

# POS Amole Payment Integration

## Work Flow & Error Response

### User Manual



**Change Control**

Date	Author	Version	Change Reference
February 28, 2022	R&D Department: Dawit Yilma	Version 1.0	

**Reviewers**

Name	Position
Dr Temesgen G/hiwot	CEO
Semir Worku	CTO
Tesfaye Alemayehu	Technical Consultant
Brooke Abebe	Senior Functional Consultant
Abenezer G/wold	ETTA Project Manager

**Distribution**

Name	Location
Dr Temesgen G/hiwot	ETTA Office
Semir Worku	ETTA Office
Brooke Abebe	ETTA Office
Tesfaye Alemayehu	ETTA Office
Abenezer G/wold	ETTA Office

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## POS Amole Payment Workflow

We have integrated Odoo POS module with amole payment. Using POS-Amole integration any kind of payment can be done in POS by amole Fettan payment gateway API developed by Dashen Bank. This payment system makes money transaction fast and easy to use.

This system can only be used with system that has installed Odoo POS on their machine. Using Odoo POS Amole payment can easily be integrated just by adding some data to a field. Odoo POS have its own setup process that makes this kind of transactions convenient to use.

Amole payment has two ways of making payment. One is the direct Amole Pay and the other is Amole Event/Service. We will be showing how to configure and use in this system.

### 1.1 Amole Pay

Amole pay is used on direct payment. Using Amole pay a customer can be given a very fast payment transaction. All that is needed is Amole Wallet account and their phone number at hand.

#### 1.1.1 Amole Pay Setup

First you will need to add all the required fields to run the system. Those fields are created in the payment method in pos. In the payment the Amole required fields can be added. Those are:

- ✓ Payment Terminal: used to select amole payment terminal
- ✓ URL: it is the URL use to send request to Amole API
- ✓ USSD URL: it is the URL for sending OTP request for the customer
- ✓ API Key: it is a security key use to authenticate the validity of the request.
- ✓ APP Id: is used to find the payer id.

**Amole FIN**

Cash ☐

Company **My Company (San Francisco)**

Use a Payment Terminal

URL [REDACTED]

USSD URL [REDACTED]

API KEY [REDACTED]

APP ID 5

Amole payment **Amole**

Figure 1 Amole Payment Method

### 1.1.2 Amole Pay Workflow

After all the fields are added the newly created, payment method needs to be added to the POS. Only then can we use the payment method in Odoo POS. To add the payment method to the POS we click on 'Settings' button for the POS we need.

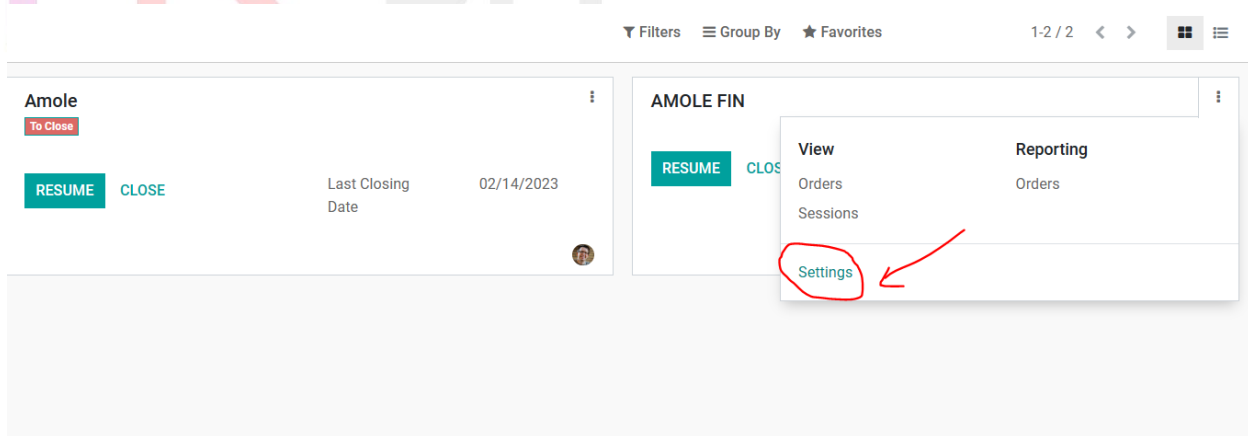
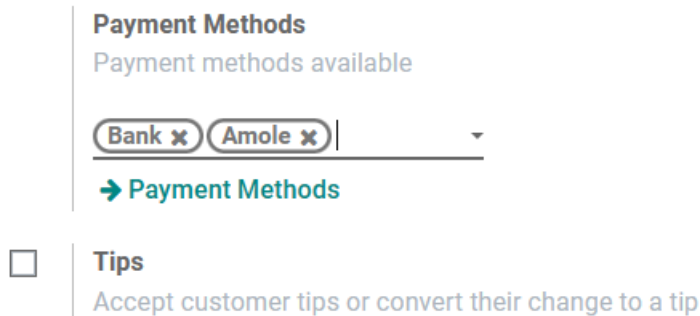


Figure 2 POS Settings Button

In the POS settings page we will scroll down and can find the payment method selection field. There we can add the payment methods we need for this POS.

## Payments



**Payment Methods**  
Payment methods available

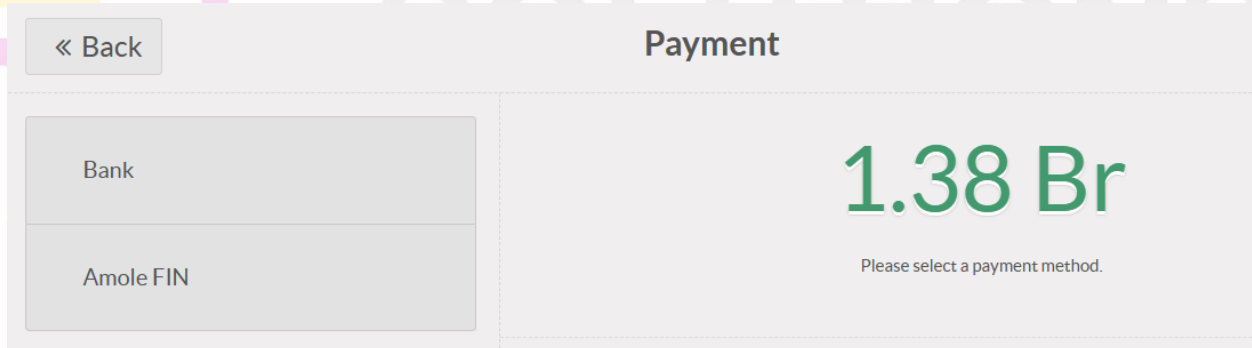
Bank x Amole x |

→ Payment Methods

☐ **Tips**  
Accept customer tips or convert their change to a tip

Figure 3 POS Payment Method Selection

From there the selected payment method can easily be found when making a payment in POS. Just select the product that need, and then in the payment page all the payment method you have added will be shown. From those payment methods you can select what the customer prefers. For our case it will be Amole.



« Back

**Payment**

Bank

Amole FIN

**1.38 Br**

Please select a payment method.

Figure 4 Payment Methods View

When Amole payment method is selected you are asked to input a phone number. This phone number is the number of the customer that is making the purchase. The phone number is required and must not be left out. No payment can be made without the phone number.

Figure 5 Phone Number Field

After the phone number is inputted and sent the customer will be sent a message containing OTP response the seller will need to make the payment. Without this pass code the payment cannot be finished. So the seller should inform the customer to see for a message containing OTP code. If the customer has Amole Wallet account the transaction will proceed without any errors and OTP code will be sent to the customer.

When the customer provides the OTP code sent the receptionist/seller must add the code to the newly formed field in Odoo. The new field have a placeholder 'USSD Response' written on it.



The screenshot displays a payment interface. On the left, there is a light blue box containing the number '0911674661'. Below it is a white box labeled 'Ussd Response'. Further down is a white box containing 'Amole FIN' and '1.38' with a close icon. At the bottom left is a grey box with 'Payment request pending' and a green 'Send' button. On the right, the text 'Remaining 1.38 Br' is shown in green, with 'Total Due 1.38 Br' below it. A numeric keypad with buttons 1 through 6 is located on the bottom right.

Figure 6 OTP/USSD Response Field

After inputting the USSD response click send. If there is no mistake on the OTP code or any error occurred the payment will go through and so the receptionist can validate and close the transaction.

With that Amole payment can be done. Next we will see how to make Amole Event payment.

## 1.2 Amole Event

### 1.2.1 Amole Event Setup

Just like Amole Pay we will have to add the required fields to make the payment method work. To add Amole Event in your POS go to POS setting and you will find 'Amole Event'.

☐ **Is a Bar/Restaurant**

### Amole Event

☐ **Amole Event**  
 Add amole event/service to make payment from pos.

### PoS Interface

☐ **Manage Orders**  
 Reprint receipt, refund and exchange orders

Figure 7 Amole Event in POS

When Amole Event is selected new fields will be displayed that are required to make the system work. These fields are:

- ✓ API Key: it is a security key use to authenticate the validity of the request.
- ✓ APP Id: is used to find the payer id.
- ✓ Amole URL: it is the URL use to send request to Amole API
- ✓ USSD URL: it is the URL for sending OTP request for the customer
- ✓ Content Types URL: it the content type of the events recorded in Amole
- ✓ Content Category URL: it the content category of the events recorded in Amole
- ✓ Content Items URL: it the content items of the events recorded in Amole
- ✓ Content Item URL: it the content item of the events recorded in Amole

#### Amole Event

☒ **Amole Event**  
 Add amole event/service to make payment from pos.

API KEY	<input type="text"/>
APP ID	5
Amole URL	<input type="text"/>
USSD URL	<input type="text"/>

Content URL Required to fetch all the events/services in Amole

Content Types URL	<input type="text"/> amole/get_conten
Content Category URL	<input type="text"/> amole/get_catego
Content Items URL	<input type="text"/> amole/get_item_c
Content Item URL	<input type="text"/> amole/get_single_

Figure 8 Amole Event Field

## 1.2.2 Amole Pay Workflow

After the information is provided a new button will be displayed on the POS. By clicking this button you can be lead to event/service page.

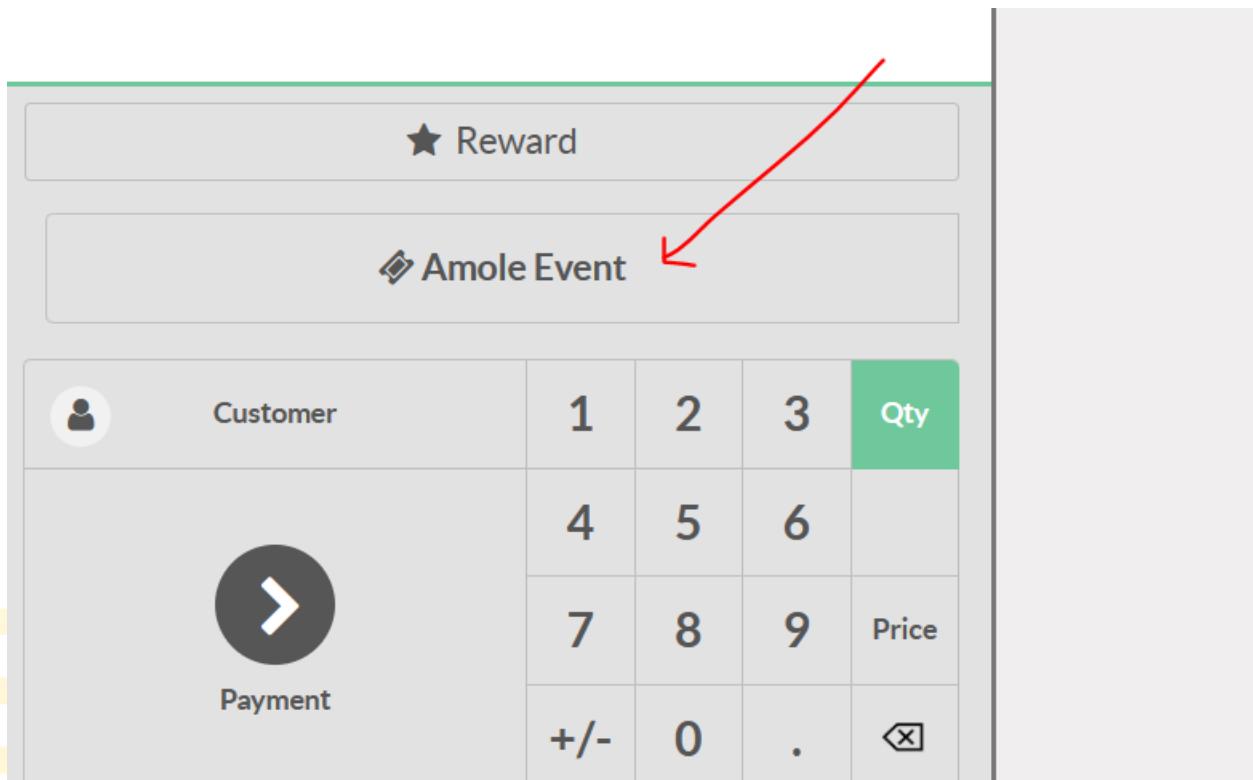


Figure 9 Amole Event Button

The first page to be displayed is the Content Type. The content type displays the main category of the events provided by Amole. This could be Sport Events, School Fees, and much more.

Content Type		
Name	Content Type ID	
Sports Event	3	Select
School Fees	5	Select
Entertainment	20	Select
ACCA	22	Select
Music	23	Select

Figure 10 Amole Content Types

From the content types we continue to content category where we will find the categories with in the content types.

Content Category				
Name	Location	Event Begin	Event End	
Mald Kindergarden School Fees	Bisrate Gebriel	May 15 2020 12:00AM	May 15 2020 12:00AM	Select
Hillside School Fee	yeka	Dec 31 2019 8:45AM	Dec 31 2019 8:45AM	Select
Hillside School Penalty Fee	Yeka	Dec 31 2019 11:52AM	Dec 31 2019 11:52AM	Select
NEPS - Current Students - 2020/21	Old Airport	Sep 3 2020 12:00AM	Aug 28 2021 12:00AM	Select

Figure 11 Content Category

From content category we go to content items where we will find the items with in the categories of the content types.

Content Items				
Name	Item ID	Price	QR Code	
KG	329	1700.00	*329	Select
Prep	330	17000.00	*330	Select
Foundation	331	12000.00	*331	Select
Penalty Nursery-5%	333	17850.00	*333	Select
Penalty KG-5%	334	17850.00	*334	Select
Penalty Prep-5%	335	17850.00	*335	Select

Figure 12 Content Items

Form the content items we can find the main event we want to make payment on. Their just like Amole Pay we will need the phone number of the customer. And afterward we will need the OTP Request sent to the customer to make and confirm the payment.

## Foundation

<b>Category</b> Mald Kindergarden School Fees	<b>Item ID</b> 331
<b>Location</b> Bistrate Gebriel	<b>Unit Price</b> 12000.00
<b>Event Date</b> 15 May 2020	<b>Total Price</b> 12000.00

### Make Payment

Figure 13 Content Item – Event

After the payment is done a ‘Confirm’ button will be displayed on the top of the page. By clicking the button the payment is done and the page will be closed.

### 1.3 Payment Confirmation

When a payment is processed anything could happen. One of those things is a failure in accepting response. When this happens the system can show incorrect response. Like a payment might be proceed properly in Amole but the response shows that no payment is made. When this kind of problems arises the receptionist can confirm if the payment have gone through just by adding the ID of the payment.

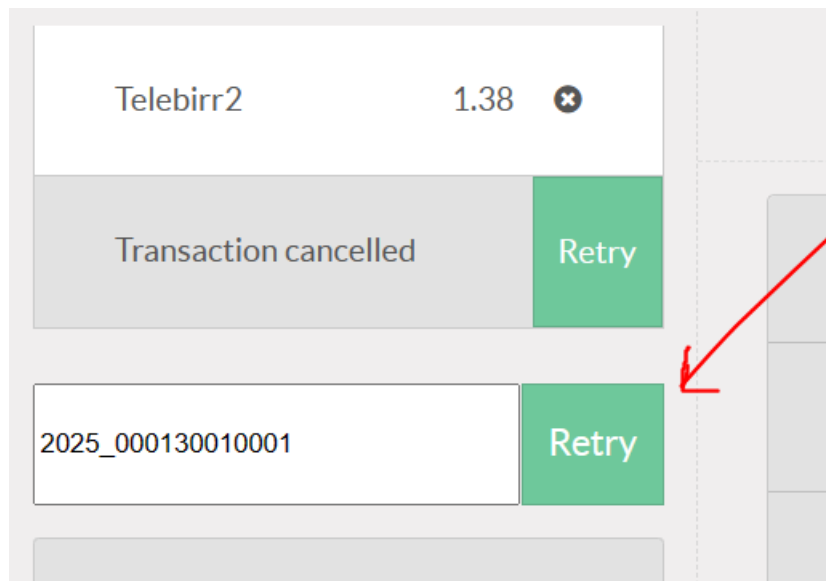


Figure 14 Payment Confirmation

In the input field the receptions can add the trace number/ID to trace the payment. The trace number could be found in a module called 'POS Online Payment'. Here all the payment transaction that occurs through online payment is recorded. In the module the trace number could be found.

Pos Online Payment

CREATE

Orders

Sessions

Payments

Customers

POS Online Payment

Search...

▼ Filters

≡ Group By

★ Favorites

1-4

<input type="checkbox"/> Trace Number		POS	Payment Method	Payer ID
<input type="checkbox"/> 9282_000040020004	02/28/2023 04:52:01	Telebirr (Administrator)	Telebirr	3
<input type="checkbox"/> 6139_000040020004	02/28/2023 04:49:51	Telebirr (Administrator)	Telebirr	3
<input type="checkbox"/> 737_000040020004	02/28/2023 04:49:02	Telebirr (Administrator)	Telebirr	3
<input type="checkbox"/> 9756_000040020004	02/28/2023 04:48:35	Telebirr (Administrator)	Telebirr	3
<input type="checkbox"/> 1452_000040020004	02/28/2023 04:47:57	Telebirr (Administrator)	Telebirr	3
<input type="checkbox"/> 2088_000040020004	02/28/2023 04:44:29	Telebirr (Administrator)	Telebirr	3
<input type="checkbox"/> 9247_000040020004	02/28/2023 04:42:41	Telebirr (Administrator)	Telebirr	3
<input type="checkbox"/> 79_000040020004	02/28/2023 04:42:14	Telebirr (Administrator)	Telebirr	11

Figure 15 POS Online Payment Module

If the payment is processed properly then the POS will continue to the next stage without a problem if not it will show a message describing the problem in transaction by which the receptionist can confirm.

## POS Amole Error Response

There are some errors that can occur when using the Amole payment. These errors could be connection errors, Odoo server error, and much more. In this document we will be looking through these errors and explain the reason for their existence.

### 2.1. Connection Error

Connection error can occur because of two reasons. If there is no internet connected to the system or if the server has stopped. When those two problems occur the POS system will display a connection error.

If this error occurs make sure that you have internet connection. And if you do have an internet connection, wait a little and make request again. If the same error is shown contact your IT department.

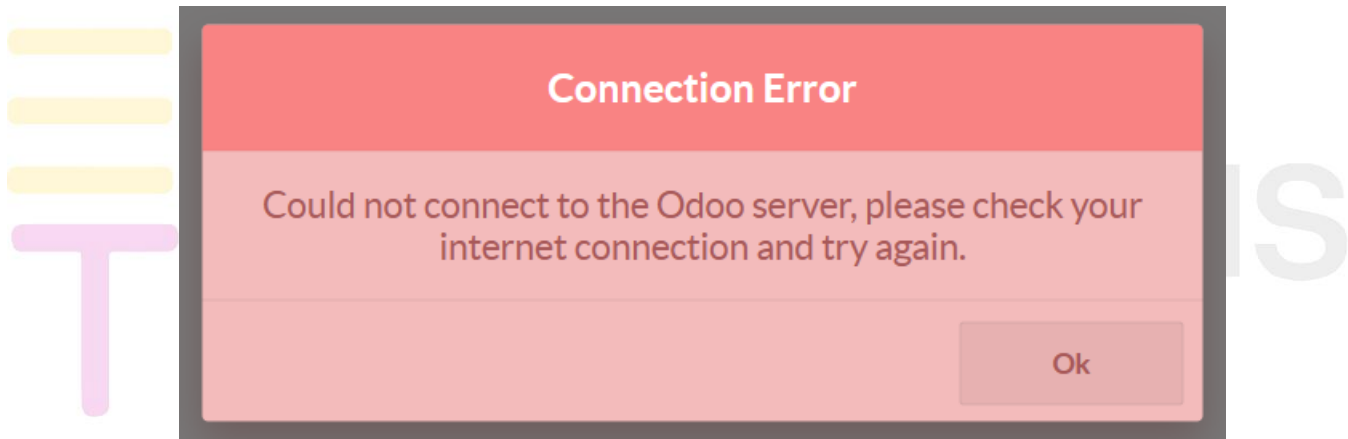


Figure 16 Connection Error

### 2.2. Customer Not Found Error

As the name describes 'Customer not found error' is displayed when there is no Amole Wallet account created for the phone number given. When you send the phone number of the customer the system will search the phone number on the database to see if the customer has an Amole Account. If they don't customer not found error will be displayed.

If this error occurs inform the customer that they do not have Amole Wallet account and maybe choose another payment method.



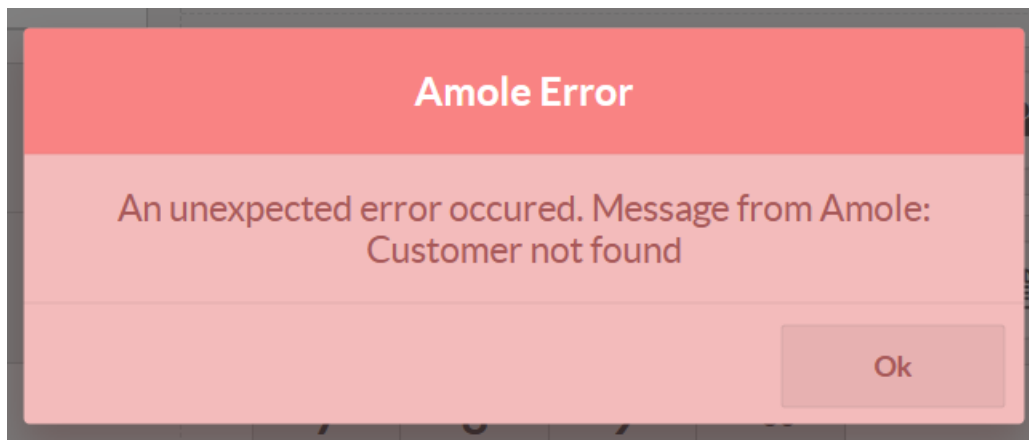


Figure 17 Customer Not Found Error

### 3.3. Insufficient Balance Error

If the customer does not have enough money on their Dashen bank to make the purchase, Insufficient Balance will be displayed. This error occurs when you get the OTP response from the customer and make your final request for payment.

If this error occurs, the best thing to do is change the payment method by closing the Amole payment.

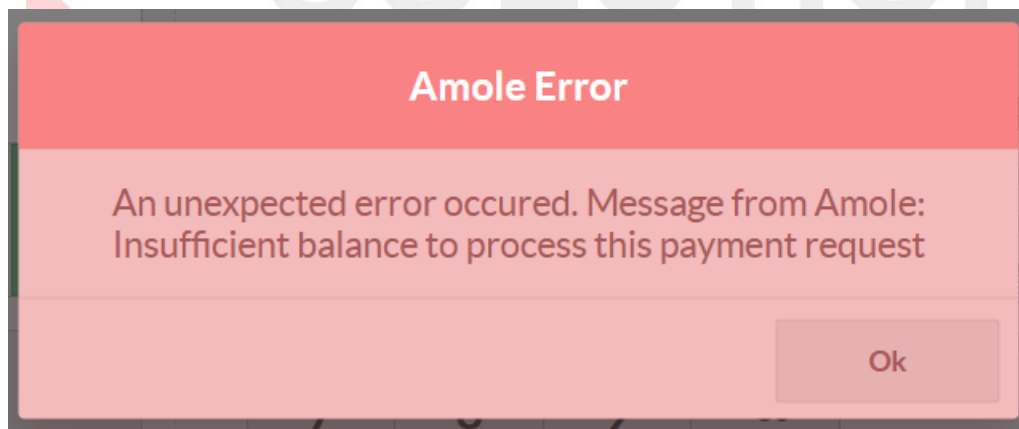


Figure 18 Insufficient Balance Error

### 4.4. OTP Invalid Error

When adding USSD/OTP response, you will need to be careful. Make sure the customer gives the right OTP response and you will have to be careful to add the response just as given. OTP Invalid Error occurs when the OTP response given by the customer is wrong or when you have added the wrong number because of miscommunication.

When this error occurs just make sure you have the correct OTP response or just send the phone number again.

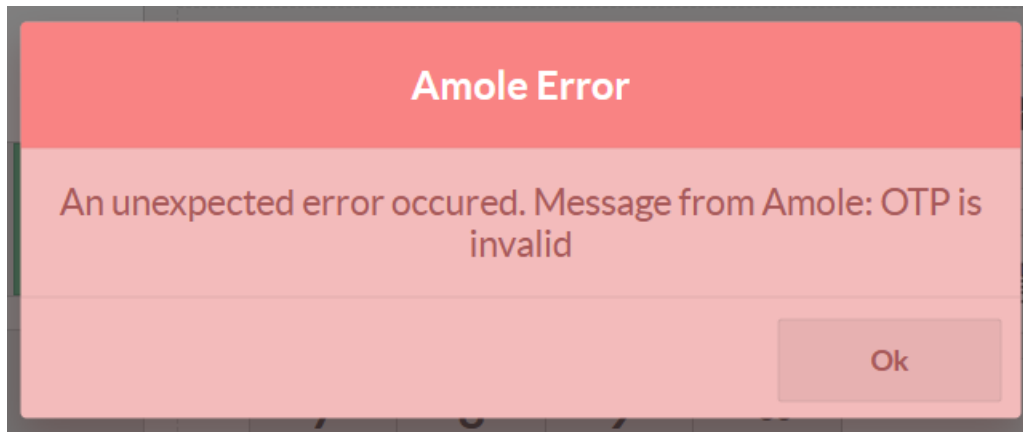


Figure 19 OTP Invalid Error

## 4.5 Payment Confirmation Error

### 4.5.1 Transaction Failed Error

When checking to confirm if a payment have gone through, if the payment have failed a pop up message will be shown saying 'Transaction has failed'. This means the transaction has not be done and so the payment could be done again.

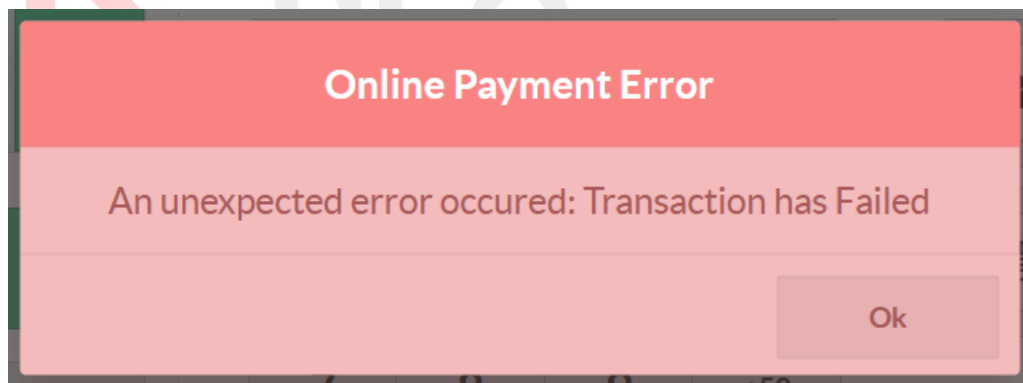


Figure 20 Transaction Failed Error

### 4.5.2 Trace Number Not Found

If the inputted trace number is correct a 'could not found' error will be displayed. If this happens make sure the trace number you have added is correct.

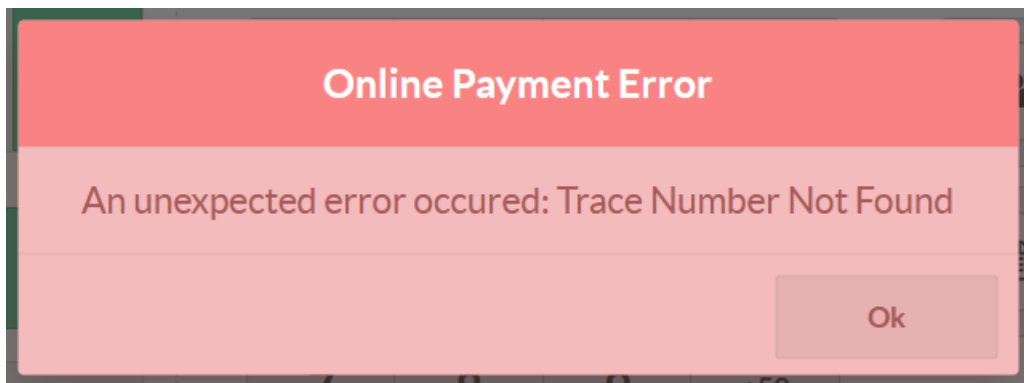


Figure 21 Trace Number Not Found

### 4.5.3 Incorrect Price Error

When the product to make the payment again and confirm their might arise a problem which is incorrect amount of product could be added. When this happens the price changes which the system could not recognize. This problem will lead to 'Incorrect Price' error.

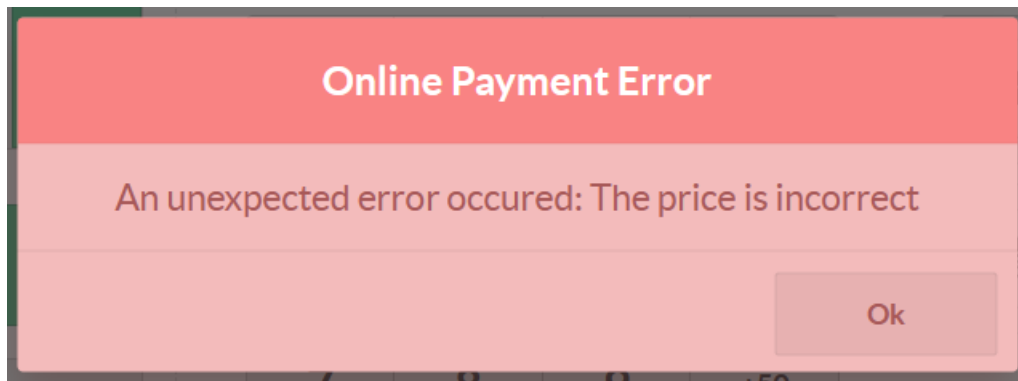


Figure 22 Incorrect Price Error

When this problem occurs all you have to do is make sure all the products added and their amount is correct. This way the right price will be sent for confirmation.