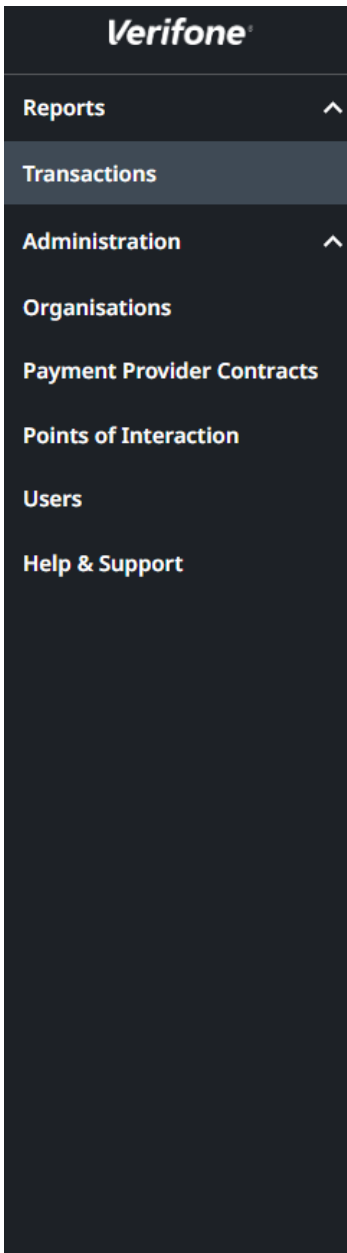# Verifone Central

Accessing Verifone Central for the first time

You will receive an email from your region at 'no-reply@vficonnect' confirming your Verifone Cloud Services account has been set up, followed by another email with a link to set your password.

Follow the instructions to complete your Merchant Portal account set up. Check your junk or spam folders if you do not receive the emails.

Note: For your security, Verifone Cloud Services logs you out of the Portal after 30 minutes of inactivity.

Navigating Verifone Central

When you log into Verifone Central you are taken to the Transactions dashboard on the Reports tab. Use the navigation bar on the left to access different tabs.

Reports tab

Transactions Dashboard

On the Reports tab you can access the main Transactions report where you can search and filter your organisation's transactions and export reports. Your transaction report includes all transactions from all your Payment Channels, including refunds and pre-authorisations.

In addition to filtering your transactions by organisation and Merchant ID, you can also apply the following filters to your transactions:

- Transaction or settlement date
- Transaction details
- Transaction identifiers

Filter by transaction or settlement date

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Transactions

| Batch number ˅ | Type a Batch number |

| Organisations ˅ | Merchant ID ˅ | Created date: 6/15/2020 - 6/30/2020 ˅ | + Add filter |

Total: 377 transactions

Created ▲	Reference	Organisation	Product
6/30/2020, 12:43:21	200630000373	Team Fierce 'E' Bar	Visa
6/29/2020, 15:52:23	200629000372	Team Fierce 'E' Bar	Visa
6/29/2020, 15:50:54	200629000371	Team Fierce 'E' Bar	Debit
6/29/2020, 15:49:53	200629000370	Team Fierce 'E' Bar	Debit
6/29/2020, 15:48:58	200629000369	Team Fierce 'E' Bar	Debit
6/29/2020, 15:48:12	200629000368	Team Fierce 'E' Bar	Debit
6/29/2020, 15:46:33	200629000367	Team Fierce 'E' Bar	Mastercar
6/29/2020, 15:45:19	200629000366	Team Fierce 'E' Bar	Visa
6/29/2020, 15:44:39	200629000365	Team Fierce 'E' Bar	Debit
6/29/2020, 15:43:35	200629000364	Team Fierce 'E' Bar	Debit

Results per page   10 ˅

Anna Jones ↦

Click **Created date** or **Settled date** to filter transactions based on a date range.

- If 'Created date' is selected, the filter will include transactions *initiated* during the selected date range
- If 'Settled date' is selected, the filter will include transactions *settled* during the selected date range

Filter by transaction details

Transactions

| Batch number ˅ | Type a Batch number |

| Organisations ˅ | Merchant ID ˅ | Created date: 6/15/2020 - 6/30/2020 ˅ | **+ Add filter** |

Total: 377 transactions

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6/29/2020, 15:48:58	200629000369	Team Fierce 'E' Bar	Debit
6/29/2020, 15:48:12	200629000368	Team Fierce 'E' Bar	Debit
6/29/2020, 15:46:33	200629000367	Team Fierce 'E' Bar	Mastercar
6/29/2020, 15:45:19	200629000366	Team Fierce 'E' Bar	Visa
6/29/2020, 15:44:39	200629000365	Team Fierce 'E' Bar	Debit
6/29/2020, 15:43:35	200629000364	Team Fierce 'E' Bar	Debit

Results per page   10 ˅

Reports — Transactions — Administration — Help & Support — Anna Jones

Select + **Add Filter** to filter transactions based on the following transaction details:

- **Channel**: Where the sale originated e.g. from terminal or online. (Note: For New Zealand, the 'POS' means the transaction was processed on an EFTPOS terminal in-store).
- **Currency:** Currency in which the transaction was tendered e.g. New Zealand Dollar (NZD)
- **Product**: The card type used by the cardholder
- **Transaction type**: The type of transaction e.g. sale or refund
- **Transaction status**: The status of the transaction e.g. approved or declined

Filter by transaction identifiers

You can search for transactions based on transaction identifiers (see below). Select a transaction identifier from the dropdown menu, enter the correct value for the transaction/s you are searching for into the search bar and then click **Search**.

You can find some of these identifiers on your terminal receipts.

```
Merchant Bank
Merchant Name
City 1234
New Zealand


MID          12345678
TSP     123456780001
TIME 12JUN19    09.29
TRAN 000287    CREDIT
Visa
VISA               C
CARD...........1234
RID       A000000003
PIX             1010
TVR      0000008000
TSI             0000
ARQ E4975FDD763A2265
AUTH          380121

PURCHASE    NZD20.00

TOTAL       NZD25.00

   (000) APPROVED
```

- **Terminal ID**: You can find this on all of your receipts. It is the last four digits of the 'TSP' number.
- **Stan** (System Trace Audit Number): The 6-digit number incremented for each transaction the terminal sends.
  - Note: New Zealand users can find this on your EFTPOS receipt as the 'Tran' number. Example: 000287

- **RRN (Reference Retrieval Number):** Only available on some merchant EFTPOS receipts. Made up of the date the transaction was processed and the transaction stan number (System Trace Audit Number). Example: 200807030680
- **Batch Number:** This is the settlement date of the transaction in the format YYDDMM
- **Reference**: For transactions processed on an EFTPOS terminal in-store this is the RRN
- **Settlement ID**: Not applicable for New Zealand
- **Transaction ID**: For New Zealand transactions processed on an EFTPOS terminal in-store this is the RRN

Transaction detail

Click a particular transaction to see additional details about the transaction:

- **Organisation:** The organisation associated with this transaction
- **Reference:** The transaction reference number. For New Zealand in-store EFTPOS terminals, this is the RRN
- **Channel**: Where the sale originated i.e. on a terminal or online. If the channel is given as 'POS', this means the transaction was processed on a terminal in-store
- Click on the tabs to see more information about the transaction:
- **History:** All events that happened on a transaction are logged
- **Details:** See the below 'Report columns' section for definitions of these transaction properties
- **Customer:** For e-commerce we will also display actual customer information like name, billing- & shipping address
- **Documents:** Here, Merchants in eligible regions can generate Cardholder Copy and Merchant Copy Payment Documents (Transaction Receipts or Vouchers) for eligible Transaction Types and Statuses.

Exporting reports

Once you've applied filters to display the transactions you want to export, click Export CSV to generate a transaction report for download.

1. Select the report type:

- 'Basic report' will contain the same columns as the transaction table in Verifone Central.
- 'Full report' will export all transaction detail fields

  2.Click Download CSV
- See report columns section for definitions of all transaction detail fields.

Report columns

Below are definitions for all of the transaction detail fields included on full reports.

Field name	Definition	Region
Created_at_date	Date of transaction	
Created_at_time	Time of the transaction	
Created_at_timezone	Time zone of transaction	
Created_at_utc	Consolidated date, time and time zone	
Reference		NZ: For EFTPOS terminal-initiated transactions this is the RRN
Entity	Trading name of the site that processed the transaction	
Product	Card used for payment	
Orig.amount	Sales transaction amount	
Original amount currency code	Currency in which the transaction was tendered	
Curr.amount	Currency code (e.g., Euro EUR	
Curr.amount currency code	The actual amount the merchant will get paid. In case of a refund the current amount might be lower than the original amount. In case of a top-up it will be higher.	
Status	Transaction status, e.g. Sale Authorised or Sale Declined	

Merchant_id	Merchant ID comes from the PPC, not the POI. The POI will return the Terminal ID.	
Organisation_id		N/A for New Zealand
Arn		N/A for New Zealand
Batch_id	This is the settlement date of the transaction in the format YYDDMM	
Card.bin	The Bank Identification Number of the card (usually the first 6 digits of the card number)	
Card.last_four	Last four digits of the card	
Card.issuer_country	The country where the card was issued	• All customer information fields are not applicable to New Zealand
_Id	Unique identifier of the transaction in the Portal	
RRN: (Reference Retrieval Number)	Made up of today's date and the transaction STAN (System Trace Audit Number)	
Settlement_date	The date the funds settled in your merchant account	
Settlement_Id		Not applicable to NZ

Administration tab

Organisations

Organisations

1 - 1 of 1 organisations

Name ▾	Country
Team Fierce	New Zealand

Results per page   10 ▾

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The Organisations tab displays all of the organisations you have access to.

Depending on the structure and size of your business (and your access level) your organisation might be a single business with one store, a single business with multiple stores, or have multiple stores across multiple businesses.

Click on the blue arrow on an organisation record to view organisation details.

The initial structure of your organisation is based on your Eftpos NZ account structure. If you need to make changes to your organisation, call our Technical Helpdesk on 0800 338 767.

Coming Soon: Payment Provider Contracts

On the Payment Provider Contracts (PPC) tab you will be able to view contracts and agreements with your payment solution providers. The PPC tab will provide a list of all your current Merchant Facilities with useful information such as your Merchant IDs and supported features and payment types for each facility.

Points of Interaction

The Points of Interaction (POI) tab lists the points of interaction that populate your Transactions dashboard. This tab currently only lists your in-store terminals, but may include additional payment services as we roll out new products and features.

- **Name:** Currently this is the unique four-digit number at the end of your Terminal ID which identifies which terminal this POI is
- **Organisation:** The organisation associated with the POI
- **Terminal ID:** Currently the same as the name column
- **Type:** Displays the POI type. This field will be populated with **'Point of Sale'** if the POI is an in-store terminal

Users

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Users

| Email ⌄ | Type a Email |

Organisations ⌄   **Clear filter**

1 - 3 of 3 users

Name ▾	Email
Anna Smith	annas@teamfierce.co.nz
Peter Piper	peterp@teamfierce.co.nz
Bart Ender	barte@teamfierce.co.nz

Results per page   10 ⌄

You can view and search for users in your organisation by name or email address on the Users tab, depending on your access level. Merchant admins can also add new users on the Users tab.

Creating new users

Only users with 'Merchant Admin' access can set up new users.

- Select Administration > Users.
- Click Add New User
- Complete the following fields:
  - Full name
  - Email address
  - Access rights - determines the level of access needed for transaction tasks. See merchant roles section below.
  - Organisation

The new user will receive an email inviting them to set up a password to activate their account.

Merchant roles

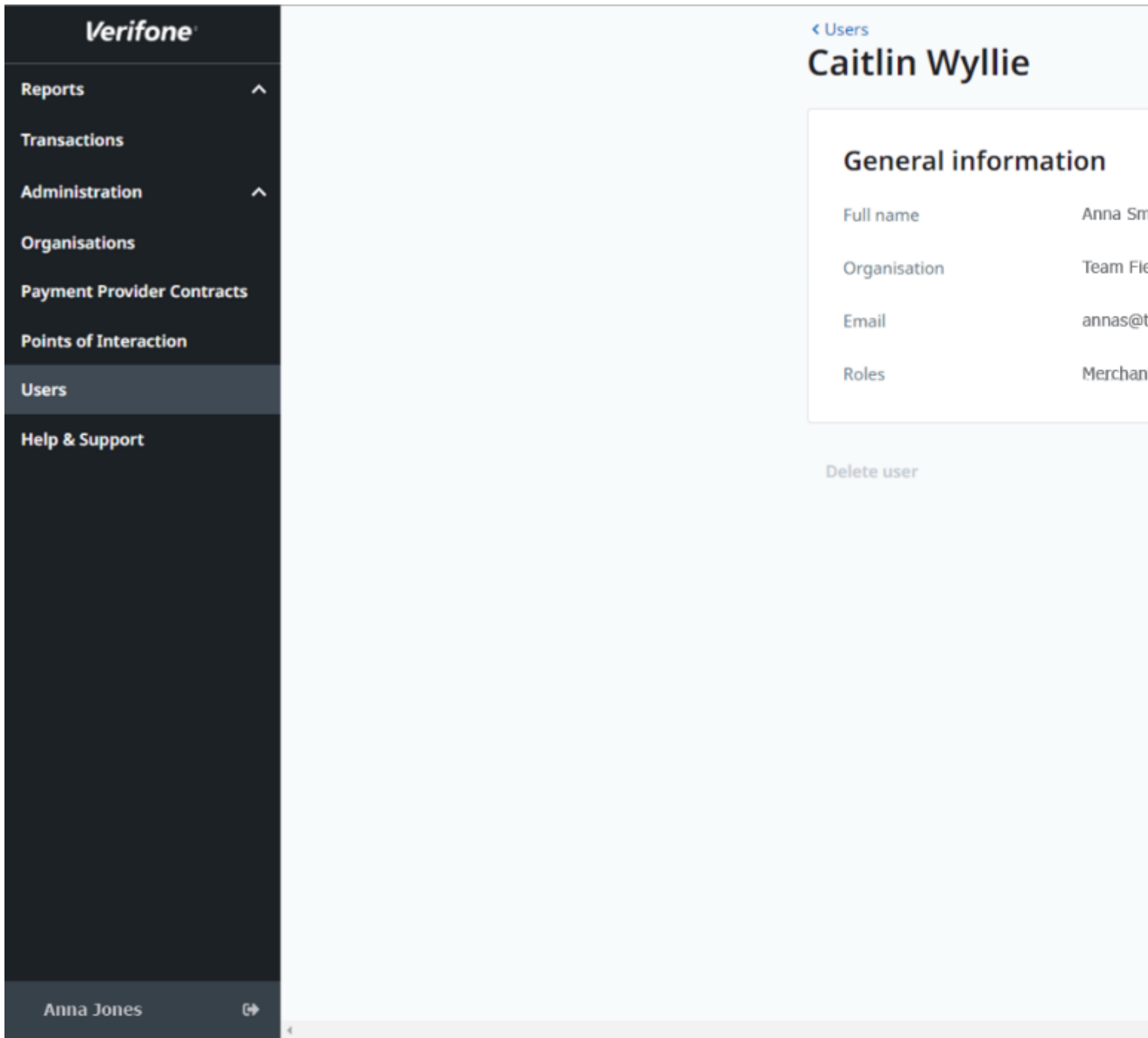|	VIEW TRANSACTION DASHBOARD	VIEW TRANSACTION DETAILS	VIEW ORGANISATION LIST	VIEW ORGANISATION DETAILS	CREATE ORGANISATIONS	VIEW USER LIST	VIEW USER DETAILS	CR... U...
Merchant Admin	✓	✓	✓	✓		✓	✓	
Merchant Supervisor	✓	✓	✓	✓				
Merchant Reviewer	✓	✓	✓	✓		✓	✓	
Merchant Cashier	✓	✓	✓	✓				
Merchant User	✓	✓	✓	✓				

- **Merchant Admin** – The Verifone Cloud Services account contact person who provides employees within your organisation Portal access. An organisation can have more than one Merchant Admin.
- **Merchant Supervisor**- Usually reserved for managers. Has read access for the Transaction dashboard, Organisations list and Points of Interaction list.
- **Merchant Reviewer-** Read access for all dashboards on Verifone Central.
- **Merchant Cashier** – Read access for the Transaction dashboard, Organisation list and POI list.
- **Merchant User** - Ideal for call centre support staff. Read access for the Transaction dashboard, Organisation list and POI list.

Help & Support

help desk

Access the user guide for Verifone Central and find out where to get further support on the Help & Support tab.

Account settings

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< Users

Caitlin Wyllie

General information

Full name   Anna Sm

Organisation   Team Fie

Email   annas@t

Roles   Merchan

Delete user

Click on your account name at the bottom of the navigation bar to access your account settings. Click **Edit user** to change your account name, change your password, set language preferences, and view access rights.

FAQs

Q: How long does Verifone Central keep a user logged in without activity?

A: Users are logged out automatically after 30 minutes of inactivity.

Q: How many users can a Merchant Admin add?

A: There is no limit on the number of users you can add.

Q: What transaction data is available on Verifone Central?

A: The Transaction dashboard currently shows all transactions made using a payment card in-store, including cancelled and declined transactions. Some 'comms error' transactions won't appear if the terminal could not connect to the network to process the transaction and offline mode transactions won't appear until the terminal can reconnect to the network.

Q: How far back does the transaction history go?

A: Transaction history is from the date a merchant is onboarded onto the platform. Previous transactions are not available currently.

Q: How do I change the date and time format on Verifone Central?

A: Your date and time format on Verifone Central is set by your browser settings. To change the date or time format, update your browser settings or contact your IT support.