



> SafePay – Technical Frequently Asked Questions (FAQ)

“SafePay is a secure and reliable payment solution for accepting credit card payments over the internet”.

This SafePay Technical FAQ is for technical web developers, systems integrators and tech savvy business people who require more information on SafePay and/or SafePay Enterprise.

Question	Answer
What integration codes does Dialect support?	<ul style="list-style-type: none"> • ASP • Java • Perl/Sockets
What does SafePay integrate with?	<ul style="list-style-type: none"> • Websites • Common Microsoft applications • Popular shopping carts
What are the Pre-requisites before installing the software?	<ul style="list-style-type: none"> • Java Runtime Environment 1.3.1 or below installed on your server (N.B: JRE 1.4.1 is not compatible). • A valid Merchant Number and terminal ID's obtained from the bank.
What Internet Server Operating Systems do we support?	Unix and Microsoft Operating Systems
Where do I install the software i.e. Payment Client?	The Payment Client must be installed on the server where the website is being hosted.
Is the software easy to install?	Yes. The software will be sent to you by e-mail with the relevant technical documentation and guides. The installation is a simple 'installshield' process. Integration samples will be provided according to your interfaces. Dialect's support staff will assist you throughout the installation and integration process. However, you will have to dedicate resources to undertake the installation and integration.
What is the difference between SSL and MOTO?	<p>SSL (Secure Socket Layer) is a 3 party Model which uses the SSL protocol to provide secure transmission of sensitive data between a customer's web browser and our Payment Server. The card details for example are entered directly to the Payment Server therefore the merchant does not carry the responsibility of storing the credit card details at their site.</p> <p>MOTO (Mail Order Telephone Order) is a 2 Party Model whereby the customer pays for goods or services by providing their payment details (for e.g. card number) directly to the Merchant or on the Merchant's site. Examples of Merchants who would use MOTO are Call Centres.</p>
If the funds are not deposited into my bank account, who do I contact?	Please contact your bank for financial reconciliation issues.
How do I know if a transaction approved or declined?	You will receive a message advising 'Transaction Approved' or 'Transaction Declined'. If you view the transactions in Merchant Administration the Response Code '0' = approved transaction and the Response Codes 1 to 8 = declined transaction. For more details, please refer to the manual.
How do I reconcile using the reports you provide?	First make sure there are no transactions in the same batch on the report for the day before. Then sort by batch date, response, type and collate amounts by batch date, all transactions that have response = '0' and type = 'purchase'.
Do I need a server certificate?	If you use SafePay in the 2-party mode (where the cardholder enters credit card details on your payment page or you store credit card details on your databases) you will need to obtain a server certificate. This can be purchased from Verisign or any organisation that sells SSL certificates.

Question	Answer
How secure is Dialect payment technology?	Dialect uses industry standard 128-bit SSL security in all data transmission. The cardholder's credit card details are secured on our servers by physical, network and software security. The padlock on the bottom of the payment pages signals that the cardholder has entered a secure site. If you choose to brand your own payment pages, you have to ensure security on your payment page/s or on your server/s.
Can I set up multiple users?	Yes. If you require additional users, please contact our helpdesk by emailing safepay@dialectsolutions.com .
What if I have other questions?	If you have any further technical questions, please email our helpdesk team at safepay@dialectsolutions.com .

Dialect Solutions Group

Sydney

Level 4 AAP Centre
259 George Street
Sydney NSW 2000
Australia

T +61 2 9004 0600
F +61 2 9004 0640

info@dialectsolutions.com
www.dialectsolutions.com

Brisbane

Level 21
300 Adelaide Street
Brisbane QLD 4000
Australia

T +61 7 3210 2522
F +61 7 3210 2566

Melbourne

48 Edgerton Road,
Mitcham VIC 3132
Australia

T +61 3 9874 1707
F +61 3 9874 1706

Massachusetts

19 Depot Street
Uxbridge, MA 01569
USA

T +1 508 278 6815
F +1 508 278 6897

About Dialect

Dialect translates technology solutions for leading edge payments processing and interactive communication services, into profitable business relationships. With a vision to providing leading telephony and payment services to customers on a global basis, our philosophy is simple: understand the needs of the client, educate them to the possibilities and deliver solutions that meet, and often exceed, their requirements.

Headquartered in Sydney, with international offices and reach, Dialect employs a large team of experienced staff, including consultants, analysts, developers and customer service personnel. Customers include financial institutions, multinational corporations, government organisations, merchants, call-centres, media and marketing agencies. The company has a strong heritage that stretches over 10 years and boasts a global presence and a diverse client base.