

e-Commerce Payment Gateway

e-Commerce Back Office tool



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email: ecommerce_support@cardlink.gr

Wordline Help Desk: 2106303050 (option 3)

Online access to Back Office tool

To access merchant's transactions admin tool (BackOffice) user can use URL:
<https://vpos.eurocommerce.gr/mpivposmngr/login/login.html>



The screenshot shows the Worldline login interface. At the top left is the Worldline logo. Below it, the word "Login" is displayed. There are two input fields: "Username" and "Password". Below the password field is a "Login" button. At the bottom right of the page, there is a help desk contact: "Help Desk Cardlink: +30 210 630 3000, ecommerce_support@cardlink.gr".

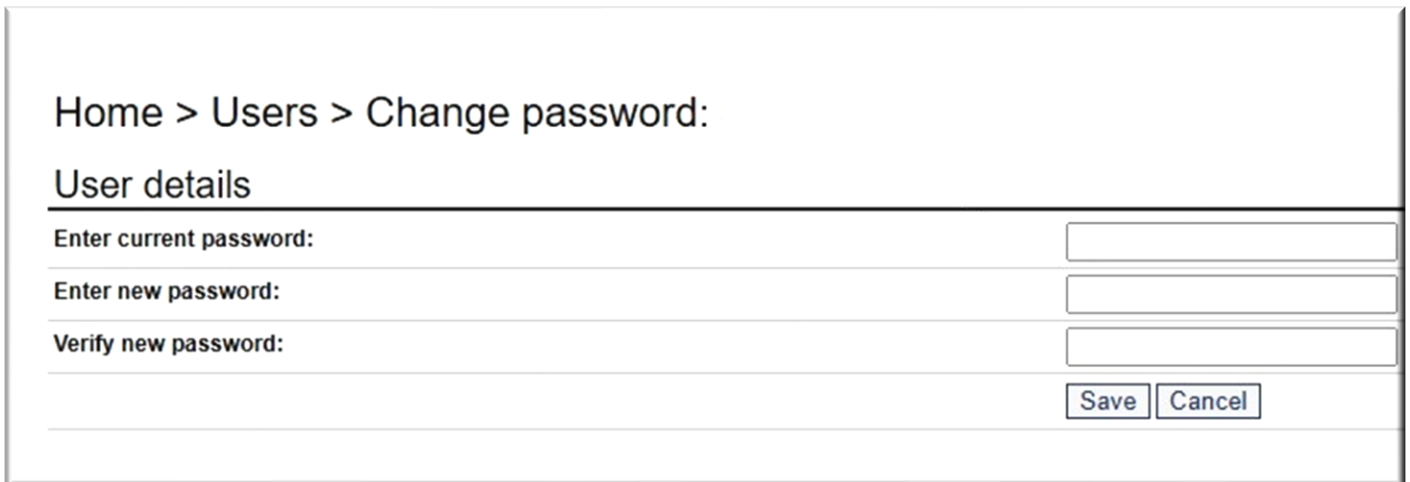
Username & Password have been communicated to the merchant via email upon the creation of the production credentials

2 FA/ 2 Factor Authenticator

After the first log in, you need to validate the registered e-mail. The validation is executed through one-time password (OTP) sent when pressing "Send verification code"

At this point user can change the registered e-mail by choosing "Change e-mail" and entering the desired e-mail address

Once the e-mail is verified, user will be asked to change the initial temporary password



The screenshot shows a web interface for changing a password. At the top, it displays the breadcrumb "Home > Users > Change password:". Below this is a section titled "User details" which is underlined. There are three input fields: "Enter current password:", "Enter new password:", and "Verify new password:". At the bottom right of the form area, there are two buttons: "Save" and "Cancel".

Password Requirements

The new password must meet the below requirements:

Minimum length 12 characters.

Combine at least 3 of: upper case letter, lower case letter, symbol, number.

Have at most 6 consecutive numbers or letters and at most 3 consecutive symbols.

The password expires after 90 days. After that time period user is required to change the password. Reminder e-mails are sent to the registered e-mail address prior expiration for the user to change the password in time.

In order to change your password before it expires, user the upper right menu, go to “User profile” and then select “Change password”.

Change Password

To change the password before it expires, after logging in the user goes to “User profile” from the top-right menu and selects “Change password”

Home > Users > User Profile : user

User details

Username:

Email: xxxx@gmail.com

Account Security

Change password: [Change password](#)

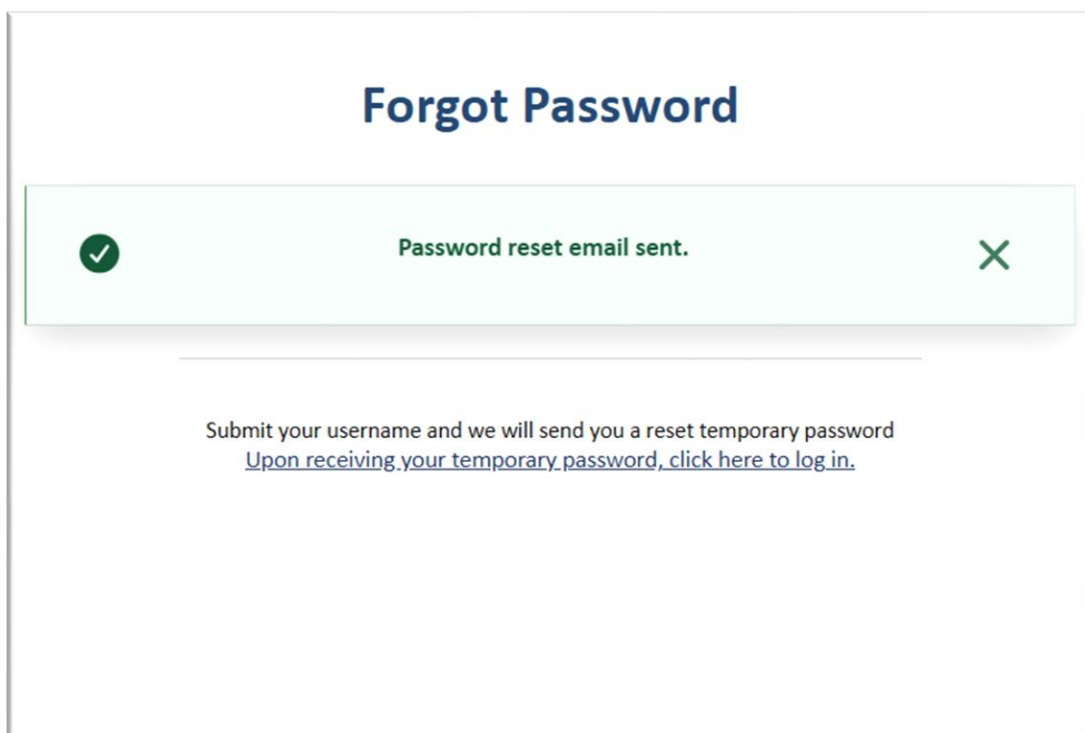
Forgot password

To successfully renew the password, you are not allowed to use any of the last four passwords you have used. The password must contain at least one letter or symbol and one number and must be at least 7 characters long.

The maximum number of allowed password entry attempts is 6.

After 6 unsuccessful login attempts (incorrect password), the user's account is locked.

If a user's account has been locked due to multiple unsuccessful attempts, inactivity of more than 90 days, or if the user has simply forgotten their password, they can select "Forgot your password?", enter their username, and request to receive a new temporary password at their registered email by selecting "Reset password".



For security reasons, a two-factor authentication (2FA) is performed at each new login to the management tool, with an automatic one-time password (OTP) sent to the registered email.

Login page

The user will select the “VPOS Transactions” option and will be directed to the transaction monitoring page:

WORLDLINE TEST MERCHANT | [My merchants](#)

Home > Merchants > Details: WORLDLINE TEST MERCHANT

Merchant information

Merchant summary

+ View and Manage VPOS Transactions

Tokens Tokens requests

Make Mail/Telephone order (MO/TO)

+ View MPI 3D Secure Transactions

Merchant information

Status:	Active						
MID:	41883061						
Merchant No:	9000002855						
Name in internal listing:	WORLDLINE TEST MERCHANT						
Name in XML messages:	WORLDLINE TEST MERCHANT						
Merchant URL:	https://worldline.com/el-gr/home.html						
MCC:	7011						
Logo:							
Country:	Greece						
IRIS Iban:							
Service mode:							
Digest Secret:*	*****						
Certificate:	<table style="width: 100%; border-collapse: collapse; font-size: x-small;"> <tr> <td style="width: 60%;">Current processor certificate for merchant to validate responses</td> <td style="width: 20%;">Validity</td> <td style="width: 20%; text-align: right;">Active</td> </tr> <tr> <td colspan="3"> C=GR, ST=Attiki, L=Athens, O=Printec, OU=PS, CN=CardlinkMessageSigning 31/03/2023 15:42:38 - 28/03/2033 23:59:59 <input type="radio"/> </td> </tr> </table>	Current processor certificate for merchant to validate responses	Validity	Active	C=GR, ST=Attiki, L=Athens, O=Printec, OU=PS, CN=CardlinkMessageSigning 31/03/2023 15:42:38 - 28/03/2033 23:59:59 <input type="radio"/>		
Current processor certificate for merchant to validate responses	Validity	Active					
C=GR, ST=Attiki, L=Athens, O=Printec, OU=PS, CN=CardlinkMessageSigning 31/03/2023 15:42:38 - 28/03/2033 23:59:59 <input type="radio"/>							
Contact:							
Comments:							
Processor:	Worldline						
Created:	18/09/2023 15:23:05 sandbox (6323001)						
Last modified:	22/07/2025 15:20:31 ssiatis (6334361)						

Manage SSL keys and certificates

+3DS Directories set for this merchant

Search by transaction type

The user can search based on the transaction type. The detailed options are:



- a) **Payment:** One-time online charge
- b) **Pre-authorization:** Pre-authorization, where the amount is held for 6 days and the business (notified by email) must either complete or cancel the transaction.
- c) **Recurring payment:** Recurring payments that are made at regular intervals. The initial transaction appears as the master, while the transactions following the first are child transactions and appear as recurring within the back-office tool.
- d) **Installment payment**
- e) **Installment pre-auth:**
- f) **Capture of pre-auth:**
- g) **Refund** (Refund of a transaction that has been included in a batch)
- h) **Partial Refund:** (Partial Refund of a transaction that has been included in a batch)

- i) **Reversal**
- j) **Void**
- k) **Tokenizer:** Token creation without sending the transaction for authorization

if the user does not select any of these in their search, all transaction types that have occurred during the selected time period will be displayed

Search transactions

For all of my merchants:

Date from (dd/MM/yyyy):  HH:mm : to  HH:mm :

Transaction type:

- Payment
- Pre-authorization
- Recurring payment
- Installment payment
- Installment pre auth
- Capture of pre auth
- Refund

Payment status:

- PREPROCESS
- PROCESSING
- INPAYMENT
- INAUTHENTICATION
- INWALLET
- AUTHORIZED
- AUTHORIZED-EXPIRED

Search by payment method

- **Not Selected** (all results)
- **Visa**
- **Mastercard**
- **Maestro**
- **Apple Pay**
- **Google Pay**
- **IRIS**

Payment method:

Wallet(s) involved :

Fraud flag: MOTO flag:

Token val:

Transaction ID:

Card BIN & Last four (first 6 + last 4):

Order amount range (#.#):

Payment amount range (#.#):

Risk score range:

IP address:

Settlement status:

Epistrofi amnt range (#.#):

Payment Reference: 3D status:

Wallet status:

Device Type: ECOM Flag: SCA EX: Ext Ret:

Not selected

IRIS

Maestro

Mastercard

PayPal(R)

Visa

Visa Electron

Token use:

Order Id: Ext Ret id:

Order desc:

Input Channel: Mass file id:

Settlement file: Batch number:

Epistrofi Txd: Epistrofi participation:

Search by 3D status

User can search by 3d-Status

Payment method: Payment Reference: 3D status:

Wallet(s) involved : Wallet status:

Fraud flag: MOTO flag: CSE flag: Device Type: ECOM Flag:

Token val: Token use:

Transaction ID: Order Id:

Card BIN & Last four (first 6 + last 4): ***** Order desc:

Order amount range (#.##):

Payment amount range (#.##):

Risk score range: -

IP address: Input Channel: M:

Settlement status: Settlement file:

Epistrofi amnt range (#.##): Epistrofi TxId: Epistrofi

Search criteria: Date: All Depending on: Search criteria:

- 0 Not authenticated
- 1 Fully authenticated
- 2 Not enrolled
- 3 Not enrolled cache
- 4 Attempt
- 5 U-received
- 6 Error received

- **Not authenticated:** The card participates in 3D Secure, but the cardholder did not complete the authentication process.(authentication process)
- **Fully authenticated:** The card participates in 3D Secure and the cardholder completed the authentication process.((authentication process)
- **Not enrolled:** The specific card used is not part of 3D authentication process
- **Attempt** Partial authentication. Issuer's systems not fully available.
- **U-received** Scheme/Issuer unavailable
- **Error received** Error response from Scheme/Issuer
- **Our Error:** Error in flow from payment gateway

Search by payment status

AUTHORIZED: Successful authorization (for preauthorization, reversal/void)

AUTHORISED-EXPIRED: Time period for preauthorization completion expired

CAPTURED : Successful transaction

COMPLETE: Successful Tokenizer transaction

CAPTURED PARTIALLY: Preauthorization completed (Capture amount < Authorization amount)

PREPROCESS: Transaction has started (within the payment page)

INAUTHENTICATION: 3D authentication process has started

CANCELLED : Customer canceled the transaction

INPAYMENT : Transaction is in authorization process

ERROR: Based on system flows/responses. Transaction not authorized.

REFUSED: Transaction rejected/declined

PREPROCESS-TIMEDOUT/ INAUTHENTICATION-TIMEDOUT / ERROR-

TIMEDOUT/INWALLET-TIMEDOUT: Transaction's lifetime (30 minutes) expired

REFUNDED: Transaction for which total amount has been returned

REFUNDED PARTIALLY: Transaction for which part of the total amount has been returned

REVERSED: Preauthorization canceled

VOID: Payment/Refund/Capture of pre-auth canceled by merchant

REFUSED RISK: Transaction rejected based on specific rules that might have been set in coordination with the Acquirer

IMPORTED: Transaction through mass file successfully imported and pending execution

IMPORTERROR: Error while import of transaction through mass file

Search by Wallets

User can search by wallet and wallet status:

Wallets involved: Apple Pay/Google Pay/Any (searches for both)

Wallet status (indicatively): Success (wallet started and used to complete the transaction)

The screenshot displays a search form with the following elements:

- Wallet(s) involved :** [Dropdown menu]
- Wallet status:** [Dropdown menu, currently open showing options: Success, Success-Fail, Cancel, Failure, Started, Processing.., Error, ** ANY **]
- Fraud flag:** [Dropdown menu]
- MOTO flag:**
- CSE flag:** [Dropdown menu]
- Device Type:** [Dropdown menu]
- Token val:** [Text input]
- Transaction ID:** [Text input]
- Card BIN & Last four (first 6 + last 4):** [Text input with asterisks]
- Order amount range (#.##):** [Text input]
- Payment amount range (#.##):** [Text input]
- Risk score range:** [Text input with dash]
- IP address:** [Text input]
- Settlement status:** [Dropdown menu]
- Epistrofi amnt range (#.##):** [Text input]
- Search order:** [Date] [Descending] [Results]
- Buttons:** Search, Reset

a) **Success:** The transaction was completed successfully

b) **Error:** Problem occurred

c) **Failure:** Appears in case of incorrect termination by the user

d) **Cancel:** Appears when the platform receives a transaction cancellation message

e) **Started:** Appears when communication with the wallet begins, but nothing follows (e.g., the user did not view the wallet or did not log in)

f) **Processing:** Appears when the payment in the wallet is in progress with a selected card

g) **Success-fail:** Appears when multiple failed attempts to execute the transaction via the wallet occur, and the user then chooses to pay via the Worldline payment page

Search by Transaction ID

TXID is generated by the e-commerce gateway platform and is unique for each transaction.

Search transactions

For all of my merchants:

Date from (dd/MM/yyyy): HH:mm to HH:mm Today Yesterday This month Prev. month

Transaction type:
 Payment
 Pre-authorization
 Recurring payment
 Installment payment
 Installment pre auth
 Capture of pre auth
 Refund

Payment status:
 PREPROCESS
 PROCESSING
 INPAYMENT
 INAUTHENTICATION
 INWALLET
 AUTHORIZED
 AUTHORIZED-EXPIRED

Payment method: Payment Reference: 3D status:

Wallet(s) involved: Wallet status:

Fraud flag: MOTO flag: CSE flag: Device Type: ECOM Flag: SCA EX: Ext Ret:

Token val:

Transaction ID:

Card BIN & Last four (first 6 + last 4): *****

Token use:

Order Id: Ext Ret id:

Order desc:

Search by Order ID

Order ID is generated from merchant, I a unique alphanumeric identifier that represents each transaction.

Search transactions

For all of my merchants:

Date from (dd/MM/yyyy): HH:mm to HH:mm Today Yesterday This month Prev. month

Transaction type:
 Payment
 Pre-authorization
 Recurring payment
 Installment payment
 Installment pre auth
 Capture of pre auth
 Refund

Payment status:
 PREPROCESS
 PROCESSING
 INPAYMENT
 INAUTHENTICATION
 INWALLET
 AUTHORIZED
 AUTHORIZED-EXPIRED

Payment method: Payment Reference: 3D status:

Wallet(s) involved: Wallet status:

Fraud flag: MOTO flag: CSE flag: Device Type: ECOM Flag: SCA EX: Ext Ret:

Token val:

Transaction ID:

Card BIN & Last four (first 6 + last 4): *****

Token use:

Order Id: Ext Ret id:

Order desc:

Search by Order description

The Order Description is generated by the business and is used to describe the product of the transaction.

Search transactions

For all of my merchants:

Date from (dd/MM/yyyy): HH:mm to HH:mm Today Yesterday This month Prev. month

Transaction type: Payment status:

Payment method: Payment Reference: 3D status:

Wallet(s) involved: Wallet status:

Fraud flag: MOTO flag: CSE flag: Device Type: ECOM Flag: SCA EX: Ext Ret:

Token val: Token use:

Transaction ID: Order id: Ext Ret id:

Card BIN & Last four (first 6 + last 4): ***** Order desc:

Search with Card bin

The user can search for transactions related to specific cards by entering the first 6 and the last 4 digits of a card.

Search transactions

For all of my merchants:

Date from (dd/MM/yyyy): HH:mm to HH:mm Today Yesterday This month Prev. month

Transaction type: Payment status:

Payment method: Payment Reference: 3D status:

Wallet(s) involved: Wallet status:

Fraud flag: MOTO flag: CSE flag: Device Type: ECOM Flag: SCA EX: Ext Ret:

Token val: Token use:

Transaction ID: Order Id: Ext Ret id:

Card BIN & Last four (first 6 + last 4): ***** Order desc:

Search with Payment Amount

The user can search based on specific amounts. In the image below, the user requests to display all transactions with amounts from 10 to 30 euros.

Payment method: Payment Reference: 3D status:

Wallet(s) involved : Wallet status:

Fraud flag: MOTO flag: CSE flag: Device Type: ECOM Flag: SCA EX:

Token val: Token use:

Transaction ID: Order Id: Ext Ret id:

Card BIN & Last four (first 6 + last 4): ***** Order desc:

Order amount range (#.##): 10 30

Payment amount range (#.##):

Risk score range: -

IP address: Input Channel: Mass file id:

Settlement status: Settlement file: Batch number:

Epistrofi amnt range (#.##): Epistrofi TxId: Epistrofi participation:

Search order: Date Descending Results per page: 25

Search with IP address

The user could search for transactions that have been made from specific IP addresses.

Payment method: Payment Reference: 3D status:

Wallet(s) involved : Wallet status:

Fraud flag: MOTO flag: CSE flag: Device Type: ECOM Flag: SCA EX:

Token val: Token use:

Transaction ID: Order Id: Ext Ret id:

Card BIN & Last four (first 6 + last 4): ***** Order desc:

Order amount range (#.##): 10 30

Payment amount range (#.##):

Risk score range: -

IP address: Input Channel: Mass file id:

Settlement status: Settlement file: Batch number:

Epistrofi amnt range (#.##): Epistrofi TxId: Epistrofi participation:

Search order: Date Descending Results per page: 25

Search by Input Channel

BackOffice: For MOTO transactions manually executed from the merchant

Redirection: Transaction from merchant's site (most common integration method)

XML API: Transaction executed through server to server communication between merchant's system and the payment gateway, with the use of XML messages

VPOS Batch: Transaction automatically executed by the payment gateway, e.g., refunds

Search by Settlement status

a) N/A: Transaction is not eligible for settlement

b) Ready for settlement: The transaction will be settled at the end of that day

c) Sent: Transaction has already been settled

Search with Settlement file

User can search transactions which are part of a specific settlement file.

Search with Batch Number

User can search for transactions based on their batch number. It refers to settled transactions and is combined with settlement file.

Search with MOTO

Only MOTO transactions

Search transactions with Loyalty participation

In the case that in the Epistrofi loyalty program, the user can search for Epistrofi transactions and filter either based on transactions with or without redemption, or by the amounts.

Order amount range (###): |

Payment amount range (###): |

Risk score range: -

IP address:

Settlement status: ▼

Input Channel: ▼

Mass file id:

Settlement file:

Batch number:

Epistrofi amnt range (###): |

Epistrofi TxId:

Epistrofi participation: ▼

Search order: Date ▼ Descending ▼

Results per page: 25 ▼

In the “Epistrofi amount range” field, the user can select an amount range

In the “Epistrofi participation” field, the user can select:

- “Awards only” to display only successful transactions in which only an award has been made.
- “No redemption” where both awards-only transactions and transactions with another status (e.g., refused) are displayed, in which no redemption ultimately occurred.

Sorting of results

The user can define how the transaction results are displayed based on various sorting criteria

Sorting:

- a) Date,
- b) Orderid,
- c) Transaction Type,
- d) Payment Status,
- e) Payment Method,
- f) Order Amount,
- g) Settlement Status

View:

- a) Descending
- b) Ascending

Results per page:

- α) 25
- β) 50
- γ) 100
- δ) 250
- ε) 500

Transaction Details

The user can see each transaction in detail:

Home > VPOS Transactions > Details: 92639561057681

VPOS Transaction details

TX ID:	92639561057681			Transaction type												
Merchant:	41883061 / 9000002855-WORLDFINE TEST MERCHANT															
Type:	Payment															
Started:	24/11/2025 14:31:17 +0200															
Date:	24/11/2025 14:31:39 +0200															
Completed:	24/11/2025 14:31:40 (22528 ms)															
Order Id:	O251124143112															
Order description:	Test order some items															
Payment method:	Mastercard															
Payment Reference:	269225															
Order amount:	€12.00			Status												
Adjustments:	<table border="1"> <thead> <tr> <th>Type</th> <th>Description</th> <th>Add</th> <th>Reference</th> <th>Status</th> <th>Status detail</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>€12.00</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				Type	Description	Add	Reference	Status	Status detail			€12.00			
Type	Description	Add	Reference		Status	Status detail										
		€12.00														
Total payment amount:	€12.00															
Status:	CAPTURED <input type="checkbox"/> Void															
User ip:	136.226.199.91															
Risk Score:	0		<input type="button" value="Flag As Fraud"/> <input type="button" value="Flag As OK"/>													
Settlement status:	Ready for settl.															
Settlement file:																
User ip:	136.226.199.91															
Risk Score:	0		<input type="button" value="Flag As Fraud"/> <input type="button" value="Flag As OK"/>													
Settlement status:	Ready for settl.															
Settlement file:																
Batch number:	2															
Channel:	Redirection															
Ext data:	User browser: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/142.0.0.0 Safari/142.0.0.0 Approval code: 269225 MOTO/ EFlag: 0 ACI: 1 / F. Inst. ISO F100: 026 ISO response code: 00 (00 - Approved) Other request attributes Pages seen confirmed															
3D secure status	4 Attempt - Valid authentication attempt XID - VIBPUzEwNTc2ODEMTQzMTEyMDA= DS Tr ID - 8f8c51e7-0b20-5cf7-8000-00000fa41e45 Proto - 3DS2.2.0 CAVV - hgXPeDMYdptQCAEDudlWHCSUAAAA= 3DS ECI - 01															

+VPOS Transaction sensitive data

+MPI Processing details

No data found in MPI related to this transaction

How to refund a transaction

If you wish to refund a transaction you may press button “refund” below

Home > VPOS Transactions > Details: 92639561057681

VPOS Transaction details

TX ID:	92639561057681												
Merchant:	41883061 / 9000002855-WORLDFINE TEST MERCHANT												
Type:	Payment												
Started:	24/11/2025 14:31:17 +0200												
Date:	24/11/2025 14:31:39 +0200												
Completed:	24/11/2025 14:31:40 (22528 ms)												
Order Id:	O251124143112												
Order description:	Test order some items												
Payment method:	Mastercard												
Payment Reference:	269225												
Order amount:	€12.00												
Adjustments:	<table border="1"> <thead> <tr> <th>Type</th> <th>Description</th> <th>Add</th> <th>Reference</th> <th>Status</th> <th>Status details</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Type	Description	Add	Reference	Status	Status details						
Type	Description	Add	Reference	Status	Status details								
Total payment amount:	€12.00												
Status:	CAPTURED Refund												

Once “refund” is selected, the “Transaction operations” option appears (under MPI Processing Details) for entering the relevant details, namely the amount, the TRX ID of the original transaction, and any comments. Always leave checked option don’t know card pan.

After the completion user should press: **Perform Operation.**

+MPI Processing details

No data found in MPI related to this transaction

Transaction operations

Perform operation: Make refund

Refund Amount: EUR

Notes:

Operation transaction reference:

Dont know card pan, let next batch to perform operation:

Perform operation

Note: The same process as in Refund also applies for Void, Reversal, Capture of Pre – auth, Partial refund. For Refund/Void transactions with status Refused or ERROR, please contact e-commerce support.

Cancellation of pre-authorization transactions

- 1) If the transaction is in status AUTHORIZED, we can execute a Reversal to cancel it.
- 2) If the transaction has been completed and merchant wants to cancel the Capture of Preauth within the same day, at first you need to perform a Void in the capture of preauth and then a Reversal of the initial Pre-authorization, since it will be set again in status AUTHORIZED.
- 3) If you need to cancel the Capture of Preauth at a latter day, you just need to perform Refund in the capture of preauth.

MPI transactions

All information regarding 3D authentication process of the transactions can be found at “Search for a transaction” choice of MPI 3D Secure Transactions in “Merchant summary” section:

Search Transactions: user may see all the MPI (3D authentication) transactions.

For advanced search proceed with following options:

Search by specific card BIN:

User can use field “Bin + Last4”. In the first part add the first 6 digits of the card and in the second the last 4.

Search by specific time period:

User fills in the Time range (dd/MM/yyyy) fields.

1. **Today**
2. **Yesterday**
3. **This month**
4. **Previous Month**

If you want to search for any other period, you can set the respective values in “From” and “To” fields.

Transactions export in csv file

If user wants to have a concentrated and more detailed view of the transactions search results, he may choose “Export CSV”. That way a CSV file is downloaded locally with the transactions results.

Home > VPOS Transactions

Search transactions

For all of my merchants:

Date from (dd/MM/yyyy): HH:mm to HH:mm

Transaction type: Payment status:

Payment method: Payment Reference: 3D status:

Wallet(s) involved: Wallet status:

Fraud flag: MOTO flag: CSE flag: Device Type: ECOM Flag: SCA EX: Ext Ret:

Token val: Token use:

Transaction ID: Order Id: Ext Ret id:

Card BIN & Last four (first 6 + last 4): ***** Order desc:

Order amount range (#.##):

Payment amount range (#.##):

Risk score range: -

IP address: Input Channel: Mass file id:

Settlement status: Settlement file: Batch number:

Epistrofi amnt range (#.##): Epistrofi TxId: Epistrofi participation:

Search order: Results per page:

Found total 2 transactions, showing 1 to 2 Select export set sep

Date time	Type	TX id / Order id	Payment method	Merchant	PAN masked	Order amount	Total Amount	Captured Amount
24/11/2025 14:31:39	Payment	92639561057681 / O251124143112	Mastercard	9000002855-WORLDFLINE TEST MERCHANT	518834#####37	€12.00	€12.00	
24/11/2025 14:31:00	Payment	92639561057621 / O251124142908	Mastercard	9000002855-WORLDFLINE TEST MERCHANT	518834#####29	€12.00	€12.00	
Page 1 / 1						Page total sums:	€24.00	€24.00

Tokenization

Tokenization process takes place within Payment Gateway's secure environment, given that the service is active in merchant's profile.

During the first use of the card, besides the authorization part, the following are also executed if the transaction is successful: Card data, e.g., PAN and expiration date are forwarded to Cardlink's Tokenization Manager for the Token creation. The Token is part of the response message returned to merchant's system for storage

Use Cases

Below you may find the flow for tokenized transactions

1η transaction (card storage)

- After the check out, customer enters the card data in the payment page.
- Cardlink Payment Gateway processes the transaction.
- If the transaction is successful, Payment Gateway creates a token for that card and returns it (along with last 4 digits of the card and the expiration date) to the merchant.
- Merchant stores that token instead of the real card PAN and uses it possibly with an alias chosen by the customer.

Tokenized transaction

It is a transaction with the use of an already stored token in merchant's e-shop. During check out, the customer is presented with his/her stored cards (through an alias perhaps) to choose the one to proceed the payment with.

Merchant's system sends that token value to the payment gateway as part of the request.

WL Payment Gateway retrieves the real card data.

WL Payment Gateway processes that transaction with those data.

WL Payment Gateway sends back the token value as part of the response message.

Customer receives payment confirmation.

Respective token fields in merchant's profile

1. Merchant Profile

Within “General profile settings” you can find the below fields:

Tokenization enabled

Tokenization CVV omit: States whether CVV is required or not in tokenized transactions (based on the agreement with the Acquirer)

2. VPOS Transactions

The 2 below fields have been added in search screen of VPOS transactions:

1. Token val
2. Token use

In the search results screen, fields “ExtRet used /Token use” and “ExtRet orig. /Token val” hold the respective token data.

3. Tokens Management

In Tokens page you have the ability to manage your stored tokens, given that you have the respective right as a user.

Transactions statistics

In section “Merchant summary” you can see the menu “View/Manage VPOS Transactions

By pressing on “View/Manage VPOS Transactions”, you are forwarded to a page in which the executed transactions’ statistics appear.

WORLDLINE TEST MERCHANT | [My merchants](#)

Home > Merchants > Details: WORLDLINE TEST MERCHANT

Merchant information

Merchant summary

[- View and Manage VPOS Transactions/>](#)

Status	Today	%
AUTHORIZED	0	0%
AUTHORIZED-EXPIRED	0	0%
CANCELED	0	0%
CAPTURED	0	0%
CAPTUREDPARTIALLY	0	0%
COMPLETE	0	0%
ERROR	0	0%
ERROR-TIMEDOUT	0	0%
EXECWAIT	0	0%
EXECWAIT-TIMEDOUT	0	0%
IMPORTED	0	0%
IMPORTERROR	0	0%
INAUTHENTICATION	0	0%
INAUTHENTICATION-TIMEDOUT	0	0%
INPAYMENT	0	0%
INPAYMENT-TIMEDOUT	0	0%
INWALLET	0	0%
INWALLET-TIMEDOUT	0	0%
PANWAIT	0	0%
PANWAIT-TIMEDOUT	0	0%

Make Mail/Telephone Order (MO/TO)» menu to manually execute transactions through Worldline Greece e-Commerce back office tool

From the main menu, you can easily access a page through which you can charge the cards you manage. You can choose “Make Mail/Telephone order (MO/TO)” in “Merchant summary” section (images 1 and 2). **Important note:** That specific option is present only if there is an active agreement between the merchant and Worldline Greece. After that, the main page for manual transactions execution appears.

Home > VPOS Mail/Telephone order / Paylink generation

VPOS Mail/Telephone order

Please enter order data:

Merchant:	9000002855-WORLDFINE TEST MERCHA *	
Transaction type:	Payment	*
Order Id:	MT260216144448 *	
Order description:		
Order amount:		EUR * *
Token value:		or tokenize this payment <input type="checkbox"/>
Payer name:		
Payer email:		
Payer phone:		
Format CountryCode- PhoneNumber		-
Billing address:		
Country:		
State:		
City:		
Street:		
ZIP:		

Next enter card info >>

MOTO – Fields information

In that screen, you see the below options:

Merchant – It is your merchant code

Transaction Type – You choose the type of transaction you want to execute. It is a mandatory field, and its default value is Payment. Available types are:

- o Payment – One-off charge in customer's card.
- o Pre-authorization – Amount is reserved in customer's card. The amount needs to be charged within 6 days.
- o Installment Payment – The amount is charged in customer's card based on the inserted number of installments (Image 3). Note: That specific transaction type appears only if there is such agreement with the bank.
- o Installment Pre-authorization – Amount is reserved in customer's card based on the inserted number of installments (Image 3). Note: That specific transaction type appears only if there is such agreement with the bank.

Order Id – That field is prefilled. You can fill in your own order id keeping in mind that it must be alphanumeric, up to 50 characters and unique for every new transaction.

Order Description – Free text field in which you can add any useful information regarding the transaction.

Order Amount – You fill in the amount to be charged in your customer's card. It is a mandatory field. Note: You should only separate integer from decimal part of the amount with full stop (.). The currency is only EUR.

Token value – If your merchant code has active tokenization service for MOTO transactions, you can fill in a previously produced token value in that field. With the use of checkbox "Tokenize this payment" a token can be created from an initial MOTO transaction.

Payer Email – Fill in cardholder's e-mail, which will be then available in the transaction's details. That field is optional.

Payer Phone – Fill in cardholder's contact phone number, which will be then available in the transaction's details. That field is optional.

Billing Address – Fill in cardholder's address, which will be then available in the transaction's details. That field is optional.

Make Mail/Telephone Installments transactions

To execute an installment transaction, you need to choose transaction type Installment Payment or Installment Pre auth and fill in the below information.

Offset Period – Fill in value 0. If you have an agreement with the bank for post-dated installments, you can fill in the respective number.

Number of installments – Fill in the number of installments your customer will be charged with. Note: There is a maximum number of installments set in merchant's profile, so that value is automatically checked.


Make Mail/Telephone Order- Payment page

Once user completes filling in the respective form, he may choose button «Next enter card info» to be forwarded to the payment page, where user will insert the card data


Payment Information




Grand Total: **10.00€**

Merchant: WORLDLINE
Merchant site: <https://worldline.com>
Order ID: MT260130154836

Powered by **WORLDLINE** 

Payment Method




Card number

Cardholder's Name

Expiration Month Expiration Year Security Code

 You have been redirected to Worldline Greece's secure payments platform.

In the payment page, user needs to fill in card pan and expiration date. If user have chosen a token, those fields are pre-filled. Cardholder's name and CVV code are optional. In the end, press «Proceed» and user receives the transaction result.