

Carrying out an action in the detailed view (capture/credit etc.)

The application provides you with the option of adding additional actions to the operation. In order to carry out an action, you must open the detailed view of an operation. Depending on the status of the operation, different actions are available for selection in the drop-down "Select action" menu. A description of the actions can be found in the "Actions" table below.

Action	Description
Capture	If an amount was only reserved (authorised) beforehand, then it still has to be charged to the actual card or account by means of a subsequent capture – only then can the cash flow occur. This usually occurs when the merchandise is sent to the end customer.
Credit	A credit is used to arrange a refund for the end customer. This usually occurs when merchandise was returned or a claim was lodged.
Cancel	Cancel an operation or a payment transaction. <div>i Cancel "Cancellation" of a capture is only possible on the same day on which the capture was carried out. If you wish to undo a capture at a later point in time, you can carry out the action "Credit".</div>
Create subscription	Set up regular captures over a specific period for the card or account data used for an operation. <div>i Subscriptions You can only create subscriptions using the "Direct debit" or "Credit card payment" payment methods because the other payment methods (like Online Bank Transfer) require a customer interaction which is not possible with a subscription.</div>
Carry out manual authorisation	Reauthorise approved payments following expiry of the authorisation period. <div>i Carry out manual authorisation Amounts are only authorised at your bank for a specific period. If only a partial capture has occurred, you can use the action "Carry out manual authorisation" to reauthorise the difference in the total amount after deducting the amount already captured. For example, you can reauthorise an outstanding amount for a pending additional delivery.</div>
Delete personal data	Delete the customer's personal data from the operation. <div>i Delete personal data Please note that once these data have been deleted, other actions such as capture or credit, or an error analysis, are no longer possible.</div>

i Application Button

The button at the bottom allows you to jump to the corresponding page within the application. You must be logged in to jump to the corresponding page within the application.

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On this page

- [Opening the detailed view of an operation](#)
- [Adding a credit or capture to an operation](#)
- [Cancelling an operation](#)
- [Creating a subscription for the card or account data for an operation](#)
- [Deleting personal customer data from the operation](#)
- [Reauthorising payment for the operation](#)

In this section

- [Carrying out an action in the detailed view \(capture/credit etc.\)](#)
- [Creating a payment process \(optional\)](#)
- [Creating an operation with "Pay by link"](#)
- [Creating an operation with "Pay by link" with extended consumer information](#)
- [Creating operations using batch files](#)
- [Displaying an operation](#)
- [Displaying payment transactions for an operation](#)
- [Entering a credit card payment in the card terminal](#)
- [Entering a direct debit in the direct debit terminal](#)
- [Exporting operations with all information](#)
- [Finding operations using the global search \(optional\)](#)
- [Search for operations for an account number](#)
- [Searching for and filtering operations](#)
- [Searching for operations for a payment method or a payment method provider](#)
- [Searching for settlement files](#)

Opening the detailed view of an operation

The "View operations Operations" tab, "View operations Transaction details" tab and "Global search" tab (optional) allow you to use the search results to open the detailed view of an operation. You can access more information about customer and operation data in the detailed view. Moreover, you can [add other actions to the operation](#) in the detailed view, such as captures or credits. If an operation was carried out using a credit card, you can [blacklist the credit card in the detailed view](#).

Proceed as follows to open the detailed view of an operation:

1. Activate values in the selection fields.
2. Click on the "Search and Filter" or "Search" button.

The application verifies the values entered. If the values are invalid, a message showing the reason why will appear in red. If the values are valid, the search results will be shown.

Search and Filter

23 Operations | 10 Operations Per Page | Page 1 From 1

Operation date	Merchant reference number	Reference number	Type of Transaction	Status	Currency	Amount Authorisation	Amount Capture	Amount Refund
11/09/2020 16:34:21	XXXXXXXXXXXX		Card - Visa	ERROR	EUR	-	-	-
04/11/2020 13:56:14	XXXXXXXXXXXX	Test0411	Card - American Express	ERROR	GBP	-	-	-
04/11/2020 11:56:21	XXXXXXXXXXXX	Test0412	Card - Visa	OK	GBP	100.00	100.00	-
04/11/2020 15:14:52	XXXXXXXXXXXX	Test0411	Card - Visa	OK	CAD	100.00	100.00	-
10/11/2020 15:46:38	XXXXXXXXXXXX	Test0412	Card - Visa	OK	EUR	-	-	-
10/11/2020 15:46:38	XXXXXXXXXXXX	Test0411	Card - Visa	ERROR	EUR	-	-	-
10/11/2020 18:04:31	XXXXXXXXXXXX	Test0412	Card - Visa	OK	EUR	120.00	-	-
10/11/2020 18:04:37	XXXXXXXXXXXX	Test0411	Card - Visa	ERROR	EUR	-	-	-
12/11/2020 12:23:28	XXXXXXXXXXXX	Test0411	Card - Visa	ERROR	EUR	-	-	-
12/11/2020 12:52:48	XXXXXXXXXXXX	Test0411	Card - Visa	OK	EUR	110.00	-	-

23 Operations | 10 Operations Per Page | Page 1 From 1

1. "Merchant reference number" column
2. "Merchant reference number" of an operation

3. Click on the merchant reference number for the required operation in the "Merchant reference number" column.

The detailed view of an operation opens.

Detailed view of operation

Demo Computop

Operation data

Payment-ID

d40c04e861e74ac1ae2ecc6ba573cc4d

Merchant reference number

Test04112

Reference number

Test0411

Payment Method

Card - Visa

Amount Authorisation

100.00 CAD

Amount Capture

100.00 CAD

Amount Refund

0.00 CAD

Card data

Card brand

Visa

Card number

411111xxxxxx1111

Pseudo card number

0022589500163111

Expiry date (MM/YYYY)

12/2022

Card holder

Mr N Sonnex

Country of Origin

USA

Information of Shopping Cart

Test.0000

Select action

Execute action

1. Drop-down "Select action" menu
2. "Execute action" button

Adding a credit or capture to an operation

A capture or credit is only possible when the status of the operation is "OK".



In order to be able to carry out several captures or credits, you must upload a batch file to the application. A detailed description of the format and use of batch files can be found in the chapter of the programming manual that covers the batch manager. Instructions on how to upload the batch file can be found here: [Creating operations using "batch files"](#).

Proceed as follows to carry out a credit or a capture:

1. Open the detailed view of an operation.

The detailed view of an operation opens.

2. Select "Credit" or "Capture" from the drop-down "Select action" menu.
3. Click on the "Execute action" button.

The "Amount" input field opens.

Proceed as follows to carry out a credit or a capture:



1. *Amount input field*
2. *"Execute Button"*



"Amount" input field

The amount entered depends on the currency used for the operation. The currency used for the operation cannot be changed.

The amount entered depends on the currency selected beforehand from the drop-down "Currency" menu. You must enter the amount in the largest currency unit using the decimal notation applicable for the currency (e.g. €10.50). Whether decimals are allowed does, however, depend on the respective currency.

4. Enter the amount in the "Amount" input field.
5. Click on the "Execute" button.

The application verifies the action entered. If the action is invalid, a message showing the reason why will appear in red. If the action is valid, a "credit" or "capture" is added to the operation.

Cancelling an operation



Cancel

Cancellation of a capture is only possible on the same day on which the capture was carried out. If you wish to cancel a capture at a later point in time, you must carry out the action "Credit".

Proceed as follows to carry out a cancellation:

1. Open the detailed view of an operation.

The detailed view of an operation opens.

2. Select "Reversal" from the drop-down "Select action" menu.
3. Click on the "Execute action" button.



1. *"Confirm" button*

4. Click on the "Confirm" button.

The application verifies the action entered. If the action is invalid, a message showing the reason why will appear in red. If the action is valid, the operation is cancelled.

Creating a subscription for the card or account data for an operation



Subscriptions

You can only create subscriptions when the operation was created using the "Direct debit" or "Credit card payment" payment methods.

Proceed as follows to create a subscription:

1. Open the detailed view of an operation.

The detailed view of an operation opens.

2. Select "Create subscription" from the drop-down "Select action" menu.

3. Click on the "Execute action" button.

The detailed view of a subscription opens.



"Status", "Amount", "Expiry date" and "Information about shopping cart" input fields

Inputs in the "Status", "Amount", "Expiry date" and "Information about shopping cart" input fields can only be made after creating the subscription. To do so, you must change the subscription. The detailed view of the subscription opens automatically once the subscription has been created.

Detailed view of subscription

Period	From 04/12/2020	Until 05/12/2020	1
Operation data	Subscription reference		2
	cycle	Select cycle	
	Status	Active	
	Payment Method	Card - Visa	
	Currency	EUR	
	Amount	111.00	
Card data	Card brand	Visa	
	Card number	4111110000001111	
	Expiry date (MM/YYYY)	12/2033	
	Card holder		
Information of Shopping Cart			3
		Create subscription	

1. "Period" selection field
2. "Operation data" selection field
3. "Create subscription" button

4. Select the period for which the subscription will remain active.



Subscription reference

The subscription reference is a code that you have assigned and that allows you to uniquely identify the subscription that was created.

5. Enter the subscription reference.

6. Select the cycle.

7. Click on the "Create subscription" button.

The application verifies the values entered. If the values are invalid, a message showing the reason why will appear in red. If the values are valid, the subscription is created and the detailed view of the subscription opens.



Detailed view of the subscription

The detailed view of the subscription opens automatically once the subscription has been created. The detailed view gives you the option of using the "Edit subscription" button to continue editing the subscription and subsequently fill in the "Status", "Amount", "Expiry date" and "Information about shopping cart" input fields. Instructions on editing and opening the detailed view of [a subscription](#) can be found in the corresponding chapter.

Deleting personal customer data from the operation

In order to ensure compliance with the new General Data Protection Regulation (GDPR), you have the option of deleting personal data once the operation has expired.

Proceed as follows to delete personal data:

1. Open the detailed view of an operation.

The detailed view of an operation opens.

2. Select "Delete personal data" from the drop-down "Select action" menu.

3. Click on the "Execute action" button.

The window used to confirm the action "Delete personal data" opens. Before deleting the data, you will be informed that after doing so, you will not be able add any more transactions to the operation.

1. "Execute" button


4. Click on the "Execute" button.

The application deletes the personal data.

Reauthorising payment for the operation



Carrying out manual authorisation



Amounts are only authorised at your bank for a specific period. If only a partial capture has occurred, you can use the action "Carry out manual authorisation" to reauthorise the difference in the total amount after deducting the amount already captured. For example, you can reauthorise an outstanding amount for a pending additional delivery.

Proceed as follows to carry out a manual authorisation:

1. Open the detailed view of an operation.

The detailed view of an operation opens.

2. Select "Execute a manual authorisation" from the drop-down "Select action" menu.
3. Click on the "Execute action" button.

then the authorization will be retried and a message for success or failure will be shown.