

**iEx –**

**THE MODERN WAY OF  
NETWORK OPERATION**

**THE TERMINAL MANAGEMENT SYSTEM INFORMATION EXCHANGE  
OF SIX PAYMENT SERVICES**

# TERMINAL MANAGEMENT AS IT SHOULD BE

With the terminal management system Information Exchange (iEx) SIX Payment Services offers a state-of-the-art tool for the set-up, maintenance and monitoring of your customers' terminal data.

## **iEx: MODERN AND FLEXIBLE**

The online portal iEx is the perfect tool for commercial network operations. Simplified set-up, maintenance and controlling combined with an intuitive, modular system allow you quick and easy access to all relevant customer data.

### **How it works**

iEx is accessible from all internet-enabled devices. Using your personal login and flexible access rights system you and your colleagues can gain access to the system. You can also provide service providers with access.

iEx allows you to do more than simply maintain your customer base. The range of services includes statistics, reports, revenue data or monitoring of terminal activity in real time.

## **MASTER DATA: EVERYTHING AT A GLANCE**

With just a click you can see all relevant customer and terminal data. iEx is logically and clearly structured and divided into various themed sections allowing you to display the desired information quickly and efficiently.

### **How it works**

If you only need specific information, you can hide all of the other data. With iEx, you can quickly get straight to the data you want to see. General comments may be added as separate information in relation to specific terminals.

### **Using the system**

Whether you or a service provider is responsible for maintaining the terminal data – the user-friendly system platform means that new-users require very little training. You or any user may program when certain changes made using iEx will come into effect.

### **YOUR BENEFITS AT A GLANCE**

- Intuitive and clear
- Maintenance and controlling
- Free-roaming access
- Modular and flexible system structure
- Multi-client capable

### **YOUR BENEFITS AT A GLANCE**

- A clear overview
- Quick access to data
- User-friendly platform design
- PCI DSS compliance



### **TRANSACTION DATA: ALWAYS IN THE PICTURE**

Whether it be debit and credit card transactions or closeouts – with iEx you can check all of these quickly and easily.

#### **How it works**

Display all of your transactions using debit, credit or loyalty cards as well as closeouts in a clear list format. If the screen-based list display does not meet your needs, you can have the transaction data sent by iEx to your email account and analyse at a later time.

#### **Using the system**

This function can be used as a quick aid for your service hotline, for example, but is also useful for enquiries into completed payments.

### **RETURN DEBIT MONITORING: EVERYTHING UNDER CONTROL**

Even if the collection of funds is not possible, iEx offers suggested solutions.

#### **How it works**

In addition to return debit notifications via email, iEx makes it possible to request return debit data for the cardholder and merchant invoicing.

At a glance you can see all of the information about the original payment and the return debit. If the return debit has been settled, you can see at any time, when and to whom the corresponding amount was paid.

#### **Using the system**

See when customers and cardholders experience problems collecting funds. This allows you to act quickly and to process return debits efficiently.

#### **YOUR BENEFITS AT A GLANCE**

- Transparency
- Perfect customer service
- Independence

#### **YOUR BENEFITS AT A GLANCE**

- Continuous monitoring
- Efficient processing

# CLARITY WITH EVERYTHING AT A GLANCE

iEx is a highly modern web-based tool for the set-up, maintenance and monitoring of your customers' terminal data.

## ACCOUNTING

Whether transactions are accounted or authorised, you get an overview of all transaction data.

## LIVESTREAM

Follow your customers' terminal activity in real time. This means you are always up to date.

## REPORTS

Produce informative statistics for yourself and your customers. By using the export functions, these data sets can be processed using all standard programs. Analyses which improve your business.

## NEW INSTALLATION

With just a mouse-click you can set-up a terminal ID for a new customer. It couldn't be easier.

## FORMS

All form templates and user contracts are readily available for you online.

The screenshot displays the Worldline iEx web interface. At the top, the Worldline logo and 'iEx Payment Services' are visible. The user is logged in as 'Musterfirma' with Terminal-ID: 68077500. A search bar contains 'Terminal-ID oder Suchbegriff' and a 'suchen' button. The left sidebar lists navigation options: Terminal, Buchungen, Accounting, Tools, LiveStream, Logbuch, and Administration. The main content area shows customer data for 'Musterfirma' under 'Kundendaten'. Below this, there are sections for 'Kontaktdaten', 'Vertragsunterzeichner/Geschäftsführer', 'Terminalstandort', and 'Interne Daten'.

Kundendaten: Musterfirma					
Branchencode	01.62.0				
Firmenname	Musterfirma				
Anrede	Herr	Titel			
Vorname	Max				
Name	Mustermann				
Straße	Musterstraße 1				
Ländercode	DE	PLZ	60320	Ort	Frankfurt
Telefon	0123-456789				
Telefax	0123-456789-11				
E-Mail	mustermail@musterfirma.com				
Homepage	https://www.musterpage.com				
geöffnet	20:00-23:05 Uhr				
Gläubiger-ID	121277701234567890				

  

Kontaktdaten		
Anrede	Frau	Titel
Vorname	Marianne	
Name	Mustermann	
Staatsangehörigkeit	Deutschland	
Anrede	Herr	Titel
Vorname	John	
Name	Doe	
Staatsangehörigkeit	Großbritannien	

  

Vertragsunterzeichner/Geschäftsführer		
Anrede	Frau	Titel
Vorname	Marianne	
Name	Mustermann	
Staatsangehörigkeit	Deutschland	
Anrede	Herr	Titel
Vorname	John	
Name	Doe	
Staatsangehörigkeit	Großbritannien	

  

Terminalstandort					
Name	Mustermann				
Straße	Musterstraße 1				
Ländercode	DE	PLZ	60320	Ort	Frankfurt
<input checked="" type="checkbox"/> Identisch mit Händleradresse					

  

Interne Daten	
Mandant	keiner
Kundennummer	0815ABC
Reporting	TXLS

Providerbereich  
Musterpartner

Bankdaten			
<i>Gutschriftkonto für Kartenumsätze</i>			
Bankleitzahl	51850079	Kontonr.	1145006526
Bankinstitut	Sparkasse Oberhessen		
BIC	HELADEFFXXX	IBAN	DE68210501700012345678
Bankinstitut	LANDESBANK HESSEN-THÜRINGEN GIROZENTRALE		
Kontoinhaber	Max Mustermann		
Clearing	ZVD Clearing	Variante	Komfort
Kontotext			
Filiatext			
<i>Lastschriftkonto Monatsabrechnung</i>			
BIC	IBAN		
Bankinstitut			
Mandatsreferenz	Datum		
<i>Lastschriftkonto Rücklastschriften</i>			
BIC	PBNKDEFFXXX	IBAN	DE68210501700012345678
Bankinstitut	DEUTSCHE POSTBANK AG		
Mandatsreferenz	RL6807750020161129	Datum	30.7.2018
<i>Lastschriftkonto Forderungmanagement</i>			
BIC	PBNKDEFFXXX	IBAN	DE68210501700012345678
Bankinstitut	DEUTSCHE POSTBANK AG		
Mandatsreferenz	FM6807750020161129	Datum	30.7.2018
<i>Umsatzsammler</i>			
Sammlerart:	Sammeln auf TID		

### ALL TRANSACTION DATA

By inputting the terminal ID, iEx immediately grants access to all of the customers' data.

### EASY INPUTTING

Change your customers' data online. Simply save and the new data are automatically stored. This is what speedy customer service looks like.

### EASY TO CUSTOMISE

Adjust the display to suit your needs. This means you always see the data most important to you.

### SECURITY

iEx is situated in an https domain, i.e. all data traffic between browser and server is encrypted.

# QUICK AND EASY

**iEx gives you complete clarity and control of your terminal activity at all times.**

## **REPORTS AND STATISTICS: ALWAYS UP-TO-DATE**

Even with standard reporting you are able to professionally manage your terminal base. Do you have particular requests or do you need more data? Do not hesitate to get in touch with us!

### **How it works**

Master data, statistics or maintenance reports can be generated and provided in various different formats. You receive information on the development of your customers using the statistics module. With iEx you have a quick, easy and clear overview of your terminal base. We are happy to help you with individual analyses.

### **Using the system**

Customer support, end-of-year reviewing and more – the multi-faceted applications of our reports and statistics are sure to impress!

## **iEx CLIENT: UNIQUE AND FORWARD THINKING**

The modular structure and flexible access rights make it possible to grant your customers or service providers with access to iEx.

### **How it works**

You decide what rights each individual user shall have. When changes are made to terminal data you can use the log-book function at any time to see the time, the specific changes and the user responsible for making the changes.

### **Using the system**

With the individual access rights allocation function you can control what options each user has. iEx can also be used by new users. You are able to provide external service providers e.g. during call-centre operations with user rights. You can grant these rights during servicing and then deactivate them once servicing is complete.

You can also provide your bigger customers with a similar corresponding set-up.

### **YOUR BENEFITS AT A GLANCE**

- Continuous monitoring
- Inventory assessment
- Customer analysis

### **YOUR BENEFITS AT A GLANCE**

- Individual access rights allocation
- For customers, clients or service providers



### **LIVESTREAM: THERE LIVE, FROM THE OFFICE**

LiveStream is a highly modern online tool allowing technical monitoring and regulation of your terminals. You get an insight, in real time, which up to now has been reserved for network operators.

Trace the terminals activity of your customers live.

#### **How it works**

You can get access to LiveStream via the online portal iEx, which allows you to see data on all transactions: Payment cards, card types, error codes, currencies, payee telephone numbers and more.

#### **Using the system**

Has a closeout or a additional diagnosis been mistakenly processed? Which error warning appeared on the terminal display and what does it mean? Using LiveStream, you and your customers can quickly and reliably find the answers to these questions yourselves – all from the comfort of the office.

#### **YOUR BENEFITS AT A GLANCE**

- Total control, maximum flexibility
- Extensive information for your service hotline
- Reducing the need for technician call-outs
- The best possible customer service standards

**YOUR LOCAL POINT OF CONTACT CAN BE FOUND AT:**

[six-payment-services.com/contacts](https://six-payment-services.com/contacts)

[six-payment-services.com](https://six-payment-services.com)  
[worldline.com](https://worldline.com)