# Quick Reference

## 1. Getting Started

Create the **Payment Administrator** user and assign it to **Payment Admin** role in your Oracle Identity Cloud Service (IDCS) account.

**Note**: This process must be followed to add any other users and assign them to the corresponding role. It's highly recommended to have at least two users who can manage your cloud account.

Set up Oracle Payments by navigating to the Oracle Payments portal and then:

- Add an account holder.
- Complete verification (KYC).
- Create an account and then link to the account holder.
- Add a location.

## 2. Unbox Your Payment Devices

- Verify the serial number.
- Inspect the payment device for tampering.

Submit the terminal settings file to your Oracle contact (Project Manager/CSM).

## 3. Register Payment Devices

Navigate to the Oracle Payments portal and then:

- Click **Terminals** and then add payment device details.
- Register the device.

**Note**: If you see an error message during this process, please verify the correct serial number and payment device model are selected. If the issue persists, contact Oracle Support.

## 4. Board Payment Devices

- Make sure the network setup is complete.
- Navigate to the Oracle Payments portal, click **Terminals**, and then select **Board the Terminal**.
- Select your location and then confirm.

**Note**: If you see an error message during this process, verify if the terminal has recently been reassigned. If the issue persists, contact Oracle Support.

## 5. Run Test Transactions

From your industry platform (OPERA, xStore, Simphony) run test transactions for your business.

## 6. Payments Reports

Transaction Summary Report:

- Payment transaction details.
- Transaction lifecycle (when drilling down to a specific transaction).

Payout Report:

- Paid out amount.
- Payout transaction details.

Chargebacks:

- View and respond to disputes.
- Status for each dispute.

## 7. Troubleshooting

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| **Issuer or Switch Inoperative** message when trying to process a payment. | <ul><li>Verify payment devices are connected to the network.</li><li>Make sure the network settings are correct.</li><li>Confirm network type is set to **Static** on the payment device.</li></ul> |
| Blank reports in Payment Cloud Service portal for specific user(s). | <ul><li>Make sure transactions are available for the selected days.</li><li>Verify that the user has been assigned to an account holder and a location so that they can access reports.</li></ul> |

**Contact Oracle Support if the error persists.**