



MERCHANT PORTAL

GUIDE

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INTRODUCTION

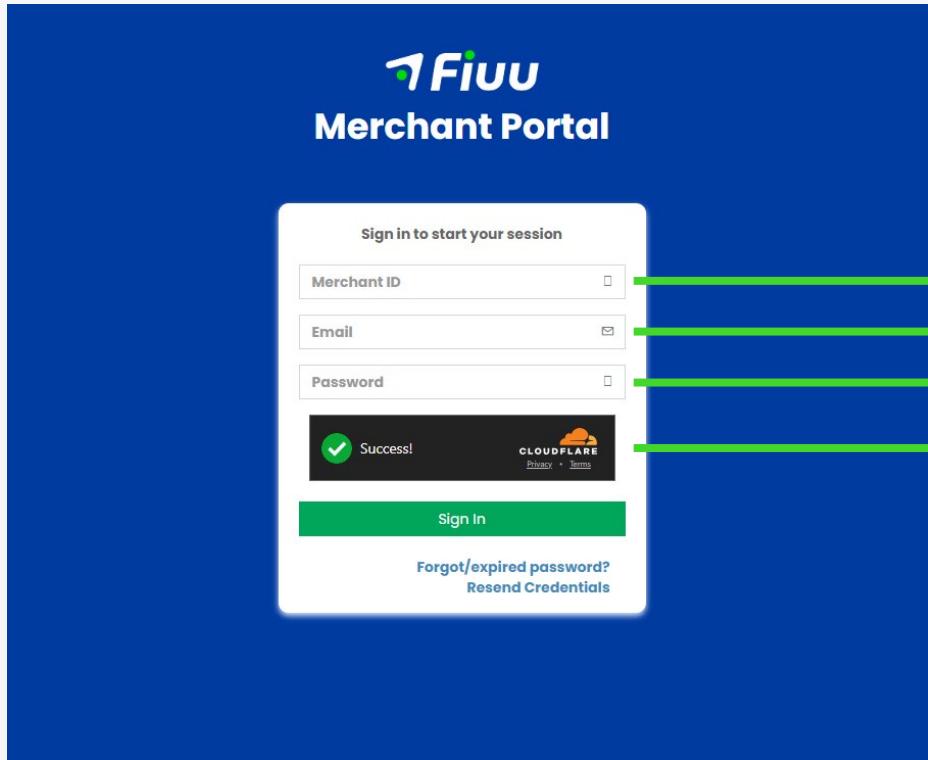
Our merchant control panel is designed to ease online merchant to check all transactions from different channels and sending simple cancellation request so that the system could reverse the transaction or refund the amount back to the buyer account.

The control panel has 4 major sections:

- **Transaction:** most frequent accessible part that allows merchant to see all their transaction listing.
- **Settlement:** historical record of fund transferred from us to merchant.
- **Merchant Profile:** a configuration interface for merchant that merchant can change the password, contact information and application setting.
- **Sub User Account:** management allow merchant to add user account and control what they can access based on their role.

MERCHANT PORTAL LOGIN

Log in to the merchant portal by accessing the following link: <https://portal.merchant.razer.com/>



- Input Merchant ID.
- Input Primary Registered Email Address.
- Input Merchant Account Password.
- Tick "**I'm not a robot**" Captcha to proceed with the login.

MERCHANT PORTAL HOMEPAGE

- This is the page where you will see upon successful login. This is the home page of the Merchant Portal.

You are here →

The screenshot shows the 1Fiuu Merchant Portal homepage. On the left, a vertical sidebar lists various navigation options: Transaction ID, MAIN NAVIGATION (Home, Dashboard, Transactions, Merchant Onboarding, Merchant Profile, Settings, Email Blasting, Settlements, Payment Link, Mini Shopping Cart, Recurring, Refund, Sales Invoices, Invoices, Reports, E-Statement), and a 'You are here' breadcrumb trail pointing to 'Home'. The main content area features a welcome message for 'Wednesday | 3rd April 2024' and 'Welcome back, Merchant SDN BHD'. It highlights the portal as a central hub for managing products, tracking sales, and monitoring business performance. A call-to-action button says 'Let's make your business a **success** together!'. To the right, there's an illustration of three people interacting with a digital interface. Another section promotes the 'Physical Terminal' with the tagline 'Simplifying transactions for your business and customers.' and a 'Request Now' button. Below these are sections for 'Let's get started!', 'Create your Mini Shopping Cart. Coming Soon.', 'Share an email invoice. Test Now.', and 'Integration' (Merchant ID: Merchant, Verify Key: [REDACTED], Secret Key: [REDACTED]).

MERCHANT DASHBOARD

- Main dashboard shows the current account balance, the charts of current vs last week on numbers of transaction and current vs last week value of transaction.
- From the home page, the first navigation page will be on the **Merchant Dashboard**.
- On the left-hand side of the page, there is the sidebar mainly used for portal navigation.

The screenshot displays the TFiuu Merchant Dashboard. The top navigation bar includes a user icon, a search bar, and links for 'Merchant' and 'Account PIC'. The main header shows the date 'Wednesday | 3rd April 2024' and the title 'DASHBOARD'. The sidebar on the left, titled 'MAIN NAVIGATION', lists various options: Home, Dashboard (highlighted with a green arrow), Transactions, Merchant Profile, Settings, Store Management, Settlements (highlighted with a green arrow), Payment Link, Mini Shopping Cart, Sales Invoices, Invoices, Reports (highlighted with a green arrow), E-Statement, VT Activation, Documentation, Announcement, and Newsletter. The main content area features 'ACCOUNT BALANCE' with a total of 4,315,233.28 MYR, 'SALES' for Today (824188.19) and Yesterday (1910137.90), and two chart sections: 'Current vs Last Week on Number Of Transaction' and 'Current vs Last Week on Value Of Transaction'. The 'Settlements' and 'Reports' items in the sidebar are also highlighted with green arrows.

Transaction listing

Settlement Listing

Reporting

MERCHANT DASHBOARD

- To access user information, change password, or sign out, you can click on the username located at the top right side of the page.

The screenshot displays the 1Fiuu Merchant Dashboard interface. On the left, a vertical navigation menu lists various sections: Home, Dashboard, Transactions, Merchant Profile, Settings, Store Management, Settlements, Payment Link, Mini Shopping Cart, Sales Invoices, Invoices, Reports, E-Statement, VT Activation, Documentation, Announcement, and Newsletter. The main dashboard area shows the following key metrics:

- ACCOUNT BALANCE:** MYR 4,315,233.28. Sub-sections show Total Captured (4,315,238.72) and Total Payback (-5.44).
- SALES:** TODAY: MYR 824188.19; YESTERDAY: MYR 1910137.90.
- Current vs Last Week on Number Of Transaction:** A line chart comparing transaction volume across the week. The Y-axis ranges from 0 to 1,000,000. The chart shows a significant peak on Sunday for the current week, while last week's data is mostly zero.
- Current vs Last Week on Value Of Transaction:** A line chart comparing transaction value across the week. The Y-axis ranges from 0 to 14,000,000. Similar to the transaction count chart, it shows a large spike on Sunday for the current week.
- User Information:** Located in the top right corner of the dashboard area.
- Sign Out:** A button labeled "Sign out" located below the user information.
- Main Accounts:** A section showing current month (MYR 4617719.33), last month (MYR 56714800.07), and merchant details (Merchant - Account PIC, Last login April 03, 2024).

TRANSACTION LISTING

- To access this page, on the sidebar, go to **Transaction > Main Accounts**.
- Show the total of account balance, number of transaction that has been request cancel and chargeback, transaction filters and the list of transactions under the merchant's account.

The screenshot shows the 1Fluu Merchant Dashboard with the following details:

- Header:** 1Fluu Merchant Account PIC
- Top Bar:** Transaction > Main
- Account Balance:** MYR 4,315,238.72
- Request Cancel:** 1
- Request Chargeback:** 56
- Filter Section:** Range Date, Channels, Order ID, Fluu Transaction ID, Advance Filter, Search Now, Load Advance Filter
- List Transaction:** A table showing transaction details for April 3, 2024. The columns include No, Created On, Paid On, Channel, Card Number, TranID, OrderID, Bill Name (Account Name), Email, Mobile, Currency, and Bill Amt. The table lists four transactions:

No	Created On	Paid On	Channel	Card Number	TranID	OrderID	Bill Name (Account Name)	Email	Mobile	Currency	Bill Amt
1	2024-04-03 15:43:57	2024-04-03 15:43:58	1Fluu		2098761084	2021020240403154356	Fluu Offline Payment			MYR	14.00
2	2024-04-03 15:43:57	2024-04-03 15:44:00	Alipay		2098761081	29980220240403154356	Alipay Offline Payment			MYR	8.90
3	2024-04-03 15:43:57	2024-04-03 15:43:57	MyDebit	479968	7893	2098761072	020968	Card Payment		MYR	28.30
4	2024-04-03 15:43:57	2024-04-03 15:43:57	Alipay		F092	12345678901234567890	Card Payment			MYR	12.50

A Filtration / Search Tools that are available to use to locate the customer transaction information

B By Clicking on the Transaction ID, you may access more information on the transaction information.

C List of transaction with their respective Status will be appear in the page.

TRANSACTION DETAILS

- On this page, you can find more detailed information about the transaction.

The screenshot shows the Fiuu Transaction Details page. On the left, there is a navigation sidebar with various options like Home, Dashboard, Transactions, Main Accounts, Sub Accounts, Failed IPN Callback Status, Zero Dollar Transaction, Settings, Merchant Profile, Settlements, Payment Link, Mini Shopping Cart, Sales Invoices, Invoices, Reports, and E-Statement. Annotations are present: a green circle labeled '1' points to the 'Transactions' option in the sidebar; another green circle labeled '2' points to the 'Main Accounts' option. The main content area has a blue header bar with the Fiuu logo, a search bar, and some icons. Below the header is a section titled 'DETAIL TRANSACTION' with a transaction ID (#1525971). It shows details for a customer named John McFiuu with phone number 0177109486 and email product.dev1455@gmail.com. The transaction status is 'Approved or completed successfully'. The payment method used was VISA. The transaction timeline shows two entries: 'Captured' (Amount: 126.98, Date and Time: 2024-04-17 14:28:30) and 'Transaction Created' (Amount: 126.98, Date and Time: 2024-04-17 14:28:09). At the bottom right of the timeline, there is a blue circle labeled 'C' pointing to a 'Status : Captured' box which includes the amount due (4/17/2024 2:28 PM), bill amount (MYR 126.98), processing fees (- MYR 3.81), and settle amount (MYR 123.17). A red circle labeled 'D' points to a 'Request Cancel' button. A yellow circle labeled 'A' highlights the top right corner of the page, showing transaction ID #1525971, order ID 1000000424, approval code 093415, merchant ID qio_Dev, account ACC NO, and a description of the transaction as a payment. The date is Wednesday, 17th April 2024 2:28:09 PM.

A Customer information, the payment channel that the customer selected.

B The transaction timeline where shows the status of the transaction.

C The transaction status and the transaction billing & actual amount.

D Request Cancel button to process refund for the transaction.

IPN CALLBACK

- Instant Payment Notification (IPN) page allows Merchants to request a callback for a failed transaction.

The screenshot shows the TFiuu Merchant SDN BHD interface for Failed IPN Callback. The main title is "Failed IPN Callback". The search bar (labeled A) contains "Search Transaction ID" and a date "22/04/2024". The table (labeled B) lists transactions from "Today" (2024-04-22). Each row includes a checkbox, Create Date, Transaction ID, Callback Status (all show "Callback Failed"), and HTTP Details (all show "301 Moved Permanently" and a URL). A large green button (labeled C) at the bottom right says "Send Callback".

Create Date	Transaction ID	Callback Status	HTTP Details
2024-04-22 01:28:34	1533698	Callback Failed	301 Moved Permanently https://www.metrolimo.com.my/booking-complete.php?id=1533698
2024-04-22 01:28:34	1534069	Callback Failed	301 Moved Permanently https://www.metrolimo.com.my/booking-complete.php?id=1534069
2024-04-22 01:28:34	1534104	Callback Failed	301 Moved Permanently https://www.metrolimo.com.my/booking-complete.php?id=1534104
2024-04-22 01:28:34	1534303	Callback Failed	301 Moved Permanently https://www.metrolimo.com.my/booking-complete.php?id=1534303
2024-04-22 01:28:34	1534967	Callback Failed	301 Moved Permanently https://www.metrolimo.com.my/booking-complete.php?id=1534967
2024-04-22 01:28:34	1535007	Callback Failed	301 Moved Permanently https://www.metrolimo.com.my/booking-complete.php?id=1535007
2024-04-22 01:28:34	1535008	Callback Failed	301 Moved Permanently https://www.metrolimo.com.my/booking-complete.php?id=1535008
2024-04-22 01:28:34	1535112	Callback Failed	301 Moved Permanently https://www.metrolimo.com.my/booking-complete.php?id=1535112

A Filtration / Search Tools that are available to use to locate the customer transaction information

B Tick the box of the failed transaction from the list that is needed for the callback request.

C By clicking the "Send Callback" button here will initiate the callback request for the failed transaction.

TRANSACTION SETTINGS

- Reflecting the current general settings of the merchant's account, including the maximum transaction amount allowed, endpoint settings, etc.

The screenshot shows the 1Fiuu merchant dashboard with the 'Transaction Settings' page open. A green arrow labeled '1 Click Transactions' points to the 'Transactions' option in the main navigation. Another green arrow labeled '2 Click Settings' points to the 'Settings' option under the 'Transactions' menu. The 'Integration' tab is selected, displaying configuration for Verify Payment, End Points, and Instant Payment Notification (IPN) URLs. The 'Logs' section shows no logs found.

TRANSACTION SETTING Thursday, 4th April 2024

General

Max. Transaction Amount	100.00
The purpose of this limitation is to protect merchant against fraudster or any unusual transaction.	
Max. Allowed Fraud Score	50
Notified Failure Transaction	No
Tokenization (1-Click Payment)	Enabled
Enable Duplicate Order	No

Logs
No log found

Integration

Enable Verify Payment	<input type="checkbox"/>
Use extended format for Verify Payment	<input type="checkbox"/>
Verify Key	*****
Secret Key	*****
End Points	
Return URL	https://stackdaemon.com/r_ms_response/response.php
Enable Instant Payment Notification (IPN)	<input checked="" type="checkbox"/>
<script type='text/javascript'> var ss = product_Dev; window.onload = function() { m = document.createElement('IFRAME'); m.setAttribute('src', 'https://www.onlinepayment.com.my/MOLPay/API/chkstat/returnipn.php? treq=&sas=' + ss); m.setAttribute('seamless', 'seamless'); m.setAttribute('width', 0); m.setAttribute('height', 0); m.setAttribute('frameborder', 0); m.setAttribute('scrolling', 'no'); };</script>	
Notification URL	https://app.xpatnova.com/y/gateway/callback
Enable Instant Payment Notification (IPN)	<input checked="" type="checkbox"/>
Callback URL	https://stackdaemon.com/r_ms_response/response.php
Enable Instant Payment Notification (IPN)	<input checked="" type="checkbox"/>
Enable refund notification triggered from merchant portal	<input checked="" type="checkbox"/>

MERCHANT PROFILE

- A configuration interface for merchant that merchant can change the password, contact information and application setting.
- Merchant can view their account information such as contact information. If merchant needs to make any amendments to this information, please email support-sa@razer.com.

1 Click Merchant Profile

2 Click General Info

GENERAL INFORMATIONS Thursday, 4th April 2024

Account

Merchant ID	Merchant_Development
Domain	Merchant@domain.com
Company Name	Merchant SDN BHD
Trading Name	Merchant Trading
1Fiuu PIC	Support
Subscription Plan	
Account Status	active
Expire Date	01/01/2025

Contact

Click the eye icon on the left of each title to reveal the information.

Contact Person
Office Phone
E-Mail 1
Mobile Phone
E-Mail 2
Registered Address
Operating Address

Category / Business

Category	Online Mall
Sub-Category	--
ROC No.	--
Doing Business As (DBA)	
Roseller	

SUB-USER ACCOUNT

- Provide the function for merchants to register new Sub-Users, and the permissions can be controlled by the main account's PIC according to the user's access level.

1 Click **Merchant Profile**

2 Click **Sub User Account**

No	E-mail	Name	Last Login	Status	Action
1	[REDACTED]	[REDACTED]	[REDACTED]	Active	[Edit]
2	[REDACTED]	[REDACTED]	[REDACTED]	Active	[Edit]
3	[REDACTED]	[REDACTED]	[REDACTED]	Active	[Edit]
4	[REDACTED]	[REDACTED]	[REDACTED]	Active	[Edit]
5	[REDACTED]	[REDACTED]	[REDACTED]	Active	[Edit]
6	[REDACTED]	[REDACTED]	[REDACTED]	Active	[Edit]
7	[REDACTED]	[REDACTED]	[REDACTED]	Active	[Edit]
8	[REDACTED]	[REDACTED]	[REDACTED]	Active	[Edit]
9	[REDACTED]	[REDACTED]	[REDACTED]	Active	[Edit]

A Click on the Register Sub User button to proceed on Register new Sub User for your merchant portal.

SUB-USER REGISTRATION

- During registration, you can input user login information, such as email, name, and password, as well as grant permission for sub-user access.

1 Click Merchant Profile

2 Click Sub User Account

A Select the user permission such as "View", "Edit", "Delete", "Search", etc.

SETTLEMENT RECORDS

- The historical record of fund transferred from us to merchant. To access this page, on the sidebar, go to **Settlement > Records**.

1 Click **Settlements**

2 Click **Records**

A Date of settlement is made.

B The bank account information that settlement amount transferred to.

C The settlement amount.

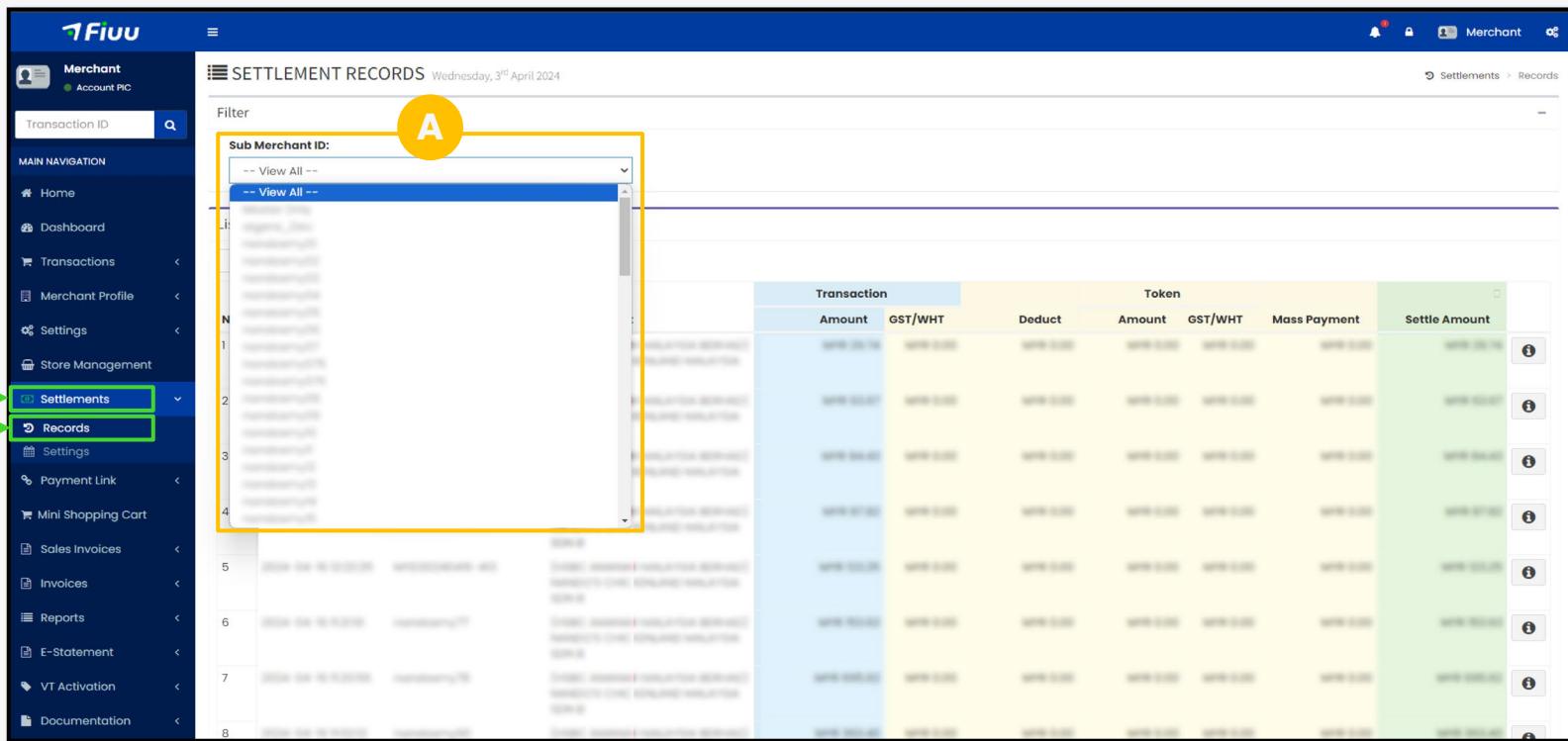
D More Information on the Settlement.
*Refer to page 17 for details.

Settlement Records Wednesday, 3rd April 2024

No	Date	Merchant Ref ID	Bank Account	Transaction	Token	Settle Amount		
1	2024-04-03 11:09:22	7eleven	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 45,785.79	MYR 0.00	MYR 0.00	MYR 0.00	MYR 45,785.79
2	2024-04-03 10:30:24	MYD20240403-1	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 1,101,228.31	MYR 0.00	MYR 0.00	MYR 0.00	MYR 1,101,228.31
3	2024-04-03 10:08:16	7eleven	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 729,994.67	MYR 0.00	MYR 0.00	MYR 0.00	MYR 729,994.67
4	2024-04-02 12:46:59	20240402-5526	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 144,078.93	MYR 0.00	MYR 0.00	MYR 0.00	MYR 144,078.93
5	2024-04-02 11:51:21	MYD20240402-1	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 3,712,629.03	MYR 0.00	MYR 0.00	MYR 0.00	MYR 3,712,629.03
6	2024-04-02 09:55:24	7eleven	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 2,186,140.19	MYR 0.00	MYR 20.20	MYR 0.00	MYR 2,186,119.99
7	2024-04-01 11:51:46	MYD20240401-1	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 1,099,477.64	MYR 0.00	MYR 0.00	MYR 0.00	MYR 1,099,477.64
8	2024-04-01 11:16:22	7eleven	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 694,427.84	MYR 0.00	MYR 0.00	MYR 0.00	MYR 694,427.84
9	2024-04-01 11:06:39	7eleven	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 43,867.25	MYR 0.00	MYR 0.00	MYR 0.00	MYR 43,867.25
10	2024-03-29 11:49:25	MYD20240329-1	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 2,155,121.71	MYR 0.00	MYR 0.00	MYR 0.00	MYR 2,155,121.71
11	2024-03-29 11:29:54	20240329-5528	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 91,823.42	MYR 0.00	MYR 0.00	MYR 0.00	MYR 91,823.42
12	2024-03-29 10:53:29	7eleven	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 1,418,417.77	MYR 0.00	MYR 0.00	MYR 0.00	MYR 1,418,417.77
13	2024-03-27 13:00:53	20240327-4036	(MALAYAN BANKING) 7-ELEVEN MALAYSIA SDN BHD 514084572712	MYR 47,265.85	MYR 0.00	MYR 0.00	MYR 0.00	MYR 47,265.85

SETTLEMENT RECORDS

- To access this page, on the sidebar, go to **Settlement > Records**.



SETTLEMENT DETAILS

The screenshot shows the Fiuu Merchant Settlement Details interface. On the left, a sidebar navigation menu is displayed with two steps highlighted:

- 1 Click **Settlements**
- 2 Click **Records**

The main content area is titled "DETAIL SETTLEMENT" and shows the following details:

A **SUMMARY**

Description / Items	Amount (MYR)
Total Transaction Amount:	45,785.79
+ Refund/Chargeback GST:	0.00
Deduct	
- Total Txn GST:	0.00
- Penalty / Admin Fee:	0.00
- Chargeback:	0.00
- Refund:	0.00
- Token Service:	0.00
- Mass Payouts Service:	0.00
- Misc Fee:	0.00
- Gateway Fee:	0.00
- Holdback Amount:	0.00
Settlement Amount:	45,785.79

B **TRANSACTION LIST**

No	Date	Channel	TranID	OrderID	Bill Name	Currency	Bill Amt	Actual Amt	Store ID	Applic
1	2024-04-01	Alipay	2095838718	23510120240401235855	Alipay Offline Payment	MYR	8.50	8.46	2351	ZlQtxNQmo2ZtvwAwlpkV3Ov
2	2024-04-01	Alipay	2095837673	19150120240401235814	Alipay Offline Payment	MYR	7.50	7.46	1915	cfJDq5NLuQHUBpRctC2xL
3	2024-04-01	Alipay	2095836780	29980120240401235744	Alipay Offline Payment	MYR	5.40	5.37	2998	c4c
4	2024-04-01	Alipay	2095836036	20140120240401235720	Alipay Offline Payment	MYR	12.90	12.84	2014	Z7V2qv4gYxPLJgo7lGsgw
5	2024-04-01	Alipay	2095835322	28900120240401235655	Alipay Offline Payment	MYR	8.40	8.36	2890	3f29ata

C **DOWNLOAD OPTIONS**

Options to download the settlement file in various formats: Excel File, CSV File, ODS File, and TXT File.

- A** The settlement Summary is shown as the total amount of the settlement.
- B** The number of transaction that is included in the settlement.
- C** The list of transaction that was included in the settlement, including Chargeback and Refund Transaction. You can download the settlement file here to either excel, CSV, ODS, or TXT format.

SETTLEMENT DETAILS

MAIN PAGE

- This page shows detailed settlements information. There are 5 tabs that shows detailed information about the settlements:

- Transaction
- Chargeback
- Refund
- Refund – **CAPTURED**
- Mass payouts

A This is the summary of the settlement.

B 5 available tabs that shows more detailed settlement information. Each tab shows specific detailed transaction related to the tab subjects. Each tab can be exported into files in below formats:

- Excel file
- CSV file
- ODS file
- TXT file

The screenshot displays the Fiuu Settlement Details Main Page. At the top, there's a navigation bar with a bell icon, a lock icon, and the text 'QIE'. Below the navigation bar, the date 'Tuesday, 14th May 2024 8:49:53 PM' is shown. On the left, a dark sidebar menu lists various sections: Home, Dashboard, Transactions, Merchant Onboarding, Merchant Profile, Settings, Settlements (which is currently selected and highlighted in green), Records, Settings, Payment Link, Mini Shopping Cart, Recurring, Sales Invoices, Invoices, Reports, and E-Statement. The main content area has a title 'DETAIL SETTLEMENT' and a sub-section 'SUMMARY'. It shows a table with columns: Description / Items, Amount (MYR), Qty, Currency, Billing, MDR, Actual (with a tooltip '(xxx - MYR)'), and Total Amount. The total amount is 12,712.04 MYR. A yellow circle labeled 'A' highlights this table. Below the summary is a section titled 'Deduct' with a table showing items like Total Txn WHT, Penalty / Admin Fee, Chargeback, Refund, Token Service, Mass Payouts Service, Misc Fee, and Gateway Fee. The total deduction is 123.00 MYR. A green circle labeled 'B' highlights the tabs at the bottom of this section. The tabs are: Transaction (selected), Chargeback, Refund, Refund - CAPTURED (highlighted in green), and Mass Payouts. To the right of the deduct table is a grid view showing transaction details for March 16, 2024. The grid includes columns: No, Date, Channel, TranID, OrderID, Bill Name, Currency, Bill Amt, Actual Amt, Store ID, Application Code, and several search fields. Two entries are listed: one with a Bill Name of 'TEST API' and another with 'TEST API'. At the bottom of the grid, it says 'Showing 1 to 2 of 2 entries'. On the far right, there are buttons for First, Previous, Next, and Last. The overall interface is clean with a white background and blue header elements.

SETTLEMENT DETAILS

TRANSACTION TAB

- Transaction tab shows all transactions of the settlement history. The settlement history will show up under column A

The screenshot displays the 'DETAIL SETTLEMENT' page in the Fiuu platform. The main header shows 'Settlements > Records > View'. On the left, the 'MAIN NAVIGATION' sidebar includes links for Home, Dashboard, Transactions, Merchant Onboarding, Merchant Profile, Settings, Settlements (selected), Records, Settings, Payment Link, Mini Shopping Cart, Recurring, Sales Invoices, Invoices, Reports, and E-Statement. The central area has a title 'DETAIL SETTLEMENT' with a back arrow. Below it, there's a summary table with columns for Merchant Ref ID, Merchant Bank Account, and TEST CHEQUE NO. The TEST BANK ACC is listed as TEST BANK ACC. The summary table also shows a 'Total Transaction Amount' of 123.00. To the right is a detailed transaction table with columns: No, Date, Channel, TranID, OrderID, Bill Name, Currency, Bill Amt, Actual Amt, Store ID, Application Code. The table shows two entries for 2024-03-16 at 17:44:50, both with a Bill Amt of 6,499.00 and an Actual Amt of 6,356.02. A yellow circle labeled 'A' points to the 'OrderID' column header. At the bottom of the table, it says 'Showing 1 to 2 of 2 entries'. Above the table, there are buttons for Transaction, Chargeback, Refund, Refund CAPTURED, Mass Payouts, and file exports (Excel, CSV, ODS, TXT). The date is noted as Tuesday, 14th May 2024 8:49:59 PM.

SUMMARY		Total Amount						
Description / Items	Amount (MYR)	Qty	Currency	Billing	MDR	Actual (1)	Forex (XXX - MYR)	Actual Amount (1) (MYR)
Total Transaction Amount:	123.00	2	MYR	12,998.00	285.96	12,712.04	1	12,712.04
Total Transaction Amount: 12,712.04								

No	Date	Channel	TranID	OrderID	Bill Name	Currency	Bill Amt	Actual Amt	Store ID	Application Code
1	2024-03-16 17:44:50	●●	9	W17560886750A235875630	TEST API	MYR	6,499.00	6,356.02		
2	2024-03-16 17:44:50	●●	8	W1756853933A235875618	TEST API	MYR	6,499.00	6,356.02		

SETTLEMENT DETAILS

CHARGEBACK TAB

- Chargeback tab will show all the transaction with chargeback history. Column **A** shows the summary of chargebacks while chargeback history will show up under column **B**

The screenshot displays the 'DETAIL SETTLEMENT' page for a merchant named 'TEST CHEQUE NO'. The main navigation bar on the left includes links for Home, Dashboard, Transactions, Merchant Onboarding, Merchant Profile, Settings, Settlements (selected), Records, Payment Link, Mini Shopping Cart, Recurring, Sales Invoices, Invoices, Reports, E-Statement, VT Activation, Documentation, and Announcement.

The 'Settlements' section shows a breakdown of transaction amounts:

Description / Items	Amount (MYR)
Total Transaction Amount:	123.00
+ Refund/Chargeback WHT:	0.00
Deduct	
- Total Txn WHT:	0.00
- Penalty / Admin Fee:	123.00
- Chargeback:	123.00
- Refund <small>(WHT)</small> :	997,719.00
- Token Service:	0.00
- Mass Payouts Service:	142.00
- Misc Fee:	0.00
- Gateway Fee:	1.00
- Holdback Amount:	0.00
Settlement Amount:	1.00

The 'Chargeback' tab is highlighted. A yellow circle labeled **A** points to the summary table for chargebacks:

Total Amount				(XXX - MYR)	Actual Amount (MYR)
Qty	Currency	Billing	MDR		
2	MYR	12,998.00	285.96	12,712.04	12,712.04
				Total Transaction Amount:	12,712.04

A green circle labeled **B** points to the detailed chargeback history table:

Date	Settlement	Chargeback	Channel	TranID	OrderID	Currency	Billing	Actual	Chargeback	MDR	WHT
2024-03-16 17:44:50	0000-00-00	2024-05-14 00:00:00	Mastercard	9	WI7560886750A235875630	MYR	6,499.00	6,356.02	2.10	0.00	0
2024-03-16 17:44:50	0000-00-00	2024-05-14 00:00:00	Mastercard	10	WI757773903A235875692	MYR	6,499.00	6,356.02	2.10	0.00	0
2024-03-16 17:44:50	0000-00-00	2024-05-14 00:00:00	Mastercard	11	WI7500725570A235875693	MYR	6,499.00	6,356.02	2.10	0.00	0

At the bottom, there are download options for Excel File, CSV, ODS File, and TXT File, along with a search bar and navigation buttons for the table.

SETTLEMENT DETAILS

REFUND TAB

- Refund tab shows transaction that has been refunded and fully settled. Column **A** shows the summary of refunds while column **B** shows the history of the refunded transactions.

The screenshot shows the Fiuu platform interface for settlement details. On the left, there's a navigation sidebar with various options like Home, Transactions, Merchant Onboarding, Merchant Profile, Settings, Settlements, Records, Payment Link, Mini Shopping Cart, Recurring, Sales Invoices, Invoices, Reports, E-Statement, VT Activation, Documentation, and Announcement. The Settlements option is currently selected.

The main content area is titled "DETAIL SETTLEMENT" and shows "TEST CHEQUE NO" and "TEST BANK ACC". It includes a "SUMMARY" section with a table showing Total Transaction Amount (123.00), Refund/Chargeback WHT (0.00), and Deduct items (Penalty / Admin Fee, Chargeback, Refund, Token Service, Mass Payouts Service, Misc Fee, Gateway Fee, Holdback Amount). The Settlement Amount is listed as 1.00.

Two tables are displayed under the "REFUND" tab:

- Table A (Summary):** Shows a breakdown of amounts by category: Qty (2), Currency (MYR), Total Amount (Billing: 12,998.00, MDR: 285.96, Actual: 12,712.04), and a green row for Total Transaction Amount (12,712.04).
- Table B (History):** Shows a detailed history of 3 entries with columns for Date, Transaction ID, Settlement ID, Refund ID, Channel, TranID, OrderID, Currency, Billing, Actual, Refund, MDR, WHT, and Fee. The first entry is for 2024-03-16 at 17:44:50, with a Refund ID of 9, Channel of Credit Card (red icon), and OrderID of WI7560886750A235875630.

At the bottom, there are download options for Excel, CSV, ODS, and TXT files, along with a search bar and navigation buttons for First, Previous, Next, and Last.

SETTLEMENT DETAILS

REFUND – CAPTURED TAB

- Refund - **CAPTURED** tab shows refund transactions that has been captured but haven't been settled. Column **A** shows the summary of refunds while column **B** shows the history of the captured refunded transactions.

The screenshot displays the 'DETAIL SETTLEMENT' page in the Fiuu platform. On the left, the 'Settlements' section of the main navigation is highlighted. The central area shows a summary of a transaction with a total amount of 123.00 MYR. Below this, a table provides a breakdown of deductions, resulting in a settlement amount of 1.00 MYR. The right side features two tables under the 'CAPTURED' tab. Table A is a summary of refunds, showing a total of 12,712.04 MYR across four entries. Table B is a detailed history of these refunds, listing individual transactions with columns for Date, Request ID, Refund ID, Channel, TransID, OrderID, Currency, Ori Amt, Billing, Actual, Refund, MDR, Refund Qty., and Store ID. A yellow circle labeled 'A' highlights the summary table, and a green circle labeled 'B' highlights the detailed history table.

SUMMARY	
Description / Items	Amount (MYR)
Total Transaction Amount:	123.00
+ Refund/Chargeback WHT:	0.00
Deduct	
- Total Txn WHT:	0.00
- Penalty / Admin Fee:	123.00
- Chargeback:	123.00
- Refund <small>(Txn)</small> :	997,719.00
- Token Service:	0.00
- Mass Payouts Service:	142.00
- Misc Fee:	0.00
- Gateway Fee:	1.00
- Holdback Amount:	0.00
Settlement Amount:	1.00

Total Amount						
Qty	Currency	Billing	MDR	Actual <small>(xxx - MYR)</small>	Forex <small>(xxx - MYR)</small>	Actual Amount <small>(MYR)</small>
2	MYR	12,998.00	285.96	12,712.04	1	12,712.04
Total Transaction Amount:						12,712.04

Refund Amount <small>(MYR)</small>				
Qty	Currency	MDR <small>(xxx - MYR)</small>	Forex <small>(xxx - MYR)</small>	Refund Amount <small>(MYR)</small>
4	MYR	0.00	1	0.00
Total Refund Fees: 0.00				

Date	Request ID	Refund ID	Channel	TransID	OrderID	Currency	Ori Amt	Billing	Actual	Refund	MDR	Refund Qty.	Store ID
2024-03-16	2024-04-17:44:50	2024-04-16 04:28:37	True POS	3	1	MYR	5,699.00	5,699.00	5,573.62	1,499.00	0.00	0.00	1
2024-03-16	2024-04-17:44:50	2024-04-16 07:26:01	True POS	4	2	MYR	6,799.00	6,799.00	6,649.42	1,499.00	0.00	0.00	1
2024-03-16	2024-04-17:44:50	2024-04-16 07:27:59	True POS	5	3	MYR	6,499.00	6,499.00	6,356.02	1,499.00	0.00	0.00	1
2024-03-16	2024-04-17:44:50	2024-04-16 07:29:23	True POS	6	4	MYR	6,499.00	6,499.00	6,356.02	1,499.00	0.00	0.00	1

SETTLEMENT DETAILS

MASS PAYOUT TAB

- Mass payout tab shows transaction that has settled via mass payments. Column **A** shows the history of all mass payouts that has been settled.

The screenshot displays the Fiuu platform's Settlement Details page. The main navigation bar includes Company Name (Account PIC), Transaction ID search, and various menu items like Home, Dashboard, Transactions, Merchant Onboarding, Merchant Profile, Settings, Settlements, Records, Payment Link, Mini Shopping Cart, Recurring, Sales Invoices, Invoices, Reports, and E-Statement. The Settlements menu item is highlighted.

The central area shows the "DETAIL SETTLEMENT" section for Merchant Ref ID TEST CHEQUE NO and Merchant Bank Account TEST BANK ACC. It features a "SUMMARY" table with columns for Description / Items and Amount (MYR). The summary table shows:

Description / Items	Amount (MYR)
Total Transaction Amount:	123.00
+ Refund/Chargeback WHT:	0.00
Deduct	
- Total Txn WHT:	0.00
- Penalty / Admin Fee:	123.00
- Chargeback:	123.00
- Refund A :	997,719.00
- Token Service:	0.00
- Mass Payouts Service:	142.00
- Misc Fee:	0.00
- Gateway Fee:	1.00
- Holdback Amount:	0.00
Settlement Amount:	1.00

Below the summary is a table for "Total Transaction Amount: 12,712.04". The table has columns for Qty, Currency, Billing, MDR, Actual (with a tooltip for "Forex (XXX - MYR)"), and Actual Amount (MYR). A yellow circle labeled "A" points to the "Actual" column.

Qty	Currency	Total Amount			Actual (Forex (XXX - MYR))	Actual Amount (MYR)
		Billing	MDR	Actual		
2	MYR	12,998.00	285.96	12,712.04	1	12,712.04

The table also includes a "Total Transaction Amount" row with the value 12,712.04.

Below these tables is a toolbar with buttons for Transaction, Chargeback, Refund, Refund CAPTURED, and Mass Payouts. The "Mass Payouts" button is highlighted with a yellow circle labeled "A".

The bottom section shows a table for "Mass Payouts" with columns: No, Request Date, Bank Info, Merchant Ref ID, Currency, Amount, and Cost. One entry is listed:

No	Request Date	Bank Info	Merchant Ref ID	Currency	Amount	Cost
1	2024-05-13 18:40:50	PHPUnit Test 001216372891726	13052024184050	SGD	142.00	0.00

Text at the bottom indicates "Showing 1 to 1 of 1 entries" and provides navigation links: First, Previous, Next, and Last.

GENERATING PAYMENT LINK

SEND TO EMAIL

- Features allow merchants to manually generate a payment link to be sent to the customer. This includes currency, channel, amount, order ID, etc. Once all the required data is filled out, the merchant can click on the “**Generate Link**” button to manually generate the link.

The screenshot shows the Fiuu Merchant dashboard with the following interface elements:

- Left Sidebar (Main Navigation):** Transaction ID, Home, Dashboard, Transactions, Merchant Onboarding, Merchant Profile, Email Blasting, Settlements, Payment Link, Generate Default Link, Generate QR-Code, Generate Static QR-Code, Mini Shopping Cart, Recurring, Refund, Sales Invoices, Invoices, Reports.
- Header:** Fiuu MERCHANT Sub User, Tuesday, 16th April 2024, Payment Link > Default.
- Form Fields (highlighted with a blue border):**
 - Who are you sending to?**
 - Customer's Email *: example@domain.com
 - CC's Email: (empty)
 - Separate multiple email by comma (,): (empty)
 - Payment Link Information**
 - Order ID *: TESTINGID002
 - Currency *: MYR - Malaysian ringgit
 - Auto-generate Order ID
 - Send to WhatsApp**: The Payment Link will send to customer's WhatsApp.
 - Phone Number (Optional)**: +60 12-345 6789
- Right Panel (Email Preview):**
 - Subject:** [Fiuu] Invoice from product SDN BHD [Order ID: TESTINGID002]
 - Content:** product SDN BHD
B-13-3A, Jalan Multimedia 7/AH, CityPark i-City,
40000 Shah Alam Selangor MALAYSIA
03-55218438
qje@domain.com
 - Information:** This payment link will expire on: N/A
 - To:** example@domain.com
 - Order ID:** TESTINGID002
 - Payment Summary:** TEST | 2.00 | 1 | 25 | 15

1 Click Payment Link

2 Click Generate Default Link

GENERATING PAYMENT LINK SEND TO WHATSAPP

The screenshot shows the 1Fiuu Merchant dashboard. On the left, a sidebar lists navigation options like Home, Transactions, Merchant Profile, Email Blasting, Settlements, Payment Link, Generate Default link, Generate QR-Code, Generate Static QR-Code, Mini Shopping Cart, Recurring, Refund, Sales Invoices, and Invoices. A green callout '1 Click Payment Link' points to the 'Payment Link' option. Another green callout '2 Click Generate Default Link' points to the 'Generate Default link' option. The main content area is titled 'Payment Link Information' and contains fields for 'Order ID' (TESTINGID002), 'Currency' (MYR - Malaysian ringgit), and an unchecked 'Auto-generate Order ID' checkbox. Below this is a section for 'Send to WhatsApp' with a note that the payment link will be sent to the customer's WhatsApp. It includes a 'Phone Number (Optional)' field with '+60 12-345 6789'. A yellow circle labeled 'A' highlights the 'Send to WhatsApp' section. To the right, there's a detailed 'Payment summary' table:

Item Description	Unit Price	Qty	Discount (%)	Total Price
TEST	2.00	1	25	1.50
				Sub Total : 1.50
				Tax (%) :
				Grand Total : 1.50

Below the summary is an 'Advanced settings' dropdown and a 'Preview' button. To the right, a 'Payment Summary' table shows the same data with additional columns for 'Unit Price', 'Qty', 'Discount (%)', and 'Total Price'. At the bottom, a note says 'To confirm and fully agree with this transaction, you may click the 'Pay Now' button or scan the QR code below.'

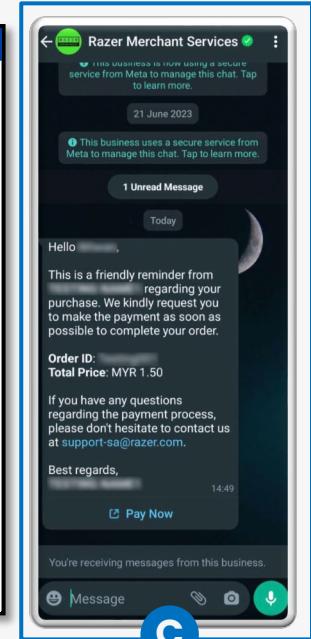
A Key in the Customer's "Email Address" (previous page), "Order ID", "Phone Number", "Payment Summary".

GENERATING PAYMENT LINK SEND TO WHATSAPP

- 1 Click Payment Link
- 2 Click Generate Default Link

The screenshot shows the 1Fiuu Merchant dashboard. On the left sidebar, under 'Settlements', there are two options highlighted with green arrows: 'Payment Link' and 'Generate Default Link'. A yellow circle labeled 'A' points to a blue 'Create' button at the bottom of the main form.

This screenshot shows a payment form generated by 1Fiuu. It includes a table for item details, a QR code, and a 'Pay Now' button. The table shows one item with a unit price of MYR 4.00 and a total price of MYR 4.00. The QR code is centered below the table. A green circle labeled 'B' points to a 'Submit' button at the bottom right of the form. A green circle labeled 'C' points to a 'Pay Now' button on a mobile device screen.



- Click the "Create" button.
- Preview the payment form, then click "Submit".
- Customer receives payment request details through their WhatsApp.

MINI SHOPPING CART

INTRODUCTION OF MINI SHOPPING CART

- Coming back to the Dashboard, you will find “**Mini Shopping Cart**” on the left side of the page.

The screenshot shows the 1Fiuu dashboard interface. On the left, there is a vertical navigation menu with items like Home, Dashboard, Transactions, Merchant Profile, Settings, Settlements, Payment Link, and Mini Shopping Cart. The 'Mini Shopping Cart' item is highlighted with a green box and a green arrow pointing to it from the bottom right. The main content area displays a welcome message, a central hub for managing products and sales, and a 'Let's get started!' section. It also features a QR code for a store, payment links, and integration settings. A green arrow labeled 'From the Click Mini Shopping Cart' points to the integration section.

Thursday | 25th April 2024

Welcome back, COMPANY NAME

This is your central hub for managing your products, tracking your sales, and monitoring your business performance.

Let's make your business a **success** together!

Let's get started!

Create your Mini Shopping Cart. Coming Soon. Share an email invoice. Test Now.

Merchant ID : **qie_Dev**

Verify Key:

Secret Key:

MINI SHOPPING CART PAGE

- Here you will need to fill in the details to be included inside the shopping cart. This includes the title, description, image of the product, etc.

1Fiuu

COMPANY NAME
Account PIC

Transaction ID

MAIN NAVIGATION

- Home
- Dashboard
- Transactions
- Merchant Profile
- Settings
- Settlements
- Payment Link
- Mini Shopping Cart
- Sales Invoices new
- Invoices
- Reports
- E-Statement
- VT Activation

Mini Shopping Cart

Create Shopping Cart Link

Shopping Cart Link List

Product List

Order List

Mini Shopping Cart Information

Please fill in the information below and ensure the information entered is accurate and correct.

Title* 0/20 characters
Promo Plan, Mega Sales, etc...

Description* 0/255 characters
About Promo...

Target Country*
MALAYSIA

Upload Promo Picture*

+ Add Promo Picture

Products*

Add Existing Products

LIMITED TIME PROMO
PROMO TITLE
Attention savvy shoppers! Make your own savings with our exciting Flash Sale, where savings meet style in an irresistible collection of discounts and deals.
VIEW PRODUCTS

PROMO PICTURE

Checkout preview coming soon!

Fill in the details within this area

CREATING A SHOPPING CART ITEM

- Fill in the details of the product in the form on the page. Details to be filled in is as below.

Title: The title for the product.

Description: Description of the product.

Target Country: Which country would the product is targeted for.

Upload Promo Picture: Product image that will be used as the thumbnail in the mini shopping cart list.

Products: Option for you to add either a new product or an existing product (refer P.7 & P.8).

Campaign Period: Campaign period starting from when until end date.

Collect customer's address: Option to insert a physical address.

Allow customer adjust quantity: Option to allow the customer to adjust the quantity of the product.

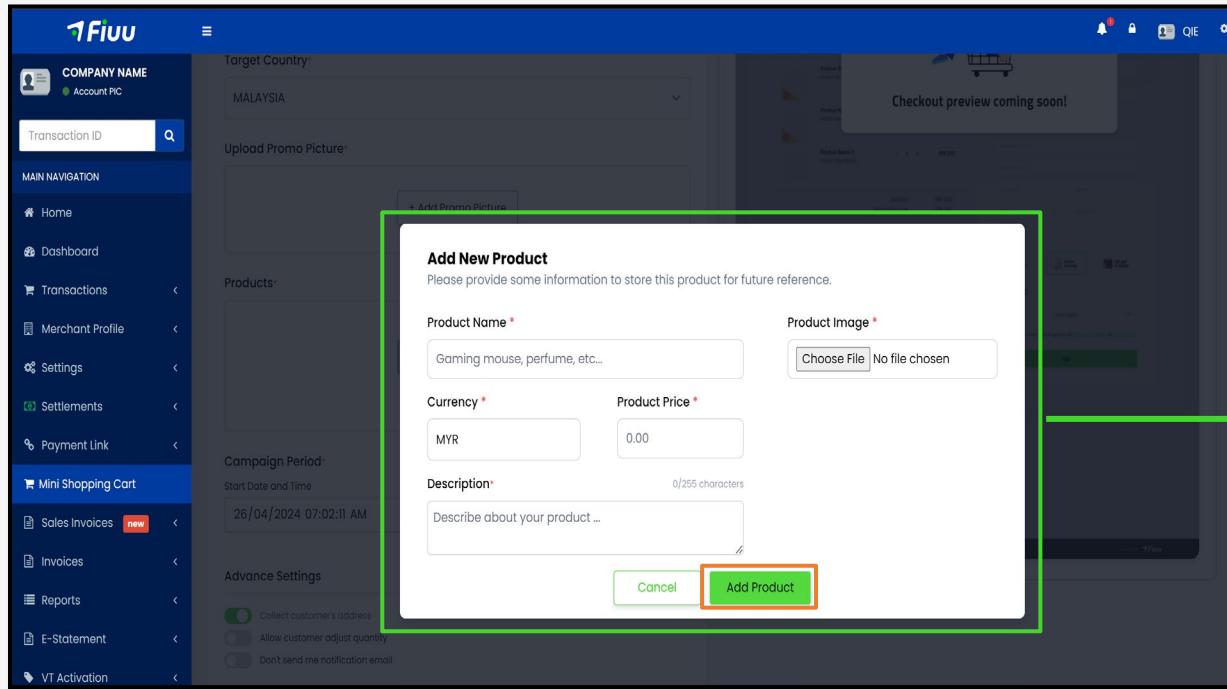
Don't send me notification email: Option to opt in or out from receiving email notification on the product

Click "**Create Mini Shopping Card Link**" once everything is filled up.

The screenshot shows the 'Mini Shopping Cart' creation interface. It includes fields for 'Title' (e.g., 'Promo Plan, Mega Sales, etc.'), 'Description' (e.g., 'About Promo...'), 'Target Country' (set to 'MALAYSIA'), 'Upload Promo Picture' (button '+ Add Promo Picture'), 'Products' (button '+ Add New Product' and '+ Add Existing Products'), and 'Campaign Period' (start date '25/04/2024 10:03:35 AM' and expiry date '25/04/2024 10:03:35 AM'). Below these are 'Advance Settings' with three options: 'Collect customer's address' (checked), 'Allow customer adjust quantity' (unchecked), and 'Don't send me notification email' (unchecked). At the bottom is a large green button labeled 'Create Mini Shopping Cart Link'. To the right of the main form, there is a preview window showing a promotional banner with 'PROMO TITLE' and a cartoon character pushing a shopping cart, along with a message 'Checkout preview coming soon!'. The top navigation bar includes links for 'Create Shopping Cart Link', 'Shopping Cart Link List', 'Product List', and 'Order List'.

ADDING NEW PRODUCT

- Here you will need to fill in the details to add in new product to the mini shopping cart list.
- Once done filling up all the required details, press “**Add Product**” and it will be added into the mini shopping card list.



Product Name: The name for the product.

Product Image: Product image that will be used as the thumbnail in the mini shopping cart list.

Currency: Which country would the product be targeted for.

Product Price: Price for the product.

Description: Description of the product.

ADDING EXISTING PRODUCT

- Here you can select your existing product to be added in the mini shopping cart list.
- Once done selecting your existing product to be added, press “**Add Products**” and it will be added into the mini shopping card list.

The screenshot shows the TFIU platform interface. On the left, there's a sidebar with navigation links like Home, Dashboard, Transactions, Merchant Profile, Settings, Settlements, Payment Link, Mini Shopping Cart (which is selected), Sales Invoices, Invoices, Reports, E-Statement, and VT Activation. The main area has sections for Target Country (set to Malaysia) and Upload Promo Picture. A modal window titled "Add Existing Products" is open, prompting the user to "Please select products from the list below to add to your payment links." It lists two products: "ipad Air M2 MYR 569.00" and "ipad Pro M3 11 Inch MYR 4699.00", each with a selection checkbox. At the bottom of the modal are "Cancel" and "Add Products" buttons. A green callout box points to the products with the text "Select your existing product to be included into the mini shopping cart list." An orange callout box points to the "Add Products" button with the text "Click “**Add Product**” once you have made your selection."

Select your existing product to be included into the mini shopping cart list.

Click “**Add Product**” once you have made your selection.

SHOPPING CART LINK LIST

- This page allows you to view and edit your created mini shopping card details.

You can view all the created links for your mini shopping cart.

You may edit, copy, or archive the created product here.

Option for you to show or not to show your shopping card links by either activating it or deactivating it here (on/off).

You may archive shopping link card in a bulk by ticking this tick box.

You may have a customer's POV if you click this link.

PRODUCT LIST

- This page shows all your product lists briefly which you can also view or archive the product from here.

Create Date	Image	Name	Description	Currency	Price	Status	Actions
25-04-2024 13:21		Ipad Air M2	Best Ipad Air	MYR	569.00	Available	View Edit
25-04-2024 13:21		Ipad Pro M3 11 inch	Best Pro Ipad	MYR	4699.00	Available	View Edit

View – You may view the product details including the image that was uploaded (refer image on the right). You may also direct edit the product details by clicking “Edit” (refer image on the right).

Add New Product
Please provide some information to store this product for future reference.

Product Name *

Currency *

Product Price *

Description *

If you wish to add on another product to the shopping cart list, you may do so by clicking “+ Add New product” here and a popup will show (refer above). Then just fill the details just like before, “Adding New Product” (refer P.7). Once done, you may click “Add Product” to finish.

Product Details
Here is detail of the product.

Product Name

Product Price

Product Description

ORDER LISTS

ACTION – VIEW

- This page shows all your product lists briefly which you can also view or archive the product from here.

The screenshot illustrates the 1Fiuu Order Lists Action - View feature. It consists of two main sections:

- Left Section (Order List View):** This section displays a table of orders. Each row contains information such as Date, Title, Order ID, Currency, Total paid, and Payment status. To the right of each row is a "Action" column with two "View" options. A green box highlights this "View" button. A green arrow points from this box to a callout box containing the following text:

Click “View” under the “Action” tab to view the product that has been purchased by the Customer.
*Refer to next slide (page II) for more information.
- Right Section (Product Detail View):** This section provides a detailed view of a specific purchase. It includes:
 - Products (2):** A table showing two items: an iPad Air M2 and an iPad Pro M3 11 inch, both at a price of 699.00 MYR.
 - General:** Information about the purchase, including Name (Apple X Fiuu), Date Created (2024-04-25 14:21:23), Order ID (1002), Payment Status (Failed), Total paid (MYR 698.00), and Link (https://1fiuu-checkout.merchantlayer.com/asia_Dev/checkout/cd88).
 - Customer:** Details for the customer, including Name (Tester), Email (product.dev445@gmail.com), and Phone Number (0977909489).
 - Shipping:** Shipping details with Address Line 1 (H-City, Sekyen 7), Address Line 2 (40000), City (Shah Alam), and State (Selangor).

Callout Box (Yellow Border): A yellow box on the left side contains the following text:

You may view the products purchased by the Customer here for details such as below:

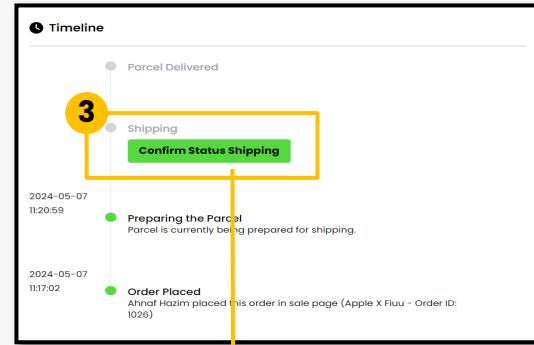
- Products that have been purchased
- Timeline
- General information about the purchase
- Customer details (name, email, and phone number)
- Shipping details

ORDER STATUS

SUCCESS – CHECK & UPDATE ORDER STATUS

- You will reach this view once you have clicked on “View” button from the Order Lists previously.
- Here, you can view the transaction details as well as the status of the purchase. Below is a sample of a transaction with a “**SUCCESS**” status as below.

The screenshot shows the Mini Shopping Cart interface. At the top, there are tabs: Create Shopping Cart Link, Shopping Cart Link List, Product List, and Order List. Below this, the "Products (2)" section lists two items: Ipad Air M2 and Ipad Pro M3 II Inch, each with a quantity of 1, currency MYR, and price 569.00 and 4699.00 respectively. To the right, the "General" section provides details: Name (Apple X Fiuu), Date Created (2024-05-07 11:15:57), Order ID (1026), Payment Status (Success), Total paid (MYR \$268.00), and a Link (https://uat-checkout.merchant.razer.com/oie_Dev/checkout/d88). The "Customer" section shows the customer's name (Ahnaf Hazim), email (anapioh@gmail.com), and phone number (0172539814). The "Timeline" section at the bottom shows three events: "Order Placed" (2024-05-07 11:17:02) with the note "Ahnaf Hazim placed this order in sale page (Apple X Fiuu - Order ID: 1026)", "Preparing the Parcel" (2024-05-07 11:20:59), and "Shipping" (2024-05-07 11:20:59). A green callout box labeled "1" points to the Timeline section. A blue callout box labeled "2" points to the "Preparing the Parcel" event. A green arrow points from the "Shipping" event to a callout box labeled "3".



Click “**Confirm Status Shipping**” once you have shipped the goods to the customer. A popup will appear for you to fill in shipping details (refer page 12).

Click “**Confirm Status**” once you have prepared the goods to be shipped after customer order is placed.

This is the timeline of the purchase made by the customer which will show from the first point of contact until the end of the purchase process.

ORDER STATUS

SUCCESS – CHECK & UPDATE ORDER STATUS

The screenshot shows the Fiuu platform's interface. On the left is a vertical navigation bar with various options like Home, Dashboard, Transactions, Merchant Profile, Settings, Settlements, Payment Link, and Mini Shopping Cart (which is currently selected). The main content area is titled 'Mini Shopping Cart' and shows a 'Products (2)' section. A central modal window is open, titled 'Tracking Number'. It contains three input fields: 'Courier Name *' (with placeholder 'Courier...'), 'Tracking Number *' (with placeholder 'Tracking Number...'), and 'Re-enter Tracking Number *' (with placeholder 'Re-enter Tracking Number...'). Below these fields are two buttons: 'Cancel' and 'Submit'. In the bottom right corner of the main content area, there is a small table with shipping details: Address Line 1 (No 22), Address Line 2 (Jalan 23/23), Postcode/ZIP (47620), City (Subang Jaya), and State (Selangore).

You must fill in the shipping details as below:

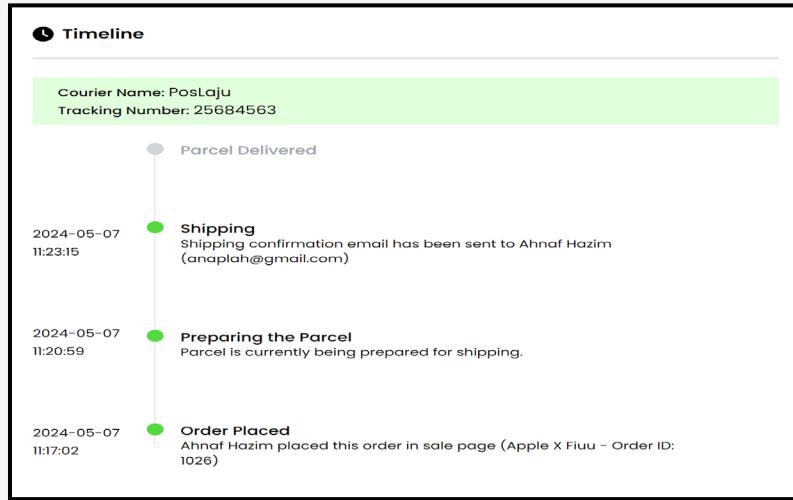
- Courier name
- Tracking Number
- Re-enter Tracking Number

Click "**Submit**" once done.

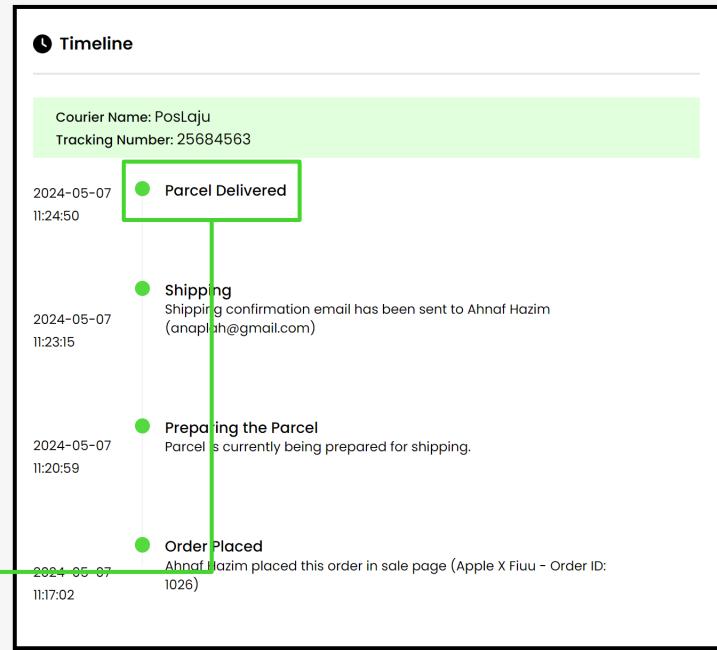
ORDER STATUS

SUCCESS – CHECK & UPDATE ORDER STATUS

- The shipping timeline will be automatically updated (as below) once you have filled in the “**Shipping Details**” earlier (page 12).



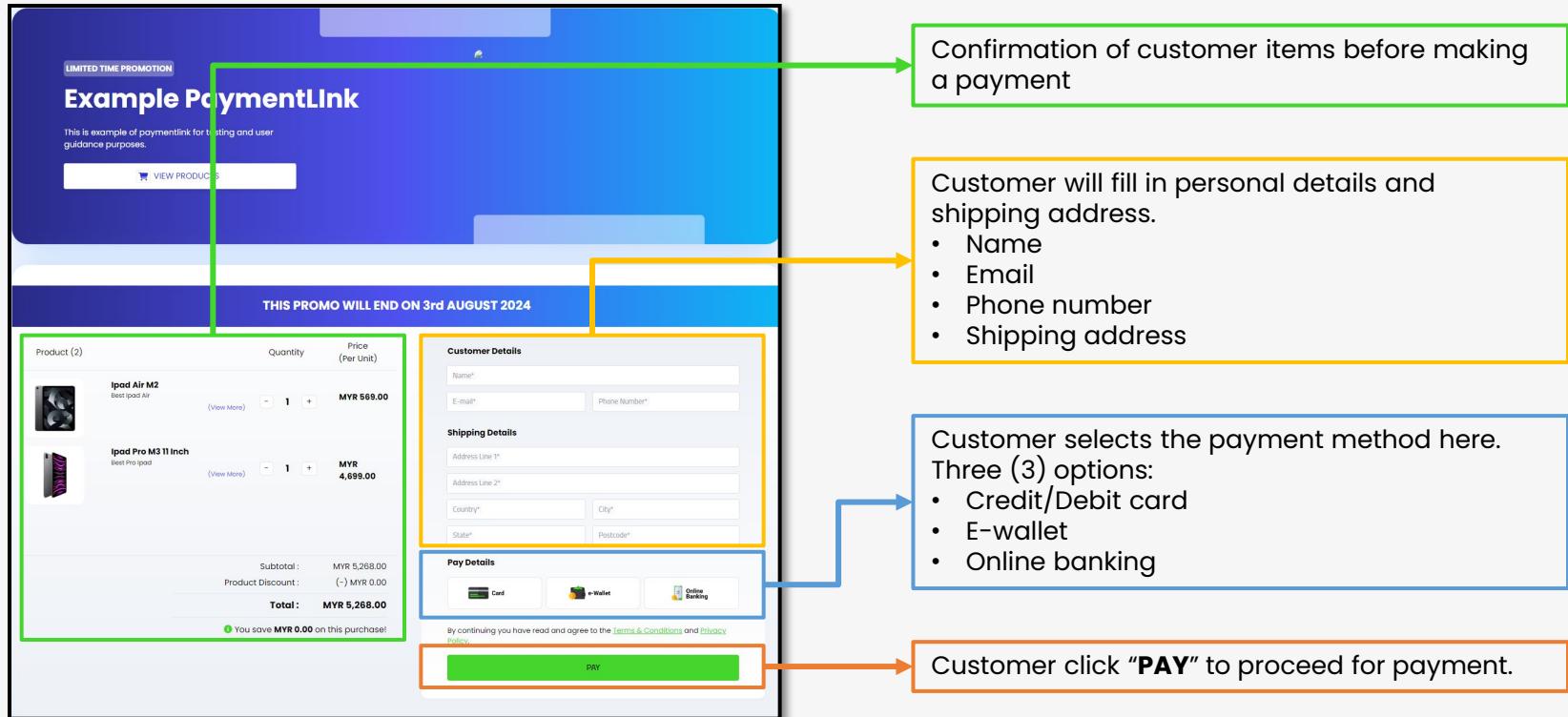
- “**Parcel Delivered**” will be showing as green only if the customer has updated their shopping cart from their end.
- If the customer is yet to update anything, by default, “**Parcel Delivered**” will be showing as green after 7 days.



CHECKOUT PAGE

CUSTOMER POINT OF VIEW (POV)

- This below shows the customer's POV upon checking out the items from the cart.



CHECKOUT PAGE

CUSTOMER POINT OF VIEW (POV)

- This below shows the customer's POV after payment is made.

Thank You
For Your Order

Example PaymentLink
ID 1035

Parcel Status	Delivery Details
Courier Name: Not yet available Tracking Number: Not yet available	
ITEM RECEIVED	Item Received
SHIPPING	
PREPARING THE PARCEL	
2 Jul 10:50 AM	ORDER PLACED 'Customer Name' has placed this order on Sale Page (Example PaymentLink - Order ID 1035)

Product (2)

Quantity	Price (Per Unit)
1	MYR 569.00
1	MYR 4,699.00

Subtotal : MYR 5,268.00
Product Discount : - MYR 0.00
Total : MYR 5,268.00

You save MYR 0.00 on this purchase!

 Success order.

Order Unsuccessful
We are sorry, Please try again

Example PaymentLink
ID 1041

Delivery Details

Recipient Name : John Doe
Phone Number : 0124565652
Shipping Address : Shah Alam, Selangor

Product (2)

Quantity	Price (Per Unit)
1	MYR 569.00
1	MYR 4,699.00

Subtotal : MYR 5268.00
Product Discount : - MYR 0.00
Total : MYR 5268.00

You save MYR 0.00 on this purchase!

 Unsuccessful order.

STORE MANAGEMENT & STORE ADD-ON

INTRODUCTION

This is one of many process and tools provided to merchants through Merchant Portal, allowing merchants to efficiently manage their stores and add additional stores within the platform.



Adding a new store is a seamless process whenever a merchant opens a new branch. This streamlined approach ensures that expansion is quick and hassle-free.



The ability to effectively manage and oversee all aspects of their store listings and information.



Save time and enhance efficiency with streamlined store management, allowing merchants to quickly add new branches with ease.

This system is designed to streamline the management process, making it easier for merchants to scale their operations and maintain control over multiple stores from a single, centralized platform.

MERCHANT PORTAL HOMEPAGE

This is the page where you will see upon successful login. This is the home page of the Merchant Portal. To get started, click on A .

A

Tuesday | 20th August 2024

Welcome back, MERCHANT

This is your central hub for managing your products, tracking your sales, and monitoring your business performance.

Let's make your business a **success** together!

Let's get started!

Test your Payment Link now. [No Code](#)

Create your Mini Shopping Cart. [Create Now](#)

Share an email invoice. [Test Now](#)

Physical Terminal

Simplifying transactions for your business and customers.

Request Now

Integration

Merchant ID : MERCHANT

Verify Key:

Secret Key:

NEW STORE MANAGEMENT HOMEPAGE

PENDING STORES

This is the New Store Management homepage. Let's look at what is available on this homepage.

The screenshot shows the Fiuu Merchant dashboard. The left sidebar has a 'New Store Management' section highlighted. The main content area is titled 'Store Management' and shows a table of 'Pending Stores'. The table has columns: Create Date, Application ID, Merchant ID, Store ID, Store Name, and Terminal ID. The data in the table is as follows:

Create Date	Application ID	Merchant ID	Store ID	Store Name	Terminal ID
2024-07-16 14:09:18	75572	merchant1	store1	MERCHANT STORE 1	I2345678
2024-07-11 17:35:38	75398	merchant2	store2	MERCHANT STORE 2	I2345678
2024-07-05 12:22:06	75158	merchant3	store3	MERCHANT STORE 3	I2345678
2024-05-27 16:42:36	73203	merchant4	store4	MERCHANT STORE 4	I2345678
2024-03-19 15:39:04	70338	merchant5	store5	MERCHANT STORE 5	I2345678
2024-01-17 10:41:01	67409	merchant6	store6	MERCHANT STORE 6	I2345678
2024-01-17 10:41:01	67409	merchant7	store7	MERCHANT STORE 7	I2345678
2023-09-21 16:51:31	60568	merchant8	store8	MERCHANT STORE 8	I2345678

- A To add a new store, press "+ Add Store".
- B This **Search** space is to search stores that has already been added.
- C Two tabs under this section:
 - **Pending Stores** – submitted added store that is currently under reviewed.
 - **Store Listing** – approved added store. Refer to next slide for more details.
- D Listing of the store depending on the chosen tab.

NEW STORE MANAGEMENT

STORE LISTING

This is the New Store Management homepage. This is the store listing showing all successfully added stores.

The screenshot shows the Fiuu Merchant portal's 'Store Management' section. The left sidebar contains a 'New Store Management' option under 'Main Navigation'. The main area has a search bar (B) and an '+ Add Store' button (A). Below these are two tabs: 'Pending Stores' (selected) and 'Store Listing' (C). A 'Filter Status...' dropdown (D) and a 'Download' button are also present. The table (E) lists seven stores with columns for Create Date, Merchant ID, Store ID, Store Name, Terminal ID, App Code, Secret Key, and Status. The stores listed are MERCHANT STORE 1 through MERCHANT STORE 7, each with a unique ID and status (Active or Inactive).

Create Date	Merchant ID	Store ID	Store Name	Terminal ID	App Code	Secret Key	Status
2019-10-03 14:28:04	merchant	2699	MERCHANT STORE 1	I2345678	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	Active
2019-04-26 17:11:15	merchant	2614	MERCHANT STORE 2	I2345678	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	Active
2023-10-24 09:32:26	merchant	3070	MERCHANT STORE 3	I2345678	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	Inactive
2019-02-18 09:59:55	merchant	2602	MERCHANT STORE 4	I2345678	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	Active
2019-11-04 09:18:10	merchant	2729	MERCHANT STORE 5	I2345678	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	Inactive
2019-11-25 09:41:29	merchant	2742	MERCHANT STORE 6	I2345678	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	Active
2019-09-10 09:36:02	merchant	2688	MERCHANT STORE 7	I2345678	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	lq2w3e4r5t6y7u8i9o0pla2s3d4f5g6h7j	Active

A To add a new store, press “+ Add Store”.

B This **Search** space is to search stores that has already been added.

C Two tabs under this section:

- Pending Stores** – submitted added store that is currently under reviewed.
- Store Listing** – approved added store. Refer to next slide for more details.

D Two options under this section:

- Filter Status** – to narrow down your search by filtering the status of a store.
- Download** – you can download the store details here.

E Listing of the store depending on the chosen tab.

NEW STORE MANAGEMENT – ADD STORE

Here you may fill in the details of the store that you wish to add.

- A Selection of which store to be added.
- B Payment method (plan) that is assigned (by default) and its details.

Note: The plan for sub-merchants are set by default following the MRP plan. The shown plan is for viewing purposes as FYI.

- C Sub-merchant (to-be added) information including a picture of the store.
- D Two types of terminal choice:
 - Fiuu terminal
 - Own terminal

Note: This is set by default as per MRP.

- E Sub-merchant (to-be added) bank information for settlement purposes. Either following MRP or own entity. Tick the checkbox if the bank details are to follow MRP.

While **Store Representative Information** is the PIC for that store (if any).

- F To add more store under the same application.

The screenshot shows the 'Store Add On' page in the Fiuu Merchant Platform. The interface is organized into several sections:

- Merchant Account:** A dropdown menu labeled 'Merchant Account' (A) where you can select a merchant ID.
- Payment Methods:** A table showing payment methods with columns for Channel Name, Rate, and Cost. It includes entries for FPX (1.50% rate, MYR 1.00 cost) and FPX B2B (1.00% rate, MYR 1.00 cost).
- Store 1 Information:** Fields for Store ID, Store Name, Store Address, Postcode, City, State, and Country (set to Malaysia). There's also a 'Store Photo' upload field.
- Store Terminal Information:** A section for selecting the terminal type (Fiuu Terminal) and number of terminals (set to 1).
- Store Payout Details:** A section for providing store payout details, including checkboxes for using the company's payout details or selecting a bank account.
- Bottom Section:** A large red box highlights the 'Submit' button at the bottom right, along with a note to 'Add more stores if applicable'.

NEW STORE MANAGEMENT – ADD STORE

The screenshot shows the Fiuu Merchant Platform interface. The left sidebar has a dark blue background with white text and icons, listing various sections like Home, Dashboard, Transactions, Merchant Onboarding, Merchant Profile, Settings, New Store Management (which is currently selected), Settlements, Payment Link, Mini Shopping Cart, Sales Invoices, Invoices, Reports, E-Statement, VT Activation, Documentation, Announcement, Newsletter, and Vocode Checking.

The main content area has a light gray background. At the top, it says "Store Add On". Below that, there are sections for "Merchant Account" (with a dropdown menu), "Payment Methods" (IB is selected), and "Channel Name" (listing FPX and FPX B2B with their respective rates and costs).

The "Store 1 Information" section contains fields for "Store ID", "Store Name", "Store Address", "Postcode", "City", "State", and "Country" (set to Malaysia). It also includes sections for "Store Payout Details" (with a note about providing details or using company ones) and "Store Representative Information (Optional)".

The "Store Terminal Information" section includes fields for "Terminal Type" (set to Fiuu Terminal), "Number of Fiuu terminal(s)" (set to 1), and "Fiuu Terminal Options".

At the bottom, there are two buttons: a black "Add Store" button and a green "Submit" button. A small note at the bottom left says "*Add more stores if applicable".

This is a sample if bank details are selected as to follow MRP details.

NEW STORE MANAGEMENT

ADDING ADDITIONAL STORES

The screenshot shows the Fiuu Merchant Account Management interface. The left sidebar lists various merchant management options. The main content area is titled 'Store Add On' and contains fields for adding multiple stores. A yellow circle labeled 'A' highlights the first store entry, and an orange circle labeled 'B' highlights the second store entry. A large black arrow points from the 'Store 2 Information' section towards the text explaining how to add more stores.

A Store 1 Information Delete

B Store 2 Information Delete

Store Payout Details

Please provide your store payout details in this section. If your store uses the same payout details as the company's, otherwise, check the box to use the company's designated payout details.

Please select if the store uses the same payout details as the company's payout details.

Store Bank Name * Select Bank...

Store Bank Account Name * Select Bank...

Store Bank Account Number * Select Bank...

Store Bank Account Type * Select Account Type...

Proof of Bank Account * Formats: jpg, jpeg, png Choose File

Store Terminal Information

Terminal Type Fiuu Terminal Number of Fiuu terminal(s) 1

Fiuu Terminal Options * Select Fiuu terminal option...

Store Representative Information (Optional)

Store Person-In-Charge (PIC) Optional

Phone No Optional Store Email Address Optional

+Add Store

Submit

This is the New Store Management homepage. This is the store listing showing all successfully added stores.

A This is the first store details entered. Click on "Expand" to view the inputs. You may also delete the entry by clicking on the "Delete" button.

B This is the second store added on the same entry. To add more store at the same submission, click here ➤

NEW STORE MANAGEMENT

IMAGE SUBMISSION

Here shows a sample of an image submission under the bank details. This is only applicable for store that will be using their own entity as their banking information.

MAIN NAVIGATION

- Home
- Dashboard
- Transactions
- Merchant Onboarding
- Merchant Profile
- Settings
- New Store Management
- Settlements
- Payment Link
- Mini Shopping Cart
- Sales Invoices
- Invoices
- Reports
- E-Statement
- VT Activation
- Documentation
- Announcement
- Newsletter
- Vcode Checking

Merchant Account *

Select Merchant ID...

Payment Methods

IB OTC EW

Channel Name

FPX

FPX B2B

Store 1 Information

Store ID *

Store Name *

Store Address *

Postcode *

State *

Select State... MALAYSIA

Country

Store Bank Account Number *

Store Bank Account Type *

Select Account Type...

Number of Fiuu terminal(s) *

1

Proof of Bank Account * (Formats: jpg, jpeg, png)

Choose File

Sample for Proof of Bank Account

CIMB BANK

CBM Bank Berhad (13491-P)

GA-49992

10200001919191205 C00999CA-009996-01 001-0179847

SDN. BHD.

55 JALAN 1/111A
54321 SHAH ALAM
SELANGOR

Statement of Account

Page / Halaman 1 / 5 Statement Date / Tarikh Penyata 30/09/2019

Branch / Cabangan
Plaza Azalea, Plaza Alam
Jalan 1/111A, Seksyen 17 & 18,
Plaza Azalea, Peneran Bandaraya,
Seksyen 14, 40000 Shah Alam, Selangor

Current Account Transaction Details / B兀r-b兀r Transaksi Akaun Semasa

Account No / No Akaun 66-
(Eligible for Protection by PICM)

CLOSE

SAMPLE

SALES INVOICES

MAIN PAGE

- Here you'll be able to view and access your sales invoices for current and previous sales invoices.

A The dropdown button will show the summary of the invoices for a particular date.

B Press **View** to see the sales invoice in detail.

C The **Download** button will allow you to download the sales invoice

1
Click
Sales Invoices

No	Date	Invoice/Credit Note Number	Total Costs	Action
1.	2024-04-15	#17888	MYR 260.00	B View C Download
2.	2024-04-13	#17886	MYR 240.00	B View C Download
3.	2024-04-11	#17884	MYR 220.00	B View C Download
4.	2024-04-10	#17883	MYR 0.00	B View C Download
5.	2024-04-08	#17881	MYR 0.00	B View C Download
6.	2024-04-06	#17879	MYR 0.00	B View C Download
7.	2024-04-04	#17877	MYR 150.00	B View C Download
8.	2024-04-01	#17874	MYR 120.00	B View C Download
9.	2024-01-22	#17873	MYR 200.00	B View C Download
10.	2024-01-20	#17872	MYR 175.00	B View C Download

SALES INVOICES

LIST OF INVOICES

A After clicking on the dropdown arrow, summary of a sales invoice will be shown. Please note that this just shows the summary of the sales invoice and to view more details, click on **View** button on the right side of it.

The screenshot shows the Fiuu merchant dashboard with the following interface elements:

- Left Sidebar (Main Navigation):** Includes sections for Company Name, Transaction ID search, and various merchant management options like Home, Dashboard, Transactions, Merchant Onboarding, Merchant Profile, Settings, Store Management, New Store Management, Settlements, Payment Link, Mini Shopping Cart, Sales Invoices (selected), and Reports.
- Header:** Displays the Fiuu logo, account information, and navigation icons.
- Sales Invoices Page:** Shows a search bar and a table of sales invoices.
- Table Headers:** No, Date, Invoice/Credit Note Number, Total Costs, Action.
- Table Data:** 8 rows of invoices, each with a dropdown arrow icon. The second row (Invoice #17886) has its dropdown expanded, showing two items with their amounts:

Items	Amount
CAPTURED_MDR-MERCHANT-MYR-VISA-2024-04-13-88	MYR 120.00
CAPTURED_MDR-MERCHANT-MYR-MASTERCARD-2024-04-13-89	MYR 120.00
- Action Buttons:** View and Download for each invoice row.

SALES INVOICES

DETAILED INVOICE

- You'll be able to view more details of the sales invoice if the **View** button is clicked upon (refer page 28).

The screenshot shows the Fiuu merchant dashboard with a modal window displaying a detailed sales invoice. The modal has the following details:

Invoice: 17886 Date: 2024-04-13

From:
RAZER MERCHANT SERVICES SDN BHD,
REG. NUMBER: 2010101981 (948015-X)
J-39-1, BLOCK J, PERSIARAN MULTIMEDIA I-CITY,
40150 SHAH ALAM, SELANGOR, MALAYSIA

To:
COMPANY NAME
BLOCK W, PERSIARAN MULTIMEDIA, I-CITY
40150 SHAH ALAM, SELANGOR, MALAYSIA

fiuu.com
support@fiuu.com

SST No: B16-1911-32000031

Description	Total Costs
CAPTURED_MDR-MERCHANT-MYR-VISA-2024-04-13-88	MYR 120.00
CAPTURED_MDR-MERCHANT-MYR-MASTERCARD-2024-04-13-89	MYR 120.00
Total:	MYR 240.00

[Close](#)

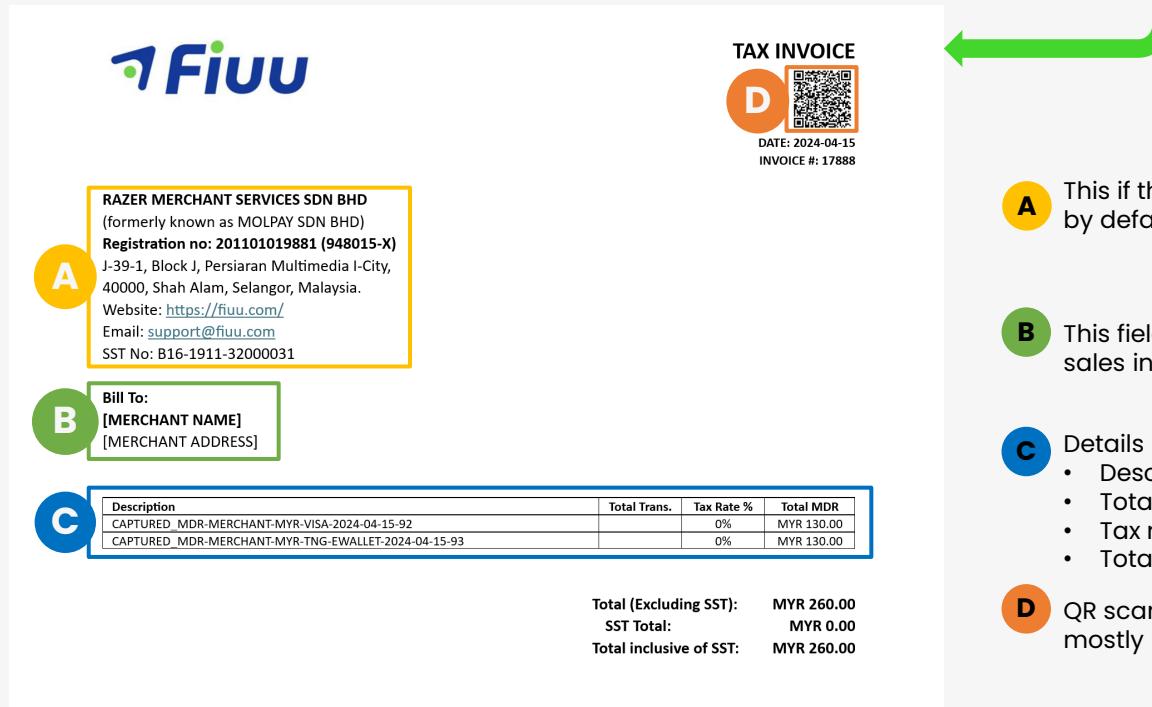
The background of the dashboard shows a list of recent sales invoices:

No.	Date	Invoice/Credit Note
1.	2024-04-15	#17886
2.	2024-04-13	#17886
3.	2024-04-11	#17884
4.	2024-04-10	#17883
5.	2024-04-08	#17881
6.	2024-04-06	#17879
7.	2024-04-04	#17877
8.	2024-04-01	#17874

SALES INVOICES

SALES INVOICES SAMPLE

- If you chose to download the sales invoice, you would see the invoice as below.



- A** This is the details of the sender (**Fiuu**) which by default is Fiuu.
- B** This field is the details of the receiver for the sales invoice.
- C** Details of the invoice consists of details below:
 - Description
 - Total transactions
 - Tax rate (%)
 - Total MDR
- D** QR scan will direct users to LHDN site. This is mostly used for verification purposes.

SALES INVOICES

CREDIT NOTE SAMPLE

- This is a sample of a Credit Note. Typically used in situations where there has been an overcharge, a return of goods, or an error in the original invoice. The credit note serves to correct the amount owed by the buyer or to refund a portion of a payment already made.

A Details of credit notes consists of details below:

- Description
- Total transactions
- Tax rate (%)
- Total MDR

B This section are the account payable details of the sender (**1Fiuu**).

CREDIT NOTE

DATE: 2024-04-15
CREDIT NOTE #: 17871

1Fiuu

RAZER MERCHANT SERVICES SDN BHD
(formerly known as MOLPAY SDN BHD)
Registration no: 201101019881 (948015-X)
J-39-1, Block J, Persiaran Multimedia I-City,
40000, Shah Alam, Selangor, Malaysia.
Website: <https://fiuu.com/>
Email: support@fiuu.com
SST No: B16-1911-32000031

Bill To:
[MERCHANT NAME]
[MERCHANT ADDRESS]

Description	Total Trans.	Tax Rate %	Total MDR
ADJ_CAPTURED_MDR-MERCHANT-MYR-FPX-TPA-2024-01-31-68		0%	MYR 16.50
ADJ_CAPTURED_MDR-MERCHANT-MYR-VISA-2024-01-31-69		0%	MYR 17.20
ADJ_CAPTURED_MDR-MERCHANT-MYR-MASTERCARD-2024-01-31-70		0%	MYR 20.50

Total (Excluding SST): MYR 54.20
SST Total: MYR 0.00
Total inclusive of SST: MYR 54.20

Credit Terms: 14 days

All payment shall be made payable to:

Bank Account Name: [Sender bank account name]
Bank Account No: [Sender bank account number]
Bank Name: [Sender bank name]

Bank Address:
[Sender bank address]

Swift Code: MBBEMYKLBGB

*Please email the bank-in slip (Write your MerchantID, Domain Name & Invoice No.) to support@fiuu.com.

DAILY REPORT

- Display the bar chart depicting the total transactions recorded per day, a successful transaction chart (comprising only Captured and Settled records), a daily transaction amount chart for Captured and Settled records only, and an SR graph.



TRANSACTION REPORT

- Enable merchant to download the transaction report in Excel files on daily basis and based on range of date.

The screenshot shows the Fiuu merchant dashboard with two green numbered arrows indicating the steps to access the transaction report:

- 1 Click Reports
- 2 Click Transactions

The main interface is titled "TRANSACTION DOWNLOAD" and shows the following configuration:

- Daily Basis** (selected) or **Range of Date** (disabled)
- Range Date:** Set to 17-05-2024 to 17-05-2024
- Status:** -- All --
- Channel:** -- All --
- Field:** A dropdown menu listing various transaction fields:
 - Date
 - Transaction ID
 - Order ID
 - Bill Amt
 - Actual Amt
 - Refund Code
 - State
 - Billing Name
 - Currency
 - Merchant / Sub Merchant ID
 - Agent Name
 - Reference
- Additional Field:** A dropdown menu listing additional fields:
 - Billing Email
 - Transaction Rate
 - Billing Info
 - Transaction Cost
 - Channel
 - Billing Mobile
 - Transaction Fee
 - GST
 - Net Amount
 - IP
 - Card No
 - Card Expiry Date
 - Error Code
 - Settlement Date
 - Paid Date
 - Terminal ID
- Request Options:**
 - Request as excel file (Slower)
 - Request as zip file (Recommended)
- Send Request** button

Below the configuration area, there is a table titled "List of Reports" with columns for Request Date, File Name, Range Date, Start, End, and Download. The table displays the message: "No data available in table".

SETTLEMENT REPORT DOWNLOAD

- Download the Settlement report in Excel files on based on range of date.

The screenshot illustrates the steps to download a Settlement Report:

- 1 Click **Reports**
- 2 Click **Settlements**

The right panel shows the "SETTLEMENT DOWNLOAD" interface. It includes:

- Range Date:** Set to 17-05-2024 from 17-05-2024.
- Field:** A list of fields available for download, including Date, Channel, Transaction ID, Order ID, Billing Name, Currency, Bill Amt, Actual Amt, Status, Settlement Ref No., Region, Store ID, Store Name, Settlement Name, Reference ID, Type, Discount Amount (RM), Discount Amount Remark, Gross Amount, Service Fee (RM), and Service Fee Remark.
- Additional Field:** A scrollable list of additional fields: Merchant/Sub Merchant ID, Billing Email, Transaction Rate, Billing Info, Transaction Cost, Billing Mobile, Transaction Fee, GST, Net Amount, Gateway Fee, IP, Card No, Card Expiry Date, Error Code, Settlement Date, and Paid Date.
- Request Options:** Radio buttons for "Request as excel file (Slower)" (unchecked) and "Request as zip file (Recommended)" (checked).
- Send Request:** A blue button to initiate the download request.
- List of Excel Files:** A table showing the results of the request, with columns for Request Date, Merchant ID, File Name, Range Date, Start, End, and Download. It indicates "No data available in table".
- Page Footer:** Shows the copyright notice "© 2005 - 2024 Fluu" and the page version "Version 2.0".

CHARGEBACK

- This page allows merchants to download the “Chargeback” report in Excel files on based on range of date.
- Simply select the range date, transaction ID, and the channel type, then click “Search”

1 Click **Reports**

2 Click **Chargeback**

The screenshot shows the Fiuu merchant dashboard with the "Chargeback" report selected. The left sidebar has a dark blue background with white text and icons. It includes sections for Company Name (with Account PIC), Transaction ID search, and main navigation like Home, Dashboard, Transactions, Merchant Profile, Settings, Settlements, Payment Link, Mini Shopping Cart, Sales Invoices, Invoices, Reports (selected), Daily Report, Settlements, Transactions, Chargeback (selected), Refund, Channel Usage, E-Statement, VT Activation, Documentation, Announcement, Newsletter, and Vcode Checking. At the bottom of the sidebar, it says "© 2005 - 2024 Fiuu". The main content area has a light gray background with a dark blue header bar. The header bar includes a bell icon, a lock icon, the word "Merchant", and a gear icon. The title "Q CHARGEBACK Friday, 17th May 2024" is at the top left. Below the header are three search/filter fields: "Range Date" (set to 17-05-2024 to 17-05-2024), "Transaction ID" (empty), and "Channel" (set to "-- All --"). A "Search" button is located below these fields. The main content area is titled "Chargeback Listing" and contains a table with several columns (Status, Transaction ID, Amount, Reason, etc.) and a total row. At the bottom right of the main content area, it says "Version 2.0".

REFUND

- This page allows merchants to download the “Refund” report in Excel files on based on range of date.
- Simply select the range date, transaction ID, and the channel type, then click “Search”

1 Click Reports

2 Click Refund

REFUND Friday, 17th May 2024

Range Date: 17-05-2024 to 17-05-2024

Transaction ID:

Channel: -- All --

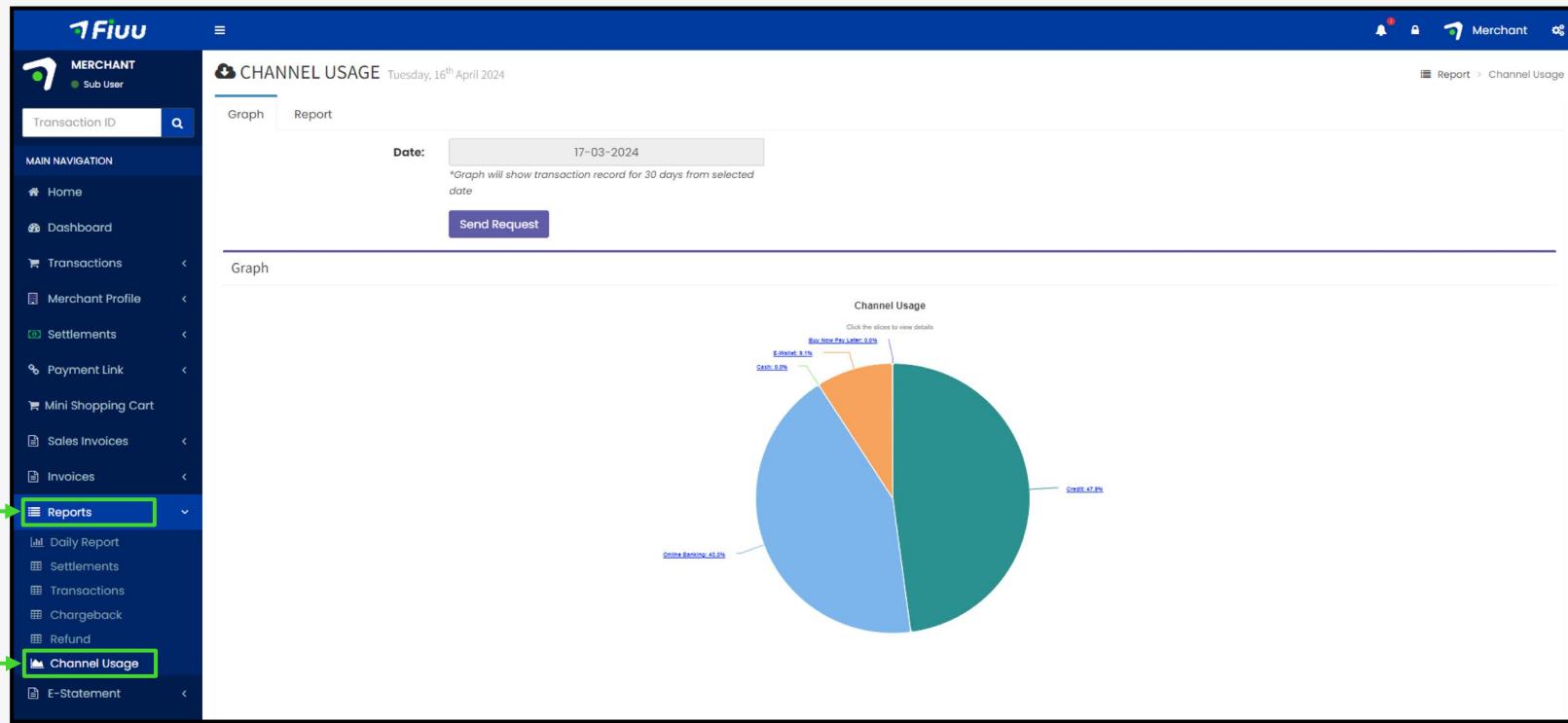
Search

Refund Listing

© 2005 – 2024 Fiuu Version 2.0

CHANNEL USAGE REPORT

- This page allows you to generate the report for the usage of each channels, respectively.



ANNOUNCEMENT PAGE

- Display the announcement listing and any upcoming maintenance from our payment channel partner.

The screenshot shows the Fiuu Merchant SDN BHD dashboard. On the left, there is a sidebar with the Fiuu logo and navigation links including Transaction ID search, Home, Dashboard, Transactions, Mini Shopping Cart, Recurring, Refund, Sales Invoices, Invoices, Reports, E-Statement, VT Activation, Documentation, Newsletter, Vcode Checking, and Manage Update Events. A green arrow labeled '1 Click Announcement' points to the 'Announcement' link in the sidebar. The main content area is titled 'Fiuu System Status' and contains three sections: 'Announcement', 'Upcoming Maintenance', and 'MY Calendar'. The 'Announcement' section displays three items:

- [Bank] FPX Ambank Monday 15th April 2024 23:00
Time : Tuesday 16th April 2024 00:00 - Tuesday 16th April 2024 06:00 (GMT +8)
Channel : B2C
Reason : Facilitate System Maintenance Activity
Impact : Channel is temporary unavailable
- [Bank] FPX Maybank2E Sunday 14th April 2024 05:00
Time : Sunday 14th April 2024 06:00 - Sunday 14th April 2024 08:00 (GMT +8)
Channel : B2C, B2B1, B2B2
Reason : Facilitate System Maintenance Activity
Impact : Channel is temporary unavailable
- [Bank] FPX Citibank Sunday 14th April 2024 01:00
Time : Sunday 14th April 2024 02:00 - Sunday 14th April 2024 09:00 (GMT +8)

On the top right of the main content area, there are icons for Bell, Lock, Merchant, and Announcement. A vertical scroll bar is visible on the far right edge of the dashboard window.

THANK YOU.

Merchant Portal Guide

Razer Merchant Services Sdn. Bhd.

J-39-1, Block J, Jalan Multimedia, I-City,
40000 Shah Alam, Selangor.

Website: <https://fiuu.com>

