

2022 sprint

PORTAL VERSION
2.1.57.01

Release Notes

valorpaytech.com



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Features

7486	API to Zen Desk
8388 8012	ENHANCEMENT** Server/clerk in portal Pay Roc: Surcharge program on VT
4547	Portal gives false information when updating mid-transaction
8682	Parameter Options Change Based on Device
5869	When edit the page -> if click logout -> Show the Warning of "Are you sure you want to leave?" alert. This Should be implemented in User Edit; Merchant Edit and Device Edit.
7481	Engage my customer enhancement
7746	Add sim billing to ISO billing in portal
8567	Unalphabetized Suboffices in Device Management Filter
8348	Settlement report and Transaction grid amount format
8384	Fast Transact Option
8385 8695 8893	Forced Signature Line E-invoice decline notification PAYNOW Surcharge calculation fix
7482	Pin Map
7485	Auto convert logos from common picture type to PNG

API to ZenDesk

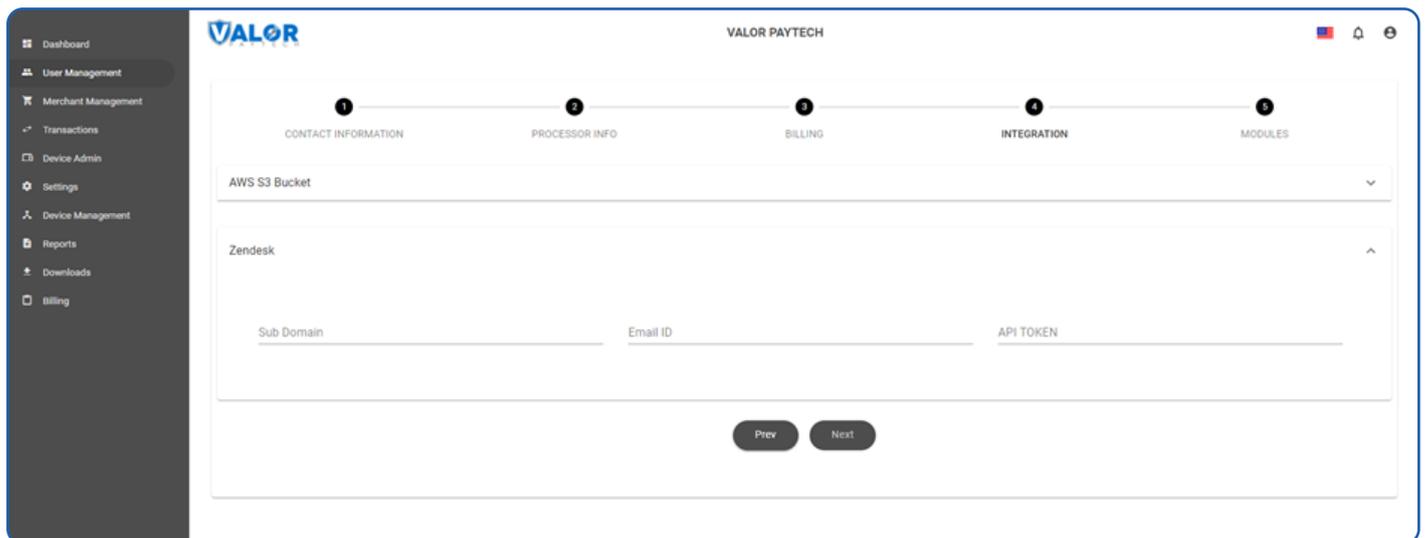
Now, Valor portal have the feature of Zendesk Integration. From this release, ISO can board their Zendesk information during boarding under Integration tab as below,

ISO Boarding

For **ZENDESK** integration, we need below three information

1. Subdomain
2. Email ID
3. API Token

All are generated from the Zendesk environment. Just we must pass that information over here.



The screenshot displays the VALOR PAYTECH ISO Boarding interface. The top navigation bar includes the VALOR logo, the text 'VALOR PAYTECH', and a flag icon. A progress indicator at the top shows five steps: 1. CONTACT INFORMATION, 2. PROCESSOR INFO, 3. BILLING, 4. INTEGRATION (the current step), and 5. MODULES. Below the progress bar, there are two sections: 'AWS S3 Bucket' with a dropdown arrow and 'Zendesk' with an upward arrow. The 'Zendesk' section contains three input fields: 'Sub Domain', 'Email ID', and 'API TOKEN'. At the bottom of the form, there are two buttons: 'Prev' and 'Next'.

Once, Admin enrolls the information during ISO boarding. ISO a receives the tickets from their merchant through Valor and Zendesk platform as well.

From there, they can update the ticket and the same will be reflected in Zendesk as well.

valorpaytech1803.zendesk.com/agent/filters/1900030746353

Views 15

- Your unsolved tickets **15**
- Unassigned tickets 0
- All unsolved tickets 15
- Recently updated tickets 0
- New tickets in your groups 0
- Pending tickets 2
- Recently solved tickets 0
- Unsolved tickets in your groups 15
- Suspended tickets 0
- Deleted tickets 1

Manage views

Your unsolved tickets

15 tickets

<input type="checkbox"/>	Subject	Requester	Requested	Type	Priority
<input type="checkbox"/>	STATEMENT	vignesh jeevarathinam	Jan 19	Ticket	-
<input type="checkbox"/>	OTHER	vignesh jeevarathinam	Jan 19	Ticket	-
<input type="checkbox"/>	PAYMENT	vignesh jeevarathinam	Jan 19	Ticket	-
<input type="checkbox"/>	SALES	vignesh jeevarathinam	Jan 19	Ticket	-
<input type="checkbox"/>	STATEMENT	vignesh jeevarathinam	Jan 19	Ticket	-
<input type="checkbox"/>	OTHER	vignesh jeevarathinam	Jan 19	Ticket	-
<input type="checkbox"/>	STATEMENT	vignesh jeevarathinam	Jan 19	Ticket	-
<input type="checkbox"/>	STATEMENT	vignesh jeevarathinam	Jan 19	Ticket	-
<input type="checkbox"/>	TRANSACTION	vignesh jeevarathinam	Jan 18	Ticket	-
<input type="checkbox"/>	TRANSACTION	vignesh jeevarathinam	Jan 17	Ticket	-
<input type="checkbox"/>	Sample ticket: Meet the ticket	The Customer	Jan 17	Incident	Normal

Status: Pending

valorpaytech1803.zendesk.com/agent/tickets/13

Requester: vignesh jeevarathinam

Assignee*: Support/vignesh jeevarathinam

Followers: 0

Tags:

SALES
Via API

vignesh jeevarathinam
Assign
Merchant : creating ticket in sub iso merchant

Jan 19 15:00

Public reply | To: vignesh jeevarathinam

Server / Clerk Information in Transaction Grid and Receipt

- In Transaction Grid, We can view the clerk / Server Information in terms of Name and ID over there and the same can be viewed from Receipt and Export as well.
- We can be able to filter the Clerk or Server info from the filter as well.

CREDIT SALE	Store:FOOD MARKET	Device:Device1	EPI:2123985010	
XXXX 1114	01-20-2022 01:26 AM	Amount: \$150.00	Tax: \$15.00	\$171.00
Non-Cash Charge:\$6.00	Server/Clerk: qwerty (1)			

- Dashboard
- User Management
- Merchant Management
- Transactions
- Device Admin
- Settings
- Device Management
- Reports
- Downloads
- Billing

VALOR PAYTECH

CREDIT SALE	Store:FOOD MARKET	Device:Device1	EPI:2123985010
XXXX 1114	01-20-2022 01:27 AM	Amount: \$150.00	Tax: \$15.00
Non-Cash Charge:\$6.00	Server/Clerk: qwerty (1)		
CREDIT SALE	Store:seenistores	Device:Newdev	EPI:2128466338
XXXX 0201	01-20-2022 01:26 AM	Amount: \$3,000.00	Non-Cash Charge:\$90.00
FDMSTESTCARD/VISA			
CREDIT SALE	Store:FOOD MARKET	Device:Device1	EPI:2123985010
XXXX 1114	01-20-2022 01:26 AM	Amount: \$150.00	Tax: \$15.00
Non-Cash Charge:\$6.00	Server/Clerk: qwerty (1)		
EBT FOOD VOUCHER SALE	Store:FOOD MARKET	Device:Device1	EPI:2123985010
XXXX 0018	01-20-2022 01:26 AM	Amount: \$10.00	
CREDIT SALE	Store:seenistores	Device:Newdev	EPI:2128466338
XXXX 0201	01-20-2022 01:24 AM	Amount: \$33.33	Non-Cash Charge:\$1.00
FDMSTESTCARD/VISA			
GIFT CARD SALE	Store:FOOD MARKET	Device:Device1	EPI:2123985010
XXXX 8483	01-20-2022 01:23 AM	Amount: \$15.00	Tip: \$10.00

Receipt Details

\$171.00
APPROVED

SALE

Server # **qwerty(1)**

Amount **\$150.00**

Tax **\$15.00**

Non-Cash Charge **\$6.00**

CHARGED
Amex 1114 - CLESS **\$171.00**
2020060501927
AXS886 (APPROVAL AXS886)

Cardholder acknowledges receipt of goods and obligations set forth by the cardholder's agreement with issuer.

Thank You
CUSTOMER

Tran #: 12
App Name: Amex
AID: A00000025010801
TID: 00000000

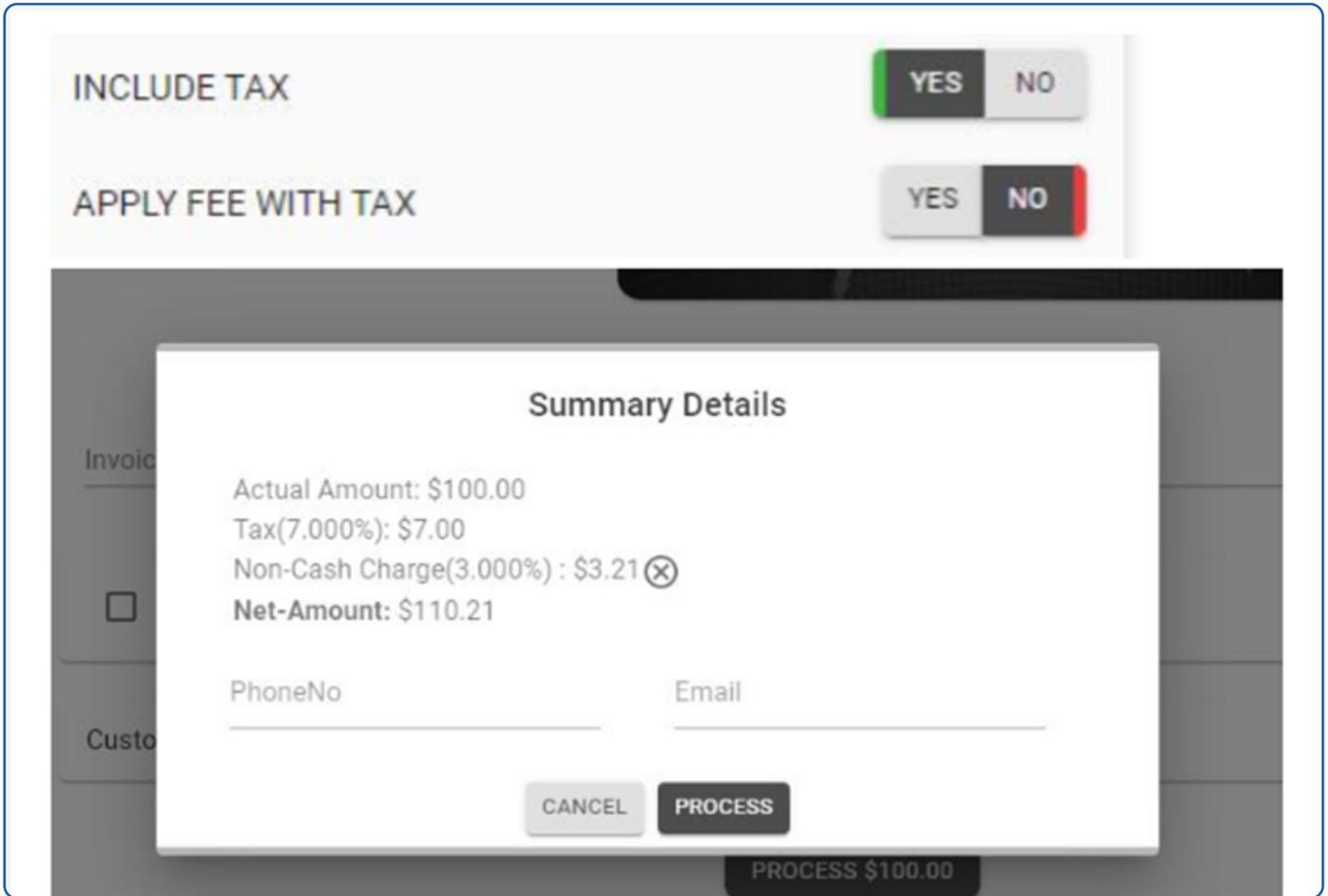
VT – Payroc

If BIN Enabled and Enable For Debit Disabled, then we won't charge any surcharge for Debit Card transaction.

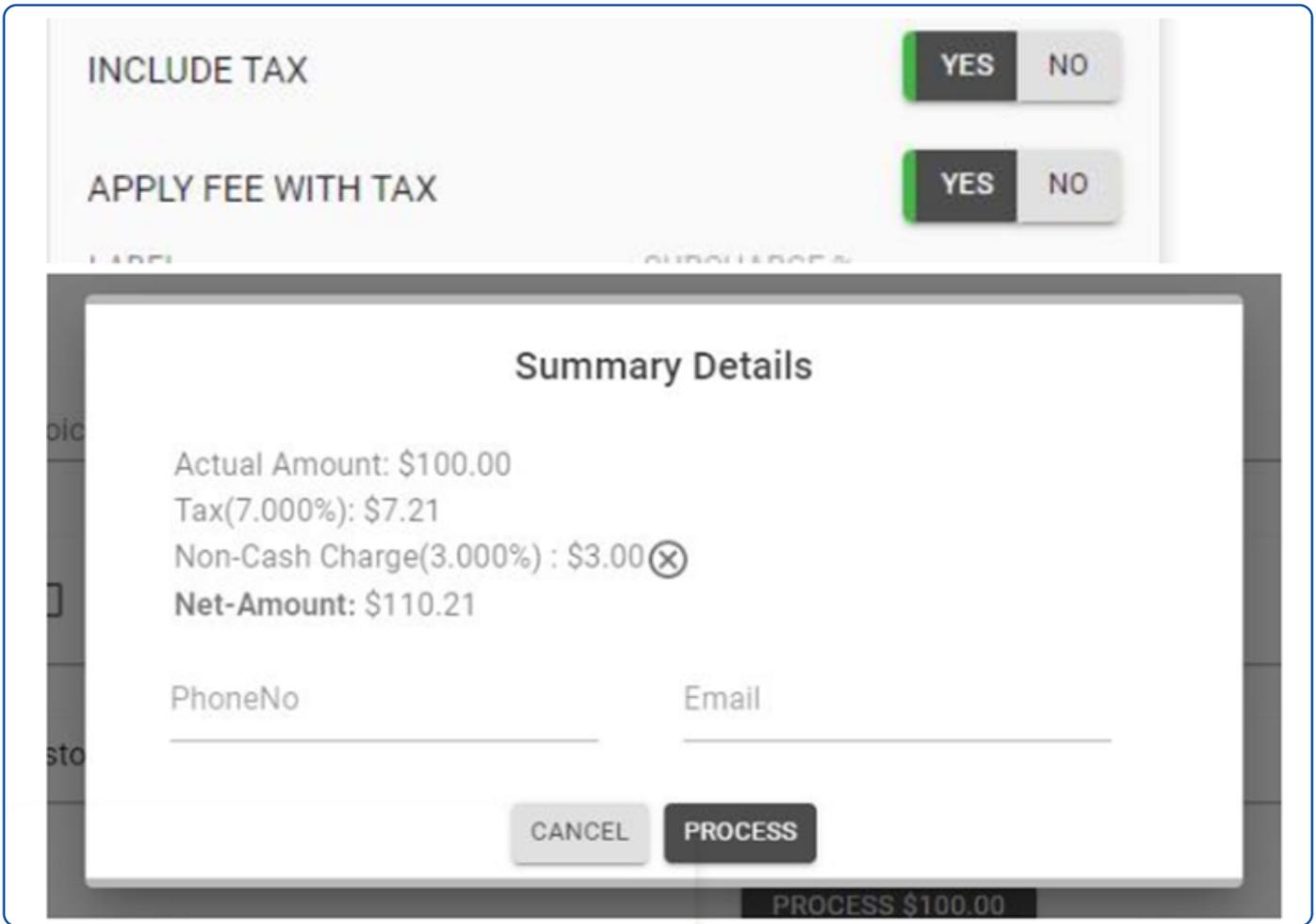
The screenshot displays a payment processing interface with the following elements:

- BIN Section:** A toggle switch for "BIN" is set to "YES" (indicated by a green bar). Below it, a dropdown menu for "DEFAULT BIN TABLE" is set to "VALOR BIN".
- ENABLE FOR DEBIT Section:** A toggle switch for "ENABLE FOR DEBIT" is set to "NO" (indicated by a red bar).
- Summary Details Section:** Displays transaction information:
 - Actual Amount: \$100.00
 - Tax(7.000%): \$7.00
 - Net-Amount: \$107.00**Below this, there are input fields for "PhoneNo" and "Email".
- Buttons:** "CANCEL" and "PROCESS" buttons are located at the bottom of the summary details section.

If Include Tax enabled and Apply fee with tax disabled, then we will calculate surcharge for Base amount and Tax amount.

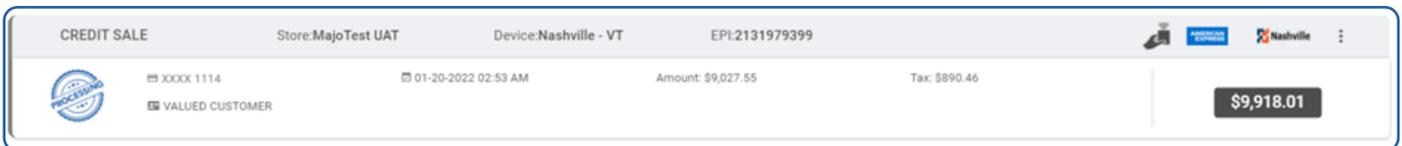


If Include tax and Apply fee with tax both are enabled, then we will be calculating surcharge for Tax and base amount separately. But, the net amount remains same as above approach as well.



Status for the Mid-transaction Process

Now, we have the ability to know the transaction which is all under **Processing**. This is avoiding the confusion of Declined status and changing to Approved Status.



Parameter Option Change Based on Device

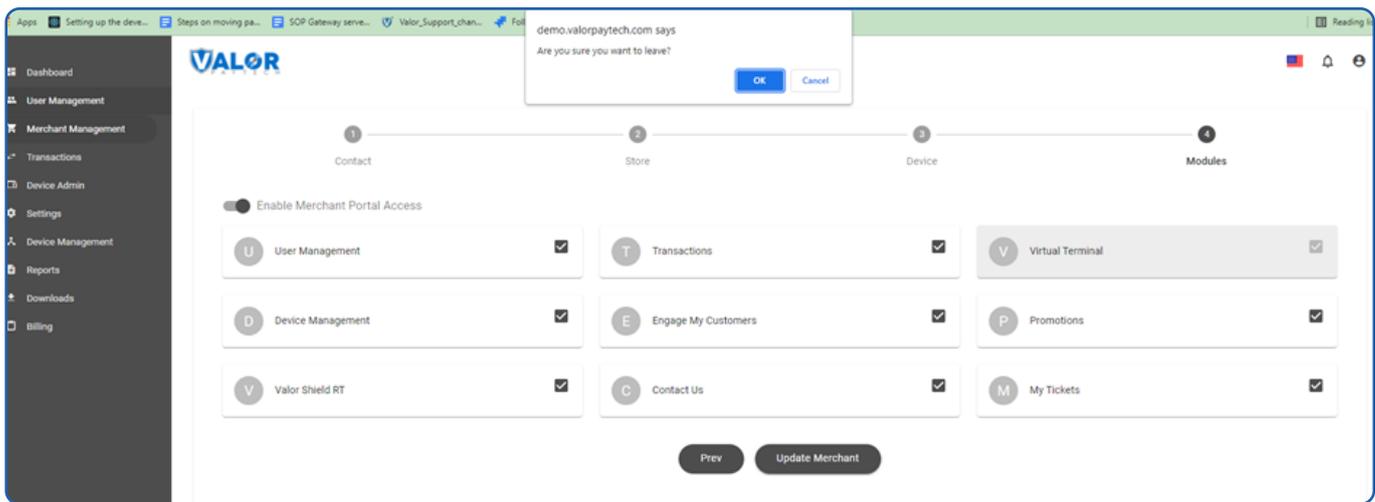
Based on the device type, we are manipulating the parameter as below scenario,

- If the device type is VL100, the below options will be hidden from the Terminal and Transaction section
 - Standby
 - Sleep time

2. If the device type is VL110 and VL500, the below options will be hidden under the Terminal and Transaction section
 - a.External PIN Pad Support

Confirmation When Leaving the Page While Editing

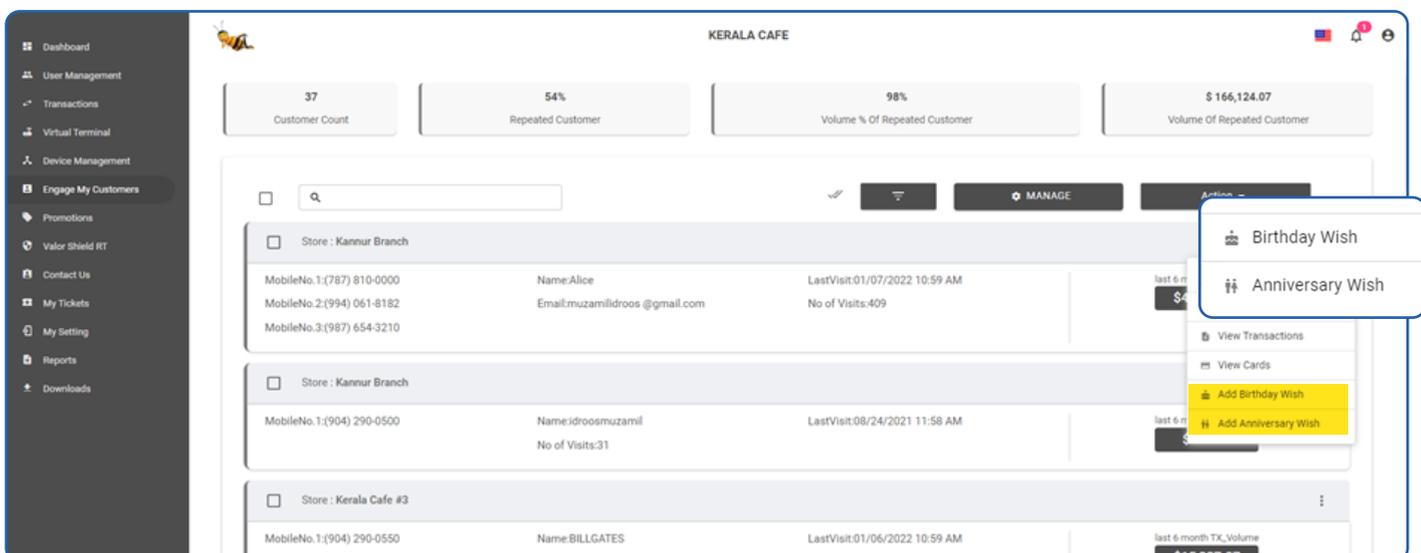
While editing the information on User management or Merchant Management, when clicking on another menu, the user will get an alert to **LEAVE THE PAGE**.



Engage My Customer Enhancement for Wishes

Now, Merchant can add their customer's special dates (Birthday date or Anniversary Date or both) under Engage My Customer.

The respective customer will get a message from Valor for the Wishes on behalf of the Merchant.



Birthday Wish

Select Date

01/21/2022 

(787) 810-0000

CANCEL
SAVE

Anniversary Wish

Select Date

01/21/2022 

(787) 810-0000

CANCEL
SAVE

- Transactions
- Virtual Terminal
- Device Management
- Engage My Customers
- Promotions
- Valor Shield RT
- Contact Us
- My Tickets
- My Setting
- Reports
- Downloads

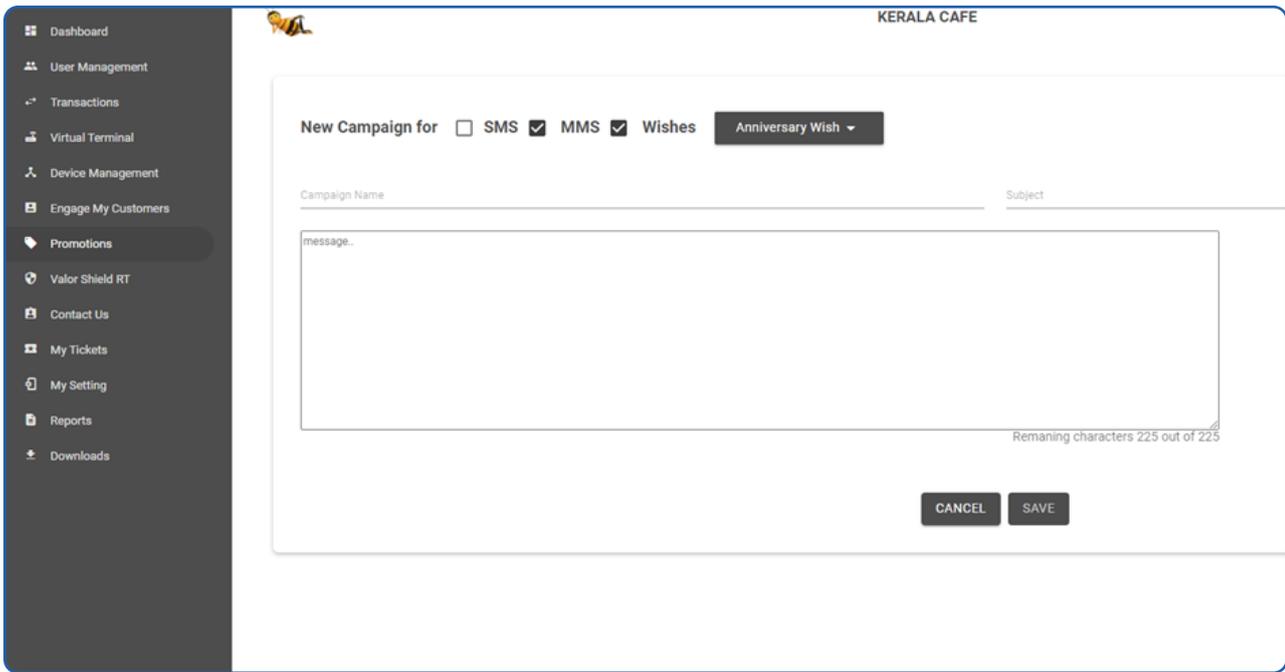
New Campaign for SMS MMS Wishes Birthday Wish

Campaign Name Subject

message..

Remaining characters 225 out of 225

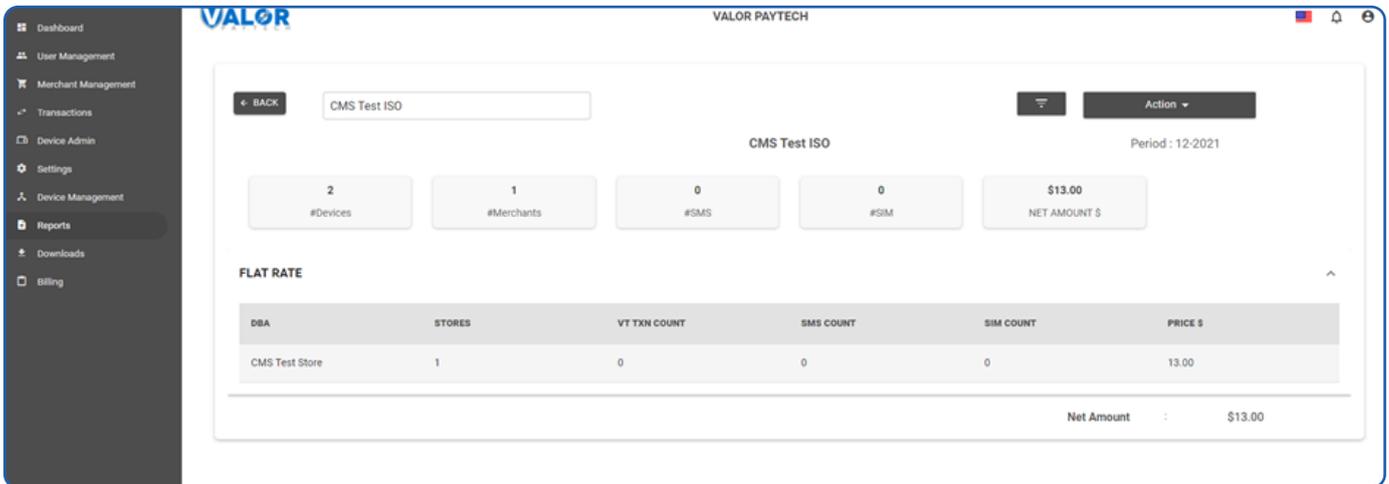
CANCEL
SAVE



ISO Sim Billing

Now, we have added the SIM count as well in the ISO Billing. If ISO have the SIM from Valor, that will be available in Billing from next cycle.

The respective charges for SIM can be able to add / change by Admin in Billing section.



ISO BILLING SETTINGS

Billing Type: **FLAT RATE** ▾

Flat price \$ 13.00	VT per tm \$ 0.05	Free SMS count 100
SMS charge \$ 0.05	SIM charge \$ 20.00	

CLEAR **SAVE**

ISO BILLING SETTINGS

Billing Type: **FLEXIBLE** ▾

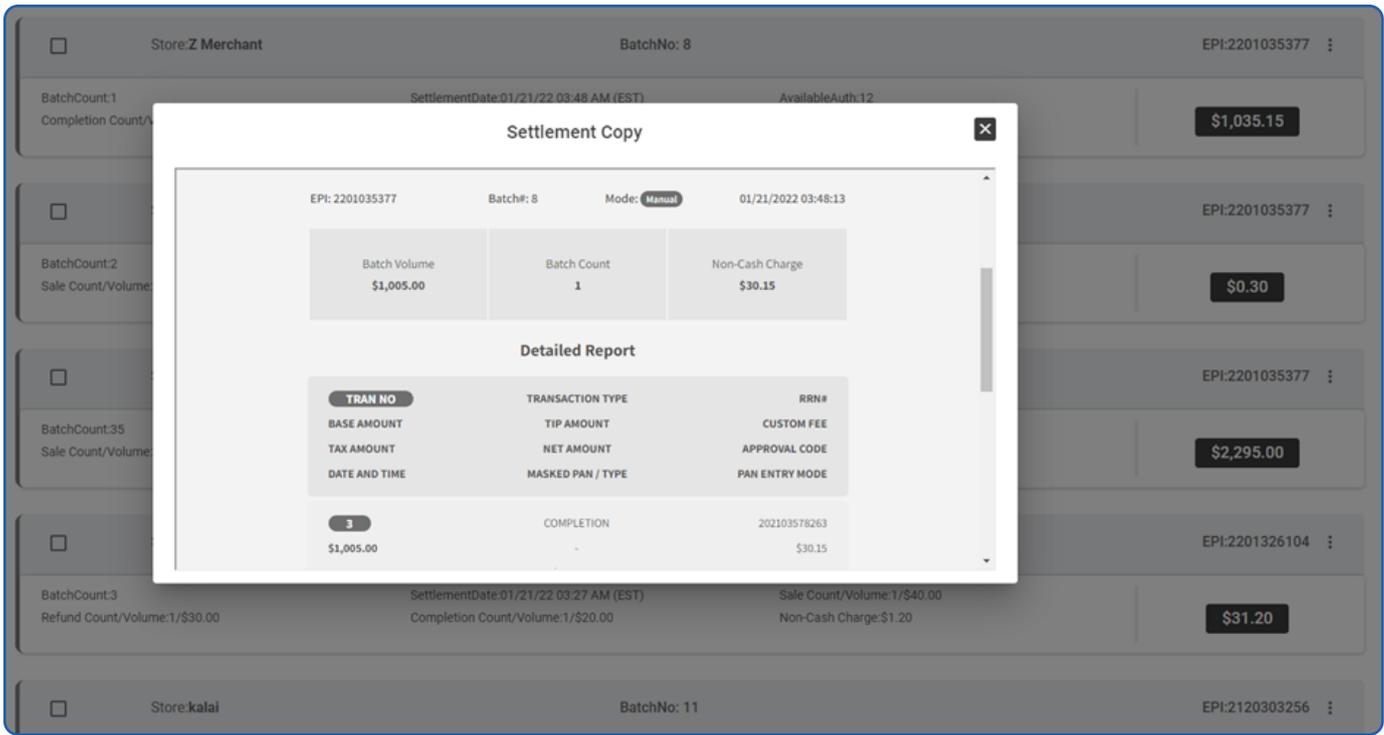
H/W primary \$ 5.00	H/W addon \$ 1.00	VT monthly \$ 9.95
VT per tm \$ 0.05	EMC \$ 6.00	Bundle price \$ 6.00
Free SMS count 100	SMS charge \$ 0.05	SIM charge \$ 20.00

CLEAR **SAVE**

Amount Format in Settlement Report and Transaction Grid

Now, all over the VALOR Portal, the amount format is unified as a standard format.
Ex: **\$1,000.00**

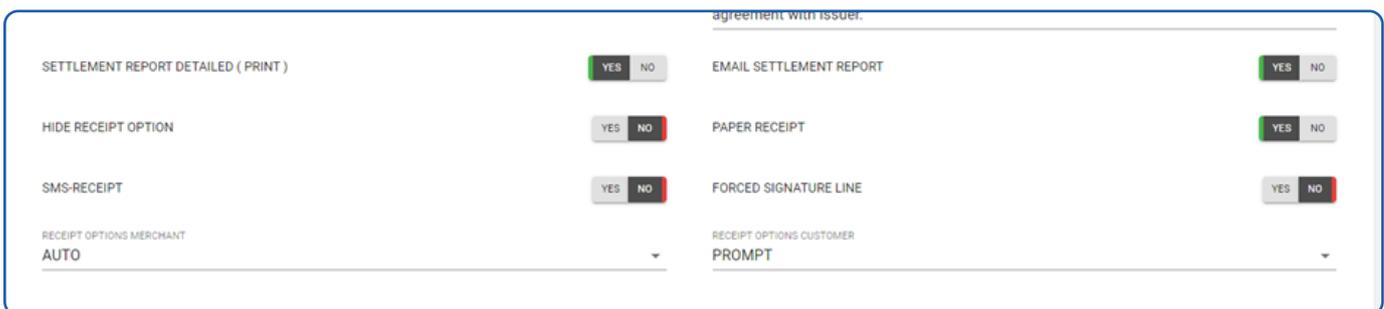
COMPLETION	Store: Z Merchant	Device: Device1	EPI: 2201035377	 
	XXXX 1111	01-21-2022 03:47 AM	Amount: \$1,005.00	Non-Cash Charge: \$30.15
				\$1,035.15



Fast Transaction Option

We have managed the device to bypass the receipt check. When Fast Transaction option is enabled in device management, the respective devices won't ask for the Receipt for both Merchant and customer. It will directly get through the transaction.

This solution would helpful for many Merchants to ease their transaction flow.



Forced Signature Line

We have added a parameter for **Forced Signature Line**. If we enable the option, the Signature Line will be printing without checking any condition.

The screenshot shows a settings panel for 'Kerala Cafe' with the following options:

- SETTLEMENT REPORT DETAILED (PRINT): YES (selected), NO
- HIDE RECEIPT OPTION: YES, NO (selected)
- SMS-RECEIPT: YES, NO (selected)
- RECEIPT OPTIONS MERCHANT: AUTO
- agreement with issuer: YES (selected), NO
- EMAIL SETTLEMENT REPORT: YES (selected), NO
- PAPER RECEIPT: YES, NO (selected)
- FORCED SIGNATURE LINE: YES, NO (selected)
- RECEIPT OPTIONS CUSTOMER: PROMPT

E-invoice Declined Notifications

- In Portal, Merchants can able to know the **E-Invoice Declined** transaction from the Notification.
- The Notification will get opened by clicking on the Bell Icon

The screenshot shows a merchant portal interface for 'KERALA CAFE'. The main area displays a list of invoices:

- ARUN** (MR KERALA, (861) 089-4482):
 - Id: 8472
 - Amount: \$155.54
 - Expiry Date: 01/26/22
 - Created On: 01/21/22 04:11 AM
 - Tax: \$10.89
 - Product Desc: Test
 - Email: arunkumarv1062@gmail.com
 - Invoice Id: 546879
- ARUNKUMAR** (MR KERALA, (861) 089-4482):
 - Id: 8470
 - Amount: \$10.00
 - Expiry Date: 01/26/22
 - Created On: 01/21/22 04:10 AM
 - Tax: \$0.70
 - Product Desc: Test
 - Email: vnancuse+2@gmail.com
 - Invoice Id: 159876565
 - Status: PENDING
 - Amount: \$ 10.70

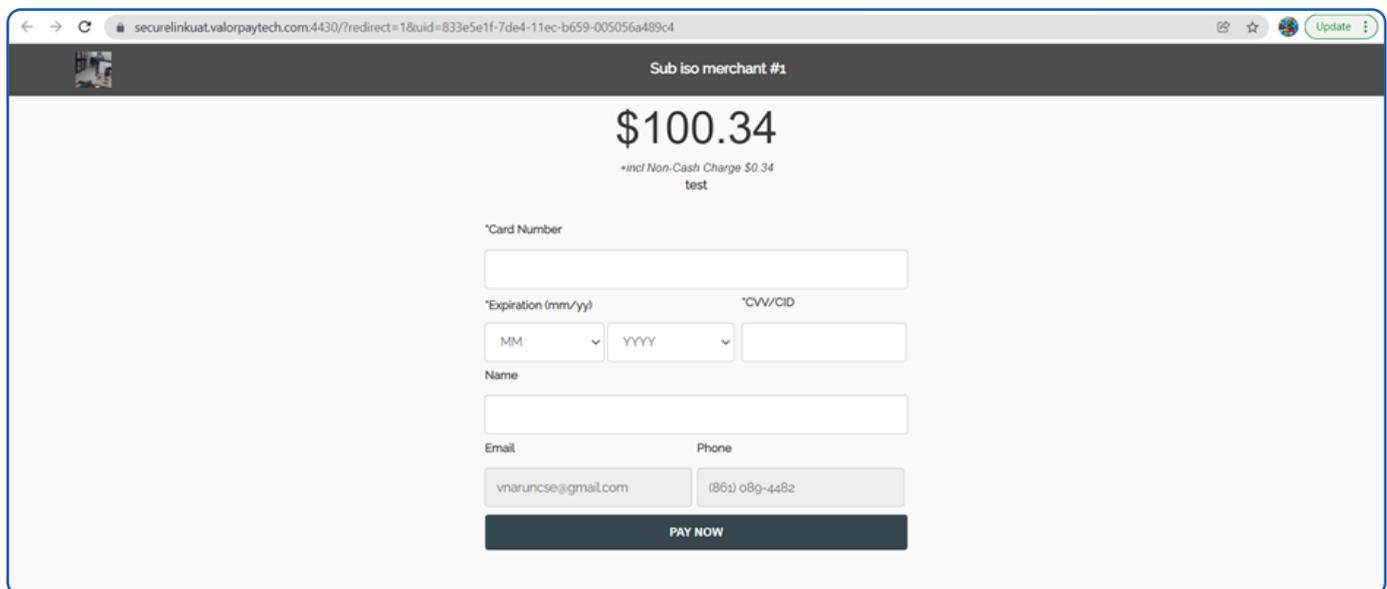
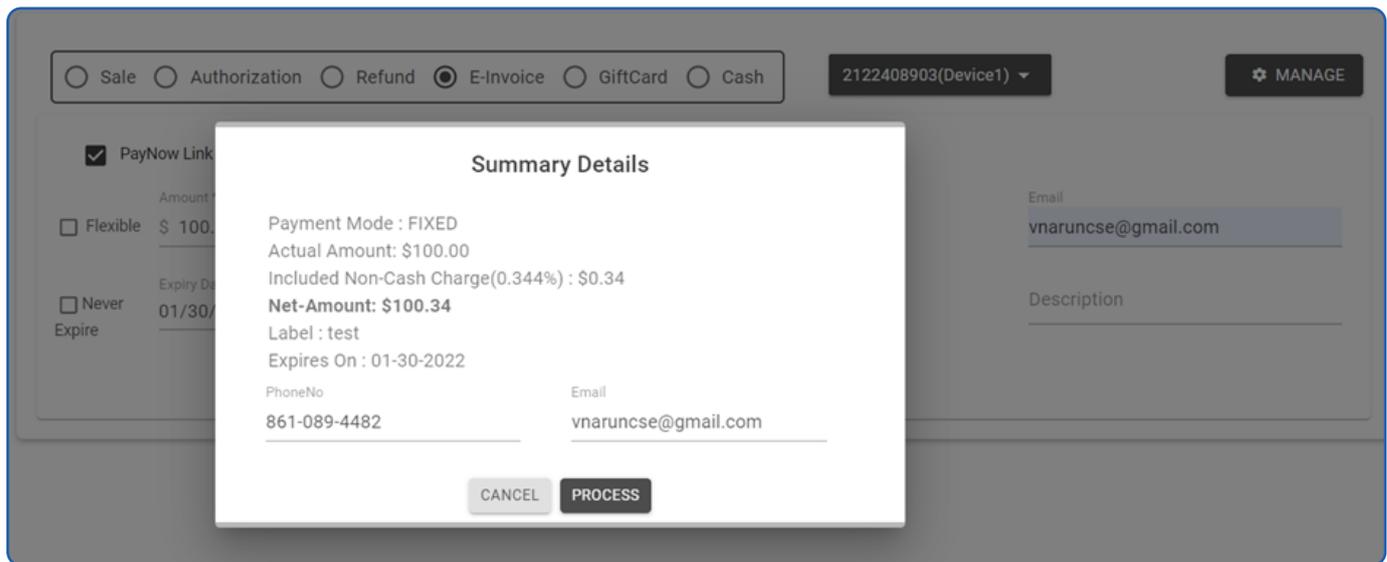
The right sidebar shows a **Notifications** panel with the following items:

- Failed** (01/21/22 04:12 AM): \$178.87 PAYMENT DECLINE FOR TXN # 8472
- Success** (01/18/22 03:10 AM): \$1406.29 PAYMENT RECEIVED FOR TXN # 8356
- Success** (10/11/21 10:43 AM): \$10700.10 PAYMENT RECEIVED FOR TXN # 6160

Pay now Surcharge Calculation

We are calculating Surcharge for the **Pay Now** transaction as well.

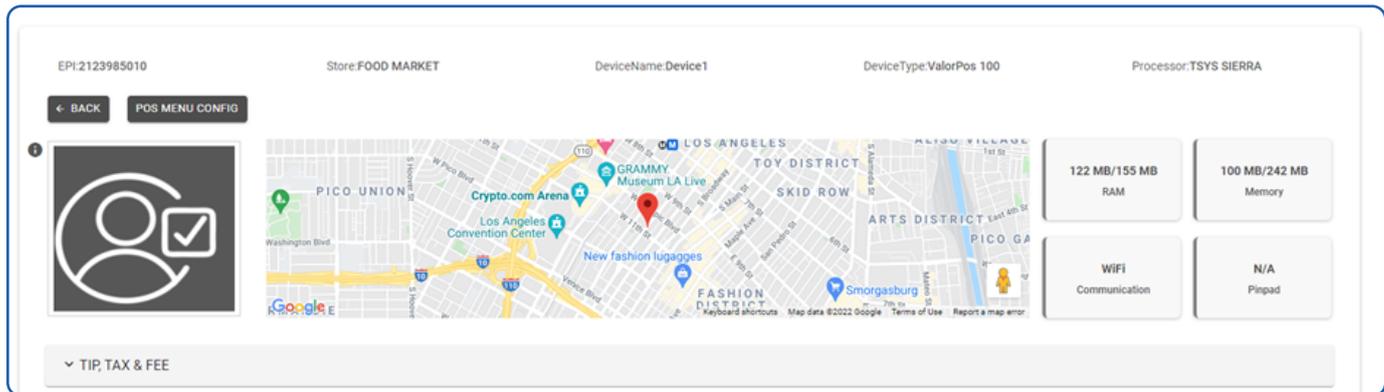
Ex: If the Pay now transaction is initiated for \$100, we will be charging &104 (4% – Surcharge) from the customer who paid from the pay now link.



Pin Map

We have updated the device management with device located Map as well.

When the device is getting boarded, we are fetching the Address and ZIP code from the boarding information and broadcast the real address when selecting the respective device from Device Management.



Logo Converting Automatically to PNG

Internally, we are converting all the images to PNG.

This will rectify the problem by seeing the images on different platforms like Mobile, Web, Desktop application, Tablet and Laptop.

T H A N K Y O U

2 Jericho Plaza, Suite 304
Jericho, NY 11753, United States

valorpaytech.com



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1.800.615.8755

sales@valorpaytech.com