Manual E-commerce Portal

Contents

1. Introduction

De Ecommerce Portal will gradually replace the CM Payments back office. At this point in time both the back office and the ecommerce portal are available. In this manual we will describe the portal's functionalities and options. If you have any questions after reading this manual, please contact us at support@cmpayments.com

2. Login

You can reach the login screen via https://services.docdatapayments.com/portal of via the login button on our website https://www.cmpayments.com.

In order to log in, you have to fill in your email address and password.

You'll have to change your password the first time you log in. Your personal password must be at least 8 characters long and must contain the following characters:

- at least 1 capital letter
- at least 1 lowercase letter
- at least 1 digit
- at least 1 punctuation mark

The account's administrator has received an email from us containing login credentials. Please contact us If you (the administrator) didn't receive an email.
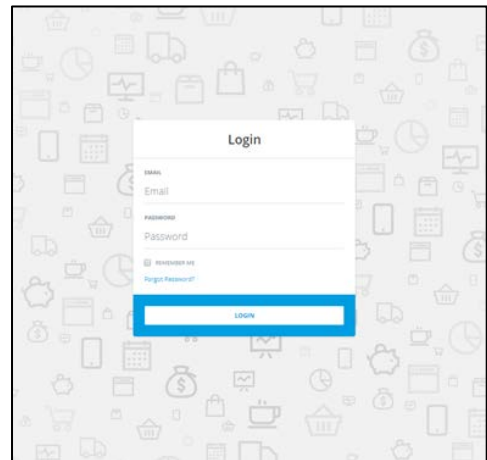
2.1. Change password

Click on the button in the top right corner to change your password. Click on *Account details* and *Edit*, change your password and save the changes.
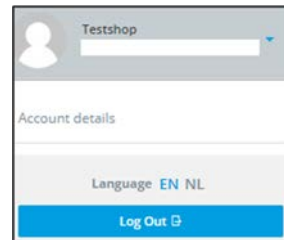
3. Account details

Every user can set his personal account details. In order to do so, click on your name in the top right corner of the screen. The following options are available:

- account details
- language
- log out
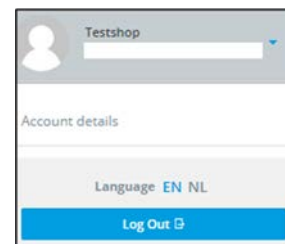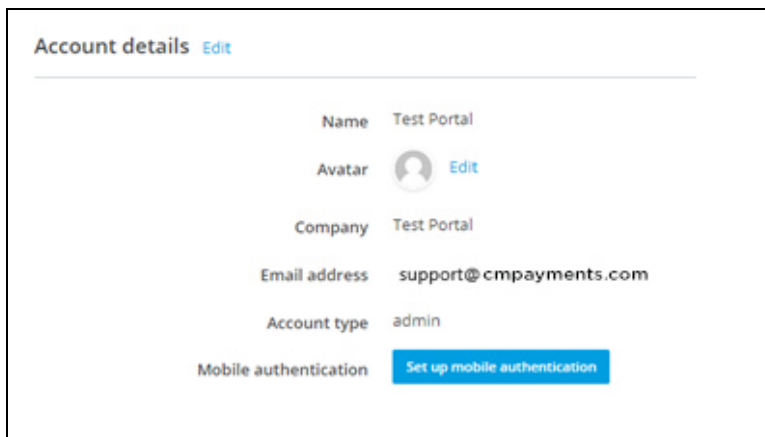
3.1. Mobile two-factor authentication

When you click on account details, you'll find information about your account. The portal supports two-factor authentication. If you want to use the two-factor authentication, please click on *Set up mobile authentication.* You'll be directed to an environment in which you can scan a QR-code with the FreeOTP or Google Authenticator app. The app can be downloaded in Google Play or the Apple App Store.

4. Dashboard
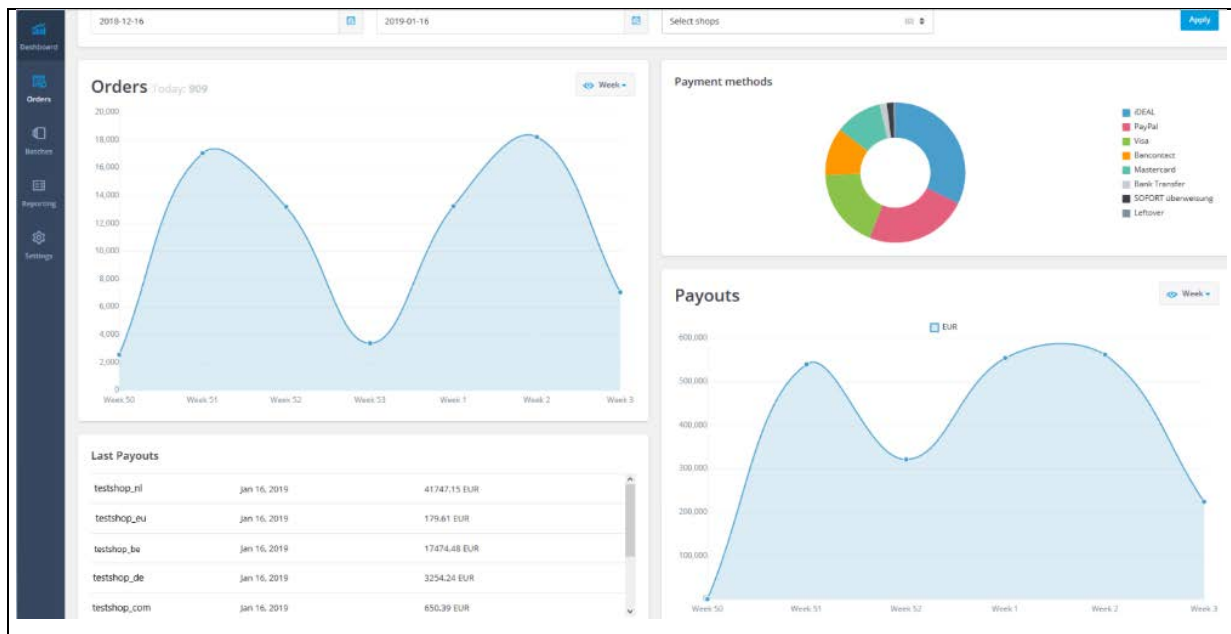
When you log in to the portal, you'll be directed to the dashboard. The dashboard will display current details about orders, payment methods and payouts. If you have more than one shop, the data of all shops will be combined. You can also select a specific period and one or more shops. Below you'll find a short explanation of the data on your dashboard.

- Orders: a line graph containing the total amount of orders within a specific period. Default period is a week, but you can also select a month or a day.
- Payment methods: a donut chart containing the total amount of orders per payment method during a specific period for one or more shops.
- Payouts: a line graph displaying the payouts per currency in the selected period and shop(s).
- Last payouts: the most recent payout per shop.
- Messages: to view your messages, please click on the envelope in the top right corner.
- Manuals: if you want to download a manual, please click on the question mark in the top right corner.

If you move the cursor in the chart, you get to see numbers and percentages.

5. Orders

To view your orders, please click on *Orders* in the menu bar on the left side of the screen. On this page you'll find an overview of your orders. In chapter 5.1 and 5.2 we'll describe how to use quick search and advanced search.

Apart from the order overview there are several other options:

- <u>New order</u>: more information about creating a new order can be found in chapter 5.3.
- <u>Show refund</u> alerts: more information about refund alerts can be found in chapter 5.4.
- <u>Add/remove columns in list</u>: click on *List* if you want to add or remove columns. When you do so, the List button changes to *Save Layout*. You can click on it to save the preferred setting. Below you'll find a description of the available columns.
- <u>Export</u>: If you want to export your orders to a CSV or XLSX file, click on '*Export'*.
- <u>Change the order of the columns:</u> You can change the position of the columns by clicking on the bold column title. You can drag the title to preferred location.
- <u>Sort the content in your columns</u>: click on the sort button (next to the column title) to change the row order.
- <u>Rows per page</u>: you can choose to show 10, 20, 50 of 100 rows. Click on *Save Layout* to save the preferred setting.
- <u>Detailed order information</u>: click on a row and detailed order information will be shown.

Description of available columns

Column	Description
Name	The customer's surname
Payment amount	The amount of the actual payment. This column is only important if the order amount has not been paid in full.
Payment method	Payment method used to make the payment.
Captured amount	The amount (of the actual payment) that has been captured and will be paid out. This column is only important if the order amount has not been paid in full.
Captured order amount	The order amount that has been captured and will be paid out.
Chargeback id	The SEPA Direct Debit chargeback id.
Cardnumber	The last 4 digits of the credit card that was used to pay.
Considered safe	The icons will show if it's safe to deliver your product or service. This status replaces the order status in the old back office. Note that this status is only visible if you use Order API 1.3 or higher.

	The order is considered safe
	The order is not considered safe yet
-	This order will not receive a status because the order has not been placed using order API 1.3 or higher.
Date	The date and time at which the order has been created.
Email address	The customer's email address.
Giftcard nr	The last 4 digits of the gift card that was used to pay.
Country billing address	The country of the billing address that the customer has filled in.
Country shipping address	The county of the shipping address that the customer has filled in.
Mandate number	Mandate number of a recurring payment with credit card or SEPA Direct Debit.
Description	The order description (only visible if provided by your system).
Order amount	The order amount.
Order id	The order reference number provided by your system.
Payment cluster id	Het order reference number provided by CM Payments
Payment id	The payment reference number provided by CM Payments (PID number).
Remark	The reason why a payment has been cancelled.
Account nr	The account number used for this payment.
Riskscore	The total score of the risk checks on payment level. This column is only important if you use our fraud module.
Shop	Name of the shop (merchant account) that the order has been created for.
State	The status of a payment. In the table below you'll find all possible statuses with a short description.

Status	Description
AUTHORIZED	The payment has been authorized by the acquirer.
AUTHORIZATION_REQUESTED	A request for authorization has been sent.
CANCELED	The order has been cancelled.
CANCEL_FAILED	Authorization failed after which the customer has clicked on 'back to shop'.
CHARGEDBACK	The amount has been refunded by the customer or the bank.
REDIRECTED_FOR AUTHENTICATION	A request for authentication has been sent to the acquirer.
REDIRECTED_FOR AUTHORIZATION	A request for authorization has been sent to the acquirer.
REFUNDED	The amount has been refunded to the customer's account or credit card.
REVERSED	The customer has clicked on the bank transfer button, followed by the 'back to

	RISK_CHECK_OK	shop' button.
		The payment has not been cancelled by the fraud module. The risk score has not reached 100.

Note: There are different statuses available when Command API is used instead of Order API, namely:

- *New, order has been created*
- *Started, customer started a payment, money has not yet been received*
- *Paid, customer has paid*

Below you'll find an example of order statuses that have been created using both Order API and Command API (one merchant with two different shops using both APIs).

Order API: Authorized + green check mark below Considered Safe = paid

Command API: Paid = paid

5.1. Quick search

In the domain *Orders* you'll find the options *quick search* and *advanced search.* With Q*uick* search you'll have to choose one of the 8 preselected values. Select a preselected value using the drop-down menu in the search bar on the left. After that, you can fill in your search term in the search bar on the right. If you have more shops than one, all your shops will be searched.

5.2. Advanced search

With A*dvanced search* you can perform a specific search. You can combine multiple criteria or just look at one specific element within a certain period.

When you enter a search query, the section title will be printed in bold letters. In the example below, *Order amount* is bold. The search criteria can easily be reset by clicking on reset in the top right corner of the search window.

If you have multiple shops under one master account, you'll see the option *select shops*. You can select the shops you want to search in. If you don't select any shops, all shops will be searched.

5.3. New order

You can manually add a new order in the portal. There are two different order types to choose from: *URL* and *Payment Menu*. If you choose URL, you can send the URL to your customer. If you choose Payment Menu, you'll be directed to the payment menu directly.

Order type Payment Menu: when you create an order using Payment Menu, the fields concerning order details are mandatory (Order ID, Currency and Amount). The customer information is optional. The fields that are shown below, are filled in with default values that are changeable.

- Currency – default*: EUR*
- Payment menu language - *default: NL*
- Payment profile – You'll only see this option when you have selected a shop. The first profile in the list will be shown by default.
- Country code – default: *NL*

Order type URL: apart from the order details, the customer information needs to be filled in. The minute the order has been created, you can find the order details and see who created the order. The name of the user will be filled in automatically.

If you've created the order using order type URL, the URL to the payment menu will be shown immediately. You can use the URL right away or at any other time. The URL will be available on the order details page until the customer has started the payment.

5.4. Show refund alerts
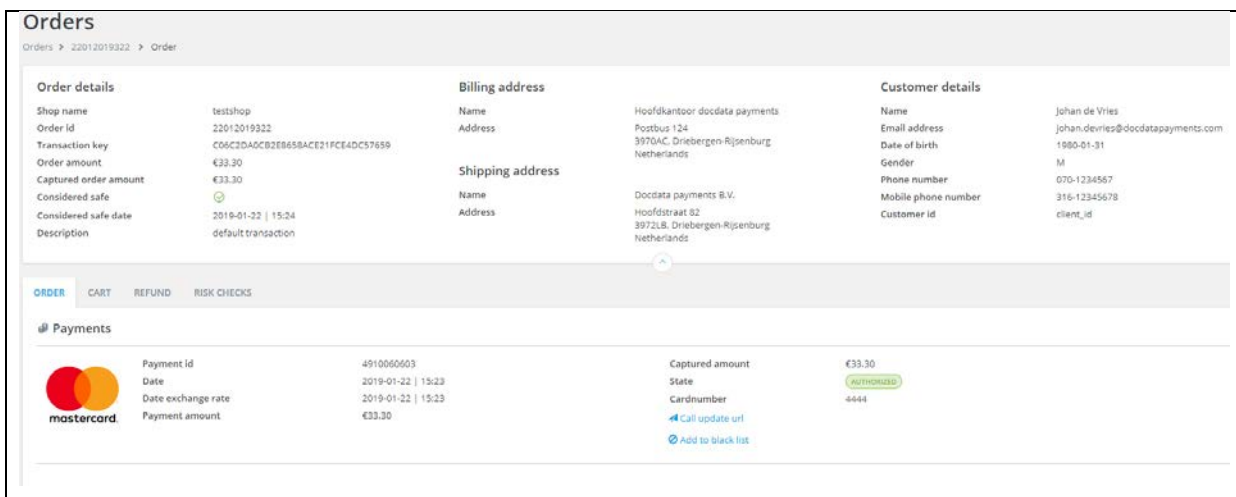
On the order page, you'll find the button *Show refund* alerts. If a red dot is shown in the order icon in the menu on the left side of your screen, there are refund requests that need to be approved or revoked. When you click on *show refund alerts,* you'll see a list with refund requests that aren't approved or revoked yet. If you want to return to the order list, please click on the blue *show refund alerts* button. You can also recognise the refund requests in the order list. The order line is in **bold** text and has a blue asterisk (*).

5.5. Order Details

You can find order details by clicking on the selected order line in the list. The screen will be divided in two parts: customer details and order details.

The upper part of the screen shows a few basic order details and customer details. The lower part shows detailed information about the order like the payment method that was used and the date on which the payment was made. The more details you send to our system using the Order API, the more details we can show you in the portal.

The lower part of the screen consists of multiple sheet tabs. The following sheet tabs are available (depending on the payment method): order, cart, receipt, refund, risk checks and mandate.

- Order
  The tab Order will be shown by default. It shows an overview of payment actions made by the customer for this particular order.

- Cart
  If you send details about the cart contents to our system, they will be shown on this page.

- Refund
  This tab gives you information about the refundable amount and it gives you the option to request a refund. You can find more information about Refunds in chapter 5.6.

- Receipt
  You'll only see this tab if the payment method Point of Sale (POS) has been used. This is where you can find the shopper receipt (payment confirmation note).

- Risk checks
  If you use the fraud module, you can find a specification of the transaction's risk score on this page. Only checks that were triggered during the payment attempt are shown.

- Mandate
  For some payment methods, a mandate will be generated. All mandate related details can be found here.

The *Order sheet* tab is always shown. The other tabs are only available if there are details to be shown.

5.6. Refunds

Go to the *Refund* sheet tab (on the *order details* page) if you want to refund (part of) an order. You can refund (part of) the total amount. If you've sent cart details to our system, you'll also get the option to refund one or more items in the cart.

At the top of the refund page, you'll see three amounts, namely:

- **Total order amount**: total amount of the order;
- **Amount refunded**: the amount that has been refunded (including the refund requests that still have to be approved/revoked).
- **Amount refundable**: the amount that is still refundable.

5.6.1. Refund amount
If you choose to refund an order, the total, refundable amount will be filled in automatically. You can of course adjust the amount. Note: the amount can never exceed the refundable amount.

5.6.2. Refund products from cart
This option is only available if you send details about the cart contents to our system. Please select *Refund Products* and check the box of the item(s) that need to be refunded. The total refund amount will be adjusted automatically.

5.6.3. Approve or revoke a refund
When you have created a refund request, you'll be redirected to the *order details* page. This is where the request has to be *Approved* or *Revoked* by an authorized user. Without approval, the refund will **not** be processed. If you want the refund to be processed, click on the *Approve* button. If you don't want the refund to be processed, click on the *Revoke* button. The amount will immediately be added up to the refundable amount.

Only users that are authorised for the *Orders* domain will be able to approve/revoke a refund request.

5.6.4. Display of refunds that have not been processed yet
Orders with a refund request that needs to be approved/revoked in are printed in **bold** text and are marked with a blue asterisk (*) in the order overview. You can also click on the button *Show refund alerts* to see outstanding refund requests. (This is only the case if you use the Order API, not if you use the Command API).

Only users that are authorised for the *Orders* domain will be able to see these refund requests.

5.6.5. Refund statuses

When a refund request has been submitted, the order status will change to a refund status. You'll find all available refund statuses below.

Status	Description
PROPOSED	A refund request has been submitted and is waiting to be approved/revoked.
REVOKED	Refund request has been revoked by an authorised user.
APPROVED	Refund request has been approved and is waiting to be processed by CM Payments.
INCOMPLETE	We don't have all the details we need to process the refund. We will try to retrieve the details in order to be able to process the refund.
NEW	A refund request in the process of being submitted.
PENDING	CM Payments is processing the refund request.
PROCESSED	The refund has been processed by CM Payments.
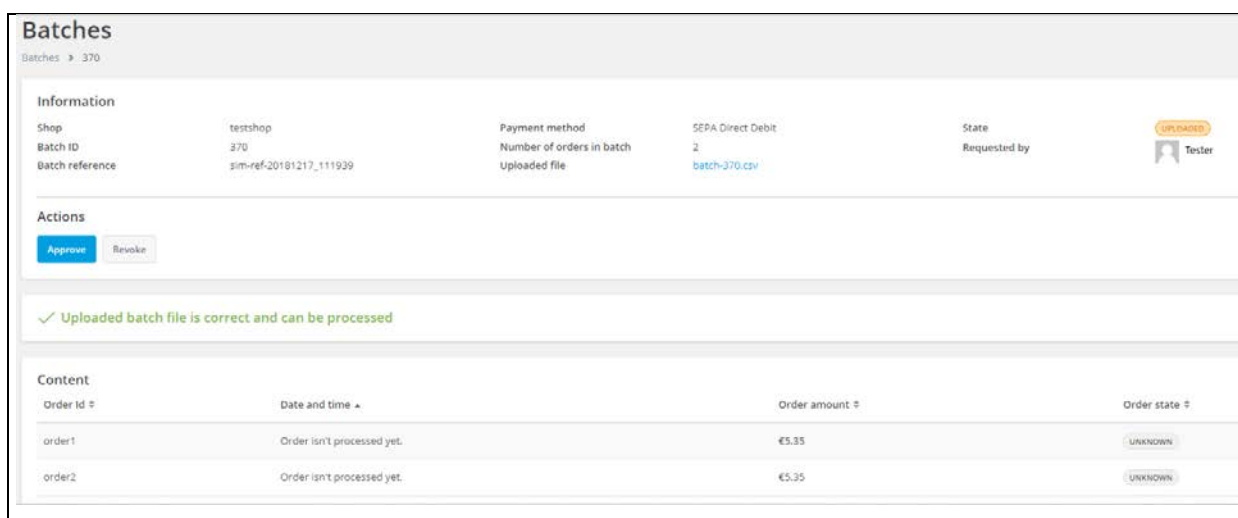
6. Batches

In the menu on the left side, you can choose *Batches*. In this domain, you can create a batch payment. The batch file has to be submitted in a standard layout. The layout of the file hasn't changed. In the manual Sepa Direct Debit you can find instructions on how to create a batch.

If you click on the button *Upload* batch you can select a shop and upload a batch file. Click on the blue button *Upload batch*. When the file is uploaded successfully, you can find the batch in your batch overview. The batch needs to be approved or revoked by an authorised user (see 6.3).

6.1. Batch content / batch items

When you have uploaded the batch, you can find the batch details by clicking on the relevant batch. The separate batch items will be shown. If you have authorisation, you'll see the option to approve/revoke the batch (if the batch hasn't been approved/revoked yet).

6.2. Batch item can't be processed

The batch that you've uploaded might contain errors. An invalid value might have been used. If you the batch item with an error notification, you'll see a specification of the error.

You can choose to authorise a batch that contains an error. In that case correct batch items will be processed. If you want all batch items to be processed, you'll have to adjust the batch and upload it again.

6.3. Approve or revoke a batch

When the batch is uploaded it needs to be authorised. This is a new but essential functionality. Without your approval, the batch **won't be processed**. If you want the batch to be processed, please click on the *Approve* button. The batch status will change to AUTHORIZED.

If you don't want the batch to be processed, please click on the button *Revoke*. The batch status will change to CANCELED.

6.4. Batch notifications

On the batch page, you'll find the button *Show batch* alerts. If a red dot is shown in the batch icon in the menu on the left side of your screen, there are batches that need to be approved or revoked. To see the batch alerts, please click on the button *Show batch alerts*. If you want to return to the batch overview, please click on the blue filter button.

You can also recognise batches that have not been approved or revoked yet in the order list. The batch line is in **bold** text and is marked with a blue asterisk (*).

6.5. Statussen van batches

There are several statuses within the domain *Batches*. Below you will find an overview with descriptions.

Status	Description
AUTHORIZED	The batch has been approved by an authorised user and is waiting to be processed by CM Payments.
CANCELED	The batch has been revoked by an authorised user and will not be processed.
FAILED	When the batch was being processed by CM Payments, an error occurred due to orders that couldn't be processed. You can find these orders on the batch details page.
PROCESSED	The batch has been processed by CM Payments. You can find the time and date on the batch details page.
REQUEST_DATA_INCORRECT	CM Payments was unable to process the batch, due to incorrect data.
UPLOADED	The batch has been uploaded and needs to be approved or revoked by an authorised user.
UNKNOWN	The batch has an unknown status because it has not been processed by CM yet.
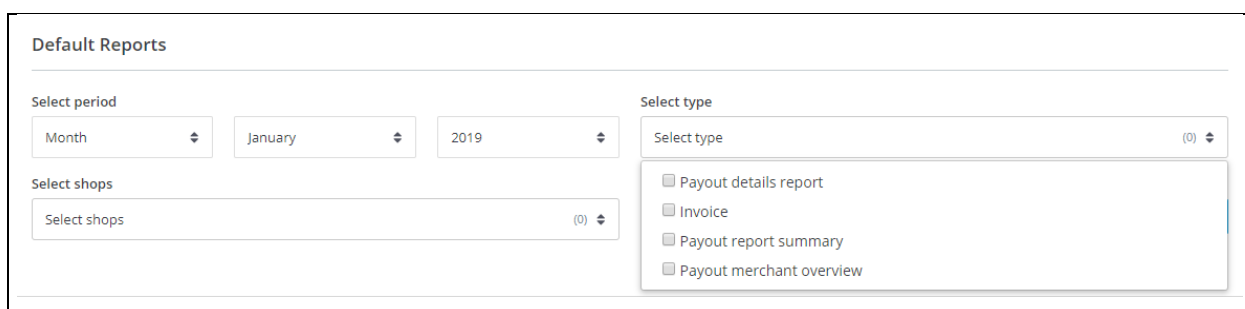
7. Reporting

The domain *Reporting* is divided in 3 subdomains. It is possible to download default reports, to create your own reports and to show data in charts.

7.1. Default reports

Subdomain *Default Reports* allows you to download 4 default reports/documents. You have a choice of the following reports:

- Payout details report
  This report shows all transactions that are part of one payout.
- Invoice
  This is an overview of the costs of our services provided during that specific month.
- Payout report summary
  This report shows the total of a specific payout.
- Payout merchant overview
  This is an overview of all payouts in the selected period. It shows the shop name, the amount paid and the period IDs.

(Behind 'Select type' the number 1 appears if you check one of the boxes. If that doesn't work, you'll have to uncheck the box and the number will appear. You will download the report that you have checked/unchecked. This is a bug in our system that will be resolved.)

Click on the format symbol to view the report in XLS or CSV (or PDF for invoices). When you select the period, you can choose to view reports per year, quarter, month or week. You can view reports/documents until 3 years ago. If you have multiple shops, you can choose to download reports for one shop or multiple shops at the same time.

7.2. Create your own reports

Subdomain *Your own Reports* allows you to create your own reports. You can create a report based on filters. You can also select the columns that you want to view in your report. The order of the columns will be determined by ticking the boxes (the first box you tick will be column number 1). You can choose to download a report in CSV or XLSX format.

Your own Reports

Reporting > Your own Reports

Filters

From		To	
2018-12-25	📅	2019-01-25	📅

Order Id	Payment Id	Name
Order id	Payment id	Surname customer

Order amount			Email address
⇕	From	To	Email customer

Mandate number	Bank account number	Payment method
ddpc-	GB05 BANK 1234 1234 00	Select (0 selected) ⇕

Credit card number	Giftcard number	Billing country
XXXX XXXX XXXX 1234	Giftcard number	Select countries (0 selected) ⇕

State		
Select (0 selected) ⇕		

Select columns Select all / Clear all

☐ Date	☐ Order id	☐ Payment cluster id
☐ Payment id	☐ Shop	☐ Order amount
☐ Captured order amount	☐ Captured amount	☐ Payment amount
☐ Description	☐ Cardnumber	☐ Payment method
☐ Country billing address	☐ Country shipping address	☐ Name
☐ Email address	☐ Mandate number	☐ Account nr
☐ Remark	☐ Chargeback id	☐ Riskscore
☐ Giftcard nr	☐ Considered safe	☐ State
☐ Docdata fee	☐ TPCI	☐ Period id

Download CSV   **Download XLSX (Excel/Office Open XML)**

7.3. Charts

You can view the data from several reports in charts. Just select a period (year, quarter, month or week).

Depending on the selected period, you can select a chart view in the chart itself (choose a chart view in days, weeks, months or quarters).

You can also select the shop(s). If you choose to view a chart with data from multiple shops at the same time, the data will be added up.

Below you'll find a description per chart:

- Payouts
  An overview of payouts in the selected period. Payouts will be displayed per currency.
- Captured order amounts
  An overview of order amounts that are captured. The amounts will be displayed per currency.
- Payment methods
  An overview of payment methods used in the selected period.
- Chargebacks
  An overview of chargebacks in the selected period. Display settings can be changed (days, weeks, months etc).
- Considered safe orders
  An overview of the number of orders with the status 'considered safe'.
- Payment states
  An overview of the state of payments in the selected period, divided into 3 categories: authorised, cancelled or started.

CM.

Examples of chart types:

Payouts

Payment methods

Chargebacks
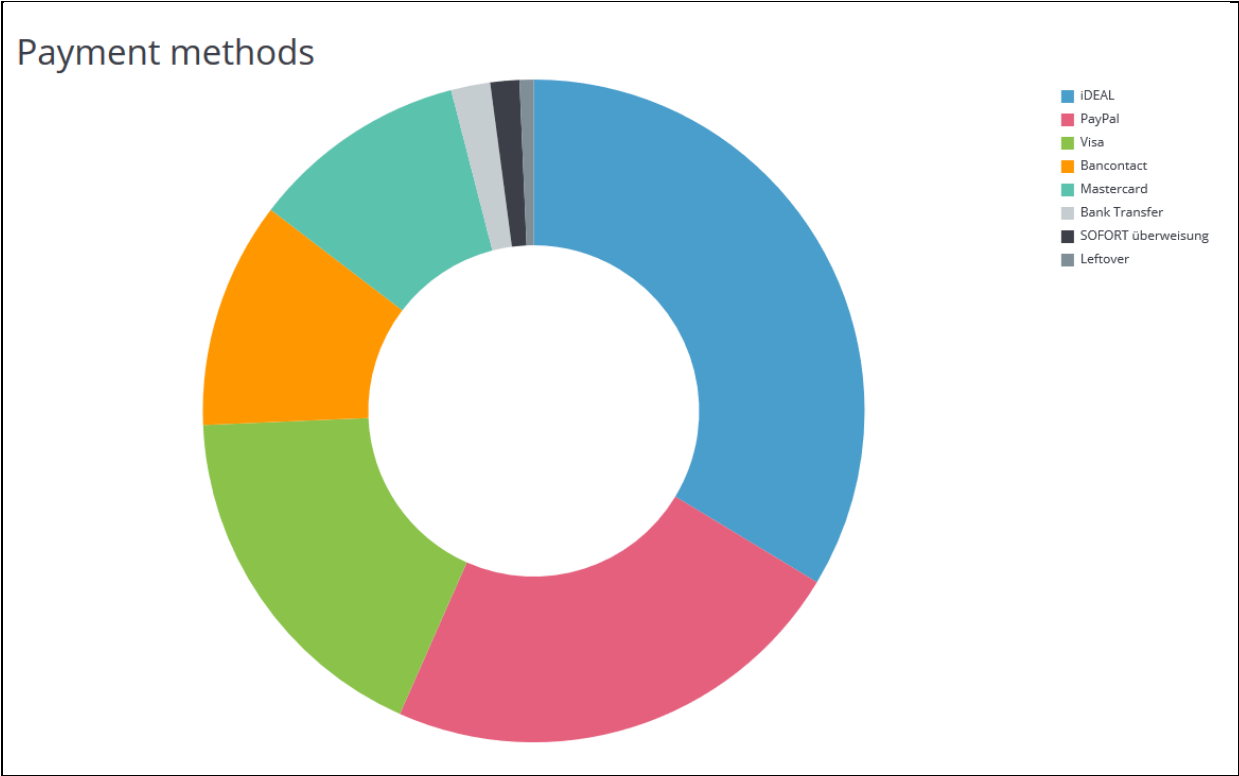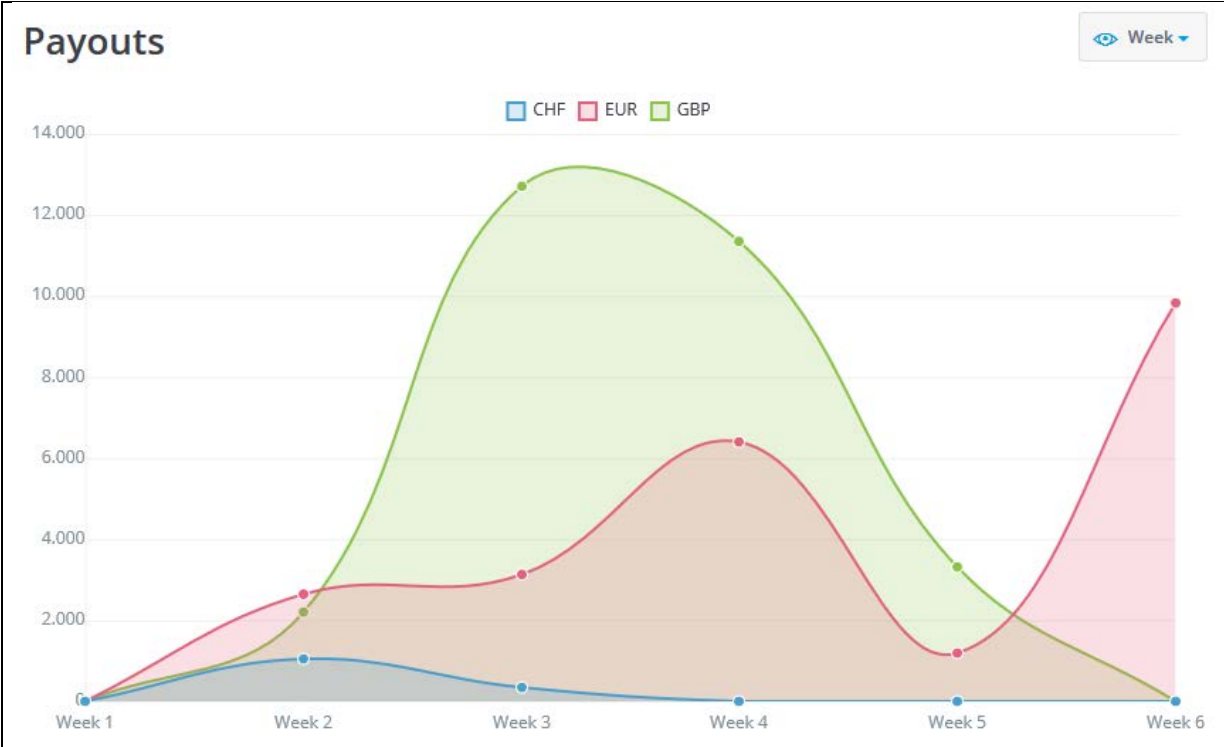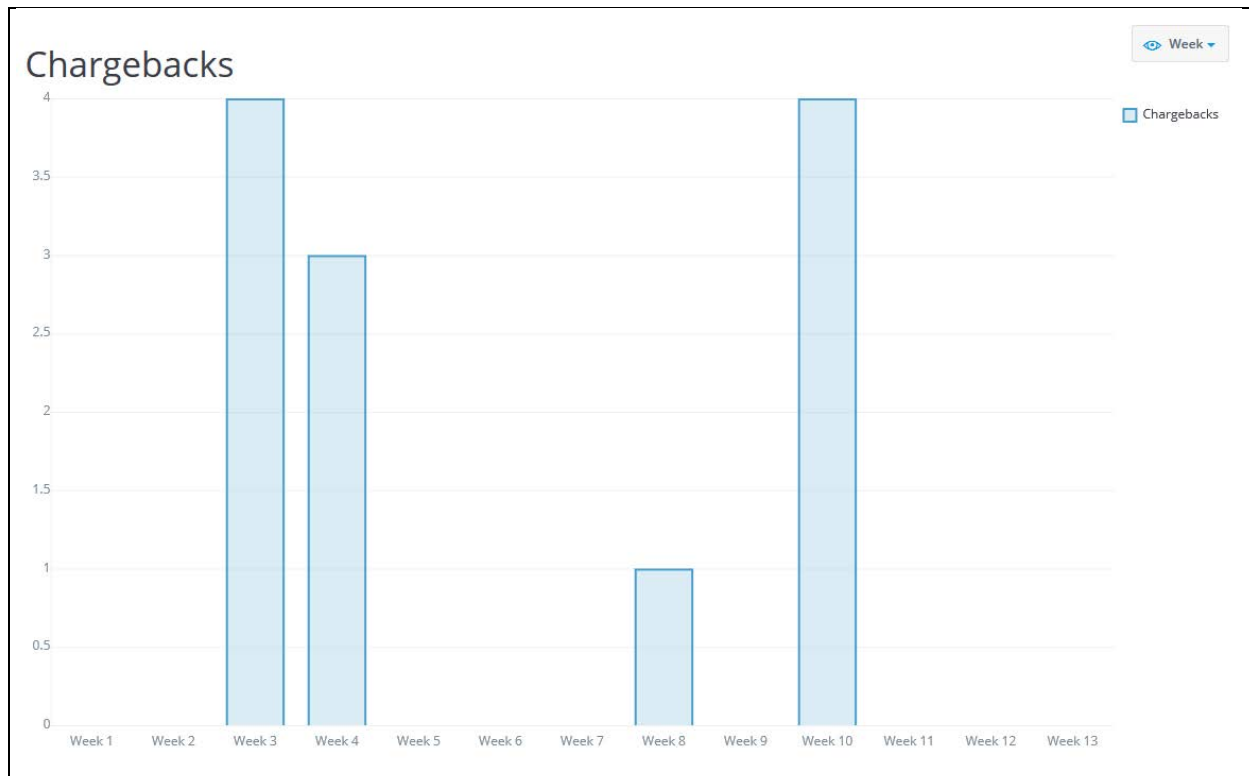
Move the cursor in the chart to view percentages and/or numbers.

8. Settings

Settings is only available to the administrator. In this domain, you can add users, edit user rights and manage the account structure. The page *Account* structure is only available if you have more than one account (more than one shop).

If you are the administrator of the account, you'll see that *Settings* is divided in 6 sub domains:

- User management (8.1)
- Account structure (8.2)
- Account settings (8.3)
- Risk checks (8.4)
- Payment menu (8.5)
- Email settings (8.6)

8.1. User management

The *User management* page shows an overview of the users of your account. User details and rights can be edited by clicking on the user's name. If you want to remove a user from your account, please click on 🗑 (delete).

You can add new users by clicking on *Add user*. When all the details are filled in and you have added the new user, an email containing login details will be sent to the email address that you've filled in.

8.1.1. User rights per domain

The administrator can assign user rights per domain. For instance, a user might be assigned the right to view the domain *Orders*. The same user might be assigned the right to upload batches (edit). You can assign user rights to each user. Below you'll find dan overview of all available rights per domain.

None	No access
View	Read-only
Edit	Read and edit (e.g. upload batches or create orders)
Authorize	Read, edit and authorise actions such as approve/revoke batches and refunds.

The following rights are only available to the administrator:

Administrator

	Subdomain	Yes	No
No access	User management		X
Add/remove users	User management	X	
Edit users	User management	X	
Add/remove group	Account structure	X	
Link/unlink shops	Account structure	X	
Link/unlink users	Account structure	X	

8.2. Account structure

The account structure can be managed in the domain *Account structure.* Accounts (shops) can be linked and groups can be created. You can link the shops directly to your master account or to a group. This option is only available if you have multiple shops.
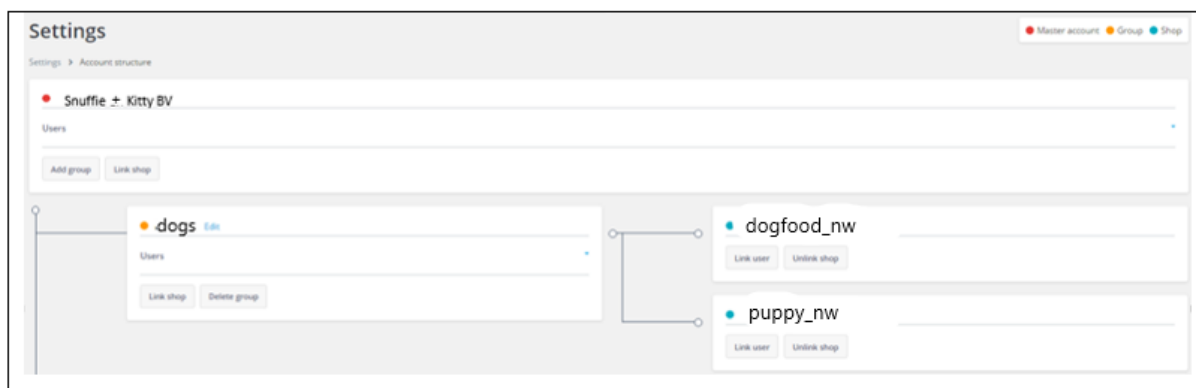
Apart from linking shops, you can also link users. If you click on *Users,* you can see the users that are linked to the master account or to a group or shop. You can also create new links.
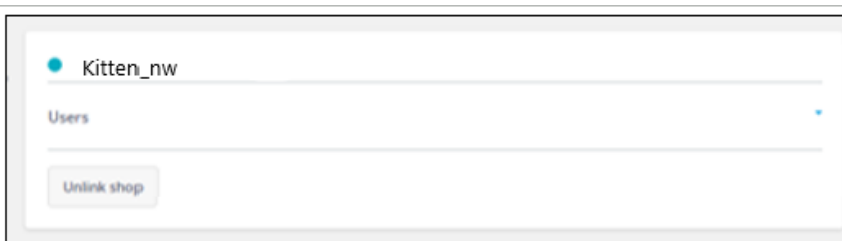
Example

Family business Snuffie + Kitty BV has 4 shops. They are selling food for dogs and cats. The business exists of 4 different accounts (shops). Father Mark is the owner and isn't involved on a daily basis. Daughter Zoë and son Dave are each responsible for 2 shops. Dave is responsible for the Dogs shops and Zoë is responsible for the cat shops.

Based on this business structure, two groups have been created: Dogs and Cats. Each group contains 2 shops and 1 user. The user (Dave or Zoë) is added to the group. The user should be removed from the master account. Click on *Users* at the top of the page right below the shop with the red dot and remove

the user (x). The user is now only granted access to the shops linked to that specific group. You can edit the user's rights via settings > user management.

Father Mark is the only user of the master account and has access to all 4 shops.
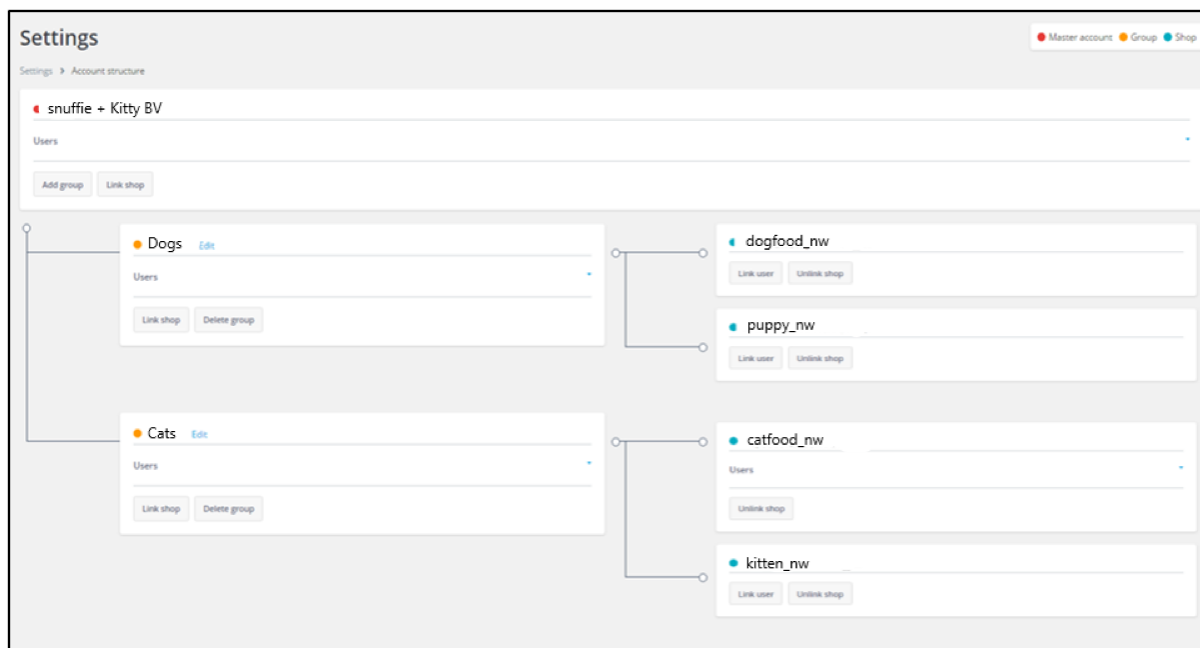
Note: to make sure a user only has access to his own group, he should be removed from the master account.

The screen print below shows the structure of Snuffie + Kitty BV.

Account structure containing 2 groups and 4 shops.

8.3. Account settings

Subdomain *Account Settings* allows you to view and edit your shop details. If you have multiple shops, you'll have to select a shop first. After that, you can view and edit details. When you have made changes to a shop, please don't forget to save the changes. Per shop, the following details are available:

- Shop information
- URLs shop
- Reminder email settings
- Notifications

8.3.1. Shop information

This screen is divided in two parts: general information shop and helpdesk information shop. Click on ⊕ or ⊖ to show or hide the details.

General information shop: CM Payments uses these shop details for payouts and to send you information.

Helpdesk information shop: When your customers contact us about an order or payment, we give them these details to enable them to contact you.

The details that are shown here are stored in CM Payments system and can't be edited by you. If the shop details are incorrect, please contact us. We can change the details for you.

8.3.2. URLs shop
You can set 5 URLs that are important for the communication between your online shop and our payment system. You can set 4 return URLs and 1 update URL. You can also indicate whether you want to receive an email when all update URL attempts fail. Please click on *edit* to change the URLs. Don't forget to save your changes.

8.3.3. Reminder email settings

If an order has not been paid within the set time period, you can automatically send reminder emails. Please click on *reminder email settings* > *edit* to adjust your settings. Select a payment profile and set a number of days. If you choose to send out a second reminder email, please select the same payment profile. Don't forget to save your settings.

Note: If you would like to send out reminder emails for multiple payment profiles, you'll have to fill in the parameters in the create request instead of the portal.

8.3.4. Notifications

Notifications allows you to indicate if you want to send emails to your customers if they didn't select a payment method. You can also choose to receive copies of the emails that have been sent to your customers.

8.4. Risk checks

If you have multiple shops, please select a shop first. You can view/edit the risk checks per shop. You can't add/remove the risk checks yourself though. You can only edit the scores. Please send us an email (we need your request for risk checks in writing) listing the shop name(s) and we will activate the risk checks in your shop(s). Please click on ✎ if you want to edit the score of a certain risk check. Don't forget to save your changes.

8.5. Payment menu

If you have multiple shops, please select a shop first. You can set payment profiles per shop. In the *Payment menu* domain, you can add, edit and delete payment profiles. Existing payment profiles are listed in alphabetical order. If you click on 🗑 you'll delete the payment profile. If you click on ✎ (edit) you'll be able to edit the payment profile.

To add a payment profile, please click on *New payment profile* and fill in a name. Note: this name should be unique within your shop. Please don't forget to save your new profile. When you've created a new profile, you can easily add payment methods by clicking on *Add payment method*. Once you've added all desired payment methods to a profile, you can change the order of the payment methods △ ▽ or delete a method from the profile. Please don't forget to save your changes.
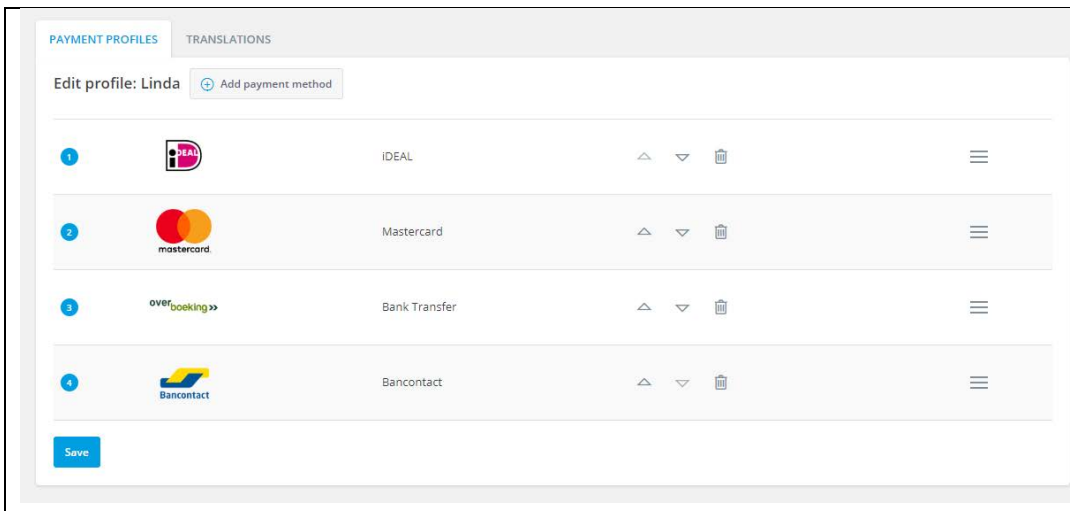
The payment menu can be displayed in 15 different languages: Dutch, English, German, Czech, Danish, Spanish, Finnish, French, Hungarian, Italian, Norwegian, Polish, Portuguese, Swedish and Turkish. Depending on the information we receive in your create request, the payment menu will be displayed in the desired language. The language in the payment menu can be changed by the customer too.

8.5.1. Change text in payment menu

If you want to change the text in your payment menu, please use your test account to make the changes. Create an order in your test account (choose the payment profile you want to change). You'll be directed to the payment menu. View the text and see what you'd like to change (you'll see more text if you click on separate payment methods).

Please click on the language button at the right top of the menu and select *System.*
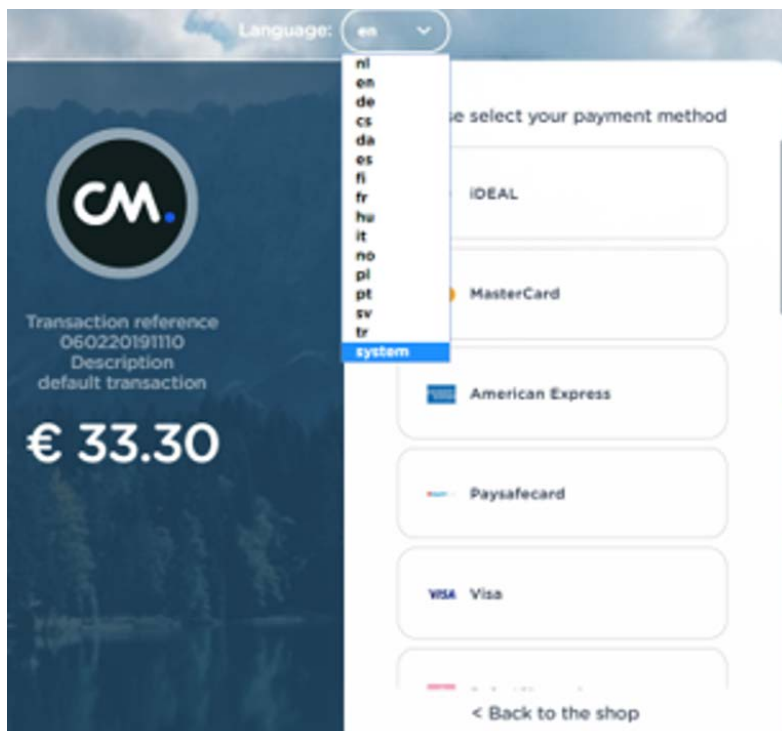
Click on *Yes*

Text between the brackets can be replaced or changed, for instance [mainView_choosePaymentMethod]. Copy the text between the brackets (don't include the brackets).

Go to your test account > Settings > Payment menu. Select the relevant shop and click on edit ✎ to select the relevant payment profile and open tab *Translations*.

Paste the copied text in the search field, select the languages you'd like to make text changes in and click on *Search*. Select the search result to view the selected languages. If you want to edit the text in one or more languages, please click on edit ✎ and change the text. Please don't forget to save the changes.

Note: if you want to change a lot of text, you can copy and paste the text between the brackets and create a list on a separate word sheet or notepad. You can fill in the text pieces (one by one) in the search field. That will save you the time of opening the payment menu multiple times.
You can also choose to fill in the name of the payment method in the search field. The search results will contain all changeable text containing that particular word.

Example: Search for the word *Mastercard*, select the languages and click on Search.
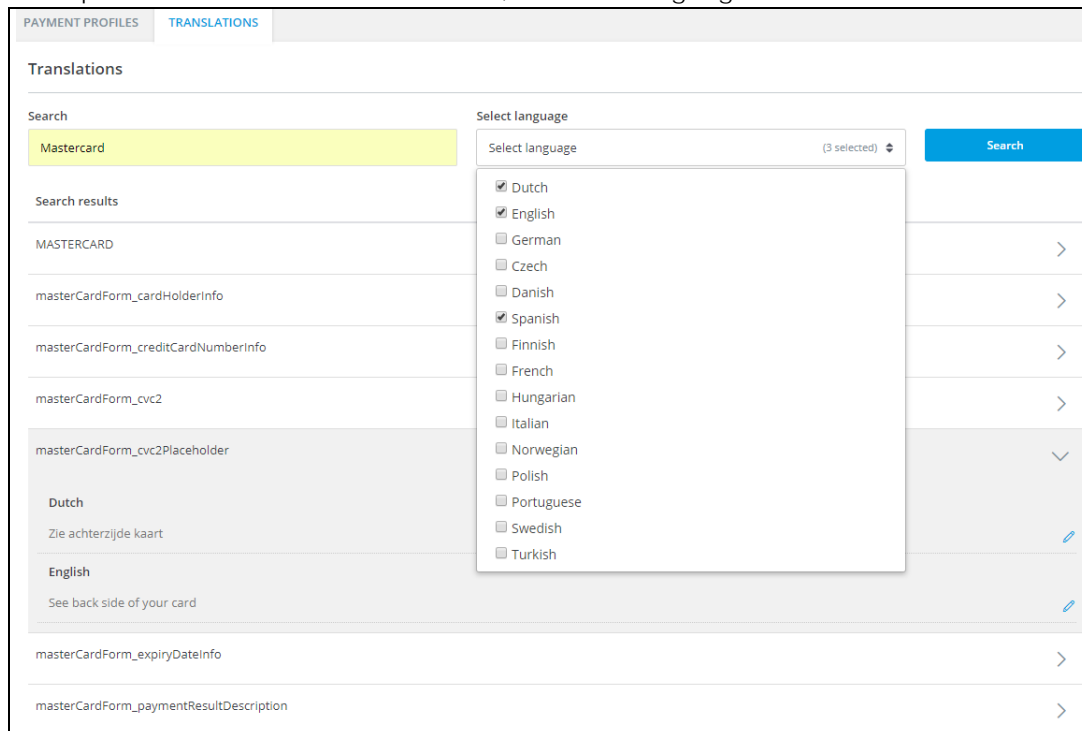
All changeable text containing the word *Mastercard* will be shown. Click on the text you'd like to change.

Click on edit ✏ to select the language you'd like to make the changes in. Change the text and save your changes.

PAYMENT PROFILES	TRANSLATIONS

Translations

Search

Mastercard

Select language

Select language	(3 selected) ⇕

Search

Search results

MASTERCARD	>

masterCardForm_cardHolderInfo	⌄

Dutch

De naam van de kaarthouder, zoals deze op de kaart wordt getoond.   ✏

English

Card holder name as printed on the front side of your card   ✏

Spanish

Nombre del titular de la tarjeta, tal y como aparece en el anverso de la tarjeta.   ✏

masterCardForm_creditCardNumberInfo	>

masterCardForm_cvc2	>

masterCardForm_cvc2Placeholder	>

masterCardForm_expiryDateInfo	>

masterCardForm_paymentResultDescription	>

CM.

9. Email Settings

In this domain you can adjust emails. First, you'll have to select the shop in which you'd like to view/edit emails. Next you can choose between the tabs Template and Content.

Template: You can choose a background colour, foreground colour and text colour and you can add a logo. These adjustments will be implemented in every email.

Content: You can select 13 different emails. Select an email and a language. (At this point only Dutch emails are available. If you want to change an email in another language, you'll have to log into the 'old' back office.) You can also choose a type (html or text). Click on Select. If the text in an email can be changed (not possible in all emails), you will see ☑ Edit next to the email title.

You can add parameters to the email (including the hashes #) or remove them from the email. The text can be changed as well. You can copy the available parameters from the list below.

#TRANSACTION_AMOUNT#	Amount of the transaction
#TRANSACTION_CURRENCY#	Currency of the transaction
#TRANSACTIONDESCRIPTION#	Description of the transaction
#RECEIPTTEXT#	Text on the receipt of the transaction
#PAYMENTID#	Payment reference to identify transaction
#PAYMENTDATE_ddmmyyyy#	Date formatted in 01-01-2000
#PAYMENTDATE_ddmonthyyyy#	Date formatted in 1 January 2000
#PAYMENT_AMOUNT#	Amount of the payment
#PAYMENT_CURRENCY#	Currency of the payment
#TRANSACTIONDATE_ddmmyyyy#	Date when transaction has been created (01-01-2000)
#TRANSACTIONDATE_ddmonthyyyy#	Date when transaction has been created (1 January 2000)
#TRANSACTIONID#	Transaction id that refers to the correct order
#MERCHANTTRANSACTIONID#	Merchant transaction ID; order ID
#MERCHANTDESCRIPTION#	Merchant description
#CLIENTFIRSTNAME#	Client first name
#CLIENTLASTNAME#	Client last name
#CLIENTMIDDLENAME#	Client middle name
#CLIENTEMAIL#	Email address of the customer
#CLIENTADDRESS#	Client address
#CLIENTZIP#	Client zip code
#CLIENTCOUNTRY#	Client country
#CLIENTCITY#	Client city
#DATE_ddmmyyyy#	Date when mail has been sent (15-09-2009)

#DATE_ddmonthyyyy#	Date when mail has been sent (15 September 2009)
#MERCHANTNAME#	Account name of the merchant
#MERCHANTEMAIL#	Email address of merchant (helpdesk)
#CLIENTPAYMENTURL#	URL to PaymentMenu to setup a new payment
#EXHORTATIONREDIRECTURL#	The redirect URL for the Exhortation mail
#POSTPONEDPAYMENTURL#	URL to PaymentMenu when shopper returns from postponed payment attempt
#REASON_DECLINE_DIRECT_DEBIT#	Reason for declination of direct debit
#RECEIPT#	Point of Sale receipt

Don't forget to save your changes. All the changes that you've made will be implemented in the emails immediately.