



mCashier

WEB portal

USER MANUAL

Version 0.1
10-08-2014

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1 FOREWORD

The main purpose of this document is to provide a comprehensive yet simple reference for the end user. The tool allows functional usage, operation and manipulation with no assistance or prior knowledge.

2 GENERAL SYSTEM INFORMATION

This chapter contains general information about mCashier WEB portal, users and log in process. In addition it provides details on the conventions used and the complementing reference materials.

2.1 USERS

The users of this manual:

- IT Administrators
- UAT Managers
- CC representatives
- Data processors
- Management
- Finance/RA

2.2 MCASHIER WEB PORTAL URL

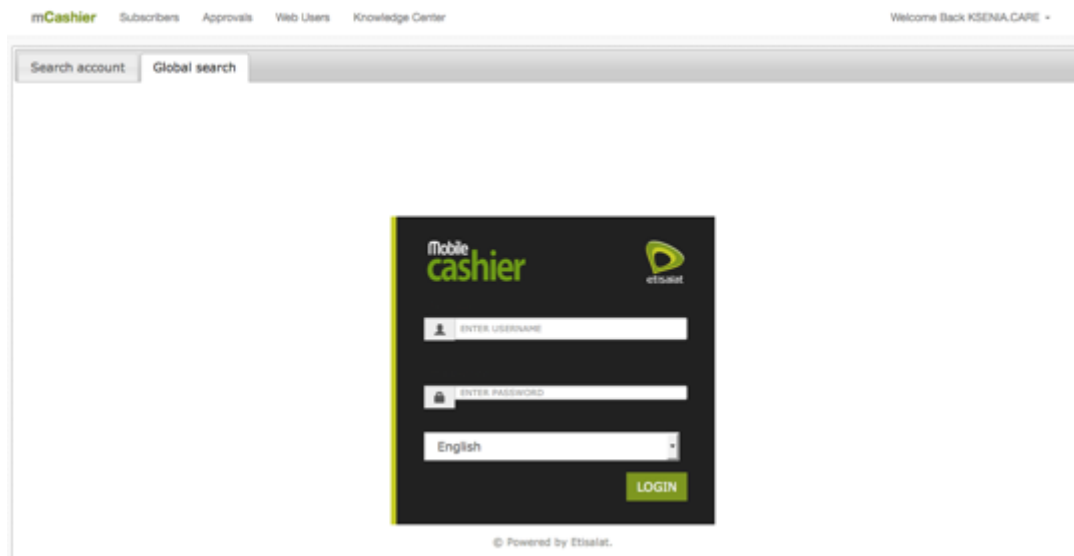
In the URL field, type/copy

<https://mpos.mcashier.ae/CusGUI/Controllers/ViewControllers/index.php>

3 LOGIN PAGE

3.1 HIGH LEVEL SETTINGS:

SESSION TIMEOUT* -15 mins . Application will ask to re-enter credentials within working screen



PASSWORD CHANGE* -- Mandatory on reset or new

PASSWORD EXPIRY* - 60 days

MINIMUM PASSWORD* - 6 characters, mix

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

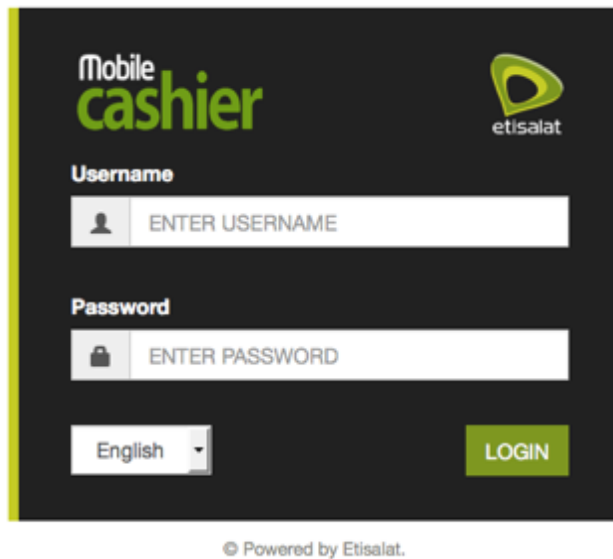
SEARCH RANGE* - 31 Days

NEW USER PASSWORD - 1 day (new user password will be issued for the duration of 24 hours. If it is not used it will expire after 24 hours)

3.2 USER LOGIN

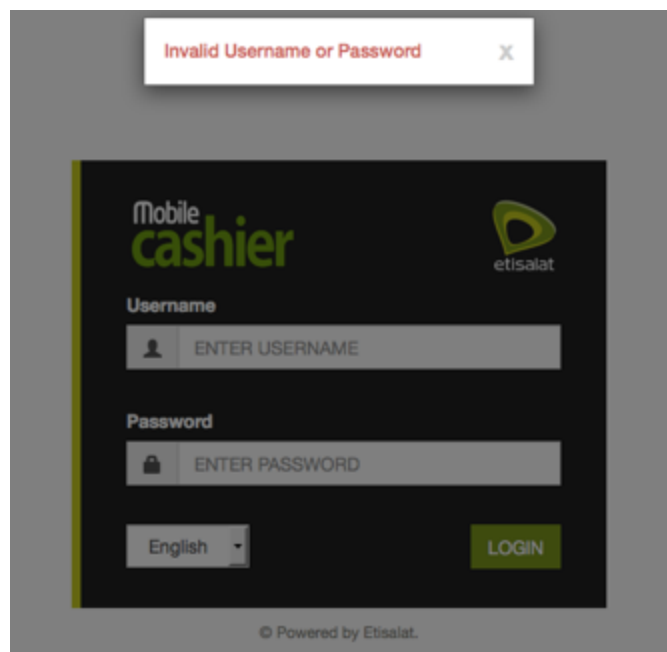
Type Username and Password

Users will be provided with individual credentials based on their profile.



The image shows the Mobile cashier login screen. It has a dark background with a yellow vertical bar on the left. The text "Mobile cashier" is in white and green. The Etisalat logo is in the top right. There are two input fields: "Username" with a person icon and "Password" with a lock icon. Both fields have placeholder text "ENTER USERNAME" and "ENTER PASSWORD". Below the password field is a language dropdown menu set to "English". A green "LOGIN" button is at the bottom right. At the very bottom, it says "© Powered by Etisalat."

Invalid Username or Password



The image shows the Mobile cashier login screen with an error message. A white box at the top contains the text "Invalid Username or Password" in red, with a close button (X) on the right. The login form below is the same as the previous image, but the input fields and the "LOGIN" button are now disabled (grayed out). The "English" dropdown menu is also visible. At the bottom, it says "© Powered by Etisalat."

3.3 mCASHIER CC WEB PORTAL HOME SCREEN

Tabs:

- Subscribers
- Approvals
- Web Users
- Reports (ADMIN/Management/RA/Finance)
- Audit Trails (ADMIN)
- Knowledge Center

CC/Supervisor screen view

The screenshot shows the mCashier interface for the CC/Supervisor screen. The top navigation bar includes the mCashier logo and links for Subscribers, Approvals, Web Users, and Knowledge Center. A user greeting "Welcome Back KSENIA.CARE" is visible on the right. The main content area features a search bar with tabs for "Search account" and "Global search". Below the search bar, there are radio buttons for "MSISDN", "COMPANY NAME", "MERCHANT ID", and "TERMINAL ID", followed by a text input field and a "search" button. The bottom navigation bar includes links for Subscribers, Pending, Web Users, and Knowledge Center. A footer note states "© Powered by Etisalat".

Admin screen view

The screenshot shows the mCashier interface for the Admin screen. The top navigation bar includes the mCashier logo and links for Subscribers, Approvals, Web Users, Reports, Audit Trails, and Knowledge Center. The main content area features a search bar with tabs for "Search account", "Global search", "Register account", and "Forms". Below the search bar, there are radio buttons for "MSISDN", "COMPANY NAME", "MERCHANT ID", and "TERMINAL ID", followed by a text input field and a "search" button. The bottom navigation bar includes links for Subscribers, Pending, Web Users, Reports, Settings, and Knowledge Center.

4 SUBSCRIBERS TAB

4.1 SEARCH ACCOUNT

Tab List:

- Search Account
- Global Search
- Register Account (Functionality available for Data Processors/Supervisors and ADMIN)
- Forms (Data Processors/Supervisors and ADMIN)

Clicking on mCashier at any point of time of navigation will return user to this screen (home screen)

4.1.1 Search Account

Search by the following:

- a. MSISDN
- b. Company name
- c. Merchant ID
- d. Terminal ID

Enter one of the parameters: MSISDN, Company Name, Merchant ID Terminal ID and click **search** button

Search account Global search

MSISDN COMPANY NAME MERCHANT ID TERMINAL ID search

Search Result List

MSISDN	TERMINAL ID	COMPANY NAME	TYPE	View Account Details
971561397561	100004	Pen and Pencil	MERCHANT	View Account: 971561397561

Showing 1 to 1 of 1 entries

Click on the View Account Link twice

Tab List:

1. Company Information
2. Account Information
3. Statement (ADMIN /Supervisor)

Company Name : Pen and Pencil NAME : andraes , david MSISDN : 971561397561

MSISDN COMPANY NAME MERCHANT ID TERMINAL ID search

Company Information Account Information

Application File

Company Name: Pen and Pencil

Account Type*: MERCHANT

Type of Business*: GENERAL PARTNERSHIP (GP)

Receipt Printed Name*:

Nature of Business*: shop

Building Name*: naseer saeed

Floor*: 7

Street Name*: kuwait

Area*: mankhool

City / Emirate*: dubai

Country*: UNITED ARAB EMIRATES

P O Box*: 115213

Authorized Person Details

First Name*: david

Last Name*: andraes

Primary MSISDN*: 971561397561

Primary Email*: KVGOPAL@GMAIL.COM

ID Type*: EMIRATES ID

ID No.*: 123454322

Date of Issuance*: 2014-03-07

Date of Expiry*: 2017-03-06

Nationality*: PHILIPPINES

Title / Position*: manager

4.1.1.1 Company Information

Company information contains Company info in the left column and Authorized person Details in the right column.

Company info

1. Company Name
2. Account type
3. Type of business
4. Nature of business
5. Address: building name, flooe, Street, Area, City/Emirate, Country, PO box

Authorized person details

1. First/Last Name
2. MISSDN
3. Email
4. ID type and expiration
5. Nationality
6. Title

mCashier Subscribers Approvals Web Users Knowledge Center Welcome Back KSENIA.CARE

Search account Global search

Company Name : Pen and Pencil NAME : andraes , david MSISDN : 971561397561

☒ MSISDN
 ☐ COMPANY NAME
 ☐ MERCHANT ID
 ☐ TERMINAL ID

Company Information

Account Information

Application File

Company Name: Pen and Pencil

Account Type*: MERCHANT

Type of Business*: GENERAL PARTNERSHIP (GP)

Receipt Printed Name*:

Nature of Business*: shop

Building Name*: naseer saeed

Floor*: 7

Street Name*: kuwait

Area*: mankhool

City / Emirate*: dubai

Country*: UNITED ARAB EMIRATES

P O Box*: 115213

Authorized Person Details

First Name* : david

Last Name* : andraes

Primary MSISDN*: 971561397561

Primary Email*: KVGOPAL@GMAIL.COM

ID Type* : EMIRATES ID

ID No.* : 123454322

Date of Issuance* : 2014-03-07

Date of Expiry* : 2017-03-06

Nationality* : PHILIPPINES

Title / Position*: manager

4.1.1.1.1 Application file

Click **on Application file** to see the initial application file that was submitted for bank approval

The screenshot displays the mCashier web portal interface. At the top, there are navigation links: Subscribers, Approvals, Web Users, and Knowledge Center. A search bar is present with the text 'Search account' and 'Global search'. Below this, the company name 'Pen and Pencil' and the merchant's name 'NAME : andraes , david' are shown, along with the MSISDN '971561397561'. A search filter is set to 'MSISDN' with a search button. The main content area has two tabs: 'Company Information' and 'Account Information'. The 'Application File' tab is active, showing two sections: 'Company Information' and 'Authorized Person Details'. The 'Company Information' section includes fields for Company Name, Account Type (MERCHANT), Type of Business (GENERAL PARTNERSHIP (GP)), Receipt Printed Name, Nature of Business (shop), Building Name (naseer saeed), Floor (7), Street Name (kuwait), Area (mankhool), City / Emirate (dubai), Country (UNITED ARAB EMIRATES), and P O Box (115213). The 'Authorized Person Details' section includes fields for First Name (david), Last Name (andraes), Primary MSISDN (971561397561), Primary Email (KVGOPAL@GMAIL.COM), ID Type (EMIRATES ID), ID No. (123454322), Date of Issuance (2014-03-07), Date of Expiry (2017-03-06), Nationality (PHILIPPINES), and Title / Position (manager).

4.1.1.2 Account Information

Tab List:

- Deactivate/Activate (available to Supervisors/ADMIN only).
- Reset Mobile Password (Merchant enters password incorrectly 10 times)
- Lock (unlock is available to Supervisor/ADMIN only). Merchant calls and asks to lock the application (lost phone, cashier misdemeanor)
- Add Cashier (Available to Admin only)

Customer care agent screen view

mCashier Subscribers Approvals Web Users Knowledge Center Welcome Back KSENGA.CARE

Company Name : NAME : Held , Ksenia MSISDN : 971567993105

MSISDN COMPANY NAME MERCHANT ID TERMINAL ID search

Company Information Account Information Statement

reset mobile password lock

Account ID:	551	Terminal ID:	60025072	Fees
Account Status:	ACTIVE	Merchant ID:	001700000005	Merchant Discount Rate (%)
Date Registered:	2014-03-04	Reader Serial Number:	85200619140005	Cash Discount Rate (%)
KYC Status:	APPROVED	Created By:	SYS	
KYC Description:	SYS	Locked:	NO	
date modified:	2013-07-23	Lock Description:		

Supervisor screen view

mCashier Subscribers Web Users Knowledge Center Welcome Back KSENGA.CARE

Search account Global search

Company Name : [] NAME : [Held , Ksenia] MSISDN : [971567993105]

MSISDN COMPANY NAME MERCHANT ID TERMINAL ID search

Company Information Account Information Statement

deactivate reset mobile password lock

Account ID:	551	Terminal ID:	60025072	Fees
Account Status:	ACTIVE	Merchant ID:	001700000005	Merchant Discount Rate (%)
Date Registered:	2014-03-04	Reader Serial Number:	85200619140005	Acquiring Interchange (%)
KYC Status:	APPROVED	Created By:	SYS	Cash Discount Rate (%)
KYC Description:	SYS	Locked:	NO	Cash Transaction Fee
date modified:	2013-07-23	Lock Description:		

Admin screen view

mCashier Subscribers Approvals Web Users Reports Audit Trails Knowledge Center Welcome Back KSENIA

Search account Global search Register account Forms

Company Name : [Pen and Pencil] NAME : [andraes , david] MSISDN : [971561397561]

MSISDN COMPANY NAME MERCHANT ID TERMINAL ID search

Company Information Account Information Statement

deactivate reset mobile password lock Add Cashier

Account ID:	717	Terminal ID:	100004	Fees Merchant Discount Rate (%)*: 2.5 Cash Discount Rate (%) 1
Account Status:	ACTIVE	Merchant ID:	00170000100	
Date Registered:	2014-11-15	Reader Serial Number:	0	
KYC Status:	APPROVED	Created By:	KVGOPAL	
KYC Description:	APPROVED [by:LOUIG]	Locked:	NO	
date modified:	2014-11-17	Lock Description:		

Add Cashier tab has the following fields:

- First name
- Last name
- MSISDN
- Email
- ID type
- ID no
- Issuance date
- Expiration date
- Nationality
- Title

mCashier Subscribers Approvals Web Users Reports Audit Trails Knowledge Center Welcome Back KSENIA

Search account Global search Register account Forms

Company Name : [Pen and Pencil] NAME : [andraes , david] MSISDN : [971561397561]

MSISDN COMPANY NAME MERCHANT ID TERMINAL ID search

Company Information Account Information Statement

deactivate reset mobile password lock Add Cashier

Registration of Cashier

Authorized Person Details

First Name*:		Last Name*:		Primary Email*:	
Primary MSISDN*:		Validity:		Nationality*:	PHILIPPINES
ID Type*:	EMIRATES ID	ID No.*:		Title / Position*:	
Date of Issuance*:		Date of Expiry*:			

Cancel

Once valid MSISDN is entered the Register Cashier button appears

mCashier Subscribers Approvals Web Users Reports Audit Trails Knowledge Center Welcome Back KSEP

Search account Global search Register account Forms

Company Name : [Pen and Pencil] NAME : [andraes , david] MSISDN : [971561397561]

MSISDN COMPANY NAME MERCHANT ID TERMINAL ID search

Company Information Account Information Statement

deactiv Account Account Date Reg KYC Stat KYC Des date mo

Registration of Cashier

Authorized Person Details

First Name*: Mla Last Name*: Held

Primary MSISDN*: 0506171226 Validity: FREE! Primary Email*:

ID Type*: EMIRATES ID ID No.*: Nationality*: PHILIPPINES

Date of Issuance*: Date of Expiry*: Title / Position*:

Register Cashier

Cancel

4.1.1.3 Statement (available to Admin/Supervisor)

Statement can be sent to registered email address upon Merchant request

Date range is limited to 31 days.

MSISDN COMPANY NAME MERCHANT ID TERMINAL ID search

Company Information Account Information Statement

Transaction Period: From*: 2014-11-09 To*: 2014-11-18 search

Email

MERCHANT ID	TRANSACTION ID	TRANSACTION DATE	TYPE	MERCHANT MSISDN	AMOUNT	STATUS	REASON	AUTH CODE	RRN
001700000005	91411110000000	2014-11-11 07:06:42.0	CARD	971567993105	10.00	SUCCESS	Approved	001822	000000001822
001700000005	920141110000054	2014-11-10 14				ACCESS	Approved	001821	000000001821
001700000005	920141110000033	2014-11-10 12				ACCESS	Approved	001817	000000001817
001700000005	920141109000013	2014-11-09 07				ACCESS	Approved		
001700000005	920141109000008	2014-11-09 07				ACCESS	Approved	001795	000000001795

Showing 1 to 5 of

Email Statement

Email Address : kheld@etisalat.ae

EXCEL Send Cancel

4.2 GLOBAL SEARCH

Search fields have multiple filters that allow CC representative to attend to Merchant query in the most efficient way

Search type:

- MSISDN
- Company name
- Merchant ID
- Terminal ID

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

- ALL (Card and Cash transactions)
- CARD
- CASH
- System messages

Define the search period (max 31 days)

Click Search button

4.2.1 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 Search

Search account Global search

Global Search Options

Search Type: MSISDN 0567993105 Valid! Lookup Table: ALL

Transaction Period

From*: 2014-11-11 To*: 2014-11-17 search

Search by Transaction ID

Transaction ID*: 91411110000000 search

MERCHANT ID	TRANSACTION ID	TRANSACTION DATE	TYPE	MERCHANT MSISDN	AMOUNT	STATUS	REASON	AUTH CODE	SRN
001700000005	91411110000000	2014-11-11 07:06:42.0	CARD	971567993105	10.00	0	Approved	001822	000000001822

Showing 1 to 1 of 1 entries

4.3 REGISTER ACCOUNT

This option is only available to Data processors and Admin

Based on NBAD and CB requirements the following fields are required for account registration

REQUIRED FIELDS:

Company Information:

- Company name
- Account type
- Type of the business
- Nature of the business
- Address: Building Name, floor, Street
- Area, City, Country
- PO box

Authorized person details

- Last Name
- First Name
- MSISDN
- Email
- ID type
- ID Number
- Issuance date
- Expiry Date
- Nationality
- Title Position

Fees

Merchant discount rate
Cash discount rate

mCashier						Subscribers		Approvals		Web Users		Reports		Audit Trails		Knowledge Center		Welcome Back KSENGA					
Company Information																							
Company Name*:								Account Type*:				MERCHANT											
Type of Business*:				GENERAL PARTNERSHIP (GP)				Nature of Business*:															
Company Address																							
Building Name*:								Floor:								Street Name:							
Area*:								City / Emirate*:								Country*:				UNITED ARAB EMIRATES			
P O Box*:																							
Authorized Person Details																							
First Name*:								Last Name*:															
Primary MSISDN*:								Validity:								Primary Email*:							
ID Type*:				EMIRATES ID				ID No*:								Nationality*:				UNITED ARAB EMIRATES			
Date of Issuance*:								Date of Expiry*:								Title / Position*:							
Fees																							
Merchant Discount Rate (%)*:				0																			
Cash Discount Rate (%)*:				0																			
Image 1, PDF or JPEG, max file size 3MB																							
Attach File																							

It is mandatory to attach file that contains all the required documents

Click **Register** after typing the required information and attaching the file. Register button will only appear after successful MSISDN validation.

mCashier Subscribers Approvals Web Users Reports Audit Trails Knowledge Center Welcome Back KSENA

Company Name*	Mays	Account Type*	MERCHANT
Type of Business*	LIMITED LIABILITY COMPANY (LLC)	Nature of Business*	cash
Company Address			
Building Name*	Atlantic 405	Floor*	4
Area*	Palm Jumeirah	City / Emirate*	Dubai
P O Box*	4555	Country*	UNITED ARAB EMIRATES

Authorized Person Details

First Name*	Mays	Last Name*	Heid
Primary MSISON*	0567993106	Validity*	FREE!
ID Type*	EMIRATES ID	ID No.*	
Date of Issuance*	2012-11-08	Date of Expiry*	
Primary Email*	ksena.heid@gmail.com	Nationality*	ROMANIA
		Title / Position*	owner

Fees

Merchant Discount Rate (%)*	2.5
Cash Discount Rate (%)*	0.9

Register

Image 1, PDF or JPEG, max file size 3MB
Attach File

Subscribers | Pending | Web Users | Reports | Settings | Knowledge Center © Powered by Etisalat

After successful registration the following message will appear:

Account has been successfully created and sent to Bank for approval

mCashier Subscribers Approvals Web Users Reports Audit Trails Knowledge Center Welcome Back KSENA

Company Name*		Account Type*	MERCHANT
Type of Business*	GENERAL PARTNERSHIP (GP)	Nature of Business*	
Company Address			
Building Name*		Floor*	
Area*		City / Emirate*	
P O Box*		Country*	UNITED ARAB EMIRATES

Authorized Person Details

First Name*		Last Name*	
Primary MSISON*		Validity*	
ID Type*	EMIRATES ID	ID No.*	
Date of Issuance*		Date of Expiry*	
Primary Email*		Nationality*	UNITED ARAB EMIRATES
		Title / Position*	

Fees

Merchant Discount Rate (%)*	0
Cash Discount Rate (%)*	0

Image 1, PDF or JPEG, max file size 3MB
Attach File

You have successfully registered your account

Ok

3.1.1 Mobile Number – Already Exist

If MSISDNs is already registered with mCashier the system will return Account already exist message (orange color)

The screenshot displays the mCashier registration interface. The top navigation bar includes 'mCashier', 'Subscribers', 'Approvals', 'Web Users', 'Reports', 'Audit Trails', and 'Knowledge Center'. A user greeting 'Welcome Back KSENA' is visible on the right. The form is divided into several sections:

- Company Information:** Fields for Company Name (Maya), Account Type (MERCHANT), Type of Business (LIMITED LIABILITY COMPANY (LLC)), Nature of Business (cafe), Company Address, Building Name (Atlantic 405), Floor (4), Street Name, Area (Palm Jumeirah), City / Emirate (Dubai), Country (UNITED ARAB EMIRATES), and P O Box (4555).
- Authorized Person Details:** Fields for First Name (Maya), Last Name (Held), Primary MSISDN (0567993105), Validity (Account Already Exist - orange error message), ID Type (EMIRATES ID), ID No., Date of Issuance (2012-11-08), Date of Expiry, Primary Email (ksenia.held@gmail.com), Nationality (ROMANIA), and Title / Position (owner).
- Fees:** Fields for Merchant Discount Rate (2.5) and Cash Discount Rate (0.9).
- Image Upload:** A section for uploading a profile picture with the instruction 'Image 1, PDF or JPEG, max file size 3MB' and an 'Attach File' button.

The bottom of the page features a navigation menu with links: Subscribers | Pending | Web Users | Reports | Settings | Knowledge Center, and a footer note '© Powered by Etisalat'.

3.1.2 Mobile Number – Invalid Format

When entering the wrong format (incomplete digits) the system will return error. It will not be possible to proceed with registration unless the error will be corrected.

mCashier Subscribers Approvals Web Users Reports Audit Trails Knowledge Center Welcome Back KSENGA

Company Information

Company Name*	<input type="text" value="Maya"/>	Account Type*	<input type="text" value="MERCHANT"/>
Type of Business*	<input type="text" value="LIMITED LIABILITY COMPANY (LLC)"/>	Nature of Business*	<input type="text" value="cafe"/>
Company Address			
Building Name*	<input type="text" value="Atlantic 405"/>	Floor*	<input type="text" value="4"/>
Area*	<input type="text" value="Palm Jumeirah"/>	City / Emirate*	<input type="text" value="Dubai"/>
P O Box*	<input type="text" value="4555"/>	Country*	<input type="text" value="UNITED ARAB EMIRATES"/>

Authorized Person Details

First Name*	<input type="text" value="Maya"/>	Last Name*	<input type="text" value="Held"/>
Primary MSISDN*	<input type="text" value="055931904"/>	Validity*	<input type="text" value="Invalid Format!"/>
ID Type*	<input type="text" value="EMIRATES ID"/>	ID No.*	<input type="text"/>
Date of Issuance*	<input type="text"/>	Date of Expiry*	<input type="text"/>
Primary Email*	<input type="text"/>		
Nationality*	<input type="text" value="UNITED ARAB EMIRATES"/>		
Title / Position*	<input type="text"/>		

Fees

Merchant Discount Rate (%)*	<input type="text" value="0"/>
Cash Discount Rate (%)*	<input type="text" value="0"/>

Image 1, PDF or JPEG, max file size 3MB

4.4 FORMS

This section provides Data Processor/Business center sales representative with extra forms required to be filled as part of established KYC and DDA activities prescribed by CB of UAE.

Form section has five document available for download, fill and print/scan.

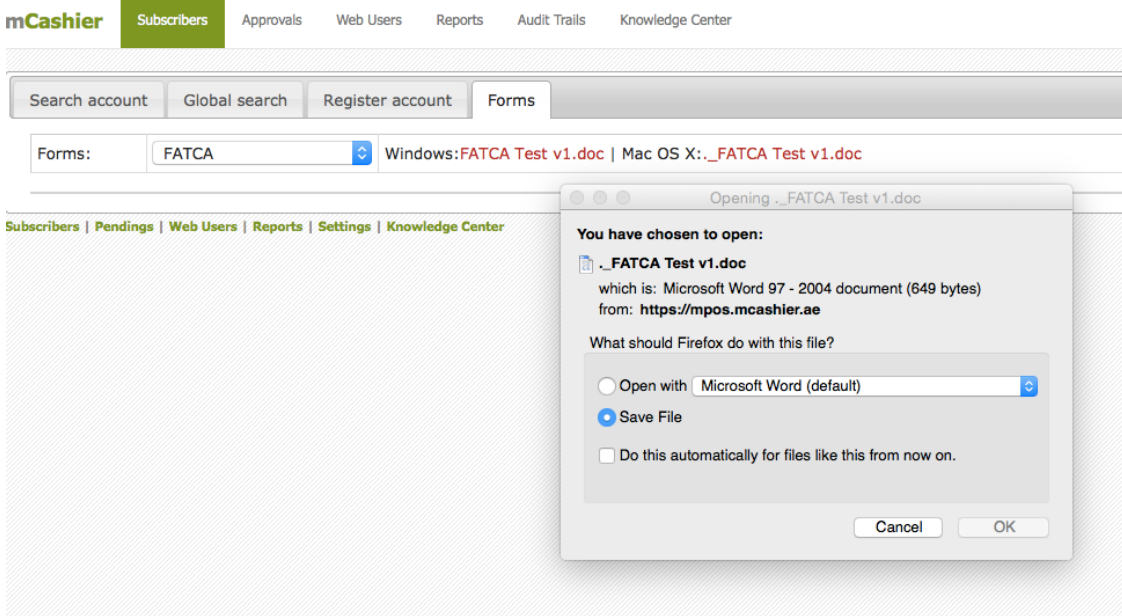
mCashier Subscribers Approvals Web Users Reports Audit Trails Knowledge Center

Search account Global search Register account **Forms**

Forms:

- Select Form
- FATCA
- W-8Ben
- W8-Ben EN
- W9
- Risk Matric

Subscribers | Pendencies | Knowledge Center

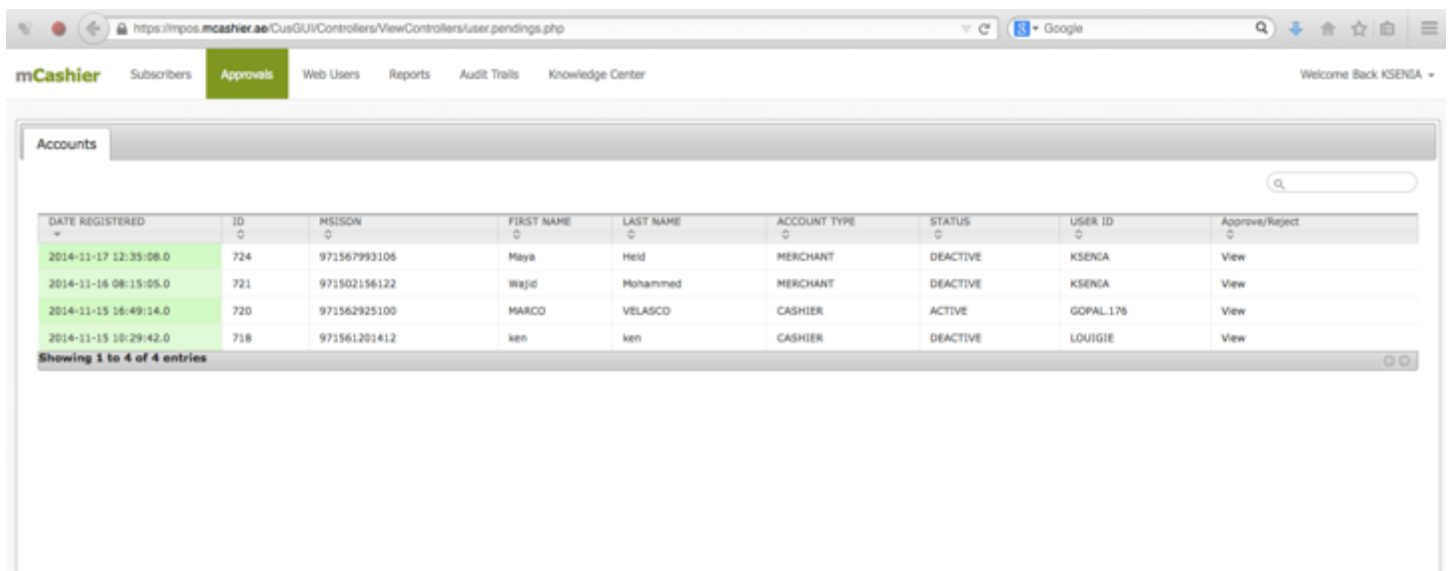


5 APPROVALS

This option is only available to holders of Bank access.

CC agent and ADMIN have View Rights in order to assist Merchant with potential queries.

Once application has been submitted the Bank will receive automatic alert from mCashier platform



By clicking on "View" Bank will be able to download and review the Application file as well as review Merchant info

nCashier Subscribers Approvals Web Users Reports Audit Trails Knowledge Center Welcome Back KSENIA

Accounts

Pending Registration

approve decline - send back

Merchant ID*:

Application file

Company Name:	Mava	Authorized Person Details	Fees
Account Type*:	MERCHANT	First Name* :	Merchant Discount Rate (%)*:
Type of Business*:	LIMITED LIABILITY CO	Last Name* :	2.5
Nature of Business*:	cafe	Primary MSISDN*:	Acquiring Interchange (%):
Building Name*:	Atlantic 405	971567993106	0.9
Floor*:	4	Primary Email*:	Cash Discount Rate (%):
Street Name*:	ikikiki,il	ksenia.held@gmail.com	0.9
Area*:	Palm Jumeirah	ID Type* :	Cash Transaction Fee:
City / Emirate*:	Dubai	EMIRATES ID	0
Country* :	UNITED ARAB EMIRAT	ID No.* :	
P O Box*:	4555	9809890	
		Date of Issuance* :	
		2012-11-08	
		Date of Expiry* :	
		2016-11-23	
		Nationality* :	
		ROMANIA	
		Title / Position*:	
		owner	

Bank will review the application file and do the following:

Approve application (enter Merchant ID) and submit

Decline application (provide reasons for declining)

Pending Registration

approve decline - send back Check ID Image

Merchant ID*:

Company Name: Mava

Account Type*: MERCHANT

Type of Business*: LIMITED LIABILITY CO

Nature of Business*: cafe

Building Name*: Atlantic 405

Floor*: 4

Street Name*: ikikiki,il

Area*: Palm Jumeirah

City / Emirate*: Dubai

Country*: UNITED ARAB EMIRAT

P O Box*: 4555

Authorized Person Details

First Name*: Mava

Last Name*: Held

Primary MSISDN*: 971567993106

Primary Email*: ksenia.held@gmail.com

ID Type*: EMIRATES ID

ID No.*: 9809890

Date of Issuance*: 2012-11-08

Date of Expiry*: 2016-11-23

Nationality*: ROMANIA

Title / Position*: owner

Fees

Merchant Discount Rate (%)*: 2.5

Acquiring Interchange (%): 0.9

Cash Discount Rate (%): 0.9

Cash Transaction Fee: 0

Decline Subscriber

decline description* :

Decline Subscriber

Cancel

Send back (mostly due to incomplete file, provide reasons)

Merchant ID*:

Company Name:

Maya

Account Type*:

MERC

Type of Business*:

LIMITE

Nature of Business*:

cafe

Building Name*:

Atlanti

Floor*:

4

Street Name*:

9klkl11

Area*:

Palm Jumeirah

City / Emirate*:

Dubai

Country* :

UNITED ARAB EMIRAT

P O Box*:

4555

Authorized Person Details

Date of Expiry* :

2016-11-23

Nationality* :

ROMANIA

Title / Position*:

owner

Fees

2.5

0.9

0.9

0

approve

decline

-

send back

Check ID Image

Send Back Subscriber

send back description* :

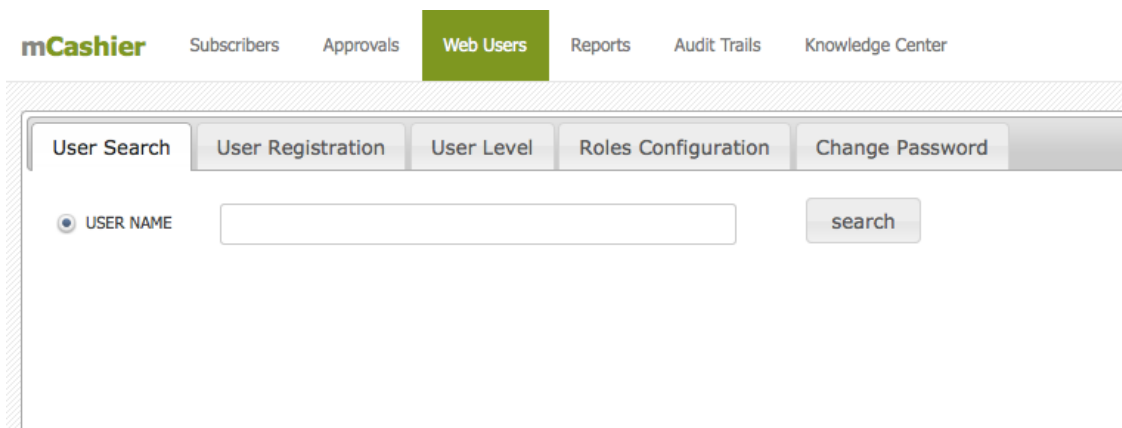
Send Back Subscriber

Cancel

6 WEB USERS

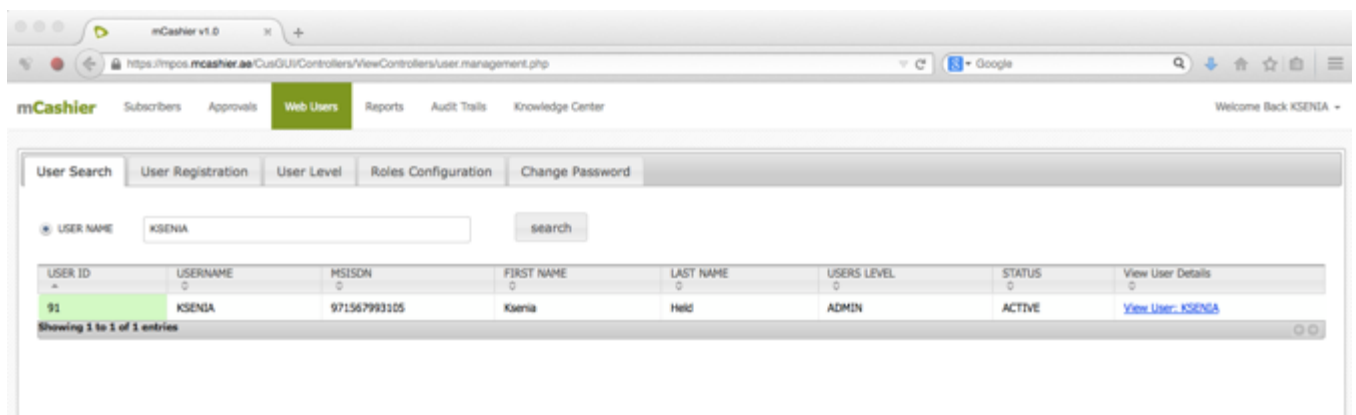
Tabs for Web Users:

- User Search (Admin only)
- User Registration (Admin only)
- User Level (Admin only)
- Roles Configuration (Admin only)
- Change Password



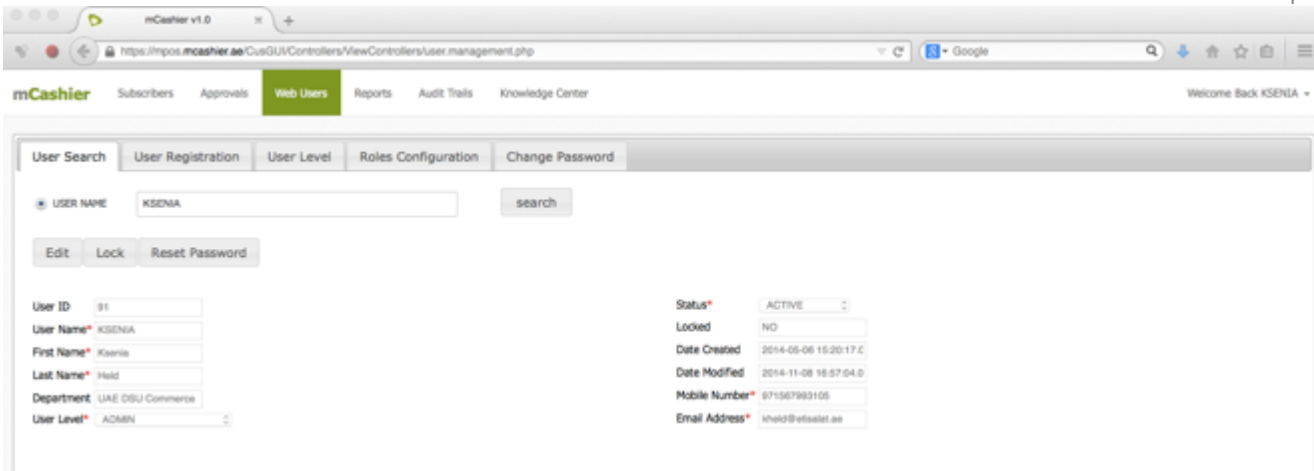
6.1 USER SEARCH

Search for Web users



Click View User Link

NOTE: Edit, Reset Password, Unlock functions are only enabled to users who were assigned the privileges specified in the ROLES CONFIGURATION



mCashier v1.0

https://mpos.mcashier.ae/CusGUI/Controllers/ViewControllers/user.management.php

mCashier Subscribers Approvals **Web Users** Reports Audit Trails Knowledge Center Welcome Back KSENA

User Search User Registration User Level Roles Configuration Change Password

USER NAME KSENA search

Edit Lock Reset Password

User ID 91

User Name* KSENA

First Name* Kasnia

Last Name* Field

Department UAE DSU Commerce

User Level* ADMIN

Status* ACTIVE

Locked NO

Date Created 2014-05-06 15:20:17.0

Date Modified 2014-11-08 16:57:04.0

Mobile Number* 971567993105

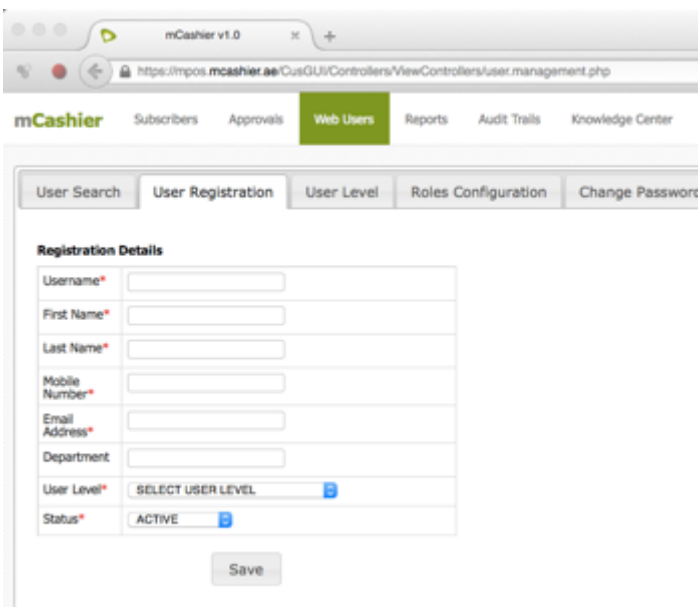
Email Address* kheld@etisalat.ae

6.2 USER REGISTRATION

Register Required Fields:

- Username
- First name
- Last Name
- Mobile Number
- Email Address
- Department
- User Level
- Status

Click **SAVE** when complete.



mCashier v1.0

https://mpos.mcashier.ae/CusGUI/Controllers/ViewControllers/user.management.php

mCashier Subscribers Approvals **Web Users** Reports Audit Trails Knowledge Center

User Search User Registration User Level Roles Configuration Change Password

Registration Details

Username*

First Name*

Last Name*

Mobile Number*

Email Address*

Department

User Level* SELECT USER LEVEL

Status* ACTIVE

Save

6.3 USER LEVEL

This function allows you to manually **ADD** a user Level to the **Roles Configuration list**.

mCashier

Subscribers

Approvals

Web Users

Reports

Audit Trails

Knowledge Center

Welcome Back KSENIA -

User Search

User Registration

User Level

Roles Configuration

Change Password

Edit User Level

USER LEVEL*

SELECT USER LEVEL

SESSION TIMEOUT*

0

(second/s)

PASSWORD CHANGE*

0

PASSWORD EXPIRY*

0

(day/s)

MINIMUM PASSWORD*

0

PASSWORD HISTORY*

0

SEARCH RANGE*

7

(day/s)

NEW USER PASSWORD EXPIRY*

1

(day/s)

Request

Add New User Level

NEW USER LEVEL*

SESSION TIMEOUT*

0

(second/s)

PASSWORD CHANGE*

0

PASSWORD EXPIRY*

0

(day/s)

MINIMUM PASSWORD*

0

PASSWORD HISTORY*

0

SEARCH RANGE*

7

(day/s)

Add

Subscribers | Pending | Web Users | Reports | Settings | Knowledge Center

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6.4 ROLES CONFIGURATION

Each user type has a default action rights, however, this can be changed by clicking the “Change Access” button.

The screenshot shows the mCashier web portal interface. The top navigation bar includes links for Subscribers, Approvals, Web Users (highlighted), Reports, Audit Trails, and Knowledge Center. Below this, a secondary navigation bar contains tabs for User Search, User Registration, User Level, Roles Configuration (active), and Change Password. In the Roles Configuration section, a search input field contains the text 'CUSCARE'. A dropdown menu is open, displaying a list of user levels: SELECT USER LEVEL, MANAGEMENT, ADMIN, SALES, BANK, SUPERVISOR, REGISTER, RAFM, CUSCARE (highlighted), and FINANCE. A 'Get Roles' button is visible on the right side of the search input.

The screenshot shows the mCashier web portal interface with the Roles Configuration page. The top navigation bar includes links for Subscribers, Approvals, Web Users (highlighted), Reports, Audit Trails, and Knowledge Center. Below this, a secondary navigation bar contains tabs for User Search, User Registration, User Level, Roles Configuration (active), and Change Password. In the Roles Configuration section, a search input field contains the text 'CUSCARE'. A 'Get Roles' button is visible on the right side of the search input. Below the search input, a table displays the roles and their access rights.

MODULE NAME	DESCRIPTION	ACCESS	
ACCOUNT INFORMATION	ACCOUNT INFORMATION	YES	Change Access
ACCOUNT MANAGEMENT	ACCOUNT MANAGEMENT	YES	Change Access
ACTIVATE ACCOUNT	ACTIVATE ACCOUNT	NO	Change Access
ADD USERS LEVEL	ADD USERS LEVEL	NO	Change Access
APPROVE MERC / BILLER	APPROVE MERC / BILLER	NO	Change Access
APPROVE MPOS	APPROVE MPOS	NO	Change Access
APPROVE ROLES CONFIGURATION	APPROVE ROLES CONFIGURATION	NO	Change Access
APPROVE USERS LEVEL	APPROVE USERS LEVEL	NO	Change Access
APPROVE WEB USER	APPROVE WEB USER	NO	Change Access
CBCH UPDATEMPOSDETAILS	CBCH UPDATEMPOSDETAILS	NO	Change Access

6.5 CHANGE PASSWORD

If you would like to change your password, click the **CHANGE PASSWORD tab**.

Fill out the following fields:

- A) Current Password
- B) New Password
- C) Confirm Password

After completing the required fields, click **SAVE**.

The screenshot displays the mCashier web portal interface. At the top, there is a navigation bar with the mCashier logo and several menu items: Subscribers, Approvals, Web Users (highlighted in green), Reports, Audit Trails, and Knowledge Center. Below this, a secondary navigation bar contains tabs for User Search, User Registration, User Level, Roles Configuration, and Change Password (which is the active tab). The main content area is titled 'Change Password' and includes a text box stating: 'New Password should be minimum 7 characters long with at least 1 numeric and mixed case characters'. Below this text box are three input fields labeled 'Current Password*', 'New Password*', and 'Confirm Password*', each with a red asterisk indicating a required field. A 'Save' button is positioned below the input fields. At the bottom of the page, there is a footer bar with links to Subscribers, Pendencies, Web Users, Reports, Settings, and Knowledge Center.

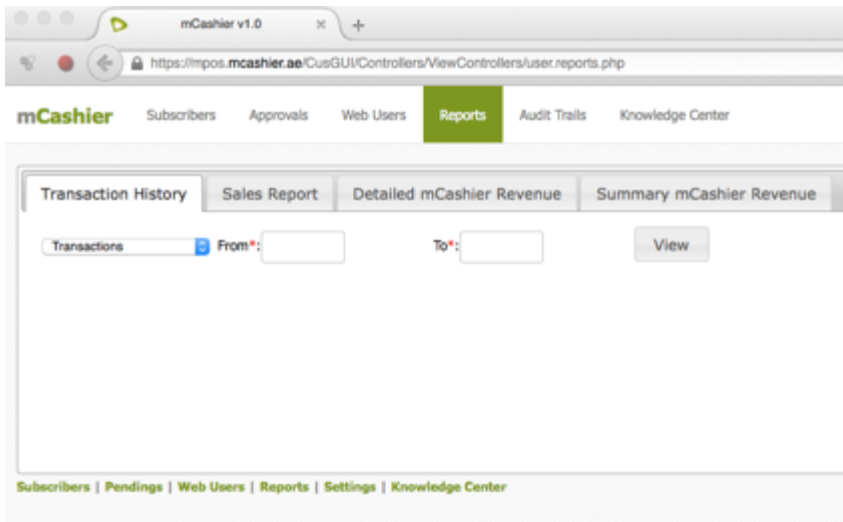
Change Password	
New Password should be minimum 7 characters long with at least 1 numeric and mixed case characters	
Current Password*	<input type="password"/>
New Password*	<input type="password"/>
Confirm Password*	<input type="password"/>
<input type="button" value="Save"/>	

7 REPORTS

Reports section is internal to Etisalat and accessible only by Finance/ RA and Management, Admin.

The following reports available

- Transaction history- lists all mCashier transactions (both approved and declined)
- Sales report lists all Successful transaction
- Detailed mCashier revenue (structure is requested and approved by Finance)
- Summary mCashier Revenue (structure is requested and validated by Finance)





7.1 TRANSACTION HISTORY

Specify Transactions/ Messages, date range and then click **“View”**.

User can load the report in CSV and EXCEL format

mCashier Subscribers Approvals Web Users **Reports** Audit Trails Knowledge Center Welcome Back KSENGA

Transaction History Sales Report Detailed mCashier Revenue Summary mCashier Revenue

Transactions From: 2014-10-22 To: 2014-11-16 View  

15 Per Page

MERCHANT ID C	TRANSACTION ID C	TRANSACTION DATE Y	TYPE C	MERCHANT REASON C	AMOUNT C	STATUS C	REASON C	AUTH CODE C	BAR C
001700000003	902041110000004	2014-11-16 08:08:30.0	CARD	971366502364	7.00	SUCCESS	Approved	001826	000000001826
001700000003	904111100000002	2014-11-15 13:12:24.0	CARD	971366502364	7.00	SUCCESS	Approved	001827	000000001827
001700000003	902041110000001	2014-11-15 13:00:55.0	CARD	971366502364	7.00	SUCCESS	Approved	001826	000000001826
001700000003	902041110000006	2014-11-15 07:57:04.0	CARD	971361506176	6.00	SUCCESS	Approved	001825	000000001825
001700000003	902041110000003	2014-11-15 04:08:53.0	CARD	971366502364	10.00	SUCCESS	Approved	001824	000000001824
001700000003	902041110000001	2014-11-14 18:53:18.0	CARD	971361506176	8.00	SUCCESS	Approved	001823	000000001823
001700000003	904111100000002	2014-11-11 09:55:07.0	CASH	971361506176	1.00	SUCCESS	Approved		
001700000003	904111100000001	2014-11-11 09:53:55.0	CASH	971361506176	1.00	SUCCESS	Approved		
001700000003	4202041110000000	2014-11-11 09:43:49.0	CASH	971361506176	1.00	SUCCESS	Approved		
001700000003	9020411110000002	2014-11-11 09:41:58.0	CASH	971361506176	2.00	SUCCESS	Approved		
001700000003	904111100000000	2014-11-11 07:06:42.0	CARD	971367993105	10.00	SUCCESS	Approved	001822	000000001822
001700000003	902041110000004	2014-11-10 15:24:26.0	CASH	971361506176	1.00	SUCCESS	Approved		
001700000003	902041110000004	2014-11-10 14:01:16.0	CARD	971367993105	14.00	SUCCESS	Approved	001821	000000001821
001700000003	902041110000044	2014-11-10 12:47:49.0	CASH	971364031236	2.00	SUCCESS	Approved		
001700000003	902041110000040	2014-11-10 12:41:52.0	CARD	971364031236	22.00	SUCCESS	Approved	001820	000000001820
			TOTAL		1,449.29				

First << 2 3 4 5 6 >> Last
Page 1 of 6 of total 94 entries

7.2 SALES REPORTS

Choose the transaction type from the options:

Lookup table:

- ALL (cards and cash transactions)
- Card
- Cash

Specify the date range then click **“View”**.

mCashier v1.0

https://mpos.mcashier.ae/CusGUI/Controllers/ViewControllers/user.reports.php

Subscribers Approvals Web Users **Reports** Audit Trails Knowledge Center

Welcome Back KSENIA

Transaction History Sales Report Detailed mCashier Revenue Summary mCashier Revenue

Lookup Table: CASH From: 2014-11-09 To: 2014-11-09 View

15 Per Page

MERCHANT ID	TRANSACTION ID	TRANSACTION DATE	TYPE	MERCHANT POSITION	AMOUNT	STATUS	REASON	CURRENCY	AMOUNT GIVEN	CHANGE
001700000020	920141109000086	2014-11-09 20:51:52.0	CASH	971561506176	2.00	SUCCESS	Approved	AED	5.00	3.00
001700000020	91412810900002	2014-11-09 18:51:31.0	CASH	971561506176	6.00	SUCCESS	Approved	AED	6.00	0.00
001700000020	91412810900003	2014-11-09 18:37:40.0	CASH	971561506176	6.00	SUCCESS	Approved	AED	6.00	0.00
001700000020	420141109000083	2014-11-09 18:08:48.0	CASH	971561506176	8.00	SUCCESS	Approved	AED	10.00	2.00
001700000020	920141109000076	2014-11-09 18:07:53.0	CASH	971561506176	5.00	SUCCESS	Approved	AED	5.00	0.00
001700000020	920141109000074	2014-11-09 15:32:02.0	CASH	971561506176	5.00	SUCCESS	Approved	AED	10.00	5.00
001700000020	920141109000071	2014-11-09 14:44:46.0	CASH	971561506176	10.00	SUCCESS	Approved	AED	20.00	10.00
001700000020	920141109000064	2014-11-09 14:09:33.0	CASH	971563433986	300.00	SUCCESS	Approved	AED	300.00	200.00
001700000051	920141109000035	2014-11-09 09:30:22.0	CASH	971564031236	100.00	SUCCESS	Approved	AED	400.00	300.00
001700000005	920141109000013	2014-11-09 07:19:34.0	CASH	971567993105	25.00	SUCCESS	Approved	AED	50.00	25.00
TOTAL					467.00					

First << >> Last

Page 1 of 1 of total 10 entries

7.3 DETAILED MCASHIER REVENUE

Specify the date range then click **"View"**.

https://mpos.mcashier.ae/CusGUI/Controllers/ViewControllers/user.reports.php

Subscribers Approvals Web Users **Reports** Audit Trails Knowledge Center

Welcome Back KSENIA

Transaction History Sales Report Detailed mCashier Revenue Summary mCashier Revenue

From: 2014-10-02 To: 2014-11-17 View

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TRANSACTION DATE	AUTHORIZATION CODE	UNIQUE TRANSACTION REFERENCE	CREDIT CARD	MERCHANT ID	MERCHANT POSITION	COMPANY NAME	TRANSACTION AMOUNT	ACQUIRER INTERCHANGE	REVENUE SHARE
2014-11-16 05:08:30.0	001828	920141116000004	Card PAN : XXXX-XXXX-XXXX-9039 Expiry : 04/17 Card Holder : TEST MPDS ETISALAT Note : 	001700000003	971566502364	Kaiser Inc.	7.00	0.063	0.0315
2014-11-15 13:12:24.0	001827	91411150000002	Card PAN : XXXX-XXXX-XXXX-9039 Expiry : 04/17 Card Holder : TEST MPDS ETISALAT Note : 	001700000003	971566502364	Kaiser Inc.	7.00	0.063	0.0315
2014-11-15 13:00:35.0	001826	9201411150000011	Card PAN : XXXX-XXXX-XXXX-9039 Expiry : 04/17 Card Holder : TEST MPDS ETISALAT Note : 	001700000003	971566502364	Kaiser Inc.	7.00	0.063	0.0315
2014-11-15 07:37:04.0	001825	9201411150000006	Card PAN : XXXX-XXXX-XXXX-879 Expiry : 07/15 Card Holder : KDKA VENU GOPAL Note : 	001700000020	971501506176	EMEA International FZC	6.00	0.054	0.027
2014-11-15 04:08:53.0	001824	9201411150000003	Card PAN : XXXX-XXXX-XXXX-9039 Expiry : 04/17 Card Holder : TEST MPDS ETISALAT Note : 	001700000003	971566502364	Kaiser Inc.	10.00	0.09	0.045
2014-11-14 16:53:18.0	001823	9201411140000001	Card PAN : XXXX-XXXX-XXXX-2098 Expiry : 05/17 Card Holder : VENU GOPAL KDKA Note : 	001700000020	971501506176	EMEA International FZC	8.00	0.072	0.036
2014-11-11 07:06:42.0	001822	914111100000000	Card PAN : XXXX-XXXX-XXXX-1985 Expiry : 07/16 Card Holder : HELD/MR G Note : 	001700000005	971567993105		10.00	0.09	0.045
2014-11-10 14:01:16.0	001821	9201411110000054	Card PAN : XXXX-XXXX-XXXX-1985 Expiry : 07/16 Card Holder : HELD/MR G Note : 	001700000005	971567993105		14.03	0.12627	0.063135
2014-11-10 12:41:52.0	001820	9201411110000040	Card PAN : XXXX-XXXX-XXXX-8696 Expiry : 07/18 Card Holder : DKB/CP Note : 	001700000051	971564031236	test and learn	22.00	0.198	0.099
2014-11-10 12:22:26.0	001819	9201411110000036	Card PAN : XXXX-XXXX-XXXX-8696 Expiry : 07/18 Card Holder : DKB/CP Note : 	001700000052	971563433986	we test and test and test	22.22	0.19998	0.09999
2014-11-10 12:20:41.0	001818	9201411110000034	Card PAN : XXXX-XXXX-XXXX-8696 Expiry : 07/18 Card Holder : DKB/CP Note : 	001700000052	971563433986	we test and test and test	22.22	0.19998	0.09999
2014-11-10 12:11:00.0	001817	9201411110000033	Card PAN : XXXX-XXXX-XXXX-1985 Expiry : 07/16 Card Holder : HELD/MR G Note : 	001700000005	971567993105		4.00	0.036	0.018
2014-11-10 12:04:00.0	001816	9201411110000032	Card PAN : XXXX-XXXX-XXXX-8696 Expiry : 07/18 Card Holder : DKB/CP Note : 	001700000052	971563433986	we test and test and test	11.11	0.09999	0.049995

7.4 SUMMARY MCASHIER REVENUE

Specify the date range then click **“View”**.

mCashier


[Subscribers](#)[Approvals](#)[Web Users](#)[Reports](#)[Audit Trails](#)[Knowledge Center](#)

Welcome Back KSENGA

Transaction HistorySales ReportDetailed mCashier RevenueSummary mCashier Revenue

From: 2014-11-02To: 2014-11-02

View



15 Per Page

CARD SCHEME	TOTAL	ACQUIRER INTERCHANGE	REVENUE SHARE
C	C	C	C
MC	474.66	4.27094	2.13587
VISA	150.53	1.36377	0.681885
TOTAL	626.19	5.63571	2.817855

8 AUDIT

- This section is only available to the holders of Admin and RA rights.
- Shows web activity for ALL or selected user.

mCashier v1.0
<https://mpos.mcashier.ae/CusGUI/Controllers/ViewControllers/user.systemsettings.php>

mCashier Subscribers Approvals Web Users Reports **Audit Trails** Knowledge Center Welcome Back KSENIA

Audit Trails

Select User: **KSENIA** From: **2014-11-17** To: **2014-11-17** View

USER NAME	MODULE	LOG	IP	TRANSACTION DATE
KSENIA	LOGIN	Successfully Login	10.128.194.38	2014-11-17 08:33:47.0
KSENIA	SEARCH ACCOUNT LIST	Success Search account list 0567993105	10.128.194.38	2014-11-17 08:37:20.0
KSENIA	SEARCH ACCOUNT LIST	Success Search account list 551	10.128.194.38	2014-11-17 08:40:21.0
KSENIA	VIEW MPOS DETAILS	Successfully Fetched Record for account 971567993105	10.128.194.38	2014-11-17 08:40:24.0
KSENIA	SEARCH ACCOUNT LIST	Success Search account list 0567993105	10.128.194.38	2014-11-17 09:19:52.0
KSENIA	SEARCH ACCOUNT LIST	Success Search account list 551	10.128.194.38	2014-11-17 09:19:55.0
KSENIA	SEARCH ACCOUNT LIST	Success Search account list 551	10.128.194.38	2014-11-17 09:19:55.0
KSENIA	VIEW MPOS DETAILS	Successfully Fetched Record for account 971567993105	10.128.194.38	2014-11-17 09:19:57.0
KSENIA	VIEW MPOS DETAILS	Successfully Fetched Record for account 971567993105	10.128.194.38	2014-11-17 09:19:57.0
KSENIA	LOGIN	Successfully Login	10.128.194.38	2014-11-17 11:46:39.0
KSENIA	VIEW USER ROLES	Successfully fetch records.	10.128.194.38	2014-11-17 11:46:42.0
KSENIA	VIEW USER ROLES	Successfully fetch records.	10.128.194.38	2014-11-17 11:46:43.0
KSENIA	VIEW USER ROLES	Successfully fetch records.	10.128.194.38	2014-11-17 11:46:52.0
KSENIA	VIEW USER ROLES	Successfully fetch records.	10.128.194.38	2014-11-17 11:46:56.0
KSENIA	VIEW USER ROLES	Successfully fetch records.	10.128.194.38	2014-11-17 11:47:00.0

Showing 1 to 15 of 113 entries

Select user or all users, then select date range and click "View"

mCashier Subscribers Approvals Web Users Reports **Audit Trails** Knowledge Center Welcome Back KSENIA

Audit Trails Messages

Select User: **KSENIA** From: **2014-11-16** To: **2014-11-17** View

USER NAME	MODULE	LOG	IP	TRANSACTION DATE
KSENIA	LOGIN	Invalid Username or Password	0	2014-11-16 08:01:57.0
KSENIA	LOGIN	Successfully Login	10.128.194.38	2014-11-16 08:02:08.0
KSENIA	REGISTER ACCOUNT	You have successfully registered your account 971502156122	10.128.194.38	2014-11-16 08:15:05.0
KSENIA	VIEW PENDING REGISTRATIONS	Successfully fetch records.	10.128.194.38	2014-11-16 08:48:32.0
KSENIA	VIEW MERC DETAILS	Successfully Fetched Record for account 721	10.128.194.38	2014-11-16 08:48:53.0
KSENIA	VIEW PENDING REGISTRATIONS	Success - [image view]	10.128.194.38	2014-11-16 08:49:23.0
KSENIA	LOGIN	Successfully Login	10.128.194.38	2014-11-16 12:27:22.0
KSENIA	VIEW USER ROLES	Successfully fetch records.	10.128.194.38	2014-11-16 12:27:34.0
KSENIA	VIEW USER ROLES	Successfully fetch records.	10.128.194.38	2014-11-16 12:27:35.0
KSENIA	VIEW USER ROLES	Successfully fetch records.	10.128.194.38	2014-11-16 12:27:37.0
KSENIA	VIEW USER ROLES	Successfully fetch records.	10.128.194.38	2014-11-16 12:27:39.0

9 KNOWLEDGE CENTER

This feature provides additional support for CC agents. Upon successful UAT sign off the part of this document will be loaded along with other supporting documents, procedures, sample scripts.