



XPAY BACK-OFFICE USER MANUAL

for Merchant

Review

Version	Update Description	Data
<i>Version 1.0</i>	<i>First version of the document</i>	<i>25/07/2023</i>
<i>Version 1.1</i>	<i>Added the Processing Rules section</i>	<i>19/12/2023</i>
<i>Version 1.2</i>	<i>Corrections and refinements to the Processing Rules section</i>	<i>08/01/2024</i>
<i>Version 1.3</i>	<i>Updated to reflect Back Office version 1.7 functionalities</i>	<i>03/06/2025</i>
<i>Version 1.4</i>	<i>Updated with requirements and procedures related to expired authorizations</i>	<i>20/06/2025</i>
<i>Version 1.5</i>	<i>Updated the 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 the IRIS Payments section (applicable to Greek merchants only)</i>	<i>15/10/2025</i>
<i>Version 1.8</i>	<i>Corrections to the Installments section (applicable to Greek merchants only) and documentation of new Back Office 1.7 features</i>	<i>19/12/2025</i>
<i>Version 1.9</i>	<i>Review and fix of the document structure</i>	<i>08/05/2026</i>

<i>Version 1.10</i>	<i>Structural corrections to the general layout of the document</i>	<i>22/06/2026</i>
<i>Version 1.11</i>	<i>Alignment of the document to the new back-office version — removal of the statistics section</i>	<i>22/07/2026</i>
<i>Version 1.12</i>	<i>Updated with DCC section in Operation Details</i>	<i>30/09/2026</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

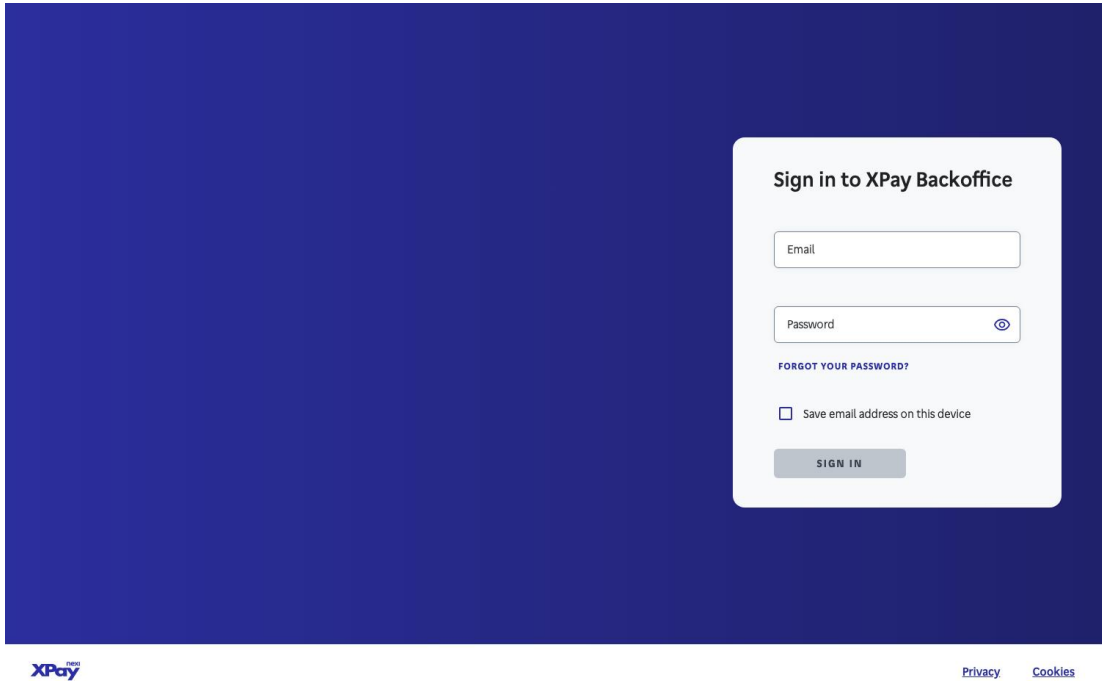
In a nutshell:

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	-	-

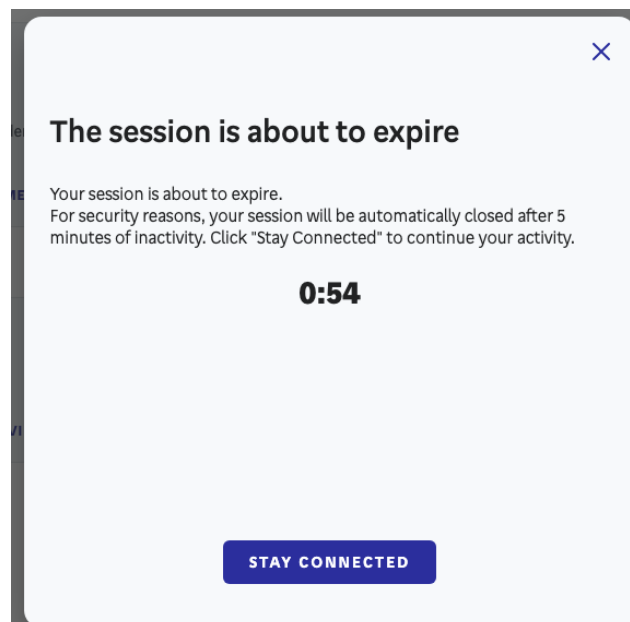
Features not available to the various profiles will not be displayed or clickable.

3.2 Login

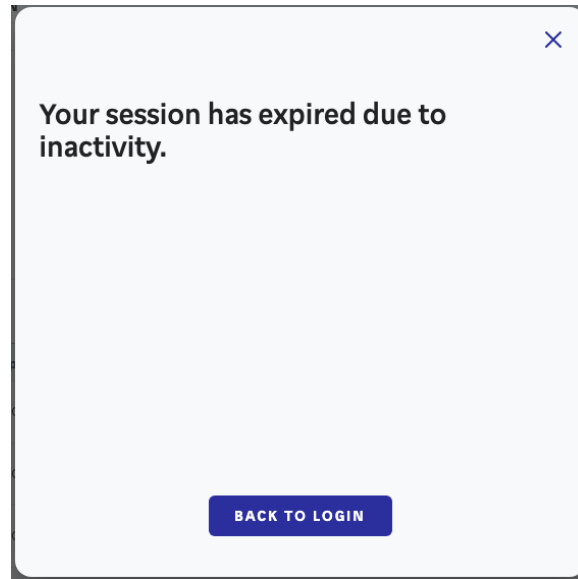
To access the portal, simply enter Username (e-mail address that has been declared during the onboarding for the first access or the one defined in the Backoffice) and password as in the image below:



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 pop-up appears allowing you to restart the session.



After the minute has passed, a pop-up 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"

Reset Password CLOSE X

Reset your password

Enter the email address associated with your account and we'll send you a link to reset your password.

CANCEL CONTINUE

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



Done!

We have sent an email to *****@gmail.com containing further instructions for resetting your password.

If you haven't received the email, please check your spam folder, try using a different email address, or contact customer support.

CLOSE

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

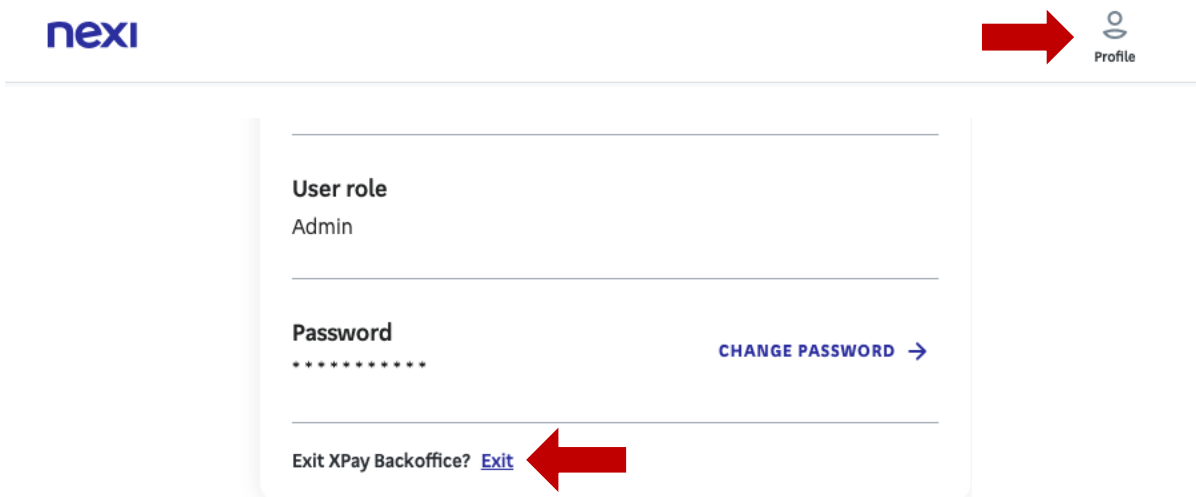
It is possible to make five login tries by entering the wrong password. After 5 incorrect login requests, the service is suspended for 3 hours (authentication is not allowed). If the password has expired, you will be redirected to the change password page when logging in.

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"

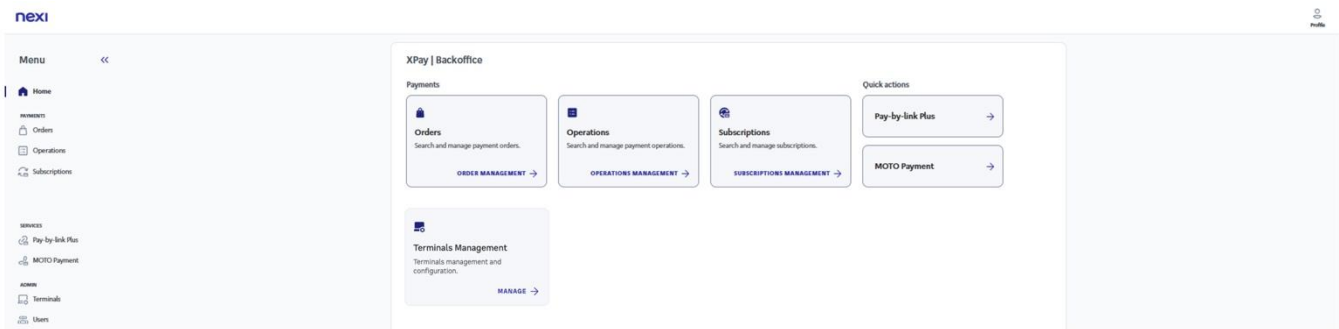


For shared PC/workstations it is recommended to logout to leave the Back Office. The session ends automatically after 5 minutes.

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
- Services¹
 - Pay-by-link Plus
 - MOTO Payment
- Admin
 - Terminals
 - Users
- Profile
 - User Profile
 - Language

¹ Please note that the MOTO function and Pay-by-Link cannot be active at the same time. Enabling one automatically deactivates the other.

5. Functionalities

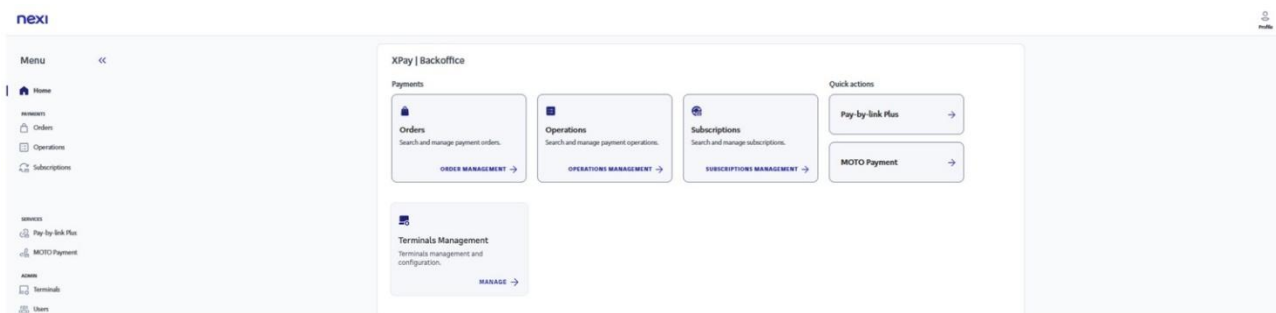
The following chapter provides a description of the features made available by the portal. Some sections are only visible and clickable from specific profiles (refer to paragraph 3.1).

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 ² .
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.
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.

² Please note that the MOTO function and Pay-by-Link cannot be active at the same time. Enabling one automatically deactivates the other.

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 information 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.

6. Home



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

7. Orders

7.1 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 export a CSV or XLSX report by clicking the “Export” button.

Order Management



EXPORT

FILTER

Date and time	Order ID	Order amount	Authorized amount	Captured amount	Description	Additional info
08/06/2026 17:11:47	TranPipe20260608	\$1.00	\$1.00	\$1.00	-	-

Export data

This export has filters applied

Date range

☒ Today (09/06/2026)
☐ Current Month (01/06/2026 - 09/06/2026)
☐ Last 7 days (02/06/2026 - 08/06/2026)
☐ Last month (01/05/2026 - 31/05/2026)
☐ Personalized

Format

☐ CSV
☒ XLSX

CANCEL

SAVE

By selecting the “personalized” option new section of the pop-up will be shown.

Date Range

From

To

10/05/2026

09/06/2026

Time Range

From

To

00 : 00

23 : 59

It is possible to filter the search results by clicking the “Filter” button, opening a pop-up.

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

Date range

From

To

15/04/2026

15/05/2026

Order

Order ID

Additional info

Status

RESET CRITERIA

APPLY FILTERS

Amount

Min

Max

Amount Type

Order amount

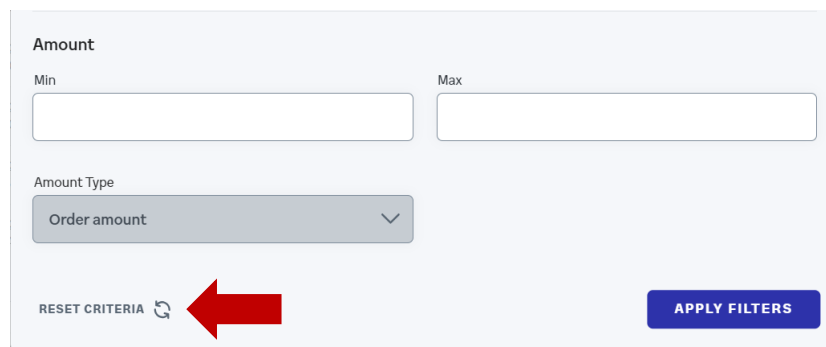
RESET CRITERIA

APPLY FILTERS

The pop-up presents a series of fields that the user can fill in:

Field	Type	Description
Date Range – 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 Range – 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.
Additional info	Max 255crt alpha numeric	Additional order description.
Status	Combo box	It can be: • To be capture • Captured
Min	Numeric	Minimum value in the range within which to search for the order. This field is related to the specific type of amount selected.
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.



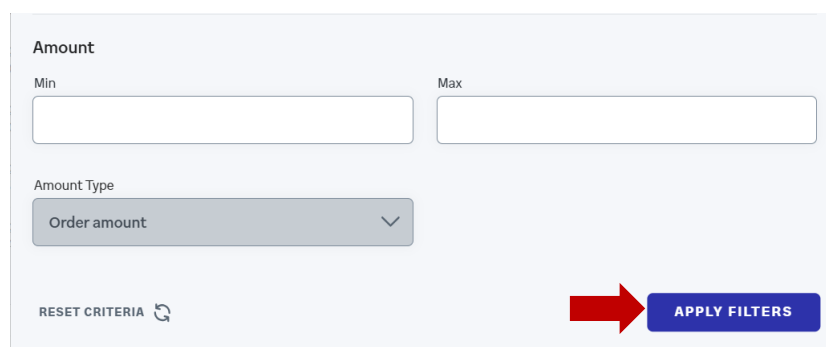
Amount

Min Max

Amount Type
Order amount ▼

RESET CRITERIA ↺  APPLY FILTERS

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



Amount

Min Max

Amount Type
Order amount ▼

RESET CRITERIA ↺  APPLY FILTERS

The following are the details available for each order:

- Date and time 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 “Additional info”)
- Additional info

Order Management

[EXPORT](#)
[FILTER](#)

Date and time	Order ID	Order amount	Authorized amount	Captured amount	Description	Additional info
15/05/2026 11:46:21	221- 20264605081551580870818	€2.00	€0.00	€0.00	WC Order 221	Woocommerce 7.5.1 - ne... →
15/05/2026 10:57:50	221- 50265705071560307781718	€2.00	€0.00	€0.00	WC Order 221	Woocommerce 7.5.1 - ne... →
15/05/2026 10:18:04	221- 03261805071587582734287	€2.00	€0.00	€0.00	WC Order 221	Woocommerce 7.5.1 - ne... →
14/05/2026 20:05:23	220- 22260505171433512387228	€90.00	€0.00	€0.00	WC Order 220	Woocommerce 7.5.1 - ne... →
14/05/2026 19:58:08	220- 07265805161482377877178	€90.00	€0.00	€0.00	WC Order 220	Woocommerce 7.5.1 - ne... →

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 and time ↕	Order ID ↕
15/05/2026 11:46:21	221- 20264605081551580870818
15/05/2026 10:57:50	221- 50265705071560307781718
15/05/2026 10:18:04	221- 03261805071587582734287
14/05/2026 20:05:23	220- 22260505171433512387228

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 --

-- Please try again with different filter criteria --

7.2 Order Detail

26/05/2025 10:31:53 oid2025526113153 €10.00 €0.00 €0.00 test GRPC weekend promotion 



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

- Order summary
- Customer info
- Plan

7.2.1 Order

Order - 1781190748542

ORDER CUSTOMER

Summary

Date and time	Order amount	Authorized amount	Captured amount	Description
11/06/2026 17:13:39	€10.00	€0.00	€0.00	Εκτύπωση της Μόνα Αίλα

Additional info

No data available

Operations

Channel	Date and time	Operation	Amount	Payment instrument	Status	Action	Details
BACKOFFICE	11/06/2026 17:13:39	AUTHORIZATION	€10.00	 528939*****0006	* CANCELED	...	→

This section shows the additional info set by the merchant during the order creation. If the merchant hasn't set any additional info, 'No data available' is reported.

Order - 1781190748542

ORDER CUSTOMER

Summary

Date and time	Order amount	Authorized amount	Captured amount	Description
11/06/2026 17:13:39	€10.00	€0.00	€0.00	Εκτύπωση της Μόνα Αίλα

Additional info

No data available

Operations

Channel	Date and time	Operation	Amount	Payment instrument	Status	Action	Details
BACKOFFICE	11/06/2026 17:13:39	AUTHORIZATION	€10.00	 528939*****0006	* CANCELED	...	→

In the section Order – Operations, there are details available for each order.

Field	Description
Channel	It can be: • 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: • AUTHORIZATION³ - 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: • 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 • THREEEDS_VALIDATED - 3DS authentication OK or frictionless • THREEEDS_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: • Capture • Refund • Cancel Refund • Void • Cancel capture
Details	Clicking on the arrow it's possible to view the details of the operation

³ Preauthorization is available only via API (generation and visualization). On the Backoffice the type 'Preauthorization' is included in the authorization one.

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

Operation	Operation - Status	Actions allowed
Authorization	Authorized	• Capture • Void
Authorization	Executed	Refund
Authorization	Declined	No actions allowed
Authorization	Pending	No actions allowed
Authorization	Denied_by_risk	No actions allowed
Authorization	Threeds_validated	No actions allowed
Authorization	Threeds_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

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	
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	...

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

Operations						
Channel	Date and time	Operation	Amount	Payment Instrument	Status	Action Details
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 pop-up:

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

- Terminal ID
- Order ID
- OID - Omnichannel ID
- Channel
- Operation
- Status
- Date and time
- Payment Method
- Payment Instrument
- End to End ID - It is defined by the schemes to uniquely identify the transaction. Required for schemes reconciliation purposes.
- Operation Amount

Operation - 903290883962661359		
Summary		
Terminal ID (TML)	Order ID	OID
97000006	221-17265905081595358385117	903290883962661359
Channel	Operation	Status
ECOMMERCE	AUTHORIZATION	CANCELED
Date and time	Payment Method	Payment instrument
15/05/2026 12:08:00	APM	NOT_DEFINED NOT_DEFINED
End to End ID	Operation amount	
-	€2.00	

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
- Number of Installments
- Contract ID
- Transaction Type
- Transaction Mode

Operation - 903290883962661359

Additional Info

Masked PAN	Authorization Code	Authorization Result Code
-	-	-
Description	CardCountry	3DS
-	-	-
RRN	ISO Message Code	Schema TID
-	-	-
Status	Transaction ID ⓘ	Invoice ID
-	-	-
Number of installments	Contract ID	Transaction Type
0	-	-
Transaction Mode		
-		

3. **Customer info** contains further information about the customer such as:

- Name
- Email
- Mobile Phone
- Tax Identification Number
- Recontact consent
- Billing address
 - Name
 - Street
 - City
 - Postal code
 - Province
 - Country
 - Additional info
- Shipping address
 - Name
 - Street

- City
- Postal code
- Province
 - i. Country
 - ii. Additional info

Operation - 903290883962661359 ✕

Customer info ^

Name	Email	Mobile Phone
-	-	-
Tax Identification Number	Recontact consent	
-	No	
Billing address		
Name	Street	City
-	-	-
Postal code	Province	Country
-	-	-
Additional info		
-		

Shipping address

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

4. **Currency (DCC)**, shows the merchant the operation amount and currency, the captured amount, the conversion rate, and the date of the rate used.

Currency ^

Operation Amount	Captured Amount	Conversion Rate
€10.31	-	-
Conversion Rate Date		
-		

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



- **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

- Failed transaction with IRIS

Operation - 19d9a6ba-404b-4835-88dc-7b6ec7f5c589

Summary

Terminal ID 97000799	Order 1760430185611	OID 19d9a6ba-404b-4835-88dc-7b6ec7f5c589	Channel -	Operation Type AUTHORIZATION
Status FAILED	Date 14/10/2025 11:23:34	Payment Method APM	Payment Instrument IRIS	End to End ID -
Operation Amount €0.00				

Additional Info

MaskedPin -	AuthorizationCode -	Authorization Result Code -	Description -	CardCountry -
3DS -	Rm -	MessageReasonCode -	Schema TED -	Status -
Transaction ID 🔗 -				

Security Warnings

No data available

- Canceled transaction with IRIS

← OPERATIONS
Operation Detail

Operation - 763781385065952869

Summary

Terminal ID 97000799	Order void-4027	OID 763781385065952869	Channel ECCOMMERCE	Operation Type AUTHORIZATION
Status CANCELED	Date 13/10/2025 13:02:00	Payment Method APM	Payment Instrument NOT_DEFINED NOT_DEFINED	End to End ID -
Operation Amount €0.00				

Additional Info

MaskedPin -	AuthorizationCode -	Authorization Result Code -	Description -	CardCountry -
3DS -	Rm -	MessageReasonCode -	Schema TED -	Status -
Transaction ID 🔗 -				

Security Warnings

No data available

XPAY
Privacy
Cookies

Alpha Bank Bonus Loyalty Program – Additional Information (Greek Market)

For the Greek market, when the Alpha Bank Bonus Loyalty Program is used in a transaction, the application will display the following additional information to the user.

Alpha Bank Bonus Loyalty Program

XLS transaction ID 240914852	Total redeemed points 7500 points	Total awarded points 12 points
Total redemption amount €15.00	Final amount €3.00	

List of vouchers used

Offer code	Redeemed points	Offer name	Redemption amount
12383	7500 points	EC 7500Π ΚΕΡΔΟΣ 15€	€15.00

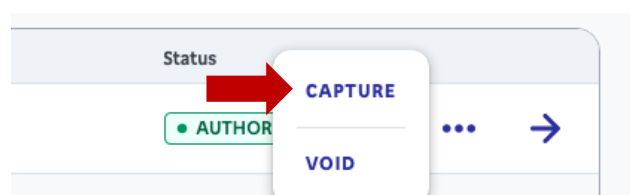
7.2.1.1 Capture

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.

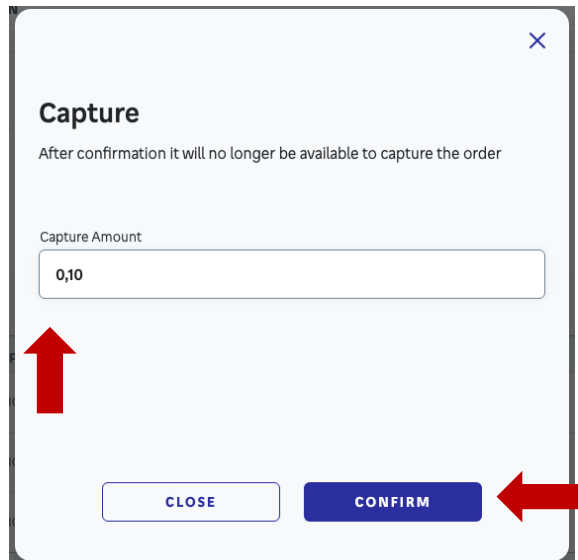
According to scheme rules:

- “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.

7.2.1.2 Refund

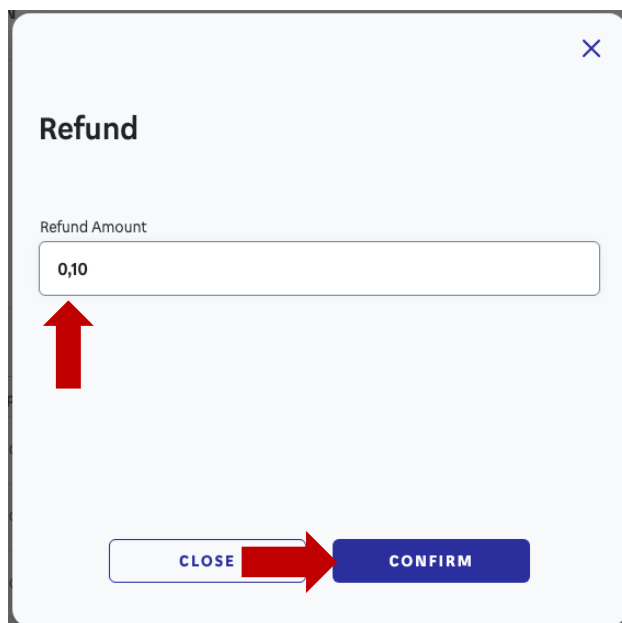
It is possible to make a full or partial refund of an order meaning full or partial re-credit to the consumer of the refunded amount. An executed operation can be refunded; on a refunded amount no further operation by the merchant is possible.

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



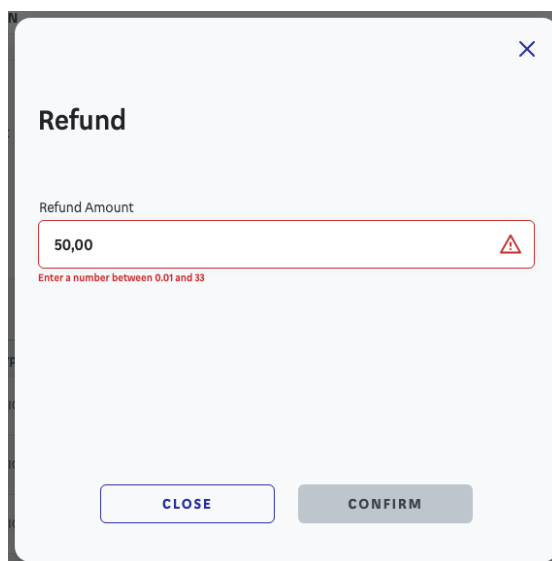
Once the order is selected, click on "Refund" and fill in the "transaction amount" field with the amount to be accounted for. Please consider:

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



A screenshot of a 'Refund' dialog box. At the top right is a close button (X). The title 'Refund' is at the top left. Below it, the label 'Refund Amount' is followed by a text input field containing '0,10'. A red arrow points upwards to the input field. At the bottom, there are two buttons: 'CLOSE' and 'CONFIRM'. A red arrow points from the 'CLOSE' button to the 'CONFIRM' button.

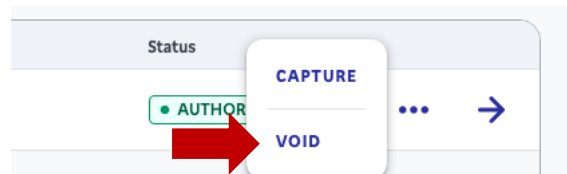
It is not possible to enter an amount greater than the residual captured amount. An error message with the correct range will be displayed in this case.



A screenshot of a 'Refund' dialog box. At the top right is a close button (X). The title 'Refund' is at the top left. Below it, the label 'Refund Amount' is followed by a text input field containing '50,00'. A red border surrounds the input field, and a red warning triangle icon is at the top right of the field. Below the input field, a red error message reads: 'Enter a number between 0.01 and 33'. At the bottom, there are two buttons: 'CLOSE' and 'CONFIRM'. The 'CONFIRM' button is disabled (grayed out).

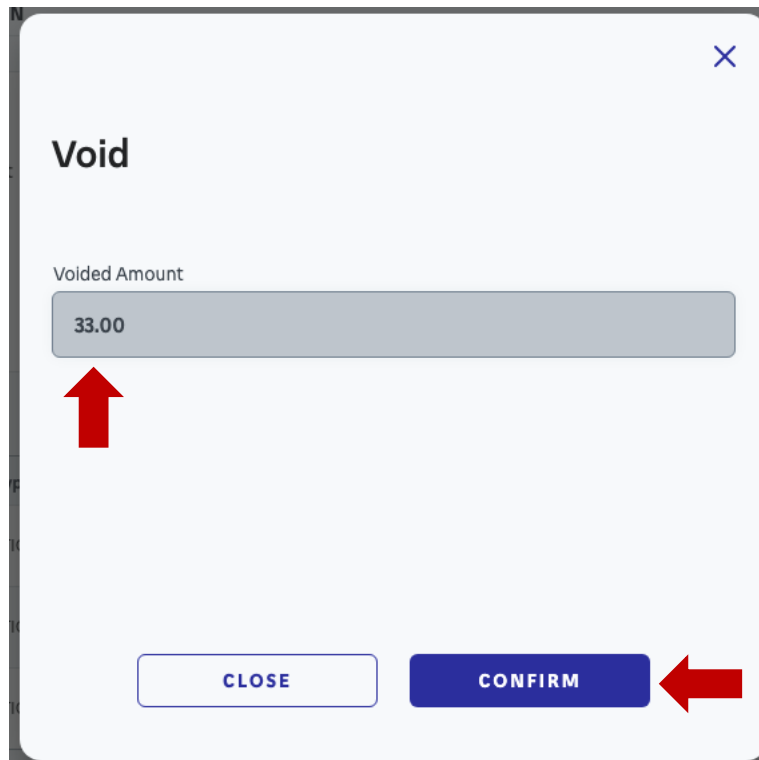
7.2.1.3 Void

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 pop-up let you confirm your choice. Please consider:

- Default Amount: authorized Amount



7.2.2 Customer

7.2.2.1 Customer Info

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

- Name
- Email
- Mobile phone
- Tax Identification Number
- Recontact consent

Order - 221-17265905081595358385117

ORDER CUSTOMER 

Customer info				
Name	Email	Mobile Phone	Tax Identification Number	Recontact consent
-	-	-	-	No
Billing address				
Name	Street	Additional info	City	Postal code
-	-	-	-	-
Province	Country			
-	-			
Shipping address				
Name	Street	Additional info	City	Postal code
-	-	-	-	-
Province	Country			
-	-			

7.2.2.2 Billing Address

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

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

Order - 221-17265905081595358385117

ORDER CUSTOMER

Customer info				
Name	Email	Mobile Phone	Tax Identification Number	Recontact consent
-	-	-	-	No
	Billing address			
	Name	Street	Additional info	City
	-	-	-	-
Province	Country			
-	-			
	Shipping address			
	Name	Street	Additional info	City
	-	-	-	-
Province	Country			
-	-			

7.2.2.3 Shipping Address

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

- Name
- Street
- Additional info

- City
- Postal code
- Province
- Country

Order - 221-17265905081595358385117

ORDER CUSTOMER

Customer info

Name	Email	Mobile Phone	Tax Identification Number	Recontact consent
-	-	-	-	No

Billing address

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

Shipping address

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

7.2.3 Plan

The Plan section provides details on subscription payment plans. The information displayed in this tab varies depending on how the subscription was set up, whether through an Acquirer Agreement or through Payment by Subscription.

7.2.3.1 Acquirer Agreement

← ORDER MANAGEMENT Order Detail

Order - PBL-10062026054004

ORDER CUSTOMER PLAN

Plan

Payment plan	Installments
Installment	3

Field	Description
Payment Plan	Type of plan chosen for the payment
Installments	Number of installments

7.2.3.2 Payment by Subscription

Order - PBL-11062026100242 Link - 28ffec13-02b3-4908-98d3-c6d894269ee0

SUMMARY

PLAN

Plan

Contract ID	Payment plan	Total Amount	Recurrences Number	Frequency Period
-	FIXED	€20.00	2	Monthly
Status of the payment plan	-			

Field	Description
Contract ID	Contract Identification number
Payment plan	Type of plan chosen for the payment
Total amount	Total amount of the order
Recurrences Number	Number of recurrences
Frequency period	Frequency of the payment
Status of the payment plan	It represents the status of the subscription contract: • Active • Inactive • Completed

8. Operations

8.1 Operations list

This is the highest-level view of the operations list.

The following are the details available for each operation:

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

- Status

					EXPORT	FILTER
Date and time	Order ID	Operation	Amount	Status		
15/05/2026 12:08:00	221-17265905081595358385117	AUTHORIZATION	€2.00	CANCELED	...	→
15/05/2026 11:47:14	221-20264605081551580870818	AUTHORIZATION	€2.00	CANCELED	...	→
15/05/2026 10:58:09	221-50265705071560307781718	AUTHORIZATION	€2.00	CANCELED	...	→
15/05/2026 10:25:00	221-03261805071587582734287	AUTHORIZATION	€2.00	CANCELED	...	→
14/05/2026 20:08:00	220-22260505171433512387228	AUTHORIZATION	€90.00	FAILED	...	→

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.

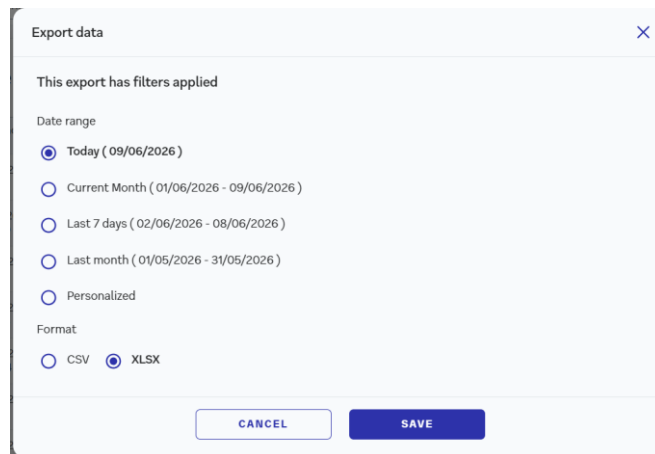
The list may consist of up to 10 highlights per page; if there are more, the user can upload more through pagination.

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 →						

8.1.1 Export function

It is possible to export a CSV or XLSX report by clicking the “Export” button.

					EXPORT	FILTER
Date and time	Order ID	Operation	Amount	Status		
09/06/2026 06:03:58	1780414464140	REFUND	€0.10	VOIDED	...	→
09/06/2026 06:03:57	1780414230831	REFUND	€0.10	VOIDED	...	→
09/06/2026 06:03:57	1780413836490-	REFUND	€0.10	VOIDED	...	→
09/06/2026 06:03:56	1780413833406-	REFUND	€0.10	VOIDED	...	→



Export data

This export has filters applied

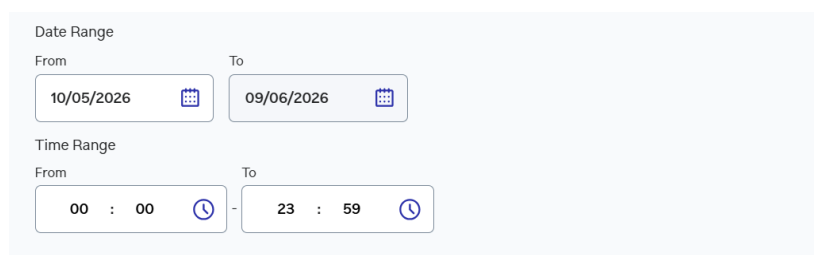
Date range

- ☒ Today (09/06/2026)
- ☐ Current Month (01/06/2026 - 09/06/2026)
- ☐ Last 7 days (02/06/2026 - 08/06/2026)
- ☐ Last month (01/05/2026 - 31/05/2026)
- ☐ Personalized

Format

- ☐ CSV
- ☒ XLSX

By selecting the “personalized” option new section of the pop-up will be shown.



Date Range

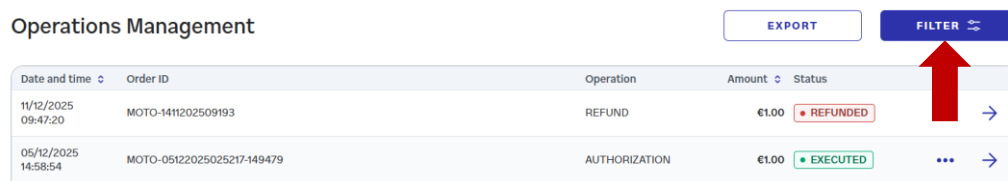
From To

Time Range

From To

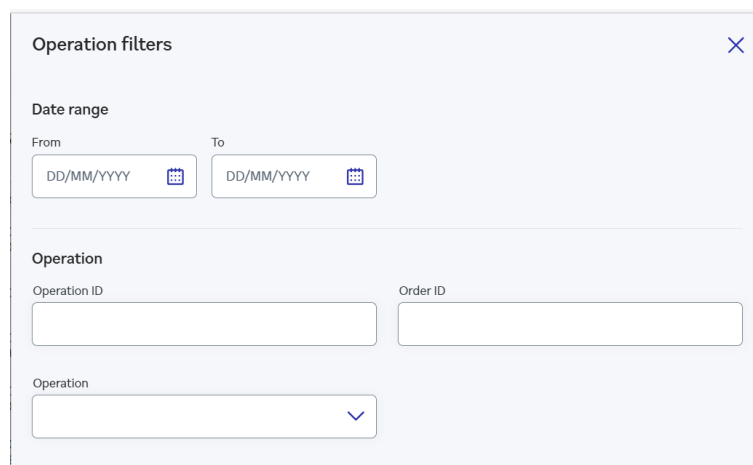
8.1.2 Filter Function

It is possible to filter the search results by clicking the “Filter” button, opening a pop-up.



Operations Management

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-0512202505217-149479	AUTHORIZATION	€1.00	EXECUTED	... →



Operation filters

Date range

From To

Operation

Operation ID

Order ID

Operation

The screenshot shows a filter panel with the following elements:

- Amount:** Two input fields labeled 'Min' and 'Max'.
- Status:** A dropdown menu.
- Advanced Filters:** A section with a dropdown arrow.
- RESET CRITERIA:** A button with a circular arrow icon.
- APPLY FILTERS:** A blue button.

The pop-up presents a series of fields that the user can fill in:

Field	Type	Description
Date range – 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 range – 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

Min	Numeric	Minimum value in the range within which to search for the order. This field is related to the specific type of amount selected.
Max	Numeric	Maximum value in the range within which to search for the order. This field is related to the amount type specified.
Status	Combo box	It can be: • Authorized • Executed • Declined • Denied by risk • Denied • Threeds validated • Threeds failed • Pending • Canceled • Voided • Refunded • Failed

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:

- Terminal ID
- Channel (Ecommerce, POS, Backoffice)
- Channel Detail
- Payment Method (All, APM, Apple Pay, Google Pay, Cards, Visa, Mastercard, Amex, JCB⁴)
- Contract ID
- Acquirer Agreement
- Alpha Bank Bonus Loyalty Program (only for Greece)
- XLS Transaction ID (only for Greece)
- Bonus Min Amount (only for Greece)
- Bonus Max Amount (only for Greece)

⁴ Not applicable for CSEE Region

The screenshot shows the 'Operation filters' dialog box with the 'Advanced Filters' section expanded. The filters include:

- Terminal ID: 97000006
- Channel: (empty dropdown)
- Channel Detail: (empty dropdown)
- Payment Method: (empty dropdown)
- Contract Id: (empty text field)
- Acquirer Agreement: (empty text field)
- Alpha Bank Bonus Loyalty Program: All
- XLS Transaction ID: (empty text field)
- Bonus Min Amount: (empty text field)
- Bonus Max Amount: (empty text field)

At the bottom, there is a 'RESET CRITERIA' button with a circular arrow icon and an 'APPLY FILTERS' button.

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

The screenshot shows the 'Operation filters' dialog box with the 'Date range' and 'Operation' sections. The filters include:

- Date range: From (DD/MM/YYYY) and To (DD/MM/YYYY) with calendar icons.
- Operation: Operation ID (empty text field), Order ID (empty text field), and Operation (empty dropdown).

At the bottom, there is a 'RESET CRITERIA' button with a circular arrow icon and an 'APPLY FILTERS' button. A red arrow points to the 'RESET CRITERIA' button.

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

Operation filters

Date range

From

DD/MM/YYYY

To

DD/MM/YYYY

Operation

Operation ID

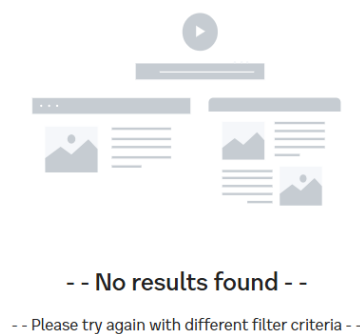
Order ID

Operation

RESET CRITERIA

APPLY FILTERS

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



8.1.3 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:

- Summary**, the following data are displayed:
 - Terminal ID
 - Order ID
 - OID - Omnichannel ID

- Channel
- Operation
- Status
- Date and time
- Payment Method
- Payment Instrument
- End to End ID - It is defined by the schemes to uniquely identify the transaction. Required for schemes reconciliation purposes
- Operation Amount

Operation - 903290883962661359

Summary

Terminal ID (TML) 97000006	Order ID 221-17265905081595358385117	OID 903290883962661359	Channel ECOMMERCE	Operation AUTHORIZATION
Status CANCELED	Date and time 15/05/2026 12:08:00	Payment Method APM	Payment instrument NOT_DEFINED NOT_DEFINED	End to End ID -
Operation amount €2.00				

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
- Number of Installments.
- Contract ID
- Transaction Type
- Transaction Mode

Customer info				
Name	Email	Mobile Phone	Tax Identification Number	Recontact consent
-	-	-	-	No
Billing address				
Name	Street	City	Postal code	Province
-	-	-	-	-
Country	Additional info			
-	-			
Shipping address				
Name	Street	City	Postal code	Province
-	-	-	-	-
Country	Additional info			
-	-			

3. **Alpha Bank Bonus Loyalty Program** contains further information such as:

- XLS Transaction ID
- Total Redeemed points
- Total awarded points
- Total redemption amount
- Final amount
- List of vouchers used
 - Offer code
 - Redeemed points
 - Offer name
 - Redemption amount

Alpha Bank Bonus Loyalty Program				
XLS transaction ID	Total redeemed points	Total awarded points	Total redemption amount	Final amount
240914852	7500 points	12 points	€15.00	€3.00
List of vouchers used				
Offer code	Redeemed points	Offer name	Redemption amount	
12383	7500 points	EC 7500FI KEP002 15E	€15.00	

4. **Customer info** contains further information about the customer such as:

- Name
- Email
- Mobile Phone
- Tax Identification Number
- Recontact consent
- Billing address
 - Name
 - Street
 - City
 - Postal code
 - Province
 - Country
 - Additional info
- Shipping address

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

Customer info

Name

-

Email

-

Mobile Phone

-

Tax Identification Number

-

Recontact consent

No

Billing address

Name

-

Street

-

City

-

Postal code

-

Province

-

Country

-

Additional info

-

Shipping address

Name

-

Street

-

City

-

Postal code

-

Province

-

Country

-

Additional info

-

5. **Currency (DCC)** shows the merchant the operation amount and currency, the captured amount, the conversion rate, and the date of the rate used.

Currency

Operation Amount

€10.31

Captured Amount

-

Conversion Rate

-

Conversion Rate Date

-

6. **Security Warnings**, notify the merchant that create orders that some fields could not be compliant with schemes security.

9. Subscriptions

This section allows the merchant to manage the subscriptions.

Subscription Management								
Order ID	Creation Date	Expiry Date	Last Billing Date	Contract ID	Recurrence Type	Total Amount	Total Amount Billed	Recurrence Status
1780563462189	04/06/2026	07/06/2026	07/06/2026	C45287976	VARIABLE	€1.00	€1.00	COMPLETED →
1780563462189	04/06/2026	07/06/2026	07/06/2026	C45287976	VARIABLE	€1.00	€1.00	COMPLETED →
1780563462189	04/06/2026	07/06/2026	07/06/2026	C45287976	VARIABLE	€1.00	€1.00	COMPLETED →
1780413491430	02/06/2026	05/06/2026	05/06/2026	C37558181	VARIABLE	€1.00	€1.00	COMPLETED →
1780413491430	02/06/2026	05/06/2026	05/06/2026	C37558181	VARIABLE	€1.00	€1.00	COMPLETED →
1780413491430	02/06/2026	05/06/2026	05/06/2026	C37558181	VARIABLE	€1.00	€1.00	COMPLETED →
1780154429203	30/05/2026	02/06/2026	02/06/2026	C29265816	VARIABLE	€1.00	€1.00	COMPLETED →

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

Creation date

From

DD/MM/YYYY

To

DD/MM/YYYY

Order

Order ID

Contract ID

Recurrence Type

Recurrence Status

Amount

Min

Max

RESET CRITERIA

APPLY FILTERS

9.1 Subscription detail

By clicking on the arrow on the right side of the single subscription transaction, the subscription detail will be shown.

Subscription Management								
Order ID	Creation Date	Expiry Date	Last Billing Date	Contract ID	Recurrence Type	Total Amount	Total Amount Billed	Recurrence Status
1780563462189	04/06/2026	07/06/2026	07/06/2026	C45287976	VARIABLE	€1.00	€1.00	COMPLETED →
1780563462189	04/06/2026	07/06/2026	07/06/2026	C45287976	VARIABLE	€1.00	€1.00	COMPLETED →
1780563462189	04/06/2026	07/06/2026	07/06/2026	C45287976	VARIABLE	€1.00	€1.00	COMPLETED →
1780413491430	02/06/2026	05/06/2026	05/06/2026	C37558181	VARIABLE	€1.00	€1.00	COMPLETED →
1780413491430	02/06/2026	05/06/2026	05/06/2026	C37558181	VARIABLE	€1.00	€1.00	COMPLETED →
1780413491430	02/06/2026	05/06/2026	05/06/2026	C37558181	VARIABLE	€1.00	€1.00	COMPLETED →
1780154429203	30/05/2026	02/06/2026	02/06/2026	C29265816	VARIABLE	€1.00	€1.00	COMPLETED →

Subscription detail				
Order ID 1780563462189	Terminal ID 92473350	Total Amount €1.00	Deposit €0.00	Recurrence Type VARIABLE
Recurrence Status COMPLETED				
Subscription Payment Plan				
Date	Status	Terminal ID	Amount	
06/06/2026	EXECUTED	92473350	€0.50	
07/06/2026	EXECUTED	92473350	€0.50	

Field	Description
Order ID	Merchant order ID, unique in the merchant domain.
Terminal ID	Terminal Identification Number
Total Amount	Total amount of the transactions
Deposit	Amount of the deposit
Recurrence type	It can be: - Variable: the amount of each transaction may differ from one transaction to another. - Fixed: the amount remains the same for every transaction.

Recurrence status	It represents the status of the subscription contract: • Active • Inactive • Completed
Date	Date of the subscription
Status	It can be: • Authorized • Executed • Declined • Denied by risk • Denied • Threeds validated • Threeds failed • Pending • Canceled • Voided • Refunded • Failed
Terminal ID	Terminal Identification Number
Amount	Amount of the single transaction

10. 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.

10.1 Pay-by-Link Plus

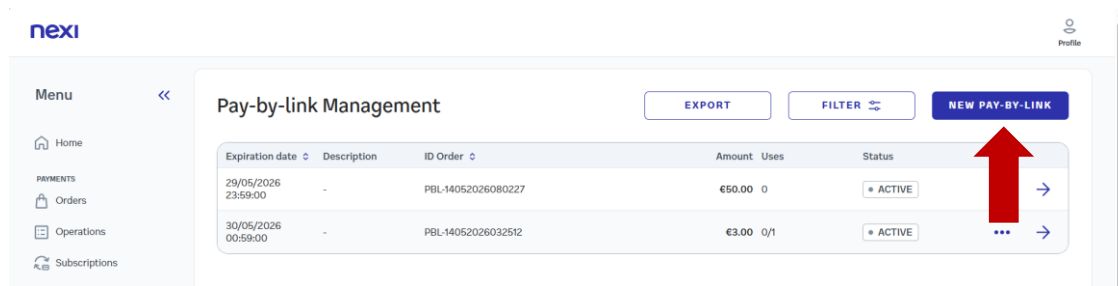
This solution allows to create payment links, which merchant can send via email or via the most famous messaging systems to customers.

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.

To create a new Pay-by-Link , click the “New Pay-by-Link ” button. This will open the dedicated page for creating a Pay-by-Link . 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.



10.1.1 Simple Request

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

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

Section	Field	Description
Pay-by-Link Plus setting	Request type	Pre-filled by the application
Pay-by-Link Plus setting	Terminal ID	Pre-filled by the application
Pay-by-Link Plus setting	Order ID	Pre-filled by the application
Pay-by-Link Plus setting	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)
Pay-by-Link Plus setting	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)
Pay-by-Link Plus setting	Description (optional)	Order description. This text will appear on the customer's checkout page. Optional
Pay-by-Link Plus setting	Custom Field (optional)	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

Amount setting	Amount (euro)	Transaction amount. It cannot be modified by the customer receiving the link.
----------------	---------------	--

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-05122025115506

Expiration date* ⓘ
20/12/2025 ⓘ

Expiration time* ⓘ
23 : 59 ⓘ

Description (optional) ⓘ
50 remaining characters

Custom field (optional) ⓘ
255 remaining characters

* Required field

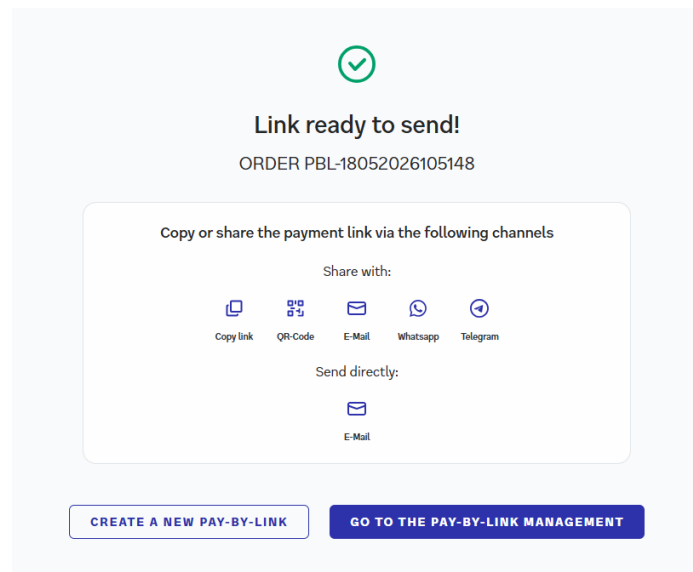
Amount settings

Amount (euro)* ⓘ

* Required field

CONFIRM

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, etc.



10.1.2 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
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 (optional)	Order description. This text will appear on the customer's checkout page. Optional
Customer field (optional)	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: • Single Amount • Amount chosen by the customer • Multiple Predefined Amounts

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-05122025120012

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 Type*
Single amount

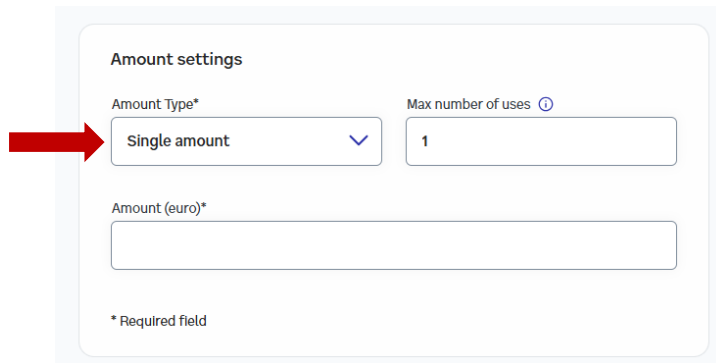
Max number of uses
1

Amount (euro)*

* Required field

CONFIRM

Field	Amount Type Option	Description
Max number of uses	Single Amount	It specifies the max number of times the link can be used. It can be left blank for unlimited usage.
Amount	Single Amount	Amount to be paid by the customer. It cannot be modified by the customer receiving the link.
Max number of uses	Amount chosen by the customer	It specifies the number of times the link can be used. For infinite use of the payment link leave the space blank.
Minimum amount	Amount chosen by the customer	Specify the lowest amount that can be paid.
Maximum amount	Amount chosen by the customer	Specify the highest amount that can be paid.
Max number of uses	Multiple predefined amounts	It specifies the number of times the link can be used. For infinite use of the payment link leave the space blank.
Amount 1, 2 ...	Multiple predefined amounts	Specify the amounts to be paid. It cannot be modified by the customer receiving the link.



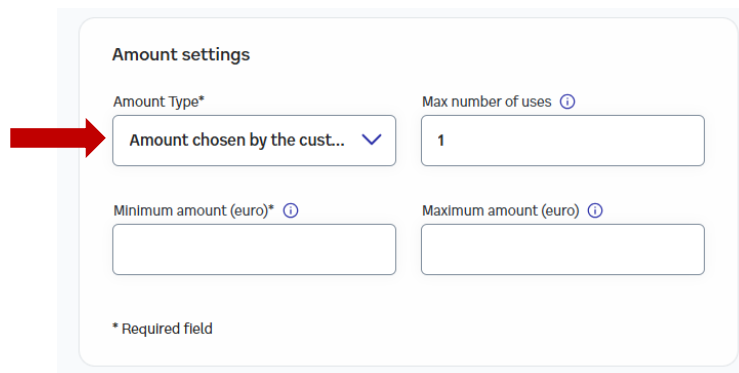
Amount settings

Amount Type* Single amount ▼ Max number of uses ⓘ 1

Amount (euro)*

* Required field

A red arrow points to the 'Single amount' dropdown menu.



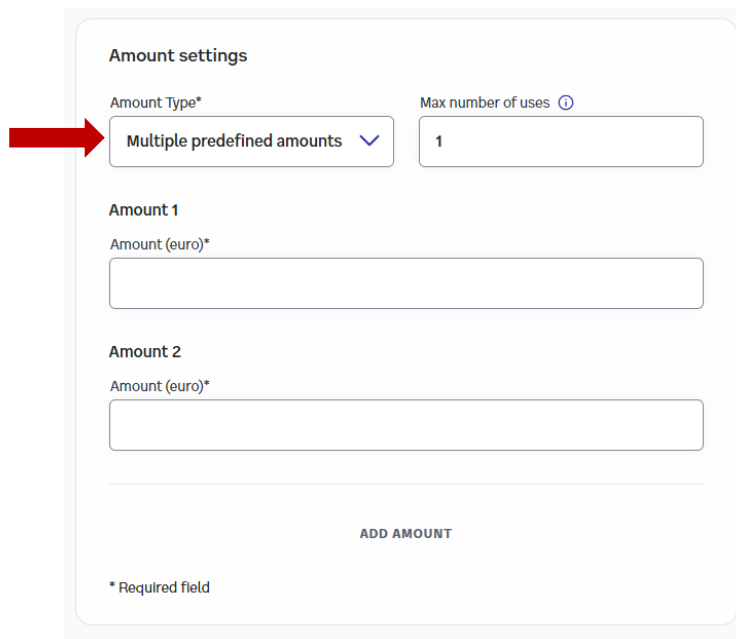
Amount settings

Amount Type* Amount chosen by the cust... ▼ Max number of uses ⓘ 1

Minimum amount (euro)* ⓘ Maximum amount (euro) ⓘ

* Required field

A red arrow points to the 'Amount chosen by the customer' dropdown menu.



Amount settings

Amount Type* Multiple predefined amounts ▼ Max number of uses ⓘ 1

Amount 1
Amount (euro)*

Amount 2
Amount (euro)*

[ADD AMOUNT](#)

* Required field

A red arrow points to the 'Multiple predefined amounts' dropdown menu.

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 ⓘ

Title ⓘ

255 remaining characters

Description ⓘ

1000 remaining characters

ADD LANGUAGE

NEXT

The third step of the advance request for Pay-by-Link is the “Customer Data” page where the request mode can be selected. There are three options that can be selected:

- **Request during payment:** Select the information to request from the customer during the payment process. If one or more data fields are requested, the customer will also be required to accept the privacy policy on the checkout page.

Customer Data

Request Mode

Request during payment

Customer Data
Select the information you want to request from the customer during the payment phase. Note: if you request one or more data points, the customer will be asked to accept the privacy policy on the checkout page.

Name and Surname
☒ Mandatory ☐ Optional ☐ Not Requested

Email
☒ Mandatory ☐ Optional ☐ Not Requested

Mobile Number
☒ Mandatory ☐ Optional ☐ Not Requested

Tax Identification Number
☒ Mandatory ☐ Optional ☐ Not Requested

Billing and shipping data
Select which details you want to ask the customer for during payment

Billing Address
☒ Mandatory ☐ Optional ☐ Not Requested

Shipping Address ⓘ
☒ Mandatory ☐ Optional ☐ Not Requested

Privacy consent for re-contact
Choose whether to ask the customer for consent to use their data for re-contact purposes.

Consent request
☒ Optional ☐ Not Requested

NEXT

- **Fill in now:** This function can be used to manually fill in the customer, billing, and shipping information such as:
 - Customer data
 - Invoice ID
 - Client ID: By filling in this field, the code can be used to identify and search for the client in other sections of the back office system.
 - Client name
 - Email
 - Country code/phone number
 - Tax identification Number
 - Billing and shipping address
 - Name
 - Street
 - City
 - Postal code
 - Province
 - Country
 - Additional Information

The screenshot shows a web form titled 'Customer Data' with a 'Request Mode' dropdown set to 'Fill in now'. Below this is a section titled 'Customer Data' with the instruction 'Insert customer data'. It contains several input fields: 'Invoice ID', 'Client ID' (with an information icon), 'Client name', 'Email', 'Country code' (with a 'Select' dropdown and 'Enter number' text), and 'Tax Identification Number'.

Customer Data	
Request Mode	
Fill in now	
Customer Data	
Insert customer data	
Invoice ID	Client ID ⓘ
Client name	Email
Country code	
Select ▼	Enter number
Tax Identification Number	

Billing and shipping data
Insert customer's billing and shipping data

Billing Address

Name Street

City Postal Code

Province Country

Additional information

50 remaining characters

Shipping Address

☒ Shipping Address same as billing address

 **NEXT**

- **Do not request:** By selecting this option, no data will be requested.

Pay-by-Link Advanced Request - Step 2/5

Order PBL-18052026110641
Amount: €1.00

Customer Data

Request Mode

 **NEXT**

Clicking on the “Next” button it will be displayed the “*Payment type*” page that will be showing a list of options.

Field	Description
Single Payment	It allows to continue without filling in any specific fields and directly land in the next section. Is visible when the amount > 0
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**

It allows to access the “Subscription and Installment Settings” section that allows to create an installment payment plan.

Is visible when the amount > 0

Order PBL-29052025044735-OE000003
Amount: €5.00

Payment type

Type

Single payment

Single payment

Payment with recurring data

Payment by subscription/Installments

Clicking “**Payment with recurring data**”⁵, 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**

⁵ This option is valid only for Croatia and CEE

Recurring Action	- 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	It allows to insert a Contract ID. It is randomly generated if the Recurring Action is “Contract Creation” otherwise the field must be filled by merchant
Contract Type	- 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	It allows to enter the expiration day of the created contract. - 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	Is composed of the label “Every”. - Days – From 1 to 365 - Weeks – From 1 to 52 - Months – From 1 to 12 If the user inserts values not valid, an error message shall appear: “Billing period must be between 1 day and 1 year”

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
- Variable
- 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 ⓘ

Fixed

Number of installments ⓘ

Frequency ⓘ

Select 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. • 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 ⓘ

Down payment ⓘ

Variable ▼

Installment 1

Date

Amount

DD/MM/YYYY ⓘ

[ADD RATE](#)

Total: €0.00

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 ⓘ
Variable

Down payment ⓘ

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:

Order PBL-18052026114101
Amount: €1.00

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 ⓘ Acquirer Agreement
Number of Tranches ⓘ 1

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 page of the Pay-by-Link plus, becomes red.



Order PBL-29052025064830-OE000003
Amount: €4.00

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 ⓘ

Fixed

Number of installments ⓘ

2

Frequency ⓘ

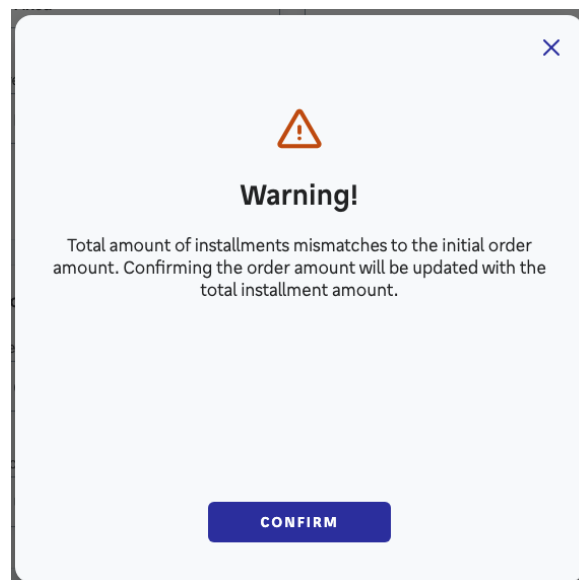
Daily

Amount

3,00

 Total: **€6.00** ⚠

Clicking “Next”, view a pop-up 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



The fourth 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	It allows to enter the type of payment. • Payment (with Amount > 0) • Pre-Authorization (with Amount > 0) • Card Verification (with Amount = 0) They are also shown based on the terminal settings.
Method	It allows to enter the method to make the payment. It can be an APM, such as Google Pay or Apple Pay or IRIS. Or even a type of card, such as VISA or Mastercard. They are also shown based on the terminal settings. Is disabled until an action is entered
Capture	It allows to enter the capture type: • Implicit (Automatic) • Explicit (Manual) They are also shown based on the terminal settings. It is disabled until a method is entered. When the action is a “Card Verification”, the capture Is disabled

Pay-by-Link Advanced Request - Step 4/5

Order PBL-18052026105148
Amount: €1.00

Payment Settings

Action ⓘ

Payment

Method ⓘ

All

Capture ⓘ

Automatic

NEXT

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

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

SUMMARY

Order summary and Pay-by-link expiry

Terminal ID	Order ID
97000006	PBL-18052026114101
Expiration date	
2 June 2026 23:59	

Amount Type	Max number of uses
Single amount	1
Amount	
1.00 EUR	

Customer Data

Recurring Payments

Payment Settings

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.



Link ready to send!

ORDER PBL-18052026114101

Copy or share the payment link via the following channels

Share with:

Copy link QR-Code E-Mail Whatsapp Telegram

Send directly:



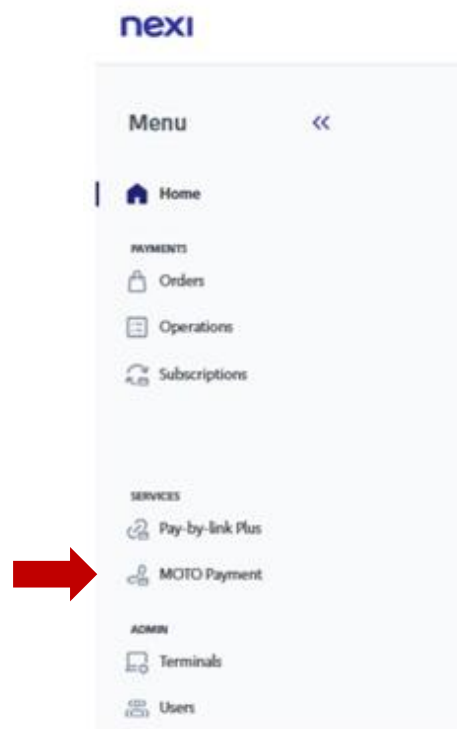
E-Mail

[CREATE A NEW PAY-BY-LINK](#) [GO TO THE PAY-BY-LINK MANAGEMENT](#)

10.2 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.

Create a MOTO payment

Enter payment information

Terminal ID*
92473350

Order ID* ⓘ
MOTO-09062026120756-921554

Amount (euro)*

*Field is Required

Enter card information

PAN*
e.g. 1234 5678 9101 2131

Expiring date*
mm/yy

CVV
e.g. 123

*Field is Required

Cardholder information (optional) ▼

Installments plan (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

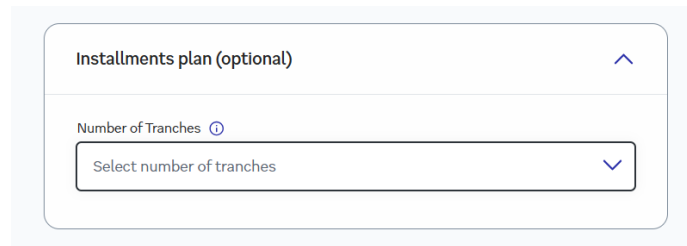
Cardholder email

Description

50 remaining characters

Installments plan (optional). Opening this section the user can set the number of installments for this payment as shown:

- Number of tranches



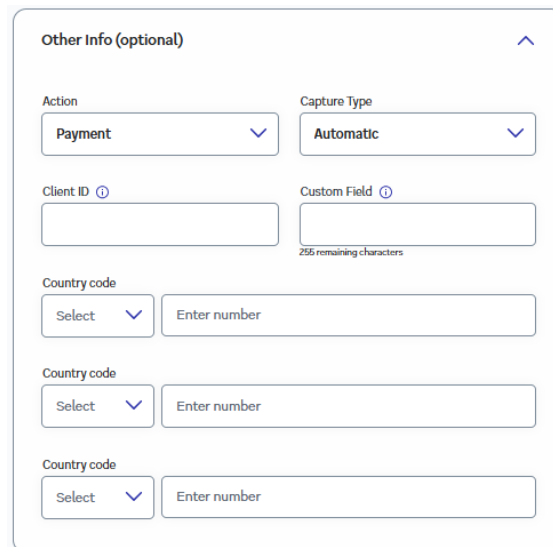
Installments plan (optional) ^

Number of Tranches ⓘ

Select number of tranches v

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 Capture Type

Payment Automatic v

Client ID ⓘ Custom Field ⓘ

255 remaining characters

Country code

Select v Enter number

Country code

Select v Enter number

Country code

Select v Enter number

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

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

Billing address (optional) 

Name

Street

City

Postcode

Province 

Country

Additional information

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

City

Postcode

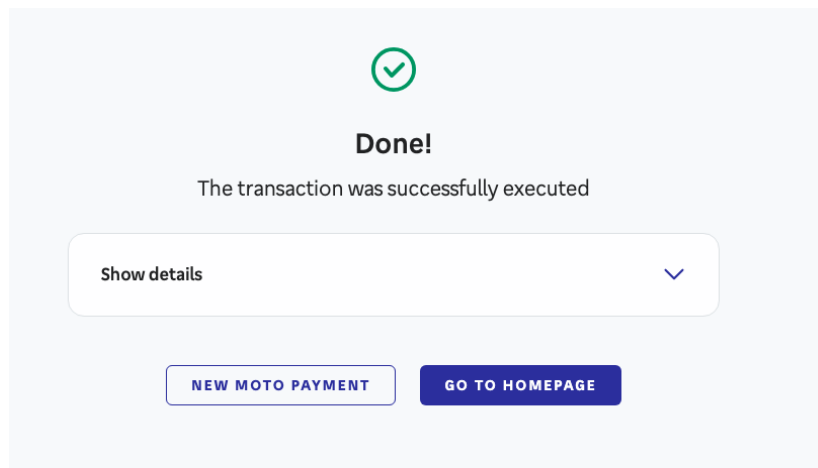
Province 

Country

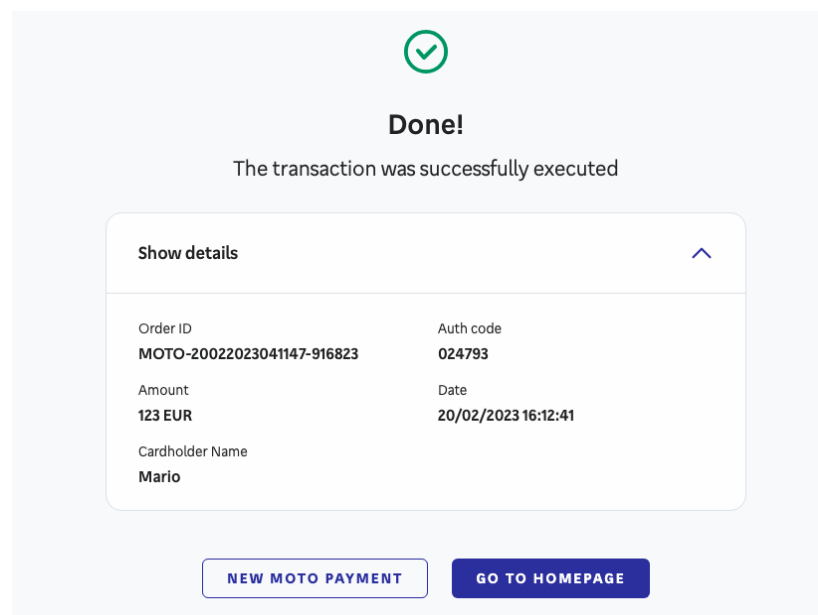
Additional information

50 remaining characters

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



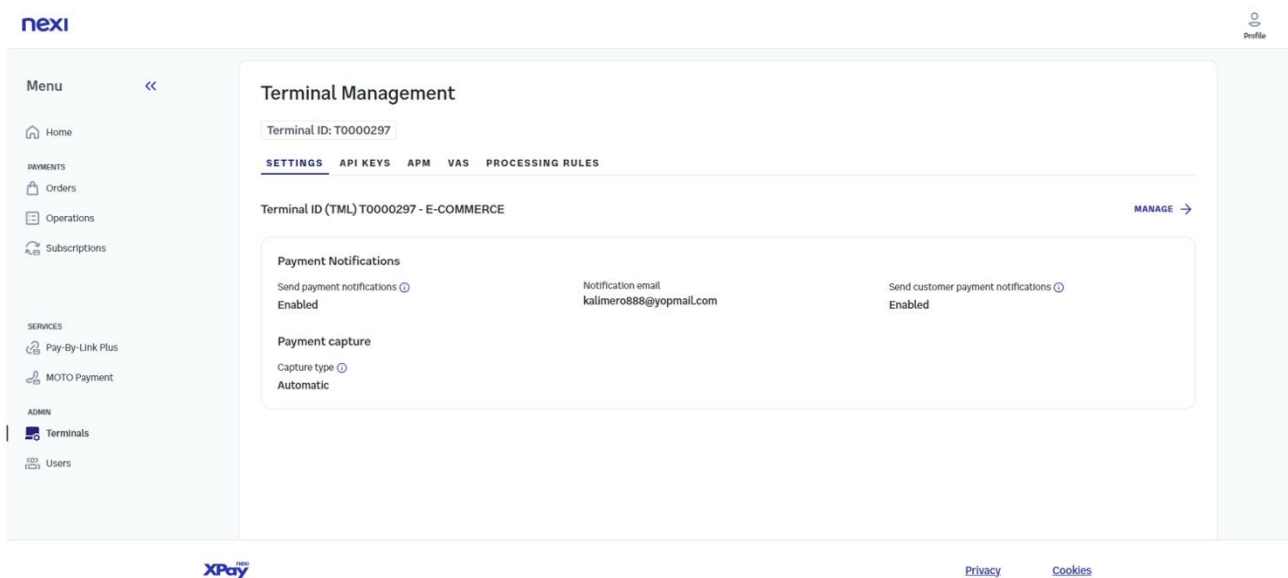
Opening the drop-down “Show details”, the following fields will be shown:



11. Admin

11.1 Terminals

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



11.1.1 Settings

The following are the details available for each terminal:

Field	Description
Terminal ID	Unique Terminal Identifier that made the authorization request
Send payment notifications	It can be: - DISABLED - ENABLED The payment notification can be set at terminal level and sent to a Merchant user email, indicated if enabled, in the next field.
Send customer payment notifications	It can be: - DISABLED - ENABLED Select whether you want to have the customer receive an email notification in case of payment confirmation.

Notification Email	Merchant email on which receive notifications. Only one email can be set.
3DS Requestor URL	The internet address of the 3DS Requestor used as a reference during the 3D Secure authentication process.
Payment Capture	Configure the terminal's default accounting mode: • 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 pop-up will be displayed:

Terminal Management

Terminal ID (TML) T0000297 - E-COMMERCE

Payment Notifications

Set the email address for receiving payment notifications (only one allowed) ⓘ

Notification email:

☐ NO ☒ YES

Send customers an email receipt after payment. ⓘ

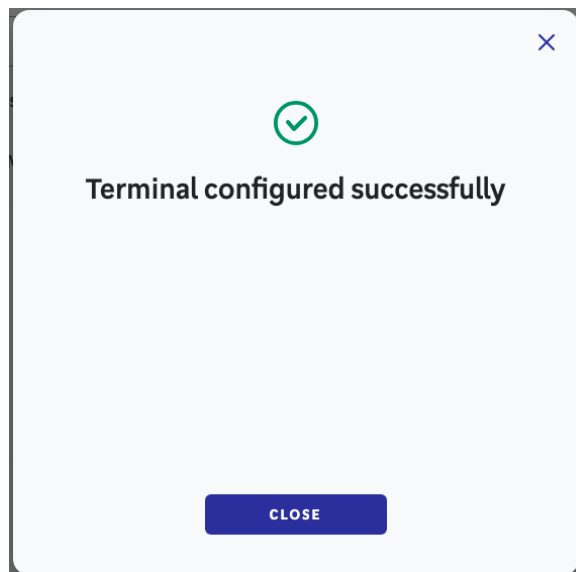
☐ Disabled ☒ Enabled

Payment capture

Capture type ⓘ

SAVE

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



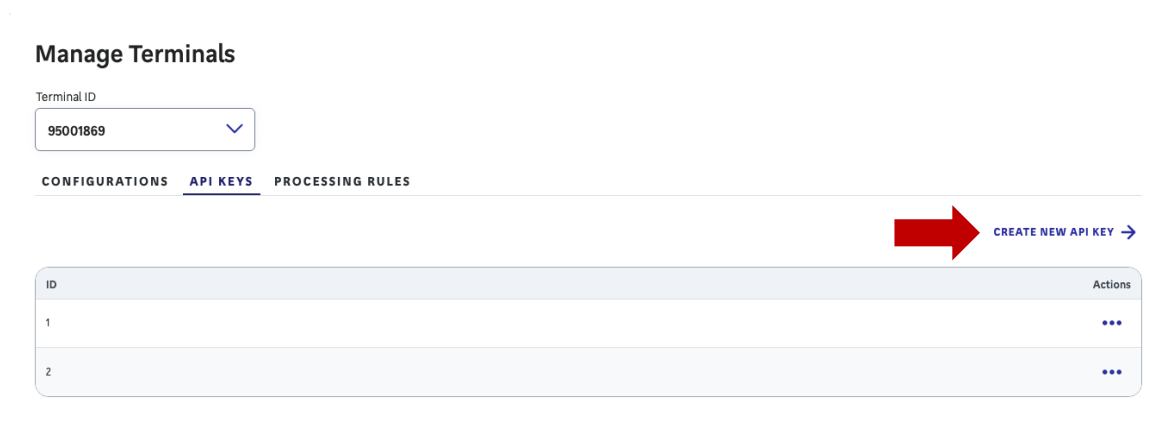
11.1.2 Api Keys

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

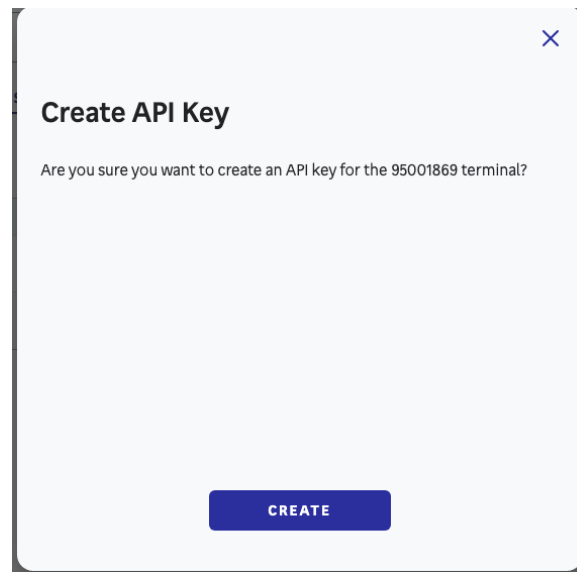
An API key is the authentication mechanism that allows the merchant to integrate XPay APIs for the different integration options.

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:

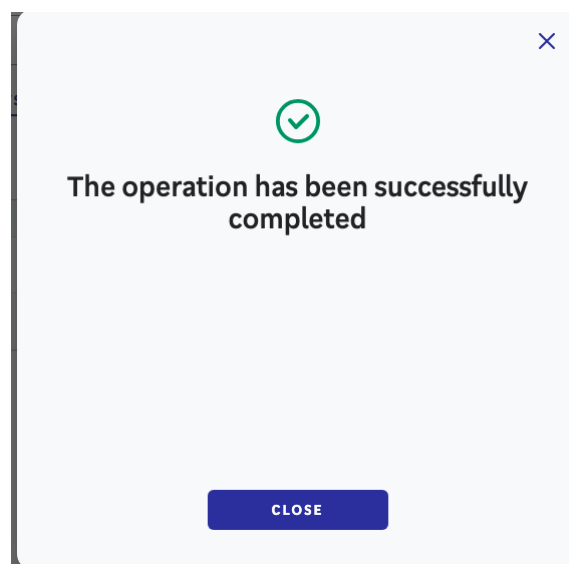
- ID
- Actions (Manage / Delete)



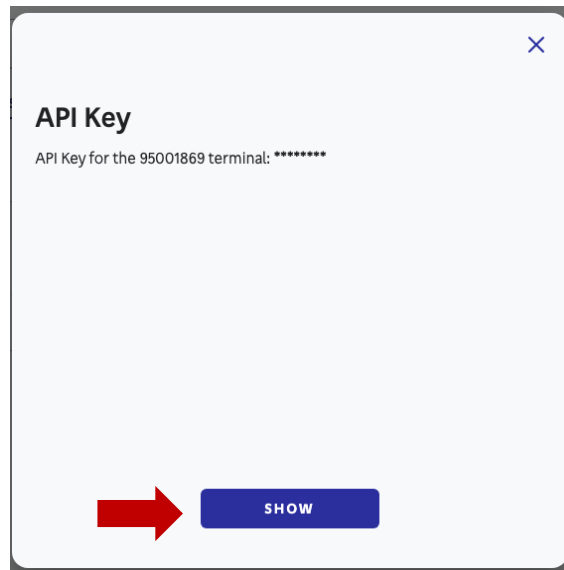
At the top right there is a "Create New Api Key" button for the creation of a new API Key. To create a new API Key, you click on 'Confirm'.



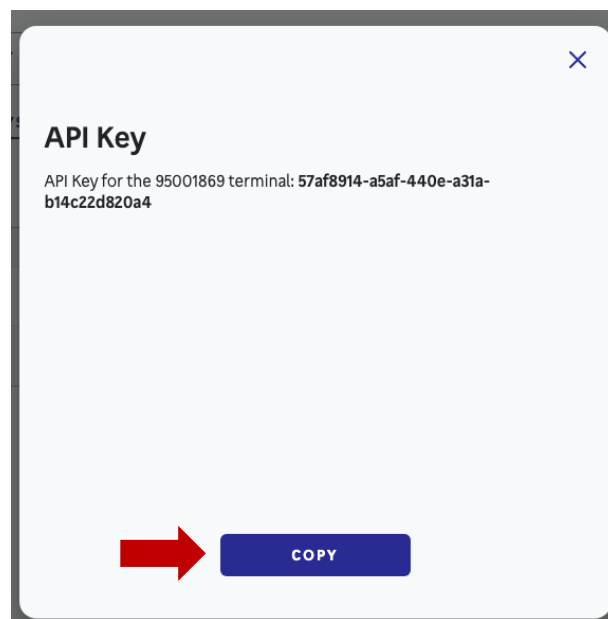
Once confirmed, a confirmation pop-up is displayed.



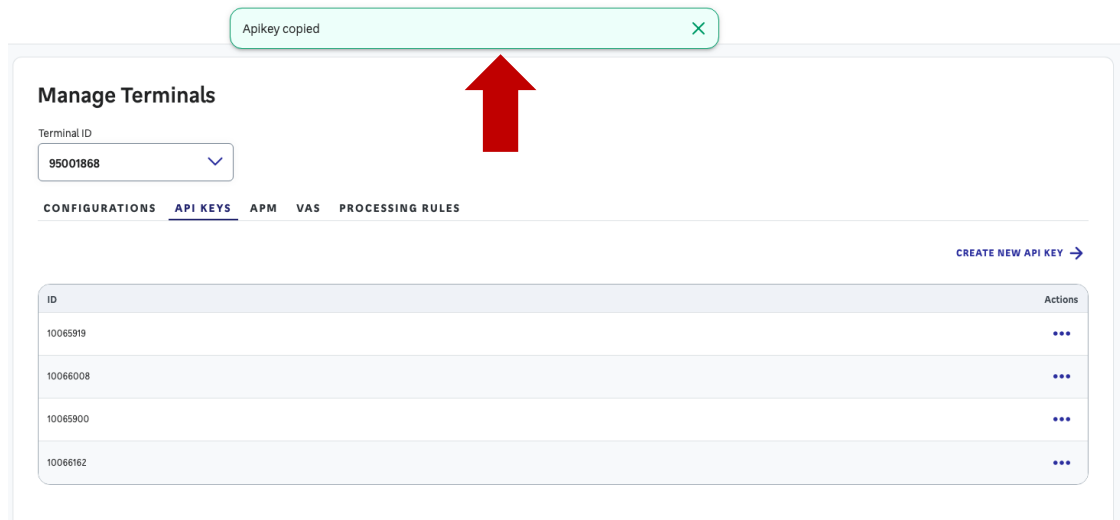
As the first action, there is an option to copy the API key, clicking on "Manage"



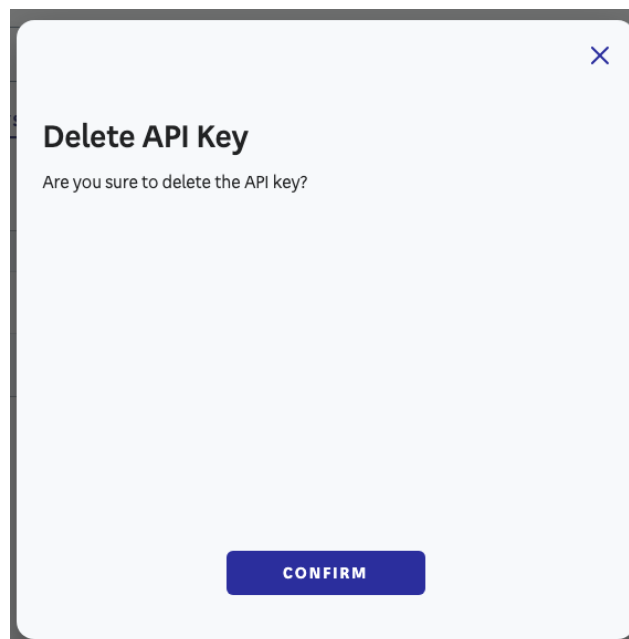
Click on "Show"



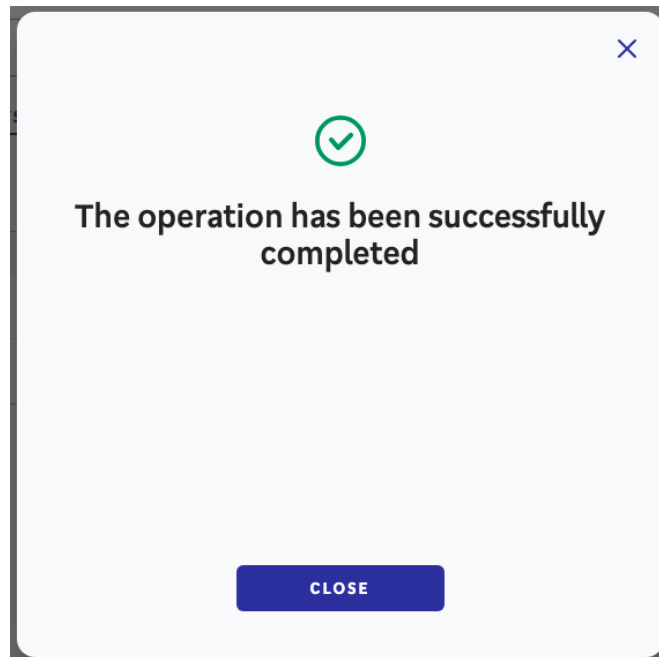
Click on "Copy" displays a message that says "API key copied"



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



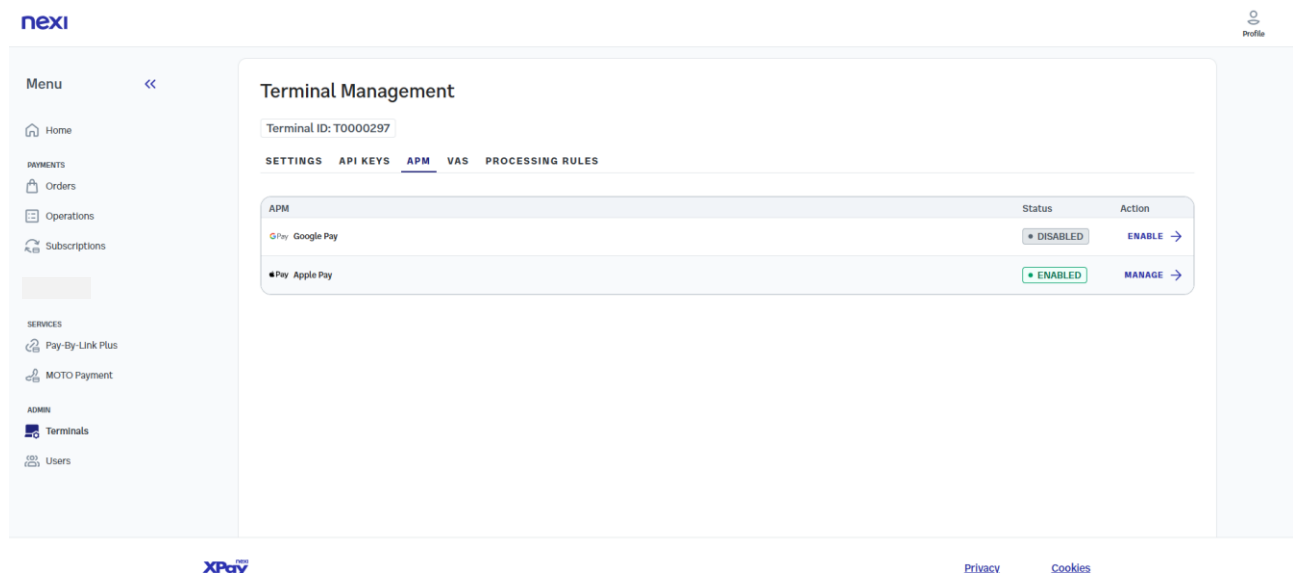
Once confirmed, a confirmation pop-up is displayed.



11.1.3 APM

This section displays the available APMs for the merchant. Each APM is displayed with:

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

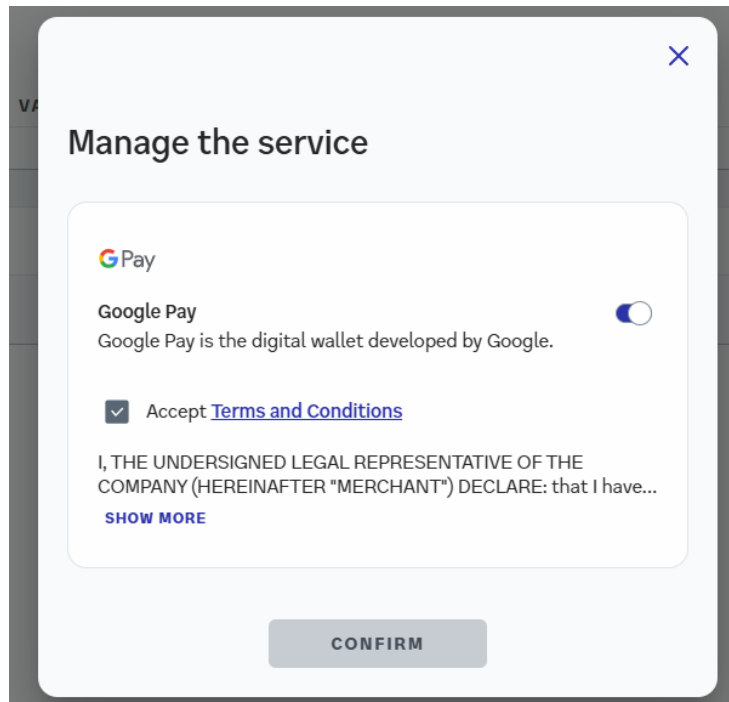


The screenshot shows the 'Terminal Management' page in the Nexi Back Office Portal. The page header includes the Nexi logo and a 'Profile' icon. The left sidebar contains a 'Menu' with options like Home, Payments, Orders, Operations, Subscriptions, Services, and Admin. The main content area shows the 'Terminal Management' section for Terminal ID: T0000297. It has tabs for SETTINGS, API KEYS, APM, VAS, and PROCESSING RULES. The 'APM' tab is active, displaying a table of APMs.

APM	Status	Action
Google Pay	DISABLED	ENABLE →
Apple Pay	ENABLED	MANAGE →

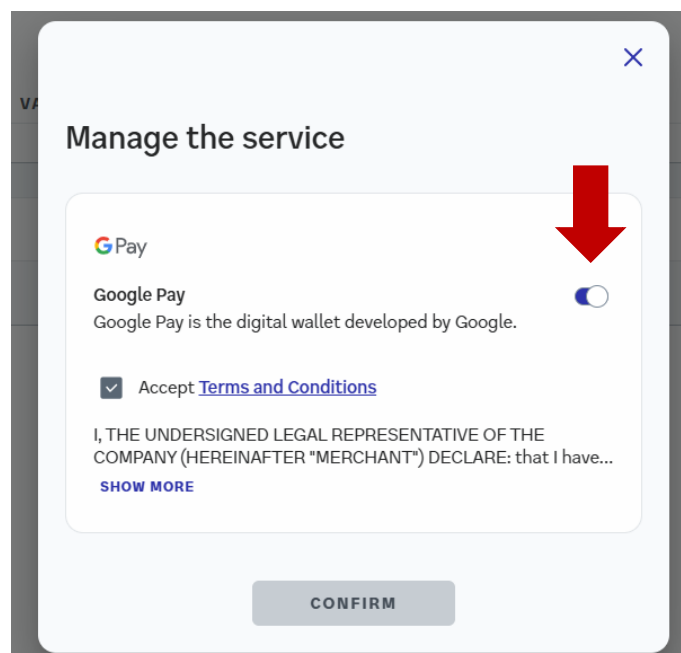
At the bottom of the page, there are logos for XPay, Privacy, and Cookies.

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

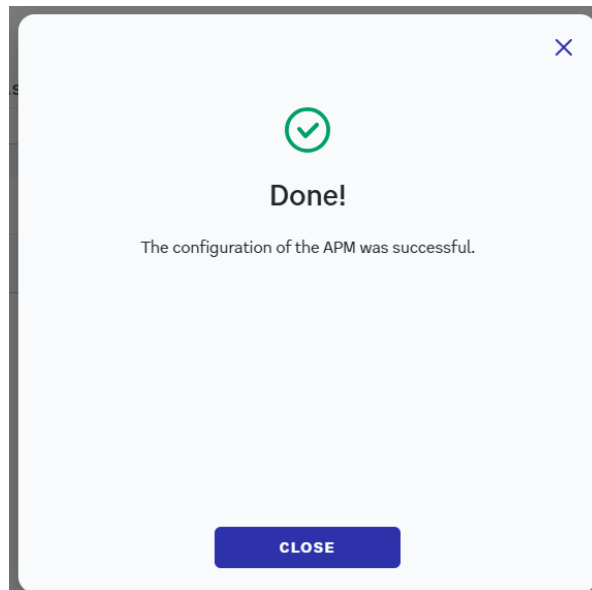


Here, the merchant can enable or disable the APM by clicking on the button at the right of the APM chosen.

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.



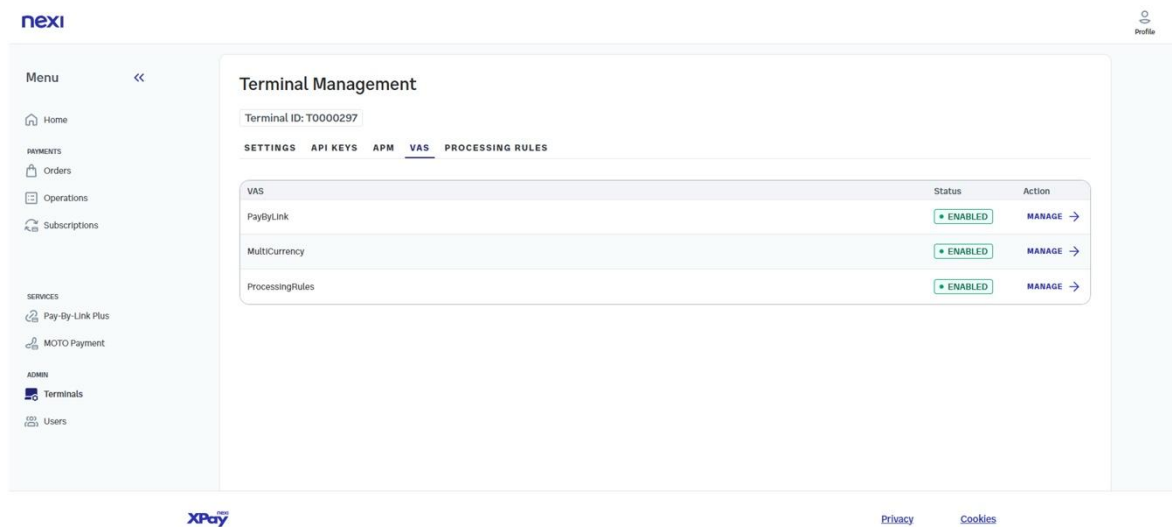
By clicking on 'Confirm', a confirmation pop-up is displayed.



11.1.4 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 Nexi Back Office Portal. The left sidebar contains a menu with categories: PAYMENTS (Home, Orders, Operations, Subscriptions), SERVICES (Pay-By-Link Plus, MOTO Payment), and ADMIN (Terminals, Users). The main content area is titled "Terminal Management" and shows a "Terminal ID: T0000297". Below this are tabs for SETTINGS, API KEYS, APM, VAS (selected), and PROCESSING RULES. The VAS tab displays a table with three rows: PayByLink, MultiCurrency, and ProcessingRules. Each row has a "Status" column showing "ENABLED" with a green checkmark and an "Action" column with a "MANAGE" button and a right arrow. At the bottom of the page, there are logos for XPay and links for Privacy and Cookies.

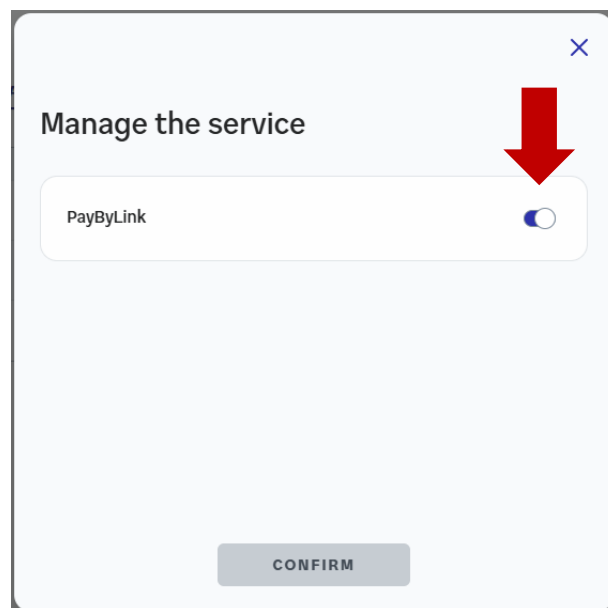
VAS	Status	Action
PayByLink	ENABLED	MANAGE →
MultiCurrency	ENABLED	MANAGE →
ProcessingRules	ENABLED	MANAGE →

VAS	Impacted Country	Description	Notes
Pay-by-Link	Cross Country	This solution enables merchants to create payment links and send them to customers via email or popular messaging apps. Payment links can be generated through the gateway Back Office or via a dedicated API for integration into management systems.	Mutually exclusive with M.O.T.O. — if Pay-by-Link is enabled, M.O.T.O. cannot be activated on the same terminal, and vice versa.
Dynamic Currency Conversion (DCC)	CEE, Greece	It allows customers with international Visa and Mastercard credit cards to make purchases in their own currency, with a guaranteed exchange rate at the time of payment.	
Alpha Bank Bonus Loyalty Program	Greece	It allows customers to collect points with every transaction made which can then be redeemed for discounts.	
Click to Pay	Cross Country	Click to Pay is a digital payment method integrated into the Nexi XPay gateway that enables faster and more secure online payments without manually entering card details at checkout.	
Multi Currency	Cross Country	This service allows merchants to manage the currency used to display prices and accept payments.	
Hosted Payment Page (HPP)	Cross Country	It is a secure way for your customers to make payment. The customer remains on your webpage until checkout and then redirected to a secure page to make the payment and then returns back to your webpage at the end of the transaction.	
Acquirer Agreement	Greece	Service that enables merchants to offer interest-free installment payments managed by the acquirer. The merchant specifies the number of installments at checkout, and the transaction is automatically split by the acquirer according to the contract terms (API parameter <code>planType: ACQUIRER_AGREEMENT</code>). The maximum number of installments cannot exceed the limit defined in the merchant's contract. Available across all integration methods (HPP, Pay-by-Link, MOTO, Server-to-Server).	
Processing Rules	Cross Country	Feature that allows merchants to configure custom transaction filtering and management rules at terminal level through the XPay Back Office. Available rule types include: Card BIN	Available for all markets but not enabled by default on all tenants

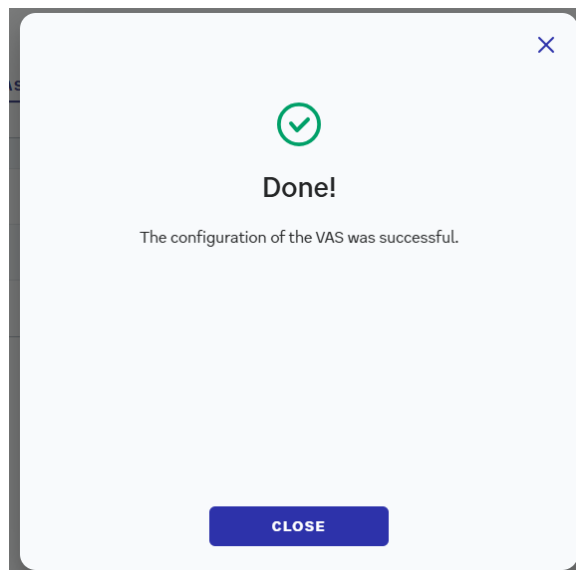
		Block, Single PAN Block, Masked PAN Block, Card Type Block (credit, debit, prepaid), IP Block, Card Holder Block, Auto Lockout Time (temporary block after a declined attempt with a specific PAN), and Duplicate Lockout Time (block of identical transactions within a defined time window). Rules can be created, edited, enabled/disabled, and deleted by Admin users.	
M.O.T.O. (Mail Order Telephone Order)	Cross Country	M.O.T.O. is a payment method that allows merchants to accept card payments remotely via phone or mail, without the customer being physically present.	Mutually exclusive with Pay-by-Link — if M.O.T.O. is enabled, Pay-by-Link cannot be activated on the same terminal, and vice versa.

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.



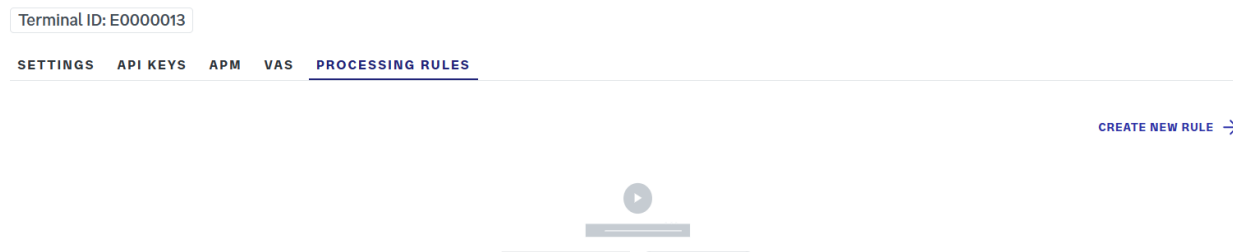
Once confirmed, a pop-up is displayed reporting the operation result.



11.1.5 Processing Rules ⁶

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

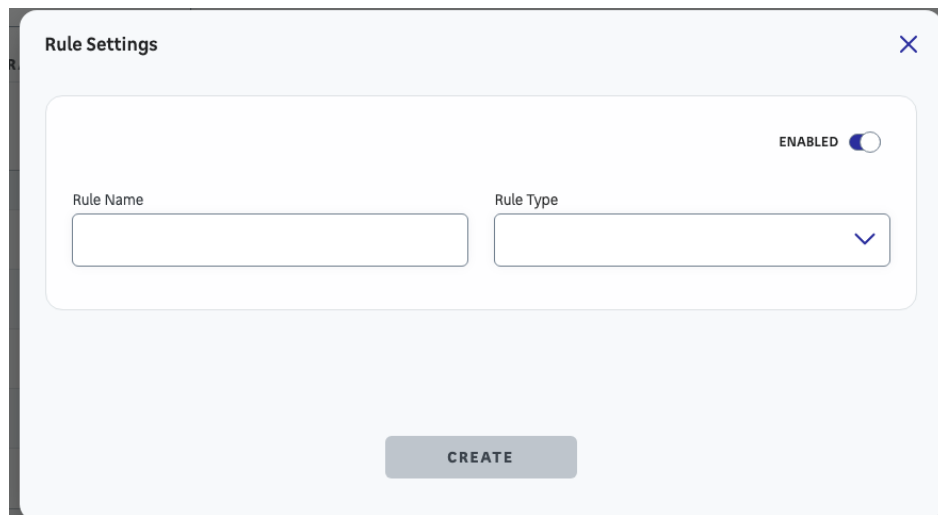
Terminal Management



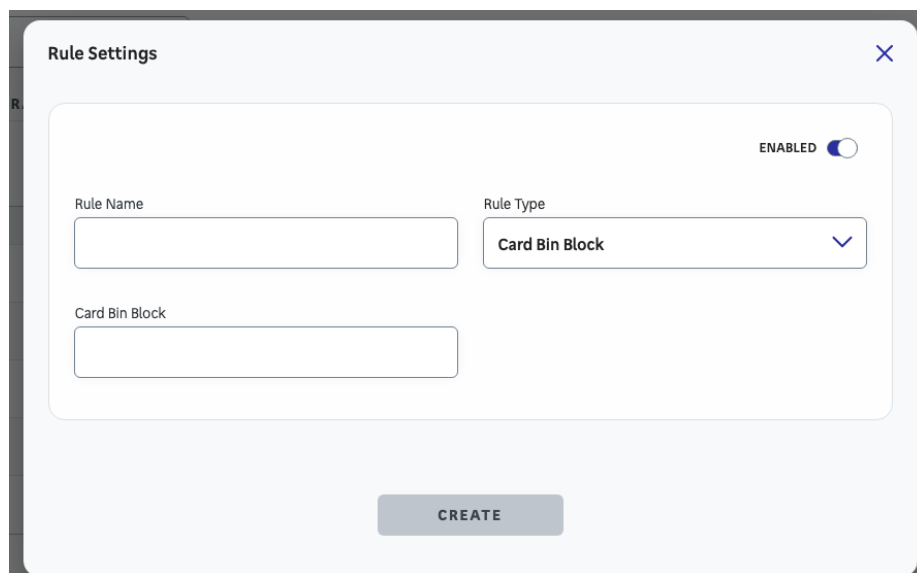
In addition, the Merchant can create, edit or delete any specific rule. Creating a new rule and modifying an existing rule have the same process.

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

⁶ The following section doesn't apply to Greece



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.



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:

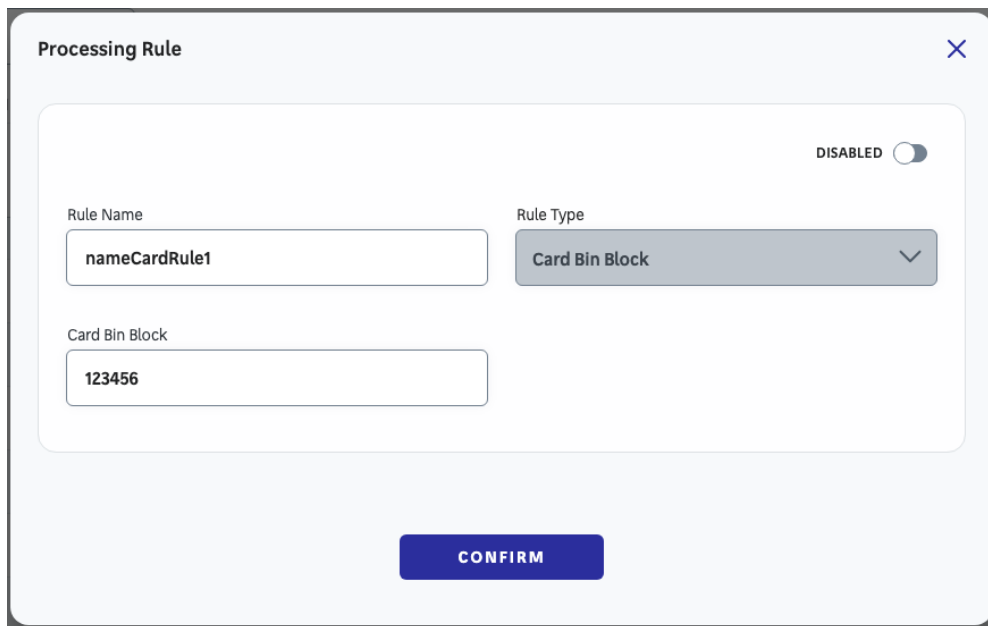
- a) **Card Bin Block:** by selecting this rule type, it will open a new field called “Card Bin Block” where the merchant can insert the Bin number (First digits from the payment card number) to block, disabling transaction from it. Only numbers are accepted in the new field;
- b) **Single Pan Block:** 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 inserts 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 inserts 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 inserts 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 inserts 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	
15/06/2023	nameCardRule1	Card Bin Block	 MANAGE DELETE
16/06/2023	nameCardRule2	IP Block	Enabled

By clicking on “Manage”, it will open a new pop-up 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

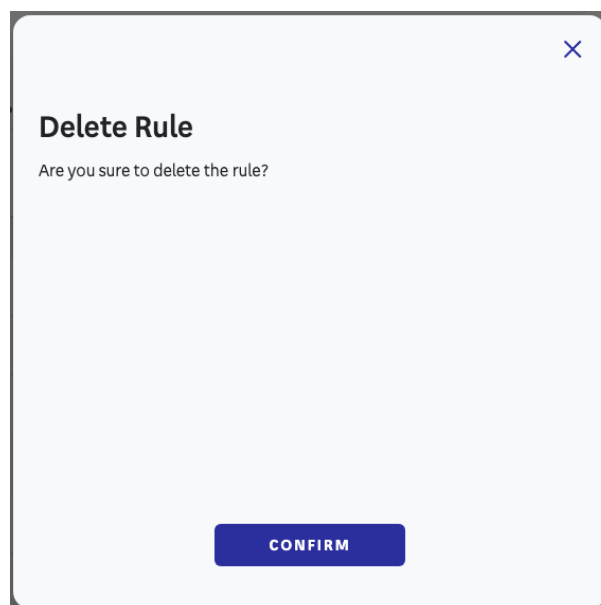


The 'Processing Rule' modal form contains a 'DISABLED' toggle switch at the top right. It has two input fields: 'Rule Name' with the value 'nameCardRule1' and 'Rule Type' with a dropdown menu showing 'Card Bin Block'. Below these is a 'Card Bin Block' input field with the value '123456'. At the bottom center is a blue 'CONFIRM' button.

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

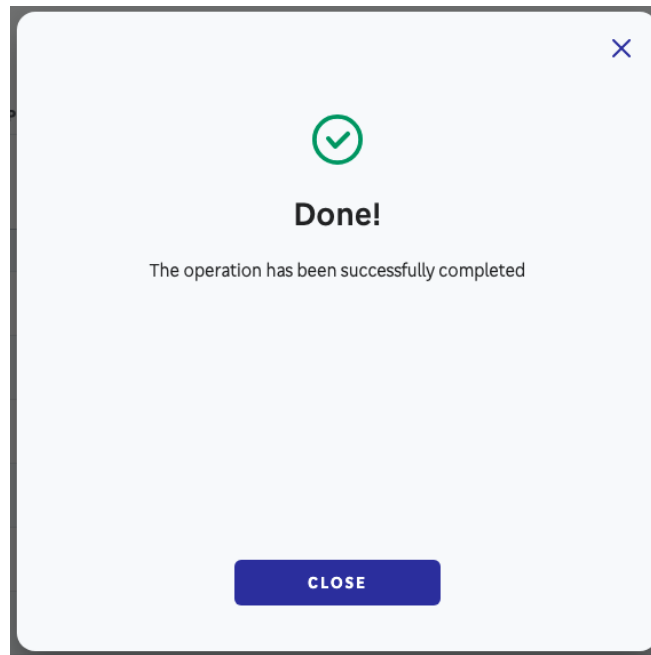
CONFIGURATIONS API KEYS PROCESSING RULES [CREATE NEW RULE →](#)

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



The 'Delete Rule' modal displays the title 'Delete Rule' and the question 'Are you sure to delete the rule?'. At the bottom center is a blue 'CONFIRM' button.

Once confirmed, a confirmation pop-up is displayed.



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

12. 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 →
kalimero888@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 ⓘ

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

ADD USER →

Email	Name	User role	Status	
kristijan.plese_t0000297@yopmail.com	Kristijan Plese T0000297	admin	DEACTIVATED	MANAGE →
kalimero888@yopmail.com	Tomo	admin	ACTIVATED	MANAGE →
vub-test-user@yopmail.com	Test	admin	ACTIVATED	MANAGE →

Add User

User data

ENABLE

Email

Name

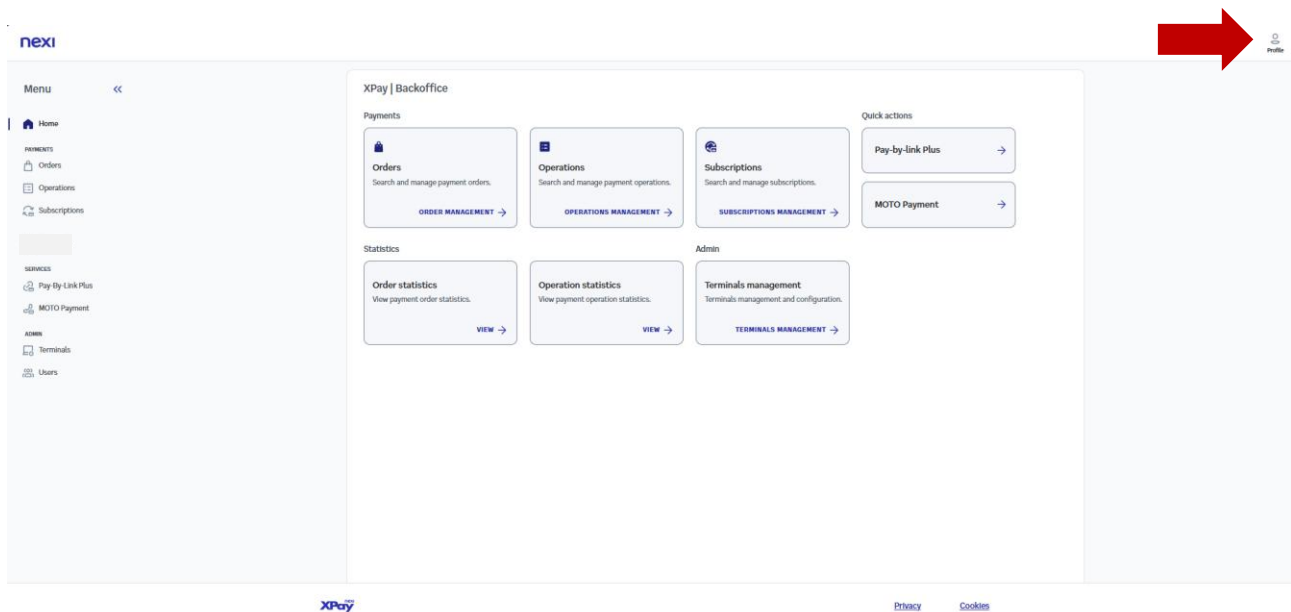
User role ⓘ

▼

ADD

13.1 Profile

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



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

User profile

Minerva Douglas

Email

zefallissicru-4885@yopmail.com

User role

Admin

Password

CHANGE PASSWORD →

Exit XPay Backoffice? [Exit](#)

Language

Select language

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](#) ✕

Change password

Password must be 8–20 characters

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

CONFIRM

Once confirmed, a confirmation page is displayed.

