Finding Waldo

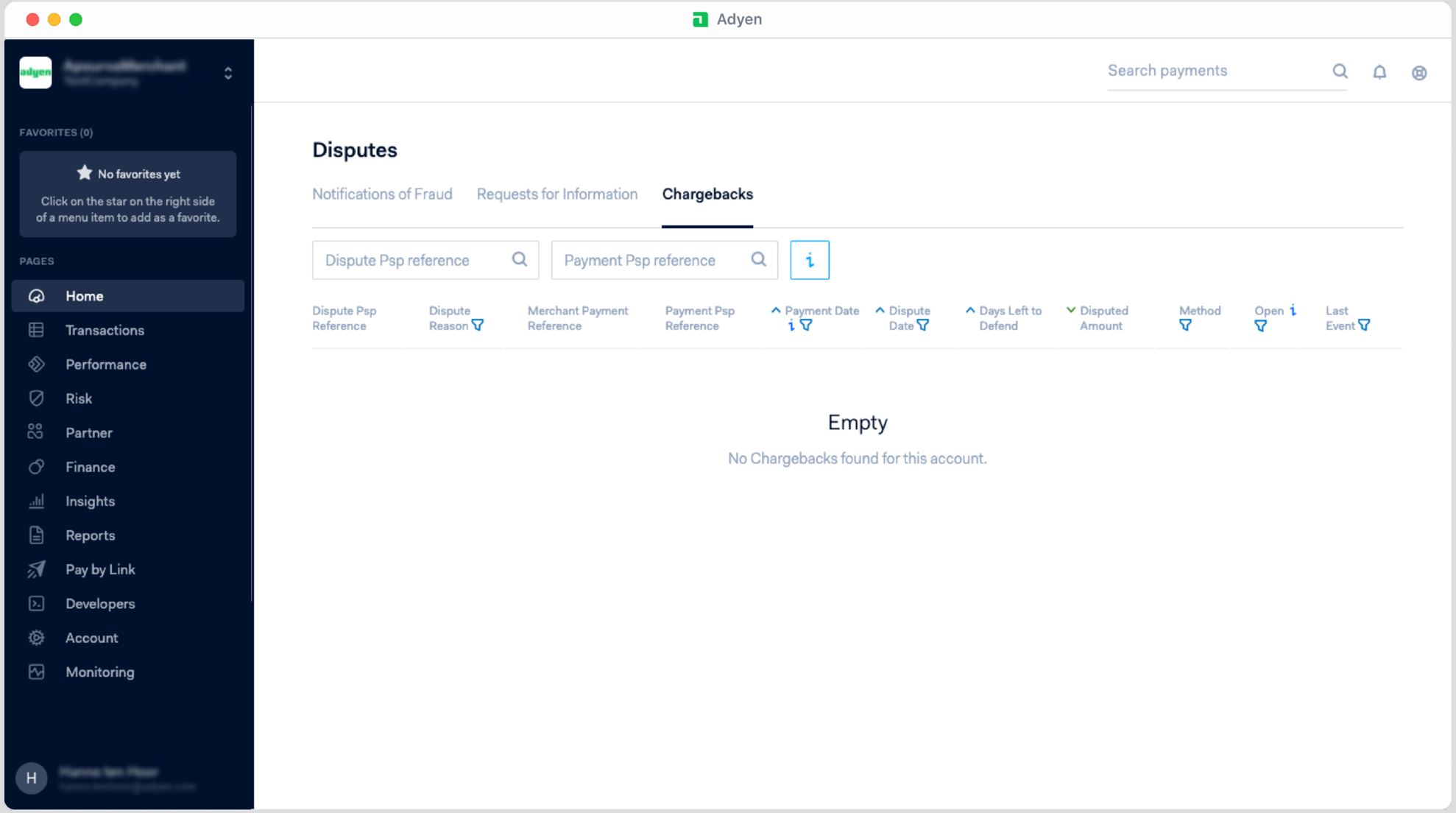
A Conversational Journey to Designing for a Diversity of Users

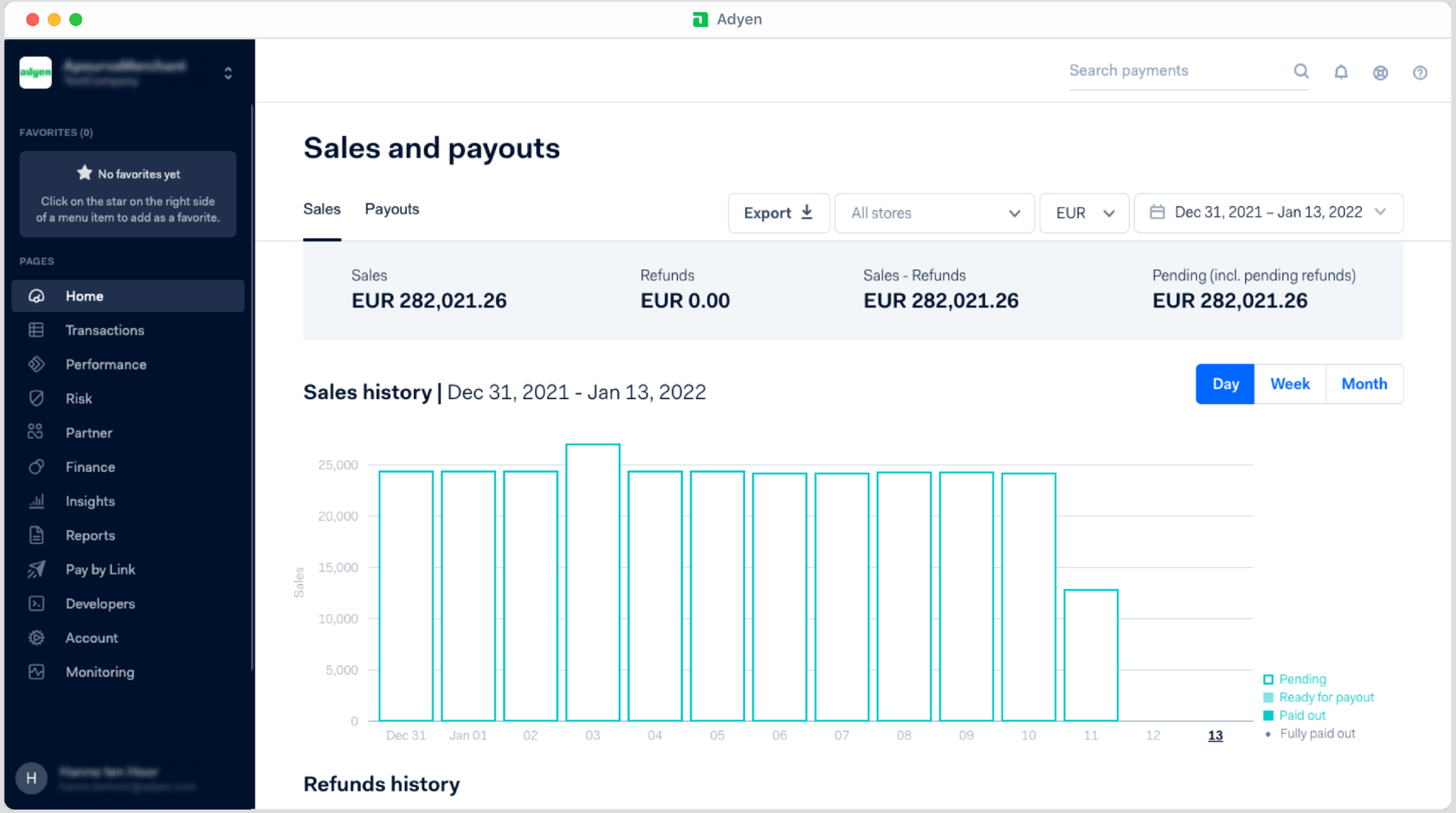
We are Adyen

All in one solution

Let me tell you about my day

Lime


Adyen
Search payments
FAVORITES (0)
No favorites yet
Click on the star on the right side of a menu item to add as a favorite.
PAGES
Home
Transactions
Performance
Risk
Partner
Finance
Insights
Reports
Pay by Link
Developers
Account
Monitoring
Disputes
Notifications of Fraud
Requests for Information
Chargebacks
Dispute Psp reference
Payment Psp reference
Dispute Psp Reference
Dispute Reason
Merchant Payment Reference
Payment Psp Reference
Payment Date
Dispute Date
Days Left to Defend
Disputed Amount
Method
Open
Last Event
Empty
No Chargebacks found for this account.


Adyen
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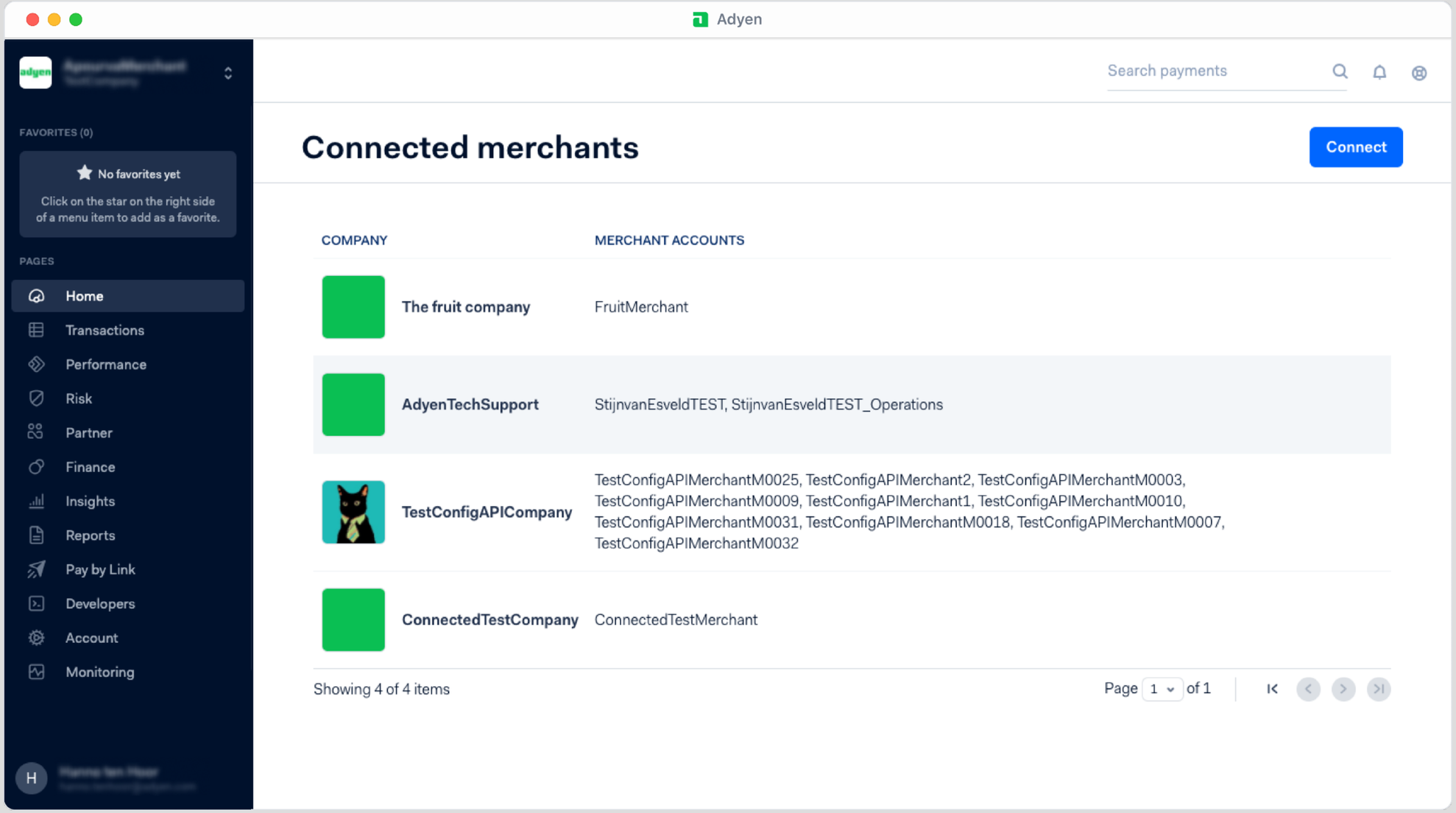
PAGES
Home
Transactions
Performance
Risk
Partner
Finance
Insights
Reports
Pay by Link
Developers
Account
Monitoring
Sales and payouts
Sales
Payouts
Export
All stores
EUR
Dec 31, 2021 – Jan 13, 2022
Sales
EUR 282,021.26
Refunds
EUR 0.00
Sales - Refunds
EUR 282,021.26
Pending (incl. pending refunds)
EUR 282,021.26
Sales history | Dec 31, 2021 - Jan 13, 2022
Day
Week
Month
25,000
20,000
15,000
10,000
5,000
0
Sales
Dec 31
Jan 01
02
03
04
05
06
07
08
09
10
11
12
13
Pending
Ready for payout
Paid out
Fully paid out
Refunds history


Adyen
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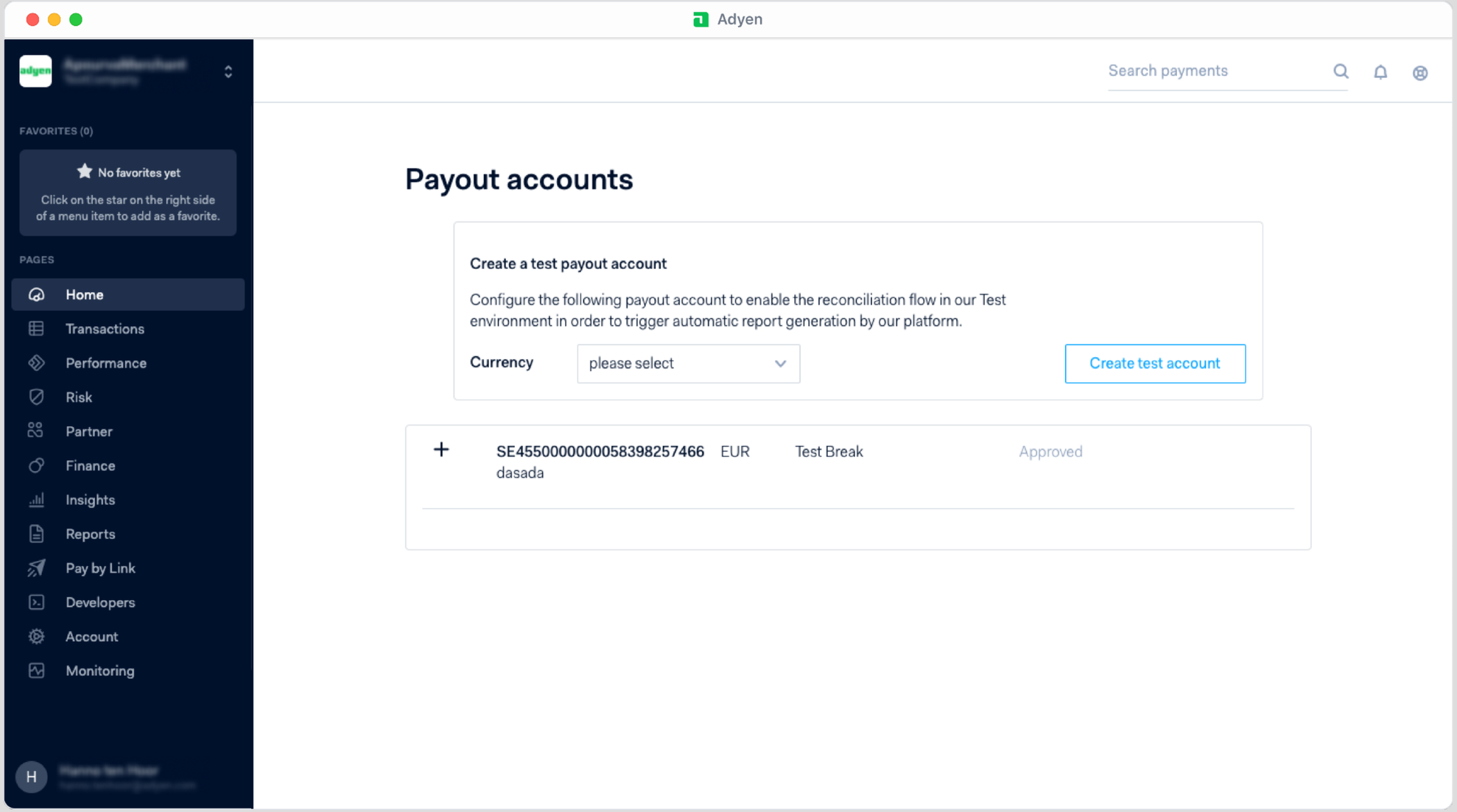
FAVORITES (0)
No favorites yet
Click on the star on the right side of a menu item to add as a favorite.
PAGES
Home
Transactions
Performance
Risk
Partner
Finance
Insights
Reports
Pay by Link
Developers
Account
Monitoring
Connected merchants
Connect
COMPANY
MERCHANT ACCOUNTS
The fruit company
FruitMerchant
AdyenTechSupport
StijnvanEsveldTEST, StijnvanEsveldTEST_Operations
TestConfigAPICompany
TestConfigAPIMerchantM0025, TestConfigAPIMerchant2, TestConfigAPIMerchantM0003, TestConfigAPIMerchantM0009, TestConfigAPIMerchant1, TestConfigAPIMerchantM0010, TestConfigAPIMerchantM0031, TestConfigAPIMerchantM0018, TestConfigAPIMerchantM0007, TestConfigAPIMerchantM0032
ConnectedTestCompany
ConnectedTestMerchant
Showing 4 of 4 items
Page 1 of 1


Adyen
Search payments
FAVORITES (0)
No favorites yet
Click on the star on the right side of a menu item to add as a favorite.
PAGES
Home
Transactions
Performance
Risk
Partner
Finance
Insights
Reports
Pay by Link
Developers
Account
Monitoring
H
Payout accounts
Create a test payout account
Configure the following payout account to enable the reconciliation flow in our Test environment in order to trigger automatic report generation by our platform.
Currency
please select
Create test account
SE4550000000058398257466 EUR Test Break Approved
dasada

Adyen

Search payments

FAVORITES (0)

No favorites yet

Click on the star on the right side of a menu item to add as a favorite.

PAGES

- Home
- Transactions
- Performance
- Risk
- Partner
- Finance
- Insights
- Reports
- Pay by Link
- Developers
- Account
- Monitoring

Welcome

Customise this page

Help us improve your homepage

We're currently redesigning this page. To make it the best it can be, we'd love to hear from you!

We've prepared a **2-minute** survey. Your input will help us decide what to improve on.

Take the survey

Settlement Overview January 2022

Settlement history

€ 0.00

Calculating next settlement

€ 0.00

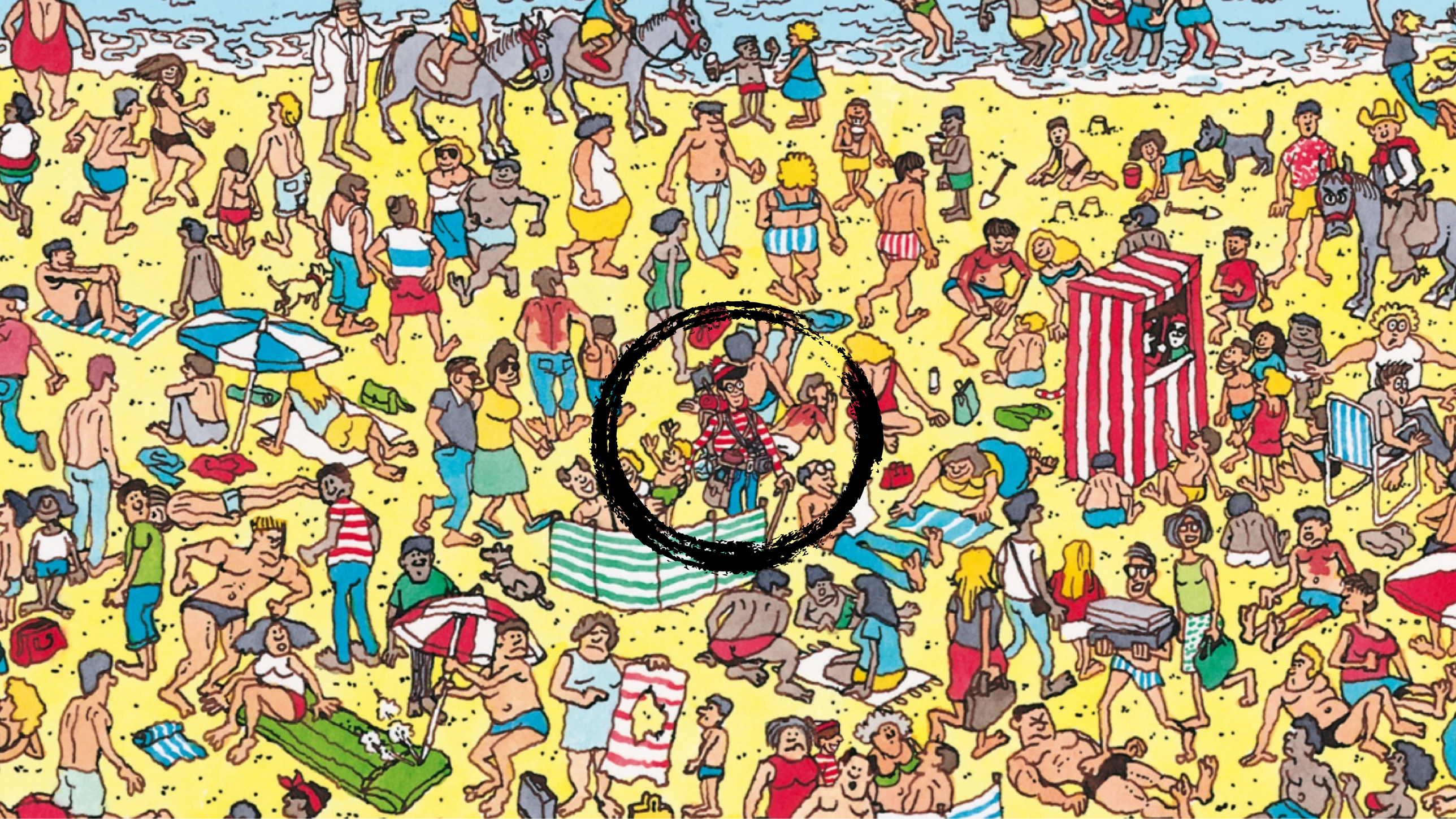
MPL Overview

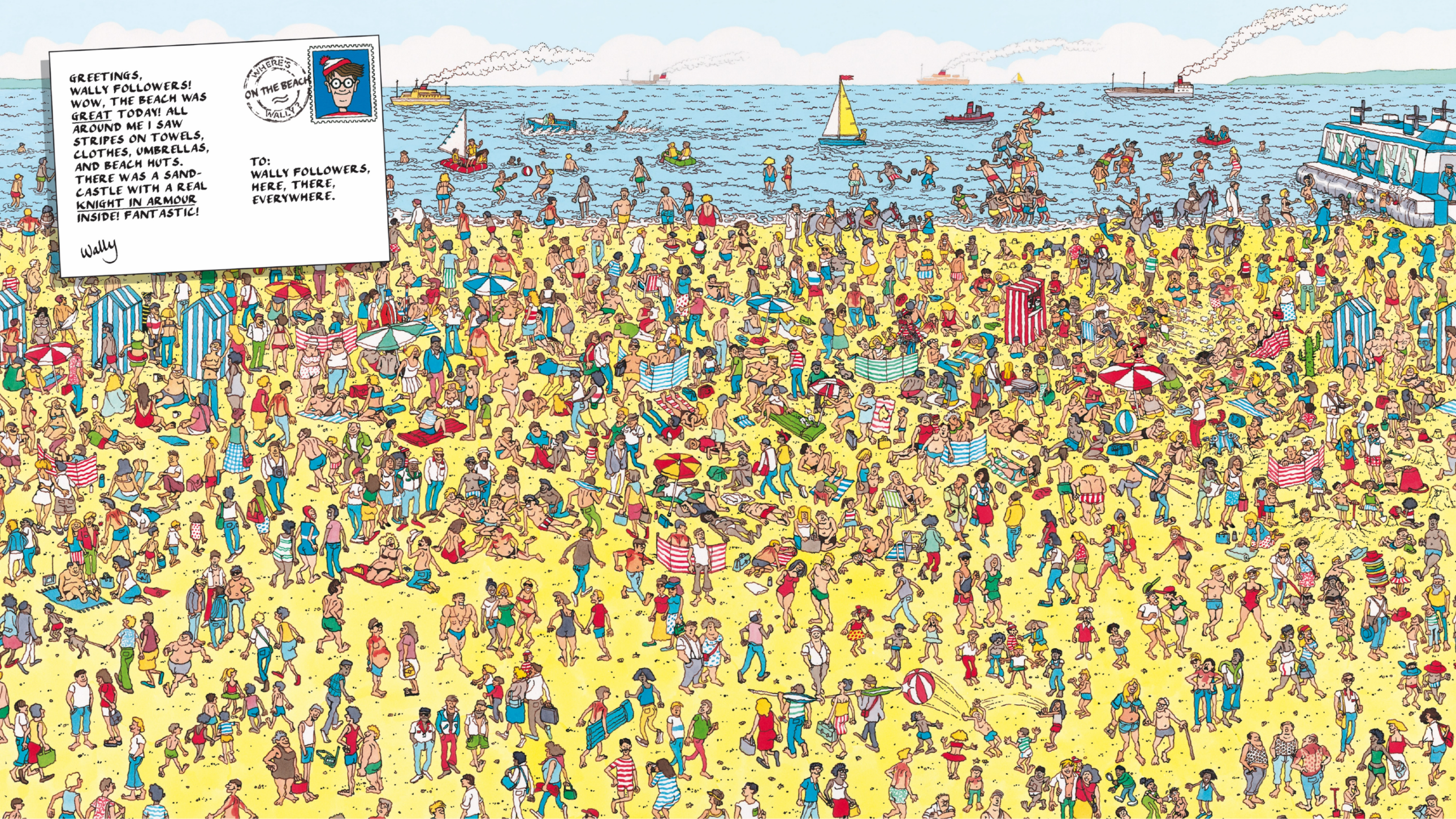
Deposit requirement	€ 0.00
Deposit balance	€ 0.00

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

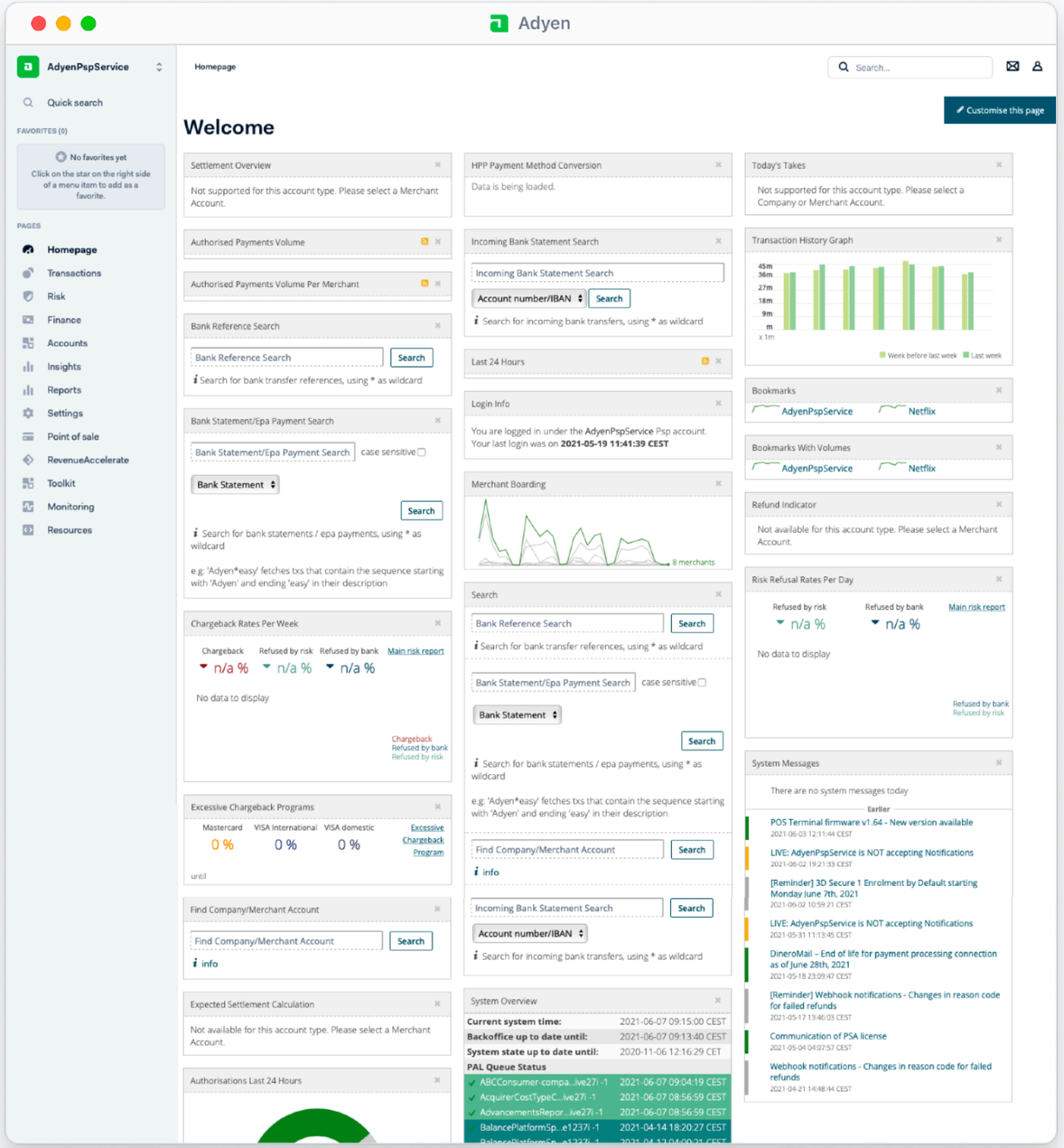
All in one solution. Serving no-one?

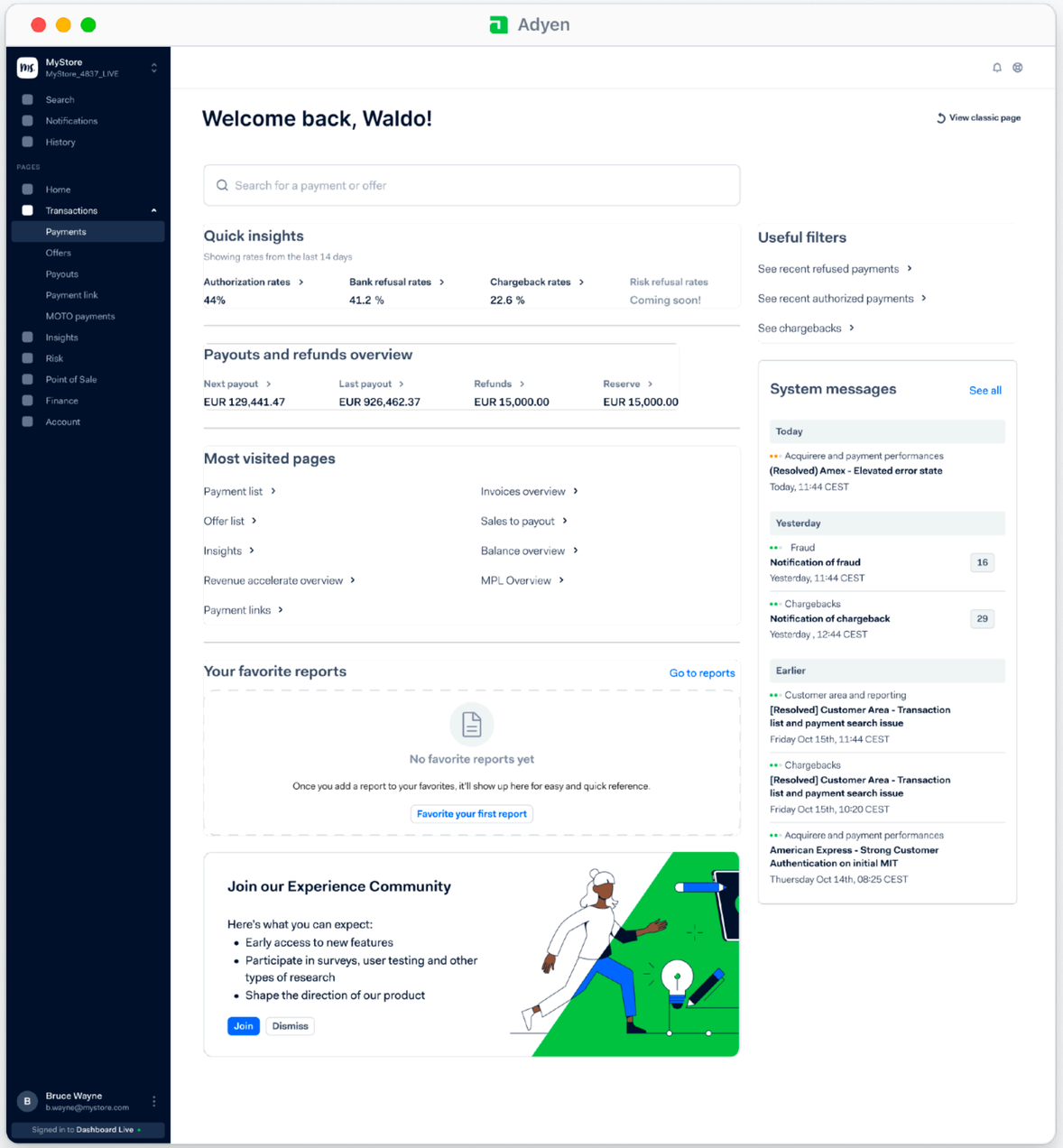
One size fits all




GREETINGS,
WALLY FOLLOWERS!
WOW, THE BEACH WAS
GREAT TODAY! ALL
AROUND ME I SAW
STRIPES ON TOWELS,
CLOTHES, UMBRELLAS,
AND BEACH HUTS.
THERE WAS A SAND-
CASTLE WITH A REAL
KNIGHT IN ARMOUR
INSIDE! FANTASTIC!
Wally
WHERE'S WALLY?
ON THE BEACH
TO:
WALLY FOLLOWERS,
HERE, THERE,
EVERYWHERE.

Why?


Adyen
AdyenPspService
Quick search
FAVORITES (0)
No favorites yet
Click on the star on the right side of a menu item to add as a favorite.
PAGES
Homepage
Transactions
Risk
Finance
Accounts
Insights
Reports
Settings
Point of sale
RevenueAccelerate
Toolkit
Monitoring
Resources
Homepage
Search...
Customise this page
Welcome
Settlement Overview
Not supported for this account type. Please select a Merchant Account.
HPP Payment Method Conversion
Data is being loaded.
Today's Takes
Not supported for this account type. Please select a Company or Merchant Account.
Authorised Payments Volume
Authorised Payments Volume Per Merchant
Incoming Bank Statement Search
Incoming Bank Statement Search
Account number/IBAN
Search
Search for incoming bank transfers, using * as wildcard
Transaction History Graph
45m
36m
27m
18m
9m
m
x 1m
Week before last week
Last week
Bank Reference Search
Bank Reference Search
Search
Search for bank transfer references, using * as wildcard
Last 24 Hours
Bookmarks
AdyenPspService
Netflix
Login Info
You are logged in under the AdyenPspService Psp account.
Your last login was on 2021-05-19 11:41:39 CEST
Bookmarks With Volumes
AdyenPspService
Netflix
Bank Statement/Epa Payment Search
Bank Statement/Epa Payment Search
case sensitive
Bank Statement
Search
Search for bank statements / epa payments, using * as wildcard
e.g. 'Adyen*easy' fetches txs that contain the sequence starting with 'Adyen' and ending 'easy' in their description
Merchant Boarding
8 merchants
Refund Indicator
Not available for this account type. Please select a Merchant Account.
Chargeback Rates Per Week
Chargeback
Refused by risk
Refused by bank
Main risk report
n/a %
n/a %
n/a %
No data to display
Chargeback
Refused by bank
Refused by risk
Search
Bank Reference Search
Search
Search for bank transfer references, using * as wildcard
Bank Statement/Epa Payment Search
case sensitive
Bank Statement
Search
Search for bank statements / epa payments, using * as wildcard
e.g. 'Adyen*easy' fetches txs that contain the sequence starting with 'Adyen' and ending 'easy' in their description
Risk Refusal Rates Per Day
Refused by risk
Refused by bank
Main risk report
n/a %
n/a %
No data to display
Refused by bank
Refused by risk
Excessive Chargeback Programs
Mastercard
VISA International
VISA domestic
Excessive Chargeback Program
0 %
0 %
0 %
until
Find Company/Merchant Account
Find Company/Merchant Account
Search
info
Find Company/Merchant Account
Search
info
Incoming Bank Statement Search
Search
Account number/IBAN
Search for incoming bank transfers, using * as wildcard
System Messages
There are no system messages today
Earlier
POS Terminal firmware v1.64 - New version available
2021-06-03 12:11:44 CEST
LIVE: AdyenPspService is NOT accepting Notifications
2021-06-02 19:21:33 CEST
[Reminder] 3D Secure 1 Enrolment by Default starting Monday June 7th, 2021
2021-06-02 10:59:21 CEST
LIVE: AdyenPspService is NOT accepting Notifications
2021-05-31 11:13:45 CEST
DineroMail - End of life for payment processing connection as of June 28th, 2021
2021-05-18 23:09:47 CEST
[Reminder] Webhook notifications - Changes in reason code for failed refunds
2021-05-17 13:46:03 CEST
Communication of PSA license
2021-05-04 04:07:57 CEST
Webhook notifications - Changes in reason code for failed refunds
2021-04-21 14:48:44 CEST
Expected Settlement Calculation
Not available for this account type. Please select a Merchant Account.
System Overview
Current system time: 2021-06-07 09:15:00 CEST
Backoffice up to date until: 2021-06-07 09:13:40 CEST
System state up to date until: 2020-11-06 12:16:29 CET
PAL Queue Status
ABCConsumer-compa...ive27i -1 2021-06-07 09:04:19 CEST
AcquirerCostTypeC...ive27i -1 2021-06-07 08:56:59 CEST
AdvancementsRepor...ive27i -1 2021-06-07 08:56:59 CEST
BalancePlatformSp...e1237i -1 2021-04-14 18:20:27 CEST
Authorisations Last 24 Hours


Adyen
MyStore
MyStore_4837_LIVE
Search
Notifications
History
PAGES
Home
Transactions
Payments
Offers
Payouts
Payment link
MOTO payments
Insights
Risk
Point of Sale
Finance
Account
Bruce Wayne
b.wayne@mystore.com
Signed in to Dashboard Live
Welcome back, Waldo!
View classic page
Search for a payment or offer
Quick insights
Showing rates from the last 14 days
Authorization rates
44%
Bank refusal rates
41.2 %
Chargeback rates
22.6 %
Risk refusal rates
Coming soon!
Payouts and refunds overview
Next payout
EUR 129,441.47
Last payout
EUR 926,462.37
Refunds
EUR 15,000.00
Reserve
EUR 15,000.00
Most visited pages
Payment list
Offer list
Insights
Revenue accelerate overview
Payment links
Invoices overview
Sales to payout
Balance overview
MPL Overview
Your favorite reports
Go to reports
No favorite reports yet
Once you add a report to your favorites, it'll show up here for easy and quick reference.
Favorite your first report
Join our Experience Community
Here's what you can expect:
Early access to new features
Participate in surveys, user testing and other types of research
Shape the direction of our product
Join
Dismiss
Useful filters
See recent refused payments
See recent authorized payments
See chargebacks
System messages
See all
Today
Acquirere and payment performances
(Resolved) Amex - Elevated error state
Today, 11:44 CEST
Yesterday
Fraud
Notification of fraud
16
Yesterday, 11:44 CEST
Chargebacks
Notification of chargeback
29
Yesterday , 12:44 CEST
Earlier
Customer area and reporting
[Resolved] Customer Area - Transaction list and payment search issue
Friday Oct 15th, 11:44 CEST
Chargebacks
[Resolved] Customer Area - Transaction list and payment search issue
Friday Oct 15th, 10:20 CEST
Acquirere and payment performances
American Express - Strong Customer Authentication on initial MIT
Thuersday Oct 14th, 08:25 CEST

First things first

Overview

Home
Payments
Performance
Risk
Partner
Finance
Insights
Reports
Pay by link
Developer
Account
Monitoring
Notifications
Help

Design Matters Adyen

September 2022

Country

Germany

Netherlands

Germany

Italy

Admin

Access to everything on the platform.

Manager

Limited access.

Customer support

Only access to...

Daily Monthly Yearly

Primary button

Existing customer

Last message sent an 2 weeks ago

1200 Users

Trial users

Last message sent 4 days ago

2304 Users

Merchant account

Search...

Merchant account

Merchant account

Merchant account

Merchant account

3 of 4 selected

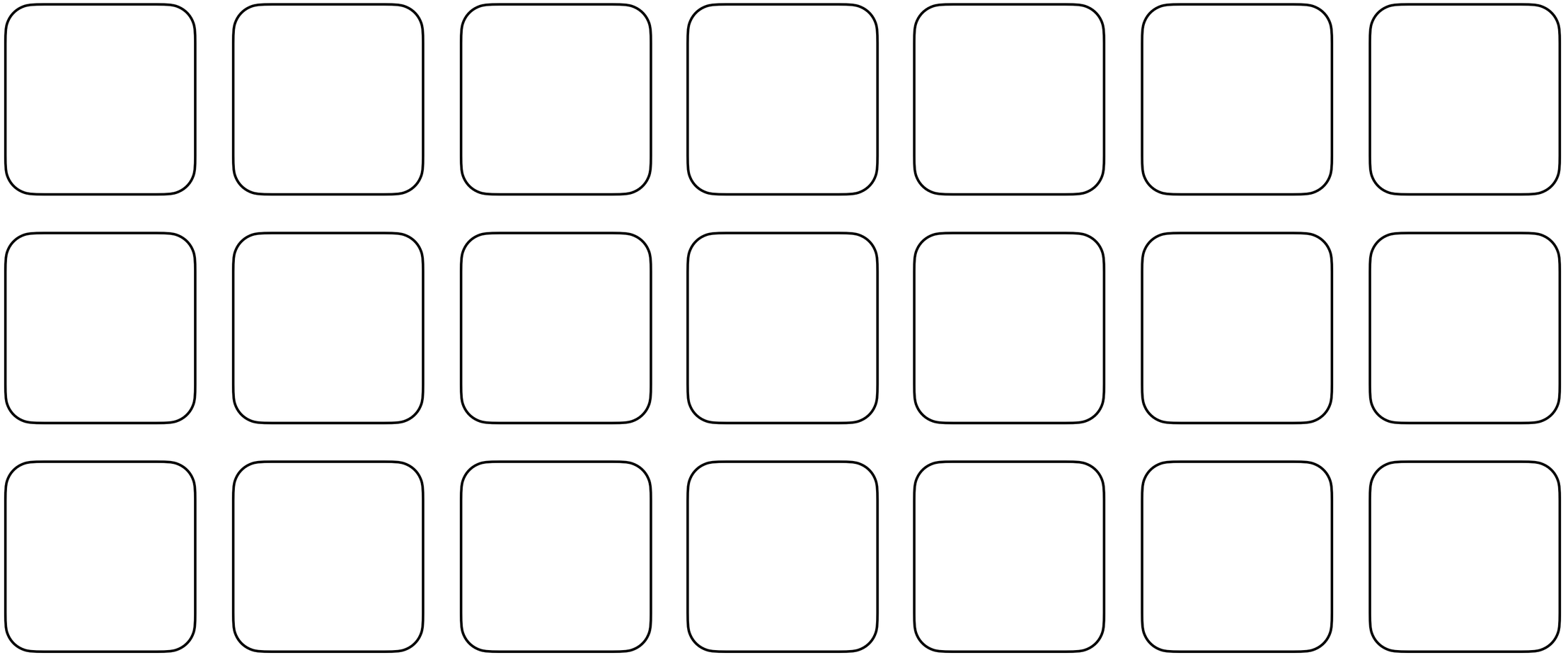
Apply

Applicant information

Personal details and application.

Edit

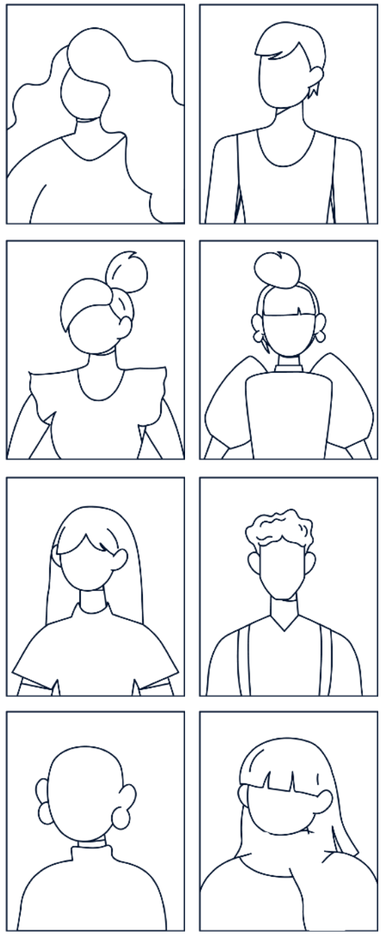
Full name	Margot Foster	Update
Application for	Product Designer	Update
Email address	margotfoster@example.com	Update
Salary expectation	$120,000	Update
About	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.	Update



21+ Form layouts

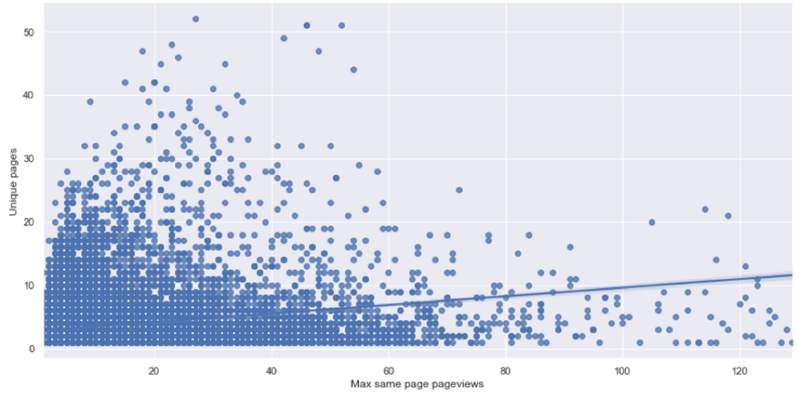
to 4 layouts

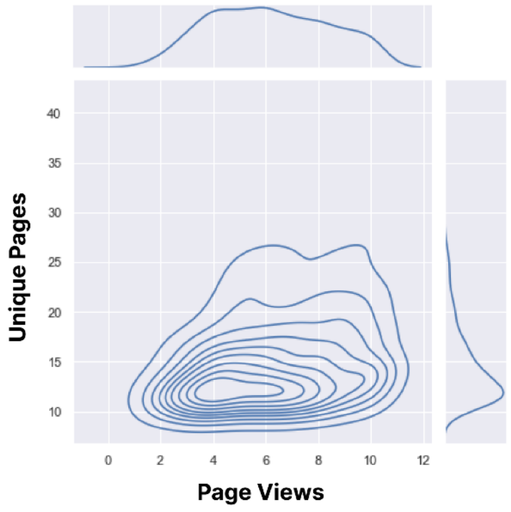
Who are our users?



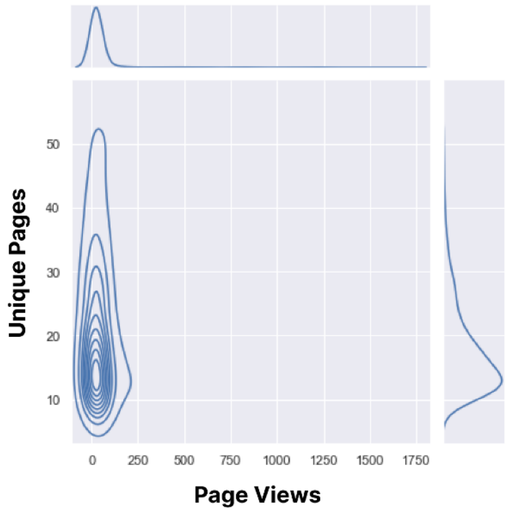
What are we responsible for?

All Users

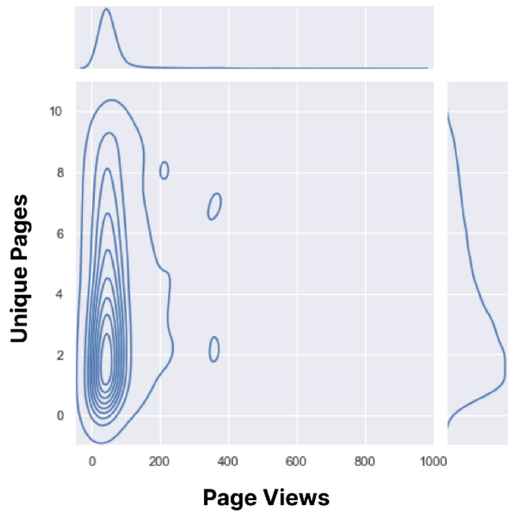




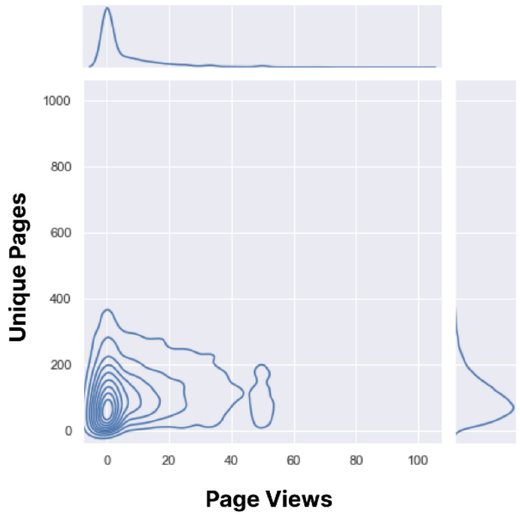
Generalists



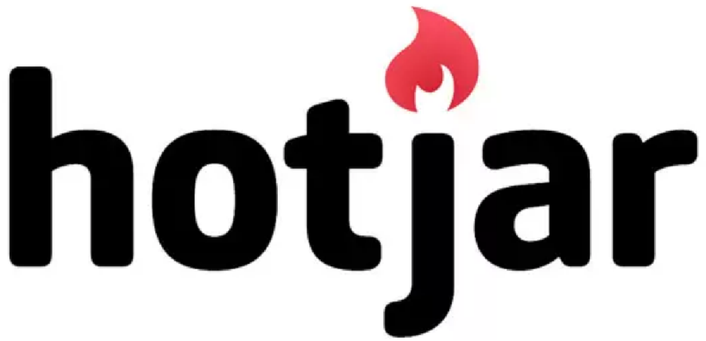
Experts



Specialists



Wanderers


hotjar

UserTesting®

lookback

Adyen

Adyen

- Notifications
- Tasks
- Home
- Payments
- Disputes
- Reports
- Finance
- Point of Sale
- Settings
- Help & Support
- Profile

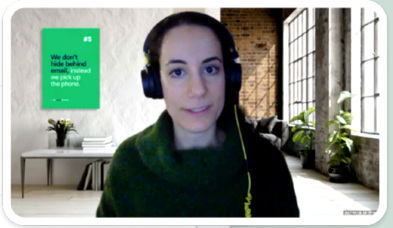
Users

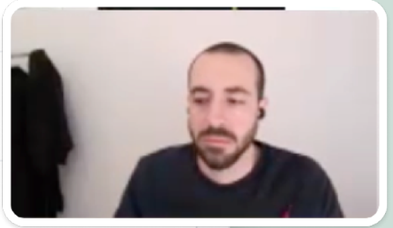
+ Add member

Active | Inactive | All

Search...

Username	Email	Accounts	Two-factor Authentication
Coen van [redacted] Admin @company.test	coen.[redacted]	Account_A, Account_B	Enabled
Naim [redacted] @company.test	naim.[redacted]	Account_A, and 3 others	Enabled
Luiza [redacted] @company.test	luiza.[redacted]	Account_A, Account_B	Enabled
Mikolaj [redacted] @company.test	mikolaj.[redacted]	Account_A, Account_B	Enabled
Leonardo [redacted] @company.test	leonardo.[redacted]	Account_A, Account_B	Enabled
Martijn [redacted] @company.test	martijn.[redacted]	Account_A, Account_B	Enabled
Daniel [redacted] @company.test	daniel.[redacted]	Account_A, Account_B	Enabled
Alper [redacted] @company.test	alper.[redacted]	Account_A, Account_B	Enabled
Johan Pieterse			

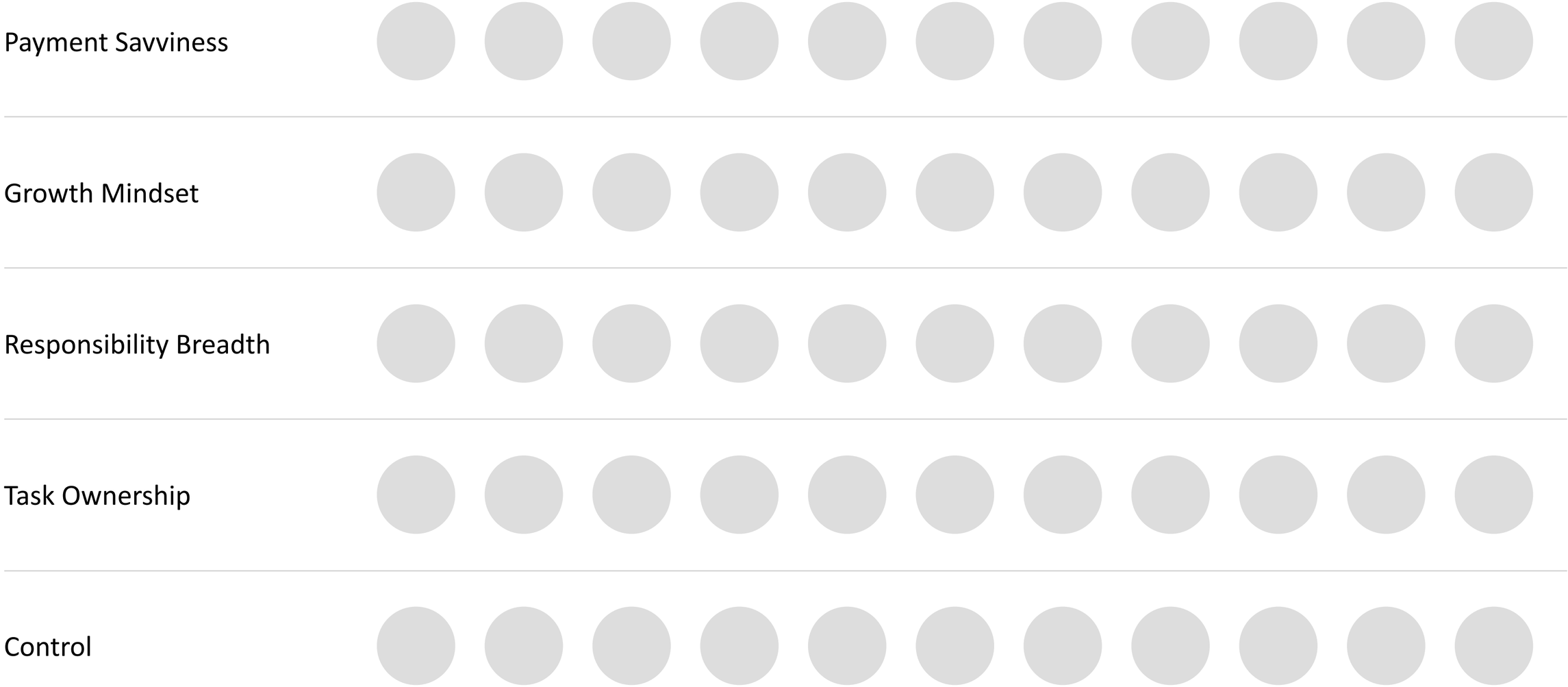


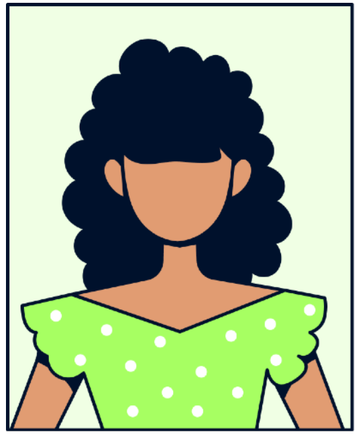


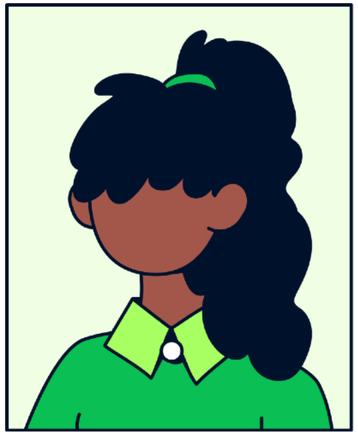
Design Matters | Adyen

September 2022

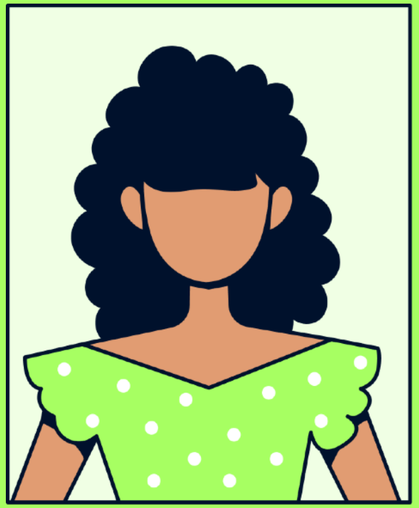
Task name & goal	Task frequency	Collaborator on task	Others	Triggers	Steps					
Customers contacting them due to some issue with payments (customer claims they've paid) Goal: troubleshoot the customer query Select tag Participant 14 Select tag	1x per week Select tag Participant 14 Select tag	Adyen support team Select tag Participant 14 Select tag	Type here... Select tag Participant 14 Select tag	client says they paid but it is not showing as paid Select tag Participant 14 Select tag	process: client sends an email with the issue Select tag Participant 14 Select tag	She is alerted that the client has an issue by colleagues let her know via email Select tag Participant 14 Select tag	goes to payment list Select tag Participant 14 Select tag	search for the merchant reference Select tag Participant 14 Select tag	click on PSP reference Select tag Participant 14 Select tag	reviewing that a transaction is ok - we check the history, the steps the client has in the process, was it received, refunded, etc. seeing a mistake in the payment. Mistake example: if there is refund or chargeback, connection with adyen. Issue for finance is when the client says they paid but in our side we don't have this payment. issue: when working with another platform, client paid through Adyen, but the other platform doesn't inform us that the client has paid. Then, the client sends proof from bank that paid, then send to adyen or to the other platform (PayPal) to identify the final payment. Ways to provide feedback on improvemnts? Challenge Participant 14 Discoverability
Review configurations, adding bank accounts for the batch, to make the configuration correct to launch. Seraphine helped us. Goal: What is the process we need to implement in Brazilian market? How do we identify transactions? What are the fields? How do we identify transactions? To coordinate the other platform E.g. Installments flow, refunds, partial refunds Other tool used Participant 14 Select tag	3x per week but depends on project Select tag Participant 14 Select tag	Seraphine (the customer success manager from Adyen) Select tag Participant 14 Select tag	Adyen support team Select tag Participant 14 Select tag	for example paying with installments, refunds - need to create process for all these situations . analyze the process. when all this is clear, i might need to speak with adyen or review. asked adyen for example for the future. Select tag Participant 14 Select tag	selects merchant account that's getting adyen Select tag Participant 14 Select tag	settings > manage merchant account. Needed help to understand what "capture delay" means, and change it sometimes *"Want to change the currency but I can't change it."* wants to change the currency, what is the impact we have in report if change fieds. Challenge Participant 14	Goes to payout accounts: wants to change the account, sends an email to adyen support. In the payout account: I have two payout accounts approved, one is BCDA (EUR) and another is BankJosh (EUR). And I can't change myself from BCDA to BankJosh to be the primary one. Then she spoke with Seraphine - it was the permission or role she had earlier in a specific merchant account, and now she can change it Challenge Participant 14 Discoverability		
Check how much deposit Adyen withholds so I can take it into account when reconciling Challenge Participant 14	Not a recurring task. 1 or 2 times per month in the last year Select tag Participant 14 Select tag	Project team Eleandra, or Alonso managing accounts receivable team, Crino or Pelle from the collection team Select tag Participant 14 Select tag	Type here... Select tag Participant 14 Select tag	once its all clear, there is one task in AR department to make this process 1x per month once we know what is work. when i have this clarified to see what is the process, i pass this to someone responsible Select tag Participant 14 Select tag	Going to adyen platform Select tag Participant 14 Select tag	Figure out the page where I can find the deposit > Company Balance Overview > Check the deposit column (not always I can find it there) Discoverability Participant 14 Select tag	If I can't find it, I send an email to customer support to inquire about where I can see the deposit and what I need to do Select tag Participant 14 Select tag	Reconciliation: have report for company, not merchant. Payments report - when downloads it dont have merchant id or psp id. Need this for reconciliation with my side [by the finance team]. In the individual report we have this information, but not in the consolidated report. Challenge Participant 14		
Provide roles to team members (the account receivable team, the collection department, the country director, customer support, IT) to be able to review or the tasks needed Select tag Participant 14 Select tag	---- Select tag Participant 14 Select tag	Type here... Select tag Participant 14 Select tag	Type here... Select tag Participant 14 Select tag	Team needs to review txn in Adyen Select tag Participant 14 Select tag	Identify all the roles needed So far they've only needed the Admin role and the role to see transactions Select tag Participant 14 Select tag	Go to user list Select tag Participant 14 Select tag				


Payment Savviness
Growth Mindset
Responsibility Breadth
Task Ownership
Control

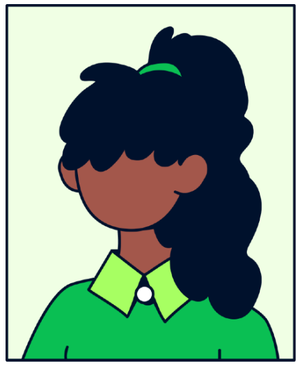




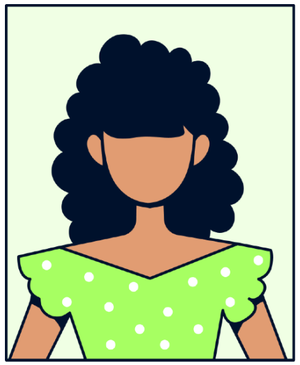
Monitoring Milo



Driving Dre



Monitoring Milo



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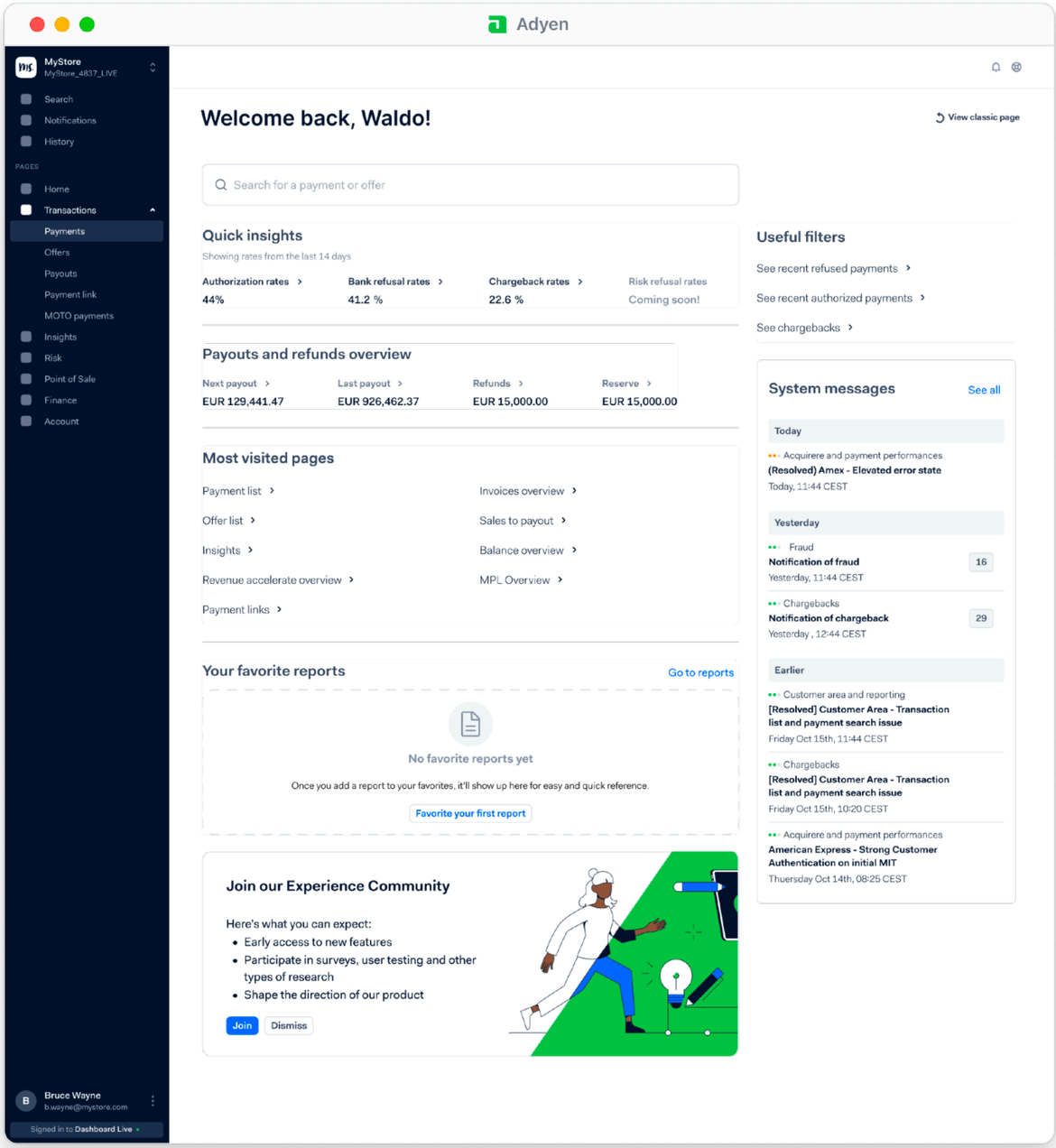
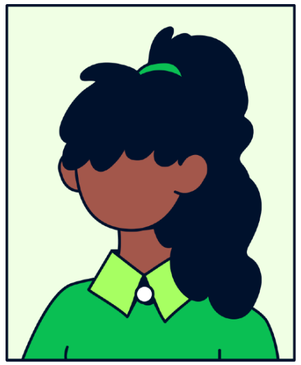
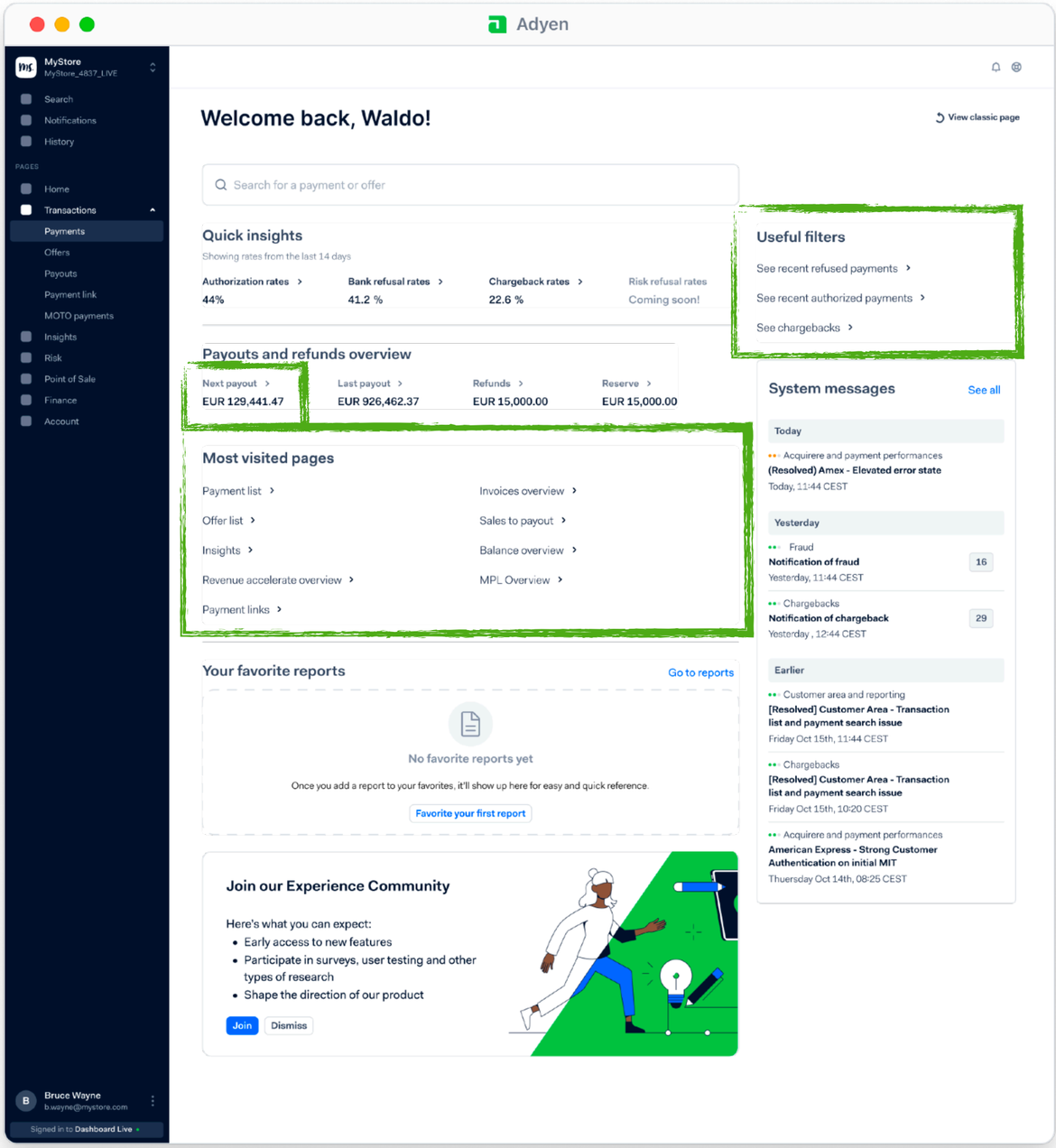




Monitoring Milo

Driving Dre



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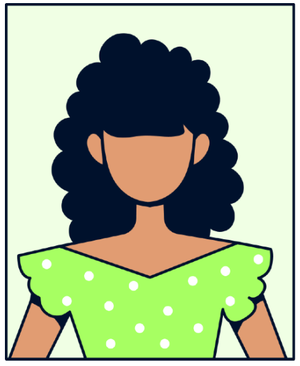
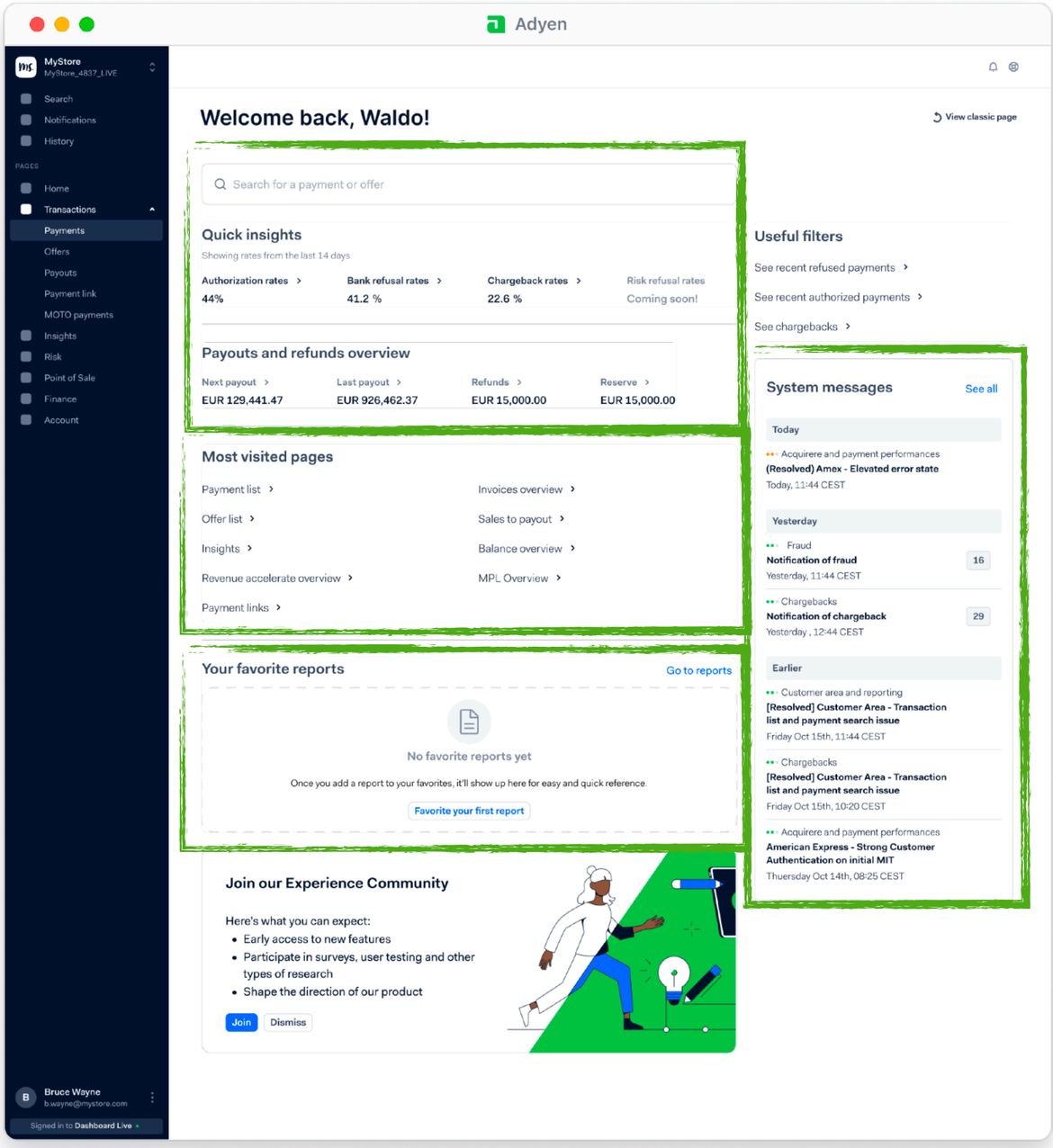


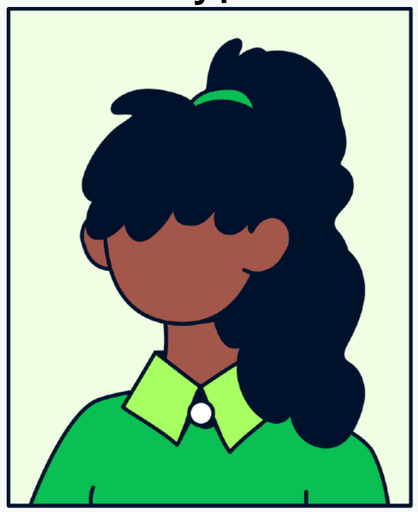
Driving Dre



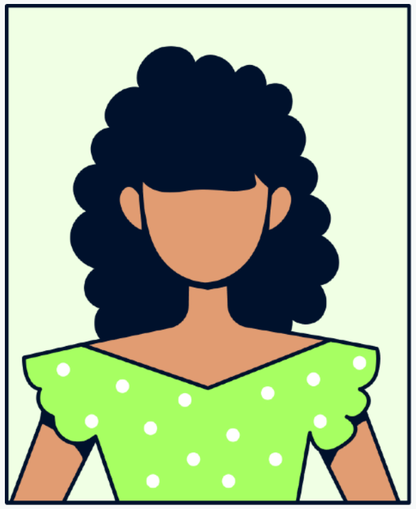
What happens when we truly put the customer at the center of our user experiences?

User types

Defining the different user types



Monitoring Milo



Driving Dre

One platform for all users

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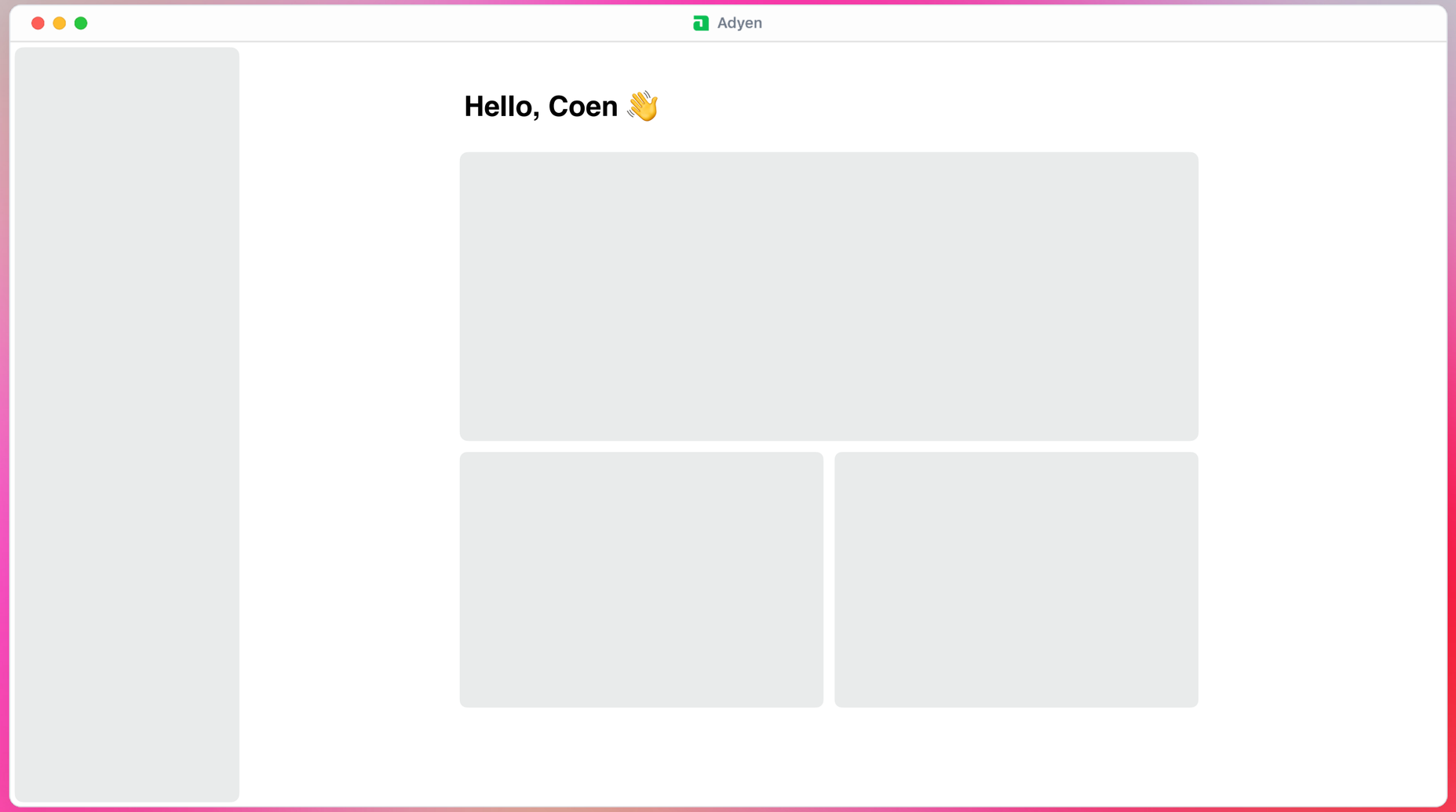
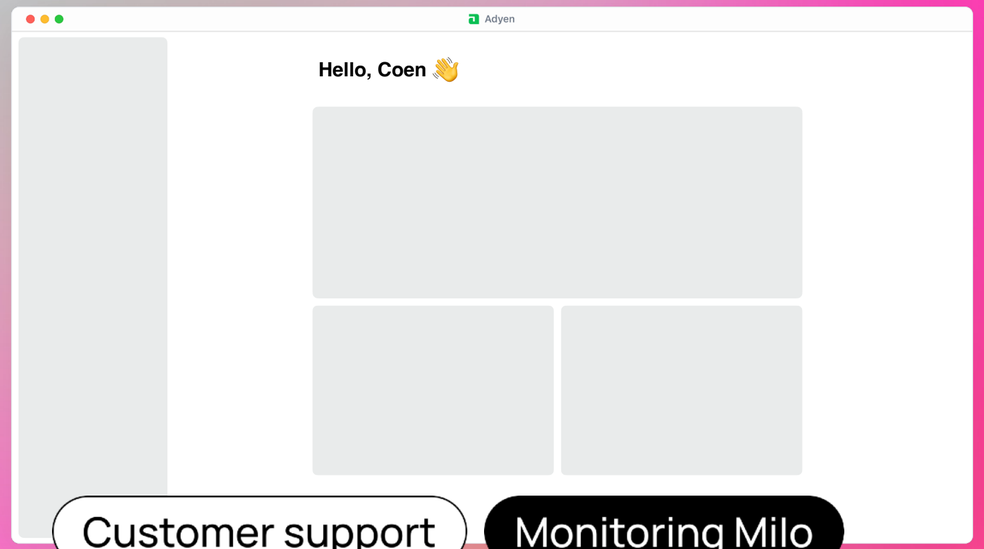
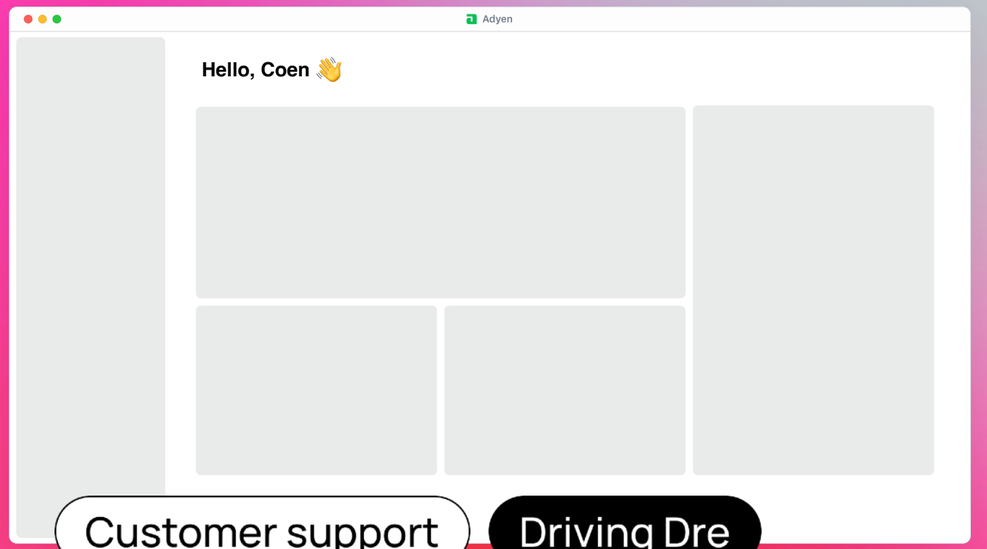
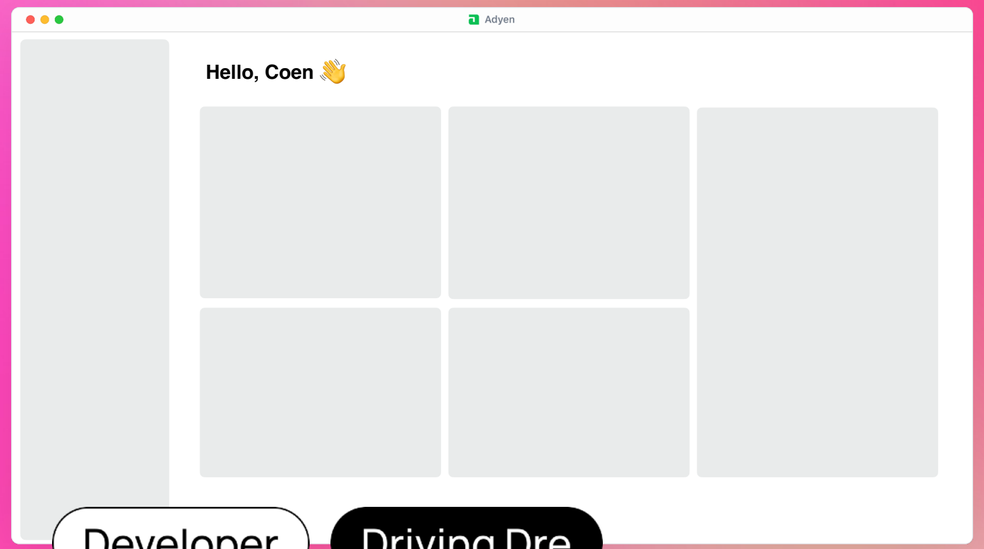




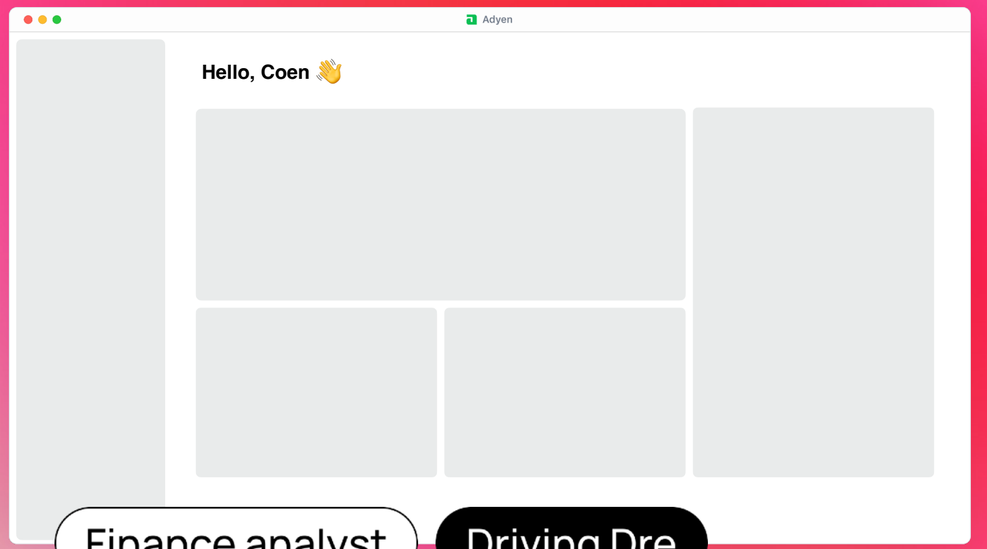
Customer support Monitoring Milo



Customer support Driving Dre



Developer Driving Dre



Finance analyst Driving Dre

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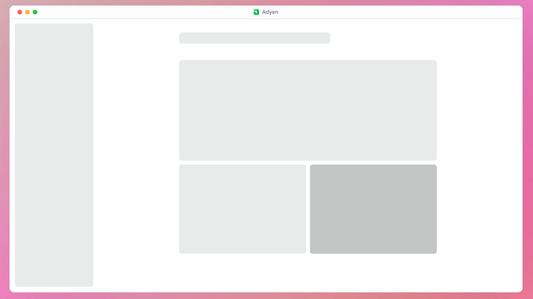
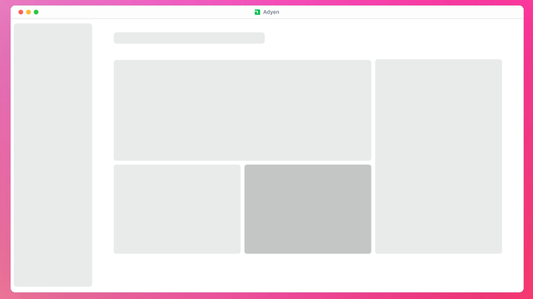
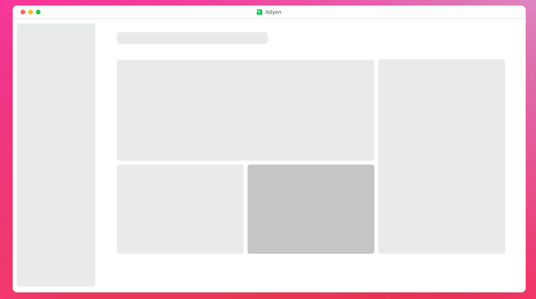
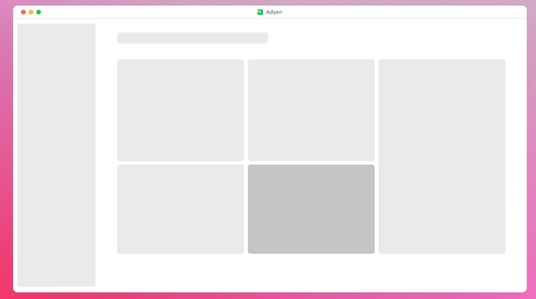
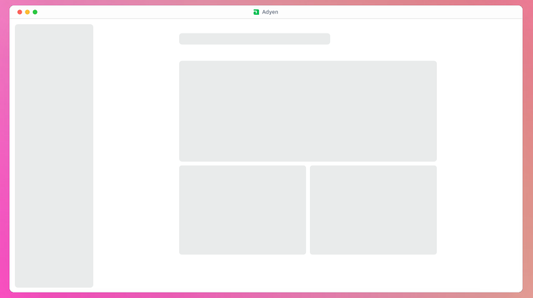
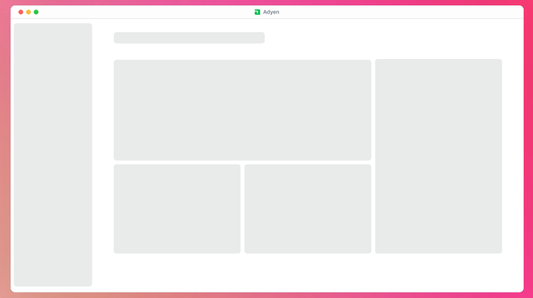
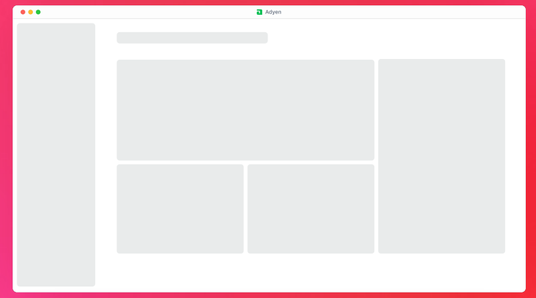
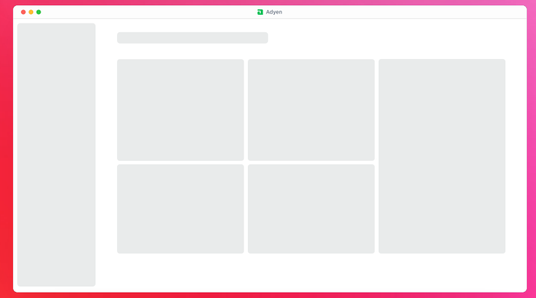
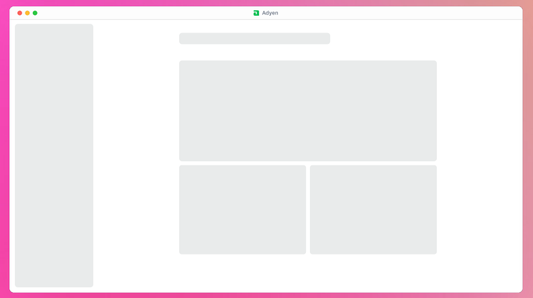
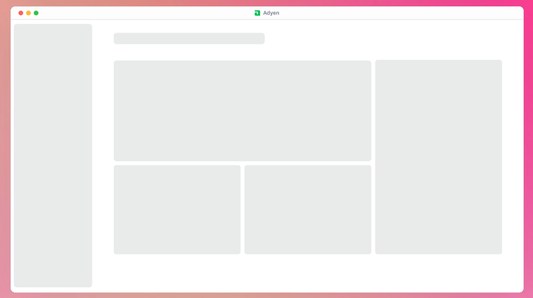
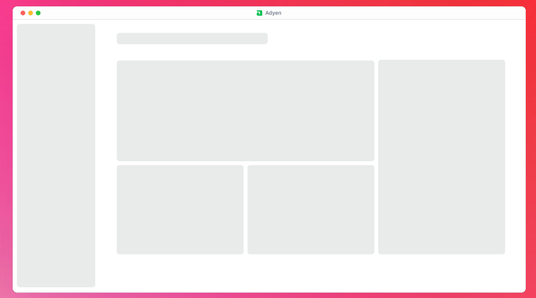
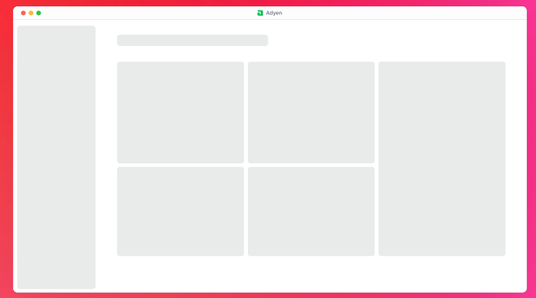
September 2022

	Monitoring Milo Customer support	Driving Dre Customer support	Driving Dre Finance analyst	Driving Dre Developer
Food & beverages				
Retail				
Hospitality				

Monitoring Milo
Customer support

Driving Dre
Customer support

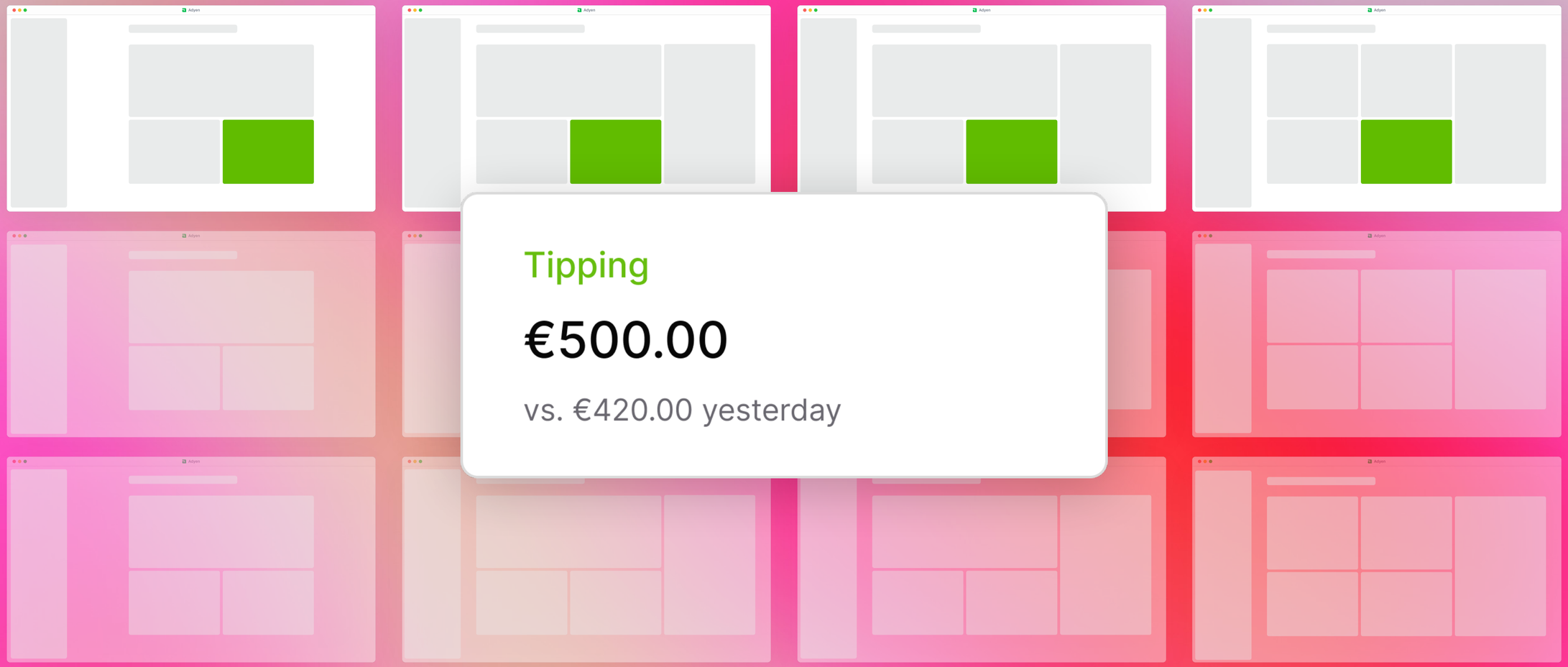
Driving Dre
Finance analyst

Driving Dre
Developer

Food & beverages

Retail

Hospitality



One application, with tailored experiences per user type

Why does designing for experiences matter?

Become experts on a specific set of users and their tasks.

Get complete control over the experience for those groups

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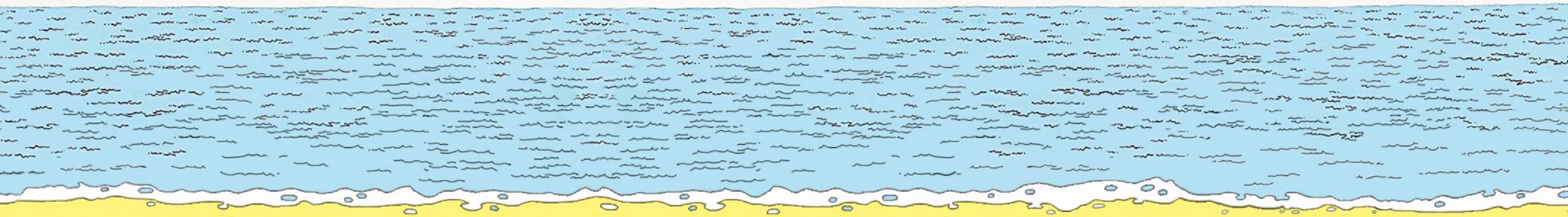

Recap

Recognise the problem

Create foundation to build upon

Understand users’ goals & needs

Put users at the center of experience decisions

Learnings

Early involvement

Autonomy

Tailored experiences

We're hiring!