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PROCESSING SOLUTIONS

SEQUOIA MOSAIC 3000: INTERNET-ACQUIRING PLATFORM

Customer support

User's manual

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Content

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Chapter 1. About the document

This chapter contains the next sections:

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1.1. Purpose of the document

This document describes the merchants customer support 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 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

200108

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	24.06.2020	-	Init. Version	Natalia Bogorodskaya

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Chapter 2. About the customer support process

This chapter contains the next sections:

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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
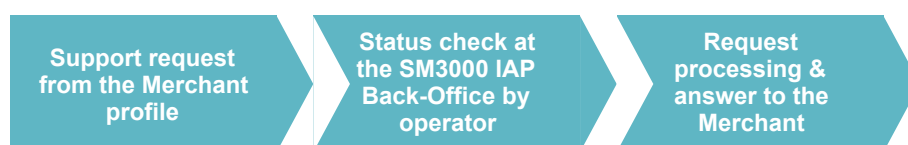
> To create and edit Ticket subjects, see Manual # 200111 «SM3000: IAP. Administration interface. Customer support settings» for ore information.

> **ISO**
> 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 tickets processing

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3.1. General information

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

3.2. Customer support ticket creation within a Merchant profile

To create the Customer support ticket from the Merchant profile you should open the HELP page of the main menu. The next page will be opened:

The page contains the fields, that are described in the Table 3.2.0.0.

Table 3.2.0.0. The HELP page fields of the Merchant profile description

Field name	Field format	Data format	Description
New ticket	Button	Link	Links to the New ticket creation page
Open tickets	Button	Button	Filters the tickets by Open status
Closed tickets	Button	Button	Filters the tickets by Closed status
№	Link	Link	Shows the Ticket ID and links to the Ticket page
Type	Text	Text	Shows the Customer support category
Subject	Text	Text	Shows the Customer support ticket subject
Date	Text	Text	Shows the Ticket's date
Action	Filter	Text	Presents two actions with a ticket: • To look though; • to close.

To create a new ticket you should activate the link New ticket on the page:

The page with a Ticket form to fill in will be opened:

This form contains the fields, described in the Table 3.2.0.1.

Table 3.2.0.1. The Ticket creation form files description

Field name	Field format	Data format	Description
Type	Logic	Text	To choose the Customer support question category
Subject	Text	Text	To write the subject of the Ticket message
Description of the problem	Text	Text	Text space to describe the problem
Attach file	Butto	Button	Opens the dialog form to choose the file to attach
Create	Button	Button	Processes the Ticket creation
Cancel	Button	Button	Cancels the Ticket creation

To start the form filling you should choose the Category of the Customer support question.

To create and edit Ticket subjects, see Manual # 200111 «SM3000: IAP. Administration interface». Customer support settings» for ore information.

After the Question category - Ticket type you should fill in the Ticket subject, for example:

The next step i to explicate the problem you're standing in front of:

The Ticket motor has the possibility to attach the file. To do it yo have to activate the Link Choose file and to choose file from your computer:
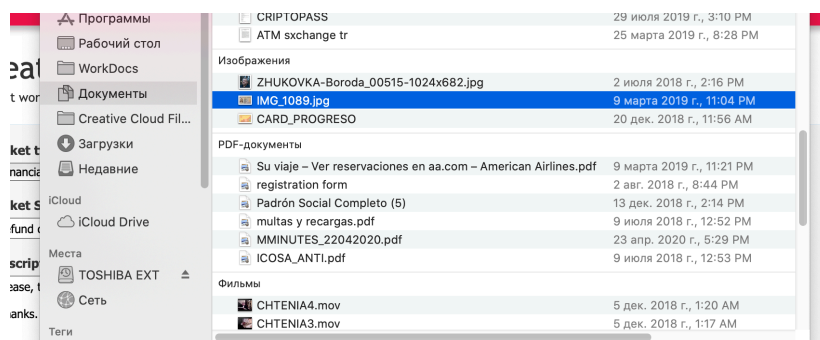
After this the form will show the file name in the box:

! Files types gif, jpg, png, zip, gz, tar, ppt, doc, xls, txt, rar, rtf will be attached only! Please, check the file extant ion before the process!

To finish the Customer support ticket creation you have to press Create button:

If you prefer do not send a ticket - you can cancel it pressing the link Cantel.

After this the success message will be shown on the Support page:
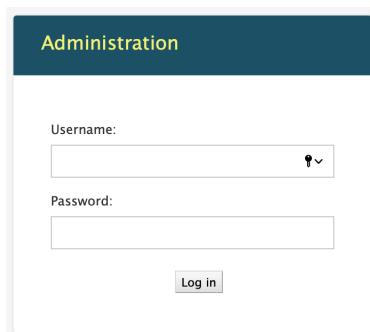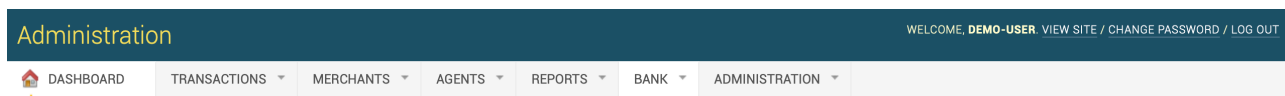
The ticket will be available to the Payment operator through the SM3000 IAP Back-Office from the principal menu MERCHANT/ TICKETS.

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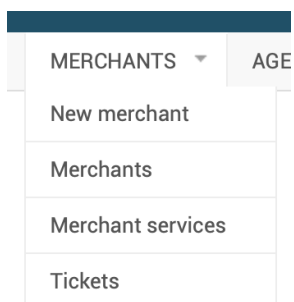
To start working with a SM3000 IAP you have to login into the system with his own Username and Password, assigned previously:

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

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

3.4. Customer support ticket processing within the SM3000 IAP

To look through the received questions from the merchant the Tickets page with a list of the tickets will be opened:

The page fields description is provided in the Table 3.4.0.0.

Table 3.4.0.0. The Tickets page fields description

Field name	Field format	Data format	Description
Search	Button with a field	Text	Searches the Ticket by UD, key word of the subject or by Merchant name
ID	Link	Link	Shows the Ticket ID and links to the Ticket page
Date	Text	Text	Shows the Ticket's date
Subject	Text	Text	Shows the Customer support ticket subject
Merchant	Text	Text	Shows the Merchant name
Status	Text	Text	Shows the status of the Ticket: • Open, • Suspend, • Resolved, • Rejected, • Removed or • Hold.
Filter by Status	Button	Button	Filters the tickets by status: All, New, Open, Suspend, Resolved, Rejected, Removed, Hold or New+Open.
Filter by Date	Button	Button	Filters the tickets by date: Any date, Today, Past 7 days. This month, This year
Filter by Subject	Button	Button	Filters the tickets by date: All, Customer problems, Merchant problems or other subjects entered by Administrator at the Administrator menu
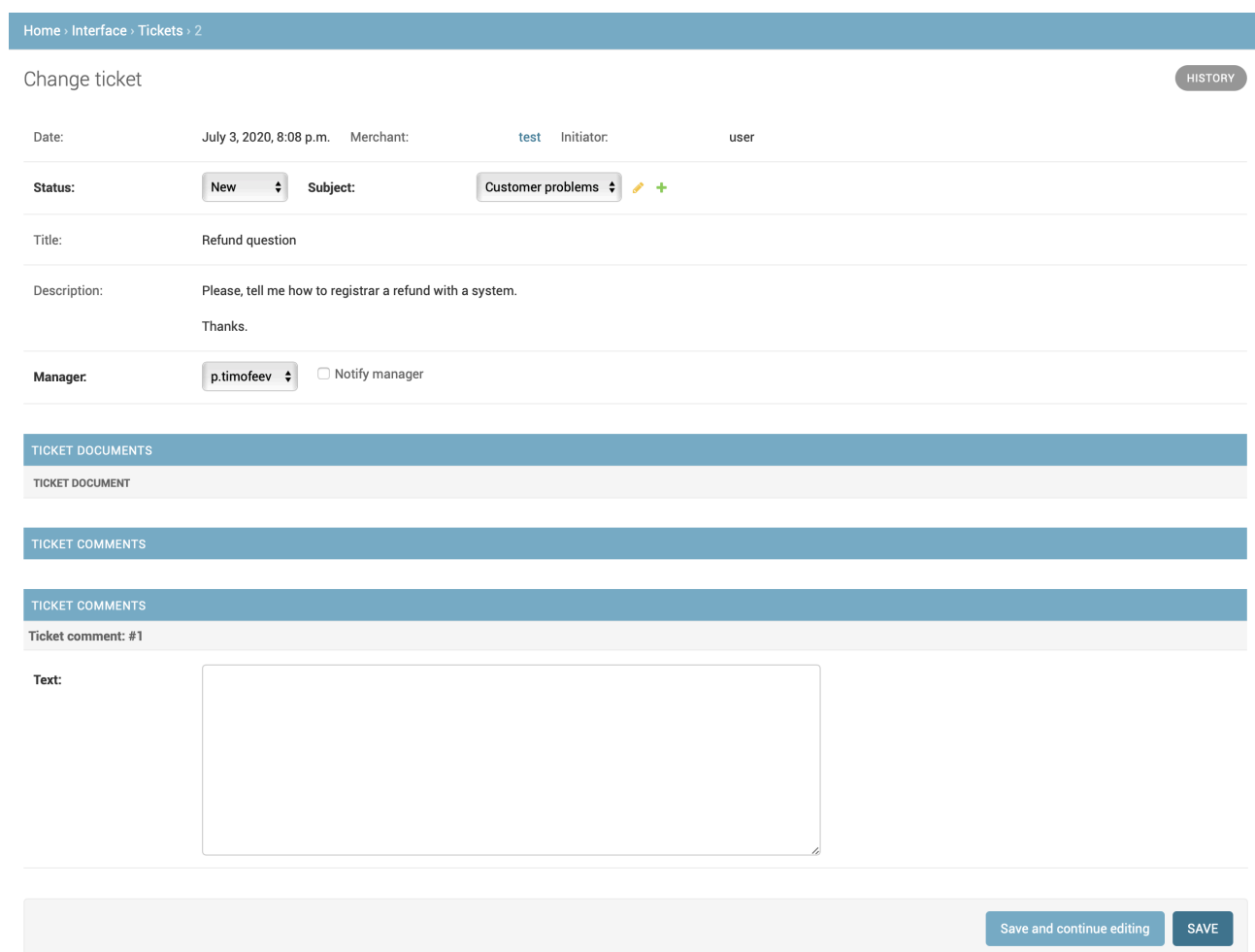
To find the needed Ticket you can use the Find field or pressing the Ticket ID to open the Ticket page:

The page with a Ticket will be opened:

The page fields description is provided in the Table 3.4.0.1.

Table 3.4.0.1. The Tickets page fields description

Field name	Field format	Data format	Description
Date	Text	Text	Shows the Ticket's date
Merchant	Text	Text	Shows the Merchant name
Iniciator	Text	Text	
Status	Logic	Text	Shows the status of the Ticket to choose: • Open, • Suspend, • Resolved, • Rejected, • Removed or • Hold.
Subject	Logic	Text	Shows the Customer support ticket Category to choose
Title	Text	Text	Shows the Customer support ticket Title
Description	Text	Text	Shows the Customer support ticket text message
Manager	Logic	Text	Shows the user name to choose
Notify Manager	Bool	Bool	Mark field to choose the option to notify manager for each interaction
Ticket documents	Text	Text	Shows attached document
Ticket comments	Text	Text	Shows the ticket comments made before by the operator
Ticket comments: text	Text	Text	Available to write the response to the Merchant to the question received
Save and continue editing	Button	Button	Saves the response and allows to continue the job
Safe	Button	Button	Saves the response, makes it available for the Merchant at the time of saving

To start a job with a Ticket received from the Merchant you should check the Status (we recommend to change it depending on the process step) and subject (Ticket category), for example:

Status: Open ⬍   **Subject:**   Financial questions ⬍   🖊 ➕

In the case of necessary you can add the New subject (Ticket Category). The explanation of this one we provide in the Manual # 200111.

To create and edit Ticket subjects, see Manual # 200111 «SM3000: IAP. Administration interface. Customer support settings» for ore information.

After this you can appoint the manager to resolve the problem and to choose it from the list of the users:

Manager: ✓ p.timofeev   ☑ Notify manager
s.kutcher
demo-user

We recommend you to mark the Notify manager option to notify the chosen user about any change with this Ticket.

To send a message to the Merchant you have to enter the text into the Text field on the page:

Text:
To make a Refund you should
1) go to Statistics on the Reports page of the Merchant profile;
2) find the transaction to refund;
3) and to activate the link Request refund at the Refund column of the table on the page.

Have a nice day!

Yours,

Support team

and press Save button to send the response to the Merchant or Save and continue editing if you prefer to work more under this question. To save and send response please press the Save button:

SAVE

The response will be saved with a system and sent to the Merchant. It'll be available at the same moment from the Merchant profile.

✓ The ticket "2" was changed successfully.

To see the history of the operations with a Merchant tickets you should activate the History button on the Ticket page:

HISTORY

The page with a list of the operations will be shown:

Change history: 1

DATE/TIME	USER	ACTION
Jan. 12, 2020, 1:04 a.m.	p.timofeev	Changed manager. Added ticket comment "".
Jan. 13, 2020, 11:45 a.m.	demo-user	Changed manager. Added ticket comment "".
June 24, 2020, 7:55 p.m.	demo-user	Changed status, manager and notify_to_manager.
June 24, 2020, 7:56 p.m.	demo-user	Added ticket comment "".
July 3, 2020, 9:33 p.m.	demo-user	Added ticket comment "".

The fields description of the list is provided in the Table 3.4.0.2.

Table 3.4.0.1. The Tickets history page fields description

Field name	Field format	Data format	Description
Date/ Time	Text	Text	Shows the date and time of the message
User	Text	Text	Shows the user from the side of the Payment operator
Action	Text	Text	Shows the action, taken with the operation

3.5. Customer support ticket answer and view from the Merchant profile

To look through the Ticket Response, received from the Payment operator into the Merchant profile you should find the needed Ticket and open it clicking by ID Number link:

The message will be appeared in the body of the page:

To continue the dialog you should write the next message and press the Send button.

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Chapter 4.   Attachments

This chapter contains the next sections:

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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
200111	SM3000: IAP. Administration interface. Customer support settings	Describes the tickets management setup	User's manual