

e-Portal

User guide

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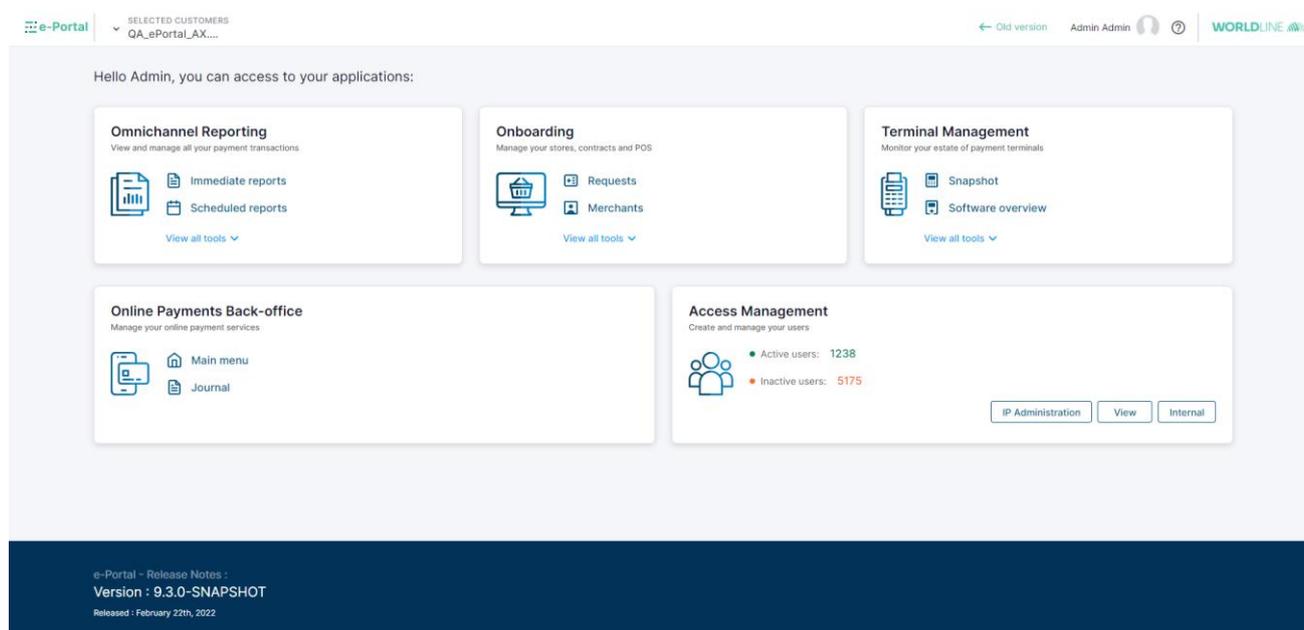
1 Introduction

e-Portal is the web interface of Worldline which allows you to visualize and manage your transactions processed by your payment terminals and your online websites. It is designed to set up, monitor and analyse your payment and transactional data.

The e-Portal is tailored to your needs. Your company accesses the portal via a secure instance, which only contains its own information.

The portal is structured around several modules, activated according to the what you have subscribed:

- **Reporting:** view and manage your transactions
- **User management:** create and manage users



2 Access Management

Access management is a standard feature, available with your e-Portal access, whichever contract your company signed with Worldline.

The screenshot displays the e-Portal dashboard. At the top, there are three main sections: 'Omnichannel Reporting' (View and manage all your payment transactions), 'Terminal Management' (Monitor your estate of payment terminals), and 'Online Payments Back-office' (Manage your online payment services). Below these is a highlighted 'Access Management' section with a red border, showing 'Active users: 191' and 'Inactive users: 42', along with 'View' and 'Add' buttons.

It will allow you to fully manage the users accessing your portal, their rights, and limitations. You can: group them by creating and assigning profiles, limit or block their access from outside the company network by creating whitelists, modify their rights, deactivate, or delete them.

2.1 Password management

e-Portal will enforce the following password management rules:

- The use of strong passwords – to lower the risk of a security breach, a password must be of at least 10 characters long, must contain letters, numbers, uppercase, lowercase, numeric characters and special characters.
- Regular password change - you will be asked to change your password every 90 days.
- Limit password re-use - your new password cannot be the same as your last 12 passwords.
- Maximum of 3 login attempts – if you try to login 3 consecutive times with a wrong password, your password will be locked. You will have to use the Forgot Password? link to reset it.

2.2 User management

The users of your organization must first be created in the system, then be granted permission to access part (or all) of the e-Portal features. They may be restricted to selected levels of information.

2.2.1 Create users and profiles

2.2.1.1 Create users

For users of your network to be able to use the portal, you must add them to the system. You do so by creating a profile each and giving them rights. You can also [manage groups](#) within your organization by creating profiles.

Fill in the fields as described below and save once you're done:

Public

When creating a new user, you can assign them a Profile.

Click on Add a new user

Login	Email	First Name	Last Name	Level	Comment	Creation date	Last modification date	Last connection date	Profile	User Type
0000fma@telnet...	0000FMA@telne...	Fatma	Fatma	ALL		2020-11-26 07:09...	2020-12-10 03:17:02 PM			Not federate...
0001hme@ingeni...	0001hme@ingeni...	0001hme...	122	ALL		2019-08-30 11:02...	2020-12-08 03:09:33 PM			Federated
0001hme@ingeni...	0001hme@ingeni...	abc	aa	ALL		2019-08-30 11:03...	2020-07-20 09:36:46 AM			Federated
0002hme@ingeni...	0002hme@ingeni...	with restriction	11	Shop		2020-04-03 04:11...	2020-12-16 01:47:39 PM	2020-12-17 11:57:02 ...		Not federate...
0003hme@ingeni...	0003hme@ingeni...	restriction	12	City		2020-04-03 04:13...	2020-04-03 04:28:42 ...			Not federate...

Enter the details for each user account you create.

The **Comment** if any will appear in a column of the users list.

To ease the process, you can base the new user on an existing profile.

Données à caractère personnel

Login:

Adresse e-mail de contact:

Prénom:

Nom:

Commentaire:

Fuseau horaire:

Langue par défaut:

An email address is mandatory, in order for the user to receive their password to connect to the ePortal.

Niveau d'accès de l'utilisateur

Sélectionner un niveau:

User Management Rights

User Management Rights

IP Administration

Onboarding

Onboarding

Read and Write

Store Category Management

FTP Rights

Read Only

Define if you want this user to have management rights over other users or not.

Public

Add a new user

Personal data

User access level

User Management Rights

Onboarding

FTP Rights

TMS Rights

GPRS Rights

Payment Rights

- Grey list (Read Only)
- Read and Write
- Immediate Reports
 - Journal
 - Display digital signature
 - Capture
 - Overview
 - Financial reconciliation
 - Bank fees
- PAN-Based search
- Treatment Cheque: Black List (Read Only)
- Read and Write
- Transaction Management
 - Refund
 - Moto Sale
 - Moto Credit
 - Manually process a cheque
 - Sales By Web
- Online Payment

Reset Save

Then check the access rights to the available modules for this user.

Once they are created and have access to the portal, the user's actions on the e-Portal include:

- Changing their password,
- Modifying their personal settings,
- Setting the time zone,
- Changing the language of the interface.

6 languages are supported by e-Portal : English, French, Spanish, German, Italian, Dutch.

2.2.1.2 Create profiles

You must first create profiles to manage the users that you will create within groups.

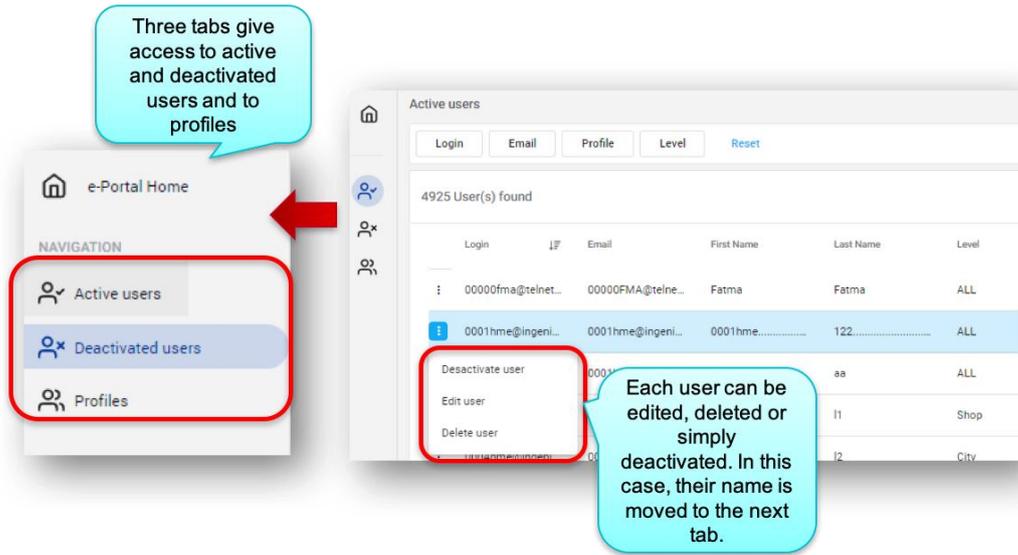
ID	Created by	Last modified by	Comment	Creation date	Last modification date	Profile Type
0000	randa.moalla@groupe-telne...			2018-04-02 11:31:23 AM		Federated
0.prof	randa.moalla@groupe-telne...	hela.megliche@groupe-telne...	aaa	2018-04-06 05:12:38 PM	2019-08-30 12:37:13 PM	Federated
1.prof	randa.moalla@groupe-telne...	randa.moalla@groupe-telne...	aa	2018-04-06 05:21:35 PM	2018-09-26 11:40:30 AM	Not federated
2.prof	randa.moalla@groupe-telne...	superuser.um@ingenico.com	aaa	2018-04-06 05:57:23 PM	2020-01-28 08:55:50 AM	Not federated

When creating a new user, you will be able to assign this profile from the "Profile" tab (see next section). All the options and rights relating to this profile will be automatically applied to this user.

2.2.2 Change users' rights

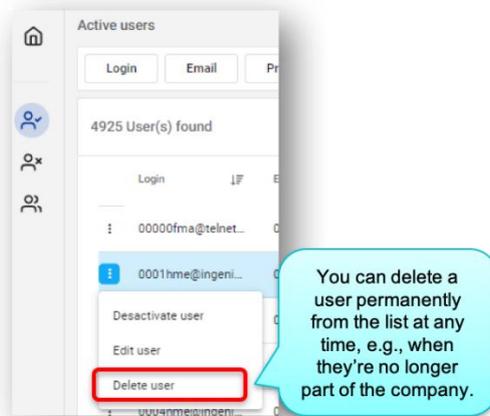
As an administrator, you're free to change the rights linked to each user, from the list of users you created, e.g., to adapt these rights to a new situation.

You can also **delete** or temporarily **deactivate** a user and **manage groups of users** by modifying a profile.



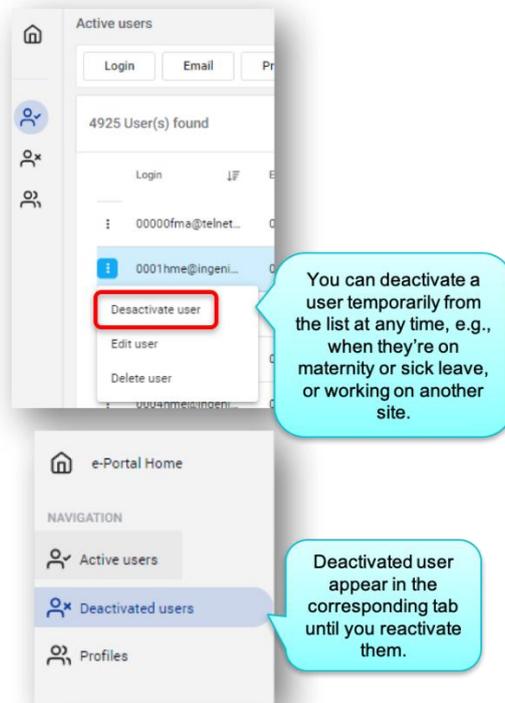
2.2.3 Delete and deactivate users

2.2.3.1 Delete users



You can see all options available when selecting a user in the list in [change user's rights](#).

2.2.3.2 Deactivate users



You can see all options available when selecting a user in the list in [change user's rights](#).

Note: a user who doesn't log on to the portal for 90 days is automatically deactivated. Their profile is moved from the "Active users" tab to the "Deactivated users" tab. To reactivate them, select them from the list and choose the "Reactivate user" option from the drop-down menu to the left of their name.

2.2.3.3 Deactivate and delete in bulk

The product allows to manage several users in one single time, by selecting different users to be deactivated / deleted in bulk.

The screenshot shows a table with 5322 users found. At the top right, there are buttons for 'Deactivate (6)' and 'Delete (6)', both highlighted with red boxes, along with an 'Export' button. The table has columns for User ID, Email, First Name, Last Name, Level, Comment, Creation date, Last modification date, and Last connection date. Three rows are selected, indicated by blue checkmarks in the first column, which are also highlighted with a red box.

	User ID	Email	First Name	Last Name	Level	Comment	Creation date	Last modification date	Last connection date
<input checked="" type="checkbox"/>	000000000000000...	fat.m@tel.net	ctest	cc	Shop		2021-02-16 10:03...	2021-04-07 10:49:53 AM	
<input type="checkbox"/>	000000000000001...	000000000000001...	000000000000001...	000000000000001...	ALL		2021-02-16 03:40...	2021-02-18 08:10:42 AM	
<input checked="" type="checkbox"/>	000000000000001...	000000000000001...	000000000000001...	000000000000001...	ALL		2021-02-16 03:45...		
<input checked="" type="checkbox"/>	000000000000001...	000000000000001...	000000000000001...	000000000000001...	ALL		2021-02-16 03:45...		

2.2.4 Search and export users

2.2.4.1 Search a specific user

A search tool is available to look for a dedicated user, a group of users, to edit the rights, deactivate or delete the user.

Active users

User ID Email Profile Level Reset

5322 User(s) found

<input checked="" type="checkbox"/>	User ID	Email	First Name	Last Name	Level
:	0000000000000000...	fat.m@tel.net	ctest	cc	Shop
:	0000000000000001...	0000000000000001...	0000000000000001...	0000000000000001...	ALL

2.2.4.2 Export users and customize display

List of users can be exported in a CSV format and the grid view can be customized to add or remove specific columns.

Add a new user ☆

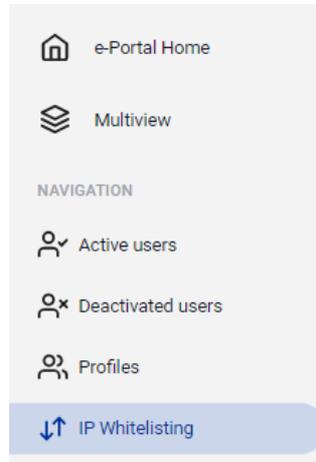
Customize display Deactivate (6) Delete (6) Export

Last Name	Level	Comment	Creation date	Last modification date	Last connection date
cc	Shop		2021-02-16 10:03...	2021-04-07 10:49:53 AM	
0000000000000001...	ALL		2021-02-16 03:40...	2021-02-18 08:10:42 AM	

2.2.5 Access administration

Once you have [defined profiles](#) and [created users](#), you can manage their access to the e-Portal outside your network with the IP administration function. This is done via the **IP Administration** menu.

Public



2.2.5.1 Create a whitelist

By default, nobody outside your local network can access the e-Portal. But you can limit access to the e-Portal from outside your local network using the IP addresses of your colleagues' computers. The access of these non-authorized users (i.e., whose computer's IP address is NOT included in the list) will be rejected outside of your local network.

To authorize users to connect to the portal outside your local network, first, the option **IP Administration** must be activated for the user managing IP rights (see [Create users](#) for details), and then follow the below steps.

Step 1:



Step 2:

The 'IP Whitelisting' interface shows a table of whitelisted IP addresses and a modal window for adding a new IP. The table has columns for 'IP / Range' and 'Registration date'. The modal window includes an 'Add a new IP' button (highlighted with a red box), an 'IP / Range' input field (pre-filled with 155.55.55), a 'Comment' field (pre-filled with 'Andy to use the product from 14/05 to 17/05'), and a red callout box that says 'Add as many IP addresses as needed'.

IP / Range	Registration date
100.65.17.2	2021-03-23 09:31:01
10.4.7.8	2021-04-15 11:52:08
111.111.111.111	2019-07-22 11:19:19
12.12.12.10	2018-12-12 01:15:16

Public

Step 3:

10 IP(s) found

The IP is added to the list, comment included

IP / Range	Registration date	Registered by	Comment
150.55.55.50	2021-04-28 09:41:03 AM	superuser.um@ingenico.com	Andy to use the product from 14/05 to 17/05
155.155.55.55	2021-04-26 03:04:08 PM	superuser.um@ingenico.com	Julien sur site provider du 12/05 au 15/05
10.4.7.8	2021-04-15 11:52:08 AM	superuser.um@ingenico.com	

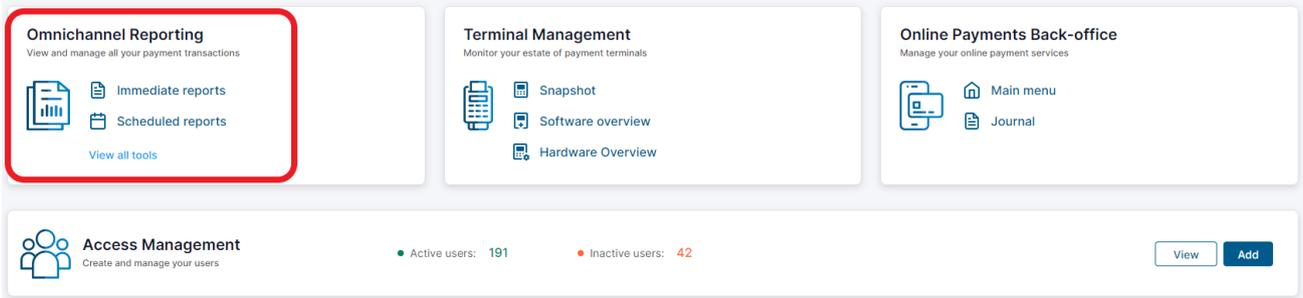
3 Reporting

The omnichannel reporting module allows you to see all transaction details, both online and in-store, according to the settings and the format of reports you define.

e-Portal offers the following **Immediate reports** (near real-time) and **Scheduled reports** (differed):

- **Journal** of transactions
- **Totals** of transactions
- **Capture** of transactions

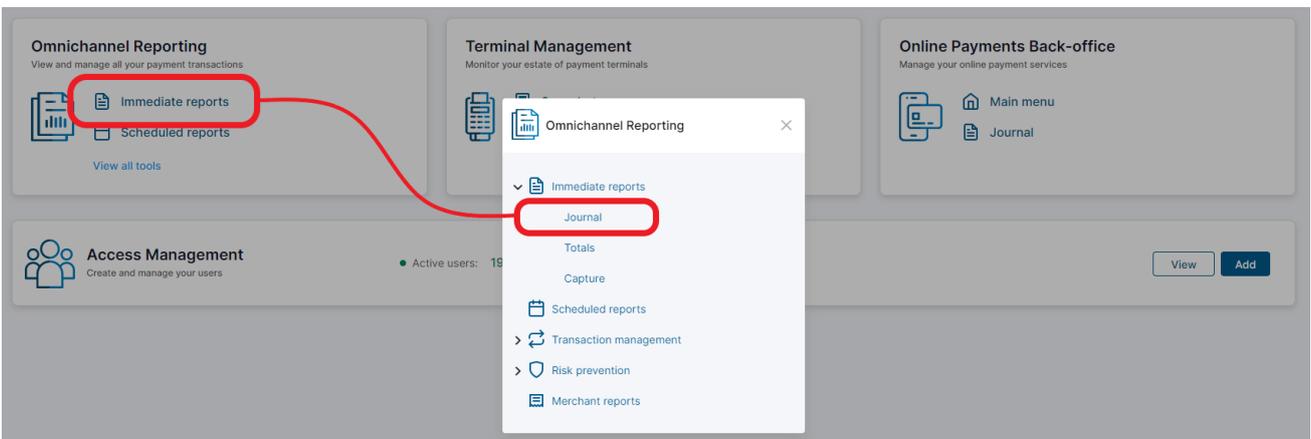
The data on the e-Portal is made available over a 15-month history. The searches can go back up to 13 months on a rolling basis and you can export up to 2 million rows from the web interface. Beyond that, you need to create scheduled reports.



3.1 Immediate reports

3.1.1 Journal of transactions

The **Journal** feature is a standard feature from e-Portal which allows to retrieve and subscribe to a list of transactions.



3.1.1.1 Retrieve a transaction

3.1.1.1.1 Find a specific transaction

Obtaining real time information via the Journal allows you to:

- Check how your business is doing,
- Save searches that you want to launch regularly,
- Export searches in Excel format, e.g., to send them to colleagues who don't have access to the e-Portal.

Use search criteria from existing the filters

... or select more filters and click on Apply

You can export your search to CSV or PDF files

The result of your search is automatically displayed

Settlement date	Transaction channel	PSPID	Amount	Reconciliation status	Bank fees	Server date	JIF	POS	Interchange fee
1 -	In Store	-	USD 84.80	-	-	-	-	-	-
1 -	In Store	-	EUR 498.96	-	-	-	-	-	-
1 -	In Store	-	USD 203.06	-	-	-	-	-	-

Click on Customize display to change the display of the columns

Click and drag the label in the position you want it to appear

A scroll-down menu allows you to view the receipt or the details of a given transaction, and perform a new sale based on its details

Transaction channel	Amount	Bank fees	Settlement date	Server
In Store	USD 30.19	USD 0.00	-	2020-
In Store	USD 42.37	USD 0.00	-	2020-
Sale	USD 76.70	USD 0.00	-	2020-
	USD 27.37	USD 0.00	-	2020-
	USD 845.72	USD 0.00	-	2020-
	USD 99.29	USD 0.00	-	2020-11-25 07:00:0...

3.1.1.1.2 Find details on a specific transaction

See [Retrieve a transaction](#) to learn how to find a transaction, then follow the descriptions below to find the transaction ticket and to refund it.

The image shows two screenshots of the e-Portal Transaction Reporting interface. The top screenshot displays a list of 26 transactions with columns for Transaction channel, Amount, Settlement date, Server date, and POS. A callout box points to a dropdown menu for a transaction, with options 'View transaction details' and 'View Receipt'. The bottom screenshot shows the 'Transaction Details' window for a transaction with an amount of EUR 35.37. It includes sections for Acquirer information, Merchant information, Payment method information, and Transaction information. A callout box at the bottom right of the window points to an 'Export PDF' button.

For each transaction, an arrow gives you access to a drop-down menu from which you can select an option: select **View transaction details**

At the bottom of the window, an **Export PDF** button allows you to export all information at once and creates a PDF file for you to share.

3.1.1.2 Find a merchant receipt

See [Retrieve a transaction](#) to learn how to find a transaction. Then follow the descriptions below to find the client receipt.

Public

The screenshot shows the 'Transaction Reporting' page in the e-Portal. A table displays 26 transactions. A callout box highlights the 'View Receipt' button in the 'In Store' transaction row. A red arrow points from this button to a 'Merchant Receipt' window below. Another callout box points to the 'Export PDF' button at the bottom of the receipt window.

Transaction channel	Amount	Bank fees	Settlement date	Server date	POS
In Store			-	2020-11-27 08:00:1...	46150001
In Store			-	2020-11-27 08:00:1...	50140001
In Store			-	2020-11-27 08:00:0...	50140101
In Store	EUR 388.74	EUR 0.00	-	2020-11-27 07:00:1...	50140001

Merchant Receipt

SEPA-FAST
IVS_OnlineCustomer
SAINSBURY'S 1 St Store
BARCLAYS 6652037
TID 46150001
VISA
402547XXXXXX0594
11-27-2020 07:00:13
000001 46150001
AMOUNT 35.37 EUR
PAYMENT APPROVED
MERCHANT RECEIPT
THANK YOU FOR YOUR VISIT

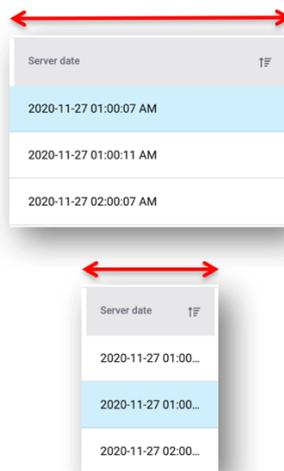
Export PDF

3.1.1.3 Customize the journal

There are several actions you can perform on the column of the tables displayed by the portal.

Resize columns

Simply click on drag the column to resize it.



Move columns

Simply move the column header to the location of your choice via the **Customize display** menu.

The screenshot illustrates the process of moving columns in a data table. It shows a table with 29 transactions and a 'Customize display' menu. The menu allows users to drag and reorder columns. A callout box states: "The name of columns can be change: double-click its label when reorganizing them and type in the name of your choice".

Transaction channel	Amount	Bank fees	Settlement date	Server date	TF	POS	Interchange fees	Scheme fees	Country	City
In Store	EUR 757.05	EUR 0.00	-	2020-11-27 01:00...		50140001	EUR 0.00	EUR 0.00	Italy	Rome
In Store	EUR 171.69	EUR 0.00	-	2020-11-27 01:00...		50140001	EUR 0.00	EUR 0.00	Italy	Rome

Organize your columns (Drag to reorder)

- Server date
- Transaction channel
- Amount
- Bank fees
- Settlement date

Organize your columns (Drag to reorder)

- Transaction channel
- Amount
- Bank fees
- Settlement date
- Server date

Server date	TF	Transaction channel	Amount	Bank fees	Settlement date	POS	Interchange fees	Scheme fees	Country
2020-11-27 01:00.0...		In Store	EUR 757.05	EUR 0.00	-	50140001	EUR 0.00	EUR 0.00	Italy
2020-11-27 01:00.1...		In Store	EUR 171.69	EUR 0.00	-	50140001	EUR 0.00	EUR 0.00	Italy

Hide and display columns

Once the portal has displayed the transactions you asked for, click on **Customize display**

29 Transaction(s) found

[Customize display](#) [Export](#)

Transaction channel	Amount	Bank fees	Settlement date	Server date	IF	POS	Interchange fees	Scheme fees	Country	City
In Store	EUR 757.05	EUR 0.00	-	2020-11-27 01:00...		50140001	EUR 0.00	EUR 0.00	Italy	Rome
In Store	EUR 171.69	EUR 0.00	-	2020-11-27 01:00...		50140001	EUR 0.00	EUR 0.00	Italy	Rome

Check/Uncheck the boxes of your choice

Customize display

Select your columns

Search columns...

- Acquirer card category
- Acquirer card origin
- Acquirer card scheme
- Acquirer fee
- Acquirer ID
- Acquirer issuer bank code
- Acquirer name
- Acquirer net amount
- Acquirer reference
- Acquirer reference data
- Bank fees
- Card usage
- Filter key 1
- Filter key 2
- Filter key 3
- Filter key 4
- Host response
- Interchange fees
- Merchant country code
- Merchant value 1
- Merchant value 2
- Merchant value 3
- Merchant value 4
- Merchant value 5
- Merchant value 6
- Card category
- Card entry type
- Card number
- Card scheme
- Card type
- Cheque number
- Issuing bank
- Issuing country
- Scheme ID
- Token
- Token offline
- Acceptance method
- Account no
- Allowed forcing code
- Amount
- Amount in cardholder currency
- Authorization
- Authorization number
- Blitz decision code
- Blitz mode
- Capture
- Capture date
- Capture number
- Cardholder verification method

Customize display

Select your columns

Search columns...

- Acquirer card category
- Acquirer card origin
- Acquirer card scheme
- Acquirer fee
- Acquirer ID
- Acquirer issuer bank code
- Acquirer name
- Acquirer net amount
- Acquirer reference
- Acquirer reference data
- Bank fees
- Card usage
- Filter key 1
- Filter key 2
- Filter key 3
- Filter key 4
- Host response
- Interchange fees
- Merchant country code
- Merchant value 1
- Merchant value 2
- Merchant value 3
- Merchant value 4
- Merchant value 5
- Merchant value 6
- Card category
- Card entry type
- Card number
- Card scheme
- Card type
- Cheque number
- Issuing bank
- Issuing country
- Scheme ID
- Token
- Token offline
- Acceptance method
- Account no
- Allowed forcing code
- Amount
- Amount in cardholder currency
- Authorization
- Authorization number
- Blitz decision code
- Blitz mode
- Capture
- Capture date
- Capture number
- Cardholder verification method



[Customize display](#) [Export](#)

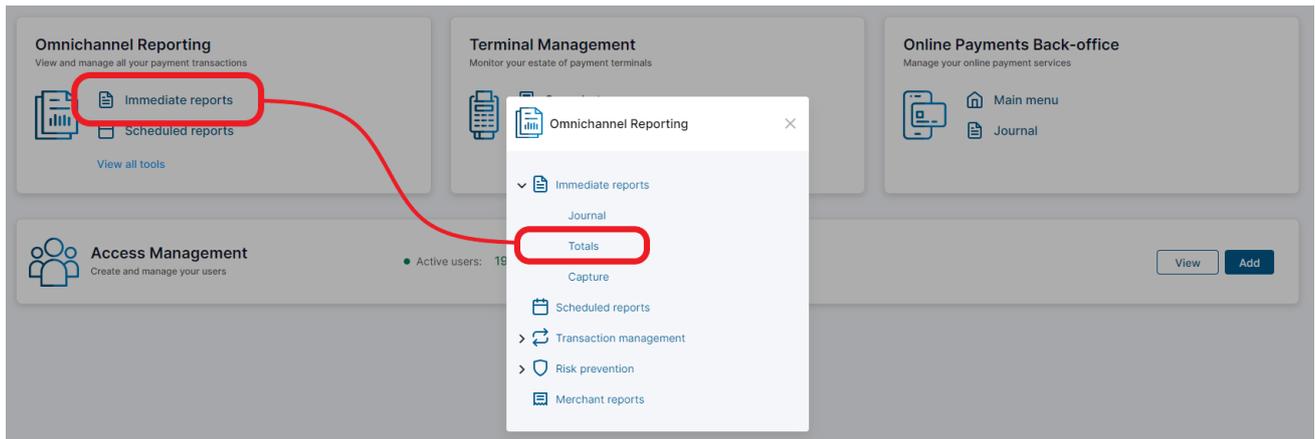
Amount	Capture	Card type	Issuing bank
EUR 757.05	Captured	DEBIT	N/A
EUR 171.69	Not captured	DEBIT	N/A
EUR 178.73	Not captured	DEBIT	N/A
USD 237.66	Not captured	-	N/A
EUR 285.35	Not captured	CREDIT	BANK OF AMERICA, N...
EUR 11.70	Not captured	CREDIT	UNICREDIT S.P.A.
EUR 827.95	Not captured	DEBIT	N/A
USD 659.93	Not captured	-	N/A
EUR 529.42	Not captured	CREDIT	BARCLAYS BANK PLC
EUR 21.25	Not captured	CREDIT	N/A
USD 14.35	Not captured	-	N/A
EUR 590.34	Not captured	-	N/A

The selected columns and the related information appear in the main window

3.1.2 Totals of transactions

The **Totals** feature is a standard feature from e-Portal which allows to aggregate transactions on one or two dimensions with full flexibility.

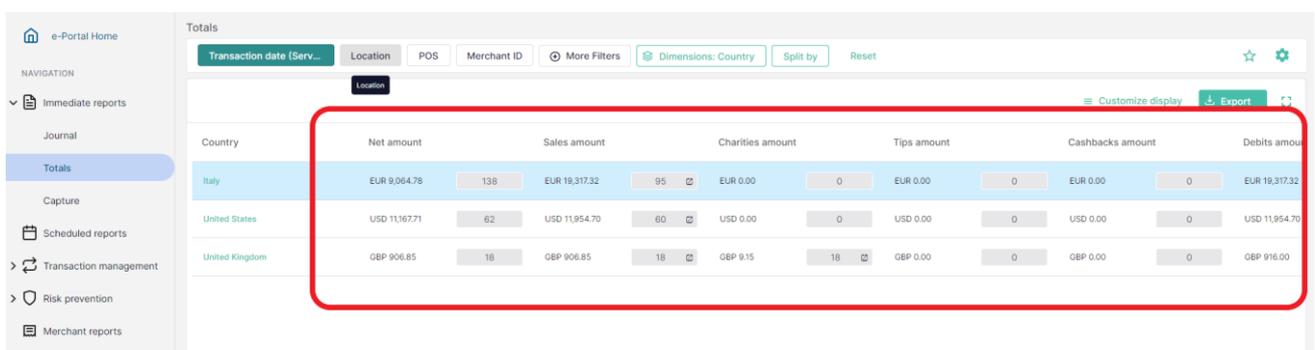
This module allows merchants to build specific reports according to their needs and help them to follow-up and operate their business



3.1.2.1 Aggregate on the type of transactions

Totals are aggregated by default on the highest level of the structure the user has access to, and by type of transactions (net, sales, charities, tips, cashbacks, debits, refunds, cancellations and failed). The whole structure is available to aggregate the transactions per any level (per country or per store as an example).

Just like the journal there are as well a list of available filters in the top menu, to narrow down the search. This list is available in the section [List of filters, columns, and dimensions.](#)

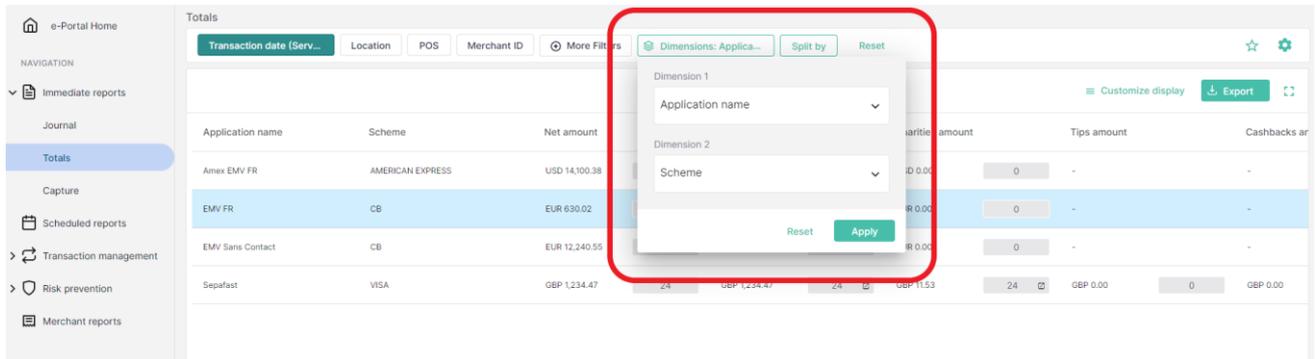


3.1.2.2 Aggregate on one or two dimensions

Totals can be aggregated on one or two dimensions. The list of available dimensions is available in the section [List of filters, columns, and dimensions.](#)

As an example, the following reports can be built using the dimensions widget on the top menu, as described in the following image:

- a store director can follow-up the transactions performed by their different Point of Sales during the day
- an accountant can retrieve the total number of transactions performed by each store split per merchant ID



Important note: it is possible to split the totals by period (day, week, or month) thanks to the widget called “Split by”, which is located right next to the Dimensions widget.

3.1.2.3 List of columns, filters, and dimensions

The list of filters, dimensions, columns, and periods which are available in the feature are:

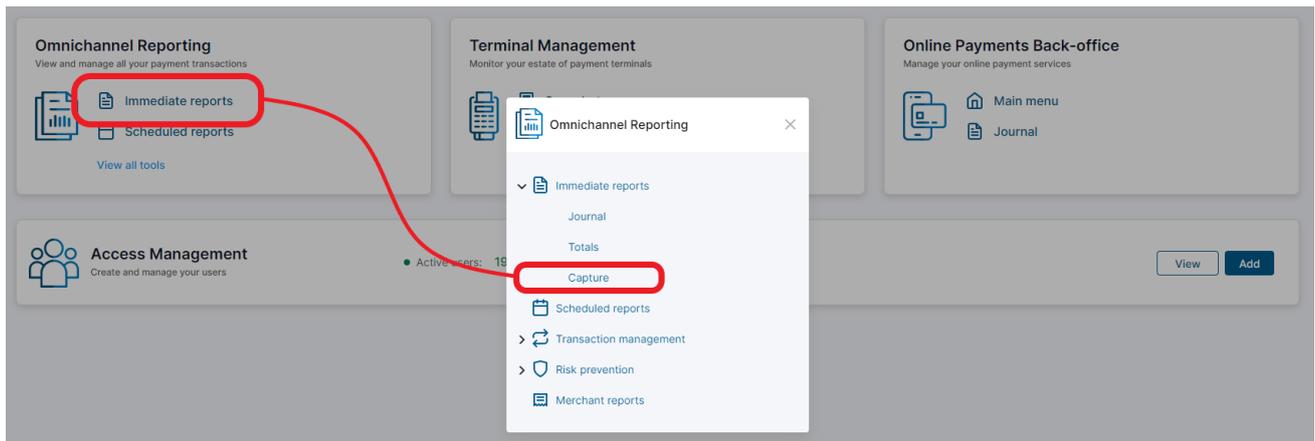
Filters & Dimensions	Filters Only	Columns	Split By
Acquirer ID	Receipt date	Net amount	Day
Application name	Server date	Sales amount	Week
Bank code		Charities amount	Month
Capture status		Tips amount	
Card type		Cashbacks amount	
Cashier		Debits amount	
Issuing bank		Refunds amount	
Level 1		Cancellations amount	
Level 2		Failed amount	
Level 3			
Merchant ID			
POS			
Scheme			
Transaction channel			

3.1.3 Capture of transactions

Warning! This feature is restricted to Instore payments.

The **Capture** feature is a standard feature from e-Portal which allows to retrieve and subscribe to capture reports, which contains all transactions which are sent to the acquirers of the merchants.

A transaction that was captured contains a capture number and a date.



3.1.3.1 Search capture reports

This feature allows you to filter on a capture event rather than just a transaction date. This way, you make sure you don't miss any transaction.

Filters are used the same way as in the other modules, to narrow a search on a particular use case, or on the contrary to widen it on the date of capture.

Capture logs resume everyday transactions per given merchant ID. Each report allows you to check which transactions generated the corresponding capture.

3.1.3.2 Capture receipt integrated to the grid

In this version of the capture module, the ticket content is integrated to the grid to facilitate the extraction of the information.

The total amount, total debit, total credit, total cancel, total failed are displayed in the grid. The total is displayed both in amount and in number of transactions that it represents.

Merchant ID	Capture Date	Capture Number	Application name	Acquirer	Net amount	Debits amount	Credits amount	Failed amount
1940000101	2022-03-03 11:55:01 PM	000084	Amex EMV FR	0000016820	USD 10,038.97	USD 13.4...	USD 3,4...	USD 0.00
1999100	2022-03-03 12:49:42 AM	000083	EMV Sans Contact	00000033003	EUR 16,491.23	EUR 18.7...	EUR 2,30...	EUR 3,15...
1999391	2022-03-03 12:49:35 AM	000575	EMV FR	00000033003	EUR 8,481.35	EUR 12,3...	EUR 3,89...	EUR 3,55...

3.1.3.3 Retrieve captured transactions

All the transactions related to the capture event will be displayed by clicking on the capture number via a link to the journal. You will be redirected to the journal with fields already filtered to get the list of transactions. It gives accurate totals and aligned information in all e-Portal modules.

3.2 Scheduled reports

e-Portal allows you to retrieve large volumes of data for advanced analysis and to set up automatic retrieval of reports for ERP solutions. Reports can be one-shot or periodic and are fully customisable. They are generated offline according to your search criteria, then saved to a file and made available for download.

You can subscribe to up to 10 active **Scheduled reports**, which have no limits in terms of file size or number of rows.

Omnichannel Reporting
View and manage all your payment transactions

- Immediate reports
- Scheduled reports**

[View all tools](#)

Terminal Management
Monitor your estate of payment terminals

- Snapshot
- Software overview
- Hardware Overview

Online Payments Back-office
Manage your online payment services

- Main menu
- Journal

Access Management
Create and manage your users

● Active users: 191 ● Inactive users: 42

[View](#) [Add](#)

3.2.1 Subscribe to a report

e-Portal offers the subscription to the following scheduled reports:

- **Journal** of transactions
- **Totals** of transactions
- **Capture** of transactions

3.2.1.1 Create a subscription

When you choose a to **Create a subscription**, several fields can be selected, and their value adapted to your need.

Public

Click on **Subscribe**

Scheduled reports

Active Inactive

1 Report(s) found

Subscription name	Status	Expected generation date	Generation date	Frequency	Format	Report type	Owner
Test Google	Active	2020-12-02 02:59:59 AM	2020-11-25 02:23:07 AM	Weekly	CSV	Transaction	eportal.v6@ingenico.com

Items per page: 10 1 - 1 of 1

Subscribe

Choose your report type

Select your report origin

Journal

Select your report type

Report on Transaction date

Report on Transaction date

Report on Reconciliation date

Report on Delta acquirer

Select the options of your choice while they unfold when you click on **Next** at each step of the process

Menus become green and a checkmark shows you have selected the associated settings

Subscribe

Choose your location

Country:

ALL

Search

ALL

France

Italy

Portugal

Spain

Reset Apply

Menus become green and a checkmark shows you have selected the associated settings

Personalize your columns

Select your columns

Search columns...

Select All

Acquirer information

- Acquirer card category
- Acquirer card origin
- Acquirer card scheme
- Acquirer fee
- Acquirer ID
- Acquirer issuer bank code
- Acquirer name
- Acquirer net amount
- Acquirer reference
- Acquirer reference data
- Bank fees
- Card usage
- Filter key 1
- Filter key 2
- Filter key 3
- Filter key 4
- Host response
- Interchange fees
- Merchant country code
- Merchant value 1
- Merchant value 2
- Merchant value 3
- Merchant value 4
- Merchant value 5
- Merchant value 6

Transaction information

- Card category
- Card entry type
- Card number
- Card scheme
- Card type
- Cheque number
- Issuing bank
- Issuing country
- Scheme ID
- Token
- Token offline

Transaction information

- Acceptance method
- Account no
- Allowed forcing code
- Amount
- Amount in cardholder currency
- Authorization
- Authorization number
- Blitz decision code
- Blitz mode
- Capture
- Capture date
- Capture number
- Cardholder verification method

Organize your columns (Drag to reorder, click to rename)

- Card type
- Acquirer reference
- Bank fees
- Capture date
- Capture number
- Amount
- Card category

Check the Columns that you want to see in your report and organise in which order they appear in the file

Select your filters

Search filters

Acquirer information

Ingenico information

Application name

Search

- ALL
- Accord EMV
- Accord Paste
- Amex EMV FR
- CHEQUE FR

Ingenico transaction number

Original transaction number

POS on us

Processing status

Reconciliation status

Merchant information

Payment method information

Transaction information

Add the filters of your choice

Specify your settings

Subscription name: Monthly report A

Format: CSV

Retrieval Method: E-Portal

X: SFTP: Add a SSH key in your settings in order to use SFTP.

Email notification:

Select period: Periodic report

Transaction time: Receipt Time

Settlement date: Yes No

Pre-defined Frequency: Monthly

Start Day: 1

From: 12:00 AM To: 11:59 PM Latest delivery time: None

Recipients:

Search

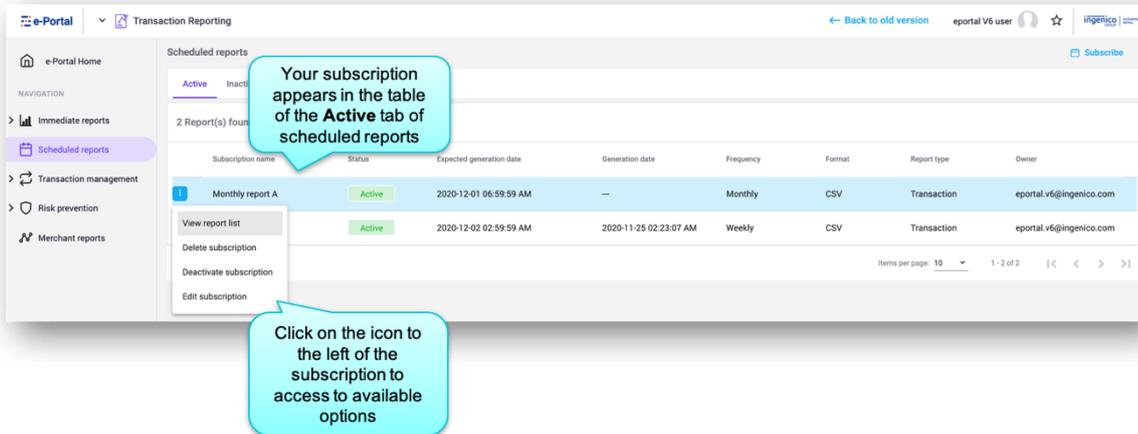
- cedfab@ingenico.com
- cedric.faburel.ingenico@gmail.com
- cfaburel.oc@ingenico.com
- chris.hollingsworth@ingenico.com
- external_user@ingenico.com

Click on **Subscribe**

Finally, check the names of the persons who should also be receiving the report.

Select the last settings: name of the report, reception mode, frequency.

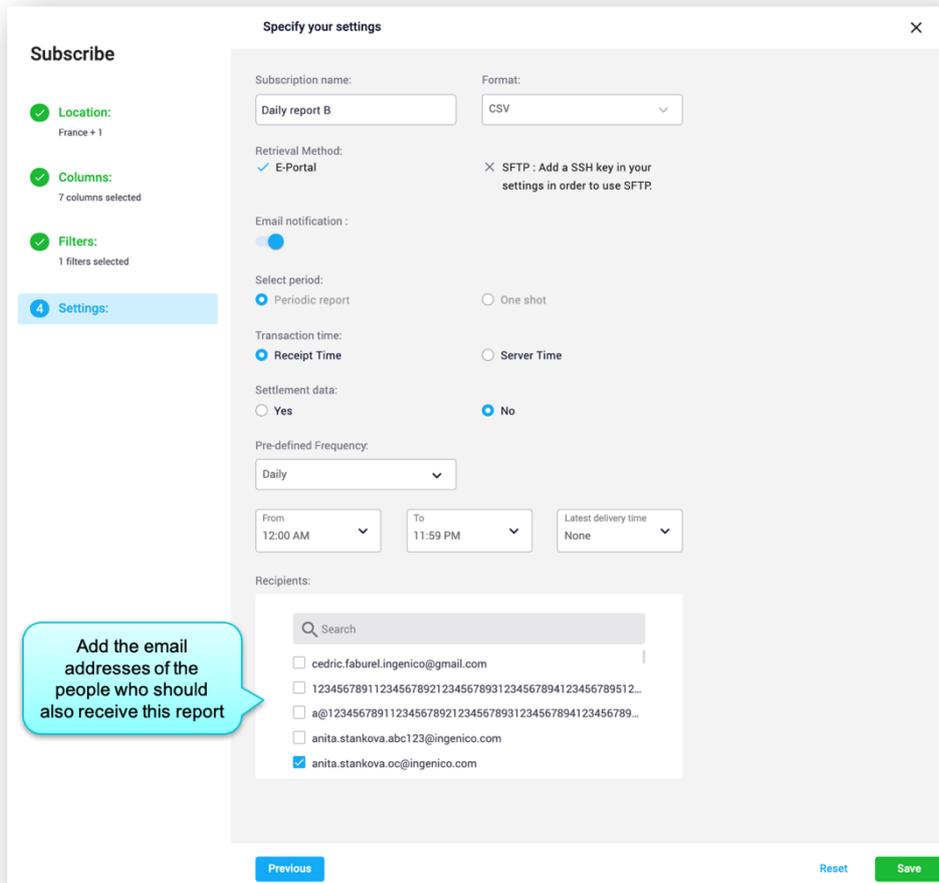
Warning
The SFTP retrieval implies access to a secured server and requires the creation of an SSH key. Retrieval via the ePortal can be done after you have received an email alert informing you of the report's availability.



3.2.1.2 Subscribe colleagues to a report

You can subscribe other people in the organisation to the same reports as the ones you program on the portal, in a very simple way.

When you [Subscribe to personalized reports](#), add the email addresses of the people it should also be sent to:



3.2.2 Personalize the report

3.2.2.1 Receive a standard daily report

When subscribing to a [personalised subscription](#), change the frequency to daily:

Subscribe

- Location: France + 1
- Columns: 7 columns selected
- Filters: 1 filters selected
- Settings: 4

Specify your settings

Subscription name: Daily report B

Format: CSV

Retrieval Method: E-Portal SFTP: Add a SSH key in your settings in order to use SFTP.

Email notification:

Select period: Periodic report One shot

Transaction time: Receipt Time Server Time

Settlement data: Yes No

Pre-defined Frequency: Daily

From: 12:00 AM To: 11:59 PM Latest delivery time: None

Recipients:

- cedric.faburel.ingenico@gmail.com
- 1234567891123456789212345678931234567894123456789512...
- a@1234567891123456789212345678931234567894123456789...
- anita.stankova.abc123@ingenico.com
- anita.stankova.oc@ingenico.com

Buttons: Previous, Reset, Save

Callouts:

- Define the settings of your subscription (name, format, retrieval method...)
- Define a Daily frequency and select the time of your choice
- Finally, check the names of the persons who should also be receiving the report.

3.2.2.2 Receive monthly contactless transactions

When subscribing to a [personalised subscription](#), change the filter:

Public

Select your filters

Location: France + 1
Columns: 7 columns selected
Filters: 2 filters selected
Settings: Monthly report A

Payment method information

Card entry type

- ALL
- Card not present (L...
- Contactless
 - Card
 - Mobile

Card number
Card scheme
Card type
Cheque number
Issuing bank

Previous Next

Click on Next

Specify your settings

Subscription name: Monthly contactless transactions

Retrieval Method: E-Portal SFTP: Add a SSH key in your settings in order to use SFTP

Email notification:

Select period: Periodic report One shot

Transaction time: Receipt Time Server Time

Settlement data: Yes No

Pre-defined Frequency: Monthly Start Day: 1

From: 12:00 AM To: 11:59 PM Latest delivery time: None

Recipients:

- 1234567891123456789212345678931234567894123456789512...
- ag1234567891123456789212345678931234567894123456789...
- an1a.stankova.abc123@ingenico.com
- an1a.stankova.oo@ingenico.com
- bja-test-01@gg.net

Previous Reset Save

Click on Save

Scheduled reports

Active Inactive

2 Report

	Expected generation date	Generation date	Frequency	Format	Report type	Owner
i Monthly contactless transactions	Active	--	Monthly	CSV	Transaction	eportal.v6@ingenico.c...

The report appears in the table of subscriptions

3.2.2.3 Receive weekly non-authorized transactions

When subscribing to a [personalised subscription](#), change the filter:

Subscribe

Location: France + 1

Columns: 7 columns selected

Filters:

Settings: Monthly contactless transactions

Select your filters

Search filters

Acquirer information

Ingenico information

Merchant information

Payment method information

Transaction Information

Acceptance method

Account no

Allowed forcing code

Amount

Amount in cardholder currency

Authorization

Authorized Not Authorized Not used

Authorization number

Blitz decision code

Blitz mode

Capture

Capture date

Capture number

Cardholder verification method

Cashback amount

Previous Next

In the Filters section, unfold the Transaction information menu

Check Not authorized in Authorization

Click on Next

Subscribe

Location: France + 1

Columns: 7 columns selected

Filters: 3 filters selected

Settings:

Specify your settings

Subscription name: Weekly unauthorized transactions

Retrieval Method: E-Portal SFTP - Add a SSH key in your settings in order to use SFTP

Email notification:

Select period: Periodic report One shot

Transaction time: Receipt Time Server Time

Settlement data: Yes No

Pre-defined Frequency: Weekly Start Day: Monday

From: 12:00 AM To: 11:59 PM Latest delivery time: None

Recipients:

Search

1234567891123456789212345678931234567894123456789512...

a@1234567891123456789212345678931234567894123456789...

anita.stankova.abc123@ingenico.com

anita.stankova.oc@ingenico.com

bja-test-01@g.net

Previous Reset Save

Name the report in order to better identify it in the list

Select a weekly frequency and the start day of the report

Click on Save

e-Portal Transaction Reporting [Back to dashboard](#) eportal.v6 user [Subscribe](#)

Scheduled reports

Active Inactive

	Status	Expected generation date	Generation date	Frequency	Format	Report type	Owner
Weekly unauthorized transactions	Active	—	—	Weekly	CSV	Transaction	eportal.v6@ingenico.c...

The report appears in the table of subscriptions

3.2.2.4 Receive daily data on offline transactions

When subscribing to a [personalised subscription](#), change the filter:

Subscribe

Select your filters

Location: France + 1

Columns: 7 columns selected

Filters:

Settings: Weekly unauthorized transactions

Cardholder verification method

Cashback amount

Charity amount

Currency

DCC flag

Degraded mode indicator

Exchange rate

FNCI answer

Forcing type

Guarantor answer

Instalment flag

Mode

Offline Online

Number of instalment

P2PPE

Partner ID

Payment option

PSPID

Receipt number

Rejection reason

Service type

Previous Next

In the Filters section, unfold the Transaction information menu

Check Offline in Mode

Click on Next

Subscribe

Specify your settings

Subscription name: Daily offline transactions

Retrieval Method: E-Portal

Email notification:

Select period: Periodic report One shot

Transaction time: Receipt Time Server Time

Settlement date: Yes No

Pre-defined Frequency: Daily

From: 12:00 AM To: 11:59 PM Latest delivery time: None

Recipients:

Search

1234567891123456789212345678931234567894123456789512...

a@1234567891123456789212345678931234567894123456789...

anita.starkova.abcl23@ingenico.com

anita.starkova.oc@ingenico.com

bje-test-01@g.net

Previous Next Save

Name the report in order to better identify it in the list

Select a daily frequency and the start time of the report

Click on Save

e-Portal Transaction Reporting

← Back to old version portal V6 user ingenico

Scheduled reports

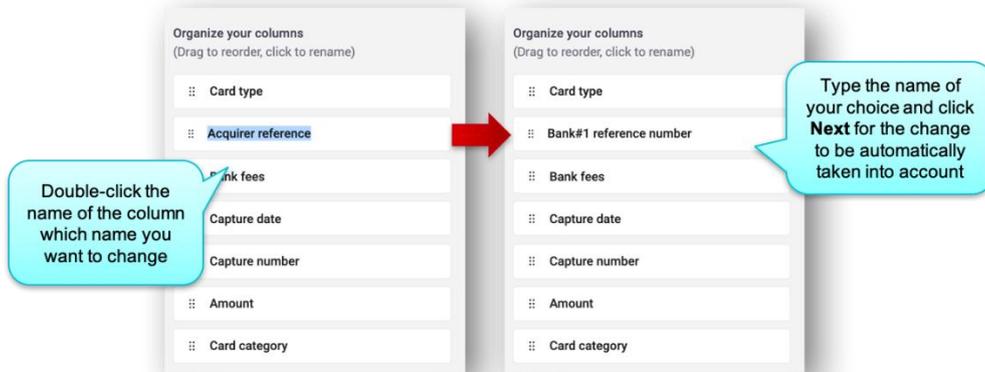
Active Inactive

The report appears in the table of subscriptions

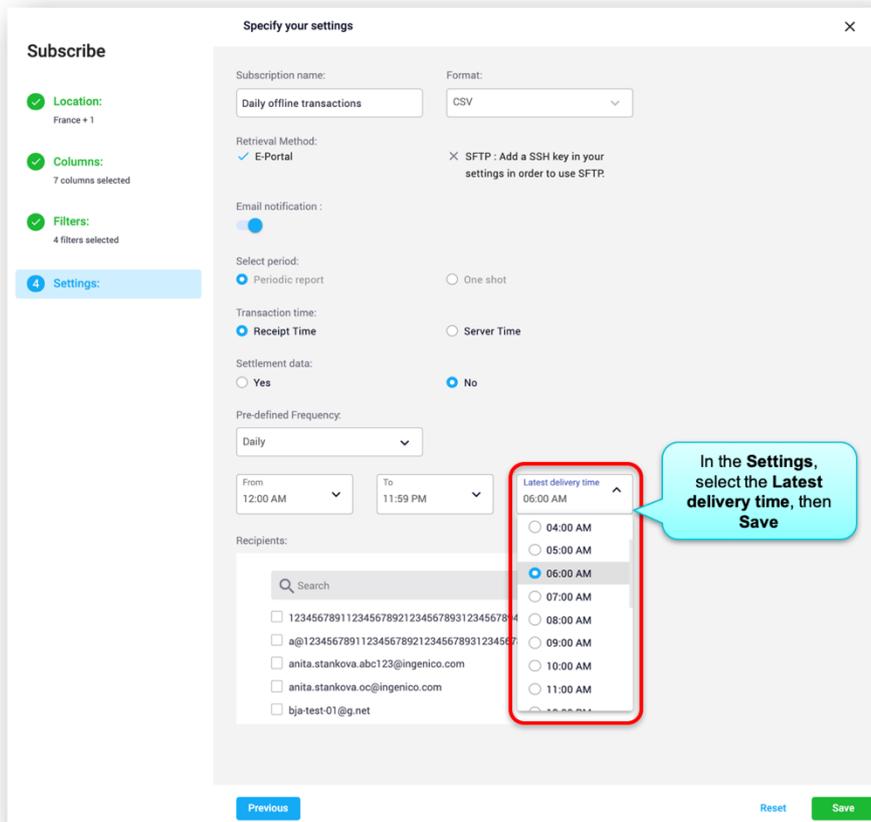
Status	Expected generation date	Generation date	Frequency	Format	Report type	Owner
Active	—	—	Daily	CSV	Transaction	eportal.v6@ingenico.c...

3.2.2.5 Change the columns name of the report

You can customize any label of the columns you choose to add to the report you create. When you subscribe to personalized reports, proceed as follows:



3.2.2.6 Set the delivery time of the report



3.2.3 Delay of retention

Your report is available for the following durations, and will be deleted from e-Portal when it expires:

15 days	Daily or unique report
10 weeks	Weekly or bi-weekly report
5 months	Monthly report

3.2.4 Connection to the SFTP

3.2.4.1 Steps to follow

1. Create your own SSH key (see details below)
2. Declare your SSH key in e-Portal (see details below)
3. Configure the SFTP connection:
 - Preproduction: sftp.eportal.preprod.worldline-solutions.com
 - Production: sftp.eportal.worldline-solutions.com
 - Port: 2222

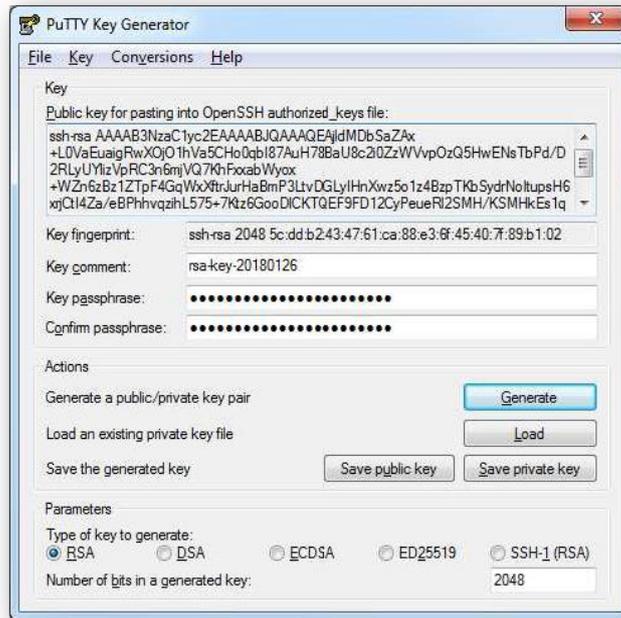
3.2.4.2 Create an SSH key

SSH keys allow you to establish a secure connection between your computer and your SFTP directory during the validity period of the key (3 years) to retrieve your deferred reports. Not only is their use mandatory for the SFTP function, but they also prevent you from having to enter your username and password each time you download a report. As described below, an SSH key must be generated before being added.

3.2.4.2.1 For Windows

1. Download the tool called PuTTYgen available at:
<https://www.chiark.greenend.org.uk/~sgtatham/putty/latest.html>
2. Run the application, enter a **Comment** and a **Key passphrase**, and click **Generate** to obtain a new key pair.
3. Press "Save private key" and choose the location and file name (e.g.: mykey.ppk): the file you generated is required to establish a secure communication with the SFTP server.
4. Press "Save public key" to export the public key part.
5. Copy the content in "My Profile > Manage SSH Keys" menu in e-Portal as described below.

Public



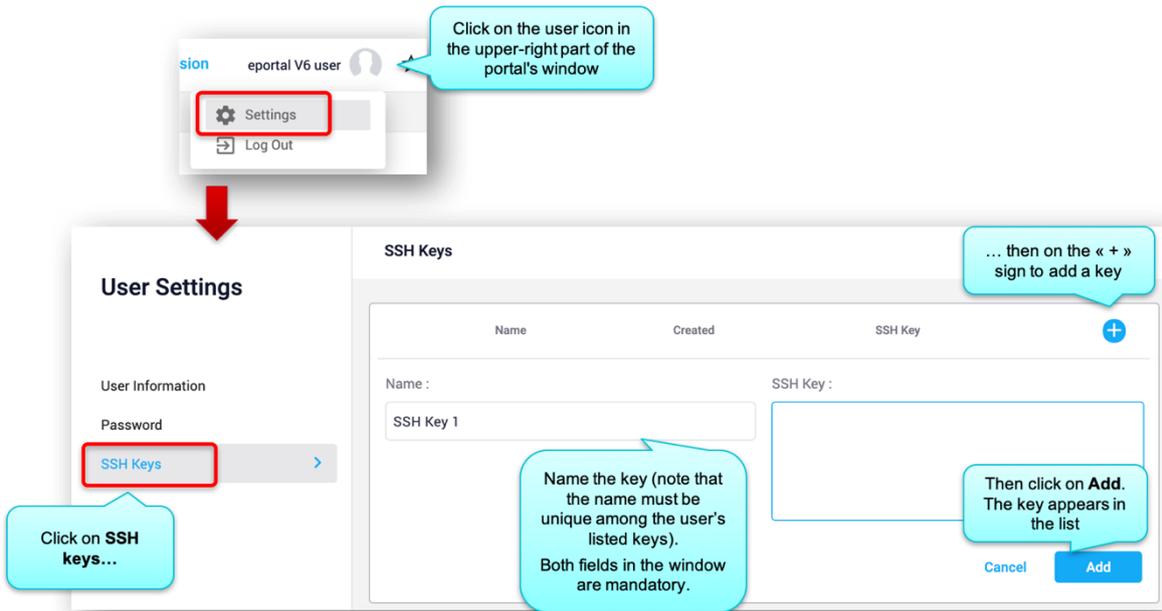
3.2.4.2.2 For Unix

- Use the ssh-keygen tool to generate pairs of public (mykey.pub) and private (mykey) keys: `ssh-keygen -t rsa -f mykey`
- Export the generated Open SSH key into RFC 4716 format: `ssh-keygen -e -f mykey`
- Copy the exported key and copy the content in "My Profile > Manage SSH Keys" in the e-Portal as described below. `cat mykey.pub | clip`

3.2.4.2.3 Supported formats

- Must be a valid public key (additional verification - format of the key)
- Type: RSA
- Minimum key length required: 2048 bits
- Format: RFC 4716
- Envelope (e.g., user text) < 2KB
- Envelope must start with "ssh-rsa" and content must be converted to PEM format (see: <http://blog.oddbit.com/2011/05/08/convertng-openssh-public-keys/> using ssh-keygen)
-----BEGIN RSA PUBLIC KEY-----

3.2.4.2.4 Manage an SSH key via e-Portal



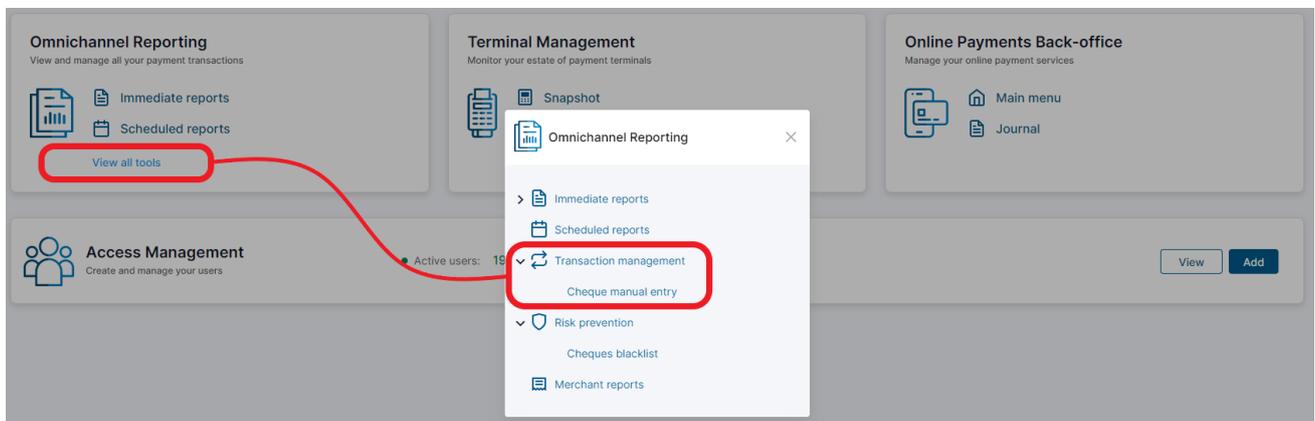
SSH keys expire after 3 years. An email notifies users of the expiry date of their keys, which they must renew, should they want to continue accessing the Worldline SFTP server.

Note: users with a valid and non-expired SFTP connection are considered active and will be able to access their reports via the SFTP server, even when they haven't logged into the e-Portal for a long period of time.

3.3 Transactions management

 Transaction management is an optional feature, available with your e-Portal access only if specified in the contract your company signed with Worldline.

The use cases described in this section are accessible via the **Transaction Management** menu.



The "Transaction management" menu allows you to carry out transactions from the portal:

- With the MOTO (Mail Order Telephone Order) function based on the data provided by the cardholder,
- Directly from a transaction registered on the portal, to make a refund or an additional sale.

3.3.1 Refund a transaction

3.3.1.1 Perform a refund



The **"Refund"** feature is available as an option.
Contact your local Worldline interlocutor, should you want it to be activated.

Important notes

- A transaction must be in "captured" status, i.e., it must have been sent to the acquirer to be refunded.
- A refund transaction is processed in "Online Payment" mode and must be activated by your contract.
- This "Online Payment" contract must be provisioned on the e-Commerce platform.
- The right to refund (via the portal) must be activated for the user, either as a requester or as an approver, according to their role.
- When a partial refund has been done to a transaction, the user must wait up to 15 minutes before submitting another refund on the same transaction.

The portal displays all the transactions you asked for in the Journal

In this window, you can also:

- Export the result in CSV or PDF formats,
- Customize the display of columns.

For each transaction, an arrow gives you access to a drop-down menu from which you can select an option: **select refund**

Enter the refund amount, a comment if you wish, then **Confirm**

The window displays the order history of the selected transaction, and its details.

Confirm

Server date	Receipt date	Amount	Country	Store	Env.	Transaction type	Mode	Card sc
2020-12-10 05:26...	2020-12-10 05:26...	GBP 130.00	UK	STO00261	STO00261_CNP	Payment	Online	VISA
2020-12-10 05:26...	2020-12-10 05:26...	GBP 130.00	UK	STO00567	STO00567_CNP	Payment	Online	VISA
2020-12-10 05:26...	2020-12-10 05:26...	GBP 130.00	UK	STO00472	STO00472_CNP_PnR	Payment	Online	VISA

Server Date	Amount	Transaction type	Channel	Transaction status	Settled	Ingenico transaction ID	Store
2020-12-10 05:26...	GBP 130.00	Payment	Online	Approved	Yes	90000056373839...	STO00472_CNP...

3.3.1.2 Manage a refund in two steps

From a transaction registered in the portal, and without the cardholder's card details, you can make **refunds by web**. To limit fraud and to reduce the risk of mistake, this process can be a operation in two steps where authorizers supervise the refunds initiated by requesters.

This menu allows you manage the second step of refund requests.

The screenshot shows a web interface for managing refund requests. At the top, there are filter tabs: 'Request date: Last 13 M...', 'Request status', 'Refund amount', 'Location', 'Original transaction num...', 'Initiator', and 'Reset'. Below the filters, it says '21 Refund Requests Found'. A table lists the requests with columns for Request date, IF, Country, City, Shop, Refund amount, Original transaction num..., Request status, Initiator, Validator, Comment, and Transaction c. The table contains several rows with different statuses like 'Cancelled', 'Pending validation', and 'Rejected'. On the right side of the table, there are buttons for 'Cancel', 'Delete', 'Reject', and 'Validate'. Three callout boxes provide additional information: one points to the filter tabs, another points to the table header, and a third points to the action buttons.

Filters allow you to set the search criteria. Then click on **Validate**

The portal displays the list of transactions you asked for.

For each transaction, an arrow allows to **Reject, Rework or Validate** it, depending on its status.

3.3.2 Perform an additional sale

Authorized users of your organisation can proceed with **sales by web**, e.g., when a customer has bought a product in store and is missing an accessory for example.

This operation is done using an existing transaction. Find the transaction which needs to be completed, as explained in [Retrieve a transaction](#), then proceed as explained below.

Public

The screenshot shows the 'e-Portal' interface for 'Transaction Reporting'. A list of 26 transactions is displayed. A callout bubble points to a transaction with the amount 'EUR 35' and channel 'In Store', stating: 'Once you found the transaction that needs refund, select the Sale option.' A red box highlights the 'Sale' option in the context menu, with a red arrow pointing to the 'Sales by web' window. This window has a 'Sale amount' input field with a callout: 'Enter the amount and validate'. Below it is an 'Order history' table with one entry: Server Date: 2020-12-31 08:43:00, Amount: EUR 605.36, Transaction type: Payment, Channel: In Store, Transaction status: Approved, Settled: Yes, Ingestion transaction ID: 7813548058771238..., Store: Paris_shop1, Service amount: 66769, Operator: fAPh4S. A callout bubble at the bottom states: 'The window displays the order history of the transaction, and its details.'

3.3.3 Perform a MOTO

Using the card's details, the MOTO menu (Mail Order Telephone Oder) allows you to make a manual transaction by creating an "online" transaction (WLOP contract and associated PSPID required):

The MOTO form is divided into two sections: 'Store location' and 'Transaction detail'. The 'Store location' section has a callout: 'Enter the store location information and the transaction details, then click Confirm'. It includes dropdown menus for Country, City, and Shop. The 'Transaction detail' section has a callout: 'Enter the amount and validate'. It includes radio buttons for Debit (selected) and Credit, and input fields for Order reference, Amount, Card number, Expiration date, and CVC. A 'Confirm' button is at the bottom right.

Based on the information of a cheque, you can also perform a manual transaction on the e-Portal (this transaction will appear as Instore transaction, WLOP contract not required):

3.3.4 Manage your duplicates

Warning! This feature is restricted to Instore payments.



Duplicates management is an optional feature, available with your e-Portal access only if specified in the contract your company signed with Worldline.

When a transaction is identified as a potential duplicate of another transaction, it is automatically quarantined by Worldline and displayed in the **Duplicates management** feature of e-Portal. Two separate views allow you to retrieve and manage the potential duplicates:

- Transactions
- Actions history

3.3.4.1 Transactions (potential duplicates)

This view displays potential duplicates from the last 15 rolling months with additional information on the transaction. You can retrieve potential duplicates by using the filters, display additional information on the transaction and manage them by performing one of the following actions:

- **Process transaction:** **capture one or several transactions** if they are not actual duplicates. The captured transactions will be sent to the acquirer and be displayed in the journal of transactions.
- **Reject transaction:** **discard one or several transactions** if they are actual duplicates. The discarded transactions will not be sent to the acquirer and will be permanently deleted.

If you perform an action on a potential duplicate, it will disappear from the Transactions view. If you do not perform an action on a potential duplicate, it will stay in the Transactions view until an action is performed during 15 rolling months.

Duplicates management

Transactions Actions history

Transaction date (Serv... Location Amount Transaction type Scheme Application name More filters Reset

707 Duplicate transaction(s) found Customize display Reject transaction(s) Process transaction(s) Export

<input type="checkbox"/>	Server date	Receipt date	Amount	Country	City	Store	Transaction type	Scheme
<input checked="" type="checkbox"/>	2024-04-12 10:30:30 PM	2024-04-12 08:30:30 PM	EUR 13.20	Italy	Rome	North_Rome	Payment	CB
<input checked="" type="checkbox"/>	2024-04-12 09:30:30 PM	2024-04-12 07:30:29 PM	EUR 14.26	Italy	Rome	North_Rome	Payment	CB
<input type="checkbox"/>	2024-04-12 08:30:29 PM	2024-04-12 06:30:29 PM	EUR 79.42	Italy	Rome	North_Rome	Payment	CB
<input type="checkbox"/>	2024-04-12 07:30:30 PM	2024-04-12 05:30:30 PM	EUR 16.56	Italy	Rome	North_Rome	Payment	CB
<input type="checkbox"/>	2024-04-12 06:30:30 PM	2024-04-12 04:30:30 PM	EUR 70.38	Italy	Rome	North_Rome	Payment	CB
<input type="checkbox"/>	2024-04-12 05:30:30 PM	2024-04-12 03:30:30 PM	EUR 16.28	Italy	Rome	North_Rome	Payment	CB

3.3.4.2 Actions history

This view displays the history of all actions performed on potential duplicates from the last 15 rolling months. You can retrieve the following information regarding the performed action:

- Action date
- Action type
- Action status
- Performed by

Duplicates management

Transactions Actions history

Action date : Last 13 m... Action Location Action status Performed by Reset

13 action(s) found Customize display Export

Action date	Country	City	Store	Action	Action status	Performed by	Amount
2024-05-25 04:00:00...	Italy	Rome	North_Rome	Reject transaction	Failed	Imen CHAKROUN	EUR 14.26
2024-05-23 03:58:28...	Italy	Rome	North_Rome	Reject transaction	Processing	Imen CHAKROUN	EUR 14.26
2024-05-23 03:58:07...	Italy	Rome	North_Rome	Process transaction	Processing	Imen CHAKROUN	EUR 13.20
2024-05-20 04:13:59...	Italy	Rome	North_Rome	Process transaction	Processing	Imen CHAKROUN	EUR 14.26
2024-05-20 04:13:00...	Italy	Rome	North_Rome	Reject transaction	Processing	Imen CHAKROUN	EUR 13.20
2024-05-15 05:10:01...	Italy	Rome	North_Rome	Process transaction	Failed	Imen CHAKROUN	EUR 47.02

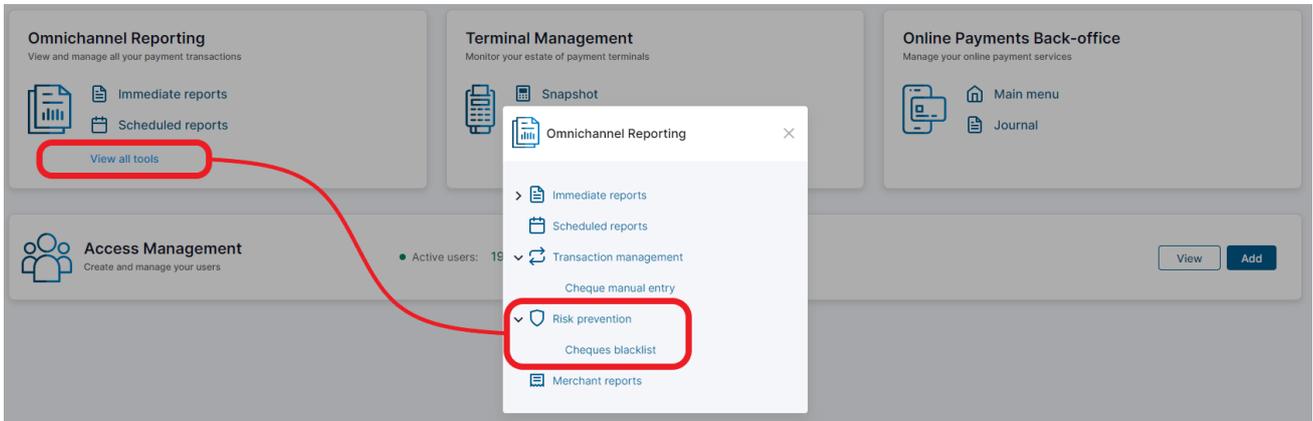
3.3.5 Protect yourself from fraud

Warning! This feature is restricted to Instore payments.



Transaction management is an optional feature, available with your e-Portal access only if specified in the contract your company signed with Worldline.

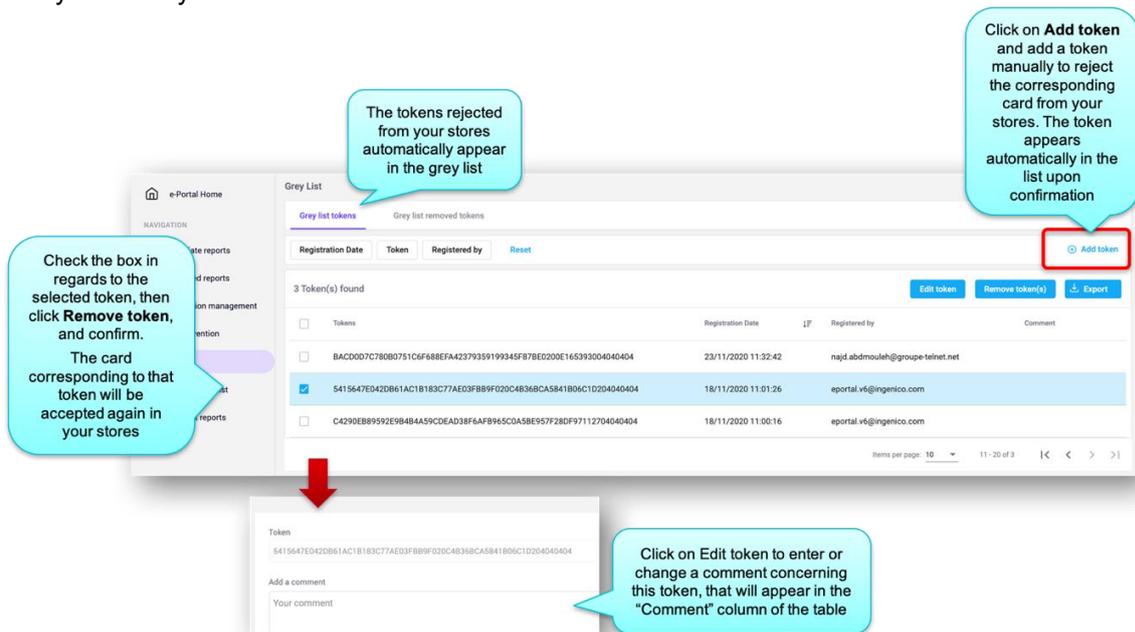
The use cases described in this section are accessible via the **Risk prevention** menu, which allows you to reject cards or cheques from your stores, by entering the corresponding information.



3.3.5.1 Prevent a transaction

3.3.5.1.1 Grey list

The Grey list feature allows entering tokens manually and adding them to a list of cards you want to see rejected from your stores. The token is a surrogate value of the PAN that is not sensitive and is used exclusively to identify a credit card.



3.3.5.1.2 Blacklist cheques

The blacklist cheques feature allows entering a cheque account number manually and adding them to a list of cheque accounts you want to see rejected from your stores.

The menu allows to perform a search, based on the account number or forcing type.

Click on **Add cheque account** to add an account number to be rejected from your stores

Enter the information required (bank code and account number) then click on Add. Any cheque corresponding to this account number will be added to the list and rejected from your store.

Add cheque account

Please select a zone from the lowest level *

Magasin:
 -- Choose one --

Bank code (4 digits) * Account number (12 digits) *

Forcing type *
 Negative

Comment
 Your comment

3.3.5.2 Find fraud linked to a given card

The main use of a PAN-based search concerns chargeback handling and police requests. The full PAN number allows to obtain all related transactions, displayed in a table. Beware that the total number of searches is limited to avoid fraud.

Select the **PAN-based search** menu, then follow the descriptions below.

Set your criteria using the filters. Entering a full APN number is mandatory. Then click **Search**

In this window, you can also:

- **Export** the result of your search in CSV or PDF formats,
- **Customize display** to show or hide the columns of your choice (you then validate or reset).

The portal displays in a table the transaction information for this PAN number

For each transaction, a menu allows you to view the corresponding receipt or its details

PAN-Based search

PAN: 4024007196150782 Transaction date(Server)... Location Amount Reset Search

5 Transaction(s) found Customize display Export

Server date	Receipt date	Amount	Country	City	Store	Transaction type	Mode
2020-11-20 10:55:2...	2020-11-20 10:55:2...	EUR 23.00	Italy	Rome	North_Rome	Payment	Onlin
2020-11-13 03:03:2...	2020-11-13 03:03:2...	EUR -21.00	Italy	Rome	North_Rome	Original Credit	Onlin
2020-11-13 02:25:2...	2020-11-13 02:25:2...	EUR 32.00	Italy	Rome	North_Rome	Payment	Onlin
2020-11-13 02:21:0...	2020-11-13 02:21:0...	EUR 34.00	Italy	Rome	North_Rome	Payment	Onlin
2020-10-19 05:08:1...	2020-10-19 05:08:1...	EUR 150.27	Italy	Rome	North_Rome	Reservation	Onlin

3.4 Financial reconciliation



Financial reconciliation is an optional feature. It is only available in e-Portal if it was specified in the contract signed by your company with Worldline.

e-Portal allows you to view additional acquiring information on the transactions accepted by Worldline. You can also identify transactions which were present in the acquirer's reports but could not be reconciled with transactions known to Worldline.

Additionally, you can subscribe to one or more daily reports allowing you to integrate the necessary information for the proper maintenance of your accounting or information system.

The use cases described in this section are accessible within the standard **Immediate Reports** or **Scheduled Reports** functions, presented in the previous sections. We recommend that you read them before continuing with these use cases.

3.4.1 Retrieve information from the reconciliation

Refer to the section **Find details** on a specific transaction and then follow the explanations below to view the financial reconciliation information.

The screenshot shows the 'Reports' section of the e-Portal. A table lists 15 transactions. A callout bubble points to the 'View transaction details' button for a specific transaction. Below the table, a 'Transaction Details' window is open, showing 'Acquirer information' with various fields like Acquirer ID, card category, and fees. A second callout bubble points to the 'Export PDF' button at the bottom of this window.

For each transaction, you access a drop-down menu with several options : click on View transaction details

In the lower part of the window, a button allows you to export all the information concerning this transaction in PDF format.

Transaction channel	Amount	Settlement date	Server date	POS	Interchange fees
In Store	USD 27.32	-	2020-11-25 02:00:0...	50140101	USD 0.00
In Store	USD 27.32	-	2020-11-25 03:00:0...	50140101	USD 0.00
In Store	USD 27.32	-	2020-11-25 04:00:0...	50140101	USD 0.00
In Store	USD 27.32	-	2020-11-25 05:00:0...	50140101	USD 0.00
In Store	USD 845.72	-	2020-11-25 06:00:0...	50140101	USD 0.00
In Store	USD 99.29	-	2020-11-25 07:00:0...	50140101	USD 0.00

Transaction Details

Acquirer information

- Acquirer ID: 10123000001
- Acquirer card category: -
- Acquirer card origin: -
- Acquirer card scheme: -
- Acquirer fee: EUR 0.00
- Acquirer issuer bank code: -
- Acquirer name: 10123000001
- Acquirer net amount: EUR 0.00
- Acquirer reference: -
- Acquirer reference data: acq_ref_data
- Bank fees: EUR 0.00
- Card usage: -
- Filter key 1: -
- Filter key 2: -
- Filter key 3: -

Amount: EUR 56.49 [Export PDF](#)

The additional financial reconciliation fields can be identified in the Data Dictionary, with the tag "Reconciliation" in the functional option.

3.4.2 Non-reconciled report

The non-reconciled report allows you to retrieve the transactions that were present in the acquirer's reports but could not be reconciled with transactions processed by Worldline.

Note: there is no action possible on these transactions (no refund by web / sale by web for example).

Settlement date	Acquirer receipt date	Amount	Currency	FORMAT	SITE	GROUP	Acquirer ID	Merchant ID	Tr
2022-07-31	2022-07-30	23.81	EUR	-	-	-	49740030004	4057683	-
2022-07-31	2022-07-30	72.94	EUR	-	-	-	49740030004	4057683	-
2022-07-31	2022-07-30	36.68	EUR	-	-	-	49740030004	4057683	-
2022-07-31	2022-07-30	19.44	EUR	-	-	-	49740030004	4057683	-
2022-07-31	2022-07-30	80.35	EUR	-	-	-	49740030004	4057683	-

3.4.3 Subscribe to a reconciliation report

3.4.3.1 Subscribe to a daily report of transactions

See section **Subscribe to a report** and then follow the explanations below to subscribe to a daily reconciliation report.

Click on Subscribe

Subscription name	Status	Expected generation date	Generation date	Frequency	Format	Report type	Owner
Oli test	Available	--	2021-02-04 06:00:52 AM	One Shot	CSV	Transaction	eportal.v6@ingenico.com
Test In-store university	Active	2021-02-12 02:29:59 AM	2021-02-11 02:01:42 AM	Daily	CSV	Transaction	eportal.v6@ingenico.com
rappor_date_trx_reconcili...	Available	--	--	One Shot	CSV	Reconciliation	eportal.v6@ingenico.com

1 Report origin & type:

Select your report origin: Journal

Select your report type: Report on Reconciliation date

Report on Reconciliation date

Report on Transaction date

Report on Delta acquirer

Choose Report on reconciliation date then click Next at each step.

To ensure data completeness, choose **“Transactions reconciled: Yesterday (D-1)”**. If you require the latest data, you may select **“Transactions reconciled: Today (D)”**, but note that data availability depends on when the acquirer submits the files: using today’s date may result in incomplete reconciliation reports.

The remaining the steps similar to those described in the section **Subscribe to a report**. You can choose specific financial reconciliation columns such as the reconciliation status or information from the acquirer report that was used during the reconciliation.

The relevant fields can be identified in the Data dictionary below, with the “Reconciliation” option.

3.4.3.2 Subscribe to a weekly report of non-reconciled transactions

See section **Subscribe to a report** and then follow the explanations below to subscribe to a weekly report of transactions that were not reconciled as they are unknown to Worldline.

The screenshot shows the e-Portal interface for Transaction Reporting. The 'Scheduled reports' section displays a table with 7 reports found. The table has columns: Subscription name, Status, Expected generation date, Generation date, Frequency, Format, Report type, and Owner. The reports listed are:

Subscription name	Status	Expected generation date	Generation date	Frequency	Format	Report type	Owner
Oli test	Available	—	2021-02-04 06:00:52 AM	One Shot	CSV	Transaction	eportal.v6@ingenico.com
Test In-store university	Active	2021-02-12 02:29:59 AM	2021-02-11 02:01:42 AM	Daily	CSV	Transaction	eportal.v6@ingenico.com
rapport_date_trx_reconcil...	Available	—	—	One Shot	CSV	Reconciliation	eportal.v6@ingenico.com

The 'Subscribe' dialog box is open, showing the 'Choose your report type' step. The 'Report origin & type' section is highlighted, and the 'Report on Delta acquirer' option is selected. A callout box says: 'Choose Report on delta acquirer then click Next at each step.'

The rest of the steps is like those described in the section **Subscribe to a report**. However, you can only choose columns or filters related to the acquirers’ reports.

The relevant fields can be identified in the Data dictionary below, with the “Reconciliation” option.

4 GoPay configuration

4.1 Api Key and secret credentials

API Keys are authentication credentials that enable secure server-to-server communication between your payment system and Worldline Direct API. By generating API Keys in the e-Portal Product Boarding, you can authorize payment requests, process transactions, and integrate Direct API seamlessly into your applications without exposing sensitive credentials on the client side.

This guide walks you through generating a unique **API Key** and **API Secret** pair in the e-Portal.

4.1.1 Key Points

- **Security First:** Your API Secret is visible for only 60 seconds after generation—copy and store it immediately in a secure vault or password manager
- **Easy Setup:** Generation happens in moments with just a few clicks
- **Backend Integration:** Share the credentials only with your technical team for server-side configuration
- **Monitor & Track:** Use the e-Portal dashboards to monitor API usage and transaction status in real-time

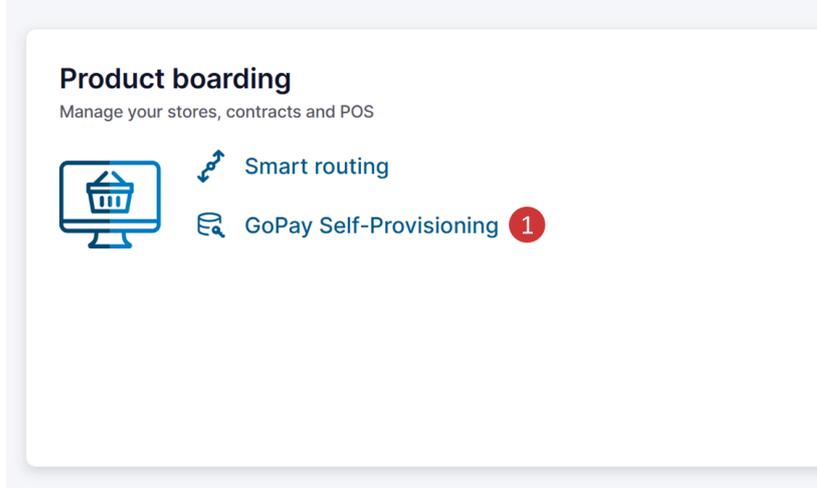
Constraints and limitations

1. Function is available only for Customer with GoPay product activated.
2. Permissions - external users with Gopay API keys and Webhooks read write permission
3. Access is no restricted to specific structure part

4.1.2 How to get the feature

1. To get to the customer structure view, you need to login **to the e-Portal**

2. Then you need to choose the **GoPay Self-Provisioning (1)**



4.1.3 Customer not fully configured

1. If the customer has no GoPay product activated, then the API Keys table will not be visible.
2. Please contact Worldline support and consult the issue.

Customer is not fully configured. Please contact Worldline support.

4.1.4 Displaying API keys

1. The **API Keys** module contains a table displaying all API keys associated with the selected **Merchant Group**.
2. To display API keys linked to a specific MG, select the MG from the filter **(2)** list. On the top you will find **Top Merchant Group**.
3. Currently, it is not possible to retrieve data for multiple MGs simultaneously (you can choose only one MG at the time).
4. If a customer has only one Merchant Group, the system will automatically fetch the data for that MG by default when the user enters the module **(3)**.

Statuses

STATUS	MEANING
Active	The API Key credentials are active and can be used.
Expiring soon	Less than 1 month until expiration date.
Expired	The API Key credentials are no longer active and cannot be used.

The screenshots illustrate the process of generating an API key. The top image shows the initial step of selecting a merchant group from a dropdown menu. The bottom image shows the 'Generate API Key' button and the resulting table of API keys, which includes columns for API Key, Status, Merchant Group, and Expiration date.

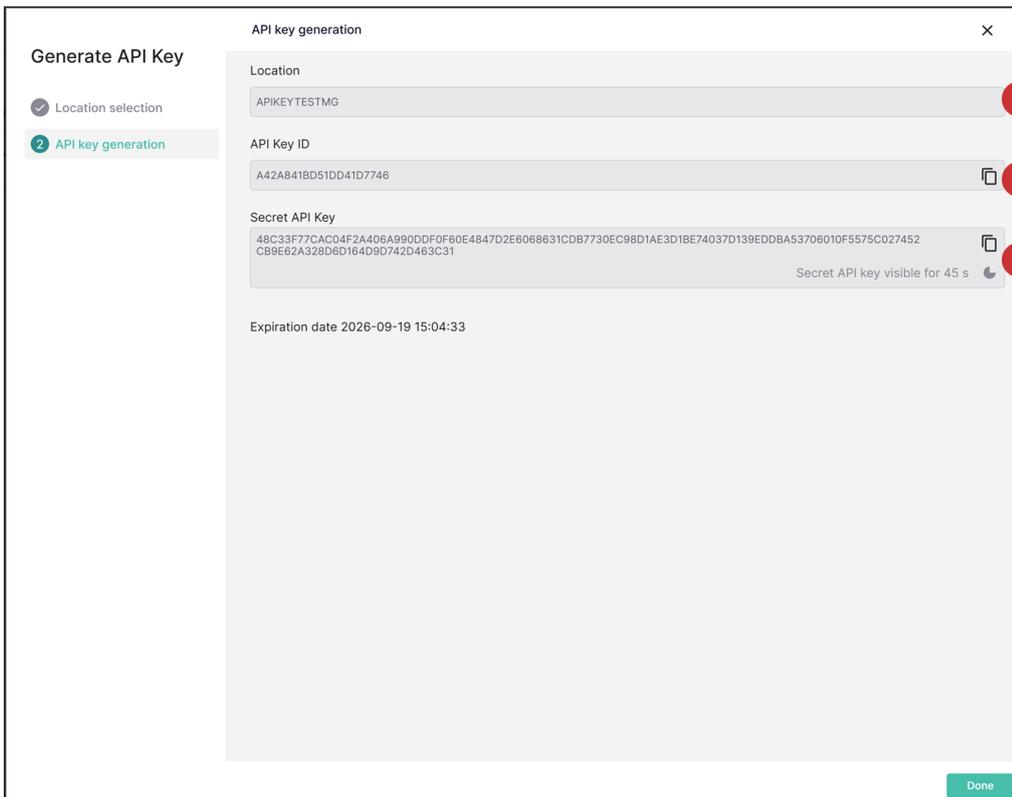
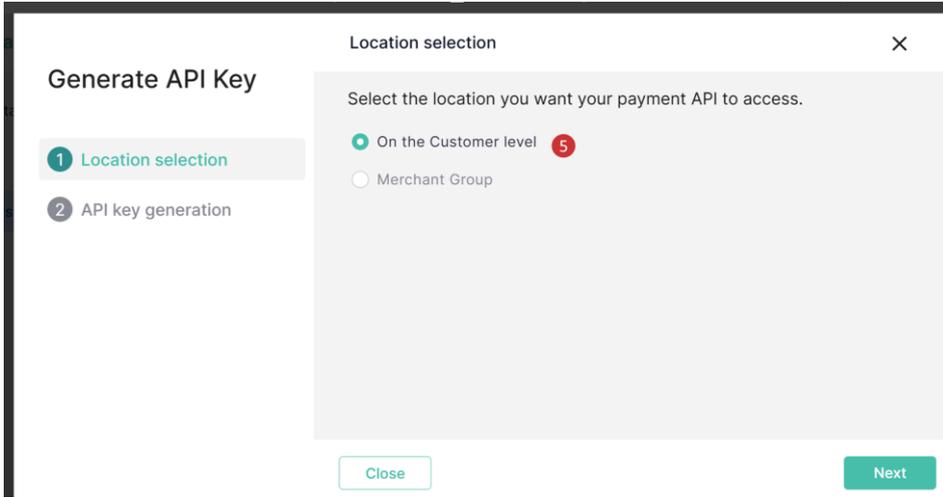
4.1.5 API key's generation

- When clicking the **"Generate"** button (4), a side panel with a stepper will open, guiding you through the process.
- STEP 1 - Choosing Localisation (5)**
In this step, you can select the location for the new API key (only one option can be selected):
 - "On the Customer level"** for the Top Merchant Group
 - Merchant Group** (from the list)
- If there is only a Top Merchant Group available, the system will automatically select it and will not present other options.
- Once the location is selected, click the **Next** button to proceed.
- STEP 2 - API key generation.** A form will appear containing the following fields:
 - Location (6)** (read-only; either the Top MG or MG for which the API key was generated, selected in the previous step)

Public

- **API Key (7)** (read-only)
- **Secret API Key (8)** (read-only) — note that the secret will be visible only for 60 seconds
- **Expiration Date** (read-only)

6. You can copy the API key or secret to the clipboard by clicking the copy icon.

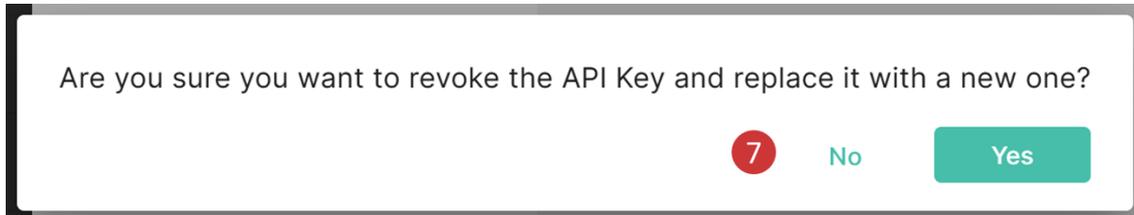


4.1.6 API regeneration

1. At this moment, there can be one active API key for a location.

Public

2. If there is an active API key for the selected location, a message **(9)** is displayed.
3. If you want to continue, re-generation will cause the existing API key to be retrieved and a new one to be generated.
4. Otherwise ,the process will return to the previous screen.



4.1.7 What next?

Next your tech team can configure these credentials in your systems, to authenticate all payment requests sent to Worldline's Direct API endpoints (refer to [Direct API Authentication Documentation](#) for technical details).

If the server-to-server communication configuration is successful and customers start making their first transactions, these will be visible in the reports in the e-Portal.

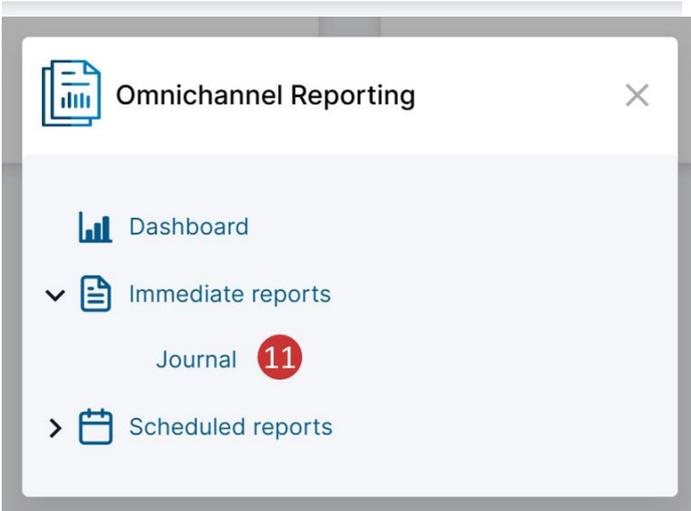
1. To access the reports, select **Immediate reports (10)** on the **Omnichannel Reporting dashboard**.
2. Then go to **Journal (11)**.
3. All data will be displayed on the screen according to the report settings **(12)**.

Omnichannel Reporting

View and manage all your payment transactions



- Dashboard
- Immediate reports **10**
- Scheduled reports



Journal **12**

Transaction date (Serv... Amount Transaction type Scheme Application name More filters Reset

10 Transaction(s) found

Server date	PSPID	Scheme	Transaction ID (Worldline)	Order ID (Worldline)	Transaction status	Order reference	Operation group refere
2025-10-01 01:54:54 PM	testapmoli	IDEALIN3	9000004377680531000	9000004377680531000	Declined	nr_6375219119197650...	-
2025-10-03 10:13:55 AM	testapmoli	A2A	9000004382622552000	9000004382622552000	Declined	Order-4	-
2025-10-06 09:53:04 PM	TESTePortalPSPID	PAYPAL	9000004390062035000	9000004390062035000	Approved	3dd5311524e748d0f98...	-
2025-10-07 04:26:14 PM	testapmoli	A2A	9000004391878714000	9000004391878714000	Declined	Order-3	-
2025-10-03 10:01:38 AM	testapmoli	A2A	9000004382592246001	9000004382592246001	Declined	Order-3	-
2025-10-03 10:01:24 AM	testapmoli	A2A	9000004382592246000	9000004382592246000	Declined	Order-3	-
2025-10-02 03:41:54 PM	testapmoli	A2A	900000438087032000	900000438087032000	Declined	Order-1234	-
2025-10-03 10:07:44 AM	testapmoli	A2A	9000004382592246002	9000004382592246002	Declined	Order-3	-
2025-10-01 01:55:56 PM	testapmoli	IDEALIN3	9000004377678640000	9000004377678640000	Declined	nr_6375219119197650...	-

4.2 Webhook and secret credentials

4.2.1 Overview

Webhook key & Secret are authentication credentials that enable secure server-to-server communication between your payment system and Worldline Direct API. You can input yours credentials in the e-Portal Product Boarding to send them to GoPay ecosystem. Thanks to that you can authorize payment requests, process transactions, and integrate Direct API seamlessly into your applications without exposing sensitive credentials on the client side.

This guide walks you through managing **Webhook & secret** pair in the e-Portal.

4.2.2 Key Points

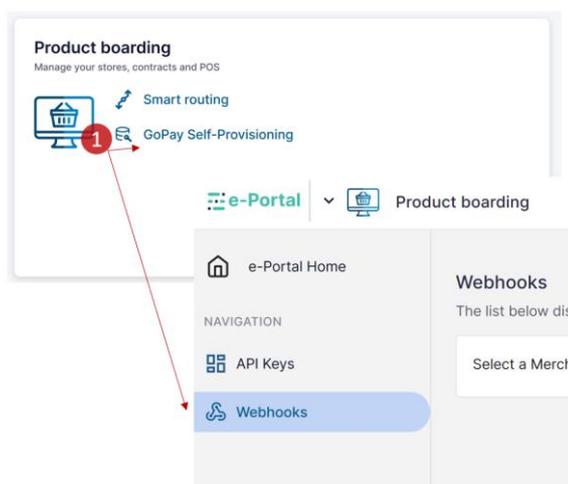
- **Security First:** Your Webhook Secret is only visible when entering the key pair. Once saved, the secret key will no longer be visible. The information is not available on the e-Portal.
- **Setup in just 2 steps:** First, enter the key details and create a Webhook pair. In the next step, configure the endpoints.
- **Monitor & Track:** Use the e-Portal dashboards to monitor Webhooks usage and transaction status in real-time

Constraints and limitations

1. Function is available only for Customer with GoPay product activated.
2. Permissions - external users with Gopay API keys and Webhooks read write permission
3. Access is no restricted to specific structure part

4.2.3 How to get the feature

3. To get to the customer structure view, you need to login **to the e-Portal**
4. Then you need to choose the **GoPay Self-Provisioning (1)**



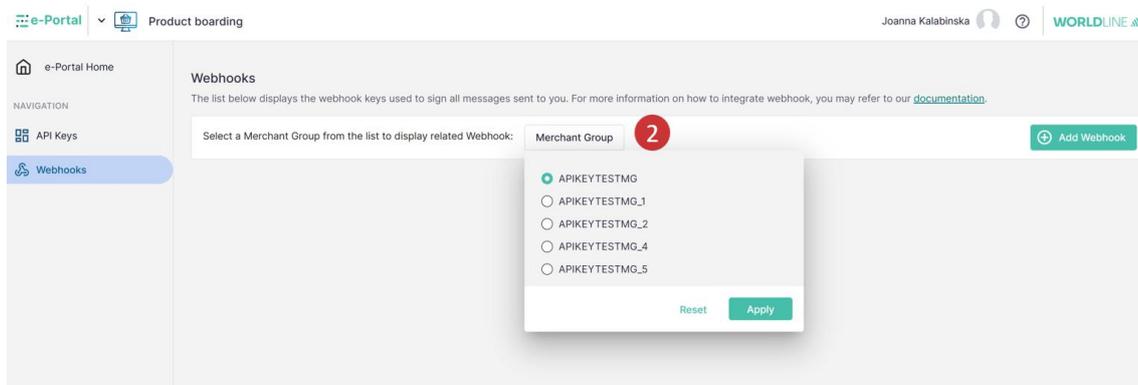
4.2.4 Customer not fully configured

3. If the customer has no GoPay product activated, then the Webhook's table will not be visible.
4. Please contact Worldline support and consult the issue.

Customer is not fully configured. Please contact Worldline support.

4.2.5 Displaying Webhooks

5. The **Webhook** module contains a table displaying Webhook associated with the selected **Merchant Group**.
6. To display Webhook linked to a specific MG, select the MG from the filter **(2)** list. On the top you will find **Top Merchant Group**.
7. Currently, it is not possible to retrieve data for multiple MGs simultaneously (you can choose only one MG at the time).
8. If a customer has only one Merchant Group, the system will automatically fetch the data for that MG by default when the user enters the module.



4.2.6 Webhook adding

1. To start the process, click the **“Add webhook” (3)** button. After clicking, a side module will appear on the screen.
2. **STEP 1 - Choosing Localisation (4)**
In this step, you can select the location for the Webhook (only one option can be selected):
 - **“On the Customer level”** for the Top Merchant Group
 - **Merchant Group** (from the list)
3. If there is only a Top Merchant Group available, the system will automatically select it and will not present other options.

4. Once the location is selected, click the **Next** button to proceed.
5. **STEP 2 - Adding Webhook's credentials (5)**. A form will appear containing the following fields:
 - **Webhook key ID** (obligatory; between 10-30 characters)
 - **Secret webhook key** (obligatory; between 64-256 characters)
6. Once the credentials are filled up, click the **Create** button to continue.
7. If the Webhook is created correctly, you will be informed about it with a notification.

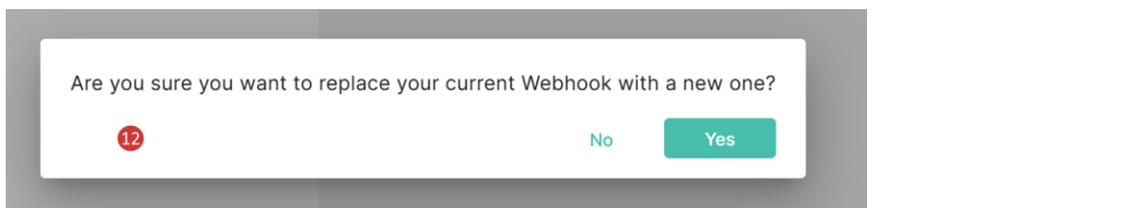
The screenshot shows the 'Webhooks' management interface in the e-Portal. The main area displays a table with one webhook entry. Below the table, there are three modal windows illustrating the steps to add a new webhook key:

- Location selection:** A modal window where the user selects a location. The 'Merchant Group' option is selected, and a dropdown menu shows several APIKEYTESTMG options.
- Add a new webhook key:** A modal window where the user confirms the location selection and proceeds to the 'Webhook key' step.
- Webhook key:** A form where the user enters the 'Webhook key ID*' and the 'Secret webhook key'. Both fields contain the value 'Key_01Key_01'.

5. **STEP 3 - Endpoints configuration.** For the Webhook to work, you need to defined endpoints as well (up to 5). The screen for adding endpoints will automatically open upon successful submission of the Webhook credentials and secret (6).
6. Endpoints can be edited in the details of a specific webhook. To do so, select the **'Details'** option from the webhook's context menu. Right-click the selected webhook (context menu) and choose Details.
7. The details view and endpoint configuration option includes:
 - a. **Webhook Key ID (7)** (read only) - can be copied
 - b. **Endpoint list (8)** - here you can delete endpoints
 - c. **Add endpoint (9)** - text field where you can enter a new endpoint
8. After entering a new endpoint, add it with the **Add endpoint (10)** button
9. When finished editing, save the changes with **Save (11)**.

4.2.7 Webhook recreate

1. At this moment, there can be one Webhook for a location, but Merchant can change it.
2. To enter new credentials, you need to repeat the '**Webhook Adding**' process and select the correct location. In this case, a confirmation message will be displayed (**12**)
3. If you want to continue, re-creation will cause the existing Webhook to be overwritten. Endpoints will remain unchanged (they will be the same as in the overwritten Webhook).
4. Otherwise (if you click '**NO**'), the process will return to the previous screen.



4.2.8 What next?

Next your tech team can configure these credentials in your systems, to authenticate all payment requests sent to Worldline's Direct API endpoints (refer to [Direct API Authentication Documentation](#) for technical details).

5 Glossary

API	Application Programming Interface	Set of routines, protocols, and tools for building software and applications.
API Key Credentials	Credentials for secure server-to-server communication	Credentials consisting of an API Key and API Secret used for authenticating requests sent to API interfaces.
Asset Tracking	Option of the TMS	Service designed to track terminals through their entire life cycle, from customization up to phase out
BIN	Bank Identification Number	Leading six digits on a payment card (credit, debit, stored-value, gift and other similar cards). Also referred to by issuers as an "issuer identification number (IIN)".
Card PAN	Card Primary Account Number	Anti-fraud measure available on some credit-card-processing point of sale (POS) terminals as part of a merchant account service.
CSV	Comma-Separated Values	A CSV file stores tabular data (numbers and text) in plain text. Each line of the file is a data record. Each record consists of one or more fields, separated by commas.
Endpoints (in webhook context)	URL's that are a part of Webhook configuration	URLs (HTTP/HTTPS) to which the system sends webhook requests.
ERP	Enterprise Resource Planning	Business management software - typically a suite of integrated applications – used by a company to collect, store, manage and interpret data from many business activities.
FTPS	File Transfer Protocol Secure	Extension to the commonly used File Transfer Protocol (FTP) that adds support for the Transport Layer Security (TLS) and the Secure Sockets Layer (SSL) cryptographic protocols.
GPRS	Global Packet Radio Service	Packet oriented mobile data service on the 2G and 3G cellular communication system's global system for mobile communications (GSM).
ICC	Integrated Circuit Card	Any pocket-sized card with embedded integrated circuits such as banking card.
KPI	Key Performance Indicator	Performance measurement allowing to evaluate the success of an organisation or activity. Within the e-Portal, KPIs give access to Instore, Online and multi-channel transaction figures.
P2PE	Point-To-Point-Encryption	Payment security solution that instantaneously converts confidential credit card data and information into indecipherable code to prevent hacking and fraud.
PCI	Payment Card Industry	Businesses associated with debit, credit, and other payment cards. By extension, set of security requirements for credit card processors.
POS	Point Of Sale	Location where payment is accepted, time and place where a retail transaction is completed. By extension, card reader.

Scheduled Report	Available from the Instore Payment menu	<p>Scheduled Reports are large volumes of data for advanced analysis; they can be one-shot or periodic and are of three types:</p> <ul style="list-style-type: none"> • Journal provides a complete transaction log • Reconciliation gives information on the reconciliation transactions • Overview summarizes information on all payment transactions made at a given POS
SFTP	SSH File Transfer Protocol	Network protocol used for secure file transfer over secure shell and providing file access, file transfer, and file management functionalities over any reliable data stream.
SSH	Secure Shell	Network protocol for secure data communication and remote command execution.
TMS	Terminal Management Service	Service used to report the configuration of a merchant estate and upgrade payment terminals
Webhook Credentials	Credentials for secure server-to-server communication	<p>A set of credentials used to authenticate webhooks between two systems. Includes:</p> <ul style="list-style-type: none"> • Webhook Key - identification key • Webhook Secret - secret key for signature verification.