

**primeiro**  
**pay**

# HOW TO DO A REFUND

Login using your credentials

The screenshot shows a web browser window with the following elements:

- Browser tab: Business Intelligence
- Address bar: <https://primeipay.ctpe.info>
- Page title: BIP
- Language selector: English
- Form fields: Username, Password
- Buttons: Login
- Link: [Forgot your Password?](#)
- Logos: BIP (Business Intelligence Platform) and 1pay

# HOW TO DO A REFUND

Click 'Transactions'

The screenshot shows a web browser window with the URL `https://primeiropay.ctpe.info/bip/changepassword.prcjsessionid=5CE6656B41BF1C2EBC80DE3F79D3B21C.Ion-vm-bip05?pspName=primeiropay&merchantName=&divisionName=&channelName=`. The dashboard features a navigation bar with icons for Transactions, Analysis, Administration, Risk-Management, Batch-Processing, Blacklist, eTerminal, and Monitoring. The 'Transactions' icon is highlighted with a red box. Below the navigation bar, the user is greeted with 'Welcome, Felipe Serrão'. The dashboard contains several widgets: 'Rejection rates - primeiropay' with sub-sections for 'rejected by bank', 'rejected by risk', and 'rejected by validation'; 'Transaction count for primeiropay 00:00-18:50' showing a count of 435 (638); and 'Chargeback Overview' with data for 'This month' and 'Last month'. A footer contains a JavaScript location href.

Business Intelligence x

https://primeiropay.ctpe.info/bip/changepassword.prcjsessionid=5CE6656B41BF1C2EBC80DE3F79D3B21C.Ion-vm-bip05?pspName=primeiropay&merchantName=&divisionName=&channelName=

My dashboard My Preferences Documentation Help Logoff

BIP Transactions Analysis Administration Risk-Management Batch-Processing Blacklist eTerminal Monitoring

Transactions

Welcome, Felipe Serrão

add\_widget - new widgets available

**Rejection rates - primeiropay**

**rejected by bank**

Today	Yesterday
Sun, Jun 26, 2016 0:00-17:00	Sat, Jun 25, 2016 0:00-24:00
24 % (80 out of 340)	18 % (115 out of 638)

**rejected by risk**

Today	Yesterday
Sun, Jun 26, 2016 0:00-17:00	Sat, Jun 25, 2016 0:00-24:00
31 % (104 out of 340)	30 % (193 out of 638)

**rejected by validation**

Today	Yesterday
Sun, Jun 26, 2016 0:00-17:00	Sat, Jun 25, 2016 0:00-24:00
0 % (1 out of 340)	1 % (4 out of 638)

**Transaction count for**

**primeiropay** 00:00-18:50

435 (638)

Today 00:00-18:50

**Maintenance**

**Chargeback Overview**

<b>This month</b> Wed, Jun 1, 2016 - Sun, Jun 26, 2016		
Volume	30,674.89 BRL	5.85 % (Ratio)
Count	332	4.57 % (Ratio)
<b>Last month</b> Sun, May 1, 2016 - Tue, May 31, 2016		
Volume	26,147.97 BRL	4.02 % (Ratio)

javascrptlocation.href="/bip/analysis.prcjsessionid=5CE6656B41BF1C2EBC80DE3F79D3B21C.Ion-vm-bip05?id=" + entityId + "&type=" + entityType + "&pspName=primeiropay&merchantName=&divisionName=&channelName=&autosearch=false"



# HOW TO DO A REFUND

Type in the ' Date (From – To)' and 'Search' to show all transactions during the period, or...

The screenshot shows the BIP interface with the following elements:

- Navigation Bar:** BIP logo and icons for Transactions, Analysis, Administration, Risk-Management, Batch-Processing, Blacklist, eTerminal, and Monitoring.
- Page Header:** Business Intelligence x, browser address bar, and navigation links (My dashboard, My Preferences, Documentation, Help, Logoff).
- Search Section:** Includes a date range selector (From: 04/01/16, To: 04/30/16), a search input field, a filter dropdown (Type: Payment, Mode: LIVE), and a Search button.
- Summary:** Total 2 transactions, with 1 negative, 1 positive, 0 neutral, and 0 rejected. Debit: 0.20, Credit: 0.20, Balance: 0.00.
- Table:** A table with columns: Date, Status, Channel, Method, Type, Transaction ID, Holder, Riskscore, Debit, Credit Cur.

Date	Status	Channel	Method	Type	Transaction ID	Holder	Riskscore	Debit	Credit Cur
19-Apr-16 16:23	✓	Cards	CC	RF		tim werner	0	0.20	BRL
19-Apr-16 16:22	✓	Cards	CC	DB		tim werner	0		0.20 BRL
Total								(1) 0.20	(1) 0.20
Balance									(2) 0.00



# HOW TO DO A REFUND

...you can choose a filter such as 'Transaction ID' to display a specific transaction:

The screenshot shows the BIP Transactions page. The 'Filter' dropdown menu is open, and 'Transaction ID' is selected. The search criteria are: From: 04/01/16 00:00:00, To: 04/30/16 23:59:59. The search results table is as follows:

Date	Status	Channel	Method	Type	Transaction ID	Riskscore	Debit	Credit Cur
19-Apr-16 16:23	✓	Cards	CC	BE		0	0.20	BRL
19-Apr-16 16:22	✓	Cards	CC	DE		0		0.20 BRL
Total							(1) 0.20	(1) 0.20
Balance								(2) 0.00

The screenshot shows the BIP Transactions page with a specific Transaction ID entered in the search field: 8a839484542e873e01542fc2711d5ea4. The search criteria are: From: 04/01/16 00:00:00, To: 04/30/16 23:59:59. The search results table is as follows:

Date	Status	Channel	Method	Type	Transaction ID	Holder	Riskscore	Debit	Credit Cur
19-Apr-16 16:23	✓	Cards	CC	BE		tim werner	0	0.20	BRL
19-Apr-16 16:22	✓	Cards	CC	DE		tim werner	0		0.20 BRL
Total								(1) 0.20	(1) 0.20
Balance								(2) 0.00	

# HOW TO DO A REFUND

Click on the transaction – a new window will open with the details of that transaction

The screenshot shows the BIP interface with the following components:

- Navigation Bar:** Includes the BIP logo and menu items: Transactions, Analysis, Administration, Risk-Management, Batch-Processing, Blacklist, eTerminal, and Monitoring.
- Transaction Details:** Shows filters for PSP (primeiropay), Division (Testing), and Merchant (Game 1). It includes date and time selection tools (From: 04/01/16, To: 04/30/16) and a search bar with filters for Type (Payment) and Mode (LIVE).
- Summary:** "List view" section showing "Total 2" transactions. Summary: - thereof 1 negative, 1 positive, 0 neutral, 0 rejected. - Debit: 0.20 | Credit: 0.20 | Balance: 0.00.
- Transaction Table:**

Date	Status	Channel	Method	Type	Transaction ID	Holder	Riskscore	Debit	Credit Cur
19-Apr-16 16:23	✓	Cards	CC	RE		tim werner	0	0.20	BRL
19-Apr-16 16:22	✓	Cards	CC	DB		tim werner	0		0.20 BRL
							Total	(1) 0.20	(1) 0.20
							Balance		(2) 0.00

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# HOW TO DO A REFUND

Click on the 'Actions' Tab

Business Intelligence Platform - Google Chrome  
https://primeiropay.ctpe.info/bip/detail.prcjsessionid=5CE6656B41BF1C2EBC80DE3F79D3B21C.Ion-vm-bip05?pspName=primeiropay&merchantName=&divisionName=&channelName=&id=8a839484542e873e01542fc2711d5ead

CC/DB - 0.20 BRL - \*\*\*\*\*1636/ MASTER/<name not available>, BRAZIL (BR)  
L ✓ Successfully Processed

**Summary**

Unique ID	8a839484542e873e01542fc2711d5ead	IP address	---
Short ID	2436.8657.0706	Clearing Institute	Cielo_BR (BR)
File Type	OPP	Merchant/Channel	Game 1/Cards
Reason/Return	Successful Processing (00) Successfully Processed (000.000.000)		

Add to blacklist Change transaction result Change transaction amount

Customer information **Actions** Processing Connector Result Transaction log Additional Response Data Advanced Risk Intelligence / Validation

**Account**

Card or account holder	tim werner	Bank	<name not available>, BRAZIL (BR)
Card Number	*****1636	BIN	516220
Brand	MASTER	Expiry	02 / 2019
Usage	---		

**Customer information**

Name	---	Address	
Birthdate	---	Phone	---
Company	---	Mobile	---
Sex	---	E-Mail	---
IP address	---		

**Presentation**

Memo	---	Due Date	---
Mandate Id	---	Mandate Date of Signature	---



# HOW TO DO A REFUND

Click on 'Refund' to perform a refund of the total amount, or...

Business Intelligence Platform - Google Chrome  
https://primeiropay.ctpe.info/bip/detail.prcjsessionid=5CE6656B41BF1C2EBC80DE3F79D3B21C.Ion-vm-bip05?pspName=primeiropay&merchantName=&divisionName=&channelName=&id=8a839484542e873e01542fc2711d5ead

CC/DB - 0.20 BRL - \*\*\*\*\*1636/ MASTER/<name not available>, BRAZIL (BR)  
✓ Successfully Processed

**Summary**

Unique ID	8a839484542e873e01542fc2711d5ead	IP address	---
Short ID	2436.8657.0706	Clearing Institute	Cielo_BR (BR)
File Type	OPP	Merchant/Channel	Game 1/Cards
Reason/Return	Successful Processing (00) Successfully Processed (000.000.000)		

Add to blacklist Change transaction result Change transaction amount

Customer information Actions Processing Connector Result Transaction log Additional Response Data Advanced Risk Intelligence / Validation

Date	Method	Type	Status	Reason	Debit	Credit	Cur
24-Jun-16 08:51	CC	CB	✓		0.20		BRL
19-Apr-16 16:23	RM	RI	✓				
19-Apr-16 16:23	CC	RF	✓		0.20		BRL
19-Apr-16 16:22	RM	RI	✓				
19-Apr-16 16:22	CC	DB	✓			0.20	BRL
Total					0.40	0.20	BRL
Balance						-0.20	BRL

Reversal/Refund/Rebill

Presentation Amount  
 Other Amount .20 BRL

Refund  Reversal  
 Rebill  Refund

Internal Actions

Presentation Amount  
 Other Amount .20 BRL (Receipt Only)

Receipt  Chargeback

https://primeiropay.ctpe.info/bip/detail.prcjsessionid=5CE6656B41BF1C2EBC80DE3F79D3B21C.Ion-vm-bip05?pspName=primeiropay&merchantName=&divisionName=&channelName=&id=8a839484542e873e01542fc2711d5ead#





# HOW TO DO A REFUND

...select the option 'Other Amount' and type in the total value (click 'Refund' afterwards).

Business Intelligence Platform - Google Chrome  
https://primeiropay.ctpe.info/bip/detail.prcj;sessionid=5CE6656B418F1C2EBC80DE3F79D3B21C.lon-vm-bip05?pspName=primeiropay&merchantName=&divisionName=&channelName=&id=8a839484542e873e01542fc2711d5ead

CC/DB - 0.20 BRL - \*\*\*\*\*1636/ MASTER/<name not available>, BRAZIL (BR)

✓ Successfully Processed

**Summary**

Unique ID	8a839484542e873e01542fc2711d5ead	IP_address	---
Short ID	2436.0657.0706	Clearing Institute	Cielo_BR (BR)
File Type	OPP	Merchant/Channel	Game 1/Cards
Reason/Return	Successful Processing (00) Successfully Processed (000.000.000)		

Add to blacklist Change transaction result Change transaction amount

Customer Information Actions Processing Connector Result Transaction log Additional Response Data Advanced Risk Intelligence / Validation

Date	Method	Type	Status	Reason	Debit	Credit	Cur
24-Jun-16 08:51	CC	CB	✓		0.20		BRL
19-Apr-16 16:23	RM	RI	✓				
19-Apr-16 16:23	CC	RF	✓		0.20		BRL
19-Apr-16 16:22	RM	RI	✓				
19-Apr-16 16:22	CC	DB	✓			0.20	BRL
Total					0.40	0.20	BRL
Balance						-0.20	BRL

Reversal/Refund/Rebill

Presentation Amount  Other Amount .20 BRL

Refund  Reversal  Rebill

Internal Actions

Presentation Amount  Other Amount .20 BRL (Receipt Only)

Receipt  Chargeback



# HOW TO DO A REFUND

A confirmation screen will show up (just click 'Submit' to confirm the refund).

Business Intelligence Platform - Google Chrome  
https://primeiropay.ctpe.info/bip/detail.prcjsessionid=5CE6656B41BF1C2EBC80DE3F79D3B21C.Ion-vm-bip05?pspName=primeiropay&merchantName=&divisionName=&channelName=&id=8a839484542e873e01542fc2711d5ead

CC/DB - 0.20 BRL - \*\*\*\*\*1636/ MASTER/<name not available>, BRAZIL (BR)

✓ Successfully Processed

**Summary**

Unique ID	8a839484542e873e01542fc2711d5ead	IP address	---
Short ID	2436.8657.0706	Clearing Institute	Cielo_BR (BR)

Refund

**Presentation**

Usage

**Identification**

Transaction ID

Memo

X Close **Submit**

Balance -0.20 BRL

**Reversal/Refund/Rebill**

Presentation Amount  BRL

Other Amount  BRL

← Refund  
or  
→ Rebill

X Reversal

**Internal Actions**

Presentation Amount  BRL (Receipt Only)

Other Amount  BRL (Receipt Only)

← Receipt   ←# Chargeback





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