

Axepta Backoffice

- [Preamble](#)
- [Backoffice presentation](#)
- [Transaction Management](#)
 - [Transactions](#)
- [Details of operations \(refund, cancellation, capture...\)](#)
 - [Settlement file](#)
 - [Creation of a transaction](#)
 - [Batch Files](#)
- [Dashboard](#)
 - [Key figures](#)
 - [Analysis of operations](#)
 - [Transaction status](#)
 - [Trend analysis](#)
 - [Analysis by country](#)
- [Fraud prevention](#)
 - [Blacklists](#)
 - [Blacklist SecurePay](#)
 - [Whitelists](#)
 - [Whitelists SecurePay](#)
- [User management](#)
 - [Access rights \(divided into groups\):](#)
 - [Create a new user:](#)
 - [Consult the list of users:](#)
 - [Consult the Activity log](#)
- [Contact the technical Support](#)

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).

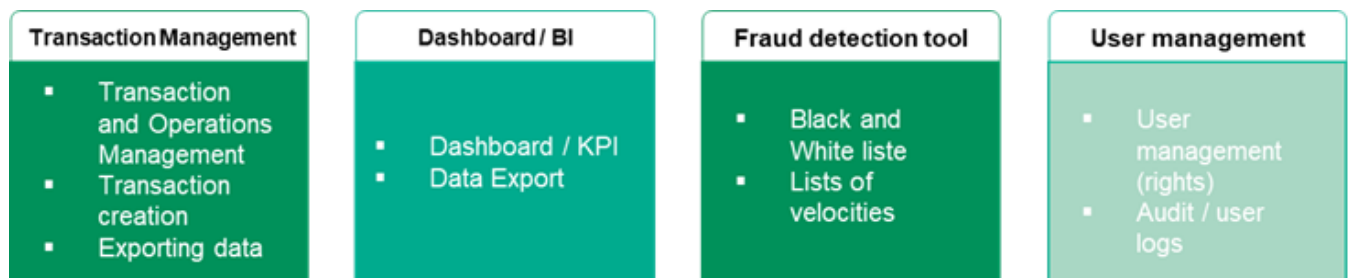
There are 3 types of MIDs:

- 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:

The login form has a green header with the word "Login" in white. Below the header, there are three input fields labeled "Merchant", "User Name", and "Password". To the right of these fields is a green button labeled "Login". Below the button, there is a line of text: "If you forgot your password or your account is blocked, please contact 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.

The form has a green header with two buttons: "New password" and "Change settings". Below the header, there is a section titled "New password" with a list of "Password rules":

- differing from the last 4 passwords
- 8 to 20 characters long
- each have at least one digit, one special character and one uppercase letter

Below the rules, there are three input fields labeled "Current password", "New password", and "New Password (repeat)". At the bottom of the form, there are two buttons: "Cancel action" and "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 details > Settlement files > Statistics

Search and Filter

Period From Until

Operation characteristics Detail

Characteristics of Payment

Amount

3 Operations | Operations Per Page |

Creation date	Merchant	Merchant reference number	Type of Transaction	Status	Currency	Amount Authorisation	Amount Capture	Amount Refund	Name
09/07/2021 14:32:13	BNP_BI_Demo - BNP Paribas	POIUYTRE	Card - Visa	ERROR	EUR	-	-	-	POLO BLEU
09/07/2021 14:34:16	BNP_BI_Demo - BNP Paribas	POIUYTRE	Card - Visa	OK	EUR	10.00	10.00	-	POLO BLEU
09/07/2021 14:35:02	BNP_BI_Demo - BNP Paribas	ERTYUIOIU	Card - MasterCard	OK	EUR	15.00	15.00	-	POLO ROUGE

3 Operations | Operations Per Page |

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 Acepta 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)
- 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 NICOLAS - BORDEAUX

Operation data	Payment-ID	e1137af1f68647e49591f49a161bb5fe
	Merchant reference number	
	Reference number	Cartecadeaun
	Terminal Number	
	Payment Method	Card - MasterCard
	Amount Authorisation	50.00 EUR
	Amount Capture	50.00 EUR
	Amount Refund	0.00 EUR
Card data	Card brand	MasterCard
	Card number	xxxxxx8935
	Pseudo card number	
	Expiry date (MM/YYYY)	01/2023
	Card holder	
	Country of Origin	FRA
	3-D secure	
	Authentication number	
	ECI value	02
	3-D Version (Processing)	1.0.2
IP data	IP address	109.xxx.xxx.211
	Country	Frankreich
	Country code (ISO 3166 ALPHA-2)	FR
	Country code (ISO 3166 numeric)	250
	City	roubaix
	State	nord
	Longitude	
	Latitude	
Information of Shopping Cart	Carte_cadeau_nicolas	

Point in time	Action	Status	Code	Currency	Amount
12/08/2021 18:40:40	AUTHENTICATE	Authentication completed	00000000	EUR	50.00
12/08/2021 18:40:42	AUTHORIZE	Transaction completed	00000000	EUR	50.00
13/08/2021 00:13:40	CAPTURE	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** **NNNNNNNN**)

- **N (status)**
- **NNN (category)**
- **NNNN (detail)**

Example :

2 206 0203

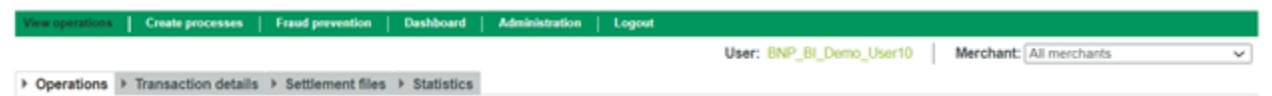
- **2** Error
- **206** 3DS credit card adapter for authorization protocol GICC
- **0203** Card brand does not support 3DS

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 subscribing) 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



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 10 Operations Per Page Page 1 From 1														
Creation date	updated operation	Merchant	Payment-ID	Merchant reference number	Provider-ID	Type of Transaction	Pseudo card number	Action	Code	Description	Currency	Amount	Name	Card holder information
09/07/2021 14:32:13	09/07/2021 14:32:13	BNP_BI_Demo - BNP Paribas	69b8e084024f3c62854eeba217a9	POIUYTRE	-	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	5d03baf545a4750b60831907ba965a	POIUYTRE	-	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 Acepta Backoffice. To do so, you need to select a transaction and choose the action "Reversal".

Select action

Execute action

Select action

Capture

Reversal

This transaction was carried out in simulation mode.

Point in time	Action	Status		Currency	Amount
18/10/2021 09:00:01	AUTHORIZE	Transaction completed	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.

Operations > Transaction details > **Settlement files** > Statistics

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 Settlement files Per Page | Page 1 From 2

Creation date	Merchant	File name
31/08/2021 09:17:03	BNP_	ComputopSmartData_245_58984_20210831_091703.CSV
31/08/2021 14:19:28	BNP_	BNP_ 20210831#001.ctsf
01/09/2021 09:35:11	BNP_	ComputopSmartData_245_59046_20210901_093511.CSV
01/09/2021 14:18:56	BNP_	BNP_ #20210901#001.ctsf
02/09/2021 09:10:33	BNP_	ComputopSmartData_245_59115_20210902_091033.CSV
02/09/2021 14:22:11	BNP_	BNP_ #20210902#001.ctsf
03/09/2021 09:37:36	BNP_	ComputopSmartData_245_59177_20210903_093736.CSV
03/09/2021 14:20:29	BNP_	BNP_ #20210903#001.ctsf
04/09/2021 09:41:02	BNP_	ComputopSmartData_245_59240_20210904_094102.CSV
04/09/2021 14:28:34	BNP_	BNP_ 904#001.ctsf

18 Settlement files | 10 Settlement files Per Page | Page 1 From 2

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 files

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 / 2021
	Card verification code	123

New terminal operation Initiate payment Execute action

operation was carried out
Code: 00000000
Status: Transaction completed

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

Card terminal Batch files

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 / Select Year
	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) missing
- Expiry date (year) missing

Batch Files

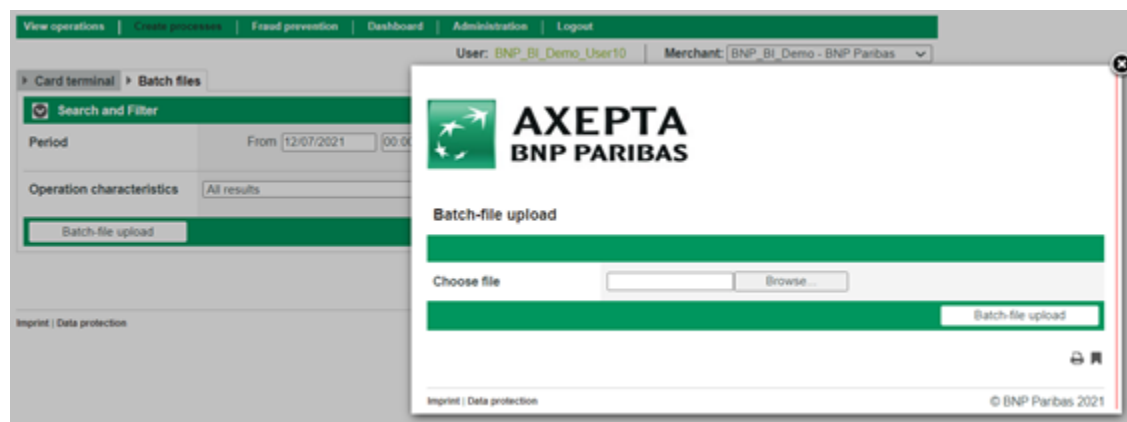
It is possible to manually transmit payment transactions in the form of files.

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”.



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

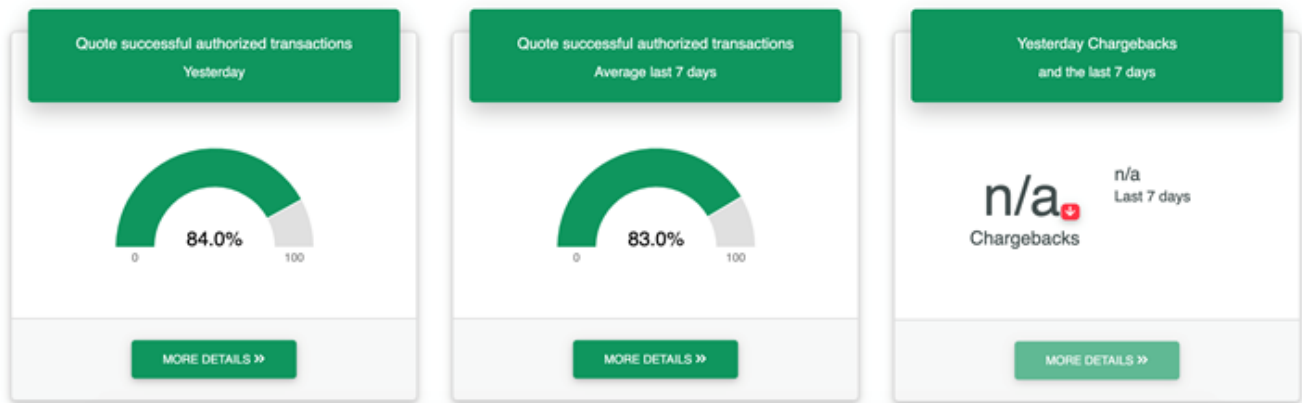
Key figures

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.

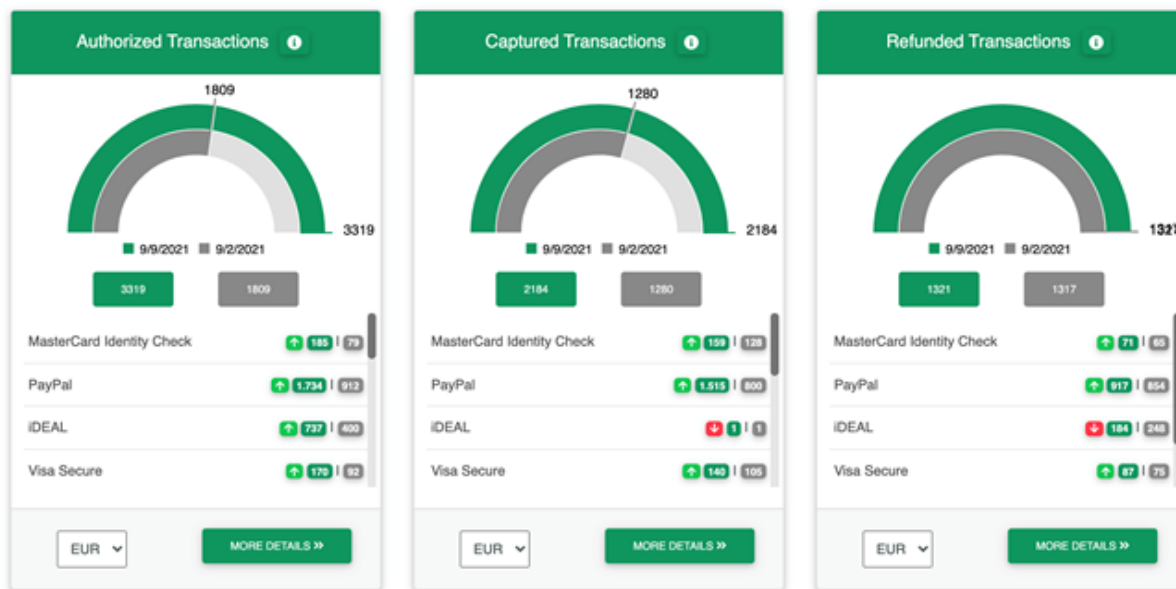
The previous day’s **acceptance rate** allows the merchant to view the success rate and the failure rate after each buyer redirect on the page of the chosen payment method. This rate is based on all return codes received by the different forms of payment. The acceptance rate is gross, that is to say 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.

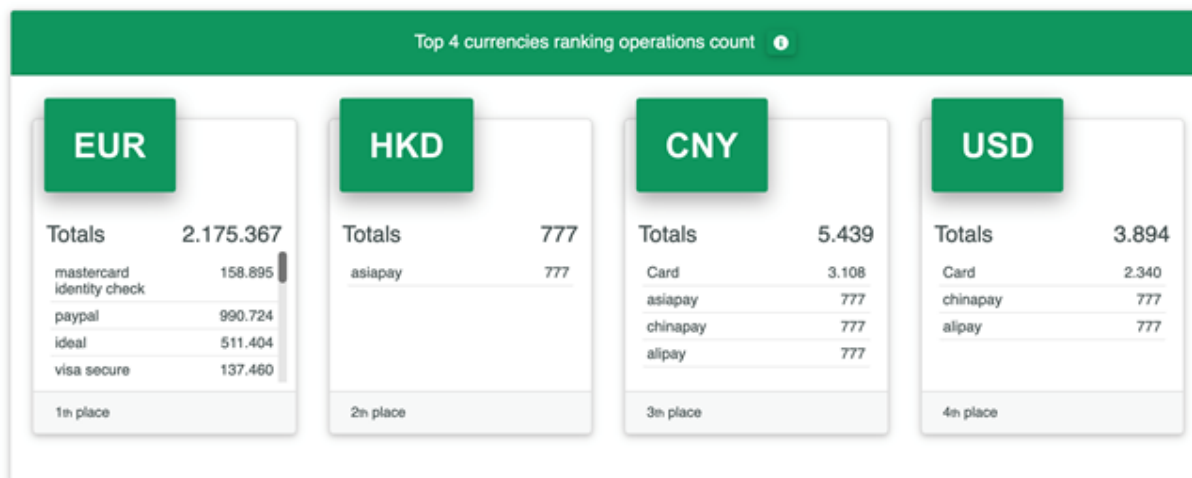


The 3 following graphs show the **performance of the previous day** with the distribution between the different operations (authorized, captured, reimbursed) according to the forms of payment.

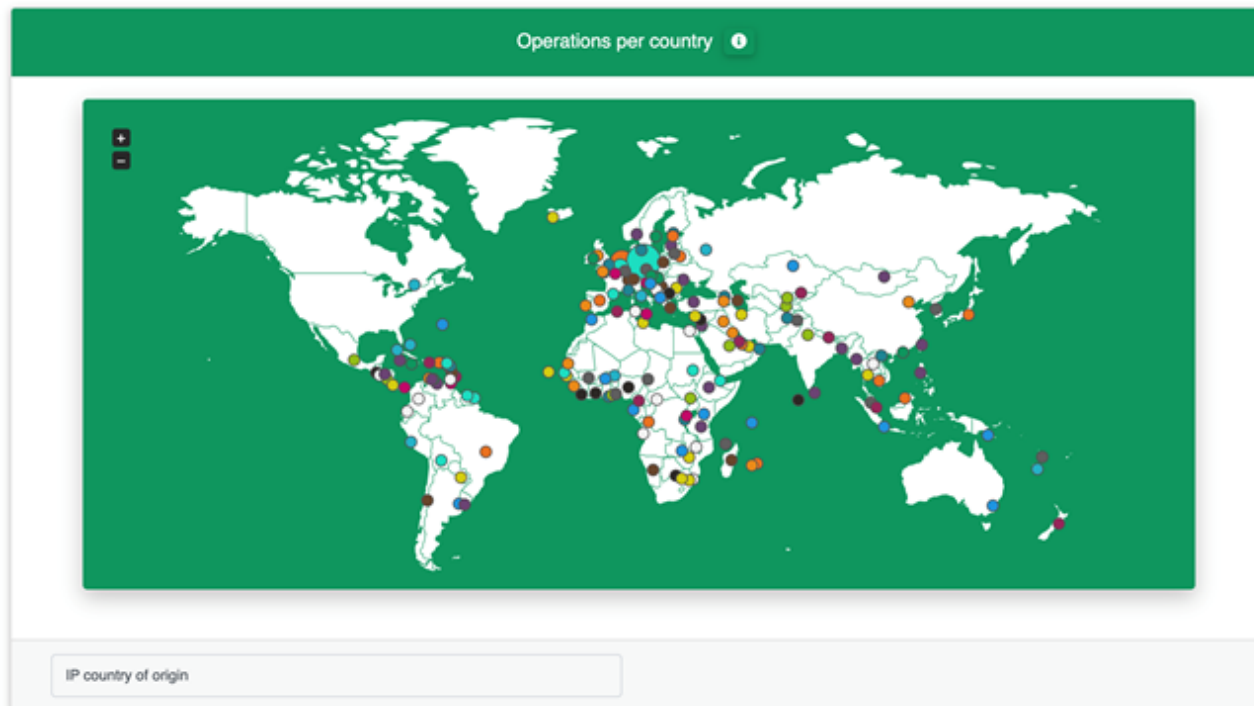
In addition, this section draws a comparison between the operations of the previous day and those carried out on the same day of last week. This makes it possible to visualize the trend on the same day at a one-week interval (upward or downward trend) regarding the number of transactions per forms of 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 7

Merchant 5

Demo_Merchant_be
Demo_Merchant_de
Demo_Merchant_nl
Demo_Merchant_POS
Demo_Merchant_Sales

Payment Method 24

Alipay
arvato BIG
Asiapay
Bancontact

Years

2019 2020 2021

Quarters

Q1 Q2 Q3 Q4

Months

Jan Feb Mar Apr May Jun Jul
Aug Sep Oct Nov Dec

Weeks

1 2 3 4 5 6 7 8
9 10 11 12 13 14 15 16
17 18 19 20 21 22 23 24
25 26 27 28 29 30 31 32
33 34 35 36 37 38 39 40
41 42 43 44 45 46 47 48
49 50 51 52 53

Days

1 2 3 4 5 6 7 8
9 10 11 12 13 14 15 16
17 18 19 20 21 22 23 24
25 26 27 28 29 30 31

Brand 8

American Express
China UnionPay
DINERS
girocard
JCB
Maestro

Status 5

AUTHENTICATION_REQUEST
AUTHORIZE_REQUEST
FAILED
INIT
OK

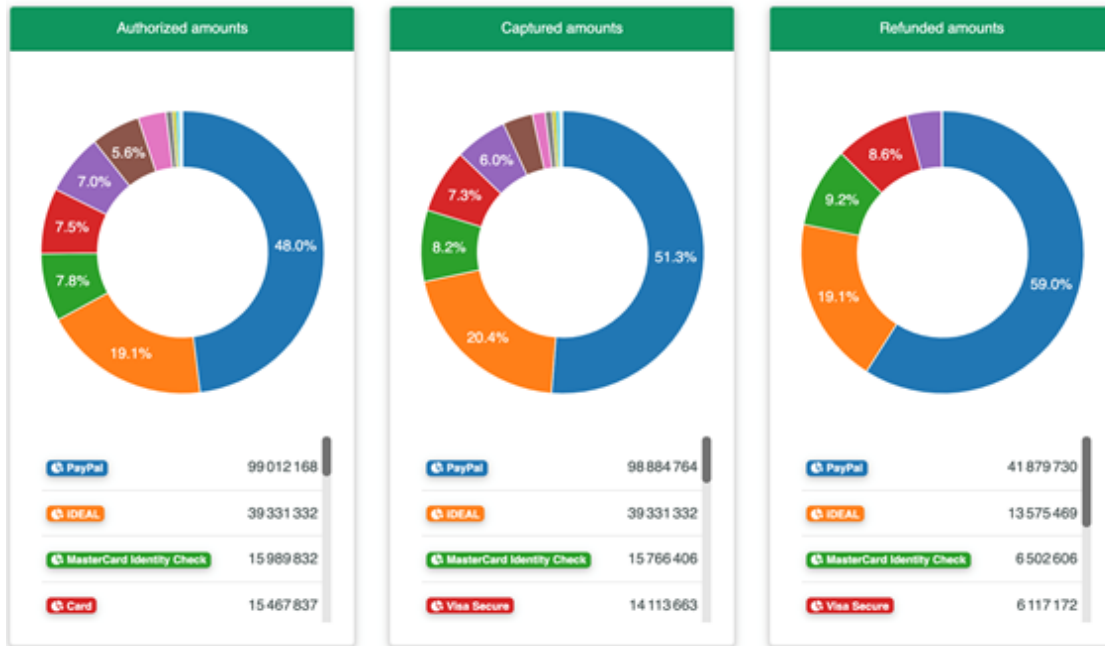
Currency 7

CNY
EUR
GBP
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:

Split of transactions by payment method for selected currency ⓘ



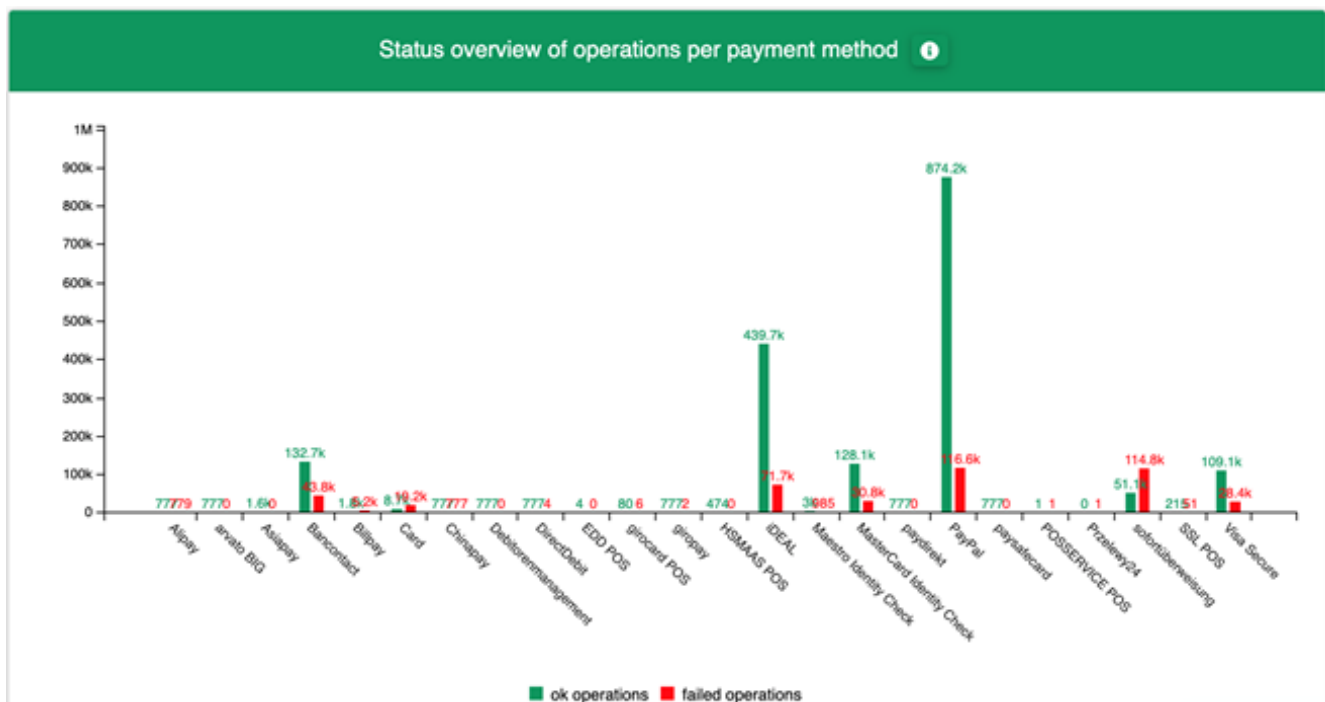
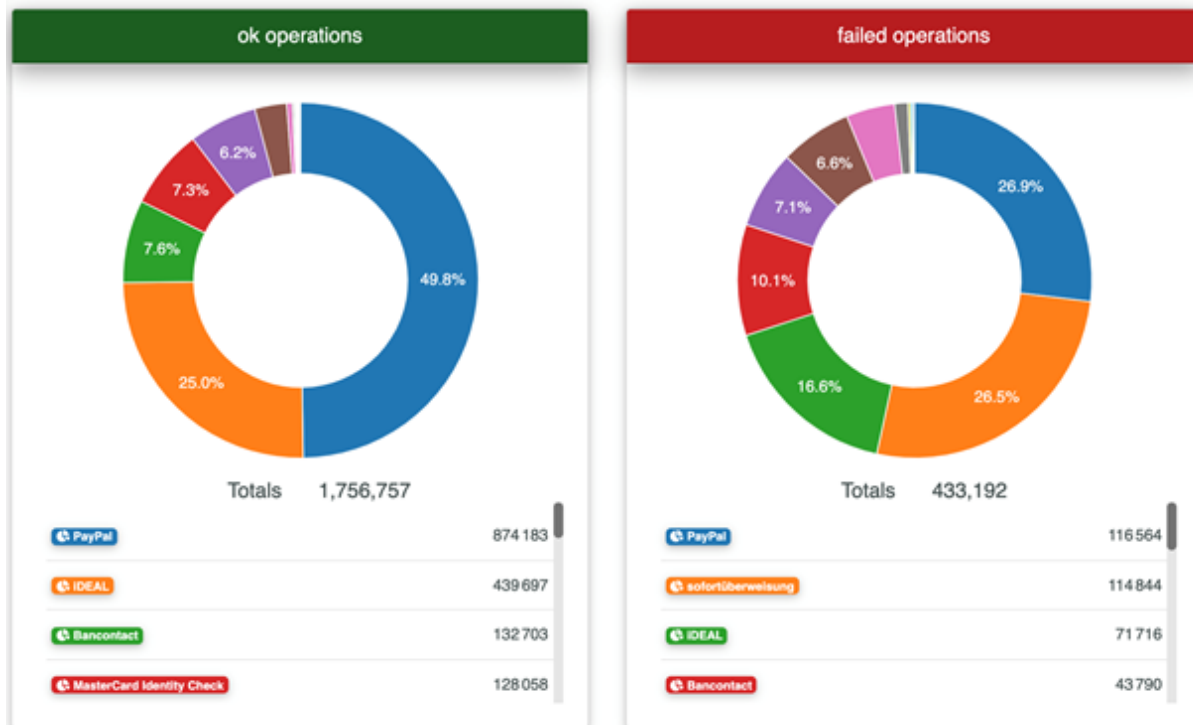
To consult more details about the transactions, the merchant can choose the columns of the data he wants to see and can export the obtained result.

Complete overview of your transactions and amounts ⓘ

Complete overview of your transactions and amounts ⓘ							
				EXPORT	COLUMN CONFIGURATION +		
Merchant	Currency	Brand	Payment method	Count transactions	Amount authorized	Amount captured	Amount refunded
Demo_Merchant_be	EUR	Maestro	Card	77	0	0	0
Demo_Merchant_be	EUR	Maestro	Maestro Identity Check	11 011	304 080,75	301 758,51	72 447,64
Demo_Merchant_be	EUR	MasterCard	Card	1 491	0	0	0
Demo_Merchant_be	EUR	MasterCard	MasterCard Identity Check	103 652	3 009 213,54	2 973 070,08	881 079,62
Demo_Merchant_be	EUR	Visa	Card	700	40,98	40,98	40,98
Demo_Merchant_be	EUR	Visa	Visa Secure	67 107	1 942 427,82	1 920 515,83	552 169,01
Demo_Merchant_be	EUR	-	Bancontact	213 302	11 585 979,22	11 585 979,22	2 784 685,33
Demo_Merchant_be	EUR	-	PayPal	92 885	3 468 431,79	3 464 739,05	1 048 973,27
Demo_Merchant_be	EUR	-	sofortüberweisung	2 205	73 154,01	73 154,01	0
Demo_Merchant_de	EUR	MasterCard	Card	3 679	1 249,77	1 168,82	580,67

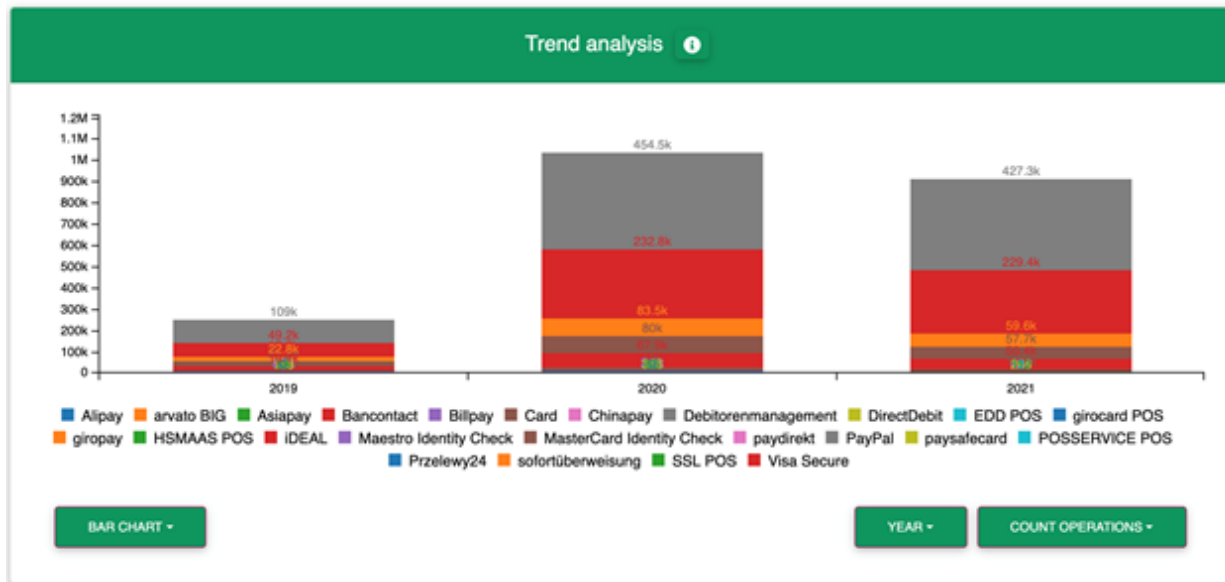
Transaction status

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 mismatch/ etc) by transaction and by form of payment.



Trend analysis

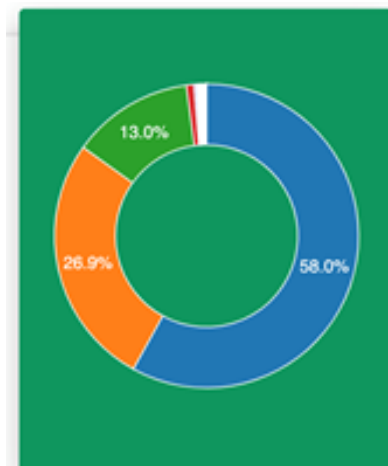
This overview shows a trend over time about the **revenue by form of payment** or by **currency** on a given period. The merchant can use the filters placed on the left to refine this analysis.



Analysis by country

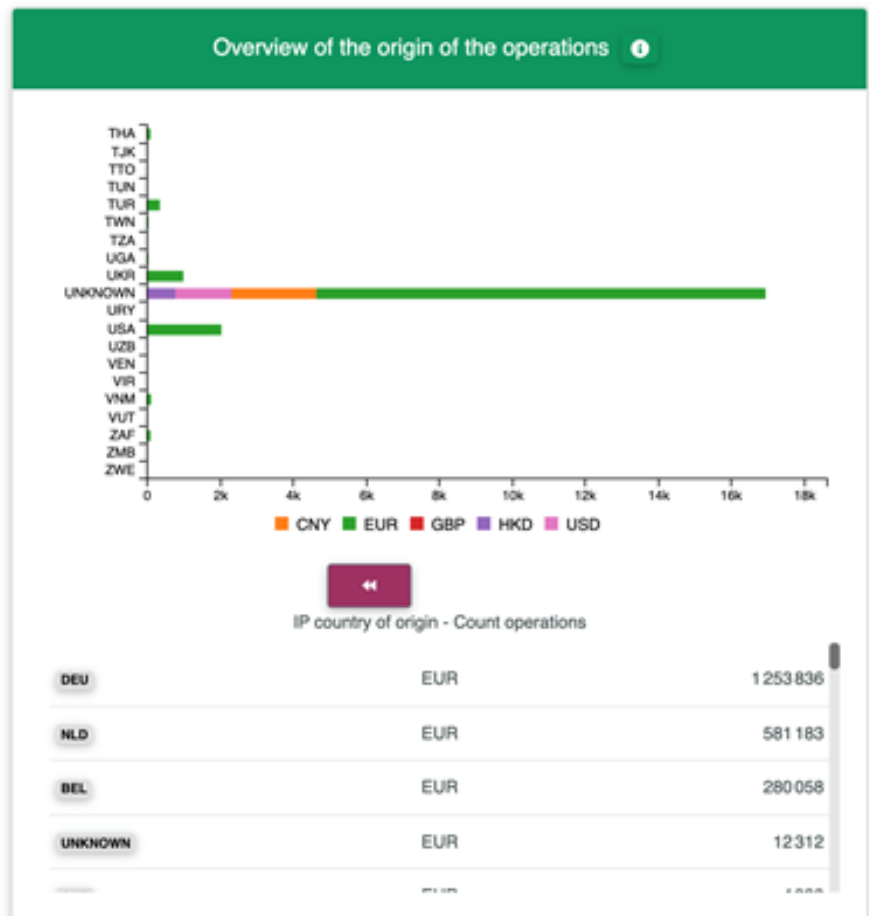
This section details the breakdown of the merchant's transactions by country and currency.

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



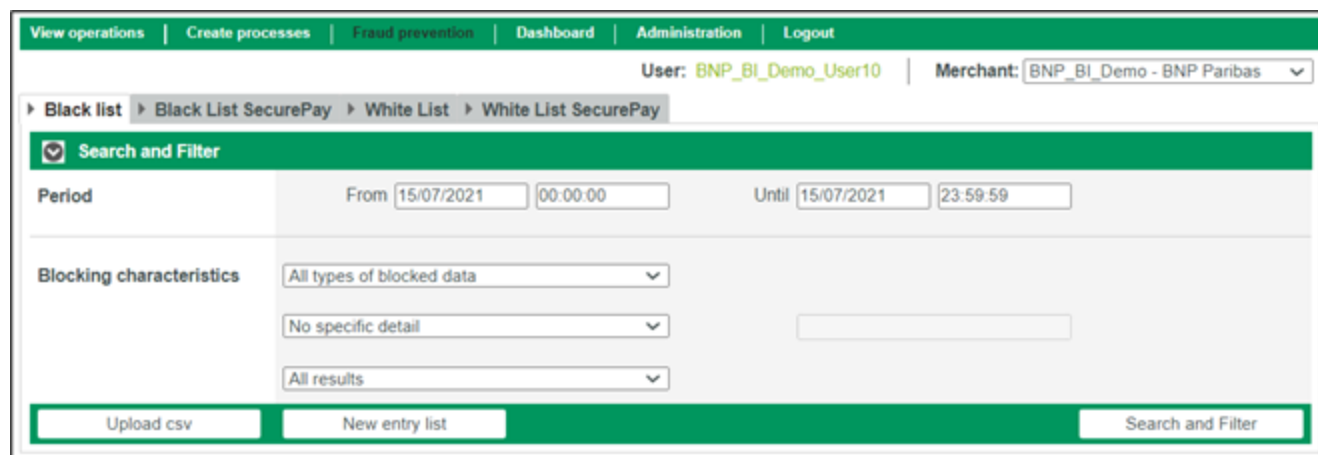
IP country of origin - Count operations

DEU	1253838
NLD	581183
BEL	280058
UNKNOWN	16952
CHE	4938



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).



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

1636xxxx0337

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 processes

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

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

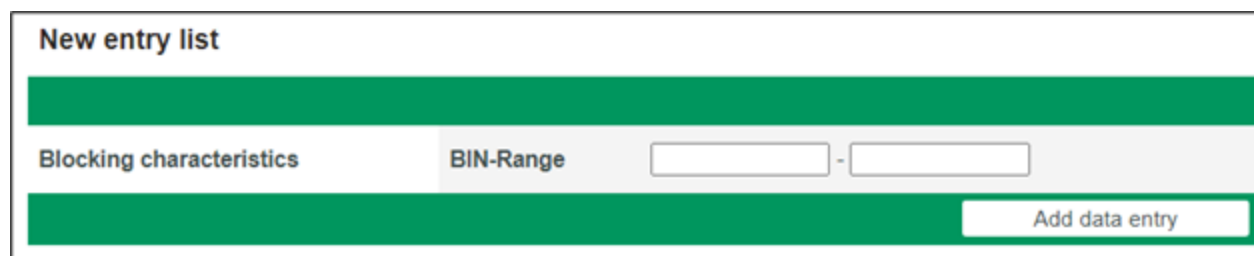
Device-ID

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.

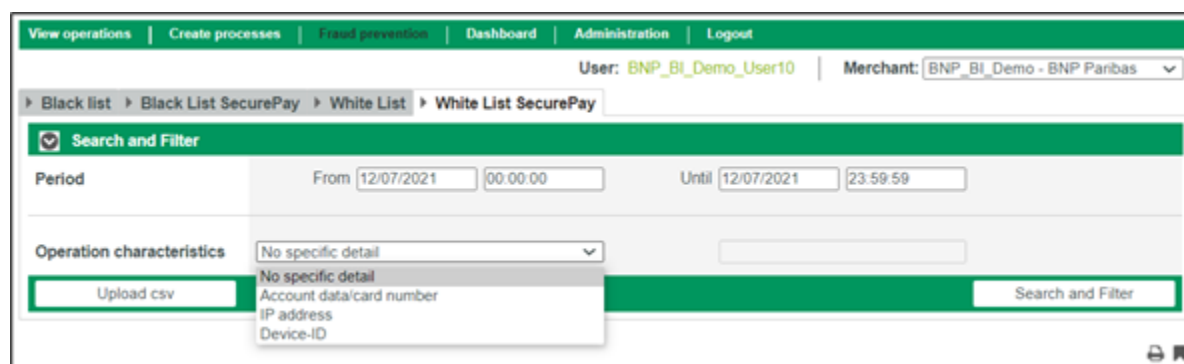
Adding an entry is therefore done manually by entering only a range of BIN or by filling in a CSV file.



The 'New entry list' form features a green header bar. Below it, there are two tabs: 'Blocking characteristics' and 'BIN-Range'. The 'BIN-Range' tab is active, showing two input fields separated by a hyphen. At the bottom right, there is a green button labeled '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.



The 'White List SecurePay' interface shows a navigation menu with options like 'View operations', 'Create processes', 'Fraud prevention', 'Dashboard', 'Administration', and 'Logout'. The user is logged in as 'BNP_BI_Demo_User10' and the merchant is 'BNP_BI_Demo - BNP Paribas'. The breadcrumb trail is 'Black list > Black List SecurePay > White List > White List SecurePay'. A 'Search and Filter' section includes a 'Period' filter with 'From' and 'Until' date and time pickers. Below this is an 'Operation characteristics' dropdown menu with options: 'No specific detail', 'Account data/card number', 'IP address', and 'Device-ID'. There is an 'Upload csv' button and a 'Search and Filter' button. A small icon of a printer and a magnifying glass are in the bottom right corner.

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 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".

[View operations](#) |
 [Create processes](#) |
 [Fraud prevention](#) |
 [Dashboard](#) |
 [Administration](#) |
 [Logout](#)

User: **BNP_BI_Demo_User10** | Merchant: **BNP_BI_Demo - BNP Paribas**

[User Management](#) > [User Log](#)

[Setup new user profile](#)

27 User |
 10 User Per Page |
 << << Page 1 From 3 >> >>

User Name	Merchant	First name	Last name	E-mail address	Status
Amelle	BNP_BI_Demo - BNP Paribas	Amelle	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
 ☐ Reconciliation

☒ Operations
 ☒ Statistics

☐ Terminal only operations

☒ 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.

User Management

User Log

Setup new user profile

27 User

10

User Per Page

Page 1 From 3

User Name	Merchant	First name	Last name	E-mail address	Status
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
BNP_BI_Demo_User3	BNP_BI_Demo - BNP Paribas	BNP BI	User3	bnpparibas@computop.com	Active
BNP_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
BNP_BI_Demo_User7	BNP_BI_Demo - BNP Paribas	BNP BI	User7	bnpparibas@computop.com	Active

27 User

10

User Per Page

Page 1 From 3

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 and Filter

Period From Until

Operation characteristics

All users

All actions


Search and Filter

29 Entries | Entries Per Page | << Page 1 From 3 >>

Creation date	User Name	Action	Result	Details
09/07/2021 14:26:23	BNP_BI_Demo_User10	Login	success	successful login. IP:159.50.16.153
09/07/2021 14:32:13	BNP_BI_Demo_User10	payment	failure	The payment failed. Payment-ID: 69dd9e084024a1cb62804eeba017a9 IP: 159.50.16.153
09/07/2021 14:34:16	BNP_BI_Demo_User10	payment	success	Payment was successful. Payment-ID: 5d00befd545a4756b68f31907ba965e IP: 159.50.16.153
09/07/2021 14:35:02	BNP_BI_Demo_User10	payment	success	Payment was successful. Payment-ID: 3cc098510de94245a93641cac4ff03434 IP: 159.50.16.153
09/07/2021 14:35:15	BNP_BI_Demo_User10	view	success	Payment-ID: 69dd9e084024a1cb62804eeba017a9 IP: 159.50.16.153
09/07/2021 14:35:22	BNP_BI_Demo_User10	view	success	Payment-ID: 5d00befd545a4756b68f31907ba965e 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".



BNP Paribas

Contact

français

View operations

Create processes

Fraud prevention

Dashboard

Administration

Logout

User: BNP_BI_Demo_User0

Merchant: BNP_BI_Demo - BNP Paribas

Contact

Subject

Message

Send Message


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.



AXEPTA
BNP PARIBAS




Detailed view of operation

Demo Computop

Operation data	Payment-ID	3802a1804580474898c964e65d12186a
	Merchant reference number	9796176
	Reference number	9796176
	Payment Method	Card - Visa
	Amount Authorisation	0.00 EUR
	Amount Capture	0.00 EUR
	Amount Refund	0.00 EUR
Card data	Card brand	Visa
	Card number	417666xxxxxx1015 
	Expiry date (MM/YYYY)	12/2015
	Country of Origin	ESP
Information of Shopping Cart	Test:0000	

This transaction was carried out in simulation mode.

Point in time	Action	Status	Code	Currency	Amount
18/10/2021 09:00:01	AUTHORIZE	Card expired	20110094	EUR	55.00

Contact Support   



Envoyer

De ▾

axeptasupport@bnpparibas.com

À

[Axapta Support BNP Paribas <bnpparibas@computop.com>](#) |

Cc

Objet

BNP Paribas - Back Office - operationdetails.aspx - ~~Payment~~-ID: 3802a1804580474898c964e65d12186a