

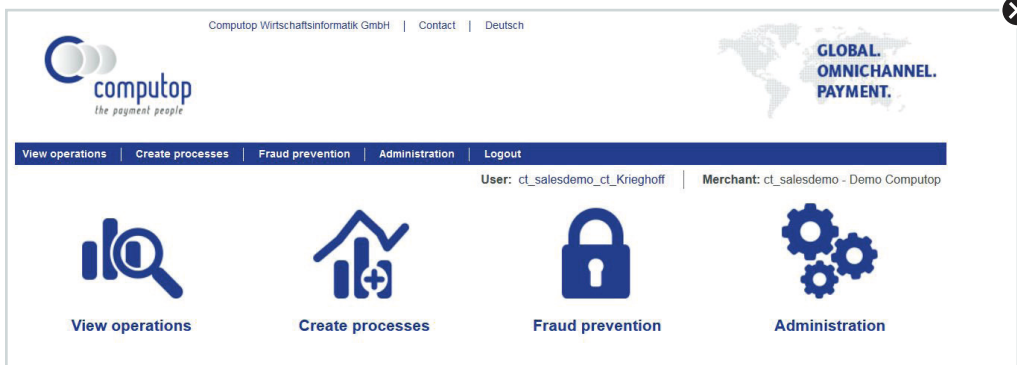


**computop**  
*the payment people*

## Computop Analytics



Analysis of ordering and payment processes gives you access to valuable information about your customers. In order to optimise payment methods and conversion rates, merchants need a tool that provides them with up-to-date status reports, overviews and comparisons, whilst also providing a visual display. With its web-based application Analytics, and the optional Reporter application, Computop provides two powerful tools that allow you to monitor and analyse orders and payments down to the smallest detail.



Modules for the selection of existing and creation of new transactions, as well as for fraud prevention and rights assignment can be accessed via the Computop Analytics homepage.



## Analytics provide transparency in payment processes

With Computop Analytics, you have secure access to your transaction database via the internet browser, with dynamic analysis of payment processing in real time. The multilingual user interface also enables you to assign different rights to users.

User administration is recommended if several people from different departments need access to payment data. Accounting verifies incoming payments, payment data is entered by the call centre for telephone orders, and Support handles refunds in the event of any complaints. In Computop Analytics, every user has their own personal login with appropriate access rights so that all transactions can be tracked easily. Employees can capture credit card and debit payments manually via virtual terminals, whilst in the Batch section users can transfer files out of and into Paygate.

The screenshot shows the Computop Analytics interface. At the top, there is a logo for 'computop the payment people' and a navigation menu with options like 'View operations', 'Create processes', 'Fraud prevention', 'Administration', and 'Logout'. The user is identified as 'ct\_salesdemo\_ct\_Kriehoff' and the merchant as 'ct\_salesdemo - Demo Computop'. The main content area is titled 'White List SecurePay' and features a 'Search and Filter' section. This section includes a date range selector set to 'From 02/08/2018 00:00:00' to 'Until 02/08/2018 23:59:59'. Below this, there is a dropdown menu for 'Blocking characteristics' with options: 'No specific detail', 'Account data/card number', 'IP address', 'Parameter', 'IP and account data/(pseudo) card number', and 'Device-ID'. A 'Search and Filter' button is located to the right of the dropdown. The footer contains 'Imprint | Data protection' and 'Copyright © 2018 Computop Wirtschaftsinformatik GmbH'.

Transactions carried out via Paygate can be searched for various blocking features as part of fraud prevention. The data selected can be individually configured and searches are carried out via clearly arranged selection lists.



## Fraud prevention in Computop Analytics

Fraud prevention is an important element of Computop Analytics. Authorised users can view and adapt positive and negative lists to block or release card or account details. As the settings here are security-related, each user is assigned a freely-definable combination of ten different rights. In the activity log, the system records who made a transaction and at what time, and what the outcome of this action was. Here, the focus is on security-relevant functions and accesses during which sensitive data is requested or amended.

# Manage payment processes

The search and filter function is designed to enable you to select a range of criteria. Computop Analytics allows you to search by card, account, process number, merchant transaction ID and error code, as well as process status. You can also process cancellations, postings and credit notes using Computop Analytics.

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View operations | Create processes | **Fraud prevention** | Administration | Logout

User: ct\_salesdemo\_ct\_Krieghoff | Merchant: ct\_salesdemo - Demo Computop

Black list | Black List SecurePay | White List | White List SecurePay

Search and Filter

Period: From 02/08/2018 00:00:00 Until 02/08/2018 23:59:59

Blocking characteristics: No specific detail, Account data/card number, IP address, Parameter, IP and account data/(pseudo) card number, Device-ID

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Merchant	Creation date	Type of blacklisting	Listed value	Status
ct_salesdemo - Demo Computop	02/08/2018 09:00:09	Account data/card number	417666xxxxx1015	Blocking aktiv until 02/08/2018 11:00:09
ct_salesdemo - Demo Computop	02/08/2018 09:00:15	Account data/card number	549001xxxxx8315	Blocking aktiv until 02/08/2018 11:00:15
ct_salesdemo - Demo Computop	02/08/2018 09:00:23	Account data/card number	624000xxxxx1148	Blocking aktiv until 02/08/2018 11:00:23

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Declined transactions are documented in the detail view with all relevant card parameters.



## Manual postings, cancellations and credit notes

For seamless customer service, you can carry out manual postings and credit notes and cancellations yourself, for example in response to returns or complaints. Depending on the payment status, the options Post, Cancel, Apply regular payment, Authorise manually and Credit note are available. Manual authorisations can also be applied, if, for example, an open request for a further delivery needs to be re-authorised.

Detailed view of operation

Demo Computop		
Operation data	Payment-ID	182a4e21a0844d37963b5231d48a3175
	Merchant reference number	6476265
	Reference number	6476265
	Merchant- ID	140942378
	Payment Method	Card - Visa
Card data	Card brand	Visa
	Card number	417666xxxxxx1015
	Pseudo card number	0670009538759015
	Expiry date (MM/YYYY)	12/2020
	Country of Origin	ESP
Information of Shopping Cart	Test:0000	
<div style="display: flex; justify-content: space-between;"> <span>Select action </span> <span>Execute action</span> </div>		

This transaction was carried out in simulation mode.

Point in time	Action	Status	Code	Currency	Amount
02/08/2018 09:00:09	AUTHORIZE	Declined by Velocity Checks: card/hour	22050162	EUR	100.00



Blocking notices on individual transactions are clearly listed specifying which regulation has been breached. In order to prevent certain cards or customers from being blocked in future, these can be added to the white list at the click of a mouse.



## Closing out, settlement and export

In the case of debit payments, you can see the relevant sales in the daily closing-out statement. If you want to use settlement files from banks or acquirers to reconcile open items for your accounts, the appropriate files (EPA, CSV, CTSF) are also available in Computop Analytics.

Data export allows you to directly download transaction data in CSV format. You can then analyse the data on a spreadsheet or forward it to your Accounts department. You will find a comprehensive selection for your needs in the data fields. For security reasons, the credit card numbers are shown only in abbreviated form.



# Manual payment processes

Manual processes are payments that are made, for example, via telephone or fax to the shop operator or call centre. To make a credit card payment, you enter your card and customer data into the Computop Analytics Card Terminal. Debit payments can be posted just as easily via the direct debit terminal.



### Detailed view of list entry

Operation characteristics	Creation date	02/08/2018 09:00:09
	Type of blacklisting	Account data/card number
	Listed value	417666xxxxxx1015
	Status	Blocking aktiv until 02/08/2018 11:00:09 time
Rule data	Violated Rule	Number of operations per time unit
	Limit	2 operation per hour
	Blocking period	2 hours

[Delete entry](#) [Add to white list SecurePay](#)

Creation date	Merchant reference number	Reference number	Status	Currency	Amount
02/08/2018 09:00:03	4920654	4920654	OK	EUR	55.00
02/08/2018 09:00:04	5212904	5212904	OK	EUR	95.00
02/08/2018 09:00:09	6476265	6476265	ERROR	EUR	100.00
02/08/2018 09:00:10	8489224	8489224	ERROR	EUR	115.00

With the transactions detail view, individual transactions and all related transactions can be viewed at a glance – even if there is a large time gap between the different steps.



## Regular payment administration

Computop Analytics supports regular payment as an optional function. If a customer uses services at regular intervals or the customer has opted to pay by instalment, Paygate's Subscription Manager will handle this complex task for you. In addition to entering new subscriptions, you can generate regular payments from existing payments. The advantages of the Computop solution are the time saved thanks to the Subscription Manager and the PCI certification, such that you do not have to store any credit card data.



## Use of batch files

If you are not always online or initially collect payment data manually, you can transfer all transaction data to Computop Paygate in one batch file. The use of batch manager is recommended if you are at the customer's premises in person and are recording their payment data for later use during a conversation.

**” Computop Analytics allows me to evaluate all transactions in real time and whenever I want to.”**

Christoph Buchwald, IT Project Manager, OTTO Group

**” I really like the new tab „Transaction Details“. Handling enquiries is much easier, because I have a direct view of the amount and error code.”**

Katrin Schweisfurth, Controlling, dm-drogerie markt

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Further questions  
on Computop's solutions?  
Our experts will be happy to  
provide you with assistance.

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