



ePDQ

## User Guide – Administration

V4.0 Released March 2009

Software Version: 5.9 Payment Engine & Internet Authentication

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Section	Topic	Products
<b>E</b> Admin	<b>Administration</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 4 Page 41
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For each ePDQ store in operation, we will set various configuration parameters allowing you to process transactions successfully.

The following will be set for your store:

- **Store.** This provides the static details of your store. **You must not amend any details on this page without prior agreement from us.**
- **Users.** This will provide a list of current users and their role, assigned to your store. You can manage users by following the procedures detailed on page 44 of the Store Administrator Guide.
- **Access Control/Role Search.** This allows you to search which roles have been allocated to users.
- **Payment.** You must not amend the Routing or Processing information without prior agreement from us.
- **Settlement.** This defines when your store is settled. By default this will be 23:00 for Sterling stores and 18:00 for Multicurrency stores. The **Mode** will be set to **Enable Automatic Settlement**. This ensures that any transactions in the current batch are picked up each day. **We recommend that you do not change these settings.**
- **Digital Receipt Configuration.** Allows you to specify who should receive a copy of the transaction digital receipt. By default all will be selected. To change this, simply uncheck the relevant box and select **Update**.
- **Shipping.** Software feature not supported by ePDQ.
- **Tax.** Software feature not supported by ePDQ.

If you are unsure how to manage the administration of your store please contact the eCommerce Support team. If you are in any doubt as to the impact of the changes please do not take any action until you have spoken to us.

Section	Topic	Products
<b>E</b> Admin	<b>Time Zones</b>	CPI MPI Lite

Main Document Reference	None
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The ePDQ payment engine, database and stores all have time zones set. As the UK and majority of Europe operate daylight savings time zones, this has been reflected in the functionality of the ePDQ engine.

There are two key time zones that you need to be aware of:

- GMT Western European Summer Time (WET).

This is the **default** time zone for all new stores. This automatically adjusts for GMT (UK winter time) and BST (UK summer time). If your store is set to GMT WET, the following will occur:

- During the winter all times will be represented in GMT.
- During the summer (daylight savings) all times will be represented in BST (i.e. GMT plus one hour).
- GMT (Standard).

This maintains a constant time zone of GMT and will not make any allowances for seasonal time zone adjustments. If you wish your store to be set to constant GMT you will need to advise us. To confirm, if your store is set to GMT, the following will occur:

- During the winter all times will be represented in GMT.
- During the summer (daylight savings) all times will still be represented in GMT (i.e. one hour behind BST).

Other more global time zones are available. Please contact us if you have a requirement to operate your store on a different time zone.

To view the time zone for your store:

1. Access your ePDQ store using your ePDQ Level 4 user details.
2. From within the **Administration** section, select **Store** from the menu on the left. The **Store Configuration** page is displayed.
3. Scroll down to see the Time Zone. This will be either **WET** for GMT WET or **GMT** for standard GMT.

To change the time zone, you should select **Update** and select a new time zone from the drop down menu. You will be required to sign off and then back in to see the change. If you are unable to change the time zone please contact us for assistance.

Section	Topic	Products
<b>E</b> Admin	<b>Unlocking Users</b>	CPI MPI Lite

Main Document Reference	None
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ePDQ will lock out a user if they incorrectly enter user ID and password details more than three times.

The default user and role we provide to you (ePDQ Level 4) can unlock any users with permissions at either the same level or lower.

**Important: If you only have one user at ePDQ Level 4 and lock this user out, you will have to contact us to unlock.**

If you have set up multiple users and wish to unlock them, please follow the procedure below.

1. Establish the reason why they were locked out (do they have permission to access your store).
2. Ensure that they were entering the details correctly. Remember that both user ID and password are case and space sensitive.
3. Access your ePDQ store using your ePDQ Level 4 user details.
4. From within the **Administration** section, select **Users** from the menu on the left. The **User List** page is displayed
5. Each user currently allocated to your store will be displayed.
6. The **Account State** will display whether the user is **Active** or **Locked**. The user you need to unlock will be displayed as **Locked**.
7. Select the user you wish to unlock and click **Update**. The **Update User** page will be displayed.
8. You can unlock the user by changing the **Account State** to **Active**.
9. Select **Update**. The **User List** will be displayed again with the updated details.

The locked user will now be able to access your store as long as they enter details correctly.

Section	Topic	Products
<b>E</b> Admin	<b>Error &amp; Response Codes</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Appendix B Page 177
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ePDQ will return a response code for every transaction processed by the payment engine. These are returned in the **Processor Response Code** field and will help you determine the status of the transaction.

As there are numerous different codes returned the full list is not provided in this document. Instead we have detailed the most common codes returned. For a full list, please see the main document reference above.

The **Processor Response Code** will be displayed in the **Transaction Detail Report** for approved transactions, and in the **Error Code Report** for declined transactions.

Response Code	Response Message
1	Approved
3	Referral – Call bank for manual approval
50	Declined
500	Declined – transaction considered fraudulent by Fraud component.
501	The transaction was approved by the processor. However, it failed a post-processing fraud rule and has been voided.
502	The transaction was approved by the processor. However, it failed a post-processing fraud rule and has been marked for review.

**IMPORTANT** If you use the ePDQ CPI, this may return different error codes specifically to the CPI processing. These are detailed in the CPI guides.