New Backoffice NPG

User Manual V1.0

October 2026



New Backoffice NPG | Disclaimer

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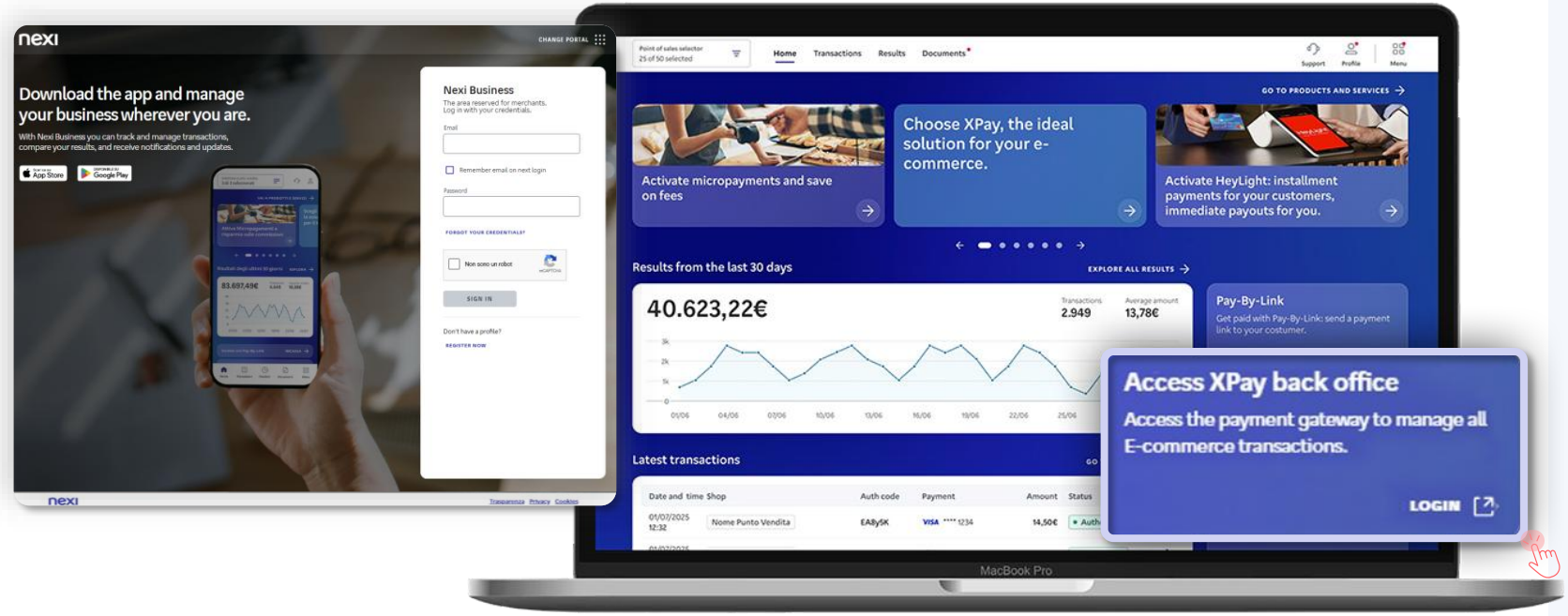
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Access and Configuration | Access through Nexi Business Portal

MERCHANT



Through Nexi Business, **Nexi customers** can access the **e-commerce gateway Back Office**.

To access, you need to:

1. Use Nexi Business via browser, at the address https://business.nexi.it/, or download the Nexi Business App (available free of charge);
2. Register or log in with your credentials.

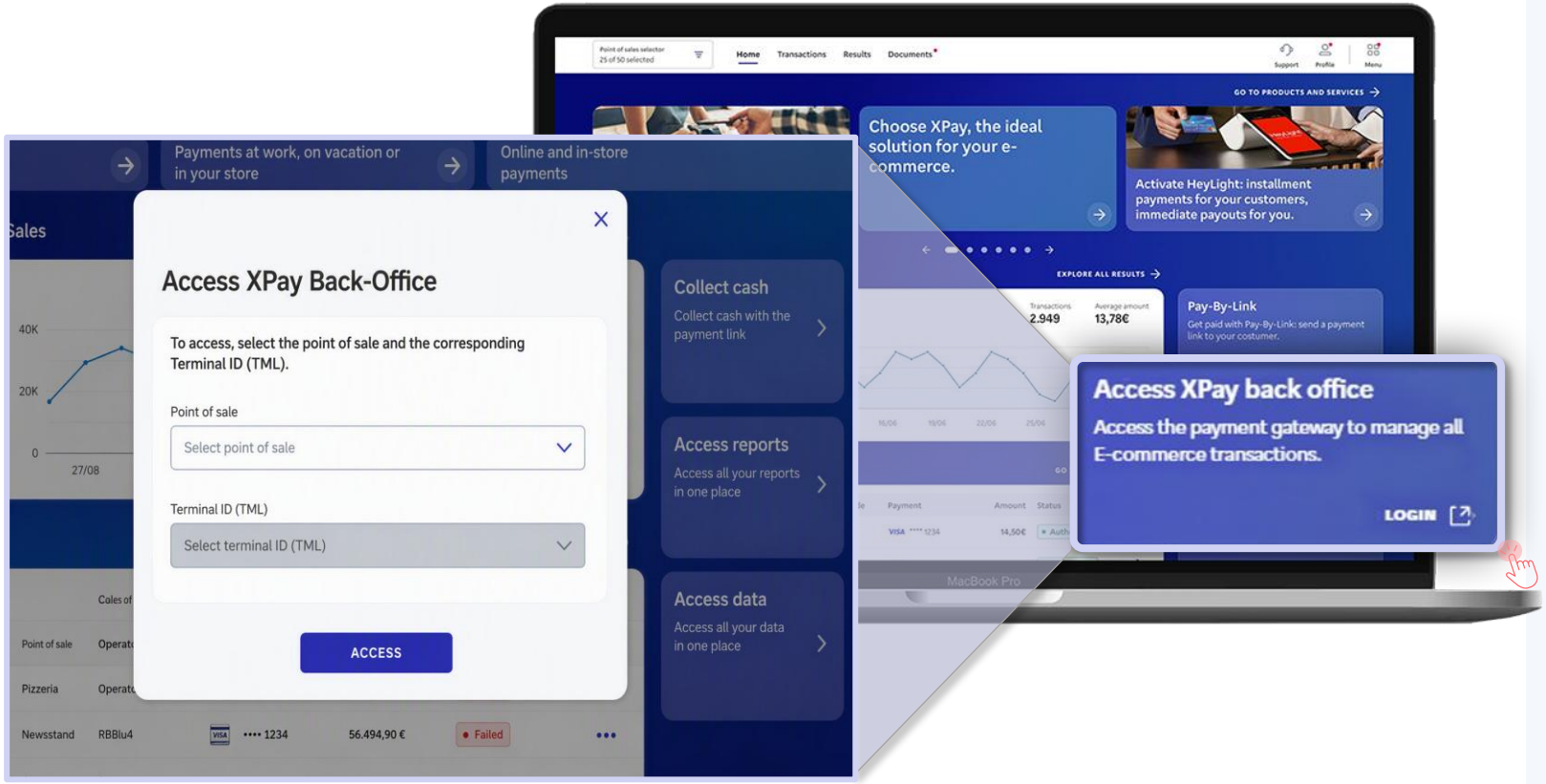
NB: for new users, registration activation takes approximately 24–48 hours from receipt of the Welcome Email.

After authentication, the back office can be reached from the app's homepage via the quick link.

Access and Configuration | Access through Nexi Business Portal

MERCHANT

In case of **multiple terminals**, the user will need to select the correct terminal for which they intend to access via SSO the BO



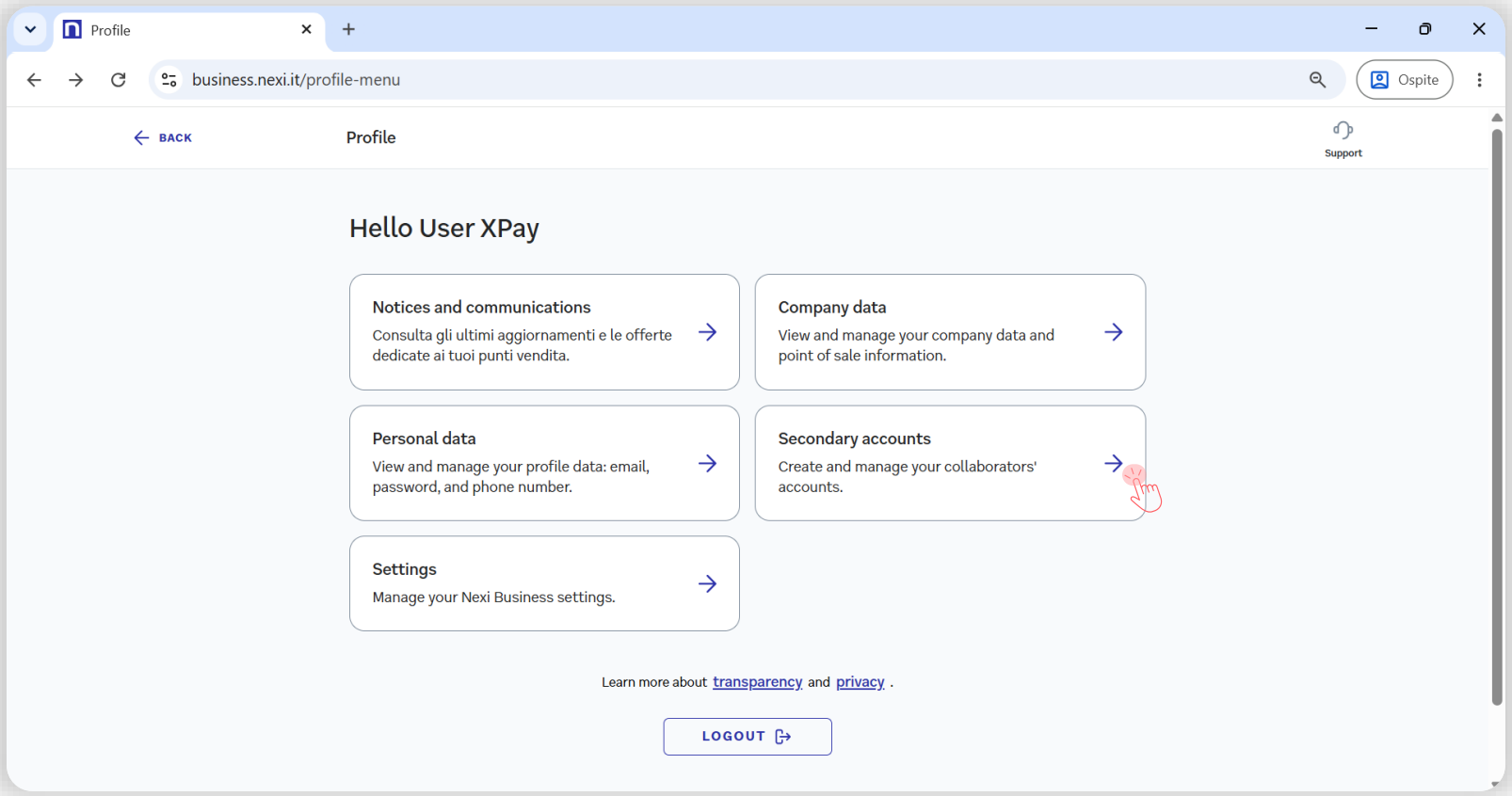
From the Nexi Business homepage, by selecting the quick link to the Back Office, you access the **"Access XPay Back-Office"** screen, where you need to select the **Point of Sale** and the corresponding **Terminal ID (TML).**

If multiple terminals are associated, the user will need to select, via the Terminal ID (TML) drop-down menu, the correct terminal for which they intend to access (SSO) the Back Office.

Direct access: this is provided only for very rare exceptions. If the merchant has already been given instructions for accessing via Nexi Business, they should not seek out or use alternative access methods.

Access and Configuration | Profile – Create Other Users

MERCHANT



From the **Nexi Business** portal Home page, click "**Profile**" in the top-right corner to access the section where you can manage various aspects of your account.

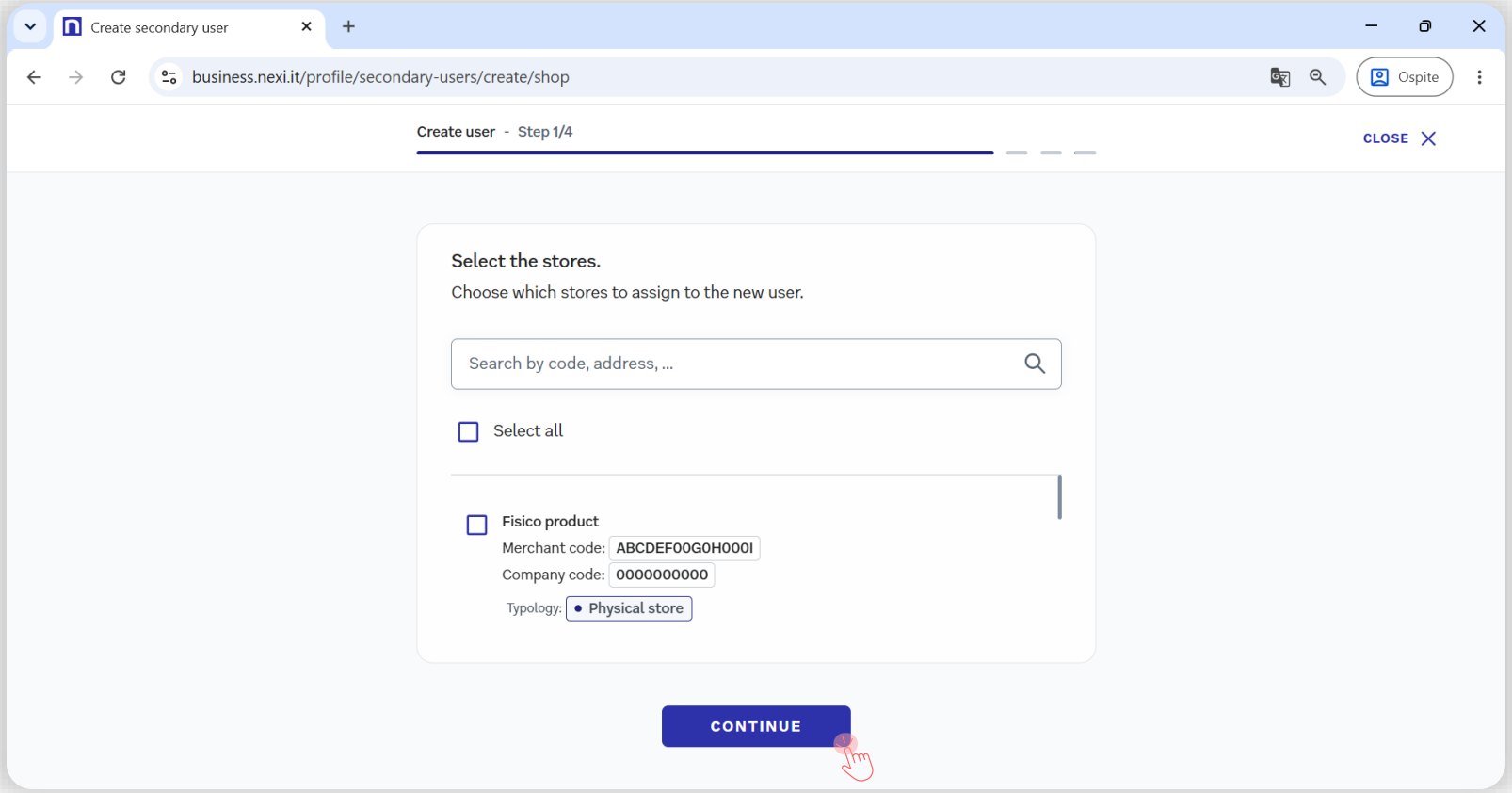
Using the "**Secondary Users"** option, you can create and manage user accounts for your colleagues through the dedicated guided workflow.

This section also allows you to manage:

- **Alerts and Communications:** View the latest updates and offers available for your stores;
- **Company Information:** View and manage your company details and store information;
- **Personal Information:** View and manage your profile details (email address, password, and phone number);
- **Settings:** Manage your Nexi Business settings.

Access and Configuration | Profile – Create Other Users – Step 1/4

MERCHANT



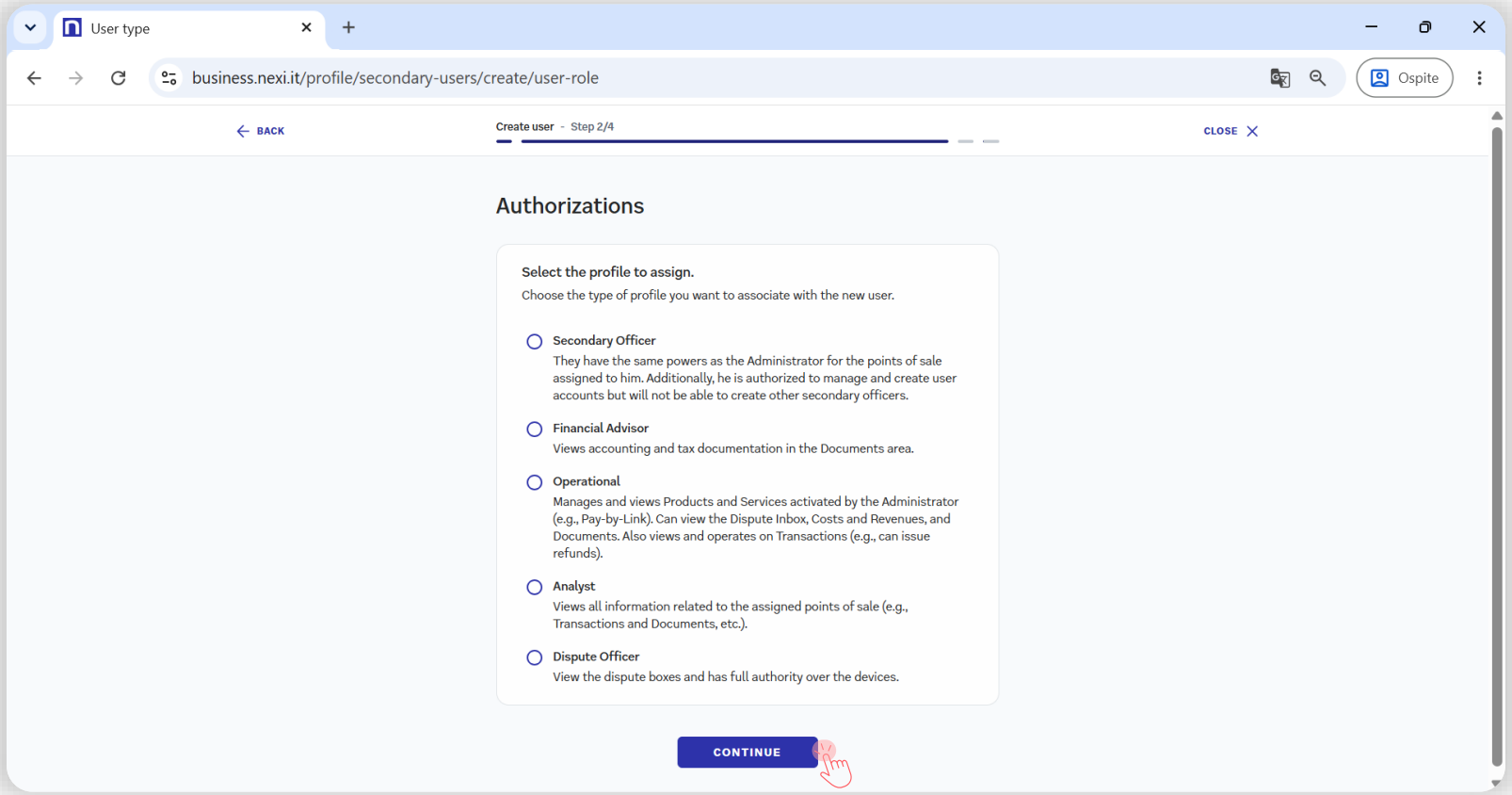
In this step, you are required to select the **points of sale** to assign to the **new user**.

You can search for a specific point of sale using the search bar (by code, address, etc.), select them individually using the corresponding checkboxes, or select all of them using the «**Select all**» option.

For **each point of sale**, the **corresponding Merchant Code** is also displayed.

Access and Configuration | Profile – Create Other Users – Step 2/4

MERCHANT

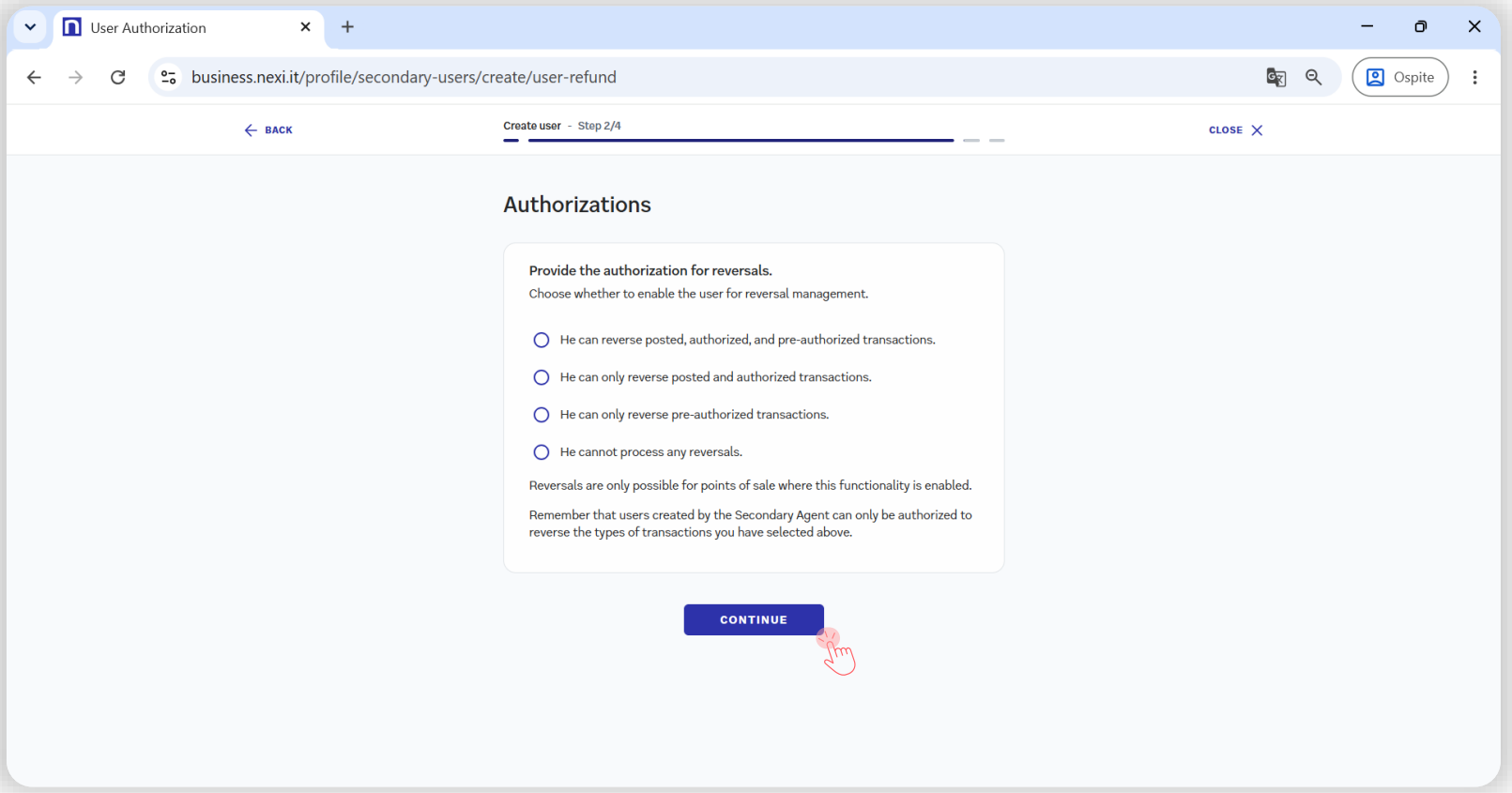


Next, you are required to select the profile to assign to the new user, among the following types:

- **Secondary Delegate:** has the same powers as the Administrator for the points of sale assigned to them; is authorized to manage and create user accounts, but cannot create other Secondary Delegates;
- **Accountant:** views accounting and tax documentation in the Documents area;
- **Operator:** manages and views the Products and services activated by the Administrator (e.g., Pay-by-Link); sees the Disputes inbox, Costs and Collections, and Documents; views and operates on Transactions (e.g., can process refunds/chargebacks);
- **Analyst:** views all information related to the points of sale assigned to them (e.g., Transactions and Documents, etc.);
- **Dispute Officer:** views the disputes inboxes and has full operational authority over them.

Access and Configuration | Profile – Create Other Users – Step 2/4

MERCHANT



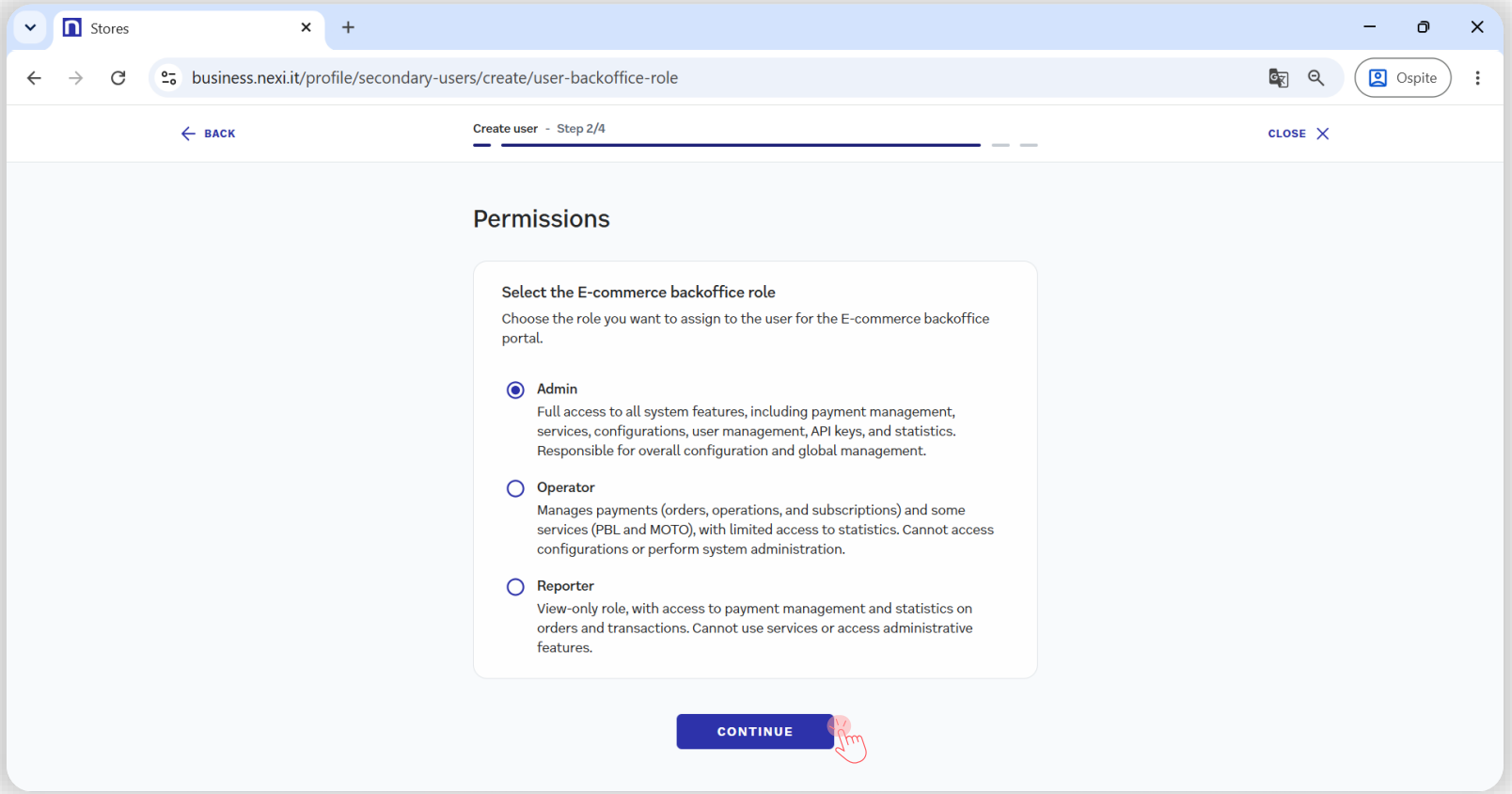
Based on the profile selected in the previous step, you are required to grant **refund/chargeback authorization**, choosing among the following options:

- Can reverse settled, authorized, and pre-authorized transactions;
- Can only reverse settled and authorized transactions;
- Can only reverse pre-authorized transactions;
- Cannot manage any reversal.

It is also specified that reversals are only possible for points of sale where this functionality is available, and that, if the created user is a Secondary Delegate, the users subsequently created by them will only be able to reverse the transaction types selected in this step.

Access and Configuration | Profile – Create Other Users – Step 2/4

MERCHANT

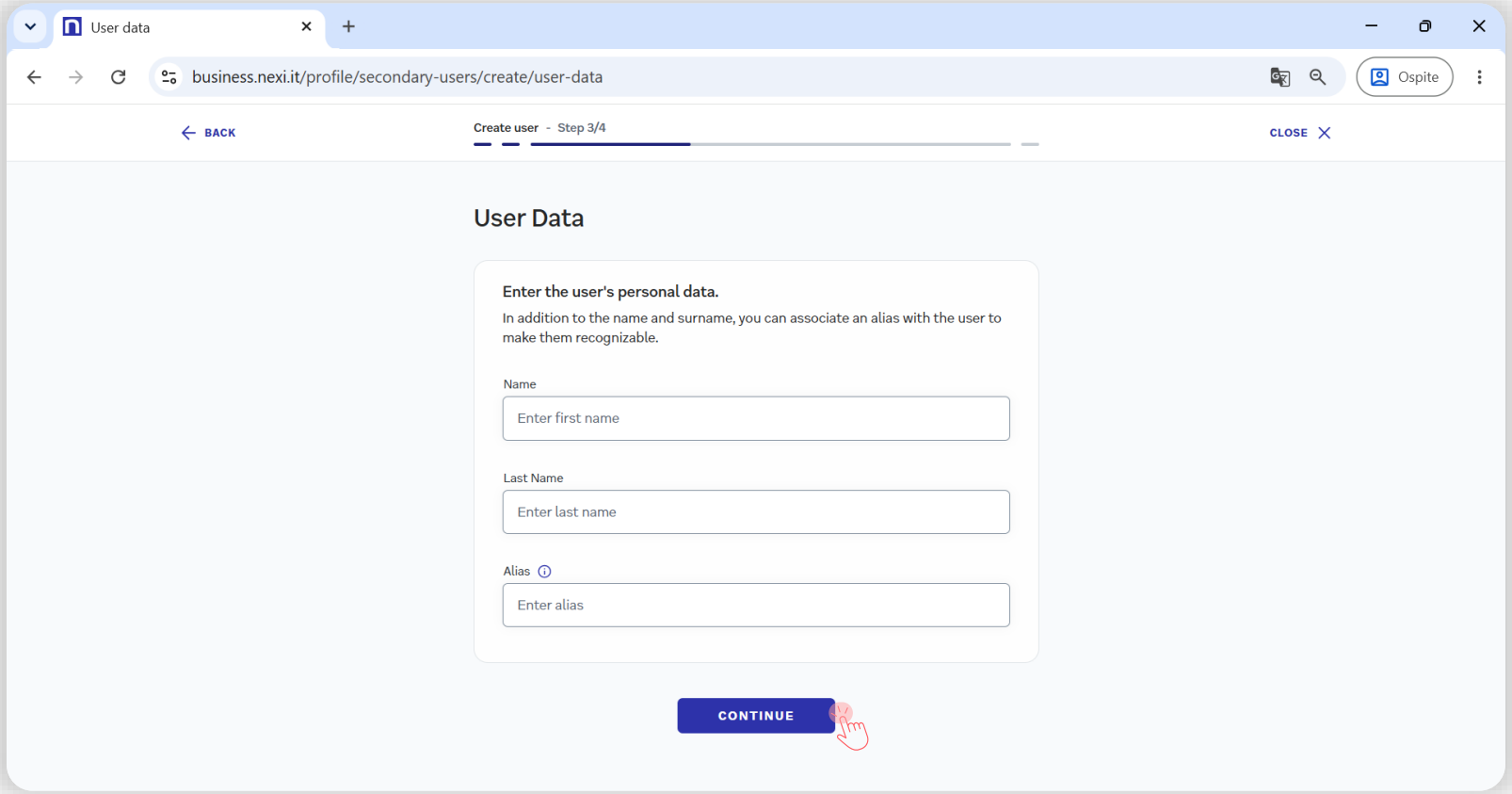


If the selected profile requires it, an additional step is shown, in which you are asked to specify the role to assign to the user for the E-commerce backoffice portal, among:

- **Admin:** full access to all system functionalities, payment management, services, configurations, user management, API Keys, and statistics; responsible for the overall configuration and management;
- **Operator:** manages payments (orders, operations, and subscriptions) and certain services (PBL and MOTO), with limited access to statistics; cannot access configurations or administer the system;
- **Reporter:** consultative role, with payment management and access to statistics on orders and transactions; cannot use services or access administrative functionalities.

Access and Configuration | Profile – Create Other Users – Step 3/4

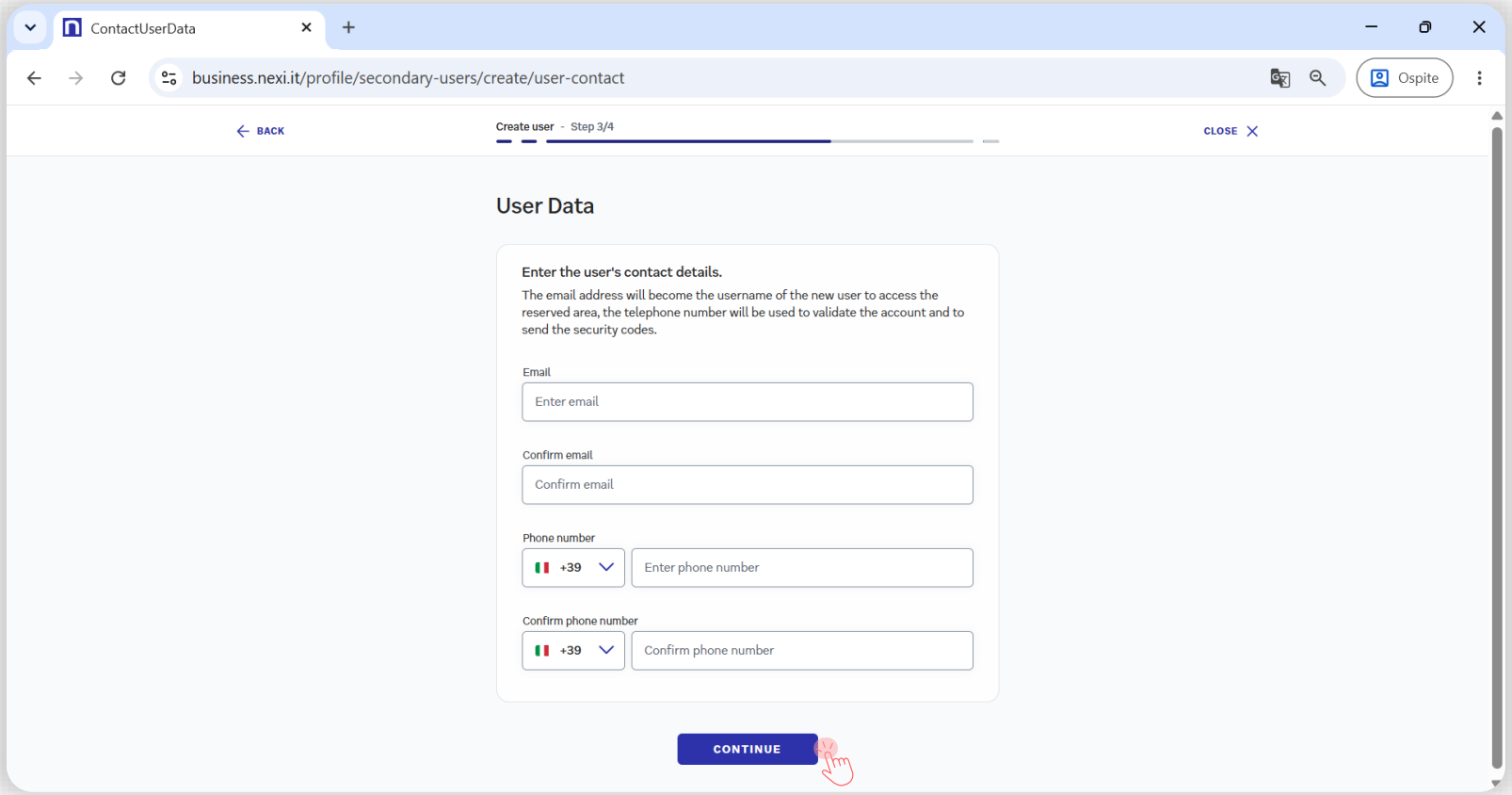
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In the «**User Data**» section, you are required to enter the **new user's personal details**: Name, Surname, and Alias (optional, useful for making the account more easily identifiable by adding a reference to it, such as the job position or other information to identify it within the portal).

Access and Configuration | Profile – Create Other Users – Step 3/4

MERCHANT

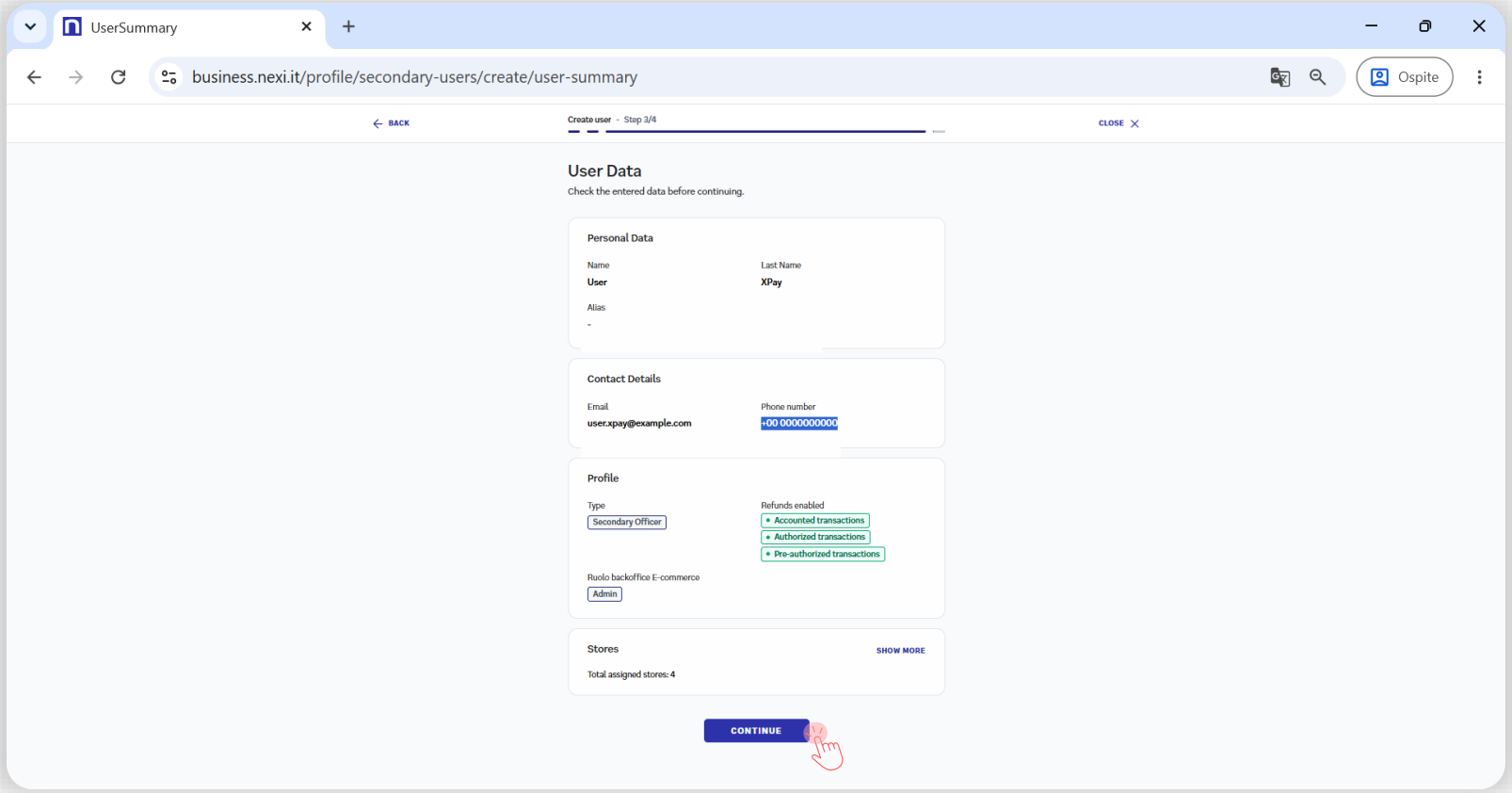


After entering the personal data, you are required to enter the **user's contact details**: **Email** (with confirmation) and **Phone Number** (with international dialing code selection and confirmation).

It is also specified that the **email address** will become the **username** of the **new user** to access the reserved area, while the **phone number** will be used to **validate the account** and to **send the security codes**.

Access and Configuration | Profile – Create Other Users – Step 3/4

MERCHANT

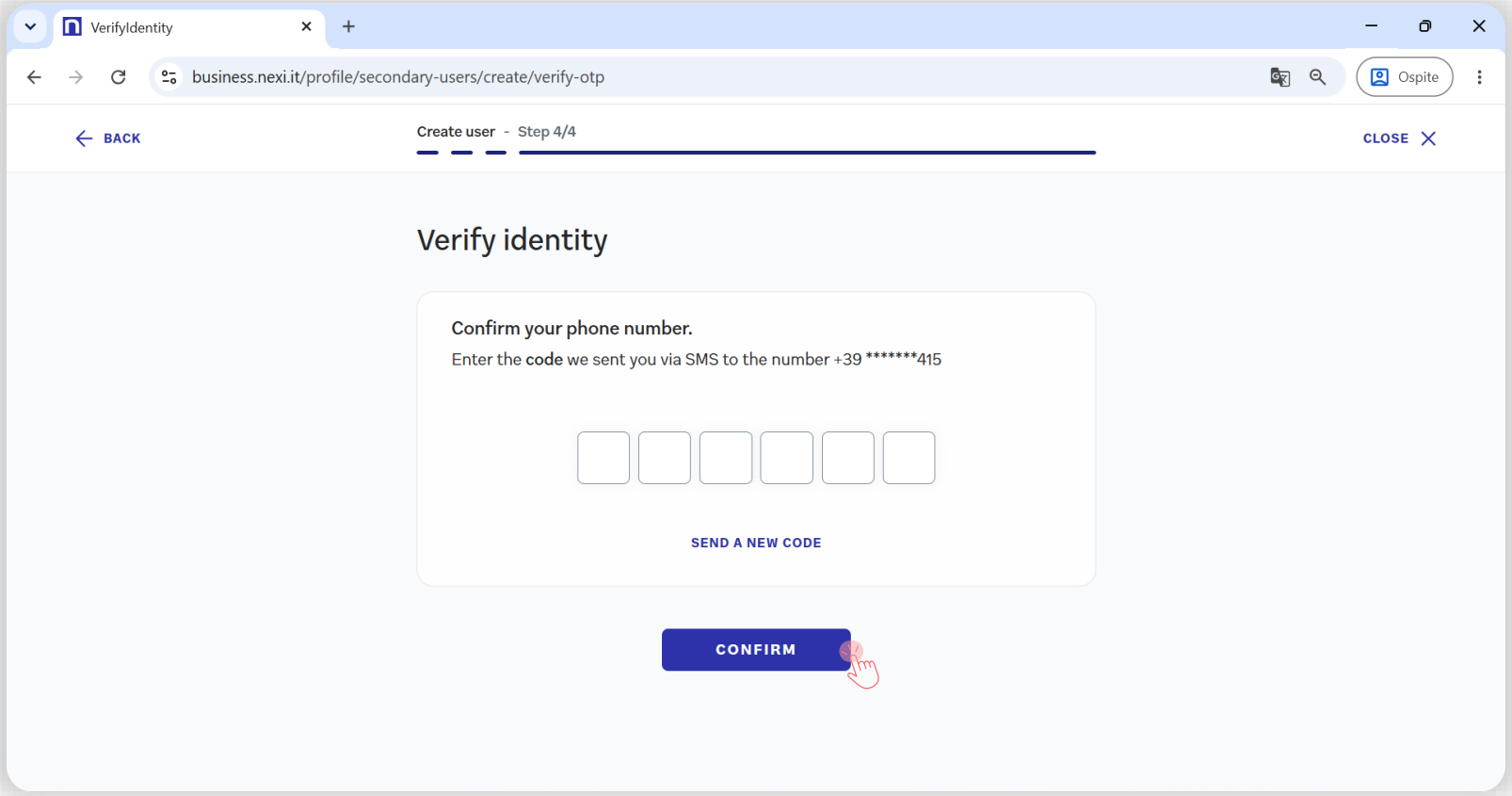


Once the personal and contact details have been entered, a complete summary of the user's data is displayed, to be reviewed before proceeding, organized into the following sections:

- **Personal Data:** Name, Surname, Alias;
- **Contact Details:** Email, Phone Number;
- **Profile:** Type (e.g., Secondary Delegate), Refund Authorization (e.g., Settled, Authorized, and Pre-authorized Transactions), and E-commerce Backoffice Role (e.g., Admin);
- **Points of Sale:** total number of points of sale assigned, with the option to view the details via the «Show» link.

Access and Configuration | Profile – Create Other Users – Step 4/4

MERCHANT

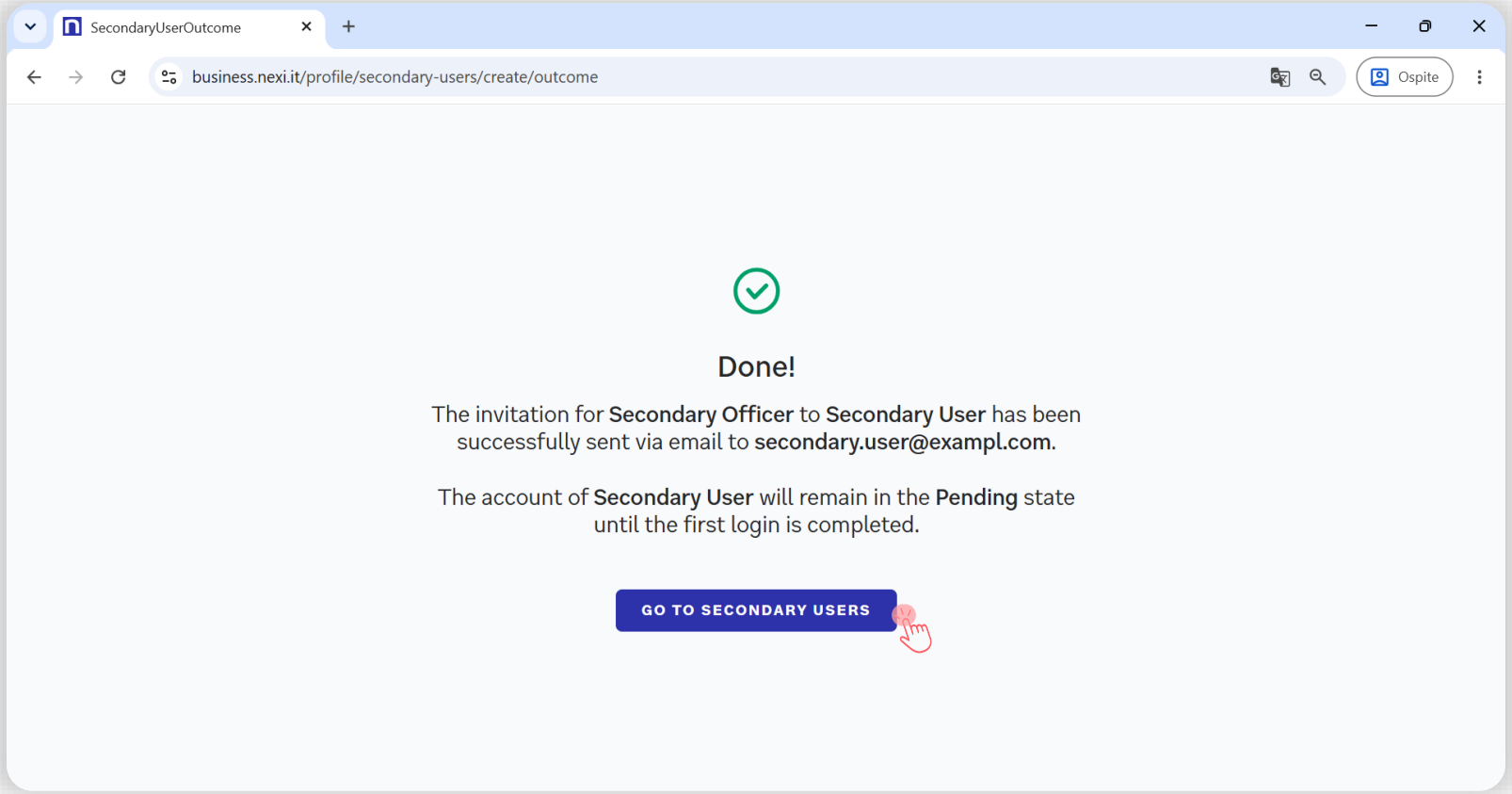


After confirming the summary, you reach the last step, in which you are required to **confirm your phone number by entering the OTP code** received via SMS to the indicated number (partially masked for security reasons).

If the code is not received, you can request a new one via the «**Send a new code**» link. Once the code has been entered, you can complete the user creation process by clicking the «**Confirm**» button.

Access and Configuration | Profile – Create Other Users – Step 4/4

MERCHANT



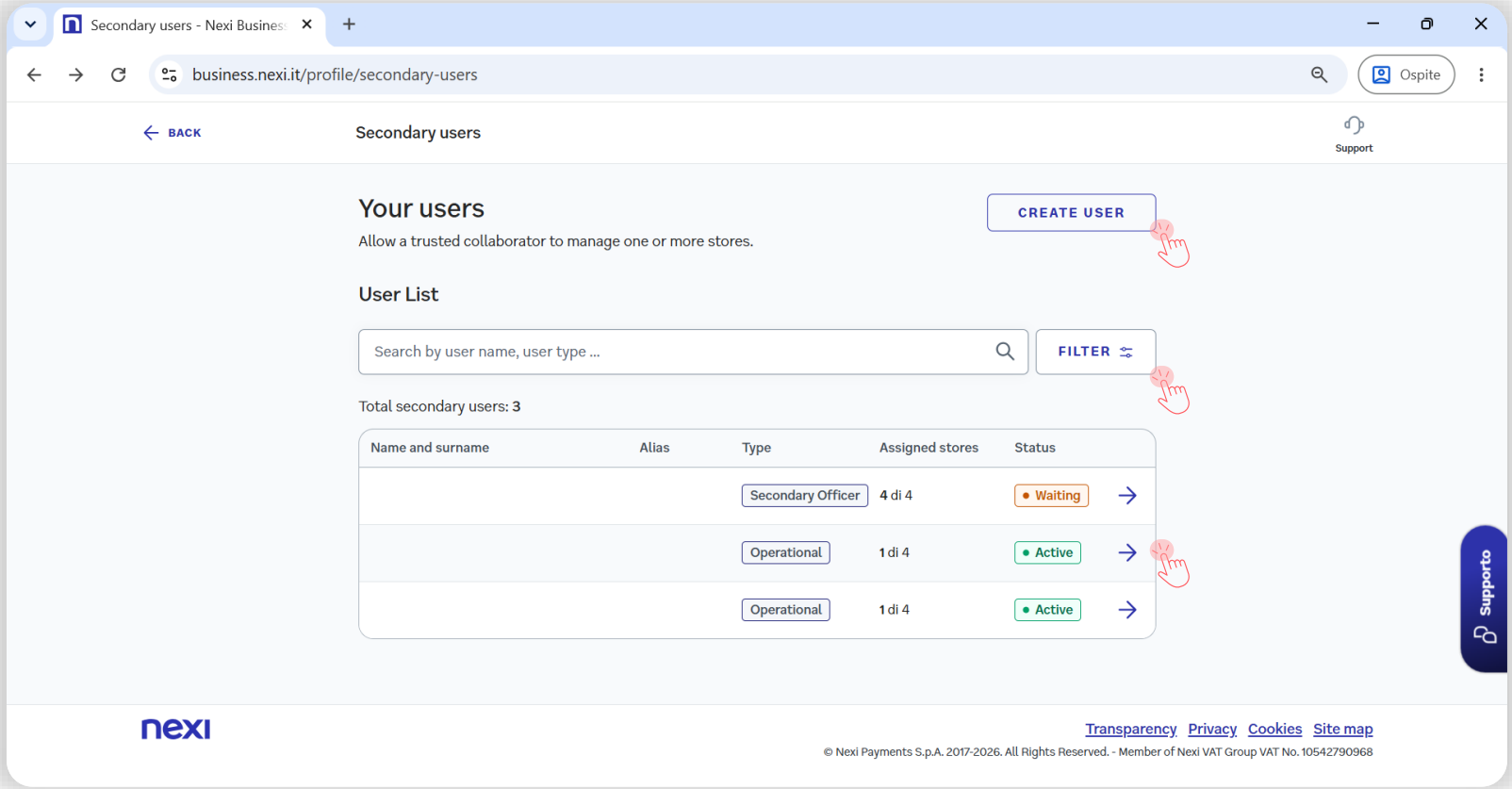
Once identity verification is complete, user creation is confirmed by the «**Done!**» message, which confirms that the invitation has been successfully sent via email to the indicated address, with the assigned role (e.g., Secondary Delegate).

It is also specified that the account will remain in the «**Pending**» status until the user completes their **first login**.

From this screen, you can return to the user list by clicking the «**Go to Secondary Users**» button.

Access and Configuration | Profile – Create User – Users List

MERCHANT



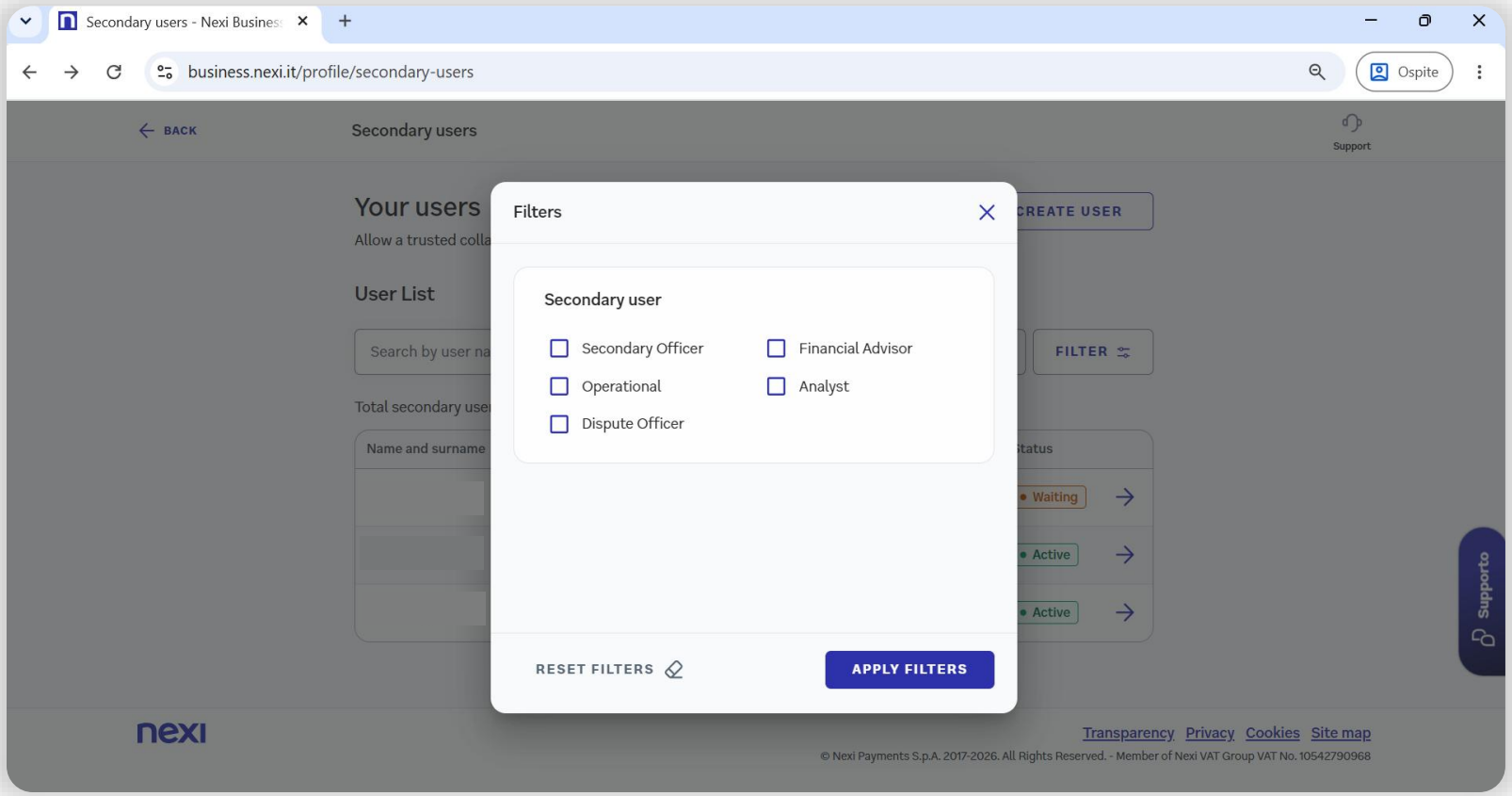
By accessing the «**Secondary Users**» section, the «**Your Users**» list is displayed, allowing you to manage the collaborators who have been granted access to one or more points of sale.

For each user, the following information is displayed: Name and Surname, Alias, Type (e.g., Operator), Assigned Points of Sale, and Status (e.g., Active, Pending, etc.).

From this screen, you can create a new user by clicking the «**Create User**» button, search for a specific user using the search bar, or filter the list by clicking the «**Filter**» button. Each row also has an arrow to access the details of the individual user.

Access and Configuration | Profile – Create User – Filter Function

MERCHANT

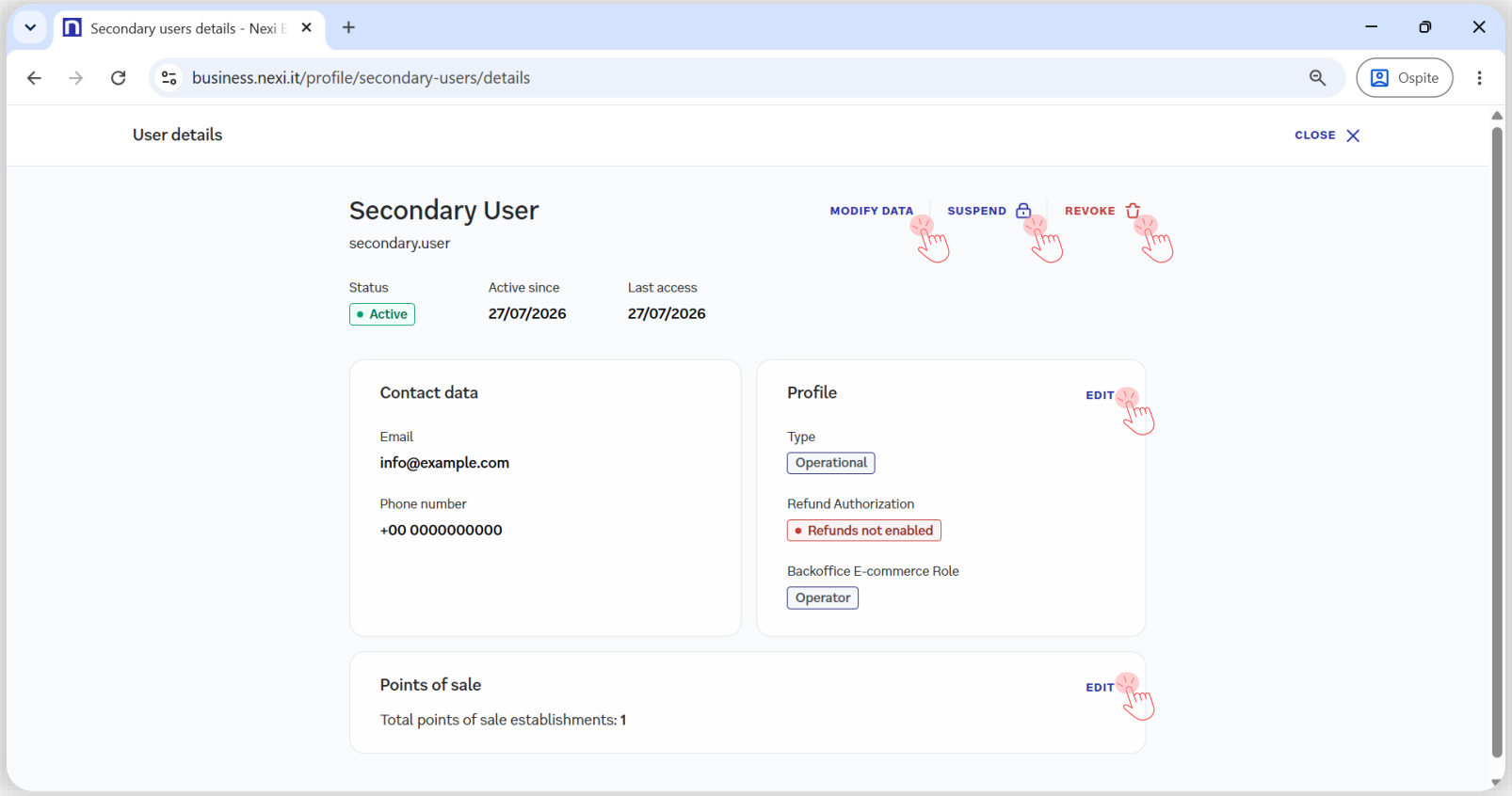


By clicking «**Filter**» on the «**Secondary Users**» screen, a panel opens that allows you to **narrow down the user list** based on the Secondary User type, selectable among: Secondary Delegate, Accountant, Operator, Analyst, and Dispute Officer.

Once the desired criteria have been selected, you can confirm the search by clicking the «**Apply Filters**» button or clear all the set filters by clicking «**Clear Filters**».

Access and Configuration | Profile – Create User – User Detail

MERCHANT



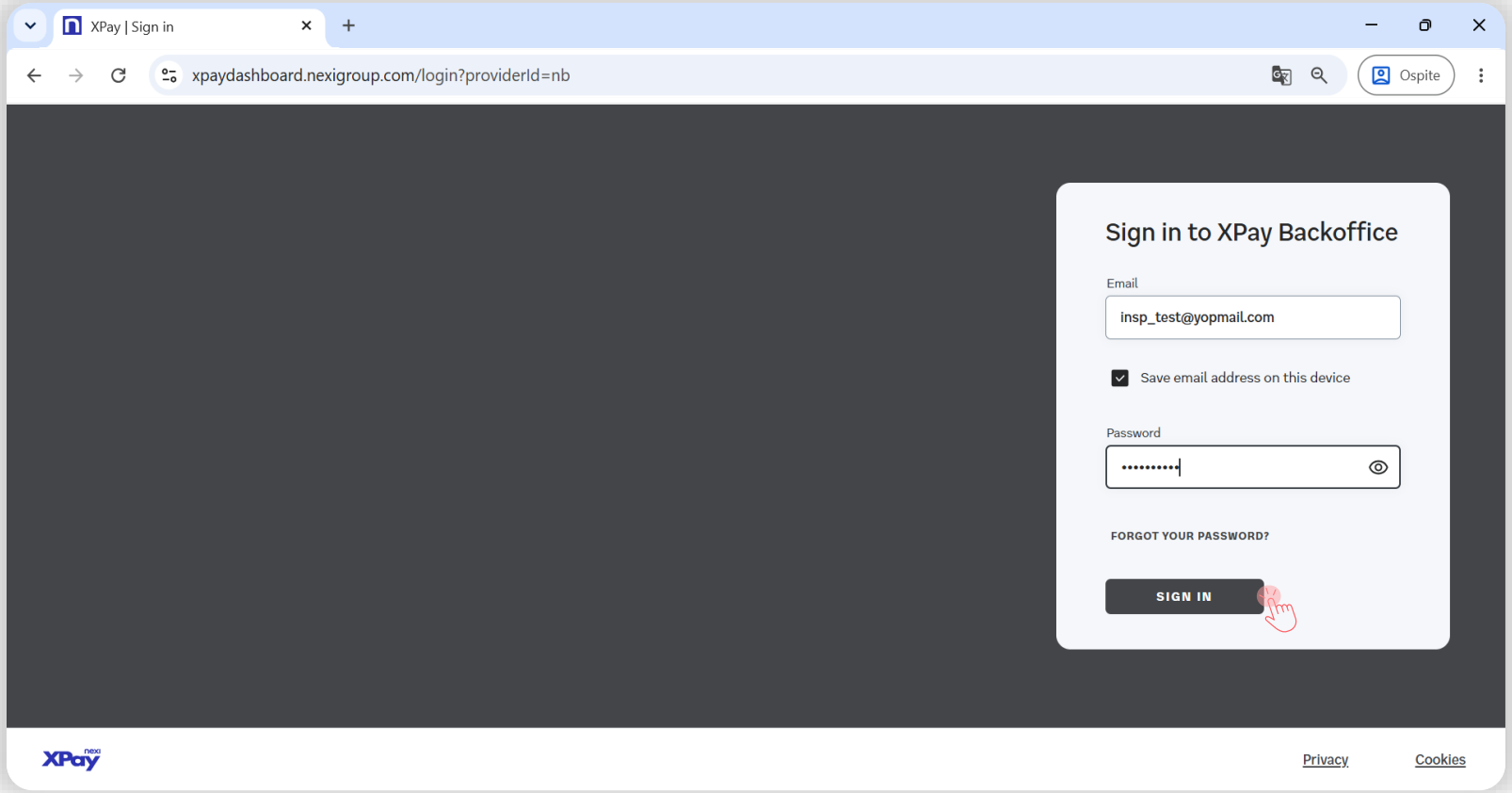
By clicking the arrow next to a user in the «**Secondary Users**» list, you access the «**User Details**» page, where all the information related to the selected user is displayed:
Status (e.g., Active), Active Since, and Last Access;
Contact Details: Email and Phone Number;
Profile: Type (e.g., Operator), Refund Authorization (e.g., Refunds Not Enabled), and E-commerce Backoffice Role (e.g., Operator);
Points of Sale: total number of points of sale assigned.

From this screen, you can edit the personal data by clicking «**Edit Data**», suspend the account by clicking «**Suspend**», or permanently revoke it by clicking «**Revoke**».

You can also individually edit the «Profile» and «**Points of Sale**» sections using the corresponding «**Edit**» links.

Access and Configuration | Direct Access

Direct access is granted **exclusively** to customers who have expressly requested it, either through their dedicated **commercial account** or as part of a **specific project initiative**.



MERCHANT

You can access the **XPay Backoffice** by clicking the following address: **https://xpaydashboard.nexigroup.com**

1. To log in, enter your registered **e-mail address** in the dedicated field and your **password** to securely complete the access process. Email and password can be requested through Customer Support.

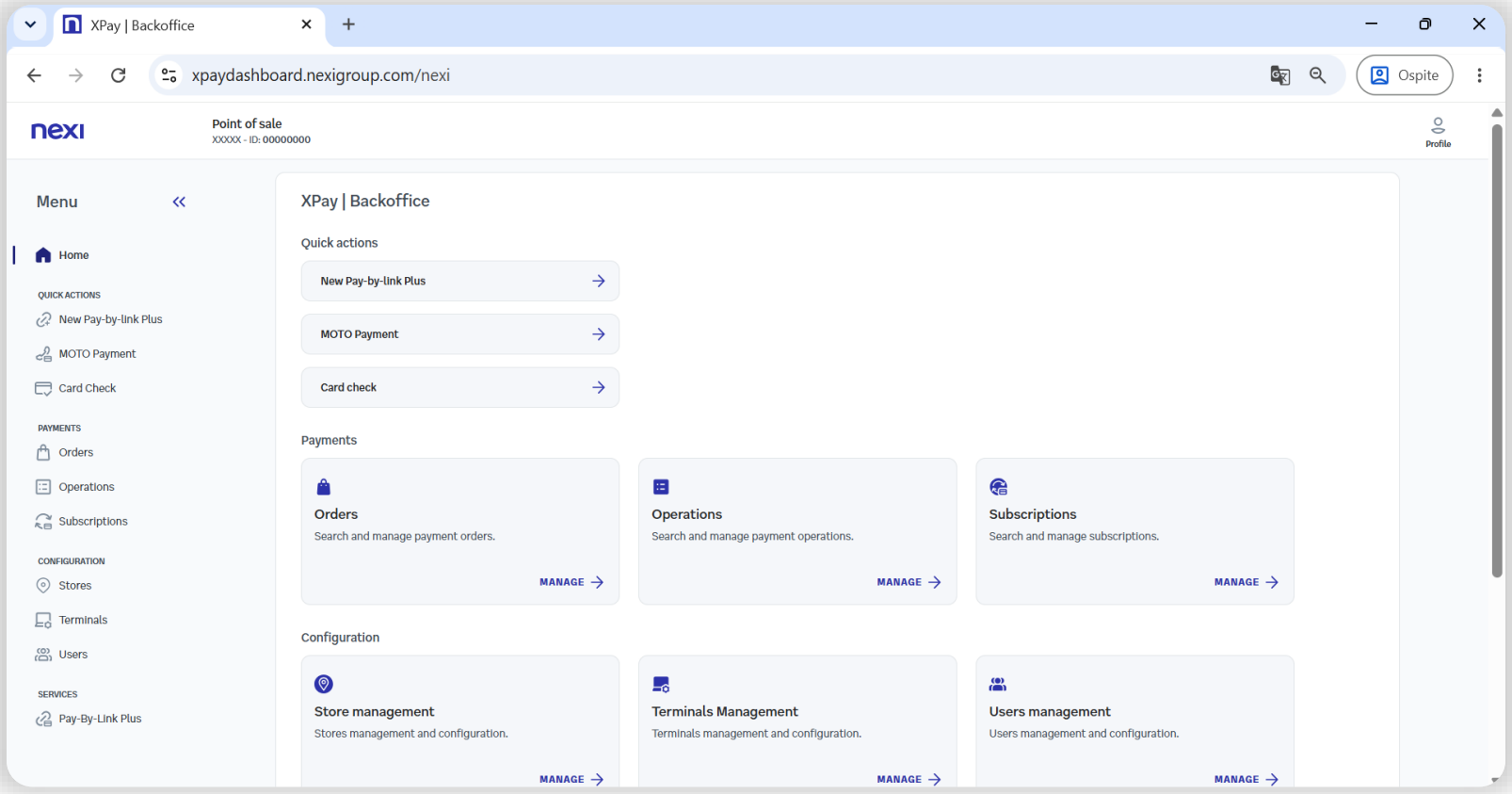
2. If you have forgotten your password, select **"Forgot your password?"** and follow the instructions sent to your email to reset it.

3. To speed up future logins, you can enable the option **"Remember email address on this device".** This will allow the browser to automatically fill in the email field during subsequent access attempts.

NB: For users who manage multiple points of sale, it is possible to request a single account to manage them all.

Access and Configuration | Homepage

MERCHANT



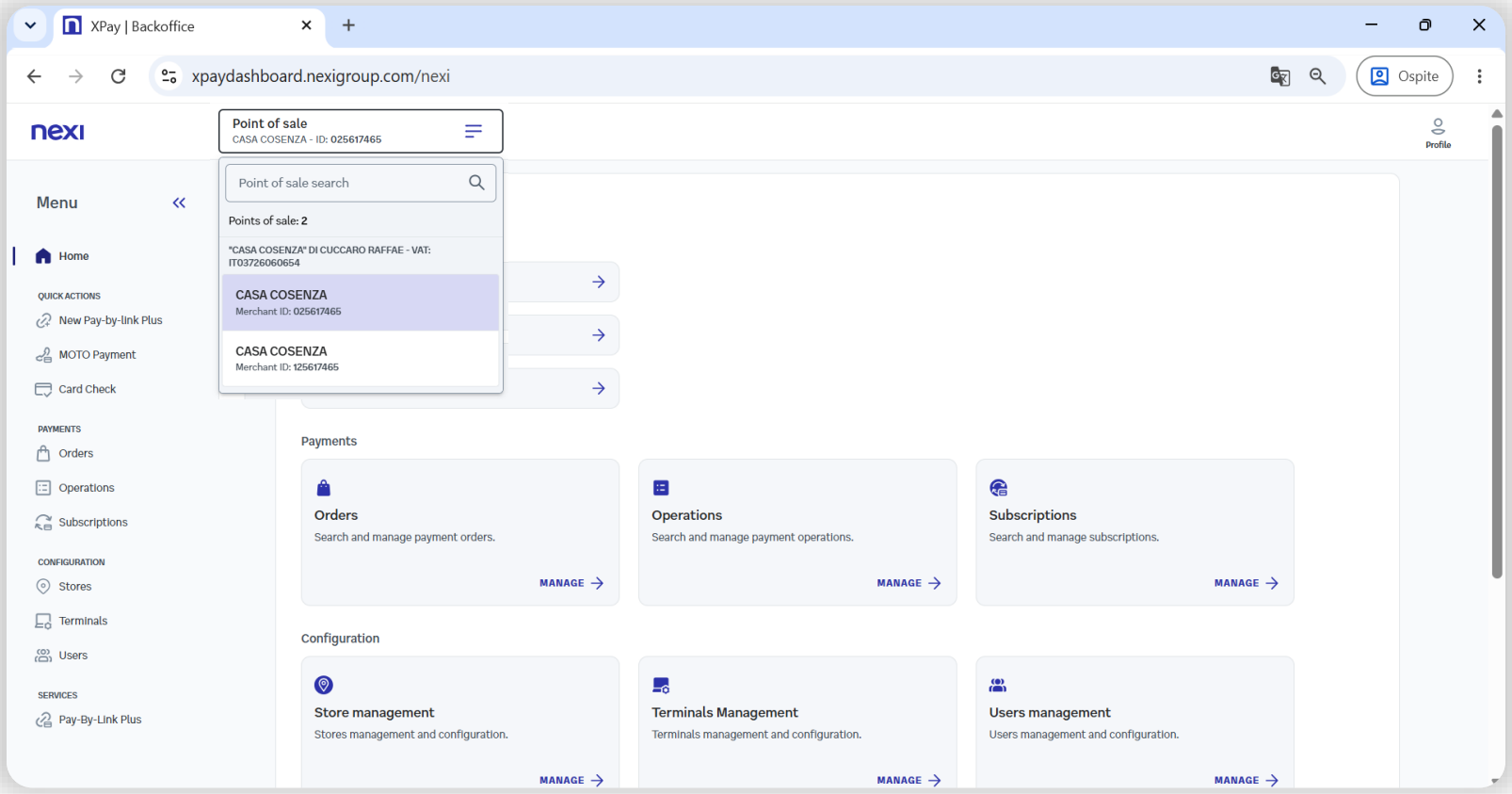
Home is the main entry point to the Back Office's key features and allows users to quickly navigate between the different areas of the platform.

- **Quick actions:** direct access to the most frequently used operations (New Pay-by-Link Plus, MOTO Payment, Card Check);
- **Payments:** view and manage Orders, Transactions, and Subscriptions;
- **Configuration:** manage Stores, Terminals, and Users;
- **Side menu:** always-available navigation across all platform sections.

The active store and its corresponding ID are displayed at the top of the page.

Access and Configuration | Homepage

MERCHANT



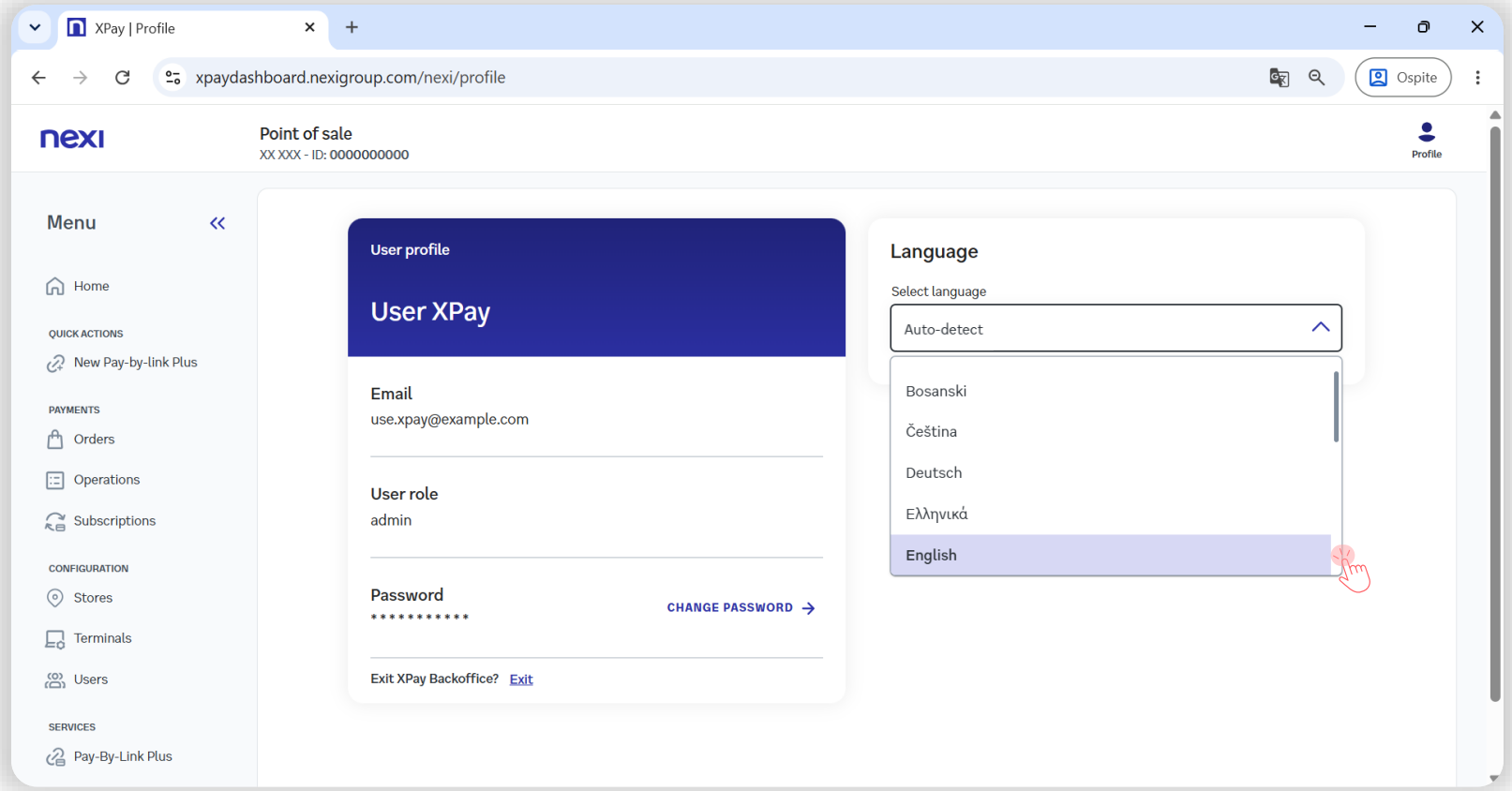
If multiple stores are associated with the same VAT number, the store to work on can be selected from the dedicated drop-down menu located in the top-left corner.

- **Store List:** all stores linked to the same VAT number are displayed, together with their corresponding Merchant ID;
- **Search**: a store can be quickly located by entering its name in the "Store Search" field;
- **Context Switch:** when a store is selected, all Back Office sections (Orders, Transactions, Subscriptions, etc.) display the data related to the selected store.

Access and Configuration | Profile – Language Settings

MERCHANT

"**Profile**" section visible exclusively in **Direct Access** mode.



The interface language is initially set to **automatic detection**, allowing it to match the language of the browser used during the first login.

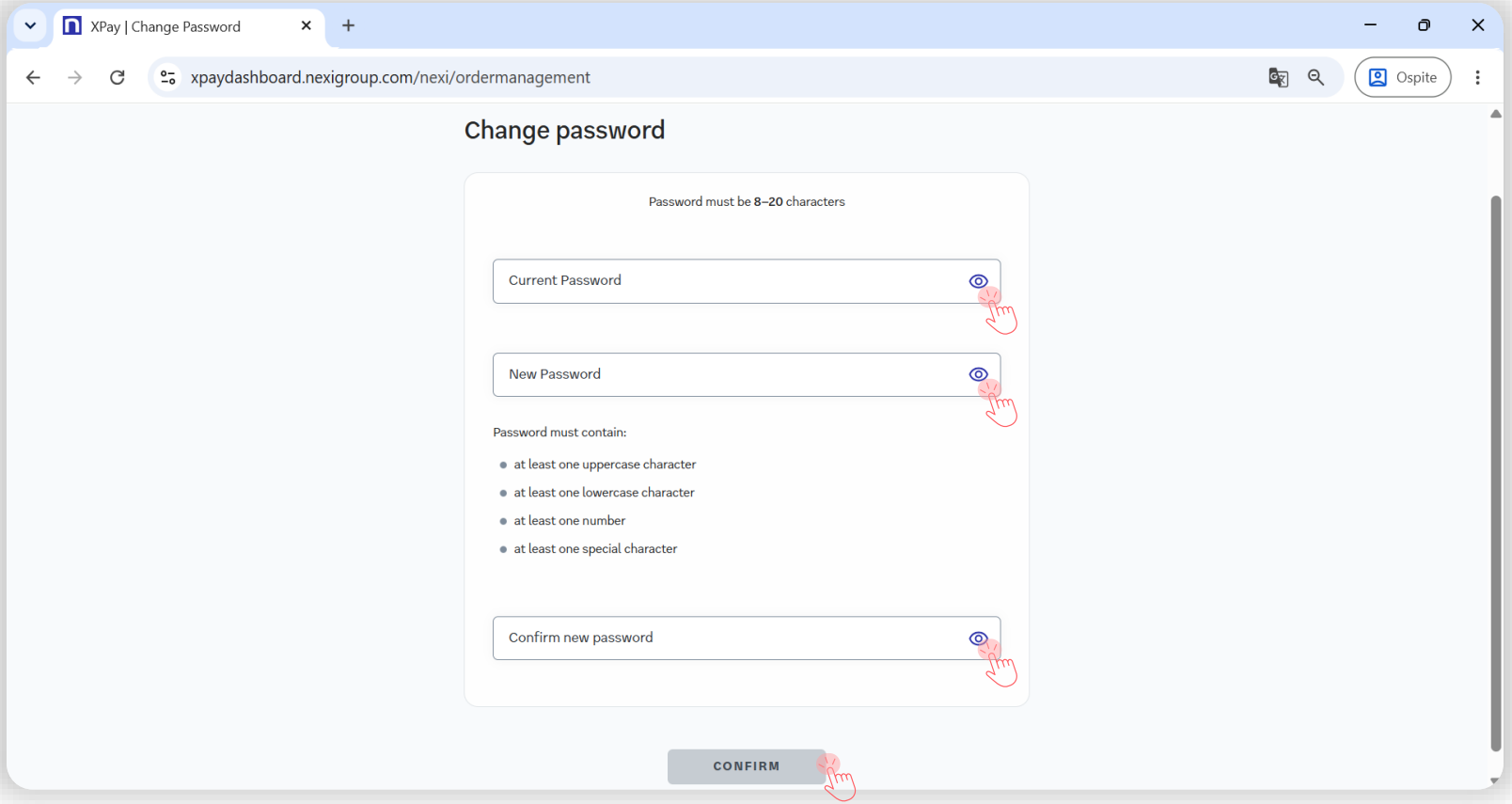
To change the language settings, after logging in, select the **Profile** icon in the top-right corner to access your account settings.

In the "**Language**" section, use the **"Select Language"** drop-down menu to choose your preferred language. Once the selection is confirmed, the interface will be updated automatically, and all menu items will be displayed in the selected language.

Access and Configuration | Profile – Password Change

MERCHANT

"**Profile**" section visible exclusively in **Direct Access** mode.



To change your account password, after logging in, select the **Profile** icon in the top-right corner to access your account settings.

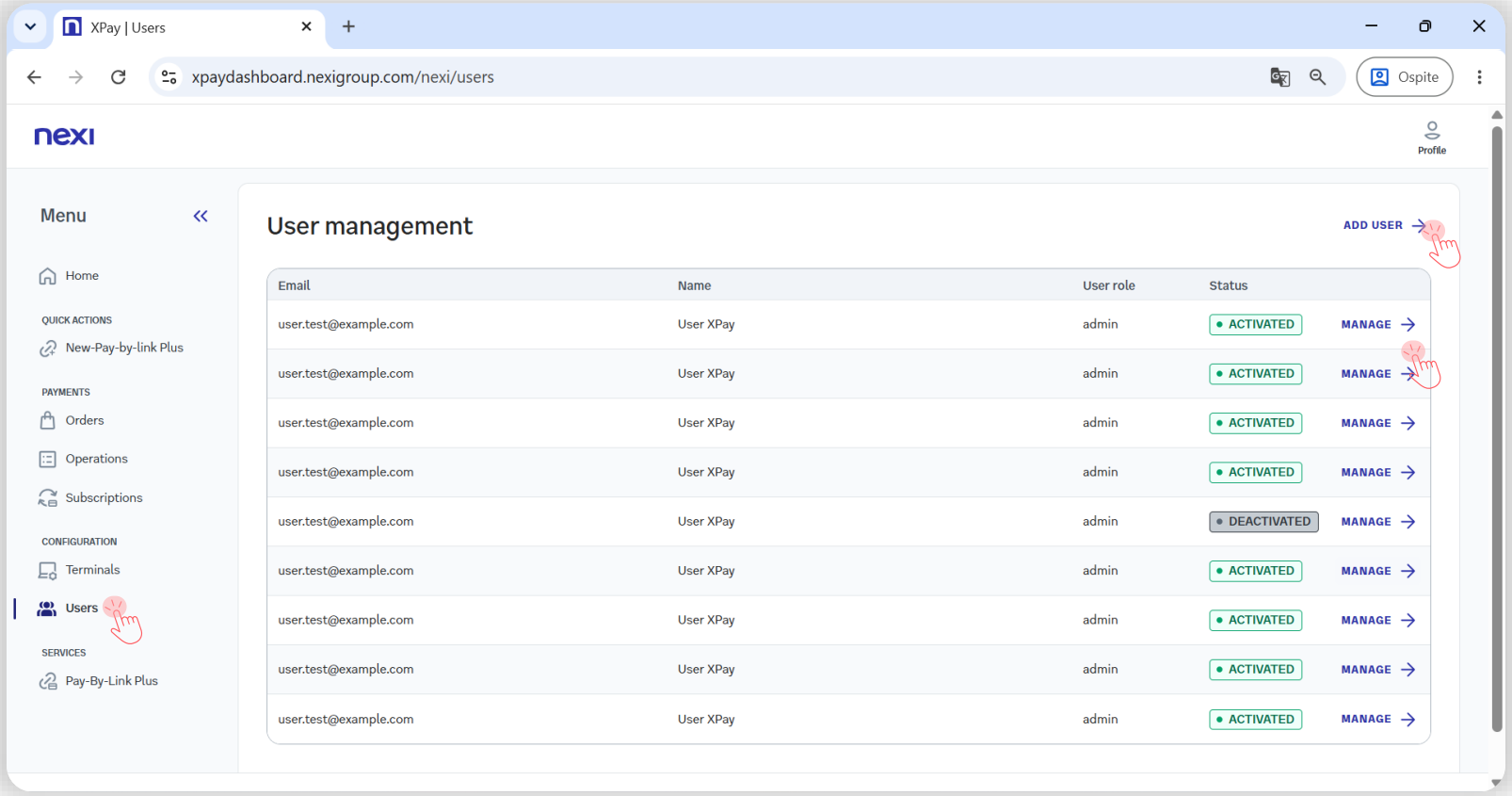
In the "**Change Password**" section, click the corresponding option to open the dedicated screen.

Enter your **current password**, then your **new password**, which must be between **8 and 20 characters long** and contain at least **one uppercase** letter, **one lowercase** letter, **one number**, and **one special character**.

Finally, **re-enter** the **new password** in the **Confirm New Password** field and click the **Confirm button** to **save** the changes.

Access and Configuration | User Management (1/3)

«**User**» section visible exclusively in **direct access** mode and with **Admin role**



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Within the **Users** section, you can create and manage multiple user accounts with different roles:

1. **Administrator:** A user account with full access to all Back Office features, including Payments and Configuration management. The Administrator role also allows the creation and management of other user accounts.
2. **Operator:** A user account with the same permissions as the Administrator, except for terminal management and user management.
3. **Reporter:** A user account with read-only access.

Note: The User Management menu is available only when accessing the platform through **Direct Access**.

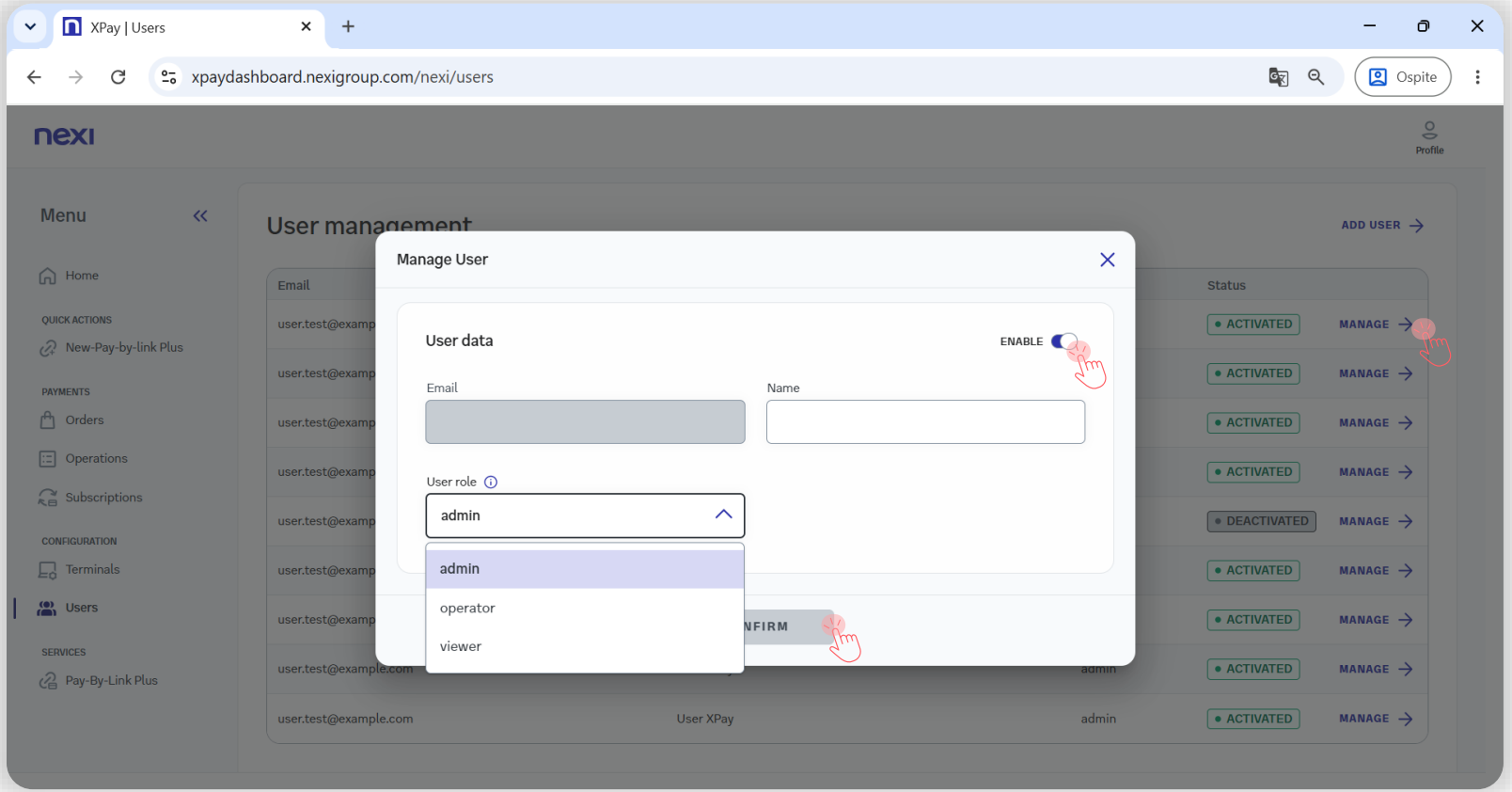
For users accessing via **Single Sign-On** (SSO), user account management is handled through **Nexi Business**.

For a **detailed overview** of the **features available** to each role related to **user management**, please refer to the "**Features and Permissions by Role**" table on page 75.

Access and Configuration | User Management (2/3)

MERCHANT

«**User**» section visible exclusively in **direct access** mode and with **Admin role**



The **“Manage”** function allows you to view and edit the information associated with each user.

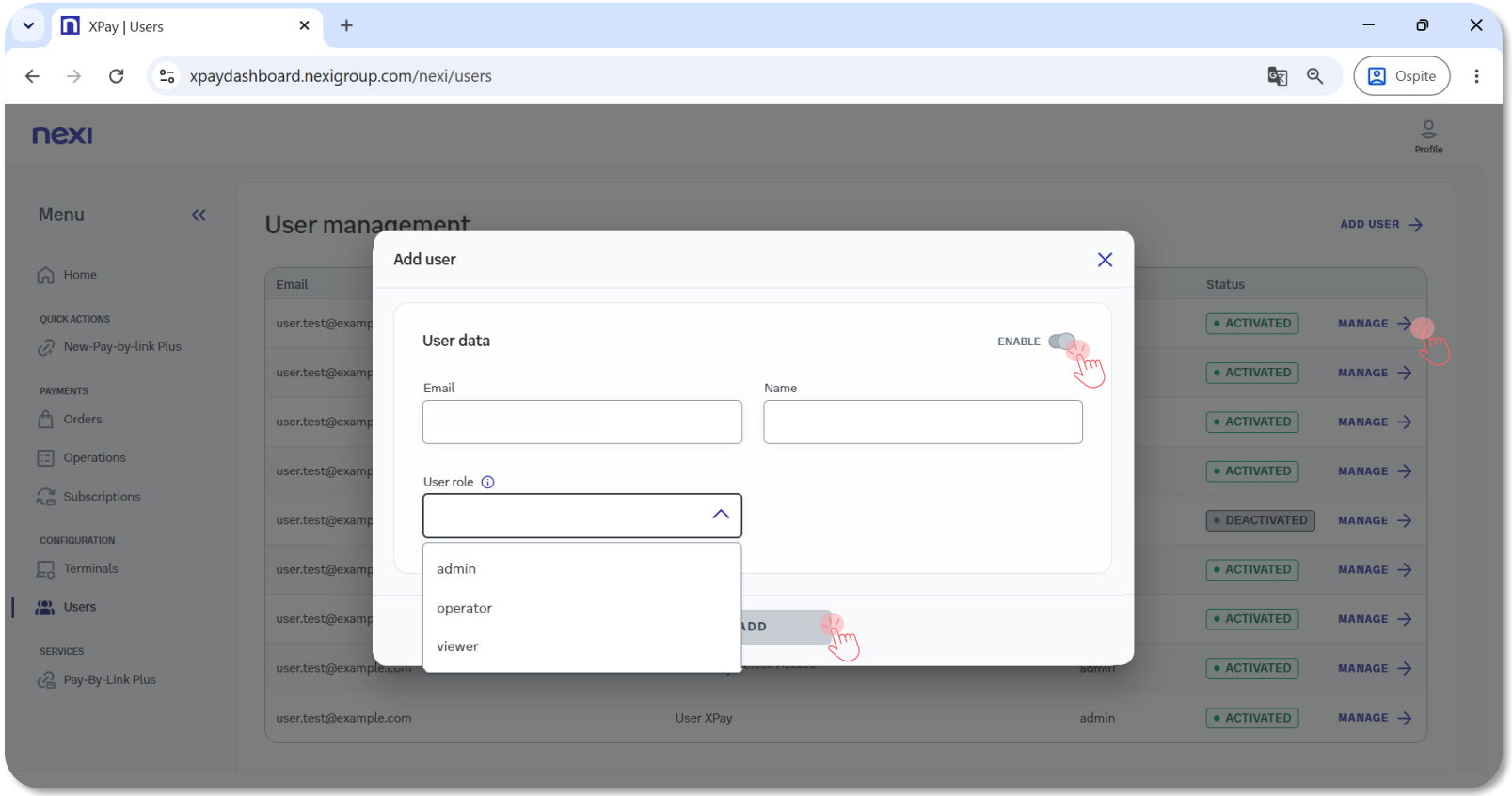
Using this function, you can:

- Change the **user's name**.
- Change the **user's role** by selecting one of the available profiles (e.g., Administrator, Operator, or Read-only).
- **Enable** or **disable** the user using the dedicated toggle switch, allowing or preventing access to the platform.

Access and Configuration | User Management (3/3)

MERCHANT

«**User**» section visible exclusively in **direct access** mode and with **Admin role**



The "**Add User**" function allows you to create a new user who is authorized to access the platform.

Using this function, you can:

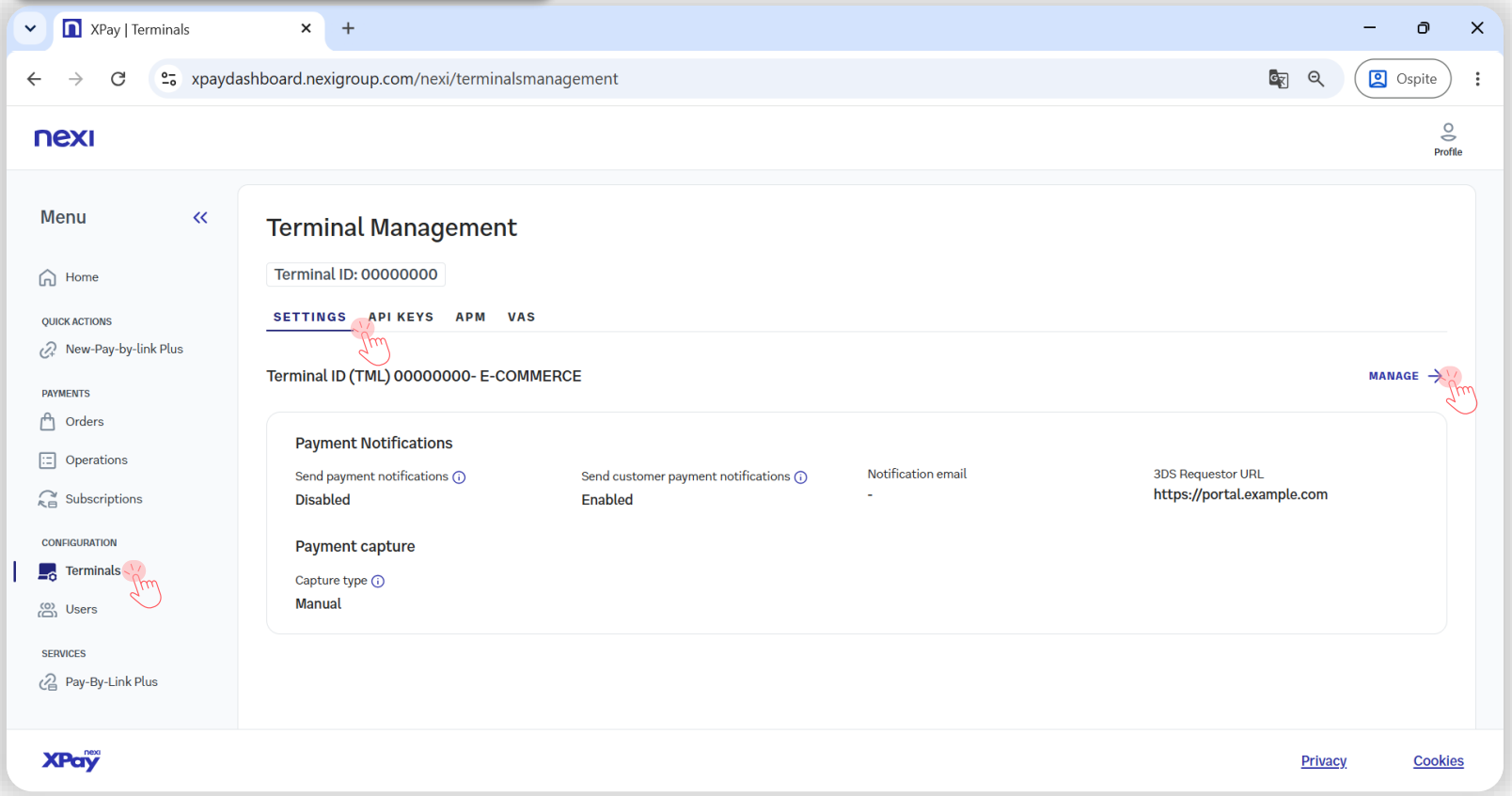
- Enter the user's **Email** Address, which will be used as the login credential;
- Enter the user's **Name**;
- Assign a User **Role** by selecting one of the available profiles (Administrator, Operator, or Read-only);
- Enable or disable the user through the "**Activate**" toggle, allowing or preventing access to the platform immediately.

Once completed, select "**Add**" to confirm the creation of the new user.

Access and Configuration | Terminal Management – Configurations (1/3)

MERCHANT

«**User**» section visible exclusively with **Admin role**



From the **Terminals** section of the Configuration menu, you can access the details of a single terminal, identified by its Terminal ID, and view its settings via the Configurations, API Keys, APM, and VAS tabs.

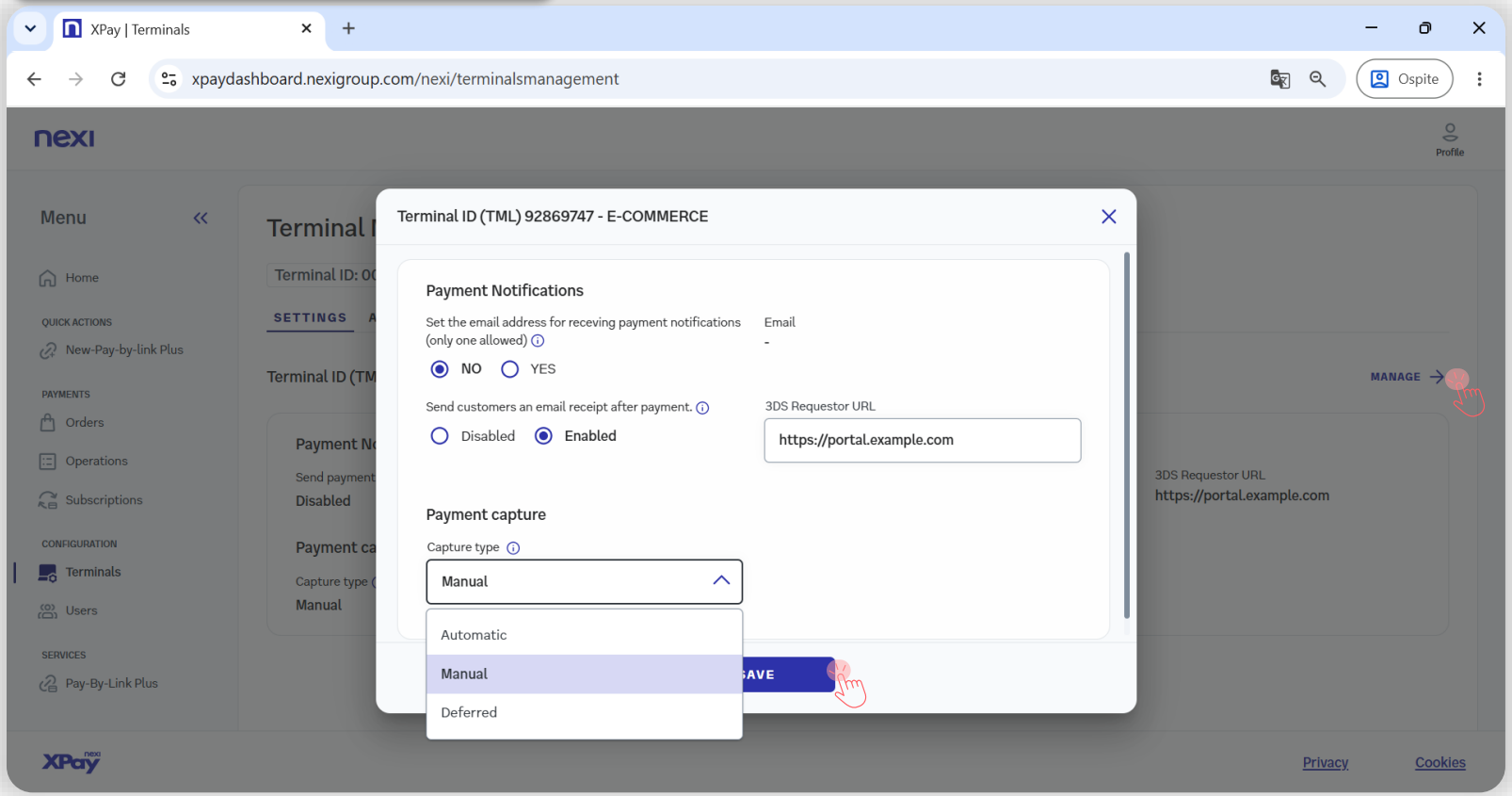
In the Configurations tab, for each Terminal ID (TML), the following information is displayed:

- **Payment notifications:** activation status of sending payment notifications to the merchant and the customer, notification email address, and the 3DS Requestor URL used in 3D Secure authentication processes.
- **Payment settlement:** settlement mode configured for the terminal (Manual or Automatic).

By selecting **"Manage"** in the top right corner, you can modify these settings.

Access and Configuration | Terminal Management – Configurations (2/3)

«**User**» section visible exclusively with **Admin role**



MERCHANT

Selecting "**Manage**" provides access to the **Terminal ID** settings, which are divided into two sections:

- **Payment Notifications**: management of notification delivery (via a dedicated email address), sending receipts to customers, and configuration of the 3DS Requestor URL;
- **Payment Settlement**: selection of one of the following three modes:
  - **Automatic**: authorizations are automatically captured;
  - **Manual**: manual capture confirmation is required;
  - **Delayed**: authorizations are automatically captured after the specified number of days.

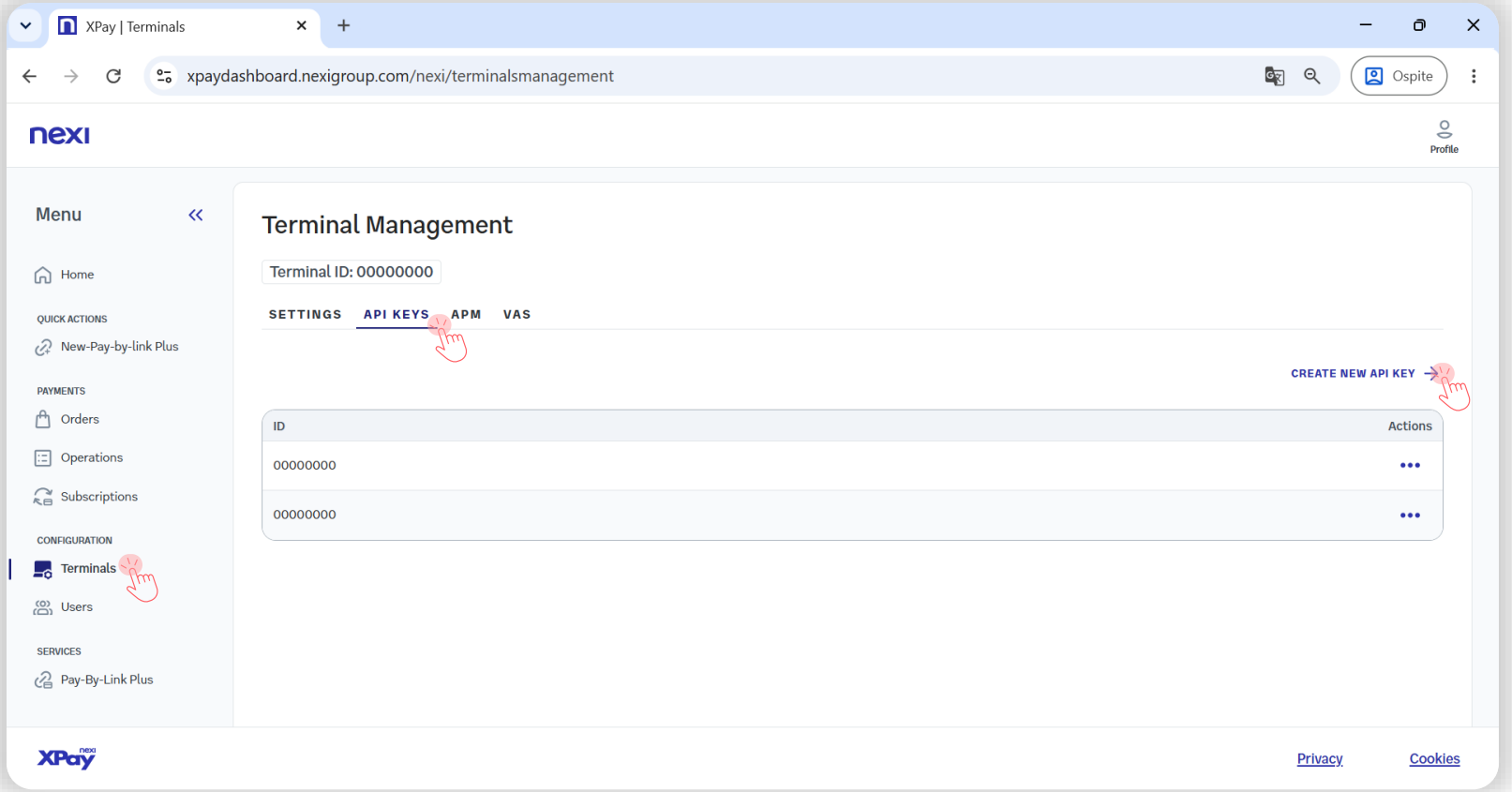
Click "**Save**" to confirm the changes.

NB: When **switching** from **Automatic** to **Manual** mode (or vice versa), any **payment operations** in "**Authorized**" status that were performed **before the change** must be **captured manually by the user**.

Access and Configuration | Terminal Management - API Key

MERCHANT

«**User**» section visible exclusively with **Admin role**



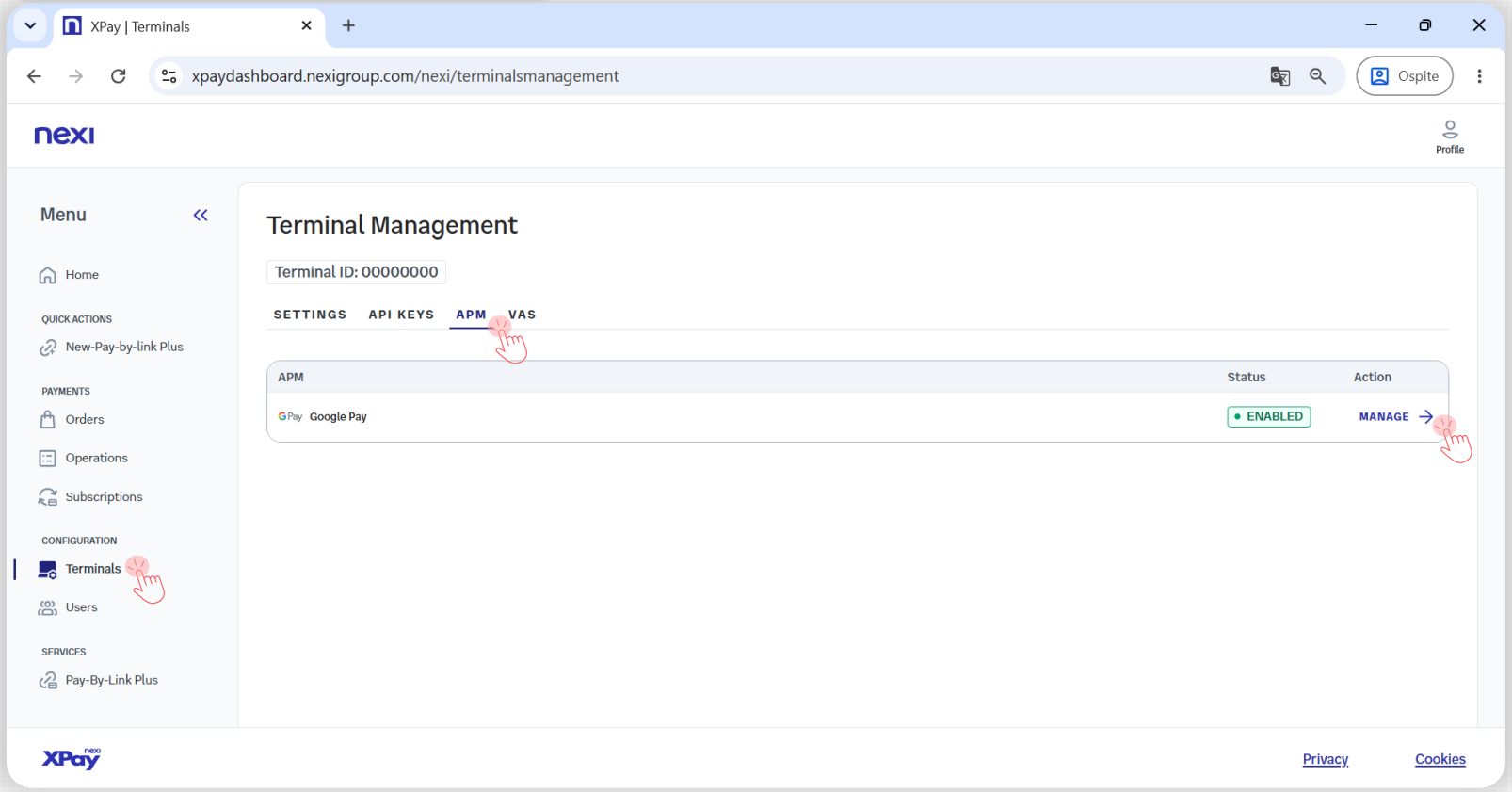
From the "**Terminal Management – API Keys**" **menu**, it is possible to generate one or more **authentication keys**.
Each key identifies a terminal and must be included in the header of every API call.

To generate or view keys in the production environment, a user with an **ADMIN** profile must access the *"Admin"* → *"Terminals"* → *"API KEYS"* section and select the *"Create new API Key"* option.

Access and Configuration | Terminal Management – APM (Alternative Payment Methods) (1/2)

MERCHANT

«**User**» section visible exclusively with **Admin role**



The **"APM"** menu allows you to manage the alternative payment methods available on the terminal.

From this section it is possible to:

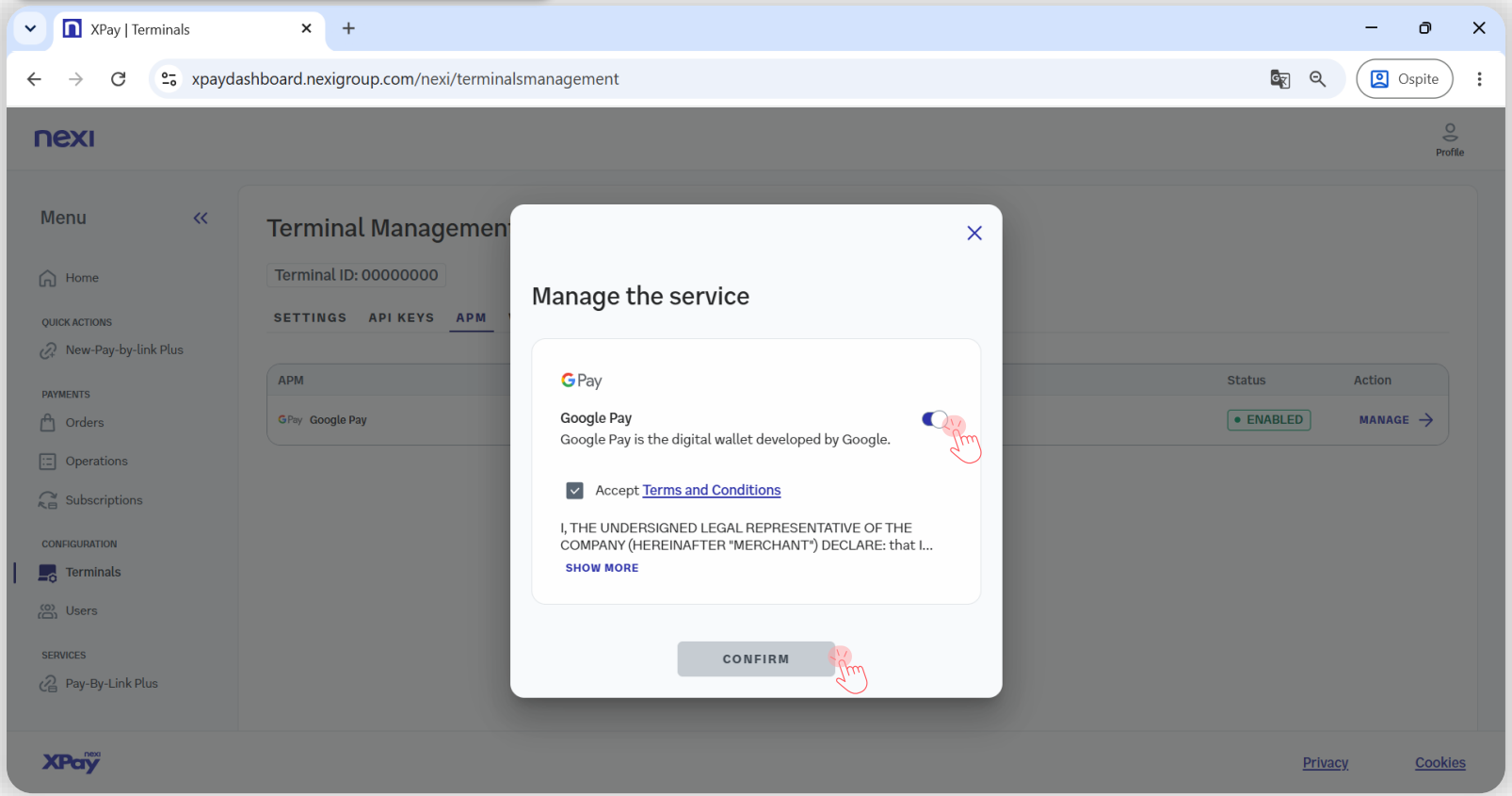
- **Activate** a payment method to make it available for use;
- **Deactivate** a payment method to temporarily prevent its use;
- **Configure** a payment method, if applicable, by setting the required operational parameters.

The APM section displays all **payment methods made available** by the acquirer, in accordance with contractual agreements.

Access and Configuration | Terminal Management – APM (Alternative Payment Methods) (2/2)

MERCHANT

«**User**» section visible exclusively with **Admin role**



For payment methods that support them, the "**Manage**" or "**Enable**" functions allow you to activate, deactivate, and configure the available options.

Within this section, you can:

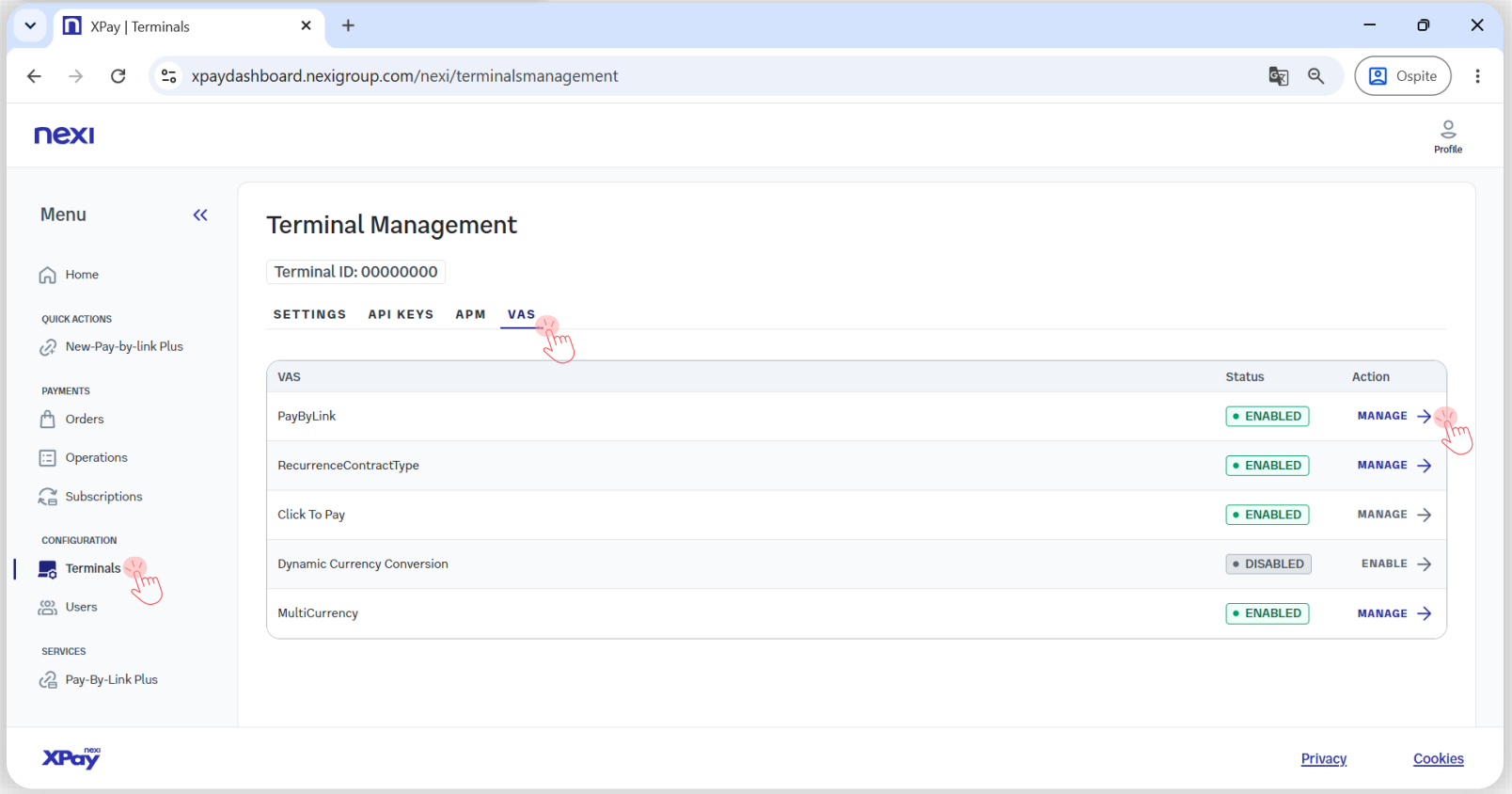
- **enable** or **disable** the service using the dedicated toggle;
- accept the **Terms and Conditions**, where required, to complete the service activation;
- manage the **configuration** of the APMs, where supported.

Once the operation is confirmed, the payment method will be available on the terminal according to the selected configuration.

Access and Configuration | Terminal Management – VAS (Value Added Services) (1/2)

MERCHANT

«**User**» section visible exclusively with **Admin role**



The "**VAS**" menu allows you to manage the value-added services available on the terminal.

From this section, you can:

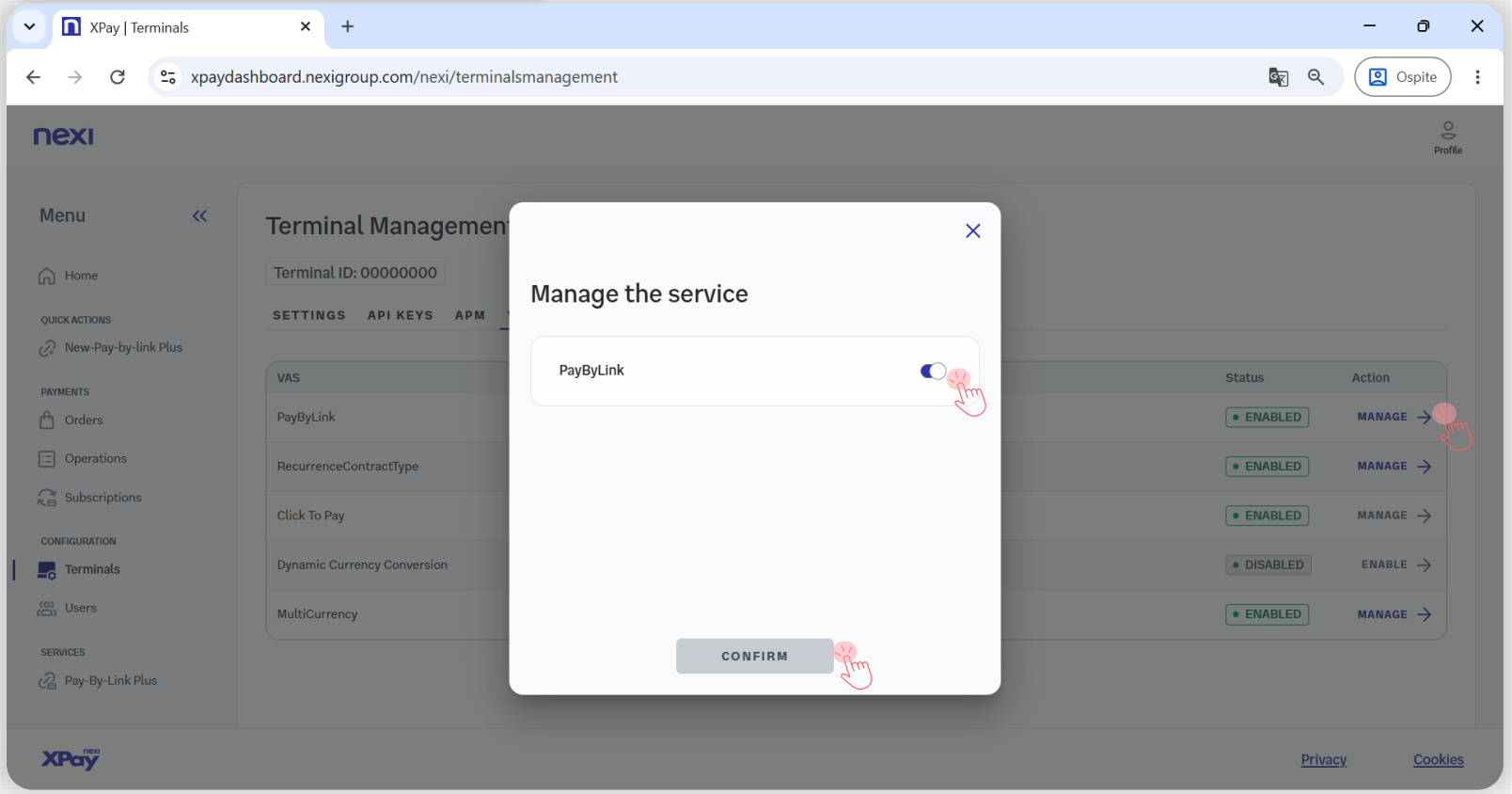
- **Activate** a service to make it available;
- **Deactivate** a service to temporarily suspend its use;
- **Configure** a service, where supported, by setting the required operational parameters.

The availability and management of VAS depend on the contractual agreements established during the merchant onboarding process

Access and Configuration | Terminal Management – VAS (Value Added Services) (2/2)

MERCHANT

«**User**» section visible exclusively with **Admin role**



For VAS that support them, the **"Manage"** or **"Enable"** functions allow you to activate, deactivate, and configure the available options.

In this section, you can **enable** or **disable** the service using the dedicated toggle switch.

Once the operation has been confirmed, the selected service will be available on the device and can be disabled or re-enabled at **any time**.

This content is classified as Internal

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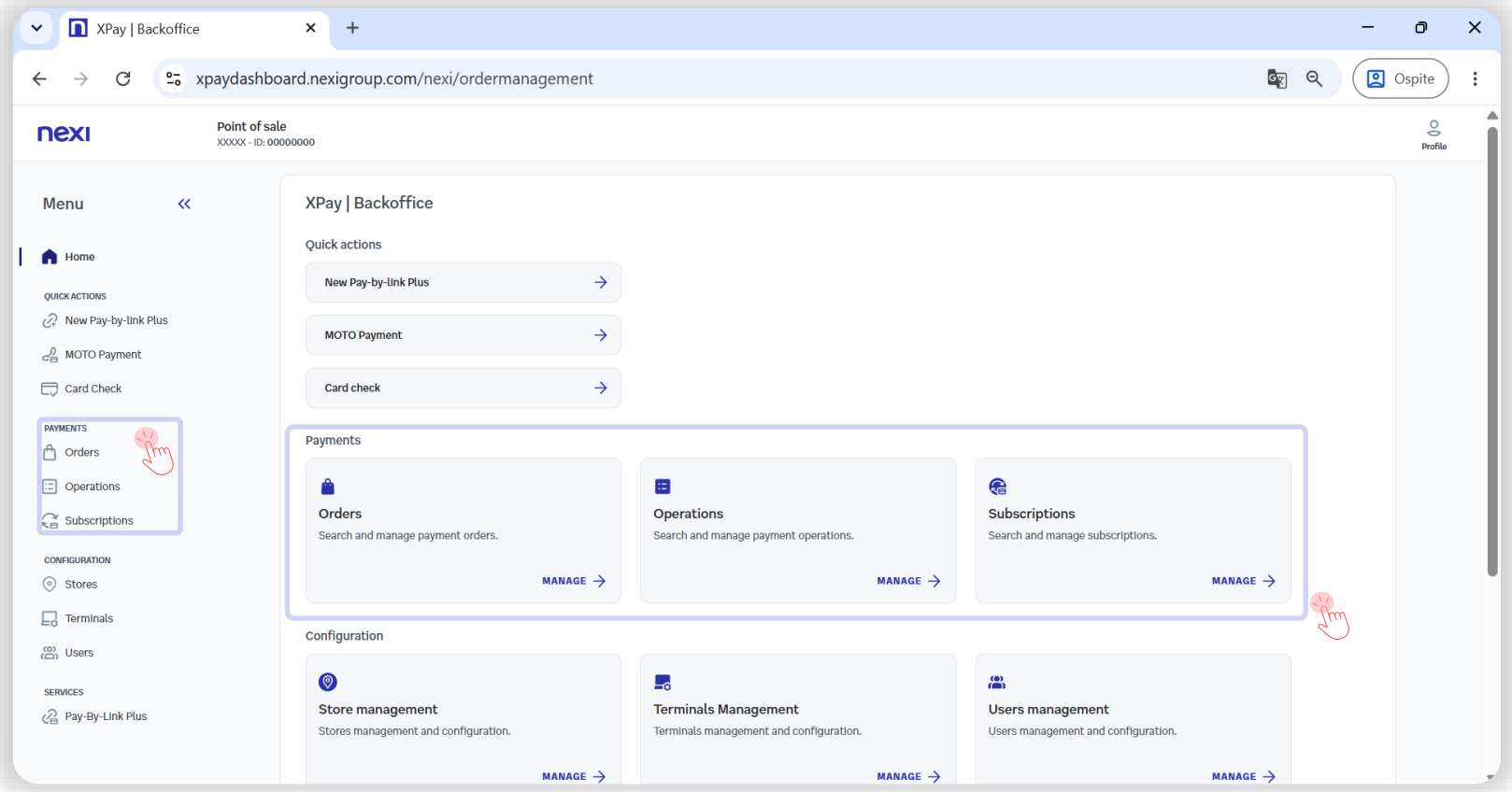
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Payment Management | Overview

MERCHANT



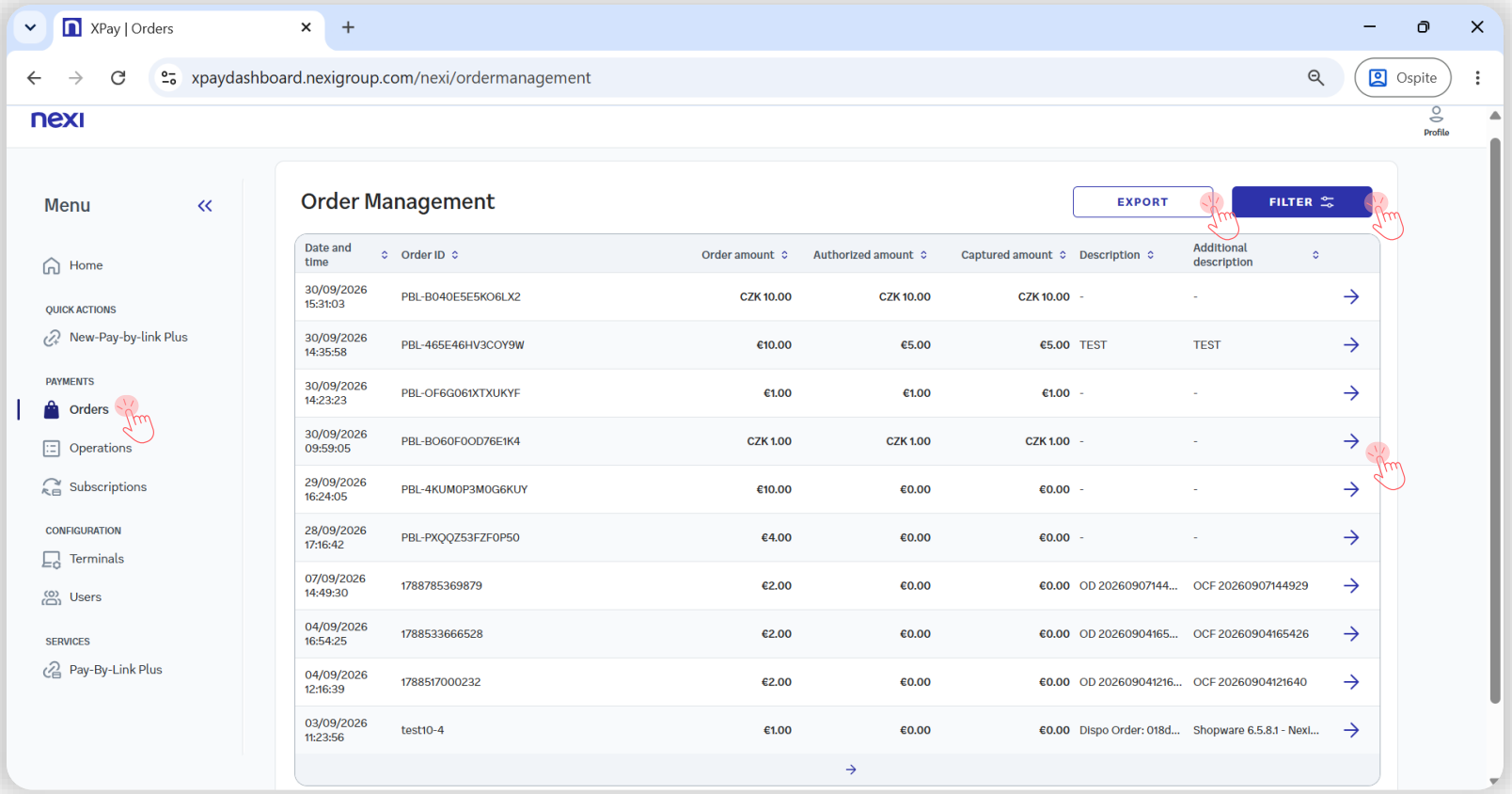
The **Payments** section provides access to the **Orders**, **Transactions**, and **Subscriptions** areas, where you can:

- View the complete list of payment transactions associated with different **orders**. Each order may contain one or more payment transactions.
- View the list of payment transactions (individual transactions) and their details.
- Manage **subscription plans** on your e-commerce terminal.

Note: The menu items and services shown in this manual may differ from those displayed in your system. The features available depend on your contractual agreement.

Payment Management | Order Management

MERCHANT



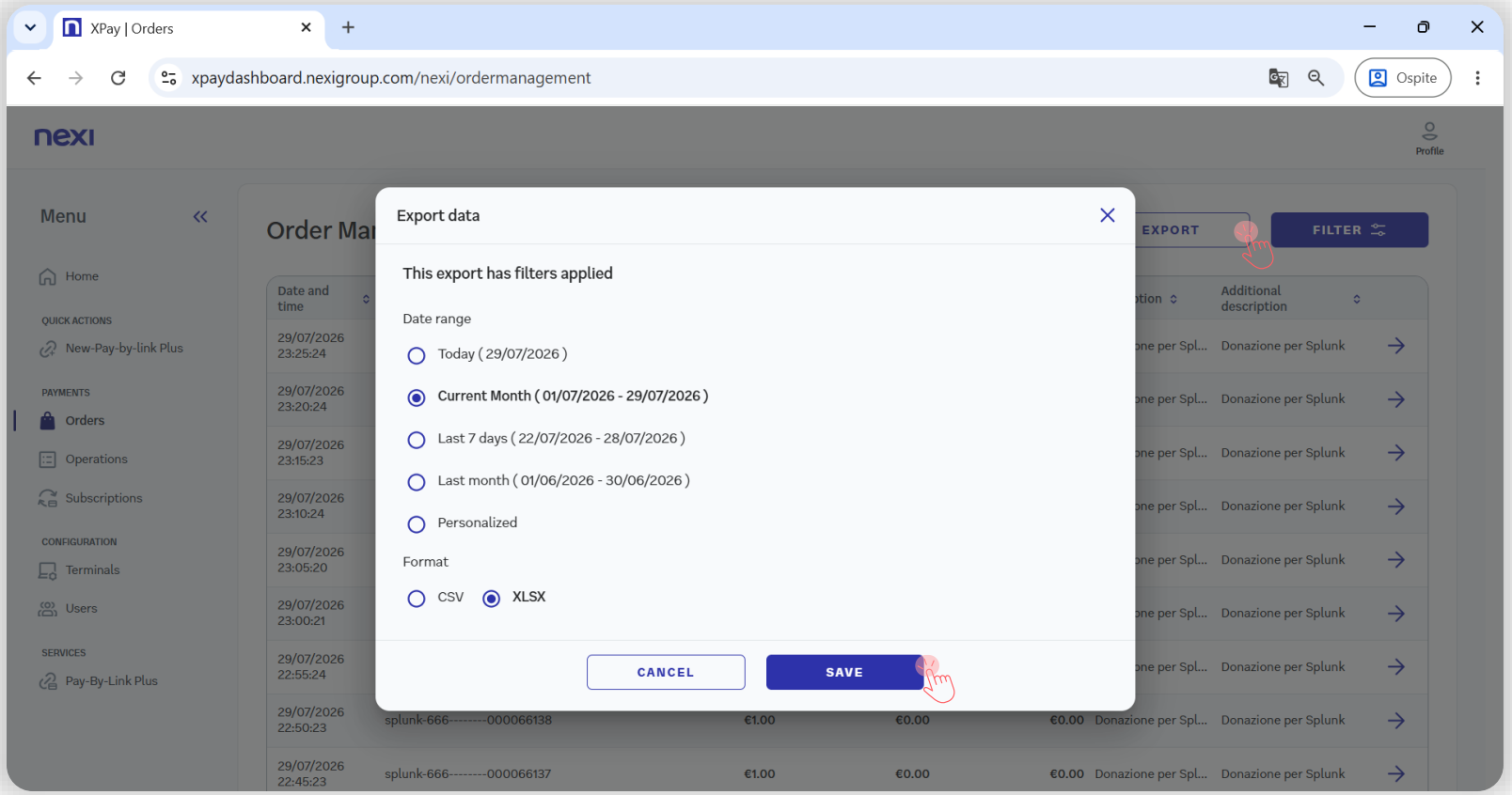
Within the **Orders** section, you can view the complete list of payment transactions associated with different orders.
The table displays the key information for each order, including the date, Order ID, amounts, and additional details.

From this section, you can also:

- Apply search criteria using the **"Filter"** button by selecting parameters such as date range, order status, or amount range.
- Export the list of orders in Excel or CSV format using the **"Export"** function.
- View the **details of an order** by selecting the arrow next to it. This displays all related payment transactions, including authorizations, settlements, and refunds.

Payment Management | Order Management – Export Function

MERCHANT



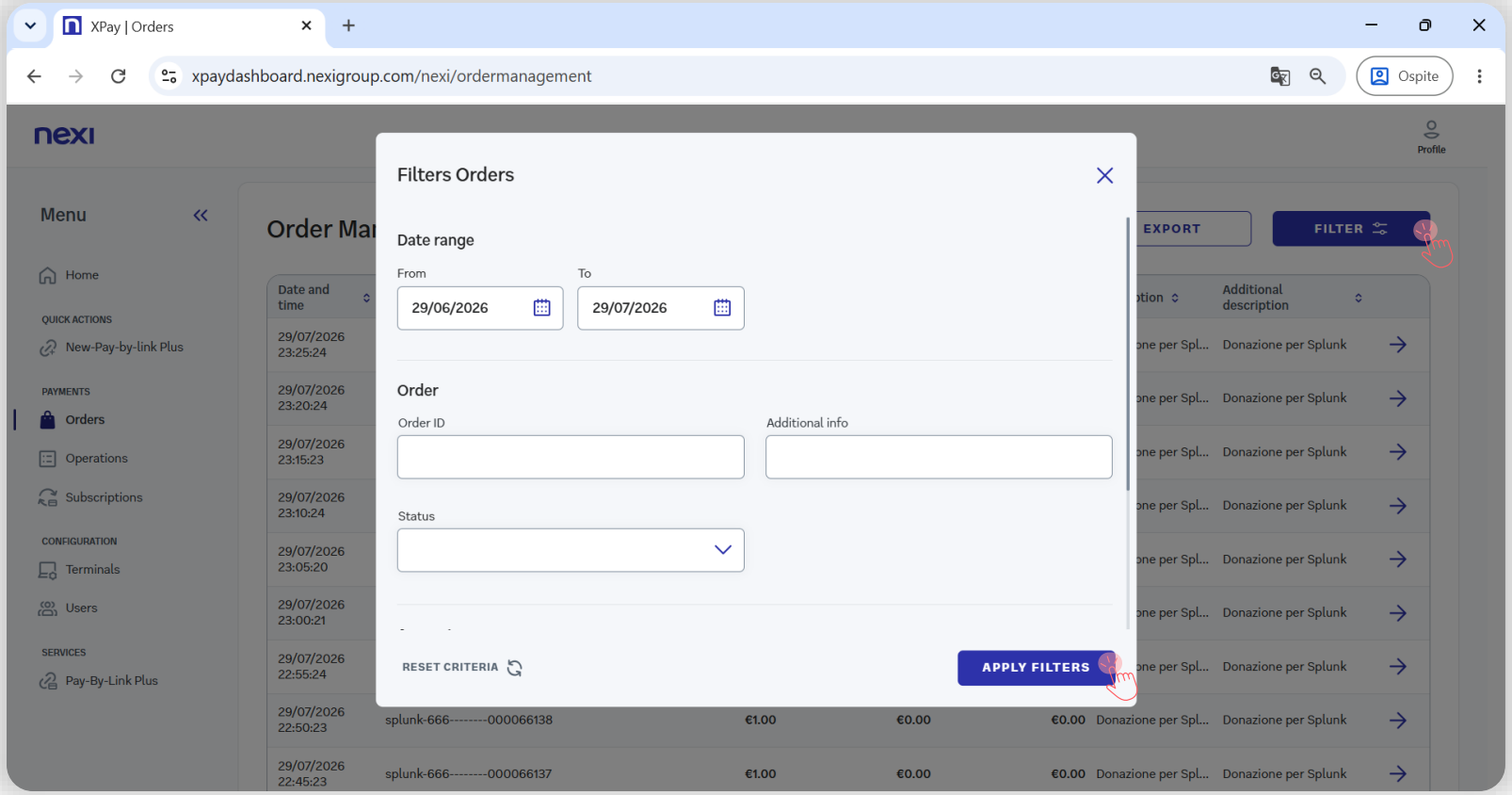
The **"Export"** function allows you to download the list of orders by applying the desired filters during the export process.

From the **Export Data** section, you can:

- Select the **reference period** by choosing predefined or **custom** date ranges.
- Select the **export file format**, choosing between CSV and XLSX.

Payment Management | Order Management – Filter Function

MERCHANT

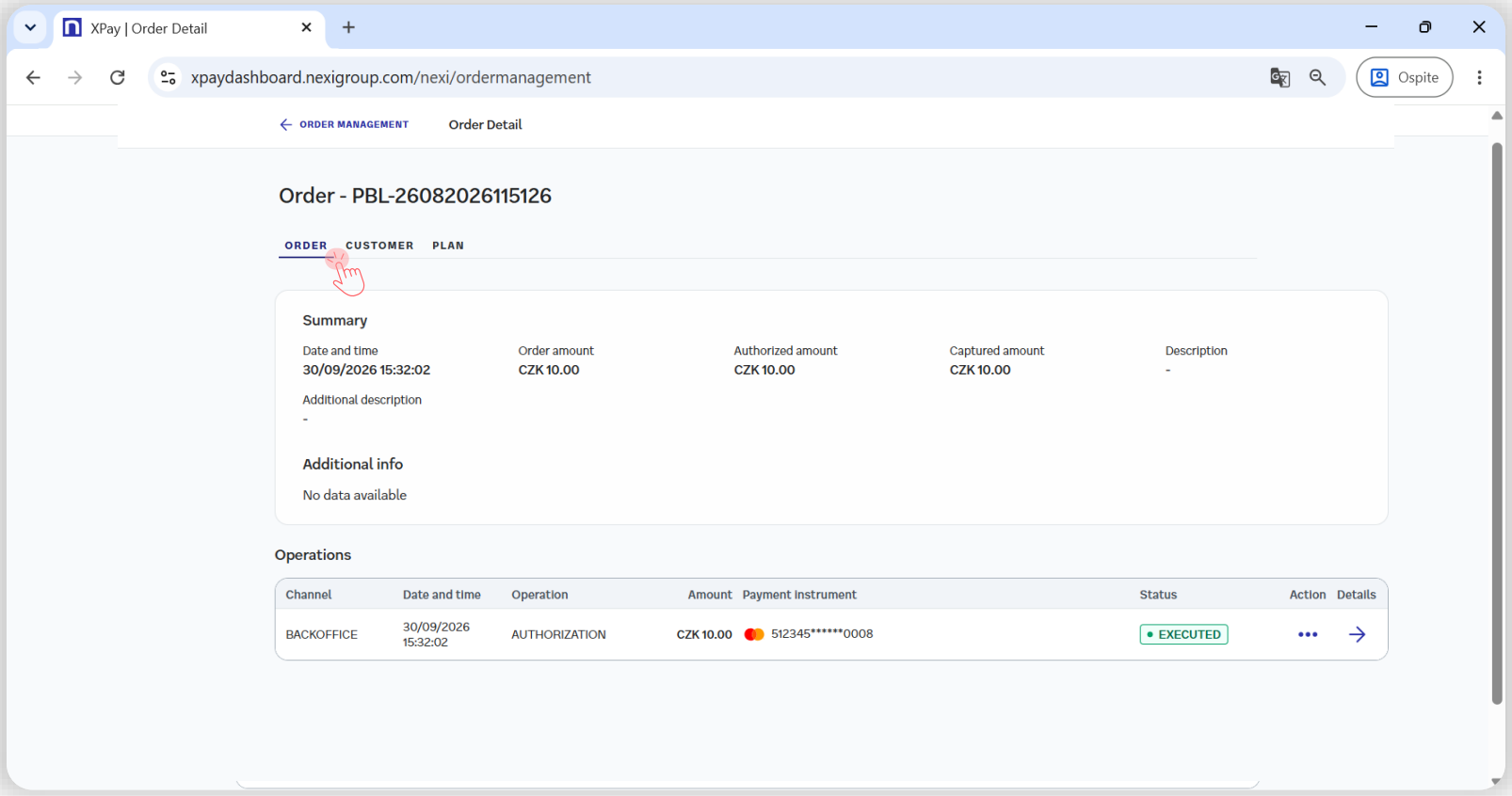


Through the **Filter Orders** function, you can:

- Select a **time range**.
- Enter a specific **Order ID**.
- Enter **additional information** as a search parameter.
- Filter by **status** (pending settlement, settled).
- Filter by **amount range**.
- Select the **amount type** (order, authorized, settled).

Payment Management | Order Management – Order Detail (1/4)

MERCHANT



Within the **"Order"** section (order details view), you can see a summary of the main information (amount, status, date and time) as well as any additional details.

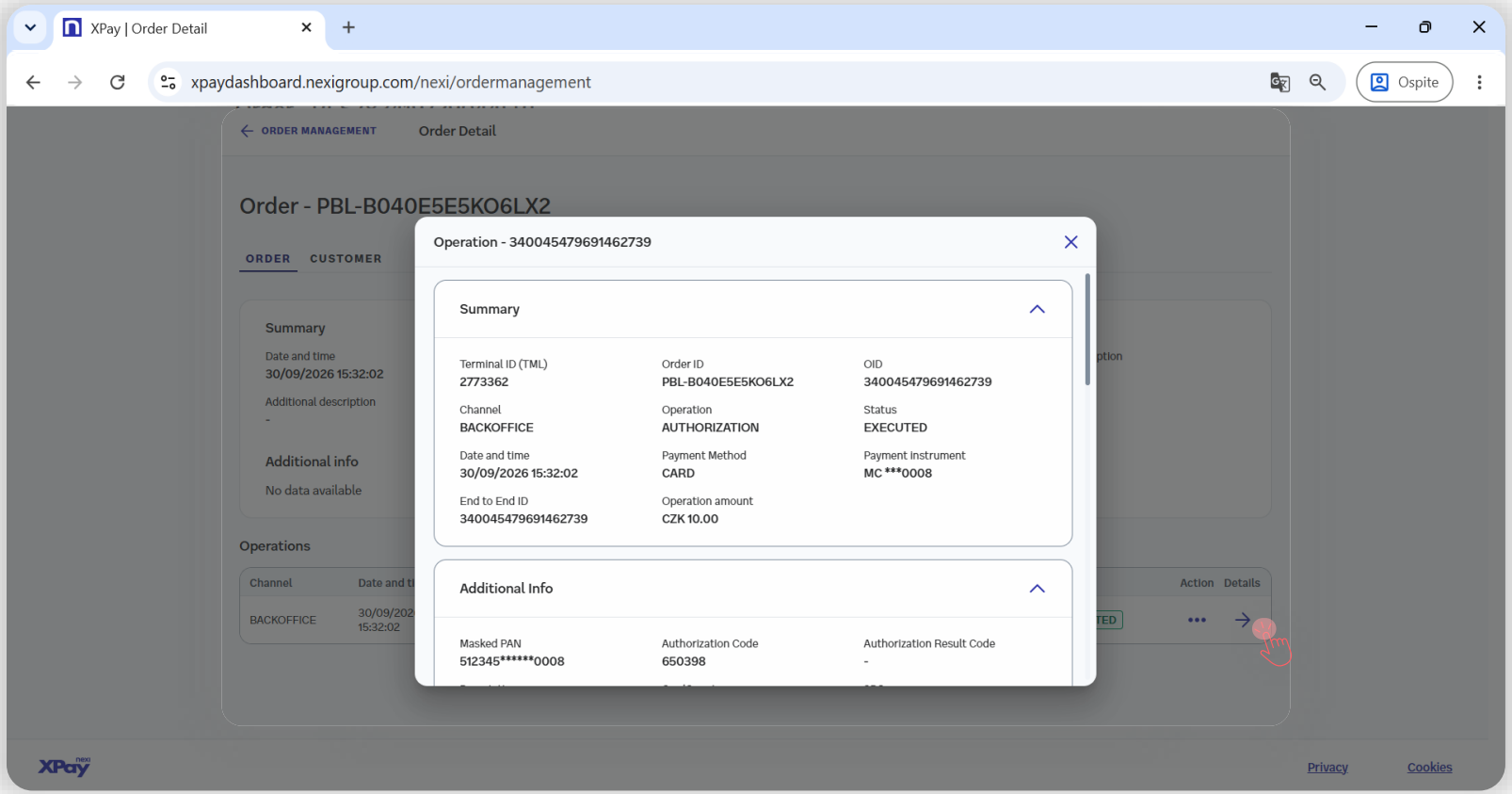
From the **Operations** section, you can:

- View the operations table, which lists one or more **transactions associated with the order**.
- Access the **details of a single transaction** by selecting the side arrow.
- Use the **action menu** (three dots) to perform system-allowed operations depending on the transaction status (e.g., settlement or cancellation).

Note: The screenshots shown may differ from the current version of the BO. Release scheduled: Q4 2026.

Payment Management | Order Management – Order Detail (2/4)

MERCHANT



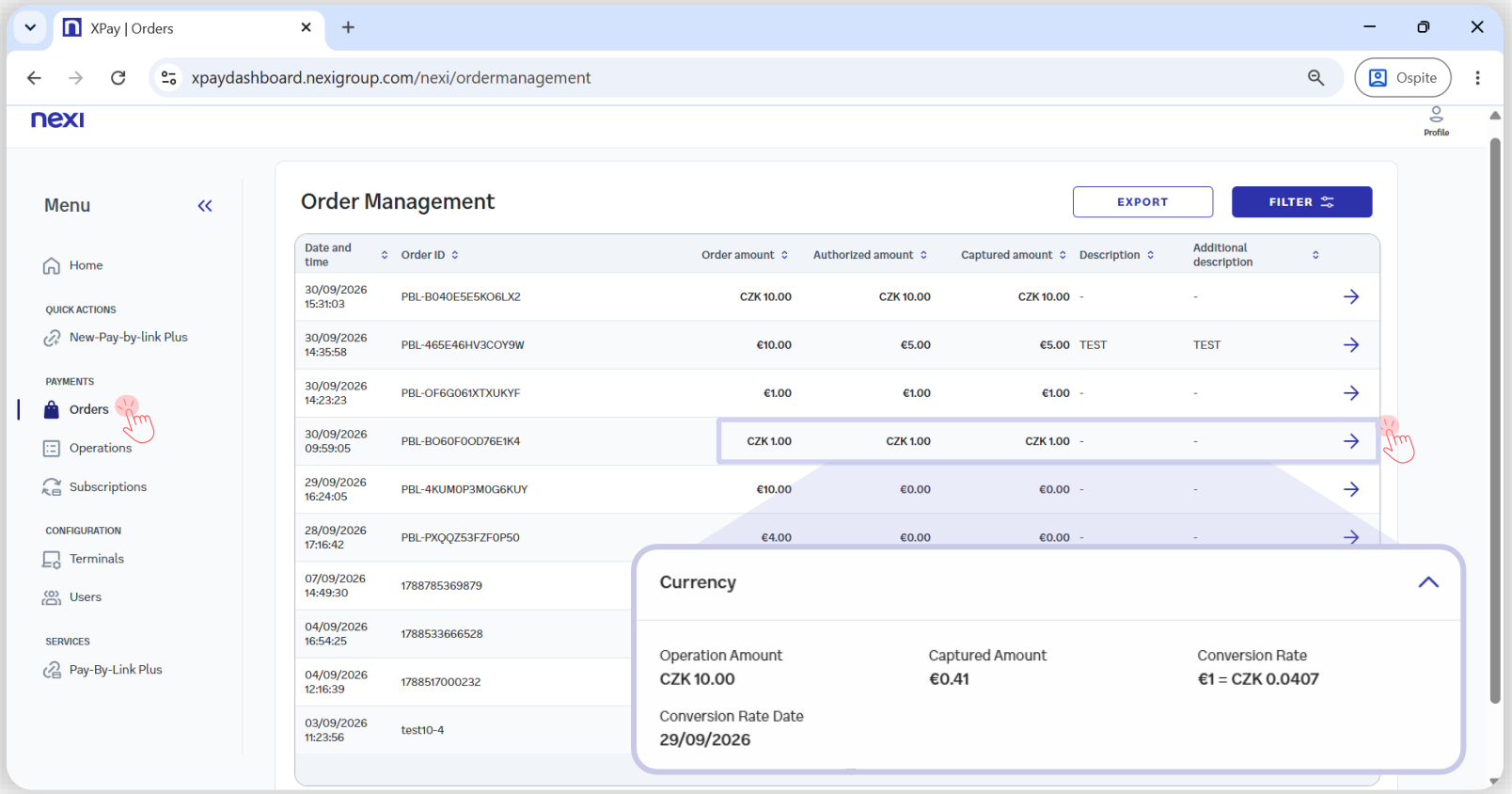
By clicking the arrow next to each operation, you can access the details of the individual transaction.

This section allows you to view:

- A **summary of the main operation data**, such as status, date and time, Order ID, and transaction identifiers.
- **Additional information**, such as masked PAN, authorization codes, transaction outcomes, and other technical details useful for analyzing the transaction.
- The **DCC** and **Multicurrency** sections (if these services are enabled), including any additional data related to the operation.

Payment Management | Order Management – Order Detail – Multicurrency (3/4)

MERCHANT

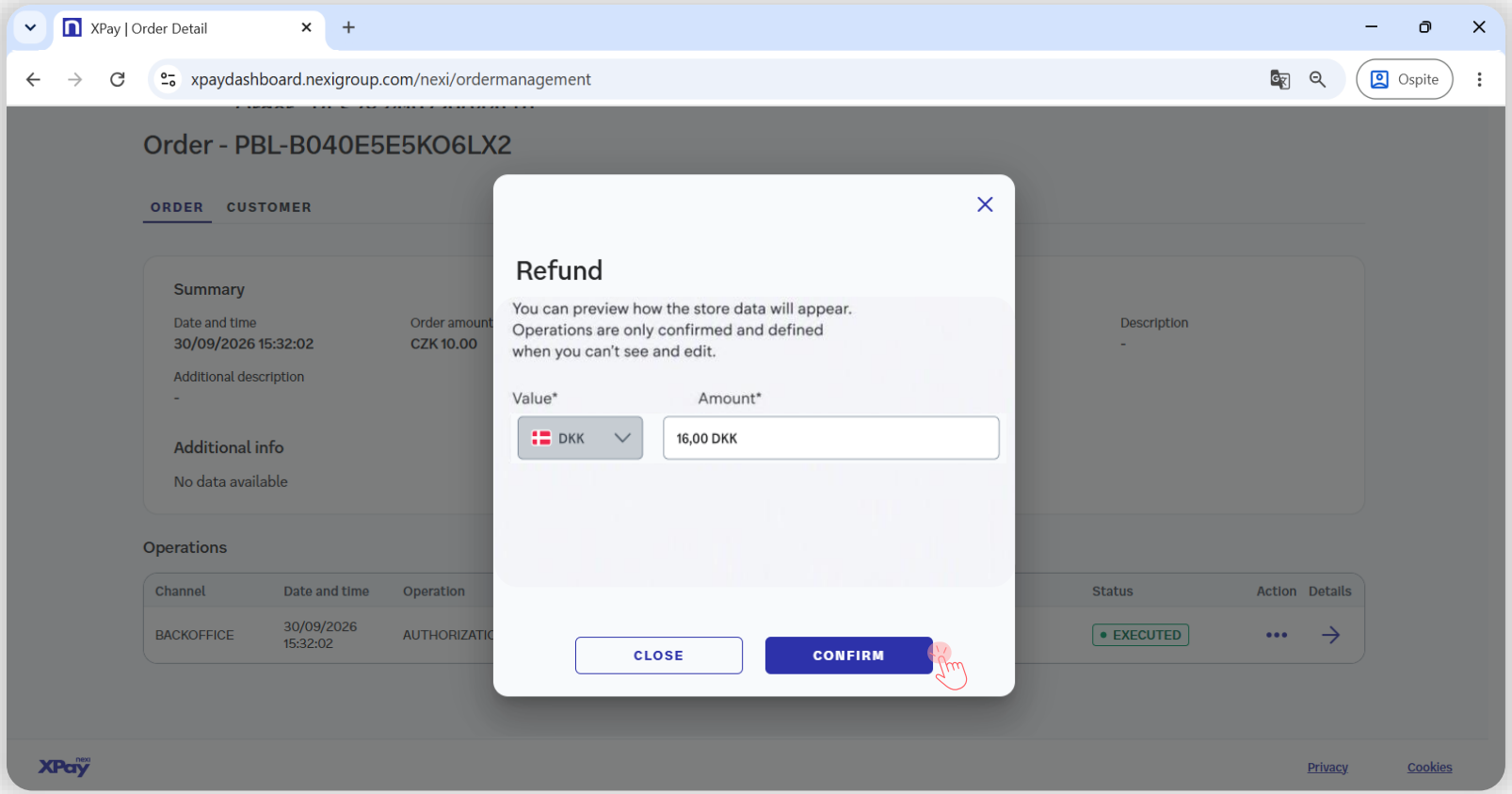


If the merchant has subscribed to the Multicurrency service, for each transaction in a currency other than euro, by accessing the order details they will also be able to view:

- The **transaction** amount in the **foreign currency**;
- The **amount in EUR** settled;
- The **Exchange Rate** applied;
- The exchange rate **time-stamp**

Payment Management | Order Management – Order Detail – Multicurrency (4/4)

MERCHANT



Through the actions menu, it is possible to perform a refund operation on a settled transaction.

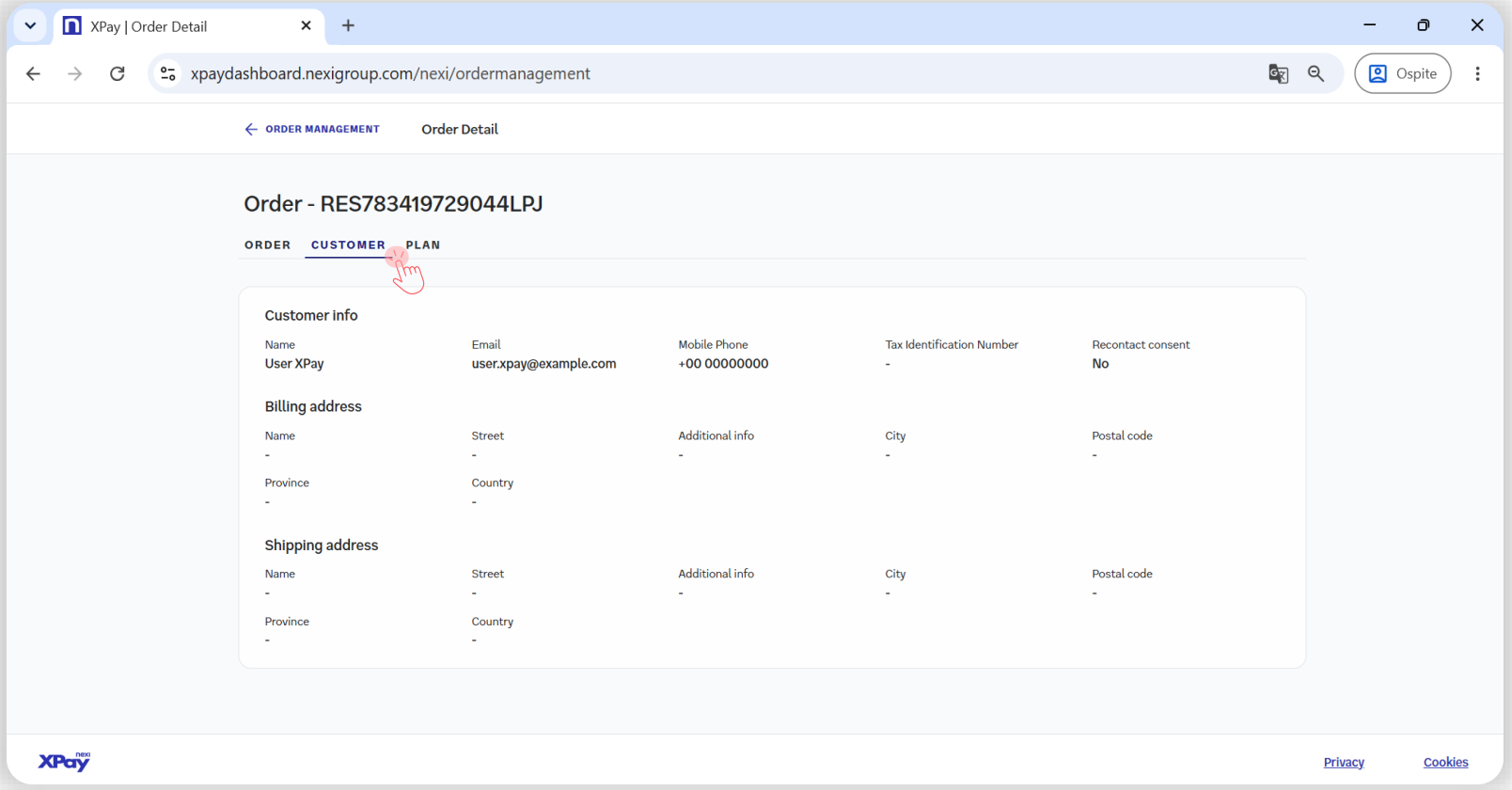
In the case of a refund of a **Multicurrency** transaction, the refundable amount will be shown.

The **refund currency** will always be the one **associated with the original transaction**.

Note: The screenshots shown may differ from the current version of the BO. Release scheduled: Q4 2026.

Payment Management | Order Management – Customer Detail

MERCHANT

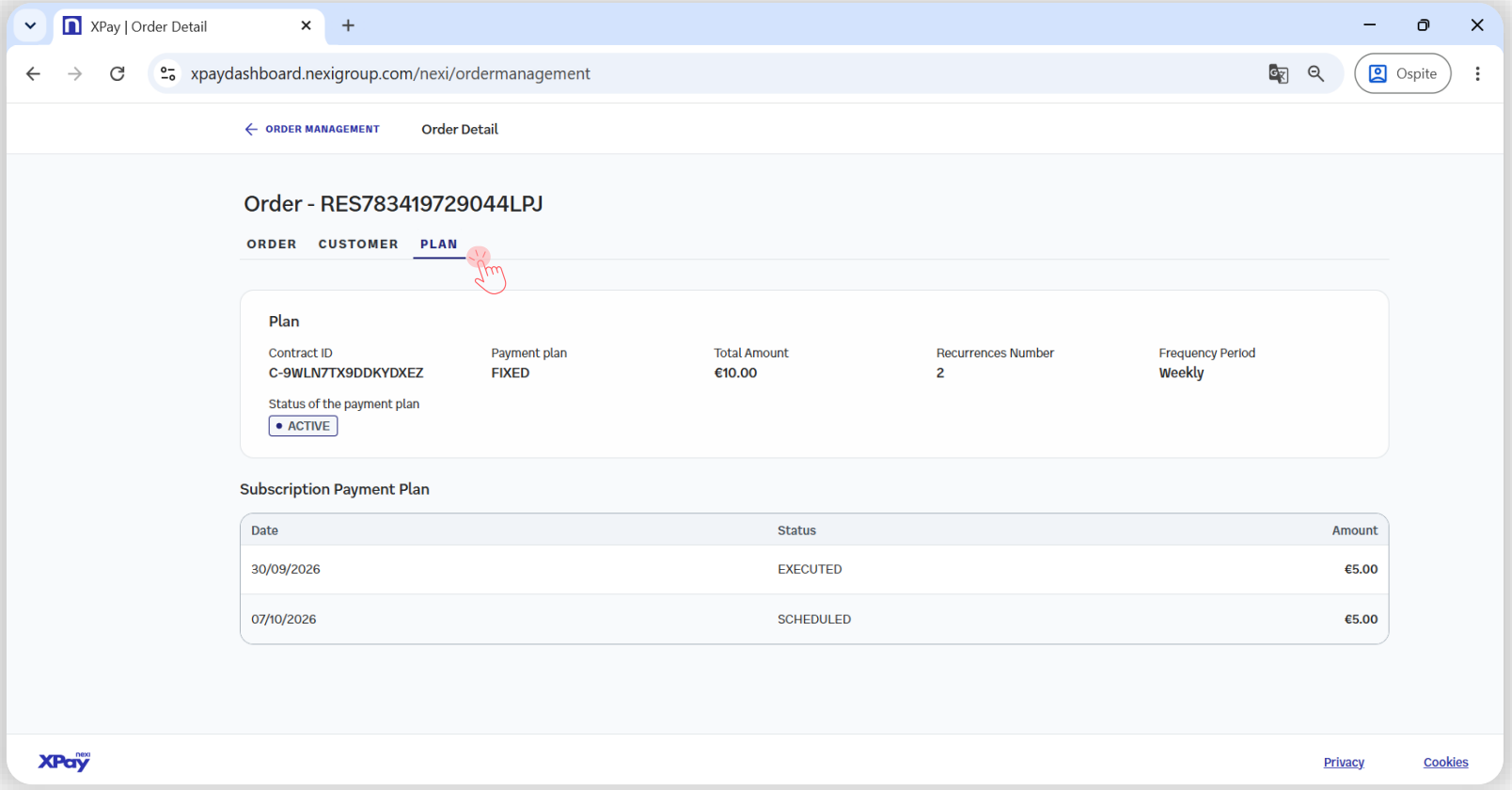


Through the **"Customer"** tab, available within the displayed payment order, you can view:

- Customer information
- Billing address
- Shipping address

Payment Management | Order Management – Plan Detail

MERCHANT



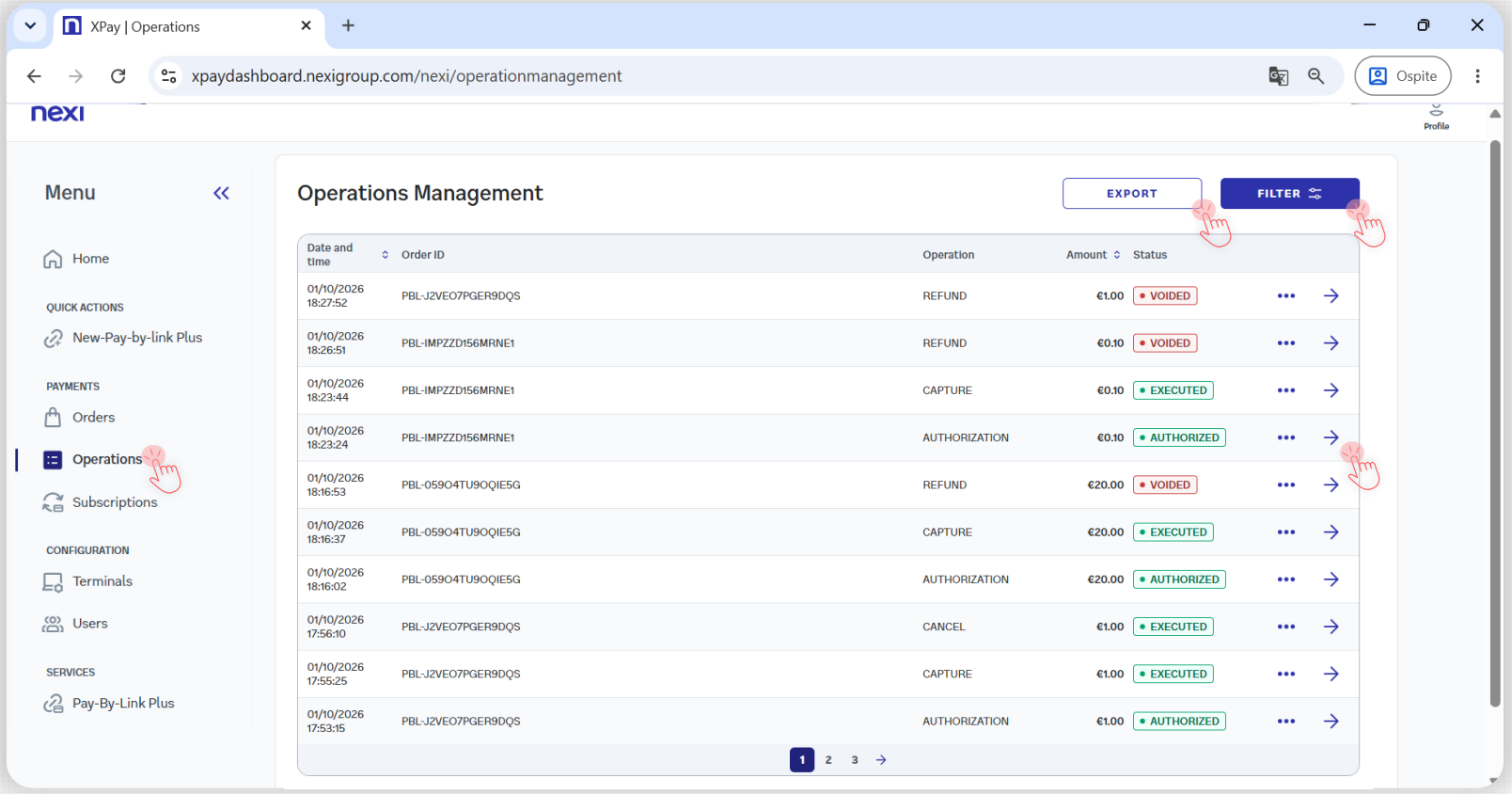
Within the **"Plan"** section of the order details, you can view all information related to the customer's subscription plan, where available.

This page displays the main subscription plan data, such as the contract ID, type, total amount, down payment, and activation status.

At the bottom of the page, you can also find the **payment schedule table for the subscription plan**, including the details of each installment, the status of each payment, and the corresponding amount.

Payment Management | Operation Management

MERCHANT

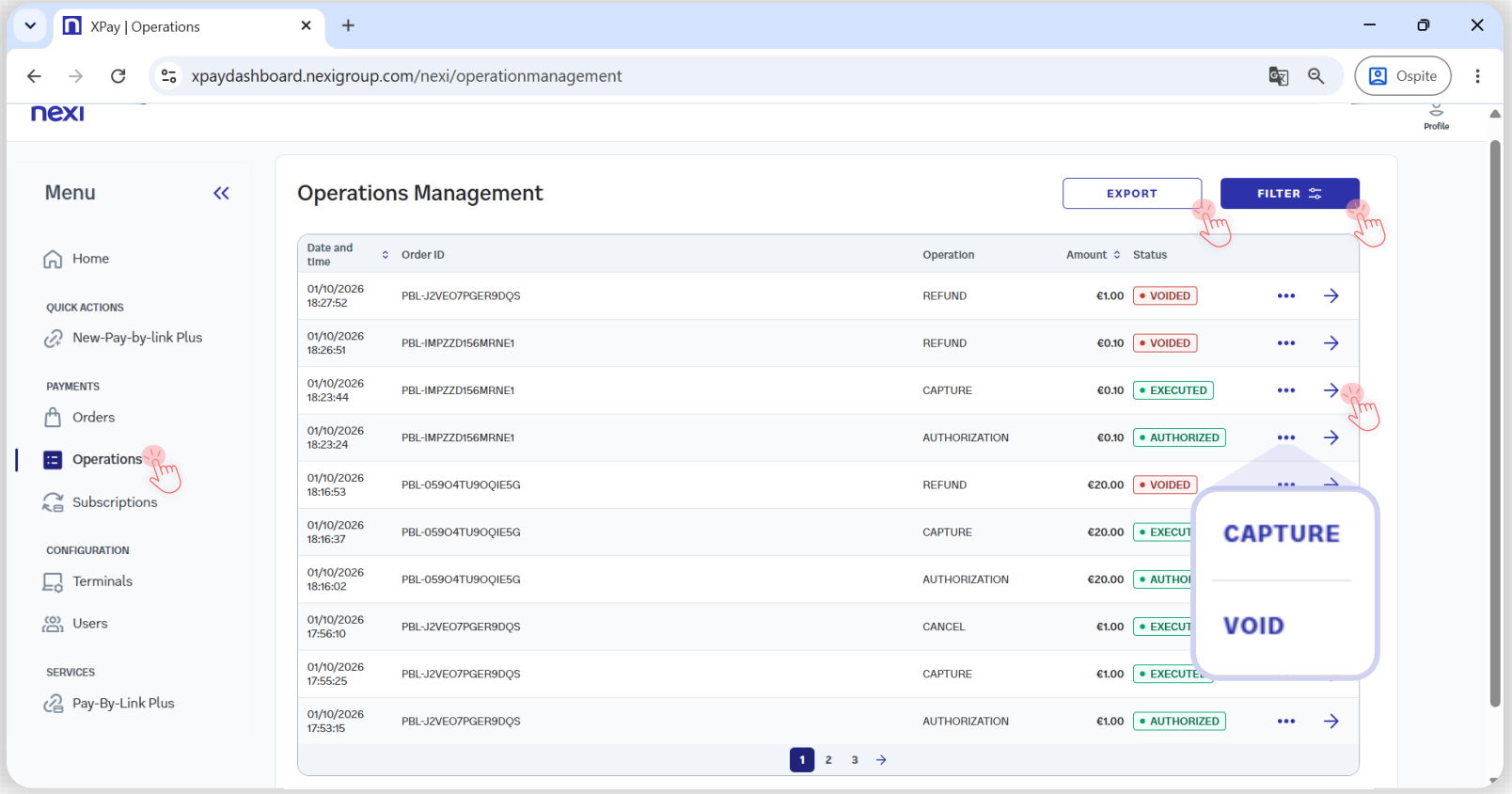


Within the **"Operations Management"** section, you can:

- View the **table** containing the **full list of payment operations** and their details, such as date and time, Order ID, operation type, amount, and status.
- Access the **available actions for each operation** via the dedicated menu (three dots) and view the operation details using the side arrow.
- Filter operations using the **Filter** button.
- Export the list in .xls or .csv format using the **Export** button, applying any filters such as period, channel, or payment method.

Payment Management | Operation Management – Operations on Authorized Order

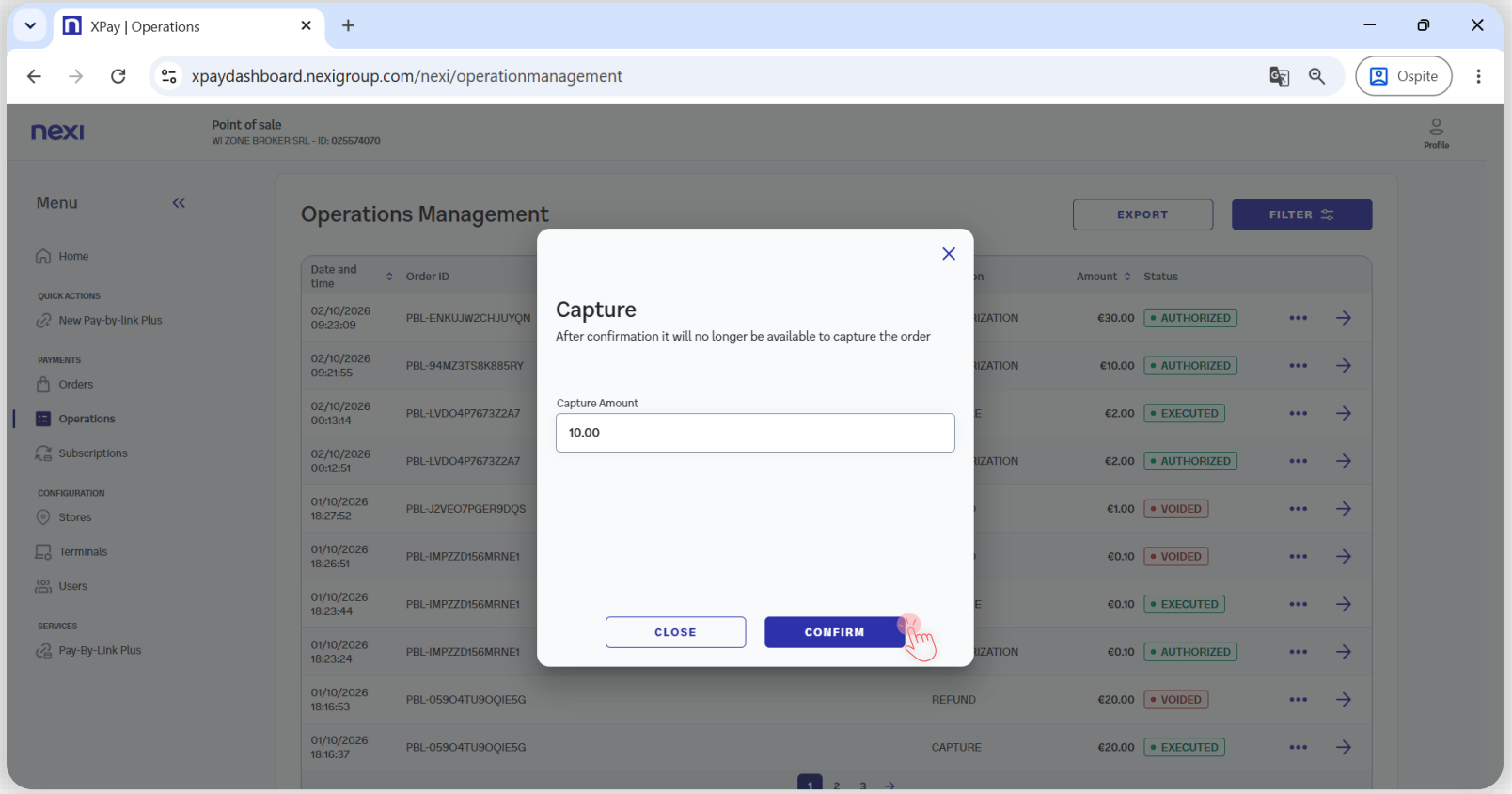
MERCHANT



From the **Operations** and **Orders** sections, you can use the actions menu (three dots) to perform the operations allowed by the system based on the transaction status.

Payment Management | Operation Management – Operations on Authorized Order – Capture

MERCHANT

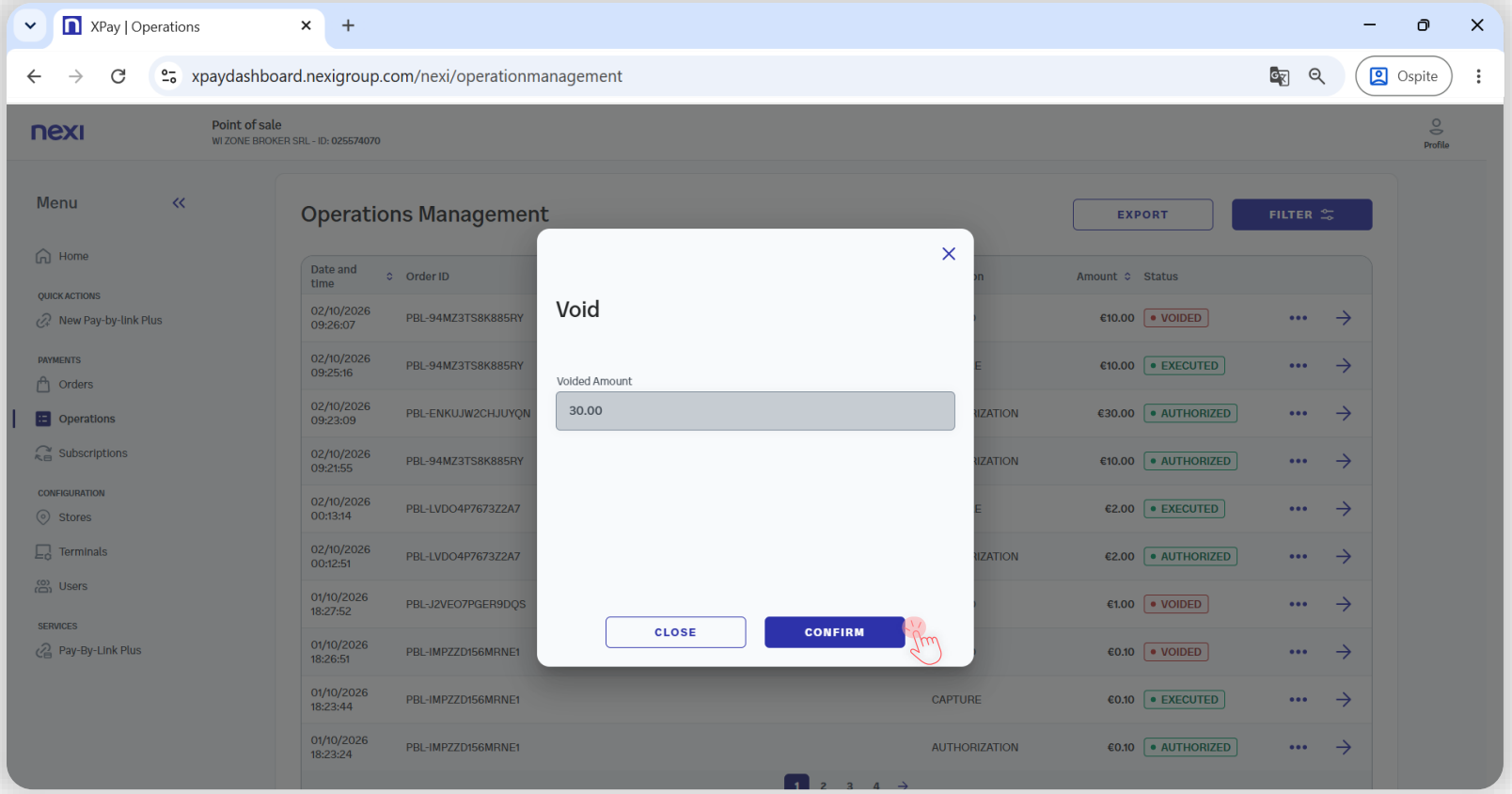


Selecting **Capture** opens the "**Capture**" panel:

- Enter the amount to capture (editable);
- Click "**Confirm**" to settle the order, or "**Close**" to cancel the operation.
- After confirmation, the order will no longer be available for further capture.

Payment Management | Operation Management – Operations on Authorized Order – Void

MERCHANT



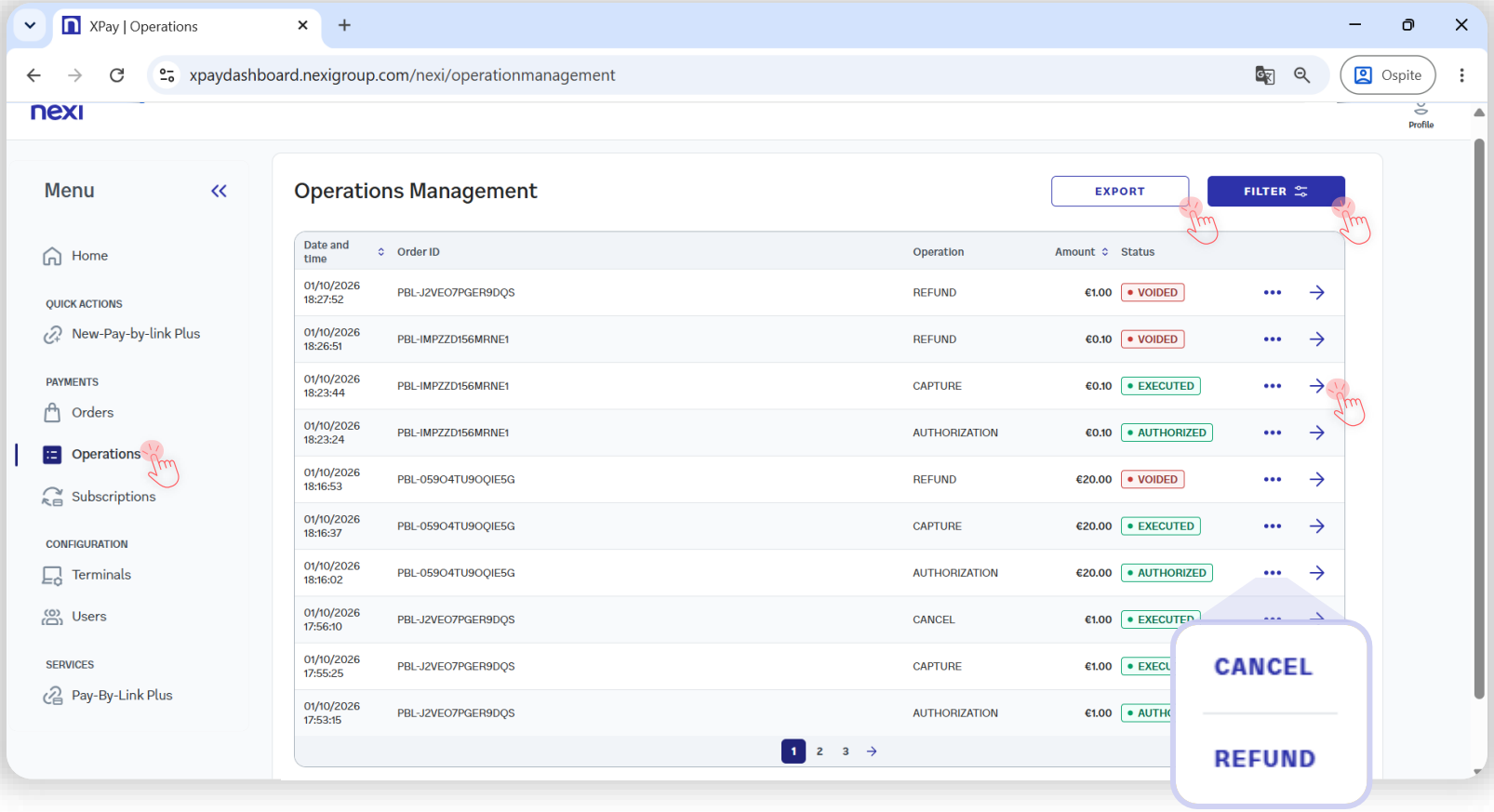
Selecting **Void** opens the "**Cancellation**" panel:

- The amount is pre-filled and cannot be edited;
- Click "Confirm" to cancel the authorization, or "Close" to exit without proceeding.

Warning: The **Void** operation is irreversible.

Payment Management | Operation Management – Captured Order Operations

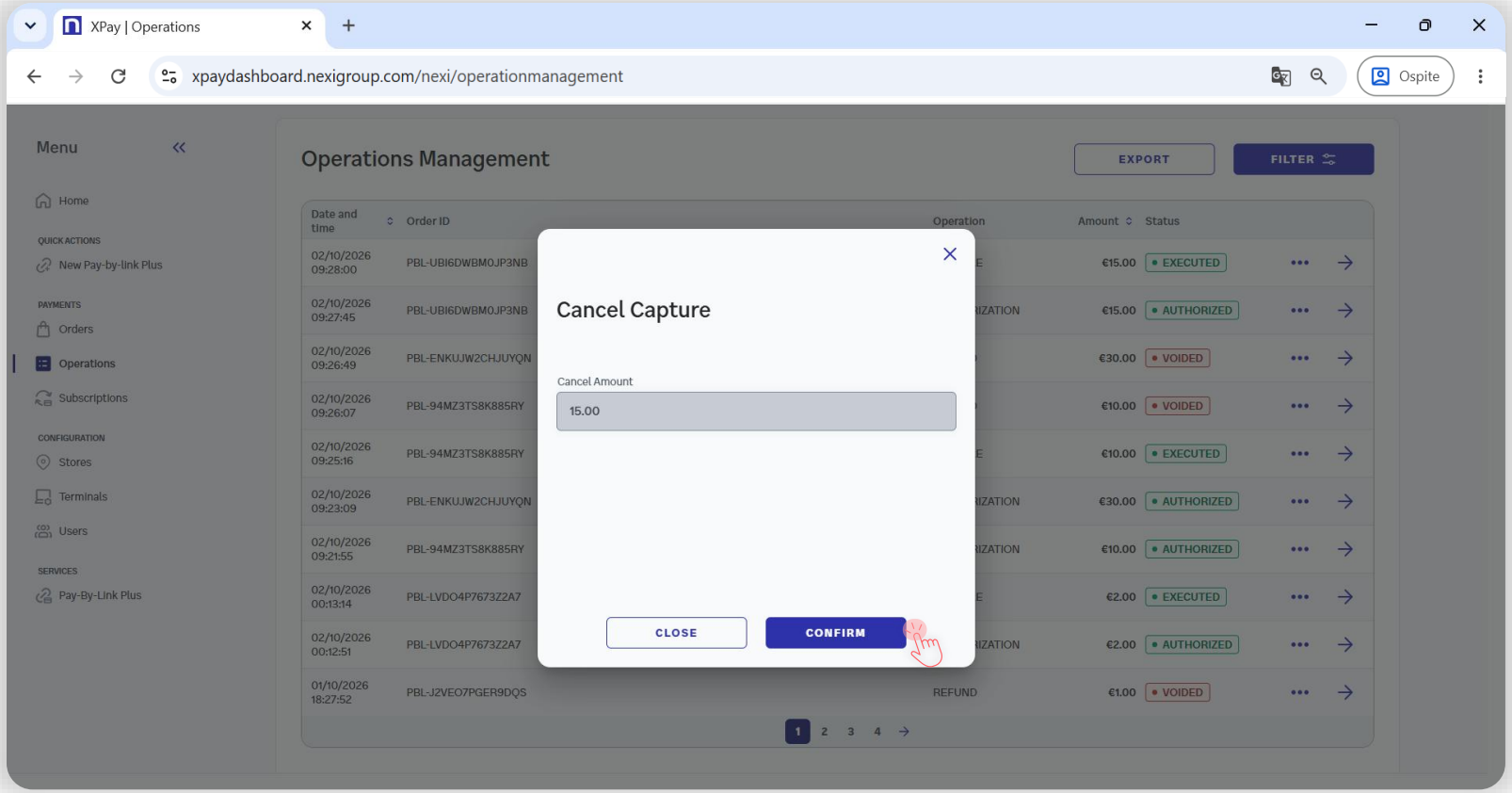
MERCHANT



Once the order has been captured, the actions menu (three dots) offers the **Cancel** and **Refund** options.

Payment Management | Operation Management – Captured Order Operations – Cancel Capture

MERCHANT



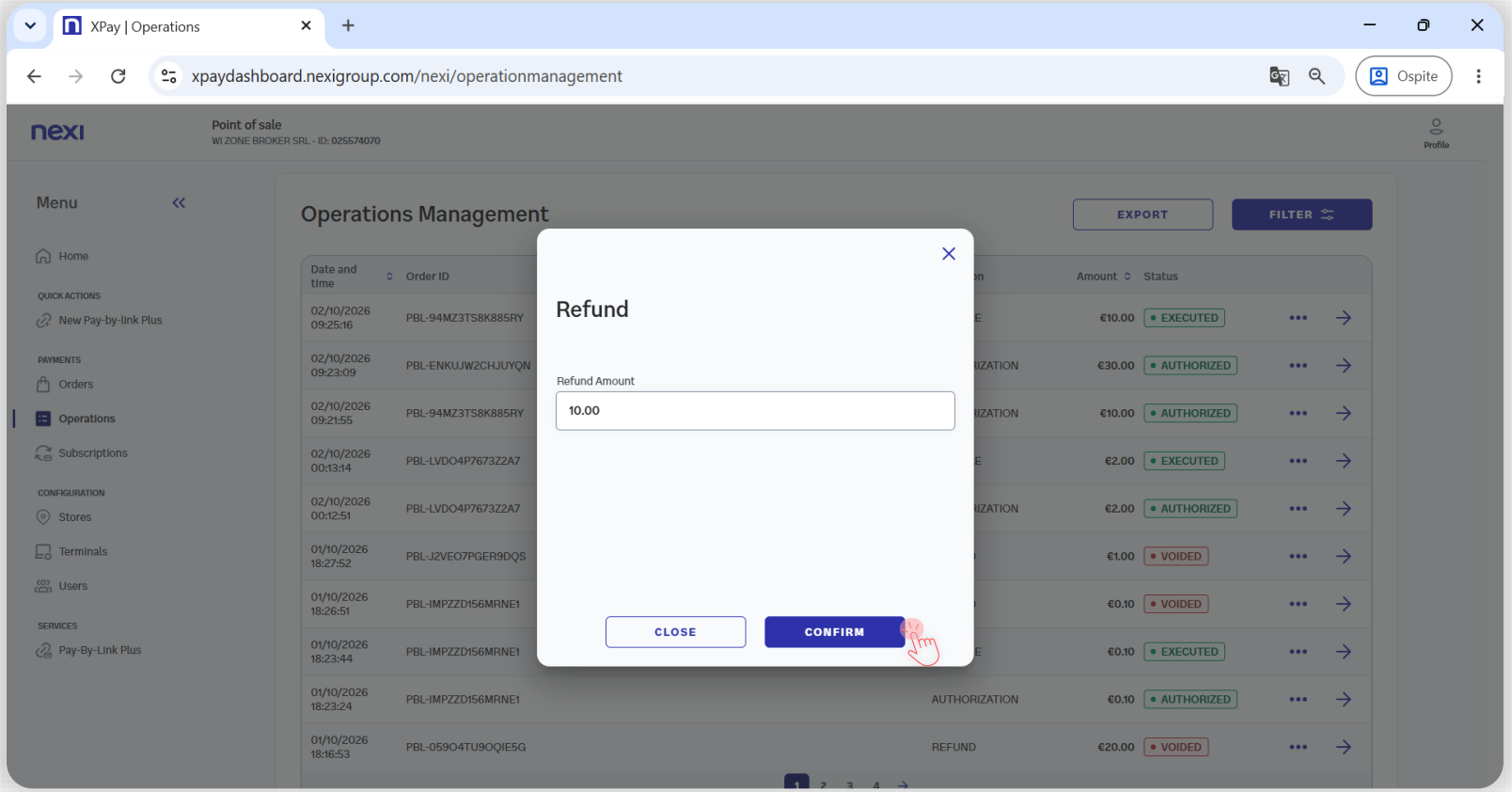
Selecting **Cancel** opens the "**Cancel Capture**" panel:

- Allows you to cancel the previously captured amount;
- The amount is fixed and cannot be edited;
- Click "**Confirm**" to proceed or "**Close**" to exit.

Warning: The **Cancel Capture** operation is **irreversible**.

Payment Management | Operation Management – Captured Order Operations – Refund

MERCHANT



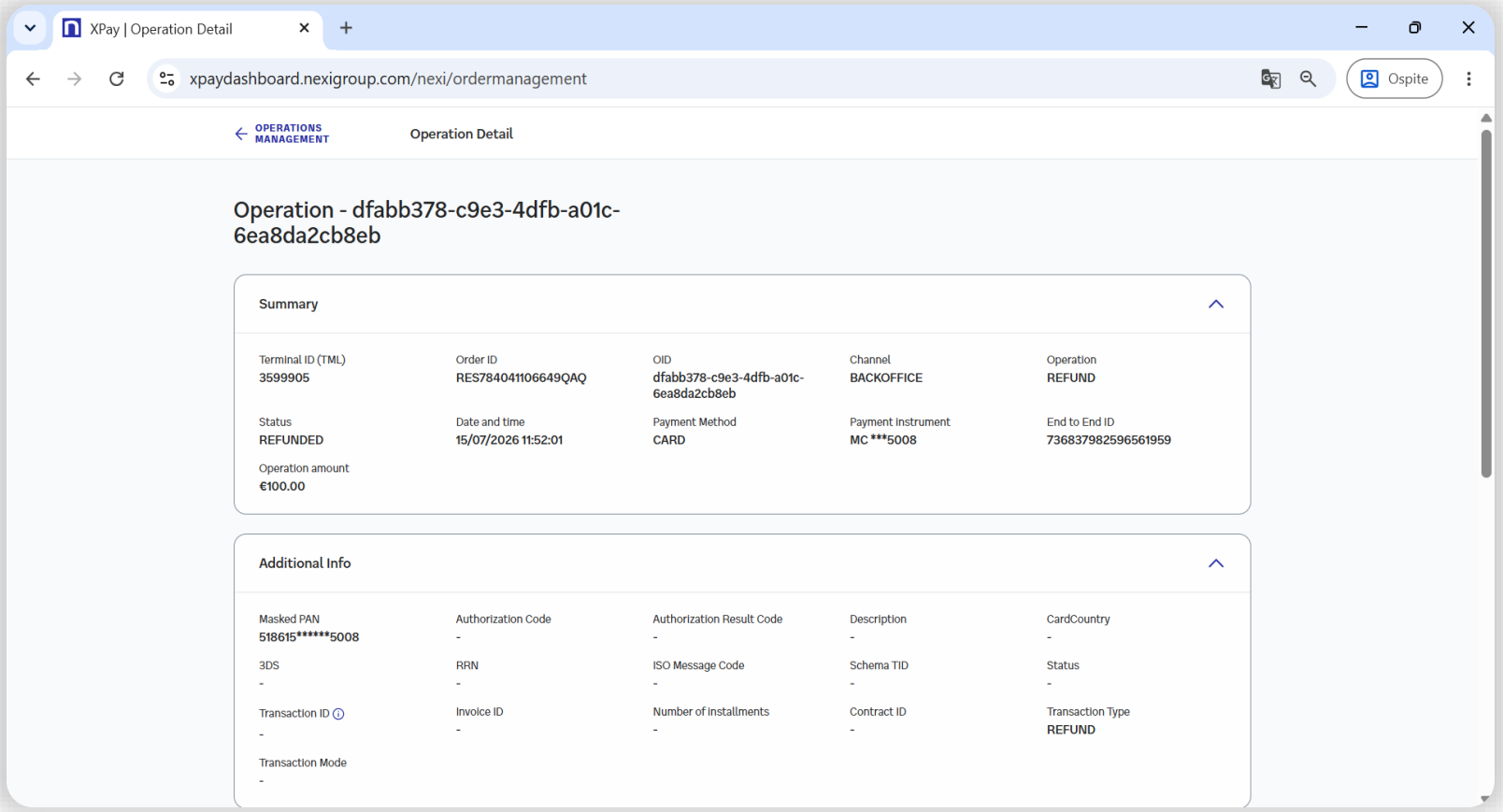
Selecting **Refund** opens the "**Refund**" panel:

- You can choose the amount to refund;
- Click "Confirm" to proceed or "Close" to exit.

Warning: The **Refund** operation is **irreversible**.

Payment Management | Operation Management – Detail Operation

MERCHANT

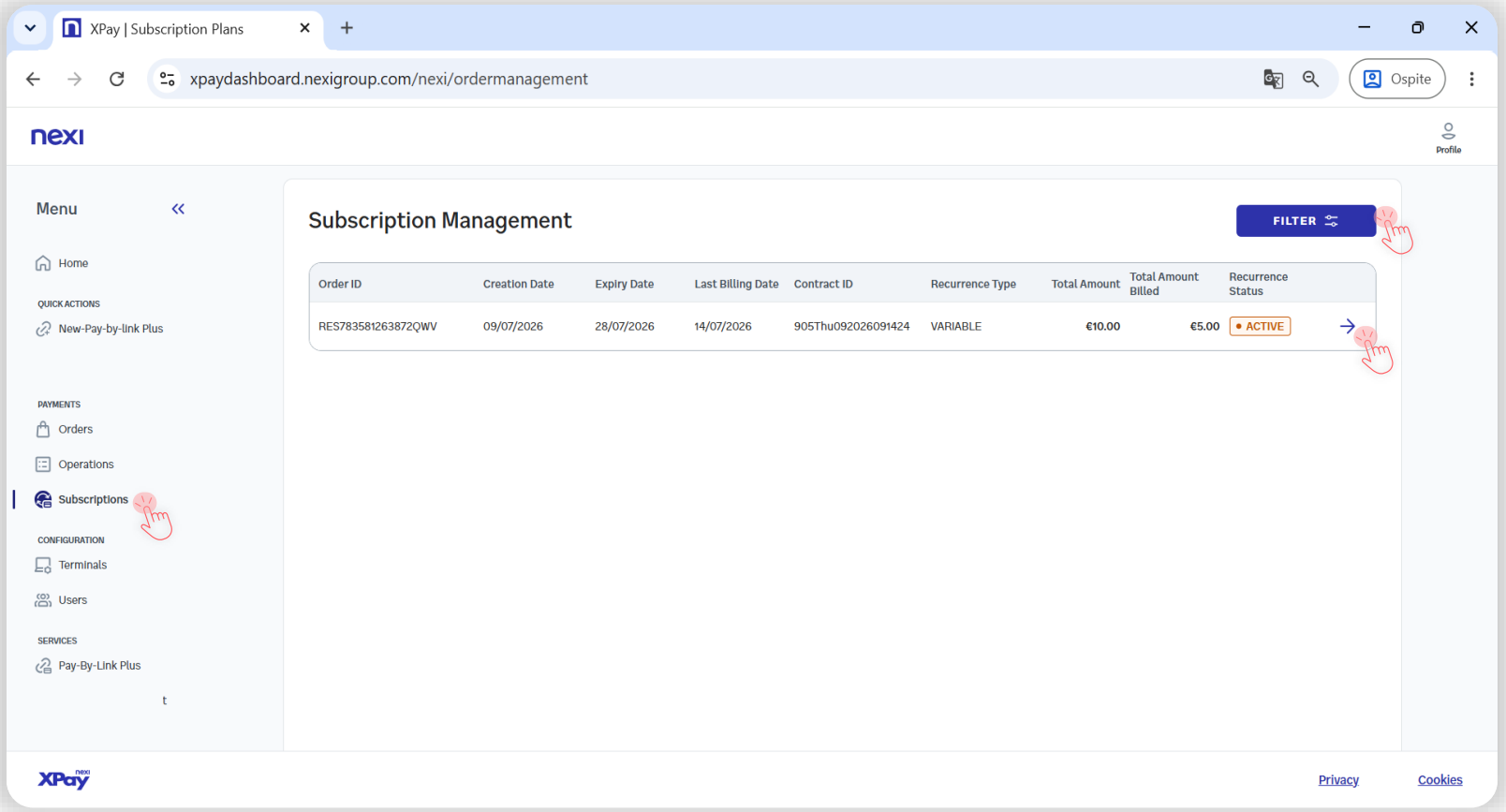


Within the **"Operation Details"** section, you can view:

- A **complete summary** of the main data associated with the operation, including status, date and time, Order ID, transaction identifier, origin channel, payment method, and payment instrument used.
- **Additional technical information**, such as authorization codes, descriptions, involved payment networks, classifications, and other elements useful for analyzing the individual operation.

Payment Management | Subscription Management

MERCHANT

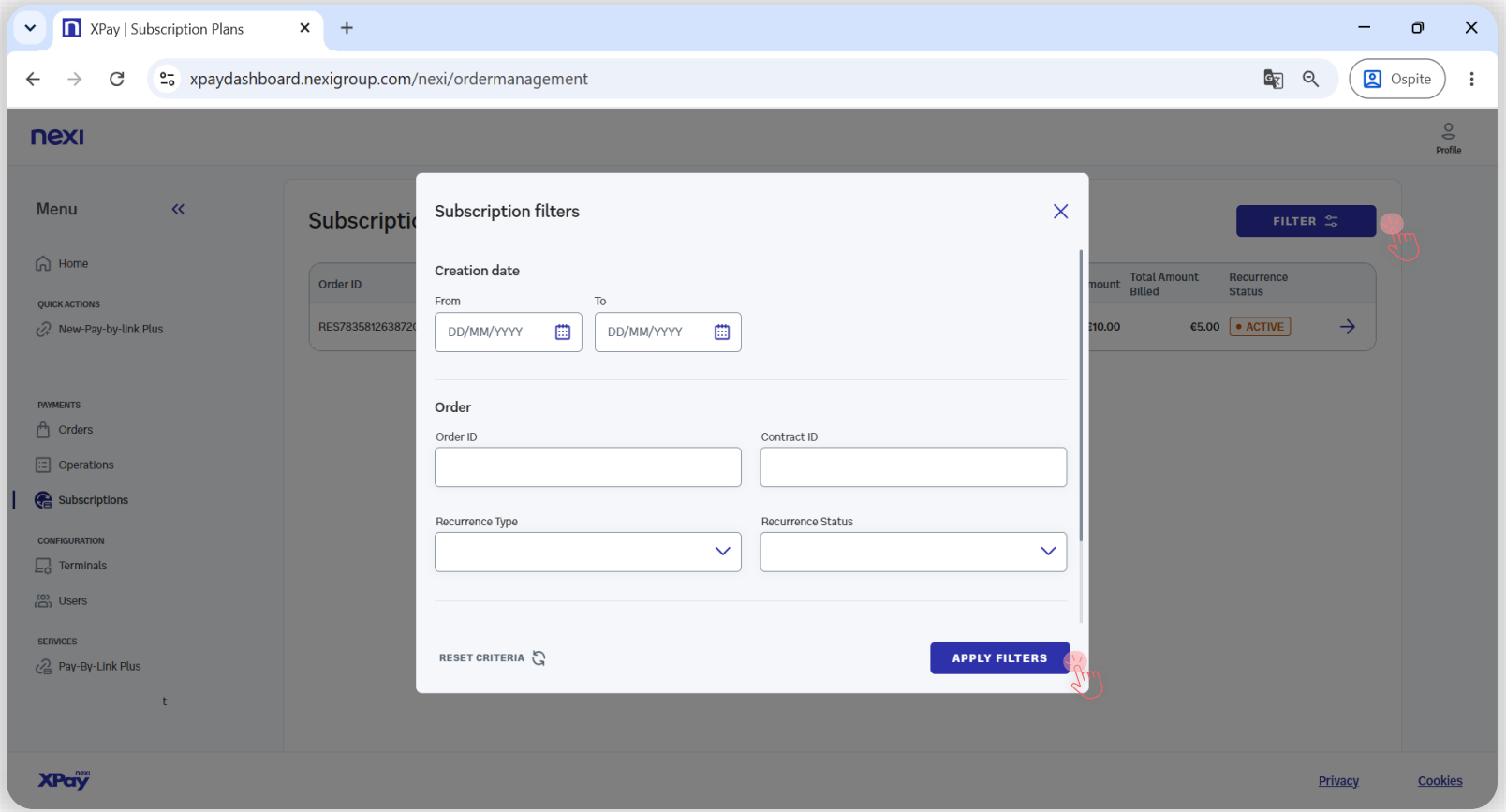


Within the **Subscriptions** section, you can manage active subscription plans on the e-commerce terminal.
To create a subscription, refer to the **Service Management | Pay-by-Link Plus** section.

Note: When creating a subscription, alternative payment methods (APMs) cannot be used, as they do not support recurring payments.

Payment Management | Subscription Management - Filter

MERCHANT



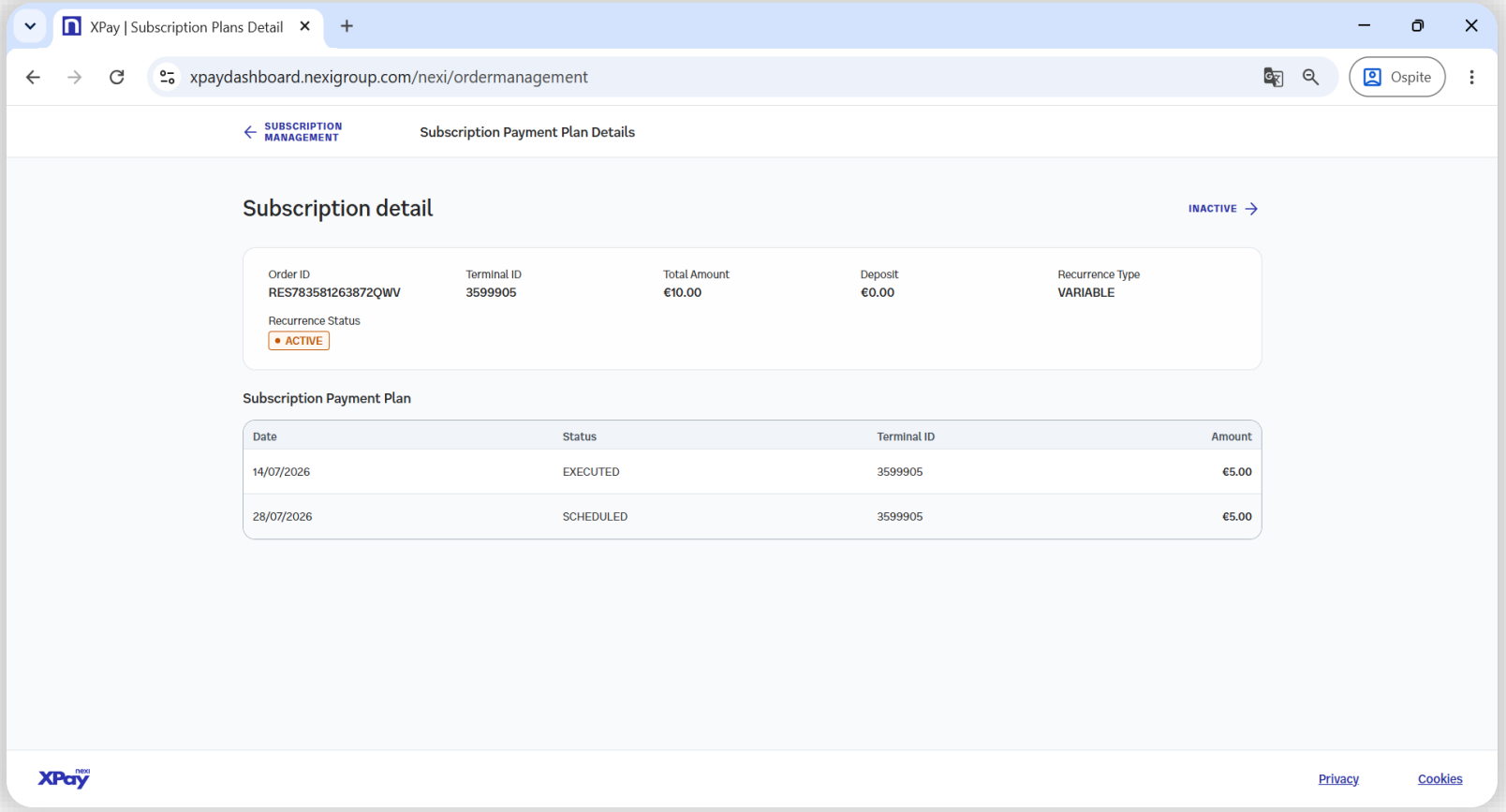
Through the **"Filter Subscriptions"** window, you can:

- Select a time range.
- Enter a specific Order ID.
- Add additional information as a search criterion.
- Filter results by subscription status.

Once the desired parameters have been set, simply confirm by clicking the **"Apply Filters"** button to generate the corresponding list and proceed with exporting the data in the format provided by the system.

Payment Management | Subscription Management – Subscription Details

MERCHANT



From the **Subscription Management** section, by selecting the arrow on the right of each order, you can view the **subscription details**.

In particular:

- **Plan information** (Order ID, Terminal ID, total amount, frequency, number of recurring payments, and status)
- Option to stop the payment plan using the "**Deactivate**" action
- **Detailed** table of **individual recurring payments** (date, charge status, associated terminal, and amount)

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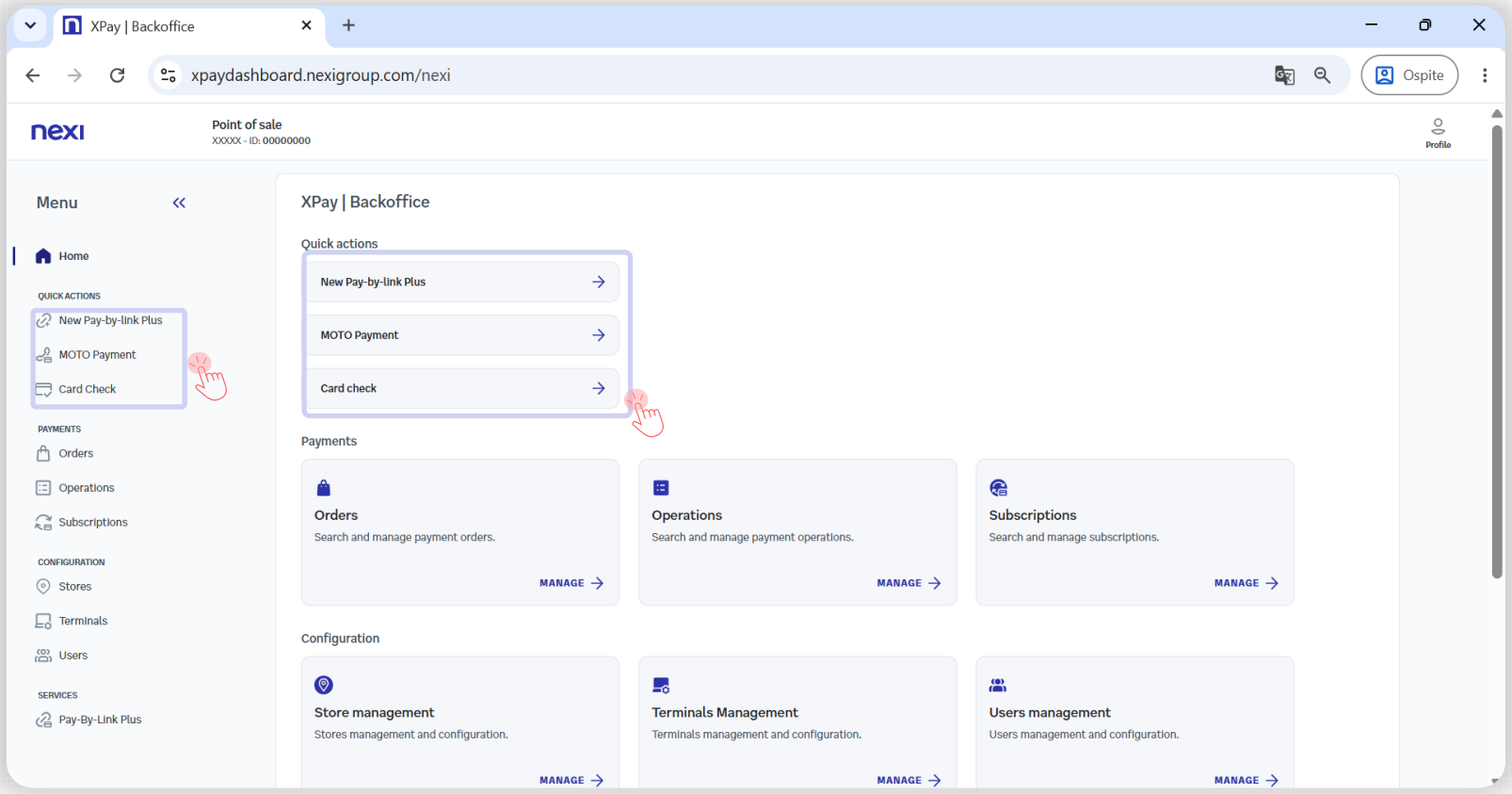
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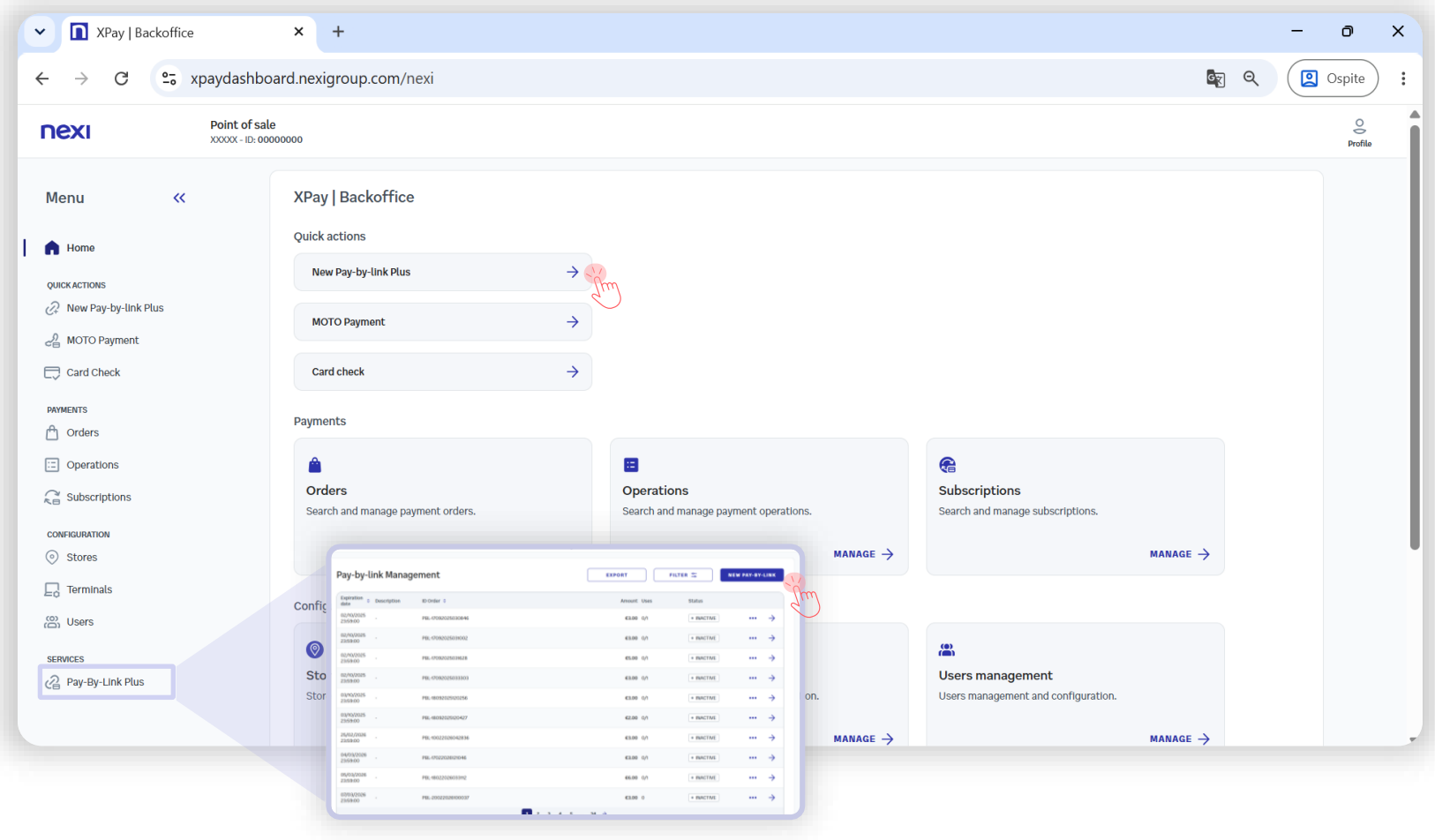
If at least one of the value added serviced is active, through the **Services** section, you can access, for example the **Pay-by-Link Plus**, **MOTO Payments**, and **Card Verification** areas, where you can:

- Create **simple** or **advanced payment links**.
- Perform **direct card charges** for mail or telephone orders (MOTO).
- Verify the existence and validity of a card.

Note: The menu items and services shown in this manual may differ from those displayed in your system. The available functionalities depend on the contractual agreement.

Service Management | Pay-By-Link Plus

MERCHANT



From the Back Office **Home**, you can access the **Pay-by-Link Plus** service by selecting it either from the **Quick Actions** section or from the **side service menu**.

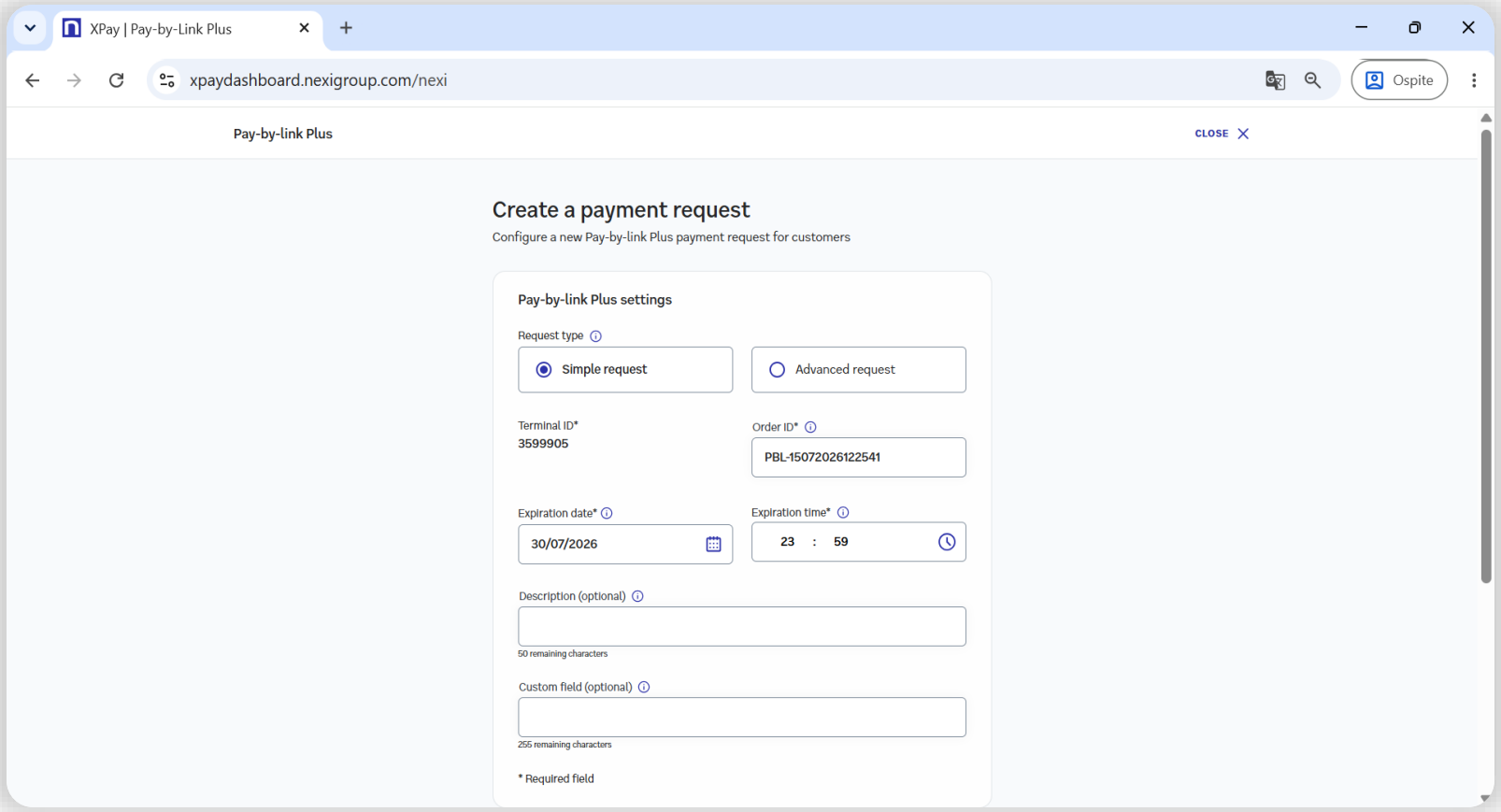
With this functionality, you can create **Simple** or **Advanced** payment links.

The **Pay-by-Link Plus** service allows merchants to request a payment by sending the customer a link via channels such as email, SMS, or QR code.

Through the received link, the customer is redirected to a **secure payment page** where they can complete the transaction using a card or other available payment methods.

Service Management | Pay-By-Link Plus – Simple Request

MERCHANT

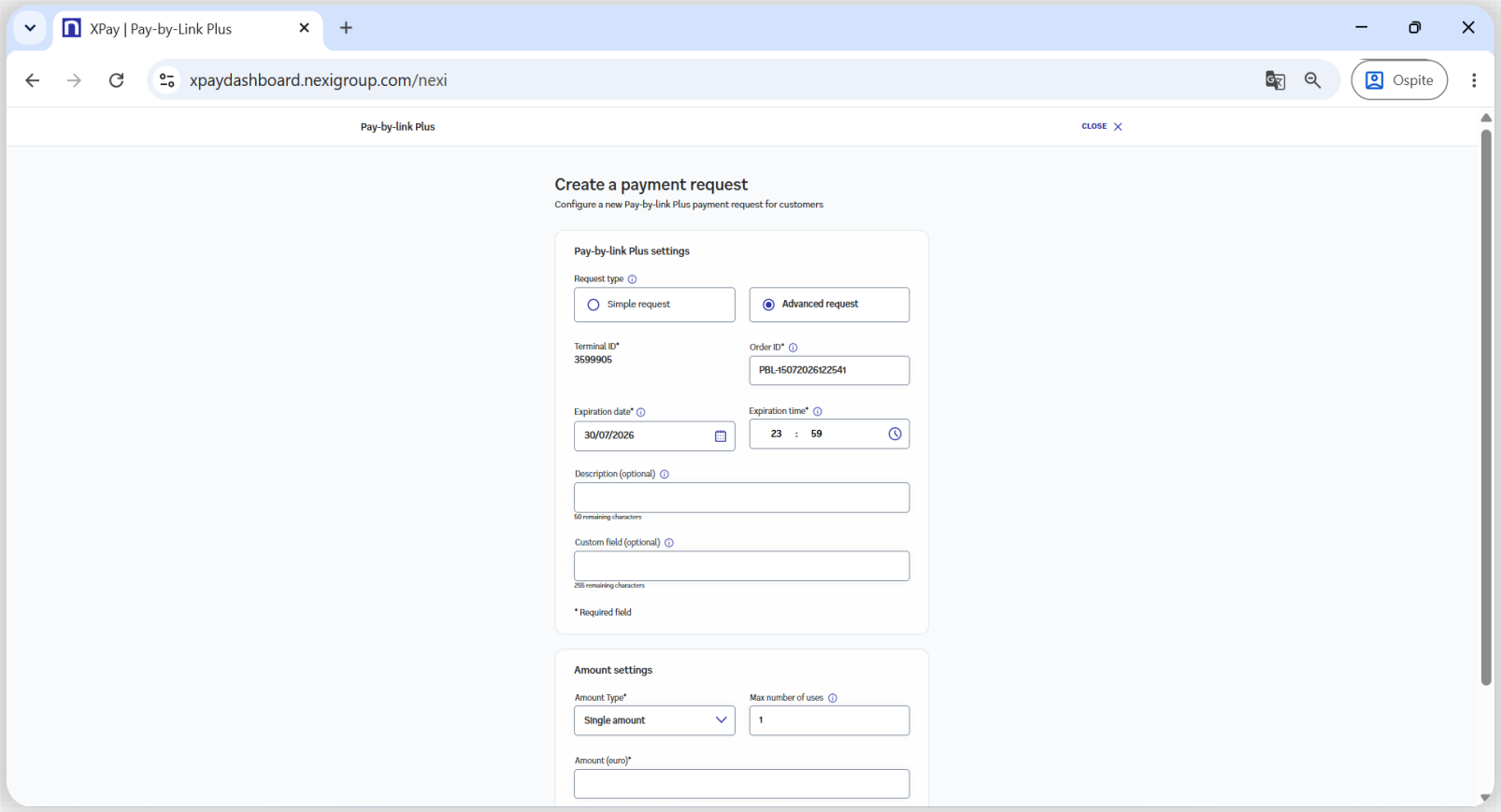


Through the **Simple Request** functionality, you can generate a payment link that can be used only once per single payment. By selecting the **"Simple Request"** option, you can:

- View the **Terminal ID**, which is automatically pre-filled by the system.
- Enter an **Order ID** to associate the payment request with a specific order.
- Set an **expiration date** and **time** after which the payment link will no longer be valid.
- Add an **optional description** containing the payment reason or information visible to the customer.
- Specify the **payment request amount**.

Service Management | Pay-By-Link Plus – Advanced Request

MERCHANT



Through the **"Advanced Payment Request"**, the generated link can be used one or more times.

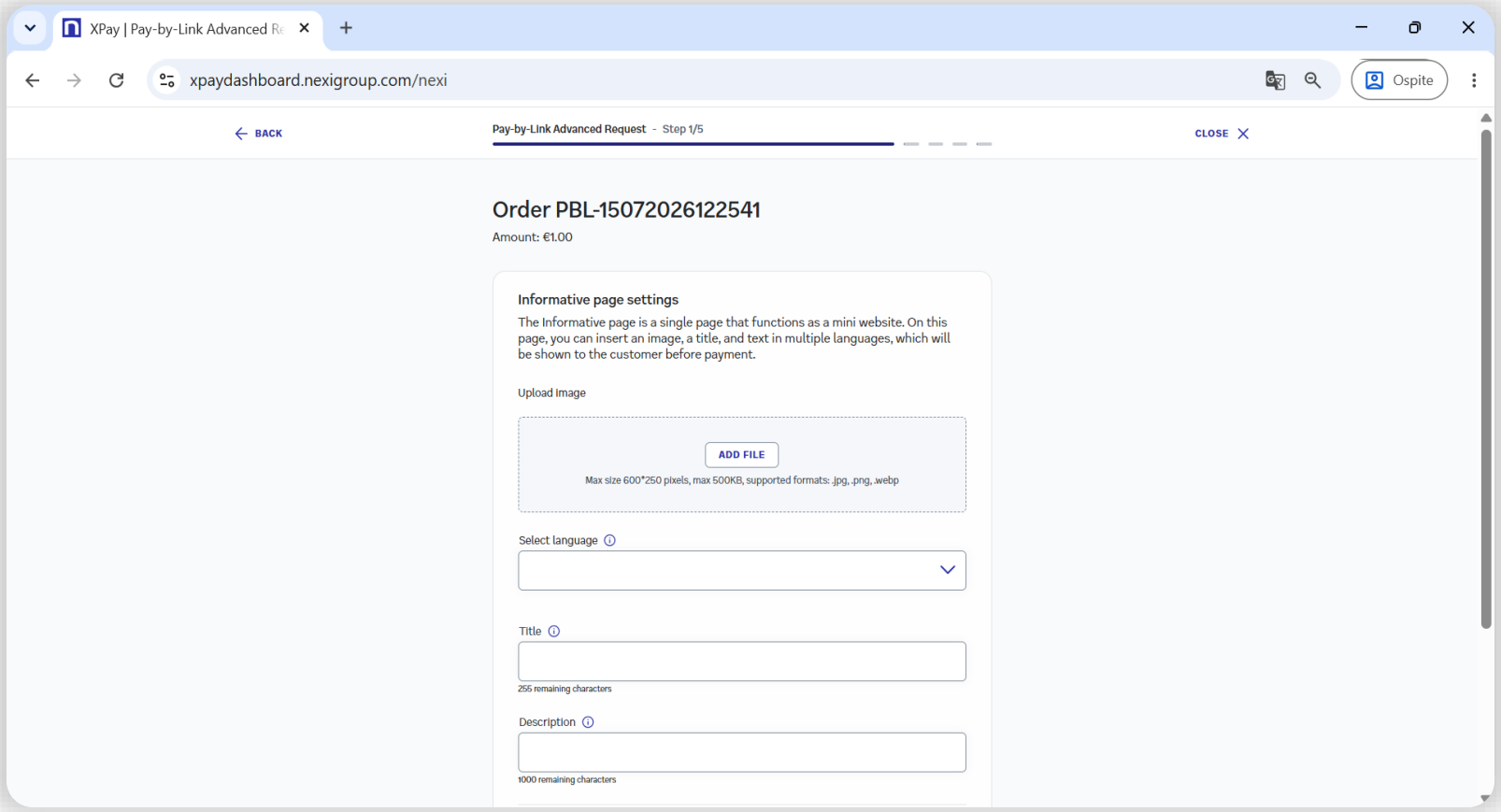
With an **"Advanced Payment Request"**, you can configure additional parameters, including:

- The **maximum number of times** the payment link can be used.
- The **amount type** (single amount, customer-selected amount, or predefined multiple amounts).
- The **currency of the amount** (feature coming soon).

With the advanced request, it is also possible to add further payment parameters in subsequent steps.

Management Service | Pay-By-Link Plus – Advanced Request – Step 1

MERCHANT



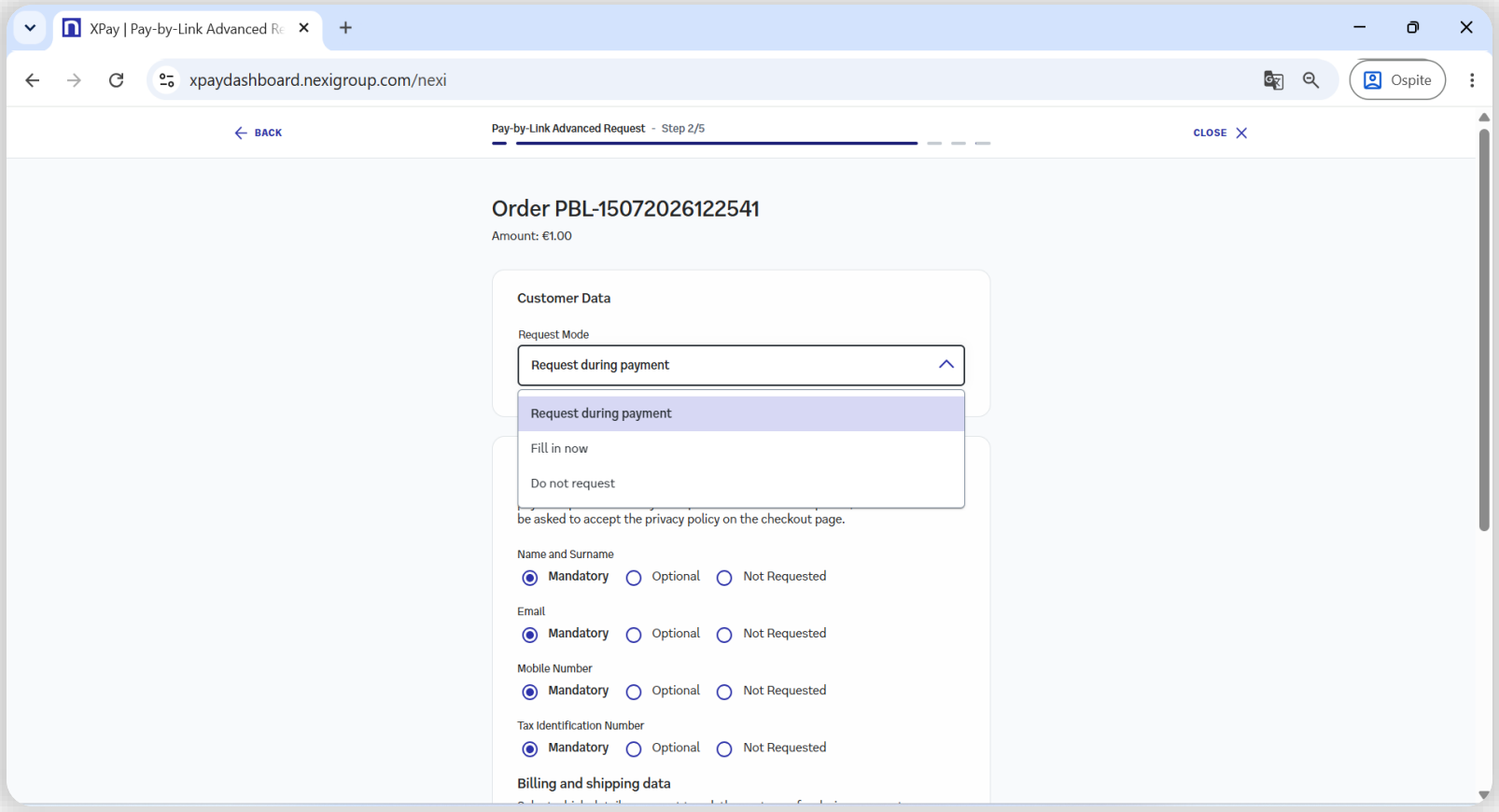
Payment links associated with an Advanced Request can be accompanied by an informational page.

Within the informational page, which functions as a mini-site, you can:

- Upload an **image** (600×250 pixels – max 5 MB) that will be displayed during the payment process.
- Select the **language** in which the payment information will be displayed.
- Set a **title** and **description** for the payment informational page.

Management Service | Pay-By-Link Plus – Advanced Request – Step 2

MERCHANT



In this section, the merchant can choose whether to request customer data during the payment process.

For payment links configured for single use, customer data can also be pre-filled, where available.

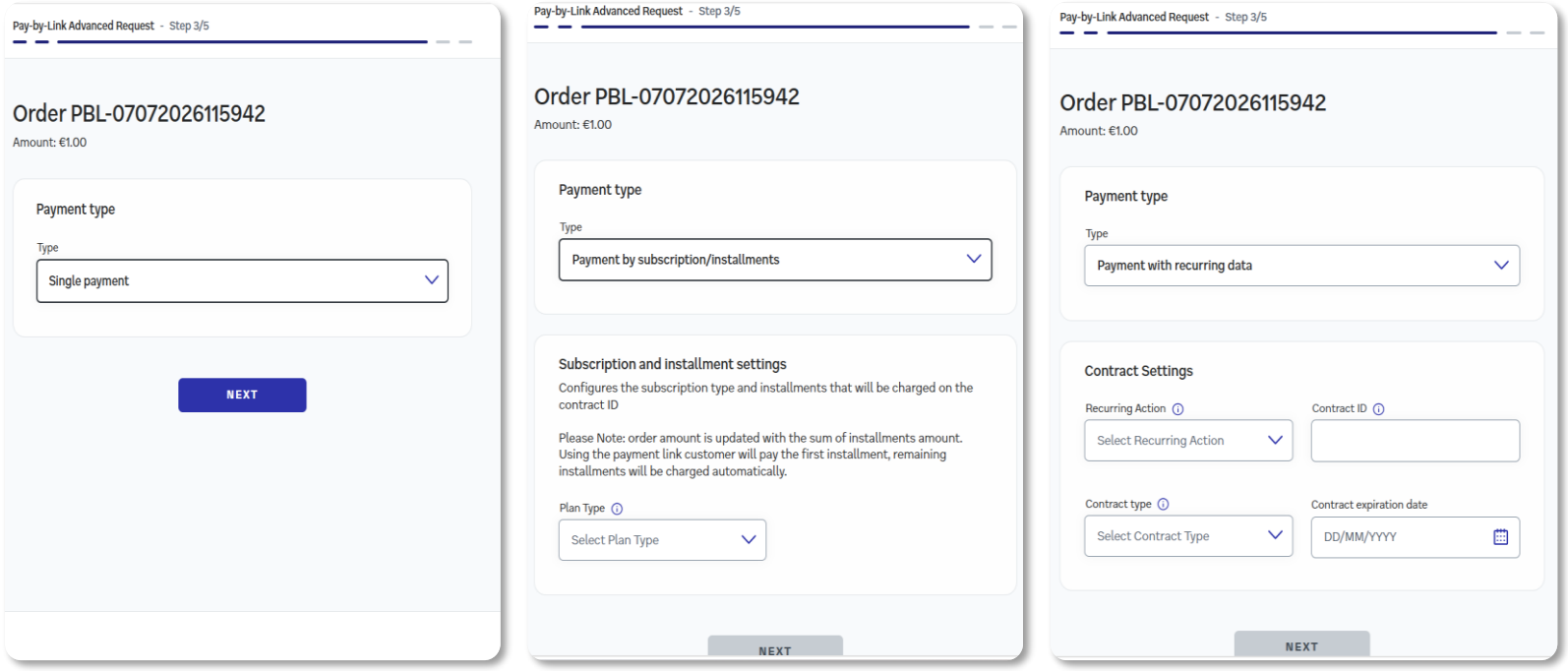
The following information can be entered or requested:

- **Customer data**: name, email, phone number, tax code, billing and shipping details can be configured as **mandatory, optional, or not requested**.
- **Explicit consent for follow-up contact**: configurable as optional or disabled.

The selected settings determine which fields are displayed and required on the payment page.

Management Service | Pay-By-Link Plus – Advanced Request – Step 3

MERCHANT



For single-use payment links, a third step is available where you can select the type of payment from the following options:

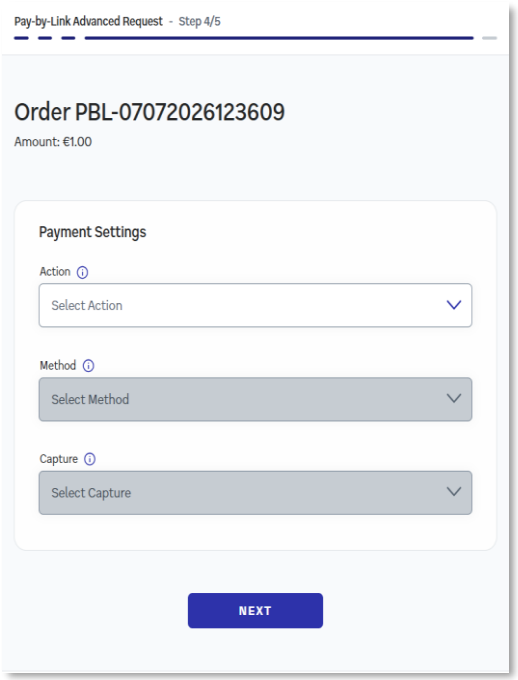
- **Single payment**
- **Payment with recurring data***: allows you to define the type of recurring action (contract creation, card replacement, or subsequent payment) and the contract type, choosing between scheduled, unscheduled, and one-click.
- **Payment with subscription (subscription or instalment plan) ****: allows you to configure the subscription type and the instalments to be charged to the contract ID, selecting between fixed or variable instalment plans, as well as the contract type.

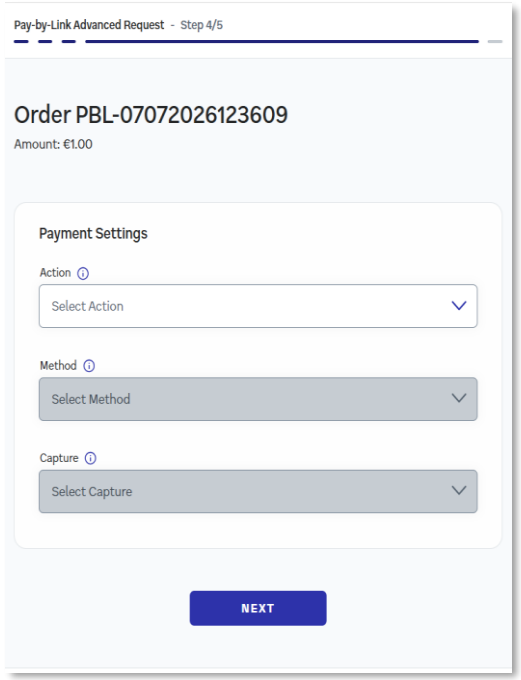
*Provides for the storage of payment instrument data for future use, such as payments or recurring charges.

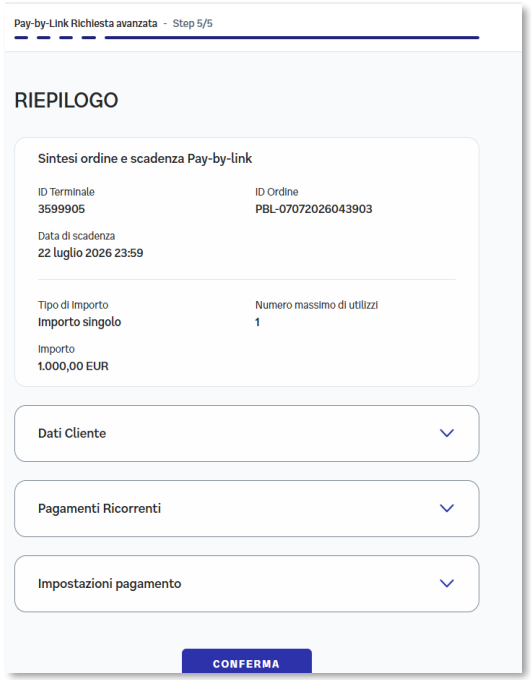
**Provides for the storage of payment data and the execution of charges according to a predefined instalment plan.

Management Service | Pay-By-Link Plus – Advanced Request – Step 4 and 5

MERCHANT





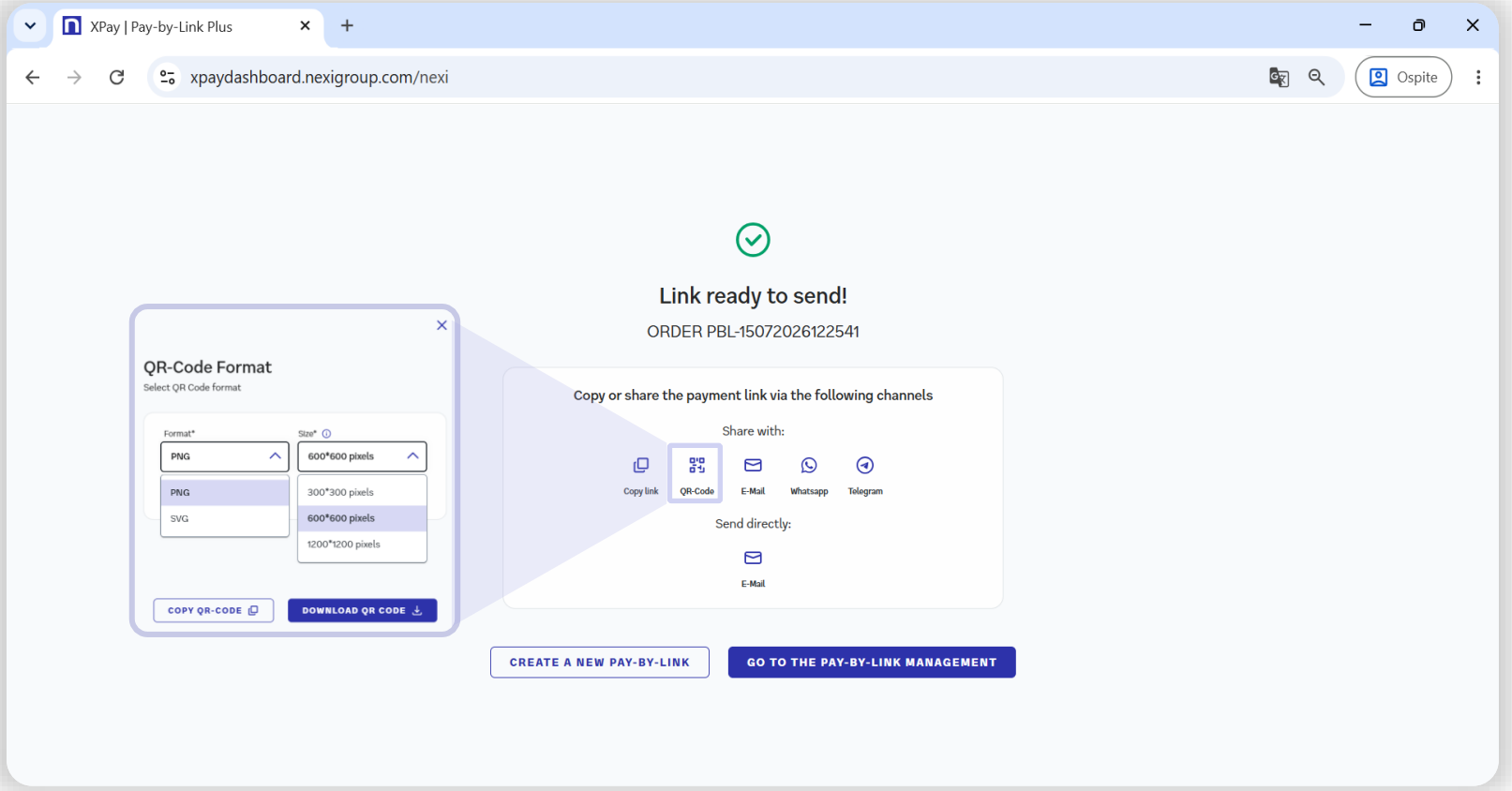


Finally, in the last two steps, you can:

- Configure the payment settings by choosing between **“Payment”** or **“Pre-authorization”.** It is also possible to enable the link for a specific payment method or for all supported methods, which the customer can use to complete the transaction.
- View, in the **fifth and final step**, a **summary** of all configurations and selections made in the previous steps.

Service Management | Pay-By-Link Plus – Sending Link (1/3)

MERCHANT



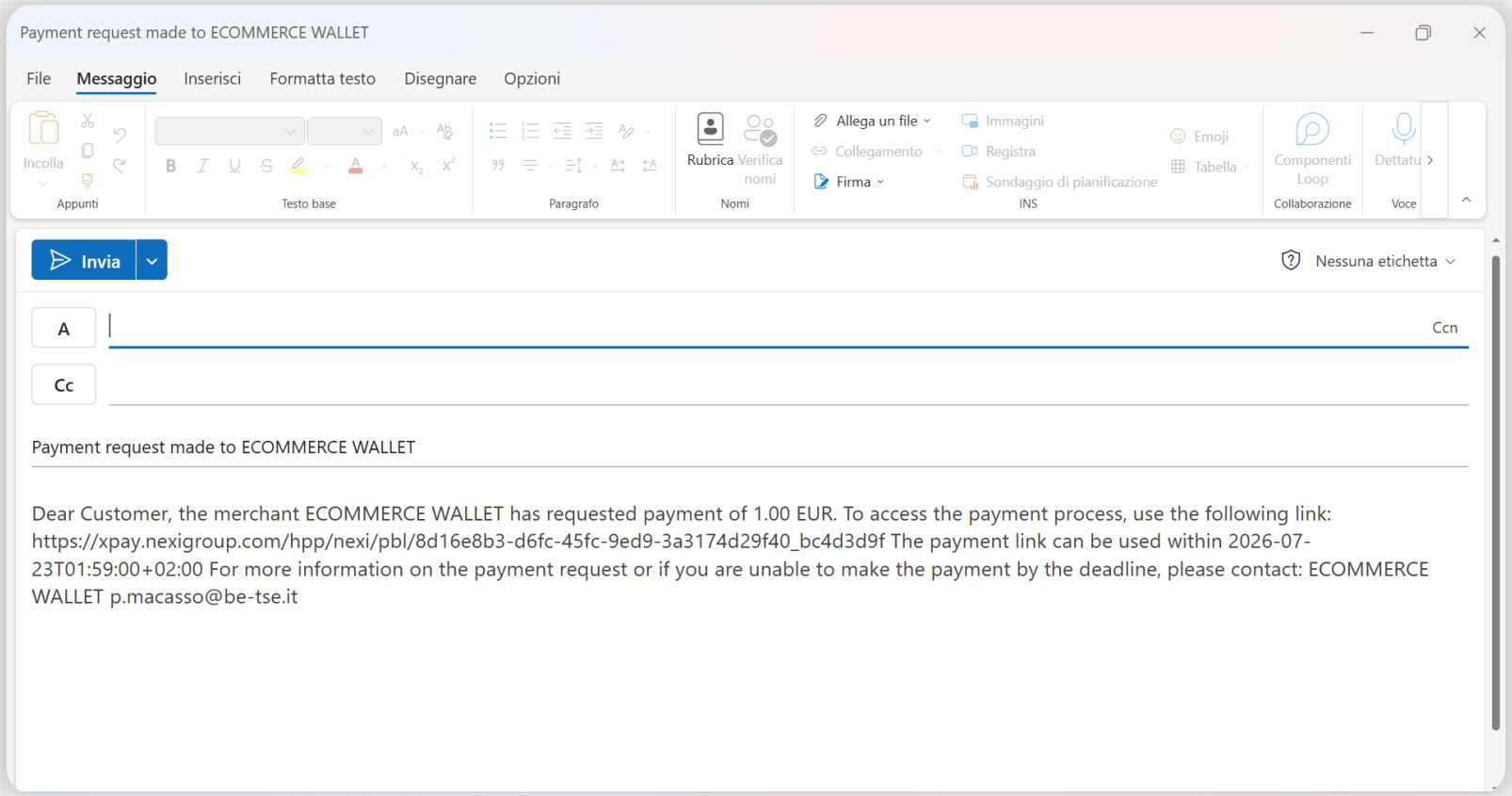
At the end of the link creation process, either through a simple or advanced payment request, the link can be copied and shared via **e-mail**, **WhatsApp**, **Telegram**, or **QR code**.

When sending via email, a pre-filled message is generated and sent to the customer's email address. The content of the pre-filled email is shown on the next dedicated slide.

Note: Pay-By-Link Plus cannot be sent via SMS, but only through messages sent via WhatsApp or Telegram.

Service Management | Pay-By-Link Plus – Sending Link (2/3)

MERCHANT



For email delivery, a **pre-filled e-mail** is generated and sent to the customer's email address:
"Dear Customer,
The merchant … has requested a payment of … 00 EUR.

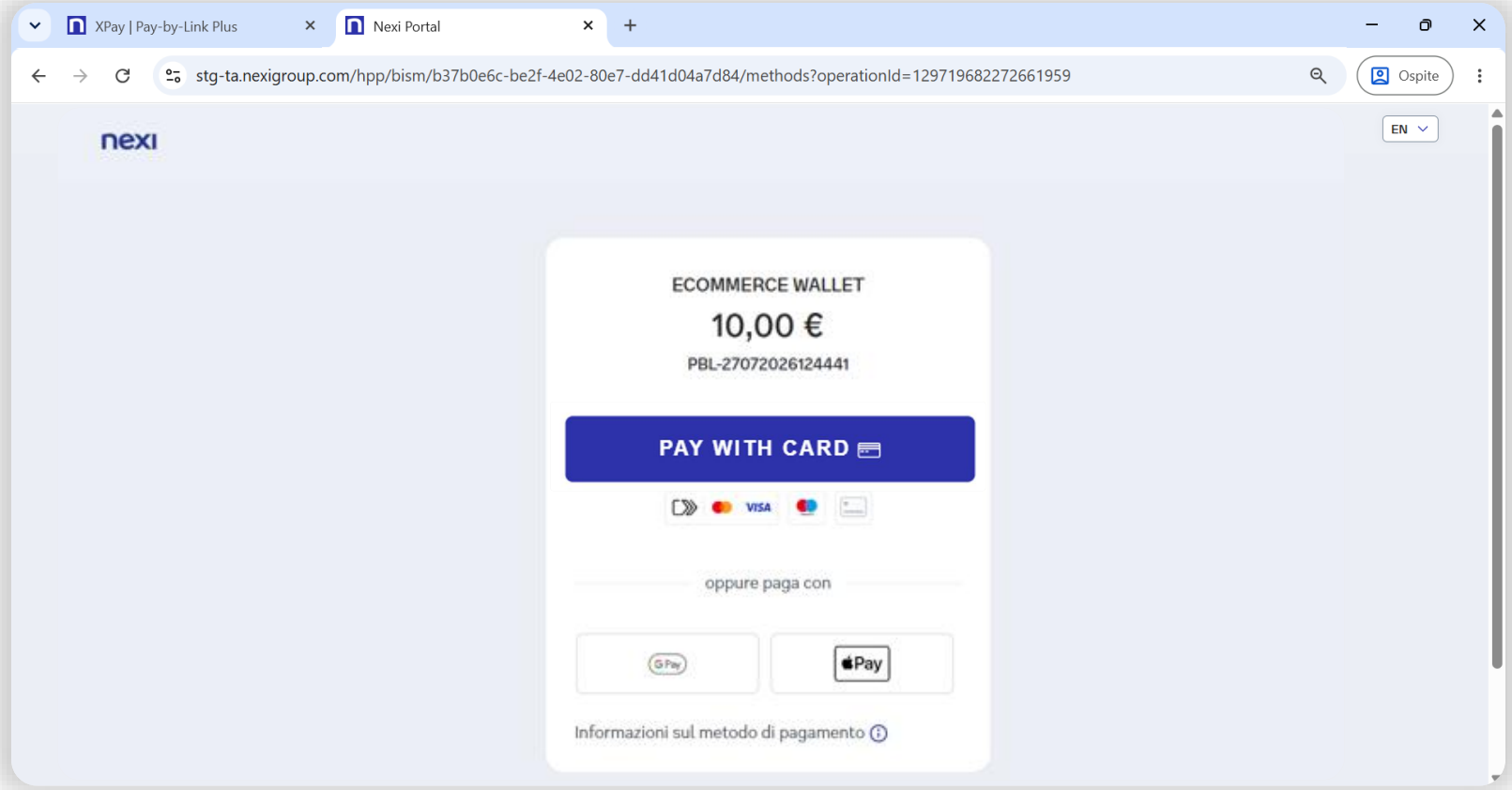
To access the payment process, please use the following link:…

The payment link can be used until…

For more information about the payment request, or if you are unable to complete the payment before the deadline, please contact: …"

Service Management | Pay-By-Link Plus – Sending Link (3/3)

CUSTOMER

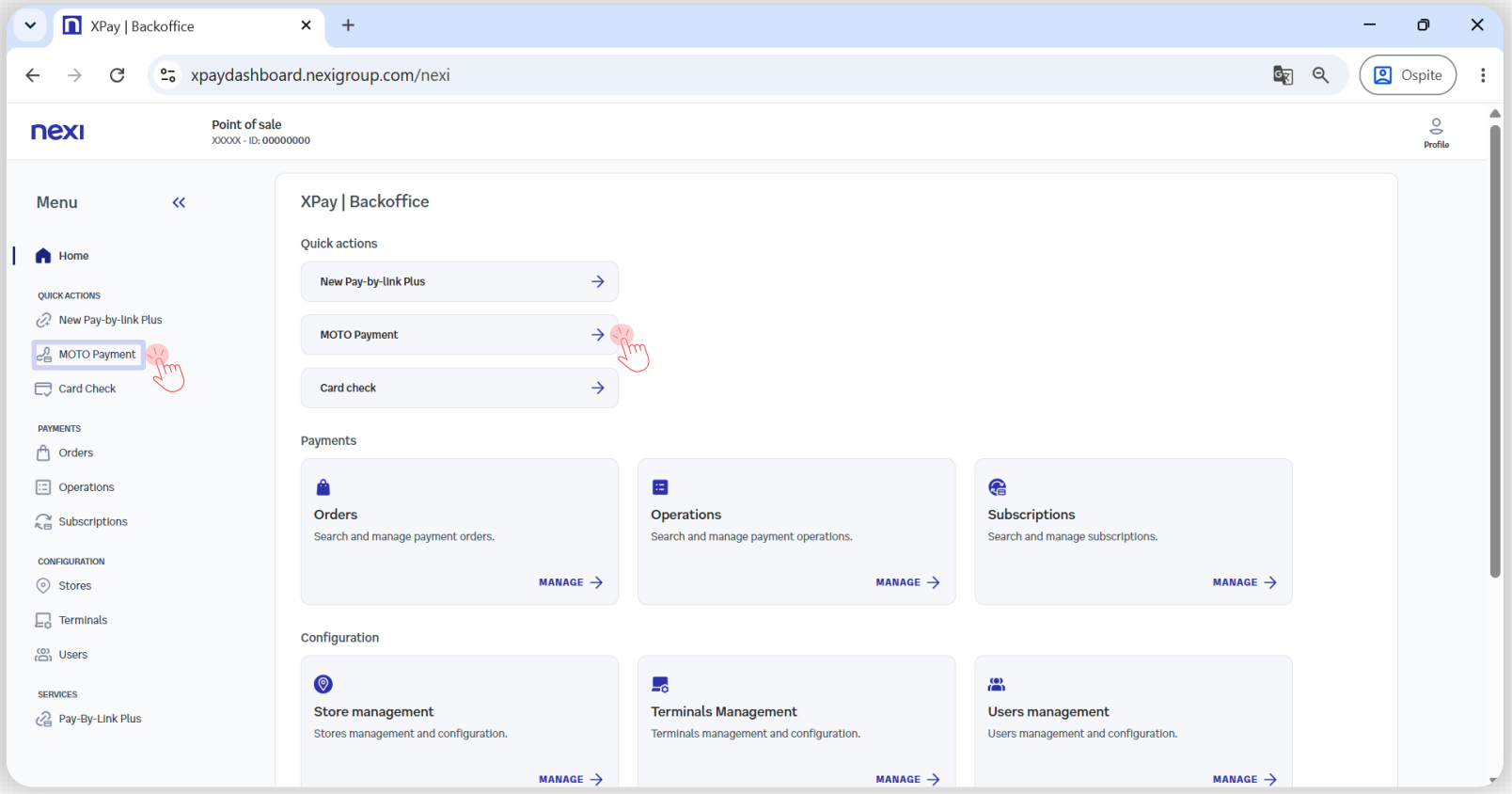


By clicking the link, the cardholder can **view the amount associated with the order** linked to the payment link and **complete the purchase** using the **payment methods** defined by the merchant during link creation.

In the example shown, all supported payment methods are available, including cards, Google Pay, and Apple Pay.

Gestione Servizi | Pagamenti MOTO (1/2)

MERCHANT



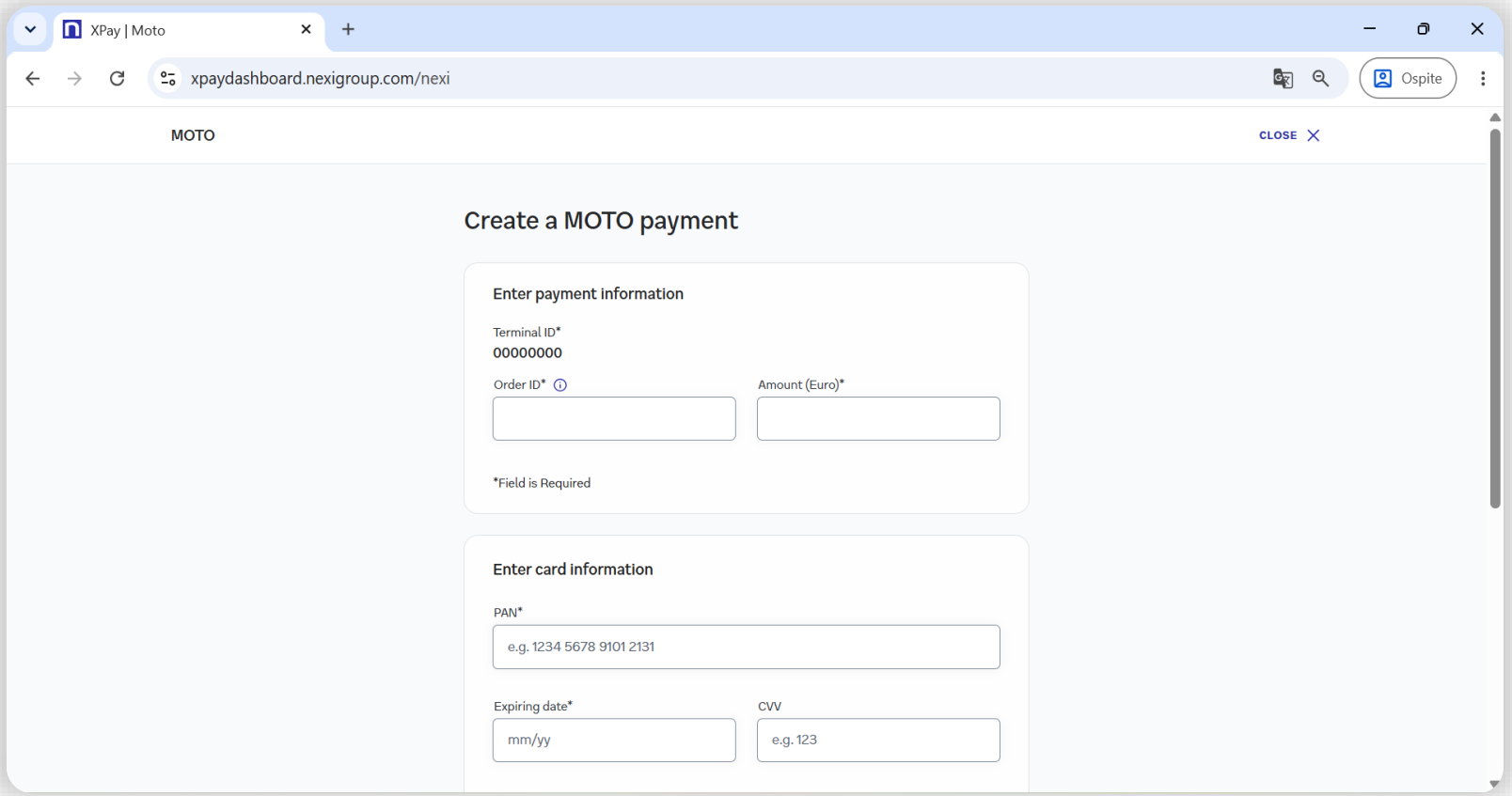
From the Backoffice **Home**, you can access the «**MOTO Payment**» service by selecting it from the «**Quick Actions**» or via the side **services** menu.

The MOTO (Mail Order / Telephone Order) service allows **direct card charges** to be made in the absence of the cardholder, typically for orders received by phone or email.

To use this feature, you need a **terminal enabled to process transactions in MOTO mode**. If this authorization is not in place, the menu will not be available.

Service Management | MOTO Payments (1/2)

MERCHANT



To create a MOTO payment:

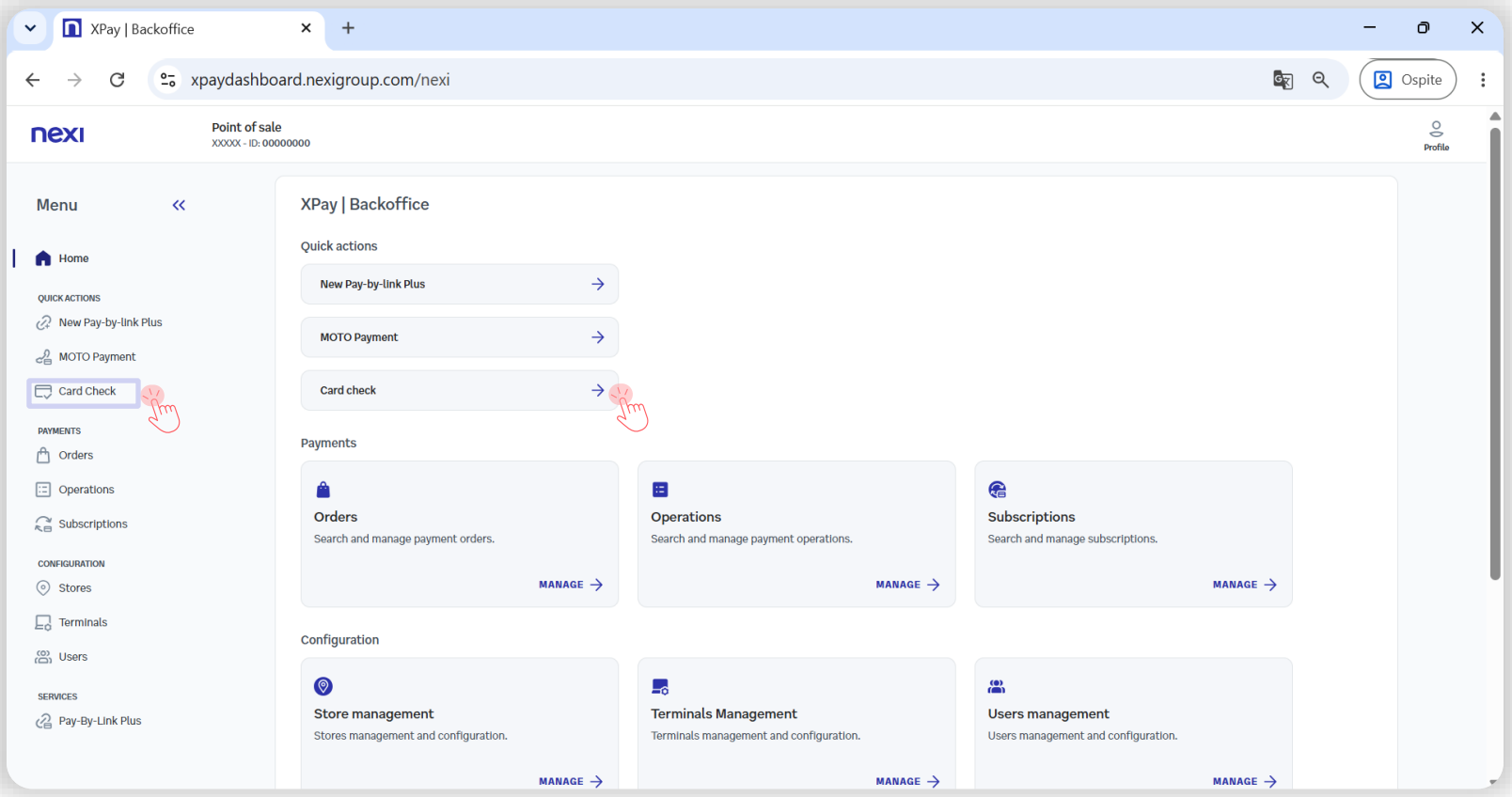
- Access the **MOTO Payment** function from the Home page.
- Enter the **required order details**.
- Specify the **transaction amount**.
- Enter the **cardholder's card details**.

Additional information, such as **billing** and **shipping** details, can also be added.

MOTO payments and their related details can be viewed in the **"Orders"** and **"Operations"** sections.

Management Service | Card Control (1/2)

MERCHANT

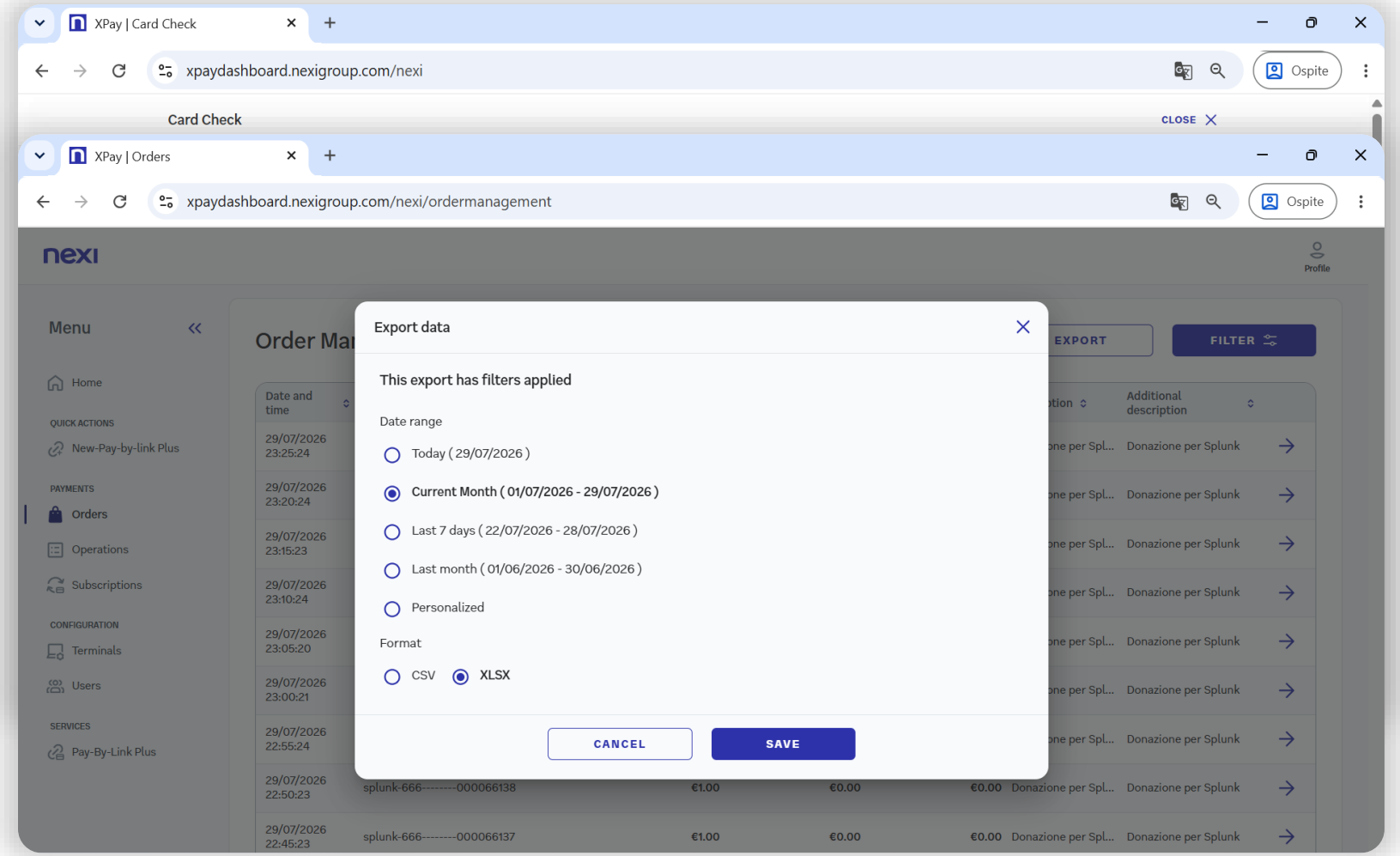


From the Back Office **Home**, you can access the **"Card Verification"** service by selecting it either from the **Quick Actions** section or from the **side service menu**.

The function is available exclusively on **terminals enabled** for the dedicated mode.

Service Management | Card Control (2/2)

MERCHANT



The operation is exclusively intended to **verify the existence**, **validity**, and **blocked status** of the **card**. No charge is performed; the transaction amount is **zero**.

For the Card Verification operation, it is required to enter the card details to be checked.

Optionally, additional information can also be provided, such as:

- Customer data
- Billing information
- Shipping information

This content is classified as Internal



New Backoffice NPG | FAQ

How can the merchant logo be uploaded?

Merchant logo management will not be available in the new Back Office. Merchants will need to contact support in order to upload and edit the logo.

Is it possible to customize the payment flow?

Yes. By contacting Customer Support, you can:

- Skip the payment confirmation page (summary page)
- Skip the receipt page (payment result page)
- Remove the option to download the receipt as a PDF

How long does a Back Office session last?

After **5 minutes of inactivity**, the system displays a message allowing the user to continue the session by selecting “**Stay connected**”.

What happens if the session is not extended?

If no action is taken within **60 seconds**, the user is automatically redirected to the **Login** page.

What happens in case of prolonged inactivity?

For security reasons, the session is automatically terminated, and the user must log in to the platform again.

New Backoffice NPG | User Hierarchy

BO ACCESS ROLES

(Hierarchical roles that enable different types of access and visibility through the BackOffice)

Level 1	**Nexi Admin** (Full BO access and visibility)
Level 2	**Group Admin** (BO access and visibility bound to the group's users)
Level 3	**Merchant Admin** (BO access and visibility bound to the company's merchants)
Level 4	**VAS User Reader** (User designed for specific creation, visibility and promotion management)

MERCHANT HIERARCHY

(Top down data census requirement for the creation of each level)

Level 1	**Groups**
Level 2	**Merchants**
Level 3	**Shops**
Level 4	**Registers**

New Backoffice NPG | Features and Permissions by Role Table

Main Functions	Administrator	Operator	Reporter
View orders and transactions	✓	✓	✓
Perform accounting operations / refunds / cancellations	✓	✓	✗
Perform MOTO operations	✓	✓	✗
Create Pay by Link+	✓	✓	✗
Create/Manage Users (Direct Access login only)	✓	✗	✗
Generate API keys	✓	✗	✗
Configure terminal	✓	✗	✗

New Backoffice NPG | Payment Method Operations (2/2)

Payment methods support different accounting modes for the settlement of amounts. You can choose from the following modes:

- **Implicit:** accounting takes place automatically when the transaction is authorized.
- **Explicit:** accounting takes place after manual confirmation of the authorized transactions. If you switch to implicit mode, any transactions excluded from the new configuration must be confirmed via the Back-Office portal.
- **Deferred:** accounting takes place automatically after the configured number of days. If you shorten the accounting period or switch to implicit mode, any transactions excluded from the new configuration must be confirmed via the Back-Office portal.

The following table shows, for each payment method, the compatible accounting modes and any time limits, counted from the issuing of the authorization, within which the request must be processed.

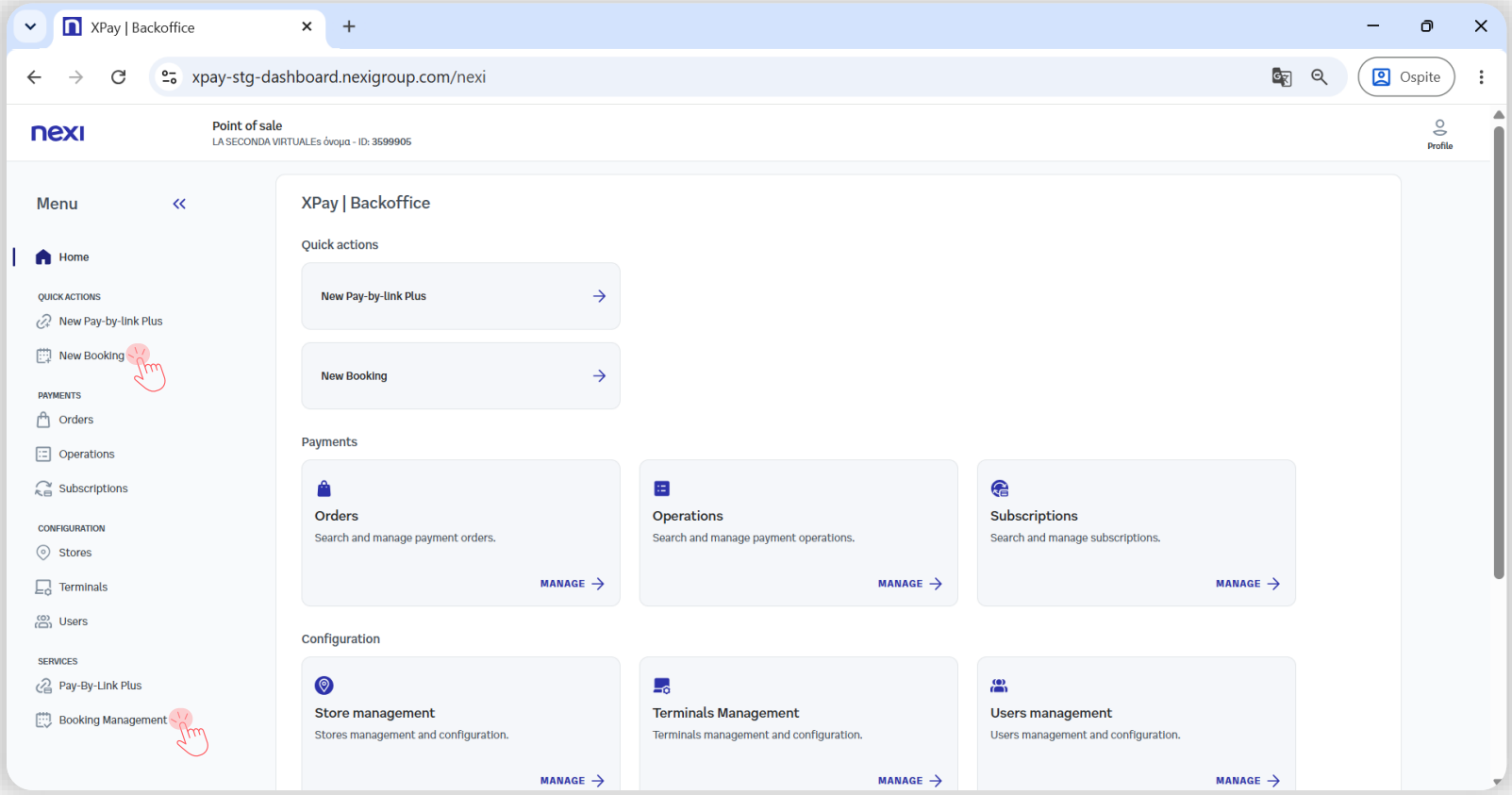
	IMPLICIT	EXPLICIT	DEFFERED
Credit Card	YES	4 days	4 days
BancomatPay	YESS	NO	NO
MyBank	YES	NO	NO
PayPal	YES	29 days	NO

New Backoffice NPG | Payment Method Operations (1/2)

	PRE-AUTHORIZATION	MAXIMUM PRE-AUTHORIZATION PERIOD	SETTLEMENT	MAXIMUM EXPLICIT SETTLEMENT PERIOD	REFUND	MAXIMUM REFUND PERIOD
Payment Card						
Visa	YES	27 days	IMPLICIT / EXPLICIT	5 days	YES	13 months
Mastercard	YES	27 days	IMPLICIT / EXPLICIT	5 days	YES	13 months
V Pay	YES	27 days	IMPLICIT / EXPLICIT	5 days	YES	13 months
Maestro	YES	27 days	IMPLICIT / EXPLICIT	5 days	YES	13 months
American Express	YES	27 days	IMPLICIT / EXPLICIT	5 days	YES	13 months
JCB	YES	27 days	IMPLICIT / EXPLICIT	5 days	YES	13 months
APM						
PayPal	YES	3 days	IMPLICIT / EXPLICIT	3 days	YES	180 days
PayPal pay in 3	YES	3 days	IMPLICIT / EXPLICIT	3 days	YES	180 days
Google Pay	YES	27 days	IMPLICIT / EXPLICIT	5 days	YES	13 months
Apple Pay	YES	27 days	IMPLICIT / EXPLICIT	5 days	YES	13 months
MyBank	NO	-	IMPLICIT	-	NO	-
Bancomat Pay	NO	-	IMPLICIT	-	YES	365 days

Service Management | Booking Management (1/2)

CUSTOMER

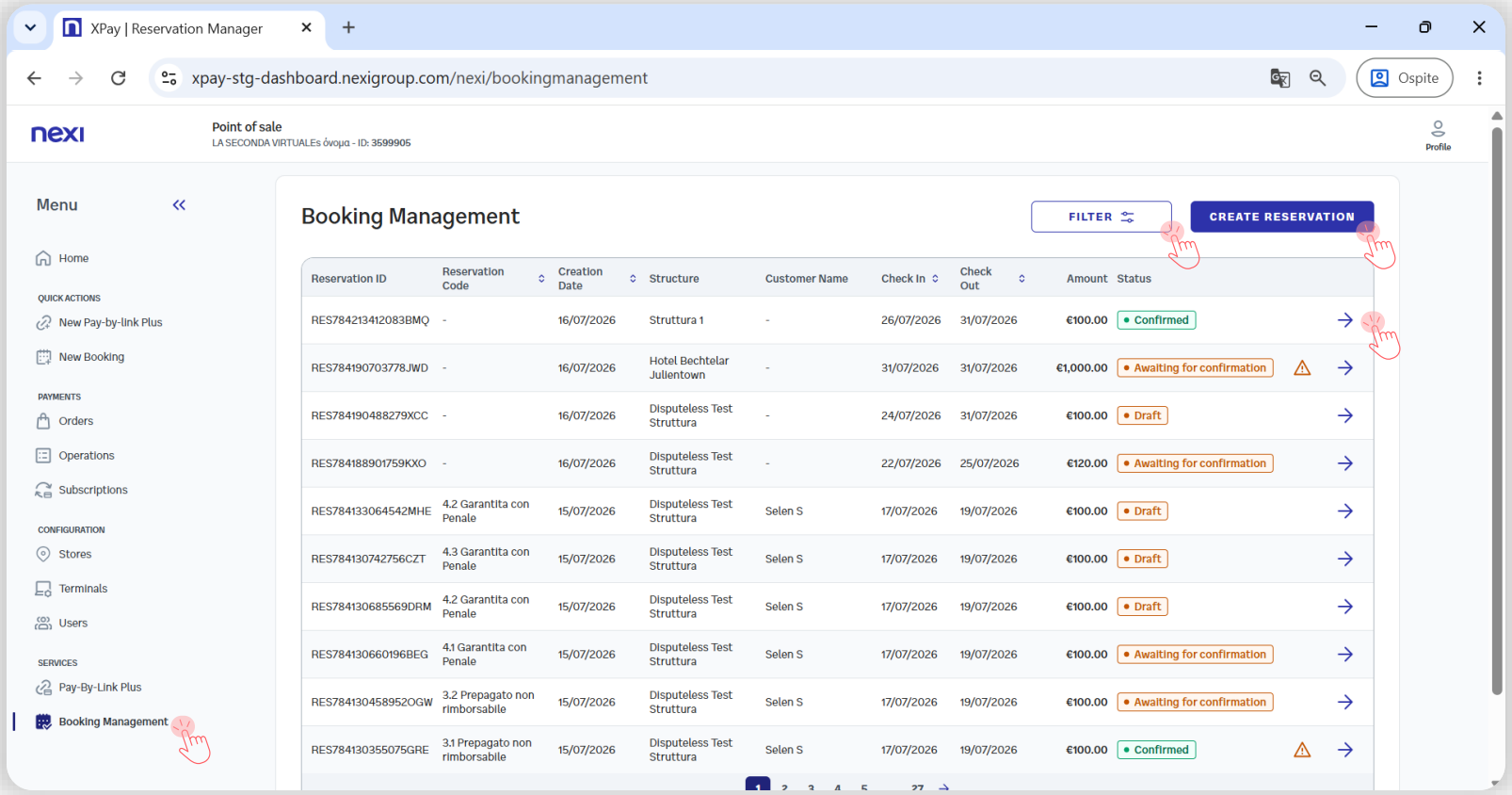


From the Backoffice **Home**, you can access the «**Booking Management**» service via the side menu of services. Alternatively, among the «**Quick Actions**» there is the «**New Booking**» button, which allows you to directly start creating a new booking without first going through the dedicated section.

The service allows you to manage payment bookings, enabling the charge to the customer's card to be processed only at the time the service is actually delivered (e.g., check-in, delivery, etc.), thus ensuring a **hassle-free payment collection** for the merchant.

Service Management | Booking Management (2/2)

CUSTOMER



By accessing the «**Booking Management**» section from the side menu, the complete list of bookings managed through the service is displayed.

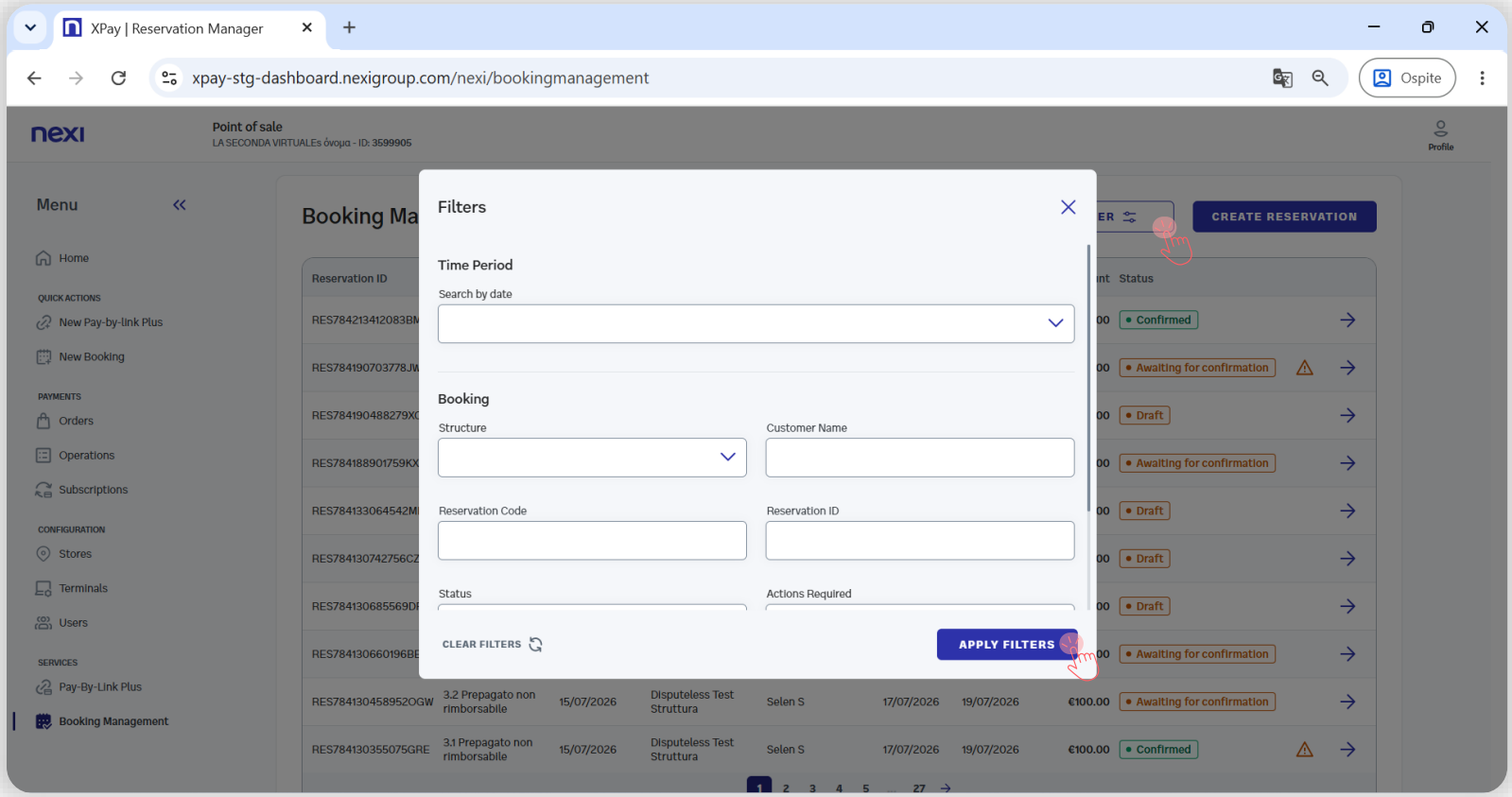
For each booking, the following information is shown: Booking ID, Booking Code, Creation Date, Property, Customer Name, Check In, Check Out, Amount, and Status (e.g., Draft, Awaiting Confirmation, Checked In, Expired).

From this screen, you can create a new booking using the «**Create Booking**» button or filter the list using the «**Filter**» button.

Each row also has a warning icon (⚠) for **bookings that require attention** (e.g., expired), and an arrow to access the details of the individual booking.

Service Management | Booking Management – Filter Function

CUSTOMER



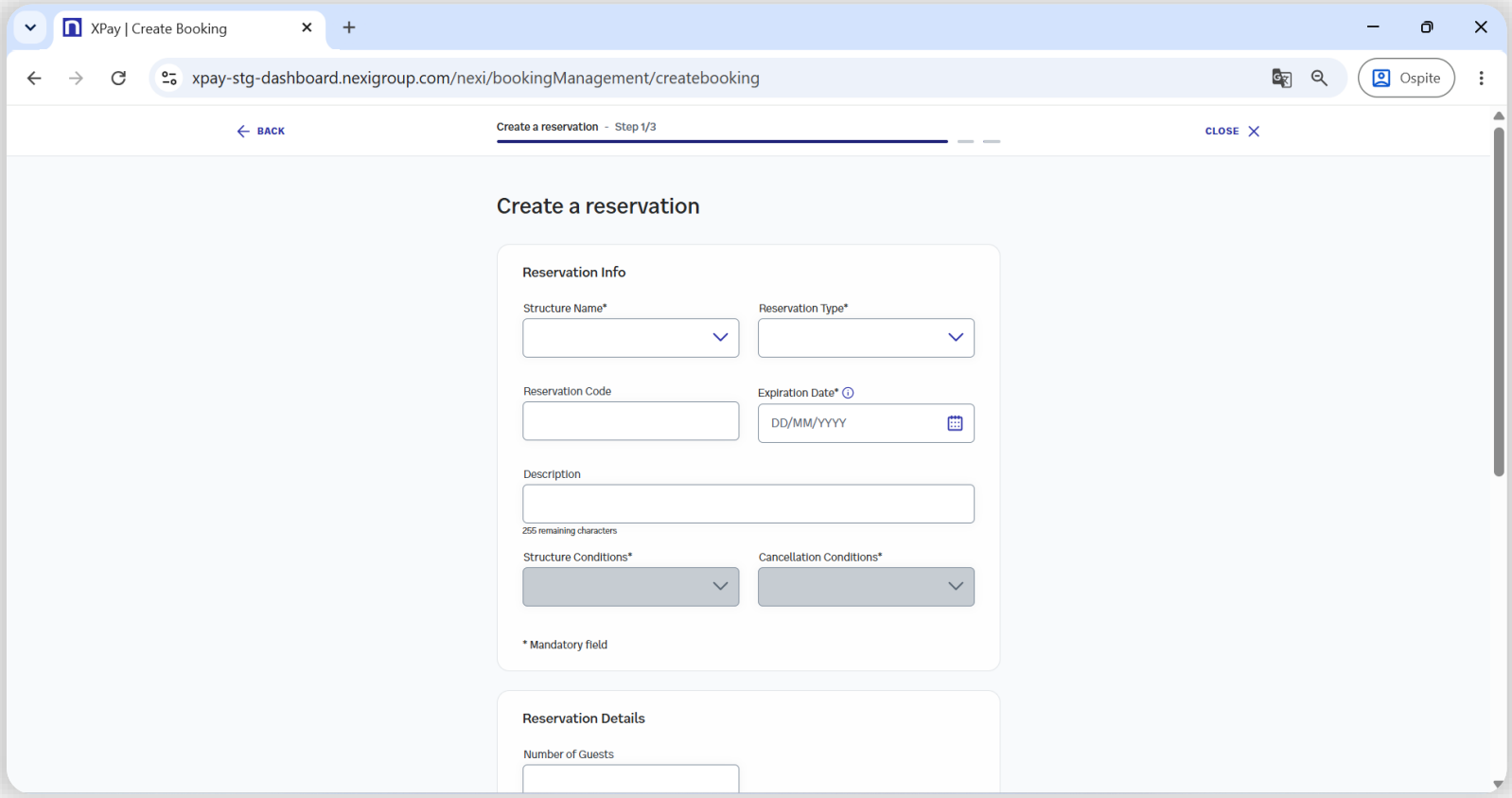
By clicking «**Filter**» on the Booking Management screen, the «**Filters**» panel opens, allowing you to narrow down the list of bookings based on various criteria, organized into two sections:

- **Time Period:** allows you to search for bookings by date, using the «Search by date» field;
- **Booking:** allows you to filter by Property, Customer Name, Booking Code, Booking ID, Status, and Required Actions.

Once the desired criteria have been set, you can confirm the search using the «**Apply Filters**» button or clear all the entered filters using the «**Clear Filters**» button.

Service Management| Booking Management – Create a Booking – Step 1

CUSTOMER



By clicking «**Create Booking**» on the Booking Management screen, you access a guided 3-step process for creating a new booking.

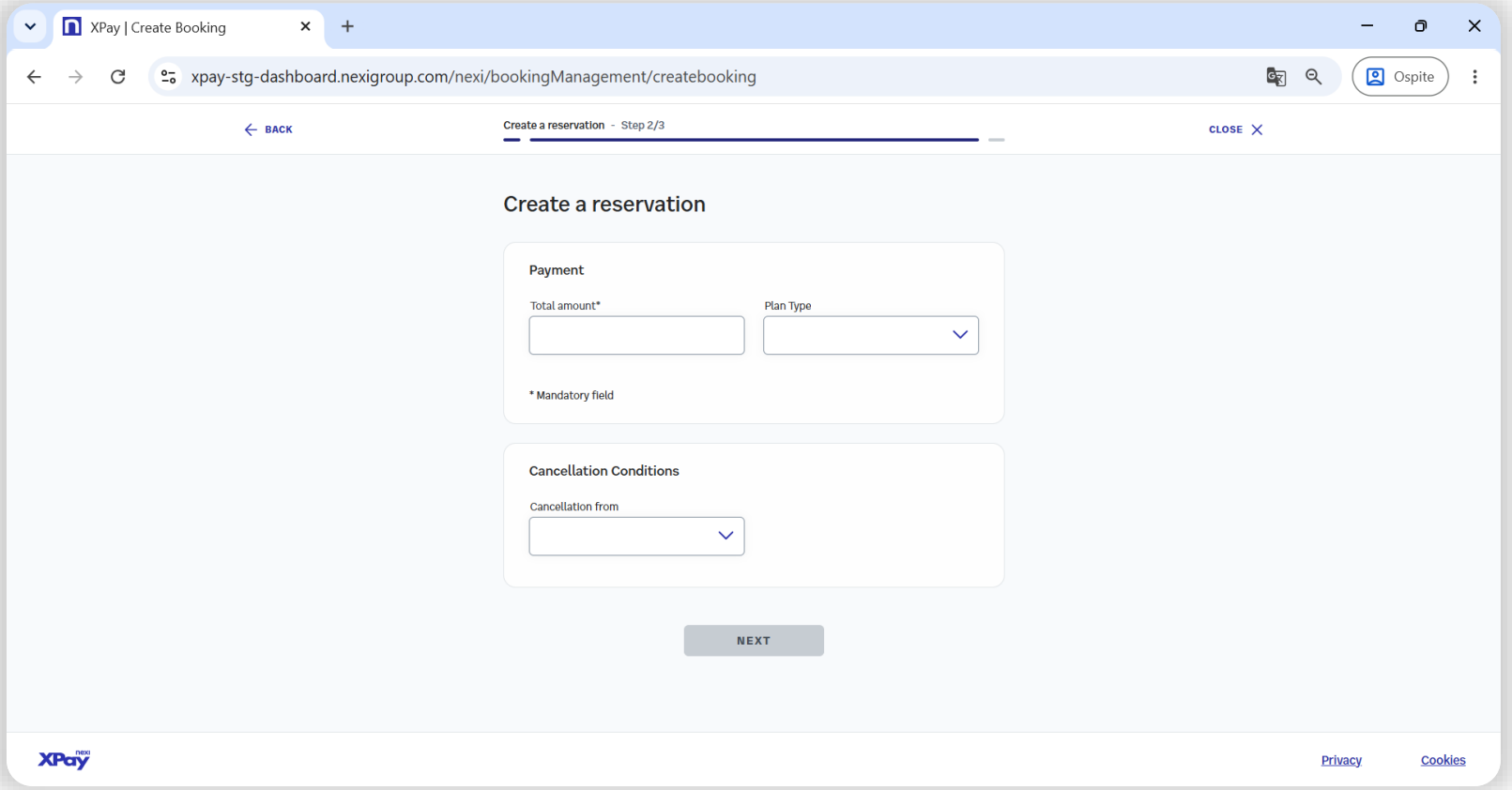
In the first step, the following information is required:

- **Booking Information:** Property Name, Booking Type, Booking Code, Expiration Date, Description (up to 255 characters), Property Conditions, and Cancellation Conditions;
- **Booking Details:** Number of Guests, Check-in (date), Check-in from/until (time slot), Check-out (date), and Check-out from/until (time slot).

Once the required data has been filled in, you can proceed to the next step using the «**Next**» button, which becomes active once all mandatory fields have been completed.

Gestione Servizi | Booking Management – Crea una Prenotazione – Step 2

CUSTOMER



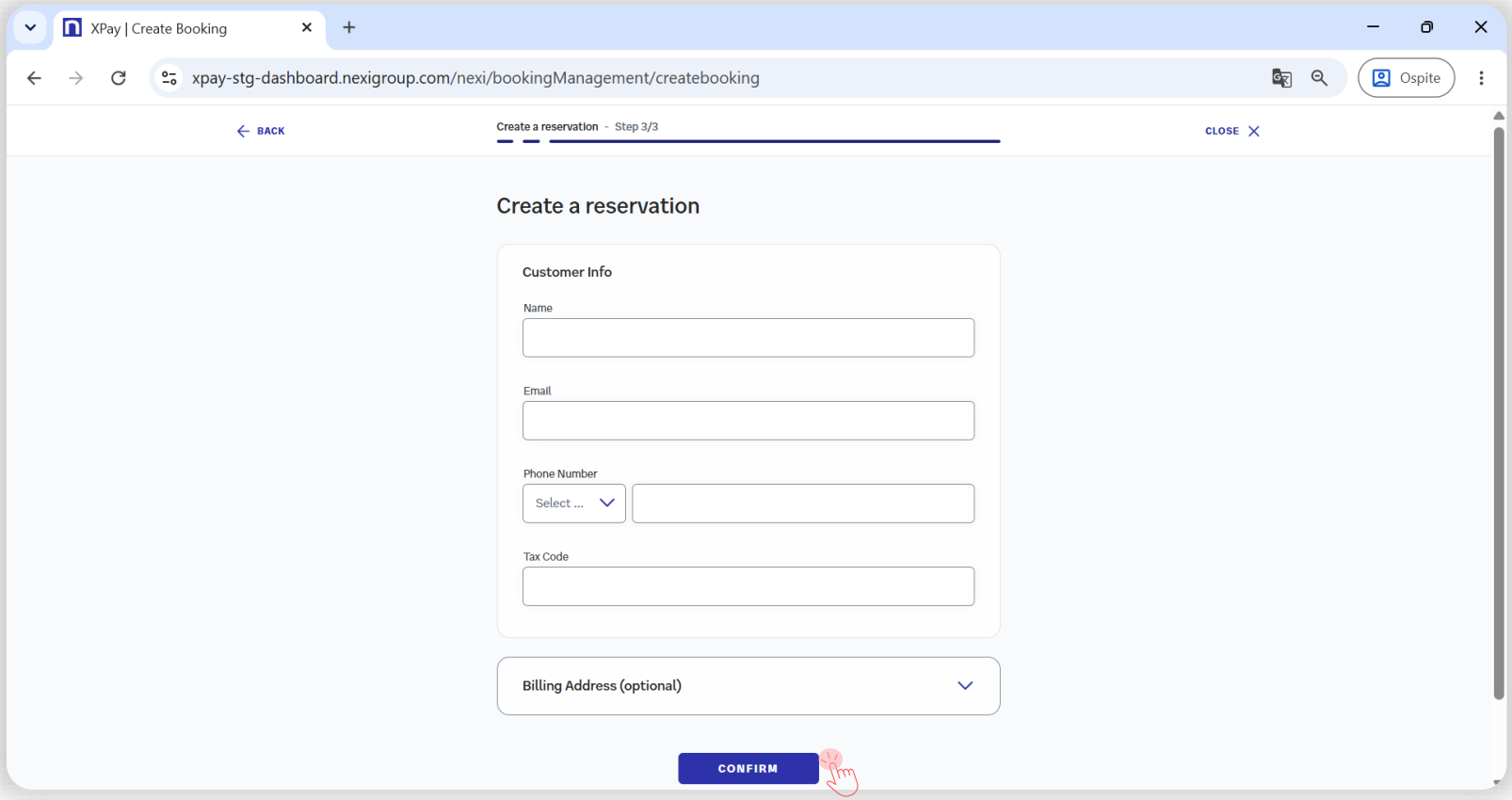
In this section, the information related to payment is required:

- **Payment:** Total Amount and Plan Type, selectable between «Single Payment» and «Installments»;
- **Cancellation Conditions:** Cancellation from, via drop-down menu.

Once the required data has been filled in, you can proceed to the next step by clicking «**Next**».

Gestione Servizi | Booking Management – Crea una Prenotazione – Step 3

CUSTOMER



In the last step, the information related to the customer is required:
Customer Information: Name, Email, Phone Number (with international dialing code selection), and Tax Code.

There is also an optional section, «**Billing Address**» (optional), which can be expanded using the dedicated arrow, for entering billing details.

Once the desired fields have been filled in, you can complete the booking creation by clicking «**Confirm**».

The booking is successfully created and the payment link associated with the order is generated, as confirmed by the message «**Link ready to send!**».

New Backoffice NPG | FAQ

DRAFT

How can the merchant logo be uploaded?

Merchant logo management will not be available in the new Back Office. Merchants will need to contact support in order to upload and edit the logo.

What are the merchant logo specifications?

The logo must meet the following requirements:

- **Resolution**: 80x40 pixel
- **Supported Formats**: .svg, .jpeg, .png
- **File Weight:**

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