



# Aggregator Support Manual

Version 1.0.0 1/6/20

## Purpose:

This document serves as a reference for Aggregators in resolving their Agents issues before escalating to Moniepoint Support

S/N	Issues	Resolution
1	<b>Agent not able to do key download while getting response "connection failed"</b>	Ensure there is enough data on sim card or change the sim card to another one with enough data and confirm if good network coverage is available, preferable 4G LTE
2	<b>Agent complained that withdrawal transaction he made was successful but the funds are not added to his wallet</b>	Advise the agent to synchronize his/her terminal by following this steps on the POS menu: 1: Go to services (4th option under menu) 2: Scroll to synchronise (10th on the list of options) 3: Synchronise 4: Restart the terminal
3	<b>Transaction failed and customer debited</b>	Inform Agent to Log the transaction on the dispute refund platform using the following steps: 1). Locate the affected transaction. 2) Click "Request Refunds". 3) Input the customer's account details. 4). Input your email. 5). Submit.  The affected customer account will be credited when/If the transaction was settled to moniepoint. Resolution will take 24-48 hours

4	<b>Unable to print receipt</b>	<p>1. Check that the Agent position the paper properly</p> <p>2. Check that the Agent got the right paper, Inform agent to use a hard object against the paper and send the result</p>
5	<b>Terminal block</b>	<p>Log on to the website and change the terminal pin using the following steps</p> <ul style="list-style-type: none"> <li>* Kindly log on to atm.moniepoint.com</li> <li>* Under Reset Authorisation PIN , input your Moniepoint online password</li> <li>* Input your desired pin for the POS</li> <li>* Confirm the new pin</li> <li>* Save changes</li> <li>* Restart the terminal.</li> </ul>
6	<b>Unable to log into front office</b>	<p>Advise agent to clear browser cache and refresh his/her terminal</p> <ol style="list-style-type: none"> <li>1: go to your browser setting</li> <li>2: click on advance</li> <li>3: Click on clear cache</li> <li>4: Refresh</li> </ol>
7	<b>Agent unable to log into front office, error "Invalid login"</b>	<p>Confirm the agents business name and email address and provide the agent with his/her username</p>
8	<b>Reprint a receipt on the terminal</b>	<ol style="list-style-type: none"> <li>1: To reprint receipt:</li> <li>2: Kindly go to 'Services'</li> <li>3: Click on any of the following: <ol style="list-style-type: none"> <li>a 'End of day report'</li> <li>b Last Report</li> <li>c Print copy</li> </ol> </li> <li>4: Click on 'Print full report'</li> <li>5: Click on 'Print select'</li> <li>6: Click on the type of transaction I.e. Purchase (withdrawal) or Deposit.</li> <li>7: Input start date and end date</li> <li>8: Tap the enter key to print.</li> </ol>
9	<b>Agent getting response "Connection failed"</b>	<p>Ensure that there is enough data on the sim card then restart.</p> <p>Or, change the sim to another one with enough data and good network coverage in the area, Preferably</p>

		4G LTE.
10	<b>Invalid transaction</b>	Confirm that the agent is not transacting above his limit
11	<b>Pin blocked</b>	<ul style="list-style-type: none"> <li>* Log on to atm.moniepoint.com</li> <li>* Go to your agent's profile</li> <li>* Under Reset Authorization PIN , input your Moniepoint online password</li> <li>* Input your desired pin for the POS</li> <li>* Confirm the new pin</li> <li>* Save changes</li> <li>* Restart the terminal.</li> </ul>
12	<b>Successful Deposit, Not reflecting in account</b>	Inform the agent to do the following:
13	<b>Missing Withdrawal</b>	<ol style="list-style-type: none"> <li>1. Identify the SESSION ID</li> <li>2. Contact the bank's customer service centre</li> <li>3. Give them the SESSION ID</li> </ol>
14	<b>APP exception</b>	Restart terminal
15	<b>Issuer or switch inoperative</b>	<p>Synchronize: On the menu:</p> <ol style="list-style-type: none"> <li>1: Go to services (4th option under menu)</li> <li>2: Scroll to synchronize (10th on the list of options)</li> <li>3: Synchronise till it says synchronization complete then restart the terminal</li> </ol>
16	<b>Withdrawal Transaction showing following Errors</b>	<ol style="list-style-type: none"> <li>1. Locate transaction of dashboard</li> <li>2. Click request refunds</li> <li>3. Input the customer's bank details</li> <li>4. Input your email</li> <li>5. Await refunds within 24-48 working hours</li> </ol>
17	<b>Profile Download Failed</b>	<p>Kindly Do a key download and retry the transaction:</p> <ol style="list-style-type: none"> <li>1: Go to admin, type in the admin key (contact your aggregator for this)</li> <li>2: Select key exchange</li> <li>3: Download keys (after successful download)</li> <li>4: Go to admin, type in the admin key</li> <li>5: Select key exchange</li> <li>6: Download parameters</li> <li>7: Restart terminal.</li> </ol> <p>The result of the test identified data as the problem. This translates to the following</p> <ol style="list-style-type: none"> <li>1. Network problem with the sim</li> <li>2. Data exhausted</li> </ol> <p>Data Test failing is always sim related.</p>

		Aggregator should also confirm terminal is assigned Kindly ensure that there is enough data in the sim card then restart. Or, change the sim to another one with enough data and good network coverage in the area. Preferably 4G LTE.
18	<b>Unsynced transaction</b>	<i>Contact support for remote upgrade</i>
19	<b>Withdrawal not reflecting on my dashboard</b>	1. We advise the agent to synchronize the terminal, 2. Support will confirm if the transaction has been quarantined.
20	<b>Deposit/cashout transaction limits exceeded</b>	Support can confirm if the agent wallet hasn't been liened
21	<b>Error processing transactions</b>	1. Advise the agent to perform a key download
22	<b>Profile download failed</b>	1. Confirm if the terminal is successfully assigned to an agent, 2. Confirm if there is data on the sim card in the terminal 3. Confirm if the sim card connectivity is not strong enough so we advise to change the sim card.

## Escalations:

For escalations, kindly reach out to the following line via Call or whatsapp:



09030009613

09093170000

08141500017

Email: [support@moniepoint.com](mailto:support@moniepoint.com)