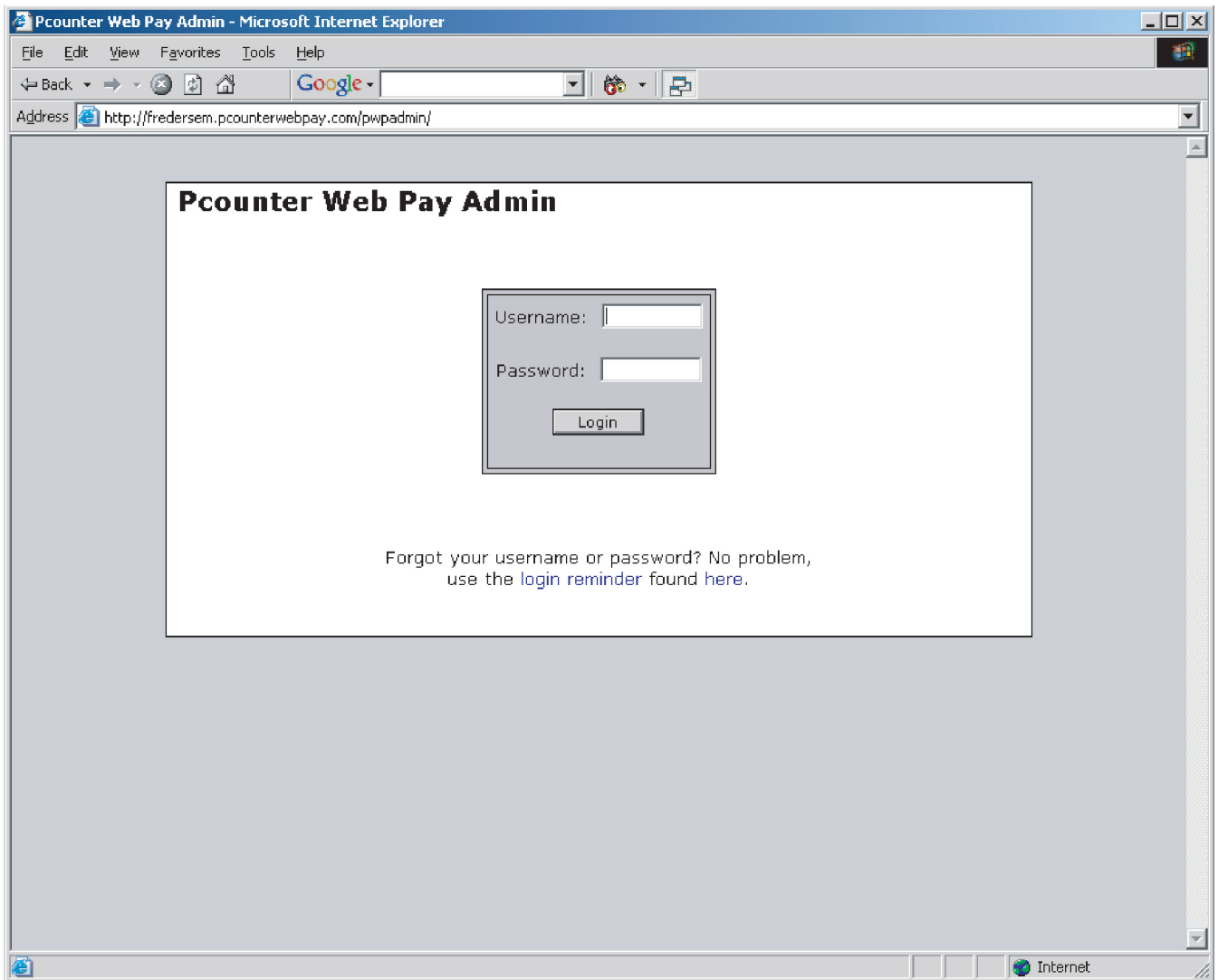


Pcounter WebPay

- an easy to manage solution

Overview of administrative features in Pcounter WebPay

For more information call **+44 (0)1937 541400** or email **info@altman.co.uk**



1) Secure Admin Web site

In addition to the public Pcounter WebPay interface that the students access, the school themselves have a separate secure and very comprehensive administrators Web site (PWP Admin) for managing users, transactions and end-user support.

The screenshot displays the Pcounter WebPay admin interface. At the top, there are navigation links for 'Email Inbox', 'New FAQ', and 'To Do Lists', along with the Pcounter WebPay logo. A search bar with a 'Go!' button is present. A left sidebar contains icons for 'Members', 'Products', 'Finance', 'Web Site', and 'Security & Users'. The main content area features tabs for 'Details', 'Transactions', and 'History'. The 'Details' tab is active, showing a form for 'Contact Information' and 'Billing Information'. The 'Contact Information' section includes fields for Company Name, First Name, Last Name, Street Address, Street Address 2, City, Postal Code, State (if applicable), Country, Phone, Fax, and Web site. The 'Billing Information' section includes fields for Company Name, First Name, Last Name, Email, Street Address, Street Address 2, City, Postal Code, State (if applicable), Country, and Phone. Below these sections, there is a summary table for account details and an 'Internal Notes' text area.




Email:	demo@pcounterwebpa	Username:	demo
Account Status:	Access	Password:	demo
Logins:	34	Last login:	07/10/2003 12:46


Internal Notes:


Save Changes


2) Member Management


A central piece of the PWP Admin Web site is the end-user management system (end-users referred to as 'Members' in the admin). Each user has their own profile containing contact and billing information that they have provided during their ordering process.


 Email Inbox
  New FAQ
  To Do Lists




 Members

 Products

 Finance

 Web Site

 Security & Users

Details	Transactions	History						
2003-10-05 21:20	5864-335483	Order	25,00	DKK	Dankort	Awaiting payment	[details]	
2003-10-05 20:58	6895-931021	Order	25,00	DKK	Dankort	Awaiting payment	[details]	
2003-10-05 16:20	4258-837288	Order	100,00	DKK	Dankort	Completed	[details]	
2003-10-05 15:10	1521-483099	Order	25,00	DKK	Dankort	Completed	[details]	
2003-10-05 15:09	7293-346774	Order	25,00	DKK	Dankort	Completed	[details]	
2003-10-05 14:54	1408-101034	Order	25,00	DKK	Dankort	Completed	[details]	
2003-10-05 14:50	7867-120007	Order	200,00	DKK	Dankort	Awaiting payment	[details]	
2003-10-04 16:30	2737-728988	Order	75,00	DKK	Dankort	Completed	[details]	
2003-10-03 22:27	7347-488897	Order	800,00	DKK	Dankort	Completed	[details]	
2003-10-03 22:14	9209-872954	Order	100,00	USD	Dankort	Completed	[details]	
2003-10-03 22:12	2996-877904	Order	1 875,00	DKK	Dankort	Completed	[details]	
2003-10-03 22:04	8687-165188	Order	100,00	DKK	Dankort	Awaiting payment	[details]	
2003-10-02 20:09	5274-256040	Order	75,00	DKK	Dankort	Completed	[details]	
2003-10-02 19:36	1881-828445	Order	98,75	DKK	Dankort	Cancelled	[details]	
2003-10-02 19:32	2329-238512	Order	150,00	DKK	Dankort	Completed	[details]	
2003-10-01 19:19	6307-881653	Order	25,00	DKK	Dankort	Completed	[details]	
2003-10-01 14:28	4749-618286	Order	475,00	DKK	Dankort	Completed	[details]	
2003-10-01 14:17	9772-218663	Order	50,00	DKK	Dankort	Completed	[details]	
2003-10-01 13:33	9645-438392	Order	25,00	DKK	Dankort	Completed	[details]	

Total Sales

DKK: 5 548,75 USD: 100,00

3) Manage Transactions

The PWP Admin contains multiple lists for quick and easy management of the PWP transactions.

One list contains all Open Transactions, which are any transaction not either cancelled or completed. This list includes orders in progress as well as any orders that have failed, so a helpful list for an administrator to quickly see what orders need some attention.

Each end-user has their own transaction list, so the users entire shopping history is readily available.

The screenshot displays the Pcounter WebPay interface. At the top, there are navigation links for 'Email Inbox', 'New FAQ', and 'To Do Lists'. The main header features the Pcounter WebPay logo. A search bar with a 'Go!' button is present. The left sidebar contains icons for 'Members', 'Products', 'Finance', 'Web Site', and 'Security & Users'. The main content area shows transaction details for a completed order. The transaction information includes the date/time, transaction number, type, status, payment method, sales tax, and currency. A table lists the items ordered, showing a deposit of 50 DKK. Billing information is provided, including the company name, address, phone, email, username, and client IP. A transaction history section shows a series of server-generated messages detailing the payment process from user check-out to successful deposit and order completion.

Email Inbox New FAQ To Do Lists

Pcounter WebPay

Go!

Last Transaction Details Transactions History

Transaction date/time: den 7 oktober 2003 12:20

Transaction #: 8441-804923

Type: Order

Status: Completed

Payment Method: Dankort

Sales Tax: No

Currency: DKK

Billing Information:

Demo Pcounter Web Pay
100 Somewhere Nice
1234 Nice-town none
France

Phone: 555-123-4567
Email: demo@pcounterwebpay.com

Username: demo
Client IP: 195.181.237.2

Title	Qty	Price	Total	Item Status
product_deposit	50	1,00	50,00 DKK	Processed
		Total Before Tax:	50,00 DKK	
		Tax:	0,00 DKK	
		Order Total:	50,00 DKK	

Transaction History: [[add manual note](#)]

Tuesday Oct 07 2003 12:21:04 by Server:
Payment received via Dankort (fix).

Tuesday Oct 07 2003 12:21:04 by Server:
Made successful deposit to Pcounter. Username: demo Amount: 50

Tuesday Oct 07 2003 12:21:04 by Server:
Order marked as completed.

Tuesday Oct 07 2003 12:20:45 by Server:
User checked out.

4) Transaction in details

Each transaction has a detailed information screen, with all information about the order in one place, such as order numbers, customer data, the items ordered, and a thorough transaction history with information about each step of the order process. The system automatically adds messages to the transaction history, including error messages should an order fail, which makes troubleshooting an order straightforward.

Should an order fail for whatever reason, this transaction detail screen includes functions for an administrator to help resolve issues, eg. a student made a deposit, paid for the order, but the actual deposit to Pcounter failed for some reason, in that case an administrator can go in later and easily reprocess the deposit.

Email Inbox

New FAQ

To Do Lists

Members

Products

Finance

Web Site

Security & Users

Last Transaction
Open Transactions
Last 100 Transactions
Revenue Stats

Revenue Statistics

Currency	Total Before Tax	Sales Tax	Total revenue
DKK	25 574,60	4 131,46	29 706,06
EUR	325,00	81,25	406,25
USD	550,00	112,50	662,50

Export above transactions to Excel »

From: To:

To show an entire month, for example September, select from 9/1/2003 to 10/1/2003.

Show revenue for:

Show revenue for:

Microsoft Excel - finance_20031117.xls

	A	B	C	D	E	F	G	H	I
1	Date	TransactionI	Type	TotalAmount	Currency	PaymentMethod	Status	Firstname	Lastname
2	10/7/2003	8441-804923	Order	50	DKK	Dankort	Completed	Demo	Pcounter Web
3	10/7/2003	2657-742122	Order	25	DKK	Dankort	Completed	Demo	Pcounter Web
4	10/6/2003	4627-155353	Order	25	DKK	Dankort	Completed	Demo	Pcounter Web
5	10/6/2003	5514-721342	Order	25	DKK	Dankort	Completed	Demo	Pcounter Web
6	10/6/2003	9975-508056	Order	25	DKK	Dankort	Completed	Demo	Pcounter Web
7	10/6/2003	8134-372181	Order	25	DKK	Dankort	Completed	Demo	Pcounter Web
8	10/6/2003	8007-923712	Order	25	DKK	Dankort	Completed	Demo	Pcounter Web
9	10/6/2003	9728-975292	Order	100	DKK	Dankort	Completed	Demo	Pcounter Web
10	10/6/2003	3035-968348	Order	25	DKK	Dankort	Completed	Demo	Pcounter Web
11	10/6/2003	7061-371753	Order	25	DKK	Dankort	Completed	Demo	Pcounter Web
12	10/6/2003	7598-548761	Order	50	DKK	Dankort	Completed	Demo	Pcounter Web
13	10/6/2003	9341-707788	Order	200	DKK	Dankort	Completed	Demo	Pcounter Web
14	10/6/2003	7576-712262	Order	650	DKK	Dankort	Completed	Demo	Pcounter Web
15	10/6/2003	7134-908509	Order	25	DKK	Dankort	Completed	Demo	Pcounter Web

5) Statistics and Reporting

The PWP Admin includes a helpful tool for viewing and exporting detailed sales statistics and transaction information, the 'Revenue Stats' tool under the Finance section.

It allows an administrator to view statistics based on order status, a date range, and any specific products. A detailed list of the transactions that makes up the statistics can be exported from the database into Microsoft Excel format, for archiving or external accounting purposes.

The screenshot displays the Pcounter WebPay user interface. At the top, there are navigation icons for 'Email Inbox', 'New FAQ', and 'To Do Lists'. The main header area includes a search bar with a 'Go!' button and tabs for 'Last Transaction', 'FAQs', and 'FAQ Categories'. A left-hand navigation menu contains icons and labels for 'Members', 'Products', 'Finance', 'Web Site', and 'Security & Users'. The main content area features a heading 'Here you can update an existing record. Just make changes where needed and click 'save changes' below.' Below this heading, there is a dropdown menu for 'FAQCategoryID' set to 'General'. Two text areas are provided: 'Question (English)' containing the text 'I have forgotten my password, what do I do?' and 'Answer (English)' containing the text 'Please contact support, make sure you include your account username and email address in the message.'

6) Self-Managed FAQs

The front-end user Web site contains a list of 'frequently asked questions' visited by end-users, containing questions and answers to common questions, such as "I've forgotten my password, what do I do?".

The FAQs are an important element to help reduce the support burden on IT personnel. The PWP administrators can fully manage the list of questions and answers shown in the Web site, and by occasionally adding questions to the FAQ they can over time practically eliminate the need for 1-on-1 support.

The customers with multiple languages in their PWP interface, naturally also have the ability to have a multi-lingual FAQ.

Email Inbox New FAQ To Do Lists **Pcounter WebPay**

Go!

Last Transaction Email Inbox List Threads Compose Email

Open Support threads

Last From	Last Subject	Date	Status
Pcounter Web Pay Support	Re: Frederiksberg Seminarium suppor..	2003-11-17 12:16 PM	Open [read] [close] [delete]

This account last checked for mail 0 minute(s) ago. 0 mail(s) downloaded.

Email Inbox New FAQ To Do Lists **Pcounter WebPay**

Go!

Last Transaction Email Inbox List Threads Compose Email

To:

Subject:

Hi John,
Thanks for your email.
Your password is: abcd
Let me know if you have any other questions!
Demo
Pcounter Web Pay Support
Email: fredersem@pcounterwebpay.com
Web: http://fredersem.pcounterwebpay.com (DD)

On Nov 17, 2003 12:12 PM you wrote:
>
> Support request submitted 17-Nov-03 by John Doe (john@doe.com) at
> Frederiksberg Seminarium

Attachment:

Mark this thread as:

7) Powerful Email Support Tool

To more efficiently manage support inquiries, the PWP Admin includes a built-in email client, where emails sent to the customer's PWP support email address or submitted via the PWP email support form end up. From this Email Inbox an administrator can quickly read and reply to emails.

Having all support correspondence in one place, accessible by all administrators, assures support emails are responded to in a timely manner, and all support history is maintained.

For more information call **+44 (0)1937 541400** or email **info@altman.co.uk**

The screenshot displays the Pcounter WebPay Admin interface. At the top, there are navigation icons for 'Email Inbox', 'New FAQ', and 'To Do Lists'. The Pcounter WebPay logo is in the top right. A search bar with a 'Go!' button is located below the navigation. A sidebar on the left contains icons for 'Members', 'Products', 'Finance', 'Web Site', and 'Security & Users'. The main content area shows an email thread titled 'Thread is Closed'. The thread contains two messages. The first message is from 'fredersem@pcounterwebpay.com' dated Nov 17, 2003 12:12 PM, with the subject 'Frederiksberg Seminarium support request'. The message body states: 'Support request submitted 17-Nov-03 by John Doe (john@doe.com) at Frederiksberg Seminarium. Message: I have forgotten my password, what do I do? My username is jdoe1201. Thanks! John'. The second message is from 'Pcounter Web Pay Support (fredersem@pcounterwebpay.com)' dated Nov 17, 2003 12:16 PM, with the subject 'Re: Frederiksberg Seminarium support request [Case 1117f7d1u]'. The message body states: 'Hi John, Thanks for your email. Your password is: abcd. Let me know if you have any other questions! Demo Pcounter Web Pay Support Email: fredersem@pcounterwebpay.com Web: http://fredersem.pcounterwebpay.com (DD)'. Both messages include links for '[reply to this mail]', '[mark thread as open]', and '[back to top]'.

8) Threaded Support

Emails in the PWP Admin support email client are organized in 'threads', so an entire correspondence between a particular student and administrators on a specific issue, all are in the same place. This is helpful to provide better and more "personal" support, since an administrator quickly can re-read the conversation before replying to a new mail on an issue.