Merchant Portal User Guide V1.0

Your Commerce Partner

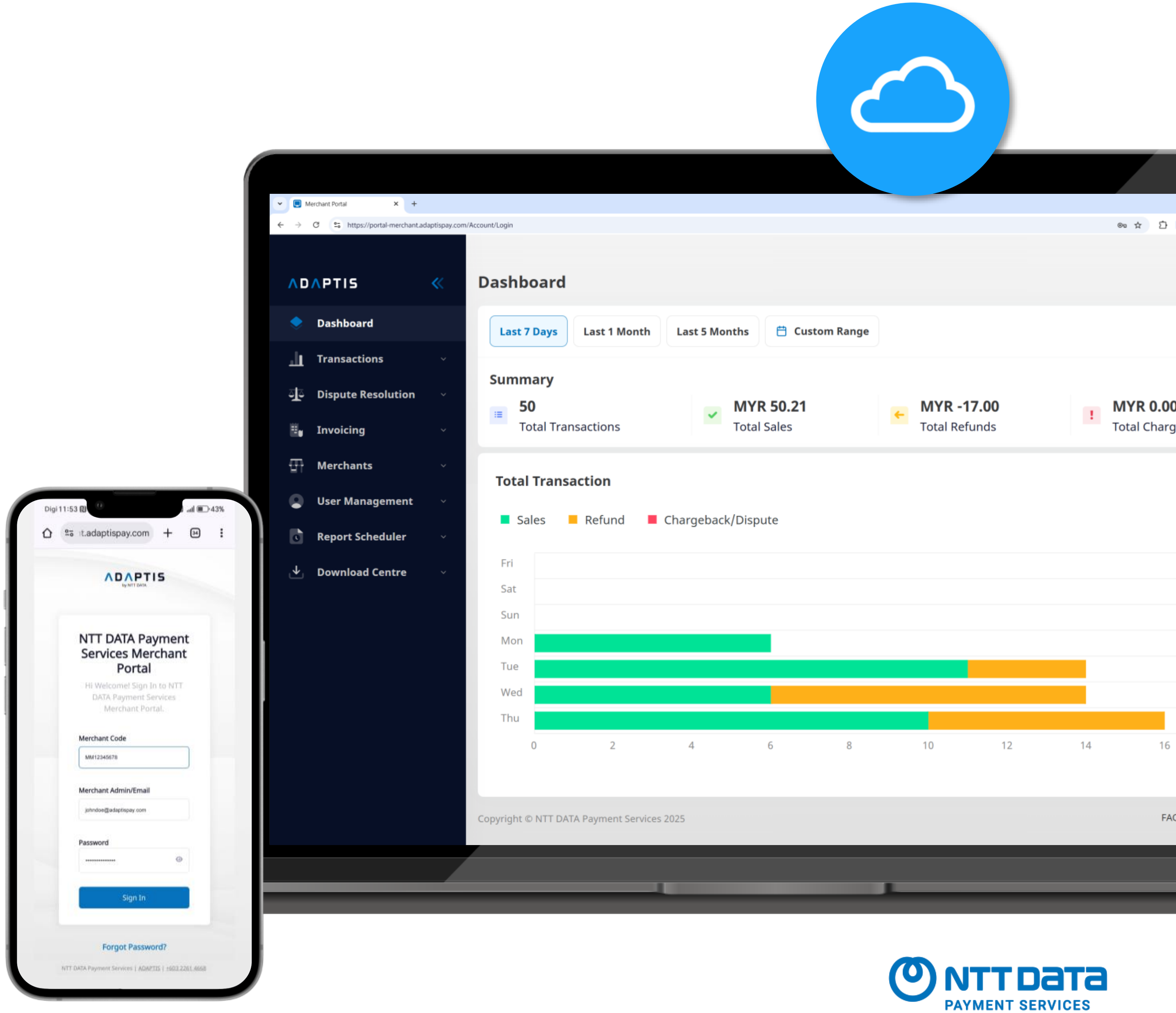
ABOUT ADAPTIS

Meet ADAPTIS Merchant Portal

The ADAPTIS Merchant Portal is a secure, web-based platform designed for merchants to manage, monitor, and report on their payment activities efficiently.

It provides real-time visibility and control over transactions, settlements, disputes, and reports — all through a user-friendly interface. The ADAPTIS Merchant Portal is a secure, web-based platform designed for merchants to manage, monitor, and report on their payment activities efficiently.

It provides real-time visibility and control over transactions, settlements, disputes, and reports — all through a user-friendly interface.



GET STARTED

Login Process

To get started, you may begin by accessing to this website:
https://portal-merchant.adaptispay.com/

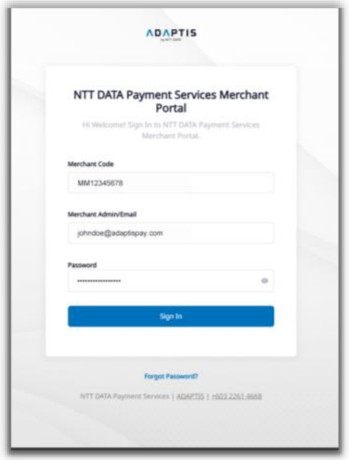
Once you have accessed the webpage, proceed with the following steps whilst referring the screenshots on the left side of this page:

1. When accessing the portal, please note that there **are two different types of login:**

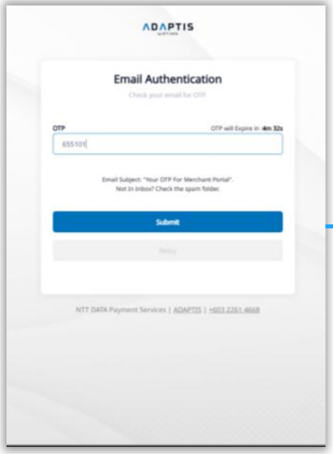
- **Admin Login** – Use the admin login ID shared with you via the merchant application approval email.
  Example: Admin1
- **User Login** – Use your registered email address
  Example: johndoe@gmail.com

2. For security purposes (MFA enabled), check your email to receive your OTP. Type in the OTP code that you receive and click the 'Submit' button. Type in the OTP code that you receive and click the 'Submit' button.

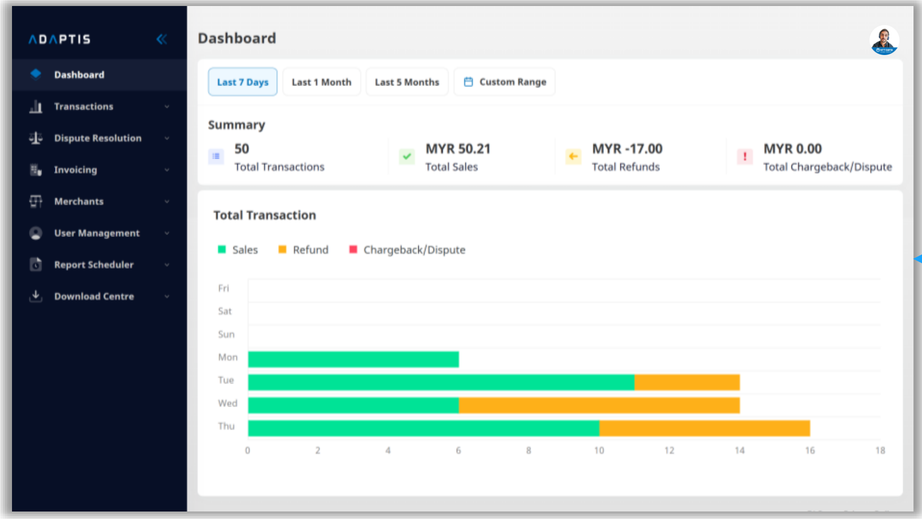
3. You are now signed in to **ADAPTIS Merchant Portal**.



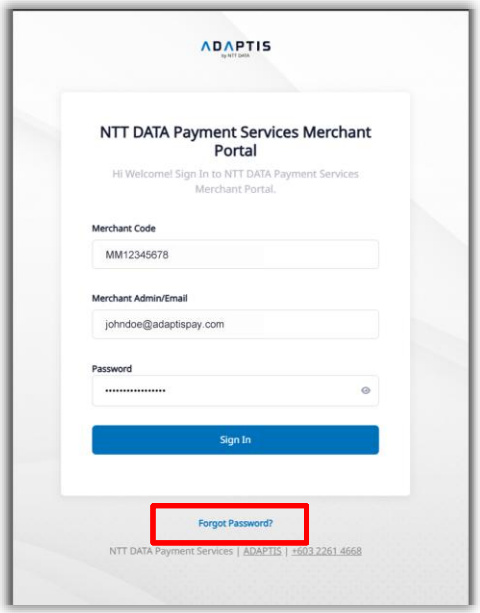
User keys in the fields

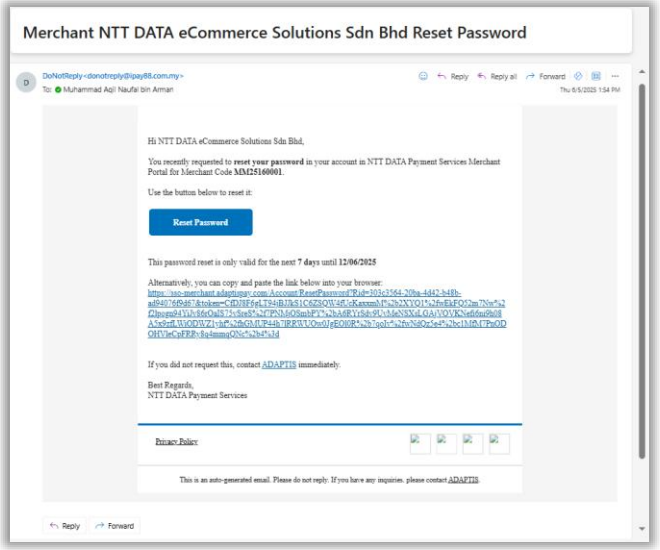


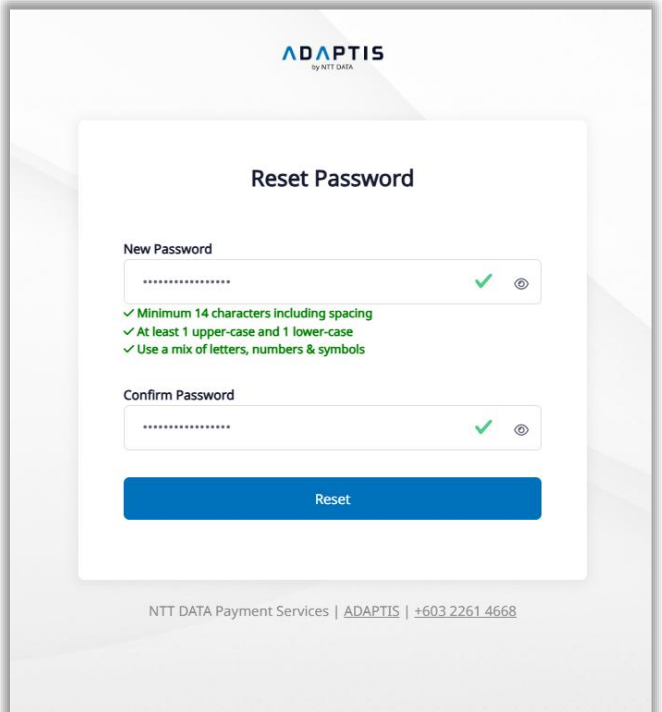
User will receive OTP via registered email



User successfully log in







Reset Password

To recover a forgotten password, find the "Forgot Password“ at the login page, and follow the instructions provided. This often involves entering your email address or username, receiving a password reset link via email, and then creating a new password.

Setting a new password:

- At least 14 characters (including spaces)
- At least 1 uppercase, 1 lowercase, 1 number, 1 symbol
- Confirm Password must match

User will be redirected to the login page to enter the updated login details to sign in.

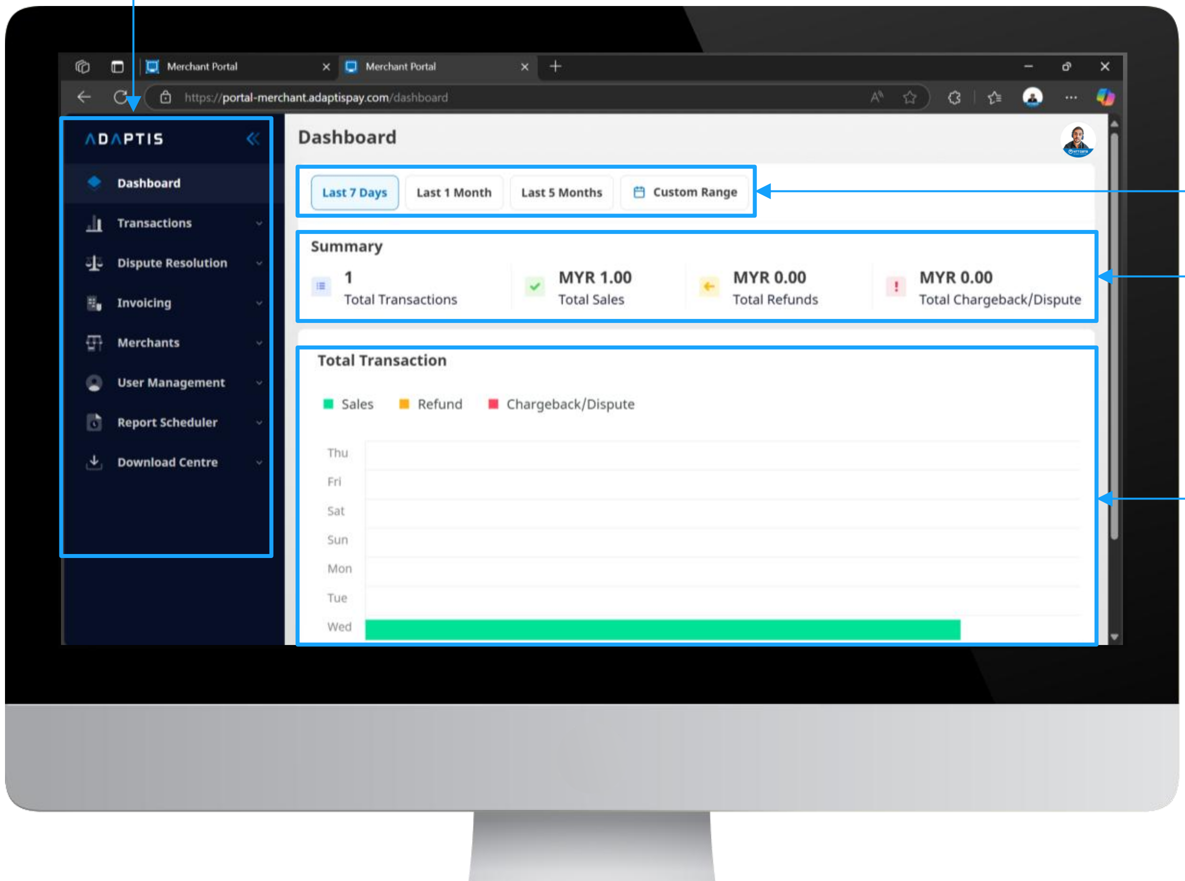
Dashboard

The **Dashboard** is the first page a merchant sees after logging into the portal. It provides a clear and immediate summary of sales activities, including transactions, sales totals, refunds, and disputes within selectable timeframes. The Dashboard helps merchants monitor performance at a glance.

Navigation Panel
Accessible across all pages and provides an easy access to commonly used functions and reports

Date range selection
7 Days, Last 1 Month, Last 3 Months
The chart and figures will update based on your selection

This Dashboard will automatically display upon successful login.

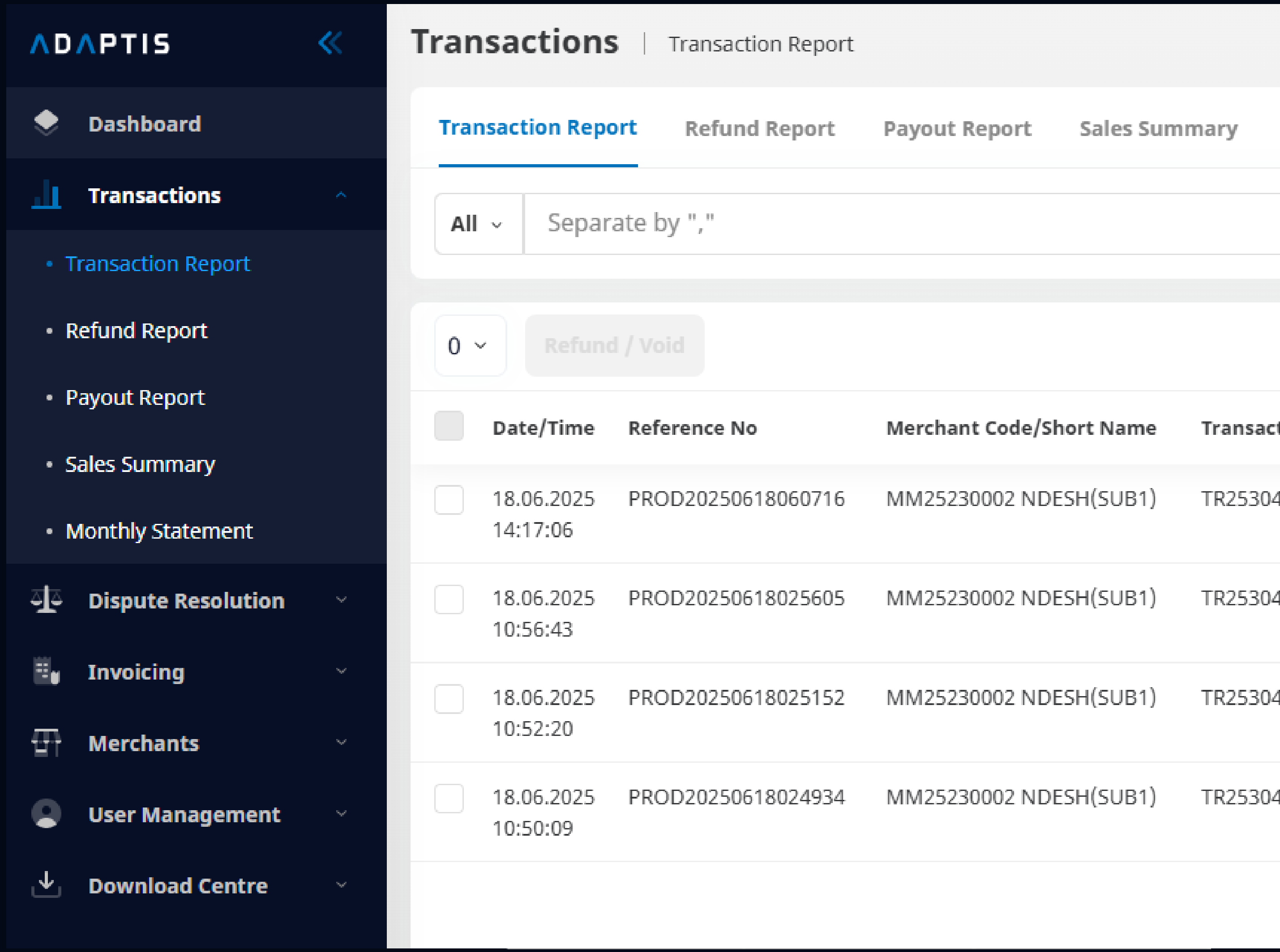


Summary panel displays of Total
Transactions, Total Sales, Total Refunds, Total Chargebacks / Disputes

Transaction Bar Chart
Colour coded visual breakdown of Sales, Refunds, and Chargeback/Dispute transactions per day.

02

Transactions



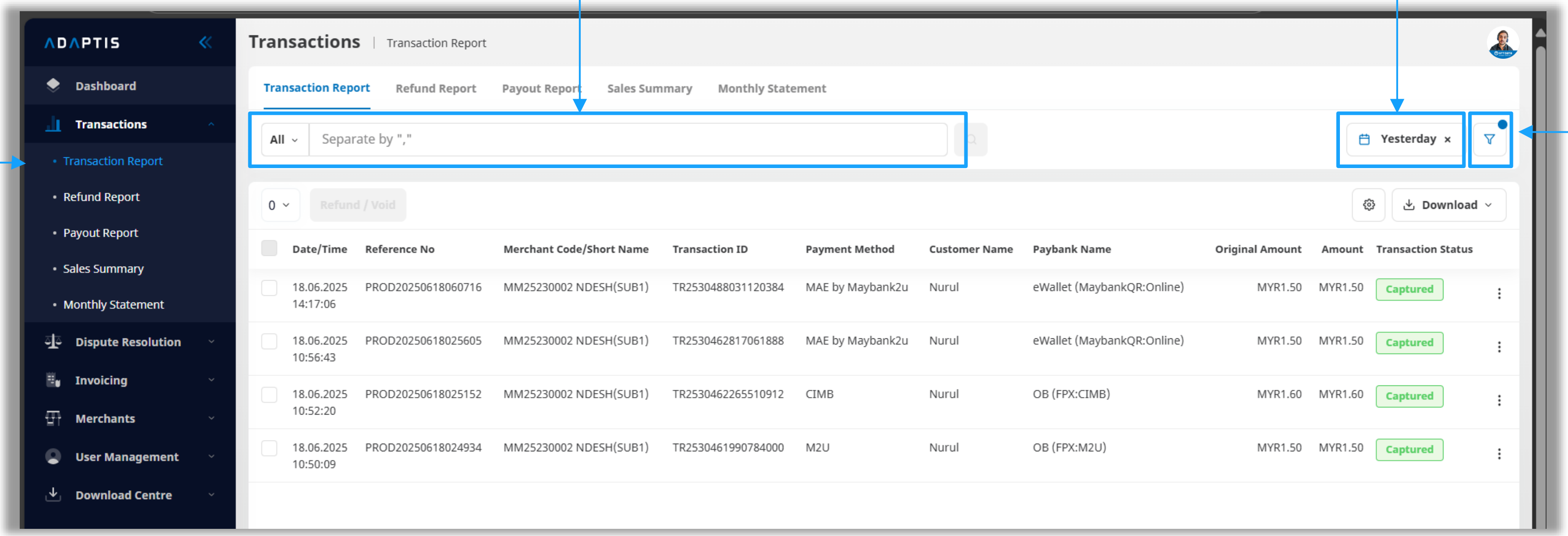
Transactions

The Transactions tab provides a full view of your transaction lifecycle, with access to various reports.

This section helps merchants track, filter, and export transaction data for reconciliation and operational monitoring.

Search by: Reference No, Merchant Code, Transaction ID, Customer Name, Account Holder, Paybank Name

Use **search bar** or **calendar** to filter by: Today / Yesterday / Last 7 Days / Last 30 Days / This Month / Last Month / Max 45 Days / Random Date.



Set **filters** (e.g., payment method, status) and apply or save them.

KEY FUNCTIONS

ADAPTIS

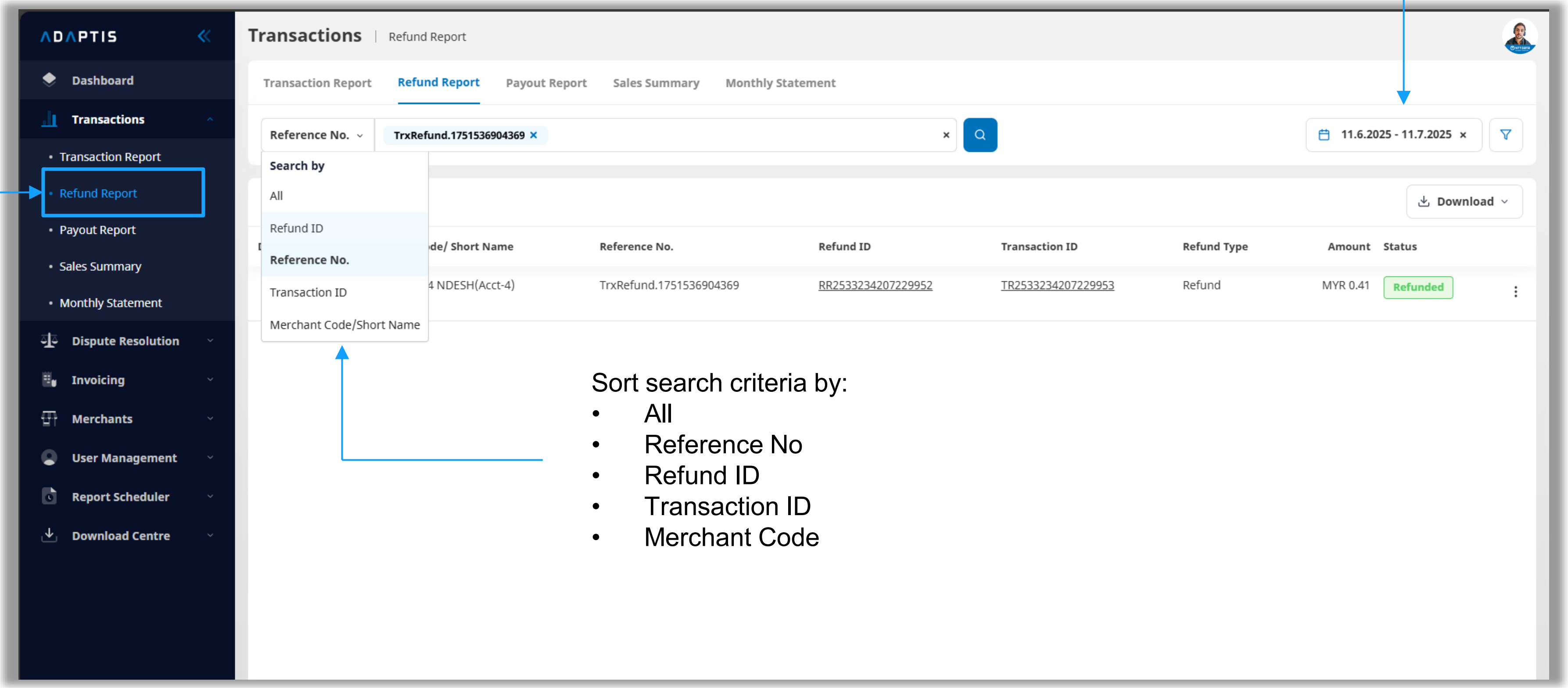
Transactions > Refund Report

The Refund Report allows Merchant Admins to track and manage refund transactions efficiently. It displays:

- Refund date/time
- Refund ID
- Reference number
- Transaction ID
- Merchant code
- Refund status

Filter Date Selection

- Filter by:
- Date ranges: Today, Yesterday, Last 7 Days, Last 30 Days, This Month, Last Month, Random Date



Access Refund Report

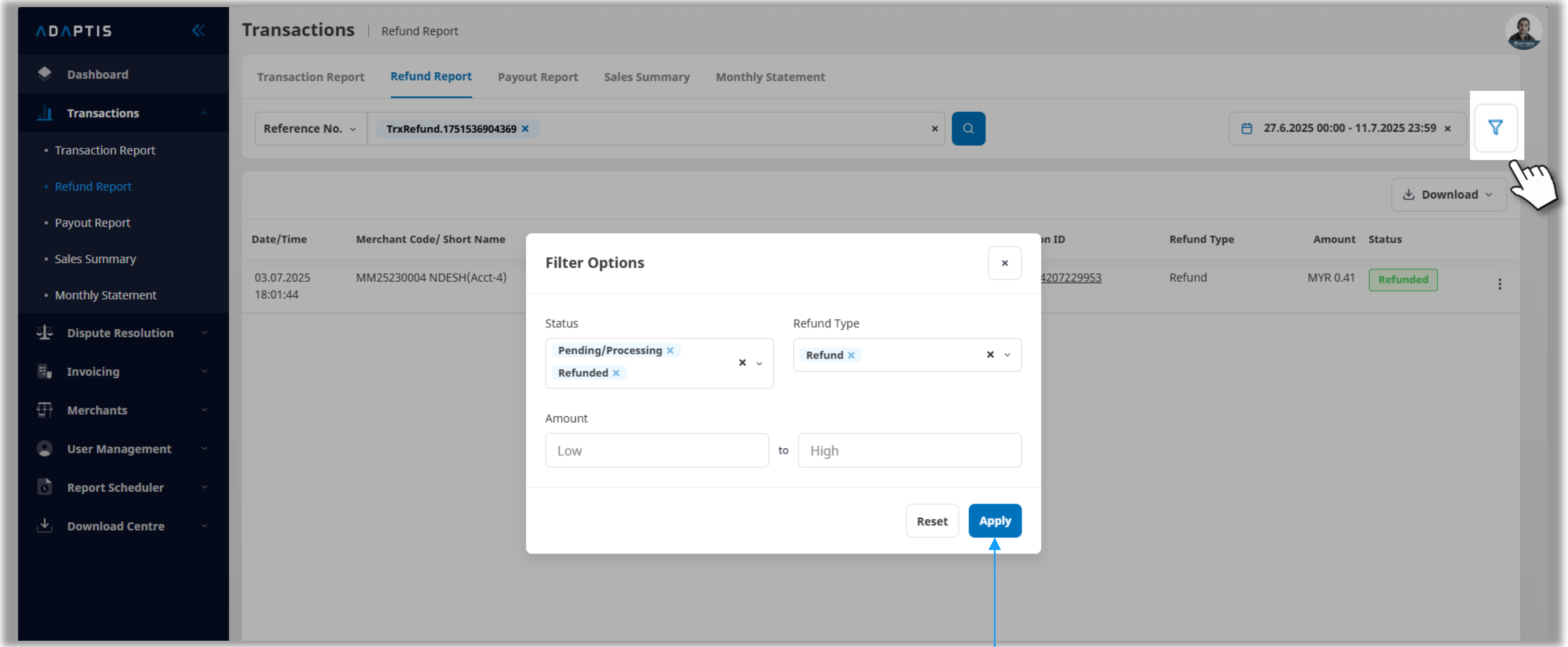
Navigate to Transactions > Refund Report

Sort search criteria by:

- All
- Reference No
- Refund ID
- Transaction ID
- Merchant Code

NTT DATA PAYMENT SERVICES

Transactions > Refund Report



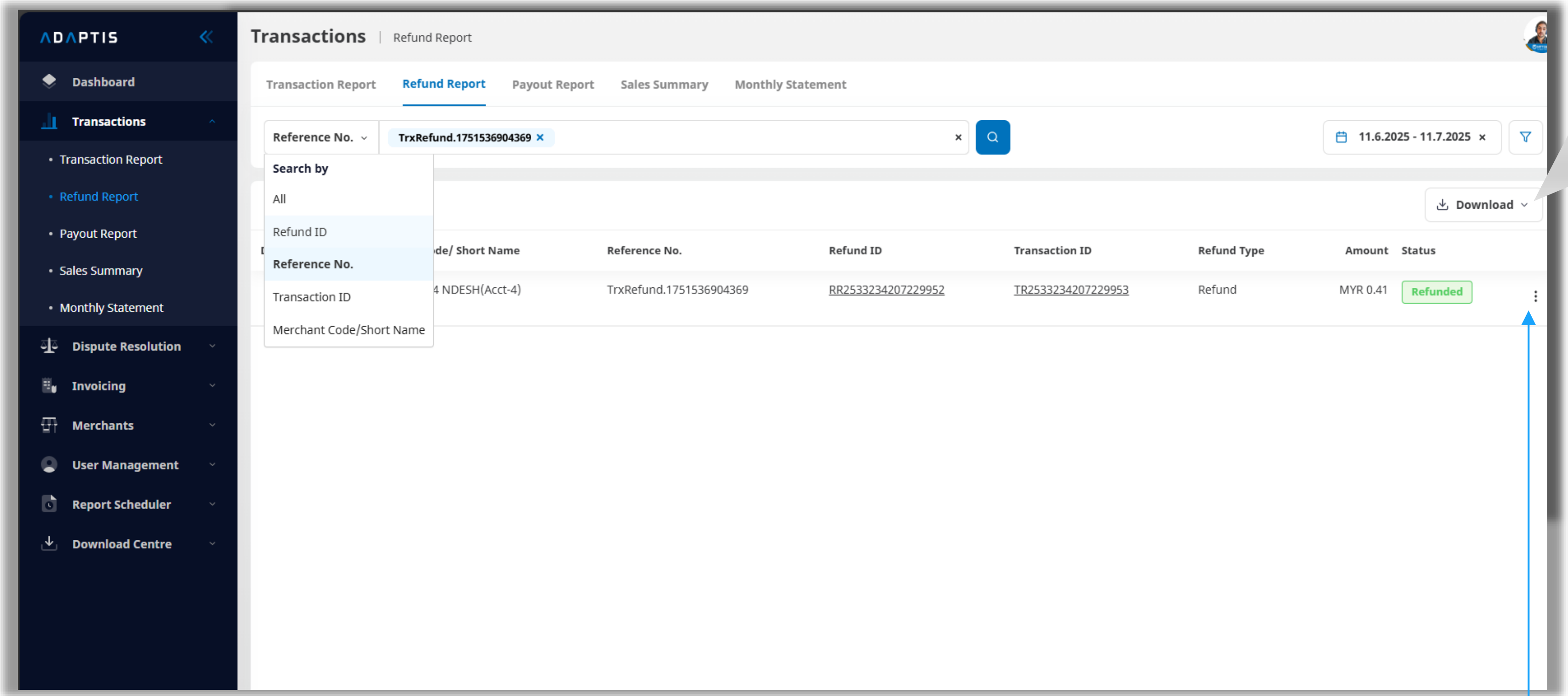
Apply preferred filters.

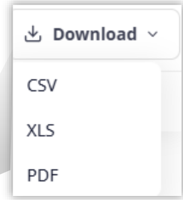
Set & Save Filters
Upon clicking “Apply” the result will display as selected.

KEY FUNCTIONS

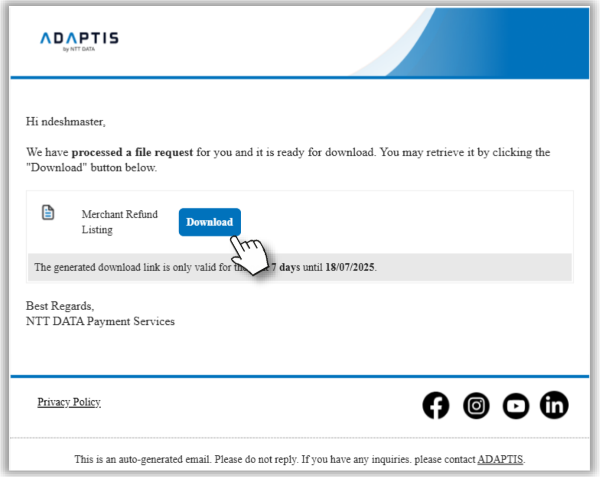
Transactions > Refund Report

Download Refund Report
Available in three file formats to suit different needs.





An email containing the download link will be sent. Click ‘Download’ to retrieve the file.



View Refund Details
View via 3 Dot Menu, transaction row, or Transaction ID link: Detailed refund info displayed.

ADAPTIS

Transactions > Payout Report

The Payout Report provides a summary of payouts made to merchants, helping them monitor funds disbursed by the payment service. It includes:

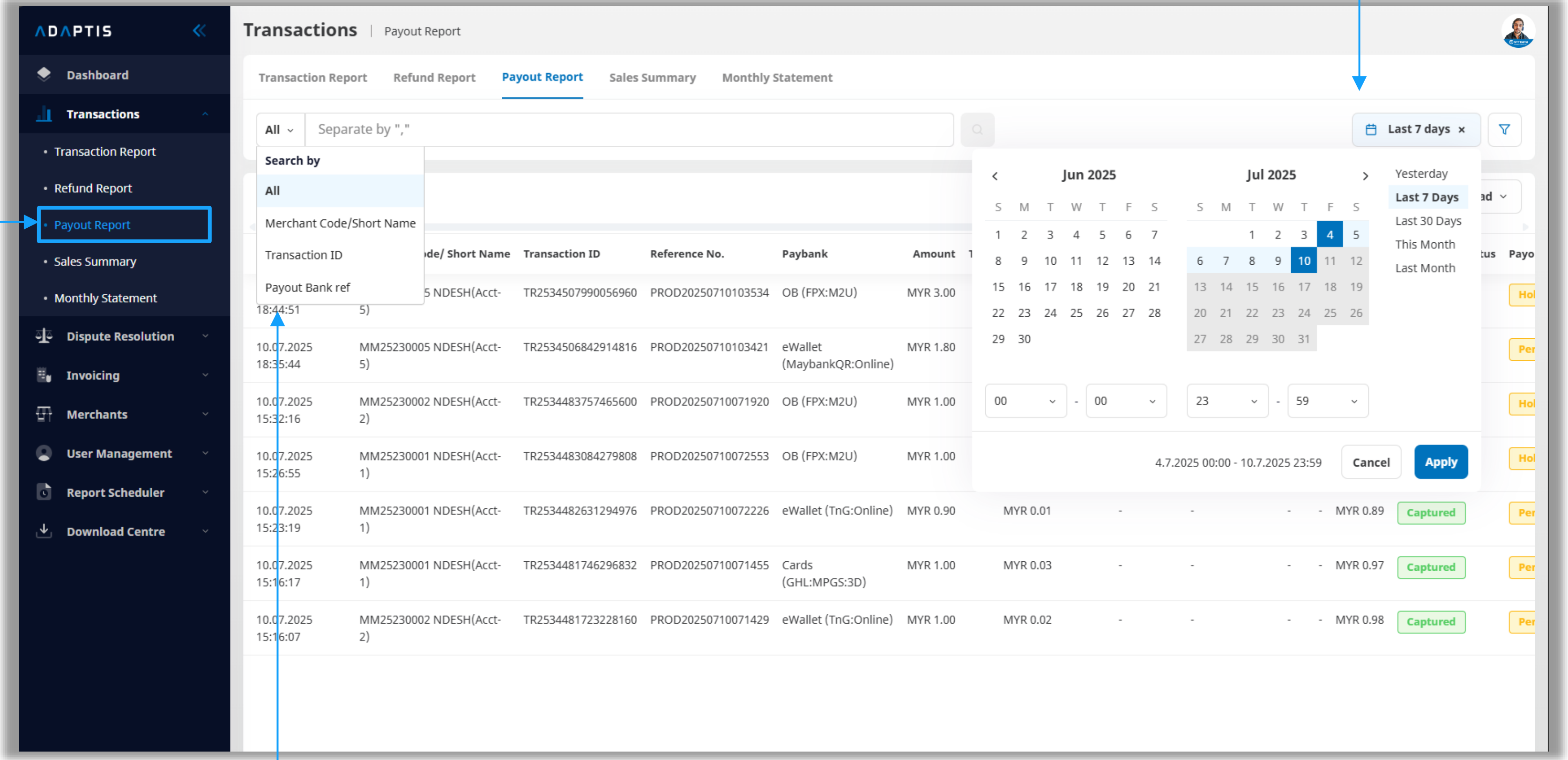
- Payout date
- Merchant code/short name
- Transaction ID
- Payout reference
- Bank reference
- Payout status

Date Selection

- Use the calendar icon to filter:
- Yesterday, Last 7 Days, Last 30 Days, This Month, Last Month, Random Date

Access Payout Report

Navigate to Transactions > Payout Report



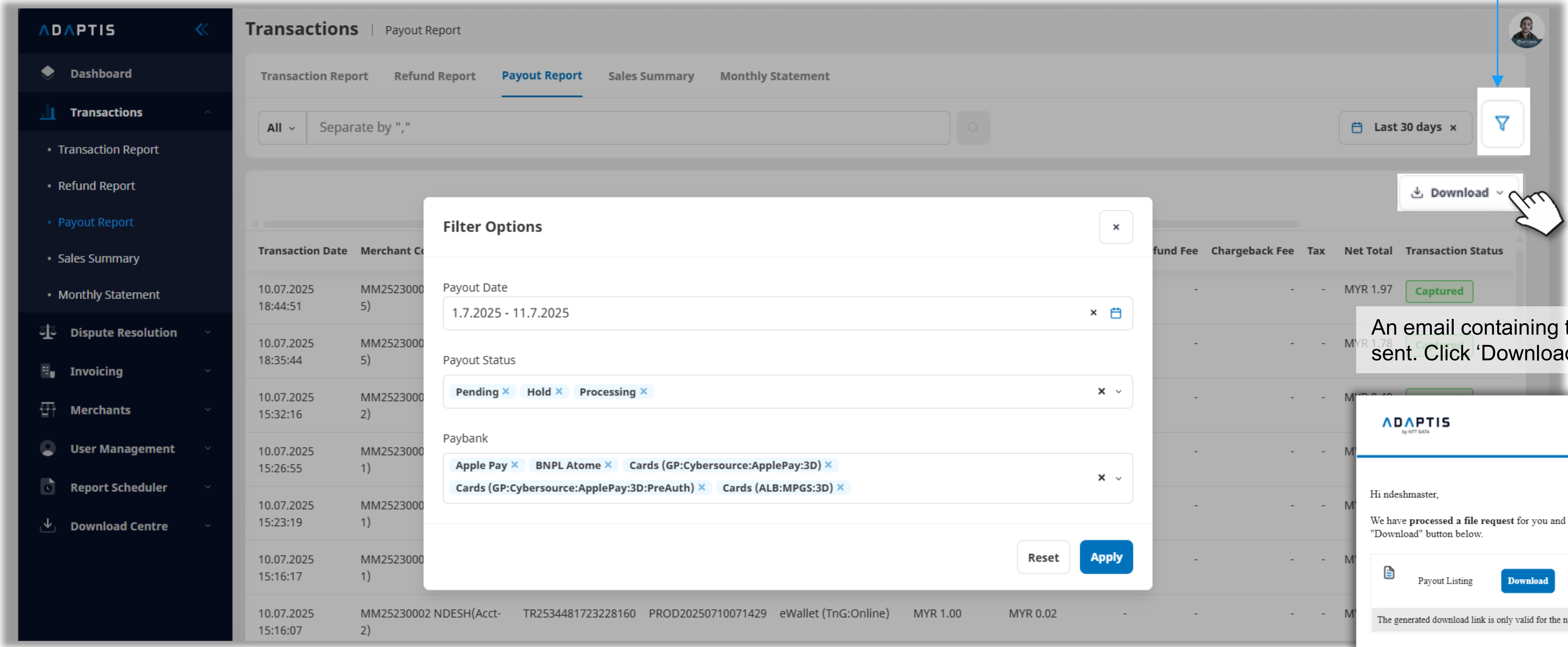
Set Search Filers

Filter by Merchant Code, Transaction ID and Payout Bank Reference.

NTT DATA PAYMENT SERVICES

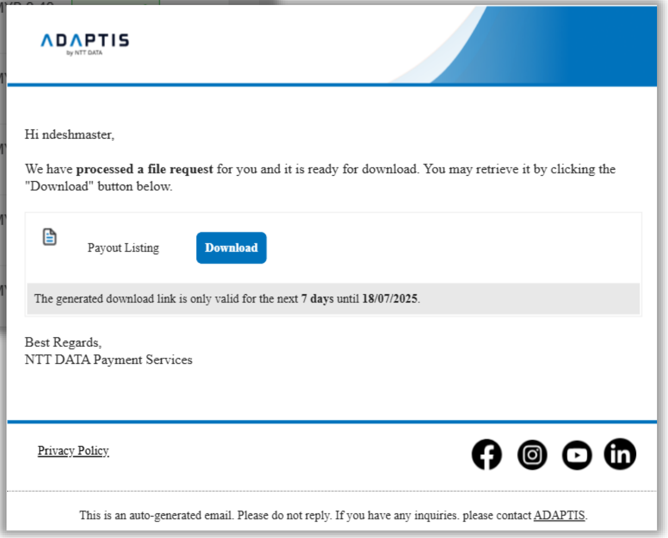
Transactions > Payout Report

Filter Options
- Filter by Payout Date, Payout Status and Paybank
- Click “Apply” to implement the selected filters.



Download Payout Report
Click on the “Download” button, then click on the file format

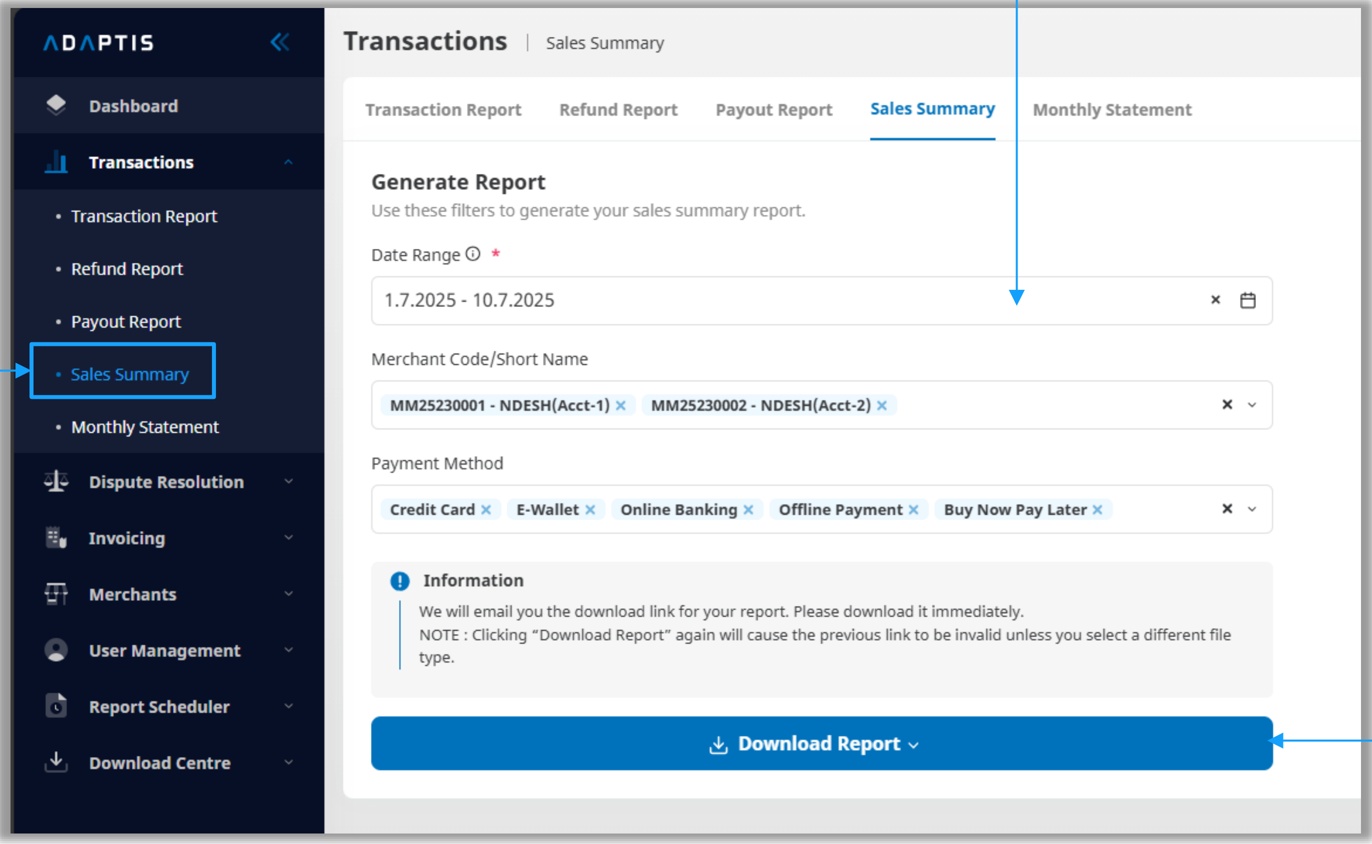
An email containing the download link will be sent. Click ‘Download’ to retrieve the file.



ADAPTIS

Transactions > Sales Summary

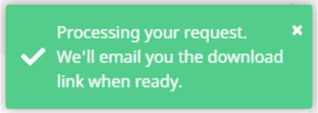
The Sales Summary tab allows Merchant Admins to generate reports summarising sales performance across different merchants and payment methods. It provides insights for reconciliation, performance tracking, and reporting.



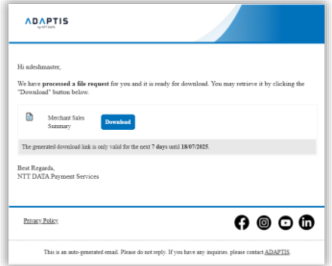
Access Sales Summary
Navigate to Transactions > Sales Summary

Generate Sales Summary Report
- Filter Date Range, Merchant Code and Payment Method according to required needs.
- Click Download to receive email containing the download link.

Download Sales Summary Report
- Click on the 'Download Report' to receive email containing the download link.
- After clicking 'Download Report,' a pop-up will notify you that the link has been sent to your registered email.



- An email containing the download link will be sent. Click 'Download' to retrieve the file.



NTT DATA PAYMENT SERVICES

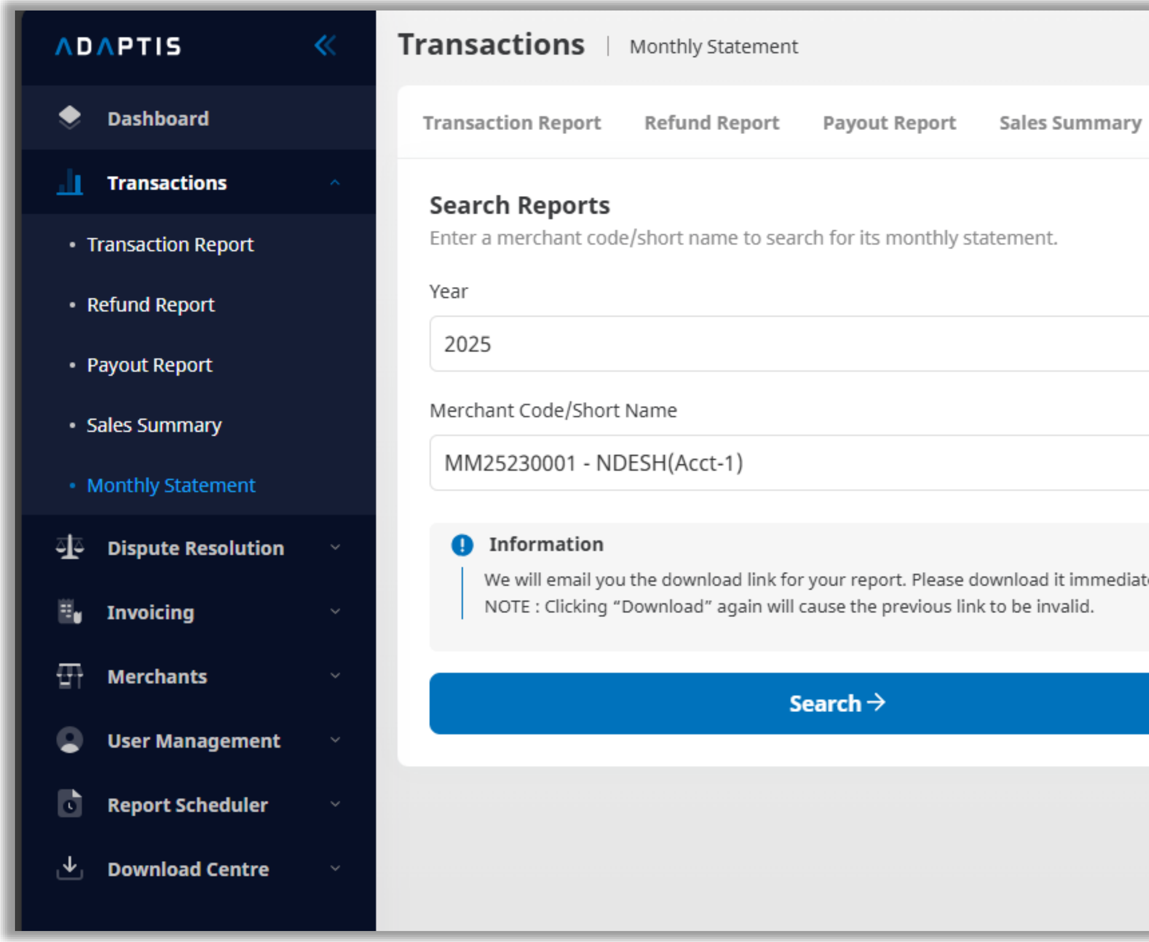
ADAPTIS

Transactions > Monthly Statement

The Monthly Statement section enables merchants to conveniently retrieve and track monthly financial reports summarizing key transaction metrics for reconciliation and recordkeeping purposes.

Key features include:

- **Filter Reports by Year and Merchant**
  Merchants can search for monthly statements by selecting the relevant year and merchant code/short name, allowing for quick access to specific reports.
- **Download via Secure Email Link**
  Once a report is generated, a secure download link is emailed to the registered address. For security, this link is valid for a one-time download — repeated clicks may invalidate the link.
- **Statement Summary Preview**
  The system also displays the available monthly statements in the Search Results panel for reference, ensuring merchants know exactly what has been generated.



NTT DATA PAYMENT SERVICES

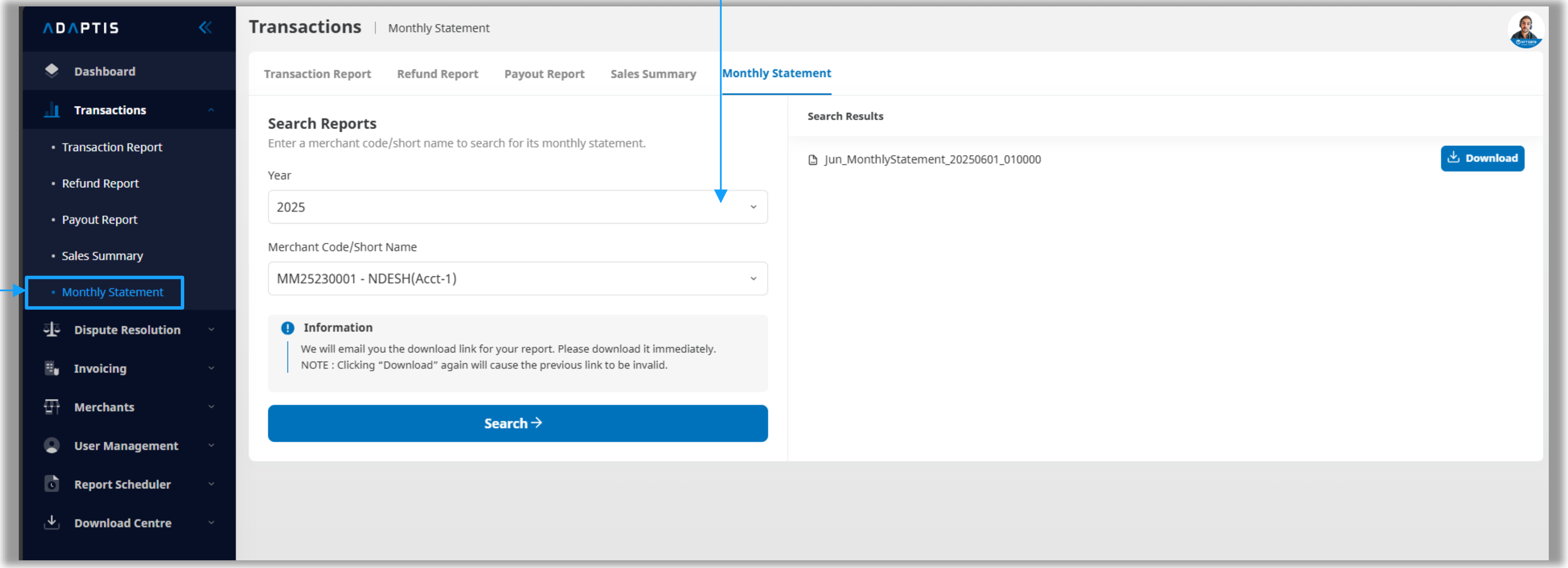
ADAPTIS

Transactions > Monthly Statement

This section simplifies the process of accessing monthly performance data and supports better financial management and auditing.

Filter Search Reports
Select preferred year and which Merchant Code to assess its Monthly Statement.
.

Access Monthly Statement
Navigate Transactions > Monthly Statement

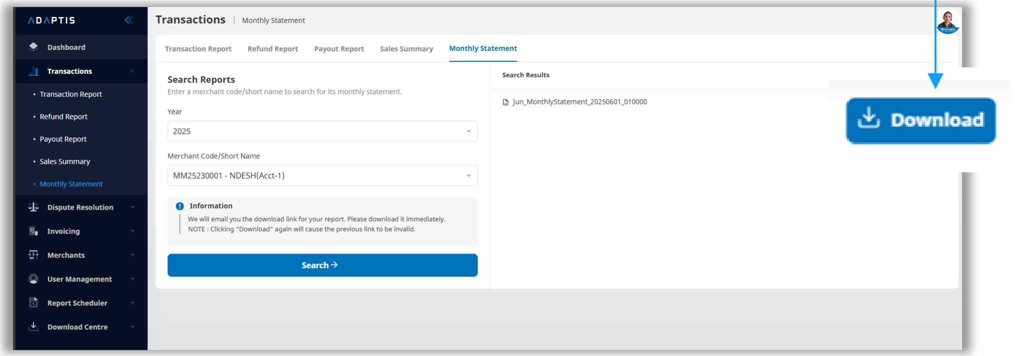


NTT DATA PAYMENT SERVICES

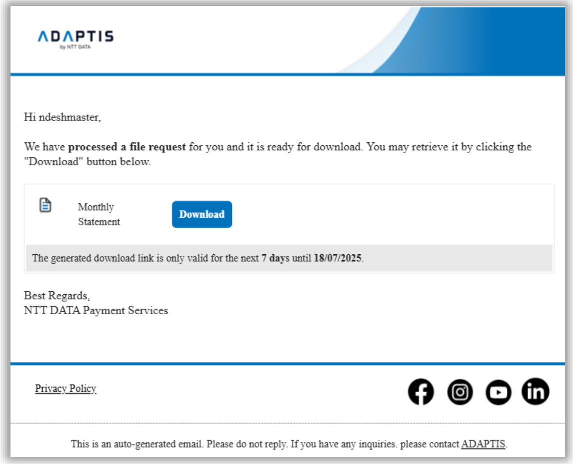
ADAPTIS

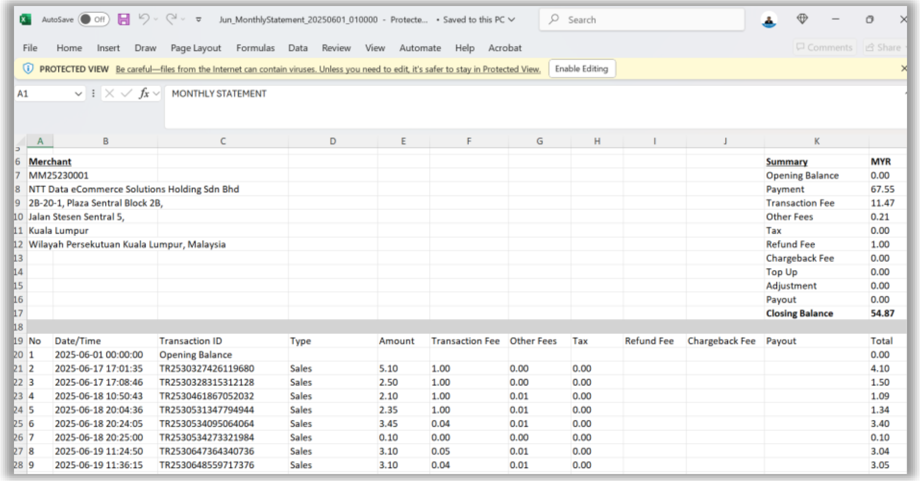
Transactions > Monthly Statement

Download Monthly Statements
Click the 'Download' button to select your preferred month's Monthly Statement.



An email containing the download link will be sent.
Click “Download” to start downloading the file.





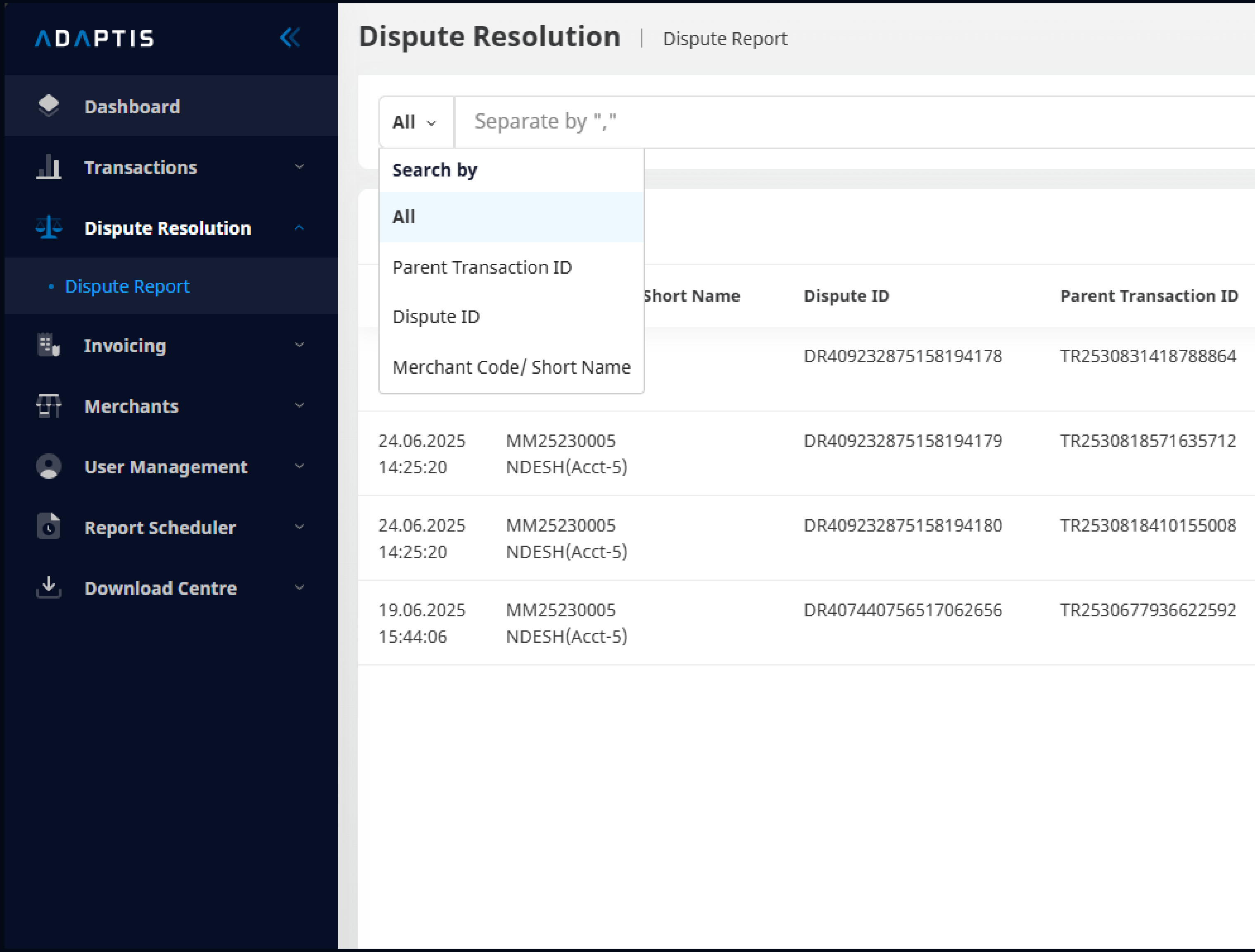
Summary	MYR
Opening Balance	0.00
Payment	67.55
Transaction Fee	11.47
Other Fees	0.21
Tax	0.00
Refund Fee	1.00
Chargeback Fee	0.00
Top Up	0.00
Adjustment	0.00
Payout	0.00
Closing Balance	**54.87**

No	Date/Time	Transaction ID	Type	Amount	Transaction Fee	Other Fees	Tax	Refund Fee	Chargeback Fee	Payout	Total
1	2025-06-01 00:00:00	Opening Balance									0.00
2	2025-06-17 17:01:35	TR2530327426119680	Sales	5.10	1.00	0.00	0.00				4.10
3	2025-06-17 17:08:46	TR2530328315312128	Sales	2.50	1.00	0.00	0.00				1.50
4	2025-06-18 10:50:43	TR2530461867052032	Sales	2.10	1.00	0.01	0.00				1.09
5	2025-06-18 20:04:36	TR2530531347794944	Sales	2.35	1.00	0.01	0.00				1.34
6	2025-06-18 20:24:05	TR2530534095064064	Sales	3.45	0.04	0.01	0.00				3.40
7	2025-06-18 20:25:00	TR2530534273321984	Sales	0.10	0.00	0.00	0.00				0.10
8	2025-06-19 11:24:50	TR2530647364340736	Sales	3.10	0.05	0.01	0.00				3.04
9	2025-06-19 11:36:15	TR2530648559717376	Sales	3.10	0.04	0.01	0.00				3.05

NTT DATA PAYMENT SERVICES

03

Dispute Resolution



Dispute Resolution

The Dispute Report section helps merchants

- View all transactions currently under dispute (e.g. chargebacks or customer claims).
- Respond to dispute cases directly from the portal (accept/reject/pre-arbitration).
- Track dispute status updates.

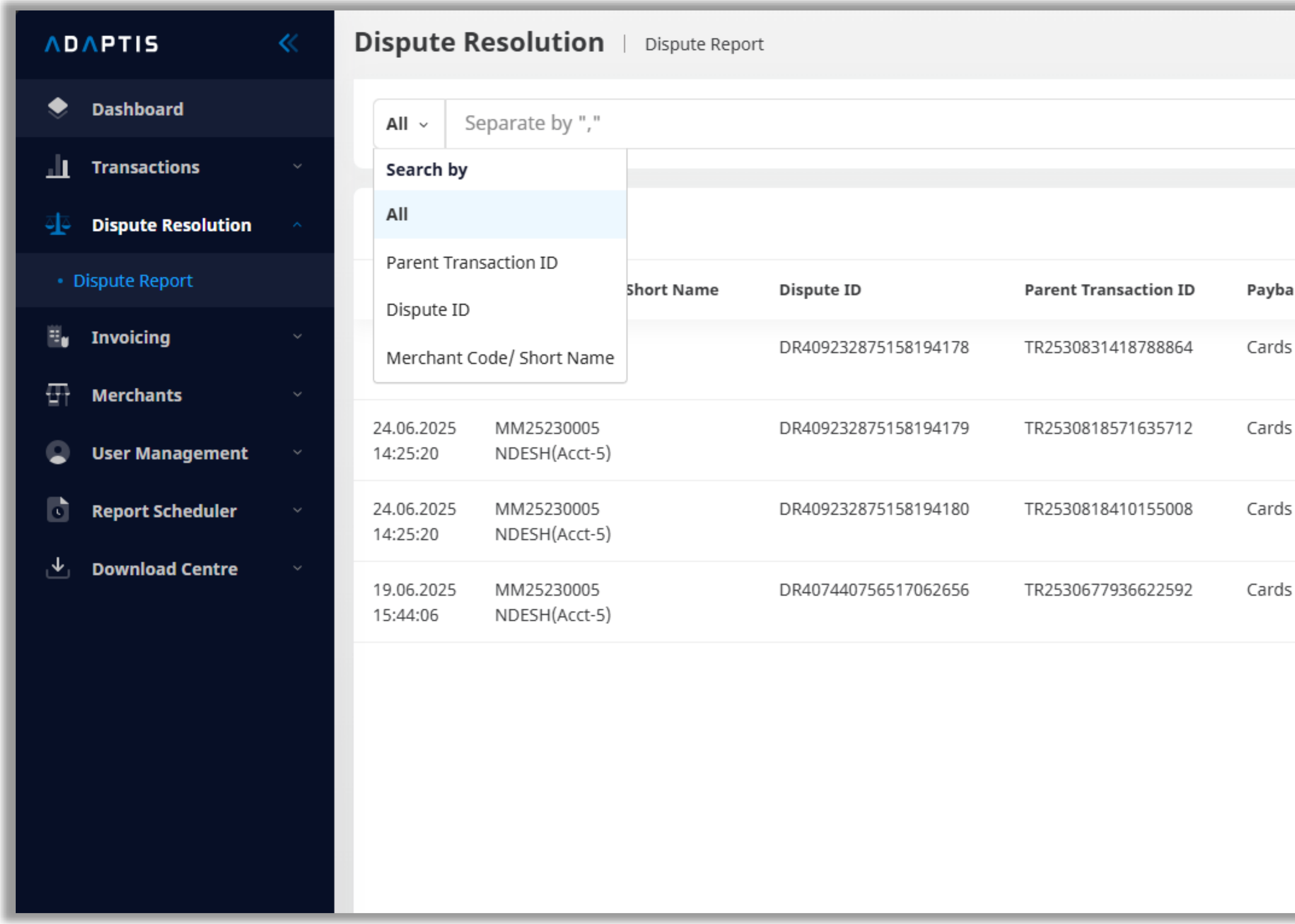
Features

- Download dispute report in XLS file format
- See real-time status updates
- Filter/search for specific disputes

This ensures merchants can manage and resolve disputes promptly.

Tips

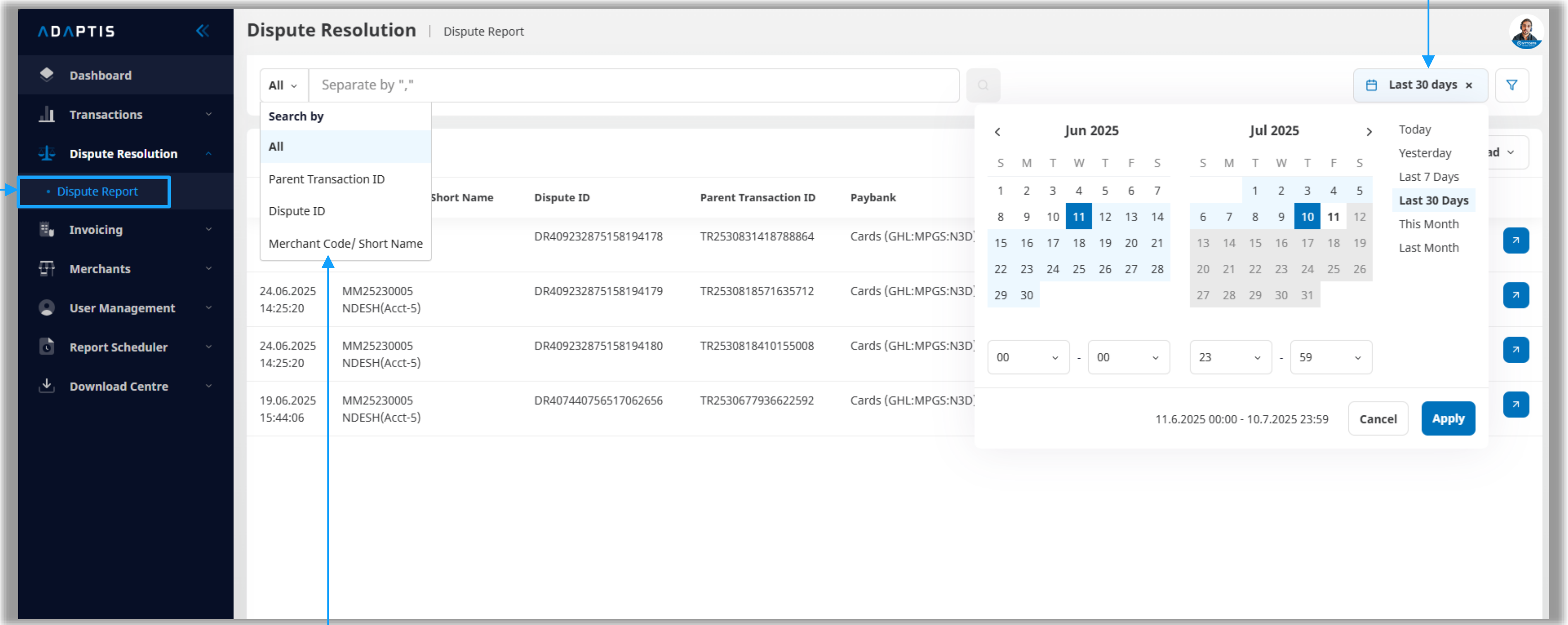
- Always attach supporting documents when rejecting to strengthen your case.
- Check dispute status regularly to act within deadlines.
- Download reports for your records or internal review.



KEY FUNCTIONS

Dispute Resolution > Dispute Report

Date Selection
- Use the calendar icon to filter:
- Yesterday, Last 7 Days, Last 30 Days, This Month, Last Month, Random Date

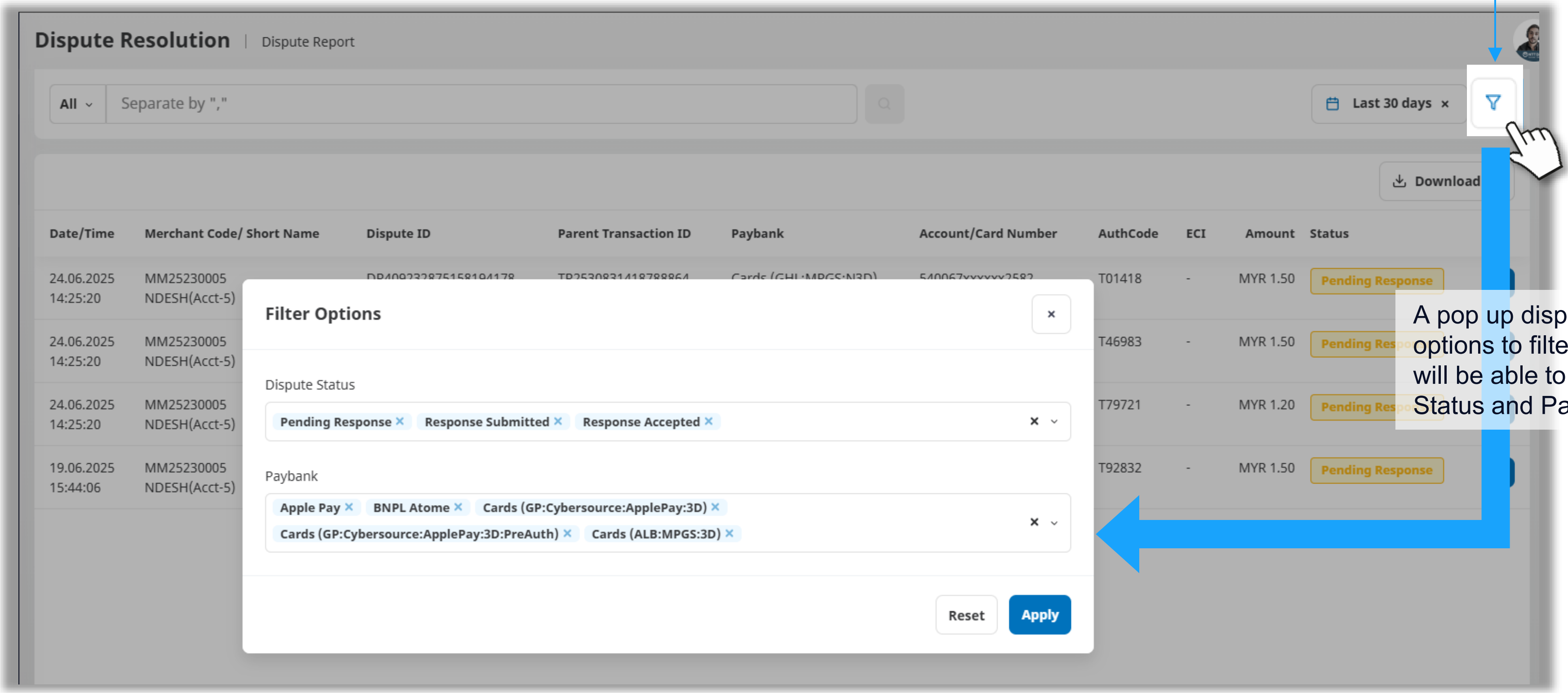


View Dispute Report
Navigate to Dispute Resolution > Dispute Report

Sort search criteria
Sort search criteria by: Parent Transaction ID, Dispute ID and Merchant Code

Dispute Resolution > Dispute Report

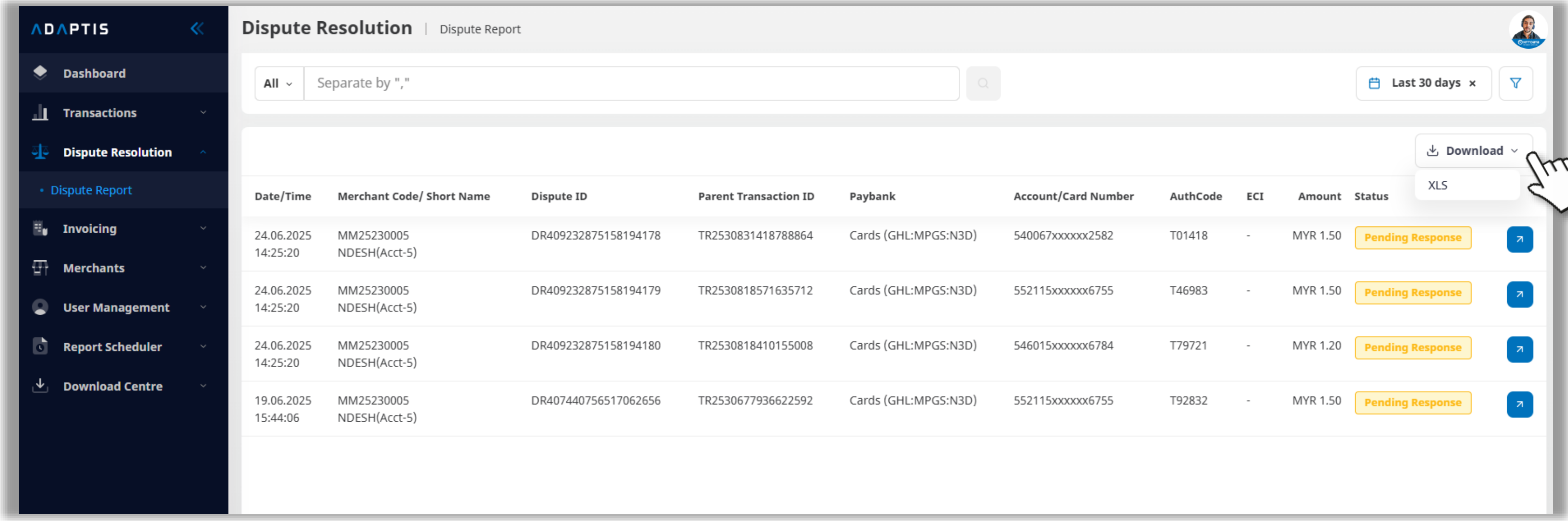
Filter Dispute Reports
Click on the filter icon.



A pop up displaying all the available options to filter the Dispute Reports. User will be able to select preferred Dispute Status and Paybank and click “Apply”.

KEY FUNCTIONS

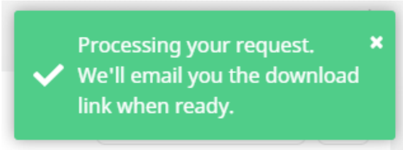
Dispute Resolution > Dispute Report

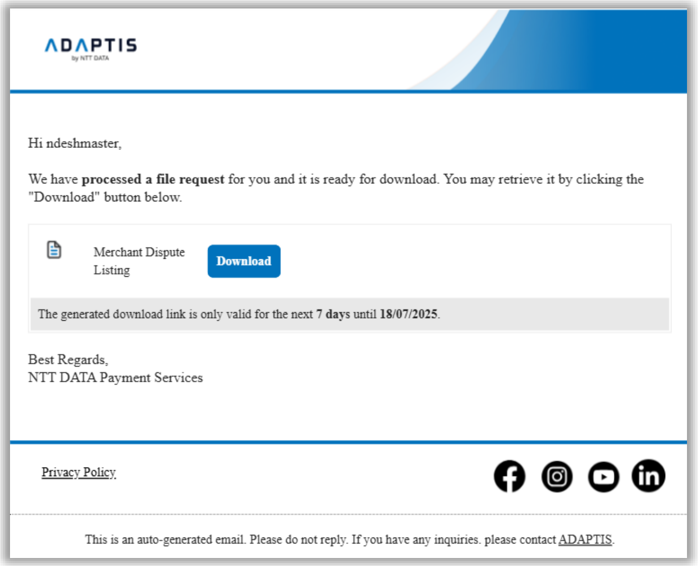


Download Dispute Report

Click on the “Download” button to download Dispute Report.

A pop-up will notify you that the link has been sent to your registered email.



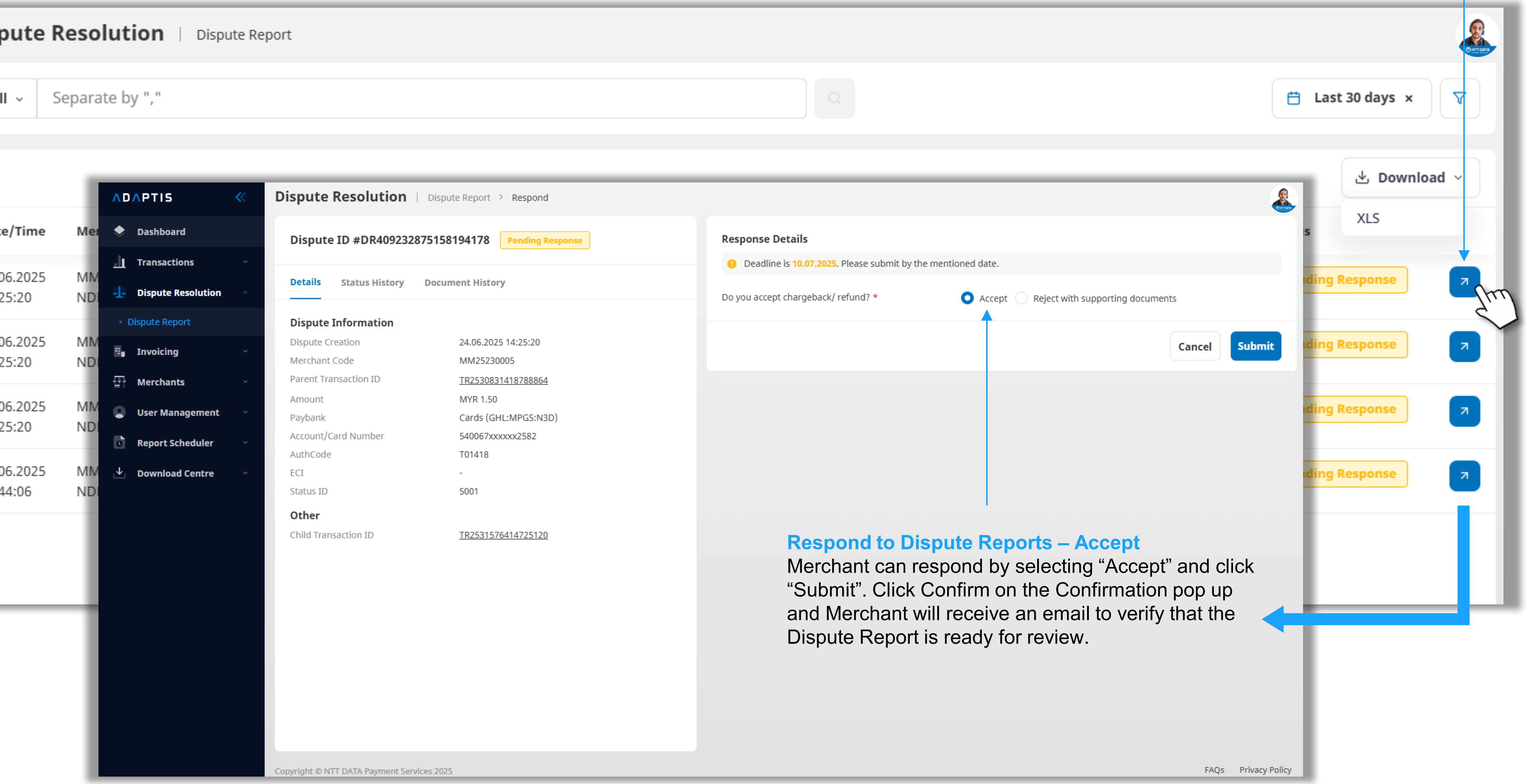


KEY FUNCTIONS

ADAPTIS

Dispute Report > Accept Dispute Report

Respond to Dispute Reports
Click on the blue arrow button.



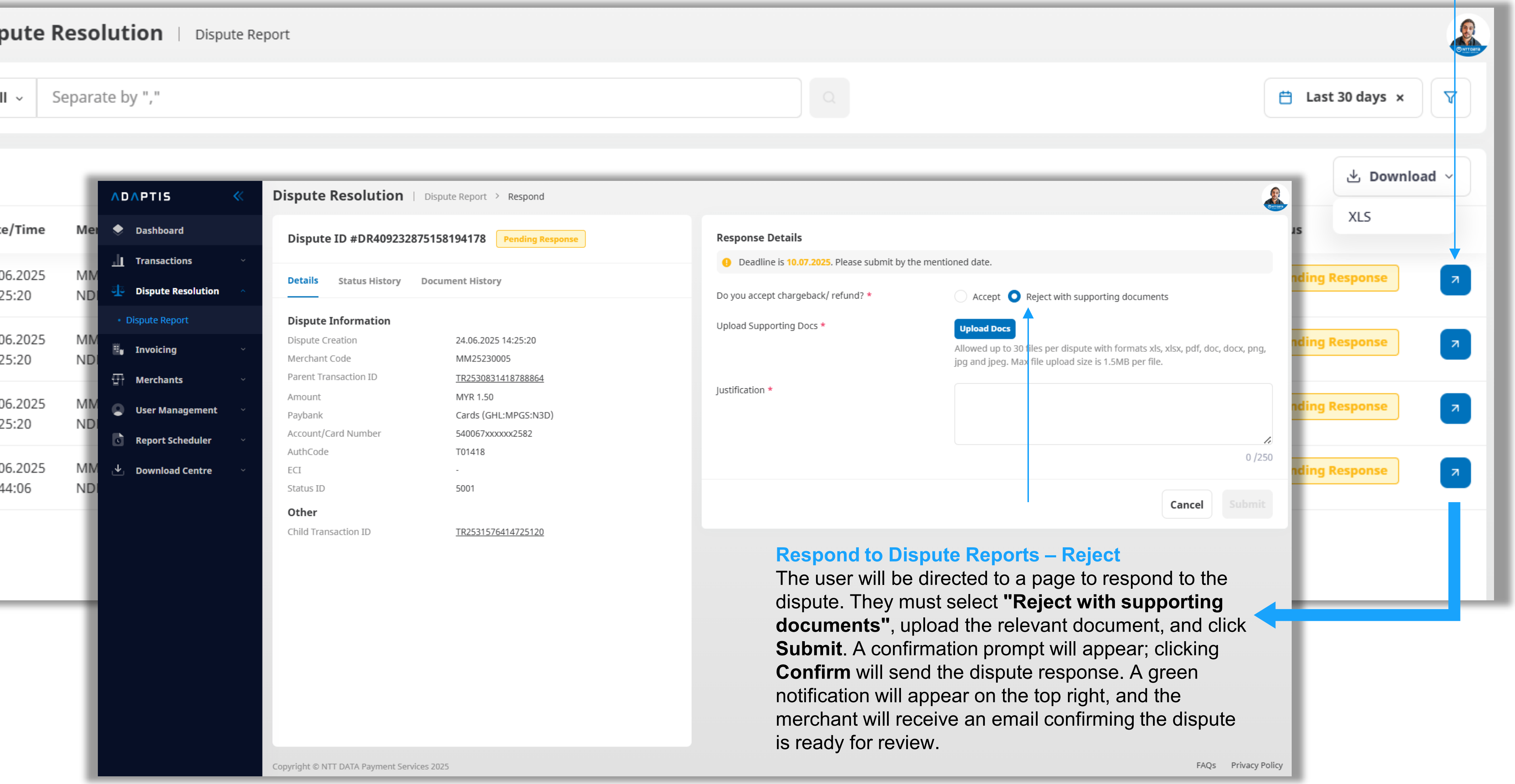
Respond to Dispute Reports – Accept
Merchant can respond by selecting “Accept” and click “Submit”. Click Confirm on the Confirmation pop up and Merchant will receive an email to verify that the Dispute Report is ready for review.

NTT DATA
PAYMENT SERVICES

ADAPTIS

Dispute Report > Reject Dispute Report

Respond to Dispute Reports
Click on the blue arrow button.



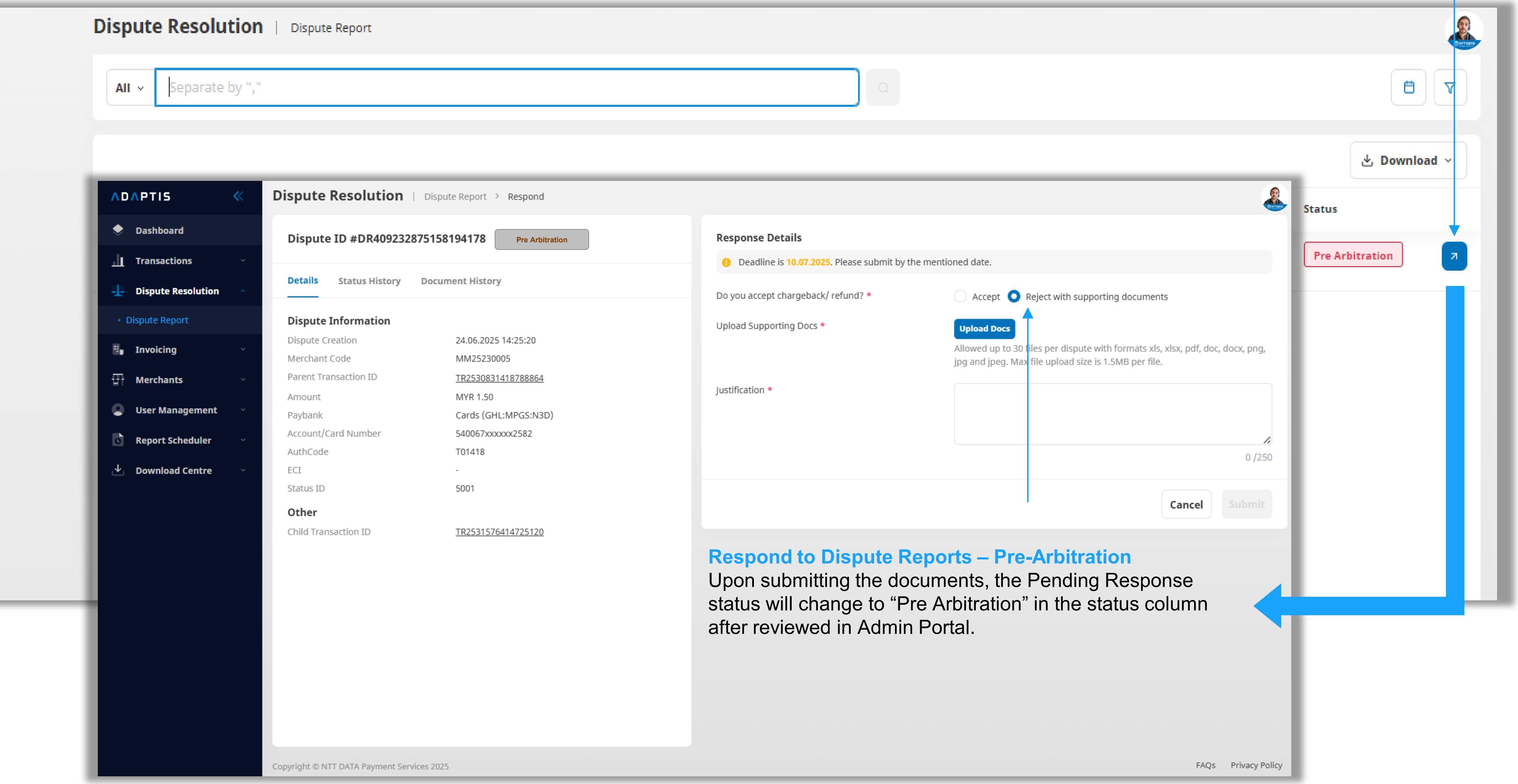
Respond to Dispute Reports – Reject
The user will be directed to a page to respond to the dispute. They must select **"Reject with supporting documents"**, upload the relevant document, and click **Submit**. A confirmation prompt will appear; clicking **Confirm** will send the dispute response. A green notification will appear on the top right, and the merchant will receive an email confirming the dispute is ready for review.

NTT DATA PAYMENT SERVICES

KEY FUNCTIONS

Dispute Report > Submit Pre-Arbitration Response

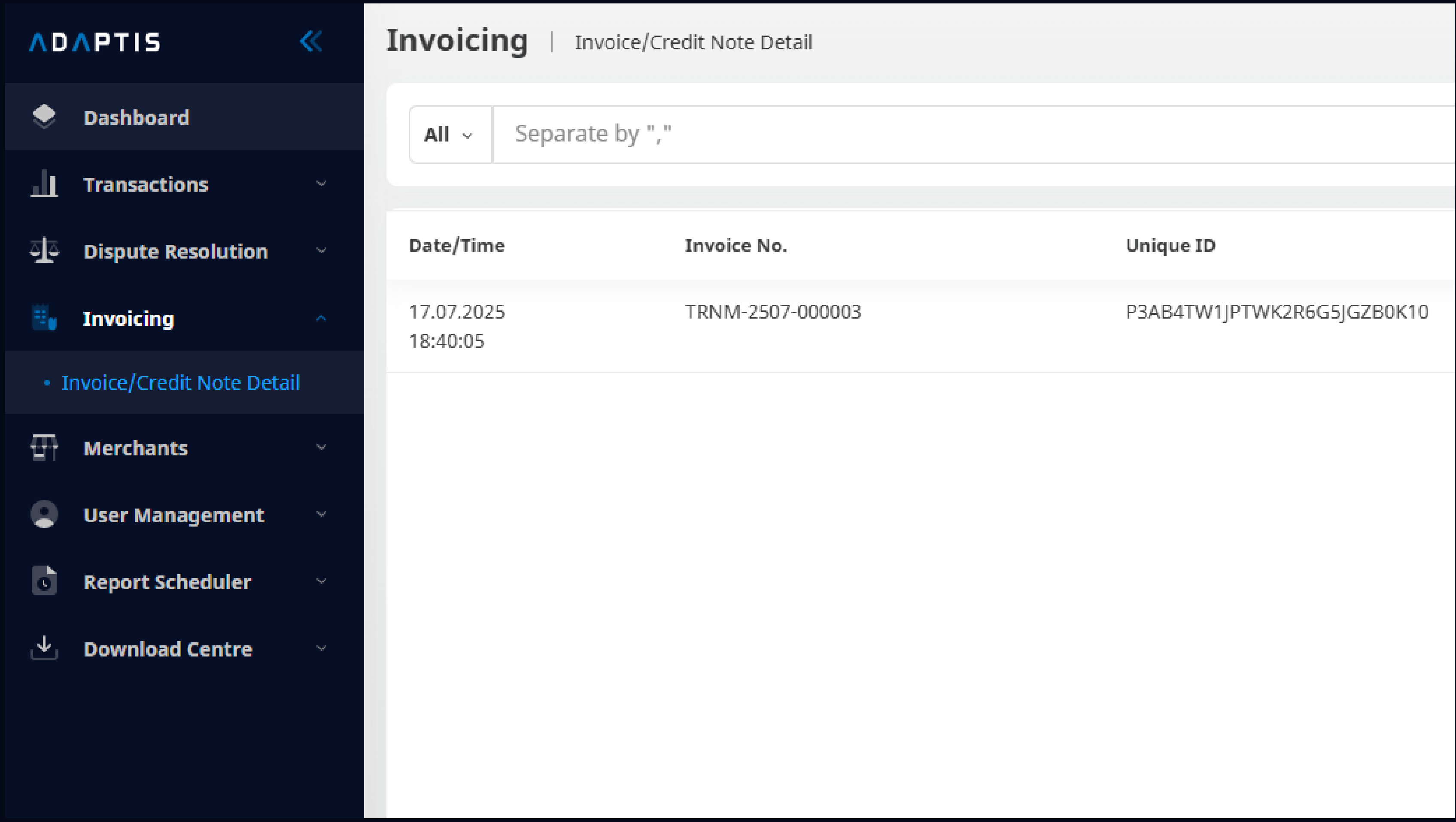
Respond to Dispute Reports
Click on the blue arrow button.



Respond to Dispute Reports – Pre-Arbitration
Upon submitting the documents, the Pending Response status will change to “Pre Arbitration” in the status column after reviewed in Admin Portal.

04

Invoicing



ADAPTIS

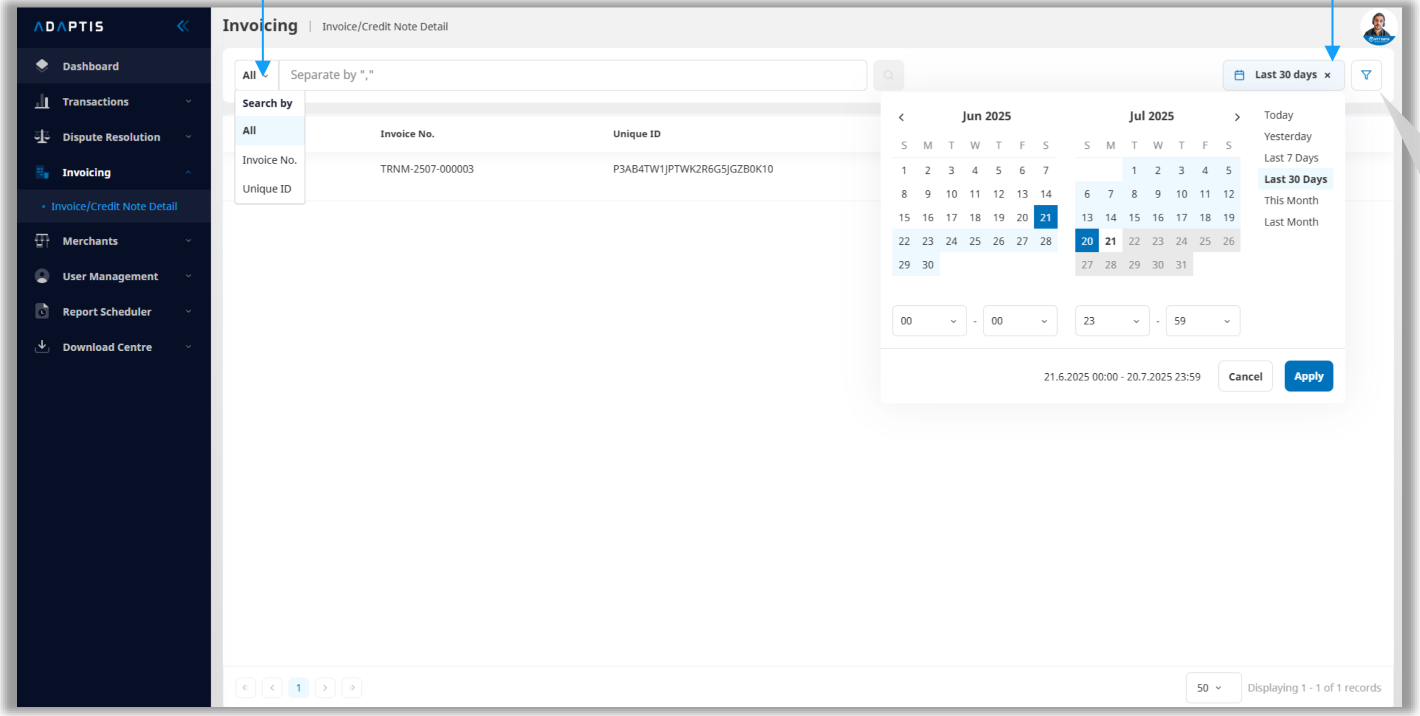
Invoicing

The Invoicing module enables merchants to efficiently manage and track their financial records by providing access to detailed invoicing and credit note reports. Users can easily **view, filter, and download** these reports for the purposes of reconciliation, auditing, and internal record-keeping.

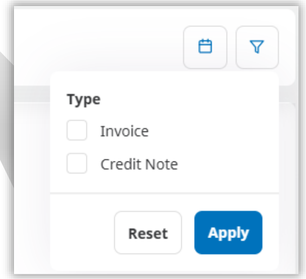
Set Search Filters
Filter search by with: All, Invoice No. and Unique ID

Advanced Filtering Options
Merchants can apply custom filters by date range, status (e.g., paid, unpaid), or report type to quickly locate specific invoices or credit notes, reducing the time spent on manual searches.

Filter Date Selection
Filter by Date ranges: Today, Yesterday, Last 7 Days, Last 30 Days, This Month, Last Month, Random Date.



Filter Invoice Type
Filter by: Invoice & Credit Note

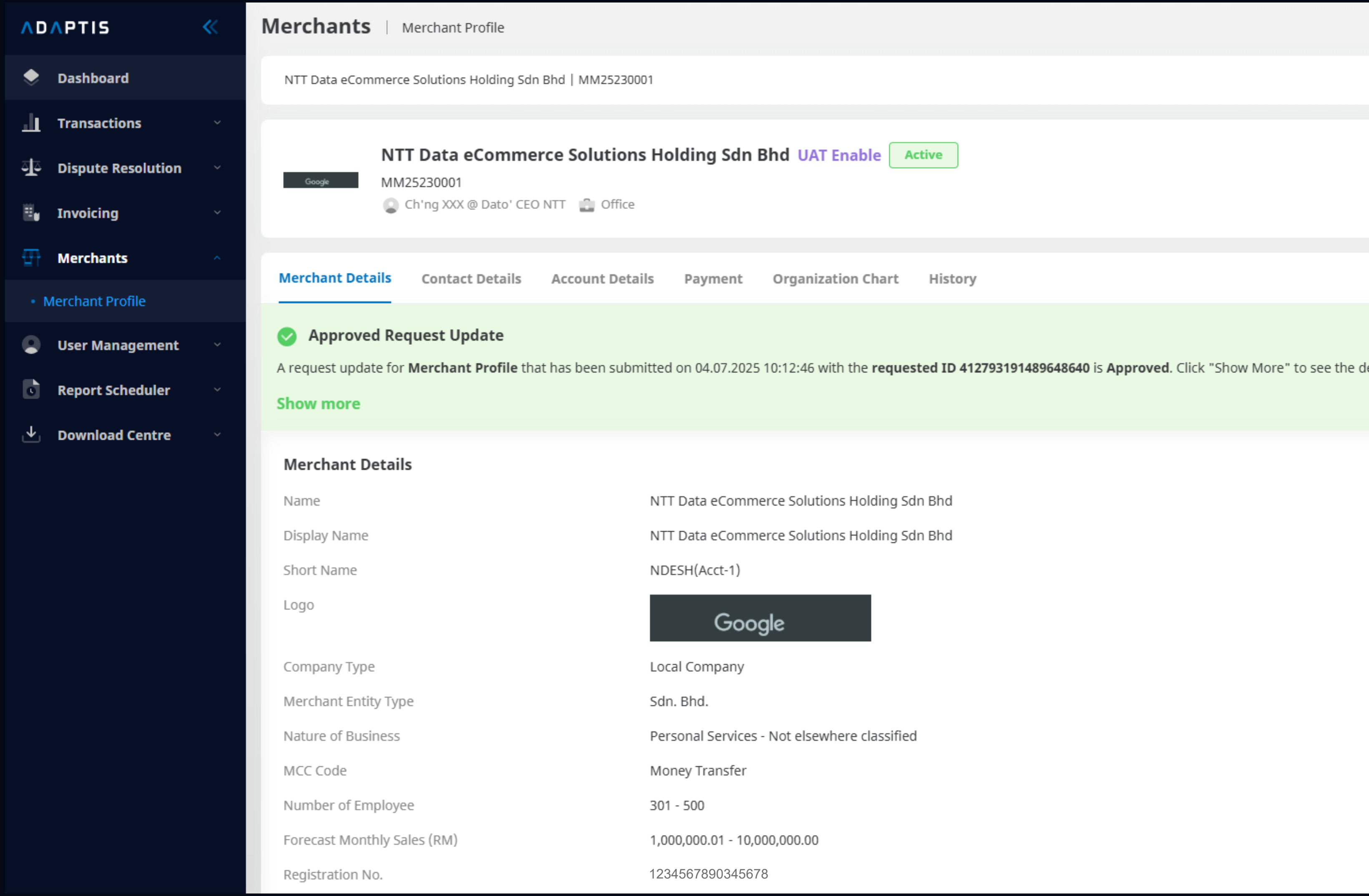


Secure Report Delivery via Email
When a report is requested, a secure download link is automatically sent to the merchant's registered email address. The merchant can simply click the Download button in the email to retrieve the report, ensuring a smooth and secure delivery process.

NTT DATA PAYMENT SERVICES

05

Merchants



ADAPTIS

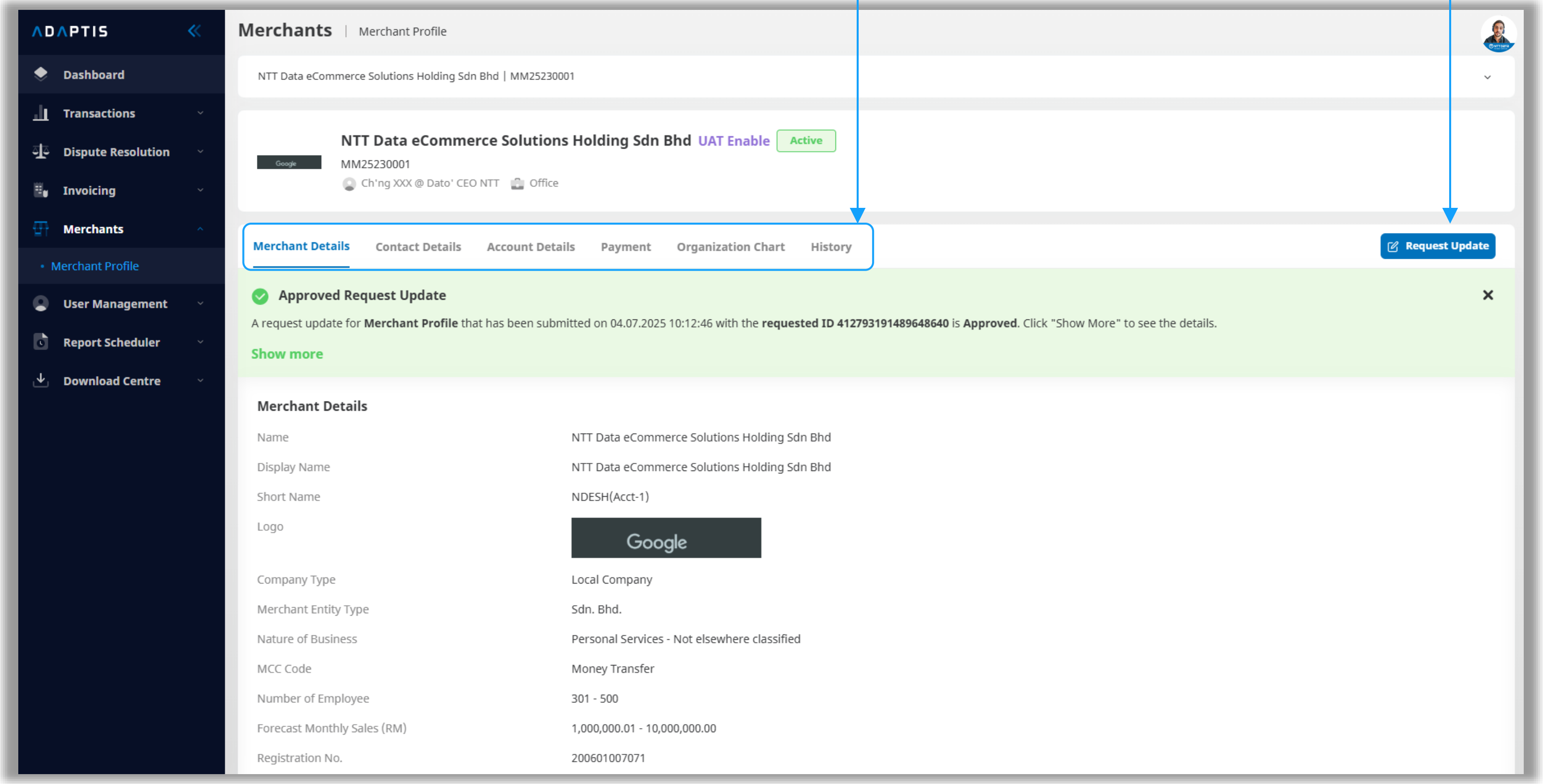
Merchants > Merchant Profile

The Merchant Profile section allows admins to: View merchant details, contact info, account info, payment info.

- View organisation chart and transaction history.
- Request updates to registered details.
- View: Merchant, Contact, Account details on the profile page.
- Request Update: Click Request Update > Edit fields > Submit Request > Confirm

View Merchant Profile Details
Merchant can view the Merchant Account details by clicking these tabs.

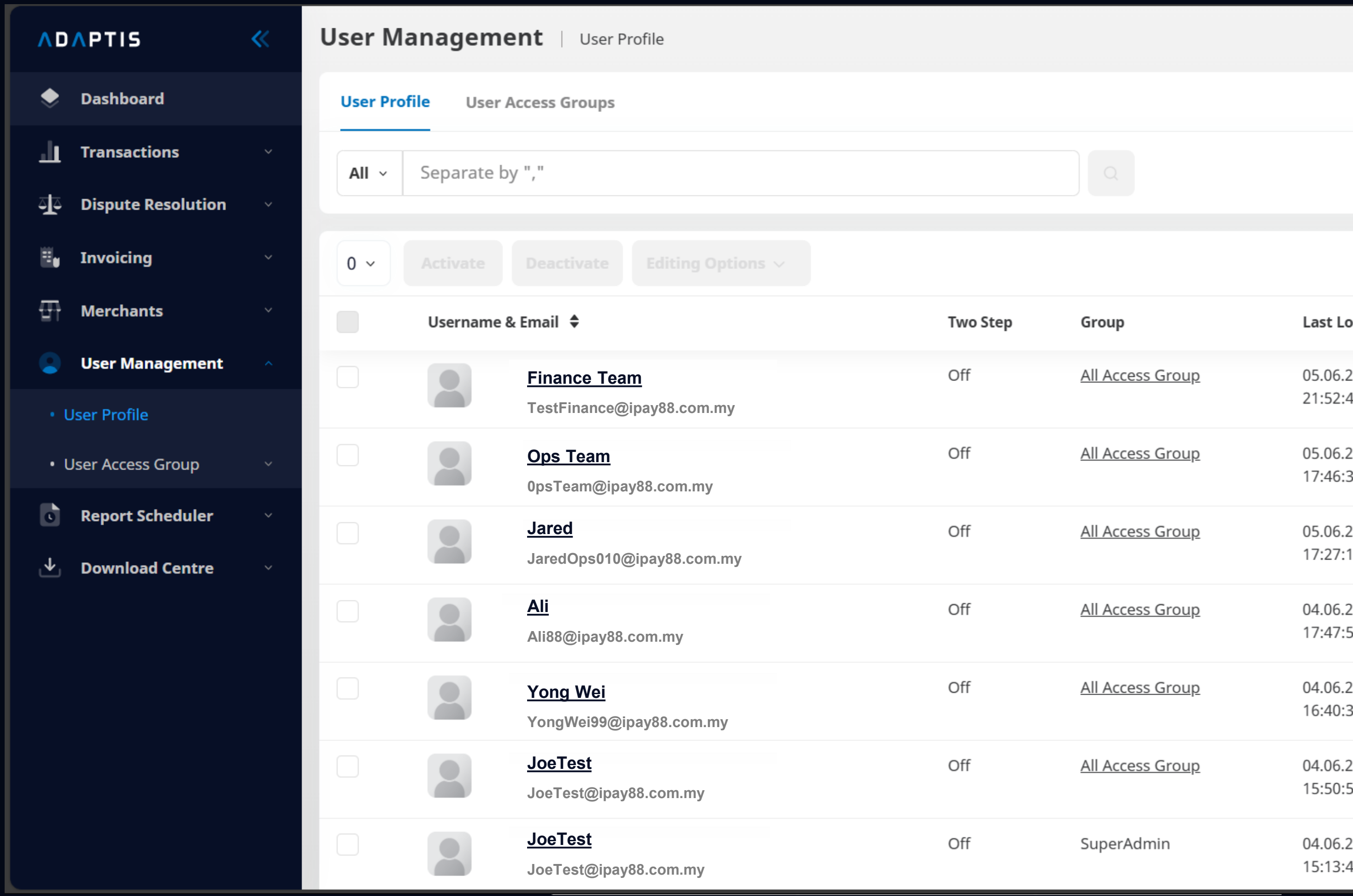
Request Update Merchant Details
Click 'Request Update' to modify and request changes to the desired fields.



NTT DATA PAYMENT SERVICES

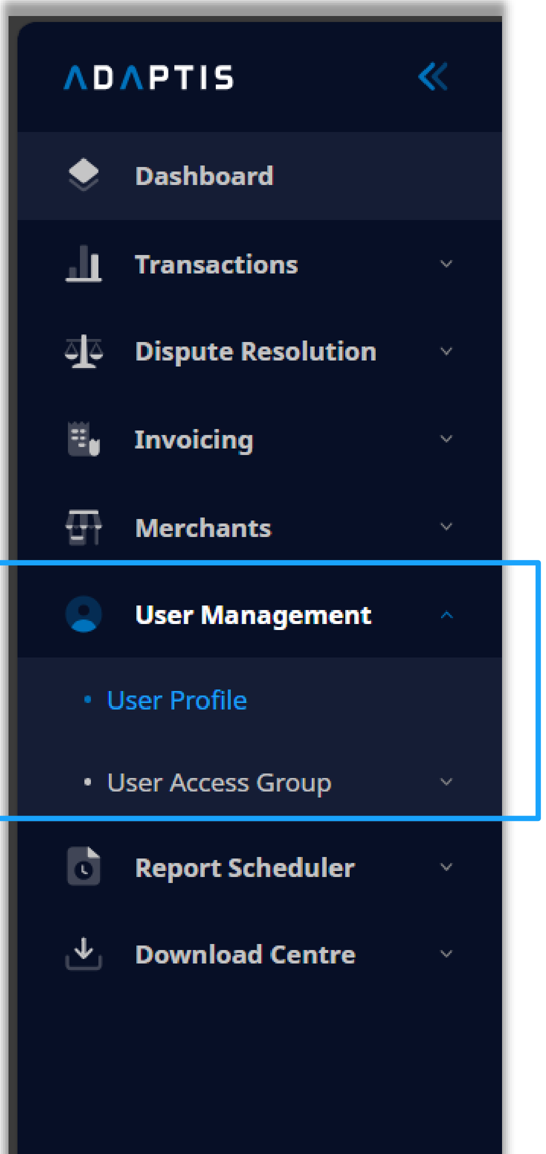
06

User Management



NAVIGATION PANEL

User Management



User Profile

Enables merchant admins to manage individual users, credentials, MFA, and status.

- Add, edit, view, activate, deactivate, or delete users.
- Control each of the user's access via the User Access Group.
- Download user lists in CSV, XLS, or PDF formats.

This feature is to ensure effective management of user access and security within the portal.

User Access Groups

Organise users and set access rights.

- There are two sections which are User Role and Data Access.
- Utilise User Role to create permissions tailored to specific requirements.
- Data Access allows the selection of specific merchants who can view the permitted data.

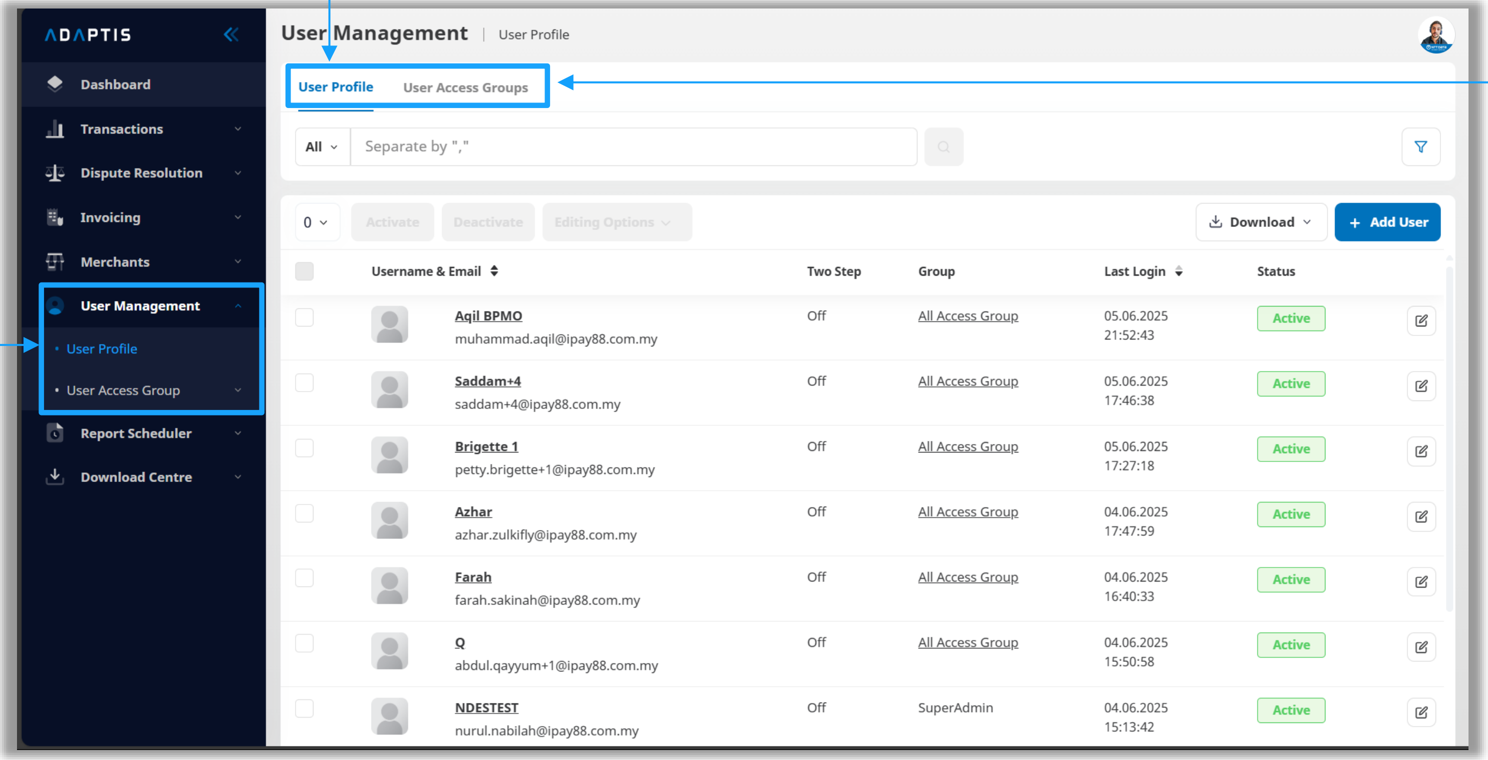
KEY FUNCTIONS

User Management > User Profile

User Profile
Manage individual users, credentials, MFA, and status

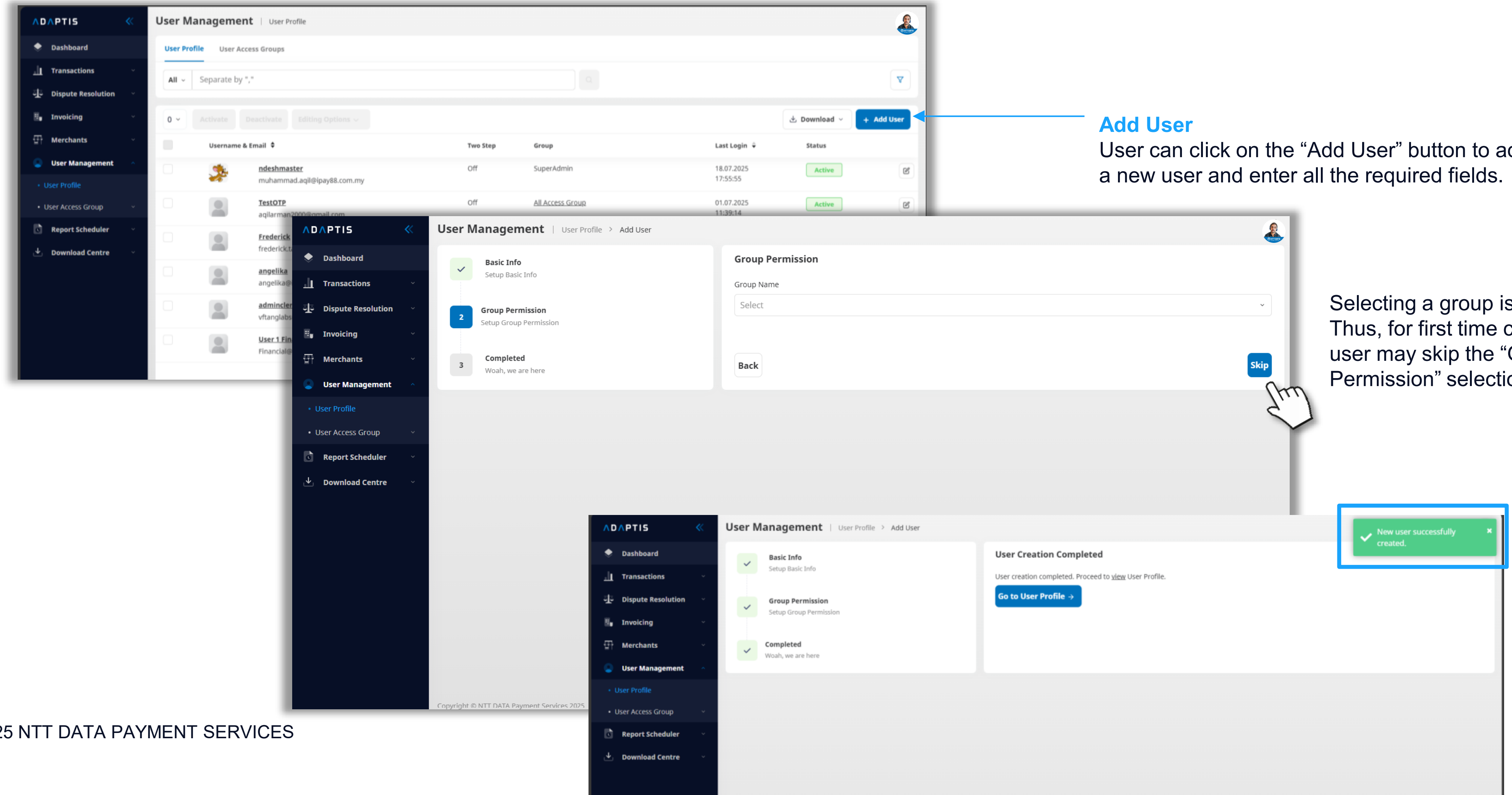
User Access Groups
Organise users and set access rights.

To view a user
Click User Profile and select user to view details.
.



KEY FUNCTIONS

User Management > User Profile



Add User

User can click on the “Add User” button to add a new user and enter all the required fields.

Selecting a group is optional. Thus, for first time creation, user may skip the “Group Permission” selection.

After confirming, a pop-up will display message To indicate the success of user creation.

User Management > User Profile

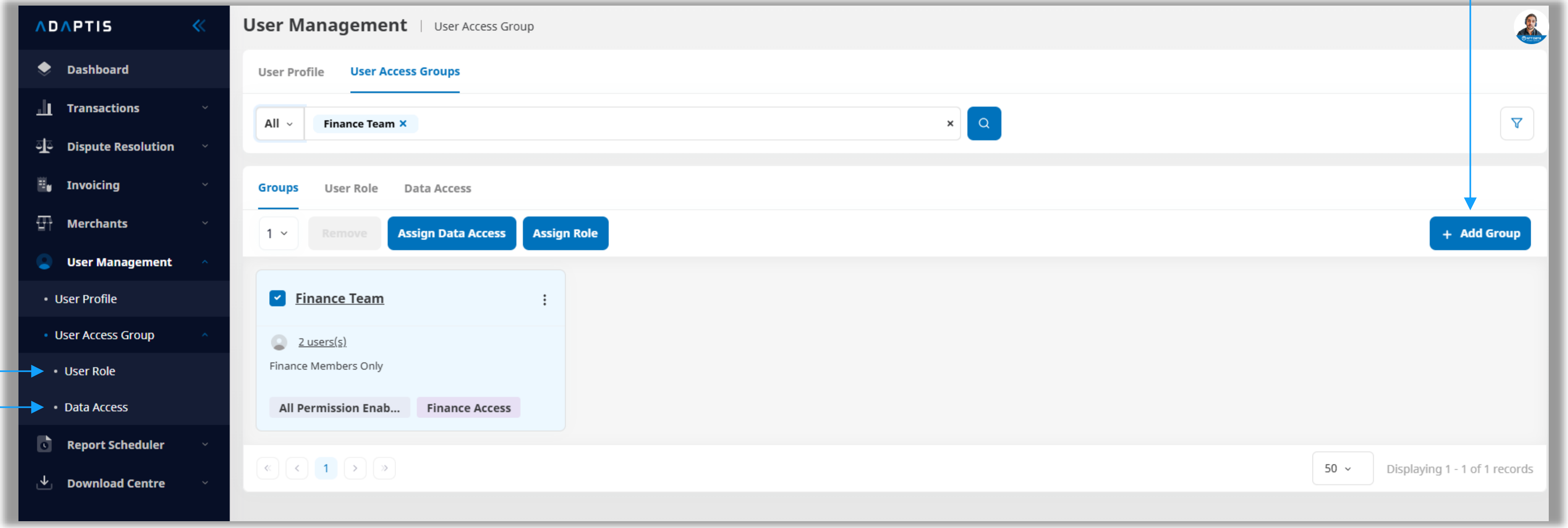
User Profile: MFA (Two Step) / Activate / Deactivate / Delete / Search / Download

- Enable/Disable MFA: MFA is permanently enabled in Merchant Portal.
- Activate/Deactivate/Delete: Select user > Action > Confirm popup.
- Search user: Use filters (Name, Email, Group) > Search.
- Download user list: User Profile > Download > Select format (CSV/XLS/PDF).

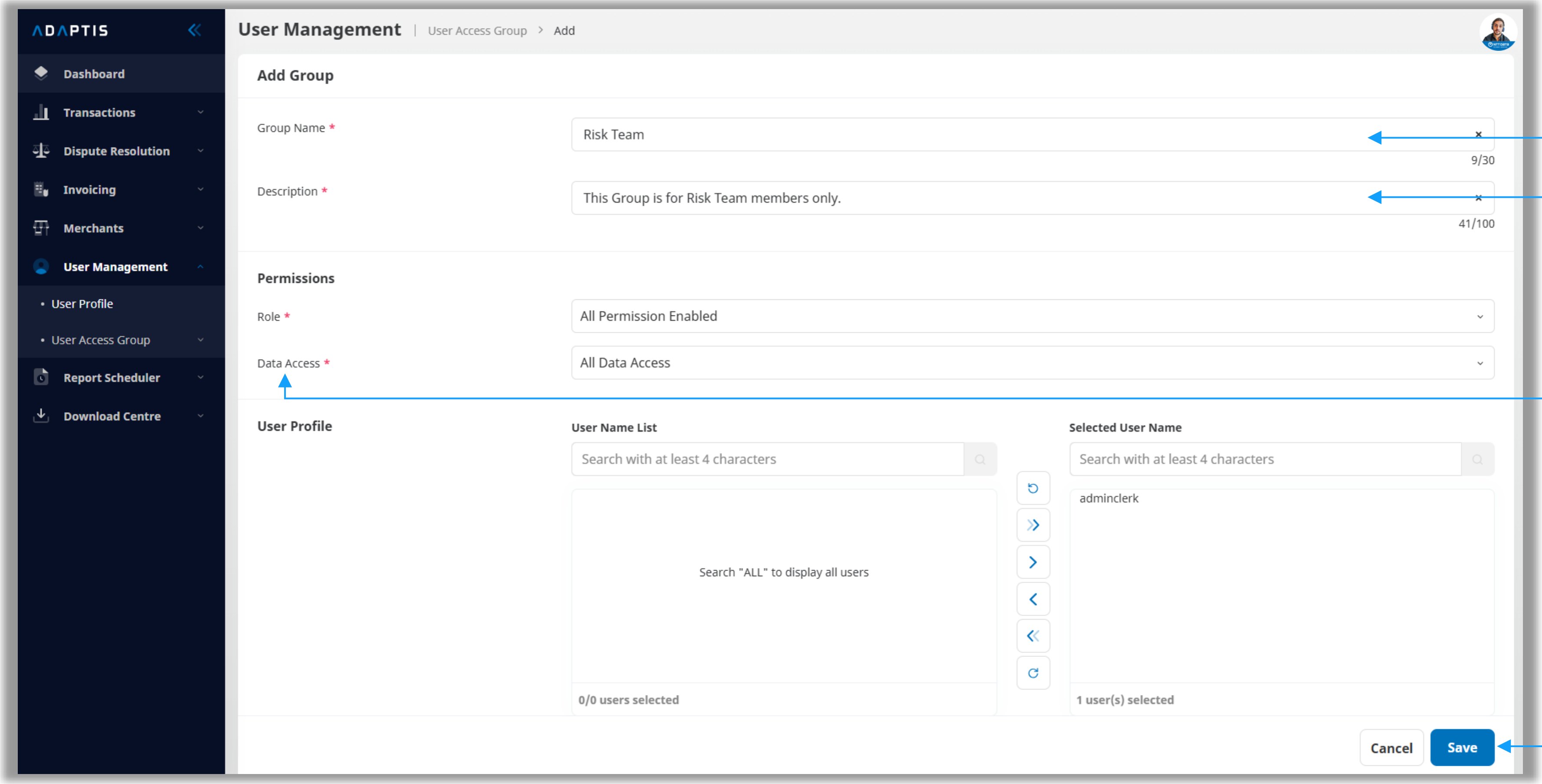
User Management > User Access Group

User Access Groups allow admins to:

- Add Groups
- Organize users into groups
- Assign roles and control data access (User Role)
- Manage permissions efficiently (Data Access)



User Management > User Access Group > Add Group



Fill in the required fields

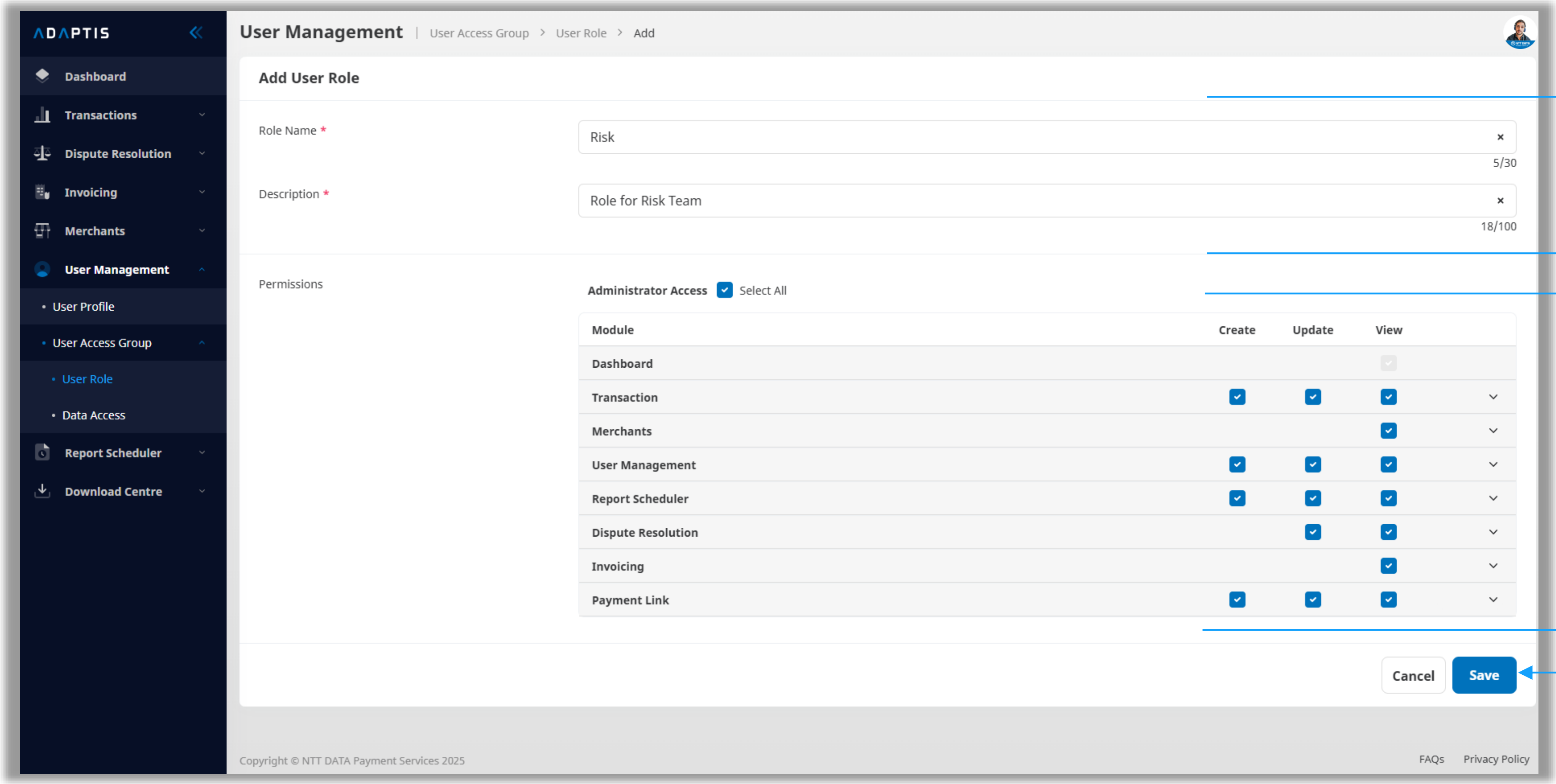
Tip: Set up **Roles** and **Data Access** early to ensure the right users have the appropriate permissions based on their responsibilities.

Click **"Save"** and then **"Confirm"** to add this Group

ADAPTIS

KEY FUNCTIONS

User Management > User Access Group > Add User Role



Fill in the required fields

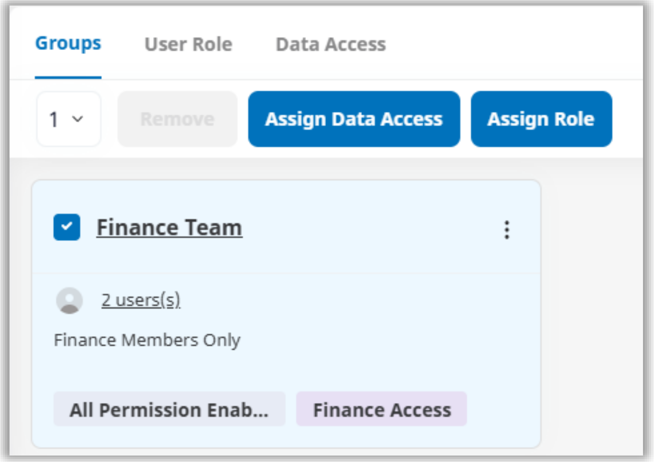
Select the **Permissions** that best align with the responsibilities of this role

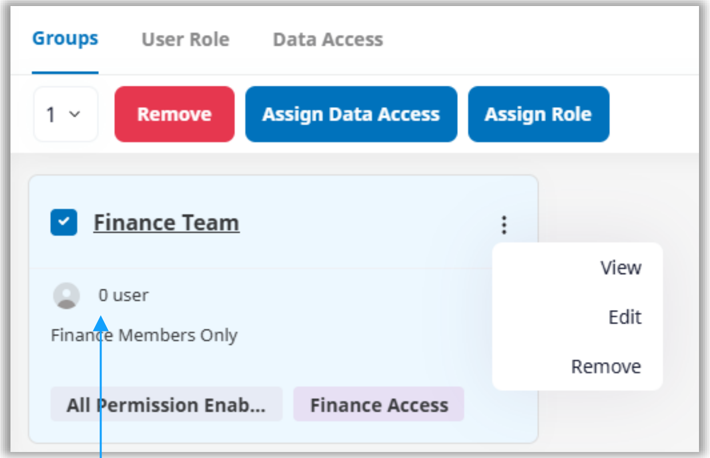
Click **"Save"** and then **"Confirm"** to add this Role

NTT DATA PAYMENT SERVICES

User Management > User Access Group > User Role

Create and manage User Roles to assign specific permissions to users based on their responsibilities. This feature allows organizations to control access rights, ensuring that users can only view, create, or update the modules relevant to their role. By organizing users into defined roles, administrators can maintain a secure and streamlined access control structure within the system.

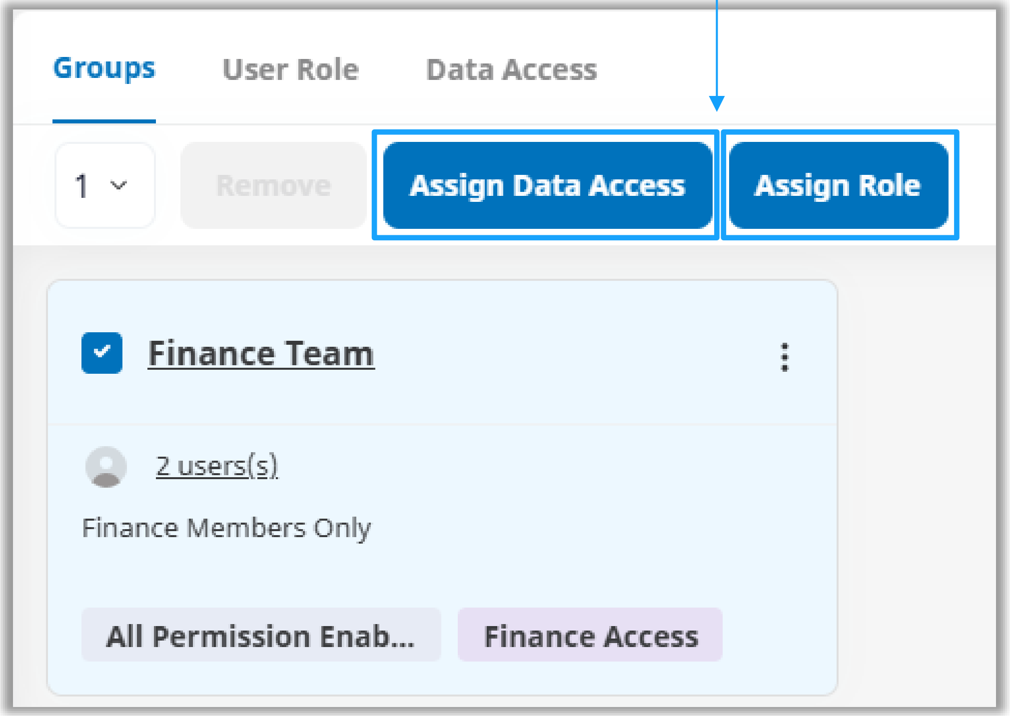




Tip: To Remove a group, the **user(s) in the group <u>must</u> be 0 or deactivated.** The same logic is applied to User Role and Data Access

User Management > User Access Group > User Role

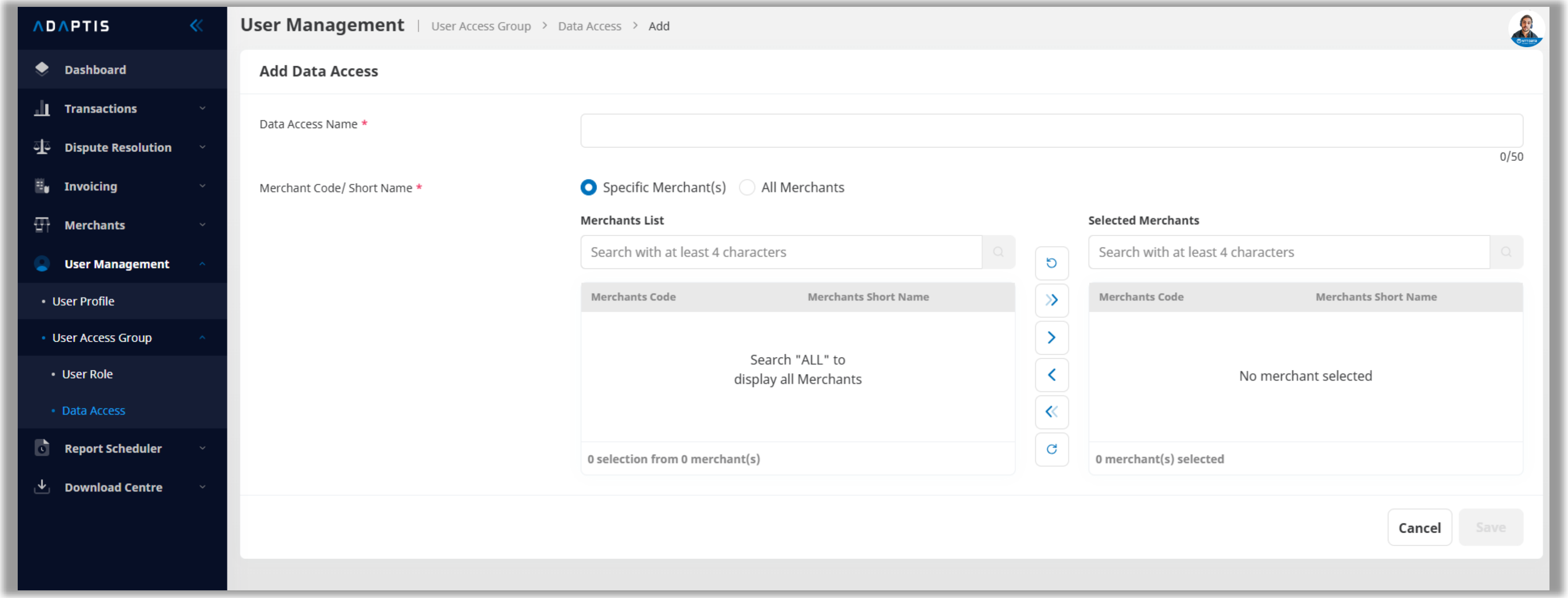
- Assign Users: Select group > Edit User Assigned > Choose users > Save > Confirm.
- Assign Role: Select group > Assign Role > Select role > Save > Confirm.
- Assign Data Access: Select group > Assign Data Access > Select scope > Save > Confirm.
- Assignments completed successfully.



KEY FUNCTIONS

User Management > User Access Group > Add Data Access

Create Data Access groups to define which merchant data a user can access—either for specific merchants or all merchants. This feature is ideal for large organizations with multiple outlets, allowing them to segment data visibility and maintain controlled, structured access.



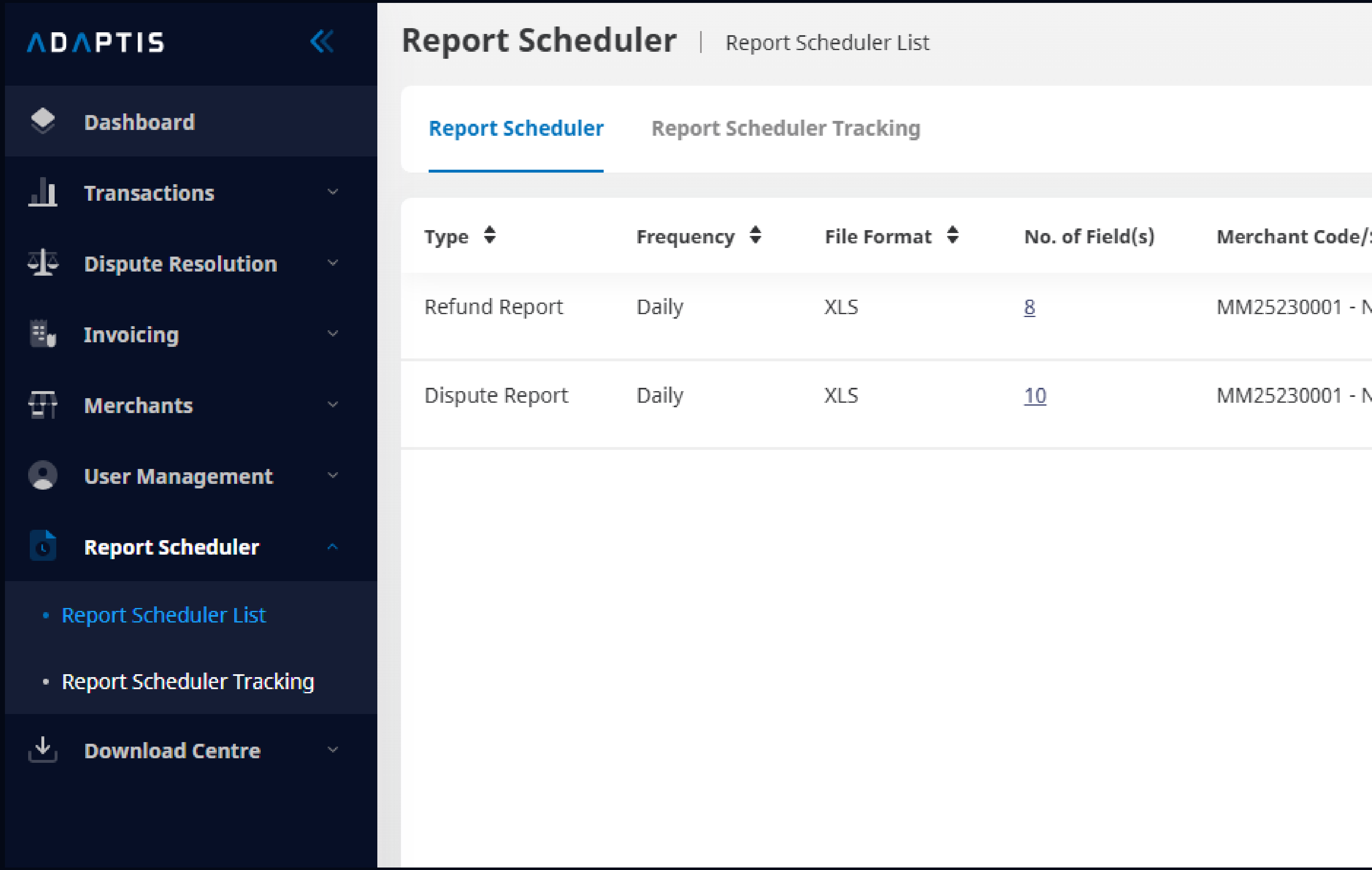
User Management Tips

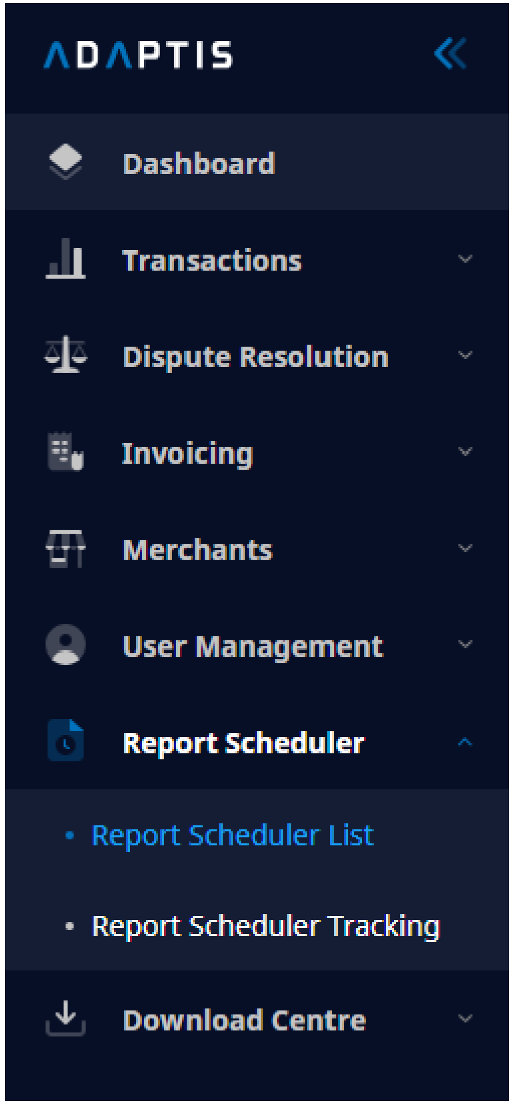
- Create groups based on **team structure** (Finance, Ops, Admin).

  Example usage:
- A Finance Role might have **view access to Transactions** and **create/download access in Invoicing**.
- An Operations Role might **have create/update access to Transactions and Dispute Resolution**, but no access to User Management.
- Use data access for privacy and compliance.
- Review groups regularly.

07

Report Scheduler





NAVIGATION PANEL

Report Scheduler

- The Report Scheduler allows Merchant Admins to automate the generation and delivery of reports
(e.g. Transaction Report, Refund Report).
- It helps merchants:
  - Save time by scheduling reports to run at regular intervals (e.g. daily, weekly, monthly).
  - Ensure reports are automatically sent to designated recipients without manual action.
- What You Can Do
  - Add a report schedule (choose type, frequency, format, recipients).
  - View, edit, or remove existing report schedules.
  - Track status of scheduled reports (via Report Scheduler Tracking).

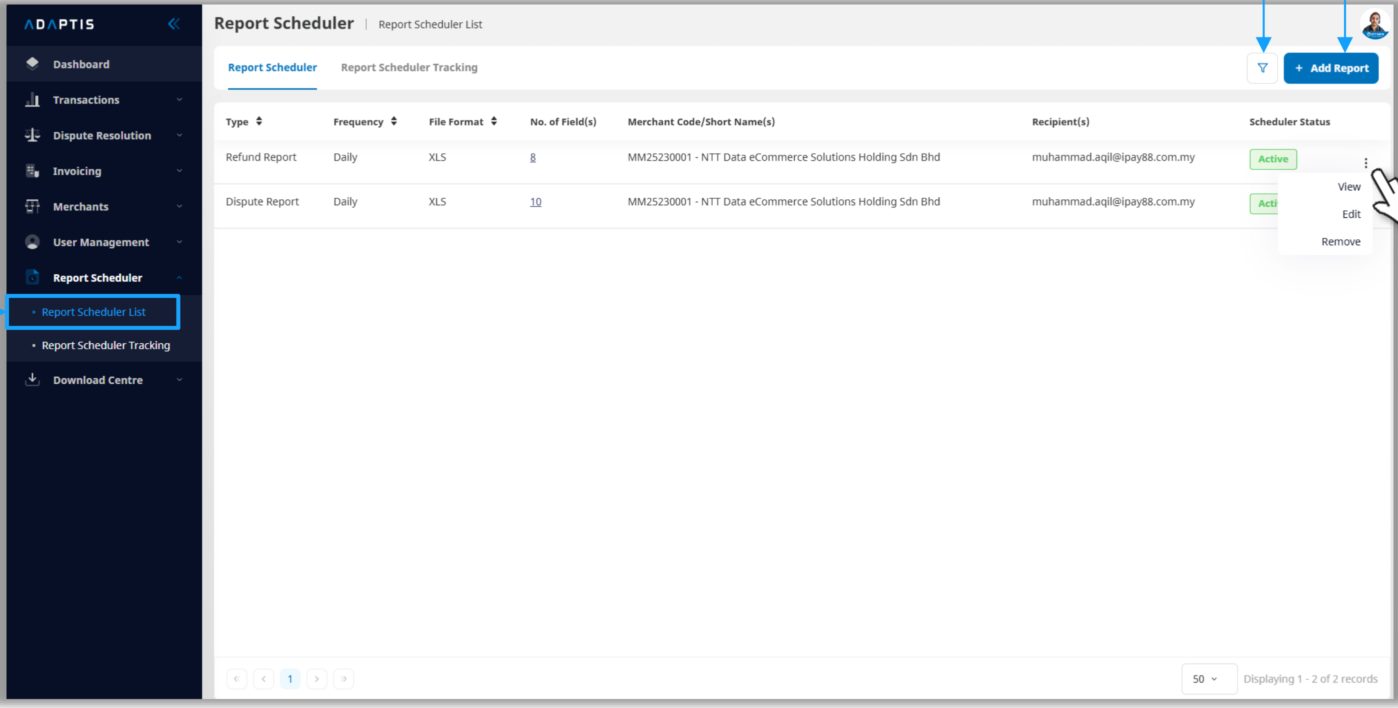
Report Scheduler > Report Scheduler List

Add Report Scheduler List

- Click “Add Report”
- Select and input the Type, File Format, Frequency, Merchant Code, Recipients and Scheduler Status to receive a recurring report.

Filter Reports

Filter Reports by selecting the Type, Frequency, File Format and Scheduler Status to have a more personalised view.



Report Scheduler List Menu

Click on the 3 Dot Menu to View, Edit and Remove a Report Scheduler.

Access Report Scheduler List

Navigate Report Scheduler > Report Scheduler List

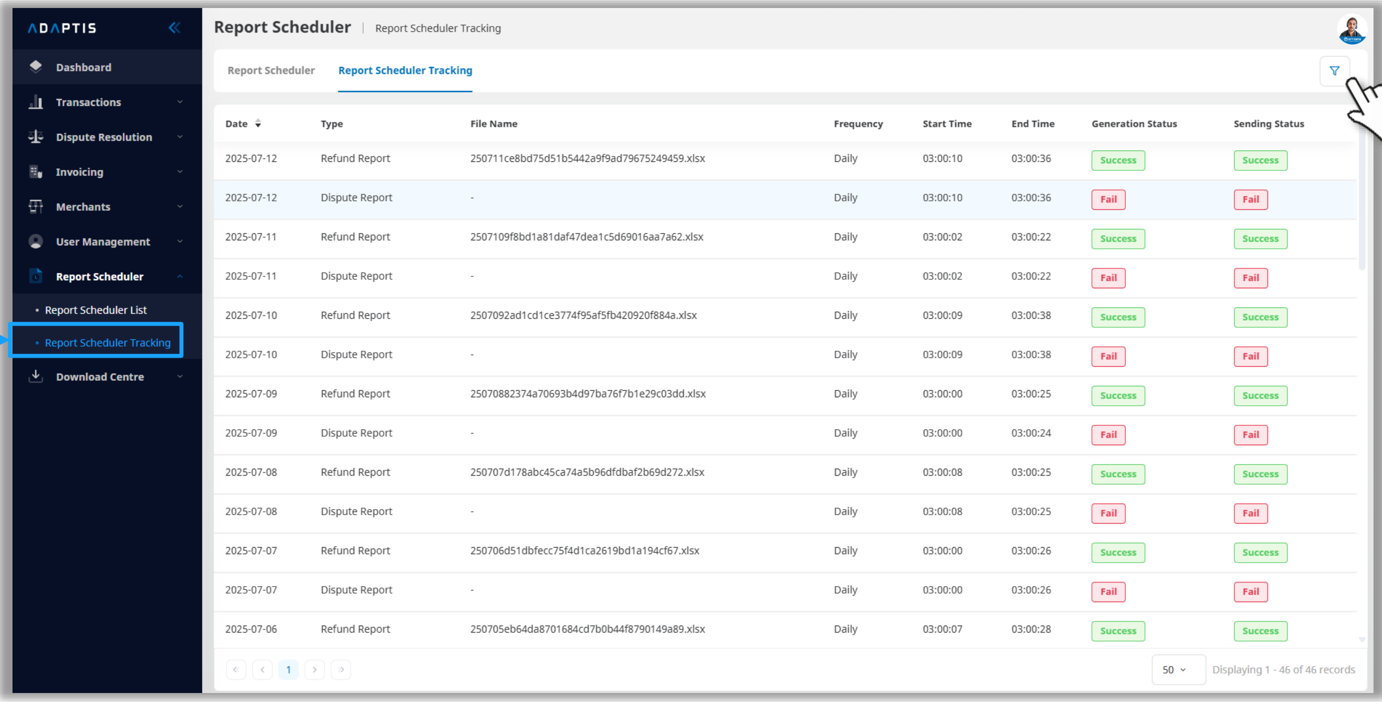
ADAPTIS

Report Scheduler > Report Scheduler Tracking

The Report Scheduler Tracking page allows Merchant Admins to monitor:

- The status of reports generated through the scheduler.
- Whether scheduled reports were successfully generated, sent, or failed

Access Report Scheduler Tracking
Navigate Report Scheduler > Report Scheduler Tracking



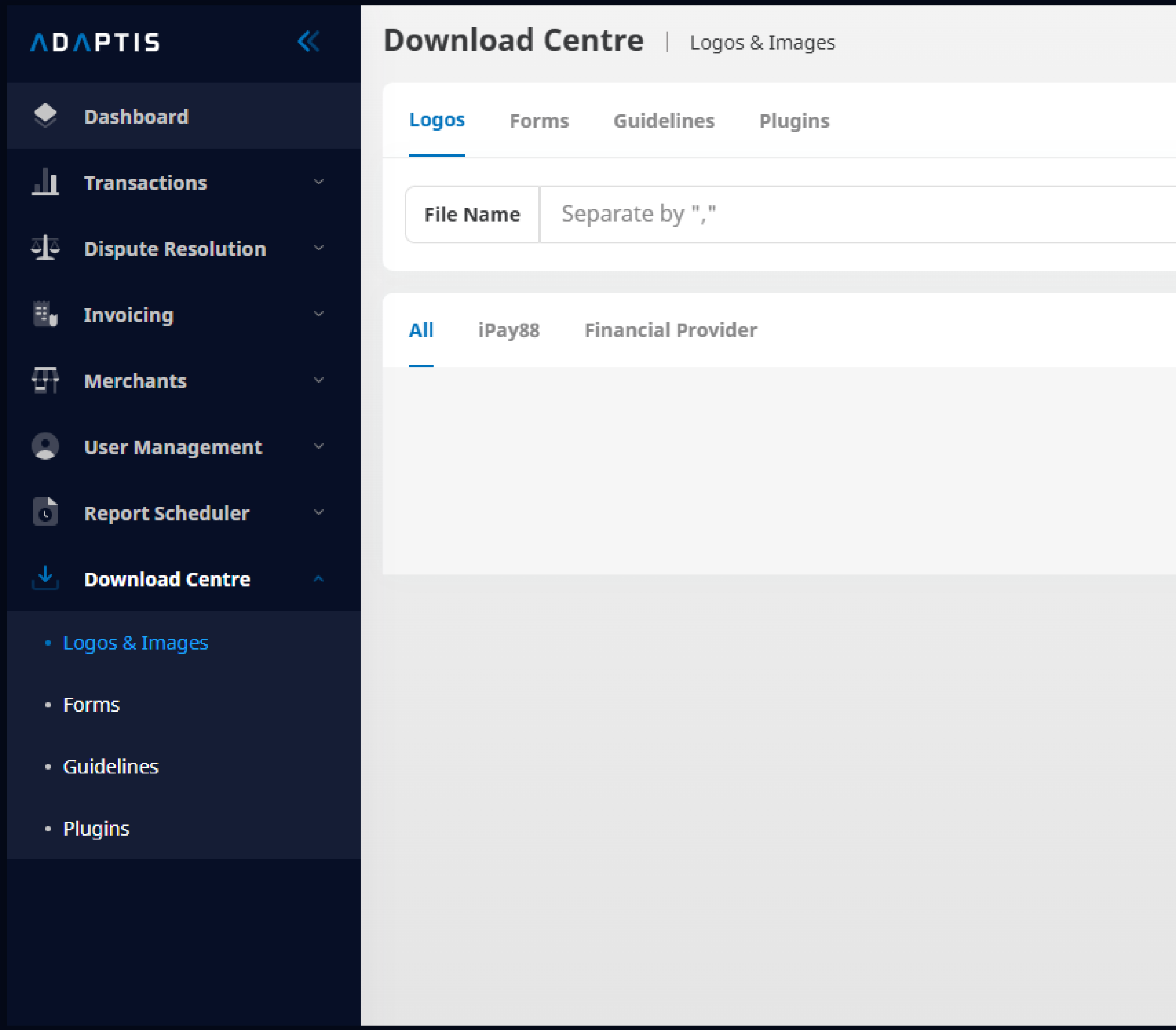
Filter Reports
Filter Reports by selecting the Type, Frequency, File Format and Scheduler Status to have a more personalised view.

NTT DATA PAYMENT SERVICES

ADAPTIS

08

Download Centre



NTT DATA PAYMENT SERVICES

ADAPTIS

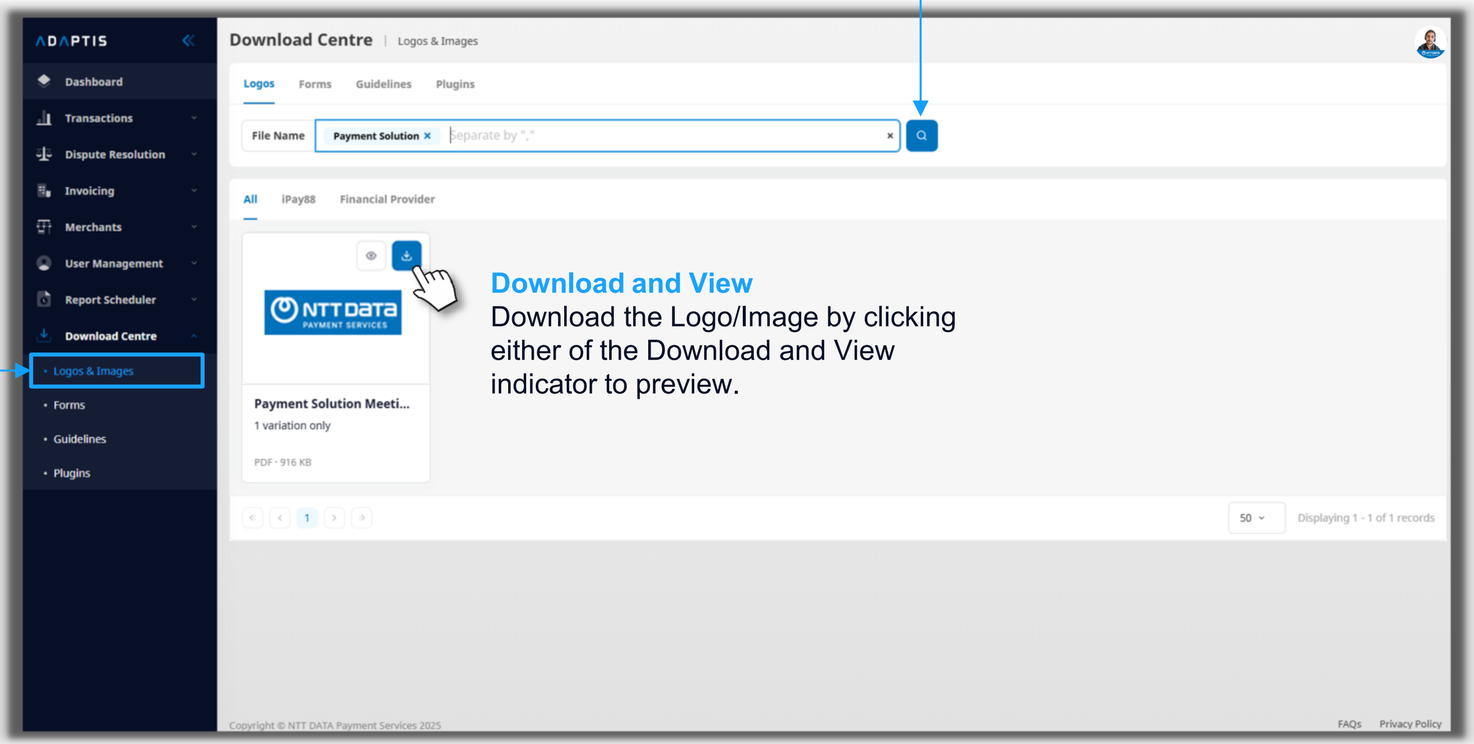
Download Centre > Logos & Images

The Logos section in Download Centre enables merchants to:

- View and download official logos and brand images.
- Ensure correct usage of logos in merchant platforms, marketing, and payment environments

Search File Name
Search for files by entering the file name in the search bar.

Access Logos & Images
Navigate Download Centre > Logos & Images



Download and View
Download the Logo/Image by clicking either of the Download and View indicator to preview.

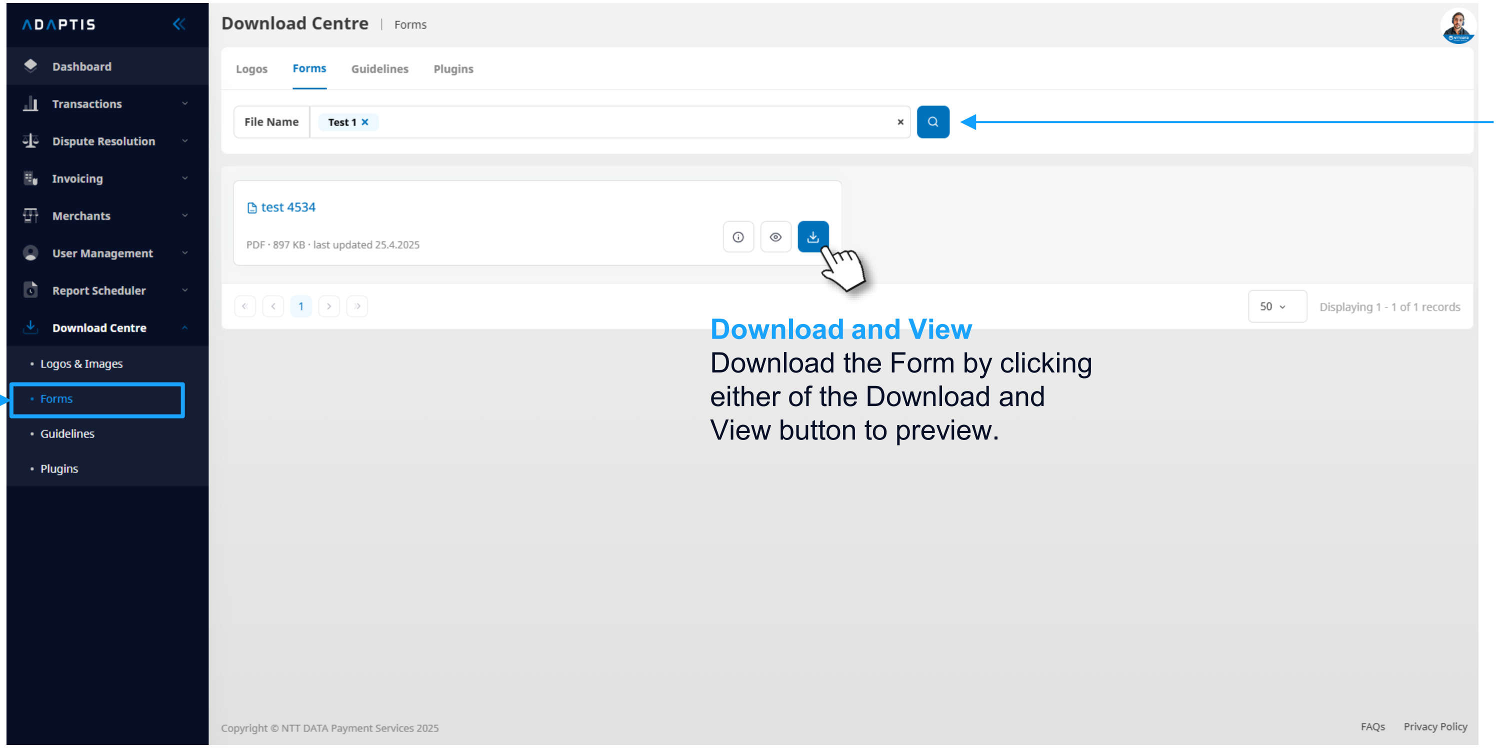
NTT DATA PAYMENT SERVICES

Download Centre > Forms

The Forms section in the Download Centre enables merchants to:

- Search, view, and download official forms related to operations, onboarding, updates, and compliance.
- Access up-to-date forms easily without needing to request them manually.

Search File Name
Search for files by entering the file name in the search bar.



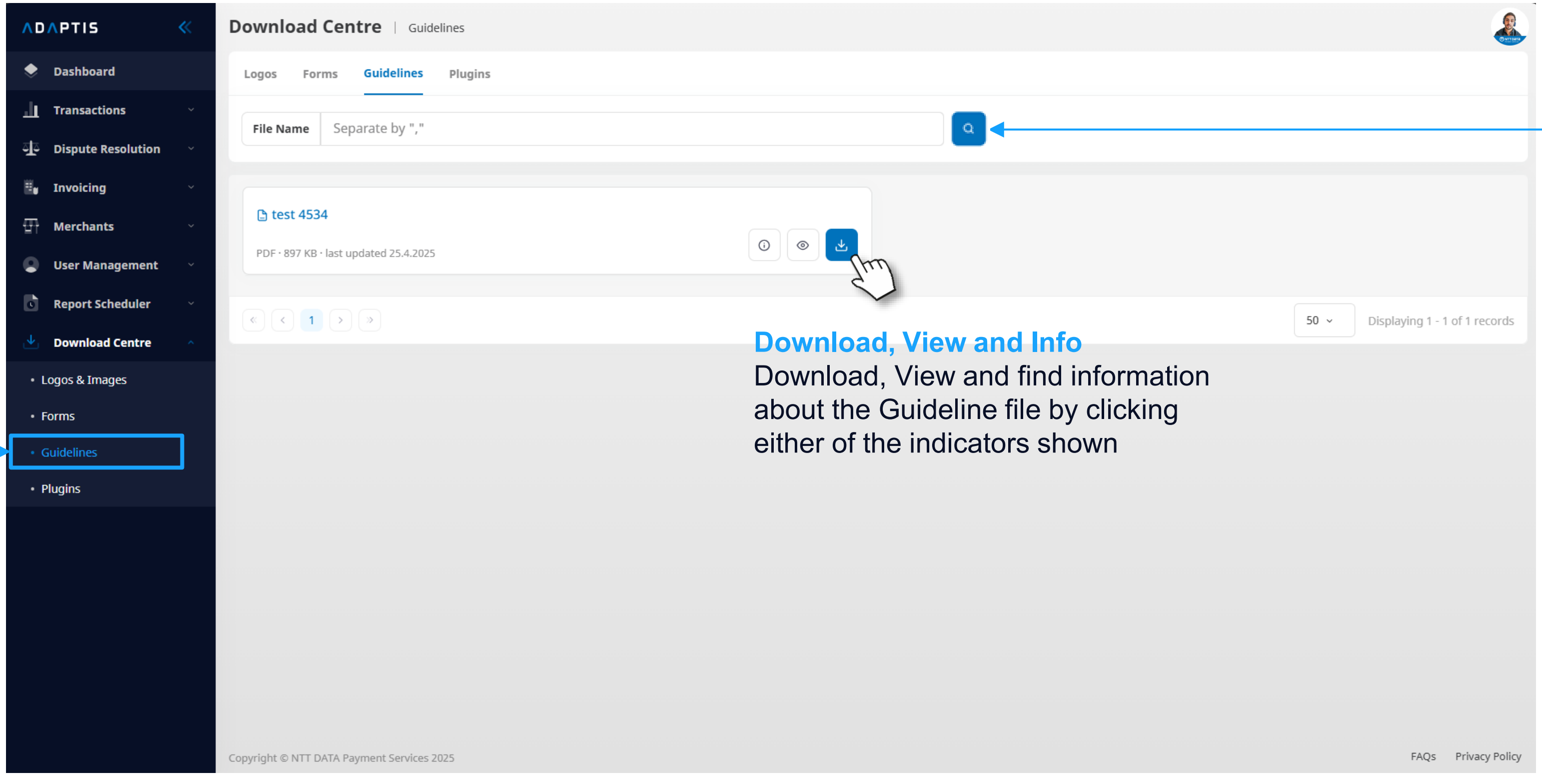
Access Forms
Navigate Download Centre > Forms

Download and View
Download the Form by clicking either of the Download and View button to preview.

Download Centre > Guidelines

The Guidelines section in the Download Centre allows merchants to:

- Access official operating procedures, policies, and best practice documents.
- Easily view, search, or download guidelines required for smooth operations and compliance.



Search File Name
Search for files by entering the file name in the search bar.

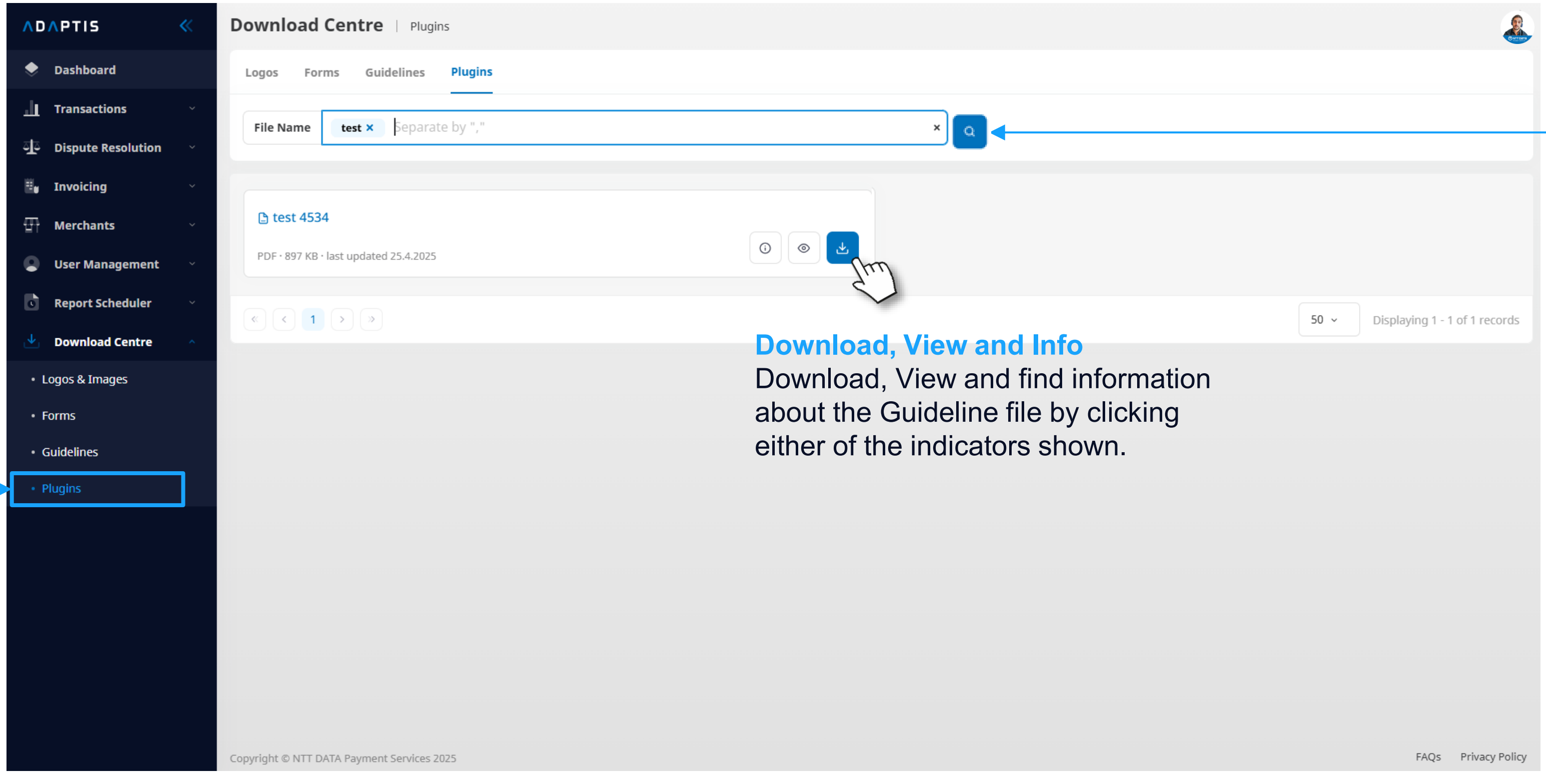
Download, View and Info
Download, View and find information about the Guideline file by clicking either of the indicators shown

Access Guidelines
Navigate Download Centre > Guidelines

Download Centre > Plugins

The Plugins section under the Download Centre allows merchants to:

- Access technical specifications and plugin files needed for integration or platform compatibility.
- Search, view, and download necessary plugin files to support their systems.



Search File Name
Search for files by entering the file name in the search bar.

Download, View and Info
Download, View and find information about the Guideline file by clicking either of the indicators shown.

Access Plugins
Navigate Download Centre > Plugins

NTT DATA
PAYMENT SERVICES

ADAPTIS

e-pay

PAYSYS