



Merchant Portal User Guide V1.0

Your Commerce Partner

A white horizontal line with a double chevron pointing to the right at its end.

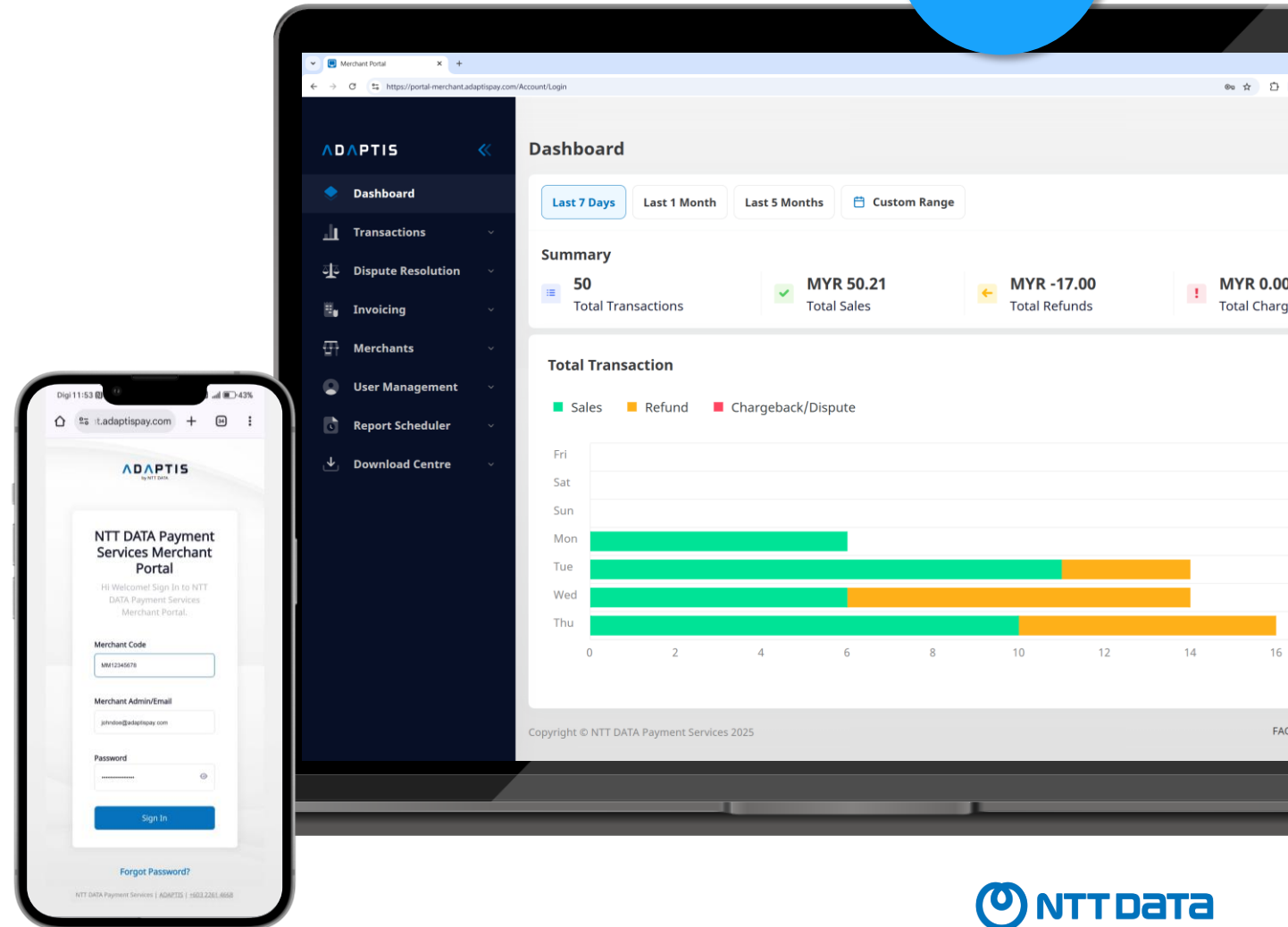
ABOUT ADAPTIS

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.

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Login Process

To get started, you may begin by accessing to this website:

<https://portal-merchant.adaptispay.com/>

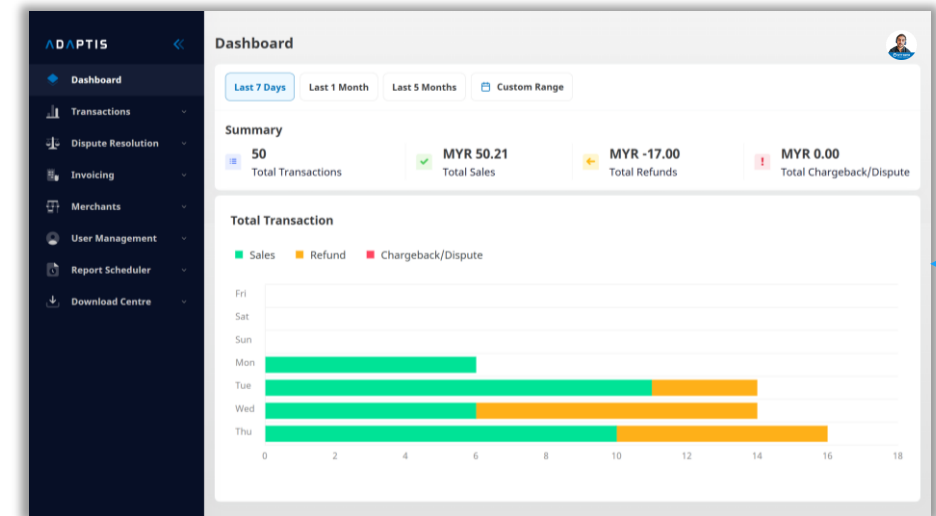
Once you have accessed the webpage, proceed with the following steps whilst referring the screenshots on the left side of this page:

- 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](mailto: johndoe@gmail.com)
- 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.
- You are now signed in to **ADAPTIS Merchant Portal**.

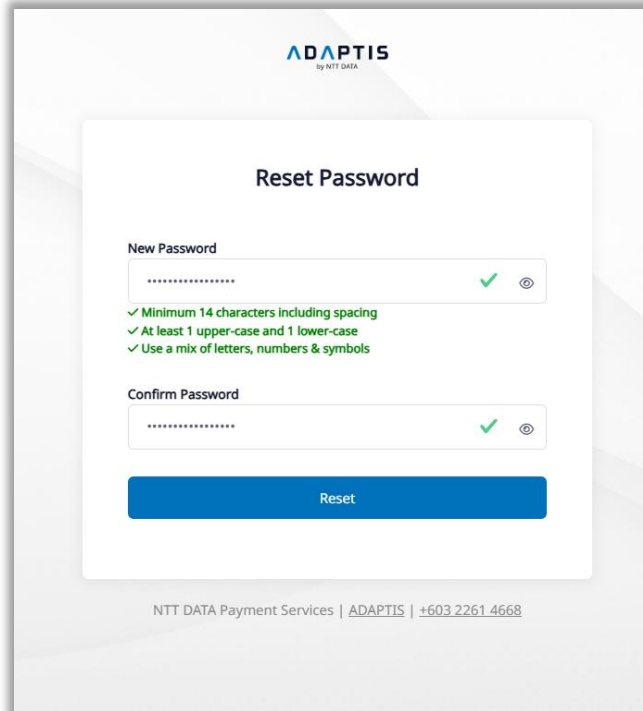
User keys in the fields



User will receive OTP via registered email



User successfully log in



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.

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

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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.

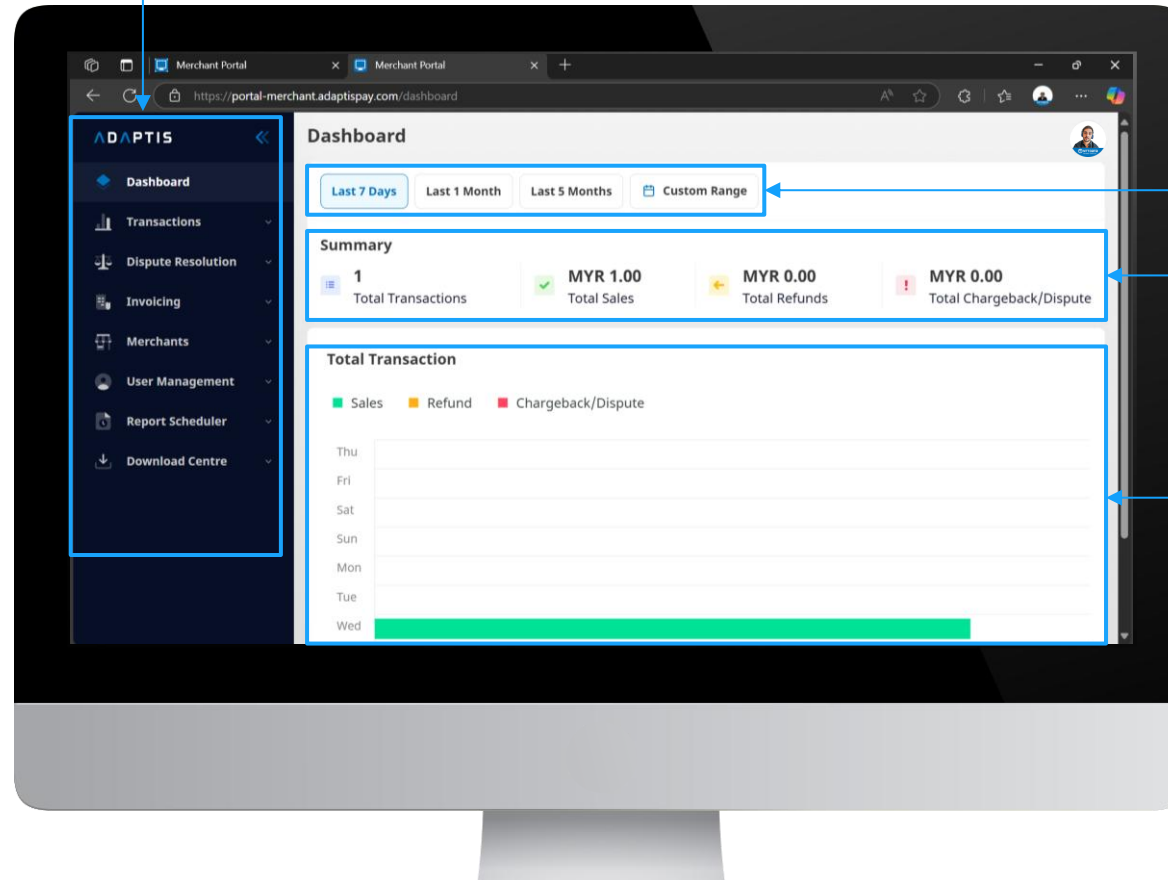
Navigation Panel

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

ADAPTIS

Dashboard

Transactions

- Transaction Report
- Refund Report
- Payout Report
- Sales Summary
- Monthly Statement

Dispute Resolution

Invoicing

Merchants

User Management

Download Centre

Transactions | Transaction Report

Transaction ReportRefund ReportPayout ReportSales Summary

All ▾ Separate by ",,"

0 ▾ Refund / Void

<input type="checkbox"/>	Date/Time	Reference No	Merchant Code/Short Name	Transaction
<input type="checkbox"/>	18.06.2025 14:17:06	PROD20250618060716	MM25230002 NDESH(SUB1)	TR25304
<input type="checkbox"/>	18.06.2025 10:56:43	PROD20250618025605	MM25230002 NDESH(SUB1)	TR25304
<input type="checkbox"/>	18.06.2025 10:52:20	PROD20250618025152	MM25230002 NDESH(SUB1)	TR25304
<input type="checkbox"/>	18.06.2025 10:50:09	PROD20250618024934	MM25230002 NDESH(SUB1)	TR25304

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.

The screenshot displays the ADAPTIS Transactions interface. On the left is a dark navigation panel with the ADAPTIS logo and a list of menu items: Dashboard, Transactions (selected), Transaction Report, Refund Report, Payout Report, Sales Summary, Monthly Statement, Dispute Resolution, Invoicing, Merchants, User Management, and Download Centre. The main content area is titled 'Transactions | Transaction Report' and features several tabs: Transaction Report (active), Refund Report, Payout Report, Sales Summary, and Monthly Statement. Below the tabs is a search bar with a dropdown menu set to 'All' and a text input field containing 'Separate by \",\"'. To the right of the search bar are two buttons: a calendar icon labeled 'Yesterday x' and a filter icon. Below these is a 'Download' button. A table of transactions is displayed below the filters. The table has columns for Date/Time, Reference No, Merchant Code/Short Name, Transaction ID, Payment Method, Customer Name, Paybank Name, Original Amount, Amount, and Transaction Status. The first four rows of data are visible, all showing a 'Captured' status. A blue arrow points from the 'Transactions' menu item to the interface. Another blue arrow points from the 'Search by' text to the search bar. A third blue arrow points from the 'Use search bar or calendar' text to the 'Yesterday x' and filter buttons. A fourth blue arrow points from the 'Set filters' text to the filter icon button.

	Date/Time	Reference No	Merchant Code/Short Name	Transaction ID	Payment Method	Customer Name	Paybank Name	Original Amount	Amount	Transaction Status
<input type="checkbox"/>	18.06.2025 14:17:06	PROD20250618060716	MM25230002 NDESH(SUB1)	TR2530488031120384	MAE by Maybank2u	Nurul	eWallet (MaybankQR:Online)	MYR1.50	MYR1.50	Captured
<input type="checkbox"/>	18.06.2025 10:56:43	PROD20250618025605	MM25230002 NDESH(SUB1)	TR2530462817061888	MAE by Maybank2u	Nurul	eWallet (MaybankQR:Online)	MYR1.50	MYR1.50	Captured
<input type="checkbox"/>	18.06.2025 10:52:20	PROD20250618025152	MM25230002 NDESH(SUB1)	TR2530462265510912	CIMB	Nurul	OB (FPX:CIMB)	MYR1.60	MYR1.60	Captured
<input type="checkbox"/>	18.06.2025 10:50:09	PROD20250618024934	MM25230002 NDESH(SUB1)	TR2530461990784000	M2U	Nurul	OB (FPX:M2U)	MYR1.50	MYR1.50	Captured

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

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

Transactions | Refund Report

Transaction Report | **Refund Report** | Payout Report | Sales Summary | Monthly Statement

Reference No.

Search by:

11.6.2025 - 11.7.2025

Refund ID	Reference No.	Refund ID	Transaction ID	Refund Type	Amount	Status
RR2533234207229952	TrxRefund.1751536904369	RR2533234207229952	TR2533234207229953	Refund	MYR 0.41	Refunded

Sort search criteria by:

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

Transactions > Refund Report

The screenshot shows the ADAPTIS web application interface. On the left is a dark sidebar with a menu including Dashboard, Transactions (selected), Transaction Report, Refund Report, Payout Report, Sales Summary, Monthly Statement, Dispute Resolution, Invoicing, Merchants, User Management, Report Scheduler, and Download Centre. The main header area shows 'Transactions | Refund Report' with tabs for Transaction Report, Refund Report (active), Payout Report, Sales Summary, and Monthly Statement. Below the header is a search bar with 'Reference No.' and a value 'TrxRefund.1751536904369'. To the right of the search bar is a date range filter set to '27.6.2025 00:00 - 11.7.2025 23:59'. A 'Download' button is also visible. A 'Filter Options' modal is open in the center, showing filters for Status (Pending/Processing, Refunded), Refund Type (Refund), and Amount (Low to High). The modal has 'Reset' and 'Apply' buttons. A table of refund transactions is partially visible in the background, with columns for Date/Time, Merchant Code/ Short Name, Transaction ID, Refund Type, Amount, and Status. One row is visible with a 'Refunded' status.

Date/Time	Merchant Code/ Short Name	Transaction ID	Refund Type	Amount	Status
03.07.2025 18:01:44	MM25230004 NDESH(Acct-4)	4207229953	Refund	MYR 0.41	Refunded

Apply preferred filters.

Set & Save Filters

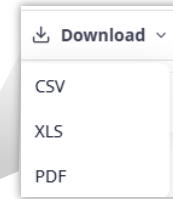
Upon clicking "Apply" the result will display as selected.

Transactions > Refund Report

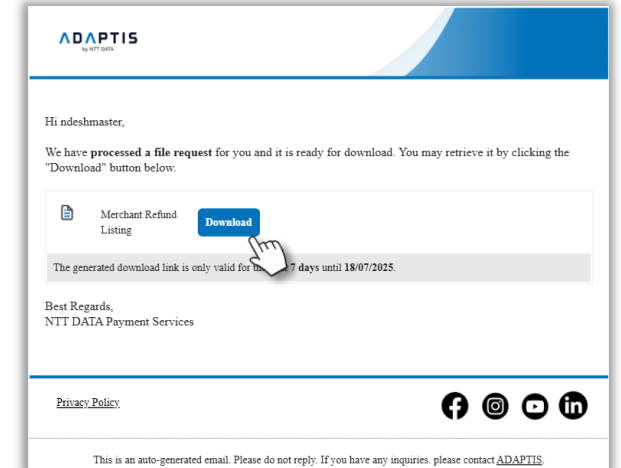
Merchant Code/Short Name	Reference No.	Refund ID	Transaction ID	Refund Type	Amount	Status
4 NDESH(Acct-4)	TrxRefund.1751536904369	RR2533234207229952	TR2533234207229953	Refund	MYR 0.41	Refunded

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.

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

The screenshot shows the ADAPTIS Payout Report interface. The left sidebar contains a navigation menu with the following items: Dashboard, Transactions (selected), Transaction Report, Refund Report, Payout Report (highlighted), Sales Summary, Monthly Statement, Dispute Resolution, Invoicing, Merchants, User Management, Report Scheduler, and Download Centre. The main content area is titled 'Transactions | Payout Report' and includes tabs for Transaction Report, Refund Report, Payout Report (selected), Sales Summary, and Monthly Statement. A search bar is present with a dropdown menu showing 'All' and 'Separate by \",\"'. Below the search bar, a table of transactions is displayed with columns: Merchant Code/Short Name, Transaction ID, Reference No., Paybank, and Amount. The table contains several rows of transaction data. On the right side of the interface, there is a date selection calendar for June and July 2025. The date 10th July is selected. Above the calendar, there are buttons for 'Last 7 days', 'Yesterday', 'Last 7 Days', 'Last 30 Days', 'This Month', and 'Last Month'. Below the calendar, there are input fields for time ranges and buttons for 'Cancel' and 'Apply'.

Set Search Filers

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

Transactions > Payout Report

Filter Options

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

ADAPTIS

Transactions | Payout Report

Transaction Report Refund Report **Payout Report** Sales Summary Monthly Statement

All Separate by ", "

Last 30 days

Download

Filter Options

Payout Date

1.7.2025 - 11.7.2025

Payout Status

Pending Hold Processing

Paybank

Apple Pay BNPL Atome Cards (GP: Cybersource: ApplePay: 3D) Cards (GP: Cybersource: ApplePay: 3D: PreAuth) Cards (ALB: MPGS: 3D)

Reset Apply

Transaction Date	Merchant Code	Fund Fee	Chargeback Fee	Tax	Net Total	Transaction Status
10.07.2025 18:44:51	MM25230005)	-	-	-	MYR 1.97	Captured
10.07.2025 18:35:44	MM25230005)	-	-	-	MYR 1.97	Captured
10.07.2025 15:32:16	MM25230002)	-	-	-	MYR 1.97	Captured
10.07.2025 15:26:55	MM25230001)	-	-	-	MYR 1.97	Captured
10.07.2025 15:23:19	MM25230001)	-	-	-	MYR 1.97	Captured
10.07.2025 15:16:17	MM25230001)	-	-	-	MYR 1.97	Captured
10.07.2025 15:16:07	MM25230002 NDESH(Acct- 2)	TR2534481723228160	PROD20250710071429	eWallet (TnG:Online)	MYR 1.00 MYR 0.02	-

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

Hi ndeshmaster,

We have processed a file request for you and it is ready for download. You may retrieve it by clicking the "Download" button below.

Download

The generated download link is only valid for the next 7 days until 18/07/2025.

Best Regards,
NTT DATA Payment Services

[Privacy Policy](#)

This is an auto-generated email. Please do not reply. If you have any inquiries, please contact 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.

Generate Sales Summary Report

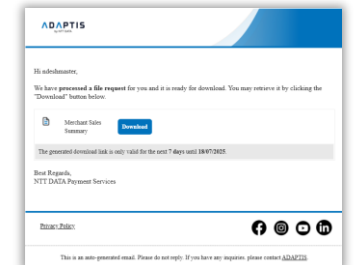
- Filter Date Range, Merchant Code and Payment Method according to required needs.
- Click Download to receive email containing the download link.

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.

Processing your request.
✓ We'll email you the download link when ready.

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



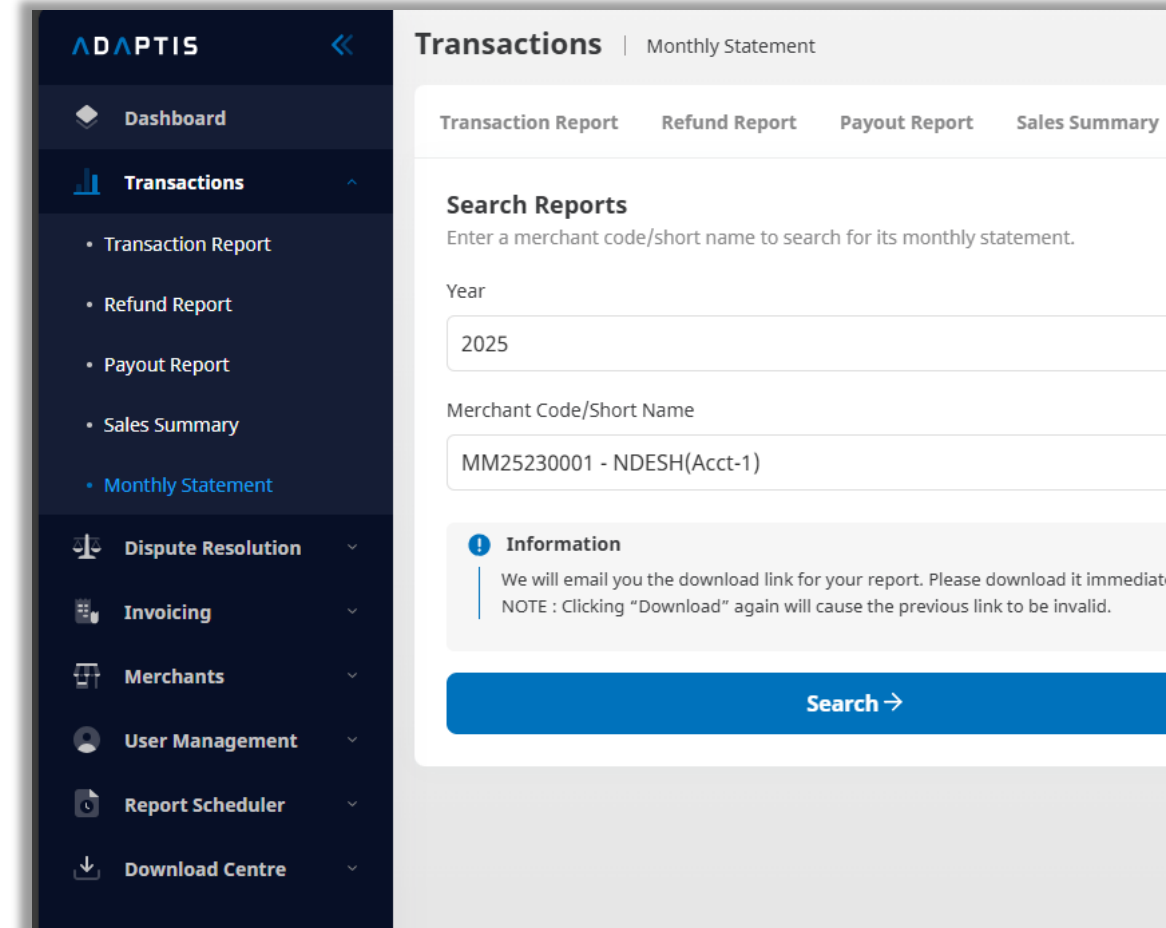
Access Sales Summary
Navigate to Transactions >
Sales Summary

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.



Transactions > Monthly Statement

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

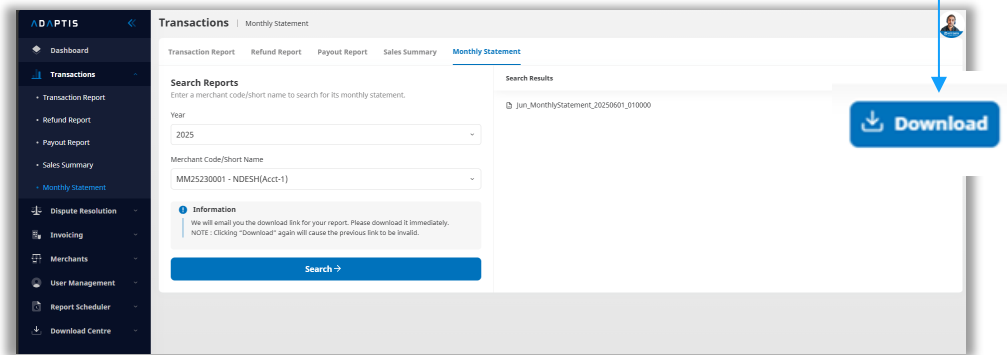
Access Monthly Statement
Navigate Transactions > Monthly Statement

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

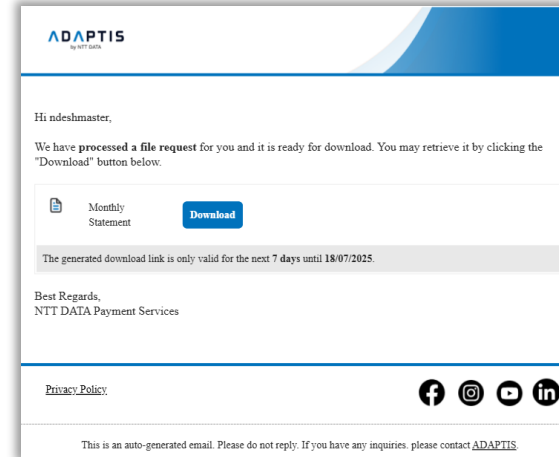
The screenshot displays the ADAPTIS web application interface for the 'Monthly Statement' section. On the left, a dark sidebar contains a navigation menu where 'Monthly Statement' is selected. The main area features a header with the ADAPTIS logo and a breadcrumb trail 'Transactions > Monthly Statement'. Below this, a row of tabs includes 'Transaction Report', 'Refund Report', 'Payout Report', 'Sales Summary', and 'Monthly Statement', with the last one being active. The 'Search Reports' section prompts the user to 'Enter a merchant code/short name to search for its monthly statement.' It includes a 'Year' dropdown menu currently set to '2025' and a 'Merchant Code/Short Name' dropdown menu set to 'MM25230001 - NDESH(Acct-1)'. A blue 'Search' button with a right arrow is positioned below these fields. To the right of the search section, the 'Search Results' area shows a single result: 'Jun_MonthlyStatement_20250601_010000', accompanied by a blue 'Download' button. Below the search results, an 'Information' box provides instructions: 'We will email you the download link for your report. Please download it immediately. NOTE : Clicking "Download" again will cause the previous link to be invalid.'

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.



Jun_MonthlyStatement_20250601_010000 - Protected View

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. [Enable Editing]

MONTHLY STATEMENT

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
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

03

Dispute Resolution

ADAPTIS

Dashboard

Transactions

Dispute Resolution

Dispute Report

Invoicing

Merchants

User Management

Report Scheduler

Download Centre

Dispute Resolution | Dispute Report

All

Separate by ", "

Search by

All

Parent Transaction ID

Dispute ID

Merchant Code/ Short Name

		Short Name	Dispute ID	Parent Transaction ID
24.06.2025 14:25:20	MM25230005 NDESH(Acct-5)		DR409232875158194179	TR2530818571635712
24.06.2025 14:25:20	MM25230005 NDESH(Acct-5)		DR409232875158194180	TR2530818410155008
19.06.2025 15:44:06	MM25230005 NDESH(Acct-5)		DR407440756517062656	TR2530677936622592

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.

The screenshot displays the ADAPTIS Dispute Resolution interface. On the left is a dark navigation panel with the ADAPTIS logo and a list of menu items: Dashboard, Transactions, Dispute Resolution (highlighted), Dispute Report, Invoicing, Merchants, User Management, Report Scheduler, and Download Centre. The main content area is titled 'Dispute Resolution' with a sub-header 'Dispute Report'. It features a search filter dropdown set to 'All' and a 'Separate by' option. Below this is a table with columns: Short Name, Dispute ID, Parent Transaction ID, and Payba. The table contains three rows of dispute data.

Short Name	Dispute ID	Parent Transaction ID	Payba
24.06.2025 14:25:20 MM25230005 NDESH(Acct-5)	DR409232875158194178	TR2530831418788864	Cards
24.06.2025 14:25:20 MM25230005 NDESH(Acct-5)	DR409232875158194180	TR2530818410155008	Cards
19.06.2025 15:44:06 MM25230005 NDESH(Acct-5)	DR407440756517062656	TR2530677936622592	Cards

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

The screenshot displays the ADAPTIS Dispute Resolution interface. The left sidebar contains navigation links: Dashboard, Transactions, Dispute Resolution (expanded), Invoicing, Merchants, User Management, Report Scheduler, and Download Centre. The 'Dispute Report' link is highlighted. The main content area is titled 'Dispute Resolution | Dispute Report'. It features a search bar with a dropdown menu for 'Search by' (All, Parent Transaction ID, Dispute ID, Merchant Code/ Short Name) and a 'Separate by' field. Below the search bar is a table with columns: Short Name, Dispute ID, Parent Transaction ID, and Paybank. The table contains three rows of dispute data. To the right of the table is a date selection calendar for June and July 2025. The calendar shows the date 11.6.2025 selected. Below the calendar are time selection fields (00:00 to 23:59) and buttons for 'Cancel' and 'Apply'.

Short Name	Dispute ID	Parent Transaction ID	Paybank
24.06.2025 14:25:20	MM25230005 NDESH(Acct-5)	DR409232875158194178	TR2530831418788864
24.06.2025 14:25:20	MM25230005 NDESH(Acct-5)	DR409232875158194180	TR2530818410155008
19.06.2025 15:44:06	MM25230005 NDESH(Acct-5)	DR407440756517062656	TR2530677936622592

Sort search criteria

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

Dispute Resolution > Dispute Report

Filter Dispute Reports

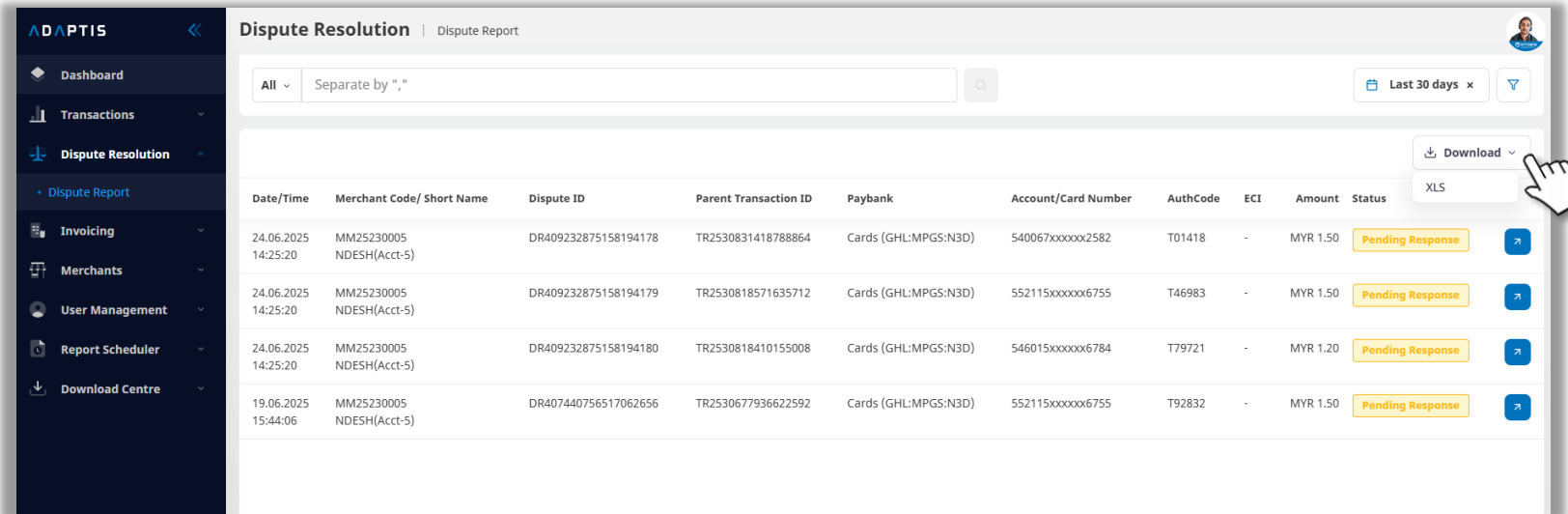
Click on the filter icon.

The screenshot shows the 'Dispute Resolution' interface with a 'Dispute Report' tab selected. At the top, there is a search bar with 'All' and 'Separate by ","' options, a search icon, and a 'Last 30 days' filter. A 'Download' button is also present. Below this is a table with columns: Date/Time, Merchant Code/ Short Name, Dispute ID, Parent Transaction ID, Paybank, Account/Card Number, AuthCode, ECI, Amount, and Status. The table contains several rows of dispute data. A 'Filter Options' pop-up is open in the foreground, showing 'Dispute Status' with options 'Pending Response', 'Response Submitted', and 'Response Accepted'. The 'Paybank' section lists 'Apple Pay', 'BNPL Atome', 'Cards (GP: Cybersource: ApplePay: 3D)', 'Cards (GP: Cybersource: ApplePay: 3D: PreAuth)', and 'Cards (ALB: MPGS: 3D)'. 'Reset' and 'Apply' buttons are at the bottom of the pop-up. A blue arrow points from the filter icon in the top right to the pop-up, and another blue arrow points from the pop-up to the table.

Date/Time	Merchant Code/ Short Name	Dispute ID	Parent Transaction ID	Paybank	Account/Card Number	AuthCode	ECI	Amount	Status
24.06.2025 14:25:20	MM25230005 NDESH(Acct-5)	DD400232875158184138	TD3530831418788854	Card (GHL:MPGS:3D)	540057xxxxxx2582	T01418	-	MYR 1.50	Pending Response
24.06.2025 14:25:20	MM25230005 NDESH(Acct-5)					T46983	-	MYR 1.50	Pending Response
24.06.2025 14:25:20	MM25230005 NDESH(Acct-5)					T79721	-	MYR 1.20	Pending Response
19.06.2025 15:44:06	MM25230005 NDESH(Acct-5)					T92832	-	MYR 1.50	Pending Response

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".

Dispute Resolution > Dispute Report



ADAPTIS << Dispute Resolution | Dispute Report

All Separate by ",," Last 30 days x

Download XLS

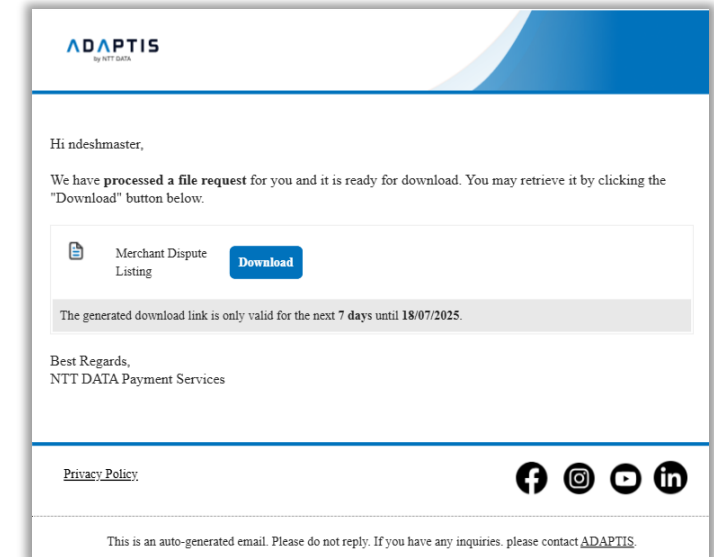
Date/Time	Merchant Code/ Short Name	Dispute ID	Parent Transaction ID	Paybank	Account/Card Number	AuthCode	ECI	Amount	Status
24.06.2025 14:25:20	MM25230005 NDESH(Acct-5)	DR409232875158194178	TR2530831418788864	Cards (GHL:MPGS:N3D)	540067xxxxxx2582	T01418	-	MYR 1.50	Pending Response
24.06.2025 14:25:20	MM25230005 NDESH(Acct-5)	DR409232875158194179	TR2530818571635712	Cards (GHL:MPGS:N3D)	552115xxxxxx6755	T46983	-	MYR 1.50	Pending Response
24.06.2025 14:25:20	MM25230005 NDESH(Acct-5)	DR409232875158194180	TR2530818410155008	Cards (GHL:MPGS:N3D)	546015xxxxxx6784	T79721	-	MYR 1.20	Pending Response
19.06.2025 15:44:06	MM25230005 NDESH(Acct-5)	DR407440756517062656	TR2530677936622592	Cards (GHL:MPGS:N3D)	552115xxxxxx6755	T92832	-	MYR 1.50	Pending Response

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.

Processing your request. We'll email you the download link when ready.



Dispute Report > Accept Dispute Report

Respond to Dispute Reports
Click on the blue arrow button.

The screenshot displays the ADAPTIS Dispute Resolution interface. The top navigation bar shows 'Dispute Resolution' and 'Dispute Report'. The left sidebar contains a menu with options: Dashboard, Transactions, Dispute Resolution (selected), Invoicing, Merchants, User Management, Report Scheduler, and Download Centre. The main content area is titled 'Dispute Resolution | Dispute Report > Respond'. It shows a dispute with ID #DR409232875158194178, which is in a 'Pending Response' state. The 'Details' tab is active, showing dispute information such as creation time, merchant code, parent transaction ID, amount, paybank, account/card number, auth code, ECI, status ID, and other transaction details. A 'Response Details' section indicates a deadline of 10.07.2025 and asks if the merchant accepts the chargeback/refund. The 'Accept' radio button is selected. A blue arrow points to the 'Accept' button, and another blue arrow points to the 'Submit' button. A third blue arrow points to a blue arrow button in the right sidebar, which is labeled 'Respond to Dispute Reports' with the instruction 'Click on the blue arrow button.' The bottom of the page includes a copyright notice for NTT DATA Payment Services 2025 and links to FAQs and Privacy Policy.

Dispute Resolution | Dispute Report > Respond

Dispute ID #DR409232875158194178 **Pending Response**

Details Status History Document History

Dispute Information

Dispute Creation	24.06.2025 14:25:20
Merchant Code	MM25230005
Parent Transaction ID	TR2530831418788864
Amount	MYR 1.50
Paybank	Cards (GHL:MPGS:N3D)
Account/Card Number	540067xxxxx2582
AuthCode	T01418
ECI	-
Status ID	5001

Other

Child Transaction ID	TR2531576414725120
----------------------	--------------------

Response Details

Deadline is 10.07.2025. Please submit by the mentioned date.

Do you accept chargeback/ refund? *

☒ Accept ☐ Reject with supporting documents

Cancel Submit

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.

Respond to Dispute Reports
Click on the blue arrow button.

Dispute Report > Reject Dispute Report

Respond to Dispute Reports
Click on the blue arrow button.

Dispute Resolution | Dispute Report

Separate by ",,"

Last 30 days x

Download XLS

Dispute Resolution | Dispute Report > Respond

Dispute ID #DR409232875158194178 Pending Response

Details Status History Document History

Dispute Information

Dispute Creation	24.06.2025 14:25:20
Merchant Code	MM25230005
Parent Transaction ID	TR2530831418788864
Amount	MYR 1.50
Paybank	Cards (GHL:MPGS:N3D)
Account/Card Number	540067xxxxx2582
AuthCode	T01418
ECI	-
Status ID	5001

Other

Child Transaction ID	TR2531576414725120
----------------------	--------------------

Response Details

Deadline is 10.07.2025. Please submit by the mentioned date.

Do you accept chargeback/ refund? *

☐ Accept ☒ Reject with supporting documents

Upload Supporting Docs *

Upload Docs

Allowed up to 30 files per dispute with formats xls,xlsx, pdf, doc, docx, png, jpg and jpeg. Max file upload size is 1.5MB per file.

Justification *

0 / 250

Cancel Submit

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.

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FAQs Privacy Policy

Dispute Report > Submit Pre-Arbitration Response

Respond to Dispute Reports
Click on the blue arrow button.

Dispute Resolution | Dispute Report

All ▾ Separate by ", " 🔍

ADAPTIS <<

- Dashboard
- Transactions ▾
- Dispute Resolution ▾
 - Dispute Report
- Invoicing ▾
- Merchants ▾
- User Management ▾
- Report Scheduler ▾
- Download Centre ▾

Dispute Resolution | Dispute Report > Respond

Dispute ID #DR409232875158194178 Pre Arbitration

Details Status History Document History

Dispute Information

Dispute Creation	24.06.2025 14:25:20
Merchant Code	MM25230005
Parent Transaction ID	TR2530831418788864
Amount	MYR 1.50
Paybank	Cards (GHL:MPGS:N3D)
Account/Card Number	540067xxxxx2582
AuthCode	T01418
ECI	-
Status ID	5001

Other

Child Transaction ID	TR2531576414725120
----------------------	--------------------

Response Details

⚠ Deadline is **10.07.2025**. Please submit by the mentioned date.

Do you accept chargeback/ refund? *

☐ Accept ☒ Reject with supporting documents

Upload Supporting Docs *

Upload Docs

Allowed up to 30 files per dispute with formats xls,xlsx, pdf, doc, docx, png, jpg and jpeg. Max file upload size is 1.5MB per file.

Justification *

0 / 250

Cancel Submit

Status

Pre Arbitration ➡

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.

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FAQs Privacy Policy

04

Invoicing

ADAPTIS

Dashboard

Transactions

Dispute Resolution

Invoicing

• Invoice/Credit Note Detail

Merchants

User Management

Report Scheduler

Download Centre

Invoicing | Invoice/Credit Note Detail

All Separate by ","

Date/Time	Invoice No.	Unique ID
17.07.2025 18:40:05	TRNM-2507-000003	P3AB4TW1JPTWK2R6G5JGZB0K10

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

The screenshot displays the ADAPTIS Invoicing module interface. On the left is a dark navigation panel with options: Dashboard, Transactions, Dispute Resolution, Invoicing (selected), Invoice/Credit Note Detail, Merchants, User Management, Report Scheduler, and Download Centre. The main area is titled 'Invoicing | Invoice/Credit Note Detail'. It features a search bar with a dropdown menu set to 'All' and a 'Separate by' field. Below the search bar is a table with columns 'Invoice No.' and 'Unique ID'. The first row shows 'TRNM-2507-000003' and 'P3AB4TW1JPTWK2R6G5JGZB0K10'. To the right of the table is a date selection calendar for June and July 2025, with a dropdown menu for 'Last 30 days'. At the bottom right of the calendar is a time range selector showing '21.6.2025 00:00 - 20.7.2025 23:59' with 'Cancel' and 'Apply' buttons. A small inset window on the right shows the 'Filter Invoice Type' dialog with checkboxes for 'Invoice' and 'Credit Note', and 'Reset' and 'Apply' buttons.

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.

05

Merchants

ADAPTIS

Dashboard

Transactions

Dispute Resolution

Invoicing

Merchants

• Merchant Profile

User Management

Report Scheduler

Download Centre

Merchants | Merchant Profile

NTT Data eCommerce Solutions Holding Sdn Bhd | MM25230001

NTT Data eCommerce Solutions Holding Sdn Bhd

UAT Enable

Active

Google

MM25230001

Ch'ng XXX @ Dato' CEO NTT

Office

Merchant Details

Contact Details

Account Details

Payment

Organization Chart

History

✓ Approved Request Update

A request update for **Merchant Profile** that has been submitted on 04.07.2025 10:12:46 with the **requested ID 412793191489648640** is **Approved**. Click "Show More" to see the details.

Show more

Merchant Details

Name	NTT Data eCommerce Solutions Holding Sdn Bhd
Display Name	NTT Data eCommerce Solutions Holding Sdn Bhd
Short Name	NDESH(Acct-1)
Logo	<div>Google</div>
Company Type	Local Company
Merchant Entity Type	Sdn. Bhd.
Nature of Business	Personal Services - Not elsewhere classified
MCC Code	Money Transfer
Number of Employee	301 - 500
Forecast Monthly Sales (RM)	1,000,000.01 - 10,000,000.00
Registration No.	1234567890345678

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.

The screenshot displays the ADAPTIS Merchant Profile interface. The left sidebar contains navigation options: Dashboard, Transactions, Dispute Resolution, Invoicing, Merchants (selected), User Management, Report Scheduler, and Download Centre. The main content area is titled 'Merchants | Merchant Profile' and shows details for 'NTT Data eCommerce Solutions Holding Sdn Bhd | MM25230001'. Below this, there's a section for 'NTT Data eCommerce Solutions Holding Sdn Bhd' with a 'UAT Enable' status and an 'Active' button. A tabbed interface allows switching between 'Merchant Details', 'Contact Details', 'Account Details', 'Payment', 'Organization Chart', and 'History'. The 'Merchant Details' tab is active, showing a table of merchant information. A green banner at the top of the details section indicates an 'Approved Request Update' for the merchant profile, submitted on 04.07.2025 at 10:12:46, with a requested ID of 412793191489648640. A 'Request Update' button is located in the top right corner of the profile section.

Merchant Details	
Name	NTT Data eCommerce Solutions Holding Sdn Bhd
Display Name	NTT Data eCommerce Solutions Holding Sdn Bhd
Short Name	NDESH(Acct-1)
Logo	
Company Type	Local Company
Merchant Entity Type	Sdn. Bhd.
Nature of Business	Personal Services - Not elsewhere classified
MCC Code	Money Transfer
Number of Employee	301 - 500
Forecast Monthly Sales (RM)	1,000,000.01 - 10,000,000.00
Registration No.	200601007071

06

User Management

ADAPTIS

Dashboard

Transactions

Dispute Resolution

Invoicing

Merchants

User Management

User Profile

User Access Group

Report Scheduler

Download Centre

User Management

User Profile

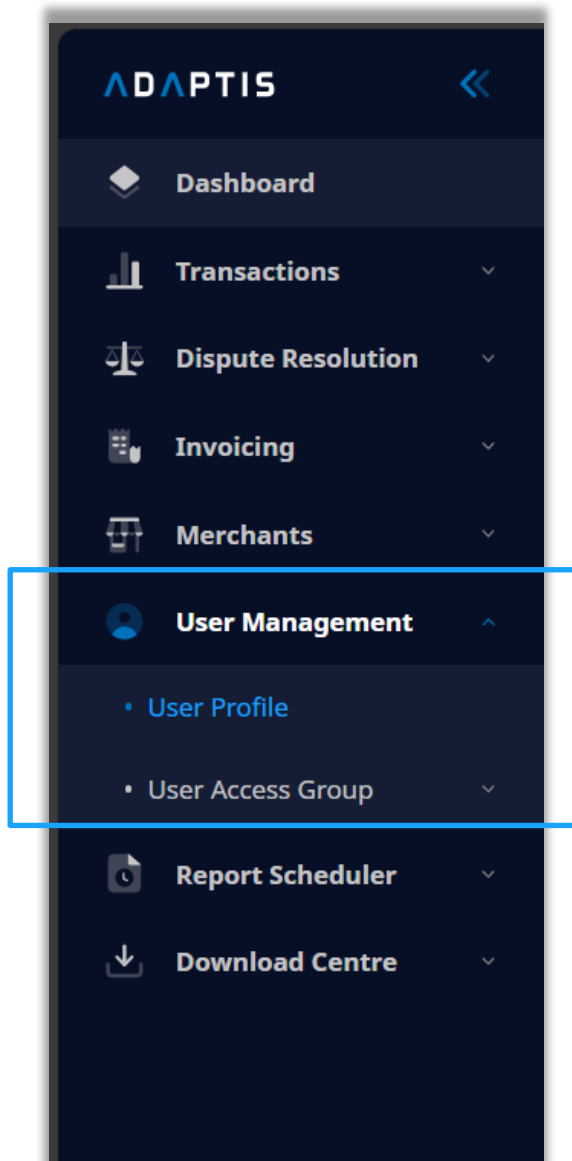
User Access Groups

All Separate by ", "Q

0 Activate Deactivate Editing Options

	Username & Email	Two Step	Group	Last Lo
<input type="checkbox"/>	<div>Finance Team</div> <div>TestFinance@ipay88.com.my</div>	Off	All Access Group	05.06.21:52:4
<input type="checkbox"/>	<div>Ops Team</div> <div>OpsTeam@ipay88.com.my</div>	Off	All Access Group	05.06.217:46:3
<input type="checkbox"/>	<div>Jared</div> <div>JaredOps010@ipay88.com.my</div>	Off	All Access Group	05.06.217:27:1
<input type="checkbox"/>	<div>Ali</div> <div>Ali88@ipay88.com.my</div>	Off	All Access Group	04.06.217:47:5
<input type="checkbox"/>	<div>Yong Wei</div> <div>YongWei99@ipay88.com.my</div>	Off	All Access Group	04.06.216:40:3
<input type="checkbox"/>	<div>JoeTest</div> <div>JoeTest@ipay88.com.my</div>	Off	All Access Group	04.06.215:50:5
<input type="checkbox"/>	<div>JoeTest</div> <div>JoeTest@ipay88.com.my</div>	Off	SuperAdmin	04.06.215:13:4

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.

User Management > User Profile

User Profile

Manage individual users, credentials, MFA, and status

The screenshot displays the ADAPTIS User Management interface. On the left is a dark sidebar with navigation options: Dashboard, Transactions, Dispute Resolution, Invoicing, Merchants, User Management (highlighted), Report Scheduler, and Download Centre. Under 'User Management', 'User Profile' and 'User Access Group' are listed. The main content area is titled 'User Management | User Profile'. It features a tabbed interface with 'User Profile' selected. Below the tabs are filters: 'All' (dropdown), 'Separate by \",\"' (input), and a search icon. Action buttons include '0' (dropdown), 'Activate', 'Deactivate', 'Editing Options' (dropdown), 'Download' (dropdown), and '+ Add User'. A table lists users with columns: Username & Email, Two Step, Group, Last Login, and Status. All users are 'Active'. The table data is as follows:

	Username & Email	Two Step	Group	Last Login	Status
<input type="checkbox"/>	Aqil BP muhammad.aqil@ipay88.com.my	Off	All Access Group	05.06.2025 21:52:43	Active
<input type="checkbox"/>	Saddam+4 saddam+4@ipay88.com.my	Off	All Access Group	05.06.2025 17:46:38	Active
<input type="checkbox"/>	Brigette.1 petty.brigette+1@ipay88.com.my	Off	All Access Group	05.06.2025 17:27:18	Active
<input type="checkbox"/>	Azhar azhar.zulkiffy@ipay88.com.my	Off	All Access Group	04.06.2025 17:47:59	Active
<input type="checkbox"/>	Farah farah.sakinah@ipay88.com.my	Off	All Access Group	04.06.2025 16:40:33	Active
<input type="checkbox"/>	Q abdul.qayyum+1@ipay88.com.my	Off	All Access Group	04.06.2025 15:50:58	Active
<input type="checkbox"/>	NDESTEST nurul.nabilah@ipay88.com.my	Off	SuperAdmin	04.06.2025 15:13:42	Active

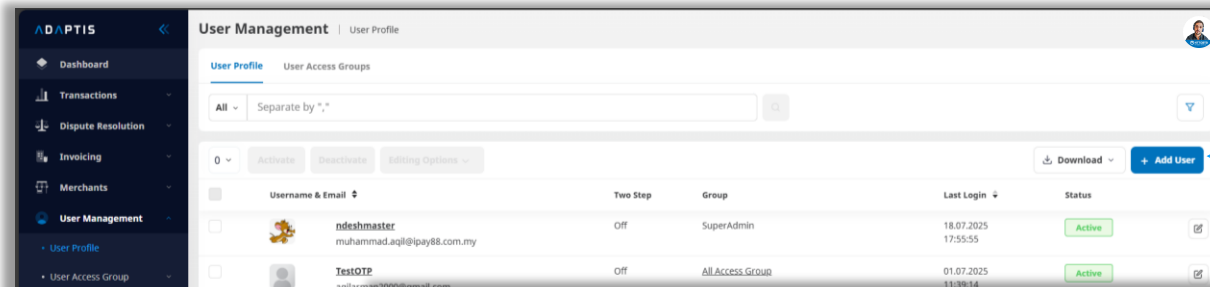
User Access Groups

Organise users and set access rights.

To view a user

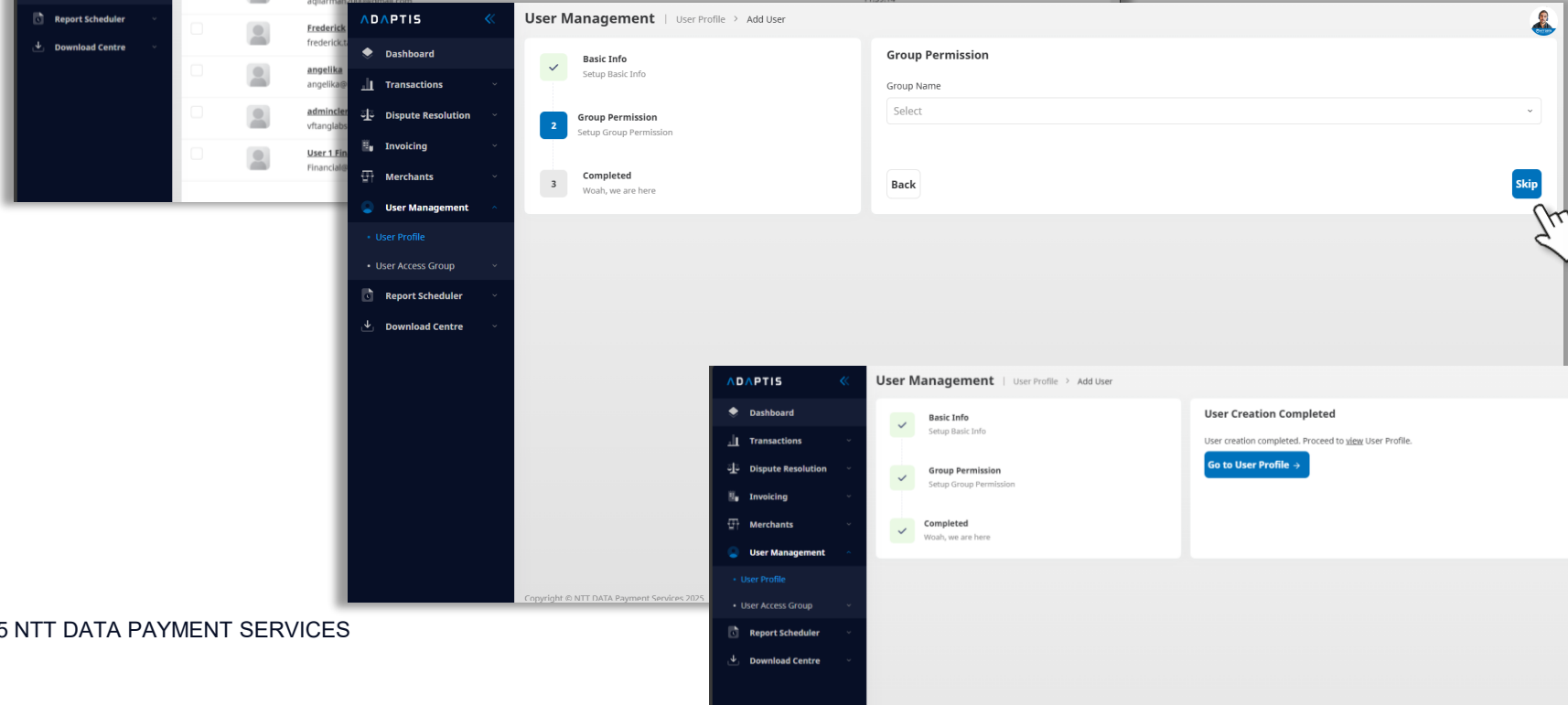
Click User Profile and select user to view details.

User Management > User Profile



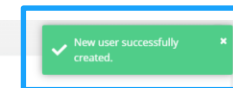
Add User

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

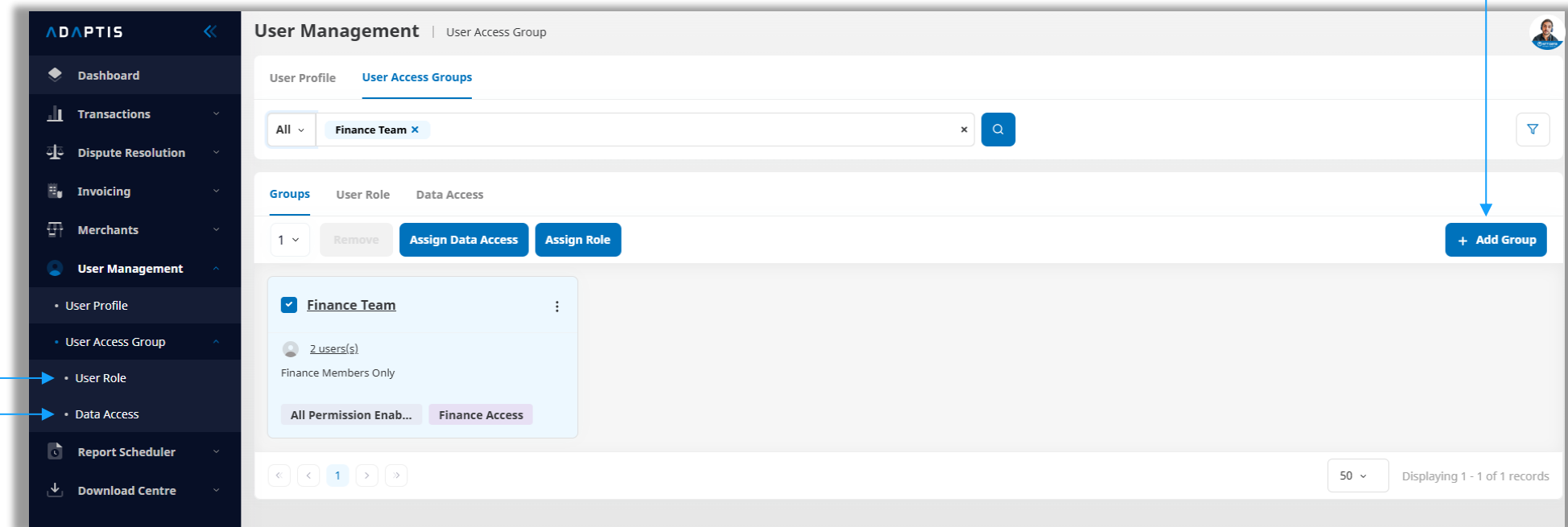
User Profile: MFA (Two Step) / Activate / Deactivate / Delete / Search / Download

- 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

User Management > User Access Group > Add User Role

User Management | User Access Group > User Role > Add

Add User Role

Role Name * 5/30

Description * 18/100

Permissions

Administrator Access ☒ Select All

Module	Create	Update	View	
Dashboard			<input type="checkbox"/>	
Transaction	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	▼
Merchants			<input checked="" type="checkbox"/>	▼
User Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	▼
Report Scheduler	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	▼
Dispute Resolution		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	▼
Invoicing			<input checked="" type="checkbox"/>	▼
Payment Link	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	▼

Cancel Save

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FAQs Privacy Policy

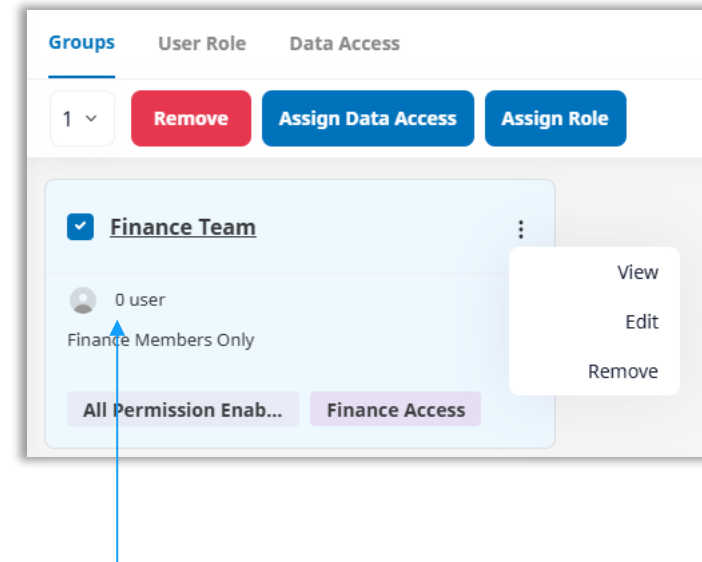
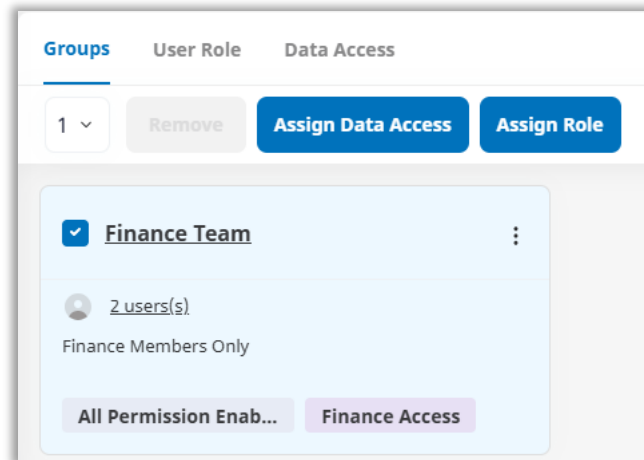
Fill in the required fields

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

Click **“Save”** and then **“Confirm”** to add this Role

User Management > User Access Group > User Role

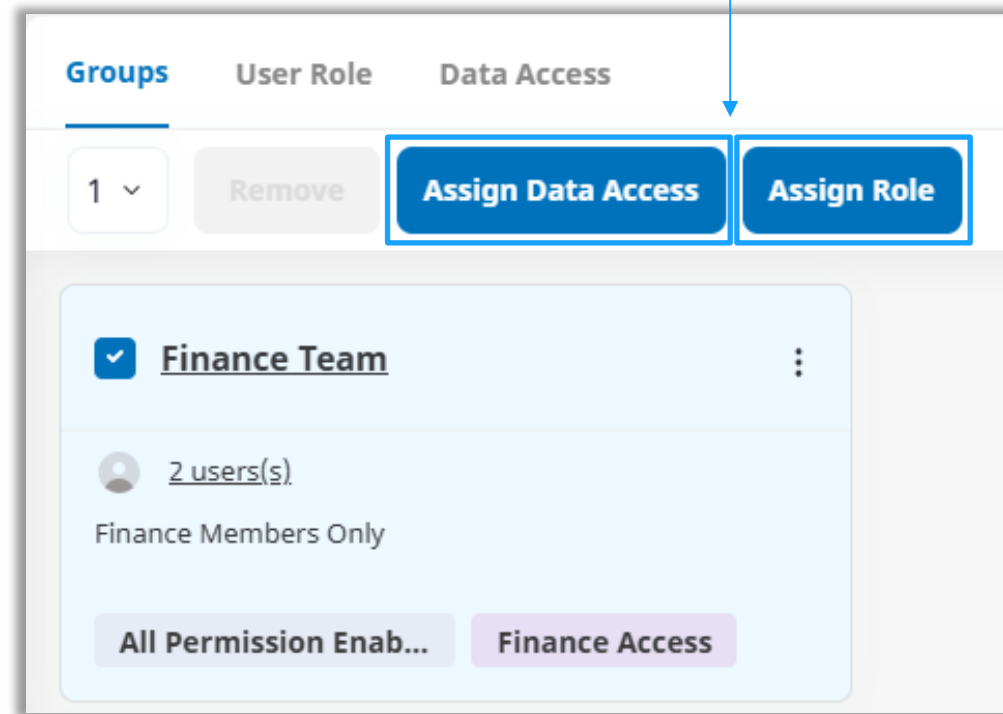
Create and manage User Roles to assign specific permissions to users based on their responsibilities. This feature allows organizations to control access rights, ensuring that users can only view, create, or update the modules relevant to their role. By organizing users into defined roles, administrators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



Tip: To Remove a group, the **user(s) in the group must 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.



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.

The screenshot displays the ADAPTIS User Management interface. The left sidebar contains navigation links: Dashboard, Transactions, Dispute Resolution, Invoicing, Merchants, User Management (selected), User Profile, User Access Group, User Role, Data Access, Report Scheduler, and Download Centre. The main content area is titled 'User Management' and shows the breadcrumb 'User Access Group > Data Access > Add'. The 'Add Data Access' form includes a 'Data Access Name' field (0/50 characters), a 'Merchant Code/ Short Name' field, and radio buttons for 'Specific Merchant(s)' (selected) and 'All Merchants'. Below these are two tables: 'Merchants List' and 'Selected Merchants'. The 'Merchants List' table has columns 'Merchants Code' and 'Merchants Short Name' and contains the text 'Search "ALL" to display all Merchants'. The 'Selected Merchants' table also has columns 'Merchants Code' and 'Merchants Short Name' and contains the text 'No merchant selected'. At the bottom right are 'Cancel' and 'Save' buttons.

User Management | User Access Group > Data Access > Add

Add Data Access

Data Access Name *

Merchant Code/ Short Name *

☒ Specific Merchant(s) ☐ All Merchants

Merchants List

Search with at least 4 characters

Merchants Code	Merchants Short Name
Search "ALL" to display all Merchants	

0 selection from 0 merchant(s)

Selected Merchants

Search with at least 4 characters

Merchants Code	Merchants Short Name
No merchant selected	

0 merchant(s) selected

Cancel Save

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

ADAPTIS

Dashboard

Transactions

Dispute Resolution

Invoicing

Merchants

User Management

Report Scheduler

• Report Scheduler List

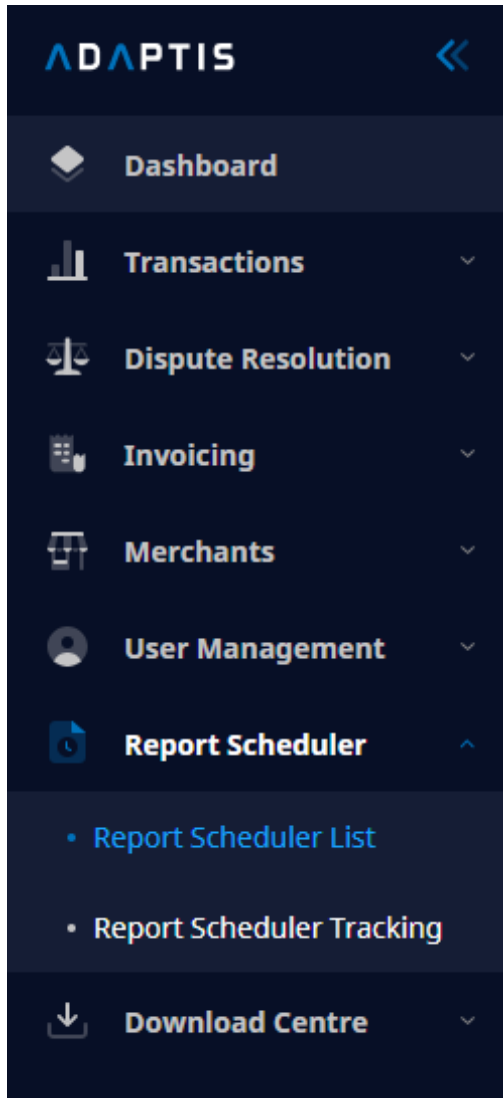
• Report Scheduler Tracking

Download Centre

Report Scheduler | Report Scheduler List

Report Scheduler Report Scheduler Tracking

Type	Frequency	File Format	No. of Field(s)	Merchant Code/
Refund Report	Daily	XLS	8	MM25230001 - N
Dispute Report	Daily	XLS	10	MM25230001 - N



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

Filter Reports

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

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.

Access Report Scheduler List

Navigate Report Scheduler > Report Scheduler List

Type	Frequency	File Format	No. of Field(s)	Merchant Code/Short Name(s)	Recipient(s)	Scheduler Status
Refund Report	Daily	XLS	8	MM25230001 - NTT Data eCommerce Solutions Holding Sdn Bhd	muhammad.aqil@ipay88.com.my	Active
Dispute Report	Daily	XLS	10	MM25230001 - NTT Data eCommerce Solutions Holding Sdn Bhd	muhammad.aqil@ipay88.com.my	Acti

Report Scheduler List Menu

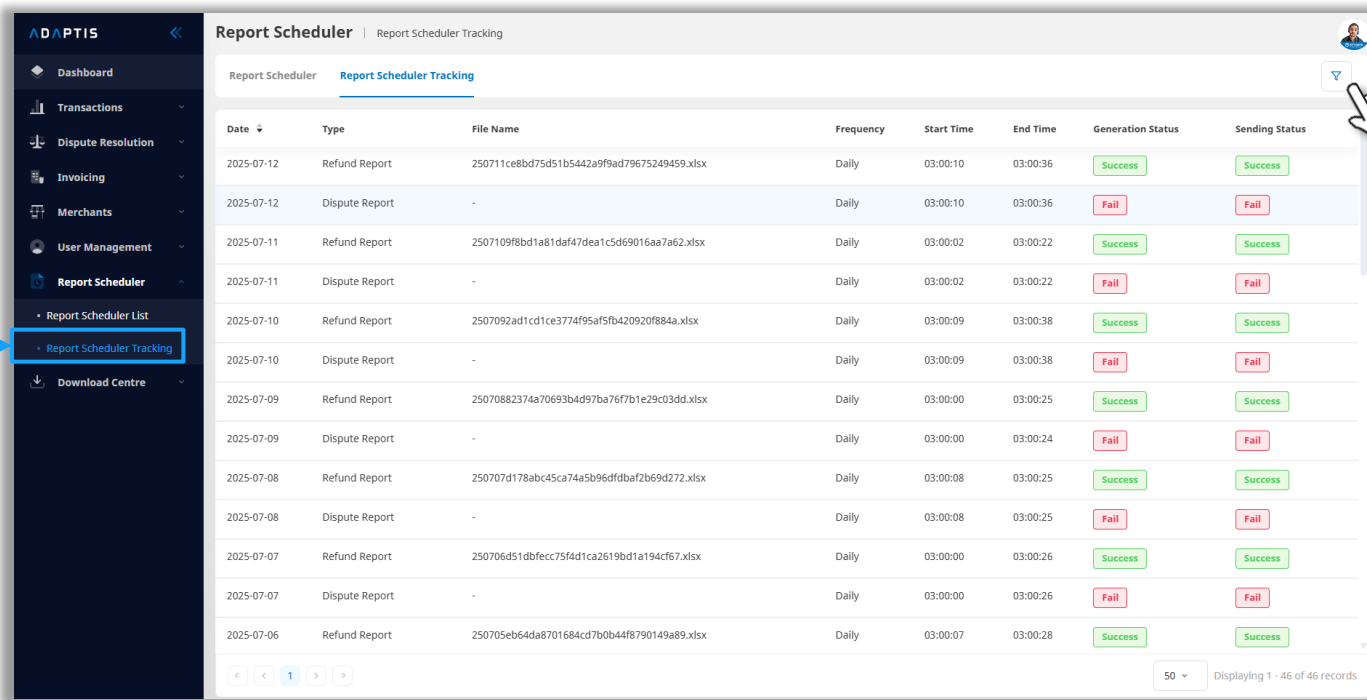
Click on the 3 Dot Menu to View, Edit and Remove a Report Scheduler.

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



Date	Type	File Name	Frequency	Start Time	End Time	Generation Status	Sending Status
2025-07-12	Refund Report	250711ce8bd75d51b5442a9f9ad79675249459.xlsx	Daily	03:00:10	03:00:36	Success	Success
2025-07-12	Dispute Report	-	Daily	03:00:10	03:00:36	Fail	Fail
2025-07-11	Refund Report	2507109f8bd1a81daf47dea1c5d69016aa7a62.xlsx	Daily	03:00:02	03:00:22	Success	Success
2025-07-11	Dispute Report	-	Daily	03:00:02	03:00:22	Fail	Fail
2025-07-10	Refund Report	2507092ad1cd1ce3774f95af5fb420920f884a.xlsx	Daily	03:00:09	03:00:38	Success	Success
2025-07-10	Dispute Report	-	Daily	03:00:09	03:00:38	Fail	Fail
2025-07-09	Refund Report	25070882374a70693b4d97ba76f7b1e29c03dd.xlsx	Daily	03:00:00	03:00:25	Success	Success
2025-07-09	Dispute Report	-	Daily	03:00:00	03:00:24	Fail	Fail
2025-07-08	Refund Report	250707d178abc45ca74a5b96dfdbaf2b69d272.xlsx	Daily	03:00:08	03:00:25	Success	Success
2025-07-08	Dispute Report	-	Daily	03:00:08	03:00:25	Fail	Fail
2025-07-07	Refund Report	250706d51dbfecc75fd41ca2619bd1a194cf67.xlsx	Daily	03:00:00	03:00:26	Success	Success
2025-07-07	Dispute Report	-	Daily	03:00:00	03:00:26	Fail	Fail
2025-07-06	Refund Report	250705eb64da8701684cd7b0b44f8790149a89.xlsx	Daily	03:00:07	03:00:28	Success	Success

Filter Reports

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

08

Download Centre

The screenshot displays the ADAPTIS user interface. On the left is a dark sidebar with a menu. The main content area on the right is titled 'Download Centre' and includes a sub-header 'Logos & Images'. Below this, there are tabs for 'Logos', 'Forms', 'Guidelines', and 'Plugins', with 'Logos' being the active tab. A form section contains a 'File Name' input field and a dropdown menu currently set to 'Separate by \",\"'. Below the form, there are filter tabs: 'All' (active), 'iPay88', and 'Financial Provider'. The main content area below the filters is currently empty.

ADAPTIS <<

- Dashboard
- Transactions
- Dispute Resolution
- Invoicing
- Merchants
- User Management
- Report Scheduler
- Download Centre
 - Logos & Images
 - Forms
 - Guidelines
 - Plugins

Download Centre | Logos & Images

Logos Forms Guidelines Plugins

File Name Separate by \",\"

All iPay88 Financial Provider

Download Centre > Logos & Images

The Logos section in Download Centre enables merchants to:

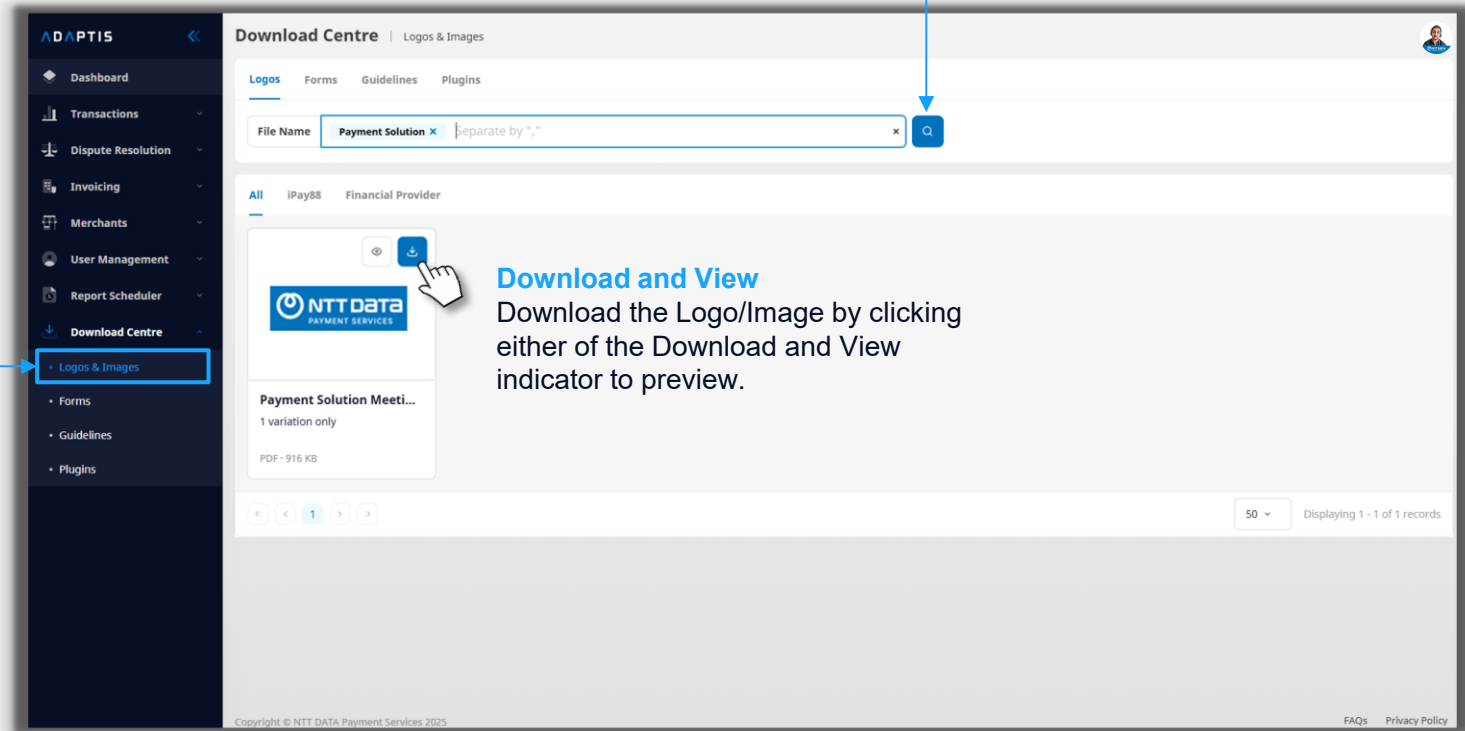
- View and download official logos and brand images.
- Ensure correct usage of logos in merchant platforms, marketing, and payment environments

Access Logos & Images

Navigate Download Centre > Logos & Images

Search File Name

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

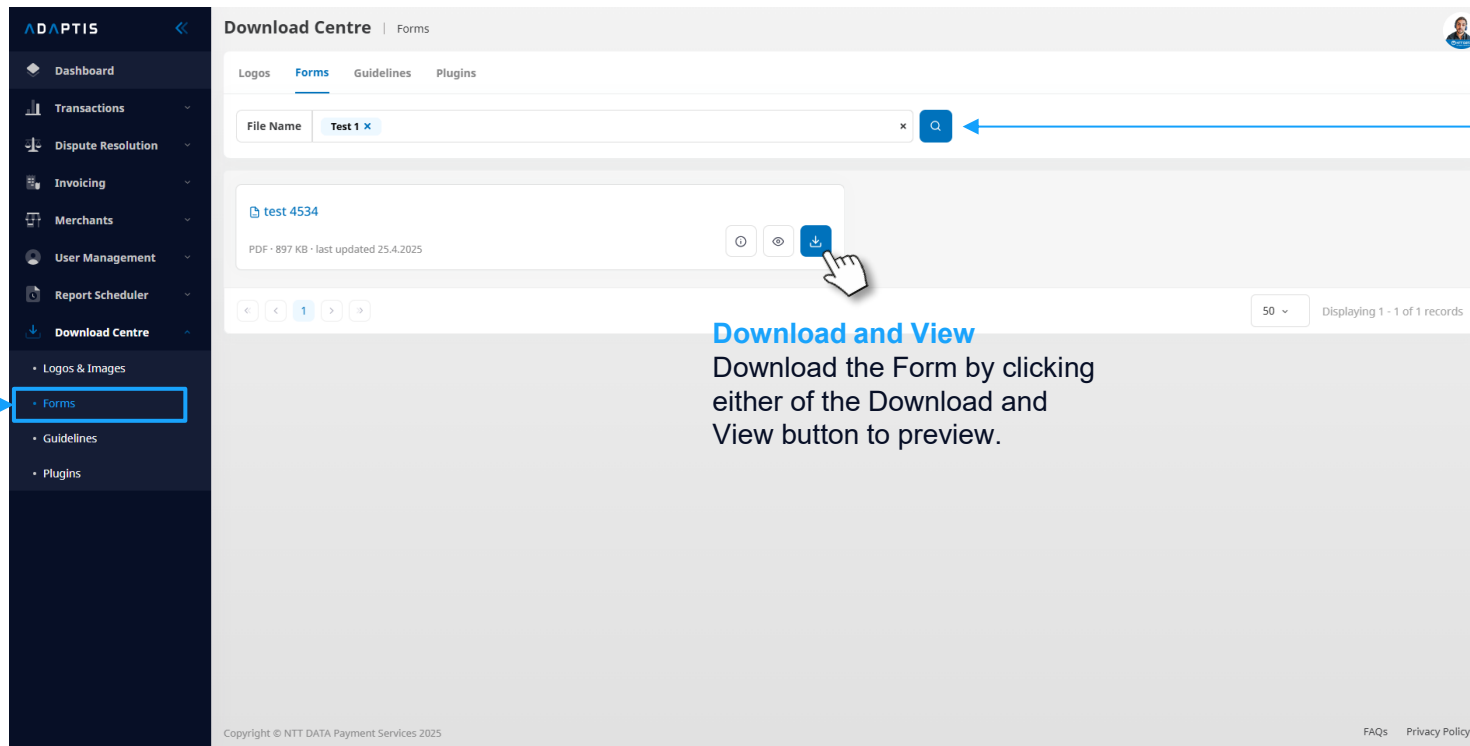


Download Centre > Forms

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.

Access Forms
Navigate Download
Centre > Forms



Search File Name

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

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.

Access Guidelines
Navigate Download Centre > Guidelines

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

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.

Access Plugins
Navigate Download Centre > Plugins

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.



ADAPTIS



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