



## **Personal account manual**

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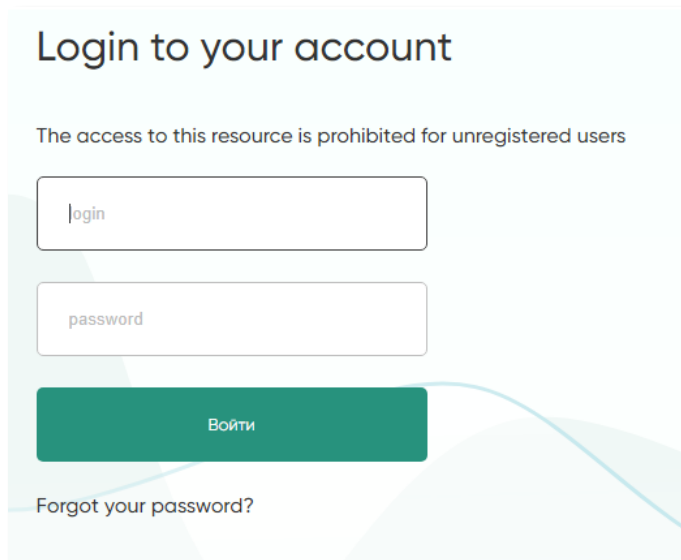
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## 1. Logging in

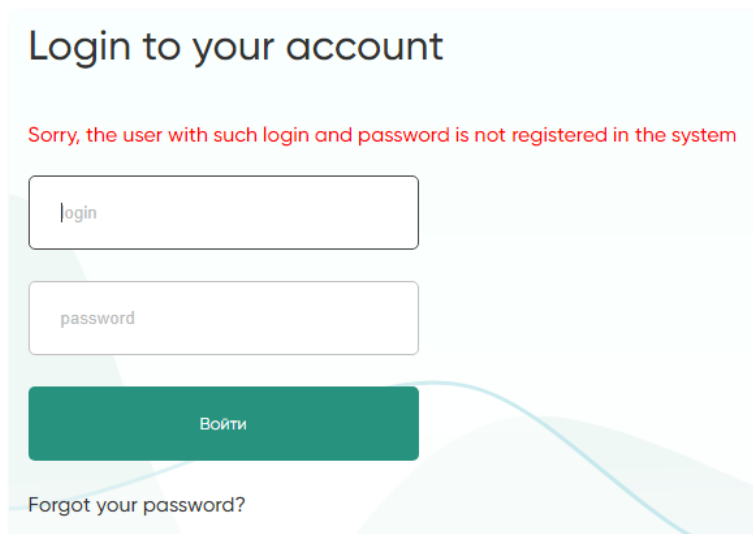
To log into Personal Account you should enter your login and password on your Personal account page\* and press *Commit* button. Then you will come into the Personal Account.



The screenshot shows a login form titled "Login to your account". Below the title, there is a message: "The access to this resource is prohibited for unregistered users". The form contains two input fields: "login" and "password". Below these fields is a green button labeled "Войти" (Login). At the bottom left of the form, there is a link that says "Forgot your password?".

Picture1 – Log-in window.

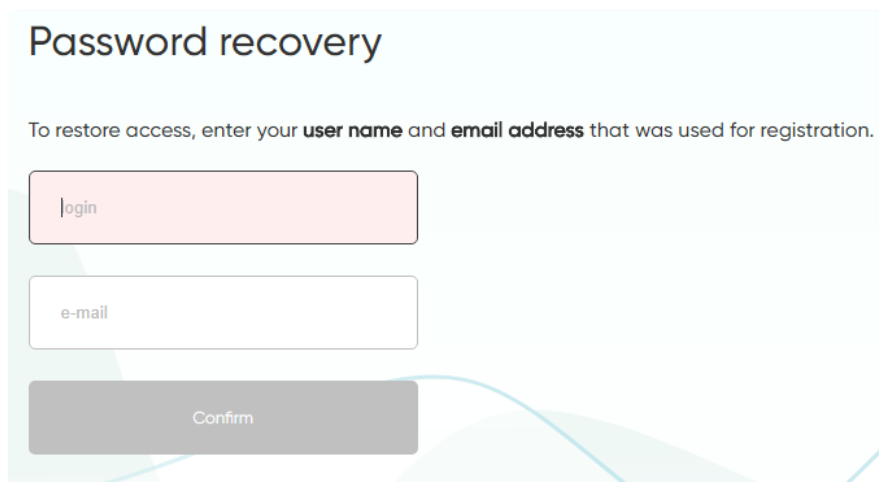
If the login or password is entered not correctly, the following message appears:



The screenshot shows the same login form as in Picture 1, but with an error message displayed in red text: "Sorry, the user with such login and password is not registered in the system". The input fields and the "Войти" button are still visible.

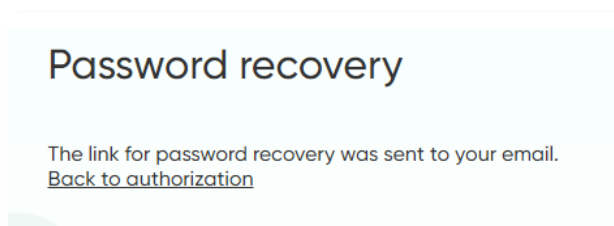
Picture 2 – Result of unsuccessful authorization.

It is possible to recover a forgotten password. Click on the "*Forgot your password?*" button, which opens the password recovery page.



Picture 3 – Password recovery page

Here you have to enter the used account name (login) and the e-mail address specified when creating this account. If this login exists in the system and it corresponds to this e-mail address, the following message will be displayed on the screen:



Picture 4 – Message about the Email for password recovery

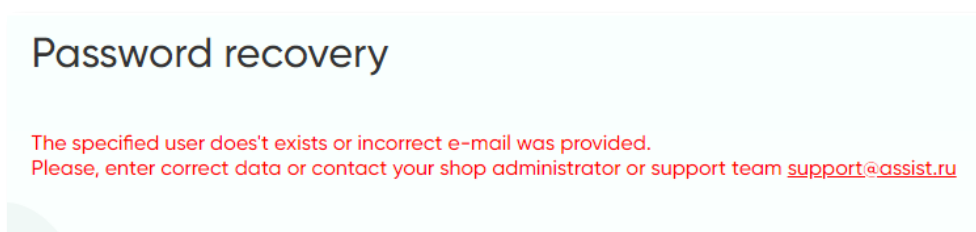
By clicking on the link, the user can set a new password.

**Attention!** Password should be 8 to 20 symbols long and should contain Latin alphabet symbols (upper/lower case) and digits. Password must contain both – alphabet symbols and digits. The password can not repeat any of the last three passwords previously used for this account.

The link for password recovery is valid for a limited time. The validity period of the link will be sent in the Email for password recovery.

**Note.** An Email message with the link for password recovery will be generated in the language that was set for this user in the system.

If the specified login does not exist in the system, or the specified e-mail address does not match, or the user does not have the right to change their own password, the following message will be displayed:



Picture 5 – Unsuccessful password recovery

The following modules are available in the Personal Account: *Orders monitor*, *Reports* and *Options*. Other modules are available to users with the appropriate rights.

**\*Attention!** There are two different user interfaces for working with the Personal Account of IPS Assist:

- Personal Account for test mode of merchant [https://account.demo.paysecure.ru](https://account.demo.paysecure.ru;);
- Personal Account for operation mode of merchant <https://account.paysecure.ru/>.

## 2. Main page

This page is shown after you login into the Personal Account or when you press on Enterprise options in the navigation panel on left side of the page. On this page you can see:

- Notifications that are addressed to your enterprise;
- The enterprise information (list of shown parameters are in the Table 1);
- Current user notifications (if the user has the appropriate rights to view of notifications), the displayed notification can be hidden or deleted using the corresponding buttons on the right side of the notification row; the text of the unread notifications is displayed in bold;
- List of the enterprise merchants shown in the table (list of shown parameters are in the Table 2).

Table 1 - list of the enterprise parameters

Name
Full name
Legal address
Post address
Official person
Contacts: Administrative and Technical.

Table 2 - list of merchants parameters

Name	Description
ID	The merchant ID
Name	The merchant name
URL	URL of merchant
Test mode	If merchant is in the test mode then 'Yes' is shown and 'no' in other way
Available payment systems	List of that payment means which can be accepted by this merchant

**Note.** Some notifications require confirmation from the user. The corresponding tools are displayed in the window of such notifications. See chapter 4 for details.

### 3. Orders monitor

Section 'Orders monitor' (tab *Orders*) is designed to provide the order payment information, and it also allows to perform the payment confirmation, payment cancellation, to print bills and to get additional information's about the merchants orders.

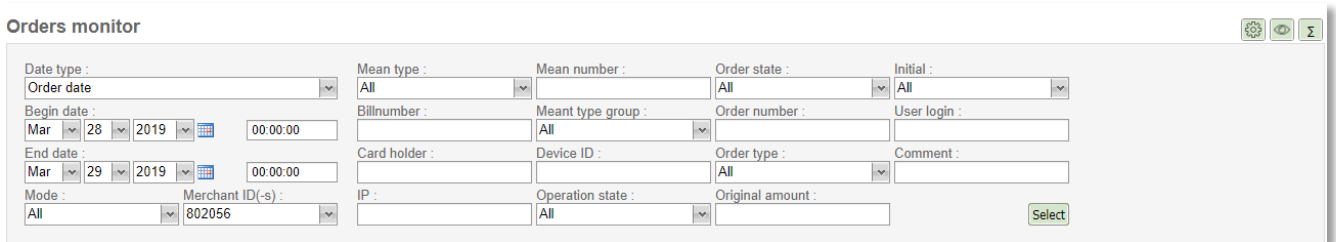
In addition, the tab *Operations* displays information about the all operations of performed orders.

#### 3.1. Order search

The number of filters is available in Orders monitor for convenient work. They allow you to search orders by known criteria.

Filters are applied when you press 'Select' button.

All filters are on top of the orders monitoring window.



The screenshot shows the 'Orders monitor' window with a grid of filter fields. The fields include: Date type (dropdown), Order date (calendar), Mean type (dropdown), Mean number (text), Order state (dropdown), Initial (dropdown), Begin date (calendar), End date (calendar), Billnumber (text), Meant type group (dropdown), Order number (text), User login (text), Card holder (text), Device ID (text), Order type (dropdown), Comment (text), Mode (dropdown), Merchant ID(-s) (text), IP (text), Operation state (dropdown), Original amount (text), and a 'Select' button.

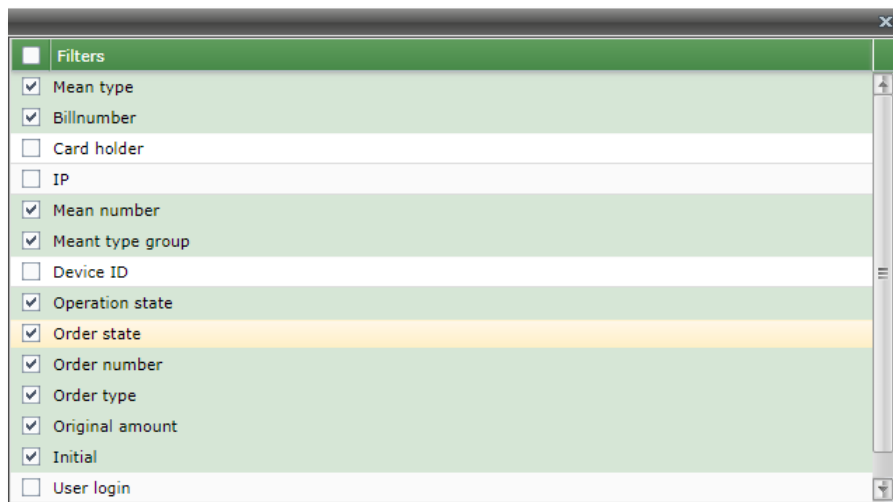
Picture 6 – Orders monitoring filters

The various filters are available to use in Orders monitor. You can change the set of the displayed filters using the filters settings button, located to the right in the upper part of the Orders monitor window.



Picture 7 –The filters settings button

Press the filters settings button to open an additional window in which you can select the necessary filters to be displayed:



The screenshot shows a 'Filters' settings window with a list of filter options. The options are: Mean type (checked), Billnumber (checked), Card holder (unchecked), IP (unchecked), Mean number (checked), Meant type group (checked), Device ID (unchecked), Operation state (checked), Order state (checked), Order number (checked), Order type (checked), Original amount (checked), Initial (checked), and User login (unchecked).

Picture 8 –The filters settings window

The following filters are available to search orders in Orders monitor:

- **Date type** – drop-down list, it determines the date period interpretation (search by date of order creation, date of the operation start or date of operation finish). Search by order creation date is selected by default.
- **Begin date – End date** – pair of controls. Each of them allows to enter the year, month, day, hour, minutes, and seconds. They both together provide the date period to search.
- **Mode** – drop-down list of order modes: All, Production or Test.

- **Merchant ID(-s)** – drop-down list that allows multi-selection, it contains merchants' list. Only orders of selected merchants will be shown in the search result. It is also possible to select all merchants by clicking box in the header.
- **Mean type** – the drop-down list of types of payment means - MC, VISA and etc.
- **Billnumber** – internal order number. By providing this number you can search only by billnumber (ignoring rest of filters including dates period). Search is performed by exact match only.
- **Card holder** – text field. Search is performed by exact match and it is case-sensitive.
- **IP** – text field of customer IP entering. Search is performed by exact match.
- **Mean number** – text field for entering last 4 digits of the card number.
- **Mean type group** – drop-down list of type groups of payment means – credit cards, e-wallets and etc.
- **Device ID** - only for Assist mPOS mobile application users. Search by ID of devices on which payments were made.
- **Operation state** – drop-down list of available operation statuses.
- **Order state** – drop-down list of available order statuses.
- **Order number** – merchant's order number (case-insensitive).

**NOTE!** When full order number is inputted search is performed by exact match (ignoring rest of filters including dates period).

If order number is not inputted or a mask is used (order number contains % symbol(-s)) then search is performed within the selected times period and considering rest of filters. Mask usage is described in the annex 1.

- **Order type** – drop-down list of order types: *Normal, Recurrent, Billing, Split, Accrual, Autorecurrent, All*.
- **Original amount** – text field for amount entering (without penny/cents, only whole numbers).
- **Initial** – drop-down list of recurrent order types: 'yes' – for initial and 'all' – for all.
- **User login** – only for Assist mPOS mobile application users. Case insensitive search by user login in IPS Assist which was used by order creation. The search by a mask is possible too. Mask usage is described in the annex 1.
- **Comment** – order comment. The search by a mask is possible. Mask usage is described in the annex 1.

If more than one criteria are filled (for example, Merchant, Mode and Order number) then orders which fit to all search criteria appear in the search results table.

**NOTE!** The result's window shows only 500 first orders. When number of selected orders is greater than 500, only 500 are shown. Provide more restricting search criteria in such cases (shorten dates' period or use additional filters).

To increase the number of together displayed orders on the screen you can temporarily hide the top filter bar using the special button located to the right at the top of the Orders monitor window:



Picture 9 – Filter bar display button

Clicking the button hides the filter bar at the top of the screen:



Picture 10 – Outward of the screen when the filter bar is hidden

Press the button again to return the display of the filter bar at the top of the screen.

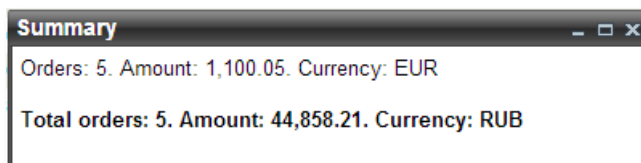
There is an ability to get summary information about orders, which are shown in the Orders monitor window. To see that information press 'Summary' button located to the right at the top of the Orders monitor window:



Picture 11 – Summary button



You'll see a total amounts for each currency and numbers of orders. Grand total amount and total order count are shown in bottom.



Picture 12 – Summary information

### 3.2. Search results

Each order is displayed as a row in the result table. The number of displayed parameters can be changed in a table context menu.

Table's context menu can be opened by right click on the table header.

You can change the set of the displayed columns in the 'Columns' option of the table's context menu. You can check or uncheck any column to change its visibility.

Common list of orders parameters is in the Table 3.

Table 3 – Common list of order parameters

Column name	Description
BillNumber	Internal order number which is assigned by the system
Order number	Order number which is assigned by merchant or can be generated by system (depending on the merchant settings)
Mode	Production or test. 'T' letter is displayed for orders which is processed in the test mode
Date	Date/time of order creation in the system (in enterprise's time zone). <b>Note!</b> Order monitoring can show details of any order within last 1,5 years. If you need previous orders details, please, contact support team (support@assist.ru).
Authorization amount	The authorization amount
Authorization currency	The authorization currency
Amount (original currency)	Amount provided by customer
Recipient card	Recipient card mask. Displayed only for C2C orders. The parameter value is empty for all other orders. This column is not displayed by default.
Original currency	Currency provided by customer
Payment mode	Payment mode
Merchant ID	Unique identification of the merchant in the system
Merchant	Merchant's name
Customer	Customer name
Customer E-mail	Customer E-mail
Cardholder	Card-holder
Mean number	The payment means number, for example card number. Only 6 first and last 4 digits are shown in the card number, for example: 411111*****1111
Mean type	Payment mean type that was used for the payment
Processing	Processing name
3DSec	Information about 3DSecure check. Blue mark «3DSec» – card is involved Gray mark «3DSec» – card is not involved In all rest cases mark «3DSec» is not displayed Information about 3DSecure authorization «Y» - 3DSecure authorization was passed successfully «N» - 3DSecure authorization wasn't passed «A» - there was attempt of 3DSecure authorization In all rest cases – nothing displayed.

	For 3DSec version 2.0, 3 parameters are displayed with «/» as delimiter: the version number (2), information about 3DSecure authorization with new codes for the check results: «U» – unable to authenticate the payer «R»- the authentication is rejected «C» – canceled authentication «E» – error during authentication, as well as challenge information: «C» – Challenge flow «F» – Frictionless flow, If there is no information about the check results, the symbol «-» is displayed instead of the corresponding parameter
Cancel count	Number of cancellations which were made on the order
Cancel amount	Total amount of canceled funds on this order
State	Order state (Approved, Declined and etc.)
Type	Order type
Initial order number	Initial order number (for recurrent orders)
Error message	Error message
Comment	Comment
Fraud	Probability of fraud, in percent

### 3.3. Saving data to file

There is an ability to save displayed data in the file within the Orders monitor window. Press the button 'Export' (in the right bottom corner of the window) for it. Since only 500 rows of data are displayed, two options will be prompted after the pressing of 'Export' button:

- export data only from result table (grid limit 500);
- export data which is selected by filters (row limit 5000, period limit 30 days).

In the same dialog you can also change digits delimiter in the expanded section 'Export'. After selecting desired options press the 'Export' button.

**NOTE!** User must have the appropriate rights to do the export.

CSV format is used for export of data. File name: *ordersYYYYMMDDhhmm\_YYYYMMDDhhmm*, where YYYYMMDDhhmm\_YYYYMMDDhhmm – begin and end dates/times (in enterprise's time zone) of the search.

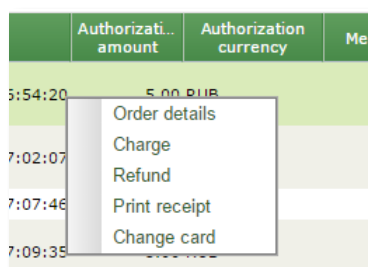
**NOTE!** The exported data has all possible columns, not depending of columns which are shown in the result table (see sect. 3.1).

You can open or save the exported data file (in a dialog that browser provides).

**NOTE!** Some tips regarding CSV format are described in the annex 2.

### 3.4. Order details

Detailed order data is available through the order's context menu. Right click on the order will show the order's context menu, click on 'Order details' to see the order details.



Picture 13 – Order's context menu

Selecting 'Order details' option in order context menu will open dialog with two tabs: 'Common info' and 'Operations'.

**Order details: 28042010\_90002**

**Common info** | Operations

**Order info**

State : Approved  
 Order number : 28042010\_90002  
 Billnumber : 5802056102607596  
 Date : 07.02.2013 16:03:48  
 Amount (original currency) : 100.01 EUR  
 Payment mode : ECOM  
 Fraud :  
 Error message :  
 Error hint :

**Mean info**

Mean number : 552926\*\*\*\*6119  
 Cardholder : TEST  
 Authorization code : F43572

**Merchant info**

Merchant : Zeitwerkhaus  
 Merchant ID : 802056

**Customer info**

Customer : TestovS TestS TS.  
 190008 Россия г. Москва  
 Санкт-Петербург Литейный пр.  
 3  
 Customer address :  
 Customer e-mail : ochizhikova@paysecure.ru  
 Customer phone : 438-1020 438-1200 438-1200

**Other info**

Cancel count : 0  
 Cancel amount :  
 Type : Normal  
 Mode : Test  
 Comment :

Picture 14 – Order details window

### 3.4.1. Common info

Order details are displayed on the 'Common info' tab, see table 4 for details.

Table 4 – Order details on 'Common info' tab

Name	Description
State	Order state ( <i>Approved, Declined</i> and etc.)
Order number	Order number which is assigned by merchant or can be generated by system (depending on the merchant settings)
BillNumber	Internal order number which is assigned by the system
Date	Payment date
Amount (original currency)	Amount which is provided by merchant
Fraud	Probability of fraud, in percent
Error	Error message
Error hint	Hints on the error
Means number	The payment means number, for example card number. Only 6 first and last 4 digits are shown in the card number, for example: 411111*****1111
Cardholder	Card holder
Customer	Customer name
Customer address	Customer address
Customer E-mail	Customer E-mail
Customer phone	Customer phone: home, business, mobile
Merchant	Merchant's name
Merchant ID	Unique identification of the merchant in the system
Cancel count	Number of cancellations which were made on the order
Cancel amount	Total amount of canceled funds on this order
Type	Order type
Comment	Order comment

### 3.4.2. Operations

All operations, which were performed within order are shown on the 'Operations' tab of order details dialog.

See table 5 for descriptions of the displayed parameters.

Table 5 – common parameters of order operations

Column name	Description
Number in order	Operation number within the order
Order number	Order number
Begin	Date/time of operation beginning
End	Date/time of operation end
Amount	Operation amount
Approved amount	Approved amount
Deposit amount	Deposited amount
Currency	Operation currency
Merchant ID	Merchant ID in IPS Assist
Fraud	Information about fraud
Payment mode	Payment mode (ex.: <i>ECOM, CASH, POS key entry, WS19 – EPORT, MOTO, POS, POSPIN</i> ).
Means type	Payment means type (ex.: VISA)
Means number	Number of payment means (Ex.: 411111*****1111)
Card-holder	Customer name
Processing	Processing name
3DSec	Information about 3DSecure check
Customer IP	Customer IP-address
State	Operation status
Approval code	Authorization code
Type	Operation type
Issuing bank	Issuing bank name.
Error ID	Error ID
Error message	Operation error message

Some details about operation can be seen by right click on the desired operation and selecting the 'Operation details' in the operation context menu.

Operation details: 259070	
Common info	
Number in order :	1
Type :	Approve
State :	Success
Begin :	07.02.2013 16:03:52
End :	07.02.2013 16:06:12
Currency :	RUB
Mean info	
Mean type :	MasterCard
Mean subtype :	Gold
Mean number :	552926****6119
Card-holder :	TEST
Issuing bank :	Bank Hong Kong
Bank country :	Гонконг

Picture 15 – Part of operation details window.

Operation parameters, which are shown in this window are described in table 6.

Table 6 – Common list of operation details

Name	Description
Common info	
Number in order	Operation number within the order
Type	Operation type
State	Operation state
Begin	Date/time of operation beginning
End	Date/time of operation end
Amount	Operation amount
Deposit amount	Deposited amount
Currency	Operation currency
Fraud	Information about fraud
Error message	Operation error message
Error hint	Hints on the error
Main info	
Means type	Payment means type (ex.: VISA)
Means subtype	Payment means subtype (ex.: Platinum)
Means number	Number of payment means (Ex.: 411111*****1111)
Card-holder	Card-holder name
Issuing bank	Name of bank-issuer
Bank country	Bank-issuer country
Payment info	
Processing	Processing name
Protocol	Protocol name
Tran ID [VISA]	Transaction ID in payment system
Payment mode	Payment mode (ex.: <i>ECOM, CASH, POS key entry, WS19 – EPORT, MOTO, POS, POSPIN</i> ).
Billing data	
Billing PostalCode	Customer postal code
Billing Address	Customer address
Billing Name	Customer name
Billing Phone	Customer phone number
Billing Email	Customer Email address
Other info	
Customer IP	IP-address of customer
User	Enterprise user who performed this operation

In the 'Operation details' window the «Cheque» tab can appear (only if the cheque data was sent with the order creating, charging or cancellation). The tab displays all cheque items for this operation, which were received from merchant.



Picture 16 – Tab «Cheque» from operation details window.

If "Cheque is valid" is displayed above cheque items, then all the cheque data was accepted successfully and correspond to the required formats.

If "Cheque is not valid" is displayed above cheque items, then the cheque data was accepted not successfully (not completely) or not correspond to the required formats.

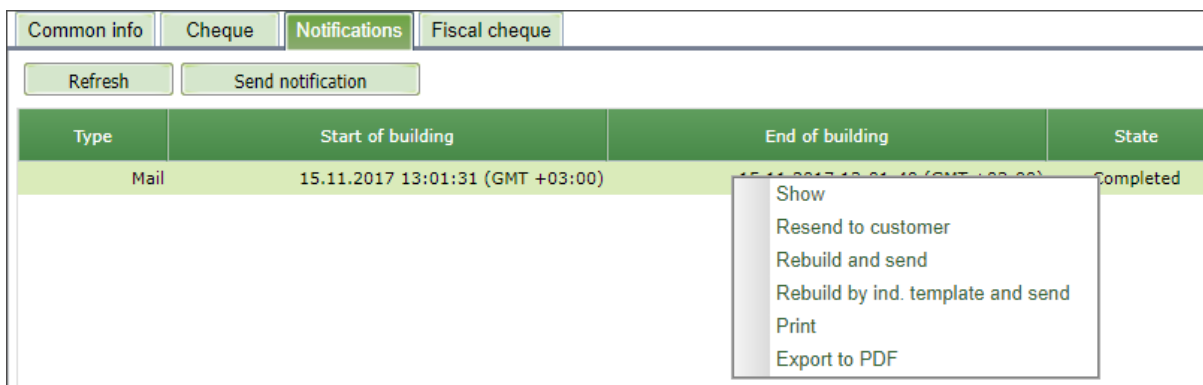
In the 'Operation details' window the «Notifications» tab can appear. The tab displays all notifications, which were sent for this operation. Parameters, which are shown in this tab, are described in table 7.

Table 7 – List of notifications parameters

Name	Description
Type	Type of notification, which was sent to the payer – <i>SMS</i> or <i>Email</i>
Start of building	Start date/time of the notification building
End	End date/time of the notification building
State	Current status of notification ( <i>Completed</i> , <i>Failed</i> , <i>InProgress</i> , <i>Enqueued</i> )
Address	Email address, to which the notification was sent

Here you can perform the following actions over notification: view of sent notification, resend notification to the payer, rebuild or rebuild by individual template and send notification to the payer.

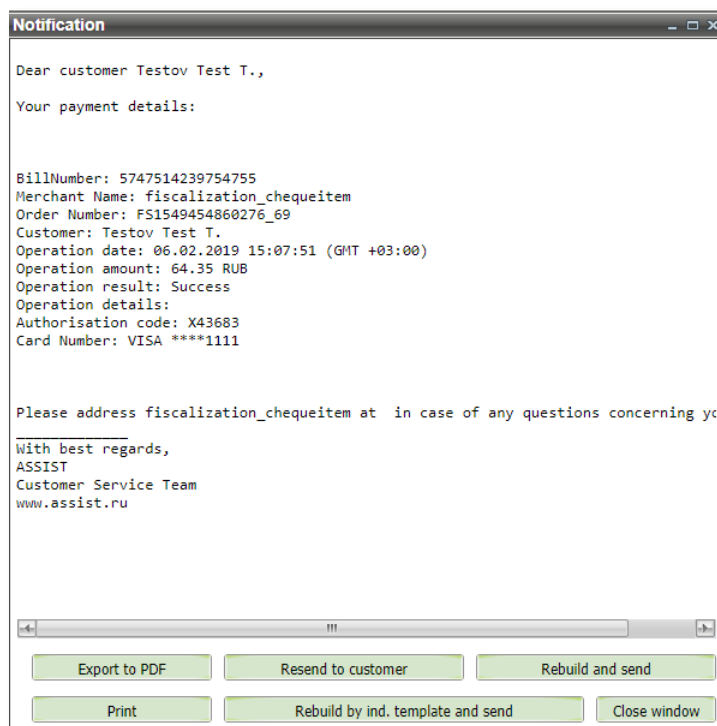
Right click on the desired notification opens the notification's context menu. You can select necessary actions in this menu.



Picture 17 – Notification’s context menu.

If no notifications are displayed in the table, you can send it using the "Send notification" button. To update the state of displayed notifications, use the "Refresh" button.

If you select the 'Show' option in the notification's context menu then the window appears with selected notification.




Picture 18 – View of notification

The buttons at the bottom of the window allow you to finish viewing the sent notification by doing one of the following actions:

- **Export to PDF** - the current notification will be exported to a PDF file;
- **Resend to customer** - send the current notification again, for example, to another Email address;
- **Rebuild and send** - build a notification again by the same template, for example, after editing the template, and send the result to the payer;
- **Print** – printing of the current notification;
- **Rebuild by ind. template and send** - build a notification again by individual template, for example, after adding the individual template, and send the result to the payer;
- **Close window** – close view window.

**Attention!** If the merchant is configured to use an HTML template for this type of notification, then after selecting the "Show" option only the HTML notification is displayed in the new browser window without additional buttons at the bottom of the window.

YOUR PAYMENT DETAILS		
Operation result:	Success	
Bill number:	5747514239754755	
Merchant name:	fiscalization_chequeitem	
Order number:	FS1549454860276_69	
Customer:	Testov Test T.	
Operation date:	06.02.2019 15:07:51 (GMT +03:00)	
Operation amount:	64.35 RUB	
Authorisation code:	X43683	
Card number:	VISA ****1111	

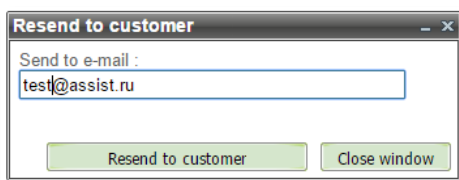
If you have any questions, please contact fiscalization\_chequeitem by .

Best regards,  
Assist Group  
Support Team  
www.assist.ru

Picture 19 – View of HTML-notification

To print of this notification or export it to pdf you can use the standard OS tools.

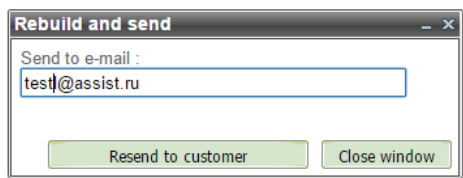
If you select the 'Resend to customer' option in the notification's context menu then the window appears where you can change the Email address to send the notification.



Picture 20 – Resend notification window

The two buttons are at the bottom of the window: 'Resend to customer' – for sending the notification to the specified Email address and 'Close window' – for closing this window.

If you select the 'Rebuild and send' option in the notification's context menu then the window appears where you also can change the Email address to send the notification.

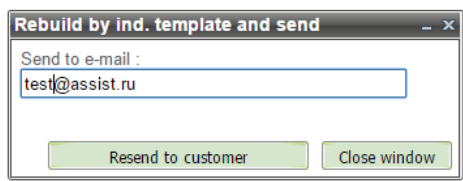


Picture 21 – Rebuild notification window

The two buttons are at the bottom of the window: 'Resend to customer' – for rebuilding and sending the notification to the specified Email address and 'Close window' – for cancel these actions and closing this window.



If you select the *'Rebuild by ind. Template and send'* option in the notification's context menu then the window appears where you also can change the Email address to send the notification.



Picture 22 – Rebuild by ind. template notification window

The two buttons are at the bottom of the window: *'Resend to customer'* – for rebuilding by individual template and sending the notification to the specified Email address and *'Close window'* – for cancel these actions and closing this window.

If you select the *'Print'* option in the notification's context menu then the dialog window appears where you can send a notification to an available printer for printing or cancel printing (the form of the print window and its functionality is determined by the user's browser).

If you select the *'Export to PDF'* option in the notification's context menu then the current notification will be exported to a PDF file. If the merchant uses the HTML template for this type of notification, then the *«Export to PDF»* option in the context menu is inactive. To export, select the *"Show"* option and use the standard OS tools.

In the *'Operation details'* window the *«Fiscal cheque»* tab can appear. The tab displays all fiscal cheque data for this operation, which were sent to the FTS for the detailed operation.

Position number	Text	Price	Quantity	Amount	Tax code	Tax	Payment method ID	Payment method
1	9702059 Сахар	150.00	2.370	355.50	vat20	VAT 20%	3	Advance payment
2	9702058 Макароны пачка 500 г	128.00	5.000	640.00	vat20	VAT 20%	4	Full payment
3	9702057 Пельмени 1 кг	370.00	2.658	983.46	vat120	VAT CALC. 20/...	5	Partial payment and credit
4	9702056 Молоко 1 л	49.00	6.000	294.00	vat120	VAT CALC. 20/...	6	Transfer on credit
5	9702055 Сыр 1 кг	450.00	1.000	450.00	vat10	VAT 10%	2	Prepayment

Picture 23 – Fiscal cheque data

At the bottom of the tab the information on the cheque items is displayed as the table.

Table 8 – List of cheque items parameters

Name	Description
Position number	# of the cheque's position (unique number in the cheque).
Text	Product's code and name.
Price	The cost of a product unit.
Quantity	The product's quantity in the units of the product measurements.
Amount	The cost of a specified quantity of product ( <i>Quantity* Price</i> ).
Tax code	Tax rate identifier (see Annex 4).
Tax	Tax rate (see Annex 4).
Payment method ID	Payment method identifier (see Annex 6).
Payment method	Payment method (see Annex 6).

### 3.4.3. Related orders

This tab (of order details dialog) appears only for the recurrent orders. Initial payment is considered as main order while all recurrent payments are considered as depended orders.

Details, which are displayed on this tab are described in table 9.

Table 9 – Recurrent order details.

Name	Description
Minimal amount of recurrent payments	Amount (in Rubles)
Maximum amount of recurrent payments	Amount (in Rubles)
Periodicity of recurrent payments (in days)	Periodicity in days

The tab displays the initial order data and data of all following recurrent payments. List of displayed data is presented in the table 3.

### 3.4.4. Cheque

In the 'Order details' window the «Cheque» tab can appear (only if the cheque data was sent with the order creating, charging or cancellation). The tab displays all cheque items for this order, which were received from merchant.

Parameters, which are shown in the tab «Cheque», are described in table 10.

Table 10 – List of cheque parameters

Name	Description
Product	Product's code
Name	Product's name
Quantity	The product's quantity in the units of the product measurements
Amount	The cost of a specified quantity of product
Price	The cost of a product unit
Tax	Tax rate identifier (see Annex 4)

If "Cheque is valid" is displayed above the table with cheque parameters, then all the cheque data was accepted successfully and correspond to the required formats.

If "Cheque is not valid" is displayed above the table with cheque parameters, then the cheque data was accepted not successfully (not completely) or not correspond to the required formats.

Product	Name	Quantity	Amount	Price	Tax
9702059	Сахар	2.37	355.50	150.00	vat18
9702058	Макароны пачка 500 г	5	640.00	128.00	vat20
9702057	Пельмени 1 кг	2.658	983.46	370.00	vat118
9702056	Молоко 1 л	6	294.00	49.00	vat120
9702055	Сыр 1 кг	1	450.00	450.00	vat10

Picture 24 – Tab «Cheque» from order details window.

### 3.5. Order Actions

You can perform the following actions over order in the Order monitor window: payment confirmation (Charge), payment cancellation (Refund), print the bill (Print receipt).

Right click on the desired order opens the order's context menu. You can select necessary actions in this menu.

You also can select several orders and perform action over the group of orders. Hold CTRL button and select orders via click on the order, or hold Shift button and select range of orders using up/down cursor keys. After selection of orders you can open context menu and select action.

There are check boxes on each row in action window and only selected orders will be performed by action (any of actions which is described below). If you don't want to perform an action on some orders in the list – just remove check mark on them before action performing.

#### 3.5.1. Order payment confirmation

If merchant uses a double-phase payment mode then after completing authorization the enterprise has 4 days to confirm the payment (to confirm money withdrawal from the customer's account). Any enterprise's user (who has appropriate rights) can confirm the payment by right-click on the order(-s) and selecting 'Charge' option in the order's context menu.

You can easily find all unconfirmed orders by selecting 'Delayed' in the 'Order state' filter. Orders which await payment confirmation and which are within the selected time period (and probably other criteria applied if they are filled) will be shown.

When you select 'Charge' option in the order's context menu the 'Charge' window will appear as it shown on the picture 25.

Operation number	Order number	Date	Cardholder	Mean number	Mean type	Amount	Charge amount	Currency
1	19032013_10	19.03.2013 14:26:25	TEST	546792****4128	MasterCard	64.35	64.35	RUB

Picture 25 – Order payment confirmation dialog.

The list of the order properties, which are displayed in the confirmation window are described in the table 11.

Table 11 - List of the displayed order properties in the confirmation window.

Column name	Description
Merchant	Merchant name
Billnumber	Internal order number
Order number	Order number
Data	Order creation date/time
Card-holder	Card-holder
Means number	Number of payment means
Amount	Successfully authorized amount (It is maximum amount that can be charged)
Charge amount	Confirmation amount (by default it is full order amount)
Currency	Currency of authorized amount
Comment	Order comment
Result	Operation result. If the enterprise uses one-phase payment mode then this field shows the message: <i>'Confirmation of payment is not required.'</i>

If confirmation is not required for order then it is not marked and *'Result'* field shows related message.

*'Charge amount'* by default filled by full authorized amount. Some processings allow to confirm partial amount. For this – enter the desired amount in the *'Charge amount'* field.

If merchant works with the cheque and sends the cheque items when ordering, then the confirmation can be performed only for orders with cheque items.

If your merchant works with the cheque, but does not send the cheque items when ordering, you can add the necessary cheque items manually on confirmation.

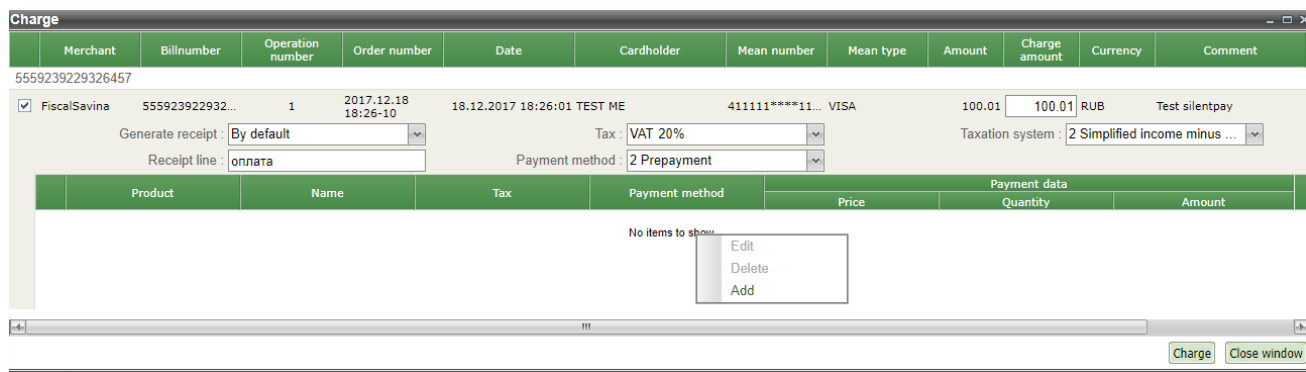
The screenshot shows a window titled 'Charge' with a table of order items. The table has columns: Merchant, Billnumber, Operation number, Order number, Date, Cardholder, Mean number, Mean type, Amount, Charge amount, and Currency. The first row shows a merchant 'test1120-2', bill number '5652881239223476', operation number '1', order number '261220180840...', date '26.12.2018 08:40:04', cardholder 'TEST', mean number '545301\*\*\*\*44...', mean type 'MasterCard', amount '128.50', and charge amount '128.50 RUB'. Below the table, there are several dropdown menus and text boxes for fiscalization parameters: 'Generate receipt' (By default), 'Tax' (VAT 20%), 'Taxation system' (3 Unified tax on imputed in...), 'Receipt line' (Онлата уснр по заказу 7788), and 'Payment method' (3 Advance payment).

Picture 26 – Order items on confirmation.

If there is fiscalization for the confirmed order, the corresponding parameters are also displayed in the confirmation window. Depending on the fiscalization settings agreed with the merchant, the following options of the displaying parameters are possible:

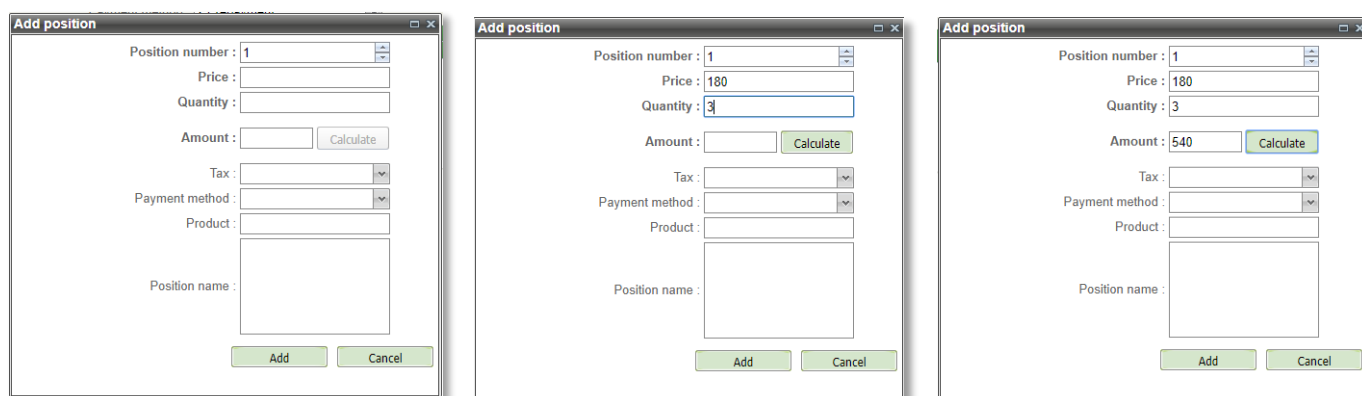
- 1) Fiscalization is performed at the order authorization. The all fiscalization parameters must be sent by the merchant with the authorization request. If the fiscalization parameters were not sent, then they are set by default according to the merchant settings. The fiscalization settings are not available for editing in the confirmation window.
- 2) Fiscalization is performed at the order confirmation. If the fiscalization parameters were sent, they are displayed in the confirmation window and are available for editing. If the fiscalization parameters were not sent, then they are set by default according to the merchant settings and available for editing in the confirmation window.

To add an item, call the context menu with the right click on the empty field of the order item table.



Picture 27 – Order items context menu.

If you select the "Add" option in the order items context menu then a window opens where you can enter the order item parameters.



Picture 28 – Item adding window.

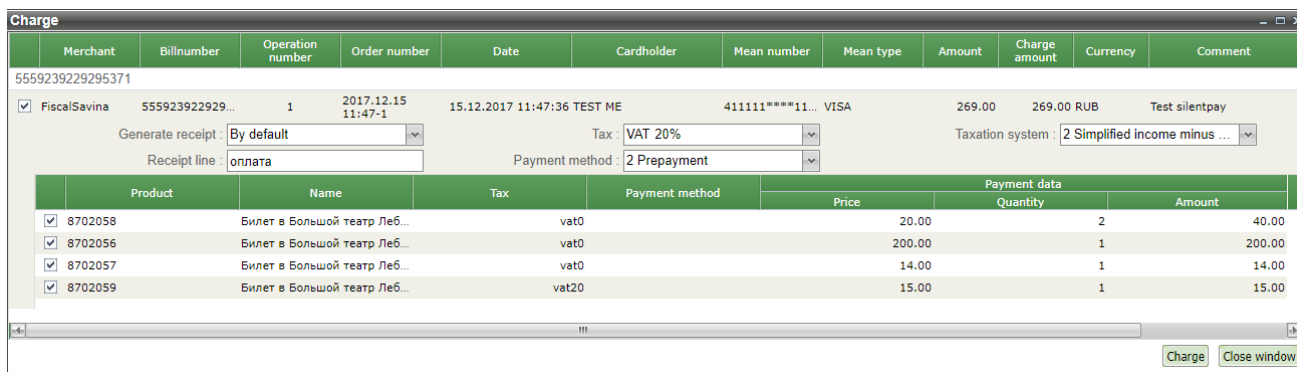
After filling the "Price" and "Quantity" fields, the "Calculate" button becomes active. Pressing this button automatically fills the "Amount" field with the calculated value ( $Price \times Quantity$ ).

List of parameters, which have to be filled is specified in the table 12:

Table 12 – List of parameters in the item adding window

Parameter	Mandatory field	Adopted values	Comment
<b>Position number</b>	Yes	Number	# of the cheque's item (unique number for cheque)
<b>Price</b>	Yes	Number, 15 digits (delimiter: '.')	The cost of a product unit
<b>Quantity</b>	Yes	Number, digits (delimiter: '.')	The product's quantity in the units of the product measurements
<b>Amount</b>	Yes	Number, 15 digits (delimiter: '.')	The cost of a specified quantity of product
<b>Tax</b>	No	Select from the list of available values	Tax rate identifier
<b>Payment mode</b>	No	Select from the list of available values	Payment method (see Annex 6)
<b>Product code</b>	No	String (50)	Product's code
<b>Position name</b>	No	String (250)	Product's name

After adding the next order item, all items will be displayed as a table in the "Charge" window.



Picture 29 – Charge window with the list of items.

Using the context menu, you can also edit or delete the added items.

Confirmation can be carried out in full or in part on the marked items.

**Attention!** Confirmation of the order is possible only if the sum of all the items does not exceed the order amount.

After pressing 'Charge' button the 'Result' column will show the results of confirmation for each order which was selected. In case of failure the corresponding error message is displayed in the 'Result' field.

If confirmation fails due to technical reason, the confirmation can be repeated. Repeated confirmation can't make a double withdrawal from the customer's account, only one successful charge operation is possible.

Payments, which are not confirmed in time (5-14 days depending on the bank) are automatically canceled.

### 3.5.2. Payment cancellation

Personal account allows to perform following types of refunds and cancellations: authorization return, partial cancellation, cash refund and financial transaction cancellation.

**Authorization return (on-line cancellation)** is a procedure for the cancellation of authorization by credit card payment before financial transaction\* is created.

\* Financial transaction – is process of providing to the processing center of payment information to clear the payment transaction (to confirm the customer account withdrawal)

Normally the authorization can be canceled within the same day when this authorization is made.

Authorization return can be performed only on the full authorization amount.

**Partial cancellation** is admissible for processings that allows this, before the financial transaction is effected. When a partial cancellation is performed after the successful authorization the financial transaction will be performed for the remaining amount of the payment.

Partial cancellation for enterprise which operating based on the double-stage payment mode is possible only after payment confirmation (before the financial transaction is performed).

**Financial transaction cancellation** is the cancellation of the credit card payment operation. It is performed after the financial transaction had been performed.

The financial transaction cancellation operation implies a full refund, taking into account the possible performs of the currency differences on the date of payment and on the date of financial transaction cancellation.

A financial transaction can be canceled only for processings that have ability to perform this operation.

**Cash refund** is a procedure of full or partial funds return to customer over payment that was performed in the enterprise's Internet-shop using credit card. Refund operation can be performed after the financial transaction has been performed.

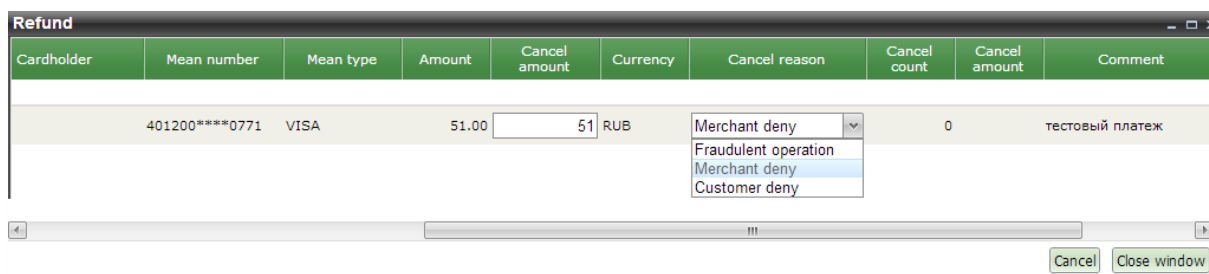
Refund operation applies for any types of return on DCL, JCB and AMEX cards.

Refund is applicable for any partial amount returns.

Refund operation can also be applied to returns of a full amount, when only such type of cash return operations is admissible for the processing.

**NOTE!** Only 3 cancellations are possible on one authorization.

When you select 'Refund' option from the order's context menu the window with the orders' parameters will be opened.



Picture 30 – Payment cancellation window.

List of the displayed parameters is presented in the table 13.

Table 13 – List of order parameters in payment cancellation window

Name	Description
Merchant	Merchant name
Billnumber	Internal order number
Order number	Order number
Data	Order creation date/time
Card-holder	Card-holder
Means number	Payment means number
Amount	Successfully authorized amount (It is maximum amount that can be canceled)
Cancel amount	Cancellation amount (by default it is full order amount)
Currency	Currency of authorized amount
Cancel reason	Drop-down list with possible cancellation reasons: <ul style="list-style-type: none"> <li>• Merchant deny (default)</li> <li>• Customer deny</li> <li>• Fraudulent operation</li> </ul>
Cancel count	The number of cancellations which already performed on this order
Cancel amount	Total amount of already returned funds
Comment	Order comment
Result	Operation result. When cancellation on this order is not possible this field shows the corresponding message.

When cancellation can't be performed, the order is not selected and the 'Result' field shows the corresponding message.

Column 'Cancel amount' contains (by default) the full authorization amount. It can be changed (decreased) in case when a partial cancellation is required (for example the customer decided to return a part of the ordered items). The 'Reason' field should be set according to reason of cancellation. By default it is set to 'Merchant deny' value.

**NOTE!** During the payment cancellation there is no need to specify exact type of cancellation – system will choose the appropriate type automatically.

After pressing 'Cancel' results of cancellations are displayed in the 'Result' column while fields 'Cancel count' and 'Cancel amount' are updated according to results of operations. In case of cancellation's failure the corresponding error message is displayed. Usually in this case you can try to effect cancellation again.

If the cheque data was transferred with the order creation, then a double click on the order row in the refund window opens a new window in which the order items are displayed. The cancellation of such orders can be done only by the full or partial cancellation of their items.

	Product	Name	Tax	Payment data			To refund		
				Price	Quantity	Amount	Price	Quantity	Amount
<input checked="" type="checkbox"/>	product1	name1	vat18	150.82	2.37	357.44	150.82	2.37	357.44
<input checked="" type="checkbox"/>	Код товара 2	Товар 2	vat18	128.12	5.76	737.97	128.12	5.76	737.97
<input checked="" type="checkbox"/>		Name 4	vat0	49.56	6	297.36	49.56	6	297.36
<input checked="" type="checkbox"/>			vat0	49.00	6	294.00	49.00	6	294.00
<input checked="" type="checkbox"/>	product3		vat10	370.67	2.658	985.24	370.67	2.658	985.24

Picture 31 – Order items with a cheque in the refund window.

By default, all items are marked for refund and the total quantity of product for refund and its amount are indicated in the column "To refund". However, you can also cancel an incomplete quantity of product of the item. Double click on the quantity of product in the row of refunded position allows you to start editing it. You can change the tax rate for the refunded position, if it is necessary.

	Product	Name	Tax	Payment data			To refund		
				Price	Quantity	Amount	Price	Quantity	Amount
<input type="checkbox"/>	product1	name1	vat18	150.82	2.37	357.44	150.82	2.37	357.44
<input type="checkbox"/>	Код товара 2	Товар 2	vat18	128.12	5.76	737.97	128.12	5.76	737.97
<input type="checkbox"/>		Name 4	vat0	49.56	6	297.36	49.56	6	297.36
<input type="checkbox"/>			vat0	49.00	6	294.00	49.00	6	294.00
<input checked="" type="checkbox"/>	product3		VAT 10%	370.67	2.658	985.24	370.67	2.658	985.24

Picture 32 – Editing the quantity of product to refund.

**Note.** At the moment of editing the quantity of the refunded product, the value in the column "Amount" may be still not changed. It is necessary to pay attention to the amount to be refunded, displayed in the top row of the refund window. The jumping of the cursor to any other row of the table recalculates the amount of the refunded product in the previously edited position.

Pressing the "Cancel" button cancels the purchase of the specified quantity of product in the specified item. Now, after reopening the refund window, the amount to be refunded for this order will be displayed in the top row, as well as the previously returned amount.

Merchant	Billnumber	Operation number	Order number	Date	Cardholder	Mean number	Mean type	Amount	Canceled amount	Currency	Cancel reason	Cancel count	Canceled amount	Comment	
5747514225271805		1	20170509_7022	05.09.2017 19:56:09	TEST	411111****1111	VISA	2272.96	2217.46	RUB	Merchant deny	1	55.50	тестовый платеж	
Product	Name	Tax	Price	Quantity	Amount	Price	To refund Quantity	Amount							
<input checked="" type="checkbox"/>	8702059	Сахар	vat20	150.00	2,37	355,50	150,00	2	300,00						
<input checked="" type="checkbox"/>	8702058	Макаронн, пачка 500 г	vat20	128,00	5	640,00	128,00	5	640,00						
<input checked="" type="checkbox"/>	8702056	Молоко, 1 л	vat0	49,00	6	294,00	49,00	6	294,00						
<input checked="" type="checkbox"/>	8702057	Котлеты п/ф	vat10	370,00	2,658	983,46	370,00	2,658	983,46						

Picture 33 – Result of partial refund on one order item.

If you want to cancel the whole position, just mark this row and click the "Cancel" button.

In the "Operations" tab, you can see all the operations for this order. In the example below, there are three operations - payment, partial cancellation of one position and the complete cancellation of this position.

Number in order	Order number	Begin	End	Amount	Deposit amount	Currency	Fraud	Mean type
1	20170509_7022	05.09.2017 19:56:10	05.09.2017 19:56:57	2,272.96	1,917.46	RUB		Visa
2	20170509_7022	06.09.2017 15:52:05	06.09.2017 15:52:05	55.50	1,917.46	RUB		Visa
3	20170509_7022	06.09.2017 16:01:30	06.09.2017 16:01:30	300.00	1,917.46	RUB		Visa

Picture 34 – Displaying operations for an order with refunds.



For each of the operations in the order, a separate fiscal receipt is generated.

Search result

Order number	Operation ID	Payment ID	Operation type	Merchant ID	Merchant	Date	State	CRE registration number	Fiscal registrar ID
20170711_56262456	2304053		sell	747514	fiscalization_chequeitem	05.09.2017 09:18:22	Success	123456058899	9999078900003221
20170711_56262456	2304064		sell_refund	747514	fiscalization_chequeitem	05.09.2017 09:29:02	Success	123456058899	9999078900003221
20170509_7022	2305558		sell	747514	fiscalization_chequeitem	05.09.2017 19:56:57	Success	123456058899	9999078900003221
20170509_7022	2306712		sell_refund	747514	fiscalization_chequeitem	06.09.2017 15:52:06	Success	123456058899	9999078900003221
20170509_7022	2306721		sell_refund	747514	fiscalization_chequeitem	06.09.2017 16:01:30	Success	123456058899	9999078900003221

Picture 35 – List of fiscal cheques for the order.

### Features in cancellations on payments via the e-wallet

When you return the money on the e-wallet, the refund amount shouldn't exceed the current day balance of the merchant on the corresponding e-wallet (the total amount of successful payments minus the commission of the bank, minus the total amount of successful returns). If the cancel operation can't be performed it is denied with the error code 5 - 108 returned in the "Result" field and details for the error are "The amount of cancellation is more than merchant turnover for the current day". In this case, you can try cancel again later or at the end of the day, when you will have a sufficient amount of successful payments.

Partial cancellations on e-wallets (partial and full cancellations on QIWI) are prohibited during the calendar day (according to the time zone of Moscow).

Result of cancellation on payments via WebMoney becomes known in some time (usually - a few minutes). The order status doesn't changes immediately after the operation, the "Result" field indicates status *Approved* or *PartialCanceled* (if you have already canceled a part of the order amount) and the cancel operation in order details will be in the state "In process". Status of the cancel operation will be upgraded after a few minutes.

Result of cancellation on QIWI payment can be delayed (in some cases) similar to the results' delay for WebMoney cancellation.

#### 3.5.3. Printing of receipt

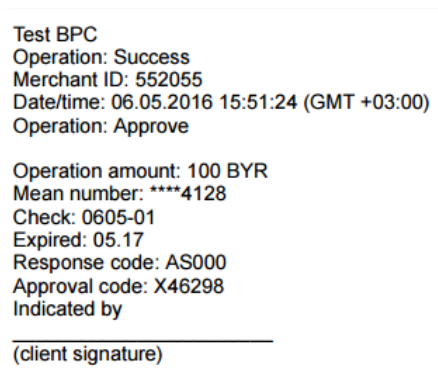
If you select the 'Print receipt' option in the order's context menu then the window appears with selected orders. Order parameters that are displayed in this window are described in the table 14.

Table 14 – List of order parameters in the 'Print receipt' window

Name	Description
Merchant	Merchant name
Billnumber	Internal order number
Order number	Order number
Data	Order creation date/time
Card holder	Card holder
Mean number	Payment mean number
Amount	Successfully authorized amount
Currency	Currency of authorized amount
Comment	Order comment

Printing can be performed to a PDF file or on a printer. To print receipt on printer – select the desired order(-s) and click 'Print receipt' button. To export receipt to PDF file use 'Export to PDF' button.

Default printed receipt looks as follows:



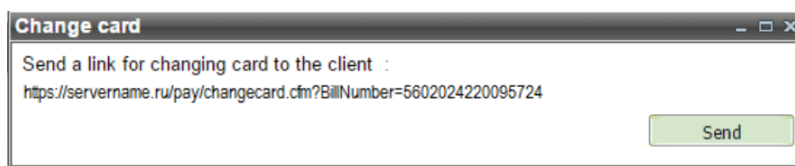
Picture 36 – Window for receipt preview

It is possible to change the view of the printed receipt on request by the enterprise. Please, contact support team (support@assist.ru) in such case.

**Note.** The receipt language is independent of the selected interface language by user and is determined by specifying the language of the order. You can set the receipt's language as the interface language or add a language selection before the receipt printing. Please, contact support team (support@assist.ru) in such case.

### 3.5.4. Change card

The card replacement for subsequent payments by subscription (recurrent payments) can be initiated from the personal account in case when the card that was used in that subscription is expiring or has already expired. When you select "Change card" option from the context menu then new window is opened with a proposal to send the reference for card replacement to the payer.



Picture 37 – Window for card change 1

Clicking the "Send" is sending the message containing the selected link, on to the E-mail address of the payer. Following this link the payer can add a new card for subsequent payments. The amount of 2 RUB will be blocked on the payer's card. It will be unlocked in the month depending on the bank's conditions.

The blocked amount will be displayed in the orders monitor as the payment awaiting confirmation (delayed), and after unlocking - as the canceled payment.

Order number	Mode	Date	Amount (original)	Original currency	Payment mode	Mean number	Mean type	Proces...	3DSEC	State	Type	Comment	Initial order number
20161111-699340-001	T	11.11.2016 13:25:41	111.01 RUB	RUB	ECOM	546792****4128	MasterCard	Fake	3DSEC	Approved	Recurrent	recur init 699340	
20161111-699340-00	T	11.11.2016 13:27:35	222.10 RUB	RUB	ECOM	546792****4128	MasterCard	Fake		Declined	Recurrent	Recurring 699340	20161111-699340-001
20161111-699340-001.2	T	11.11.2016 15:08:49	2.00 RUB	RUB	ECOM	411111****1111	Visa	Fake	3DSEC(Y)	Canceled	Recurrent	Card change on BillNumber N 5699340221185999	
20161111-699340-003	T	11.11.2016 15:11:06	222.10 RUB	RUB	ECOM	411111****1111	Visa	Fake		Approved	Recurrent	Recurring 699340	20161111-699340-001.2
20161111-699340-001.3	T	11.11.2016 16:44:00	2.00 RUB	RUB	ECOM	411111****1111	Visa	Fake	3DSEC(Y)	Delayed	Recurrent	Card change on BillNumber N 5699340221185999	

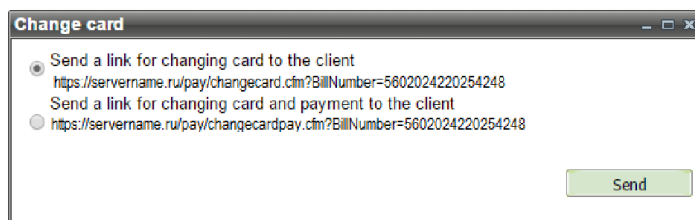
Picture 38 – The blocked amount in the orders monitor

The information about blocked amount is displayed also in the tab 'Related orders' of order details dialog for any payment of this subscribe. The "Comment" field shows the cause of the blocking payment.

Billnumber	Order number	Date	Amount (original currency)	Original currency	Payment mode	Mean number	Mean type	Proces...	State	Type	Comment	Initial order number
Min amount of recurrent orders: 1 Max amount of recurrent orders: 1000 Recurrent period (days): 10 Recurrent period (months): 0 End date of recurrent payments: 01.11.2017 00:00:00 Initial order: 20161111-699340-001												
5699340221185999	20161111-699340-001	11.11.2016 13:25:41	111.01 RUB	RUB	ECOM	546792****4128	MasterCard	Fake	Approved	Recurrent	recur init 699340	
5699340221186005	20161111-699340-00	11.11.2016 13:27:35	222.10 RUB	RUB	ECOM	546792****4128	MasterCard	Fake	Declined	Recurrent	Recurring 699340	20161111-699340-001
5699340221186088	20161111-699340-001.2	11.11.2016 15:08:49	2.00 RUB	RUB	ECOM	411111****1111	Visa	Fake	Canceled	Recurrent	Смена карты по BillNumber N 5699340221185999	
5699340221186120	20161111-699340-003	11.11.2016 15:11:06	222.10 RUB	RUB	ECOM	411111****1111	Visa	Fake	Approved	Recurrent	Recurring 699340	20161111-699340-001.2
569934022118...	20161111-699340-001.3	11.11.2016 16:44:00	2.00 RUB	RUB	ECOM	411111****1...	Visa	Fake	Delayed	Recurrent	Card change on BillNumber N 5699340221185999	

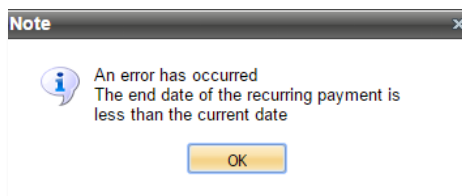
Picture 39 – The blocked payment in the tab 'Related orders'

If the last subsequent payment is unsuccessful at the moment of selecting the context menu item "Change card" (the card is already expired, insufficient cash and so on), then You can select one of two links to send to customer: link to replace the card or link to replace card and pay the unsuccessful payment.



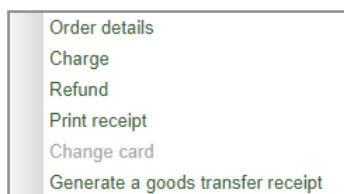
Picture 40 – Window for card change 2

If the duration of recurrent payment is expired at the moment of selecting the context menu item "Change card", i.e. card change for this payment has no meaning, then the following message appears:



Picture 41 – Error message when you try to change the card for ended payment

If the enterprise is not allowed to replace cards of payers from the personal account or the context menu was called on the regular order then the «Change card» option in the context menu is inactive:



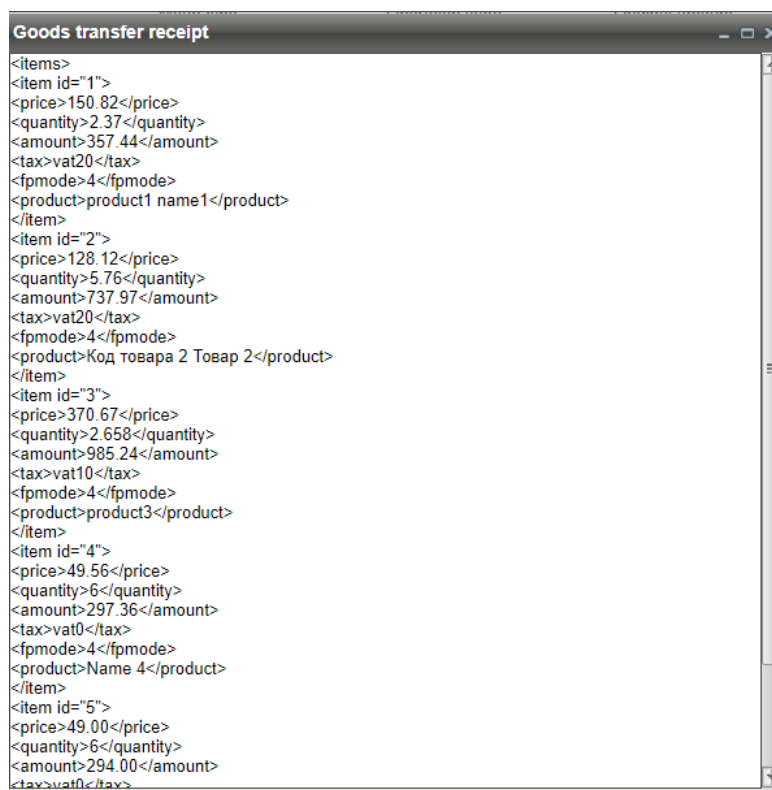
Picture 42 – View of context menu when the card change is not allowed

**Note.** You can setup automatic sending the messages for card replacement to customers. You should contact technical support to setup the mode of notifications, as well as to allow the replacement of card from your personal account.

### 3.5.5. Generate a goods transfer receipt

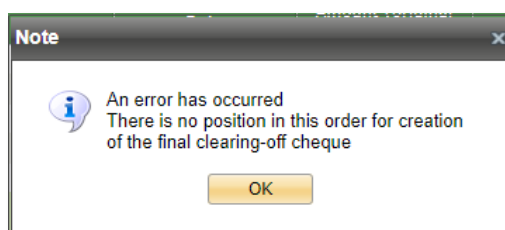
When a receipt with the payment method "*Prepayment 100%*" was generated during the payment, then it is required to generate an additional receipt for the same amount with the payment method "*Full settlement*" upon the receiving the prepaid goods by customer. Sending of this receipt to the customer is not required.

The selection of the menu item "Generate a goods check transfer receipt" opens the window where the contents of the receipt is displayed.



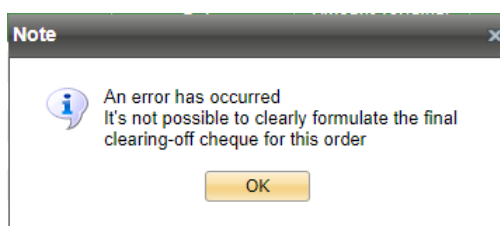
Picture 43 – View of receipt for the goods transfer

When there are no items with the payment method "*Prepayment 100%*" in this order, then a receipt for the goods transfer is not generated and the following error appears:



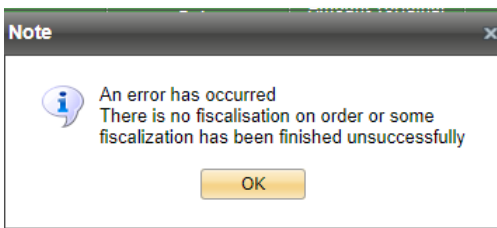
Picture 44.1 – Error view during generate the goods transfer receipt

When there are some other payment methods ("*Advance payment*" or "*Partial prepayment*" for example) combined with the payment method "*Prepayment 100%*" in the order, then a receipt for the goods transfer is not generated and the following error appears:



Picture 44.2 – Error view during generate the goods transfer receipt

When the fiscalization of this order was not performed or some error appeared during the fiscalization, than a receipt for the goods transfer is not generated and the following error appears:



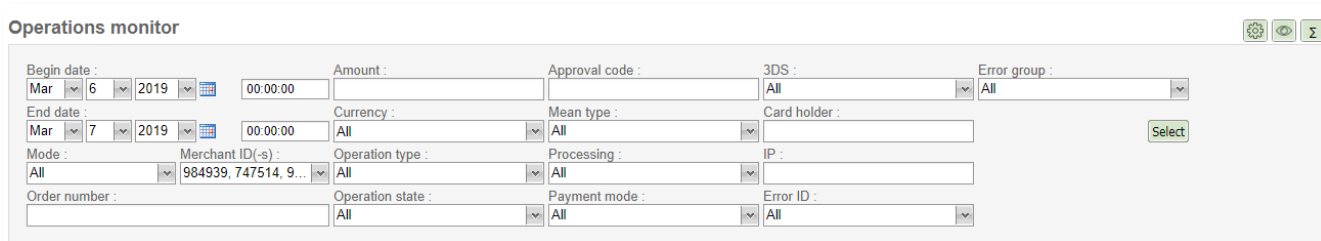
Picture 44.3 – Error view during generate the goods transfer receipt

### 3.6. Operation search

The number of filters is available in Operations monitor for convenient work. They allow you to search operations by known criteria.

Filters are applied when you press 'Select' button.

All filters are on top of the operations monitoring window.



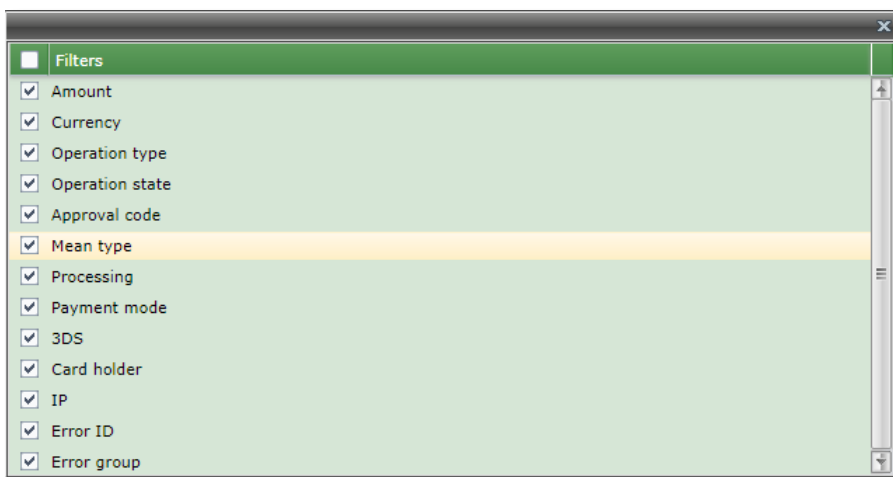
Picture 45 – Operations monitoring filters

The various filters are available to use in Operations monitor. You can change the set of the displayed filters using the filters settings button, located to the right in the upper part of the Operations monitor window:



Picture 46 – The filters settings button

Press the filters settings button to open an additional window in which you can select the necessary filters to be displayed:



Picture 47 –The filters settings window

The following filters are available to search orders in Operations monitor:

- **Begin date – End date** – pair of controls. Each of them allows to enter the year, month, day, hour, minutes, and seconds. They both together provide the date period to search.
- **Mode** – drop-down list of order modes: All, Production or Test.
- **Merchant ID(-s)** – drop-down list that allows multi-selection, it contains merchants' list. Only operations of selected merchants will be shown in the search result. It also possible to select all merchants by clicking box in the header.
- **Amount** – text field for amount entering.
- **Operation type** – drop-down list of operation types: *All, Approve, Charge, PaymentCancel, Verify, Accrual, AccrualCancel*.
- **Error ID** – drop-down list of available error codes.
- **Currency** – drop-down list of available currency codes.
- **Operation state** – drop-down list of available operation statuses (*All, New, In Preprocess, In Process, Success, Failure, TimeOut*).
- **Error group** – drop-down list of available error groups.
- **Mean type** – the drop-down list of types of payment means - MC, VISA and etc.
- **Payment mode** – drop-down list that allows multi-selection, it contains available payment modes.
- **Card holder** – text field. Search is performed by exact match and it is insensitive.
- **Processing** – drop-down list of available processings (only processings, which are connected to a given merchant are shown).
- **3DS** – drop-down list of using 3DS technology (*All, Not 3DS involved merchant, 3DS involved merchant*).
- **IP** – text field of customer IP entering. Search is performed by exact match;
- **Approval code** – approval code.

If more than one criteria are filled (for example, Amount, Operation type and Operation state) then operations which fit to all search criteria appear in the search results table.

**NOTE!** The result's window shows only 500 first operations. When number of selected operations is greater than 500, only 500 operations are shown. Provide more restricting search criteria in such cases (shorten dates' period or use additional filters).

To increase the number of together displayed operations on the screen you can temporarily hide the top filter bar using the special button located to the right at the top of the Operations monitor window:



Picture 48 – Filter bar display button

Clicking the button hides the filter bar at the top of the screen:



Picture 49 – Outward of the screen when the filter bar is hidden

Press the button again to return the display of the filter bar at the top of the screen.

There is an ability to get summary information about operations, which are shown in the Operations monitor window. To see that information press 'Summary' button located to the right at the top of the Operations monitor window:



Picture 50 – Summary button

You'll see a total amounts for each currency and numbers of operations. Grand total amount and total operation count are shown in bottom.



Picture 51 – Summary information

### 3.7. Operations monitor

Each operation is displayed as a row in the result table. The number of displayed parameters can be changed in a table context menu.

Table's context menu can be opened by right click on the table header.

You can change the set of the displayed columns in the 'Columns' option of the table's context menu. You can check or uncheck any column to change its visibility.

Common list of operation parameters is in the Table 15.

Table 15 – Common list of operation parameters

Column name	Description
Number in order	Operation number within the order.
Order number	Order number, which is assigned by merchant or can be generated by system (depending on the merchant settings).
Begin	Date/time of operation beginning.
End	Date/time of operation end.
Amount	Amount provided by customer.
Approved amount	Approved amount.
Deposit amount	Deposit amount.
Currency	Operation currency.
Merchant ID	Unique identification of the merchant in the system.
Fraud	Probability of fraud, in percent.
Payment mode	Payment mode (ex.: <i>ECOM, CASH, POS key entry, WS19 – EPORT, MOTO, POS, POSPIN</i> ).
Mean type	Payment mean type that was used for the payment.
Mean number	The payment mean number, for example card number. Only 6 first and last 4 digits are shown in the card number, for example: 411111*****1111.
Cardholder	Card-holder.
Processing	Processing name.
3DSec	Information about 3DSecure check. Blue mark «3DSec» – card is involved. Gray mark «3DSec» – card is not involved. In all rest cases mark «3DSec» is not displayed. Information about 3DSecure authorization: «Y» - 3DSecure authorization was passed successfully. «N» - 3DSecure authorization wasn't passed. «A» - there was attempt of 3DSecure authorization. In all rest cases – nothing displayed. For 3DSec version 2.0, 3 parameters are displayed with «/» as delimiter: the version number (2), information about 3DSecure authorization with new codes for the check results: «U» – unable to authenticate the payer «R»- the authentication is rejected «C» – canceled authentication «E» - error during authentication, as well as challenge information: «C» – Challenge flow «F» – Frictionless flow,

	If there is no information about the check results, the symbol «-» is displayed instead of the corresponding parameter
Customer IP	Customer IP-address.
State	Operation status (ex., Success).
Type	Operation type (ex., Approve).
Issuing bank	Issuing bank name.
Error ID	Error ID.
Error message	Error message.

### 3.8. Saving data to file

There is an ability to save displayed data in the file within the *Operations monitor* window. Press the button 'Export' (in the right bottom corner of the window) for it. Since only 500 rows of data are displayed, two options will be prompted after the pressing of 'Export' button:

- export data only from result table (grid limit 500);
- export data which is selected by filters (row limit 5000, period limit 30 days).

In the same dialog you can also change digits delimiter in the expanded section 'Export'. After selecting desired options press the 'Export' button.

**NOTE!** User must have the appropriate rights to do the export.

CSV format is used for export of data. File name: *operationsYYYYMMDDhhmm\_YYYYMMDDhhmm*, where YYYYMMDDhhmm\_YYYYMMDDhhmm – begin and end dates/times (in enterprise's time zone) of the search.

**NOTE!** The exported data has all possible columns, not depending of columns which are shown in the result table (see sect. 3.2).

You can open or save the exported data file (in a dialog that browser provides).

**NOTE!** Some tips regarding CSV format are described in the annex 2.

### 3.9. Operation details

Some details about operation can be seen by right click on the desired operation and selecting the 'Operation details' in the operation context menu.

Operation parameters, which are shown in new window, are described in table 16.

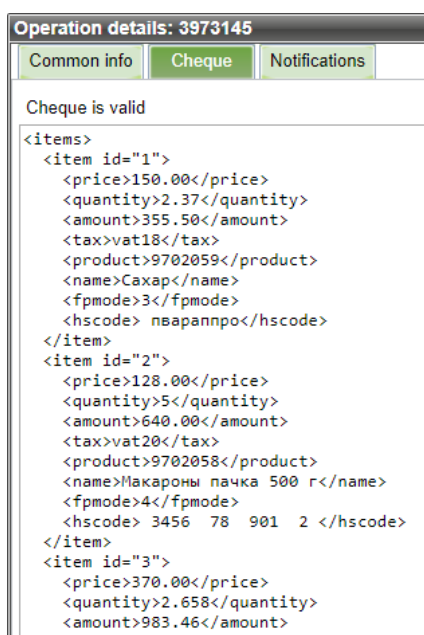
Table 16 – Common list of operation details

Name	Description
Common info	
Number in order	Operation number within the order.
Type	Operation type.
State	Operation state.
Begin	Date/time of operation beginning.
End	Date/time of operation end.
Currency	Operation currency.
Amount	Operation amount.
Deposit amount	Deposited amount.
Approved amount	Approved amount.
Fraud	Information about fraud
Error message	Operation error message
Error hint	Hints on the error
Main info	
Means type	Payment means type (ex.: VISA).



Name	Description
Means subtype	Payment means subtype (ex.: Platinum).
Means number	Number of payment means (Ex.: 411111*****1111).
Card-holder	Card holder name.
Card expired date	Card expired date.
Issuing bank	Name of bank-issuer.
Bank country	Bank-issuer country.
Payment info	
Processing	Processing name.
Protocol	Protocol name
Tran ID [VISA]	Transaction ID in payment system
Payment mode	Payment mode (ex.: <i>ECOM, CASH, POS key entry, WS19 – EPORT, MOTO, POS, POSPIN</i> ).
Billing data	
Billing PostalCode	Customer postal code
Billing Address	Customer address
Billing Name	Customer name
Billing Phone	Customer phone number
Billing Email	Customer Email address
Other info	
Customer IP	IP-address of customer
User	Enterprise user who performed this operation

In the 'Operation details' window the «Cheque» tab can appear (only if the cheque data was sent with the order creating, charging or cancellation). The tab displays all cheque items for this operation, which were received from merchant.



Picture 52 – Tab «Cheque» from operation details window.

If "Cheque is valid" is displayed above cheque items, then all the cheque data was accepted successfully and correspond to the required formats.

If "Cheque is not valid" is displayed above cheque items, then the cheque data was accepted not successfully (not completely) or not correspond to the required formats.

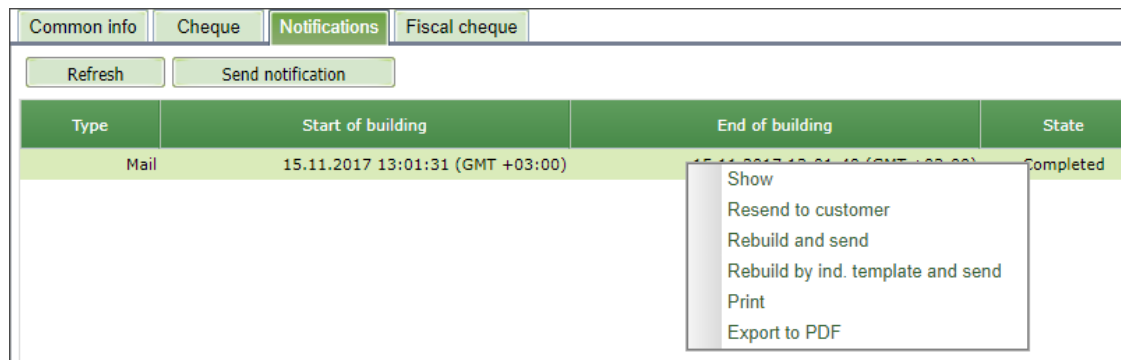
In the 'Operation details' window the «Notifications» tab can appear. The tab displays all notifications, which were sent for this operation. Parameters, which are shown in this tab, are described in table 17.

Table 17 – List of notifications parameters

Name	Description
Type	Type of notification, which was sent to the payer – <i>SMS</i> or <i>Email</i>
Start of building	Start date/time of the notification building
End	End date/time of the notification building
State	Current status of notification ( <i>Completed</i> , <i>Failed</i> , <i>InProgress</i> , <i>Enqueued</i> )
Address	Email address, to which the notification was sent

Here you can perform the following actions over notification: view of sent notification, resend notification to the payer, rebuild or rebuild by individual template and send notification to the payer.

Right click on the desired notification opens the notification's context menu. You can select necessary actions in this menu.

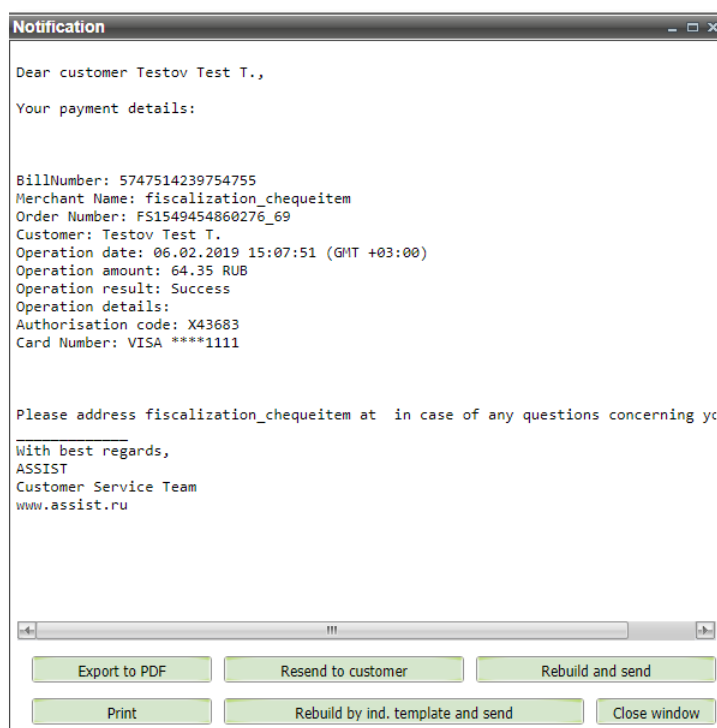


Picture 53 – Notification’s context menu.

If no notifications are displayed in the table, you can send it using the "*Send notification*" button.

To update the state of displayed notifications, use the "*Refresh*" button.

If you select the *Show* option in the notification's context menu then the window appears with selected notification.




Picture 54 – View of notification

The buttons at the bottom of the window allow you to finish viewing the sent notification by doing one of the following actions:

- **Export to PDF** - the current notification will be exported to a PDF file;
- **Resend to customer** - send the current notification again, for example, to another Email address;
- **Rebuild and send** - build a notification again by the same template, for example, after editing the template, and send the result to the payer;
- **Print** – printing of the current notification;
- **Rebuild by ind. template and send** - build a notification again by individual template, for example, after adding the individual template, and send the result to the payer;
- **Close window** – close view window.

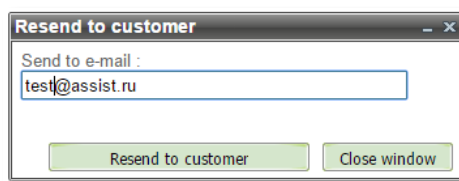
**Attention!** If the merchant is configured to use an HTML template for this type of notification, then after selecting the "Show" option only the HTML notification is displayed in the new browser window without additional buttons at the bottom of the window.

YOUR PAYMENT DETAILS		
Operation result:	Success	
Bill number:	5747514239754755	
Merchant name:	fiscalization_chequeitem	
Order number:	FS1549454860276_69	
Customer:	Testov Test T.	
Operation date:	06.02.2019 15:07:51 (GMT +03:00)	
Operation amount:	64.35 RUB	
Authorisation code:	X43683	
Card number:	VISA ****1111	
If you have any questions, please contact fiscalization_chequeitem by .		
Best regards, Assist Group Support Team www.assist.ru		

Picture 55 – View of HTML-notification

To print of this notification or export it to pdf you can use the standard OS tools.

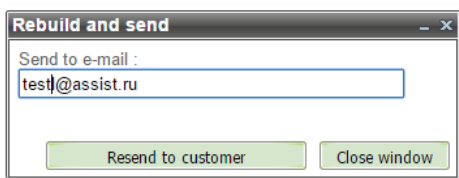
If you select the 'Resend to customer' option in the notification's context menu then the window appears where you can change the Email address to send the notification.



Picture 56 – Resend notification window

The two buttons are at the bottom of the window: 'Resend to customer' – for sending the notification to the specified Email address and 'Close window' – for closing this window.

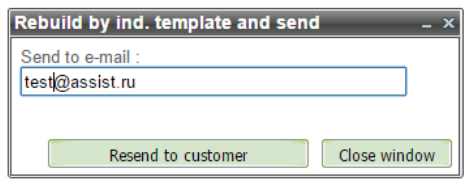
If you select the 'Rebuild and send' option in the notification's context menu then the window appears where you also can change the Email address to send the notification.



Picture 57 – Rebuild notification window

The two buttons are at the bottom of the window: 'Resend to customer' – for rebuilding and sending the notification to the specified Email address and 'Close window' – for cancel these actions and closing this window.

If you select the *'Rebuild by ind. Template and send'* option in the notification's context menu then the window appears where you also can change the Email address to send the notification.



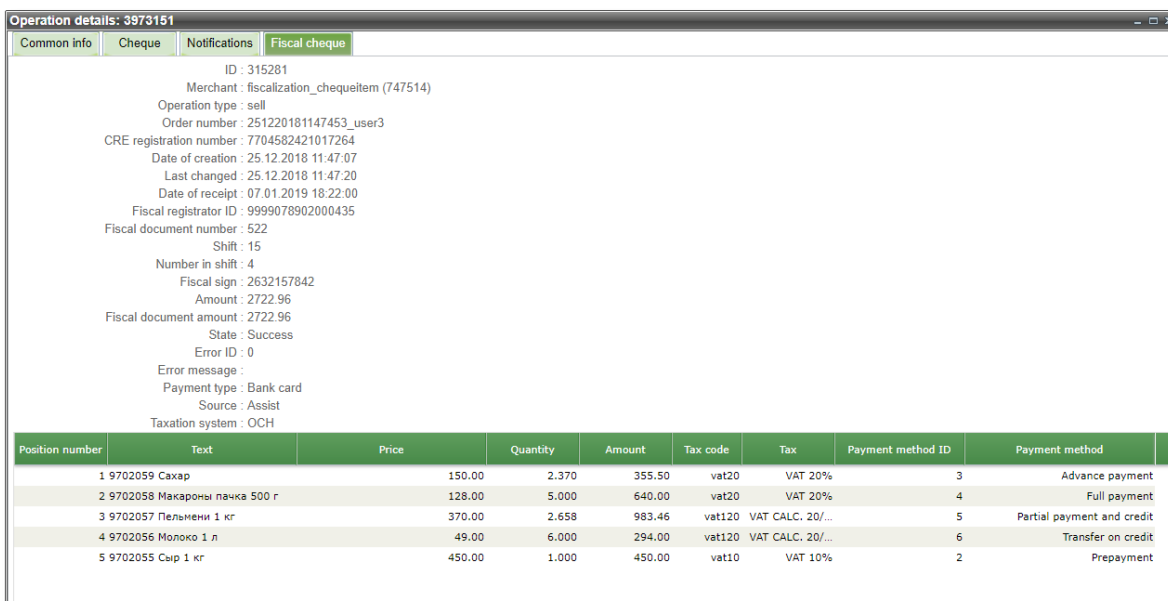
Picture 58 – Rebuild by ind. template notification window

The two buttons are at the bottom of the window: *'Resend to customer'* – for rebuilding by individual template and sending the notification to the specified Email address and *'Close window'* – for cancel these actions and closing this window.

If you select the *'Print'* option in the notification's context menu then the window appears where you can send a notification to an available printer for printing or cancel printing.

If you select the *'Export to PDF'* option in the notification's context menu then this notification will be exported to a PDF file. If the merchant uses the HTML template for this type of notification, then the *«Export to PDF»* option in the context menu is inactive. To export, select the *"Show"* option and use the standard OS tools.

In the *'Operation details'* window the *«Fiscal cheque»* tab can appear (only if this operation was fiscalized). The tab displays all fiscal cheque data for this operation, which were sent to the FTS for the detailed operation.



Picture 59 – Fiscal cheque data

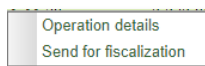
At the bottom of the tab the information on the cheque items is displayed as the table.

Table 18 – List of cheque items parameters

Name	Description
Position number	# of the cheque's position (unique number in the cheque).
Text	Product's code and name.
Price	The cost of a product unit.
Quantity	The product's quantity in the units of the product measurements.
Amount	The cost of a specified quantity of product ( <i>Quantity* Price</i> ).
Tax code	Tax rate identifier (see Annex 4).
Tax	Tax rate (see Annex 4).
Payment method ID	Payment method identifier (see Annex 6).

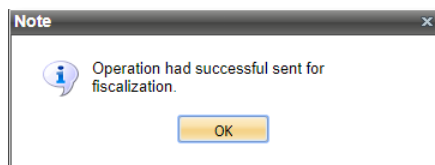
Payment method	Payment method (see Annex 6).
----------------	-------------------------------

If the operation for some reason was not fiscalized, then it can be done using the item "Send for fiscalization" in the context menu of Operations monitor.



Picture 60 – Context menu of Operation monitor

Next, a message about sending for fiscalization will appear:



Picture 61 – Message about sending for fiscalization

Now the item "Send for fiscalization" in the context menu will become inactive for this operation, and the "Fiscal cheque" tab will appear in the operation detail.

### 3.10. Fiscal cheque search

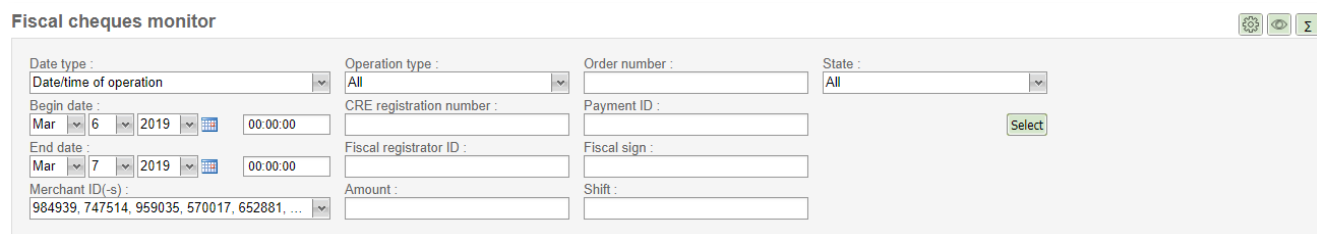
The number of filters is available in Fiscal cheque monitor for convenient work. They allow you to search fiscal cheques by known criteria. The number of displayed parameters can be changed in a table context menu.

Table's context menu can be opened by right click on the table header.

You can change the set of the displayed columns in the 'Columns' option of the table's context menu. You can check or uncheck any column to change its visibility.

Filters are applied when you press 'Select' button.

All filters are on top of the fiscal cheques monitoring window.



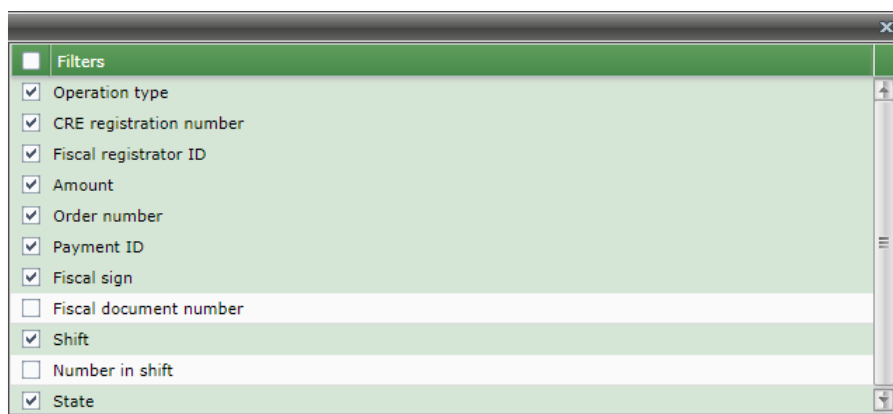
Picture 62 – Fiscal cheques monitoring filters

The various filters are available to use in Fiscal cheques monitor. You can change the set of the displayed filters using the filters settings button, located to the right in the upper part of the Fiscal cheques monitor window:



Picture 63 – The filters settings button

Press the filters settings button to open an additional window in which you can select the necessary filters to be displayed:



Picture 64 –The filters settings window

The following filters are available to search orders in Fiscal cheques monitor:

- **Date type** – drop-down list, it determines the date period interpretation (search by date of the operation or date of cheque). Search by operation date is selected by default.
- **Begin date – End date** – pair of controls. Each of them allows to enter the year, month, day, hour, minutes, and seconds. They both together provide the date period to search.
- **Merchant ID(-s)** – drop-down list that allows multi-selection, it contains merchants' list. Only fiscal cheques of selected merchants will be shown in the search result. It also possible to select all merchants by clicking box in the header.
- **Fiscal recorder ID** - allows you to input a specific fiscal recorder serial number for search.
- **Fiscal sign** - allows you to input a specific fiscal sign for search.
- **Fiscal document number** - allows you to input a specific fiscal document number for search.
- **CRE registration number** - allows you to input a CRE registration number for search.
- **Shift** - allows you to input a shift number for search.
- **Number in shift** - allows you to input the fiscal cheque number in shift for search.
- **Amount** - allows you to input the fiscal cheque amount for search.
- **Order number** - merchant's order number (case-insensitive), with specified order number the other search parameters are not taken into account.
- **Operation type** - drop-down list of operation types, all types are selected by default.
- **State** - drop-down list of fiscal cheque states, all states are selected by default;
- **Payment ID** - unique identification of the payment by merchant (only for the fiscalization of external transactions via Assist), you can specify multiple payment ID's separated by commas in this field.

If more, than one criteria are filled (for example, *Amount*, *Operation type* and *State*) then fiscal cheques, which fit to all search criteria appear in the search results table.

**NOTE!** The result's window shows only 500 first fiscal cheques. When number of selected fiscal cheques is greater than 500, only 500 fiscal cheques are shown. Provide more restricting search criteria in such cases (shorten dates' period or use additional filters).

To increase the number of together displayed fiscal cheques on the screen you can temporarily hide the top filter bar using the special button located to the right at the top of the Fiscal cheques monitor window:



Picture 65 – Filter bar display button

Clicking the button hides the filter bar at the top of the screen:



Picture 66 – Outward of the screen when the filter bar is hidden

Press the button again to return the display of the filter bar at the top of the screen.

There is an ability to get summary information about fiscal cheques, which are shown in the Fiscal cheques monitor window. To see that information press 'Summary' button located to the right at the top of the Fiscal cheques monitor window:



Picture 67 – Summary button

You'll see a total amounts and numbers of fiscal cheques.



Picture 68 – Summary information

### 3.11. Saving data to file

There is an ability to save displayed data in the file within the Fiscal cheques monitor window. Press the button 'Export' (in the right bottom corner of the window) for it. Since only 500 rows of data are displayed, two options will be prompted after the pressing of 'Export' button:

- export data only from result table (grid limit 500);
- export data which is selected by filters (row limit 5000, period limit 30 days).

In the same dialog you can also change digits delimiter in the expanded section 'Export'. After selecting desired options press the 'Export' button.

**NOTE!** User must have the appropriate rights to do the export (see sect. 8.4.1).

CSV format is used for export of data. File name: *ordersYYYYMMDDhhmm\_YYYYMMDDhhmm*, where YYYYMMDDhhmm\_YYYYMMDDhhmm – begin and end dates/times (in enterprise's time zone) of the search.

**NOTE!** The exported data has all possible columns, not depending of columns which are shown in the result table (see sect. 3.1).

You can open or save the exported data file (in a dialog that browser provides).

**NOTE!** Some tips regarding CSV format are described in the annex 2.



### 3.12. Fiscal cheque monitor

Each fiscal cheque is displayed as a row in the fiscal cheque table.

Common list of fiscal cheque parameters is in the Table 19.

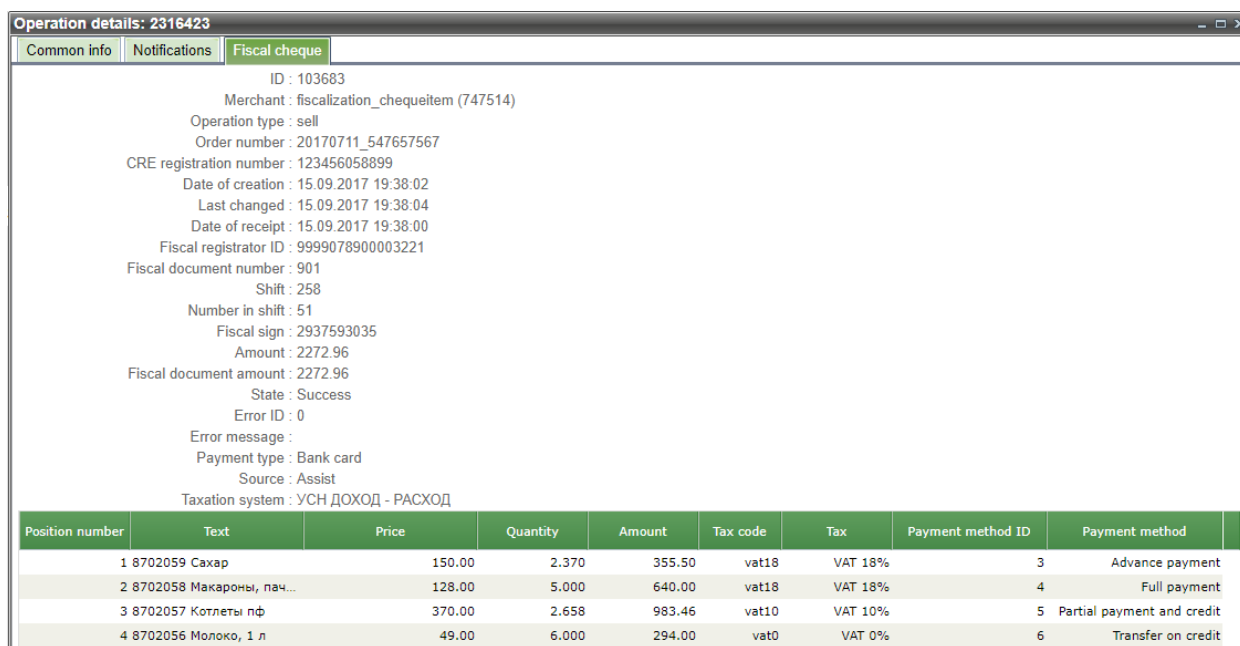
Table 19 – Common list of fiscal cheque parameters

Column name	Description
Order number	The order number on which the fiscal cheque is built.
Operation ID	Unique identification of the operation in the system.
Payment ID	Unique identification of the payment by merchant (only for the fiscalization of external transactions).
Operation type	Type of fiscal operation ("sell"- provision of services, "sell_refund"- refund)
Merchant ID	Unique identification of the merchant in the system.
Merchant	Merchant's name
Date	Date/time of the fiscal cheque building.
State	Status of fiscal cheque.
CRE registration number	Registration number of cash register equipment
Fiscal registrator ID	Fiscal recorder serial number
Fiscal document number	Fiscal document number
Shift	Shift number of CRE
Number in shift	Number of fiscal cheque in shift
Fiscal sign	Fiscal sign
Amount	The amount of payment by cheque.
Error ID	Error ID.
Payment type	Payment type (see Annex 5).
Taxation system	Taxation system (see Annex 7).
Source	Source of fiscalization: «Assist» - payment through IPS Assist, fiscalization on the Assist side; «Offline» - payment through IPS Assist, fiscalization on the merchant side; «OutOpServ» - fiscalization of an external operation using the Assist web service; «OutOp» - fiscalization of an external operation according to the file transferred by the enterprise.
Customer Email	Email address of buyer specified at the time of the order creation for receipt sending.

### 3.13. Fiscal cheque view

For viewing any fiscal cheque use right click on the desired operation and selecting the *View* in the fiscal cheque context menu.

The window of the fiscal operation details is displayed. On the *"Fiscal cheque"* tab you can view the fiscal cheque data, which was sent to the FTS.



Operation details: 2316423

Common info | Notifications | **Fiscal cheque**

ID : 103683  
Merchant : fiscalization\_chequeitem (747514)  
Operation type : sell  
Order number : 20170711\_547657567  
CRE registration number : 123456058899  
Date of creation : 15.09.2017 19:38:02  
Last changed : 15.09.2017 19:38:04  
Date of receipt : 15.09.2017 19:38:00  
Fiscal registrator ID : 9999078900003221  
Fiscal document number : 901  
Shift : 258  
Number in shift : 51  
Fiscal sign : 2937593035  
Amount : 2272.96  
Fiscal document amount : 2272.96  
State : Success  
Error ID : 0  
Error message :  
Payment type : Bank card  
Source : Assist  
Taxation system : УЧН ДОХОД - РАСХОД

Position number	Text	Price	Quantity	Amount	Tax code	Tax	Payment method ID	Payment method
1	8702059 Сахар	150.00	2.370	355.50	vat18	VAT 18%	3	Advance payment
2	8702058 Макароны, пач...	128.00	5.000	640.00	vat18	VAT 18%	4	Full payment
3	8702057 Котлеты пф	370.00	2.658	983.46	vat10	VAT 10%	5	Partial payment and credit
4	8702056 Молоко, 1 л	49.00	6.000	294.00	vat0	VAT 0%	6	Transfer on credit

Picture 69 – Fiscal cheque data

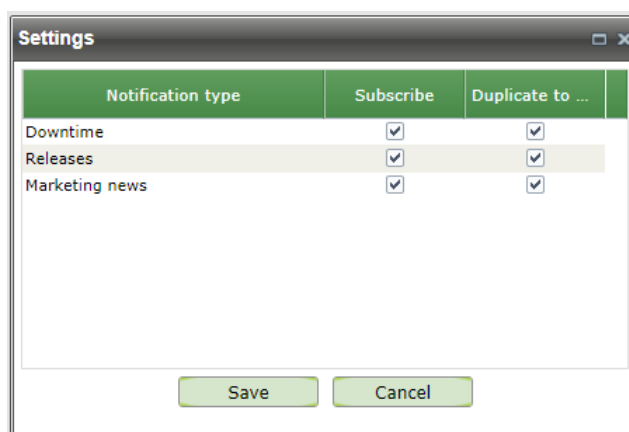
Here you can also see other data on the fiscal operation (see sect.3.11).

## 4. Notifications

The *"Notifications"* section is designed for viewing current notifications to the user and for configuration the receipt and display of such notifications. This section is available only for users who have appropriate rights.

### Notifications settings

Click the *"Settings"* button to configure the receipt and display of notifications in the Personal account, then the window *"Settings"* appears:



Settings

Notification type	Subscribe	Duplicate to ...
Downtime	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Releases	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Marketing news	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Save Cancel

Picture 70 – Notifications settings

By default, all types of notifications are enabled for the user with automatic doubling of messages to his email address. Here you can configure, which type of notifications will be subscribed and which type of notifications will be duplicated to email.

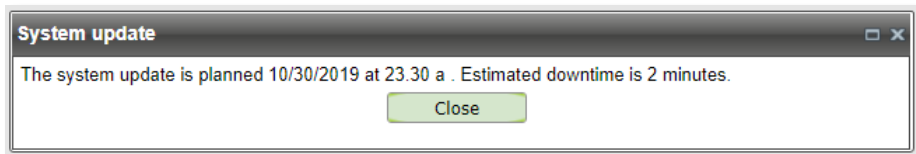
## Notifications table

Each received notification is displayed as a row in the notification table. Data in an unread notification row is displayed in bold. The number of unread notifications is also shown in brackets after the section name in the menu on the left.

Table 20 – Common list of notification parameters

Column name	Description
Subject	Subject of notification
Message	Notification text (only the first line; to view the all text, please, open a notification)
Date	Date and time of the message sending
Delete	Message delete button

A double click on the notification row opens its full text in a new window:



Picture 71 – Notification view window

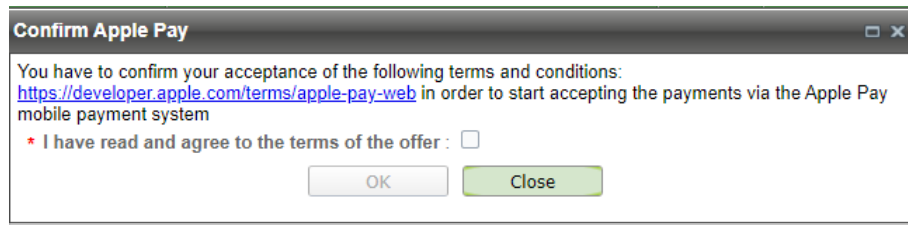
After closing the viewing window, the notification becomes read.

A notification can be deleted from the table by clicking the **X** button in the row of this notification.

## Notification actions

Some types of notifications require user action. Such actions, for example, include the user's consent to the offer.

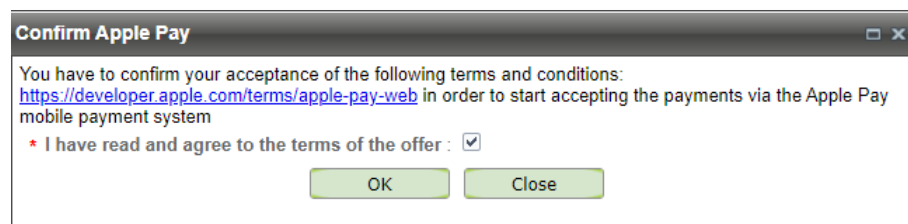
When you open such a message, a check box is displayed to agree with the offer.



Picture 72 – Notification confirmation window 1

If the user does not confirm the notification (does not agree with the terms of the offer), then he can simply close the notification confirmation window. In this case, the notification becomes read, but the user still can perform confirmation later.

After checking the checkbox, the "OK" confirmation button becomes active. Clicking on this button completes the notification confirmation.



Picture 73 – Notification confirmation window 2

## 5. Bills

Section 'Bills' (tab Bills) is designed to provide information about invoiced and paid bills. It is also allows to create the new bills, send invoiced bills by E-mail to customers, revoke the invoiced bills or cancel payment by payed bill, perform bill payments and receive other necessary information about the bills and bill payments.

### 5.1. Bills search

The number of filters is available in section '*Bills*' for convenient work. They allow you to search bills by known criteria.

Filters are applied when you press '*Select*' button.

All filters are on top of the section '*Bills*' window.

The screenshot shows a search filter interface for bills. It includes a title 'Bills' and a grid of input fields. The first row contains 'Date type' (set to 'Creation date'), 'Operator', and 'First name'. The second row contains 'Begin date' (set to 'Mar 13 2018 00:00:00'), 'Bill #', and 'Last name'. The third row contains 'End date' (set to 'Mar 14 2018 00:00:00'), 'Amount', and 'Middle name'. The fourth row contains 'Merchant ID(-s)' (set to '802056'), 'State' (set to 'All'), 'E-mail', and 'Customer number'. At the bottom right, there are two buttons: 'Select' and 'Summary'.

Picture 74– Section '*Bills*' filters.

The following filters are available to search bills in section '*Bills*':

- **Begin date – End date** – pair of controls. Each of them allows to enter the year, month, day, hour, minutes and seconds. They both together provide the date period to search.
- **Date type** – drop-down list, it determines the date period interpretation (search by: date of bill creation (*Creation date*), date of bill payment (*Payment date*)). Search by bill creation date is selected by default. **Attention!** When you select a filter by date of bill payment, the search is made only on those bills, which are already paid or payment attempts were done.
- **Merchant ID(-s)** – drop-down list that allows multi-selection, it contains merchants' list. Only bills of selected merchants will be shown in the search result. It also possible to select all merchants by clicking box in the header.
- **State** – drop-down list of bill states.
- **Operator** – login name of operator who created the bill. Case sensitive search is performed by full coincidence.
- **Bill #** – Bill number (case-sensitive).
- **Original amount** – text field for amount entering (without penny/cents, only whole numbers).
- **Email** – Customer's Email.
- **Name**– Customer's name.
- **Last name**– Customer's last name.
- **Middle name** - Customer's middle name.
- **Customer number** - Merchant's internal customer identification.

If more than one criteria are filled (for example, *State*, *Operator* and *Last name*) then bills, which fit to all search criteria appear in the search results table.

**NOTE!** The result's window shows only 500 first bills. When number of selected bills is greater than 500, only 500 are shown. Provide more restricting search criteria in such cases (shorten dates' period or use additional filters).

## 5.2. Search results

Each bill is displayed as a row in the result table.

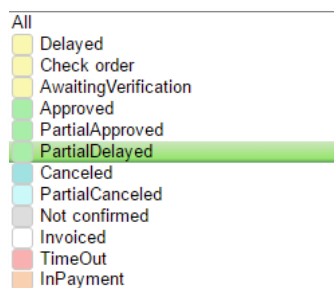
Table's context menu can be opened by right click on the table header.

Common list of bills parameters is in the Table 21.

Table 21 – Common list of bill parameters

Column name	Description
Bill number	Bill number which is assigned by merchant or can be generated by system (depending on the merchant settings)
Created	Date/time of bill creation in the system (in enterprise's time zone).
Operator	Login name of operator who created the bill
BillNumber	Internal system number of associated order (empty when no payment was made)
Customer	Customer name
Pay_until	Expire date of bill payment (in enterprise's time zone)
Bill amount	Bill amount
Bill currency	Bill currency
Paid	Date and time of bill payment (empty when no payment was made)
Payment amount	Amount of payment operation (empty when no payment was made)
Payment currency	Currency of payment operation (empty when no payment was made)
Canceled amount	Total amount of canceled funds on this bill (empty when no payment was made, 0 when no cancelation was done)
State	Bill state
Comment	Comment

The check box "*Highlight the states via colors*", located in the up-right corner over of the bills table, can be used to highlight the bills in the table by different colors according their states:



Picture 75 – List of bill states.

Then the bill table with the highlighted states will be look as follows:

Bill #	Created	Operator	Billnumber	Customer	Pay until	Bill amount	Bill currency	Paid	Payme amou
20160823-01	23.08.2016 19:36:40	tosavina			24.08.2016 19:37	200	RUB		
20160823	23.08.2016 19:37:33	tosavina		(osavina@assist.ru)	24.08.2016 19:38	300	RUB		
20160824-01	24.08.2016 13:53:18	tosavina	5500069220237761		25.08.2016 13:54	100	RUB	24.08.2016 13:54:12	8
20160824-2	24.08.2016 13:56:33	tosavina	5500069220237779		25.08.2016 13:57	100	RUB	24.08.2016 13:56:43	
20160824-3	24.08.2016 13:58:09	tosavina	5500069220237860		25.08.2016 13:59	100	RUB	24.08.2016 15:32:56	10
20160823-4	24.08.2016 14:41:03	tosavina	5500069220237837		25.08.2016 14:42	100	RUB	24.08.2016 14:41:35	

Picture 76 – Bill table with highlighted states.

### 5.3. Bill creation

Separate button "Create new bill" allows the operator to create new bill directly from your personal account. Clicking this button opens a window for bill creation. Required parameters are marked with asterisks.

**NOTE!** There is the section "Fiscal parameters" in the right part of the screen form. In this section are the payment parameters required for bills with fiscalization through the IPS Assist (see sect.4.4). If the section "Fiscal parameters" is not available, the merchant needs to contact the support service of the IPS Assist to obtain information about this service. In the "Common info" section there is also a field "Cheque" for displaying the order composition by items. Clicking the "Edit" button allows you to add the necessary cheque items during creation of an order. If the "Edit" button is inactive, then the merchant does not work with the cheque. To enable this function, contact the support service of the IPS Assist.

Picture 77 – Bill creation window

Common list of bill creation parameters is in the Table 22.

Table 22 – Common list of bill creation parameters

Name	Description
Common info	
Merchant	Select from the drop down list available merchants for the current user.
Bill #	The bill number that is defined by the enterprise. When bill auto-numbering is switched on IPS Assist side then this field can be empty.
Bill amount	Bill amount
Currency	Bill currency (select from the drop down list of currency codes).
Comment	Bill comment
Language	Customer language, which is used for E-mail messages and payment page (language of the merchant by default).
Pay_until	Expire date of bill payment (date and time in GMT), by default 1 day.
DelayPayment*	Check box. Attribute of a credit card authorization for the double-stage operation mode: 0-one-stage operation, 1 - double-stage operation.
Taxation system	Select from the drop down list available taxation system.
Customer info	
Customer Number	Merchant's internal customer identification
Last name*	Customer's last name
First name*	Customer's name
Middle Name	Customer's middle name
Phone	Customer's phone number

Name	Description
Mobile phone	Customer's mobile phone number
E-mail	Customer's E-mail address
Send bill*	Drop-down list: <i>Don't send, Send via E-mail, Send via Email and SMS.</i>

\* The parameter value can be set by default. In this case, the bill creation window will be opened with the already filled default values. During creating a bill, the values of these parameters can be changed by user. Please, contact support team ([support@assist.ru](mailto:support@assist.ru)) to set the default parameters.

**Note.** All parameters, which set by the user within the personal Account are automatically validated. The validation rules are described in the annex 3.

All changes are applied after pressing 'Save' button.

#### 5.4. Bill creation for payment with fiscalization

To create the bill for payment with fiscalization, you must execute all the actions described in sect.4.3, additionally filling the fields in the section "*Fiscal parameters*" on the right side of the screen. If the section "*Fiscal parameters*" is not available, as shown in Pic.77, the merchant needs to contact the support service of the IPS Assist to obtain information about this service.

By default, the fields of the "*Fiscalization parameters*" section are filled with values agreed with the merchant when the fiscalization service is activated. In the process of preparing the payment for the performing, these values can be changed on the request of the user.

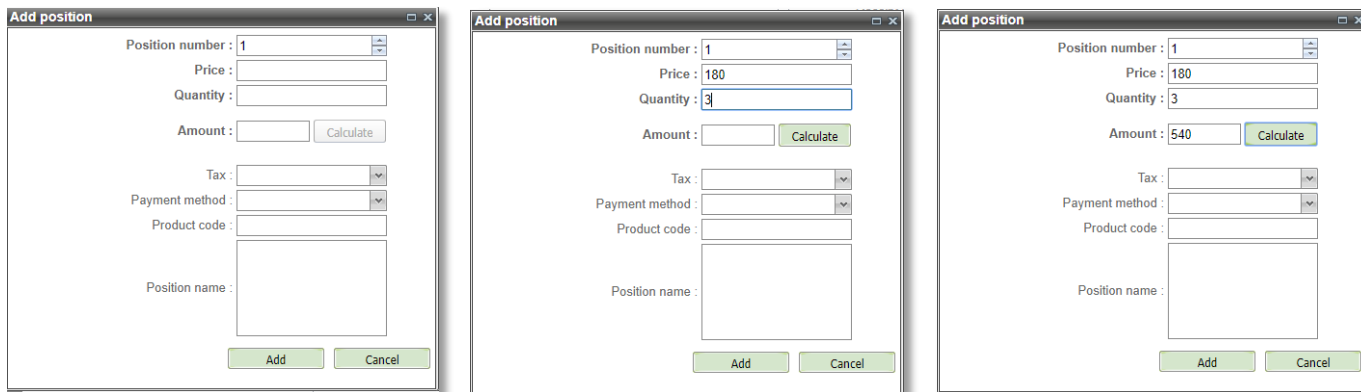
By default, a fiscal receipt is generated after a successful payment on the bill; this function can be disabled using the corresponding check-box.

Picture 78 – Section "*Fiscal parameters*"

If the merchant works with the transfer of the cheque, then it is possible to specify the items of the cheque and their parameters during preparing the payment. Click the "*Edit*" button in the "*Order data*" section to change cheque items. If the "*Edit*" button is inactive, then the merchant does not work with the cheque. To activate this function, contact the support service of the IPS Assist. After clicking the "*Edit*" button, a new "*Receipt positions*" window will open.

Picture 79 – "*Receipt positions*" window before adding of the items

Clicking the "Add" button opens a window for enter the item parameters.



Picture 90 – Item adding window

After filling the "Price" and "Quantity" fields, the "Calculate" button becomes active. Pressing this button automatically fills the "Amount" field with the calculated value ( $Price * Quantity$ ).

List of parameters, which have to be filled, is specified in the table 23:

Table 23 – List of parameters in the item adding window

Parameter	Mandatory field	Adopted values	Comment
<b>Position number</b>	Yes	Number	# of the cheque's item (unique number for cheque)
<b>Price</b>	Yes	Number, 15 digits (delimiter: '.')	The cost of a product unit
<b>Quantity</b>	Yes	Number, digits (delimiter: '!')	The product's quantity in the units of the product measurements
<b>Amount</b>	Yes	Number, 15 digits (delimiter: '.')	The cost of a specified quantity of product
<b>Tax</b>	No	Select from the list of available values	Tax rate identifier
<b>Payment mode</b>	No	Select from the list of available values	Payment method (see Annex 6)
<b>Product code</b>	No	String (50)	Product's code
<b>Position name</b>	No	String (250)	Product's name*

\*Spaces that are at the beginning and at the end of the "Position name" field will be automatically deleted after adding a position.



For merchants that need to transfer extra parameters for cheque items, these parameters are displayed in the form of adding an item.

The screenshot shows a window titled "Add position" with the following fields:

- \* Position number: 1 (dropdown)
- \* Price: (text input)
- \* Quantity: (text input)
- \* Amount: (text input) with a "Calculate" button
- Tax: (dropdown)
- Payment method: (dropdown)
- Product code: (text input)
- Position name: (text area)
- Agent mode: БАНК.ПЛАГЕНТ (dropdown)
- Transfer operator phone: (text input)
- Transfer operator name: (text input)
- Transfer operator address: (text input)
- Transfer operator TIN: (text input)
- Payment receiver operator phone: (text input)
- Payment agent operation: (text input)
- Payment agent phone: (text input)
- Supplier phone: (text input)
- Supplier name: (text input)
- Supplier TIN: (text input)
- Excise: (text input)
- Country of origin: (text input)
- Number of customs declaration: (text input)
- Line attribute: (text input)

Buttons: "Add" and "Cancel"

Picture 81 – Item adding window with extra parameters

Details of extra parameters are described in the table below.

Table 24 – List of extra parameters in the item adding window

Parameter	Mandatory field	Adopted values	Comment
<b>Agent mode</b>	No	Select from the list of available values	Agent mode, (see Annex 8)
<b>Transfer operator phone</b>	No	19 characters	Transfer operator phone number
<b>Transfer operator name</b>	No	64 characters	Transfer operator name
<b>Transfer operator address</b>	No	256 characters	Transfer operator address
<b>Transfer operator TIN</b>	No	12 characters	Transfer operator TIN
<b>Payment receiver operator phone</b>	No	19 characters	Payment receiver operator phone number
<b>Payment agent operation</b>	No	24 characters	Payment agent operation
<b>Payment agent phone</b>	No	19 characters	Payment agent phone number
<b>Supplier phone</b>	No	19 characters	Supplier phone number
<b>Supplier name</b>	No	64 characters	Supplier name
<b>Supplier TIN</b>	No	12 characters	Supplier TIN
<b>Excise</b>	No	Number (15,2)	Excise
<b>Country of origin</b>	No	3 characters	Country of origin code
<b>Number of customs declaration</b>	No	32 characters	Number of customs declaration
<b>Line attribute</b>	No	64 characters	Additional line attribute

After adding the next bill item, all items will be displayed as a table in the "Receipt positions" window.

Position number	Amount	Quantity	Price	Payment method	Tax	Product code	Position name
1	180	3	60	1 Prepayment 100%	VAT 20%	123456	Bottled milk
2	200	2	100	1 Prepayment 100%	VAT 20%	234567	Butter, packs 200 g
3	200	4	50	1 Prepayment 100%	VAT 20%	789654	Rye bread

Picture 82 – The "Receipt positions" window after adding of the items

After clicking the "Close" button, the number of items and the total amount for them will be displayed in the payment screen. The "Bill amount" field will also be automatically filled in, and it will become unavailable for editing. The change in the bill amount is possible only by changing the total amount of the items.

**Create new bill**

**Common info**

Merchant: fiscalization\_chequeitem (7...)

Bill #: [ ]

Bill amount: 580

Currency: RUB Russian Ruble 643

Cheque: 3 positions for the amount of 580 [Edit]

Comment: [ ]

Language: Russian

Pay until: 01/03/2018 16:41

Delay payment:

**Customer info**

Customer number: [ ]

Last name: [ ]

First name: [ ]

Middle name: [ ]

Phone: [ ]

Mobile phone: [ ]

E-mail: [ ]

Send bill: Send via E-mail

**Fiscal parameters**

Generate receipt:

Receipt line: Оплата заказа мерчанта559...

Tax: VAT 10%

Payment method: 4 Full payment

Taxation system: General

[Save]

Picture 83 – The screen form with the display of items

**Note!** Values of the parameters *Tax* and *Payment method* specified in the cheque items have a higher priority than their values specified in the section "Fiscal parameters". If these parameters are not specified in any cheque items, then their values for such items are substituted from the corresponding fields in the section "Fiscal parameters". If the merchant does not work with the transfer of the cheque, then in the cheque there will always be only one item with the parameters specified in the section "Fiscal parameters".

### 5.5. Bill action

You can perform the following actions over bill in the section 'Bills': *View bill*, *Revoke bill*, *Pay bill* etc. Right click on the desired bill opens the bill's context menu. You can select necessary actions in this menu. **Note.** Depending on the current bill state, individual items in the context menu can be disabled.

### 5.5.1. View bill

If you select the 'View bill' option in the bill's context menu then the window 'Bill details' appears with selected bill.

The screenshot shows the 'Bill details' window with two tabs: 'Common info' and 'Order info'. The 'Common info' tab is active, displaying the following data:

Bill info	
Bill # :	2017.12.19-62
State :	Delayed
Billnumber :	5559239229335847
Created :	19.12.2017 15:39:42
Bill amount :	100 RUB
Cheque :	1 позиций
Comment :	
Language :	RU
Pay until :	20.12.2017
Delay payment :	yes

Fiscal parameters	
Generate receipt :	yes
Receipt line :	Оплата заказа мерчанта559239
Tax :	VAT 10%
Payment method :	Full payment
Taxation system :	OCH

Customer info	
Customer :	
E-mail :	
Phone :	
Mobile phone :	
Customer number :	

Merchant	
ID :	559239
Name :	FiscalSavina

Link: <https://payments.t.paysecure.ru/bill/paybill.cfm?ID=bkRskYDuLz+7pGwr1O45>

Buttons:

Picture 84 – Bill details window

The buttons at the bottom of the form allow to finish viewing the bill by performing one of the following actions:

- **Cheque items** - view of check items in a separate window;
- **Revoke bill** – revoke the viewed bill;
- **Send bill** – send bill by E-mail to the customer for payment;
- **Pay** – make payment of bill.

If the bill has been paid and is in one of the following states – *In Payment, Approved, Canceled, Partial Canceled, Deleted* then the Bill details window will have two tabs: 'Common info' and 'Order Info'.

The screenshot shows the 'Bill details' window with two tabs: 'Common info' and 'Order info'. The 'Common info' tab is active, displaying the following data:

Bill info	
Bill # :	2142134
State :	Approved
Billnumber :	5652881225332348
Created :	11.09.2017 16:30:24
Bill amount :	213434 RUB
Comment :	
Language :	RU
Pay until :	12.09.2017
Delay payment :	no
Taxation system :	УСН ДОХОД

Customer info	
Customer :	
E-mail :	ndragun@assist.ru
Phone :	
Mobile phone :	
Customer number :	

Merchant	
ID :	652881
Name :	test1120-2

Link: <https://payments.t.paysecure.ru/bill/paybill.cfm?ID=XyRfy98JmgjLBF/L3wmm>

Buttons:

Picture 85 – Bill details window

Bill parameters that are displayed in this window are described in the table 25.

Table 25 – Displayed parameters in the bill details window

Name	Description
Common info	
Bill #	The bill number
State	Bill status
BillNumber	Internal order number which is assigned by the system
Created	Date/time of bill creation in the system (in enterprise's time zone).
Bill amount	Bill amount (with currency code)
Comment	Bill comment
Language	Customer language
Pay_until	Expire date of bill payment
Delay payment	Attribute of a credit card authorization for the double-stage operation mode: yes- one-stage operation, no - double-stage operation.
Taxation system	Taxation system used by the merchant.
Customer info	
Customer	Customer's name, last name and middle name.
E-mail	Customer's e-mail address
Phone	Customer's phone number
Mobile phone	Customer's mobile phone number
Customer number	Merchant's internal customer identification
Merchant	
ID	The merchant identifier in IPS Assist
Name	Name of the merchant
Link	
Payment link	

There is the "*Send receipt*" button on the right bottom of the bill details window, which causes the sending the bill's payment receipt to the customer via E-mail.

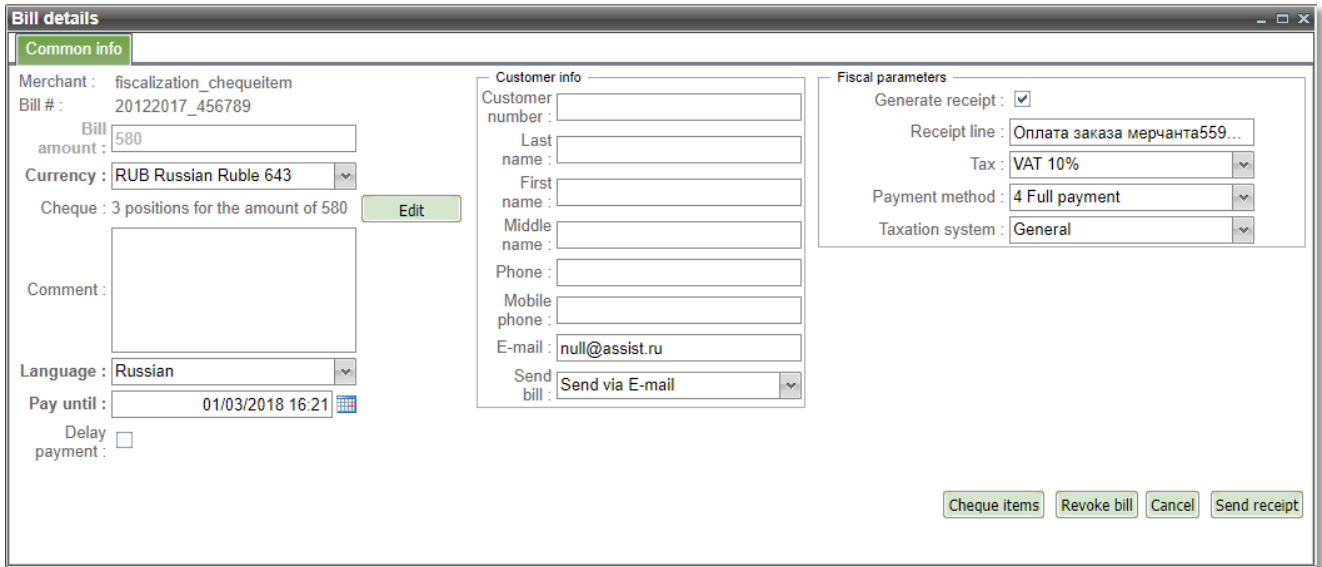
The «*Bill details*» window also has a tab "*Order info*", which displays all operations of the order generated on the bill.

Table 26 – Displayed parameters in the *Order info* tab

Name	Description
ID	Unique identification of the order
State	Order state (Approved, Declined and etc)
Order number	Order number
BillNumber	Internal order number which is assigned by the system
Date	Date/time of order creation in the system
Amount (base currency)	Order amount in the base currency
Amount (original currency)	Order amount in the original currency
Payment mode	Payment mode (ex.: <i>ECOM, CASH, POS key entry, WS19 – EPORT, MOTO, POS, POSPIN</i> ).
Fraud	Probability of fraud, in percent
Error message	Operation error message
Error hint	Hints on the error

### 5.5.2. Edit bill

If you select the 'Edit bill' option in the bill's context menu then the window 'Bill details' appears with selected bill. Actions in this window are similar to window "Create new bill".



Picture 86 – Bill details window

The buttons at the bottom of the form allow to finish viewing the bill by performing one of the following actions:

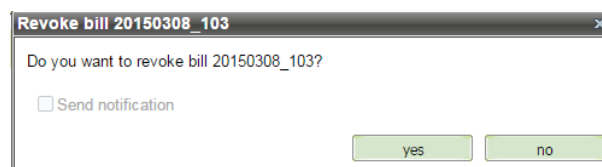
- **Revoke bill** – revoke the viewed bill;
- **Send bill** – send bill by E-mail to the customer for payment;
- **Pay** – make payment of bill;
- **Save** – save changes in the current window.

The changes will be not saved by closing this window.

**Note!** Performing of any action with the bill without saving changes will perform this action with the original version of the bill.

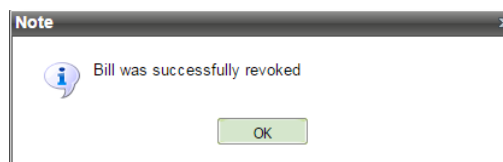
### 5.5.3. Revoke bill

When you select 'Revoke bill' option in the bill's context menu the revoke confirm window will appear as it shown on the picture 87. Checkbox "Send notification" allows you to configure sending message about bill cancellation to the customer's E-mail address.



Picture 87 – Confirm revoke window

If the bill revoke is confirmed, a message about successful action is displayed as shown on the picture 88.



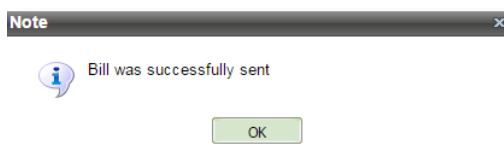
Picture 88 – Successful revoke message window

The revoked bill does not displayed in the bill table.

### 5.5.4. Send bill

When you select "*Send bill*" option in the bill's context menu the bill will sent by E-mail to the customer without additional confirmation.

After sending the bill the message about successful action appears as shown on the picture 89.



Picture 89– Successful bill sent message window

The customer can use the received bill to make payment on the payment page by clicking contained in the bill payment link.

### 5.5.5. Pay bill

When you select "*Pay*" option in the bill's context menu then the window '*Pay*' appears with two tabs for payment methods MOTO (Key entry cardholder not present) and POS key entry (Key entry cardholder present).

Next, go to the tab of necessary type of payment (active tab is highlighted in green).

The tab contains:

- the unique identification of the merchant in the system;
- the name of the company (if the merchant is running in test mode, his name contains the word "test" (in parentheses and without the quotes));
- input fields of the order data (see table 27);
- "*Pay*" button.

Table 27 – Parameters for bill payment

Name	Description
Bill info	
Bill #	The bill number.
Amount	Bill amount.
Currency	Bill currency.
E-mail	Customer's E-mail address.
Comment	Bill comment
Customer info	
Last name	Customer's last name
First name	Customer's name
Middle name	Customer's middle name
Bank card data	
Type	Select from the list of available values.
Card number	Card number.
Expire date	Expire date of card.
Card holder	Card holder
CVV2/CVC2/4DBC	Field is usually mandatory when it is present on the card
Bank name	Name of issuing bank

**Note.** All parameters that have already been entered by creation a bill are automatically displayed in the «*Pay*» window and can not be edited.

The screenshot shows a window titled "Pay" with two tabs: "Key entry cardholder not present (MOTO)" and "Key entry cardholder present (POS key entry)". The "MOTO" tab is active. The window contains the following information:

- Merchant ID : 506053
- Merchant name : New Assist Test Fake
- Bill info**
  - Bill # : 20150308\_103
  - Amount : 200
  - Currency : RUB
  - E-mail : test@testpost.ru
  - Comment :
- Customer data**
  - Last name : Testov
  - First name : Test
  - Middle name : Testovich
- Bank card data**
  - Type : VISA
  - Card number :
  - Expire date : Aug 2015
  - Card holder :
  - CVV2/CVC2/4DBC :
  - Bank name :

A "Pay" button is located at the bottom left of the window.

Picture 90 – Bill payment window

The result of the authorization is shown on bottom of screen. The following information is displayed:

- confirmation code;
- message to the customer;
- message;
- recommendation;
- response code;
- date;
- order number;
- payment number.

The screenshot shows a window titled "Authorization result" with the following information:

- Approval code : F50172
- Customer message : Success
- Message : Success
- Recommendation :
- Response code : AS000
- Date : 04.08.2015 16:55:53
- Order number : 20150308\_103
- Payment number : 550605321448457.1

At the bottom of the window, there are two buttons: "Print receipt" and "Export to PDF".

Picture 91 – Authorization result

**Note.** If the bill is currently overdue, then this bill can not be paid.

There are additional buttons "Print receipt" and "Export to PDF" available after the payment. Pressing the "Print receipt" opens a preview window, the "Print" button is in the upper-right corner of the window.

The screenshot shows a receipt preview window with the following text:

New Assist Test Fake  
 Operation: Success  
 Merchant ID: 100004116  
 Date/time: 04.08.2015 16:55:53  
 Operation: Approve

Operation amount: 200 RUB  
 Mean number: \*\*\*\*1111  
 Check: 20150308\_103  
 Expired: 12.20  
 Response code: AS000  
 Approval code: F50172  
 Indicated by  
 MOTO

\_\_\_\_\_

(client signature)

Picture 92– Receipt preview window

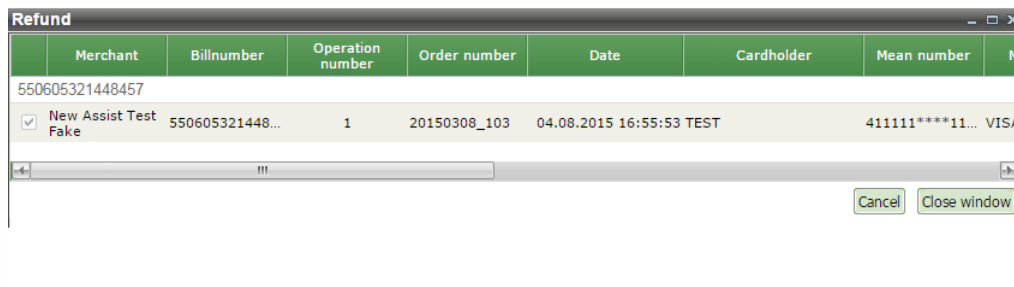
After printing of the receipt you can close the preview window clicking "X" in the upper right corner of the window.

It is possible to change the view of the printed receipt on request by the enterprise. Please, contact support team (support@assist.ru) in such case.

**Note.** The receipt language is independent of the selected interface language by user and is determined by specifying the language of the order. You can set the receipt's language as the interface language or add a language selection before the receipt printing. Please, contact support team (support@assist.ru) in such case.

### 5.5.6. Cancel bill

Selecting option "Cancel" in context menu opens a new window "Refund" with buttons "Cancel" and "Close window".



Picture 93– Refund window

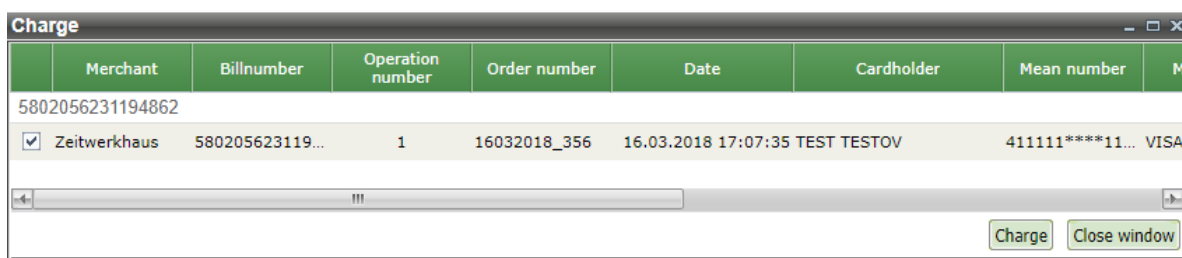
You can find more details about payment cancelation in section 3.6.2.

### 5.5.7. Bill payment confirmation

If merchant uses a double-phase payment mode then after completing authorization the enterprise has 2 days to confirm the payment (to confirm money withdrawal from the customer's account). Any enterprise's user (who has appropriate rights) can confirm the payment by right-click on the bill(-s) and selecting 'Charge' option in the order's context menu.

You can easily find all unconfirmed bills by selecting 'Delayed' in the 'State' filter. Bills which await payment confirmation and which are within the selected time period (and probably other criteria applied if they are filled) will be shown.

When you select 'Charge' option in the bill's context menu the 'Charge' window will appear as it shown on the picture 94.



Picture 94– Bill payment confirmation dialog



The list of the bill properties, which are displayed in the confirmation window are described in the table 28.

Table 28 - list of the displayed order properties in the confirmation window.

Column name	Description
Merchant	Merchant name
Billnumber	Internal order number
Order number	Order number
Data	Order creation date/time
Card-holder	Card-holder
Means number	Number of payment means
Amount	Successfully authorized amount (It is maximum amount that can be charged)
Charge amount	Confirmation amount (by default it is full order amount)
Currency	Currency of authorized amount
Comment	Order comment
Result	Operation result. If the enterprise uses one-phase payment mode then this field shows the message: 'Confirmation of payment is not required.'

After pressing 'Charge' button the 'Result' column will show the results of confirmation for each bill which was selected. In case of failure the corresponding error message is displayed in the 'Result' field.

If confirmation fails due to technical reason, the confirmation can be repeated. Repeated confirmation can't make a double withdrawal from the customer's account, only one successful charge operation is possible.

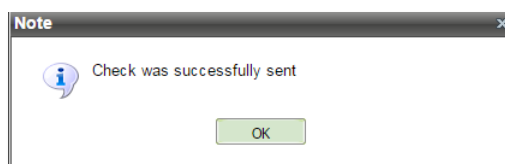
Payments, which are not confirmed in time (5-14 days depending on the bank) are automatically canceled.

**Note.** In order to use the double-phase payment mode for paying bills, the customer have to pay using the received via Email link.

### 5.5.8. Send receipt

Selecting option "Send receipt" in context menu sends the payment receipt to the customer via E-mail without confirmation request.

After sending the receipt the message about successful action appears as shown on the picture 95.



Picture 95- Successful receipt sent message window

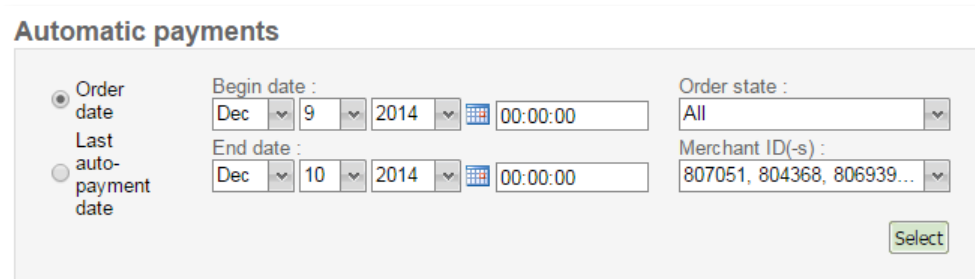
## 6. Automatic payments

This section is designed to obtain the automatic payment information, execution of which is configured for a particular merchant.

The number of filters is available in 'Automatic payments' for convenient work. They allow you to search orders by known criteria.

Filters are applied when you press 'Select' button.

All filters are on top of the orders monitoring window.



Picture 96– Filters in the 'Automatic payments' window

The following filters are available to search orders in 'Automatic payments':

- **Order date – Last auto-payment date** – pair of controls. Each of them allows to enter the year, month, day, hour, minutes and seconds. They both together provide the date period to search.
- **Order state** – drop-down list of available order statuses: *All, Unsuccessful initial payment, Unsuccessful last auto-payment, Active schedule, Finished schedule*.
- **Merchant ID(-s)** – drop-down list that allows multi-selection, it contains merchants' list. Only orders of selected merchants will be shown in the search result. It also possible to select all merchants by clicking box in the header.

If more than one criteria are filled then orders which fits to all search criteria appears in the search results table.

**NOTE!** The result's window shows only 500 first orders. When number of selected orders is greater than 500, only 500 are shown. Provide more restricting search criteria in such cases (shorten dates' period or use additional filters).

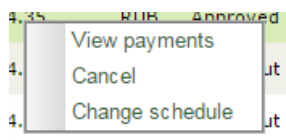
Each order is displayed as a row in the result table of automatic payments.

Common list of automatic payments parameters is in the Table 29.

Table 29 – Common list of automatic order parameters

Column name	Description
Order number	Order number of initial payment.
BillNumber	Internal order number of initial payment.
Date	Date/time of order creation in the system (in enterprise's time zone). <b>Note!</b> Order monitoring can show details of any order within last 1,5 years. If you need previous orders details, please, contact support team (support@assist.ru).
Comment	Comment
Amount	Amount of initial payment.
Currency	Currency of initial payment.
Payment status	Initial payment state ( <i>Approved, Declined</i> and etc.)
Auto-payment amount	Auto payment amount, can be changed in the context menu.
Last auto-payment status	Last auto-payment state currently.
Period	The time interval between automatic recurring payments.
Finish date	End date of the auto-payments under this order.
Next payment date	Date for next payment under this order

Access to view payments for the order is available through the order's context menu. Right click on the order will show the order's context menu, click on 'View payments' to see the all payments of this order.



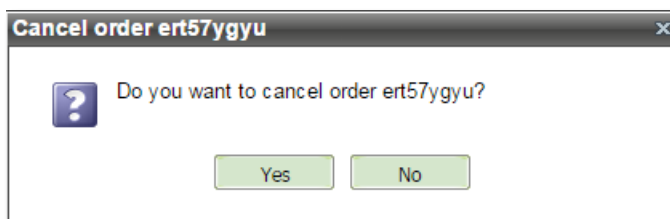
Picture 97 – Context menu in the list of auto-payments

Selecting 'View payments' option in order context menu will open new window with information about all payments for this order.

Table 30 – List of parameters in the 'View payments' window

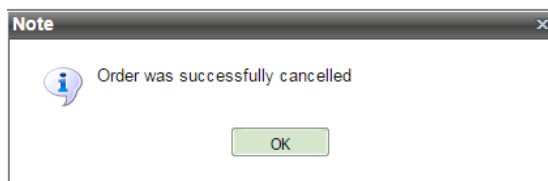
Name	Description
BillNumber	Internal number of payment
Interface ID	20 – auto-recurrent payment according to the schedule; 14 - recurring payments was made via the web service.
Date/Time	Payment date and time.
Authorization amount	Payment amount.
Currency	Payment currency.
State	Payment state ( <i>Approved, Declined</i> and etc.)
Error message	Payment error message

When you select "Cancel" in the context menu, the confirmation window opens to cancel auto-payment:



Picture 98 – Auto-payment cancel confirmation window

When cancellation of auto-payment is successful, the following message:



Picture 99– Message box on the successful cancellation of payment

When you select "Change Schedule" in the context menu, the window opens a window in which the user has the ability to change the auto-payment on the selected order (see table 31).

Table 31 – List of parameters in the 'Change schedule' window

Column name	Description
Order number	Order number (for reference only).
Amount	Amount of auto-payment.
Period	The time interval between automatic recurring payments (numeric value).
Period unit	Drop-down list: <i>Day, Week, Month</i> .
Max. count	The maximum number of payments within the order.
Finish date	End date of the auto-payments under this order.
Next payment date	Date for next payment under this order

## 7. Virtual terminal

Virtual Terminal is used to pay for goods/services via the client card by the operators having access to IPS Assist interface. Virtual Terminal allows you to conduct such operations as MOTO and POS key entry (input card data in the presence of the client).

The virtual terminal users are employees of offline stores or call centers (managers, cashiers, etc.).

Creation of users and assigning the rights are tasks of the administrator of a legal entity - a responsible person of the store. For the convenience of the payment transaction the administrator creates special users who have access to only one merchant. This eliminates the selection of the merchant at the time of payment.

The following payments (depending on the settings) can be performed from the section 'Virtual Terminal':

- manual input in the absence of the client (MOTO);
- manual input in the presence of the client (POS key entry).

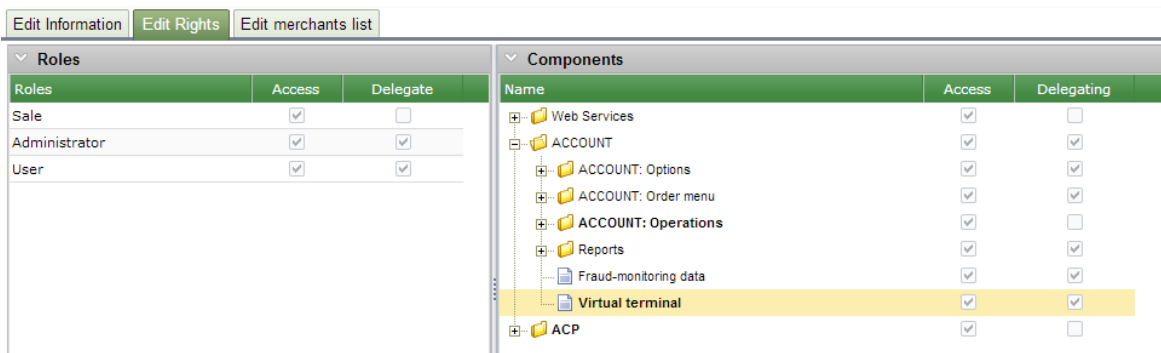
List of parameters, which have to be filled is specified in the table 32:

Table 32 – List of parameters in payment creation window

Parameter	Mandatory field	Adopted values	Comment
<b>Order data</b>			
<b>Order Number</b>			Field is mandatory by the merchant's settings
<b>Amount</b>	Yes	Number, 15 digits (delimiter: '.')	Payment amount, in original currency (e.g., 10.34).
<b>Currency</b>	Yes	Select from the list of available values	Drop-down box
<b>E-mail</b>	No	128 characters	Customer E-mail
<b>Language</b>	Yes	Select from the list of available values	Language of order. The notifications will be sent and the receipts will be printed for this order on this language. By default the interface language is shown.
<b>Comment</b>	No	256 characters	Payment comment
<b>Customer data</b>			
<b>Last name</b>	No	70 characters with no digits	Customer last name
<b>First name</b>	No	70 characters with no digits	Customer first name
<b>Middle name</b>	No	70 characters with no digits	Customer middle name
<b>Bank card data</b>			
<b>Type</b>	Yes	Select from the list of available values	Drop-down box
<b>Card number</b>	Yes		
<b>Expire date</b>	Yes		
<b>Card holder</b>	Yes		Card holder
<b>CVV2/CVC2/4DBC</b>			Field is usually mandatory when it is present on the card

A payment can be performed only by user, which has necessary rights in the system. User rights can be checked by following way:

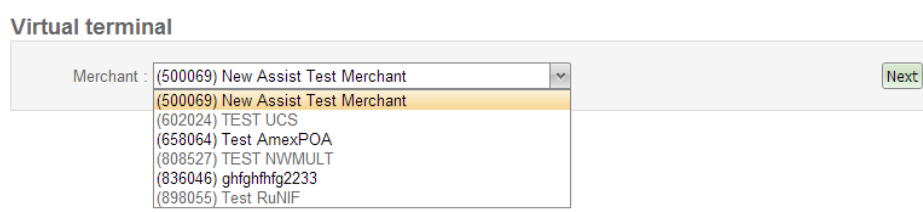
- right-click on the user in section 'Users';
- select 'Edit Rights' from the context menu;
- check that column 'Access' is checked in line 'Virtual terminal' of section 'Components'.



Picture 100 – User rights for *Virtual terminal*

## 7.1. Payments execution

1. Open the section 'Virtual terminal' to execute a payment.
  - If there are several merchants which has been configured for payments via virtual terminal, the system provides a drop-down list to select the desired merchant. Selected merchant has to be confirmed by clicking "Next" button. If the merchant is running in test mode, his name contains the word "test" (in parentheses and without the quotes).



Picture 101 – Merchants selecting window

- If there is only one merchant with is configured for payment via virtual terminal, the merchant selection is not proposed, and immediately moves to the payment screen.
2. The payment screen form includes one or more tabs, depending on the number of available payment methods for this merchant.
  3. Next, go to the tab of necessary type of payment (active tab is highlighted in green). Required parameters are marked with asterisks.

The tab has following elements:

- the unique identifier of the merchant;
- the name of the company (if the merchant is running in test mode, his name contains the word "test", in parentheses and without the quotes);
- input fields of the order data (see table above);
- "Pay" button.

EMOTO	Key entry cardholder not present (MOTO)	Key entry cardholder present (POS key entry)
Merchant ID : 984939		
Merchant name : Cheque (Test mode)		
Order data		
Order number :	<input type="text"/>	
* Amount :	<input type="text"/>	
* Currency :	RUB	▼
Cheque :	<input type="text"/>	<input type="button" value="Edit"/>
E-mail :	<input type="text"/>	
* Language :	English	▼
Comment :	<input type="text"/>	
Customer data		
Last name :	<input type="text"/>	
First name :	<input type="text"/>	
Middle name :	<input type="text"/>	
Bank card data		
* Type :	VISA	▼
* Card number :	<input type="text"/>	
* Expire date :	Jul	2019
* Card holder :	<input type="text"/>	
CVV2/CVC2/4DBC :	<input type="text"/>	
<input type="button" value="Pay"/>		

Picture 102 – Order creation

- Now you should fill the payment screen form. Confirm the entered data using the "Pay" button.

**NOTE!** There is the section "*Fiscal parameters*" in the right part of the screen form. In this section are the payment parameters required for payments with fiscalization through the IPS Assist (see sect.6.2). If the section "*Fiscal parameters*" is not available, the merchant needs to contact the support service of the IPS Assist to obtain information about this service. In the "*Order data*" section there is also a field "*Cheque*" for displaying the order composition by items. Clicking the "*Edit*" button allows you to add the necessary cheque items during creation of an order. If the "*Edit*" button is inactive, then the merchant does not work with the cheque, to enable this function, contact the support service of the IPS Assist.

Order data		
Order number :	20072017_586	
Amount :	1	
Currency :	RUB	▼
Cheque :	<input type="text"/>	<input type="button" value="Edit"/>
E-mail :	test@test.ru	
Language :	English	▼
Comment :	<input type="text"/>	
Customer data		
Last name :	Testov	
First name :	Test	
Middle name :	T	
Bank card data		
Type :	VISA	▼
Card number :	4111111111111111	
Expire date :	Dec	2020
Card holder :	TEST	
CVV2/CVC2/4DBC :	***	
<input type="button" value="Pay"/>		

Picture 103 – Payment authorization window

When the currency of the payment authorization is not the same as the original currency, then:

- fields «*Authorization amount*» and «*Authorization currency*» with the appropriate values will appear near the fields "Amount" and "Currency";
- all fields of screen form will become read-only;
- the "Confirm" button will appear (press it to confirm the payment).

The screenshot displays a payment authorization window with three main sections: Order data, Customer data, and Bank card data. The Order data section includes fields for Order number (1092014\_118), Amount (5), Currency (USD), Cheque, E-mail (test@test.ru), and Comment. It also shows Authorization amount (184.66) and Authorization currency (RUB) in green text, along with an Edit button. The Customer data section includes Last name (Testov), First name (Test), and Middle name (T). The Bank card data section includes Type (AMEX), Card number (3757000000000002), Expire date (Sep 2014), Card holder (TEST), CVV2/CVC2/4DBC (1234), and Bank name. At the bottom, there are Pay and Confirm buttons.

Picture 104 – Amount and currency confirmation window

When the currency of the payment authorization the same as the original currency the authorization result can be seen immediately.

5. The result of the authorization is shown on bottom of screen. The following information is displayed:

- confirmation code;
- message to the customer;
- message;
- recommendation;
- response code;
- date;
- order number;
- payment number.

The screenshot displays a payment authorization interface with the following sections:

- Order data:** Order number: 20160212\_8889; Amount: 1; Currency: USD; Authorization amount: 63.68; Authorization currency: RUB; Cheque: (empty); E-mail: test@test.ru; Language: English; Comment: (empty); Edit button.
- Customer data:** Last name: Testov; First name: Test; Middle name: T.
- Bank card data:** Type: VISA; Card number: 411111\*\*\*\*\*1111; Expire date: Dec 2016; Card holder: TEST; CVV2/CVC2/4DBC: (empty); New payment button.
- Authorization result:** Approval code: F59477; Customer message: Success; Message: Success; Recommendation: Response code: AS000; Date: 02.12.2016 19:31:16; Order number: 20160212\_8889; Payment number: 5802056221581458.1; Print receipt and Export to PDF buttons.

Picture 105 – Window with result of the authorization

6. To perform the next payment do the following steps:

- if you want to perform a payment for the same merchant and in the same mode of payment, you should click on the "New Payment", then all fields will be cleared and you can input the new payment data;
- if you want to perform a payment in other payment mode, you have to go to the appropriate tab;
- if you want to perform a payment to another merchant, then you have to click the "Back" and re-select the merchant.

## 7.2. Payments with fiscalization

To perform payment with fiscalization, you must execute all the actions described in sect.6.1, additionally filling the fields in the section "Fiscal parameters" on the right side of the screen. If the section "Fiscal parameters" is not available, as shown in Pic.98, the merchant needs to contact the support service of the IPS Assist to obtain information about this service.

By default, the fields of the section "Fiscal parameters" are filled with values agreed with the merchant when the fiscalization service is activated. During preparing the payment for the performing, these values can be changed by user.



By default, a fiscal receipt is generated after a successful payment; this function can be disabled using the corresponding check-box.

Picture 106 – Section "Fiscal parameters"

If the merchant works with the transfer of the cheque, then it is possible to specify the items of the cheque and their parameters during preparing the payment. Click the "Edit" button in the "Order data" section to change cheque items. If the "Edit" button is inactive, then the merchant does not work with the cheque; to activate this function, contact the support service of the IPS Assist. After clicking the "Edit" button, a new "Receipt positions" window will open.

Picture 107 – "Receipt positions" window before adding of the items

Clicking the "Add" button opens a window for enter the item parameters.

Picture 108 – Item adding window

After filling the "Price" and "Quantity" fields, the "Calculate" button becomes active. Pressing this button automatically fills the "Amount" field with the calculated value ( $Price \times Quantity$ ).

List of parameters, which have to be filled is specified in the table 33:

Table 33 – List of parameters in the item adding window

Parameter	Mandatory field	Adopted values	Comment
Position number	Yes	Number	# of the cheque's item (unique number for cheque)
Price	Yes	Number, 15 digits (delimiter: '.')	The cost of a product unit
Quantity	Yes	Number, digits (delimiter: '.')	The product's quantity in the units of the product measurements
Amount	Yes	Number, 15 digits (delimiter: '.')	The cost of a specified quantity of product
Tax	No	Select from the list of available values	Tax rate identifier
Payment mode	No	Select from the list of available values	Payment method (see Annex 6)

Parameter	Mandatory field	Adopted values	Comment
<b>Product code</b>	No	String (50)	Product's code
<b>Position name</b>	No	String (250)	Product's name

For merchants that need to transfer extra parameters for cheque items, these parameters are displayed in the form of adding an item.

The screenshot shows a window titled "Add position" with the following fields and controls:

- Position number:** 1 (dropdown)
- Price:** (text input)
- Quantity:** (text input)
- Amount:** (text input) with a **Calculate** button
- Tax:** (dropdown)
- Payment method:** (dropdown)
- Product code:** (text input)
- Position name:** (text area)
- Agent mode:** БАНК.ПЛАГЕНТ (dropdown)
- Transfer operator phone:** (text input)
- Transfer operator name:** (text input)
- Transfer operator address:** (text input)
- Transfer operator TIN:** (text input)
- Payment receiver operator phone:** (text input)
- Payment agent operation:** (text input)
- Payment agent phone:** (text input)
- Supplier phone:** (text input)
- Supplier name:** (text input)
- Supplier TIN:** (text input)
- Excise:** (text input)
- Country of origin:** (text input)
- Number of customs declaration:** (text input)
- Line attribute:** (text input)

Buttons: **Add** and **Cancel**

Picture 109 – Item adding window with extra parameters

Details of extra parameters are described in the table below.

Table 34 – List of extra parameters in the item adding window

Parameter	Mandatory field	Adopted values	Comment
<b>Agent mode</b>	No	Select from the list of available values	Agent mode, (see Annex 8)
<b>Transfer operator phone</b>	No	19 characters	Transfer operator phone number
<b>Transfer operator name</b>	No	64 characters	Transfer operator name
<b>Transfer operator address</b>	No	256 characters	Transfer operator address
<b>Transfer operator TIN</b>	No	12 characters	Transfer operator TIN
<b>Payment receiver operator phone</b>	No	19 characters	Payment receiver operator phone number
<b>Payment agent operation</b>	No	24 characters	Payment agent operation
<b>Payment agent phone</b>	No	19 characters	Payment agent phone number
<b>Supplier phone</b>	No	19 characters	Supplier phone number
<b>Supplier name</b>	No	64 characters	Supplier name
<b>Supplier TIN</b>	No	12 characters	Supplier TIN
<b>Excise</b>	No	Number (15,2)	Excise
<b>Country of origin</b>	No	3 characters	Country of origin code
<b>Number of customs declaration</b>	No	32 characters	Number of customs declaration
<b>Line attribute</b>	No	64 characters	Additional line attribute

After adding the next order item, all items will be displayed as a table in the "Receipt positions" window.

Position number	Amount	Quantity	Price	Payment method	Tax	Product code	Position name
1	180	3	60	1 Prepayment 100%	VAT 20%	123456	Bottled milk
2	200	2	100	1 Prepayment 100%	VAT 20%	234567	Butter, packs 200 g
3	200	4	50	1 Prepayment 100%	VAT 20%	789654	Rye bread

Picture 110 – The "Receipt positions" window after adding of the items

After clicking the "Close" button, the number of items and the total amount for them will be displayed in the payment screen.

Picture 111 – Fragment of the screen form with the display of items

Before performing a payment, you need to make sure that the amount on the items displayed in the "Cheque" field certainly coincides with the amount of the order. Otherwise, payment will not be made.

**Note!** Values of the parameters *Tax* and *Payment method* specified in the cheque items have a higher priority than their values specified in the section "Fiscal parameters". If these parameters are not specified in any cheque items, then their values for such items are substituted from the corresponding fields in the section "Fiscal parameters". If the merchant does not work with the transfer of the cheque, then in the cheque there will always be only one item with the parameters specified in the section "Fiscal parameters".

### 7.3. Printing of receipt

There are additional buttons "Print receipt" and "Export to PDF" available after the payment (You also can print the receipt from the "Order monitor").

When you print a receipt for MO/TO payment, the client's signature field is marked as «MO/TO» (without the quotation marks).

Pressing the "Print receipt" opens a preview window, the "Print" button is in the upper-right corner of the window.

Picture 112 – Window for receipt preview

It is possible to change the view of the printed receipt on request by the enterprise. Please, contact support team (support@assist.ru) in such case.

**Note.** The receipt language is independent of the selected interface language by user and is determined by specifying the language of the order. You can set the receipt's language as the interface language or add a language selection before the receipt printing. Please, contact support team (support@assist.ru) in such case.

After successful receipt printing you can close the preview window clicking "X" in the upper right corner of the window.

## 7.4. Review the payment in the order monitor

You can easily find operations which were performed via virtual terminal in the order monitor by payment mode (EMOTO, MOTO or POS key entry - depending on what type of payment that was performed).

Search result									
	End	Amount	Approved amount	Deposit amount	Currency	Merchar ID	Fraud	Payment mode	Mean type
12:49:04	01.09.2014 12:49:06	5.00	5.00	5.00	USD	658064		MOTO	AMEX
12:54:27	01.09.2014 12:54:28	5.00	5.00	5.00	RUB	658064		MOTO	AMEX
15:27:01	01.09.2014 15:27:02	100.00	100.00	100.00	RUB	500069		MOTO	VISA

Picture 113 – Search result window

## 8. Reports

The enterprise can get a number of reports in this section.

### 8.1. Annual reports

Annual reports are presented in this section. Annual reports are updated every month cumulatively, not later than in 10 day of the next month. This facility is not free and should be ordered through the Customer service.

The reports for the selected year are displayed. To change the year – use the drop-down list. A user can download any available report in PDF format.

### 8.2. Registry

Registries of payments are available in this section. They contain a list of the successful operations, which were performed during a selected month. The bills for the service are calculated based on this report.

You can choose year and month to see the available reports. A user can download any available report in PDF format.

### 8.3. E-wallets

Registries of payment by e-wallet are available in this section. They contain a list of the successful E-wallet operations which were performed during a selected month. This section is similar to 'Registry' section described before.

## 9. Options

In the '*Options*' section settings of enterprise, its merchants and users can be changed. This section is available only for users who have appropriate rights.

### 9.1. Enterprise options

In this section settings of the enterprise can be changed. It has '*Common*' and '*Banking details*' tabs.

#### 9.1.1. Common

Common enterprise's data is displayed on the '*Common*' tab. See table 35 for details.

Table 35 – List of enterprise data that is displayed on the '*Common*' tab

Name	Description
ID	System Enterprise ID (for reference only)
Name	Full enterprise name
Administrative contact	Administrative contact (Name, Position, Phone, Mobile phone, E-mail) – editable fields, you can specify multiple addresses separated by commas in the E-mail field.
Technical contact	Technical contact (Name, Position, Phone, Mobile phone, E-mail) – editable fields, you can specify multiple addresses separated by commas in the E-mail field.
Legal address	Legal enterprise address (for reference only)
Post address	Postal address of the enterprise (for reference only)
Time zone	Enterprise time zone (for reference only)

**Note.** All parameters, which set by the user within the personal Account are automatically validated. The validation rules are described in the annex 3.

All changes are applied after pressing '*Save*' button.

Only enterprise administrator can change these settings.

#### 9.1.2. Banking details

The bank requisites of the enterprise are displayed on the '*Banking details*' tab. See table 36 for details.

Table 36 - List of enterprise data that is displayed on the '*Bank details*' tab

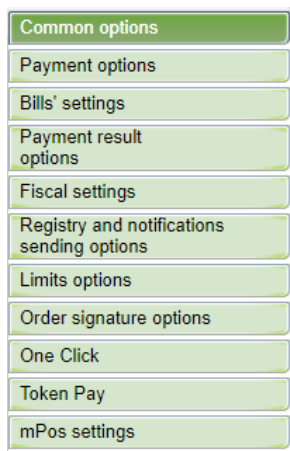
Name	Description
Bank	Bank name
BIK	Bank identity code
OKVED	OKVED of the enterprise
OKPO	OKPO of the enterprise
Payment account	The enterprise payment account
Correspondent account	The enterprise correspondent account
TIN	The enterprise TIN
Accountant E-mail	Accountant E-mail
KPP	The enterprise RPP

All changes are applied after pressing '*Save*' button.

Only enterprise administrator can change these settings.

## 9.2. Merchant options

This section allows to see and to change merchant settings. The choice of a subsection (group of settings) is made using the menu on the right side of the screen. All subsections contain drop-down boxes in header that set the merchant which data are displayed on the subsection.



Picture 114 – The settings subsection selection menu

### 9.2.1. Common options

The list of merchant data, which are displayed on this subsection is described in the table 37.

Table 37 – Common merchant properties

Name	Description
ID	System merchant ID (for reference only)
Enterprise	The merchant's enterprise (for reference only)
Name	Names of the merchant in different languages (editable)
Goods and services	Goods and services that merchant provides (for reference only)
URL	Merchant's URL (editable)
Administrative contact	Administrative contact (Name, Position, Phone, Mobile phone, E-mail) – editable fields, you can specify multiple addresses separated by commas in the E-mail field.
Technical contact	Technical contact (Name, Position, Phone, Mobile phone, E-mail) – (editable fields), you can specify multiple addresses separated by commas in the E-mail field.
E-mail to receive fraud information	E-mail that is used for notifications about fraudulent transactions – (editable fields)

**Note.** All parameters, which set by the user within the personal Account are automatically validated. The validation rules are described in the annex 3.

Name (merchant name) can be provided in different languages. Write down the name's translations next to corresponding languages.

All changes are applied after pressing 'Save' button.

### 9.2.2. Payment options

The list of merchant data, which are displayed on this subsection is described in the table 38.

Table 38 – List of merchant's settings displayed on the 'Payment options' subsection

Name	Description
Base currency	Code and name of merchant's base currency (for reference only)
Test mode	«Yes» - The merchant is in the test payment mode «No» - The merchant is in the production payment mode (for reference only)
Timeout	Timeout (in minutes), customer can enter his personal data and card data during that time period. When time is up transaction is closed with time-out status.
URL_RETURN	URL, which is used to redirect customer in one of 2 cases: 1) in case of unsuccessful payment if 'URL_RETURN_OK' is filled; 2) in all cases if 'URL_RETURN_OK' is not filled. 'Action after authorization' should be set in 'Redirect to merchant page' to redirect customer by 'URL_RETURN'. It is recommended to use HTTPS protocol for secure communication.
URL_RETURN_OK	If 'Action after authorization' is set to 'Redirect to merchant page' then customer is redirected by this URL after successful payment. It is recommended to use HTTPS protocol for secure communication.
Action after authorization	Drop-down list that sets the system behavior after finishing of payment: 'Redirect to merchant page', or 'Redirect to authorization result page'
Secret word	Merchant's secret word.

All changes are applied after pressing 'Save' button.

Please note that values of 'URL\_RETURN\_OK' and 'URL\_RETURN' are used only when 'Action after authorization' is set to 'Redirect to merchant page' and if the authorization request does not contain URL\_RETURN, URL\_RETURN\_OK, URL\_RETURN\_NO (otherwise request parameters are used; request parameters have a higher priority).

### 9.2.3. Bill options

This subsection provides a reference only information about general bill settings: the algorithm of the bill numbering, template of the bill number, version of payment token and display bill settings.

In this subsection you can also view and edit such parameters as bill payment expiration period, whether to send the bill to the customer via E-mail after the bill creation, as well as whether to send notice of bill revoke.

Table 39 – List of merchant's settings displayed on the 'Bill options' subsection

Name	Description
A method of forming a bill number	For reference only.
Bill number template	Template to generate of bill numbers. For reference only.
Token	For reference only.
Show bill before payment	Check box. By default, bill is shown to the customer when he/she has followed by the payment link. If it is not checked then, the customer immediately goes to the payment page. For reference only.
Period of bill payment	Expiration period of bill payment, displayed as DD.HH.MM, by default – 1 day. This field can not be empty or null. When parameter <i>Pay_until</i> is <b>not passed</b> in the bill creation via web-service then <i>Pay_until</i> is calculated as the bill creation time plus value of this setting. This parameter also used to determine the "Pay until" value during the bill creation in personal account.
Send notice of bill revoke	Check box is responsible for sending of notifying about the revoking of the bill. By default, notice is send.
Secret word	Merchant's secret word. (for reference only). You can set it in the "Payment options" section (see sect. 8.2.2).
Check value for bills	Check box is responsible for using of check value code when creating bill.
<b>Default values</b>	
Send bill	Drop-down box: <i>Don't send</i> , <i>Send via E-mail</i> , <i>Send via SMS</i> , <i>Send via E-mail and SMS</i> .

Name	Description
Source of cheque items	Drop-down box: <i>No</i> (cheque items are entered manually), <i>Price list</i> (cheque items can be entered either manually or loaded from the price list), <i>Only price list</i> (cheque items can be loaded only from the price list).
Double-stage operation mode	Check box. If it is checked then payments in double-stage operation mode on the bills of this merchant are allowed.
First name	Payer's first name
Last name	Payer's last name

**Note.** All parameters, which set by the user within the personal Account are automatically validated. The validation rules are described in the annex 3.

**Note.** Part of the parameters in the "*Bill options*" subsection are displayed for reference only. Contact the support team to change these parameters.

All changes are applied after pressing 'Save' button.

#### 9.2.4. Payment result options

The sending of authorization results to the merchant's server can be set up on the '*Payment result options*' subsection. **NOTE!** For security reasons results are sent only on ports 443, 8443, 80, 8080. No other ports can be used to receive the results!

**Note.** If sending of payment results is activated and notification sending has failed then a special e-mail notification is sent to the address, which is specified in the parameter "*Technical contact*" on tab "*Common options*" under "*Merchants options*."

The list of merchant data, which are displayed on this subsection is described in the table 40.

Table 40 – List of settings on 'Payment result options' subsection

Name	Description
Send approve results	Check box. If it is checked then results of payments are sent.
Send cancel results	Check box. If it is checked then cancellations results are sent.
Send order positions	Check box. If it is checked then order positions are sent.
Send fiscal results	Check box. If it is checked then fiscal results are sent.
Send charge results	Check box. If it is checked then results of charges are sent.
Send only success results	Check box. If it is checked then only successful results are sent. It is active only when at least one of above is selected.
Sending results awarding points to the merchant server	Check box. If it is checked then results of bonus point accruals are sent. It is actual for merchants, which use ' <i>Thank YOU</i> ' program of SberBank.
Sending results cancellation awarding points to the merchant server	Check box. If it is checked then results of bonus point accrual cancellations are sent. It is actual for merchants, which use ' <i>Thank YOU</i> ' program of SberBank.
Merchant URL	URL that used for results delivery
Protocol type	Protocol type – POST or SOAP
Sign type	Signature type – PGP or md5
Secret word	Secret word for md5 signature (for reference only). You can set it in the " <i>Payment options</i> " section (see sect. 8.2.2).
Response type	Type of expected response on the results' sending from merchant's server (for reference only)



## 9.2.5. Fiscal settings

You can view the current fiscal settings for the merchant on the '*Fiscal settings*' subsection.

Table 41 – Fiscal settings

Name	Description
Generate a fiscal cheque for card payments	If checked then permits the generation of fiscal cheques for payments by cards to the merchant is allowed.
Generate a fiscal cheque for e-wallets payments	If checked then permits the generation of fiscal cheques for payments by e-wallets to the merchant is allowed.
Generate a fiscal cheque for non-electronic means	If checked then permits the generation of fiscal cheques for payments by non-electronic means to the merchant is allowed.
Merchant works with external fiscalization	If checked then the merchant uses external fiscalization for its payments
The stage of the cheque creation/notification	<i>Authorization</i> or <i>Charge</i> . The <i>Charge</i> can only be applied to the double-stage payment.
Do not send fiscal cheque	Permission not to send fiscal cheques to customers.
Default payment method	The default payment method (in the mode without transfer of the cheque items).
Address of payment place	The address of the payment place, printed in the cheque (or domain address when buying online).
Default tax rate	The default tax rate (in the mode without transfer of the cheque items).
Default taxation system	The default taxation system (in the mode without transfer of the cheque items).
URL of FDO	URL address of FDO
Default text of cheque item	The default name of the product (in the mode without transfer of the cheque items).
Default text of cheque item for external payments	The default name of the product (in the mode without transfer of the cheque items during fiscalization of external payments).
Send notification on a failed payment	If checked then notification will be sent to the buyer in case of unsuccessful payment.
Cheque sender E-mail	E-mail address of the cheque sender (as agreed with the merchant).
Default customer E-mail	The default customer E-mail address.

\* All the parameters in the "*Fiscal settings*" table are displayed for reference only. Contact the support team to change the fiscal settings.

## 9.2.6. Registry and notifications sending options

There are two blocks of settings on this subsection. List of settings, which are related to '*Daily registry*' are described in table 42. List of settings, which are related to '*Notifications*' are described in table 43.

Table 42 – List of settings for Daily registry

Name	Description
Send daily registry	If checked then every day the daily registry is sent to the specified e-mail.
E-mail to receive registry	Sets the e-mail(s) for registry delivery (use comma (',') as e-mails list separator)
Report type	Drop-down box that sets type of transaction that are included in the registry: <i>All</i> , <i>Only successful</i> , <i>All except unsuccessful</i>
Time zone in the registry dates	Sets time zone of date/times in the registry: GMT or enterprise time zone (that is set in the Enterprise options)
Decimal delimiter	Sets the point ('.') or comma (',') for decimal delimiters
Send daily registry for	The control allows to enter the year, month, day as the date for which you want to resend the registry. <b>Note.</b> You can order the registry only for the past dates, not later than yesterday. To build and send the registry, click the "Send" button. The "Send" button is only active when the checkbox «Send daily registry» is checked.

If sending is enabled then every day the daily registry (prepared according to selected type) is sent to the specified e-mails. E-mail message contains the TXT file with payments. If no payment were made then the file contains '*NO PAYMENTS THIS DAY*' text.

**NOTE!** Some tips regarding TXT format are described in the annex 2.

Example of one row from the registry file

```
BillNumber:00000000000001;BillNumberExt:00000000000001.1;OrderNumber:0001-01; OrderState:Approved;
OrderTest:1;OrderAmount:100.00;OrderCurrency:RUB;OrderDate:01.01.2011 07:00:05;OrderComment:тестовый
платеж;CustomerName:Testov Test T.;OperationType:Approve;OperationState:Success;Protocol:NET;
OperationAmount:100.00;OperationCurrency:RUB;OperationDate:01.01.2011 07:00:08;MeanType:VISA;
MeanSubType:Visa Gold;MeanNumber:411111****1111;CardHolder:Testov Test;OperationResult:Success;
ErrorMessage;;Recommendation;;Response_Code:AS000;ApprovalCode:F00001;ProcessingName:Name;
```

Notifications are e-mail messages, which are sent after finishing of the payment. Each message contains payment details

Table 43 – Notifications settings

Name	Description
E-mail to receive notifications	Sets the e-mail which is used for notification delivery
Send pay notification	If checked then notifications are sent after payment completion
Send pay approve notification	If checked then notifications are sent after payment confirmation completion (charge)
Send pay cancel notification	If checked then notifications are sent after payment cancellation completion

A payment notification example:

```
BillNumber: 00000000000001 OperationType:Approve OrderNumber:0001-01 Total:100.00 Currency:RUB
Status:Approved Comment:Test payment Response_Code:AS000 MeanType: MasterCard
```

A confirmation (charge) notification example:

```
BillNumber: 00000000000001 OperationType:Charge OrderNumber:0001-01 Total:100.00 Currency:RUB
Status:Approved Comment:Test payment Response_Code:AS000 MeanType: MasterCard
```

A cancelation notification example:

```
BillNumber:000000000000001 OperationType:PaymentCancel OrderNumber:0001-01 Total:100.00 Currency:RUB
Status:Canceled Comment:Test payment Response_Code:AS000 MeanType: MasterCard
```

### 9.2.7. Limit options

This tab shows the limits of merchant in table. The table displays:

- limit name;
- limit current values;
- thresholds values.

Active limits are checked in the 'Active' column. Limits are displayed in read-only mode. Contact the support team to change limits.

## 9.2.8. Order signature options

When the merchant uses up the order check value (MD5) and/or the order signature the settings for this checks can be configured on this tab. Parameters are described in the table 44.

Table 44 – Order signature settings

Name	Description
Check order code (MD5)	
Check order code (MD5)	If checked then the order value (MD5) is verified on the request receiving.
Secret word	Merchant's secret word. <b>Note!</b> The same secret word is used for the order check value and for the payment result options (see sect. 8.2.4).
Check order signature	
Check order signature	If checked then the order signature is verified on the request receiving
New public key	You need to generate the RSA public key with length of 1024 bits and upload it as a * .pem format file by button « <i>Select files</i> » which allows to select a file with public key.
Current public key	Field that displays current public key (for information only)
Period when new and old keys are valid (days)	Period in days, during which the old key and new one are both active. It is transition period to smoothly move to a new key on the old key expiration. If the old key should be deactivated immediately after new one applied – contact the support team to settle it.

All changes are applied after pressing 'Save' button. Message appears on save which informs that new key is activated and the old one will be deactivated soon.

**Note!** If merchant has activated order check value (MD5) verification then authorization request must contain the '*Checkvalue*' parameter with correctly calculated value. Otherwise requests will be denied with error. The '*Checkvalue*' parameter has to be generated as follows: uppercase(md5(uppercase(md5(SALT) + md5(X))))), where SALT – secret word; X – result of the following parameters string concatenation: merchant\_id, ordernumber, orderamount, ordercurrency (without delimiters), + means string concatenation.

**Note!** If merchant has activated order signature checking then authorization request must contain the '*Signature*' parameter with correctly calculated value. Otherwise requests will be denied with error. See more details about order signature in '*Setting up an enterprise's technical interaction*' manual.

## 9.2.9. One Click

Merchant parameters on **One Click** are displayed on this subsection. Parameters are not editable and they are displayed for information only. Contact support team to change One Click parameters. One Click parameters are described in table 45.

Table 45 – One Click parameters

Name	Description
Enable One Click	If checked then One Click is activated for the merchant
Mode	Drop-down box: <i>Standard</i> (the buyer can store new cards to the program or pay with previously stored cards), <i>Payments by stored cards only</i> (the buyer can pay with stored cards only), <i>Cards store only</i> (the buyer can only store new cards to the program).

In expandable block '*Customers*' of **One Click** tab you can see the information about a customer by his unique number (that merchant assigned to that customer and sent in the authorization request as value of parameter '*CustomerNumber*'). Value of '*CustomerNumber*' also must be included in the order signature.

Enter the desired CustomerNumber into the field and press 'Search'. The information about customer will be displayed on screen.

Customer number	Customer status
▶ 1	Fraud
▶ 12222	Member
▶ 123	Fraud
▶ 2	Deny
▶ 2543	Deny
▶ 3	Fraud
▶ 4	Member
▶ 41	Member
▶ 77	Member
▶ 771	New

Picture 115 – One Click details of the customer

Possible values of customer status:

- Member** Customer who agreed to store the card for future payments.
- New** Customer who have made some successful payments but not agreed to store the card for future payments.
- Deny** Customer have rejected the offer to activate One Click.
- Fraud** 100% fraud status were received from Anti-Fraud system during the payment by this card or 'Card stolen' status received from the processing. Payments by this card are blocked.

By right click on the desired customer record you can change the customer status.

**Note.** If a customer makes payments to a merchant with different bank cards, each of them is included in the One Click program using the same rules. With payment for the next order, the customer has the opportunity to choose the desired card from the drop-down list of his stored payment means (for which there were successful payments).

Clicking on the black triangle at the beginning of the line with the customer record allows you to open an additional window. Here you can see the data on all the saved cards of this customer in a table with the following columns.

Name	Description
Mean number ID	Unique identification of payment mean number.
Mean type	Payment mean type (Visa, MasterCard etc.).
Mean number	The payment means number, for example card number. Only 6 first and last 4 digits are shown in the card number.
Last success payment date	Date and time of the last successful payment by this payment mean.
Successful payments count	The number of successful payments by this card.
Order	The order of the last payments on the cards of this customer. By default at the next payment, the client will be offered to pay for the order with the last used card (Order 1).
Card state	Card state.
COF status	COF payment type in processing.

Possible values of customer card state:

State name	Description
Member	One or more payments were successfully made on this card and the customer agreed to store it.
Fraud	100% fraud status were received from Anti-Fraud system during the payment by this card or 'Card stolen' status received from the processing. Payments by this card are blocked.

By right click on the desired card record you can delete this card from One click program data base.

Mean number ID	Mean type	Mean number	Last success payment date	Success payments count	Order	Card state	COF status	Fraud
425	MasterCard	552926****6119	20.06.2019 14:24:56	10	1	Fraud		
3465	VISA	411111****1111	19.06.2019 16:31:47	1	2	Member		
323	MasterCard	546792****4128	19.06.2019 16:19:47	2	3	Member		

Picture 116 –Information on customer cards

More details about One Click can be found in documents of section 'One Click program' on web site.

### 9.2.10. Token Pay

IPS Assist provides a processing service for payments via token (e.g, Apple Pay). This tab displays information about payment permissions for this merchant via various payment services and information about certificates of the merchant. Also you can upload the signed certificate for payments via tokens through Assist system.

The top of the tab displays the following information about payment permissions via payment services:

- check-box «Allow payment via Apple Pay on the payment page»
- check-box «Allow payment via Google Pay on the payment page»;
- check-box «Allow payment via Samsung Pay on the payment page»;
- check-box «Allow payment via QR-code on the payment page».

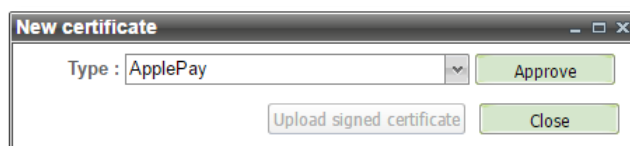
This information is displayed for reference, please, contact support team for setup the payments via payment services.

The table of current merchant certificates is displayed below.

Table 46 – Certificate parameters for the token payment

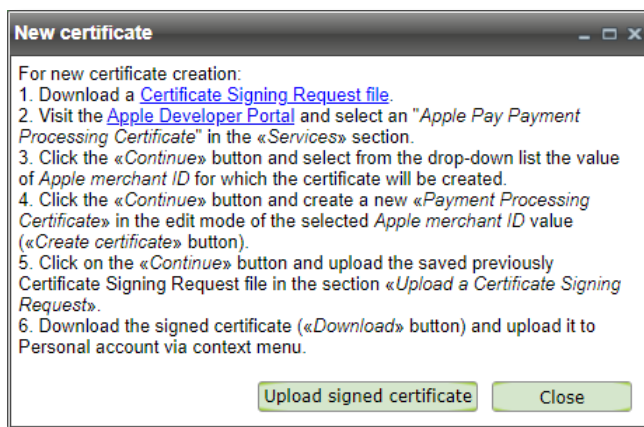
Name	Description
Type	Type of certificate, e.g. Apple Pay
Public key hash	Public key hash, created by IPS Assist.
Valid	The validity of the downloaded certificate.
State	Current status of the certificate ( <i>Request</i> – certificate is creating, <i>Active</i> – certificate is active).

Press the button "New Certificate" to upload the certificate. Select the type of certificate in the following window:



Picture 117 – Selecting the type of certificate

By pressing of "Approve" button you get the window, where you can find the description of required steps that you have to perform to receive the signed certificate. You also can upload the signed certificate here.



Picture 118 – Uploading of the signed certificate

Click on "Upload signed certificate" opens a standard browsing window for selection of a signed certificate file.

**Note.** Generation of the certificate signing request file and the upload the signed certificate can be only done by using browsers Chrome, Firefox, Edge, Opera and Safari (for Mac).

If uploading the certificate has not been completed and the upload window is closed, in the certificates table is created the certificate with the status «Request» and validity time of this certificate is missing. Uploading of the signed certificate can be done later - this action is available via the context menu

Type	Public key hash	Valid	State
ApplePay	pxh01-----7HCZ184FGkU=	-	Request

Context menu options: Get CSR, Upload signed certificate, Delete

Picture 119 – Context menu

*Get CSR* jumps to action to create and upload the certificate (Picture 118);

*Upload signed certificate* allows to upload the available signed certificate;

*Delete* removes the certificate from the table row.

**NOTE!** For getting rights to change token pay settings, please, contact support team ([support@assist.ru](mailto:support@assist.ru)).

### 9.2.11. mPOS settings

The tab is intended for the merchants, which are working with the mobile application Assist mPOS. The list of the parameters, which are displayed on this tab is described in the table 47.

Table 47 – mPOS settings

Name	Description
The merchant WEB service	
URL	Address for request of the order data via web service from information system of the merchant or shipping company.
Login	The name of the user account for accessing the web service of merchant or shipping company. The entered value for the merchant's web service is not validated.
Password	The password of the user to access the web service of merchant or shipping company. The entered value for the merchant's web service is not validated. The password is not displayed on the screen.
Automatic order number generation	Checkbox, enables automatic generation of order number in the Assist mPOS application, if checked.
Options	Additional special parameters for the merchant work with the Assist mPOS application in the format: <parameter>=<value>, <parameter> =<value>. The list of parameters is currently under construction.

All changes are applied after pressing 'Save' button.

### 9.3. Change password

This section is used to change password of current user.

Enter the '*Current password*' then '*New password*' and repeat a new password in '*Confirm password*' field.

**Note!** Password should be 8 to 20 symbols long and should contain Latin alphabet symbols (upper/lower case) and digits. Password must contain both – alphabet symbols and digits.

Password changes after pressing 'Save' button.

### 9.4. Users

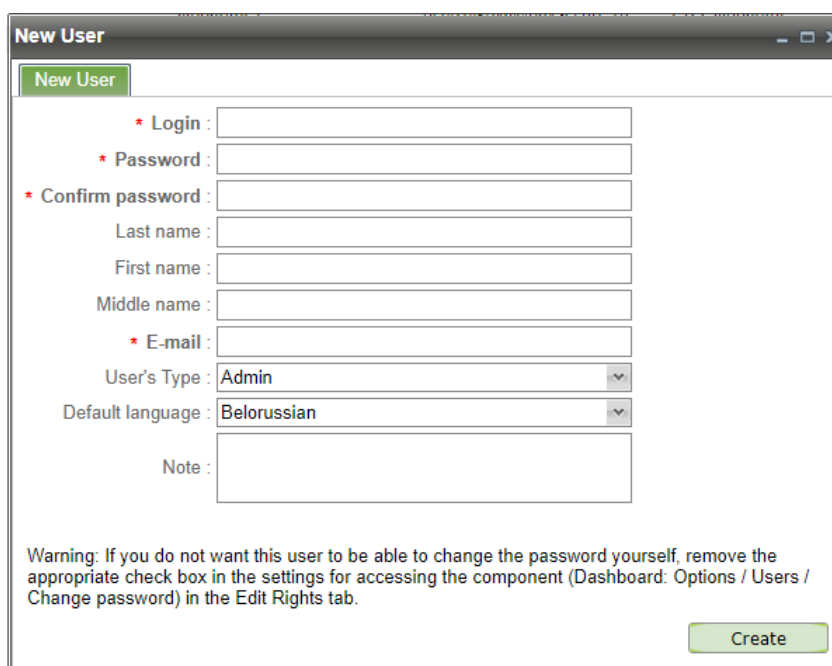
In this section you can see and change users of the enterprise. Only enterprise administrator has rights to amend and create new users.

### 9.4.1. Actions over users

Enterprise administrator has rights to create a user.

In addition, administrator can perform the following action on existing users:

- User password change;
- Enabling/disabling the user possibility to change own password;
- User details change;
- User rights amendment;
- Changing of user rights on the tab "Operations";
- User – Merchant assignment change;
- User deletion.



Picture 120 – Create new user window

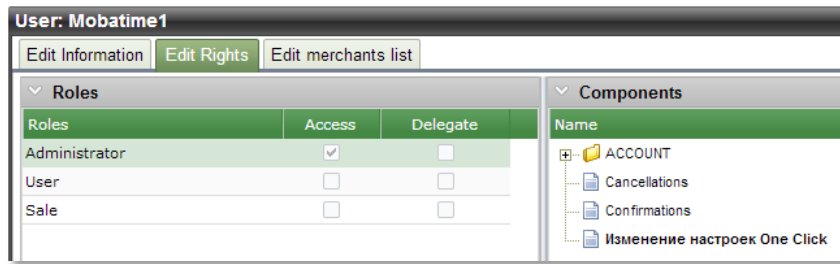
For example, a user should be created to monitor orders in '*Order monitor*'. The following steps should be done:

- Press '*New User*' button and enter all necessary user information in the dialog box (Login, Password, Confirm password, select the 'User's type' as '*USER*', select the user default language, required parameters are marked with asterisks);
- Press '*Save*' button. The new user will appear in table;
- Right-click on the new user in the table and select '*Edit Rights*';
- In the Roles section of the Edit Rights tab set the check mark in the '*User*' row in Access column (Picture 121);
- On the '*Edit merchant list*' tab the user can be assigned to merchant(s) of the enterprise. Check/uncheck the merchants to attach/detach merchant to the user (Picture 122);
- Press '*Save*' button.

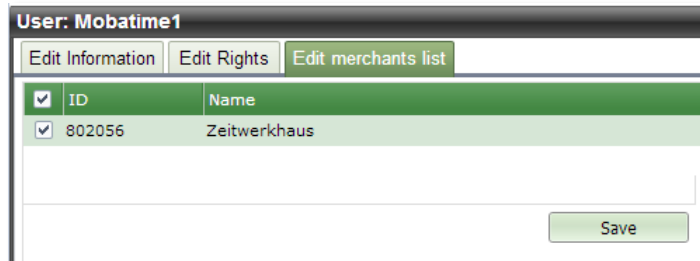
**Note!** By creating of new user note, that:

- **login** should be 8 to 20 symbols long and should contain at least one Latin alphabet symbol (upper/lower case), may also include digits and underscore.
- **password** should be 8 to 20 symbols long and should contain Latin alphabet symbols (upper/lower case) and digits. Password must contain both – alphabet symbols and digits.





Picture 121 – Adding a role to user

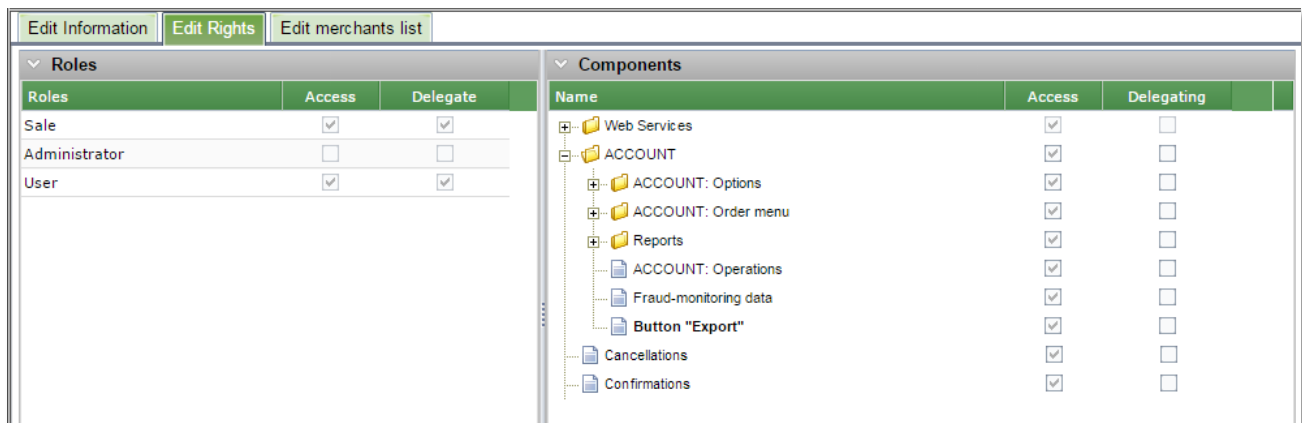


Picture 122 – Change user-merchant assignment

Now new user can login to the Personal Account and watch the orders in 'Orders monitor'.

If user should have ability to charge or cancel order payments and/or export data in the file, then the following actions should be done additionally:

- Right-click on new user in table and select 'Edit Rights';
- In Component section of the Edit Rights tab check 'Confirmations' and 'Cancellations' and/or 'Button "Export"' in the Access column (Picture 123);
- Check that 'ACCOUNT/ACCOUNT: Order menu' is checked on;
- Press 'Save' button.



Picture 123 – Granting rights for cancel and charge.

Now the user may confirm or cancel payments and/or export data to the file in the 'Orders monitor' of Personal account.

If the administrator wants to change a user password then following steps should be done:

- Right-click on the new user in the table and select 'Change password';
- Enter twice a new user password in the dialog;
- Press 'Save' button.

If a user should be deleted should be done by the administrator the following steps:

- Right-click on the new user in the table and select 'Delete';
- Confirm the deletion in the dialog. User will be deleted.

**NOTE! It is not possible to restore a user which was deleted!**

### Mask application tips for orders search by order number

You can use a mask while searching the orders by order number. The symbol '%' can be used as a mask as substitution of any number (0-many) of any character.

Examples:

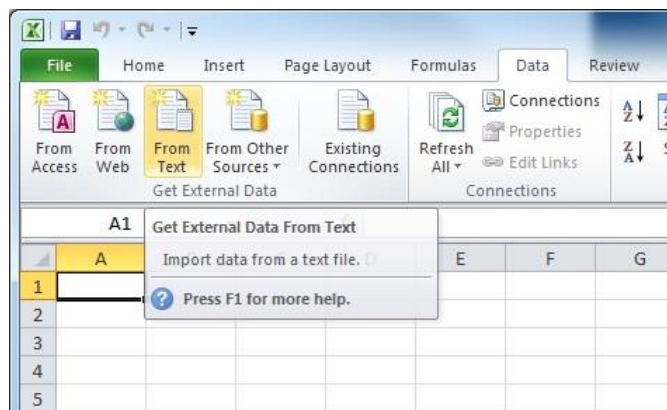
1. Order number is set as %123. Any numbers of orders that ends on 123 will be selected in search.
2. Order number is set as 123%. Any numbers of orders that starts with 123 will be selected in search.
3. Order number is set as 123%456. Any numbers of orders that starts with 123 and ends by 456 will be selected in search.

### CSV/TXT- files working tips

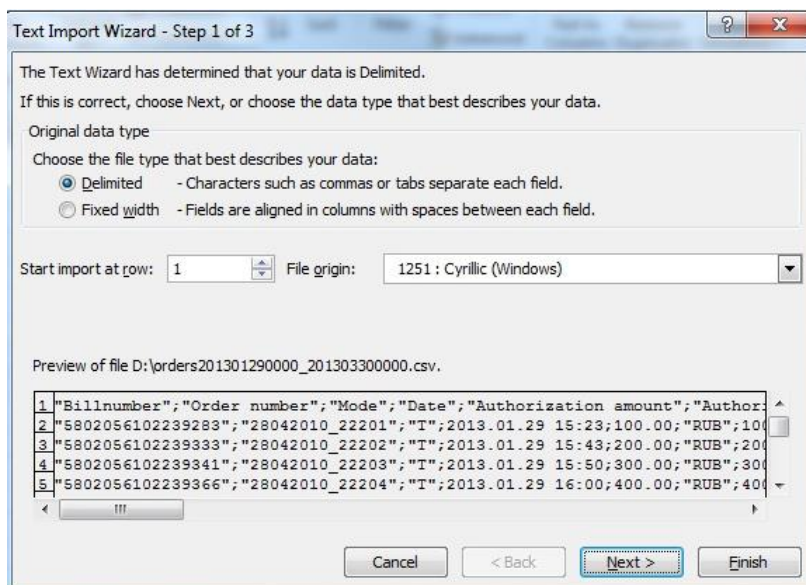
A different system data can be stored in CSV or TXT files.

You can open such files in MS Excel;

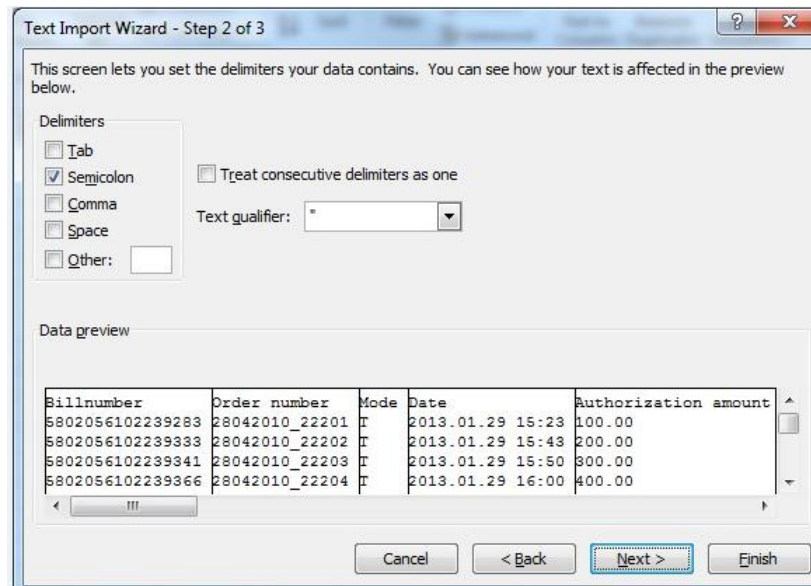
- Open empty book and select from menu **Data -> From Text-> Import data from a text file;**



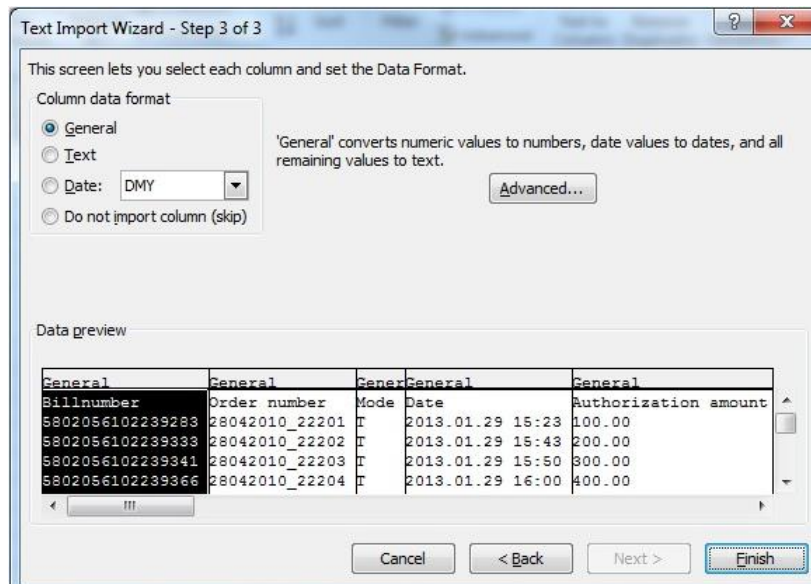
- Select the file in TXT or CSV format to import;
- Using the Import wizard:
  - On step 1: set that it is file with delimiters, select appropriate encoding (UTF-8 is recommended);



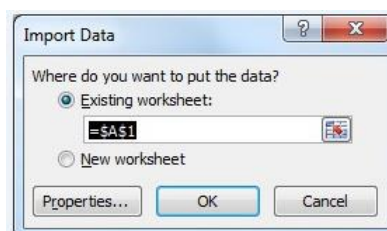
- On step 2: Select semicolon (;) as delimiter;



- On step 3: Select the data type 'Text' for the first column;



- On the last step: You should specify the list of the book that will be used for import.



## Annex 3

### The validation rules for input parameters

All parameters, which set by the user within the Personal Account are automatically validated. Validation is performed by following rules.

In common case, the following symbols are prohibited and can't be inputted:

<>"'/();#

The validation rules for individual parameters are described in the table.

Parameter name	Validation rule
All parameters with URL	Symbols "<,>,%3C,%3E" are prohibited and can't be inputted, symbols "&" are changed to "&"
Amount	Also all letters are prohibited
Card holder	Also all cyrillic letters are prohibited and can't be inputted
Secret word	Also all cyrillic letters are prohibited and can't be inputted

## Annex 4

The adopted values of tax rate identifier

Code	Description
novat	without VAT
vat0	VAT rate 0%
vat10	VAT rate 10%
Vat20	VAT rate 20%
vat110	VAT calculated by rate 10/110
vat120	НДС VAT calculated by rate 20/120

## Annex 5

The adopted values of payment types (parameter *Paymenttype*)

Code	Description
1	Bank card
2	Wallets
3	Cashless payments
10	Cash
21	Prepayment (offset of advance payment)
22	Postpayment (on credit)
23	Payment by counter submission

## Annex 6

The adopted values of payment method

Code	Name	Description
1	Prepayment 100%	Full prepayment before the item is transferred
2	Prepayment	Partial prepayment before the item is transferred
3	Advance payment	Advance payment
4	Full payment	Full payment, including taking into account the advance payment at the time of transfer of the subject of payment
5	Partial payment and credit	Partial payment of the object of payment at the time of it's transfer with subsequent payment on credit
6	Transfer on credit	Transfer of the subject of payment without payment at the time of its transfer with subsequent payment on credit
7	Credit payment	Payment for the subject of payment after it's transfer with payment on credit (credit payment)

## Annex 7

The adopted values of taxation system

Code	Description
0	General
1	Simplified income
2	Simplified income minus expenses
3	Unified tax on imputed income
4	Unified agricultural tax
5	Patent taxation system

## Annex 8

The adopted values of agent mode

Value	Description	Printed on cheque
0	Оказание услуг покупателю (клиенту) пользователем, являющимся банковским платежным агентом банковским платежным агентом	"БАНК. ПЛ. АГЕНТ"
1	Оказание услуг покупателю (клиенту) пользователем, являющимся банковским платежным агентом банковским платежным субагентом	"БАНК. ПЛ. СУБАГЕНТ"
2	Оказание услуг покупателю (клиенту) пользователем, являющимся платежным агентом	"ПЛ. АГЕНТ"
3	Оказание услуг покупателю (клиенту) пользователем, являющимся платежным субагентом	"ПЛ. СУБАГЕНТ"
4	Осуществление расчета с покупателем (клиентом) пользователем, являющимся агентом и не являющимся банковским платежным агентом (субагентом), платежным агентом (субагентом), поверенным, комиссионером	"АГЕНТ"
5	Осуществление расчета с покупателем (клиентом) пользователем, являющимся комиссионером	"КОМИССИОНЕР"
6	Осуществление расчета с покупателем (клиентом) пользователем, являющимся поверенным	"ПОВЕРЕННЫЙ"