

## Merchant User Manual V1.0

# A Guide to using the Merchant Portal





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This document provides a guide for the Merchant User to use various features of the Merchant Portal application. This system includes a portal designed for merchants, which allows secure access to point-of-sale transactional data and generates reports from the merchant's online portal.

## 2 Application Features

The Login screen is the first screen presented when a user enters the application URL. Enter the User Name and Password received via Email.



After entering the credentials, you will be able to reset the password for the new user.



After resetting the Password an OTP will be sent to the registered Email Address.



### 3 Merchant

This includes modules such as User, Reports, Activity, Audit, Online E-Receipt, Dashboard, Transactions and Report.

#### 3.1 Home Screen

Please find the below available list of Menu.





#### 3.2 User

This allows us to create a new user. The user will be assigned to a group which will be having access based on the permission defined. The created users are displayed as shown in the below image.

Here the action button can be used to edit the details provided when the user is create, it must be approved from the User page.

A Home	×	MERCHANT USER /	Details								
		First Name	Last Name	User Name	Email	Role	Admin	Status	Disabled	Action	Q Resent
		DEMO MERCHANT 1		ACC1097710	afzal.rahim@adib.com	Account	No	Active	No	<b>EI</b>	
Account	-	DEMO MERCHANT		ACC1019494	pushpa.davulurumuni@adib.com	Account	No	Active	No	<b>EI</b>	
Account		siddique	Yafid	MER1019494	muhammad.khan3@adib.com	Merchant	No	Active	No	E	
Merchant		DEMO MERCHANT	DEMO MERCHANT	CUS128246	fathima.hameed@adib.com	Customer	Yes	Active	No	<b>EI</b>	
Reports	•	MARWA	YAHNA	MER1097710	ABCD123@gmail.com	Merchant	No	Active	No	<b>E</b>	
Online E-Receipt	>					Row	s per pag	e: 10 🔻	1-5	of 5 <	>





#### 4.1 Activity

Activity reports typically provide a list of all activities within a specific timeframe.

DIB MERCHANT	SERVICES HUB			Mon Feb 24 2025 3:04:04 PM	DEMO MERCHANT DEMO MERCHAN
A Home	X ACTIVITY REPORT		From Date: 02/24/25	To Date: 02/24/25	Search Export Clear
	*				Search Q
Merchant User	USER NAME	LOCATION	ACTIVITY D	DESCRIPTION	TIME STAMP
Account	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:04:01
Marchant	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:57
merchant	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:54
	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:50
	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:46
Audit	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:43
Auur	CUS128245	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:40
Online E-Receipt	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:37
	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:33
	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:30
	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:27
	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:22
	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:20
	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:17
	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:14
	CUS128246	:ffff:172.18.0.1	viewing : M	lerchantUsers	2025-02-24 11:03:11
	C115128245	-ffff-172 18 0 1	บไฮมโคร • M	larchanti leare	2025-02-24 11:02:08

#### <u>4.2 Audit</u>

This will show all activities or changes that the logged in user makes.

ADIB MERCHANT SI	ERVICES	нив			Mon Feb 24 2025 3:04:48 PM DEI	IO MERCHANT DEMO MERCHANT
A Home	AUDIT	LOG REPORT		From Date: 02/06/25	To Date:	Search Export Clear
						Search, Q
Merchant User		USERNAME	FORM NAME	USEF	RACTION	TIME STAMP
Account	>	CUS128246	MerchantUsers	Approved Mercha	ntUsers : ACC1097710	2025-02-07 10:07:59
Merchant	>	CUS128246	MerchantUsers	Updated Mercha	ntUsers : ACC1097710	2025-02-07 10:07:48
	>	CUS128246	MerchantUsers	Approved Mercha	ntUsers : ACC1097710	2025-02-07 10:07:23
	>	CUS128246	MerchantUsers	Updated Mercha	ntUsers : ACC1097710	2025-02-07 10:06:37
Activity						1-4 of 4 < >
📕 Online E-Receipt						

5 Online E-Receipt

#### 5.1 Dashboard

Upon successful login, a Dashboard screen is displayed and a menu on the left. The Dashboard provides a visual and summarized view of Transactional Data based on the Transactions performed.



IB MERCHANT S	ERVICES HUB			Mon Feb 24 2025	11:17:41 AM DEMO ME	RCHANT DEMO MERCHAN
Home	MERCHANT SUMM	ARY		x		
Admin Online E-Receipt	Account	Merchant	- Demo Merchant	-		
nshiboard ansactions	Demo Mercha	nt	AED 11804.52	_		
eport	PREVIOUS	Displaying 1 of 1 pages	5 🕶	NEXT		
	INVOICES					
	Invoice No.	Merchant Name	Transaction Type	Status	Amount	Transaction Date
	000313	Demo Merchant	Purchase	PURCHASE SUCCESS	65.89	2025-02-18T15:00:46
	000312	Demo Merchant	Purchase	PURCHASE SUCCESS	78.54	2025-02-18T15:00:17
	000311	Demo Merchant	Purchase	PURCHASE SUCCESS	5.00	2025-02-18T14:58:10
	000310	Demo Merchant	Purchase	PURCHASE SUCCESS	8.90	2025-02-18T14:50:54
	000309	Demo Merchant	Purchase	PURCHASE SUCCESS	25.00	2025-02-18T14:50:34

#### 5.2 Transactions

In this we can retrieve the transaction done by entering details of either of the field (Terminal ID, Auth Code, Invoice Number, Merchant ID, RRN).

×	E-RECEIPT										
Home						_			_		
Admin	From Date		02/17/25		To Date	02,	/24/25	Invoice Number	1	Invoice No	
	Terminal ID		Terminal II		Auth Code	Au	th Code	MID	1	Merchant II	D
Online E-Receipt 🐭	RRN Number		RRN		Search Clear						
shboard	-										Q
ansactions	Invoice Number	TID	MID	RRN Number	Txn Description	Auth Code	Amount	Date	RECEIPT	Merchant	Customer
port	000313	80208488	1019494	504919850023	Approved	002075	65.89 AED	18-February-2025 15:00:46			
	000312	80208488	1019494	021800050022	Approved	036301	78.54 AED	18-February-2025 15:00:17			
	000311	80208488	1019494	021800050021	Approved	055821	5.00 AED	18-February-2025 14:58:10			
	000310	80208488	1019494	021800050960	Approved	507896	8.90 AED	18-February-2025 14:50:54			
	000309	80208488	1019494	504910850014	Approved	026158	25.00 AED	18-February-2025 14:50:34		-	
	000308	80208488	1019494	504910850958	Approved	731575	25.00 AED	18-February-2025 14:49:09			
	000307	80208488	1019494	504910850957	Do Not Honour		5.00 AED	18-February-2025 14:48:54			
	000306	80208488	1019494	504910850013	Approved	014506	5.00 AED	18-February-2025 14:48:35			
	000305	80208488	1019494	504910850955	Approved	762882	8.06 AED	18-February-2025 14:35:22			
	000305	80208488	1019494	504910850955	Approved	762882	8.00 AED	18-February-2025 14:33:57			
											1.0024

#### 5.3 Reports

In reports we can retrieve the transaction done by entering the Invoice no of the transaction or Terminal ID.

ADIB MERCHAN	T SER	VICES HUB					Mon Feb 24 2025 3:0	6:05 PM 🛛	DEMO MERCHAN	IT DEMO MERCH	IANT
	×	E-Receipt Repo	orts								
🏫 Home											
🧏 Admin	*	<ul> <li>Summary Report</li> <li>Terminal ID</li> </ul>	ts (	Detail Reports		From Date	To Date				
Merchant User		Terminal ID		MID		02/09/25	02/24/25				
Account											
Merchant		Search Cle	ear								Q
Reports	*	MID	Address	Merchant City	Merchant Name	ZIP Code Counter No. Terminal II	Date	Batch No	. Transaction Count	omaTxnType	Details
Activity		1019494	AL SAF	ABUDHABI	Demo Merchant	80208488	02/18/2025 15:10:59	000033	7	SUMMARY REPORT	≣
		1019494	AL SAF	ABUDHABI	Demo Merchant	80208488	02/18/2025 14:39:55	000032	12	SUMMARY REPORT	E
Audit		1019494	AL SAF	ABUDHABI	Demo Merchant	80208488	02/18/2025 11:06:03	000031	2	SUMMARY REPORT	Ξ
	*	1019494	AL SAF	ABUDHABI	Demo Merchant	80208488	02/18/2025 10:38:03	000030	6	SUMMARY REPORT	=
Dashboard		1097710	MUWAILAH	SHARJAH	DEMO MERCHANT	80208487	02/18/2025 10:00:16	000007	5	SUMMARY REPORT	I
		1097710	MUWAILAH	SHARJAH	DEMO MERCHANT	80208487	02/14/2025 09:01:56	000006	4	SUMMARY REPORT	=
Iransactions		1097710	MUWAILAH	SHARJAH	DEMO MERCHANT	80208487	02/14/2025 08:51:55	000005	7	SUMMARY REPORT	E
		1019494	AL SAF	ABUDHABI	Demo Merchant	80208488	02/13/2025 10:47:03	000023	20	SUMMARY REPORT	Ξ
		1019494	AL SAF	ABUDHABI	Demo Merchant	80208488	02/12/2025 17:48:09	000021	1	SUMMARY REPORT	Ξ
		1019494	AL SAF	ABUDHABI	Demo Merchant	80208488	02/12/2025 17:46:24	000020	2	SUMMARY REPORT	I
		1019494	AL SAF	ABUDHABI	Demo Merchant	80208488	02/12/2025 17:43:01	000019	5	SUMMARY REPORT	-
		1019494	AL SAF	ABUDHABI	Demo Merchant	80208488	02/12/2025 13:13:22	000018	1	SUMMARY REPORT	*
		1019494	AL SAF	ABUDHABI	Demo Merchant	80208488	02/12/2025 12:46:40	000017	1	SUMMARY REPORT	E

### 6 Logout

From the top right side, the user can use the profile option to reset the login password for the current logged in user as well as the logout option to exit from the portal.

