



MERCHANT
ACCESS
PORTAL



Overview

The **Merchant Access Portal (MAP)** is a web-based administration website designed to assist merchants in managing their PayGate account. The site is secure and access is password-protected. This website is available free of charge to all PayGate merchants. **MAP** can be accessed via the PayGate corporate website – www.paygate.co.za.

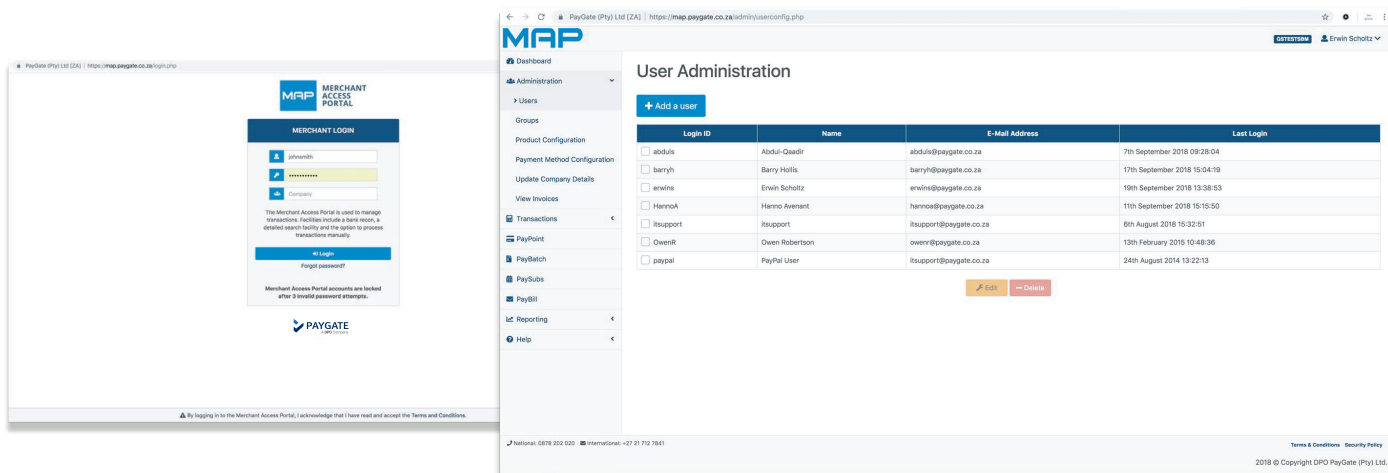
1. Administration

1.1 Users and Groups

Access to **MAP** is password-protected and therefore every employee using it should have their own user name and password. Each **MAP** user is assigned to a user group giving them access to certain **MAP** functions. Below is a guide to how to set up a user and group:

How do I add a user?

1. Login to **MAP** using existing details.
2. Click on 'Users' under the 'Administration' menu. You'll see your existing user listed
3. Click the 'Add' button; you should now see an empty 'user' page with 2 tabs (or sections): 'General' and 'Member Of'
4. Fill in all details under the 'General' area; 'User name' is the users full name; 'Login name' is what you use to login to **MAP** with
5. Click on the 'Member Of' tab. The screen now displays 2 lists; 'Groups Available To This User' and 'Groups This User Belongs To'
6. Click on the available group (Administrator Group has access to all functions) in the top box (Groups Available To This User) & then click the 'Add' button. The group should move from the top box into the bottom box
7. Click 'Save'. And that's it.
8. Log out of **MAP** and login using new account to test



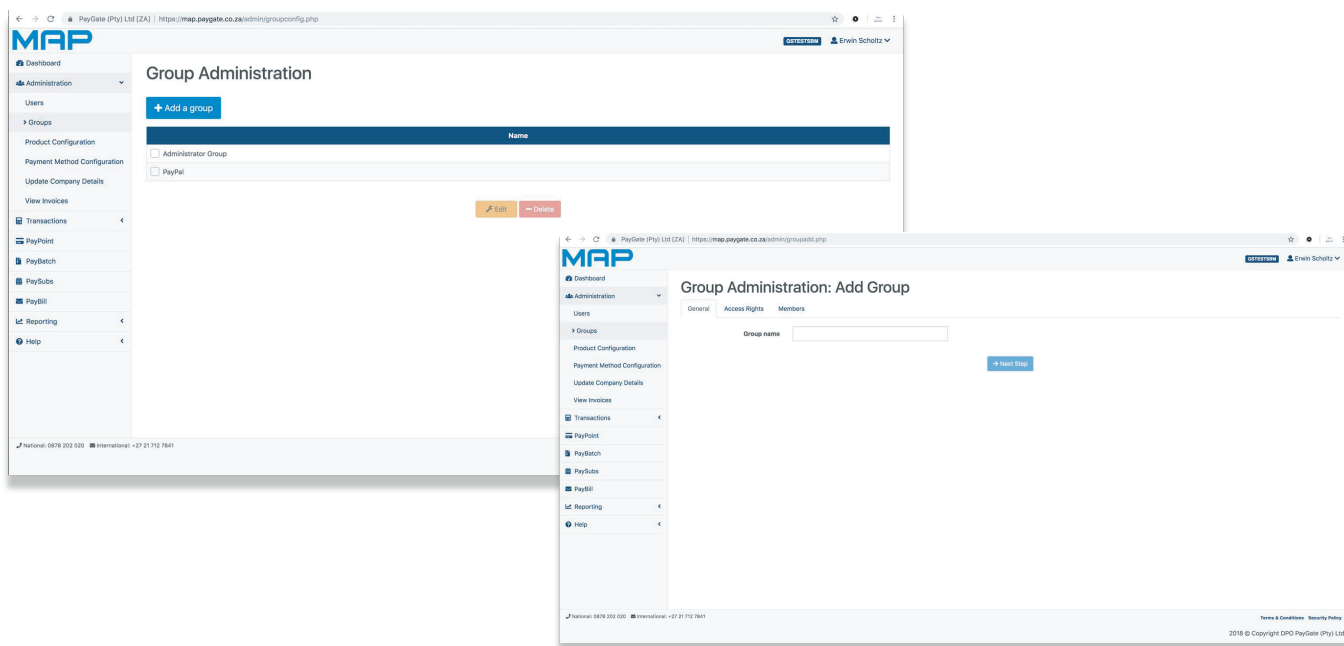
Login ID	Name	E-Mail Address	Last Login
<input type="checkbox"/> abdul	Abdul-Qasir	abdul@paygate.co.za	7th September 2018 09:28:04
<input type="checkbox"/> barryh	Barry Hollis	barryh@paygate.co.za	17th September 2018 15:04:19
<input type="checkbox"/> erwin	Erwin Scholtz	erwin@paygate.co.za	19th September 2018 13:38:53
<input type="checkbox"/> HarroA	Harro Avenant	harroa@paygate.co.za	11th September 2018 15:10:50
<input type="checkbox"/> itssupport	Itssupport	itssupport@paygate.co.za	6th August 2018 10:32:51
<input type="checkbox"/> OwenR	Owen Robertson	owenr@paygate.co.za	13th February 2015 10:48:36
<input type="checkbox"/> paypal	PayPal User	itssupport@paygate.co.za	24th August 2014 13:22:13

How do I add a group?

1. Login to **MAP** using existing details
2. Click on 'Groups' under the 'Administration' menu. You'll see the existing 'Administrator Group' listed
3. Click the 'Add' button; you should now see an empty 'Group' page with 3 tabs (or sections): 'General', 'Access Rights' and 'Members'
4. Fill in the new Group name (i.e. Sales) under the 'General' area
5. Click on the 'Access Rights' tab. The screen now displays all functions available in **MAP**
6. Click on the boxes next to the functions that you would like users to have access to (a tick should appear in the box)
7. Click 'Save'; you'll get a notification that the new group has been added
8. Click on 'Groups' under the 'Administration' menu again; you should see the new group you've just added

How do I assign a user to a group?

1. Login to MAP using existing details.
2. Click on 'Groups' under the 'Administration' menu. You'll see the existing 'Administrator Group' listed
3. Tick the box next to 'Administrator Group' (or a new group you've added) and click the 'Edit' button
4. Click on the 'Members' tab. The screen now displays 2 boxes; 'Members not in this group' and 'Members in this group'
5. Click on a user in the 'Members not in this group' and click the 'Add' button. The user now moves to from the top box to the bottom box
6. Repeat for each user you want to assign to this group
7. Click 'Save'. The users should now have access to **MAP** functions when logging in



1.2 Updating Company Details

If your company details change - such as telephone number and address - you can update these in **MAP** to ensure that PayGate has your correct information.

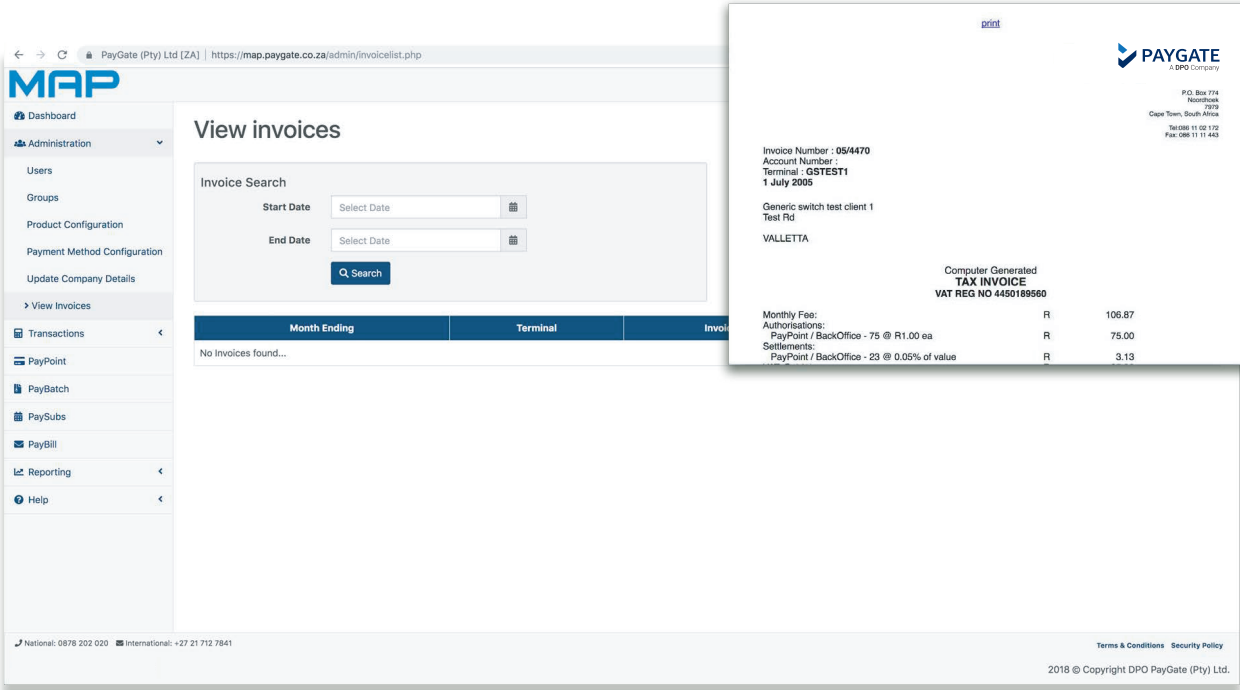
To change your details please do the following:

- Click the 'Update Company Details' option in the 'Administration' menu
- Update the relevant details
- Click the 'Save' button at the bottom of the page

Please note that the 'Financial Contact' name and email address will be used for the month-end invoices and it is important that this be correct.

1.3 View Invoices

If you would like to view the invoices you have received from PayGate, you are able to check them by clicking the 'View Invoice' option in the 'Administration' menu. This will open a page listing all invoices you have received from PayGate. You can view a specific invoice by clicking on the relevant link in the 'Month Ending' column on the far left of the page.



The screenshot shows the 'View invoices' page in the MAP interface. The left sidebar contains a navigation menu with options like Dashboard, Administration, Users, Groups, Product Configuration, Payment Method Configuration, Update Company Details, View Invoices, Transactions, PayPoint, PayBatch, PaySubs, PayBill, Reporting, and Help. The main content area has an 'Invoice Search' section with 'Start Date' and 'End Date' dropdowns and a 'Search' button. Below this is a table with columns 'Month Ending', 'Terminal', and 'Invoice'. The table currently shows 'No Invoices found...'. An inset image shows a sample 'TAX INVOICE' from PayGate. The invoice details include: Invoice Number: 05/4470, Account Number: Terminal - GSTEST1, 1 July 2005, Generic switch test client 1, Test Rd, VALLETTA. The invoice is computer-generated with VAT REG NO 4450189560. The payment summary shows: Monthly Fee: R 106.87, Authorisations: PayPoint / BackOffice - 75 @ R1.00 ea (R 75.00), Settlements: PayPoint / BackOffice - 23 @ 0.05% of value (R 3.13).

1.4 PayBill

If you would like to make use of PayBill you need to setup "Terms & Conditions".

To add "Terms & Conditions" click "Administration" and select "Product Configuration":

- Click on the "PayBill Configure" button and select the "Terms and Conditions" tab under "General" to enter your details
- Click the "Save Configuration" button once done
- You can now create a PayBill

Transactions

2.1 Manage Settlements

When a transaction is successfully Authorised, our system automatically generates a Settlement for it. Settlements are instructions to your bank to take the money from your client's credit card and transfer it into your account. Settlements for a 24-hour period are sent to the bank in a batch during our settlement run at 18:15 each evening.

Stopping a Settlement

(can only be done before 18:15 on the day of the transaction)

1. Click on the 'Settlements' option in the 'Transactions' menu
2. You'll get a screen with a 'Start Date' & 'End Date'; change the 'Start Date' to today and click 'Submit'
3. You should now see a screen that lists all the settlement transactions that are due to be sent to the bank later today (they will all have a 'tick' in the box under the 'Settle' column.)
4. Click the 'Settle' box for the transaction that you wish to stop; the tick should now disappear. Click 'Continue'
5. You should now see a 'Confirmation' screen; it shouldn't list any transactions under the heading 'New Settlements To Process' and will list the transaction(s) you selected under the heading 'Settlements To Stop'. If this looks correct then click 'Confirm'
6. You'll get a summary screen now that tells you that 'n' (n being the number of transactions you selected, i.e. 2 if you selected two transactions) settlement has been stopped
7. To double-check, repeat steps 1 to 3; you will see the settlement you stopped without a 'tick' in the 'Settle' column

2.2 Refunds

Should you need to refund your client for a payment they have made, you can refund up to the total amount of the payment to the credit card used to make the payment. This can be done up to six months after the original payment.

Refunding a transaction

When you do a refund in MAP, you start by searching for the original transaction and then selecting to refund specific transaction(s). Refunds can only be passed up to the value of the original authorisation transaction.

1. Click on 'Refunds' under the 'Transactions' menu
2. Ensure that the 'Start Date' and 'End Date' contain the dates on which the original transactions were processed; you can enter a card number for greater accuracy (although not required); click 'Submit'
3. The next screen will show you a list of authorisations done in the selected period (and for the selected card number if entered)
4. If there is an empty box under the 'Refund' column, then the transaction is available to be refunded; you can adjust the amount to be refunded by changing the value under 'Refund Amt'; also make sure you click on the box under 'Refund' (a tick should now appear)
5. Once you have selected the transactions to be refunded (and changed the applicable amounts), click 'Continue'
6. The next screen will show you a confirmation of all the transactions to be refunded (under the 'New Refunds To Process' section) If you're happy with that, then click 'Confirm'
7. You are now seeing a 'summary' screen; if any errors occurred, then they are listed here

Reporting

3.1 Bank Recon

Settlements (please see point 2.1) for a 24-hour period are sent to your bank in a batch which is generated at 18:15 each evening. Your bank will then collect the funds from each credit card included in the batch and deposits the total amount of the batch into your account. We have created the Bank Recon report so you can see which transactions are included in the lump sums you receive from the bank.

1. Click on 'Bank Recon' in the 'Banking' menu
2. Select a Transaction Type (either 'Settlement', 'Refund' or both)
3. Select a Start Date and End Date and click the 'Submit' button at the bottom of the page
4. View the batches of the specified type processed during the date range you have selected
5. To view transactions included in a specific batch click the link in the 'View Detail' column
This will take you to a second page listing each transaction included in that batch
6. To view full transaction details of a transaction in a batch click the 'View' link in the 'Detail' column
This will open a pop-up window with full transaction details

3.2 Search

The Search report is designed to allow you to find a specific transaction or list of transactions using various search criteria, so that you can quickly and easily answer customer queries.

1. Click on 'Search' in the 'Banking' menu
2. Select a Transaction Type ('Authorisations', 'Settlements', 'Refunds', 'Trans – Approved' or 'Trans – Not Approved'.)
3. Select a Date Starting and Date Ending
4. Enter any other in criteria you would like to search with (these are optional)
5. Click 'Submit' which will take you to a second page listing all of the transactions processed during the date range you have selected that are of the transaction type you have selected and that meet any other search criteria you have used
6. To see full transaction details click the 'View' link in the 'Detail' column. This will open a pop-up window with full transaction details
7. **PLEASE NOTE:** If you're searching for large amounts of data, please select "Output Data to a CSV file and Notify Me"
8. Add your email address to receive a notification for when the data is available

<https://map.paygate.co.za>



Download the PayGate Mobile Web App on your phone to easily access your MAP Portal on the go.

