



XPAY BACK-OFFICE USER MANUAL

for Merchant

Review

<i>Version</i>	<i>Update description</i>	<i>Data</i>
<i>Version 1.0</i>	<i>First version of the document</i>	<i>25/07/2023</i>
<i>Version 1.1</i>	<i>Version with the processing rules section</i>	<i>19/12/2023</i>
<i>Version 1.2</i>	<i>Fix and adjustments to processing rules</i>	<i>08/01/2024</i>
<i>Version 1.3</i>	<i>Update for back-office v1.7 version</i>	<i>03/06/2025</i>
<i>Version 1.4</i>	<i>Update for expired authorizations</i>	<i>20/06/2025</i>
<i>Version 1.5</i>	<i>Update developer portal URL</i>	<i>23/06/2025</i>
<i>Version 1.6</i>	<i>Adjustments on INDEX</i>	<i>29/07/2025</i>

<i>Version 1.7</i>	<i>Added IRIS Payments – Only for Greek Merchants</i>	<i>15/10/2025</i>
<i>Version 1.8</i>	<i>Corrections from Greece on Installments – Only for Greek Merchants - and updates with new features on Backoffice 1.7</i>	<i>19/12/2025</i>

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1. Introduction

XPay system provides merchants with a secure, multi-channel platform for e-commerce, Pay by link Plus and M.O.T.O. (Mail order - Telephone order) sales, enabling them to accept and manage payments easily and securely.

The Back Office Portal is a comprehensive and functional tool for configuring the services offered by the XPay Payment Gateway. The URL to access the production environment is:

- <https://xpaydashboard.nexigroup.com/login>

An e-mail will be sent by Nexi (XPay) to the merchant including the reference to the merchant Back Office portal (URL) and directions on how to access the portal itself and change password at first log-in.

This email could also include reference to the XPay CSEE developer portal:

<https://developer.nexigroup.com/en-EU/>

This document provides instructions on how to use the Back Office for the various users. It contains a functional description of the Interface and is divided into the following sections:

- language
- instructions on how to access the Back Office
- Back Office structure
- detailed descriptions of each functionality

2. Language

The Back Office is available in different languages and a merchant can change the language through the profile page, that allows to change languages.

The supported languages are:

- Bosnian
- Czech
- German

- Greek
- English
- Croatian
- Hungarian
- Italian
- Polish
- Romanian
- Slovak
- Slovenian
- Albanian
- Serbian

3. Access

For the first access to the Back Office, Nexi will send a welcome e-mail with access instructions and a link to reset the password.

The link is valid for 24 hours, after which it will be necessary to reset the password from the portal login page. The e-mail indicated during contract subscription will be registered as an Admin profile. Then, the Admin has the possibility to create both other users and other Admins.

3.1 Profiles

Users with access to the Back Office will be identified through their credentials and linked to a specific profile with a set of functionalities:

- **Admin:** this profile can:
 - view orders/operations
 - do captures/refunds/void/cancel capture on operations
 - do M.O.T.O. transactions (if enabled, as a merchant should have signed only for MOTO service)
 - create Pay by Link Plus (if enabled, as a merchant should have signed only for Pay by Link Plus service)
 - create/manage users
 - generate/show/delete API keys
 - configure terminal
- **Operator:** can do what the Admin profile does, except:
 - create/manage users
 - generate/show/delete API keys
 - configure terminal
 -
- **Reporter:** can do what the Operator profile does except:
 - do captures/refunds/void/cancel capture on operations
 - do M.O.T.O. transactions
 - create Pay by Link Plus

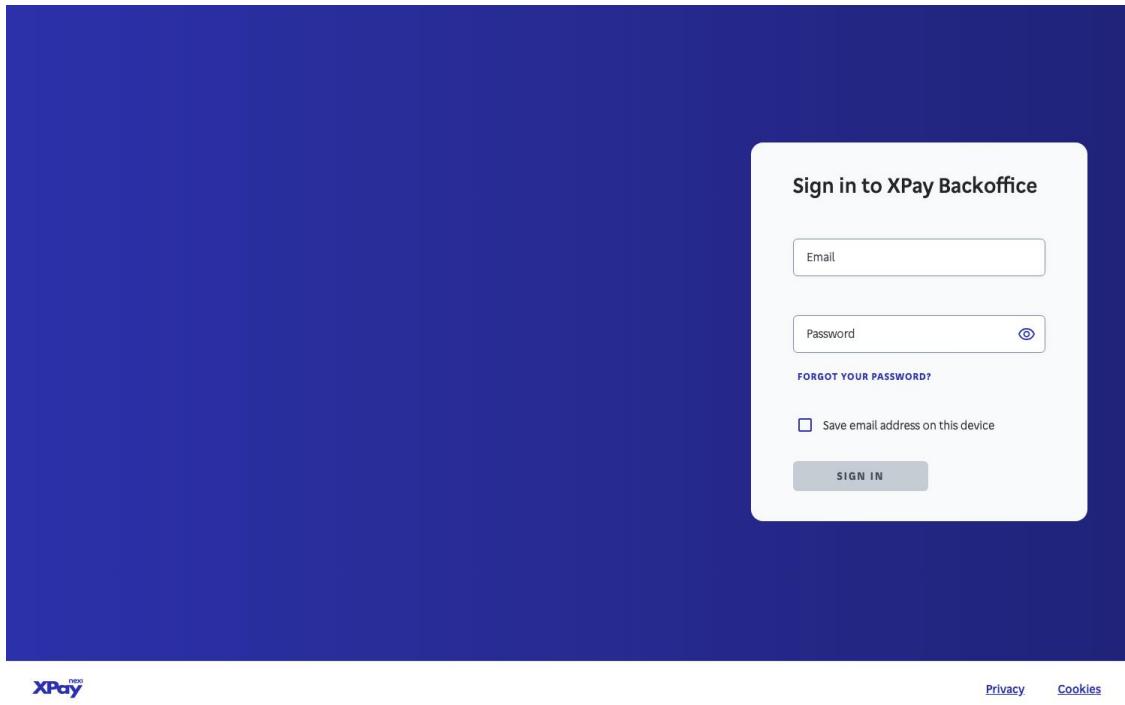
In a nutshell:

Main functionalities	Admin	Operator	Viewer
View orders/operations	X	X	X
Do capture/ refund/ void / cancel capture on operations	X	X	-
Do M.O.T.O. transactions	X	X	-
Create Pay by Link Plus	X	X	-
Create/manage users	X	-	-
Generate API keys	X	-	-
Configure terminal	X	-	-

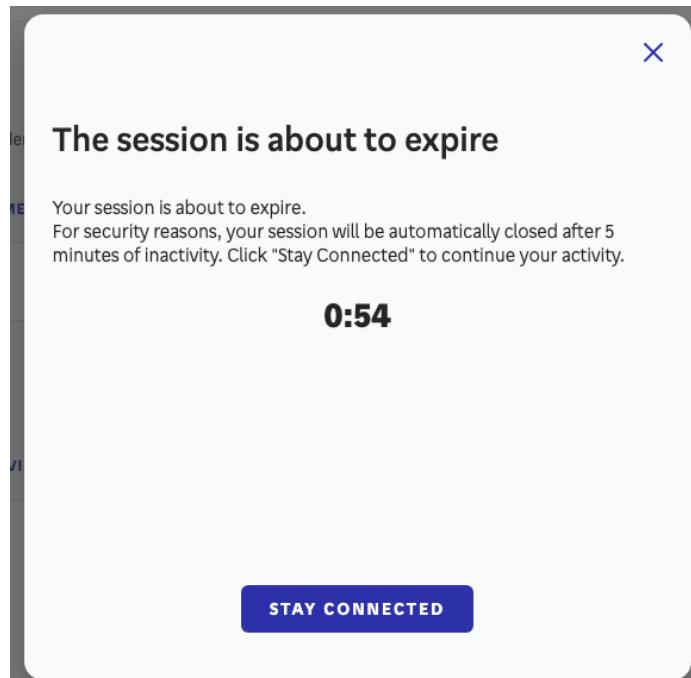
Features not available to the various profiles will not be displayed or clickable.

3.2 Login

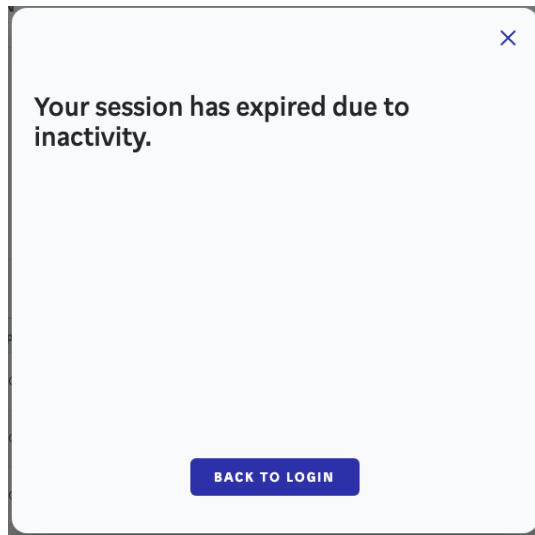
To access the portal, simply enter Username (e-mail address that has been declared during the onboarding for the first access or the one defined in the Backoffice) and password as in the image below:



If no operation is performed for 5 minutes, the Backoffice session will expire and will return to the login page. 1 minute before the expiration, a popup appears allowing you to restart the session.



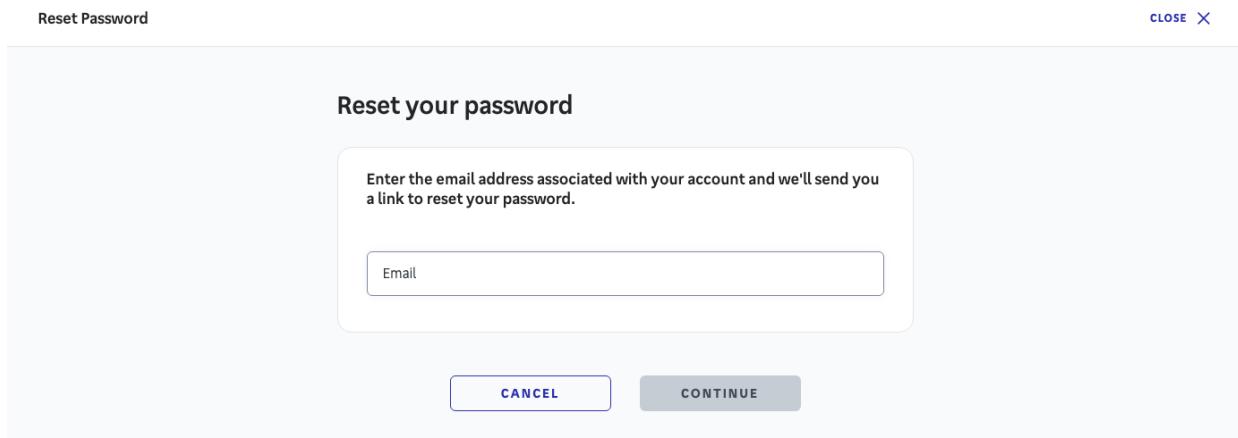
After the minute has passed, a popup will appear warning the user that the session has expired



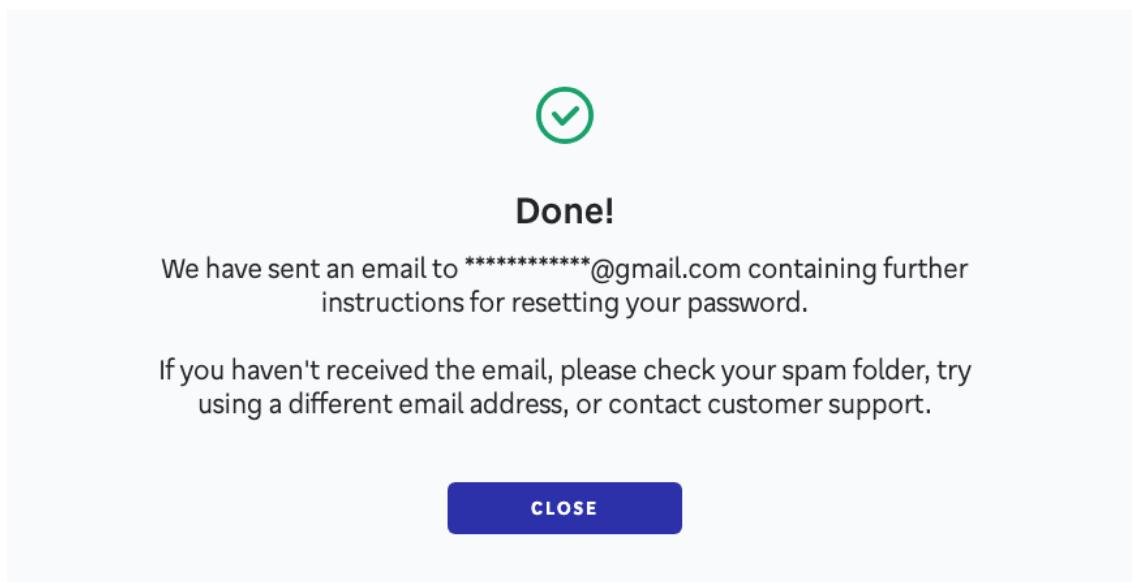
3.3 Retrieve credentials

To retrieve the password, you need to perform the following steps:

1. Click the ‘Forgot your password?’ link on the Login Page
2. Enter the email address you sign up with
3. Click “Continue”



An email will be sent to reset the password. Once changed, you can login to the portal using the new password from next time.



The password must have the following characteristics:

- Max password length: 20
- Min password length: 8
- Password history of last 5
- Password age: 90 days

The password must contain at least one occurrence for three out of four of the following categories:

- ABCDEFGHIJKLMNOPQRSTUVWXYZ
- abcdefghijklmnopqrstuvwxyz
- 0123456789
- ~!@#\$^*()_-+=[]{}|;,.<>/?""`

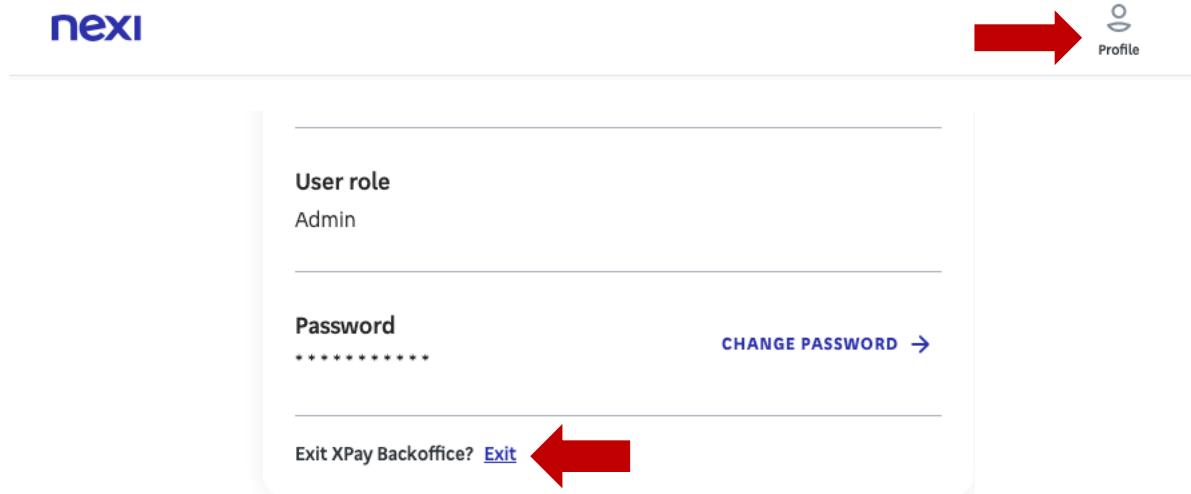
It is possible to make five login tries by entering the wrong password. After 5 incorrect login requests, the service is suspended for 3 hours (authentication is not allowed). If the password has expired, you will be redirected to the change password page when logging in.

3.4 Logout

The Logout Function allows you to log out of the Back Office.

To logout, you need to perform the following steps:

1. Click “Profile”
2. Click “Exit”

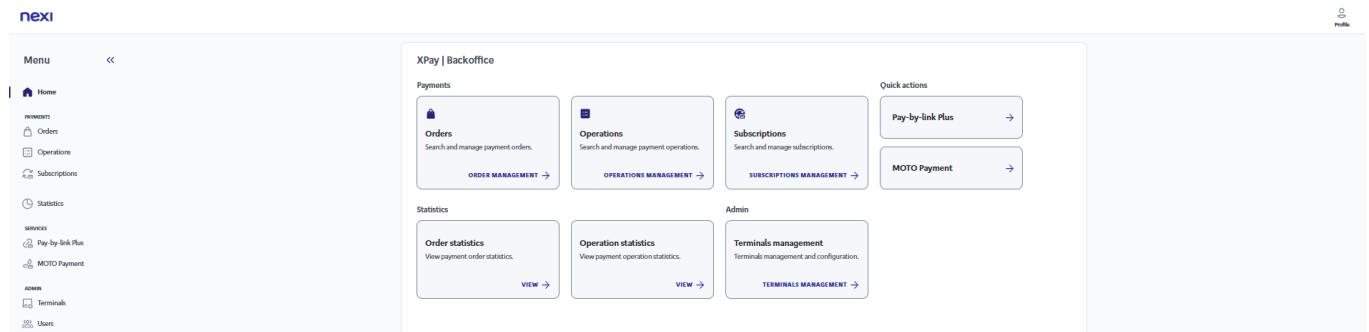


For shared PC/workstations it is recommended to logout to leave the Back Office. The session ends automatically after 5 minutes.

4. Back Office Structure

The Back Office allows authorized users to perform various functionalities, which are displayed in a vertical menu, as in the image below.

Depending on the User's profile, a different list of Functions will appear.



Once the choice has been made, a specific drop-down menu appears for some functionalities. The toolbar will show the following sections:

- Home
- Payments
 - Orders
 - Operations
 - Subscriptions
 - Statistics
- Services
 - Pay-by-link Plus
 - MOTO Payment
- Admin
 - Terminals
 - Users
- Profile
 - User Profile
 - Language

5. Functionalities

The following chapter provides a description of the features made available by the portal. Some sections are only visible and clickable from specific profiles (refer to paragraph 3).

Menu	Sub-menu	Description
Home	-	It allows quick access to some parts of the backoffice, such as the order or operations page, the terminal section, and quick actions such as Pay-by-link Plus and MOTO
Payments	Orders	It allows the search of all orders, either via filters or in list form, and to view the details for each order.
Payments	Operations	It allows the search of all operations, either via filters or in list form, and to view the details for each operation.
Payments	Subscriptions	It allows to manage recurring payments, allowing customers to be charged at regular intervals without re-entering their card details.
Payments	Statistics	It allows merchants to have reported data on transaction such as order count, total authorized amount and total captured amount. Additionally, we have the tab 'Operations' where operations count is reported, subdivided for terminal.
Services	Pay-by-link Plus	It allows the Merchants to provide a link to their customers (e.g. in an email invoice). Through the link the customers are redirected to a webpage where they can securely make the payment with their preferred payment method.
Services	MOTO Payment	It is intended for merchants who need to handle telephone or mail transactions via Back Office.
Admin	Terminals	It allows customize the terminal configurations.

Admin	Users	Settings and information associated with a user. From this section, the Admin can also create new users.
Profile	User Profile	It contains different informations on the profile such as profile name, email, user role and password.
Profile	Language	It gives the chance to choose the language of the Back Office.

5.1. Home

The homepage is composed of box's that provide quick access to sections of the backoffice.

5.2. Orders

5.2.1. Orders Management

This is the highest-level view of the orders list. A research function is available to check the status of generated payment requests in real time. It is possible to filter the search results by clicking the “Filter” button, opening a popup

Order Management

							EXPORT	FILTER 
Date and time	Order ID	Order amount	Authorized amount	Captured amount	Description	Additional info		
10/12/2025 23:14:23	MOTO-1411202509193	€1.00	€1.00	€1.00	-	-		
10/12/2025 23:14:23	MOTO-1411202509193	€1.00	€1.00	€0.00	-	-		

Filters Orders

Period of Time

From DD/MM/YYYY - To DD/MM/YYYY

Order

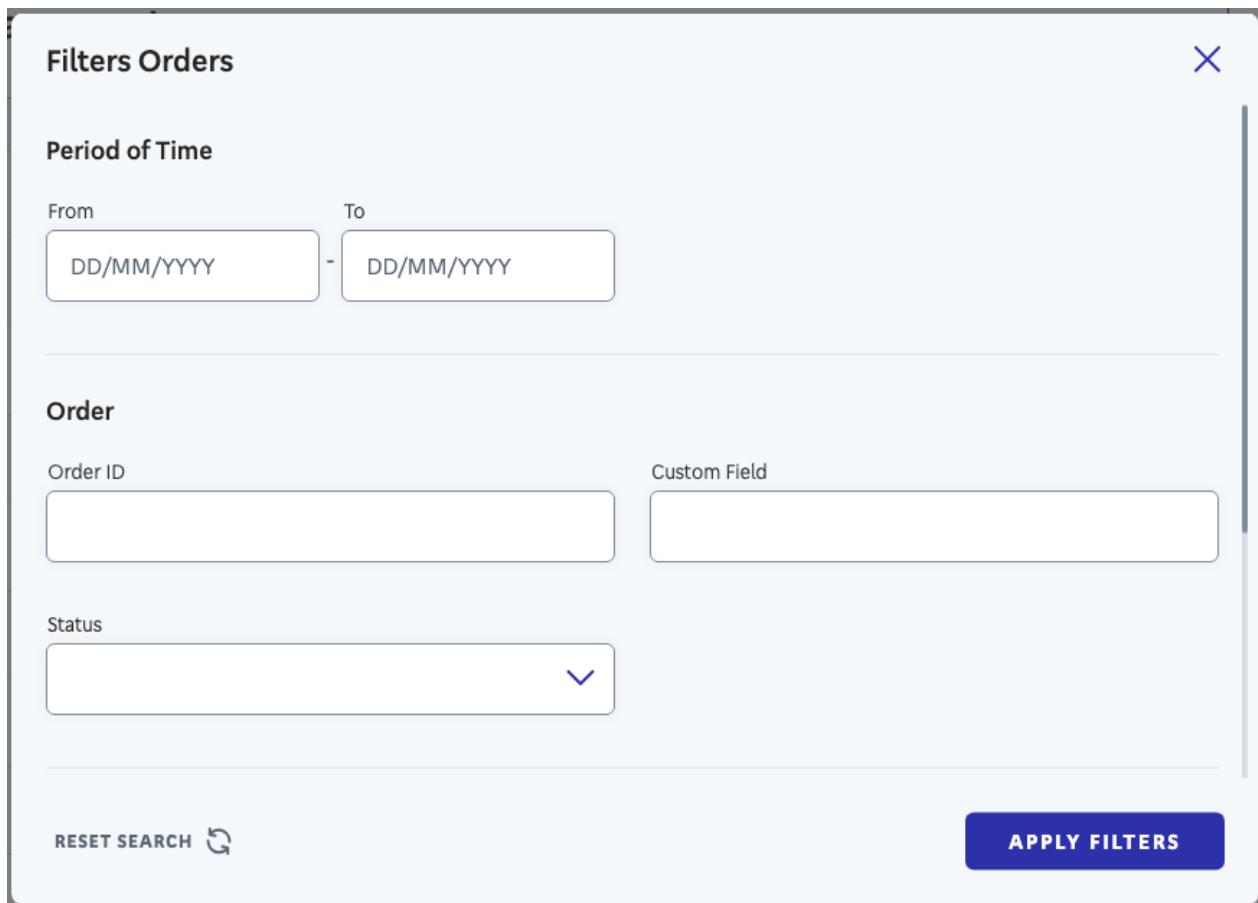
Order ID

Custom Field

Status

RESET SEARCH 

APPLY FILTERS



Amount

Min

Max

Amount Type

Order amount

RESET SEARCH 

APPLY FILTERS



The popup presents a series of fields that the user can fill in:

Field	Type	Description
Date – From	DD/MM/YYYY	Retrieve orders created from this time. The field must be valorized from the calendar that appears by selecting the field. The search can be carried out in a range of 1 month, going back up to 13 months.
Date – To	DD/MM/YYYY	Retrieve orders up to this time. The field must be valorized from the calendar that appears by selecting the field.
Order ID	Max 27crt alpha numeric	Merchant order id, unique in the merchant domain.
Custom Field	Max 255crt alpha numeric	Additional order description.
Status	Combo box	It can be: - To Capture - Captured
Min	Numeric	Minimum value in the range within which to search for the order. This field is related to the amount type specified.
Max	Numeric	Maximum value in the range within which to search for the order. This field is related to the amount type specified.
Amount Type	Combo box	It can be: - Order amount - Authorized amount - Captured amount It is disabled until both Min and Max are entered

It is also possible to reset filters by clicking on the "Reset Search" button, as in the image below.

Filters Orders

Period of Time

From - To

Order

Order ID Custom Field

Status

RESET SEARCH  **APPLY FILTERS**



Once the “Apply Filters” button is clicked, the system will display all orders that match the selected criteria.

Filters Orders

Period of Time

From - To

Order

Order ID Custom Field

Status

RESET SEARCH  **APPLY FILTERS**



The following are the details available for each order:

- Date in which the order has been created
- Order ID
- Order Amount
- Authorized Amount

- Captured Amount, shows up-to-date information on the actions that have been performed on the order
- Description, descriptive field inserted by the merchant (different from the following "custom field")
- Additional info

Date	Order ID	Order amount	Authorized amount	Captured amount	Description	Custom fields	
21/05/2025 02:19:16	CC-21052025011831-657677785	€0.00	€0.00	€0.00	-	-	→
21/05/2025 02:21:41	CC-21052025012041-567408262	€0.00	€0.00	€0.00	Test BackOffice	Test Pastabar	→
20/05/2025 14:02:43	MOTO-20052025010155-853261	€10.00	€10.00	€10.00	-	-	→

By default, all orders are shown in chronological order, from most recent to oldest. For each of these fields it is possible to sort them in ascending or descending order.



Date	Order ID
26/11/2025 11:58:32	PBL-26112025115822
24/11/2025 11:49:35	PBL-24112025114916
19/11/2025 18:48:16	PBL-19112025064750000000
19/11/2025 18:46:24	PBL-19112025064605

The list may consist of up to 10 highlights per page; if there are more, the user can upload more through pagination

27/05/2025 15:17:23	oid2025527161723	€10.00	€0.00	€0.00 test GRPC	weekend promotion	→
27/05/2025 08:09:01	oid2025527991	€10.00	€0.00	€0.00 test GRPC	weekend promotion	→



21/05/2025 02:30:28	MOTO-21052025012941-101135	€10.00	€0.00	€0.00 -	-	→
21/05/2025 02:32:55	MOTO-21052025013154-126955	€1.00	€0.00	€0.00 Test BackOffice	Test BackOffice	→



If no order matches the Search criteria entered in the Search fields, an image will be displayed.



- - No results found with the current filters - -

- - Try again with different filters - -

5.2.2 Order Details

26/05/2025 10:31:53	oid2025526113153	€10.00	€0.00	€0.00 test GRPC	weekend pro	 
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From the list of orders, by selecting the arrow, it is possible to view the following details per order:

- Order summary
- Customer info
- Plan

5.2.2.1 Order Summary

 ORDERS Order Detail

Order - MOTO-02122025094527-179316

ORDER SUMMARY CUSTOMER INFO PLAN

Order Summary

Date 02/12/2025 09:47:12	Order amount €1.00	Authorized amount €1.00	Captured amount €1.00	Description -
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Custom fields
No data available

Operations

Channel	Date	Operation Type	Amount	Payment Instrument	Status
BACKOFFICE	02/12/2025 09:47:12	AUTHORIZATION	€1.00	VISA 459598*****4993	 

This section shows the custom fields set by the merchant during the order creation. If the merchant haven't set any custom field, 'No data available' is reported.

ORDER SUMMARY CUSTOMER INFO PLAN

Order Summary

Date 02/12/2025 09:47:12	Order amount €1.00	Authorized amount €1.00	Captured amount €1.00	Description -
-----------------------------	-----------------------	----------------------------	--------------------------	------------------

Custom fields 

No data available

Operations

Channel	Date	Operation Type	Amount	Payment Instrument	Status
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In the section Order Summary – Operations, there are details available for each order.

Field	Description
Channel	It can be: <ul style="list-style-type: none"> • ECOMMERCE - cardholder initiated operation through an online channel • BACKOFFICE - merchant initiated operation. It includes post operations and MIT
Date and Time	Operation Time
Operation	It indicates the purpose of the request: <ul style="list-style-type: none"> • AUTHORIZATION¹ - any authorization with explicit capture • CAPTURE - a captured authorization or an implicit captured payment • VOID - reversal of an authorization • REFUND - refund of a captured amount • CANCEL - the rollback of a capture
Amount	Operation amount in the payment currency
Payment Instrument	PAN
Status	Transaction output: <ul style="list-style-type: none"> • AUTHORIZED - Payment authorized • EXECUTED - Payment confirmed, verification successfully executed • DECLINED - Declined by the Issuer during the authorization phase • DENIED_BY_RISK - Negative outcome of the transaction risk analysis • THREEDS_VALIDATED - 3DS authentication OK or frictionless • THREEDS_FAILED - cancellation or authentication failure during 3DS • PENDING - Payment ongoing. Follow up notifications are expected • CANCELED - Canceled by the cardholder • VOIDED - Online reversal of the full authorized amount • REFUNDED - Full amount refunded • FAILED - Payment failed due to technical reasons
Action	It can be:

¹ Preauthorization is available only via API (generation and visualization). On the Backoffice the type 'Preauthorization' is included in the authorization one.

	<ul style="list-style-type: none"> • Capture • Refund • Cancel Refund • Void • Cancel capture
Details	Clicking on the arrow it's possible to view the details of the operation

Through the field 'Action' it is possible to perform action on orders, depending on the Status (see the table below).

Operation Type	Operation Result-Status	Actions allowed
Authorization	Authorized	<ul style="list-style-type: none"> • Capture • Void
Authorization	Executed	Refund
Authorization	Declined	No actions allowed
Authorization	Pending	No actions allowed
Authorization	Denied_by_risk	No actions allowed
Authorization	Threeeds_validated	No actions allowed
Authorization	Threeeds_failed	No actions allowed
Authorization	Failed	No actions allowed
Capture	Executed	Refund
Capture	Failed	No actions allowed
Refund	Refunded	No actions allowed
Refund	Voided	No actions allowed
Refund	Failed	No actions allowed

Cancel	Canceled	No actions allowed
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The operation type 'pre-authorization' will be shown as an 'authorization' but it's correctly managed as pre-authorization.

If the status operation is 'authorized', clicking on 'Action' a set of possible actions will be shown.

Operations						
Channel	Date	Operation Type	Amount	Payment instrument	Status	Action
BACKOFFICE	22/05/2025 14:44:04	AUTHORIZATION	CZK 33.00	VISA 401200*****0089	• FAILED	...
BACKOFFICE	22/05/2025 14:44:36	AUTHORIZATION	CZK 33.00	VISA 401200*****0089	• FAILED	...
BACKOFFICE	22/05/2025 14:44:43	AUTHORIZATION	CZK 33.00	VISA 401200*****0089	• AUTHORIZED	...

CAPTURE
VOID
↗

If the status operation is "failed", no action can be performed.

Operations						
Channel	Date and time	Operation	Amount	Payment Instrument	Status	Action
ECOMMERCE	04/12/2025 15:54:31	AUTHORIZATION	€1.00	-	NO ACTION AVAILABLE	...

Clicking on the arrow 'Details' it's possible to view the details of the operation in the popup:

1. **Summary**, the following data are displayed:
 - a. Terminal ID (TML)
 - b. Order ID
 - c. OID - Omnichannel ID
 - d. Channel
 - e. Operation
 - f. Status
 - g. Date and time
 - h. Payment Method
 - i. Payment Instrument
 - j. End to End ID - It is defined by the schemes to uniquely identify the transaction. Required for schemes reconciliation purposes.
 - k. Operation Amount
2. **Additional info**, contains further information about operations (such as: Masked Pan / Authorization Code / Authorization Result Code / Description / Card Country / 3DS / RRN / ISO Message Code, Schema TID, Status, Transaction ID (Unique identifier of the third-party transaction, useful for reconciliation and support), Invoice ID and Number of Installments..

3. **Security Warnings**, notify to the merchant that create the orders that some field could not be compliant with schemes security.

The screenshot shows a mobile-style interface for a payment operation. At the top, it says "Operation - 528090407753851429". Below this, there are two expandable sections: "Summary" and "Security Warnings".

Summary

Terminal ID OE000004	Order MOTO-22052025034351-119222	OID 528090407753851429
Channel BACKOFFICE	Operation Type AUTHORIZATION	Status AUTHORIZED
Date 22/05/2025 14:44:43	Payment Method CARD	Payment Instrument VISA ***0089
End to End ID 528090407753851429	Operation Amount CZK 33.00	

Security Warnings

No data available

IRIS Payment – Additional Information (Greek Market)

For the Greek market, when **IRIS Payment** is used, the application displays two additional informational fields:

- **Section: SUMMARY**

End-to-End ID – A unique identifier assigned to each IRIS transaction.

This ID is used to trace and track the payment throughout the entire processing flow.

- **Section: ADDITIONAL INFO**

Transaction ID – A unique identifier assigned by the system to each transaction.

This value is primarily used by reconciliation and back-office teams for matching and reporting purposes.

- Executed Transaction with IRIS

Terminal ID	Order	OID	Channel	Operation Type
97000799	1760434640294	ec51886-a600-4092-8e8b-0cae619b432d	-	AUTHORIZATION
Status	Date	Payment Method	Payment Instrument	End to End ID
EXECUTED	14/10/2025 12:37:36	APM	IRIS ****0002	138050067503497000799802800018
Operation Amount				
€0.10				

Additional Info

MaskedPan	AuthorizationCode	Authorization Result Code	Description	CardCountry
-	-	-	-	-
305	Rm	MessageReasonCode	Schema TID	Status
-	-	-	-	-
Transaction ID (202510141993750000000000000000000049688)				

Security Warnings

No data available

- Failed transaction with IRIS

Terminal ID	Order	OID	Channel	Operation Type
97000799	176043018561	19d9a6ba-404b-4835-88dc-7b6ec7f5c589	-	AUTHORIZATION
Status	Date	Payment Method	Payment Instrument	End to End ID
FAILED	14/10/2025 11:23:34	APM	IRIS	-
Operation Amount				
€0.10				

Additional Info

MaskedPan	AuthorizationCode	Authorization Result Code	Description	CardCountry
-	-	-	-	-
305	Rm	MessageReasonCode	Schema TID	Status
-	-	-	-	-
Transaction ID (202510141993750000000000000000000049688)				

Security Warnings

No data available

- Canceled transaction with IRIS

The screenshot displays the 'Operation Detail' page for an operation with ID 763781385065952869. The page is divided into three main sections: 'Summary', 'Additional Info', and 'Security Warnings'.
Summary: Contains details such as Terminal ID (97000799), Order ID (vsale4077), Date (13/10/2025 13:02:00), Payment Method (APM), and Operation Type (AUTHORIZATION).
Additional Info: Shows MaskedPan, AuthorizationCode, Authorization Result Code, Description, and CardCountry. It also includes Item, MessageReasonCode, Schema ID, and Status. A Transaction ID (305) is listed, along with a note about a missing file.
Security Warnings: States 'No data available'.
Page Footer: Includes the XPay logo, a 'Privacy' link, and a 'Cookies' link.

5.2.2.1.1 Capture

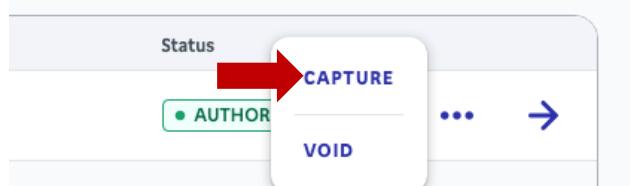
It allows you to request the payment schemes to account for the defined amount, i.e. to arrange for the crediting of the purchase order amount to the merchant (with the simultaneous debiting, to the consumer, of the current account linked to the card used).

This action can be performed on “Authorized orders”.

Authorized transactions that are not finalized (accounted for) within six days from the initial authorization date are automatically cancelled by a scheduled process. This process runs during the subsequent night after the last accounting day from the authorization date, cancelling authorizations for which the six-day validity period has expired.

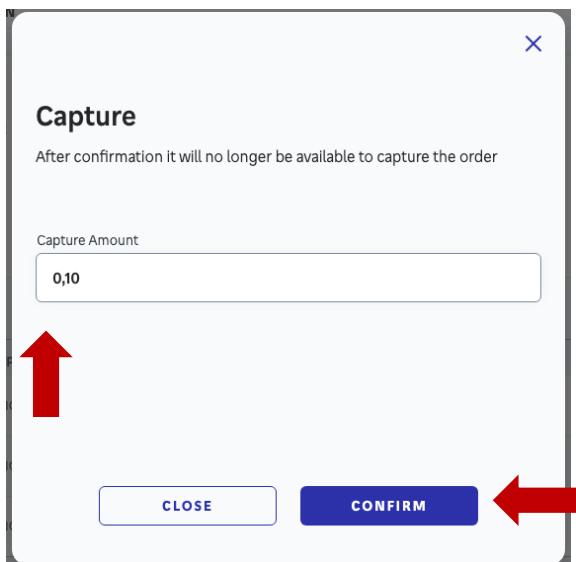
According to scheme rules:

- “PAY” (final amount) transaction must be captured until 7 days from authorization, after that it will be voided
- “PREAUTH” (estimated amount, for explicit captures) transaction must be captured until 30 days from authorization



Once the order is selected, click on “Capture”, the amount to be accounted for is entered – in the field “operation amount”. Please consider:

- Min Amount: 0.01
- Max Amount: authorized Amount
- Default Amount: max Amount/ authorized Amount



In this way it is possible to capture the payment totally, indicating the full amount, or partially, indicating the amount to be accounted for. After confirmation it will no longer be available to capture the order; if the amount captured is partial to the initial amount, a second capture with the rest of the authorized amount is not possible.

5.2.2.1.2 Refund

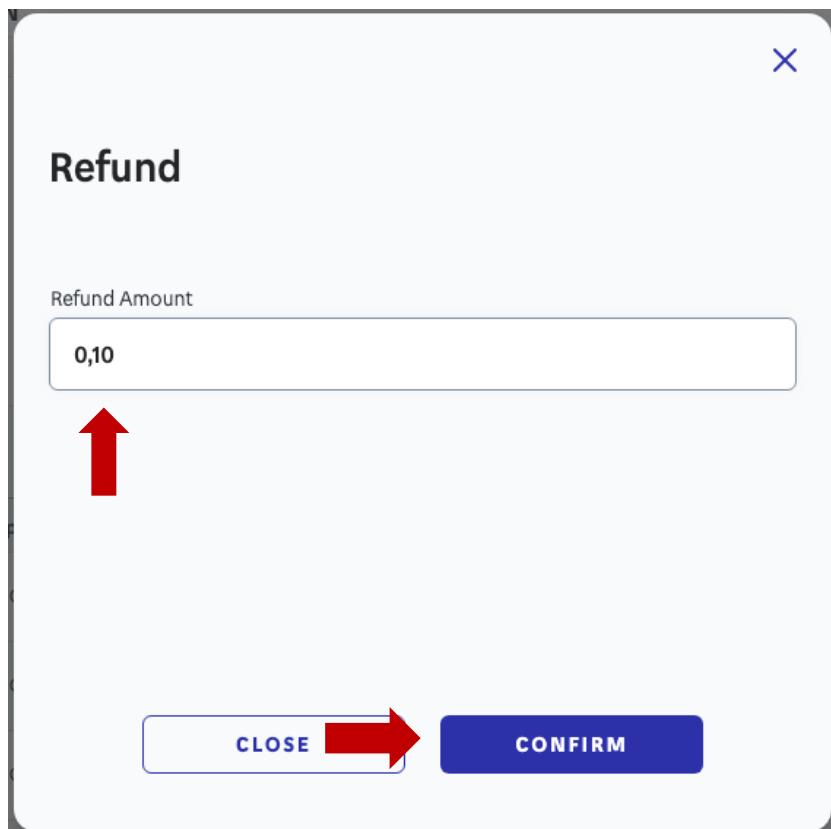
It is possible to make a full or partial refund of an order meaning full or partial re-credit to the consumer of the refunded amount. An executed operation can be refunded; on a refunded amount no further operation by the merchant is possible.

It is possible to make several partial refunds up to the total captured amount of the payment and until 11 months.

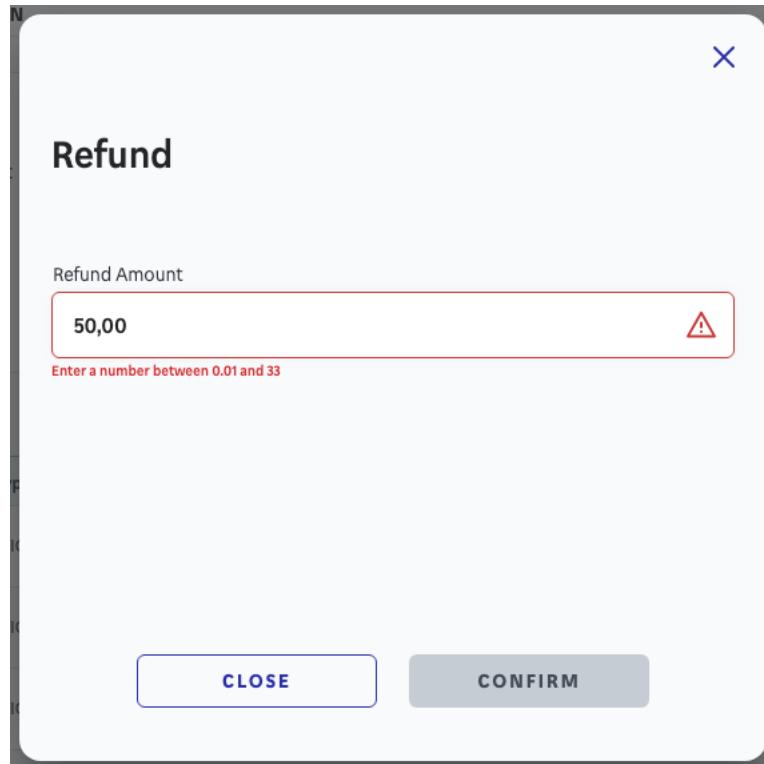


Once the order is selected, click on "Refund" and fill in the "transaction amount" field with the amount to be accounted for. Please consider:

- Min Amount: 0.1
- Max Amount: captured Amount
- Default Amount: max Amount/ captured Amount



It is not possible to enter an amount greater than the residual captured amount. An error message with the correct range will be displayed in this case.



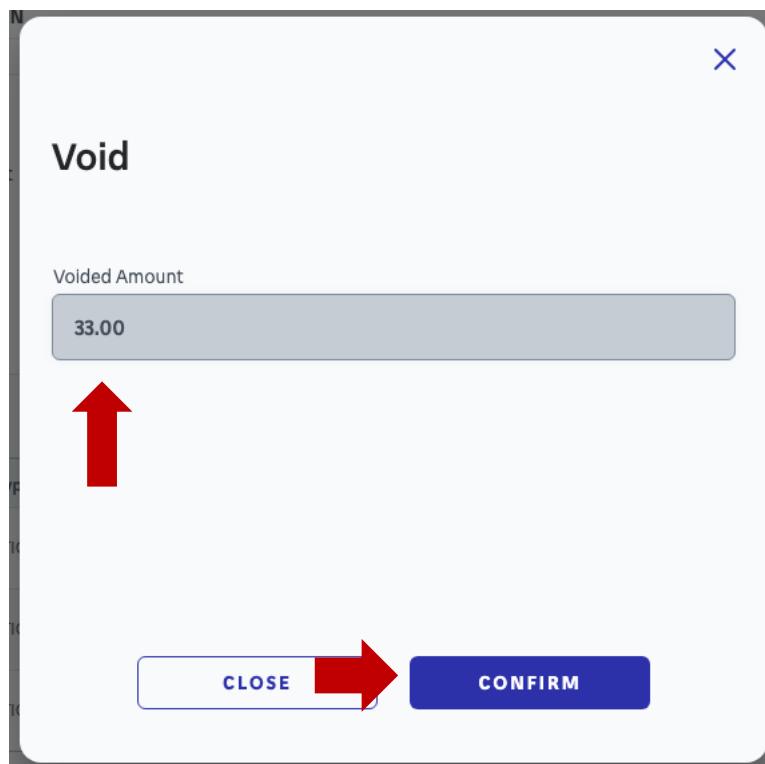
5.2.2.1.3 Void

It is possible to make a request to reverse the entire amount of an authorization, in the same day (before clearing), that will free up the card holder plafond on his card.



When visualizing the order details, by clicking the action "Void" a popup let you confirm your choice. Please consider:

- Default Amount: authorized Amount



5.2.2.2 Customer

This section contains information related to the customer of that order:

- Name
- Email
- Mobile phone
- Business phone

Order - MOTO-1411202509193

ORDER CUSTOMER



Customer info

Name Email Mobile Phone Business Phone

-

-

-

-

Billing address

Name Street Additional info City Postal code

-

-

-

-

-

Province

Country

-

-

Shipping address

Name Street Additional info City Postal code

-

-

-

-

-

Province

Country

-

-

5.2.2.2.1 Shipping Address

This section contains the information related to shipping address of that order.

- Name
- Street
- Additional info
- City
- Postal code
- Province
- Country

Order - btid2384999

ORDER SUMMARY CUSTOMER INFO

Customer info

Name Email Mobile Phone Business Phone

Name

Email

Mobile Phone

Business Phone

Mario

mario@nexi.it

3200000000

3200000000

Billing address

Name Street Additional info City Postal code

Name

Street

Additional info

City

Postal code

Giuseppe Rossi

Via Roma, 1

Piano terra, Scala A

Bormio

40124

Province

Country

VA

ITA

Shipping address

Name Street Additional info City Postal code

Name

Street

Additional info

City

Postal code

Giuseppe Verdi

Via Roma, 1

Piano terra, Scala B

Bologna

40124

Province

Country

BO

ITA">

5.2.2.2 Billing Address

This section contains the information related to billing address of that order.

- Name
- Street
- Additional info
- City
- Postal code
- Province
- Country

Order - btid2384999

[ORDER SUMMARY](#) [CUSTOMER INFO](#)

Customer info				
Name Mario	Email mario@nexi.it	Mobile Phone 3200000000	Business Phone 3200000000	
Billing address 				
Name Giuseppe Rossi	Street Via Roma, 1	Additional info Piano terra, Scala A	City Bormio	Postal code 40124
Province VA	Country ITA			
Shipping address				
Name Giuseppe Verdi	Street Via Roma, 1	Additional info Piano terra, Scala B	City Bologna	Postal code 40124
Province BO	Country ITA			

5.2.2.3 Plan

The plan section reports information on subscription payment plans.

If no subscription has been offered by the merchant, this section display 'There are no subscription payment plans for this order.'

Order - PBL-04122025035438

ORDER CUSTOMER PLAN

There are no subscription payment plan for this order.

XPay^{nexi}[Privacy](#)[Cookies](#)

5.3 Operations

5.3.1 Operations list

This is the highest-level view of the orders list. A research function is available to check the status of generated payment requests in real time. It is possible to filter the search results by clicking the “Filter” button, opening a popup.

Operations Management

		EXPORT	FILTER	
Date and time	Order ID	Operation	Amount	Status
11/12/2025 09:47:20	MOTO-1411202509193	REFUND	€1.00	REFUNDED
05/12/2025 14:58:54	MOTO-05122025025217-149479	AUTHORIZATION	€1.00	EXECUTED

Operation filters

Date range

From - To

Operation

Operation ID

Order ID

Operation

RESET CRITERIA 

APPLY FILTERS

Amount

Min

Max

Status

Advanced Filters 

RESET CRITERIA 

APPLY FILTERS

The popup presents a series of fields that the user can fill in:

Field	Type	Description
Date – From	DD/MM/YYYY	Retrieve orders created from this time. The field must be valorized from the calendar that appears by selecting the field. The search can be carried out in a range of 1 month, going back up to 13 months.
Date – To	DD/MM/YYYY	Retrieve orders up to this time. The field must be valorized from the calendar that appears by selecting the field.
Operation ID	Max 27crt alpha numeric	Merchant operation id, unique in the merchant domain.
Order ID	Max 27crt alpha numeric	Merchant order id, unique in the merchant domain.
Operation	Combo box	Here the operation type can be set among the following: - Authorization - Capture - Refund - Cancel - No show - Incremental - Delay charge - Card verification - Card check - Void
Status	Combo box	It can be: - Authorized - Executed - Declined - Denied by risk - Denied - Threeds validated - Threeds failed - Pending - Canceled - Voided - Refunded - Failed

Min	Numeric	Minimum value in the range within which to search for the order. This field is related to the amount type specified.
Max	Numeric	Maximum value in the range within which to search for the order. This field is related to the amount type specified.
Amount Type	Combo box	

There is also a subsection entitled 'Advanced Filters' which gives to the merchant the possibility to set additional filters.

Here the merchant can set the following fields:

- Channel (Ecommerce, POS, Backoffice)
- Channel Detail
- Payment Method (All, APM, Apple Pay, Google Pay, Cards, Visa, Mastercard, Amex, JCB)
- Contract ID
- Acquirer Agreement

It is also possible to reset filters by clicking on the "Reset Search" button, as in the image below.

The screenshot shows a 'Filters Orders' search interface. It includes fields for 'Period of Time' (From and To dates), 'Order' (Order ID and Custom Field), and 'Status' (To Capture dropdown). At the bottom are 'RESET SEARCH' and 'APPLY FILTERS' buttons. A red arrow points to the 'RESET SEARCH' button.

Once the "Apply Filters" button is clicked, the system will display all orders that match the selected criteria.

Operation filters

Amount

Min Max

Status

Advanced Filters

RESET CRITERIA → **APPLY FILTERS**

The following are the details available for each operation:

- Date and time in which the order has been created
- Order ID
- Operation
- Amount
- Status

Operations Management

EXPORT**FILTER**

Date and time	Order ID	Operation	Amount	Status	...	→
11/12/2025 09:47:20	MOTO-1411202509193	REFUND	€1.00	REFUNDED	...	→
05/12/2025 14:58:54	MOTO-05122025025217-149479	AUTHORIZATION	€1.00	EXECUTED	...	→
05/12/2025 14:46:21	MOTO-05122025024442-305645	AUTHORIZATION	€5.00	EXECUTED	...	→
05/12/2025 08:47:08	MOTO-05122025084509-463181	AUTHORIZATION	€5.12	EXECUTED	...	→

By default, all orders are shown in chronological order, from most recent to oldest. For each of these fields it is possible to sort them in ascending or descending order.

The list may consist of up to 10 highlights per page; if there are more, the user can upload more through pagination

26/11/2025 12:05:01 PBL-26112025115822	AUTHORIZATION	€0.01	CANCELED	...	→
24/11/2025 11:56:00 PBL-24112025114916	AUTHORIZATION	€0.10	CANCELED	...	→
1 2 3 4 5 6 →					

If no order matches the Search criteria entered in the Search fields, an image will be displayed.



-- No results found with the current filters --

-- Try again with different filters --

5.3.2 Operations details

Date and time	Order ID	Operation	Amount	Status	...	→
11/12/2025 09:47:20	MOTO-1411202509193	REFUND	€1.00	REFUNDED	...	→

From the list of orders, by selecting the arrow, it is possible to view the following details per operation:

1. **Summary**, the following data are displayed:

- a. Terminal ID (TML)
- b. Order ID
- c. OID - Omnichannel ID
- d. Channel
- e. Operation
- f. Status
- g. Date and time
- h. Payment Method

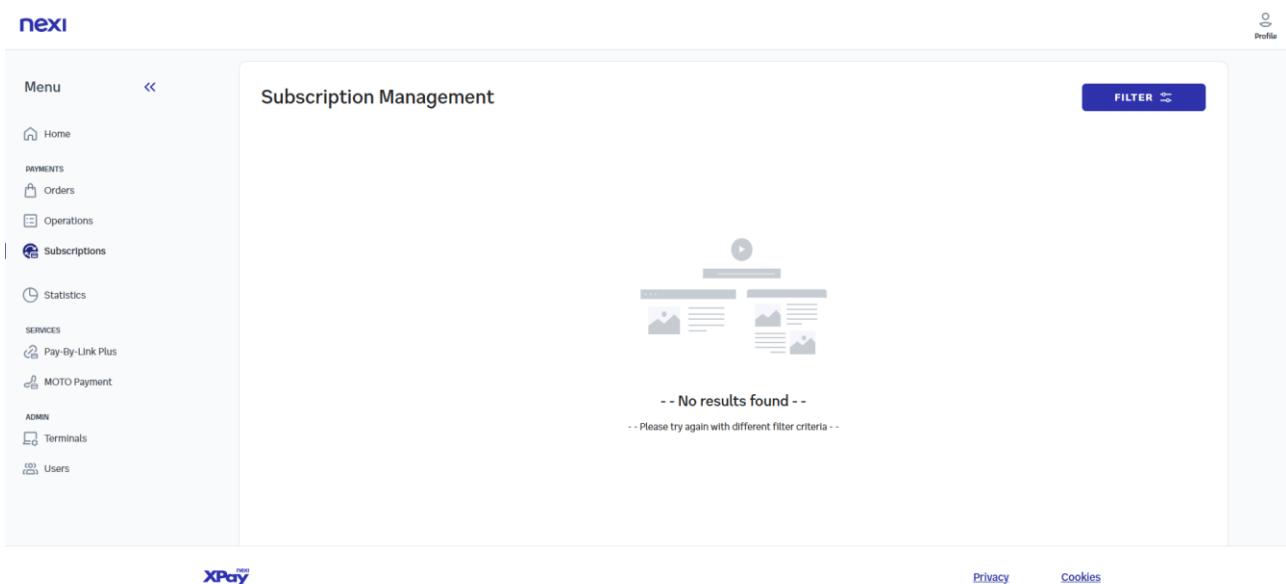
- i. Payment Instrument
- j. End to End ID - It is defined by the schemes to uniquely identify the transaction. Required for schemes reconciliation purposes.
- k. Operation Amount

2. **Additional info**, contains further information about operations (such as: Masked Pan / Authorization Code / Authorization Result Code / Description / Card Country / 3DS / RRN / ISO Message Code, Schema TID, Status, Transaction ID (Unique identifier of the third-party transaction, useful for reconciliation and support), Invoice ID and Number of Installments..

3. **Security Warnings**, notify to the merchant that create the orders that some field could not be compliant with schemes security.

5.4 Subscriptions

This section allows the merchant to manage the subscriptions.



The screenshot shows the 'Subscription Management' section of the nexi Back office Portal. The main area displays a search bar with the placeholder 'Search for a subscription...'. Below the search bar, there is a message stating 'No results found' and a note: 'Please try again with different filter criteria'. The top right corner of the main area has a 'FILTER' button. The left sidebar contains a navigation menu with the following items: Home, Orders, Operations, **Subscriptions** (which is currently selected), Statistics, Pay-By-Link Plus, MOTO Payment, Terminals, and Users. The 'Subscriptions' item is highlighted with a blue border. The top right corner of the page has a 'Profile' icon. The bottom right corner has links for 'Privacy' and 'Cookies'.

The Subscription Management section gives the possibility to filter the subscription with the button 'Filter', selecting them by Creation date, Order details and Amount.

Subscription filters X

Order

Order ID Contract ID

Recurrence Type Recurrence Status

Amount

Min Max

RESET CRITERIA APPLY FILTERS

5.5 Statistics

The section **statistics** allows merchants to have reported data on transactions. This section is divided in two subsections, which are 'Orders' and 'Operations'.

5.5.1 Orders

In this section the orders are reported and the related fields displayed:

- Terminal
- Order count
- Total Authorized Amount
- Total Captured Amount

XPay

Privacy

Cookies

The merchant can also export the file in .xls format by clicking the button EXPORT. The file will be downloaded once the merchant have clicked on it.

Statistics

ORDERS OPERATIONS

EXPORT ↓ FILTER ⚡

Terminal	Order Count	Total Authorized Amount	Total Captured Amount
T0000297	2	€0.00	€0.00

With the button 'Filter', the merchant can filter out the subscriptions based on the time period.

Order Filters X

Time Period

From: 04/12/2025 - To: 04/12/2025

Order

Terminal ID: T0000297

RESET CRITERIA

APPLY FILTERS

5.5.2 Operations

In this section, The terminals are reported and the related fields displayed:

- Operation Type
- Number of Operations

Terminal	Operation Type	Number Of Operations
T0000297	AUTHORIZATION	2

The merchant can also export the file in .xls format by clicking the button EXPORT. The file will be downloaded once the merchant have clicked on it.

Statistics

Terminal	Operation Type	Number Of Operations
T0000297	AUTHORIZATION	2

With the button 'Filter', the merchant can filter out the subscriptions based on the time period and on the Operation Type.

Operation Filters X

Time Period

From 04/12/2025 - To 04/12/2025

Operations

Terminal ID T0000297 Operation Type ALL

RESET CRITERIA ↻ APPLY FILTERS

5.6 Admin

5.6.1 Terminals

The view of information changes based on the terminal that is selected within the select terminal id

Terminal Management

Terminal ID: T0000297

SETTINGS API KEYS APM VAS PROCESSING RULES

Terminal ID (TML) T0000297 - E-COMMERCE MANAGE →

Payment Notifications

Send payment notifications ⓘ Notification email kalimero888@yopmail.com

Enabled Send customer payment notifications ⓘ Enabled

Payment capture

Capture type ⓘ Automatic

Privacy Cookies

5.6.1.1 Settings

The following are the details available for each terminal:

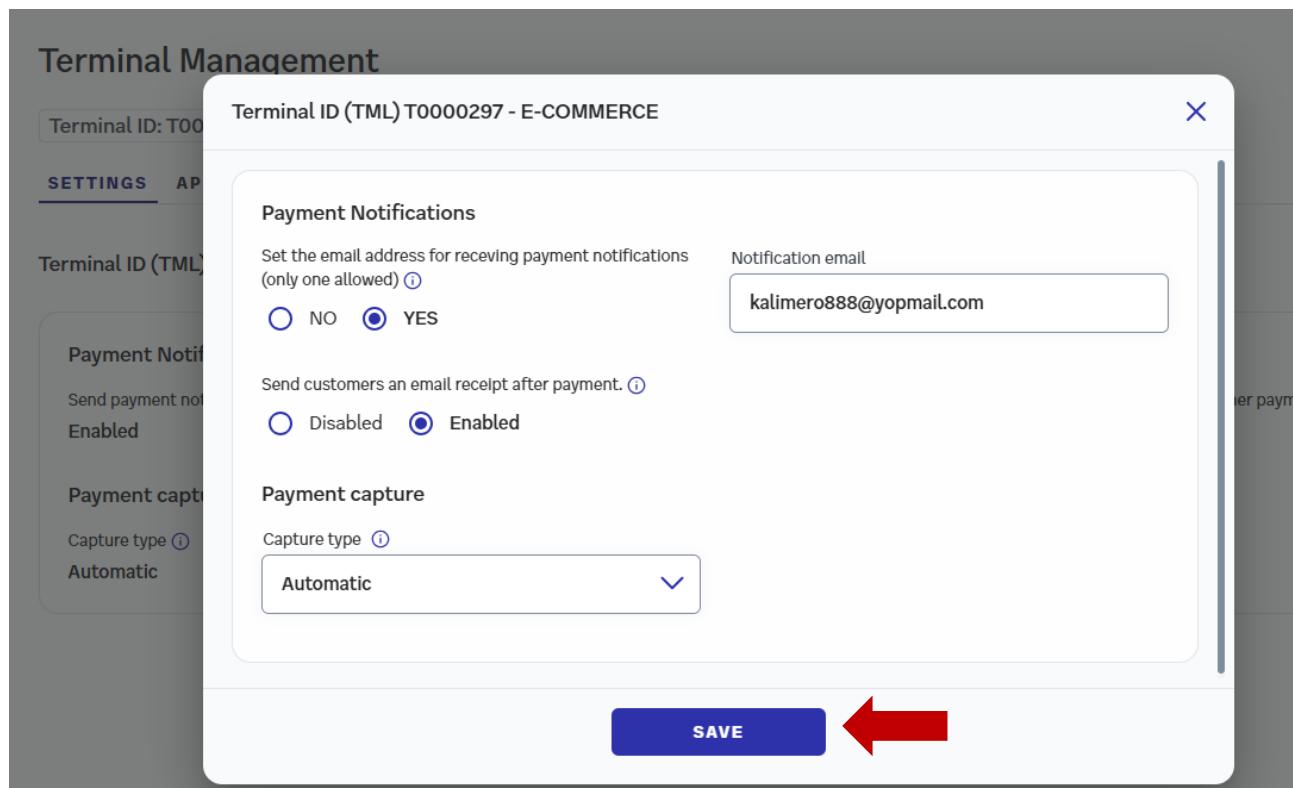
Field	Description
Terminal ID	Unique Terminal identifier that made the authorization request

Payment notifications	<p>It can be:</p> <ul style="list-style-type: none"> - DISABLED - ENABLED <p>The payment notification can be set at terminal level and sent to a Merchant user email, indicated if enabled, in the next field.</p>
Notification Email	<p>Merchant email on which receive notifications.</p> <p>Only one email can be set.</p>
Send customer payment notifications	<p>It can be:</p> <ul style="list-style-type: none"> - DISABLED - ENABLED <p>Select whether you want to have the customer receive an email notification in case of payment confirmation.</p>
Payment Capture	<p>Configure the terminal's default accounting mode:</p> <ul style="list-style-type: none"> - Automatic: implicit confirmation of operations - Manual: explicit confirmation of operations - Deferred: automatic confirmation of transactions after the indicated number of days, maximum 7

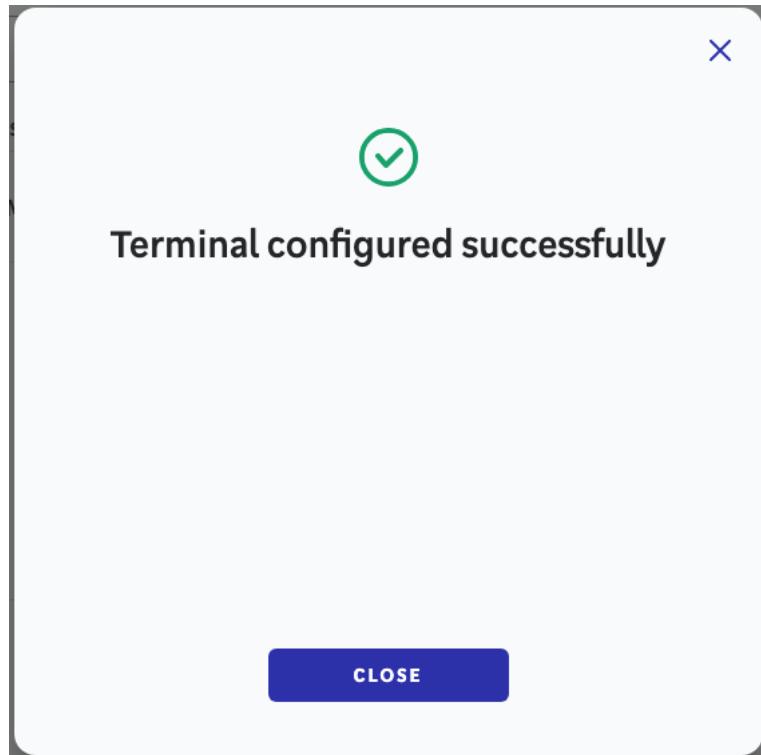
When an Admin User accesses the terminal configuration page, he sees the updated situation of that terminal regardless of who edited it. The Admin User is created at merchant level and has visibility over all terminals belonging to that merchant.

These settings can be changed by clicking on “MANAGE”.

The following popup will be displayed:



Once the configurations have been modified, click on “CONFIRM” to save the changes. A confirmation popup is displayed.



5.6.1.2 Api Keys

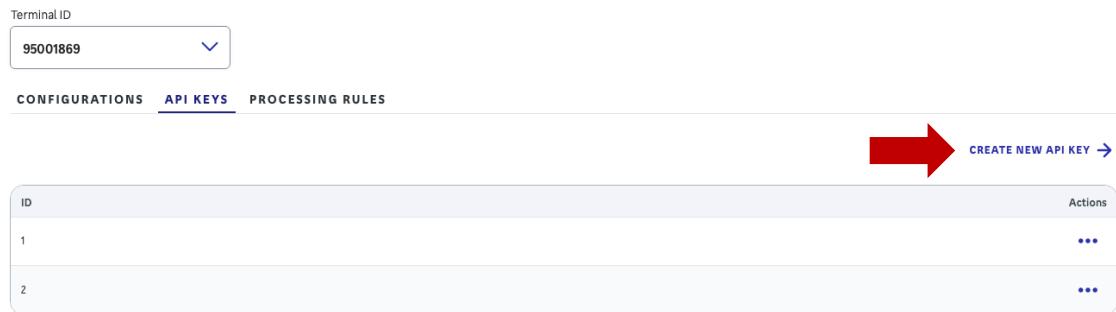
The Admin profile can see the list of API keys and create a new API key.

An API key is the authentication mechanism that allow the merchant to integrate XPay APIs for the different integration options.

The page shows the list that may consist of up to 30 highlights per page. From the list of the API Keys, it is possible to view the following details:

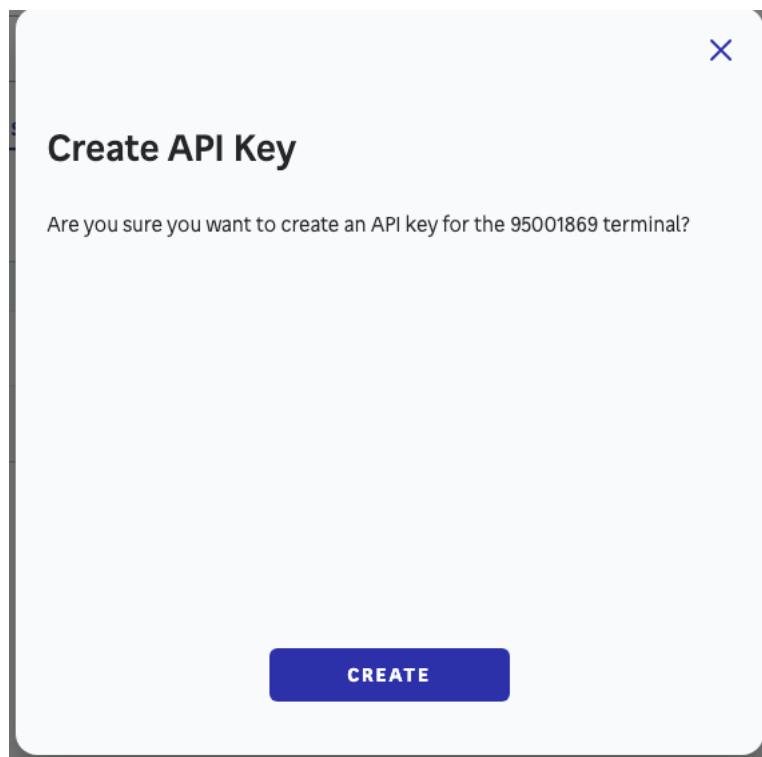
- ID
- Actions (Manage / Delete)

Manage Terminals

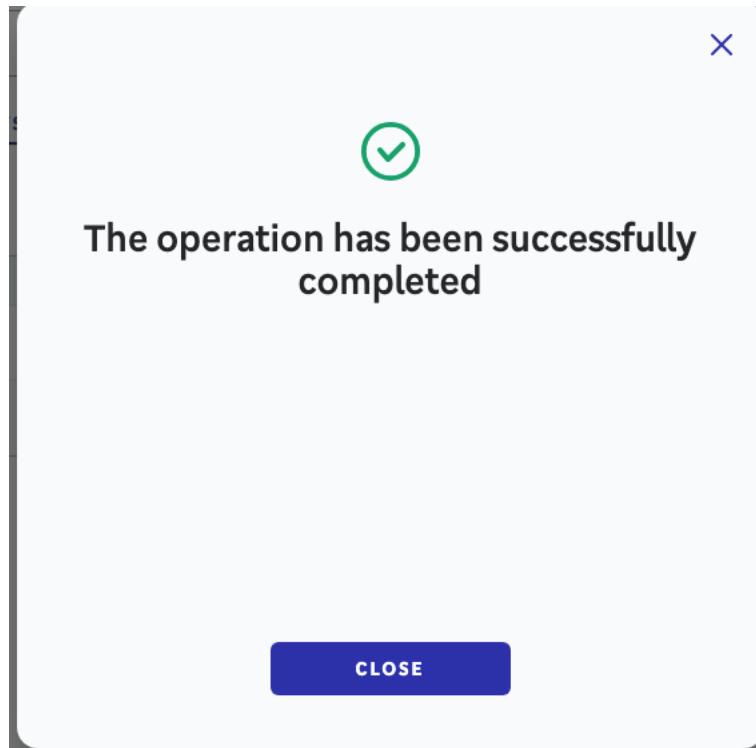


The screenshot shows the 'Manage Terminals' interface. At the top, there is a dropdown menu for 'Terminal ID' with '95001869' selected. Below it, there are three tabs: 'CONFIGURATIONS', 'API KEYS' (which is currently selected and underlined in blue), and 'PROCESSING RULES'. A red arrow points to the 'CREATE NEW API KEY' button, which is located to the right of the tabs. Below the tabs, there is a table with two rows. The first row has an 'ID' of '1' and an 'Actions' column with a '...' button. The second row has an 'ID' of '2' and an 'Actions' column with a '...' button. The table has a header row with 'ID' and 'Actions'.

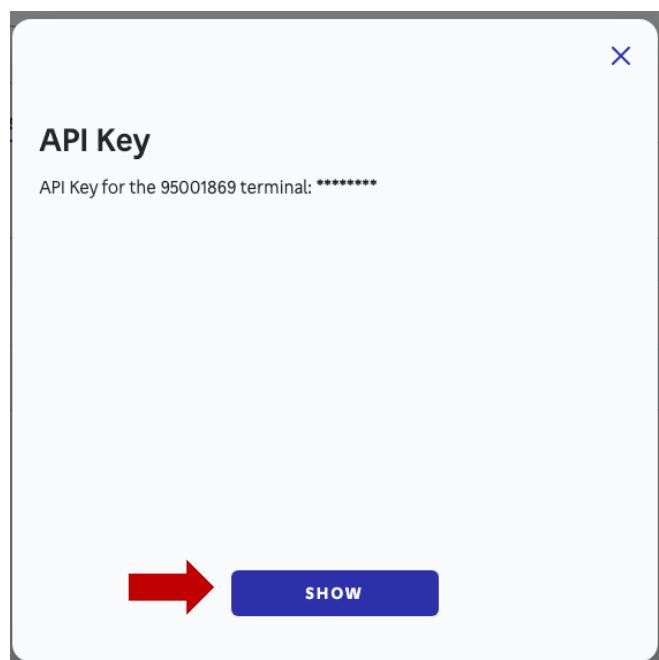
At the top right there is a “Create New Api Key” button for the creation of a new API Key. To create a new API Key, you click on ‘Confirm’.



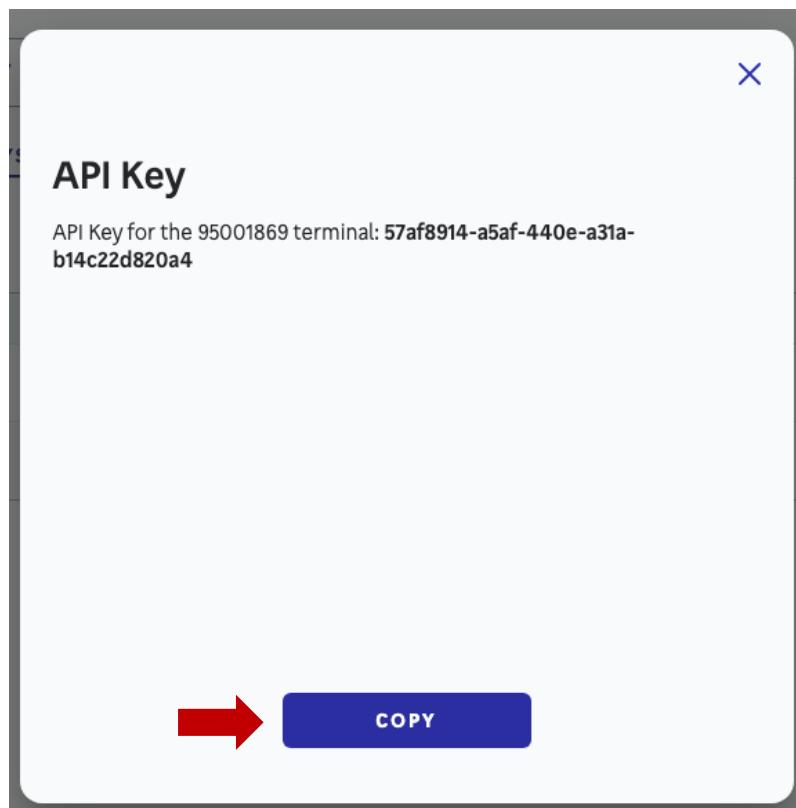
Once confirmed, a confirmation popup is displayed.



As the first action, there is an option to copy the api key, clicking on “Manage”



Click on “Show”



Click on “Copy” displays a message that says “Api key copied”

Manage Terminals

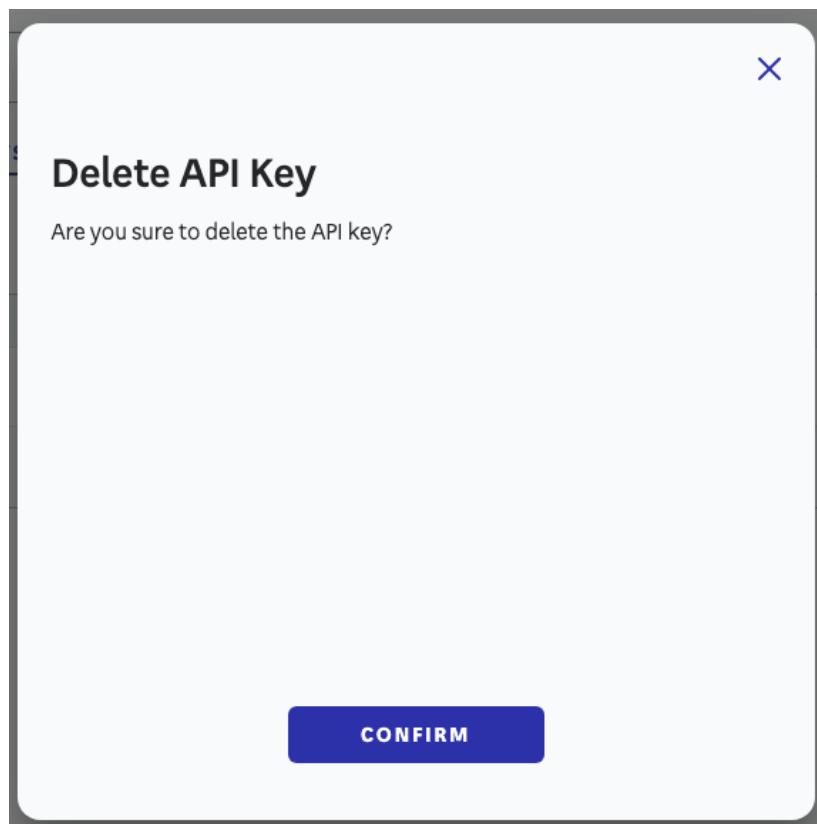
Terminal ID: 95001868

CONFIGURATIONS API KEYS APM VAS PROCESSING RULES

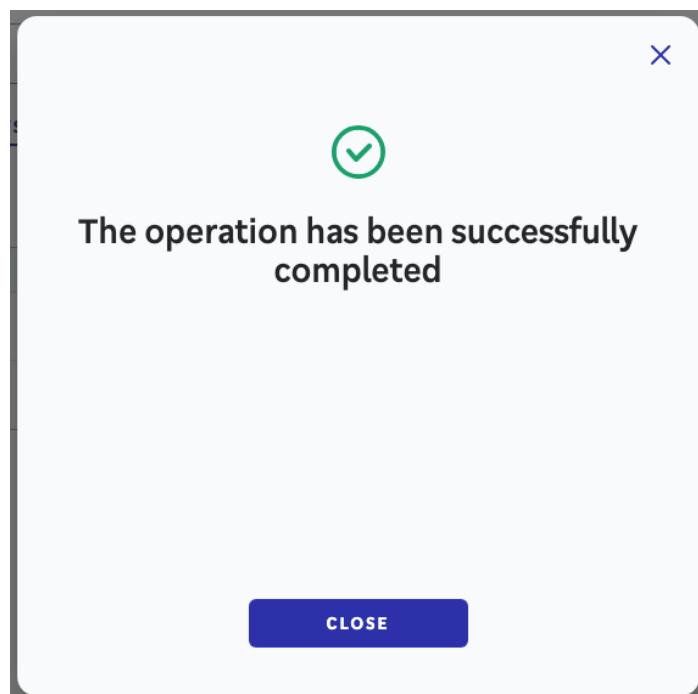
CREATE NEW API KEY →

ID	Actions
10065919	...
10066008	...
10065900	...
10066162	...

As the second action, there is an option to delete the api key, clicking on “Delete”



Once confirmed, a confirmation popup is displayed.

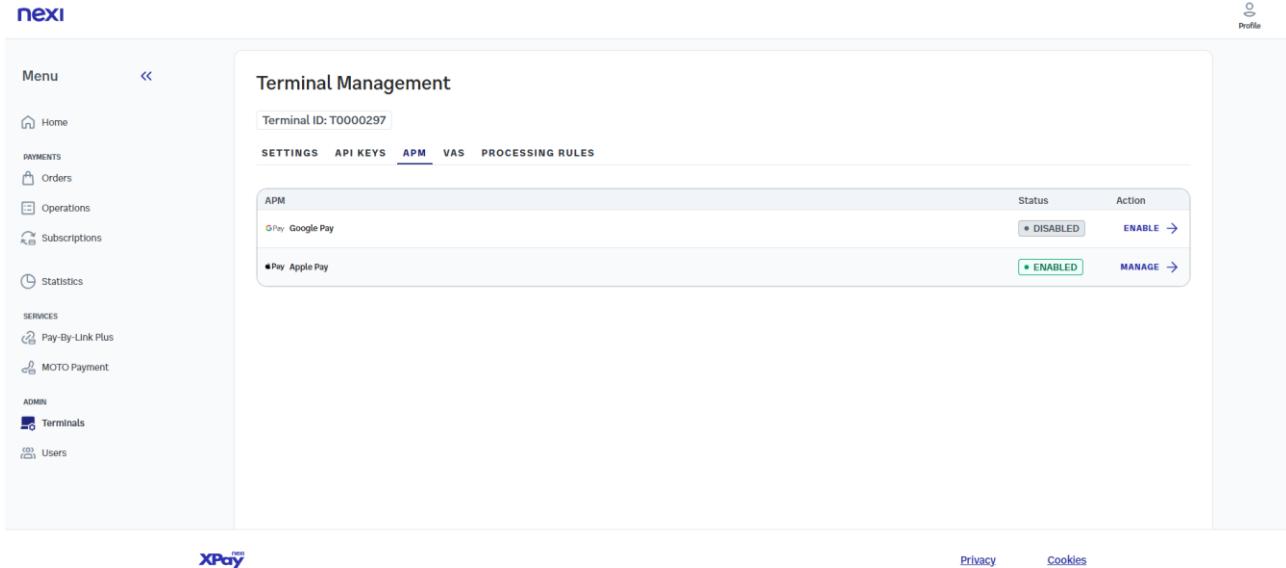


5.6.1.3 APM

This section display the available APMs for the merchant.

Each APM is displayed with:

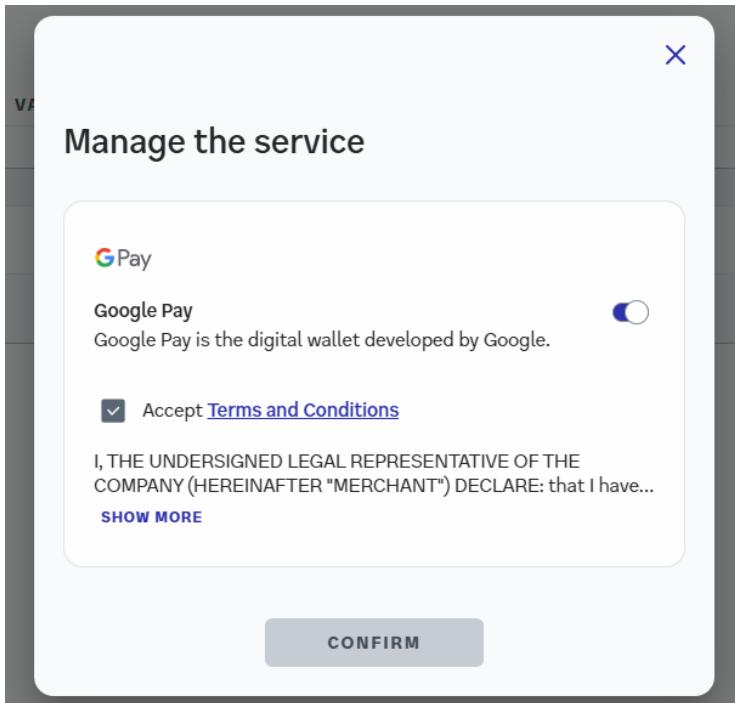
- Status – Enabled/Disabled
- Action – Enable/Manage



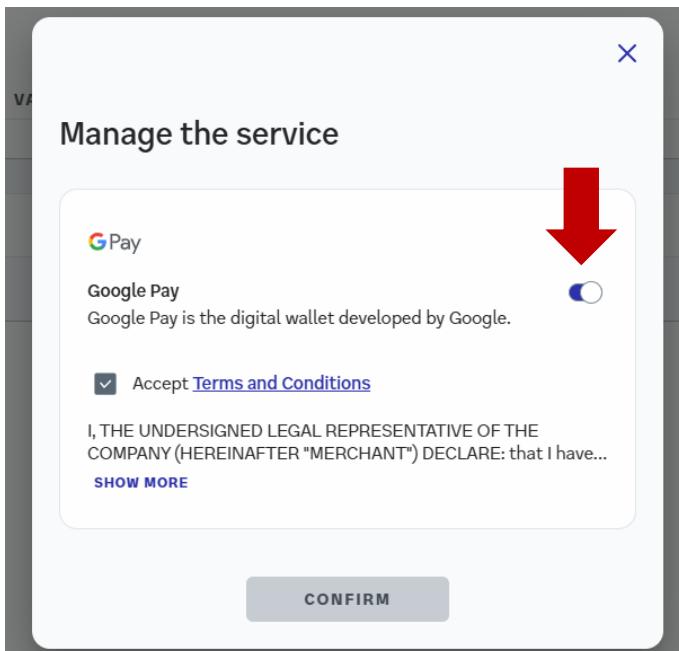
The screenshot shows the Terminal Management screen in the nexi Back office Portal. The APM tab is selected, displaying a list of payment methods:

APM	Status	Action
Google Pay	DISABLED	ENABLE
Apple Pay	ENABLED	MANAGE

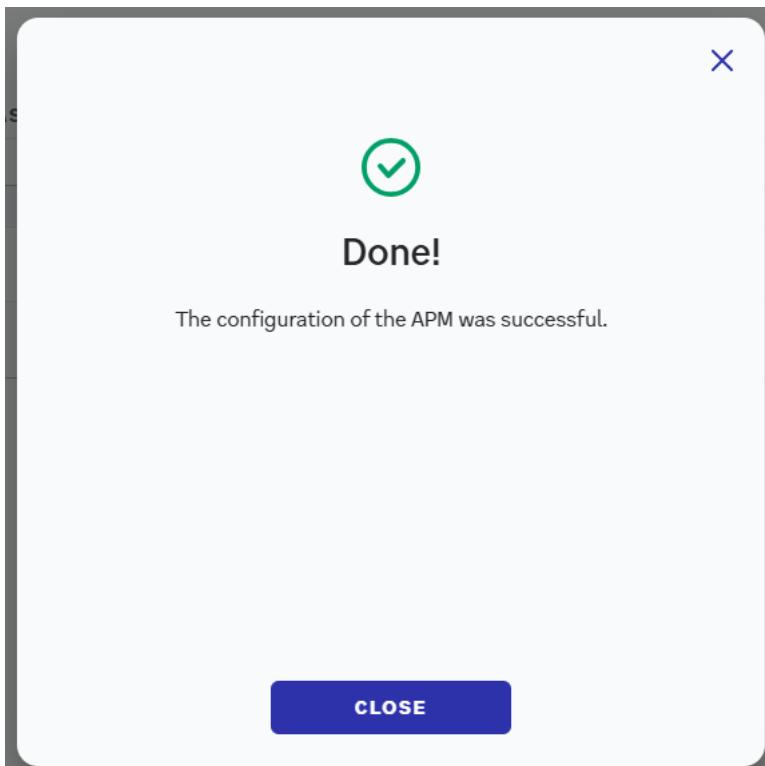
By clicking on the button 'Manage', a pop-up appears where the merchant can decide to enable or disable the APM.



Here, the merchant can enable or disable the APM by clicking on the button at the right of the APM chosen. When the merchant wants to activate an APM with status 'disabled', 'Terms and Conditions' button has also to be ticked in order to confirm the operation.



By clicking on 'Confirm', a confirmation pop-up is displayed.



5.6.1.4 VAS

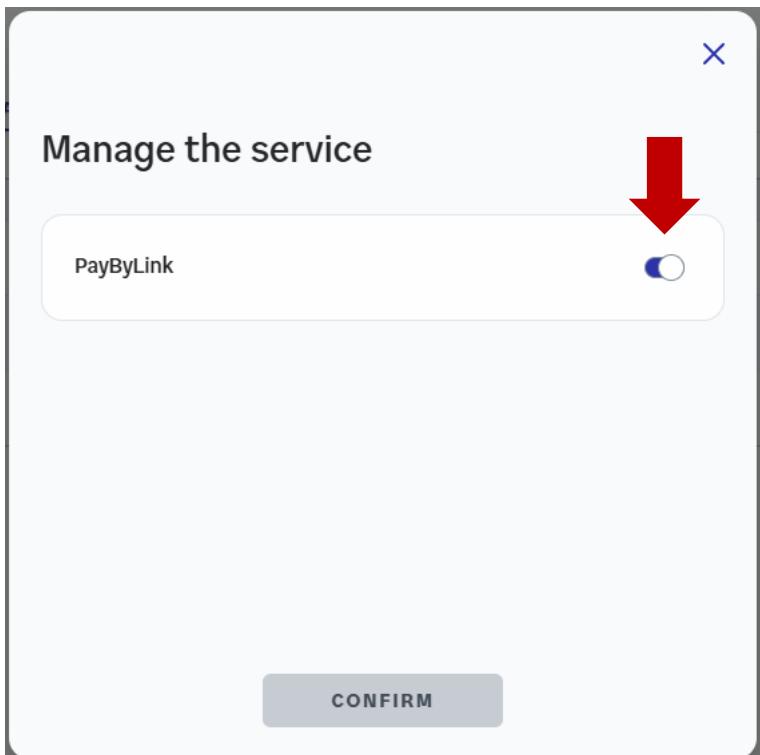
This section displays all the VAS available for the merchant.

Each VAS is displayed with:

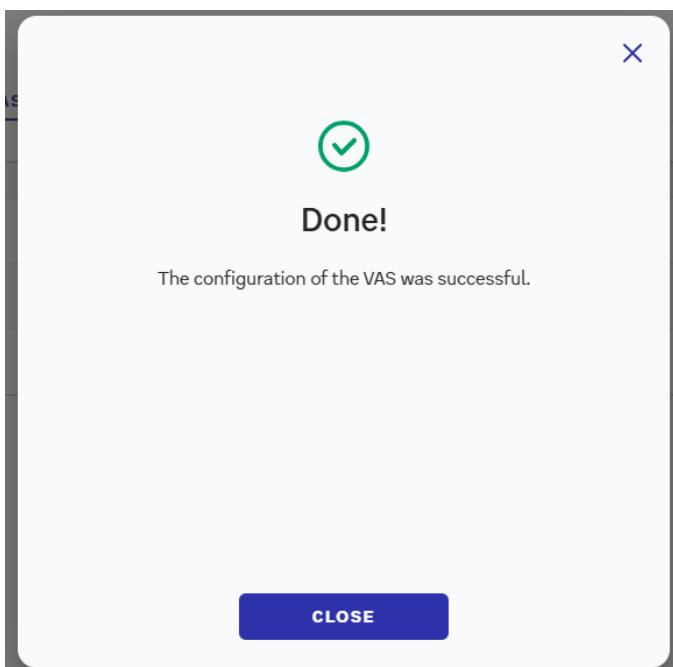
- Status - Enabled/Disabled
- Action – Manage/Enable

A screenshot of the 'Terminal Management' page in the nexi Back office Portal. The page has a header with the title 'Terminal Management' and a sub-header 'Terminal ID: T0000297'. Below the sub-header is a navigation bar with tabs: SETTINGS, API KEYS, APM, VAS (which is underlined in blue), and PROCESSING RULES. The main content area is titled 'VAS' and contains a table with three rows. Each row represents a VAS: 'PayByLink', 'MultiCurrency', and 'ProcessingRules'. Each row has three columns: 'Status' (all are 'ENABLED' with a green button), 'Action' (each has a 'MANAGE' button with a right-pointing arrow), and a 'Profile' icon at the top right of the row. On the left side of the page is a vertical 'Menu' sidebar with various navigation items: Home, PAYMENTS (Orders, Operations, Subscriptions), SERVICES (Pay-By-Link Plus, MOTO Payment), and ADMIN (Terminals, Users). At the bottom of the page are links for 'XPay', 'Privacy', and 'Cookies'.

By clicking on the action 'manage', the merchant can disable the VAS. A pop-up is displayed where, by clicking the button next to the VAS and clicking on button 'Confirm', the merchant can perform this action.



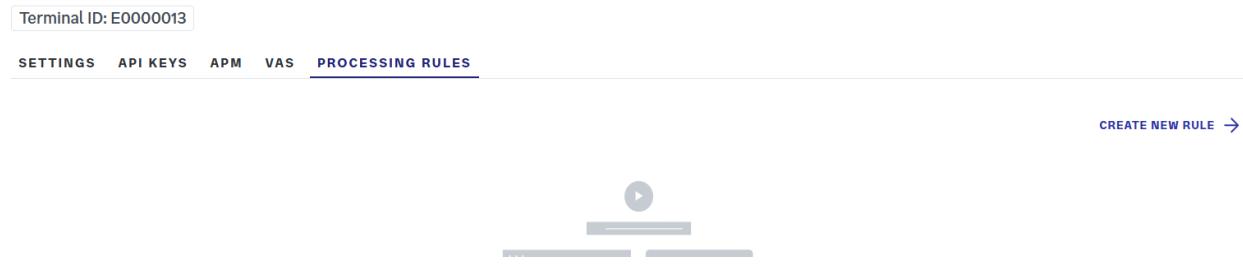
Once confirmed, a pop-up is displayed reporting the operation result.



5.6.1.5 Processing Rules

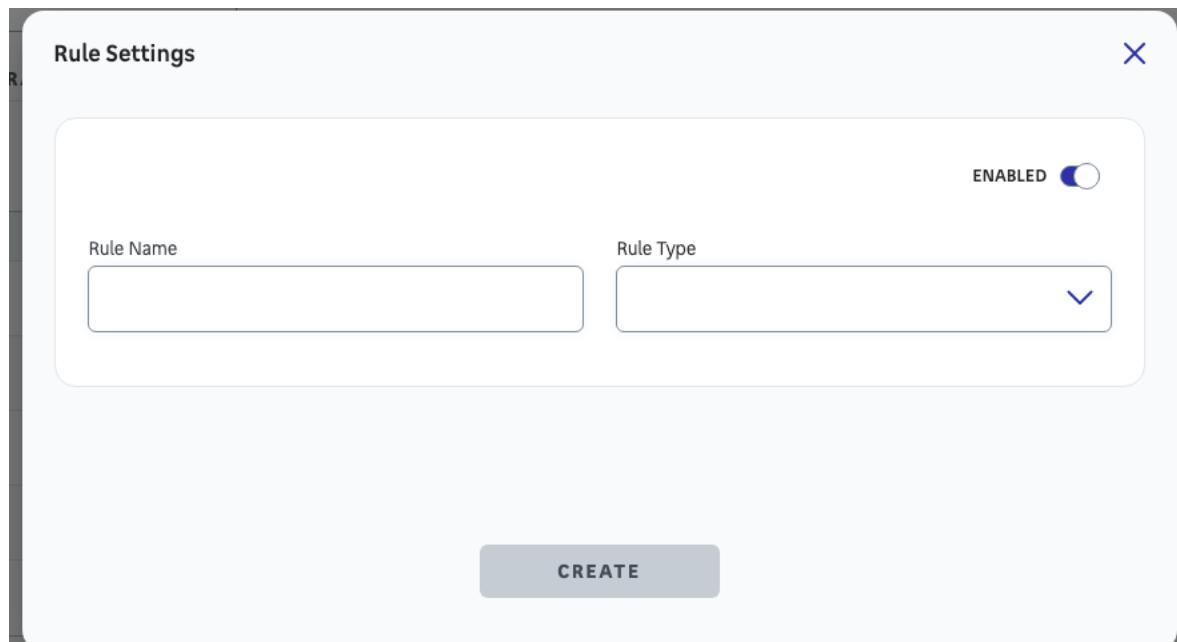
In that TAB, the Merchant can see all active/disable rules by creation date, rule name, rule type and status, as it follows:

Terminal Management

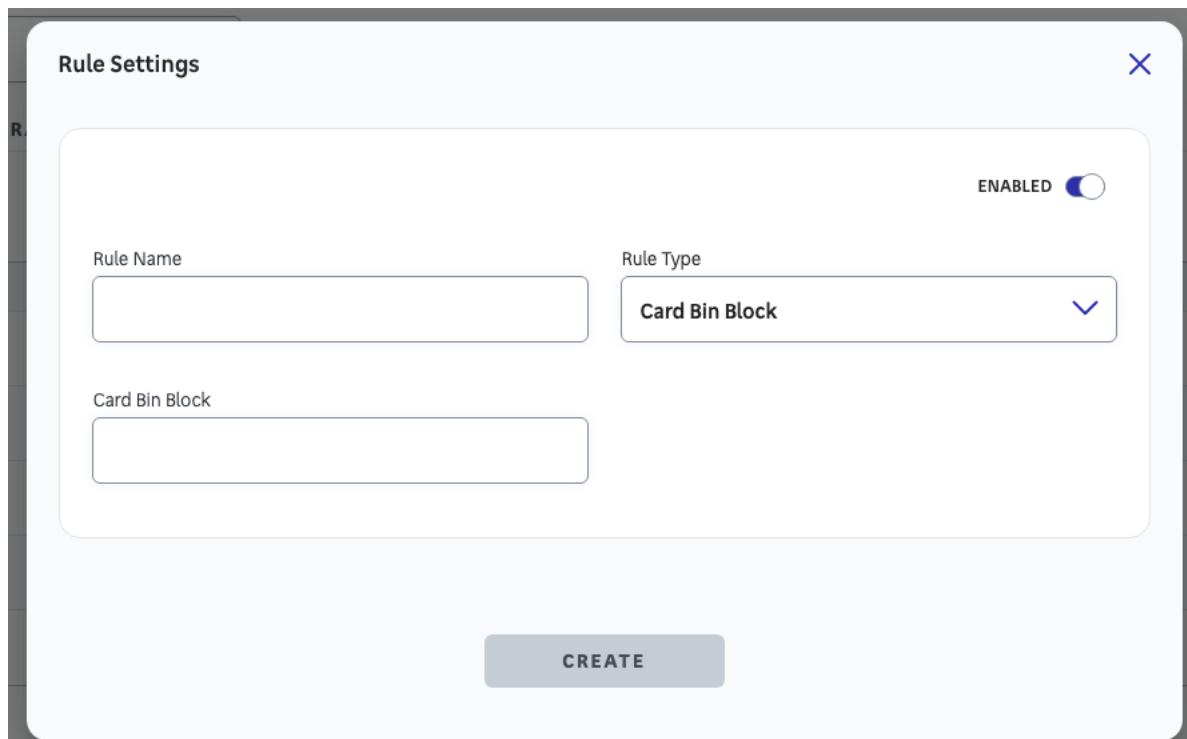


In addition, the Merchant can create, edit or delete any specific rule. Creating a new rule and modifying an existing rule have the same process.

By clicking on “Create New Rule”, it will open a new popup where it will be required to indicate the Rule Name, the Rule Type and the Status set to Enabled



When the Rule Type is entered, the Rule Details is displayed, a field in which to enter the value that corresponds to the Rule Type entered.



The screenshot shows a 'Rule Settings' dialog box. At the top right is a close button (X). Below it is an 'ENABLED' toggle switch which is turned on. The 'Rule Name' field is empty. The 'Rule Type' dropdown menu is open, showing 'Card Bin Block' as the selected option. Below the dropdown is a 'Card Bin Block' input field, which is also empty. At the bottom of the dialog is a 'CREATE' button.

Rule Name is a free field where it can be put any value. The field must be filled in order to enable the “Create” button

Rule Type is a menu composed by following choice:

- a) **Card Bin Block:** by selecting this rule type, it will open a new field called “Card Bin Block” where the merchant can insert the Bin number (First digits from the payment card number) to block, disabling transaction from it. Only numbers are accepted in the new field;
- b) **Single Pan Block:** by selecting this rule type, it will open a new field called “Single pan block” where the merchant can insert the PAN number (Card number, can be 16-19 digits long) to block, disabling transaction from it. Only numbers are accepted in the new field and there is a formal control over the field;
- c) **Masked Pan:** by selecting this rule type, it will open a new field called “Masked Pan” where the merchant can insert the masked PAN number to block, disabling transaction from it. Only numbers are accepted in the new field and there is a formal control over the field (i.e. the format should be 123456*****1234)
- d) **Card Type:** by selecting this rule type, it will open a new field called “Card Type” where the merchant can select the option from Credit, Debit or Prepaid, disabling transaction for the card type selected
- e) **IP Block:** by selecting this rule type, it will open a new field called “Ip block” where the merchant insert the IP number to block, disabling transaction from it when particular cardholder name is entered on payment page or send via API.
- f) **Block Card Holder:** by selecting this rule type, it will open a new field called “Block card holder” where the merchant insert the card holder name, disabling transaction from it.
- g) **Setting Autolockout Times:** by selecting this rule type, it will open a new field called “Setting Auto Lockout Times” where the merchant insert hours, minutes and seconds (hh:mm:ss). Auto lockout time is the amount of time that automatically blocked transactions are prohibited from trying transactions at the store again. When a transaction is declined for any reason with a specific PAN, then it won't be possible to retry another time the same PAN until the “auto lockout time” is passed.

h) **Setting Duplicate Lockout Times:** by selecting this rule type, it will open a new field called “Setting Duplicate Lockout Times” where the merchant insert hours, minutes and seconds (hh:mm:ss). Duplicate lockout time is the length of time that duplicate transactions are restricted from your store. That is, if two transactions are identical and they both occur within a length of time less than the specified duplicate lockout time, they will be automatically blocked as duplicate transactions. When a transaction is declined for any reason then it is not possible to retry another time the same transaction until the “duplicate lockout time” is passed. For the “same transaction” the intended same amount and PAN.

Date	Rule Name	Rule Type	Actions
15/06/2023	nameCardRule1	Card Bin Block	 MANAGE  
16/06/2023	nameCardRule2	IP Block	 

By clicking on “Manage”, it will open a new popup where it will be the Rule Name already filled in, the Rule Type already filled in and not editable, the Rule Type already filled in and the Status

Processing Rule

DISABLED

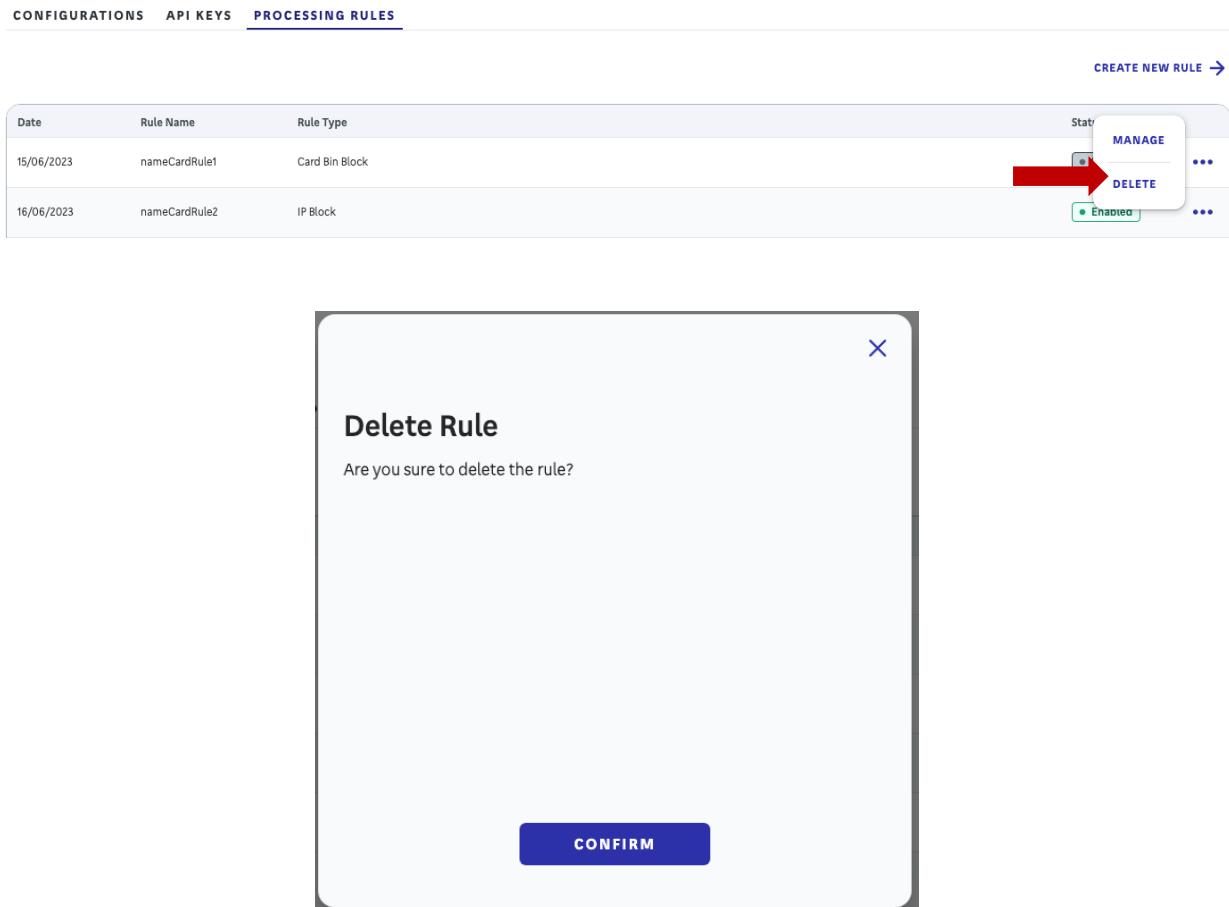
Rule Name: nameCardRule1

Rule Type: Card Bin Block

Card Bin Block: 123456

CONFIRM

Finally, the Merchant can also delete an existing rule by clicking “Delete” :



CONFIGURATIONS API KEYS PROCESSING RULES

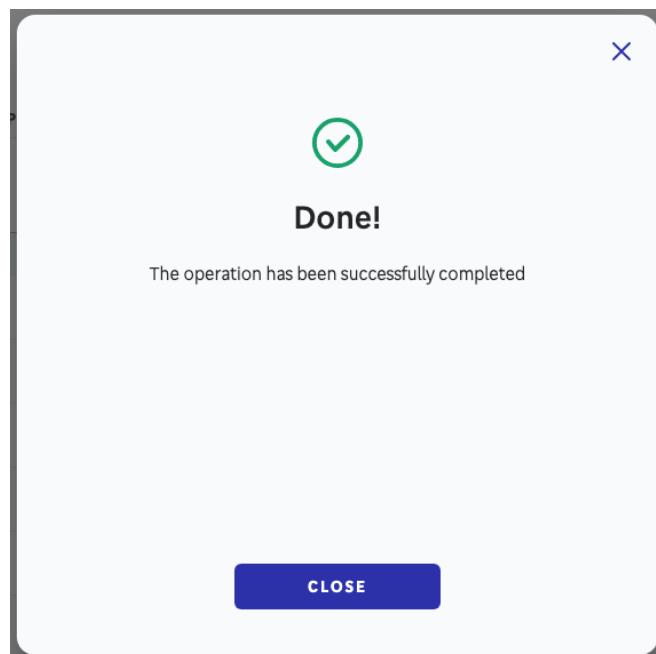
CREATE NEW RULE →

Date	Rule Name	Rule Type	Status	...
15/06/2023	nameCardRule1	Card Bin Block		MANAGE
16/06/2023	nameCardRule2	IP Block		DELETE

Delete Rule
Are you sure to delete the rule?

CONFIRM

Once confirmed, a confirmation popup is displayed.



Note: Only enabled user will have visibility on processing rules in the dedicated tenant.

5.6.2 Users

The Admin profile can see the list of users configured to access the Back Office.

Each user is displayed with:

- Email
- Name
- User role – Admin, Operator or Viewer
- Status – Activated or Deactivated

User management

[ADD USER →](#)

Email	Name	User role	Status	
kristijan.plese_t0000297@yopmail.com	Kristijan Plese T0000297	admin	DEACTIVATED	MANAGE →
kalmero888@yopmail.com	Tomo	admin	ACTIVATED	MANAGE →
vub-test-user@yopmail.com	Test	admin	ACTIVATED	MANAGE →

If the Admin clicks on “Manage”, it can change the name and the role of the selected user and Confirm. The email field is not editable.

Manage User

User data

DISABLE

Email	adrian.mcdonalid@example.com	Name	Adrian
User role <small>(i)</small>	Admin		

CONFIRM

The Admin can also “Add User” by clicking on the appropriate button and entering the following data:
 Name, User Role – Admin, Operator or Viewer, and Email.
 It is not possible to create two users with the same e-mail.

User management

Email	Name	User role	Status	
kristijan.plese_t0000297@yopmail.com	Kristijan Plese T0000297	admin	DEACTIVATED	MANAGE
kalmero888@yopmail.com	Tomo	admin	ACTIVATED	MANAGE
vub-test-user@yopmail.com	Test	admin	ACTIVATED	MANAGE

The screenshot shows a modal dialog titled "Add User". It contains a form with the following fields:

- User data** section:
 - Email:
 - Name:
 - User role:
- ENABLE toggle switch:
- ADD button:

5.7 Services

In addition to complying with the profiling rules to operate the specific functionalities, terminals must be enabled below for the functionalities described. For example, the Pay By Link Plus section will only be visible if there is at least one terminal of that merchant enabled for this service.

5.7.1 Pay by Link Plus

This solution allows to create payment links, which merchant can send via email or via the most famous messaging systems to customers.

The payment link can be generated both from the gateway Back Office, through the appropriate panel, and through a dedicated API, in case there is the need to integrate this service into a management system.

If there is only one Pay by Link-enabled terminal available, the page shows “Create a payment request” with two already filled fields, Terminal ID and Order ID.

If there is more than one Pay by Link-enabled terminal available, you will need to select the terminal for

which you want to proceed via drop-down list.

The field Order ID is set by default by the system but can be modified by the merchant.

5.7.1.1 Simple Request

There are two types of request, the simple and the advanced.

With the simple one, a single payment can be made by filling in the request fields with:

Field	Description
Amount	Transaction amount. It cannot be modified by the customer receiving the link.
Expiration date	Latest date after which the link is no longer available. Defines the duration of the payment link within which the customer can make the payment. After this date, a new link must be created. (Max 90 days)
Expiration time	Latest time after which the link is no longer available. Defines the duration of the payment link within which the customer can make the payment. After this date, a new link must be created. (Max 90 days)
Description	Order description. This text will appear on the customer's checkout page. Optional
Custom Field	This text will not be shown on the payment page to the customer, but it will be visible in the Order details of the Back Office Optional

Create a payment request
Configure a new Pay-by-link Plus payment request for customers

Pay-by-link Plus settings

Request type ⓘ

Simple request Advanced request

Terminal ID*
T0000297

Order ID* ⓘ
PBL-0512202515506

Expiration date* ⓘ
20/12/2025 

Expiration time* ⓘ
23 : 59 

Description (optional) ⓘ

50 remaining characters

Custom field (optional) ⓘ

255 remaining characters

* Required field

Amount settings

Amount (euro)*

* Required field

CONFIRM



5.7.1.2 Advanced Request

With the advanced one, a single payment or multiple payments can be made by selecting “Advanced Request”, filling in the following required fields:

Field	Description
Amount	Transaction amount. It cannot be modified by the customer receiving the link.
Expiration date	Latest date after which the link is no longer available. Defines the duration of the payment link within which the customer can make the payment. After this date, a new link must be created. (Max 90 days)

Expiration time	Latest time after which the link is no longer available. Defines the duration of the payment link within which the customer can make the payment. After this date, a new link must be created. (Max 90 days)
Description	Order description. This text will appear on the customer's checkout page. Optional
Customer field	This will not be shown on the payment page to the customer, but will be visible in the order details on the backoffice. Optional
Amount Settings section	
Amount Type	It gives the chance to the user to pay with different amount type: <ul style="list-style-type: none"> Single Amount Amount chosen by the customer Multiple Predefined Amounts
Max number of uses	It specifies the max number of times the link can be used. It can be left blank for unlimited usage.
Amount	Amount to be paid by the customer.

Create a payment request
Configure a new Pay-by-link Plus payment request for customers

Pay-by-link Plus settings

Request type Advanced request ←

Terminal ID* T0000297	Order ID* <input type="text" value="PBL-05122025120012"/>
Expiration date* <input type="text" value="20/12/2025"/>	Expiration time* <input type="text" value="23 : 59"/>
Description (optional) <input type="text"/>	
Custom field (optional) <input type="text"/>	

50 remaining characters

250 remaining characters

* Required field

Amount settings

Amount Type* <input type="text" value="Single amount"/>	Max number of uses* <input type="text" value="1"/>
Amount (euro)* <input type="text"/>	

* Required field

→ **CONFIRM**

Once confirmed, the first page is the Informative Page settings. The Informative page is a single page that functions as a mini website. On this page, the merchant can insert an image, a title, and text in multiple languages, which will be shown to the customer before payment. This section is skipped when the amount is equal to 0.

Order PBL-05122025120012

Amount: €1.00

Informative page settings

The informative page is a single page that functions as a mini website. On this page, you can insert an image, a title, and text in multiple languages, which will be shown to the customer before payment.

Upload image

ADD FILE

Max size 600*250 pixels, max 500KB, supported formats: jpg, png, webp

Select language (i)

Title (i)

256 remaining characters

Description (i)

1000 remaining characters

[ADD LANGUAGE](#)

[NEXT](#)

The second step is the Payment Settings page that allows to enter the type of payment, the method to make the payment, and the type of capture.

Field	Description
Action	<p>It allows to enter the type of payment.</p> <ul style="list-style-type: none"> ▪ Payment (with Amount > 0) ▪ Pre-Authorization (with Amount > 0) ▪ Card Verification (with Amount = 0) <p>They are also shown based on the terminal settings.</p>
Method	<p>It allows to enter the method to make the payment. It can be an APM, such as Google Pay or Apple Pay. Or even a type of card, such as VISA or Mastercard.</p> <p>They are also shown based on the terminal settings.</p> <p>Is disabled until an action is entered</p>
Capture	<p>It allows to enter the capture type:</p> <ul style="list-style-type: none"> ▪ Implicit ▪ Explicit

They are also shown based on the terminal settings.

Is disabled until an method is entered.

When the action is a “Card Verification”, the capture is disabled

Pay-by-Link Advanced Request - Step 2/4

Order PBL-18122025023325

Amount: €1.00

Payment Settings

Action i

Payment ▼

Method i

Select Method ▼

Capture i

Select Capture ▼

NEXT



Clicking on “Type”, a list of options is displayed:

← BACK

Pay-by-Link Advanced Request - Step 2/4

CLOSE X

Order PBL-29052025044735-OE000003

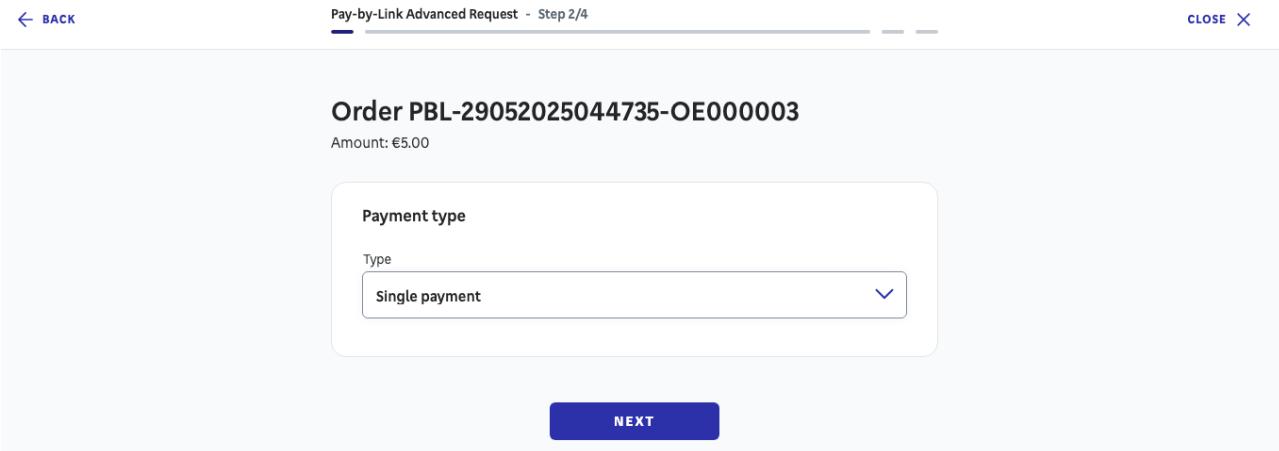
Amount: €5.00

Payment type

Type

Single payment

NEXT



Field	Description
Single Payment	<p>It allows to continue without filling in any specific fields and directly land in the next section.</p> <p>Is visible when the amount > 0</p>
Payment with recurring data	It allows to access the “Contract Settings” section that allows to create a new contract or link an existing one
Payment by subscription/installments	<p>It allows to access the “Subscription and Installment Settings” section that allows to create an installment payment plan</p> <p>Is visible when the amount > 0</p>

Order PBL-29052025051156-OE000003

Amount: €0.00 

Payment type

Type

Payment with recurring data 

Payment with recurring data

Clicking “Payment with recurring data”, view a “Contract Settings” section. It is required.

Order PBL-29052025051156-OE000003

Amount: €0.00

Payment type



Type

Payment with recurring data 

Contract Settings

Recurring Action 

Select Recurring Action 

Contract ID 

Contract type 

Select Contract Type 

Contract expiration date

DD/MM/YYYY



NEXT

Field	Description
Recurring Action	<ul style="list-style-type: none"> ▪ Contract Creation – creates a new contract ID by saving the data of the card or payment instrument used ▪ Card Substitution - replaces the card or payment instrument data associated with an existing Contract ID ▪ Subsequent Payment – Sets an existing Contract ID as the card or payment instrument for the transactions
Contract ID	<p>It allows to insert a Contract ID.</p> <p>It is randomly generated if the Recurring Action is “Contract Creation” otherwise the field must be filled by merchant</p>
Contract Type	<ul style="list-style-type: none"> ▪ Scheduled (is prefilled and not modifiable when the Recurring Action is “Card Substitution”) ▪ Unscheduled (is prefilled when the Recurring Action is “Contract Creation”) ▪ One Click (is prefilled and not modifiable when the Recurring Action is “Card Substitution”)
Contract Expiration Date	<p>It allows to enter the expiration day of the created contract.</p> <ul style="list-style-type: none"> ○ Is optional when the Recurring Action is “Contract Creation” and the Contract Type is “Unscheduled” or “One Click” ○ Is required when the Recurring Action is “Contract Creation” and the Contract Type is “Scheduled” ○ Is optional when the Recurring Action is “Card Substitution” ○ Is not visible when the Recurring Action is “Subsequent Payment”
Contract Frequency	<p>Is composed of the label “Every”.</p> <ul style="list-style-type: none"> ▪ Days – From 1 to 365 ▪ Weeks – From 1 to 52 ▪ Months – From 1 to 12 <p>If the user inserts values not valid, an error message shall appear: “Billing period must be between 1 day and 1 year”</p>

Clicking “Payment by subscription/installments”, view a “Subscription and installment settings” section. It is required.

Order PBL-29052025055053-OE000004

Amount: CZK 5.00

Payment type

Type

Payment by subscription/installments 

Subscription and installment settings

Configures the subscription type and installments that will be charged on the contract ID

Please Note: order amount is updated with the sum of installments amount. Using the payment link customer will pay the first installment, remaining installments will be charged automatically.

Plan Type 

Select Plan Type 

NEXT



The Plan Type are: (After entering the Plan, under this section, the “Contract Settings” section is also shown (it is required))

- Fixed (Only for CEE)
- Variable (Only for CEE)
- Acquirer Agreement (Only for Greece)

Subscription and installment settings
Configures the subscription type and installments that will be charged on the contract ID

Please Note: order amount is updated with the sum of installments amount. Using the payment link customer will pay the first installment, remaining installments will be charged automatically.

Plan Type ⓘ Number of installments ⓘ

Frequency ⓘ Amount

Total: €0.00



Field	Description
Number of installments	It represents the total number of transactions, including the first transaction, from 1 to 999.
Frequency	It represents the frequency with which the payment occurs. <ul style="list-style-type: none">▪ Daily▪ Weekly▪ Monthly▪ Yearly
Amount	It represents the amount of each installment

Subscription and installment settings

Configures the subscription type and installments that will be charged on the contract ID

Please Note: order amount is updated with the sum of installments amount. Using the payment link customer will pay the first installment, remaining installments will be charged automatically.

Plan Type (i)
Variable



Down payment (i)

Installment 1

Date

DD/MM/YYYY



Amount

Total: €0.00

[ADD RATE](#)

Field	Description
Down payment	It represent the amount that the merchant pays for the first transaction. If the field is not filled in, a card verification shall be performed.
Date	It indicated the date on which the payment is to be made,
Amount	It indicated the amount on which the payment is to be made,
Add Rate	It allows to add one or more installments

Clicking “Add Rate”

Subscription and installment settings
Configures the subscription type and installments that will be charged on the contract ID

Please Note: order amount is updated with the sum of installments amount. Using the payment link customer will pay the first installment, remaining installments will be charged automatically.

Plan Type [\(i\)](#) Variable ▼ Down payment [\(i\)](#)

Installment 1

Date DD/MM/YYYY Amount

Installment 2 DELETE 

Date DD/MM/YYYY Amount

[ADD RATE](#)

Total: **€0.00**

By setting 'Acquirer Agreement' as a Plan Type, the merchant have displayed the following step:

Pay-by-Link Advanced Request - Step 1/5

Order PBL-20112025041701

Amount: €0.10

Payment type

Type

Payment by subscription/installments



Subscription and installment settings

Configures the subscription type and installments that will be charged on the contract ID

Please Note: order amount is updated with the sum of installments amount. Using the payment link customer will pay the first installment, remaining installments will be charged automatically.

Plan Type ⓘ

Acquirer Agreement

Number of Tranches ⓘ



This field is required

NEXT

Field	Description
Acquirer Agreement	This Plan Type let the merchant set a recurring payment with a fixed number of tranches for the cardholder.
Number of Tranches	It represents the total number of installments for the related payment.

If the amount entered in the “Subscription and installment settings” section exceeds the amount entered on the first pga of the pay-by-link plus, becomes red

Order PBL-29052025064830-OE000003

Amount: €4.00 

Payment type

Type 

Subscription and installment settings

Configures the subscription type and installments that will be charged on the contract ID

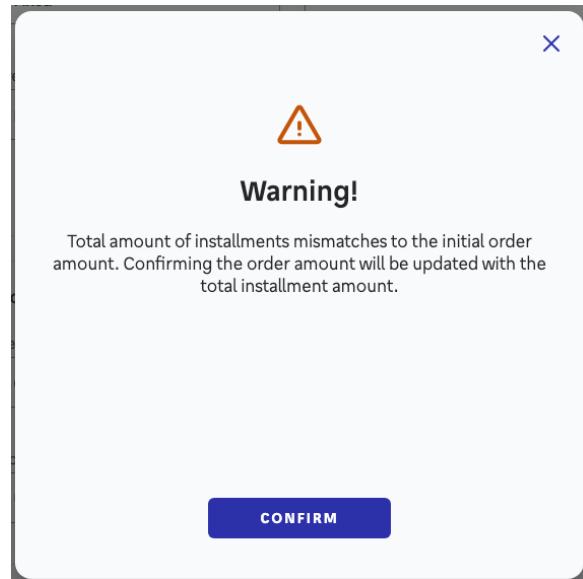
Please Note: order amount is updated with the sum of installments amount. Using the payment link customer will pay the first installment, remaining installments will be charged automatically.

Plan Type  Number of installments 

Frequency  Amount 

 Total: **€6.00** 

Clicking “Next”, view a popup informing that the amount entered on the first page of the pay-by-link plus will be overwritten by the amount entered in the “Subscription and installment settings” section



After this step, view the third step. It is composed of “Customer Information” section.

Order PBL-29052025070339-OE000003

Amount: €5.00

Customer information

Client ID ?	
Client name	Client e-mail
Country code	Mobile
Select Country Code ▼	
Country code	Home phone
Select Country Code ▼	
Country code	Office phone
Select Country Code ▼	
Billing address (optional) ▼	

Customer information, with the following fields:

- Client ID - This code can help to identify the customer in other sections of the Back Office, uniquely
- Client name
- Client e-mail
- Country code
- Mobile
- Country code
- Home phone
- Country code
- Office phone

Billing address (optional) ^

Name	Street
<input type="text"/>	<input type="text"/>
City	Postcode
<input type="text"/>	<input type="text"/>
Province	Country
<input type="text"/>	<input type="text"/>
Additional information <input type="text"/> 50 remaining characters	
Shipping address (optional)	
<input checked="" type="checkbox"/> Shipping Address same as billing address ←	

Open an accordion Billing Address (optional), with the following fields:

- Name
- Street
- City
- Postcode
- Province
- Country
- Additional Information

The section Shipping Address is not visible. Clicking “Shipping Address same as billing address”, the shipping address section will be shown, otherwise the same values will be entered for the shipping address section as in the billing address.

Shipping address (optional)

Shipping Address same as billing address 

Name	Street
<input type="text"/>	<input type="text"/>
City	Postcode
<input type="text"/>	<input type="text"/>
Province	Country
<input type="text"/> 50 remaining characters	

Additional information

NEXT

Shipping address (optional), with the following fields:

- Name
- Street
- City
- Postal Code
- Province
- County
- Additional information

Clicking “Next”, view the last step. Is composed of all the information entered during creation.

SUMMARY

Order summary and Pay-by-link expiry

Terminal ID	Order ID
OE000003	PBL-29052025070339-OE000003
Amount	Expiration date
2,00 EUR	13/06/2025
Description	Language
BackOffice	ENG
Additional description	
BackOffice	

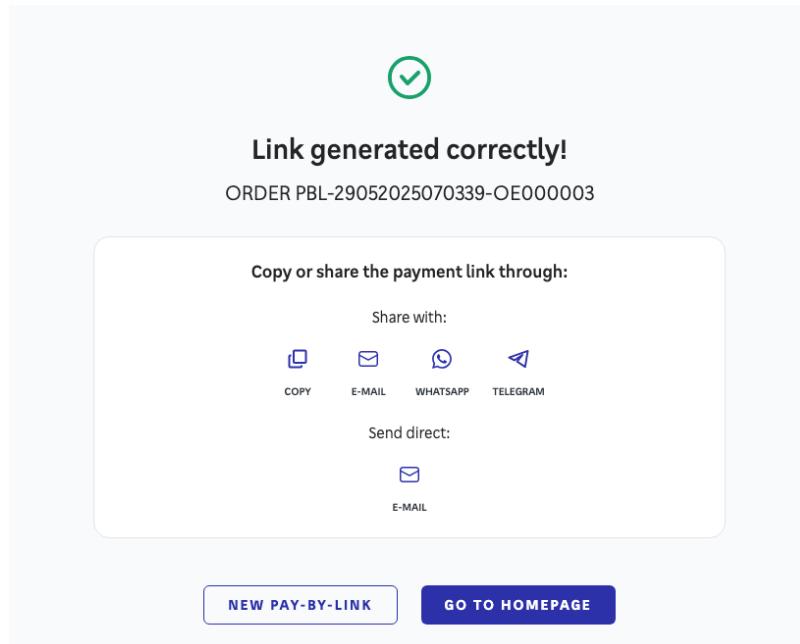
Payment Settings ▼

Recurring Payments ▼

Customer information ▼

CONFIRM

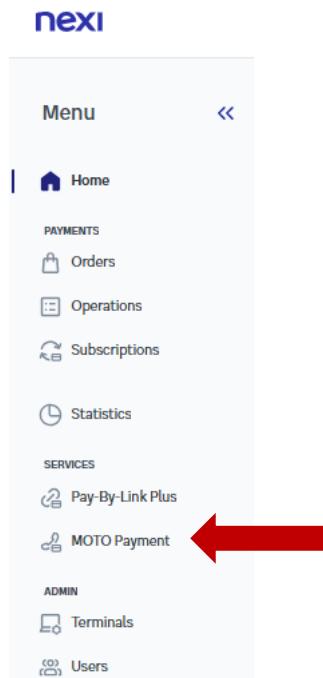
By clicking on “Confirm”, the link is generated and ready to be copied or to be sent by e-mail or other sharing channels to the customer. The choices available are: Copy, e-mail, Whatsapp, Telegram.



5.7.2 MOTO Payment

The merchant has the option of handling phone and/or mail orders with XPay (M.O.T.O. - Mail Order, Telephone Order).

For this solution, the Back Office framework is the same as before, except for the following difference: this type of sale requires the merchant to make the payment with credit card information received from the buyer.



After selecting “MOTO Payment” menu, the following page appears, where the merchant must enter:

- Amount (euro) (required)
- Credit card information:
 - PAN (required)
 - Expiring Date (required)
 - CVV (required or optional depending on the terminal setup)

The merchant can click on "Confirm" or enter additional information.

MOTO

CLOSE X

Create a MOTO payment

Enter payment information

Terminal ID*

Order ID* ⓘ

Amount*

*Field is Required

Enter card information

PAN*

Expiring date*

CVV

*Field is Required

Cardholder information (optional)



Cardholder information (optional)



Other Info (optional)



Billing address (optional)



CONFIRM

Cardholder information (optional). Opening the accordion, the following fields will be shown:

- Cardholder name
- Cardholder email
- Description

Cardholder information (optional)

Cardholder name

Cardholder email

Description

50 remaining characters

Other info (optional). Opening this section, the following fields will be shown:

- Action (Payment / Pre-authorization)
- Capture Type (Explicit / Implicit)
- Client ID
- Custom field
- Country code
- Number
- Country code
- Number
- Country code
- Number

Other Info (optional)

Action

Payment

Capture Type

Automatic

Client ID ⓘ

Custom Field ⓘ

255 remaining characters

Country code

Select Enter number

Country code

Select Enter number

Country code

Select Enter number

Billing address (optional). Opening the accordion, the following fields will be shown:

- Name
- Street
- City
- Postocde
- Province
- Country
- Additional Information

Billing address (optional)

Name	Street
<input type="text"/>	<input type="text"/>
City	Postcode
<input type="text"/>	<input type="text"/>
Province <small> ⓘ</small>	Country
<input type="text"/>	<input type="text"/>
Additional information	
<input type="text"/>	
50 remaining characters	

Shipping address (optional)

Shipping Address same as billing address

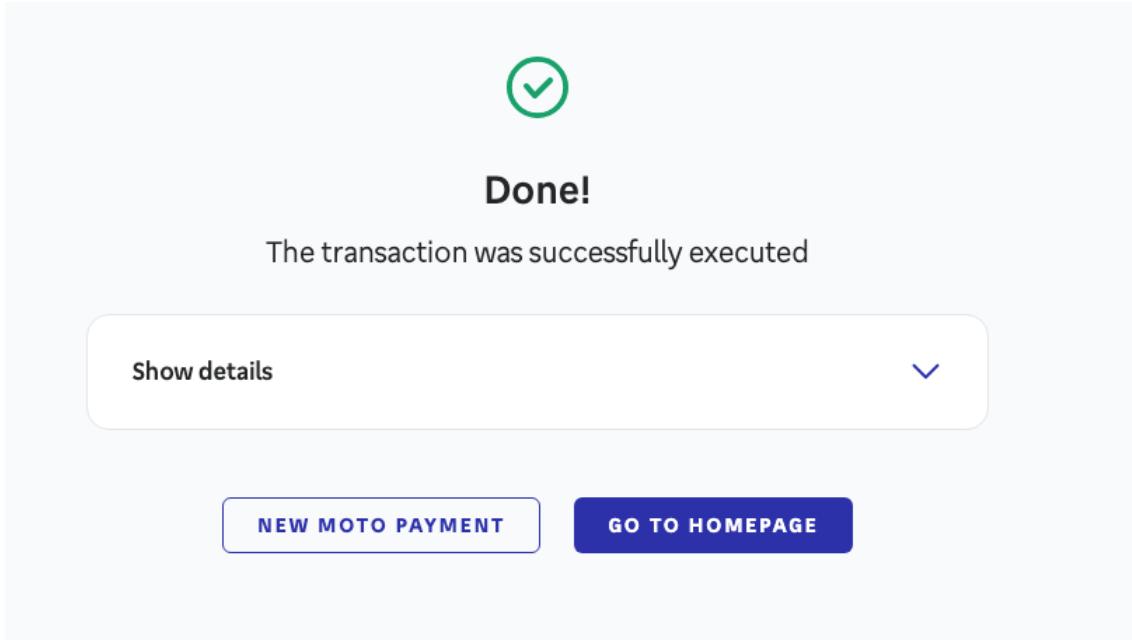
The section Shipping Address is not visible. Clicking “Shipping Address same as billing address”, the shipping address section will be shown, otherwise the same values will be entered for the shipping address section as in the billing address.

Shipping address (optional)

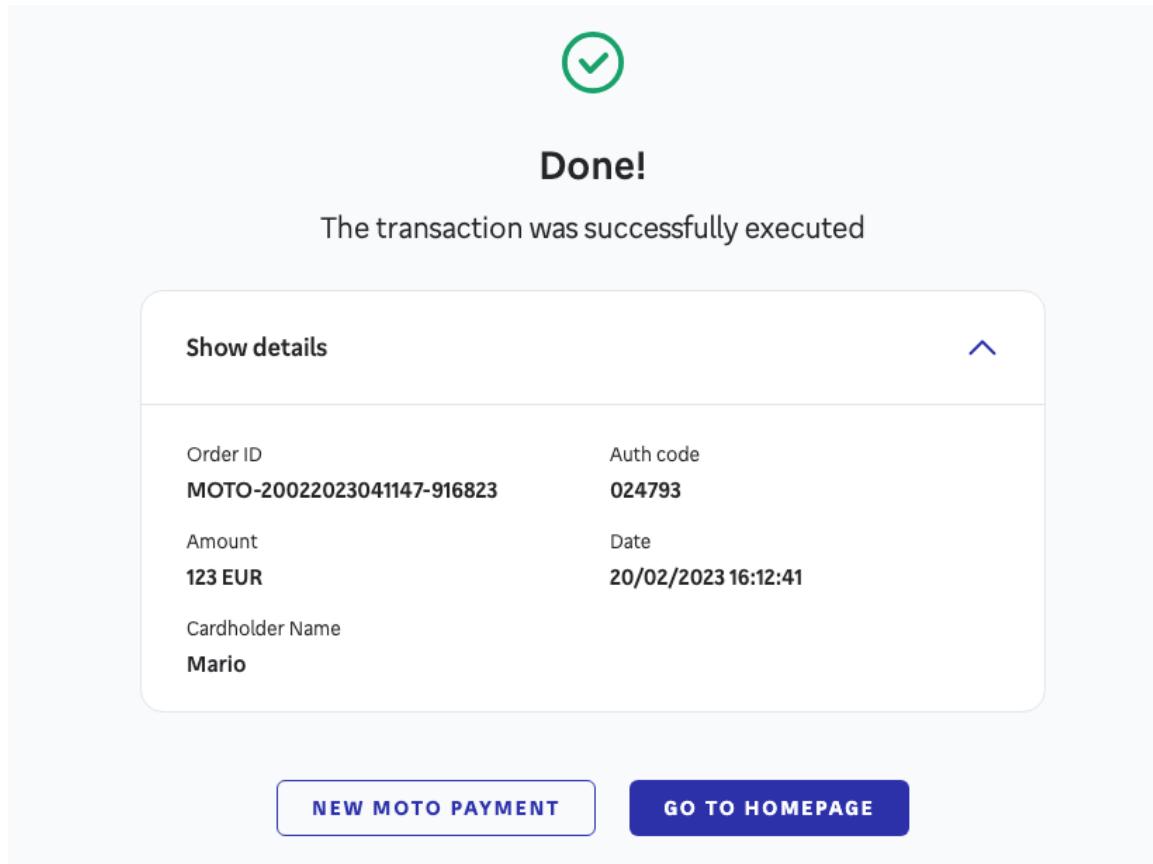
Shipping Address same as billing address

Name	Street
<input type="text"/>	<input type="text"/>
City	Postcode
<input type="text"/>	<input type="text"/>
Province <small> ⓘ</small>	Country
<input type="text"/>	<input type="text"/>
Additional information	
<input type="text"/>	
50 remaining characters	

By clicking on “Confirm”, the MOTO transaction is sent to Authorization.



Opening the accordion, the following fields will be shown:



5.8 Profile

It's possible to click on the button "Profile" to display information on the logged-in user.

The image is a screenshot of the XPay Backoffice Portal. On the left, there is a sidebar with a "Menu" section containing links for Home, Orders, Operations, Subscriptions, Statistics, Pay-By-Link Plus, MOTO Payment, Terminals, and Users. The main content area is titled "XPay | Backoffice" and contains several management sections: "Payments" (Orders, Operations, Subscriptions, Quick actions: Pay-by-link Plus, MOTO Payment), "Statistics" (Order statistics, Operation statistics, Admin), and "Admin" (Terminals management). A red arrow points to the "Profile" link in the top right corner of the main content area.

A page with name, e-mail, user role, masked password is shown and from this section you can change your password, change the backoffice language and logout

The screenshot shows the 'User profile' section with a blue header containing the user's name, 'Minerva Douglas'. Below this, there are fields for 'Email' (zefallissicru-4885@yopmail.com), 'User role' (Admin), and a 'Password' field (represented by masked asterisks). To the right of the password field is a 'CHANGE PASSWORD' button with a right-pointing arrow. At the bottom of the profile section is a link 'Exit XPay Backoffice? [Exit](#)'. To the right of the profile is a 'Language' section with a dropdown menu set to 'Auto-detect'.

To perform the password change, it's necessary to follow the process described:

1. Click to “CHANGE PASSWORD”
2. Insert a Current Password
3. Insert a New Password
4. Insert a Retype New Password

[Change password](#)[CLOSE X](#)

Change password

Password must be **8–20** characters

 Current Password New Password

- at least one uppercase character
- at least one lowercase character
- at least one number
- at least one special character

 Confirm new password[CONFIRM](#)

Once confirmed, a confirmation page is displayed.



Done!

Password changed successfully

[GO TO PROFILE](#)