

User Guide

Merchant Acquiring Processing Platform

V1.2.4

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Related Documents

Readers should refer to the following documents for information that supplements this manual:

Internal Documents: Cortex Merchant User Guide—provides a general overview of the product, as well as the description of the installation and configuration procedures.

Other Documents: Visa Base II Clearing and Settlement Member Documentation
Interchange Formats TC01 to TC48
Interchange Formats TC50 to TC92
VISANET Settlement System (VSS) Member Documentation
Financial Settlement Guide: American Express EUROPAY ECCF
Programmers Specifications IPM Clearing Formats
The Global Clearing Management System

Preface

Purpose and Organization

This document describes how Cortex merchant works and instructs operations staff on how to manage and monitor the system processing.

The structure of this document provides three modules whose content is oriented to different audiences. These modules are:

1. High-level overview - provides a technical introduction to the Cortex Merchant system management. The information in this module is intended chiefly for operators who require information on Cortex merchant operations.
2. Application-level module – this module explains how to use Cortex Merchant to monitor and maintain its operation. It is intended to assist Financial Institution operatives and all others charged with the task of administering and monitor online POS transactions.
3. Technical specification – this module is intended for a technical audience.

Glossary of Special Terms and Acronyms

This glossary contains terms and acronyms used to describe various aspects of the transaction merchant process.

TERM	DEFINITION
ACRONYMS	
API	Application Programming Interface
ARN	Acquirer Reference Number is a unique retrieval reference number, assigned by an acquirer to allow tracing of a transaction. It is part of every draft transaction, and is kept throughout the life of that transaction. The ARN consists of 23 digits that represent: a Format Code (1 digit), Acquirer's BIN (4 digits), Capture date (YDDD format), Locator Number (11 digits) and a Check Digit (1 digit). At times, if applicable according to a Card Association, the first two digits of an ARN can be the Interchange Rate Qualification Program Indicator.
BIN	A Bank Identification Number is assigned by card associations to identify their members. The BIN appears as the first three to six digits of a cardholder account number, as well as part of ARN.
CPD	The abbreviation used for Clearing Date (Central Processing Date or Network Processing Date). It is the date when Clearing assumes the network (card association or other destination institution) will receive and process the Clearing transaction.
DBM	Database Management
ECCF	The Europay Common Clearing Format is used to exchange data with ECCSS. It is based on ISO8583.
ECCSS	Europay Common Clearing & Settlement System

EMV	Europay, MasterCard and Visa
ICA	Interbank Card Association is a unique identifier assigned to a member by MasterCard.
ISO8583	The ISO standard for online message flow used in processing card transactions.
IMF	Internal Message Format
INET	The MasterCard Clearing and Settlement System for the daily processing and routing of financial transactions between MasterCard and its members world-wide.
Batch Header	A transaction message sent to announce a transaction upload. It precedes the batch details and indicates the number of messages to follow as well as total amounts.
Batch Trailer	A transaction message trailing the record details and indicating that the batch upload process is completed.
Calendar	The module controlling time-driven processes like payment cycles, delivery of payments, etc.
Card Association	An organization that owns a specific card scheme and sells franchises for the acquiring and issuing business. It also sells processing services for the card scheme brands, products, and programs to financial and other institutions.
Card Scheme	Organization which owns one or more card brands and operates one or more card systems. (Example: Visa, MasterCard, Europay, Amex, Diners, Discovery, Proprietary Card Brand, etc.)
Card Type	The type of card (e.g. gold, or classic, or is it personal, business, corporate)
Merchant Currency	It is usually the transaction currency for acquirers, and cardholder billing currency for issuers.
Destination Institution	The institution where the export file is sent. The destination of a transaction, batch, and file.
Discover	Discover Card—an independent US credit card network.
Duplicate File	A file is considered duplicate if it comes in with the same file information as another file as another file previously processed in Clearing.
Exception System	The system processing exception items (incoming chargebacks, outgoing presentments, fees & fund disbursements, retrieval request and responses).
File Export	Clearing Export
File Import	Clearing Import
File Processing Granularity	Processing granularity is achieved at the file level in the Clearing Services. It means that records from a file cannot be exported until the import file containing these records has been completely processed.
File Recognition	Process that recognizes incoming files.
File Trailer	The last record in the incoming and outgoing clearing file that includes the number of records, accumulated transaction amounts, and transaction count.

File Header	The first record on the incoming and outgoing clearing file that includes its standard file name (to prevent trans- mission duplication) as well as the date and time when the file was created.
Forwarding Institution	The institution that transmitted the transaction to the clearing system. It can be either an acquirer or a processor.
Interchange Rate Indicator	The first two digits of the ARN identifying the interchange rate at which the transaction was presented (MasterCard).
Mailbox	The messaging service through which internal products communicate to each other. It is a logical location where tasks may leave and pick up data.
MAS Code	The billing code used to specify how merchant POS transactions are to be priced. It is also commonly referred to as the equivalent to an Interchange Rate Program.
Non-Financial Transactions	Transactions that are not subject to settlement.
Posting	Process of recording debits and credits to individual cardholder balances.
Forwarding Institution	The institution that transmitted the transaction to the clearing system. It can be either an acquirer or a processor.
Interchange Rate Indicator	The first two digits of the ARN identifying the interchange rate at which the transaction was presented (MasterCard).
Mailbox	The messaging service through which internal products communicate to each other. It is a logical location where tasks may leave and pick up data.
MAS Code	The billing code used to specify how merchant POS transactions are to be priced. It is also commonly referred to as the equivalent to an Interchange Rate Program.
Non-Financial Transactions	Transactions that are not subject to settlement.
Posting	Process of recording debits and credits to individual cardholder balances.
Presentment	Transaction data presented initially from an acquirer to an issuer.
Receiving Institution	The transaction destination institution, the institution (on-us or external) receiving the transaction from the clearing system.
Qualification	The process of qualifying transactions according to association rules.
Retrieval request	The request for an original, or a copy, of the transaction document.
Scheduler	Process used to schedule tasks to be run by date and time.
Second Presentment	A financial transaction originated by an acquirer to partially or wholly recover funds charged back to the acquirer by an issuer in a prior chargeback action.
Source Institution	Source institution can be either the institution which is the source of a transaction, or a source of a clearing file. File source can be either an acquirer or a processor.

Transaction Editing	Editing of transactions according to the defined rules determined by associations and institutions.
Transaction Enrichment	The process of enriching transactions with the necessary data (e.g. BIN type, BIN length, BIN Country Code etc.).
Transaction Type	A group of transactions that affects an account (e.g. sale, credit, cash advance, etc.)
Transaction Validation	A process that determines if a transaction contains acceptable values.
UNDO Facilities	<p>The facilities that allow you to:</p> <ul style="list-style-type: none"> • “undo” processing prior to final clearing file transmission to outbound institutions. • reverse and export the reversed file in case the transactions from a file which was imported by mistake, were exported.

Introduction to Cortex Merchant User Guide

The Merchant Management Module solution consists of the POS & Merchant management system and it includes the processes required to settle with the merchants as well as the POS inventory management.

The merchant management module provides a web based configuration manager (Cortex Merchant) that allows a system administrator to define entities in the system, and generate appropriate reports and enough audit trails to ensure all actions are fully secured and traceable.

The merchant management system includes the below modules:

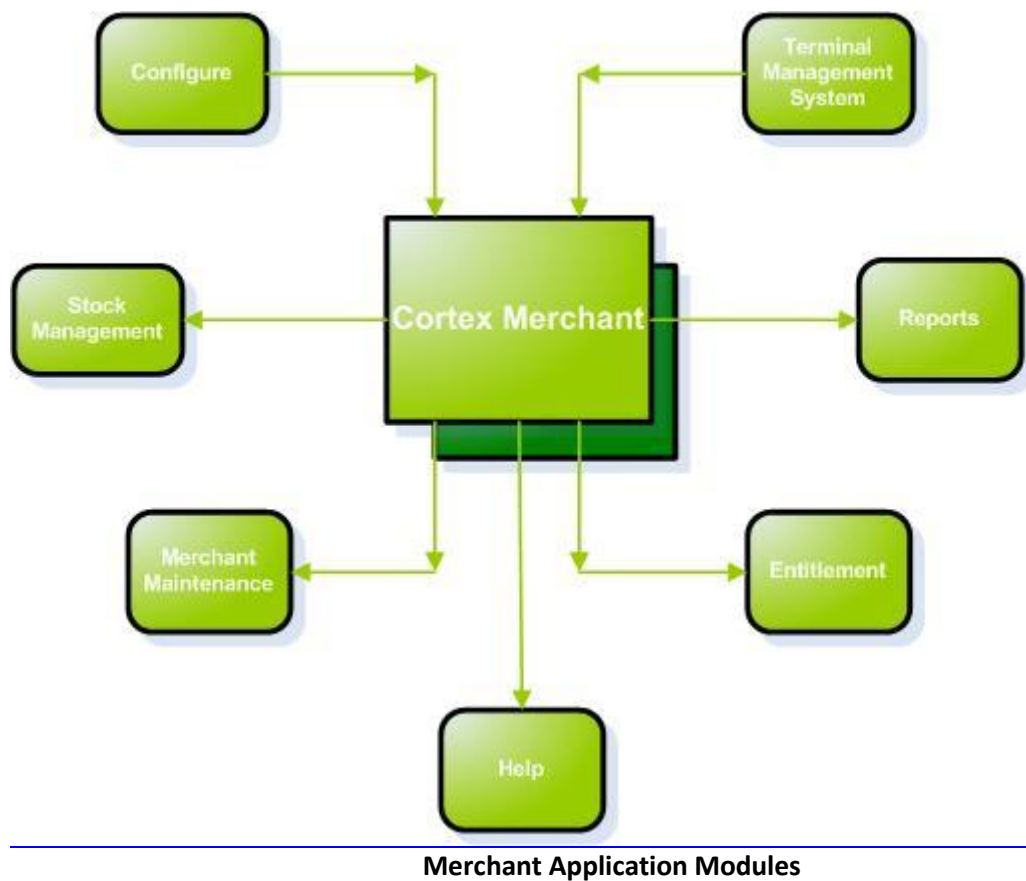
- ▶ Security Module
- ▶ Configuration Module
- ▶ POS Inventory Module
- ▶ Merchant and Terminal Module
- ▶ Merchant support Module
- ▶ Settlement Process Module
- ▶ Reporting And statistic Module

The following sections will discuss the various Cortex Merchant modules and cover their features.

The POS / Merchant module implements an enhanced institution concept to include additional transaction information. The additional information is broken into a hierarchical structure of entities from general to specific. These hierarchical entities may include the bank or institution, the agent, merchant chain, merchant, store, terminal, and batch. This structure's acronym facilitates integrated multi-acquirer and multi-card scheme setup and processing. Although IST/POS supports multi-card schemes, some cards may contain extraneous information which is not recognized by IST/POS.

Note that the entities presented here are only used as an example. The hierarchy that can be defined may use any other entities as these are completely user-configurable.

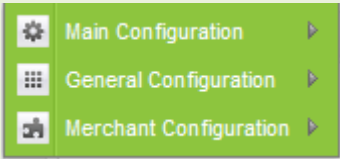
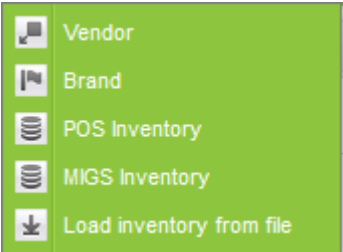
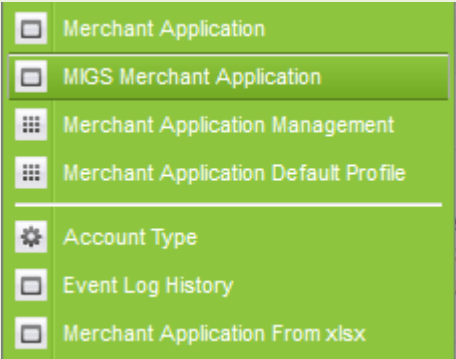
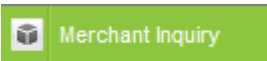

As shown in the below figure, Merchant Application is composed of seven modules:










































Each module includes the following functionalities:

- Configure
- Stock Management
- Terminal Management System
- Inquiry
- Settlement Matching
- Merchant Maintenance
- Merchant Help Desk
- Entitlement
- Reports
- Help

They will appear as follows on the screen:

Module	Functionalities
Configure	
Stock Management	
Terminal Management System	
Inquiry	
Settlement Matching	

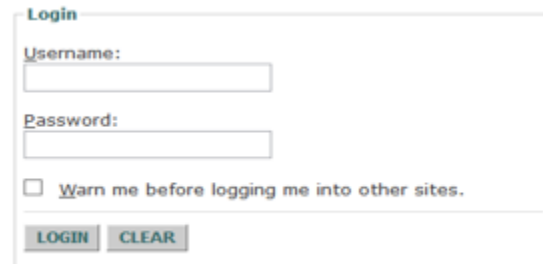
Merchant Maintenance	<div> <div>  Custom Fees  Rule Items  Rules </div> <div>  Fee Profile  Fee Profile Detail </div> <div>  General Scale Profile  General Scale Detail </div> <div>  Transaction Class  Transaction Code </div> <div>  Commission Profile  Commission Profile Details </div> <div>  Change Merchant Status  Duplicate Merchant </div> <div>  Change Terminal Status  Terminal Activation </div> <div>  Hold Payment  Merchant Payment Management </div> <div>  Load Merchant Status Process </div> </div>
Merchant Help Desk	<div> <div>  Case Management  Case Status </div> <div>  Issue Type  Issue Sub Category </div> </div>
Entitlement	<div> <div>  Dual Requests  Users Sessions </div> </div>

<p>Reports</p>	<div> <div>  Configuration Reports </div> <div>  Terminal Management System Reports </div> <div>  Stock And Maintenance Reports </div> <div>  Application Reports </div> <div>  Help Desk Reports </div> <div>  Security Reports </div> <div>  Statistic Reports </div> <div>  Fraud Reporting </div> <div>  Offline Reports </div> <div>  Merchant Reports </div> <div>  Cash Back Reports </div> </div>
<p>Help</p>	<div> <div>  Reset Perspective </div> <div>  Operations Guide </div> <div>  New Window </div> <div>  About Cortex Merchant </div> </div>

Login and Logout

Login

When you start the Cortex Merchant application, the login screen is launched, and displayed. The login screen prompts you to type in the user name and password



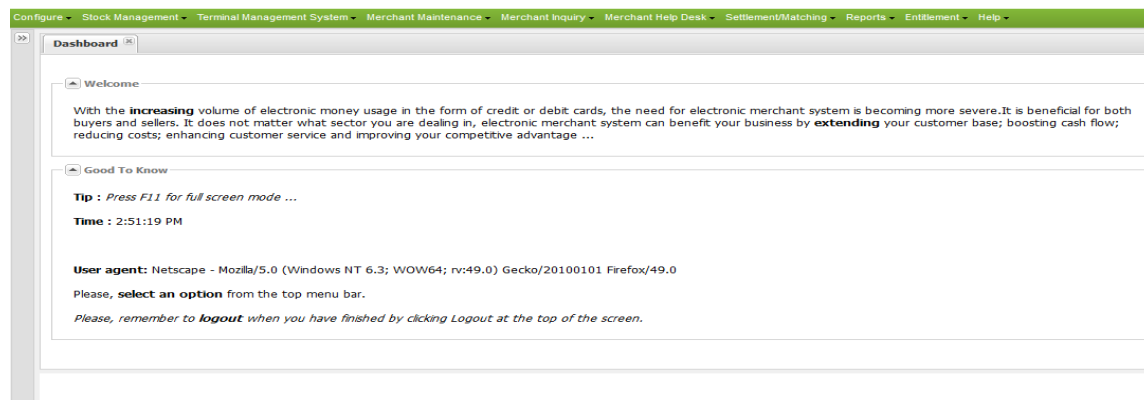
Type in the required information and click Login.

The Authentication server will authenticate the entered data. When the data is successfully authenticated, the application window is displayed with all the options you can access. Access rights are determined by the Entitlement Server.

Note: Passwords have a set expiration date.

Once your password expires, you must reset it. That's why you need to remember the old password in order to get a new one.

Once your login is confirmed, the below screen appears:



Login Failure

Login failure occurs if:

- The account is locked
- The password is inconsistent with the required rules
- The account has expired
- The password has expired

Logout


















In order to logout:

- Click on the Logout link at the upper right hand side of the application screen. This will redirect you to the login screen.
















Configure

This module allows the user to implement a hierarchical configuration scheme for Cortex Merchant application.

It is divided into 3 main configuration sections:

Main Configuration	<div><div><div> Institution Type</div><div> Institution</div><div> Address</div><div> Contact</div><div> Country</div><div> Province</div><div> County</div><div> City</div><div> District</div><div> Currency</div><div> Currency Rates</div><div> Card Scheme</div><div> Card Product</div><div> Rule</div></div></div>
General Configuration	<div><div><div> Language</div><div> General Parameter Family</div><div> General Parameter</div></div></div>

Merchant Configuration

	Merchant Level
	Merchant Category Codes
	Application Type
	Risk Level
	Promotor
	Break Down
	Bank
	Branch
	Payment Type
	Merchant Status
	Terminal Status
	Hold Payment Rules
	Hold Payment Rule Definition
	Hold rule profile definition
	Merchant Segment

Configure

Institution Type

The following procedure is used to manage Institution types.

To access, select **Main Configuration>Institution Type**.

Viewing or Changing an Institution Type

1. Once the list of institution types is displayed, highlight the institution type of choice, and click **[Edit Institution Type]**.

The screenshot shows a web application window titled "Institution Type". It contains a form with a label "Institution Type:" and a text input field containing "Financial Institution". Below the input field is a "Save" button. Underneath the form is a table with the following content:

Institution Type
32ki
Financial Institution
dasdas

Below the table are three buttons: "+ New Institution Type", "Edit Institution Type", and "Remove Institution Type". At the bottom of the window, there is a pagination bar showing "Page 1 of 1" and "Displaying 1 - 3 of 3".

2. Modify the required, then click **Save**.

Adding an Institution Type

1. To add an institution type, click on **[New Institution Type]** to add a new institution type.
2. Fill in the necessary details, then click **Save**.

Removing an Institution Type

1. To remove an Institution Type, select it from the Institution Type group box.
2. Click **[Remove Institution Type]**.

Note: To scroll through the pages, click on the following:



To go to the first page.



To go to the previous page.



To go to the next page.



To go to the last page.



To refresh.

Institution

The following procedure is used to manage Institutions.

To access, select **Main Configuration>Institution**

Viewing or Changing an Institution

1. Once the list of institutions is displayed, highlight the institution of choice and click on **[Edit Institution]**.

The screenshot shows a web application interface for managing institutions. At the top, there is a form titled 'Institution' with the following fields: Institution Id (504300), Institution Type (Financial Institution), Institution Name (AlJazira Institution), Language Code (English), Secondary Language Code (Arabic), Currency Code (SAR), and Fiscal Year Start Date (1212). Below the form are three buttons: 'Save', 'Link Address', and 'Link Contact'. Underneath the form is a table with columns: Institution Id, Institution Type, Institution Name, Fiscal year start date, Language code, Second language code, and Currency. The table contains one row with the data: 504300, Financial Institution, AlJazira Institution, 1212, English, Arabic, SAR. At the bottom of the interface, there is a pagination bar showing 'Page 1 of 1' and 'Displaying 1 - 1 of 1'.

The following table defines the elements you see on the screen:

Element	Description	Setup Details
Institution ID	Alpha / numeric maximum 10 characters	Enter the Institution Id for the Institution to be defined. The Institution ID must be unique.
Institution Type	Select from list	The Institution Type that corresponds to the selected Institution.
Institution Name	Alpha / numeric maximum 40 characters	Enter the name of the Institution.
Language Code	Select from Search List Dialog	This value is for information only.
Second Language Code	Select from Search List Dialog	Select the second language code, if applicable.
CURRENCY CODE	SELECT FROM SEARCH LIST DIALOG	SELECT THE BASE CURRENCY USED BY THE INSTITUTION.
Fiscal Year Start Date	Alpha / numeric maximum 4 characters	This value is for information only. Use MMY format.

2. Modify the necessary elements, then click **Save**.

Adding an Institution

1. To add an institution, click on **[New Institution]**.
2. Fill in the necessary details, then click **Save**.

Removing an Institution

1. To remove an institution select it from the Institution group box.
2. Click on **[Remove Institution]**.

Linking an Institution to an Address

1. To link the desired institution to an address, click on **[Link Address]**.
2. To retrieve the information of the selected address, simply click **[Address Detail]** on the right, then close it when done.

Link Institution to Addresses

Institution: AlJazira Institution

Address: King Saud Street (Juli) Address Detail

Address Role: Main

Save

Institution	Address Role	Address 1	Phone 1	email Address	Fax
AlJazira Institution	Main	King Saud Street (Juli)	04-6265922		01-2709366

Page 1 of 1 Displaying 1 - 1 of 1

4. To add the link click **Save**.
5. To remove the link click **[Remove Link]**.

Linking an Institution to a Contact

Each Institution may be defined with multiple address records. Each address record has a defined role such as location, Shipping, Receiving or Reporting.

To link an institution to a contact:

1. Click on **[View List of Institutions]**.
2. Highlight the desired one, and click **[Link Contact]**.

The following screen is displayed.

Link Institution to Contacts

Institution: AlJazira Institution

Contact: Sayed2 Salam

Contact Role: Main

Contact Detail

Save

Institution	Contact Role	Contact Name	Professional Title	Phone	Email
AlJazira Institution	Main	Sayed2 Salam	Sales	03-8095907	

Page 1 of 1

Displaying 1 - 1 of 1

3. To retrieve the details of the selected contact, simply click **[Contact Detail]** on the right, then close it when done.

4. To add the link, click **Save**.

5. To remove the link click **[Remove Link]**.

Address

The following procedure is used to manage addresses.

To access, select Main **Configuration > Address**

Viewing or Changing an Address

1. Once the list of addresses is displayed, highlight the address of choice and click **[Edit Address]**.

Address

Street: Albahar Street

Building/Center: Khaskiah

Address 3: na

Address 4: na

Country: KSA

Province: Western Province

County: Western

City: Jeddah

District: Al Balad

Postal Code: 21474

Email:

Website:

Main phone: 02-6491391

Secondary: 02-6491391

Fax: 02-6482781

Save

Street	Building/Center	Address 3	City	District	Postal Code	Email	Website	Main Phone	Secondary Phone	Fax
Albahar Street	Khaskiah	na	Jeddah	Al Balad	21474			02-6491391	02-6491391	02-6482781

Page 1 of 1

Displaying 1 - 599 of 599

The following table defines the elements you see on the screen.

Element	Description	Setup Details
Address 1	Alpha / numeric maxi- mum 50 characters	Enter the first line of the street address.

Address 2	Alpha / numeric maximum 50 characters	Enter the second line of the street address.
Address 3	Alpha / numeric maximum 50 characters	Enter the third line of the street address.
Address 4	Alpha / numeric, maximum 50 characters	Enter the fourth line of the street address.
City	Alpha / numeric maximum 50 characters	Enter the name of the City or Town. This field is required, but is not validated.
Country	Alpha / numeric maximum 25 characters	Enter the County name (optional).
Province / State	Select from list	Select the required State or Province from the list provided. The list will automatically scroll to the nearest value, if characters are entered in the text box. Entering an invalid value results in an error message.
Country	Select from list	This field is automatically populated, depending on the value selected in State/Province.
Postal Code	Alpha / numeric, maximum 20 characters	Enter the Postal Code or Zip Code for the selected Institution Address.
Email	Alpha / numeric, maximum 100 characters	Enter an e-mail address (optional)
URL	Alpha / numeric, maximum 100 characters	Enter an Internet address (optional).
Phone		
Main	Alpha / numeric, maximum 30 characters	Enter the main telephone number of the selected address.
Secondary	Alpha / numeric, maximum 30 characters	Enter the secondary telephone number of the selected address.
Fax	Alpha / numeric, maximum 30 characters	Enter the fax number of the selected address.

Note: When entering the email, make sure to include @; for the URL also make sure to use "http://"

2. Modify the details as necessary, and click **Save**.

Adding an Address

1. To add an address, click on **[New Address]**.
2. Fill in the necessary details, then click **Save**

Removing an Address

1. To remove an address, select it from the address group box.
2. Click **[Remove Address]**.

Contact

The following procedure is used to manage contacts.

To access, select **Main Configuration > Contact**

Viewing or Changing a Contact

1. Once the list of contacts is displayed, highlight the contact of choice and click **[Edit Contact]**.

The screenshot shows a web application interface for managing contacts. At the top, there's a tab labeled 'Contact'. Below it, there's a form with two columns of fields. The left column contains: Title (Mr.), First Name (Karem (Yves delorme)), Middle (.), Last Name (.), Job Title (Sales), Street (Madina Road), Building/Center (Mosadia Plaza), Address 3 (n), Address 4 (n), and Postal Code (21511). The right column contains: Country (KSA), Province (Western Province), County (Western), City (Jeddah), District (Al Hamra), Email (.), Website (.), Main Phone (02-6636022), Secondary Phone (02-6636022), Ext. (n), and Fax (02-6600219). Below the form, there's a toolbar with buttons for 'New Contact', 'Edit Contact' (which is highlighted), and 'Remove Contact'. Under the toolbar is a table with the following columns: Job Title, First Name, Middle, Last Name, City, Street, Postal Code, Email, Website, Phone 1, Extension, Cellular, and Fax. The table has one row of data: Sales, Karem (Yves), ., Jeddah, Madina Road, 21511, ., ., 02-6636022, n, 0567839818, 02-6600219. At the bottom, there's a pagination bar showing 'Page 1 of 1' and 'Displaying 1 - 599 of 599'.

2. Modify the required, then click **Save**.

Adding a Contact

1. To add a contact, click on **[New Contact]**.
2. Fill in the necessary details, then click **Save**

Removing Contacts

1. To remove a contact, select it from the group box.
2. Click **[Remove Contact]**

Country

The following procedure is used to manage countries.

To access select **Main Configuration > Country**

Viewing or Changing a Country

1. A list of Countries will be displayed in the below group box.
2. Highlight the country of choice and click **[Edit Country]**.

Country Code: 001
Country Iso Code: 001
Country Name: KSA
Alpha Code: 01
Country Symbol: 01
Currency Code: SAR

Save

New Country | Edit Country | Remove Country

Country	Country Code	Country Iso Code	Alpha Code	Country Symbol	Currency Name
KSA	001	001	01	01	SAR

Page 1 of 1 | Displaying 1 - 1 of 1

3. Modify the required, then click **Save**.

- *Note: When clicking **Save**, the country will be saved in reference to the selected country code, country ISO code, country name, alpha code, country symbol, currency code from a drop down list.*

Adding a Country

1. To add a country, click **[New Country]**.
2. Fill in the necessary details, then click **Save**.

Removing a Country

1. To remove a country, select it from the group box
2. Click **[Remove Country]**.

Province

The following procedure is used to manage provinces.

To access select **Main Configuration> Province**.

Viewing or Changing a Province.

1. Click on **Search**, a list of provinces will appear in the below group box.
2. Select the province of choice and click **[Edit Province]**.

Search

Country:

KSA

Search

Reset

Province

Province Code:

33

Province Name:

Eastern Province

PTT:

03

Save

+ New Province

☒ Edit Province

Remove Province

Province	Province Code	PTT Code	Country
Eastern Province	33	03	KSA
Western Province	22	02	KSA
Quassim Province	44	04	KSA
Hail Province	55	05	KSA
Northern Province	66	06	KSA
Madina Province	77	07	KSA
Southern Province	88	08	KSA
Riyadh Province	11	01	KSA

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Displaying 1 - 9 of 9

3. Modify the required, then click **Save**.

Adding a Province

1. To add a province, click **[New Province]**.
2. Fill in the necessary details than click **Save**.

Removing a Province

1. To remove a province, select it from the group box.
2. Click **[Remove Province]**.

➤ *Note: When clicking Save, the province will be saved in reference to the selected province code, province name, and PTT from the drop down list. Clicking **Save** ensures all current updates and modifications are saved.*

City

The following procedure helps manage cities.

To access select **Main Configuration> City**

Viewing or Changing a City

1. In the Search tab, select the country, province, and country from the drop down menu.
2. Click on **Search**, a list of cities will appear in the respective group box.

Search

Country: KSA

Province: Eastern Province

County: Eastern

Search Reset

City

City Code: 317

City Name: Ras Meshab

Description: Ras Meshab

Save

City	City Description	City Code	County
Ras Meshab	Ras Meshab	317	Eastern
Khobar	Khobar	302	Eastern
Bgaig	Bgaig	305	Eastern
Khafji	Khafji	318	Eastern
Rogey	Rogey	319	Eastern
Hafr Albatin	Hafr Albatin	320	Eastern

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3. Click on **[Edit City]**.
4. Modify the required, then click **Save**.

Adding a City

1. To add a city, click **[New City]**.
2. Fill in the necessary details, and click **Save**.

Removing a City

1. To remove a city, select it from the group box.
2. Click **[Remove City]**.

➤ *Note: When clicking Save, the city will be saved in reference to the selected country, province and county from the drop down list. Clicking **Save** ensures all current updates and modifications are saved.*

District

The following procedure helps manage districts.

To access select **Main Configuration> District**.

Viewing and Changing a District

1. Once the Search tab is displayed, select your desired country, province, country, and city from the drop down list, then click **Search**.

2. Select the desired district from the District group box, and click **[Edit District]**.
3. Modify the required, and click **Save**.

Adding a District

1. To add a district, click **[New District]**.
2. Fill in the necessary details, then click **Save**.

Removing a District

1. To remove a district, select it from the group box.
2. Click **[Remove District]**.

- *Note: When clicking Save, the district will be saved in reference to the selected country, province, county, and city from the drop down list. Clicking **Save** ensures all current updates and modifications are saved.*

Currency

The following procedure helps manage currencies.

To access, click **Main Configuration> Currency**.

Viewing and Changing a Currency

1. Once the list of currencies is displayed, select the desired one and click on **[Edit Currency]**.

Currency

Currency Code:

SAR

Currency Name:

SAR

Currency Code 2:

00

Currency Code 3:

SAR

Currency Exponent:

1

Save

New Currency

Edit Currency

Remove Currency

Currency Code	Currency Name	Currency Code 2	Currency Code 3	Exponent
SAR	SAR	00	SAR	1
USD	US Dollars	01	USD	2

Page 1 of 1

Displaying 1 - 2 of 2

The following table defines elements you see on the screen.

Element	Description	Setup Details
Currency Code	alpha / numeric, maximum 3 characters	An ISO 8583 three digit code that identifies a Currency.
Currency Code 2	alpha / numeric, maximum 2 characters	A two digit alpha code that identifies a Currency.
Currency Code 3	alpha / numeric, maximum 3 characters	A three digit alpha code that identifies a Currency.
Exponent	alpha / numeric, maximum 1 character	A number that identifies the exponent used by the Currency.
Currency Name	alpha / numeric, maximum 50 characters	Text description (name) of the Currency.

2. Modify the required, then click **Save**.

Adding a Currency

1. To add a new currency, click **[New Currency]**.
2. Fill in the necessary details, and click **Save**.

Removing a Currency

1. To remove a currency, select it from the group box.
2. Click on **[Remove Currency]**.

Currency Rates

The following procedure helps manage currency rates.

To access, select **Main Configuration > Currency Rates**

Viewing or Changing a Currency Rate

1. After clicking **Currency Rates**, select a currency rate bin from the drop down list. A list of currency rates will be displayed in the group box.

2. Select the desired currency rate, and click **[Edit Currency Rate]**.

The following table defines the main fields you will fill, or modify.

Element	Description	Setup Details
Rate Provider ID	Alpha / numeric, maximum 10 characters	Defines the Institution that provided the rates. This field is optional. An internal ID assigned to an Institution.
Currency Iso Code	Select from list	ISO 8583 Currency Code for which the rate is specified.
Instrument Type	Select from list	
Other Language description	Alphanumeric characters	Define the currency language
English Language description	Alphanumeric characters	Define the English currency language
Buy Rate	Decimal, 26:8	The buy rate for the selected currency.
Wash/Book Rate	decimal, 26:8	The middle rate for the selected currency.
Sale Rate	decimal, 26:8	The sell rate for the selected currency.
Effective Date	Select from Calendar Control	The date on which the Currency Exchange Rate becomes effective.
Host Currency Code	Alphanumeric maximum 5 characters	
Other language Code	Alphanumeric maximum 7 characters	
ISO Code	Alphanumeric maximum 7 characters	
Rate Expression, Multi Div	Select from list	Select the way in which the rate is going to be expressed. Possible value: D = divided/ M = multiplied

3. Modify the required, then click **Save**.

Adding a New Currency Rate

1. To add a new currency rate, simply click **[New Currency Rate]**.
2. Fill in the necessary details, then click **Save**.

Removing a Currency Rate

1. To remove a currency rate, select it from the group box.
2. Click **[Remove Currency Rate]**.

Card Scheme

The following procedure helps manage the card scheme.

To access, click **Main Configuration> Card Scheme**.

Viewing or Changing a Card Scheme

1. Once you click on **Card Scheme**, a list of card schemes will be displayed in the Card Scheme group box.
2. Select one of the listed card schemes, and click **[Edit Card Scheme]**.

Card Scheme Code	Card Scheme Name	Institution Name
03	AMEX	AlJazira Institution
04	VISA	AlJazira Institution
05	MasterCard	AlJazira Institution

3. Modify the required and click **Save**.

Adding a Card Scheme

1. To add a new card scheme, click **[New Card Scheme]**.
2. Fill in the necessary details, and click **Save**.

Removing a Card Scheme

1. To remove a card scheme, select the desired card scheme from the group box.
2. Click **[Remove Card Scheme]**.

Card Product

The following procedure helps manage card products.

To access, click **Main Configuration> Card Product**

Viewing or Changing a Card Product

1. Once you click on **Card Product**, a list of card products will be displayed in the Card Product group box.
2. Select one of the listed card products, and click **[Edit Card Product]**.

Card Product Code	Card Product	Card Scheme Name	Due Days	Tolerance
AK	AK	AMEX	0	0
MC	MC	MasterCard	2	0
VC	VC	VISA	2	0
DM	DM	MasterCard	2	0
P1	P1	SPAN	0	0
-1	Span Product Group	Span Group	0	0
?	Credit Group Product	Credit Group	0	0

3. Modify the required, and click **Save**.

Adding a Card Product

1. To add a new card product, click **[New Card Product]**.
2. Fill in the necessary details, and click **Save**.

Removing a Card Product

1. To remove a card product, select it from the group box.
2. Click **[Remove Card Product]**.

Department

The following procedure helps manage departments.

To access, click **Main Configuration>Department**

Viewing or Changing a Department

1. Once you click on, **Department** a list of departments will be displayed.
2. Select one of the listed departments, and click **[Edit Department]**.

The screenshot shows a web application interface for managing departments. At the top, there is a 'Department' tab. Below it, a form allows editing a department. The 'Department' field contains 'IT' and the 'Email' field contains 'postst@baj.com.sa'. A 'Save' button is present. Below the form is a toolbar with three icons: a plus sign for 'New Department', a pencil for 'Edit Department' (which is highlighted), and a trash can for 'Remove Department'. Below the toolbar is a table with two columns: 'Department' and 'Email'. The table lists several departments, with 'IT' selected. At the bottom, there is a pagination bar showing 'Page 1 of 1' and a 'Displaying 1 - 12 of 12' status.

Department	Email
IT	postst@baj.com.sa
Operations	Nkutbaldin@baj.com.sa
Security	security@baj.com.sa
Risk	risk@baj.com.sa
Intersoft Support 2	Support@intersoftpos.com
AUC Humrani Support	falghamdi@universal.com.sa
RRG POS Support	hlaamani@bai.com.sa

3. Modify the required, and click **Save**.

Adding a New Department

1. To add a new department, click on **[New Department]**.
2. Fill in the necessary details, then click **Save**.

Removing a Department

1. To remove a department, select the department from the group box.
2. Click **[Remove Department]**.

Language

The following procedure helps manage the language.
To access, click **General Configuration> Language**.

Viewing or Changing a Language

- 1. Once **Language** is clicked, a list of languages will be displayed in the group box.
- 2. Select the desired language, and click **[Edit Language]**.

Language Code: EN

Language Description: English

Save

New Language Edit Language Remove Language

Language Code	Language Description
EN	English
AR	Arabic
432	432
453	4543

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Displaying 1 - 4 of 4

- 3. Modify the required, and click **Save**.

Adding a Language

- 1. To add a new language, click **[New Language]**.
- 2. Fill in the necessary details, and click Save.

Removing a Language

- 1. To remove a language, select it from the language group box.
- 2. Click **[Remove Language]**.
 - Note: To scroll through the different pages, you can click on the following buttons:

To go to the first page.

To go to the previous page.

To go to the next page.

To go to the last page.

General Parameter Family

The following procedure helps manage general parameter families. It defines the list of general parameter families that are predefined and used by the system.

To access, click **General Configuration>General Parameter Family**.

Viewing or Changing a General Parameter Family

1. Once General Parameter Family is selected, a list of parameter names will be displayed in the Parameter Family Name group box.
2. Select one of the listed names, and click **[Edit Parameter]**.

The screenshot shows a web application window titled "General Parameter Family". On the left is a "Search" sidebar. The main area has a "Name:" label followed by a text input field containing "Pos Status". Below this is a "Save" button. At the bottom, there is a toolbar with three icons: "New Parameter", "Edit Parameter" (which is highlighted), and "Remove Parameter". Below the toolbar is a list box titled "Parameter Family Name" containing the following items: "Pos Status", "Address Role", "Contact Role", and "Contact Role". The "Pos Status" item is selected. At the bottom right, there is a pagination bar showing "Page 1 of 1" and "Displaying 1 - 7 of 7".

3. Modify the required, and click **Save**.

Adding a Parameter Family

1. To add a parameter family, click **[New Parameter]**.
2. Fill in the necessary details, and click **Save**.

Removing a Parameter Family

1. To remove a parameter family, select it from the group box.
2. Click **[Remove Parameter]**.

General Parameter

The following procedure helps manage general parameters.

To access, click **General Configuration> General Parameter**

Viewing or Changing a General Parameter

1. Once you click on **General Parameter**, and select a general parameter family from the drop down list, click **Search**.
2. The linked parameters will be displayed in the group box.

Id	Parameter Description
15	Reserved/Assigned
16	Free/Available
17	Installed
18	Damaged

3. Select one of the parameters and click **[Edit Parameter]**.
4. Modify the required, then click **Save**.

Adding a Parameter

1. To add a new parameter, click **[New Parameter]**.
2. Fill in the necessary details, and click **Save**.

Removing a Parameter

1. To remove a parameter, select the desired parameter from the group box.
2. Click **[Remove Parameter]**.

Merchant Level

The following procedure helps manage merchant levels.

The merchant level defines the merchant levels of the institution.

To access select **Merchant Configuration> Merchant Level**

Viewing or Changing a Merchant Level

- 1. Once you click on **Merchant Level**, a list of merchant level descriptions will be displayed in the group box.
- 2. Select one of the listed levels, and click **[Edit Merchant Level]**.

Search

Merchant Level

Description: Merchant Head Office

Level Index: 1

Save

New Merchant Level | Edit Merchant Level | Remove Merchant Level

Merchant Level	Level Index
Merchant Head Office	1
Merchant	2

Page 1 of 1 | Displaying 1 - 2 of 2

- 3. Modify the required, and click **Save**.

Adding a Merchant Level

- 1. To add a new merchant level, click **[New Merchant Level]**.
- 2. Fill in the necessary details, and click **Save**.

Removing a Merchant Level

- 1. To remove a merchant level, select it from the group box.
- 2. Click **[Remove Merchant Level]**.

Merchant Category Codes

The following procedure helps manage category codes.

It defines the list of merchant category codes related to a selected card scheme.

To access, select **Merchant Configuration> Merchant Category Codes**

Viewing or Changing Merchant Category Codes

1. Click on **Merchant Category Code**, and select a card scheme from the drop down list of schemes.
2. Click on **Search**, the linked merchant category codes to the selected card scheme will be displayed in the group box.
3. Click **[Edit Merchant Category Code]**.

Card Scheme Name	MCC	Description	Merchant Type	Description
VISA	3167	AEROCONTINENTE	X	AIRLINE/RAILROAD/TRAVEL AGEN
VISA	3819	OXFORD SUITES	H	TRAVEL AGENCIES
VISA	3820	JUMEIRAH ESSEX HOUSE	I	ALL OTHER MERCHANTS
VISA	3821	CARIBE ROYALE	I	ALL OTHER MERCHANTS

4. Modify the required, then click **Save**.

Adding a Merchant Category Code

1. To add a merchant category code, click **[New Merchant Category Code]**.
2. Fill in the necessary details and click **Save**.

Removing a Merchant Category Code

1. To remove a merchant category code, select it from the group box.
2. Click **[Remove Merchant Category Code]**.

Application Type

The following procedure helps manage application types.

It defines the application types.

To access, select **Merchant Configuration> Application Type**

Viewing or Changing an Application Type

1. Click on **Application Type**, a list of application types will be displayed in the below group box.
2. Select one of the listed types, and click on **[Edit Application Type]**.

The screenshot shows a web application interface for managing application types. It features a search bar on the left and a main content area on the right. The main content area has a header 'Application Type' with a close button. Below the header, there is a 'Description:' label and a text input field containing 'New Merchant Applic'. A 'Save' button is located below the input field. At the bottom of the main content area, there is a toolbar with three buttons: 'New Application Type', 'Edit Application Type' (which is highlighted), and 'Remove Application Type'. Below the toolbar, there is a table with one row containing the text 'New Merchant Application'. At the bottom of the interface, there is a pagination bar showing 'Page 1 of 1' and a status message 'Displaying 1 - 1 of 1'.

3. Modify the required, and click **Save**.

Adding an Application Type

1. To add an application type, click **[New Application Type]**.
2. Fill in the necessary details, and click **Save**.

Removing an Application Type

1. To remove an application type, select it from the group box.
2. Click **[Remove Application Type]**.

Risk Level

The following procedure helps manage risk levels.

It defines risk levels related to the corresponding institution.

To access, select **Merchant Configuration> Risk Level**.

Viewing or Changing a Risk Level

1. Click on **Risk Level**, a list of level descriptions will be displayed in the group box.
2. Select one of the listed levels, and click **[Edit Risk Level]**.

Search

Risk Level

Description: Risky

Save

New Risk Level | Edit Risk Level | Remove Risk Level

Risk Level	Description	Action
Risky		
Fine		
Non Risky		

Page 1 of 1 | Displaying 1 - 3 of 3

3. Modify the required and click **Save**.

Adding a Risk Level

1. To add a risk level, click **[New Risk Level]**.
2. Fill in the necessary details, and click **Save**.

Removing a Risk Level

1. To remove a risk level, select it from the Risk Level group box.
2. Click **[Remove Risk Level]**.

Promotor

The following procedure helps manage promotors.

It defines the promotors of the related institution.

To access, select **Merchant Configuration > Promotor**

Viewing or Changing a Promotor

1. Click on **Promotor**, a list of promotor descriptions will be displayed in the group box.
2. Select one of the listed promotors, and click **[Edit Promotor]**.

First Name	Last Name
Default	Promotor
Jehad	Shafout
0114	Al-Safa Branch
0060	King Fahad St.

3. Modify the required, and click **Save**.

Adding a Promotor

1. To add a promotor, click **[New Promotor]**.
2. Fill in the necessary details, and click **Save**.

Removing a Promotor

1. To remove a promotor, select it from the group box.
2. Click **[Remove Promotor]**.

Break Down

The following procedure helps manage break downs.

It also defines the related break downs.

To access, select **Merchant Configuration> Break Down**

Viewing or Changing a Break Down

- 1. Click on **Break Down**, a list of break down descriptions will be displayed.
- 2. Select one of the listed break downs, and click **[Edit Break Down]**.

Search

Break Down

Type:Commission

Break Down Description:No Break Down - Cor

First Act. No.:0

Second Act. No.:0

Third Act. No.:0

First Act. Desc.:0

Second Act. Desc.:0

Third Act. Desc.:0

First Act. Perc.:100

Second Act. Perc.:0

Third Act. Perc.:0

Save

New Break Down

Edit Break Down

Remove Break Down

Break Down	Break Down	First Act. No.	First Act. Des	First Act. Perc	Second Act. No.	Second Act. Des	Second Act. Perc	Third Act. No.	Third Act. Des	Third Act. Perc
No Break Down	Commission	0	0	100	0	0	0	0	0	0
No Break Down	Fee	0	0	100	0	0	0	0	0	0
0150 Fee 100	Fee	01509040146	01509040146	100	0	0	0	0	0	0
0310 Fee 100	Fee	03109040146	0310 Fee 100	100	0	0	0	0	0	0

Page 1 of 1

Displaying 1 - 15 of 15

- 3. Modify the required, and click **Save**.

Adding a Break Down

- 1. To add a Break Down, click **[New Break Down]**.
- 2. Fill in the necessary details, and click **Save**.

Removing a Break Down

- 1. To remove a Break Down, select it from the group box.
- 2. Click **[Remove Break Down]**.

Bank

The following procedure helps manage banks.

It defines the related banks.

To access, select **Merchant Configuration > Bank**

Viewing or Changing Bank

1. Click on **Bank**, a list of bank names will be displayed in the group box.
2. Select one of the listed banks, and click **[Edit Bank]**.

The screenshot shows a web application interface for managing banks. On the left is a 'Search' sidebar. The main area is titled 'Bank' and contains a 'Bank Name:' label with a text input field containing 'Bank: AlJazira'. Below this is a 'Save' button. At the bottom of the main area, there are three buttons: 'New Bank', 'Edit Bank', and 'Remove Bank'. Below these buttons is a table with the following content:

Bank Name
Bank: AlJazira

At the very bottom of the interface, there is a pagination bar showing 'Page 1 of 1' and 'Displaying 1 - 1 of 1'.

3. Modify the required, and click **Save**.

Adding a Bank

1. To add a bank, click **[New Bank]**.
2. Fill in the necessary details, and click **Save**.

Removing a Bank

1. To remove a bank, select it from the group box.
2. Click **[Remove Bank]**.

Branch

The following procedure helps manage branches.

To access, select **Merchant Configuration> Branch**.

Viewing or Changing a Branch

1. Click on **Branch**, and select a bank from the drop down list.
2. Click on **Search**, the branches related to the selected bank will be displayed in the group box below.
3. Select one of the listed branches, and click **[Edit Branch]**.

The screenshot displays a web application interface for managing branches. It is divided into two main sections: a search form on the left and a list of branches on the right.

Search Form:

- Bank:** A dropdown menu with "Bank AlJazira" selected.
- Branch Name:** A text input field.
- Buttons:** "Search" and "Reset".

Branch List:

At the top of the list are three buttons: "New Branch", "Edit Branch" (which is active), and "Remove Branch".

Branch Code	Branch Name	Bank Name
0004	0004 - Balad	Bank AlJazira
0007	0007 - KEWS	Bank AlJazira
0009	0009 - Dammam	Bank AlJazira
0010	0010 - Makkah	Bank AlJazira
0011	0011 - Madinah	Bank AlJazira

At the bottom of the list, there is a pagination bar showing "Page 1 of 1" and a status message "Displaying 1 - 67 of 67".

4. Modify the required, then click **Save**.

Adding a Branch

1. To add a branch, click **[New Branch]**.
2. Fill in the necessary details, and click **Save**.

Removing a Branch

1. To remove a branch, select it from the group box.
2. Click **[Remove Branch]**.

Payment Type

The procedure helps manage payment types.

It defines the related payment types.

To access, select **Merchant Configuration> Payment Type**

Viewing or Changing Payment Type

1. Click Payment Type, a list of payment types will be displayed in the group box.
2. Select one of the listed payment types, and click **[Edit Payment Type]**.

Search

Payment Type

Payment Type: Account

Save

New Payment Type | Edit Payment Type | Remove Payment Type

Payment Type
Account

Page 1 of 1 | Displaying 1 - 1 of 1

3. Modify the required and click **Save**.

Adding a Payment Type

1. To add a payment type, click on **[New Payment Type]**.
2. Fill in the necessary details, and click **Save**.

Removing Payment Type

1. To remove a payment type, select it from the group box.
2. Click **[Remove Payment Type]**.

Merchant Status

The following procedure helps manage merchant status.

It defines the related merchant statuses.

To access, select **Merchant Configuration> Merchant Status**

Viewing or Changing Merchant Status

1. Click on **Merchant Status**, a list of merchant statuses will be displayed in the group box.
2. Select one of the listed statuses, and click **[Edit Merchant Status]**.

Search

Merchant Status

Status Id: 1

Status Description: Active

Save

+ New Merchant Status | **Edit Merchant Status** | Remove Merchant Status

Status Id	Status Description
0	Inactive
1	Active
2	Blocked

Page 1 of 1 | Displaying 1 - 3 of 3

3. Modify the required, and click **Save**.

Adding a Merchant Status

1. To add a merchant status, click **[New Merchant Status]**.
2. Fill in the necessary details, and click **Save**.

Removing a Merchant Status

1. To remove a Merchant Status, select it from the group box.
2. Click **[Remove Merchant Status]**.

Terminal Status

The following procedure helps manage terminal statuses.

It defines the related terminal statuses.

To access, select **Merchant Configuration>Terminal Status**

Viewing or Changing Terminal Status

1. Click on **Terminal Status**, a list of terminal statuses will be displayed in the group box.
2. Select one of the listed statuses, and click **[Edit Terminal Status]**.

Status Id	Status Description
0	Not Installed
1	Reserved
2	Installed/Running
3	Something else ...
4	Damaged

3. Modify the required, then click **Save**.

Adding a Terminal Status

1. To add a terminal Status, click **[New Terminal Status]**.
2. Fill in the necessary details, and click **Save**.

Removing a Terminal Status

1. To remove a Terminal Status, select it from the group box.
2. Click **[Remove Terminal Status]**.

Stock Management

The Inventory Module will help users keep track of the POS devices stock. The operator can perform basic inventory management as well as stock reporting.

Stock Management consists of the following sections:

- ▶ Vendor
- ▶ Brand
- ▶ POS inventory

Vendor

To access click **Stock Management > Vendor**

Viewing or Changing a Vendor

1. Click on **Vendor**, a detailed list of vendors will be displayed in the group box.
2. Select one of the listed vendors and click **[Edit Vendor]**.

The screenshot displays the 'Vendor' management window. At the top, there's a tab labeled 'Vendor'. Below it, a form allows editing a vendor's name (currently 'Medco') with buttons for 'Save', 'Link Address', and 'Link Contact'. A toolbar below the form contains icons for 'New Vendor', 'Edit Vendor', and 'Remove Vendor'. A table lists vendors: 'Medco' and 'United'. The bottom status bar shows 'Page 1 of 1' and 'Displaying 1 - 3 of 3'.

3. Modify the required, and click Save.

Adding a Vendor

1. To add a vendor, click **[New Vendor]**.
2. Fill in the necessary details, and click Save.

Removing a Vendor

1. To remove a Vendor, select it from the Vendor Name group box.
2. Click **[Remove Vendor]**.

Linking an Address, or a Contact to a Vendor

1. To link an address to a vendor:
 - Click on **Link Address**, and select one of the addresses. Then save it to link it to the vendor.

2. To link a contact to a vendor:

- Click on **Link Contact**, and select one of the addresses, then save it to link it to the vendor.
 - *Note: To remove a link, select your desired address and click on **Remove Link** to delete it.*

Brand

The procedure allows you to add/ edit/ remove POS brands distributed by specific vendors.

Viewing or Changing a Brand

1. Click on **Brand** from the main Menu, and select a vendor from the drop down list.
2. Click on **Search**, the linked brands for the selected vendor will be displayed in the group box below.
3. Select one of the listed brands and click **[Edit Brand]**.

The screenshot shows a software interface for managing brands. On the left is a 'Search' panel with a 'Vendor:' dropdown menu set to 'Gemalto', and 'Search' and 'Reset' buttons. The main 'Brand' panel on the right has a 'Vendor:' dropdown also set to 'Gemalto'. Below it are input fields for 'Description:' (Gemalto - Magic), 'Model Number:' (SPAN2_590/X5), 'Stock Initial:' (484), 'Stock Used:' (2518), and 'Stock Threshold:' (-1000000000). A 'Save' button is at the bottom of these fields. Below the input fields is a toolbar with 'New Brand', 'Edit Brand', and 'Remove Brand' icons. Underneath is a table with columns: Brand Description, Model Number, Stock Initial, Stock Used, Stock Threshold, and Vendor Name. The table contains one row: Gemalto - Magic, SPAN2_590/X5, 484, 2518, -1000000000, Gemalto. At the bottom, there are pagination controls showing 'Page 1 of 1' and 'Displaying 1 - 1 of 1'.

4. Modify the required, and click **Save**.

Adding a Brand

1. To add a brand, click **[New Brand]**.
2. Fill in the necessary details, and click **Save**.

Removing a Brand

1. To remove a brand, select it from the group box.
2. Click **[Remove Brand]**.

POS Inventory and MIGS Inventory

The procedure helps manage inventories.

It manages the POS inventory of a specific brand distributed by specific vendors.

Viewing or Changing POS Inventory

1. Click on **POS Inventory** from the main Menu, and select a vendor and a brand from the drop down list.

2. Click on **Search**. The linked POS inventory for the selected brand and vendor will be displayed in the group box below.
3. Select one of the listed POS inventories, and click **[Edit POS Inventory]**.

4. Modify the required, and click **Save**.

Adding an Inventory

1. Click on **[New POS Inventory]**.
2. Fill in the necessary details, and click **Save**.

Removing an Inventory

1. Select the desired inventory from the group box.
2. Click **[Remove POS Inventory]**.
 - *Note: To Change the selected POS status, click on **[Change Status]**.*

Load Inventory from File

The procedure helps you load a stock of POS inventory using an excel file.

To load inventory from file:

- 1- Select **Stock Management>Load Inventory from file**.
- 2- Click on **Load Inventory from File**, and a form will open.
3. Choose the stock POS file that you need to load, then click on **Save**.

Stock Management > Load Inventory Form File

File:

Terminal Management System

The system supports defining a Fee/Commission Breakdown Profile to apply to any merchant as desired, in order to spread the amount of the fee or commission to three different accounts by different percentages.

Merchant Application// MIGS Merchant Application

It lists the merchant applications Or MIGS Merchant Application according to the selected criteria (Application Id, Merchant number and Status).

Operators can use this module to enter new merchants in the database and generate new merchant numbers. To perform this task merchant details are entered in three sections of the standard application form, one for each of the merchant entities:

1. Merchant and Terminal details
2. Account details
3. Address and Contact details

To access, click on **Terminal Management System> Merchant Application**

To access click on **Terminal Management System> MIGS Merchant Application**

Viewing or Changing a Merchant Application

1. Click on **Merchant Application**, and fill the required search criteria.
2. Click on **Search**, a list will be displayed in the group box below.
3. Select one of the listed applications and click **[Edit Merchant Application]**.

Search

Parent Merchant: Choose Parent Merch

Child Merchant: Choose Child Merchant

Application ID:

Merchant Number:

Merchant Name:

Customer Polarized: -ALL-

Shop Name:

Terminal ID:

Phone Number:

Account Number:

CIC Number:

+ New Merchant Application | + Create Merchant From Account | + Edit Merchant Application | + Export Rows

Category	Level	Application Id	Application ...	Application ...	Entry Date	Merchant N...	Created By	Approved by	Approved ...	Rejected By	Rejected Date	Joint Sequ...	Customer P...
No data to display													

Page 1 of 1

4. At the merchant application level, as you see from the below, you can retrieve:

Terminal Management System > Merchant Application

Application | Account Information | Addresses | Contacts | Terminals | Card Products | Commission | Reports | Accounts | Attach Document | Event Log History

Application Id: Auto Generated - Read Only
 Institution: Choose Institution
 Application Status:
 Application Entry Date: 13
 Merchant Number: Auto Generated - Read Only
 Merchant Name:
 Arabic Merchant Name:
 Merch Category Code: Choose MCC
 Merchant Segment: Choose Merchant Segment
 Customer Polarized: ☐

Merchant Level: Choose Merchant Level
 Application Type: Choose Application Type
 Shop Name:
 Arabic Shop Name:
 Parent Merchant: Choose Parent Merchant
 Transaction Profile: Choose Transaction Profile
 Risk Level: Choose Risk Level
 Sales Name: Choose Sales Name
 Contract Start Date: Nov 10, 2016
 Online Statement: ☒

Accounting Details | Force Edit Merchant Number | Show Merchant Tree

Save

- The merchant's accounting information,
- View their address, and contact details. (Retrieve by clicking on the arrow and sorting and filtering by address name)

Terminal Management System > Merchant Application

Application | Account Information | Addresses | Contacts | Terminals | Card Products | Commission | Reports | Accounts | Attach Document | Event Log History

Available Addresses

View Address Details | New Address | Select All | Search

Address
No data to display

Page 1 of 1

Please, hold Ctrl key for multiple selection (or click on upper right side of column to filter)

Selected Addresses

View Address Details | Select All

Address	Role
No data to display	

Page 1 of 1

Please, hold Ctrl key for multiple selection

Accounting Details | Force Edit Merchant Number | Show Merchant Tree

Save

- Link or unlink any address or contact
- Add an address or contact
- Display the Merchant Tree, selected Commission Profile, Fee Profile, Commission Break Down and Fee Break Down.

➤ **Note:**

- To go back to the merchant application, click on **Application**.

Adding a Merchant Application

- To add a Merchant Application, click **[New Merchant Application]**.

Adding a Merchant from an Account

- To add a Merchant from an account, click **[Create Merchant from Account]** to insert new one then using an existing account number save it by clicking on **Save**.

Merchant Application Management

The procedure manages the merchant applications according to the selected criteria (Application Id, Merchant number and Status). The user can add/ edit/ approve/ reject/ remove a selected merchant application.

Viewing or Changing Merchant Application

1. Click on **Merchant Application Management** and fill the required search criteria.
2. Click on **Search**, a list will be displayed in the respective group box.
3. Select the desired application and click **[Edit Merchant Application]**.

The screenshot shows the 'Terminal Management System > Merchant Application' window. It features a top navigation bar with tabs: Application, Account Information, Addresses, Contacts, Terminals, Card Products, Commission, Reports, Accounts, Attach Document, and Event Log History. The 'Application' tab is active. The form is divided into two columns of fields. The left column includes: Application Id (Auto Generated - Read Only), Institution (Choose Institution), Application Status, Application Entry Date, Merchant Number (Auto Generated - Read Only), Merchant Name, Arabic Merchant Name, Merch Category Code (Choose MCC), Merchant Segment (Choose Merchant Segment), and Customer Polarized (checkbox). The right column includes: Merchant Level (Choose Merchant Level), Application Type (Choose Application Type), Shop Name, Arabic Shop Name, Parent Merchant (Choose Parent Merchant), Transaction Profile (Choose Transaction Profile), Risk Level (Choose Risk Level), Sales Name (Choose Sales Name), Contract Start Date (Nov 10, 2016), and Online Statement (checkbox). At the bottom left is a 'Save' button. At the bottom right are links for 'Accounting Details', 'Force Edit Merchant Number', and 'Show Merchant Tree'.

4. Modify the required and click **Save**.

Adding a Merchant Application

- 1- Go back to the merchant application level.

2- To add a merchant application, click **[New Merchant Application]**. Fill in the necessary details, and click **Save**.

Adding a Merchant from an Account

1- To add a merchant from an account, click **[Create Merchant from Account]**.

2- Insert an existing account number, and click **Save**.

Removing Merchant Application

- To remove a merchant application, select it and click **[Remove Merchant Application]**

Approving/ Rejecting a Merchant Application

- To approve or reject an application, select it and click **[Approve Application]** or **[Reject Application]**.

➤ *Note: The merchant application Management feature allows you to remove/reject/approve a merchant application, while the Merchant Application as described previously does not.*

Account Types

The procedure manages the different POS transaction account types.

To access, select **Terminal Management System>Account Types**

Viewing or Changing Account Types

- 1- Click on **Account Type**, a list will be displayed in the group box.
- 2- Select one of the listed account types, and click on **[Edit Account Type]**.

The screenshot shows a web application window titled "Account Types". On the left is a "Search" sidebar. The main area has a form with "Account Type:" and a text input containing "current". Below the input are "Save" and "Reset" buttons. A table below the form lists account types: "asdad", "asdfs", "checking", and "current" (which is highlighted). Above the table are buttons for "New Account Type", "Edit Account Type", and "Remove Account Type". At the bottom, there is a pagination bar showing "Page 1 of 1" and "Displaying 1 - 4 of 4".

- 3- Modify the required and click **Save**.

Adding an Account Type

- 1- Click on **[New Account Type]** to insert a new account type.
- 2- Fill in the necessary details, then click **Save**.

Removing an Account Type

- 1- Select it from the group box
- 2- Click **[Remove Account Type]**.

Event Log History

This shows you a history of the POS event.

To access, select **Terminal Management System> Event Log History**

1- Click on **Event Log History** and fill the required search criteria.

2- Select one of the listed event logs, and click [View Event Log History].

Search

Merchant Number:

Terminal ID:

Vendor Name:

Request Date:

View Event Log History

Merchant Number	Terminal Id	Vendor Name	Event Type	Request Date	INET Status	Vendor Status	description	Update Date
800410500107	6339220412200108	Geidea& #39;	NEW_TERM	May 29, 2016	✖	✖	PULLED OUT	May 29, 2016
800410500107	63392204	Geidea& #39;	NEW_TERM	May 29, 2016	✖	✖	PULLED OUT	May 29, 2016
800100100000	6339220612200108	Geidea& #39;	NEW_TERM	May 29, 2016	✖	✖	PULLED OUT	May 29, 2016
800110105840	6339220612200108	Geidea& #39;	NEW_TERM	May 29, 2016	✖	✖	PULLED OUT	May 29, 2016

Page 1 of 1

3- The following screen will appear showcasing the event log history details.

Search

Merchant Number:

Terminal ID:

Vendor Name:

Request Date:

Terminal Management System > Event Req Log History

Merchant Number: 800410500107

Terminal Id: 6339220412200108

Vendor Name: Geidea& #39;

Event Type: NEW_TERM

Request Date: May 29, 2016

INET Status: INET Not Yet Connected

description: PULLED OUT

Update Date: May 29, 2016

View Event Log History

Merchant Number	Terminal Id	Vendor Name	Event Type	Request Date	INET Status	Vendor Status	description	Update Date
800410500107	6339220412200108	Geidea& #39;	NEW_TERM	May 29, 2016	✖	✖	PULLED OUT	May 29, 2016
800410500107	63392204	Geidea& #39;	NEW_TERM	May 29, 2016	✖	✖	PULLED OUT	May 29, 2016
800100100000	6339220612200108	Geidea& #39;	NEW_TERM	May 29, 2016	✖	✖	PULLED OUT	May 29, 2016
800110105840	6339220612200108	Geidea& #39;	NEW_TERM	May 29, 2016	✖	✖	PULLED OUT	May 29, 2016

Page 1 of 1

Merchant Application from xlsx

This allows you to load a stock of merchant application using an excel file.

To access, select **Terminal Management System > Merchant Application from Xlsx**

- 1- Click on **Merchant Application From xlsx** and fill the required search criteria. (You have to fill at least one of the fields with blue stars).
- 2- Click on **Search**, a list of Merchants will be displayed in the group box based on the selected criteria.

- 3- Click on **Load xlsx file**, a new form will open where you can load the merchant File.

- 4- Click on **Save**, to load the file chosen.
- 5- Once finished, a list of merchant numbers will be displayed in the group box above.

➤ **Note:**

- At any time, you can double click on a row and it will redirect you to the merchant application to check the details of this merchant.

- *In case of error, you can always use **[Rollback]**. To do that, click on merchants not assigned to any terminal (grey ones) and click [Rollback] to roll back the action and delete the merchant.*
- *After adding a new Merchant with new terminals, you can click on **[Generate Reports]** to generate the four merchant reports (INET, Vendor Installation, TMS, new system registration).*

Merchant Maintenance

The Merchant Maintenance form is used to update the information of a merchant record. The record is located using the multiple search criteria provided. Changes are done on the allowed fields only.

For each field changed, an event is written to the Event Log, which is used as an audit trail of changes made to the record.

Fee Profile

The procedure manages the different fee Profiles

To Access, click **Merchant Maintenance> Fee Profile**

Viewing or Changing a Fee Profile

1. Click on **Fee Profile**, and it will be displayed in the group box.
2. Select one of the listed profiles and click on **[Edit Fee Profile]**.

Fee Profile	Fee Status	Alternate Fee Profile	From Date	To Date	Max Fee Amount
Monthly Profile 400	A				400
Monthly Profile 350	A				350
Monthly Profile 300	A				300
Monthly Profile 250	A				250
Monthly Profile 200	A				200

3. Modify the required, and click **Save**.

Adding a Fee Profile

1. To add a fee profile, click on **[New Fee Profile]**.
2. Fill in the necessary details, and click **Save**.

Removing a Fee Profile

1. To remove a fee profile, select the desired fee profile from the group box.
2. Click **[Remove Fee Profile]**.
 - *Note: if you click on **[Add Details]**, a list with the Fee profile details will be displayed in the group box. Click on **Back to Profile List** to return back to your selected Fee Profile.*

Fee Profile Detail

The procedure helps manage fee profile details for a selected fee profile.

To access, select **Merchant Maintenance> Fee Profile Detail**

Viewing or Changing Fee Profile Detail

1. Click on **Fee Profile Detail**, and select one of the fee profiles from the drop-down list.
2. Click on **Search**, a list of Fee Profile Details will be displayed in the group box.
3. Select one of the listed fee profile details and click **[Edit Fee Profile]**.

Search Fee Profile Detail

Fee Profile: Monthly Profile 400 Scale: -None- Scale Details

Fee Code: 14 Fee Amount: 400

Fee Detail Desc.: Fee Cancellation Fee Status: Active

Fee Sign: Debit Valid From: Jul 20, 2010

Fee Cycle: Monthly Valid To: Jul 20, 2999

Fee Type: Flat Transaction Class: Fees

Transaction Code: Inactive Fee

Save

+ New Fee Profile Detail Edit Fee Profile Detail Remove Fee Profile Detail Back to Fee List

Fee Profile	Description	Fee Sign	Fee Cycle	Fee Status	Fee Type	Scale	Fee Amount	Valid From	Valid To	Txn. Class	Txn. Class
14	Fee Cancellation	D	M	A	F		400	Jul 20, 2010	Jul 20, 2999	Fees	Inactive Fee
7	P400 - Cancellation Fee	D	M	I	F		100	Oct 9, 2010	Oct 9, 2999	Fees	Fee Cancel

Page 1 of 1 Displaying 1 - 2 of 2

4. Modify the required, then click **Save**.

Adding a Fee Profile Detail

1. To add a Fee Profile Detail, click **[New Fee Profile Detail]**.
2. Fill in the necessary details and click **Save**.

Removing a Fee Profile Detail

1. To delete a Fee Profile Detail, select it from the group box.
2. Click on **[Remove Fee Profile Detail]**.

- *Note: Clicking on **Scale Details** will retrieve the information pertaining to the selected scale. To close it, click on **OK**. Click on **Back to Fee List** to go back to the fee profile list that was displayed in the group box.*

General Scale Profile

The procedure helps manage the different scale types, commissions, and amounts.

To access, select **Merchant Maintenance> General Scale Profile**

Viewing a General Scale Profile

1. Click on General Scale Profile, a list of scales will be displayed in the group box.
2. Select one of the listed scales, and click **[Edit General Scale Profile]**.

Merchant Maintenance > General Scale Profile

Scale Type:* Choose Scale Type

Description:*

Status:* Choose Status

Active From:*

Active To:*

Save Add Details

New General Scale Profile | Edit General Scale Profile | Remove General Scale Profile | View General Scale details

General Scale	Status	From Date	To Date
---------------	--------	-----------	---------

Page 1 of 1 No data to display

3. Modify the required, and click **Save**.

Adding a General Scale Profile

1. To add a general scale Profile, click on **[New General Scale Profile]**.
2. Fill in the necessary information, and click **Save**.

Removing a General Scale Profile

1. To remove a general scale profile, select the general scale profile of your choice.
2. Click **[Remove General Scale Profile]**.

Transaction Class

This form allows the user to set up their transaction classes with their descriptions.

To access, click **Merchant Maintenance> Transaction Class**

Viewing or Changing a Transaction Class

1. Click on **Transaction Class**, a list of all transaction classes will be displayed in the group box.
2. Select one of the listed transaction classes, and click **[Edit Transaction Class]**.

Search

Transaction Class

Transaction Class Description: Financial

Save

+ New Transaction Class | Edit Transaction Class | Remove Transaction Class

Transaction Class	Fees
Financial	Fees

Page 1 of 1 | Displaying 1 - 2 of 2

3. Modify the required, and click **Save**.

Adding a Transaction Class

1. To Add a Transaction Class, click **[New Transaction Class]**.
2. Fill in the necessary details, and click **Save**.

Removing a Transaction Class

1. To remove a transaction class, select it.
2. Click **[Remove Transaction Class]**.

Transaction Code

This option allows the users to manage the transaction codes in relation to the transaction class. To access, select **Merchant Maintenance> Transaction Code**.

Viewing or Changing a Transaction Class

1. Click on **Transaction Code**, and choose one of the transaction codes from the drop down list.
2. Click on **Search**. A list of transaction codes will be displayed in the group box.
3. Select the desired transaction class code, and click **[Edit Transaction Code]**.

Transaction Class Code	Sign	Transaction Code Description	Transaction Class
99	D	UNKNOWN TRANS TYPE	Financial
52	D	RETRIEVAL REQUEST	Financial
36	D	CREDIT CASH ADV REV	Financial
35	D	CASH ADVANCED REV	Financial
25	C	PURCHASE REVERSAL	Financial

4. Modify the required and click **Save**.

Adding a Transaction Code

1. To add a transaction code, click **[New Transaction Code]**.
2. Fill in the necessary details.

Removing a Transaction Code

1. To remove a transaction code, select the transaction code of choice.
2. Click **[Remove Transaction Code]**.

Commission Profile

It manages the different commission profiles with their alternatives.

To access select **Merchant Maintenance> Commission Profile**

Viewing or Changing a Commission Profile

1. Click on **Commission Profile**, and a list of commission profiles will be displayed in the group box.
2. Select one of the listed profiles, and click **[Edit Commission Profile]**.

Description	Alternate Profile	Alternate Prof. From Date	Alternate Prof. To Date	Profile Status
Profile 2.5				A
Profile 1.3				A
Profile 1.8				A
Profile 1.70				A
Profile 1.5				A

3. Modify the required, and click **Save**.

Adding a Commission Profile

1. To add a commission profile, click **[New Commission Profile]**
2. Fill in the necessary details, and click **Save**.

Removing a Commission Profile

1. To remove a commission profile, select it from the group box.
2. Click **[Remove Commission Profile]**.

- *Note: Clicking on **Add Details** will display a list of commission profiles with their respective details. This allows you to manage and save the commission profile detail. To return back to your selected commission profile click **Back to Profile List**.*

Commission Profile Details

It allows you to manage profile details for a selected commission profile.

To access select **Merchant Maintenance> Commission Profile Details**.

Viewing or Changing Commission Profile details

1. Click on **Commission Profile Details** and choose one of the commission profiles from the drop down menu.
2. Click on **Search**, a list of commission profile details will be displayed in the group box.
3. Select one of the listed commission profile details and click **[Edit Commission Profile Detail]**.

Detail Desc	Card Produ	Com. Type	Flat Amount	Percent	Min. Com A	Max. Com A	Scale	Valid From	Valid To	Status	Txn Code	Profile
MAESTRO I MC	P		0	2.5	0	1000000		Nov 5, 2011	Nov 5, 2011	A	PURCHASE	Profile 2.5
VISA COM VC	P		0	2.5	0	1000000		Nov 5, 2011	Nov 5, 2011	A	PURCHASE	Profile 2.5
MAES COM DM	P		0	2.5	0	1000000		Nov 5, 2011	Nov 5, 2011	A	PURCHASE	Profile 2.5

4. Modify the required, and click **Save**.

Adding a Commission Profile Detail

1. Click **[New Commission Profile detail]**.
2. Fill in the necessary details and click **Save**.

Removing a Commission Profile Detail

1. To remove a Commission Profile detail, select it from the group box.
2. Click **[Remove Commission Profile Detail]**.
 - *Note: Clicking on **Scale Details** will retrieve the information pertaining to the selected scale. Clicking on **OK** closes the displayed scale information form.*

Change Merchant Status

It displays the status of a merchant for update.

To access, select **Merchant Maintenance> Merchant Status**

1. Click on **Merchant Status**, and fill the required Search criteria.
2. Click on **Search**, a list of merchant statuses will be displayed.

3. Select one of the listed merchant statuses, and click **[Edit Merchant Status]**.

Merchant Num.	Merchant Name	Shop Name	Registration Num.	Contract Start Date	Contract End Date	Merchant Status
600000014001	Mohammed Aidaros A	Mohammed Aidaros E	5950009037	Feb 2, 2011	Feb 2, 2100	Active
600000017001	Najran Hotel	Najran Hotel	5950002146	Feb 2, 2011	Feb 2, 2100	Active
600000018003	Khusheim Industrial Ec	Khusheim Industrial Ec	2050027277	Feb 2, 2011	Feb 2, 2100	Active
600000024000	Alfalakia General for /	Alfalakia General for /	2051023804	Feb 7, 2011	Feb 7, 2100	Active

4. Modify the required, then click **Save**.

Duplicate Merchant

It allows the creation of a new merchant with the current information of an existing one.

To access, click **Merchant Maintenance> Duplicate Merchant**

1. Click on **Duplicate Merchant**. A list of merchant numbers with their respective names will be displayed in the group box.

Merchant Num.	Merchant Name	Shop Name
600000014001	Mohammed Aidaros Al Harthy Est.	Mohammed Aidaros Est.
600000017001	Najran Hotel	Najran Hotel
600000018003	Khusheim Industrial Equipments	Khusheim Industrial Equipments

2. Select one of the listed merchants and click **[Duplicate Merchant]**.

3. Insert a new merchant number and click on the information that is required for duplication.

4. Click on **Save** for a new duplicate merchant.

Change Terminal Status

It displays the status of a terminal for update.

To access select **Merchant Maintenance> Terminal Status**

1. Click on **Terminal Status** and fill the required search criteria.

2. Click on **Search**, a list of terminals will be displayed in the group box.

3. Select one of the listed terminals and click on **[Edit Terminal Status]**.

Search

Terminal Id:
Merchant Number:
Shop Name:
Serial Number:
Status:
-ALL-

Search
Reset

Terminal Status

Terminal Id: 7213000902600677
Merchant Name: Abdulmohsen Al Hoka
Merchant Number: 600000264007
Shop Name: Vortex
Terminal Status: Not Installed
Cancellation Fee: 0

Save

Change Terminal Status

Terminal Id	Merchant Num.	Merchant Name	Shop Name	Serial Numb.	Terminal Status
7213000902600677	600000264007	Abdulmohsen Al Hoka	Vortex	E00124	Reserved
7213001202600680	600000264010	Abdulmohsen Al Hoka	Fun Studio	E00127	Not Installed
5555008502600683	600000266001	Siham A. Hassanain Est	Zodiac Cuisine	0C3555	Not Installed
8182005103600061	600000039001	Munir H. Altarooti Trading	Top Ten	820051	Installed/Running
8182020702600237	600000100001	Saleed S. Almeer Est	Saleed Almeer Est	820207	Installed/Running

Page 1 of 1

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4. Modify the required, and click **Save**.

Note: If you choose cancel instead, the application will fetch the cancellation profile for this terminal, and retrieve the cancellation fees amount that has to be added to the merchant's fees.

Terminal Activation

Terminal Activation activates/ deactivates a selected terminal for a specific merchant.

To access, select **Merchant Maintenance> Terminal Activation**

- Click on **Terminal Activation**, a list of Terminal Ids with their Statuses will be displayed in the group box.
- Select one of the listed terminals and click on **Activate Terminal/ Deactivate Terminal** for activation/ deactivation.

Search

Terminal Id:
Merchant Number:
Shop Name:
Alt. Shop Name:
Serial Number:
Status:
-ALL-

Search
Reset

Activate Terminal

Deactivate Terminal

Terminal Id	Merchant Num.	Merchant Name	Shop Name	Serial Numb.	Terminal Status	Terminal Activation St
7213000902600677	600000264007	Abdulmohsen Al Hoka	Vortex	E00124	Reserved	Activated
7213001202600680	600000264010	Abdulmohsen Al Hoka	Fun Studio	E00127	Not Installed	Deactivated
5555008502600683	600000266001	Siham A. Hassanain E	Zodiac Cuisine	0C3555	Not Installed	Deactivated
8182005103600061	600000039001	Munir H. Altarooti Trad	Top Ten	820051	Installed/Running	Activated
8182020702600237	600000100001	Saleed S. Almeer Est	Saleed Almeer Est	820207	Installed/Running	Activated

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3. A message will be displayed to confirm the process.

4. Click on **OK/Cancel** to complete or stop the process.

Hold Payment

For certain reasons, sometimes an exception action on the merchant payment may be required to defer the payment. A special form is provided to allow deferring a merchant's payment until a certain date. To do that, you just have to enter the appropriate date in the form MM/DD/YYYY in the Hold Payment Date field. The form has a validation on the date field to prevent entering an invalid date or a date too far in the future.

To access, select **Merchant Maintenance> Hold Payment**

Hold Payment is checked by the settlement process before generating any payment entry to the merchant account.

1. Click on **Hold Payment** and fill any required search criteria in the form.
2. Click on **Search**, a list of batches will be displayed in the group box.
3. Select one of the listed batches and click on **View Batch Detail**.

The screenshot shows a web application interface for searching merchant payments. On the left, there is a 'Search' sidebar with two input fields: 'Terminal Id:' and 'Merchant Number:'. Below these fields are two buttons: 'Search' (with a magnifying glass icon) and 'Reset' (with a circular arrow icon). The main content area on the right is titled 'View Batch details' and contains a table with the following columns: 'Batch Id', 'Merchant Number', 'Terminal Id', 'Batch Status', and 'Set Date'. The table is currently empty. At the bottom of the main area, there is a pagination bar showing 'Page 1 of 1' and a 'No data to display' message.

4. Information pertaining to credit, debit amounts, hold payment flags, and matching and posting will be displayed.

Note:

- To hold/unhold the amount for a specific merchant, click on **Merchant Pay Hold**.
- Enter the release date to release the process.
- Click on **Save** to update the Hold Flag by True/ False respectively.
- A message will be displayed to confirm the process. Then click on **OK** and **Back to Batch Header** to return back.

Merchant Payment Management

It displays the unmatched merchant payments in reference to a terminal within a range of dates.

To access, select **Merchant Maintenance> Merchant Payment Management**.

1. Click on **Merchant Payment Management** and fill the required search criteria.
2. Click on **Search**, a list of unmatched payments will be displayed in the group box.

The screenshot shows a web application interface for searching merchant payments. On the left, there is a sidebar with various search criteria: Terminal Id, merchant Id, Date Type (set to Due Date), From Date (Nov 10, 2016), To Date (Nov 10, 2016), Card Product, Payment Method, and Status Code (set to -ALL-). Below these filters are 'Search' and 'Reset' buttons. The main content area is a large table. The table has a header row with columns: Batch Id, Terminal Id, Merchant id, scheme id, Status Desc..., Switch Total..., Switch Total..., Pos Total Cr..., Pos Total Debit, scheme Co..., Online Resp..., Due Date, Match Date, and Posting Flag. The table body is currently empty, displaying the message 'No Payment Detail found.' and 'No data to display' at the bottom. There are also 'View Transaction Details' and 'Resend online payment' links above the table.

3. Select one of the listed payments with error (red ones) and click on **[Resend online payment]**.
4. A background process will be initiated to resend online payment.
5. If no error occurred, the status will automatically be updated to be paid.

Merchant Inquiry

This module is used:

- To retrieve any detailed information about the merchant
- To monitor main the terminal's transactions and open a case if necessary.

Merchant Inquiry

To access, select **Merchant Maintenance> Merchant Inquiry**

1. Click on **Merchant Inquiry** and fill the required search criteria.
2. Click on **Search**, a list of merchants will be displayed in the group box.
3. Select one of the merchants and click **[View Details]**.

	Merchant No	Merchant Name	Shop Name	Alt. Merch	Alt. Shop	Termin Id	Serial Numb	Individual	Application I	App. Status	Terminal Sta	Active
1	6000001590	Mohammed	Yalel Ya Air	Mohammed	Yalel Ya Air	5555001202	0C350C	false	468	Approved	Installed/Rur	true
2	6000001820	Sultan Saler	Merinos	Sultan Saler	Merinos	8182033402	820334	false	541	Approved	Installed/Rur	true
3	6000001820	Sultan Saler	Merinos	Sultan Saler	Merinos	8182034103	820341	false	548	Approved	Installed/Rur	true
4	6000001690	Doghmal Tre	Najran Mall	Doghmal Tre	Najran Mall	8182035107	820351	false	495	Approved	Installed/Rur	true

4. Once **View Details** is clicked, you can retrieve any information pertaining to application, account information, address, contacts, terminals, payments & commissions, adjustments & Fees, online transactions.

Application Id:	541	Application Type:	New Merchant Application
Application Status:	Approved	Shop Name:	Merinos
Application Entry Date:	Jul 9, 2011	Alt. Shop Name:	Merinos
Merchant Number:	600000182003	Merchant Type:	ALL OTHER MERCHANT/U.S. POST E
Merchant Name:	Sultan Salem Al Qiwan Est	HO Available:	Sultan Salem Al Qiwan Est
Alt. Merchant Name:	Sultan Salem Al Qiwan Est	Transaction Profile:	Financial
Merch Category Code:	5719-Miscellaneous Home Furnishing	Risk Level:	Fine
Economic Activity:	Furniture and Carpets - AA(63)	Sales Name:	Mohammed Karsha
Registration No:	4030125684	Contract Start Date:	Jul 9, 2011
Merchant Level:	Merchant	Contract Expiry Date:	Jul 9, 2100

5. Click on **Online Transactions**. A list of terminal Ids will be displayed.

Merchant Inquiry

Application Account Information Addresses Contacts Terminals Payment & Commissions Adjustment & Fees **Online Transactions**

Transactions

Terminal Id	Card Number	Amount	Destination	Response Code	Alpha Response	Settl. Amount	Acceptor Name	Transaction Time	Transaction Date
No Transactions To Display.									

Page 1 of 1

No data to display

Start Date: May 11, 2012 Refresh Time(ms): 5000 Apply

End Date: May 11, 2012 Records to display: 10 Open Case

Selected Com.Prof Selected Fee.Prof Selected Com.Break Down Selected Fee.Break Down

6. Select a terminal Id and click on any of the shown tabs in the main screen, to view more individual information.

➤ **Note:** *Online Transactions* allows you to monitor terminal transactions.

- To update the starting, and ending dates as well as the refreshing time, and the number of displaying records, click **Apply**.
- In case you suspect a transaction error, select the transaction and click **Open Case**.

Merchant Help Desk

The module helps manage all open and pending cases related to the merchant's incidents.

In case the merchant's problem is not solved, and the issue needs to be raised to another division, the module has the ability to create a new incident.

The incident can be categorized using predefined categories like: Hardware, Service, Software, Communication, Financial, etc....which the bank defines. Additionally, each category has a set of predefined sub-categories that add more detail to the reported incident.

After filling in all the required data, the operator can forward the incident to any other division for more investigation.

The entire incident's flow is saved until the incident is resolved. The historical record is then used to gauge response time for the merchant.

Case Management

To access, click **Merchant Help Desk> Case Management**

1. Click on **Case Management**, and fill in the required search criteria: reference, merchant number, terminal id, issue type, issue status and open date range.
2. Click on **Search**. A list of cases will be displayed in the group box.
3. Select one of the listed cases, and click **[Edit Case]**

The screenshot displays the 'Case Management' interface. On the left, there is a 'Search' panel with fields for Reference, Merchant Number, Terminal Id, Issue Type (set to 'Declined transactions'), Issue Status (set to 'Opened'), and Open Date Range. Below these are 'Search' and 'Reset' buttons. The main area shows the details for a case with Tracking Number 104. Fields include Merchant (600000012001), Terminal (8182001603600018), Status (Opened), Issue Type (Declined transactions), Sub-Issue Type (lot of declines), Open Date (Jun 27, 2011), and Close Date. A 'Send e-mail' checkbox is checked. A 'Remarks' box contains the text: 'Please send an engineer to the location to check the terminal. Terminal is giving a lot of declines.' Below this are two tables: 'Available Departments' and 'Selected Departments'. The 'Available Departments' table has columns for Department and e-mail, with 'IT' and 'nnetst@hail.com.sa' listed. The 'Selected Departments' table has columns for Department and e-mail, with 'HelpDesk Department' and 'adhsnol@hail.com.sa' listed. At the bottom, there is a toolbar with buttons for 'New Case', 'Edit Case', 'Remove Case', 'View Case History', and 'Generate a Maintenance Report'. Below the toolbar is a table listing cases with columns: Ref. Number, User, Merchant Numk, Merchant Name, Terminal Id, Serial Number, Issue Sub-Typ, Open Date, Close Date, and Status. The first row shows Ref. Number 104, User baj90000171, Merchant Numk 600000012001, Merchant Name Fawaz Abdul K., Terminal Id 818200160360, Serial Number 820016, Issue Sub-Typ lot of declines, Open Date Jun 27, 2011, Close Date, and Status Opened. At the bottom right, it says 'Displaying 1 - 55 of 55'.

4. Modify the required, and click **Save**.
 - Make sure you enable 'Send e-mail' by placing a tick in the Send e-mail box, as shown above. This will ensure an email is sent to the appropriate people in the concerned departments.
 - To add or cancel a department's responsibility concerning the incident, use 'Drag and Drop' from/ to the 'Available Departments' into the 'Selected departments' in order to add or cancel a responsibility.
 - To create a new case for following up with other departments, click on **[New Case]**.
 - To remove a case, and delete it completely from the system, select it and click **[Remove Case]**.
 - To view the history of the case, select it and click on **[View Case History]**. This will display a list of all the detailed actions and processing steps pertaining to the case.

Case Status

This form allows you to set up case statuses with their relevant descriptions.

To access select **Merchant Help Desk > Case Status**

- 1. Click on **Case Status**, a list of case statuses will be displayed in the group box.
- 2. Select the desired case status, and click **[Edit Case Status]**.

Case Status

Case Status:

Save

+

New Case Status

Edit Case Status

Remove Case Status

Case Status

By Design

Opened

Closed

Pending

Obsolete

ter

Page 1 of 1

Displaying 1 - 6 of 6

- 3. Modify the required, and click **Save**.
 - To add a case status, click **[New Case Status]**. Fill in the necessary details, then click **Save**.
 - To remove a case status, select it from the Case Status group box, and click **[Remove Case Status]**.

Issue Type

The procedure allows you to set up issue types needed for creating case incidents while monitoring online transactions.

To access click **Merchant Help Desk> Issue Type**.

1. Click on **Issue Type**. A list of Issue types will be displayed in the 'Issue Type ' group box.
2. Select the desired Issue Type, and click **[Edit Issue Type]**.

Issue Type

Issue Type: Accepted Cards

Save

+ New Issue Type | Edit Issue Type | Remove Issue Type

Issue Type
Accepted Cards
Connection Problem
Declined transactions
Hardware
Others ...
POS Terminal Settings
Reconciliation Problem

Page 1 of 1 | Displaying 1 - 10 of 10

3. Modify the required, and click **Save**.

- To add an issue type, click **[New Issue Type]**. Fill in the necessary details and click **Save**.
- To remove an issue type, click **[Remove Issue Type]**.

Issue Sub Category

This section manages the issue sub category types for a selected issue type.

To access select **Merchant Help Desk> Issue Type Sub Category**

1. Click on **Issue Type Sub Category** and select one of the issue types from the drop down menu.
2. Click on **Search**. A list of Issue Type Sub Categories will appear in the 'Issue Type Sub Category' group box.
3. Select an Issue type Sub category from the list, and click **[Edit Issue Type Sub-Category]**

Issue Type Sub-Category	Issue Type
MasterCard Problem	Accepted Cards
Credit Card Problem	Accepted Cards
SPAN not working	Accepted Cards
BAJ Cards Issue	Accepted Cards

4. Modify the required, and click **Save**.
 - To add a new 'issue type sub category', click **[New Issue Type Sub-Category]**. Fill in the necessary details, then click **Save**.
 - To remove an 'issue type sub category', select it from the group box, and click **[Remove Issue Type Sub-Category]**.

Settlement/Matching

End-of-Day processing performs specific processing on adjustments, and exceptions that were locally processed, as well as transactions that were received from SAMA.

End of day processing also entails posting of transactions to merchant accounts.

This settlement process module covers two processes:

- Matching
- Merchant Settlement

Settlement

To access, select **Settlement/ Matching > Settlement**

Click on **Settlement**, the process will be directly initiated.



Settlement is the End-of-day processing that includes the following:

1. Processing all batches ready for settlement:
 - The process selects all the matched transactions in addition to all the adjustments and accumulates the amounts to be paid by merchant or terminal based on the predefined parameters.
2. Calculating all the commissions, discounts and transaction processing fees:
 - The process selects the details of the commission profile attached to the merchant, or terminal based on the card product and transaction type. The commission is then calculated and deducted from net to pay to the merchant.
3. Updating the merchant accounts and balances:
 - The internal merchant account is updated by the calculated amount.
4. Preparing the merchant payment file:
 - The calculated payment amount is exported to a physical file that excludes all payments which are set on hold.

Matching

The Matching process aims at matching the amounts received in the reconciliation with the amounts received at the banks terminals for each transaction.

To access Select **Settlement/Matching > Matching**

Click on **Matching**, the process will be automatically initiated.



The screenshot shows a web application window titled "Process (Matching)". Inside the window, there are two date input fields: "Processing Date:" and "Logging Date:", both set to "12/05/2012". Below these fields are three buttons: "Run Matching Process" (with a small icon), "Unlock Process", and "View Logs".














Reports

All available reports in the application are designed in order to list the defined configuration details. They can be generated in different formats: PDF, HTML and Excel Formats. Some report examples will displayed below for information measures.

The following table helps list the different types of reports.

Reports	Lists
Configuration	<div> <div> <div>A</div> <div>Language Report</div> </div> <div> <div>◆</div> <div>Institution Type Report</div> </div> <div> <div>i</div> <div>Institution Report</div> </div> <div> <div>@</div> <div>Addresses Report</div> </div> <div> <div>☰</div> <div>Contacts Report</div> </div> </div>
	<div> <div> <div>\$</div> <div>Currencies Report</div> </div> <div> <div>£</div> <div>Currency Rates Report</div> </div> <div> <div>☞</div> <div>Card Scheme Report</div> </div> </div> <div> <div> <div>🏷️</div> <div>Merchant Types Report</div> </div> <div> <div>📄</div> <div>Merchant Category Code Report</div> </div> <div> <div>📄</div> <div>Fee Profile Report</div> </div> <div> <div>📄</div> <div>Fee Profile Detail Report</div> </div> <div> <div>☰</div> <div>General Scale Report</div> </div> </div> <div> <div> <div>📄</div> <div>Application Type Report</div> </div> <div> <div>⚙️</div> <div>Risk Level Report</div> </div> <div> <div>📊</div> <div>Economic Activity Report</div> </div> <div> <div>📊</div> <div>Merchant Level Report</div> </div> <div> <div>📊</div> <div>Promotor Report</div> </div> <div> <div>📊</div> <div>Break Down Report</div> </div> <div> <div>📊</div> <div>Bank Report</div> </div> <div> <div>📊</div> <div>Branch Report</div> </div> <div> <div>📊</div> <div>Payment Type Report</div> </div> <div> <div>📊</div> <div>District Report</div> </div> </div>

Terminal Management System Reports	<ul style="list-style-type: none"> Transaction Class Report Transaction Code Report Commission Profile Report Commission Profile Detail Report Merchant Information Account Product POS with no reconciliation POS reconciliation Unmatched Advices Unprocessed Transactions Detailed Reconciliation Transaction Events Account Type Fee Rule Profile Fee Rule Profile Detail Status Rule
Stock & Maintenance Reports	<ul style="list-style-type: none"> Vendors Report Brands Report POS Inventory Report Installed POS Report Available POS Report Summary By Status Report POS History Report Potential Orders Report
Application Reports	<ul style="list-style-type: none"> Retailer Application Form Merchant Inquiry Form Potential customer information
Help Desk Reports	<ul style="list-style-type: none"> Cases Report Request Report To Vendor Maintenance Report Completed Installation Completed Cancellation
Security Reports	

	 Audit Report
Statistic Reports	<div>  Detailed Transactions Report  Transaction By Batches Report <hr/>  Posted Amount By Terminal  Commissions And Fees Report  Merchant Fee Waiver Report <hr/>  Processes Tracking Report <hr/>  POS Transactions Summary Report <hr/>  List of Fees Report  Summary Report  Merchant commission revenue Report </div>
Fraud Reports	<div>  Summary Transactions By Merchant Report  Detailed Transactions By Merchant Report </div>

Accessing Configuration Reports

To access the configuration report of choice, abide by the following directions

- **Language List**

Access **Configuration Report > Language List**

- **Institution Type Lists**

Access **Configuration Report > Institution Type List**

- **Institution List**

Access **Configuration Report > Institution List**

- Get a list of all the institutions or the ones that are related to the criteria selected.
- Fill in the required details.
- Click **View Report**
- After selecting your desired format, the following report will be generated:

Institution List

Institution Type: -ALL-

Institution Name:

Language Code: English

Currency Code: SAR

Export As:

☒ PDF
☐ HTML
☐ XLS
☐ CSV

View Report

- When you click on **View Report**, a warning will be displayed. Heed to it before proceeding.
- Click on **Display Report** to retrieve the report data.

Institution Id	Institution Name	Fiscal year start	Currency Code	Primary Language	Secondary Language	Added By	Added Date	Modified By	Modified Date
Institution Type : Financial									
504300	AlJazira	1212	SAR	English	Arabic	admin	06/26/2010	admin	10/09/2010

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• Addresses Report

Access **Configuration Report > Addresses List**

You will get a list of all assigned addresses.

Address 1	Address 2	Postal Code	Geo Code	Phone 1	Phone 2	Fax	Email	URL	Address 3	Address 4	City	Country	County	Province	District	Added By	Added Date	Modified By	Modified Date
Ibrahim	Al Bayet	11612	02-	02-	01-				Central	n	Makkah	KSA	Western	Western		ba900001707/17/2011	ba900001707/17/2011		
Khorais	Othaim	11612	01-	01-	01-				n	n	Riyadh	KSA	Riyadh	Riyadh		ba900001707/17/2011	ba900001707/17/2011		
Al Watania	n	11612	03-	03-	01-				n	n	Hafir Albatin	KSA	Eastern	Eastern		ba900001707/17/2011	ba900001707/17/2011		
Othman Binkling	0000	06-	06-	06-	06-				Al Safa	n	Buraidah	KSA	Quassim	Quassim		ba900001707/24/2011	ba900001707/24/2011		
Shahar	Taif Mail	318	02-	02-	02-				n	n	Taif	KSA	Western	Western		ba900001707/26/2011	ba900001707/26/2011		
Abdulrahm	Saleh	12683	02-	02-	02-		na@domai	http://na.	N/A	N/A	Jeddah	KSA	Western	Western	Al Saliman	admin	12/11/2010	admin	12/11/2010
Hassan Bin NA	31511	03-	03-	03-	03-				NA	NA	Qatif	KSA	Eastern	Eastern	Al Nassrah	ba900001702/16/2011	ba900001702/16/2011		
Al	na	31582	03-	03-	03-				na	na	Mubarratz	KSA	Eastern	Eastern	Al Yehya	ba900001705/04/2011	ba900001705/04/2011		
Tasial	n	1122	07-	07-	07-				n	n	Najran	KSA	Southern	Southern	Al Ghoyla	ba900001705/04/2011	ba900001705/04/2011		
Al Baraka	n	21436	02-	02-	02-				n	n	Jeddah	KSA	Western	Western	Mushrfah	ba900001705/07/2011	ba900001705/07/2011		
Tahila	Serati Mail	11612	02-	02-	01-				n	n	Jeddah	KSA	Western	Western		ba900001707/27/2011	ba900001707/27/2011		
Albahar	Khasakah	21474	02-	02-	02-				na	na	Jeddah	KSA	Western	Western	Al Balad	ba900001704/30/2011	ba900001704/30/2011		
King Fahad Souk Almoh	31481	03-	03-	03-	03-				n	n	Dammam	KSA	Eastern	Eastern	Dawasir	ba900001706/11/2011	ba900001706/11/2011		
Jamala	Prince	21463	02-	02-	02-				Jamala	n	Jeddah	KSA	Western	Western		ba900001706/31/2011	ba900001706/31/2011		
Comiche	Marina Mail	31441	03-	03-	03-				n	n	Dammam	KSA	Eastern	Eastern		ba900001706/07/2011	ba900001706/07/2011		
Danran	Othaim	31441	03-	03-	03-				Abdullah	n	Dammam	KSA	Eastern	Eastern		ba900001706/07/2011	ba900001706/07/2011		
Ibrahim Al	Makkah	21455	02-	02-	02-				n	n	Jeddah	KSA	Western	Western	Al Balad	ba900001706/11/2011	ba900001706/11/2011		
King Road	Red Sea	21412	02-	02-	02-				n	n	Jeddah	KSA	Western	Western		ba900001706/13/2011	ba900001706/13/2011		
Sama	n	21331	02-	02-	02-				n	n	Jeddah	KSA	Western	Western	Al Balad	ba900001706/27/2011	ba900001706/27/2011		
Ismail Abu	n	23323	02-	02-	02-				n	n	Jeddah	KSA	Western	Western	Al Hamra	ba900001706/27/2011	ba900001706/27/2011		
Wali Ahad	4 Shabab	21488	02-	02-	02-				Baghdadi	n	Jeddah	KSA	Western	Western	Al	ba900001706/29/2011	ba900001706/29/2011		
King Saud Jout Plaza	11382	04-	04-	01-					Cross	n	Skaka	KSA	Northern	Northern		ba900001707/02/2011	ba900001707/02/2011		
Tahila	New Town	21582	02-	02-	02-				n	n	Jeddah	KSA	Western	Western	Al Hamra	ba900001707/03/2011	ba900001707/03/2011		
Hera Street Hera Plaza	21422	02-	02-	02-					Al Nahda	n	Jeddah	KSA	Western	Western		ba900001707/06/2011	ba900001707/06/2011		

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• Contacts List

Access **Configuration Report> Contacts List**

It gets you all the list of assigned contacts.

• Currencies List

Access **Configuration Report >Currencies List**. It gets you all the list of assigned currencies.

- **Currency Rates List**

Access **Configuration Report > Currency Rates List**. It allows you to select the currency rate bin. You can also choose the report format.

- **Card Scheme List**

Access **Configuration Report > Card Scheme List**. It lists all types of Card schemes.

- **Merchant Types List**

Access **Configuration Report > Merchant Types List**. It lists all merchant types.

- **Merchant Category Code List**

Access **Configuration Report > Merchant Category Code List**

This report shows the merchant category codes list that is related to a selected card scheme.

- **Application Type List**

Access **Configuration Report > Application Type List**. It lists the defined application types.

- **Risk Level List**

Access **Configuration Report > Risk Level List**. It lists the defined risk levels.

- **Economic Activity List**

Access **Configuration Report > Economic Activity List**. It lists all the economic activities.

- **Merchant Level List**

Access **Configuration Report > Merchant Level List**

This report shows a list of all the merchant levels.

- **Promotor List**

Access **Configuration Report > Promotor List**. It lists all promotors.

- **Break Down List**

Access **Configuration Report > Break Down List**.

It lists all Break Downs defined in the system.

- **Bank List**

Access **Configuration Report > Bank List**. It lists all banks defined in the system.

- **Branch List**

Access **Configuration Report > Branch List**. A report of the branch information is generated according to the selected bank.

- **Payment Type List**

Access **Configuration Report > Payment Type List**. A list of all payment types is displayed.

- **District List**

Access **Configuration Report > District List**. A list of districts with their information is generated according to a selected country, province, county and city.

- **Card Product List**

Access **Configuration Report > Card Product List**. A list of all payment types is displayed.

- **General Parameter Family List**

Access **Configuration Report > General Parameter Family List**. A list of all general parameters families that are configured is displayed.

- **General Parameter List**

Access **Configuration Report> General Parameter List**. A list of all general parameters that are related to a selected general parameter family is displayed.

- **Fee Profile List**

Access **Configuration Report > Fee Profile List**. This report shows all fee profiles that are configured in the system along with their alternatives.

- **Fee Profile Detail List**

Access **Configuration Report > Fee Profile Detail List**. This report shows all the fee profile details according to a selected fee profile.

Accessing Terminal Management System Reports

To access the Terminal Management System Report of choice, abide by the following directions.

- **Transaction Class List**

Access **Terminal Management System Report> Transaction Class List**. It lists the defined transaction classes.

- **Transaction Code List**

Access **Terminal Management System Report > Transaction Code List**. It lists the transaction codes related to a selected transaction class.

- **Commission Profile List**

Access **Terminal Management System Report > Commission Profile List**. It lists the commission profiles that are configured to the system as well as their alternatives.

- **Merchant Information**

Access **Terminal Management System Report > Merchant Information**. The report shows the identity and the accounting information pertaining to a selected merchant.

- **Account Product**

Access **Terminal Management System Report > Account Product**. The report shows the account product information pertaining to a selected merchant.

- **POS with no Reconciliation**

Access **Terminal Management System Report > POS with no Reconciliation**. The report shows the information for POS that is not reconciled within a selected date period.

- **POS Reconciliation**

Access **Terminal Management System Report > POS Reconciliation**. The report shows the POS reconciliation information pertaining to a selected merchant, and terminal I within a date period as shown below:

The screenshot shows a web application window titled "POS Reconciliation List". It contains several input fields for filtering the report: "Merchant" (set to "-ALL-"), "Terminal Id" (set to "8182024401600282"), "Status" (set to "-All-"), "From Date" (set to "May 13, 2010"), and "To Date" (set to "May 13, 2012"). Below these fields is a message box that says "Please, Choose All merchants to select any terminal". At the bottom, there are radio buttons for "Export As:" with options for PDF (selected), HTML, XLS, and CSV. There are also "View Report" and "Reset" buttons.

Once **View Report** is clicked, the following report is displayed:

From Date : 13/05/2010		To Date : 13/05/2012					
Terminal Id	Card Acceptance Name	Merchant Number	Transaction Date	Transaction Time	Merchant Type	Status	Term Card Id 1
8182024401600282	Adhwa Alami Clinic	600000026001	24/05/2011	21:55:42	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	25/05/2011	21:46:03	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	22/05/2011	11:47:44	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	23/05/2011	21:53:10	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	30/05/2011	21:46:48	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	29/05/2011	22:00:30	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	28/05/2011	21:56:21	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	26/05/2011	21:42:57	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	05/06/2011	21:41:26	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	04/06/2011	21:46:23	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	31/05/2011	21:50:30	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	02/06/2011	21:38:28	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	01/06/2011	21:48:23	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	06/06/2011	21:40:48	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	07/06/2011	21:31:56	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	08/06/2011	21:34:53	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	09/06/2011	21:45:50	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	12/06/2011	21:46:46	8099	Paid	DM
8182024401600282	Adhwa Alami Clinic	600000026001	11/06/2011	21:44:32	8099	Paid	DM

- **Un matched Advices**

Access **Terminal Management System Report > Unmatched Advices**. The report shows the unmatched advices for a selected merchant and terminal within a date period as shown below:

ACCESS Terminal Management System Report → Unmatched Advices

Unmatched Advices List

Search By:

☒ Terminal
 ☐ Merchant

Terminal Id:

From Date:*

To Date:*

Export As:

☒ PDF
 ☐ HTML
 ☐ XLS
 ☐ CSV

View Report

Reset

- **Un processed Transactions**

Access **Terminal Management System Report > Unprocessed Transactions**. The report shows the unprocessed transactions for a selected merchant and terminal within a date period.

- **Detailed Reconciliation Transaction**

Access **Terminal Management System Report > Detailed Reconciliation Transaction**. This report shows the detailed reconciliation transaction for a selected merchant and terminal within a date period as shown below:

Detail Reconciliation Transaction List

Search By:

☒ Terminal

☐ Merchant

Terminal Id:

From Date:*

Nov 10, 2016

To Date:*

Nov 10, 2016

Export As:

☒ PDF

☐ HTML

☐ XLS

☐ CSV

View Report

Reset

• Events

Access **Terminal Management System Report > Events**. The report shows the event information in a selected format (PDF/ XLS/ HTML/ CSV), as shown below:

Event						
Event	Fee Profile	Alert Msg.	Added By	Added Date	Mod. By	Mod. Date
322das	Monthly Profile 350	sadsadsadsadasdas	admin	02/14/2012	admin	02/14/2012
asd	Monthly Profile 400	asdsad	admin	02/22/2012	admin	02/22/2012
dsad	Monthly Profile 300	dsadas	admin	02/14/2012	admin	02/14/2012

5/13/12 9:47 AM

Page 1 of 1

• Account Type

Access **Terminal Management System Report > Account Type**. The report shows the account type description in a selected format (PDF) as shown below:

Account Type Desc.	Added By	Added Date	Modified By	Modified Date
asdad	admin	02/22/2012	admin	02/22/2012
asdfs	admin	02/10/2012	admin	02/10/2012
checking	admin	05/11/2012	admin	05/11/2012
current	admin	05/11/2012	admin	05/11/2012

5/13/12 9:50 AM

Page 1 of 1

- **Fee Rule Profile**

Access **Terminal Management System Report > Fee Rule Profile**. This report shows the fee rule profile list in a selected format (PDF/ XLS/ HTML/ CSV).

Fee Rule Profile

Fee Rule Profile	Added By	Added Date	Mod. By	Mod. Date
Status : Active				
67567ffasf	admin	02/08/2012	admin	02/08/2012
fdasf	admin	02/08/2012	admin	02/08/2012
sadsa	admin	02/22/2012	admin	02/22/2012
sadas	admin	02/14/2012	admin	02/14/2012
Status : Inactive				
saa	admin	02/14/2012	admin	02/14/2012

- **Fee Rule Profile Detail**

Access **Terminal Management System Report > Fee Rule Profile Detail**. This report shows the fee rule profile detail list for a selected fee rule profile in a selected format (PDF/ XLS/ HTML/ CSV).

- **Status Rule**

Access **Terminal Management System Report > Status Rule**. This report shows the status of a selected rule in a selected format (PDF/ XLS/ HTML/ CSV) as shown below:

To Status	Added By	Added Date	Mod. By	Mod Date
Status Rule : gfdgsd				
From Status : Not Installed				
Event : 322das				
Installed/Running	admin	02/22/2012	admin	02/22/2012
Damaged	admin	02/22/2012	admin	02/22/2012
Under Maintenance	admin	02/22/2012	admin	02/22/2012

5/13/12 10:00 AM

Page 1 of 1

Accessing Stock & Maintenance Reports

- Vendors List

ACCESS

Stock & Maintenance Report → Vendors List

This report lists all the assigned vendors.

- Brands List

ACCESS

Stock & Maintenance Report → Brands List

This report shows all the brands according to a selected vendor.

- POS Inventory List

ACCESS

Stock & Maintenance Report → POS Inventory List

It lists the POS Inventory in reference to a selected vendor and brand.

- Installed POS Report

ACCESS

Stock & Maintenance Report → Installed POS Report

It lists the POS Inventory in reference to a selected vendor and brand and installed POS Status.

Pos Inventory Status Report

Vendor:*

Choose Vendor

Brand:*

Choose Brand

Pos Status:*

Choose Status

From Date:*

Nov 10, 2016

To Date:*

Nov 10, 2016

Export As:

☒ PDF

☐ HTML

☐ XLS

☐ CSV

View Report

Installed POS																			
Criteria:																			
Vendor: Jazira Supplier																			
Brand: Ingenico																			
Status: Installed																			
POS Inventory	Serial Number	Version	Software Version	EMV	PIN/PAD	PIN/PAD Version	WIFI	GPS	Entry Date	Status	Status Date	Last Retailer ID	Remarks	Added By	Added Date	Modified By	Modified Date	Terminal	Description
Vendor: Jazira Supplier																			
Brand: Ingenico																			
26	AF16273172851279	1.3.4	1.1	1	0	1.0	1	1	02/06/2010	73	02/06/2010		Good	admin	02/06/2010	admin	04/14/2010	1286375545	Jazira Supplier Ingenico
26	J86218627362132	12.0.1	3.4	1	1	1.0	1	1	02/05/2010	73	02/05/2010		Fine	admin	02/05/2010	admin	04/14/2010	8734763244	Jazira Supplier Ingenico
82	12345643121455	23324	34	1	1	23423	1	1	03/20/2010	62	03/20/2010			admin	03/20/2010	admin	03/20/2010	3243243243434	Jazira Supplier Ingenico
85	1234324234	2343432	343434	1	1	32434	1	1	03/20/2010	62	03/20/2010			admin	03/20/2010	admin	03/20/2010	23048223	Jazira Supplier Ingenico
81	12345643121455	23324	34	1	1	23423	1	1	03/20/2010	72	04/24/2010			admin	03/20/2010	admin	04/14/2010	3243243243434	Jazira Supplier Ingenico
83	1234564312345676	23324	34	1	1	23423	1	1	03/20/2010	72	04/24/2010			admin	03/20/2010	admin	03/20/2010	3243243243434	Jazira Supplier Ingenico
84	23434234	2343432	343434	1	1	32434	1	1	03/20/2010	72	04/24/2010			admin	03/20/2010	admin	03/20/2010	23048223	Jazira Supplier Ingenico

ACCESS Stock & Maintenance Report → Available POS Report

It lists the POS Inventory in reference to a selected vendor, brand and POS Status within a date period.

The screenshot shows a web form titled "Pos Inventory Status Report". It contains several input fields: "Vendor:" with a dropdown menu labeled "Choose Vendor", "Brand:" with a dropdown menu labeled "Choose Brand", "Pos Status:" with a dropdown menu labeled "Choose Status", "From Date:" with a date picker showing "May 13, 2012", and "To Date:" with a date picker showing "May 13, 2012". Below these fields are four radio buttons for "Export As": "PDF" (selected), "HTML", "XLS", and "CSV". At the bottom left is a "View Report" button.

- **Summary by Status Report**

ACCESS Stock & Maintenance Report → Summary by Status Report

It lists the POS history summary list by status according to a selected vendor and brand.

The screenshot shows a web form titled "Pos By Status List". It contains two dropdown menus: "Vendor:" labeled "Choose Vendor" and "Brand:" labeled "Choose Brand". Below these are four radio buttons for "Export As": "PDF" (selected), "HTML", "XLS", and "CSV". At the bottom left is a "View Report" button.

- **POS History Report**

ACCESS Stock & Maintenance Report → POS History Report

It lists the POS history in reference to a selected vendor and brand within a date period.

Pos History List

Vendor: Choose Vendor

Brand: Choose Brand

From Date: May 13, 2010

To Date: May 13, 2012

Export As: ☒ PDF ☐ HTML ☐ XLS ☐ CSV

View Report

- **Potential Orders Report**

Stock & Maintenance Report → Potential Orders Report

It lists the potential order report in reference to a selected vendor and brand.

Potential Order List

Vendor: Choose Vendor

Brand: Choose Brand

Export As: ☒ PDF ☐ HTML ☐ XLS ☐ CSV

View Report

Accessing Application Reports

- **Retailer Application Form**

ACCESS Application Report → Retailer Application Form List

The report retrieves the retailer application form in reference to a selected merchant and terminal.

Retailer Application

Terminal Id:*

Export As: ☒ PDF ☐ HTML ☐ XLS ☐ CSV

View Report

- **Merchant Inquiry Form**

ACCESS Application Report → Merchant Inquiry Form List

The report lists the merchant inquiry form in a selected format (PDF/ Html/ XLS/ CSV).

- **Potential Customer Information**

ACCESS Application Report → Potential Customer Information List

This report lists potential customer information in a selected format (PDF/ Html/ XLS/ CSV).

Accessing Help Desk Reports

- **Cases Report**

ACCESS Help Desk Report → Cases Report List

The report lists the case report in reference to a selected case status within a date period.

The screenshot shows a web form titled "Case List" with a close button. It contains the following fields and options:

- From Date:** A date input field with "May 13, 2011" and a calendar icon.
- To Date:** A date input field with "May 13, 2012" and a calendar icon.
- Case Status:** A dropdown menu with "Choose a Status" selected.
- Export As:** Four radio button options: PDF (selected), HTML, XLS, and CSV.
- View Report:** A button located below the export options.

- **Request Report to Vendor**

ACCESS Help Desk Report → Request Report to Vendor

The request report to vendor is generated in reference to a selected merchant and call type within a date period.

The screenshot shows a web form titled "Request Report To Vendor" with a close button. It contains the following fields and options:

- Merchant:** A dropdown menu with "Choose a Merchant" selected.
- Call Type:** A dropdown menu with "Installation" selected.
- From Date:** A date input field with "May 13, 2010" and a calendar icon.
- To Date:** A date input field with "May 13, 2012" and a calendar icon.
- Export As:** Four radio button options: PDF (selected), HTML, XLS, and CSV.
- View Report:** A button located below the export options.

- **Maintenance Report**

ACCESS Help Desk Report → Maintenance Report

The maintenance report is generated in accordance to a selected merchant, terminal and call type within a date period as shown below:

Maintenance Report

Search By:

☒ Terminal
☐ Merchant

Terminal Id:

From Date:*

To Date:*

Call Type:*

Export As:

☒ PDF
☐ HTML
☐ XLS
☐ CSV

View Report

Reset

- Completed Installation Report

ACCESS Help Desk Report → Completed Installation Report

This report is generated in accordance to a selected merchant and terminal within a date period as shown below:

Completed Installation Report

Search By:

☒ Terminal
☐ Merchant

Terminal Id:

From Date:*

To Date:*

Export As:

☒ PDF
☐ HTML
☐ XLS
☐ CSV

View Report

Reset

- Completed Cancellation Report

ACCESS Help Desk Report → Completed Cancellation Report

This report is generated in accordance to a selected merchant and terminal within a date period as shown below:

Completed Cancellation Report ✕

Search By:

☒ Terminal
 ☐ Merchant

Terminal Id:

From Date:*

To Date:*

Export As:

☒ PDF
 ☐ HTML
 ☐ XLS
 ☐ CSV

View Report

Reset

Accessing Security Reports

- Audit Report

ACCESS Security Report → Audit Report List

The report is generated in reference to a selected audit action, user, event result and severity within a date period as listed below:

Audit List ✕

From Date:*

To Date:*

Audit Action:*

Users:*

Event Result:*

Severity:*

Export As:

☒ PDF
 ☐ HTML

View Report

Show Modified Values Only:

☐

Attribute:

Attribute:

Attribute:

Attribute:

Attribute:

Figure 1. Audit Report Request

Accessing Statistic Reports

- Detailed Transaction Report

ACCESS Statistic Report → Detailed Transaction Report List

The report is generated in reference to a selected range of merchants, terminals, MCC, approved status within a date period.

Detailed Transactions Report ✕

From Merchant:

From Terminal:

From MCC:*

From Date:*

Approved:*

Export As:

☒ PDF
 ☐ HTML
 ☐ XLS
 ☐ CSV

View Report

To Merchant:

To Terminal:

To MCC:*

To Date:*

- Transaction by Batches Report

The report lists the transaction by batches within a date period.

The screenshot shows a web form titled "Transaction By Batches". It includes two date pickers: "From Date:" set to "May 13, 2009" and "To Date:" set to "May 13, 2012". Below these are four radio buttons for "Export As": "PDF" (selected), "HTML", "XLS", and "CSV". A "View Report" button is located at the bottom left of the form area.

- **Posted Amount by Terminal Report**

The report lists the posted amount by terminal within a date period in reference to a selected batch type, merchant and terminal id as shown below:

The screenshot shows a web form titled "Posted Amount By Terminal". It includes two date pickers: "From Date:" set to "May 13, 2010" and "To Date:" set to "May 13, 2012". Below these are four dropdown menus: "Batch Type:" (set to "Choose Batch Type"), "Merchant:" (set to "Choose a Merchant"), and "Terminal Id:" (set to "Choose a Terminal"). There are also four radio buttons for "Export As": "PDF" (selected), "HTML", "XLS", and "CSV". A "View Report" button is located at the bottom left of the form area.

- **Commissions & Fees Report**

The report lists the commissions and fees within a date period in reference to a selected batch type, merchant and terminal id as shown below:

Commissions And Fees

From Date: May 13, 2010
To Date: May 13, 2012
Batch Type: Choose Batch Type
Merchant: Choose a Merchant
Terminal Id: Choose a Terminal

Export As:
☒ PDF
☐ HTML
☐ XLS
☐ CSV

View Report

- Merchant Fee Waiver Report

ACCESS Statistic Report → Merchant Fee Waiver Report List

The report lists the merchant fee waiver within a date period in reference to a selected fee waiver and range of merchants as shown below:

Merchant Fee Waiver List

Fee Waiver: Choose Fee Waiver
From Date: May 13, 2011
To Date: May 13, 2012
From Merchant Number: Choose Merchant Number
To Merchant Number: Choose Merchant Number

Export As:
☒ PDF
☐ HTML
☐ XLS
☐ CSV

View Report

- Processes Tracking Report

ACCESS Statistic Report → Processes Tracking Report List

The report lists the process tracking within a date period in reference to a selected process type as shown below:

Processes Tracking List

Process Type: Settlement Process
From Date: May 13, 2011
To Date: May 13, 2012

Export As:
☒ PDF
☐ HTML
☐ XLS
☐ CSV

View Report

- **POS Transactions Summary Report**

ACCESS Statistic Report → POS Transactions Summary Report List

The report lists the post transactions summary within a date period in reference to a range of terminals as shown below:

POS Transactions Summary

From Terminal: Choose Terminal To Terminal: Choose Terminal

From Date: May 13, 2011 To Date: May 13, 2012

Export As: ☒ PDF ☐ ☐ XLS ☐

- **List of Fees Report**

ACCESS Statistic Report → List of Fees Report

The report generates the fees list within a date period in reference to a range of merchant numbers' and terminals as shown below:

Fees List Report

From Merchant Number: Choose Merchant Number To Merchant Number: Choose Merchant Number

From Terminal: Choose Terminal To Terminal: Choose Terminal

From Date: May 13, 2012 To Date: May 13, 2012

Export As: ☒ PDF ☐ ☐ XLS ☐

- **Summary Report**

ACCESS Statistic Report → Summary Report List

The summary report is generated the fees in reference to a selected month and year as shown below:

Summary Report

Month:

FEB

Year:

2012

Export As:

☒ PDF
☐ HTML
☐ XLS
☐ CSV

View Report

- Merchant Commission Revenue Report

ACCESS Statistic Report → Merchant Commission Revenue Report List

The merchant commission revenue report is generated in reference to a selected merchant and terminal within a date period as shown below:

Merchant commission revenue

Merchant:

Choose a Merchant

Terminal Id:

Choose a Terminal

From Date:

May 13, 2012

To Date:

May 13, 2012

Please, Choose All merchants to select any terminal

Export As:

☒ PDF
☐ HTML
☐ XLS
☐ CSV

View Report Reset

Accessing Fraud Reports

- Summary Transactions by Merchant Report

ACCESS Fraud Report → Summary Transactions by Merchant Report List

The report is generated in reference to: the selected range of merchants, dates and MCC, source, destination, first amount operator, first amount, second amount operator, second amount, count response

Summary Transactions By Merchant

From Merchant Number: Choose Merchant Number
Source:
First Amount Operator: Choose Operator
Second Amount Operator: Choose Operator
Count:
From Date: May 13, 2012
From MCC: Choose MCC

To Merchant Number: Choose Merchant Number
Destination:
First Amount:
Second Amount:
Response: Choose Response
To Date: May 13, 2012
To MCC: Choose MCC

Export As:
☒ PDF
☐
☐ XLS
☐

View Report

- Detailed Transactions by Merchant Report

ACCESS Fraud Report → Detailed Transactions by Merchant Report List

This report is generated in reference to: the selected range of merchants, dates and MCC, source, destination and response.

Detailed Transactions By Merchant List

From Merchant Number: Choose Merchant Number
From MCC: Choose MCC
Source:
Response: Choose Response
From Date: May 13, 2012

To Merchant Number: Choose Merchant Number
To MCC: Choose MCC
Destination:
To Date: May 13, 2012

Export As:
☒ PDF
☐
☐ XLS
☐

View Report

Entitlement

It allows you as a user to change your password at any time.

Dual Requests

ACCESS Entitlement → Dual Requests

Dual Request shows all the authorization requests with the corresponding details: (action, username, statuses and request dates).

Users Sessions

ACCESS Entitlement → Users Sessions

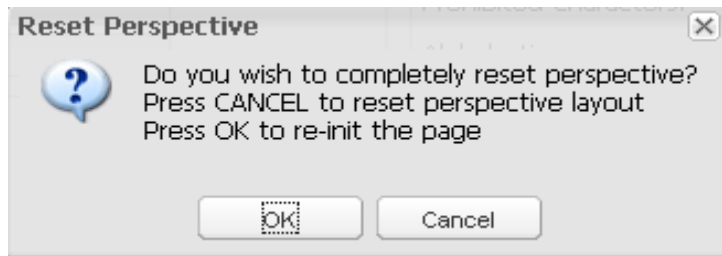
Users Sessions shows all Open sessions. It also gives the possibility of invalidating a session.

Help

Reset Perspective

ACCESS Help → Reset perspective

Reset Perspective allows the user to reset perspective layout or cancel the operation.



Operations Guide

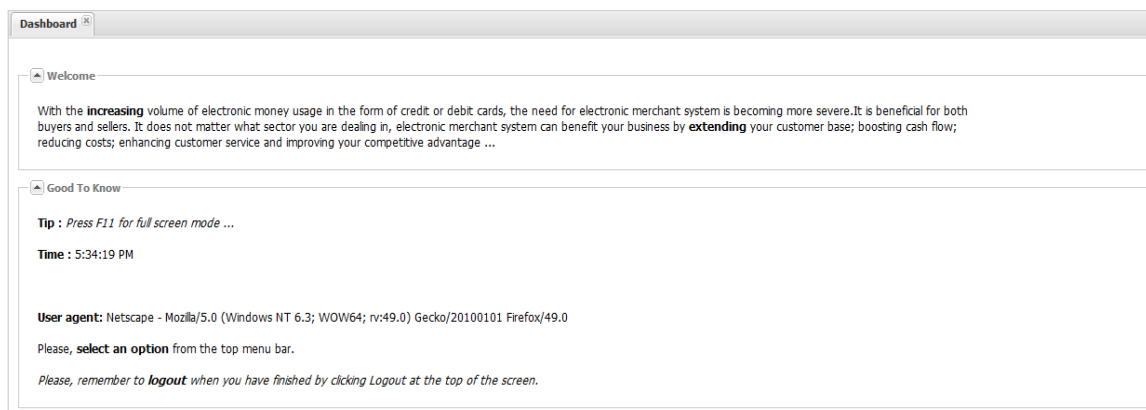
ACCESS Help → Operations Guide

This features links the system to the Cortex Merchant User Guide manual and displays it as PDF allowing the user to get directly into the requested feature for further explanation.

New Window

ACCESS Help → New Window

This feature opens a new window displaying a Dashboard screen with the following information:



About Cortex Merchant

ACCESS Help → About Cortex Merchant

This feature opens a new window displaying the software release note.

Send us your Comments

FIS welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
- What features did you like most?

If you find any errors or have any other suggestions for improvement, please indicate the document title and version number, and the part, section, and page number (if available). You can send us your comments by sending an electronic mail to:

- LDN_cortex.helpdesk@fisglobal.com

