MAGTEK®
SECURITY FROM THE INSIDE

Magensa Reseller Portal
Magensa Web Services
Operation Manual

October 13, 2022

Manual Part Number:
PN D998200300-60

REGISTERED TO ISO 9001:2015

Table 0.1 - Revisions

Rev Number	Date	Notes
10	March 18, 2019	Initial Release
20	April 8, 2019	Updated screen images on pages 1,4, and 7, and added a note about the Reseller Portal does not work with MPPG v1
30	May 6, 2019	Updated screen image in section 3.3.1 and 3.3.2
40	March 10, 2021	Updated Reseller Portal Latest features – On Board Merchant, Screens updated
50	Sep 14, 2021	Updated Reseller Portal Latest features – Associate Merchant with TokenExchange Connect based on Reseller Information about TokenExchange
60	Oct 13, 2022	Updated to show transaction logs are using UTC time zone

Purpose of the document
The purpose of this document is to provide instructions for use of the Magensa Reseller Portal.

Table of Contents

1   Introduction

The Reseller Portal application is used to access existing merchant information, onboard merchants, update merchant details, view transaction details, and custom reporting.

The Reseller Portal is organized as follows:

1. Service Dashboard
2. Accounts
3. Reports

The Reseller Portal application features are explained in detail below. Only Resellers are authorized users of the Reseller Portal application. Each Reseller can manage their own merchants. Resellers can view only their specific merchant transactions and reports.

2   Service Dashboard

The Reseller logins into the application and selects the desired service (MPPG, QwickSign, etc.). Once the Reseller selects a service, the service dashboard is presented.

In the dashboard, the Reseller can view a Transaction Type Summary, Active/Inactive Merchants Information, and the Top 5 Merchant's information.

2.1   Step One - Login

Open the Reseller Portal, enter valid User Name and password, and click the "Login" button.

Once the Reseller has logged into the application, the Reseller will be automatically directed to the "Select Service" page.

2.2   Step Two - Select Service

The menu options on the left-hand side of the page will be enabled only after selecting a service.
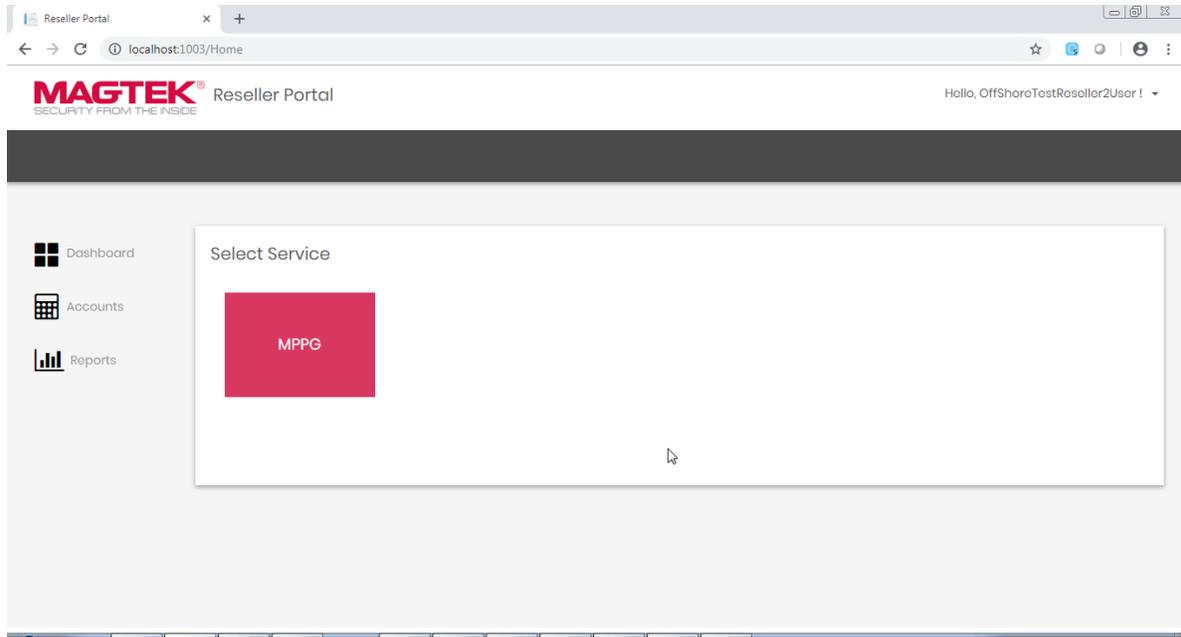
After selecting a service ("MPPG" in this case), the Reseller will see the Dashboard page of the selected service.

The Reseller Portal works with MPPG v2 and above.

2.3   Step Three – Select Dashboard

The Dashboard has three sections:

1.   Transaction Type Summary
2.   Active/Inactive Merchants
3.   Top 5 Merchants
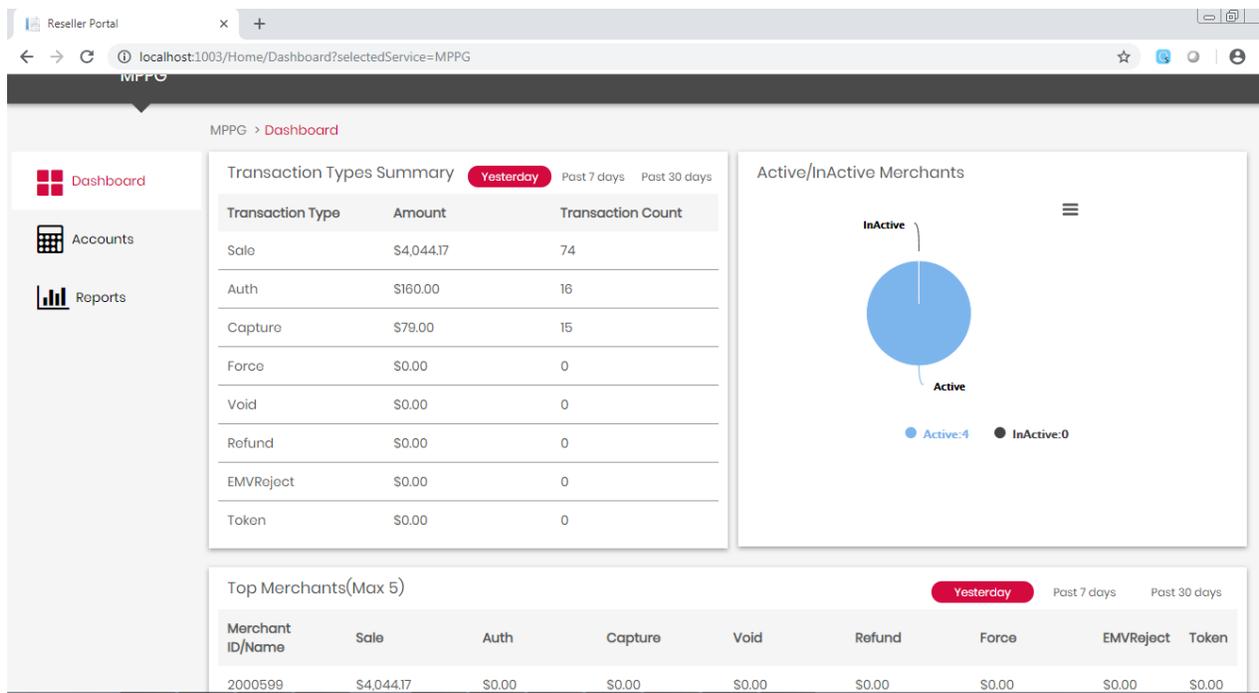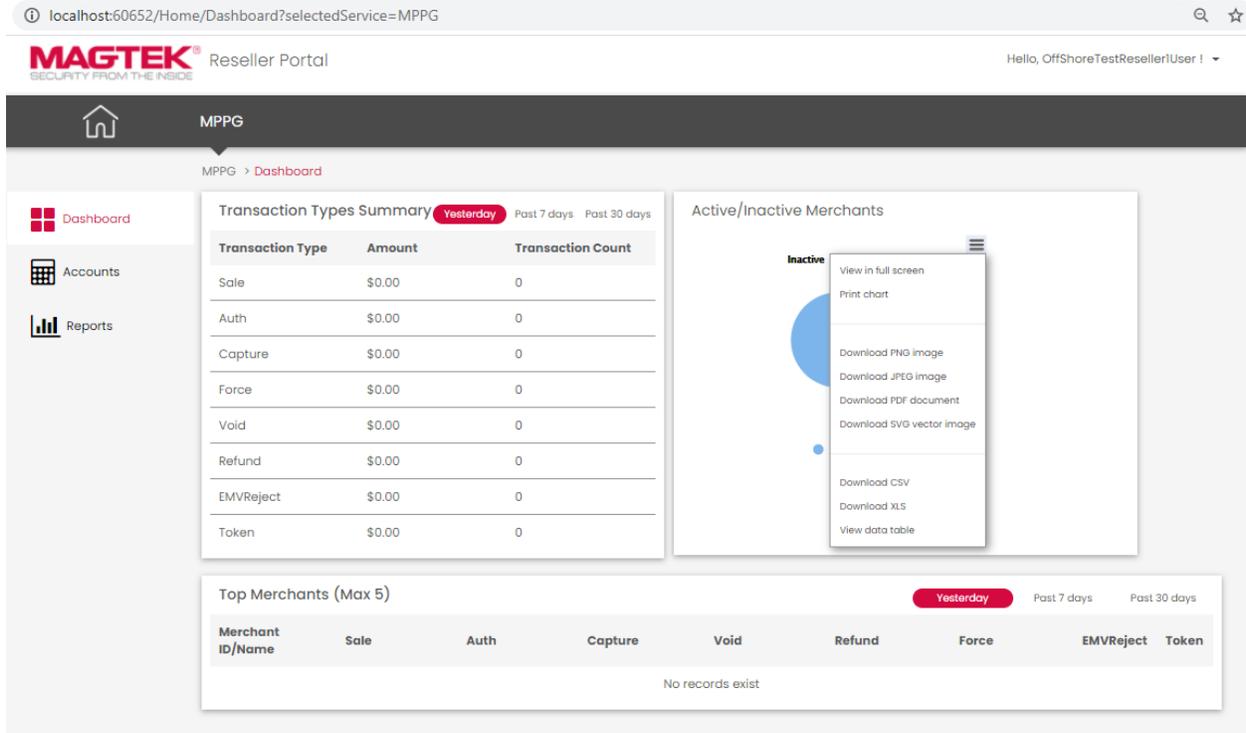
3 Accounts Details

By clicking the "Accounts" option on the left menu, the Reseller is presented with the account search page to search for accounts and view details or transaction details from search results, view /customize reports of a specific Merchant, and onboard a new Merchant.
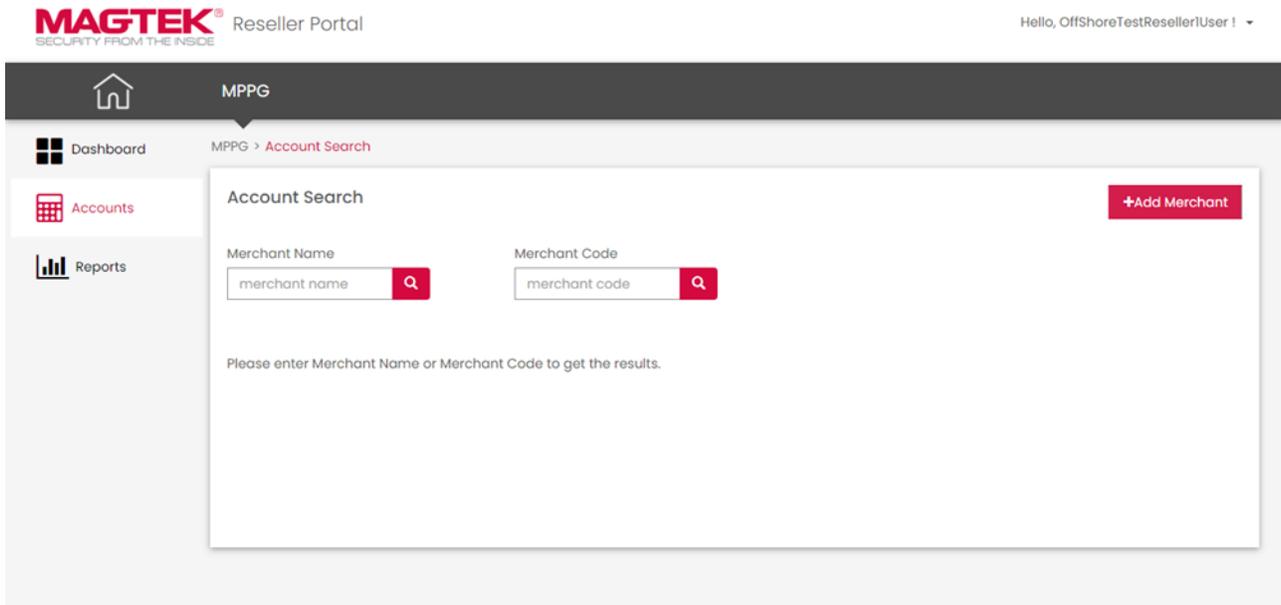
3.1 Onboard Merchant

To onboard a Merchant, navigate to the Account search page where an Add Merchant link will be available in the upper-right corner. Clicking on the link will navigate to a new Merchant onboard page.

Before entering the details of a new Merchant, the Reseller will have options for selecting the User Name and must select the target processor. The button below the User Name input field toggles between [Generate UserName] and [Input UserName].

3.1.1 User Name of choice

Reseller can opt for a User Name of their choice (up to 37 characters – any combination of numbers and letters (not case sensitive) and no special characters) by entering a value in the textbox. "MAG" will automatically be appended on the front-end of the custom character string to make to create the complete User Name.

User Name*

MAG########

Generate UserName

3.1.2 Reseller can opt for a User Name to auto generate.

Simply click the [Generate UserName] button to toggle to that option. User Name will automatically be generated now and the Reseller can move to processor selection

User Name*

MAG########

Input UserName

3.1.3 Associate Onboarding Merchant with TokenExchange Connect Public Credential

If a Reseller has integrated Magensa TokenExchange Connect (client-side JavaScript for integrated manual entry or ecommerce), they can enable it during the Merchant boarding process, The radio button will be defaulted to "Yes" when a logged in Reseller has TokenExchange Connect already setup. The radio button will be defaulted to "No" and disabled when a Reseller does not have TokenExchange Connect set-up.

A message will display, as *"You are not currently setup for TokenExchange Connect"*, when the Reseller logged in has no TokenExchange Connect.

When Adding or Editing Merchants, TokenExchange Connect boarding will be based on the following conditions:

- Merchants will be enabled with TokenExchange Connect when "**Yes**" is selected during Adding or Editing a Merchant.

- Merchant will not be enabled with TokenExchange Connect when "**No**" is selected

3.1.4   Processor Selection:
Allows Reseller to select a processor and enter processor details.

Processors*

--Select--	⌄

--Select--	▲
Jet Pay	
Rapid Connect	
PayFlow	

Based on the selected Processor, a specific set of input fields will display. Reseller will enter data for the input fields based on corresponding information obtained from a Merchant VAR sheet supplied by the Processor.

Profile Component Details

IndustryInfoType*	Password	TerminalID*

3.1.5   Merchant Information Capture
Reseller enters required basic account details for the merchant profile.

Merchant Account Information

Company Name*	Address1*

Address2	City*

State*	ZipCode*
Alabama ⌄	

Primary Contact*	Phone*

Email*	

3.1.6   Email Notifications
Email address (es) and subject are required fields for sending the merchant credentials and set password link to the merchant to complete their account set-up. If the reseller wants to send this notification to multiple emails, they can by separating email addresses with commas. Notes can be included in the notification email.

When all required information is successfully entered, Reseller selects Add Merchant in the lower-left corner of the following page below. A new Merchant account creation email will be triggered and sent to the Merchant to complete account activation.

If for some reason an error occurs when adding a new Merchant account, Reseller can edit the Merchant account and/or update Processor details as described in Section 3.3. In addition, Reseller can send a password Reset link to the Merchant Email.

3.2   Accounts Search

By selecting the "Accounts" option from the left menu, the Reseller will navigate to Account Search page as below. The Reseller can also perform a search by either Merchant Name or Merchant Code.
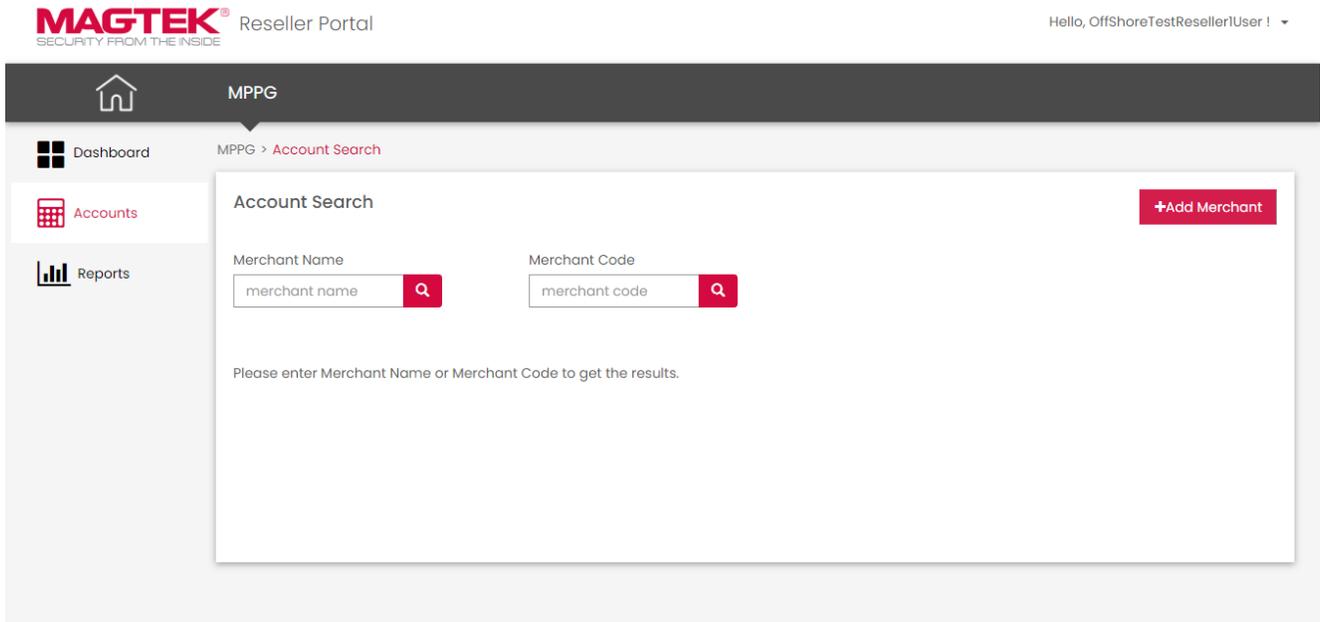
After entering the search criteria, the results will appear as below:
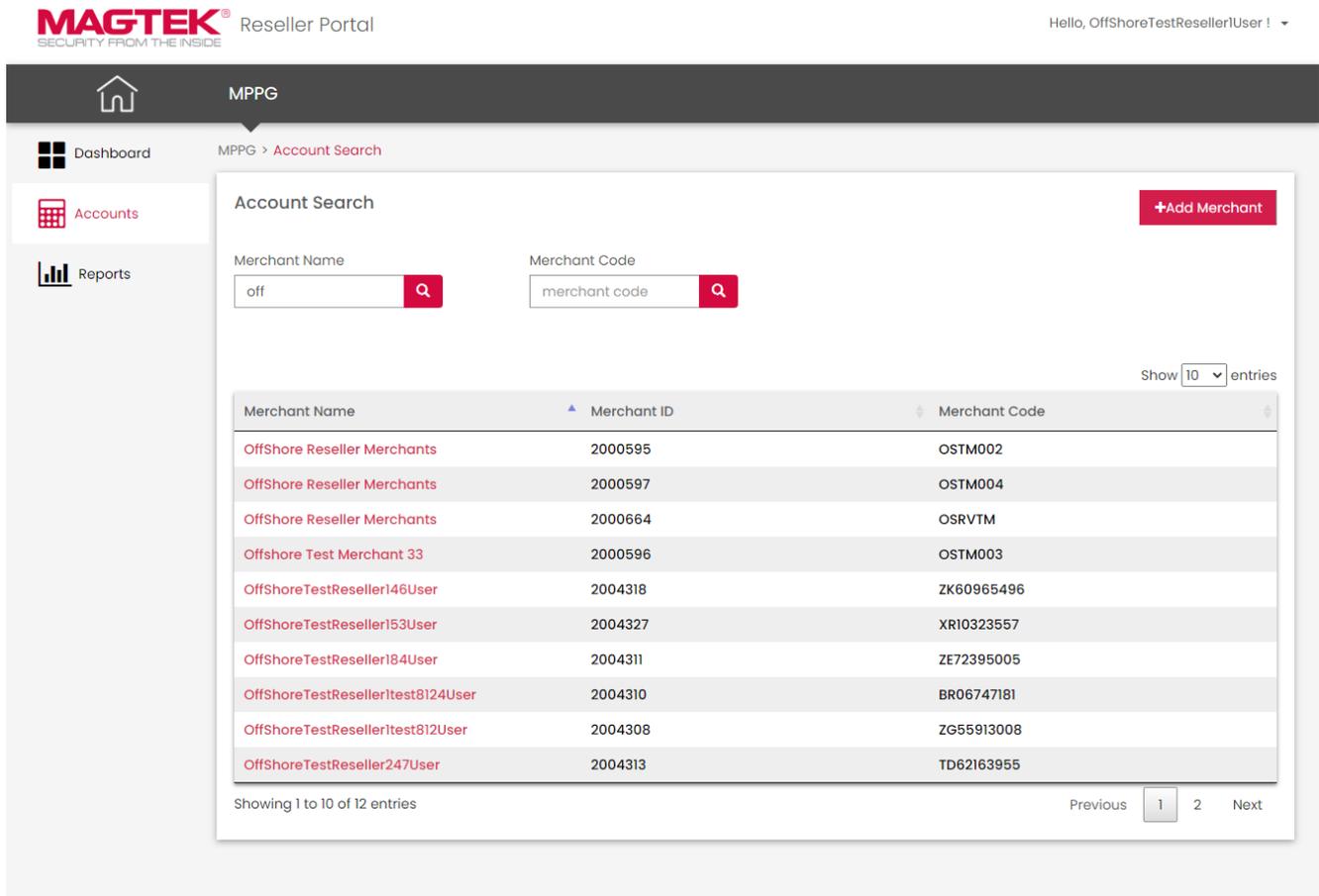
3.3   Account Details

By selecting any of the Merchant names from the results list, an "Account Details" page will be presented.
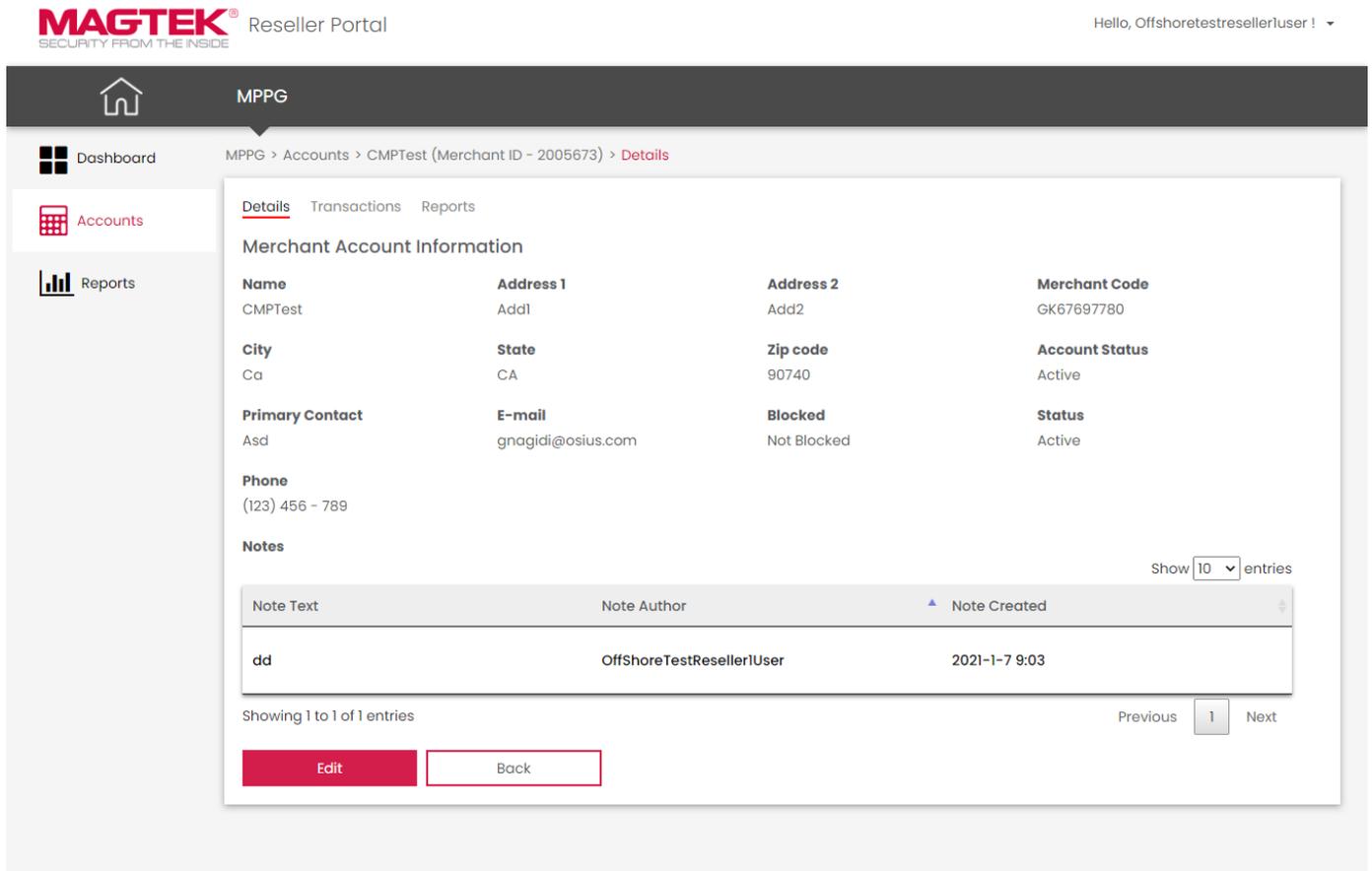
By clicking the "Back" button, the Reseller will be returned to the previous Account Search page to Select/Search for other Accounts.

The Reseller can edit the details by clicking the "Edit" button at the bottom-left of this page.

Reseller can do the following actions via the Edit Merchant Screen

1. Update Processor profile details
2. Send a Password Reset link to Merchant
3. Activate/Deactivate a User.
4. UnBlock a User
5. Associate **TokenExchange Connect** to Merchant

MAGTEK® Reseller Portal

MPPG

🏠

Dashboard

Accounts

Reports

MPPG > Accounts > Merchant ID - 2005673

Details   Transactions   Reports

Merchant Account Information

Name *	**Address 1 ***	**Address 2**	**Merchant Code**
CMPTest	testAdd123	Add2	GK67697780
City *	**State**	**Zip code ***	**Account Status**
CA	California	90740	Active
Primary Contact *	**E-mail ***	**Phone ***	**TokenExchange Connect Production**
Gokul2	gnagidi@osius.com	(123) 456 - 789	⦿ Yes ◯ No

Processor Name:Rapid Connect v3

DID	**GroupID***	**MerchID***
1	1	1

TermID*	**TPPID***
1	1

Save	Add New Note	Back		Deactivate User	Not Blocked	Password Reset

Reset Password

gnagidi@osius.com ❌

someone@email.com ➕

Send Password Reset

Notes

Show 10 entries

Note Text	Note Author	▲ Note Created
dd	OffShoreTestReseller1User	2021-1-7 9:03

Showing 1 to 1 of 1 entries

Previous 1 Next

12

3.4   Accounts Transactions

To view Transactions of a particular Merchant, click on the Transactions tab.

3.4.1   Accounts Transactions Search

On the Transaction Search page, the Reseller can select/enter any of the search criteria, and then click "Search Transaction" to see the results.
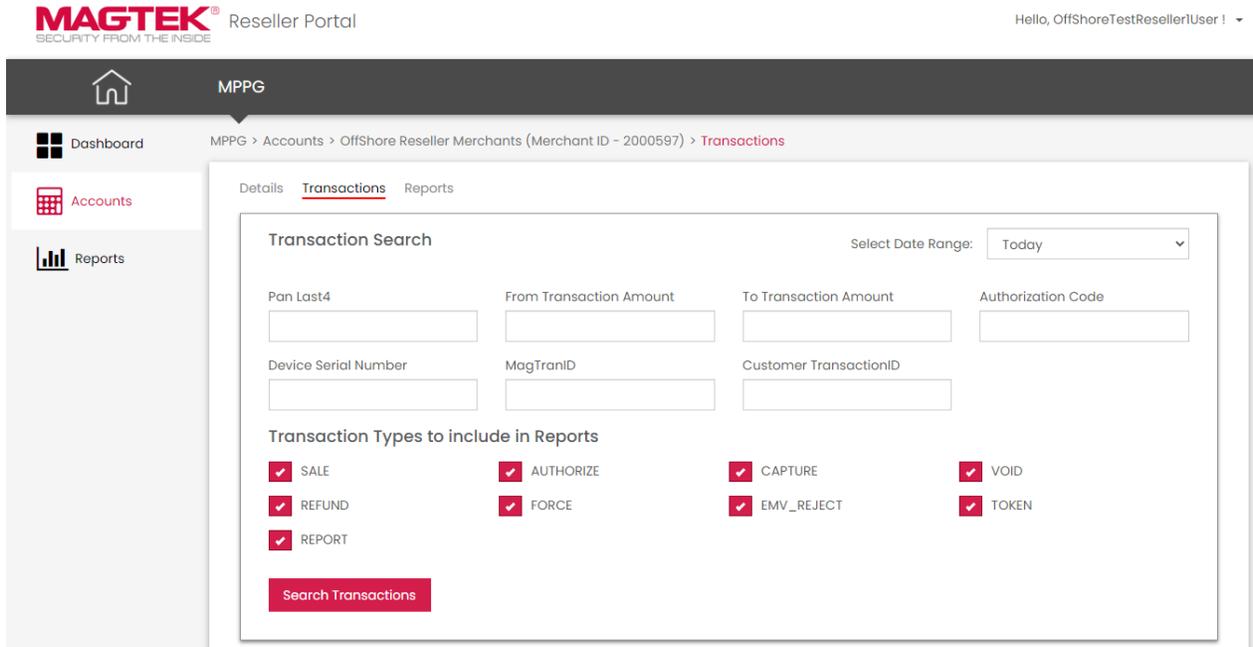
Search results can be viewed in the Transactions listed below:
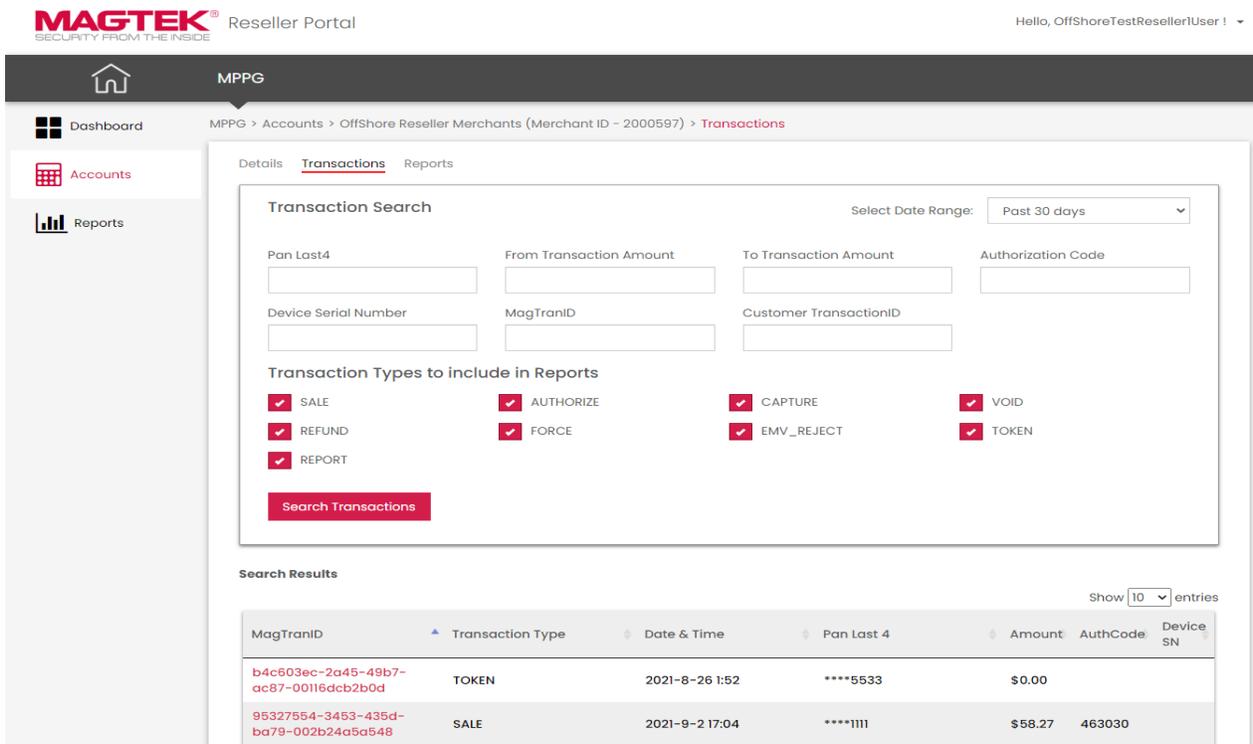
3.4.2 Accounts Transactions Details

By clicking the MagTranID from any of the Transaction search results, the Reseller will be presented with additional details of the Transaction. Date and Time stamp uses UTC (Coordinated Universal Time) time zone.

3.4.3   Accounts Transaction Reports

By clicking the "Reports" tab, the Reseller can generate a Report based on chosen criteria, save the Report, and view/update saved Reports.

To generate a custom Report, click on the "Run Report" button by selecting the output column values and transaction type. You will then be able to see the Summary Total and Transaction Details results.

MAGTEK® Reseller Portal

Hello, OffShoreTestReseller1User ! ▾

⌂   MPPG

▦ Dashboard

MPPG > Accounts > Reports > CompTest

▦ Accounts

Details   Transactions   Reports

CompTest (Merchant ID - 2005715)

▬ Reports

View Saved Reports

Choose Report Output Columns

Select Date Range: [Yesterday ▾]

☑ TransactionUTCTimestamp	☑ CustomerTransactionID	☑ TransactionType	☑ Amount
☑ AuthorizedAmount	☑ Processor	☑ TransactionID	☑ TransactionStatus
☑ TransactionMessage	☑ AuthCode	☑ AVSResult	☑ CVVResult
☑ MagOperation	☑ MagTranID	☑ MagStatus	☑ MagMessage
☑ PScore	☑ IsReplay	☑ ReferenceTransactionID	☑ ReferenceAuthCode
☑ ZIP	☑ TransactionInputDetailXML	☑ DeviceSN	☑ PANLast4
☑ Transaction Source			

Transaction Types to include in Reports

☑ SALE	☑ AUTHORIZE	☑ CAPTURE	☑ VOID
☑ REFUND	☑ FORCE	☑ EMV_REJECT	☑ TOKEN
☑ REPORT			

Run Report	Save Report

Download Report

Summary Total

TRANSACTION TYPE	AMOUNT	TRANSACTION COUNT
SALE	$0.00	0
AUTHORIZE	$0.00	0
CAPTURE	$0.00	0
VOID	$0.00	0
REFUND	$0.00	0
FORCE	$0.00	0
EMV REJECT	$0.00	0
TOKEN	$0.00	0
	$0.00	0

Transaction Details

Show [10 ▾] entries

PROCESSOR	TRANSACTIONID	TRANSACTION STATUS	TRANSACTION MESSAGE	AUTH CODE	AVS RESULT	CVV RESULT	MAG OPERATION	MAG STATUS	MAG MESSAGE	MP SCORE	IS REPLAY	REFERENCE TRANSACTIONID
				No records exist								

No entries to show

Download Report

If Transactions exist with the criteria of the report run, details in the Transaction Details results will be shown and can be downloaded.

To save a custom report, select the required output columns and transaction type and click on the "Save Report" button. Enter a name and description to save the report with the selected criteria.

By clicking the "Views Saved Reports" button, you can view all previously saved reports.

By clicking the Saved Report from the Saved Report results, you can run the report, update a report (**Save** button), or create a new report (**Save As** button).

4 Reports

To view all the Merchants information, the Reseller can click on "Reports" from the left navigation menu.

The Reseller is presented two options:

1. Merchant List
2. Merchant Sales by Date
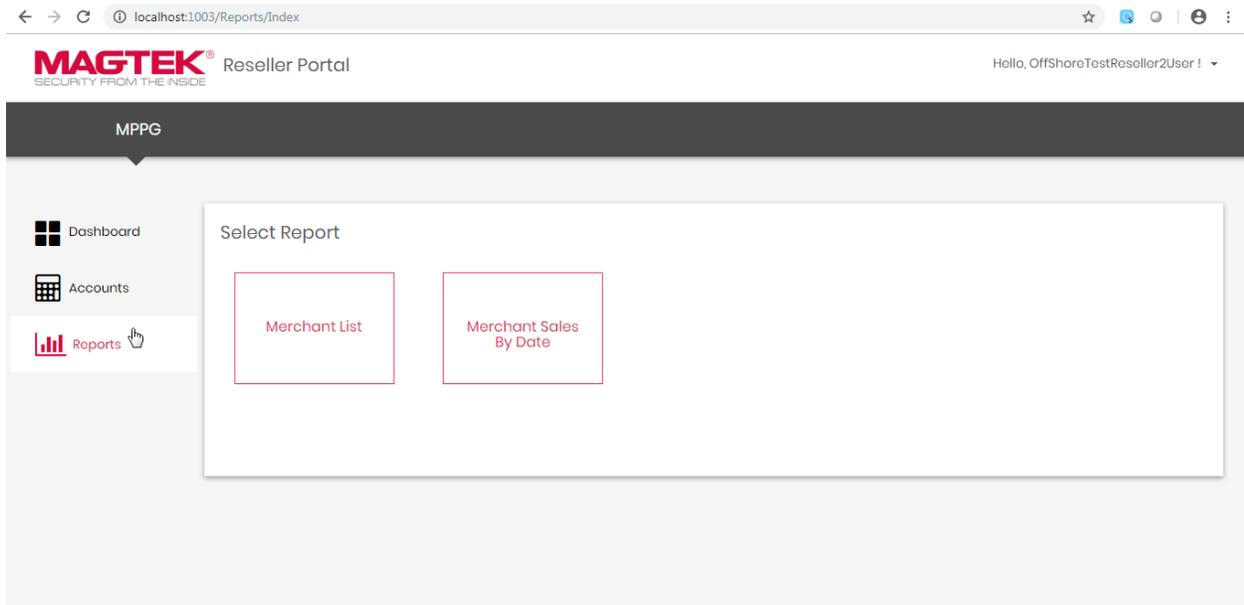
4.1 Reports: Merchant List

The Merchant List Report provides information related to the total number of Active, Inactive Merchants, and their details. The Reseller can download the Merchant information with the "Download Report" button.
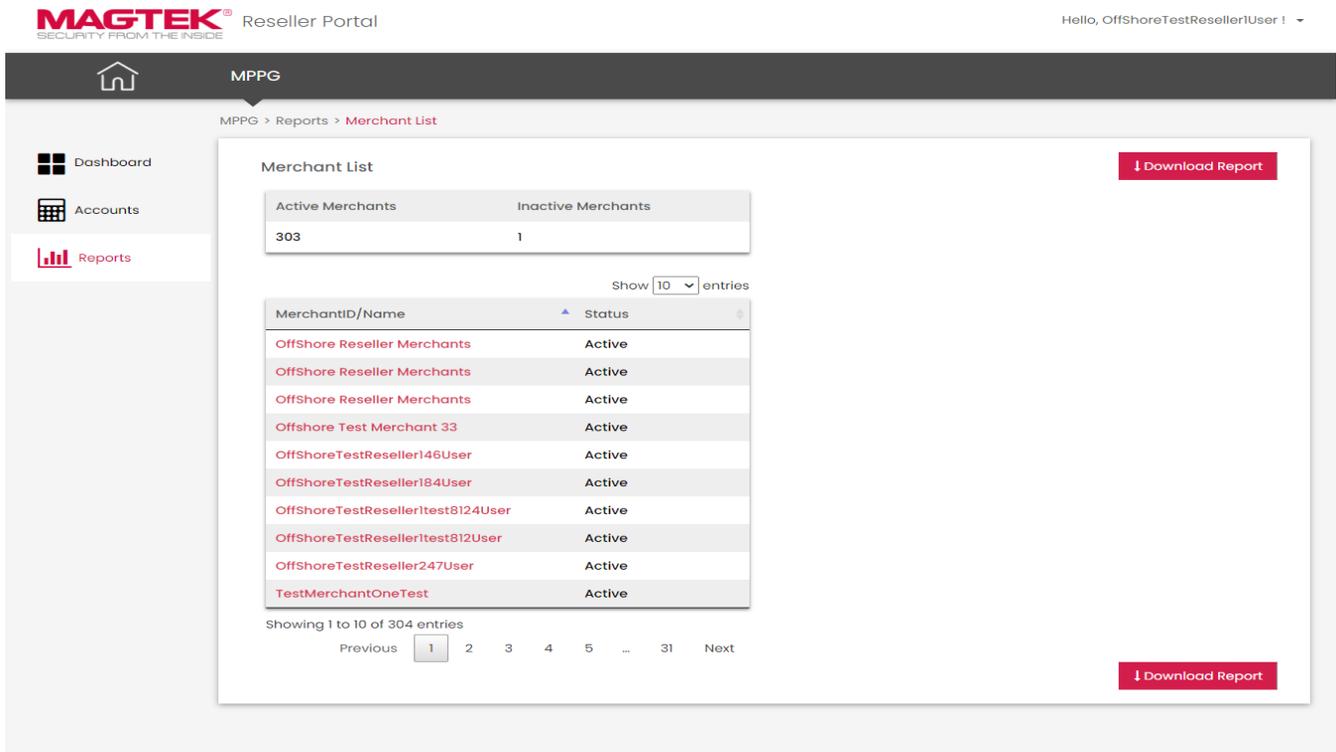
4.2 Reports: Merchant Sales by Date

The Merchant Sales by Date Report gets the transaction type related information based on a chosen date range (Yesterday, Past 7 days, Past 30 days, Custom). By selecting, the Custom option from the date range drop down, "From Date" and "To Date" criteria will be displayed. This date range cannot exceed 120 days.