



MERCHANT PORTAL

A COMPREHENSIVE MERCHANT PORTAL GUIDE

V 1.7.1

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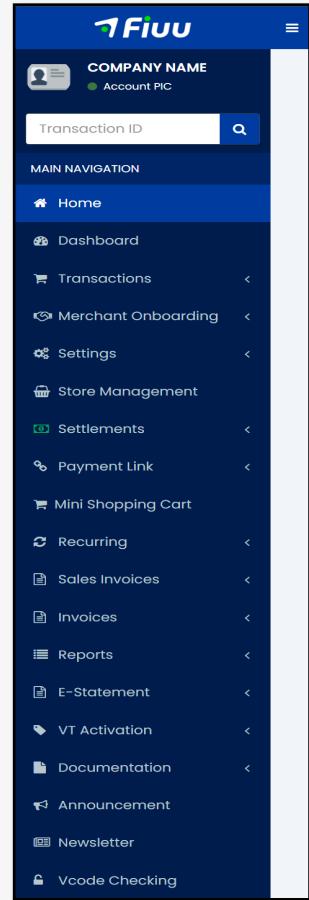
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INTRODUCTION

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

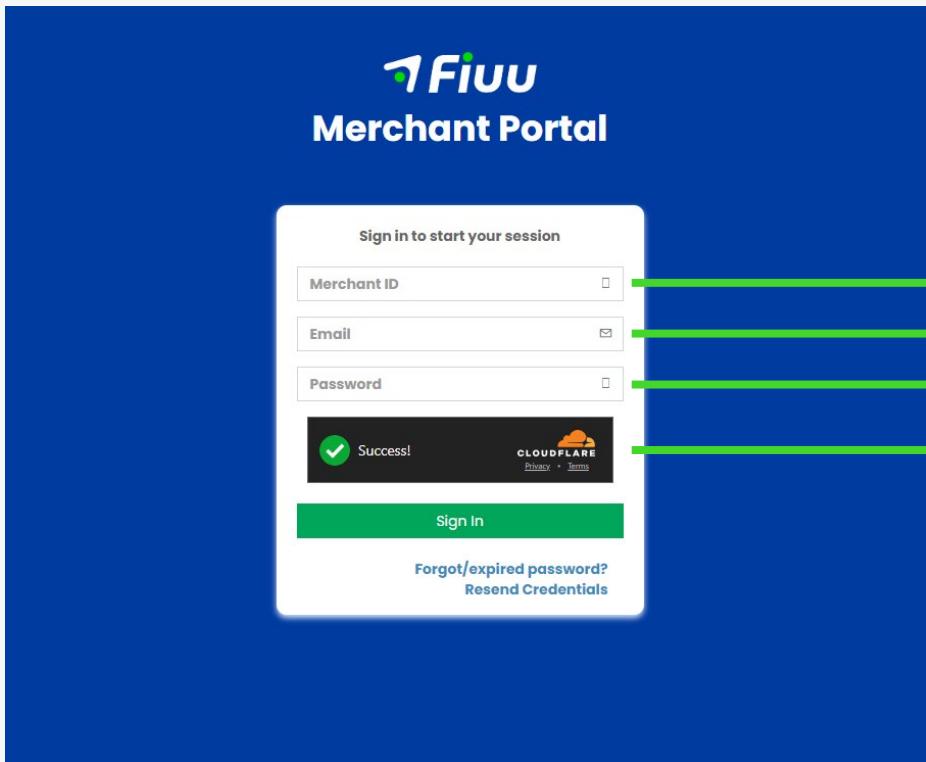
The control panel has 4 major sections:

- **Transaction:** most frequent accessible part that allows merchant to see all their transaction listing
- **Merchant Profile:** a configuration interface for merchant that merchant can change the password, contact information and application setting
- **Settlement:** historical record of fund transferred from us to merchant
- **Access Settings (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.fiuu.com/>



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 →

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!

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:

TWO FACTOR AUTHENTICATION

Enhance your account security with 2-Factor Authentication (2FA), adding an extra layer of protection to your login process.

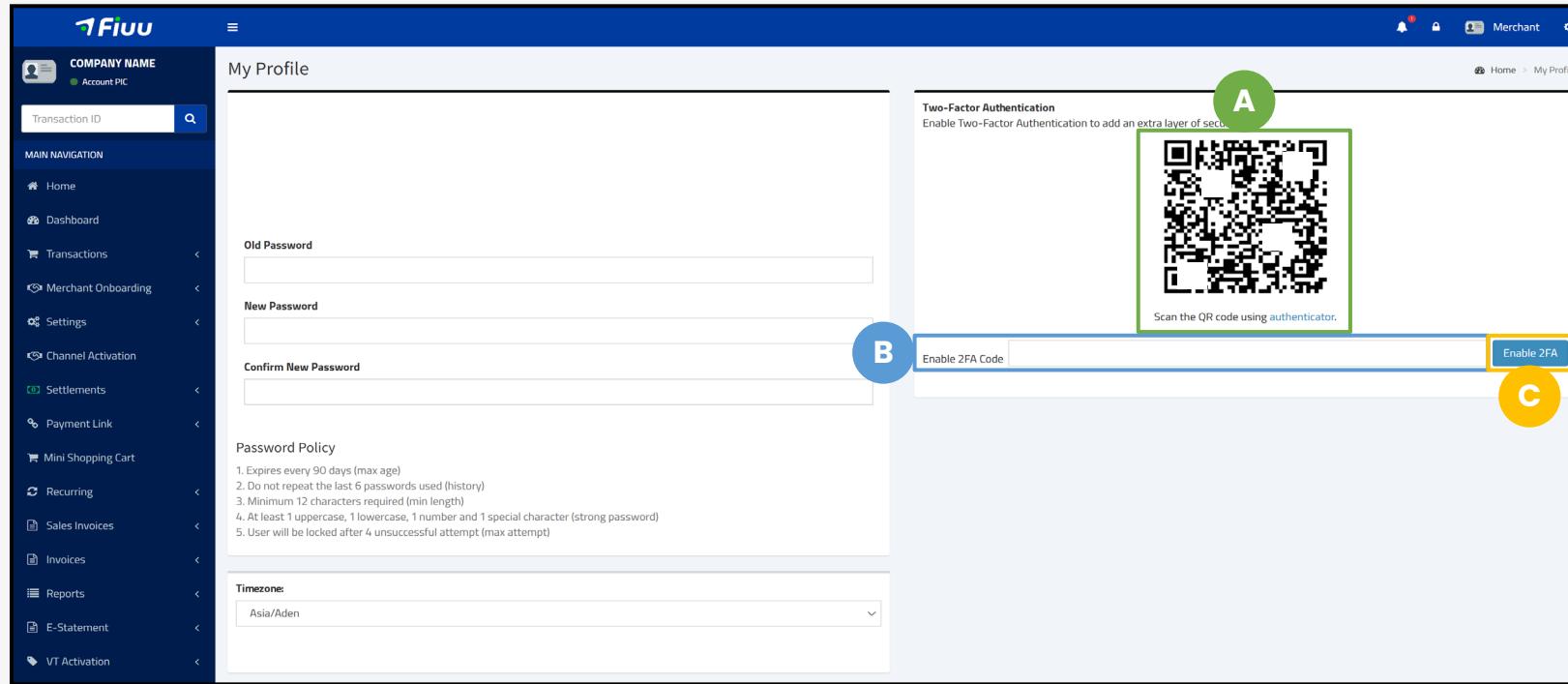
The screenshot shows the 1Fiuu merchant dashboard. On the left, the main navigation menu includes Home, Dashboard, Transactions, Merchant Onboarding, Settings, Channel Activation, Settlements, Payment Link, Mini Shopping Cart, Recurring, Sales Invoices, Invoices, Reports, E-Statement, and VT Activation. A green callout 'A' points to the 'Merchant' profile picture in the top right corner of the header. A yellow callout 'B' points to a modal window titled 'Leave us a review' which displays a placeholder profile picture. An orange callout 'C' points to the 'MY Profile' button in the same modal. Below the header, the dashboard features a central hub with a welcome message, a success icon, and a 'Let's get started!' section with links for payment links and mini shopping carts.

Click on the merchant profile picture here.

This popup will show which will have 2 options.

Click on "My Profile".

TWO FACTOR AUTHENTICATION



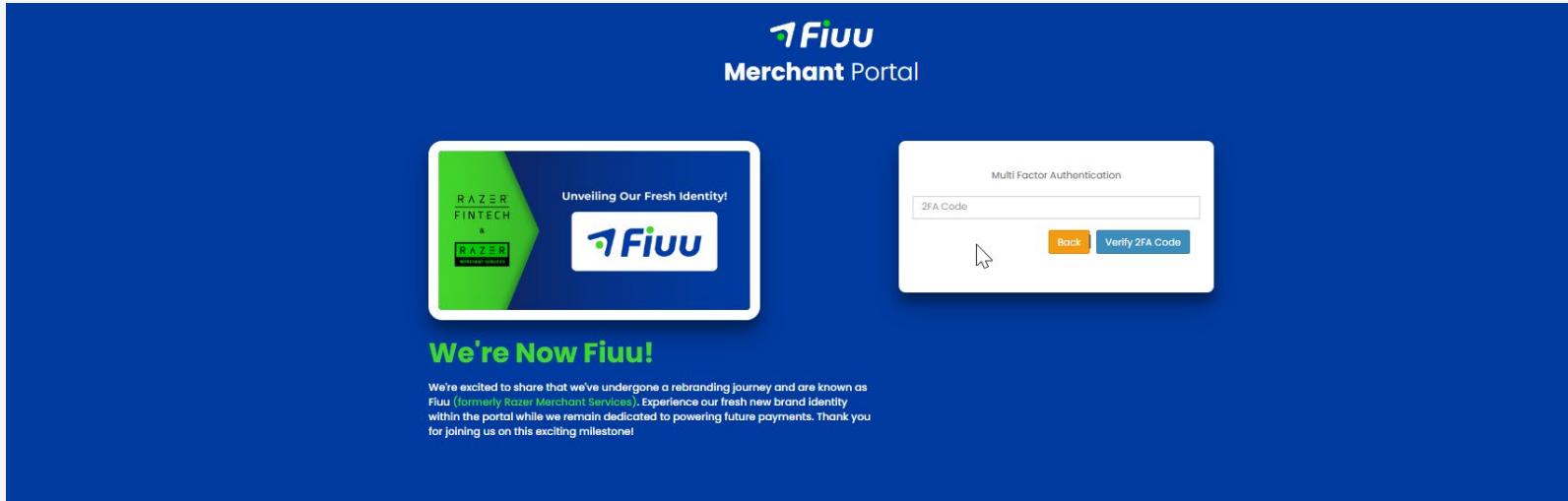
A Scan the QR shown on the page you will get a code to be filled in the column below.

B Once you receive the authenticator code, input the code here in the empty column.

C Click "**Enable 2FA**" once done and to activate two factor authenticator.

TWO FACTOR AUTHENTICATION

To complete the process, you are required to log out and log in again. Upon your next login, you'll be prompted to enter your 2FA code to ensure your account remains secure.



Note: This two-factor authentication (2FA) is required to be set up one-time. Additionally, the 2FA is required upon every login session.

TWO FACTOR AUTHENTICATION

Once 2FA is activated and you successfully re-login, you can disable 2FA at any time from this page. To disable it, simply click on the **Disable 2FA (A)** button.

The screenshot shows the TFIUU platform's 'My Profile' page. On the left, there is a sidebar with a user icon, 'COMPANY NAME' (with a green 'Account PIC' button), and a 'Transaction ID' search bar. The main navigation menu includes Home, Dashboard, Transactions, Merchant Onboarding, Settings, Channel Activation, Settlements, Payment Link, Mini Shopping Cart, Recurring, Sales Invoices, Invoices, Reports, E-Statement, and VT Activation. The 'Settings' item is currently selected. The main content area is titled 'My Profile'. At the top right of this area, there is a 'Two-Factor Authentication' section with a status indicator 'Active' and a green button labeled 'Disable 2FA'. A large green circle with the letter 'A' is overlaid on the 'Disable 2FA' button. Below this, there are fields for 'Old Password', 'New Password', and 'Confirm New Password'. Further down, there is a 'Password Policy' section with five items: 1. Expires every 90 days (max age) 2. Do not repeat the last 6 passwords used (history) 3. Minimum 12 characters required (min length) 4. At least 1 uppercase, 1 lowercase, 1 number and 1 special character (strong password) 5. User will be locked after 4 unsuccessful attempt (max attempt). At the bottom, there is a 'Timezone' dropdown set to 'Asia/Aden'.

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 left sidebar, 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 green area represents the Current Week, showing a sharp peak on Sunday (~900,000) and a small peak on Saturday (~50,000). The light green area represents Last Week, which is mostly flat near 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. The green area represents the Current Week, showing a massive spike on Sunday (~14,000,000) and a smaller peak on Saturday (~500,000). The light green area represents Last Week, which is mostly flat near zero.

In the top right corner, there is a user profile box for "Merchant - Account PIC" with a last login date of April 03, 2024. Below the profile are buttons for "MY Profile" and "Sign out". A green arrow points from the "User Information" text to the merchant name in the profile box. Another green arrow points from the "Sign Out" text to the "Sign out" button. A third green arrow points from the "Main Accounts" text to the "MY Profile" button.

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.

1 Click Transactions

2 Click Main Accounts

C

No	Created On	Paid On	Channel	Card Number	TranID	OrderID	Bill Name (Account Name)	Email	Mobile	Currency	Amt
1	2024-04-03	2024-04-03 15:43:57	2024-04-03 15:43:58	1Fluu	2098761084	20210120240403154356	Fluu Offline Payment			MYR	14.00
2	2024-04-03	2024-04-03 15:43:57	2024-04-03 15:44:00	AliPay	2098761081	29980220240403154356	Alipay Offline Payment			MYR	8.00
3	2024-04-03	2024-04-03 15:43:57	2024-04-03 15:43:57	MyDebit	479968	7893	2098761072	020968	Card Payment	MYR	28.30

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.
*Refer to next page.

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, and more. Two specific items are highlighted with green arrows and numbers: 'Click Transaction S' (arrow 1) pointing to the Transactions option, and 'Click Main Accounts' (arrow 2) pointing to the Main Accounts option. The main content area is titled 'DETAIL TRANSACTION #1525971'. It displays transaction details: From 'COMPANY NAME' (J-39-1, Block J, Persiaran Multimedia, CityPark, i-City 40000 Shah Alam, Selangor MY), To 'John McFiuu' (Phone: 0177109486, Email: product.dev1455@gmail.com). Key transaction identifiers include 'Transaction ID #1525971', 'Order ID: 1000000424', 'Approval Code: 093415', 'Merchant ID: qio_Dev', 'Account: ACC NO', and 'Bank Status: 00/Approved or completed successfully'. Payment method icons for VISA, Mastercard, and Google Pay are shown. Below this, the 'Transaction Timeline' section (highlighted with a green circle B) 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 of the timeline are buttons for 'Print', 'Payment Receipt', and 'Generate PDF'. Further down are links for 'Fraud Scan' and 'Integration End Points'. On the right side of the main content area, there is a large blue box (highlighted with a blue circle C) containing transaction details: 'Status : Captured', 'Amount Due 4/17/2024 2:28 PM', 'Bill Amount: MYR 126.98', '(-) Processing Fees (MYR 3.81)', 'Settle Amount: MYR 123.17', and a note 'Click on the button below if you want to cancel this transaction'. A red circle D highlights the 'Request Cancel' button. The top right corner of the page shows the date '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 1Fiuu Merchant SDN BHD dashboard. On the left, a sidebar menu is open with the following items:

- Merchant SDN BHD (Sub User)
- Transaction ID (Search bar)
- MAIN NAVIGATION
 - Home
 - Dashboard
 - Transactions** (highlighted with a green box and step 1)
 - Pending
 - Main Accounts
 - Sub Accounts
 - Failed IPN Callback Status** (highlighted with a green box and step 2)
 - Settings
 - Merchant Onboarding
 - Settings
 - Store Management
 - Channel Activation
 - Settlements
 - Payment Link
 - Mini Shopping Cart
 - Recurring
 - Refund
 - Sales Invoices
 - Invoices
 - Reports

The main content area is titled "Failed IPN Callback Status". It features a search bar with "Search Transaction ID" and a date selector set to "22/04/2024". A large green button labeled "Send Callback" is visible. Below these are two sections: "Today" and "Yesterday". The "Today" section contains 10 entries, each with a checkbox, Create Date (2024-04-22 01:28:34), Transaction ID (e.g., 1533698, 1534069, etc.), and a red "Callback Failed" status. The "Yesterday" section is currently empty.

1 Click Transactions

2 Click Failed IPN Callback Status

	Create Date	Transaction ID	Callback Status	HTTP Details
1	2024-04-22 01:28:34	1533698	Callback Failed	
2	2024-04-22 01:28:34	1534069	Callback Failed	
3	2024-04-22 01:28:34	1534104	Callback Failed	
4	2024-04-22 01:28:34	1534303	Callback Failed	
5	2024-04-22 01:28:34	1534967	Callback Failed	
6	2024-04-22 01:28:34	1535007	Callback Failed	
7	2024-04-22 01:28:34	1535008	Callback Failed	
8	2024-04-22 01:28:34	1535112	Callback Failed	

IPN CALLBACK

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

A Failed IPN Callback Status

Search Transaction ID: 22/04/2024

Send Callback

Create Date	Transaction ID	Callback Status	HTTP Details
2024-04-22 01:28:34	1533698	Callback Failed	
2024-04-22 01:28:34	1534069	Callback Failed	
2024-04-22 01:28:34	1534104	Callback Failed	
2024-04-22 01:28:34	1534303	Callback Failed	
2024-04-22 01:28:34	1534967	Callback Failed	
2024-04-22 01:28:34	1535007	Callback Failed	
2024-04-22 01:28:34	1535008	Callback Failed	
2024-04-22 01:28:34	1535112	Callback Failed	

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 following navigation steps:

- Click Transactions
- Click Settings

The main page displays the "TRANSACTION SETTING" section for Merchant SDN BHD on Thursday, 4th April 2024. It includes:

- General settings:
 - Max. Transaction Amount: 100.00
 - Max. Allowed Fraud Score: 50
 - Notified Failure Transaction: No
 - Tokenization (1-Click Payment): Enabled
 - Enable Duplicate Order: No
- Logs: No log found

The right panel shows the "Integration" settings for payment endpoints:

- Return URL: https://www.onlinepayment.com.my/MOLPay/API/chkstat/returnipn.php?treq=&sas=+sa+
Enable Instant Payment Notification (IPN) checked
Script code:

```
<script type='text/javascript'>
var sas = product_sas;
window.onload = function() {
    m = document.createElement('IFRAME');
    m.setAttribute('src',
    'https://www.onlinepayment.com.my/MOLPay/API/chkstat/returnipn.php?' +
    'treq=&sas=' + sa);
    m.setAttribute('seamless', 'seamless');
    m.setAttribute('width', 0);
    m.setAttribute('height', 0);
    m.setAttribute('frameborder', 0);
    m.setAttribute('scrolling', 'no');
}
```
- Notification URL: https://www.onlinepayment.com.my/gateway/callback
Enable Instant Payment Notification (IPN) checked
- Callback URL: https://www.onlinepayment.com.my/rms_response/response.php
Enable Instant Payment Notification (IPN) checked
Enable refund notification triggered from merchant portal checked

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@fiuu.com.

1 Click Merchant Profile

2 Click General Info

Merchant SDN BHD

Transaction ID

MAIN NAVIGATION

- Home
- Dashboard
- Transactions
- Merchant Onboarding
- Merchant Profile**
- Profile Settings
- Sub User Account
- Settings
- Email Blasting
- Settlements
- Payment Link
- Mini Shopping Cart
- Recurring
- Refund
- Sales Invoices
- Invoices

GENERAL INFORMATIONS Thursday, 4th April 2024

Account

Merchant ID	Merchant_Dev
Domain	Merchant@domain.com
Company Name	Merchant SDN BHD
Trading Name	Merchant Trading
Fluu 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 Mail
Sub-Category	--
ROC No.	--
Doing Business As (DBA)	
Reseller	

Switch to Sub-Merchant

merchant_Dev

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

A

Register Sub User

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.

SUB-USER REGISTRATION

Under the same Sub-user topic, there are options to set access and restrictions for the sub-users. Toggle the options below can be turned on and off according to your preferences.

The screenshot shows the 1Fiuu platform's 'Register Sub User' interface. On the left is a sidebar with a blue header containing the 1Fiuu logo and 'product SDN BHD'. Below the header, there are sections for 'MAIN NAVIGATION' (Home, Dashboard, Transactions, Merchant Onboarding) and 'Settings' (Profile Settings, Old Profile Settings, Transaction Settings, Settlement Settings, Access Settings, Old Access Settings). Under 'Access Settings', 'Settlement Settings' is selected. Other visible sections include 'Store Management', 'Channel Activation', 'Settlements', 'Payment Link', 'Recurring', 'Invoices', 'Reports', 'Sales Invoices', 'Refund', 'Store Management', 'Email Blasting', 'Dashboard', and 'Commission'. The main content area has a title 'Register Sub User' with a user icon. It contains two main sections: 'Sub User Info' (Email Address, Password, Name) and 'User Permission Configuration'. The 'User Permission Configuration' section is divided into several columns for different transaction types: Transaction, Main Account, Sub Account, PayPal Account, Transaction Settings, and Pending. Each column contains multiple toggle switches for various actions like View, Edit, Delete, Export, Approval, Search, Sync Order, Send Mail, Request Cancel, and Sync Order. A note at the bottom of the permission section states: 'Note: Merchant ID will always be product_Dev'. At the bottom of the main form is a green 'Register' button.

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			Amount: MYR 45,785.79 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 45,785.79
2	2024-04-03 10:30:24			Amount: MYR 1,101,228.31 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 1,101,228.31
3	2024-04-03 10:08:18			Amount: MYR 729,994.67 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 729,994.67
4	2024-04-02 12:46:59			Amount: MYR 144,078.93 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 144,078.93
5	2024-04-02 11:51:21			Amount: MYR 3,712,629.03 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 3,712,629.03
6	2024-04-02 09:55:24			Amount: MYR 2,186,140.19 GST: MYR 0.00 Deduct: MYR 20.20	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 2,186,119.99
7	2024-04-01 11:51:46			Amount: MYR 1,099,477.64 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 1,099,477.64
8	2024-04-01 11:16:22			Amount: MYR 694,427.84 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 694,427.84
9	2024-04-01 11:06:39			Amount: MYR 43,867.25 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 43,867.25
10	2024-03-29 11:49:25			Amount: MYR 2,155,121.71 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 2,155,121.71
11	2024-03-29 11:29:54			Amount: MYR 91,823.42 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 91,823.42
12	2024-03-29 10:53:29			Amount: MYR 1,418,417.77 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 1,418,417.77
13	2024-03-27 13:00:53			Amount: MYR 47,265.85 GST: MYR 0.00 Deduct: MYR 0.00	Amount: MYR 0.00 GST: MYR 0.00 Mass Payment: MYR 0.00	MYR 47,265.85

SETTLEMENT RECORDS

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

A

Merchant Account PIC

Transaction ID

MAIN NAVIGATION

- Home
- Dashboard
- Transactions
- Merchant Profile
- Settings
- Store Management

Settlements

Records

Sales Invoices

Invoices

Reports

E-Statement

VT Activation

Documentation

SETTLEMENT RECORDS Wednesday, 3rd April 2024

Filter

Sub Merchant ID:

- View All --
- View All --

Transaction	Amount	GST/WHT	Deduct	Token		Mass Payment	Settle Amount
				Amount	GST/WHT		
1	MMR 000000	MMR 000000					
2	MMR 000000	MMR 000000					
3	MMR 000000	MMR 000000					
4	MMR 000000	MMR 000000					
5	MMR 000000	MMR 000000					
6	MMR 000000	MMR 000000					
7	MMR 000000	MMR 000000					
8	MMR 000000	MMR 000000					

Merchant

Settlements > Records

A

Click **Sub Merchant ID** to filter and search.

1 Click **Settlements**

2 Click **Records**

SETTLEMENT DETAILS

The screenshot shows the Fiuu merchant dashboard with the 'Settlements' and 'Records' sections highlighted. The 'Settlements' section displays a summary table with a yellow circle 'A' over it, and the 'Records' section shows a detailed transaction list with a blue circle 'C' over it. A green circle 'B' points to the total transaction amount in the summary table.

1 Click Settlements

2 Click Records

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.

Qty	Currency	Billing	MDR	Actual	Forex (XXX - MYR)	Actual Amount (MYR)
2767	MYR	46,017.99	232.20	45,785.79	1	45,785.79

Total Transaction Amount: **45,785.79**

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	ZlQtxNQmo2TvwAwIpRkV3Ov
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	Z7V2qv4gYxPLJgo7Iosgw
5	2024-04-01	Alipay	2095835322	28900120240401235655	Alipay Offline Payment	MYR	8.40	8.36	2890	3f29ata

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 the Fiuu logo, company name, account pic, and a search bar for 'Transaction ID'. Below the navigation is a main header 'DETAIL SETTLEMENT' with a back arrow. To the right, there are links for 'Settlements', 'Records', and 'View'. The date is shown as 'Tuesday, 14th May 2024 8:49:53 PM'. The main content area is divided into several sections:

- SUMMARY:** A table showing the total transaction amount (12,712.04 MYR), quantity (2), currency (MYR), Billing (12,998.00), MDR (285.96), Actual (12,712.04), and Total Amount (12,712.04). A yellow circle labeled 'A' highlights this section.
- TRANSACTION TAB:** A green circle labeled 'B' highlights this tab. It shows a list of transaction types: Transaction, Chargeback, Refund, Refund - CAPTURED, and Mass Payouts. Below this is a dropdown menu set to '30' and buttons for exporting to Excel, CSV, ODS, and TXT files.
- SEARCH AND FILTERS:** A large search bar with fields for 'No', 'Date', 'Channel', 'TranID', 'OrderID', 'Bill Name', 'Currency', 'Bill Amt', 'Actual Amt', 'Store ID', and 'Application Code'. Buttons for 'Search T', 'Search OrderID', 'Search Bill Name', 'Search', 'Search J', 'Search S', and 'Search Appl' are present.
- DATA TABLE:** A table showing transaction details for March 16, 2024. It includes columns for No, Date, Channel, TranID, OrderID, Bill Name, Currency, Bill Amt, Actual Amt, Store ID, Application Code, and a status column with orange/red dots. Two entries are listed: one for a TEST API with a Bill Amt of 6,499.00 and an Actual Amt of 6,356.02, and another for a TEST API with a Bill Amt of 6,499.00 and an Actual Amt of 6,356.02.
- PAGINATION:** At the bottom right, there are buttons for 'First', 'Previous', 'Next', and 'Last'.

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 navigation bar on the left 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 shows a summary of transaction details, including Merchant Ref ID, Merchant Bank Account, and Total Transaction Amount. Below this is a detailed breakdown of deductions and a summary table for total amounts. At the bottom, a large table lists individual transactions with columns for No, Date, Channel, TranID, OrderID, Bill Name, Currency, Bill Amt, Actual Amt, Store ID, Application Code, and search functions. A yellow circle labeled 'A' highlights the 'OrderID' column header in this table.

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. The left sidebar shows the main navigation menu, including 'Settlements' which is currently selected. The main content area is titled 'DETAIL SETTLEMENT' and shows a breakdown of transaction amounts.

Summary Table:

SUMMARY		Total Amount				
Description / Items	Amount (MYR)	Billing	MDR	Actual <small>(xxx - MYR)</small>	Forex (xxx - MYR)	Actual Amount <small>(MYR)</small>
Total Transaction Amount:	123.00	12,998.00	285.96	12,712.04	1	12,712.04
+ Refund/Chargeback WHT:	0.00					
Deduct						
- Total Txn WHT:	0.00					
- Penalty / Admin Fee:	123.00					
- Chargeback:	123.00					
- Refund <small>(xxx)</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					

Chargeback Tab (Column A):

Transaction		Total Amount				
Qty	Currency	Chargeback	MDR	WHT	Forex (xxx - MYR)	Chargeback Amount <small>(MYR)</small>
3	MYR	6.30	0.00	0.00	1	6.30

Chargeback History (Column B):

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

Showing 1 to 3 of 3 entries

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), Deduct (123.00), and Settlement Amount (1.00).

Two tables are displayed under the "REFUND" tab:

Table A (Summary):

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

Table B (History):

Transaction	Settlement	Refund	MDR	WHT	Total Amount		Forex (xxx - MYR)	Refund Amount (MYR)
					Qty	Currency		
2024-03-16	0000-00-00	2024-05-14	6.30	8,653.30	0.00	1		-8,647.00
Total Refund Amount: -8,647.00								

At the bottom, there are download options for Excel, CSV, ODS, and TXT files, along with a search bar and pagination controls for the transaction history.

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 shows the Fiuu Settlement Details page with the following interface elements:

- Left Sidebar (Main Navigation):** 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, Announcement, and Newsletter.
- Header:** COMPANY NAME (Account PIC), Transaction ID search bar, and various navigation icons.
- Central Content:** **DETAIL SETTLEMENT #** (Merchant Ref ID: TEST CHEQUE NO, Merchant Bank Account: TEST BANK ACC).
- Summary Section (A):** Shows a table for captured refunds:

Total Amount		Forex (xxx - MYR)	Actual Amount (MYR)	
Qty	Currency			Billing
2	MYR	12,998.00	285.96	12,712.04
Total Transaction Amount: 12,712.04				
- Transaction History Section (B):** Shows a table of captured refund details:

Date	Request	Refund	Channel	TransID	OrderID	Currency	Ori Amt	Billing	Actual	Refund	MDR	Fee	Qty.	Store ID
2024-03-16	2024-04-17:44:50	16 04:28:37	TRUSTED	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	16 07:26:01	TRUSTED	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	16 07:27:59	TRUSTED	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	16 07:29:23	TRUSTED	6	4	MYR	6,499.00	6,499.00	6,356.02	1,499.00	0.00	0.00	1	
- Export Options:** Excel File, CSV File, ODS File, and TXT File.
- Search Bar:** Search: []
- Pagination:** Showing 1 to 4 of 4 entries, with buttons for First, Previous, Next, and Last.

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 shows the Fiuu platform interface for settlement details. 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 current page is 'DETAIL SETTLEMENT' under the 'Settlements' tab. The top right shows the date as Tuesday, 14th May 2024 8:49:59 PM. The main content area displays a summary table and a detailed transaction table. A yellow circle labeled 'A' highlights the 'Mass Payouts' tab in the transaction table header, which is currently selected. The transaction table shows one entry for a mass payout.

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

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.

The screenshot illustrates the Fiuu platform interface for generating a payment link. On the left, a sidebar menu is open, showing the following navigation paths:

- COMPANY NAME (Account PIC)
- Transaction ID
- MAIN NAVIGATION
 - Home
 - Dashboard
 - Transactions
 - Merchant Onboarding
 - Settings
 - Store Management
 - Settlements
 - Payment Link (highlighted with a green box)
 - Generate Default Link (highlighted with a green box)
 - Generate QR-Code
 - Generate Static QR-Code
 - Generate Store QR-Code (NEW)
 - Mini Shopping Cart
 - Recurring
 - Sales Invoices
 - Invoices
 - Reports

1 Click Payment Link
2 Click Generate Default Link

The main content area shows the "GENERATE DEFAULT LINK" page. It includes fields for "Customer's Email", "Customer's Name", "CC's Email", and a note to "Separate multiple email by comma (,)". Below this is a "Payment Link Information" section with fields for "Order ID" (containing "J-39-1") and "Currency" (set to "MYR - Malaysian ringgit"). There is also a checkbox for "Auto-generate Order ID". The "Send to WhatsApp" section indicates the link will be sent via WhatsApp, with an optional phone number provided. At the bottom, there is a "Payment summary" section.

The right side of the screen displays an email draft titled "[Fiuu] Invoice from COMPANY NAME [Order ID:]". The email header shows the subject and recipient information. The body of the email contains the company details (J-39-1, Block J, Persiaran Multimedia, CityPark, i-City 40000 Shah Alam Selangor MALAYSIA 03-55218438) and the recipient's email address (qie@domain.com). A note states "This payment link will expire on: N/A". The "Order ID:" field is listed as "J-39-1". The "Payment Summary" table is present, with a message box stating "Please complete all the information to view the draft". The table columns include Item Description, Unit Price, %, and Total Price. The footer of the email draft includes a QR code and a note to "To confirm and fully agree with this transaction, you may click the 'Pay Now' button or scan the QR code below."

GENERATING PAYMENT LINK

FILLING IN DETAILS AND PREVIEW FOR THE LINK TO BE SENT

The screenshot shows the 1Fiuu platform interface for generating a payment link. The left sidebar contains navigation links like Home, Dashboard, Transactions, Merchant Onboarding, Settings, Store Management, Settlements, Payment Link, Generate Default Link, Generate QR Code, Generate Static QR-Code, Generate Store QR-Code, Mini Shopping Cart, Recurring, Sales Invoices, Invoices, Reports, E-Statement, VT Activation, Documentation, Announcement, Newsletter, and Voids Checking. The main area has tabs for GENERATE DEFAULT LINK (selected), Sample File, Import Bulk Payment Link, and a preview tab.

A Email payment link – fill in the columns to have the payment link sent to the customer via email.

B Payment link information – you may choose to input your own order ID or may click on Auto-generate Order ID.

C Whatsapp payment link – fill in the phone number column to have the payment link sent to the customer via WhatsApp.

D Payment summary – fill in the columns of the product details for the Item Description, Unit Price, Quantity, and Discount (%). Once all filled, the Total Price will auto populate.

E Preview and Submit Payment Link.

Payment Summary Data:

Item Description	Unit Price	Qty	Discount (%)	Total Price
TEST ITEM	30.00	2	10	MYR 54.00
				Sub Total : MYR 54.00
				Tax (%) : MYR 0.00
				Grand Total: MYR 54.00

A Email payment link – fill in the columns to have the payment link sent to the customer via email.

B Payment link information – you may choose to input your own order ID or may click on *Auto-generate Order ID*.

C Whatsapp payment link – fill in the phone number column to have the payment link sent to the customer via WhatsApp.

D Payment summary – fill in the columns of the product details for the *Item Description, Unit Price, Quantity, and Discount (%)*. Once all filled, the *Total Price* will auto populate.

E Once all required columns are filled, press **Preview** and the details will be shown on the right side of the page

Satisfied with the preview and details? If yes, click on **Submit Payment Link**.

GENERATING PAYMENT LINK

LIST OF DEFAULT LINK AND WHATSAPP SAMPLE

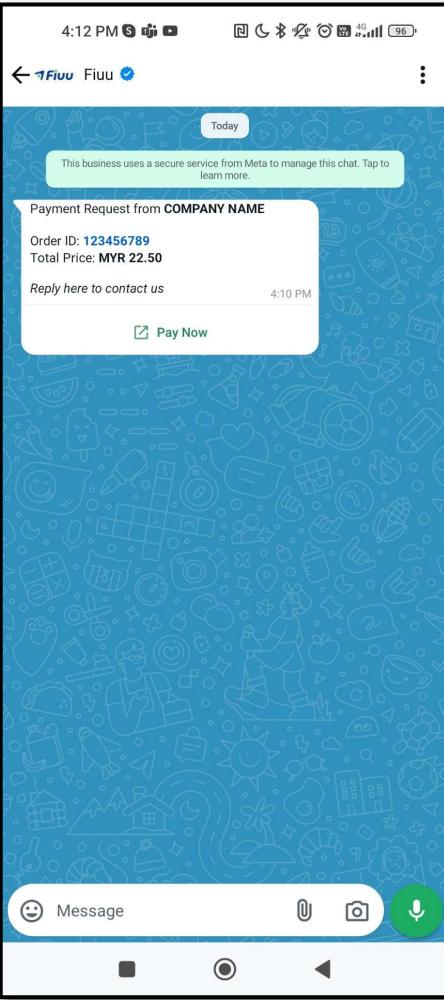
The screenshot shows the Fiuu platform's payment link management interface. At the top, there's a table for entering item details like Item Description, Unit Price, Qty, Discount (%), and Total Price. Below it is a QR code generator with fields for Sub Total, Tax (%), and Grand Total. A green 'Pay' button is prominent. Below these are sections for 'Advanced settings' and a 'Preview' button. At the bottom, there's a table titled 'List Default Link' with columns for Date, By, Merchant ID, Order ID, Currency, Amount, Email, Customer, Contact No, Expired Date, Status, and Action. The table shows two entries: one from 2024-11-15 and another from 2024-11-12. Callouts point to specific features: A points to the 'Export Payment Link' button; B points to the 'Payment Link Table'; and C points to the 'Action' column in the table.

Date	By	Merchant ID	Order ID	Currency	Amount	Email	Customer	Contact No	Expired Date	Status	Action
2024-11-15 15:18:46	QIE	qie_Dev	TEST123456789	MYR	1.41	anaplah@gmail.com		-	-	Email Send	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
2024-11-12 16:10:21	QIE	qie_Dev	123456789	MYR	22.50	anaplah@gmail.com	+60172539814	-	-	Email and WhatsApp Send	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>

A **Export Payment Link** – allows you to download all the payment links that has been created.

B **Payment Link Table** – shows all the created payment link that has been created and sent to the customers containing details such as Date, creator, Order ID, including the expiry date of the payment link as well as the status of the payment link.

C **Actions** – first option is for you to view how the payment links looks like from the customer POV. Second option is for you to copy the payment link. Third option is for you to tick the tick box and press the delete button above it.



GENERATING PAYMENT LINK

GENERATING QR CODE

This page is for merchants to generate a QR code for the payment link associated with a specific order ID, enabling quick and seamless payment access for your customers to a wide variety of channels once all the necessary details are filled appropriately.

1 Click Payment Link

2 Click Generate QR-Code

A Choose the **Default Channel** and fill in below details:

- **Currency**
- **Amount**
- **Order ID**
- **Payment Description**

Once done, click the **Generate Link**.

B Review the QR code created then click "**Download**"

The screenshot shows the Fiuu merchant dashboard. On the left, the main navigation menu is visible. In the center, a modal window titled "GENERATE QR-CODE" is open. The "Default Channel" dropdown is set to "Visa / Mastercard". The "Currency" dropdown is set to "MYR - Malaysian ringgit" and the "Amount" input field contains "10". The "Order ID" field contains "1234567". The "Payment Descriptions" field contains "Test Payment". A large blue button at the bottom of the modal says "Generate Link". To the right of the modal, a preview section titled "QR-Code Preview" shows the generated QR code and its corresponding URL: https://uat.onlinelpayment.com.my/MOLPay/pay/puvaan_Dev/AMBANK-eBPG-PW.php?amount=10.00&order_id=1234567&cur=MYR&bill_desc=Test+Paymnet&tccity=SALS&vcode=499e0fffa4bf926d9687c926153aafea6&_version=1B. Below the QR code is a "Download" button. The top right corner of the screen shows the user "PUVAAN" and a notification icon.

GENERATING PAYMENT LINK

GENERATING STATIC QR CODE

Generate a static QR code linked to the payment URL for a specific order ID and its items, allowing easy access to the payment page for streamlined transactions to exclusive channels after filling all the necessary details.

A

- Choose the “**Sub MerchantID**” and “**Channel**” then fill in below details :
- **Currency**
 - **Amount**
 - **Order ID/Item ID**,
 - **Billing Name/Item Name**
 - **Payment Descriptions**

Once done, click the **Generate Preview**.

B

- Review the QR code created then click “**Save**”.

1 Click **Payment Link**

2 Click **Generate Static QR-Code**

The screenshot shows the Fluu Platform interface. On the left, a sidebar menu includes options like Transaction ID, Home, Dashboard, Transactions, Merchant Onboarding, Settings, Settlements, New Settlements, Payment Link (selected), Generate Default Link, Generate QR-Code, Generate Static QR-Code (highlighted with a yellow circle A), Generate Store QR-Code, Mini Shopping Cart, Sales Invoices, Invoices, Reports, E-Statement, VT Activation, Documentation, Announcement, Newsletter, and Vcode Checking. The main content area has a header "GENERATE STATIC QR-CODE" and a date "Friday, 15th November 2024". It contains fields for Sub MerchantID (puvoan_Dev), Channel (WeChatPay), Currency (MYR - Malaysian ringgit), Amount (10), Order ID / Item ID (I23456), Billing Name / Item Name (Test), and Payment Descriptions (Payment Test). A "Generate Preview" button is at the bottom of this form. To the right, a "QR-Code Preview" section shows a QR code and a "Payment Link" URL: https://uat.onlinenepayment.com.my/MOLPay/API/staticqr/payment.php?amount=10.00&orderid=I23456¤cy=MYR&bill_name=Test&bill_desc=Payment+Test&merchant_id=puvoan_Dev&channel=WeChatPay&vo.... A "Save" button is located below the QR code. At the bottom, there's a table titled "List Static QR-Code (Created By)" with columns for Date, By, Merchant ID, Channel, Order / Item ID, Currency, Amount, Name, and Desc. The table is currently empty. Navigation buttons like First, Previous, Next, and Last are at the bottom right. The footer includes the Fluu logo and "Version 2.0".

GENERATING PAYMENT LINK

GENERATING STORE QR CODE

Generate a unique QR code for your store (e.g., to place the QR code for that particular store on a standee). After generating the QR code, click the “**Download**” button.

The screenshot shows the Fiuu payment gateway interface. On the left, a sidebar menu lists various options under 'MAIN NAVIGATION' and 'New Settlements'. Two steps are highlighted with green arrows:

- 1 Click **Payment Link**
- 2 Click **Generate Store QR-Code**

The main content area displays a preview of a QR code with the heading 'SCAN TO PAY'. Below the QR code, there is a placeholder for 'Store Name' and 'COMPANY NAME', both set to 'Fiuu'. A note says 'Use camera/ phone scanner to scan the QR Code above' with icons for a camera and a smartphone. At the bottom right of this preview area is a yellow circle containing a white letter 'A'. Below the preview is a green 'Download' button.

To the right of the preview, there is a 'How it works ?' section with three numbered steps:

- 01 Print out the QR Code
Click on the print button to print the QR standee on paper. Preferred size : Standard B5 size.
- 02 Place the standee in your store
Display the QR code standee in your store / near the register.
- 03 Scan the code to pay directly
Let your customer know the amount to pay and ask them to scan the QR code with phone camera / scanner.

Below these steps is a 'Tips' section with the text 'Try it out yourself ! Scan the code and experience the payment flow easily'. At the bottom right of the page is the text 'Please contact our support team if you wish to use this feature.'

A

Clicking the **Download** button will give you the generated QR-Code to be printed out later.

RECURRING RECURRING PLAN PAGE

This recurring page includes three main components: Plans, Subscriber, and Token. Merchants can keep tabs on plans created, ID's and details of subscribers and their transactions, etc.

A Column shows the summary and details of a created recurring plan.

B There are three buttons in relation with the recurring plan.

*refer next slide.

- 1 Click Recurring
- 2 Click Plans

The screenshot shows the 1Fiuu platform interface for managing recurring plans. On the left, a sidebar menu lists various sections: Home, Dashboard, Transactions, Merchant Onboarding, Settings, Store Management, Settlements, Payment Link, Mini Shopping Cart, Recurring (highlighted in blue), and Plans (highlighted in green). The main content area is titled "Recurring Plan" and displays a table for "Recurring Plan". The table has columns: No, Plan ID, Plan Name, Plan Description, Currency, Amount x Cycle, Period, and Status. One entry is shown: No 1, Plan ID 130, Plan Name plan A, Plan Description just plan A, Currency MYR, Amount x Cycle 25.00 x 12, Period Monthly, and Status checked. Below the table, it says "Showing 1 to 1 of 1 entries". To the right of the table is a "Search:" field and a "New Plan" button. At the bottom right are buttons for Action, First, Previous, Next (with page number 1), and Last. A yellow circle labeled "A" highlights the table area, and a green circle labeled "B" highlights the "Action" button.

No	Plan ID	Plan Name	Plan Description	Currency	Amount x Cycle	Period	Status
1	130	plan A	just plan A	MYR	25.00 x 12	Monthly	<input checked="" type="checkbox"/>

RECURRING

UPDATING RECURRING PLAN

- After clicking the first button in the **B** section you will be redirected to a page where you are allowed to update your existing recurring plan. *refer to previous page
- Update the necessary details to your liking before clicking the "**Submit**" button to save changes.

The screenshot shows the 'Update Plan' page in the Fiuu merchant dashboard. The main form is highlighted with a yellow border and contains the following fields:

- Plan Name:** plan A
- Description:** just plan A
- Maximum Billing Cycle:** 12
- Charging Period:** Monthly
- Charge On:** Last of This Month *If subscribe opt-in on 29th / 31st in certain month
 First of Next Month
- Currency:** MYR
- Amount:** 25.00 *Amount to be charge per cycle
- Retry Failed Transaction:** Retry while recurring transaction failed
- Memo:** plan A subscription
- Status:** On

A

Plan Name: The name of the plan.

Description: The description of the plan.

Maximum Billing Cycle: Sets the time allowed for customer to pay.

Charging Period: Options to choose what period to be charged.

Charge On: Option to be charged on the first or last of the month.

Currency: The currency for the plan.

Amount: Amount to be billed.

Retry Failed Transaction: Option to retry if transaction fails.

Memo: Additional description

Status: Status of the plan.

B

B Click "**submit**" once you have finished editing

RECURRING

COPY RECURRING PLAN LINK

Coming back to the recurring plan page, clicking the **B** section will prompt a copy plan interface. This interface displays the links that will take you directly to the **payment page** where the transaction will be done.

The screenshot shows the 'Recurring Plan' section of the Fiuu platform. On the left, there's a sidebar with various navigation items like Home, Dashboard, Transactions, etc. The main area shows a table with one entry: No. 1, Plan ID 130, Plan Name 'plan A'. Below the table, it says 'Showing 1 to 1 of 1 entries'. In the bottom right corner of this area, there's a yellow circle with a white letter 'B' over it, pointing to a modal window. The modal has a title 'Recurring Payment Virtual Link'. It contains a text input field labeled 'Order ID:' with '130' entered, and a blue 'Generate Link' button. Below this is a note: 'Choose either one suit for your purpose.' followed by two code snippets: a URL and an HTML snippet. At the bottom of the modal, there's a note about additional request parameters and a warning about regenerating codes. A blue 'Close' button is at the bottom right.

A The default link can be customized here.

B Links that will redirect you to the payment page. Click the link to be directed to the payment page

C Click 'Pay' to continue payment

The screenshot shows a payment interface. At the top, there's company information: COMPANY NAME 'J-39-1, Block I, Persiaran Multimedia, CityPark, i-City 40000 Shah Alam, Selangor, MALAYSIA', Tel 'Fax', and URLs 'URL: DOMAIN.COM Email:'. Below this is a summary table with 'Total' amount 'MYR 25.00'. Under 'Customer Details', there's a dropdown menu. The 'Pay with' section shows a 'Card' icon and 'Credit / Debit' options. A green arrow points from the 'B' callout in the previous step to this 'Card' icon. At the bottom, there's a note about agreeing to terms and conditions, a 'Pay' button with a blue circle and a 'C' icon, and a message 'Your transaction is secured with SSL encryption'.

RECURRING RECURRING PLAN PAGE

Again, back to the recurring plan page, click the "**New Plan**" to access the New Plan's page to create a new plan.

*refer to the image below.

A

Click on **+ New Plan** to add a new recurring plan to the list.

B

Details to be filled in for the new recurring plan. Similar details to edit an existing recurring plan. Click **submit** once done.
*refer page 29

RECURRING

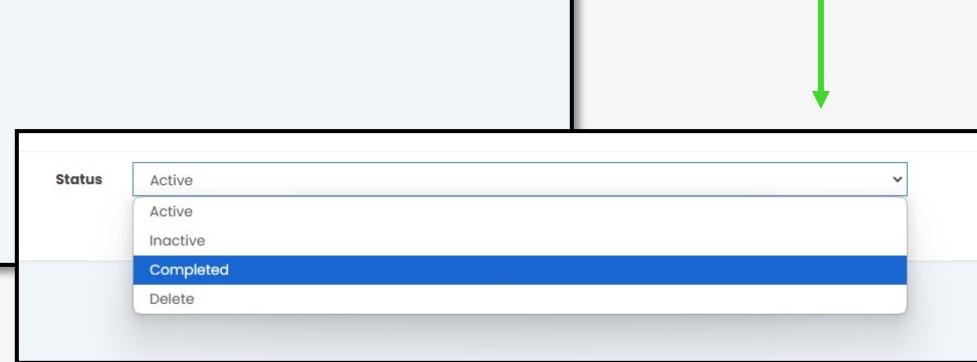
RECURRING SUBSCRIBERS LIST & EDIT PAGE

This page enables merchants to monitor, search, and manage active subscribers and their payment details, displaying key information like subscription start dates, next payment dates, and accumulated amounts as well as other functional features.

No	Name	Order ID	Subscribe Date	Next Payment	Last Payment	Plan Name	Amount	Accum. Amount	Cycle	Period	Status
1	User1	Plan130-visa2	2024-11-04 11:13:41	2024-12-31 11:13:41	2024-11-04 11:13:41	plan A	25.00	25.00	1/12	Monthly	
2	User2	Plan130-visa3	2024-11-04 11:21:26	2024-12-31 11:21:26	2024-11-04 11:21:26	plan A	25.00	25.00	1/12	Monthly	
3	User3	Plan130-visa4	2024-11-04 12:08:05	2024-12-04 12:08:05	2024-11-04 18:54:58	plan A	25.00	225.00	2/12	Monthly	
4	User4	Plan130-mastercard1	2024-11-04 12:42:23	2024-12-04 12:42:23	2024-11-04 18:55:01	plan A	25.00	200.00	2/12	Monthly	

A Clicking the first icon will redirect you to an editing page for recurring subscribers. You can assign your subscriber status according to **"Active"**, **"Inactive"**, **"Completed"**, **"Delete"**.

*refer to the image below



RECURRING RECURRING SUBSCRIBER'S TRANSACTIONS

Clicking the 2nd icon will redirect you to the recurring subscriber transactions page (*refer to previous page*). Here it shows the list of the recurring subscriber transactions that have been completed.

The screenshot displays the Fiuu platform interface, specifically the 'Recurring Subscriber Transaction' page. The left sidebar features a dark theme with the Fiuu logo and navigation links for Company Name, Account PIC, Transaction ID search, and various main sections: Home, Dashboard, Transactions, Merchant Onboarding, Settings, Store Management, Settlements, Payment Link, Mini Shopping Cart, Recurring (selected), Plans, Subscriber (highlighted in blue), Token, Sales Invoices, Invoices, Reports, and E-Statement. The central content area has a header 'Recurring Subscriber Transaction' dated Thursday, 7th November 2024, with tabs for Recurring, Subscriber, and Transaction. It includes a search bar, a dropdown for entries (set to 30), and a 'Send Callback' button. A table lists one transaction entry from 2024-11-04: No. 1, Date 2024-11-04 11:13:40, Channel VISA, TranID 107025, OrderID Plan130-visc2, Name User1, Email user1@domain.com, Mobile +60123456789, Currency MYR, Bill Amt 25.00, Actual Amt 24.50, Status Captured. Navigation buttons at the bottom include First, Previous, Next, and Last.

No	Date	Channel	TranID	OrderID	Name	Email	Mobile	Currency	Bill Amt	Actual Amt	Status
1	2024-11-04	VISA	107025	Plan130-visc2	User1	user1@domain.com	+60123456789	MYR	25.00	24.50	Captured

RECURRING RECURRING TOKEN

After clicking "**Token**" by the sidebar you will see this page where it displays the tokens of the subscribers along with their personal details after subscribing.

A First button in the "Action" column will copy the token

B Second button allows you to edit the token list

C A delete button to delete the tokens

1 Click Recuring

2 Click Token

The screenshot shows the 1Fiuu Token List page. The main content area is titled "Token List" and contains a table with the following data:

No	Token	Channel \ Recurring Token Type	CardHolder Name	Mobile	Email	Action
1	*****420186	\	User1	+60123456789	user1@domain.com	A
2	*****220012	\	User2	55218438	user2@domain.com	B
3	*****220012	\	User3	55218438	user3@domain.com	C
4	*****220012	\	User4	55218438	user4@domain.com	C

Below the table, there is a message "Showing 1 to 4 of 4 entries" and navigation buttons for "First", "Previous", "Next", and "Last".

At the top of the page, there is a sidebar with the following navigation items:

- COMPANY NAME
- Account PIC
- Transaction ID
- MAIN NAVIGATION
 - Home
 - Dashboard
 - Transactions
 - Merchant Onboarding
 - Settings
 - Store Management
 - Settlements
 - Payment Link
 - Mini Shopping Cart
- Recurring
- Plans
- Subscriber
- Token
- Sales Invoices
- Invoices
- Reports
- E-Statement

RECURRING RECURRING TOKEN

After clicking "**Token**" by the sidebar you will see this page where it displays the tokens of the subscribers along with their personal details.

The screenshot shows the Fiuu platform's Token List page. The left sidebar has a dark theme with the Fiuu logo and navigation items like Company Name, Account PIC, Transaction ID search, and MAIN NAVIGATION (Home, Dashboard, Transactions, Merchant Onboarding, Settings, Store Management, Settlements, Payment Link, Mini Shopping Cart, Recurring). The Recurring section is expanded, showing Plans, Subscribers, and Token. The Token item is selected, highlighted in blue. The main content area is titled "Token List" and shows a table with 4 entries. The columns are No, Token, Channel | Recurring Token Type, CardHolder Name, Mobile, Email, and Action. The tokens listed are ****420186, ****220012, ****220012, and ****220012. The cardholder names are User1, User2, User3, and User4 respectively. The mobile numbers are +60123456789, 55218438, 55218438, and 55218438. The emails are user1@domain.com, user2@domain.com, user3@domain.com, and user4@domain.com. The Action column contains icons for edit, delete, and copy. A modal window in the center says "Success Copied!" with a green checkmark icon and an "OK" button. At the bottom of the table, it says "Showing 1 to 4 of 4 entries". The top right of the page shows "Recurring | Plan" and other small icons.

No	Token	Channel Recurring Token Type	CardHolder Name	Mobile	Email	Action
1	****420186	\	User1	+60123456789	user1@domain.com	
2	****220012	\	User2	55218438	user2@domain.com	
3	****220012	\	User3	55218438	user3@domain.com	
4	****220012	\	User4	55218438	user4@domain.com	

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 number '1' with the text 'From the Click Mini Shopping Cart' pointing to it. 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 for Merchant ID and Secret Key.

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.

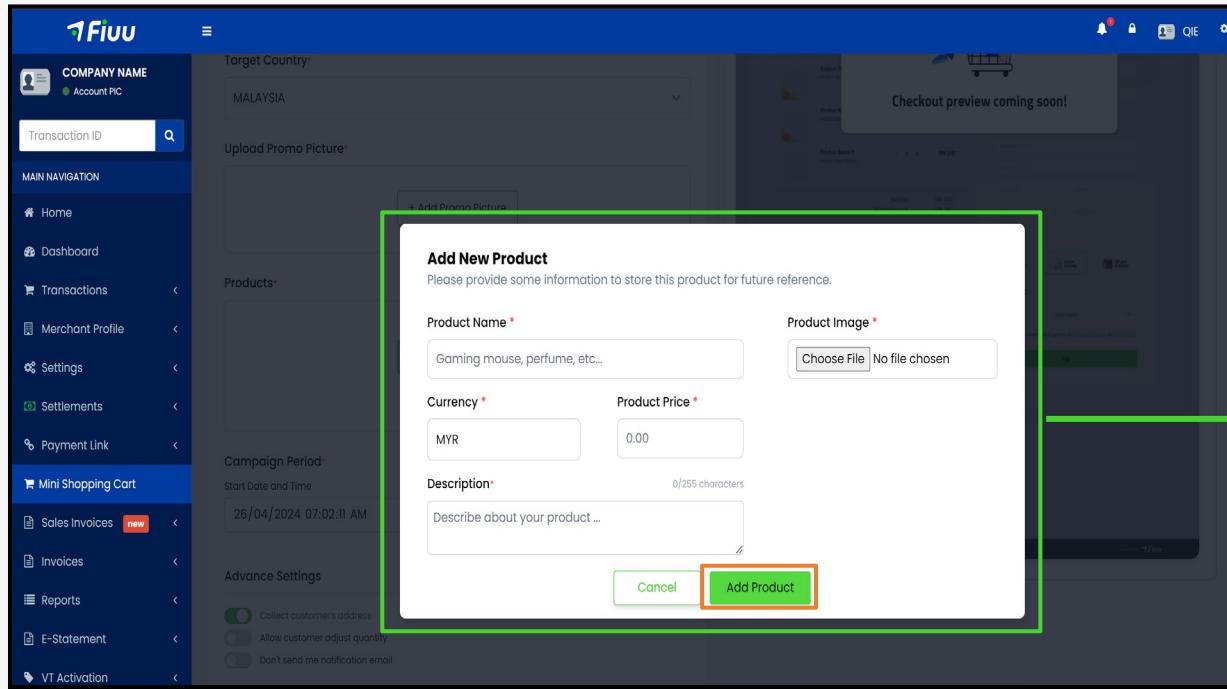
Don't send me notification email: Option to opt in or out from receiving email notification on the product

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 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 Fiuu platform's 'Mini Shopping Cart' section. On the left is a sidebar with various navigation options. The main area displays a 'Promo Plan, Mega Sales, etc...' configuration screen with fields for Title, Description, Target Country (set to MALAYSIA), and a 'VIEW PRODUCTS' button. A central modal window titled 'Add Existing Products' lists two items: 'Black Hat' (MYR 35.00) and 'Black Sunglasses' (MYR 20.00). Both items have a checkbox next to them. Below the list is a green-bordered 'Add Products' button. A green arrow points from the text 'Select your existing product to be included into the mini shopping cart list.' to the 'Add Products' button. An orange arrow points from the text 'Click "Add Product" once you have made your selection.' to the same button.

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.

The screenshot shows the 1Fiuu platform's "Mini Shopping Cart" section. On the left, a sidebar lists navigation items 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 is titled "Manage Shopping Cart Links" and contains a table with columns: Create Date, Title, Country, Link URL, Start Date, Expiry Date, Status, and Actions. A single row is shown for a link titled "Black Hat" created on 25-04-2024 at 13:21, pointing to the URL <https://uat-checkout.merc...>. The status is set to "Active". The "Actions" column includes edit, copy, and archive icons. Annotations with arrows point to specific features: a green box points to the "View All Archived Mini Cart Links" button; a red box points to the "Actions" column; a blue box points to the "Status" toggle switch; an orange box points to the bulk archive checkbox; and two orange boxes at the bottom point to the "Link URL" and "Title" fields respectively.

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.

The screenshot shows the iFiuu platform's Product List page. On the left is a navigation sidebar with various options like Home, Dashboard, Transactions, Merchant Onboarding, Settings, etc. The main area has a header 'Mini Shopping Cart' and tabs for Create Shopping Cart Link, Shopping Cart Link List, Product List (which is active), and Order List. Below is a search bar and a table of products:

Create Date	Image	Name	Description	Currency	Price	Status	Actions
12-11-2024 17:16		Black Hat	Black Polyester Baseball Hat	MYR	35.00	Available	View Archive
12-11-2024 17:15		Black Sunglasses	Black UV Unisex Sunglasses	MYR	20.00	Available	View Archive

A green box highlights the '+ Add New Product' button at the top right of the table area. A yellow arrow points from this button to the 'Add New Product' dialog box shown in the top right inset.

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

Product Name * **Product Image ***

Currency * **Product Price *** MYR 0.00

Description* 0/255 characters
Describe about your product ...

[Cancel](#) [Add Product](#)

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 Black Hat

Product Price MYR 35.00

Product Description Black Polyester Baseball Hat

[Edit](#) [Product Image](#)

[Close](#)

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).

ORDER LISTS

ACTION – VIEW

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

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

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.

Date	Title	Order ID	Currency	Total paid	Payment status
25-04-2024 14:21:23	Black Hat	I002	MYR	5268.00	Failed
25-04-2024 13:22:56	Black Sunglasses	I001	MYR	5268.00	Failed

Image	Products	Quantity	Currency	Price (Per Unit)
	Black Hat	1	MYR	35.00
	Black Sunglasses	1	MYR	20.00

The order timeline is unavailable as the order has yet to be completed.

ORDER STATUS

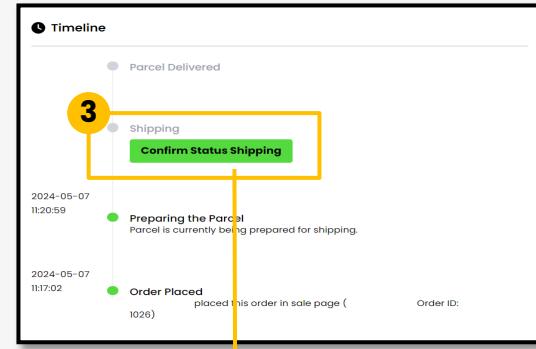
SUCCESS – CHECK & UPDATE ORDER STATUS

- 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 buttons for "Create Shopping Cart Link", "Shopping Cart Link List", "Product List", and "Order List". Below this, the "Products (2)" section lists two items: "Black Sunglasses" and "Black Hat", both at a quantity of 1, currency MYR, and price 20.00. The "General" section provides detailed transaction information: Name (Black Hat), Date Created (2024-05-07 11:15:57), Order ID (I026), Payment Status (Success), Total paid (MYR \$268.00), and a Link (https://uat-checkout.merchant.razer.com/oje_Dev/checkout/d88). The "Customer" section includes fields for Name, Email, and Phone Number. The "Shipping" section includes fields for Address Line 1, Address Line 2, Postcode/ZIP, City, and State. A "Timeline" section at the bottom shows the following events:

- 2024-05-07 11:17:02: Order Placed (I026) placed this order in sale page (I026)
- 2024-05-07 11:20:59: Preparing the Parcel (Confirm Status)
- 2024-05-07 11:20:59: Shipping
- 2024-05-07 11:20:59: Parcel Delivered

A green circle labeled "1" is over the "Timeline" heading. A blue box labeled "2" is over the "Preparing the Parcel" event. A green line connects the "Preparing the Parcel" event to the timeline in the second panel.



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, there's 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 modal window titled 'Tracking Number' is centered over the products. This modal contains three input fields: 'Courier Name *', 'Tracking Number *', and 'Re-enter Tracking Number *'. Below these fields are two buttons: 'Cancel' and 'Submit'. In the bottom right corner of the main content area, there's 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:

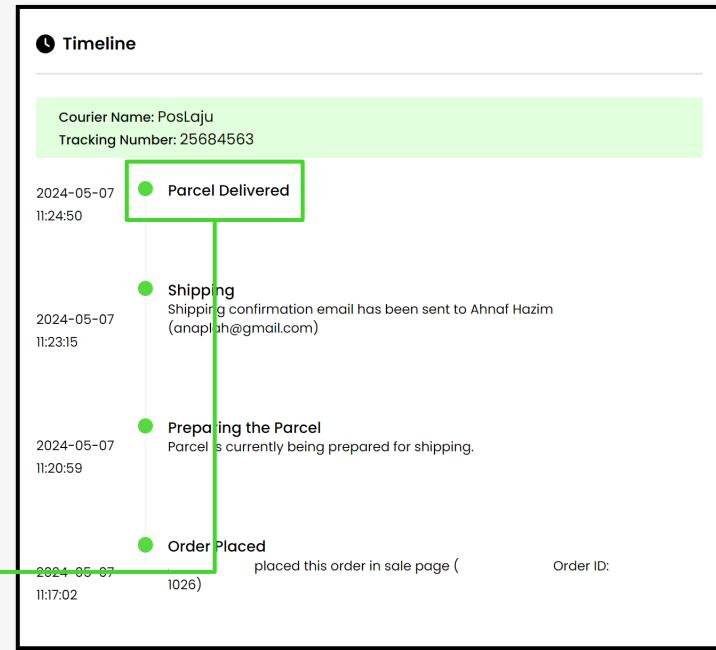
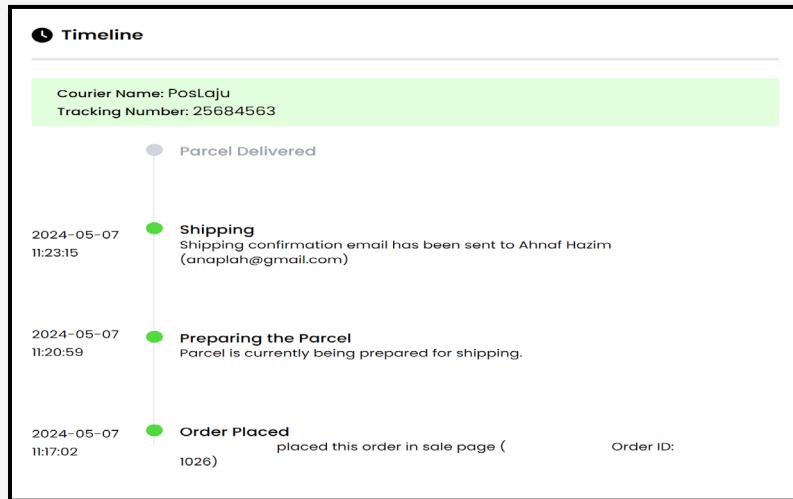
- Courier name
- Tracking Number
- Re-enter Tracking Number

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).

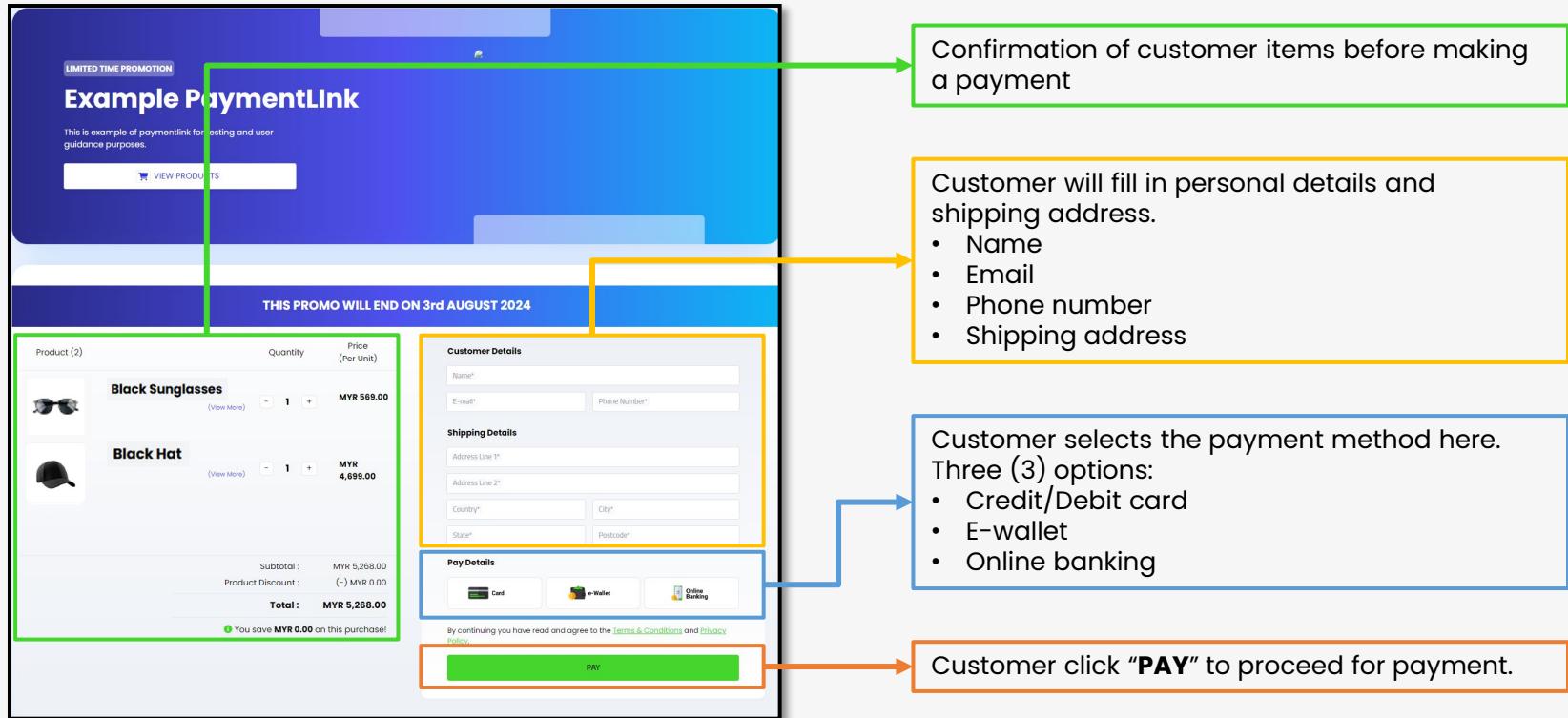


- “**Parcel Delivered**” will be showing as green only if the customer has updated their shopping cart from their end.
- If the customer is yet to update anything, by default, “**Parcel Delivered**” will be showing as green after 7 days.

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)

Product	Quantity	Price (Per Unit)
Black Sunglasses	1	MYR 569.00
Black Hat	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	Phone Number	Shipping Address
John Doe	012565652	Shah Alam, Selangor

Product (2)

Product	Quantity	Price (Per Unit)
Black Sunglasses	1	MYR 569.00
Black Hat	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](#)

New Store Management

Integration

Merchant ID : MERCHANT

Verify Key:

Secret Key:

1Fiuu Physical Terminal

Simplifying transactions for your business and customers.

Request Now

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 interface. The left sidebar contains navigation links such as Home, Dashboard, Transactions, Merchant Profile, Settings, New Store Management, Settlements, Payment Link, Mini Shopping Cart, Sales Invoices, Invoices, Reports, E-Statement, VT Activation, Documentation, Announcement, and Newsletter. The main content area is titled "Store Management". It features a search bar labeled "Search Store Name..." (circled B) and a green button labeled "+ Add Store" (circled A). Below these are two tabs: "Pending Stores" and "Store Listing" (circled C), with "Store Listing" being active. A filter dropdown labeled "Filter Status..." (circled D) and a "Download" button are also present. The main table (circled E) lists seven stores with columns: Create Date, Merchant ID, Store ID, Store Name, Terminal ID, App Code, Secret Key, and Status. The data is as follows:

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' section of the Fiuu platform. The 'Merchant Account' dropdown (A) is highlighted with a yellow border. The 'Payment Methods' table (B) is highlighted with an orange border and contains two rows: 'FPX' with a rate of 1.50% and cost of (MYR) 1.00, and 'FPX B2B' with a rate of 1.00% and cost of (MYR) 1.00. The 'Store 1 Information' section (C) includes fields for Store ID, Store Name, Store Address, Postcode, City, State, and Country (set to MALAYSIA). The 'Store Terminal Information' section (D) shows 'Fiuu Terminal' selected as the terminal type with one terminal listed. The 'Store Payout Details' section (E) contains fields for Store Bank Name, Select Bank, Store Bank Account Name, Store Bank Account Number, Store Bank Account Type, Select Account Type, Proof of Bank Account, and Store Person-In-Charge (PIC). The 'Submit' button at the bottom (F) is highlighted with a red border.

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, OTC, EW), 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" (a dropdown menu).

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 New Store Management interface. The left sidebar has a dark blue background with white text. The main content area has a white background with a light gray header bar. The 'Store Add On' section contains two entries, each with a red 'Delete' button. The first entry (highlighted in yellow) is labeled 'A' and contains fields for 'Merchant Account', 'Payment Methods' (IB, OTC, EW), and 'Channel Name' (FPX, FPX B2B). The second entry (highlighted in orange) is labeled 'B' and contains fields for 'Store Payout Details' (checkboxes for same payout details and company's designated payout details), 'Store Bank Name', 'Store Bank Account Name', 'Store Bank Account Number', 'Store Bank Account Type', 'Proof of Bank Account', 'Store Terminal Information' (Terminal Type: Fiuu Terminal, Number of Fiuu terminal(s): 1, Fiuu Terminal Options), 'Store Representative Information (Optional)' (Phone No, Store Email Address), and a 'Submit' button. A green arrow points from the bottom of the 'Store 2 Information' section to the '+Add Store' button.

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

Rate

Cost

Sample for Proof of Bank Account

CIMB BANK

Statement of Account

Page / Halaman Statement Date / Tarikh Penyata Branch / Cabang

55 SDN. BHD. SHAH ALAM SELANOR

Current Account Transaction Details / Bulir-bulir Transaksi Akaun Semasa

Account No / No Akaun 66 Eligible for Protection by PCDM

Postcode *

State *

Select State... MALAYSIA

Country

Store Bank Account Number *

Store Bank Account Type *

Select Account Type...

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

Choose File

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

The screenshot shows the 7Fiuu platform interface for managing sales invoices. On the left, there's a navigation sidebar with various menu items like Home, Dashboard, Transactions, Merchant Onboarding, Merchant Profile, Settings, Store Management, New Store Management, Settlements, Payment Link, Mini Shopping Cart, Sales Invoices (which is currently selected and highlighted in blue), Invoices, Reports, and E-Statement. A green arrow points from the 'Sales Invoices' item in the sidebar to the corresponding section on the main page. The main content area is titled 'Sales Invoices' and features a search bar at the top. Below the search bar is a table with 10 rows of invoice data. The columns in the table are: No., Date, Invoice/Credit Note Number, Total Costs, View, and Download. Each row contains an expandable arrow icon under 'No.' and a detailed view of the invoice information under 'View'. The 'Download' button is highlighted with a blue circle and labeled 'C'. The 'View' button is highlighted with a green circle and labeled 'B'. The entire 'Total Costs' column is highlighted with a yellow circle and labeled 'A'.

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

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 list of invoices with columns for No., Date, Invoice/Credit Note Number, Total Costs, and Action (View, Download).
- Invoice Detail View:** The second invoice (#17886) has its dropdown expanded to show item details:

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

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 "Sales Invoices" modal open. The modal displays a detailed view of an invoice, including the invoice number, date, and breakdown of costs.

Invoice 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

Contact:
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](#)

Main Navigation:

- Home
- Dashboard
- Transactions
- Merchant Onboarding
- Merchant Profile
- Settings
- Store Management
- New Store Management
- Settlements
- Payment Link
- Mini Shopping Cart
- Sales Invoices
- New Sales Invoices
- Invoices
- Reports
- E-Statement

Search Bar: Type Full Invoice/Credit Note Number

Table Headers: No, Date, Invoice/Credit Note Number

Table Data:

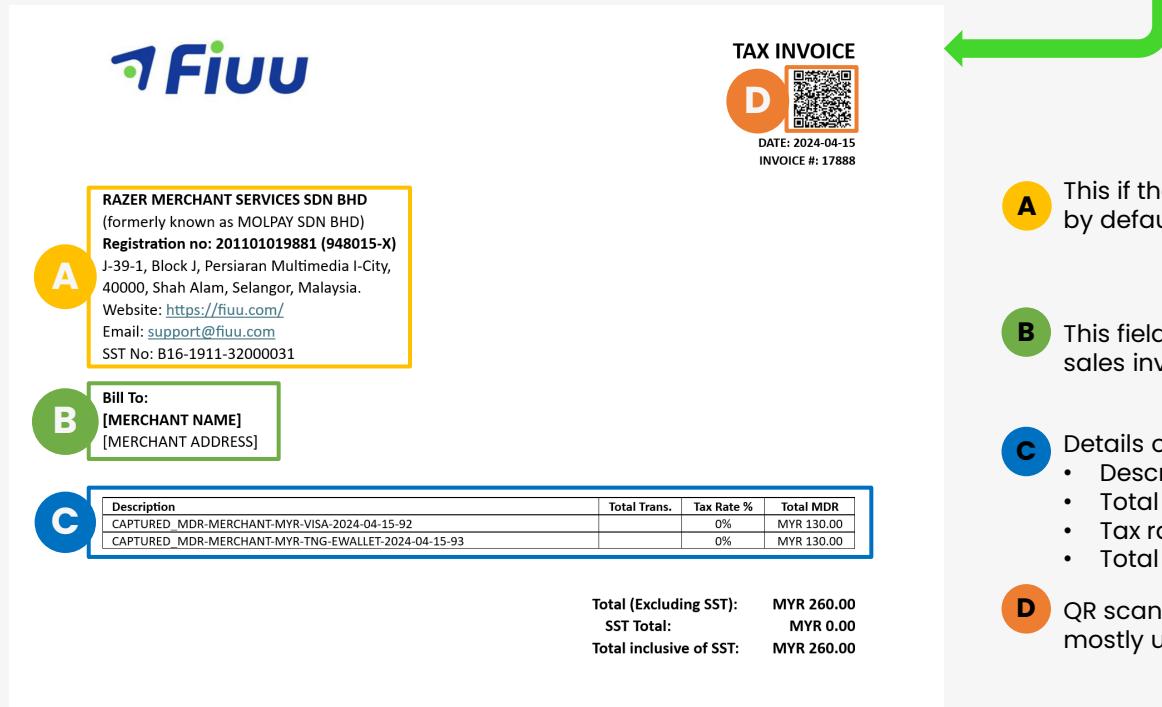
No	Date	Invoice/Credit Note Number
1.	2024-04-15	#17886
2.	2024-04-13	#17886
3.	2024-04-11	#17884
4.	2024-04-10	#17883
5.	2024-04-08	#17881
6.	2024-04-06	#17879
7.	2024-04-04	#17877
8.	2024-04-01	#17874

Buttons: View, Download

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

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

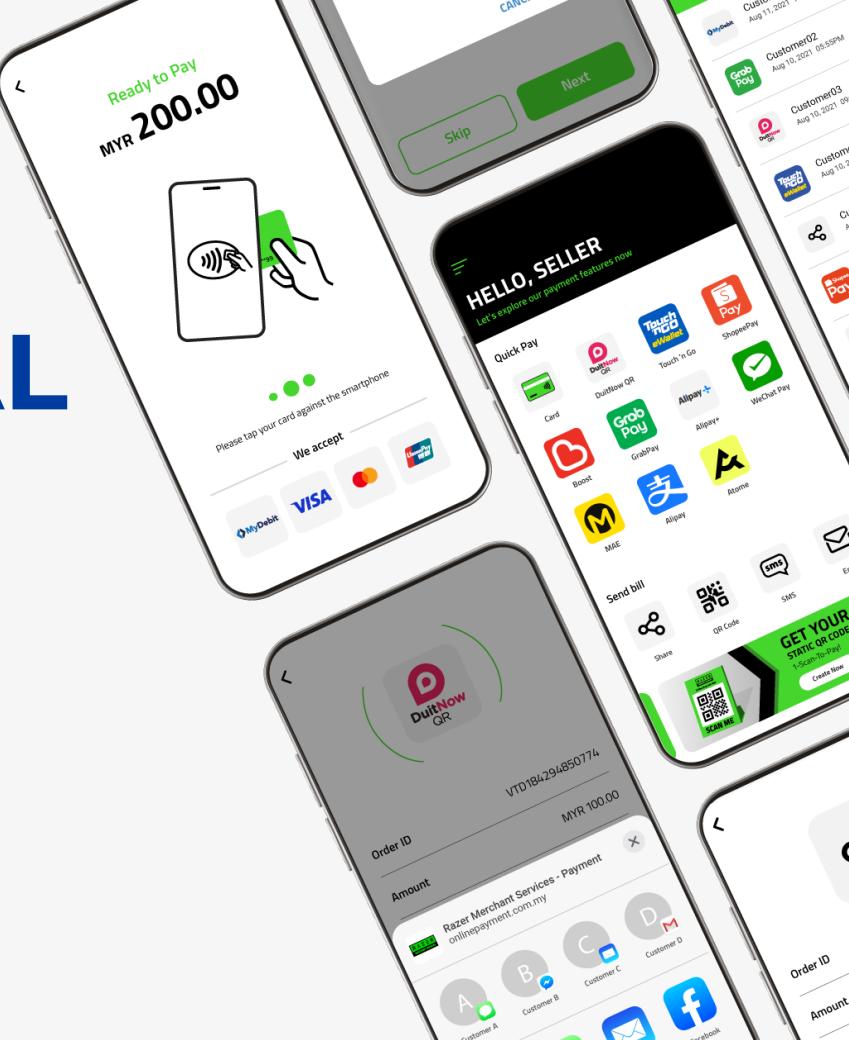
*Please email the bank-in slip (Write your MerchantID, Domain Name & Invoice No.) to support@fiuu.com.

What is more
powerful than a
phone?

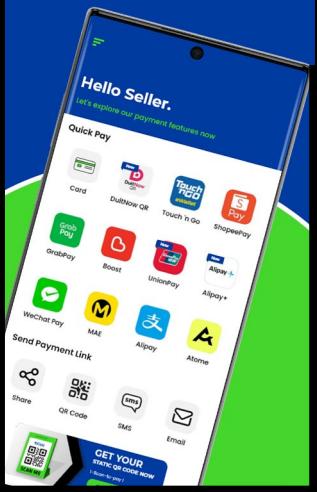
VIRTUAL TERMINAL

An all-in-one payment processor in a form of mobile app that you can bring

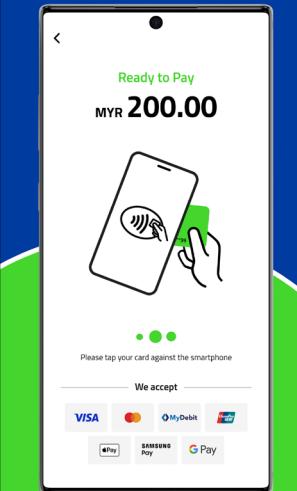
ANYTIME
&
ANYWHERE



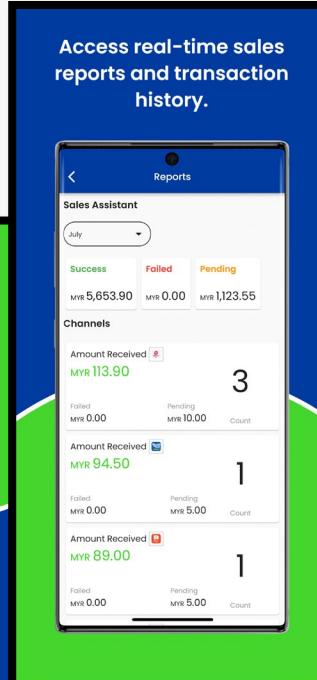
An all-in-one payment processing app, available anytime, anywhere.



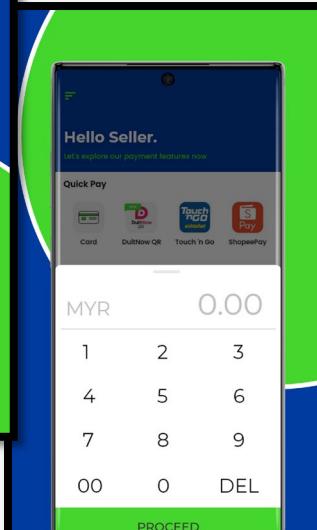
Make instant card payments with your phone.



Create static QR codes
for your outlets and
businesses.



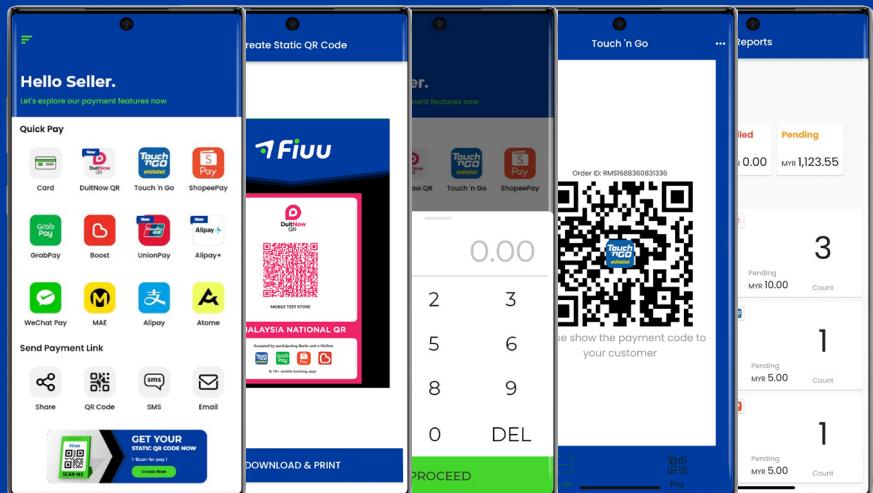
Access real-time sales
reports and transaction
history.



Send payment links and
get paid right away.

A PHONE IS ALL YOU NEED FIUU VIRTUAL TERMINAL APP

Whether a small startup or a large corporation, installing **Fiuu Virtual Terminal app** enables merchants to collect payments from customers seamlessly and efficiently.



Available on:



SUPPORTS MORE THAN 110+ OFFLINE & ONLINE PAYMENT METHODS IN YOUR HANDS

Allow merchants to collect payments in-store or on the go.



Card



Online Banking



Tap on Phone



E-wallet



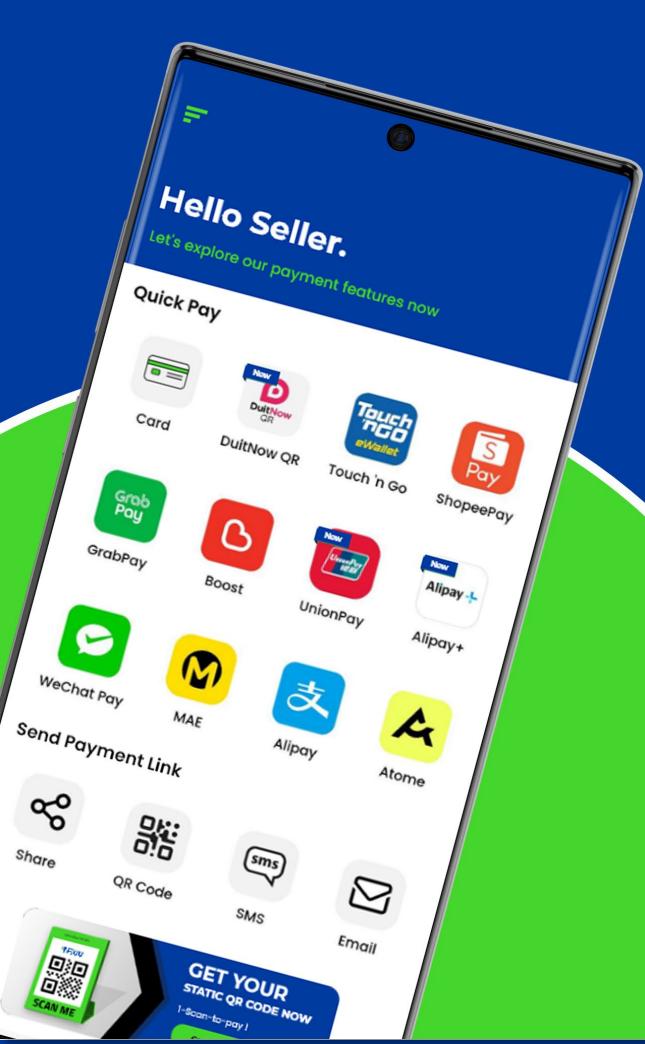
QR Code & Stand



Payment Link



Cash



HOW TO GET STARTED?

1 Register for a merchant account

Complete the registration for an account with immediate activation together and login credentials for Fiuu Merchant Portal at <https://booster.merchant.Fiuu.com/>.

2 Install the Fiuu Virtual Terminal app

Download “Fiuu VT” from [App Store](#), [Google Play](#), and [Huawei App Gallery](#).

3 Insert the required information

Fill in the required information, such as Merchant ID, and your Fiuu VT is activated.

4 Start accepting payment

Accept payment from users with Apple Pay, credit/debit cards, internet banking, e-wallets & QR payments, Buy Now Pay Later, and more.

GETTING TO KNOW FIUU VT APP

FIUU VT USER INTERFACE (UI)

Here will show your establishment name

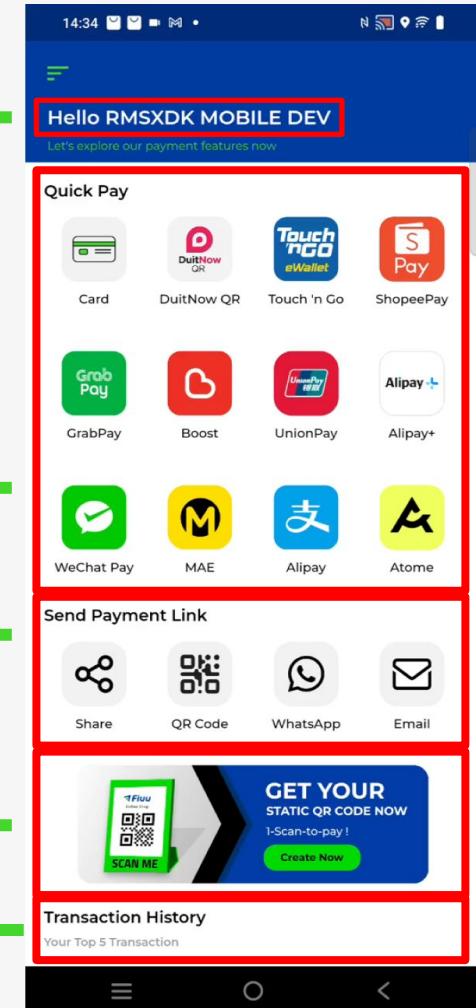
Various types of payment methods to choose from in this section

All type of payment links is located here

Click here for you to get your QR code stand

Click here to view your transaction history

*NOTE: The front-page view will only show the last 5 recent transactions.





ACCOUNT ACTIVATION

- 1 **Starting Up:** Launch the Fiuu VT application.

Note: You may choose to receive notifications by selecting the appropriate option.

- 2 **Activation:** Press the “**Activate**” button to proceed.

Note: Carefully read the Privacy Policy and click “**Agree**” to proceed.

- 3 **Account Access:** Select “**I have activation code only**”. Log in by either entering your VT Activation Code or scanning the QR code.

Note: Allow camera (camera permission) usage to proceed. Refer to next page on how to obtain the QR activation.

- 4 **Security Setup:** Create a 4-digit passcode for secure access. Then re-enter your passcode to confirm it.

- 5 **Completion:** You’re all set!

Note: Please allow the Fiuu app to access your device’s location. You’ll need to log in again using your new passcode to finalize the setup





QR ACTIVATION

HOW TO GET THE QR ACTIVATION

The screenshot shows the Fluu Merchant Dashboard. On the left, there is a sidebar with various navigation options. The 'VT Activation' option is highlighted with an orange box and labeled 'A'. Under 'VT Activation', there is a sub-option 'List' which is also highlighted with an orange box. The main content area is titled 'VT Activation' and contains a table of activation records. A green box highlights the '+ New VT Terminal' button at the top right of the table. Below the table is a search bar with placeholder text 'Search Merchant ID, Terminal UID, Activation Key ...'. The bottom of the page includes copyright information '© 2005 - 2024 Fluu' and a 'Version 2.0' note.

Create Date	Merchant ID	Terminal UID	Activation Key	Status	QR Code
Today				Pending Activation	
2024-09-12 15:11	product_Dev			Pending Activation	
2024-09-12 15:03	product_Dev			Pending Activation	
2024-06-05 16:34	product_Dev			Pending Activation	
2024-03-15					
2024-03-15 18:07	testcprhboff_Dev			Pending Activation	
2024-03-05					
2024-03-05 12:49	product_Dev			Pending Activation	
2024-02-27					
2024-02-27 15:13	product_Dev			Pending Activation	

- A Click **VT Activation** on the side bar. Then select **List**.
- B Click **+ New VT Terminal** button to obtain the QR code.

Below popup will show in the middle of the page once you have clicked on the **+ New VT Terminal**.





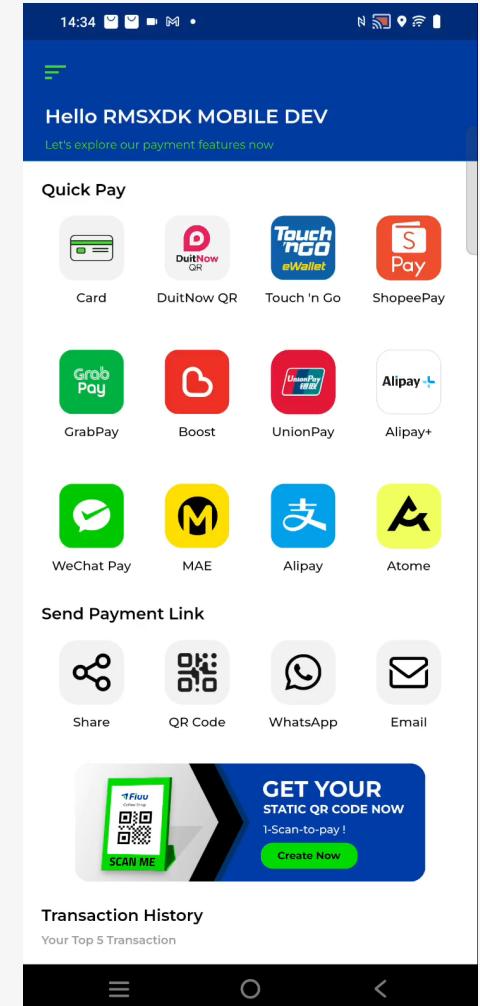
TAP ON PHONE (TOP)

- 1** **Initiate Payment:** Go to the “Quick Pay” section and choose the “**Card**” as your payment method.

- 2** **Enter Amount:** Type in the total amount for the transaction and select “**Proceed**” to continue.

- 3** **Card Authentication:** When prompted, gently tap your card near the smartphone’s NFC antenna area.

- 4** **Completion:** After the payment goes through successfully, you can conclude the process by tapping “**Done**” or you may provide the customer with a copy of the receipt.





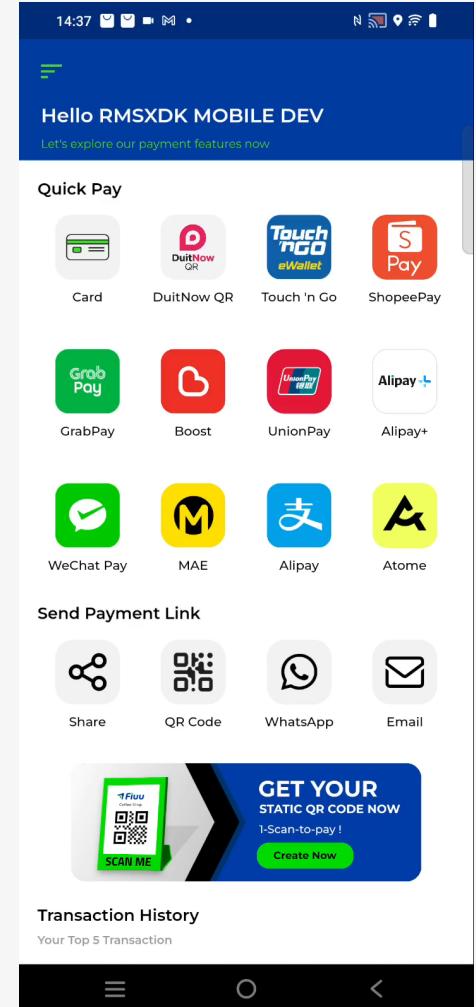
GENERATING QR CODE

- 1 Generate Payment Link:** Navigate to “Send Payment Link” and select the “**QR Code**” option.

- 2 Set Amount:** Enter the amount to be charged and press “**Proceed**” to move forward.

- 3 QR Code Validity:** Choose an expiry date for the QR code according to your preference. After setting the duration, click on “**Generate QR**” to create the code.

- 4 Sharing:** Once generated, the QR code is ready to be shared. Simply hit the “**Share**” button to send it to the intended recipient.



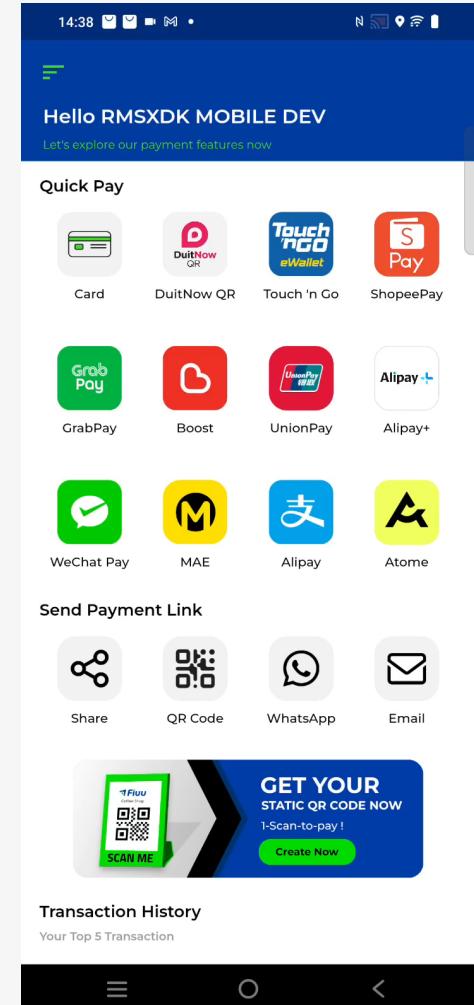


HOW TO CHECK TRANSACTIONS

- 1 Access Menu:** Tap the three horizontal lines located at the top left corner of the app.

- 2 View Transactions:** Choose “**Transaction History**” to display all your past transactions.

NOTE: To find out more details, simply tap on any transaction listed to see its full information.

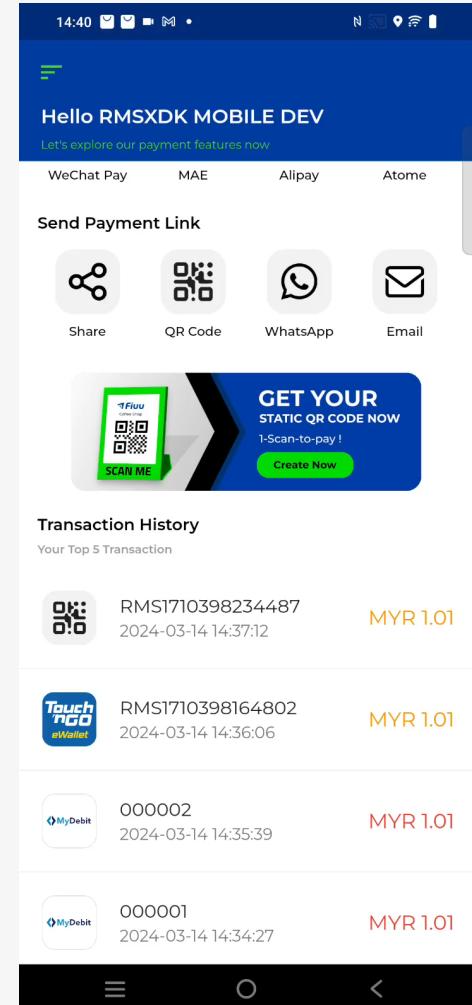




VIEW & SENDING OUT RECEIPT

- 1 Choose a transaction from the list in “**Transaction History**”.
- 2 View the receipt by clicking on “**Receipt**” for the transaction you’ve selected.
- 3 Share the receipt by clicking “**Share**”, then send it to the desired recipient.

NOTE: Decide if you want to give the Fiuu app permission to access your device’s photos and videos. You have the option to allow or deny this access based on your preference.





CANCELLING A TRANSACTION

1

Find the Transaction

- Go to the “Transaction History” section.
- Choose the transaction marked as “**SUCCESS**” that you want to cancel.

2

Initiate Cancellation

Click on the “**Cancel Payment**” button.

REMARK: Only transactions with a “**SUCCESS**” status are eligible for cancellation.

3

Verify Your Identity

Enter your Passcode to confirm your identity.

That's it! Your transaction has been successfully cancelled.

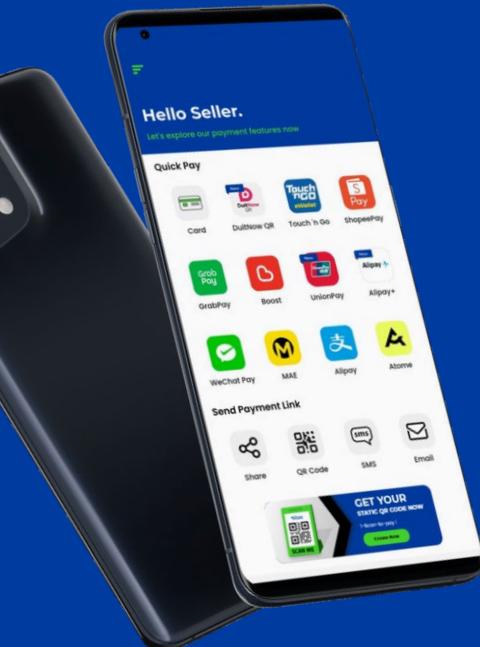
The screenshot shows the Fiuu RMSXDK mobile application interface. At the top, there is a header with the text "Hello RMSXDK MOBILE DEV" and "Let's explore our payment features now". Below the header, there are four payment method icons: WeChat Pay, MAE, Alipay, and Atome. A section titled "Send Payment Link" includes icons for Share, QR Code, WhatsApp, and Email. Below this is a promotional banner for "GET YOUR STATIC QR CODE NOW" with a "Create Now" button. The main area is titled "Transaction History" and shows "Your Top 5 Transaction". It lists five recent transactions:

Transaction ID	Date	Amount
RMS1710398234487	2024-03-14 14:37:12	MYR 1.01
RMS1710398164802	2024-03-14 14:36:06	MYR 1.01
000002	2024-03-14 14:35:39	MYR 1.01
000001	2024-03-14 14:34:27	MYR 1.01



Business Nature	Business On-The-Go Payment Acceptance	Door-to-Door Services Payment Acceptance	Eatery Cashless Payment	Convenient Cashless Payment for Home
Food Trucks	✓		✓	
Mobile F&B Stores	✓		✓	
Restaurant/Cafeteria			✓	
Retail Businesses			✓	
Morning/Night Market Sellers	✓		✓	
Roadshow Events	✓		✓	
Mobile Business Sellers	✓			
Home Repair Services		✓		
Mobile Grooming Services		✓		
Sales Services		✓		
Product-based Selling Businesses	✓	✓		
Home-based Sellers			✓	✓
Live-Streaming Businesses				✓
Tutoring Services		✓		✓
Social Commerce Businesses	✓			✓

FREQUENTLY ASKED QUESTIONS



1 What is the Fiuu Virtual Terminal?

The Fiuu Virtual Terminal is a secure mobile application that allows merchants to accept payments from customers using various payment methods such as credit cards and digital wallets.

2 How does the Virtual Terminal work?

The Virtual Terminal allows merchants to manually enter payment details or process payments using an attached card reader. Once the payment information is entered, the system securely processes the transaction and initiates the payment authorization process.

3 What payment methods are supported by the Virtual Terminal?

The Virtual Terminal supports a wide range of payment methods including Visa, Mastercard, American Express, and digital wallets such as PayPal and Alipay.

4 Is the Virtual Terminal secure?

Yes, the Virtual Terminal employs industry-standard security measures to ensure the safety of both merchant and customer data. All transactions are encrypted to protect sensitive information from unauthorized access.

5 Can I use the Virtual Terminal on any device?

Yes, the Virtual Terminal is designed to be accessible from any internet-enabled device including computers, tablets, and smartphones.

6 How do I sign up for the Virtual Terminal service?

To sign up for the Virtual Terminal service, please visit our website [HERE](#) and follow the instructions to create an account. Once your account is created, you'll have access to the Virtual Terminal platform.

7 Are there any fees associated with using the Virtual Terminal?

Yes, there may be fees associated with using the Virtual Terminal service. Please refer to our pricing page or contact our support team for more information on applicable fees.

8 Can I issue refunds using the Virtual Terminal?

Yes, merchants have the ability to issue refunds directly through the Virtual Terminal interface. Simply locate the transaction in question and follow the prompts to initiate a refund.

9 What kind of reporting and analytics are available through the Virtual Terminal?

The Virtual Terminal provides merchants with access to comprehensive reporting and analytics tools, allowing them to track sales, monitor transaction trends, and gain insights into their business performance.

10 Is customer support available for the Virtual Terminal?

Yes, our customer support team is available to assist you with any questions or issues you may have regarding the Virtual Terminal service. Please don't hesitate to reach out to us via phone, email, or live chat for assistance.

FREQUENTLY ASKED QUESTIONS



Powered by



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** is selected under "Range of Date".
- "Range Date" is set from 17-05-2024 to 17-05-2024.
- "Status" dropdown is set to "-- All --".
- "Channel" dropdown is set to "-- All --".
- "Field" dropdown lists various transaction fields: Date, Transaction ID, Order ID, Bill Amt, Actual Amt, Status Code, Billing Name, Currency, Merchant / Sub Merchant ID, Agent Name, and Reference.
- "Additional Field" dropdown lists 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)
- A "Send Request" button.

Below the configuration, there is a table titled "List of Reports" with columns: Request Date, File Name, Range Date, Start, End, and Download. The table displays the message: "Showing 0 to 0 of 0 entries".

SETTLEMENT REPORT DOWNLOAD

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

The screenshot shows the Fluu Merchant Portal interface. On the left, a sidebar menu is open with the following items:

- 1 Click **Reports** (highlighted with a green circle)
- 2 Click **Settlements** (highlighted with a green circle)
- Home
- Dashboard
- Transactions
- Merchant Profile
- Settings
- Settlements
- Payment Link
- Mini Shopping Cart
- Sales Invoices
- Invoices
- Documentation
 - Fluu API Specification
 - Fluu Merchant Portal Manual
- Announcement
- Newsletter
- Vcode Checking

The main content area is titled "SETTLEMENT DOWNLOAD" and shows the following configuration:

- 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 including 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:** Two radio buttons:
 - Request as excel file (**Slower**)
 - Request as zip file (**Recommended**)
- Send Request** button.

Below the download form, there is a table titled "List of Excel Files" with columns: Request Date, Merchant ID, File Name, Range Date, Start, End, and Download. The table displays the message: "No data available in table".

At the bottom of the page, there is a footer with the text "© 2005 - 2024 Fluu" and "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**

CHARGEBACK Friday, 17th May 2024

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

Transaction ID:

Channel: -- All --

Search

Chargeback Listing

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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 --

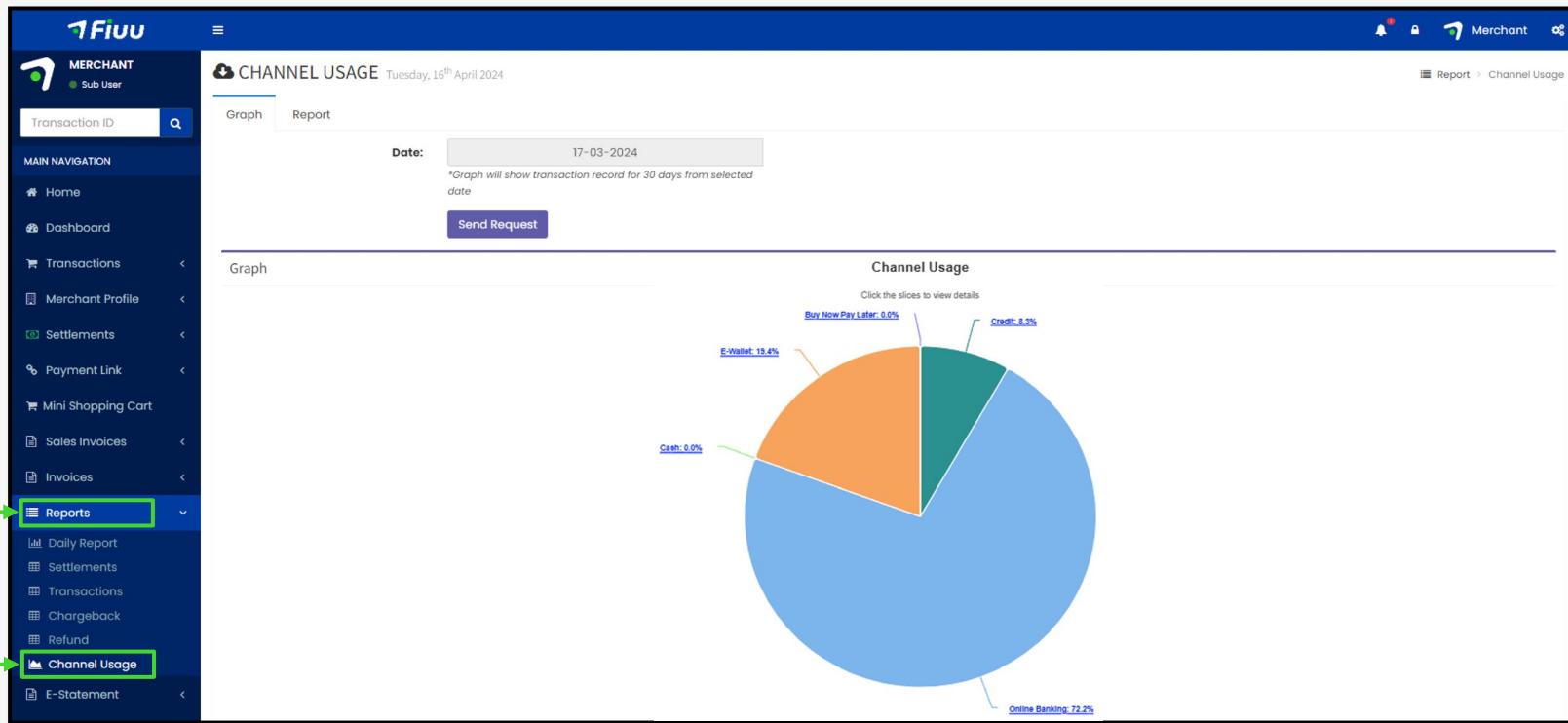
Search

Refund Listing

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CHANNEL USAGE REPORT

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



1 Click Reports

2 Click Channel Usage

E-STATEMENT

Here you can view your statement. All statement varies by date will be shown here on the list. You can also download your e-statement here.

The screenshot shows the Fiuu E-Statement interface. On the left, there's a main navigation menu with various options like Home, Dashboard, Transactions, Merchant Onboarding, Settings, Store Management, Channel Activation, Settlements, New Settlements, Mass Payouts, Payment Link, Fiuu Batch, Mini Shopping Cart, Dispute/Chargeback, Recurring, New Recurring, Refund, Sales invoices, Invoices, and Reports. Under the Reports section, the 'E-Statement' option is highlighted with a green box and a circled '1'. The main content area is titled 'Customer Statement' and shows a table with two entries. The first entry is for '2023-06' with a 'Created Date' of '2023-07-11 08:14:38' and a 'Status' of 'Cleared'. The second entry is for '2023-05' with a 'Created Date' of '2023-06-27 09:15:26' and a 'Status' of 'Cleared'. Both entries have a 'Download' button with two options: 'Customer Statement' (which is highlighted with a green box and a circled '2') and 'Customer Statement'. At the bottom right of the table, there are 'First', 'Previous', 'Next', and 'Last' buttons.

Click **E-Statement** and then select **Customer Statement**.

Click **Customer Statement** to download the statement.

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)

The top right corner of the main content area has a small 'Announcement' button.

THANK YOU.

MERCHANT PORTAL GUIDE

IPN Callback | Payment Link | Mini Shopping Cart | Store Management | Sales Invoice | Virtual Terminal

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