Axepta Backoffice

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Preamble

By subscribing to the AXEPTA BNP Paribas solution, each merchant will have access to the AXEPTA Back Office. Access as a "super-administrator" is automatically created to a contact defined by the merchant and mentioned in the subscription form. A super-administrator will therefore have all the rights including the right to create other users and assign them rights as well (the exhaustive list will be presented later).

A merchant may have access to one or more MIDs (Merchant IDs).

A MID (Merchant ID) makes it possible to identify a shop (whether it is an online store or nearby).

There are 3 types of MIDs:

- MasterMID: allows you to have a global view of the merchant's activity on the different shops he owns. The masterMD cannot be used to make transactions.
- Test MID: provides access to transactions made in a test environment (without banking).
- Production MID: provides access to transactions made in a production environment (LIVE environment).

Backoffice presentation

The Axepta Back Office is a web app which offers an overview and control over all transactions of a merchant. The Back Office is compatible with most web browsers; however it is recommended to use Chrome and Firefox (Safari currently not available).

It has 4 main sections presented below and explained afterwards.



The Axepta Back Office is multilingual (German, English, French, Spanish, Italian, Polish, Danish, Swedish and Chinese).

The URL to access this web app is as follows:

https://backoffice.axepta.bnpparibas/

To access the Back Office, the merchant will receive, when subscribing to the solution, their personal access data via a dedicated and encrypted – for safety measures – email:

- Merchant ID
- Username
- Password

To decrypt the email, the merchant will have to use the password received on their cellphone (sent by Axepta BNP Paribas customer support).

He will then be able to access the following authentication page to open a session:

Login	
Merchant	
User Name	
Password	
	Login
If you forgot your password	or your account is blocked, please contact

It you torgot your password or your account is blocked, please contac bnpparibas@computop.com

It is mandatory to change the password assigned by BNP Paribas at the first connection, then the password must be changed every 6 weeks for safety measures.

If the password expires after 6 weeks, you can contact BNP Paribas support team.

If the user enters an incorrect password several times (7 times), access is automatically blocked, and the user must contact BNP Paribas support team.

For safety measures the password:

- Must not be used more than once
- Must be between 8 and 20 characters
- Contains at least one number, one special character and one capital letter.

New password			Change settings
New password	Password rules: • differing from the last 4 • 8 to 20 characters long • each have at least one letter	4 passwords I digit, one special character	r and one uppercase
	Current password		
	New password		
	New Password (repeat)		
		Cancel action	Confirm

Transaction Management

The section "Transactions" allows the merchant to see and manage all their transactions.

Transactions

When the merchant wishes to consult their transactions, it is possible to filter them according to different criteria:

- Period that corresponds to the date of the transaction
- Characteristic of a transaction (transaction number defined by the payment solution, card number, token, contract number, IBAN, BIC, transaction number defined by the merchant, error code...)
- Status of a transaction: confirmed transaction, failed, pending.
- Payment means
- Currency used
- Amount

The merchant can choose not to put any filter, he will then see only the transactions of the day.

Search results:

The list of all transactions (filtered or not) is displayed and the information obtained is as follows:

- Date and time the transaction was created
- Merchant name (MID)
- Transaction number (chosen by the merchant)
- Reference number (archiving reference generated by the merchant)
- Type of transaction (payment mean used used)
- Current status of the transaction: Confirmed, waiting (for capture), Error.
- Currency of the transaction
- Authorized amount
- Amount deposited in the bank
- Amount reimbursed, if done.

Operations > Transaction det	ails > Settlement files > Statistics
------------------------------	--------------------------------------

From 01/06/2021 No specific detail All results All payment types	1 [00:00:00 ~ ~	Until 12/	07/2021	23:59:5	9			
No specific detail All results All oavment types	× *	Detail						
All results	~							
All payment types								
a population of peop	~							
All currencies	~							
Amount								
							Search a	and Filter
tions Per Page 144 44	Page 1 From 1 >> >>1							
Merchan Merchan	t reference number 0 1	lype of Transaction	Status	Currency ¢	Amount Authorisation	Amount Capture	Amount Refund	Name
	E C	Card - Visa	ERROR	EUR				POLO BLEU
to - BNP Paribas POIUYTR	e c	Card - Visa	ок	EUR	10.00	10.00		POLO BLEU
to - BNP Paribas POIUYTR to - BNP Paribas POIUYTR	-		OK	EUR	15.00	15.00		POLO ROUGE
	BNP Paribas POIUYTR	BNP Paribas POIUYTRE C	BNP Paribas POIUYTRE Card - Visa BNP Paribas POIUYTRE Card - Visa BNP Paribas POIUYTRE Card - Visa BNP Paribas ERTYUIOIU Card - MasterCard	BNP Paribas POIUYTRE Card - Visa ERROR BNP Paribas POIUYTRE Card - Visa OK BNP Paribas ERTYUIOU Card - MasterCard OK	BNP Paribas POIUYTRE Card - Visa ERROR EUR BNP Paribas POIUYTRE Card - Visa OK EUR BNP Paribas FETVUIDU Card - Visa OK EUR	BNP Paribas POIUYTRE Card - Visa ERROR EUR - BNP Paribas POIUYTRE Card - Visa OK EUR 10.00 BNP Paribas FETVII/011 Card - Visa OK EUR 10.00	BNP Paribas POIUYTRE Card - Visa ERROR EUR - BNP Paribas POIUYTRE Card - Visa OK EUR 10.00 10.00 RNP Paribas FRTVUI0UU Card - MasterCard OK EUR 15.00 15.00	BNP Paribas POIUVTRE Card - Visa ERROR EUR - - BNP Paribas POIUVTRE Card - Visa OK EUR 10.00 10.00 - BNP Paribas POIUVTRE Card - Visa OK EUR 10.00 10.00 - BNP Paribas ERTYUIOU Card - MasterCard OK EUR 15.00 15.00 -

Detailed view of a transaction:

To see the details of a transaction, simply click on the transaction number. An overlay window will appear with all the details:

- Transaction data:
 - ° Transaction number (User ID generated by the Axepta solution)
 - Reference number (Merchant-generated archive reference)
 - Payment method
- Card data:
 - Brand of the card
 - Card number (truncated)
 - Token (Pseudo Card Number)
 - Expiry date
 - · Country of origin of the card

° Additional 3DS data (authentication number, ECI value, 3DS version).

- IP data:
- IP address (truncated)
- IP address (truncated)
 Country
 Country code (letters and numbers)
 Locality
 Federal State
 Longitude
 Latitude

- Shopping cart information.
 Operations carried out on this transaction (authorization, capture, reimbursement...)

Detailed view of operation

MAGASIN NICOLA	S - B	ORDEAUX					
Operation data		Payment-ID		e1137af1f6864	47e49591f49a1	61bb5fe	
		Merchant refer	rence number	· · · · · · ·	2		
		Reference nur	nber	Cartecadeaun			
		Terminal Numb	ber				
		Payment Meth	od	Card - Master	Card		
		Amount Autho	risation	50.00 EUR			
		Amount Captu	re	50.00 EUR			
		Amount Refun	d	0.00 EUR			
Card data		Card brand		MasterCard			
		Card number		200000	8935		
		Pseudo card n	umber	c			
		Expiry date (M	M/YYYY)	01/2023			
		Card holder					
		Country of Orig	gin	FRA			
		3-D secure					
		Authentificatio	n number	· · · · ·			
		ECI value		02			
		3-D Version (P	rocessing)	1.0.2			
IP data		IP address		109.xxx.xxx.21	11		
		Country		Frankreich			
		Country code ((ISO 3166 ALPHA-2)	FR			
		Country code ((ISO 3166 numeric)	250			
		City		roubaix			
		State		nord			
		Longitude					
		Latitude					
Information of Shoppin rt	ng Ca	Carte_cadeau	_nicolas				
Point in time	Actio	on	Status	Code	Currency	Amount	
12/08/2021 18:40:40	AUTH	HENTICATE	Authentication completed	00000000	EUR	50.00	
12/08/2021 18:40:42	AUTH	HORIZE	Transaction completed	00000000	EUR	50.00	
13/08/2021 00:13:40	CAP	TURE	Transaction completed	00000000	EUR	50.00	

Transaction's response code :

Response codes are 8 digits and are constructed accordering to the syntax described below.

Format: N8, (N NNNNNN)

```
N (status)
```

NNN (category)NNNN (detail)

Example :

2 206 0203

- 2 Error
- 206 3DS credit card adapater for authorization protocol GICC
- 0203 Card brand does not support 3DS

The complete list of response codes is available via this link.

Global view of the transactions of all my MIDs:

To display the complete list of transactions when the merchant owns several stores, simply authenticate with the MasterID access data (data received by the Axepta support team when sbuscribing) and select "all merchants" from the list of MIDs.

Note that the MasterID cannot be used to carry out transactions but only to visualize the global activity of the merchant

View operations Create processes Fraud prevention Dashboard	Administration Logout	
	User: BNP_BI_Demo_User10 Mercha	nt: All merchants 🗸
Operations Transaction details Settlement files Statistics		

Details of operations (refund, cancellation, capture...)

Inside "Transaction details", the merchant will have a more complete visibility on his transactions with additional columns such as:

- Action on a transaction (authentication, authorization, capture, refund...)
- · Date of the last action on the transaction
- Return code
- Description of the return code

5 Operations	rations 10 V Operations Per Page 144 44 Page 1 From 1 39 344									ъ				
Creation .	updated e	Merchant 0	Payment-ID 0	Merchant reference o	Provider- ID	Type of Transaction	Pseudo card number	Action 0	Code 0	Description o	Currency o	Amount o	Name	Card holder information
09/07/2021 14:32:13	09/07/2021 14:32:13	BNP_BI_Demo - BNP Paribas	65685e054024a9cb62904eeba017a9	POILYTRE		Card - Visa	0527152527152323	AUTHORIZE	22770063	Request not permitted	EUR	10.00	POLO BLEU	
09/07/2021 14:34:16	09/07/2021 14:34:16	BNP_BI_Demo - BNP Paribas	5d00befd545a4756b60831907ba965e	PORVYTRE	-	Card - Visa	0022589500163111	AUTHORIZE	00000000	Transaction completed	EUR	10.00	POLO BLEU	

Action on a transaction:

The merchant can manually perform on a given transaction, such as cancellation, capture or refund.

Depending on the status of the transaction and the rights of the user connected to the back office, a list of operations (actions) will be proposed such as:

• The refund

To refund a payment, simply select a transaction and choose the "credit" action and an input window will appear to enter the refund amount. This amount must not exceed the amount of the payment. The total amount is displayed by default, but the merchant can decide to partially refund a transaction. In this case he will have to enter the new amount (less than the initial amount)

For all amounts containing decimals, please use a comma and not a period. Otherwise the payment will be automatically rejected.

			Credit 🗸 🗸
Credit	Amount		15.00
		Cancel action	Execute

• The cancellation

A transaction that has not been captured yet, can be cancelled via the Axepta Backoffice. To do so, you need to select a transaction and choose the action "Reversal".

			Select action	~	Execute action		
	Select action						
This transaction was carried out in simulation mode.			Capture				
Point in time	Action	Status	Reversal		Currency	Amount	
18/10/2021 09:00:01	AUTHORIZE	Transaction comp	pleted 00000000		EUR	55.00	

• The partial capture

In order to partially capture an amount, the user will have to enter the amount that is to be captured (less than the total amount of the transaction) in the "amount" section and click on "Capture" to partially remit the transaction to the bank.

			Capture 🗸
Capture	Amount		15.00
		Cancel action	Execute

Settlement file

The settlement file is used to meet merchant's bank settlement needs. It gathers the data from the various payment service providers or acquires. The file is available and can be downloaded in CSV format (all the values are separated by commas). The file is generated daily (at about 3 PM) unless the file is empty.

The merchant can select a specific period (up to 60 days) in the "settlement file" section, to filter the results.

Search and Filter					
Period	From 31/08/2021	00:00:00	Until 08	09/2021 23:59:59	
					Search and Filter
18 Settlement files 10) v Settlement files Per Pag	e IKK KE Page 1 From	2 ж ж		6
Creation date	 Merchant 		File name		4
31/08/2021 09:17:03	BNP_		ComputopSmartDat	a_245_58984_20210831_091703.CSV	
31/08/2021 14:19:28	BNP_		BNP_	20210831#001.ctsf	
01/09/2021 09:35:11	BNP_		ComputopSmartDat	_245_59046_20210901_093511.CSV	
01/09/2021 14:18:56	BNP_		BNP_	#20210901#001.ctsf	
02/09/2021 09:10:33	BNP_		ComputopSmartDat	_245_59115_20210902_091033.CSV	
02/09/2021 14:22:11	BNP_		BNP_	#20210902#001.ctsf	
	BNP_		ComputopSmartDat	_245_59177_20210903_093736.CSV	
03/09/2021 09:37:36	_				
03/09/2021 09:37:36 03/09/2021 14:20:29	BNP_/		BNP_	#20210903#001.ctsf	
03/09/2021 09:37:36 03/09/2021 14:20:29 04/09/2021 09:41:02	BNP_/ BNP_		BNP_ ComputopSmartDate	#20210903#001.ctsf #245_59240_20210904_094102.CSV	

The content and the structure of the file are described in a dedicated document.

Creation of a transaction

The merchant can manually create a payment from his Back Office (Mail Order Telephone Order = MoTo), he must enter the characteristics of the transaction:

- Currency,
- Amount,
- Reference number (allows to identify the payment): 12 alphanumeric characters max
 Transaction number (identifies the transaction): 64 alphanumeric characters max.
 Shopping cart information (description of the order)

- Card data (first and last name of the owner of the card, the number, the brand and the expiry date, the cryptogram).

Payment creation is possible with cards only (CB, VISA, Mastercard)

To complete the action, the merchant clicks on "initiate payment".

 Card terminal Batch life 	19			
Operation characteristics	Currency	EUR	~	
	Amount	20.00		
	Reference number	34567898765		
	Merchant reference number			
	Information of Shopping Cart	Test		
Card data	Card holder	Alexander Pierce		
	Card brand	Visa	~	
	Card number	4111111111111111		
	Expiry date (MM/YYYY)	12 V / 2021 V		
	Card verification code	123		
New terminal operation			Initiate payment 🗸 🗸	Execute action
operation was carried out Code: 00000000 Status: Transaction comple	ted			

Please note that some sections are mandatory (sections in red below).

-

Card terminal Batch file	15			
Operation characteristics	Currency	EUR	~	
	Amount			
	Reference number			
	Merchant reference number			
	Information of Shopping Cart			
Card data	Card holder			
	Card brand	Select	~	
	Card number			
	Expiry date (MM/YYYY)	Select Month V / Select Year V		
	Card verification code			
New terminal operation			Initiate payment 🗸 🗸	Execute action
Please correct Amount is missing Basket information missing Card holder is missing Card brand is missing Card number is missing Expiry date (month) missin Expiry date (year) missing	9			

Batch Files

It is possible to manually transmit payment transactions in the form of files.

During the process it is necessary to:

- Enter the transaction data, such as card number, amount and currency, into a processing file in CSV format.
- Transmit the file (via the upload function) in the dedicated section of the Back Office.
- The Axepta BNP Paribas solution executes the payment and saves the transaction status in the return file (which will be transmitted to the merchant)
- After processing, the merchant can retrieve the file containing the details about the status of the transaction and download it.

The structure of the CSV file, which is to be transferred, is the same as for an automatic transfer via FTP (refer to the technical documentation).

In the Back Office, simply go to the "Create transactions" section and then "Batch files".

View operations Create proc	View operations Create processes Fraud prevention Dashboard Administration Logout						
		User: BNP_BI_Demo_User10 Merchant: BNP_BI_Demo - BNP Paribas V					
Card terminal Batch file	5	Ĭ					
Search and Filter							
Period	From 12/07/2021 00:00	BNP PARIBAS					
Operation characteristics	All results						
Batch-file upload		Batch-file upload					
		Choose file Browse					
Imprint Data protection		Batch-file upload					
		e m					
		Imprint Dela protection © BNP Parbas 2021					

Dashboard

The "dashboard" section allows the merchant to analyze their transactions and evaluate their performance in order to improve their conversion rate.

The dashboard is composed of 5 sections:

- Key figures
- Analysis of operations
- Transaction status
- Trend analysis
- · Analysis by country

Key figures

The graphs proposed in this section allow you to visualize the merchant's performance index (Key Performance Indicator = KPI).

The merchant can instantly follow the evolution of the number of transactions and their revenue according to the different forms of payment he offers.

The previous day's **acceptance rate** allows the merchant to view the success rate and the failure rate after each buyer redirect on the page of the chosen payment method. This rate is based on all return codes received by the different forms of payment. The acceptance rate is gross, that is to say if a buyer tries 2 times successively to make a payment and these fail but the 3rd attempt is a success, then the merchant's acceptance rate will be 33% (a net acceptance rate would have given 100% success since it is the same buyer).

The merchant can also view the average acceptance rate over the last 7 days in this section as well as the number of non-payment (chargebacks) over the last 7 days.



The 3 following graphs show the **performance of the previous day** with the distribution between the different operations (authorized, captured, reimbursed) according to the forms of payment.

In addition, this section draws a comparison between the operations of the previous day and those carried out on the same day of last week. This makes it possible to visualize the trend on the same day at a one-week interval (upward or downward trend) regarding the number of transactions per forms of payment.



The merchant sees the ranking of the number of transactions by currency and payment method.



The merchant can also consult an overview of **the geographical origin** of his transaction in a dynamic map (it is possible to define the criteria of origin: IP address and country of issue of the card).



Analysis of operations

This section goes through the breakdown of the merchant's operations by payment method for a given currency.

The merchant can also apply a filter or export the data to an Excel file.

Filters (also applicable for the next sections)

Filters are available to the merchant to refine his searches and obtain personalized results.

Filter	•	Mor	iths							Brand Q	8
Merchant Q	5	Jan	Feb	Mar	Apr	Ma	y Ju	in J	ul	American Express	
Demo Merchant be		Aug	Sep	Oct	No	v De	c		-	China UnionPay	
Demo Merchant de										DINERS	
Demo Merchant nl		Mo	oko							girocard	
Demo Merchant POS		vve	eks							JCB	
Demo Merchant Sales		1	2	3	4	5	6	7	8	Maestro	
Demo_merchanc_balos		9	10	11	12	13	14	15	16	Status Q	(
	24	17	18	19	20	21	22	23	24		
	_	25	26	27	28	29	30	31	32	AUTHENTICATION_REQUEST	
Alipay		33	34	35	36	37	38	39	40	AUTHORIZE_REQUEST	
arvato BIG		41	42	43	44	45	46	47	48	FAILED	
Asiapay		49	50	51	52	53					
Bancontact										INIT	
										OK	
Veare		Day	s							Currency Q	6
10000			2	2				7		UNT	
2019 2020 2021			10	11	12	13	14	15	16	EUB	
Ouarters		17	18	19	20	21	22	23	24	GBR	
		25	26	27	28	29	30	31		GOF	
Q1 Q2 Q3 Q4										HKD	
										JPY	
										USD	

breakdown of the number of transactions

The breakdown of the amount of transactions by currency and method of payment is as follows:



To consult more details about the transactions, the merchant can choose the columns of the data he wants to see and can export the obtained result.

	Complete overview of your transactions and amounts							
						EXPOR	T COLUMNO	ONFIGURATION -
Merchant	٩	Currency	Brand Q	Payment method Q	Count transactions	Amount authorized	Amount captured	Amount refunded
Demo_Mercha	ant_be	EUR	Maestro	Card	77	0	0	0
Demo_Mercha	ant_be	EUR	Maestro	Maestro Identity Check	11 0 11	304080,75	301758,51	72447,64
Demo_Mercha	ant_be	EUR	MasterCard	Card	1 4 9 1	0	0	0
Demo_Mercha	ant_be	EUR	MasterCard	MasterCard Identity Check	103.652	3009213,54	2973070,08	881 079,62
Demo_Mercha	ant_be	EUR	Visa	Card	700	40,98	40,98	40,98
Demo_Mercha	ant_be	EUR	Visa	Visa Secure	67107	1942427,82	1920515,83	552 169,01
Demo_Mercha	ant_be	EUR		Bancontact	213 302	11 585 979,22	11585979,22	2784685,33
Demo_Mercha	ant_be	EUR		PayPal	92.885	3468431,79	3464739,05	1048973,27
Demo_Mercha	ant_be	EUR		sofortüberweisung	2 205	73 154,01	73 154,01	0
Demo_Mercha	ant_de	EUR	MasterCard	Card	3679	1249,77	1 168,82	580,67

Transaction status

This section shows the number of transactions according to the statuses (success / fail) and according to the form of payment. The merchant can also **analyze the rejections with the associated return codes** (time out/ invalid value/ invalid card/ amount mistmatch/ etc) by transaction and by form of payment.





Trend analysis

This overview shows a trend over time about the **revenue by form of payment** or by **currency** on a given period. The merchant can use the filters placed on the left to refine this analysis.



Analysis by country

This section details the breakdown of the merchant's transactions by country and currency.

The merchant can select a country and a currency in the filters under the diagrams.



Fraud prevention

The merchant can go to the "Fraud prevention" section in the Back Office to manually manage the black lists and white lists. That is, the solution allows to block suspicious customers (in a black list) and to list trusted customers (white list).

View operations Create proce	sses Fraud prevention Dashboard Administration Logout					
	User: BNP_BI_Demo_User10 Merchant: BNP_BI_Demo - BNP Paribas	~				
Black list Black List SecurePay White List White List SecurePay						
Search and Filter						
Period	From 15/07/2021 00:00:00 Until 15/07/2021 23:59:59					
Blocking characteristics	All types of blocked data					
	No specific detail					
	All results					
Upload csv	New entry list Search and Filter	1				

We distinguish lists whose data is manually supplied by the merchant and the lists automatically generated by the payment solution (called SecurePay in the Back Office) according to the criteria defined by the merchant (anti-fraud rules).

Reminder of the anti-fraud rules : (these rules are to be defined during the subscription phase):

- Control of the origin of the card used by the buyer
- Control of the origin of the buyer's IP address
- Control of the number of card transactions on a defined period of time
- Control of the number of cards for the same IP address on a defined period of time
- Control of the amount of transactions per IP address on a defined period of time
- Control of the number of email address per user account on a defined period of time
- Control of the number of transactions per IP address on a defined period of time
- Consistency check IP origin card origin

	Blac klist/white list	Blac klist/white list SecurePay
Supplying the list	• Manual by the merchant.	• Automatic by the Axepta solution according to the criteria predefined by the merchant (anti-fraud rules)
Action by the merchant	 Adding card number (token), IBAN, device ID Adding a CSV file Removing an entry from the list Consultation 	 Consultation Disabling/enabling a blocking

Blacklists

To protect against payments with fraudulent cards, the merchant can add a new card (token), an IBAN or the device ID to the black list to prevent the holder from making a transaction.

New entry list			
Blocking characteristics	Type of blacklisting	Card	~
	Listed value	Card number	
			Add data entry

The merchant can also manually manage this list by changing the status of a blocking on a specific card.

Detailed view of list entry			
Blocking characteristics	Creation date	15/07/2021 10:04:36	
	Type of blacklisting	Card	
	Listed value	1636x00x0337	
	Status	Blocking activ	~
Cancel action			Confirm

It is also possible for the merchant to add a CSV file (upload function) containing the card data, which is to be added to the black list.

Upload csv		
Choose file	Browse	
		Upload csv

Blacklist SecurePay

The SecurePay is a temporary black list generated by the payment solution according to criteria defined by the merchant such as specifying a maximum number of transactions per day with the same payment card or from the same IP address. When this maximum number is reached, the card number or IP address is automatically placed in the black list SecurePay.

The merchant can only view the full list and remove an entry if he wishes. Therefore, he will not be able to insert entries.

View operations Create proc	esses Fraud prevention Dashboard	Administration Logout				
		User: BNP_BI_Demo_User10 Merchant: BNP_BI_Demo - BNP Paribas V				
Black list Black List See	Black list > Black List SecurePay > White List > White List SecurePay					
Search and Filter						
Period	From 01/07/2021 00:00:00	Until 12/07/2021 23:59:59				
Blocking characteristics	No specific detail	▼				
	Account data/card number IP address Parameter IP and account data/(pseudo) card number Device-ID	Search and Filter				

Whitelists

The merchant has the option to add BINs (bank Identification Number) manually in the list. The BIN makes it possible to recognize the customer's card, their country of origin and their issuing bank. Thus, Fraud controls do not apply to transactions with cards on a white list.

Adding an entry is therefore done manually by entering only a range of BIN or by filling in a CSV file.

New entry list			
Blocking characteristics	BIN-Range	-	
			Add data entry

Whitelists SecurePay

The merchant can define criteria (anti-fraud rules) that allow customers not to be limited during their payments. Payment data related to these customers will be automatically added to the white list SecurePay.

View operations Create proc	esses Fraud prevention Dashboard	Administration Logout				
		User: BNP_BI_Demo_User10	Merchant: BNP_BI_Demo - BNP Paribas v			
Black list → Black List See	Black list > Black List SecurePay > White List > White List SecurePay					
Search and Filter						
Period	From 12/07/2021 00:00:00	Until 12/07/2021	23:59:59			
Operation characteristics	No specific detail	×				
Upload csv	No specific detail Account data/card number		Search and Filter			
	IP address Device-ID		⊖ R			

User management

The user who will receive his access data to the Back Office in the first place (super-administrator) will be responsible for managing the profiles of his employees by assigning them different access rights and passwords.

The main administrator can add as many users as they want, edit their information, view the full list of users, and enable/disable a user's status.

It can also track user activities (in the form of logs).

Users can perform operations according to the rights assigned to them.

Access rights (divided into groups):

- Visualization: Right to view certain sections
- Modification: Right to execute operations (captures, cancellations, refunds)
- Creating: Manually create a transaction
- File transfer: Right to transfer BATCH files to the payment solution or receive reconciliation files
- Fraud prevention: Right to manage white lists and black lists (add/remove entries)
- Administration: This section needs to be reserved for a single user who will be responsible for managing users' access rights and tracing their activities.

Create a new user:

The creation of a new user is done at the level of each MID. For the user to to have access to all the merchant's MIDs, it is necessary to carry out the creation at the mastermind level. If the user is to have access only to a MID of a particular entity, one must log into the MID of the entity in question and follow the steps below for the creation of a user.

To add a user, simply go to the "Administration" tab of the main menu and click on "setup new user profile".

1	View operations Create proce	esses Fraud prevention Dashbo	rd Administration	Logout		
			User:	BNP_BI_Demo_Us	er10 Merchant: BNP_BI_Den	no - BNP Paribas
•	User Management User L	Log				
	Setup new user profile					
	27 User 10 🗸 User Per	Page HI HI Page 1 From 3 IN INI				Ð
	User Name	Merchant 0	First name 0	Last name 🛛 👳	E-mail address 0	Status ¢
	Armelle	BNP_BI_Demo - BNP Paribas	Armelle	Guerbe		Active

An interface will appear and will allow you to fill in the information related to this user:

Detailed view of user		
Access data	User Name	
	Status	active 🗸
Personal Data	First name	
	Last name	
	E-mail address	
	Department	
	Detail	
Localisation data	Time Zone	(UTC+01:00) Amsterdam, Berlin, Bern 🗸
	Culture	English (United Kingdom) [en-GB]

Information such as username, last name, first name, e-mail address is mandatory.

Then it will be necessary to fill in the rights that will be assigned to this user:

Site Access Rights	View operations	
	Operations	Reconciliation
	□ Terminal only operations	Statistics
	Detailed view of operation	
	□ Change operations	
	Terminal	
	□ Batch files	
	□ Fraud prevention	
	□ Dashboard	
	□ Administration	

And finally, it will be necessary to assign a password to the user. You will have to communicate this password to the person concerned yourself.

A password must contain a capital letter, a special character, a number, and at least 6 characters in total.

Consult the list of users:

Simply go to the "user management" tab to view the complete list of users. By clicking on a user's username, you will find details about that user and their access rights. You can also download this information as a CSV document.

etup new user profile							
7 User 10 🗸 User	Per Page 100 00 Page 1 From 3 H	H					D
<u>User Name</u>	 Merchant 	First name	¢ Last name	¢	E-mail address	¢ Statu	s
Armelle	BNP_BI_Demo - BNP Paribas	Armelle	Guerbe			Active	
BNP_BI_Demo	BNP_BI_Demo - BNP Paribas	Jon	Doe		bnpparibas@computop.com	Active	
BNP_BI_Demo_User1	BNP_BI_Demo - BNP Paribas	BNP BI	User1		bnpparibas@computop.com	Active	
BNP_BI_Demo_User10	BNP_BI_Demo - BNP Paribas	BNP BI	User10		bnpparibas@computop.com	Active	
BNP_BI_Demo_User2	BNP_BI_Demo - BNP Paribas	BNP BI	User2		bnpparibas@computop.com	Active	
NP_BI_Demo_User3	BNP_BI_Demo - BNP Paribas	BNP BI	User3		bnpparibas@computop.com	Active	
NP_BI_Demo_User4	BNP_BI_Demo - BNP Paribas	BNP BI	User4		bnpparibas@computop.com	Active	
BNP_BI_Demo_User5	BNP_BI_Demo - BNP Paribas	BNP BI	User5		bnpparibas@computop.com	Active	
BNP_BI_Demo_User6	BNP_BI_Demo - BNP Paribas	BNP BI	User6		bnpparibas@computop.com	Active	
ND DI Done Uno?	BNP BI Demo - BNP Paribas	BNP BI	User7		bnpparibas@computop.com	Active	

Consult the Activity log

For safety measures, Visa and MasterCard ask to track the activity of each user who accesses sensitive data. The archived information concerns all the details of each user's activity in the Back Office.

Search a	and Filter					
Period		From	01/07/2021	00:00:00 Until 12:07:2021 [23:59:59		
Operation ch	aracteristics	All users All actions		• •		
					Search and Filter	
29 Entries 10 V Entries Per Page 141 41 Page 1 From 3 III III						
Creation -	Creation date User Name • Action • Result • Details				٠	
09/07/2021 14:29:23	BNP_BI_Demo_Use	r10 Login	success	successful login. IP: 159-50-16. 153		
09/07/2021 14:32:13	770921 BNP_BI_Demo_User10 payment failure The payment failed. Payment-ID 69/dd960545024alcb628504eeba017a9 IP 159 50 16 153					
09/07/2021 14:34:16	BNP_BI_Demo_Use	v10 payment	success	Payment was successful. Payment-ID: 5d00befd545e4756b68t31907ba965e IP: 159 50 16 153		
09/07/2021 14:35:02	0607/0021 BNP_BI_Demo_User10 payment success Payment was successful. Payment-ID: 3cc008510de94245a00641cec4603434 IP: 159.50 15 153					
09/07/2021 14:35:15	BNP_BI_Demo_Use	r10 view	success	Payment-ID: 68dd8e084024a8cb62t04eeba017a9 IP: 159.50.16.153		
09/07/2021 14:35:22	BNP_BI_Demo_Use	r10 view	success	Payment-ID: 5d00beld545a4756b60831907ba9856 IP: 159 50.16.153		

Contact the technical Support

If you encounter an issue using the AXEPTA backoffice, you can contact Technical Support either directly by email (bnpparibas@computop.com) or by clicking on the "Contact" button at the top right of the page. A contact form will appear and you can describe the issue. Do not forget to mention your "MID".

**	AXE BNP PA	PTA RIBAS				BNP Paribas	Contact français
View operations	Create processes	Fraud prevention	Dashboard	Administration	Logout		
				User: BNP	_BI_Demo_User6	Merchant: BNP_E	BI_Demo - BNP Paribas
Contact							
Subject							
Message							
							Send Message
							8 1

If you have a problem related to a specific transaction (transaction failed for some reason.), You can click on the contact icon in the popup of a transaction detail, at the bottom right, then you will be redirected directly to your email tool by including the transaction number in the subject line. The transaction number is an essential data for the Technical Support to perform an analysis on the failure of a transaction.



Detailed view of operation

Demo Compu	top							
Operation data		Payment-ID			3802a1804580474898c964e65d12186a			
		Merchant reference number		9	796176			
		Reference number		9	796176			
		Payment Method			ard - Visa			
		Amount Authorisation			0.00 EUR			
		Amount Capture			0.00 EUR			
		Amount Refund		0	.00 EUR			
Card data		Card brand		v	'isa			
		Card number		4	17666xxx	xxx1015 00		
		Expiry date (MM/YYYY)		1	12/2015			
		Country of Origin		E	ESP			
Information of Shopping Car t		Test:0000						
This transaction v	vas carried	out in simulation m	ode.					
Point in time		Action	Status	Code		Currency	Amount	
18/10/2021 09:00:01		AUTHORIZE	Card expired	201100	094	EUR	55.00	
						Contact Su		
						Contact ou		
A	○ <u>bnppari</u>	bas@computop.cc	<u>om;</u>					
Cc								
					< 1		(75000)((()))	

Objet

BNP Paribas - Back Office - operationdetails.aspx - Numéro de transaction: 13f75290f6f44a4d83104e245b4d7bc7