mCASHIER

Merchant WEB portal

User's Manual

Version 1.1
11-18-2014

TABLE OF CONTENTS

1 Introduction 3
Purpose 3
Intended Audience 3
Scope 3
2 General System Information ..... **Error! Bookmark not defined.**
Users 3
3 Customer Management ..... **Error! Bookmark not defined.**
4 Login Page 4
User Login 4
5.1.1 High level settings 4
5.1.2 Enter Username and Password 5
Main Page 8
5 Account Management 10
Account management 10
Search merchant/Cashier 11
Add cashier (admin rights) 12
5.1.1 Mobile number – Already Exist 13
5.1.2 Mobile number – Invalid Format 14
Global search 14
5.1.3 Search by transaction ID 15
Web Users 16
Information 16
Search web user 17
Register Web User 20
Reports 23
Transaction history 23
Sales report 24
Account Summary 25
6 Session summary 26
7 Change password 27
Logout 28

Foreword

1 INTRODUCTION

This manual was written to help the system users learn how to start and manage the **Merchant WEB portal**.

It is designed to provide a comprehensive yet simple reference for the user. It allows using, operating and manipulating the functions without any assistance. It gives Merchant transparency and self-management functionality and intends to minimize Etisalat Customer Care calls volume.

The objective of this document is to outline various functions of the Merchant WEB portal.

PURPOSE

This document serves as guideline on Merchant WEB Portal functionalities and capabilities

INTENDED AUDIENCE

This document is intended for Merchants, Etisalat IT support , mCashier Admin and Customer care support.

SCOPE

Scope of this document is to communicate user procedures for Merchant WEB interface.

USERS

The users of this manual:

- mCashier Support team
- mCashier ADMIN
- IT Administrator
- mCashier Merchant

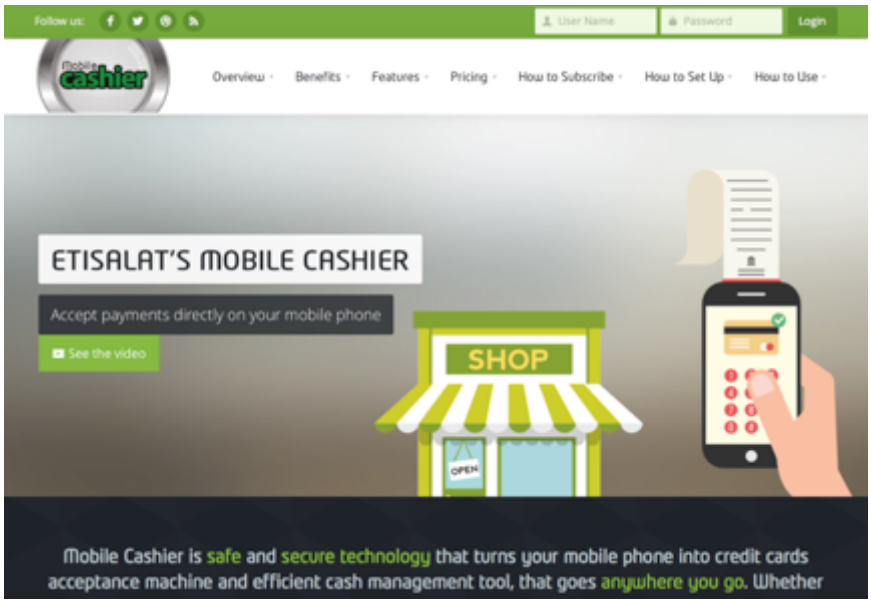
The **Merchant WEB portal** is part of the **mCashier ecoSystem**.

URL WWW.mcashier.ae

LOGIN PAGE

USER LOGIN

www.mcashier.ae



5.1.1 High level setting

SESSION TIMEOUT is 15 minutes . Application will return to User log in screen

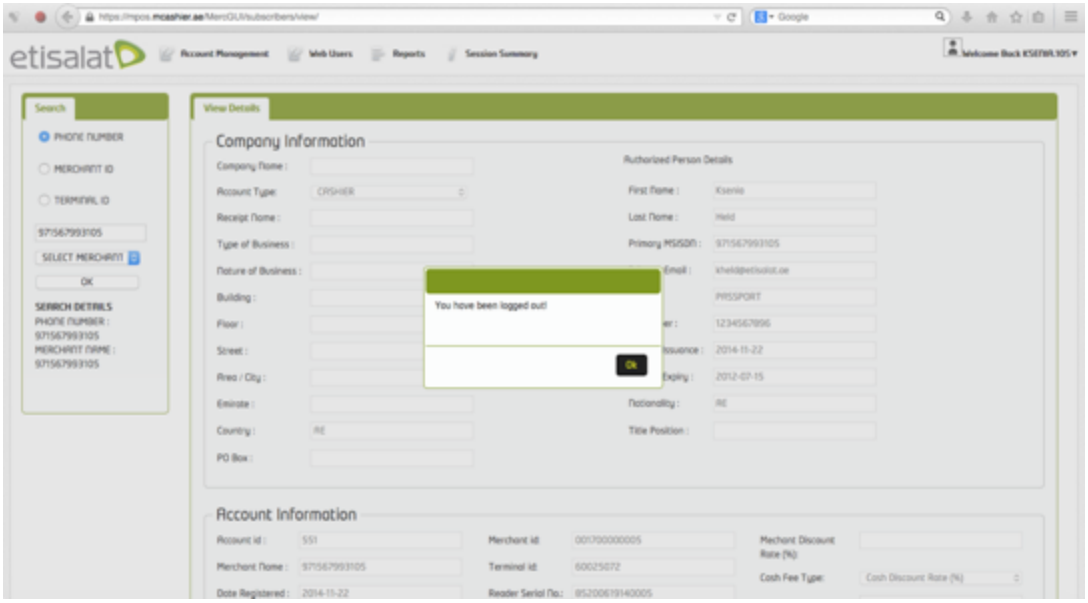


Figure 1 Logged out notification

PASSWORD CHANGE is mandatory on reset or new

PASSWORD EXPIRY is 60 days

MINIMUM PASSWORD is 6 characters, mix

PASSWORD HISTORY is Last 3 (User cannot re-use last three passwords stored in the system)

SEARCH RANGE* is 31 Days

NEW USER PASSWORD is valid for 24 hours (new user password will be issued for the duration of 24 hours. If it is not used it will expire after 24 hours)

5.1.2 Enter Username and Password

Initially, the mCashier platform ADMIN needs to login and register other users by creating the Merchant administrators' individual username and password.

After which, the administrator of each merchant can then create other users with their individual credentials.

System allows creation of two ADMIN and two VEWER web users per registered MSISDN (for example if merchant account has 2 cashiers, then merchant account and each of cashiers can have 4 web users each, 12 accounts all together).

System requires web users to have registered mCashier phone number

Credentials will be communicated to Merchant via SMS (both ADMIN and VIEWER rights)

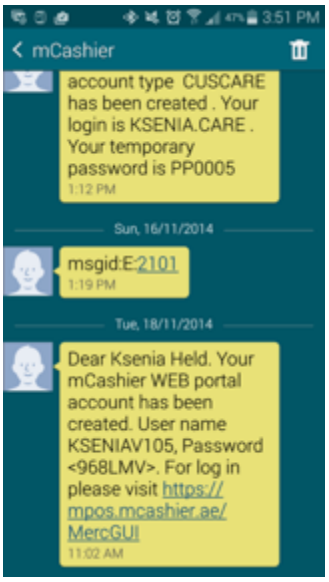


Figure 2.SMS with mCashier WEB Portal credentials

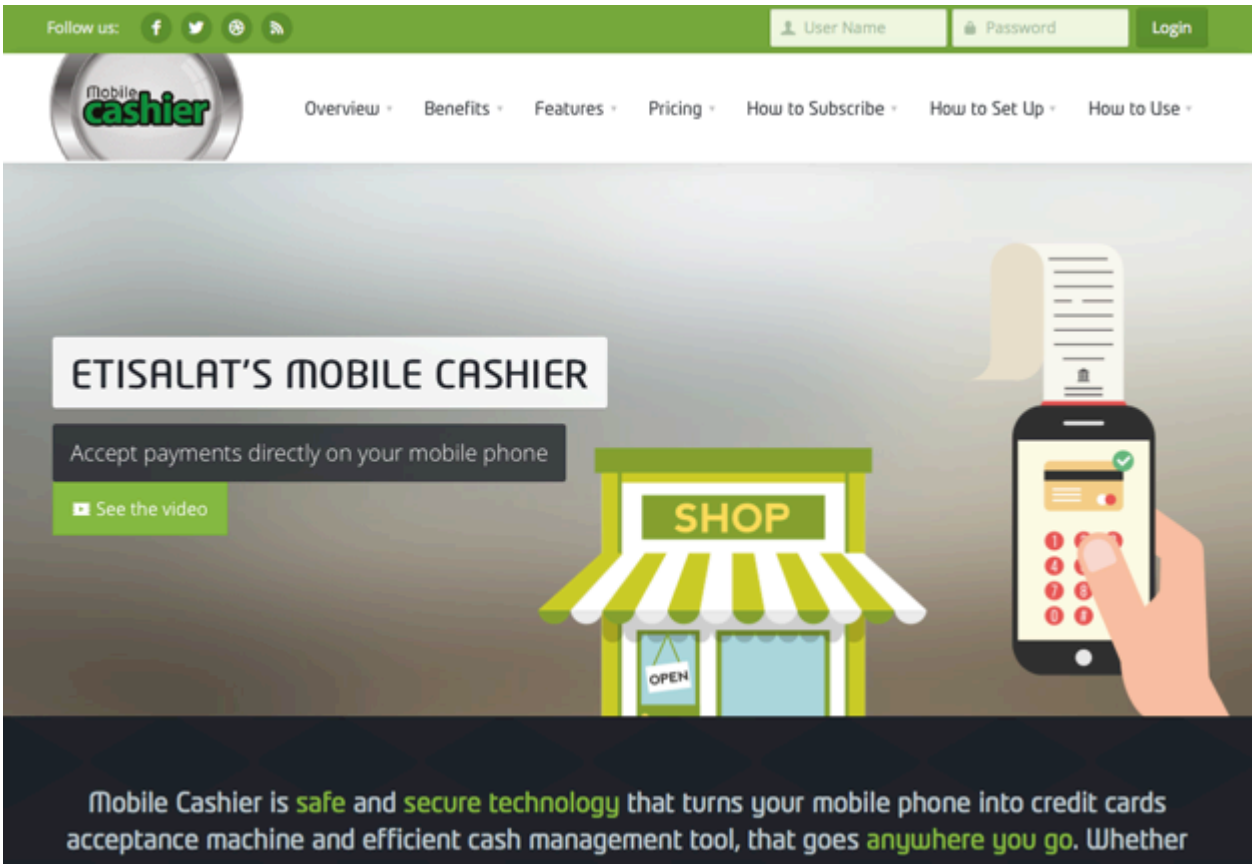


Figure 3 Login Page

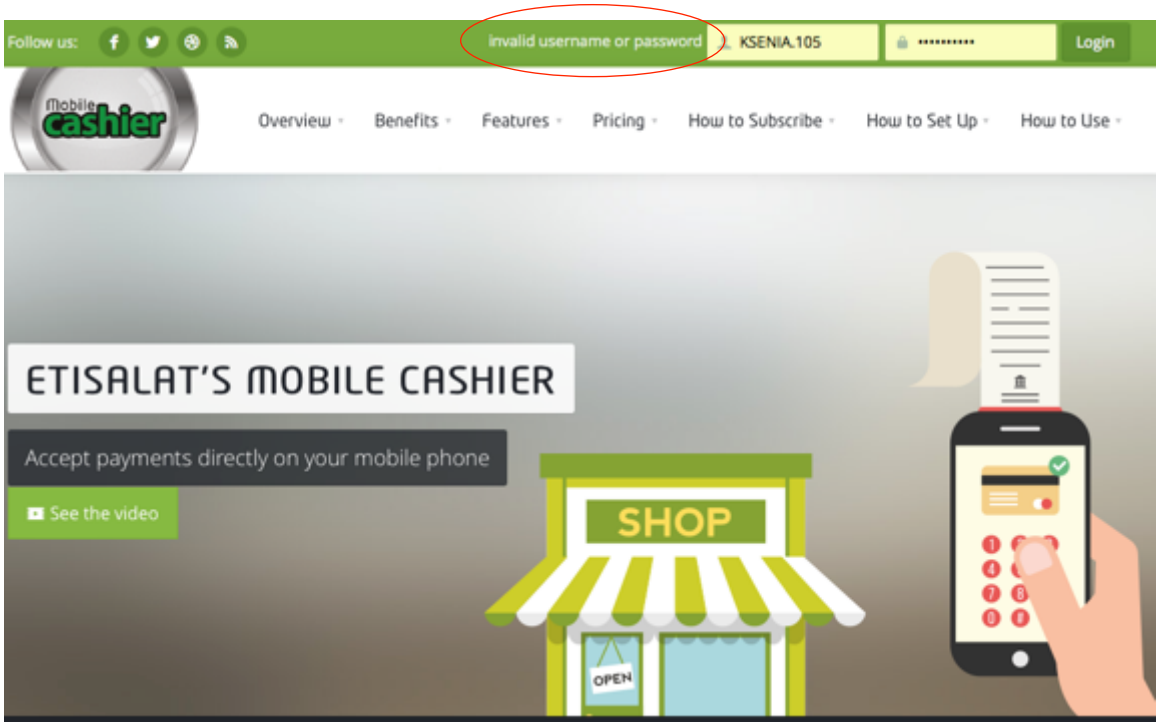


Figure 4 Login Page with an Invalid User Account

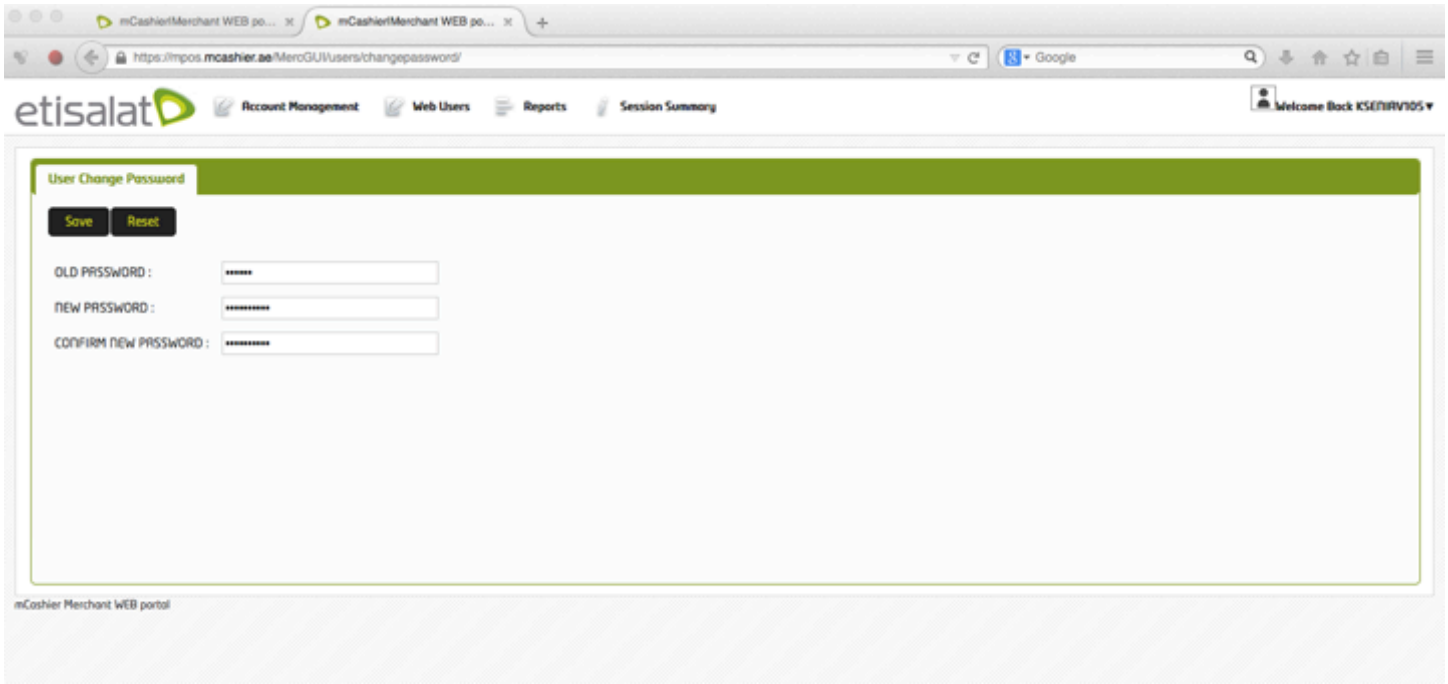


Figure 5 First time log in with temporary password

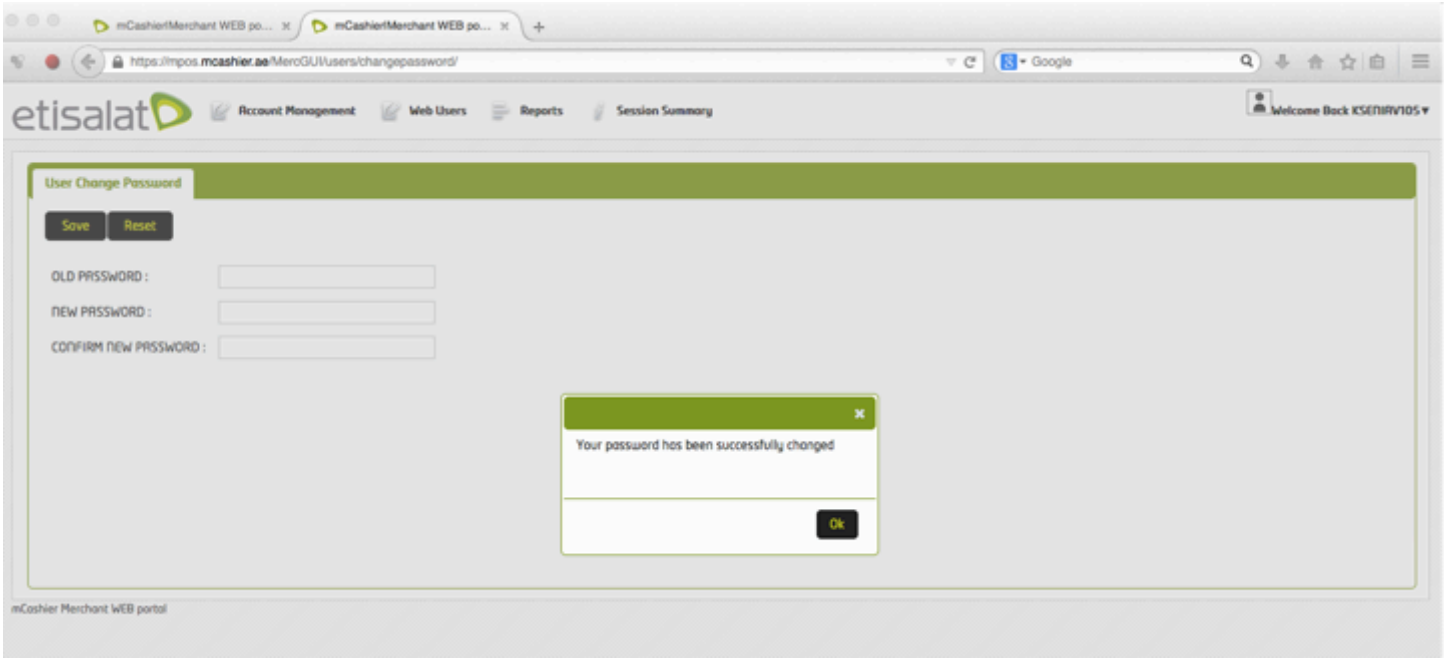


Figure 6 Successful password change

MAIN PAGE

Main page has the following tabs:

- Account Management
- Web Users (Admin only)
- Reports
- Session summary

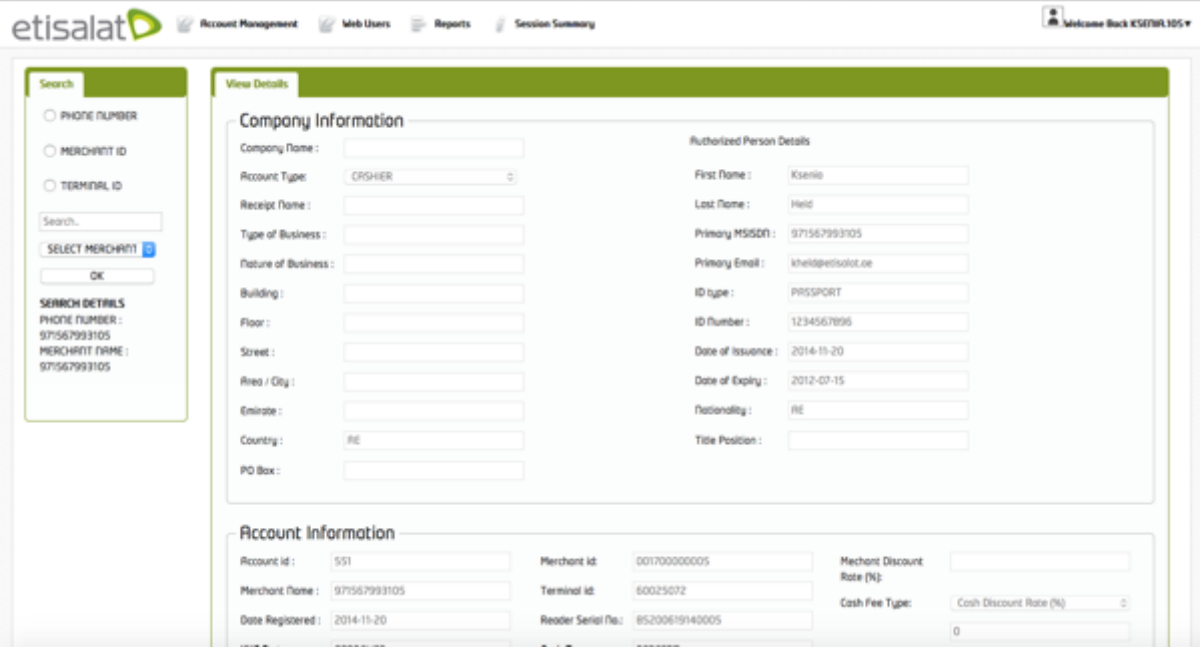


Figure 7.1 Main Page Admin view

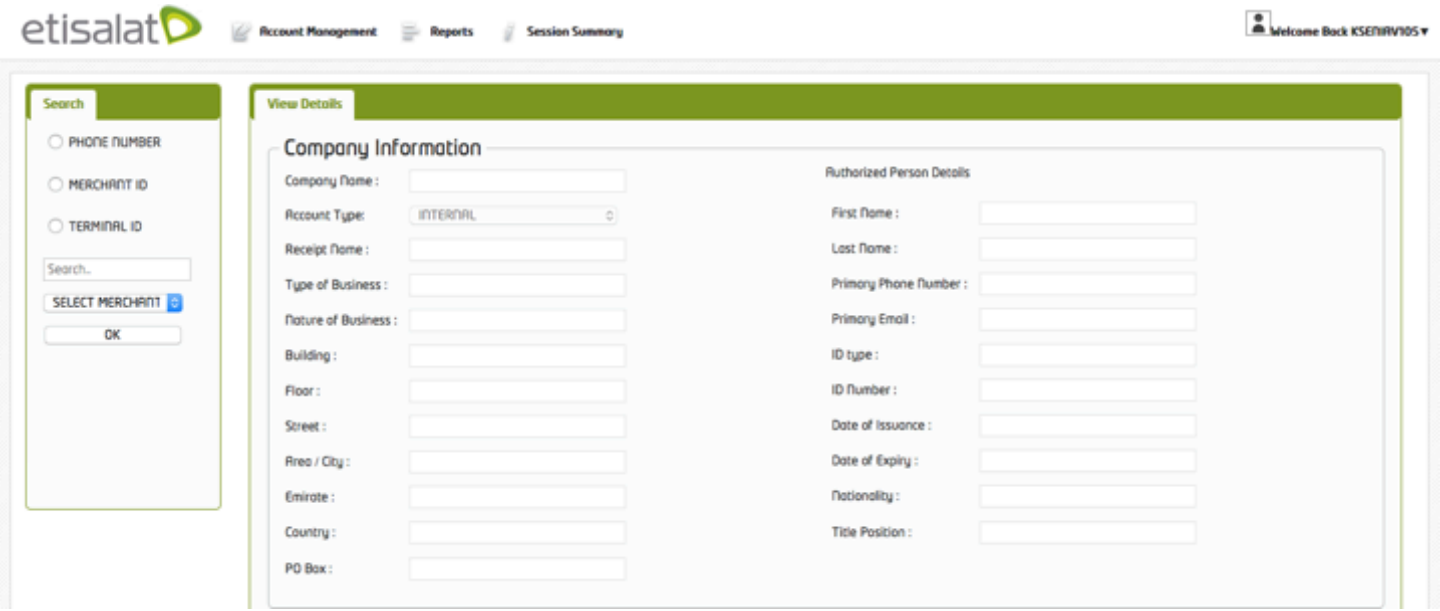


Figure 7.2 Main page Viewer

2 ACCOUNT MANAGEMENT

ACCOUNT MANAGEMENT

Account management tab has the following functionalities;

- Search Merchant/Cashier
- Add Cashier (ADMIN only)
- Global Search

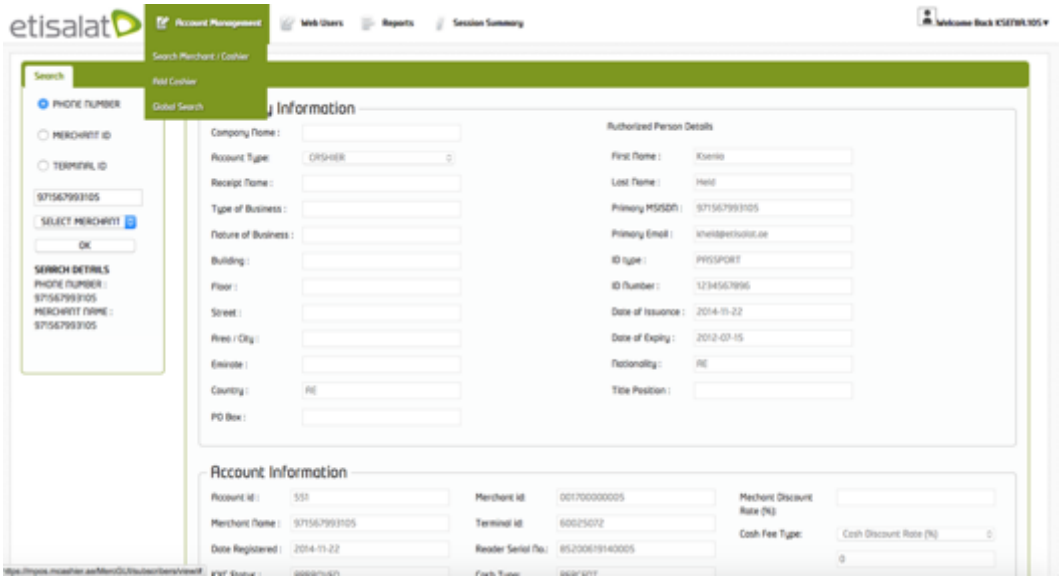


Figure 8.1 Account management ADMIN view

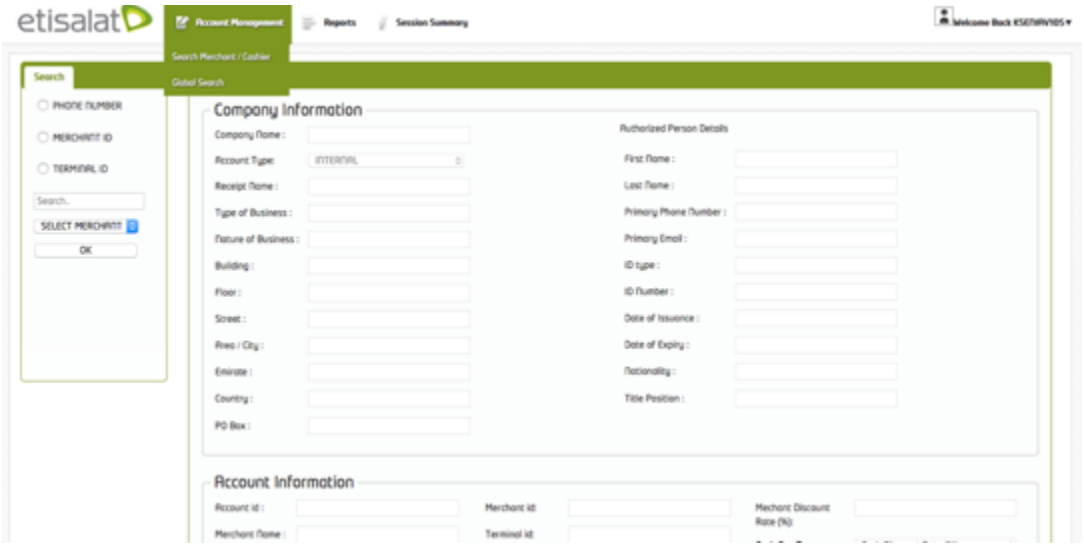


Figure 8.2 Account management Viewer right

SEARCH MERCHANT/CASHIER

The search functionality on the left side of the screen allows Merchant to search for a subscriber under the merchant's hierarchy (multiple registered cashiers under one merchant)

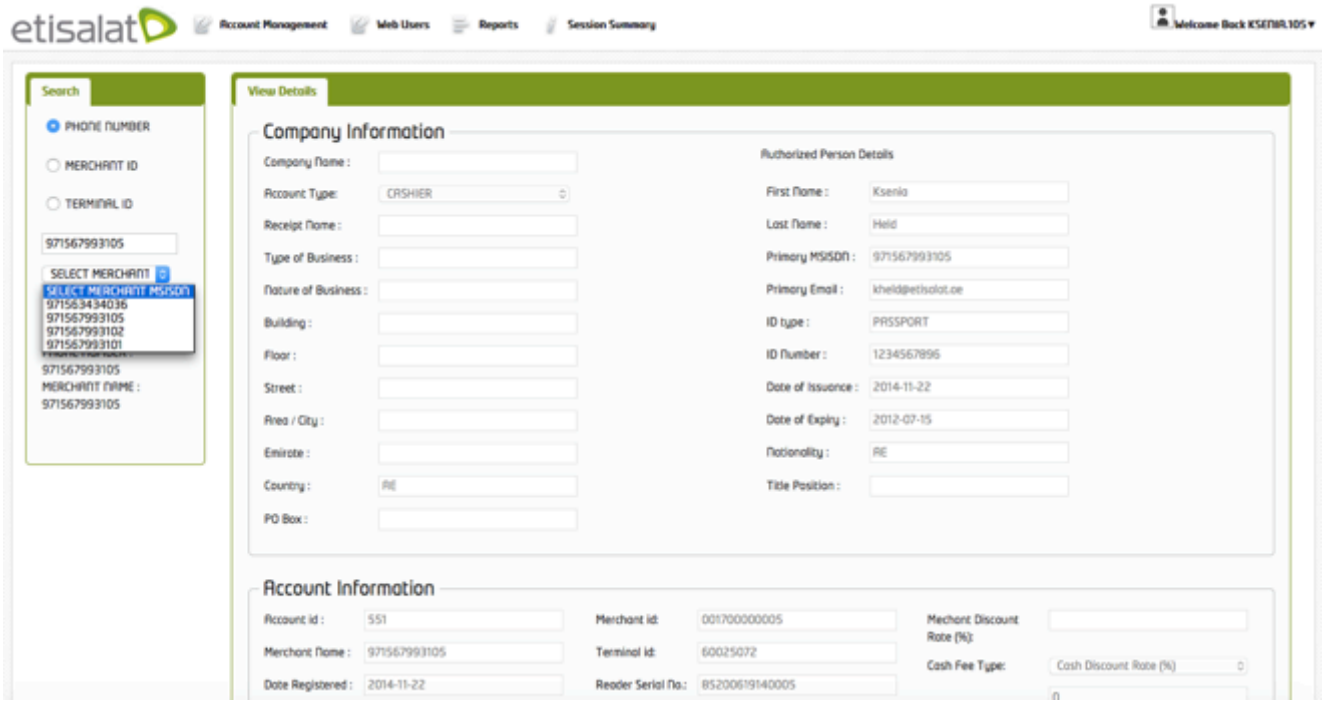


Figure 9 Search Subscriber

Search Merchant/Cashier is available using different search criteria:

- Phone number
- Merchant ID
- Terminal ID

There will be a dropdown also of subscriber nickname based on the hierarchy tree.

Main screen will display account info (the same info as collected during account information)

ADD CASHIER (ADMIN RIGHTS)

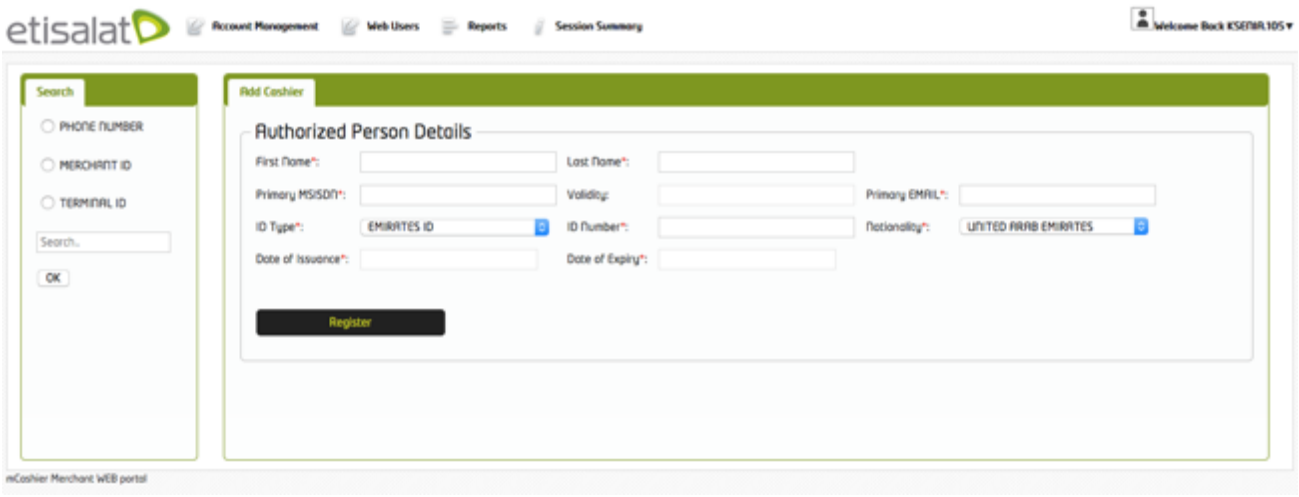


Figure 10 Add cashier

Merchant with Admin rights is required to enter the following fields in order to register Cahier

Authorized person details:

- Last Name
- First Name
- Mobile Number
- Email address
- ID type
- ID Number
- Date of issuance
- Date of expiry

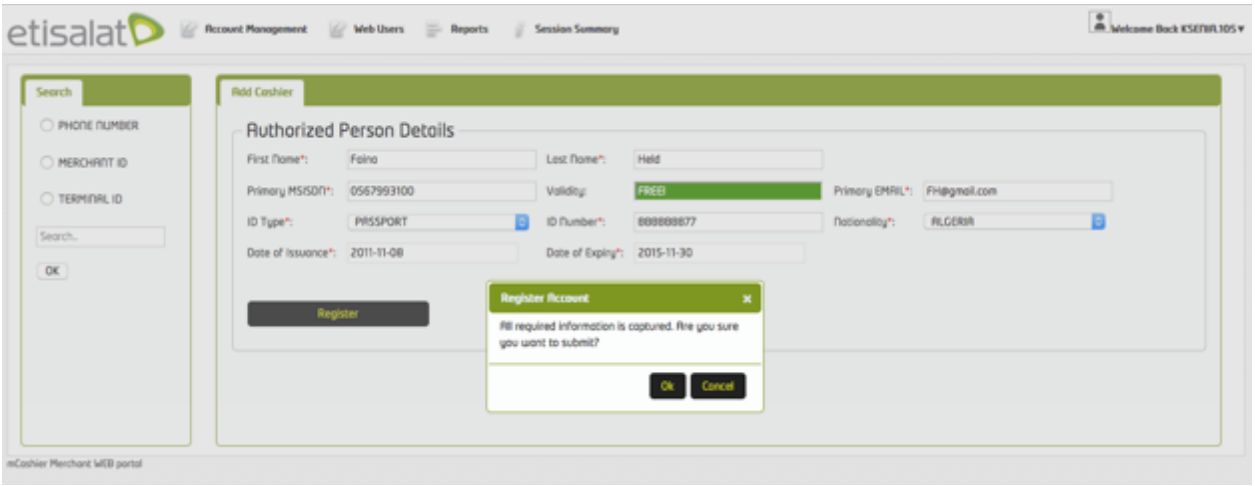


Figure 10 Add Cashier confirmation screen

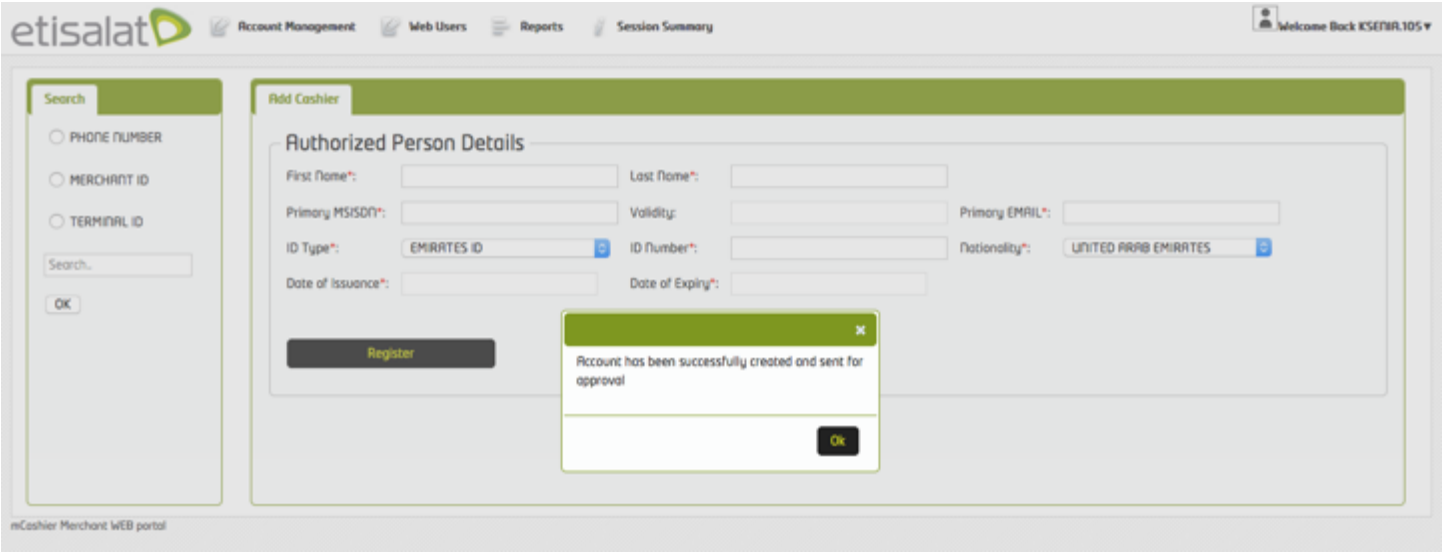


Figure 11 Account creation screen

After account has been successful created information is sent to Etisalat/NBAD for validation and approval.

Merchant and Cashier will receive SMS once account has been validated and activated

2.1.1 Mobile number – Already Exist

If mobile number is already registered with mCashier the validity field will display "Account already exist" on orange background.

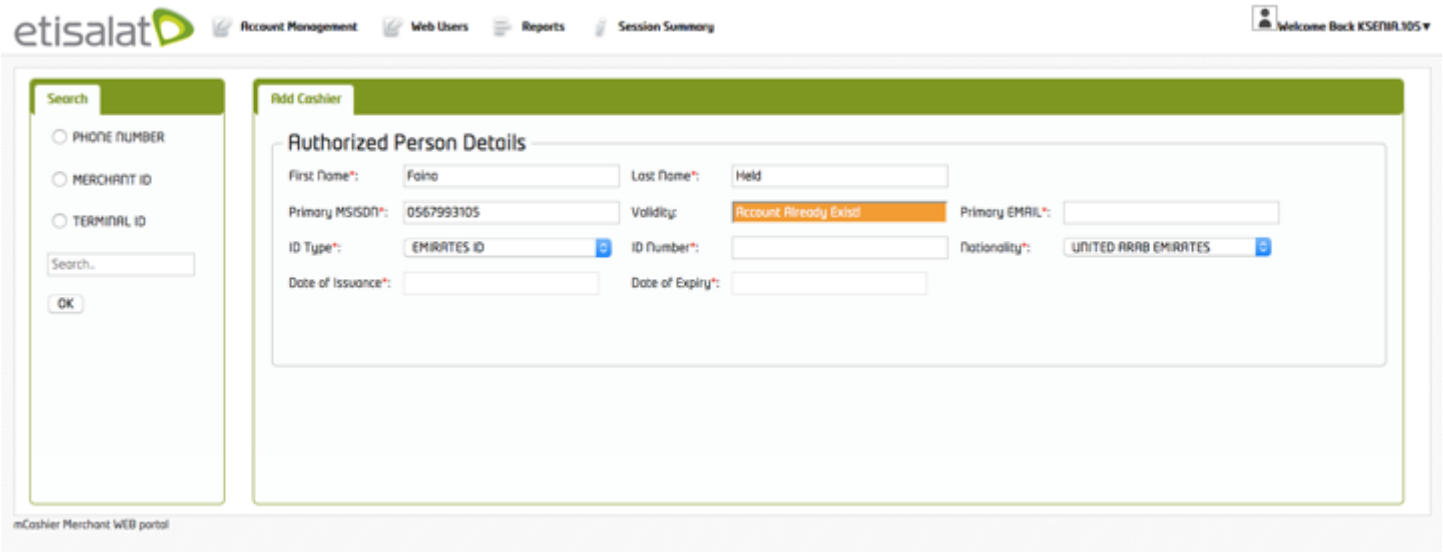


Figure 12 Mobile Number Account Existing

2.1.2 Mobile number – Invalid Format

If mobile number is entered incorrectly mCashier validity filed will turn red and display "Invalid format" on red background.

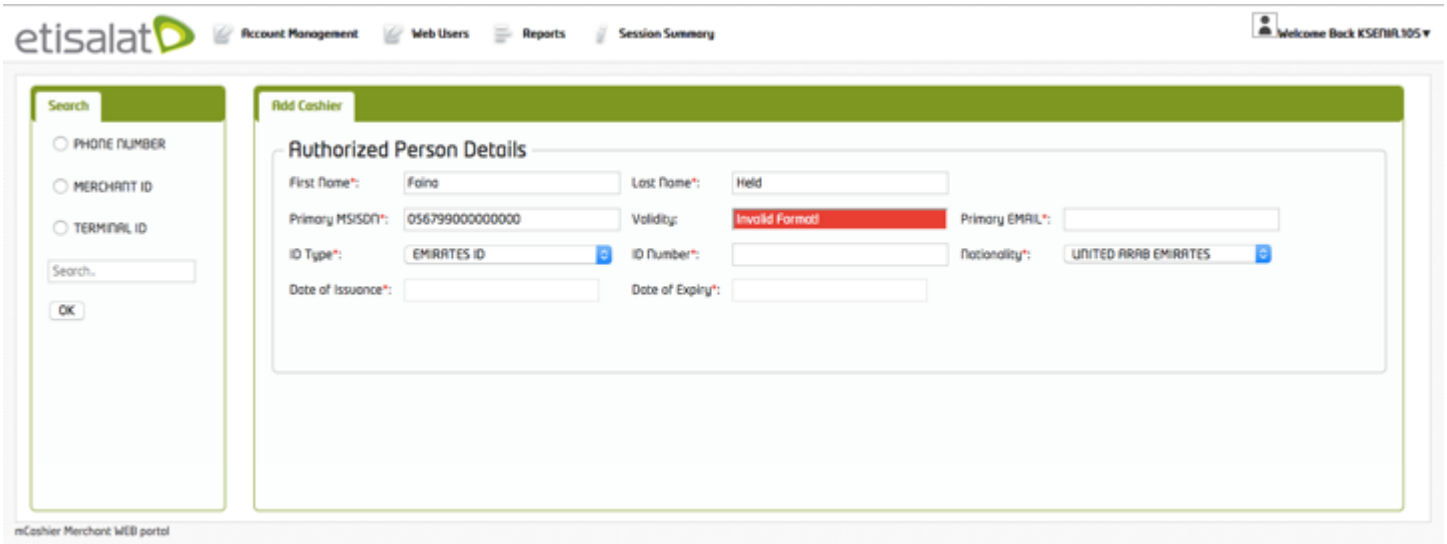


Figure 13 Mobile Number Invalid Format

GLOBAL SEARCH

Search fields have multiple filters that allow Merchant to locate particular transaction in the most efficient way

Search type:

- Phone number
- Merchant ID
- Terminal ID

There is also ability to further filter the search by selecting:

- ALL (Card and Cash transactions)
- CARD
- CASH
- SYSTEM MESSGAGES

Define the search period (max 31 days)

Click "View" button

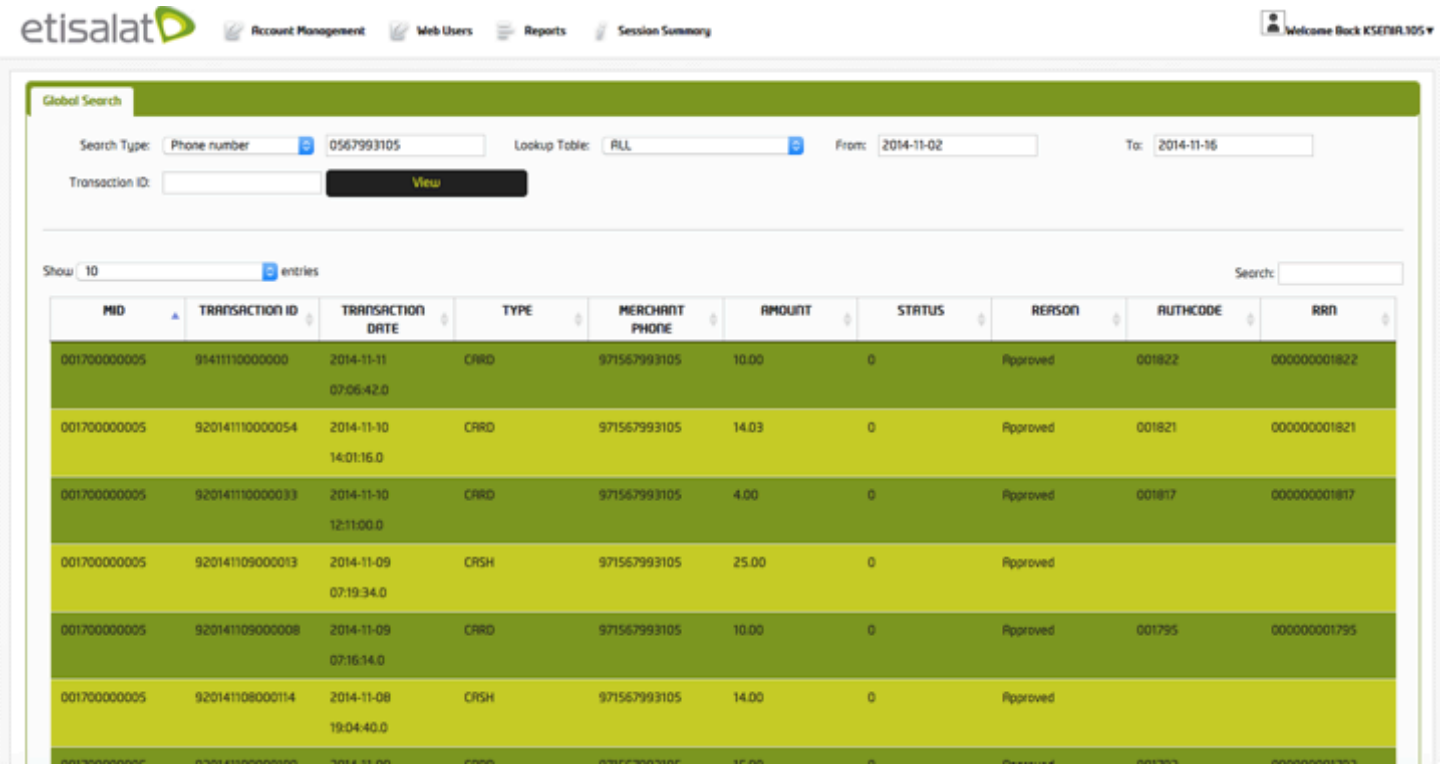


Figure 14 Global Search

2.1.3 Search by transaction ID

This search is useful if Merchant is acquiring about particular transaction.

- Enter transaction ID
- Put the transaction period (Max 31 days range)
- Click "View"

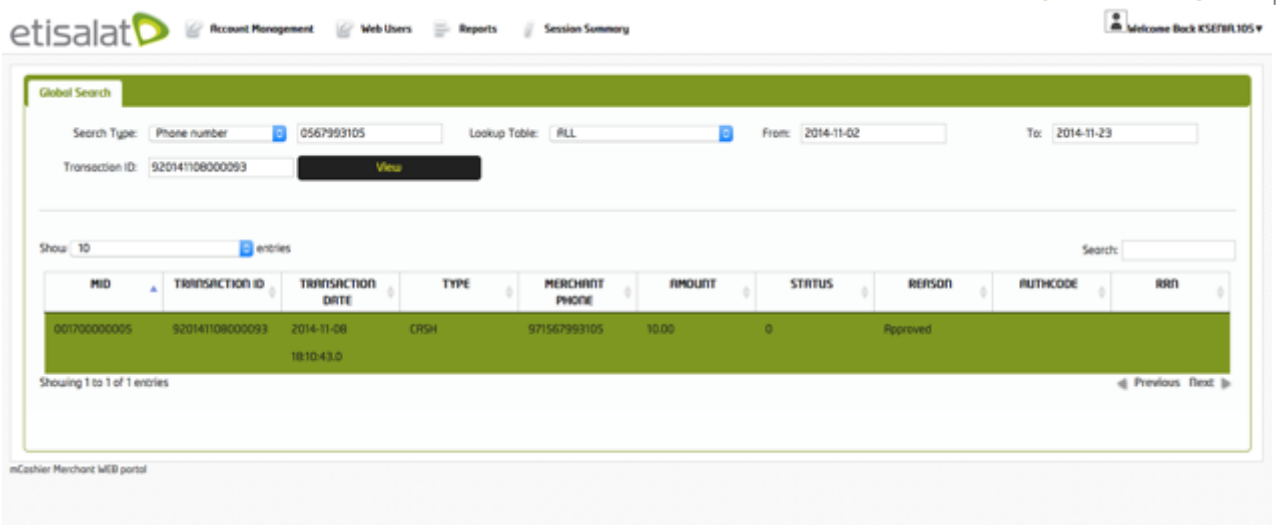


Figure 15 Search by Transaction ID

WEB USERS

INFORMATION

This tab is only available for Merchant with ADMIN access rights. This tab contains information about the web users.
ADMIN will be able to:

- Search Web user
- Register new Web user

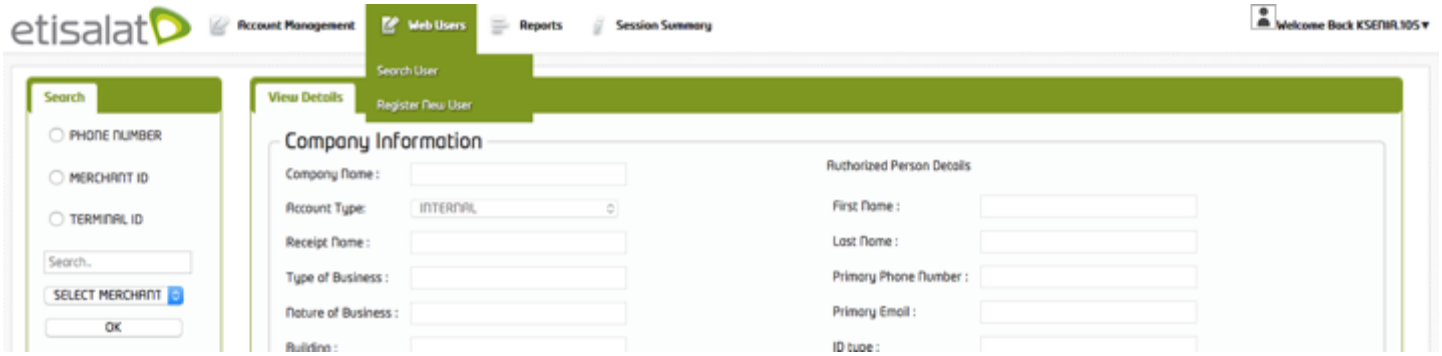


Figure 16 Web User

SEARCH WEB USER

- ID
- Username

Type details on the search box

Click "OK"

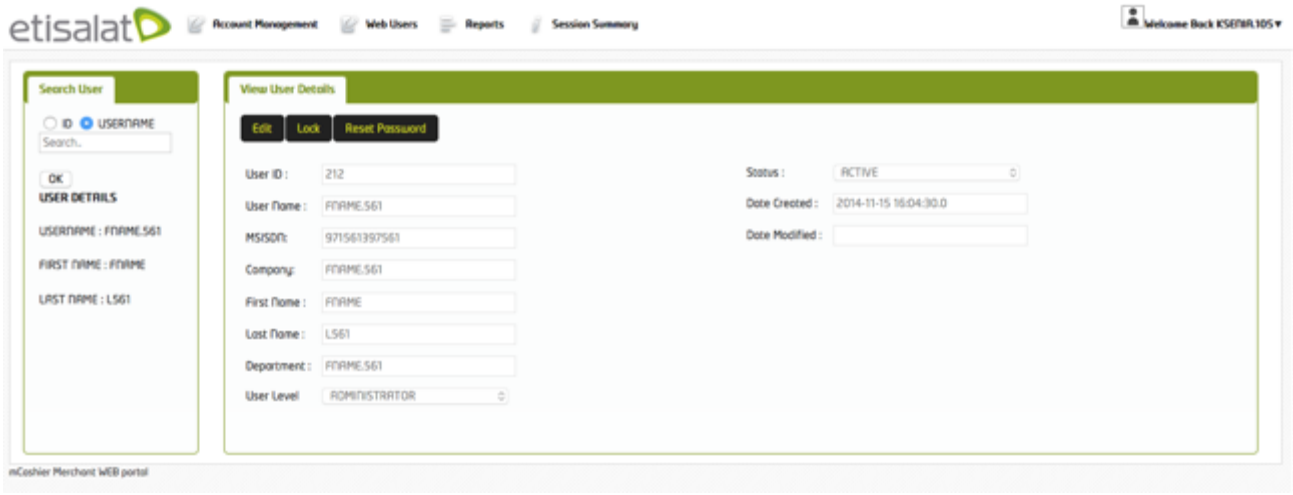


Figure 17 Web User search results

User with ADMIN rights will be presented with the following options:

1. Edit Web User Details
2. Reset web password
3. Lock account

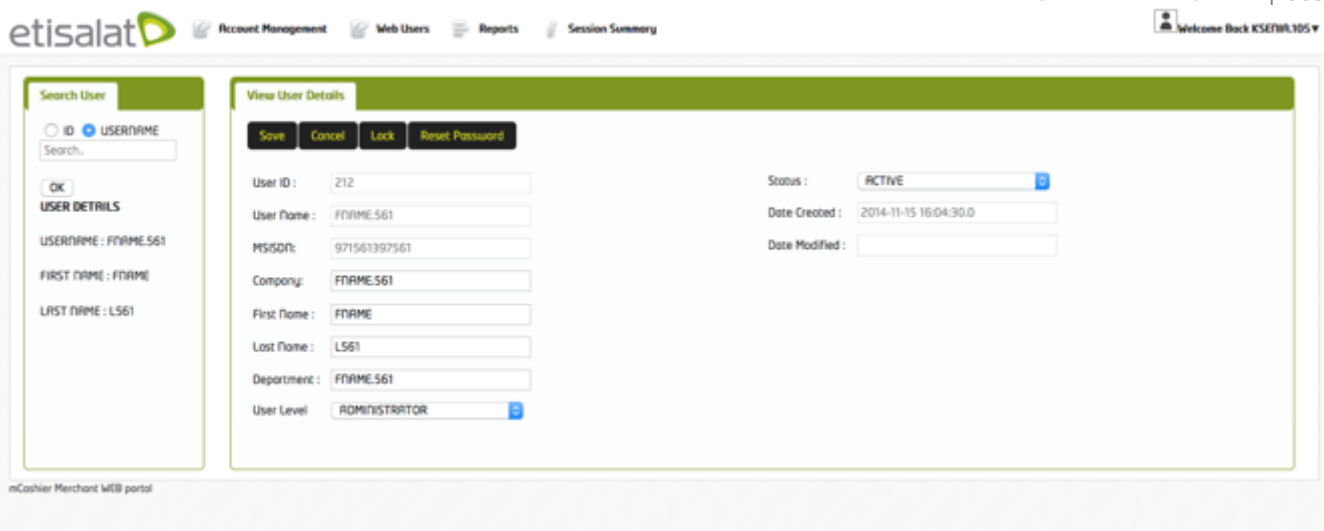


Figure 18 Edit web user details

If the user selects the Edit button, only the allowed sections can be edited:

- Company
- First Name
- Last Name
- Department
- User Level
- Status

Once required changes are performed ADMIN clicks on Save or Cancel to abandon changes

How to reset password:

Select Reset Password

New password will be sent to registered phone number

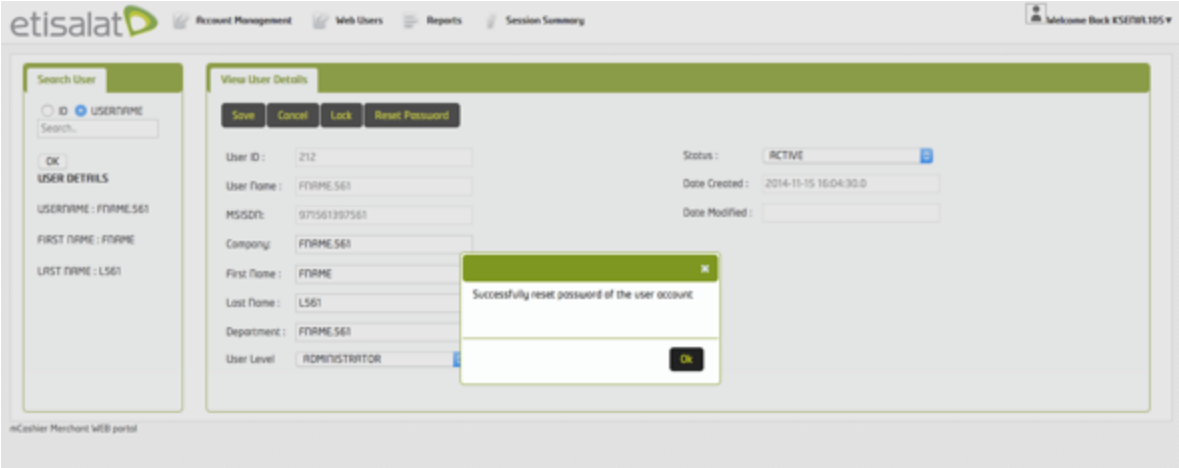


Figure 19 Password reset

Locking/unlocking the web user account

If the user account gets locked, it will not be able to access the interface.

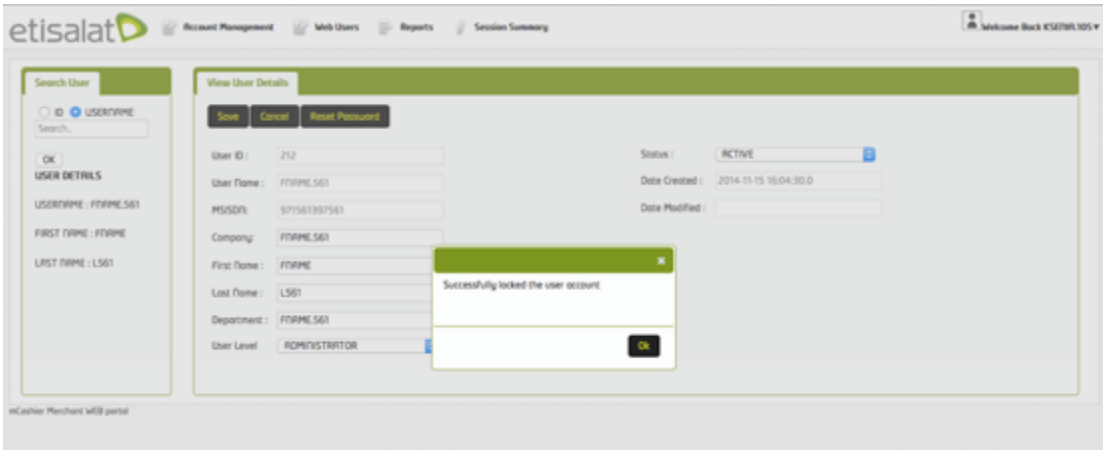


Figure 20 Lock web user account confirmation page

After performing lock AMIN needs to enter User ID user name again in order to refresh details

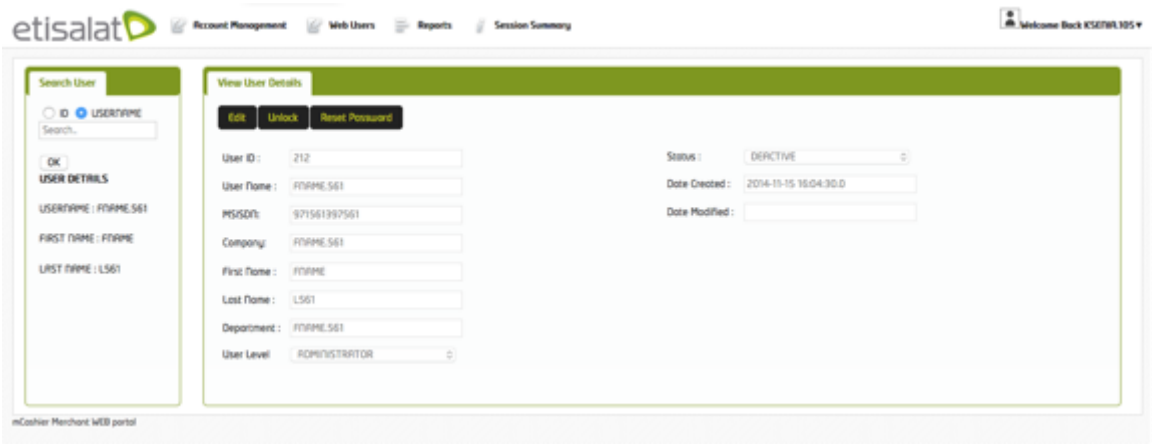


Figure 21 Unlock web user account

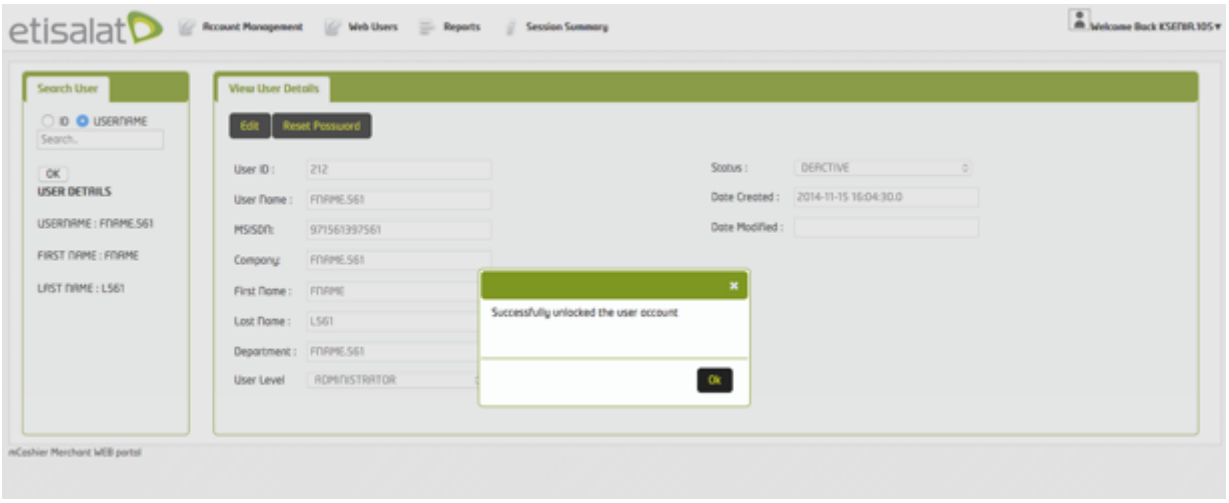


Figure 22 Successful Unlock web user account confirmation page

REGISTER WEB USER

Merchant/Cashier with Admin rights can register new Web user by entering the following info in the fields

- User Name
- MSISDN
- Company
- First Name
- Last Name
- Department

- User Level
- Status

Once all the fields are filled click "Save", clicking on "Reset? will clean up all data entered.

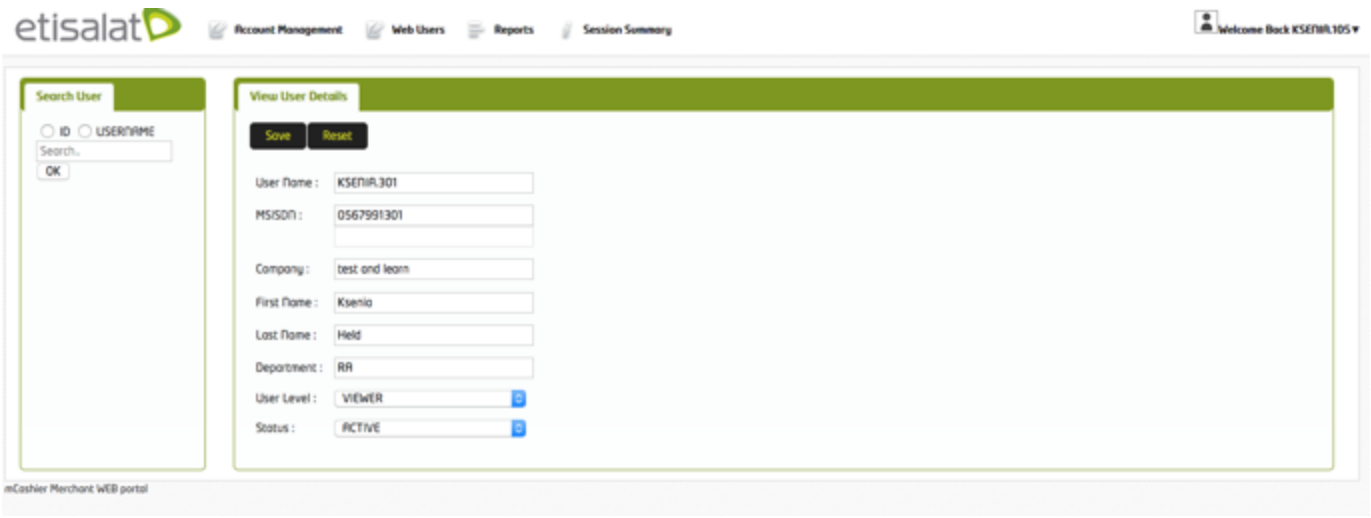


Figure 23 Register Web User

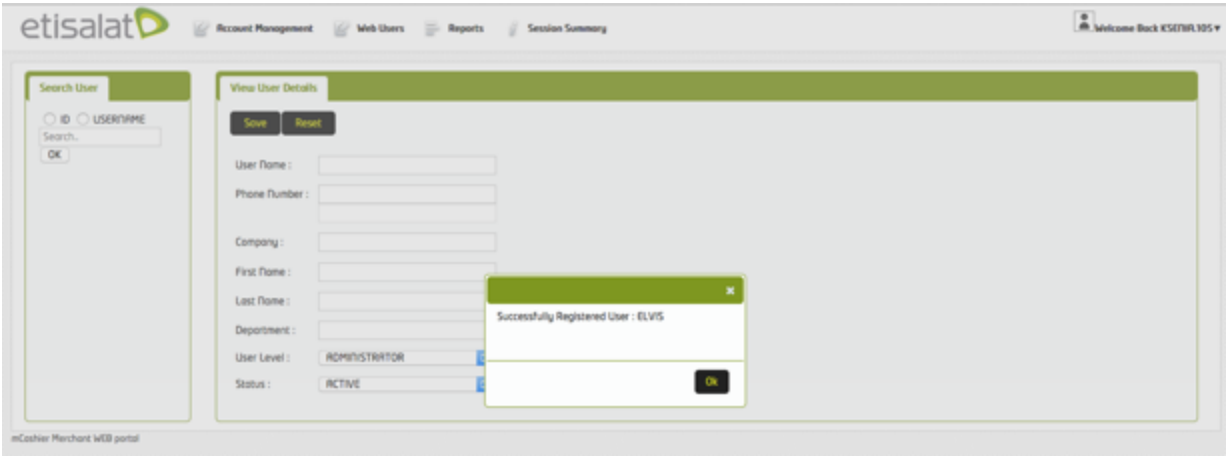


Figure 24 Register Web User successful confirmation screen

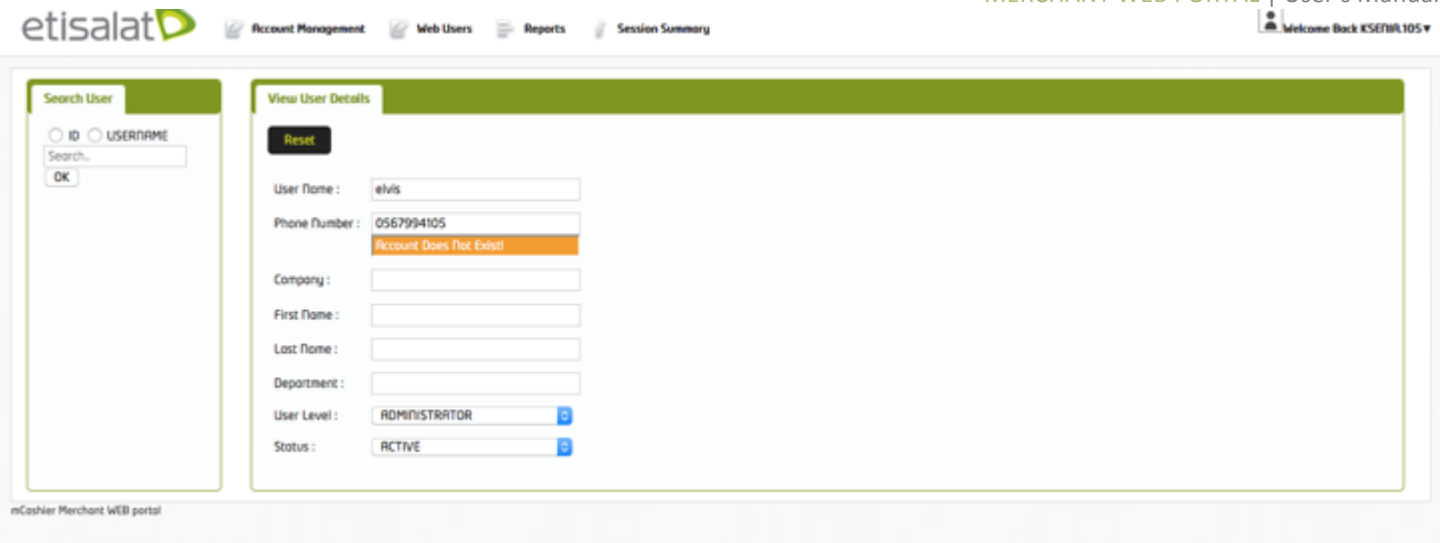


Figure 25 Register Web User not registered phone number

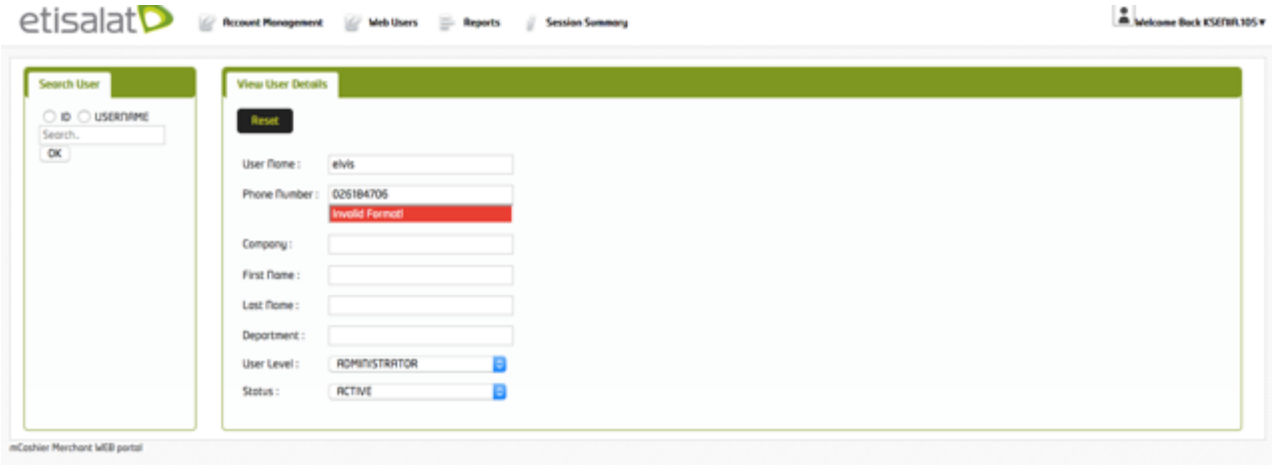


Figure 26 Register Web User not valid phone number

REPORTS

The following reports available for both Admin and Viewer access under Reports tab:

- Transaction summary reflects summary of ALL transactions (successful and declined)
- Sales report provides information on all Successful transactions
- Account summary gives information on all registered cashiers under Merchant

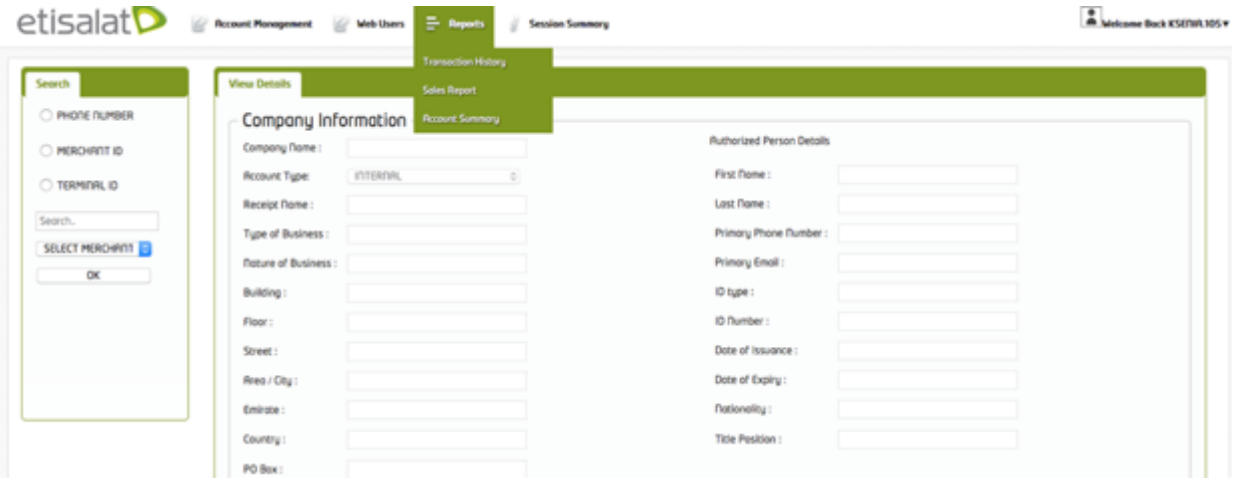


Figure 27 Reports tab

TRANSACTION HISTORY

- Select search option (Phone number/Merchant ID or TERMINAL ID)
- Select date range. Choose day FROM and day TO (max 31 days)
- Click "View"

It is possible to download excel file or to send report to registered email address

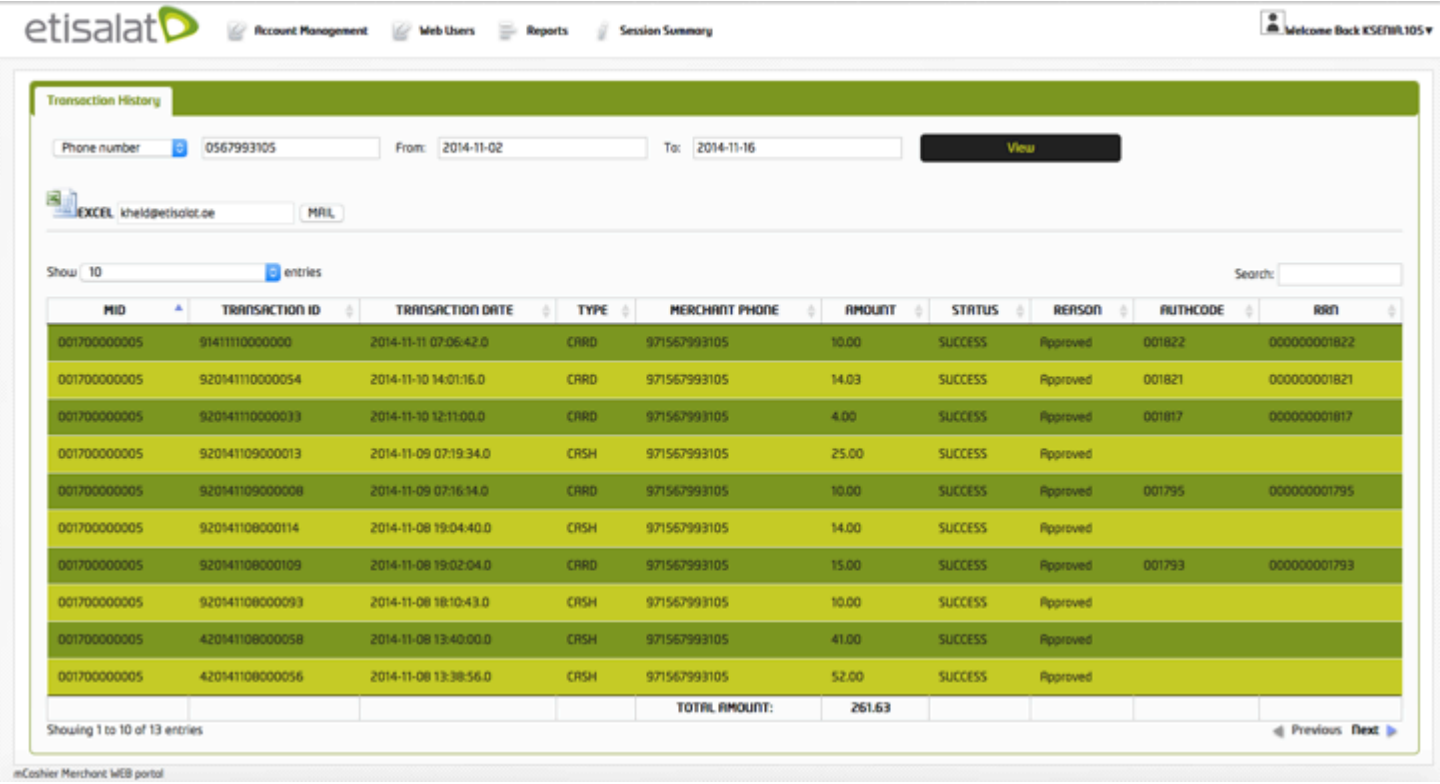


Figure 28 Transaction History report

SALES REPORT

- Select type (ALL, CARD, CASH, SYSTEM MESSAGES)
- Select search option (Phone number/Merchant ID or TERMINAL ID)
- Select date range. Choose day FROM and day TO (max 31 days)
- Click "View"

It is possible to download excel file or to send report to registered email address

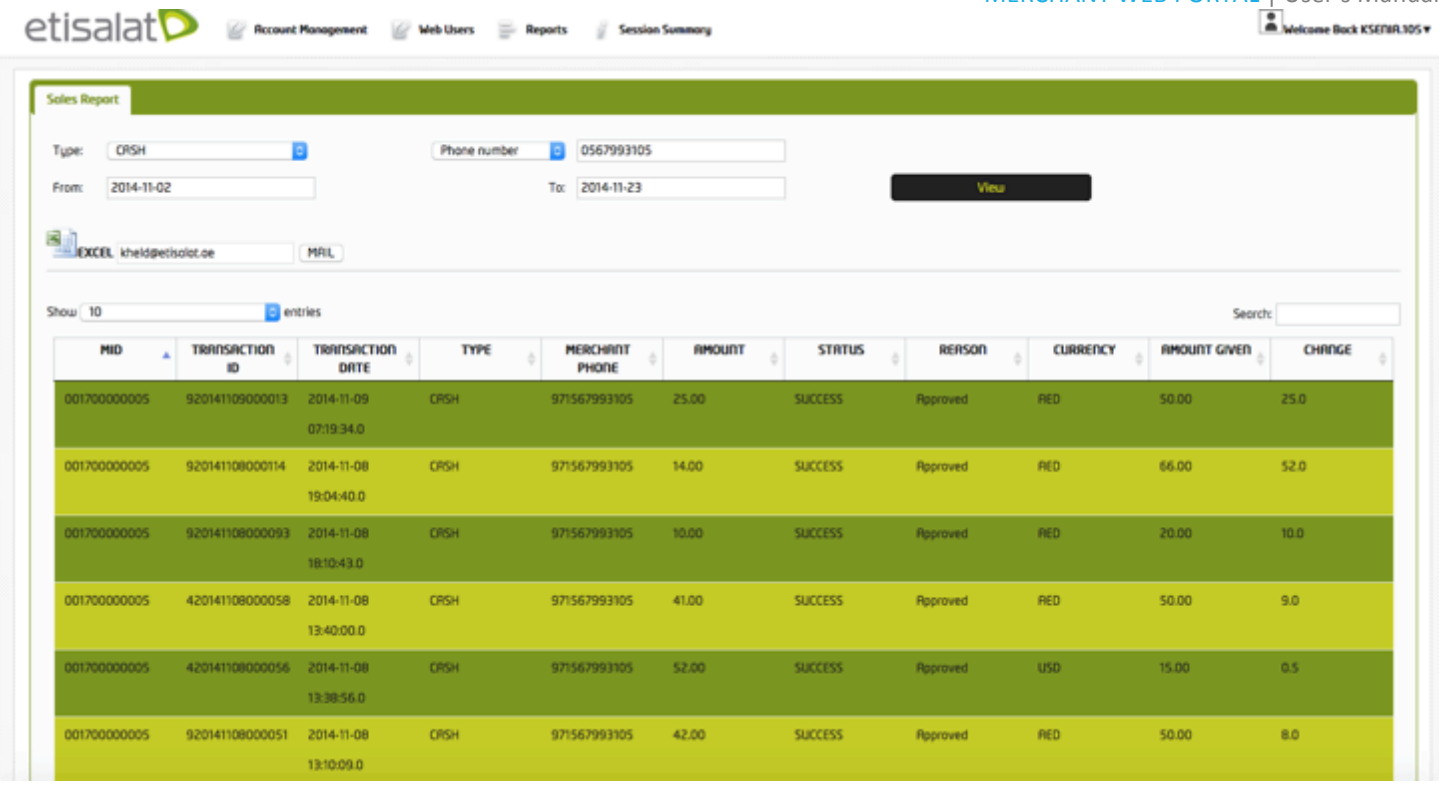


Figure 29 Sales Report

ACCOUNT SUMMARY

Lists all registered cashiers under merchant. Cashier will only view his account

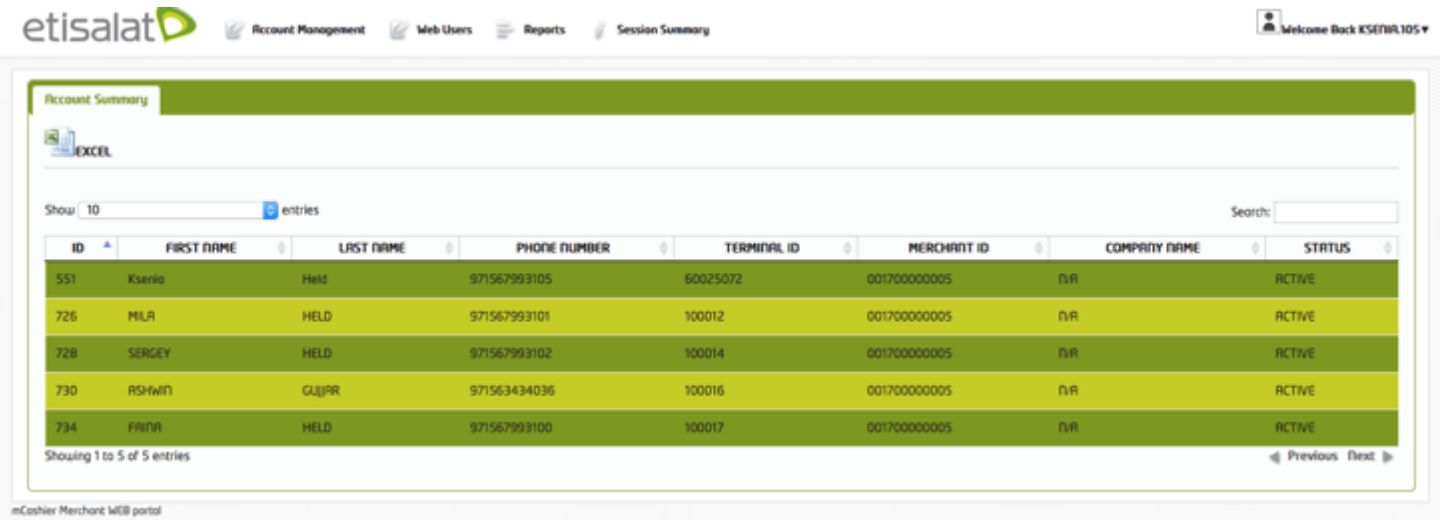


Figure 30 Account Summary Merchant view

Figure 31 Account Summary Cashier view

3 SESSION SUMMARY

The feature allows Merchant to check WEB user activity

Merchant Admin will see all activity
Cashier Admin will be able to see activity of up to 4 users under his account
Cashier with Viewer rights will be able to see only his activity

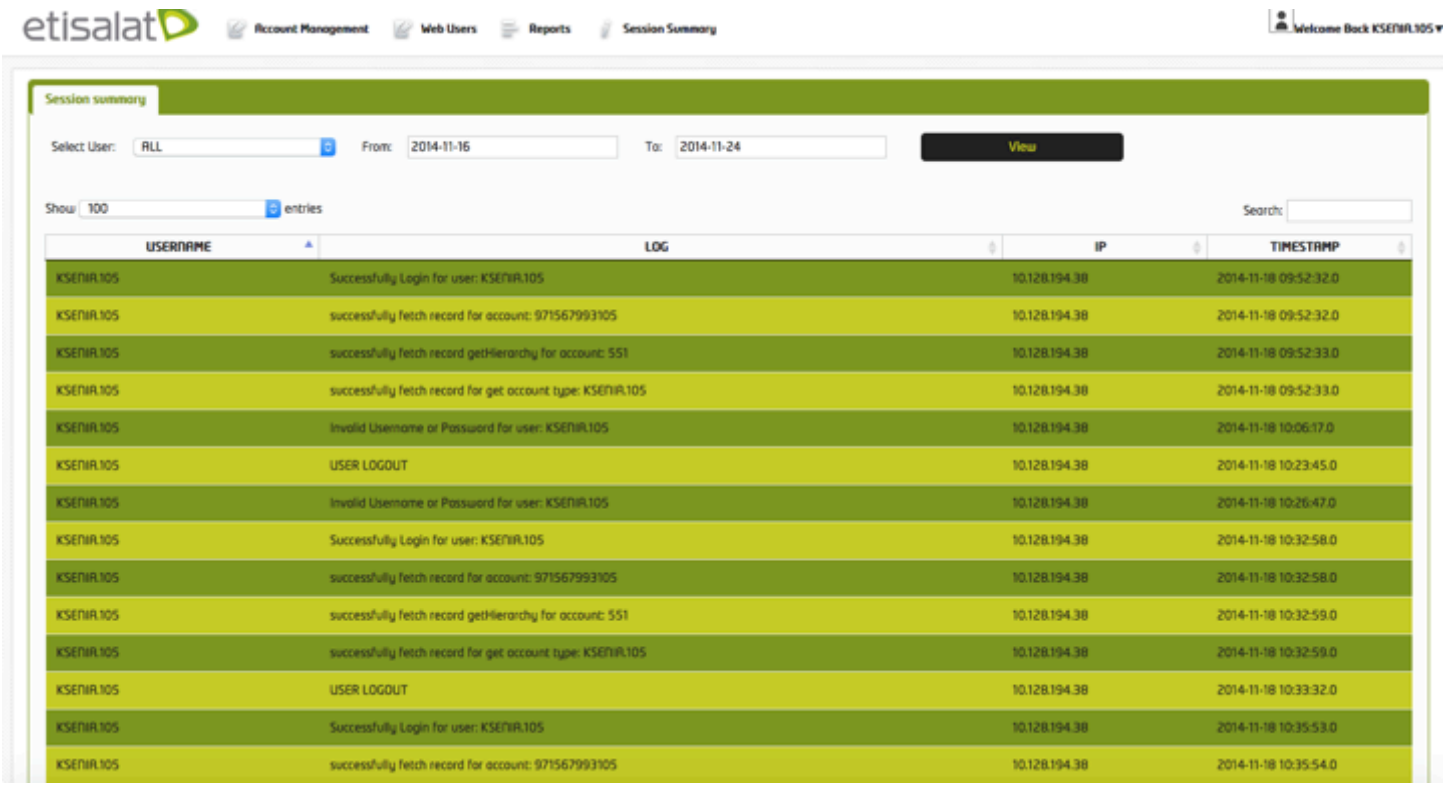


Figure 32 Session summary Merchat Admin View

4 CHANGE PASSWORD

Every user will be able to reset his Web password by selecting change password functionlity in the upper right corner

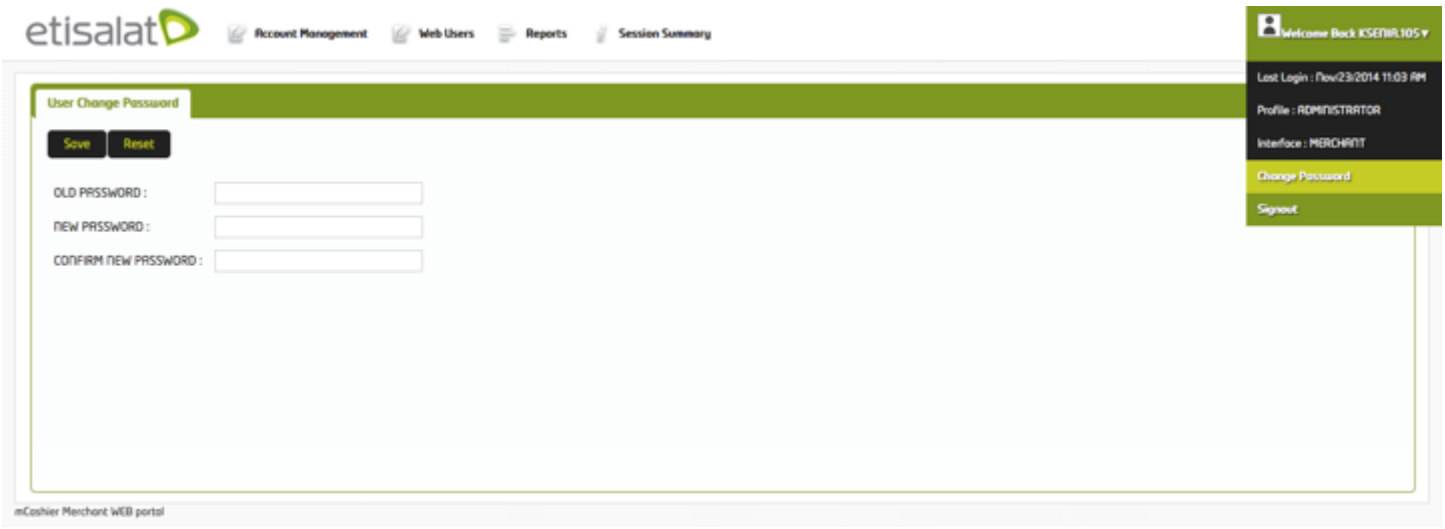


Figure 33.1 Change Password

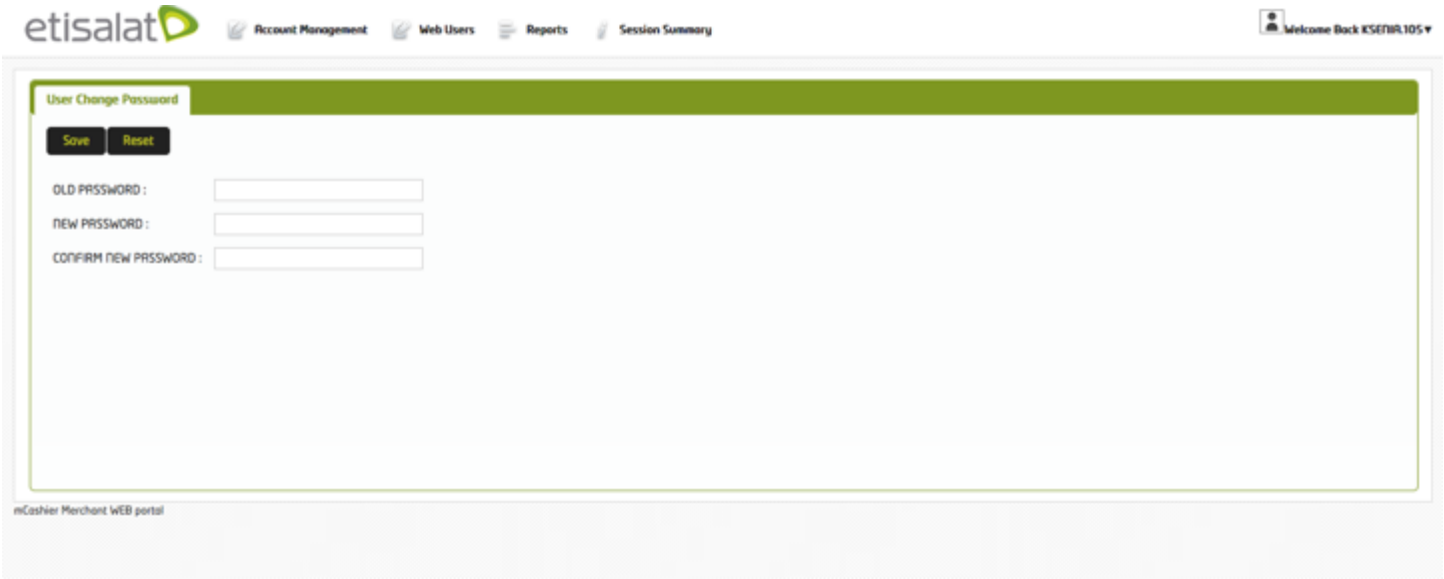


Figure 33.2 Change Password

How to change password:

A. Click ▼ at the top right of the page
B. Click "Change Password"

C. Input "Old Password", "New password" and "Confirm Password"
D. Click "Save"

LOGOUT

In order to log out:

A. Click ▼ at the top right of the page
B. Click "Signout"

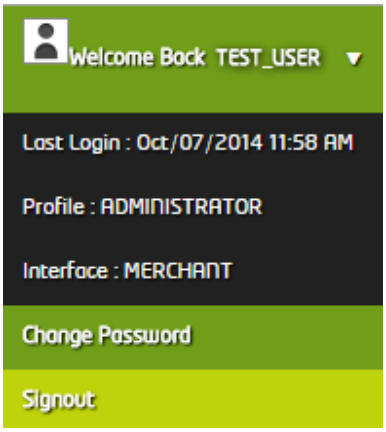


Figure 2.25 Logout