



**iVeri Lite BackOffice
User Guide**

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1 New

Paragraph	Page Number	Description
7.2.4	15	Security Configuration
10	35	Updated Reconciliation
11	42	Configure BlackCardList
15.1.2	49	Update Result Codes
7.2.3	15	Reports / Files to be emailed

2 OVERVIEW

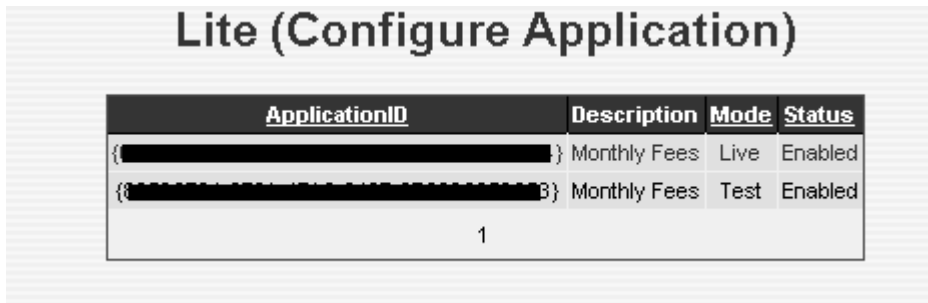
This document will explain how the BackOffice for iVeri Lite functions. A detailed description of all the menu options and what each one does follow this overview. To access the iVeri Lite BackOffice Website, go to <https://backoffice.iveri.co.za>.

3 INITIAL ADMINISTRATOR SET-UP AND CONFIGURATION

As the Administrator, you are required to perform an initial configuration when you first enter the BackOffice site before you are able to use the functions of iVeri Lite.

Before you can process Test transactions through the iVeri server test gateway, you need to configure your Test application ID.

Go to Lite – Configure Applications.



The screenshot shows a web interface titled "Lite (Configure Application)". It contains a table with the following data:

<u>ApplicationID</u>	<u>Description</u>	<u>Mode</u>	<u>Status</u>
{REDACTED}	Monthly Fees	Live	Enabled
{REDACTED}	Monthly Fees	Test	Enabled

Below the table, the number "1" is centered.

Click on the Application you want to configure, i.e. either the Test or the Live.

Lite (Configure Application)

ApplicationID:	[REDACTED]
Mode:	Live
Description:	Monthly Fees
Email confirmation to merchant	Yes ▾
Email address to send confirmation to:	[REDACTED] x
Email confirmation to cardholder	Yes ▾
Email address to send confirmation from	[REDACTED]
Show Logo?	Yes ▾
Web Referer	[REDACTED] Add
	https://www. https://www. https://www. https://www. https://www.
	[REDACTED] Default X
Use 3D Secure	No ▾
3D Secure Merchant Id	[REDACTED]
Merchant Accepts Chargeback Risk	Yes ▾
Authorisation Prefix	<input checked="" type="radio"/> AUTH <input type="radio"/> [REDACTED] x
Authorisation Reversal Prefix	<input checked="" type="radio"/> REV <input type="radio"/> [REDACTED] x
Sale Prefix	<input checked="" type="radio"/> INV <input type="radio"/> [REDACTED] x
Payment Prefix	<input checked="" type="radio"/> CR <input type="radio"/> [REDACTED] x
Authorised Sale Prefix	<input checked="" type="radio"/> INV <input type="radio"/> [REDACTED] x
Refund Prefix	<input checked="" type="radio"/> CR <input type="radio"/> [REDACTED] x
Transaction Viewing Layout	
Reset transaction viewing layout to	Leave Unchanged ▾
<input type="button" value="Submit"/>	
x - Required	

- Check your application Details at the top of the page to make sure you are configuring the correct Application.
- You are now able to insert the Company details you want reflected on the email confirmation sent after each successful transaction. Fill in the first three sections ie. Company Name, Phone Number and Contact Person – all or some can be left blank. You can now also choose whether you want the iVeri logo reflected on the interim transaction page or not by selecting from the drop down box next to Show Logo?
- **3D Secure Transactions**
- If you have a contract for 3D Secure transactions with Nedbank and have a Merchant ID from them, then set Use 3D Secure to Yes and fill in your Merchant ID in the field 3D Secure Merchant ID

- If you have set Use 3D Secure to Yes, you now have a choice to make in terms of whether ALL your transactions must go through 3D Secure or not. If you want all transactions to be processed as 3D Secure transactions then set Merchant Accepts Chargeback Risk to No. This means that if there is a problem with the 3D Secure system, your transaction will be rejected. If you leave Merchant Accepts Chargeback Risk as Yes, this means that if there is a problem with the 3D Secure system, then your transactions will still be processed but will carry the normal risk associated with card not present transactions.
- Check/insert the Web Referrer section to make sure that your correct Payment URL has been captured. If not you have the opportunity to change it yourself. Now also complete the Confirmation Emails section.
- You finally have the opportunity to select all the fields you wish to display on the following outputs: On Screen when you are viewing Transaction Details within BackOffice, on the email sent to yourself (the Merchant) and on the email sent to the Cardholder (if you have chosen this option earlier). To do this, click on the drop down box next to Reset transaction viewing layout to: and select Customise.

Lite (Configure Application)

Customise Layout				
Order Basket				
Field	Show On Screen	Show On Invoice	Show On Order	Default Value
Order Basket	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Card Holder Details				
Field	Show On Screen	Show On Invoice	Show On Order	Default Value
Card Number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Name on Card	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Card Type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Card Security Code	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Expiry Date Month	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Expiry Date Year	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Transaction Details				
Field	Show On Screen	Show On Invoice	Show On Order	Default Value
Budget Period	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Transaction Type	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Currency	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Authorisation Code	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Terminal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Total Order Amount	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	99
Merchant Reference	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AUTOGENERATE
Merchant Reference Prefix	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	INV
Billing And Shipping Details				
Field	Show On Screen	Show On Invoice	Show On Order	Default Value
(Ship To) Receiver Title	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Ship To) Receiver First Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

NOTE: The above image only reflects a portion of the complete list which you are able to select from. You can now select the items you want on your screen viewing page (Display on Screen column), on the email to you (Display on Order column) and on the email to the card holder (Display on Invoice column).

NOTE: The items which are greyed out are defaults and cannot be changed/selected.

When you have made your changes, click on Submit at the bottom of the form. An online success message will be displayed. As the Administrator, you are now set up to use the various functions described in this guide.

4 NEW USER SET-UP AND CONFIGURATION

Step 1 – Add the new user (see [7.1 Add User](#))

Step 2 – Edit the new user just added (see [7.2 Edit User](#)) by setting their Service Functions and Service Parameters

Step 3 – Configure the Applications for the new user just added (see [8.5 Configure Applications](#))

The new user is now able to use the functions as allocated above by the Administrator.

5 INDIVIDUAL FUNCTIONS WITHIN IVERI LITE BACKOFFICE

5.1 Login

- Purpose

To log in to the secure iVeri BackOffice Website.



The screenshot shows a web form titled "Back Office Login". The form contains the following fields and controls:

User Group	<input type="text"/>	X
User Name	administrator	X
Password	<input type="password"/>	X
Remember User Group & User Name	<input checked="" type="checkbox"/>	
<input type="button" value="Login"/>		

X - Required

- Action

- **User Group** - enter your Billing Details ID
- **User Name** - type in Administrator
- **Password** - this is the Administrator password sent to you with the Billing Details ID by email. Copy and paste it from the email.

NOTE: The above details are for Administrator access. Once in BackOffice, the Administrator is able to allocate User Names and Passwords to additional users by making use of the User Manager function described later in this guide.

6 BACKOFFICE WELCOME

- Purpose

Reflects who is logged in and provides the menu options which the logged in user is able to access/use



7 USER MANAGER

7.1 Add User

- Purpose
To add/capture the details for a new user

User Manager (Add User)	
User Name	<input type="text"/> x
Password	<input type="password"/> x
Confirm Password	<input type="password"/> x
First Name	<input type="text"/> x
Last Name	<input type="text"/> x
Language	English <input type="button" value="v"/> x
Phone Number	<input type="text"/> x
Cellphone Number	<input type="text"/>
Email Address	<input type="text"/> x
<input type="button" value="Add User"/>	
x - Required	

- Action
Enter all the required details on the form and click on *Add User*.
The success message: “The user was successfully added” will be displayed.

7.2 Edit User

7.2.1 General

- Purpose
To edit/change any of the user information previously captured, or to suspend a user from having access to iVeri BackOffice.

Back Office		
User Manager	▶ Add User	
Lite	▶ Edit User	▶ General
Reconciliations	▶ Security Parameters	Service Functions
Configure	▶	Service Parameters
View	▶	
Security	▶	

- Action
Click on the name of the user you want to edit. Make the required change(s) and click on *Save*.

User Manager - Edit User (General)

User Name	Administrator	X
Password	*****	X
Confirm Password	*****	X
First Name		X
Last Name		X
Language	English	X
Phone Number		X
Cellphone Number		
Email Address		X
		Save

X - Required

The success message: "The user was successfully updated" will be displayed.

7.2.2 Service Functions

- Purpose

To allocate the functions within BackOffice which you (the Administrator) want to allow the new user to have access to.

Back Office		
User Manager	▶ Add User	
Lite	▶ Edit User	▶ General
Reconciliations	▶ Security Parameters	▶ Service Functions
Configure	▶	▶ Service Parameters
View	▶	
Security	▶	

- Action

Click on the name of the user you want to allocate functions to. Tick the functions you want allocated to the user and click on Save.

User Manager - Edit User (Service Functions)

User Name	
First Name	
Last Name	

Service Functions

- Reconciliations
 - Print Report
 - Download File
- Configure
 - Blackcard List
- View
 - Transaction Lookup
 - Transaction History

Save

The success message: "The service functions were successfully updated for the user" will be displayed.

7.2.3 Service Parameters

- Purpose

There are three functions to allocate to both the Administrator as well as the User in this section:

- To allocate the Application ID to which the selected User will have access for processing transactions and viewing reports etc. in relation to the selected Service Functions.
- To select the various reports and/or files you would like to be emailed to you as the Administrator. For the User, you as the Administrator are able to select whether you want the User to receive the reports/files you have selected to receive.
- To allocate a password for the Zip file that you have selected to be emailed to yourself and / or the User.

- Action

- Administrator

Selection of Reports / Files

Firstly select Administrator to select the reports / files you want to receive. Please note that the reports / files will be emailed to you in the format that you previously viewed them in

Should you want to password protect the Zip files emailed to you, please enter a Zip password. Should you leave this field empty the Zip file will have no password.

Select the Reports / Files to be emailed to you. Hold down the Ctrl key to select more than one.

Click on **Save**

User Manager - Edit User (Service Parameters)

User Name:	Administrator
First Name:	[text]
Last Name:	[text]
Terminal	[text]
Zip Password	[text]
Reports/Files to be Emailed	Lite Trading Report Recon Details Recon Download Transaction History
Currency	ZAR ZAR ▾ Default
<input type="button" value="Save"/>	
X - Required	

User

Application ID

Select the name of the **User** you want to allocate Application ID/s to. Highlight your allocation.

Zip Password

Should the User want the Zip files to be password protected, enter the password in the field provided. Should the field be left empty the file will not be password protected.

Reconciliations / Reports

Should you want the User to receive the Reports and / or Recons emailed to them, please change the drop down from No to Yes

Click on Save

User Manager - Edit User (Service Parameters)

User Name:	Accounts
First Name:	
Last Name:	
Terminal	
Keep Session Alive?	No
Zip Password	
Currency	ZAR
	ZAR Default

Lite	
Application	{.....} - [Live] - Lite {.....} - [Test] - Lite
Authorisation Reversal	No X
Payment	No X
Authorised Sale	No X
Refund	No X
Payment Amount Limit	
Refund Amount Limit	
Email Report	No
Reconciliations	
Email report to merchant	No
Email recon to merchant	No

7.2.4 Security Configuration

- Purpose

To set the Security Parameters for all users in terms of their passwords, validity, suspension and login notifications. These parameters can only be set by the Back Office Administrator.

- Action

In the menu bar, click on User Manager, scroll to and click on Security Configuration.

This will bring up the following form on which you can now change the system defaults to suit your own requirements. Please remember that changes made to the defaults will apply to ALL users that you have given BackOffice access to.

User Manager (Security Parameters)

User Group:	<input type="text"/>
Administrator:	<input type="text"/>
Strong Password	<input type="radio"/> No <input type="radio"/> Yes
Minimum Password Length	<input type="radio"/> 6 <input type="text" value=""/> X
Strong Username	<input type="radio"/> No <input type="radio"/> Yes
Minimum Username Length	<input type="radio"/> 6 <input type="text" value=""/> X
Enforce Password Change	<input type="radio"/> No <input type="radio"/> Yes
Password Change Period	<input type="radio"/> 36 <input type="text" value=""/>
Auto Disable User	<input type="radio"/> No <input type="radio"/> Yes
Auto Disable User Period	<input type="radio"/> 36 <input type="text" value=""/>
Login Notification Administrator	<input type="radio"/> No <input type="radio"/> Yes
Max Login Attempts	<input type="radio"/> 3 <input type="text" value=""/>
Keep Password Unique Frequency	<input type="radio"/> 1 <input type="text" value=""/>

X - Required

- Strong Password: The default is No. This means that the password can be anything as long as it is not less than the default minimum length. If you change the default to Yes, then the users password must be a combination of alpha/numeric and special characters also not less than the default minimum length.
- Minimum Password Length: The default is 6. You can change it to any higher number. If you do then this number will apply to ALL users.
- Strong Username: The default is No. This means that the username can be anything as long as it is not less than the default minimum length. If you change the default to Yes, then the username must be a combination of alpha/numeric and special characters also not less than the default minimum length.
- Minimum Username Length: The default is 4. You can change it to any higher number. If you do then this number will apply to ALL users.
- Enforce Password Change: The default is No. This means that users will never be forced to change their passwords. If you change the default to Yes, then all users will have to change their passwords in accordance with the Password Change Frequency that you set next.
- Password Change Frequency (days): The default is 60 days. This default is only valid if you change the Enforce Password Change default to Yes. If you do this then you can also change this number of days default to a longer period.
- Auto Suspend Users: This is used to automatically suspend a user from accessing Back Office after a set period of time. The default is No. If you want to suspend ALL the users after a certain period of time then change the default to Yes.
- Auto Suspend After Period (days): The default is 60 days. This default is only valid if you change the Auto Suspend Users default to Yes. If you do this then you can also change this number of days default to a longer period.
- Login Notification to Administrator: This is used if the Administrator wants to know every time a user logs in to Back Office. The default is No. Simply change this to Yes and the Administrator will be notified by email every time a user logs in to Back Office.
- Keep Password Unique: This is used to set the period after which a user can use the same password again. The default is One Time. What this means is that when a users password expires after the default period of 60 days or the new period set by the Administrator, the user will have to enter a new password in accordance with the relevant settings above. They can then use their original password again after this period has expired. If you want the period longer before a previous password can be used again, select one from the drop down If you select Always, then the user will have to choose a new password every time their password expires.

NOTE: After changing any of the default settings above, click on Save to effect your changes. The Administrator can change any of the above at any time.

8 LITE

8.1 Transactions – View - Successful Orders

- Purpose

To view the list of Successful Orders for a selected Date or Period in order to check these against your confirmation emails or to view ALL details related to individual transactions.

Lite - View (Successful)

ApplicationID	Description	Mode	Status
{E [REDACTED]}	Monthly Fees	Live	Enabled
{E [REDACTED]}	Monthly Fees	Test	Enabled

1

- Action

Click on the Application ID you wish to view Successful Orders for. If you only have one Application ID, this page will NOT be displayed and you will be automatically taken to the Choose Date/Period page.

Lite - View (Successful)

Choose Date

From Date	<input type="text" value="2006-05-20 00:00"/>	
To Date	<input type="text" value="2006-05-21 23:59"/>	
Currency	<input type="text" value="ZAR"/>	

Note: Transactions Details for the last 6 months are available.

Select the Date or Date range and click on Search. This will bring up the following page for viewing.

Lite - View (Successful)

Total Number of Transactions	26
Total Number Of Successful Transactions	26
Nett Settlement Value	R 189.91

Purchase DateTime	Card Number	Transaction Type	Merchant Reference	Amount	Status
2006-05-15 12:50:38	3	Sale	16844	R 2.00	Successful
2006-05-15 12:52:09	4	Sale	16845	R 2.50	Successful
2006-05-15 13:12:57	4	Sale	16846	R 6.55	Successful
2006-05-15 13:14:43	5	Sale	16847	R 9.50	Successful
2006-05-15 13:16:48	4	Sale	16848	R 4.28	Successful
2006-05-15 13:20:40	4	Sale	16841	R 11.50	Successful
2006-05-15 13:22:16	5	Sale	16849	R 26.90	Successful
2006-05-15 13:23:59	4	Sale	16850	R 4.50	Successful
2006-05-15 13:30:04	4	Sale	16851	R 3.50	Successful
2006-05-15 13:31:31	4	Sale	16852	R 3.50	Successful
2006-05-15 13:33:53	4	Sale	16853	R 5.50	Successful
2006-05-15 13:35:32	4	Sale	16854	R 2.50	Successful
2006-05-15 13:38:59	5	Sale	16855	R 5.50	Successful
2006-05-15 13:40:30	3	Sale	16856	R 5.50	Successful
2006-05-15 13:41:38	5	Sale	16857	R 3.50	Successful
2006-05-15 13:43:05	4	Sale	16858	R 2.50	Successful
2006-05-15 13:44:37	3	Sale	16859	R 3.50	Successful
2006-05-15 13:46:23	4	Sale	16860	R 5.00	Successful
2006-05-15 13:48:09	3	Sale	16861	R 4.68	Successful
2006-05-15 13:49:39	4	Sale	16862	R 5.50	Successful
2006-05-15 13:51:22	4	Sale	16863	R 5.50	Successful
2006-05-15 13:52:53	4	Sale	16864	R 5.00	Successful
2006-05-15 13:54:54	5	Sale	16865	R 22.00	Successful
2006-05-15 13:56:38	5	Sale	16866	R 22.00	Successful
2006-05-15 13:58:40	4	Sale	16867	R 2.50	Successful
2006-05-15 14:01:39	5	Sale	16868	R 14.50	Successful
1					

If you want to print out a copy of a particular order for your records or just view the full details of an order, click on the order you wish to Print/View full details. This will display the following page, which you can then print or view.

Lite - View (Successful)

Order Details	
(Bill To) Email	c [redacted]
Card Number	4 [redacted]
Name on Card	
Card Type	Visa
Expiry Date Month	03
Expiry Date Year	2008
Transaction Details	
Purchase DateTime	2006-05-15 13:20:40
Transaction Type	Sale
Result Status	Successful
Authorisation Code	015518
Merchant Reference	16841
Transaction Index	[redacted]
Transaction Amount	R 11.50

[Order Basket Details](#)

To view a breakdown of the transaction amount, click on the Order Basket Details button. This will bring up the following screen.

Lite - View (Successful)

Line Item List			
Item Description	Quantity	Unit Cost	Line Total
	5	2.20	11.00
Delivery	1	0.50	0.50
Total Value			R 11.50

8.2 View – Authorisations

- Purpose

To view the transactions for which you originally only obtained an Authorisation. This allows you to now use that Authorisation code to Debit the cardholder by doing a Subsequent Transaction (see 8.4) to debit the cardholder and obtain the money in your bank account.

Lite - View (Authorisations)

ApplicationID	Description	Mode	Status
{1}	Monthly Fees	Live	Enabled
{XXXXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX}	Monthly Fees	Test	Enabled

1

- Action

Click on the Application ID on which the original authorisation was performed. If you only have one Application ID, this page will NOT be displayed and you will be automatically taken to the Choose Date/Period page.

Lite - View (Authorisations)

Choose Date

From Date	2006-05-20 00:00	📅
To Date	2006-05-21 23:59	📅
Currency	ZAR	▼

Note: Transactions Details for the last 6 months are available.

Select the date or period you wish to view for further action. Click on *Search*.

Lite - View (Authorisations)

Total Number of Transactions	5
Total Number Of Successful Transactions	5
Nett Settlement Value	R 0.00

Purchase DateTime	Card Number	Transaction Type	Merchant Reference	Amount	Status
2006-05-03 12:03:41	4242.....4242	Authorisation	AUT000065	R 0.99	Successful
2006-05-03 12:05:55	4242.....4242	Authorisation	AUT000066	R 1.00	Successful
2006-05-03 12:06:48	4242.....4242	Authorisation	AUT000067	R 1.01	Successful
2006-05-03 12:10:17	4242.....4242	Authorisation	AUT000068	R 1.02	Successful
2006-05-03 12:11:56	4242.....4242	Authorisation	AUT000069	R 0.97	Successful

1

This action will provide the above summary order page for your selected date or period. To view the full details of a particular transaction, click on any part of the order summary line.

Lite - View (Authorisations)

Order Details

(Bill To) Email	[Redacted]
Card Number	4242.....4242
Name on Card	
Expiry Date Month	03
Expiry Date Year	2008

Transaction Details

Purchase DateTime	2006-05-03 12:06:48
Transaction Type	Authorisation
Result Status	Successful
Authorisation Code	632822
Merchant Reference	AUT000067
Transaction Index	0 '64B
Transaction Amount	R 1.01

This will give you the above screen reflecting the details of the Authorisation for either viewing of the details or you can print this page for use at a later stage. To view a breakdown of the total value, click

on the Order Basket Details button.

8.3 View – All Transactions

- Purpose

To view a list of all transactions performed for a selected Date or Period.

Lite - View (All Transactions)

ApplicationID	Description	Mode	Status
{	Monthly Fees	Live	Enabled
{	Monthly Fees	Test	Enabled

1

- Action

Click on the Application you want to view the orders for. If you only have one Application ID, this page will NOT be displayed and you will be automatically taken to the Choose Date/Period page.

Lite - View (All Transactions)

Choose Date

From Date	<input type="text" value="2006-05-20 00:00"/>	
To Date	<input type="text" value="2006-05-21 23:59"/>	
Currency	<input type="text" value="ZAR"/>	

Note: Transactions Details for the last 6 months are available.

Select the Date or Period you wish to view and click on Search. This will bring up the list of ALL transactions performed for your selection.

Lite - View (All Transactions)

Total Number of Transactions	11
Total Number Of Successful Transactions	5
Nett Settlement Value	R 0.00

Purchase DateTime	Card Number	Transaction Type	Merchant Reference	Amount	Status
2006-04-21 12:08:37	5454.....5454	Sale	MODUL000004	R 703.50	Unsuccessful
2006-04-21 12:12:48	5454.....5454	Sale	MODUL000005	R 703.50	Unsuccessful
2006-04-21 12:17:34	5454.....5454	Sale	MODUL000006	R 495.18	Unsuccessful
2006-04-21 12:18:53	5454.....5454	Sale	MODUL000007	R 495.18	Unsuccessful
2006-05-03 12:02:07	4242.....4242	Authorisation	AUT000063	R 0.99	Unsuccessful
2006-05-03 12:03:10	4242.....4242	Authorisation	AUT000064	R 0.98	Unsuccessful
2006-05-03 12:03:41	4242.....4242	Authorisation	AUT000065	R 0.99	Successful
2006-05-03 12:05:55	4242.....4242	Authorisation	AUT000066	R 1.00	Successful
2006-05-03 12:06:48	4242.....4242	Authorisation	AUT000067	R 1.01	Successful
2006-05-03 12:10:17	4242.....4242	Authorisation	AUT000068	R 1.02	Successful
2006-05-03 12:11:56	4242.....4242	Authorisation	AUT000069	R 0.97	Successful

1

Click on the order for which you want to view the full details. This will bring up the following page for the selected order.

Lite - View (All Transactions)

Order Details	
(Bill To) Email	
Card Number	5454.....5454
Name on Card	
Expiry Date Month	01
Expiry Date Year	2008
Transaction Details	
Purchase DateTime	2006-04-21 12:18:53
Transaction Type	Sale
Result Status	Unsuccessful
Result Status Code	9
Resultsource	
Result Description	Unable to process the transaction
Authorisation Code	632812
Merchant Reference	MODUL000007
Transaction Index	1 E7
Transaction Amount	R 495.18

[Order Basket Details](#)

You can now print out the above details for your records. To view a breakdown of the total processed, click on the Order Basket Details button.

8.4 Payment

- Purpose

This function allows you to pass a credit to any card without having a previous debit transaction. There is a limit to the amount that you can process a credit transaction for. Please speak to your

Acquirer to obtain this limit.

- Action

Click on Lite – Transactions – Payment.

Lite (Payment)

ApplicationID	Description	Mode	Status
{6-----C4}	Monthly Fees	Live	Enabled
{8-----53}	Monthly Fees	Test	Enabled

1

Click on the Application ID. The following capture page will be displayed.

Lite (Payment)

(Bill To) CardHolder First Name	<input type="text"/>
(Bill To) CardHolder Last Name	<input type="text"/>
(Bill To) Email	<input type="text"/>
Description	<input type="text"/>
Card Number	<input type="text"/> x
Card Security Code	<input type="text"/>
Expiry Date Month	05 ▾
Expiry Date Year	2006 ▾
Currency	ZAR ▾
Merchant Reference	<input type="text"/>

x - Required

Complete the details on the capture page and click on Order Basket. NOTE: Fields marked with an X are mandatory and must be completed.

This will bring up the following page which gives you the opportunity to capture additional details regarding the payment before you process the credit to the cardholder.

Lite (Payment)

Line Item List			
Item Description	Quantity	Unit Cost	Line Total
<input type="button" value="Confirm"/>		Total Value	R 0.00

Line Item Details	
Item Description	<input type="text"/> x
Quantity	1 <input type="text"/>
Unit Cost	<input type="text"/> x
<input type="button" value="Clear"/>	<input type="button" value="Insert"/>
<input type="button" value="Update"/>	<input type="button" value="Delete"/>

x - Required

Complete the Line Item Details section at the bottom and click on Inset. If you are satisfied with the details, click on Confirm. The following confirmation page will be displayed.

Lite (Payment)

Transaction Details

(Bill To) Email	
Currency	ZAR
Merchant Reference	220153
Expiry Date Month	05
Expiry Date Year	2006
Card Number	
Transaction Type	Payment

Line Item List			
Item Description	Quantity	Unit Cost	Line Total
Cust Refund	1	150.00	150.00
Total Value			R 150.00

Check the full details again and if satisfied, click on Do Transaction. You will get an on screen message of the result.

8.5 Transaction – Subsequent

- Purpose

To take further action on a transaction which has been successfully processed. You are able to convert an Authorisation to a Sale or a Sale to a Refund.

- Action

Click on Lite, scroll across to Transactions. Scroll down to Subsequent and Click

Lite (Subsequent Transaction)

ApplicationID	Description	Mode	Status
{E...}	Monthly Fees	Live	Enabled
{...}	Monthly Fees	Test	Enabled
1			

Click on the Application ID – normally the Live Application ID.

Lite (Subsequent Transaction)

Choose Date

From Date	2006-05-20 00:00	📅	
To Date	2006-05-21 23:59	📅	
Currency	ZAR	▼	

Note: Transactions Details for the last 6 months are available.

Select the Date on which the original transaction took place from the drop down menu or select a period if you are not sure of the exact date and click on Search. This will bring up a summary list of all the transactions which match your search selection.

Lite (Subsequent Transaction)

Total Number of Transactions	8
Total Number Of Successful Transactions	8
Nett Settlement Value	R 1,829.70

Purchase DateTime	Card Number	Transaction Type	Merchant Reference	Amount	Status	Details
2006-05-17 14:52:51	4112.....	Sale	16873	R 3.50	Successful	Details
2006-05-17 14:59:58	4514.....	Sale	16874	R 4.70	Successful	Details
2006-05-17 15:05:56	4539.....	Sale	16875	R 11.50	Successful	Details
2006-05-17 15:50:19	5434.....	Sale	16840	R 200.00	Successful	Details
2006-05-17 15:53:44	5522.....	Sale	16831	R 375.00	Successful	Details
2006-05-17 16:00:44	4049.....	Sale	16830	R 350.00	Successful	Details
2006-05-17 16:08:15	4854.....	Sale	16829	R 635.00	Successful	Details
2006-05-17 17:12:50	4266.....	Sale	16828	R 250.00	Successful	Details

1

Scroll through the summary list until you find the transaction you want to take the action on. To make sure that it is the correct transaction, click on the *Details* button on the right to bring up the full details of the transaction. If satisfied, go back to the previous page and click on the transaction on which you want to take further action. This will bring up a page with the Order Details/Transaction Details and Further Transaction section at the bottom.

Lite (Subsequent Transaction)

Order Details	
(Bill To) Email	
Card Number	5434.....
Name on Card	
Card Type	MAST
Expiry Date Month	06
Expiry Date Year	2007
Transaction Details	
Purchase DateTime	2006-05-17 15:50:19
Transaction Type	Sale
Result Status	Successful
Authorisation Code	
Merchant Reference	16840
Transaction Index	
Transaction Amount	R 200.00
Expiry Date Month	05
Expiry Date Year	2006
Transaction Type	Refund
Authorisation Code	009776
Merchant Reference	AUTOGENERATE
Order Basket	

Check the details on the above form and if satisfied that it is the transaction for which you want to take action, click on Order Basket. This will bring up the following form.

Lite (Subsequent Transaction)

Line Item List			
Item Description	Quantity	Unit Cost	Line Total
order	1	200.00	200.00

Confirm
Total Value
R 200.00

Line Item Details

Item Description	<input type="text" value="order"/>	X
Quantity	<input type="text" value="1"/>	X
Unit Cost	<input type="text" value="200.00"/>	X

Clear
Insert
Update
Delete

X -

If you want to change the details in the Line Item List, make the changes in the Line Item Details section at the bottom and click on Insert. If you are now satisfied, click on Confirm. The following page will be displayed.

Lite (Subsequent Transaction)

Transaction Details

Authorisation Code	C
Currency	ZAR
Merchant Reference	AUTOGENERATE
Expiry Date Month	05
Expiry Date Year	2006
Transaction Type	Refund

Line Item List			
Item Description	Quantity	Unit Cost	Line Total
order	1	200.00	200.00

Total Value
R 200.00

If you are happy with the details, click on Do Transaction. The result will be displayed on screen

8.6 Configure Application

- Purpose

In order to receive e-mail confirmations after processing successful transactions and to set-up your transaction viewing options, you will now need to set up your choice of transaction configuration. Go to Lite – Configure Applications.

Lite (Configure Application)

ApplicationID	Description	Mode	Status
{XXXXXXXXXXXX}	Monthly Fees	Live	Enabled
{XXXXXXXXXXXX}	Monthly Fees	Test	Enabled

1

Click on the Application you want to configure, i.e. either the Test or the Live.

Lite (Configure Application)

ApplicationID:	[REDACTED]
Mode:	Live
Description:	Monthly Fees
Email confirmation to merchant	Yes ▾
Email address to send confirmation to:	[REDACTED] X
Email confirmation to cardholder	Yes ▾
Email address to send confirmation from	[REDACTED]
Show Logo?	Yes ▾
Web Referer	[REDACTED] Add
	https://www. [REDACTED]
	https://www. [REDACTED]
	https://www. [REDACTED]
	[REDACTED] Default X
Use 3D Secure	No ▾
3D Secure Merchant Id	[REDACTED]
Merchant Accepts Chargeback Risk	Yes ▾
Authorisation Prefix	<input checked="" type="radio"/> AUTH <input type="radio"/> [REDACTED] X
Authorisation Reversal Prefix	<input checked="" type="radio"/> REV <input type="radio"/> [REDACTED] X
Sale Prefix	<input checked="" type="radio"/> INV <input type="radio"/> [REDACTED] X
Payment Prefix	<input checked="" type="radio"/> CR <input type="radio"/> [REDACTED] X
Authorised Sale Prefix	<input checked="" type="radio"/> INV <input type="radio"/> [REDACTED] X
Refund Prefix	<input checked="" type="radio"/> CR <input type="radio"/> [REDACTED] X
Transaction Viewing Layout	
Reset transaction viewing layout to	Leave Unchanged ▾
<input type="button" value="Submit"/>	
X - Required	

- Check your application Details at the top of the page to make sure you are configuring the correct Application.
- You are now able to insert the Company details you want reflected on the email confirmation sent after each successful transaction. Fill in the first three sections ie. Company Name, Phone Number and Contact Person – all or some can be left blank. You can now also choose whether you want the iVeri logo reflected on the interim transaction page or not by selecting from the drop down box next to Show Logo?
- **3D Secure Transactions**
- If you have a contract for 3D Secure transactions with Nedbank and have a Merchant ID from them, then set Use 3D Secure to Yes and fill in your Merchant ID in the field 3D Secure Merchant ID

- If you have set Use 3D Secure to Yes, you now have a choice to make in terms of whether ALL your transactions must go through 3D Secure or not. If you want all transactions to be processed as 3D Secure transactions then set Merchant Accepts Chargeback Risk to No. This means that if there is a problem with the 3D Secure system, your transaction will be rejected. If you leave Merchant Accepts Chargeback Risk as Yes, this means that if there is a problem with the 3D Secure system, then your transactions will still be processed but will carry the normal risk associated with card not present transactions.
- Check/insert the Web Referrer section to make sure that your correct Payment URL has been captured. If not you have the opportunity to change it yourself. Now also complete the Confirmation Emails section.
- You finally have the opportunity to select all the fields you wish to display on the following outputs: On Screen when you are viewing Transaction Details within BackOffice, on the email sent to yourself (the Merchant) and on the email sent to the Cardholder (if you have chosen this option earlier). To do this, click on the drop down box next to Reset transaction viewing layout to: and select Customise.

NOTE: The above image only reflects a portion of the complete list which you are able to select from. You can now select the items you want on your screen viewing page (Display on Screen column), on the email to you (Display on Order column) and on the email to the Cardholder (Display on Invoice column).

NOTE: The items which are greyed out are defaults and cannot be changed/selected.

When you have made your changes, click on Submit at the bottom of the form. An online success message will be displayed

Lite (Configure Application)

Customise Layout				
Order Basket				
Field	Show On Screen	Show On Invoice	Show On Order	Default Value
Order Basket	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Card Holder Details				
Field	Show On Screen	Show On Invoice	Show On Order	Default Value
Card Number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Name on Card	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Card Type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Card Security Code	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Expiry Date Month	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Expiry Date Year	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Transaction Details				
Field	Show On Screen	Show On Invoice	Show On Order	Default Value
Budget Period	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Transaction Type	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Currency	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Authorisation Code	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Terminal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Total Order Amount	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	99
Merchant Reference	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AUTOGENERATE
Merchant Reference Prefix	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	INV
Billing And Shipping Details				
Field	Show On Screen	Show On Invoice	Show On Order	Default Value
(Ship To) Receiver Title	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Ship To) Receiver First Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

9 Lite Payment Page

9.1 Lite Payment Page Configure Application

- Purpose

In order to receive e-mail confirmations after processing successful transactions and to set-up your transaction viewing options and configure Lite Payment page , you will now need to set up your choice of transaction configuration. Go to Lite – Configure Applications.

Lite (Configure Application)			
ApplicationID	Description	Mode	Status
	Lite Express Example	Live	Enabled
	Lite Express Example	Test	Enabled
1			

Click on the Application you want to configure, i.e. either the Test or the Live.

9.2 Edit Lite Payment Page

- Purpose

This will display the Lite Payment Page, where you will configure what your page will look like.

ApplicationID:	Lite Express Example
Mode:	Test
Description:	Lite Express Example


Email confirmation to merchant	No
Email address to send confirmation to:	user@domain.com X
Email confirmation to cardholder	No
Email address to send confirmation from	support@
Subject line to cardholder	Order Confirmation
Show Logo?	Yes
Web Referer	<input type="text" value="http://www"/> <input type="text" value="http://www"/> <input type="text" value="https://"/> <input type="text" value="https://"/>
Use 3D Secure	No
3D Secure Merchant Id	
Merchant Accepts Chargeback Risk	No
Authorisation Prefix	<input checked="" type="radio"/> AUTH <input type="text" value=""/> X
Authorisation Reversal Prefix	<input checked="" type="radio"/> REV <input type="text" value=""/> X
Sale Prefix	<input checked="" type="radio"/> INV <input type="text" value=""/> X
Payment Prefix	<input checked="" type="radio"/> CR <input type="text" value=""/> X
Authorised Sale Prefix	<input checked="" type="radio"/> INV <input type="text" value=""/> X
Refund Prefix	<input checked="" type="radio"/> CR <input type="text" value=""/> X
Enable Airline Data	No
Transaction Viewing Layout	
Reset transaction viewing layout to	<input type="button" value="Add"/> <input type="button" value="DefaultX"/> <input type="button" value="Submit"/>

- Action
 - Click on the drop down list next to “Reset transaction viewing layout to” and select Lite+.
 - Click on the Submit button.

9.3 Lite Payment Configuration Page

This is what your payment page will look like. You will have to upload a logo or a banner of your company so that it will look like your website. You can also change the background colour and font Colour to your desired colour

Lite (Configure Application)



Security Note: This transaction has been secured via a 128 bit SSL certificate from Verisign.

Order Basket Details

Item Description	Quantity	Unit Cost	Line Total
Product1	1	R 100.00	R 100.00
Product2	3	R 55.00	R 165.00
Line Items Total			R 265.00
Discount Amount			R 3.00
Total Value			R 262.00

Order Details

Acquiring Institution

Card Number x

Expiry Date Month

Expiry Date Year

Card Security Code Last 3 digits on the back of your card for American Express last 4 digits

Name on Card As embossed on card

x - Required

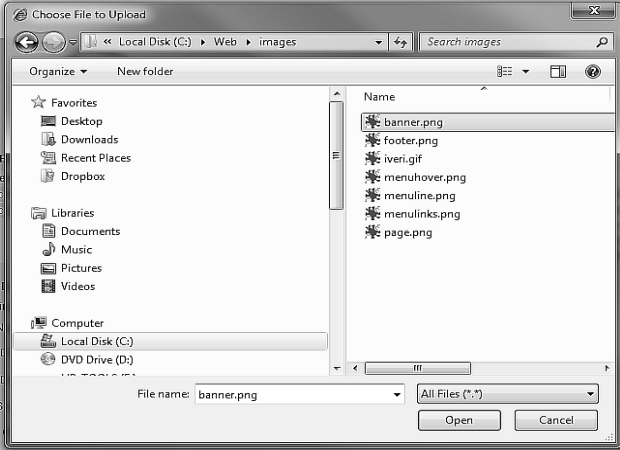
SETTINGS

9.4 Upload Company Banner or Logo

- Purpose

To upload a logo or banner which will show on your Lite Payment page

Lite (Configure Application)



File name: banner.png

SETTINGS

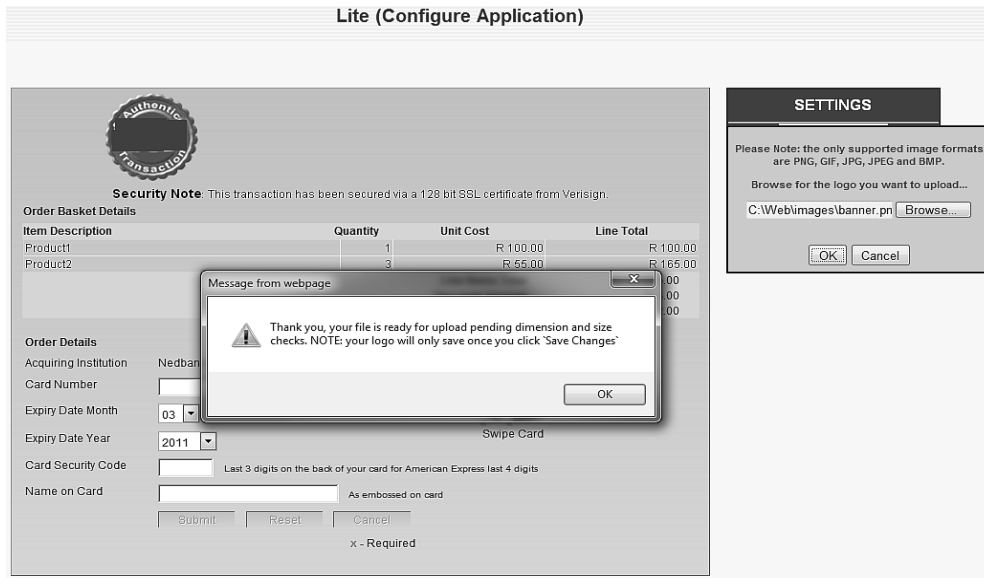
Please Note: the only supported image formats are PNG, GIF, JPG, JPEG and BMP.

Browse for the logo you want to upload...

- Action

Click on Upload Logo → Browse. There will be a pop up window where you can navigate to the desired image on your computer. This can be a jpg, jpeg, gif, png, etc.

Select the image you wish to use then click “Open” then “OK”.

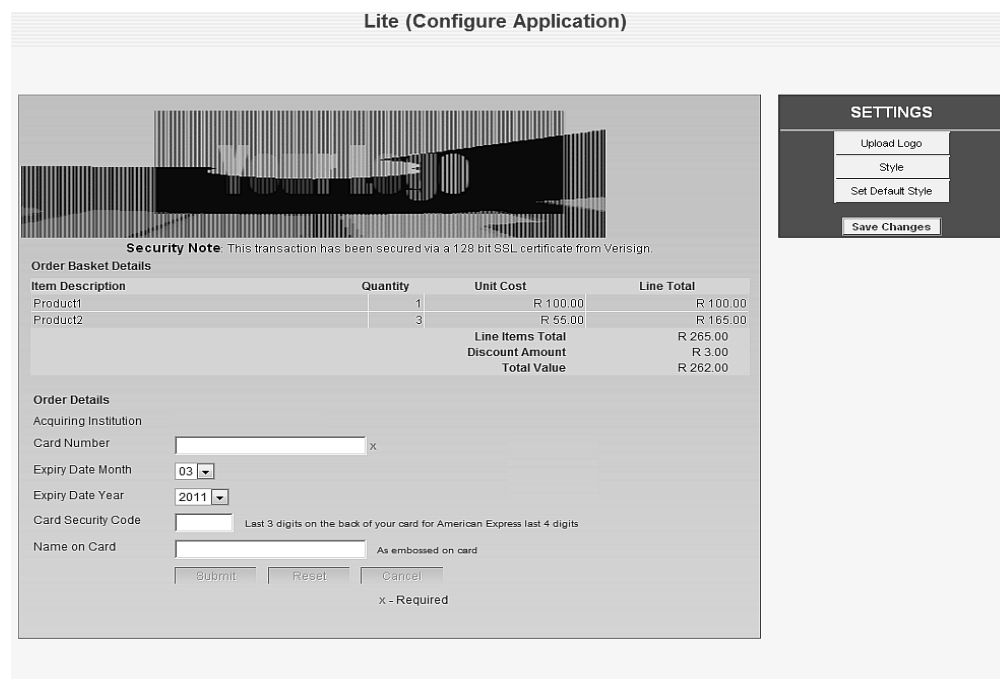


Now a pop up message is displayed which informs you that your logo will only save once you click “Save Changes”

- Action

Click OK to remove the pop up message.

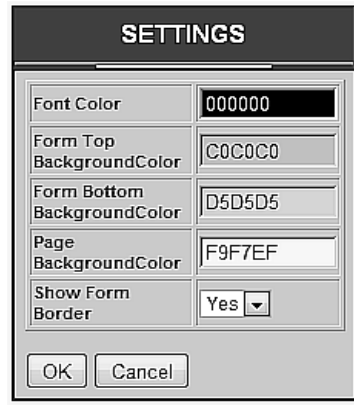
Now click on “Save Changes” to save the changes made to the page. Once you have clicked on “Save Changes”, Your logo will be displayed on the on the page (see preview below).



9.5 Style Settings (Font / Page Background Colour)

- Purpose

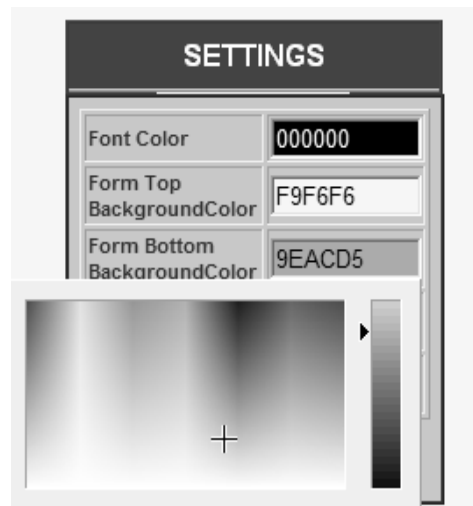
Modify the background colour and font Colour to your desired colour



The image shows a 'SETTINGS' dialog box with the following fields and values:

Font Color	000000
Form Top BackgroundColor	C0C0C0
Form Bottom BackgroundColor	D5D5D5
Page BackgroundColor	F9F7EF
Show Form Border	Yes

Buttons: OK, Cancel



The image shows the 'SETTINGS' dialog box with a color picker open over the 'Page BackgroundColor' field. The color picker displays a gradient bar and a crosshair. The 'Page BackgroundColor' field now shows the value 'F9F6F6'.

Font Color	000000
Form Top BackgroundColor	F9F6F6
Form Bottom BackgroundColor	9EACD5

- Action

Click on the colour code that you wish to change, this will open a Colour Picker dialogue. By clicking anywhere within the colour dialogue, will give you a different colour. You will see the colour code value changing as well as on the the page.

Once you have found you desired colour, you may click any where on the page, then click the “OK” button. The changes to the page will only be saved once you click “Save Changes”.

NOTE: By clicking the “Set Default Style” on this page at any-time while making changes to the page will set the page to its default layout (i.e. your uploaded logo will be removed and colours changed to the default colours).

10 RECONCILIATIONS

10.1 *Print Report*

- Purpose

To View/Print/Save a reconciliation file for a specific acquirer cycle/settlement period in either:

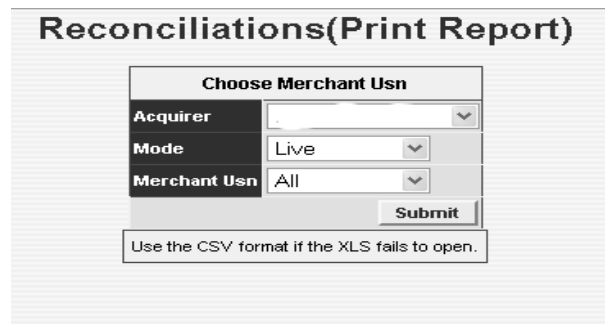
- PDF
- XLS format
- CSV format.

- Action

Mouse over the menu function Reconciliation then click on Print Report.



This will bring up the following form.

A screenshot of a web form titled 'Reconciliations(Print Report)'. The form has a header 'Choose Merchant Usn'. Below the header are three dropdown menus: 'Acquirer' (with a dot in the selection box), 'Mode' (set to 'Live'), and 'Merchant Usn' (set to 'All'). A 'Submit' button is located to the right of the 'Merchant Usn' dropdown. Below the form fields is a small text box containing the instruction: 'Use the CSV format if the XLS fails to open.'

If you have only one Merchant USN, simply click on *Submit*. If you however have more than one, then click on the drop down and select the Merchant USN number for which you want the report before you click on *Submit*.

- Purpose

There are various parameters to select before you view your reconciliation.

Reconciliations(Print Report)

Please choose recon layout	Recon Details - (Matching Bank Statement) ▼
Please choose physical/virtual groupings	Device Serial Number ▼
Please choose period based identifiers	Purchase Date ▼
Please choose report format	PDF - Downloadable PDF View ▼

• PDF reports can be viewed with Adobe® Acrobat® Reader™. It can be downloaded here.

10.1.1 Recon Layout

Reconciliations(Print Report)

Please choose recon layout	Recon Details - (Matching Bank Statement) ▼
Please choose physical/virtual groupings	Recon Details - (Standard)
Please choose period based identifiers	Recon Details - (Matching Bank Statement)
Please choose report format	Recon Summary - (Matching Bank Statement)
	PDF - Downloadable PDF View ▼

• PDF reports can be viewed with Adobe® Acrobat® Reader™. It can be downloaded here.

NOTE: 1. The reconciliation type you select first, will be displayed by default the next time you go to print a reconciliation report. The initial default is Recon Details – (Standard) in PDF format. This is the previous recon format that was available. **2.** When you change settings from the default, please wait for your screen to refresh (this happens automatically after you make a change) before you continue.

10.1.1.1 Recon Details (Standard)

Detailed report of all transactions performed that were settled into your nominated bank account by the bank.

10.1.1.2 Recon Details (Matching Bank Statement)

Detailed report of all transactions performed, however you are able to define your search by physical / virtual grouping and time period.

10.1.1.3 Recon Summary (Matching Bank Statement)

Summarised report of all transactions performed, however you are able to define your search by physical / virtual grouping and time period.

10.1.2 Physical / Virtual Groupings

Reconciliations(Print Report)

Please choose recon layout	Recon Details - (Matching Bank Statement) ▼
Please choose physical/virtual groupings	Terminal ▼
Please choose period based identifiers	Terminal
Please choose report format	Device Serial Number
	PDF - Downloadable PDF View ▼

• PDF reports can be viewed with Adobe® Acrobat® Reader™. It can be downloaded here.

10.1.2.1 Terminal

This is either the Terminal ID field that you send in your request message to the gateway or the system default Terminal ID if you do not send anything in this field.

10.1.2.2 Device

This is the physical POS device serial number if you are using a POS device to process your transactions.

Reconciliations(Print Report)

Please choose recon layout	Recon Details - (Matching Bank Statement) ▾
Please choose physical/virtual groupings	Terminal ▾
Please choose period based identifiers	Purchase Date ▾
Please choose report format	Purchase Date ▾ PDF View ▾

• PDF reports can be viewed with Adobe Acrobat Reader™. It can be downloaded here.

10.1.3 Period Based Identifiers

10.1.3.1 Purchase Date:

This is the date the transaction was captured

10.1.3.2 Transaction Date

This is the date the transaction was processed

10.1.3.3 Device Cycle:

This is the bank cycle (settlement period) you have selected as reflected on your bank statement.

10.1.4 Report Format

NOTE: The report format options may differ according to the parameters you have set above.

Reconciliations(Print Report)

Please choose recon layout	Recon Details - (Matching Bank Statement) ▾
Please choose physical/virtual groupings	Terminal ▾
Please choose period based identifiers	Purchase Date ▾
Please choose report format	PDF - Downloadable PDF View ▾

• PDF reports can be viewed with Adobe Acrobat Reader™. It can be downloaded here.

Available

- PDF - Downloadable PDF View
- XLS - Downloadable XLS View
- CSV - Downloadable CSV View

10.1.4.1 PDF

10.1.4.2 XLS

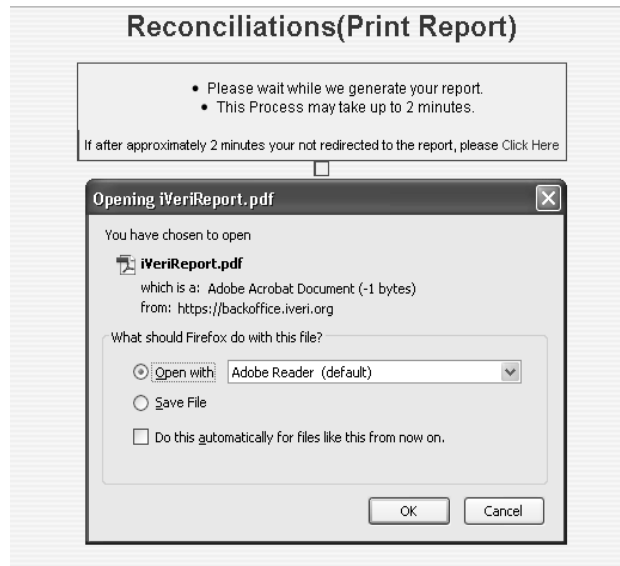
10.1.4.3 CSV

- Action

10.1.5 Recon Details (Standard)

Note: You will not be able to select the grouping or period of the cycle being searched.

- Select your required Output report format
- Select the cycle you wish to view

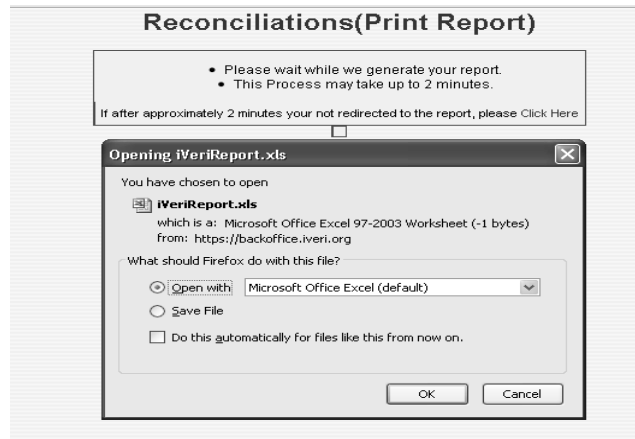


You can now choose to either Save the report or to open it in a new window immediately by clicking on the relevant button above.

NOTE: If your file contains more than 10000 records then the time in the message above will show 20 minutes. It is recommended that you click on the words Click Here and you will receive a email when your file is ready for retrieval.

10.1.6 Recon Details (Matching Bank Statements)

- Select your required physical / virtual grouping
- Select your time period
- Select your report format
- Select the cycle you wish to view

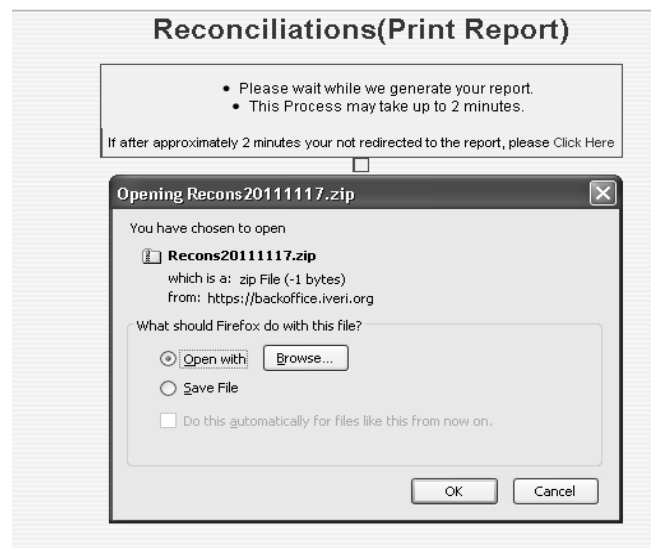


You can now choose to either Save the report or to open it in a new window immediately by clicking on the relevant button above.

NOTE: If your file contains more than 10000 records then the time in the message above will show 20 minutes. It is recommended that you click on the words Click Here and you will receive a email when your file is ready for retrieval.

10.1.7 Recon Summary (Matching Bank Statement)

- Select your required physical / virtual grouping
- Select your time period
- Select your report format – CSV only available
- Select the cycle you wish to view



You can now choose to either Save the report or to open it in a new window immediately by clicking on the relevant button above.

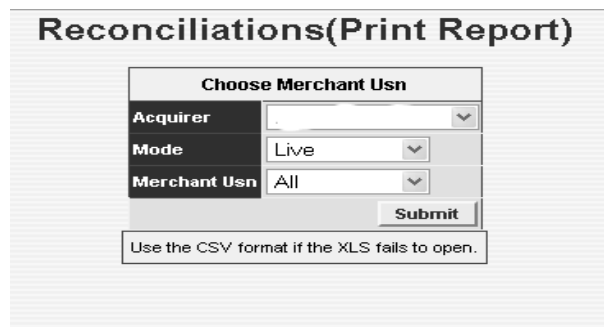
NOTE: If your file contains more than 10000 records then the time in the message above will show 20 minutes. It is recommended that you click on the words Click Here and you will receive a email when your file is ready for retrieval.

10.2 Download Reconciliation

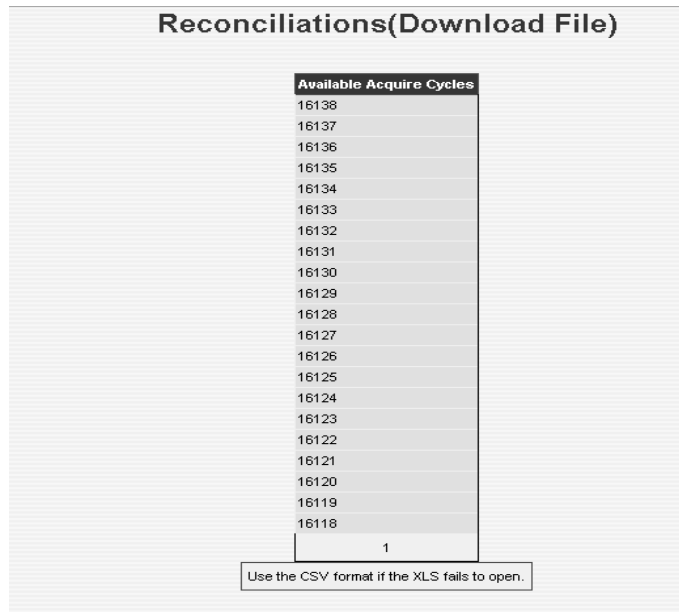


- Purpose
To download and save the selected reconciliation file in XML format.
- Action
Mouse over the menu function Reconciliation then click on Download File. This will bring up the following form.

If you have only one Merchant USN, simply click on Submit. If you however have more than one, then click on the drop down and select the Merchant USN number for which you want the report before you click on Submit

A screenshot of a web form titled 'Reconciliations(Print Report)'. The form has a header 'Choose Merchant Usn' and three dropdown menus: 'Acquirer', 'Mode' (set to 'Live'), and 'Merchant Usn' (set to 'All'). There is a 'Submit' button at the bottom right. Below the button, there is a note: 'Use the CSV format if the XLS fails to open.'

Select the cycle you wish to view



You can now choose to either Save the report or to open it in a new window immediately by clicking on the relevant button above.



You can now choose to either Save the report or to open it in a new window immediately by clicking on the relevant button above.

NOTE: If your file contains more than 10000 records then the time in the message above will show 20 minutes. It is recommended that you click on the words [Click Here](#) and you will receive a email when your file is ready for retrieval.

11 CONFIGURE

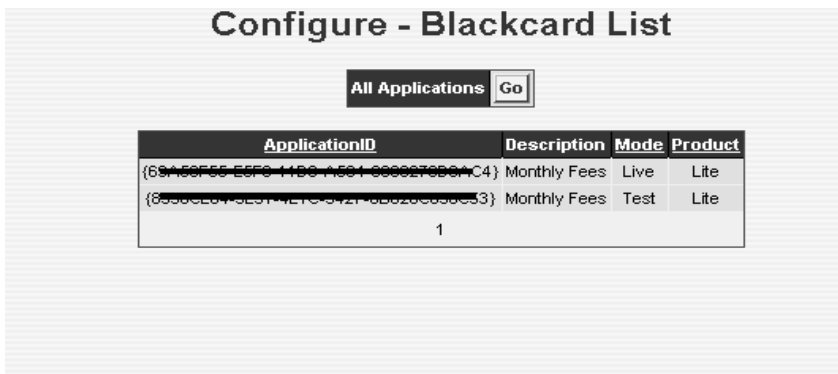
11.1 Black Card List

- Purpose

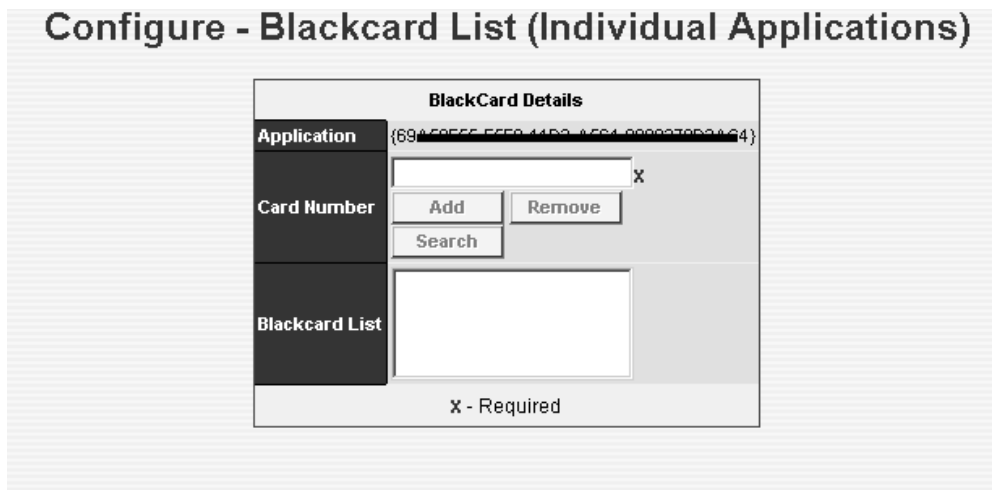
This is used to create a list of credit card numbers that you do not want to accept. The iVeri gateway will always check your list before sending the transaction to the bank for processing. If the card number is on your list, the transaction will be rejected immediately. The reasons for putting card numbers into this list are at the discretion of each individual merchant and will only be rejected by your business.

- Action

Click on Configure, scroll to BlackCardList and click. This will bring up the following screen.



If you have more than one Application ID and want to capture the card number to be blocked for all your Applications, click on Go next to All Applications at the top. If not, then click on the Application ID in the bottom section and the next page will be displayed.



Capture the credit card number you want to add to your Black Card List and click on Add. This will put the card number into your list. If you have more than one number to add, put in the next number and click on Add again. To save your entries, click on Submit. You can also search for a number by typing it in and clicking on Search to see if a card that is being rejected is on your list. If the number is on your list, it will be highlighted. To remove a number from your list, enter the number, click on Search and when it is highlighted, click on Remove and then click on Submit to save your change (removal).

12 VIEW

12.1 Transaction Lookup

- Purpose
To lookup the details of a single transaction based on specific search criteria.
- Action
Click on View then Transaction Lookup


View - Transaction Lookup

ApplicationID	Description	Mode	Product
{20060507-1234-5678-9010-111111111111}	S	Live	Enterprise
{20060507-1234-5678-9010-111111111111}	S	Test	Enterprise

1

Click on the Application ID on which you want to do the lookup eg. Live or Test.

View (Transaction Lookup)

ApplicationID	{20060507-1234-5678-9010-111111111111}
Date	2006-05-07  +/-Days 0
Transaction Index	<input type="text"/> Or
Merchant Reference	<input type="text"/> Or
Card Number	<input type="text"/> And
Amount	<input type="text"/> ZAR
<input type="button" value="Search"/>	

Note: Transactions Details for the last 6 months are available.

Select the Date on which the transaction took place by changing the default date or by clicking on the calendar icon next to the date. If you are not 100% sure of the date, you are able to search in a range of up to + or – 2 days of the date you have selected by changing the 0 default to 1 or 2 in the +/- Days drop down next to the date. You then need to enter either the Transaction Index or the Merchant Reference number. If you do not have either of these numbers you are able to enter either the full credit card number or a partial (first four numbers last four numbers) AND the amount. Click on search.

The result/s (summary) will be displayed on screen. Click on the summary of the transaction to obtain all the details pertaining to the selected transaction.

Transaction Lookup (Detail)

Application Details

Application Id	
Application Description	Monthly Fees
Mode	Live
Provider	

Transaction Details

Date & Time	2003-06-10 07:08:47
Merchant USN	2161385473
TransactionIndex	
Merchant Reference	
PanType	Keyed
Card Number	
Expiry Date	
Budget Period	0
Currency	ZAR
Authorisation Code	
BIN	4
Transaction Type	Debit
Transaction Status	Completion
Reply Code	Success
Terminal	Web
Amount	200.00
Recon Reference	
Acquirer Date	20030610
Acquirer Time	
Acquirer Reference	13133.00224984

NOTE: When using a partial credit card number, the number of decimal points between the first four and last four numbers is very important and is related to the card type.

- Visa/MasterCards must have 8 decimal points between the first four and last four numbers.
- American Express must have 7 decimal points between the first four and last four numbers and
- Diners Club must have 5 decimal points between the first four and last four numbers.

Transaction Lookup			
Application ID Details			
Application Id			
Application Description		(Veri Enterprise)	
Mode		Live	
Provider			
Transaction Details			
Date	CCNumber	Amount	Type
2003-05-20 11:38:27		1500.00	Debit

The result/s (summary) will be displayed on screen. Click on the summary of the transaction to obtain all the details pertaining to the selected transaction.

Application Details	
Application Id	
Application Description	(Van Enterprise)
Mode	Live
Provider	

Transaction Details	
Date & Time	2003-05-20 11:39:27
Merchant USN	
Transaction Index	
Merchant Reference	
Pan Type	Keyed
Card Number	
Expiry Date	
Budget Period	0
Currency	ZAR
Authorisation Code	
BIN	
Transaction Type	Debit

Date & Time	2003-05-20 11:39:27
Merchant USN	
Transaction Index	
Merchant Reference	
Pan Type	Keyed
Card Number	
Expiry Date	
Budget Period	0
Currency	ZAR
Authorisation Code	
BIN	
Transaction Type	Debit
Transaction Status	Completion
Reply Code	Success
Terminal	PresCap
Amount	1500.00
Reason Reference	
Acquirer Date	20030520
Acquirer Time	113929
Acquirer Reference	

12.2 Transaction History

- Purpose

To obtain a list of transactions for a selected calendar period reflecting all the result details for each in XML format.

- Action

Mouse over View in the main menu then click on Transaction History.

View - Transaction History			
ApplicationID	Description	Mode	Product
(Application ID 70)	(Description)	Live	Enterprise
(Application ID 05)	(Description)	Test	Enterprise

1

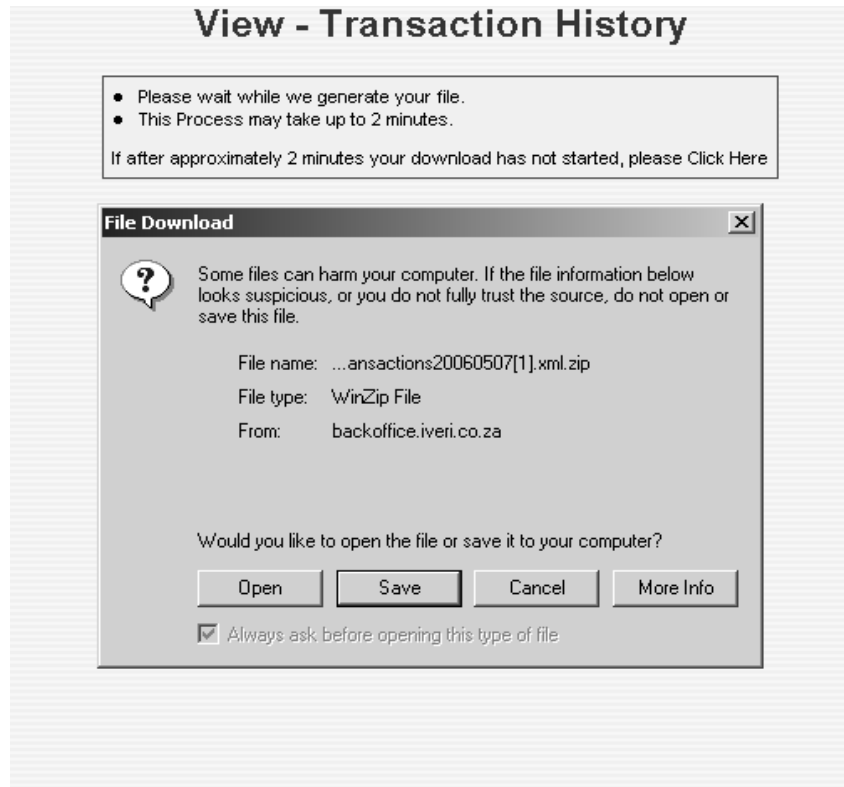
Click on the Live Application ID.

This will bring up the following page.

View - Transaction History	
Choose Date	
From Date	2006-05-06 00:00 <input type="button" value="Calendar"/>
To Date	2006-05-07 23:59 <input type="button" value="Calendar"/>
<input type="button" value="Search"/>	
Note: Transactions Details for the last 6 months are available.	

Make your selection of period/time in the above form by manually changing the default dates or using the calendar icons next to each date and click on Search. The following will be seen on your screen.

When the XML file has been generated, the following will appear on screen



Choose your option from Open or Save above to obtain the XML report as per your request

12.3 Info

- Purpose

To reset your home page back to the welcome page if you have previously set it to a different page by using the Set Home Page button on the main menu at the bottom left of your screen. The Set Home Page function is describe in the section 12 GENERAL after Security below.

- Action

Click on View then click on Info. This will bring up your Welcome page which contains the details of the person who is logged in.

13 SECURITY

13.1 *Change Password*

- Purpose

To allow the user who is currently logged in to change his/her password.

The screenshot shows the 'Security (Change Password)' form in the iVeri BackOffice. On the left is a navigation menu with the following items: Back Office, User Manager, Lite, Reconciliations, Configure, View, Security, and Logout. The 'Security' menu item is expanded, showing 'Change Password' as the selected option. The main content area contains a form with three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Each field has a small 'X' icon to its right, indicating it is a required field. Below the input fields is a 'Change Password' button. At the bottom of the form, there is a note: 'X - Required'.

- Action

Complete all the required fields and click on Change Password. A success message will be displayed.

13.2 *Logout*

- Purpose

To log out of iVeri BackOffice

- Action

Click on Security in the Main Menu, scroll across and down to Logout and click your mouse when Logout is highlighted in blue. You will be logged out.

14 SET HOME PAGE

- Purpose

This function allows you to set your home page to a BackOffice page other than the welcome page, that you use most frequently whenever you log in.

- Action

After you have logged in and you go to the page/function that you would like to set as your home page, simply click on the Set Home Page button at the bottom left of your screen while you are on the page you want. This will then set that page as your home page the next time you log into BackOffice.

IMPORTANT NOTE: Do not use this function when you are on any of the Download pages. If you do this in error and the next time you log in you are not able to access the menu functions, then you need to click on View, then click on Info. When the welcome page is displayed, click on Reset Home Page again.

15 ANNEXURES

15.1 Appendix A

15.1.1 Transaction Types

Value	Description
01	Sale
02	Refund/Credit
03	Authorisation
04	Authorisation Reversal

15.1.2 Result Codes

The following is the list of Result Codes (as at 18 November 2011):

<i>Result Status</i>	<i>Result Code</i>	<i>Result Description</i>	<i>Possible causes and action</i>
0 (OK)	0		Approved.
-1 (Not OK)	1	Timeout waiting for response	CAUSE : No response to the transaction has been received from the Issuer or the Acquirer. ACTION : The transaction must be declined to the card holder but can be retried at a later stage.
-1 (Not OK)	3	Hot card	CAUSE : The card has been reported as lost or stolen by the card holder or the Issuer of the card. ACTION : The transaction must be declined to the card holder. Retrying this transaction will not result in a different result so there is no point in retrying the transaction.
-1 (Not OK)	4	Denied	CAUSE : The cards' account is not in good standing at the Issuer due to, amongst other reasons, insufficient funds. It is also possible that the fraud score on this card has caused this transaction to be Denied. ACTION : The transaction must be declined to the card holder. Retrying this transaction will not result in a different result so there is no point in retrying the transaction.
-1 (Not OK)	5	Please call	CAUSE : The Issuer regards this transaction as suspicious and refuses to authorise the transaction online. ACTION : The transaction must be declined to the card holder but the Merchant may choose to try to process

Result Status	Result Code	Result Description	Possible causes and action
			this transaction out of band. To do this the Merchant must contact the Merchant Help Desk by telephone. The Merchant Help Desk will, in turn, contact the issuer to obtain an AuthorisationCode and this AuthorisationCode may be used to process the transaction. It is important to note that this process is out of band to the original transaction.
-1 (Not OK)	6	Card Address failure	CAUSE : The Card Address submitted with the transaction does not match the address on record at the Issuer. This is commonly referred to as an AVS failure. ACTION : The transaction must be declined to the card holder. After the Merchant obtains the correct Card Address from the card holder the Merchant may retry this transaction.
1 (Warning)	6	Warning: Approved but Card Address failure	CAUSE : Approved but the Card Address submitted with the transaction does not match the address on record at the Issuer. This is commonly referred to as an AVS failure.. ACTION : The Merchant must decide whether to accept the approval in spite of the failure of the AVS check or to decline the transaction. If the Merchant decides to decline the transaction a Void MUST be processed in order to roll the transaction back. If a Void is not processed the card holder will be charged since the transaction was Approved by the Issuer.
-1 (Not OK)	7	Card Security Code failure	CAUSE : The CSC/CVV submitted with the transaction was either absent or incorrect. ACTION : The transaction must be declined to the card holder. After the Merchant obtains the correct Card Security Code from the card holder the Merchant may retry this transaction.
1 (Warning)	7	Warning: Approved but Card Security Code failure	CAUSE : Approved, but the CSC/CVV submitted with the transaction was either absent or incorrect. ACTION : The Merchant must decide whether to accept the approval in spite of the failure of the Card Security Code check or to decline the transaction. If the Merchant decides to decline the transaction a Void MUST be processed in order to roll the transaction back. If a Void is not processed the card holder will be charged since the transaction was Approved by the Issuer.
-1 (Not OK)	8	Card Type not accepted	CAUSE : The card type (garage, fleet etc.) or association (visa, mastercard, etc) cannot be processed for the ApplicationID

Result Status	Result Code	Result Description	Possible causes and action
			specified in the transaction. ACTION : The transaction must be declined to the card holder and the Merchant must contact their Merchant Help Desk to resolve this. The Merchant must request that the card type that was rejected be added to the list of supported Card Types for the ApplicationID.
-1 (Not OK)	9	Unable to process the transaction	CAUSE : This indicates a temporary problem of indeterminate origin. ACTION : The transaction must be declined to the card holder but can be retried at a later stage.
-1 (Not OK)	10	Card blocked	CAUSE : The card number is configured to be disallowed by the Merchant and/or Acquirer for this ApplicationID. This configuration is controlled by the Merchant and/or the Acquirer. ACTION : The transaction must be declined to the card holder.
-1 (Not OK)	11	Invalid amount	CAUSE : The transaction amount may be invalid, too big or exceeds a daily limit. ACTION : The transaction must be declined to the card holder but may be retried with a lesser/valid amount at a later stage.
-1 (Not OK)	12	Invalid budget period	CAUSE : The number of months specified for the budget period in the transaction is not acceptable for the issuer. ACTION : The transaction must be declined to the card holder but may be retried with a valid budget period at a later stage.
-1 (Not OK)	13	Void unsuccessful	CAUSE : The original transaction that is the target of the Void can no longer be voided typically as a result of a change over of the bank settlement cycle. ACTION : The Merchant must stop sending a Void for the original transaction. Retrying this transaction will not result in a different result so there is no point in retrying the transaction.
-1 (Not OK)	14	Invalid card number	CAUSE : The card number specified in the transaction failed the Mod10 check or does not exist at the issuer. ACTION : The transaction must be declined to the card holder. After the Merchant obtains the correct card number from the card holder the Merchant may retry this transaction.
-1 (Not OK)	15	Invalid track2	CAUSE : The track2 specified in the transaction is not in the correct format or does not exist at the issuer.

Result Status	Result Code	Result Description	Possible causes and action
			ACTION : The transaction must be declined to the card holder. After the Merchant obtains a correct track2 from the card holder the Merchant may retry this transaction.
-1 (Not OK)	16	Invalid card date	CAUSE : Either the expiry date or the start date specified in the transaction is either invalid or expired. ACTION : The transaction must be declined to the card holder. After the Merchant obtains the correct start and/or expiry date from the card holder the Merchant may retry this transaction.
-1 (Not OK)	18	Invalid authorisation code	CAUSE : The authorisation code specified in the transaction has invalid characters or does not exist at the issuer. ACTION : The transaction must be declined to the card holder. After the Merchant obtains a valid authorisation code from the Merchant Help Desk the Merchant may retry this transaction.
-1 (Not OK)	19	Incorrect PIN	CAUSE : The PIN entered by the card holder was incorrect. ACTION : The transaction must be declined to the card holder. After the Merchant allows the card holder to enter his or her PIN again, hopefully correctly this time, the Merchant may retry this transaction.
-1 (Not OK)	20	Device PIN Key has expired	CAUSE : This only applies to PINBlock where the encryption used is MasterSession as opposed to DUKPT. ACTION : The transaction must be declined to the card holder. After the Merchant has used the V_XML GetDevicePINKey command to get the new key the Merchant may retry the transaction.
1 (Warning)	21	Warning: Approved but Cash Denied	CAUSE : The sale amount component of a “sale with cashback” transaction was approved, but the cash amount component of the transaction was not approved by the Issuer. ACTION : The Merchant must deliver the goods and/or services purchased to the card holder but must decline to deliver the cash amount requested in the transaction to the card holder.
-1 (Not OK)	22	EMV not supported	CAUSE : The POS device used in this transaction is not certified to do EMV (chip) transactions. ACTION : The transaction must be declined to the card holder. The Merchant should contact the Merchant Support Desk to resolve why the POS device is not

Result Status	Result Code	Result Description	Possible causes and action
			capable of supporting EMV (chip).
-1 (Not OK)	23	Card information not present	<p>CAUSE : The PAN data relating to the token supplied in a tokenized PAN transaction could not be found in the database. This can happen if the original transaction identifiers supplied in the transaction are either invalid or no longer exist in the database.</p> <p>ACTION : The transaction must be declined to the card holder. The Merchant should investigate whether the original transaction identifiers supplied in the transaction were invalid or referred to a transaction that was processed more than 6 months prior to this transaction.</p>
-1 (Not OK)	100	File is not available for download	<p>CAUSE : The filename requested is not available for download. This is usually because the filename requested has not completed processing.</p> <p>ACTION : The Merchant should retry this transaction after an appropriate amount of time has elapsed. An appropriate amount of time would be 20 minutes. If after a number of retries the error is still being received the Merchant should stop retrying and contact the Merchant Help Desk to investigate.</p>
-1 (Not OK)	101	File has already been uploaded	<p>CAUSE : The same file has previously been uploaded.</p> <p>ACTION : The Merchant should investigate whether the file really should be uploaded or not. If the file should be uploaded, the Merchant should upload it with a different filename.</p>
-1 (Not OK)	255	General error (default description)	<p>CAUSE : This result can have various causes but essentially they should all relate to either a configuration or development issue that needs to be resolved.</p> <p>ACTION : The transaction must be declined to the card holder and the Merchant should contact the Merchant Help Desk for assistance. The error description returned describes the actual cause and the transaction should not be retried until the root cause has been investigated and resolved.</p>