

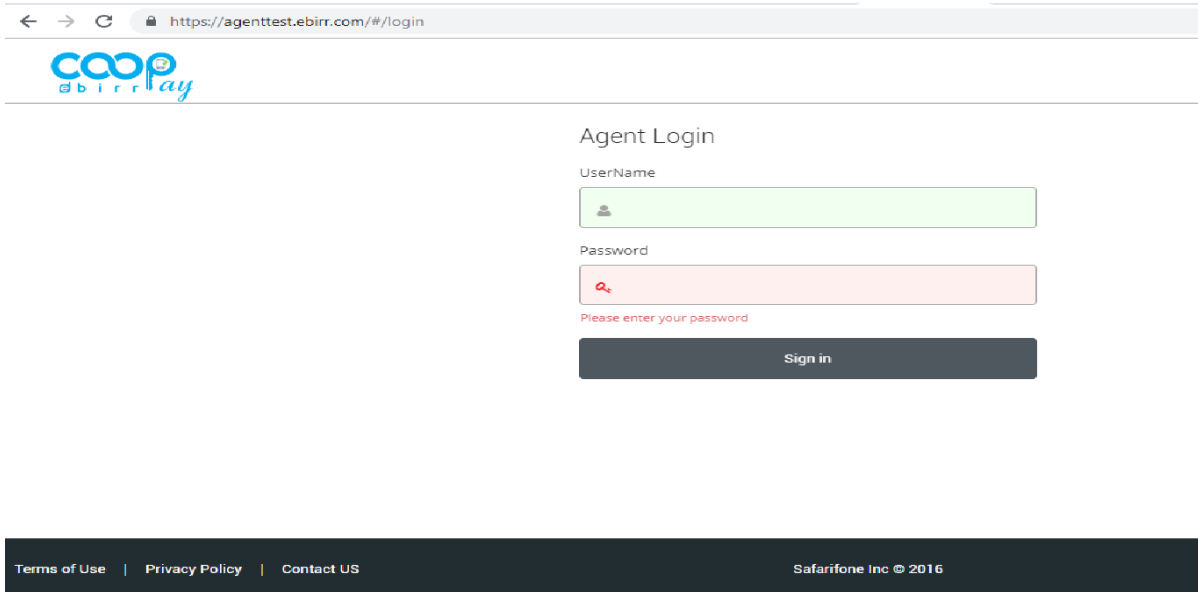


Agent portal user guide

Agent portal user guide

This portal is given to branch Tellers to create customers and manage customer activities. Agents receive float from dealers and transfers to customers.

❖ Log in window



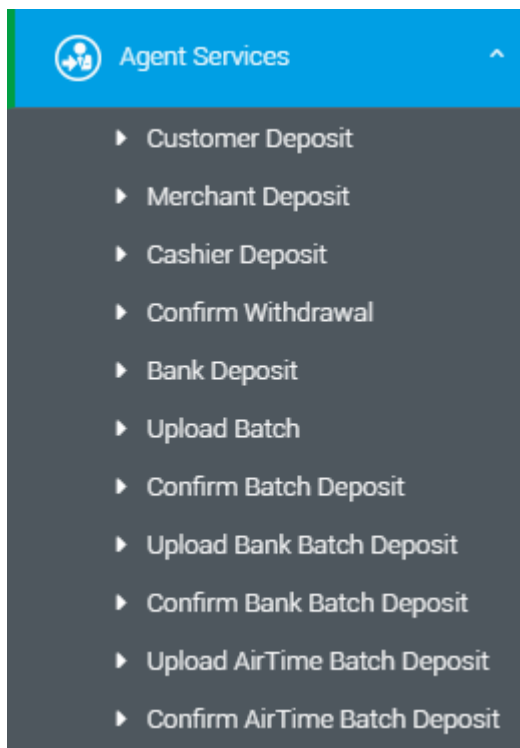
The screenshot shows a web browser window with the address bar displaying <https://agenttest.ebirr.com/#/login>. The page features the 'coop ebirr pay' logo on the left. The main content area is titled 'Agent Login' and contains two input fields: 'UserName' (with a user icon) and 'Password' (with a red eye icon). Below the password field is a red error message: 'Please enter your password'. A dark grey 'Sign in' button is positioned at the bottom of the login form. The footer of the page includes links for 'Terms of Use', 'Privacy Policy', and 'Contact US', along with the copyright notice 'Safarifone Inc © 2016'.

Enter user name, and password and click on sign in.

Agent Services

This menu comprises of services delivered by branch tellers. And these services include

- customer deposit,
- Merchant deposit,
- Cashier deposit,
- Confirming withdraw,
- Bank deposit,
- Upload and confirm batch deposits



Customer deposit

To make customer deposit tellers will have to receive a deposit slip and an amount of cash equivalent to the one written on the deposit slip,

Click on Agent services

Click on customer deposit

Enter receiver's/customers' number


Enter amount

Enter Narration/description and


Click on deposit

Customer Deposit


Receiver Number




Amount



Description




LOAD

Deposit

Customer Info

Name

UserName

Subscription Id

Incoming AccountId

OutGoing AccountId

Lock Status

Report Lost

Black List

Merchant deposit

To make merchant deposit tellers will have to receive a deposit slip and an amount of cash equivalent to the one written on the deposit slip from the merchant.

Click on Agent services

Click on merchant deposit

Enter receiver's/merchants' number

Enter amount

Enter Narration/description and

Click on deposit

Deposit Merchant

Deposit By

Subscription Id

Receiver Number

Amount

Description

LOAD

Deposit

Merchant Info

Name

UserName

Subscription Id

Lock Status

Cashier deposit

To make cashier deposit tellers will have to receive a deposit slip and an amount of cash equivalent to the one written on the deposit slip from the cashier.

Click on Agent services

Click on cashier deposit

Enter receiver's/cashiers' number

Enter amount

Enter Narration/description and

Click on deposit

Agent portal

Page 5

Deposit Cashier

Deposit By
Subscription Id

Receiver Number

Amount

Description

LOAD

Deposit

Cashier Info

Name

Subscription Id

BlackListed

Report Lost

UserName

Lock Status

PartnerUID

Confirming withdraw

This menu is used when tellers make withdraw for customers, merchants and cashiers. First customers, merchants and cashiers send withdraw request to the teller then

Click on Agent services

Click on confirm withdraw, if there is a withdraw request it it will automatically appear on the page

Click on “View” button

Home / Confirm Withdrawal

Refresh Requests

Pending Requests

10

Request Id	Requested By	Amount	Requested Date	Expiry Date	Comments	Action
1998281	251912475941	1	2019/1/4 9:59:15	2019/1/4 10:4:15		View

Showing 1 to 1 of 1 entries

Previous
1
Next

On the next page,
Write reason and

Click Accept withdraw.

Home / Confirm Withdrawal

Pending Request Info

View Requests View Customer Image View Partner Image

WithDraw RequestId: [1998281] RequestedSubsAccid: [10341]

Requested Amount: [1] Requested Date: [2019/1/4 9:59:15]

Expiry Date: [2019/1/4 10:4:15] Agent UID: [200831]

RequestStatusId: [1] SubscriberTypeid: [4]

SubscriberId: [5167] Requested Subsid: [251912475941]

Comments: [] Customer Name: [Bekema Abebe Megersa]

Reason

Accept Request

Deposit to Bank Account

This menu is used to make a direct bank deposit from coopay-ebirr to customers and merchants.

Click on Agent services

Click on Bank deposit

Dashboard Home / Bank Transfer

Agent Services

Customer Deposit Merchant Deposit Cashier Deposit Confirm Withdrawal Bank Deposit Upload Batch Confirm Batch Deposit Upload Bank Batch Deposit Confirm Bank Batch Deposit Manage Customers

Deposit to Bank Account

Deposit To Customer Bank Account Select Bank

To Bank Account ID Account Holder Name

Amount Description

Submit

Insert Bank account number- customer or merchant CBS account number to whom it will be deposited

Click on the image, as shown in the picture below,

coopay ebirr

Change Password | agent cbo | US

Dashboard Home / Bank Transfer

Agent Services

Customer Deposit Merchant Deposit Cashier Deposit Confirm Withdrawal Bank Deposit Upload Batch Confirm Batch Deposit Upload Bank Batch Deposit Confirm Bank Batch Deposit Manage Customers

Deposit to Bank Account

Deposit To Customer Bank Account Select Bank

To Bank Account ID Account Holder Name

Amount Description

Submit

Account holder name will be automatically displayed for your confirmation

Insert amount

Insert description

Click Submit.

Upload Batch

This menu is used to make multiple float deposits from one particular debit float (wallet) account.

Click on Agent services

Click on Upload Batch

A	B	C	D
ID	MobileNo	Name	Amount
1	111111	Customer Name	2.5
2	222222	Customer Name	34.04
3	333333	Customer Name	432
4	444444	Customer Name	1200

Insert any reference number that you will not forget

Prepare the list of the beneficiaries (credit accounts) on excel sheet as shown in the picture above

. Format for the batch should look like;

ID	MobileNo	Name	Amount	Description
1	2519XXXXXXX	Abebe	1	test
2	2519XXXXXXX	Abebech	1	test
3	2519XXXXXXX	Kebede	1	test
4	2519XXXXXXX	Bekele	1	test

Upload the prepared excel sheet (Select file)

Click on preview data

click on upload batch

ID	MobileNo	Name	Amount	Description	Status
1	25191288963	Nurista	1	test	Pending
2	25191288963	Hennawach	1	test	Pending
3	25191247594	Belama	1	test	Pending
4	251911821429	Bendat	1	test	Pending
Total			4		

Confirm Batch Deposit

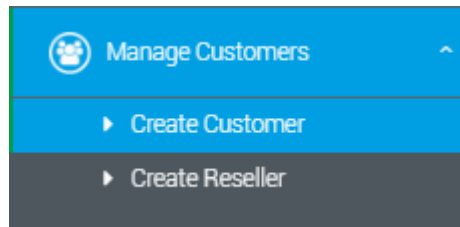
❖ Uploaded batch should be confirmed to effect payment.

To confirm batch,

➤ Click on confirm batch deposit

- Enter reference number
- Enter batch number
- Click on show batch detail and confirm

To create customers and resellers,



- Select create customers option from customer management menu
- Insert Personal Information and click on next
- Enter verification documents if any and click on next
- Enter customer subscription information and click next
- Insert account information and click on create customer.
Refer the screen shots below.



Personal Information

Mobile Number

Mobile Number

Customer Class

Ordinary Customer ▼

Middle Name

First Name

Last Name

Email Address

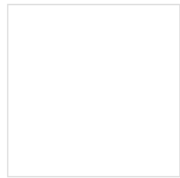
Id Type

ID Number

idNo



Photo



Upload

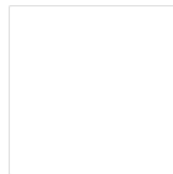
Camera

Reset

Biometric Identification

Identity Type:

fingerScan ▼



Upload

Identity Document(Front)

Identity Document Type:

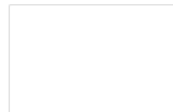
Passport ▼



Identity Document(Back)

Identity Document Type:

▼



1

2

3

4

Personal Information
Verification
Subscription Information
Account Information

Subscription Information

Subscription Type

Msisdn

Subscription Id

UserName

Device ID Type

IMEI

Device ID

Device ID

IMSI

IMSI

ICC ID

ICC ID

Pay Mode

Prepaid

Select Offer

Select Product...

Previous

Next

1

2

3

4

Personal Information
Verification
Subscription Information
Account Information

Account Information

Account Title

Account Title

Account Type

Mobile Money

External Account?

☐ Yes
☒ No

2019-05-30

Previous

Next

New Local Transfers

To send new local transfer

Click on Transfers, New local transfers

Enter the senders' number and click on the picture icon

Enter the receiver's number and click on the picture icon

Enter amount

Click submit

The screenshot shows the 'Transfers' section of the Agent Services portal. The 'Sender Information' section has a 'Customer Search' field with the value '251912475941' and a person icon. The 'Receiver Information' section has a 'Receiver Number' field with the value '251911801639' and a person icon. The 'Transfer Info' section has an 'Amount' field with the value '10' and a 'Description' field with the value 'test'. The 'Submit' button is at the bottom right.

To query agent balance and transaction history;

- Query teller transaction history under manage account
- Select transaction history
- Select teller name, and
- Click Get Statement
- Teller transaction statement will be displayed.

The screenshot shows the 'Transaction History' section of the Agent Services portal. The 'Manage Account' section has a dropdown menu for 'Agent CBO' and a 'Get Statement' button. The sidebar includes navigation options like Dashboard, Agent Services, Manage Customers, Transfers, Manage Account, and Reports.

Dashboard

Agent Services

Manage Customers

Transfers

Manage Account

Transaction History

Balance Query

Reports

Home / Transaction History

Agent CBO

Get Statement

Transaction History

Q

50

Transaction ID	Sender	Receiver	Transaction Date	Transaction Description	Credit	Debit	Previous Balance
10261	913986901	251912475941	11/12/18 16:37:07	Amount: ETB1 has been deposited to 251912475941 from Agent: 200831, DP: galaxy note 5	-	1	73.83
10154	913986901	251912475941	03/12/18 13:54:09	DP: nb	-	2	75.83
10119	913986901	251913414700	22/11/18 16:04:56	Amount: ETB20 has been deposited to 251913414700 from Agent: 200831, DP: GH	-	20	95.83

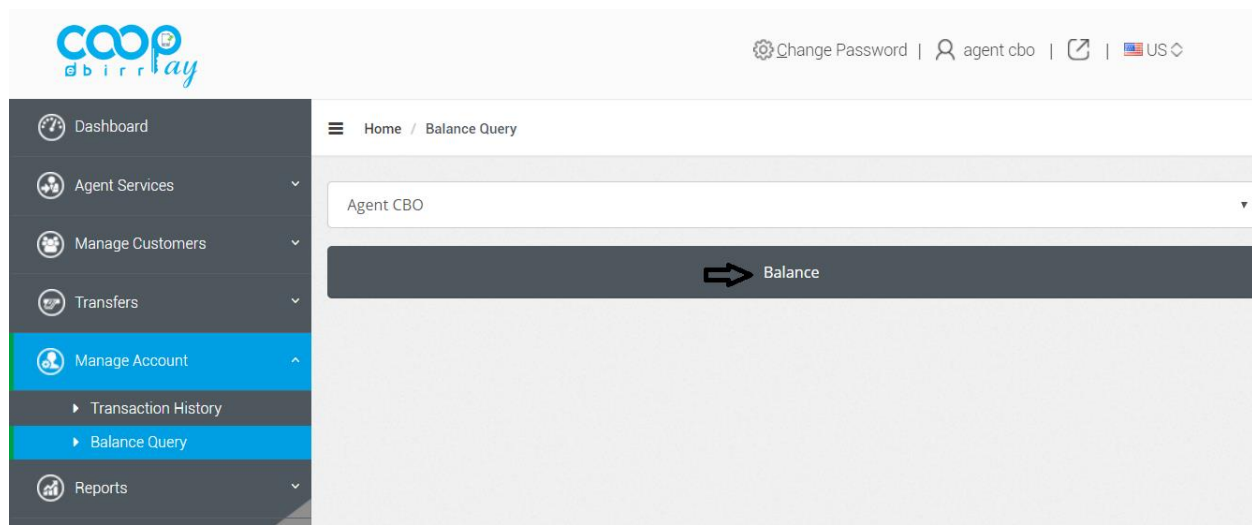
To see teller balance

Click on Mange account

Select Balance query

Select teller name

Click on “Balance” and teller’s balance will be displayed



Reports

Reports can display different kinds of subscriber's transaction by time range and account types.

