Sprint 22

PORTAL VERSION
2.1.57.01

Release Notes

valorpaytech.com

VALOR PAYTECH

Confidential Valorpaytech LLC

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Features

7486	API to Zen Desk
8388 8012	ENHANCEMENT** Server/clerk in portal Pay Roc: Surcharge program on VT
4547	Portal gives false information when updating mid-transaction
8682	Parameter Options Change Based on Device
5869	When edit the page -> if click logout -> Show the Warning of "Are you sure you want to leave?" alert. This Should be implemented in User Edit; Merchant Edit and Device Edit.
7481	Engage my customer enhancement
7746	Add sim billing to ISO billing in portal
8567	Unalphabetized Suboffices in Device Management Filter
8348	Settlement report and Transaction grid amount format
8384	Fast Transact Option
8385 8695 8893	Forced Signature Line E-invoice decline notification PAYNOW Surcharge calculation fix
7482	Pin Map
7485	Auto convert logos from common picture type to PNG

API to ZenDesk

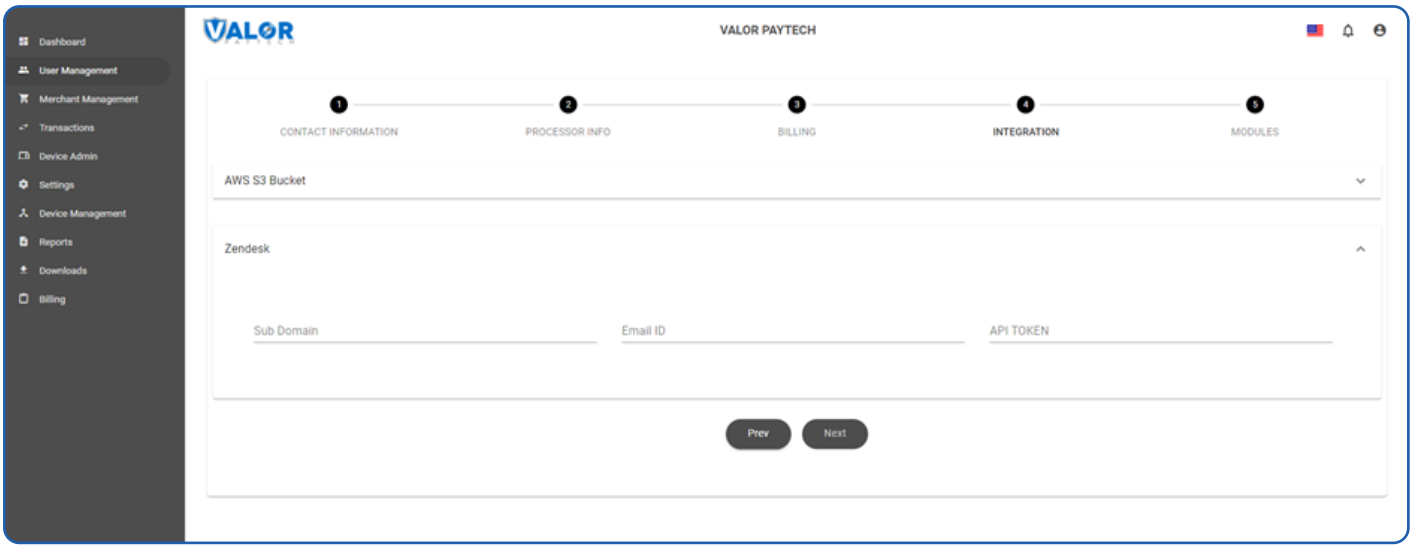
Now, Valor portal have the feature of Zendesk Integration. From this release, ISO can board their Zendesk information during boarding under Integration tab as below,

ISO Boarding

For **ZENDESK** integration, we need below three information

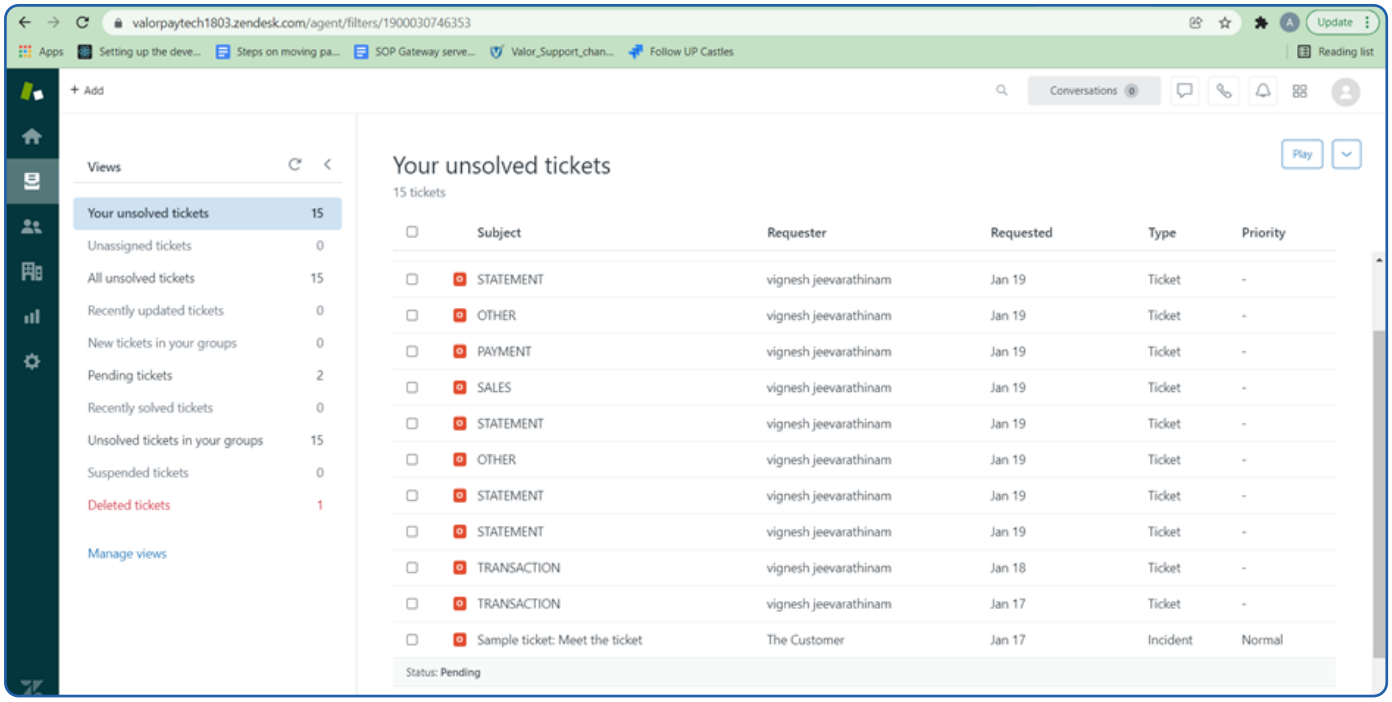
1. Subdomain
2. Email ID
3. API Token

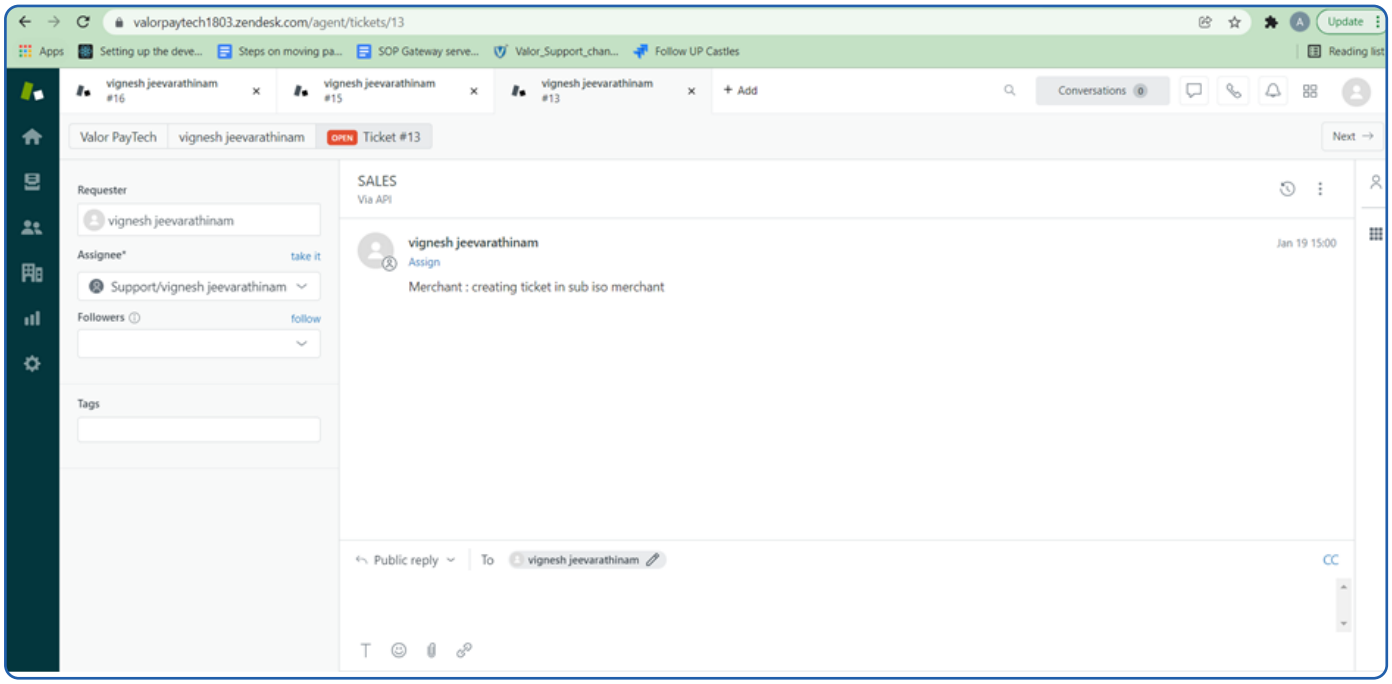
All are generated from the Zendesk environment. Just we must pass that information over here.



Once, Admin enrolls the information during ISO boarding. ISO a receives the tickets from their merchant through Valor and Zendesk platform as well.

From there, they can update the ticket and the same will be reflected in Zendesk as well.

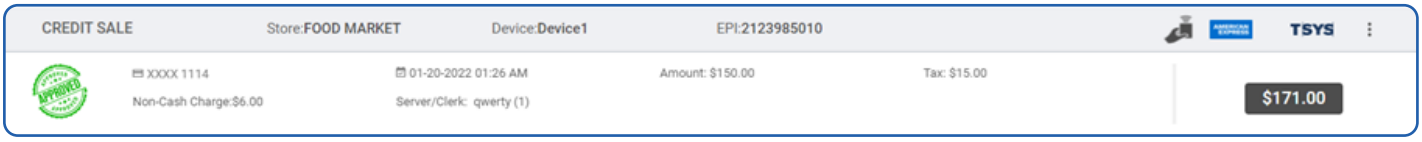

valorpaytech1803.zendesk.com/agent/filters/1900030746353
Update
Apps
Setting up the deve...
Steps on moving pa...
SOP Gateway serve...
Valor_Support_chan...
Follow UP Castles
Reading list
+ Add
Conversations 0
Views
Your unsolved tickets 15
Unassigned tickets 0
All unsolved tickets 15
Recently updated tickets 0
New tickets in your groups 0
Pending tickets 2
Recently solved tickets 0
Unsolved tickets in your groups 15
Suspended tickets 0
Deleted tickets 1
Manage views
Your unsolved tickets
15 tickets
Play
Subject
Requester
Requested
Type
Priority
STATEMENT vignesh jeevarathinam Jan 19 Ticket -
OTHER vignesh jeevarathinam Jan 19 Ticket -
PAYMENT vignesh jeevarathinam Jan 19 Ticket -
SALES vignesh jeevarathinam Jan 19 Ticket -
STATEMENT vignesh jeevarathinam Jan 19 Ticket -
OTHER vignesh jeevarathinam Jan 19 Ticket -
STATEMENT vignesh jeevarathinam Jan 19 Ticket -
STATEMENT vignesh jeevarathinam Jan 19 Ticket -
TRANSACTION vignesh jeevarathinam Jan 18 Ticket -
TRANSACTION vignesh jeevarathinam Jan 17 Ticket -
Sample ticket: Meet the ticket The Customer Jan 17 Incident Normal
Status: Pending


valorpaytech1803.zendesk.com/agent/tickets/13
Update
Apps
Setting up the deve...
Steps on moving pa...
SOP Gateway serve...
Valor_Support_chan...
Follow UP Castles
Reading list
vignesh jeevarathinam #16
vignesh jeevarathinam #15
vignesh jeevarathinam #13
+ Add
Conversations 0
Valor PayTech
vignesh jeevarathinam
OPEN Ticket #13
Next
Requester
vignesh jeevarathinam
Assignee*
take it
Support/vignesh jeevarathinam
Followers
follow
Tags
SALES
Via API
vignesh jeevarathinam
Assign
Jan 19 15:00
Merchant : creating ticket in sub iso merchant
Public reply
To
vignesh jeevarathinam
CC

Server / Clerk Information in Transaction Grid and Receipt

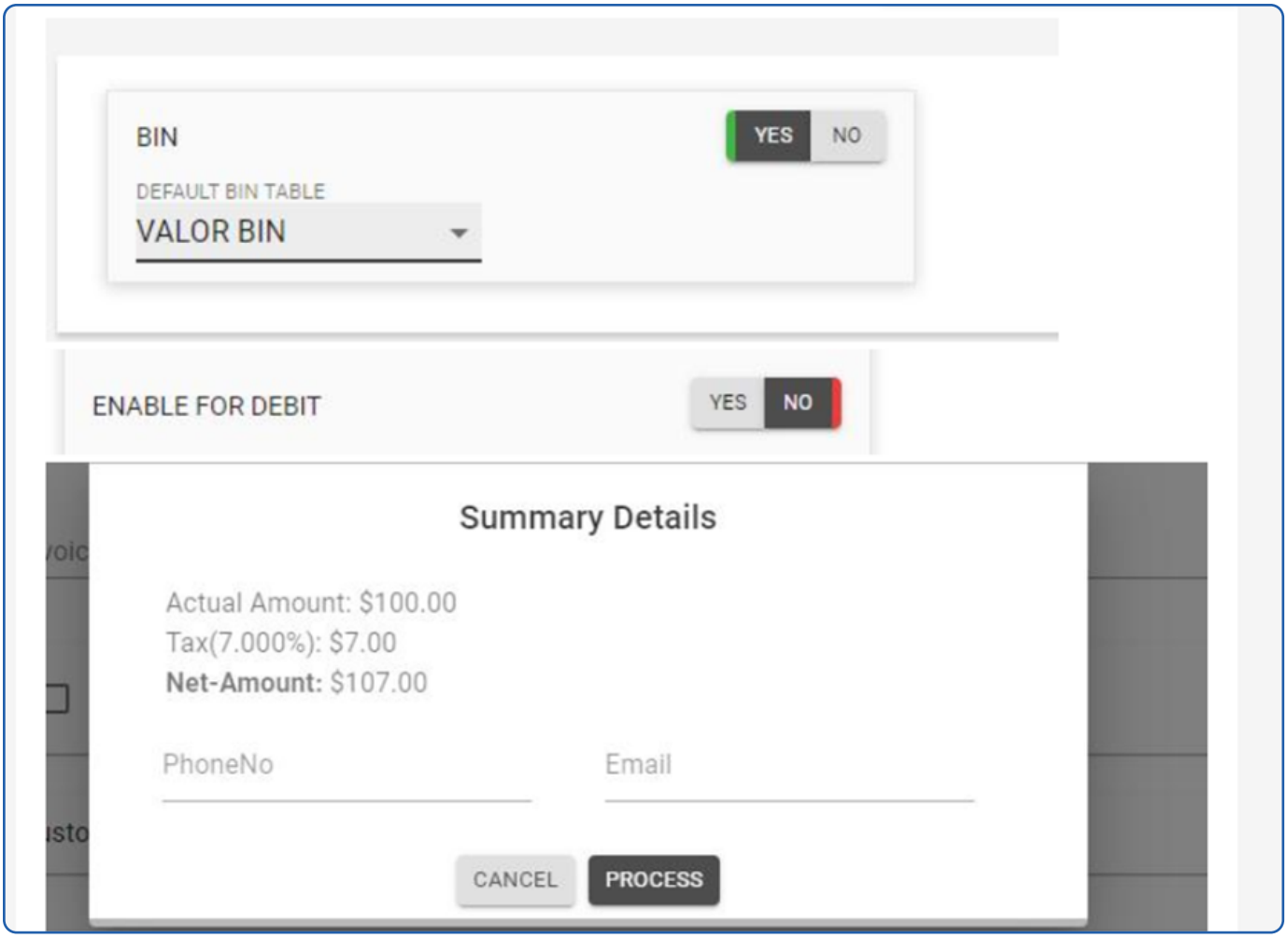
- In Transaction Grid, We can view the clerk / Server Information in terms of Name and ID over there and the same can be viewed from Receipt and Export as well.

- We can be able to filter the Clerk or Server info from the filter as well.

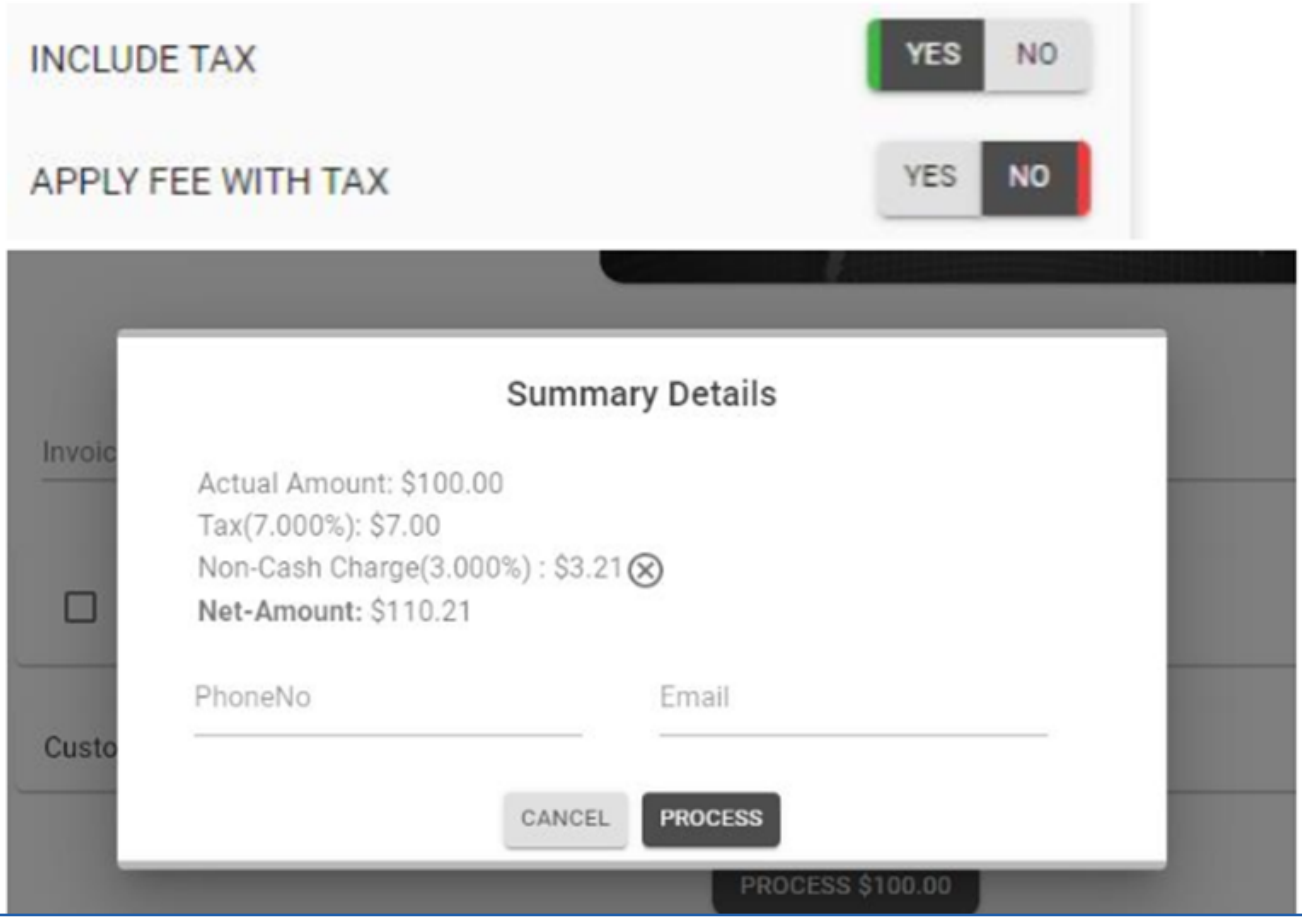


VT – Payroc

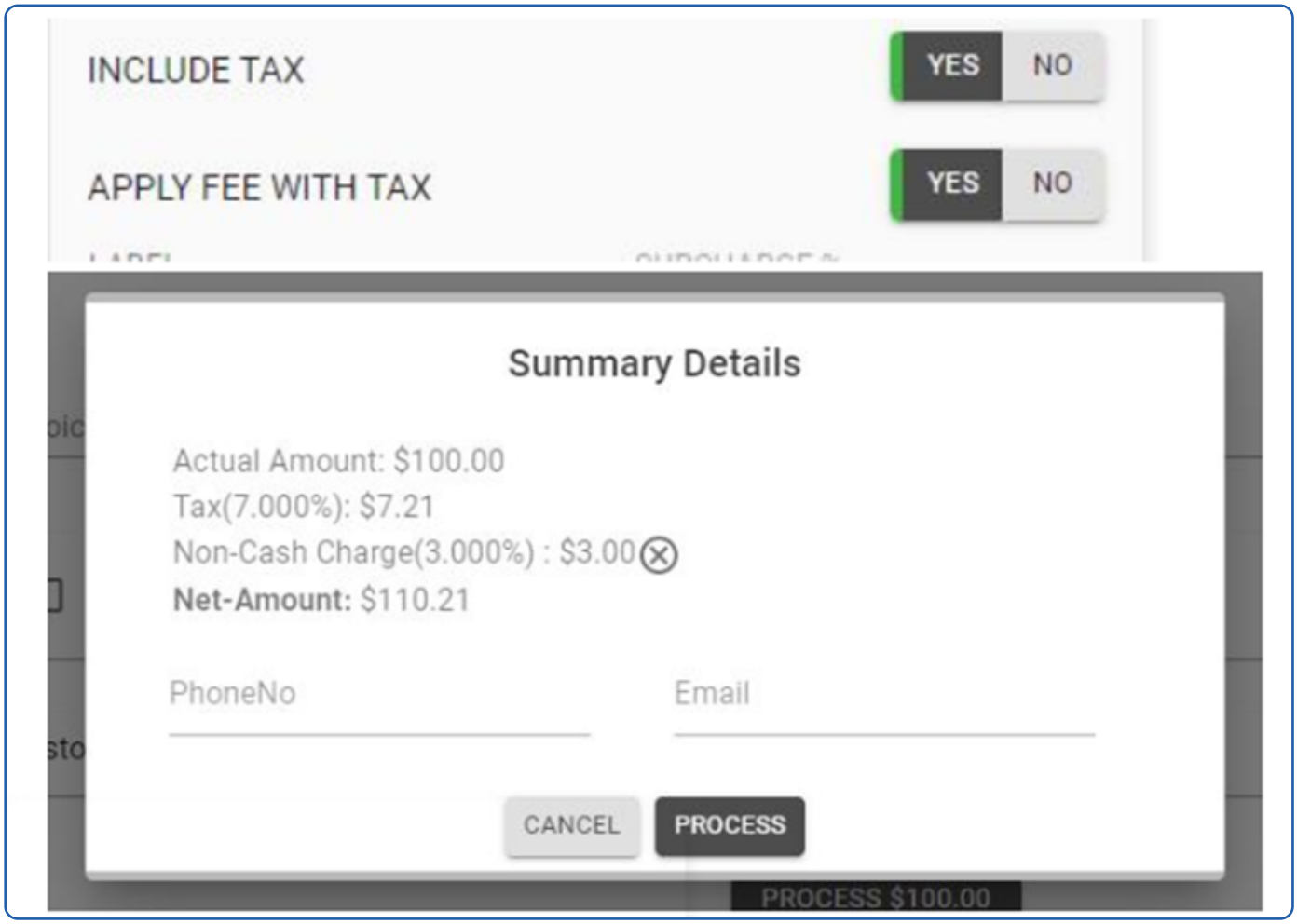
If BIN Enabled and Enable For Debit Disabled, then we won't charge any surcharge for Debit Card transaction.



If Include Tax enabled and Apply fee with tax disabled, then we will calculate surcharge for Base amount and Tax amount.

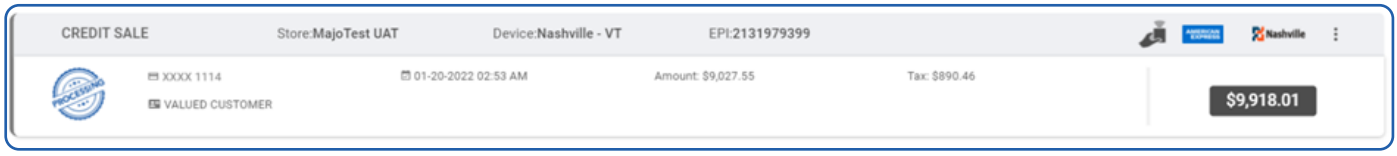


If Include tax and Apply fee with tax both are enabled, then we will be calculating surcharge for Tax and base amount separately. But, the net amount remains same as above approach as well.



Status for the Mid-transaction Process

Now, we have the ability to know the transaction which is all under **Processing**.
This is avoiding the confusion of Declined status and changing to Approved Status.



Parameter Option Change Based on Device

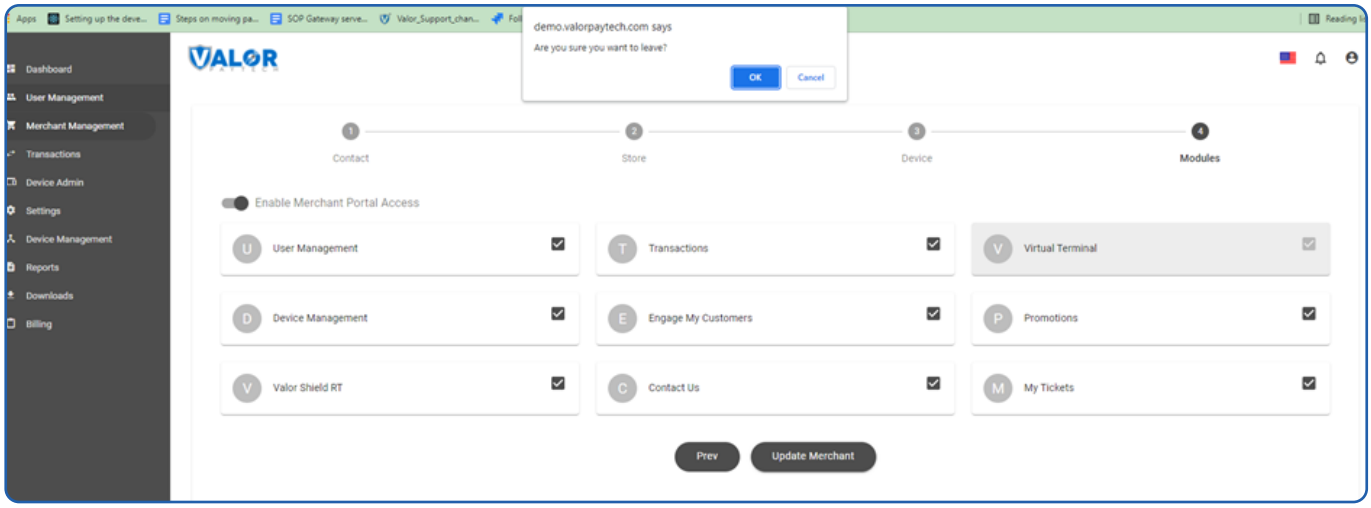
Based on the device type, we are manipulating the parameter as below scenario,

1. If the device type is VL100, the below options will be hidden from the Terminal and Transaction section
   a.Standby
   b.Sleep time

2. If the device type is VL110 and VL500, the below options will be hidden under the Terminal and Transaction section
   a.External PIN Pad Support

Confirmation When Leaving the Page While Editing

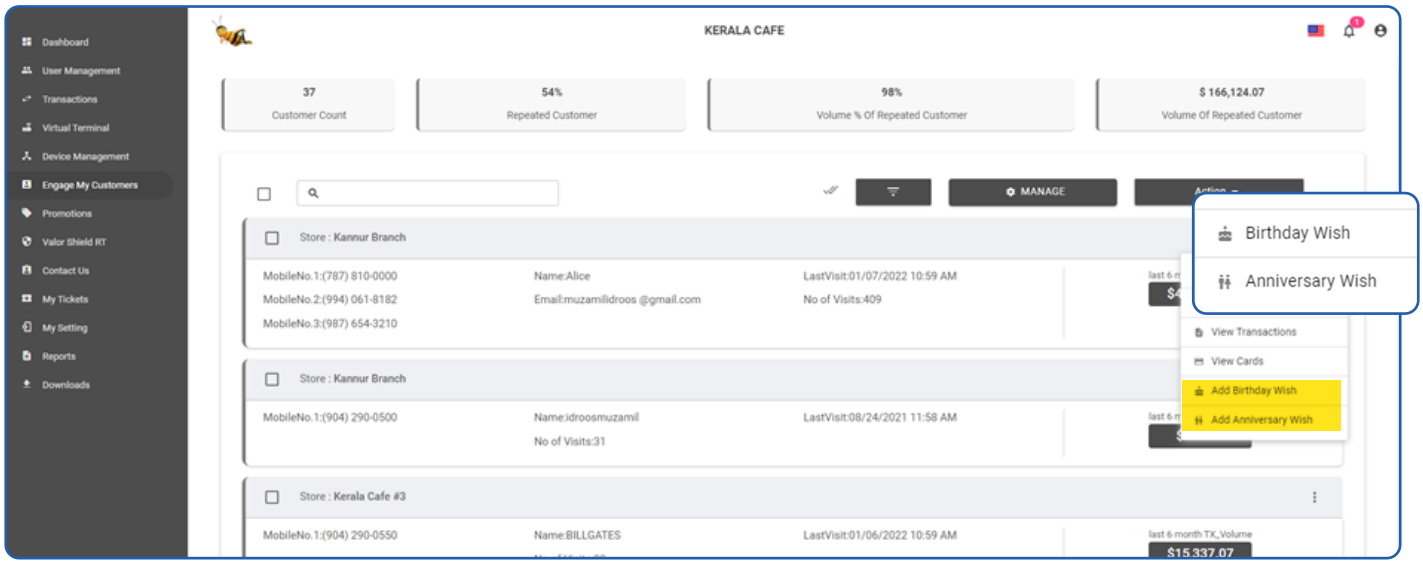
While editing the information on User management or Merchant Management, when clicking on another menu, the user will get an alert to **LEAVE THE PAGE.**



Engage My Customer Enhancement for Wishes

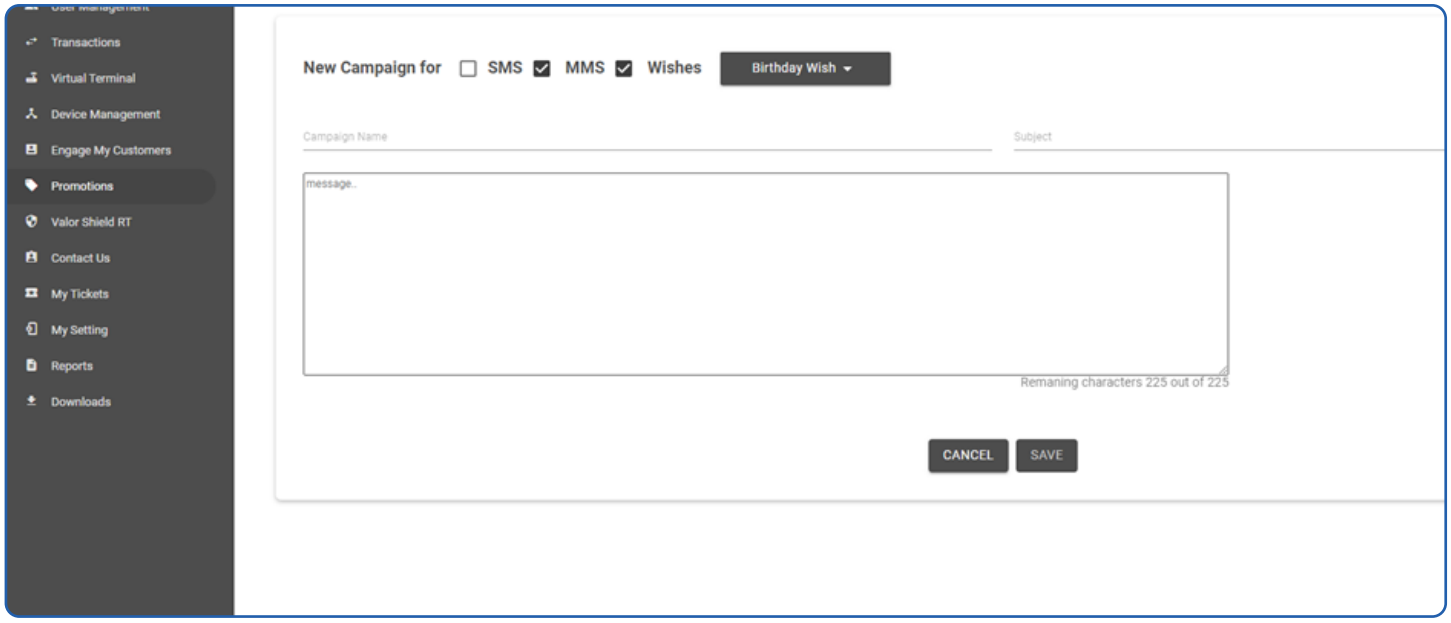
Now, Merchant can add their customer's special dates (Birthday date or Anniversary Date or both) under Engage My Customer.

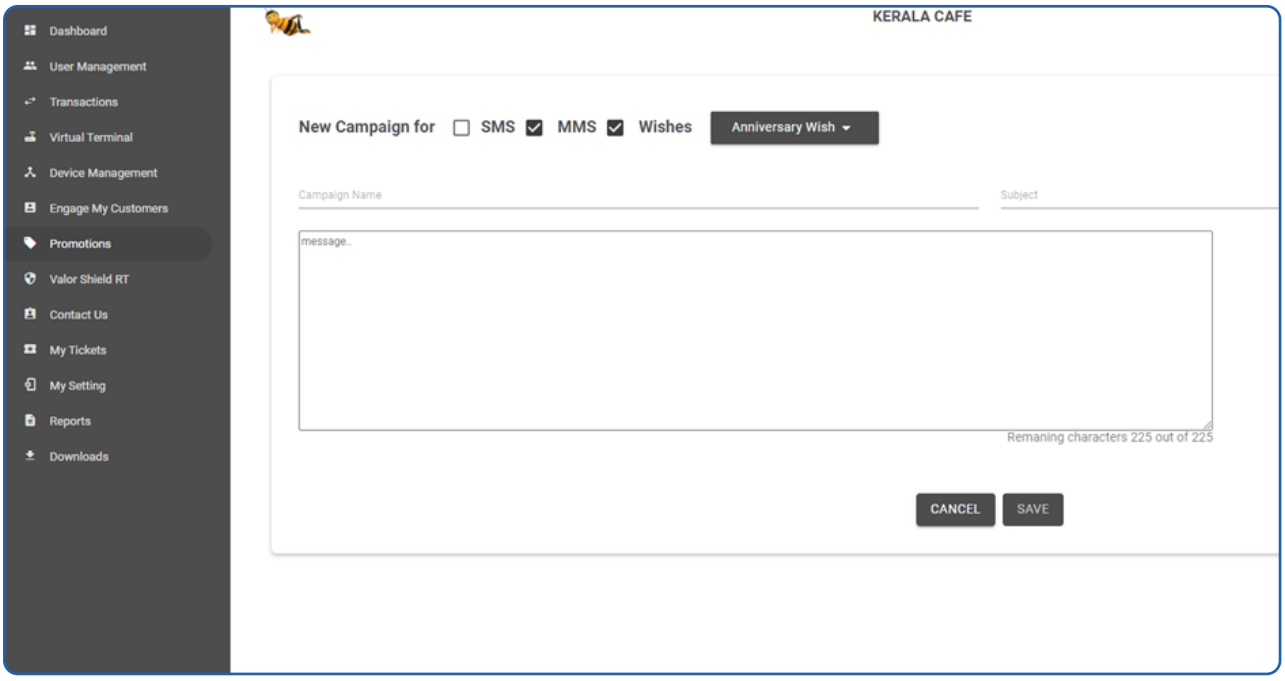
The respective customer will get a message from Valor for the Wishes on behalf of the Merchant.



Birthday Wish
Select Date
01/21/2022
(787) 810-0000
CANCEL
SAVE

Anniversary Wish
Select Date
01/21/2022
(787) 810-0000
CANCEL
SAVE

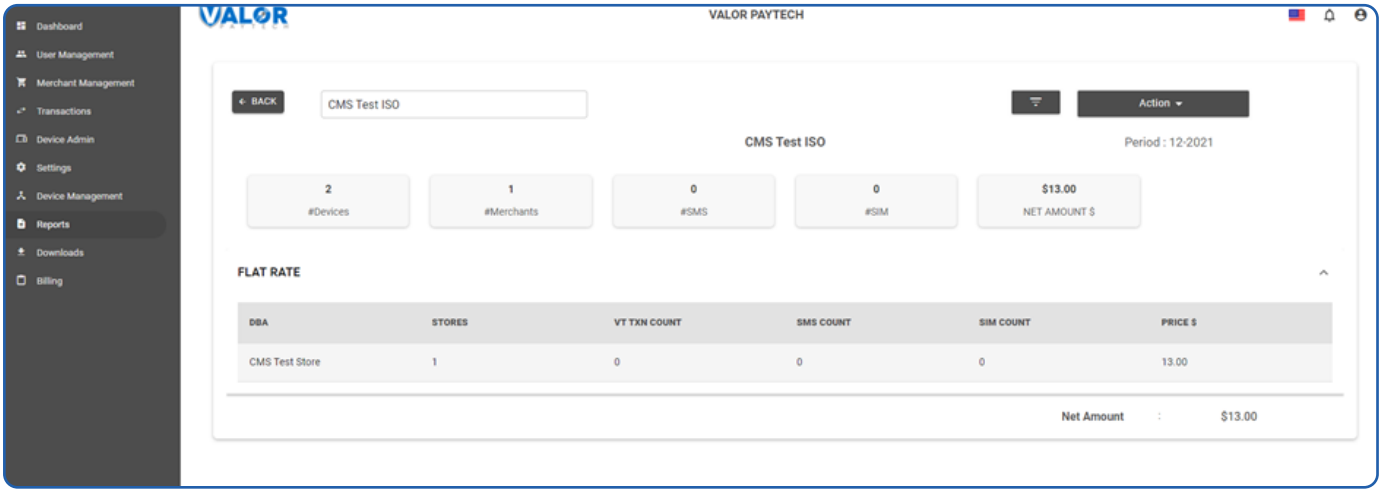

Transactions
Virtual Terminal
Device Management
Engage My Customers
Promotions
Valor Shield RT
Contact Us
My Tickets
My Setting
Reports
Downloads
New Campaign for
SMS
MMS
Wishes
Birthday Wish
Campaign Name
Subject
message..
Remaning characters 225 out of 225
CANCEL
SAVE

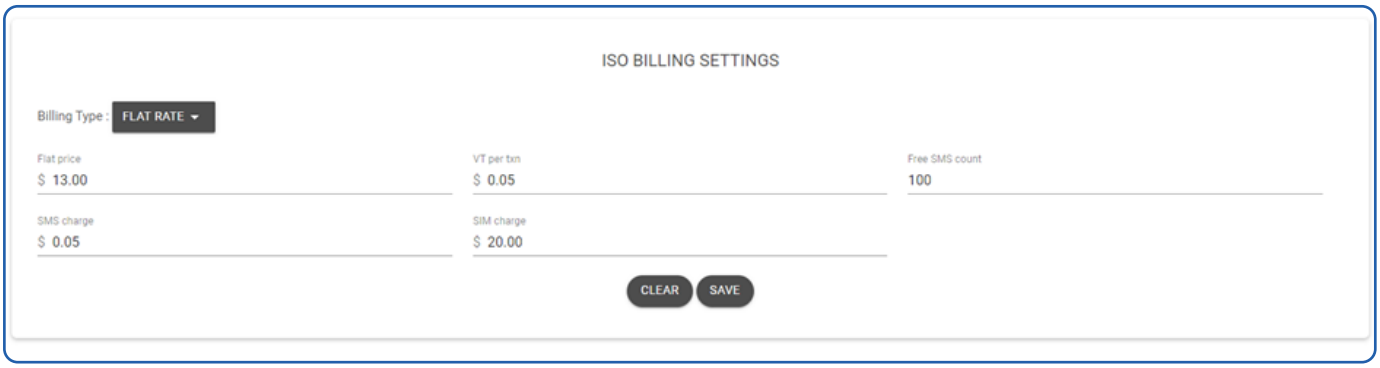


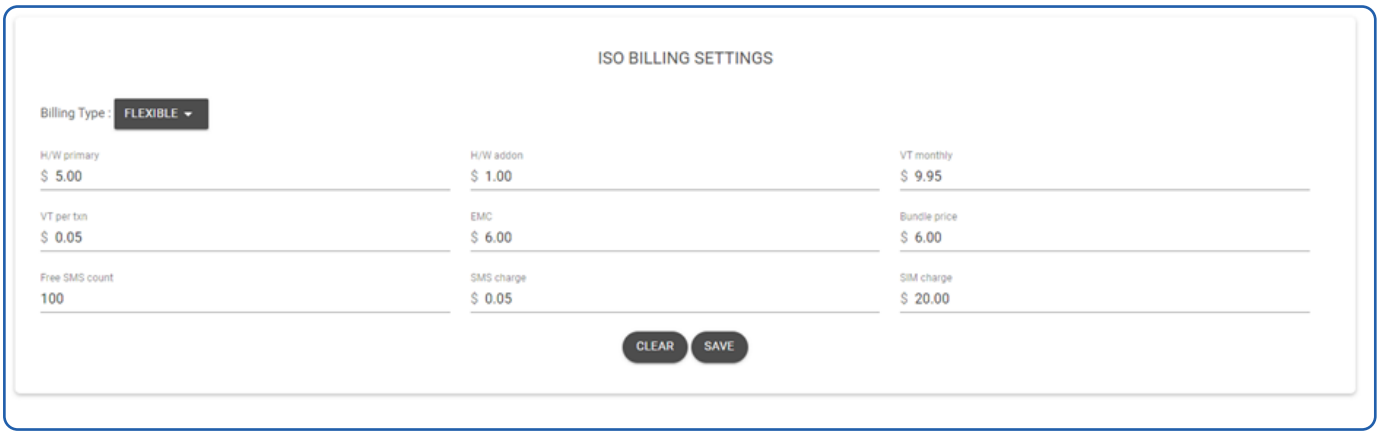
ISO Sim Billing

Now, we have added the SIM count as well in the ISO Billing. If ISO have the SIM from Valor, that will be available in Billing from next cycle.

The respective charges for SIM can be able to add / change by Admin in Billing section.

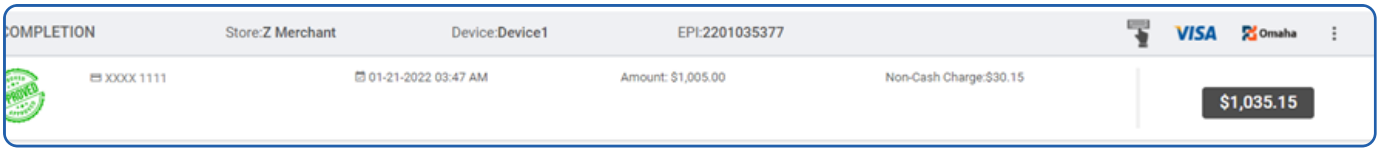


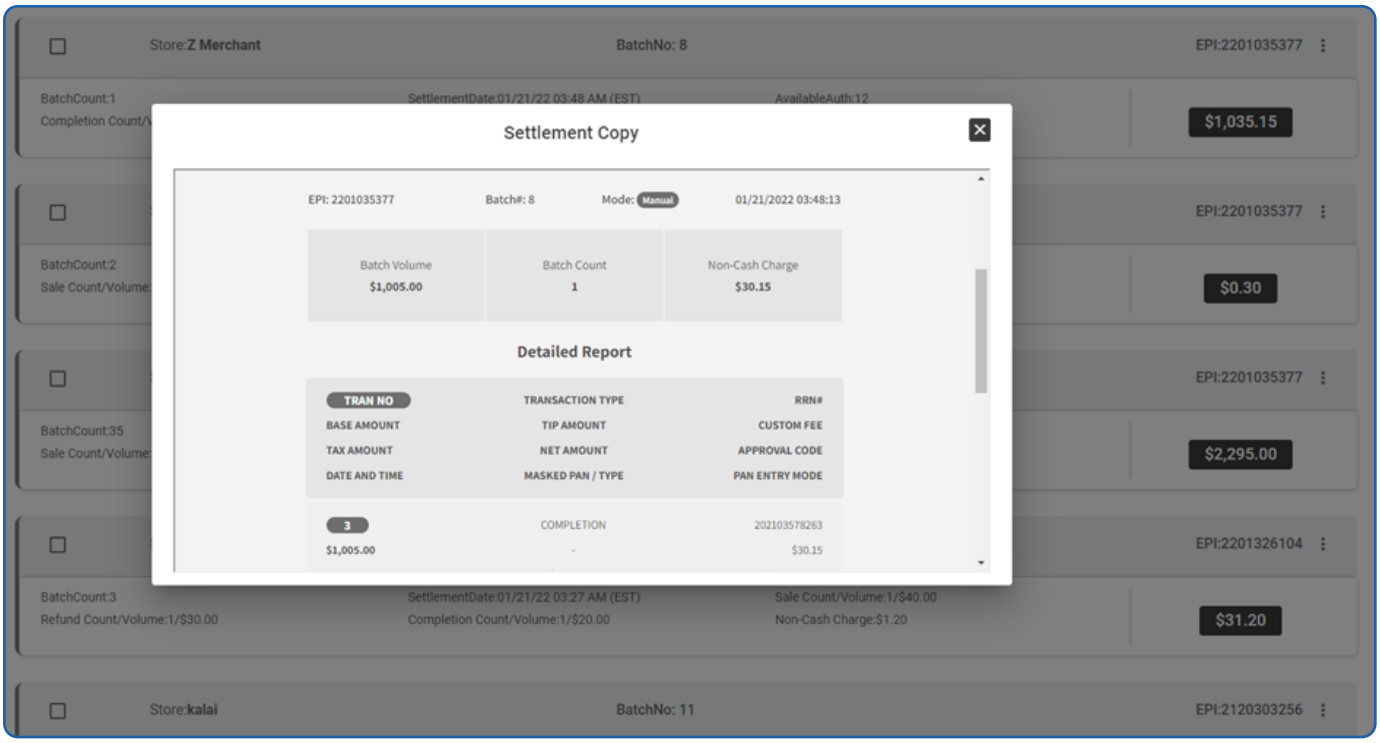




Amount Format in Settlement Report and Transaction Grid

Now, all over the VALOR Portal, the amount format is unified as a standard format.
Ex: **$1,000.00**

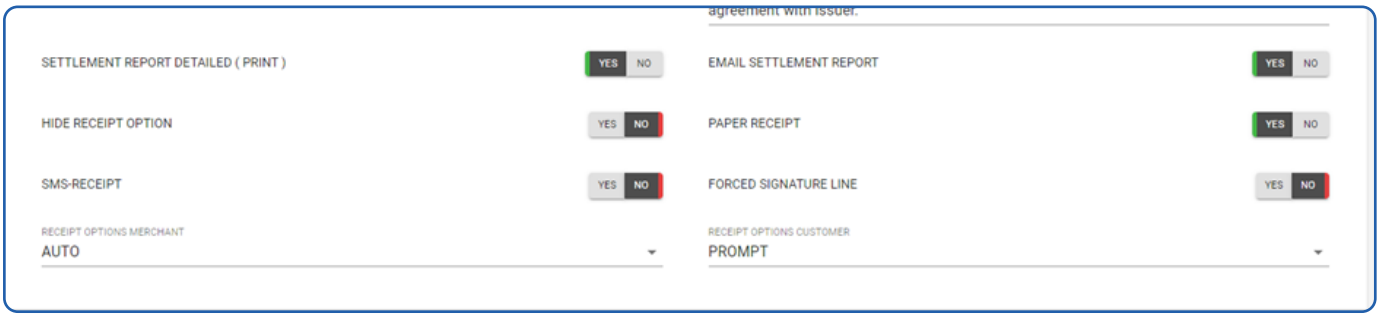




Fast Transaction Option

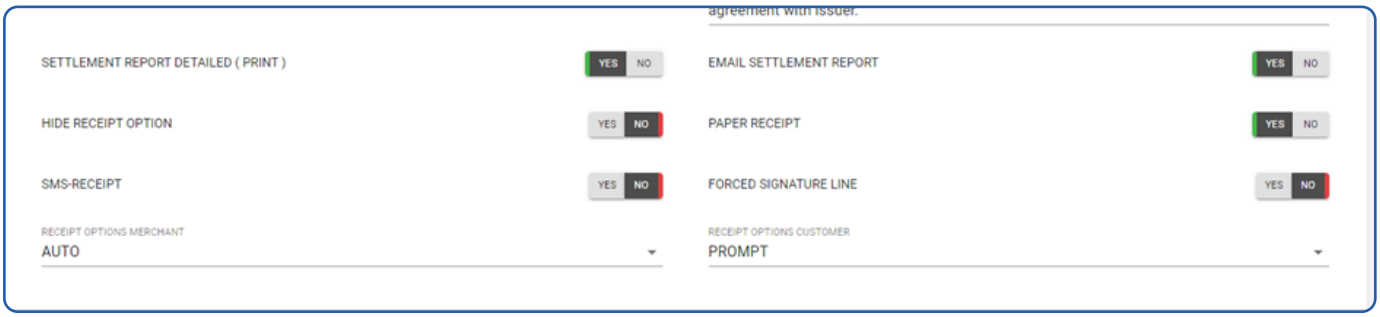
We have managed the device to bypass the receipt check. When Fast Transaction option is enabled in device management, the respective devices won't ask for the Receipt for both Merchant and customer. It will directly get through the transaction.

This solution would helpful for many Merchants to ease their transaction flow.



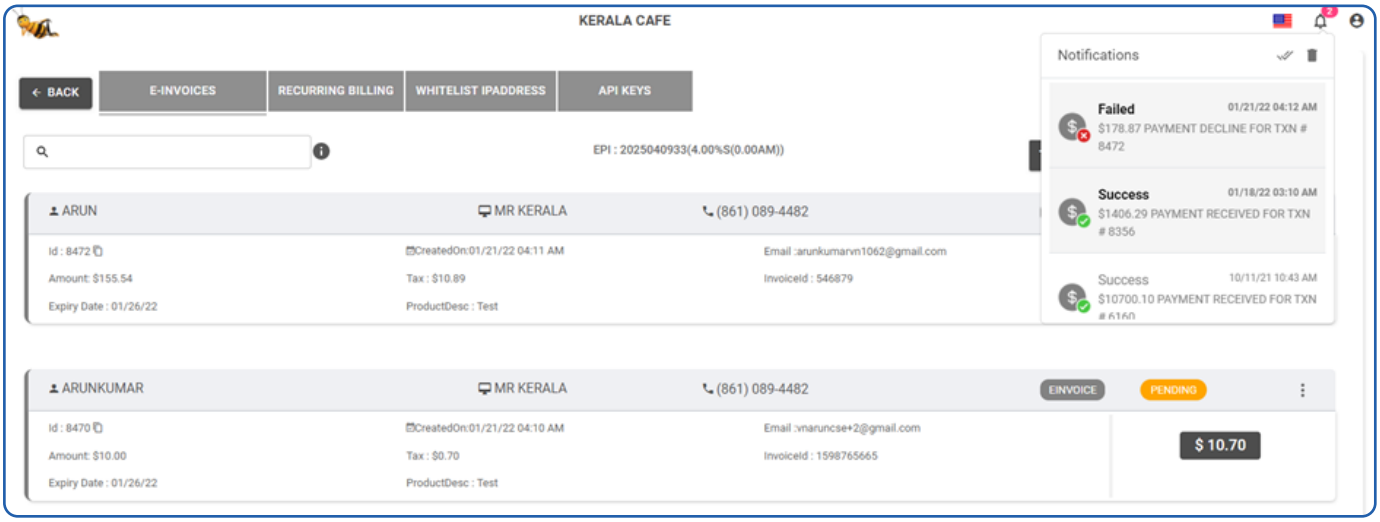
Forced Signature Line

We have added a parameter for **Forced Signature Line**. If we enable the option, the Signature Line will be printing without checking any condition.



E-invoice Declined Notifications

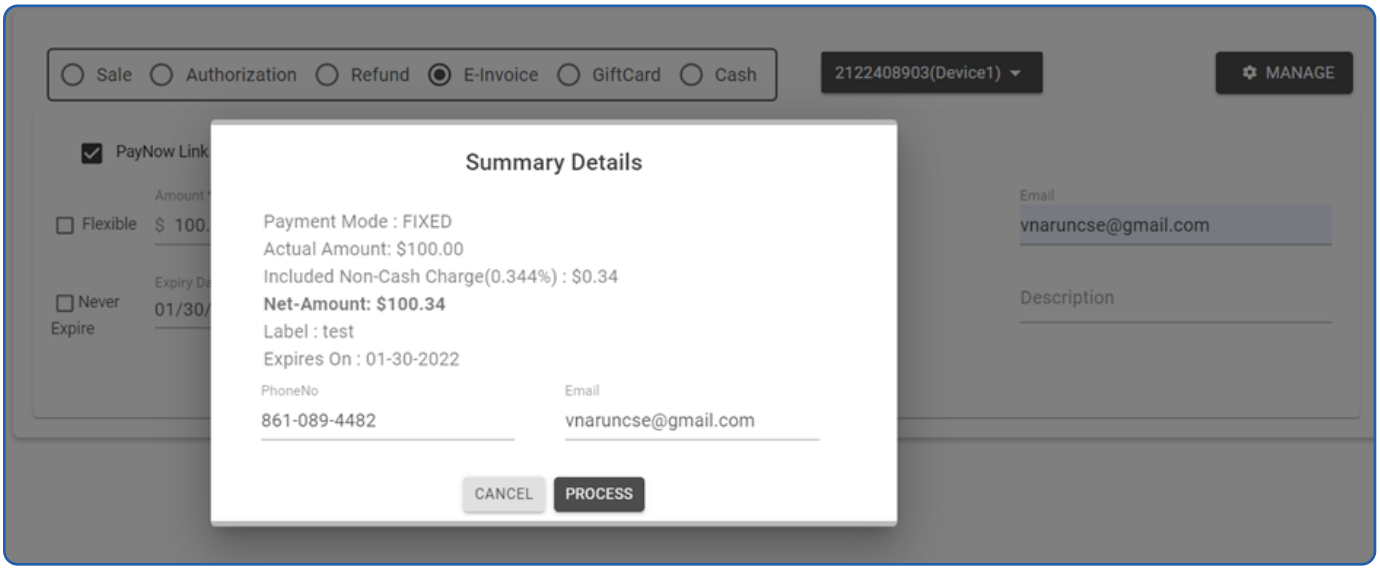
- In Portal, Merchants can able to know the **E-Invoice Declined** transaction from the Notification.
- The Notification will get opened by clicking on the Bell Icon

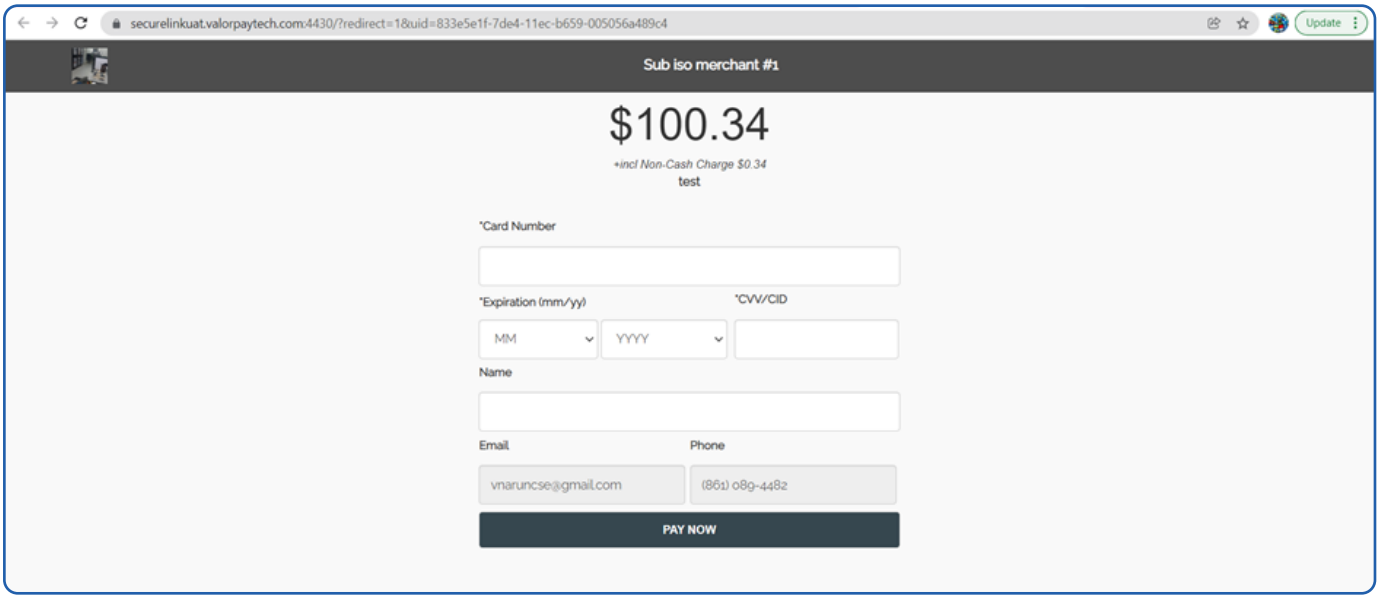


Pay now Surcharge Calculation

We are calculating Surcharge for the **Pay Now** transaction as well.

Ex: If the Pay now transaction is initiated for $100, we will be charging &104 **(4% – Surcharge)** from the customer who paid from the pay now link.

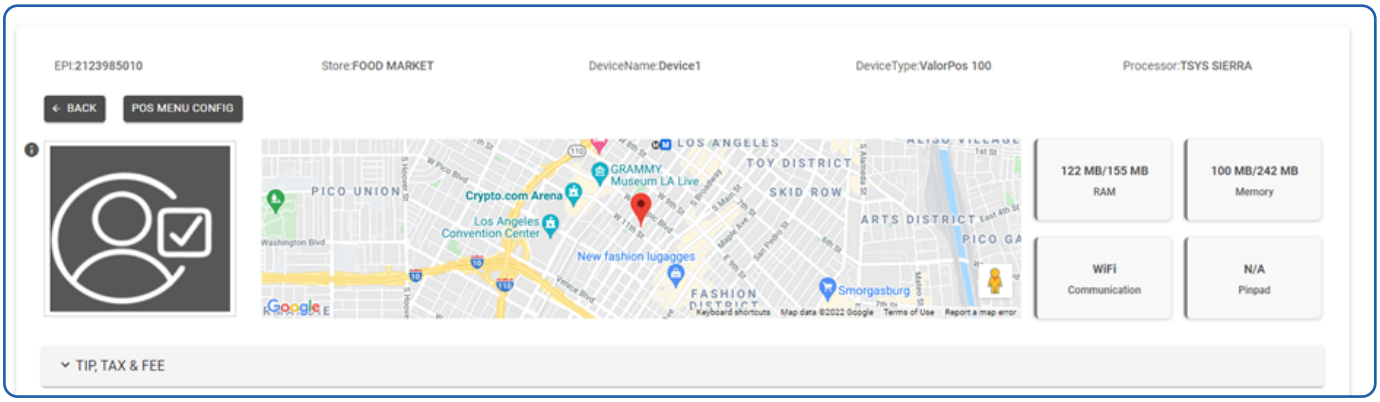




Pin Map

We have updated the device management with device located Map as well.

When the device is getting boarded, we are fetching the Address and ZIP code from the boarding information and broadcast the real address when selecting the respective device from Device Management.



Logo Converting Automatically to PNG

Internally, we are converting all the images to PNG.

This will rectify the problem by seeing the images on different platforms like Mobile, Web, Desktop application, Tablet and Laptop.

THANK YOU

2 Jericho Plaza, Suite 304
Jericho, NY 11753, United States

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1.800.615.8755

sales@valorpaytech.com