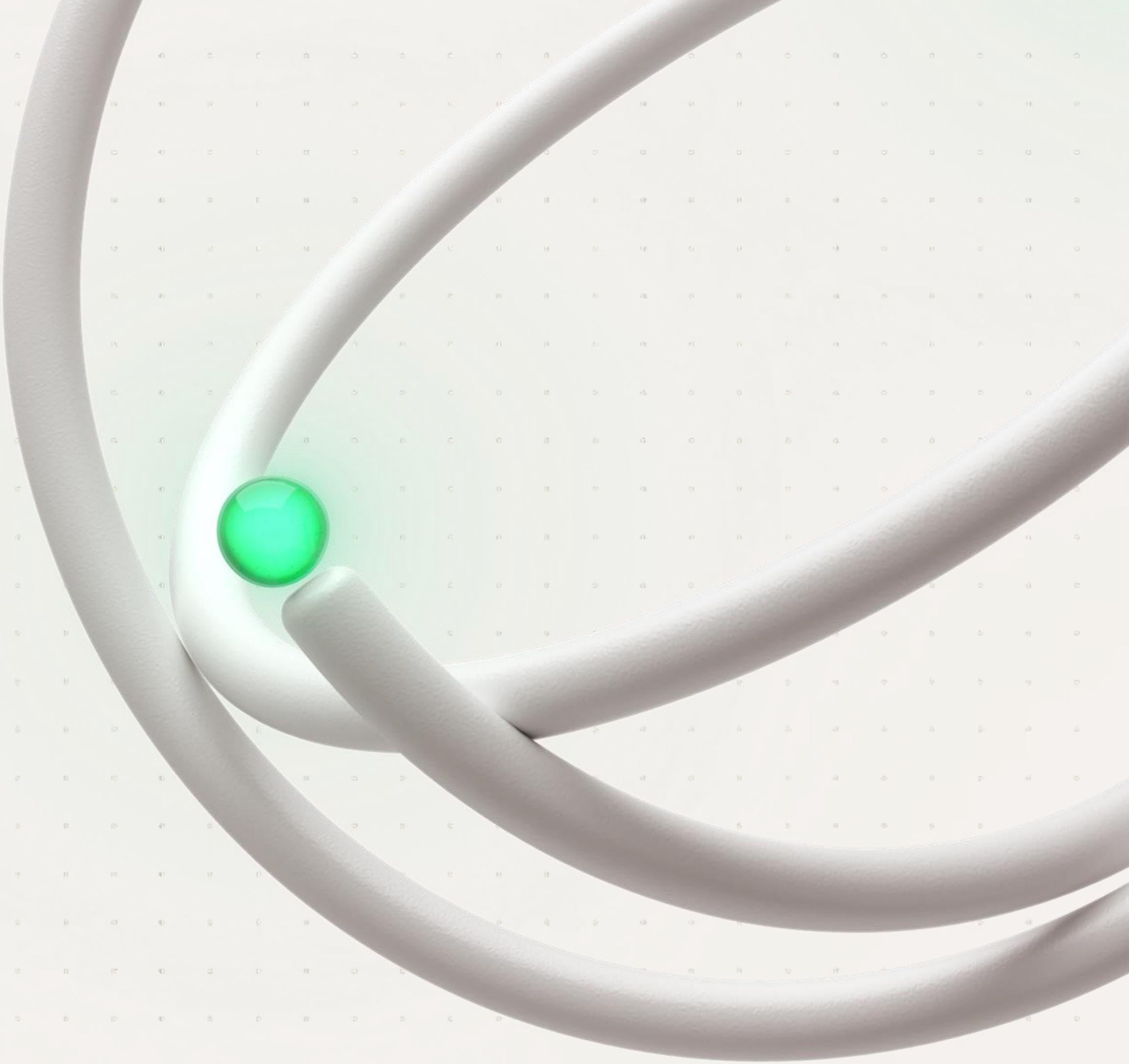
Thunes.



Back-Office

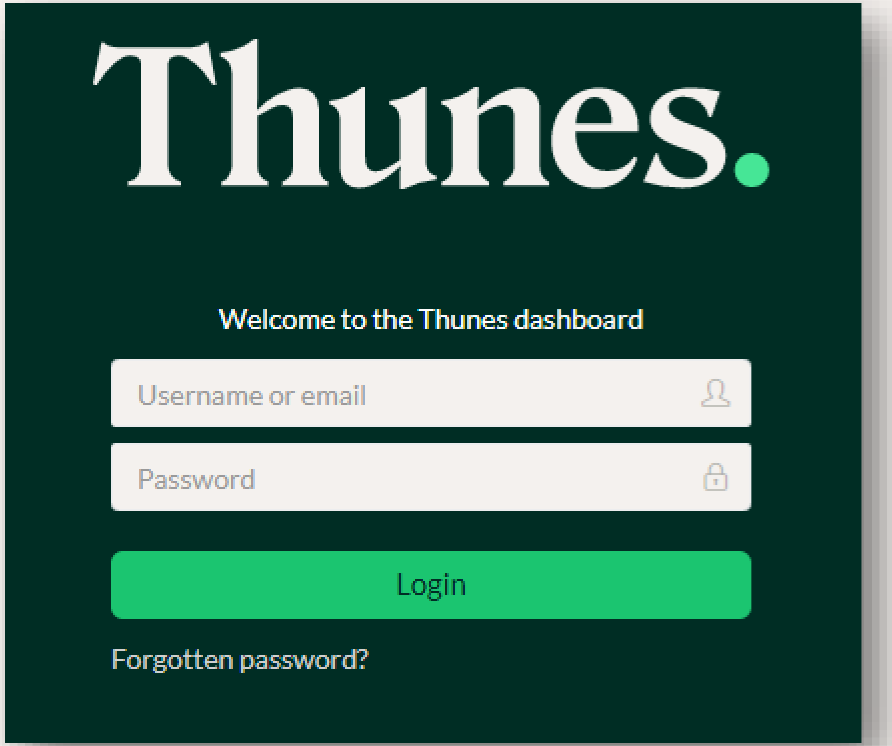
User Guide v22

April 2023

How do I access Thunes BackOffice?

Use this tool to track your activity:
https://dashboard.limonetik.com/

The old address https://backoffice.limonetik.com will redirect you to the new URL.



You can log in using either your **login** or your **email address.**

General information pertaining to this documentation

Access to the different screens and features presented in this documentation is subject to rules governing **rights** and **permissions**.

Therefore, your access to certain screens, menus, links, or features may be restricted.

Rights are configured by:

- Thunes.
- Or an IT administrator.

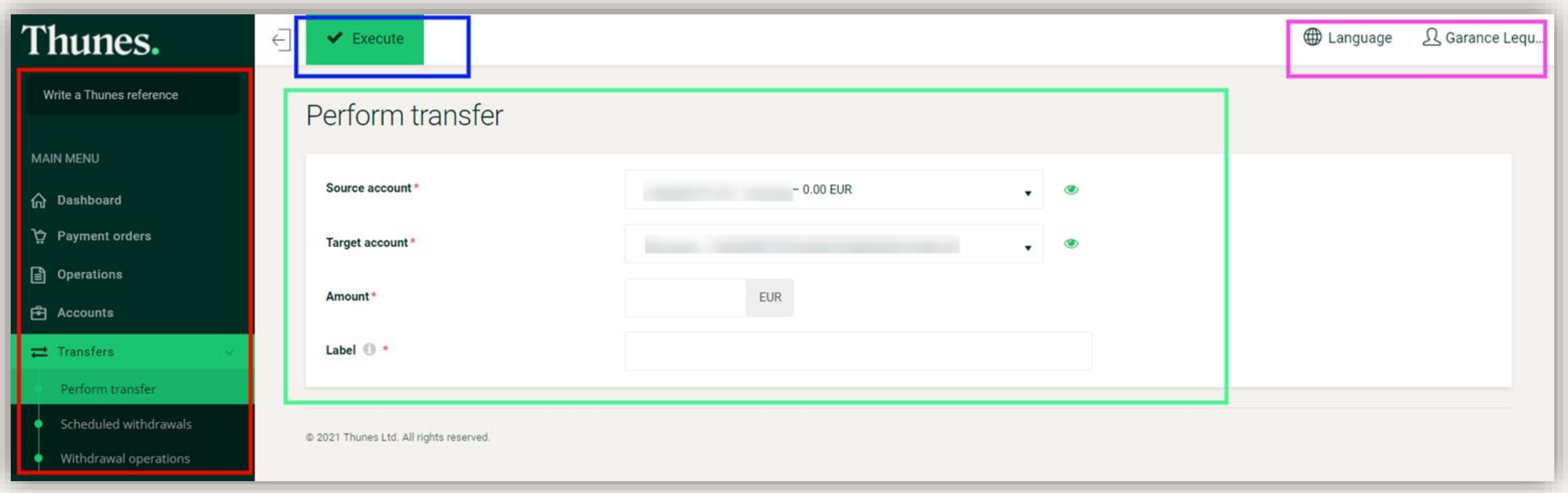
Contents

General concepts

Information on the color-coded areas

The following provides some general navigation guidelines (valid for the entire BackOffice site):

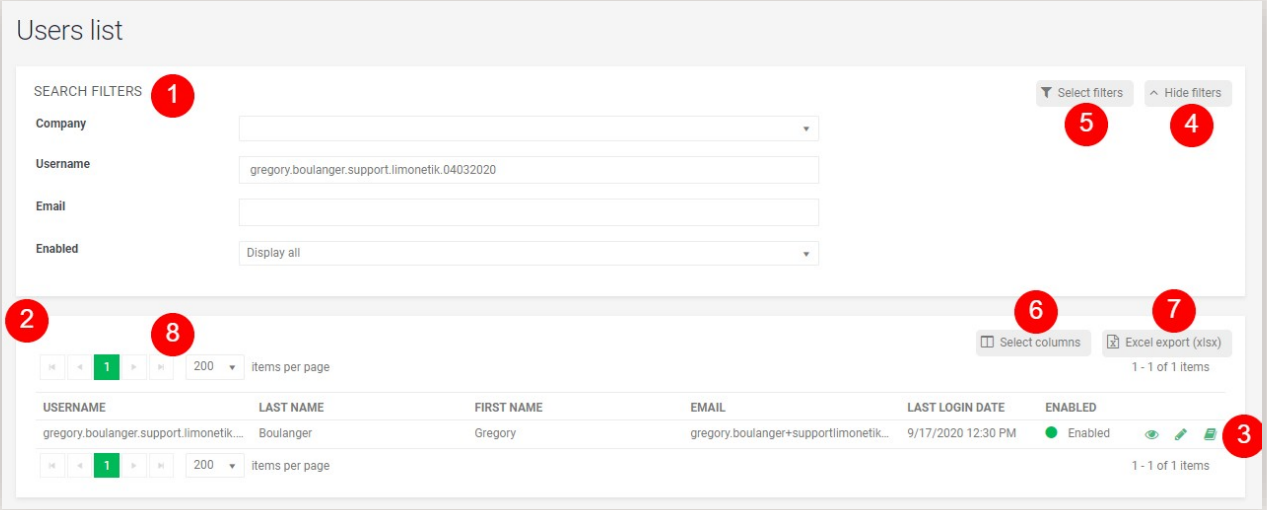
- **Red:** Menu for accessing the various BackOffice functions.
    - The menu of the current page will be highlighted.
- **Pink:** Personal menu and language choice (English/French).
- **Green:** Main area of the page content.
- **Blue:** Action area related to the page.



Information on the list page

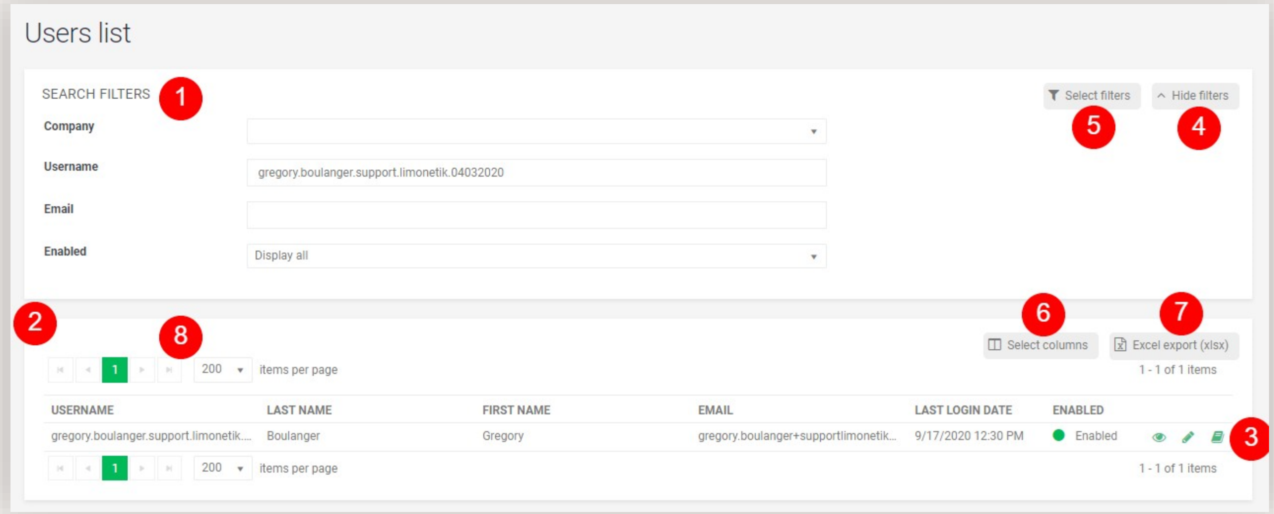
The list pages (e.g., for payment orders, users, accounts) generally have all the same features:

1. Use this box to **filter the list** with specific search criteria.
    - If there is no validation button, the search results will change automatically.
2. The **list of elements** is displayed in response to the filters used.
3. Use the **action buttons** on the list page**:**
    - For instance, click on the eye to display information about the element or the pencil to edit content.



General concepts

4. Show or hide the search filter box.
5. Choose **the search filters.**
   - The selected filters will be saved in your browser for future sessions.
6. Select the **columns to be displayed** in the table.
   - The selected columns will be saved in your browser for future sessions.
7. **Export** the displayed list (only the current page).
8. Finally, use the **pagination** box to cycle through pages and change the number of items displayed per page.



To launch a search, click on the button Search *or the ENTER key on your keyboard*

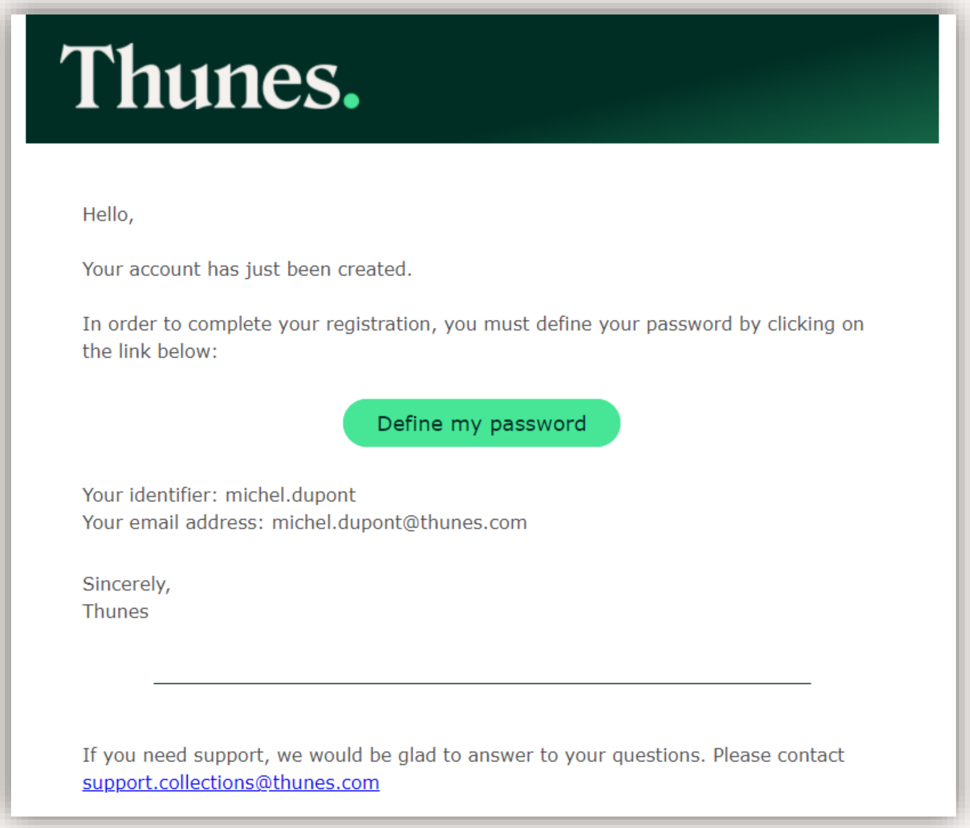
Help on the website

When navigating and performing actions on the site, don't hesitate to consult the help screens for further instructions.

Initialization, login and password

Receiving the initialization email for your account

When you create an account on the Thunes platform, you will receive an email:



Thunes.

Hello,

Your account has just been created.

In order to complete your registration, you must define your password by clicking on the link below:

Define my password

Your identifier: michel.dupont
Your email address: michel.dupont@thunes.com

Sincerely,
Thunes

If you need support, we would be glad to answer to your questions. Please contact support.collections@thunes.com

You can then:

- View your login.
- Check the email address associated with your account.
- Click on the link to set a password.

It is a common for email sent over the internet to be misinterpreted by the inbox provider and moved to the **SPAM folder**. An email can also be blocked by a company's IT department. If this cases might apply, please double check before contacting Thunes support.

Expiration: This email is valid for 24 hours. After expiration, a new email will be automatically sent when you try to set the password.

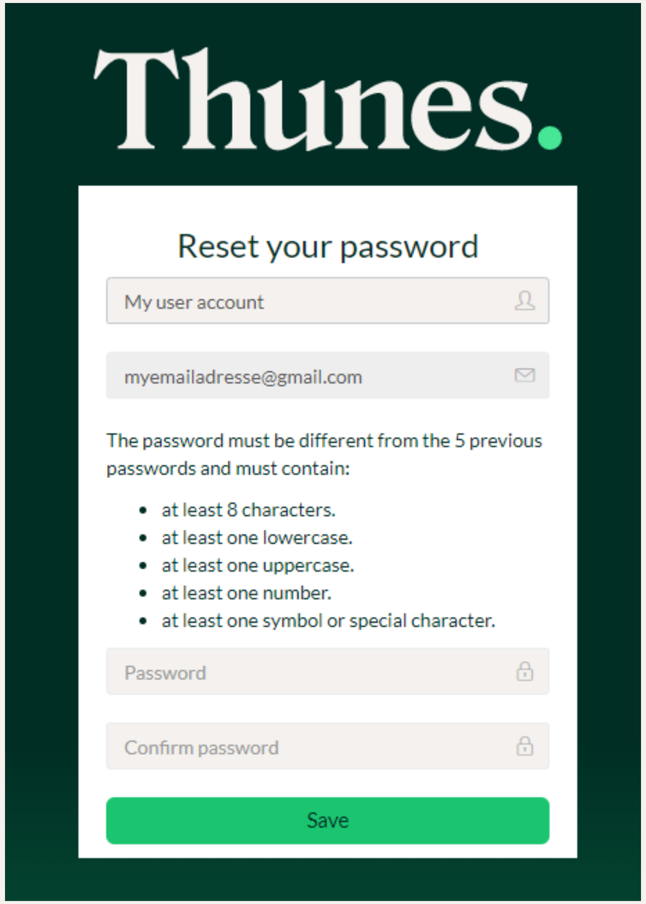
Login and password

When setting the password, you will be asked to follow a series of guidelines to ensure it is secure.

Password requirements are indicated directly on the form.

Your password will expire every 90 days.

After this 90-day period, your next login attempt will be blocked and you will receive an email to **update your password.**


Thunes.

Reset your password

My user account

myemailadresse@gmail.com

The password must be different from the 5 previous passwords and must contain:

- at least 8 characters.
- at least one lowercase.
- at least one uppercase.
- at least one number.
- at least one symbol or special character.

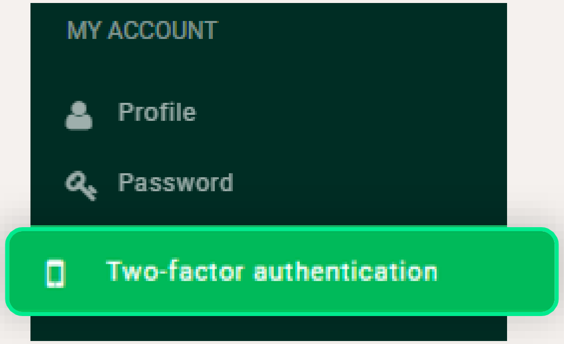
Password

Confirm password

Save

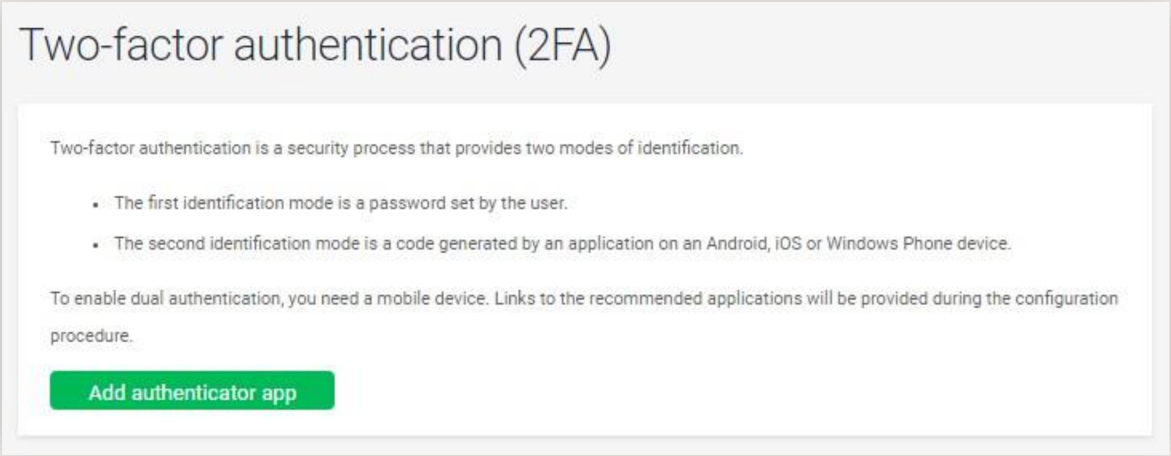
Enabling two-factor authentication

To increase security, you can enable **two-factor authentication** (only available via a mobile app).



First, go to the menu **Two-factor authentication**.

Then **read the instructions** and verify that you are eligible.



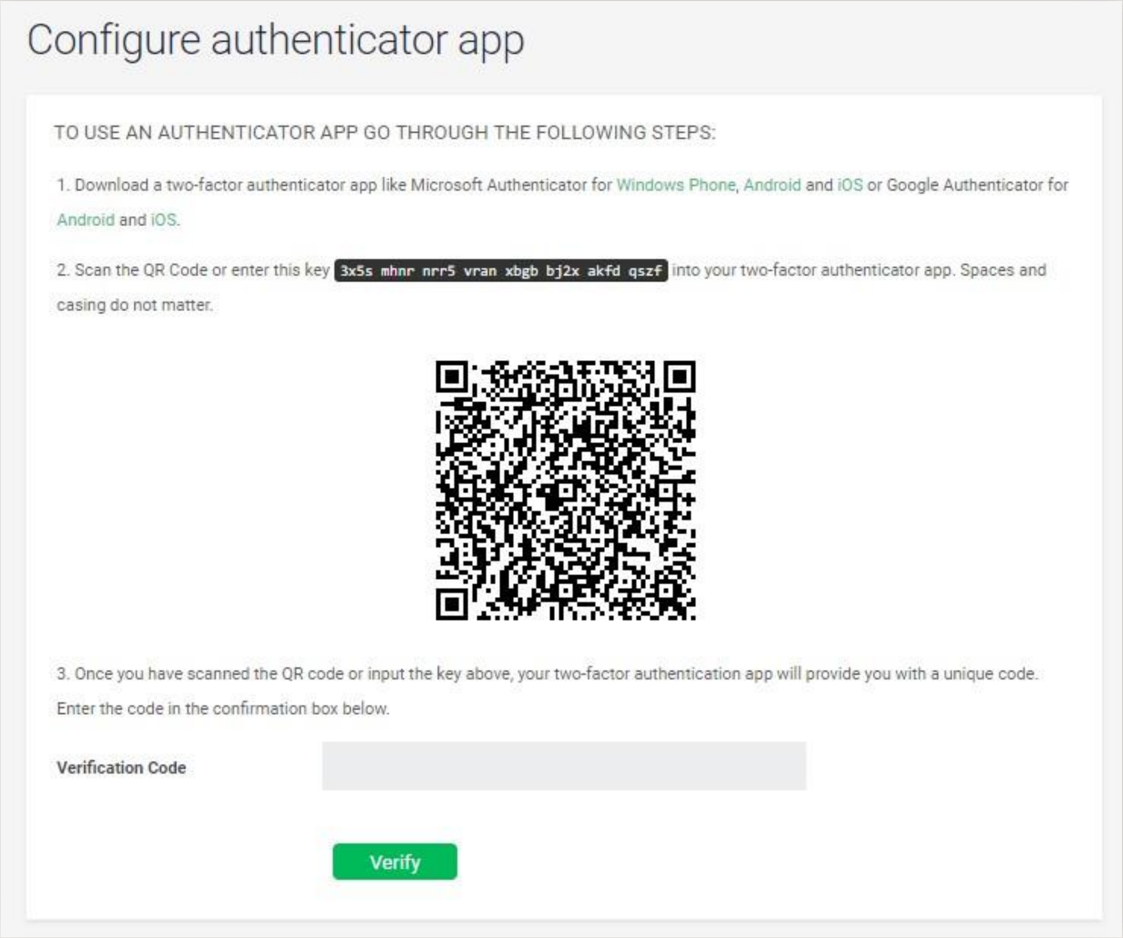
Proceed to configuration.

Two-factor configuration is not yet required.

Enabling two-factor authentication

In the second step you will be instructed as follows:

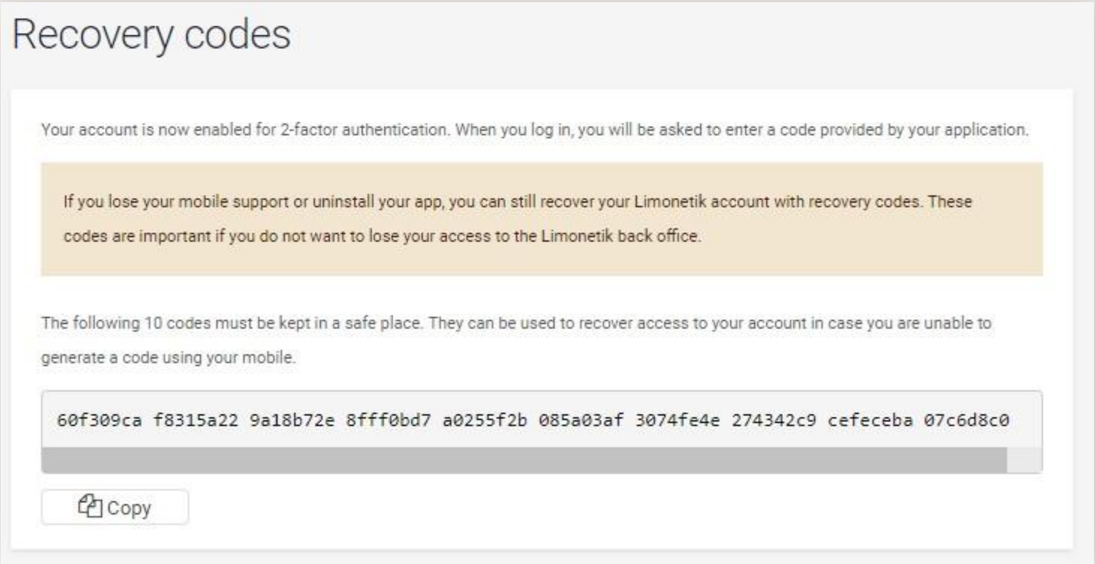
- **Download** the app.
- **Scan the QR** code or **enter the key** shown on your app.
- Enter the **verification code.**



Enabling two-factor authentication

After you activate two-factor authentication, BackOffice will provide you with **recovery codes**.

Be sure to record these codes and keep them in a safe place. You will need them to access your account in case you lose your mobile device or encounter a problem with the app.



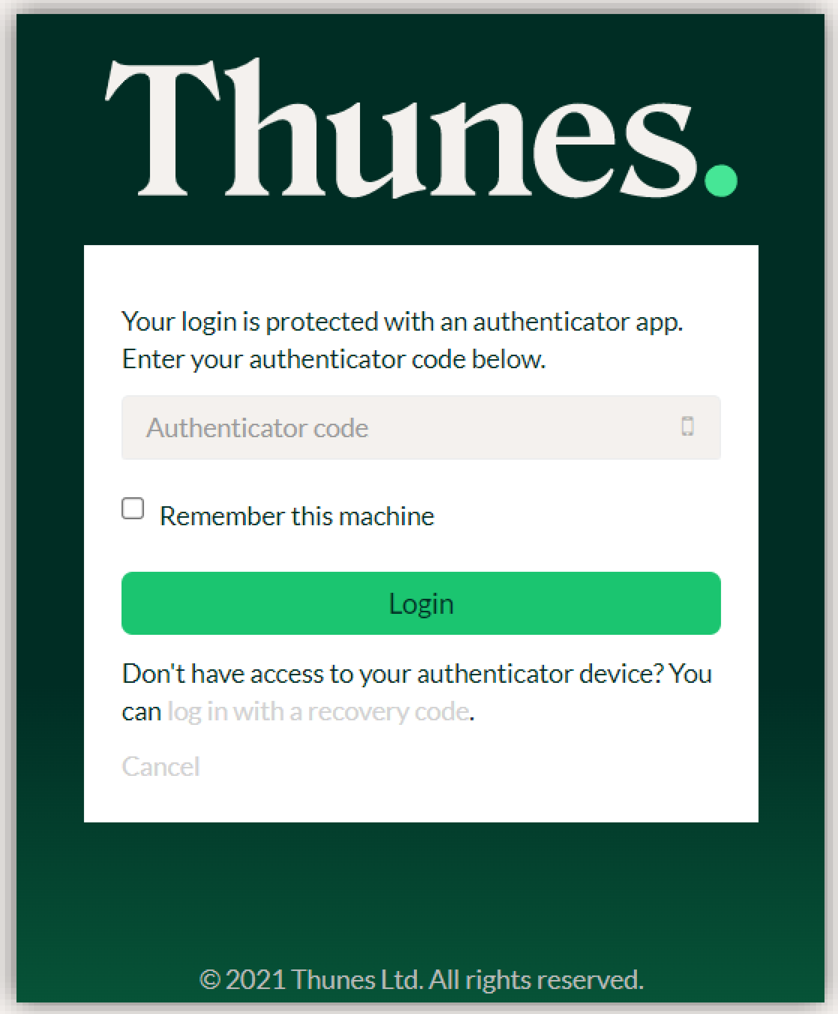
Two-factor authentication - Login

When you log in, you will be asked to enter an **authentication code in addition to your password**.

You receive this code **through your mobile app**.

It is also possible to **“Remember this machine"** on your computer and not have to enter the code every time you log in.

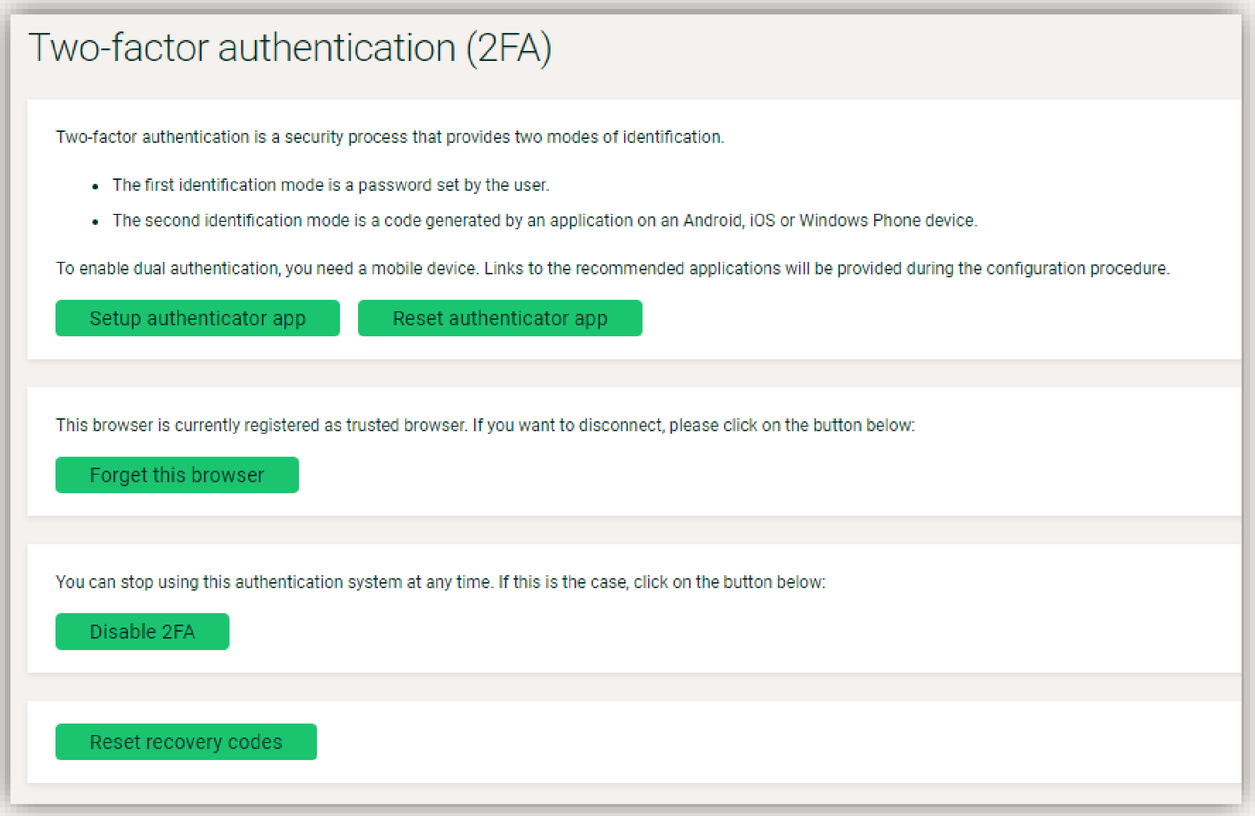
This configuration will be **valid only for the current browser**.



Two-factor authentication - Management

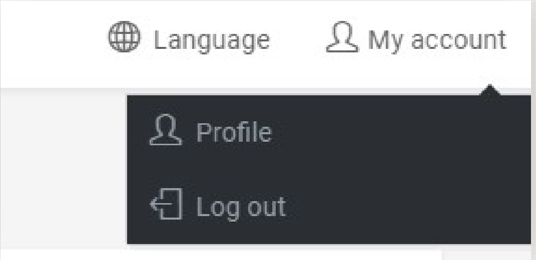
To manage your authentication system, return to the menu:

- **Configure or reset** your authentication system.
- **Forget the current browser** (if you clicked on “Remember this machine").
- **Disable** the current authentication system.
- Or **reset recovery codes** to receive new recovery codes.



Managing
your user account

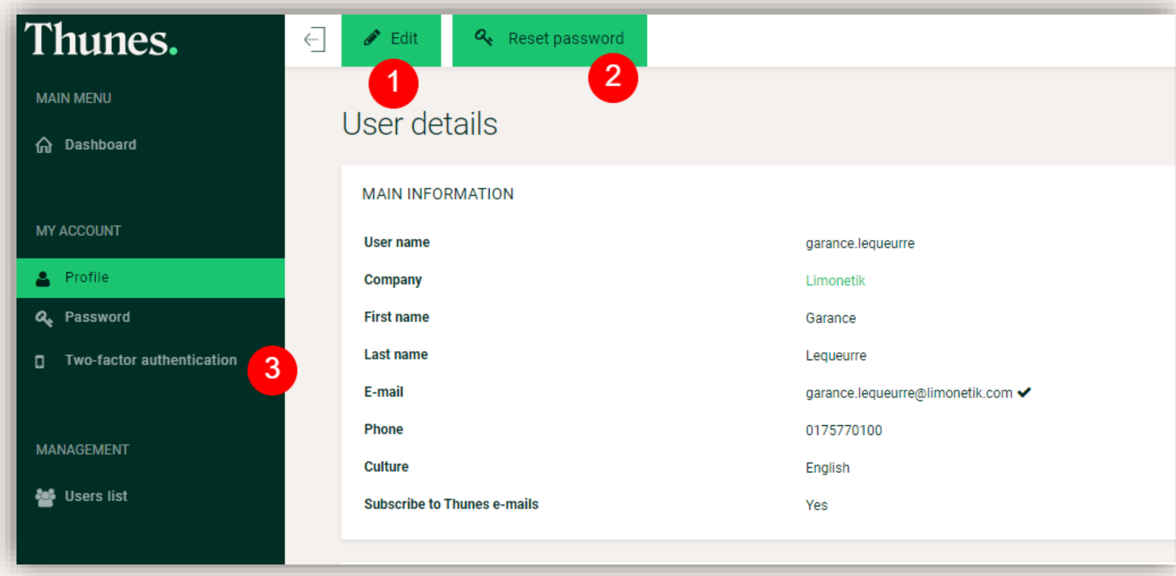
Information about managing your user account



Once logged in, you can manage your account by clicking on the **My Account** menu. This is the management interface of your user account.

The following options will appear:

1. Modify your account information (including your email).
2. Request to change/reset password (also available through the **Password** menu).
3. Enable two-factor authentication (the site will then show you the step-by-step procedure).



Managing other user accounts

Introduction

- Your level of access rights will determine your role as administrator for your company account on Thunes BackOffice.
- An administrator is authorized to **manage other users** (i.e., create, activate, deactivate, give permissions) according to their roles.
- Examples of user roles:
  - Track sales
  - Track accounts and money transfers
  - Act as administrator for the company

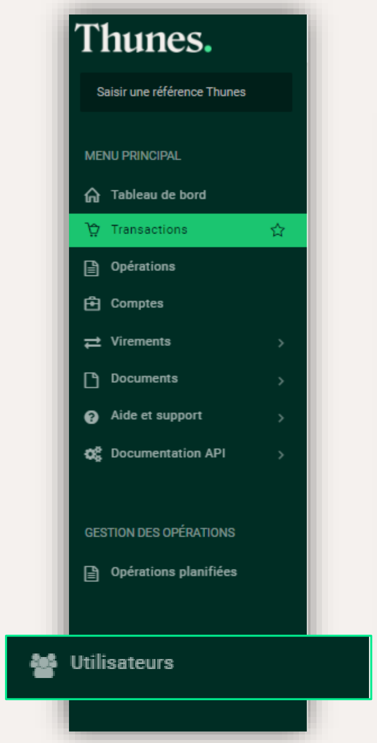
All users must have a valid email address. Once receiving an account initialization email, they would follow the same setup process as the administrator.

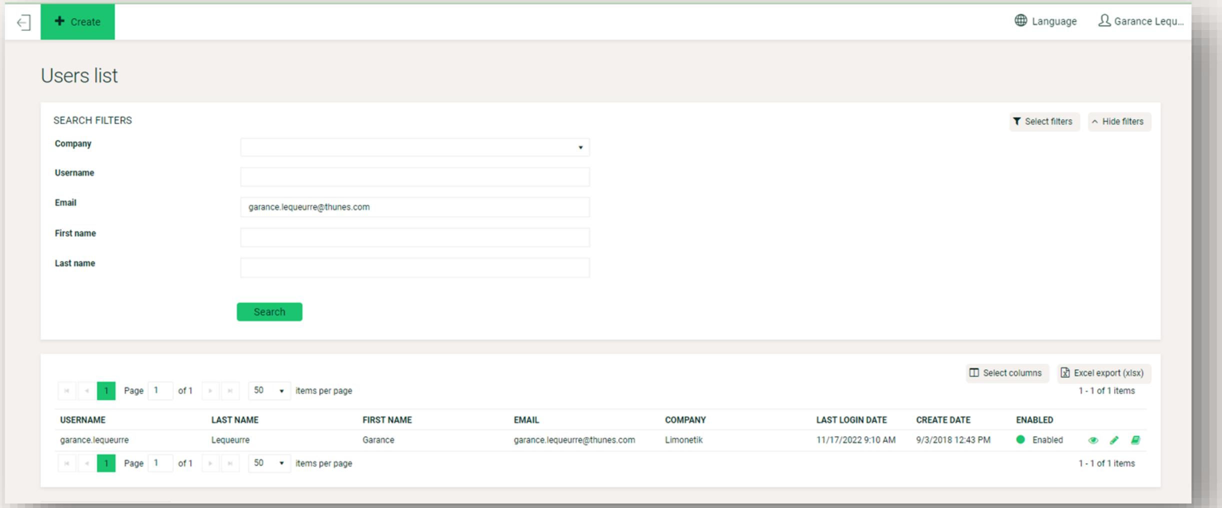
User account management interface

- From the BackOffice main page, you can open a sub-menu (below, on the far left).

  - Simply click on **Users to** access user account management.

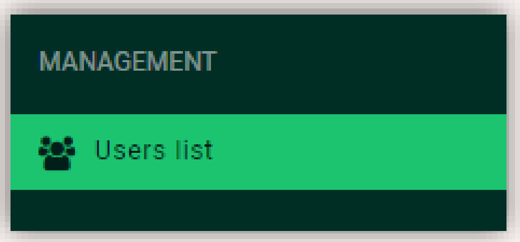
  - A new page opens, showing another sub-menu for **managing user tasks.**



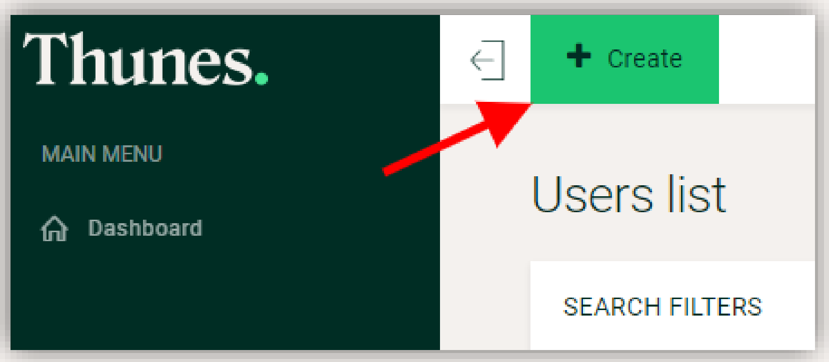


Creating an account

- To create a user, you must first go to the **Users List** menu.



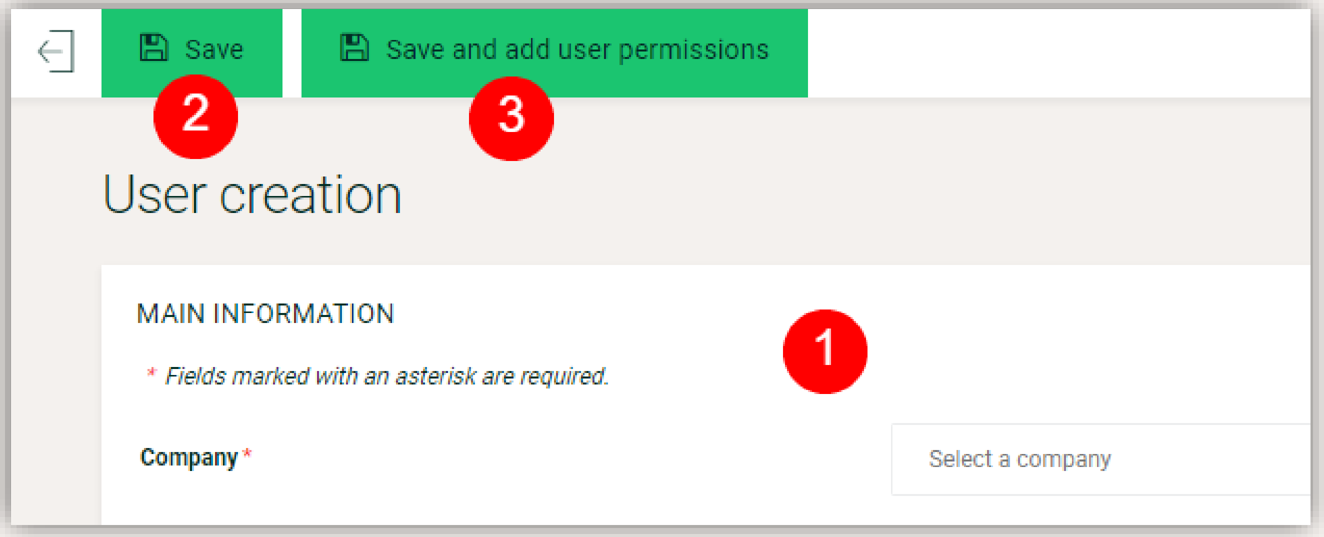
- Then click on the button **+ Create** button.



You will be asked to:

Enter the new user's information and select one of two options:

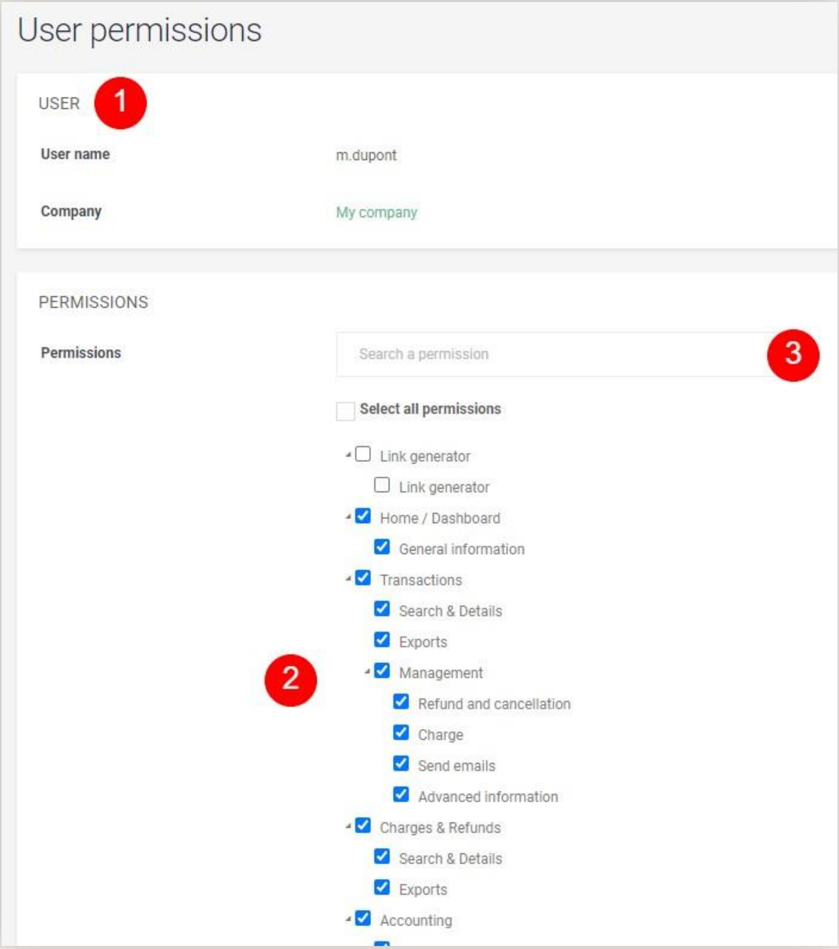
1. **Save** to display the user's file.
2. **Save and add user permissions,** to directly assign permissions (you must use the tool).



Assigning rights/permissions

When you click on the **Edit permissions** button, the following page will appear:

- The first section shows the information about the user to whom you assign rights.
- You can then define the new user’s rights in finer detail (and also edit them at a later time).
- You can directly use quick access by doing a search.



Definition of rights/permissions

Level 1	Level 2	Details
Home / Dashboard	General information	Provides access to the merchant dashboard ("Dashboard" menu).
Payment orders	Search & Details	Display the list of payment orders, search for and display the contents of a payment order in its basic view. ("Payment Orders").
	Exports	Generate exports of payment orders over a month ("Generate an export").
Payment orders/Management	Refund	Trigger refunds (via the action menu of the payment order).
	Cancellation	Trigger cancellations (via the action menu of the payment order).
	Charge	Trigger charges (via the action menu of the payment order).
	Send emails	Resend emails (via the list of emails sent in the action view).
	Advanced information	View payment orders in an advanced view with more technical information.
	Validate payments	Validate payments - only on the QUALIF platform (via the action menu of the payment order).
Charges & Refunds	Search & Details	Displays the list of debits/refunds/cancellations on payment orders ("Operations").
	Exports	Generate exports of payment orders operations over a month ("Generate an export").
Account management	Search & Details	Display the list and details of the managed accounts ("Accounts").
	Exports	Generate monthly account statements ("Generate an export").
Account management/ Management	Transfer	Make fund transfers, payouts and scheduled withdrawals ("Transfer").
Accounting	Exports	Access to the list of reconciliation reports and download when possible ("Documents/My files").
	Invoices	Access the invoices list and download when possible ("Documents/My files").
	Account statements	Access a list of account statements, account statements recap and downloads ("Documents/My files").

Definition of rights/permissions

Level 1	Level 2	Details
Merchants & Payment Apps	Merchant / Payment App links	View the list of merchant/payment page pairs for all managed merchants ("MPP" menu).
	Merchants	View the list and details of the merchants managed ("Merchants" menu).
Gift cards	Search & Details	Allows access to the gift cards menu ("Gift Cards / My Gift Cards" menu).
	Order validation	Validate an order on gift cards.
Gift cards/Management	Advanced search	Do an advanced search on gift cards.
	Order preparation	Prepare an order for gift cards.
	Activation	Activate gift cards.
	Cancellation	Cancel gift cards.
	Expiration	Manage the expiration of gift cards.
	Prorogation	Manage the extension of gift cards.
	Block / Unblock	Block/unblock gift cards in case of problems.
	Exports	Perform exports within the framework of gift cards.
API Key	Search & Details	Display the list of active API keys for using the Thunes APIs ("API Keys" menu).
	Management	Create, disable, and delete API keys.
API - Online help	Merchants - V40	Display the documentation of the PaymentOrder V4.0 API ("API documentation / PaymentOrder V4.0").
	Gift cards - V10	Display the documentation of the PrepayOrder V1.0 API ("API documentation / PrepayOrder V1.0").
	Gift cards – V20	Display the documentation of the PrepayOrder V2.0 API ("API documentation / PrepayOrder V2.0").
	Management - V10	Display the documentation of the Management V1.0 API ("API documentation / Management V1.0").

Definition of rights/permissions

Level 1	Level 2	Details
Help desk issues	Creation	Provides access to the creation of a help desk ticket ("Help desk / Issues / Subit a request" menu).
	Tracking	Provides access to the follow-up of my help desk tickets ("Help desk / Issues / Follow my requests" menu).
Users	Search & Details	Provides access to the list and details of the users of “my companies” and of managed companies ("Users list" menu).
Users/Management	Creation	Create a user for my company or managed companies.
	Update	Update a user of my company or managed companies.
	Activation / Deactivation	Activate or deactivate a managed user.
	Permissions update	Create or change permissions on a managed user.
	Reset password	Request a password reset for a managed user.
Companies	Details	Provides access to the list and details of companies controlled ("Companies" menu).
Specifics reports	Search & Details	Provides access to the list of specific reports produced and to download if possible ("Documents/My files" menu).
Scheduled operations	Search	Provides access to the list, search and details of payment orders scheduled operation ("Scheduled operations" menu).

Specific rights may not appear on your interface because your current configuration prohibits access. Ask your Thunes contact for more details.

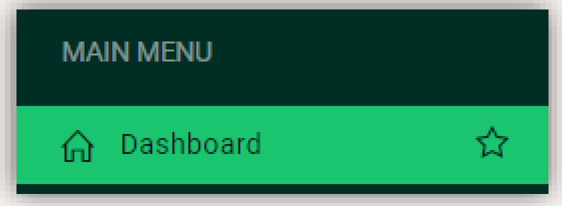
Certain rights may not appear in this documentation for one of two reasons:

- The documentation must be updated.
- The BackOffice interface is in the process of being updated.

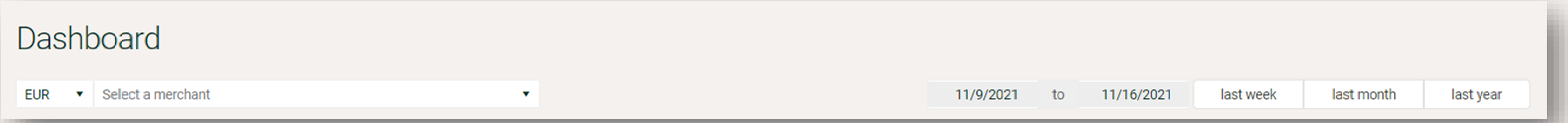
Sales monitoring

Dashboard

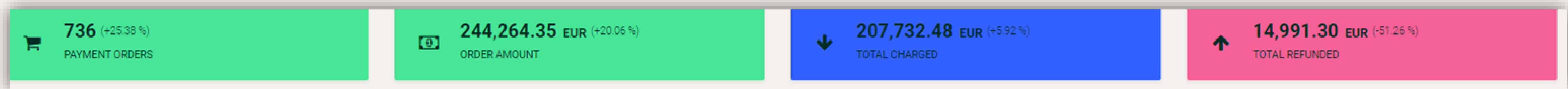
The **Dashboard** provides an overview of changes in payment order activity.



- From this page you can choose a merchant.
  You can also change the time period. By default, it will show the past week.



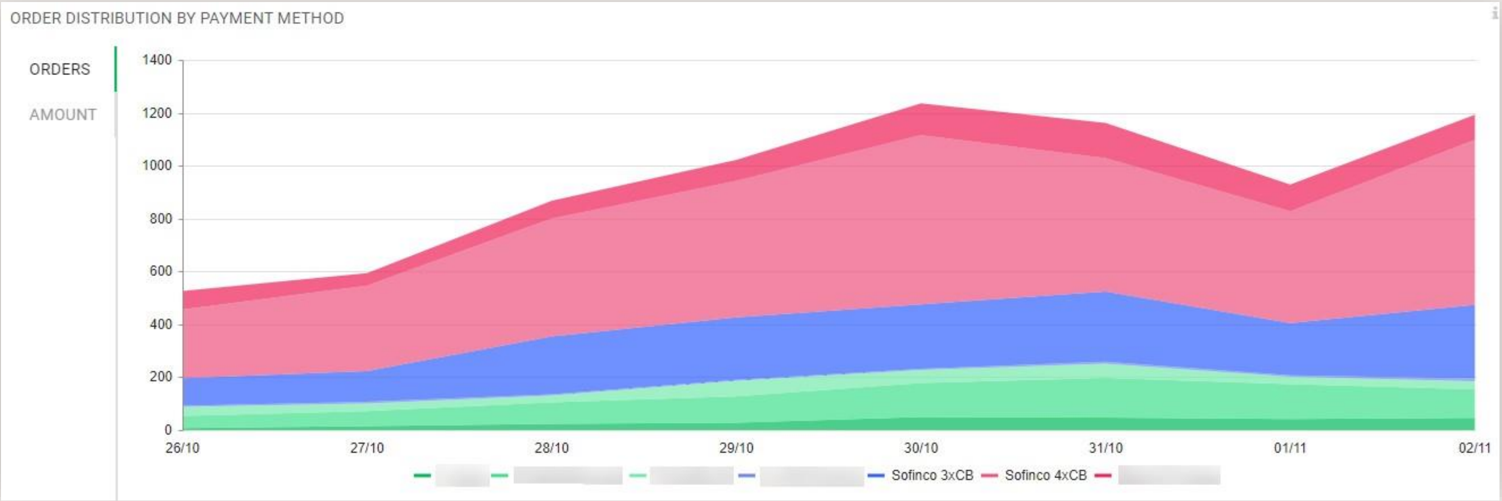
- The boxes below display, respectively, the number of payment orders, the overall amount of payment orders, and the actual amounts debited and refunded over the same period.
  The figures in brackets represent the change as compared to the last period. Hover over the box to view the change compared to the same period and the preceding year.



Dashboard

The distribution section shows the evolution of the number of payment orders, or their amount, for different payment methods over a given period.

- Discontinued payment orders are not taken into account.
- You can remove or display a payment method from the chart by clicking on it.

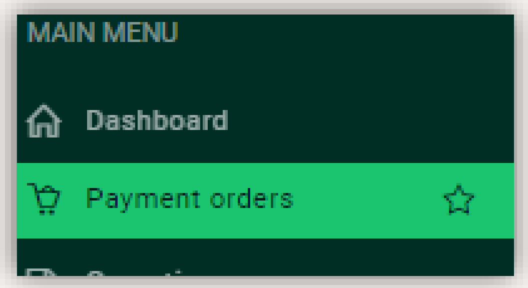


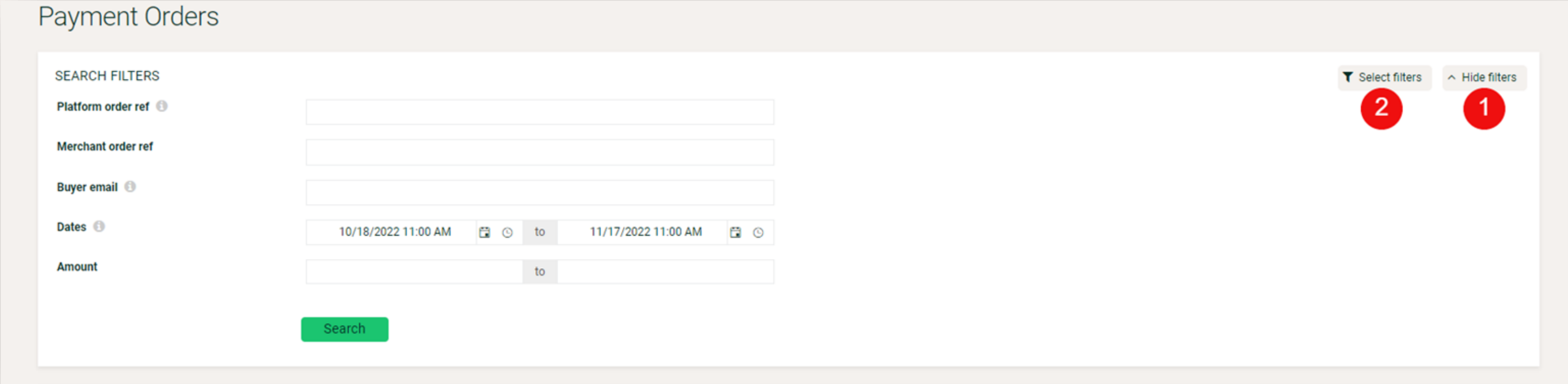
Other information boxes are displayed further down on the screen. Please refer to the help screen for more information.

Payment order monitoring

To track payment orders, first go to **the Payment orders** list page**.**

This page displays the **latest payment orders.**



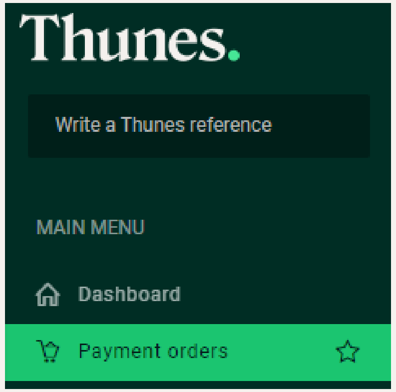


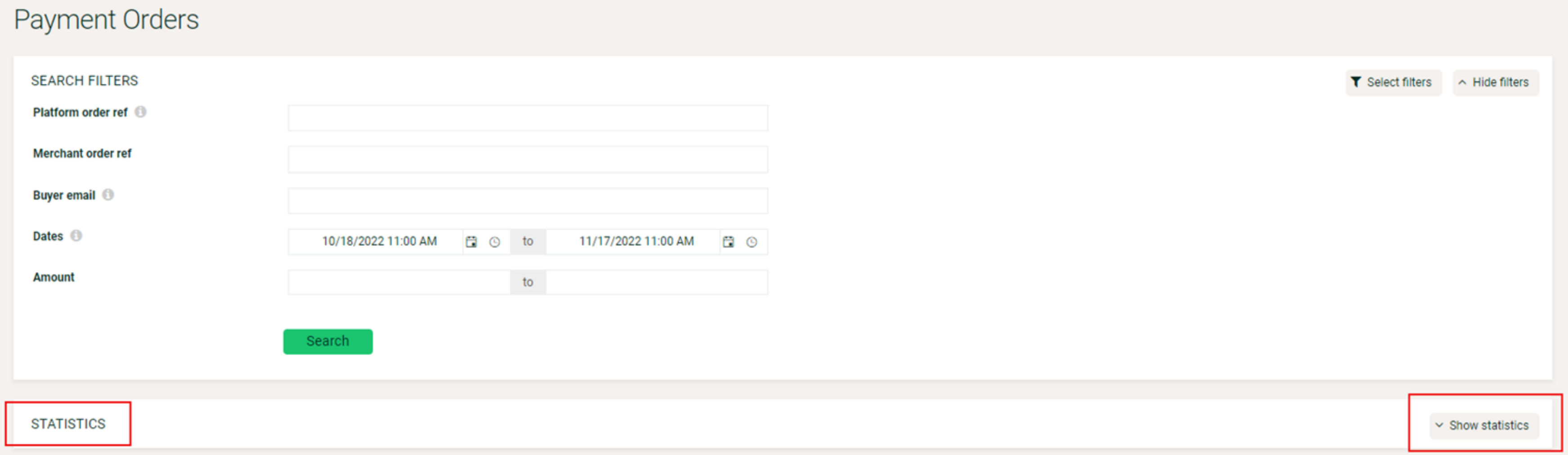
- You can refine your search by using the **Filters** section.
  If the filters don’t appear right away, click on the button (1) in the top right corner. Use the button (2) to choose the desired filters.

To launch a search, click on the butt Search or the ENTER key on your keyboard

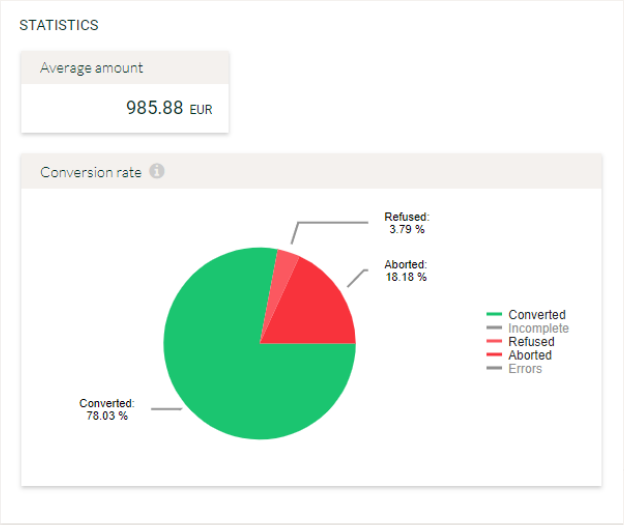
Statistics

On the transaction list page you have the possibility to display a Statistics block:





- By clicking **on show statistics**, you have data on the **average amount of transactions** per currency as well as a graph detailing the **conversion rate**



Status reminder

A reminder of how the status system works (a search filter exists for this field).

Created

Processing starts.
Note: Payments orders with this status are not displayed in BackOffice.

Customer paying

Customer is on the payment page.

Authorized

The payment method authorized the payment, but the amount has not yet been charged by the merchant. The payment order stays in this state as long as part of the payment order may be charged or cancelled.

Charged

Total amount has been charged by the merchant, or a partial amount has been charged and the rest has been cancelled.

Refund

Total amount has been charged by the merchant, or a partial amount has been charged and the rest has been cancelled.
The total amount charged has been refunded.

Aborted

The customer closes the browser, uses the cancel button.

Refused

The payment method /acquirer refused the payment order (e.g., insufficient balance, invalid login credentials.)

Cancelled

The total payment order amount has been cancelled by the merchant with no charge made.

Error

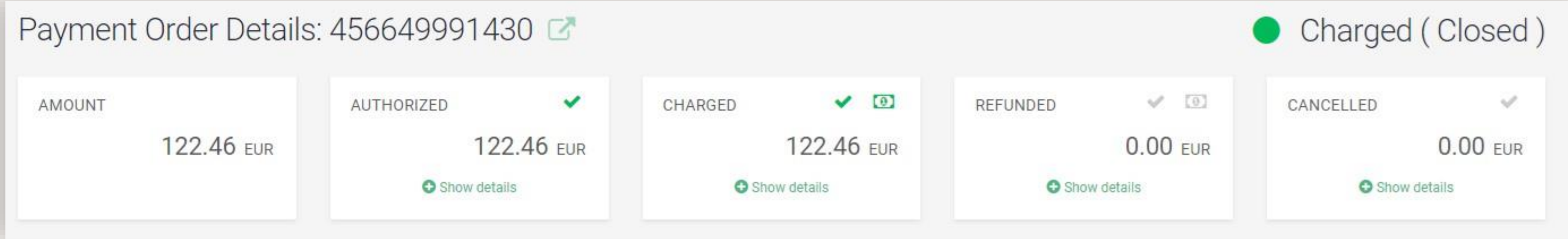
A technical error has occurred (e.g., no answer from the authorization server).

Sales monitoring - Details of payment orders

Payment order tracking

The first section provides a quick overview of the following points:

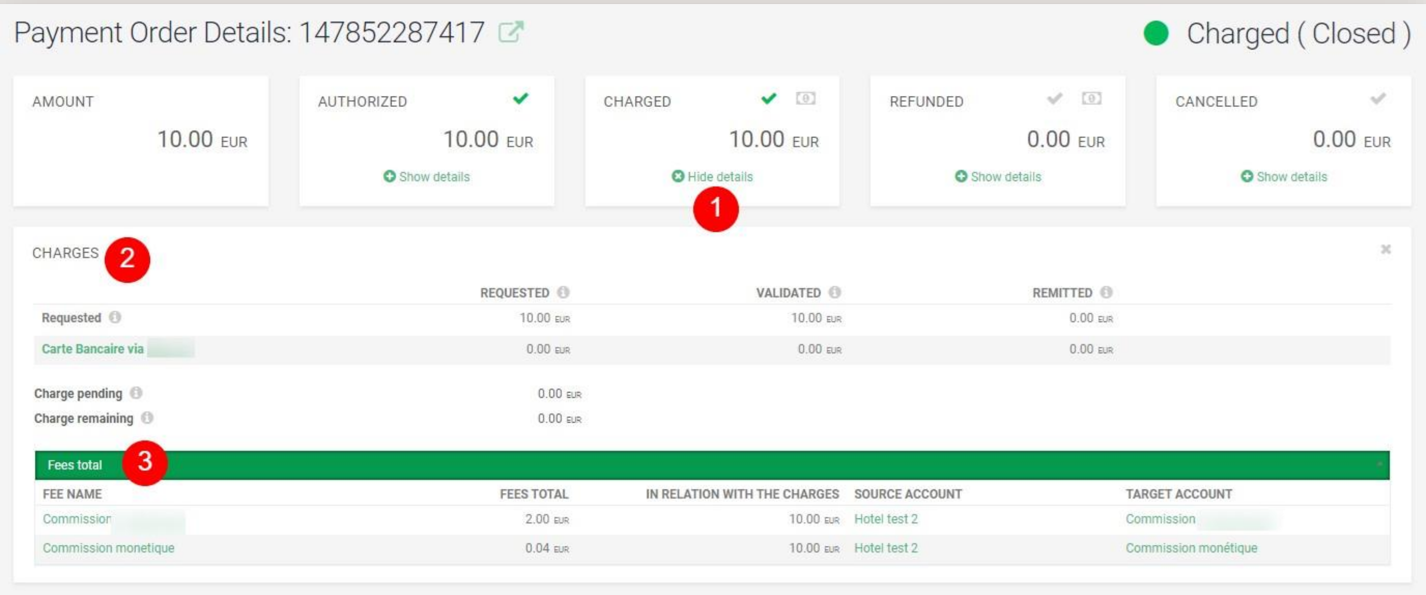
Amount of the payment order | Overall amount authorized | Total amount charged | Total amount refunded | Amount cancelled



- The icon in green indicates the operation has **been validated by Thunes.**
- The icon in green indicates whether the "full" amount has been received by the acquirer.
  - If only part of the funds charged has been received, the icon will not change color.

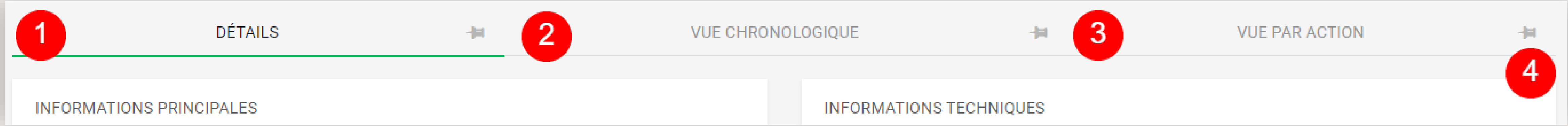
Payment order page

1. Click on the small icon for more detailed information.
2. The following is displayed: Amounts requested, validated as payment orders, and remitted (i.e. received).
   - The status between the merchant and Thunes appears on one line.
   - The exchanges between Thunes and the payment methods appear starting on the second line.



3. Depending on your permission level, you can view an additional box displaying the commission amount.

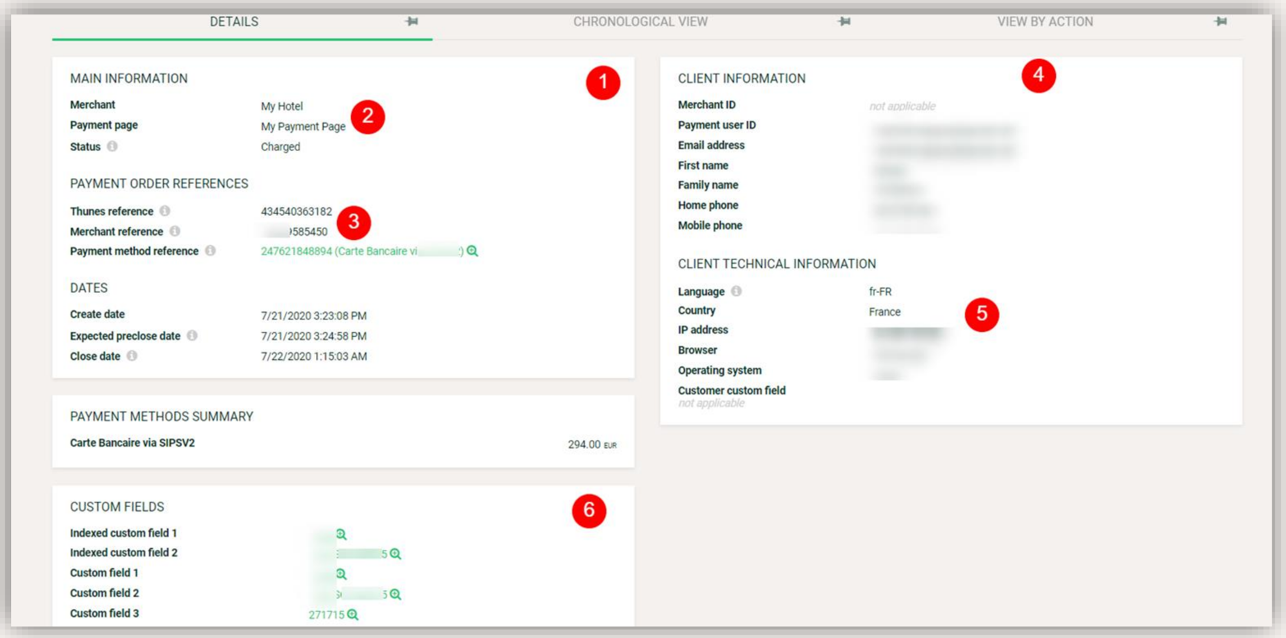
Payment order details



1. The **Detail** tab provides general information associated with a payment order.
2. The **Chronological view** tab shows step-by-step events that occurred during the payment order.
3. The **View by action** tab describes the events in greater technical detail. This particular view is only available if you have been granted the appropriate permission. Useful if you require greater technical detail on a payment order.
4. Click on the icon to choose which default tab you want to see first on the payment order detail pages. Once selected, the tab will be represented by the icon.

Payment order details - Details tab

1. This first area summarizes the **main information** about the payment order. The button allows you to copy and paste the information.
2. It includes the **status** of the payment order.
3. It also contains all the **references** that might be useful when searching for information.
4. **Customer information** is displayed (e.g., email address) on the right side.
5. Additional **technical** information about the customer is also provided.
6. **Personalized fields** can be displayed according to previously-defined technical criteria.

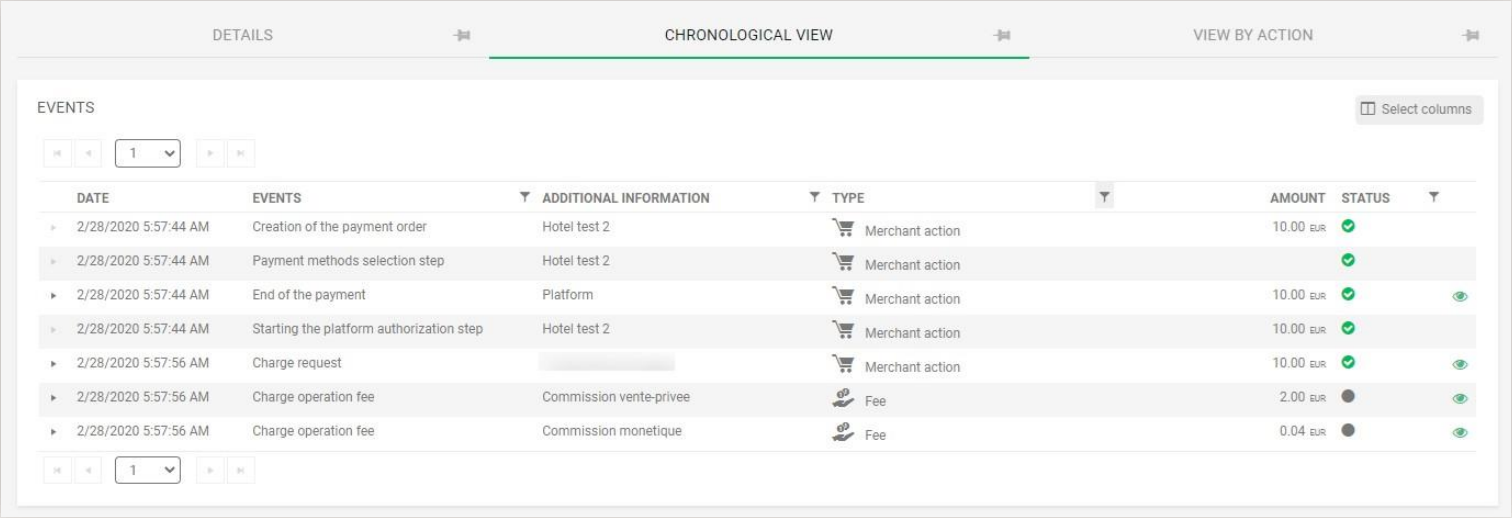


As with all tabs on this page, some elements may or may not be visible depending on your rights and permissions.

Payment order details - Chronological view tab

This page allows you to view the different actions associated with a payment order as they occur.
Here is an example:

The first element is the **creation of the payment order** in the system (date of the server “call”).

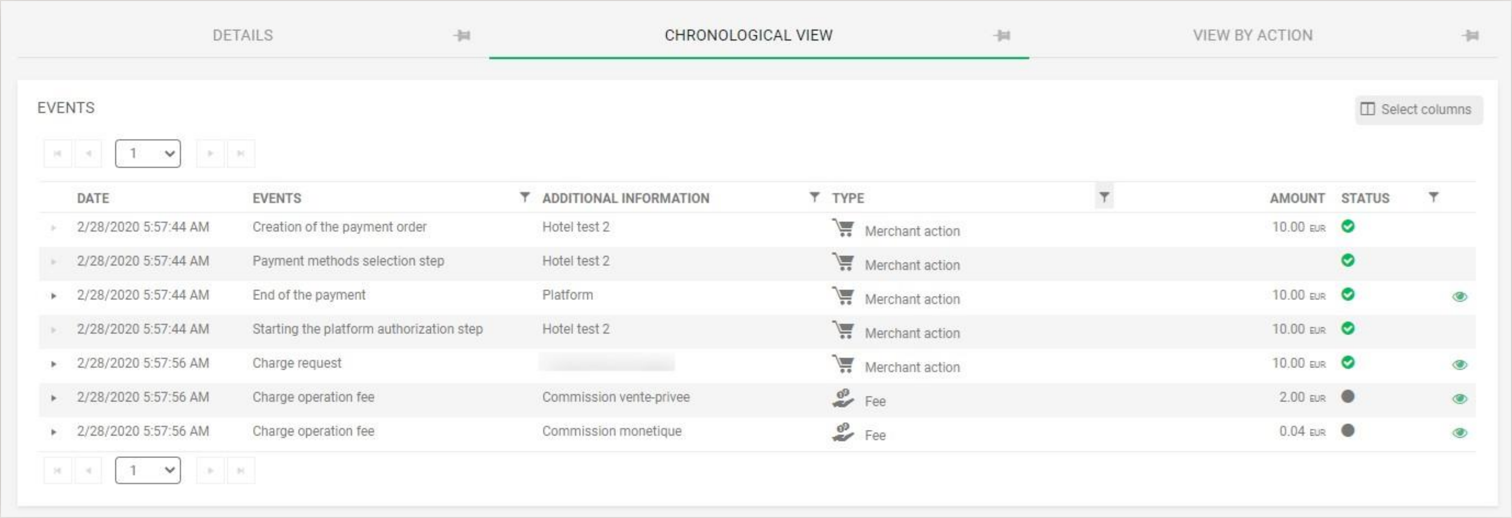


DATE	EVENTS	ADDITIONAL INFORMATION	TYPE	AMOUNT	STATUS
2/28/2020 5:57:44 AM	Creation of the payment order	Hotel test 2	Merchant action	10.00 EUR	
2/28/2020 5:57:44 AM	Payment methods selection step	Hotel test 2	Merchant action		
2/28/2020 5:57:44 AM	End of the payment	Platform	Merchant action	10.00 EUR	
2/28/2020 5:57:44 AM	Starting the platform authorization step	Hotel test 2	Merchant action	10.00 EUR	
2/28/2020 5:57:56 AM	Charge request		Merchant action	10.00 EUR	
2/28/2020 5:57:56 AM	Charge operation fee	Commission vente-privee	Fee	2.00 EUR	
2/28/2020 5:57:56 AM	Charge operation fee	Commission monetique	Fee	0.04 EUR	

Payment order details - Chronological view tab

This page allows you to view the different actions associated with a payment order as they occur.
Here is an example:

The **payment method selection step** is the user payment phase initiated by any payment data entered.



DETAILS | CHRONOLOGICAL VIEW | VIEW BY ACTION

EVENTS

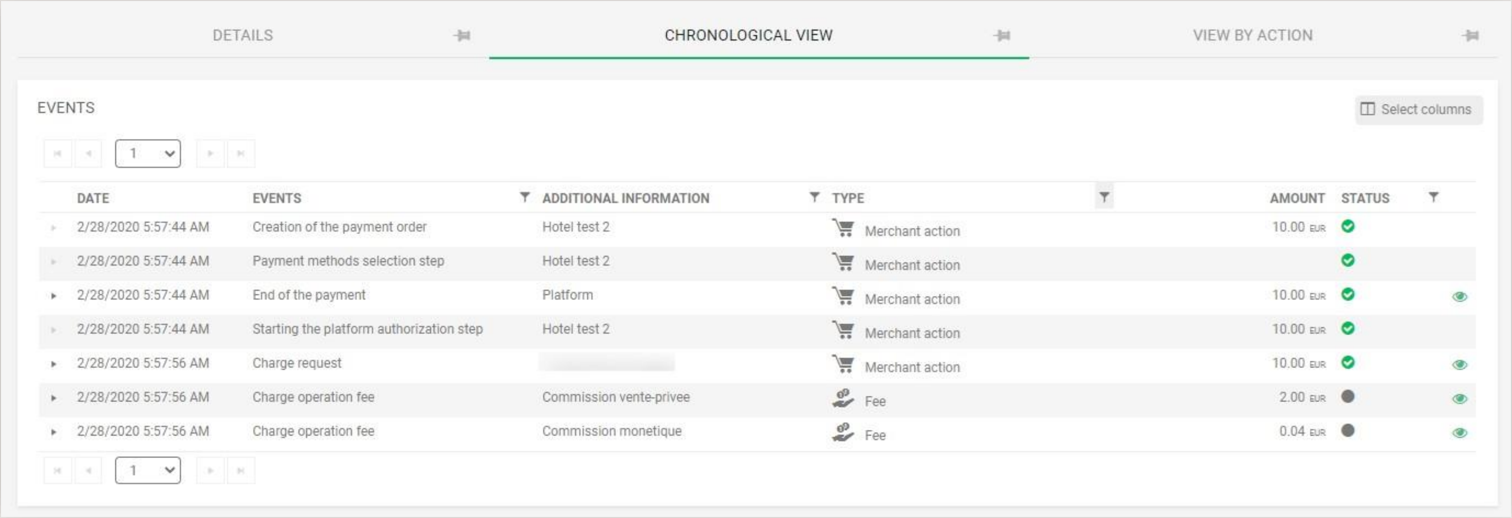
Select columns

DATE	EVENTS	ADDITIONAL INFORMATION	TYPE	AMOUNT	STATUS
2/28/2020 5:57:44 AM	Creation of the payment order	Hotel test 2	Merchant action	10.00 EUR	
2/28/2020 5:57:44 AM	Payment methods selection step	Hotel test 2	Merchant action		
2/28/2020 5:57:44 AM	End of the payment	Platform	Merchant action	10.00 EUR	
2/28/2020 5:57:44 AM	Starting the platform authorization step	Hotel test 2	Merchant action	10.00 EUR	
2/28/2020 5:57:56 AM	Charge request		Merchant action	10.00 EUR	
2/28/2020 5:57:56 AM	Charge operation fee	Commission vente-privee	Fee	2.00 EUR	
2/28/2020 5:57:56 AM	Charge operation fee	Commission monetique	Fee	0.04 EUR	

Payment order details - Chronological view tab

This page allows you to view the different actions associated with a payment order as they occur.
Here is an example:

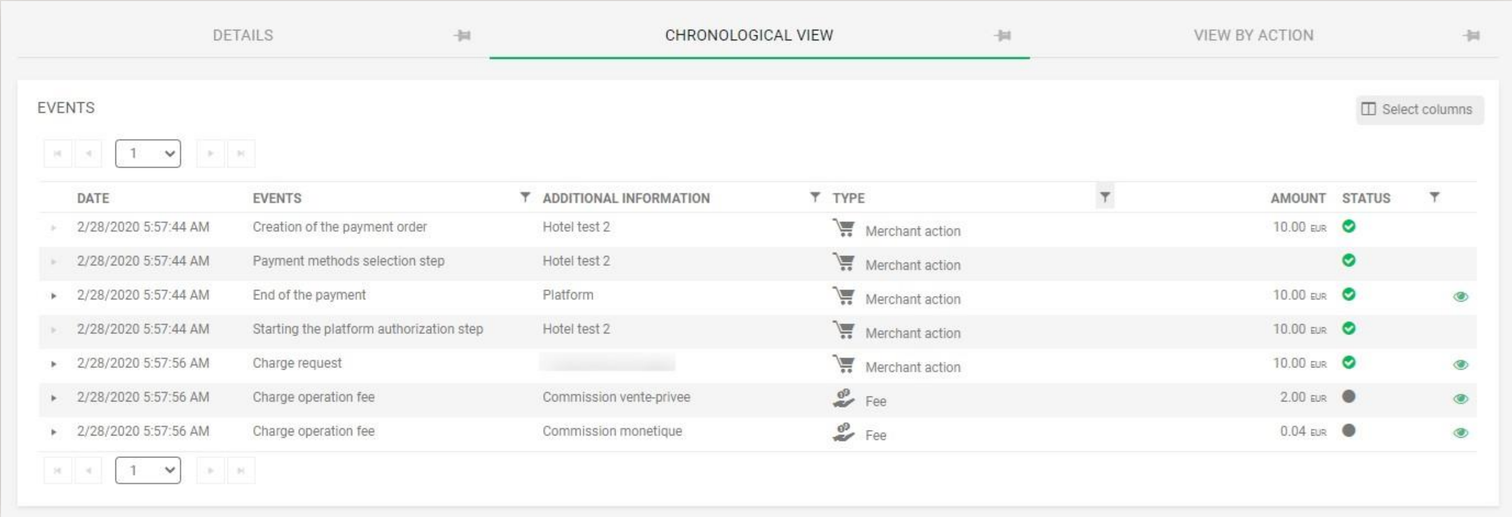
This triggers the **authorization step** directly from the payment form to check that the user can indeed made the payment.



Payment order details - Chronological view tab

This page allows you to view the different actions associated with a payment order as they occur.
Here is an example:

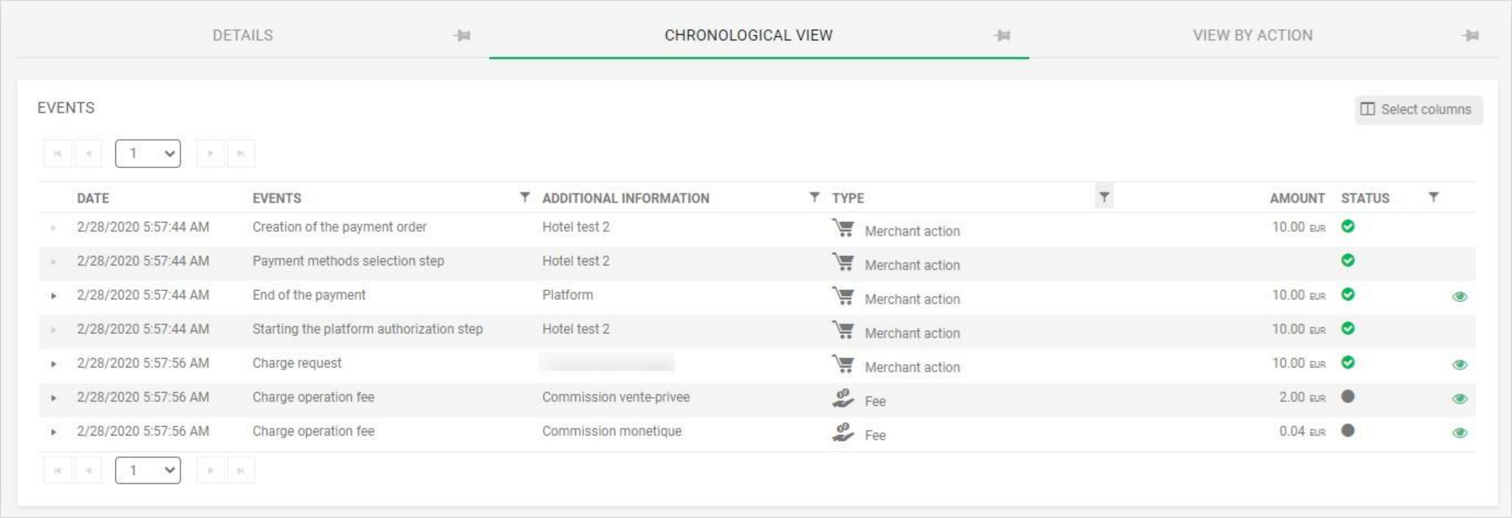
A successful payment order results in **“end of the payment"**.



Payment order details - Chronological view tab

This page allows you to view the different actions associated with a payment order as they occur.
Here is an example:

The **charge request** follows (either automatically or by a server call depending on the configuration).



DETAILS | CHRONOLOGICAL VIEW | VIEW BY ACTION

EVENTS

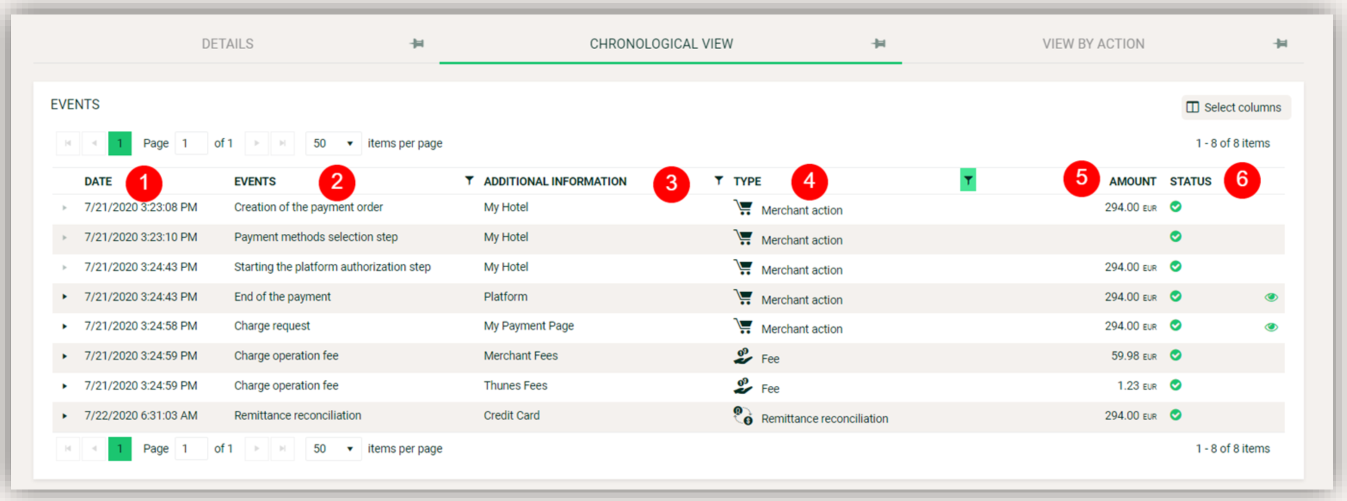
Select columns

DATE	EVENTS	ADDITIONAL INFORMATION	TYPE	AMOUNT	STATUS
2/28/2020 5:57:44 AM	Creation of the payment order	Hotel test 2	Merchant action	10.00 EUR	
2/28/2020 5:57:44 AM	Payment methods selection step	Hotel test 2	Merchant action		
2/28/2020 5:57:44 AM	End of the payment	Platform	Merchant action	10.00 EUR	
2/28/2020 5:57:44 AM	Starting the platform authorization step	Hotel test 2	Merchant action	10.00 EUR	
2/28/2020 5:57:56 AM	Charge request		Merchant action	10.00 EUR	
2/28/2020 5:57:56 AM	Charge operation fee	Commission vente-privee	Fee	2.00 EUR	
2/28/2020 5:57:56 AM	Charge operation fee	Commission monetique	Fee	0.04 EUR	

Payment order details - Chronological view tab

Pointers on how to use this page:

1. The **date** column indicates the date on which the event occurred.
2. The **event** column shows the title of the action performed.
3. The **additional information** column gives information related to the action (e.g., who made the call and where, any useful identifiers).
4. The **type of action** is used to categorize actions.
5. The **amount** is the amount associated with the action. Some actions are generic and do not have an amount.
6. The **status** indicates the progress of the action and its current status. In case of an error, hover to view more information.



- The icon next to the columns allows you to display **more or less information** by choosing which data you want to see for each column.
- The icon next to each row allows you **to have more details on a row** (when the icon is dark grey - available depending on rights)

Payment order details - Chronological view tab

List of types (non-exhaustive and modifiable; depends on access rights)

- **Manual action:** Manual corrective action on the payment order.
- **Merchant action:** Action initiated by the merchant or performed automatically by Thunes for the merchant.
- **Action on a payment method:** Action initiated by Thunes for a payment method.
- **Noted as "Not sent":** All payment steps have been verified, but at this stage information does not have to be re-sent.
- **Add/Remove a payment method:** Technical addition/deletion of a payment method to the payment order.
- **Fee:** Application of a commission or commission refund.
- **Child order creation:** Marketplace arrangement with a payment order including several sellers. Permits linking the main payment order to the sellers' payment orders.
- **Email delivery:** Sending an email linked to the payment order.
- **Financial movement:** Funds transferred in the Thunes system (may or may not be awaiting remittance).
- **Additional financial movement:** Other movements of funds related to the payment order.
- **Remittance reconciliation:** Associating a fund receipt with the payment order in the Thunes system.

Payment order details - Chronological view tab

List of types (non-exhaustive and modifiable; depends on access rights)

- **Creation of the payment order: “**Technical” (i.e. performed by the Thunes server) creation of the payment order in the system.

- **Payment methods selection step:** Start of payment.
- **Add a payment method:** Technical addition of a payment method to the payment order.
- **Remove a payment method:** Technical deletion of a payment method by payment order.
- **Starting the platform authorization step:** Start of the authorization and verification phase by Thunes.
- **End of the payment:** Completion of payment, payment information entry, and checks.

- **Charge request:** Charge request made by a merchant at Thunes (or automatic).
- **Charge request on the guarantee:** Same as debit but on the guaranteed payment method (often automatic).
- **Charge settlement:** Initiation of the financial movement to the merchant's account in the Thunes system.
- **Charge confirmation:** Indicates that the charge has been registered by the payment method via a log (not always present).
- **Charge operation fee:** Applying a commission to amount charged.

Payment order details - Chronological view tab

List of types (non-exhaustive and modifiable; depends on access rights)

- **Refund request:** Refund request made to Thunes by a merchant.
- **Refund settlement:** Initiation of the refund from the merchant account in the Thunes system.
- **Refund confirmation:** indicates that the refund has been recredited by the payment method via a log (not always present).
- **Refund operation fee:** Commission refunded.

- **Cancel authorization request:** Cancellation request made by the merchant in Thunes (or automatic).
- **Remittance**: Receipt of funds related to your payment order.
- **Remittance reconciliation:** Associating this receipt of funds to your payment order.
- **Remittance reconciliation - fee:** Associating a payment fee to this payment order.
    - **Acquiring fee:** Payment order fee related to a payment method fee.
    - **Acquiring fee refund:** Reimbursement of acquisition commission: commission payment order related to a payment fee.

Payment order details - Chronological view tab

List of events (non-exhaustive list - can be adjusted in the future / different according to your rights)

- **Creating a scheduled operation:** Operation to be executed automatically immediately or within several days.
- **Charge request by scheduled operation:** Automatically triggered payment order.

Merchants should be advised that some operations initiated by Thunes may be not be supported due to technical limitations of payment methods. This advanced view provides a great deal of technical data and is designed to respond to special requirements.

- **Payment method charge request:** Indicates the charge request from Thunes to the payment method.
- **Not sent at this level (already processed):** Authorization has already been sent.
- **Charge not made at this level (already processed):** Charge has already been made.
- **Refund not made at this level (already processed or to be processed):** Refund was processed through a different means.

Payment order details - Chronological view tab

Status

OK

Indicates that an operation has been carried out correctly, as expected, or that it has been validated by Thunes.

In progress

Indicates an action in progress.

External

Specifies an action that expected to be corrected by an external actor (often a response on the payment method side). Thunes cannot directly respond to this action alone.

Cancel

Indicates that an action has been completely cancelled and no longer has an impact on payment.

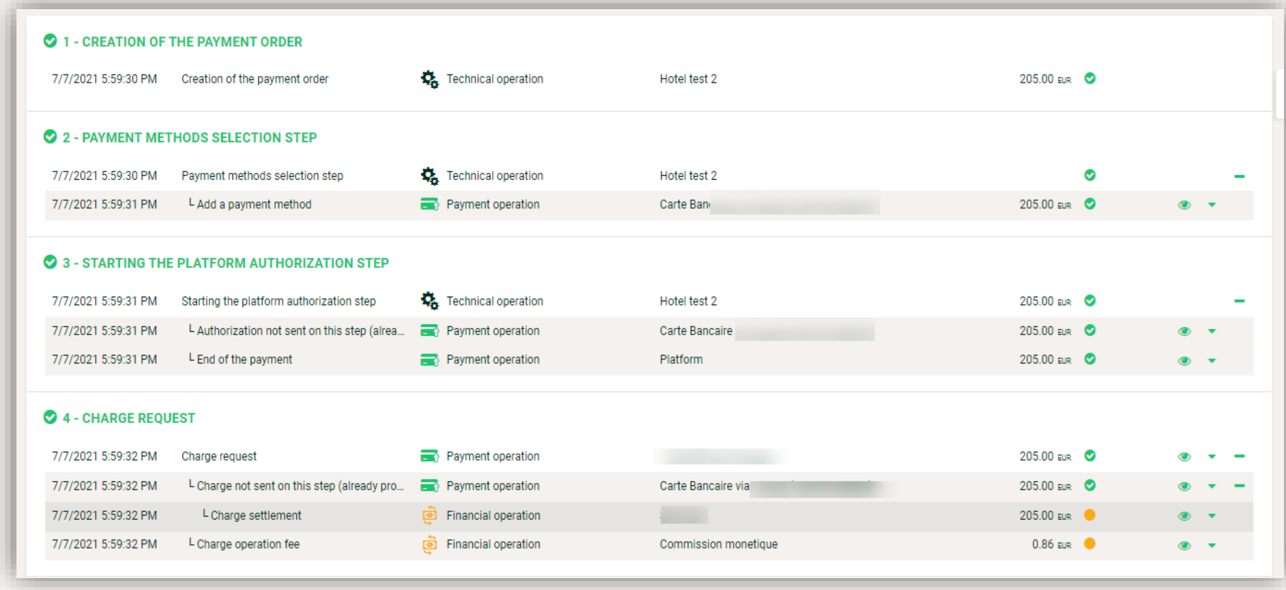
Error

Specifies an error has occurred during an operation.
Hover over the icon to view the details of the error (valid only for "Action with a payment method" types).

Payment order details - View by action tab

The **View by action** will display by default all items. Since represents a great deal of information, we recommend using **Chronological view** for studying a simple payment order. Here is a description of this view:

- Completed actions are displayed in boxes (same content per line, as shown in the chronological view).
  - These boxes are the global payment steps.
  - This advanced view may be more complex, providing a lot of technical data. Designed for deeper analysis..



1 - CREATION OF THE PAYMENT ORDER

7/7/2021 5:59:30 PM	Creation of the payment order	Technical operation	Hotel test 2	205.00 EUR

2 - PAYMENT METHODS SELECTION STEP

7/7/2021 5:59:30 PM	Payment methods selection step	Technical operation	Hotel test 2	
7/7/2021 5:59:31 PM	└ Add a payment method	Payment operation	Carte Ban	205.00 EUR

3 - STARTING THE PLATFORM AUTHORIZATION STEP

7/7/2021 5:59:31 PM	Starting the platform authorization step	Technical operation	Hotel test 2	205.00 EUR
7/7/2021 5:59:31 PM	└ Authorization not sent on this step (alrea...	Payment operation	Carte Bancaire	205.00 EUR
7/7/2021 5:59:31 PM	└ End of the payment	Payment operation	Platform	205.00 EUR

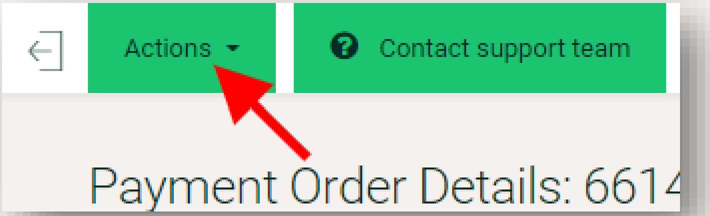
4 - CHARGE REQUEST

7/7/2021 5:59:32 PM	Charge request	Payment operation		205.00 EUR
7/7/2021 5:59:32 PM	└ Charge not sent on this step (already pro...	Payment operation	Carte Bancaire via	205.00 EUR
7/7/2021 5:59:32 PM	└ Charge settlement	Financial operation		205.00 EUR
7/7/2021 5:59:32 PM	└ Charge operation fee	Financial operation	Commission monetique	0.86 EUR

- The arrangement of the lines will help you understand which action originates from another action.
  - Hierarchical view of actions.

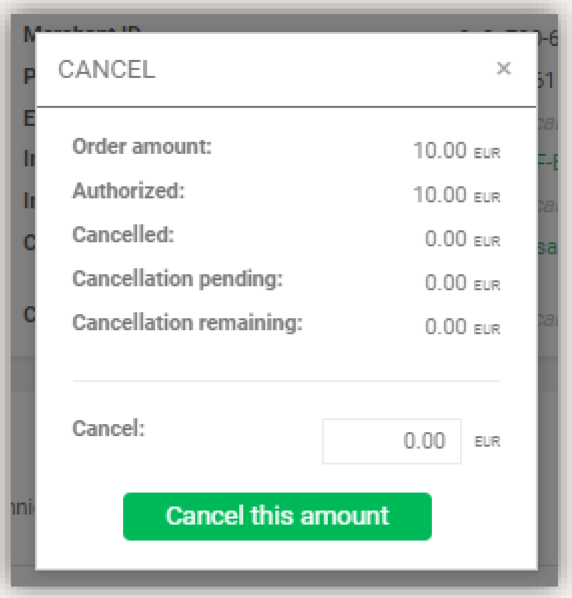
View not available to all

Payment order details - Payment order actions

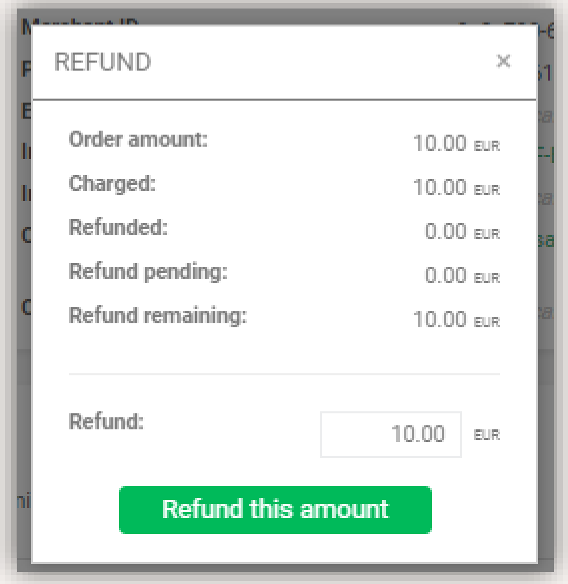


You can perform the following **actions** directly on a payment order, **depending on your permissions:**

Cancel



Refund



We will inform you of the current status of the payment order so that you can choose the best amount before performing an action.

Payment order details - Payment order actions

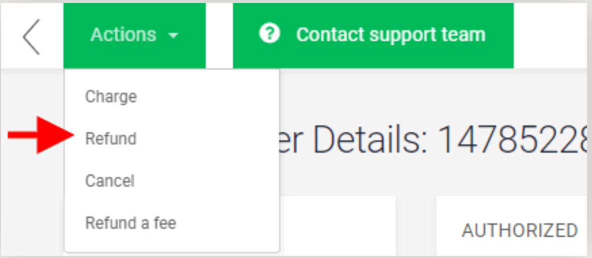
Refund in a payment order (same for Cancel)

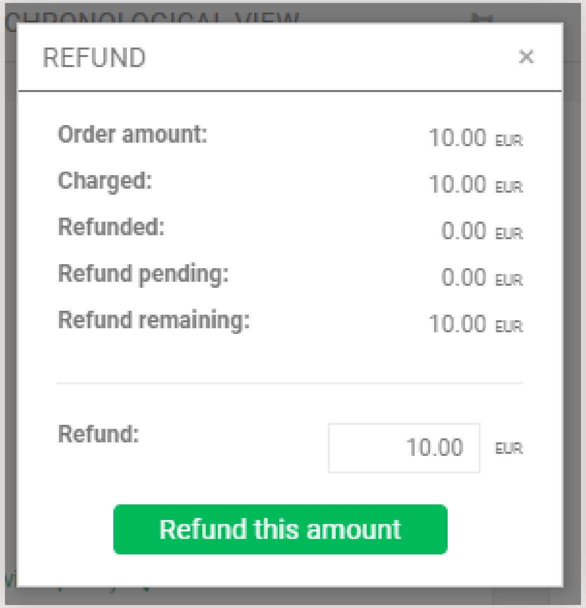
Go to the **Actions** menu**,** then select **Refund.**

A pop-up will display the following information:

- **Order Amount:** Total amount of the payment order without taking into account authorizations, charges, refunds.
- **Charged:** Amount debited on the payment order. Only a portion of the amount charged can be refunded.
- **Refunded:** Amount that has already been refunded and is not refundable again.
- **Refund pending:** Refund in progress.
- **Refund remaining:** Total amount that can still be claimed as a refund on the payment order.
- **Refund:** Define an amount not exceeding the amount indicated in **Refund remaining,** and click on **Refund this amount.**

Please note that this action is only possible for a **first refund** request on the order. For any refund replay in the same order, please contact our support





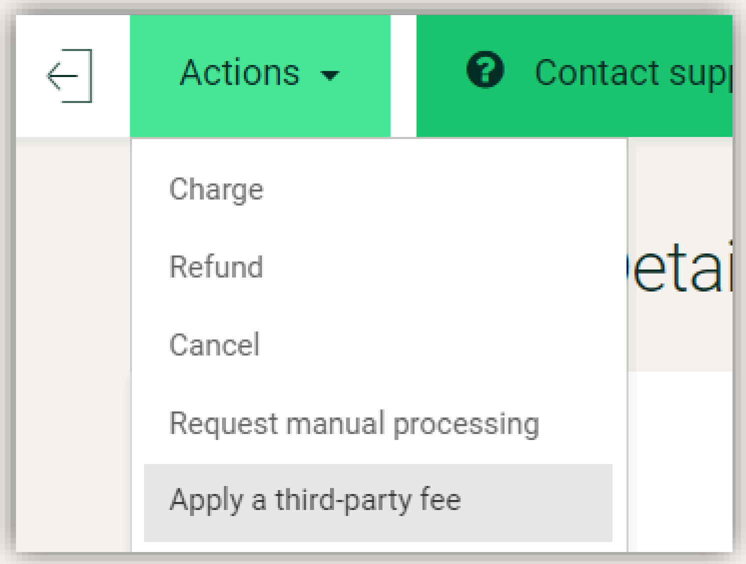
The payment order may not be updated instantly. Refresh the page to view the status of your request.

Payment order details - Payment order actions

Apply a third party fee (in a payment order)

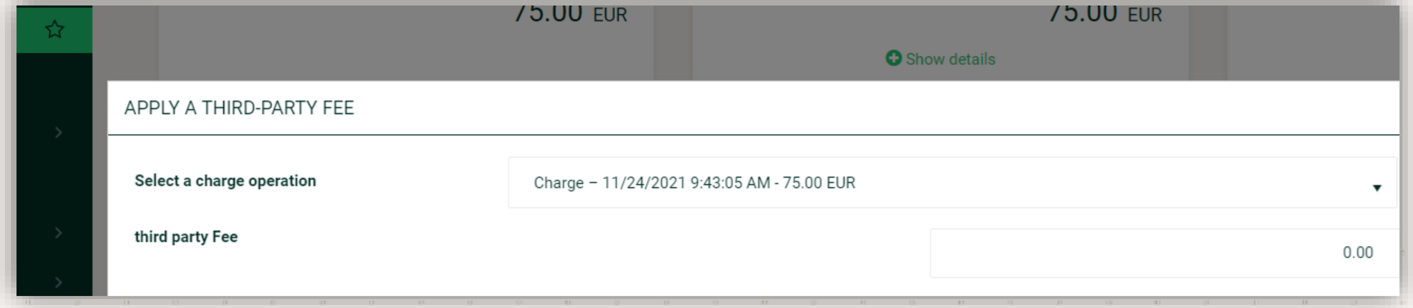
If your access rights permit, use this action to **take a fee on a charge**

Go to the **Actions** menu and then select « **Apply a third-party-fee** » .



A pop-up will be displayed with the following information:

- **Select a charge operation:** Allows you to choose among the debit transactions, where you want to apply a commission
- **Third party commission:** amount to be inserted manually

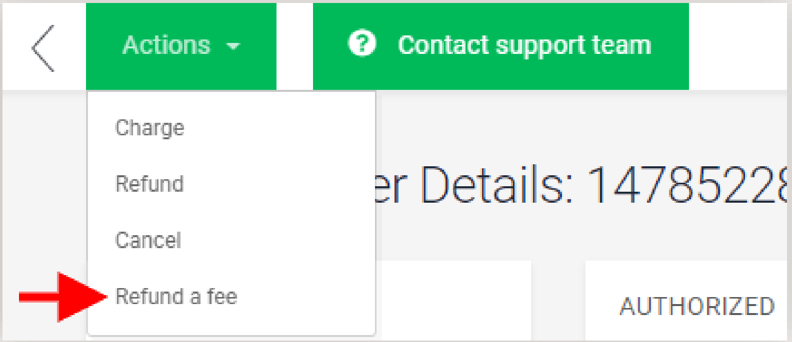


Payment order details -

Payment order actions

Refund a fee (in a payment order)

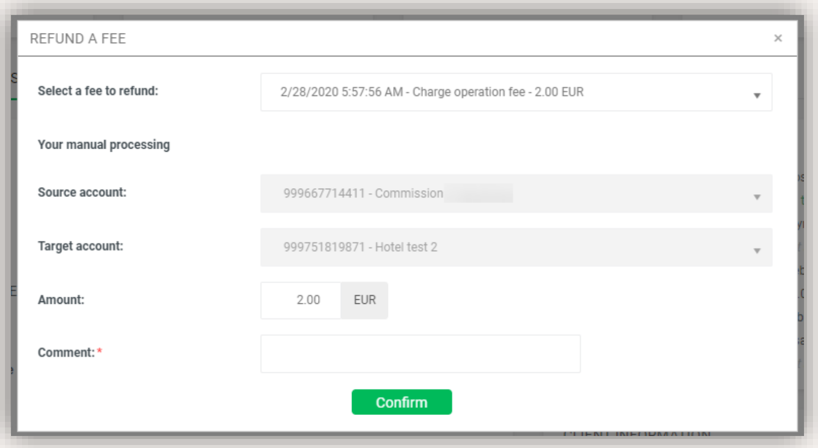
If your access rights permit, use this action to **refund all or part of a fee** charged to another party.



Go to the **Actions** menu and then select **Refund a fee.**

A pop-up will be displayed with the following information:

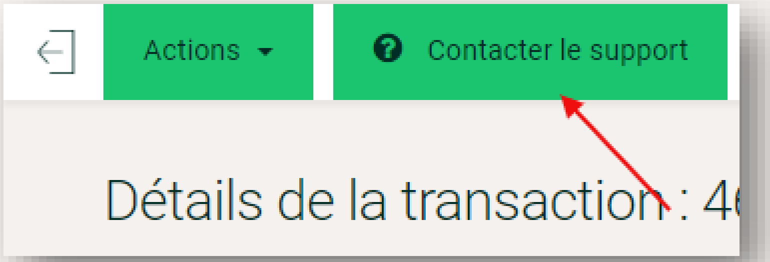
- **Select a fee to refund:** Choice of the fees you wish to refund.
- **Source account:** Account that refunds.
- **Target account:** Account to be reimbursed.
- **Amount:** Refund amount. By default, this is the initial amount, but it can be changed.
- **Comment:** Mandatory. Provide a reason for the refund.



Payment order details – Manual Intervention - Support request

If you have a **question or a problem** with a payment order, you can **make a request directly from the payment order page** by clicking on the **Contact support team** button**.**

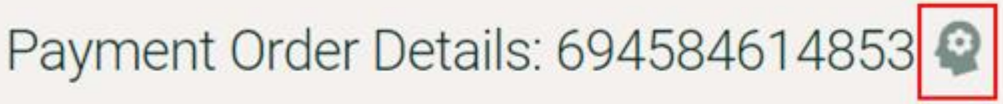
The **support request** page is pre-filled with information to help our service team.



Simply **complete your request** under **My question** and send.

More information about this form in the support section.

Payment order details - Manual Intervention



If you see this icon on the order that’s mean **a manual intervention** was done.

You can request more information from our customer service teams.

More information about this form in the support section.

Sales monitoring - Scheduled operations

Managing scheduled operations

Thunes can create scheduled charge/refund operations in certain cases.

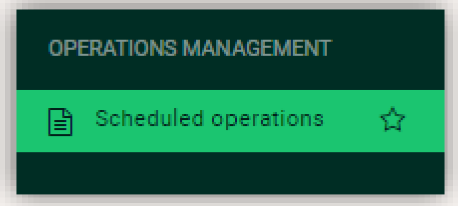
You can view these operations in the **Chronological View:**

DATE	EVENTS	ADDITIONAL INFORMATION	TYPE	AMOUNT	STATUS
9/1/2020 12:01:50 AM	Creation of the payment order		Merchant action	188.00 EUR	✔
9/1/2020 12:01:50 AM	Creation of a scheduled operation	Platform	Scheduled merchant operation	188.00 EUR	✔
9/1/2020 12:01:54 AM	Payment methods selection step		Merchant action		✔
9/1/2020 12:03:28 AM	End of the payment	Platform	Merchant action	188.00 EUR	✔
9/2/2020 7:30:14 AM	Charge triggered by a scheduled operation		Scheduled merchant operation	188.00 EUR	✔

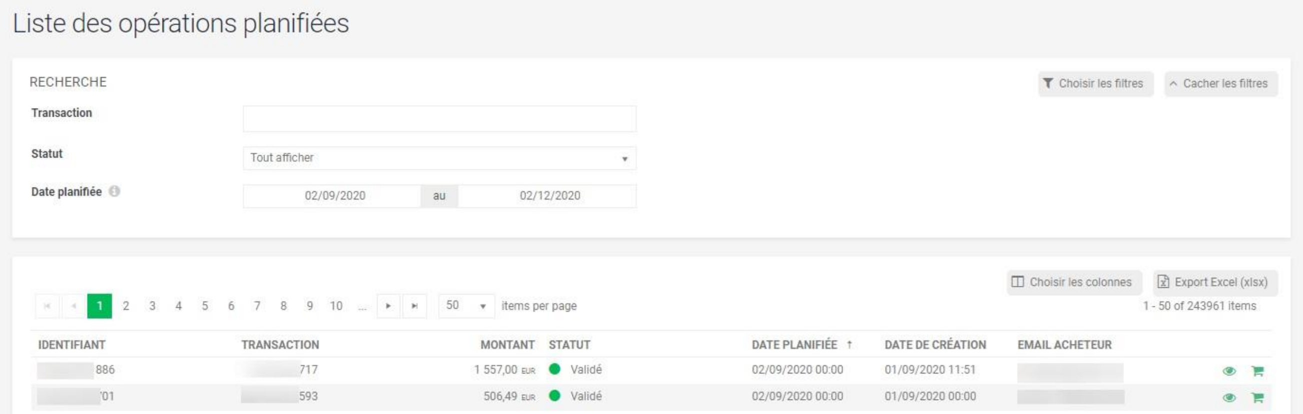
Managing scheduled operations

As a user, you can view more information on these **scheduled operations.**

You can access a list page that displays the operations performed or scheduled.



- The **Scheduled date** filter looks at the date on which the operation is to be performed.
- The **Create date** filter looks at the creation date of the scheduled operation.

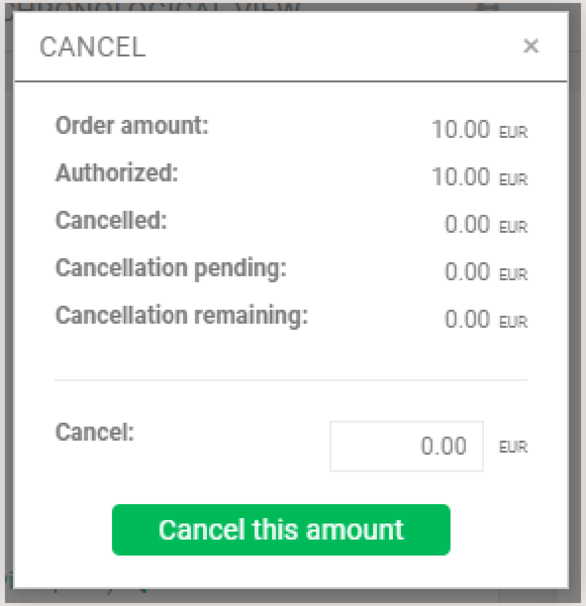


You can then click and see more details about the operation. A link to the payment order will appear in the detail page.

Managing scheduled operations

Cancel a scheduled operation

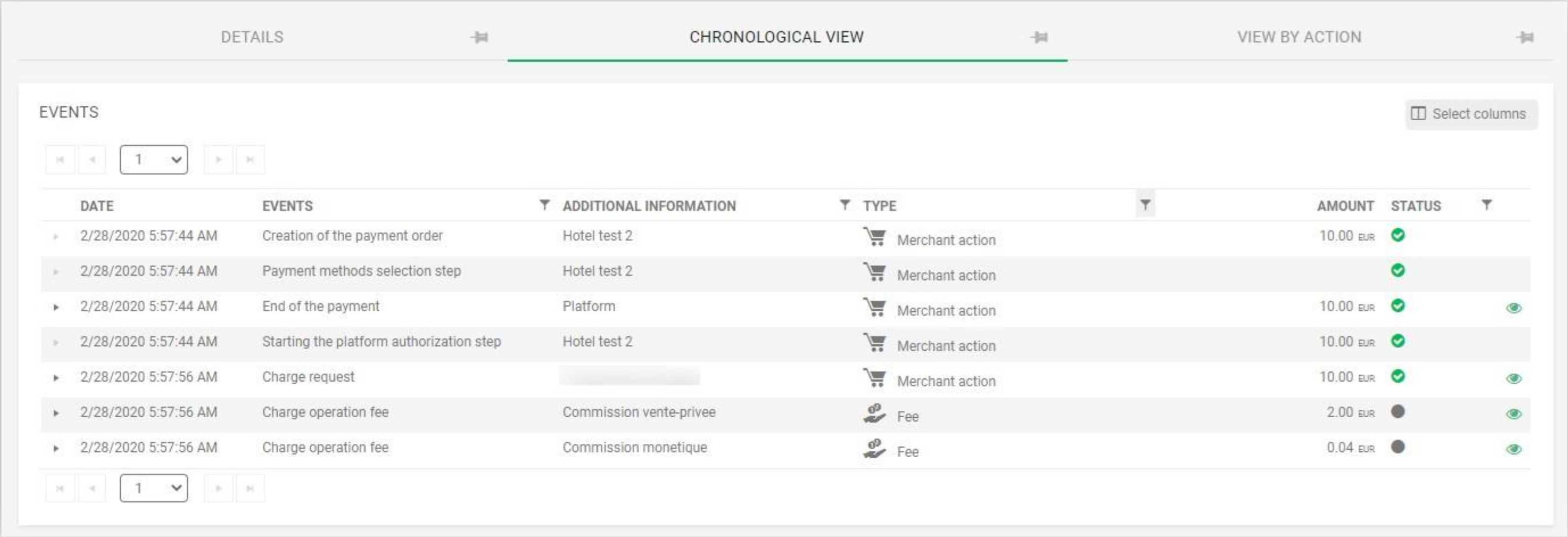
- If the desired balance amount is higher than what has been recorded and you want the customer to be paid through another method, or, for example, if the customer has entered a card that is about to expire, you have the option of cancelling the remaining balance.
- Any **scheduled automatic balance charge** will be executed if it is not cancelled.
- As long as it has not been carried out, you can cancel a planned operation in the following ways:
  - Go to the relevant payment order page.
  - Click on the **Action** button at the top and then on **Cancel.**
  - The **cancellation pop-up** will open.
  - The **maximum amount** appears by default, allowing you to cancel the full sum.
    - You can also find this information in the **Cancellation remaining** section.



Sales monitoring - Payment orders using multiple payment methods

Payment orders with multiple payment methods (for users with access to advanced view only)

- In the **Chronological view,** it is not possible to differentiate the payment methods used. Calls made to Thunes must have an OK status.



- The user with the appropriate access rights can drill down:
  - Display more rows by selecting more types via the icon.
  - Go to the **View by action** to display everything directly (next slide).

Payment orders with multiple payment methods (users with access to advanced view only)

1 - CREATION OF THE PAYMENT ORDER

DATE	EVENTS	ADDITIONAL INFORMATION	TYPE	AMOUNT	STATUS
3/2/2020 10:30:09 PM	Creation of the payment order		Merchant action	693.70 EUR	

2 - PAYMENT METHODS SELECTION STEP

DATE	EVENTS	ADDITIONAL INFORMATION	TYPE	AMOUNT	STATUS
3/2/2020 10:36:44 PM	Payment methods selection step		Merchant action		
3/2/2020 10:36:44 PM	Payment method authorization request	E-Cheque Vacances	Action on payment method - authoriz...	300.00 EUR	
3/2/2020 10:36:45 PM	Payment method authorization request	Carte Bancaire	Action on payment method - authoriz...	393.70 EUR	

3 - STARTING THE PLATFORM AUTHORIZATION STEP

DATE	EVENTS	ADDITIONAL INFORMATION	TYPE	AMOUNT	STATUS
3/2/2020 10:39:36 PM	Starting the platform authorization step		Merchant action	693.70 EUR	
3/2/2020 10:39:36 PM	Payment method charge request	E-Cheque Vacances	Action on payment method - charge	300.00 EUR	
3/2/2020 10:39:37 PM	Payment method charge request	Carte Bancaire	Action on payment method - charge	393.70 EUR	
3/2/2020 10:39:38 PM	End of the payment	Platform	Merchant action	693.70 EUR	

4 - CHARGE REQUEST

DATE	EVENTS	ADDITIONAL INFORMATION	TYPE	AMOUNT	STATUS
3/3/2020 3:16:52 AM	Charge request	Paybox	Merchant action	693.70 EUR	
3/3/2020 3:16:52 AM	Charge not sent on this step (already proce...	E-Cheque Vacances	Operation with no impact on the pay...	300.00 EUR	
3/3/2020 3:16:52 AM	Charge not sent on this step (already proce...	Carte Bancaire	Operation with no impact on the pay...	393.70 EUR	

Adding and authorizing:
- 300 euros in eCV.
- 393.70 euros on a debit/credit card.

Thunes ask the payment methods for authorization at this level.

Payment Method charge
- 300 euros on eCV.
- 393.70 euros on a debit/credit card.

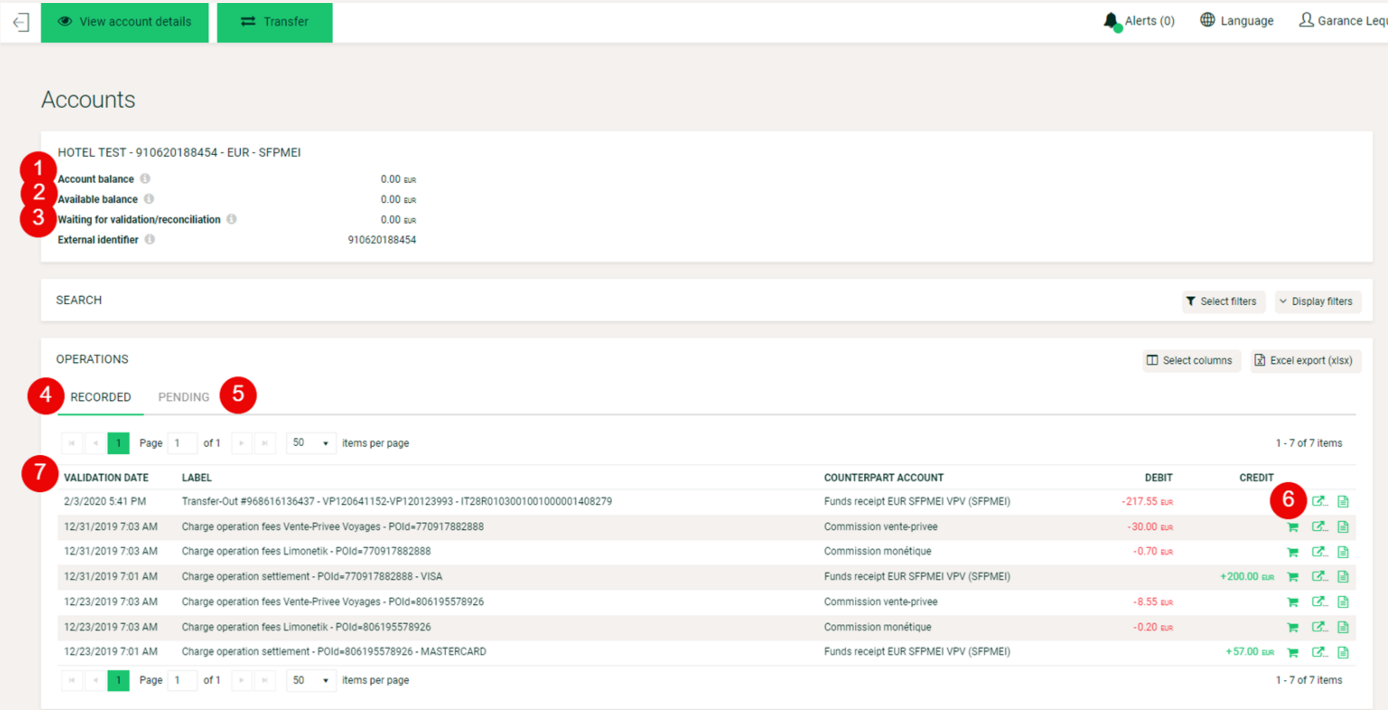
Thunes charge
for validating the transfer of funds in the Thunes system.

Account statement and transfers

Accessing your account statement

Through the **Accounts** menu you can display:

1. **Account balance:** The balance actually validated by the system at the time of the query (received by the acquiring bank).
2. **Available balance:** The balance available for a payout, for example. It is different from the account balance because some funds may be set aside for other actions and pending.
3. **Waiting for validation:** Funds that have not yet been received or validated by the system.
4. **Recorded:** All the account lines validated by the system.
5. **Pending:** All account lines awaiting validation or reconciliation.
6. Access to the payment order directly linked to this operation.
7. **Validation date**: Date on which funds are available



If you have multiple accounts, a list page will appear before the account statement page. Access the statement via the icon.

The previous "technical balance" has been replaced. It actually corresponds to the balance to date + everything that is pending. These amounts have been differentiated to better reflect reality.

Make a transfer / payout

To make a transfer, go to **Transfers,** then **Perform transfer.**

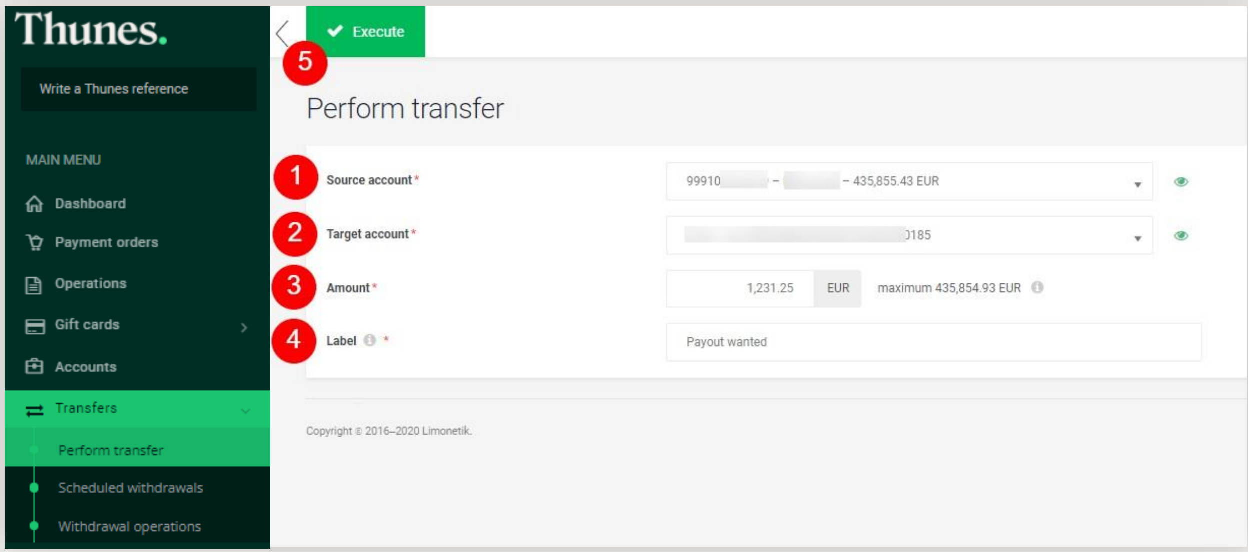
1. Choose a **source account** for which you have access rights in the system.
   The balance available for the transfer is shown in the list.

2. Choose a **target account**, which can be another account in the system (depending on your rights) or an IBAN (external account).
   By making a transfer to an IBAN, this will trigger a transfer of money to your account.

3. Specify **the desired amount** for the transfer (in the currency of the account).
   The maximum amount shown can be deducted from the fees that will be applied to the transfer request.

1. Indicate the **label** of the transfer (conditioned by input rules - visible via the icon i)

1. Execute the **transfer.**

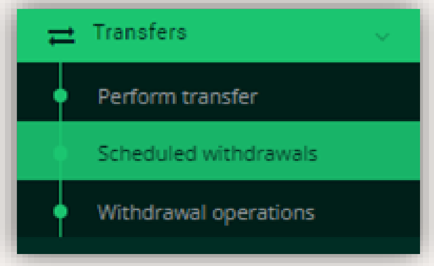


Depending on your cashflow, it may be advisable to leave funds in your accounts to avoid any refund requests from being blocked.

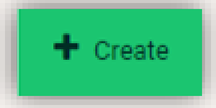
Define a planned/regular transfer

A **scheduled withdrawal** is a regular transfer made to your **external account** according to defined rules.

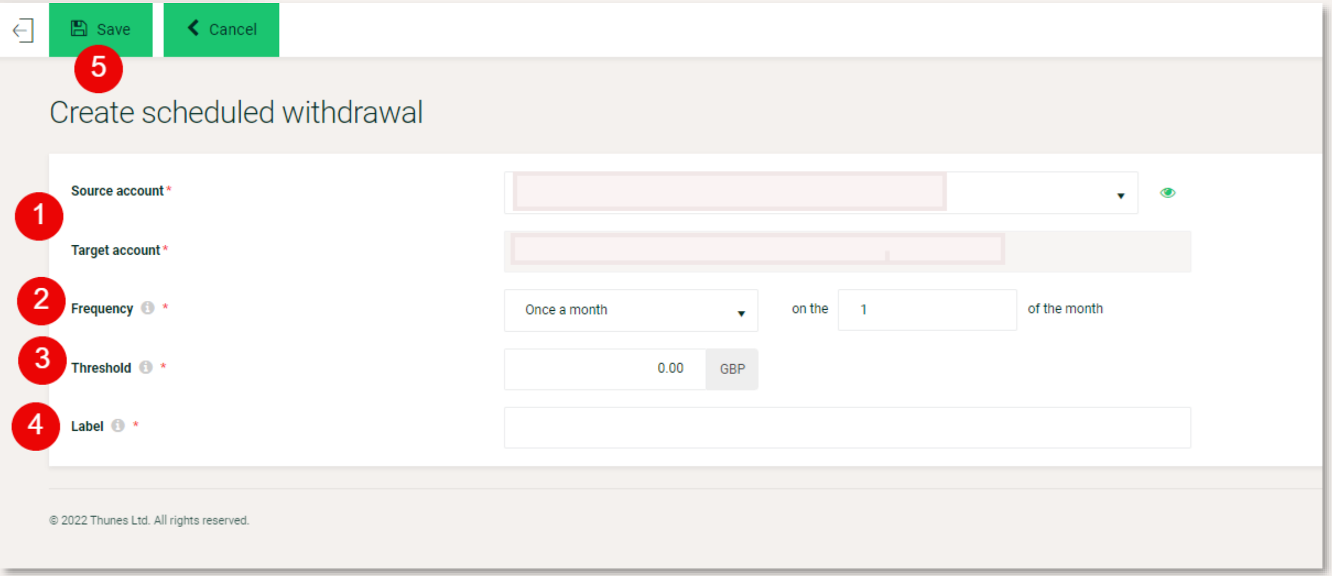
- To create a **planned transfer,** first go to the menu **Scheduled withdrawals.**



- Then click on the **Create** button at the top of the page.



- Finally, create your planned transfer:
  1. Fill in the source account and the target external account.
  2. Specify a request frequency:
     Every day
     Every month on a specific day
  3. Specify a threshold:
     - *If your balance is below the threshold, no transfer will be made.*
  4. Specify the label of your regular transfer.
  5. **Save** the configuration.



- In the **Withdrawal operations** menu you can view all the payouts made.

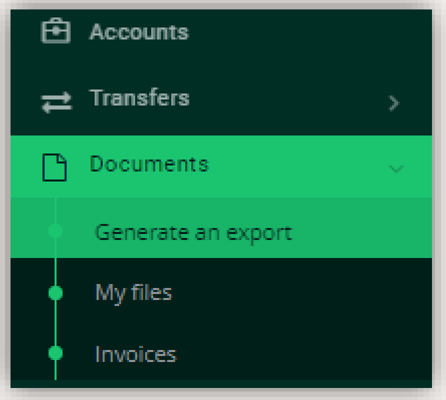
Financial follow-up

Exporting

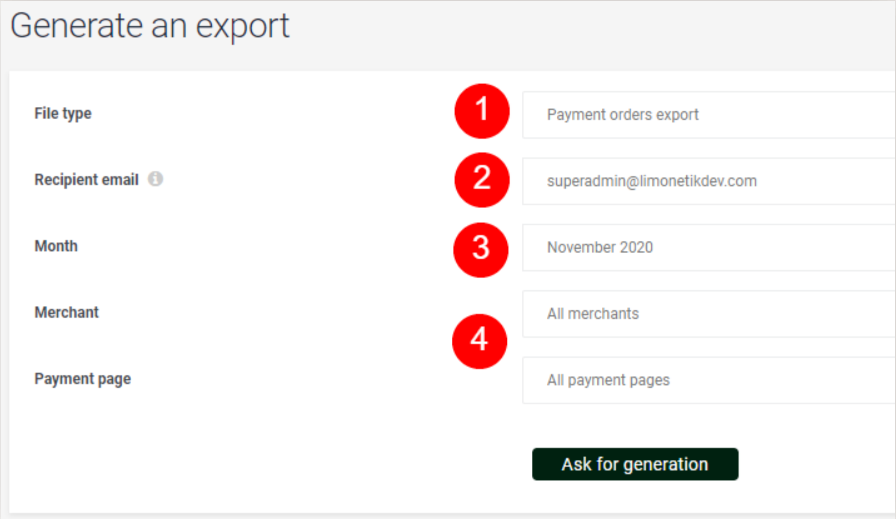
It is possible to export different kinds of documents depending on your access rights:

- **Payment orders**
- **Operations**
- **Account statements**

You can export for a selected period using BackOffice.
Once you request the export, a link will be sent by email to download it.



1. First choose the **file type.**
2. Specify the **email** address receiving the download link.
3. Choose the time **period.**
4. Finally, **specify the data** you wish to export.



The export files are only available for the limited time period indicated in the email received.

Exporting -

Account statement export details

You can visualize the various types of credit/debit operations on your payment account:

Payment orders & fees:

- Charge – POId=123456789000 – Debit/credit card: Credits your account for the payment order amount. POId corresponds to Thunes reference for this payment order.
- Fee … - POId=123456789000: Charges your account for the marketplace commission.
- Fee Thunes - POId=123456789000: Charges your account for the Thunes commission.

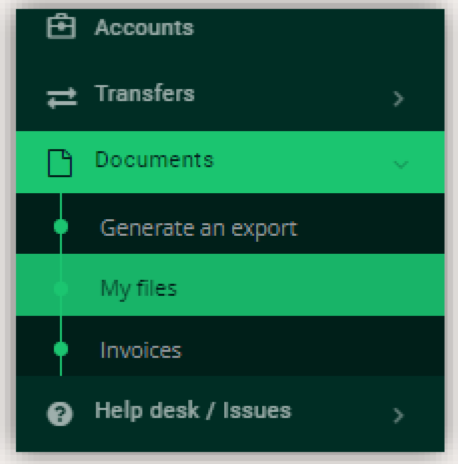
Refunds:

- Refunds - POId=123456789000 – CB: Charges your account for the amount refunded to the customer.

Payouts:

- Payout N°XXXXXXX – your label – FR76 ….: Charges your account for the cash transfer to the bank account for which you have provided us the details (e.g., IBAN, RIB). The amount of the transfer depends on the available balance in your account.

Exports generated on a regular basis

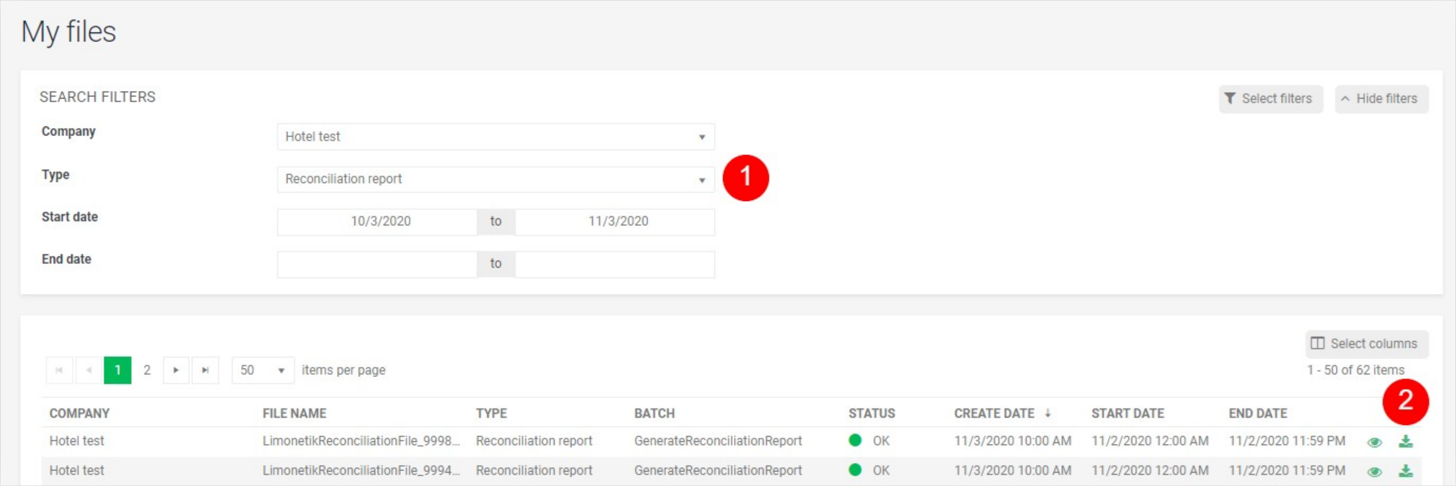


Exports generated with a Thunes configuration appear in the **My Files** section:

1. Choose the type of report you want (e.g., "reconciliation report").
2. Then download it using the button.

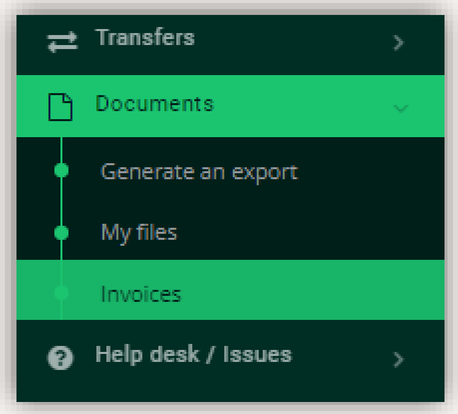
Other types of reports may be selected.

Some may not be directly downloadable but available by FTP, SFTP, email, etc.

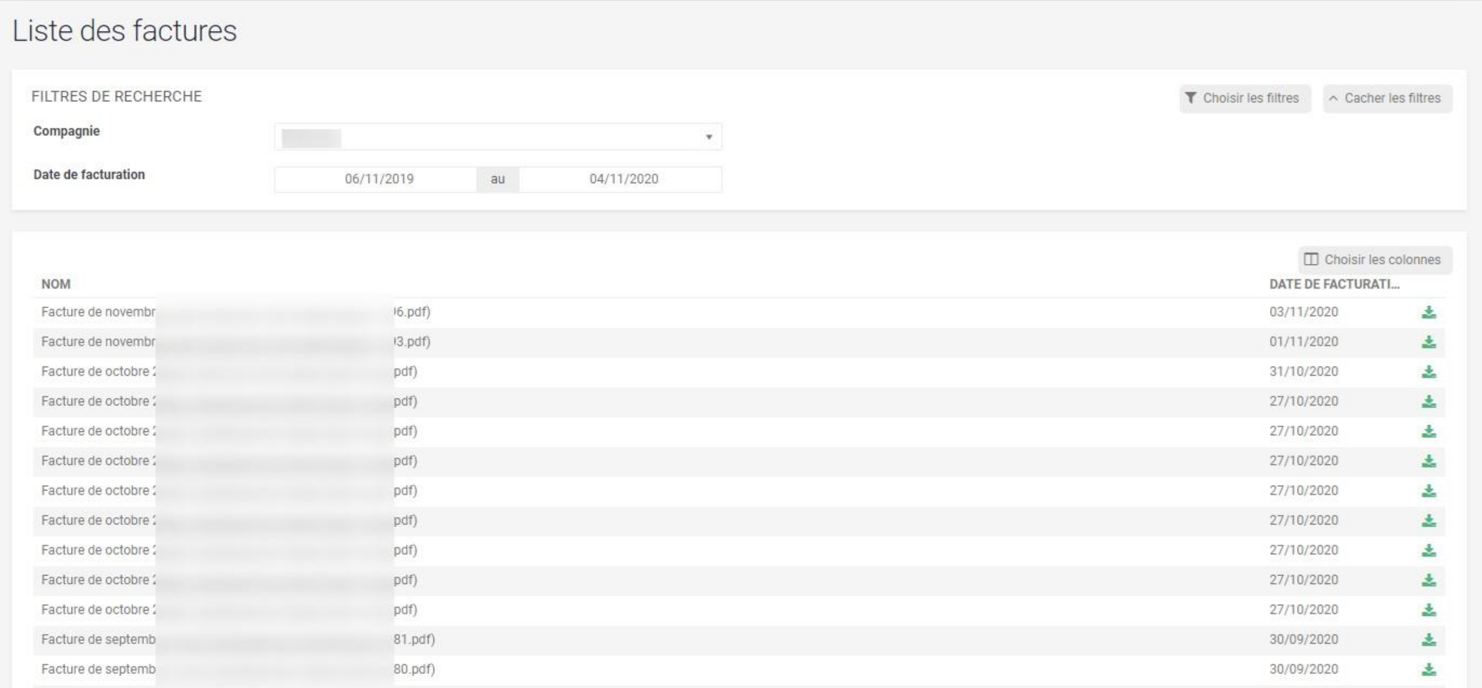


Invoices

Your invoices are available for download from BackOffice.

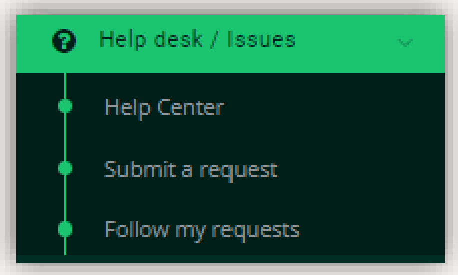


Simply click on the icon to download an invoice.



Support request

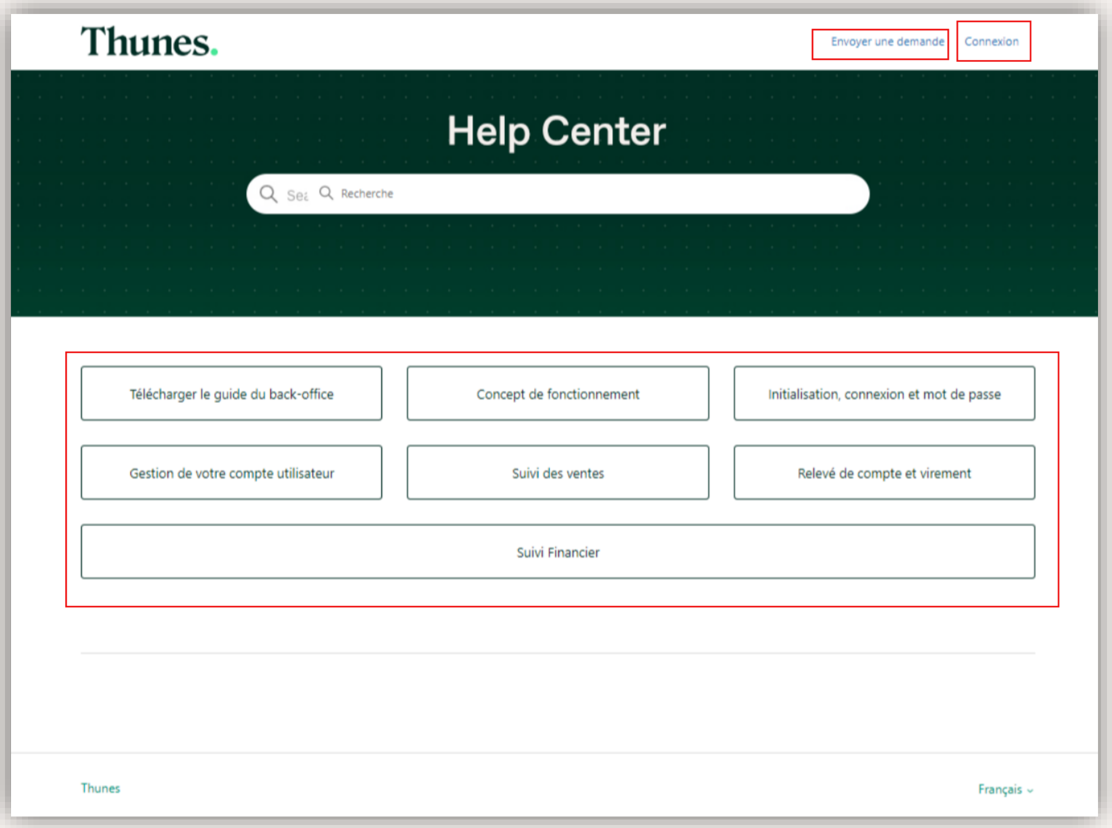
Connect to our Support request management tool



Two ways to connect :

- Click on the link : https://thunes.zendesk.com/hc/en-us

- From your Back-Office account, choose ‘**Follow my requests**’ in the menu ‘**Help desk / Issues**’



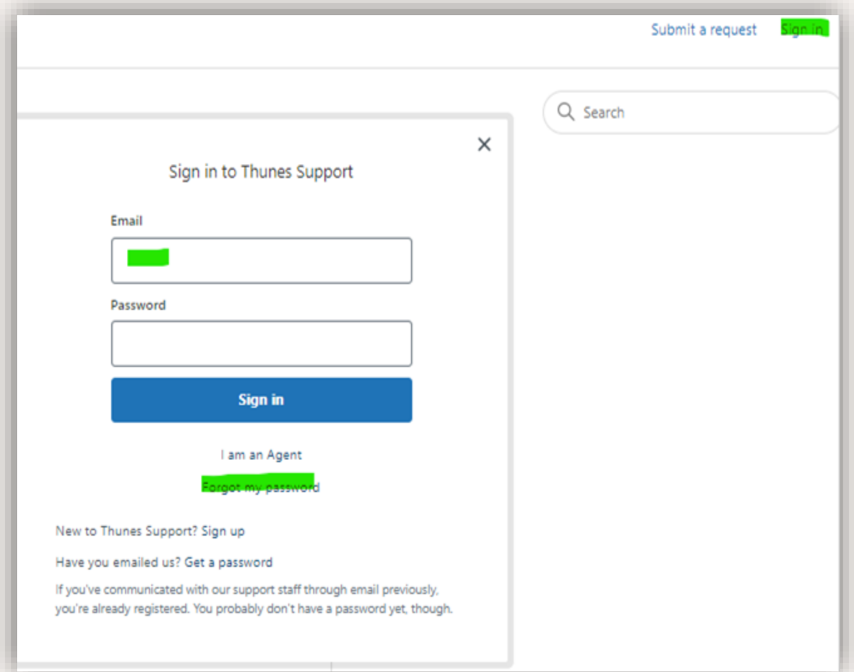
The page that is opening allows you :

- to consult our Help Center

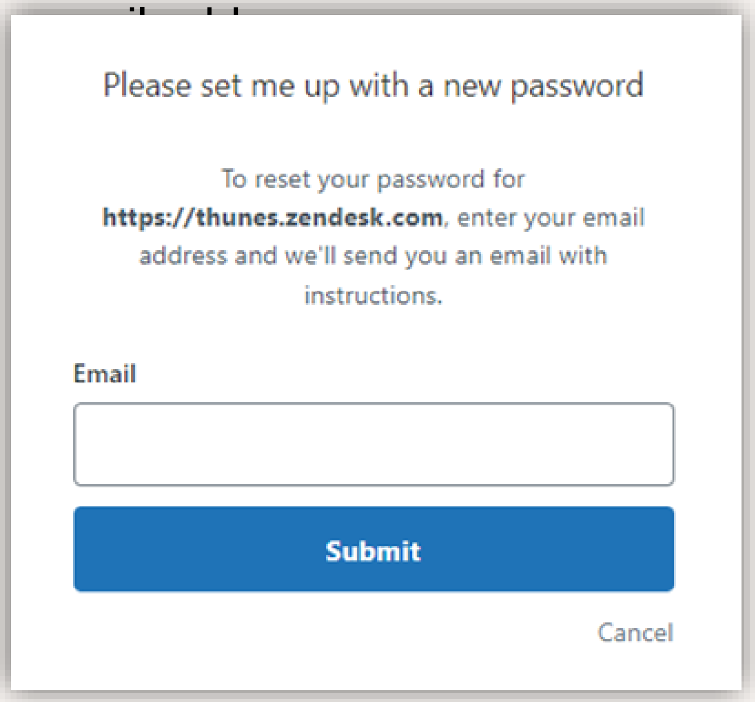
- to connect to your account

Connect to our Support request management tool

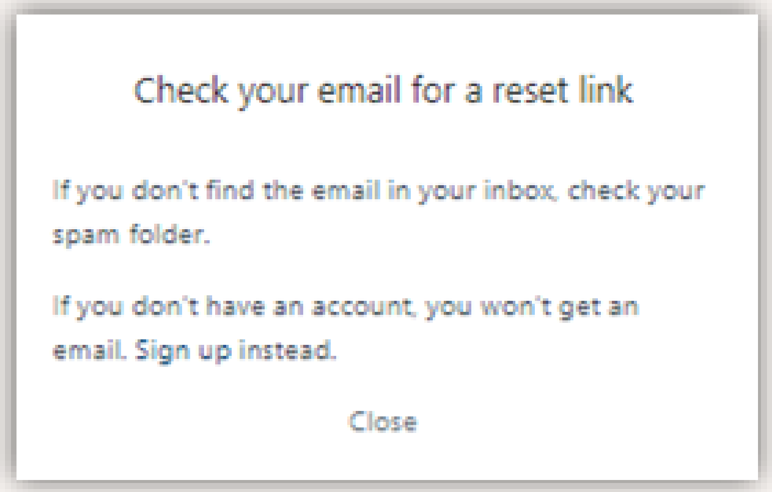
Select **Sign in** at the top and right side



Choose **Forgot my password** and write your e-



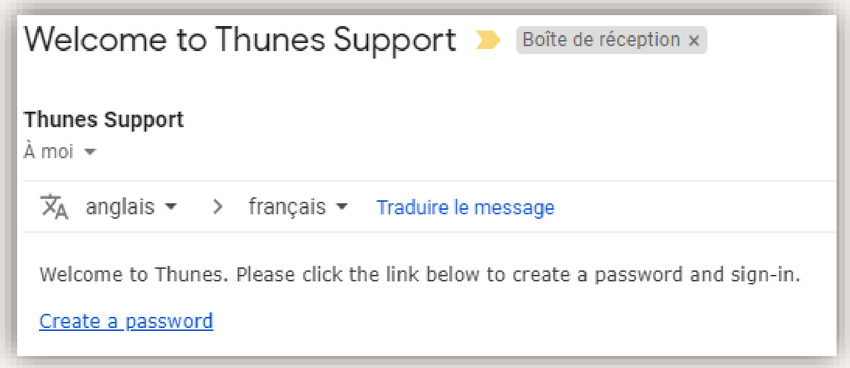
The following message is displayed



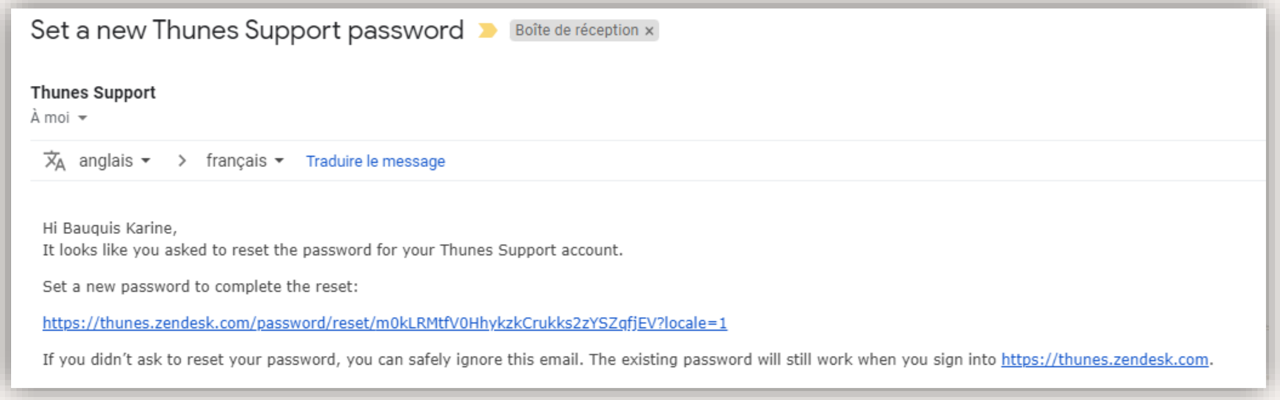
Connect to our Support request management tool

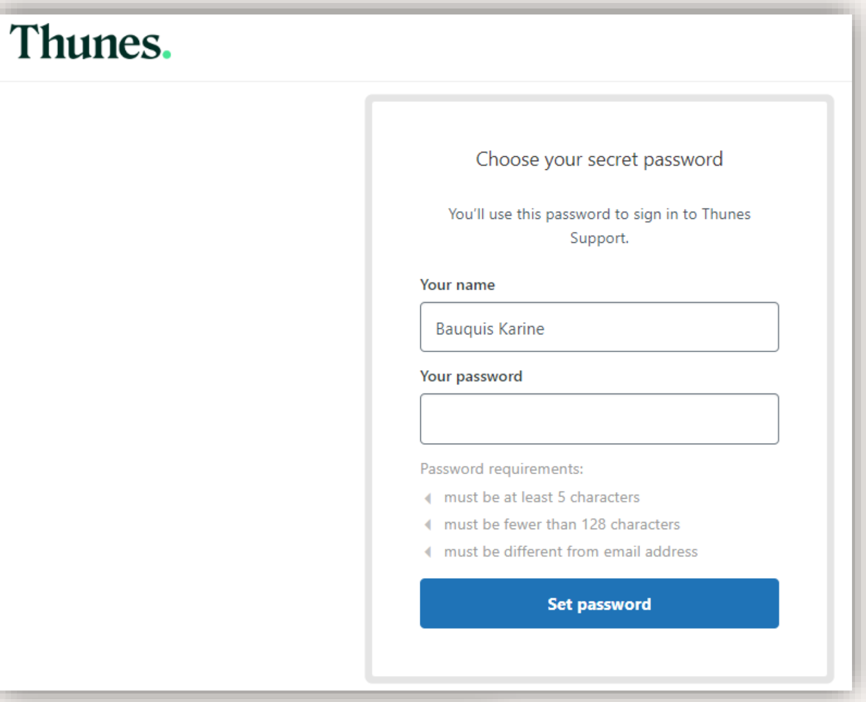
Open the e-mail received on your inbox and follow the instructions

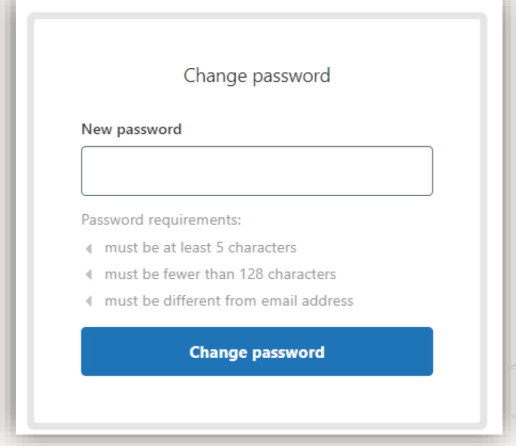
- If it is the first time that you connect to our tool, you need to **create a password**



- If you've previously accessed the portal, you only need to **change your password**



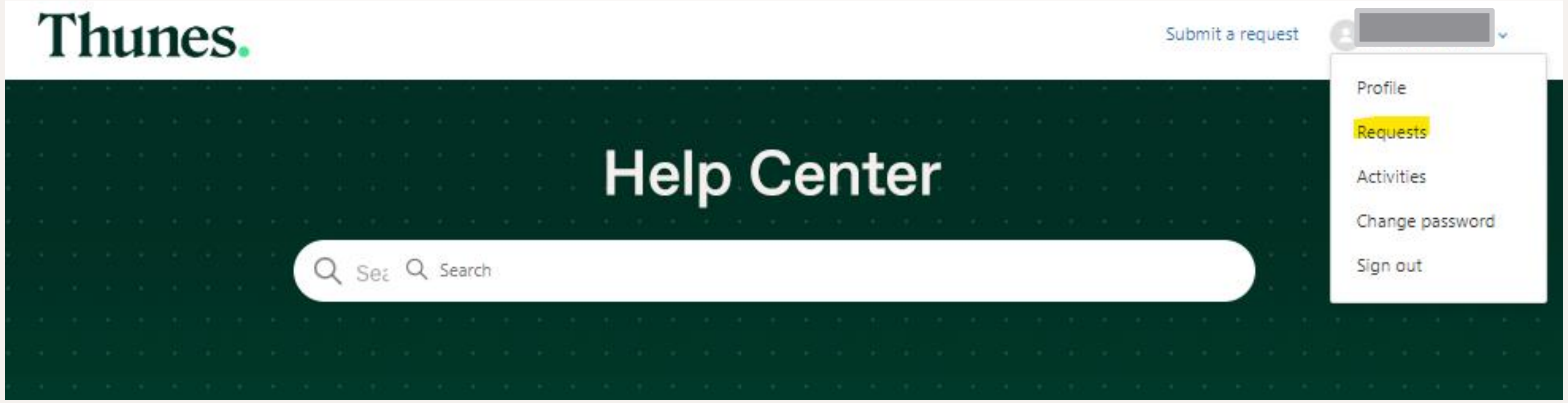




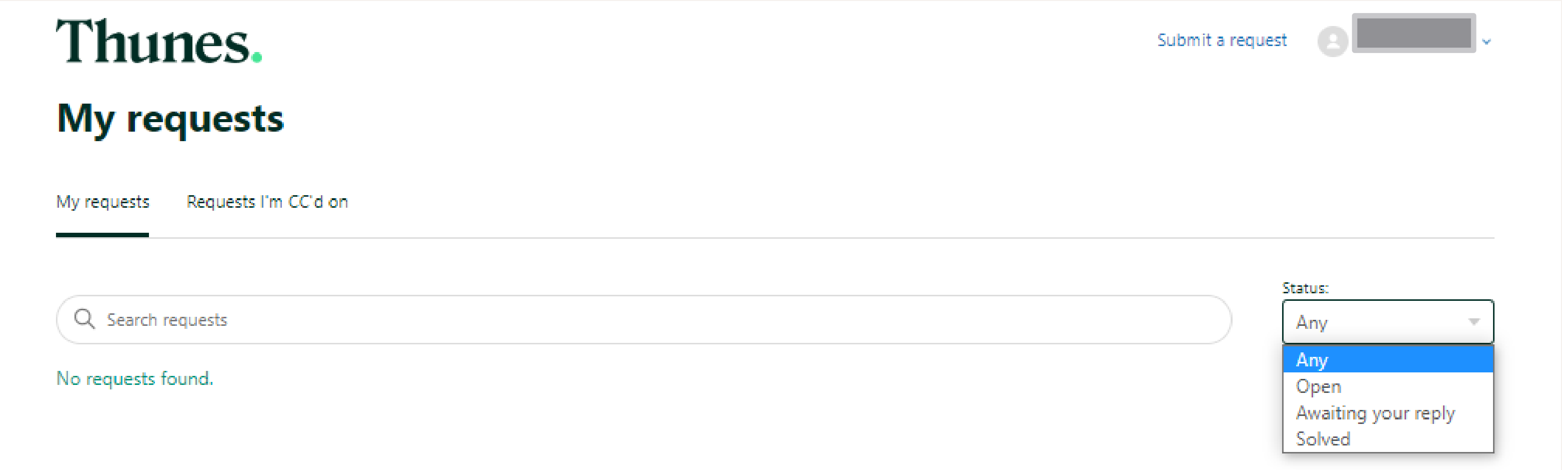
Track and manage your support requests

Click on your **first and last names** at the top and right side

- Select ‘**Requests**’



Visualize your support requests or those for which you are in copy



Choose the status of the requests

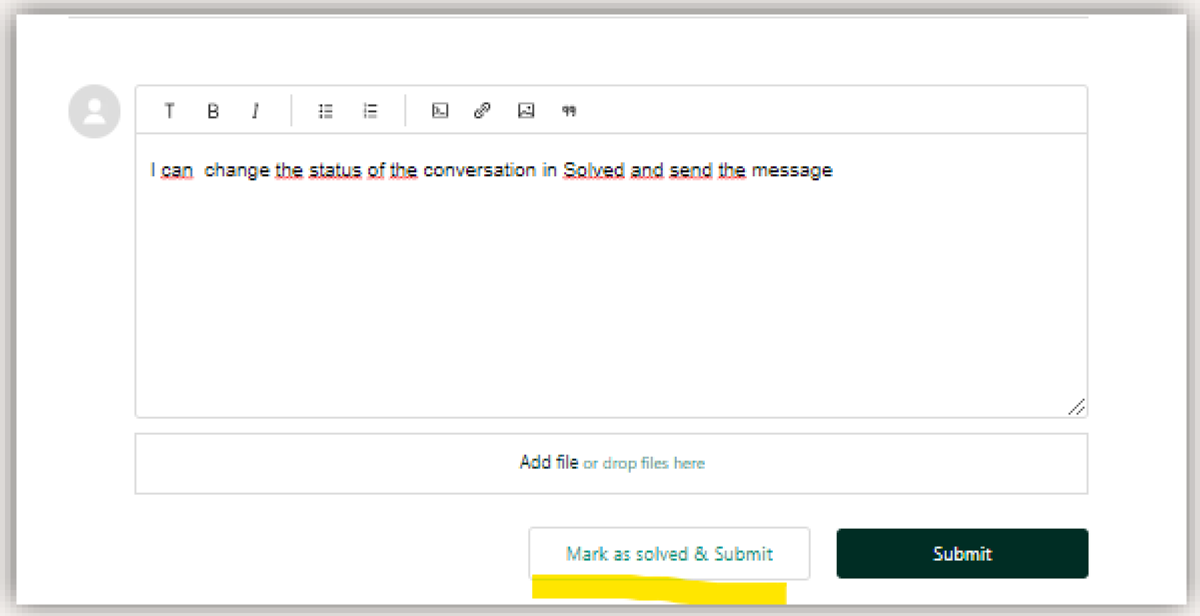
Track and manage your support requests

Answer on the conversation

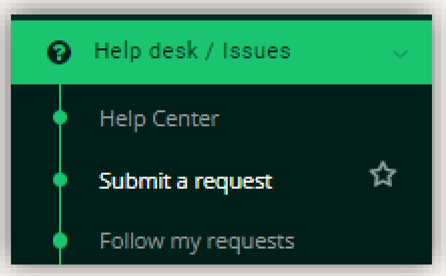
- Click on ‘**Add to conversation**’

Change the request status to ‘**solved**’ if necessary

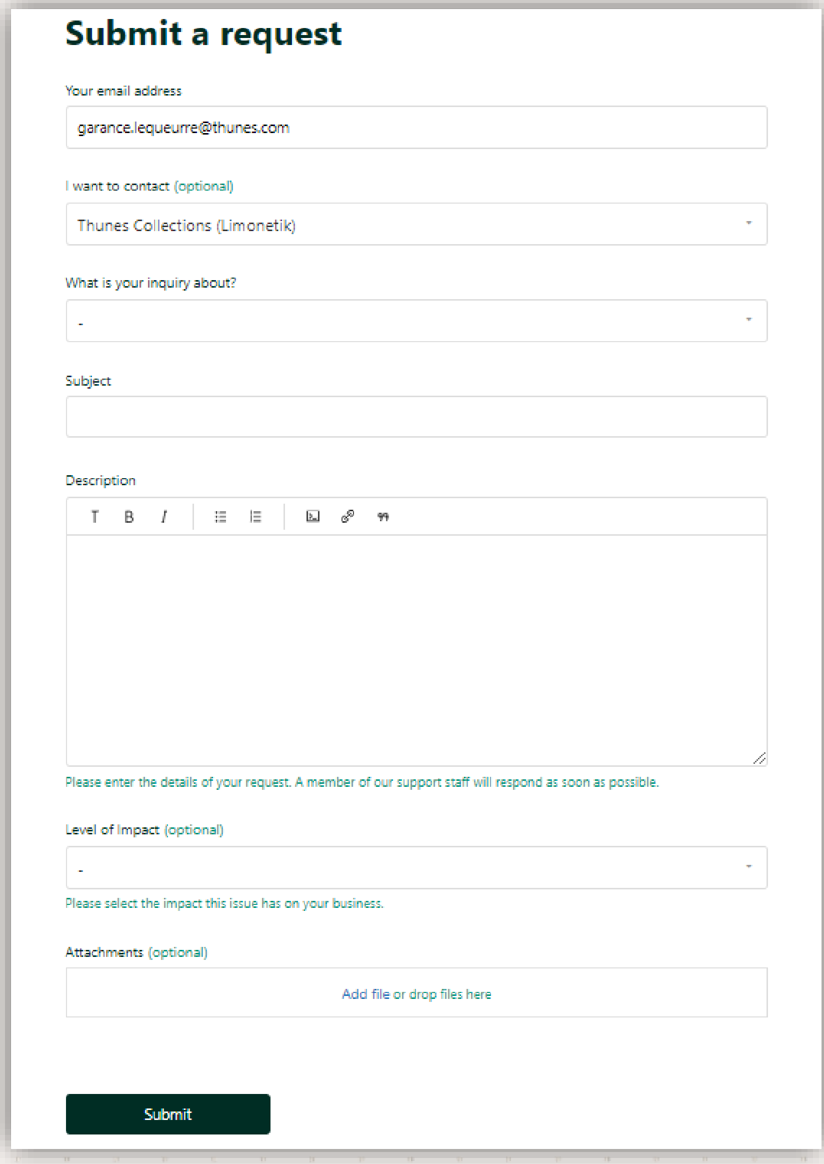
- Click on ‘**Mark as solved**’ if you consider that the Thunes agent has solved your request.



How to report an incident / ask a question directly on the Back Office



- Via the Help and Support Menu by clicking on **Submit Request**, you will be redirected to a pre-filled form. You can also write an email to *support@thunes.com*



Thunes.

Thank you!

April 2023