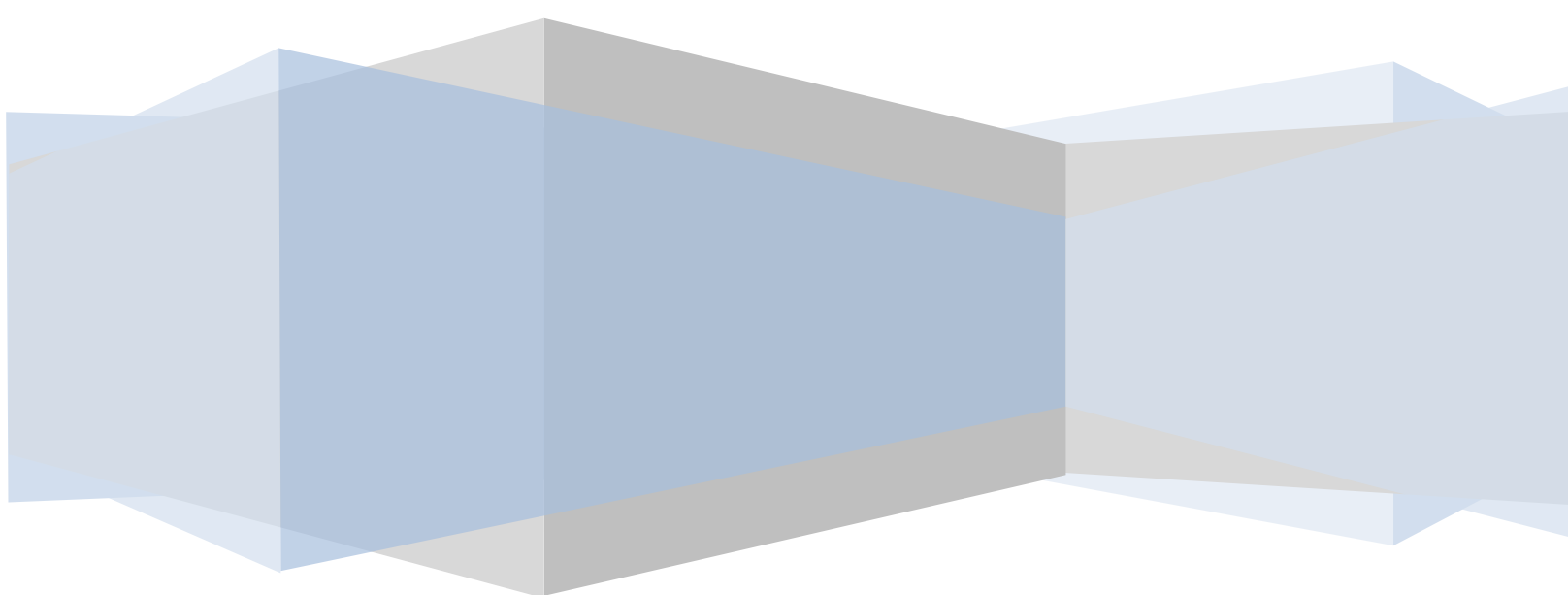


# MERCHANT ADMIN PANEL

**SSLCOMMERZ®**



## 1. ABOUT SSLCOMMERZ

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**SSLCOMMERZ** is the first payment gateway in Bangladesh opening doors for merchants to receive payments on the internet via their online stores. Customers are able to buy products online using their credit cards as well as bank accounts. If you are a merchant, you have come to the right place! Enhance your business by integrating SSLCOMMERZ to your online store and facilitating online payment in Bangladeshi Taka. Your customers will be able to pay for your products using local credit/debit cards like VISA, MasterCard, DBBL Nexus Card and any kind of credit card or bank accounts right from your online store.

SSLCOMMERZ uses industry standard Secure Sockets Layer (SSL) technology which is used worldwide for securing data encryption.

For more details, please go to <https://www.sslcommerz.com/>

## 2. ABOUT THIS DOCUMENT

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This document is the SSLCOMMERZ Admin Manual. It describes how to use the SSLCOMMERZ Merchant panel through its web browser interface. It assumes the Merchant administrator has already got the login credential.

The manual is divided into different chapters, each of which deals with a different aspect of the panel. Please note that the screenshots in this manual are taken from a demo admin panel.

### 3. MERCHANT ADMIN PANEL- USER MANUAL

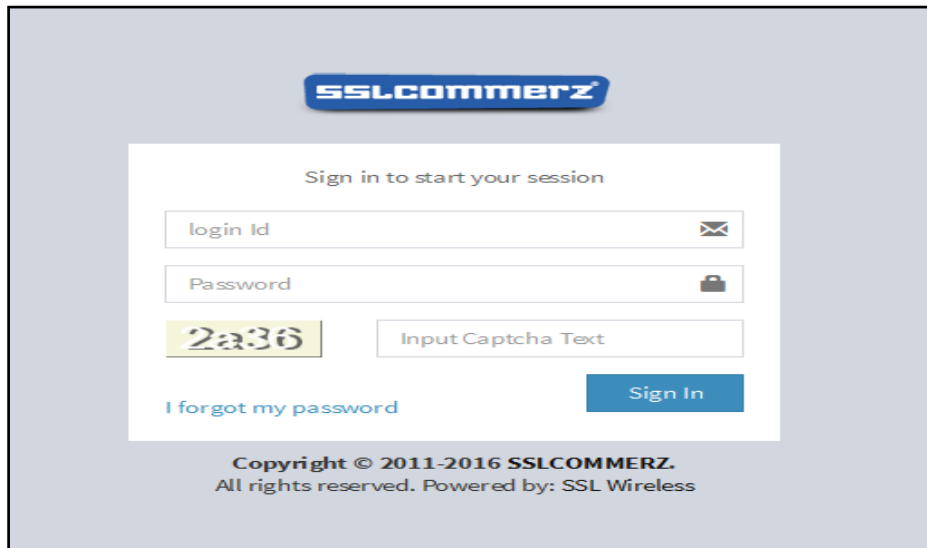
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#### Login

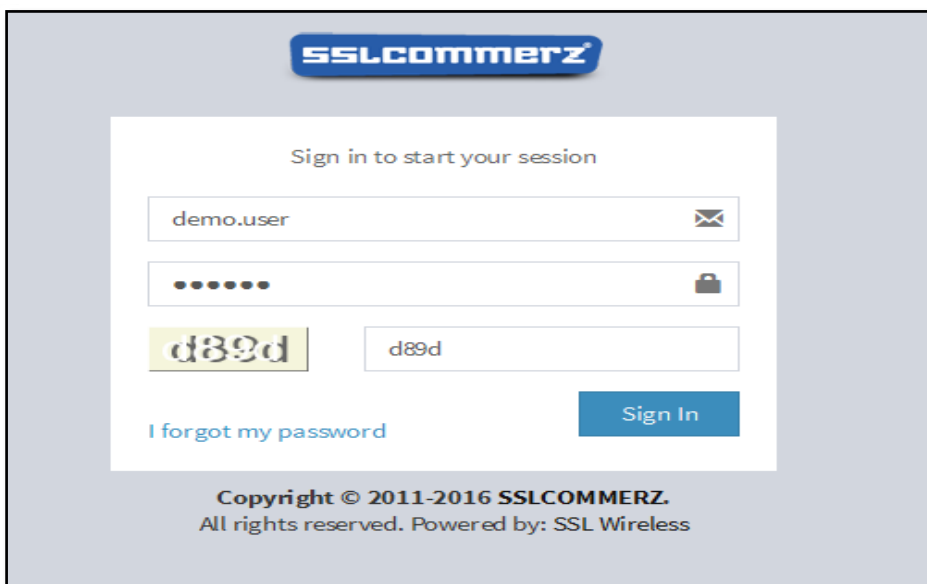
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After clicking <https://merchant.sslcommerz.com/>,

- Merchant Admin will see a login page like below.



- The admin must login with his unique Login ID and Password.



- If the admin forgets the password, he/she can retrieve it through registered e-mail address.

SSLCOMMERZ

Forgot Password

Enter your email

af7d

Input Captcha Text

Submit

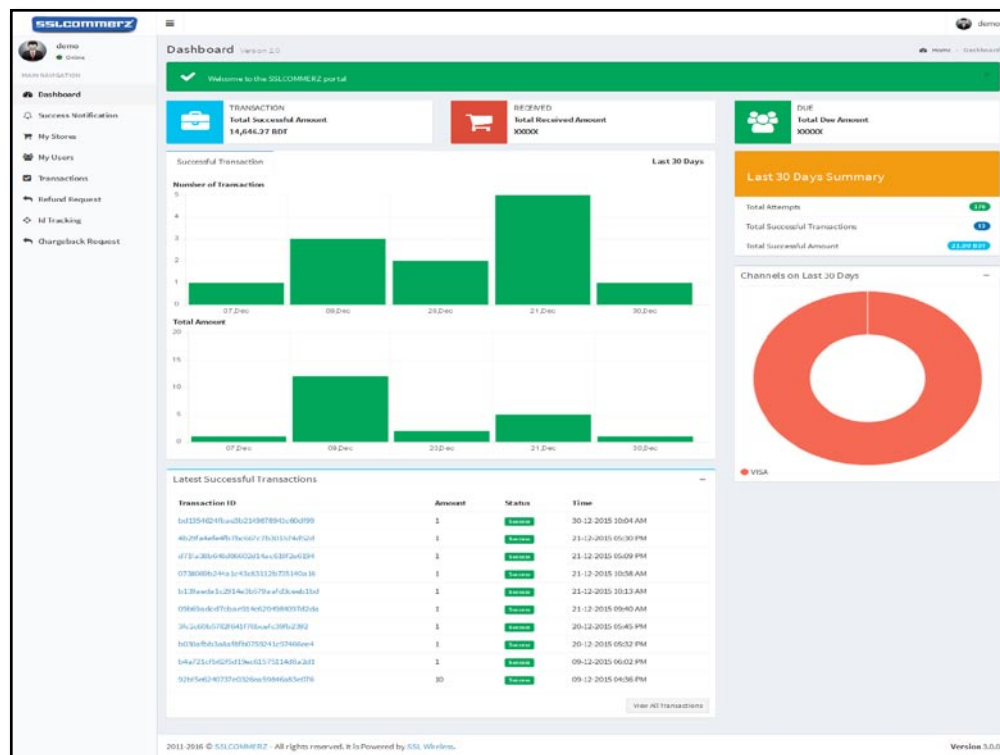
[Back to login page](#)

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All rights reserved. Powered by: SSL Wireless

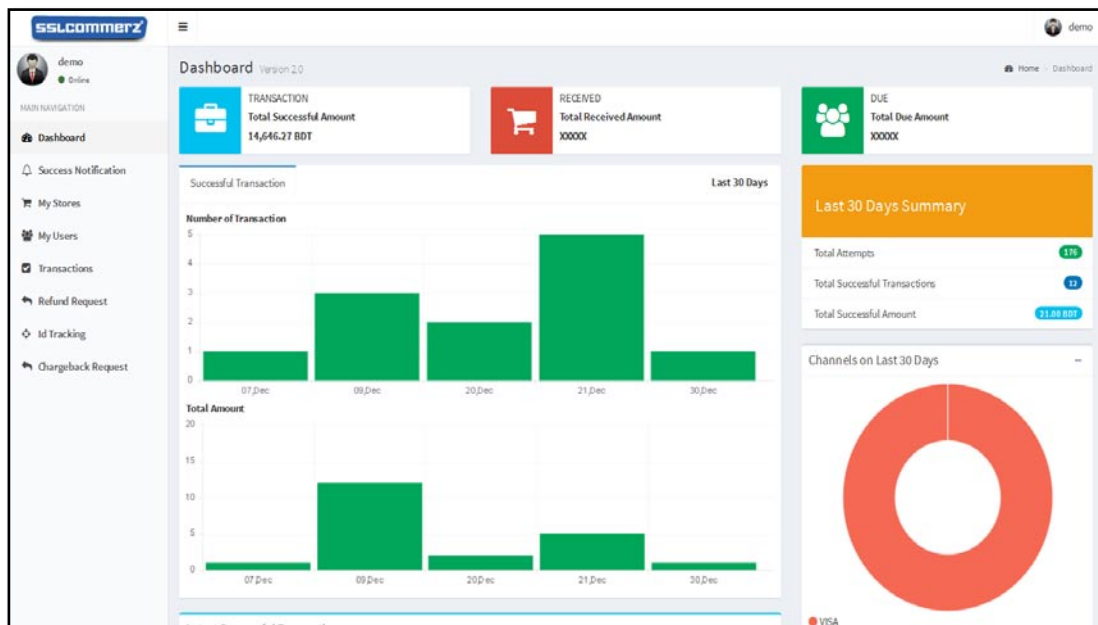
## Dashboard

After logging in,

- Merchant admin will see a Dashboard like below.



- The dashboard shows different graphs of transaction summary.



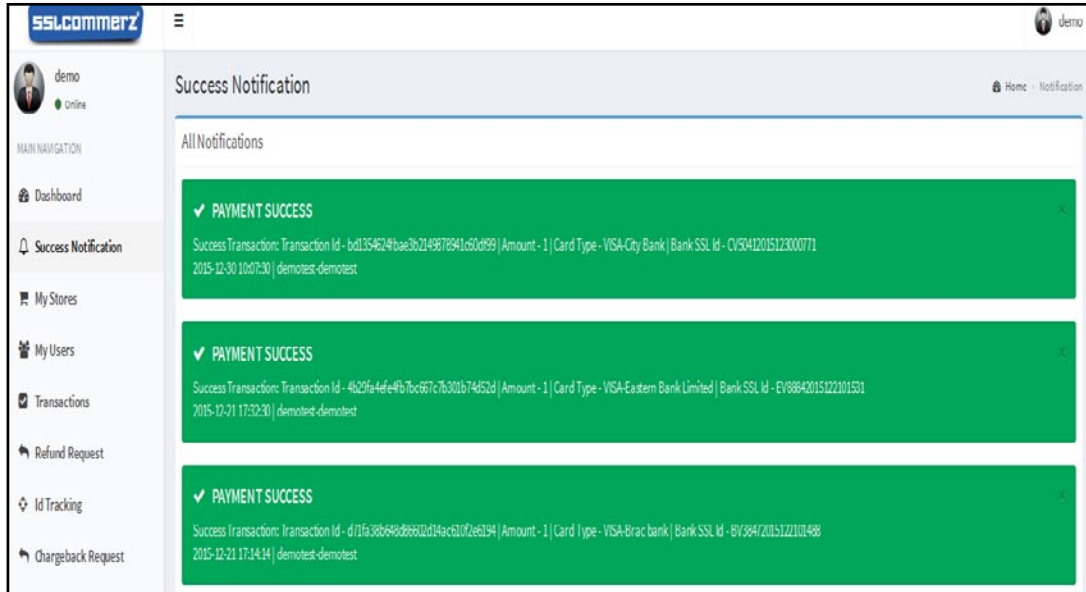
- Summary of last 30 days transaction (attempt, successful and amount).

Transaction ID	Amount	Status	Time
<a href="#">bd1354624fbae3b2149878941c60df99</a>	1	Success	30-12-2015 10:04 AM
<a href="#">4b29fa4efe4fb7bc667c7b301b74d52d</a>	1	Success	21-12-2015 05:30 PM
<a href="#">d71fa38b648d86602d14ac610f2e6194</a>	1	Success	21-12-2015 05:09 PM
<a href="#">0738069b244a1c43c83112b735140a16</a>	1	Success	21-12-2015 10:38 AM
<a href="#">b139aeda1c2914e3b579afd3ceeb1bd</a>	1	Success	21-12-2015 10:13 AM
<a href="#">09b69adcd7cbae914c6204984097d2da</a>	1	Success	21-12-2015 09:40 AM
<a href="#">3fc2c60b5782f641f76bcefc39fb2392</a>	1	Success	20-12-2015 05:45 PM
<a href="#">b030afbb3a8af8fb0759241c97466ee4</a>	1	Success	20-12-2015 05:32 PM
<a href="#">b4a721cfb62f5d19ec61575114d8a2d1</a>	1	Success	09-12-2015 06:02 PM
<a href="#">92bf5e6240737e0326ea59846a83e076</a>	10	Success	09-12-2015 04:36 PM

[View All Transactions](#)

## Success Notification

From this tab one can see the transaction/payment notifications. The notifications contain transaction ID, amount, card type, Bank SSL Id, date and time.



**Success Notification**

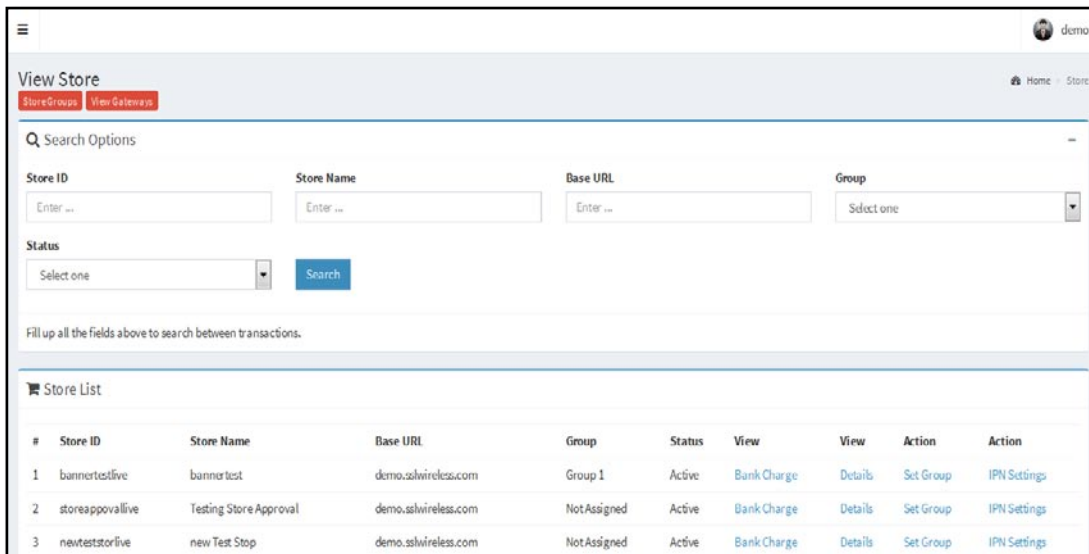
All Notifications

- ✓ PAYMENT SUCCESS**  
 Success Transaction: Transaction Id - bd1354624bae362149878941c65d999 | Amount - 1 | Card Type - VISA-City Bank | Bank SSL Id - CV5041201512300771  
 2015-12-30 10:07:30 | demotest-demotest
- ✓ PAYMENT SUCCESS**  
 Success Transaction: Transaction Id - 4b29fa4efe4b7bc667c76301b74652d | Amount - 1 | Card Type - VISA-Eastern Bank Limited | Bank SSL Id - EV68842015122101531  
 2015-12-31 17:52:30 | demotest-demotest
- ✓ PAYMENT SUCCESS**  
 Success Transaction: Transaction Id - d71fa38b948d86602d14ac61072e6194 | Amount - 1 | Card Type - VISA-Brac bank | Bank SSL Id - BV38472015122101488  
 2015-12-31 17:14:14 | demotest-demotest

## My Store

From this My Store Tab,

- Merchant admin can search for store list by inputting id, name, Base URL, status or by inputting store group name.



**View Store**

Store Groups View Gateways

Search Options

Store ID: Enter ... Store Name: Enter ... Base URL: Enter ... Group: Select one

Status: Select one

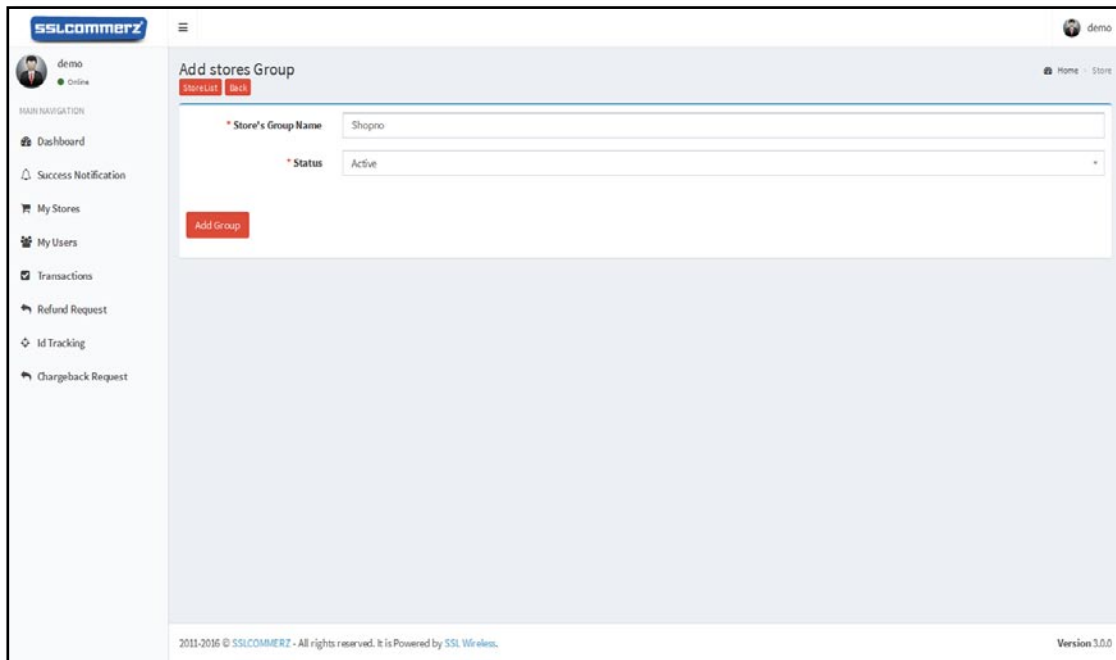
Search

Fill up all the fields above to search between transactions.

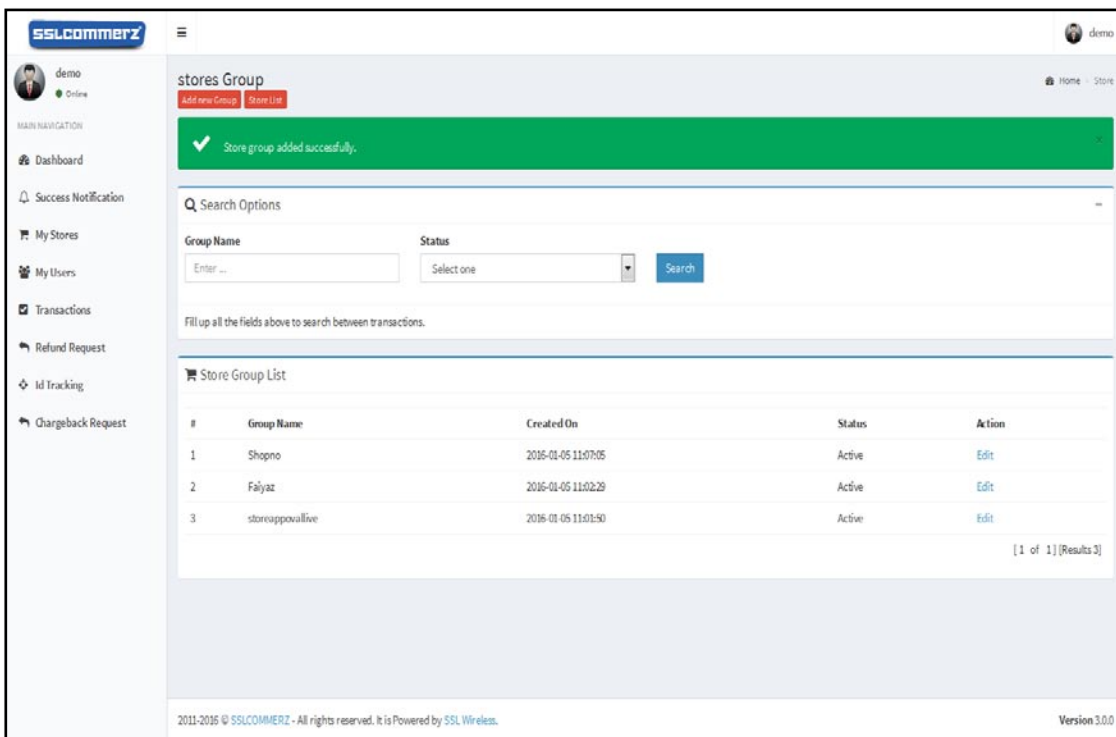
**Store List**

#	Store ID	Store Name	Base URL	Group	Status	View	View	Action	Action
1	bannertestlive	bannertest	demo.sslwireless.com	Group 1	Active	Bank Charge	Details	Set Group	IPN Settings
2	storeappovalive	Testing Store Approval	demo.sslwireless.com	Not Assigned	Active	Bank Charge	Details	Set Group	IPN Settings
3	newteststorlive	new Test Stop	demo.sslwireless.com	Not Assigned	Active	Bank Charge	Details	Set Group	IPN Settings

- Merchant Admin can create store group with name and status.



The screenshot shows the 'Add stores Group' page. On the left is a sidebar with navigation links: Dashboard, Success Notification, My Stores, My Users, Transactions, Refund Request, Id Tracking, and Chargeback Request. The main content area has a header 'Add stores Group' with 'Store List' and 'Back' buttons. Below this are two input fields: '\* Store's Group Name' with the value 'Shoppo' and '\* Status' with the value 'Active'. An 'Add Group' button is at the bottom left of the form area. The footer contains the copyright notice '2011-2016 © SSLCOMMERZ - All rights reserved. It is Powered by SSL Wireless.' and the version 'Version 3.0.0'.



The screenshot shows the 'stores Group' page. At the top, a green message bar says 'Store group added successfully.' Below this is a 'Search Options' section with a 'Group Name' input field (containing 'Enter ...') and a 'Status' dropdown menu (set to 'Select one'). A 'Search' button is to the right. Below the search section is a 'Store Group List' table. The table has columns: #, Group Name, Created On, Status, and Action. It lists three groups: 'Shoppo', 'Falyaz', and 'storeupporalive'. Each group has an 'Edit' link in the Action column. The footer contains the copyright notice '2011-2016 © SSLCOMMERZ - All rights reserved. It is Powered by SSL Wireless.' and the version 'Version 3.0.0'.

#	Group Name	Created On	Status	Action
1	Shoppo	2016-01-05 11:07:05	Active	<a href="#">Edit</a>
2	Falyaz	2016-01-05 11:02:29	Active	<a href="#">Edit</a>
3	storeupporalive	2016-01-05 11:01:50	Active	<a href="#">Edit</a>

- After creating a group, admin can select which stores will be kept in that group. For that, merchant must go to the store list. And select stores.

**View Store**

Store Groups View Gateway

Q Search Options

Store ID: Enter ... Store Name: Enter ... Base URL: Enter ... Group: Select one

Status: Select one Search

Fill up all the fields above to search between transactions.

**Store List**

#	Store ID	Store Name	Base URL	Group	Status	View	View	Action	Action
1	bannertest	bannertest	demo.sshwireless.com	Group 1	Active	Bank Charge	Details	Set Group	IPN Settings
2	testingstoreapproval	Testing Store Approval	demo.sshwireless.com	Not Assigned	Active	Bank Charge	Details	Set Group	IPN Settings
3	newteststore	new Test Store	demo.sshwireless.com	Not Assigned	Active	Bank Charge	Details	Set Group	IPN Settings
4	testdiv	SSLCOMMERZ LIVE TEST	demo.sshwireless.com	Not Assigned	Active	Bank Charge	Details	Set Group	IPN Settings
5	newdemotest	New Demo Test	demo.sshwireless.com	Not Assigned	Active	Bank Charge	Details	Set Group	IPN Settings
6	demotest	demotest	www.sslcommerz.com.bd	Not Assigned	Active	Bank Charge	Details	Set Group	IPN Settings

[1 of 1] [Results 6]

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- By clicking in the Set Group option from Action column of Store list, admin can Set and Update Store Group like below image.

**Set Store Group**

Back

**Store Information**

Store ID: bannertest

Store Name: bannertest

Base URL of Store: demo.sshwireless.com

**Contact Information**

First Name: demo

Mailing Address: Dhaka

Email: susanta.kumar@sshwireless.com

Mobile: 01199857001

**Store Group**

Group Name: Group 1

Update Group

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- Merchant admin can see bank gateway list for all the stores as well as for a particular store by inputting the store ID.

## My Users

From this My Users Tab,

- Merchant admin can search for user list sorted by login id, first or last name, email id, status, role or by inputting allowed store name.

- Merchant admin can create new user from this tab as well.

The 'Add User' form is divided into two main sections: Profile Information and Login Credentials.

**Profile Information:**

- \* First name:** Enter...
- Middle name:** Enter...
- Last name:** Enter...
- \* Mobile Number:** Enter...
- Phone Number:** Enter...
- \* Email Address:** Enter... (Email address must be unique at SSLCOMMERZ system)

**Login Credentials:**

- \* Login name:** Enter... (Login Id must be unique at SSLCOMMERZ system)
- \* Login Password:** Enter...
- \* Confirm Password:** Enter...
- \* User Role:** Select user role (dropdown menu)
- \* Allowed Store Group:** All Stores (dropdown menu) (If you have multi-stores, you can set limit on stores to access by this user.)
- \* Login Status:** De-active (radio button), Active (radio button)

A red 'Save' button is located at the bottom left of the form.

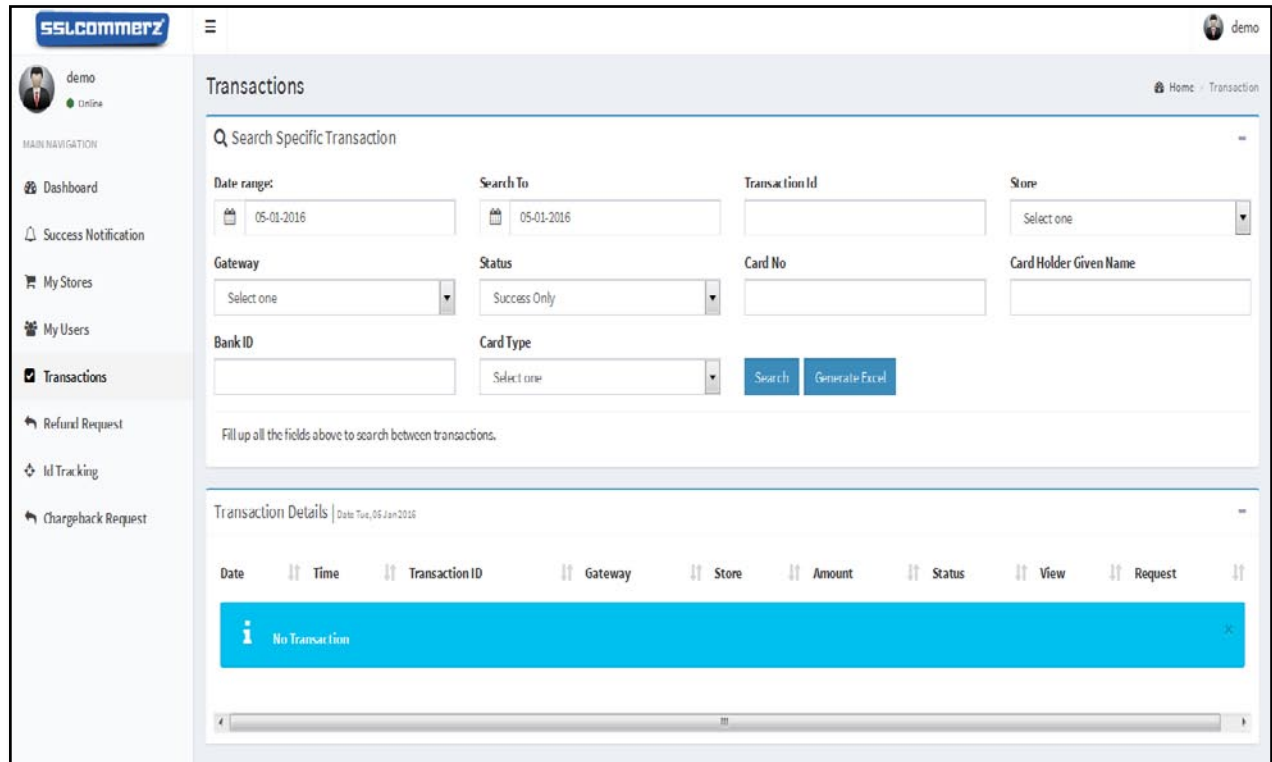
The 'User List' page shows a table of users with the following columns: #, Login id, First Name, Last Name, Email, Role, Allowed Store, Status, View, and Action.

#	Login id	First Name	Last Name	Email	Role	Allowed Store	Status	View	Action
1	dhrubo	Dhrubo		dhrubo@yahoo.com	Supports	All Stores	De-active	<a href="#">Details</a>	<a href="#">Edit</a>
2	faiyaz	Faiyaz		faiyaz@gmail.com	Merchant Admin	All Stores	De-active	<a href="#">Details</a>	<a href="#">Edit</a>
3	faiyaz40	Faiyaz		faiyaz40@gmail.com	Merchant Admin	All Stores	De-active	<a href="#">Details</a>	<a href="#">Edit</a>
4	demo.user	demo		susanta.kroy@yahoo.com	Merchant Admin	All Stores	Active	<a href="#">Details</a>	<a href="#">Edit</a>
5	btopup	-	-	-	Merchant Admin	All Stores	Active	<a href="#">Details</a>	<a href="#">Edit</a>

[ 1 of 1 ] [Results 5]

## Transaction

Transaction details are shown in the Transaction tab filtered by transaction Id, date range, store name, bank Id, card type etc.



**SSLCOMMERZ** demo Online

MAIN NAVIGATION

- Dashboard
- Success Notification
- My Stores
- My Users
- Transactions**
- Refund Request
- Id Tracking
- Chargeback Request

**Transactions** Home / Transaction

Q Search Specific Transaction

Date range: 05-01-2016 Search To: 05-01-2016 Transaction Id: Store: Select one

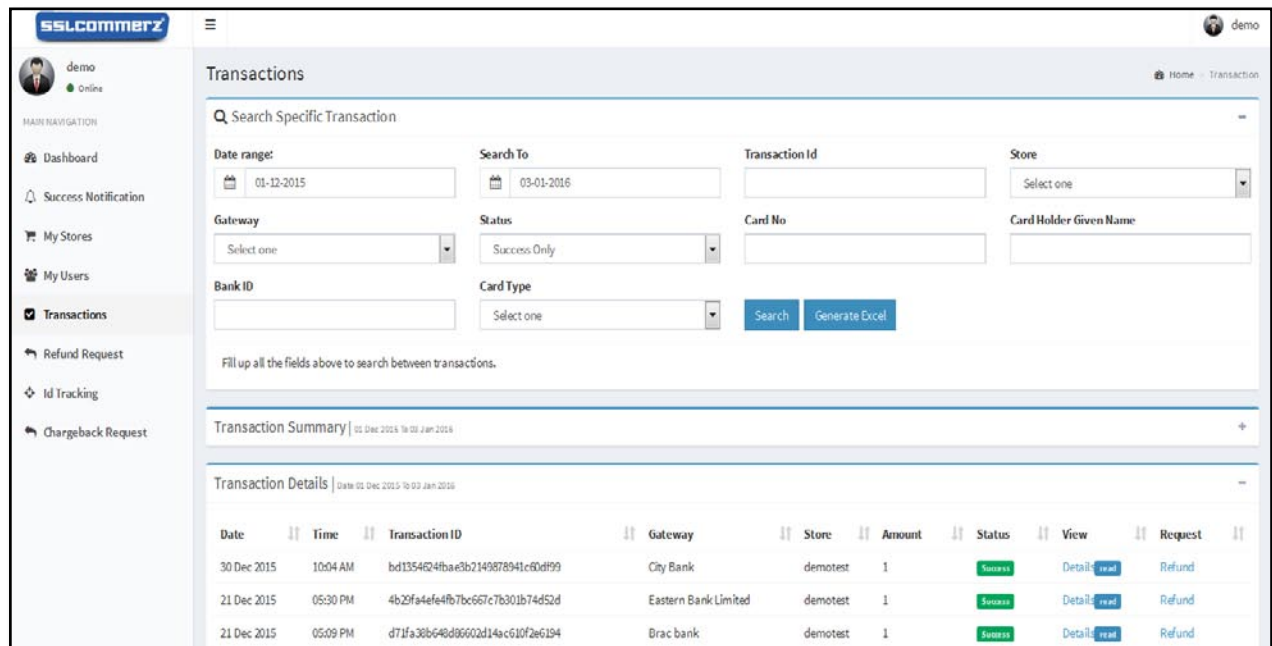
Gateway: Select one Status: Success Only Card No: Card Holder Given Name:

Bank ID: Card Type: Select one Search Generate Excel

Fill up all the fields above to search between transactions.

Transaction Details | Date Tue, 05 Jan 2016

Date	Time	Transaction ID	Gateway	Store	Amount	Status	View	Request
No Transaction								



**SSLCOMMERZ** demo Online

MAIN NAVIGATION

- Dashboard
- Success Notification
- My Stores
- My Users
- Transactions**
- Refund Request
- Id Tracking
- Chargeback Request

**Transactions** Home / Transaction

Q Search Specific Transaction

Date range: 01-12-2015 Search To: 03-01-2016 Transaction Id: Store: Select one

Gateway: Select one Status: Success Only Card No: Card Holder Given Name:

Bank ID: Card Type: Select one Search Generate Excel

Fill up all the fields above to search between transactions.

Transaction Summary | 01 Dec 2015 To 03 Jan 2016

Transaction Details | Date 01 Dec 2015 To 03 Jan 2016

Date	Time	Transaction ID	Gateway	Store	Amount	Status	View	Request
30 Dec 2015	10:04 AM	bd1354624bae3b2149878941c60d99	City Bank	demotest	1	Success	<a href="#">Details</a>	<a href="#">Refund</a>
21 Dec 2015	05:30 PM	4b29fa4e4f7bc667c7b301b74d52d	Eastern Bank Limited	demotest	1	Success	<a href="#">Details</a>	<a href="#">Refund</a>
21 Dec 2015	05:09 PM	d71fa38b648d86602d14ac610f2e6194	Brac bank	demotest	1	Success	<a href="#">Details</a>	<a href="#">Refund</a>

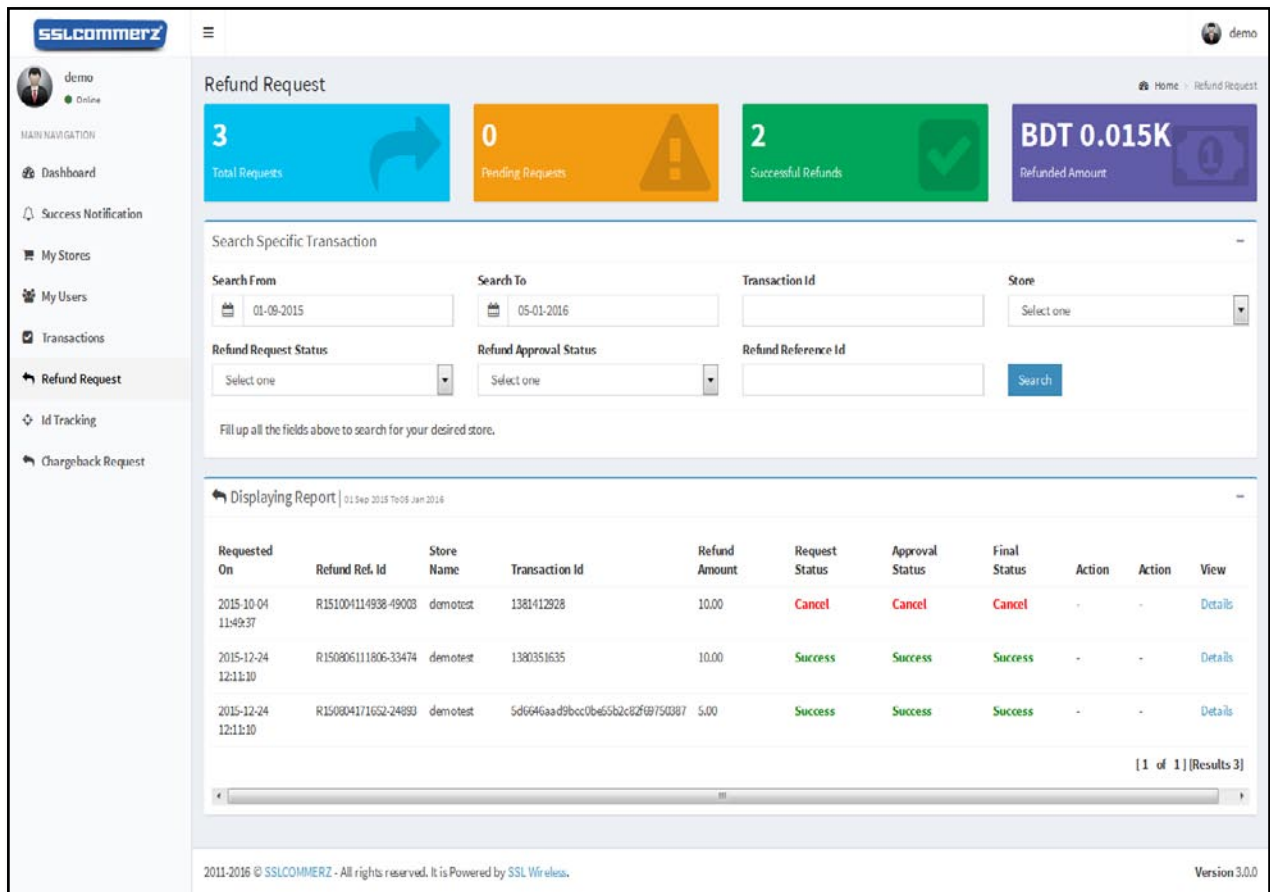
## Search Conditions

- \* (new) : Marked on last transactions which are occurred within last ten minutes.
- \* read : Marked which success transaction details is not viewed till now. If click on **Details**, it updates **SSLCOMMERZ support Team** that it is under processing to deliver
- \* **Searching from** and **searching to** must be within 90 days.

## Refund Request

Refund request is available only when a merchant wants to refund a customer payment due to product unavailability or other inconveniences. This request is made only by the merchant admins.

From Refund Request Tab, merchant admin can see the list sorted by date range, transaction Id, Store Id, status or by the Refund Request Id.



The screenshot shows the SSLCOMMERZ Refund Request dashboard. The top navigation bar includes the SSLCOMMERZ logo, a user profile (demo), and a menu icon. The main navigation sidebar on the left lists: Dashboard, Success Notification, My Stores, My Users, Transactions, Refund Request (selected), Id Tracking, and Chargeback Request.

The dashboard content area is titled "Refund Request" and features four summary cards:
 

- 3 Total Requests** (blue card with a right arrow icon)
- 0 Pending Requests** (orange card with a warning triangle icon)
- 2 Successful Refunds** (green card with a checkmark icon)
- BDT 0.015K Refunded Amount** (purple card with a money bag icon)

Below the summary cards is a search section titled "Search Specific Transaction". It includes fields for:
 

- Search From**: 01-09-2015
- Search To**: 05-01-2016
- Transaction Id**: (empty)
- Store**: Select one (dropdown)
- Refund Request Status**: Select one (dropdown)
- Refund Approval Status**: Select one (dropdown)
- Refund Reference Id**: (empty)
- Search** button

A note below the search fields states: "Fill up all the fields above to search for your desired store."

The main section is titled "Displaying Report | 01 Sep 2015 To 05 Jan 2016". It contains a table with the following data:

Requested On	Refund Ref. Id	Store Name	Transaction Id	Refund Amount	Request Status	Approval Status	Final Status	Action	Action	View
2015-10-04 11:49:37	R151004114938-49003	demotest	1381412928	10.00	Cancel	Cancel	Cancel	-	-	<a href="#">Details</a>
2015-12-24 12:11:10	R150806111806-33474	demotest	1380351635	10.00	Success	Success	Success	-	-	<a href="#">Details</a>
2015-12-24 12:11:10	R150804171652-24893	demotest	5d6646aad9bcc0b65b2c92f8750387	5.00	Success	Success	Success	-	-	<a href="#">Details</a>

At the bottom right of the table, it says "[ 1 of 1 ] [Results 3]".

The footer of the dashboard includes the text: "2011-2016 © SSLCOMMERZ - All rights reserved. It is Powered by SSL Wireless." and "Version 3.0.0".

Refund Details

Merchant Name

demo

Store Name

demotest

Store Id

demotest - www.sslcommerz.com.bd

Home Page of Store

Bank Name

CITYBANKIB-City Bank

Transaction Id

1380351635

Transaction Date

2013-09-28 13:00:40

Transaction Amount

10.00

Merchant Refund Amount

10.00

Refund Reference ID

R150806111806-33474

Merchants' Remarks

test

Requested On

2015-12-24 12:11:10

Requested By

Sumon Roy

Request Status

Success

Approval' Remarks

Please proceed

Approval On

2015-12-24 12:11:10

Approval By

Susanta

Approval Status

Success

Confirmation' Remarks

Confirmation On

2015-12-24 12:11:10

Confirmation By

Final Confirmation

Success

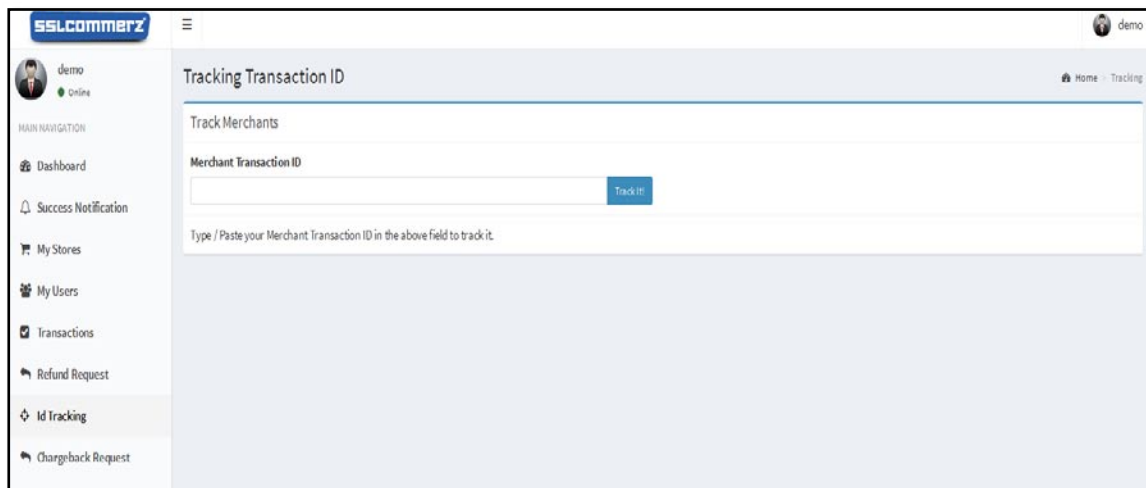
Close



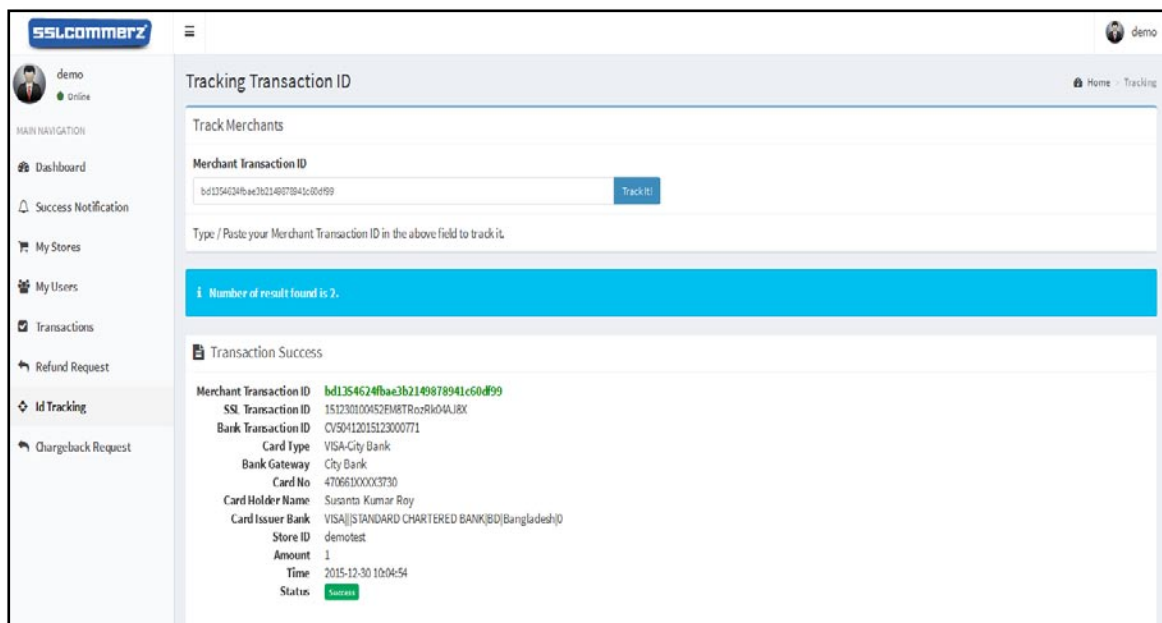
## ID Tracking

From this Id Tracking tab by inserting Merchant Transaction Id, merchant can see

- the transaction details like different kind of transaction Id, payment card type, card number, card holder name and card issuing bank name,
- bank gateway ,
- store Id,
- transaction amount,
- transaction time and
- transaction status



The screenshot shows the 'Tracking Transaction ID' page. On the left is a sidebar with navigation links: Dashboard, Success Notification, My Stores, My Users, Transactions, Refund Request, Id Tracking (selected), and Chargeback Request. The main content area has a header 'Tracking Transaction ID' and a sub-header 'Track Merchants'. Below this is a form with a label 'Merchant Transaction ID' and a text input field. A blue 'Track It!' button is to the right of the input field. Below the input field, there is a placeholder text: 'Type / Paste your Merchant Transaction ID in the above field to track it.'



The screenshot shows the same 'Tracking Transaction ID' page, but now with a successful search result. A blue banner at the top of the main content area says 'Number of result found is 2.' Below this, a section titled 'Transaction Success' displays the following details:

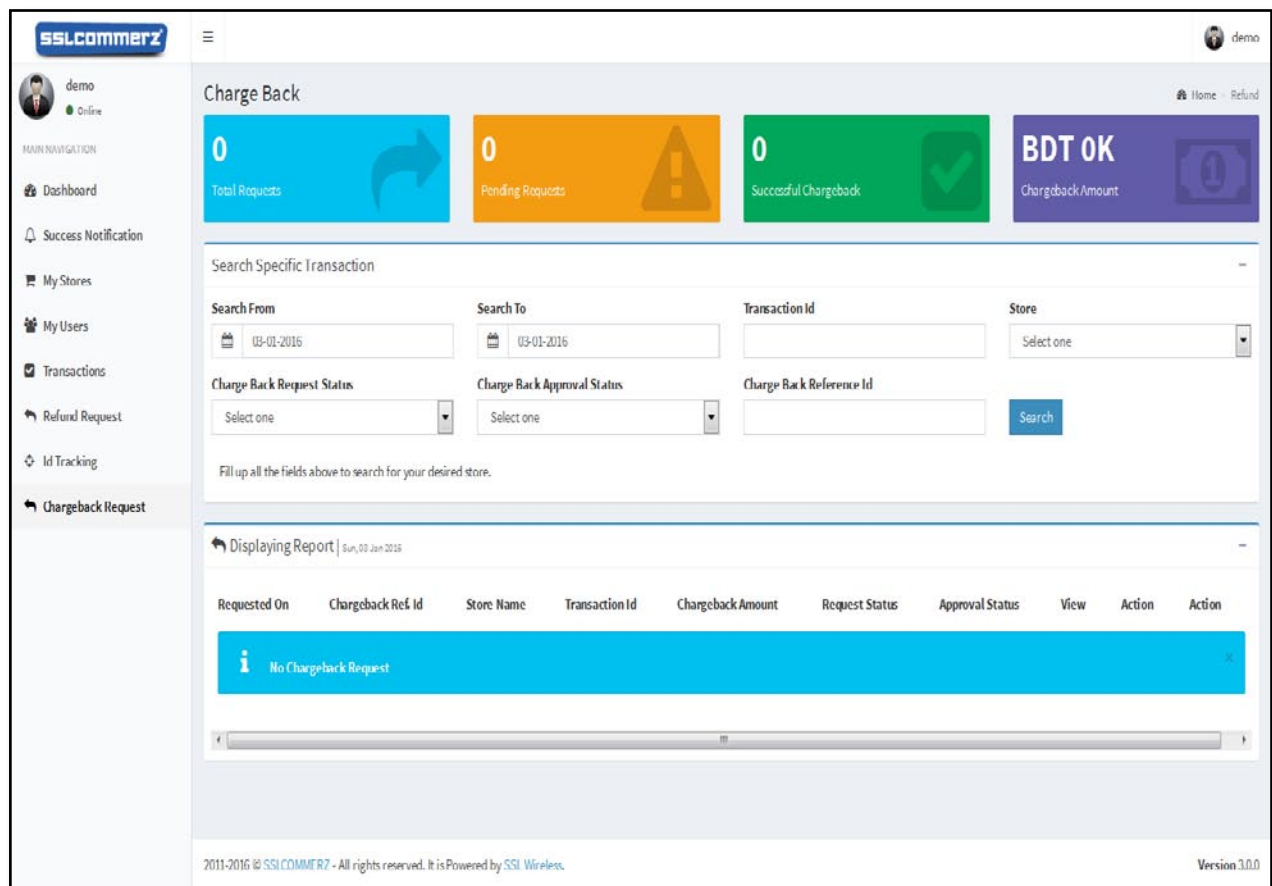
Merchant Transaction ID	bd1354624fbac3b2149878941c60d99
SSL Transaction ID	151230100452FM8TRozRk04JUX
Bank Transaction ID	CV50412015123000771
Card Type	VISA-City Bank
Bank Gateway	City Bank
Card No	470661XXXX3730
Card Holder Name	Susanta Kumar Roy
Card Issuer Bank	VISA  STANDARD CHARTERED BANK(BD)(Bangladesh) D
Store ID	demo/test
Amount	1
Time	2015-12-30 10:04:54
Status	Success



## Chargeback Request

Chargeback request is available only when a customer wants to refund a product due to quality issue or some other inconveniences. This request is made only by the SSLCOMMERZ admins.

From Chargeback Request Tab, SSLCOMMERZ admin can see the list sorted by date range, transaction Id, Store Id, status or by the Refund Request Id.



**Charge Back**

0 Total Requests

0 Pending Requests

0 Successful Chargeback

BDT OK Chargeback Amount

Search Specific Transaction

Search From: 03-01-2016 Search To: 03-01-2016 Transaction Id: Store: Select one

Charge Back Request Status: Select one Charge Back Approval Status: Select one Charge Back Reference Id: Search

Fill up all the fields above to search for your desired store.

Displaying Report | Sun, 03 Jan 2016

Requested On	Chargeback Ref Id	Store Name	Transaction Id	Chargeback Amount	Request Status	Approval Status	View	Action	Action
No Chargeback Request									

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**\*\*END OF THE DOCUMENT\*\***