IPG User Guide for Merchants

Topics

- Registering onto IPG Gateway Module
- Login and welcome screen
- Navigating through Menus
- Dashboards
- Charts
- Orders
- Transactions
- Transactions Summary
- Credit Card Batches
- Active Periodic Bills
- 3-D Secure

Registering onto IPG Gateway Module

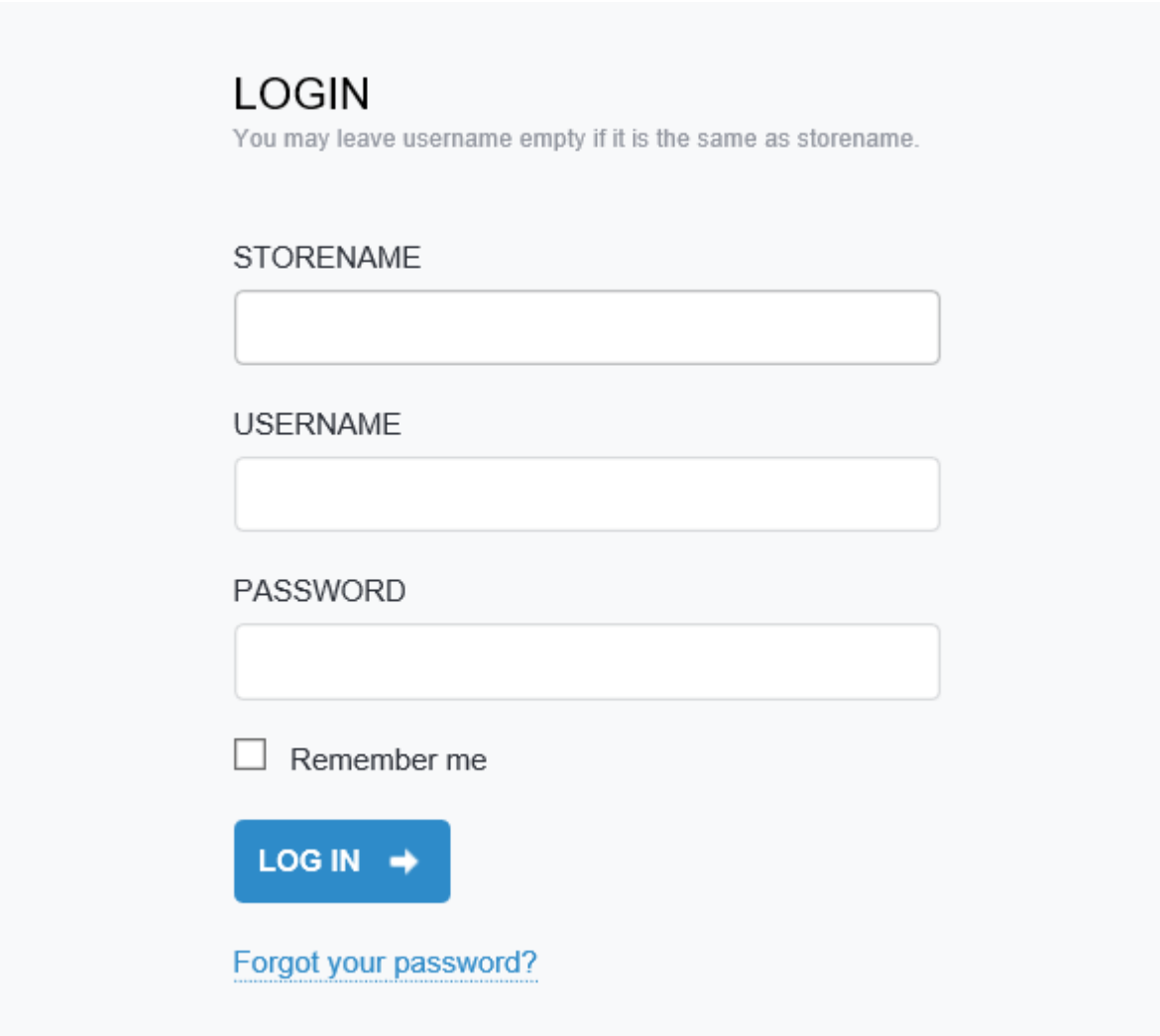
As part of the migration exercise from current eCommerce gateway to new gateway, you will be shared with the necessary credentials by CBD IT Support team

You shall receive the login credentials like ***Store Id***, ***User Name*** and ***default password*** on your registered email address along with the URL → https://www.ipg-online.com/vt/login

Upon receipt of these credentials, you will be prompted to change and set your password

In case if you have not received the credentials, please reach out to your RM or write to merchant.support@cbd.ae

Login and Welcome screen

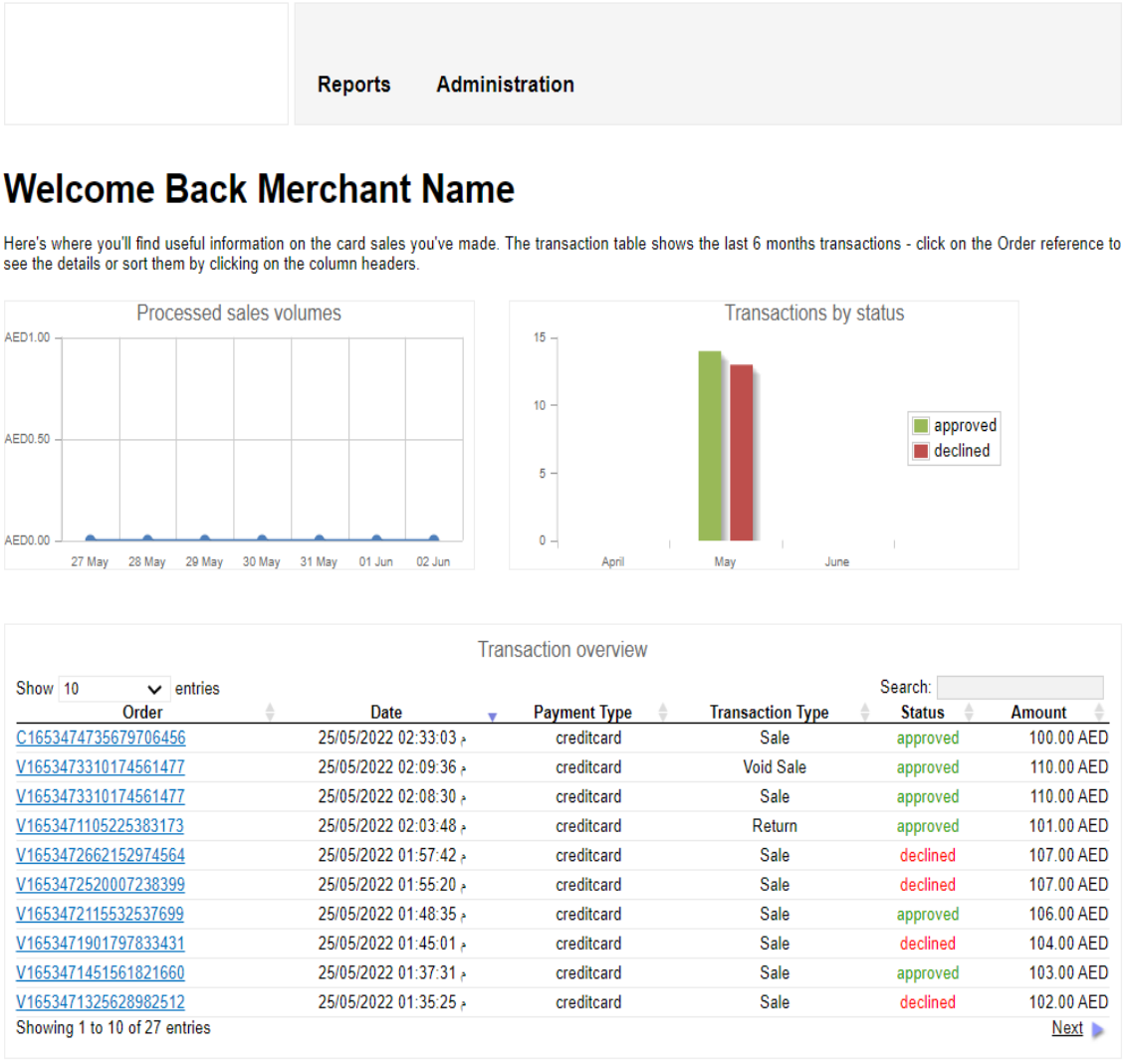


1. Enter the storename supplied by CBD IT Support team under " STORENAME"
2. Enter Username and Password
3. Click on "Log In" button

In case of forgotten password, please use the " ***Forgot your password***" link to reset your password

**Please note ONLY upon initial login, it will ask you to setup your new password and subsequent logins will take you to the welcome screen*

Login and Welcome screen…Contd



1. Welcome screen is a default screen that gets displayed upon login
2. Displays a quick overview of your portfolio analysis
3. Displays the last 1 week "***Processed Sales Volumes***"
4. Shows ***Transaction status*** of last 3 months by Approval/Decline status
5. ***Transaction overview*** widget showing the transactions in reversal chronology

Navigating through menus

Reports → Dashboard

بنك دبي التجاري
Commercial Bank of Dubai

Reports Administration

Reports

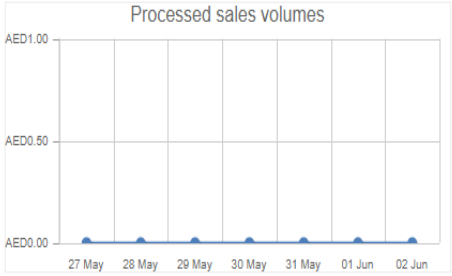
Select Report

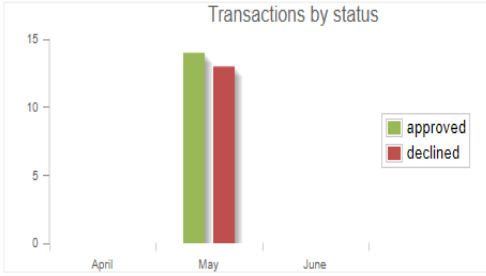
- Dashboard
- Charts
- Orders
- Transactions
- Transaction Summary
- Credit Card Batches
- Active Periodic Bills
- 3-D Secure

Reports Administration

Welcome Back Merchant Name

Here's where you'll find useful information on the card sales you've made. The transaction table shows the last 6 months transactions - click on the Order reference to see the details or sort them by clicking on the column headers.





Transaction overview

Show 10 entries Search:

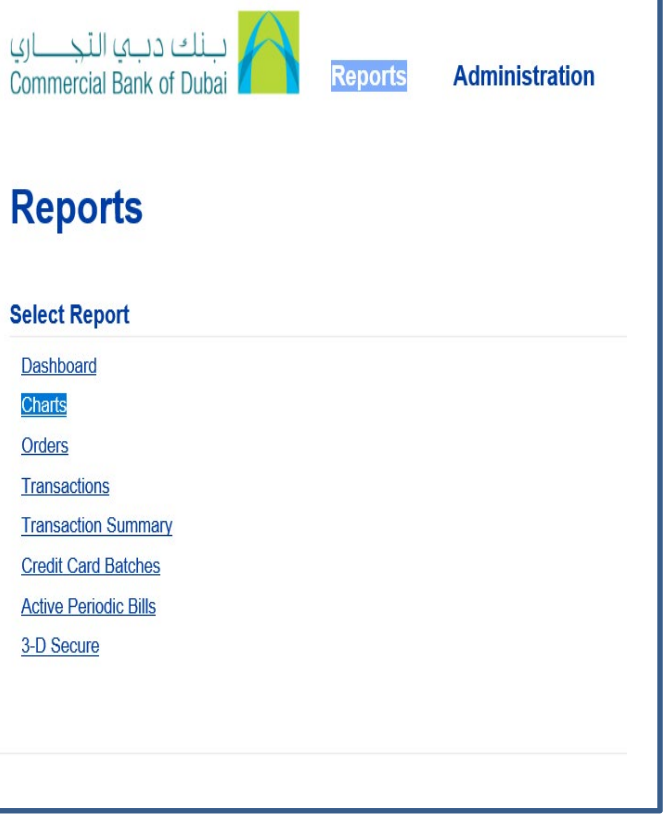
Order	Date	Payment Type	Transaction Type	Status	Amount
C16534747356797064 56	25/05/2022 02:33:03	creditcard	Sale	approved	100.00 AED
V16534733101745614 77	25/05/2022 02:09:36	creditcard	Void Sale	approved	110.00 AED
V16534733101745614 77	25/05/2022 02:08:30	creditcard	Sale	approved	110.00 AED
V16534711052253831 73	25/05/2022 02:03:48	creditcard	Return	approved	101.00 AED
V16534726621529745 64	25/05/2022 01:57:42	creditcard	Sale	declined	107.00 AED
V16534725200072383 99	25/05/2022 01:55:20	creditcard	Sale	declined	107.00 AED
V16534721155325376 99	25/05/2022 01:48:35	creditcard	Sale	approved	106.00 AED
V16534719017978334 31	25/05/2022 01:45:01	creditcard	Sale	declined	104.00 AED
V16534714515618216 60	25/05/2022 01:37:31	creditcard	Sale	approved	103.00 AED
V16534713256289825 12	25/05/2022 01:35:25	creditcard	Sale	declined	102.00 AED

Showing 1 to 10 of 27 entries Next

Reports → Charts

Charts option provides with screen where the chart type, transaction type , time period can be specified

Upon selecting the necessary option and after clicking on 'Submit' button, the chosen graph will be displayed along with the summary table (sample shown in next page)



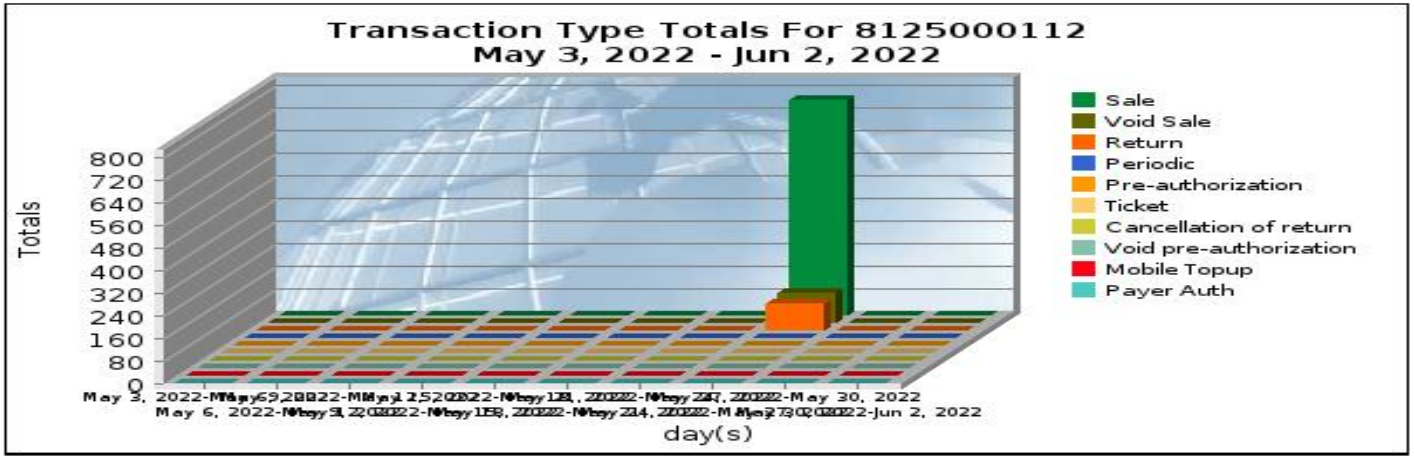
Reports → Charts…Contd

Sample report showing the data in both chart and tabular summary

Transaction Statistics By Type For AED

This graph shows the distribution of transaction types based on the transaction amount for the indicated time period.

Chart Drilldown Interaction
Mouse over the chart to display the exact amount.
Mouse click the chart to display a list of transactions for the selected type and period.
Mouse click the legend boxes to display the chart for the selected transaction type.



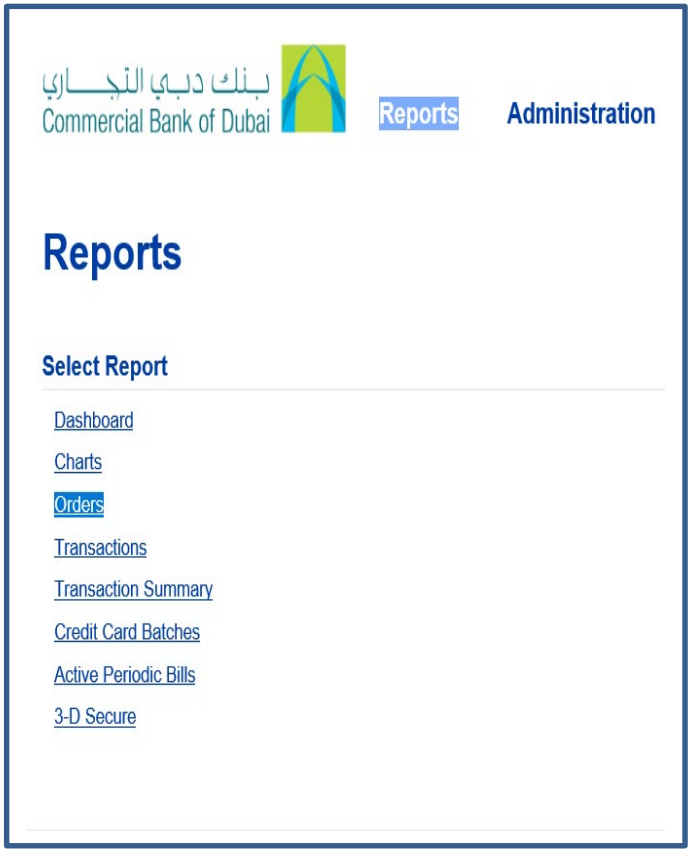
Transaction Statistics By Type For AED

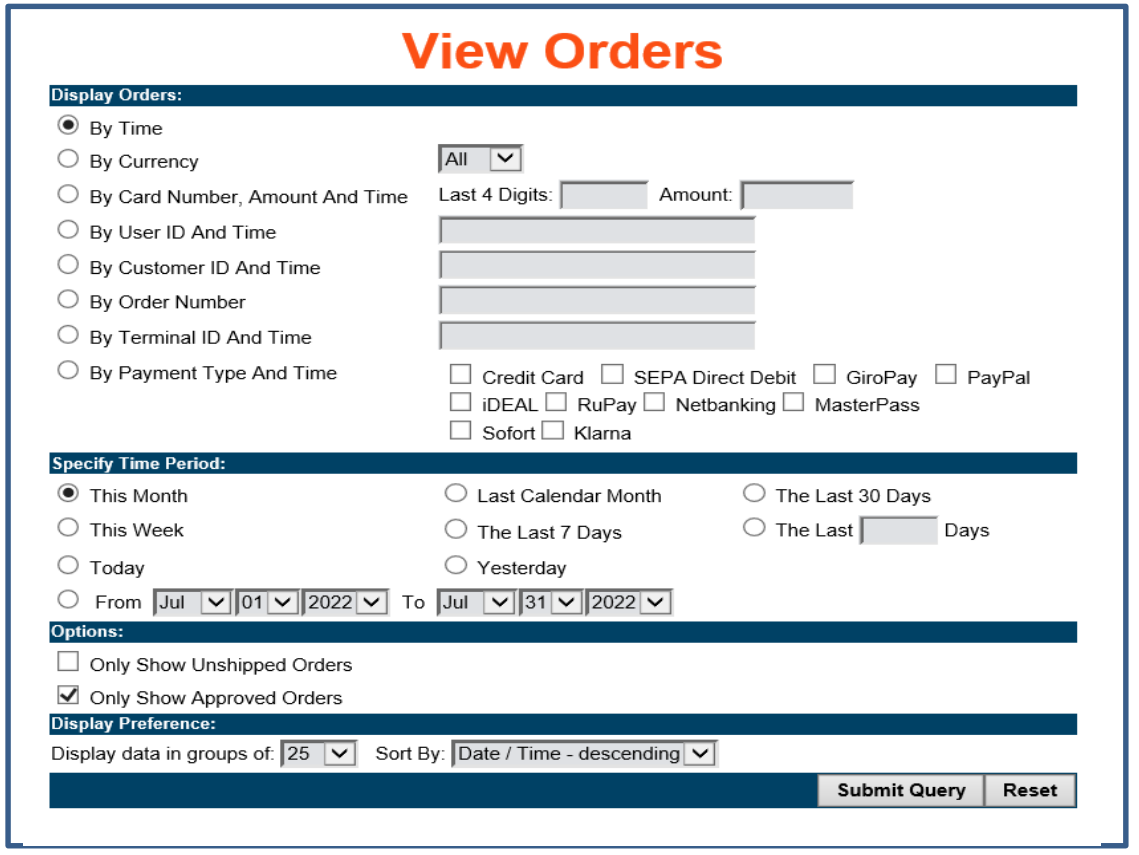
Transaction Type	# of Approved Txns	% of Total Approved Txns	Total amount	% of Total Amount	Avg. Txn Amount	Net Settle Amount
Sale	11	78.57 %	764.97 AED	78.30 %	69.54 AED	764.97 AED
Void Sale	2	14.29 %	111.00 AED	11.36 %	55.50 AED	-111.00 AED
Return	1	7.14 %	101.00 AED	10.34 %	101.00 AED	-101.00 AED
Periodic	0	0.00 %	0.00 AED	0.00 %	0.00 AED	0.00 AED
Pre-authorization	0	0.00 %	0.00 AED	0.00 %	0.00 AED	N/A
Ticket	0	0.00 %	0.00 AED	0.00 %	0.00 AED	0.00 AED
Cancellation of return	0	0.00 %	0.00 AED	0.00 %	0.00 AED	0.00 AED
Void pre-authorization	0	0.00 %	0.00 AED	0.00 %	0.00 AED	N/A
Mobile Topup	0	0.00 %	0.00 AED	0.00 %	0.00 AED	N/A
Payer Auth	0	0.00 %	0.00 AED	0.00 %	0.00 AED	N/A
Total	14	100%	976.97 AED	100%	69.78 AED	552.97 AED

Reports → Orders

Orders *option provides with screen where the orders can be pulled out by applying multiple criterion*

Upon selecting the necessary option and after clicking on 'Submit' button, the chosen Order summary will be displayed showing the order details (sample shown in next page)





Reports → Orders…Contd

Sample report showing the Order details

Orders Received

May 4, 2022 - Jun 2, 2022

Select	Shipped	Retail	Order #	User ID	Date	Name	Authorised Amount	Amount
☐	Y	N	C1653474735679706456		May 25, 2022 2:33:03 PM	test	0.00 AED	100.00 AED
☐	Y	N	V1653472115532537699	8125000112	May 25, 2022 1:48:35 PM		0.00 AED	106.00 AED
☐	Y	N	V1653471451561821660	8125000112	May 25, 2022 1:37:31 PM		0.00 AED	103.00 AED
☐	Y	N	V1653471105225383173	8125000112	May 25, 2022 1:31:45 PM	Nanda	0.00 AED	0.00 AED
☐	Y	N	V1653470805880662641	8125000112	May 25, 2022 1:26:45 PM		0.00 AED	101.00 AED
☐	Y	N	V1653470255691721011	8125000112	May 25, 2022 1:17:35 PM		0.00 AED	101.00 AED
☐	Y	N	C1653463527092967373		May 25, 2022 11:25:27 AM		0.00 AED	13.99 AED
☐	Y	N	C1653463496806739139		May 25, 2022 11:24:56 AM		0.00 AED	13.99 AED
☐	Y	N	C1653460675705900301		May 25, 2022 10:37:55 AM		0.00 AED	13.99 AED
Page total (AED)							**0.00 AED**	**552.97 AED**
Total (AED)							**0.00 AED**	**552.97 AED**

Currency	Tax	Shipping
AED	0.00 AED	0.00 AED

9Order(s) out of9 listed

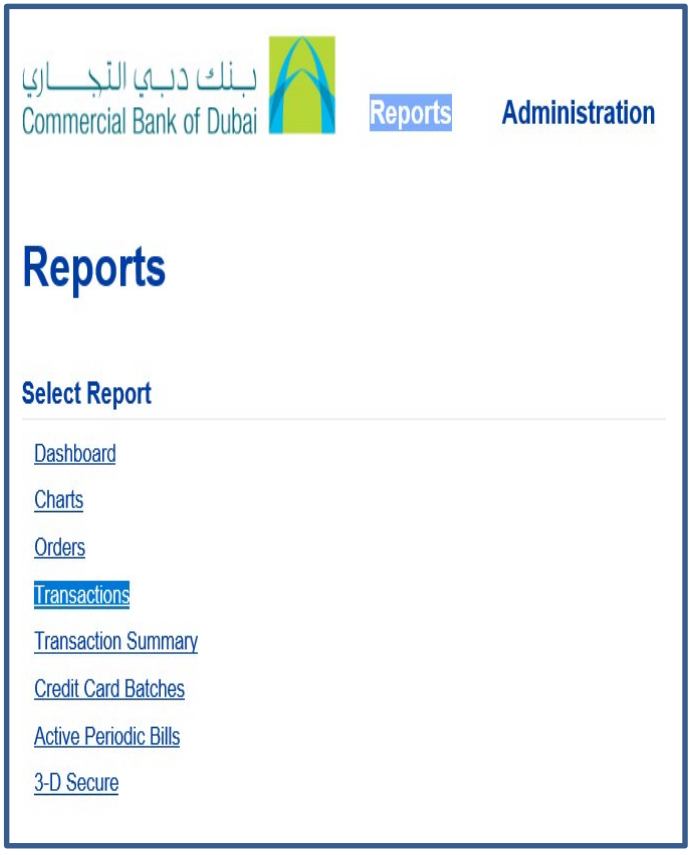
Email All Customers Listed | Select All | Invert Selection | Work with Selected Orders | Reset

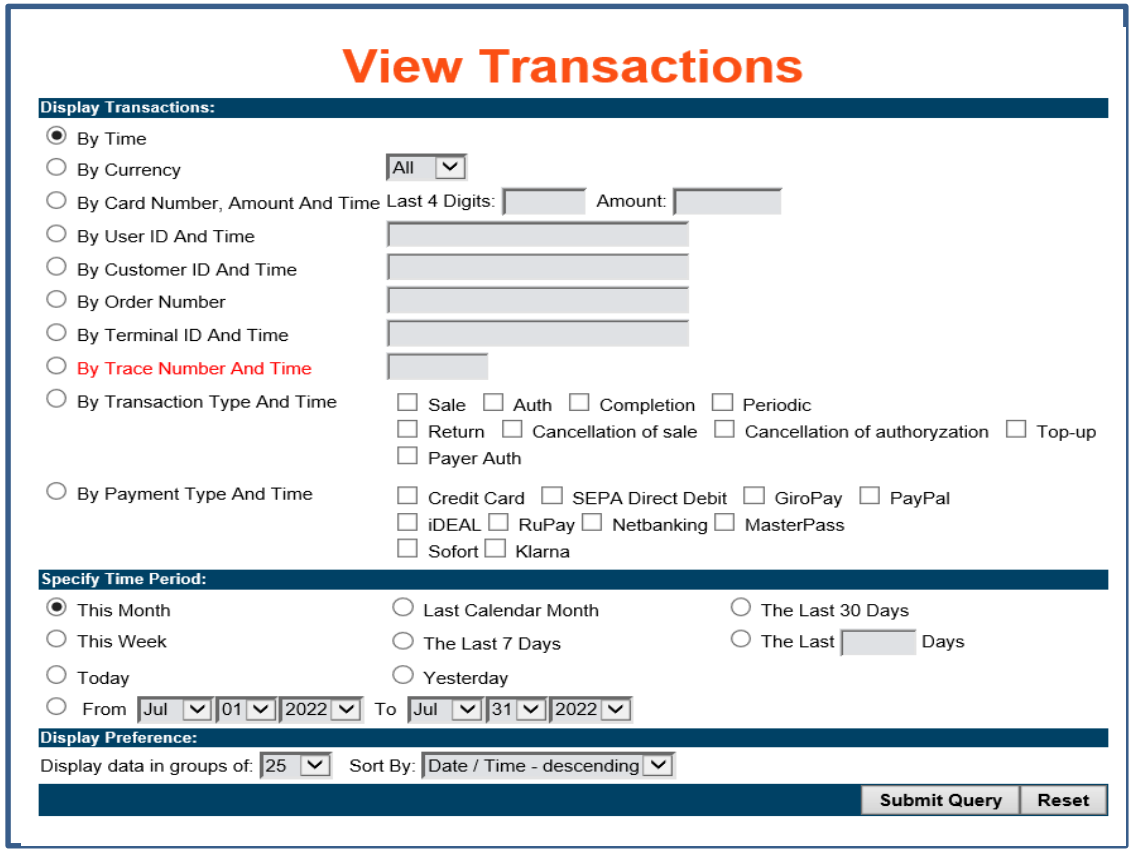
CSV | Export All Data

Reports → Transactions

Transactions *option provides with screen where the transactions can be queried out by applying multiple criterion*

Upon selecting the necessary option and after clicking on 'Submit' button, the chosen Transaction summary will be displayed showing the transaction details (sample shown in next page)





Reports → Transactions…Contd

Sample report showing the Transaction details

Transactions Processed

May 4, 2022 - Jun 2, 2022

Order #	Date	User ID	Type	PayerAuth	Invoice #	PO #	Trans ID	Card/Account Number	Exp. Date	Approval	Amount
C1653474735679706456	May 25, 2022 2:33:03 PM		Sale				785652	476134...0035	12/2022	Y:09132P:4598575046:PPXM:785652	100.00 AED
V1653473310174561477	May 25, 2022 2:09:36 PM	8125000112	Void Sale				785374	476134...0035	12/2022	Y:000000:4598571689:PPXX:785374	110.00 AED
V1653473310174561477	May 25, 2022 2:08:30 PM	8125000112	Sale				785362	476134...0035	12/2022	Y:04321P:4598571688:PPXM:785362	110.00 AED
V1653471105225383173	May 25, 2022 2:03:48 PM	8125000112	Return				213927	476134...0035	12/2022	Y:03400P:4557913510:PPXX:213927	101.00 AED
V1653472662152974564	May 25, 2022 1:57:42 PM	8125000112	Sale				213923	476134...0068	04/2022	N:-30050:Transaction timed out	107.00 AED
V1653472520007238399	May 25, 2022 1:55:20 PM	8125000112	Sale				213891	476134...0068	04/2022	N:-30050:Transaction timed out	107.00 AED
V1653472115532537699	May 25, 2022 1:48:35 PM	8125000112	Sale				213759	476134...0068	09/2022	Y:839114:4557910315:PPX :213759	106.00 AED
V1653471901797833431	May 25, 2022 1:45:01 PM	8125000112	Sale				213711	476134...0035	12/2022	N:N7:Decline, incorrect CVV2	104.00 AED
V1653471451561821660	May 25, 2022 1:37:31 PM	8125000112	Sale				213539	476134...0035	12/2022	Y:081421:4557910313:PPXM:213539	103.00 AED
V1653471325628982512	May 25, 2022 1:35:25 PM	8125000112	Sale				213531	476134...0035	12/2022	N:05:Do not honour	102.00 AED
V1653471105225383173	May 25, 2022 1:31:45 PM	8125000112	Sale				213465	476134...0035	12/2022	Y:29889P:4557910311:PPXM:213465	101.00 AED
V1653470805880662641	May 25, 2022 1:26:45 PM	8125000112	Sale				213419	476134...0035	12/2022	Y:28912P:4557910310:PPXM:213419	101.00 AED
V1653470255691721011	May 25, 2022 1:17:35 PM	8125000112	Sale				213163	476134...0035	12/2022	Y:029035:4557908477:PPXM:213163	101.00 AED
V1653465746484803185	May 25, 2022 12:07:43 PM	8125000112	Void Sale				784846	476134...0019	12/2022	Y:000000:4598570605:PPXX:784846	1.00 AED
V1653465746484803185	May 25, 2022 12:02:26 PM	8125000112	Sale				784630	476134...0019	12/2022	Y:097686:4598570600:PPXM:784630	1.00 AED
C1653463527092967373	May 25, 2022 11:25:27 AM		Sale				783760	542606...4979	12/2025	Y:775700:4598568329:PPXM:783760	13.99 AED
C1653463496806739139	May 25, 2022 11:24:56 AM		Sale				783748	403587...4977	12/2025	Y:884801:4598568328:PPX :783748	13.99 AED
C1653460888667879710	May 25, 2022 10:41:28 AM		Sale				782040	340000...0009	12/2025	N:05:Do not honour	13.99 AED
C1653460675705900301	May 25, 2022 10:37:55 AM		Sale				781956	403587...4977	12/2025	Y:169404:4598565905:PPX :781956	13.99 AED
C1653458299506118312	May 25, 2022 9:58:19 AM		Sale				781372	403587...4977	12/2025	N:15:No such issuer	13.99 AED
C1653455135011632608	May 25, 2022 9:05:35 AM		Sale				780968	403587...4977	12/2025	N:91:Issuer is inoperative	13.99 AED
V1653398197965710968	May 24, 2022 5:16:37 PM	8125000112	Auth				722006	401699...0022	12/2022	N:91:Issuer is inoperative	1.00 AED
V1653398094460817754	May 24, 2022 5:14:54 PM	8125000112	Auth				721984	401699...0022	12/2022	N:05:Do not honour	1.00 AED
V1653398032510235232	May 24, 2022 5:13:52 PM	8125000112	Sale				721946	401699...0022	12/2022	N:05:Do not honour	10.00 AED
V1653397719671214139	May 24, 2022 5:08:39 PM	8125000112	Sale				721806	554433...0011	12/2022	N:91:Issuer is inoperative	10.00 AED
										Page total:	**552.97 AED**
										Amex Total:	**0.00 AED**
										MasterCardTotal:	**13.99 AED**
										Visa Total:	**538.98 AED**
										Total:	**552.97 AED**

25 Transaction(s) out of 27 listed

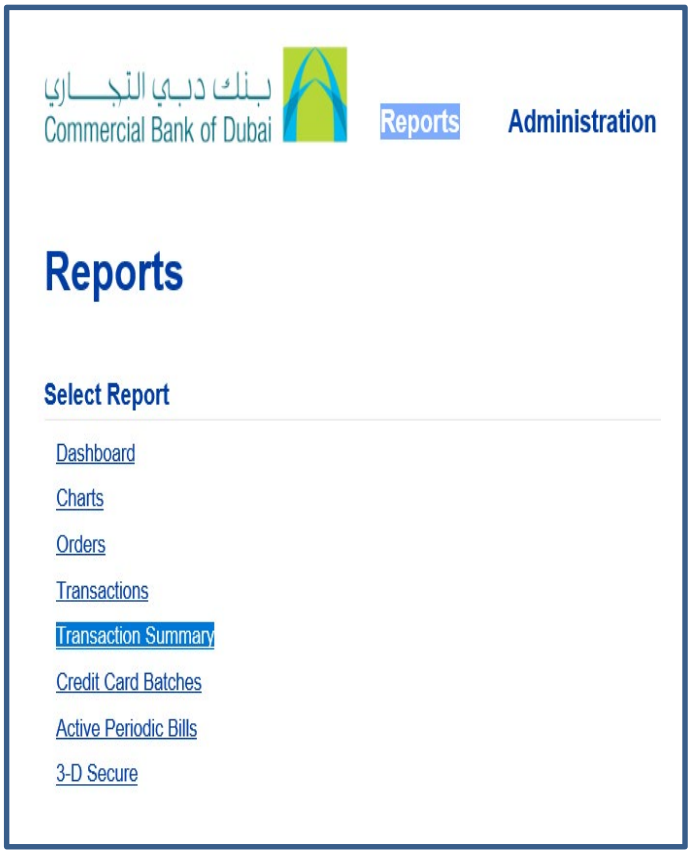
Page 1 2

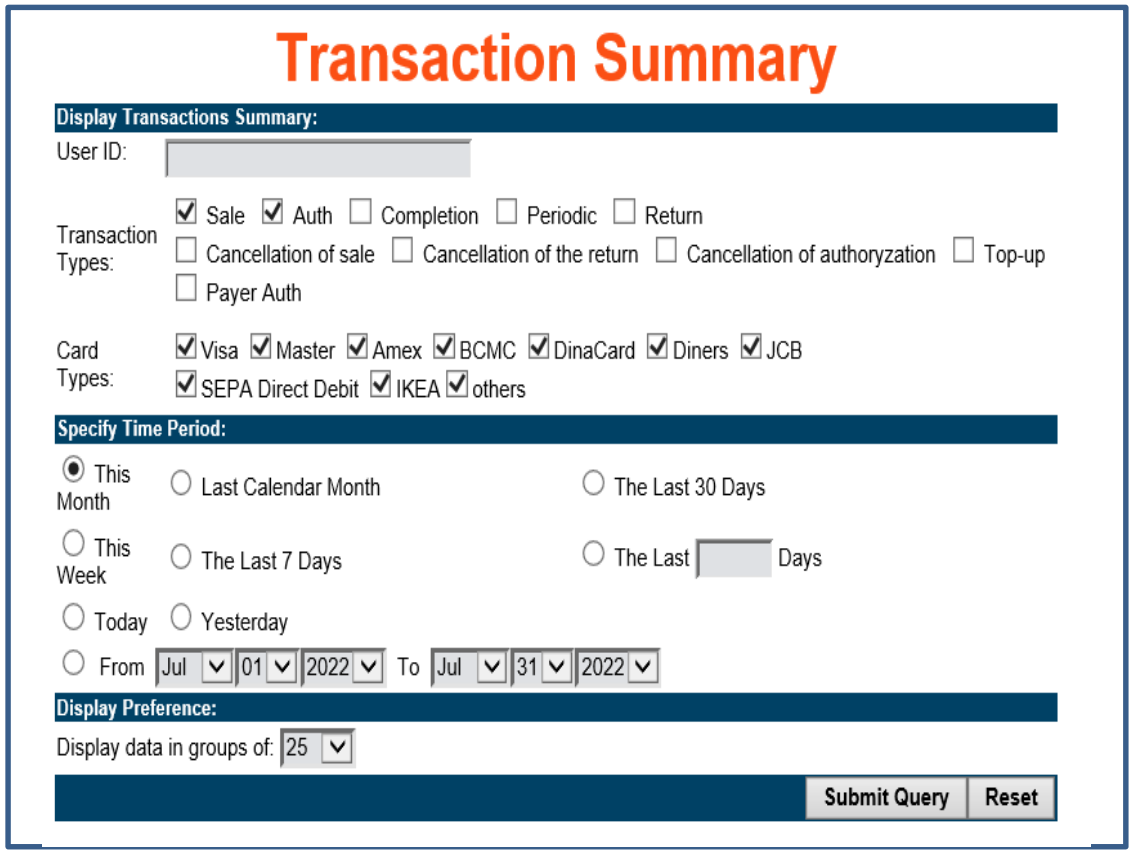
CSV Export All Data

Reports → Transactions Summary

Transactions Summary *option provides with screen where the transactions can be queried out by applying multiple criterion*

Upon selecting the necessary option and after clicking on 'Submit' button, the chosen Transaction Summary will be displayed showing the transaction summary details (sample shown in next page)





Reports → Transactions Summary…Contd

Sample report showing the Transaction Summary details

Transaction Summary

Date:*May 4, 2022 - Jun 2, 2022*

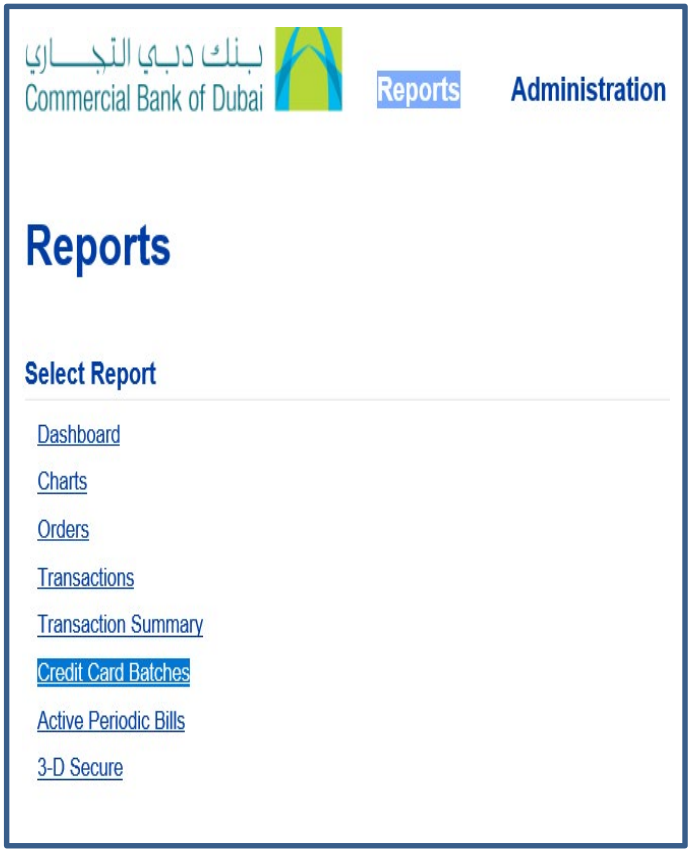
Authorisation Summary For AED						
	Approved		Declined		Total	
	#	Amount	#	Amount	#	Amount
Sale	11	764.97 AED	11	501.97 AED	22	1,266.94 AED
Auth	0	0.00 AED	2	2.00 AED	2	2.00 AED
Total	**11**	**764.97 AED**	**13**	**503.97 AED**	**24**	**1,268.94 AED**

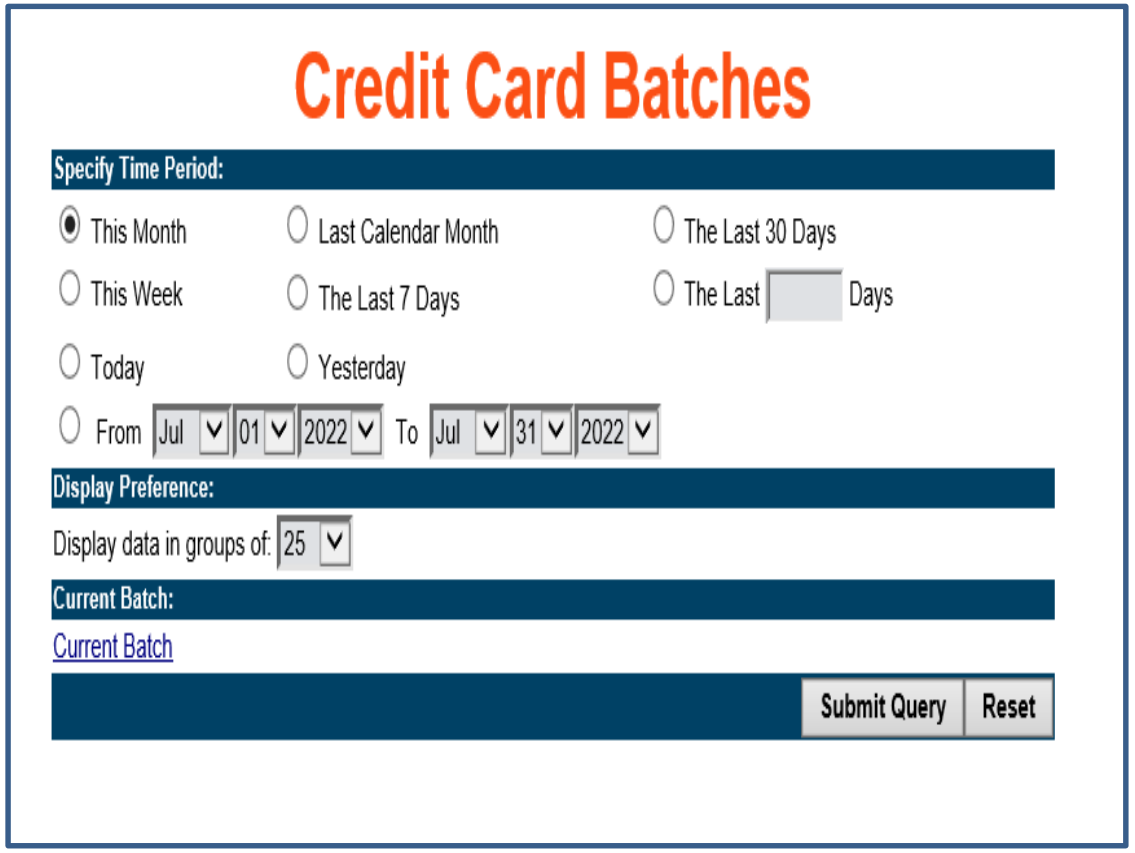
Approved Summary by Card Type For AED						
	Visa		MasterCard		Total	
	#	Amount	#	Amount	#	Amount
Sale	10	750.98 AED	1	13.99 AED	11	764.97 AED
Auth	0	0.00 AED	0	0.00 AED	0	0.00 AED
Total	**10**	**750.98 AED**	**1**	**13.99 AED**	**11**	**764.97 AED**

Reports → Credit Card Batches

Credit Card Batches *option provides with screen where the transaction batches can be queried out by applying multiple criterion based on the time frequency*

Upon selecting the necessary option and after clicking on 'Submit' button, the chosen Batch Summary will be displayed and by clicking on the batch details, the transaction details would be shown (sample shown in next page)





Reports → Credit Card Batches…Contd

Sample report showing the Credit Card Batch Summary

Credit Card Batches

Jul 1, 2022 - Jul 31, 2022

Date	Count	Response	Total
Jul 20, 2022 11:59:00 PM	1		11.00 AED
Jul 13, 2022 11:59:00 PM	8		116.00 AED
Current Batch			

Credit Card BatchJul 13, 2022 11:59:00 PM

Order #	Date	User ID	Type	Card / Route Number	Exp. Date	Approval	Amount	Amt. Settled
V1657698631130768636	Jul 13, 2022 11:50:31 AM	8125000000064	Sale	517554...5048	12/2022	Y:364749:4603200985:PPX:246776	18.00 AED	18.00 AED
V1657698585187704032	Jul 13, 2022 11:49:45 AM	8125000000064	Sale	517554...5048	12/2022	Y:308962:4603200984:PPX:246764	17.00 AED	17.00 AED
V1657698544023387517	Jul 13, 2022 11:49:04 AM	8125000000064	Sale	517554...5048	12/2022	Y:374519:4603200983:PPX:246754	16.00 AED	16.00 AED
V1657698500244927110	Jul 13, 2022 11:48:20 AM	8125000000064	Sale	517554...5048	12/2022	Y:956141:4603200982:PPX:246746	15.00 AED	15.00 AED
V1657698459098318748	Jul 13, 2022 11:47:39 AM	8125000000064	Sale	517554...5048	12/2022	Y:261856:4603200980:PPX:246738	14.00 AED	14.00 AED
V1657698401913439491	Jul 13, 2022 11:46:41 AM	8125000000064	Sale	517554...5048	12/2022	Y:582049:4603188429:PPX:246718	13.00 AED	13.00 AED
V1657698356351357118	Jul 13, 2022 11:45:56 AM	8125000000064	Sale	517554...5048	12/2022	Y:557800:4603188428:PPX:246714	12.00 AED	12.00 AED
V1657698263172101904	Jul 13, 2022 11:44:23 AM	8125000000064	Sale	517554...5048	12/2022	Y:677920:4603188427:PPX:246700	11.00 AED	11.00 AED
Page total (AED)							**116.00 AED**	**116.00 AED**
						MasterCard Total:	**116.00 AED**	
Total of Sales and Completions (AED)							**116.00 AED**	**116.00 AED**
Total of Returns and Credits (AED)							**0.00 AED**	**0.00 AED**
Total (AED)							**116.00 AED**	**116.00 AED**

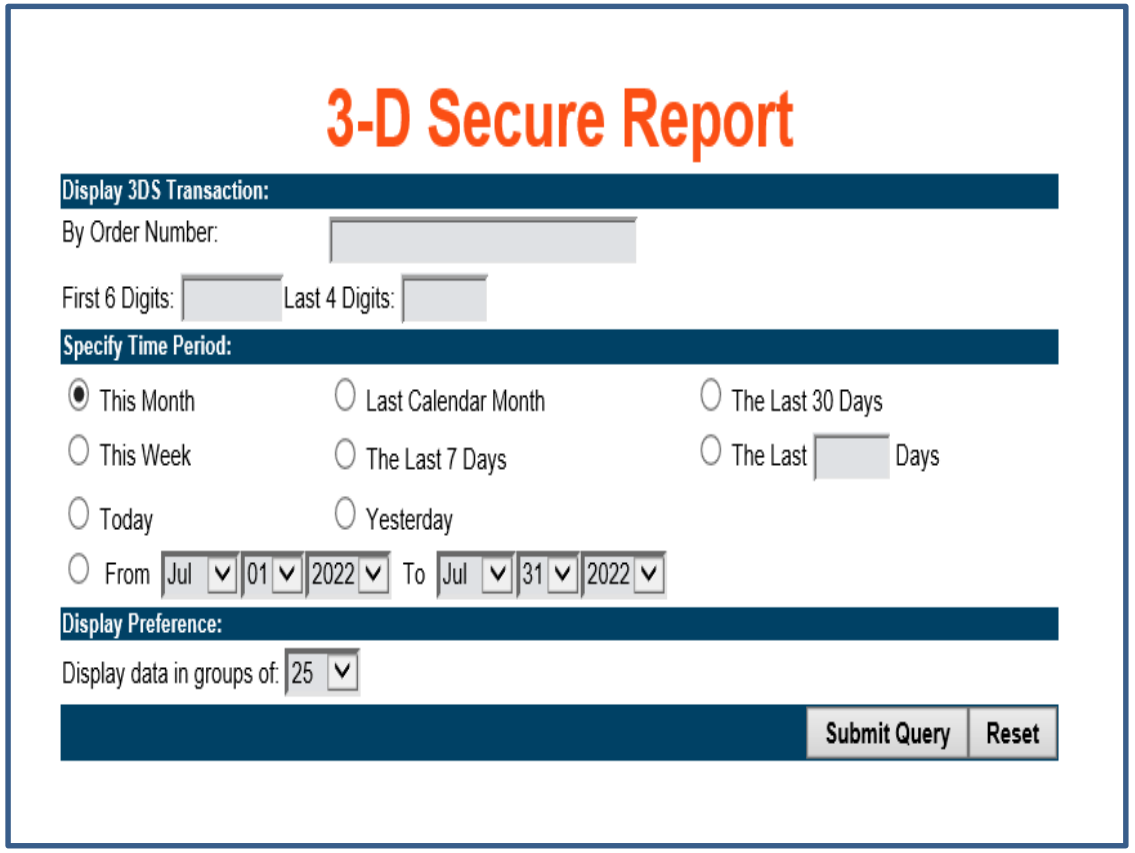
8 Transaction(s) out of 8 listed

CSV | Export All Data

Reports → 3-D Secure

3-D Secure *option provides with screen to query transactions that are successfully approved by 3-D Secure authentication.*

Upon selecting the necessary option and after clicking on 'Submit' button, the transaction summary will be displayed showing the transaction details (sample shown in next page)



Reports → 3-D Secure…Contd

Sample report showing the 3-D Secure transactions

View 3-D Secure Transactions

Jul 1, 2022 - Jul 31, 2022

Order #	Date	Merchant Name	Type	3DS Data	Trans ID	Card Brand	Card/Account Number	Exp. Date	Approval	Amount
	Jul 21, 2022 5:57:02 PM		Sale	21:05Authenticated	637022	VISA		01/2024	Y 2	33.69 AED
	Jul 21, 2022 5:14:12 PM		Sale	21:05Authenticated	526962	VISA		11/2025	Y 2	38.80 AED
	Jul 21, 2022 5:07:59 PM		Sale	21:05Authenticated	509670	VISA		09/2026	Y 0	33.69 AED
	Jul 21, 2022 4:15:00 PM		Sale	21:05Authenticated	375982	VISA		07/2027	Y 2	33.69 AED
	Jul 21, 2022 4:05:28 PM		Sale	21:05Authenticated	352866	VISA		04/2025	Y 6	653.71 AED
	Jul 21, 2022 3:12:50 PM		Sale	21:05Authenticated	217010	VISA		02/2025	Y 0	1,536.87 AED
	Jul 21, 2022 3:06:39 PM		Sale	11:02Authenticated	193950	MASTERCARD		09/2026	Y 0	38.80 AED
	Jul 21, 2022 3:01:18 PM		Sale	11:02Authenticated	181038	MASTERCARD		08/2026	Y 8	15,320.37 AED
	Jul 21, 2022 2:54:43 PM		Sale	11:02Authenticated	163526	MASTERCARD		09/2026	Y 6	38.80 AED
	Jul 21, 2022 2:37:30 PM		Sale	11:02Authenticated	125734	MASTERCARD		09/2024	Y 4	38.80 AED
	Jul 21, 2022 2:19:36 PM		Sale	11:02Authenticated	082838	MASTERCARD		03/2025	Y 8	5,314.57 AED
	Jul 21, 2022 2:09:26 PM		Sale	21:05Authenticated	059958	VISA		01/2027	Y 8	33.69 AED
	Jul 21, 2022 1:05:34 PM		Sale	11:02Authenticated	925542	MASTERCARD		06/2024	Y 2	2,047.37 AED
	Jul 21, 2022 12:59:40 PM		Sale	21:05Authenticated	913358	VISA		08/2026	Y 8	3,578.87 AED
	Jul 21, 2022 12:44:19 PM		Sale	13:NA Wrong PW		MASTERCARD		10/2024	N fa	107.47 AED
	Jul 21, 2022 12:39:18 PM		Sale	11:02Authenticated	878586	MASTERCARD		12/2026	Y 6	107.47 AED
	Jul 21, 2022 12:38:38 PM		Sale	21:05Authenticated	877562	VISA		04/2024	Y 2	33.69 AED
	Jul 21, 2022 10:27:13 AM		Sale	11:02Authenticated	717626	MASTERCARD		09/2024	Y 6	1,026.37 AED
	Jul 21, 2022 10:12:55 AM		Sale	21:05Authenticated	706598	VISA		09/2026	Y 8	38.80 AED
	Jul 21, 2022 9:42:39 AM		Sale	35:07Auth Error (DS)		AMEX		03/2026	N	15.58 AED
	Jul 21, 2022 9:25:48 AM		Sale	11:02Authenticated	681582	MASTERCARD		10/2025	Y 2	5,110.37 AED
	Jul 21, 2022 8:30:28 AM		Sale	21:05Authenticated	656594	VISA		04/2024	Y 4	5,110.37 AED
	Jul 20, 2022 11:14:22 PM		Sale	21:05Authenticated		VISA		08/2026	N	2,047.37 AED
	Jul 20, 2022 10:48:54 PM		Sale	21:05Authenticated	292086	VISA		06/2027	Y 6	3,609.49 AED
	Jul 20, 2022 10:16:42 PM		Sale	13:NA Wrong PW		MASTERCARD		04/2026	N failed	5,110.37 AED
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									Amex Total :	**0.00 AED**
									MasterCard Total :	**29,056.46 AED**
									Visa Total :	**14,758.36 AED**

om/emea/servlet/LPCReport#