



Upute za WebPay sustav

SADRŽAJ (CONTENTS)

Vrste transakcija	3
predautorizacijska transakcija (WebPay: Authorization)	3
direktna naplata (WebPay: PURCHASE)	3
Korisnik tipa <i>merchant administrator</i> i administracija transakcija.....	4
Glavni meni (Main Menu)	5
Trgovac (Merchant)	5
Transakcije (Transactions)	6
Kompletiranje (Capture)	8
Povrat (Refund).....	10
Blokiranje transakcija na temelju određenih kriterija.....	12
Poništenje – storno (Void)	13
Direktna naplata – terećenje (Purchase)	15
Terminal	16
Korisnici (Users)	16

VRSTE TRANSAKCIJA

PREDAUTORIZACIJSKA TRANSAKCIJA (WEBPAY: AUTHORIZATION)

Predautorizacijska transakcija je tip transakcije gdje se sredstva na računu korisnika/ce kartice rezerviraju u razdoblju do 28 dana od dana kada je transakcija odobrena od strane banke prihvatitelja. Nakon razdoblja od 28 dana sredstva se automatski vraćaju na račun korisnika/ce (otpuštaju se) i predautorizacijska transakcija prestaje biti važeća odnosno postaje expired.

U razdoblju od 28 dana su moguće dvije akcije nad predautorizacijskim transakcijama:

1. **Kompletiranje** (WebPay: **Capture**) – djelomično kompletiranje ili u punom iznosu
Molimo pogledajte niže za objašnjenje kako napraviti kompletiranje
2. **Poništenje** – storno (WebPay: **Void**)
Molimo pogledajte niže za objašnjenje kako napraviti poništenje

Povrat

Nakon kompletiranja predautorizacijske transakcije, moguće je napraviti povrat preko Monri WebPay sučelja u razdoblju od 180 dana nakon kompletiranja iste.

Napomena: Kompletiranje (Capture) i Storno (Void) je moguće napraviti preko Monri WebPay sučelja ili ako je Vaš integrator napravio implementaciju preko sučelja na Vašoj strani.

Za više informacije i objašnjenje pogledajte niže pod Authorization – Refund.

DIREKTNA NAPLATA (WEBPAY: PURCHASE)

Direktna naplata je tip transakcija gdje se sredstva sa računa korisnika/ce kartice automatski skidaju nakon što je transakcija odobrena od strane banke prihvatitelja.

Povrat

Za transakciju direktne naplate (WebPay: purchase) isto kao i predautorizacijsku transakciju je moguće napraviti povrat u razdoblju od 180 dana nakon što je transakcija odobrena.

Napomena: Povrat (WebPay: refund) je moguće napraviti preko Monri WebPay sučelja ili ako je Vaš integrator napravio implementaciju preko sučelja na Vašoj strani.

Za više informacija kako napraviti povrat molim Vas pogledajte objašnjenje niže u dijelu gdje se objašnjava povrat.

KORISNIK TIPA *MERCHANT ADMINISTRATOR* I ADMINISTRACIJA TRANSAKCIJA

Korisniku tipa *merchant administrator* nakon prijave u sustav otvara se sljedeća stranica:

Slika 1: Izgled sučelja nakon prijave

The screenshot shows the WebPay merchant administrator dashboard. At the top, there is a navigation menu with the following items: WebPay, Home, Merchant, Transactions, Comments, Terminal, Users, Reports, and Branko. Below the navigation menu, a light blue banner displays the message "Login successful!". The main content area is titled "Welcome Branko" and contains six summary cards arranged in a 2x3 grid:

- Totals**
 - Transactions: 1086
 - Approved transactions: 851
 - Declined transactions: 235
 - Invalid transactions: 0
 - Invalid requests from client: 233
 - Declined transactions from blacklist: 0
 - Unfinished 3D secure authentications: 317
- Authorizations**
 - Approved authorizations: 496
 - Declined authorizations: 162
 - Pending authorizations: 4
 - Expired authorizations: 265
- Purchases**
 - Approved purchases:
 - Declined purchases:
- Captures**
 - Approved captures: 211
 - Declined captures: 0
- Refunds**
 - Approved refunds: 26
 - Declined refunds: 0
- Voids**
 - Approved voids: 16
 - Declined voids: 0

GLAVNI MENI (MAIN MENU)

TRGOVAC (MERCHANT)

Odabirom opcije *Merchant* prikazuju se detalji trgovca jednako kako je prikazano na slici:

Slika 2: Detalji trgovca

Test client New payment ▾ Statistics Reports Merchant's e-mail template Buyer's e-mail template

Profile

- Address: MAGAZINSKA 11A
- Zip code: 10000
- City: Zagreb
- Country: Croatia
- Phone: 01 2431 555
- Mobile: 01 2431 555
- E-mail: info@2smart.hr
- Domain: http://www.2smart.hr

Edit New account Back

API settings

- Key: ToSmart9989*
- Authenticity token: b4e54c21f571663f4754ed2f4dacfdebc1ba796
- Success URL:
- Cancel URL:
- Redirect to success URL: **False**
- Debug mode: **True**
- Allow Installments: **False**

Risk and fraud settings

- MaxMind
 - Active: **False**
 - Moto Score: 100
 - Unsecured E-Commerce And 3ds Eci7 Score:
 - 3ds Attempted Score: 100
 - 3ds Authorized Score: 100

Account for ZABA

3D-secure settings

- Active: **True**
- Allow ECI 7: **False**
 - Allow ECI 7 on error: **True**
- Name: TD ELEKTRONIKA DOO
- Domain: http://www.2smart.hr
- Visa login: 000000855278888
- Visa password:
- Visa bin: 464449
- MasterCard login: 0855278888
- MasterCard password:
- MasterCard bin: 547476
- Country code: 191 (Croatia)
- MPI: zaba

Edit account

Gateway settings

- Active: **True**
- Allow refund/capture: **True**
- TID: INT00444
- MID: 0855278888
- MCC: 5045
- Exchange rate: no conversion
- MasterCard: **True**
- Visa: **True**
- American Express: **True**
- Diners: **True**
- Maestro: **True**
- JCB: **False**
- Discover: **False**

WebRisk

- WebRisk merchant ID:

TRANSAKCIJE (TRANSACTIONS)

Odabirom opcije *Transactions* izlistaju se sve transakcije za trgovca, poredane od najnovijih do najstarijih u odnosu na datum izvršenja:

Slika 3: Transakcije

Transactions

Export Search

Buyer profile - Processing details

Displaying Transaction 1 - 50 of 1751 in total

M	Buyer	Country	Card	Amount	Currency	ECI	En.	Auth.	Order number	Response code	Type	Status	Created at
27354	dsadas dsadasd	HR	visa	12.34	USD	06	N		apitestmember6386767d39d0a8c89a	0000	purchase	approved	2013-09-17 22:46:48 -1100
27338	John Smith	US	visa	22.00	USD	06	N		personal1447258c2b0d3a2b9749	0000	capture	approved	2013-09-16 22:18:02 -1100
27335	John Smith	US	visa	22.00	USD	06	N		personal1447258c2b0d3a2b9749	0000	authorization	approved	2013-09-16 22:11:43 -1100
27330	dsadas dsadasd	AE	visa	10.00	USD	06	N		personaladwebank48f1b5296a88296d7a0	0000	purchase	approved	2013-09-16 01:34:26 -1100
27324	dsds dsds	HR	visa	10.00	USD	06	N		apitestmemberc0649ca8499d9948	0000	purchase	approved	2013-09-15 23:38:53 -1100
27322	dsadasds dsadasd	HR	visa	10.00	USD	06	N		apitestmember61c78d1392d5a81b6a3	0000	purchase	approved	2013-09-15 23:26:57 -1100
27316	Nele Čoujek	US	visa	100.00	USD	06	N		personal1e419fc122c985c78d99	0000	authorization	approved	2013-09-15 21:52:26 -1100
27314	First Last	US	visa	10.00	USD	06	N		businessadwebank10026393514c89743a	0000	authorization	approved	2013-09-15 18:12:32 -1100
27312	dsada dsadasd	HR	master	25.00	USD	01	N		darlohas1126db30fcecb8469ce1c85	0000	void	approved	2013-09-15 04:12:13 -1100
27310	dsada dsadasd	HR	master	25.00	USD	01	N		darlohas1126db30fcecb8469ce1c85	0000	authorization	approved	2013-09-15 04:11:46 -1100
27308	dsada dsadasd	HR	master	25.00	USD	01	N		darlohas112694262a7c1491020957f	0000	refund	approved	2013-09-15 04:10:17 -1100
27306	dsada dsadasd	HR	master	25.00	USD	01	N		darlohas112694262a7c1491020957f	0000	capture	approved	2013-09-15 04:04:56 -1100
27304	dsada dsadasd	HR	master	25.00	USD	01	N		darlohas112694262a7c1491020957f	0000	authorization	approved	2013-09-15 04:02:10 -1100
27302	dsad dsada	HR	visa	37.02	USD	06	N		personaladwebank10b68499eeadfb3ac78	0000	purchase	approved	2013-09-14 04:21:39 -1100
27300	Mick Madison	CA	visa	40.00	USD	06	N		ExchangesPlus9c70930d67d7e4e4e6c9	0000	purchase	approved	2013-09-14 04:15:01 -1100
27298	First Last	HR	visa	12.35	USD	06	N		apitestmemberd3a7559c746985ca6ba	0000	authorization	approved	2013-09-13 23:59:12 -1100
27296	First Last	HR	visa	12.34	USD	06	N		apitestmember7539d37597ee1ccce8e	0000	authorization	approved	2013-09-13 23:57:38 -1100
27294	First Last	HR	visa	10.00	USD	06	N		apitestmember8d526809b12040d30a7b	0000	authorization	approved	2013-09-13 22:15:52 -1100
27289	first last	HR	visa	10.00	USD	06	N		apitestmemberb9980070d0cf3680d0d	0000	purchase	approved	2013-09-13 05:49:00 -1100
27287	dad dsadas	HR	visa	26.03	USD	06	N		apitestmembera89fa942a905e57d04	0000	purchase	approved	2013-09-13 05:05:52 -1100
27285	adad dsadasd	HR	visa	10.00	USD	06	N		apitestmember324448828648f8a2ecc	0000	purchase	approved	2013-09-13 05:04:24 -1100
27283	dsadas dsadasd	HR	visa	10.00	USD	06	N		apitestmember4652f43120b73988da1	0000	purchase	approved	2013-09-13 04:54:49 -1100
27272	asdasd dsadasd	HR	master	10.00	USD	01	N		apitestmember8dad068ada27db43c0	0000	purchase	approved	2013-09-13 02:33:37 -1100
27254	asdasd dsadasd	AF	visa	10.00	USD	06	N		apitestmember2a22d1b05888badccc20	0000	purchase	approved	2013-09-13 00:56:58 -1100
27252	dsadas dsad	AF	visa	26.03	USD	06	N		apitestmember2af291ca8b99211d69	0000	purchase	approved	2013-09-13 00:51:14 -1100
27250	Nele Čoujek	US	visa	20.00	USD	06	N		personal_1202490071d31a2db3788	0000	refund	approved	2013-09-13 00:37:39 -1100
27248	dsadas dsadasd	AF	visa	26.03	USD	06	N		apl_test_member2cd811f4a87bd433d	0000	purchase	approved	2013-09-12 23:42:04 -1100

Klikom na ID transakcije prikažu se njeni detalji:

Slika 4: Detalji transakcije

Transaction #26377: authorization - response from acquirer is approved

Terminal entry: 154 Created at: 2013-08-20 10:05:32 +0200 Order number: 54646546 Order history: authorized

Acquirer actions: [Capture](#) [Void](#) **Blacklist:** [Blacklist ip](#) [Blacklist pan](#) [Blacklist bin](#) **Comments:** [Add new comment](#)

Processing details

- Gateway: Webteh Gatecon
- Acquirer: integration_acq
- Response code: 0000
- Acquirer response code: 00
- Response message: approved
- Approval code: 720578
- Reference number: 000093808750
- Systan: 026376
- Status: approved
- Billing amount: 288.83
- Billing currency: HRK
- Exchange rate: 5.776709079742432
- MaxMind risk score:
- Time spent: 0.1768811 sec

Order details

- Amount: 50.00
- Currency: USD
- Order info: 145646
- Type: authorization
- Order number: 54646546
- Method: form
- Language: hr
- Moto: false
- Number of installments: N/A

Card details

- Card: MasterCard
- Issuer: unknown
- Masked pan: 546400-xxxx-xxxx-0008
- Expiration date: 1309

Buyer profile

- Full Name: ja5
- Address: sdfdas
- Zip: dffs
- City: sadasf
- Country: sfsf
- Phone: 0000
- Email: branko.volarevic@webteh.hr
- Ip: 141.138.11.122

3D-secure details

- ECI: 01
- Enrolled: N
- Authenticated:
- XID:
- ACSV:

References

- #26377: authorization - response is approved

Prikazani su detalji obrade narudžbe pod *Processing details*, detalji same narudžbe pod *Order details*, detalji kartice pod *Card details*, osobni podaci kupca pod *Buyer profile* ii detalji *3D-secure* provjere. Pod *References* navedene se transakcije koje su prethodile prikazanoj transakciji.

KOMPLETIRANJE (CAPTURE)

Gumb *Capture* omogućuje kompletiranje transakcije tipa *authorization* u punom ili djelomičnom iznosu, kako je prikazano na sljedećoj slici:

Slika 5: Kompletiranje transakcije predautorizacijskog (authorization) tipa

Transaction #26377: **authorization** - response from acquirer is **approve**

Terminal entry: [154](#) Created at: [2013-08-20 10:05:32 +0200](#) Order number: [54646546](#) Order history: [authorized](#)

Acquirer actions: [Capture](#) [Void](#) **Blacklist:** [Blacklist ip](#) [Blacklist pan](#) [Blacklist bin](#) **Comments:** [Add new comment](#)

Capture

 USD
[Capture](#) or [Cancel](#)

Klik na gumb *Capture* potvrđuje kompletiranje:

Slika 6: Potvrda kompletiranja

Are you sure?

[OK](#) [Cancel](#)

Potvrdom gumbom *OK* otvara se sljedeća stranica:

Slika 7: Primjer uspješnog kompletiranja

Capture successful!

Transaction #26387: capture - response from acquirer is approved

Terminal entry: 154 Created at: 2013-08-20 16:31:39 +0200 Order number: 54646546 Order history: authorized, captured
Action done by: Branko

Acquirer actions: Refund **Blacklist:** Blacklist ip Blacklist pan Blacklist bin **Comments:** Add new comment

<h4>Processing details</h4> <ul style="list-style-type: none">Gateway: Webteh GateconAcquirer: integration_acqResponse code: 0000Acquirer response code: 00Response message: approvedApproval code:Reference number: 000093808750Systan: 026386Status: approvedBilling amount: 288.83Billing currency: HRKExchange rate: 5.776709079742432MaxMind risk score:Time spent: 0.1694411 sec	<h4>Order details</h4> <ul style="list-style-type: none">Amount: 50.00Currency: USDOrder info: 145646Type: captureOrder number: 54646546Method: formLanguage: hrMoto: falseNumber of installments: N/A	<h4>Card details</h4> <ul style="list-style-type: none">Card: MasterCardIssuer: unknownMasked pan: 546400-xxx-xxx-(Expiration date: 1309
---	--	---

<h4>Buyer profile</h4> <ul style="list-style-type: none">Full Name: ja5Address: sdfdasZip: dffsCity: sadasfCountry: sfsfPhone: 0000Email: branko.volarevic@webteh.hrIp: 141.138.11.122	<h4>3D-secure details</h4> <ul style="list-style-type: none">ECI: 01Enrolled: NAuthenticated:XID:ACSV:
---	--

Iz slike se vidi da je kompletiranje bilo uspješno (poruka *Capture successful*), kao i da je jedina preostala opcija povrat sredstava gumbom *Refund*:

POVRAT (REFUND)

Slika 8: Povrat sredstava

Refund

WARNING FOR USERS FROM OLD SYSTEM: For partial refunds enter the amount you want to return to buyer, not the new order amount as before.

 USD

or [Cancel](#)

Gumbom *Refund* vraća se iznos iz transakcije. Također, moguće je vratiti i djelomični iznos sredstava, upisom iznosa manjeg od iznosa iz transakcije. *Refund* je potrebno potvrditi:

Slika 9: Potvrda povrata sredstava

Are you sure?

Potvrdom gumbom *OK* otvara se sljedeća stranica:

Slika 10: Primjer uspješnog povrata sredstava

Refund successfull!

Transaction #26423: refund - response from acquirer is approved

Terminal entry: 154 Created at: 2013-08-21 12:31:36 +0200 Order number: 54646546 Order history: authorized, captured, refunded
Merchant: Music store - integration Bank: Integration Bank
Action done by: Super User

Blacklist: Blacklist ip Blacklist pan Blacklist bin **Comments:** Add new comment

<h3>Processing details</h3> <ul style="list-style-type: none">Gateway: Webteh GateconAcquirer: integration_acqResponse code: 0000Acquirer response code: 00Response message: approvedApproval code: 330782Reference number: 000093808750Systan: 026422Status: approvedBilling amount: 173.30Billing currency: HRKExchange rate: 5.776709079742432MaxMind risk score:Time spent: 0.2675212 secResponse: Show	<h3>Order details</h3> <ul style="list-style-type: none">Amount: 30.00Currency: USDOrder info: 145646Type: refundOrder number: 54646546Method: formLanguage: hrMoto: falseNumber of installments: N/A	<h3>Card details</h3> <ul style="list-style-type: none">Card: MasterCardIssuer: unknownMasked pan: 546400-xxx-xxx-4Expiration date: 1309
---	---	---

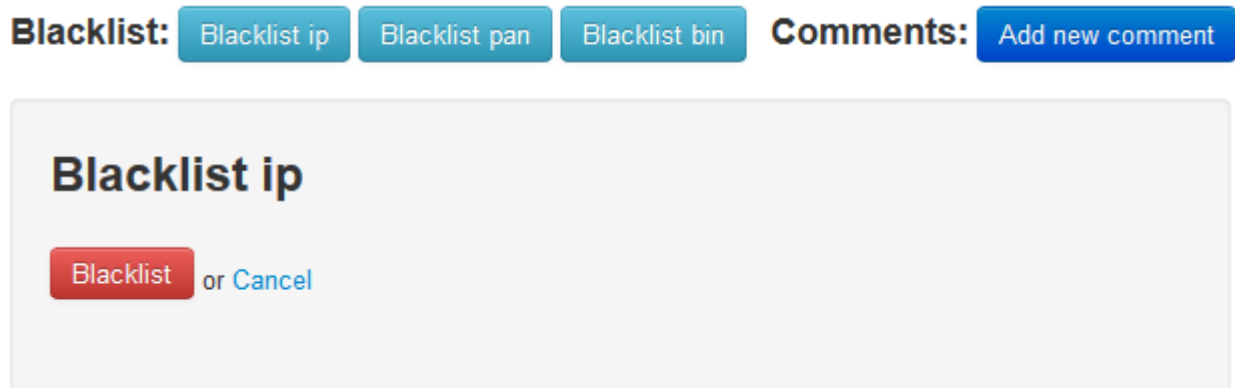
Sa slike je vidljivo da je povrat sredstava bio uspješan (poruka *Refund successfull*), kao i da nisu više moguće nikakve akcije nad transakcijom.

BLOKIRANJE TRANSAKCIJA NA TEMELJU ODREĐENIH KRITERIJA

Gumbima iz *Blacklist* grupe moguće je blokiranje transakcija na temelju određenih kriterija:

Blacklist ip blokira IP adresu, *Blacklist pan* blokira karticu s tim i tim *panom* dok *Blacklist bin* blokira određeni *bin*:

Slika 11: blokiranje transakcija



Gumbom *Blacklist* potvrđuju se blokade, gumb *Cancel* ih otkazuje.

PONIŠTENJE – STORNO (VOID)

Ako se transakcija želi stornirati/poništiti, potrebno je kliknuti na gumb *Void*:

Slika 12: Poništenje transakcije

Transaction #26425: authorization - response from acquirer is approved

Created at: 2013-08-21 12:48:05 +0200 Order number: bb288da8cc47828 Order history: authorized

Merchant: Music store - integration Bank: Integration Bank

Acquirer actions: [Capture](#) [Void](#) **Blacklist:** [Blacklist ip](#) [Blacklist pan](#) [Blacklist bin](#) **Comments:** [Add new comment](#)

Processing details

- Gateway: Webteh Gatecon
- Acquirer: integration_acq
- Response code: 0000
- Acquirer response code: 00
- Response message: approved
- Approval code: 972970
- Reference number: 000093808960
- Systan: 026424
- Status: **approved**
- Billing amount: 5.77
- Billing currency: HRK
- Exchange rate: 5.776709079742432
- MaxMind risk score:
- Time spent: 0.1049714 sec
- Response: [Show](#)

Order details

- Amount: 1.00
- Currency: USD
- Order info: snowmaster 3000
- Type: authorization
- Order number: bb288da8cc47828
- Method: form
- Language: en
- Moto: false
- Number of installments: N/A

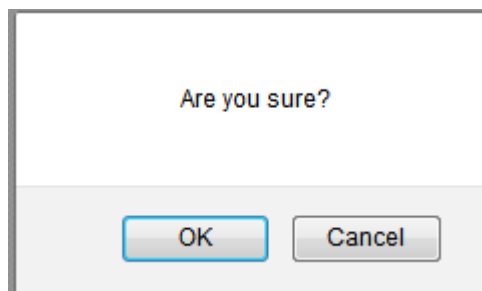
Card details

- Card: MasterCard
- Issuer: unknown
- Masked pan: 546610-xxx-xxx-0
- Expiration date: 1911

Za poništenje potrebno je *Void* i potvrditi gumbom

ponovno kliknuti gumb *OK*,

Slika 13: potvrda poništenja



nakon čega se otvara sljedeća stranica:

Slika 14: uspješno poništenje transakcije

Void successful!

Transaction #26427: void - response from acquirer is approved

Created at: 2013-08-21 12:52:27 +0200 Order number: bb288da8cc47828 Order history: authorized, voided

Merchant: Music store - integration Bank: Integration Bank

Action done by: Super User

Blacklist: [Blacklist ip](#) [Blacklist pan](#) [Blacklist bin](#) **Comments:** [Add new comment](#)

Processing details

- Gateway: Webteh Gatecon
- Acquirer: integration_acq
- Response code: 0000
- Acquirer response code: 00
- Response message: approved
- Approval code: 396032
- Reference number: 000093808960
- Systan: 026426
- Status: approved
- Billing amount: 5.77
- Billing currency: HRK
- Exchange rate: 5.776709079742432
- MaxMind risk score:
- Time spent: 0.0646680 sec
- Response: [Show](#)

Order details

- Amount: 1.00
- Currency: USD
- Order info: snowmaster 3000
- Type: void
- Order number: bb288da8cc47828
- Method: form
- Language: en
- Moto: false
- Number of installments: N/A

Card details

- Card: MasterCard
- Issuer: unknown
- Masked pan: 546610-xxx-xxx-l
- Expiration date: 1911

Iz slike je vidljivo da je povrat sredstava uspješno izvršen (poruka *Void successful*), kao i da više nisu moguće nikakve akcije nad transakcijom.

DIREKTNA NAPLATA – TEREĆENJE (PURCHASE)

Za transakcije tipa *purchase* moguće akcije jedino uključuju povrat sredstava:

Slika 15:povrat sredstava za transakcije tipa purchase

Transaction #26429: purchase - response from acquirer is approved

Created at: 2013-08-21 14:13:16 +0200 Order number: 053cfa06a011786 Order history: purchased

Acquirer actions: [Refund](#) Blacklist: [Blacklist ip](#) [Blacklist pan](#) [Blacklist bin](#) Comments: [Add new comment](#)

Processing details

- Gateway: Webteh Gatecon
- Acquirer: integration_acq
- Response code: 0000
- Acquirer response code: 00
- Response message: approved
- Approval code: 687919
- Reference number: 000093808970
- Systan: 026428
- Status: approved
- Billing amount: 5.77
- Billing currency: HRK
- Exchange rate: 5.776709079742432
- MaxMind risk score:
- Time spent: 0.3292695 sec

Order details

- Amount: 1.00
- Currency: USD
- Order info: snowmaster 3000
- Type: purchase
- Order number: 053cfa06a011786
- Method: form
- Language: en
- Moto: false
- Number of installments: N/A

Card details

- Card: MasterCard
- Issuer: unknown
- Masked pan: 546610-xxx-xxx-l
- Expiration date: 2109

Povrat sredstava za transakcije tipa *purchase* izvršava se jednako kao i za transakcije tipa *authorization*.

TERMINAL

Opcija terminal služi za izradu formi za plaćanje trgovcima koji nemaju košarice na prodajnom mjestu (Monri PayByLink) i njegovo korištenje opisano je u zasebnim uputama.

KORISNICI (USERS)

Odabirom opcije *Users* otvara se popis korisnika trgovca:

Slika 16 Popis korisnika

Users

[New user](#)

Displaying all 6 User

ID	Full name	E-mail	Time zone	Role	Active	Last login	Actions
224	Suzana12345	suzana.hersak12@webteh.hr	Zagreb	Merchant administrator	True	2013-07-28 21:25:54 -1100	Edit
222	Branko	branko.volarevic@webteh.hr	Zagreb	Merchant administrator	True	2013-08-20 03:28:16 -1100	Edit
214	Alen Mešić	alen.mesic@webteh.hr	International Date Line West	Merchant administrator	True	2013-09-18 01:15:22 -1100	Edit
204	zella	zurlji@webteh.hr	Zagreb	Merchant administrator	True	2013-06-17 01:38:48 -1100	Edit
31	testuser	bozica@webteh.hr	Zagreb	Merchant administrator	false	2013-05-16 02:51:24 -1100	Edit
3	Pero Perić	pero@webteh.hr	Zagreb	Merchant administrator	false	2012-02-17 11:15:17 -1100	Edit

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Moguće je pogledati detalje o korisniku odabirom korisnika i uređivanje. Uređivati se mogu podaci o korisniku, lozinka i jezik prikaza sučelja.