ADMIN PANEL TRAINING DOCUMENT

Log In: To Log In into the Admin Panel, you need to enter the User ID and Password provided by the IT team.

DASHBOARD

Once logged in, The first screen will be of Dashboard.

The Dashboard will have the following options shown on the center screen.

1. **Total Transactions Today**: This tab shows the total amount of transactions done according to the Toronto TimeZone. This value resets every day at 9a.m. IST.

2. **Total Transactions Monthly**: This tab shows the total amount of transactions done in one calendar month. This value resets to zero at the start of every month.

3. **Total Transactions Yearly**: This tab shows the total amount of transactions done in one calendar year.

4. **User Balance**: Total available balance present in User Wallets will be shown here.

5. **Active Users**: This tab indicates the total number of Active Users on the app. This is the number of users who have registered with us, either transacted or not.

6. **Blocked Users**: This tab shows the number of users who have been blocked by the admin. This could be due to several reasons. Some of them could be due to Canadian Profile, or location of user not in Canada, Payee has no bank account in Canada, Fraud user etc. After several checkpoints, the user is blocked from using the account.

7. **Pending Transactions**: This tab contains all pending Hypto transactions. Hypto is an API integrated in our App to transfer funds. It acts as a server between banks. Whenever the server of the beneficiary's bank account is slow then the transaction is reflected in this tab. The other reason could be too many transactions in the queue.
    When hypto rejects any transaction sending to India then hypto immediately refunds the customer wallet. This refund will show in the customer wallet as "refunded due to hypto failure".

8. **Pending Deposits**: Whenever a user initiates a transaction by using Interac, it comes under pending deposits.

   After receiving the e-Interac transfer Email,the admin will then check the user's pending deposit order with the respective Interac email.

   In this the admin will check the following details:
   - Username
   - Interac Email ID
   - Amount(Requested amount and confirm amount)
   - Unique message code

Once we checked the above details , we can see options below that are 'APPROVE' 'REJECT' 'CLOSE'.
To Approve first click on both the tick box options and then approve.

When you click on 'Pending Deposits', you will see the following tabs on the upper part of the panel.

By clicking on to each tabs, you will see different screens, as mentioned below:

-**Bank Pending Deposit**: In this tab, we can see all the pending deposit orders initiated by the user. We can see a third party update option while scrolling towards the right. If a user initiates a transaction via a 'third party name',then the admin has to tick upon this option. After that we can see there are three tabs under 'Action' Blue- To request Bank Receipt (so that we can verify the transaction details), Red-For user transactions (Here we can see all transactions done by the user, failed and successful), Yellow- View (Here we re-check the amount in wallet of user to the amount he requested to transfer.

In the last column of Bank Pending Deposits, we see a tab for 'Upload Mail'. Once we receive the Interac Receipt from the user, we copy and paste the contents here, for the record purpose.

-**Bank Success Deposit**: When the above deposit is approved, it is reflected here.This is the list of successful transactions.

-**Bank Failed Deposit**: When the above deposit is rejected, it is reflected here.When a pending deposit is not taken care of until 4hrs then it automatically gets rejected and falls under this section.

-**Admin Wallet Success Deposit**: Whenever the admin deposits any money in the wallet then it shows in here with a reason mentioned for the same.

Similar to Bank Deposits, we have Debit Card Deposits as well which are mentioned as Zumrail Deposits.

Once a user attaches the Debit Card in the App account, the Bank gets automatically connected.
So, there is no need for a telecaller to approve the transactions manually.

-**Zumrail Pending Deposit:**All the deposits by user done via Debit Card are listed here till they are approved. We can see listings here month-wise.

-**Zumrail Success Deposit**: This is just like the Bank Success Deposit. Here the list of successful transactions via Debit Card are listed. We can see listings here month-wise.

-**Zumrail Failed Deposit**: All pending deposits which are not being approved will be reflected in this section. We can see listings here month-wise.

9. Pending KYC Verification: Whenever a customer initiates KYC Verification, his/her details get reflected here.

When the user tries to do the first transaction with our App after registration, he/she has to go through the KYC Verification process. KYC is an abbreviation for Know Your Customer. App asks the user to fill in basic information and then the user has to Verify His/Her Identity. He/She will first agree to our T&Cs and then the next page will ask to enter the type of Identity which the user wants to get verified for the KYC. The different ID card options are National ID Card, Passport, Driving License and Credit/Debit Card. After one of these has been chosen, the next screen will ask " How would you like to submit your " National ID Card OR Passport OR Driving License OR Credit/Debit Card". It has basically 3 options, "Take photo with Camera", "Record Video with Camera" and " Upload Photo/Video from this device".

Upon completing the above step,our KYC verification API Shuftipro will verify the details of the customer.

We can see 5 tabs on the page which are as follows:

-**Approved KYC**: On completion of the above steps, if the KYC details are fine then it gets approved and falls under this category. It has customer details like Name, Email, Mobile, Withdraw limit, Current balance, Status and action. Status shows Active here.

The last column has "Action" written on it. It has two options:
(a)<u>Edit User Details</u>: Here we can edit the user's details and can change Active status & KYC status as well.

(b)<u>KYC Details</u>: All KYC details of the user gets uploaded here and we can check them anytime.

-**Rejected KYC**: When Shuftipro rejects the KYC of the user, they are being listed here. It has all the options similar to Approved KYC, except the Status column which shows "Rejected".

-**Pending Approval**: The users who did their KYC but the approval is pending with Shuftipro will be shown here. Once the status is approved or rejected, it gets moved to the respective listings mentioned above.

-**KYC Pending**: The users who registered in our App but never did their KYC will be mentioned in this category. Our team will call them and ask them to complete their KYC so that they can make transactions.

-**Approved KYC, No Transaction**: Users whose KYC Is completed and Approved but they haven't done any transactions yet will be listed here. Our team calls them and helps them to make their first transaction.

Note: All the lists in above categories have three options of **Copy, CSV and Print**.

10. **Pending Refer & Earn**: Whenever a user shares a referral link to download the app with family,friends etc, and they make their first transaction after registering with the same link, we reward him/her after the transaction. Once we send a reward, it goes directly to the wallet.

It has 2 sections:

-**Success Refer & Earn Rewards**: The successful referring and earned rewards are mentioned in this section. It has an option of Send Reward in the last Column. By clicking the same, the user gets rewarded CAD 10 in the wallet. Also, a message is sent to the user for the same. We can change the Reward Amount whenever required.

-**Pending Refer & Earn Rewards:** When the user has Referred but no transaction has been done, so the pending names are displayed here.

11. **Transactional User:** These are basically total transactions and related data of our regular users.

    -There are three ways to download this data as CSV, Copy and print

    -Under the header of "Name/DOB" contains following information:

    "Customer PPC number-this is unique for each customer, Name, Unique message code ,DOB".

12. **High Volume User**: This list contains the data of users in decreasing order of their total transaction value i.e. user with the biggest amount of total transaction will be shown at number 1 and similarly the rest are shown in decreasing order.

13. **Source Of Advert:** When the users register for the first time on our App, they have to fill their source of advert which is the name of the medium that informed the user about our App.

    It has following options:

    ➔ **Bbc Bassi Show**
    ➔ **Facebook**
    ➔ **Youtube**
    ➔ **Instagram**
    ➔ **Friend/Family Referred**
    ➔ **Pending Feedbacks**: We do not know the actual Source of Advert .

    Note: All of the Advert options when opened can be segregated on the basis of Total Customers, KYC Completed Successfully, KYC Failed and Transacted Customers.We can see each listing month wise. When we click on the name with PPC we can see the Total Transactions of that user be it Failed or Successful.

14. **IMessage**: This category contains all the i-messages that are displayed in our App. We can change or edit any i-message here. The last column has an Action button which lets you change that IMessage.

15. **Canadian White**:This feature contains a list of all the users whose nationality is Canadian-white.

After scrolling to the right there are 8 options in 'Action' i.e

1st : Blue button is edit user.

2nd : Red button are user transactions.

3rd : Red arrow is reverse money

4th : Green button is login history

5th : Blue button is User KYC

6th : Yellow button is refer details

7th : Purple button is withdraw limit

8th : Camera button requests a selfie.

USERS

The next header on the left side of the Panel is **Users**. This contains all the information of our App Users.

This has following sub-categories as mentioned below:

1. **Active Users**: The list contains all the active users information and can be downloaded in three ways : Copy, CSV , Print. Along with the basic details like PPC No. , Name, Email, Mobile No. , we can also check the Source of Advert with which the user came onboard, his/her Current Balance and Withdraw Limit as well. It also has all the 8 buttons as mentioned above.

2. **Blocked Users**: This list contains the information of all blocked users, which have been blocked by the admin due to multiple reasons. These reasons include having a Canadian Profile, or location of a user not in Canada, Payee has no bank account in Canada, Fraud user etc. After several checkpoints, the user is blocked from using the account.

3. **Add User**: This tab provides a facility of adding a new user manually. We can fill all his/her details here and he will be added to our Active Users list.

4. **Daily User:** Whenever panel refreshes, whatever activities any Active User do will be updated here like Transactions, Wallet success, Deposits etc.

5. **User IP**: It shows the time, date and IP Address of every user who logs In. We can use this information to prevent fraud.

6. **Download Report**: We can download the list of all users here collectively. This includes their PPC No. , Email, Mobile, Date Joined and Status (Active or Blocked).

NOTIFICATIONS

The next option on the left Menu bar is Notifications. There are following options under the same:

1. Sources: This option shows the feedback of users i.e. Source of Adverts with Recent Login Date and time.

2. Notifications: Here it shows the list of notifications and the Admins of Panel who have Received the same. Also, we can see the date and time of Notifications sent and their "Read" status, whether its Read or Not Read by the Panel Admins.

3. Send Notifications: We can send notifications to our Users via this option. Here we can send the notifications To All or To Individuals, by entering their details and clicking the Send button. When you open this window, the second table named " **User Info will be listed here**" will fetch the user details automatically.

ADMIN ALERTS

Under this section , there are 4 types of admin text messages i.e **Pending Deposit, Pending Transactions, Pending KYC , New User**. These messages can be sent to admins of the Panel according to the User details . We can switch on or off the text messages with the help of buttons mentioned.