Batch Processing User Guide – APAC

January 2021

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Chapter 1

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1.0 Introduction

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

1.1 Overview

Fiserv batch processing solution allows merchants to process bulk transactions though upload of batch files to Fiserv systems, and the generation of 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, Fiserv operations team will simultaneously start working on creating the required access, the processes started with enrolling for digital certificate, the 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.

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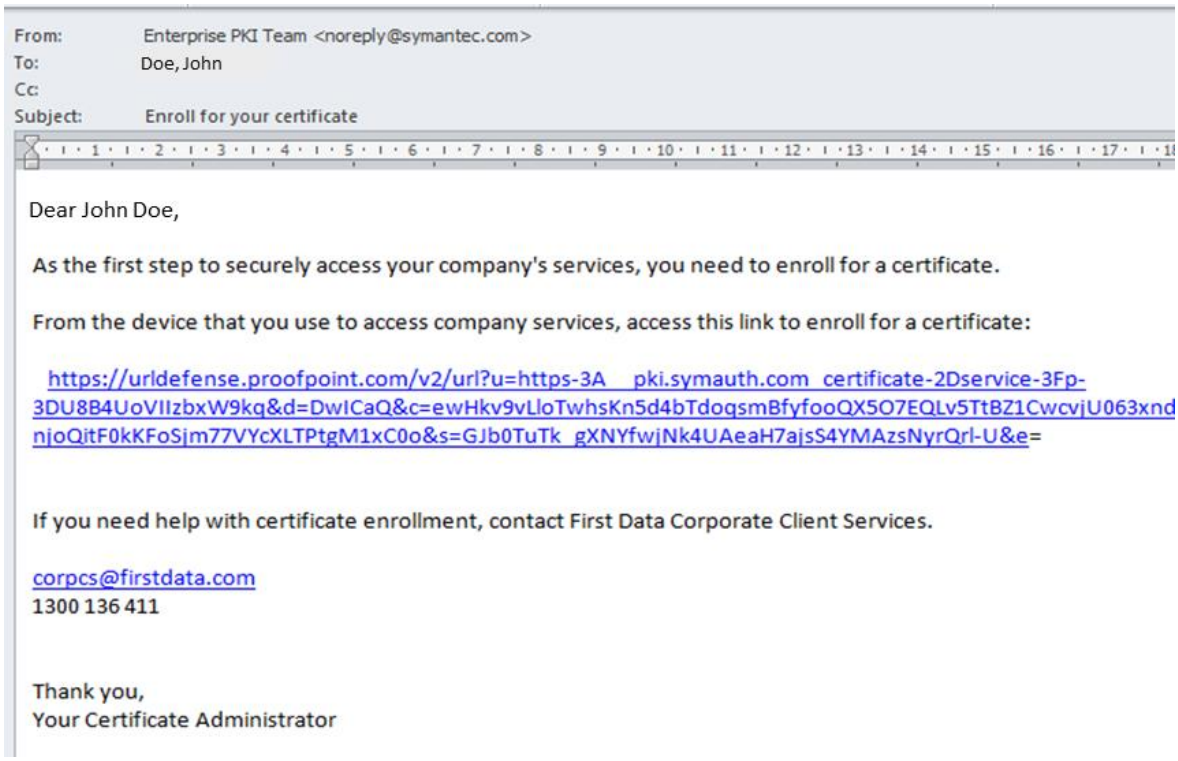


From: Enterprise PKI Team <noreply@symantec.com>
To: Doe, John
Cc:
Subject: Enroll for your certificate

Dear John Doe,

As the first step to securely access your company's services, you need to enroll for a certificate.

From the device that you use to access company services, access this link to enroll for a certificate:

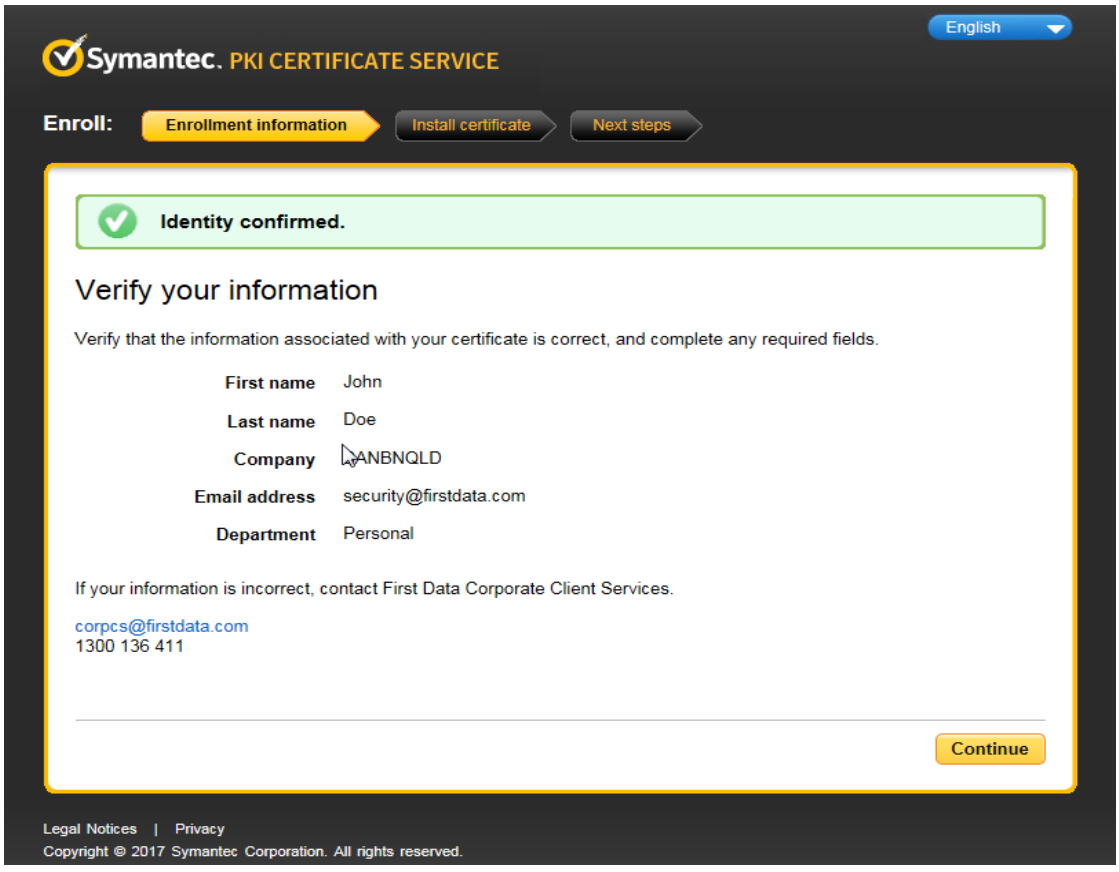
https://urldefense.proofpoint.com/v2/url?u=https-3A__pki.symauth.com_certificate-2Dservice-3Fp-3DU8B4UoVIIzbxW9kq&d=DwICaQ&c=ewHkv9vLloTwhsKn5d4bTdoqsmBfyfooQX5O7EQLv5TtBZ1CwcvjU063xndnjoQitF0kKFoSjm77VYcXLTPtgM1xC0o&s=GJb0TuTk_gXNYfwjNk4UAeaH7ajsS4YMAzsNyrQrl-U&e=

If you need help with certificate enrollment, contact First Data Corporate Client Services.

corpcs@firstdata.com
1300 136 411

Thank you,
Your Certificate Administrator

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



- Please validate the details mentioned in the screen and then press continue

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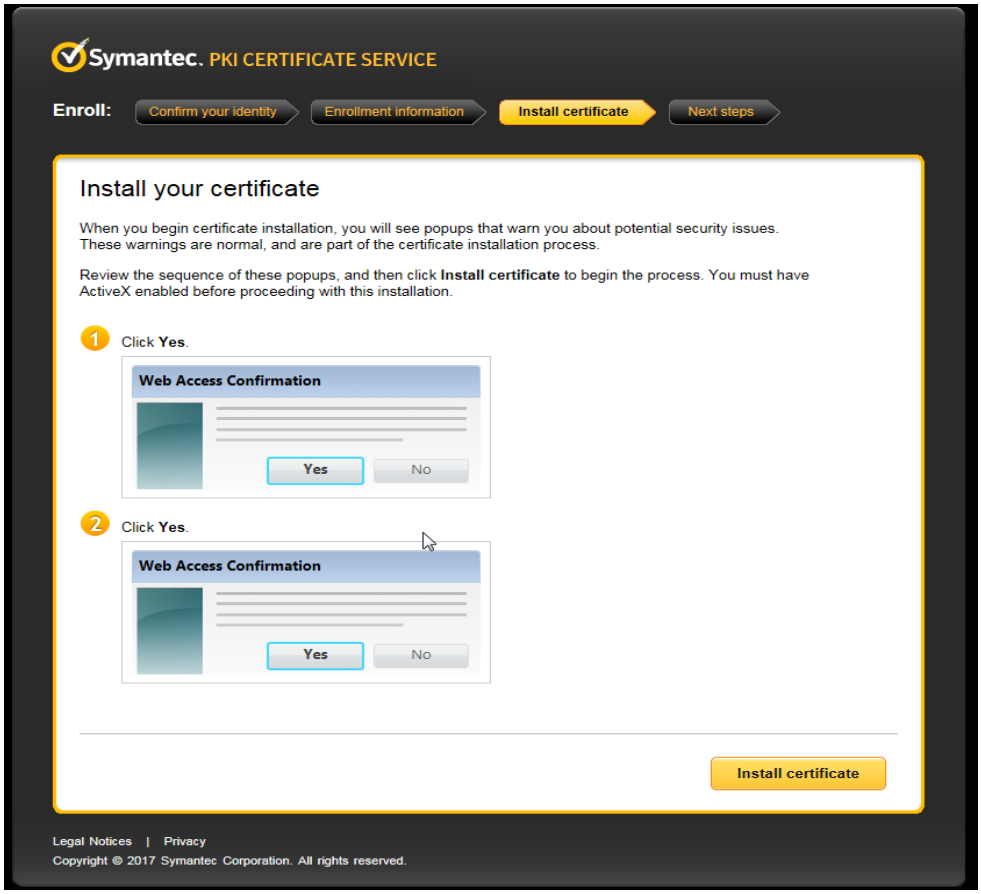
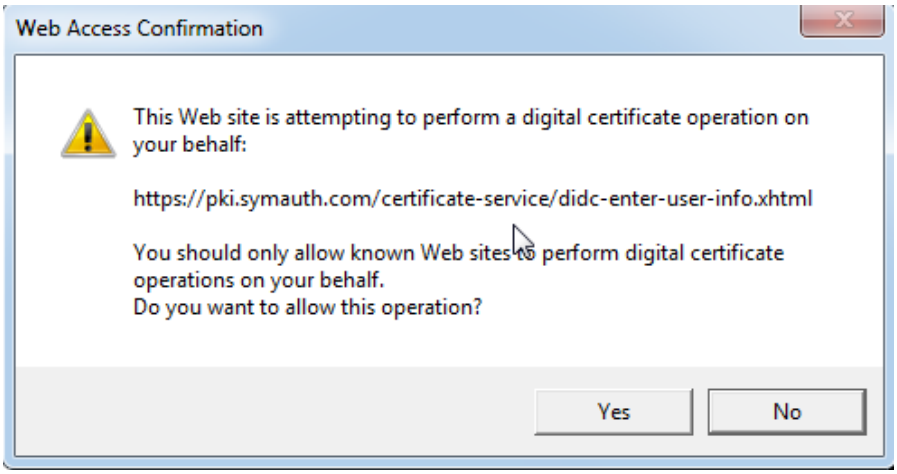
- Click on “Install certificate”



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



- Certificate will be installed successfully

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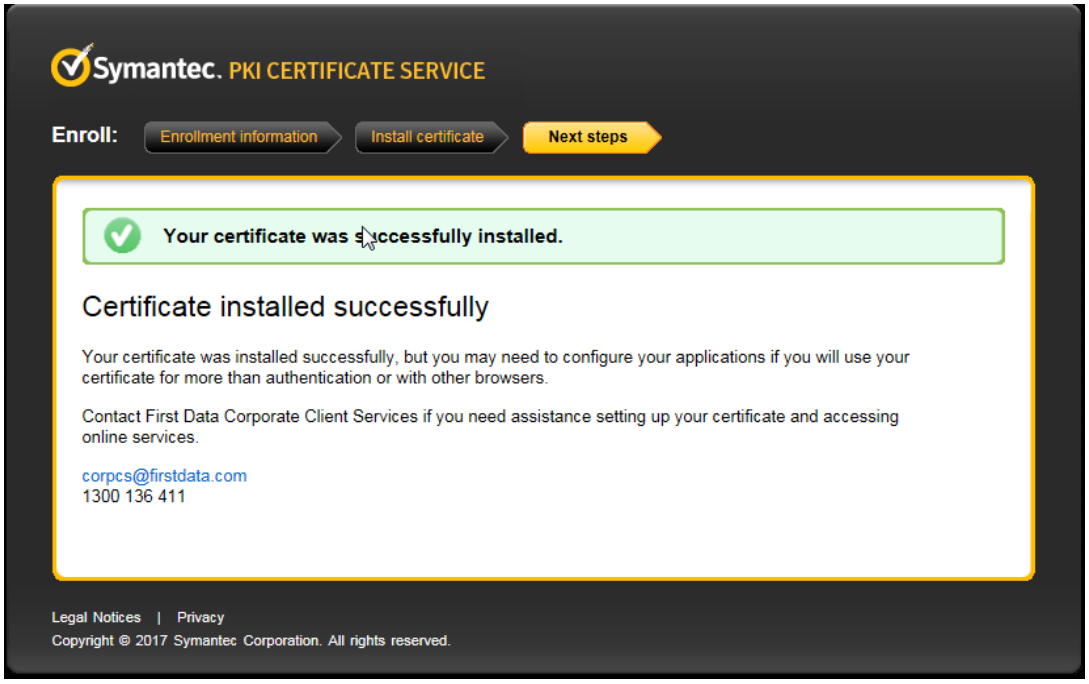
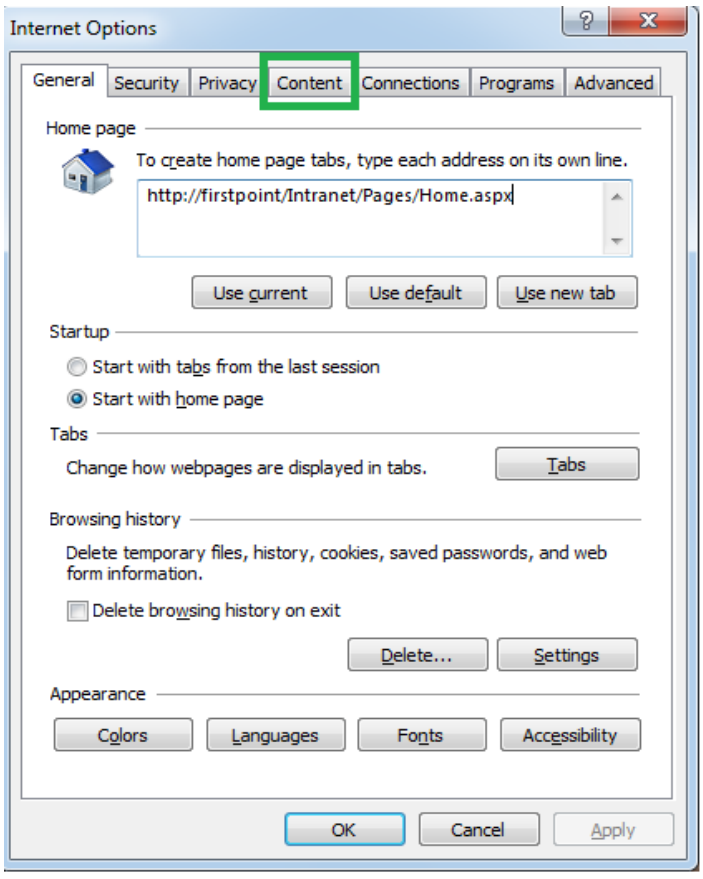


- To view the certificate from Internet Explorer web browser
  - Click on Tools
  - Click on Internet Options
  - Select the 'Content' tab shown below



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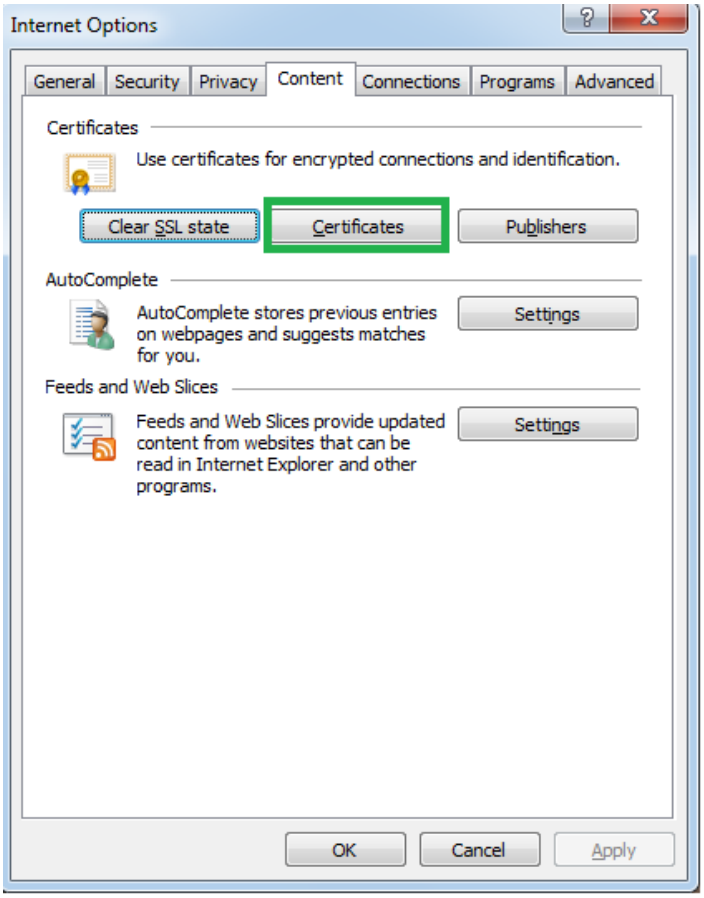
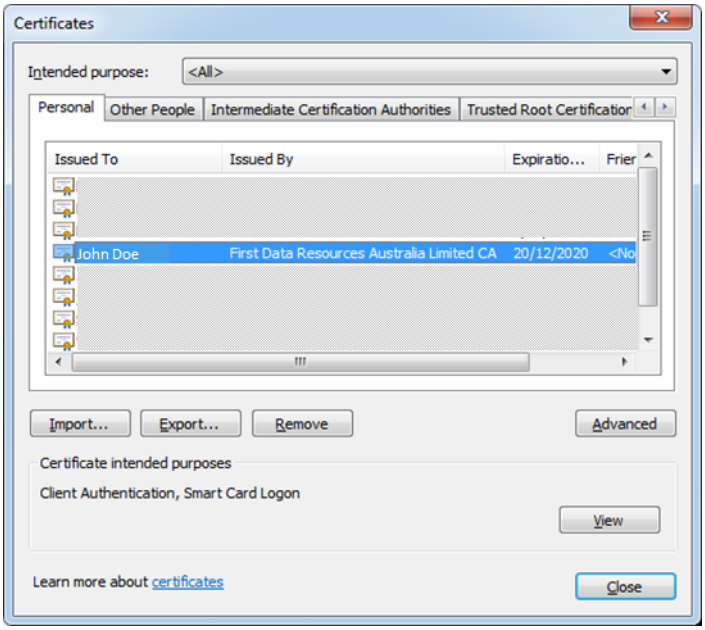
- Then select “certificates”



- There may be more than one certificate – all 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’



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Chapter 2

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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.

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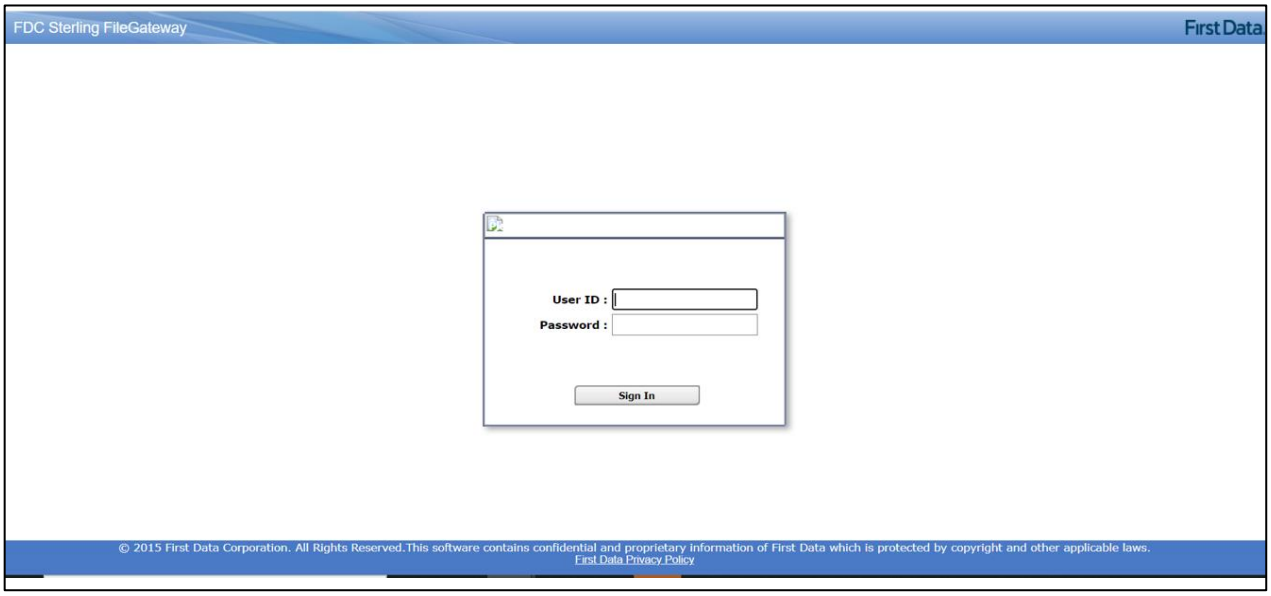
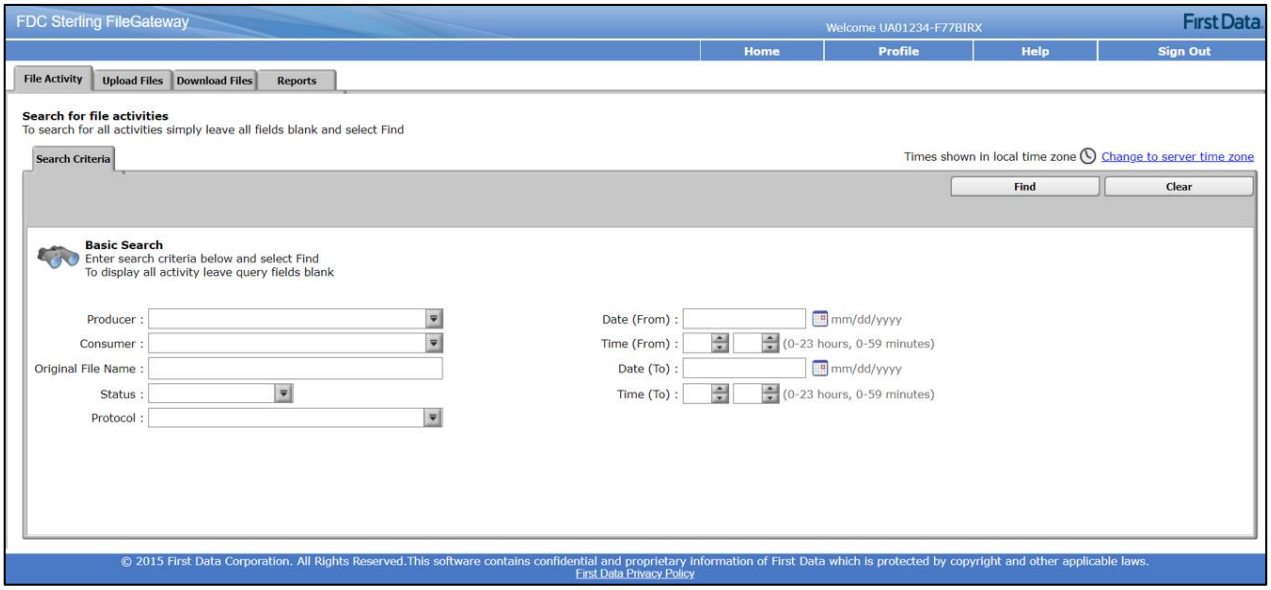


- Users will be provided with SFG login and password details by the Fiserv Operations team
- After successful login, below home screen will appear.



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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

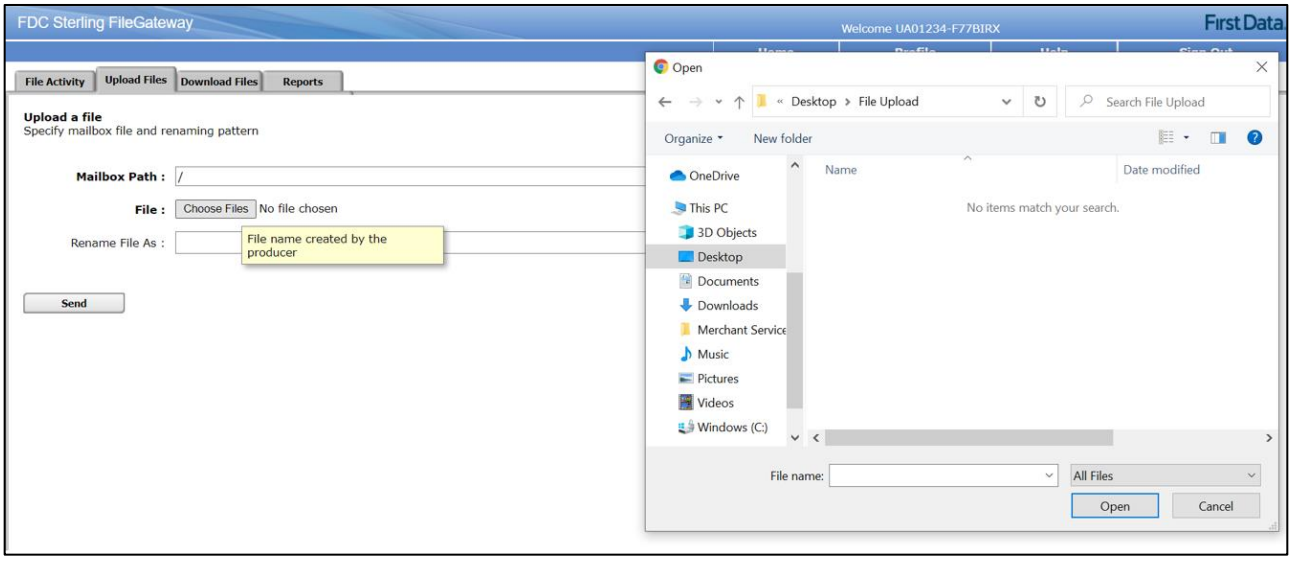
Hence, the file name should be NNNNNNNN.XXYYMMDDNN.DAT

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 Fiserv batch processing server which can been seen below screen, once the same is completed, delivery status will show "Complete"

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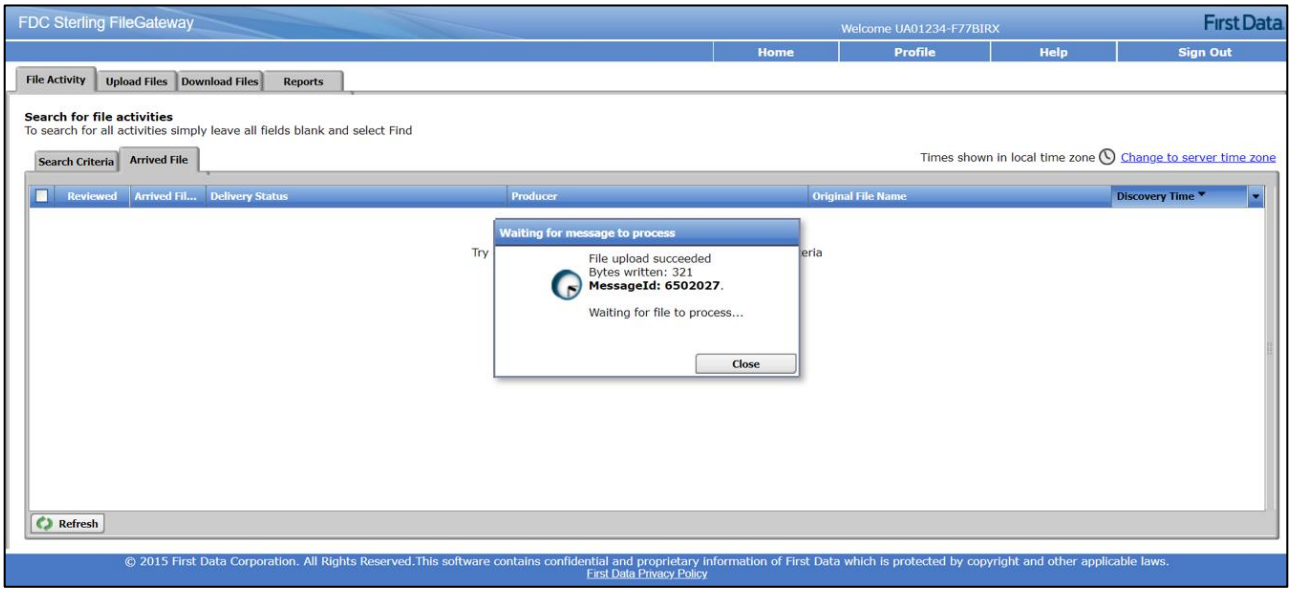

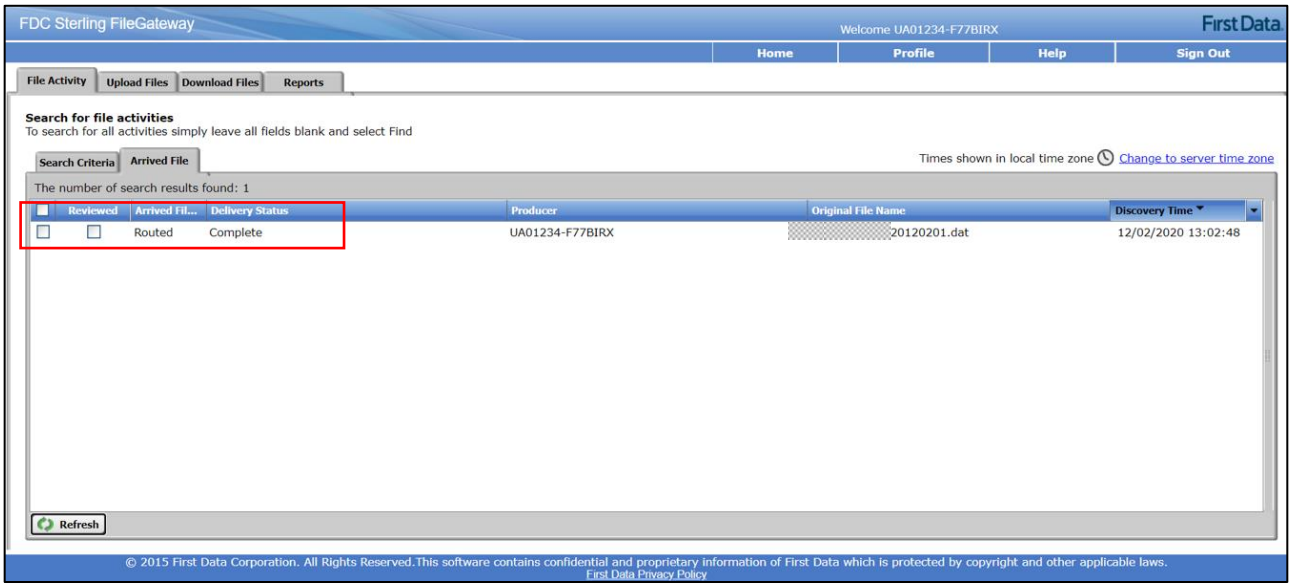

Click on the “Refresh” bouton to update the status of the file.

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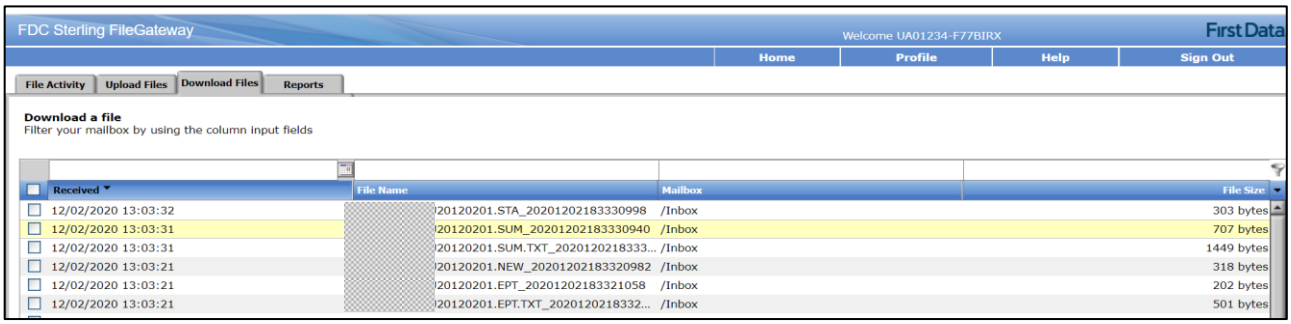
2.4 Downloading Response Files

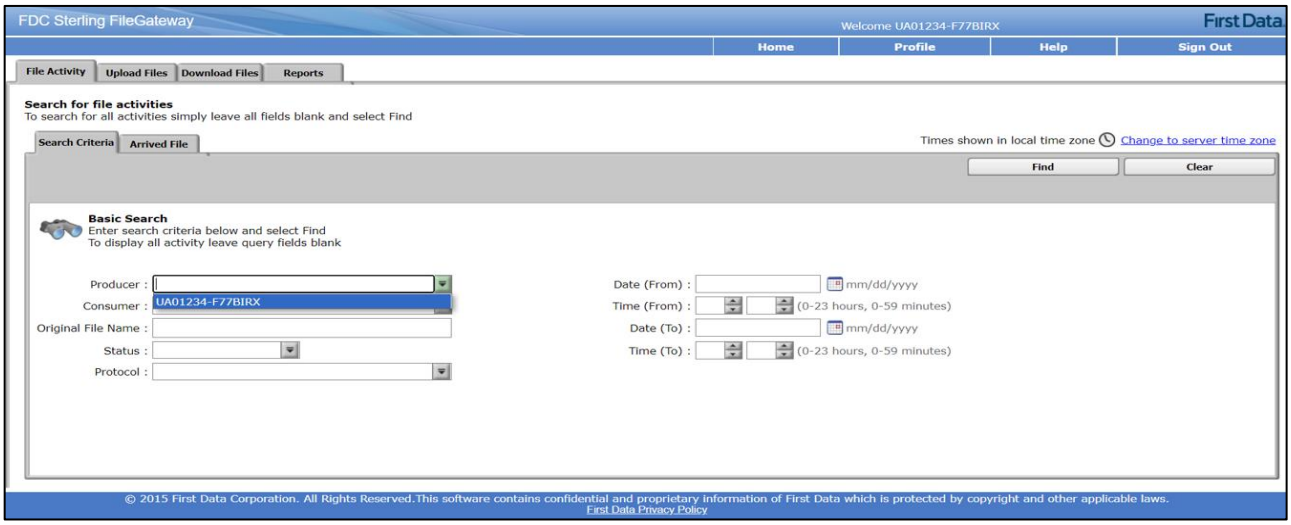
Once the files are processed (for status of file refer Section 3.4) the response files will be made available in the “Download Files” of SFG, please note the response files will only be available for 7 days from the date of processing, however users can refer to last 2 years of response files from Connect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

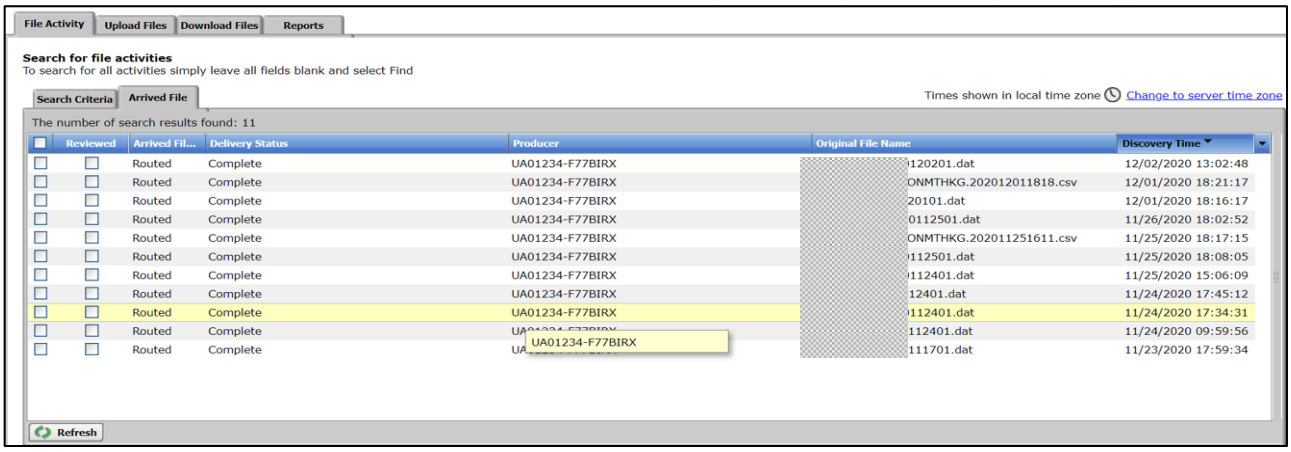


2.5 File Activity Page

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.





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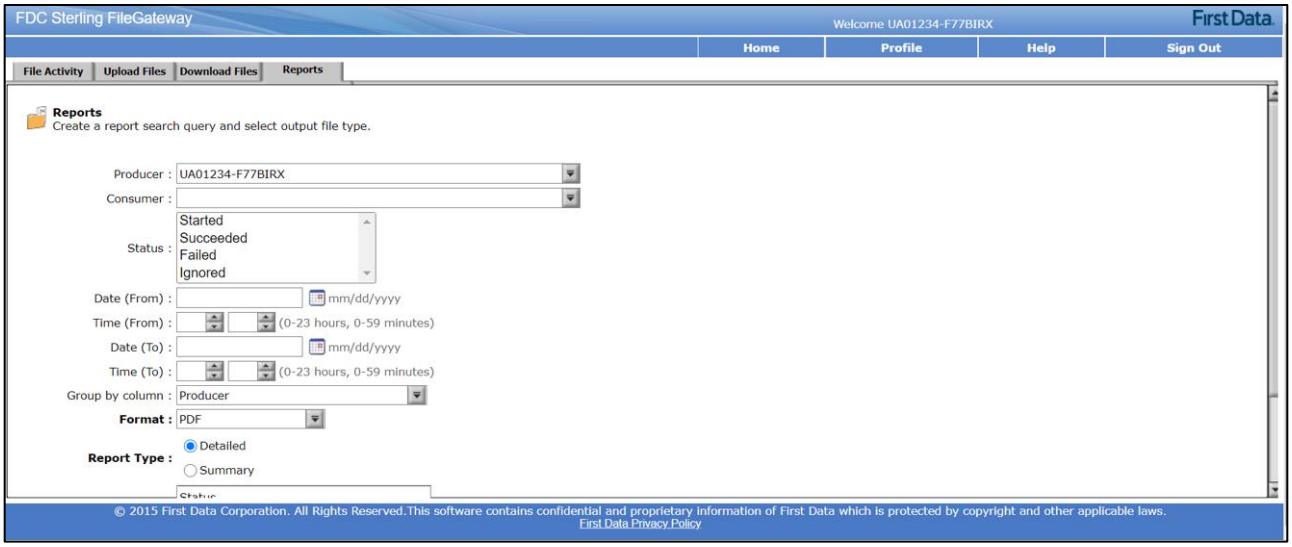
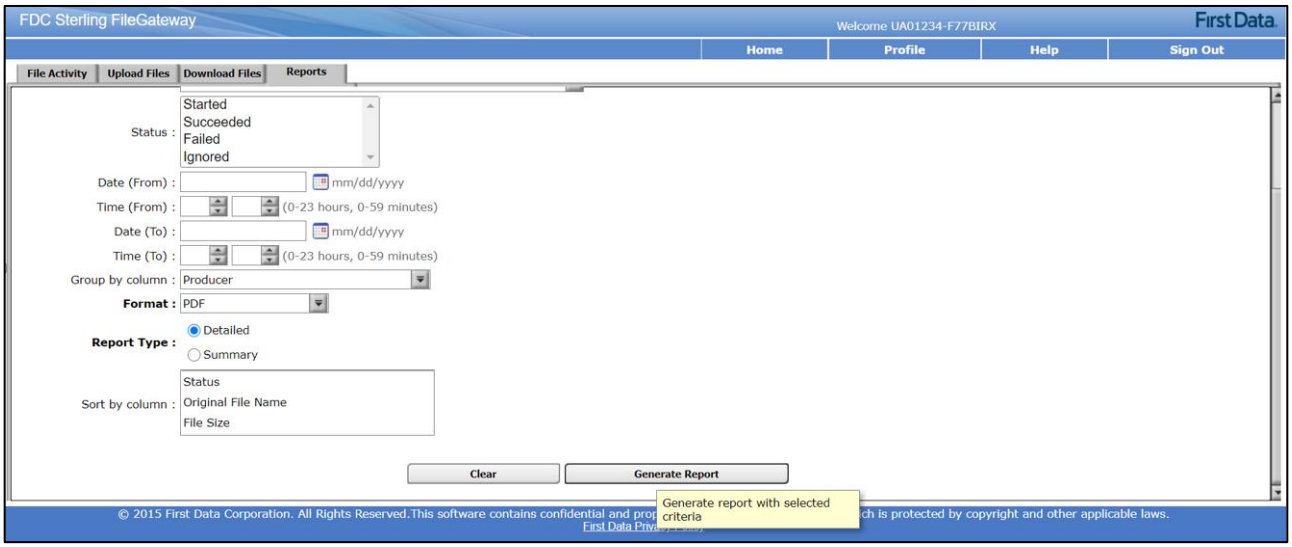
2.6 Reports Page

Reports page will provide 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





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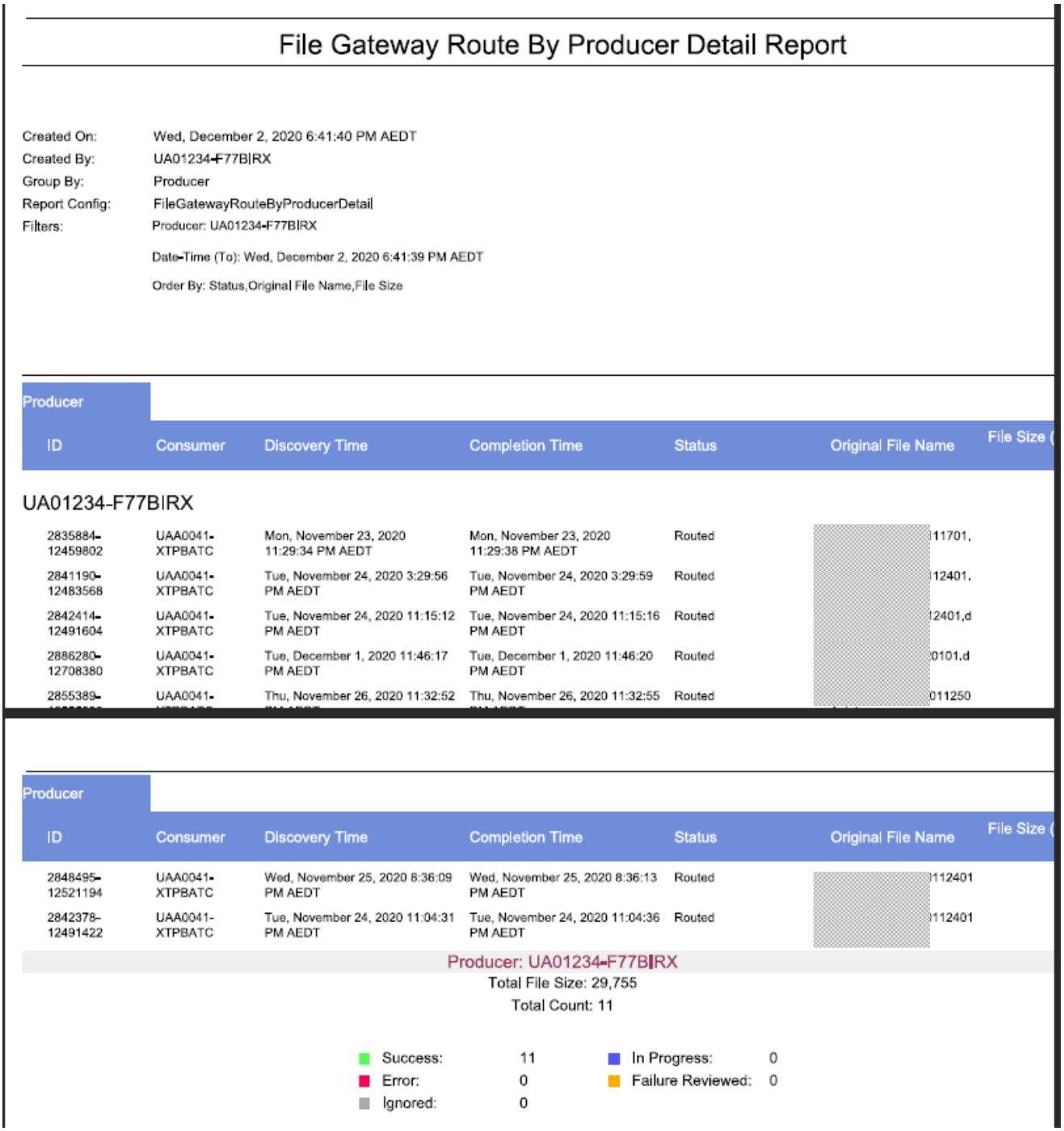
Sample of the report generated



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 (
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	[redacted]	11701,
2841190-12483568	UAA0041-XTPBATC	Tue, November 24, 2020 3:29:56 PM AEDT	Tue, November 24, 2020 3:29:59 PM AEDT	Routed	[redacted]	12401,
2842414-12491604	UAA0041-XTPBATC	Tue, November 24, 2020 11:15:12 PM AEDT	Tue, November 24, 2020 11:15:16 PM AEDT	Routed	[redacted]	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	[redacted]	0101,d
2855389-	UAA0041-	Thu, November 26, 2020 11:32:52	Thu, November 26, 2020 11:32:55	Routed	[redacted]	011250

Producer

ID	Consumer	Discovery Time	Completion Time	Status	Original File Name	File Size (
2848495-12521194	UAA0041-XTPBATC	Wed, November 25, 2020 8:36:09 PM AEDT	Wed, November 25, 2020 8:36:13 PM AEDT	Routed	[redacted]	112401
2842378-12491422	UAA0041-XTPBATC	Tue, November 24, 2020 11:04:31 PM AEDT	Tue, November 24, 2020 11:04:36 PM AEDT	Routed	[redacted]	112401

Producer: UA01234-F77BIRX
Total File Size: 29,755
Total Count: 11

Success:	11	In Progress:	0
Error:	0	Failure Reviewed:	0
Ignored:	0		

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Chapter 3

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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

Users 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

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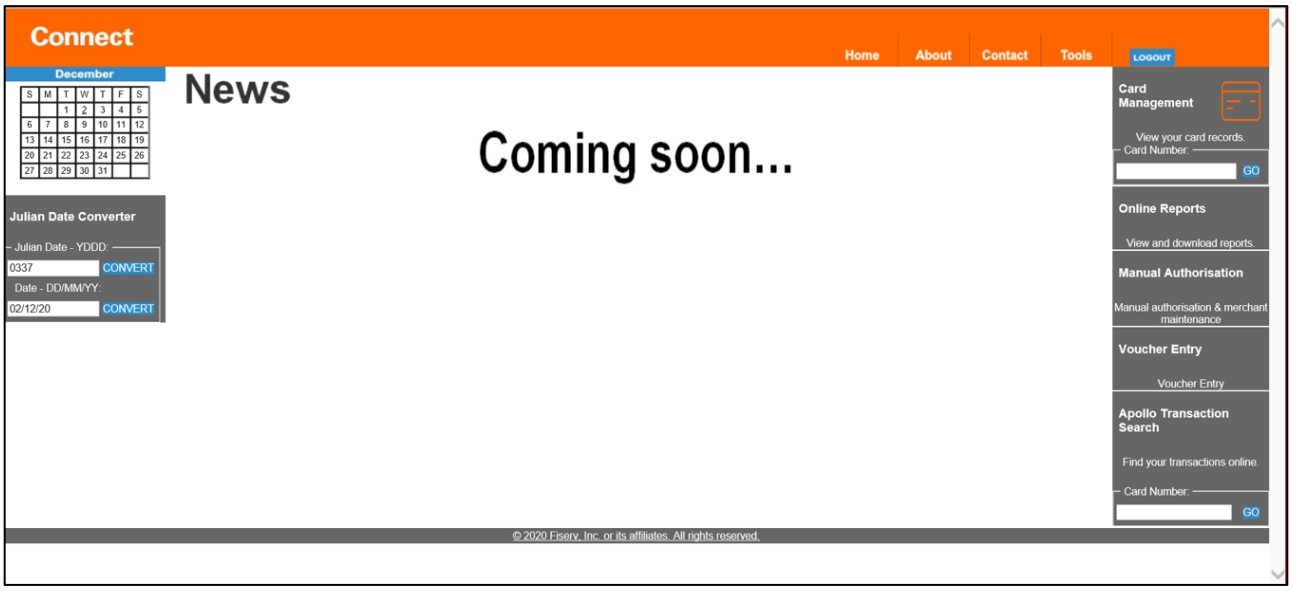
3.2 Welcome Page

After successfully logging onto Connect2, the Welcome Page is displayed. The menu pages which access has been assigned 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.



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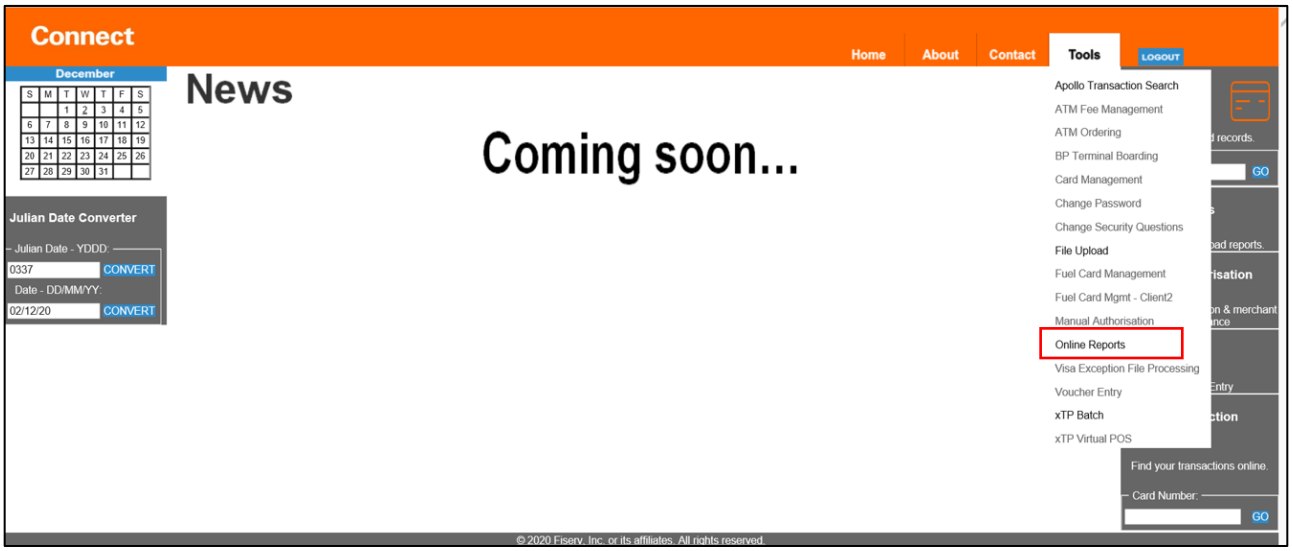
3.3 Using Online Reports

From the Tools menu select Online Reports



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

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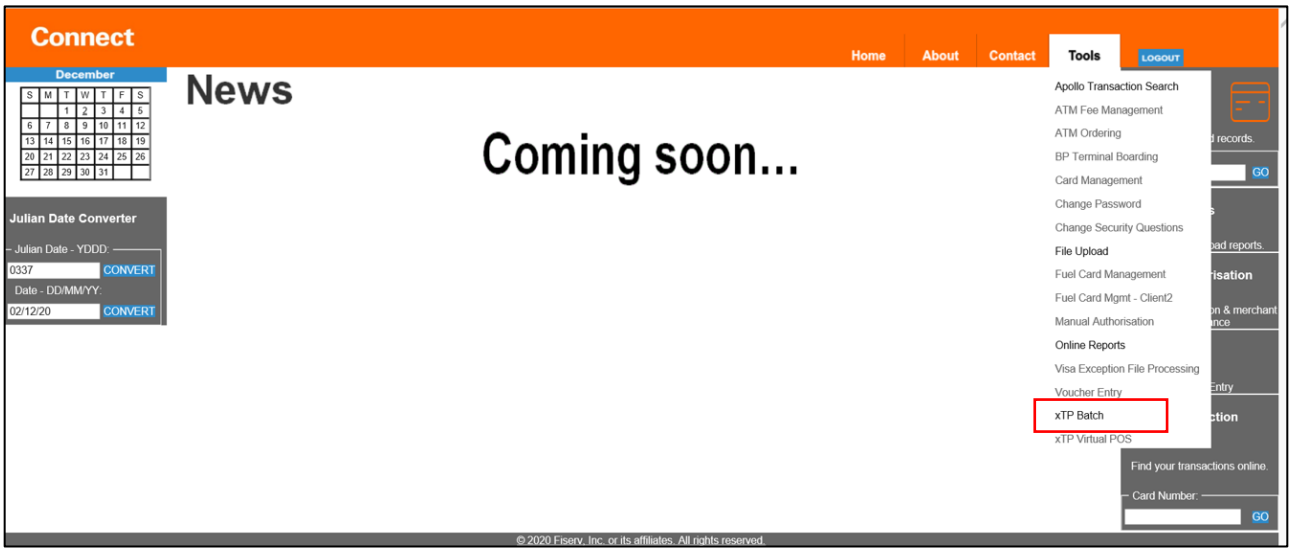
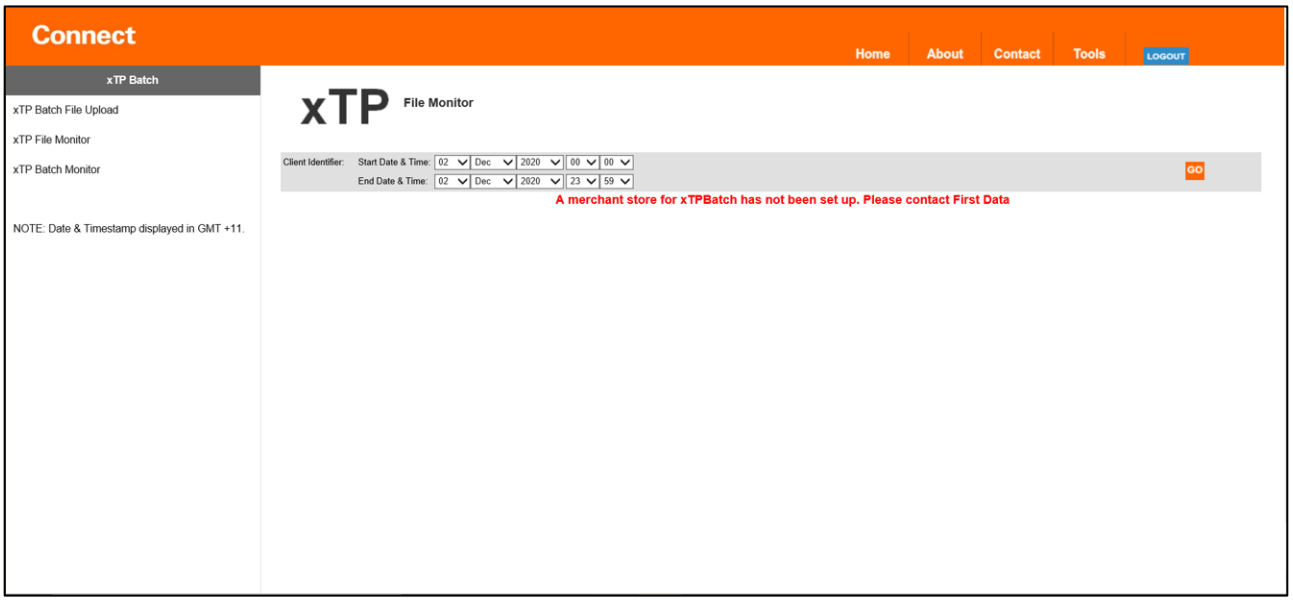
3.4 Using xTP File Monitor and Batch Monitor

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.

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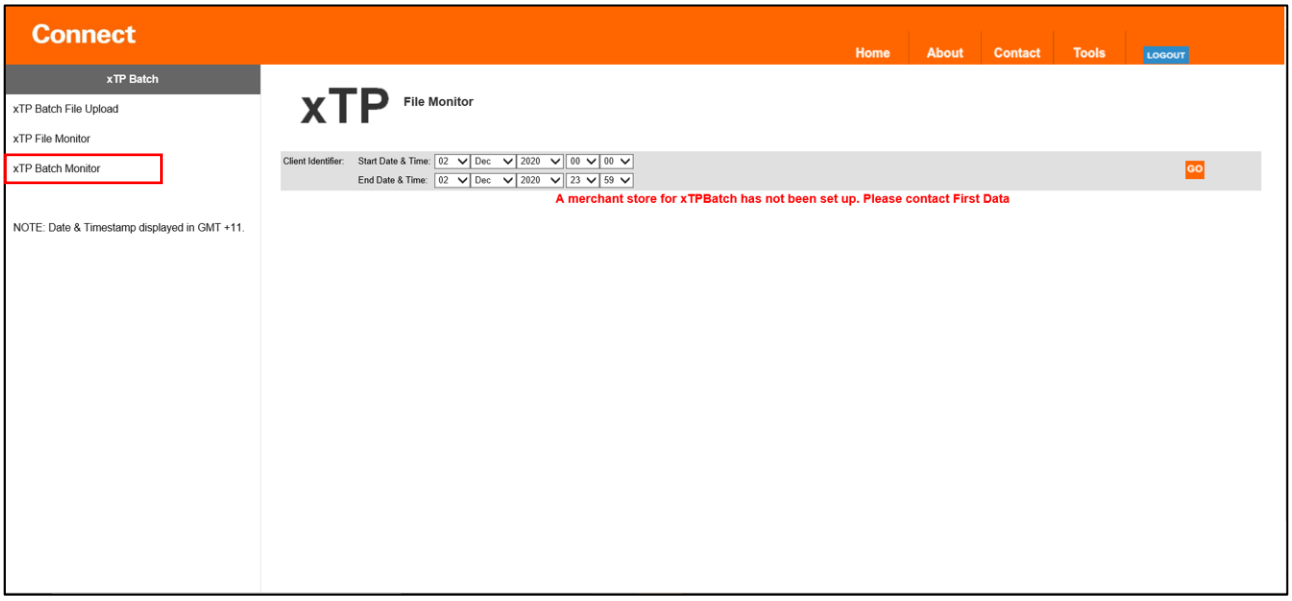
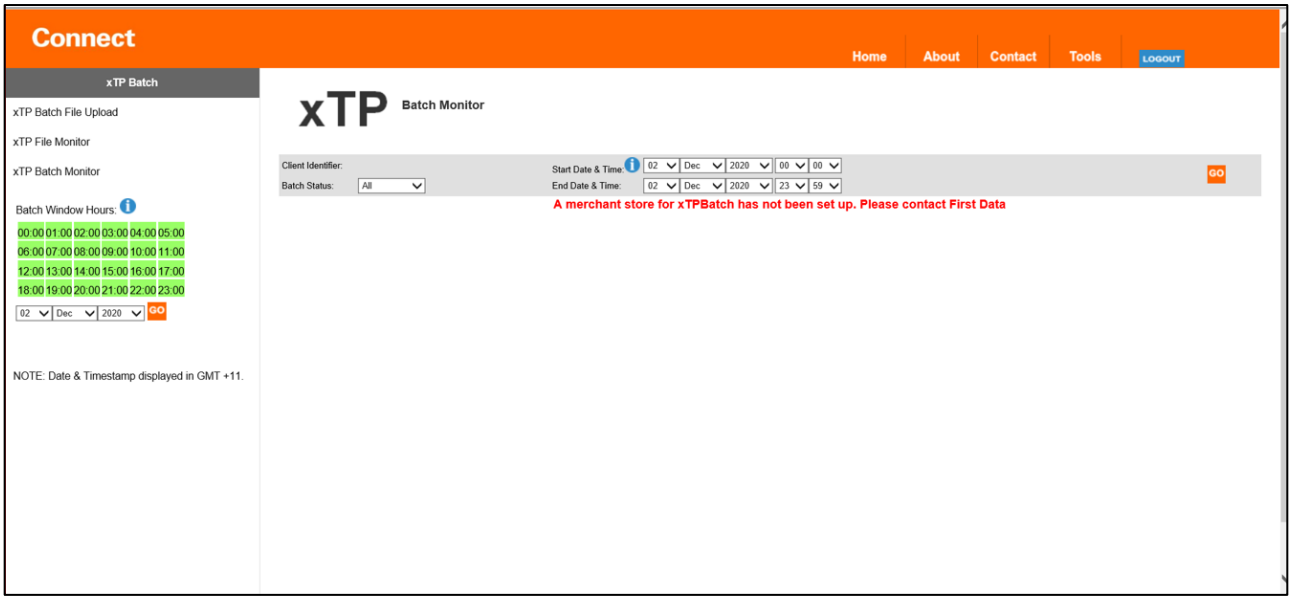


Batch Monitor page will display the status of the batch, number of transactions and amount along with the progress status.



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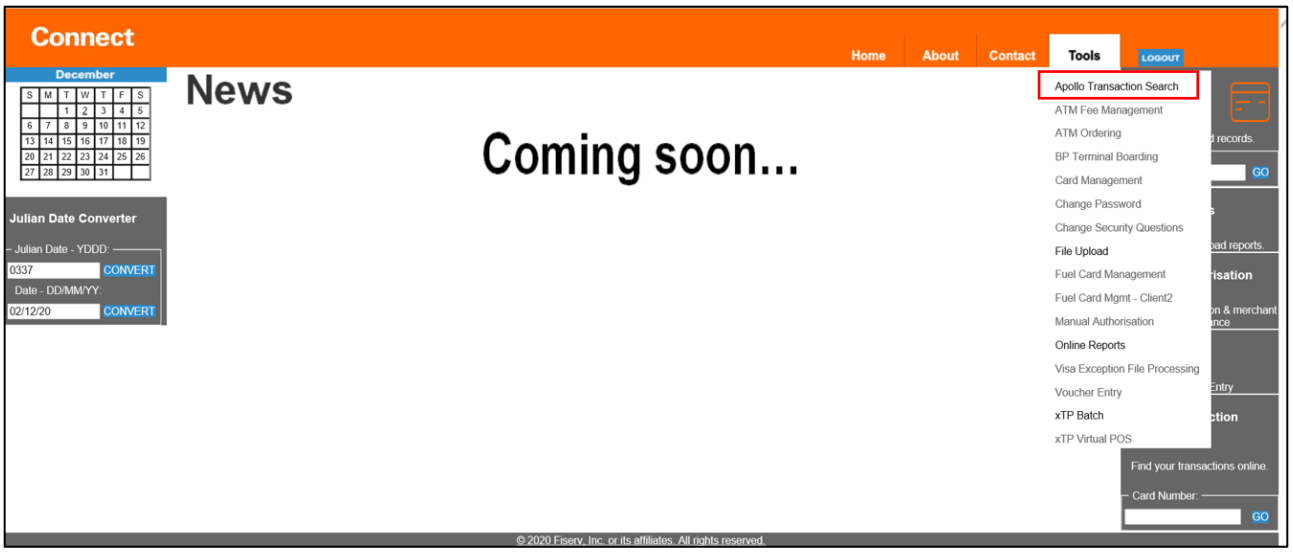
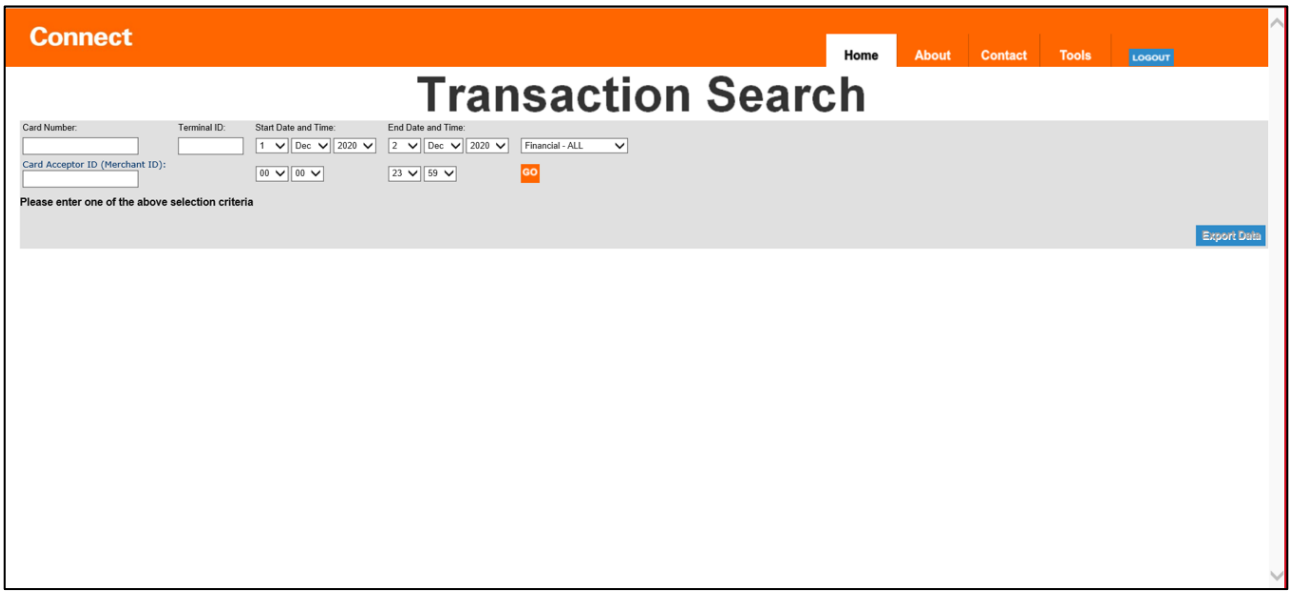
3.5 Using Apollo Transaction Search

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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