



SEQUOIA MOSAIC 3000: INTERNET-ACQUIRING PLATFORM

Customer support settings

User's manual

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Chapter 1. About the document

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1.1. Purpose of the document

This document describes the merchants customer support settings procedures with the SM 3000 Internet-acquiring platform, based on tickets, received from the Merchant profile. This document was prepared for users of the SM 3000 Internet-acquiring platform.

1.2. How to use this manual

The manual is designed to explicate the process of the merchant customer settings support operations.

The terms, abbreviations and useful references to other documents about the SM 3000 system are provided at the final part of the document.

Terms and Abbreviations - A glossary of terms commonly used in the card processing and electronic funds transfer industry.

1.3. Classification

This document has been classified as External.

1.4. Document sheet

200111

1.5. Document contacts

In the case of questions or proposals about information presented in this document, you can contact Alfeba's Documentation Division by email doc@alfeba.com, by phone +598 2 208 31 42 or by mail, using the address: Av. Agraciada 2770, Montevideo, 11823, Uruguay.

1.6. Document history

Version	Date	Modification	Notes	Authors
1.0	01.06.2020	-	Init. Version	Natalia Bogorodskaya

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Chapter 2. About the customer support process

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2.1. General information

In this chapter we provide the principal information about the merchants customer support process with the SM3000 IAP Administration (Back-office) of the Sequoia Mosaic 3000 Internet-acquiring platform [SM3000 IAP].

2.2. The customer support process description

The customer support process is based on the Tickets approach and starts from the support request from the Merchant profile as shown at the Picture 2.2.0.0.

Picture 2.2.0.0. The customer support process



To create and edit Tickets subjects, see Manual # 200108 «SM3000: IAP. Administration interface. Customer support» for ore information.



The Tickets process management with the SM3000 IAP is implemented using the ISO QMS standards. It means, that each Ticket can be routed by change of the Status with a system, and has an execution control process by separate users and their access permissions, generating different statuses of the registration operations.



Each Customer request, sent by the Customer using it Internet profile, will be processed on-line. It means, that the ticket created with a Merchant profile can be accessed directly from the SM3000 IAP.

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Chapter 3. Customer support settings processing

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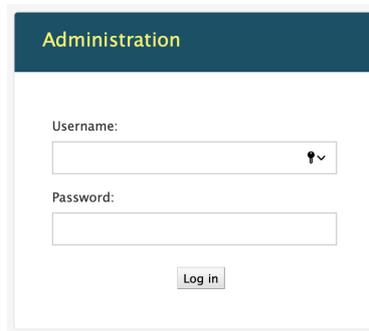
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3.1. General information

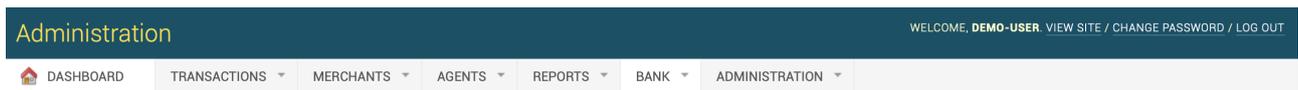
In this chapter we describe how to process the Customer support tickets setting jobs with the Sequoia Mosaic 3000 Internet-acquiring platform [SM3000 IAP].

3.2. Logging into the system

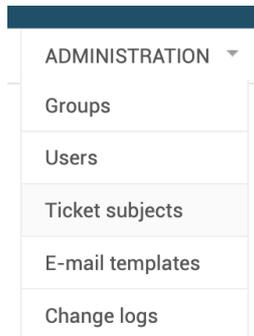
To start working with a SM3000 IAP you have to login into the system with his own Username and Password, assigned previously:



After the enter to the system the main page with the menu above will be shown:

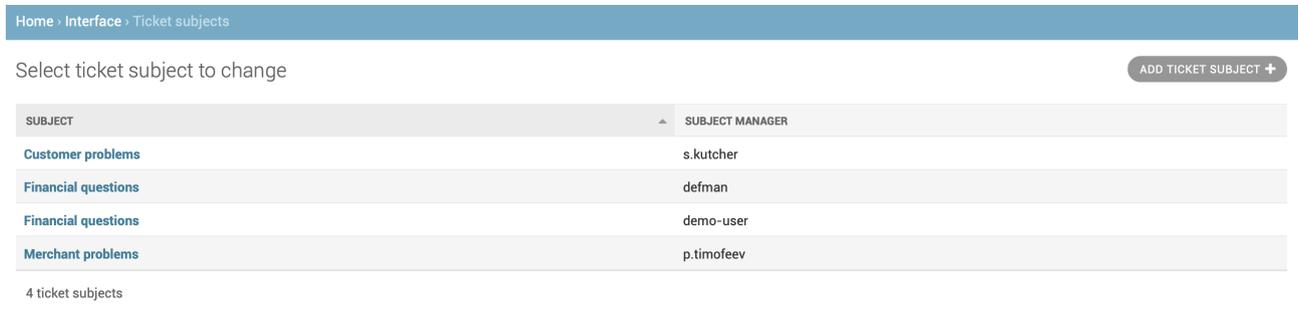


From the ADMINISTRATION menu you should choose the item to work with Tickets subjects:



3.3. Customer support ticket settings view

To look through the Ticket subjects, or categories, you should go to the Tickets subjects page, where a list of the tickets will be opened:



The page fields description is provided in the Table 3.3.0.0.

Table 3.3.0.0. The Tickets subjects page fields description

Field name	Field format	Data format	Description
Add ticket subject	Link	Link	Shows the Ticket subjects (categories) and Links to the page of the Ticket subject (category) editing
Subject	Text	Text	Shows the Customer support ticket subject
Subject manager	Button	Button	Shows the Ticket subject manager

To open the Ticket Subject (Category) description you should activate the link-name of the Ticket subject on the same page. The page will be opened:



The page's fields description is provided in the Table 3.3.0.1.

Table 3.3.0.1. The Tickets subject page fields description

Field name	Field format	Data format	Description
History	Button	Link	Links to the log of the operations with a Ticket subject
Subject	Text	Text	Shows the Customer support ticket subject
Subject manager	Logic	Text	Shows the Ticket subject managers list
Archived	Bool	Bool	When is marked - the Ticket subject will be archived
Safe and add another	Button	Button	Saves the current Ticket subject and opens the clear form to add the new one
Safe and continue editing	Button	Button	Saves the Ticket subject and allows to continue the job
Safe	Button	Button	Saves the Ticket subject and returns at theTicket subjects list page

3.4. Adding a new Ticket subject (category)

To add the new Ticket subject or Category you should activate the button Add ticket subject on the page of the Ticket subjects list:



The empty form to add a new Ticket subject will be shown:

Home > Interface > Ticket subjects > Add ticket subject

Add ticket subject

Subject:

Subject manager: defman

Archived

Save and add another Save and continue editing SAVE

The page fields were described at the Table 3.3.0.1.

To start a job you should enter the Subject name, for example:

Subject:

Merchant services registration questions

and select the manager from the list:

Subject:

Subject manager:

- defman
- ptimofeev
- p.timofeev
- s.kutcher
- ✓ demo-user

For the new added Subject is not necessary to mark Archived position, it must be left empty:

Archived

Then you should choose the Save option. To save the current record and to go to the Subjects list page you should press Save button:



After this the Platform will inform you about the succeeded operation:

✔ The ticket subject "Merchant services registration questions" was added successfully.

when returns to the Ticket subjects list page:

Home > Interface > Ticket subjects

✔ The ticket subject "Merchant services registration questions" was added successfully.

Select ticket subject to change ADD TICKET SUBJECT +

SUBJECT	SUBJECT MANAGER
Customer problems	s.kutcher
Financial questions	defman
Financial questions	demo-user
Merchant problems	p.timofeev
Merchant services registration questions	demo-user

5 ticket subjects

3.5. Ticket subject history (log) view

To look through the ticket subject history or log you should enter into the Ticket subject page and press

Change ticket subject HISTORY

Subject:

Subject manager:

Archived

and press a History button in the corner of the page:

HISTORY

After that the Ticket subject log will be opened:

Change history: Customer problems

DATE/TIME	USER	ACTION
Jan. 26, 2020, 5:16 p.m.	s.kutcher	Added.

The page fields description is provided in the Table 3.5.0.0.

Table 3.5.0.0. The Tickets subjects log page fields description

Field name	Field format	Data format	Description
Date/ time	Date/ time	Date/ time	Shows the date and time of the executed operation
User	Text	Text	Shows the user, edited the information
Action	Text	Text	Shows the actioned executed

3.6. Ticket subject (category) elimination

For the security reasons the Ticket subject entered into the Platform can't be eliminated from the User interface.



To eliminate the Ticket subject, please, contact your customer manager from the ALFEBA.

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Chapter 4. Attachments

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4.1. Terms and abbreviations

3

3D-Secure Is an XML-based protocol designed to be an additional security layer for online credit and debit card transactions.

A

API Application programming interface

Authorization Is an approval from a card issuer, usually through a credit card processor, that the customer has sufficient funds to cover the cost of the transaction.

B

BO Back-office, of the SM3000 IAP, where the Operator's employers work to maintain the Platform jobs, as Merchants, Transactions, Agents, Reports and file exchange with a main Processing system.

C

Cardholder A person who owns a card, such as a cardholder of a credit card or debit card

ChargeBack Is a return of money to a payer. Most commonly the payer is a consumer. The chargeback reverses a money transfer from the consumer's credit card. The chargeback is ordered by the bank that issued the consumer's payment card.

F

FE Front-end, of the SM3000 IAP, where the cards authorizations are processed in on-line mode

I

IAP Internet acquiring platform. The Platform created as a separate application for the Payment operators and Payment facilitators.

ID Identification number (f.e. transaction ID or Merchant ID)

Incoming-File The data file, that Platform receives from the Bank's processor

L

Light API The interface to connect the Merchant's own platform to the SM3000 IAP

M

MasterCard MasterCard International payment system

Merchant A legal entity carrying out trading activities on the Internet using the software provided by the system

	MPI	Merchant Plug-in
O		
	Operator	Payment operator or Payment facilitator, that uses SM3000 IAP
	Outgoing-File	The data file, that the Platform sends to the Bank's processor
P		
	PAN	Primary account number, or simply a card number, is the card identifier found on payment cards, such as credit cards and debit cards, as well as stored-value cards, gift cards and other similar cards.
	Payment Gateway	A hardware-software complex developed and supported by a payment system that automates the acceptance of payments on the Internet.
	Payment System	Payment system between users, financial organizations and business organizations. Allows you to pay, bills and purchases, transfer money.
R		
	Refund	A process in which a customer returns a product to the original retailer in exchange for money previously paid
	Reversal	The operation of crediting funds to the payer's account as compensation for the cancellation of the provision of the service or the poorly rendered service.
S		
	Service	Merchant's service entry, registered for each MCC. It has its own parameters, fees etc.
	SM3000	Sequoia Mosaic 3000. The processing platform of the cards issuing and acquiring processing, ATMs, POSs, e-commerce and m-commerce processing
	System	A payment system that allows you to transfer money, accept payment for goods and services through various payment gateways.
T		
	Transaction	Within the framework of this service, a completely completed data exchange operation with a payment system, including debiting / crediting funds to an end user account.
V		
	VISA	VISA International payment system

4.2. External documents references

The manual uses the links to the other documentation of the SM3000 IAP, listed below:

Document code	Document name	Document Purpose	Document category
200108	SM3000: IAP. Administration interface. Customer support	Describes the tickets management setup	User's manual

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