



Guide to using the Merchant Portal





Content

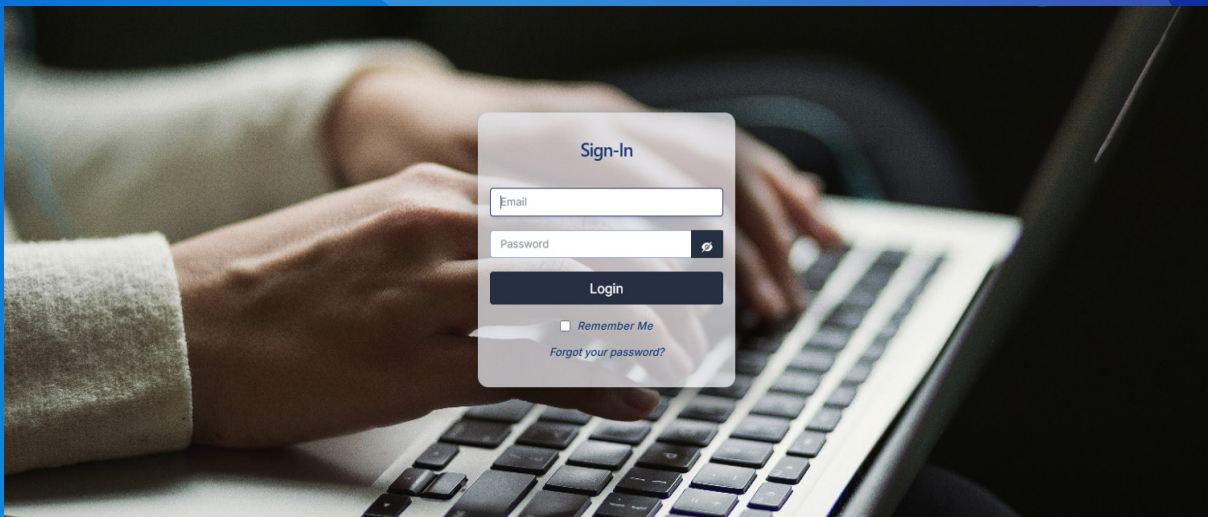
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1 Overview

This document is designed to help you easily navigate and utilize the portal's core features. The Merchant Portal provides a secure, centralized web interface where you can manage your daily business operations. Through this portal, you gain immediate, secure access to your point-of-sale (POS) transactional data and powerful on-demand reporting tools.

2 Login Steps

- Once your account is created, you will receive an automated welcome email with your credentials, granting the user Admin Access.
- Sender:merchantportal@mstatement.adib.ae
- Subject Line: ADIB Merchant Services - Merchant Portal Log In Credentials
- The email includes Portal URL, Username, and Password.



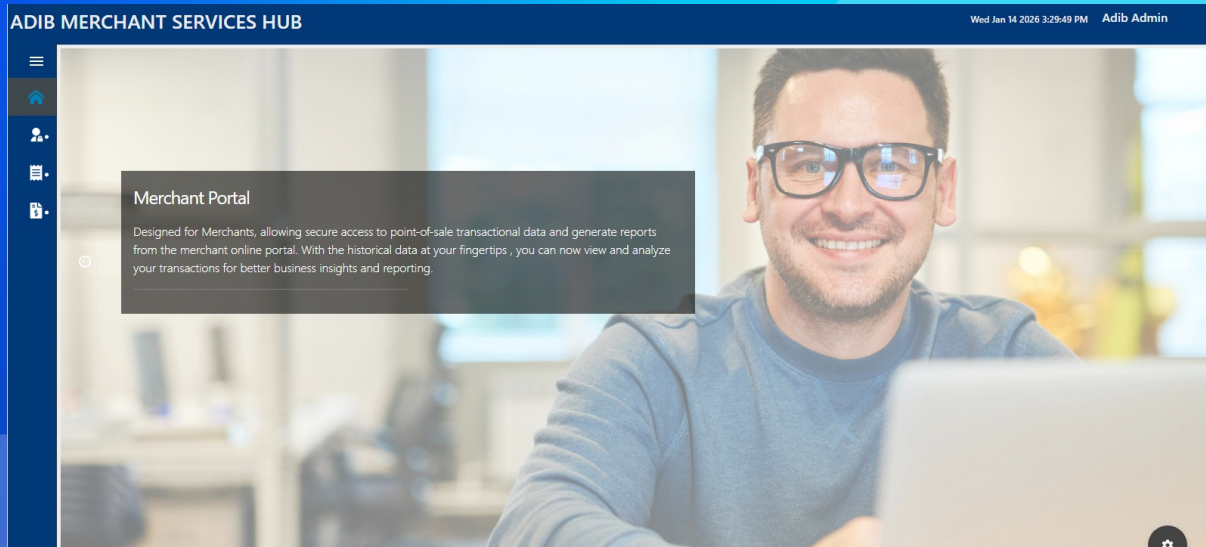
Open the Portal URL from the email

- Enter your Username and Password
- The system will automatically prompt you to reset your password, create a new password
- After resetting, log in again with your new password
- Enter the OTP sent to the registered email address to complete your verification
- An OTP verification code is required for all future logins to ensure account security

2.1 Portal Access

Upon successful login, you will be directed to the portal's Home Screen, which displays your main dashboard & available options.

Located on the left side of the screen you have different menu options like Home, Admin, E-Receipt & E-Statements



3 Admin

Manage user accounts, permissions, and view your linked Merchant IDs (MIDs), if any.

3.1 Merchant User

Allows you to create MID-level users, edit user access/roles and resend welcome email to new users.

FIRST NAME	LAST NAME	USER NAME	EMAIL	ROLE	ADMIN	STATUS	DISABLED	ACTION	RESENT
DontactLLCMER	AdminUser	DontactLLCMER01	tanah84588@jparksy.com	Merchant	No	Active	No		
SampleThuMER	SampleThuMER	SampleThuMER01	netopa651@jparksy.com	Merchant	No	Active	No		
Mohammad	Harris	Mohammedharris	hs@testmail.com	Account	No	Active	No		
ABCAccount		account123	xihec88849@skateru.com	Account	No	Active	No		
mer	one	mweronew	yu@mil.com	Account	No	Active	No		
yuets	tulsi	luyttsg	uyuy@gh.com	Merchant	No	Active	No		
ABC PRIVATE LLC	ABC PRIVATE LLC	CUS128265	kum@testmail.com	Customer	Yes	Active	No		

ADIB MERCHANT SERVICES HUB

Thu Jan 29 2026 1:16:13 PM TRANSPORT SERVICE LLC TRANSPORT SERVICE LLC

MERCHANT USER / Save

First Name: Test Last Name: User User Name: Testuser

Business Email: test@user.com ☒ Active ☐ Locked ☐ Disabled

Role: ☐ Customer ☐ Account ☒ Merchant

Groups: Merchant Non Admin

Accounts: 192 - ACC1003305 191 - ACC1004115

Merchants: 1004115 - Transport Ser... 1003305 - TRANSPORT ...

1004115 - Transport Service LLC
1003305 - TRANSPORT SERVICE LLC Branch 2

Save Cancel

- Step 1. Select + as highlighted below from right top corner
- Step 2. Enter the required details like First name, Last Name, Username and Business Email
- Step 3. Select Role as Account
- Step 4. Select the Group as Merchant Non-Admin
- Step 5. Select the list of account ID and Merchant ID (Both will have same value) for which user credentials to be created and select Save
- Step 6. After User is created now approve the user by selecting approve button

3.2 Reports

Activity

This screen shows a list of all activities such login & logout within a specific timeframe

ADIB MERCHANT SERVICES HUB

Fri Jan 09 2026 11:34:50 AM ABC PRIVATE LLC ABC PRIVATE LLC

ACTIVITY REPORT

From Date: 01/09/26 To Date: 01/09/26 Search Export Clear

Search...

USER NAME	LOCATION	ACTIVITY DESCRIPTION	TIME STAMP
CUS128265	::ffff:172.18.0.1	viewing : MerchantUsers	2026-09-01 07:31:46
CUS128265	::ffff:172.18.0.1	viewing : FormSecurity	2026-09-01 07:29:55
CUS128265	::ffff:172.18.0.1	viewing : MerchantUsers	2026-09-01 07:29:55
CUS128265	::ffff:172.18.0.1	viewing : MerchantUsers	2026-09-01 07:29:25
CUS128265	::ffff:172.18.0.1	viewing : MerchantUsers	2026-09-01 07:28:53
CUS128265	::ffff:172.18.0.1	Signed in	2026-09-01 07:19:49
CUS128265	::ffff:172.18.0.1	Signed out	2026-09-01 07:06:10
CUS128265	::ffff:172.18.0.1	Signed in	2026-09-01 04:54:37
CUS128265	::ffff:172.18.0.1	Signed out forcefully	2026-09-01 04:54:21

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Audit

This screen will show all activities or changes that the logged in user made

ADIB MERCHANT SERVICES HUB

Fri Jan 09 2026 11:35:28 AM ABC PRIVATE LLC ABC PRIVATE LLC

AUDIT LOG REPORT

From Date: 12/01/25 To Date: 01/09/26 Search Export Clear

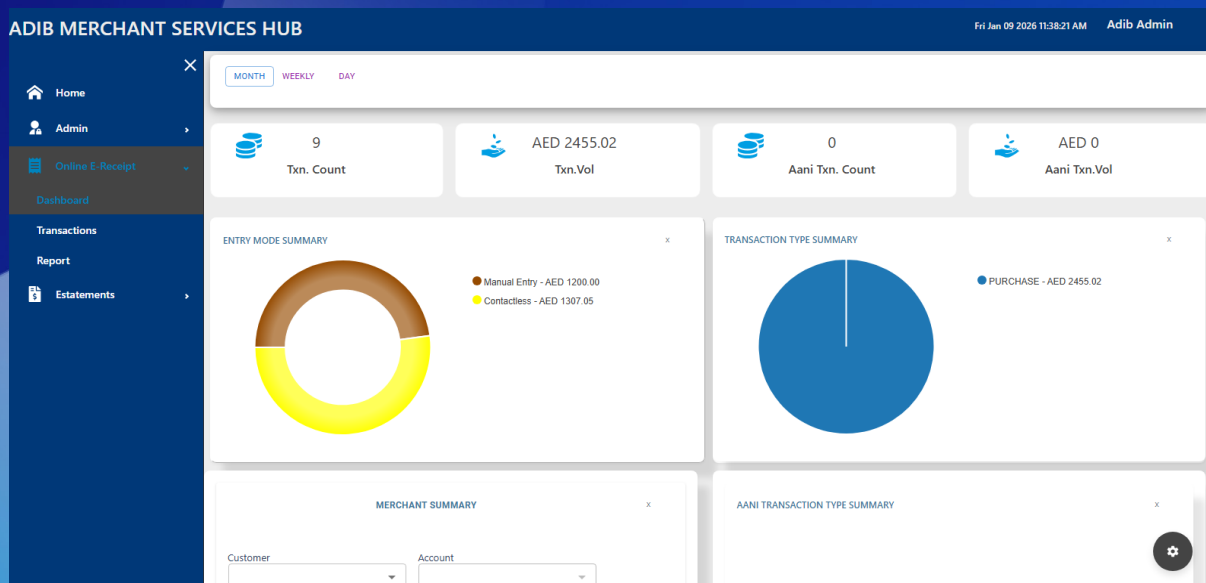
Search...

USERNAME	FORM NAME	USER ACTION	TIME STAMP
CUS128265	MerchantUsers	Approved MerchantUsers : mwronew	2025-04-12 11:10:39
CUS128265	MerchantUsers	Updated MerchantUsers : mwronew	2025-04-12 11:10:34
CUS128265	MerchantUsers	Approved MerchantUsers : mwronew	2025-04-12 11:10:07
CUS128265	MerchantUsers	Added new User : mwronew	2025-04-12 11:10:00
CUS128265	MerchantUsers	Approved MerchantUsers : iuyttsg	2025-04-12 11:09:31
CUS128265	MerchantUsers	Updated MerchantUsers : iuyttsg	2025-04-12 11:09:28
CUS128265	MerchantUsers	Approved MerchantUsers : iuyttsg	2025-04-12 07:26:08
CUS128265	MerchantUsers	Updated MerchantUsers : iuyttsg	2025-04-12 07:26:03
CUS128265	MerchantUsers	Approved MerchantUsers : Mohammedharris	2025-04-12 07:25:40
CUS128265	MerchantUsers	Updated MerchantUsers : Mohammedharris	2025-04-12 07:25:36
CUS128265	MerchantUsers	Approved MerchantUsers : iuyttsg	2025-04-12 07:25:02
CUS128265	MerchantUsers	Added new User : iuyttsg	2025-04-12 07:24:53
CUS128265	MerchantUsers	Approved MerchantUsers : Mohammedharris	2025-04-12 06:28:24
CUS128265	MerchantUsers	Updated MerchantUsers : Mohammedharris	2025-04-12 06:28:20
CUS128265	MerchantUsers	Updated MerchantUsers The password does not meet policy requirements.	2025-04-12 06:28:03
CUS128265	MerchantUsers	Approved MerchantUsers : Mohammedharris	2025-04-12 06:27:54
CUS128265	MerchantUsers	Updated MerchantUsers : Mohammedharris	2025-04-12 06:27:50

4 Online E-Receipt

4.1 Dashboard

This section Shows a summary of transactions in the graphical representation.



4.2 Transactions

You can find a specific transaction by entering details such as Invoice Number, RRN, MID, TID, or Authorization Code

The E-RECEIPT page allows searching for transactions by date range (From Date: 01/02/26, To Date: 01/09/26) and other details like Invoice Number, Terminal ID, Auth Code, MID, RRN Number, Transaction Type, and QR Payment ID. The search results are displayed in a table with columns: Invoice Number, TID, MID, RRN Number, Txn Type, Txn Description, Auth Code, Amount, QR Payment ID, Date, RECEIPT, Merchant, and Customer. The table shows 8 transactions, all of which are PURCHASE transactions.

Invoice Number	TID	MID	RRN Number	Txn Type	Txn Description	Auth Code	Amount	QR Payment ID	Date	RECEIPT	Merchant	Customer
000010	80021128	2006318	600712573919	PURCHASE	Approved	017407	600.00 AED		07-January-2026 16:25:46			
000009	80021128	2006318	600712573918	PURCHASE	Approved	016144	51.00 AED		07-January-2026 16:19:15			
000008	80021128	2006318	600712573917	PURCHASE	Approved	015882	50.00 AED		07-January-2026 16:17:56			
000006	80021128	2006318	600712573913	PURCHASE	Approved	012473	50.00 AED		07-January-2026 16:00:34			
000005	80021128	2006318	600711573912	PURCHASE	Approved		500.00 AED		07-January-2026 15:58:31			
000005	80021128	2006318	000000000005	PURCHASE	Timeout		500.00 AED		07-January-2026 15:58:31			
000004	80021128	2006318	600711573910	PURCHASE	Approved	011614	3.99 AED		07-January-2026 15:56:16			
000003	80021128	2006318	010700073909	PURCHASE	Approved	275453	0.03 AED		07-January-2026 15:55:40			

4.3 Report

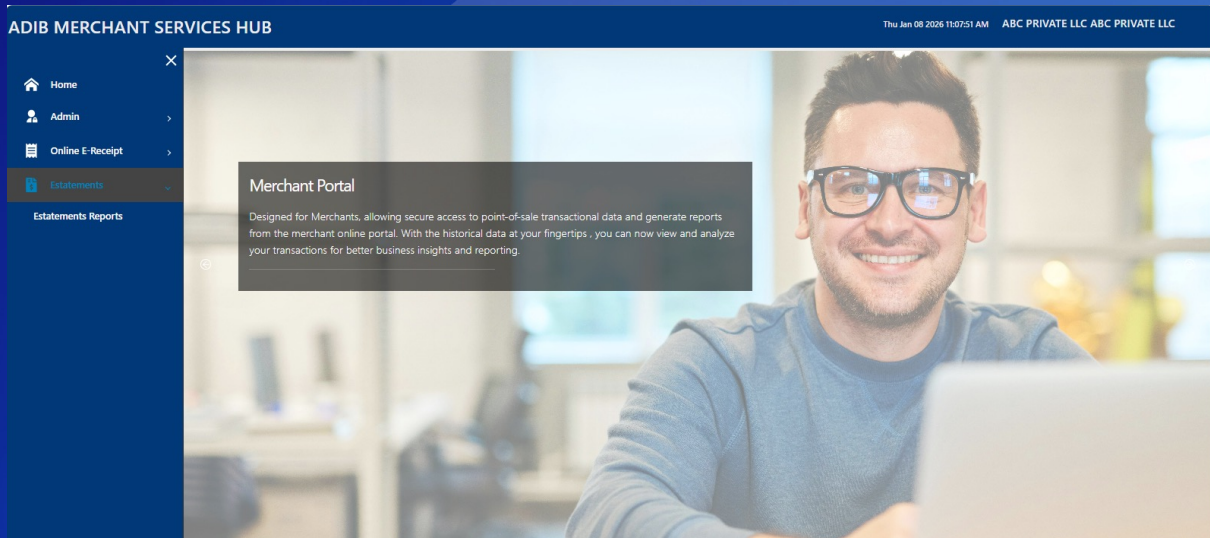
Generate summary or detailed reports of Terminal IDs by providing date range filter. You can print or download these reports

The E-Receipt Reports page allows generating reports for Terminal IDs by date range (From Date: 02/02/25, To Date: 02/17/25). The search results are displayed in a table with columns: MID, Address, Merchant City, Merchant Name, ZIP Code, Counter No., Terminal ID, Date, Batch No., Transaction Count, omaTxnType, and Details. The table shows 1 report for Terminal ID 70020710.

MID	Address	Merchant City	Merchant Name	ZIP Code	Counter No.	Terminal ID	Date	Batch No.	Transaction Count	omaTxnType	Details
2006318	TEST ADDRESS	ABU DHABI	ADIMAC TEST MERCHANT			70020710	02/17/2025 15:35:04	000027	14	DETAIL REPORT	

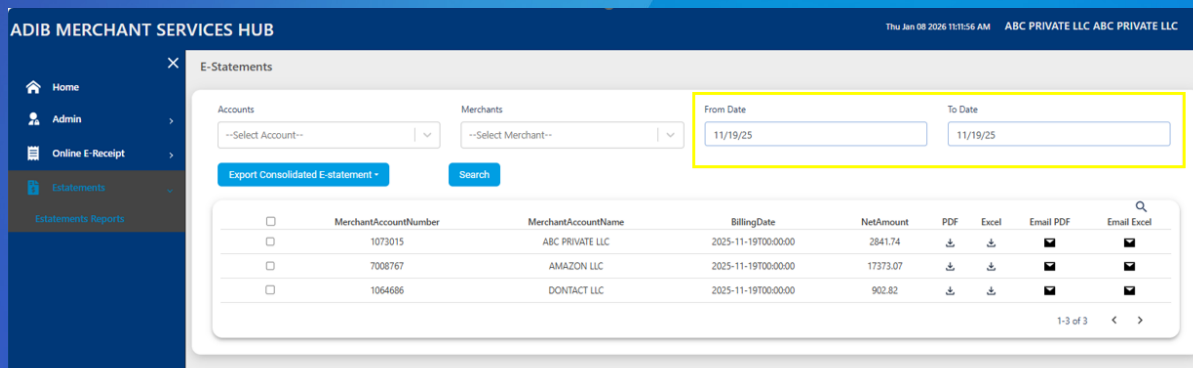
5 E-Statements

The E-Statements module allows you to view and download daily or monthly transaction statements in PDF or Excel formats. Available features and data views depend on your assigned user role.

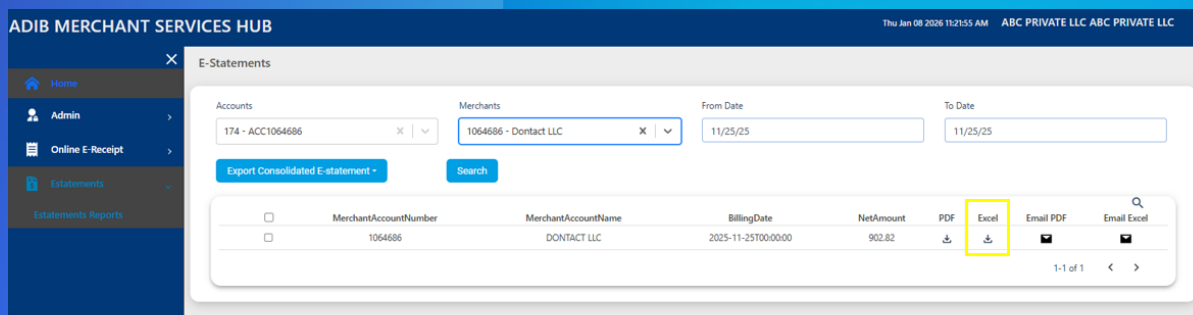


5.1 User Role Permissions

Admin Users: Authorized to view and download statements at both the Merchant ID (MID) level and the Group level.



Merchant Users: Authorized to view and download statements at the Merchant ID (MID) level only. Group-level statements remain restricted.



5.2 How to Filter and Download

Select Statement Type: Choose between Daily or Monthly statements.

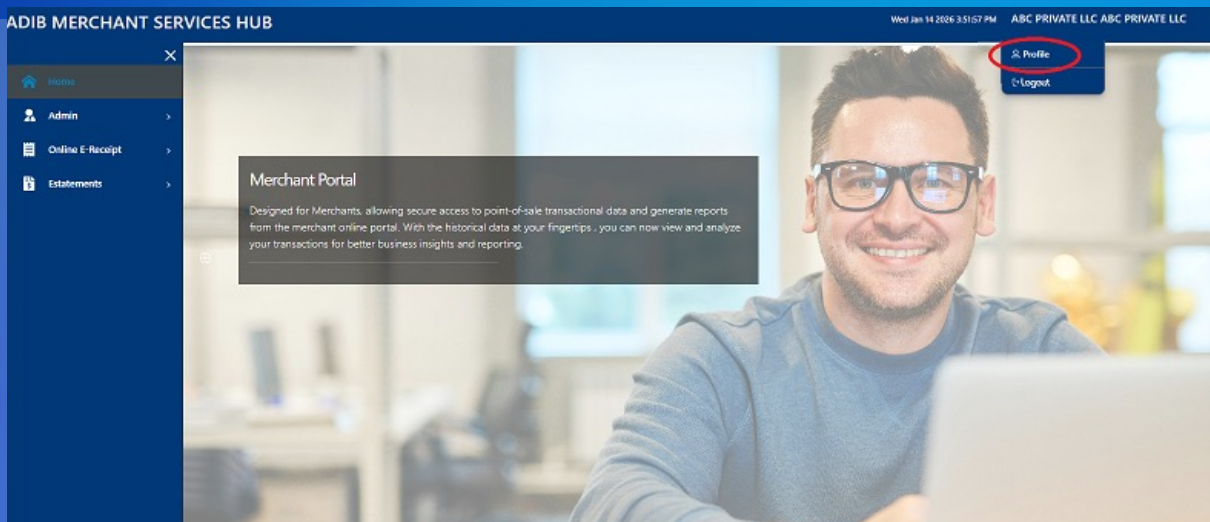
Apply Date Range: Select a single day or a custom range of multiple dates, maximum duration for any custom date range is 1 month.

Choose Format: Click on your preferred download format: PDF or Excel (XLSX).

6 Change password and Logout

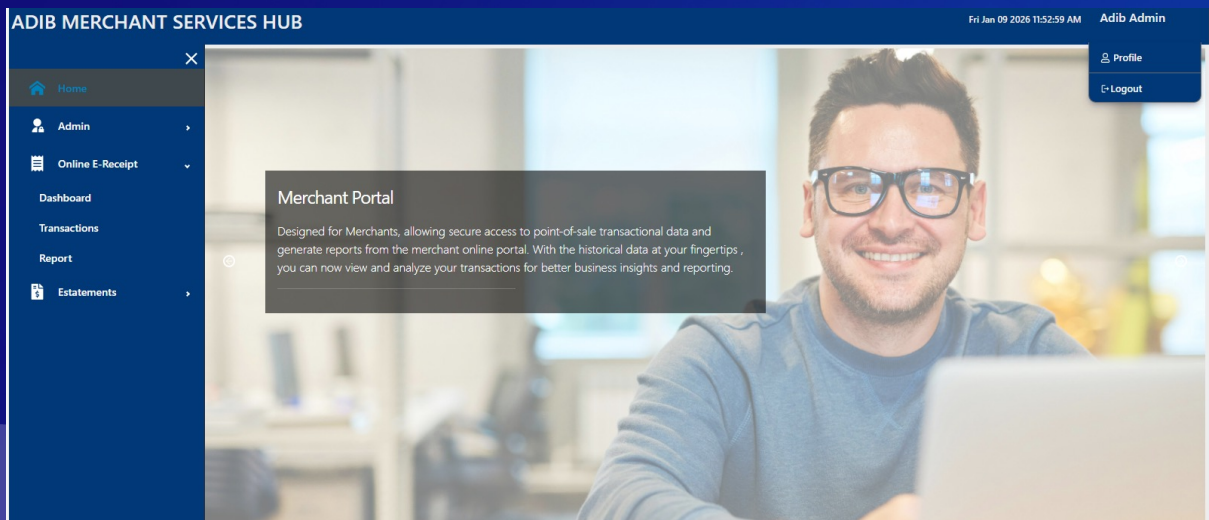
6.1 Change Password

From the top right side, the user can use the profile option to reset the login password for the current logged in user

A screenshot of the 'My Profile' form within the ADIB Merchant Services Hub. The form is titled 'My Profile' and contains several input fields: 'First Name' (ABC PRIVATE LLC), 'Last Name' (ABC PRIVATE LLC), 'User Name' (CUS128265), 'Business Email' (kum@testmail.com), 'Current Password', 'Reset Password', and 'Confirm Password'. All password fields are masked with asterisks. An 'Update' button is located at the bottom left of the form. The background shows the same dashboard as the previous image.

6.2 Logout

From the top right side, the user can use the profile option to logout from portal



For more information:



Contact your
Relationship Manager

or



merchanthelpdeskcc@adib.com

or



Merchant Helpdesk
+971 4 806 1212