paysafecard

Merchant Reporting Tool Interface guideline

For Merchant Service Center (MSC)

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1) Introduction

The following document outlines the reporting functionality of paysafecard's Merchant Service Center (MSC).

MSC can be used to check the Transaction Report (includes transactions in all states), the Settlement Report (includes only successful transactions, all transactions until the previous day) or the Payout Details (when Payout feature is activated on any MID/RC level of a merchant). More details on the reports functionality can be found in the following chapters.

You will need *Superuser* or *Finance* role to have full access to the reporting functions in Merchant Service Center. *Superuser* is a special user type in MSC, created by paysafecard for each merchant account. The *Finance* role is granted by the *Superuser*.

If this Guideline is intended for your use, please contact your company representative to arrange for the required access level.

2) Roles and Responsibilities

MSC has currently 5 available roles that allow different levels of interaction with the online portal.

| MSC Role	Role Description
Superuser	Main merchant account administrator, has full access to information available in MSC. This role is assigned by paysafecard only to a person appointed by the authorized signatory from the Merchant. For deactivating a *Superuser*, please send a request to your delegated KAM and salessupport@paysafecard.com.
Technical	Role with permission to all technical configurations and Transaction report (no access to the Settlement report!).
Finance	Role with permission to Transaction Report, Settlement Report and Payout Details.
Operations	**Role applicable only for Paysafecash partners!** *Operations* users can send an Invite to Pay request to customers. This role has access only to the Transaction Report.
Onboarding	Role automatically assigned to a new MSC user, has access to the technical information and can upload all KYC documents needed during onboarding.

3) Log in

If you are a New User to Merchant Service Center:

a) Your company *Superuser* invites you to Merchant Service Center and assigns you a role
**b)** You receive an invitation email to Merchant Service Center
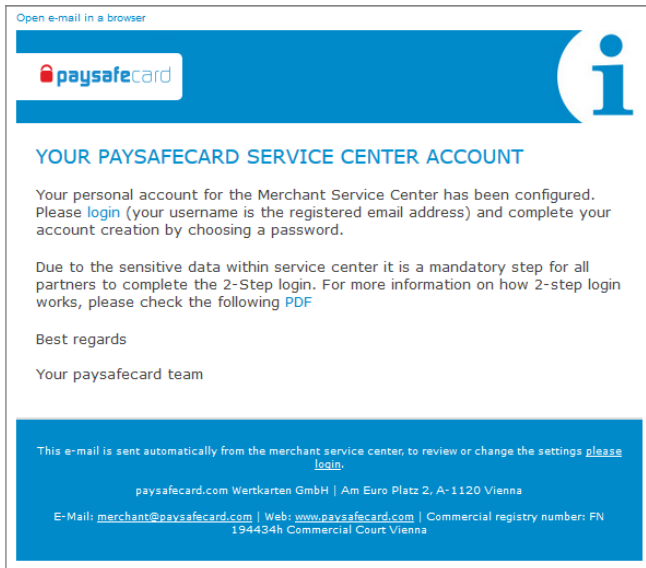
c) Click the link in the email and get redirected to our authentication page
d) Use Google Authenticator to complete the first time 2 Factor login steps. The QR code will only be shown the first time you log in to MSC. If you want to reset it, please contact techsupport@paysafecard.com

Click here for our 2 Step Login guide
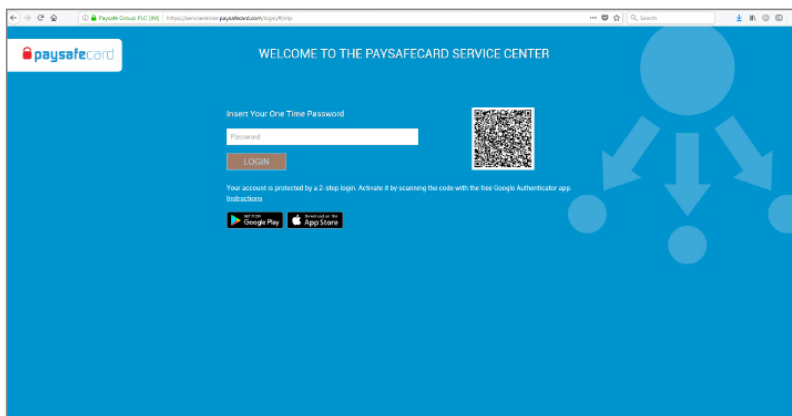
e) You set your new password and confirm
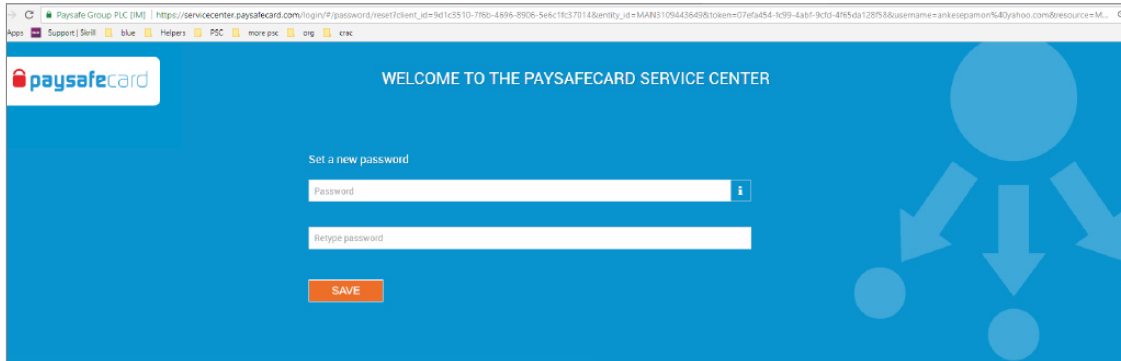
f) You are now logged in successfully

If you are an Existing User of Merchant Service Center

a) You are on the Merchant Login page
b) You provide a valid Username and Password
c) You provide a valid 2 factor authentication code. If you want to reset the QR code, please contact techsupport@paysafecard.com
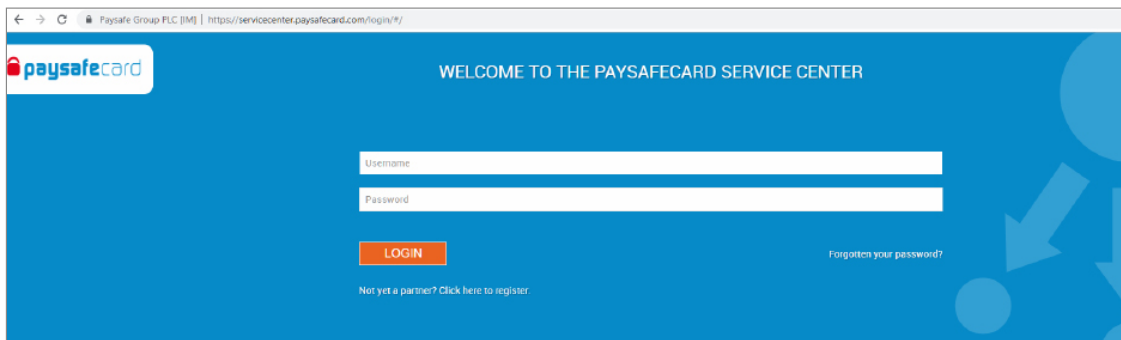
d) You are now logged in successfully
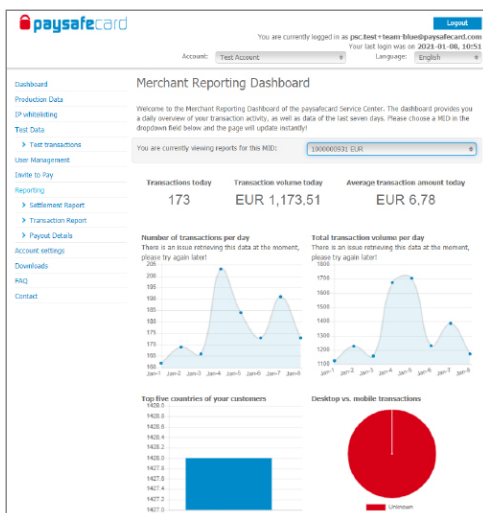
4) Merchant Reporting Dashboard

Access your Merchant Reporting dashboard for a daily overview of your transaction activity. This will help you fine tune your monetization strategy with a snapshot on top performing countries and transactions over the last 7 days.
You can find the reporting dashboard in the left navigation menu on "Reporting".

You review the following information (per MID, only one can be selected at any time):

✔ Number of transactions today
✔ Transactions volume today in MID currency
✔ Average transaction amount today in MID currency
✔ Last 7 days' view of the transaction count
✔ Last 7 days' view of transaction volume in MID currency
✔ The top 5 countries in terms of transaction count over the last 7 days
✔ The comparison of desktop vs mobile transactions (%) in last 7 days

All values are based on completed transactions.

If you have more than 1 MID listed under your account and you wish to check another MID's performance, you need to select your MID from the drop-down menu as shown below:
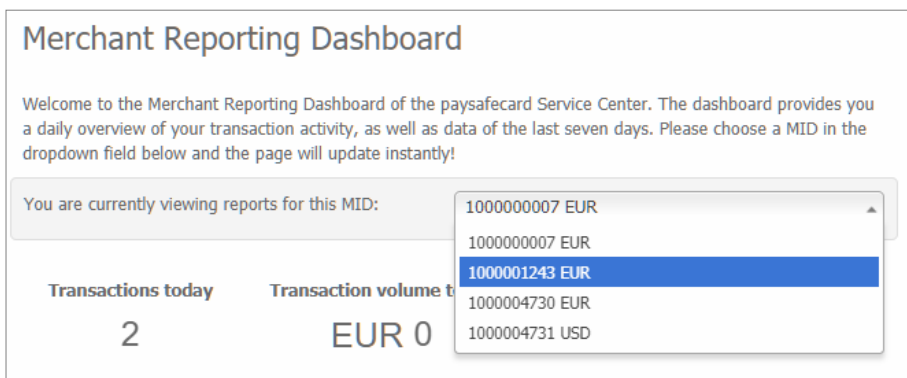
Please note the reporting dashboard is to be used for tracking purposes. It should be noted that the final transaction overview is reflected in your invoice.

5) Settlement Report

The Settlement Report contains all the successfully closed transactions (until the previous day).

The data in this report can also be received via the paysafecard settlement report API.
You can find more technical details here.

Here's an overview of the Settlement report mask in MSC:

Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
Merchant IDs (MIDs)	The Merchant ID is the unique alphanumeric merchant identifier (default value 10-digits) and defines the transaction currency. When more than 1 MID is assigned to a Merchant's account, searching for multiple MIDs is possible. The default option is "Select All" and it allows the searching for transactions in all MIDs at the same time.	MID	MID
Transaction ID (TID)	The Transaction ID (TID) is the payment transaction unique identifier. In this field you can search for a specific transaction. If there are any refunds related to the original payment, they will also be displayed in the results.	TID	TransactionID

Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
Date from Date to	You can use the date picker or manually enter in the date dd/mm/yyyy to set a time interval for the search. "Date from" and "Date to" are mandatory fields only when searching for Merchant IDs, Reporting Criteria or Transaction Type. Regardless of the Date from/to, the default time values are 00:00 to 23:59. **Note:** Maximum allowed search: 12 months at once.	n/a	n/a
Reporting Criteria ID (RC)	The Reporting Criteria is an optional parameter that offers the possibility to classify transactions and differentiate between several web shops of one contracting Merchant. When more than 1 RC is assigned to a MID, searching for multiple Reporting Criteria is possible. The default option is "Select All" and it allows the searching for transactions in all Reporting Criteria at the same time. Separate agreement with paysafecard is needed for setting up of a Reporting Criteria. If there are no registered Reporting Criteria, the search field is not visible, and no values are displayed in the report.	RC	Reporting-Criteria
Merchant Client ID (MCID)	The Merchant Client ID is the end customer unique identifier. All transactions done by the same customer must have the same Merchant Client ID. This parameter is provided by the Merchant at the start of a transaction. Maximum length is of 50 characters. **Note:** For security reasons, paysafecard advises Partners not to use the customer's registered username or e-mail!	MCID	Merchant-ClientID
Invoice Number	The Invoice Number is the 10-digit number of a created invoice. In this field you can search for specific transactions by using an invoice number. The result will display all related settlement transactions. The parameter values will be empty if the invoice has not yet been created.	Invoice Number	InvoiceNumber
Customer PSC ID	The Customer PSC ID is the my paysafecard ID of the customer. In the reports this parameter has a value only if the customer has used a my paysafecard account for the transaction. If the customer used a paysafecard PIN, the parameter values will be empty.	Customer PSC ID	CustomerPscId
Transaction Type	The Transaction type stands for different types of transactions: payments, payouts or refunds.	Business Type	BusinessType
Customer Type	The Customer Type allows you to sort transactions that were made with a classic voucher of with a my paysafecard account.	n/a	n/a

Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
Columns	There are 25 columns (fields) available for displaying online search results in the Settlement report. For first time users, all columns are available for online reporting, like this: The selection can be refined by adding one filter column after another, like this: Simply remove, drag and drop any of filter columns, to create an online customized report, like this: The rest of columns are always available in the drop-down. To generate the customized online report, simply press "Generate Report". Your last columns selection is always saved! **Note:** The saved order of the columns does not apply for the downloaded reports. When you press "Download Report", the generated CSV file will always include all fields, in the default order.	n/a	n/a

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Debit Number	Parameter no longer in use. Default value always 1.	Debit No	DebitNr
Currency	This is the Currency in which the transaction was started.	n/a with Initial Amount	Currency
Gross Amount	The Gross Amount is the full amount of the transaction.	Gross Amount	GrossAmount
Fee Amount	The Fee Amount is the fee value deducted from the transaction.	Fee Amount	FeeAmount
Tax	The Tax stands for the value charged only to EU Merchants that have a contract with paysafecard and do not have a valid VAT number.	Tax	PercentageOfTax
Debit Amount	The Debit Amount is the amount that was debited from the customer's paysafecard PIN or account.	Debit Amount	DebitAmount
Exchange Rate	The Exchange Rate parameter will be filled with a value different than 1, in the case where the Merchant currency and the paysafecard PIN currency are not the same, and a conversion is needed.	Exchange Rate	ExchangeRate
Voucher Number	The Voucher Number is the number that is given to all transactions of one day, per country.	Voucher Number	VoucherNumber
Debit Timestamp	The Debit Timestamp is the time when the transaction was closed.	Debit Timestamp	DebitTimestamp
Initial Amount	The Initial Amount is the amount in which the transaction was created.	Initial Amount	InitialAmount
Disposition Amount	The Disposition Amount is the amount that has not been debited yet from the transaction. Parameter no longer in use.	Disposition Amount	Disposition-Amount
Net Amount	The Net Amount is the transaction amount after paysafecard fees have been deducted.	Net Amount	NetAmount
Creation Timestamp Disposition	The Creation Timestamp Disposition is the time when the transaction was created.	Creation Timestamp Disposition	Creation-Timestamp
Shop ID	The Shop ID is the parameter that identifies the web shop from which the transaction was created. This is an optional parameter and is sent by the Merchant when creating the transaction.	Shop ID	ShopID
Country IP	The Country IP is the 2-digit ISO 3166-1 country code where the paysafecard PIN was used. **Note:** This information is derived from our systems and although carefully provided, we do not assume any liability on the correctness of the data shared for country.	Country IP	ClientIpCountry
PIN Origin	The PIN Origin is the 2-digit ISO 3166-1 country code where the paysafecard PIN was sold.	Card Origin	CardOrigin
Original TID	The Original TID field is filled in only when the transaction type is a Refund (R), and it represents the Transaction ID (TID) of the original payment.	Original Transaction ID	Original-TransactionID
Distributor Reference ID	The Distributor Reference ID shows the transaction ID of the Partner system. In the US this is the equivalent to the „Cashtie_Reference_Number".	n/a	Distributor ReferenceId
Distributor Reference ID	This parameter is a placeholder! The Merchant Reference ID field will be empty.	n/a	Merchant ReferenceId

| Payment Instrument | Parameter indicates the payment method used for the transaction. Possible values: paysafecard; paysafecash or giftcard | Payment Instrument | Payment Instrument |
| Payment Instrument Subtype | (!) Parameter relevant only for merchats with gift cards activated; it indicates the gift card used. Possible values: cvspharmacy, dollargeneral, openbuckscard | Payment Instrument Subtype | Payment Instrument Subtype |

Actions	Definition
GENERATE REPORT	The Settlement Report search results are displayed in an online table. The report can contain the default columns or any other combination selected. **Note:** Online results limitation of 1,500 rows. If more results are available for the inserted search criteria, an info message will be displayed, asking to download the report for the full view.
DOWNLOAD REPORT	Search results are ready to be downloaded in CSV format. The report automatically contains all Columns available. **Note:** Download report CSV limitation of 200,000 rows.
RESET FILTER	All the search criteria are removed (except for MID(s) and online columns selection), and a new search can be started.

Sample View online:

Sample View download:

6) Transaction Report

The Transaction Report contains all the transactions, regardless of the state they are in (e.g. created/initiated, disposed/authorized, etc.).

Here's an overview of the Transaction report mask:

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Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
Merchant IDs (MIDs)	The Merchant ID is the unique alphanumeric merchant identifier (default value 10-digits) and defines the transaction currency. When more than 1 MID is assigned to a Merchant's account, searching for multiple MIDs is possible. The default option is "Select All" and it allows the searching for transactions in all MIDs at the same time.	MID	MID
Transaction ID (TID)	The Transaction ID (TID) is the payment transaction unique identifier. In this field you can search for a specific transaction. In the Transaction Report you can use this field to search for a specific transaction or for partial results, by utilizing the symbol "%" in the following manner: • type "%xyz%" to list all transactions that include e.g. "xyz" • type "xyz%" to list all transactions that start with e.g. "xyz" • always use "Date to" and "Date from" filters for finding partial results	TID	TransactionId
Date from Date to Time	You can use the date picker or manually enter in the date dd/mm/yyyy to set a time interval for the search. "Date from" and "Date to" are mandatory fields, except when searching for a specific Merchant Transaction ID (TID). Regardless of the Date from/to, the default Time values are 00:00 to 23:59. **Note 1:** Maximum allowed search: 3 months at once. **Note 2:** If there are too many transactions due to large volume, please refine your search to 7 days, or reduce the number of MIDs in the search.	n/a	n/a
Reporting Criteria ID (RC)	The Reporting Criteria is an optional parameter that offers the possibility to classify transactions and differentiate between several web shops of one contracting Merchant. When more than 1 RC is assigned to a MID, searching for multiple Reporting Criteria is possible. The default option is "Select All" and it allows the searching for transactions in all Reporting Criteria at the same time. Separate agreement with paysafecard is needed for setting up of a Reporting Criteria. If there are no registered Reporting Criteria, the search field is not visible, and no values are displayed in the report.	RC	Reporting-Criteria
Reporting Criteria Name	The Reporting Criteria Name is the associated name to the pre-defined Reporting Criteria ID. If there is no name(s) associated with the Reporting Criteria, the parameter values will be empty.	n/a with RC	Reporting-CriteriaName
Merchant Client ID (MCID)	The Merchant Client ID is the end customer unique identifier. All transactions done by the same customer must have the same Merchant Client ID. This parameter is provided by the Merchant at the start of a transaction. Maximum length is of 50 characters. **Note:** For security reasons, paysafecard advises Partners not to use the customer's registered username or e-mail!	MCID	Merchant-ClientID

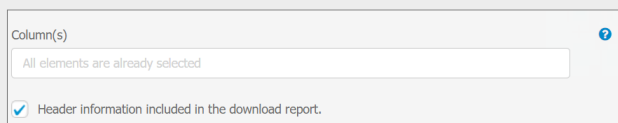| Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
Customer PSC ID	The Customer PSC ID is the my paysafecard ID of the customer. In the reports this parameter has a value only if the customer has used a my paysafecard account for the transaction. If the customer used a paysafecard PIN, the parameter values will be empty.	Customer PSC ID	CustomerPscId
Transaction Type	The Transaction Type stands for the specific transaction type: Payment (I), Payout (P), Refund (R) or Paysafecash (L).	Business Type	BusinessType
Customer Type	The Customer Type allows you to sort transactions that were made with a classic voucher of with a my paysafecard account.	n/a	n/a
Payment Status	You can filter your search by selecting a particular payment status. Depending on the API used (SOPG or REST) you will see displayed one of the columns below. (state description included in the table below) Disposition State / Description table: **Note:** Statuses R and S are not final and can change during a transaction's lifetime!	Status	State
Payout / Refund Status	If any "payout" and/or "refund" features are activated on any available MIDs, then you can also filter your search by selecting a particular status for a payout or a refund. In this case, the status is the same for both APIs. (status description included in the table below) *You can find a full list of error codes and corresponding descriptions in the Payout Error Codes or Refund Error Codes sections of our technical documentation.	Disposition State	DispState

Within the Payment Status cell:

Disposition State		Description
SOPG States	REST States	
Created (R)	Initiated	The initial state of a payment after is has been successfully created.
Created (R)	Redirected	The customer has been redirected to paysafecard´s payment panel to authorize the payment.
Disposed (S)	Authorized	The customer has authorized the payment.
Debited (E) / Consumed (O)	Success	The payment has been completed successfully.
Debited (E) / Consumed (O)	Cancelled by Merchant	You, the business partner, have cancelled the payment.
Closed (L)	Cancelled by Customer	The customer has cancelled the payment on the payment panel.
Expired (X)	Expired	The customer has not authorized the payment during the disposition time window or you, the business partner, have not captured the authorized amount during the disposition time window.

Within the Payout / Refund Status cell:

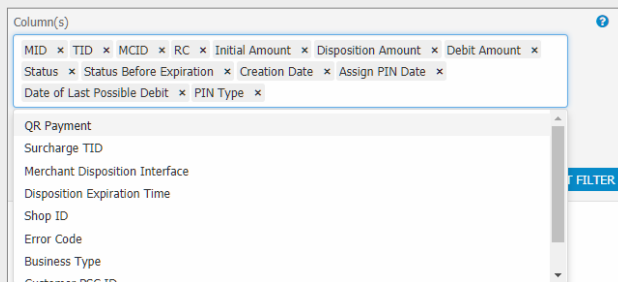| Status	Description
Executed	The payout/refund has been successful.
Failed	The payout/refund has not been successful. An error occurred*.
Precheck Executed	The payout/refund precheck has been successful.
Precheck Failed	The payout/refund precheck has not been successful. An error occurred*.

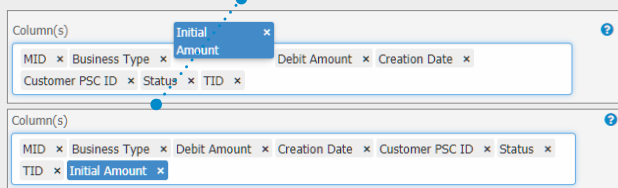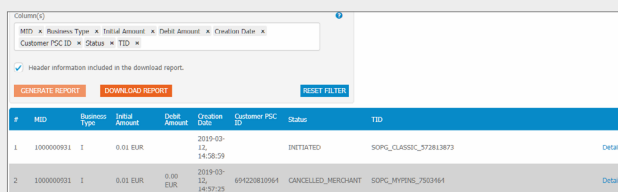| Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
Column(s)	There are more than 20 columns (fields) available for displaying online search results in the Transaction report. The 1 column difference is the "Status Before Expiration" available only for REST merchants. For first time users, all columns are available for online reporting, like this: The selection can be refined by adding one filter column after another, like this: Simply remove, drag and drop any of the filter columns, to create an online customized report, like this: The rest of columns are always available in the drop-down. To generate the customized online report, simply press "Generate Report". Your last columns selection is always saved! **Note:** The saved order of the columns does not apply for the downloaded reports. When you press "Download Report", the generated CSV file will always include all fields, in the default order.	n/a	n/a
Initial Amount	The Initial Amount is the amount in which the transaction was created.	Initial Amount	InitialAmount

Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
Disposition Amount	The Disposition Amount is the amount that has not yet been debited from the transaction.	Disposition Amount	Disposition-Amount
Debit Amount	The Debit Amount is the amount that was debited from the customer's paysafecard PIN or account.	Debit Amount	DebitedAmount
Status Before Expiration	The Status Before Expiration is the last status of the transaction before it expired. (available only for REST merchants)	Status Before Expiration	StatusBefore-Expiration
Creation Date	The Disposition Date is the time when the transaction was created.	Creation Date	DispoDate
Assign PIN Date	The Assign PIN Date is a timestamp referring to the moment where at least one paysafecard PIN has been assigned to the transaction. This date is also the start of the disposition time window (value defined by contract). The Merchant has to finish the disposition before that time window expires.	Assign Card Date	DispoAssign-CardDate
Date of Last Possible Debit	The Date of Last Possible Debit is the end of the agreed disposition time window. Before this date a capture is still possible, but later the transaction will be closed and set to state "X"(EXPIRED).	Date of Last Possible Debit	LastPossible-DebitDate
PIN Type	The PIN Type is the reference to which card type was used in the transaction. Four possible values are listed: • "PAYSAFECARD" for transactions paid with classic paysafecard PINs. • "INHOUSE" for transactions paid with so called in-house PINs (promotion PINs). In-house PINs are activated for a Merchant upon request and separate agreement with paysafecard is needed. • "MIXED" for transactions paid with classic paysafecard PINs and in-house PINs together. • "NO_CARD_ASSIGNED" for transactions where no PINs have been assigned.	PIN Type	KindOfCard
QR Payment	The QR Payment parameter can only have 2 values: true or false. "True" means that the customer has used Scan2Pay for the transaction, otherwise "False" is always displayed.	Payment	QRCodePayment
Surcharge TID	The Surcharge TID parameter is valid only if the Merchant has a Surcharge Contract.	Surcharge MTID	SurchargeMTID
Merchant Disposition Interface	The Merchant Disposition Interface is the starting point (or method) through which a disposition was created. The following values can be displayed, according to each case: • SOPG (if Merchant is using SOPG API) • REST (if Merchant is using REST API) • Customer Initiated (if disposition was initiated by a customer, available only for Paysafecash transactions) • MSC Initiated (if disposition was initiated by Merchant in MSC, available only for Paysafecash transactions)	Merchant Disposition Interface	Merchant-Disposition-Interface
Disposition Expiration Time	The Disposition Expiration Time is displaying the exact time until the disposition can be successfully executed.	Disposition Expiration Time	Disposition-ExpirationTime

Shop ID	The Shop ID is the identifier that the Merchant is sending to paysafecard as the originator of the request.	Shop ID	ShopID
Error Code	The error code that applies in case a payout or a refund has failed (no error codes currently available for payments). You can find a full list of error codes and corresponding descriptions in the Payout Error Codes or Refund Error Codes sections of our technical documentation.	Error Code	ErrorCode
Original TID	The Original TID field is filled in only when the transaction type is a Refund (R), and it represents the Transaction ID (TID) of the original payment.	Original TID	Original-TransactionID
Currency	The currency of the MID in which the transaction was made.	n/a with „Initial Amount"	Currency
Payment Instrument	Parameter indicates the payment method used for the transaction. Possible values: paysafecard; paysafecash or giftcard	Payment Instrument	Payment Instrument
Payment Instrument Subtype	(!) Parameter relevant only for merchats with gift cards activated; it indicates the gift card used. Possible values: cvspharmacy, dollargeneral, openbuckscard.		Payment Instrument Subtype

Details pages:

You can see additional details for each type of transaction, by pressing the "Details" link displayed in the online report.

Payment Transaction and PIN Details

Payout Transaction and PIN Details

Refund Transaction and PIN Details

Details Parameters	Definition
Merchant ID (MID)	The Merchant ID is the unique alphanumeric merchant identifier (default value 10-digits) and defines the transaction currency.
Transaction ID (TID)	The Transaction ID (TID) is the payment transaction unique identifier.
Reporting Criteria ID (RC)	The Reporting Criteria is an optional parameter that offers the possibility to classify transactions and differentiate between several web shops of one contracting Merchant.
Merchant Client ID (MCID)	The Merchant Client ID is the end customer unique identifier. All transactions done by the same customer must have the same Merchant Client ID. This parameter is provided by the Merchant at the start of a transaction. Maximum length is of 50 characters.
Merchant Client IP	This is the IP address of the Merchant's payment server.
Client Country	This country code is based on the cookie or OS settings of the customer. This may differ from the client country based on IP, if the customer manually changed the country in the drop-down menu of the payment panel page.
Client Language	This is the language of the customer, based the cookie or OS settings.
Client Country IP	This is the country based on customer's IP address.
Payment/Payout/Refund Status	This represents the status of a payment, payout or refund, in words.
Status Before Expiration	The Status Before Expiration is the last status of the transaction before it expired. (available only for REST merchants)
Error Code	The error code that applies in case a payout or a refund has failed (no error codes currently available for payments). In the "Details" page, you can find both the code and the text description.
Original TID	The Original TID field is filled in only when the transaction type is a Refund (R), and it represents the Transaction ID (TID) of the original payment.

Debit(s) *The Debits section is available for payments only.	Definition
Debit Number	Parameter no longer in use. Default value always 1.
Debit Amount	The Debit Amount is the amount that was debited from the customer's paysafecard PIN or account.
Debit Date	The Debit Date is the date when the transaction was closed.

PIN Details	Definition
Serial Number	16-digit paysafecard used in the transaction.
Rank	The Rank is a sequential number for each paysafecard delete word pin used.
Payment/Payout/ Refund Status	This represents the current state of the transaction.
Debit Amount (PIN Cur.)	The amount that was debited from paysafecard, in the paysafecard currency.
Payout Amount (Customer Cur.)	The amount that was paid out in the customer currency.
Refund Amount (Customer Cur.)	The amount that was refunded in the customer currency.
Exchange Rate of PIN Cur. to EUR	If the merchant currency and paysafecard currency are not equal, the exchange rate will be displayed here.
Debit Amount (TXN Cur.)	The amount that was debited from the paysafecard, in the transaction currency.
Payout Amount (Merchant Cur.)	The amount that was paid out in the merchant currency.
Refund Amount (Merchant Cur.)	The amount that was refunded in the merchant currency.
Exchange Rate of TXN Cur. to EUR	If the merchant currency and transaction currency are not equal, the exchange rate will be displayed here.
PIN Type	The PIN Type is the reference to which card type was used in the transaction. Four possible values are listed: • "PAYSAFECARD" for transactions paid with classic paysafecard PINs. • "INHOUSE" for transactions paid with so called in-house PINs (promotion PINs). In-house PINs are activated for a Merchant upon request and separate agreement with paysafecard is needed. • "MIXED" for transactions paid with classic paysafecard PINs and in-house PINs together. • "NO_CARD_ASSIGNED" for transactions where no PINs have been assigned.

Actions	Definition
GENERATE REPORT	The Settlement Report search results are displayed in an online table. The report can contain the default columns or any other combination selected. **Note:** Online results limitation of 1,500 rows. If more results are available for the inserted search criteria, an info message will be displayed, asking to download the report for the full view.
DOWNLOAD REPORT	Search results are ready to be downloaded in CSV format. The report automatically contains all Columns available. **Note:** Download report CSV limitation of 200,000 rows.
RESET FILTER	All the search criteria are removed (except for MID(s) and online columns selection), and a new search can be started.

Sample View online:

Sample View download:

7) Payout Details

The Payout Details menu will be available to you if payout feature is enabled on at least 1 MID or RC. It shows the financial status on MID level, providing information about how much money is available for payout to paysafecard customers.

Here's an overview of the Payout Details report mask in MSC:

Field Name	Definition
Payments amount	The total value of all payments on this MID, in the currency of the MID, that are not settled yet.
Payments amount	The total value of all payouts on this MID, in the currency of the MID, that are not settled yet.
MID balance	The total amount of payments minus the total amount of payouts. This represents the current financial status of the MID. • If the value is positive at the of the settlement period, paysafecard will pay the merchant. • If the value is negative at the end of the settlement period, paysafecard will invoice the merchant and the merchant will need to pay paysafecard.
Assigned credit line	Based on a risk assessment done by the paysafecard Risk department, paysafecard may assign a line of credit to the merchant. If assigned, then the MID balance is allowed to go into minus up to the amount of the assigned credit line.
Available amount for payouts to customers	The MID balance plus the assigned credit line is the amount that the merchant still can use for payouts to paysafecard customers.
Payout daily limit	By default there is no daily payout limit set. If configured, this is the amount that the merchant still can payout on this specific day (in the currency of the MID).
Payouts amount today	The total value of payout transactions that we paid out to paysafecard customers on this specific day.
Available amount for payouts to customers	Does not apply by default, since by default the daily payout limit is not configured.

If you want to have any changes to your payout credit line, please contact your account manager at paysafecard.

8) Granting limited access to MSC

If your company has multiple business accounts opened at paysafecard, to access their details in MSC, currently you will need unique credentials for each account. We have recently reviewed this functionality and improved it, to help you carry on your daily work, as easy as possible.

MSC users can now log in by using just one set of credentials (username and password) and they have access to all their business accounts in one go! Additionally, *Superuser* can decide for all users within their organization the exact level of visibility on a merchant account an MID level.

Here's an overview of the steps to have this functionality available for your business accounts:

1. Confirm the list of merchant accounts, their corresponding names and the *Superuser* that should have access to them (name, email address)
2. Send the list to your delegated KAM
3. paysafecard will review and apply the changes requested
4. *Superuser* logs in to MSC and has access to all linked accounts in one go
5. *Superuser* can grant specific access to other company users by marking the corresponding accounts and MIDs that the users should see

Where do I see the connected business accounts?

Once the new business accounts structure has been configured by paysafecard, you can log in to MSC by using only one set of credentials and see the business accounts within your organization at the top of the page:
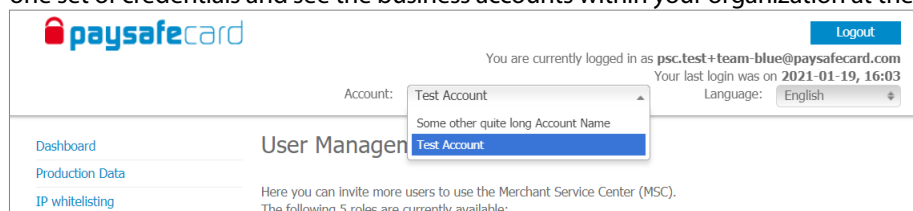
You can continue to use MSC as before, just be mindful that all information diplayed on any page, corresponds to the selected account at the top.

If you want to see for example the Settlement Report data for a different account, all you need to do is select the different account in the account drop-down.

MSC remembers which account you selected last time and it will automatically display it for you, next time you log in.

How do I grant limited access?

Note that this action can only be performed by the *Superuser*.
Once the new business accounts structure has been configured by paysafecard, you can log in to MSC by using only one set of credentials and see the business accounts within your organization at the top of the page.

*   Go to User Management page and see the list of users configured to the selected account
*   Choose the user you want to edit access for by clicking ‚Manage Access'

- A new page ‚Accounts & MIDs Access' is opened and here you see the current access level of the selected user
  - In the example below, user z.psc.mypins3243432423@gmail.com with role technical, has access to both merchant accounts and all MIDs corresponding to them, within the organization

- Select the merchant account and the exact MIDs you want the user to have access for only
- Click SAVE
  - Subsequently, user z.psc.mypins3243432423@gmail.com with role technical, **has now access only to account "Test Account" and only to 1 MID (1000000007) out of total of 4 MIDs available**
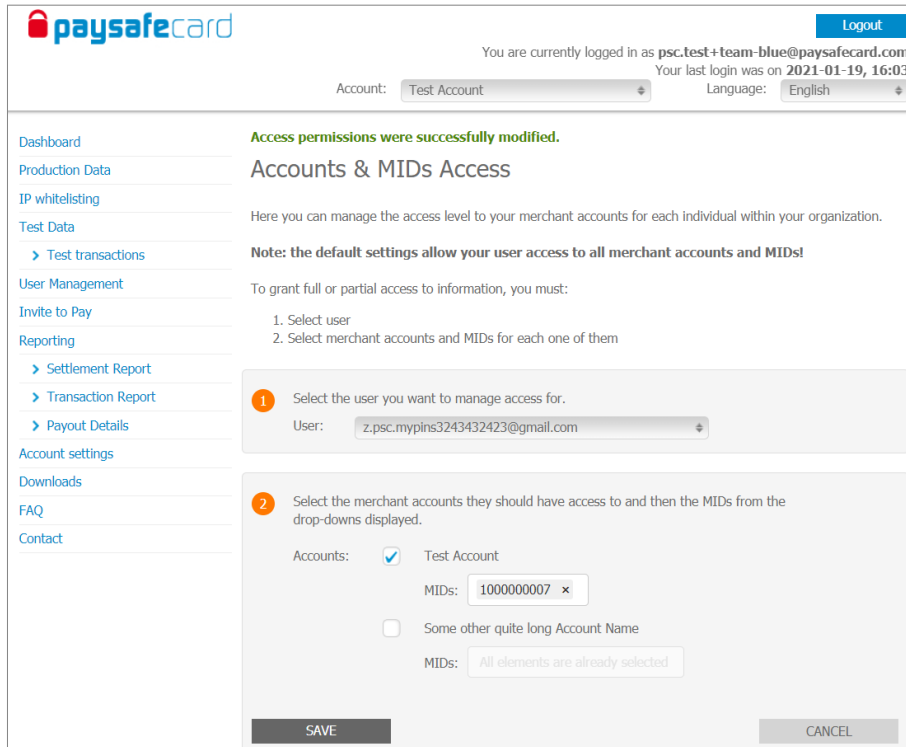
- When the user z.psc.mypins3243432423@gmail.com with role technical, logs in to MSC next time, they will not see an account drop-down as they only have access to one account only, and and any other information they access in MSC, it will only correspond to the 1 MID marked for the business account.

The settings can be changed and saved at any time by the *Superuser.*

The *Superuser* can continue to grant restricted access to other users, by selecting a new user in the user drop-down. This functionality is not available by default, it's activated on demand. If you recognize this functionality applies to your services and you want to activate it, please send a request to your delegated KAM and salessupport@paysafecard.com.