



Intelligent
Payments

BOIPA IPG Merchant Portal
User Manual

Contents

Registration	3
Welcome page:.....	4
1.New Merchant.....	5
1.1 User ID request	5
1.2 New Merchant sign up and integration.....	5
2. Integration/ Test	6
2.1 Integration.....	6
2.2 Test Environment.....	7
3. GO-LIVE requests	8
4. Live Issues	10
5. Other Queries	11
5.1 Information Request.....	12
5.2 Contract Queries	12
5.3 Additional Feature Request.....	13
5.4 Feedback	14
6.Follow up on issues.....	15

Registration

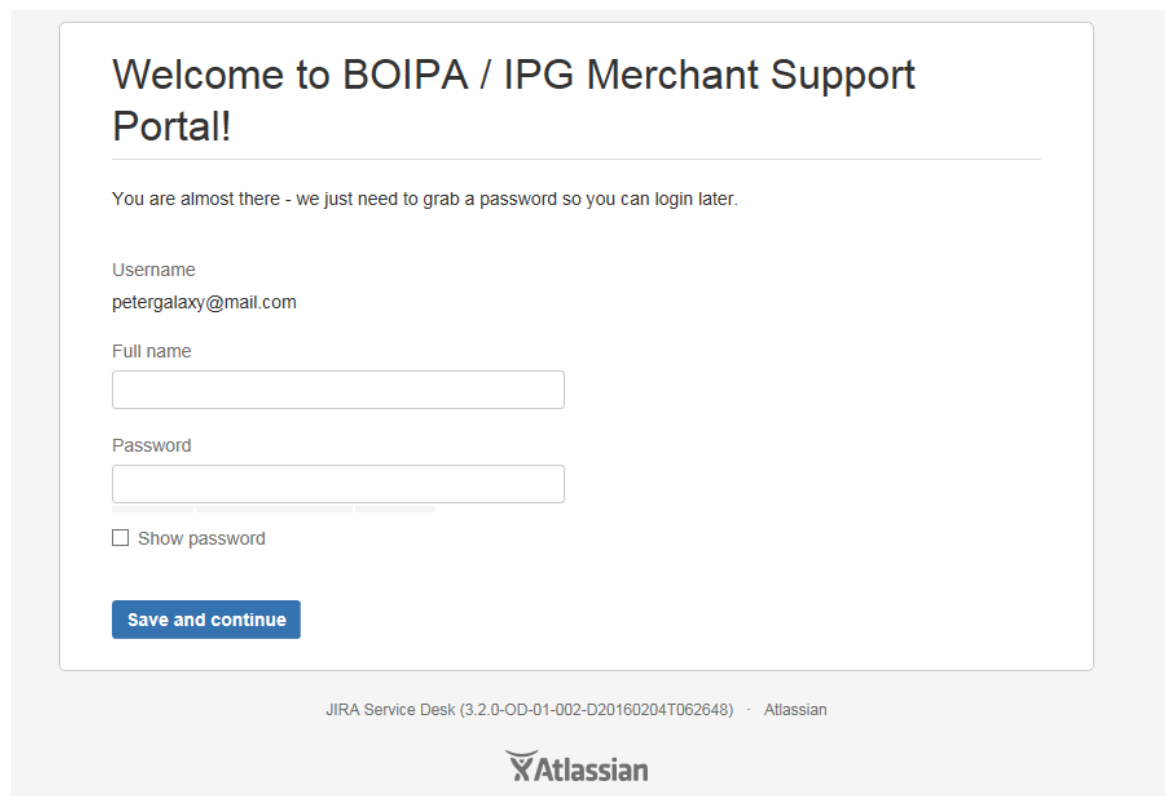
The end user (Merchant) will get access to the BOIPA/IPG Merchant Support Portal by providing an e-mail address to BOIPA as part of the sign up process who will advise to the IPG Service Desk.

The IPG Service Desk will then send an invite to that e-mail address.

Sample invitation mail:

Hi,

IPG Agent has invited you to the BOIPA/IPG Merchant Support Portal!
[Visit the portal](#) to raise requests and get help.



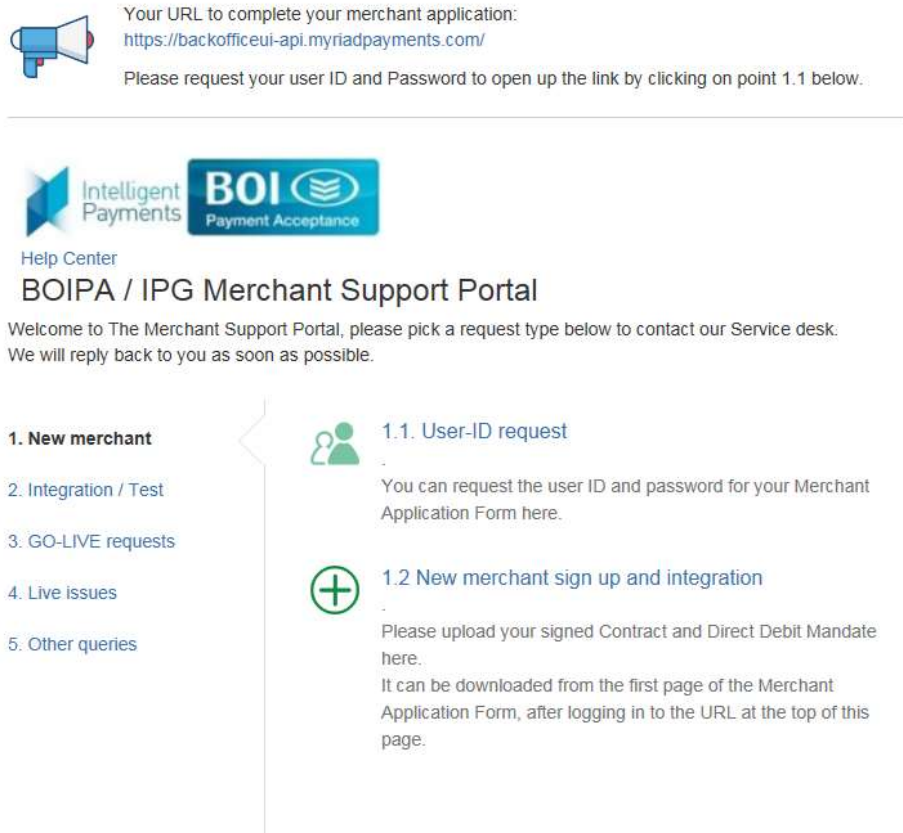
The screenshot shows a registration form titled "Welcome to BOIPA / IPG Merchant Support Portal!". Below the title is a horizontal line. The text "You are almost there - we just need to grab a password so you can login later." is displayed. The form includes the following fields and elements:

- Username:** A text input field containing "petergalaxy@mail.com".
- Full name:** An empty text input field.
- Password:** An empty password input field.
- Show password:** A checkbox labeled "Show password" which is currently unchecked.
- Save and continue:** A blue button with white text.

At the bottom of the form, the text "JIRA Service Desk (3.2.0-OD-01-002-D20160204T062648) · Atlassian" is visible, along with the Atlassian logo.

Once logged in you will see the welcome page as below:

Welcome page:



The screenshot shows the welcome page of the BOIPA / IPG Merchant Support Portal. At the top, there is a megaphone icon and a message: "Your URL to complete your merchant application: <https://backofficeui-api.myriadpayments.com/>. Please request your user ID and Password to open up the link by clicking on point 1.1 below." Below this, the Intelligent Payments and BOI Payment Acceptance logos are displayed. The page title is "BOIPA / IPG Merchant Support Portal" and it includes a "Help Center" link. A welcome message states: "Welcome to The Merchant Support Portal, please pick a request type below to contact our Service desk. We will reply back to you as soon as possible." The main content area is divided into two columns. The left column lists five categories: "1. New merchant", "2. Integration / Test", "3. GO-LIVE requests", "4. Live issues", and "5. Other queries". The right column shows two sub-items under "1.1. User-ID request": "1.1. User-ID request" (with a person icon) and "1.2 New merchant sign up and integration" (with a plus icon). The "1.1. User-ID request" item includes the text: "You can request the user ID and password for your Merchant Application Form here." The "1.2 New merchant sign up and integration" item includes the text: "Please upload your signed Contract and Direct Debit Mandate here. It can be downloaded from the first page of the Merchant Application Form, after logging in to the URL at the top of this page."

Your URL to complete your merchant application:
<https://backofficeui-api.myriadpayments.com/>
Please request your user ID and Password to open up the link by clicking on point 1.1 below.

Intelligent Payments BOI Payment Acceptance

Help Center
BOIPA / IPG Merchant Support Portal

Welcome to The Merchant Support Portal, please pick a request type below to contact our Service desk.
We will reply back to you as soon as possible.

- 1. New merchant
- 2. Integration / Test
- 3. GO-LIVE requests
- 4. Live issues
- 5. Other queries

- 1.1. User-ID request
You can request the user ID and password for your Merchant Application Form here.
- 1.2 New merchant sign up and integration
Please upload your signed Contract and Direct Debit Mandate here.
It can be downloaded from the first page of the Merchant Application Form, after logging in to the URL at the top of this page.

JIRA Service Desk (3.2.0-OD-01-002-D20160204T062648) · Atlassian



1. New Merchant
2. Integration/ Test
3. GO-LIVE requests
4. Live Issues
5. Other Queries

1. New Merchant

1.1 User ID request

To begin you need to sign up by clicking on 1.1 User -ID request.

Here you need to request your user ID and password for your merchant application form.

Once you get the email back from us with the details, you click the URL at the top of the welcome page and you can then fill in your details for the integration.

1.2 New Merchant sign up and integration

Here you need to upload your signed contract and Direct Debit Mandate.

This is downloaded from the first page of the merchant Application Form, after logging into the URL at the top of the page.



Your URL to complete your merchant application:
<https://backofficeui-api.myriadpayments.com/>

Please request your user ID and Password to open up the link by clicking on point 1.1 below.



Help Center

BOIPA / IPG Merchant Support Portal

Welcome to The Merchant Support Portal, please pick a request type below to contact our Service desk.
We will reply back to you as soon as possible.

1. New merchant

2. Integration / Test

3. GO-LIVE requests

4. Live issues

5. Other queries



1.1. User-ID request

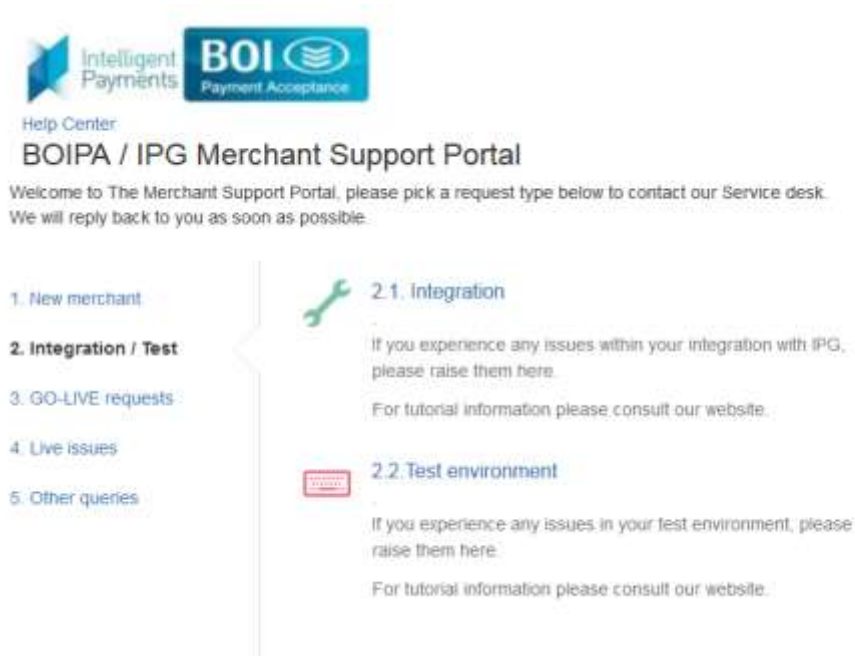
You can request the user ID and password for your Merchant Application Form here.



1.2 New merchant sign up and integration

Please upload your signed Contract and Direct Debit Mandate here.
It can be downloaded from the first page of the Merchant Application Form, after logging in to the URL at the top of this page.

2. Integration/ Test



Intelligent Payments BOI Payment Acceptance

Help Center
BOIPA / IPG Merchant Support Portal

Welcome to The Merchant Support Portal, please pick a request type below to contact our Service desk. We will reply back to you as soon as possible.

1. New merchant
- 2. Integration / Test**
3. GO-LIVE requests
4. Live issues
5. Other queries

2.1. Integration

If you experience any issues within your integration with IPG, please raise them here.

For tutorial information please consult our website.

2.2. Test environment

If you experience any issues in your test environment, please raise them here.

For tutorial information please consult our website.

2.1 Integration

Raise any issues while joining us if you experience any issues with the integration process.

Typical examples would be perhaps issues with API parameters, or the Cashier loading, etc.

Please note for PLUGIN related issues, these would need to be raised with plugin supplier customweb/sellxed via their support link <https://www.sellxed.com/en/standard-support>

Summary

Description

Please provide as detailed information as possible (including technical details and screen shots).

Attachment (optional)

📎 Drag and drop files, paste screenshots, or
[browse](#)

[Create](#) [Cancel](#)

2.2 Test Environment

After integration is complete testing of the new environment will commence; if you encounter issues with it contact us here.

Typical issues could perhaps be: access, the environment stops operating, you get different types of errors when executing a transaction etc.

It is very important to give us as much detail as possible including screenshots, and other clear evidence please; this will lessen the search time and speed up the resolution time.

Summary

Description

Please provide as detailed information as possible (including technical details and screen shots).

Attachment (optional)

📎 Drag and drop files, paste screenshots, or
[browse](#)

[Create](#) [Cancel](#)

3. GO-LIVE requests

It is important to tell us the functions you are going live with in order to clarify that your system is ready to go.

Operation types to be used in PRODUCTION. E.g.: Sale (Purchase) - Refund AND/OR Auth - Void, Capture - Refund

When all the testing has been completed, i.e. you have completed, as above, at least 2 successful tests for the needed Operation types (e.g. Auth + Capture, Sale, VOID, Refund) then your new system will be nearly ready to be used by your customers/employees, and one of the final requests will be to go live.

Please Note: Prior to going live your IP Address will need to be whitelisted, and Service Desk will help with that.



Operation types

Operation types to be used in PRODUCTION.
E.g. Sale (Purchase) - Refund AND/OR Auth -
Void, Capture - Refund

Description

Please add two transaction ID / Operation type
for each selected operation type

Attachment (optional)

 Drag and drop files, paste screenshots, or
[browse](#)

4. Live Issues

Please note that when opening a live issue it is important to state the severity.

Blocker: Severity A (Payment Services Not available)

Critical: Severity B (Some elements of the payment services not available)

Major: Severity C (service requests/Projects/ access requests etc.)

Minor: Information request *** trivial: Other

To minimise resolution time kindly provide as much detail of the issue as possible (including screenshots).



Summary

Description (optional)

Attachment (optional)

 Drag and drop files, paste screenshots, or
[browse](#)

Severity

Blocker: Severity A (Payment Services Not available) *** Critical: Severity B (Some elements of the payment services not available) *** Major: Severity C (service requests/Projects/ access requests etc.) *** Minor: Information request *** Trivial: Other

[Create](#) [Cancel](#)

5. Other Queries



Help Center

BOIPA / IPG Merchant Support Portal

Welcome to The Merchant Support Portal, please pick a request type below to contact our Service desk.
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- 1. New merchant
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- 5. Other queries**



5.1. Information request

Get assistance for general problems and questions.



5.2. Contract queries

Any assistance or clarifications related to your signed contract



5.3. Additional feature request

if you plan to change anything on your Production environment, please raise your request for evaluation here.



5.4. Feedback

We'd love to hear your opinion about our services.

5.1 Information Request


This menu point is for any generic information request, which is outside of any issues listed in the other points. In case you would be interested in general Terms and Conditions, please look at <http://www.intelligentpayments.co.uk/IntelligentPaymentsTerms.pdf> .

In case you would be interested in any of our other services or any add-ons to the Turnkey Service (planned to be available starting Q2 2016), please look at <http://www.intelligentpayments.co.uk/services.html> .

Summary

Description

Attachment *(optional)*

 Drag and drop files, paste screenshots, or
[browse](#)

Create

Cancel


5.2 Contract Queries

Merchant contracts are based on our general Terms and Conditions, please take a look at <http://www.intelligentpayments.co.uk/IntelligentPaymentsTerms.pdf>.

Summary

Description

Attachment *(optional)*

 Drag and drop files, paste screenshots, or
[browse](#)

Create

Cancel


5.3 Additional Feature Request

Intelligent Payments Group plans to offer add-on services to its Turnkey Solution starting Q2 2016. This will be announced on our website, please look at the available options at <http://www.intelligentpayments.co.uk/services.html>.

Summary

Description

Attachment *(optional)*

 Drag and drop files, paste screenshots, or
[browse](#)


5.4 Feedback

Please give us feedback about our services, issue handing, resolution. In case you raise any generic improvement points, we are happy to collect and have our Development team take a look at those, if appropriate from our payment services perspective.

Summary

Description

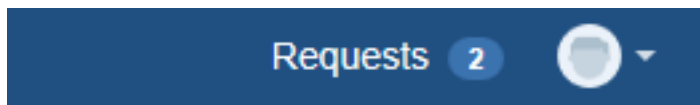
Attachment *(optional)*

 Drag and drop files, paste screenshots, or
[browse](#)

6.0 Follow up on issues

You can access the request list via "Requests" in the top right corner in the portal.

Click Requests, in order to list your open request



If you have any other issues not found in this manual kindly create a ticket in section 5.1.