

Sysnet.air

Key Features

Key features include:

- Deep dive graphical compliance reporting
- Compliance trends over time, across your merchant users
- Insights into chase path email performance, including bounce rates, open rates and click through
- Scheme report download facility
- View your merchant book

Login

Your Business Relationship Manager will provide you with your log in credentials.

If you forget your username or password, no problem simply select the appropriate option and you will be emailed instructions.

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Navigating the portal

After accepting the Terms and Conditions' each user is asked to update their default username and password the first time they log in for security reasons.

These credentials are valid for up to 90 days at which point they must be updated.

Once you have completed this action you will be presented with the main dashboard.



Navigating the portal



You can navigate through your portal via the menu on the left-hand side of the screen:

Charts – access acquirer dashboard and generic status file drilldowns

Find Merchants – search your customer database

File Management – access bulk file information

File Loader – upload documents to the portal

Board New Merchant – upload new merchants to the portal

Portfolio Management – upload and manage your merchant portfolios

Communications – view comms history, send bulk email and view and send email templates

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Navigating the portal



Under the Charts menu, you can access a variety of different charts to get an overview of your merchant data:

Bounced Emails Overall Compliance Emails Overall Merchant Interactive POS Terminals by Merchant Profile Answer Reports Overall Today Overall Trends Overall Validation Activity Generic Merchant Information

Charts – Getting started

The first page that you see when you open the charts menu item is the Acquirer Reports.

This screen will give you a snapshot of key data required to manage the performance of your program.

You can navigate to the various different reports via the menu on the left-hand side or via the blue buttons on the dashboard.



Charts - Bounced Emails Overall

Email bounce report displays all emails and email address that have bounced in the previous month.

(E.g. from the 1st to 30th / 31st of the previous month).

	Getting Started					0
0			Email Bounce R	eport		
9	Comms Generation	271112220710			12.00	1327/075
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019-08-04	2019-08		Bounced			GB
019-08-04	2019-08		Bounced			GB
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019-08-04	2019-08		Bounced			GB
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Charts - Compliance Emails Overall

Gives you insight into the performance of your email submission and reception performance.

You can use this information to improve engagement and know when you need to update customer contact information.

More information is available on the next few pages.



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Charts - Compliance Emails Overall



Click Through Trend

This displays the trend of the % of emails that have been clicked on once the merchant has received them over the past 12 months.

Charts - Compliance Emails Overall

Email outcome by Month

This identifies the count of emails that fall into the following categories over the past 12 months. **Bounced Count** – the number of mails that bounced

Sent (Not Opened) Count – the total number of emails that were sent but were not opened Open Count – the total number of emails that were opened by the merchant

Click Count - the total number of emails that were opened and clicked on by the merchant



Email Performance Last Full Month

This outlines the performance of the emails that were sent in the last month.

This chart outlines every email that was sent from the portal and the number of emails that were:

Sent (not opened) Opened Clicked through



Email Addresses

This chart identifies the total number and % of merchant accounts that have an email address and those that do not

Charts – Merchant Interactive

Here you can filter your merchant book on a number of different factors including:

Client Identifier Validation Status Compliant Status Scan Requirement Scan Status

Export Excel 💌				« < > » 1 / 96 Find.	^ `
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Charts - POS Terminals by Merchant Overall

POS Terminals by Merchant Overall

Displays all POS terminals and the number of accounts that use each terminal.



Charts – Profile Answers Reports Overall

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QIR Information

Provides more detail in relation to questions that are asked in the profile in relation to the QIR company. It displays a brief description of what it is used for, the company name and individual name.

PA DSS Software

Provides the detail that your merchants have selected in relation to the PADSS (Payment Application Data Security Standard) questions in the profile.

You can identify the payment applications that are in use and get a list of QIR company names that are selected.

Payment Gateway Information

Provides the detail that was entered on the profile for questions in relation to the merchant's Payment Gateway.

Report includes detail for the web developer, the payment provider, the shopping cart provider, hosting provider, contact center provider, virtual terminal provider, call recording technology and the CRM provider name.

Charts - Today Overall

Today Overall dashboard displays key metrics for the acquirer.

Further explanation is available on the next page.



Charts - Today Overall

has since expired



Not Required – based off the information that the merchant has provided in the profile they do not have an ASV scan requirement Required – based off the information that the merchant has provided in the profile they do have an ASV scan requirement Unknown – the merchant has not yet provided us with enough information to categorize

Charts - Today Overall

Merchant validation by SAQ

This is a breakdown of the validation status of open, primary merchant accounts, by the SAQ type that they have been assigned.

The breakdown displays the count of merchants that are Validated, Never Validated and Validation Expired in their respective SAQs.

Unknown indicates that we have not yet assigned this merchant account an SAQ type.



Workflow status

This chart categorizes all open, primary merchant accounts, depending on where they are on their compliance journey, this allows you to identify your merchant activity.

Not Engaged – the merchant has not engaged with the portal at all, they have not logged in, nor have they completed any part of their compliance.

Engaged Only – when the registration stage or profiling has been initiated (they may have contacted the helpdesk to complete the profile, in which case there would be no requirement for the merchant to log in).

Initiated Only – the merchant has initiated the SAQ stage

Validation Expired – the merchant's validation was complete but has now expired

Validated – the merchant has successfully completed their PCI compliance and the account validation status is validated

Charts - Trends Overall

Trends Overall gives you an overview of historical data so that you can see patterns of your customer's validation over time for key business metrics such as:

Open Reporting Points

% Engaged

% Validated

Validation Expired

Days Since Expiry

Days Till Expiry

Validation Status per Month

Merchant Growth by Month

You can view and monitor trends over the previous period, up to 12 months.



Charts - Trends Overall

primary merchants that have engaged with the portal for the past 6 months C) **Engaged** - any merchant **Open Reporting Points Open Reporting Points** % Engaged 12000 that has registered on the A trend of open, primary 24.02% portal, or that has initiated 18.029 merchant accounts that exist on 8.00% the profile the portal for the past 6 months % Validated Validation Expired Validation Expired % Validated 24.00% A trend of validation expired The total % of open, primary merchants that have a validation merchant accounts 12.00% 8.00% status of 'VALIDATED' for the past 6 4.00% months. Days Since Expiry Days Since Expiry 9011 -This displays a count of merchants that have been broken down into 3600 -1500 timeframes to indicate how long it has been since their validation has expired, so that you can identify **Days Till Expiry Due** Days Till Expiry Due the length of time that your merchants have not been compliant.

This displays a count of merchants broken down into timeframes to indicate how long they have remaining on their PCI compliance until the validation will expire. This is to allow you to identify the count of merchants that are due for expiry in each time frame.

% Engaged

The total % trend of open,

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Charts - Trends Overall

Validation Status per Month

This chart allows you to identify the count of merchants that fall into the following validation status, this chart displays counts for the past 12 months:

Validated Never Validated Validation Expired

This count represents the portal at each moment in time, it allows you to identify the change in validation statuses over time.



Merchant Growth by Month

This demonstrates the count of merchants added and removed from the portal in the past 12 months.

Charts - Validation activity

Identify who is performing the validations on the portal, whether it is a helpdesk user, acquirer user, admin user etc.



Charts – Generic Merchant Information

Displays all merchant information, this report can be exported for further analysis.

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Merchants

Acquirer Portal SecureTrust algoret surpay	Find Merchant															
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II. Charts	Validation status	~	Scan status	~	Assessment status	~	Profi	le status	~	PCI level	~					
Find Merchants	Assessment type	~	Reporting point	~	Reporting type	~	VIP		~	Customer name	0					
File Management																
File Loader																
Portfolio Management																
Communications -	MID		Client		Company name			Reporting type	PCI level	Assessment type		Profile status	SAQ	Scan status	Validation status	
						N) items to (display								

Find Merchants

You can search your merchant database via a large variety of aspects as seen above.

When you have put in your criteria, select Submit and a list will be displayed. Searching * will return the full list.

Merchants

Acquirer Portal	Find Merchant												
	1	0	Email		Sub-client		Portfolio		Program status	~			Submit
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Portfolio Management	Male ×												
Portfolio Management													
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A list of all merchants that match your search criteria will be displayed. High level information can be viewed here. To see more information on the merchant, click the three dots on the merchant record and select **Merchant Details**.

Click **Manage Account** to go to their dashboard (See the merchant view guide for more)

Merchants - Summary

Status

A summary of the merchant's details is now displayed including their current status and their compliance status.

CMS Status shows if the merchant is opened of closed

Attestation Group Name would display the parent MID if this merchant was in a group

Data Account Opened is the date the MID was opened

Date Boarded is the date the MID was boarded onto the PCI portal

Day 1 is the first date of their PCI reporting 'clock'

Communications is whether they merchant receives emails from the portal i.e. compliance reminder emails

Registered shows if a merchant has logged in and registered on the PCI portal or if they have been registered by an agent

Compliance status shows an overview of the merchant's current compliance status – profile, SAQ type, compliance status etc.

merchant000 - merchant000 / Summary

Summary PCI Contact Documents - Compliance - Recent Activity - Profile - Comments Activities and Tickets Portfolios

Manage Account Return to Search	
atus	
Company name	merchant000
Aerchant account MID	merchant000
Aerchant unique identifier	STRUSTUSA-1
MS status	Open
attestation group name	*
Date account opened	Dec 13, 2021 9:53:13 AM
Date boarded	Dec 13, 2021 9:53:13 AM
Date Client Reclassified	÷
Day 1	Jan 1, 2022 12:00:00 AM
Communications	Yes
ub-client communications	- On
Registered	Yes
ompliance Status	
Profile status	Profiled
Date profiled	Dec 13. 2021 11:14:38 AM
AQ compliance status	Partially compliant
AQ Type	8

Menu

You can make your way through the top menu to see more information about the selected merchant. The Summary page will be shown by default.

Merchants – PCI Contact

merchant000 - merchar	nt000 / PCI Cont	act							
Summary PCI Contact Documents ~	Compliance + Recent Activit	y + Profile + Comments Activities a	and Tickets Portfolios						
Manage Account Return to Search	th								
PCI Contact		contactmerchant000							
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Email		test0@sysnet.ie	test0@sysnet.ie						
Telephone		2							
Mobile number		2							
Communications language		en 🗸							
User Accounts									
Full name ≑	User name 🔅	Account status ≑	Email 🗢	Email Cc 🗦	Contact number	Mobile number			
contactmerchant000	merchant000	Unlocked	test0@sysnet.ie	(a)	*.	8			
items: 171									

Displays the merchant's contact details.

Merchants – PCI Contact

merchant000 - merchant000 / PCI Conta	ct						
Summary PCI Contact Documents + Compliance + Recent Artivity +	Profile - Comments Activities a	and Tickets Portfolios					
Manage Account Return to Search							
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contactmerchant000 merchant000	Unlocked	test0@sysnet.ie		*		Change username	
						Reissue	
Within the PCI contact page yo	ou have option	ns to:				password	
						username	
Reissue Password – Upon mercl	hant request a	new password	l can be sent			Change email	
Change/Reissue Username – U	oon merchant	request a user	name reminde	er can be sent		Change email Cc	
	porritiorenam	1000031 0 0301				Clear email	
Change email/CC - Upon mere	chant request (an email addre	ess and the CC	Cemail can be		Clear email Cc	
changed						Unlock user	
Clear email/CC - Upon mercha	ant request an	email address	and the CC er	mail can be cleare	ed	LOCK USER	

Merchants – Documents

Here you can upload documents related to the merchant.

You can also view previously uploaded documents.

Upload Docum Inage Account View Document					
cument Name	Document Type	Date uploaded ÷	Document Date	Verification status	
		No items to disp	slay		

merchant000 - merchant000 / Upload Documents

Manage Account	Return to S	Search		
Please select a file	to upload			
* Accepted file types: .pdf,	.jpg, .jpeg, .doc, .do	ocx, .rtf, .png. File si	ze limit: 100 MB.	

Merchants – Compliance

Select from the dropdown menu

Compliance * Recent Activity *
Attesting on Behalf
Attestation Upload
Compliance History
Scan History

By clicking the dropdown menu you have the options to view:

- 1. Attesting on Behalf
- 2. Attestation Upload
- 3. Compliance History
- 4. Scan History

Summary PO Contact Occurrents - Compliance - Recent Activity -	Profile - Commenta Activities and Tickets	Participa		
Manage Account Return to Search				
Primary Merchant				
Primary Mid	2	merchant000		
Mid	nerchant000	- merchant000 / Attestation Upload		
Username	Servicery PCI Contact	Documente - Constance - Recent Activity - Profile - Community Act	vities and Tickula Partifolies	
Attesting on Behalf	Manage Account	Buturn to Search		
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		Flease	Select or Upland documents	
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Summary PCI Contact Documents - Comp	iance 🗸 Recent Activity 🗸 Profile 🗸	Comments Activities and Tickets Portfolios		
Manage Account Return to Search				
	Scan attested date	Scan status	Scan result	ASV
Day & time ≑				

Merchants – Recent Activity

Select from the dropdown menu



Displays information for the following interactions:

Communications – this will display communications the customer has received regarding credentials and their compliance status.

User – displays a record of login attempts and the stages that have been completed on the account by the user.

Acquirer – displays a record of all activity from the acquirer user for any updates or uploads made.

Communications

anage Account Return to Search				
te seperated	Communication ref	Clarit	Media troe	Status
n 6, 2021 5:11:21 AM	CP First Attest 3	CP Attest 1 D3	1	SENT
w 1, 2020 4:11:31 AM	CP First Attest 3	CP Attend 1 D3	1	SENT
1 1, 2020 5:11:28 AM	CP First Attest 2	CP Attest 1 02	1	SENT
p 1, 2020 S 11:17 AM	CP First Attest 1	CP Allest 1_01	1	SENT
113, 2020 7:33:25 PM	Init, Password	Init, Password	1	SENT
113, 2020 7:33:25 PM	Init_Welcome	Init_Welcome	4	SENT
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Manage Account. Return to Search	ampiance v incertivativný v Home v Comments Activities and	a lickets Portholias		
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Merchants – Profile

Select from the dropdown menu

Recent Activity V Profile V Comments Activities and Tickets Start Profiling Profile Answers
Start Profiling Profile Answers
Profile Answers



Here you can view previous answers provided during a previous profiling and begin the profiling process.

Profile Answers

Summary PO Care	ns Discurrents - Compliance - Recent Activity - Phylic + Comments Activities and Tuliets Particilies
Manage Account	Return to Search
Pick an assessm	ent method
Guide Me - Cho: requirements to	se the explore to recence start by allowing throughout the compliance validation process. Next series of questions will help determine your PCI scope. Your PCI scope is used to ensure the right PCI peur biomens type we covered.
What Are The W	ays You Accept Credit Card Payments
My business has	a physical location where payments with a credit card are made in-person.
What Are The W	ays You Accept Credit Card Payments
None of the abo	ve - I never store or edit cand data.
Select Your Proc	essing Method
Pinpad Termina	
Payment termin	als in use
4P Mobile Data	Wracessing #Pad 5.x 4-60212

Merchants – Comments

nerchant000 - merchant000 / Comments
Summary PCI Contact Documents - Compliance - Recent Activity - Profile - Comments Activities and Tickets Portfolios
Manage Account Return to Search
No items to display
Comment
Enter your comment
Add Comment

Add comments to the merchant record here.

Input into the box provided, when finished click **Add Comment**

Merchants – Activities and Tickets

erchant00	0 - merchant00	0/ Activities and	Tickets				
immary PCI Conti	act Documents + Complia	ance * Recent Activity * Pro	file - Comments Activities and	Tickets Portfolios			
Manage Account	Return to Search						
ctivities							
ld ‡	MID ‡	Client ‡	Activity type 💲	Created by 👙	Date created 🗘	Reason for activity 🗘	Outcome ‡
				No items to display			
ckets							
Ticket Ref ≑	MID ÷	Client ‡	Title ≑	Ticket type ≑	Team ‡	Date created 🗘	Status 🌩
				No items to display			

The Activities and Tickets tab shows all recent interactions between the customer and the help center.

Activities is the log of recent calls and interactions with the merchant; Tickets shows any tickets the help center has raised on the account

Merchants – Portfolios

merchant000 - merchant000 / Portfolios									
Summary I	Summary PCI Contact Documents - Compliance - Recent Activity - Profile - Comments Activities and Tickets Portfolios								
Manage Acc	Manage Account Return to Search List of company portfolios merchant belongs to								
Action	Client 💠	Label 💠	Group ≑	Description 🖨					
Action Client ÷ Label ÷ Group ÷ Description ‡									
No items to display									

The Portfolios tab will allow you view and manage merchant portfolios

File Management

🔳 Acqu	irer Portal			
Secu	reTrust			
	a Sysnet company	File management		
II, Charts		Select Company STRUSTUSA - SecureTrust USA	Select Type All Show Archive	
Find Mercha	nts	Archive selected files		
File Manage	ment	STRUSTUSA - SecureTrust USA 🗙		
File Loader		Filename		Download
Portfolio Ma	nagement	STRUSTUSA-Loader-DEVOPSTEST-111_RESPON	SE_14-12-2021T13-19-46.384.csv	Download File
Communica	tions -	items: 1 / 1		
Commun	ications History			
Email Ter	nplates			

File management is a repository where certain file types are stored and accessible by certain user types. You may not be able to access all sections; access depends on your user type.

File Loader

=	Acquirer Portal			
0	SecureTrust	File loader Upload file		
III Cha	arts	Upload Available file templates		
ដ Fin	d Merchants	Merchant: Download Compliance: Download Scan: Download		
E File	Management	Subscription: Download		
File File	Loader	Client Compony Date Created ~ Upload Type ~		
Por	tfolio Management			
🖌 Cor	nmunications ~	Filename	Date Created	Upload Type
	Communications History	STRUSTUSA-Loader-DEVOPSTEST-111.xlsx	Dec 14, 2021	MERCHANT
	Email Templates			

The file loader allows you to insert and update records, create program subscriptions, upload historic compliance and scan data, create users and upload campaign files.

Please use the templates provided when uploading information. Speak to your account manager if you are unsure.

Portfolio Management

E Acquirer Portal							
B SecureTrust a Sysnet company	Portfolio						
II. Charts	Upload portfolio						
Find Merchants	Sub-client Labe	1					
File Management							
File Loader				(a)			
Portfolio Management	Action Label ‡	Group 🌣	Number of merchants	Description 🗢			
Communications -		No items to display					
Communications History							
Email Templates							

Here you can upload and manage your merchant portfolios

SecureTrust

Communications – Communications History

-	Acquirer Portal							•
3								
	SecureTrust	Communications his	tory					
դե	Charts Please provide MID to load communication history merchant000 Submit							
**	Find Merchants	merchantsoo ×						
8	File Management	Date generated ×	History type 🗸 🗸	Status ~				
8	File Loader							
	Portfolio Management	Communication ref =	Recipient email ©	Client	Company name	Date generated 👄	Date at state 🗢	Status 4
\sim	Communications ~				ne tena to dispay			
	Communications History							
	Email Templates							

View a history of interactions with the merchant. Input the MID into the box and click Submit. A history will populate below.

The field Communication ref is a Sysnet specific communication reference.

Communications – Email Templates

-	Acquirer Portal			Vi	View all comms available				Preview or send			
8	SecureTrust		Email Templates									
	a Syshet company		Suo Cient Term	plate Type	(w)			Subn t	NEW ACCOUNT INFORMATION Thank you for creating your SocureTrust PCI Manager Account.			
ւհ	Charts		Standard Email Templates ×	Subject	Locale	Date Created	Last updated 👄	• •	For your records, this email contains the use you need to change your password, you will today to complete the PCI DSS compliance	emante you created during registration. If be able to resolt it on the login page. Log in process.		
*	Find Merchants		Ing_Welcome	Welcome to your PCI DSS reporting program		Dec 15, 2021	Dec 13, 2021	Preview	Thank you for taking action to protect the cal	rdholder data you process daily.		
8	File Management		Init_Pessword	Your password for your PCI DSS reporting	8	Dec 13, 2021	Dec 13, 2021	Send	LOG IN NOW	NOW		
-	File Loader		2FA_Repl_Pastword	Your password reset	17 12	Dec 13, 2021	Dec 13, 2021		Need Help?	Company Name %%Company_Name%%		
-			2FA_Repl_Password_Systemuser	Your password reset		Dec 13, 2021	Dec 15, 2021		🥸 %%Support Phone%%	Merchant ID %%Merchant_ID%% Usemame %%usemame%%%		
2	Portfolio Management		CP_First_Attest_1	Don't forget to confirm your compliance	8	Dec 13, 2021	Dec 13, 2021					
\sim	Communications	•	CP_First_Attest_2	You need to confirm your compliance	8	Dec 13, 2021	Dec 13, 2021					
			CP_First_Attest_3	ACTION REQUIRED: Validate your PCI DSS compliance		Dec 13, 2021	Dec 13, 2021					
	Communications History		Ack_Register	Thanks for registering	1 	Dec 13, 2021	Dec 13, 2021					
	Email Templates		Items: 10 / 27	чондалинала на узначију учи r-d сопривнов.	-	unes (a _p iauxi)	1000 F2, 2003	· 1 2 3 ×				

View the email templates that are available to you. Filter by Sub Client, Template Type and Language.

By clicking the three dots on the record you wish to use, you can Preview, Send, Edit or Delete the template.