

Merchant Portal

Magensa Web services
Operation Manual

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Table 0-1 - Revisions

Rev Number	Date	Notes
200	12/07/2023	Update of latest UI changes
100	09/15/2023	Initial Release

Purpose of the document:

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

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1 Introduction

The Merchant Portal is used to access existing merchant information. New and existing merchants can reset merchant credentials, search transactions, view transaction details, and perform custom reporting.

Merchant Portal Application services are classified below:

1. Recent transactions
2. Search transactions
3. Manual Entry
4. Chart representation of sales by filters
5. Reports
6. Void/Refund transactions
7. Reset the password

The Merchant Portal features are explained in detail below. To access the application, the User must be setup and have received an invite notification to the **Merchant Portal**. Each authorized User can view transactions with different filters and perform allowed services based on corresponding feature set assigned to them.

2 Registration

2.1 Invitation Email to the Merchant Portal

A merchant contact will receive the following email with credentials including their Customer Code and UserName. They will be asked to reset the Password.

Dear Magensa Merchant Portal User,

We are pleased to announce the release of the new Magensa Merchant Portal which enables you to manage your MPPG customers. This new portal allows custom reporting, activity tracking, void, refund and manual entry sales transactions, and the ability to manage your customer's information at any time. You'll have deeper insight into how your merchants are doing, available 24/7, simply by logging in.

A URL to create your login credentials can be found below. This link will take you to a page where you will be asked to choose your password. Once your credentials have been submitted, you will be redirected to the landing page where you can gain access to the Magensa Merchant Portal.

CustomerCode :

Username :

URL to create your credentials: [Set Password](#)

Please note that this URL will expire after 72 hours if not used. If the URL has expired, please reach out to your POS application provider to request a new one.

2.2 Registration

Any new portal Users invited by their Reseller must reset the Password and input their mobile phone number to register.


This mobile phone number will be used to send a One Time Code to complete User authentication

2.2.1 Steps to Register

- Click Reset Password from the “Welcome/Reset Password” email.
- Enter/confirm Password and input mobile phone number.
- User will receive an Email with their Personal Access Token, and the Merchant Portal Login URL.

2.2.2 Reset Password and Mobile # input

Below is an example of the Password Reset and mobile # entry screen

MAGENSA
Merchant Portal 

Reset Password

.....

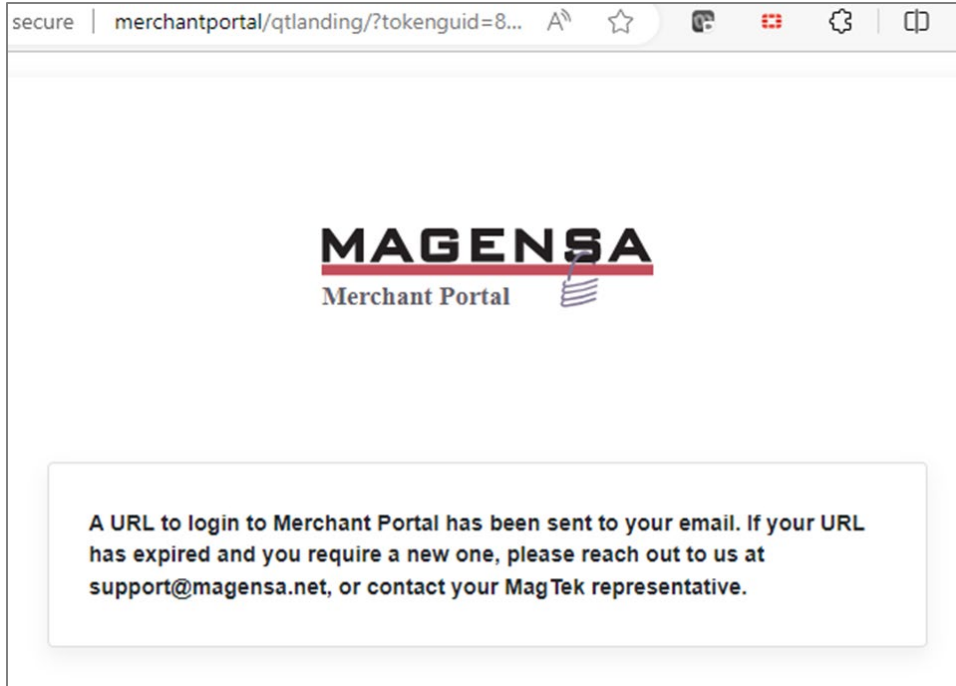
.....

1231231234

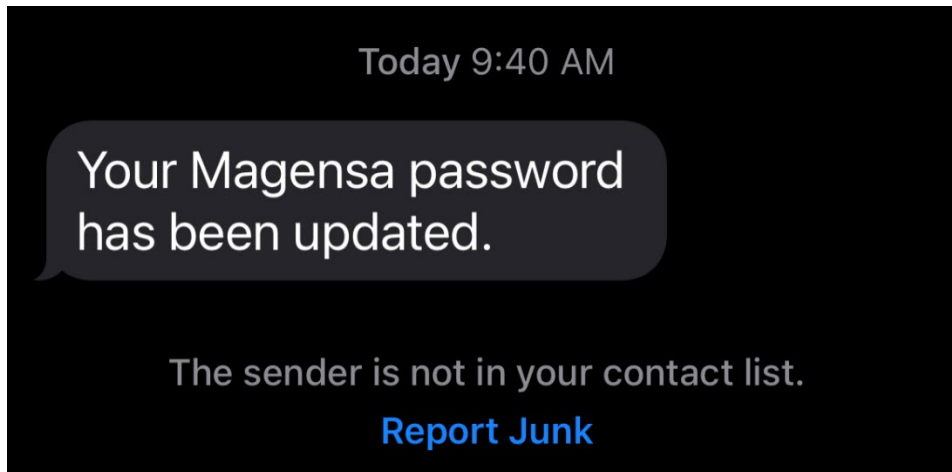
By providing your mobile phone number you agree to receive messages from Magensa for the purpose of signing in to your portal account.
Please see our [Privacy Policy](#) for more information

Reset Password

After entering in your Password, confirming it, and entering your mobile number successfully, the new Merchant Portal User will receive the following notification indicating an email has been sent to the User's email with a URL to access the Merchant Portal and the User's Personal Access Token:



A text msg will be sent to the User's mobile number confirming the Password Reset.



2.2.2 URL to Login and Personal Access Token Login Options

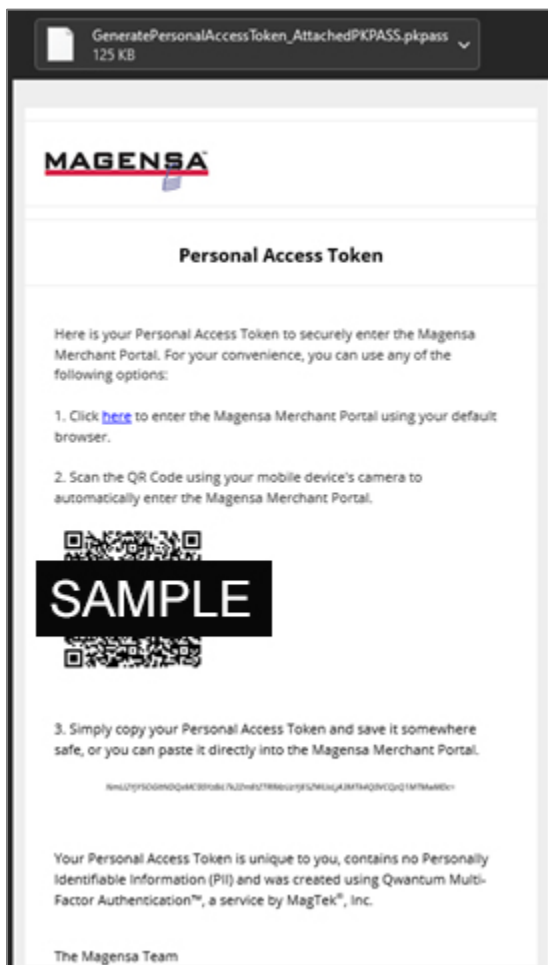
As an alternative to passwords and password management, the Merchant Portal is employing state of the art Personal Access Tokens and multifactor authentication, powered by Quantum Multifactor Authentication (QMFA), a MagTek Service, to enable convenient and secure authentication and access to the Merchant Portal. The primary method for authenticating and accessing the Merchant Portal is a Personal Access Token that can be stored in your browser. If you click on the link in Option 1, it will take the User to the Merchant Portal login page and automatically insert the User's Personal Access Token. This token can be stored securely in the Users browser if they wish and will automatically be inserted when the User accesses the Merchant Portal Login screen.

2 - Registration

To provide optimum flexibility and convenience, Additional Personal Access Token formats are available. As an example, Option 2 is a QR code representation of your Personal Access Token. It can be stored and scanned later and will again take the User to the Merchant Portal login page and prefill the Personal Access Token. Option 3 is a numeric representation of the Personal Access Token which can be stored and manually inserted at the Merchant Portal login page for access. Finally, for iOS power Users, Option 4 is a Personal Access Token in the form of a PKPass that can be stored in an Apple wallet. The User would simply go to the Personal Access Token in their Apple wallet, click on (...) at the upper right, then choose Pass Details, and then click the link to take them to the Merchant Portal login page and prefill their token.

Although the Personal Access Token contains no PII and cannot be associated with a specific User, reasonable care should be taken to protect unauthorized access to this token by others. The Personal Access Token by itself will not give access to the Merchant Portal without a One-time code that is automatically sent to the mobile number associated to the token.

See the example email below of the link to login to the Merchant Portal and the various Personal Access Token formats:



2 - Registration

Login with Personal Access Token

If the User clicks the link in Option 1, they will be taken to the Merchant Portal login page and their Personal Access Token will automatically be prefilled. The screenshot below shows this step. Be sure to check “Remember Login Token” if you wish to store the token in your browser for easy access in the future.

MAGENSA
Merchant Portal

*This portal utilizes advanced security to prevent unauthorized access.
To learn more, click the information bubble. ⓘ*

N2ZjOGE2M2QtNjYyNS00Njg1LTliYjUtNzMzY2U0MzVhNTk3LjQyNDI4MDEwRkN

Remember Token

Login

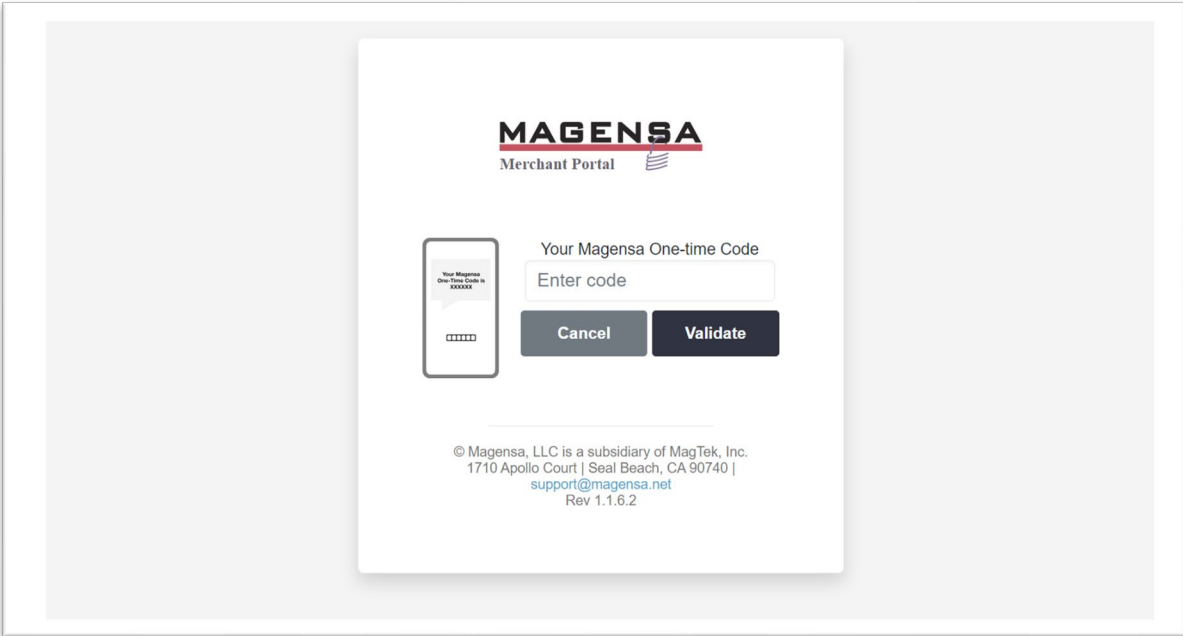
[Forgot Your Token?](#)

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Please Note: If you are storing your Personal Access Token in your browser and you clear your browser cache, you will lose the auto prefill feature and will need to manually enter your Personal Access Token at the Merchant Portal login page. Be sure to store your token somewhere safe in case you run into this situation or use a different browser. You can always contact your Reseller to request a new Personal Access Token for the Merchant Portal if you forget or lose it.

When your Personal Access Token is loaded and you click “Login,” the User will be sent a One-time code (OTC) to either you’re their mobile device or email that needs to be entered in the following screen:

2 - Registration



Upon successfully entering the OTC, the User is directed to the Merchant Portal homepage below.

PAN Last 4	Amount	AuthCode
1111	7.00	OK5881
1111	6.00	OK5851
1111	9.00	OK5811
1111	8.00	OK5781
1111	4.00	OK5731
1111	8.00	OK5691
1111	6.00	OK5611
1111	10.00	OK5581
1111	5.00	OK5541
1111	3.00	OK5521

Dashboard

Sales: \$70

Today This Month 90 days

Sale Value

Daily Sales

This Month

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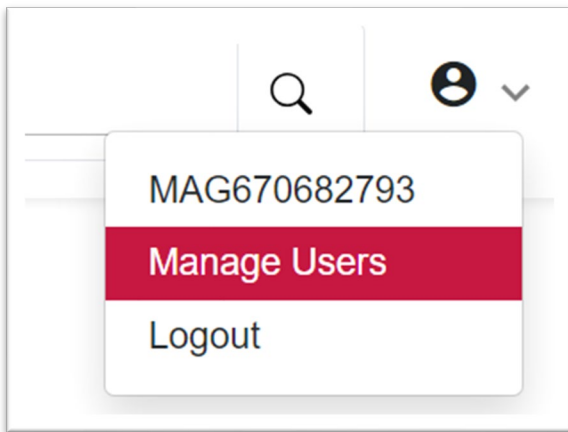
2.3 Manage Users

There are two levels of Users in the Merchant Portal, Admin Users that can invite, edit, and add/limit functionality, and Users who can have basic or advanced features.

Basic features enable transaction search, view, and reporting. Advanced features add manual entry and void/refund capability. All Users are required to utilize Qwantum Multifactor Authentication (QMFA) to gain access to the Merchant Portal.

The Admin User is initially set-up and invited by the Reseller. Once registered with access, the Admin User can provision other Merchant Users with either Admin or non-Admin User rights as well as basic or advanced features.

The screen shot below shows where the Admin User creates and manages Users by clicking on Manage Users.



When an Admin User selects Manage Users, they will then see a listing of all users for the merchant. They can Add and Edit a User.

2 - Registration

MAGENSA Merchant Portal Manual Entry Report ▾ PAN Last 4 Auth Code \$Min \$Max 🔍 👤

Manage Users

Add New User

Username	Email	Date Created (UTC)	Status	Portal Admin	Void/Refund	Manual Entry	User Actions
MAG112180416	spottumuttu+14@osidigital.com	10/10/2023 2:22 PM	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
MAG032130639	peterp.magtek02@gmail.com	10/10/2023 2:23 PM	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

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2.3.1 Add New User

By clicking on the “Add New User” button in the upper right corner of the Manage Merchant Portal Users page, the Admin User can add a new User.

MAGENSA Merchant Portal Manual Entry Report ▾ PAN Last 4 Auth Code \$Min \$Max 🔍 👤

Add New User

User's Email

Advanced Features

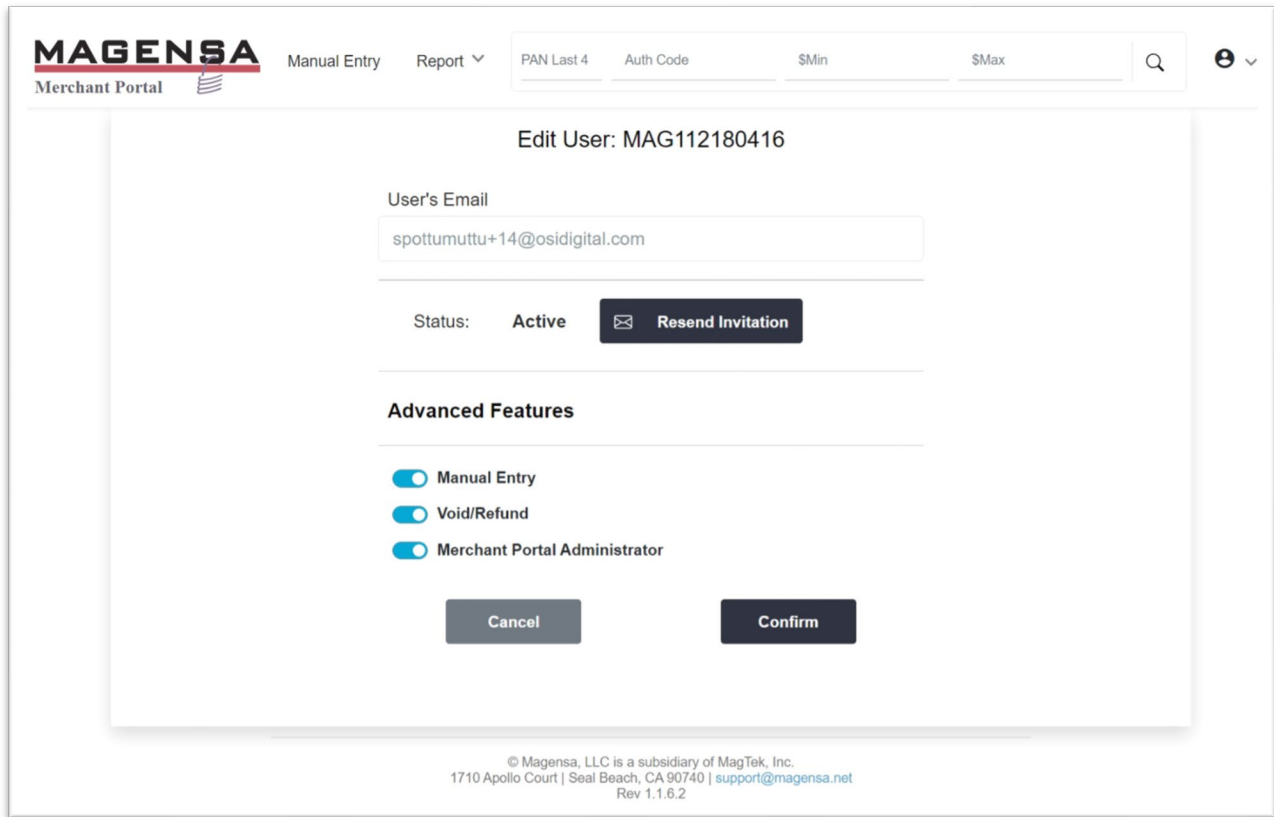
Merchant Portal Administrator

Cancel **Confirm**

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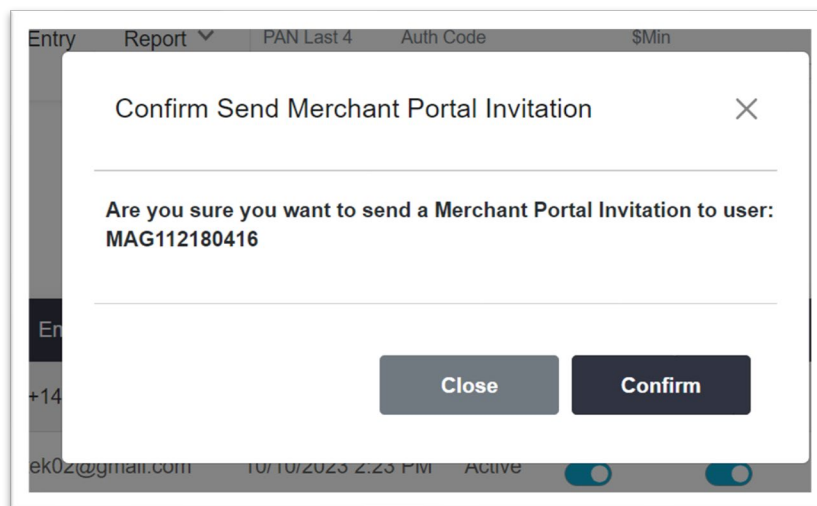
2.3.2 Edit User

To Edit a User, click on the edit icon (looks like pen and paper) on the right side for that User. The following screen will be presented and allow the Admin User to modify the User capabilities.



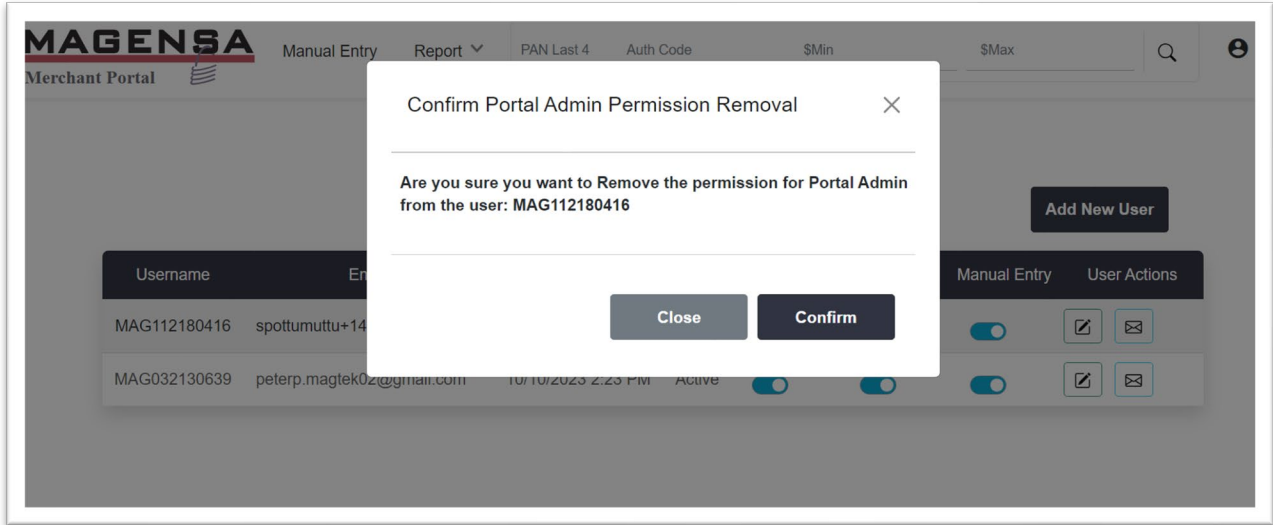
2.3.3 Resend Invitation

If a User lost their invitation email, an Admin User can resend an invitation email to a User again by clicking on the envelope icon for that User.



2.3.4 Add and Remove Permissions

Manual Entry, Void & Refund, and Admin User capabilities can be turned on/off based on a User's permissions.



3 Merchant Portal Dashboard

When a User logs into the application, the Merchant Portal dashboard is presented. In the dashboard, the User can view recent transactions and a chart of the Merchant's sale transactions.

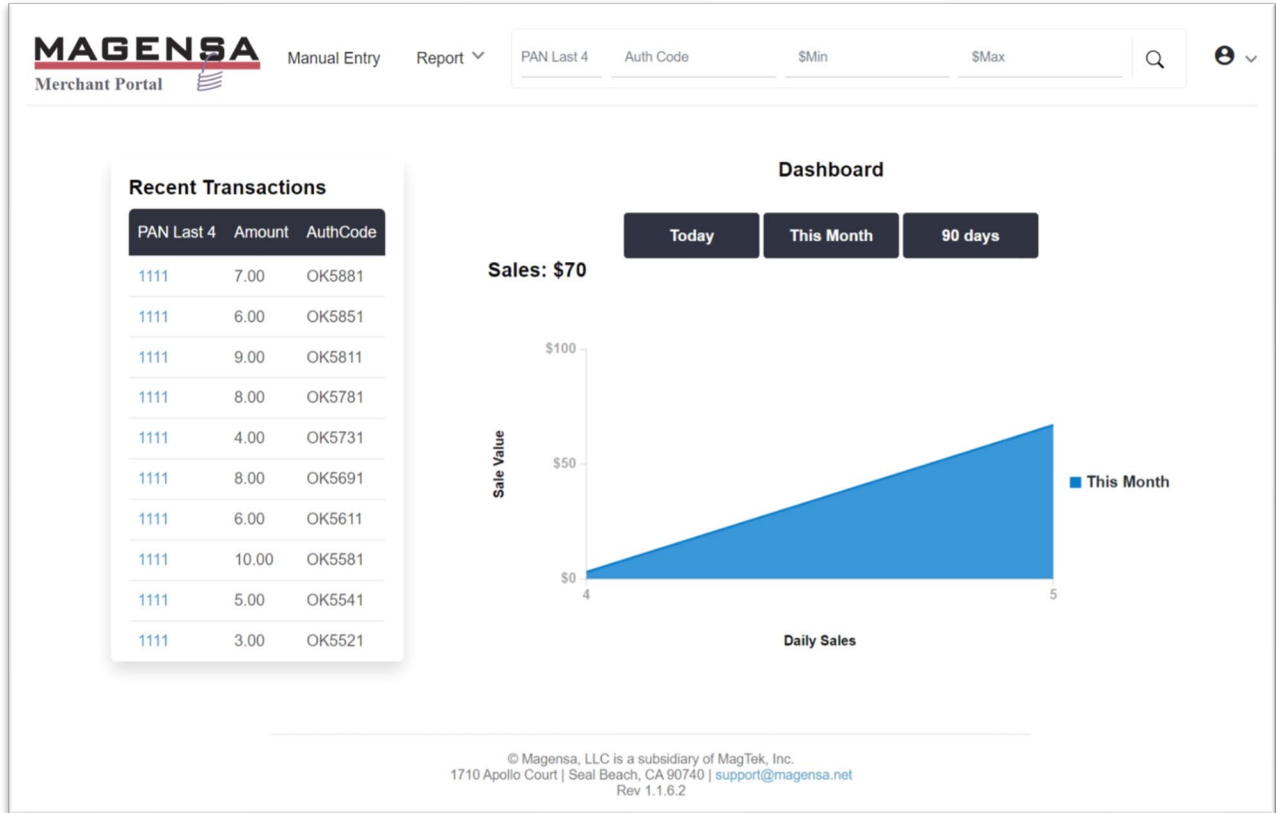
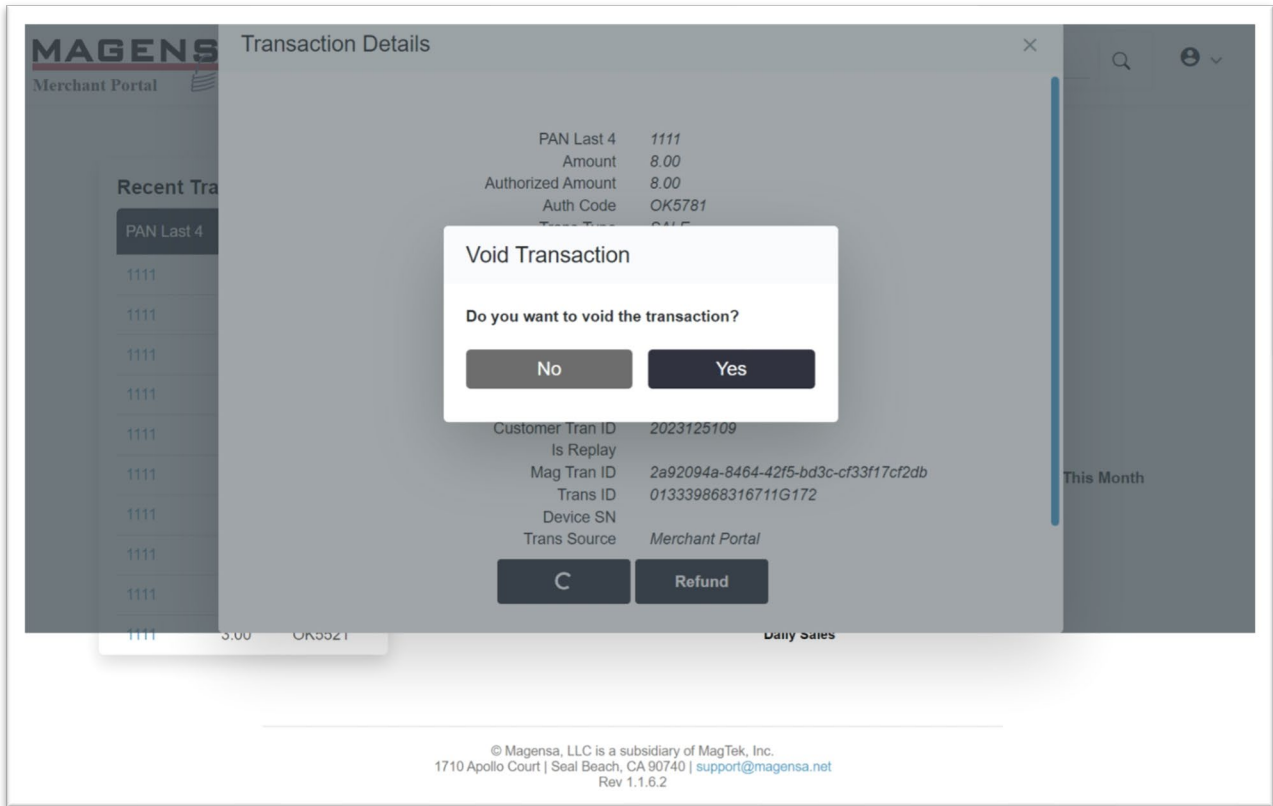


Figure -1-Merchant Portal Dashboard

3 - Merchant Portal Dashboard

Void and/or Refund buttons will display when the logged-in User has permission to perform this function and it is available for their processor.



4 Search

In the Search Bar at the top of the Merchant Portal Landing page, the User can do a quick search for transactions based on PAN Last 4, Auth Code, and/or Amount. Various filters (i.e., Voids only for Past 30 days) can be applied. Users can also do a Void and/or Refund if the User possesses the appropriate permission.

PAN Last 4
Auth Code
\$Min
\$Max
🔍

Manual Entry
Report ▾

PAN Last 4
Auth Code
\$Min
\$Max
🔍
⊙ ▾

Select transaction types

SALE

AUTHORIZE

CAPTURE

VOID

REFUND

FORCE

EMV_REJECT

TOKEN

REPORT

Yesterday

Past 7 days

Past 30 days

Custom

Transaction Details (9/8/2023 between 12/7/2023)

MAGTRANID	DATE & TIME (UTC)	TRANS TYPE	AMOUNT	AUTH CODE	DEVICE SN	PAN LAST
d0944ad7...	12/4/2023 10:23:2...	SALE	1.00	OK7258		1111
2a92094a...	12/5/2023 10:10:1...	SALE	8.00	OK5781		1111
fc7ccd6d...	12/5/2023 10:00:4...	VOID	1.00			1111
4702e457...	12/5/2023 10:09:2...	SALE	4.00	OK5731		1111
5c1e9110...	12/5/2023 10:10:5...	SALE	9.00	OK5811		1111
80d2be53...	12/5/2023 10:08:3...	SALE	8.00	OK5691		1111
865b339f...	12/5/2023 10:06:0...	SALE	5.00	OK5541		1111
0516d2c2...	12/5/2023 10:07:0...	SALE	10.00	OK5581		1111
db90ec69...	12/5/2023 10:12:0...	SALE	6.00	OK5851		1111
43d6ff0d...	12/5/2023 10:05:1...	SALE	3.00	OK5521		1111

Page 1 of 2 (14 items)

⏪
⏴
1
2
⏵
⏩

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5 Manual Entry

The Merchant Portal provides a User with the ability to perform a Manual Entry payment transaction if the User has that permission. Once the transaction is completed, a receipt is available to save and/or print.

MAGENSA Merchant Portal Manual Entry Report ▾ PAN Last 4 Auth Code \$Min \$Max 🔍 ⌵

Transaction Details


AMOUNT \$
Amount

NAME ON CARD
John Doe

CARD NUMBER
1234 5678 9000 0000

EXP DATE Select ▾ **CVV** Select ▾ **ZIP CODE** 12345

By selecting Process Sale, I confirm that I have read the [Privacy Policy](#) and allow this transaction to charge to my card.



Process Sale

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MAGENSA Merchant Portal Manual Entry Report ▾ PAN Last 4 Auth Code \$Min \$Max 🔍 ⌵

Transaction Details

AMOUNT
\$ 1

CARD NUMBER
XXXXXXXXXXXX1111

EXPIRATION
12/2025

NAME ON CARD
John Doe


Cancel **Confirm**


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5 - Manual Entry

MAGENSA Merchant Portal Manual Entry Report ▾ PAN Last 4 Auth Code \$Min \$Max Q ⓘ ▾

Your Receipt



 Print


New Transaction


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MAGENSA Merchant Portal Manual Entry Report ▾ PAN Last 4 Auth Code \$Min \$Max Q ⓘ ▾

Your Receipt

✓ Transaction Details Success ✕



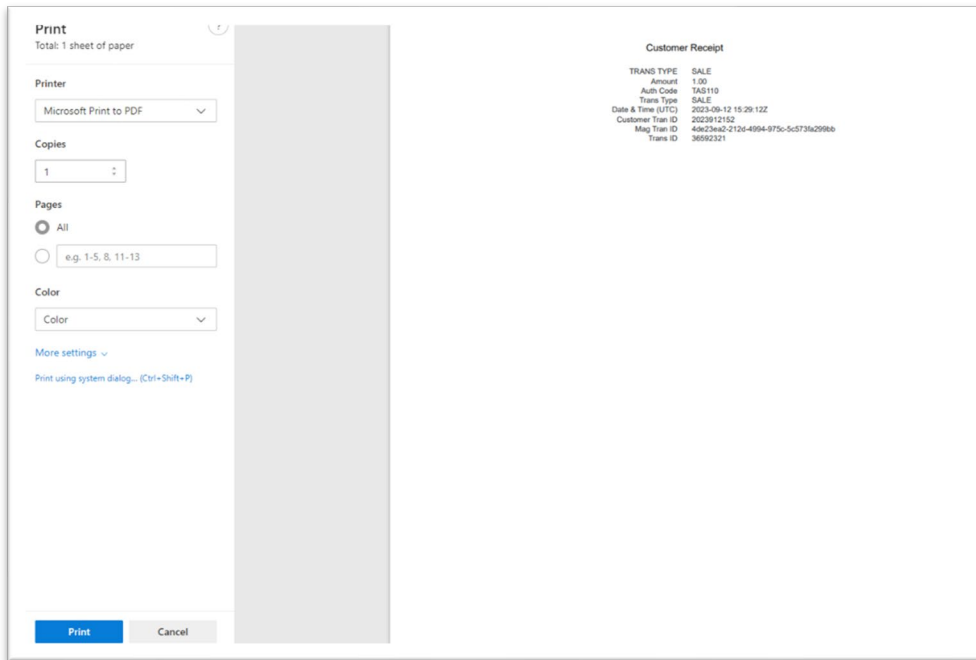
 Print

New Transaction

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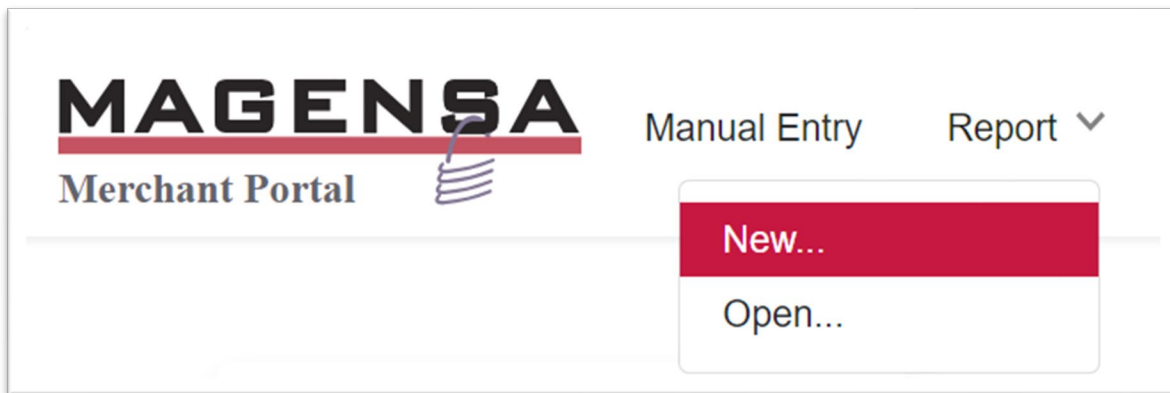
6 - Reports

Click PRINT button and select your printer for printing out or select “Microsoft Print to PDF” option to save as PDF and save the receipt pdf file to the specific folder.



6 Reports

Custom reports can be created and saved with the desired criteria-specific fields. When reports are generated, they can be downloaded in CSV format.



MAGENSA Merchant Portal Manual Entry Report

New Report

Select transaction types

<input checked="" type="checkbox"/> SALE	<input type="checkbox"/> AUTHORIZE	<input type="checkbox"/> CAPTURE	<input type="checkbox"/> VOID
<input checked="" type="checkbox"/> REFUND	<input type="checkbox"/> FORCE	<input type="checkbox"/> EMV_REJECT	<input type="checkbox"/> TOKEN
<input checked="" type="checkbox"/> REPORT			

Select report output columns

<input checked="" type="checkbox"/> TransactionUTCimestamp	<input checked="" type="checkbox"/> CustomerTransactionID	<input checked="" type="checkbox"/> TransactionType
<input checked="" type="checkbox"/> Amount	<input checked="" type="checkbox"/> AuthorizedAmount	<input checked="" type="checkbox"/> Processor
<input checked="" type="checkbox"/> TransactionID	<input checked="" type="checkbox"/> TransactionStatus	<input type="checkbox"/> TransactionMessage
<input checked="" type="checkbox"/> AuthCode	<input type="checkbox"/> AVSResult	<input type="checkbox"/> CVVResult
<input type="checkbox"/> MagOperation	<input checked="" type="checkbox"/> MagTranID	<input type="checkbox"/> MagStatus
<input type="checkbox"/> MagMessage	<input type="checkbox"/> MPScore	<input type="checkbox"/> IsReplay
<input type="checkbox"/> ReferenceTransactionID	<input type="checkbox"/> ReferenceAuthCode	<input type="checkbox"/> ZIP
<input checked="" type="checkbox"/> DeviceSN	<input checked="" type="checkbox"/> PANLast4	<input type="checkbox"/> TransactionSourceID
<input type="checkbox"/> TransactionSourceDescripti	<input type="checkbox"/> CustomerDeviceID	

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New Report (or Saved Report. Ex., Nick's Report)

Save Download

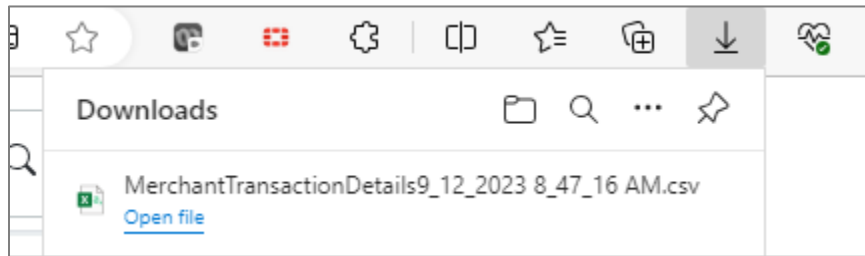
Transaction Summary

Authorize	Capture	EMVReject	Force	Refund	Sales	Token	Void
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0	0	0	0	0	0	0	0

Transaction Details (12/6/2023 between 12/7/2023)


MAGTRANID	TRANSACTIONI	CUSTOMERTR	TRANSACTION	AMOUNT	AUTHORIZEDAM	PROCESSOR	TRANSACTIONI	TRANSACTION	AU
711d1330...	12/7/2023...	2023127111	SALE	1.00	1.00	Rapid Co...	01334187...	000	OK

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Save

Save Report


 Save

Save Report

Report Successfully Saved

6.1 Saved Reports

MAGENSA Manual Entry Report

Merchant Portal 

Open Report

NAME
Test1 11/10/2023 4:23:04 PM
Test112123 11/14/2023 12:52:45 PM
Report11162023 Report11162023 11/16/2023 7:21:32 AM
Test112123 Test112123 11/21/2023 5:06:58 AM
Test12723 12/7/2023 5:51:09 AM
Demo Test Demo Test 12/7/2023 11:26:33 AM

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7 Appendix

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