FSS Payment Gateway

Powering secure online transactions

Version 3.1.0

This document describes the purpose of different modules and sub modules of FSS Payment Gateway 3.1.0. Additionally, this document explains the procedures to use different modules and sub modules.

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User Manual – Merchant Users

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Version History

The following table displays the version history of this document:

Version No.	Created By	Created on	Updated on
1.0.0	FSS Software & Systems (P) Ltd.	January 28, 2017	-
1.1.0	FSS Software & Systems (P) Ltd.	January 28, 2017	October 23, 2017

Table of Contents

Chapter 1 About this Book

This book describes the purpose and usage of different modules and sub modules of FSS Payment Gateway 3.1.0.

1.1. Target Audience

The target audience for this user manual is any merchant user who uses FSS Payment Gateway 3.1.0.

1.2. Abbreviations and Descriptions

The following table lists the abbreviations that are used in this book and their descriptions:

Abbreviation	Description
CVD2	Card Verification Data 2
CVV	Card Verification Value
FI	Financial Institution
FSS	Financial Software and Systems
IMPS	Immediate Payment Service
IVR	Interactive Voice Response
MMID	Mobile Money Identification Number
PG	Payment Gateway
UDF	User Defined Field
VPAS	Visa POS Authentication Server

1.3. Conventions Used

The following table lists the conventions that are used in this book:

Convention	Indicates
Bold text	User interface (UI) elements

Convention	Indicates
*	Mandatory fields
Note:	Additional useful information that emphasizes or supplements important points. A note provides information that may apply only in special cases.
Warning:	Alert that requires you to perform specific action to avoid potential loss of data. Failure to take action or avoiding action could result in loss of data.

Chapter 2 Getting Started

This chapter explains FSS Payment Gateway and its menus and sub menus. Additionally, it describes the procedures to log on, change password, and recover your forgotten password.

2.1. Overview

FSS Payment Gateway is a robust, fast, secure, and cost-effective internet payment gateway that allows FIs, and merchants to accept and process electronic payments through internet. It offers a hybrid payment processing platform that supports multiple modes of payment and efficient management of payments processing. It can process, verify, and accept the following modes of payment:

- Debit, prepaid, or credit cards
- IMPS
- Online and offline payments

Merchant users can perform the following tasks in FSS Payment Gateway:

- Configure merchant users and their roles
- Regenerate merchant user passwords
- Configure merchant processes by downloading plug-in and resource files
- Configure batch processes and view batch reports
- Process transactions
- Generate reports

2.2. FSS Payment Gateway – Menus

The following table lists the menus and their sub menus along with the tasks that you can perform using that sub menu:

Menu	Sub Menu	Task
My Accounts	**User Role**	Create and maintain user role
	Security Questions	Modify security questions
	Change Password	Change password
	Create User	Create and maintain user
Merchant Process	**Batch Upload**	Upload batch file

Menu	Sub Menu	Task
	Remove Batches	Remove batch file
	Plugin Download	Download merchant plug-in
	Resource File Download	Download resource files
	View Terminal	View terminal details
	Resend Password	Regenerate user password
Transaction	**Authorization**	Capture or void authorization transaction
	Enter Transaction	Create transaction manually
	Posted Transaction	Credit or void posted transaction
	Order List	Generate list of orders
Reports	**Batch Report**	Generate batch report
	List Reports	Generate report
Others	**System News**	View system news
	Merchant Guidelines	View merchant guidelines
	FAQ	View frequently asked questions

2.3. Log on to FSS Payment Gateway

Perform the following steps to access the FSS Payment Gateway application:

1. Open the web browser.
2. Type the application URL in the address bar and press Enter. The FSS Payment Gateway **Pre-Login** page is displays.

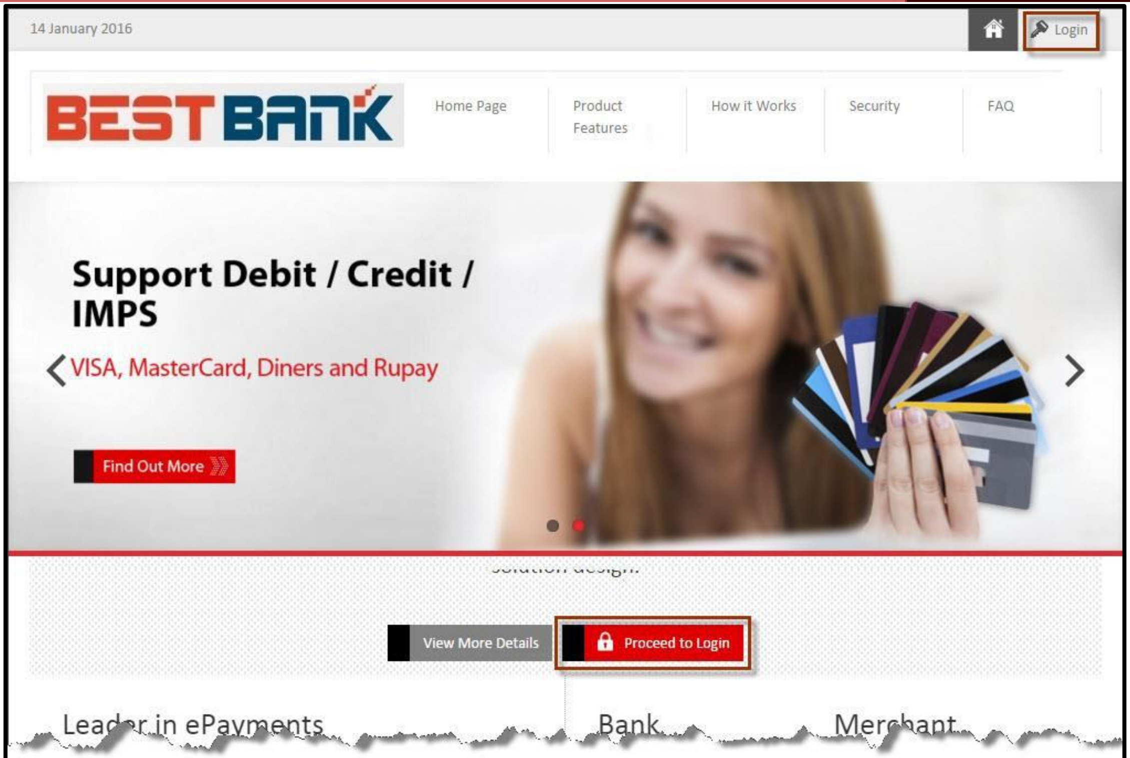


Figure 1: The Pre-Login page

3. In the right top corner, click **Login**.

   Or

   At the bottom of the page, click **Process to Login** to open the **Login** screen.

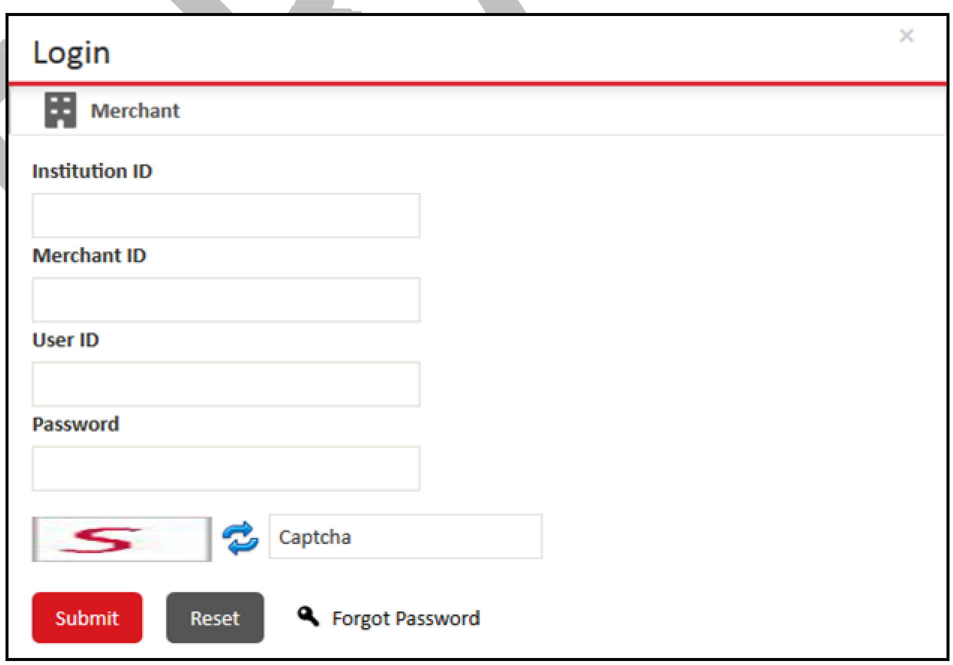


Figure 2: The Login screen

4. On the **Institution** tab, in the **Institution Code** box, type the unique code of the bank..
5. In the **User ID** box, type your user name.
6. In the **Password** box, type your password.
7. In the **Captcha** box, type the text that is displayed in the image. If you cannot read the captcha, click to load another image.
8. Click **Submit** to log on to FSS Payment Gateway and display the **Home** page.

Note: If you are unable to log on, then click **Forgot Password** to reset your password. For more information, see Reset password .

2.3.1. The Home page

The **Home** page is displayed when you log on to FSS Payment Gateway. The following image shows the FSS Payment Gateway Home page and its components:

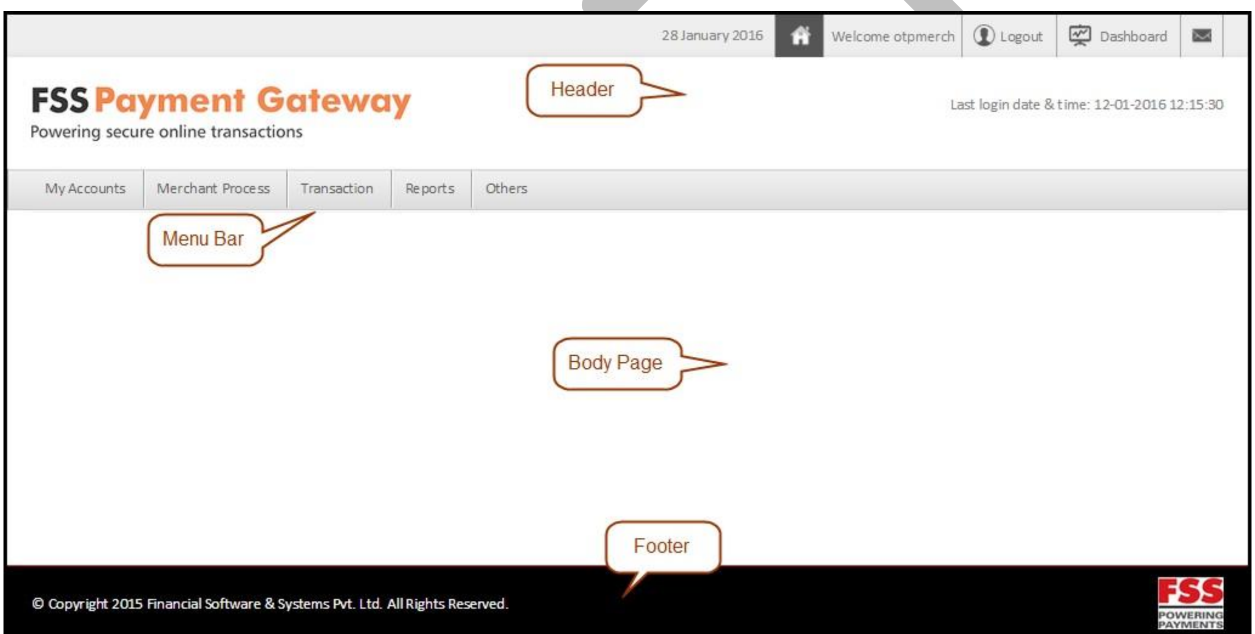


Figure 3: The Home page

The following table lists the components and their descriptions:

Component	Description
Header	Displays the following: • Current date • – Click to open the **Home** page. • Welcome message • Logout – Click to log out of the application. • Dashboard – Click to view the dashboard.

	• FSS Payment Gateway logo • Last log on date and time
Menu bar	Displays the menu buttons.
Body page	Displays the screen that is related to the option that you selected in the menu bar.
Footer	Displays the copyright information and FSS logo.

2.4. Change password

You can change the existing password for your account. It is recommended that you change your password frequently. You must change your password at the first successful logon after your ID is created or after you have recovered your password.

Note: The **Change Password** screen is displayed by default, when you log on to the application for the first time or after you recover your password.

Perform the following steps to change your password:

1. Point to **My Accounts** and click **Change Password** to open the **Change Password** screen.

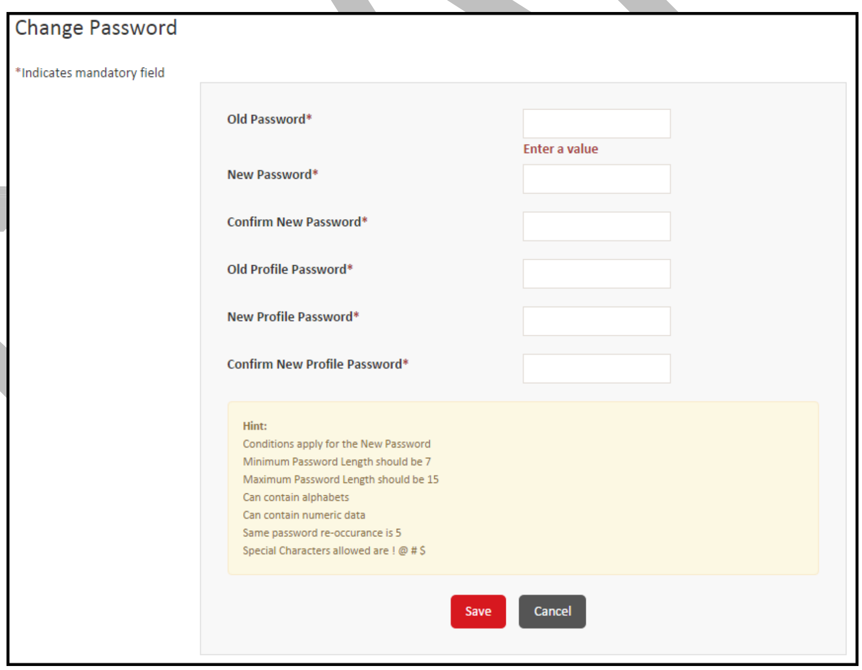


Figure 4: The Change Password screen

2. In the **Old Password** box, type the current password.
3. In the **New Password** box, type the new password.
4. Retype the password in the **Confirm New Password** box.
5. In the **Old Profile Password** box, type the current profile password.

6. In the **New Profile Password** box, type the new profile password.
7. In the **Confirm New Profile Password** box, retype the new profile password to confirm.
8. Click **Save** to change the password and display the confirmation message.

2.5. Reset password

You can reset your existing password in case you have forgotten it. Provide your institution code, user ID, and answer your security question or email ID to reset your password.

Perform the following steps to reset your password:

1. On the **Login** screen, click **Forgot Password** to open the **Forgot Password** screen.

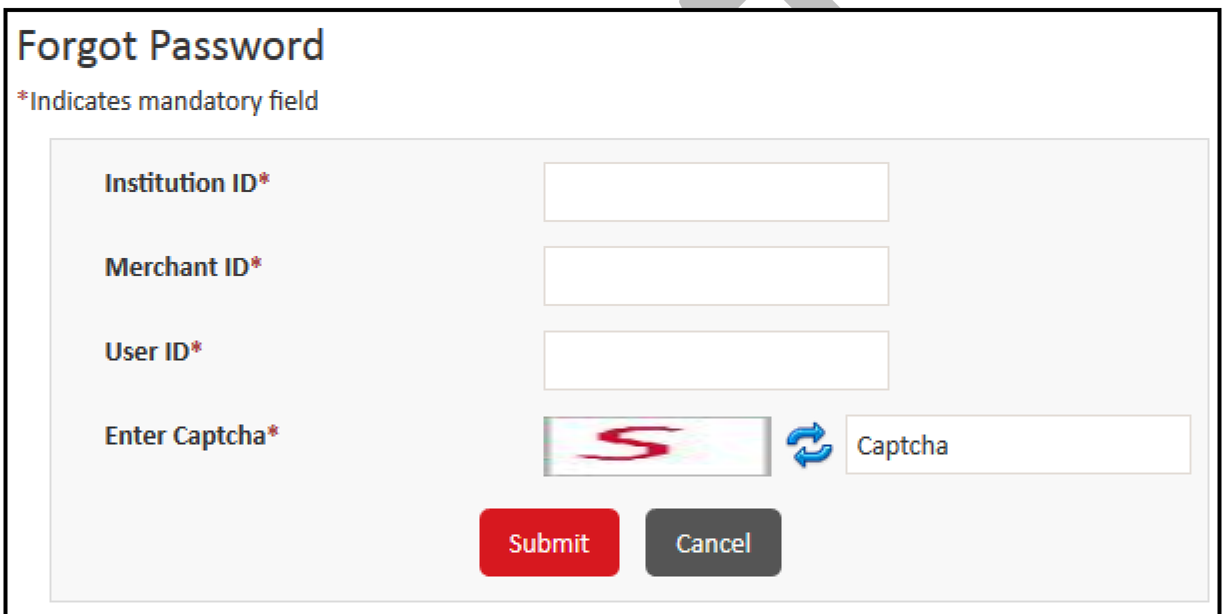


Figure 5: The Forgot Password screen

2. In the **Institution ID** box, type the unique identification code of your institution.
3. In the **Merchant ID** box, type the merchant identification code.
4. In the **User ID** box, type your user name.
5. In the **Enter Captcha** box, type the text that is displayed and click **Submit** to type your email address.

   If you cannot read the captcha, click to regenerate the text.

6. In the **Email Id** box, type your registered email ID.

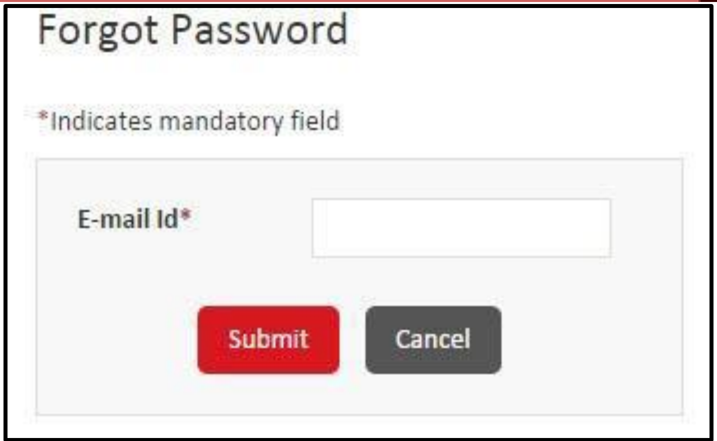


Figure 6: Specifying your registered email ID

7. Click **Submit**. A link to change your password is sent to your registered email ID.

2.6. Modify security questions

You can add or update the answers for the security questions of your profile.

Perform the following steps to add or update the answers:

1. Point to **My Accounts** and click **Security Questions** to open the **Security Questions** screen.

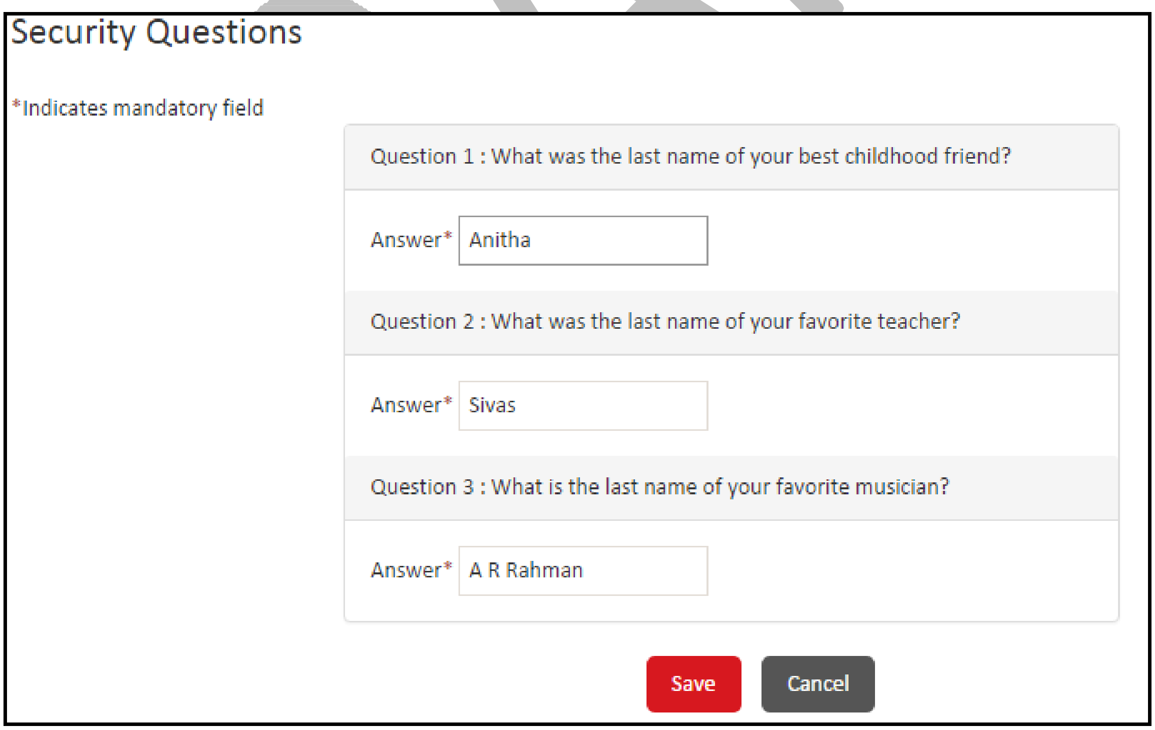


Figure 7: The Security Questions screen

2. In the **Answer** boxes, type your answer for each of the security question.
3. Click **Save** to save the answers and display the confirmation message.

Chapter 3 Configuring Users and their Roles

This chapter describes the procedures to create and maintain user roles and user IDs. Additionally, it explains the steps to view or modify the predefined password security parameters for a specific user type. This chapter details the procedures for the following:

- Create and maintain user role
- Create and maintain user
- View and maintain merchant user list
- Configure password security parameters

3.1. Create and maintain user role

You can create user roles, and then assign menus to user roles. Additionally, you can view, modify, or delete user roles. Each user ID that is created must be attached to a user role. The user ID inherits the same privileges as the user role.

You can perform the following tasks to create and maintain user roles:

- Create user role
- View or modify user role
- Delete user role
- Assign or remove access to menus or sub menus from a role

3.1.1. Create user role

A role ID is automatically generated and assigned to the user role by FSS Payment Gateway, when you create a user role. Perform the following steps to create a user role:

1. Point to **My Accounts** and click **User Role** to open the **User Role** screen.

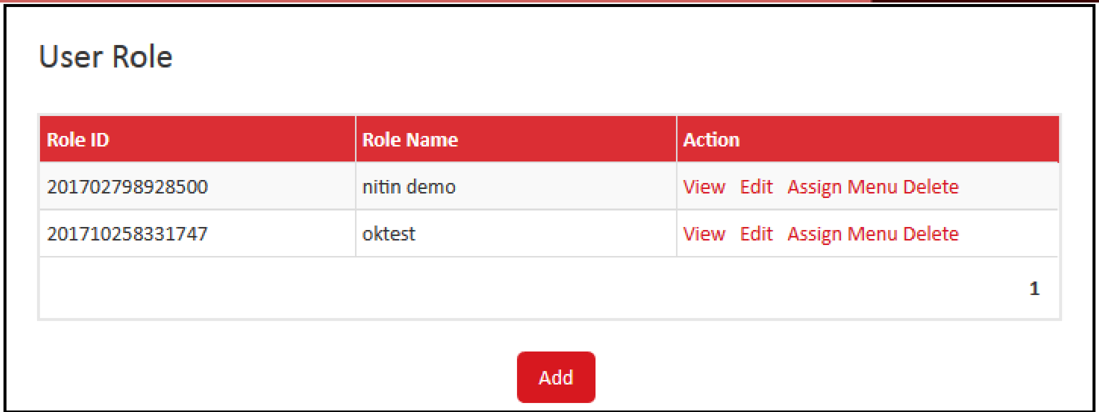


Figure 8: The User Role screen

2. Click **Add** to open the **Add User Role** screen.

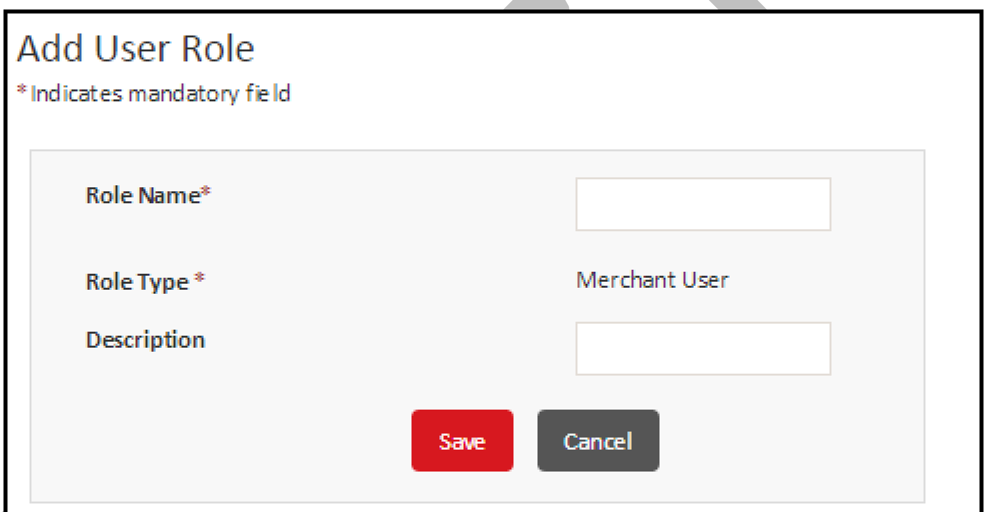


Figure 9: The Add User screen

3. In the **Role Name** box, type the name of the user role.
4. In the **Description** box, type the description of the user role.
5. Click **Save** to create the user role. An identification code is generated and assigned to the role and is added to the list on the **User Role** screen.

3.1.2. View, modify, or delete a user role

You can view or modify a user role the name and description for a role. You cannot edit the role ID and type of role.

Perform the following steps to view or modify a user role:

1. Point to **My Accounts** and click **User Role** to open the **User Role** screen.

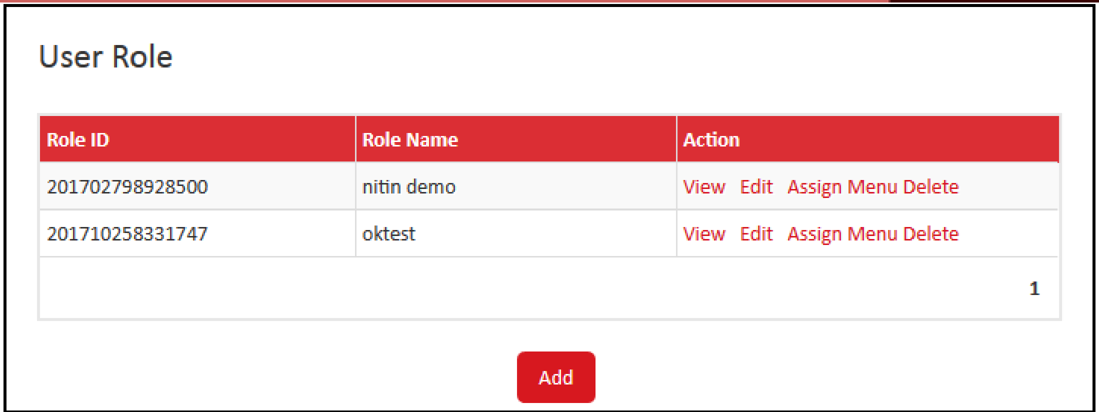


Figure 10: The User Role screen

2. To modify a user role, perform the following steps:
   a. Click **Edit** in the list of user roles to open the **Edit User Role** screen.

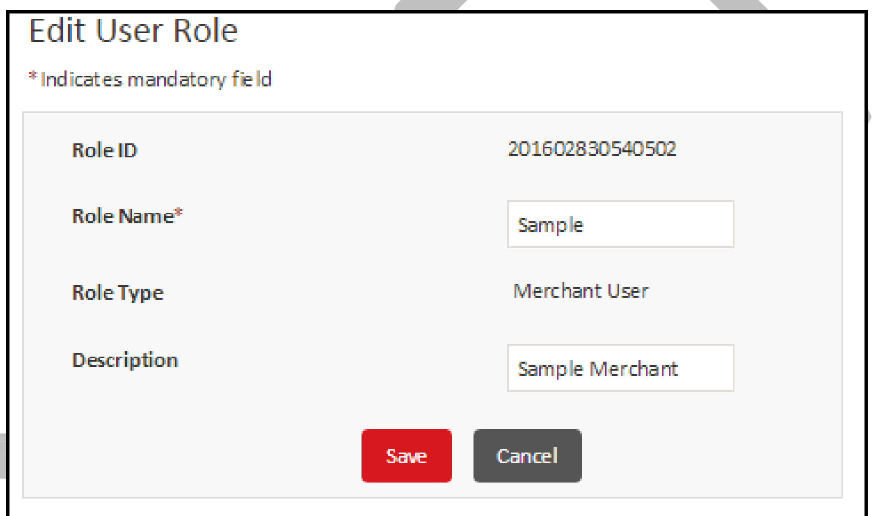


Figure 11: The Edit User Role screen

   b. Perform necessary updates. For more information, see [Create user role].
3. To view the details of a user role, click **View** to open the **View User Role** screen.
4. To delete a user role, click **Delete** to remove the record.
5. Click **Save** to save the changes and display the confirmation message.

3.1.3. Assign or restrict access to menu

After you create a user role, you can assign access to menus and sub menus to the user role. Alternatively, you can remove access to menus and sub menus from existing roles. This allows restricting access of the users who belong to a selected role.

Perform the following steps to assign or remove access from a user role:

1. Point to **My Accounts** and click **User Role** to open the **User Role** screen.

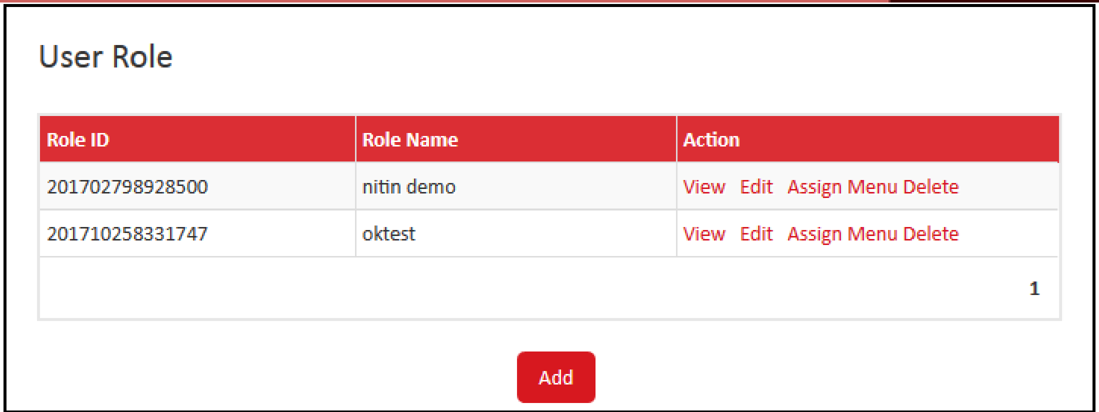


Figure 12: The User Role screen

2. In the list of roles, click **Assign Menu** for a role to open the **Assign Menu** screen.

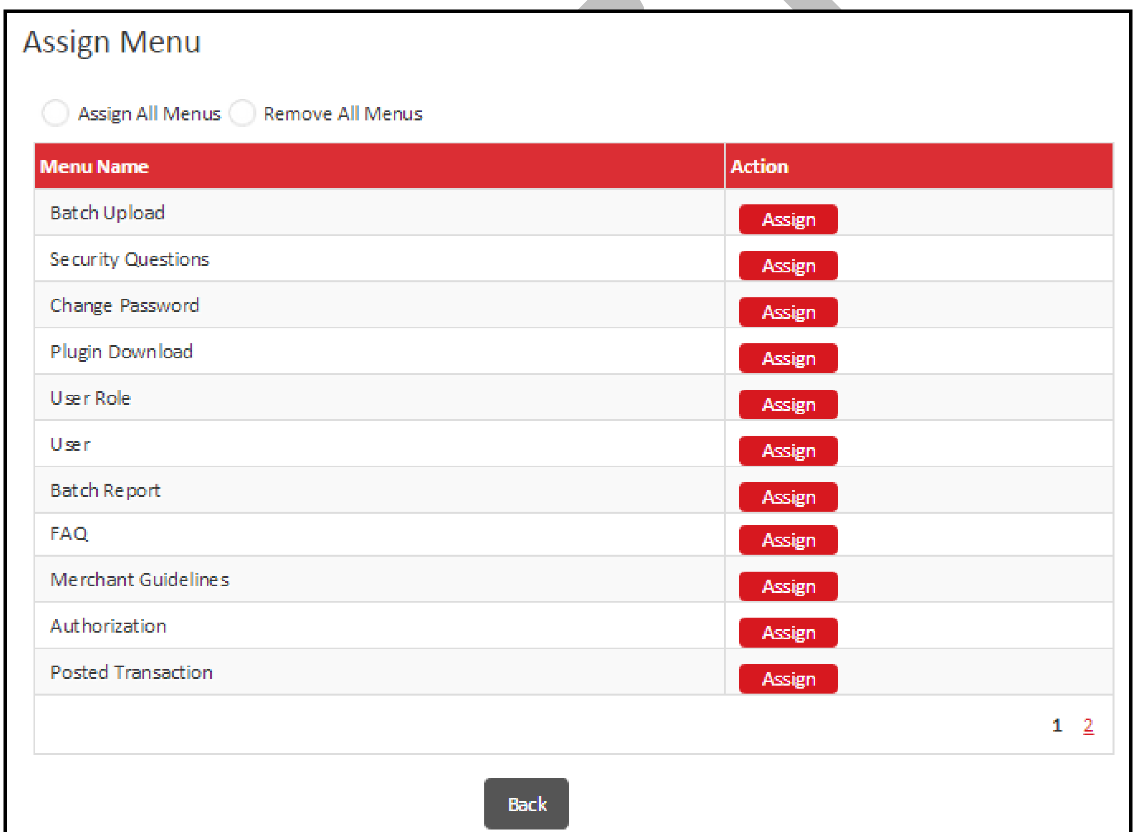


Figure 13: The Assign Menu screen

3. To assign access to all menus and sub menus for a selected user role, click **Assign All Menus**. This updates the action column and displays the confirmation message.

   Alternatively, to remove access to all menus and sub menus for a selected user role, click **Remove All Menus**.

4. To assign a specific menu or sub menu, click **Assign** in the **Action** column. This updates the action column and displays the confirmation message.

Alternatively, to remove a specific menu or sub menu, click **Remove** in the **Action** column.

3.2. Create and maintain user

You can create a merchant user ID. When you create a user ID, you must assign a role to the ID. This allows restricting user's access based on the privileges assigned to the role. Alternatively, you can view, modify, or change the status of an existing user ID.

You can perform the following tasks to create and maintain merchant user IDs:

- Create user ID
- View or modify user ID
- Change the status of user ID

3.2.1. Create user ID

Perform the following steps to create a user ID:

1. Point to **My Accounts** and click **Create User** to open the **User** screen.
2. Click **Add** to open the **Add User** screen.

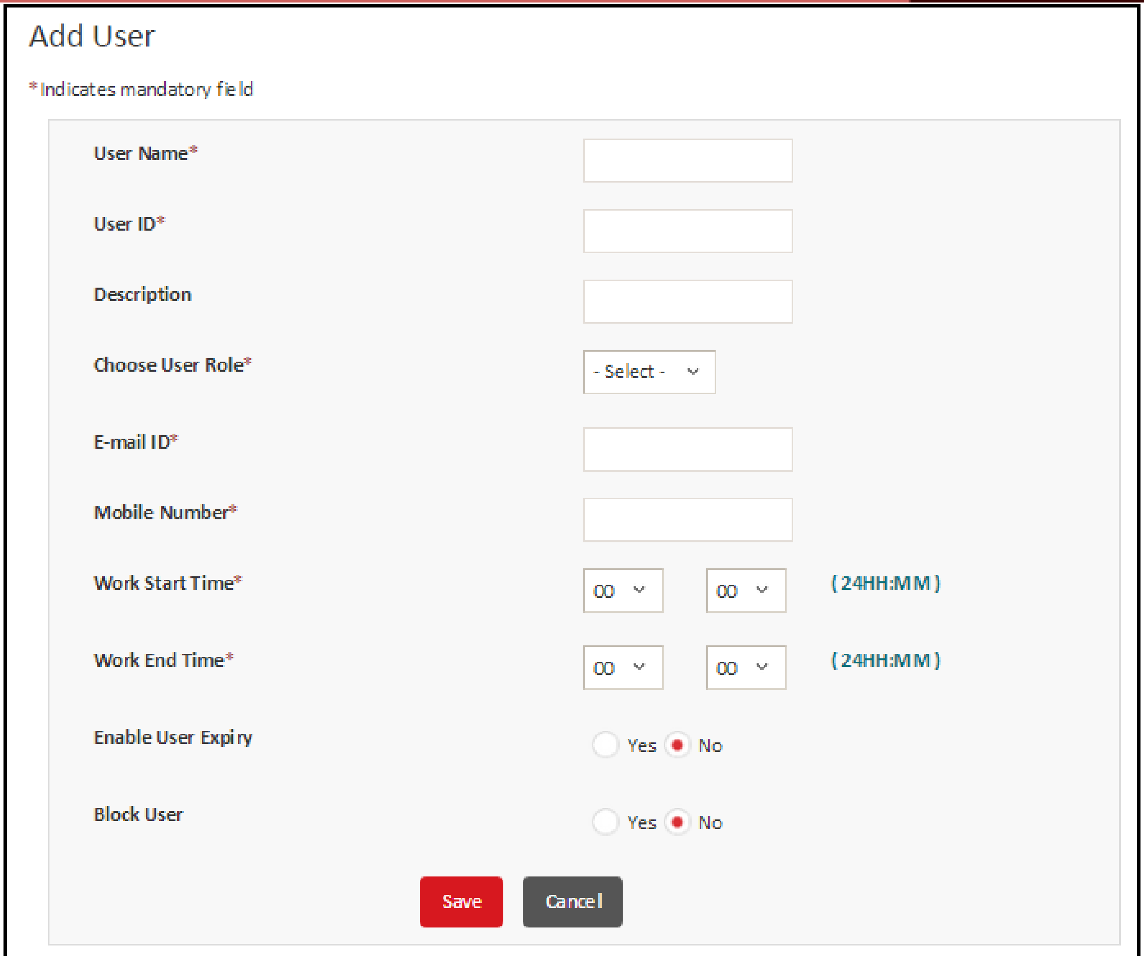


Figure 14: The Add User screen

3. Specify values in the following fields:

Field	Description
User Name	Type the name of the user.
User ID	Type the alphanumeric unique user ID without special characters and spaces.
Description	Type the description for the user.
Choose User Role	Click the role to assign to the user.
E-mail ID	Type the email ID of the user.
Mobile Number	Type the 10 digit mobile number of the user.
Work Start Time	Click the time to indicate the commencement of work.
Work End Time	Click the time to indicate the completion of work.

Field	Description
Enable User Expiry	Click **Yes** or **No** to enable or disable user expiration after the expiry period.
User Inactive Period (in days)	Type the number of inactive days after which the user ID is blocked. **Note**: This box is available only if you select **Yes** in the **Enable User Expiry** field group.
Block User	Click **Yes** or **No** to block or unblock the user ID.

4. Click **Save** to create the user ID and display the confirmation message.

   A welcome email is sent to the user with the link to access the logon credentials

3.2.2. View or modify user ID

You can view or modify a user ID that you have created. You cannot edit the user ID for a user.

Note: You can modify only an active record.

Perform the following steps to view or modify a user ID:

1. Point to **My Accounts** and click **Create User** to open the **User** screen.

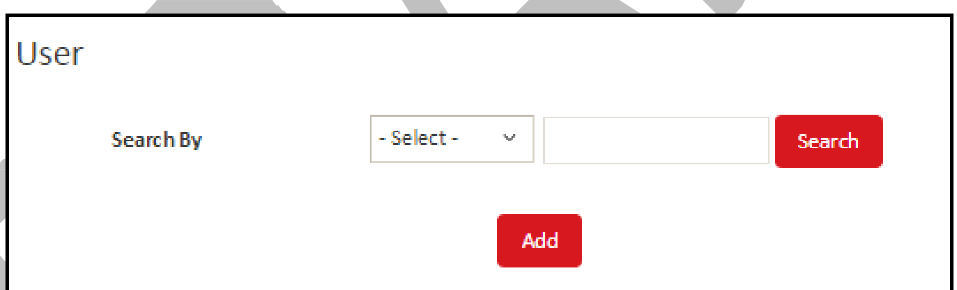


Figure 15: The User search screen

2. In the **Search By** list, click one of the following search criteria:
   - **ALL** – View the list of all available user IDs.
   - **User Name** – Search for a specific user ID using the user name. Type the user name in the box.
   - **User Role** – Search for a specific user ID using the user role. Type the user role in the box.
3. Click **Search** to display the list of user IDs.

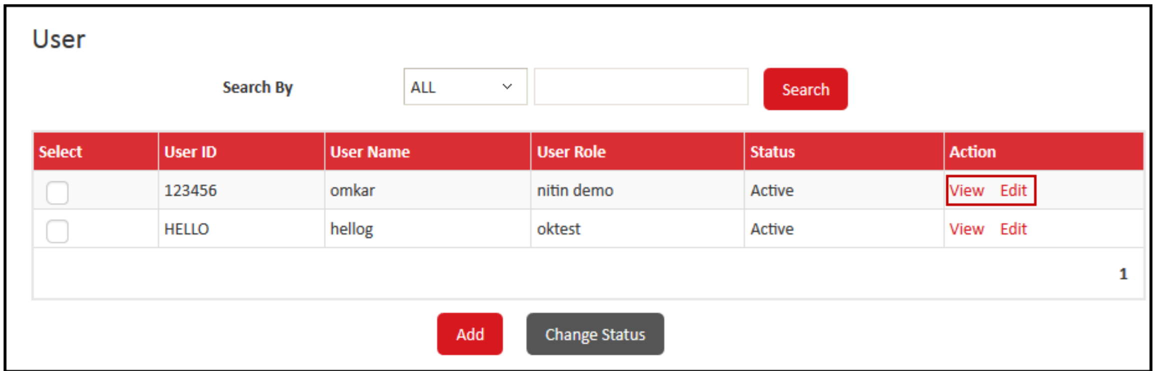


Figure 16: The User screen

4. To modify the details of a user ID, click **Edit** to open the **Edit User** screen.

   Alternatively, to view the details of a user, click **View** to open the **View User** screen.

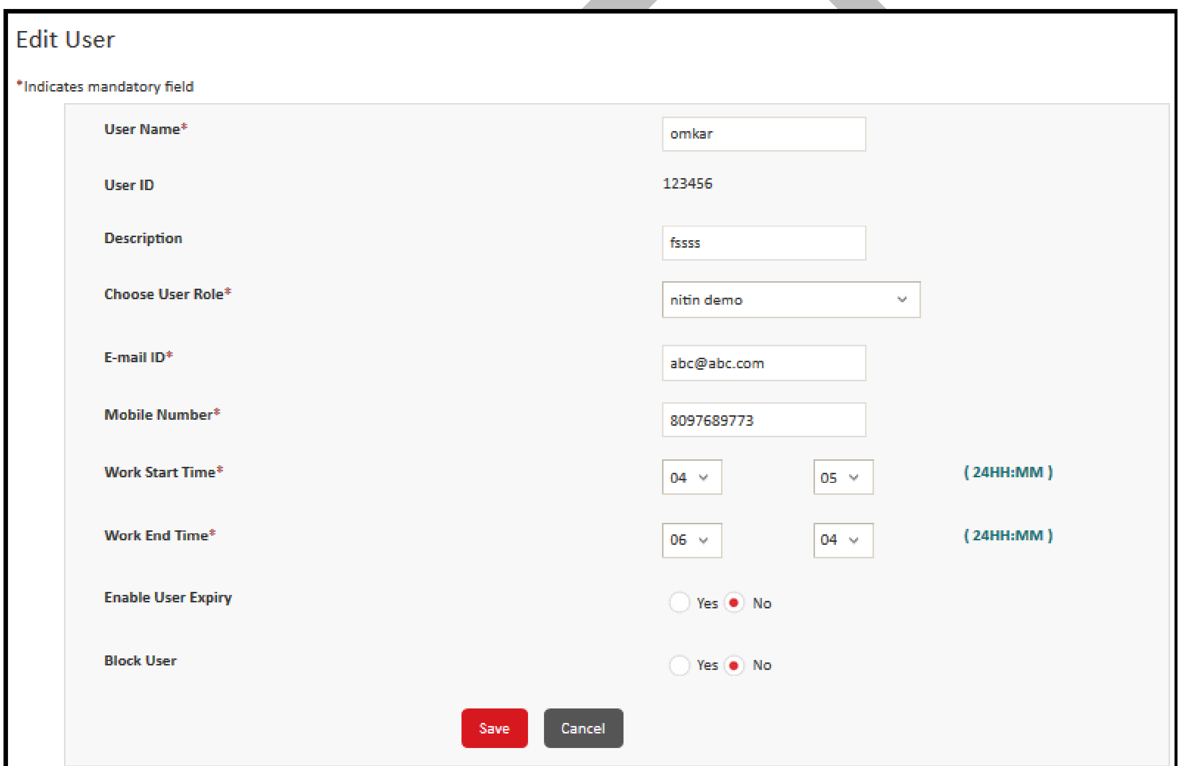


Figure 17: The Edit User screen

5. Perform necessary updates. For more information, see Create user ID.
6. Click **Save** to save the changes and display the confirmation message.

3.2.3. Change the status of user ID

You can change the status of an active user to inactive and an inactive user to active.

Perform the following steps to change the status of a user:

1. Point to **My Accounts**, and then click **Create User** to open the **User** screen.
2. In the **Search** list, click one of the following search criteria:
    - **ALL** – View the list of all available user IDs.
    - **User Name** – Search for a specific user ID using the user name. Type the user name in the box.
    - **User Role** – Search for a specific user ID using the user role. Type the user role in the box.
3. Click **Search** to display the list of user IDs.

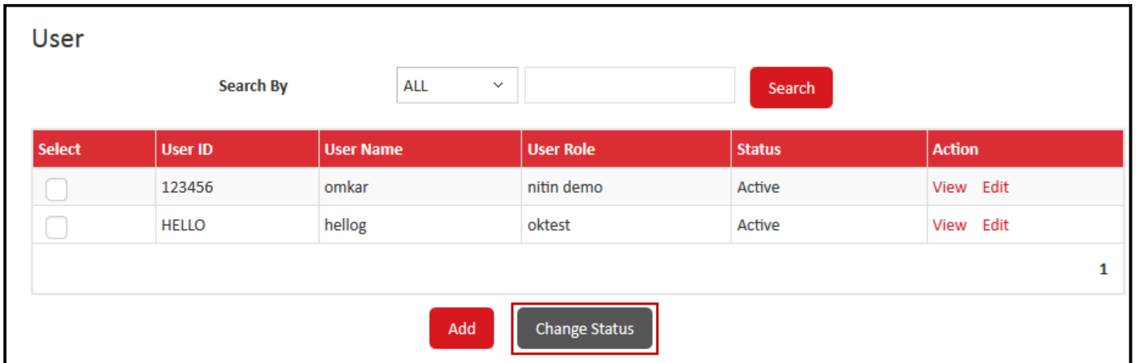


Figure 18: The User screen

4. Click the **Select** check box to select a single user record or multiple records from the list.
5. Click **Change Status**. On the confirmation dialog box, click **OK** to change the status.

3.3. Regenerate user password

You can regenerate the default password of a user and send it to their registered email ID. Additionally, you can validate a user's email ID with a sample message.

Perform the following steps to regenerate and resend a user's password:

1. Point to **Merchant Process** and click **Resend Password** to open the **Resend Password** screen.

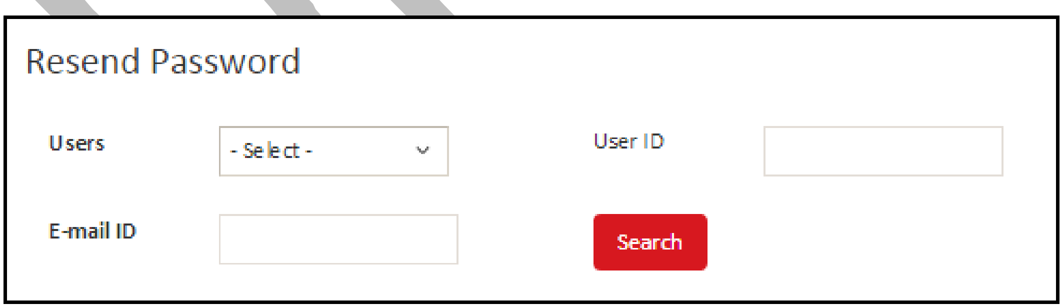


Figure 19: The Resend Password screen

2. In the **Users** list, click one of the following search criteria:
    - **ALL** –Display the list of all user records.
    - **Institution Users** – Search for all institution users. To search for a specific user, type the **user ID** and **E-mail ID** in the box.

- **Merchant Admin** – Search for all merchant administrator users. To search for a specific user, type the **user ID** and **E-mail ID** in the box.

3. Click **Search** to display the records.

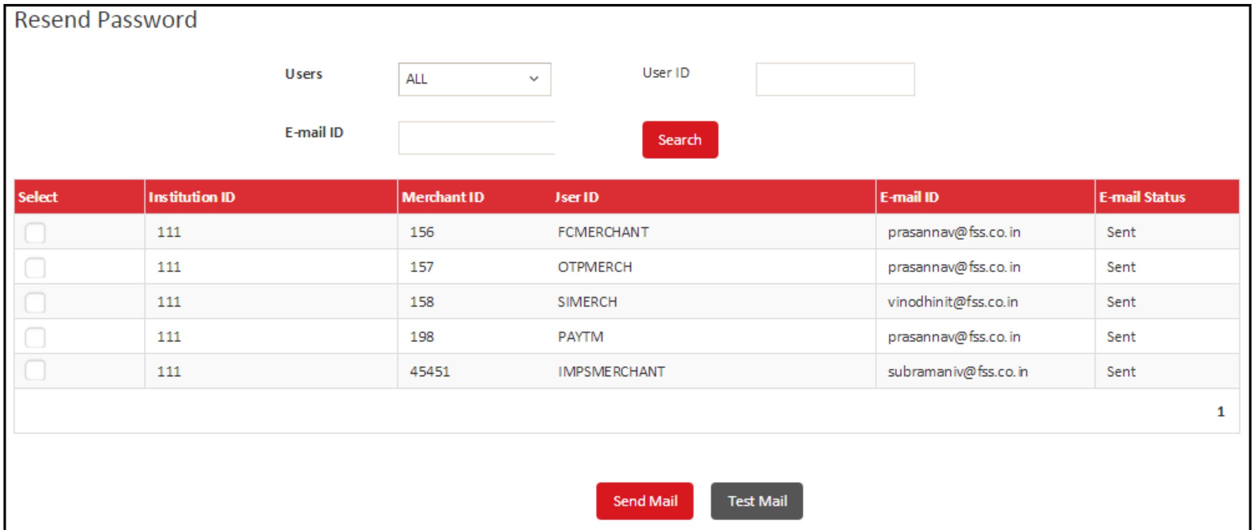


Figure 20: The Resend Password screen

4. To regenerate and resend the password to a user through email, select a single user ID or multiple user IDs and click **Send Mail**. Once the email is sent, the application displays the confirmation message.

   Alternatively, to send a sample email, click **Test Mail**. In the **Test E-mail** dialog box, type the email address and click **OK**.

Chapter 4 Configuring Merchant Processes

This chapter explains how to perform the following tasks to configure merchant processes:

- Download merchant plug-in
- Download resource files
- Preview your payment page

4.1. Download merchant plug-in

You can download the merchant plug-in in JSP, Perl, PHP, or ASP format to connect Payment Gateway for processing a transaction.

Perform the following steps to download the merchant plug-in:

1. Point to **Merchant Process** and click **Plugin Download** to open the **Plugin Download** screen.

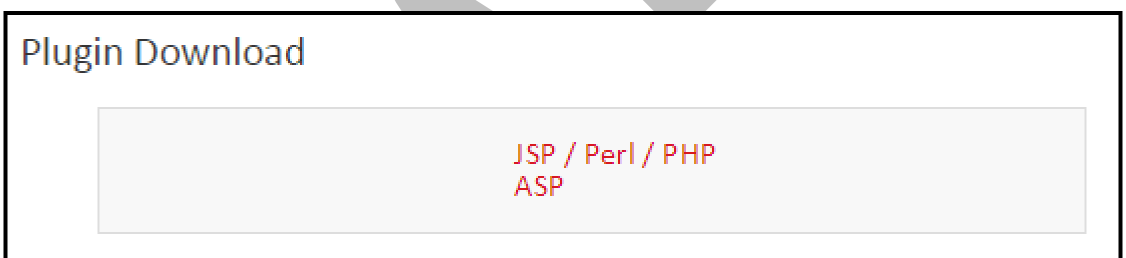


Figure 21: The Plugin Download screen

2. Click **Java Plugin** to download and save the Java plug-in.

   Alternatively, click **ASP** to download and save the ASP plug-in.

4.2. Download resource files

Perform the following steps to download the resource files:

1. Point to **Merchant Process**, and then click **Resource File Download** to open the **Resource File Download** screen.

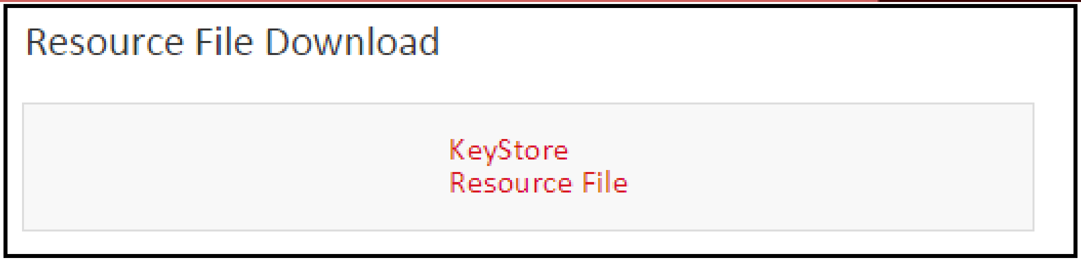


Figure 22: The Resource File Download screen

2. Click **KeyStore** to download the KeyStore file.

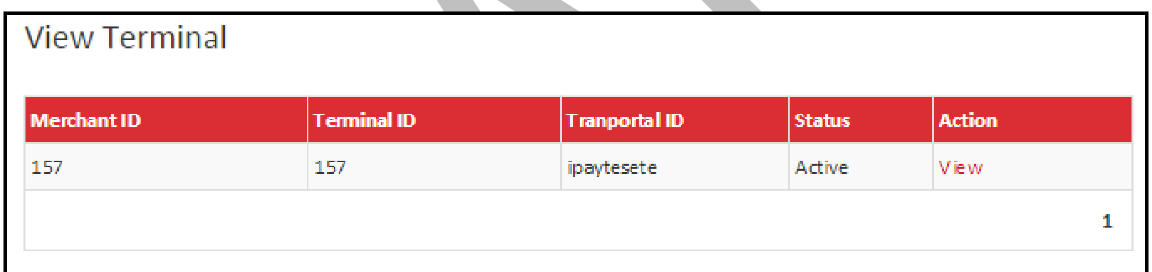
   Alternatively, click **Resource File** to download the resource file.

4.3. View terminal details

Merchant terminals are configured by bank users. You can view the details of your terminals in FSS Payment Gateway. However, you cannot make any changes to the terminal configuration.

Perform the following steps to view the details of a terminal:

1. Point to **Merchant Process** and click **Merchant Process** to open the **View Terminal** screen.


View Terminal

Merchant ID	Terminal ID	Tranportal ID	Status	Action
157	157	ipaytesete	Active	View

1

Figure 23: The View Terminal screen

2. Click **View** to view the details of a terminal. FSS Payment Gateway displays the terminal details based on the merchant type on the **Terminal** tab.

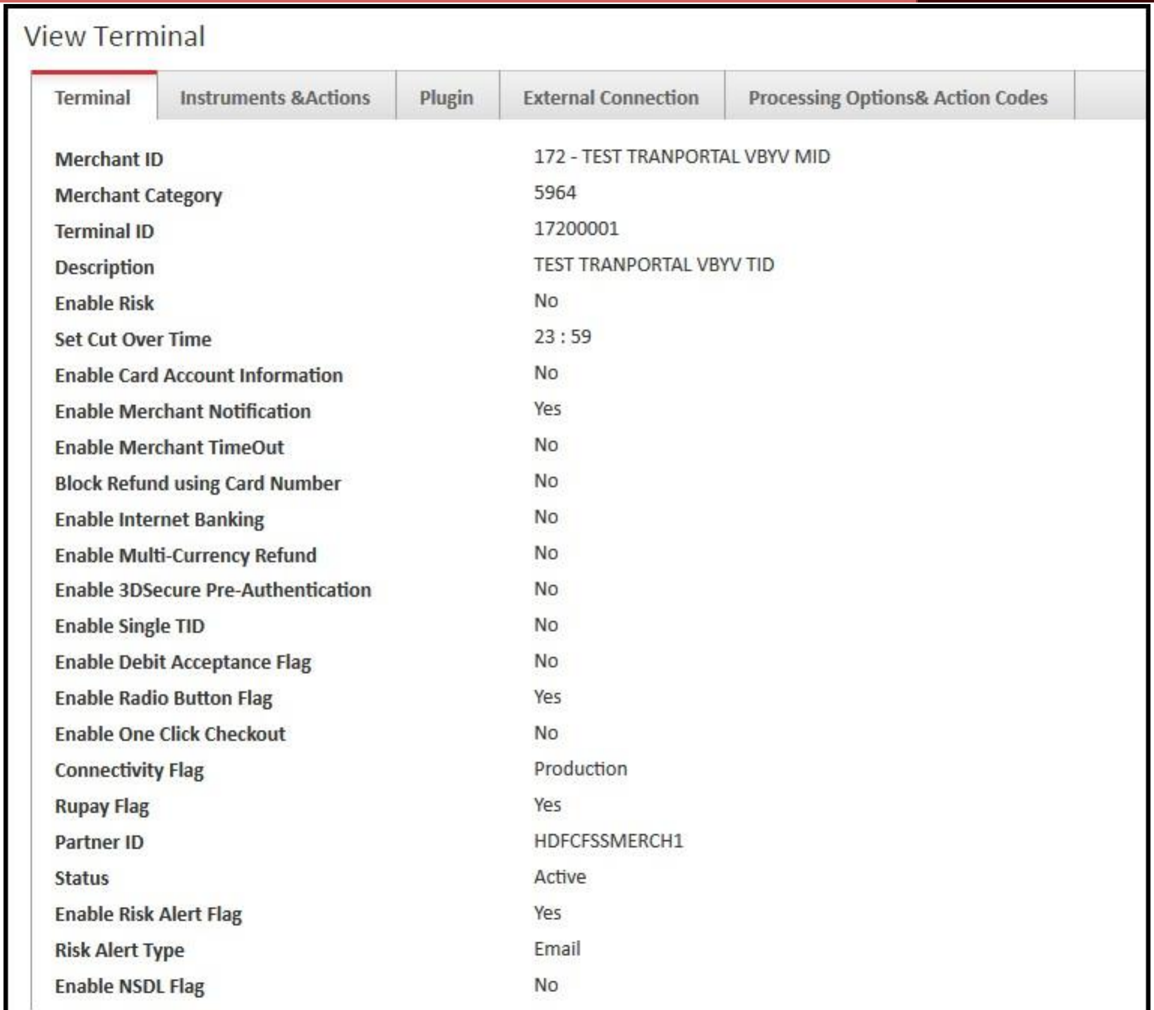


Figure 24: The Terminal tab

Field	Description
Merchant ID	The identification code of the merchant.
Merchant Category	The merchant category.
Terminal ID	The identification code of the terminal.
Description	The description of the terminal.
Enable Risk	Displays **Yes** or **No** to indicate that a risk profile is enabled or disabled for the terminal.
Enable Risk Profile	The risk profile applied to the terminal. **Note**: This list is displayed only if **Yes** is displayed in the **Enable Risk** field.
Set Cut Over time	The hour and minutes in 24-hour format set as the transaction cut

Field	Description
	over time for the terminal.
Enable Card Account Information	Displays **Yes** or **No** to indicate if the displaying card account information is enabled or disabled at the terminal.
Enable Card Holder Name	Displays **Yes** or **No** to indicate if the displaying card holder name is enabled or disabled at the terminal.
Enable Merchant Notification	Displays **Yes** or **No** to indicate if merchant notifications are enabled or disabled for the terminal.
Enable Merchant TimeOut	Displays **Yes** or **No** to indicate merchant connect and read timeout are enabled or disabled for the terminal. If **Yes** is displayed, then the **Merchant Connect TimeOut** and **Merchant Read TimeOut** lists are displayed. **Note**: This list is displayed only if **Yes** is displayed in the **Enable Merchant Notification** field.
Merchant Connect TimeOut	The idle time in seconds after which a merchant connection is timed out. **Note**: This list is displayed only if **Yes** is displayed in the **Enable Merchant TimeOut** field.
Merchant Read TimeOut	The idle time in seconds after which a merchant read request is timed out. **Note**: This list is displayed only if **Yes** is displayed in the **Enable Merchant TimeOut** field.
Block Refund using Card Number	Displays **Yes** or **No** to indicate if refunds using card numbers are enabled or disabled at the terminal.
Enable Internet Banking	Displays **Yes** or **No** to indicate if the displaying card holder name is enabled or disabled at the terminal.
Enable Multi-Currency Refund	Displays **Yes** or **No** to indicate if refunding is enabled or disabled at the terminal for multiple currencies.
Enable 3DSecure Pre-Authentication	Displays **Yes** or **No** to indicate if 3D secure authentication is enabled or disabled at the terminal.
Enable Single TID	Displays **Yes** or **No** to indicate whether the user defined super merchant ID is enabled or disabled in ISO message during transaction.
Enabled Debit Acceptance Flag	Displays **Yes** or **No** to indicate whether the card BIN acceptance check for debit card transactions are enabled or disabled.

Field	Description
Enable Radio Button Flag	Displays **Yes** or **No** to indicate if PayZapp is enabled or disabled as one of the payment instruments.
Enable One Click Checkout	Displays **Yes** or **No** to indicate if checking out on a single click is enabled or disabled at the terminal.
Connectivity Flag	Displays the type of connectivity used for the terminal transactions.
Rupay Flag	Displays **Yes** or **No** to indicate Rupay transactions are enabled or disabled at the terminal.
Partner ID	Displays the identification code of the merchant for Rupay interchange. **Note**: This field is displayed only if **Yes** is displayed in the **Rupay Flag** field.
Status	Displays **Active** or **Inactive** as the status of the terminal.
Enable Risk Alert Flag	Displays **Yes** or **No** to indicate whether risk alerts for the terminal is enabled or disabled.
Risk Alert Type	Displays the type of risk alert enabled at the terminal. **Note**: This field is displayed only if **Yes** is displayed in the **Enable Risk Alert Flag** field.
Enable NSDL Flag	Displays **Yes** or **No** to indicate whether the transaction status is displayed in the payment page or in the result page. If this displays **Yes**, then the transaction status is displayed in the payment page. Else, it is displayed in the result page.

3. Click the **Instruments & Actions** tab to display the detail.

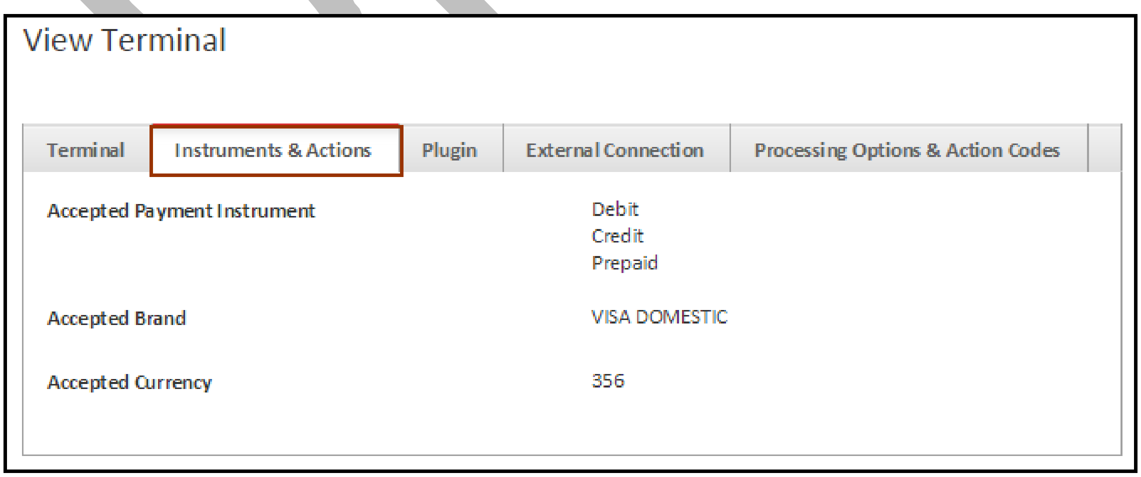


Figure 25: The Instruments & Actions tab

Field	Description
Accepted Payment Instrument	Displays **Debit**, **Credit**, or **Prepaid** to indicate the type of payments accepted at the terminal.
Accepted Brand	Displays the list of brands accepted at the terminal.
Accepted Currency	Displays the currency that is accepted at the terminal.

4. Click the **Plugin** tab to display the details.

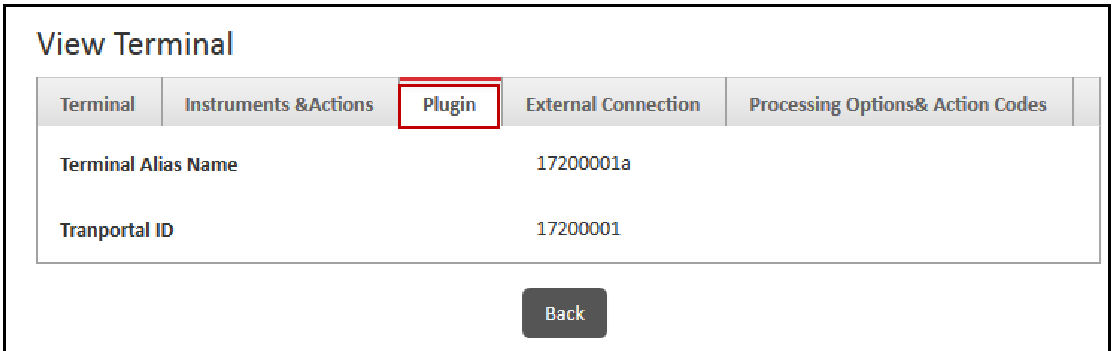


Figure 26: The Plugin tab

Field	Description
Terminal Alias Name	The alias name of the terminal.
Tranportal ID	The tranportal identification for the terminal.

5. Click the **External Connection** tab to display the details.

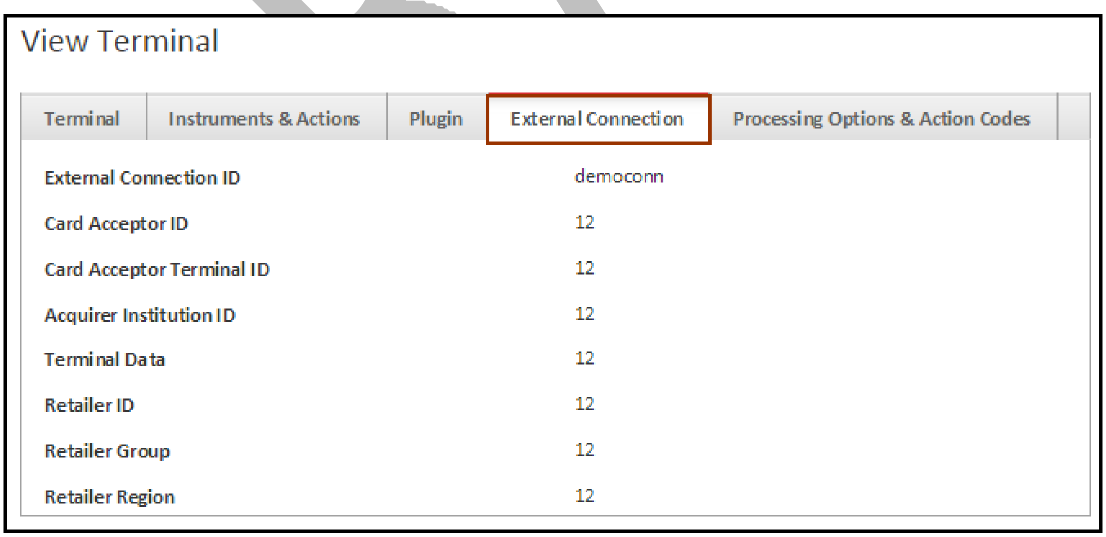


Figure 27: The External Connection tab

Field	Description
External Connection ID	The identification code of the external connection for the terminal.

Field	Description
Card Acceptor ID	The identification code of the card acceptor at the terminal.
Card Acceptor Terminal ID	The identification code of the card acceptor terminal.
Acquirer Institution ID	The identification code of the acquirer institution.
Terminal Data	The data for the terminal.
Retailer ID	The identification code of the retailer.
Retailer Group	The group of the retailer.
Retailer Region	The region of the retailer.

6. Click the **Processing Options & Action Codes** tab to display the information about the transaction codes and their processing options of the terminal.

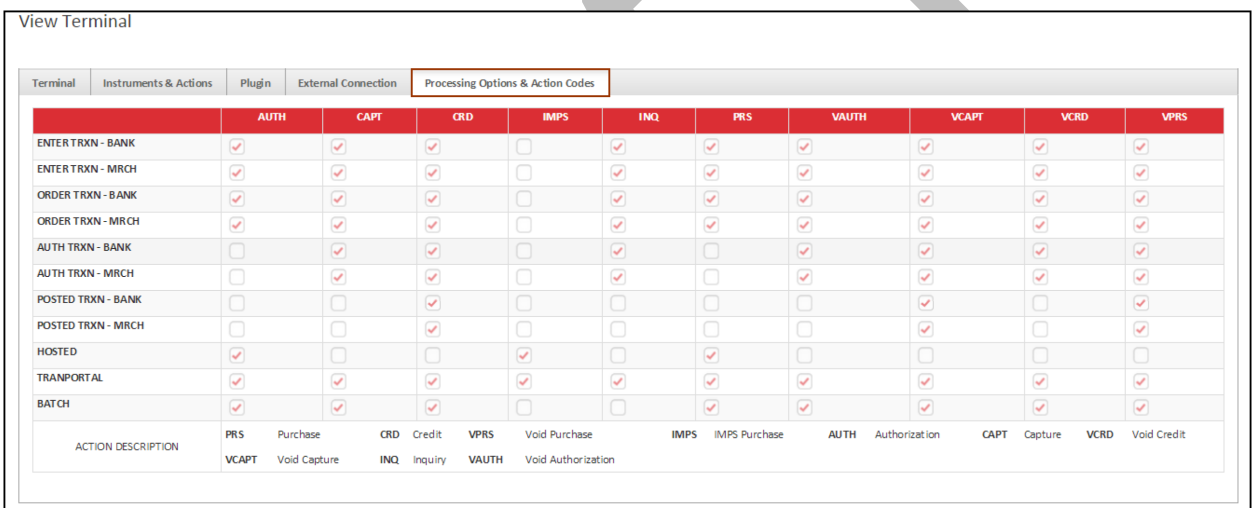


Figure 28: The Processing Options & Action Codes tab

Chapter 5 Configuring Batch Process

You can upload a batch file to FSS Payment Gateway. You must convert and validate the batch file before uploading it. The bank validates the uploaded the batch file and processes the same. You can then generate the batch report to view the status of the batch process. Additionally, you can remove the batches that are completely processed. This chapter explains the procedures for the following:

- Upload batch file
- Remove batch file
- Generate batch report

5.1. Upload batch file

You can upload a batch file to FSS Payment Gateway in a specific format.

Perform the following steps to upload a batch file:

1. Point to **Merchant Process** and click **Batch Upload** to open the **Batch Upload** screen.

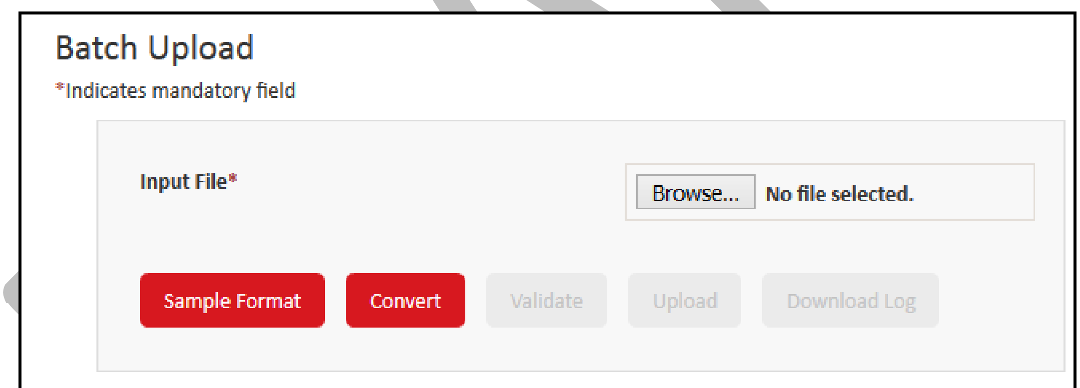


Figure 29: The Batch Upload screen

2. Click **Browse** to locate the batch file to upload.
3. Click **Convert** to convert the batch file. FSS Payment Gateway generates a Batch ID for the batch file.
4. Click **Validate** to validate the batch file. FSS Payment Gateway generates a Terminal ID and Track ID for the batch file.

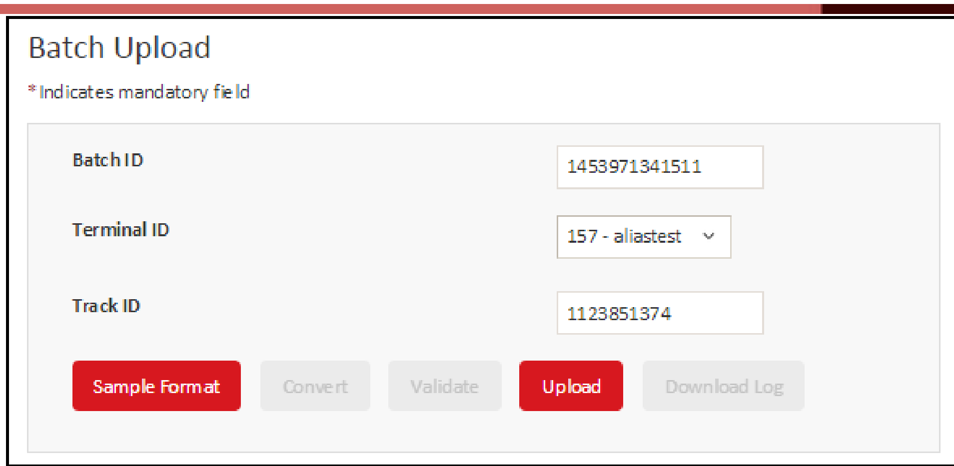


Figure 30: The Batch Upload – after validation

5. Click **Download** to download the log file, if the file validation fails.
6. Click **Upload** to upload the batch file.
7. Click **Sample Format** to display the **Batch Upload Sample Format** screen.

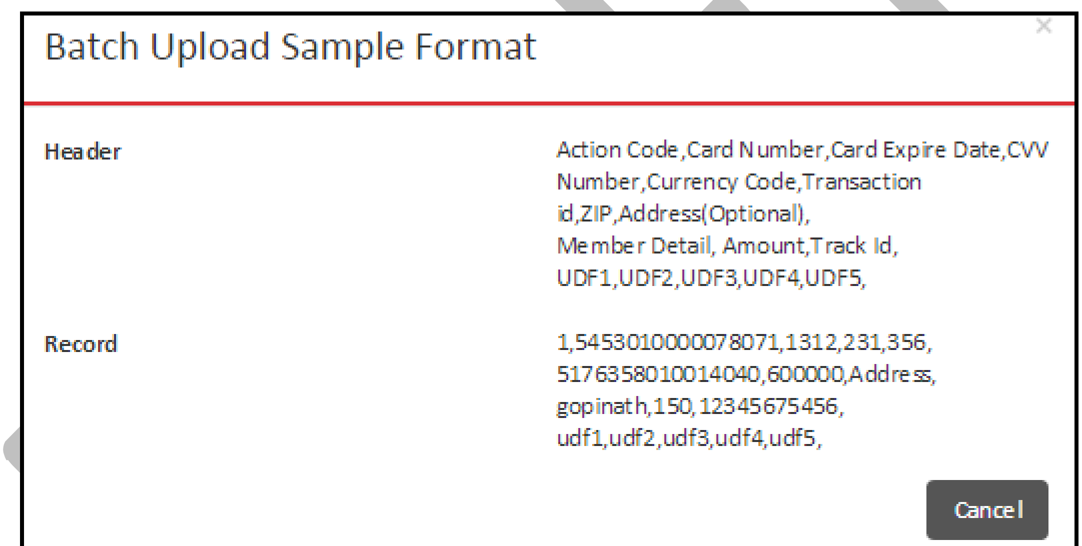


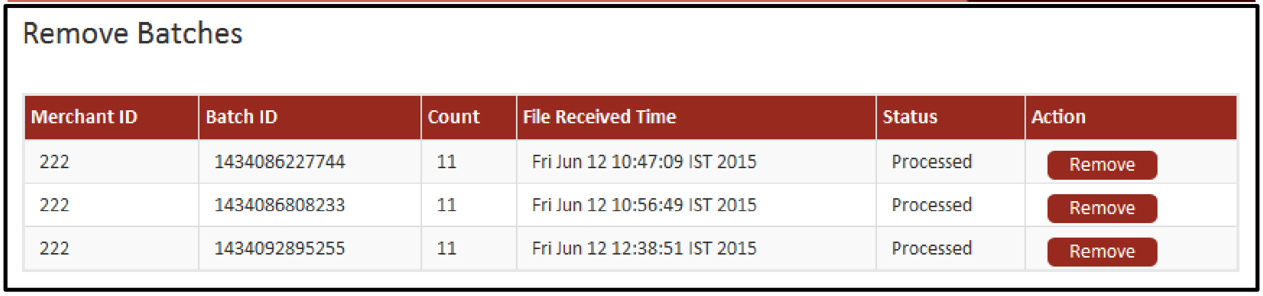
Figure 31: The Batch Upload Sample Format dialog box

5.2. Remove batch file

After you verify the details of the transactions updates through a batch file processed by the bank. You can remove the processed batch file. If some transactions were not processed through the batch file, then you must create another batch file for them, and upload it in FSS Payment Gateway. For more information, see Upload batch file.

Perform the following steps to remove a batch file:

1. Point to **Merchant Process** and click **Remove Batches** to open the **Remove Batches** screen.



Remove Batches

Merchant ID	Batch ID	Count	File Received Time	Status	Action
222	1434086227744	11	Fri Jun 12 10:47:09 IST 2015	Processed	Remove
222	1434086808233	11	Fri Jun 12 10:56:49 IST 2015	Processed	Remove
222	1434092895255	11	Fri Jun 12 12:38:51 IST 2015	Processed	Remove

Figure 32: The Batch Progress screen

2. Click **Remove** to remove a batch and display the confirmation message.

5.3. Generate batch report

You can generate the Batch report with the details of the merchant uploaded batch files. Additionally, you can view the details of a specific batch process.

Perform the following steps to generate the Batch report:

1. Point to **Reports** and click **Batch Report** to open the **Batch Report** search screen.

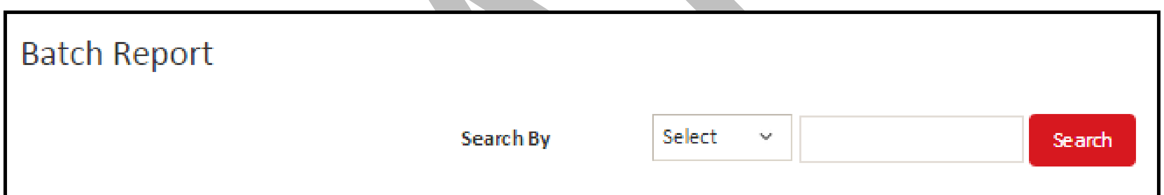
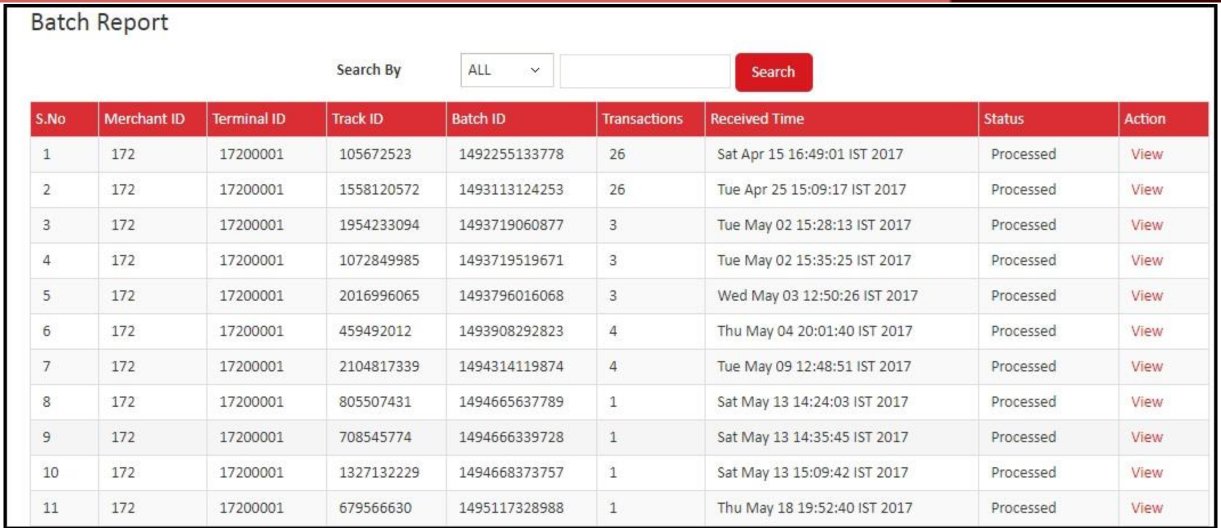


Figure 33: The Batch Report search screen

2. In the **Search By** list, click one of the following and click **Search** to display the filtered list:
   - **ALL** – Display the details of all batch files.
   - **Batch ID** – Search for a record using batch ID. Type the **Batch ID** in the box.
   - **Status** – Search for a record using the status of batch processing. Type the **Status** in the box.



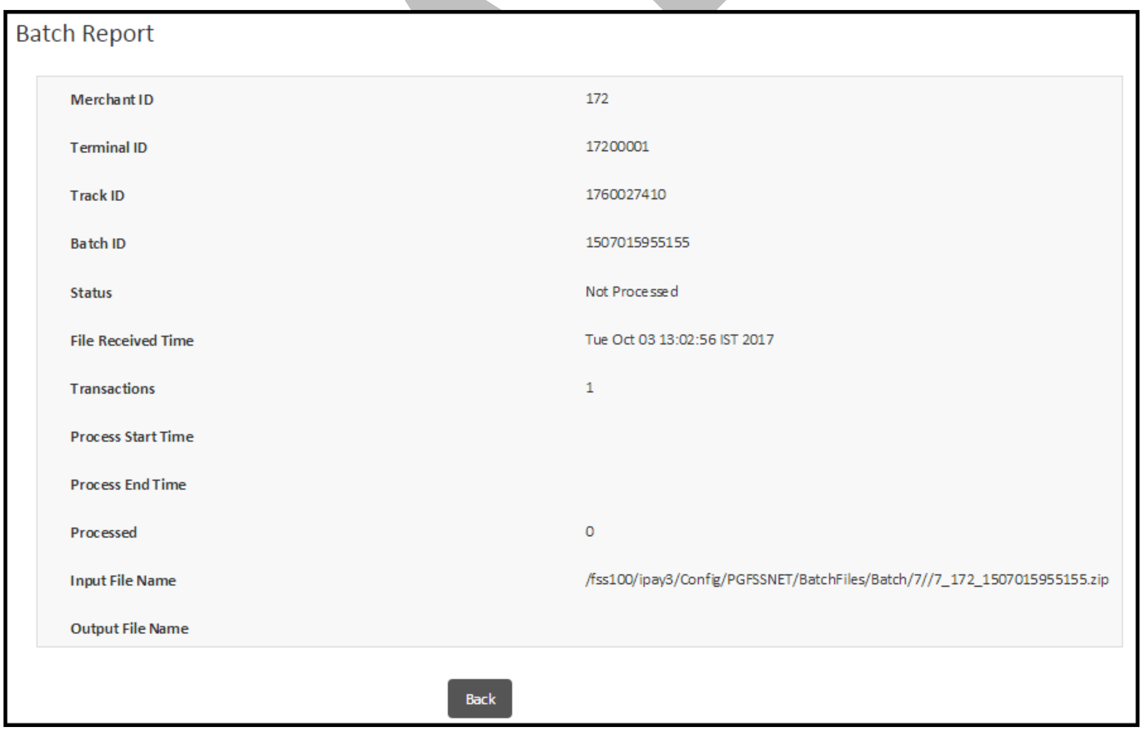
Batch Report

Search By: ALL | Search

S.No	Merchant ID	Terminal ID	Track ID	Batch ID	Transactions	Received Time	Status	Action
1	172	17200001	105672523	1492255133778	26	Sat Apr 15 16:49:01 IST 2017	Processed	View
2	172	17200001	1558120572	1493113124253	26	Tue Apr 25 15:09:17 IST 2017	Processed	View
3	172	17200001	1954233094	1493719060877	3	Tue May 02 15:28:13 IST 2017	Processed	View
4	172	17200001	1072849985	1493719519671	3	Tue May 02 15:35:25 IST 2017	Processed	View
5	172	17200001	2016996065	1493796016068	3	Wed May 03 12:50:26 IST 2017	Processed	View
6	172	17200001	459492012	1493908292823	4	Thu May 04 20:01:40 IST 2017	Processed	View
7	172	17200001	2104817339	1494314119874	4	Tue May 09 12:48:51 IST 2017	Processed	View
8	172	17200001	805507431	1494665637789	1	Sat May 13 14:24:03 IST 2017	Processed	View
9	172	17200001	708545774	1494666339728	1	Sat May 13 14:35:45 IST 2017	Processed	View
10	172	17200001	1327132229	1494668373757	1	Sat May 13 15:09:42 IST 2017	Processed	View
11	172	17200001	679566630	1495117328988	1	Thu May 18 19:52:40 IST 2017	Processed	View

Figure 34: The Batch Report screen

3. Click **View** to open the **Batch Report** screen and view the details of a specific batch process. If a batch processing is completed by the bank, you can download the file with the details of the processed transactions.



Batch Report

Merchant ID	172
Terminal ID	17200001
Track ID	1760027410
Batch ID	1507015955155
Status	Not Processed
File Received Time	Tue Oct 03 13:02:56 IST 2017
Transactions	1
Process Start Time	
Process End Time	
Processed	0
Input File Name	/fss100/ipay3/Config/PGFSSNET/BatchFiles/Batch/7//7_172_1507015955155.zip
Output File Name	

Back

Figure 35: Details of a batch file that is not processed

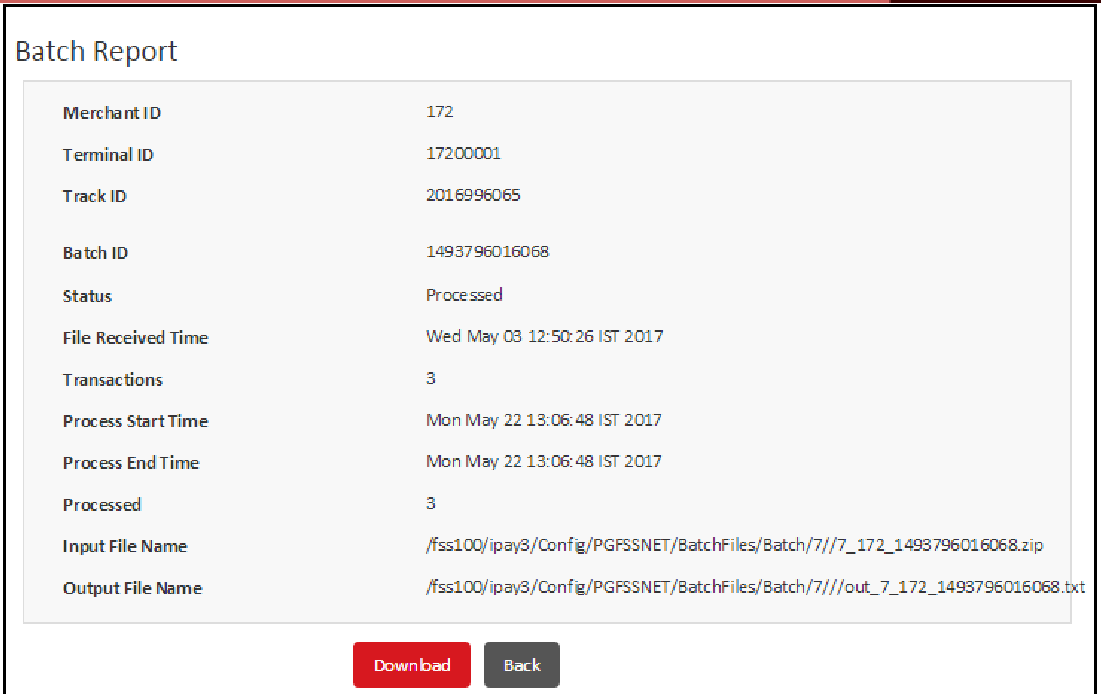


Figure 36: Details of a batch file that has been processed

The following details are displayed:

Field	Description
Batch ID	The identification code of the batch file.
Count	The number of record in the batch file.
File Received Time	The date and time when the file was uploaded to FSS Payment Gateway.
Status	The status of batch processing.
Process Start Time	The date and time when the batch process started.
Process End Time	The date and time when the batch process completed. This field is updated only after the batch processing is completed.

4. For a processed file, click **Download** to view or download the detailed report about the transactions that are processed.

Chapter 6 Processing Transactions

This chapter explains the procedures to capture or void authorization transactions, create transactions manually, and view the transactions posted and orders placed at a terminal. This section details the procedures for the following tasks:

- Capture or void authorization transaction
- Create transaction manually
- Credit or void posted transaction
- Generate list of orders
-

6.1. Capture or void authorization transaction

Perform the following steps to capture or void an authorization transaction:

1. Point to **Transaction** and click **Authorization** to open the **Authorization** screen.

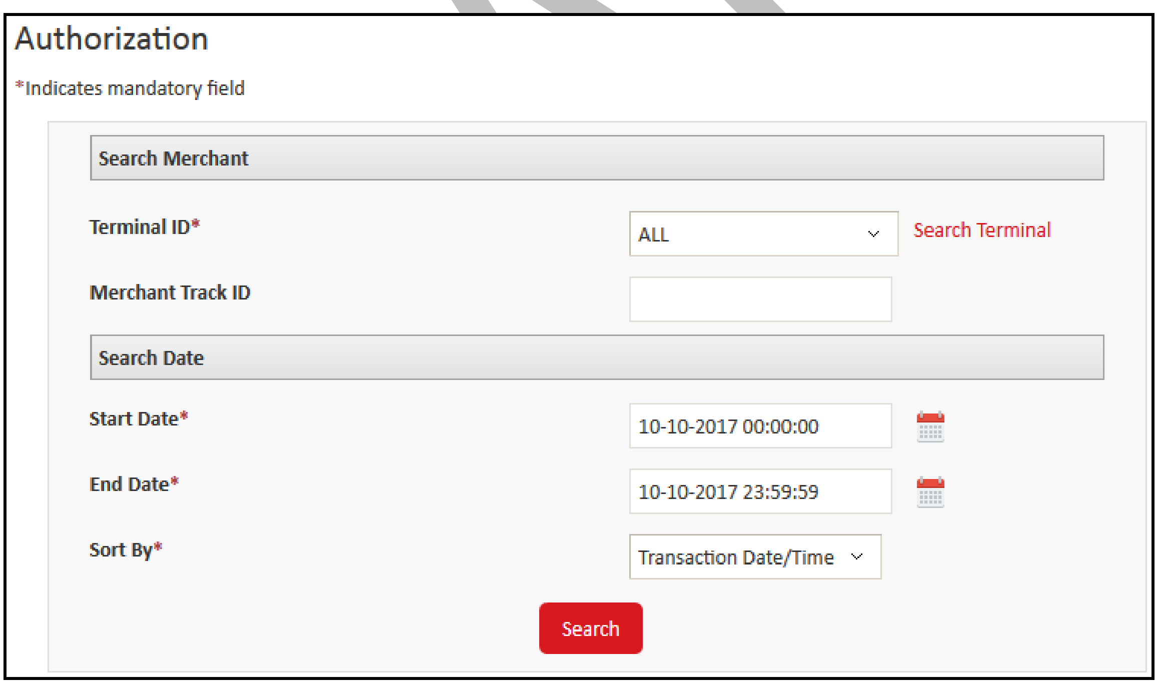


Figure 37: The Authorization search screen

2. Specify the search criteria in the **Search Merchant** and **Search Date** sections to filter and display authorization transactions:

   a. In the **Terminal ID** list, click the terminal to search for transactions.

   –or–

To search for a specific merchant, click the **Search Merchant** link and perform the following steps:

i. In the **Search ID** list, click a search criterion.
ii. In the **Search Value** box, type a value for the search criterion and click **Search**.

b. [Optional] In the **Merchant Track ID** box, type the track ID of the merchant.
c. In the **Start Date** and **End Date** boxes, click to select the starting and ending date and time of the transaction period.
d. In the **Sort By** list, click the option to indicate the column to sort the authorization list by.

3. Click **Search** to display the list of transactions.

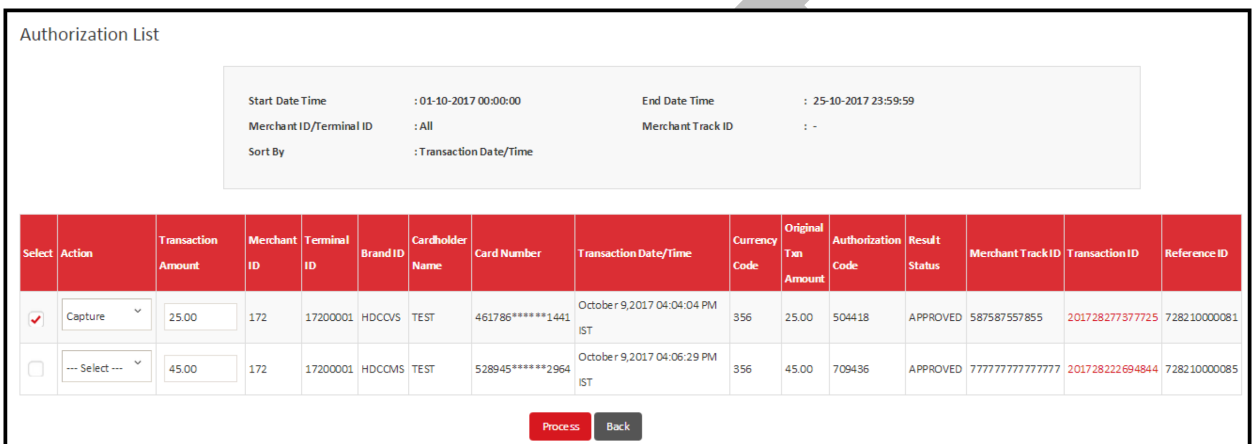


Figure 38: The Authorization List screen

4. Click the **Select** check box to select a single or multiple transaction records.

Note: You can click the transaction ID for a transaction to view the details of the transaction.

5. In the **Action** column, click **Capture** or **Void** to indicate the action to process the transaction.
6. In the **Transaction Amount** box, modify the amount to process.
7. Click **Process** to process the transaction and display the confirmation message.

6.2. Create transaction manually

You can create a transaction manually in FSS Payment Gateway, based on your requirement. Perform the following steps to create a transaction manually:

1. Point to **Transaction** and click **Enter Transaction** to open the **Enter Transaction** screen.

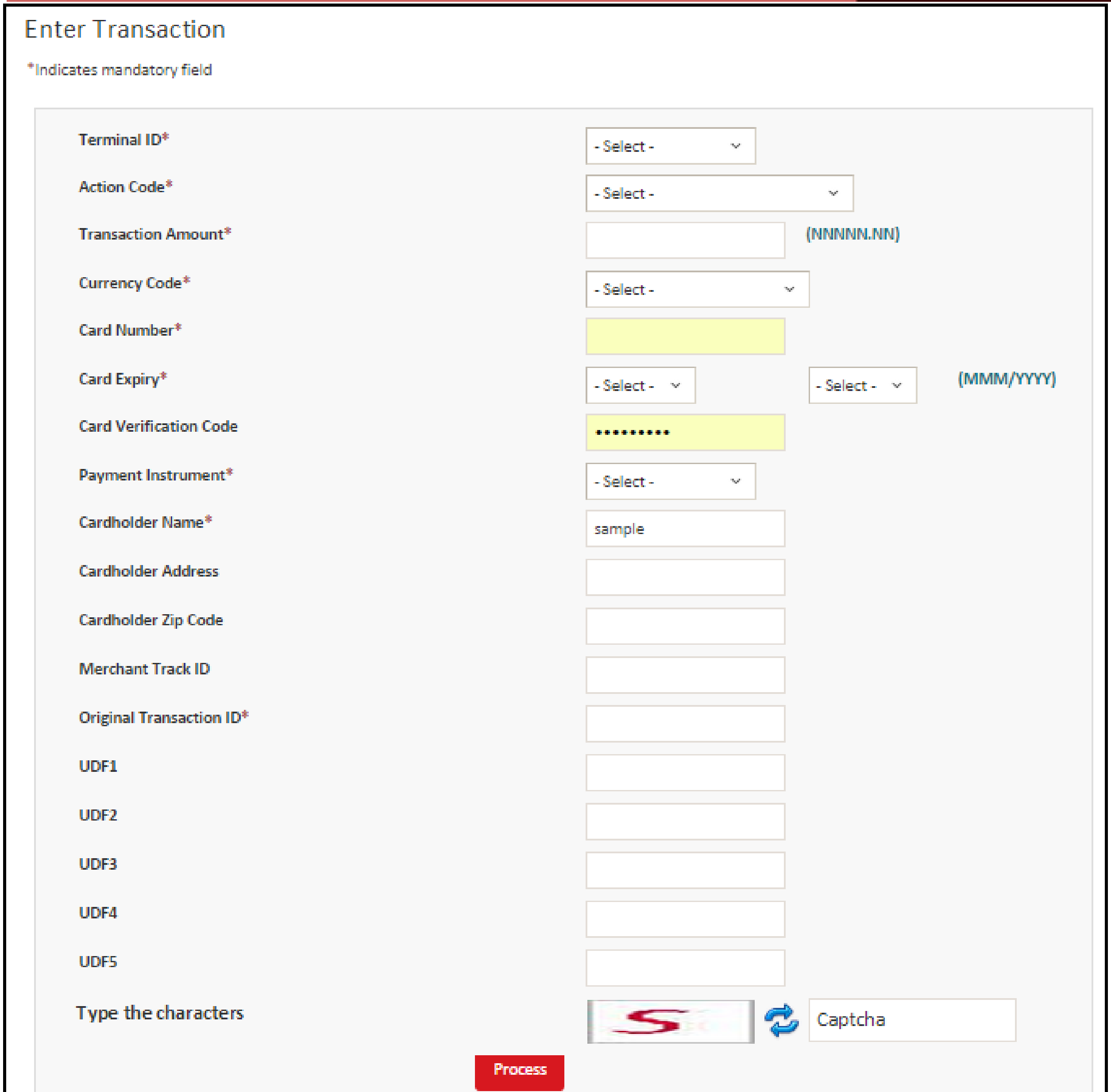


Figure 39: The Enter Transaction screen

2. Specify the following details:

Field	Description
Terminal ID	Click the terminal to create the transaction.
Action Code	Click to indicate the type of action for the transaction. **Note**: The remaining fields on this screen may or may not be mandatory based on the action code that you select.
Transaction Amount	Type the transaction amount in the NNNNN.NN format, where N

Field	Description
	indicates a numeric digit.
Currency Code	Click the currency for the transaction.
Card Number	Type the card number.
Card Expiry	Click the month and year of card expiration.
Card Verification Code	Type the CVD2 or CVV of the card.
Payment Instrument	Click **Credit**, **Debit**, or **Prepaid** to indicate the type of payment.
Cardholder Name	Type the name of the card holder.
Cardholder Address	Type cardholder address.
Cardholder Zip Code	Type cardholder postal code.
Merchant Track ID	Type the merchant track ID for the transaction.
Original Transaction ID	Type the identification code of the original transaction.
UDF 1 to **UDF 5**	Type the required user defined values in the boxes.
Type the characters	In the **Captcha** box, type the text that is displayed in the image. If you cannot read the captcha, click to load another image.

3. Click **Process** to initiate transaction processing and display the confirmation message.

6.3. Credit or void posted transaction

Perform the following steps to credit or void a posted transaction:

1. Point to **Transaction** and click **Posted Transaction** to open the **Posted Transaction** screen.

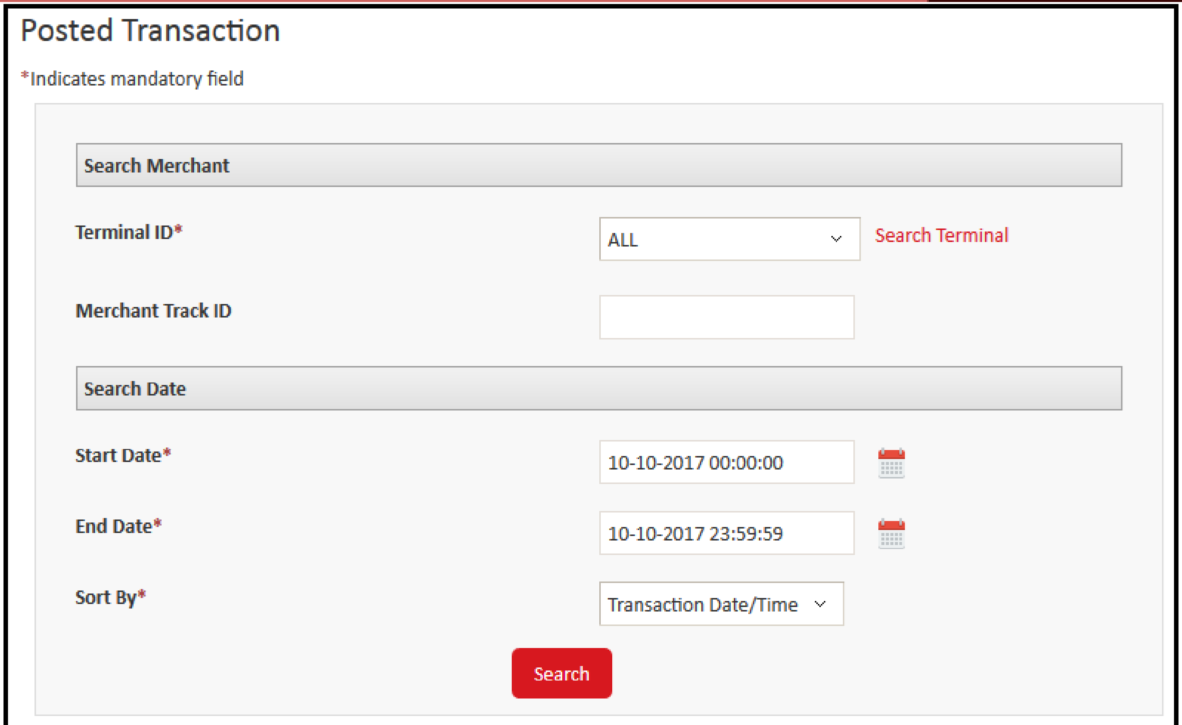


Figure 40: The Posted Transaction search screen

2. Specify the search criteria in the **Search Merchant** and **Search Date** sections to filter and display authorization transactions:

   a. In the **Terminal ID** list, click the terminal to search for transactions.

      To search for a specific merchant, click the **Search Terminal** link and perform the following steps:

      i. In the **Search ID** list, click a search criterion.

      ii. In the **Search Value** box, type a value for the search criterion and click **Search**.

   b. [Optional] In the **Merchant Track ID** box, type the track ID of the merchant.

   c. In the **Start Date** and **End Date** boxes, click to select the starting and ending date and time of the transaction period.

   d. In the **Sort By** list, click the option to indicate the column to sort the authorization list by.

3. Click **Search** to display the list of posted transactions.

Posted Transaction List

Start Date Time : 03-10-2017 00:00:00
End Date Time : 09-10-2017 23:59:59
Merchant ID/Terminal ID : All
Merchant Track ID : -
Sort By : Transaction Date/Time

Select	Action	Transaction Amount	Merchant ID	Terminal ID	Cardholder Name	Card Number	Transaction Date/Time	Transaction Action	Currency Code	Original Txn Amount	Merchant Track ID	Transaction ID	Reference ID
	- Select -	10.00	172	17200001		4329 X*********XX13	October 3,2017 01:30:00 PM IST	1-Purchase	356	10.00	34556456	201727691198152	62613339
	- Select -	1.00	172	17200001		4329 X*********XX13	October 3,2017 03:32:51 PM IST	2-Credit	356	1.00		201727612484664	62617326
	- Select -	10.00	172	17200001		4329 X*********XX85	October 3,2017 03:57:15 PM IST	1-Purchase	356	10.00	531231231	201727686782078	62617337

Figure 41: The Posted Transaction List screen

4. Click the **Select** check box to select a single or multiple records from the list.

   Note: You can click the transaction ID to view the details of the transaction.

5. In the **Action** column, click **Credit** or **Void** to indicate the action to process the transaction.
6. In the **Transaction Amount** box, modify the amount to process.
7. Click **Process** to process the transaction and display the confirmation message.

6.4. Generate list of orders

You can generate and view the list of orders placed at a terminal over a specified period. You can filter the list using the status of the order, currency code, order ID, and merchant ID. Additionally, you can view the details or void a processed order from the **Order List Details** screen.

Perform the following steps to generate and view the order list:

1. Point to **Transaction** and click **Order List** to open the **Order List** screen.

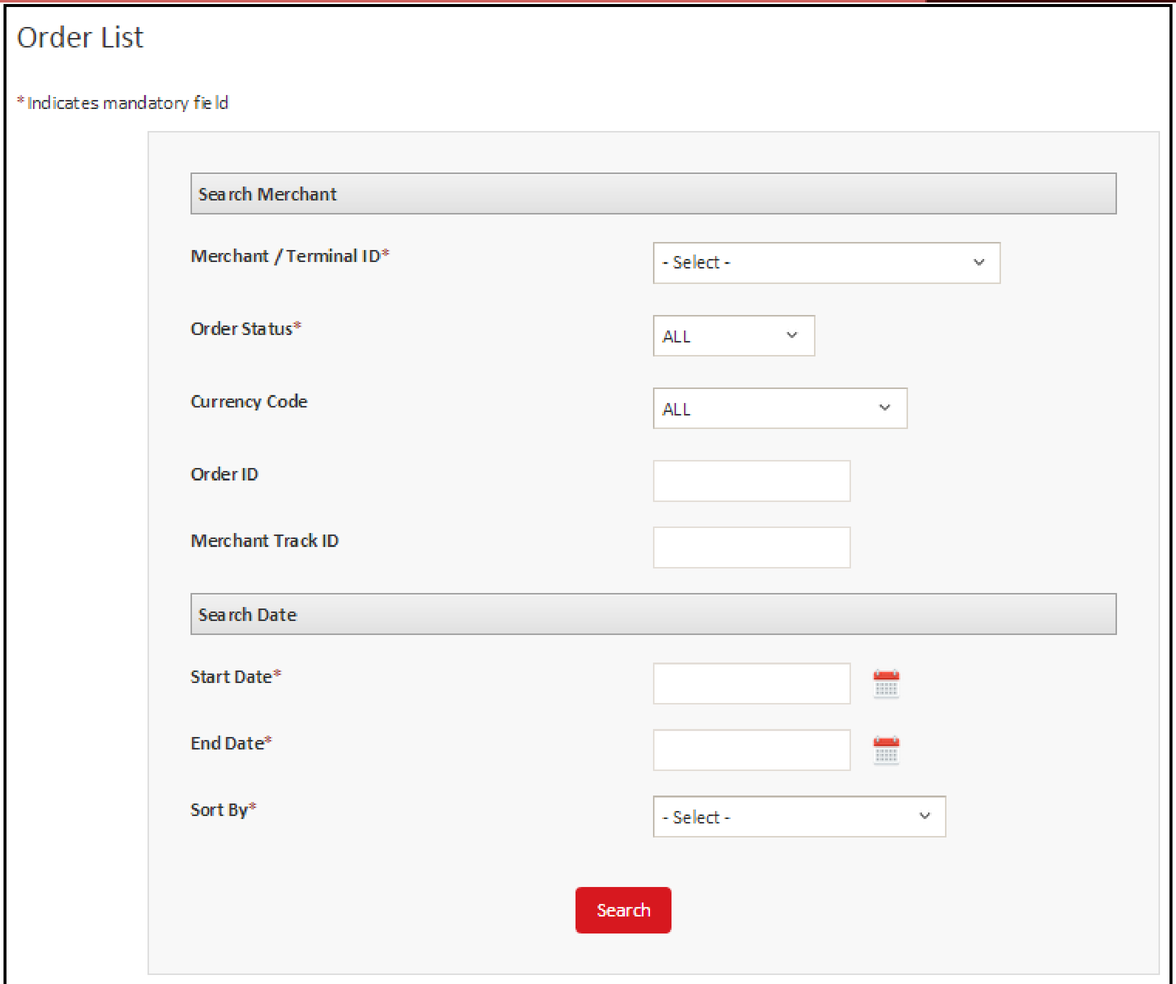
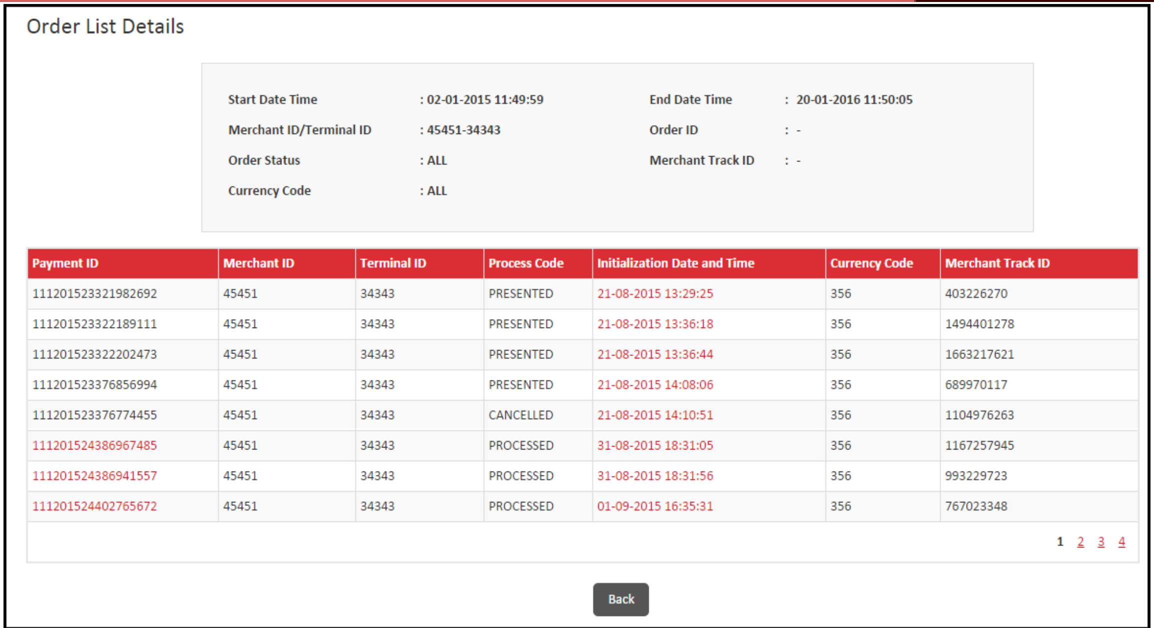


Figure 42: The Order List search screen

2. Specify the search criteria in the **Search Merchant** and **Search Date** sections to filter and display orders:
   a. In the **Merchant / Terminal ID** list, click the merchant and terminal to search for orders.
   b. In the **Order Status** list, click the status to search for orders based on the specified status.
   c. [Optional] In the **Currency Code** list, click the currency code to search for orders.
   d. [Optional] In the **Order ID** box, type the identification code of an order to search for a specific order.
   e. [Optional] In the **Merchant Track ID** box, type the track ID of the merchant.
   f. In the **Start Date** and **End Date** boxes, click to select the starting and ending date and time of the transaction period.
   g. In the **Sort By** list, click the option to indicate the column to sort the order list.
3. Click **Search** to display the list of orders.



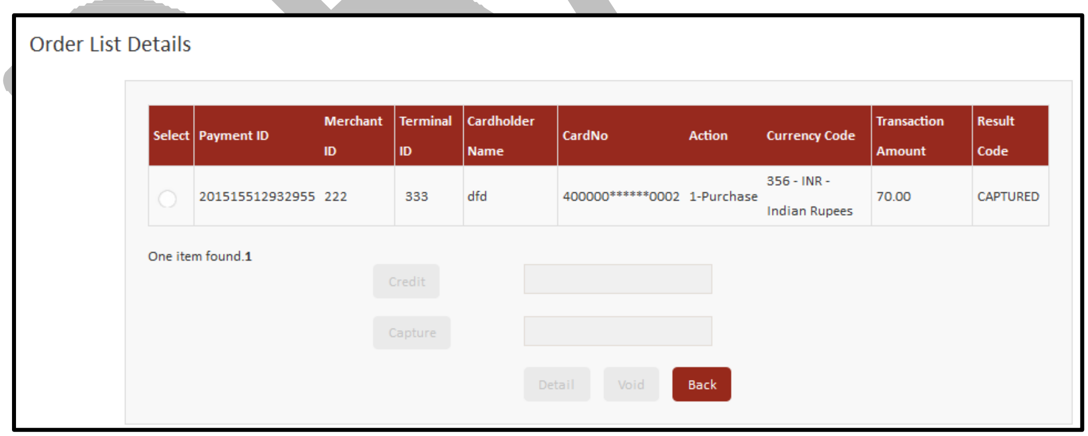
Payment ID	Merchant ID	Terminal ID	Process Code	Initialization Date and Time	Currency Code	Merchant Track ID
111201523321982692	45451	34343	PRESENTED	21-08-2015 13:29:25	356	403226270
111201523322189111	45451	34343	PRESENTED	21-08-2015 13:36:18	356	1494401278
111201523322202473	45451	34343	PRESENTED	21-08-2015 13:36:44	356	1663217621
111201523376856994	45451	34343	PRESENTED	21-08-2015 14:08:06	356	689970117
111201523376774455	45451	34343	CANCELLED	21-08-2015 14:10:51	356	1104976263
111201524386967485	45451	34343	PROCESSED	31-08-2015 18:31:05	356	1167257945
111201524386941557	45451	34343	PROCESSED	31-08-2015 18:31:56	356	993229723
111201524402765672	45451	34343	PROCESSED	01-09-2015 16:35:31	356	767023348

Figure 43: The Order List Details screen

4. In the **Order List Details** screen, perform the following steps to view the details or void a processed order:

   a. In the **Payment ID** column, click the payment ID for a processed order to view details or void an order.

   The **Order List Details** screen displays additional information about the order, such as cardholder name, masked card number, action, currency code, transaction amount, and result code.



Select	Payment ID	Merchant ID	Terminal ID	Cardholder Name	CardNo	Action	Currency Code	Transaction Amount	Result Code
	201515512932955	222	333	dfd	400000******0002	1-Purchase	356 - INR - Indian Rupees	70.00	CAPTURED

Figure 44: Details of a specific order

   b. Click **Select** to select the transaction and perform the following steps:

      i. In the **Credit** box or **Capture** box, update the amount.

      Note: You can update the capture amount only if the transaction is not captured.

      ii. Click **Void** to initialize the process to void the transaction.

Alternatively, click **Detail** to open the **Transaction Details** screen.

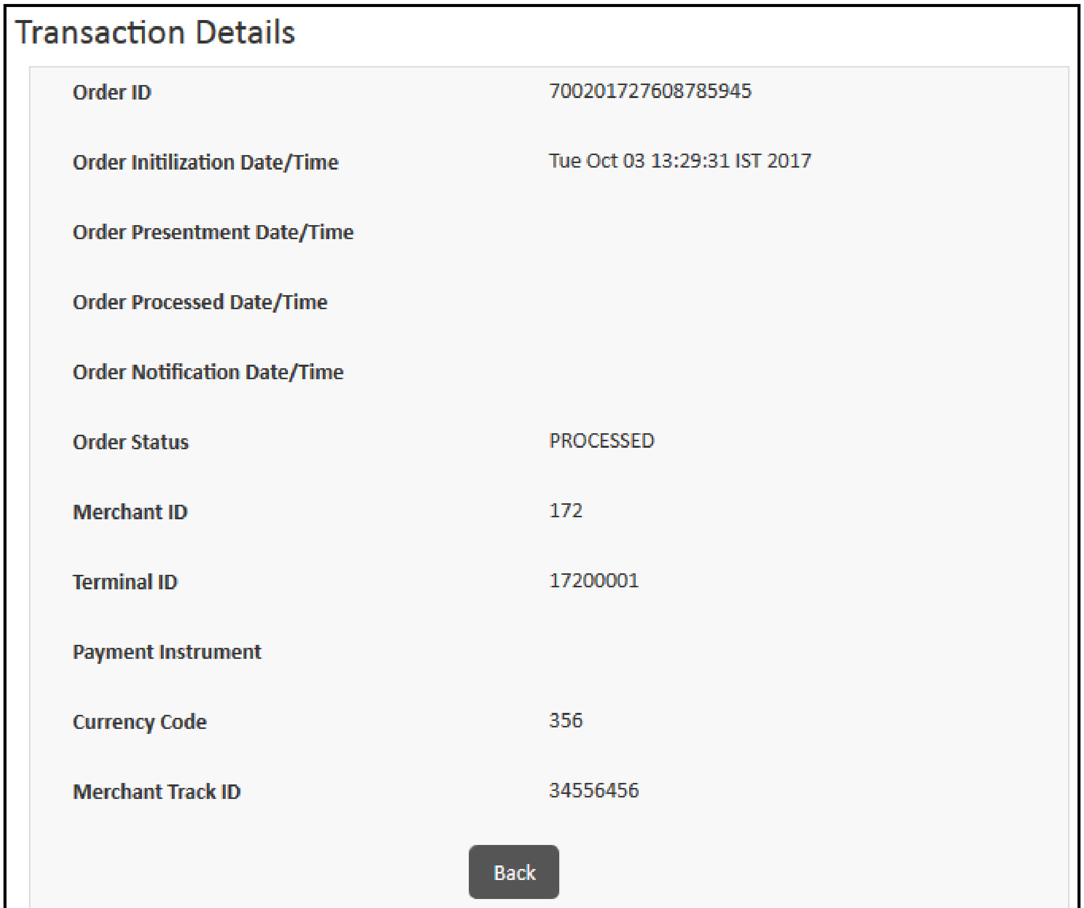


Figure 45: The Transaction Details screen

Chapter 7 Generating Reports

You can download the reports in CSV, HTML, or TXT format depending on the report configuration.

You can generate, view, and download the following reports:

- Generate transaction reports
- Generate order reports

7.1. Generate transaction reports

Transaction reports contain the details of transactions that have been taken place between a specific time interval or filter conditions. You can generate, view, and download the following transaction reports:

- **Merchant Velocity Report** – This report contains the aggregated transaction count and transaction amount on a specific date for a merchant.
- **Transaction Summary Report** – This report contains the number and amount of successful and failed transactions.
- **Transaction Detail Report** – This report contains the details of transactions initiated.

Perform the following steps to generate a transaction report:

1. Point to **Reports > Transaction Reports**, and then click a report name to open the respective report screen.

   For example, to generate a merchant velocity report, point to **Reports > Transaction Reports** and then click **Merchant Velocity Report** to open the **Merchant Velocity Report** screen.

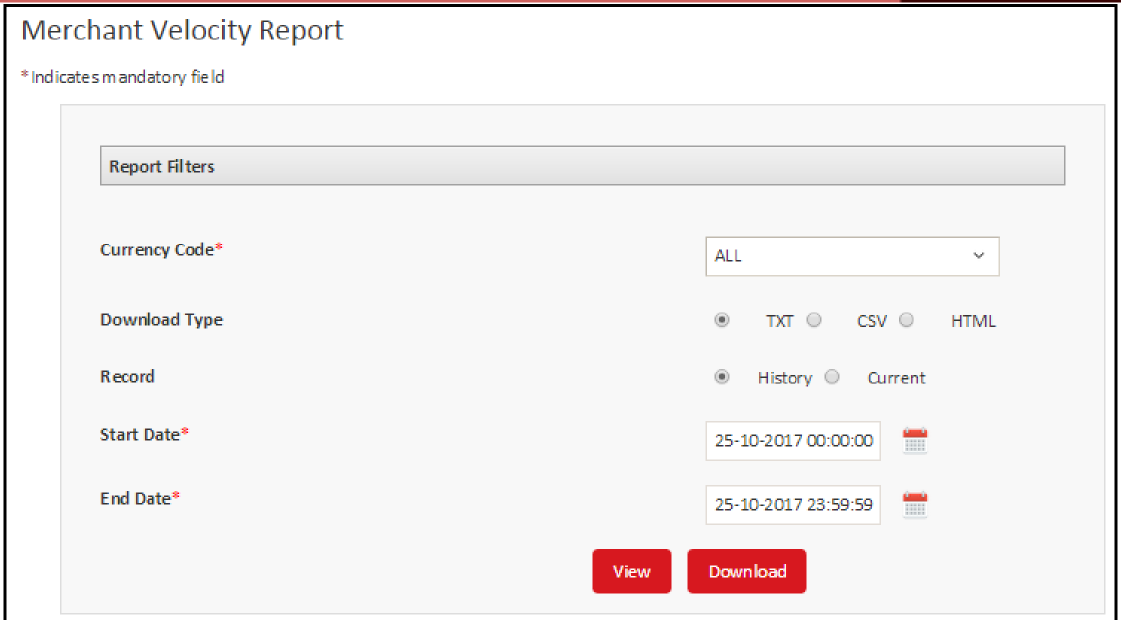


Figure 46: The Merchant Velocity Report screen

2. Depending on the report configuration, if required, specify any of the following criteria to generate the report.

Field	Description
Currency Code	Click the 3-digit ISO code of the currency.
Download Type	Click a format to download the report.
Record	Click a **History** or **Current** to indicate the record type for the report.
Start Date	Click to select the start date to filter the records.
End Date	Click to select the end date to filter the records.
Terminal ID	Click the identification code of the terminal to filter the records.
Payment Instruments	Click a payment method to filter the records for.
Action	Click an action to filter the records for.
Result Code	Click a result or status of the transaction to filter the records for.
Brand	Click a brand name to filter the records for.
Transaction ID	Type the unique identification code of a transaction.
BIN Number	Type the BIN number.
Authorization Code	Type the unique authorization code.
Batch ID	Type the batch identification code.

Field	Description
Reference ID	Type the reference identification number.
Card Number	Type the card number.
Merchant Track ID	Type the merchant's unique transaction track ID.
Cardholder Name	Type the name of the cardholder.
Sort By	Click a criterion to sort the records in the report.
View Type	Click a **Normal View** or **Extend View** to indicate the type to display the report.
Post Date	Type the date received from the Switch for each transaction.

3. Depending on the report configuration, to view the report, click **View**.

   Alternatively, to download the report, click **Download** and specify the location to save the report.

7.2. Generate order reports

Order reports contain the order details of transactions that have been taken place between a specific time interval or filter conditions. You can generate, view, and and download the following order reports:

- **Order Summary Report** – This report contains the count of transactions for each processing status.
- **Order Detail Report** – This report contains the order details for a transaction based on the payment ID.

Perform the following steps to generate a transaction report:

1. Point to **Reports > Order Reports**, and then click a report name to open the respective report screen.

   For example, to generate an order summary report, point to **Reports > Order Reports**, and then click **Order Summary Report** to open the **Order Summary Report** screen.

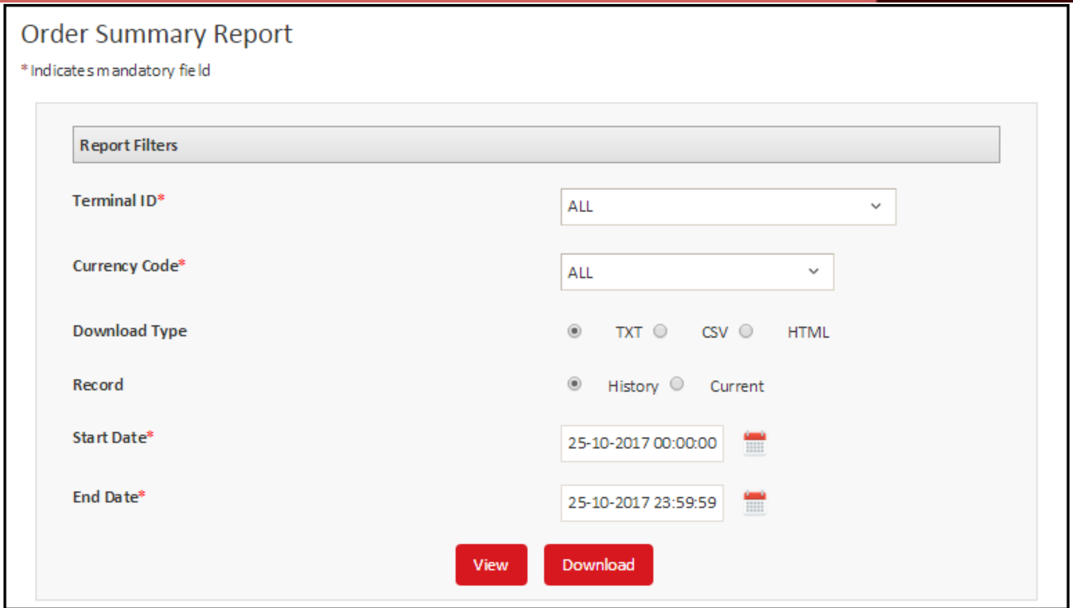


Figure 47: The Order Summary Report screen

2. Depending on the report configuration, if required, specify any of the following criteria to generate the report.

Field	Description
Terminal ID	Click the identification code of the terminal to filter the records.
Currency Code	Click the 3-digit ISO code of the currency.
Download Type	Click a format to download the report.
Record	Click a **History** or **Current** to indicate the record type for the report.
Start Date	Click to select the start date to filter the records.
End Date	Click to select the end date to filter the records.
Order ID	Type the unique identification code of the order.
Merchant Track ID	Type the merchant's unique transaction track ID.
Order Status	Click the status of the order to filter the records.
Sort By	Click a criterion to sort the records in the report.
View Type	Click a **Normal View** or **Extend View** to indicate the type to display the report.

3. Depending on the report configuration, to view the report, click **View**.

   Alternatively, to download the report, click **Download** and specify the location to save the report.

Chapter 8 Additional Features

Apart from the general payment functionalities, FSS Payment Gateway enables you to perform few additional tasks in this module. You can add system news, set guidelines for the merchants and compile all frequently raised or addressed queries.

This chapter details the procedure for the following

This chapter details the procedure for the following

- View system news
- View merchant guidelines
- View frequently asked questions

8.1. View system news

You can view any additional information or news about the system. Perform the following steps to view the news items:

- Point to **Others** and click **System News** to open the **System News** screen.

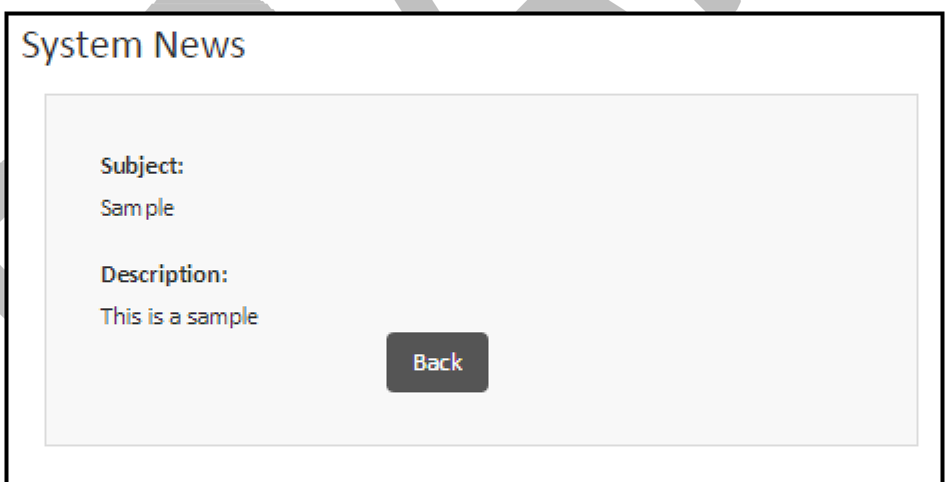


Figure 48: The System News screen

8.2. View merchant guidelines

Perform the following steps to view the guidelines set by your administrator:

- Point to **Others** and click **Merchant Guidelines** to open the **Merchant Guidelines** screen.

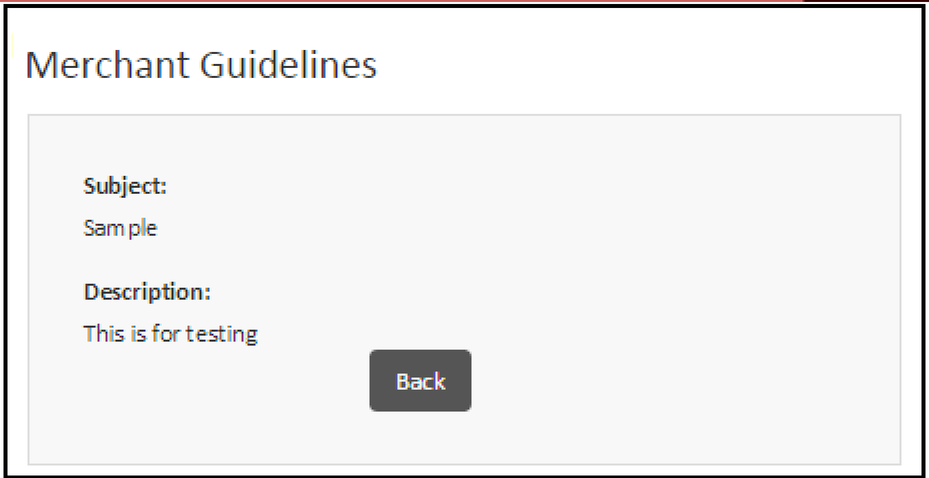


Figure 49: The Merchant Guidelines screen

8.3. View frequently asked questions

You can view the answers for the queries that are raised frequently. Perform the following steps to view the frequently asked questions and their answers:

- Point to **Others** and click **FAQ** to open the **FAQ** screen.

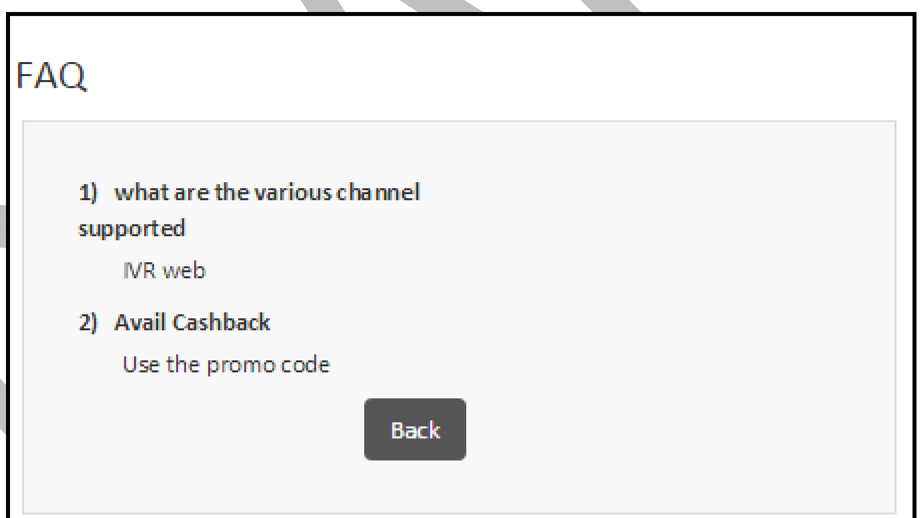


Figure 50: The FAQ screen

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