

# Merchant Service Center (MSC) Interface Guideline

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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

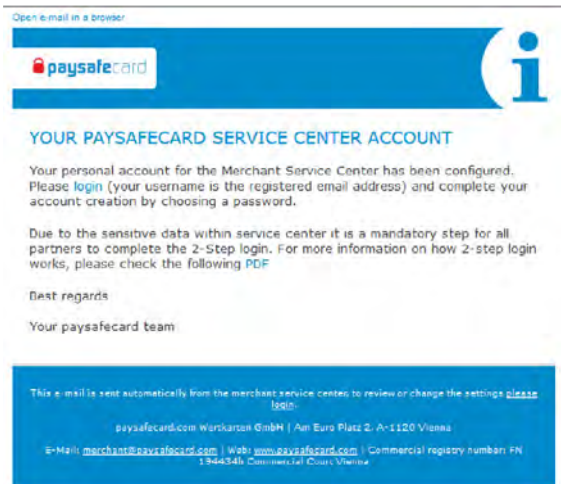
MSC has currently 5 available roles that allow different levels of interaction with the online portal.

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 <b>Superuser</b> , please send a request to your delegated KAM and <a href="mailto:salesupport@paysafecard.com">salesupport@paysafecard.com</a> .
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

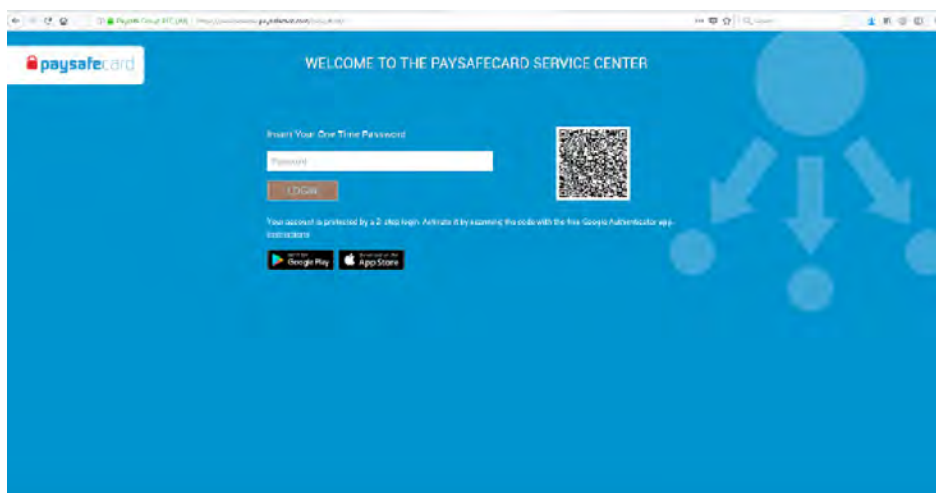
### If you are a New User to Merchant Service Center

- Your company **Superuser** invites you to Merchant Service Center and assigns you a role
- You receive an invitation email to Merchant Service Center

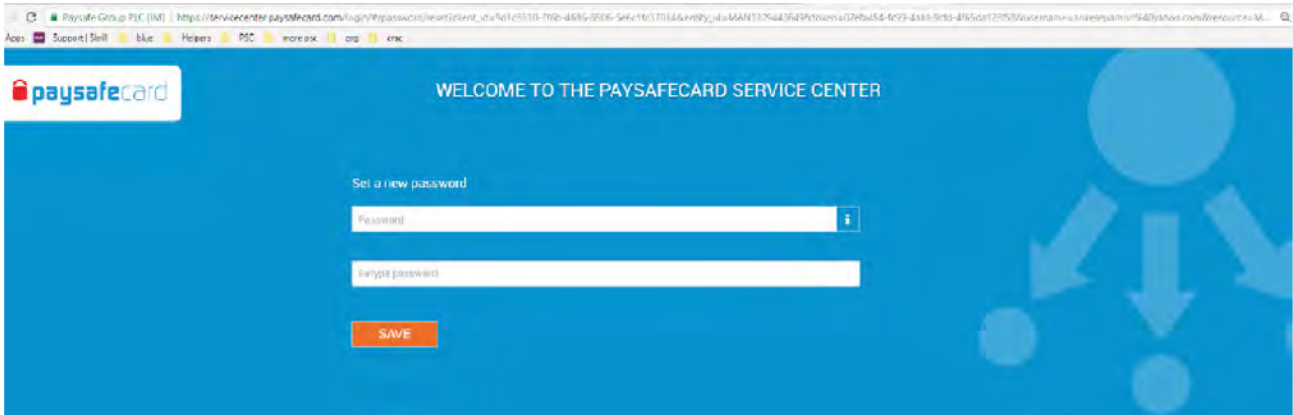


- Click the link in the email and get redirected to our authentication page
- Use Google Authenticator to complete the first time 2 Factor login steps. The QR code will only be shown the first time you log in to MSC. If you want to reset it, please contact [techsupport@paysafecard.com](mailto:techsupport@paysafecard.com)

[Click here for our 2 Step Login guide](#)



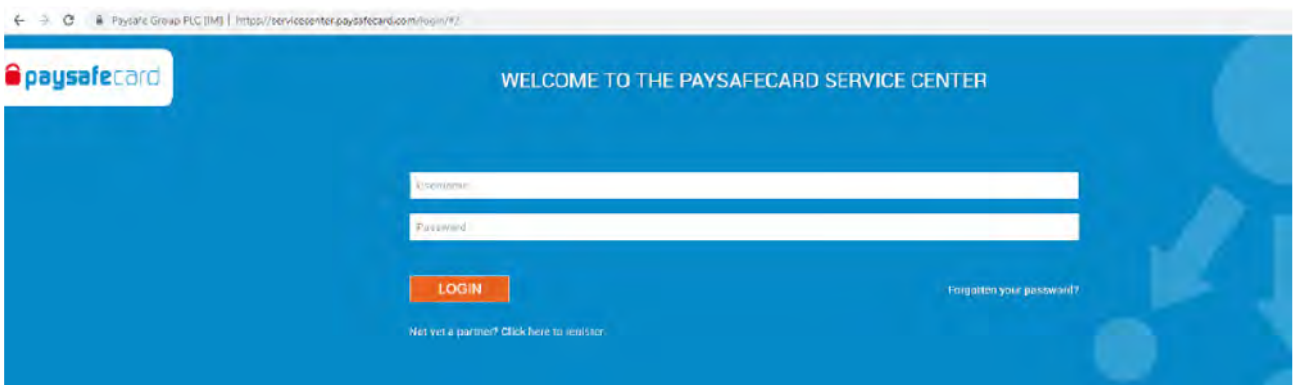
e. You set your new password and confirm



f. You are now logged in successfully

### If you are an Existing User of Merchant Service Center

- You are on the Merchant Login page
- You provide a valid Username and Password
- You provide a valid 2 factor authentication code. If you want to reset the QR code, please contact [techsupport@paysafecard.com](mailto: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".

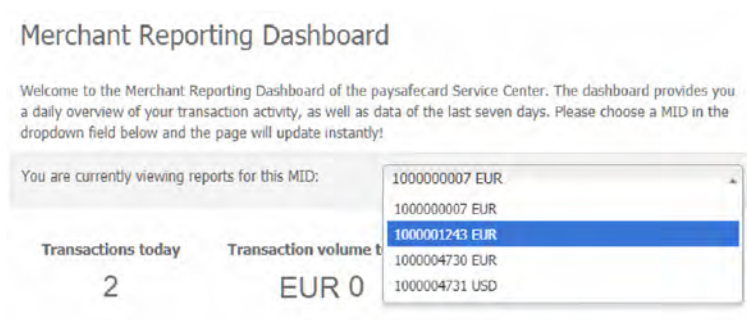
You review the following information (per MID, only one can be selected at any time):

- ☑ 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:



# 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:

The screenshot displays the 'Settlement Report' interface. At the top, there is a header with the paysafecard logo, a 'Logout' button, and user information: 'You are currently logged in as psc.test+team-blue@paysafecard.com' and 'Your last login was on 2022-10-05, 11:21'. Below this, the account is identified as 'Test Account' and the language as 'English'. A sidebar on the left lists navigation options: Dashboard, Production Data, IP whitelisting, Test Data (with a sub-link for 'Test transactions'), User Management, Invite to Pay, Reporting (with sub-links for 'Settlement Report', 'Transaction Report', and 'Payout Details'), Account settings, Partner Marketing Center, Downloads, FAQ, and Contact. The main content area is titled 'Settlement Report' and includes a sub-header: 'Define your search criteria using the available fields below. You can generate a report and view the search results online or download the report. Start your search by selecting one or multiple MIDs below.' The search criteria section contains several input fields and checkboxes: 'Merchant IDs (MIDs)' with a dropdown showing 'All elements are already selected'; 'Fill in one or more search criteria for the selected MIDs.'; 'Transaction ID (TID)' with an empty text box; 'Date from' and 'Date to' with date pickers; 'Reporting Criteria ID (RC)' with a dropdown showing 'All elements are already selected'; 'Merchant Client ID (MCID)', 'Invoice Number', and 'Customer PSC ID' with empty text boxes; 'Payment Instrument' with checkboxes for 'Select all', 'PagoEfectivo', 'SafetyPay', 'Onecard', 'Retailer Cards', and 'paysafecard'; 'Transaction Type' with checkboxes for 'Select all', 'Payment', 'Refund', 'Payout', and 'POS Cashout'; and 'Customer Type' with checkboxes for 'Select all', 'Voucher', and 'Account'. Below these fields is a 'Column(s)' section with a dropdown menu showing 'TID', 'Business Type', 'Payment Instrument', and 'Payment Instrument Subtype'. A checkbox is checked for 'Header information included in the download report.' At the bottom of the search criteria section are three buttons: 'GENERATE REPORT', 'DOWNLOAD REPORT', and 'RESET FILTER'.

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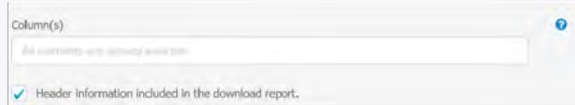
Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
Merchant IDs (MIDs)	The Merchant ID is the unique alphanumeric merchant identifier (default value 10-digits) and defines the transaction currency. When more than 1 MID is assigned to a Merchant's account, 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. If there are any refunds related to the original payment, they will also be displayed in the results.	TID	TransactionID
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. <b>Note:</b> 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	ReportingCriteria
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. <b>Note:</b> For security reasons, paysafecard advises Partners not to use the customer's registered username or e-mail!	MCID	MerchantClientID
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	TransactionType
Customer Type	The Customer Type allows you to sort transactions that were made with a classic voucher or with a my paysafecard account.	n/a	n/a



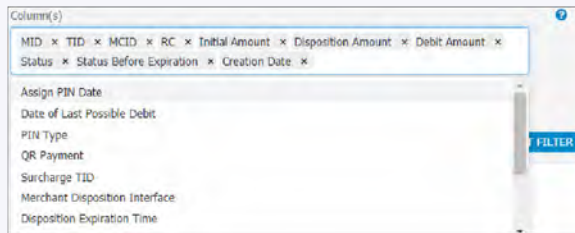
Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
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Columns

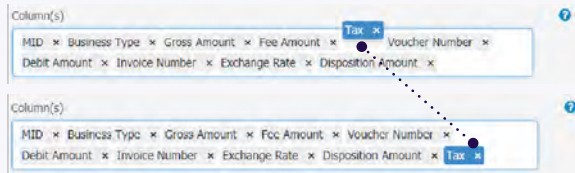
There are 25 columns (fields) available for displaying online search results in the Settlement report. For first time users, all columns are available for online reporting, like this:



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:

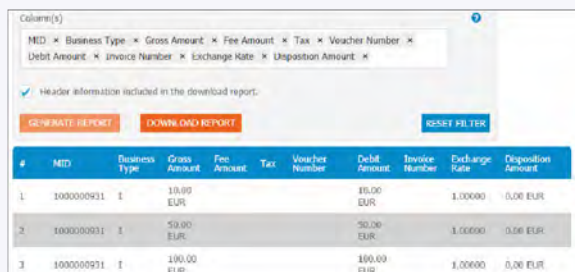


n/a

n/a

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.

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
Total Fee Amount	The Fee Amount is the fee value deducted from the transaction.	Total 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

Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
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	DispositionAmount
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	CreationTimestamp
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. <b>Note:</b> 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	OriginalTransactionID
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	DistributorReferenceId
Merchant Reference ID	This parameter is a placeholder! The Merchant Reference ID field will be empty.	n/a	MerchantReferenceId
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 merchants with gift cards activated; it indicates the gift card used. Possible values: cvspharmacy, dollargeneral, openbucksard.	Payment Instrument Subtype	Payment Instrument Subtype
Bank ID	Parameter relevant only for merchants that have SafetyPay option activated on at least one MID. It consists of a 4-digits number that can be correlated to one of the available payment options in Latam <a href="#">here</a> .	Bank ID	BankID
Percentage Fee Amount	Part of the TotalFeeAmount that was calculated as percentage of the amount.	Percentage Fee Amount	PercentageFeeAmount
Fixed Fee Amount	Part of the TotalFeeAmount that was calculated as fixed fee.	Fixed Fee Amount	FixedFeeAmount

**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**

Transaction Type:  Select All,  Payment,  Refund,  Payout. Customer Type:  Select All,  Voucher,  Account.

Column(s): MID, Business Type, Gross Amount, Fee Amount, Tax, Voucher Number, Debit Amount, Invoice Number, Exchange Rate, Disposition Amount.

Header information included in the download report.

Buttons: GENERATE REPORT, DOWNLOAD REPORT, RESET FILTER.

#	MID	Business Type	Gross Amount	Fee Amount	Tax	Voucher Number	Debit Amount	Invoice Number	Exchange Rate	Disposition Amount
1	1000000931	I	25.00 EUR	2.06	0.00	9100362267	25.00 EUR	1000805300	1.00000	0.00 EUR
2	1000000931	I	10.00 EUR	0.82	0.00	9100362264	10.00 EUR	1000805300	1.00000	0.00 EUR
3	1000000931	I	10.00 EUR	0.82	0.00	9100362264	10.00 EUR	1000805300	1.00000	0.00 EUR

**Sample View download**

Buttons: GENERATE REPORT, DOWNLOAD REPORT, RESET FILTER.

Downloaded file: paysafecard\_debits...csv

Excel spreadsheet: paysafecard\_debits\_2018-05-01\_2018-05-08 - Excel

A	B	C	D	E	F
MID	TransactionID	DebitNr	ReportingCriteria	MerchantClientID	Currency
1000000007	pay_1000000007_MzWNI25EQ7c5nh49h3056tfMgP1KA3RK_EUR	1		myclientid	EUR

## 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:

The screenshot shows the 'Transaction Report' interface. At the top, there is a navigation bar with the Paysafe:cash logo, a 'Logout' button, and user information: 'You are currently logged in as psc.test+team-blue@paysafecard.com' and 'Your last login was on 2022-10-05, 11:21'. Below this, there are dropdown menus for 'Account: Test Account' and 'Language: English'.

The main content area is titled 'Transaction Report' and includes a sidebar on the left with navigation links: Dashboard, Production Data, IP whitelisting, Test Data (with a sub-link for 'Test transactions'), User Management, Invite to Pay, Reporting (with sub-links for 'Settlement Report', 'Transaction Report', and 'Payout Details'), Account settings, Partner Marketing Center, Downloads, FAQ, and Contact.

The main form area contains the following sections:

- Merchant IDs (MIDs):** A search box containing '1000004731 USD'.
- Transaction ID (TID):** An empty search box.
- Date and Time:** Fields for 'Date from' (05/10/2022) and 'Time' (HH:mm), and 'Date to' (05/10/2022) and 'Time' (HH:mm).
- Merchant Client ID (MCID) and Customer PSC ID:** Two empty search boxes.
- Payment Instrument:** A list of checkboxes including 'Select all', PagoEfectivo, SafetyPay, Onecard, Retailer Cards, and paysafecard.
- Transaction Type:** A list of checkboxes including 'Select all', Payment, Refund, Payout, and POS Cashout.
- Customer Type:** A list of checkboxes including 'Select all', Voucher, and Account.
- Payment Status:** A list of checkboxes including 'Select all', Initiated, Redirected, Authorized, Success, Cancelled by Merchant, Cancelled by Customer, and Expired.
- Payout / Refund Status:** A list of checkboxes including 'Select all', Executed, Failed, Precheck Executed, and Precheck Failed.
- Column(s):** A dropdown menu showing 'All elements are already selected'.
- Header information:** A checkbox labeled 'Header information included in the download report' which is checked.

At the bottom of the form, there are three buttons: 'GENERATE REPORT', 'DOWNLOAD REPORT', and 'RESET FILTER'.

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: <ul style="list-style-type: none"> <li>• type "%xyz%" to list all transactions that include e.g. "xyz"</li> <li>• type "xyz%" to list all transactions that start with e.g. "xyz"</li> <li>• always use "Date to" and "Date from" filters for finding partial results</li> </ul>	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. <b>Note 1:</b> Maximum allowed search: 3 months at once. <b>Note 2:</b> 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	ReportingCriteria
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	ReportingCriteriaName
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. <b>Note:</b> For security reasons, paysafecard advises Partners not to use the customer's registered username or e-mail!	MCID	MerchantClientID
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	TransactionType
Customer Type	The Customer Type allows you to sort transactions that were made with a classic voucher or with a my paysafecard account.	n/a	n/a

Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
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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).

**Payment Status**

Disposition State		Description
SOPG States	REST States	
Created (R)	Initiated	The initial state of a payment after it 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.

Status

State

**Note 1:** Statuses R and S are not final and can change during a transaction's lifetime!

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).

**Payout / Refund Status**

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*.

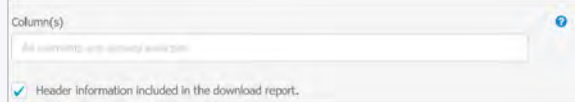
Disposition State

DispState

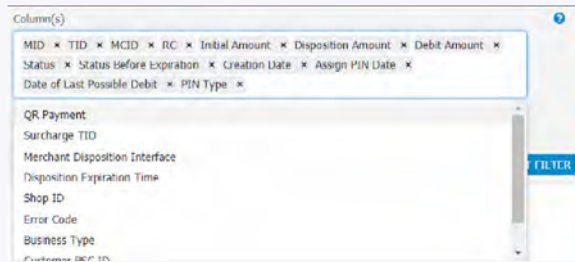
\*You can find a full list of error codes and corresponding descriptions in the [Payout Error Codes](#) or [Refund Error Codes](#) sections of our technical documentation.

Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
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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:

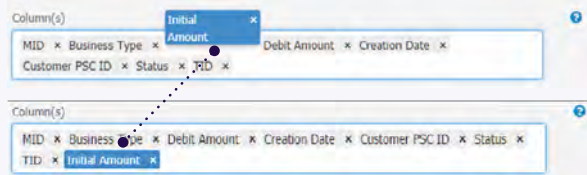


The selection can be refined by adding one filter column after another, like this:



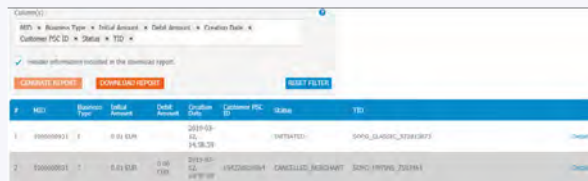
**Columns**

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

<b>Initial Amount</b>	The Initial Amount is the amount in which the transaction was created.	Initial Amount	InitialAmount
<b>Disposition Amount</b>	The Disposition Amount is the amount that has not yet been debited from the transaction.	Disposition Amount	DispositionAmount
<b>Debit Amount</b>	The Debit Amount is the amount that was debited from the customer's paysafecard PIN or account.	Debit Amount	DebitedAmount
<b>Status Before Expiration</b>	The Status Before Expiration is the last status of the transaction before it expired (available only for REST merchants).	Status Before Expiration	StatusBeforeExpiration
<b>Creation Date</b>	The Disposition Date is the time when the transaction was created.	Creation Date	DispoDate

Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
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	DispoAssignCardDate
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	LastPossibleDebitDate
PIN Type	The PIN Type is the reference to which card type was used in the transaction. Four possible values are listed: <ul style="list-style-type: none"> <li>"PAYSAFECARD" for transactions paid with classic paysafecard PINs.</li> <li>"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.</li> <li>"MIXED" for transactions paid with classic paysafecard PINs and in-house PINs together.</li> <li>"NO_CARD_ASSIGNED" for transactions where no PINs have been assigned.</li> </ul>	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: <ul style="list-style-type: none"> <li>SOPG (if Merchant is using SOPG API)</li> <li>REST (if Merchant is using REST API)</li> <li>Customer Initiated (if disposition was initiated by a customer, available only for Paysafecash transactions)</li> <li>MSC Initiated (if disposition was initiated by Merchant in MSC, available only for Paysafecash transactions)</li> </ul>	Merchant Disposition Interface	MerchantDisposition-Interface
Disposition Expiration Time	The Disposition Expiration Time is displaying the exact time until the disposition can be successfully executed.	Disposition Expiration Time	DispositionExpirationTime
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 <a href="#">Payout Error Codes</a> or <a href="#">Refund Error Codes</a> 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 Transaction ID	OriginalTransactionID
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	DistributorReferenceId
Merchant Reference ID	This parameter is a placeholder! The Merchant Reference ID field will be empty.	n/a	MerchantReferenceId
Currency	The currency of the MID in which the transaction was made.	n/a with "Initial Amount"	Currency



Parameter Name	Definition	Parameter Name in results (online)	Parameter Name in results (download CSV)
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 merchants with gift cards activated; it indicates the gift card used. Possible values: cvsparmacy, dollargeneral, openbucksard.	Payment Instrument Subtype	Payment Instrument Subtype
Bank ID	Parameter relevant only for merchants that have SafetyPay option activated on at least one MID. It consists of a 4-digits number that can be correlated to one of the available payment options in Latam <a href="#">here</a> .	Bank ID	BankID

### 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

The screenshot shows the merchant dashboard with a sidebar on the left containing navigation links like 'Dashboard', 'Production Data', 'IP whitelisting', 'Test Data', 'User Management', 'Reporting', 'Account settings', 'Downloads', 'FAQ', and 'Contact'. The main content area is titled 'Payment Transaction and PIN Details' and includes a 'Logout' button, user information, and account/language dropdowns.

**Payment Transaction and PIN Details**

Merchant ID (MID)	1000000931
Transaction ID (TID)	sopg_4ZkzOTtkmSP8oKtdyb_testAutomation
Reporting Criteria ID (RC)	
Merchant Client ID (MCID)	mTIdIjhBi3
Merchant Client IP	
Client Country	
Client Language	
Client Country IP	
Payment Status	SUCCESS
Status Before Expiration	

**Debit(s)**

#	Debit Number	Debit Amount	Debit Date
1	1	1.10 EUR	2021-04-03, 22:48:55

**PIN Details**

#	Serial Number	Rank	Payment Status	Debit Amount (PIN Cur.)	Exchange Rate of PIN Cur. to EUR	Debit Amount (TXN Cur.)	Exchange Rate of TXN Cur. to EUR	PIN Type
1	1853547039	1	O	1.10 EUR	1.00000	1.10 EUR	1.00000	PAYSAFECARD

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### Payout Transaction and PIN Details

- Dashboard
- Production Data
- IP whitelisting
- Test Data
  - Test transactions
- User Management
- Invite to Pay
- Reporting
  - Settlement Report
  - Transaction Report
  - Payout Details
- Account settings
- Downloads
- FAQ
- Contact

### Payout Transaction and PIN Details

Merchant ID (MID) 1000000931  
 Transaction ID (TID) out\_1000000931\_U00wKlMErdlp0Acj0IjxdD4Hf6hkFfxN\_EUR  
 Reporting Criteria ID (RC)  
 Merchant Client ID (MCID) merchantclientid\_gta9nTfbH6Rsf7IyPe\_testAutomation  
 Merchant Client IP  
 Client Country ?  
 Client Language ?  
 Client Country IP  
 Payout Status FAILED  
 Error Code 3230

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### Refund Transaction and PIN Details

- Dashboard
- Production Data
- IP whitelisting
- Test Data
  - Test transactions
- User Management
- Invite to Pay
- Reporting
  - Settlement Report
  - Transaction Report
  - Payout Details
- Account settings
- Downloads
- FAQ
- Contact

### Refund Transaction and PIN Details

Merchant ID (MID) 1000000931  
 Transaction ID (TID) sopg\_wDVZK3LFPjKUXFG4rv\_refund  
 Reporting Criteria ID (RC)  
 Merchant Client ID (MCID) mTdIJhBi3  
 Merchant Client IP  
 Client Country ?  
 Client Language ?  
 Client Country IP  
 Refund Status EXECUTED  
 Original TID sopg\_4ZkzOTtkmSP8oKtdyb\_testAutomation  
 Error Code

### PIN Details

#	Serial Number	Refund Status	Payout Amount (Customer Currency)	Exchange Rate of PIN Cur. to EUR	Payout Amount (Merchant Currency)	Exchange Rate of TXN Cur. to EUR
1	1853547044	EXECUTED	1.10 EUR	1.00000	1.10 EUR	1.00000

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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)	Definition
<small>*The Debits section is available for payments only.</small>	
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.

The PIN Type is the reference to which card type was used in the transaction. Four possible values are listed:

**PIN Type**

- "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	<p>The Settlement Report search results are displayed in an online table. The report can contain the default columns or any other combination selected.</p> <p><b>Note:</b> 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.</p>
DOWNLOAD REPORT	<p>Search results are ready to be downloaded in CSV format. The report automatically contains all Columns available.</p> <p><b>Note:</b> Download report CSV limitation of 200,000 rows.</p>
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**

Payment Status  Select All  
 Initiated  
 Redirected  
 Authorized  
 Success  
 Cancelled by Merchant  
 Cancelled by Customer  
 Expired

Payout / Refund Status  Select All  
 Executed  
 Failed  
 Precheck Executed  
 Precheck Failed

Column(s)  
MID × Business Type × Creation Date × Status × TID × Customer PSC ID ×

Header information included in the download report.

**GENERATE REPORT** **DOWNLOAD REPORT** **RESET FILTER**

#	MID	Business Type	Creation Date	Status	TID	Customer PSC ID
1	100000931	I	2019-03-06, 11:29:03	EXPIRED	SOPG_CLASSIC_432649079	<a href="#">Details</a>
2	100000007	I	2019-03-06, 11:28:15	EXPIRED	pay_1000000007_bfKHyL1V0KZHFtGyskVQ_EUR	<a href="#">Details</a>

**Sample View download**

Payment Status  Select all  
 Initiated  
 Redirected  
 Authorized  
 Success  
 Cancelled by Merchant  
 Cancelled by Customer  
 Expired

Payout / Refund Status  Select all  
 Executed  
 Failed  
 Precheck Executed  
 Precheck Failed

Column(s)  
MID × MCID × Initial Amount × Shop ID ×

Header information included in the download report.

**GENERATE REPORT** **DOWNLOAD REPORT** **RESET FILTER**

#	MID	MCID	Initial Amount	Shop ID
1	100000931	MeMVEjMyCj	2.95 EUR	<a href="#">Details</a>
2	100000931	L8tg6NWX11	2.95 EUR	<a href="#">Details</a>

paysafecard\_transa....csv

Microsoft Excel window: paysafecard\_transactions\_2018-05-08\_2018-05-08 - Excel  
File Home Insert Page Layout Formulas Data Review View Help Tell me what you want to do

Clipboard Font Alignment Number Styles Cells Editing

A1 MID

MID	TransactionId	MerchantClientID	ReportingCriteria	ReportingCriteriaName
1000000007	pay_1000000007_vD5e0olZmUUaiRSXGp07tCIh7PqEXT5_EUR	myclientid		

paysafecard\_transactions\_2018-0

## 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:

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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.
MID balance	<p>The total amount of payments minus the total amount of payouts. This represents the current financial status of the MID.</p> <ul style="list-style-type: none"> <li>If the value is positive at the end of the settlement period, paysafecard will pay the merchant.</li> <li>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.</li> </ul>
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.

## 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:

The screenshot shows the top navigation bar of the Merchant Service Center (MSC) interface. On the left, there is the Paysafe:cash logo. On the right, there is a 'Logout' button. Below the logo, there is a navigation menu with 'Dashboard', 'Production Data', and 'IP whitelisting'. The main heading is 'User Management'. Below this heading, there is a message: 'Here you can invite more users to use the Merchant Service Center (MSC). The following 5 roles are currently available:'. At the bottom right, there is a user information section: 'You are currently logged in as psc.test+team-blue@paysafecard.com', 'Your last login was on 2022-10-06, 15:14', 'Account: Test Account', and 'Language: English'.

You can continue to use MSC as before, just be mindful that all information displayed 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"

**User Management**

Here you can invite more users to use the Merchant Service Center (MSC).  
The following 5 roles are currently available:

- Onboarding:** This role is automatically assigned to a new MSC user. It gives access to the technical information and KYC documents needed during onboarding.
- Technical:** Users with this role have access to all technical configurations and the Transaction Report (no access to the Settlement Report!).
- Finance:** Users with this role have access to the Transaction and Settlement Reports.
- Operations:** This role is available only for Paysafecash partners! Operations users can send an Invitation to Pay to a potential customer. The Transaction Report details are visible for the users with this role (no access to the Settlement Report!).
- Superuser:** The superuser is the main merchant account administrator, with full access to all information available in the MSC. This role is assigned by paysafecard only to an authorized signatory from the merchant.

E-mail address	Role	Last login date	Status	Accounts & MIDs Access
z.psc.mypins85465756@gmail.com	finance		CREATED	<a href="#">Manage Access</a>
z.psc.mypins3243432423@gmail.com	technical		CREATED	<a href="#">Manage Access</a>
z.psc.mypins03243546@gmail.com	operations		CREATED	<a href="#">Manage Access</a>

- A new page "Accounts & MIDs Access" is opened and here you see the current access level of the selected user
  - o 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

**Accounts & MIDs Access**

Here you can manage the access level to your merchant accounts for each individual within your organization.

**Note: the default settings allow your user access to all merchant accounts and MIDs!**

To grant full or partial access to information, you must:

1. Select user
2. Select merchant accounts and MIDs for each one of them

1. Select the user you want to manage access for.  
User: z.psc.mypins3243432423@gmail.com

2. Select the merchant accounts they should have access to and then the MIDs from the drop-downs displayed.

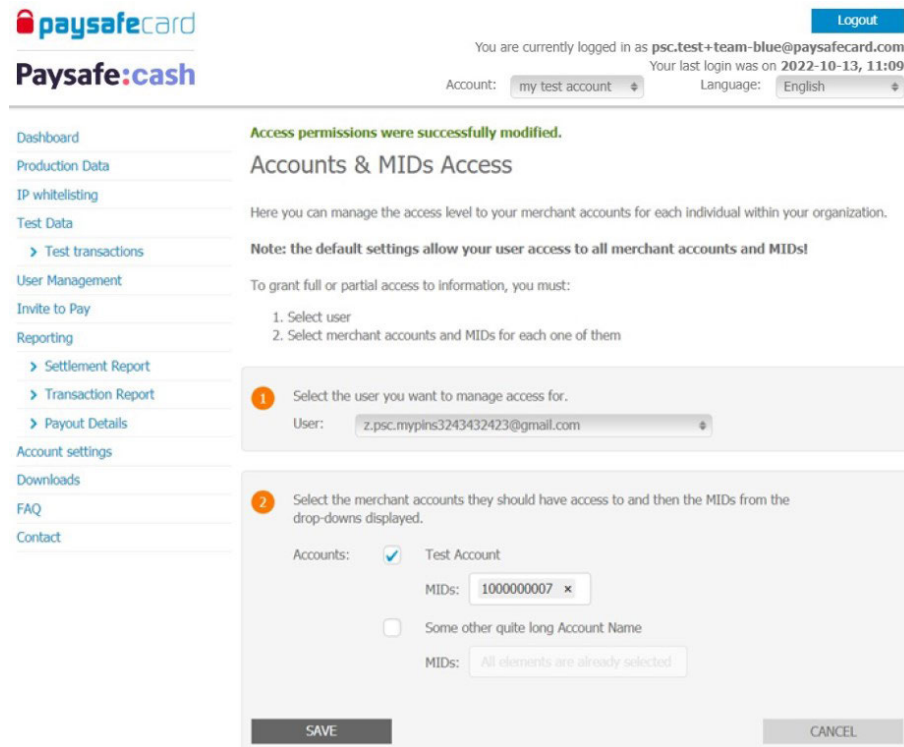
Accounts:  Test Account  
MIDs: All elements are already selected

Some other quite long Account Name  
MIDs: All elements are already selected

[SAVE](#) [CANCEL](#)



- 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 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](mailto:salessupport@paysafecard.com).