

# ‘epay by link’ User Manual



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## 1 Document History

Date	Version	Summary of Changes
29/7/2021	1.0	Initial Version
28/7/2022	2.0	Service rebranding to epay by link
28/04/2023	3.0	Update of contents
19/10/2023	3.1	Update of contents

## 2 Introduction

'epay by link' is Euronet Merchant Services's innovative epay eCommerce solution that enables merchants to accept payments online across the full range of services.

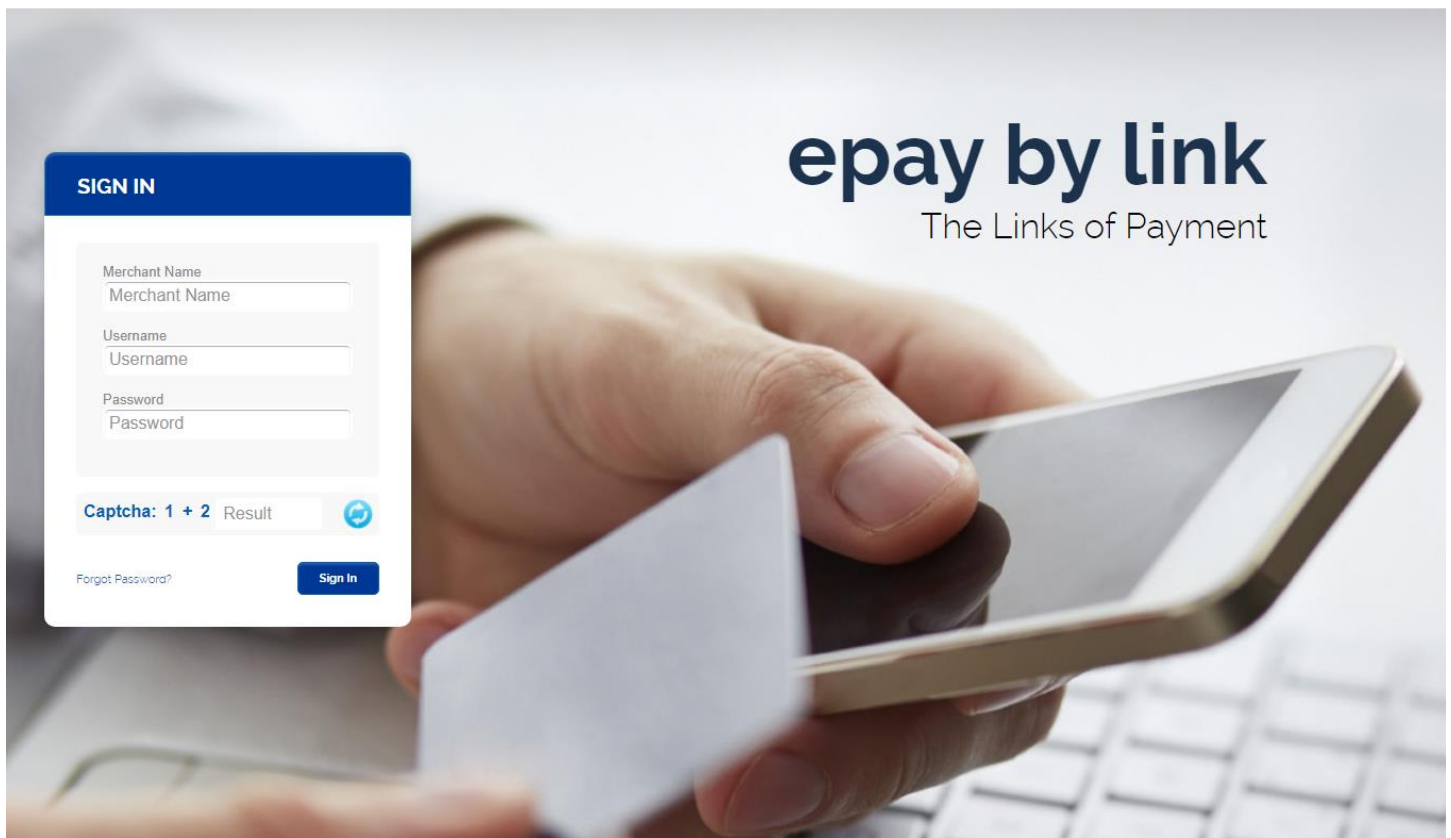
Via 'epay by link', users of the service can collect payments from customers using the pay-by-link solution to email customers a payment link to request for payment for the purchase of a product.

### Benefits of 'epay by link'

- ✓ Remove the human factor from MO/TO type transactions.
- ✓ Remove risk of lost credit or debit card forms.
- ✓ Effective payment collection, without card presence or the need to send its details.



Contact Us [epaybylink@pds.gr](mailto:epaybylink@pds.gr)  English 



## 3 System Requirements

### Hardware

Device with internet access (PC, Mac, smart phone or tablet)

### Software

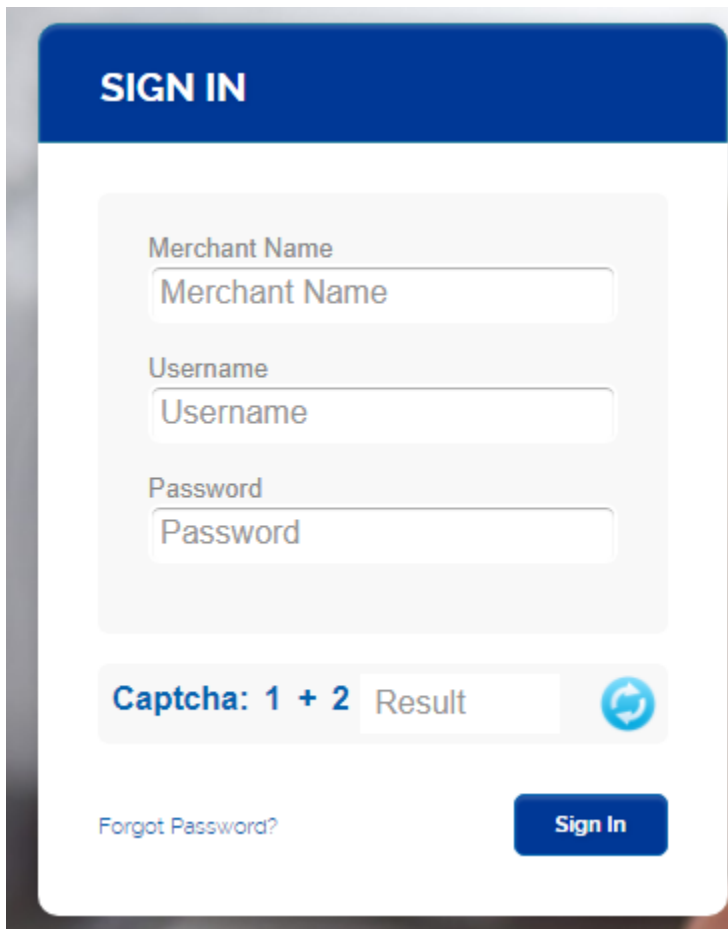
- Any modern and updated web browser
- PDF Reader
- Spreadsheet to view reports exported in csv/xls format (MS Excel, Open office Calc, MacOS numbers, Google Sheets)

## 4 Implementation – Actions

### 4.1 Log In

**Step 1:** Log into the 'epay by link' Merchant Account: <https://www.epaybylink.com>

**Step 2:** Enter the credentials below using the New Account email that you receive from [administrator@epaybylink.com](mailto:administrator@epaybylink.com)




**SIGN IN**

Merchant Name

Username

Password

Captcha: 1 + 2  

[Forgot Password?](#)

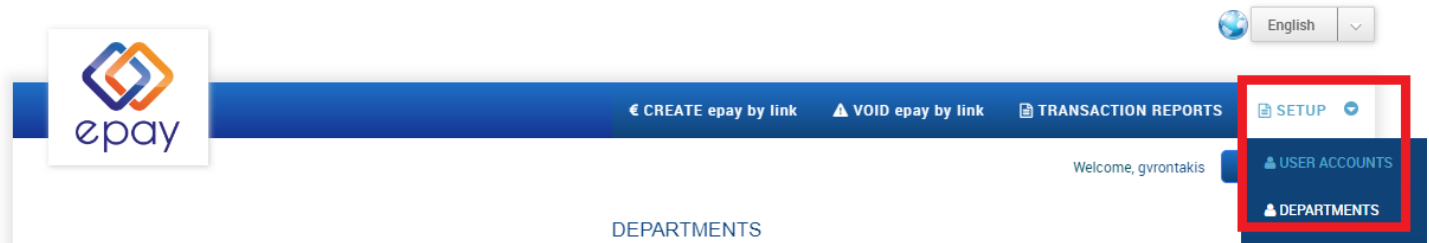
## 4.2 Department Creation

The creation of a department is necessary to be able to proceed with the creation of an 'epay by link'.

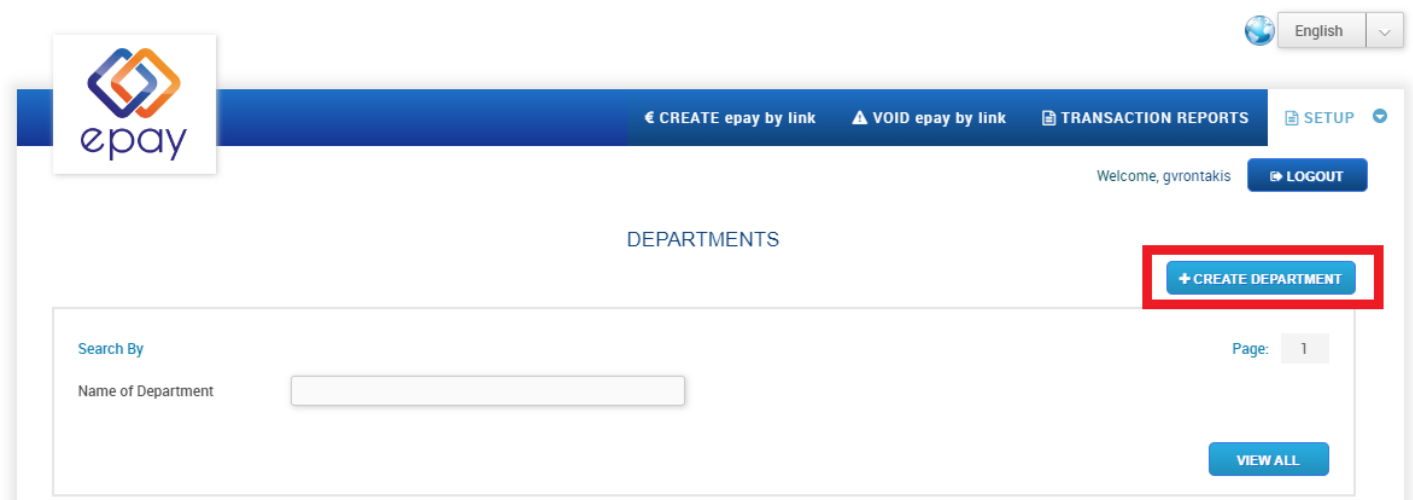
If your organization has more than one department using 'epay by link', this function can be used to manage the access control for individuals if required.

**Step 1:** Select “**SETUP**” tab

**Step 2:** Select “**DEPARTMENTS**”



**Step 3:** Click on “**+CREATE DEPARTMENT**”



**Step 4:** Enter the “Department Name” and click “Create”

CREATE DEPARTMENT

\*

Name

Create

Cancel

Name	No. of Users	Create Date	Actions
ONLINESERVICES	3	2023-02-16 03:00:00	<a href="#">Update</a>   <a href="#">Delete</a>

Once completed, the department will be reflected as shown above

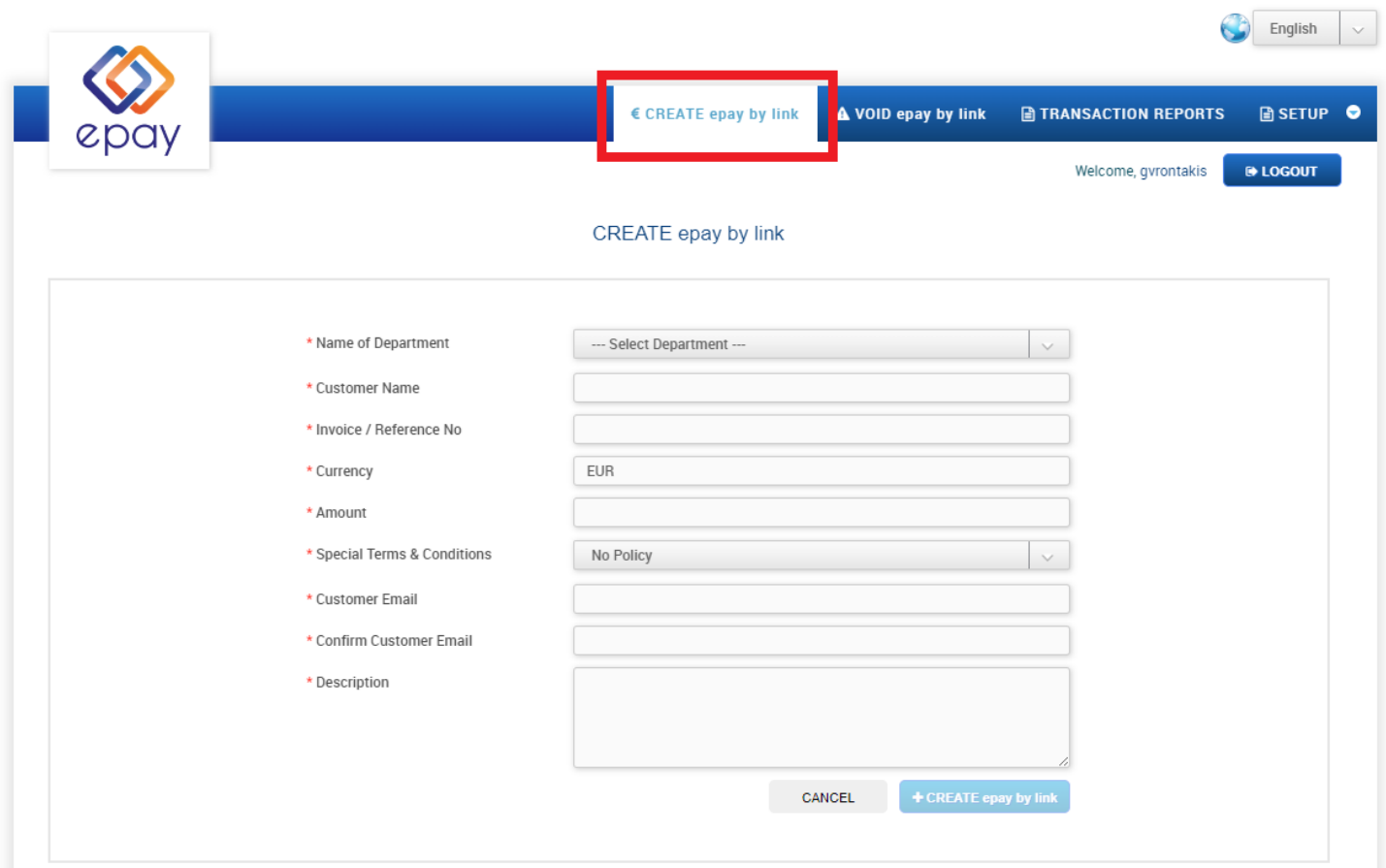
**Step 5:** To create additional departments, repeat the steps above.



### 4.3 Create 'epay by link'

This function is used to create an 'epay by link' to be sent to the customer for payment.

**Step 1:** Click on “CREATE ‘EPAY BY LINK’” Tab





The screenshot displays the epay system interface. The top navigation bar features the epay logo on the left and a series of tabs on the right: "€ CREATE epay by link", "VOID epay by link", "TRANSACTION REPORTS", and "SETUP". The "€ CREATE epay by link" tab is highlighted with a red box. Below the navigation bar, the user is logged in as "gvrontakis" and has a "LOGOUT" button. The main content area is titled "CREATE epay by link" and contains a form with the following fields:

- \* Name of Department: A dropdown menu showing "-- Select Department --".
- \* Customer Name: A text input field.
- \* Invoice / Reference No: A text input field.
- \* Currency: A text input field showing "EUR".
- \* Amount: A text input field.
- \* Special Terms & Conditions: A dropdown menu showing "No Policy".
- \* Customer Email: A text input field.
- \* Confirm Customer Email: A text input field.
- \* Description: A large text area.

At the bottom of the form, there are two buttons: "CANCEL" and "+ CREATE epay by link".

**Step 2:** Fill in the Create 'epay by link' form based on the description of the field below.

 English ▼



€ CREATE epay by link
⚠ VOID epay by link
📄 TRANSACTION REPORTS
⚙️ SETUP

Welcome, gvrontakis LOGOUT

### CREATE epay by link

\* Name of Department

\* Customer Name

\* Invoice / Reference No

\* Currency

\* Amount

\* Special Terms & Conditions

\* Customer Email

\* Confirm Customer Email

\* Description

ONLINESERVICES▼

No Policy▼

CANCEL
+ CREATE epay by link

Form Field	Type	Description
Name of Department	Dropdown	This is the selection of list of departments provided during the account opening. The selection of the departments is determined by the access control list provided during the opening of the merchant account. If there is no department, merchant name will be displayed.
Customer Name	Name (alphanumeric)	Name of the customer placing the order.
Invoice / Reference No	Single Line Text (Unique Identifier, alphanumeric)	This is the merchant's invoice number of the order. Please note this field is unique. Merchant may use their own values for the invoice number / reference no.
Currency	Single Line Text (fixed)	This is the currency of the transaction. Euros is the default and only currency for this setup.
Amount	Number	This is the transaction amount of the order.
Special Terms & Condition	Dropdown	This is selection of the Special Terms & Condition defined by the Merchant during the opening of the merchant account.

		*Note: If there is no Special Terms & Condition required for the customer payment terms during the merchant account opening, this field will not be displayed.
Customer Email	Email	This is the email of the customer where the 'epay by link', transaction receipts will be sent.
Confirm Customer Email	Email	This is the email of the customer where the 'epay by link', transaction receipts will be sent.
Description	Paragraph Text (alphanumeric)	This the description of the order that is being placed.

**Step 3:** Once completed, click on “**+CREATE ‘EPAY BY LINK’**” to create ‘epay by link’.

epay by link has been created successfully.

* Name of Department	ONLINESERVICES
* Customer Name	test test
* Invoice / Reference No	3243542
* Currency	EUR
* Amount	3
* Special Terms & Conditions	No Policy
* Customer Email	test@test.gr
* Confirm Customer Email	test@test.gr
* Description	test

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Payment Link
 

<https://TESTEMSMERCHANT.epaybylink.com/#!/paymentlink/58548951d534b70554a8073375ca0a0d>

CREATE epay by link

COPY LINK

EMAIL LINK



**Step 4:** Click on “**EMAIL LINK**” to send ‘epay by link’ to Customer.

**Step 5:** If you choose to send your own email to the Customer, you may use “**COPY LINK**” to copy and paste the ‘epay by link’.

**Step 6:** To create a new payment link without exiting the page, you may click on “**CREATE NEW PAYMENT LINK**” and a new ‘epay by link’ form will be created. Repeat the process from Step 2

**Note:**

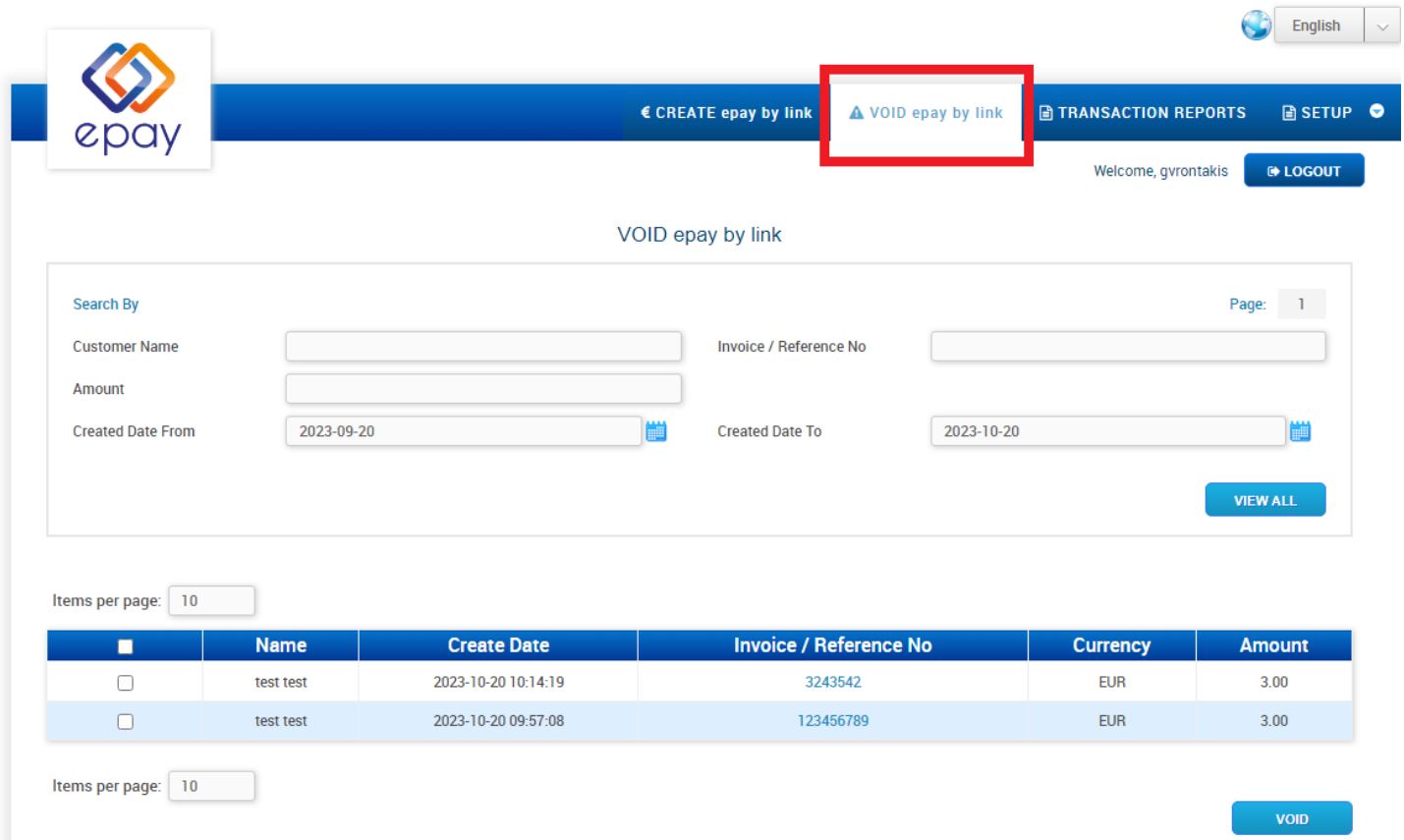
Please note the ‘epay by link’ URL is valid only for 24 hours upon creation. If the customer has not made payment after 24 hours, the URL will expire. Please re-create the link using the re-create function under ‘**epay by link**’ > **Transaction Reports** > “**Recreate**” function if you wish to generate a new URL for the customer using the same invoice number for this expired link. You will see this function “Recreate” appear for links that have expired or were voided. If a new invoice number is required, please create a new ‘epay by link’.

Invoice / Reference No	Create Date	Amount	Transaction Date	Status	Card Type	Auth Code	Created epay by link	Actions
1236	2023-07-12 09:53:17	EUR 10.00		Expired			<a href="#">View link</a>	<a href="#">View   Recreate</a> 
123	2023-07-12 09:52:35	EUR 1.00		Expired			<a href="#">View link</a>	<a href="#">View   Recreate</a> 
123666369QWE	2023-07-11 11:39:04	EUR 2.00		Expired			<a href="#">View link</a>	<a href="#">View   Recreate</a>

## 4.4 Void 'epay by link'

This function is to cancel an 'epay by link' that has not been paid. Examples of scenarios when this will be used e.g. When a wrong amount has been entered or payment link details has been made are wrong on the existing payment link and can no longer be used. Merchant can "void" the relevant 'epay by link' to prevent any further payment action on this link that is no longer required.

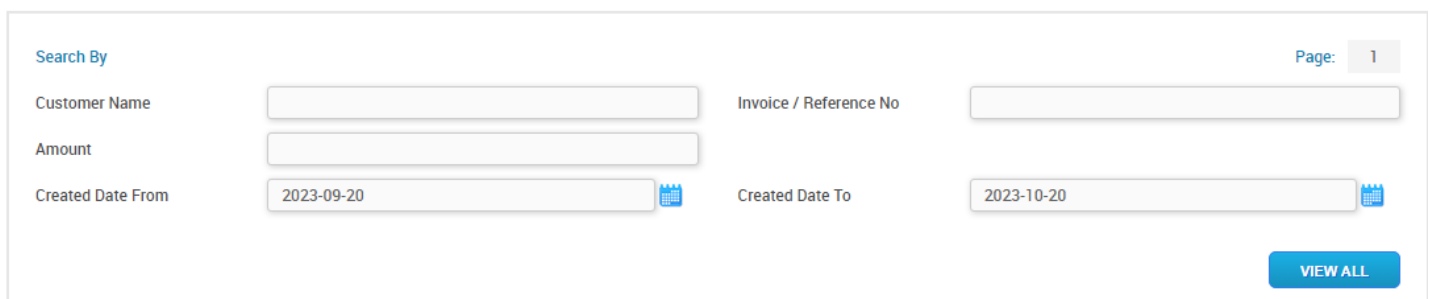
**Step 1:** Click on "VOID 'EPAY BY LINK'" Tab



The screenshot shows the epay system interface. The top navigation bar includes the epay logo, a language selector set to English, and tabs for 'CREATE epay by link', 'VOID epay by link' (highlighted with a red box), 'TRANSACTION REPORTS', and 'SETUP'. Below the navigation bar, the user is logged in as 'gvrontakis'. The main section is titled 'VOID epay by link' and contains a search form with fields for Customer Name, Amount, Created Date From (2023-09-20), and Created Date To (2023-10-20). A 'VIEW ALL' button is present. Below the search form, there is a table with 6 columns: Name, Create Date, Invoice / Reference No, Currency, and Amount. The table contains two rows of test data. A 'VOID' button is located at the bottom right of the table area.

	Name	Create Date	Invoice / Reference No	Currency	Amount
<input type="checkbox"/>	test test	2023-10-20 10:14:19	3243542	EUR	3.00
<input type="checkbox"/>	test test	2023-10-20 09:57:08	123456789	EUR	3.00

**Step 2:** You may use filters for the search.



This screenshot shows the search filters section of the epay system interface. It includes a 'Search By' section with input fields for Customer Name, Amount, Created Date From (2023-09-20), and Created Date To (2023-10-20). A 'VIEW ALL' button is located at the bottom right of the search filters section.

Filter	Description
Customer Name	Search by the name of the customer placing the order.
Invoice / Reference No	Search by the invoice number of the order.
Amount	Search by the transaction amount of the order.
Created Date Range	Search by 'epay by link' creation dates

**Step 3:** Click on “VOID” to void the payment link

	Name	Create Date	Invoice / Reference No	Currency	Amount
<input checked="" type="checkbox"/>	test test	2023-10-20 10:14:19	3243542	EUR	3.00
<input type="checkbox"/>	test test	2023-10-20 09:57:08	123456789	EUR	3.00

Items per page:

**VOID**

## CONFIRM

Are you sure you want to void the selected transactions?

Ok Cancel


Easy Pay link has been voided successfully.

	Name	Create Date	Invoice / Reference No	Currency	Amount
--	------	-------------	------------------------	----------	--------

## 4.5 Transaction Reports

This tab is for the viewing of the statuses of the 'epay by link's and transactions.

**Step 1:** Click on “TRANSACTION REPORTS” Tab



English

€ CREATE epay by link ⚠ VOID epay by link TRANSACTION REPORTS SETUP

Welcome, gvrontakis LOGOUT

### TRANSACTION REPORTS

Search By

Page: 1

Customer Name

Amount

Card Type

User

Created Date From

Transaction Date From

Invoice / Reference No

Status

Department

Show All Columns

Created Date To

Transaction Date To

--- Please select a Card Type. ---

--- Select Status ---

--- Select Department ---

☐

2023-09-20

2023-10-20

CLEAR

CLEAR

VIEW ALL

RESET

EXPORT DATA

Items per page: 10

Invoice / Reference No	Create Date	Amount	Transaction Date	Status	Card Type	Auth Code	Created epay by link	Actions
3243542	2023-10-20 10:14:19	EUR 3.00		Void			View link	View   Recreate
123456789	2023-10-20 09:57:08	EUR 3.00		Valid			View link	View

Items per page: 10

EXPORT DATA

**Step 2:** If you need to search for a transaction, you may use the filters to search for the transactions.

## TRANSACTION REPORTS

Search By

Customer Name

Amount

Card Type

User

Created Date From

Transaction Date From

Invoice / Reference No

Status

Department

Show All Columns

Created Date To

Transaction Date To

Page: 1

--- Please select a Card Type. ---

--- Select Status ---

--- Select Department ---

☐

2023-09-20

2023-10-20

CLEAR

CLEAR

VIEW ALL

RESET

Please see the description of the filters of the form on the screen:

Filter	Description
Customer Name	Search by the name of the customer placing the order.
Invoice / Reference No	Search by the invoice number of the order.
Amount	Search by the transaction amount of the order.
Status	Valid – ‘epay by link’s that have not been paid Approved – ‘epay by link’s that have been successfully paid Declined – ‘epay by link’s that have been declined Void – ‘epay by link’s that have been voided Expired – ‘epay by link’s that have expired after 24 hours
Card Type	Search by the card type of the transactions that have been paid
Department	Search by the department of the merchant user who created the ‘epay by link’s
User	Search by the merchant user who created the ‘epay by link’s
Show All Columns	Display all columns in the transaction table
Created Date Range	Search by ‘epay by link’ creation dates
Transaction Date Range	Search by ‘epay by link’ Approved / Declined dates



## 4.6 User Account Creation and Maintenance

This function is to allow the users to create departments and users and manage the access control for individual users.

Following are the user roles and responsibilities:

Note: To create a new Master User please contact Euronet Merchant Services.

	Create 'epay by link'	Void 'epay by link'	View Transaction Reports	Create, Delete & Update User Account	Create Departments
Master User	√	√	√	√	√
Basic Payment Manager	√	√	√		
Basic			√		
Account Manager				√	

\*Note: one user can have more than one role. Example, one user can be both Basic Payment Manager and Account Manager to allow them to create 'epay by link's and create new user accounts.

Department Access: Multiple departments access can be selected and assigned to one user if the user requires access viewing other department's transactions.

### 4.6.1 User Account Creation

The master account will be pre-created based on the information provided during the opening of the merchant account. If there are more user accounts to be added, you may use these functions to create the accounts at your own time when needed.

Below are the details which you will required before the creation of a user account:

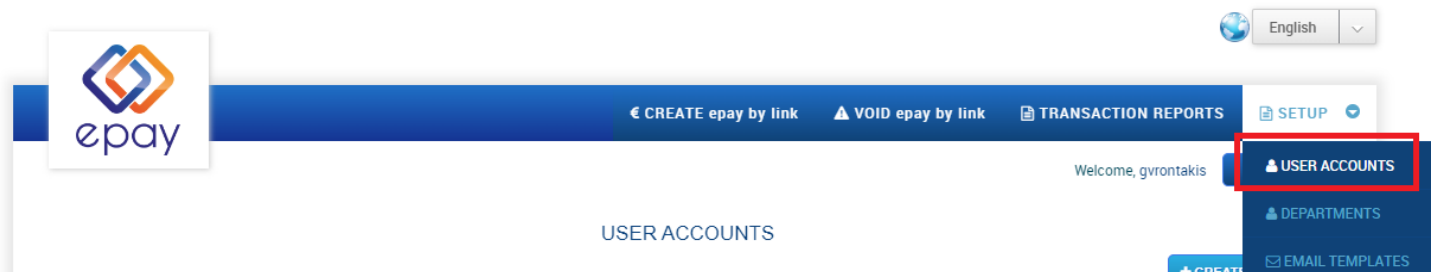
Information	Description
User ID	This will be used for the username for the user's login. This can be defined by the merchant.
Email Address	Merchant User email for password reset feature. This will be displayed in the email templates if needed as well.
Department	Merchant department that the user is in. If there is no department, merchant name will be used.
Contact Name	Name of the Merchant User. This will be displayed in the email templates if needed as well.

<b>Contact Number</b>	Contact number of the Merchant User.
<b>Department</b>	Department that the Merchant User belongs to.
<b>Department Access</b>	'epay by link's / transactions of the Department(s) that the Merchant User will be allowed to view and access.
<b>Access Role</b>	<p>Please refer to the roles and the functions at the start of this section for information.</p> <ul style="list-style-type: none"> <li>• Master User</li> <li>• Basic Payment Manager</li> <li>• Basic</li> <li>• Account Manager</li> </ul> <p>*Note: one user can have more than one role. Example, one user can be both Basic Payment Manager and Account Manager to allow them to create 'epay by link's and create new user accounts.</p>

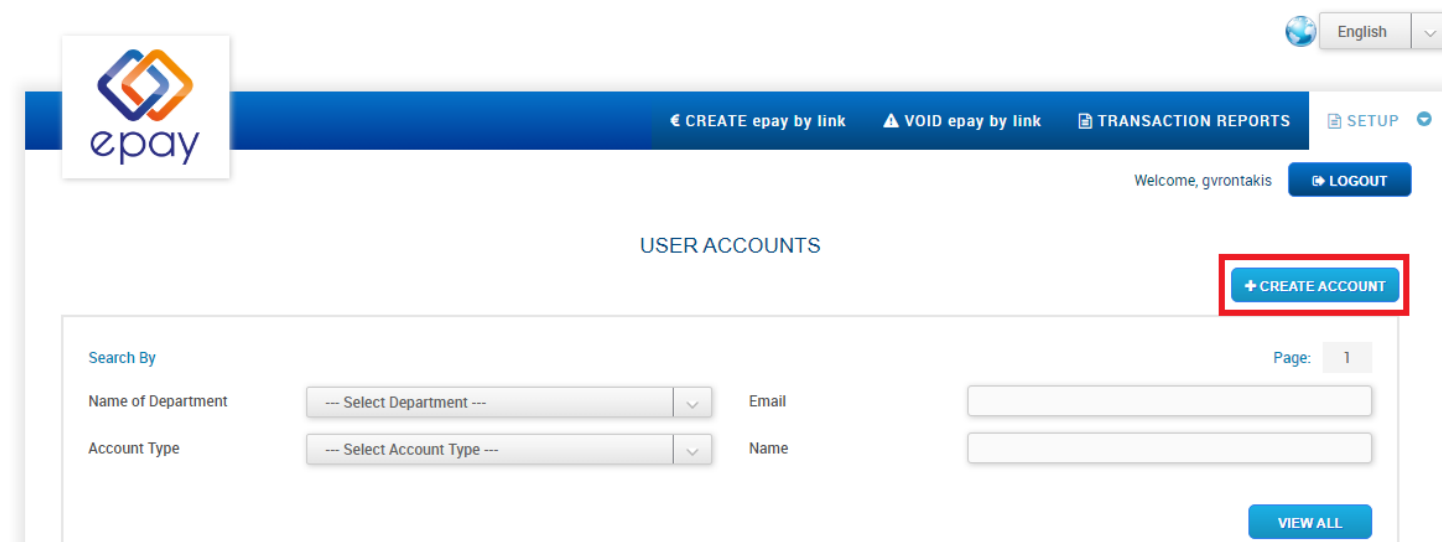
Once the details above have been gathered, please proceed to add the user accounts using the steps below.

**Step 1:** Select “**SETUP**” tab

**Step 2:** Select “**USER ACCOUNTS**”



### Step 3: Click "+CREATE ACCOUNT"



### Step 4: Enter **User Details** as stated in User List

## CREATE ACCOUNT

Company Name	TESTEMSMERCHANT
Merchant Name	TESTEMSMERCHANT
* Name of Department	ONLINESERVICES
* User ID	testuser
* Email	test@test.gr
* Confirm Email	test@test.gr
* Create Password	.....
* Confirm Password	.....
FirstName	test
LastName	test
* Contact Name	test test
* Contact Number	30-2101234567

**Step 5:** Drag and Drop the **Roles** of the User to the **Selected** Portion

Roles

Department Access

Roles

Account Manager

Basic Payment Manager

Department Manager

Selected

Basic

Note: Drag and Drop columns between Roles and Selected Table

**Step 6:** Click “**Department Access**” Tab

Roles

Department Access

Departments

online2

Selected

ONLINESERVICES

Note: Drag and Drop columns between Department and Selected Table

**Step 7:** Drag and Drop the **Department** of the User to the **Selected** Portion

**Step 8:** Once Completed, Click “**Create Account**”


**Step 9:** Repeat for all users

## 5 Cardholder Payment


The customer will need to perform the following actions before they will be able to proceed with the payment:

1. Agree to the Terms and Conditions
2. Agree to the Special Terms and Conditions (this is an optional feature the Merchant can select during merchant account opening)
3. Enter Shipping / Billing information
4. Enter credit card information for final payment.


On the following pages are the screens that appear when making the payment.





TESTEMSMERCHANT








NAME	INVOICE / REFERENCE NO	DESCRIPTION	CURRENCY	AMOUNT
test link	3243542	test	EUR	3.00


☒ agree to the « [Terms & Conditions](#) » of this transaction.  
[Privacy Policy](#) .



Thank you for your choice!









TESTEMSMERCHANT

Customer Information

Cardholder Name *	<input type="text"/>	Phone (Home) *	<input type="text"/>
Phone (Mobile) *	<input type="text"/>	Phone (Work) *	<input type="text"/>

Billing Address

Address Line *	<input type="text"/>	Postal Code *	<input type="text"/>
Address Line 1	<input type="text"/>	Country *	<div> <div>--- Select Country ---</div> <div>▼</div> </div>
Address Line 2	<input type="text"/>	State *	<div> <div>--- Select State ---</div> <div>▼</div> </div>
City *	<input type="text"/>	Shipping Address Same as Billing Address	<input checked="" type="checkbox"/>

RESET

NEXT

Thank you for your choice!





## TEST PUREPAYMENT (EURONET)

(It will appear as a transaction description in your monthly credit card statement)

TRANSACTION AMOUNT €40,00

### PAYMENT INFORMATION

CARD NUMBER \*

EXPIRATION DATE \*

Month



Year



SECURITY CODE \*

(CVV2/CVC2)



EMAIL



\* Required fields

Pay

[Go back without completing the payment](#)

Supported Cards:





TESTEMSMERCHANT

Order has been DECLINED.

NAME	INVOICE / REFERENCE NO	DESCRIPTION	CURRENCY	AMOUNT
test link	3243542	test	EUR	3.00

Your payment has been Declined and the merchant will be notified.

Terms & Conditions

Transaction Date

Amount

3.00

Transaction Currency

EUR

Approval Code

RRN

031567468567

Transaction Status

Declined

Thank you for your choice!





## 6 Common Troubleshooting Tips

### User Account Access Issues

If you are encountering account log in errors, please use the “Forget Password” function on the Log In page to reset your password and try again. Please ensure you reset your password within 24 hours of receiving the reset password link. Otherwise, please repeat the “Forget Password” process to reset your password again.

### Request Categories and Resolution Actions:

SN	Issue / Request	Resolution	Responsibility
1	Add / update / remove Basic, Basic Payment Manager, Account Manager accounts	This can be done via ‘epay by link’ > “SETUP” tab > “USER ACCOUNTS”  *Note: only users with Account Manager role can perform this function.	Merchant (‘epay by link’ Account Manager Role)
2	Add / update / remove Master User	Please contact Euronet Merchant Services.	Euronet Merchant Services
3	Update Merchant Logo / Background Logo	Please contact Euronet Merchant Services.	Euronet Merchant Services
4	Unable to find log in email for the first time	Please contact Euronet Merchant Services with email and contact name that was submitted during account opening.	Euronet Merchant Services
5	Forget password	Please click “Forget Password” on the log in screen and follow the relevant instructions on screen.	Merchant
6	Account Log In Error	If the number of tries has exceeded, please click “Forget Password” on the log in screen and follow the relevant instructions on screen.	Merchant
7	Website Connectivity Issue	Please refresh the page and try again 5 minutes later. If the issue persists, please contact Euronet Merchant Services.	Merchant / Euronet Merchant Services
8	Refund	Refund is not supported on ‘epay by link’ platform. Refunds to be performed via epay eCommerce portal.	Euronet Merchant Services
9	Email Template Modification	Please contact Euronet Merchant Services.	Euronet Merchant Services
10	Special Terms & Conditions Update (if applicable)	Please prepare the updated text of the Special Terms & Conditions for the update and contact Euronet Merchant Services for the changes.	Euronet Merchant Services
11	Add a logo [Optional]	Send a business logo icon, resolution 113x93. Supported file types : jpg, png, gif.	Euronet Merchant Services

12	Add a background [Optional]	Send a background image, resolution 1400x768. Supported file types : jpg, png, gif.	Euronet Merchant Services
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