



Verifone Central

Solution Brief



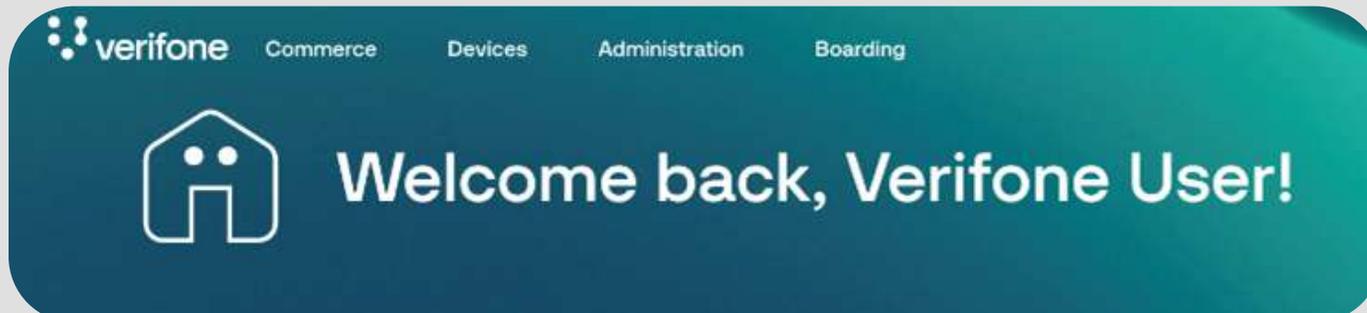
www.verifone.com

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Introduction

All our customers, partners and resellers have access to our powerhouse orchestration portal, Verifone Central, a dashboard used to access, navigate, and manage their Verifone payment and commerce tools. Here, innovation meets convenience in a newly redesigned platform that empowers you to make the most of Verifone services.

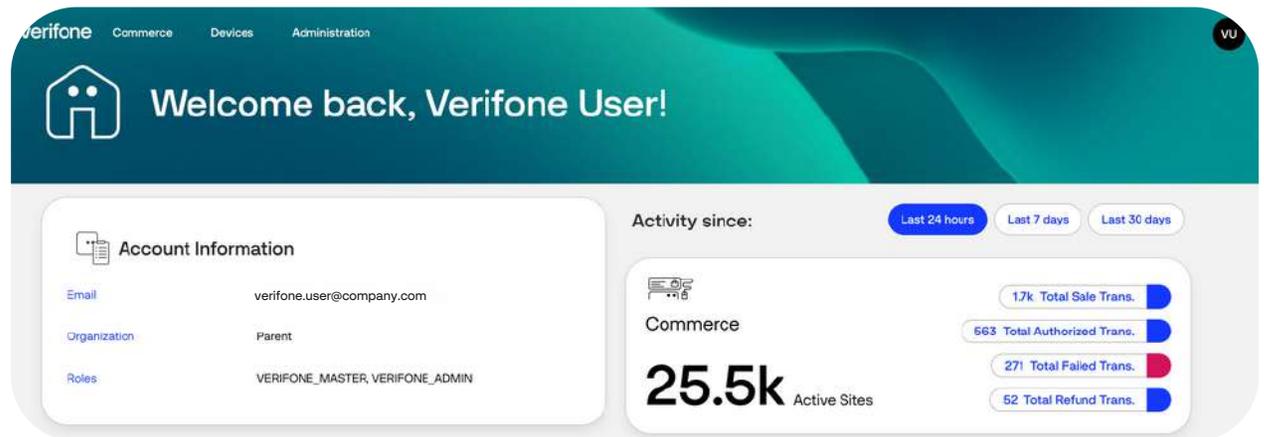


Overview

This document goes over the main areas and capabilities available in Verifone Central and how these tackle different business objectives.

Verifone Central offers streamlined access to a whole range of tools to manage your payment operations efficiently. Whether it's monitoring transactions, optimizing revenue, managing devices, handling admin tasks or keeping your estate up-to-date, Verifone Central is the versatile platform that supports all your payment acceptance needs in a single, unified interface.

It covers everything from generating reports to managing devices, dispute management, and administration. Your Verifone payment tools and transaction data are all accessible from this centralized location.



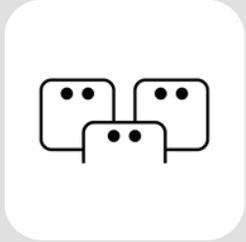
Availability

Verifone Central is available to all merchants, partners and resellers working with us. The platform interface adapts to the type of account you have with us and its associated permissions. Different permissions and user roles for your team and staff can be set, depending on the areas they oversee.



Benefits and Capabilities

Access a full suite of capabilities, to manage all payment aspects



Hierarchy and User Management

View, create and edit users within your account, listing the organizations different users have access to, and their hierarchy.



Reporting Tools

Verifone Central's Reports section serves as a growth compass, capturing key transaction details and user activities.



Payments Tools (Pay by Link and Virtual Terminal)

Perform payment actions straight from the dashboard, using our Payment Tools services: Virtual Terminal and Pay by Link.



Payment Actions

Payment Provider Contracts (PPCs) link organizations to processors using the Processor entity for multi-currency. Manage payment actions (capture, cancel, refund) through Verifone Central or the API, simplifying backend integration.



Benefits and Capabilities

Simplify operations and streamline business growth



Control and Optimize the Payment Experience for Users

Build flexible payment journeys for shoppers, managing transactions across channels, setting parameters for in-store and online payments. Deploy alternative methods like digital wallets and BNPLs, according to local user preferences.



Manage Your Entire Estate with Ease

Track POS device health, deploy new devices, upgrade software, or deploy new value-added apps on devices, all from our portal's interface.



Simplify Ordering for Payment Devices and Solutions

Upsell services and increase sales through Verifone Boarding Services.



Powerful API

Simplify payment management with easy updates. Choose between Verifone Central, the API, or both for flexible usage.



Key Modules

Verifone Central includes four fundamental modules:



Commerce

- Optimize operations with a full suite of payment tools.
- Streamline transactions and maximize revenue.
- Access detailed reporting on sales and revenue performance.



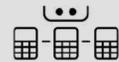
Devices

- Track and monitor all devices in real-time.
- Ensure devices are always up to date with the latest software.
- Gain valuable insights on your tech infrastructure.



Administration

- Simplify account setup and user management.
- Fine-tune account settings with Advanced Settings options.



Boarding

- Select from a wide range of customizable devices, services, and solutions.
- Review order updates and shipping notifications.
- Smooth large-scale order management through API.

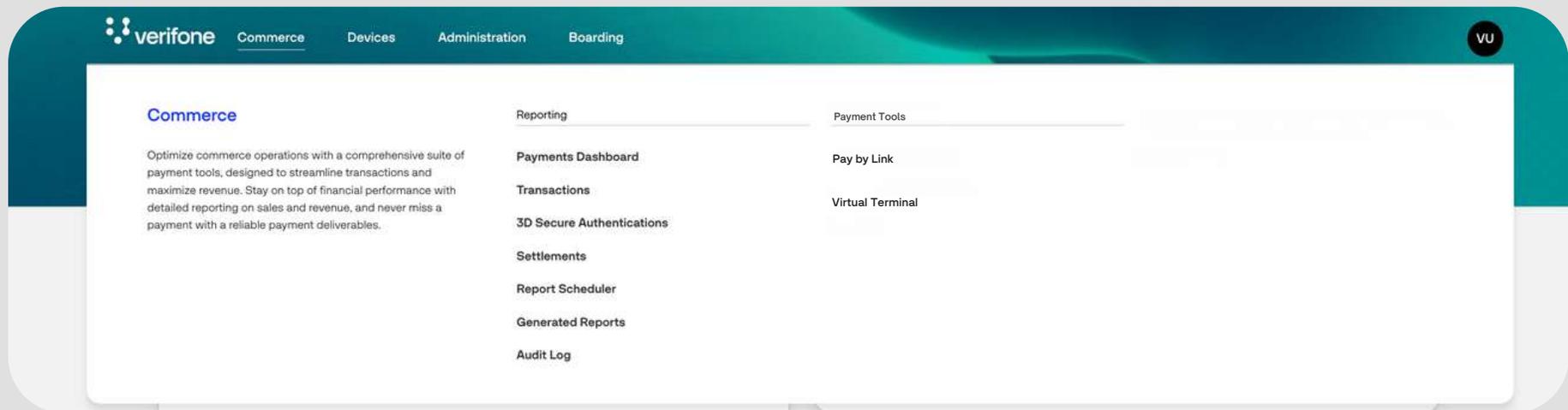


Commerce

Streamline transactions and stay on top of financial performance with a rich suite of payment tools.

Get a high-level view from the Payments Dashboard, capture transactions and view Contracts in Payment Actions, collect transactions through Payment Tools, and access metrics in the Reporting area.

VU



Commerce

Payments Dashboard

The Payments Dashboard centralizes sales data and offers a comprehensive view of your transaction history, providing insights that enable strategic decision-making. See payments and their current status from in-person, online and MOTO channels and export transaction reports.

You can customize views with filters like date range, currency, and sales channel. You can even compare data between the current and previous periods if needed. The dashboard's KPIs cover essential metrics, including total transactions, average transaction value, refunds, authorization rates, popular payment methods, peak transaction times, and sales by country.

The granularity of displayed graphs depends on your chosen time frame, offering hourly, daily, weekly, or monthly insights.



Commerce

Payment Actions

Payment Provider Contracts (PPCs) link organizations to acquirers or payment processors for processing specific methods. Use the Processor entity to input Merchant credentials, reusing for multi-currency support.

Payment actions (capture, cancel, refund) are managed via Verifone Central or the API, allowing seamless backend integration. No additional integration endpoint is required when using Verifone Central, and environment selection depends on region and integration method.

Payment Action	Description	Applicable to
Capturing an authorization	Place a hold on a payment	Authorized transactions
Canceling captures	Void an authorization	Full transaction amount
Refunding transactions	Refund a payment	Settled sales

The screenshot displays the Verifone Commerce interface. At the top, there are navigation links for 'verifone', 'Commerce', 'Devices', and 'Administration'. The main header area is green with a shopping cart icon and the word 'Commerce'. Below this, the 'Transactions' section is visible, featuring a search bar and filter options. The filter 'E-commerce' is selected. A table of transactions is shown, with the first row highlighted in red. The right sidebar provides details for the selected transaction, including its organization, reference number, and a list of transaction logs.

Created	Reference	Merchant Reference	Organization	Product	Orig. amount	Curr. amount	Type	Status
9/11/2023, 10:37:36	110737000686	5678	AUTO EZE NETS ORG	Mastercard	100.00 DKK	100.00 DKK	Capture	Settled
9/11/2023, 10:37:31	110737002035	5678	AUTO EZE NETS ORG	Visa	100.00 EUR	100.00 EUR	Sale	Authorized
9/11/2023, 10:37:16	110737000605	5678	AUTO EZE NETS ORG	Mastercard	100.00 SEK	100.00 SEK	Sale	Settled
9/11/2023, 10:36:58	110736003659	5678	AUTO EZE NETS ORG	Diners Club	100.00 NOK	100.00 NOK	Sale	Settled
9/11/2023, 10:36:40	110736000504	5678	AUTO EZE NETS ORG	Mastercard	100.00 SEK	100.00 SEK	Preauthorization	Declined
9/11/2023, 10:36:40	110736000986	5678	AUTO EZE NETS ORG	Diners Club	100.00 DKK	100.00 DKK	Sale	Settled
9/11/2023, 10:36:21	110736003856	5678	AUTO EZE NETS ORG	Mastercard	100.00 NOK	100.00 NOK	Capture	Settlement Failed
9/11/2023, 10:36:21	110736003855	5678	AUTO EZE NETS ORG	Mastercard	100.00 NOK	100.00 NOK	Capture	Settlement Failed
9/11/2023, 10:35:45	-	5678	AUTO EZE NETS ORG	Diners Club	100.00 DKK	100.00 DKK	Authorization	Failed
9/11/2023, 10:35:45	110735000984	5678	AUTO EZE NETS ORG	Mastercard	100.00 DKK	100.00 DKK	Preauthorization	Declined

Commerce

Payment Tools

Pay by Link

Pay by Link in Verifone Central enables secure payment collection through generated links. Merchants can send links via various channels, track transaction status, and access detailed information, including customer details and actions.

Access is based on roles, with benefits including flexibility in payment collection and the option to use as a tool for tackling cart abandonment.

< Payment links
Create Payment link

1 Payment settings Link settings Done

Payment Settings

Organization

Cart Information

Amount Amount & product

Transaction Amount 0.00

Merchant Reference (optional)

Automatically send transaction for capture

+ Add customer address details

Discard Continue to link settings

Virtual Terminal

Our Virtual Terminal allows merchants to securely process payments over the phone or email. Key features include different access levels for categories of users, configurable payment settings, and support for different service providers.

The terminal enables actions such as payment capture, refund, cancelation, or void, and can also support recurring transactions.

Virtual Terminal

Payment Settings Payment Form Payment status

Payment Settings

Organization Parent

Payment Provider Contract PPC

Transaction type Sale

Authorization Type Authorization with capture

Amount EUR 0.00

Merchant Reference (Optional)

Transaction Description (Optional)

Promo Code (Optional)

Commerce

Reporting

Verifone Central's [Reporting](#) capabilities provide a deep understanding of your business. Navigate effortlessly to the Reports section under the Commerce tab and choose from a range of options, including Transactions, Settlements, and Audit Logs, to analyze crucial insights.

Transactions Reports

let you uncover payment actions, explore types, statuses, and detailed histories, and navigate through multiple filters and identifiers.

3D Secure Authentications

show a status of authorized transactions, applicable in regions where this is needed.

Settlements Reports

highlight the settlement batches sent to your bank or the payment processor, which can be filtered by date range or organization.

Report Scheduler

lets you schedule transaction reports at set intervals, ensuring insights flow consistently to stakeholders' mailboxes. All reports set here are accessible in Generated Reports.

Audit Log

monitor your team's activities in this dashboard area. This adds an extra layer of security and helps you better understand what events your staff is dealing with.



Scheduler name	Scheduled on	Organization	Frequency	Status
CST 03 RS Test	28/11/2023, 03:49 PM	Parent	Daily	Enabled
Cst RS 02 Test	28/11/2023, 03:50 PM	Parent	Daily	Enabled
test FC	28/11/2023, 03:45 PM	Parent	Daily	Enabled
Example test ebe CST	28/11/2023, 06:52 PM	Parent	Daily	Enabled
Test ebe example	28/11/2023, 06:48 PM	Parent	Daily	Enabled
Simplified Test	28/11/2023, 04:45 PM	Parent	Daily	Enabled
GRB Custom	27/11/2023, 10:54 PM	Parent	Daily	Enabled
E2E Test	28/11/2023, 05:10 PM	Parent	Daily	Enabled
E2E demo CST 02	28/11/2023, 05:17 PM	Parent	Daily	Enabled

Reporting

Payments Dashboard

Transactions

3D Secure Authentications

Settlements

Report Scheduler

Generated Reports

Audit Log

Enabled

The Transaction report - Full will be generated in a CSV format Daily starting from 06:52 PM.

Report Content

Report template
Transaction report - Full

Schedule Settings

T Transaction time represents the time when the business day ends and is used to know which transactions will be included in the report.
R Report time represents the time when the report will start to run.
Example: schedule a daily report that will include transactions recorded until 10:00 PM and will start to run at 02:00 AM the next day.

Frequency
Daily

Transaction time
06:50 PM

Report time
06:52 PM

Report time zone
UTC+05:30

Permissions and notifications

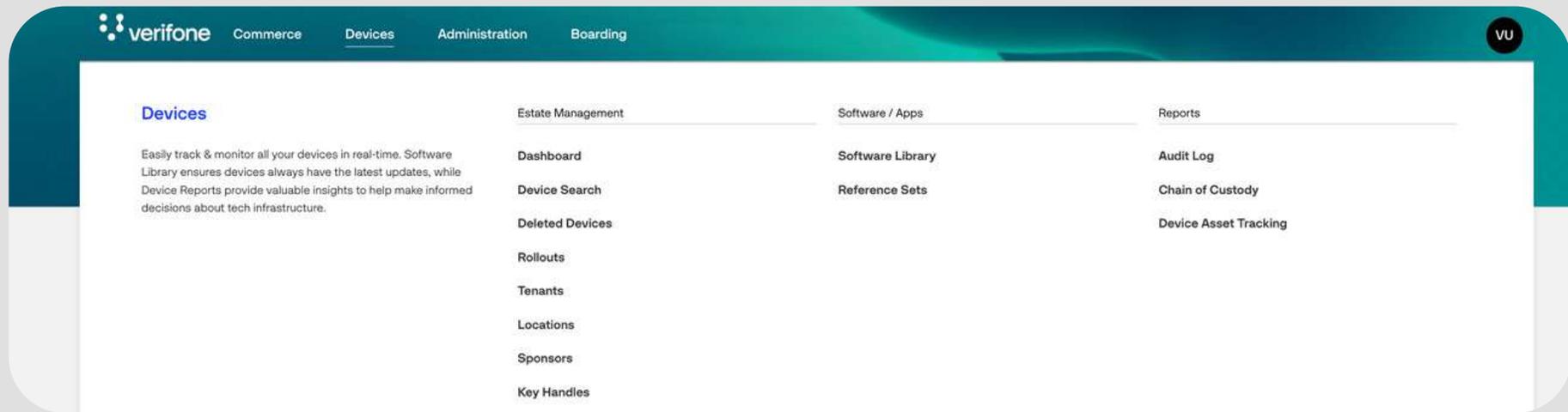
Organization
Parent

Notifications are sent to:
r&h.shivara@verifone.com

System information

Devices

Our Device Management feature in Verifone Central offers a robust solution for managing diverse estates with globally distributed devices.



Devices

Deploy new payment methods on devices, new POS apps, monitor device health or upgrade system parameters from Device Management.



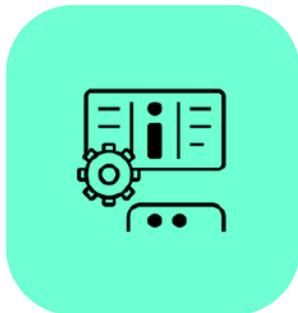
Set-up & monitor
Onboard and enable new devices and gain full asset visibility in streamlined processes.



Optimize retail ops
Download and use Package and Reference Sets; create, deploy, view and update software rollouts.



Track performance
Analyze performance with reports on specific audiences and purposes.



Manage all aspects
Create users for your staff with different device permission levels depending on role assigned.



Administration

Access administration tools to review and manage details related to your organizations' payment flows and operations.

Administration

Easily set up new accounts streamlined Account Setup process, optimize financial operations with our FinOps tools & fine-tune account with our Advanced Settings options.

- Account Setup
- Organization Company and Sites
- Payment (Provider) Contracts
- Point of Interaction
- Users

- Advanced Settings
- 3DS Contracts
- Wallets
- Blocking Rulesets
- Notifications
- Checkout Themes

General Information

Administration

Set-up new accounts in streamlined processes and fine-tune existing accounts with Advanced Settings options.



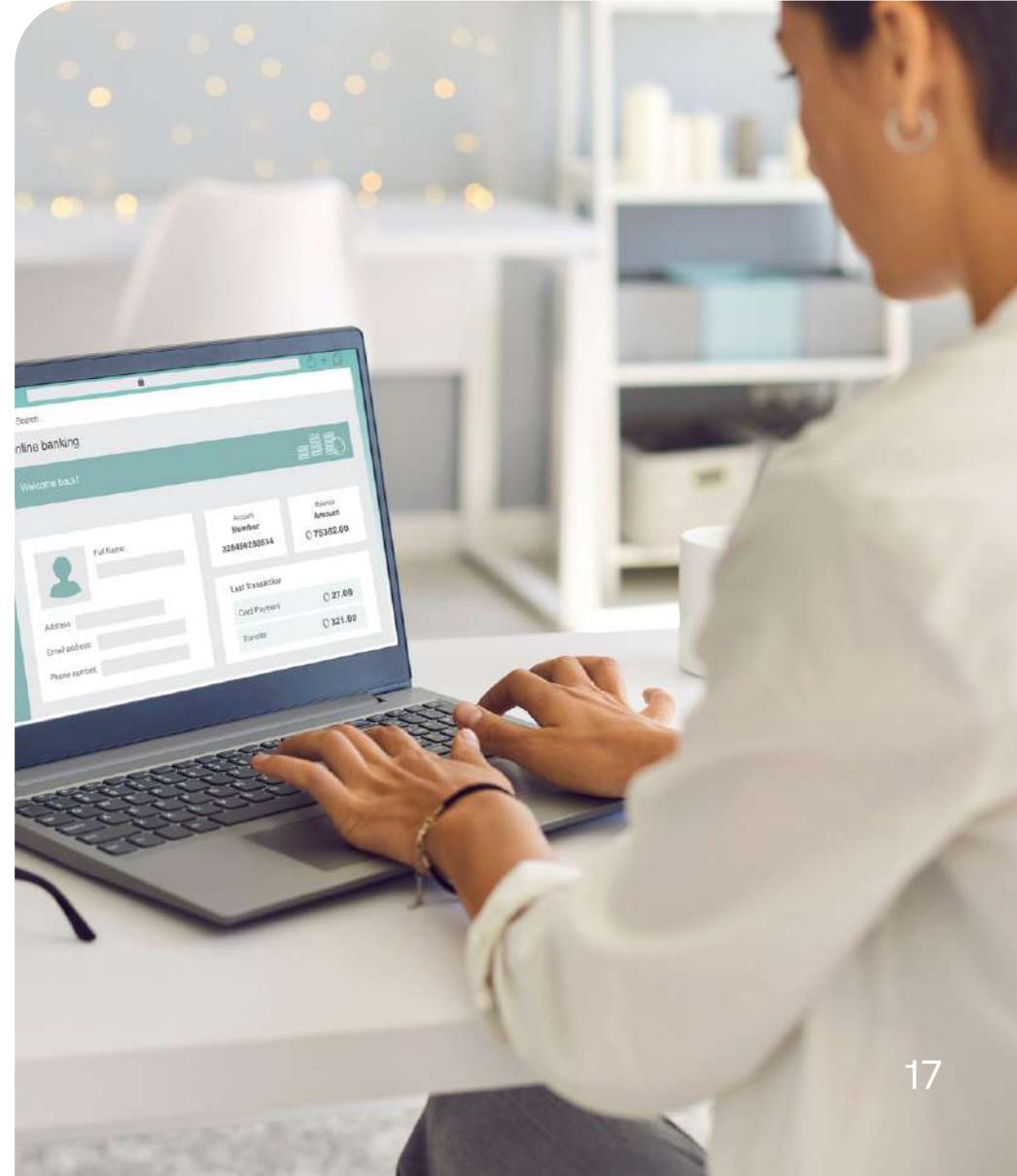
Account Setup

- Visualize your organizational hierarchy and set up token scopes.
- See payment provider contracts and access contract details.
- Monitor and manage in-store points of sale.
- Manage user accounts, add new users, and update user permissions.



Advanced Settings

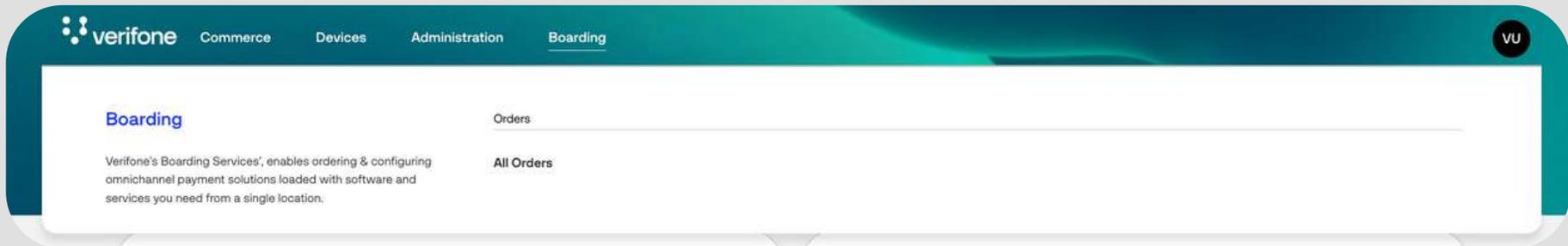
- Manage 3D Secure contracts and create and manage rulesets to block specific transactions.
- Control supported wallets (e.g., Apple Pay, Google Pay) according to the region you are selling to.
- Customize the Checkout experience for customers and set up notifications and webhooks for events.
- Leverage a personalized, branded portal that suits your business objectives, with The White Label feature. Change the visual elements (colors, fonts, logo etc.) of Verifone Central, and replace our name, support info, and privacy policy with your own. Match your brand look to create a consistent experience for your customers.



Boarding

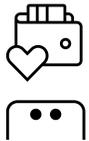
Our Boarding Services simplify order management and operations. Order and configure omnichannel payment solutions – devices, software and services – from a single location, our seamless onboarding portal.

Take advantage of a straightforward self-registration process, convenient email/SMS contract signing, order updates and shipping notifications, and everything needed for efficient planning for setup day.



Boarding

The Merchant Onboarding Platform streamlines order management, reduces costs, and enhances time-to-market through automation.



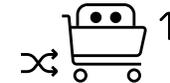
Self Sign-up

End merchants can sign up for services and self-manage ordering.



Track orders

The simple to use dashboard lets users create draft applications, track in-progress orders and view tracking information. All with instant updates and tracking of live data.



API integration

Automate onboarding through direct system to system API integration. Seamlessly integrate our onboarding self-service platform with your existing systems and processes, ensuring compatibility and no disruption to operations.



Bulk order through script

Order in large volumes for scheduled rollouts, boarding services only, or feature enablement updates.



Flexible country and solution selection

Manage multiple countries, hardware fulfillment, boarding only and device activation, all in one log in, with an easy dropdown list selection.

Help & Support

- [Verifone Central](#) offers accessible support options tailored to your location and language settings.
- [Our dedicated support center](#) is ready to assist you in maximizing the benefits of the platform.

What's New in Verifone Central?

Verifone Central has recently received an update, for an enhanced user experience.

We perform ongoing enhancements and periodic updates in the platform to ensure a more user-friendly and efficient experience and streamline your payment operations management with even more capabilities.

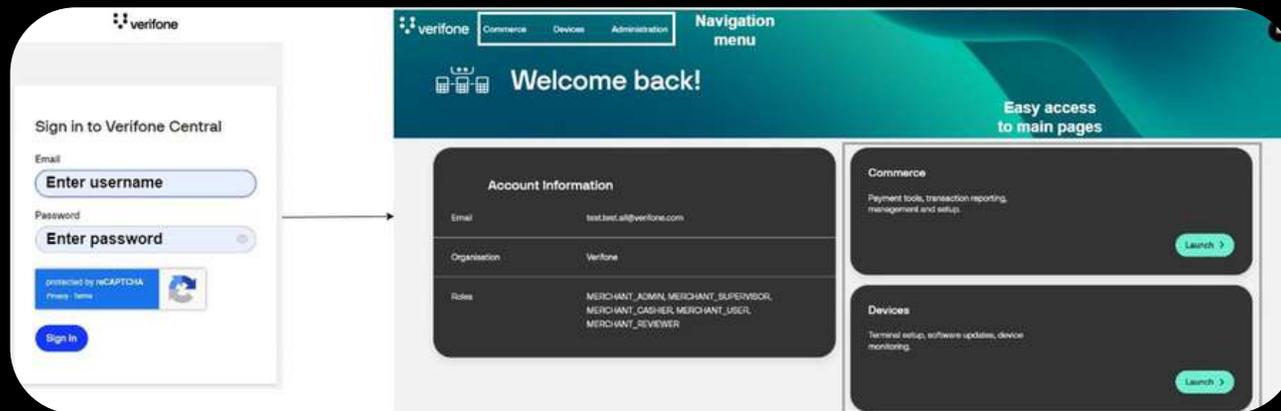


Figure: New Verifone Central sign in flow and Welcome screen.

What's changed?

- The Verifone Central homepage has been redesigned to offer streamlined card-based navigation to Account Info, Commerce, and Devices.
- The Navigation Menu has been updated, to simplify navigation across pages.
- New commerce card now offers quick access to transaction KPIs with customizable date/time filters. KPIs include sale, authorized, failed, refund transactions, and active sites.
- You can now access our verifone.cloud documentation and legal info straight from the Verifone Central dashboard.

Future-Proof Your Customer Journeys!

Verifone revolutionizes commerce. Simply. Everywhere.

[Contact our sales teams](#) to find the best solution for your needs.



Accept payments in-person with top-of-the-line devices, for each use case.

[LEARN MORE](#)



Accept tokenized payments in your online channels, including world- favorite APMs.

[LEARN MORE](#)



Manage your payments end to end, from acceptance to settlement.

[LEARN MORE](#)



Leverage value-added services for tokenization, security, support, or deployment.

[LEARN MORE](#)



Expand the payment experience with choices beyond traditional card payments (digital wallets, BNPLs).

[LEARN MORE](#)



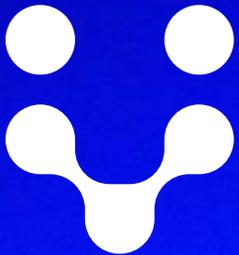
Create connected- commerce experiences across channels: online, in-app and in-person.

[LEARN MORE](#)

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www.verifone.com



Verifone is the payments architect shaping ecosystems for online and in-person commerce experiences, including everything businesses need – from secure payment devices to eCommerce tools, acquiring services, advanced business insights, and much more. As a global FinTech leader, Verifone powers omni-commerce growth for companies in over 165 countries and is trusted by the world’s best-known brands, small businesses and major financial institutions. The Verifone platform is built on a four-decade history of innovation and uncompromised security, annually managing more than 12B transactions worth over \$500B on physical and digital channels.

Learn more at www.verifone.com

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