

Ukrainian Processing Center



Payment Gateway eCommerceConnect.  
Administrator interface.

Merchant system administrator guide

Version 2.1

**2020**

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## Introduction

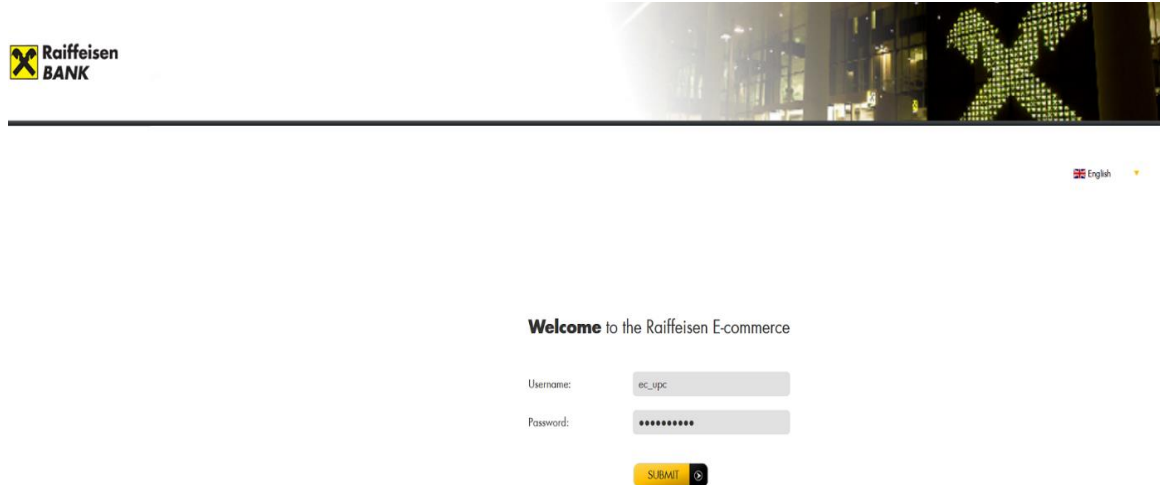
The administrator interface of the payment system **eCommerceConnect** is designed to gain access to such system functions as:

1. Retrieve transaction information online
2. Generate reversal operation
3. Configuring eCommerceConnect Gateway Operation Parameters

# 1. Getting started with the system

Before starting work with the admin interface eCommerceConnect – merchant needs to get the user account data in the UPC support service: **Login** and **Password** for authorization in the merchant's personal account. The received **Login** and **Password** must be entered in the appropriate fields "Username" and "Password" on the start page "Login Page" for authorization in the system and click "Submit": **Picture 1**

**Picture 1**



**Raiffeisen BANK**

English ▼

**Welcome** to the Raiffeisen E-commerce

Username:

Password:

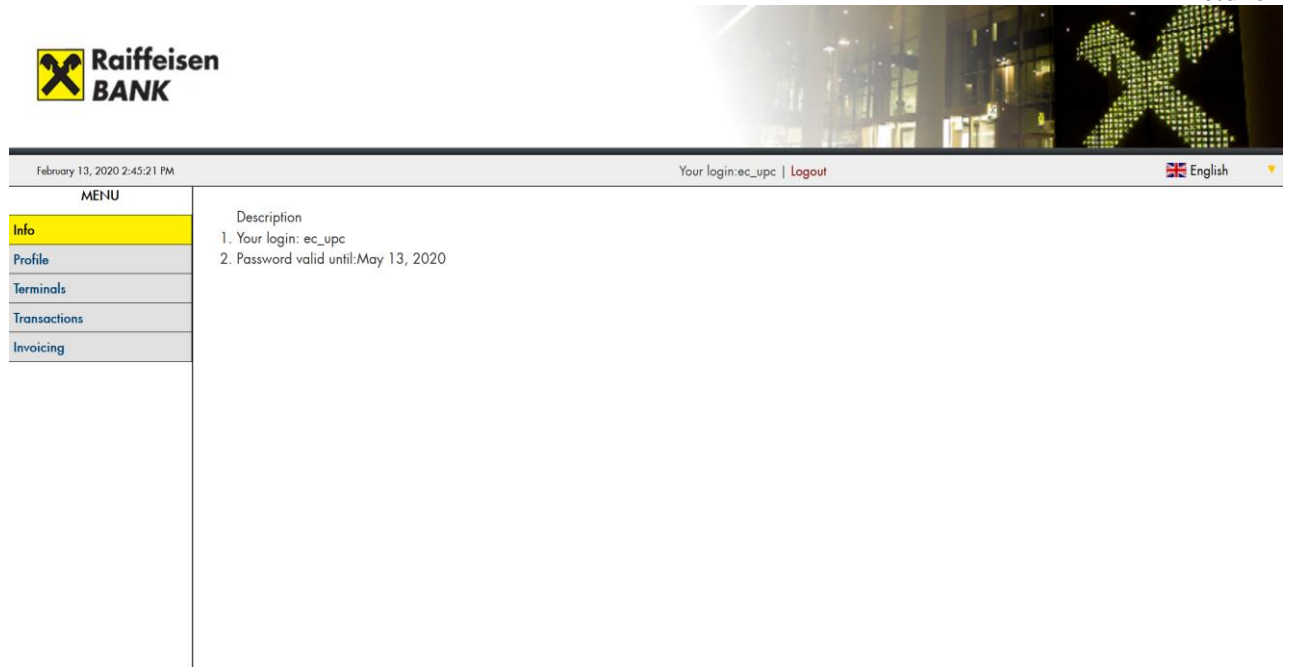
➔

## 2. User Menu

### 2.1 Information

After successful user authorization – opens the following form: **Picture 2**

Picture 2



The screenshot shows the Raiffeisen BANK user menu interface. At the top, there is a header bar with the Raiffeisen BANK logo on the left, a date and time display (February 13, 2020 2:45:21 PM) in the center, and a user login status (Your login: ec\_upc | Logout) on the right. Below the header, there is a main content area. On the left side of this area, there is a vertical menu with the following items: Info (highlighted in yellow), Profile, Terminals, Transactions, and Invoicing. The main content area displays the following information:

Description
1. Your login: ec_upc
2. Password valid until: May 13, 2020

In this form, the user sees the following information:

1. User Login and Password expiration date
2. In the upper right corner, the user needs to select the preferred language in which the admin interface will be displayed
3. On the left side is the main menu of the administrative interface

## 2.2 Profile

When the user goes to the "Profile" section in the main menu, the interface administrator sees: **Picture 3**

**Picture 3**

The screenshot shows the Raiffeisen BANK administrator interface. At the top left is the Raiffeisen BANK logo. Below it is a navigation menu with options: Info, Profile (highlighted), Terminals, Transactions, and Invoicing. The main content area is divided into two sections: 'Profile' and 'Change password'. The 'Profile' section contains fields for Login (ec\_upc), First name (Oleksiy), Last name (Ryabchenko), City (KYIV), Email (ec@upc.ua), Phone number (+380 44 461-8592), and Address (Bandera Ave., bldg 5). There are 'Update' and 'Reset' buttons below these fields. The 'Change password' section contains fields for Current password, Password, and Re:Password, each with a masked input field. There are also 'Update' and 'Reset' buttons below these fields. The top of the interface shows the date and time (February 13, 2020 2:50:01 PM), the user's login (ec\_upc), a Logout button, and a language selector (English).

In this form, the user sees the following information:


1. **“Profile”** – the user needs to fill in the appropriate fields with contact information about the responsible person, so that administrators from the UPC support can contact with merchant if necessary
2. **“Change password”** – after the first successful authorization in the interface, the user needs to change the password received from the UPC support service to a permanent personal password, which will be known only to authorized representatives of the merchant
3. To save entered and/or changed data in this form, please click the suitable button "Update"

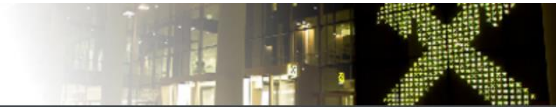
Please fill in this page personal data and change your password after first successful login to the system.

## 2.3 List of terminals

In the “Terminals” section of the main menu, the user can see brief information about Merchant terminals registered for this merchant by UPC support. It is shown in the form “Terminal list”: **Picture 4**

Picture 4





February 13, 2020 3:21:17 PM

Your login:ec\_upc | [Logout](#)

English

MENU

Info

Profile

Terminals

Transactions

Invoicing

Terminal list

Merchant ID	Terminal ID	Merchant	Cut-Off time
1755353	E7883373	OCHI	--
1755447	E7883472	test_hr526	--
1755461	E7883487	FAR SH.P.K	--
1755466	E7883492	MINDSTYLE DOO SLAVICA SQUIRE	--
1755470	E7883496	FACILE CAFE DOO WEB SHOP	--
1755486	E7883512	WEISS LIGHT DOO WEB	--
380203002050002	E7883523	IKEA CZ ECOM TEST	--
380348002050002	E7883524	IKEA HU ECOM TEST	--
380703002050002	E7883525	IKEA SK ECOM TEST	--
1755504	E7883534	EVOZILO DOO WEB SHOP	--
1755505	E7883535	FITNES STUDIO WEB-SHOP	--
1755506	E7883536	R&M WORLDWIDE WEB SHOP	--
1755514	E7883544	SASHA RIESS ELYSIUM WEB SHOP	--
1755516	E7883546	HEALTH - ECO DOO WEB SHOP	--
1755518	E7883548	ILLYSOFT LLC	--
1755521	E7883551	travelizzy.com 2	--

Click on the “MerchantID” in the “Merchant ID” column to see the information about this Terminal and it’s settings.

### 2.3.1 Terminal parameters

The user sees all the information about selected terminal and can changes setting of this terminal in the form “Terminal Data” : Picture 5

The main terminal’s parameters are:

- Merchant identification number – **Merchant ID**
- Terminal identification number – **Terminal ID:**
- Merchant – **Merchant Name**

This parameters are assigned by acquiring bank during Merchant registration and user can not change main parameters.

February 13, 2020 6:37:25 PM Your login: ec\_upc | [logout](#)

MENU	
Info	
Profile	
<b>Terminals</b>	
Transactions	
Invoicing	

**Terminal data**

Merchant ID	
Terminal ID	
Merchant	
Cutt-Off time	AUTO <input type="button" value="v"/> AUTO <input type="button" value="v"/> (hh:mm)
Number of attempts to enter card	1 <input type="button" value="v"/>
Success URL ( SUCCESS_URL )	
Failure URL ( FAILURE_URL )	
Notify URL ( NOTIFY_URL )	https://test.plategka.com/notify/uk/main/
E-Mail	
<input type="button" value="Update"/>	<input type="button" value="Reset"/>

- In the field "Cutt-Off time" the time for forming a transaction batch for one business-day is set in case. This parameter can be changed if the merchant for some reason does not agree with the standard time of business-day closure.

**Batch** – is a file that contains all transactions with **successful authorization code 000 "Approved"**. That file is transferred by the gateway to the clearing systems of processing center and acquiring bank. Daily all transactions occurred during the period of the time between previous and current day are stored in the batch.

As shown in the example (**Picture 4**) all terminals in field "**Cutt-Off time**" have a dash; it means that for these terminals (merchants) the standard value of business day closure is set – **AUTO**.(**Picture 5**).

It corresponds to the time set for batches forming for all gateway merchants.

- Field "**Number of attempts to enter card**" (pic. 5) indicates the number of unsuccessful attempts of card's parameters input at gateway page; after that the return to the shop page takes place. It is used for prevention of card parameters fitting.
- Field "**Success URL (SUCCESS\_URL)**" – contains the return URL address of the merchant's site after successful authorization
- Field "**Failure URL(FAILURE\_URL)**" contains URL address after unsuccessful authorization
- Field "**Notify URL(NOTIFY\_URL)**" contains address for notification of merchant

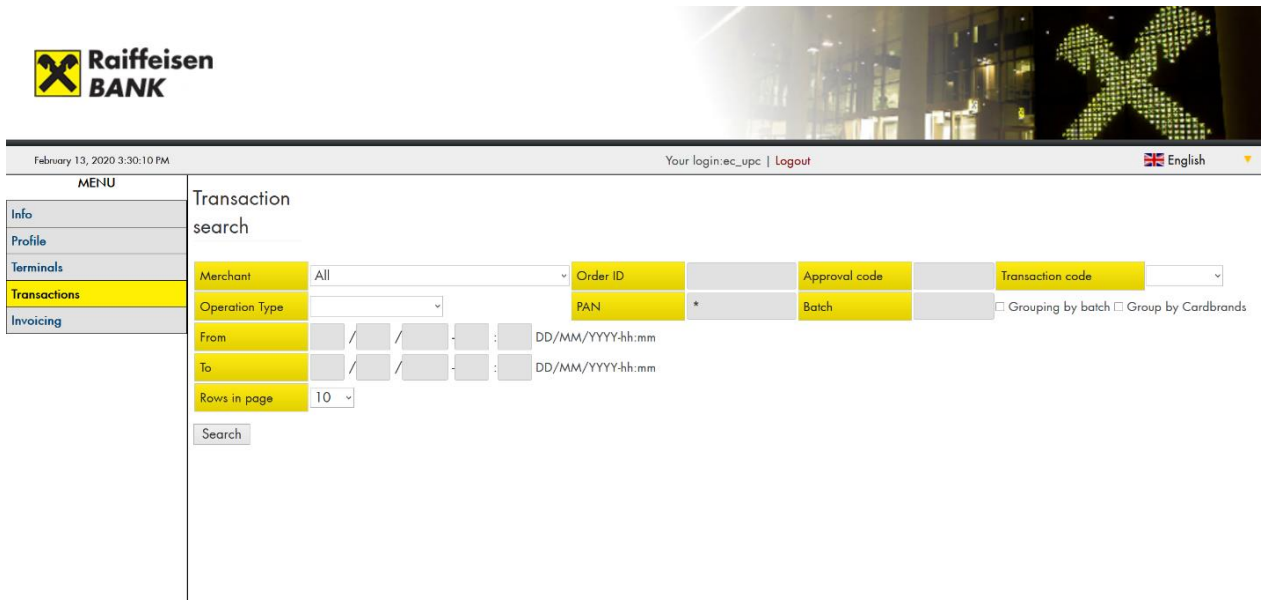
***For more details, please refer to instructions: [Payment gateway "e- Commerce Connect Gateway". Communication Interface. Guidance of the e-shop administrator.](#)***



## 3. Transactions

Section “**Transactions**” in the main menu is used for searching of transactions and their detailed analysis. **Picture 6**

**Picture 6**



The screenshot displays the Raiffeisen BANK web application interface. On the left is a vertical menu with options: Info, Profile, Terminals, Transactions (highlighted in yellow), and Invoicing. The main content area is titled 'Transaction search'. It features a search form with the following fields: 'Merchant' (set to 'All'), 'Operation Type' (dropdown), 'From' (date/time picker), 'To' (date/time picker), 'Order ID', 'PAN' (with an asterisk), 'Approval code', and 'Transaction code' (dropdown). Below these fields are checkboxes for 'Grouping by batch' and 'Group by Cardbrands'. A 'Search' button is located at the bottom of the form. The top of the page shows the date 'February 13, 2020 3:30:10 PM', the user login 'Your login: ec\_upc | Logout', and a language selector set to 'English'.


### 3.1 Transaction Search

There is a form "**Transaction search**" when you access the menu (**Picture 6**); Parameters for searching transactions must be entered in this form(**Picture 7**).

- Field “**Merchant**” – select a **Merchant Name** from the list
- Field “**Operation Type**” – select a type of operation(Purchase/Refund and etc.) from the list
- Fields “**From**” and “**To**” – enter the date and time interval in which the transaction was made
- Fields “**PAN**” – for the search using the card number. For it please enter: "**BIN number \* last four digits of the card number**". Also user can search by entering: “ **\* last four digits of the card number** ” or “ **BIN number \*** ”.

After the parameters are indicated, the "**Search**" button should be clicked.

Picture 7



February 21, 2020 2:55:08 PM Your login:ec\_upc | Logout English

**MENU**

- Info
- Profile
- Terminals
- Transactions**
- Invoicing

**Transaction search**

Merchant: OCHI Order ID: Approval code: Transaction code: Failed

Operation Type: Purchase PAN: 464159\*1819 Batch: ☐ Grouping by batch ☐ Group by Cardbrands

From: 01 / 05 / 2019 - 10 : 22 DD/MM/YYYY-hh:mm To: 04 / 09 / 2019 - 11 : 21 DD/MM/YYYY-hh:mm

Rows in page: 10


Search

After searching by the entered parameters, the user will see a form with a list of transactions corresponding to the search parameters.

### 3.1 Transactions > Search results

Form “Transactions > Search results” contains brief information on transactions, up to 10 on one page. Above you can find filter parameters. Menu for a page change is under the table:

Picture 8



February 13, 2020 3:34:53 PM Your login:ec\_upc | Logout English

**MENU**

- Info
- Profile
- Terminals
- Transactions**
- Invoicing

**Transactions > Search results**

Merchant: DIP TRADE ONLINE Order ID: Operation Type: Batch: Approval code: Transaction code: From: 2020-02-02 00:00 To: 2020-02-10 23:59

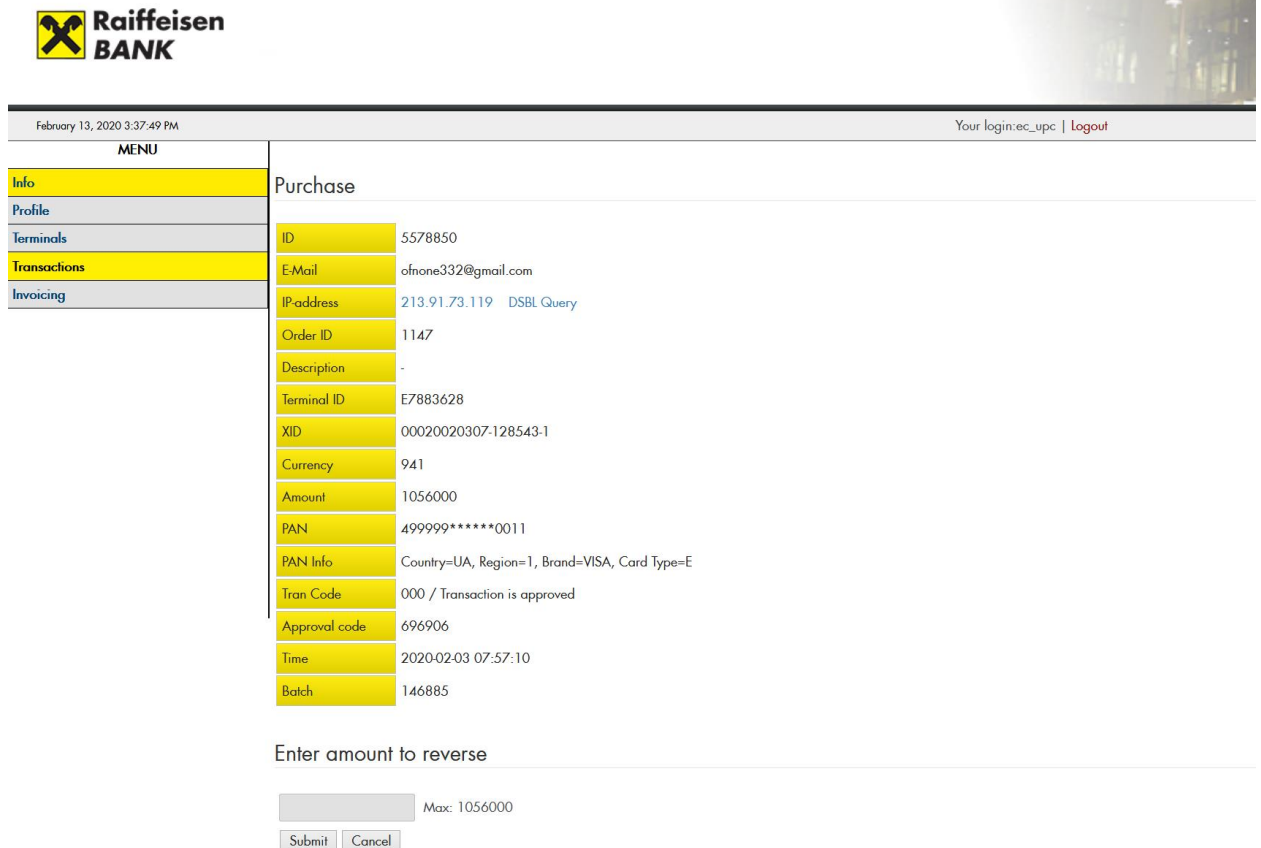
ID	Merchant	IPaddr	Order ID	Operation Type	Description	Time	Currency	Amount	Approval code	Transaction code	Batch
5587981	DIP TRADE ONLINE	188.2.215.43	1151	Purchase	-	2020-02-10 13:03:09	941	559000	-	404 / Authentication f...	
5587980	DIP TRADE ONLINE	188.2.215.43	1151	Purchase	-	2020-02-10 13:02:05	941	559000	-	111 / The entered car...	
5587979	DIP TRADE ONLINE	188.2.215.43	1151	Purchase	-	2020-02-10 12:59:31	941	559000	-	111 / The entered car...	
5586874	DIP TRADE ONLINE	178.148.226.213	1150	Purchase	-	2020-02-09 12:55:39	941	559000	-	111 / The entered car...	
5586873	DIP TRADE ONLINE	178.148.226.213	1150	Purchase	-	2020-02-09 12:54:44	941	559000	-	111 / The entered car...	
5586872	DIP TRADE ONLINE	178.148.226.213	1150	Purchase	-	2020-02-09 12:52:42	941	559000	-	111 / The entered car...	
5586185	DIP TRADE ONLINE	5.134.110.85	1148	Purchase	-	2020-02-07 23:54:40	941	1710000	-	111 / The entered car...	
5586184	DIP TRADE ONLINE	5.134.110.85	1148	Purchase	-	2020-02-07 23:53:44	941	1710000	-	111 / The entered car...	
5586183	DIP TRADE ONLINE	5.134.110.85	1148	Purchase	-	2020-02-07 23:53:15	941	1710000	-	111 / The entered car...	
5578850	DIP TRADE ONLINE	213.91.73.119	1147	Purchase	-	2020-02-03 07:57:10	941	1056000	696906	000 / Transaction is a...	146885

Pages: 1 | 10 | Export

### 3.3 Transaction Overview, Funds Refund

If user needs to pass to the form Overview transaction **Picture 9** please select the necessary number of the request in the first column “**ID**” **Picture 8**. In this form **Picture 9**, the merchant can see detailed information about the selected transaction:

**Picture 9**



**Raiffeisen BANK**

February 13, 2020 3:37:49 PM Your login: ec\_upc | [Logout](#)

**MENU**

- Info**
- Profile
- Terminals
- Transactions**
- Invoicing

**Purchase**

ID	5578850
E-Mail	ofnone332@gmail.com
IP-address	213.91.73.119 <a href="#">DSBL Query</a>
Order ID	1147
Description	-
Terminal ID	E7883628
XID	00020020307-128543-1
Currency	941
Amount	1056000
PAN	499999*****0011
PAN Info	Country=UA, Region=1, Brand=VISA, Card Type=E
Tran Code	000 / Transaction is approved
Approval code	696906
Time	2020-02-03 07:57:10
Batch	146885

Enter amount to reverse

Max: 1056000

Also, through this form, the merchant can make on full or partial funds refund of the “**Purchase**” if it necessary. For this purpose there is a possibility of processing a reversal transaction, a new transaction is created “**Reversal**”.

Reversal transactions performance is possible only within **30 days** from the date of the initial transaction and only **once** for each initial transaction. To perform a reversal it is necessary to enter an amount to be returned into the lower field “**Enter amount to reverse**”. Amount must be input **without punctuation marks together with cents (ex. amount of 100 EUR should be input as 10000)**, but not exceeding the amount of the initial transaction. After data input, press the button “**Submit**”

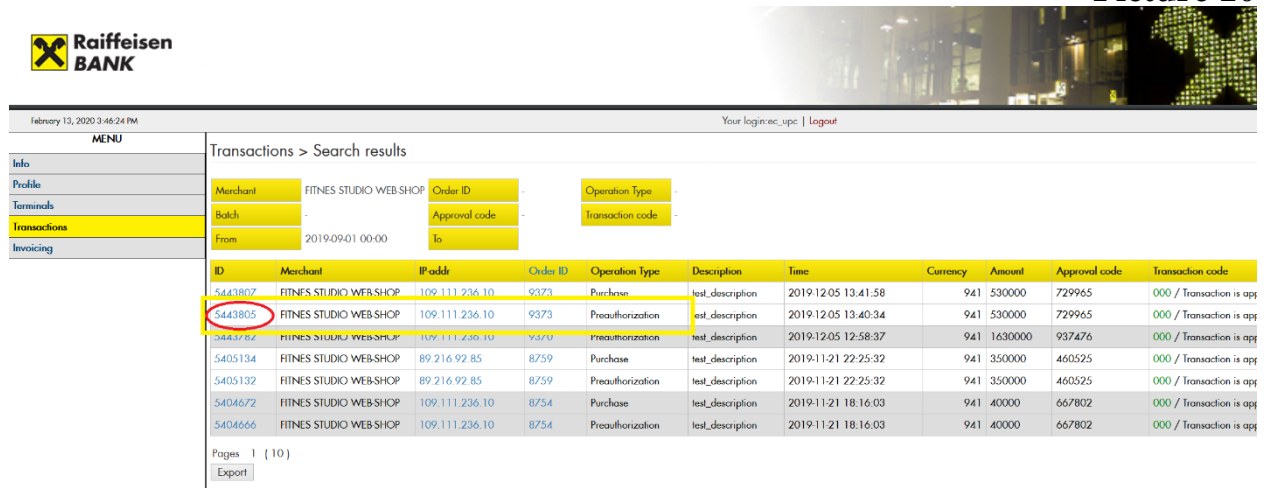
### 3.4 Preauthorizations

The Bank can order the possibility of having **pre-authorizations** for E-commerce merchants by sending an official request to UPC.

In case if the merchant sends a request with additional parameter as **Delay=1**, such transaction will not be shipped to settlement, but the amount will be blocked at the cardholders' account. This the cardholder will have a usual procedure of E-commerce payment using a 3D-Secure scheme or CVC2/CVV2 entering.

To complete the payment, shipping amount to settlement, the merchant should complete such transaction via **Form “Transactions > Search results”** by completing the following steps: **Picture 10**

**Picture 10**



**Raiffeisen BANK**

February 13, 2020 3:46:24 PM Your login: upc | Logout

**Transactions > Search results**

Merchant: FITNES STUDIO WEB-SHOP Order ID: 9373 Operation Type: Preauthorization

Batch: 2019-09-01 00:00 Approval code: 729965 Transaction code: 000 / Transaction is app

ID	Merchant	IP Addr	Order ID	Operation Type	Description	Time	Currency	Amount	Approval code	Transaction code
5443807	FITNES STUDIO WEB-SHOP	109.111.236.10	9373	Purchase	test_description	2019-12-05 13:41:58	941	530000	729965	000 / Transaction is app
5443805	FITNES STUDIO WEB-SHOP	109.111.236.10	9373	Preauthorization	test_description	2019-12-05 13:40:34	941	530000	729965	000 / Transaction is app
5443862	FITNES STUDIO WEB-SHOP	109.111.236.10	9373	Preauthorization	test_description	2019-12-05 12:58:37	941	1630000	937476	000 / Transaction is app
5405134	FITNES STUDIO WEB-SHOP	89.216.92.85	8759	Purchase	test_description	2019-11-21 22:25:32	941	350000	460525	000 / Transaction is app
5405132	FITNES STUDIO WEB-SHOP	89.216.92.85	8759	Preauthorization	test_description	2019-11-21 22:25:32	941	350000	460525	000 / Transaction is app
5404672	FITNES STUDIO WEB-SHOP	109.111.236.10	8754	Purchase	test_description	2019-11-21 18:16:03	941	40000	667802	000 / Transaction is app
5404666	FITNES STUDIO WEB-SHOP	109.111.236.10	8754	Preauthorization	test_description	2019-11-21 18:16:03	941	40000	667802	000 / Transaction is app

Pages: 1 (10)

Export


1. Find transaction "**Preauthorization**" and click on the corresponding **ID**

This transaction has some restrictions:

- final amount **can not exceed 20%** amount of the initial transaction;
- **after 30 days** of “Preauthorisation” transaction, it is deleted automatically.

- Form **"Preauthorization"** shows transaction details. To complete the preauthorization it is necessary to enter an amount for final transaction into the lower field **"Enter final amount for payment"**. Amount must be input **without punctuation marks together with cents (ex. amount of 100 EUR should be input as 10000)**. After data input, press the button **"Submit"**

Picture 11



February 13, 2020 4:18:14 PM Your login: ec\_upc | [Logout](#)

**MENU**  
[Info](#)  
[Profile](#)  
[Terminals](#)  
[Transactions](#)  
[Invoicing](#)

### Preauthorization

ID	5443805
E-Mail	
IP Address	109.111.236.10 DSBL Query
Order ID	9373
Description	test_description
Terminal ID	E7883535
XID	00019120513-967809-1
Currency	941
Amount	530000
PAN	499999*****0011
PAN Info	Country=UA, Region=1, Brand=VISA, Card Type=E
Tran Code	000 / Transaction is approved
Approval code	729965
Time	2019-12-05 13:40:34
Batch	-

Enter final amount for payment


Info :

max amount diff - 20%

expiry period : 30 days

- The merchant will see 2 notes in the transaction window: **"Purchase"** and **"Preauthorization"** respectively: **Picture 12**

Picture 12



February 14, 2020 9:47:32 AM Your login: ec\_upc | [Logout](#) [English](#)

**MENU**  
[Info](#)  
[Profile](#)  
[Terminals](#)  
[Transactions](#)  
[Invoicing](#)

### Transactions > Search results

Merchant	FITNES STUDIO WEB-SHOP	Order ID	-	Operation Type	-
Batch	-	Approval code	-	Transaction code	-
From	2019-12-04 00:00	To	-		

ID	Merchant	IP-addr	Order ID	Operation Type	Description	Time	Currency	Amount	Approval code	Transaction code	Batch
5502028	FITNES STUDIO WEB-SHOP	109.111.236.10	9373	Purchase	test_description	2020-02-13 12:23:26	941	530000	-	502 / Preauthorized transaction	
5443807	FITNES STUDIO WEB-SHOP	109.111.236.10	9373	Purchase	test_description	2019-12-05 13:41:58	941	530000	729965	000 / Transaction is approved	
5443805	FITNES STUDIO WEB-SHOP	109.111.236.10	9373	Preauthorization	test_description	2019-12-05 13:40:34	941	530000	729965	000 / Transaction is approved	

Pages 1 (5)  
[Export](#)

4. also in excellent interfaces the merchant can see 3 notes in the transaction window: “Purchase”, “Postauthorization” and “Preauthorization” respectively

Picture 13

ID	Trgovac	Broj narudžbe	Tip transakcije	Vrijeme	Valuta	Iznos	Broj odobrenja	Oznaka transakcije	Batch
5437599	WOOLNIA KNIT WEB SHOP	4770	Predautorizacija	2019-12-04 10:48:12	941	4500	967972	000 / Transakcija je odobrena	
5437595	WOOLNIA KNIT WEB SHOP	4768	Predautorizacija	2019-12-04 10:44:29	941	2500000	793100	000 / Transakcija je odobrena	
5436857	WOOLNIA KNIT WEB SHOP	4765	Predautorizacija	2019-12-03 18:05:13	941	540000	-	111 / Uneseni broj kartice ne može biti obrađen	
5436856	WOOLNIA KNIT WEB SHOP	4765	Predautorizacija	2019-12-03 18:03:43	941	540000	-	404 / Greška prilikom autentifikacije	

« < 1 2 > »

Export

Picture 14

#### Predautorizacija

<b>ID:</b>	5437599	<b>Iznos:</b>	4500
<b>E-Mail:</b>	nikolayu@gmail.com	<b>PAN:</b>	555949*****0007
<b>IP-address:</b>	91.148.116.230 DSBL Query	<b>PAN Info:</b>	Country=RUS, Region=, Brand=MAST, Card Type=TNW
<b>Broj narudžbe:</b>	4770	<b>Tran Code:</b>	000 / Transakcija je odobrena
<b>Opis:</b>	test_description	<b>Broj odobrenja:</b>	967972
<b>XID:</b>	00019120410-963716-1	<b>Vrijeme:</b>	2019-12-04 10:48:12
<b>Valuta:</b>	941	<b>Batch:</b>	-

#### Unesite konačni iznos za plaćanje(

Info :

- Maksimalna dopuštena razlika - 20%
- expiry period : 30 dana

)

4500

Potvrdi

Picture 15

ID	Trgovac	Broj narudžbe	Tip transakcije	Vrijeme	Valuta	Iznos	Broj odobrenja	Oznaka transakcije	Batch
5437601	WOOLNIA KNIT WEB SHOP	4770	Prodaja	2019-12-04 10:48:12	941	4500	967972	000 / Transakcija je odobrena	144767
5437600	WOOLNIA KNIT WEB SHOP	4770	Post-autorizacija	2019-12-04 10:48:46	941	4500	967972	000 / Transakcija je odobrena	
<a href="#">5437599</a>	WOOLNIA KNIT WEB SHOP	4770	Predautorizacija	2019-12-04 10:48:12	941	4500	967972	000 / Transakcija je odobrena	

« < 1 > »

Export