



IATA Pay Admin Portal Guide

V5.28

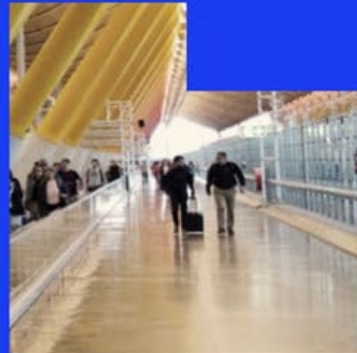




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Change History

Issue number	Dated	Reason for revision
V5.15	2024/1/15	<ul style="list-style-type: none"> Added new functionalities on 3.7.10 Report section (Updated by Paloma López Fernández and Naiara Rodríguez Gutiérrez)
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V5.24	2024/09/10	<ul style="list-style-type: none">Reviewed all the sections of the guide (Updated by Naiara Rodríguez Gutiérrez)
V5.25	2024/10/04	<ul style="list-style-type: none">Reviewed all the sections of the guide (Updated by Naiara Rodríguez Gutiérrez)
V5.26	2024/11/06	<ul style="list-style-type: none">Reviewed all the sections of the guideUpdated 2.2.2 Refund transaction flow (Updated by Naiara Rodríguez Gutiérrez)
V5.27	2024/12/10	<ul style="list-style-type: none">Updated screenshots and text related to filters on sections 3.3, 3.4, 3.6, 3.8 and 3.9 (Updated by Naiara Rodríguez Gutiérrez)
V5.28	2025/01/08	<ul style="list-style-type: none">Updated screenshots 3.9 section (Updated by Naiara Rodríguez Gutiérrez)

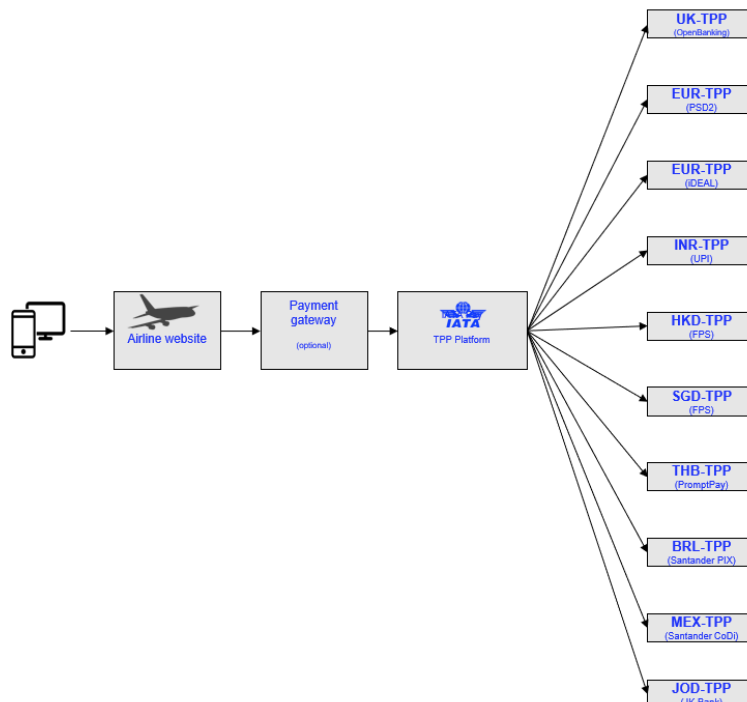


1. Basic Concepts

1.1 Actors

The execution of an IATA Pay operation involves the following actors:

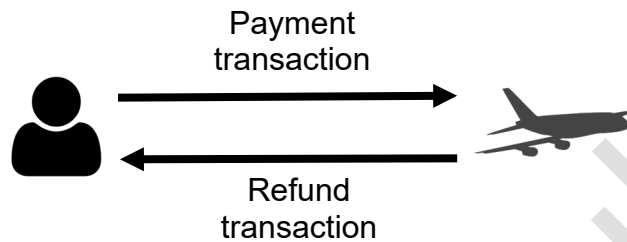
- **User, passenger and payer.** The user is the one who wants to buy a ticket or other airline's services. In the case of buying a ticket, the user might not be the passenger. Also, the user might not be the payer, that is, the one who pays for the ticket/service. However, the user, the passenger and the payer use to be the same person.
- **Airline website.** Airline point of sales in Internet for direct sales transactions.
- **Payment gateway.** Piece of software that communicates the airline payment page with the acquirers (internal or external to airline). Some airlines use these gateways, while others don't. Since this actor is not always present, in this document we will consider that the airlines are the ones that communicate with IATA Pay, although it is done by a gateway.
- **IATA Pay system.** Acquirer platform which performs account to account operations.
- **TPP/PISP.** Regulated entity that processes the IATA Pay's operations.
- **Payer's bank.** Bank of the person who pays.
- **IATA's bank.** IATA's bank account where the funds will arrive after the operation is settled (payment request) and the origin account from where the funds are provided to perform a refund operation.



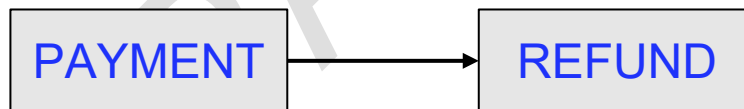
2. Relevant Information

2.1 Transactions

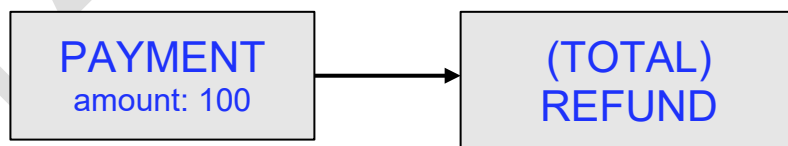
A **transaction** is an instance of money transfer between two parts. It can be a “payment” (user as payer and airline as recipient) or a “refund” (airline as payer and user as recipient):



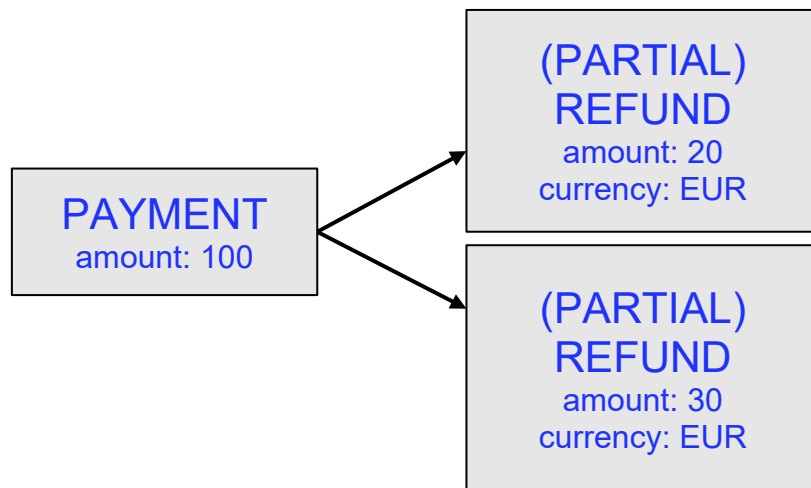
- **Payment transaction.** Money transaction **from the payer to the airline**. It is usually generated when the user buys a ticket or an airline’s service. A payment may have zero, one or more “refund” transactions.
- **Refund transaction.** Money transaction **from the airline to the payer**. It may be a total refund equal to the payment total amount or a partial refund of an amount lower than the payment total amount, on the condition that the total amount of all not failed refunds must be lower or equal to the payment total amount (the failed refunds don’t count).



Relation between payments and refund transactions.



Example of a payment with a refund of the total amount.



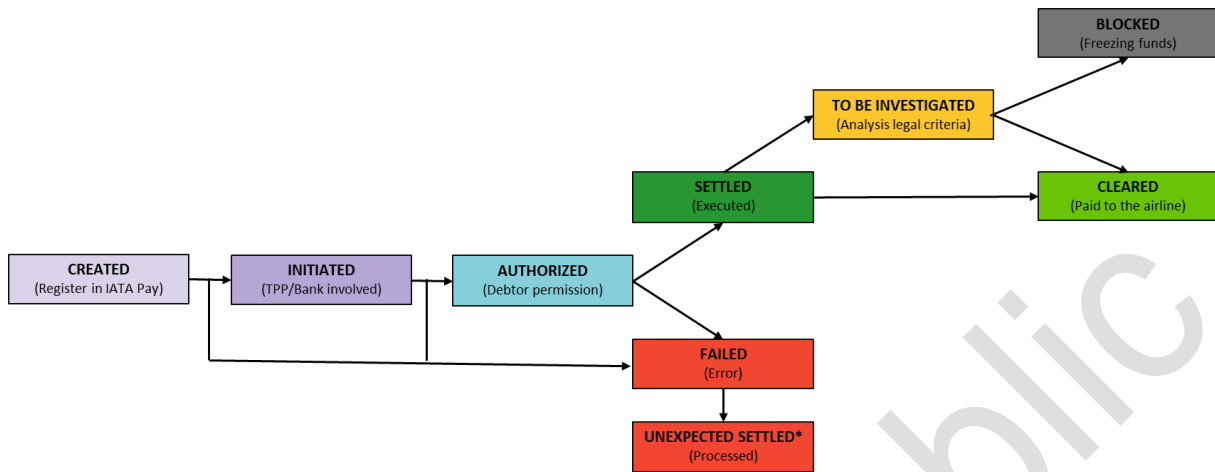
Example of payment with partial refunds.

2.2 Transaction Statuses

The status of a transaction (payment or refund) may be one of the following ones:

- **CREATED.** The transaction has been created but not approved by the debtor.
- **LOCKED.** Only for refunds. The transaction has been temporarily locked.
- **INITIATED.** The transaction has been requested to the TPP/bank.
- **AUTHORIZED.** The transaction has been authorized by the debtor.
- **SETTLED.** The transaction has been executed.
- **FAILED.** The transaction process has failed.
- **CLEARED.** The transaction has been paid to the airline.
- **UNEXPECTED SETTLED.** Transaction with FAILED status force its status to UNEXPECTED SETTLED
- **TOBEINVESTIGATED.** Transaction with SETTLED status whose user, passenger or payer must be investigated for possibly not meeting legal criteria.
- **BLOCKED.** Transaction with previous status TOBEINVESTIGATED, which has not been able to pass the legal compliance process. Freezing fund until legal resolution.

2.2.1 Payment Transaction Flow

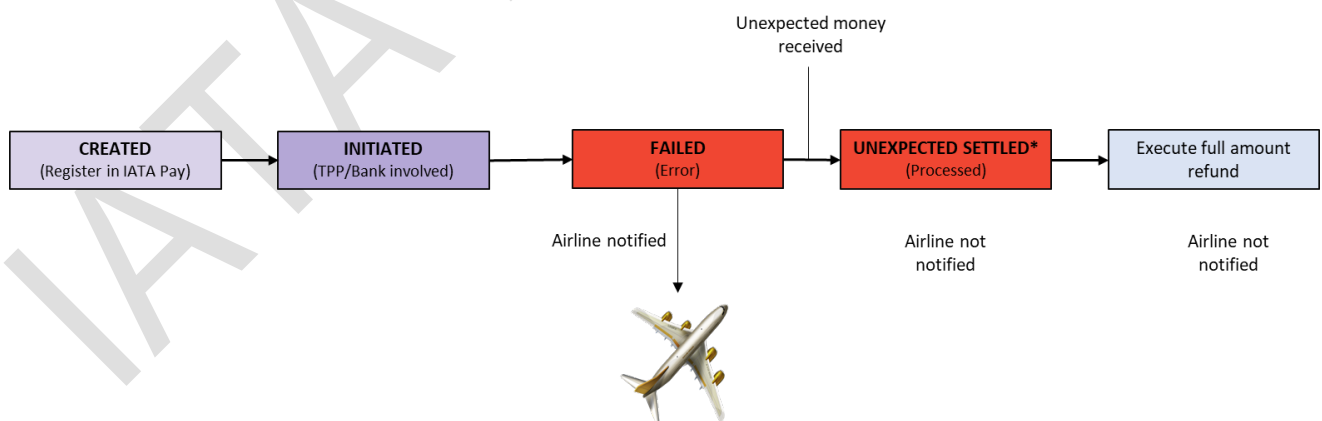


In addition, a payment transaction is considered as **FINISHED** when it is **SETTLED**, **UNEXPECTED SETTLED**, **BLOCKED**, **FAILED** or **CLEARED**.

2.2.1.1 Unexpected settled payment

In rare cases a payment that is already in failed status could be processed successfully, therefore money from that payment is received by IATA Pay system.

In that case the payment will adopt the proper successful status (**AUTHORIZED** or **UNEXPECTEDSETTLED** status) and automatically perform a refund of all the amount the payment has. Like any refund, it will be executed only when the payment is in **UNEXPECTEDSETTLED** status. These status changes and refund initiation will not be notified to the airline, in order to avoid confusion, as it was previously notified of the failure of the payment and no funds will be received by the airline from that payment, so it has to take no action on it.



These status changes will be visible on the Admin Portal, on the payment events section, logging the status change as an event and registering the automatic refund execution in the refunds section so an operator can check it if needed.



2.3 Failure Codes

Every failed transaction will have one of the following failure codes:

- *CANCEL*. The user has cancelled the transaction.
- *TIMEOUT_CREATED*. The transaction has exceeded the maximum waiting time (10 minutes) with the status *CREATED*.
- *TIMEOUT_INITIATED*. The transaction has exceeded the maximum waiting time (18 minutes) with the status *INITIATED*.
- *TIMEOUT_AUTHORIZED*. The transaction has exceeded the maximum waiting time (the time depends on the transaction channel) with the status *AUTHORIZED*. This is an unexpected error very unusual that requires a cancelation of the purchased service if this has been already issued.
- *TIMEOUT_LOCKED*. Error produced only on refunds when has exceeded the maximum waiting time with the status *LOCKED*. This can be set according to the merchant's preferences.
- *TPP_ERROR*. Unexpected error produced usually on transaction initiation on TPP / PISP side.
- *UNEXPECTED*. Unknown error. Unexpected error produced usually on transaction initiation on TPP / PISP provider or in IATA PAY.
- *PAYMENT_AUTHORIZATION_FAILED*. The TPP reject the authorization of the payment.
- *PAYMENT_URL_RELOADED*. The user refreshes the purchase page.
- *INVALID_TOKEN_ID*. The token id introduced by the airline is incorrect.

2.4 Merchants

Merchants are the logic division of an actor involved in IATA Pay system, you can create as many as you want to fulfil your requirements.

Even though in most cases merchants are going to be just a single airline, the concept of merchant is more powerful as it is designed to allow an airline to have more than one merchant if they need or want to. It could be useful for an airline to have one merchant per each market, that way the airline can separate markets easily inside IATA Pay. Other useful case could be a group of airlines who wants to create a merchant for each airline the group has.

2.5 Admin portal roles

The most important concept involving users in the admin portal are the roles associated with them.

Roles are granular, multiple roles of the same global/merchant can be applied to the same user at the same time. Each role grants permission to access to specific sections of the admin portal. If a user doesn't have permission, it won't see the section neither access by url to it, being redirect to a section the user has permission to access.



Activities	Roles					
	Admin Merchants	Admin User	Read Transactions	Create Payments	Create Refunds	Approve Refunds
Create Users		X				
Modify Other Users		X				
Read Users		X				
Create Merchants	X					
Modify Merchants	X					
Read Merchants	X					
Create Payments				X		
Read Payments			X	X		
Create Refunds					X	
Read Refunds			X		X	
Approve Refunds						X
Cancel refunds						X
Read Auditory						
Manage Outages						
Read Monitoring						

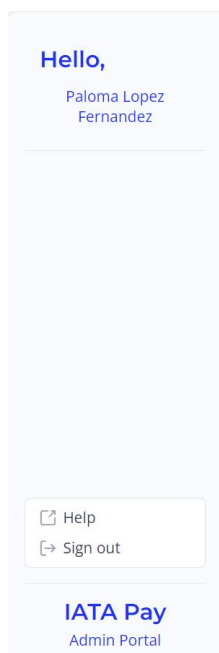
There are six roles that can be assigned to the user:

- **Admin Merchants:** can see and admin all available merchants. *Sections Allowed: Merchants*
- **Admin Users:** can see and admin all available users. *Sections Allowed: Users*
- **Read Transactions:** can see all transactions, both payments and refunds and download transaction reports. *Sections Allowed: Dashboard, Payments, and Refunds.*
- **Create Payments:** can create manual payments. *Sections Allowed: Payments*
- **Create Refunds:** can create manual refunds. *Sections Allowed: Refunds*
- **Approve Refunds:** can approve refunds in locked status. *Sections Allowed: Approvals*

These roles are applied to:

- **Merchants:** all the previous privileges are only granted to the indicated merchant.

If by any case the user logged into the admin portal has no roles assigned, thus not being able to see or enter any section, the following screen will be shown so that user knows it and can contact an admin to get roles.





2.6 How to use time range component

These sections will help you understand this component in case you have encountered problems trying to use it in any filter. Once the component is open, you will see an image like the one below “No range selected”. You just have to click on two different dates to apply the filter. Those two different dates could be a combination of two clicks on a day of the calendar or one click on a day of the calendar and today button (same result as clicking on the grey background day).

Once you have clicked the dates you can see above in the bar the start and finish date. The filter will only work if there are two dates selected (it is applied automatically), before that it will not apply.

In any case you want to reset the filter, click clear button.

These examples below represent the flow of the component.

July 2024							July 2024							July 2024						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6	30	1	2	3	4	5	6	30	1	2	3	4	5	6
7	8	9	10	11	12	13	7	8	9	10	11	12	13	7	8	9	10	11	12	13
14	15	16	17	18	19	20	14	15	16	17	18	19	20	14	15	16	17	18	19	20
21	22	23	24	25	26	27	21	22	23	24	25	26	27	21	22	23	24	25	26	27
28	29	30	31	1	2	3	28	29	30	31	1	2	3	28	29	30	31	1	2	3

00 : 00
Clear

00 : 00
Clear

00 : 00
Clear

No range selected

First click on a day

Second click on another day



3. Admin Portal

IATA Pay offers to the airlines' administrators and operations staff an administration web portal.

This website is useful to check the payments and status. Also, merchant details and API credentials can be configured inside the portal.

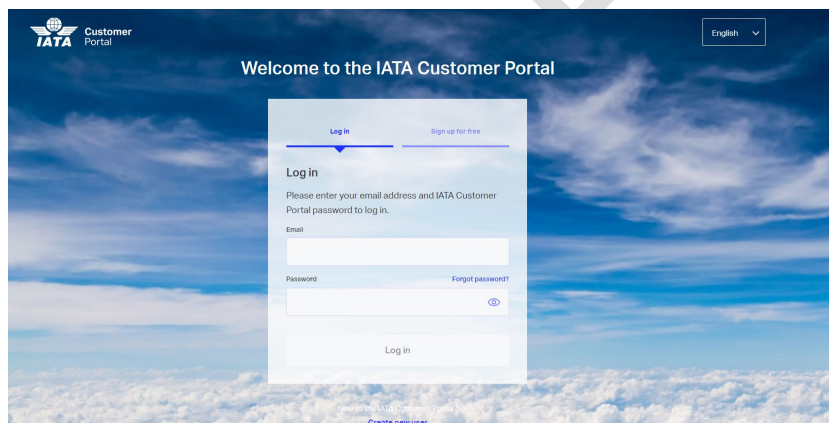
This website has a URL for each isolated environment:

- **Sandbox.** Environment for testing. <https://sandbox.iata-pay.iata.org/admin-portal/>
- **Production.** Environment for real payments. <https://iata-pay.iata.org/admin-portal/>

The portal is composed of the following sections.

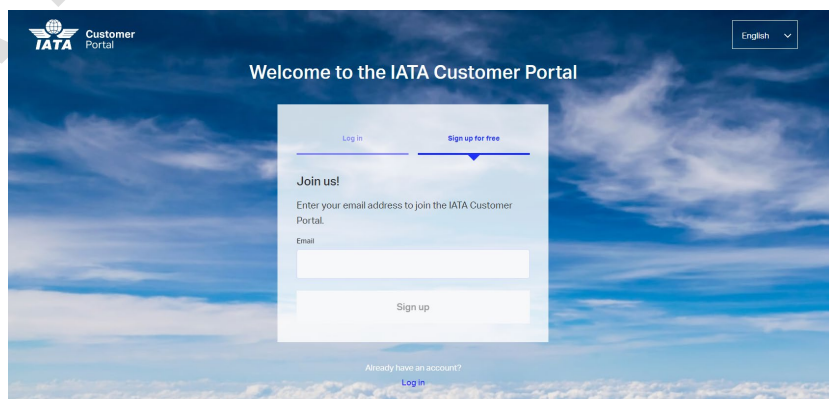
3.1 Login

In order to access the IATA Pay Portal, you need user IATA credentials. You can access to IATA Customer Portal through this link: [Login \(iata.org\)](#).



IATA Customer Portal login screen

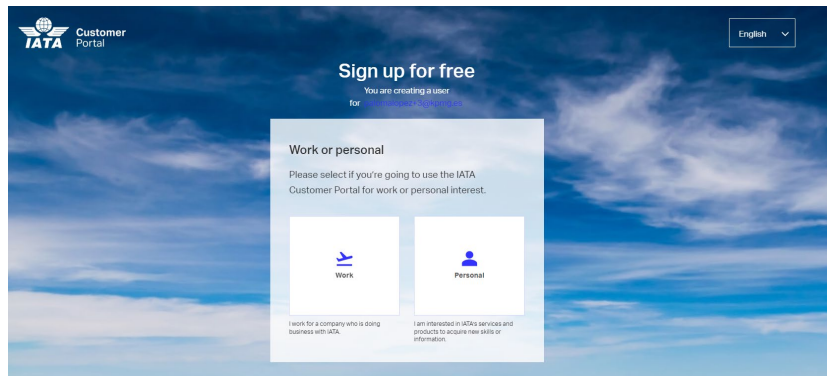
In case you are a new user, you must create a new account in the IATA Customer Portal. In order to create it, you must click on “Sign up for free” or on “Create New User” at the bottom of the screen.



IATA Customer Portal sign in screen

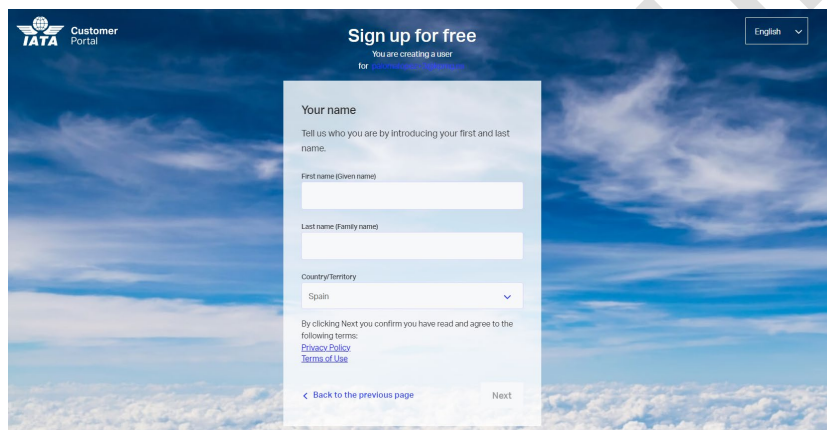


You will be asked to type in your email account. Click on the “Sign up” button to continue with the registration. You will be queried if the account is to be used for work or for personal interest.



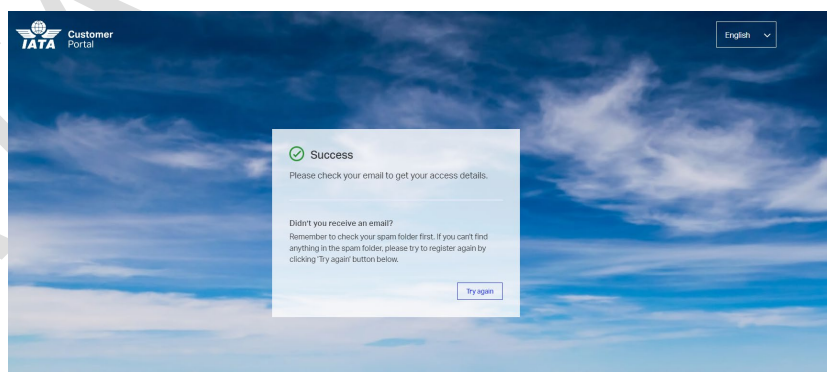
Sign in screen

Next, you will have to fill in some personal information.



Data screen

Click on the “Next” button to complete the registration. You will see a success notification of your registration.



Right away, you will receive an email confirming the registration as following:




Thank you for registering to the IATA Customer Portal. You're just one step away from getting access!

Please confirm your email address by clicking [here](#).

For security reasons, this link is valid for 8 hours. After the time limit has expired, you will have to resubmit your request.

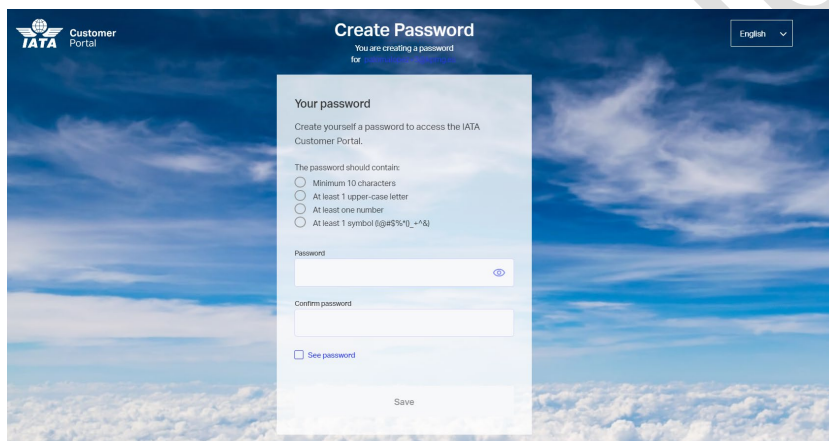
Thanks for being part of IATA.

IATA

 Our mission is to represent, lead and serve the airline industry

Confirmation email

After clicking on the link “here”, you will be redirected to the following screen. You will be asked to set up a password for your account, which must satisfy the necessary conditions. Click on the “Save” button to create your new password.



Finally, a welcome email will be sent to you.

We are happy to have you with us in our IATA Customer Portal!

The IATA Customer Portal is packed with useful services, product information, useful tips and tricks specially tailored for you. You can use it to contact our Customer Services Team easily, including live chat or directly purchase from our online store. It's your gate to IATA!


[Take me to the Portal!](#)

To enhance your IATA Customer Portal experience even more, you can complete your account information whenever you want to. You can easily do so by clicking [here](#).

We hope you enjoy our IATA Customer Portal!

Thanks for being part of IATA.

IATA

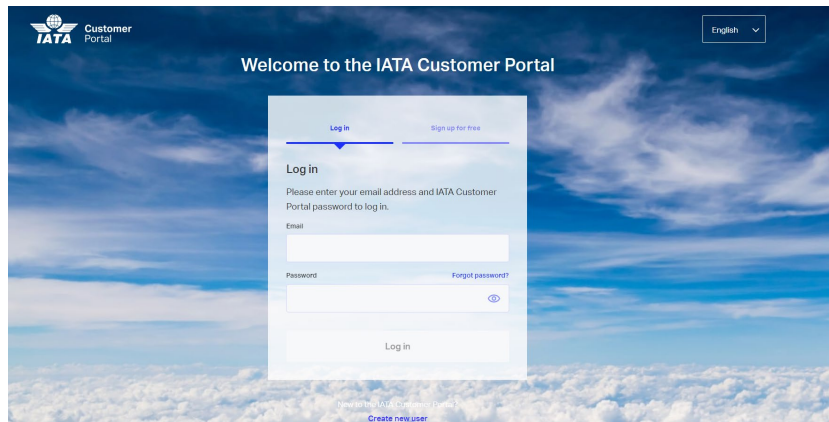
 Our mission is to represent, lead and serve the airline industry

Welcome email

- Once you are registered, click on <https://iata-pay.iata.org/admin-portal/> in order to access to the login screen. Just type in your email account and password and you will be redirected to the admin portal main screen.

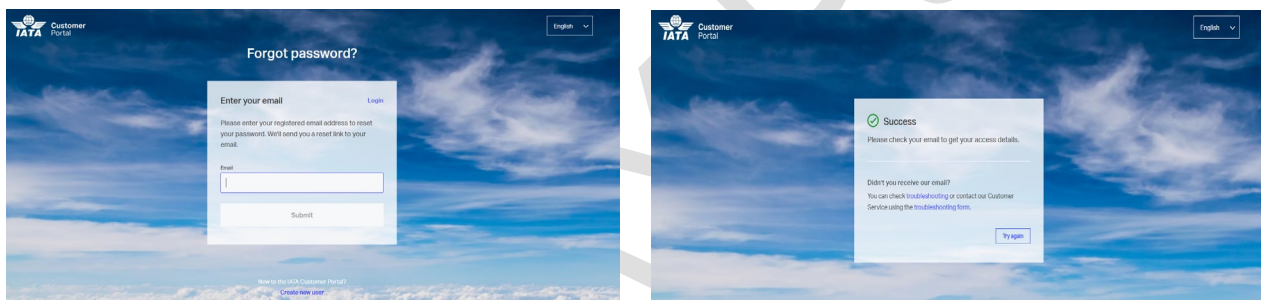


In case you forget your password, you will need to click on the “Forgot Password?” link just above the “Password” box. Click on [Login \(iata.org\)](https://www.iata.org) to get to IATA Customer Portal login website.



IATA Customer Portal login screen

In this screen you must use your email to reset your password. Once you have completed this step, an email sent screen will show up and an email will be sent to you.



Forgot password screen and Email sent screen

We have received your request to reset your IATA Customer Portal password.

Please click [here](#) to set a new password.

[Set Password](#)

For security reasons, this link remains valid for 8 hours and can be used only once. After this time limit has expired, you can use the [forgot password](#) option to reset your access.

Thanks for being part of IATA.

IATA

Our mission is to represent, lead and serve the airline industry

Reset password email

Now, you will be able to set up your new password by clicking on the “here” link.



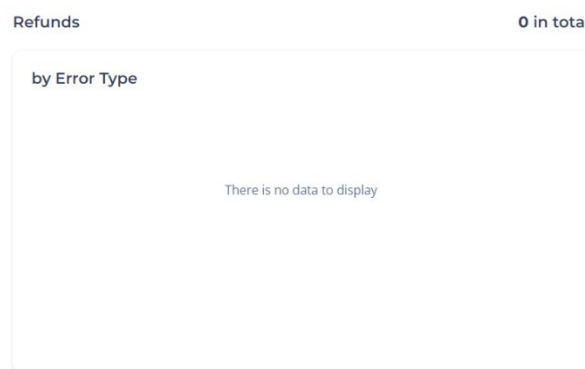
3.2 Dashboard Section (Stats)

In this section you can see multiple and different dashboards with the most valuable information about all the transactions made with IATA Pay, of the merchants that your user has a role. You can also filter by time the dashboard to see a quick and clear graphic representation of the usage of IATA Pay, instead of having to go transaction by transaction to get important information.

This section has only a main screen where the dashboard and the filters to be applied are represented.

All charts that compose the dashboards have the ability to hide the values when you click on them.

Also, if there is no info available to fill a chart (due to the filters applied), instead of showing an empty chart a message like the following will appear.



3.2.1 Filters

The dashboard has a series of filters applied by default, last week transaction of all your user has role to see. Filters currently applied to the dashboard can be seen next to the Filters applied word.

You can filter all dashboards by:

- **Time range:** either choosing a fixed period like today, last week, this month and this year, or choosing a specific time range in the calendar input.
- **Merchants:** set of merchants the user has a [role \(see admin portal roles for more info\)](#).
- **Countries:** list of available countries in the system.
- **Currencies:** list of available currencies in the system.

Once you get the desired values to filter, you can click on apply and the dashboard will be reloaded with these filters applied and filters section will be hidden.

Another option is to click on the refresh button. Refresh is useful when you want to reload the dashboard without doing any change to the filters, but it also applies filters changes, the difference with apply button is that refresh doesn't hide filters bar, so that way you can try it out several filters, click on refresh to see the changes between filters and when you are done changing filter, click either on apply or filters button to hide filters bar.



Dashboard

Filters Applied: This week | All merchants | All countries | All currencies

Filters Refresh

Date Range: Today | **This week** | Last 7 days | This month | Last 30 days | This year | Last 12 months

Range:

Merchants: All (107)

Countries: All (28)

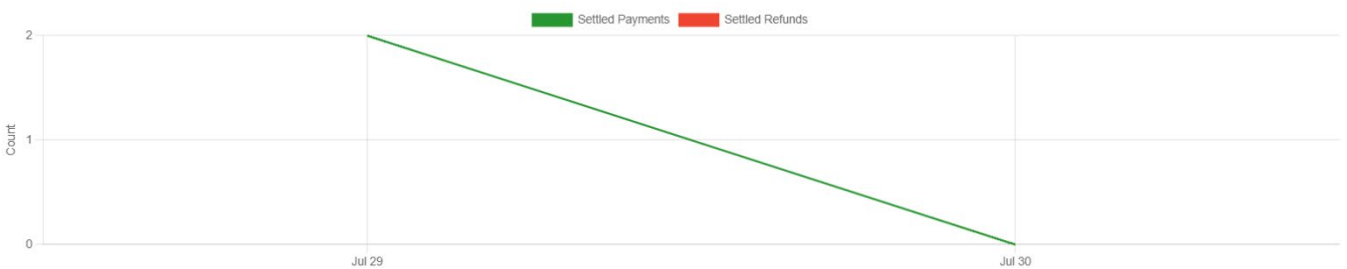
Currencies: All (15)

Reset Apply

3.2.2 Transactions over Timeline chart

This chart represents the number of transactions in the system, in the time frame selected in the filters, comparing payments versus refunds.

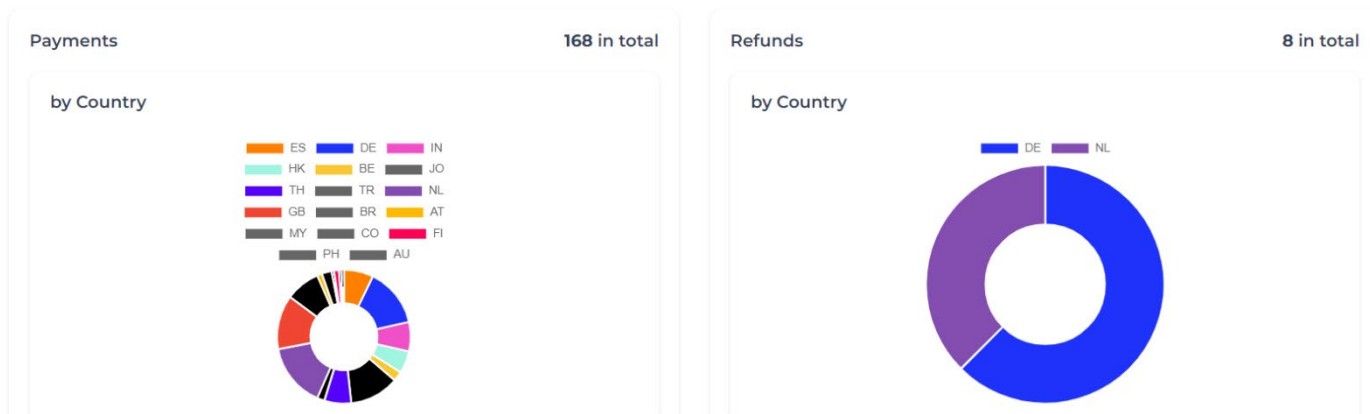
Transactions over Time



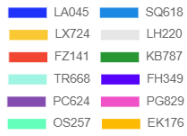
3.2.3 Settled and Cleared payments and refunds dashboard

This section contains several donut charts comparing payments with refunds, grouping the data by country, currency, or merchant. Above the charts there is the total number of payments or refunds shown in the charts.

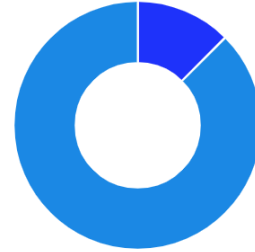
Settled and Cleared Transactions



by Organization



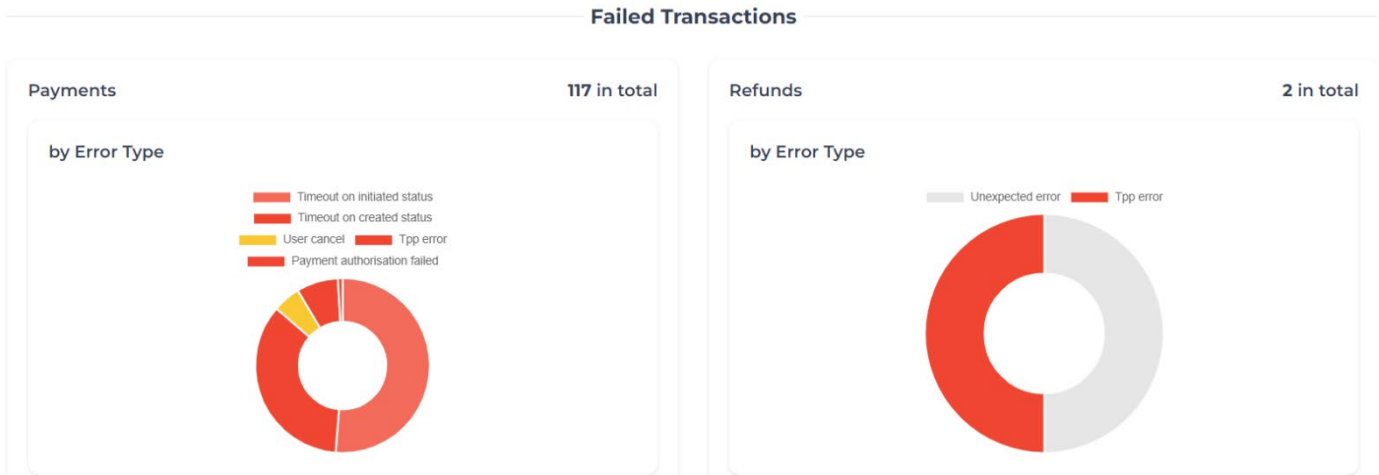
by Organization





3.2.4 Failed payments and refunds dashboard

This dashboard contains two donut charts comparing failed payments with failed refunds, each colour shows the cause of the failure. Above the charts there is the total number of failed payments or failed refunds shown in the charts. Some of these errors may be normal because they correspond to cases of unfinished payments.



3.2.5 Transaction amounts dashboard

This section contains data about the transactions, to have a quick overview of all the money involved in all transactions. Transactions are grouped by the currency, to avoid false amount comparisons.

Transactions amounts

Currency	PAYMENTS			REFUNDS			Result
	Count	Avg.	Total	Count	Avg.	Total	
HKD	9	HK\$8,667.33	HK\$78,005.97	0	0	HK\$0.00	HK\$78,005.97
EUR	70	€567.55	€39,728.29	8	€196.00	€1,568.00	€38,160.29
COP	1	COP1,277,600.00	COP1,277,600.00	0	0	COP0.00	COP1,277,600.00
MYR	4	MYR1,335.17	MYR5,340.68	0	0	MYR0.00	MYR5,340.68
INR	12	₹48,128.00	₹577,536.00	0	0	₹0.00	₹577,536.00
THB	11	THB17,449.03	THB191,939.36	0	0	THB0.00	THB191,939.36
AUD	1	A\$168.79	A\$168.79	0	0	A\$0.00	A\$168.79
GBP	22	£703.58	£15,478.77	0	0	£0.00	£15,478.77
PHP	1	₱1,905.00	₱1,905.00	0	0	₱0.00	₱1,905.00
TRY	3	TRY42,046.21	TRY126,138.63	0	0	TRY0.00	TRY126,138.63
BRL	14	R\$21,635.19	R\$302,892.65	0	0	R\$0.00	R\$302,892.65
JOD	20	JOD272.922	JOD5,458.430	0	0	JOD0.000	JOD5,458.430



3.3 Payments Section

In this section you can see all the information about all the payments made with IATA Pay. This screen allows to see the related refunds too.

3.3.1 Main screen

Payments shown in the main screen contains the most useful information about them, if you want to see all the info in more detail, just click on the payment and you will see the payment detail screen.

The section is about transactions (payments + refunds), the main page shows payments and as part of those payments, there will be the refunds, if at all.

Status	ID	Amount	Country	Merchant	Creation Date	Finish Date	Clearance Date	Filters
●	P073D2N5IPIAX Merchant payment id is not defined	€1.00	ES	YY1280000	07/30/2024, 10:21 AM	07/30/2024, 10:21 AM		⋮
●	P1AX9CCLWUN7C Merchant payment id is not defined	€11.00	DE	AB1230002	07/29/2024, 10:27 AM	07/29/2024, 10:27 AM		⋮
●	P4A9JBG47TVIN IOWHYOM6TOGBIEBCOINO PNR is not defined	€1.01	DE	XX0000000	07/29/2024, 10:28 AM	07/29/2024, 10:29 AM		⋮
●	PAUSGMJCEGN5Q Merchant payment id is not defined	JOD12.120	JO	JJ0000010	10/23/2023, 5:44 PM	10/23/2023, 5:45 PM		⋮
●	PXK6WAB47GRC6 Merchant payment id is not defined	JOD12.120	JO	JJ0000010	10/24/2023, 10:17 AM	10/24/2023, 10:22 AM		⋮
●	PQ9MG0ROWQNY1 Merchant payment id is not defined PNR is not defined	JOD1.000	JO	JJ0000000	11/02/2023, 1:00 AM	07/29/2024, 10:18 AM		⋮

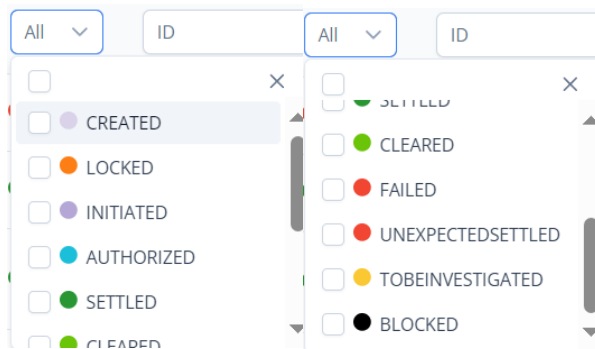
Transaction main page screen

The table shows from left to right:

- **Status:** phase in which the payment is at the moment, [can be in these statuses](#). The status of the transaction has a [colour code](#) to help the user identifying the status in a fast manner. Green dot is for settle and red for [failed, here are the different colour codes](#) (if you hover over the dot, a more specific tooltip will appear indicating the status). This field is important because refunds can only be done for payments with settle status (green dot).
- **ID:** represents the iataPaymentId field in the API and is the unique identifier on the payment inside the system.
- **Amount:** shows both the payment amount and, if there is a refund, in red will be the total refunded amount of that payment.
- **Country:** market where the payment was created.
- **Merchant:** id of the merchant who created the payment.
- **Creation date:** exact time when the payment was created. You can sort in ascending or descending order by clicking on the arrows.



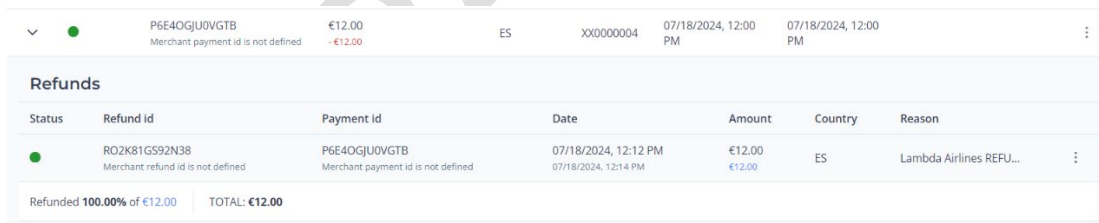
- **Finish date:** exact time when either the payment was settled or had an error. You can sort in ascending or descending order by clicking on the arrows.
- **Clearance date:** exact time when the payment was cleared to the corresponding merchant. You can sort in ascending or descending order by clicking on the arrows.



Status colour code

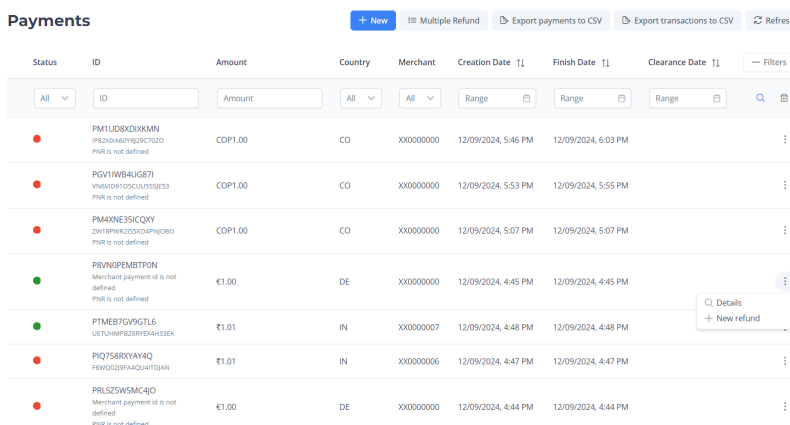
The payments ids will be sorted according to their latest update. Not by Clearance Date.

Only settle payments, if there is any refund done, you will see a toggle up and down icon that if clicked will expand or hide the refunds tab, so all the information about the refunds done to the payment can be quickly seen.



Transaction main page screen with a settled payment the expanded tab open

If we click on the three dots on the main screen and the payment is in status “cleared” and “settled” the following options will appear: “details” and “new refund”.





3.3.2 Payment Filters

The payment section also has a series of filters you can apply. Filters currently applied to the payments section can be seen next to the Filters applied word (All by default). The filters will be applied once you click on the loupe.

The screenshot shows a horizontal filter bar with the following elements: a 'Filters' button on the right, and seven filter categories: 'Status' (dropdown), 'ID' (text input), 'Amount' (text input), 'Country' (dropdown), 'Merchant' (dropdown), 'Creation Date' (range selector with sort arrows), 'Finish Date' (range selector with sort arrows), and 'Clearance Date' (range selector with sort arrows). Below these are three 'Range' selectors with calendar icons and a search icon.

Payment filters section you can apply to the payments section

You can filter all payments by:

- **Status:** list of available status codes by colour.
- **ID:** input you can use to get specific payment by its payment unique identifier.
- **Amount:** possibility to filter by quantity of the payment.
- **Countries:** list of available countries in the system.
- **Merchants:** set of merchants the user has a [role \(see admin portal roles for more info\)](#).
- **Creation date:** to search for payments created within a given date range. You can sort in ascending or descending order by clicking on the arrows.
- **Finish date:** to search for payments by the last update within a given date range. You can sort in ascending or descending order by clicking on the arrows.
- **Clearance date:** to filter according to the clearance date range. You can sort in ascending or descending order by clicking on the arrows.

3.3.3 Payment Details

This section contains all the information about the selected payment. The information is separated in three tabs:

- **Details:** Includes payment details and status.
- **Refunds:** Includes all the related refunds for this payment
- **Events:** Information about all the payment events.

The action you can perform is creating a refund, (only for Merchant Admin or IATA Operations roles).



Payment details



[Details](#) [Refunds](#) [Events](#)

[+ New refund](#)

Merchant	YY1280000		
Merchant Payment Id	Not defined		
IATA Payment Id	PB2I6AD7M8P1W		
Settlement Id	20240730D_2300000024		
Amount	€1.00		
Country	DE	Locale	en-GB
Description	YY128 MT		
Departure Date	Not defined		
Status	● SETTLED		
Compliance Done	<input checked="" type="checkbox"/>		
Creation date	07/19/2024, 11:16 AM		
Finish date	07/19/2024, 11:16 AM		
Last update date	07/19/2024, 11:20 AM		
Clearance date	-		

Payment details tab

New refund



Refund request for payment **PB2I6AD7M8P1W**

Amount

Amount must be between 0.01 and 1

Reference

Refund/transaction ID for the merchant.

Reason

Description for the refund transaction that will appear in bank statement. Only alphanumeric and ?/:(),'+ - characters, limited to 140.

Cancel

New refund button

The field "Settlement Id" will be completed if the transaction is in status cleared or settled whether in other cases it will be empty. The departure date field will be also available if the information is provided by the merchant.



Payment details



Details Refunds Events

Refunds + New

Status	Refund id	Date	Amount	Reason
There are no refunds for this payment				
Refunded 00.00% of €1.00	Unrefunded €1.00	TOTAL: €0.00		

Payment refunds tab

Payment details



Details Refunds Events

Date	Event	Client	User	Details
07/19/2024, 11:16:08 AM	CREATED		v-fonseca@iata.org (Yamei Fonseca) <yameifonseca@kpmg.es>	<pre> tpp: "DB" tppTransactionId: "PB2IGAD7H8P1W8" payerInfo: accountCountry: "DE" tokenType: null bankCode: null consent: null tokenId: "*****" details: paymentAlternativeId: "PB2IGAD7H8P1W8" instructedPaymentProduct: null paymentId: "PB2IGAD7H8P1W8" adjustedPaymentReference: null creditorAccount: iban: "*****" currency: "EUR" instructedAmount: amount: 1 currency: "EUR" paymentProduct: "Instant-sepa-credit-transfers,sepa-credit-transfers" status: code: "RECEIVED" reason: null dateTime: "2024-07-19T09:16:15.16" </pre>
07/19/2024, 11:16:16 AM	INITIATED			<pre> paymentAlternativeId: "PB2IGAD7H8P1W8" instructedPaymentProduct: "Instant-sepa-credit-transfers" kind: "AUTHORIZED" paymentId: "PB2IGAD7H8P1W8" adjustedPaymentReference: "BOSPXBV1QD PB2IGAD7H8P1W8 YY128 MT" creditorAccount: iban: "*****" currency: "EUR" from: "DB" instructedAmount: amount: 1 currency: "EUR" paymentProduct: "Instant-sepa-credit-transfers,sepa-credit-transfers" status: code: "ACCEPTED" reason: null dateTime: 0: 2024 1: 7 2: 19 </pre>
07/19/2024, 11:16:46 AM	NOTIFICATION			

Payment events tab



3.3.4 New Payment

In the Payments section there is a “New” button. When clicking on it, the “New Payment” dialog will show.

This feature allows to create a payment “Out of the Box” without any development. An airline operator can create a “Payment request” and get a link to send to the customer so it can perform the payment. Once the payment is completed, the operator is notified in order to continue with the ticket emission process.

The screenshot shows the 'New Payment' dialog with the following fields and sections:

- Merchant***: Select Merchant (dropdown), Select merchant for payment.
- Country***: Select Country (dropdown), Select country for payment. You must select a Merchant first.
- Amount***: Amount (text input), Payment amount.
- Reference**: Optional (text input), Unique payment/transaction ID for the merchant.
- Description**: Optional (text input), Description for the payment transaction that will appear in bank statements. Only alphanumeric and ?/(), * - characters, limited to 140.
- Authorization Timeout**: Optional (text input), Authorization payment timeout (minutes 1-60).
- Language***: Select Language (dropdown), Select language for payment.
- Currency***: Select Currency (dropdown), Select currency for payment. You must select a Country first.
- Valid Until**: 07/31/2024 00:00 (calendar icon), The date in which the payment link will expire. Retryable until this date.
- Airline notifications**: Airline Notification Emails (Optional text input), Notification email, or comma separated list of emails to send a notification after payment authorization or failure. Several notifications may be sent if the payment fails and is retryable. THIS IS FIELD IS NOT INTENDED FOR CUSTOMER NOTIFICATIONS.
- Customer communication**: This section is intended to show information to the customer when the payment process is finished. Includes tabs for Success Message and Custom redirect URLs. Success Message (Optional text input), Message to show in the default success page. If you wish to redirect to a custom success page, please provide the CUSTOM REDIRECT URLS instead. Limited to 1500.

Buttons: Cancel, Create

This dialog includes the required data fields to create a Payment and some extra fields:

Required fields:

- **Merchant Id:** Dropdown to select the merchant associated to the payment. If the user has only one merchant assigned, it will be pre-selected. The disabled merchants won't appear in the dropdown list of the creation of the payment. The completed name of the merchant will appear next to the Id.
- **Country:** Payment country. Once the first payment is created, in the next payment creation it will be pre-selected with the previous payment option.
- **Amount:** The amount of the payment.
- **Language:** Payment language. This field is used to select the language to display in the payment process web pages. Once the first payment is created, in the next payment creation it will be pre-selected with the previous payment option.
- **Currency:** The currency of the payment. Once the first payment is created, in the next payment creation it will be pre-selected with the previous payment option.

Non required fields:

- **Authorization Timeout:** Time range (min) allowed to authorize the payment. It should be an integer number between 1 and 60 minutes. E.g., if merchant wants the user to have 10 minutes to complete the payment it should be provided in payment request with that value: 'Authorization Timeout: 10'. This field is optional, so, if it is not provided, it will work as follows:



1. Firstly, if the merchant has completed the time within the merchant settings in the advanced options screen (Merchant Authorization Timeout), it will use that time.
2. Secondly, if the above is not completed by the merchant, the default timeout of 19 minutes shall be used for this case.

- **Reference:** The merchant payment Id.
- **Valid until:** The date limit for payment retry. A retrievable payment can be retried up to 10 times or until the “valid until” date, whichever comes first. This field comes pre settled with 1 day limit.
- **Description:** Info to be displayed in the bank transfer description.
- **Airline Notification Emails:** An email or a list of commas separated emails to notify airlines operators or users when the payment process is finished. It comes pre settled with the currently authenticated user’s email. Once the first payment is created, in the next payment creation it will be pre settled with the previous payment value. **This field is not intended to send notifications to the customer.**

Customer communication:

This non required fields are mean to notify the customer when the payment process is finished. There are two ways to do this:

- **Success Message:** A message to display in an IATA Pay custom success web page. If no message is set, this web page will show a default message.

This web page will have the corresponding airline logo and styles.

Customer communication

This section is intended to show information to the customer when the payment process is finished.

Success Message Custom redirect URLs

Success Message

Optional

Message to show in the default success page. If you wish to redirect to a custom success page, please provide the CUSTOM REDIRECT URLs instead. Limited to 1500.

Cancel Create

For example, if a text “Thanks for your purchase! You will receive an email with your ticket and flight information.” is entered:

Customer communication

This section is intended to show information to the customer when the payment process is finished.

Success Message Custom redirect URLs

Success Message

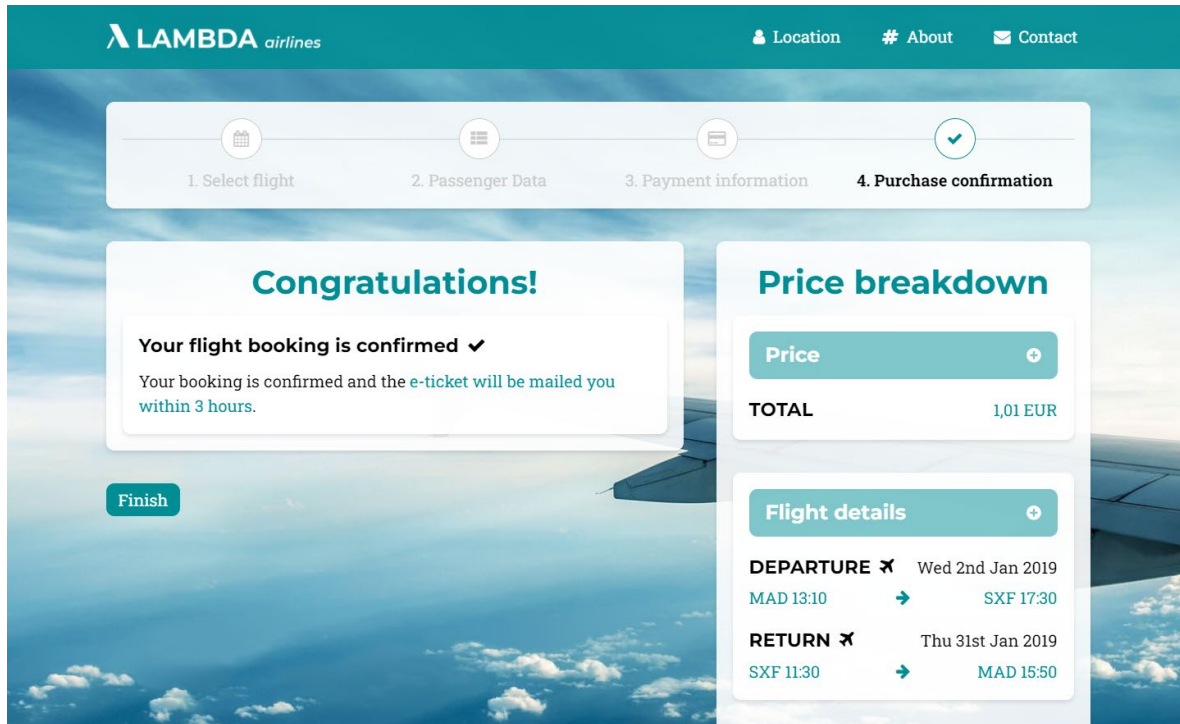
Thanks for your purchase! You will receive an email with your ticket and flight information.]

Message to show in the default success page. If you wish to redirect to a custom success page, please provide the CUSTOM REDIRECT URLs instead. Limited to 1500.

Cancel Create



Once the customer finishes the payment process, it will be redirected to a web page like this:



- Custom redirect URLs: If the airline has its own success and error web pages, the corresponding URLs may be indicated in these fields.

Customer communication

This section is intended to show information to the customer when the payment process is finished.

Success Message Custom redirect URLs

Success URL

Default Success URL

Success redirect URL

Error URL

Default Error URL

Error redirect URL

Cancel Create

Once the payment is created, the following dialog will appear:



Payment Link



<https://integration.iata-pay.iata.org/api/v1/payments/PDBPP938DY019/checkout/redirect>

Click to Copy

Send this link to the customer to proceed with payment authorization.

This dialog will provide the link to send to the customer in order to perform the payment. When clicking the link, it will be copied to the clipboard.

This link is not sent by IATA Pay to the customer automatically. Emails to the customer are the responsibility of the airline.

3.3.5 Export payments or transactions to CSV

It is possible to export payment and transactions (payments and refunds) to CSV by clicking on its respecting buttons.

Payments

+ New

Multiple Refund

Export payments to CSV

Export transactions to CSV

Refresh

Status	ID	Amount	Country	Merchant	Creation Date ↑↓	Finish Date ↑↓	Clearance Date ↑↓	Filters
All	ID	Amount	All	All	Range	Range	Range	Search
●	PM1UD8XDIXKMN IP82X0IA60YR29C70ZO PNR is not defined	COP1.00	CO	XX0000000	12/09/2024, 5:46 PM	12/09/2024, 6:03 PM		⋮
●	PGV1IWB4UG871 VN6VID91OSCUU55J53 PNR is not defined	COP1.00	CO	XX0000000	12/09/2024, 5:53 PM	12/09/2024, 5:55 PM		⋮
●	PM4XNE3SICQXY ZW18PWR2IS5XO4PNJOBO PNR is not defined	COP1.00	CO	XX0000000	12/09/2024, 5:07 PM	12/09/2024, 5:07 PM		⋮
● SETTLED	P8VNOPEMBTPON Merchant payment id is not defined PNR is not defined	€1.00	DE	XX0000000	12/09/2024, 4:45 PM	12/09/2024, 4:45 PM		⋮

Transactions list screen

You can use the filters to export only the desired data, as only the transactions or payments displayed on the screen will be exported.

Take into account that it is only possible to export less than 30 000 transactions to CSV.

The name convention of the CSV has less than 30 characters and the following structure: "YYYY-MM-DD_HH-mm-ss.csv" indicating the date and time of export of the file.



3.3.5.1 Export to CSV File format

#	Field name	Details
1	iataTransactionId	Unique ID assigned by IATA for each specific transaction. It must be alphanumeric and 13 characters length. Payments start with P Refunds start with R
2	merchantId	Unique Identifier of the Airline in IATA Pay. It can be alphanumeric and 9 characters length. E.g., LB0000000 would refer to "Lambda Airlines", the fictitious airline used for the demo.
3	merchantTransactionId	ID assigned by the merchant (airline) for each transaction (Payment or Refund). <i>MerchantPaymentId</i> : It is optional and unique. <i>MerchantRefundId</i> : it is optional and not unique. It could be empty if the airline does not provide it at the payment or refund creation. This field may be empty if the airline does not provide the information.
4	creationDateTime	Date and time of when the payment or refund was created. The format of the field is: "YYYY-MM-DD"T"hh:mm:ss"
5	finishDateTime	Date and time of when the payment was completed by the customer and transferred to IATA's account. In the case of refunds, it is the date of when the payment is sent from IATA's account to the customer's account. The format of the field is: "YYYY-MM-DD"T"hh:mm:ss"
6	clearanceDateTime	Date and time of when the payment is sent from IATA's account to the airline's account. In the case of refunds, it is the date and time of when the funds are sent from the airline's account to IATA's account. The format of the field is: "YYYY-MM-DD"T"hh:mm:ss" This field may be empty if the payment is not in cleared status.
7	amount	Max 30 positions included point decimal separator and two decimal positions. In case of refund transactions, amount will be exported with negative sign.
8	currency	Transaction currency code.
9	accountCountry	Transaction account country code.



10	status	Different status of the transaction. See IATA Pay Integration guide for detailed information.
11	failureCode	Different status of the transaction. See IATA Pay Integration guide for detailed information. This field may be empty if the transaction is not in failed status.
12	failureDetails	Failure details of the transaction. This field may be empty if the transaction is not in failed status.
13	type	PAYMENT or REFUND
14	PNR	If the merchant is interested in including the Passenger Name Record. This column is avoided if the list exported contains refunds. This field may be empty if the airline does not provide the information.
15	original payment IATAPayID	This field will be completed with the original payment id relative to the refund. This field may be empty depending on the type of transaction.



3.4 Individual refund creation

You can create a refund from the three dots menu inside the transactions screen. The only requirement is that refunds must be on settled, cleared, or authorized status.

3.4.1.1 From 3 dots menu

Payments + New Multiple Refund Export payments to CSV Export transactions to CSV Refresh

Status	ID	Amount	Country	Merchant	Creation Date ↑↓	Finish Date ↑↓	Clearance Date ↑↓	Filters
All	ID	Amount	All	All	Range	Range	Range	Search
●	PM1UD8XDIXKMN IP82X0IA60YR29C70Z0 PNR is not defined	COP1.00	CO	XX0000000	12/09/2024, 5:46 PM	12/09/2024, 6:03 PM		⋮
●	PGV1IWB4UG871 VN6WID91O5CUU55SJE53 PNR is not defined	COP1.00	CO	XX0000000	12/09/2024, 5:53 PM	12/09/2024, 5:55 PM		⋮
●	PM4XNE35ICQXY ZW18PWR2ISSXO4PNJOBO PNR is not defined	COP1.00	CO	XX0000000	12/09/2024, 5:07 PM	12/09/2024, 5:07 PM		⋮
●	P8VNOPEMBTP0N Merchant payment id is not defined PNR is not defined	€1.00	DE	XX0000000	12/09/2024, 4:45 PM	12/09/2024, 4:45 PM		⋮
●	PTMEB7GV9GTL6 UETUHMPBZ6RYEX4H33EK	₹1.01	IN	XX0000007	12/09/2024, 4:48 PM	12/09/2024, 4:48 PM		⋮

⋮ Details
+ New refund

3 dots menu click to show options, including doing a new refund

Note: New refund action is only allowed if Transaction is in Settled, Cleared or Authorized status.

3.4.1.2 Entering payment description and clicking on new button

Payment details ×

① Details 📄 Refunds 📅 Events

Refunds

Status	Refund id	Payment id	Date	Amount	Country	Reason
●	RJW24VJYS8BWQ Merchant refund id is not defined	P0KMP8VJY18GH Merchant payment id is not defined	07/18/2024, 11:58 AM 07/18/2024, 12:01 PM	€3.00 €3.00	DE	Lambda Airline... ⋮

Refunded **100.00%** of **€3.00** | TOTAL: **€3.00**

Refund section inside payment details



3.4.2 New refund screen

Once you have clicked on new refund, the screen below will appear. The default amount inside the input is the maximum amount allowed to refund, you can change it for whatever amount inside the limits indicated below amount input. Any try to refund an amount over the maximum allowed will be rejected.

You can add a reference (your merchant refund if) and/or a reason to the refund, you will see the reason in the [refund section inside payment details](#).

New refund ×

Refund request for payment **P1AX9CCLWUN7C**

Amount

Amount must be between 0.01 and 11

Reference

Refund/transaction ID for the merchant.

Reason

Description for the refund transaction that will appear in bank statement. Only alphanumeric and ?/: (,.'+ - characters, limited to 140.

New refund modal screen



3.5 Multiple refund creation

Instead of creating several refunds one by one, you can create multiple refunds at the same time clicking on the multiple refunds button.

Refunds

Single Refund Multiple Refund

Multiple

Multiple refund Refresh

Batch Refund ID	Batch info	Merchant	Creation Date	Filters
> BRJT861KV45F Merchant batch refund id is not defined	Total: 2 refunds 0 0 0 2	XX0000000	02/23/2024, 12:13 PM	
> BR1H2MLS7RMHW Merchant batch refund id is not defined	Total: 3 refunds 0 0 0 3	XX0000000	02/23/2024, 11:00 AM	
> BRXKXZP7PUG8Z Merchant batch refund id is not defined	Total: 2 refunds 0 0 0 2	XX0000000	09/22/2022, 8:28 AM	
> BRJ8PUM7SAU8D Merchant batch refund id is not defined	Total: 2 refunds 0 0 0 2	XX0000000	08/22/2022, 11:31 AM	
> BRNRAUBW8WT5H Merchant batch refund id is not defined	Total: 2 refunds 0 0 0 2	XX0000000	08/08/2022, 11:04 AM	
> BRMWFC4THFWGD Merchant batch refund id is not defined	Total: 1 refunds 0 0 0 1	XX0000000	07/28/2022, 10:58 AM	

Transactions list screen

Once the button is clicked, the transaction list will change to show transactions with only Settled, Cleared or Authorized status as these are the only transactions where a refund can be made.

Payments

+ New Multiple Refund Export payments to CSV Export transactions to CSV Refresh

Multiple Refund: 2 payments selected Refund Cancel

Status	ID	Amount	Country	Merchant	Creation Date ↑↓	Finish Date ↑↓	Clearance Date ↑↓	Filters
<input type="checkbox"/>	P4A9JBG47TVIN IOWHYOM6TOG8I8EBCOINO PNR is not defined	€1.01	DE	XX0000000	07/29/2024, 10:28 AM	07/29/2024, 10:29 AM		
<input checked="" type="checkbox"/>	P1AX9CCLWUN7C Merchant payment id is not defined	€11.00	DE	AB1230002	07/29/2024, 10:27 AM	07/29/2024, 10:27 AM		
<input checked="" type="checkbox"/>	PAUSGMJCEGN5Q Merchant payment id is not defined	JOD12.120	JO	JJ0000010	10/23/2023, 5:44 PM	10/23/2023, 5:45 PM		
<input type="checkbox"/>	P9UITBNS9MOZ1 B2FW5XVC09MX830D5EAJ	₹1.01	IN	XX0000006	07/26/2024, 11:35 AM	07/26/2024, 11:35 AM		

Transactions list screen with multiple refunds button pressed

A grey bar with Multiple Refund title will appear showing the number of selected payments to do the multiple refund and two buttons to the right side, Refund, that opens the multiple refunds menu screen and Cancel that hides the multiple refunds menu and gets back to the transaction list.

On the multiple refund's menu, you can apply filters to the transactions listed. This filtering can be helpful so you can select all payments at the same time using the checkbox on top of the table, instead of not filtering and having to select the payments you want to refund one by one.



To select the payments to refund, you have a few ways to do so:

1. Click on the checkbox at the left side of each payment and click refund button
2. Click on the checkbox on top of the table selecting all refundable payments

3.5.1 Multiple refund dialog

Multiple refund

Merchant Multiple Refund Id

Reason for all refunds

Multiple refunds dialog

This is the multiple refund dialog, all the previously selected payments will appear here, listed in the table.

You can set a global reason that will be transmitted to each refund, so you can just write one reason and get it in each refund, instead of having to copy the reason text to each refund. Also, you can use fill the merchant multiple refund id field with your own reference to track the batch refund once it is done.

For each refund you can change the amount to be refunded, by default it will be the total amount that hasn't been refunded yet. You can also add your own reference for each refund (independent from the batch refund reference) and a text specifying the reason for each refund.

If there is an error in any fields of a refund, it will be in red and a text specifying the error will appear, furthermore the refund button will be disable until all errors are corrected and the refunds are valid.

If by any case you want to eliminate a specific refund from the batch, you can click on the trashcan icon and delete.

When you are ready to proceed with the refund, just click refund button. If you want to go back to select or deselect some payments, click on cancel button.



3.6 Refunds Section

In this section you can see all the information about all the refunds made with IATA Pay, of the merchants that your user has a role. This section is divided in two, depending on the button you click you will see:

- Single refund: to check all refunds done one by one referred to a payment
- Multiple refund: to check all batch refunds and the refunds associated with the batch.

Refunds

Single Refund Multiple Refund

3.6.1 Single refunds

This screen allows you to see all the refunds in IATA platform. Including the status, IATA and merchant refund id, IATA and merchant payment id where the refund was made, the amount, country, merchant and creation and finish date. Filters can be applied to the refunds; they work in the same way as in the payment section.

In this screen you can also [export transactions to CSV](#).

If you want to see all the info of a refund in more detail, just click on the refund and you will see the refund detail screen.

Refunds

Single Refund Multiple Refund

Single

Export refunds to CSV Refresh

Status	Refund ID	Payment Status / ID	Amount	Country	Merchant	Creation Date ↑↓	Finish Date ↑↓	Clearance Date ↑↓	Filters
●	RYD4CTDMHMUZW Merchant refund id is not defined	● PJM2HN486GZ2R Merchant payment id is not defined	€2.00 €2.00	AT	RR1230000	12/03/2024, 12:28 PM	12/06/2024, 12:37 AM		⋮
●	R9PMDG9MLLKEX Merchant refund id is not defined	● P7ACSP099NXSB Merchant payment id is not defined	€6.25 €6.25	ES	XX0000004	12/04/2024, 9:07 AM			⋮
●	RVUKALIQ4SZGW Merchant refund id is not defined	● PR6JPJFRCT5HN Merchant payment id is not defined	€2.00 €2.00	AT	RR1230000	12/03/2024, 12:26 PM	12/03/2024, 12:36 PM		⋮
●	RTQ7PBT7JE592 Merchant refund id is not defined	● P47PD2I5Y4BI A51LZFHFWNDG2LT02LRP	€1.01 €1.01	ES	XX0000004	11/08/2024, 11:54 AM	12/05/2024, 1:18 PM		⋮
●	RMB72UJ2CWYNB Merchant refund id is not defined	● PX2GUFZQFUEPD Merchant payment id is not defined	THB2.00 THB4.00	TH	JJ0000000	11/04/2024, 11:33 AM	11/29/2024, 11:35 AM		⋮
●	RQ1B8VXMAI0ST Merchant refund id is not defined	● PK4ATL2Y31607 Merchant payment id is not defined	HK\$1.00 HK\$1.00	HK	AB1230000	11/13/2024, 10:38 AM	12/04/2024, 7:31 PM		⋮
●	RCPZ231C5G9W6 Merchant refund id is not defined	● POAFM14L3V5SI Merchant payment id is not defined	R\$1.00 R\$1.00	BR	XX0000000	11/05/2024, 2:27 PM	11/05/2024, 2:37 PM		⋮

It can be appreciated the quantity of the original payment and the refund amount requested.



3.6.1.2 Refund Details

This section contains all the information about the selected refund. The information is separated in two tabs:

- **Details:** contains all the information about the refund, including information about the payment where the refund comes from.
- **Events:** Information about all the events occurred to the refund and the user who performed each action.

Merchant	XX0000004
Merchant Refund Id	Not defined
IATA Refund Id	RO2K81G592N38
Settlement Id	20240730D_7800000001
Amount	€12.00
Country	ES
Merchant Payment Id	Not defined
IATA Payment Id	P6E4OGJUOVGTB
Amount	€12.00
Description	Lambda Airlines REFUND
Status	● SETTLED
Creation date	07/18/2024, 12:12 PM
Finish date	07/18/2024, 12:14 PM
Last update date	07/18/2024, 12:14 PM
Clearance date	-

Refund details tab

The merchant can configure the option of approving or denying the refund, in this case, the buttons of the top right corner will be displayed.



Refund details

X

Details Events

Date	Event	Client	User	Details
07/22/2024, 2:43:04 PM	CREATED		v-fonseca@iata.org (Yamel Fonseca) <yamelfonseca@kpmg.es>	
07/22/2024, 2:43:05 PM	LOCKED		v-fonseca@iata.org (Yamel Fonseca) <yamelfonseca@kpmg.es>	lockReason: "TRANSACTION_POSITION_EXCEEDED" lockDescription: "Insufficient funds" lockDetails: "Transactions position since last cut-off should be positive before executing the refund"
07/22/2024, 2:43:16 PM	UNLOCKED		v-fonseca@iata.org (Yamel Fonseca) <yamelfonseca@kpmg.es>	lockReason: "TRANSACTION_POSITION_EXCEEDED"
07/22/2024, 2:43:17 PM	LOCKED		v-fonseca@iata.org (Yamel Fonseca) <yamelfonseca@kpmg.es>	lockReason: "UNEXPECTED_EVENT" lockDescription: "Unexpected transaction detected" lockDetails: "Unexpected refund, locked until IATA checks it"
07/22/2024, 2:43:34 PM	UNLOCKED		v-fonseca@iata.org (Yamel Fonseca) <yamelfonseca@kpmg.es>	lockReason: "UNEXPECTED_EVENT"
07/22/2024, 2:44:03 PM	FAILED			failureCode: "UNKNOWN" failureDescription: "Unexpected error" failureDetails: "[Tpp:DB] Code: null. Details: I/O error on GET request for "https://sbx.corporateapi.db.com/nai/statement/v1/accounts": PKIX path validation failed: java.security.cert.CertPathValidatorException: validity check failed"

Refund events tab

3.6.2 Multiple refunds

3.6.2.1 Main screen

Each row will show a batch refund, with both iataRefundBatchId and merchantRefundBatchId, a count of the individual refunds of the batch grouped by status, a summary of the original file total, accepted and rejected refunds, and the date the Multiple Refund was created.

By clicking a row, a division with data for each single refund included in the batch will expand, showing the status, iataRefundId, merchantRefundId, iataPaymentId, merchantPaymentId, date, reason, and amount for each one.

Refunds

Single Refund Multiple Refund

Multiple

Multiple refund Refresh

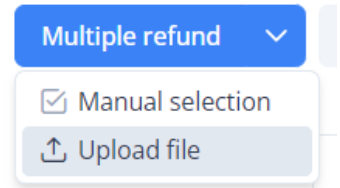
Batch Refund ID	Batch info	Merchant	Creation Date	Filters
> BRJT861KVF45F Merchant batch refund id is not defined	Total: 2 refunds 0 0 0 2	XX0000000	02/23/2024, 12:13 PM	
> BR1H2MLS7RMHW Merchant batch refund id is not defined	Total: 3 refunds 0 0 0 3	XX0000000	02/23/2024, 11:00 AM	
⊙ BRXKZP7PUG8Z Merchant batch refund id is not defined	Total: 2 refunds 0 0 0 2	XX0000000	09/22/2022, 8:28 AM	

Status	Refund id	Payment id	Date	Amount	Country	Reason
●	RN19YYMWP21HC Merchant refund id is not defined	PJ80HK4NCTXC5 LVLUSPECCYAB706BG4	09/22/2022, 8:28 AM 09/22/2022, 8:32 AM	₹1.01 ₹1.01	IN	Lambda Airlines REFUND
●	RXEZ7NUSV40K Merchant refund id is not defined	P8AHZ0555BTOZQ OLH842YQU9NR21M1TFD	09/22/2022, 8:28 AM 09/29/2022, 10:22 AM	HK\$1.01 HK\$1.01	HK	Lambda Airlines REFUND



When clicking the Multiple Refund button, two options will be displayed:

- **Manual Payment Selection:** will redirect to the payment section, opening the payment selection. It allows the user to select the payments on which a refund must be done.
- **File Upload:** will open the file upload variant explained below



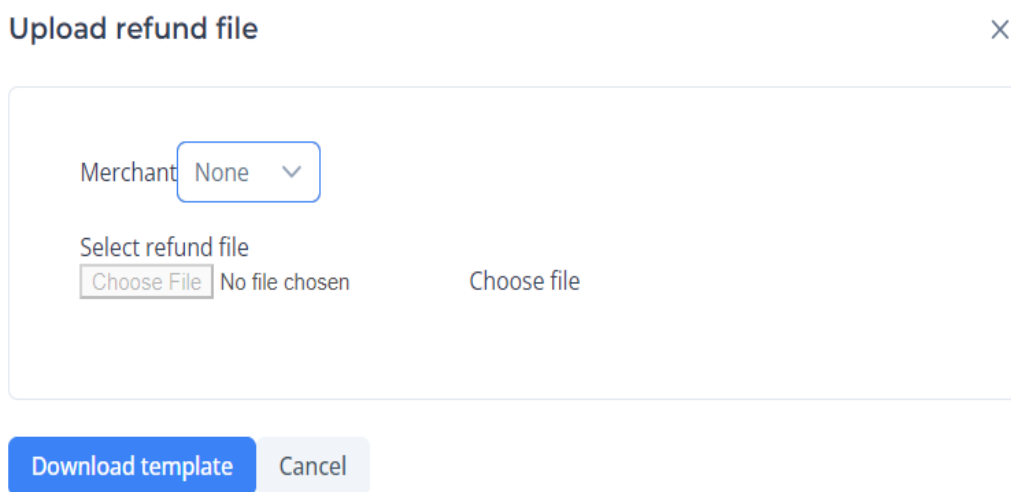
3.6.2.2 Upload file with refunds

Once the upload file button above is pressed a dialog like this will appear, asking you to select the merchant to do the refund. Until you have selected one you can't click on the select refund file bar and upload the CSV file.

Once the merchant is selected you can click on the bar, your pc will show a directory browser and let you choose the file you want to upload, the only format that will be allowed to upload will be files ending in .csv (csv format).

If your admin portal user can only do refunds from only one merchant, this merchant field will be preselected with this merchant and disabled, on the other hand select refund file bar will be enabled so you can just select the file you want to upload.

In case you don't have a CSV with the correct format the admin portal need to do the refund, you can click on download template button and a CSV file with the required headers will be downloaded so you can just fill below each row with a refund following the format specified in [refund CSV file format](#) section.



Upload refund file dialog without merchant selected

After uploading the file, the admin portal will process all refunds, row by row and check which are valid or invalid.



[Multiple refund dialog](#) will appear (if you need more info about this dialog click on multiple refund dialog, the only difference is that this dialog will process refunds this time instead of payments as the text in this section indicates) with all the doable refunds on the table and invalid ones in red text, specifying the cause to be invalid.

In case the only invalid field is the amount, you will be able to change it in this screen without having to go to the file and correct it.

Multiple refund can be either cancelled pressing cancel button, so the invalid refunds can be corrected in the file or instead refunds with only invalid amount can be corrected and proceed with the multiple refund.

Until all refunds are valid, refund button will be disabled, as seen in the screenshot below, when all refunds are valid you can do a refund clicking on the refund button and accepting the confirmation dialog (to prevent miss clicks of the refund button)

3.6.2.3 Refund CSV file format

Only CSV files that follows this format will be accepted, if your file contains errors the admin portal will tell you.

row format:

<merchantPaymentId>,<iataPaymentId>,<currency>,<amount>,<merchantRefundId>,<bankTransferDescription>

Field	Required	Description
merchantPaymentId	At least one is required	Merchant payment Id on which the refund will be made
iataPaymentId		IATA Pay payment Id on which the refund will be made
currency	Only if amount is specified	Refund currency. To check that there is no error trying to perform a refund in a different currency to the one of the original payments was made, as it is not allowed
amount		Refund amount. If not specified, a full refund of the payment (or the remaining unrefunded amount) will be made, on the same currency the original payment was made
merchantRefundId		Own airline merchant refund Id
bankTransferDescription		Description/Reason of the refund

Once the file has been pre-processed, the Multiple Refunds dialog will open, showing a summary of all the refunds on the file, and any validation error that might have been found during file pre-processing.



3.7 Merchants Section

In this section you can see all the information about the merchants of the portal, depending on the privileges of your user. Different kinds of merchants will be shown to you.

Contact an IATA administrator if you need a new merchant.

3.7.1 Main screen

Name	ID	Creation Date ↑↓	Filters
YY128 Migration Test YY128 MT	YY1280000	11/21/2023, 10:48 AM	⋮
Clone from SCR Airline 2 SCR Airline	AB1230002	11/23/2022, 5:16 PM	⋮
Lambda Airlines (Net Banking) Lambda Airlines	XX0000008	11/07/2023, 5:44 PM	⋮
Lambda Airlines Bizum Lambda Airlines	XX0000004	07/20/2022, 12:29 PM	⋮
RRB Airline RRB Airline	RR1230000	02/22/2021, 5:13 PM	⋮
JJP Airline JJP Airline	JJ0000000	10/14/2022, 11:11 AM	⋮

The table shows from left to right:

- **Name:**
 - **name (top):** name to identify the merchant within the administration panel
 - **public name (bottom):** name that will be shown to airline users when they are redirected to the IATA Pay page
- **ID:** identifier of the merchant, also referred in the API as merchantId.
- **Filter button:** when clicked it will show behind the correspondent header an input field for each field that can be filtered.

Each row of the table can be clicked to open the detail screen of the user, detail screen will be explained below.

Also, if the merchant has a grey dot like in the image, it means that the merchant is disabled. A disabled merchant is like an eliminated merchant (cannot log in or perform any action) but remains in the system, allowing an admin want to enable that merchant if needed again.

If you click the three dots there is the possibility of cloning or edit the merchant. When you clone the merchant the general and styles parts are the same as before and all the other tabs are set for being adapted to the new one.



Merchants

List SEPA Threshold

List

+ New

Export merchants to CSV

Refresh

Name	ID	Creation Date ↑↓	Filters
YY128 Migration Test YY128 MT	YY1280000	11/21/2023, 10:48 AM	⋮
Clone from SCR Airline 2 SCR Airline	AB1230002	11/23/2022, 5:16 PM	⋮ Edit Clone

Main screen showing 3 dots menu options regarding the merchant

3.7.2 Export merchants to CSV

Merchants can be exported to a CSV file by clicking on the 'Export to CSV' button:

Merchants

List SEPA Threshold

List

+ New

Export merchants to CSV

Refresh

Name	ID	Creation Date ↑↓	Filters
YY128 Migration Test YY128 MT	YY1280000	11/21/2023, 10:48 AM	⋮

Merchants list screen

Once the export button is pressed, it will be exported all the merchants that are shown on the screen.

The name convention of the CSV has less than 30 characters and the following structure: "YYYY-MM-DD_HH-mm-ss.csv" indicating the date and time of export of the file.

Another option is to click on the refresh button. Refresh is useful when you want to reload the merchant's section without doing any change to the filters, but it also applies filters changes.

3.7.3 Merchant Details

This section contains all the information and all the values about the selected merchant that can be configured. This section is divided in 3 separated tabs that are going to be explained in detail below. The save button applies all changes made in all tabs, so there is no need to save the changes before changing tab. If the information cannot be changed either because your user doesn't have admin role or because the information cannot be changed by anyone (that would be the case of the Airline Code and Airline Code Number).

3.7.4 General

Shows all the details of the selected merchant in the main screen. Here you will be able to edit Name, Public name, email for communications...



If your user has merchant admin role of the selected merchant, you will see the inputs open and be able to change all their data. Else you will only see the information and the boxes greyed out, disabling any change you can make to this merchant.

The airline Code Number is alphanumeric E.g., 3B4.

Examples in the screenshots below.

Lambda Airlines EUR, HK, TH, BR, IN, VN, PH, MY, GH, , MX, JO (QR), CO

General | Credentials | Styles | TPPs | Advanced | Report | Sepa Threshold

Enabled

Code

Airline Code	Airline Code Number	Merchant ID
XX	000	XX0000000

The union of these fields form the **merchantId** field used in the API

Organization Id

Organization Identifier

This is the merchant organization id

Name

Lambda Airlines EUR, HK, TH, BR, IN, VN, PH, MY, GH, , MX, JO (QR), CO

This name is to identify the merchant within the administration panel

Public name

Lambda Airlines

This is the name that will be shown to airline users when they are redirected to the IATA Pay page

Email

iata-pay+lambda@autentia.com

Email for global communications

Cancel Save

Merchant general screen if you have admin merchant

3.7.5 Credentials

Security is a fundamental part of IATA Pay. To avoid transaction and/or transaction notifications spoofing or scamming every merchant using IATA Pay has its own credentials. To use IATA Pay API and make any call to an endpoint you need to be logged in the API with client credentials and use notification secret to check the signature of the notifications of finished payments/refunds.

3.7.5.1 Notification secret

The secret will be previously generated by us and is not changeable. You can only copy it to use it.

For more information about how the notifications works you can check the following sections of [“Airlines Integration Guide”](#):

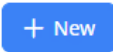
- For payments: “Payment transactions / Finish Notification”

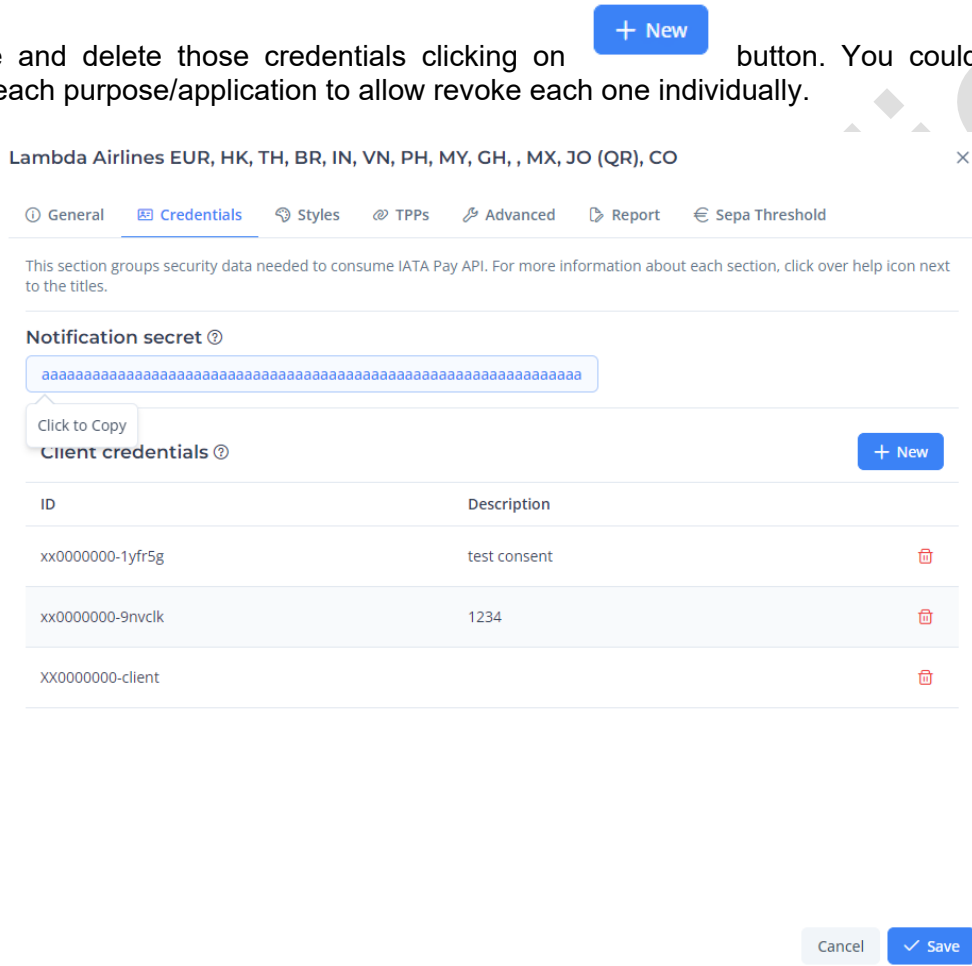


- For refunds: "Refund transactions / Finish Notification"

3.7.5.2 Client credentials

Credentials can be generated in this page. It can only be created by a user with admin role and the credentials will be part of the merchant selected (cannot use these credentials in the API to perform an action over other merchant). Every merchant can have as many credentials as they want, as this screen will

allow to create and delete those credentials clicking on  button. You could have different credentials for each purpose/application to allow revoke each one individually.



Lambda Airlines EUR, HK, TH, BR, IN, VN, PH, MY, GH, , MX, JO (QR), CO


General | **Credentials** | Styles | TPPs | Advanced | Report | Sepa Threshold




This section groups security data needed to consume IATA Pay API. For more information about each section, click over help icon next to the titles.


Notification secret ⓘ

aa

Click to Copy

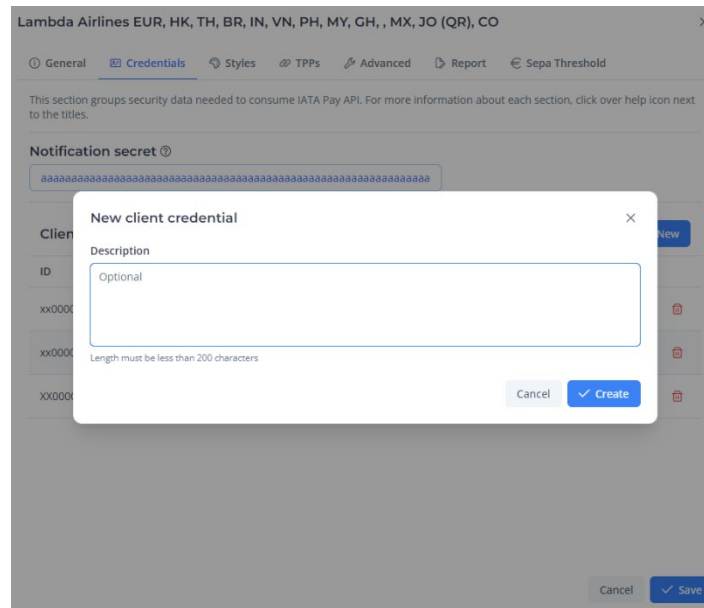
Client credentials ⓘ 

ID	Description	
xx0000000-1yfr5g	test consent	
xx0000000-9nvclk	1234	
XX0000000-client		

Cancel 

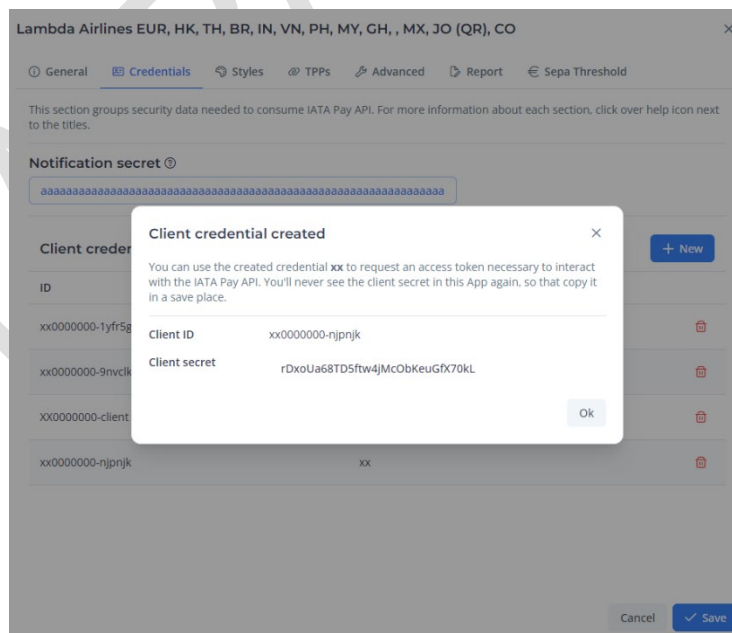
Credentials main page

This page below asks for a text description of the credentials to be created, the description is optional, just click create and the credentials will be generated.



Description modal when new is clicked

This screen below will show the credentials generated, the client ID (same purpose as a username, for IATA Pay API) is composed with the merchant ID and a string of characters joined by a “-” (hyphen). It is very important to save the client secret shown on the screen as it will never be shown again (for security reasons). If in any case you forget or lose the client secret, you have to delete the client credentials that had the lost client secret and create new ones.



Client credentials message



3.7.6 Styles

In this screen you can change all customizable parts of a merchant. These styles will be shown to the user when the merchant implements the redirect methods, as the page where the user will be redirected will have the logo, header, footer, and buttons customized. These styles could be used to customize some payment providers screens.

To change any style just click on the desired part and change the value. You should upload a logo with transparent background.

Buttons

Primary color
#008e95

Secondary color
#333333

Background color
#008e95

Text color
#ffffff

TPPs

Deutsche Bank UI

Activate other EUR markets reachability Yes

Display language selector No

Headline English Realtime Bank Transfer

Time to display remaining time Time in minutes (0 - 60)

Display stepper No

Display navigation as Label Icon

Display currency as Label Icon

Display Redirect QR Code No

Cancel Save

An optional field is available inside the styles to configure “Time (seconds) to display confirmation screen” for DB chosen as TPP.

It has also been added two functionalities in the general tab. The first one is “Use English numeric format in amount”, with that function, the amounts will be displayed with the English numeric format instead of the language in which the computer “Locale” is configured.

The other functionality is “Show warning banner in checkout”, this ensures that the client doesn’t refresh or close the window while the payment is being processed. Both options must be enabled by clicking on “yes” for them to work.



3.7.7 TPPs

In this section you can view which TPPs (third party providers) will be enabled for each country.

If all TPPs are disabled for a certain country, this country will be disabled.

Sometimes depends on the TPP chosen, in the TPPs configuration screen the user can select the checkout method (QR or Lightbox). It is possible to select multiple checkout methods except for Netherlands, in which is only possible to select one. If it is not specified in the creation of the payment the preferred checkout method, the platform will choose the first selected in list of available checkout methods in the configuration of the TPPs.

However, this is different for India and Jordan. For India the available checkout methods are: “VPA”, “QR” and “NetBanking”, and for Jordan the available ones are “RTP” or “QR”.

Lambda Airlines EUR, HK, TH, BR, IN, VN, PH, MY, GH, , MX, JO (QR), CO



General Credentials Styles **TPPs** Advanced Report

This section defines the enabled third-party providers (TPPs)

For Payments

Country		TPPs
Australia	AU	ANZ
Austria	AT	Deutsche Bank
Belgium	BE	Deutsche Bank
Brazil	BR	Santander PIX
Colombia	CO	Openpay
Estonia	EE	Deutsche Bank
Finland	FI	Deutsche Bank
France	FR	Tink
Germany	DE	Deutsche Bank
Ghana	GH	Standard Chartered Bank
Hong Kong SAR China	HK	Development Bank of Singapore Limited
India	IN	Standard Chartered Bank

Cancel

Save



Lambda Airlines EUR, HK, TH, BR, IN, VN, PH, MY, GH, , MX, JO (QR), CO



Ireland	IE	Deutsche Bank
Italy	IT	Deutsche Bank
Jordan	JO	JKBank CLIQ
Latvia	LV	Deutsche Bank
Lithuania	LT	Deutsche Bank
Luxembourg	LU	Deutsche Bank
Malaysia	MY	Standard Chartered Bank
Mexico	MX	Santander CODI
Netherlands	NL	Deutsche Bank
Philippines	PH	Standard Chartered Bank
Portugal	PT	Deutsche Bank
Spain	ES	Deutsche Bank
Thailand	TH	Citi TH
Turkey	TR	BBVA Garanti
United Kingdom	GB	Tink
Vietnam	VN	Standard Chartered Bank

Cancel

✓ Save





3.7.8 Advanced

In this section all properties related to business needs for all the transactions made with this merchant are the following:

There are eight sections:

1. **Payment Authorization:** where it can be set the time for all payments linked to the merchant, waiting for the arrival of the payment authorisation notification from the TPP. This time out can be configured for a range between 1 and 60 minutes, according to the merchant's preferences. Note, if this field is not filled in by the merchant, the default time out of 18 minutes will apply.
2. **Refund approvals:** where it can be configured if all refunds will require approval, thus these refunds will be locked until a user with approver role unlocks it. In this section, it can also be set the time that the refunds will be locked due to "approval lock reason" until the refunds fail by timeout. By default, the time is 36.000 mins.
In addition, you can activate the button "Manual "refunds require approval" so that only manual refunds created in Admin Portal directly require the approval of the user with the "Approve refunds" role or other roles that implies having refunds approval rights.
3. **Refund limits:** where it can be configured the allowed margins for refunds by currency country, that margin indicates the amount of money the merchant can refund over its virtual balance. Percent amount refundable indicates the percentage of money paid in the last 24h period (according to currency cut-off time) that this merchant can refund without being considered unexpected. By default, it is 100%.
Locked timeout indicates the maximum amount of time that a refund can stay locked by "Insufficient funds" or "Unexpected transaction" reasons.
4. **Payment limits:** where it can be configured the max amount allowed for any payment by currency country, payments cannot be created with any amount exceeding this limit. Max number of authorized payments per day restricts the total amount of payments in status authorized or beyond (settled or cleared) that the merchant can complete in the day.
5. **iDEAL configuration:** where it can be configured the activation or not of iDEAL as iframe for TPP's authorization webpage, one the TPP chosen in [3.7.7 TPPs](#) is iDEAL. Euro Transaction Limits indicates the max amount allowed for any payment for Netherlands as the selected country, payments cannot be created with any amount exceeding this limit.
6. **iDEAL 2 configuration:** This is the merchant id provided by iDEAL that must be introduced by IATA.
7. **SCB Configuration:** This is for Philippines, there are two PSP and it has to be selected one of them. P2P is selected by default.
8. **Bizum Configuration:** The values to be completed (Code, Terminal and Secret Key) must be provided by Bizum.
9. **PNR Visibility:** where the activation for the visibility of the PNR details can be populate in the PNR field both for the specific payment details and in the CSV generated for the merchant that has it activated.



10. **Create refund if no ticket purchase:** where it can be enabled as a check whether the tickets have been issued by the airline at the same time as the user's authorisation/settlement has been received. This feature enabled, could execute and automatic refund in the case where the payment has been settled through the IATA Pay Platform, but the airline did not issue the flight ticket to the user or raise an alarm to IATA Pay Business Team (to contact to the airline) in an extremely low probability that a payment has been failed but the airline has issued the flight ticket.
11. **Token ID Validation:** this parameter is used to setup the validation of token ID during the payment creation. If it's disabled, the validation of token ID is skipped.
12. **Settled transaction withhold:** If it is marked as Yes, all the payment for this merchant wont be included in the AP2/TUF. If later it is marked as No, all those payments that were blocked will appear in the AP2/TUF.
13. **Force Back Synchronous Redirection:** This is an option for the asynchronous merchants to be synchronous. The difference between the front and the back end will disappear because it will be shown a waiting page.
14. **AP2/TUF Airline Code:** where it can be specified a different Airline Code from the merchant general setup to obtain more flexibility on the reporting of the AP2/TUF files.

Lambda Airlines EL

General Credentials Styles TPPs **Advanced** Report Sepa Threshold

This section defines other advanced properties related to this merchant

Payment authorization

Authorization Timeout (minutes 1 - 60)
3 minutes

Refund approvals

Refunds require approval Approval Timeout (minutes)
36,000 minutes

Only manual refunds require approval

Refund limits

Hong Kong Dollar (HK\$) Margin Amount HK\$0.00	Mexican Peso (MX\$) Margin Amount Margin Amount
Euro (€) Margin Amount €0.00	Colombian Peso (COP) Margin Amount Margin Amount
Malaysian Ringgit (MYR) Margin Amount Margin Amount	Indian Rupee (₹) Margin Amount ₹0.00
Vietnamese Dong (₫) Margin Amount Margin Amount	Thai Baht (THB) Margin Amount Margin Amount
Australian Dollar (A\$) Margin Amount Margin Amount	Ghanaian Cedi (GHS) Margin Amount Margin Amount
British Pound (£) Margin Amount	Philippine Peso (₱) Margin Amount

Cancel Save



Lambda Airlines EU

British Pound (£) Margin Amount <input type="text" value="£0.00"/>	Philippine Piso (₱) Margin Amount <input type="text" value="Margin Amount"/>
Turkish Lira (TRY) Margin Amount <input type="text" value="Margin Amount"/>	Brazilian Real (R\$) Margin Amount <input type="text" value="Margin Amount"/>
Jordanian Dinar (JOD) Margin Amount <input type="text" value="Margin Amount"/>	
Percent amount refundable <input type="text" value="1.00 %"/>	
Locked Timeout (minutes) <input type="text" value="36,000 minutes"/>	

Payment limits ⓘ

Hong Kong Dollar (HK\$) Max Amount <input type="text" value="HK\$100,000.00"/>	Mexican Peso (MX\$) Max Amount <input type="text" value="Max Amount"/>
Euro (€) Max Amount <input type="text" value="€100,000.00"/>	Colombian Peso (COP) Max Amount <input type="text" value="Max Amount"/>
Malaysian Ringgit (MYR) Max Amount <input type="text" value="Max Amount"/>	Indian Rupee (₹) Max Amount <input type="text" value="₹200,000.00"/>
Vietnamese Dong (₫) Max Amount <input type="text" value="Max Amount"/>	Thai Baht (THB) Max Amount <input type="text" value="THB 2,000,000.00"/>
Australian Dollar (A\$) Max Amount <input type="text" value="Max Amount"/>	Ghanaian Cedi (GHS) Max Amount <input type="text" value="Max Amount"/>
British Pound (£) Max Amount <input type="text" value="£100,000.00"/>	Philippine Piso (₱) Max Amount <input type="text" value="Max Amount"/>

Cancel

TPPs Configuration

iDEAL ⓘ

Euro (€) Transaction Limits <input type="text" value="€50,000.00"/>	Merchant ID <input type="text" value="XX0000000"/>	QR PSP ID <input type="text" value="P2P"/> <input type="text" value="P2M"/> <small>P2P is the default option</small>
--	---	--

Bizum ⓘ

Code <input type="text" value="Code"/>
Terminal <input type="text" value="Terminal"/>
Secret Key <input type="text" value="Secret Key"/>

PNR Visibility ⓘ	<input type="button" value="Yes"/>
Create refund if no ticket purchase ⓘ	<input type="button" value="Yes"/>
Token Id Validation ⓘ	<input type="button" value="Yes"/>
Settled Transaction Withhold ⓘ	<input type="button" value="No"/>
Force Back Synchronous Redirection ⓘ	<input type="button" value="No"/>

(This latest screenshot must be configured by IATA)

More info about all this inside [Approvals section](#)



3.7.8.1 Refund Approvals

In this section, you can set up approval requirements (only MERCHANT Admins).

The refund approval section is meant to determine if the refund creation requires approval from another user. The approving user has the role APPROVE_REFUNDS. If a refund exceeds the approval timeout, it will be marked as FAILED (see [Approvals Section](#) for more details)

To activate the refund approval, click on the “Refunds require approval” switch. In the “Approval Timeout” field, set the desired amount of minutes to wait for the refund approval before marking it as failed.

3.7.8.2 Refund & Payment limits

In this section, you can define the transaction limits for the merchant (see [Approvals Section](#) for more details).

You can define amounts limits (maximum and margins) by currency. You can also set the refundable percentage of the original payment amount, and the maximum number of payments accepted by day.

3.7.9 Report

In this section, you can enable the option to deliver a daily transactional report related to transactions in a specific status(es) to a specific merchant.

Lambda Airlines EUR, HK, TH, BR, IN, VN, PH, MY, GH, , MX, JO (QR), CO ×

① General 📄 Credentials 🎨 Styles 🔗 TPPs 🔧 Advanced 📄 **Report** € Sepa Threshold

This section defines the report properties related to this merchant

IFG	<input type="checkbox"/>
Report	<input type="checkbox"/>

Cancel ✓ Save



3.7.9.1 IFG

This report will be enabled for those merchants integrated via *IATA Financial Gateway* (IFG) properties.

Through this report, you can enable the option to deliver a daily transactional report at end of day /cut off, related to transactions considered as FINISHED (SETTLED, UNEXPECTED SETTLED, BLOCKED, FAILED or CLEARED) to a specific merchant FTP.

Lambda Airlines EUR, HK, TH, BR, IN, VN, PH, MY, GH, , MX, JO (QR), CO

① General Credentials Styles TPPs Advanced **Report** € Sepa Threshold

This section defines the report properties related to this merchant

IFG

Report

Cancel Save

3.7.9.2 Payment Report

Through this report, you can enable the option to deliver a daily transactional report at end of day /cut off, related to transactions based on a series status(es) to a specific merchant FTP. *Admin merchant* rights are required to be enable.

This report will look the same as the CSV exported through the IATA PAY Admin Portal. Being named as follows: merchantID_Currency_YYYYMMDD.csv

When the button “Scheduled report” is enabled, It is possible to send a single report at the time set in this section.

Airlines also have the possibility to generate a single report containing all their merchants, they must contact IATA to enable this option.

The table shows from top to bottom:

- **Cutoff time (UTC):** refers to the latest time by which the report must be sent.
- **Status:** list of available status to filter the report to be issued.



- **Send type:** select the type of delivery. (Currently only FTP delivery).
- **Type:** it can be selected FTP or SFTP.
- **Host / Port / Username:** (e.g., *DBStagingxxx.com / 1724 / xxxx@lambda.uk*).
- **Authentication method:** there are two options on this field “password” or “key”. If you select “password”, you will be asked to set up a password for your account on the first configuration, whose characteristics must be the following:
 - Maximum length of 32 characters
 - Minimum length of 10 characters
 - It can contain upper and lower-case letters
 - It can contain special characters without restrictions (based on the English keyboard) (e.g. @;-./_)

If you select “key”, a new key will be generated when saving the merchant and its corresponding file will be available to download.

- **Path:** place where the report is to be sourced.
- **Mode:** Type of connection to the server. *Active* or *Passive* depending on the configuration.

Lambda Airlines EUR, HK, TH, BR, IN, VN, PH, MY, GH, , MX, JO (QR), CO x

General Credentials Styles TPPs Advanced **Report** Sepa Threshold

This section defines the report properties related to this merchant

IFG

Report

Schedule Report

Status The status can not be empty

Send type

Type

Host

Port

User name

Authentication method

User password

Path

Mode



This section defines the report properties related to this merchant

IFG

Report

Schedule Report

Status The status can not be empty All

Send type FTP

Type FTP **SFTP**

Host Host number

Port 0

User name User name

Authentication method Password **Key**

Public key A new public key will be generated when saving the merchant.
Its corresponding file will be available for download here.

Path /

Mode **ACTIVE** PASSIVE

Cancel



3.8 Users Section

In this section you can see all the information about the users of the portal, depending on the privileges of your user. Different kinds of users will be shown to you, users with a merchant admin role can only see their merchant users.

The same logic applies to user creation, only merchant admin users can create new users, he/she can create any kind of user with any kind of role, and merchant users can only create users with their merchant role.

3.8.1 Main screen



Users

List Approvals

List

Export users to CSV + New Refresh

Email / User	Roles	Filters
sheldoncooper@test.com Sheldon Cooper	6E3120000 Admin merchants, 6E3120000 Read transactions, AB1230...	⋮
castrom@iata.org Mario Castro Perez	Global Admin users, Global All, Global Read full compliance info	⋮
nikolatesla@test.com Nikola Tesla	Global Read transactions	⋮

Main users page

The table shows from left to right:

- **Email / User:**
 - **email (top):** to identify the user within the administration panel. For communications like account created and password reset messages.
 - **full name (bottom):** full name of the user.
- **Roles:** if it overflows the screen, hovering over them will show a tooltip with all the roles the user has.
- **Filter button:** when clicked it will show behind the correspondent header an input field for each field that can be filtered.

Each row of the table can be clicked to open the detail screen of the user, detail screen will be explained below.

Also, if the user has a grey dot like in the image, it means that the user is disabled. A disabled user is like an eliminated used (cannot log in or perform any action) but remains in the system, allowing an admin want to enable that user if needed again.



Users

List Approvals

List

+ New Import users from CSV Export users to CSV Refresh

Email / User	Roles	Filters
<input type="text" value="Email"/> <input type="text" value="Username or fullname"/>	All	<input type="text" value=""/>
sheldoncooper@test.com Sheldon Cooper	6E3120000 Admin merchants	d transactions, AB1230...
castrom@iata.org Mario Castro Perez	6E3120000 Admin users	ll compliance info, Glo...
nikolatesla@test.com Nikola Tesla	6E3120000 All	
franciscocodeborjagarc@kpmg.es Borja Garcia	6E3120000 Approve refunds	
	6E3120000 Cancel payments	
	6E3120000 Cancel refunds	
	Global All, XX0000000 All	

Filtering by role example: the portal will filter when you click the loupe for the available users by the role selected in the filter. The filter could combine several roles and only users with all the roles selected will appear.

3.8.2 Export users to CSV

Merchants can be exported to a CSV file by clicking on the 'Export to CSV' button:

Users		List Approvals
List		Export users to CSV + New Refresh
Email / User	Roles	Filters
sheldoncooper@test.com Sheldon Cooper	6E3120000 Admin merchants, 6E3120000 Read transactions, AB1230...	
castrom@iata.org Mario Castro Perez	Global Admin users, Global All, Global Read full compliance info	
nikolatesla@test.com Nikola Tesla	Global Read transactions	

Users list screen

Once the export button is pressed, it will be exported all the users that are shown on the screen.

The name convention of the CSV has less than 30 characters and the following structure: "YYYY-MM-DD_HH-mm-ss.csv" indicating the date and time of export of the file.

Another option is to click on the refresh button. Refresh is useful when you want to reload the user section without doing any change to the filters, but it also applies filters changes.



3.8.3 New user screen

User creation screen shows a form asking for all the information required. If any field is not filled properly, when the save button is clicked an error will appear in the appropriate field. It is possible to edit the “Username” and “Full name” once the user is created.

The only field with a default value will be the roles sections, the default roles assigned to the new user will be the same roles that the actual user has, but as the rest of the form, the roles can be changing, either adding a new one clicking the add button (add new role screen) or deleting roles clicking on the x icon. All users must have at least one role assigned and as many roles as needed.

New User ✕

Enabled

Username

Sytem username of the user

Full name

Fullname of the user

Email

Email of the user

Roles ⓘ

Merchant	Roles Assigned
Global	<input checked="" type="checkbox"/> Read basic compliance info
	<input checked="" type="checkbox"/> All
	<input checked="" type="checkbox"/> Read full compliance info

User creation

3.8.4 Add new role screen

This modal will show all addable roles to the user, excluding all roles from the same merchant if the user has already one role for that merchant. You can click on the role or roles to add, and search for roles in the bar at the top. The selected roles will appear next to the selected roles tag and if you want to reset the selection, just click clear selected button. As part of the system validation, if you select several roles of the same merchant and click save, only the highest privilege role will appear in the user details.

If you want to change the kind of privileges a user has in a merchant, change it in the user details screen.

Clicking add or cancel will bring you back to the user detail screen.

Add new role ×

- 6E3120000 Admin merchants
- 6E3120000 Admin users
- 6E3120000 All
- 6E3120000 Approve refunds
- 6E3120000 Cancel payments
- 6E3120000 Cancel refunds

Selected Roles

There are no selected roles

Total: 0

× Cancel 🗑️ Clear selection ✓ Add

Add new role screen

If a user has all the possible roles, a message screen will appear with message “There are no more roles you can add to this user”.

3.8.5 Own user details screen

Shows all the details of the selected user in the main user’s screen. There are two tabs general and security.

General tab shows all the details of your user in the main screen, allowing you to change what you want. If you cannot change something, either the input will be greyed out or the button will not appear (e.g., add button right to roles section will not appear if you have read or operations role).

Security tab allows to change your password, if you want to, and to enable and disable MFA.



User details ×

Enabled

Username

v-rodriquen@iata.org

System username of the user

Full name

Naiara Rodriguez Gutierrez

Fullname of the user

Email

naiaradelamorrodriagu@kpmg.es

Email of the user

Roles ⓘ

+ Add Remove All

Merchant	Roles Assigned
	× Read basic compliance info
Global	× All
	× Read full compliance info

Cancel ✓ Save

Own user details screen with only one role assigned

3.8.6 Another user details screen

Shows all the details of the selected user in the main user's screen.

If you have all or admin user roles of the same merchant or merchants that the user has roles, you will see all inputs open and can change all the data of the selected users. This is the screen you will see when you click on another user different from yours.



User details ×

Enabled

Username

System username of the user

Full name

Fullname of the user

Email

Email of the user

Roles ? [+ Add](#) [Remove All](#)

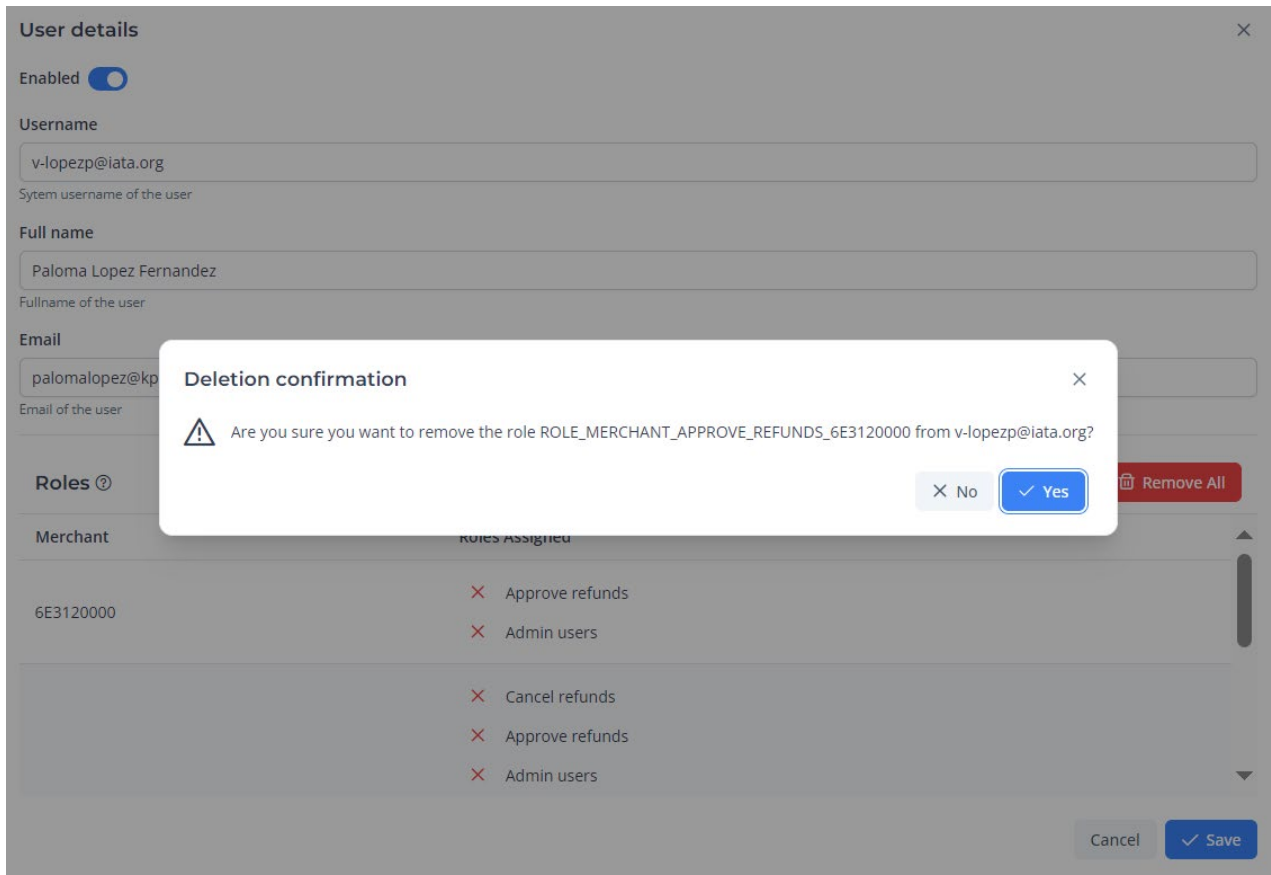
Merchant	Roles Assigned
6E3120000	<input checked="" type="checkbox"/> Approve refunds
	<input checked="" type="checkbox"/> Admin users
	<input checked="" type="checkbox"/> Cancel refunds
	<input checked="" type="checkbox"/> Approve refunds
	<input checked="" type="checkbox"/> Admin users

[Cancel](#) [Save](#)

User detail screen if you have global or his merchant (beta) all or admin users role

3.8.7 Deleting roles

When you want to delete a specific role from a user, you can just click the **x** symbol right to the role and a modal window will appear asking you for confirmation of the deletion. Even though you have to confirm the deletion, the role deletion (or any other change made to the user) will not be saved unless you click save button. That way if you just miss clicked and deleted a role of the user you didn't want to, you can just click on cancel, go back to the main page reopen user details and correctly perform the change.



Deletion confirmation message screen when clicked on a role x symbol



3.9 Approvals Section

In this section you can see all the information about all the transactions in locked status that needs to be approved by a user with approver role. Only users with approval role can see and enter this section.

Depending on the kind of lock that the transaction has, it will need different kinds of approval.

Merchant approver can only approve locked transactions with “Should be approved” as a lock reason.

3.9.1 Main screen

Refunds shown in this main screen are all in locked status, if you want to see info of the refund or of the payment in more detail, just click on the refund ID or payment ID of the refund locked and you will see the detail screen related to it.

Approvals AU Queries Refunds

Refunds Export refunds to CSV Refresh

Lock Reason	Refund ID	Payment ID	Amount	Country	Merchant	Date ↑↓	Filters
Should be done compliance check	RK699Z2XH70BH <small>Merchant refund id is not defined</small>	P48MHA85XNX6D <small>Merchant payment id is not defined</small>	NOK4.00	NO	JJ0000000	12/19/2024, 2:11PM	⋮
Should be done compliance check	R7YEJK88D2T5T <small>Merchant refund id is not defined</small>	P32G6U2I7L06B <small>Merchant payment id is not defined</small>	DKK1.01	DK	JJ0000000	12/19/2024, 11:37AM	⋮
Should be processed manually	RTWTKVHOC5EQ8 <small>Merchant refund id is not defined</small>	PMQXFPQUQVO3R <small>dc3d5428-2738-4434-ab7b-f5808d0a41b</small>	₹0.89	IN	XX0000000	09/26/2024, 5:29PM	⋮

Main screen showing Unexpected transaction detected

The table shows from left to right:

- **Lock Reason:** brief description explaining why the refund was locked
- **Refund ID:** above will be the `iataRefundId` field in the API and below will be the `merchantRefundId` field in the API.
- **Payment ID:** above will be the `iataPaymentId` field in the API and below will be the `merchantPaymentId` field in the API.
- **Amount:** shows both the payment amount and, if there is a refund, in red will be the total refunded amount of that payment.
- **Country:** market where the payment was created.
- **Merchant:** id of the merchant who created the payment.
- **Date:** could appear one or two dates, if only one appears, it is the creation date. You can sort in ascending or descending order by clicking on the arrows.
 - **Creation date (top):** exact time when the payment was initiated.
 - **Finish date (bottom):** exact time when either the payment was settled or had an error.

Approvals

Refunds

Refunds

Refresh

Lock Reason	Refund ID	Payment ID	Amount	Country	Merchant	Date	Filters
Insufficient funds	RFSYT93CPVCKW 502492402	P654Z4ECQPIRR 502492401	€619.99	DE	DE8810000	09/11/2023, 3:11 PM	

Main screen showing refund locked due to Insufficient funds.

Refunds can be unlocked on the refund details section or clicking on the 3 dots menu at the right side of the refund. If the user can approve or cancel the refund, the options will be shown like the image below. If the user cannot approve neither cancel the refund, these options won't be shown.

Lock Reason	Refund ID	Payment ID	Amount	Country	Merchant	Date	Filters
Unexpected transaction detected	R9KTVRFAEJ0MX Merchant refund id is not defi...	P7EC2U5SMDJ5L OXYGPRR1X0VREGIS5PYJ	£0.01	GB	AL0000000	01/21/2020, 12:59 PM	<ul style="list-style-type: none"> Details Accept (Unlock) Cancel refund

Main screen showing 3 dots menu options regarding the refund

Once the accept or cancel refund buttons are clicked, confirmation dialogs like the images below will show up, so the user can double check the operation and avoid doing a wrong action by mis clicking.

Unlock transaction confirmation ✕

Are you sure you want to accept (unlock) the transaction?

No

Unlock transaction confirmation dialog

Cancel transaction confirmation ✕

Are you sure you want to cancel the transaction?

No

Cancel transaction confirmation dialog