Introduction to the Admin-portal

Version: 1.2

Contents

1. Login

1.1 Production and staging

To start the process, you will need to access your account. This can be done either through our staging or production environment. Our portal is mirrored, which means you can use the same credentials to access both. What separates them is the URL you use in order to login.

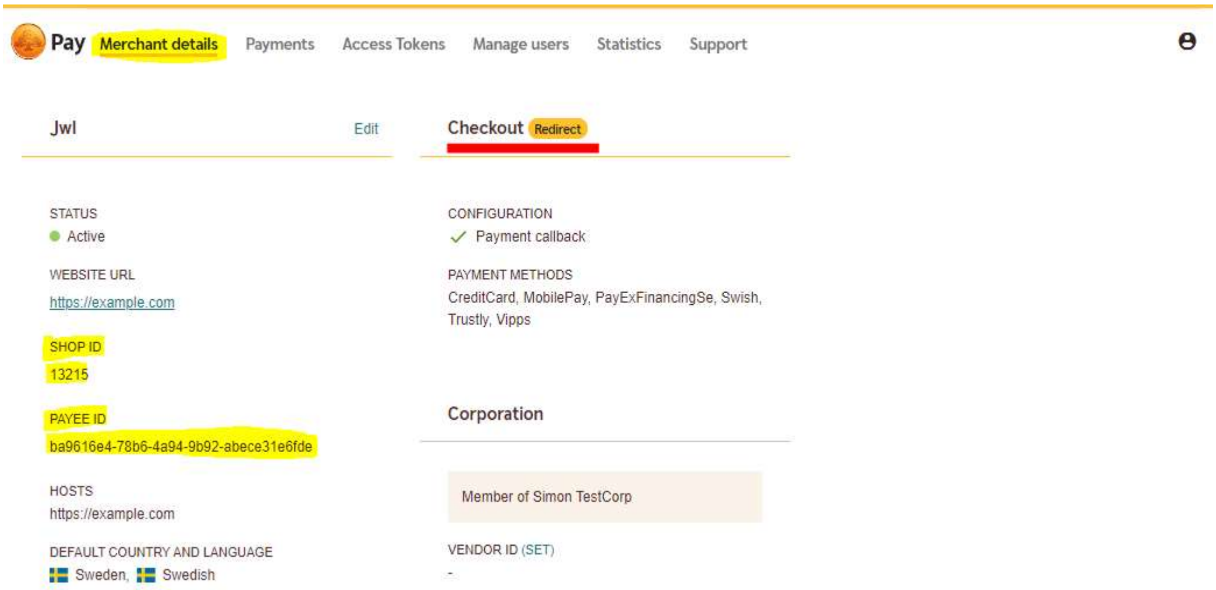
https://admin.payex.com/psp/beta/login/ - For production environment.

https://admin.externalintegration.payex.com/psp/beta/login/ - For staging environment. Initially used to calibrate and build integration towards us. This environment will always be available. Even after you have finished your integration.

2. Get started

2.1 Merchant details

Navigate to **Merchant details** in the menu, at the top of your screen. Here you will find information regarding your account. The most important parts are highlighted.

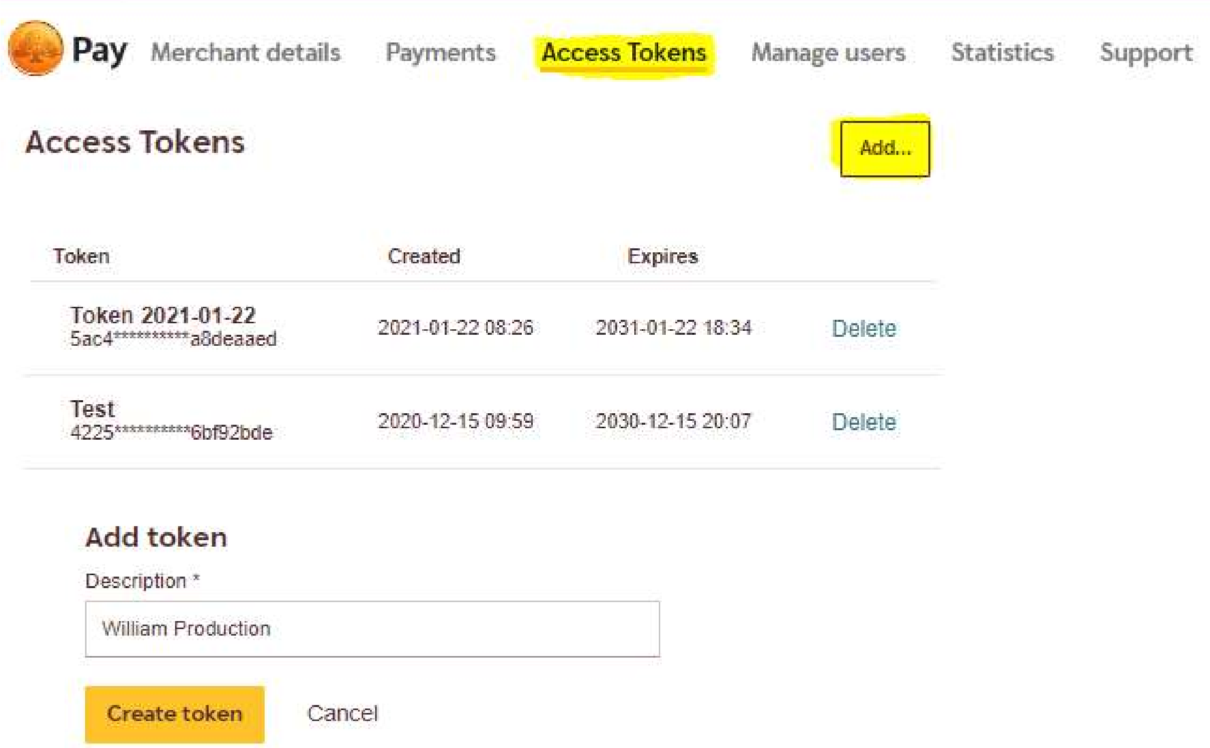


- **Shop ID: This is your unique ID in our systems. This is very useful when contacting us for support cases.**
- **Payee ID: This is your account number in the form of a GUID (the structure of the string). It is primarily used as an identifier for your API calls to mark which account is performing the transaction.**
- **Checkout (highlighted with red marker): The PSP Agreement Package you got with us. Can also be Payment Pages.**

2.2 Access Token

An Access Token needs to be created. It will be used together with Payee ID to validate transactions; the Payee ID will serve as the door and your Token the key.
If they don't match or belong to the same account, transactions will not go through.

Please note that the production and staging environment needs their separate Tokens.
If you were to add more payment methods later, a new Token needs to be created. This is because Tokens are created with their current account settings in mind.



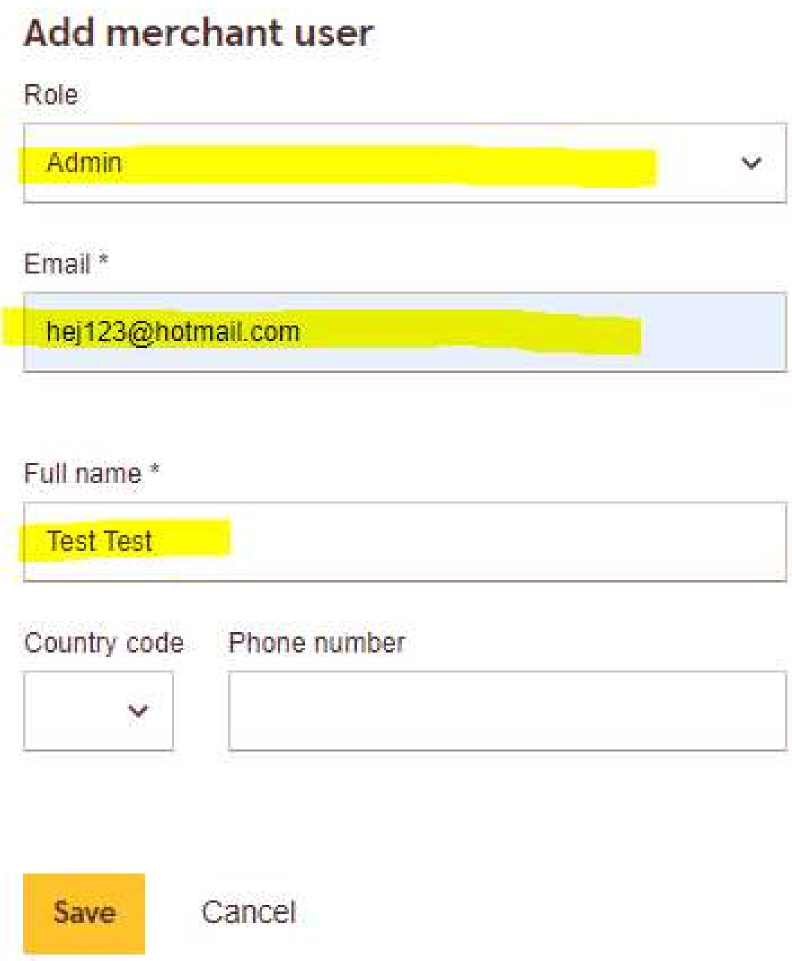
1. Navigate to "**Access Tokens**" at the top of the page.
2. Choose **Add** and name the Token. Suggestion is to name it according to what environment it is created in.
3. <u>**Your Token will only be fully visible upon creation.**</u> For security purposes, we will mask it like shown in the example above. If you need to keep track of it, please save it externally in a safe place as it will remain encrypted.

3. Users

3.1 Manage Users

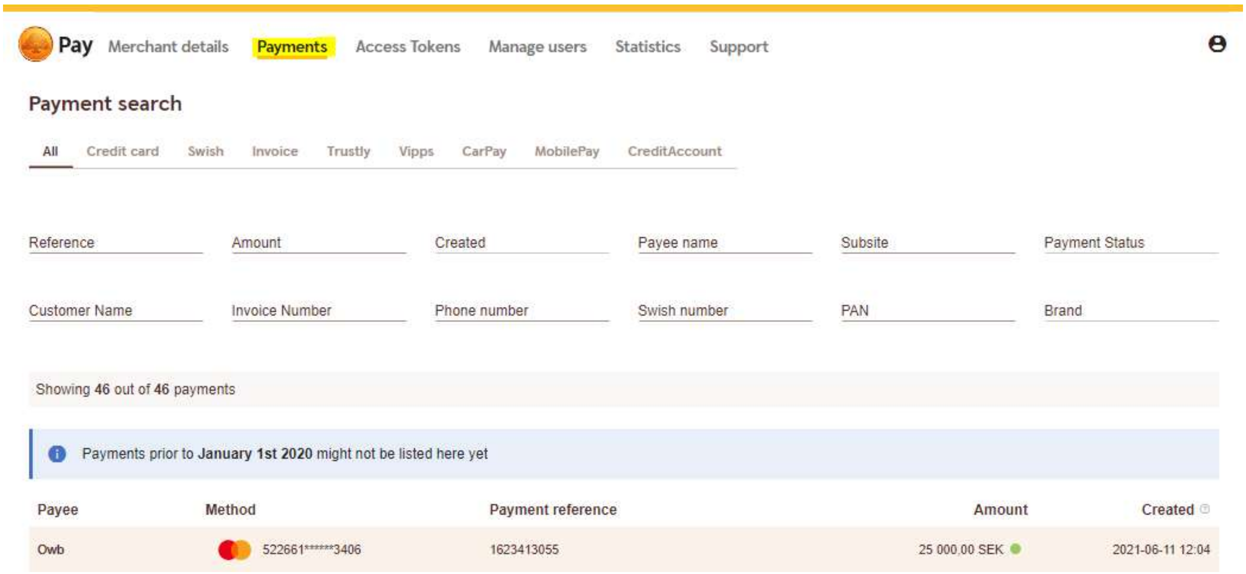
By navigating to "Manage users" you will be able to grant access to people in your organization or technicians. It is a simple process and the only necessary information needed is the persons email, name and role (Admin/Reader).
Admins have full access and can perform actions whilst reader only have the permission to search for and find information.

Please note that each individual email address is a unique user and can't be used for multiple accounts unless your accounts have been structured with a "Corporation Account".



4. Transactions

4.1 Transaction history



Reference will be the most common used field. You will be able to search for the “Payment Number”, “PayeeReference” or “OrderReference”.

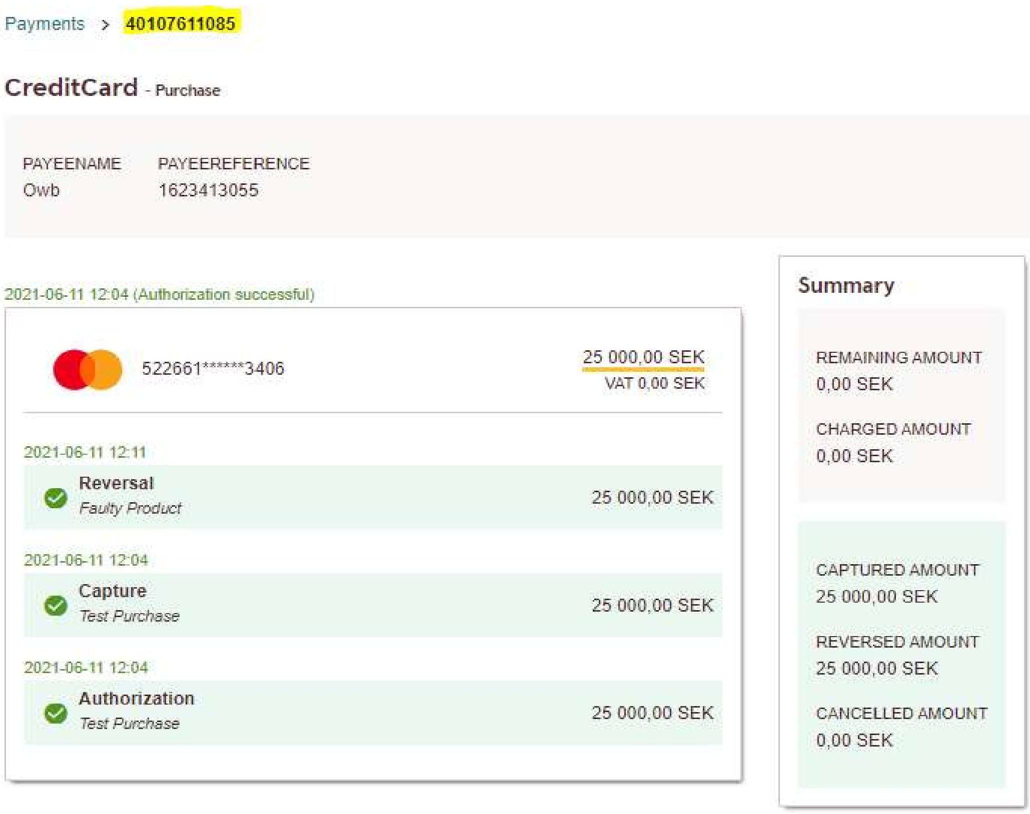
What references can be used in order to facilitate your search is highly dependent on what methods you’ve got available to you. As an example, “Invoice Number” or “Phone Number” won’t be shown unless you have got either Invoice or Swish services with us.

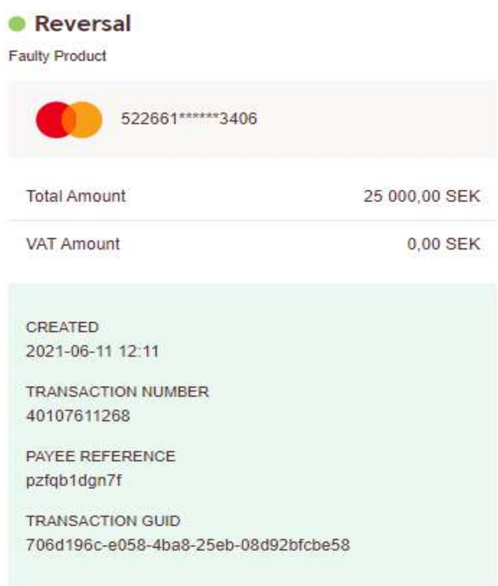
When you have located the transaction you are looking for, begin by pressing on the transaction. This will lead you to its payment profile. Here you’ll be able to handle the transaction manually if needed. Tasks such as reversing the payment, releasing reserved funds and even capturing the funds. Which ultimately transfers the funds to you.

4.2 Capture transactions

Below you will see a fully handled transaction and that the money was initially charged (Captured) and followed up with a reversal. You can use the “Summary” on the right side to determine what has transpired.

You can also find more information regarding each specific step in the transaction by pressing the appropriate step. By pressing “Reversal” you will find all the specific references to that action.

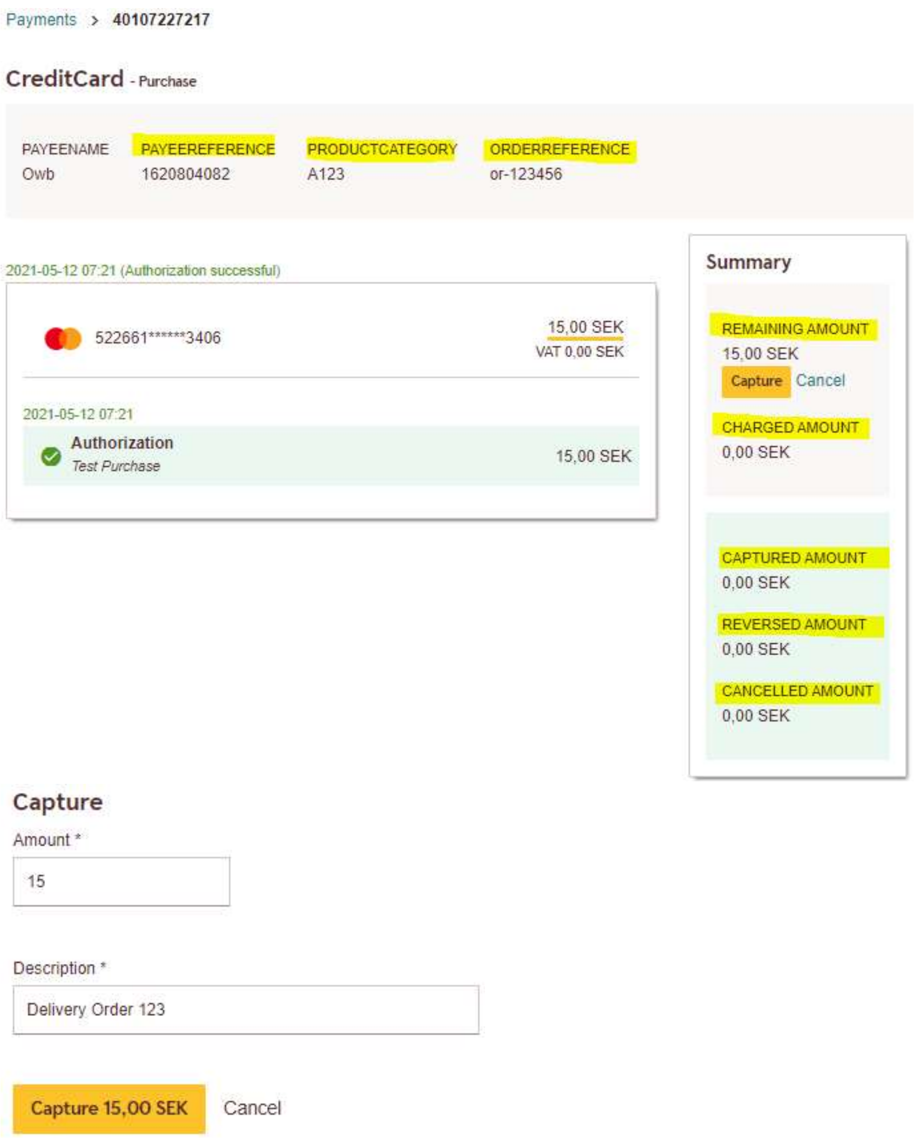




4.3 Reverse transactions

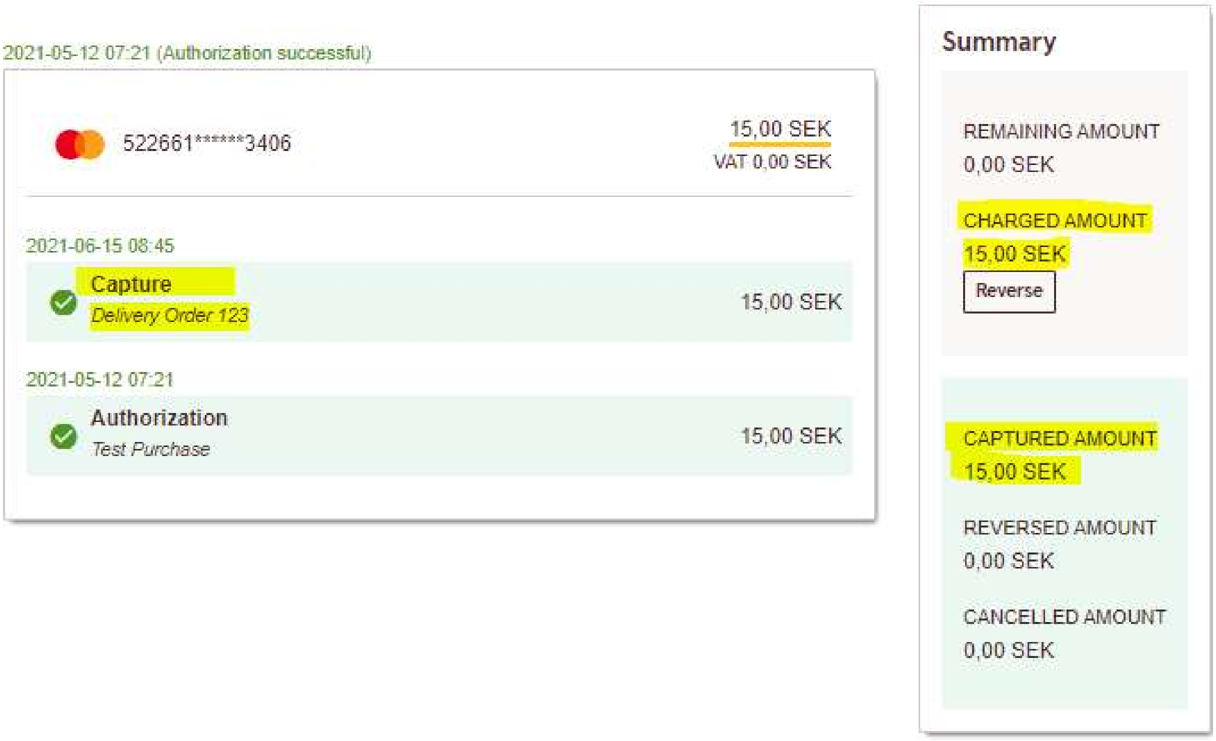
In this example. The transaction is only reserved with no money drawn.
Now that there are actions to be performed, you will find buttons for this inside the "Summary". As it stands now there are two options; Capture, to transfer the funds from your customer or releasing the funds with Cancel. You will now be prompted to specify "Amount" and "Description".

In the description, it is entirely up to you as a Merchant what you choose to provide. It is a value that will be reported back to you in the balance reports you receive at the end of each accounting cycle. In this example, values are used to point to a specific order number.



4.4 Actions tab

After you have performed your task, it will reflect in the actions tab as shown in the picture. You can see in the action tab when the transaction has been authorized and when it has been captured.



5. Transaction status

5.1 Colour indications

The admin portal shows different colors depending on the transaction status.

Green = Successful attempt

Red = Failed attempt

Blue = Pending

Pending will be shown whenever our system is waiting for information packages from external sources to determine if the transaction is successful or not. Pending is a natural state and will occur for example when the customer is visiting their banks respective 3D Secure services. If a transaction is stuck in pending for an extended period time, our recommendation is that you treat it as a failed attempt. Such cases can occur both when systems aren't fully co-operating and when the end-user (customer) stops the transaction

mid-way by closing the browser as an example. Since no input was made if this scenario happens, our systems will not know what has transpired.

6. Statistics

6.1 Time and date

Here you will be able to access graphs displaying your overall transactions. Begin by pressing "Change" and specify timespan. After you have specified date, you will begin seeing graphs.

6.2 Export to Excel

Scrolling further down, you will see numerical and precise values and there is also the option to export this information to an Excel. When exporting the dataset, the information will be sent to the email address that was used to log in with and performed the task.

Split by payment method

SEK

Creditcard	Count	VAT amount	Amount
Captures	4	75,00 SEK	76 500,00 SEK
Reversals	0	0,00 SEK	0,00 SEK
Swish			
Captures	2	0,00 SEK	30,00 SEK
Reversals	1	0,00 SEK	15,00 SEK
Trustly			
Captures	1	0,00 SEK	15,00 SEK
Reversals	0	0,00 SEK	0,00 SEK
Sum	8	75,00 SEK	76 530,00 SEK

EUR

Creditcard	Count	VAT amount	Amount
Captures	3	75,00 EUR	75,96 EUR
Reversals	0	0,00 EUR	0,00 EUR
Sum	3	75,00 EUR	75,96 EUR

Export this dataset

7. Support information

In case of support, please use the following contact information to receive the best possible help as soon as possible.

Integration and/or Technical support - teknisksupport@swedbankpay.se

Accounting and/or Balance reports - kundsupport@swedbankpay.se
We can also be reached by phone. Start by calling, (+46) 08-411 10 80 to reach our menu.
For technical support choose options 3, 1 and 1.
Customer support, please choose 3, 1 and 2.