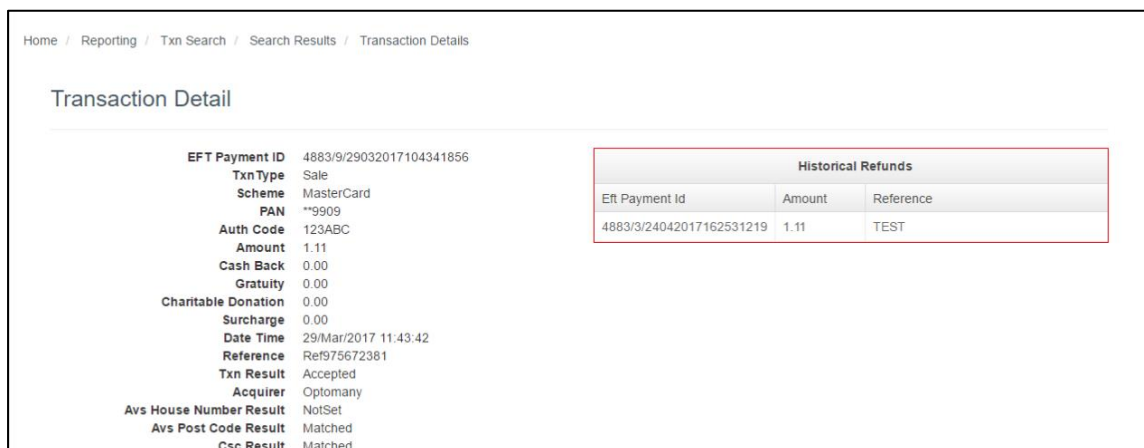
Figure 62 - Transaction's refund history

User Management

Once the initial user and password have been setup, OCC gives this 'Master User' the ability to setup other users with access. User Management is accessed via the main screen of OCC by selecting the 'User Management' menu item.

Review Roles & Permissions

To manage access to the various tasks that OCC provides to users, several roles have been created. Each user that is created within OCC must be allocated to one or more of the various roles to define what tasks they can complete.

The roles available are:

Role	Description
OCC User	• Allows access to OCC
Merchant Administration	• Update Terminal Software • Update Terminal Configuration • Create/View/Edit/Delete Distribution Lists • View/Edit Merchant Stores • View Licenses • View Payment Channels • View/Edit Devices
Release Management (Internal use only)	• Update Terminal Software • Update Terminal Configuration • Create/View/Edit/Delete Distribution Lists
User Management	• Create/Edit/Delete Users • Assign/Remove Roles to/from Users • Assign/Remove Resource Action Permissions to/from Users

These roles are allocated when setting up or editing a user and are covered in the next section.

View Roles

To view the current roles available and which users are associated with them, go to **User Management > Review Roles & Permissions** from the main OCC screen. Select the Role Name to view users assigned to the role (the ▶ icon will change to ◀ when the list has been expanded). The Resource Action Permissions shows the permissions assigned to the user.
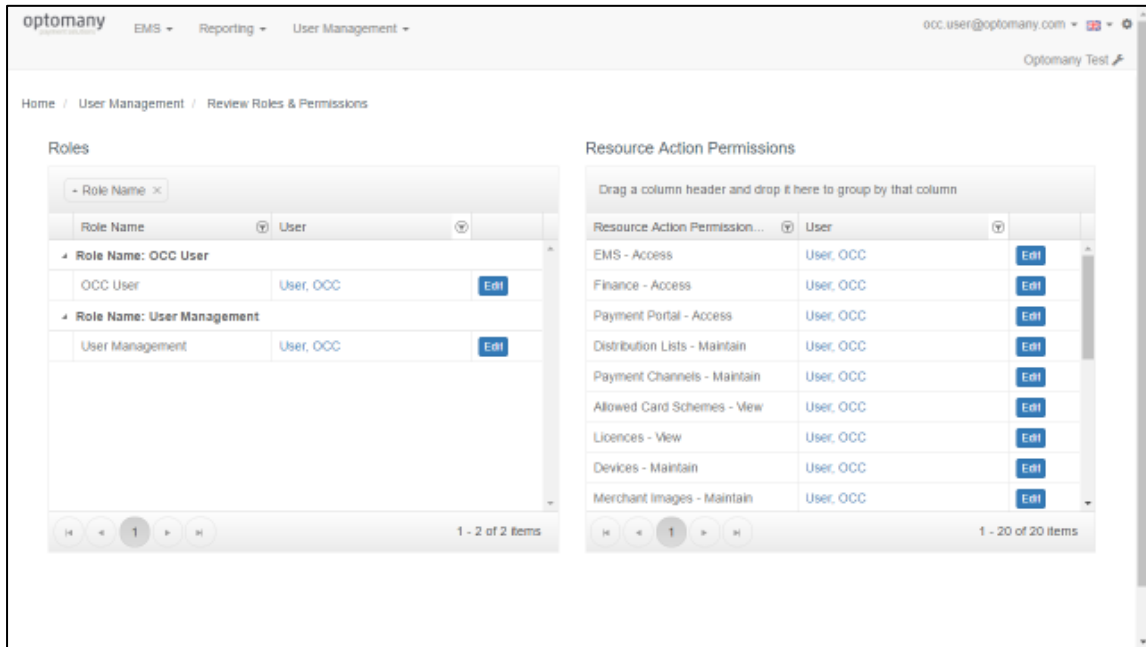
Figure 63 - View roles and permissions assigned to a user

Edit Role Membership

To edit a user's membership of the various roles or permissions, select the 'Edit' button and you will be taken to the user management screen for that user.
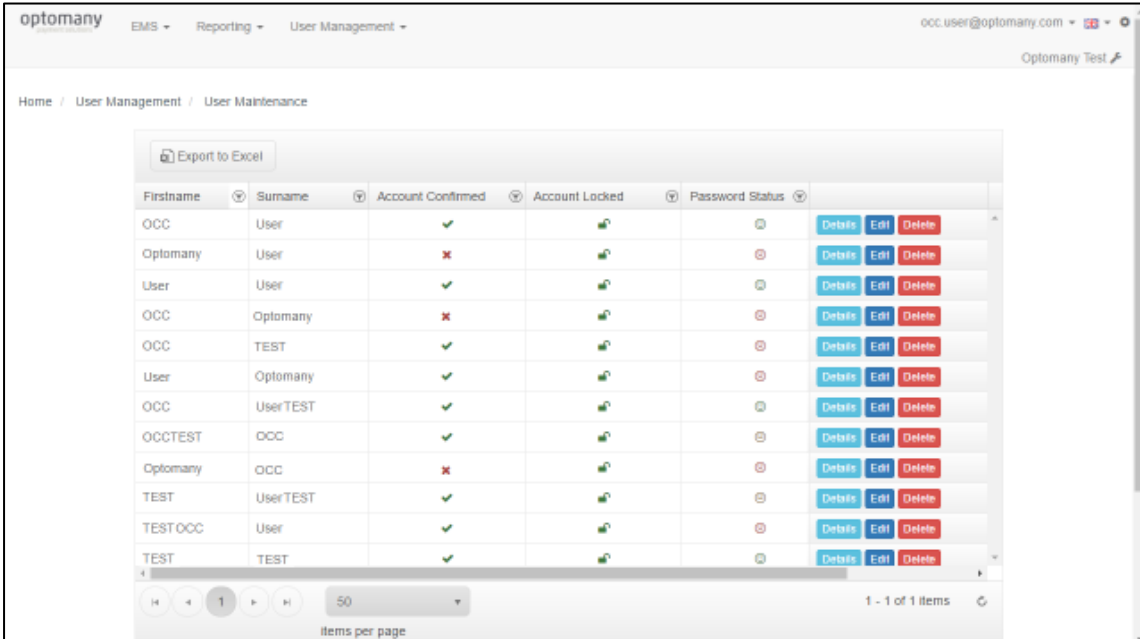
Figure 64 - Edit user's roles and permissions

To update the user's roles, select the relevant tick boxes and select the 'Save' button to save the changes and continue.

User Maintenance

The 'User Maintenance' section of OCC is accessed via **User Management > User Maintenance**.

Figure 65 - OCC user overview

Accessing this section of OCC displays the current users who have access.

Viewing a User

To view the details of a specific user, select the 'Details' button. The details for the user will then be displayed like the following:
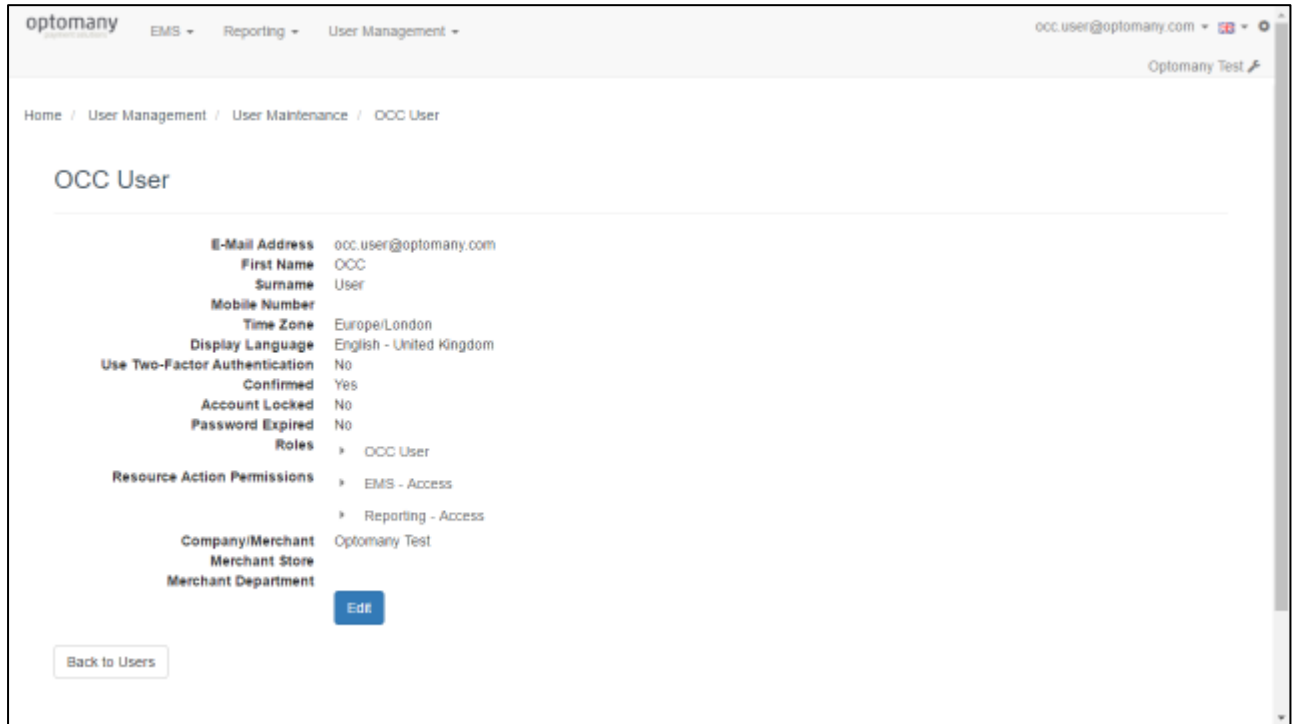
Figure 66 - Viewing user details

Field	Description
Email Address	User's email address (and therefore username)
First Name	User's first name
Surname	User's surname
Mobile Number	User's mobile number (if applicable)
Roles	Roles associated to the user

The user can be edited from here by selecting the 'Edit' button. Once finished viewing the user details, select the 'Back to Users' button to return to the user management screen.

Editing a User

To edit a user, select the 'Edit' button and the edit screen is displayed.

Figure 67 - Editing a user

The following steps describes the process of editing user details.

Step	Field	Description
1	Email Address	User's email address (used as the username within OCC).
2	First Name	User's First Name.
3	Surname	User's Surname.
4	Country Code	Country code will be used in conjunction with the user's mobile phone number.
5	Mobile Number	User's mobile number - used for Two Factor authentication. Country code should be selected from the previous field, therefore Mobile number should be in the following format: e.g. 07770123456
6	Company/Merchant	If the user being edited has access to more than one merchant's system, OCC allows a specific merchant to be selected.
7	Merchant Store	If the user only requires access to a specific merchant store under the merchant's system, it can be specified here. For example, a user may only need access to one specific store rather than the entire estate. This option only becomes available if a company/merchant has been selected.

Step	Field	Description
8	Merchant Department	If the user only requires access to a specific merchant department under the merchant's system, it can be specified here. For example, a user may only need access to a specific department within the store. This option only becomes available if a merchant store has been selected.
9	Roles	The various roles associated with the user.
10	Resource Actions Permissions	The permissions associated with the user.
11	Timezone	The time zone from which the user will be operating OCC from. The default value is (+00:00) Europe/London.
12	Display Language	Required display language for the user.

Once the editing is complete, select the 'Edit' button. If no changes are required, select the 'View Users' button to return to the user management screen.

Delete a User

To delete a user, select the 'Delete' button. OCC will then prompt and ask for confirmation of the deletion.
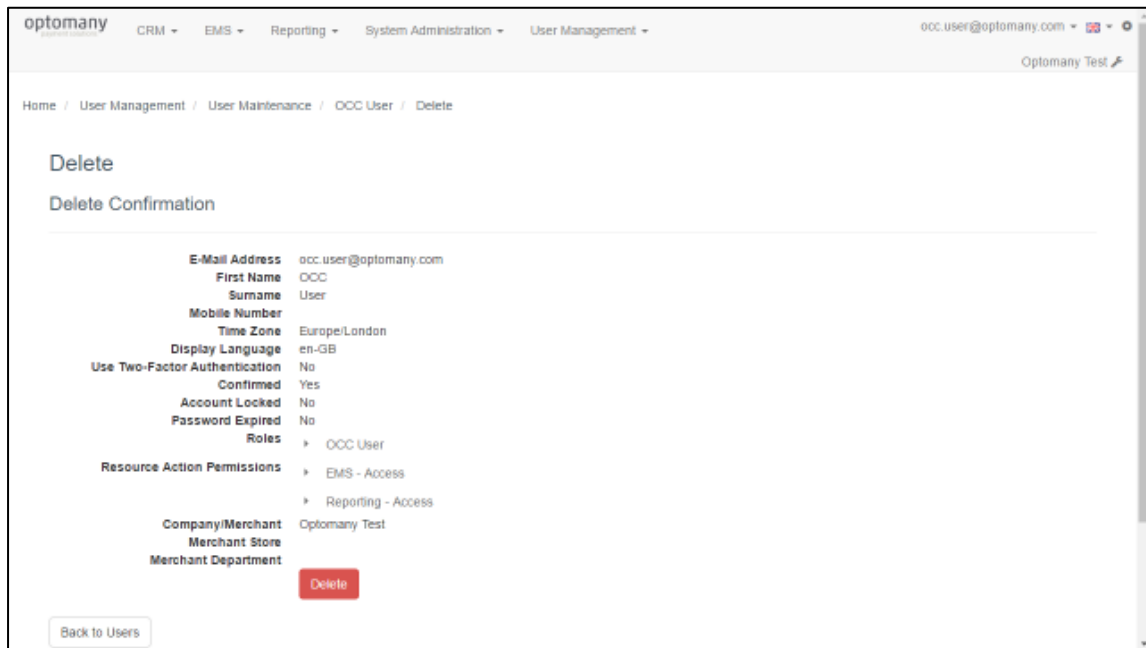
Figure 68 - Delete a user

To confirm the deletion, select the 'Delete' button. If the deletion is no longer required, select the 'Back to Users' button.

Create a User

The process of creating a new user can be initiated in two ways.

From the main OCC menu:
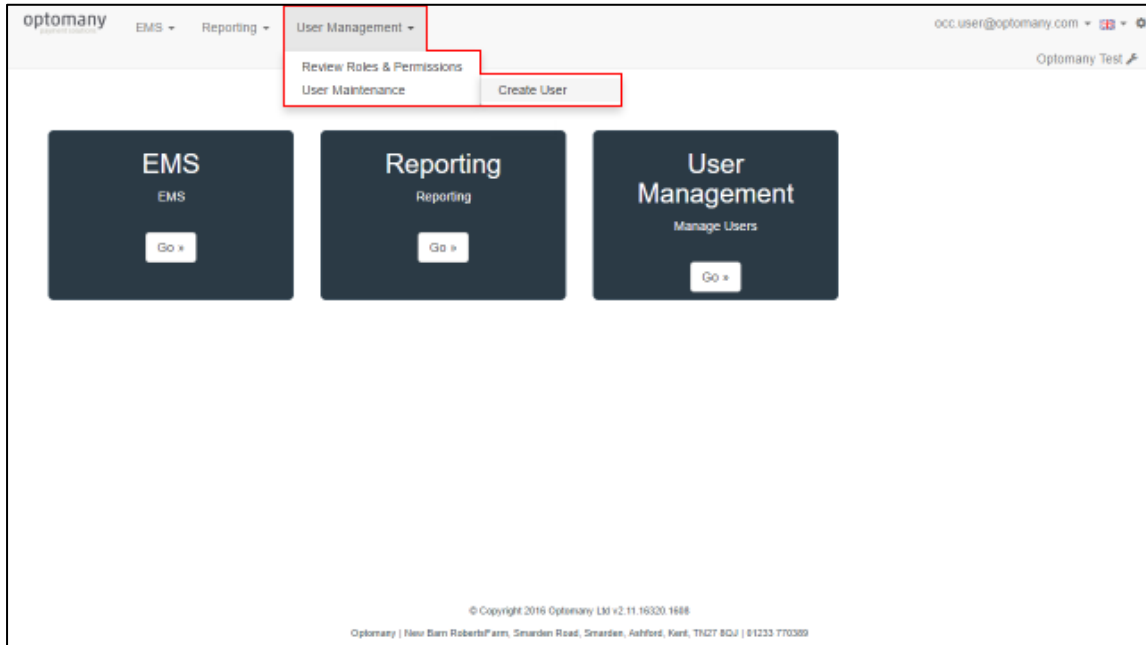
Figure 69 - Creating new user link from home page

Or via the User Maintenance screen:
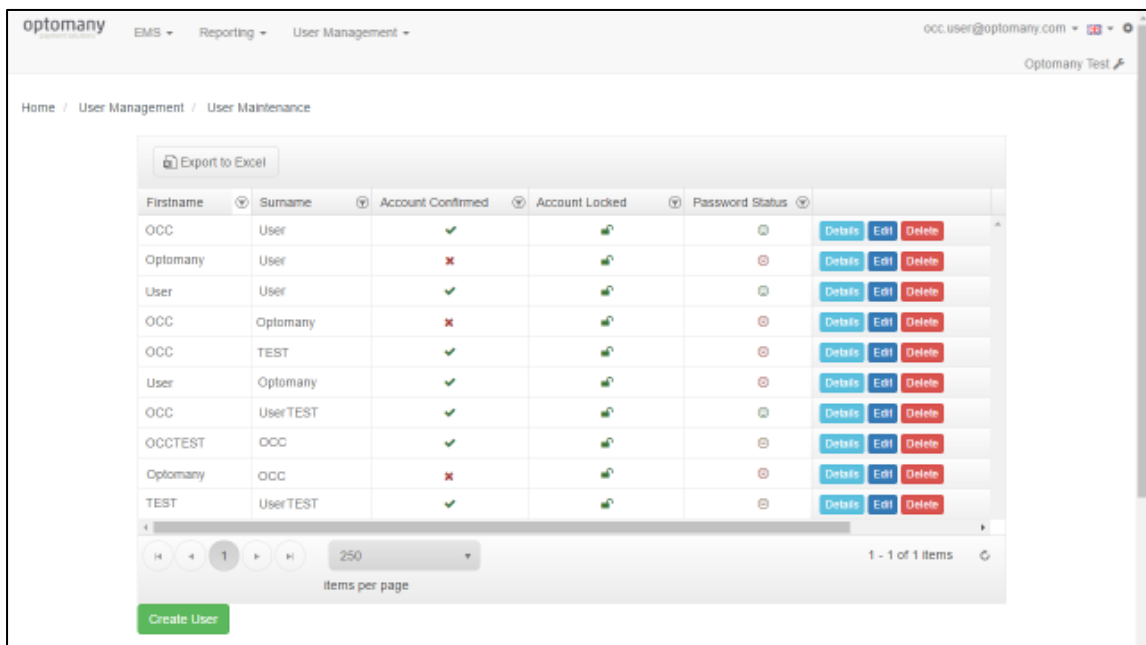
Figure 70 - Create User button in User maintenance screen

Selecting either of the above opens the create user window.

Figure 71 - Create user page

The various options when creating a new user are the same as editing a user, covered in 0 Editing a User. When all fields have been completed, select the 'Create User' button to create the user.

Exporting Users

OCC allows the user information to be exported to Microsoft Excel. To export the user information, select the 'Export to Excel' button on the User Maintenance screen.

The web browser will then download the Excel sheet to your browser downloads folder.

Figure 72 - Exporting users to Excel

Estate Management System (EMS)

Optomany provide merchants and partners with the ability to manage their estate of processing solutions, whether that be ecommerce, MOTO, terminals or a combination of all. The various functions available within EMS are detailed in this section of the guide.

Allowed Card Schemes

The allowed card scheme section displays the card schemes which have been setup for use for a merchant.

Figure 73 - Allowed card schemes overview

Select the 'View' button to view more information on the scheme.

Figure 74 - Details of selected card scheme

Devices

Every device installed in the field is available to be viewed in OCC. The user's permissions will ensure that only the devices allocated to the accounts the user has permission to, can be viewed.

Figure 75 - Devices overview

Payment Channels being used by ecommerce/MOTO systems will also be present in 'Devices'. The various fields available in this view are described as follows.

Field	Description		
Merchant Store	Name of the merchant store where the device is processing.		
Device ID	Numeric ID assigned to the device.		
Device Name	'Friendly' name given to the specific device.		
Device Type	Type of Devices		
	Windows Service	Each installation of the axept® S300 solution requires an activated axept® Windows service to be installed.	
	PAX S300	axept® S300 device that is being used in partnership with the axept® Windows service.	
	PAX A920	axept® A920 device.	
	Checkout	Payment channels utilised by the axept® Checkout platform.	
	Gateway	Payment channels utilised by the axept® Gateway platform.	
	Other device types are available, this is not an exhaustive list.		
Serial Number	Serial Number for the device.		
Software Version	Software version for the device.		
PTID	Not currently used, reserved for future use.		
Payment Channel ID	ID number of the payment channel being utilised.		

View a Device

To view the details of a device, select the 'View' button for the corresponding device. In the first screen, OCC displays the summary details of the device.
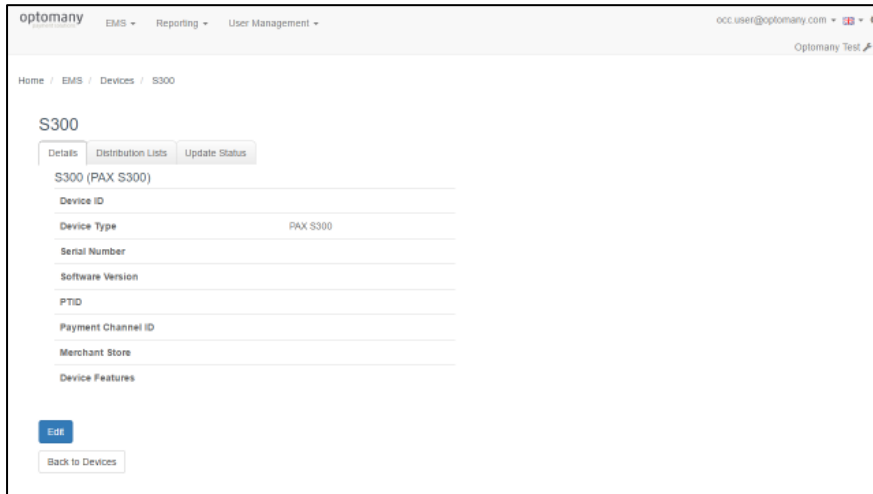

Figure 76 - Viewing a device

To view the distribution lists (covered in section Distribution Lists) the device belongs to (if applicable), select the 'Distribution Lists' tab.
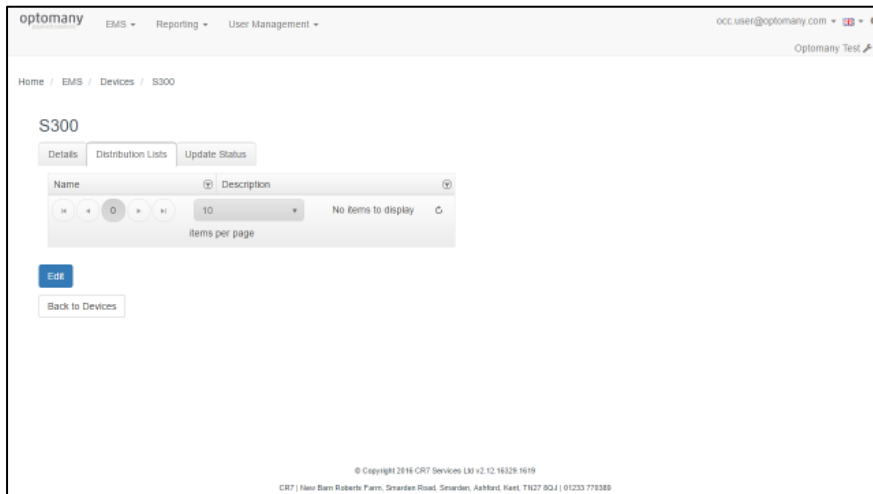

Figure 77 - Viewing distribution list the device belongs to

To view details of the update status of the device (if applicable), select the 'Update Status' tab.
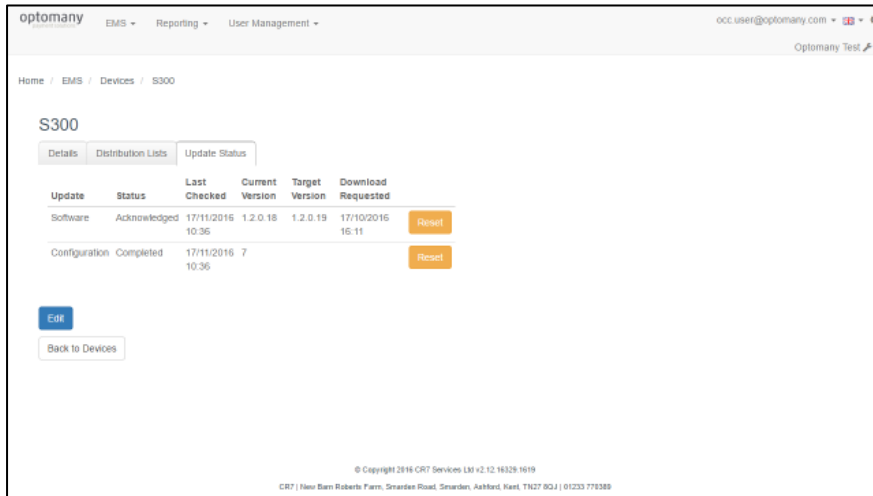
Figure 78 - Viewing update status of a device

Select the 'Back to Devices' button to return to the list of devices.

Edit a Device

To edit one of the devices, on the devices overview screen, select the 'Edit' button next to the corresponding device to be edited.
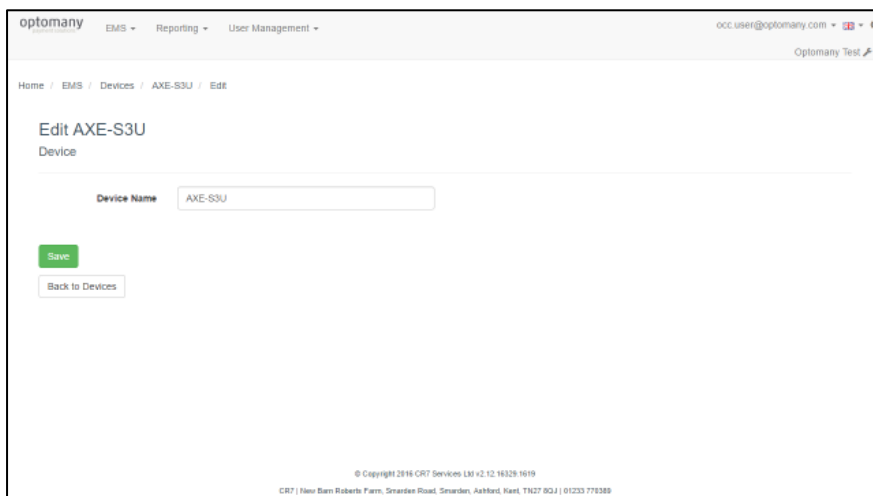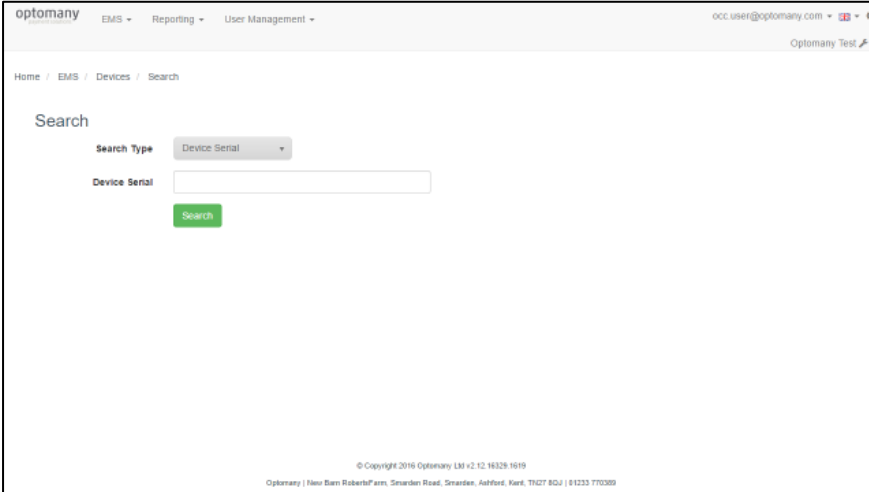

Figure 79 - Editing a device

To change the name of the device, edit the 'Device Name' and select the 'Save' button to update. Select the 'Back to Devices' button to return to the list of devices.

Search for device

To search for a device, from the OCC main menu, select **EMS > Devices > Search**. On the search screen, select from the 'Search Type' drop down, the criteria required: Device Serial, Device Name, Device ID or PTID. Input the details in the corresponding criteria field and select the 'Search' button.

Figure 80 - Searching for a device

Update a device

Optomany gives merchants and/or partners full control of configuration and software downloads to solutions in both live and test. If several terminals/PEDs need to be updated at the same time, a distribution list can be created, and all the relevant terminals can be placed in the list, to make the update process easier to manage. The creation of a distribution list is covered in 0 Distribution Lists.

Once the distribution list has been created, the terminals can be 'marked' for an update to be applied. To manage this, go to **EMS > Devices > Update Devices**.

Preparing an Update

The update device screen will have several options which will change depending on which option is selected, such as whether a Software or Configuration update is required.
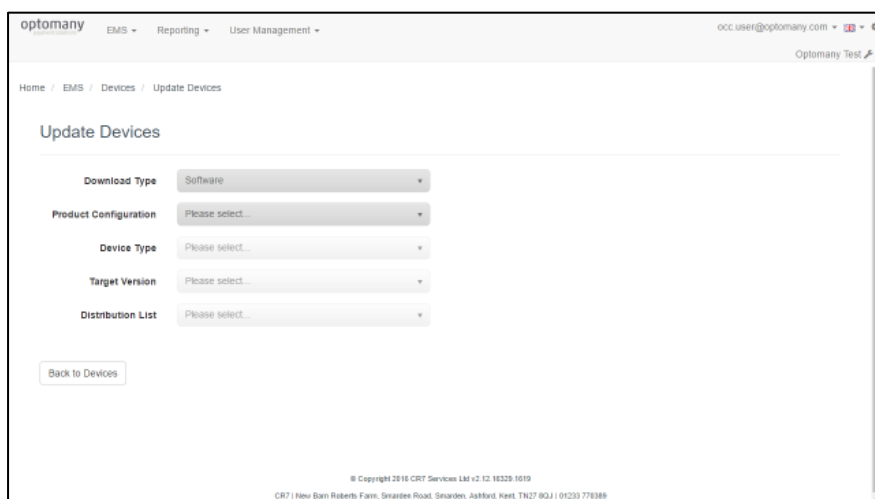

Figure 81 – Default update devices screen

The following options are based on a Software update.

Field	Description
Download Type	Type of download required: • Software - Upgrade the software on the terminal, PED or Windows axept® Service. • Configuration - Download of the latest configuration held on the axept® platform.
Product Configuration	Lists the available product configurations provided by Optomany.

Field	Description
Device Type	Which type of device requires the update:

Windows Service	**Windows Service used in partnership with the PAX S300.**
PAX S300	PED software for the S300.
PAX S800	Terminal software for the S800.
PAX S900	Terminal software for the S900.
Worldline Xenteo ECO	Used in partnership with the Windows axept® Service.

	If the device type is not listed, it's software will be controlled in another platform.
Target Version	Select the version number required to be applied.
Distribution List	Select the distribution list (if applicable) containing all the Windows Service, PED and/or Terminals that need updating.

The following options are based on a Configuration update:

Field	Description
Download Type	Type of download required: • Software - Upgrade the software on the terminal, PED or Windows axept® Service. • Configuration - Download of the latest configuration held on the axept® platform.
Product Configuration	Lists the available product configurations provided by Optomany.
Distribution List	Select the distribution list containing all the Windows Service, PED and/or Terminals that need updating.

Preview the Update

Once the relevant selections have been made, OCC calculates which devices can be updated depending on the user's selections and produces a summary.

Figure 82 - UTC times and device list

Also at this stage OCC, requires conformation of two important pieces of information that will be contained within the download package:

Field	Description
Earliest Application Date (UTC)	Earliest date and time at which the update can be applied once downloaded. Useful if a download is being rolled out but not ready to be applied.
Latest Application Date (UTC)	Update must be applied by this date and time. If this date and time are reached and it is still pending, the update will be forced at next login.

Update the date and times to the values required.

Applying the Update

Once all requirements have been set, the update is ready to be applied.

To complete the application, select the devices which require the update from the preview. This is completed via the tick boxes highlighted in the following image. The first tick box will mark all devices below for the update, whereas the second tick box to the left of the specific device can be used to individually select the devices.
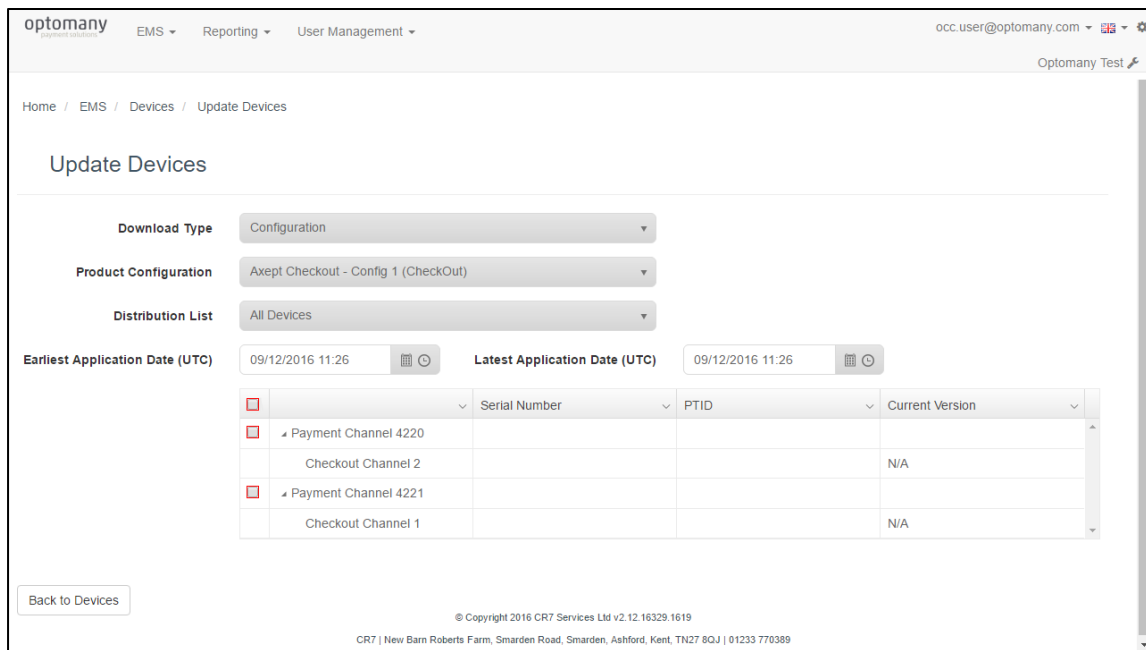
Figure 83 - Device list eligible for update

Once the devices are marked for update in OCC, the update will need to be initiated on the relevant device itself where applicable (Please see the relevant user or integration guide for further information).

Update Progress

OCC has the facility to show the progress of updates which have been assigned. To view details of update progress, go to **EMS > Devices > Update Devices > Update Progress** from the main OCC screen.
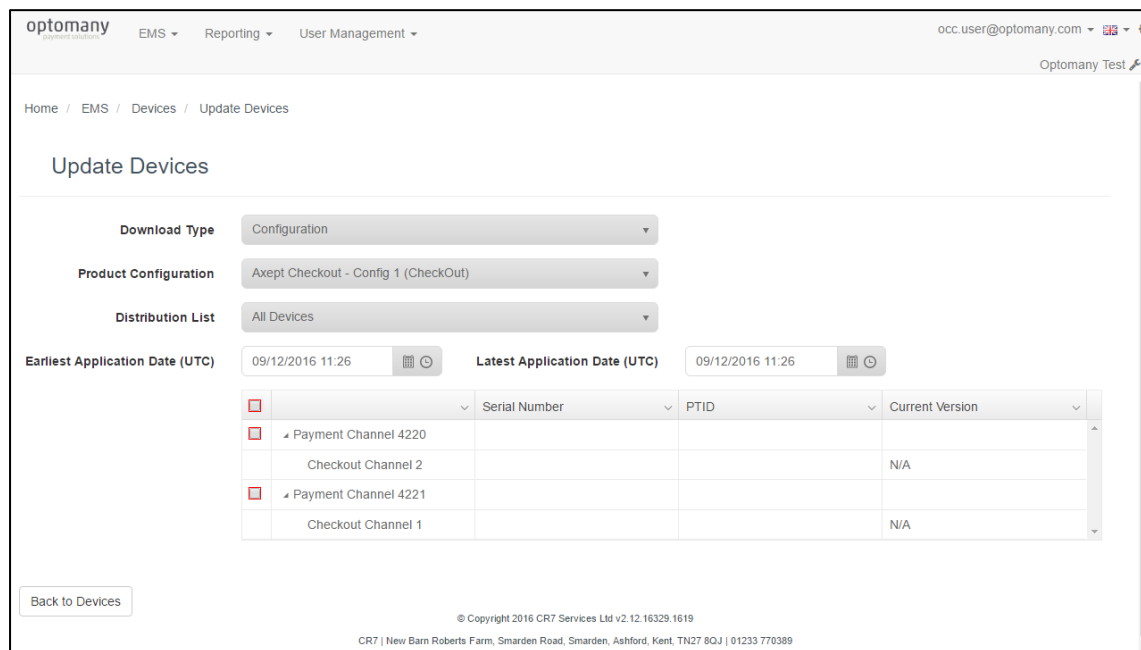
Figure 84 - Update progress overview

The update progress screen will have several options which will change depending on which option is selected, such as whether a Software or Configuration update progress is required.

The following options are based on a Download type of Software.

Field	Description
Product Configuration	Lists the available product configurations provided by Optomany.
Device Type	Which type of device requires the update:

Windows Service	Windows Service used in partnership with the PAX S300.
PAX S300	PED software for the S300.
PAX S800	Terminal software for the S800.
PAX S900	Terminal software for the S900.
Worldline Xenteo ECO	Used in partnership with the Windows axept® Service.

The following options are based on a Download type of Configuration.

Field	Description
Product Configuration	Lists the available product configurations provided by Optomany.

Once the options have been selected, a table will display with any updates which are pending.
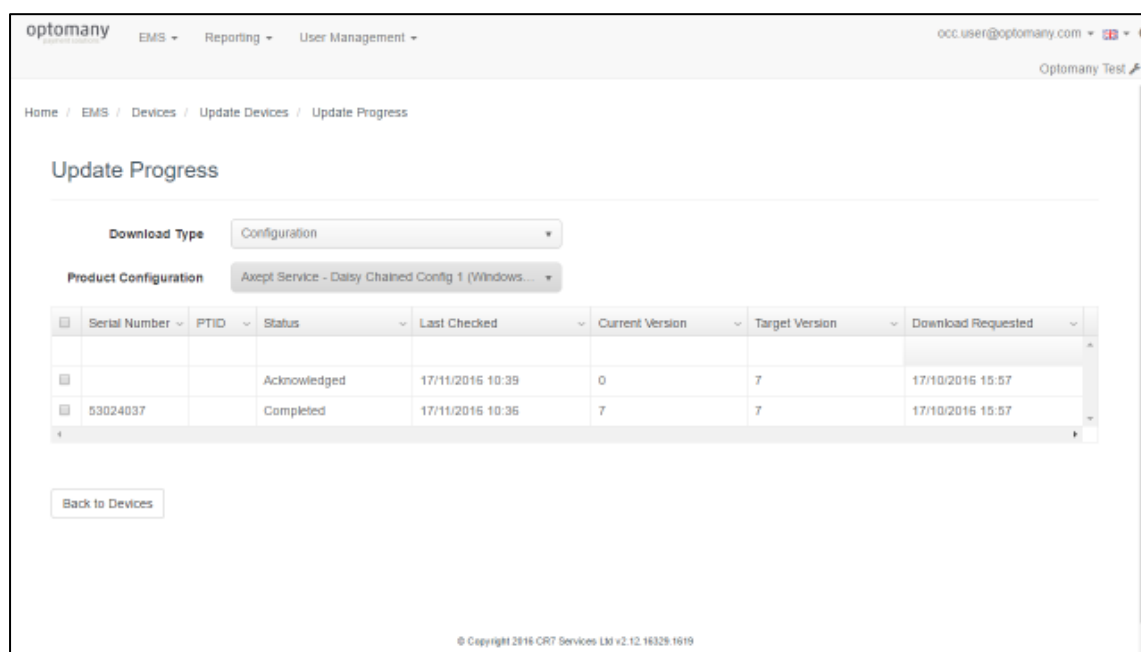
Figure 85 - Update progress list

The following information is provided in the Update Progress table.

Field	Description
Serial Number	Serial number of the device (if applicable).
PTID	Not currently used, reserved for future use.
Status	The status of the update, for example: Acknowledged or Completed.
Last Checked	The date and time an update check on the device or service was performed.
Current Version	Current version of the software or configuration on the device (if applicable).
Target Version	Version of the software or configuration to be installed.
Download Requested	The date and time the download was requested.

Distribution Lists

To manage the roll out of updates to the devices in the field, OCC allows the creation of 'Distribution Lists'. Updates (configuration or software) are then assigned to whichever distribution list is applicable. This can be useful in large deployments, to sub-divide the updates into distinct tranches of devices, allowing the updates to be deployed for different areas at different times.

To access Distribution Lists, go to **EMS > Distribution Lists** from the main OCC screen.
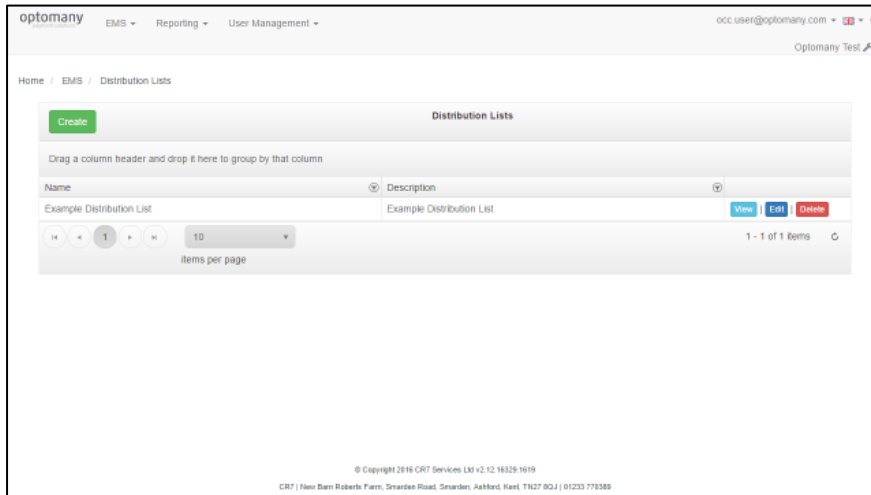
Figure 86 - Distribution list overview

View a Distribution List

To view details of a distribution list, select the 'View' button for the required list.
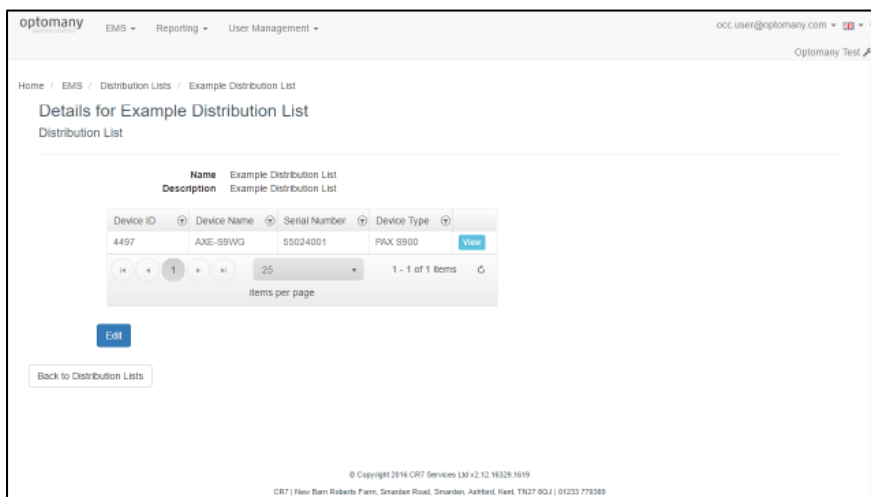
Figure 87 - View a distribution list

OCC then displays all the devices that belong to the Distribution List.

Create a Distribution List

To create a distribution list, select the 'Create' button form the Distribution Lists overview screen.

Figure 88 - Create a distribution list

The fields to be completed to create a new Distribution List are as follows:

Field	Description
Name	Name of the distribution list.
Description	Description added by the user.
Members	The Devices or Services to be included in the list.

Once the fields have been completed, select the 'Create' button to create the Distribution List.

Edit a Distribution List

To edit a distribution list, select the 'Edit' button.
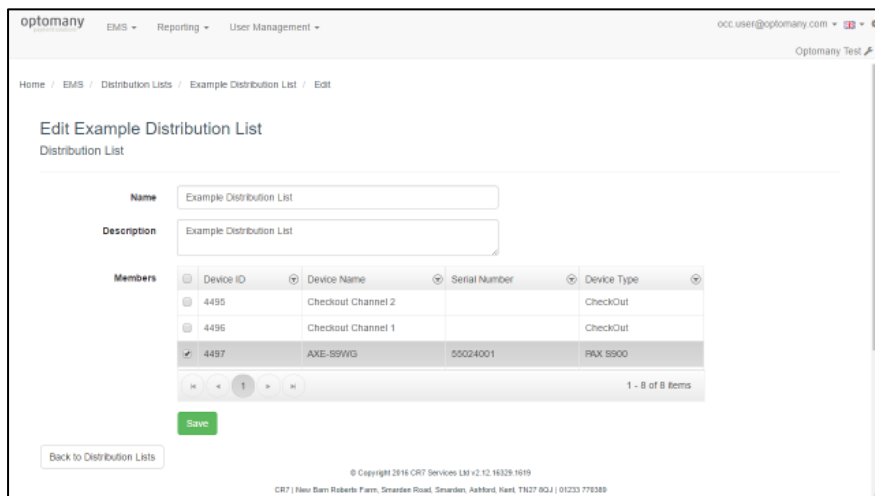
Figure 89 - Edit a distribution list

From this screen, you can edit the name or description. It is also possible to add or remove devices from the distribution list by selecting or deselecting devices.

Once the updates are complete, select the 'Save' button. If no changes are required, select the 'Back to distribution list' button to return to the distribution list.

Delete a Distribution List

To delete a distribution list, select the 'Delete' button for the Distribution List to be deleted from the Distribution List overview screen.
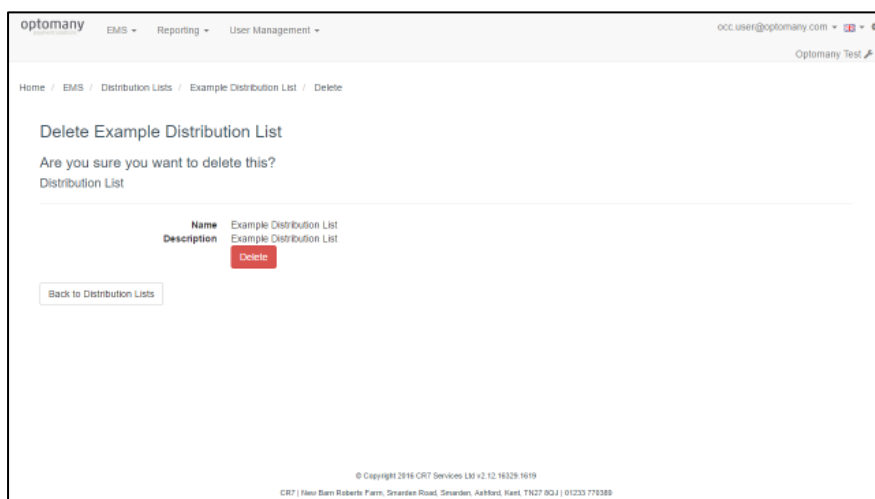
Figure 90 - Delete a distribution list

OCC will ask for the deletion to be confirmed.

Licences

Each time that an order is placed with Optomany for processing, a licence will be created. This licence contains the type of system ordered (terminals, ecommerce etc.) as well as the number of payment channels.

To view details of the licenses configured for the merchant go to **EMS > Licences**.

Figure 91 - Licences overview

Field	Description
Licence Key	Licence key configured for the merchant.
Order ID	The Order ID that created this Licence
Ordered Channel Count	Number of channels under the licence.
Active Channel Count	No Longer used
Payment Channel ID	The Payment Channel(s) assigned to the Licence and Product
Active	Whether this Payment Channel is active or not
Product	The Product assigned to this Licence and Payment Channel
(Store ID) Store	The Store and Store ID that this Product is assigned to.

Merchant Roles

Merchant Roles allows different roles to be created to allow for a role to process Purchase (Sale), Refund or Cashback. To view the Merchant Roles currently available, go to **EMS > Merchant Roles** from the main OCC screen.
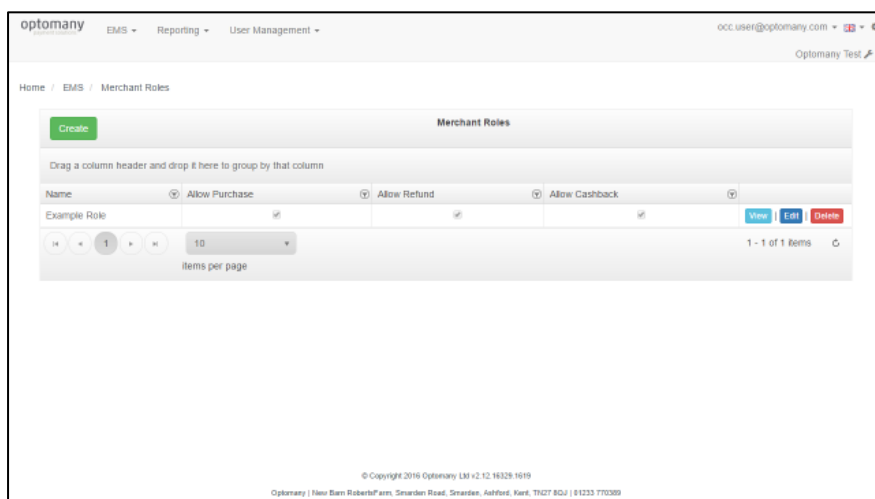
Figure 92 - Merchant Roles overview

Viewing a Merchant Role

To view a Merchant Role, select the 'View' button in the Merchant Roles overview page for the corresponding Merchant Role to be viewed.
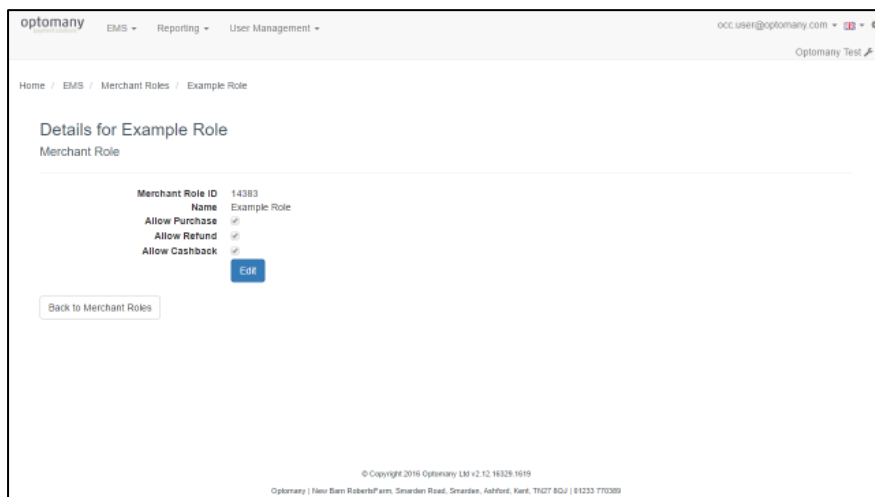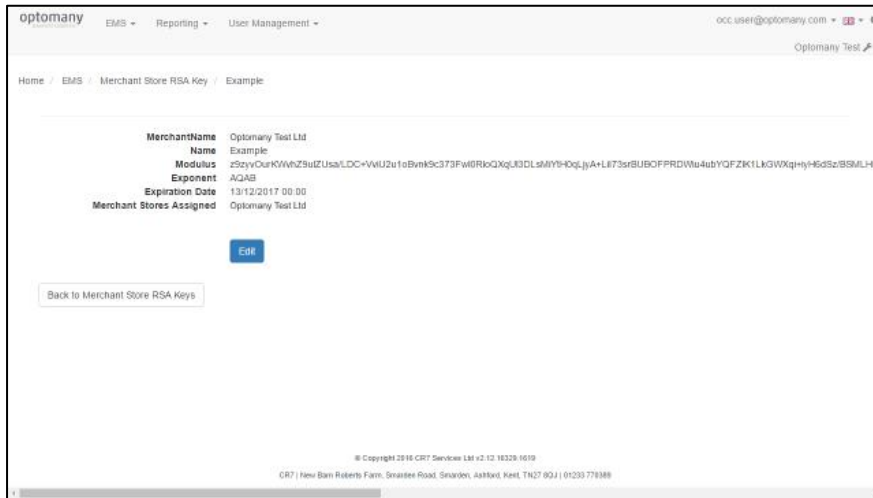

Figure 93 – View a Merchant Role

Create a Merchant Role

To create a Merchant Role, select the 'Create' button form the Merchant Roles overview screen.

Figure 94 - Create a merchant role

The fields to be completed to create a new Merchant Role are as follows:

Field	Description
Name	Name of the Merchant Role.
Allow Purchase	Allow the role to process Purchases (Sale).
Allow Refund	Allow the role to process Refunds.
Allow Cashback	Allow the role to process Cashback.

Once the fields have been completed, select the 'Create' button to create the Merchant Role.

Edit a Merchant Role

To edit a Merchant Role, select the 'Edit' button on the Merchant Roles overview page for the corresponding Merchant Role to be edited. Edit the fields as required and select the 'Update' button to save any changes.
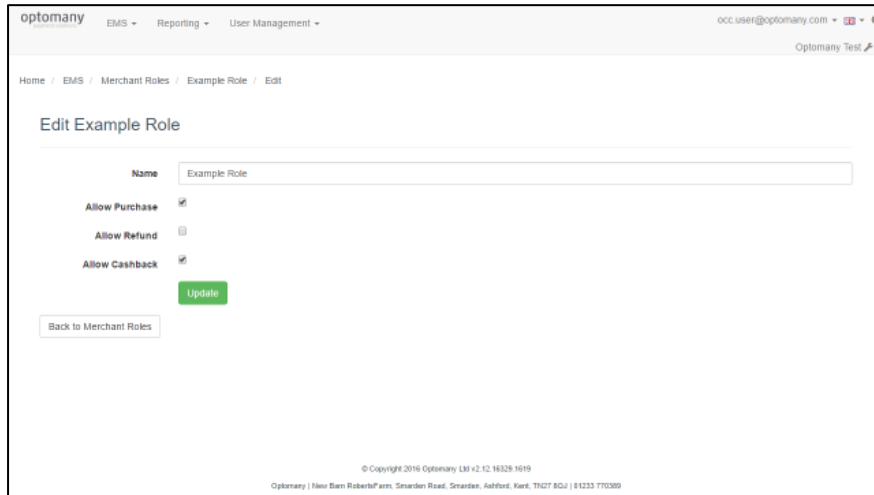
Figure 95 - Edit a merchant role

Delete a Merchant Role

To delete a Merchant Role, select the 'Delete' button for the Merchant Role to be deleted from the Merchant Roles overview screen.
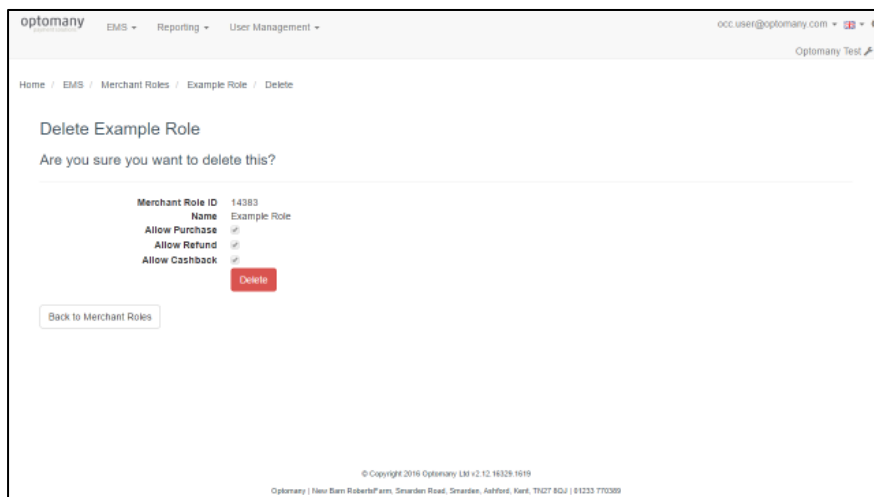
Figure 96 - Delete a merchant role

OCC will ask for the deletion to be confirmed.

Merchant Store RSA Keys

OCC allows RSA Keys used by POS solutions for local data encryption to be entered which can then be used by the axept® service via a configuration download and update. This functionality is only needed where you are using the Card Capture functionality of the *Xenteo ECO* Pin Entry Device.

The following variants of RSA key provision are supported:

- Hex encoded modulus and exponent
- Base64 XML
- Base64 Blob
- PEM format

Using OCC, each RSA key can be assigned to one or multiple stores. To view the Merchant Store RSA Keys, go to **EMS > Merchant Store RSA Keys**.
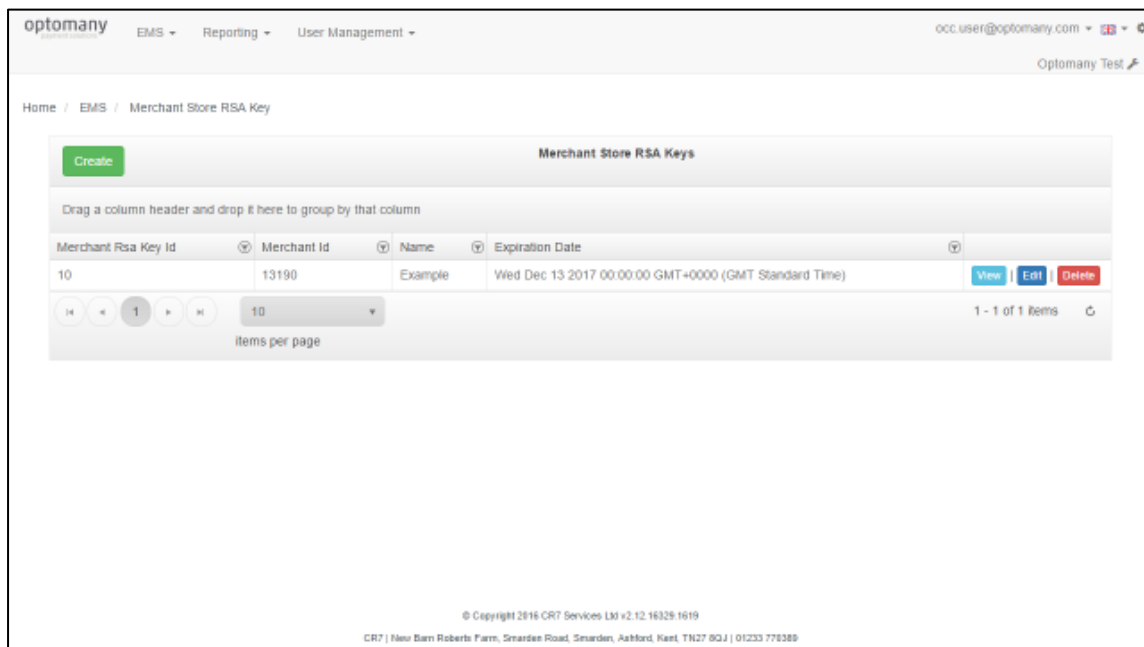
Figure 97 - Merchant Store RSA Keys overview

Viewing a Merchant Store RSA Key

To view a Merchant Store RSA Key, select the 'View' button in the Merchant Store RSA Keys overview page for the corresponding Merchant Store RSA Key to be viewed.

Figure 98 – View a Merchant Role

Create a Merchant Store RSA Key entry

To create a Merchant Store RSA Key entry, select the 'Create' button on the Merchant Store RSA Key overview screen.
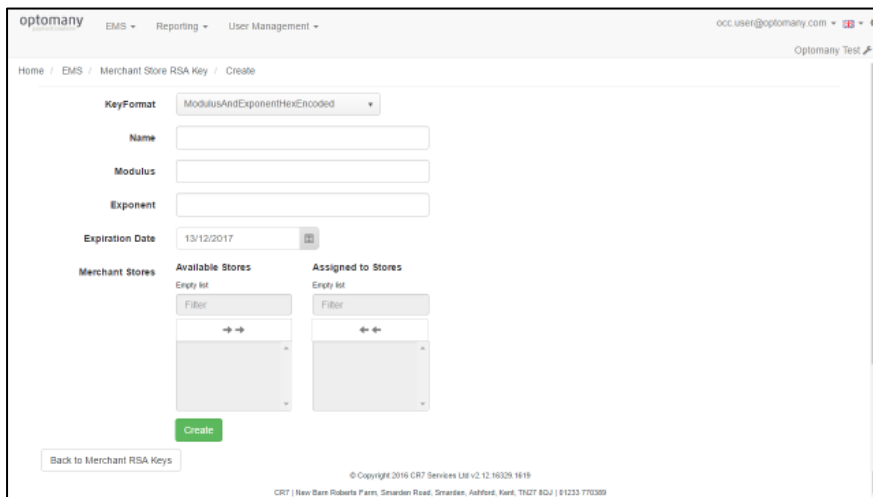
Figure 99 - Creating a new Merchant Store RSA Key entry
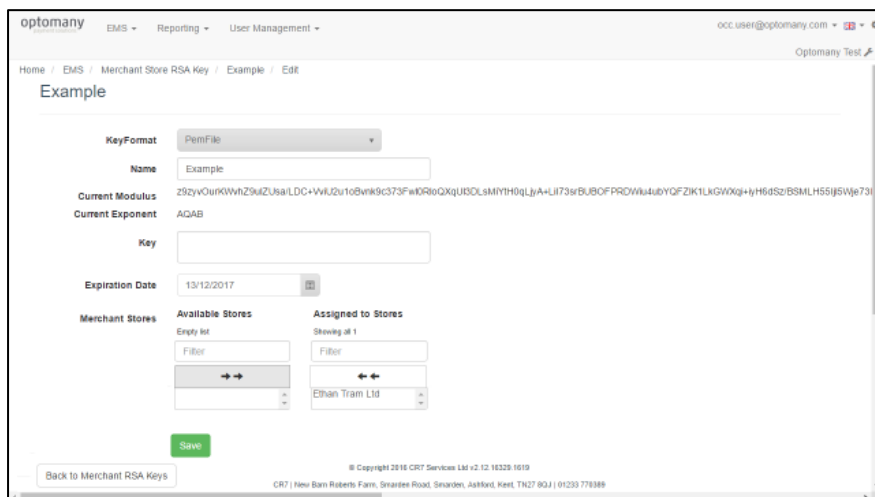
The fields to be completed to create a new Merchant Store RSA Key entry are as follows:

Field	Description
Key Format	Select the format of the Merchant Store RSA Key – the available formats are: • Hex encoded modulus and exponent • Base64 XML • Base64 Blob • PEM format
Name	Name of the Merchant Store RSA Key.
Modulus	The Modulus field will only be displayed if the key format selected is 'Hex encoded modulus and exponent'
Exponent	The Exponent field will only be displayed if the key format selected is 'Hex encoded modulus and exponent'
Key	The RSA Key.
Expiration Date	Select the expiration date of the Merchant Store RSA Key (The calendar defaults to one year ahead of the current date).
Merchant Stores	This field shows the 'Available Stores' and the 'Assigned Stores' which the Merchant Store RSA Key can be assigned to or is already assigned to. Select the name of the Merchant Store(s) in the 'Available Stores' column to move to the 'Assigned Stores' to assign the store(s). Select the name of the Merchant Store(s) in the 'Assigned Stores' column to move to the 'Available Stores' to unassign the store(s). Use the Right Arrows (➡ ➡) to bulk assign or the Left Arrows (⬅ ⬅) to bulk unassign stores.

Once the fields have been completed, select the 'Create' button to create the Merchant Store RSA Key.

Edit a Merchant Store RSA Key

To edit a Merchant Store RSA Key, select the 'Edit' button on the Merchant Store RSA Keys overview page for the corresponding Merchant Store RSA Key to be edited. Edit the fields as required and select the 'Save' button to save any changes.

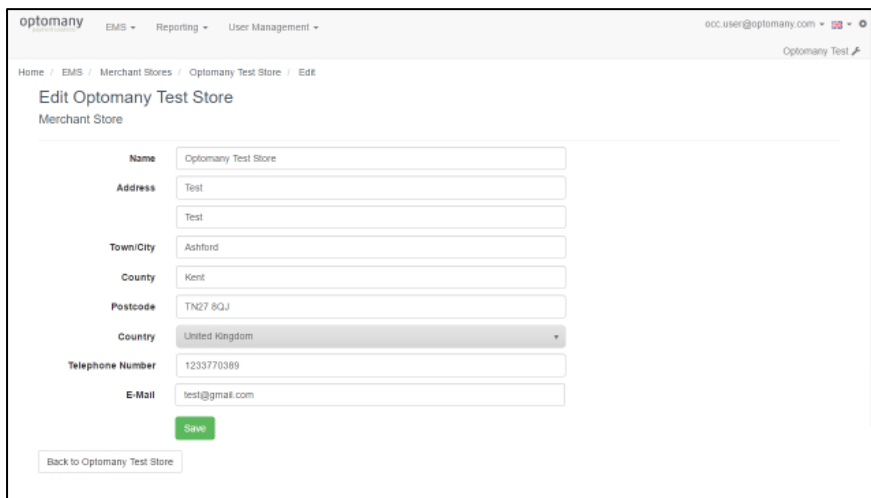*Figure 100 - Edit a Merchant Store RSA Key*

Delete a Merchant Role

To delete a Merchant Store RSA Key, select the 'Delete' button for the Merchant Store RSA Key to be deleted from the Merchant Store RSA Keys overview screen.

Figure 101 - Delete a Merchant Store RSA Key

OCC will ask for the deletion to be confirmed.

Merchant Stores

Every merchant's system on the axept® platform will have at least one merchant 'store' present. The merchant store contains the contact information for the location where the transactions are being processed. For a retail environment, this would be the local store's address and for ecommerce/MOTO trading this would likely be the head office.

To view the available merchant stores within OCC, go to **EMS > Merchant Stores**.
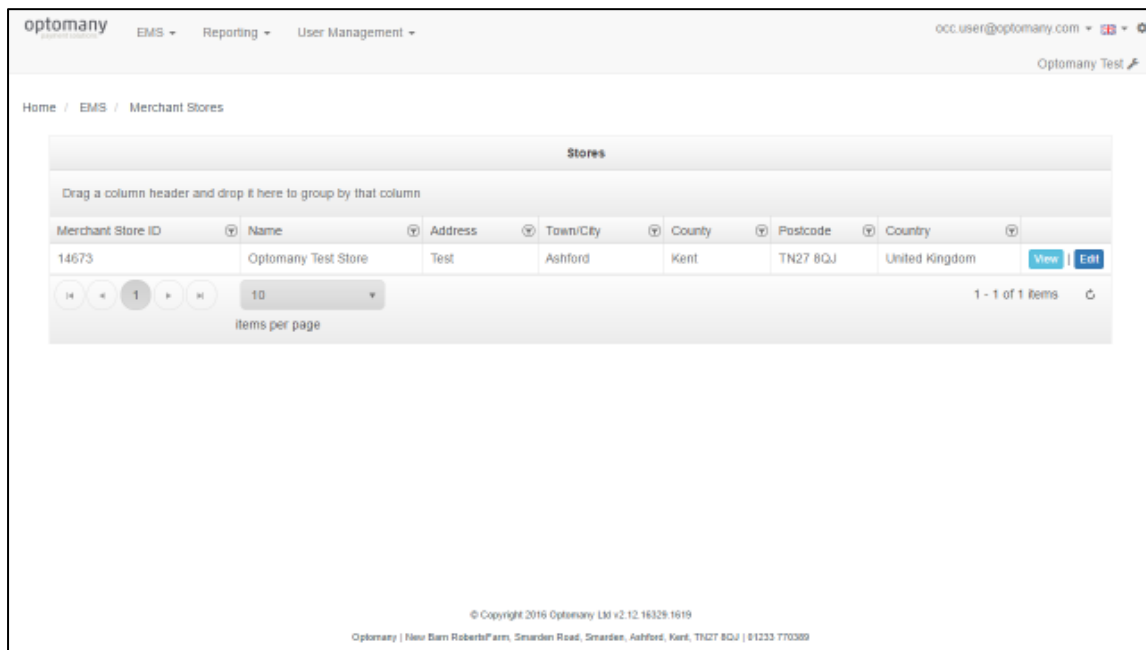
Figure 102 - Merchant Stores overview

Viewing a Merchant Store - Details

To view details of a Merchant Store, select the 'View' button in the Merchant Stores overview page for the corresponding Merchant Store to be viewed. Information for a Merchant Store is split into several tabs: Details, Departments, Currencies, Devices and Payment Channels.
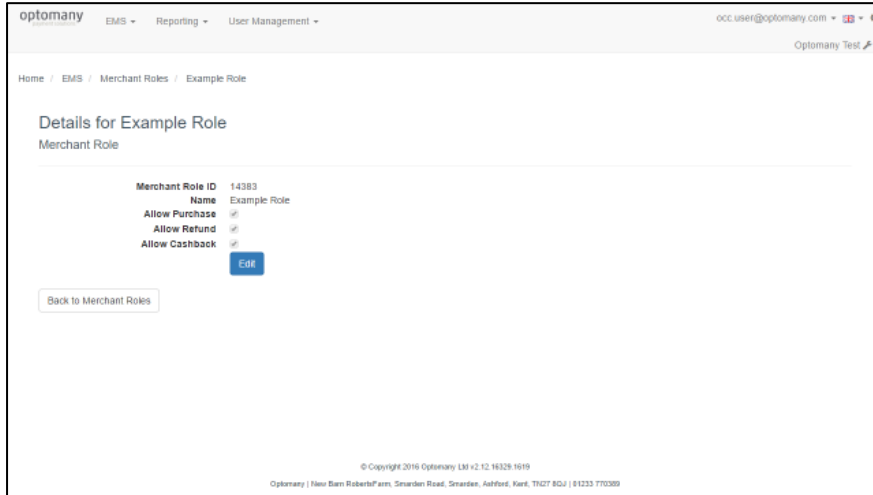
Figure 103 – View a Merchant Store - Details

Viewing a Merchant Store - Departments
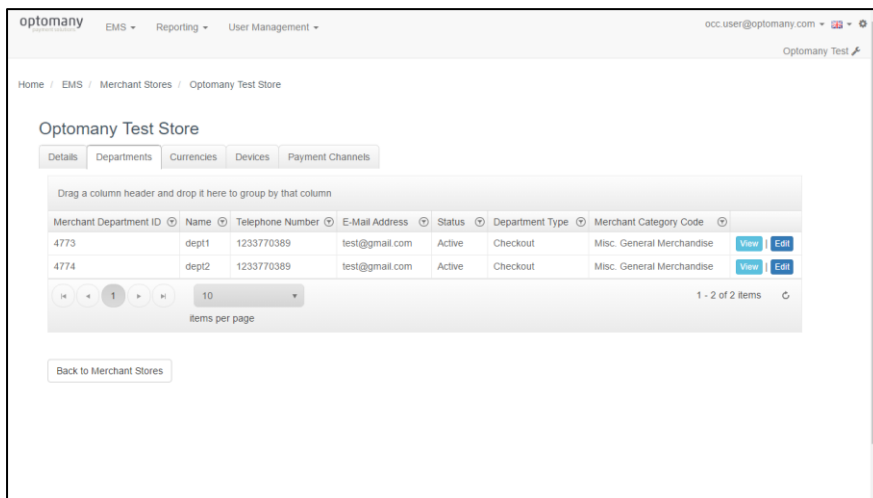
Figure 104 – View a Merchant Store – Departments

Viewing a Merchant Store - Currencies
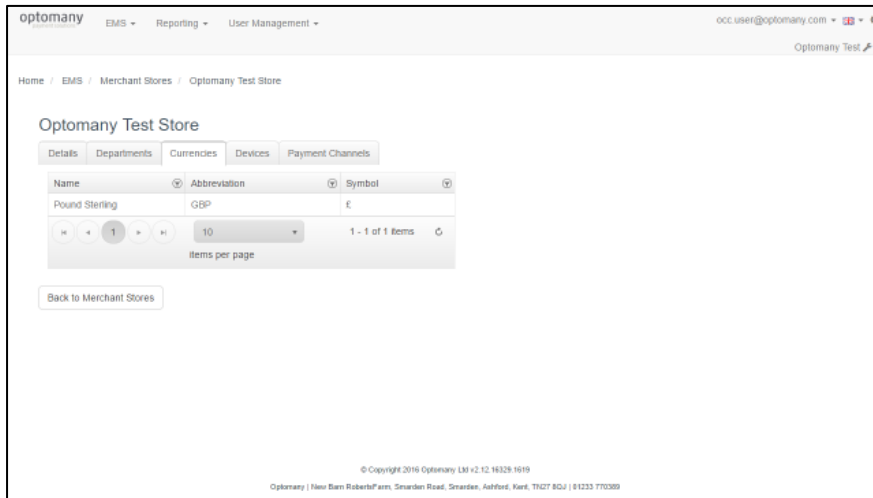
Figure 105 – View a Merchant Store - Currencies

Viewing a Merchant Store - Devices
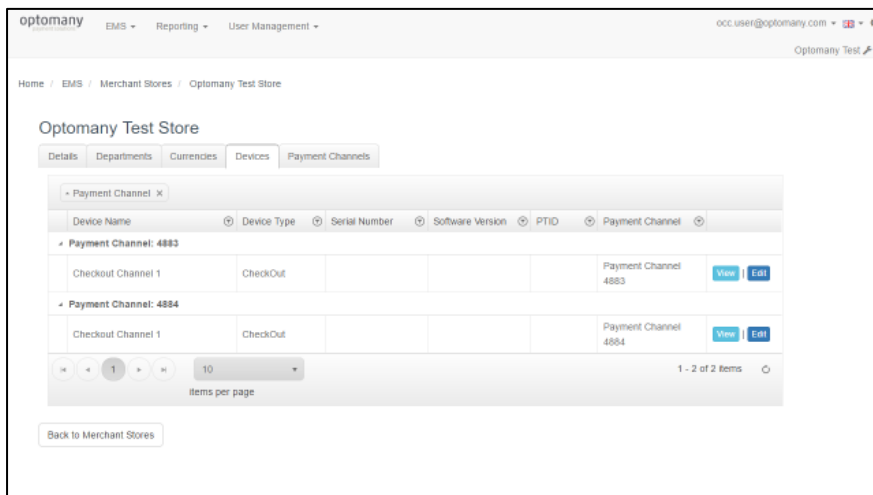
Figure 106 – View a Merchant Store – Devices

Viewing a Merchant Store - Payment Channels
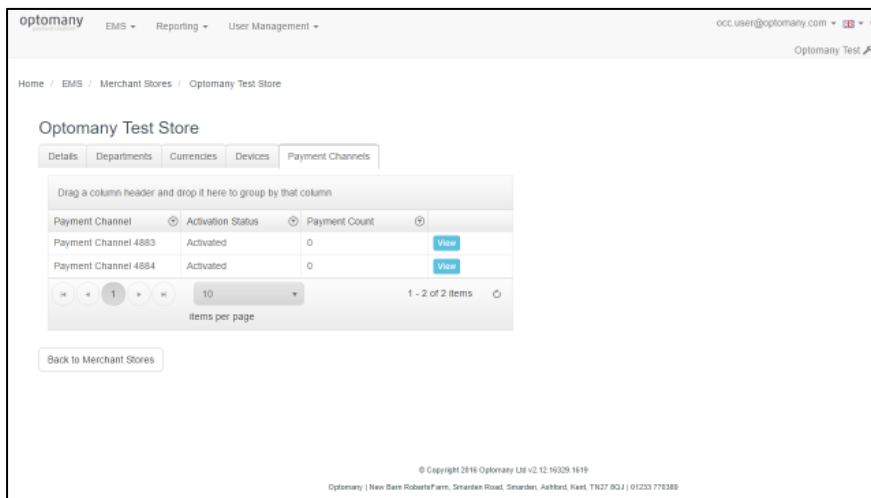
Figure 107 – View a Merchant Store – Payment Channels

Edit Merchant Store details

To edit a Merchant Store's details, select the 'Edit' button on the Merchant Store's Details tab for the corresponding Merchant Store (if more than one is listed) to be edited. Edit the fields as required and select the 'Save' button to save any changes.

Figure 108 - Edit a Merchant Store's details

Payment Channels

Each of Optomany's processing solutions require a 'Payment Channel' to allow transaction processing to take place. For the Cardholder Present solutions (such as axept® S300), the merchant is allocated with one payment channel per terminal thus, providing all terminals with the capacity to process a simultaneous transaction.

For Cardholder Not Present solutions (CNP), the allocation is done based upon the merchant's processing volumes. In CNP, additional payment channels can be added at any time by contacting your Optomany Sales Account Manager.

To view the Payment Channels currently available, go to **EMS > Payment Channels** from the main OCC screen.

Figure 109 - Payment Channels overview

Viewing Payment Channels - Details

To view details of a Payment Channels, select the 'View' button in the Payment Channels overview page for the corresponding Payment Channel to be viewed. Information for a Payment Channel is split into several tabs: Details, EFT Details, Installs and Devices.
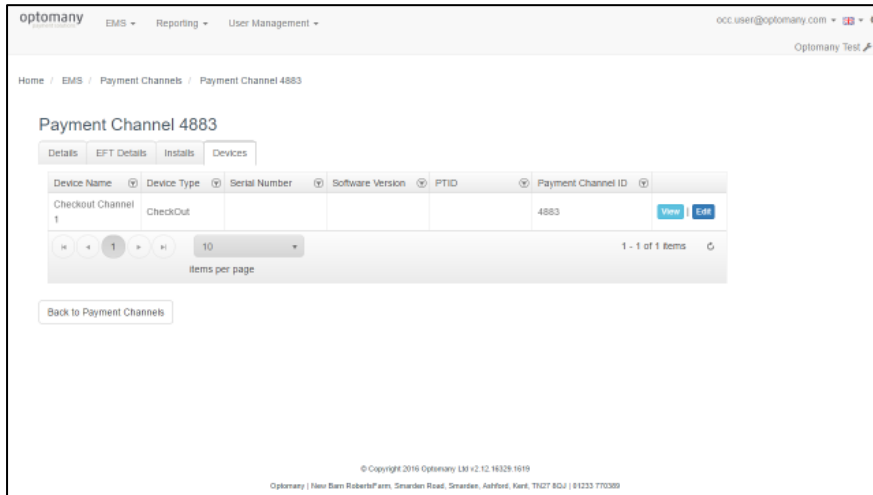
Figure 110 – View a Payment Channel - Details

Field	Description
Payment Channel	Description of the Payment Channel.
Payment Channel ID	ID of the payment channel.
Merchant Store	Name of the merchant store the payment channel is assigned to.
Activation Status	Activation status of the payment channel.
Payment Count	Feature not currently in use.
Activate On (UTC)	Date Time the payment channel was activated.
Deactivated On (UTC)	Date Time the payment channel was deactivated (if applicable)

Viewing Payment Channels - EFT Details

The EFT details tab provides the user with a summary of the Acquirer specific data for that payment channel, grouped by Merchant Department.
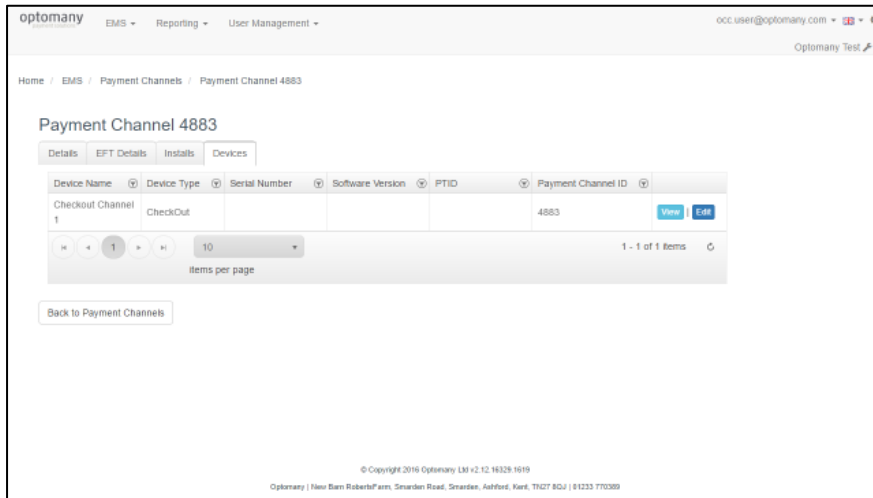
Figure 111 – View a Payment Channel – EFT Details

Field	Description
Department	Name of the merchant department
Acquirer	Acquirer used to authorise the payments
Card Scheme	Card scheme name accepted
Currency	Currency in which the payments are processed in
TID	TID used in the authorisation requests

Viewing Payment Channels - Installs

The installs tab summarises the times when the payment channel has been activated and, if applicable, deactivated. Also included are the details used in the activation.
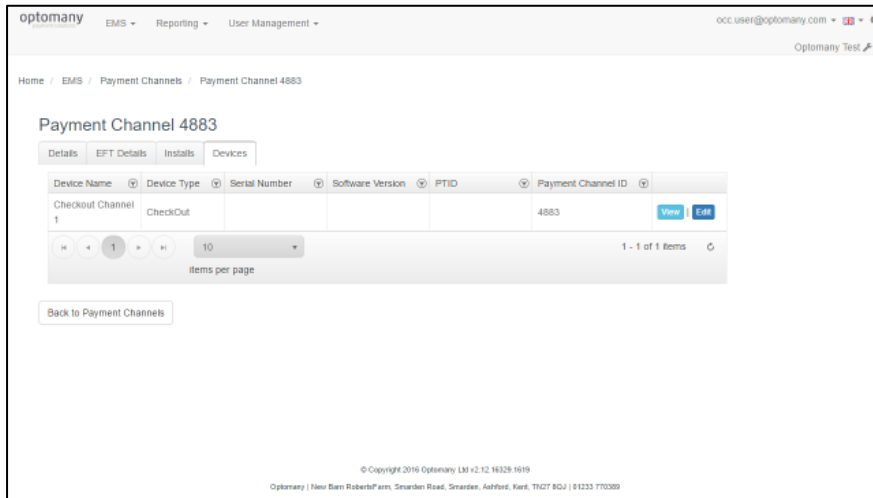
Figure 112 – View a Payment Channel – EFT Details

Field	Description
Activation Status	Activation status of payment channel.
Activated On (UTC)	UTC time when the payment channel was activated.
Deactivated On (UTC)	UTC time when the payment channel was deactivated (if applicable).
Environment	Processing environment in which the payment channel was activated.
Operational Control	Entity in control of the payment channel.
Communication Capability	Communication capability of the activation.

Viewing Payment Channels - Devices

Also available are the details of the device(s) currently using the payment channel.
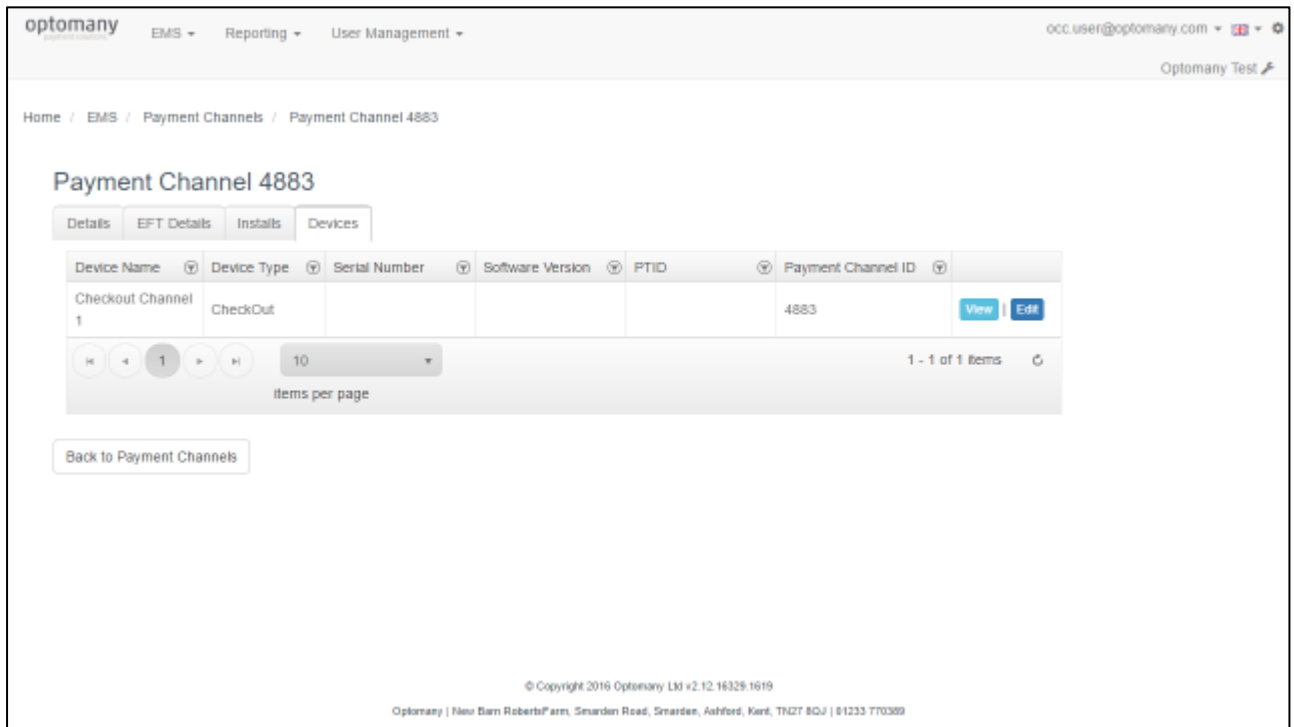
Figure 113 – View a Payment Channel – Devices

Further details on devices are also available in this document in Devices
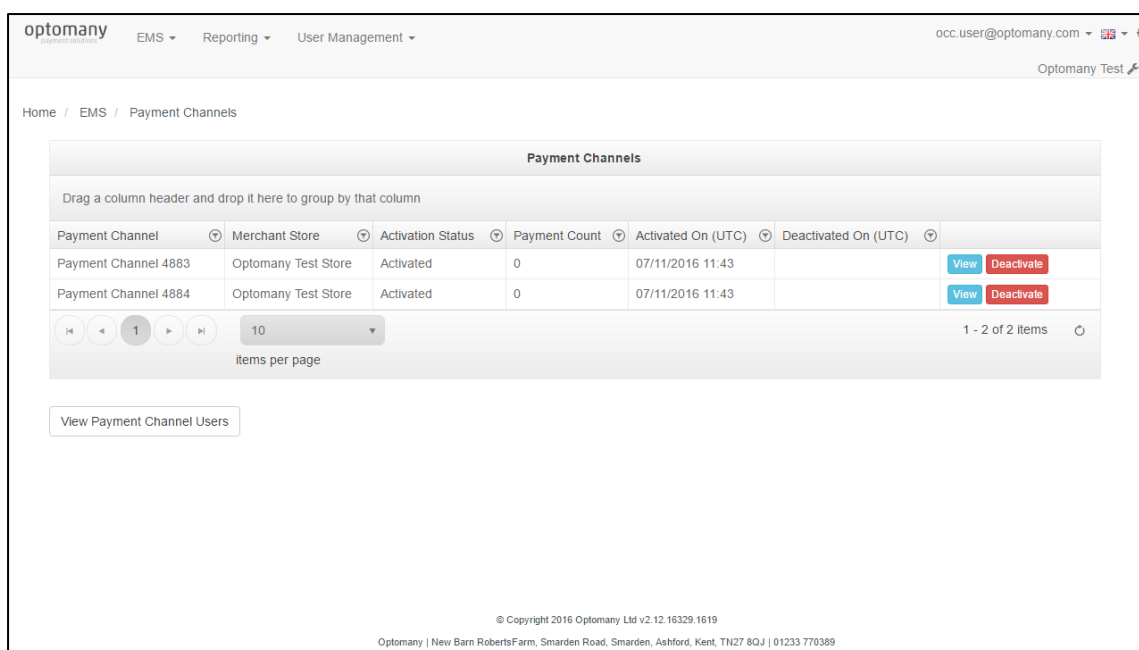
Once all the required options have been viewed, select the 'Back to Payment Channels' button to return to the Payment Channels overview screen.

Deactivating a Payment Channel

To perform a swap out of a terminal or PED, a deactivation must first be performed on the payment channel. The deactivation clears the payment channel and then allows the new terminal or PED to be activated once0 it is in place. Failure to complete the deactivation first will prevent the activation of the new terminal/PED being completed successfully. The deactivation process is completed via the 'Activation Application' for the axept® S300 solutions.

However, there may be circumstances where this deactivation cannot be completed locally (via the application or terminal/PED). For example, where a terminal has been damaged to the point where it cannot be powered on. In this scenario, the deactivation must take place on the axept® platform via OCC.
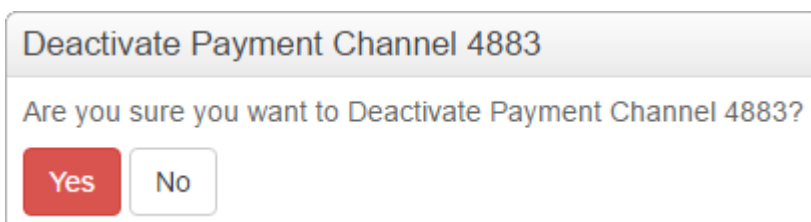
To deactivate a payment channel, go to **EMS > Payment Channels**.

Figure 114 - Payment Channels overview

Select the 'Deactivate' button in the Payment Channels overview page for the corresponding Payment Channel to be deactivated. OCC will then prompt for confirmation of the deactivation:

Figure 115 - Payment channel deactivation confirmation required.

Select the 'Yes' button to continue with the deactivation or select the 'No' button to return to the Payment Channels screen without deactivating.

If the 'Yes' button was selected, the deactivation will be completed and OCC will provide a confirmation:
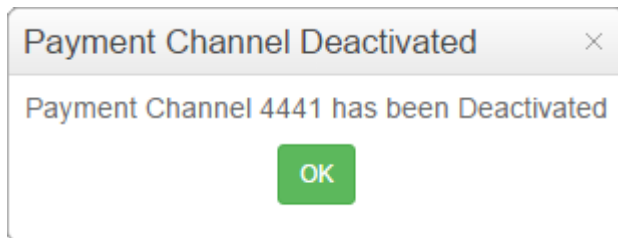
Figure 116 - Payment channel deactivation confirmed.

Select the 'OK' button to close the notification and continue. The user will be returned to the Payment Channels overview screen.

> Once a deactivation has been completed, the solution utilising that payment channel cannot be updated. It is therefore **vital** that the correct payment channel is deactivated. Please ensure the serial number of the device is checked.

Contact Information

If you have any questions or require support, please get in touch with us using the details below:

Customer Support

Phone: +44 (0) 20 8102 8102

Email: customersupport@dnapaymentsgroup.com

Customer Support Hours:

Days	Hours Covered
Monday - Saturday	08:00 – 23:00
Sunday and Bank Holidays (excluding Christmas Day)	10:00 – 17:00

Non-urgent requests can be emailed to customersupport@dnapaymentsgroup.com.

Upon receipt, a helpdesk ticketing system is used to track and record the request detail. A ticket is automatically generated on receipt of an email to customersupport@optomany.com. A unique reference number is allocated to each ticket - this is automatically notified to the email sender by return email. This unique reference should then be quoted in all further emails within the email subject line.

Should you need to contact us for something other than support, the details are below.

DNA Payments Head Office

Address:
DNA Payments Limited
10 Lower Grosvenor Place
London
SW1W 0EN

Phone: +44 (0) 20 8102 8000
Email: info@optomany.com

Appendix A – Table of Figures Index

Appendix B – Document Change Control

Version	Author	Comments	Date
1.0	Scott Brindley	Initial version; Based on *Manual 1.1*	January 2023