XPay nexi

Instruction guide

Content

Welcome to Nexi XPay!

This manual has been designed to help you become familiarized with all the functions and capabilities of Nexi XPay. Among others, the platform allows you to create Pay-by-Link easily and quickly so that your clients can make transactions safely and easily. In this manual, you will also find information about transaction monitoring and management.

We are here to help you utilize XPay potential in order to facilitate transaction processes and improve customer experience in only a few clicks.

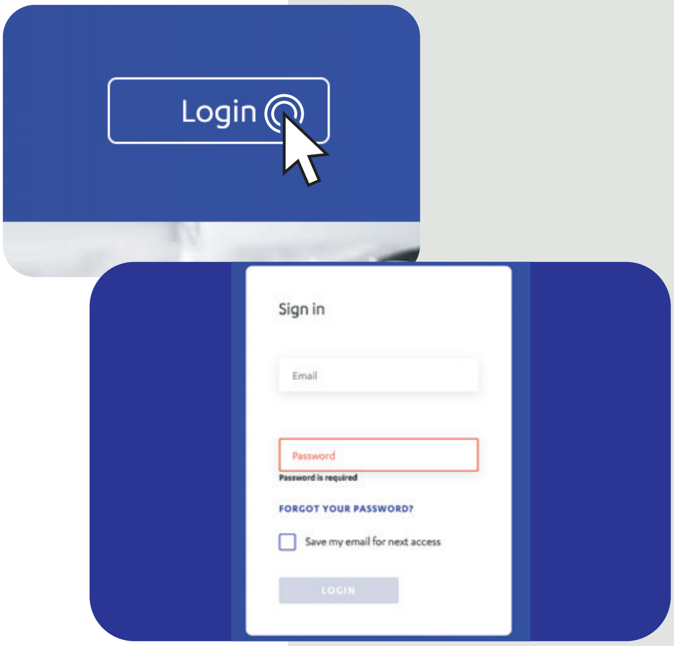
Enjoy your reading!

ACTIVATE ACCESS TO Nexi XPay

Gain access to Nexi XPay in 3 simple steps:

Step 1
Click on the link in the automated email “Activate access to Nexi XPay management tool”.

Step 2
In “Username”, fill in the email address you registered when you applied and set a password of your choice.

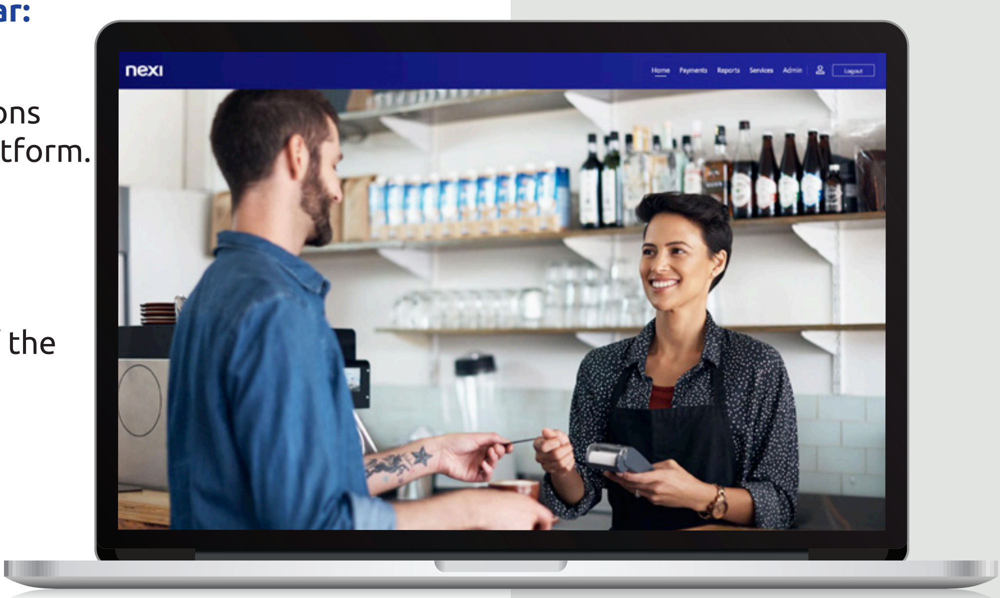


Step 3
Now, you have access to Nexi XPay.

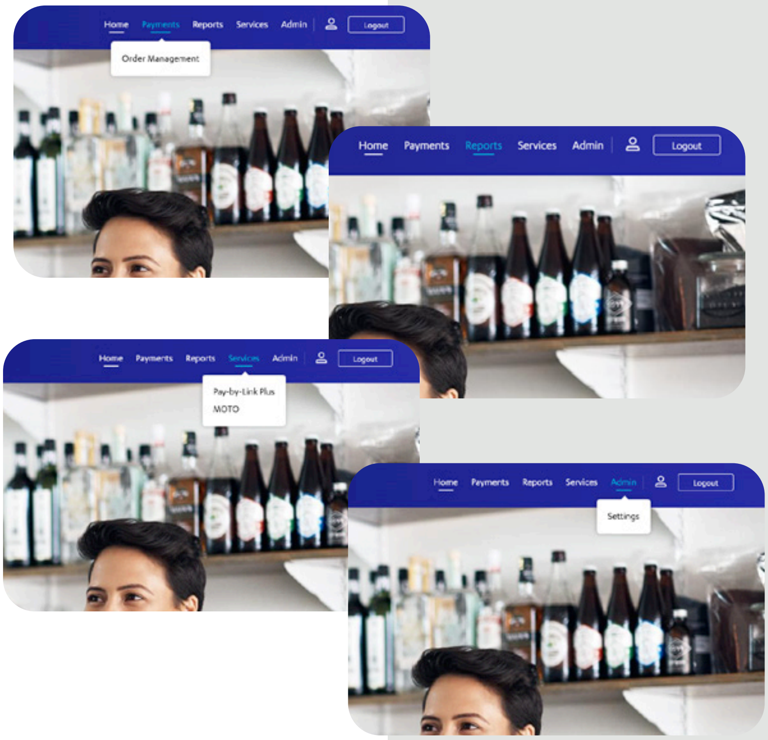
PRESENTATION OF THE BASIC MENU OF Nexi XPay

Exploring the navigation bar:

Learn about the main functions and subcategories of the platform.



Home
Transfer to the main page of the platform.



Payments:
History of transaction monitoring.

Reports:
Your history of transactions,
all in one place.

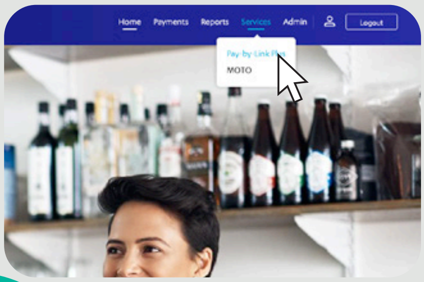
Services
“Pay-by-Link” or “Moto” creation.

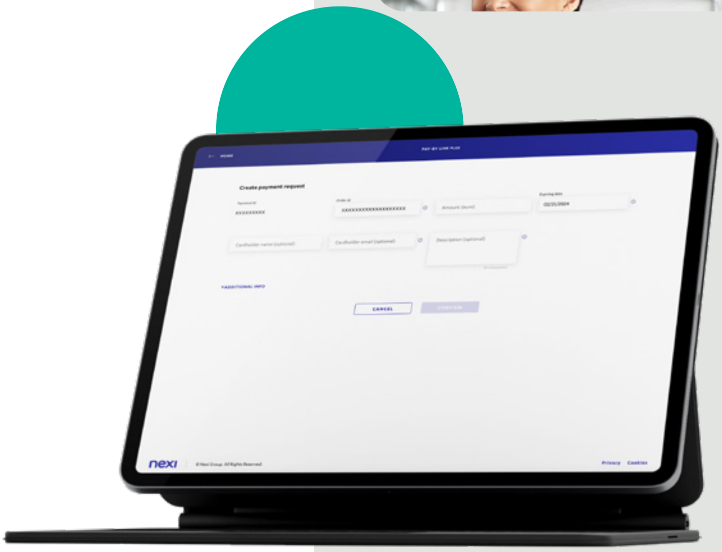
Admin
Edit settings of different services.

HOW TO CREATE PAY-BY-LINK

Create Pay-by-Link and send it to your clients easily:

- On the navigation bar, click on “Services”.
- Click on “Pay-by-Link".
- Transfer directly to the page that allows you to create Pay-by-Link.





Fill in the spaces to create Pay-by-Link:

1 Terminal ID - Your unique terminal’s serial number. Space already filled in.

2 Order number - It has to be a unique number. You have the right to change it. Space already filled in.

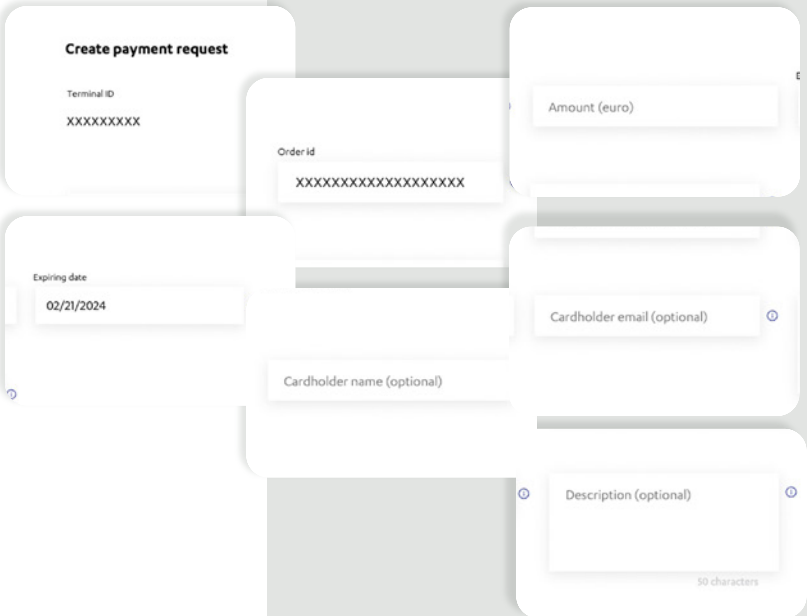
3 Total amount of money - You fill in the total amount of money that has been deposited by the client. Mandatory space.

4 Link expiration date - You set an expiration date for the link. Mandatory space.

5 Client’s full name - Optional space.

6 Client’s email - Optional space.

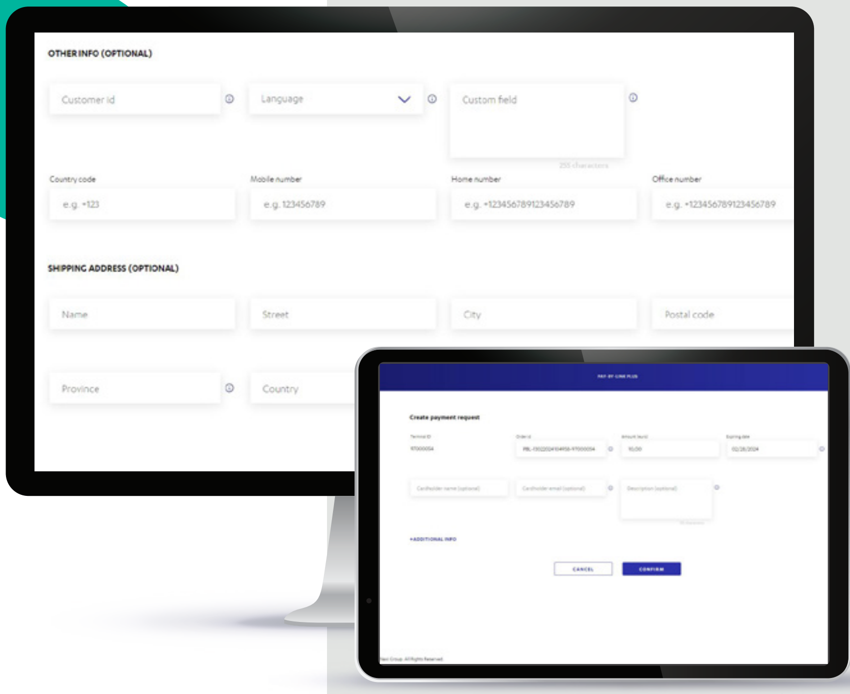
7 Comments to the client - Optional space.



HOW TO CREATE PAY-BY-LINK

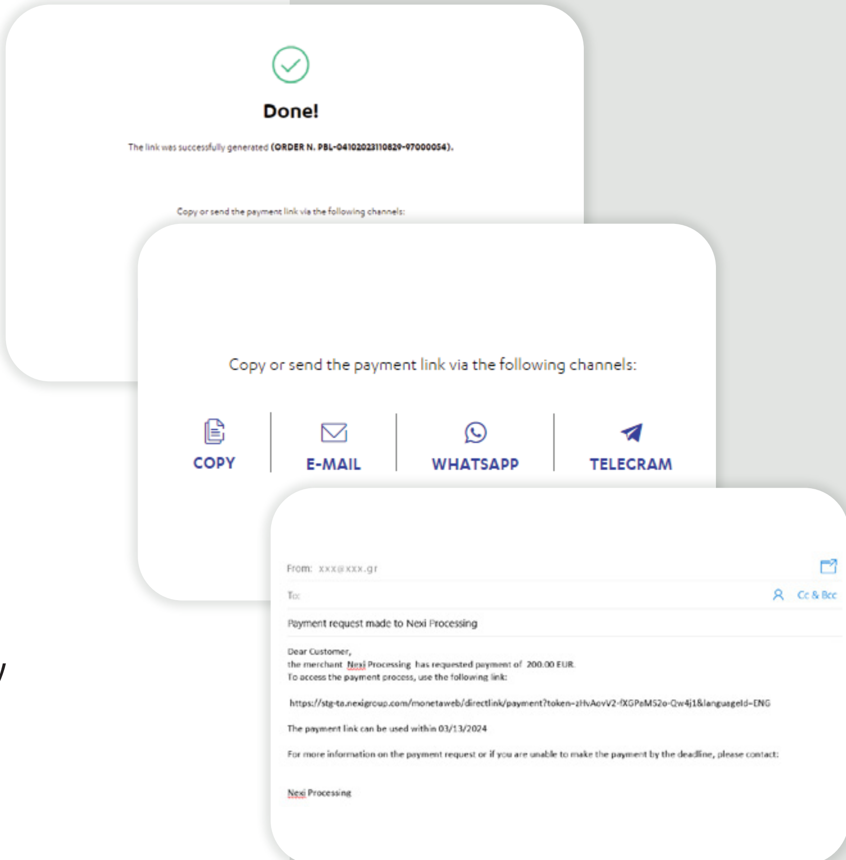
8 Extra info - Here, you will find extra optional spaces to fill in.

9 Installments - You have the option to set the number of installments so long as you have an installment plan.



Confirm the link you have created by clicking on "Confirm".

Now you have the option to copy the payment link or share it through the following channels:

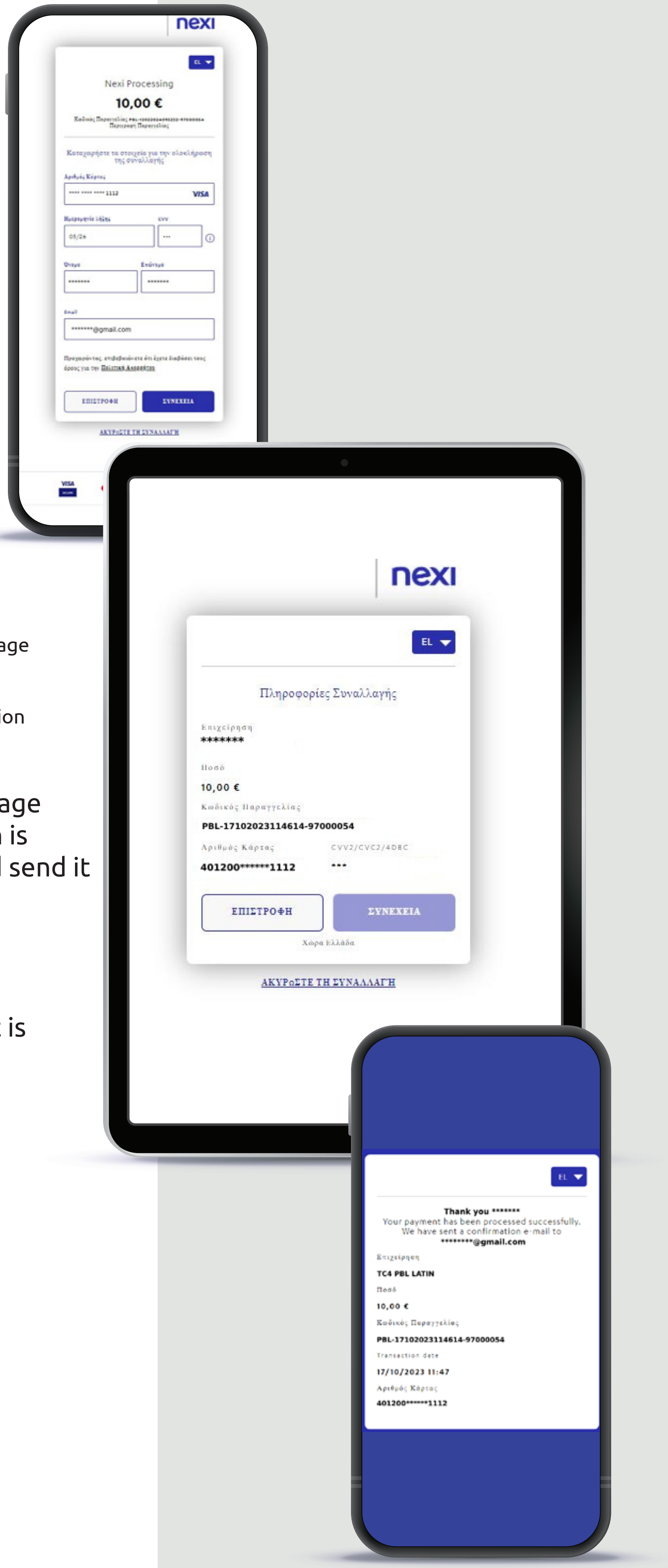


SEND Pay-by-Link TO THE CLIENT

If you have Whatsapp, Telegram or your email downloaded on your mobile phone or tablet, you can send Pay-by-Link directly through the app to your client by clicking on the relevant icon.

Otherwise, you can click on "Copy" and copy Pay-by-Link to your email, sms, Viber or any other social media channel of your choice.

HOW CLIENT GETS PAY-BY-LINK TO COMPLETE TRANSACTION



Complete the process in 3 simple steps

1. The client receives Pay-by-Link through the channel you have chosen.
2. By clicking on the link, the client is transferred to a dedicated page where they fill in their card details and then press “Continue”*.
3. The client is then transferred to a new page to see the transaction summary and proceed to final confirmation.

If the transaction is successful, a “Thank you” message will appear on the client’s screen. If the transaction is unsuccessful, you will need to recreate the link and send it to the client.

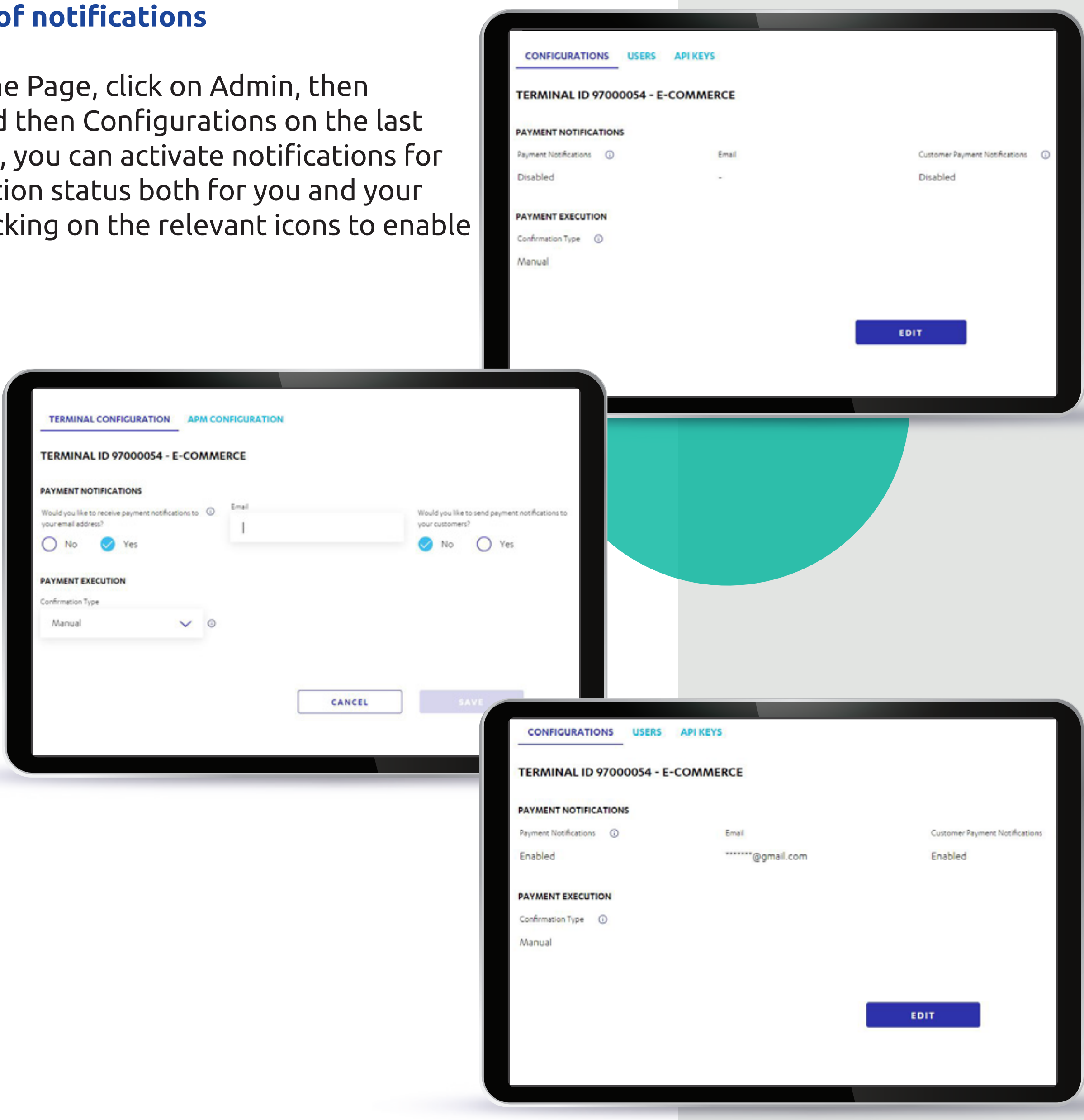
The client can receive notification emails for the transaction status so long as you, the merchant, have activated the relevant functionality the way it is described in the next chapter.

*If needed, the language of the page can be changed on the top right-hand side of the menu. There, you can also see the company’s name as well as the amount of money the client will pay.

HOW CLIENT GETS PAY-BY-LINK TO COMPLETE TRANSACTION

Activation of notifications

On the Home Page, click on Admin, then Settings and then Configurations on the last page. There, you can activate notifications for the transaction status both for you and your client by clicking on the relevant icons to enable them.



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HOW CLIENT GETS PAY-BY-LINK TO COMPLETE TRANSACTION

Transaction monitoring through Nexi XPay
Now, you have complete control over your transactions as well as the option to set your search criteria.

On the Home Page, click on Payments and then Order Management.

Set specific dates or type the order id of the transaction you are interested in.

After you have set the search criteria, the screen will display the relevant transactions you wish to monitor.