

Batch Processing User Guide

January 2021

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Chapter 1

1.0 Introduction

This chapter provides an overview of the batch processing solution (also known as xTP) through our systems and procedures used for transaction processing.

1.1 Overview

Fiserv batch processing solution allows your business to process bulk transactions through upload of batch files to our system and generating response files.

Log in to Sterling File Gateway (SFG) to submit batch files to Fiserv:

<https://prod2-gw-apac.firstdataclients.com/fdcfileportal/home.do#login>

Log in to Connect 2 Portal to monitor file process and download reports:

<https://connect2.firstdata.com.au/>

This document is a guide to the functionalities provided by the SFG and Connect 2 portal for Merchants.

1.2 Supported Browsers

SFG is supported by the following browser versions using default installation settings:

- Microsoft Internet Explorer 9.x+ and above (Version 11 has been verified with RAM 6.12.)
- Mozilla Firefox 2.x+ and above (Version 45 has been verified with RAM 16.2.)
- Google Chrome 40+ (Version 69 has been verified with RAM 18.6.)

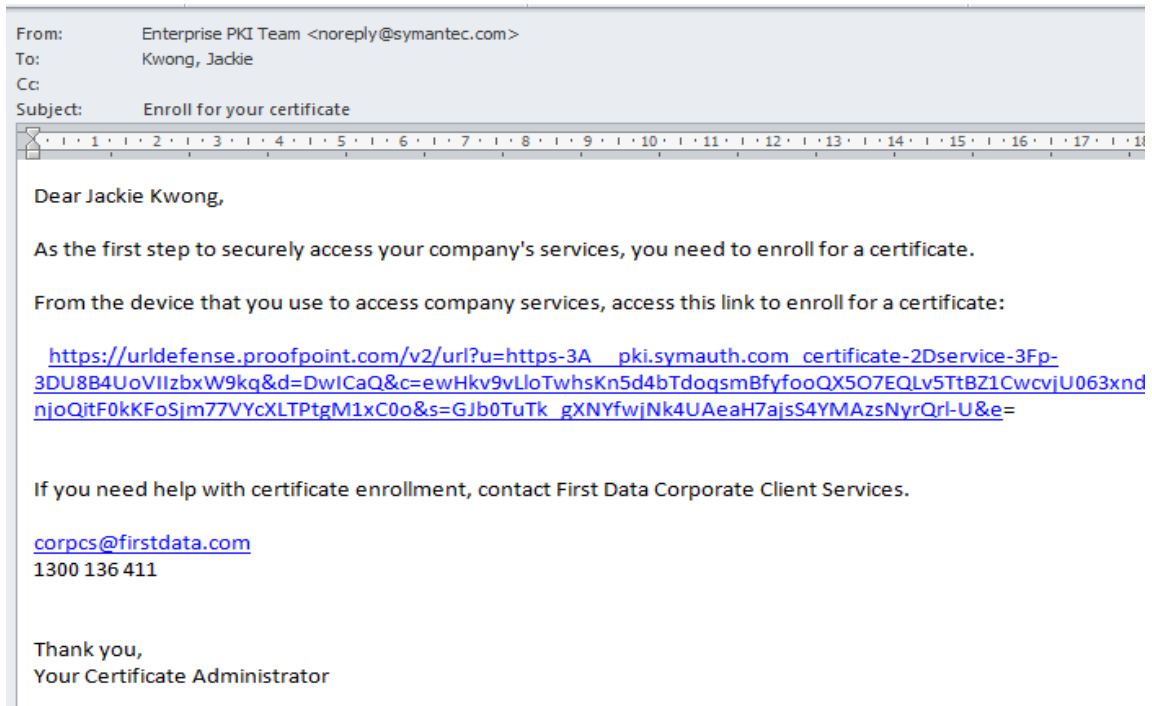
Connect 2 is supported by the following browser versions using default installation settings:

- Microsoft Internet Explorer 9.x+ and above (Version 11 has been verified with RAM 6.12.)

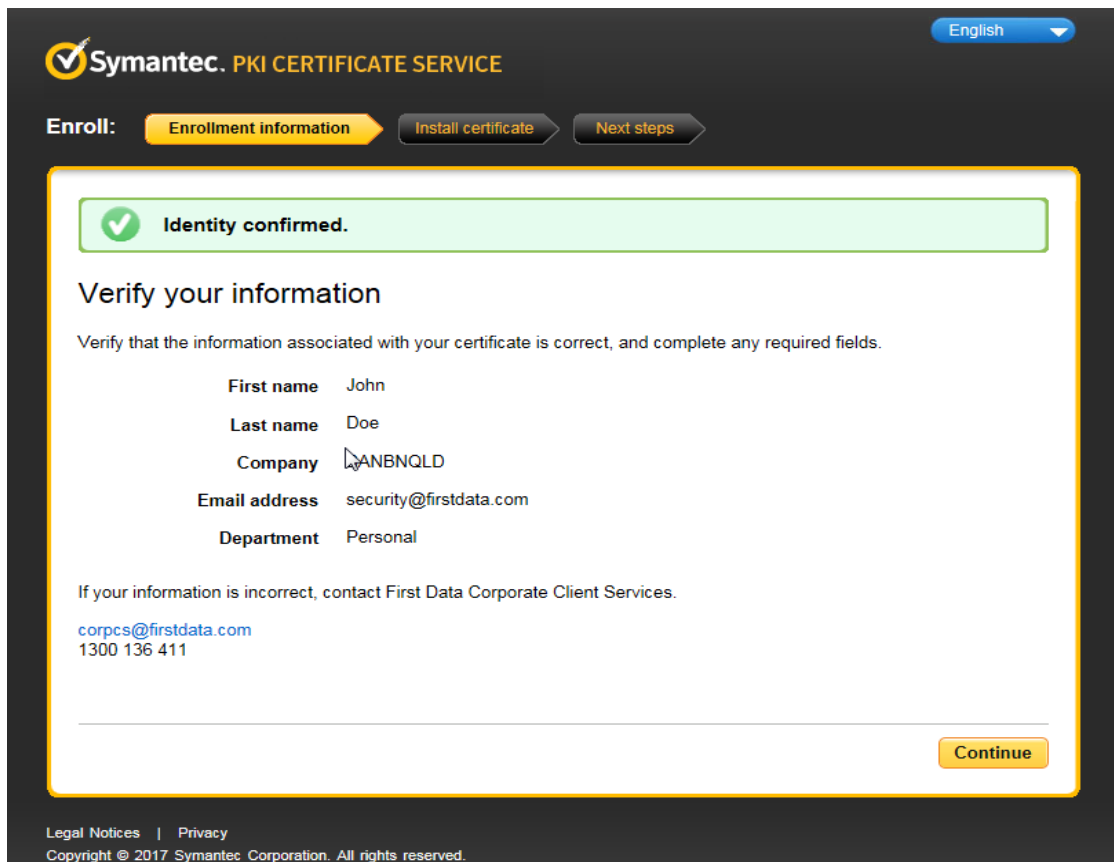
1.3 Enrolling for Digital Certificate

Both Systems require digital certificate for access which will be shown before the login page appears, users will need to select the correct certificate when announced.

- During the batch processing onboarding processes, our operations team will simultaneously start working on creating the required access, the processes started with enrolling for digital certificate, our team will key in all required information and an auto generated email from Enterprise PKI team is sent to the registered email address of the user.



- The user will need to click on the link provided in the email, which will result in the below screen



Symantec. PKI CERTIFICATE SERVICE English

Enroll: **Enrollment information** Install certificate Next steps

Identity confirmed.

Verify your information

Verify that the information associated with your certificate is correct, and complete any required fields.

First name	John
Last name	Doe
Company	ANBNQLD
Email address	security@firstdata.com
Department	Personal

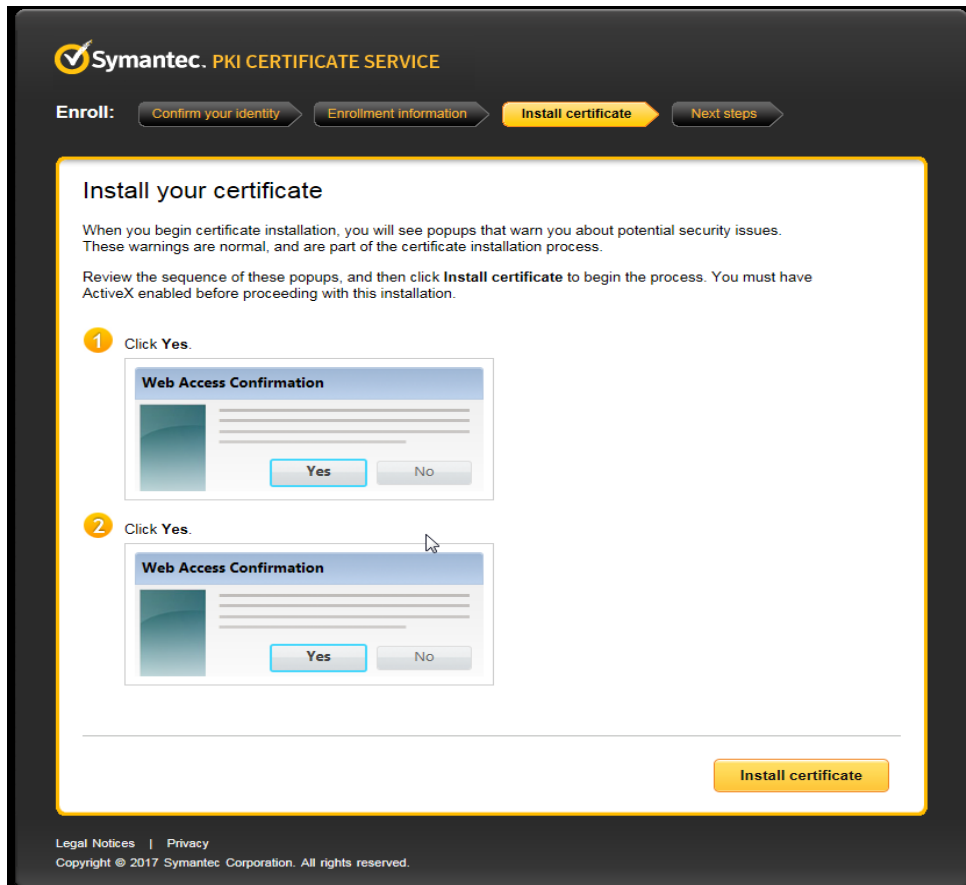
If your information is incorrect, contact First Data Corporate Client Services.

corpcs@firstdata.com
1300 136 411

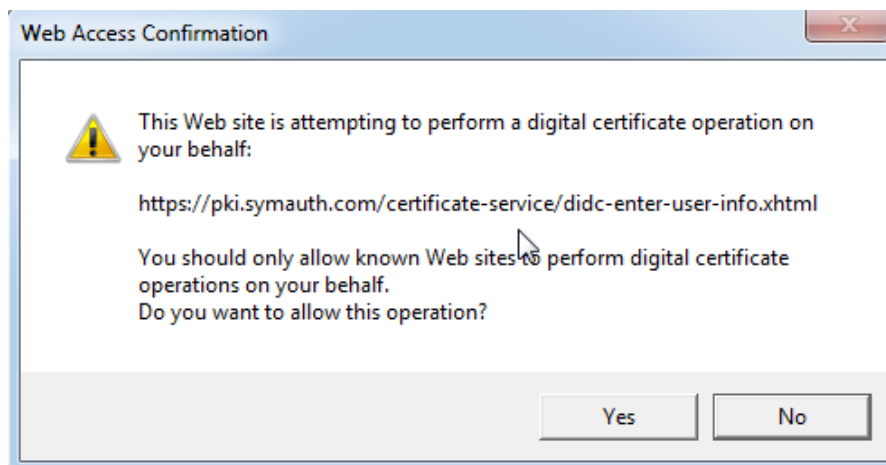
Continue

Legal Notices | Privacy
Copyright © 2017 Symantec Corporation. All rights reserved.

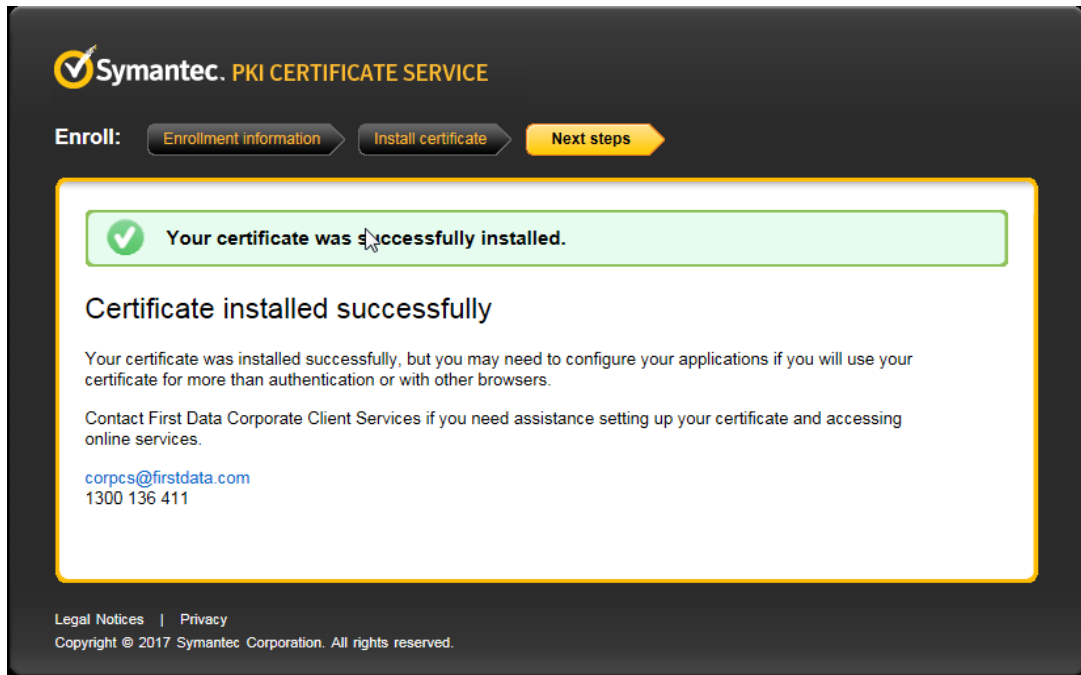
- Please validate the details mentioned in the screen and then press continue
- Click on "Install certificate"



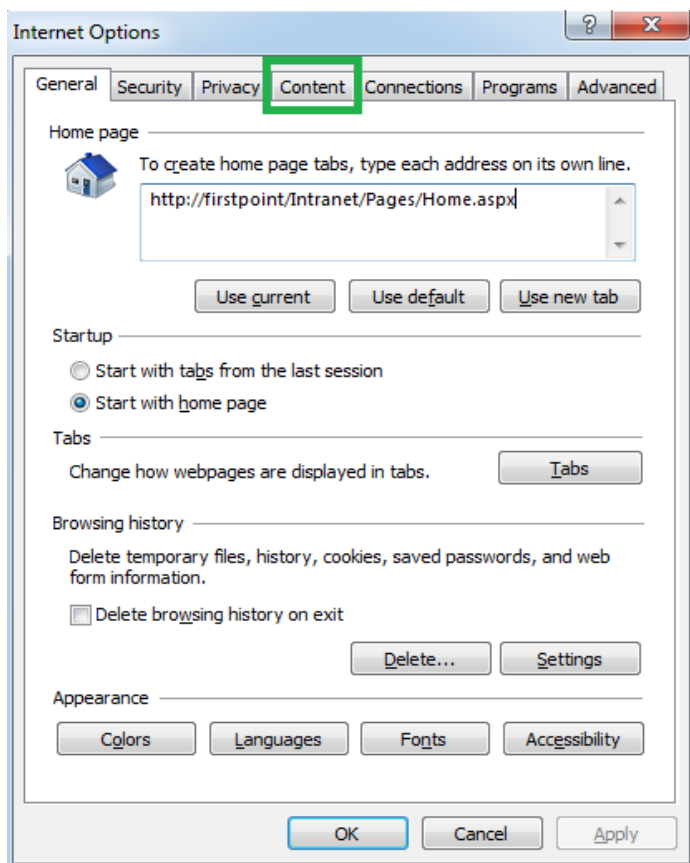
- Click on [Yes] in the Web Access Confirmation screens



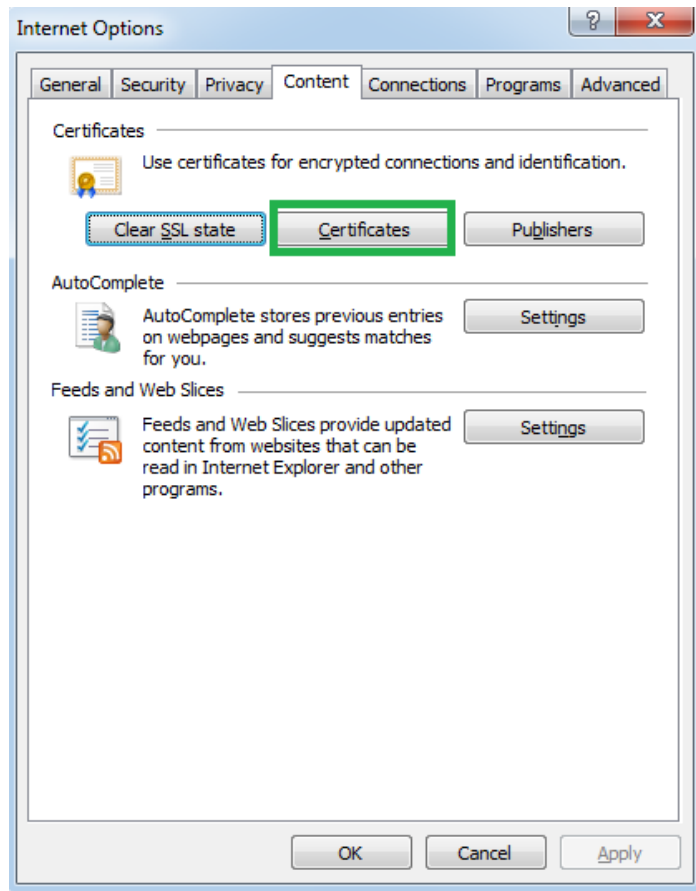
- Your certificate will be installed successfully



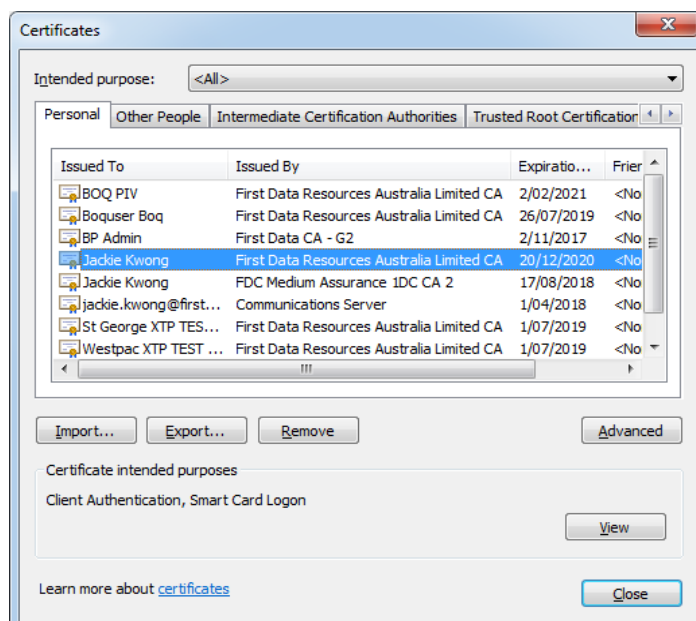
- To view your certificate from Internet Explorer web browser
 - Click on Tools
 - Click on Internet Options
 - Select the 'Content' tab shown below



- Then select “certificates”



- You may have more than one certificate – all your certificates will be listed as shown in the personal tab
- The new Connect2/SFG client digital certificate will be issued by ‘First Data Resources Australia Limited CA’



Chapter 2

2.0 Using Sterling File Gateway

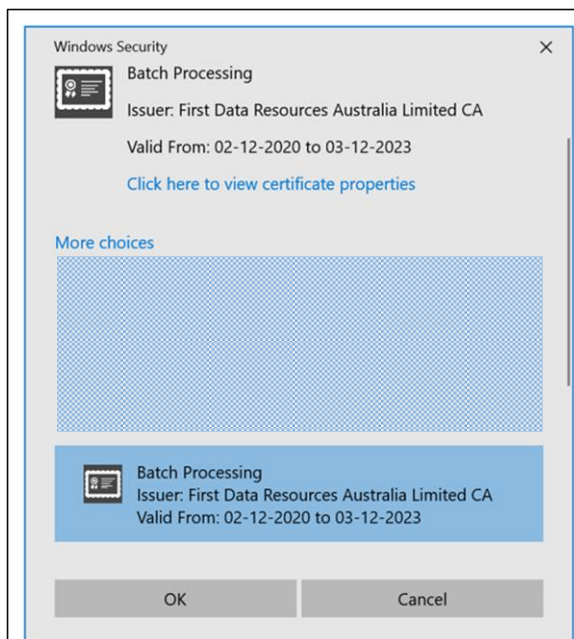
This chapter describes the functionality that is common across Sterling File Gateway (SFG) portal pages.

The following topics are covered:

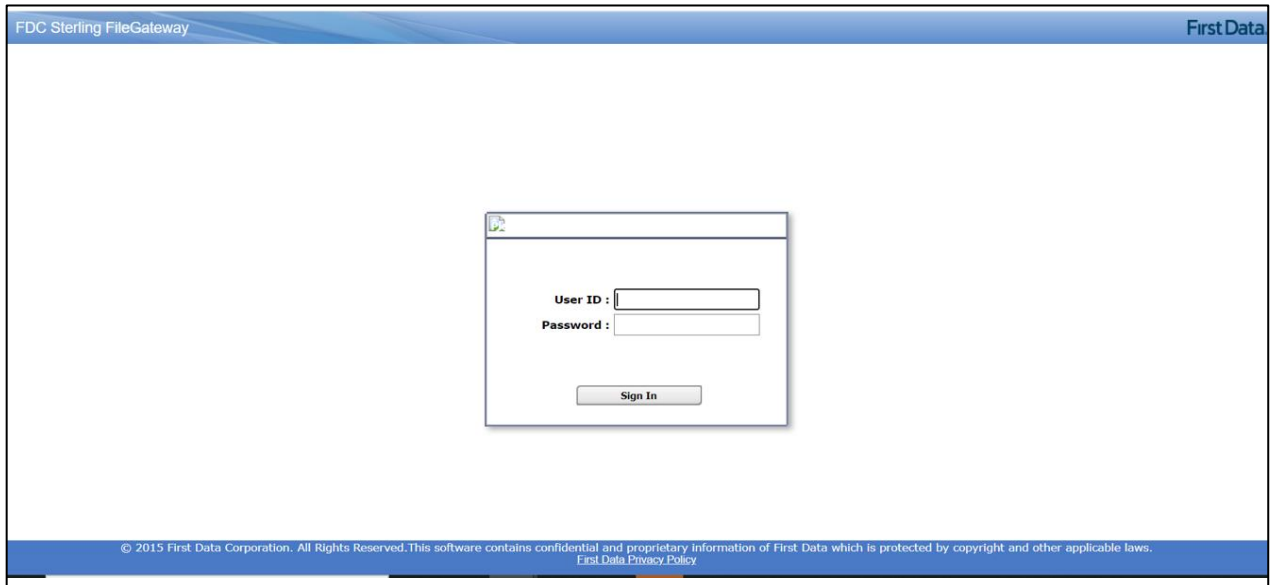
- Log in to SGF
- File naming method
- Uploading batch file
- Downloading response files
- File Activity page
- Reports Page

2.1 Log in to SFG (Sterling File Gateway)

Once the URL <https://prod2-gw-apac.firstdataclients.com/fdcfileportal/home.do#login> is entered in Chrome/IE the user will be asked to select the digital certificate, users are advised to select the correct certificate to proceeding further.



Post section, SFG login page will be displayed.



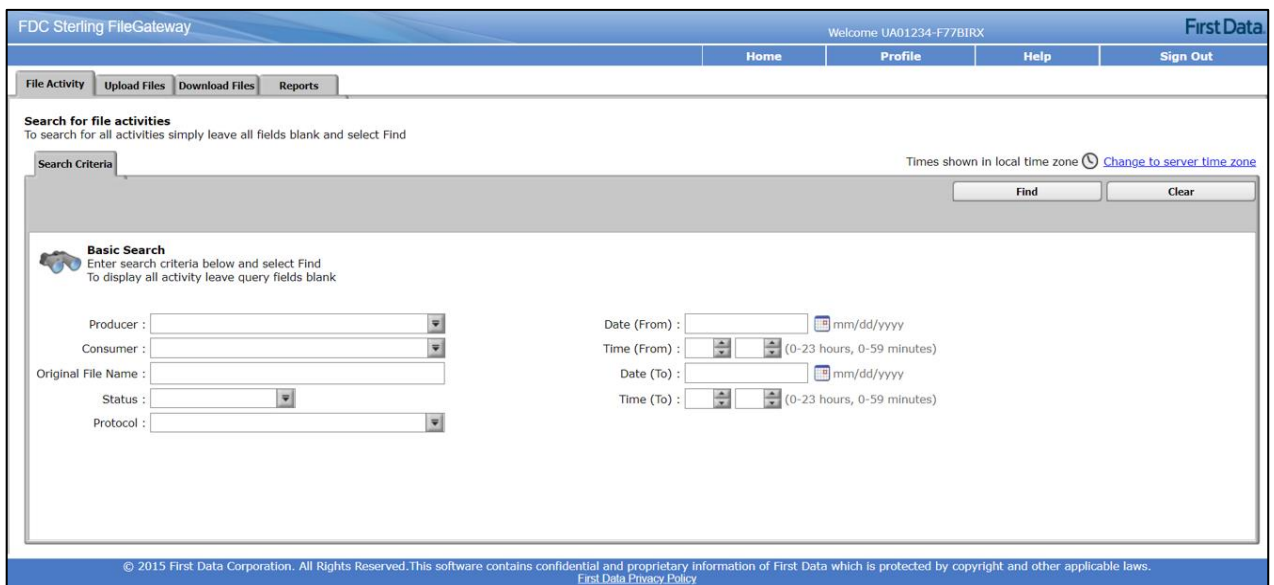
FDC Sterling FileGateway First Data

User ID :

Password :

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- Users will be provided with SFG login and password details by the Fiserv Operations team
- After successful login, below home screen will appear.



FDC Sterling FileGateway Welcome UA01234-F77BIRX First Data

File Activity Upload Files Download Files Reports

Search for file activities
 To search for all activities simply leave all fields blank and select Find

Search Criteria

Basic Search
 Enter search criteria below and select Find
 To display all activity leave query fields blank

Producer :

Consumer :

Original File Name :

Status :

Protocol :

Date (From) : mm/dd/yyyy

Time (From) : (0-23 hours, 0-59 minutes)

Date (To) : mm/dd/yyyy

Time (To) : (0-23 hours, 0-59 minutes)

Times shown in local time zone [Change to server time zone](#)

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2.2 Batch File Naming

For uploading batch files through SFG, the data file must be named in the below format

- All merchants will be provided with a unique 8-digit Job ID by the operations team
- The Job ID will remain same for all file upload

File name format:

- Job ID provided is NNNNNNNN
- Batch File Name is XXYYMMDDNN [here, XX is the file code provided by Fiserv Operations, followed by YYMMDD and NN which is 2-digit sequence number]
- The sequence number is used when multiple files are uploaded in a single day
- File extension should be in .DAT format

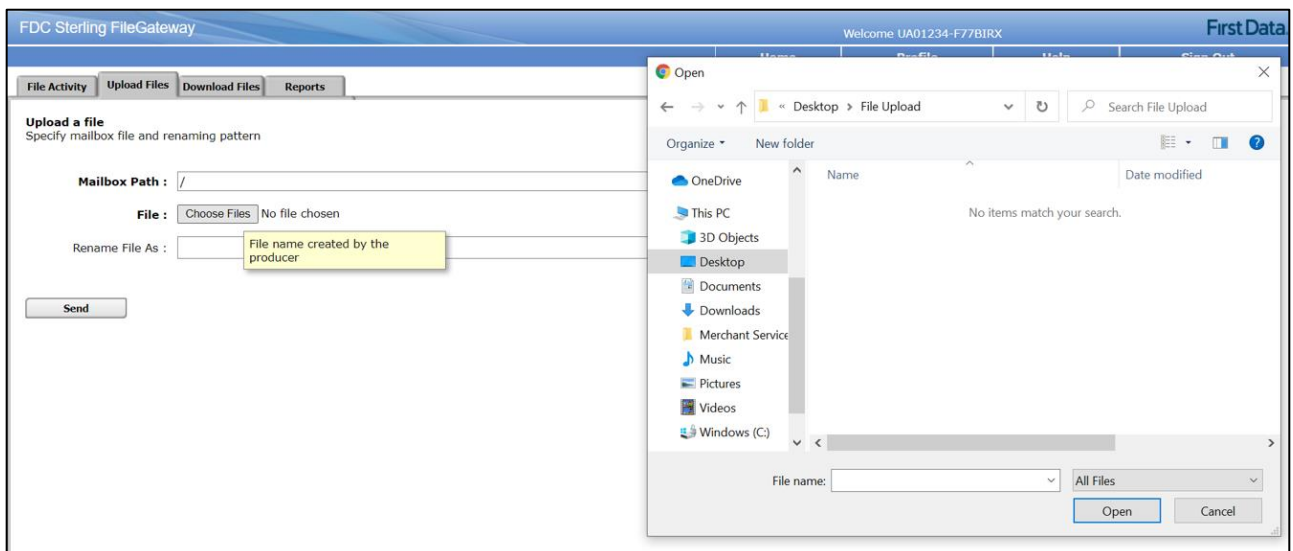
Hence, the file name should be NNNNNNNN.XXYYMMDDNN.DAT

Any deviation in the file naming format will lead to rejection of file.

2.3 Uploading Batch File through SFG

Once the file is prepared and saved in the hard drive of the computer, from the SFG portal select the “Upload Files” tab

- Mailbox Path: Select “/” from the drop down
- File: Choose file from the local computer
- Rename File as: This part can be left blank
- Click on “Send”



- Once the send button is clicked the file will be transmitted to our batch processing server which can be seen below screen, once the same is completed delivery status will show "Complete"

The screenshot shows the FDC Sterling FileGateway interface. At the top, there's a header with 'FDC Sterling FileGateway', a user welcome message 'Welcome UA01234-F77BIRX', and the 'FirstData' logo. Below the header is a navigation bar with tabs: 'File Activity', 'Upload Files', 'Download Files', and 'Reports'. The 'File Activity' tab is selected. The main content area has a 'Search for file activities' section with a sub-tab 'Arrived File'. A dialog box titled 'Waiting for message to process' is displayed in the center, containing the text: 'File upload succeeded', 'Bytes written: 321', 'MessageId: 6502027.', and 'Waiting for file to process...'. A 'Close' button is at the bottom of the dialog. The background table is mostly obscured by the dialog.

The screenshot shows the FDC Sterling FileGateway interface after a refresh. The 'Waiting for message to process' dialog is gone. The 'Arrived File' sub-tab is still selected. Below the search section, it says 'The number of search results found: 1'. A table displays the file activity details:

Reviewed	Arrived File...	Delivery Status	Producer	Original File Name	Discovery Time
<input type="checkbox"/>	<input type="checkbox"/>	Routed	UA01234-F77BIRX	20120201.dat	12/02/2020 13:02:48

The first row of the table is highlighted with a red rectangle. At the bottom left of the table area is a 'Refresh' button. The footer contains copyright information for First Data Corporation.

Click on the "Refresh" bouton to update the status of the file.

2.4 Downloading Response Files

Once the files are processed (for status of file refer Section 3.4) the response files will be made available in the “Download Files” of SFG, please note the response files will only be available for 7 days from the date of processing, however you can refer to last 2 years of response files from Connect 2 (refer section 3.3)

FDC Sterling FileGateway

Welcome UA01234-F77BIRX

First Data

Home

Profile

Help

Sign Out

File Activity

Upload Files

Download Files

Reports

Download a file

Filter your mailbox by using the column input fields

Received

12/02/2020 13:03:32

20120201.STA_20201202183330998

/Inbox

303 bytes

12/02/2020 13:03:31

20120201.SUM_20201202183330940

/Inbox

707 bytes

12/02/2020 13:03:31

20120201.SUM.TXT_2020120218333...

/Inbox

1449 bytes

12/02/2020 13:03:21

20120201.NEW_20201202183320982

/Inbox

318 bytes

12/02/2020 13:03:21

20120201.EPT_20201202183321058

/Inbox

202 bytes

12/02/2020 13:03:21

20120201.EPT.TXT_2020120218332...

/Inbox

501 bytes

2.5 File Activity Page

File activity page of SFG provides information on the uploads which have been carried by the user.

Select the Producer from the drop down and use any search combination to perform the search.

FDC Sterling FileGateway				Welcome UA01234-F77BIRX		First Data							
				Home	Profile	Help							
				Sign Out									
File Activity Upload Files Download Files Reports													
Search for file activities													
To search for all activities simply leave all fields blank and select Find													
Search Criteria			Arrived File										
			Times shown in local time zone Change to server time zone										
			Find Clear										
Basic Search													
Enter search criteria below and select Find													
To display all activity leave query fields blank													
Producer : <input type="text"/>				Date (From) : <input type="text"/> mm/dd/yyyy									
Consumer : UA01234-F77BIRX				Time (From) : <input type="text"/> (0-23 hours, 0-59 minutes)									
Original File Name : <input type="text"/>				Date (To) : <input type="text"/> mm/dd/yyyy									
Status : <input type="text"/>				Time (To) : <input type="text"/> (0-23 hours, 0-59 minutes)									
Protocol : <input type="text"/>													
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File Activity

Upload Files

Download Files

Reports

Search for file activities

To search for all activities simply leave all fields blank and select Find

Search Criteria

Arrived File

Times shown in local time zone

Change to server time zone

The number of search results found: 11

<input type="checkbox"/>	Reviewed	Arrived File...	Delivery Status	Producer	Original File Name	Discovery Time
<input type="checkbox"/>	<input type="checkbox"/>	Routed	Complete	UA01234-F77BIRX	120201.dat	12/02/2020 13:02:48
<input type="checkbox"/>	<input type="checkbox"/>	Routed	Complete	UA01234-F77BIRX	ONMTHKG.202012011818.csv	12/01/2020 18:21:17
<input type="checkbox"/>	<input type="checkbox"/>	Routed	Complete	UA01234-F77BIRX	20101.dat	12/01/2020 18:16:17
<input type="checkbox"/>	<input type="checkbox"/>	Routed	Complete	UA01234-F77BIRX	0112501.dat	11/26/2020 18:02:52
<input type="checkbox"/>	<input type="checkbox"/>	Routed	Complete	UA01234-F77BIRX	ONMTHKG.202011251611.csv	11/25/2020 18:17:15
<input type="checkbox"/>	<input type="checkbox"/>	Routed	Complete	UA01234-F77BIRX	112501.dat	11/25/2020 18:08:05
<input type="checkbox"/>	<input type="checkbox"/>	Routed	Complete	UA01234-F77BIRX	112401.dat	11/25/2020 15:06:09
<input type="checkbox"/>	<input type="checkbox"/>	Routed	Complete	UA01234-F77BIRX	12401.dat	11/24/2020 17:45:12
<input type="checkbox"/>	<input type="checkbox"/>	Routed	Complete	UA01234-F77BIRX	112401.dat	11/24/2020 17:34:31
<input type="checkbox"/>	<input type="checkbox"/>	Routed	Complete	UA01234-F77BIRX	112401.dat	11/24/2020 09:59:56
<input type="checkbox"/>	<input type="checkbox"/>	Routed	Complete	UA01234-F77BIRX	111701.dat	11/23/2020 17:59:34

Refresh

2.6 Reports Page

Reports page will provide you with the status of the file in the downloadable format

- Select the producer name from the dropdown
- Select Status of the file
- Select Date range
- Select Format of report (PDF, CSV)
- And click on Generate Report

FDC Sterling FileGateway

Welcome UA01234-F77BIRX

First Data

Home Profile Help Sign Out

File Activity Upload Files Download Files Reports

Reports
Create a report search query and select output file type.

Producer : UA01234-F77BIRX

Consumer :

Status :
Started
Succeeded
Failed
Ignored

Date (From) : mm/dd/yyyy

Time (From) : (0-23 hours, 0-59 minutes)

Date (To) : mm/dd/yyyy

Time (To) : (0-23 hours, 0-59 minutes)

Group by column : Producer

Format : PDF

Report Type :
☒ Detailed
☐ Summary

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FDC Sterling FileGateway

Welcome UA01234-F77BIRX

First Data

Home Profile Help Sign Out

File Activity Upload Files Download Files Reports

Status :
Started
Succeeded
Failed
Ignored

Date (From) : mm/dd/yyyy

Time (From) : (0-23 hours, 0-59 minutes)

Date (To) : mm/dd/yyyy

Time (To) : (0-23 hours, 0-59 minutes)

Group by column : Producer

Format : PDF

Report Type :
☒ Detailed
☐ Summary

Sort by column :
Status
Original File Name
File Size

Clear Generate Report

Generate report with selected criteria

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Sample of the report generated

File Gateway Route By Producer Detail Report

Created On:

Wed, December 2, 2020 6:41:40 PM AEDT

Created By:

UA01234-F77BIRX

Group By:

Producer

Report Config:

FileGatewayRouteByProducerDetail

Filters:

Producer: UA01234-F77BIRX

Date-Time (To):

Wed, December 2, 2020 6:41:39 PM AEDT

Order By:

Status,Original File Name,File Size

Producer

ID

Consumer

Discovery Time

Completion Time

Status

Original File Name

File Size (B)

UA01234-F77BIRX

2835884-12459802

UAA0041-XTPBATC

Mon, November 23, 2020 11:29:34 PM AEDT

Mon, November 23, 2020 11:29:38 PM AEDT

Routed

111701,

112401,

12401,d

0101,d

011250

2841190-12483568

UAA0041-XTPBATC

Tue, November 24, 2020 3:29:56 PM AEDT

Tue, November 24, 2020 3:29:59 PM AEDT

Routed

112401,

2842414-12491604

UAA0041-XTPBATC

Tue, November 24, 2020 11:15:12 PM AEDT

Tue, November 24, 2020 11:15:16 PM AEDT

Routed

12401,d

2886280-12708380

UAA0041-XTPBATC

Tue, December 1, 2020 11:46:17 PM AEDT

Tue, December 1, 2020 11:46:20 PM AEDT

Routed

0101,d

2855389-12491422

UAA0041-XTPBATC

Thu, November 26, 2020 11:32:52 PM AEDT

Thu, November 26, 2020 11:32:55 PM AEDT

Routed

011250

Producer

ID

Consumer

Discovery Time

Completion Time

Status

Original File Name

File Size (B)

2848495-12521194

UAA0041-XTPBATC

Wed, November 25, 2020 8:36:09 PM AEDT

Wed, November 25, 2020 8:36:13 PM AEDT

Routed

1112401

2842378-12491422

UAA0041-XTPBATC

Tue, November 24, 2020 11:04:31 PM AEDT

Tue, November 24, 2020 11:04:36 PM AEDT

Routed

1112401

Producer: UA01234-F77BIRX

Total File Size: 29,755

Total Count: 11

Success:

11

Error:

0

Ignored:

0

In Progress:

0

Failure Reviewed:

0

Chapter 3

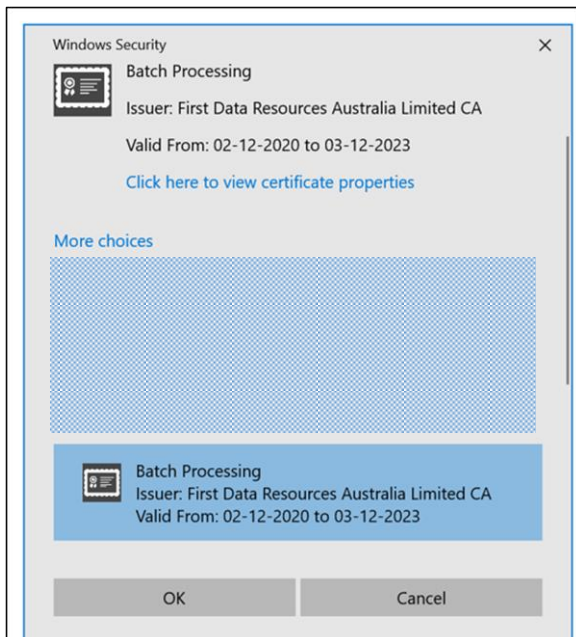
3.0 Accessing Connect 2

This chapter describes the Login and Welcome Pages. In addition, it also explains how to use the other options available.

3.1 Login Page

You can login to Connect 2 using the URL: <https://connect2.firstdata.com.au/>

The system will request to authenticate the digital certificate which should be carefully selected from the popup



Key in the login ID and password provided by the operations team

Connect

Please Login for Access

Username

Password

Login

[Forgot your Login ID?](#)
[Forgot your password?](#)

If you have trouble logging on please call us on 1300 136 411

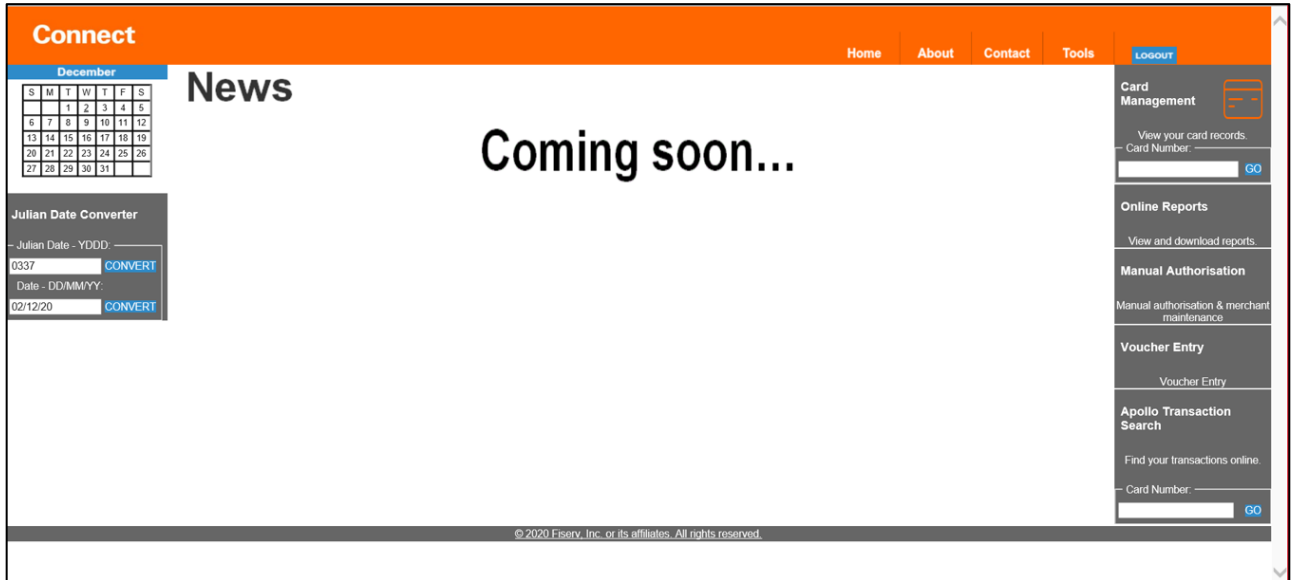
**** WARNING ****

AUTHORISED USERS ONLY!

The information on this computer and network is the intellectual property of a private corporation and is protected by intellectual property rights. You must be assigned an account on this computer to access information and are only allowed to access information as defined by the system administrators. Your activities may be monitored. Use of this computer implies consent to monitoring.

3.2 Welcome Page

After you have successfully logged onto Connect2, the Welcome Page is displayed. The menu pages you have been assigned access to, are displayed at the top of the page under “Tools”, also some of the quick access is also available from the right side of the page.



The screenshot shows the Fiserv Connect2 Welcome Page. The page has an orange header bar with the "Connect" logo on the left and navigation links (Home, About, Contact, Tools, Logout) on the right. The main content area is white and features a "News" section with the text "Coming soon...". On the left side, there is a calendar for December and a "Julian Date Converter" tool. On the right side, there is a sidebar with various tools and services, including Card Management, Online Reports, Manual Authorisation, Voucher Entry, and Apollo Transaction Search. The footer contains the copyright notice: "© 2020 Fiserv, Inc. or its affiliates. All rights reserved."

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Julian Date Converter

~ Julian Date - YDDD: [CONVERT](#)

Date - DD/MM/YY: [CONVERT](#)

Card Management

View your card records.

Card Number: [GO](#)

Online Reports

View and download reports.

Manual Authorisation

Manual authorisation & merchant maintenance

Voucher Entry

Voucher Entry

Apollo Transaction Search

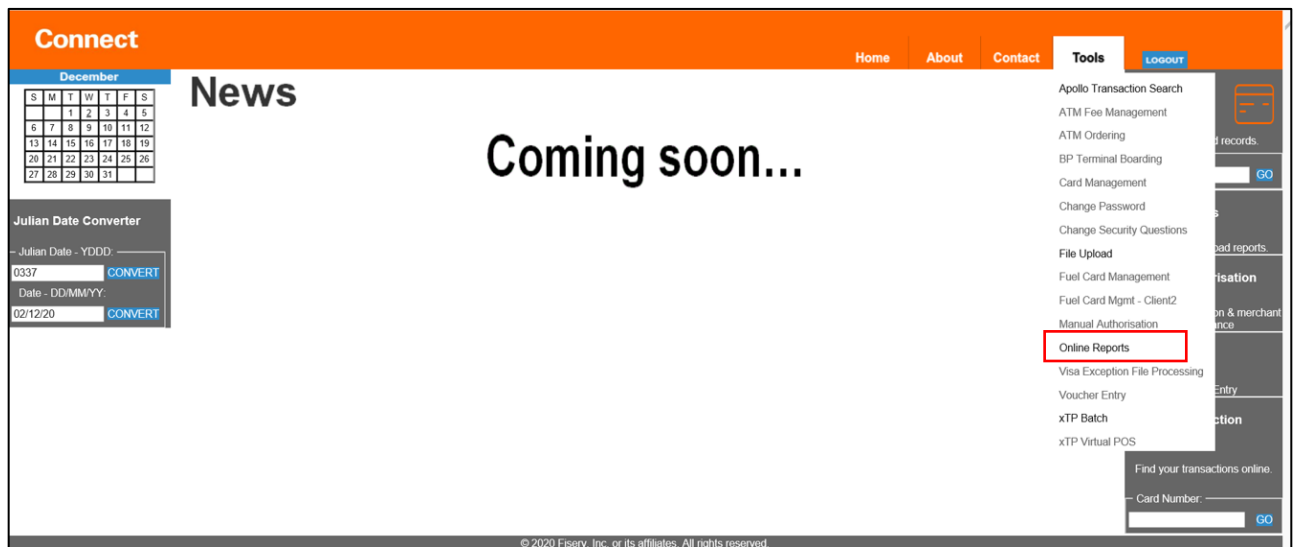
Find your transactions online.

Card Number: [GO](#)

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3.3 Using Online Reports

From the Tools menu select Online Reports



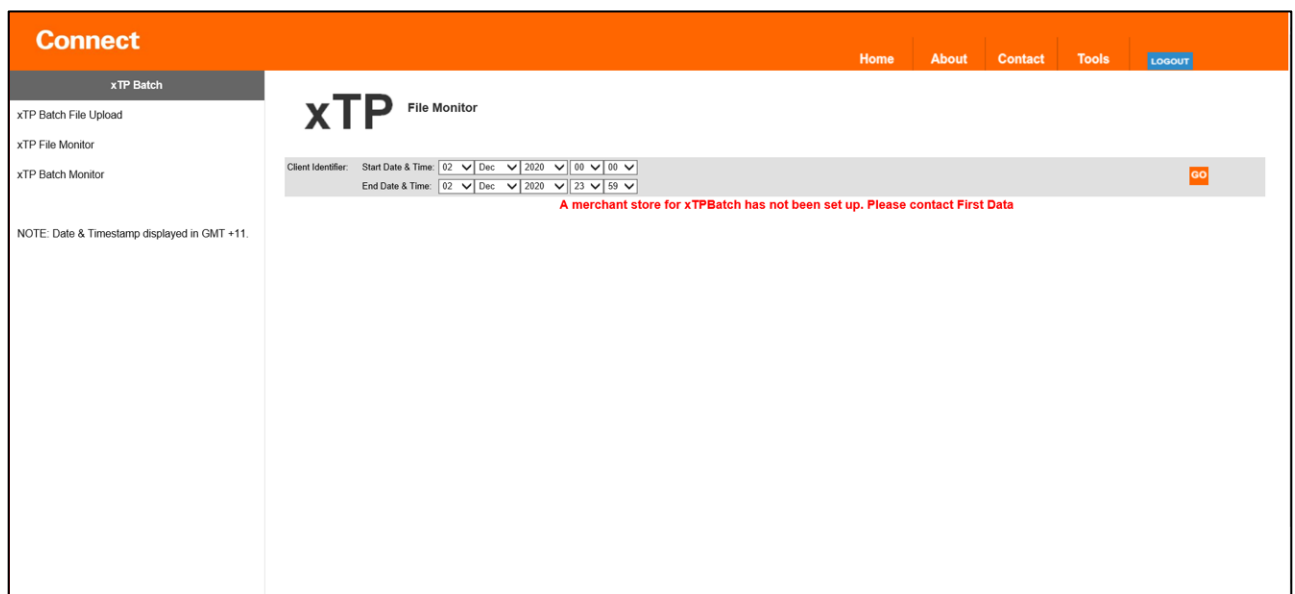
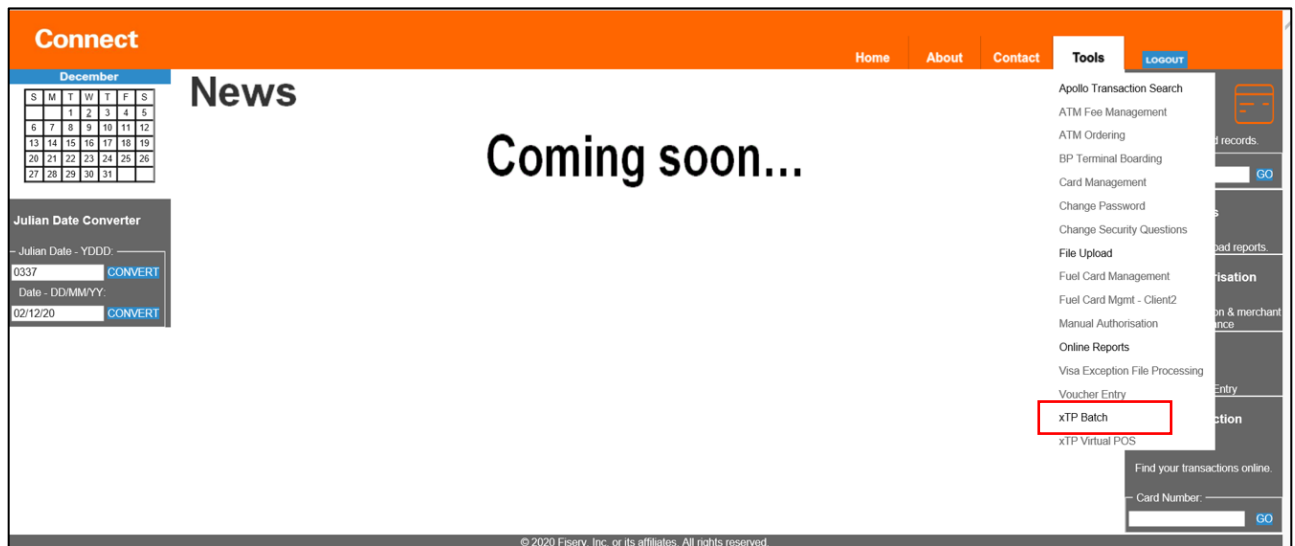
From the Report date select the date for which the reports are required



3.4 Using xTP File Monitor and Batch Monitor

xTP file monitor helps to check the progress of the uploaded file, the page displays the number of files uploaded with total batches and the amount,

Select xTP Batch from Tools



If the user wants to select a particular batch and check the status, click on the xTP batch monitor from left side of the screen.

Connect

HomeAboutContactToolsLogout

xTP Batch

xTP Batch File Upload
xTP File Monitor
xTP Batch Monitor

NOTE: Date & Timestamp displayed in GMT +11.

xTP

File Monitor

Client Identifier:

Start Date & Time:

02Dec20200000

End Date & Time:

02Dec20202359

GO

A merchant store for xTPBatch has not been set up. Please contact First Data

Batch Monitor page will display the status of the batch, number of transactions and amount along with the progress status.

Connect

HomeAboutContactToolsLogout

xTP Batch

xTP Batch File Upload
xTP File Monitor
xTP Batch Monitor

Batch Window Hours:

00:00 01:00 02:00 03:00 04:00 05:00

06:00 07:00 08:00 09:00 10:00 11:00

12:00 13:00 14:00 15:00 16:00 17:00

18:00 19:00 20:00 21:00 22:00 23:00

02Dec2020GO

NOTE: Date & Timestamp displayed in GMT +11.

xTP

Batch Monitor

Client Identifier:

Start Date & Time:

02Dec20200000

End Date & Time:

02Dec20202359

GO

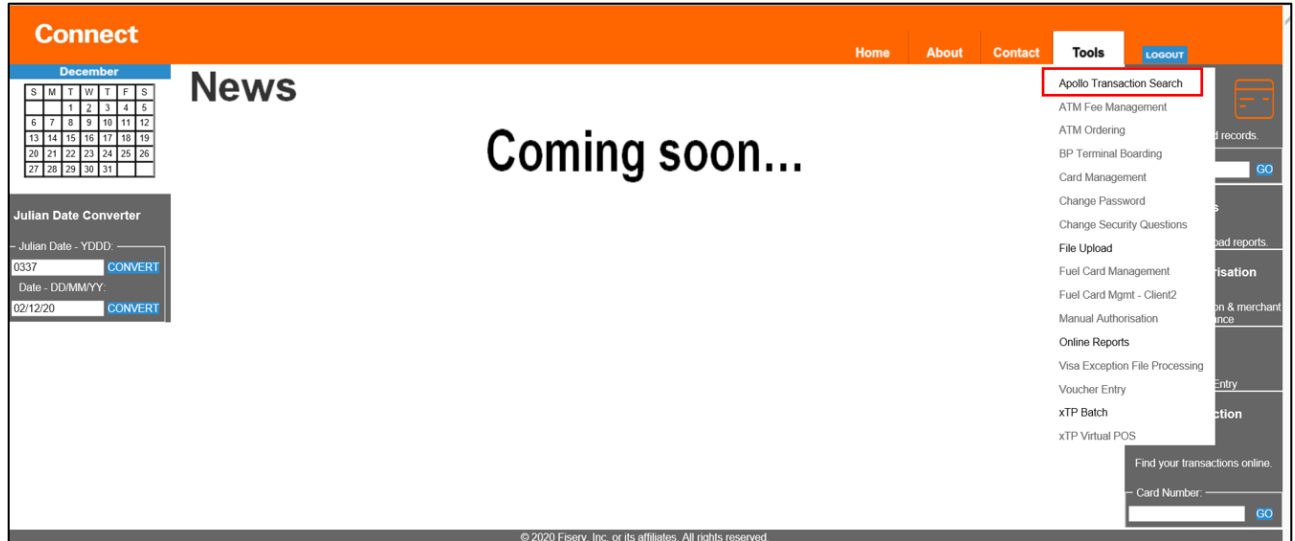
Batch Status:

All

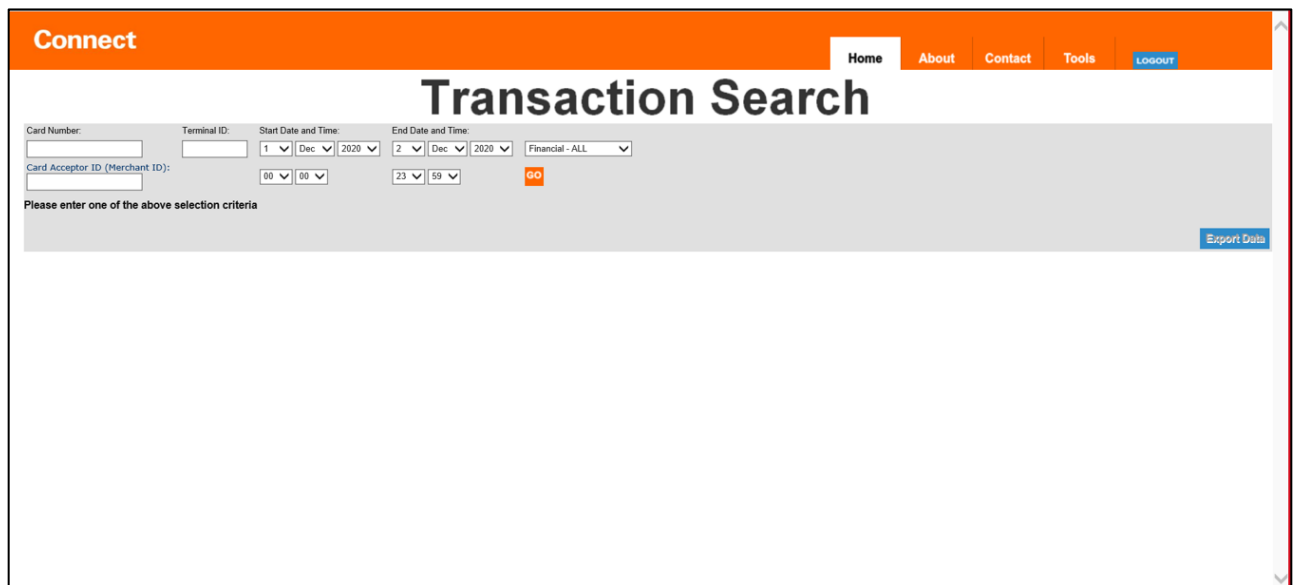
A merchant store for xTPBatch has not been set up. Please contact First Data

3.5 Using Apollo Transaction Search

Apollo transaction search allows the user to search for an individual or multiple transactions from the UI.



Search can be done using the Card number or TID or MID with selected date range.





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