NAB TRANSACT USER GUIDE

Roles, Permissions & User Access

Giving you flexible controls

Roles and Permissions together with User Management give you the ability to control who accesses which functions of your NAB Transact service, with the flexibility to support a range of different user options.

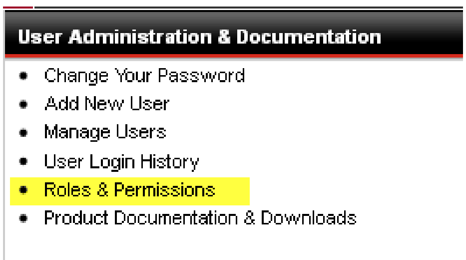
It works like this

- You set up Roles for the types of users that you want to provide access to and specifying which functions each Role has access to (see descriptions on pages 2–5)
- When you wish to add a new user, you allocate them to a Role – you don't need to individually allocate functions to each user (see page 6)
- If you have more than one NAB Transact account under your Client ID, you specify which accounts a new user has access to
- Your new user will be sent an email by the NAB Transact system with their login details

Getting started

When your NAB Transact service is first established, the Support Centre will create the first user, based on the details that were provided in the merchant application. The initial user will be called "admin" and will have the default role of ADMINISTRATOR, which means this person has access to all functions of NAB Transact.

Using the Roles & Permissions option from the User Administration and Documentation menu the Administrator can create new roles based on the range of functions that are available within NAB Transact.



Managing Roles

Click "Add Role" to create a New Role or if you have already created Roles, they will be displayed in a list that you can Edit or Delete.

New roles require a name and description.

HINT: The name must be a single word, so if you want something more descriptive, try truncating the words, for example "OfficeManager".

The following sections cover each functional grouping of permissions that you can control. Use the check box to indicate whether that function is to be permitted for the role you are creating (or modifying).

If you are unsure what each function is, open a new browser window so you can see the NAB Transact menu while you are setting up your Role. Each function relates to a menu option within NAB Transact.

General Permissions

Item	Description	Usage
View General Settings	View the default email address for sending receipts	The default email address will show on the Virtual Terminal pages
Edit General Settings	Sets up the default email address for sending receipts	
Perform Reconciliation	Access to the Reconciliation Report function	Provides a summary of financial transactions and settlement totals
View Surcharge settings	View previously set surcharges	
Edit Surcharge settings	Create or modify surcharge percentages or fixed amounts	
Download Prepared Reports	Access daily transaction files that are automatically created by the NAB Transact system	Access to Prepared Report files cannot be restricted at the sub-account level, therefore a user will see all files that are created if you include this option in a Role
View Statements	Access to monthly tax invoices for transaction charges. PDF file/s are available for download by the fifth day of the month.	Access to Statement files cannot be restricted at the sub-account level, therefore a user will see all files that are created if you include this option in a Role
Change API Transaction Password	Enables a Role to change the password that is needed to authenticate XML API and Direct Post transactions	For security reasons, the number of people that have access to this function should be limited
View Risk Management Settings	View the risk scoring that is available as an optional feature of XML API and Direct Post transactions	
Edit Risk Management Settings	Active risk management or change the risk scoring that can be applied to XML API and Direct Post transactions	For security reasons, you should only enable access to this feature for a limited number of staff

Transactions

Item	Description	Usage
Make a Payment or Pre-Authorisation	Enables a Role to use the Virtual Terminal to process one-off payments	Roles with this permission can access the Virtual Terminal through the desktop management portal or mobile login
Search Transactions	Enables a Role to perform transaction searches	Results can be displayed as a list of transactions or a transaction summary
View Transaction details	Enables a user to click on a transaction in search results to view the full details of that transaction	Includes details such as authorization code, transaction source and trace details
Export Transactions	Ability to export a transaction list to an Excel or CSV file format	Exports contain full transaction details. They are a good alternative to Prepared Reports if you want to restrict users to only working with a specific subaccount.
Send Email of Transaction Receipt	Enables the “Email Receipt” button on the transaction details page	The email receipt contains similar details to an EFTPOS receipt. For Virtual Terminal and Hosted Payment Page transactions the receipt will be a copy of the original receipt generated
View Email of Transaction Receipt	View the details of a transaction receipt without the ability to email a copy	
Refund a Transaction	Enables the “Refund” button on the transaction details page as well as access to the Refund Transaction menu option in the management portal	Refunds can be processed for partial or full payment but cannot exceed the original amount or be processed to a different card
Unmatched Refund	If this feature has been approved and enabled by NAB, you may enable users	Unmatched Refunds will only be enabled by NAB if there is a legitimate business

Item	Description	Usage
	to enter the full card details for a refund transaction through the Virtual Terminal	reason, due to the risky nature of these transactions. For further information or to request access contact Merchant Fraud Services on 1300 668 046.
Complete a Transaction	Enables the “Complete” button on the transaction details page for Pre-authorisation type transactions	When a Pre-authorisation transaction is processed, it does not get settled until a Completion is processed
Unmatched Complete	If approved and set up by NAB, you may enable users to enter the full card details for a Completion transaction through the Virtual Terminal	Unmatched Completions will only be enabled by NAB if there is a legitimate business reason, due to the risky nature of these transactions. For further information, or to discuss your requirements, contact Merchant Fraud Services on 1300 668 046.
Repeat a Transaction	Enables the “Repeat” button on the transaction details page	Repeat transactions are useful for mail or telephone orders so that you do not need to receive the card number again. You must always have your customer’s permission to charge their card again.

Batches

Item	Description	Usage
Manage Batches	Access the Manage Batches function where batches that are in progress or have already been processed are listed	
Search Manual and Multimerchant Batches	This option enables a user to view all batches that have been processed under your Client ID	A User that can only access transactions for account XYZ01 could also view batches for account XYZ00 if this option is selected – this is useful for system administrators or relief staff
Upload Batch	Enables the ability to upload a batch file for processing	
Upload Multimerchant Batch	Enables the ability to upload a batch file that includes transactions on multiple sub-accounts	A User that can only access transactions for account XYZ01 could also upload batches for account XYZ00 if this option is selected – this is useful for system administrators or relief staff
Add Manual Batch	Enter batch details manually rather than uploading a file	
Edit a Batch	Enables a Role to edit the details of a batch that has been uploaded but has not yet been processed	
Delete a Batch	Enables a Role to delete a batch that has been uploaded but had not yet been processed	
Copy a Batch	Enables a Role to “clone” a batch that has been previously processed	To modify any transactions in the copied batch, the user must also have permission to Edit Batch Transactions.
View a Batch Result	Click on the batch results option in the Manage Batches list to show the transactions that were included in that batch	Card numbers are always masked within NAB Transact – only the first 6 and last 3 digits are shown in a transaction
Submit a Batch for processing	Once a batch has been uploaded and validated, this option enables a user to submit it for processing	You may create segregation of duties by having a different user for Submitting batches that have been uploaded
View Batch settings	View the default email address for sending batch processing notifications	
Edit Batch settings	Modify the default email address for sending batch processing notificatoins	

Item	Description	Usage
Batch Summary	View a list of processed batches	This is a general purpose enquiry function and is useful for support staff that may not otherwise have access to the batch processing functions
Edit Batch Transaction	Enables a Role to edit details of specific transactions in a batch that has been uploaded but not yet submitted for processing	
Add Batch Transaction	Enables a Role to add additional transactions to a batch that has been uploaded and validated but not yet submitted for processing	
Delete Batch Transaction	Enables a Role to delete a transaction from a batch that has been uploaded and validated but not yet submitted for processing	

Scheduled Payments

Item	Description	Usage
Manage Scheduled Payments	Displays a list of payment schedules and enables searching by name	
Add Scheduled Payment	Enables a Role to create a new Scheduled Payment	
Edit Scheduled Payment	Enables a Role to edit the details of a schedule of payments	Using this option will change all payments in the schedule
Delete Scheduled Payment	Enables a Role to delete a schedule of payments	
Add Payment to a Schedule	Enables a Role to add an additional payment to a schedule	
Edit Payment in a Schedule	Enables a Role to modify the details of a specific payment from a schedule	
Delete Payment from a Schedule	Enables a Role to delete a specific payment from a schedule	

Customer Management

Item	Description	Usage
Manage Customers	Displays a list of stored customer details and enables searching by customer reference number	Card numbers are always masked within NAB Transact – only the first 6 and last 3 digits are shown in a transaction
Add a Customer	Enables a Role to create a new Customer record	
Edit a Customer	Enables a Role to edit the details of a Customer including updating card details	
Delete a Customer	Enables a Role to delete a Customer's record	
Upload a Customer Data File	Enables a Role to upload a file with multiple customer records to Add new customers	This feature is primarily used when first setting up Customer Management

Users and Roles

Item	Description	Usage
Search Users	Displays a list of users	
Add new User	Enables a Role to add new Users to existing Roles	Users with a Role that includes User creation will have the ability to create

Item	Description	Usage
		Users with access to any Role other than Administrator (unless that is their role).
View User details	Display the details associated with a User	
Edit User	Edit the details associated with a User	
Delete a User	Delete a User's details from NAB Transact	
Reset User Password	Reset a User's password on their behalf	Users can also reset their own password on the login page of NAB Transact. A one-time password will be sent to their registered email address
User Login History	Display the login history by Users	
View Roles	View the Roles that have been set up	
Add Role	Enables a Role to create new Roles	Users with a Role that includes Role Creation will have the ability to create Roles that include all transactions – use this function with caution
Edit Role	Enables a Role to edit the permissions of other Roles	Editing the permissions for a Role will impact all Users with that Role
Delete Roles	Enables a Role to delete other Roles	A Role can only be deleted if there are no Users set up with that Role

Direct Debit Agreements

This function is used in conjunction with the Customer Initiated Direct Debit feature of NAB Transact Pay by Phone, Pay by Web and RentCard.

Item	Description	Usage
Manage DDAs	View a list of customer Direct Debit Agreements	DDAs may be created by customers themselves using the DDA management tool or created by Users that have the following permissions
Add a DDA	Enter the details of a DDA on behalf of a Customer	
Edit a DDA	Edit the details of a DDA	DDAs that have been created by a customer themselves can only be edited by that customer
Cancel a DDA	Cancel a DDA	DDAs that have been created by a customer themselves can only be edited by that customer
Reactivate a DDA	Reactivate a DDA that has been cancelled	DDAs that have been created by a customer themselves can only be edited by that customer
Upload a DDA File	Enable a Role to upload a file with multiple DDA records	This feature is primarily used when first setting up Customer Initiated Direct Debit

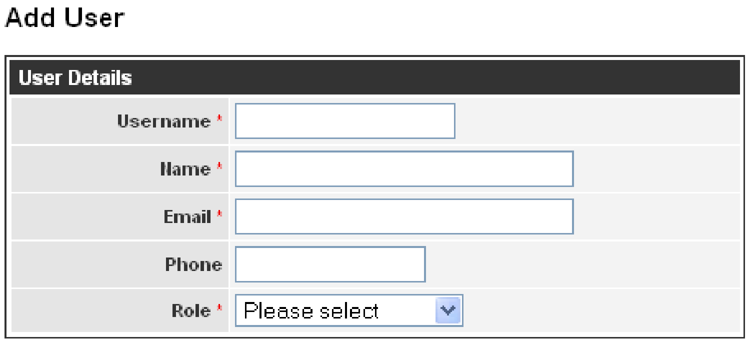
Hosted Payment Pages

Item	Description	Usage
Hosted Payment Page Settings	Enable a Role to set configure the template used for NAB Transact HPP	
Upload a Bill Data File	Enable a Role to upload a file of valid billing data	This file is used for validation of payments made using NAB Transact Pay by Web and Pay by Phone
Upload a Bill Logo	Enable a Role to provide the logo that is used on NAB Transact Pay by Web pages	

Managing Users

New Users require a unique username.

HINT: The name must be a single string, and it can be alphanumeric



Select the Role for the User from the drop down.

If you have more than one NAB Transact account, you may choose which sub-accounts to grant the new User access to.

If you open new NAB Transact sub-accounts in the future, you will need to add Users to those sub-accounts when they are opened.

New to Roles?

If you are an existing NAB Transact user that is part of the upgrade process to add Roles, you will automatically be allocated a unique Role that matches your Username.

Your Administrator may choose to create generic roles for your organisation and then assign you to one of these roles before deleting the User specific roles as this will make User Management a lot easier.

Require additional assistance?

If you have questions or need assistance, contact the NAB Transact Support Centre by calling 1300 138 313 or emailing support@transact.nab.com.au.