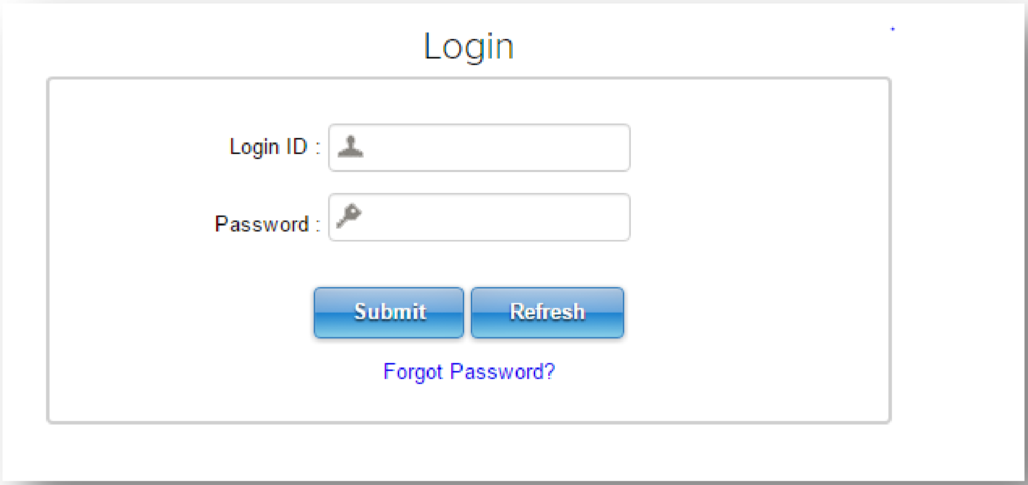
TPSL MERCHANT DASHBOARD V3

USER GUIDE

Contents

Access and Login



Function of the Dashboard: Allow access to valid users of the dashboard

Q1. What do I need to do in order to Login?

Just enter the login Id / Password and click 'Submit' button

Q2. What if I have forgotten login Id and password?

Click on 'Forgot password' link. You will be asked to answer an earlier set secret question in the next section. On submitting the same a password reset link will be e-mailed to you. In case you could not recollect the secret answer contact the customer support team for issue resolution.

Q3. What if I do not have a login Id/Password?

In such a scenario please contact your TPSL account representative or customer support team.

Q4.Where is the customer support number/email id?

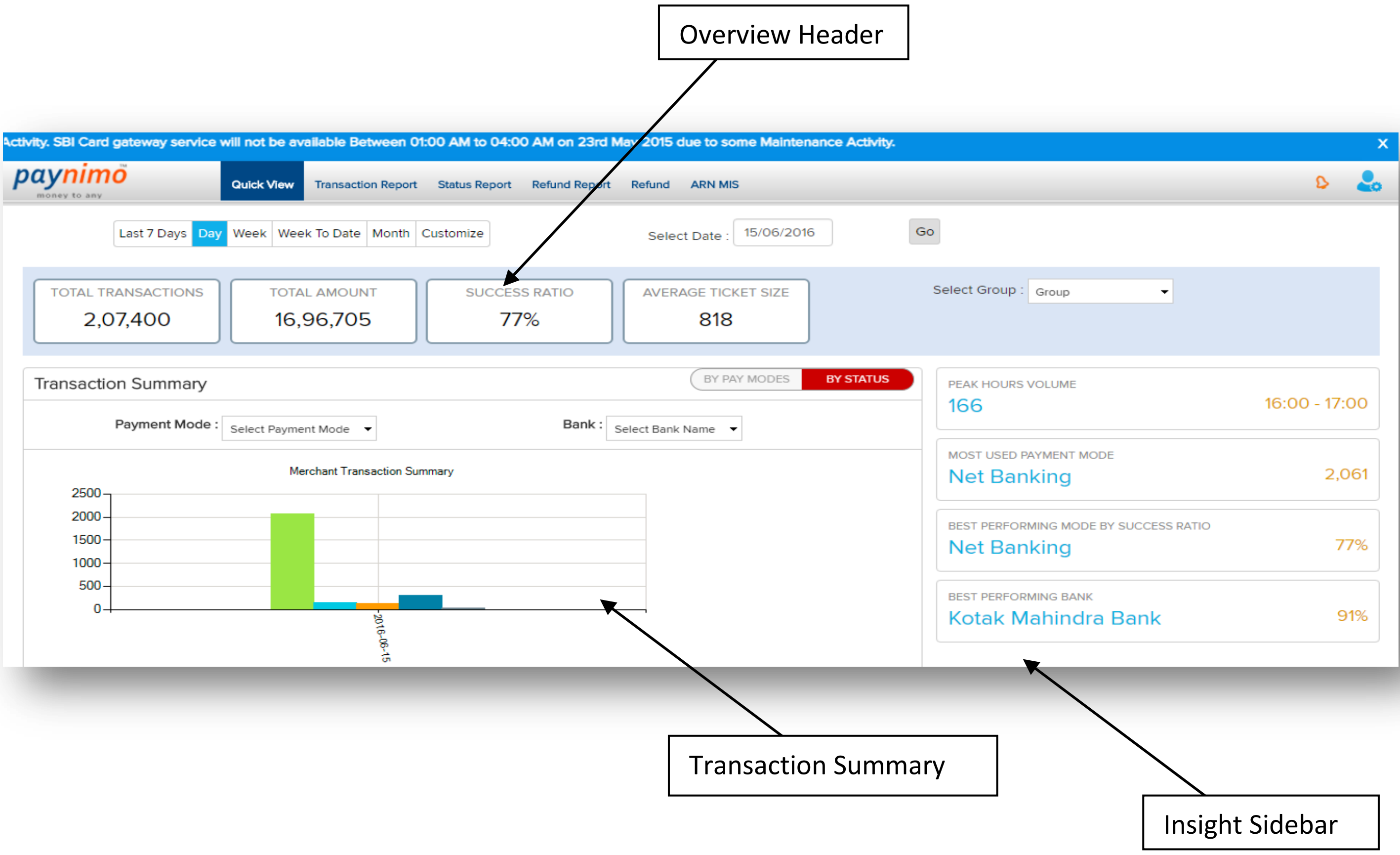
Customer support e-mail id as well as contact number can be found in footer section of every page in Dashboard.

Quick View Screen

Once logged in successfully, you would see the dashboard quick view page by default.

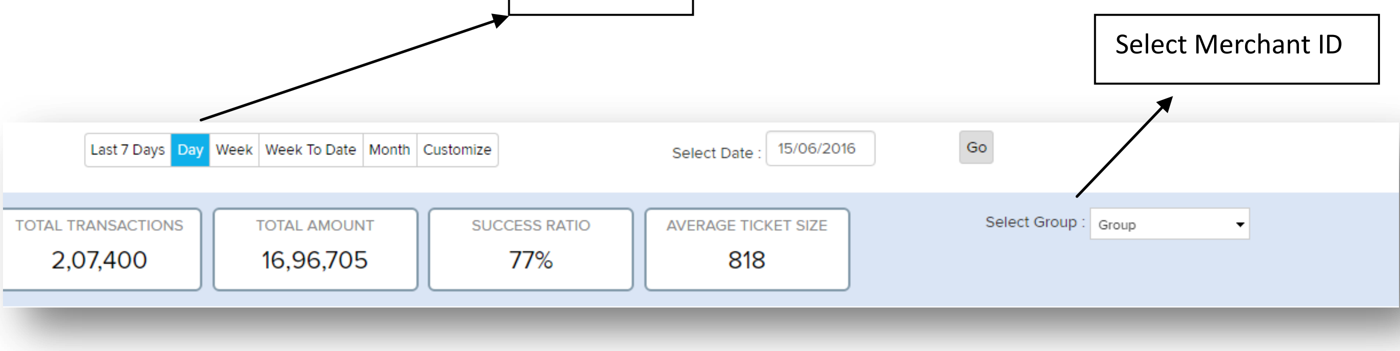
Q5. What is the function of the Quick view page?

- Quick view page helps the merchant get a bird's eye view on existing payment summary for a given date range or for popular date labels e.g. - last 7 days.
- Provides summary of total transactions, total amount, success ratio and average ticket size.
- Provides daily transaction count and respective status counts
- Payment mode and bank wise analysis
- Analyze each merchant Id or overall analysis



Q6. *How to use the Quick view page*

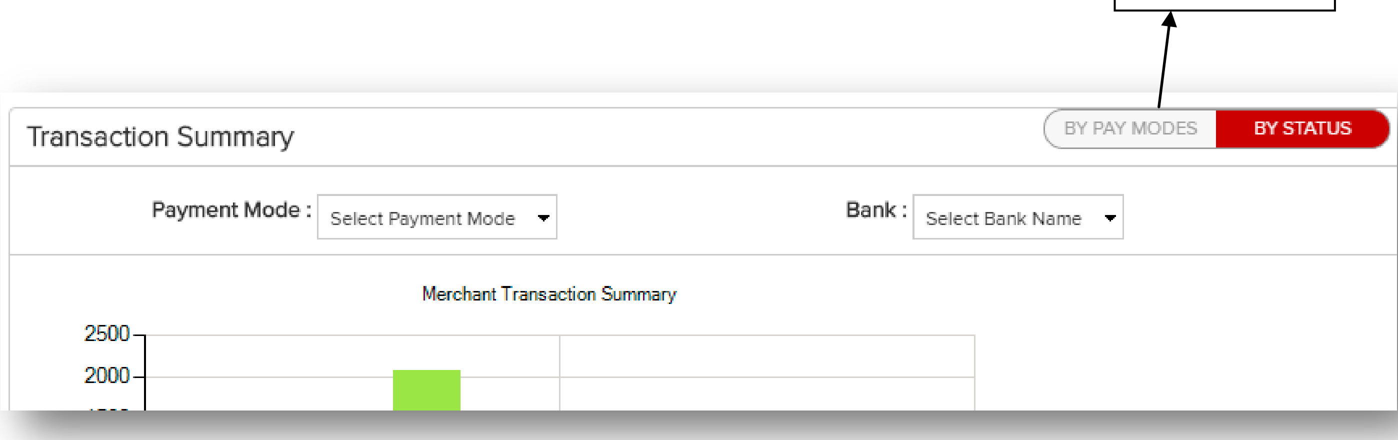
Step 1: Select a date label or date range



As can be seen from the image above, user can either select a popular date label or select a date range

Step 2: Select merchant id or select all merchant id through 'Select Group' dropdown

Step 3: Toggle between mode analysis and status analysis



Users can toggle between mode and status analysis for respective analysis. More information on either can be found below.

Q7. *What are the different sections in the Quick View page and what information do they convey?*

Quick View page consists of 3 sections

1. **Overview Header**

Overview header gives a bird's eye view on following key metrics for the date range selected:

Total Transactions – Count of the number of transactions during the selected time interval

Total Amount – Total worth of transactions during the selected time interval

Average Ticket Size – Total Amount/Total Transactions i.e. The average transaction amount in selected time interval.

Success Ratio – Total successful transaction to total processed transactions for the selected time interval

2. Transaction summary analysis

There are currently 2 different types of analysis. These can be switched using the toggle button provided at top-right corner of the section.

Payment Mode Analysis

Payment Mode analysis provides pie chart of overall transaction distribution by payment modes as well as the transaction count and respective success ratio.

Status Analysis

Function: Status analysis provides bar charts of overall transaction distribution in the selected date range split up on daily basis. We can also see the split up of transactions with respect to the status i.e. Success, Failure, User Aborted, Pending etc.

3. Insights Side bar

The vertical sidebar on the right side of the Quick view page provides information which is as given below:

- Best bank by success ratio
- Peak Hours and volume
- Best performing mode by success ratio
- Peak Hour - Shows the peak hour and average daily transaction count in the same for selected date interval

Transaction Reports

Function: Transaction reports provide count summary as well as transaction based reports with various parameters involved.

Q8. How to generate transaction reports:

Step 1: Date Type

User needs to select the date type. The date type is as follows:

Transaction date: The date on which the end consumer initiated transaction on merchant page

Payment date: The date on which the merchant receives amount for the transaction

Debit date: The date on which bank sends amount to TPSL for the specific transaction.

Step 2: Date Range

User needs to select the date range between which the reports can be generated. This can be less than 7 days and the dates cannot be older than 6 months. For older transactions, users will need to contact customer support.

Step 3: Transaction Status:

Users will also be able to filter transactions based on status e.g. - Success, Failure, Pending, User aborted etc for specific analysis.

Q9. What actions can be done on fetched reports?

Page Navigation: Due to space restrictions user would only be able to view limited entries. For more entries, user can go to next/previous page from the bottom of the report page.

Sort by headers: User can sort data by specific column. This can be done by clicking on the specific column header name. User will be able to toggle between A-Z sort and Z-A sort by clicking the same column header.

Download Reports: The fetched reports can be downloaded in Excel/CSV and PDF Formats.

Summary (User Aborted- Transaction cancelled by user. Aborted- Transaction aborted. Awaited- Response pending from bank)

ATTEMPTED	SUCCESS TXN	AWAITED TXN	ABORTED TXN	USER ABORTED TXN	FAILED TXN	REFUND TXN	SUCCESS PERCENT
155	120	0	4	17	10	4	86.96%

Total 155 Transactions

Export to

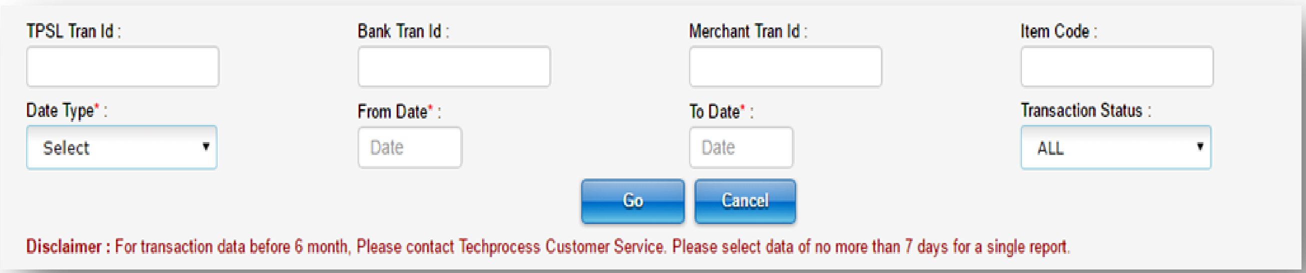
SRNO	SUBMER ID	BANK ID	BANK NAME	TPSL TRAN REF	MERCHANT TRAN REF	ITC
1	10209	118	Visa Master Maestro Debit Card Gateway	244959490	ZVJ5AVTY	{itc:YuppTV Pass}{custid:1671142}{custname:Vura Satyanarayana}
2	10209	179	Andhra Bank	244960637	TLPQHHZB	{itc:YuppTV Pass}{custid:2957140}{custname:SARATH}
3	10209	68	State Bank of Travancore	245067674	TUAGA4WQ	{itc:YuppTV Pass}{custid:1132010}{custname:Jagath Sadanandan}
4	10209	82	Visa Master Maestro Credit Card Gateway	245081119	AMLAQZOB	{itc:YuppTV Pass}{custid:2772937}{custname:Balaji}
5	10209	30	HDFC Bank Retail	245130354	NZB9NCKL	{itc:YuppTV Pass}{custid:2978428}{custname:Nikhil Sharma}
6	10209	30	HDFC Bank Retail	245142139	46XENUML	{itc:YuppTV Pass}{custid:1302242}{custname:Pavana}
7	10209	53	State Bank of India	245218369	8EMYSYWO	{itc:YuppTV Pass}{custid:283174}{custname:rkshank}
8	10209	14	Karnataka Bank	245224770	7EE99Z2L	{itc:YuppTV Pass}{custid:224295}{custname:Valluri Salmon Daniel Kumar}

Status Reports

Q10. What is the function of status reports?

Status reports provide count summary as well as transaction based reports with various parameters involved. It also shows details for respective transaction status.

Q11. How to generate status reports?



Step 1: Search by any one of following parameters: TPSL Tran ID, Bank Tran Id, Merchant Tran Id, Item code:

User can query for status reports on selective transactions through any of the above 4 parameters.

Step 2: Select Date type

User needs to select the date type. The date type is as follows:

Transaction date: The date on which the end consumer initiated transaction on merchant page

Payment date: The date on which the merchant receives amount for the transaction

Step 3: Select Date range

User needs to select the date range between which the reports can be generated. This can be less than 7 days and the dates cannot be older than 6 months. For older transactions, users will need to contact customer support.

Step 4: Filter by Transaction status:

Users will also be able to filter transactions based on status e.g. - Success, Failure, Pending, User aborted etc for specific analysis.

TRAN DATE	PAYMENT DATE	SRC ITC	MERCHANT TRAN REF	TPSL TRAN REF	BANK TRAN ID	GROSS AMT	TPSL CHARGES
04 Aug 2016	06 Aug 2016	{itc:YuppTV Pass}{custid:1165314}{custname:raghu rami reddy}	CKVNIYGU	245870818		5	0.06
01 Aug 2016	03 Aug 2016	{itc:YuppTV Pass}{custid:6157}{custname:Abdullah}	ESXZBTCK	245129216		5	0.06
04 Aug 2016	06 Aug 2016	{itc:YuppTV Pass}{custid:2744047}{custname:Mathur}	FSBE7FFC	245870151		78	0.9
01 Aug 2016	03 Aug 2016	{itc:YuppTV Pass}{custid:6157}{custname:Abdullah}	LA7LWEYE	245128031		5	0.06
03 Aug 2016	05 Aug 2016	{itc:YuppTV Pass}{custid:425117}{custname:Brajesh}	1SBBFP9P	245438105	116080336074755	98	1.2
02 Aug 2016	04 Aug 2016	{itc:YuppTV Pass}{custid:173362}{custname:Doure Ranjith}	3K40IY5K	245377704	IG0CLMQKW6	5	0.06
03 Aug 2016	05 Aug 2016	{itc:YuppTV Pass}{custid:2773544}{custname:veera suryanarayana}	BGQUG9AP	245543985	116080336209416	30	0.25
03 Aug 2016	05 Aug 2016	{itc:YuppTV Pass}{custid:425117}{custname:Brajesh}	E6DLUKUN	245438288	116080336075039	98	2.18
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

Q12. What actions can be taken on fetched reports?

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<u>Download Reports</u>: The fetched reports can be downloaded in Excel/CSV and PDF Formats.

Refund Reports

Q13. What is the function of refund reports?

Refund reports provide count summary as well as transaction based reports with various parameters involved for refund specific transactions.

Q14. How to generate refund reports?

<u>Step 1</u>: Search by one of following fields: TPSL Txn ID, Bank Txn Id, Merchant Txn Id:

User can query for status reports on selective transactions through any of the above 3 parameters.

<u>Step 2</u>: Date Range

User needs to select the date range for which merchant initiated the refund. This range should be less than 7 days and the date selected cannot be older than 6 months. For older transactions, users will need to contact customer support.

<u>Step 3</u>: Transaction Status

Users will also be able to filter transactions based on status i.e. – Successfully marked refund, Refunds processed and Refunds rejected.

Q15. What actions can be taken on fetched reports?

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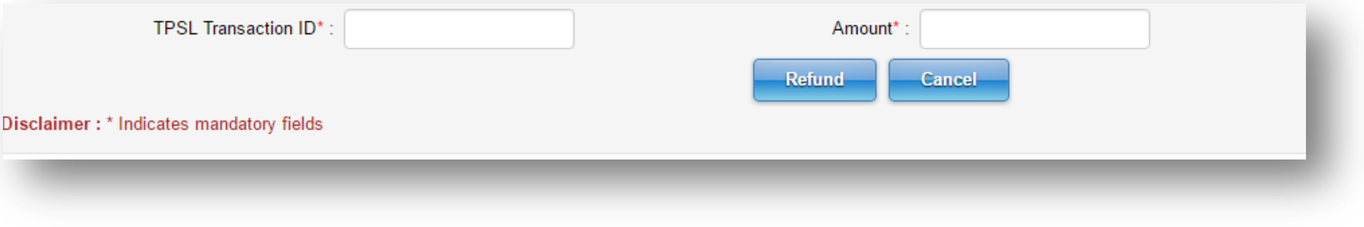
Offline Refunds



Q16. How can I mark refund for any transaction in offline mode?

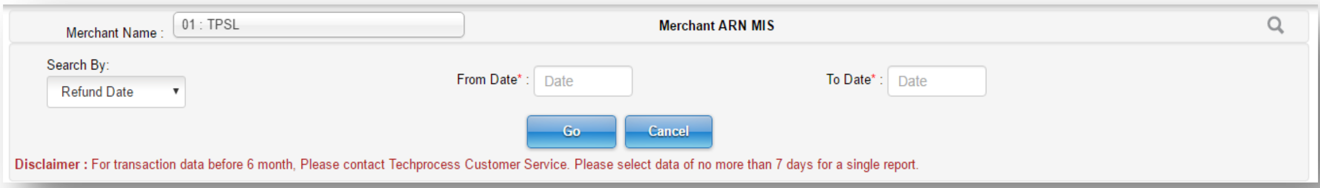
Users can mark offline refunds for selective transactions specific to TPSL transaction Id. The total amount that can be entered can be any amount up to the actual transaction amount. If the amount entered exceeds the total amount then a warning message will be displayed for the same.

ARN MIS Reports

Q17. What is the Function of ARN MIS section?

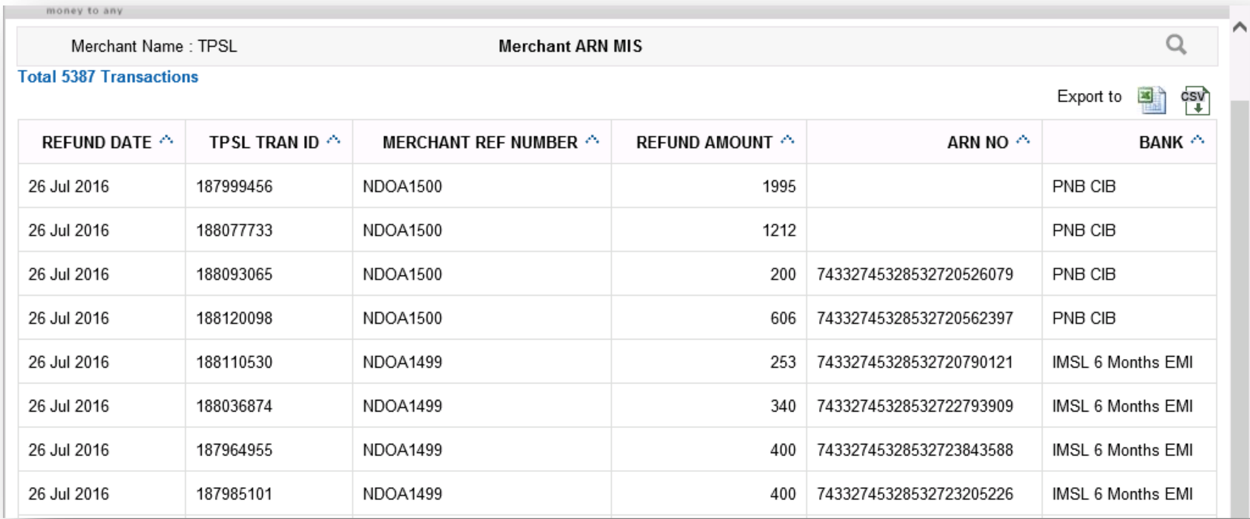
The ARN MIS Section lets you download reports including ARN No and bank related details based on refund processed date, TPSL Transaction Id or Merchant Transaction Id.

Q18. How to fetch ARN MIS reports?



Search by one of following fields: Refund Processed Date, TPSL Transaction Id or Merchant Transaction Id._User can query for status reports on selective transactions through any of the above parameters.

Q19. What actions can be taken on fetched reports?



Merchant Name : TPSL

Merchant ARN MIS

Total 5387 Transactions

Export to

REFUND DATE	TPSL TRAN ID	MERCHANT REF NUMBER	REFUND AMOUNT	ARN NO	BANK
26 Jul 2016	187999456	NDOA1500	1995		PNB CIB
26 Jul 2016	188077733	NDOA1500	1212		PNB CIB
26 Jul 2016	188093065	NDOA1500	200	74332745328532720526079	PNB CIB
26 Jul 2016	188120098	NDOA1500	606	74332745328532720562397	PNB CIB
26 Jul 2016	188110530	NDOA1499	253	74332745328532720790121	IMSL 6 Months EMI
26 Jul 2016	188036874	NDOA1499	340	74332745328532722793909	IMSL 6 Months EMI
26 Jul 2016	187964955	NDOA1499	400	74332745328532723843588	IMSL 6 Months EMI
26 Jul 2016	187985101	NDOA1499	400	74332745328532723205226	IMSL 6 Months EMI

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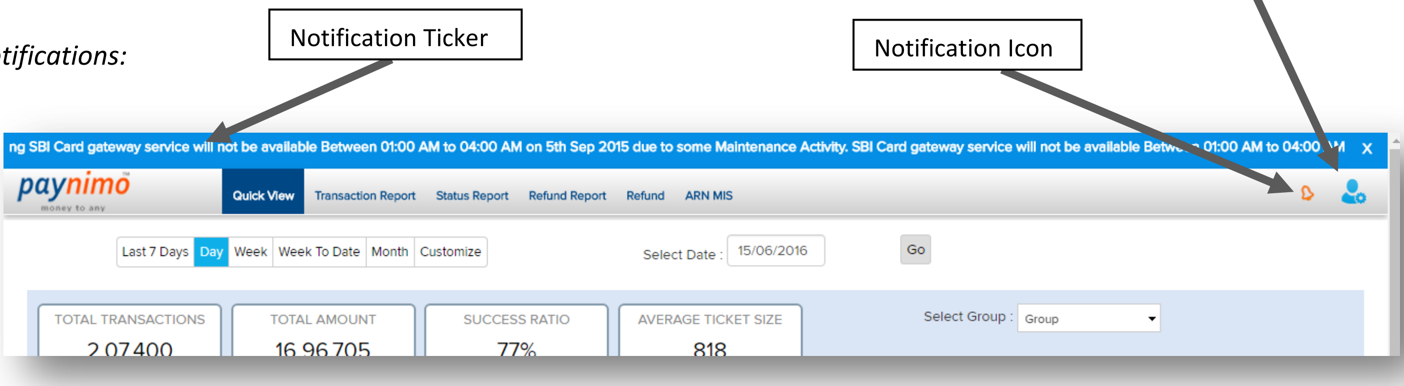
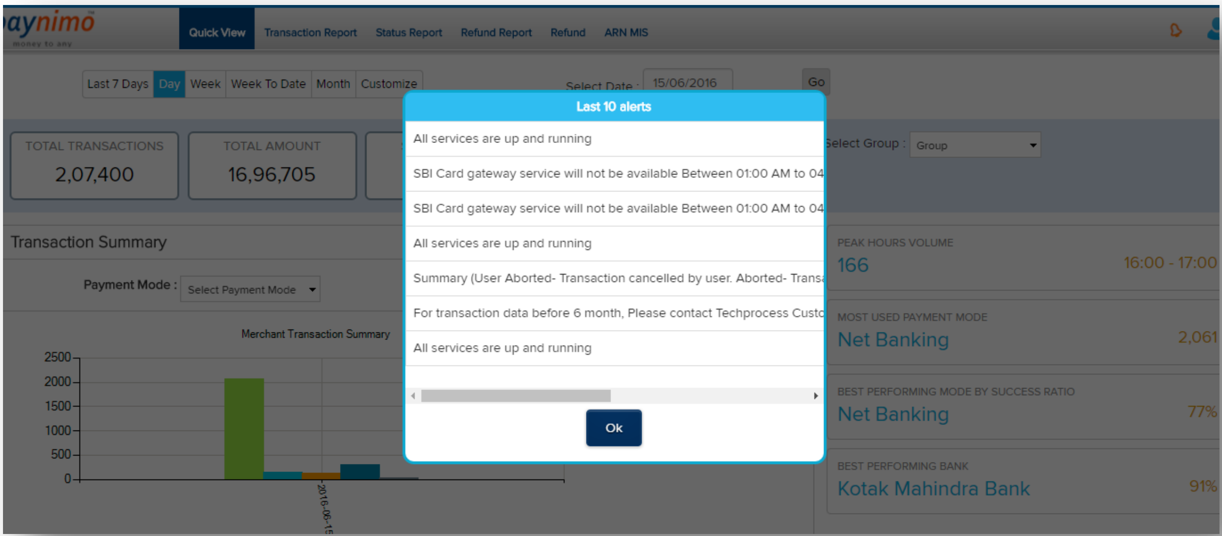
Notifications & User settings

Notifications:



Notification Ticker: A notification ticker is shown whenever there is a notification to be shown to the user e.g. Planned and unplanned downtime notification.

Q20. Where can I see the recent notifications?



Recent notifications can be seen by clicking on the notification area. It shows latest 10 notifications for reference.

Q21. How do I change my password?

Users can change the password from the 'My Profile' button.