



Merchant Portal User Guide V1.0

Your Commerce Partner

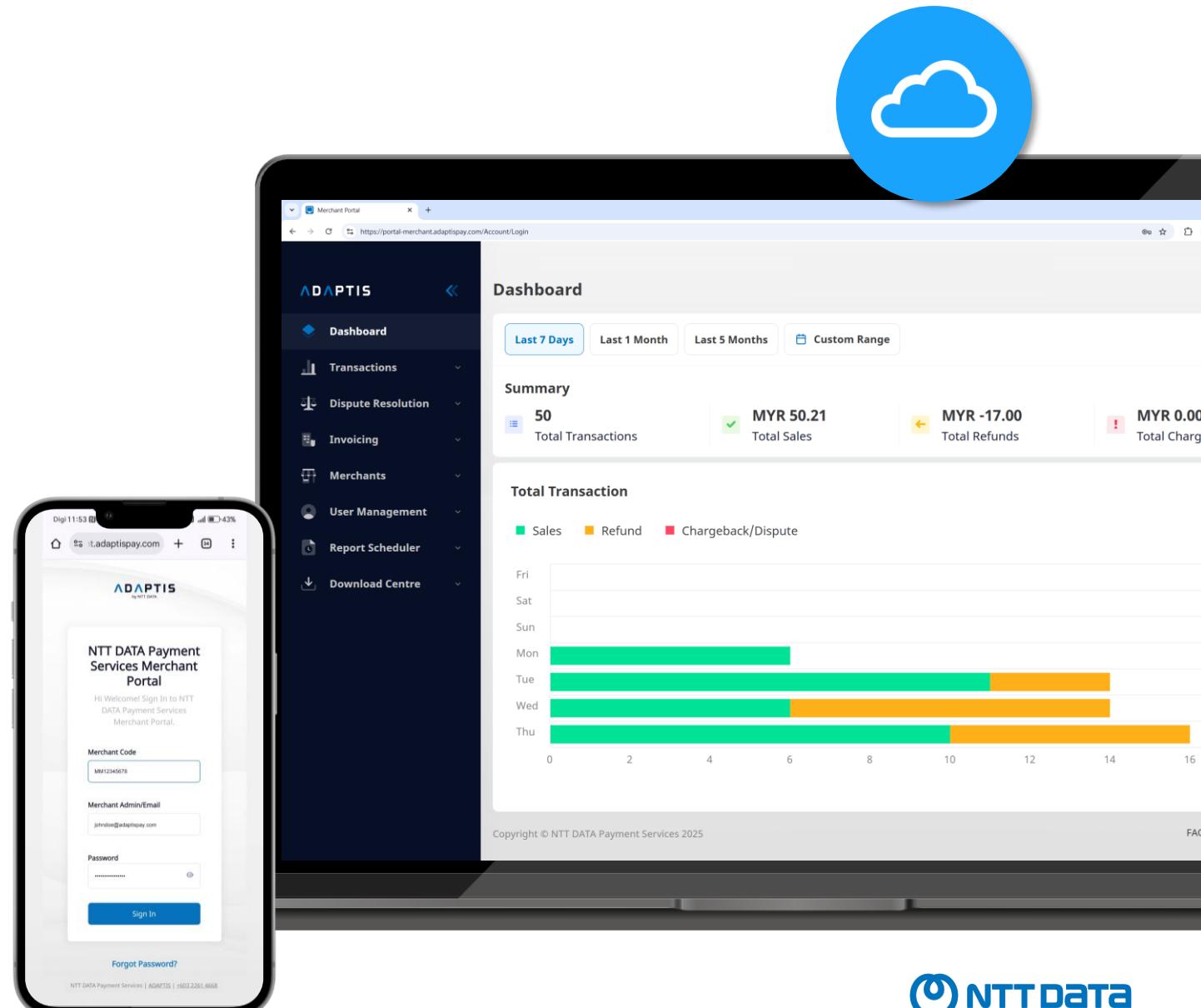
ABOUT ADAPTIS

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.

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Login Process

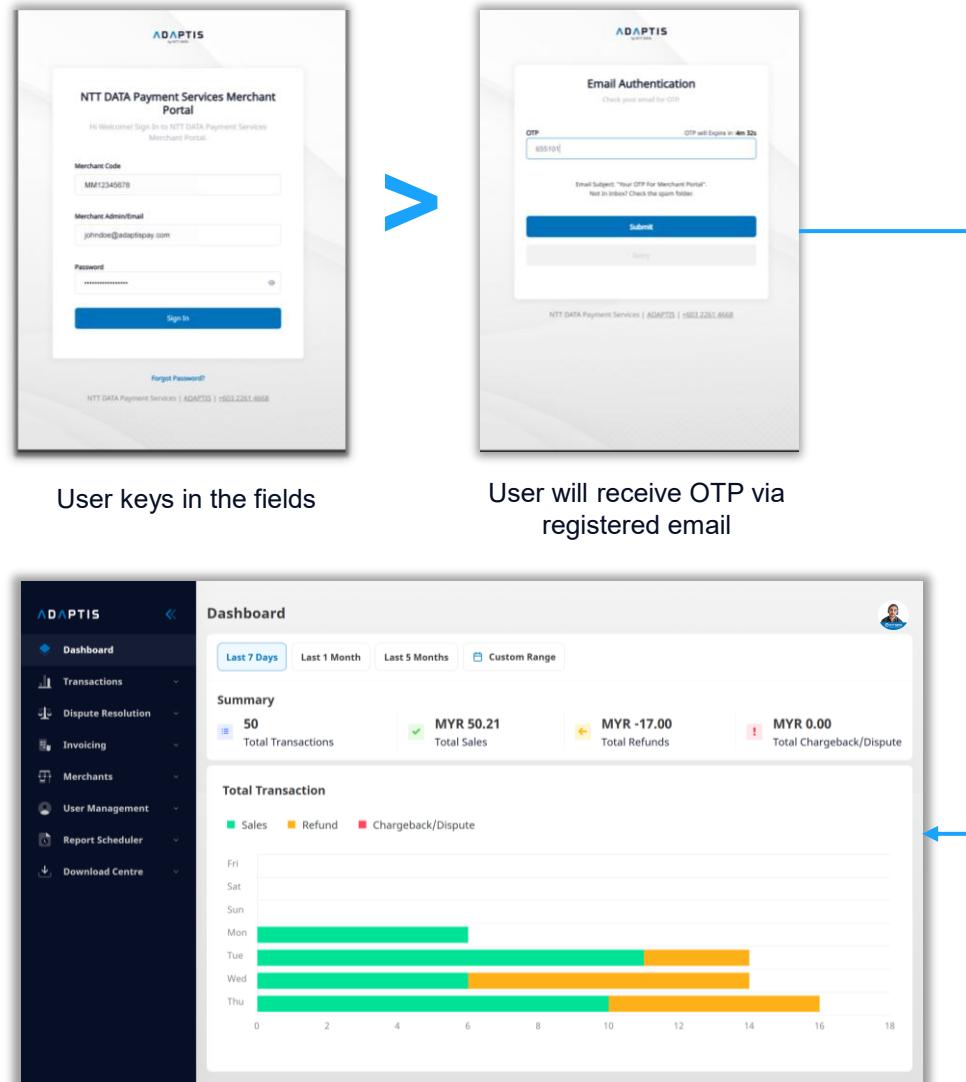
To get started, you may begin by accessing to this website:

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

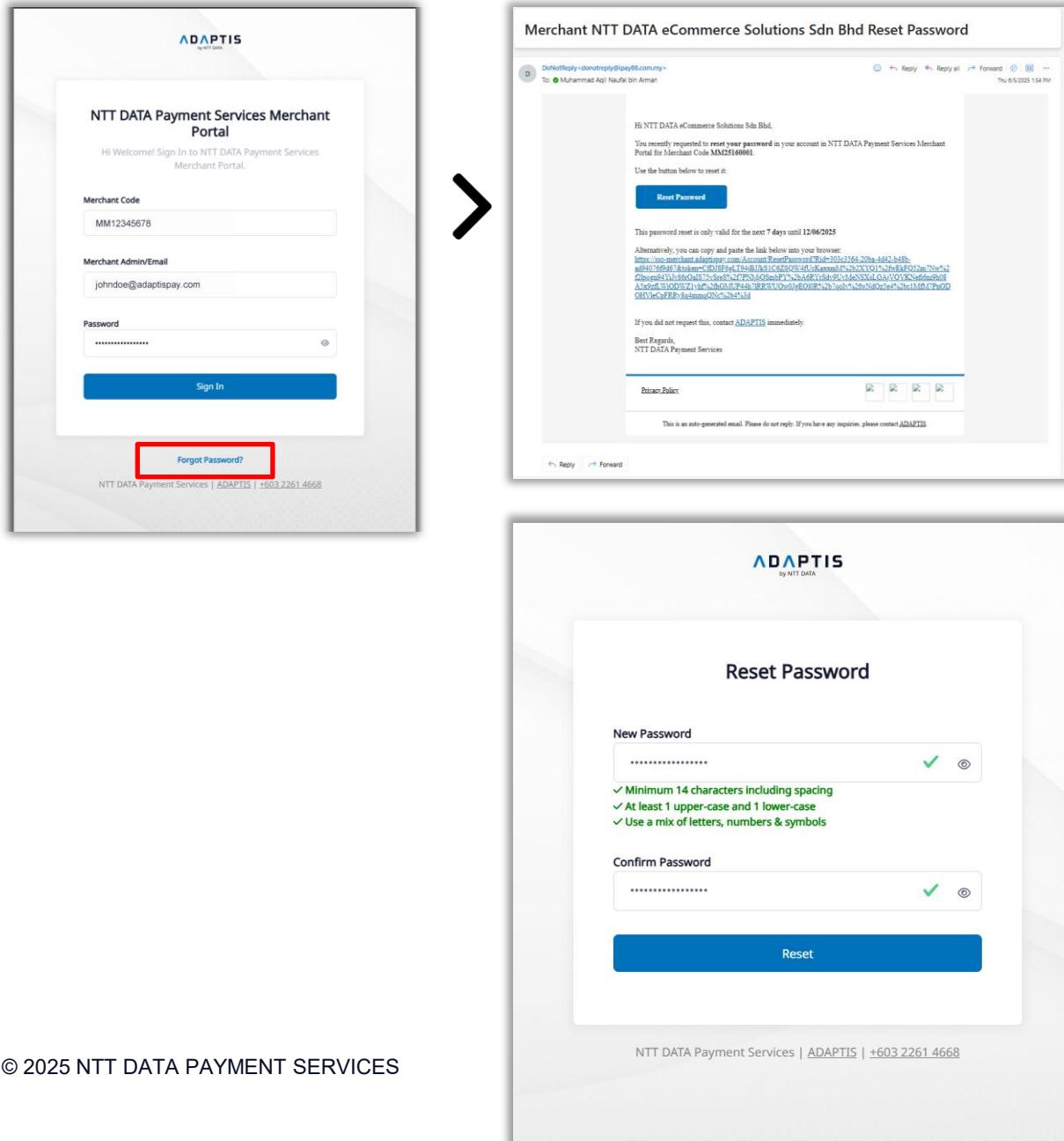
Once you have accessed the webpage, proceed with the following steps whilst referring the screenshots on the left side of this page:

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 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

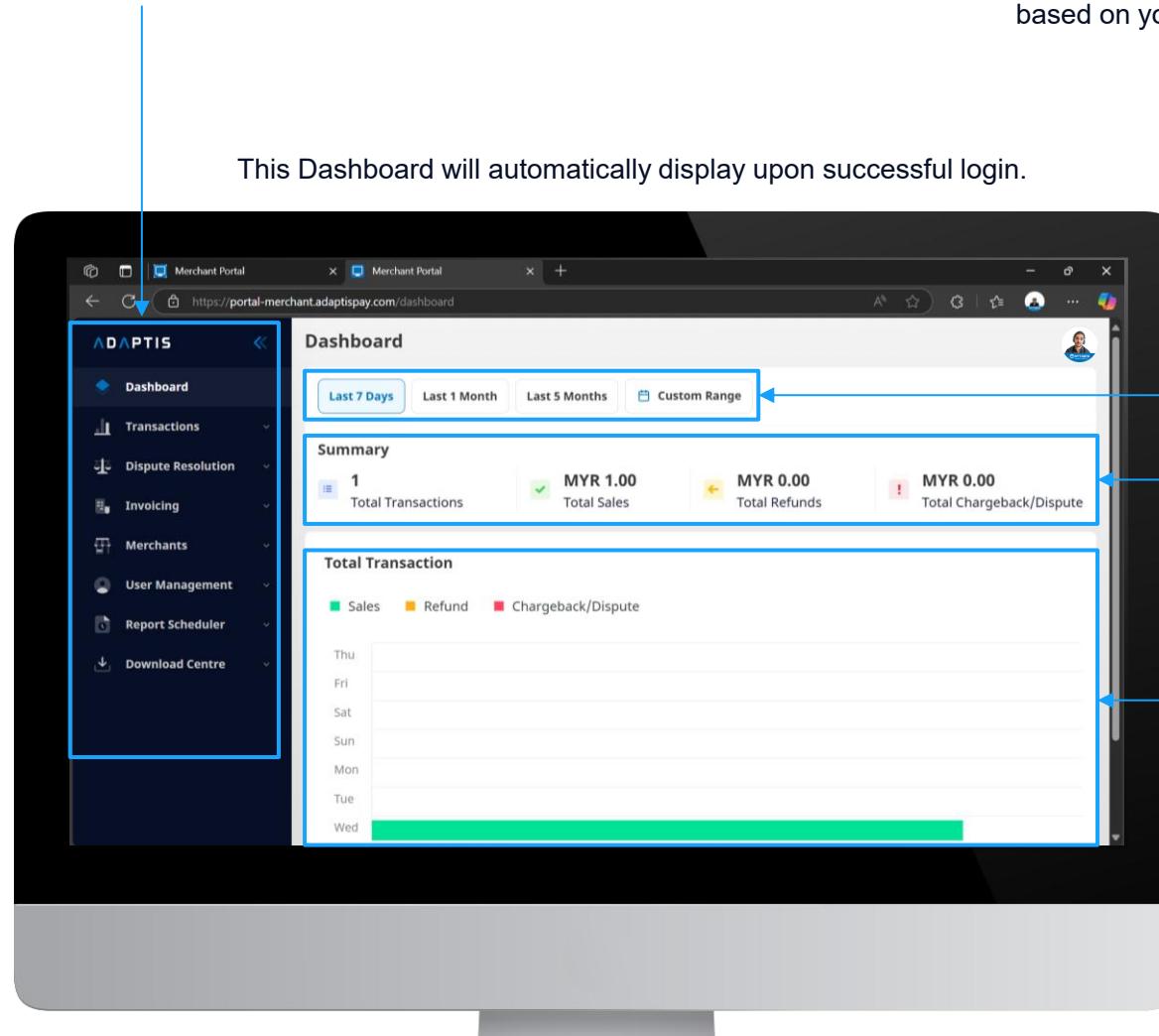
User will be redirected to the login page to enter the updated login details to sign in.

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.

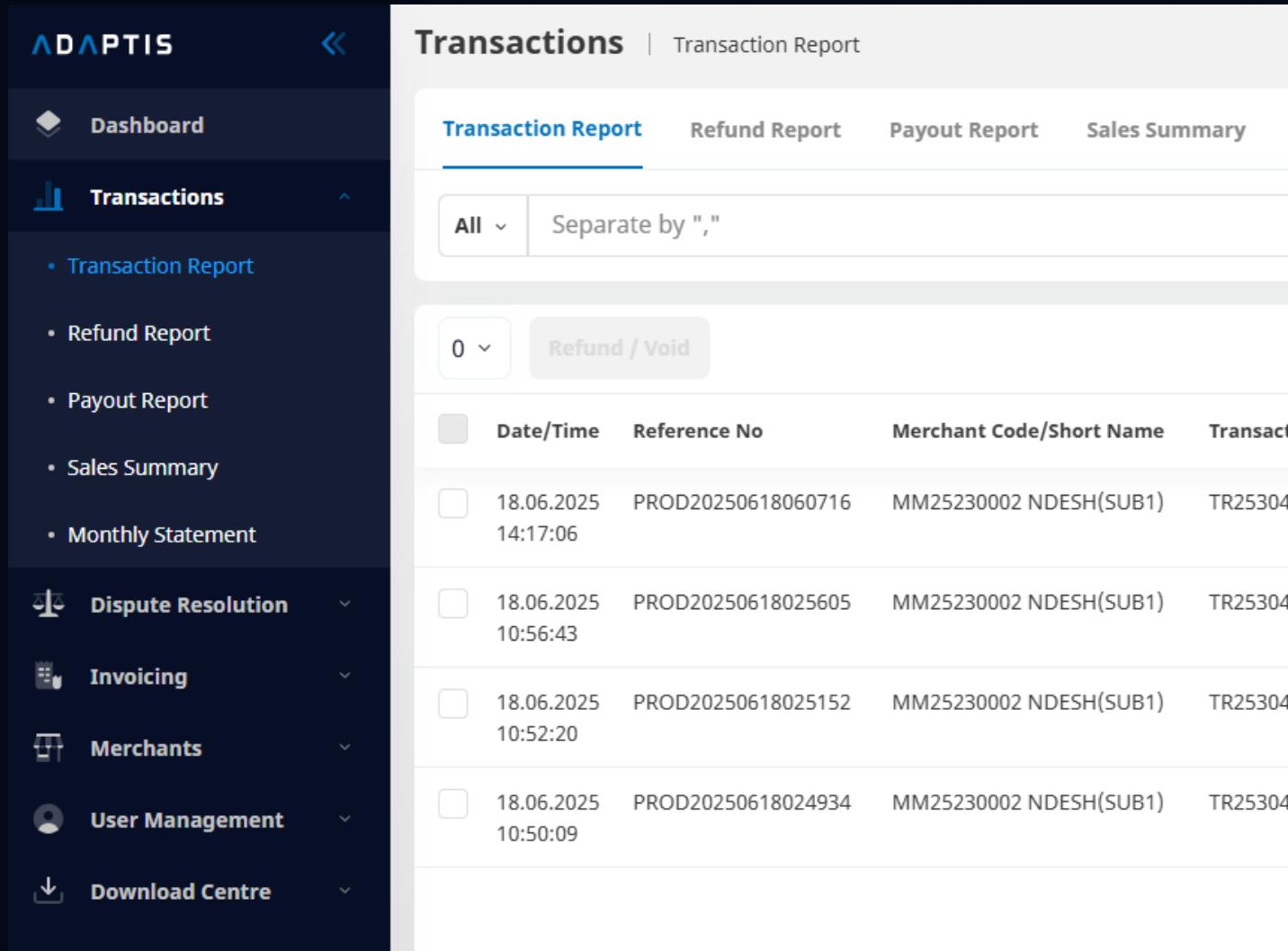
Navigation Panel

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



02

Transactions



The screenshot shows the ADAPTIS Transaction Report interface. The left sidebar has a dark theme with white text and icons. It includes links for Dashboard, Transactions (which is the active section), Refund Report, Payout Report, Sales Summary, and Monthly Statement. Other sections like Dispute Resolution, Invoicing, Merchants, User Management, and Download Centre are also listed. The main content area is titled 'Transactions' and 'Transaction Report'. It features a search bar with dropdowns for 'All' and 'Separate by ","'. Below this is a button for 'Refund / Void'. The main table lists five transactions with columns for Date/Time, Reference No, Merchant Code/Short Name, and Transaction ID. Each row includes a checkbox and a timestamp.

	Date/Time	Reference No	Merchant Code/Short Name	Transaction ID
<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.

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

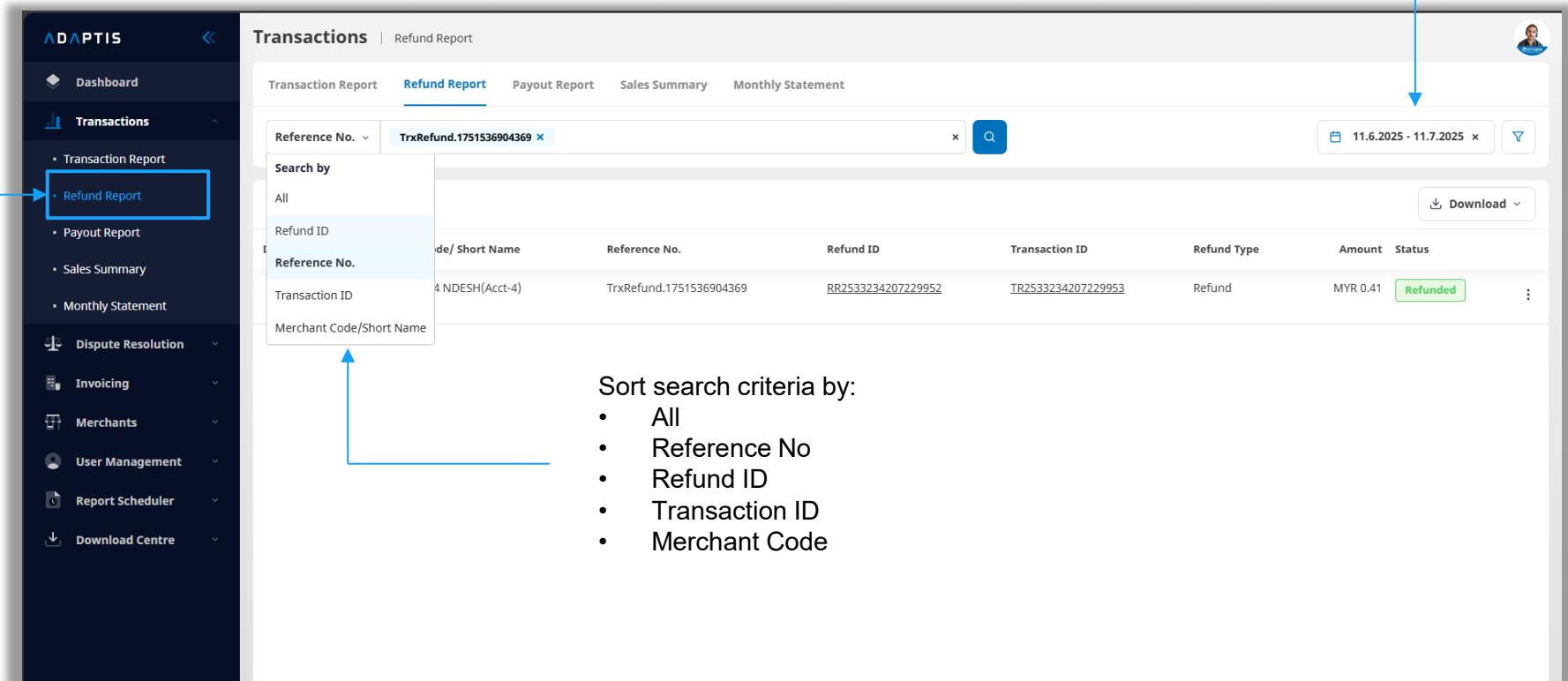
Transactions > Refund Report

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

Access Refund Report

Navigate to Transactions > Refund Report



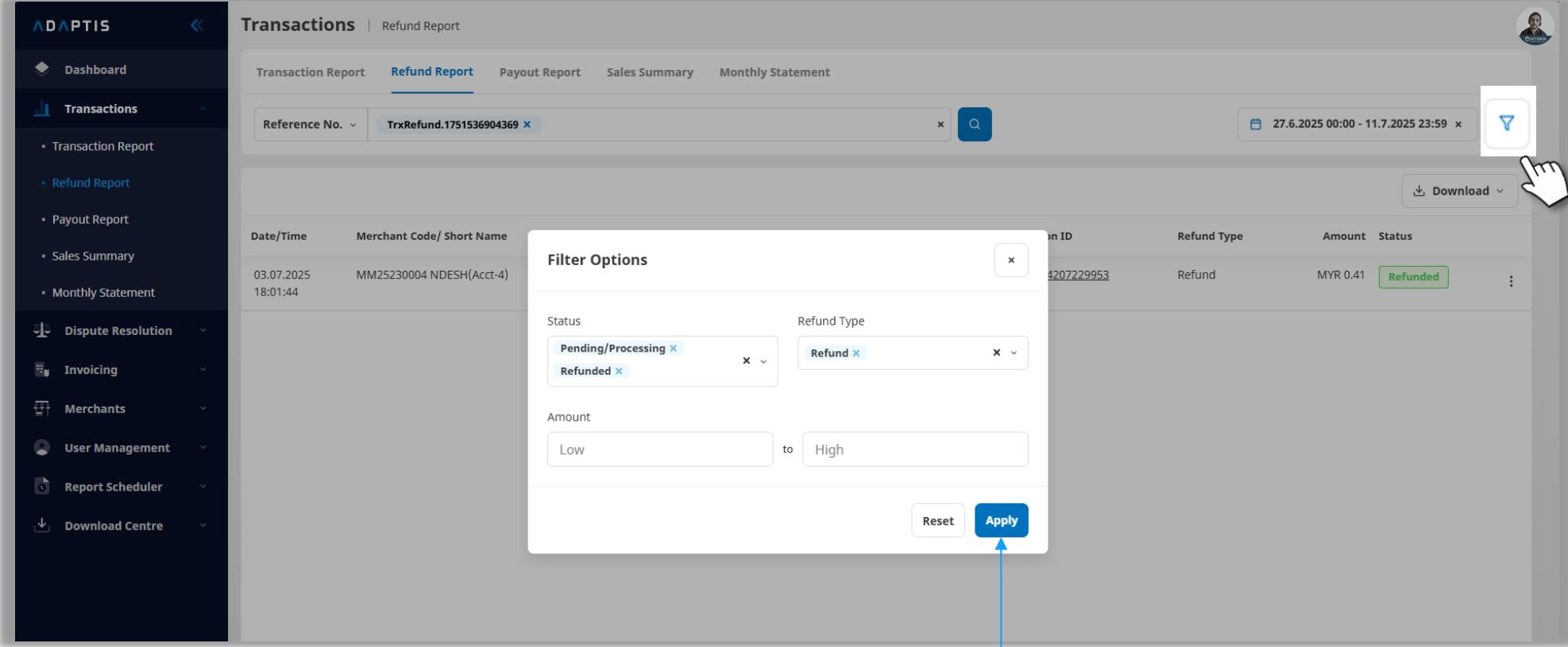
Filter Date Selection

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

Sort search criteria by

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

Transactions > Refund Report

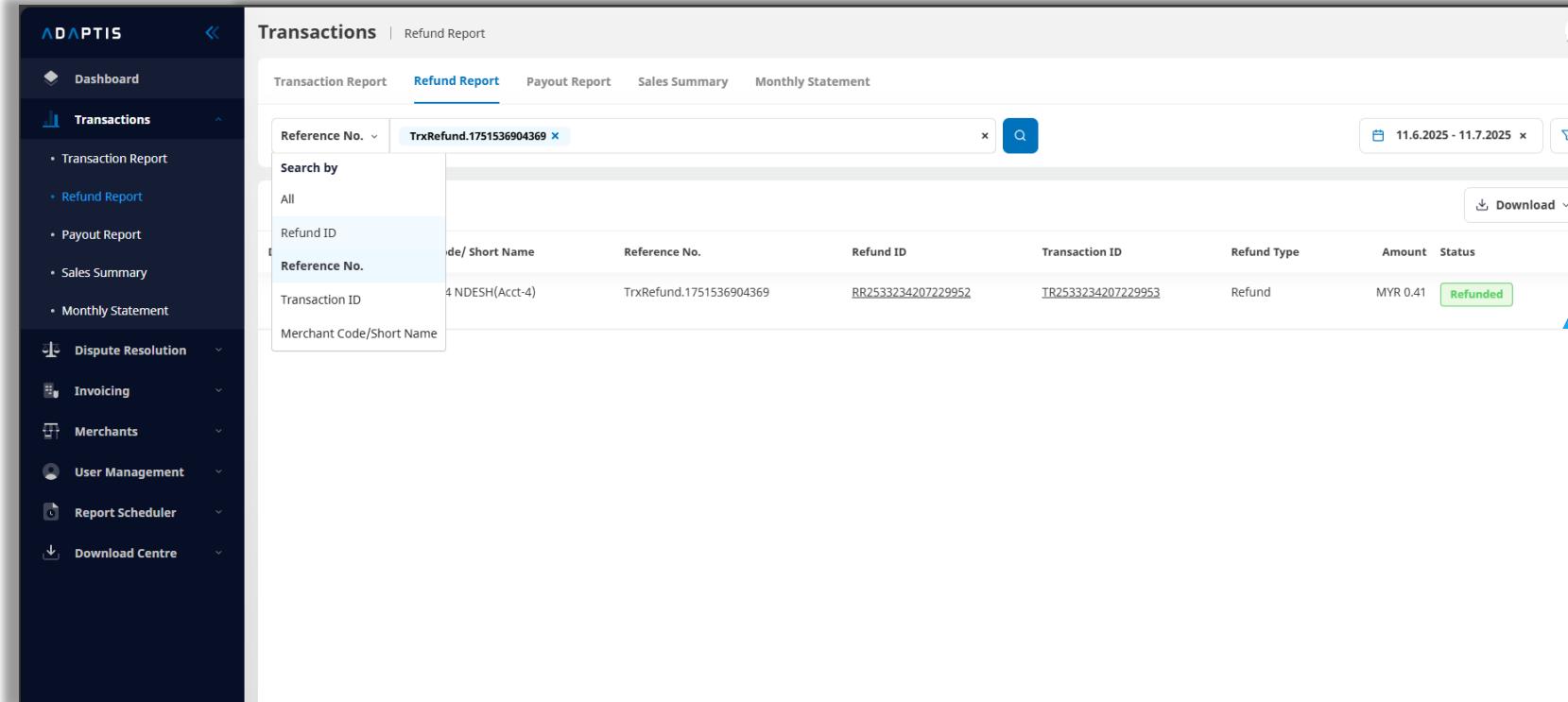


The screenshot shows the ADAPTIS platform interface for the Refund Report. The left sidebar contains navigation links for Dashboard, Transactions (selected), Payout Report, Sales Summary, Monthly Statement, Dispute Resolution, Invoicing, Merchants, User Management, Report Scheduler, and Download Centre. The main content area is titled 'Transactions | Refund Report' and includes tabs for Transaction Report, Refund Report (selected), Payout Report, Sales Summary, and Monthly Statement. A search bar with the reference number 'TrxRefund.1751536904369' and a date range from '27.6.2025 00:00 - 11.7.2025 23:59' is present. A 'Download' button with a filter icon is highlighted with a blue box and a callout 'Apply preferred filters.' A 'Filter Options' modal is open, showing filters for Status (Pending/Processing, Refunded), Refund Type (Refund), and Amount (Low to High). The 'Apply' button in the modal is also highlighted with a blue box and a callout 'Set & Save Filters'.

Set & Save Filters

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

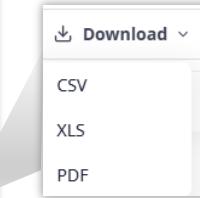
Transactions > Refund Report



The screenshot shows the ADAPTIS platform interface for the Refund Report. The left sidebar includes links for Dashboard, Transactions (selected), Payout Report, Sales Summary, Monthly Statement, Dispute Resolution, Invoicing, Merchants, User Management, Report Scheduler, and Download Centre. The main content area is titled 'Transactions | Refund Report' and shows a table of refund details. The table columns are: Refund ID, Reference No., Refund ID, Transaction ID, Refund Type, Amount, and Status. A 'Download' button is located in the top right corner of the report table. A blue arrow points from the 'Download' button to the 'Download' section in the expanded sidebar.

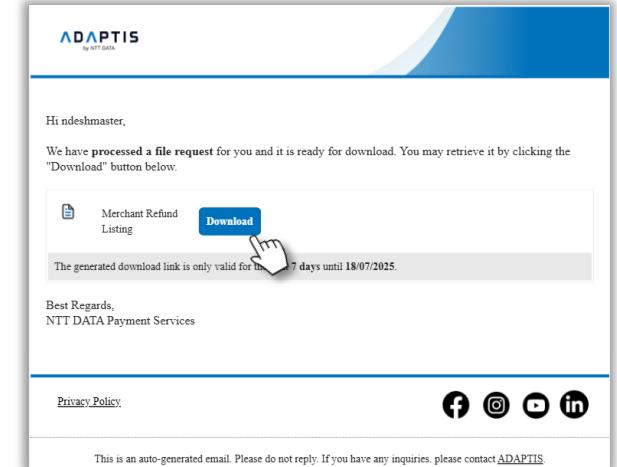
View Refund Details
View via 3 Dot Menu,
transaction row, or
Transaction ID link: Detailed
refund info displayed.

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



The screenshot shows a dropdown menu titled 'Download' with three options: CSV, XLS, and PDF.

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



The screenshot shows an email from ADAPTIS. The subject line is 'Merchant Refund Listing'. The body of the email says: '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.' A 'Download' button is highlighted with a mouse cursor. Below the button, it says: 'The generated download link is only valid for 7 days until 18/07/2025.' The email ends with 'Best Regards, NTT DATA Payment Services' and a footer with social media links and a privacy policy link.

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

Access Payout Report
Navigate to Transactions > Payout Report

Transaction ID	Merchant Code/Short Name	Transaction ID	Reference No.	Paybank	Amount
TR2534507990056960	5 NDESH(Acct-5)	TR253450710103534	OB (FPX:M2U)	MYR 3.00	
TR2534506842914816	MM25230005 NDESH(Acct-5)	TR253450710103421	eWallet (MaybankQR:Online)	MYR 1.80	
TR2534483757465600	MM25230002 NDESH(Acct-2)	TR2534483757465600	OB (FPX:M2U)	MYR 1.00	
TR2534483084279808	MM25230001 NDESH(Acct-1)	TR2534483084279808	OB (FPX:M2U)	MYR 1.00	
TR2534482631294976	MM25230001 NDESH(Acct-1)	TR2534482631294976	PROD20250710072226 eWallet (TnG:Online)	MYR 0.90	
TR2534481746296832	MM25230001 NDESH(Acct-1)	TR2534481746296832	PROD20250710071453 Cards (GHL:MPGS:3D)	MYR 1.00	
TR2534481723228160	MM25230002 NDESH(Acct-2)	TR2534481723228160	PROD20250710071429 eWallet (TnG:Online)	MYR 1.00	

Set Search Filters

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

Date Selection

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

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.

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.

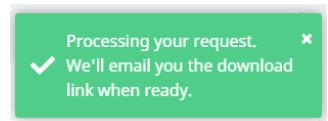
Access Sales Summary
Navigate to Transactions > Sales Summary

Generate Sales Summary Report

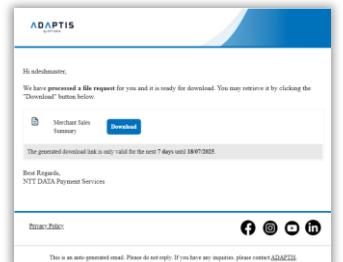
- Filter Date Range, Merchant Code and Payment Method according to required needs.
- Click Download to receive email containing the download link.

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.



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**

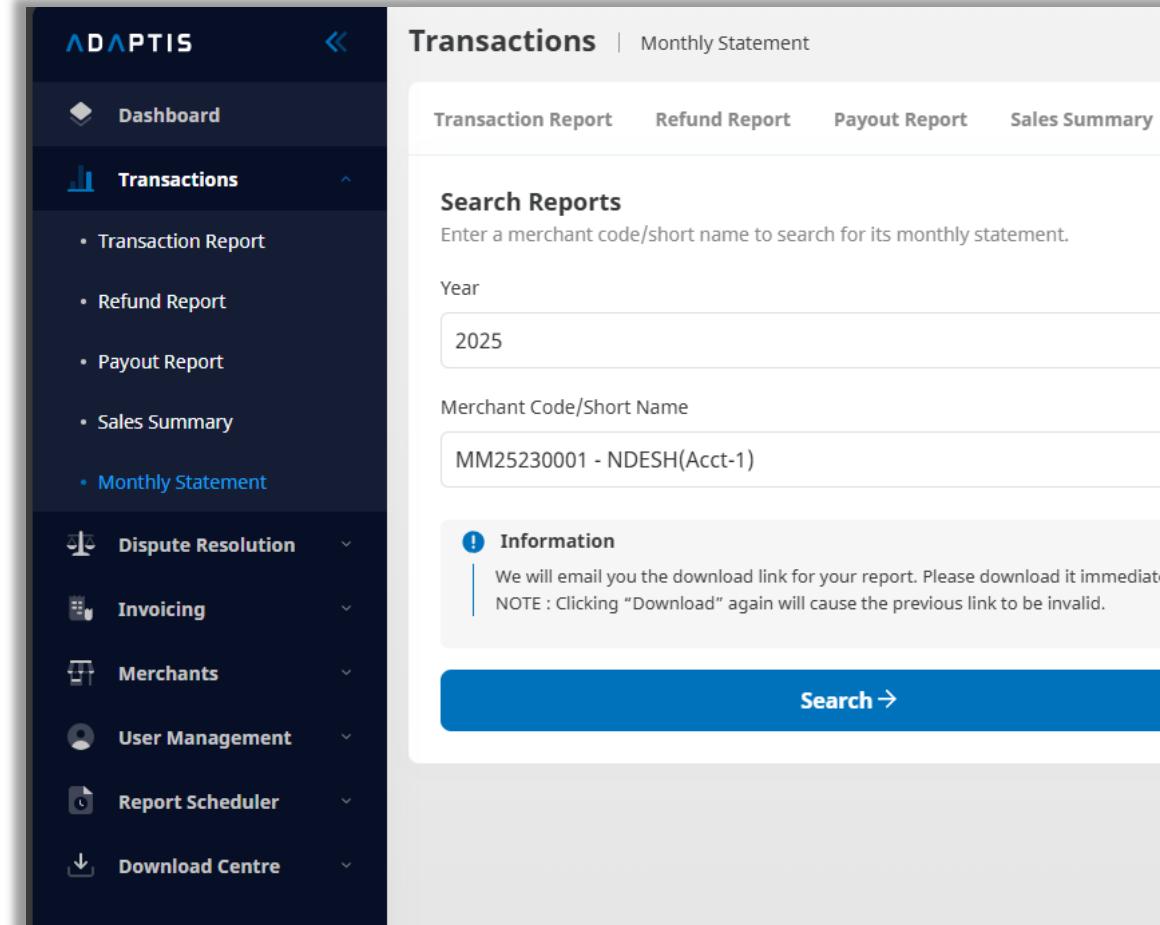
Merchants can search for monthly statements by selecting the relevant year and merchant code/short name, allowing for quick access to specific reports.

- **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.



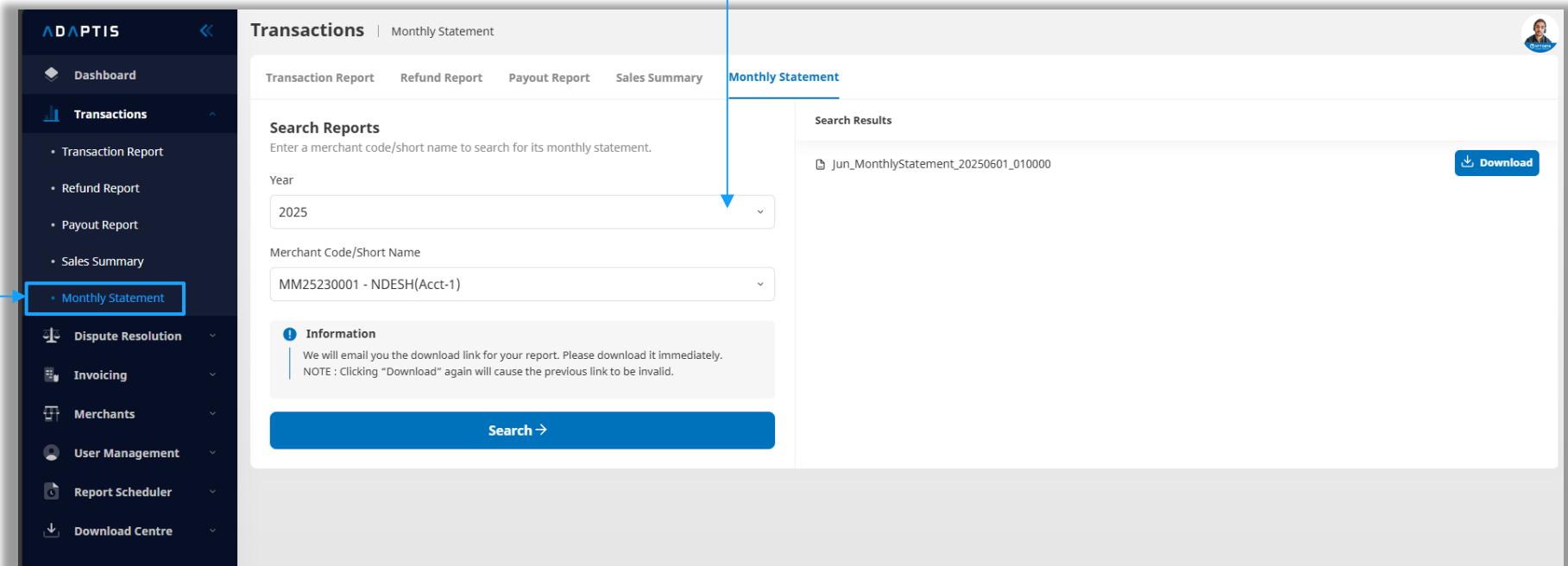
The screenshot shows the ADAPTIS platform interface. On the left is a dark sidebar with the ADAPTIS logo at the top. Below it are several menu items with icons: Dashboard (diamond), Transactions (bar chart), Dispute Resolution (scales), Invoicing (receipt), Merchants (person), User Management (user), Report Scheduler (clock), and Download Centre (down arrow). The 'Transactions' menu is expanded, showing sub-options: Transaction Report, Refund Report, Payout Report, Sales Summary, and Monthly Statement. The 'Monthly Statement' option is highlighted in blue. To the right of the sidebar is a light-colored main content area. At the top of this area, the text 'Transactions | Monthly Statement' is displayed. Below this are four buttons: 'Transaction Report', 'Refund Report', 'Payout Report', and 'Sales Summary'. Underneath these buttons is a section titled 'Search Reports' with the sub-instruction 'Enter a merchant code/short name to search for its monthly statement.' A 'Year' input field contains the value '2025'. Below the year field is a 'Merchant Code/Short Name' input field containing 'MM25230001 - NDES(HAcct-1)'. At the bottom of the main content area is a blue button with the text 'Search →'.

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

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

Transactions | Monthly Statement

Transaction Report Refund Report Payout Report Sales Summary Monthly Statement

Search Reports
Enter a merchant code/short name to search for its monthly statement.

Year
2025

Merchant Code/Short Name
MM25230001 - NDESH(Acct-1)

Information
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.

Search →

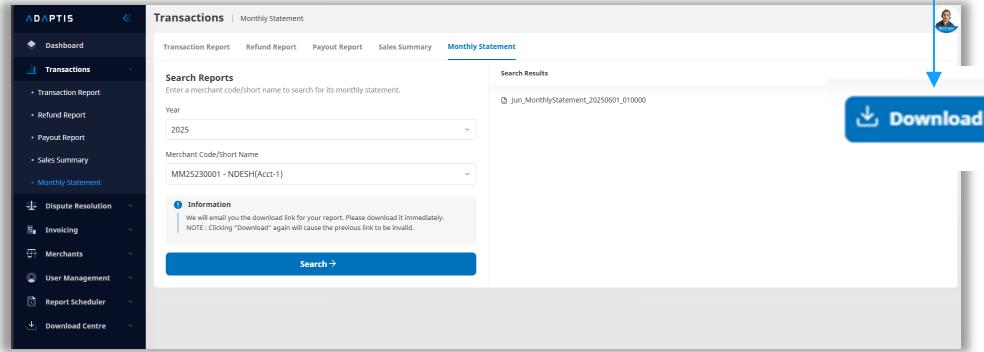
Search Results

Jun_MonthlyStatement_20250601_010000

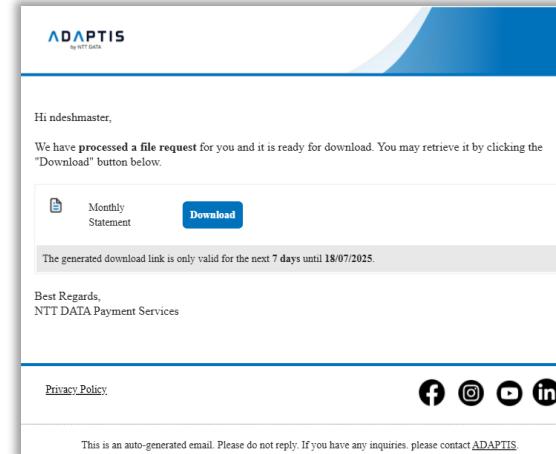
Download

Transactions > Monthly Statement

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



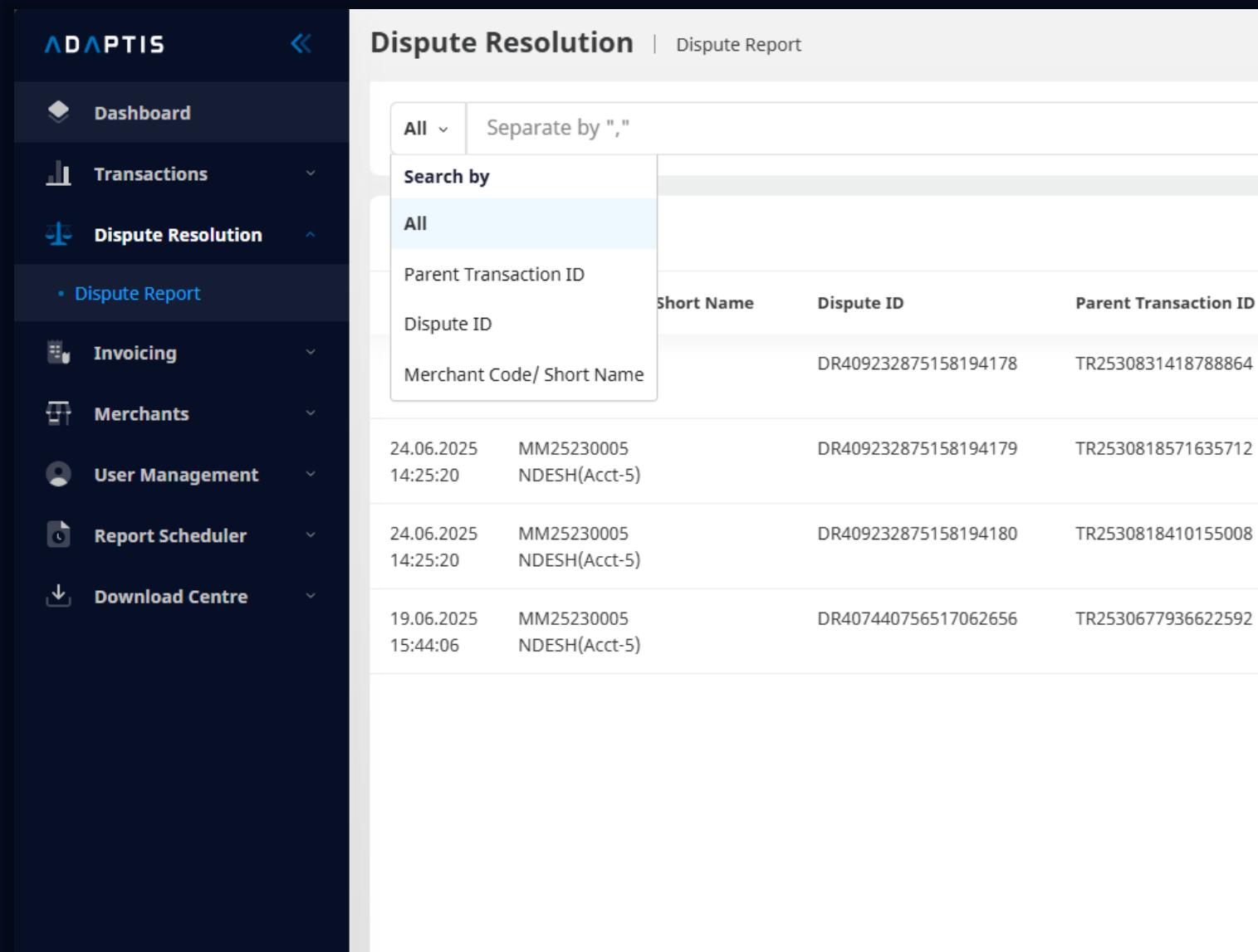
An email containing the download link will be sent.
Click "Download" to start downloading the file.



No	Date/Time	Transaction ID	Type	Amount	Transaction Fee	Other Fees	Tax	Refund Fee	Chargeback Fee	Payout	Total
20.1	2025-06-01 00:00:00	TR2530327426119680	Sales	5.10	1.00	0.00	0.00				0.00
21.2	2025-06-17 17:01:35	TR2530328315311218	Sales	2.50	1.00	0.00	0.00				4.10
22.3	2025-06-17 17:08:46	TR2530328315311218	Sales	2.50	1.00	0.00	0.00				1.50
23.4	2025-06-18 10:50:43	TR2530461867052032	Sales	2.10	1.00	0.01	0.00				1.09
24.5	2025-06-18 20:04:36	TR2530531347794944	Sales	2.35	1.00	0.01	0.00				1.34
25.6	2025-06-18 20:24:05	TR2530534095064064	Sales	2.45	0.04	0.01	0.00				2.40
26.7	2025-06-18 20:25:00	TR2530534273321984	Sales	0.10	0.00	0.00	0.00				0.10
27.8	2025-06-19 11:24:50	TR2530647364340736	Sales	3.10	0.05	0.01	0.00				3.04
28.9	2025-06-19 11:36:15	TR2530648559717376	Sales	3.10	0.04	0.01	0.00				3.05

03

Dispute Resolution



The screenshot shows the ADAPTIS software interface for Dispute Resolution. The left sidebar includes links for Dashboard, Transactions, Dispute Resolution (selected), Invoicing, Merchants, User Management, Report Scheduler, and Download Centre. The main 'Dispute Resolution' page has a 'Dispute Report' sub-link. The top navigation bar shows 'Dispute Resolution' and 'Dispute Report'. The search bar includes dropdowns for 'All' and 'Separate by ","'. The 'Search by' dropdown is set to 'All'. The table lists disputes with columns for Short Name, Dispute ID, and Parent Transaction ID. The data is as follows:

Short Name	Dispute ID	Parent Transaction ID
DR409232875158194178	TR2530831418788864	
DR409232875158194179	TR2530818571635712	
DR409232875158194180	TR2530818410155008	
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.

Short Name	Dispute ID	Parent Transaction ID	Payba...
DR409232875158194178	TR2530831418788864	Cards	24.06.2025 14:25:20 MM25230005 NDESH(Acct-5)
DR409232875158194179	TR2530818571635712	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

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

Short Name	Dispute ID	Parent Transaction ID	Paybank
24.06.2025 14:25:20 MM25230005 NDESH(Acct-5)	DR409232875158194178	TR2530831418788864	Cards (GHL:MPGS:N3D)
24.06.2025 14:25:20 MM25230005 NDESH(Acct-5)	DR409232875158194180	TR2530818410155008	Cards (GHL:MPGS:N3D)
19.06.2025 15:44:06 MM25230005 NDESH(Acct-5)	DR407440756517062656	TR2530677936622592	Cards (GHL:MPGS:N3D)

Dispute Resolution > Dispute Report

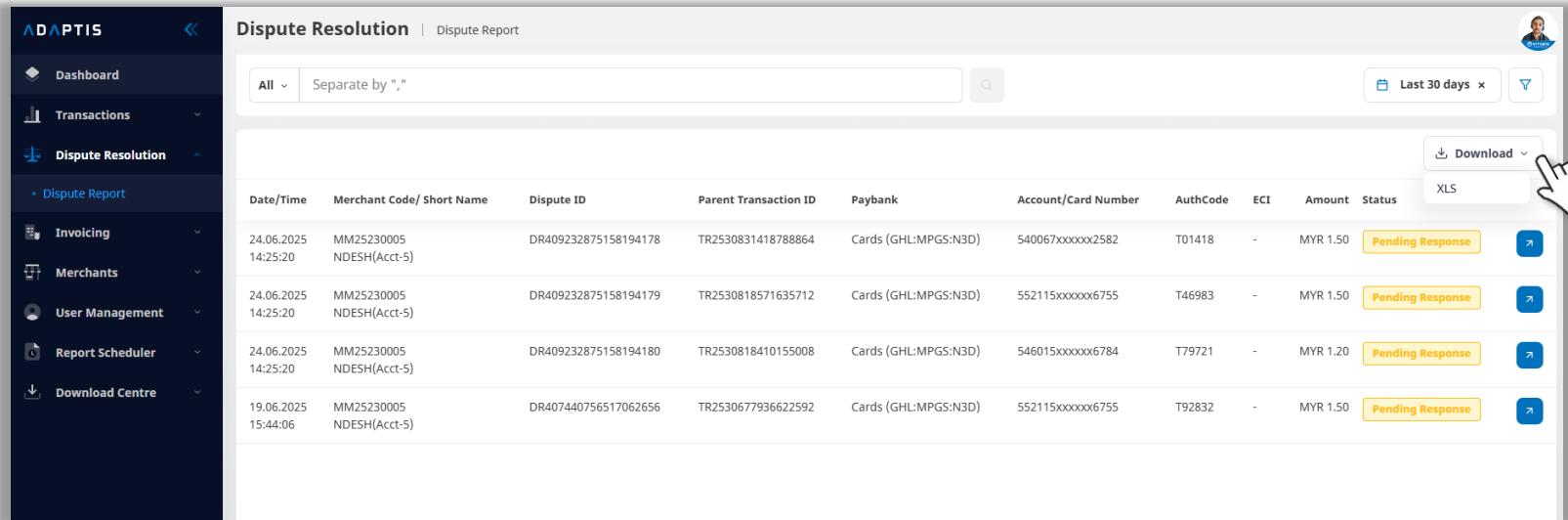
Filter Dispute Reports

Click on the filter icon.

The screenshot shows a table of dispute reports with columns: Date/Time, Merchant Code/ Short Name, Dispute ID, Parent Transaction ID, Paybank, Account/Card Number, AuthCode, ECI, Amount, and Status. A filter icon in the top right corner is highlighted with a blue box and a mouse cursor. A modal window titled 'Filter Options' is open, containing sections for 'Dispute Status' (with 'Pending Response' selected) and 'Paybank' (with 'Apple Pay', 'BNPL Atome', 'Cards (GP:Cybersource:ApplePay:3D)', 'Cards (GP:Cybersource:ApplePay:3D:PreAuth)', and 'Cards (ALB:MPGS:3D)'). A blue arrow points from the 'Paybank' section of the modal to a callout box.

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



Dispute Resolution | Dispute Report

All Separate by ","

Last 30 days

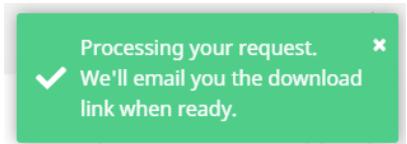
Date/Time Merchant Code/ Short Name Dispute ID Parent Transaction ID Paybank Account/Card Number AuthCode ECI Amount Status

24.06.2025 14:25:20	MM2523005 NDESH(Acct-5)	DR409232875158194178	TR2530831418788864	Cards (GHL:MPGS:N3D)	540067xxxxxx2582	T01418	-	MYR 1.50	Pending Response
24.06.2025 14:25:20	MM2523005 NDESH(Acct-5)	DR409232875158194179	TR2530818571635712	Cards (GHL:MPGS:N3D)	552115xxxxxx6755	T46983	-	MYR 1.50	Pending Response
24.06.2025 14:25:20	MM2523005 NDESH(Acct-5)	DR409232875158194180	TR2530818410155008	Cards (GHL:MPGS:N3D)	546015xxxxxx6784	T79721	-	MYR 1.20	Pending Response
19.06.2025 15:44:06	MM2523005 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.



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](#)

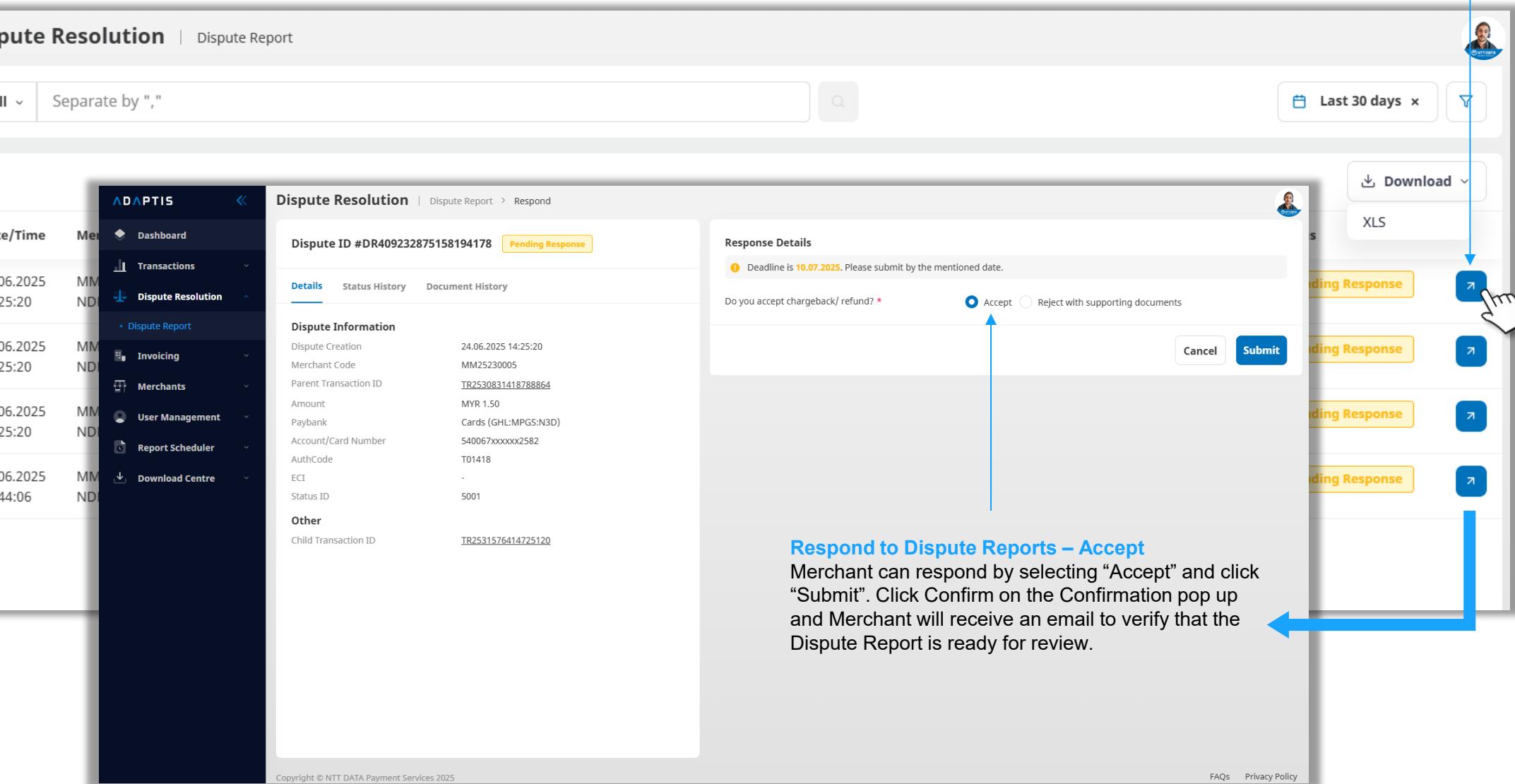
[Facebook](#) [Instagram](#) [YouTube](#) [LinkedIn](#)

This is an auto-generated email. Please do not reply. If you have any inquiries, please contact [ADAPTIS](#).

Dispute Report > Accept Dispute Report

Respond to Dispute Reports

Click on the blue arrow button.



The screenshot shows the ADAPTIS Dispute Resolution interface. On the left, a sidebar menu includes 'Dashboard', 'Transactions', 'Dispute Resolution' (selected), 'Invoicing', 'Merchants', 'User Management', 'Report Scheduler', and 'Download Centre'. The main area shows a dispute detail page for Dispute ID #DR409232875158194178, marked as 'Pending Response'. It lists dispute information: Dispute Creation (24.06.2025 14:25:20), Merchant Code (MM25230005), Parent Transaction ID (TR253083141878864), Amount (MYR 1.50), Paybank (Cards (GHL:MPGS:N3D)), Account/Card Number (540067xxxxx2582), AuthCode (T01418), ECI (-), Status ID (5001), and Child Transaction ID (TB2531576414725120). A modal window titled 'Response Details' is open, showing a deadline of 10.07.2025 and a question 'Do you accept chargeback/ refund? *'. Two radio buttons are shown: 'Accept' (selected) and 'Reject with supporting documents'. Below the modal is a list of 'Pending Response' disputes with a 'Responding Response' button and a blue arrow icon. The bottom of the screen shows a footer with links for 'FAQs' and 'Privacy Policy'.

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.

Dispute Report > Reject Dispute Report

Respond to Dispute Reports

Click on the blue arrow button.

Dispute Resolution | Dispute Report

Separate by ","

Last 30 days

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: TR253083141878864
- 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.

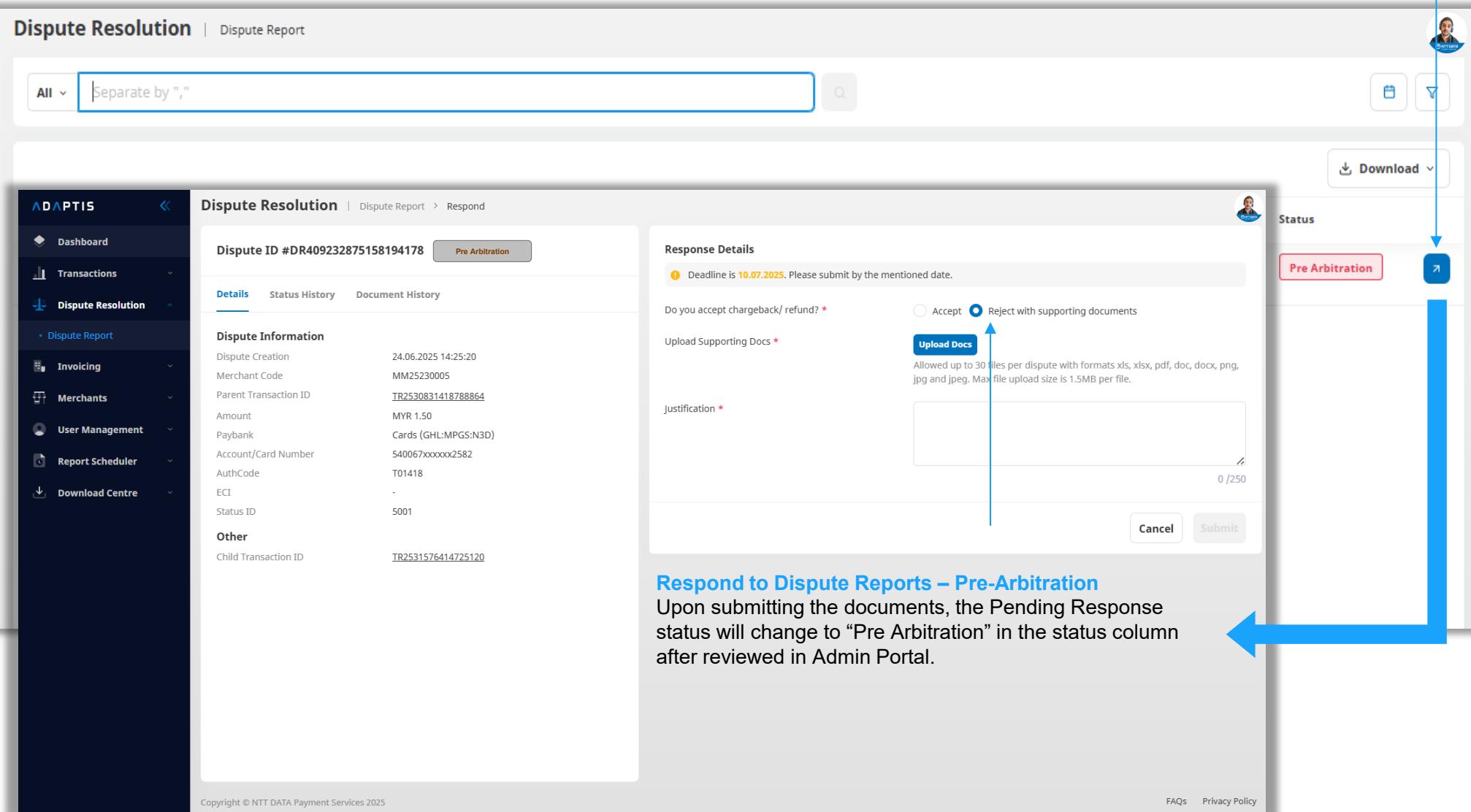
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FAQs Privacy Policy

Dispute Report > Submit Pre-Arbitration Response

Respond to Dispute Reports

Click on the blue arrow button.



Dispute Resolution | Dispute Report

All | Separate by ","

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: [TR253083141878864](#)
- 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 – 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

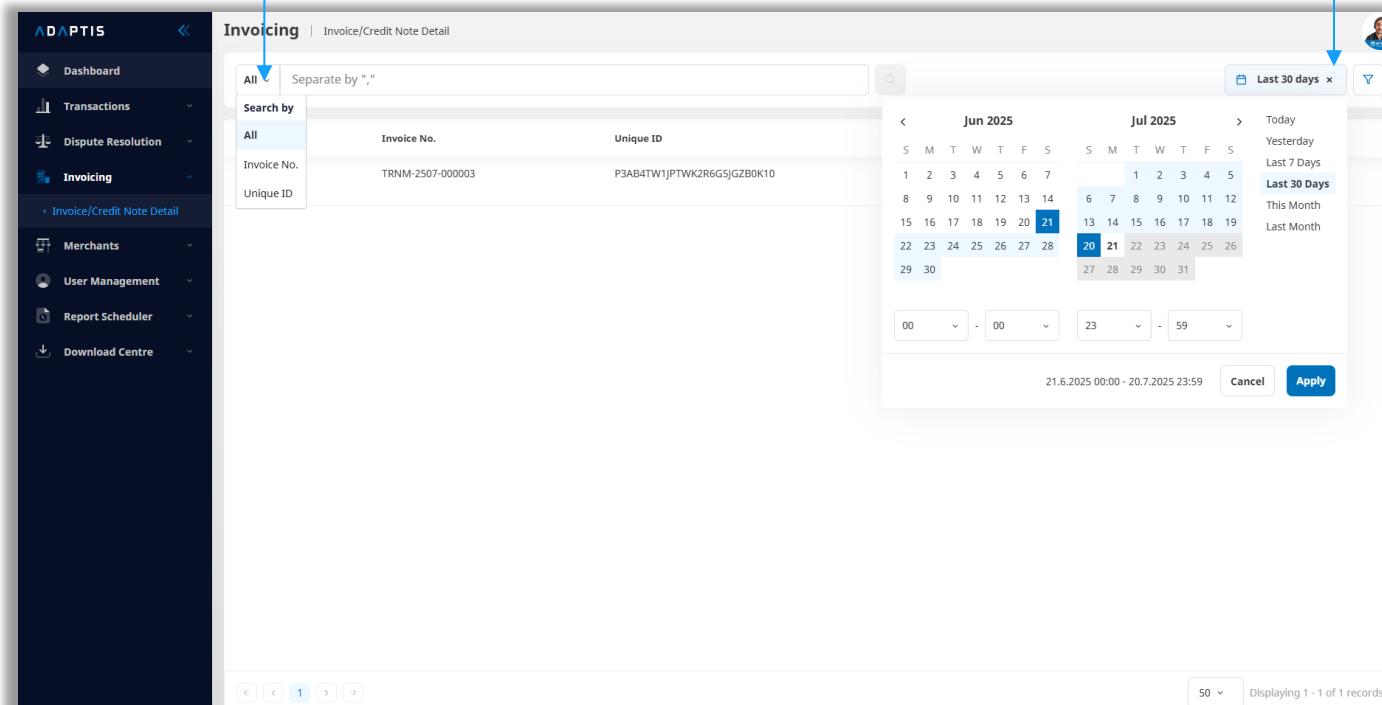
Invoicing

Invoicing | Invoice/Credit Note Detail

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.



The screenshot shows the Invoicing module's search interface. At the top, there is a search bar with a placeholder 'Separate by ","'. Below it, a dropdown menu is open, showing 'All' as the selected option. To the right of the dropdown is a table with two columns: 'Invoice No.' and 'Unique ID'. Under 'Invoice No.', the value 'TRNM-2507-000003' is listed, and under 'Unique ID', the value 'P3AB4TW1JPTWK2R6G5jGZB0K10' is listed. To the right of the table is a date range selector for 'Last 30 days'. Below the table is a calendar for June and July 2025. At the bottom of the interface, there are buttons for 'Cancel' and 'Apply'.

Set Search Filters

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

Advanced Filtering Options

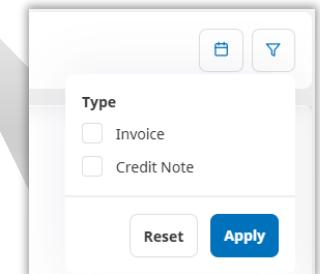
Merchants can apply custom filters by date range, status (e.g., paid, unpaid), or report type to quickly locate specific invoices or credit notes, reducing the time spent on manual searches.

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

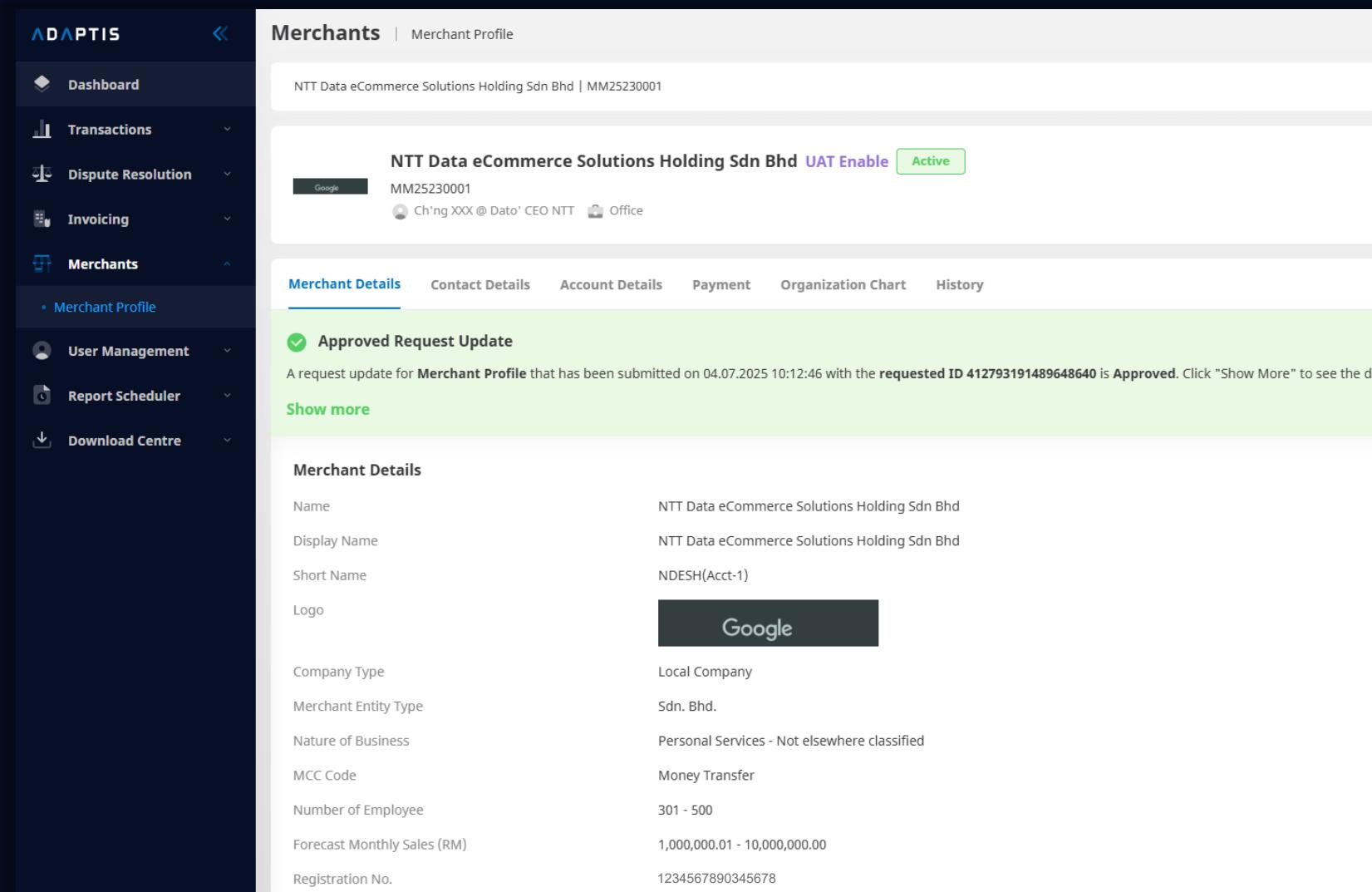


The screenshot shows a modal dialog for filtering invoice type. It has a title bar with a close button. Below the title is a section labeled 'Type' with two checkboxes: 'Invoice' and 'Credit Note'. At the bottom of the modal are 'Reset' and 'Apply' buttons.

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



The screenshot shows the ADAPTIS platform interface for managing merchants. The left sidebar includes links for Dashboard, Transactions, Dispute Resolution, Invoicing, Merchants (selected), Merchant Profile, User Management, Report Scheduler, and Download Centre. The main content area is titled 'Merchants | Merchant Profile' for 'NTT Data eCommerce Solutions Holding Sdn Bhd | MM25230001'. It displays the merchant's name, UAT status (UAT Enable Active), and contact information (MM25230001, Ch'ng XXX @ Dato' CEO NTT, Office). The 'Merchant Details' tab is active, showing the following data:

Merchant Details	Value
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.	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

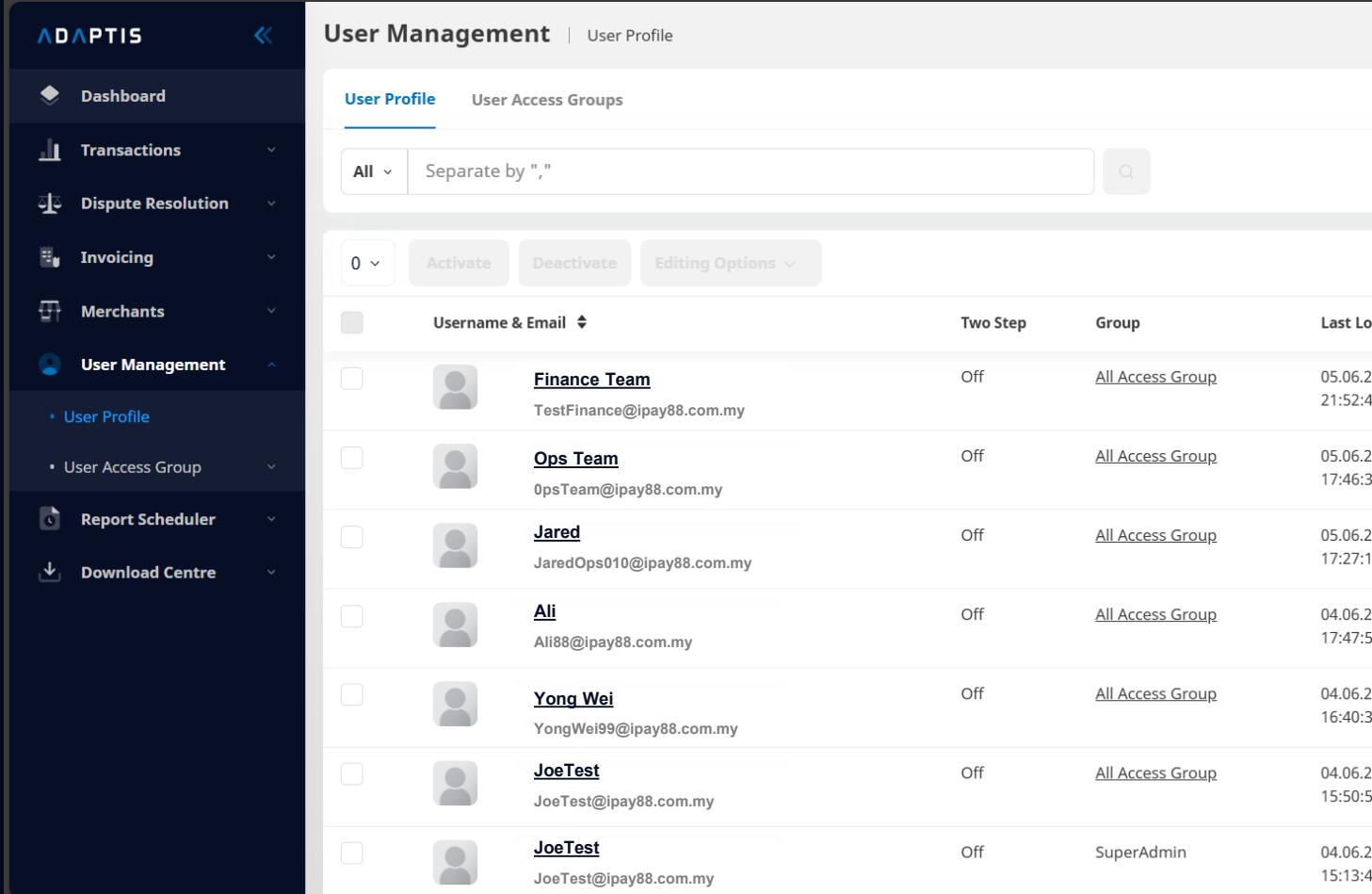
View Merchant Profile Details

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.

06

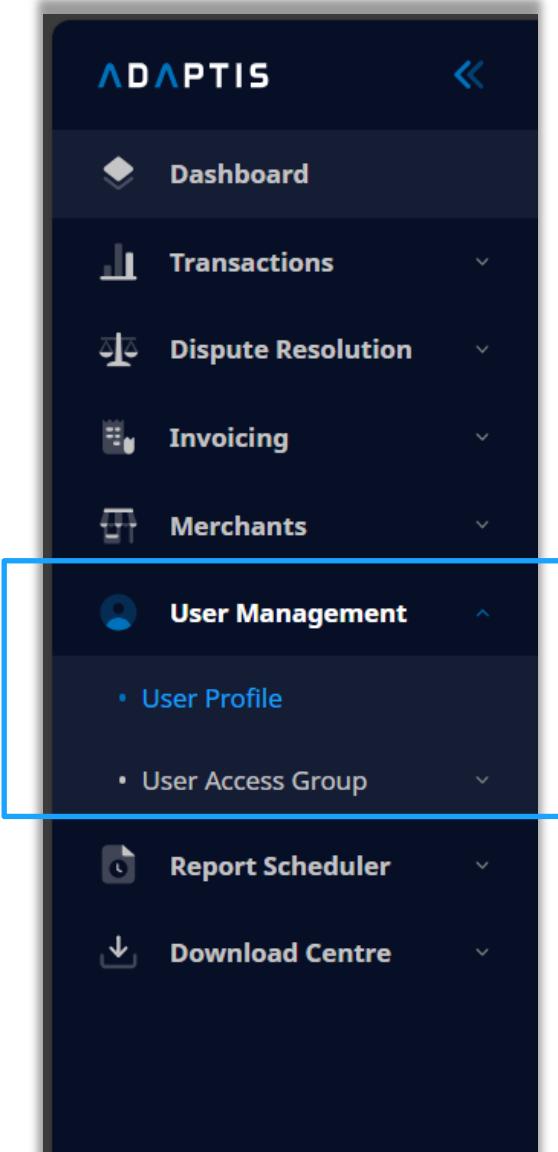
User Management



The screenshot shows the ADAPTIS User Management interface. The left sidebar contains a navigation menu with items: Dashboard, Transactions, Dispute Resolution, Invoicing, Merchants, User Management (selected), User Profile, User Access Group, Report Scheduler, and Download Centre. The main content area is titled 'User Management' and 'User Profile'. It features a search bar with a placeholder 'Separate by ","' and a button to 'Activate', 'Deactivate', and 'Editing Options'. A table lists eight user profiles:

	Username & Email	Two Step	Group	Last Logon
<input type="checkbox"/>	<u>Finance Team</u> TestFinance@ipay88.com.my	Off	All Access Group	05.06.21:52:43
<input type="checkbox"/>	<u>Ops Team</u> OpsTeam@ipay88.com.my	Off	All Access Group	05.06.21:46:31
<input type="checkbox"/>	<u>Jared</u> JaredOps010@ipay88.com.my	Off	All Access Group	05.06.21:27:11
<input type="checkbox"/>	<u>Ali</u> Ali88@ipay88.com.my	Off	All Access Group	04.06.21:47:51
<input type="checkbox"/>	<u>Yong Wei</u> YongWei99@ipay88.com.my	Off	All Access Group	04.06.21:40:31
<input type="checkbox"/>	<u>JoeTest</u> JoeTest@ipay88.com.my	Off	All Access Group	04.06.21:50:51
<input type="checkbox"/>	<u>JoeTest</u> JoeTest@ipay88.com.my	Off	SuperAdmin	04.06.21:13:41

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

User Management | User Profile

User Profile User Access Groups

All Separate by " "

Activate Deactivate Editing Options

Download + Add User

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

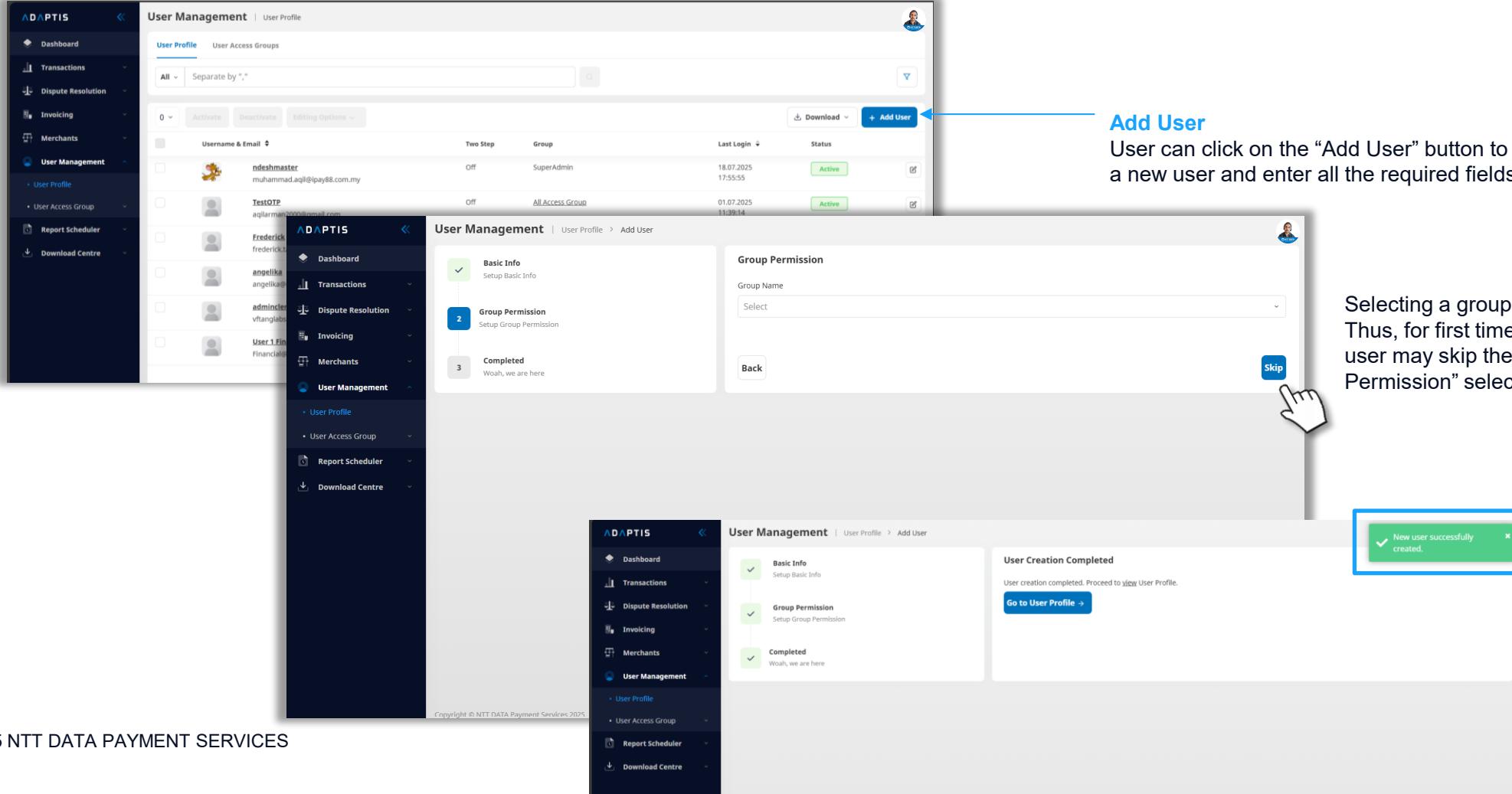
To view a user

Click User Profile and select user to view details.

User Access Groups

Organise users and set access rights.

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

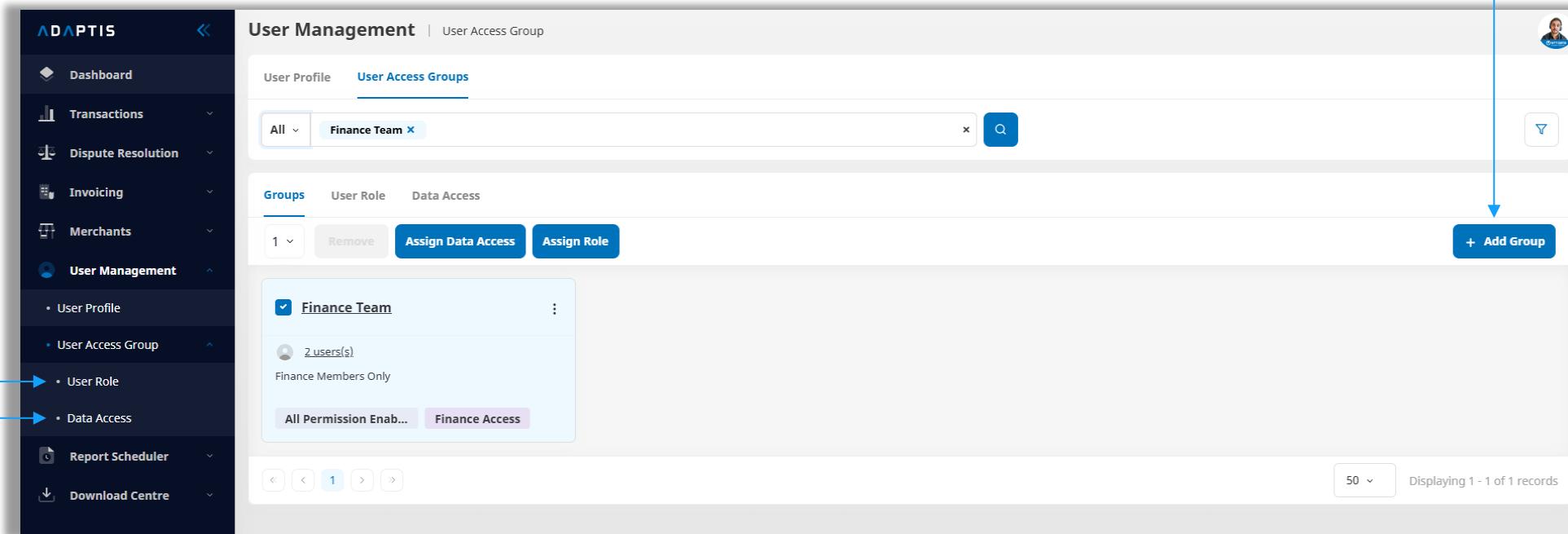
User Profile: MFA (Two Step) / Activate / Deactivate / Delete / Search / Download

- 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

Add Group

Group Name * Risk Team

Description * This Group is for Risk Team members only.

Permissions

Role * All Permission Enabled

Data Access * All Data Access

User Profile

User Name List

Selected User Name
adminclerk

Selected User Name

Selected User Name
adminclerk

0/0 users selected

1 user(s) selected

Cancel **Save**

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

Add User Role

Role Name * Risk 5/30

Description * Role for Risk Team 18/100

Permissions

Administrator Access Select All

Module	Create	Update	View
Dashboard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transaction	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Merchants	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<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"/>	<input checked="" type="checkbox"/>
Invoicing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Payment Link	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Cancel **Save**

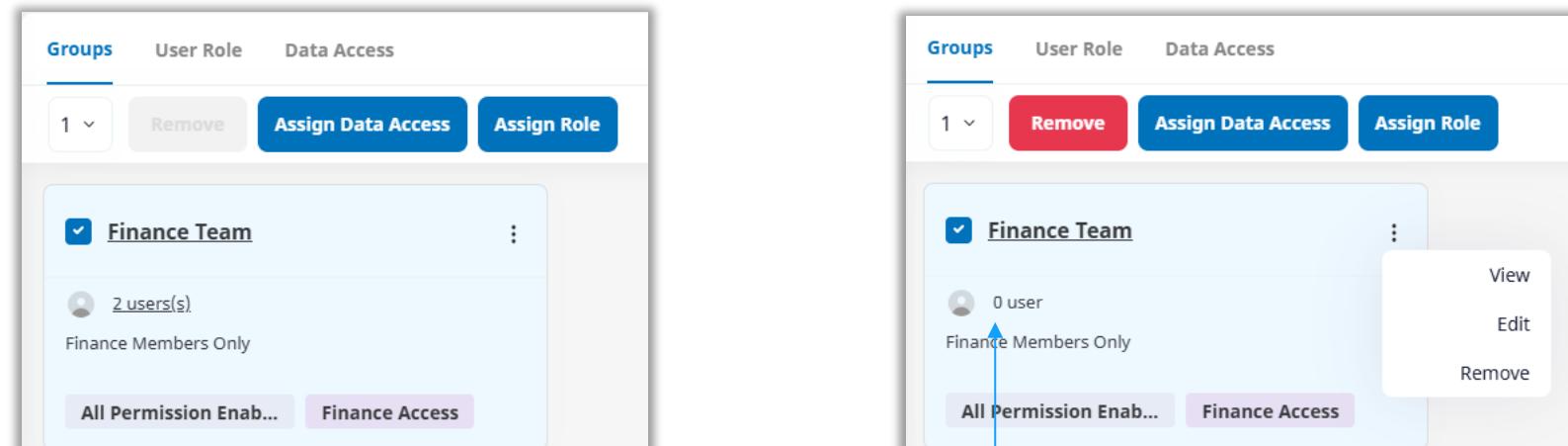
Fill in the required fields

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

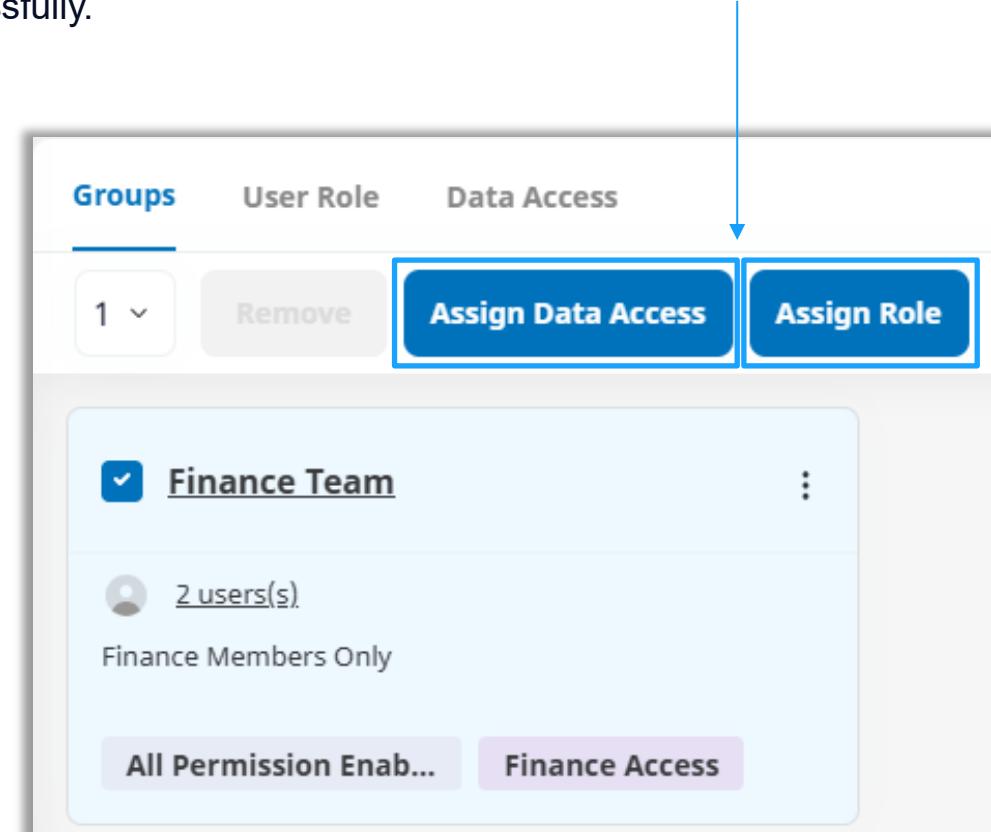
Create and manage User Roles to assign specific permissions to users based on their responsibilities. This feature allows organizations to control access rights, ensuring that users can only view, create, or update the modules relevant to their role. By organizing users into defined roles, administrators 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 shows the ADAPTIS User Management interface. The left sidebar is a navigation menu with the following structure:

- Dashboard
- Transactions
- Dispute Resolution
- Invoicing
- Merchants
- User Management
 - User Profile
 - User Access Group
 - User Role
 - Data Access
- Report Scheduler
- Download Centre

The 'User Access Group' and 'Data Access' items under 'User Management' are highlighted in blue, indicating they are selected. The main content area is titled 'Add Data Access'. It contains the following fields and components:

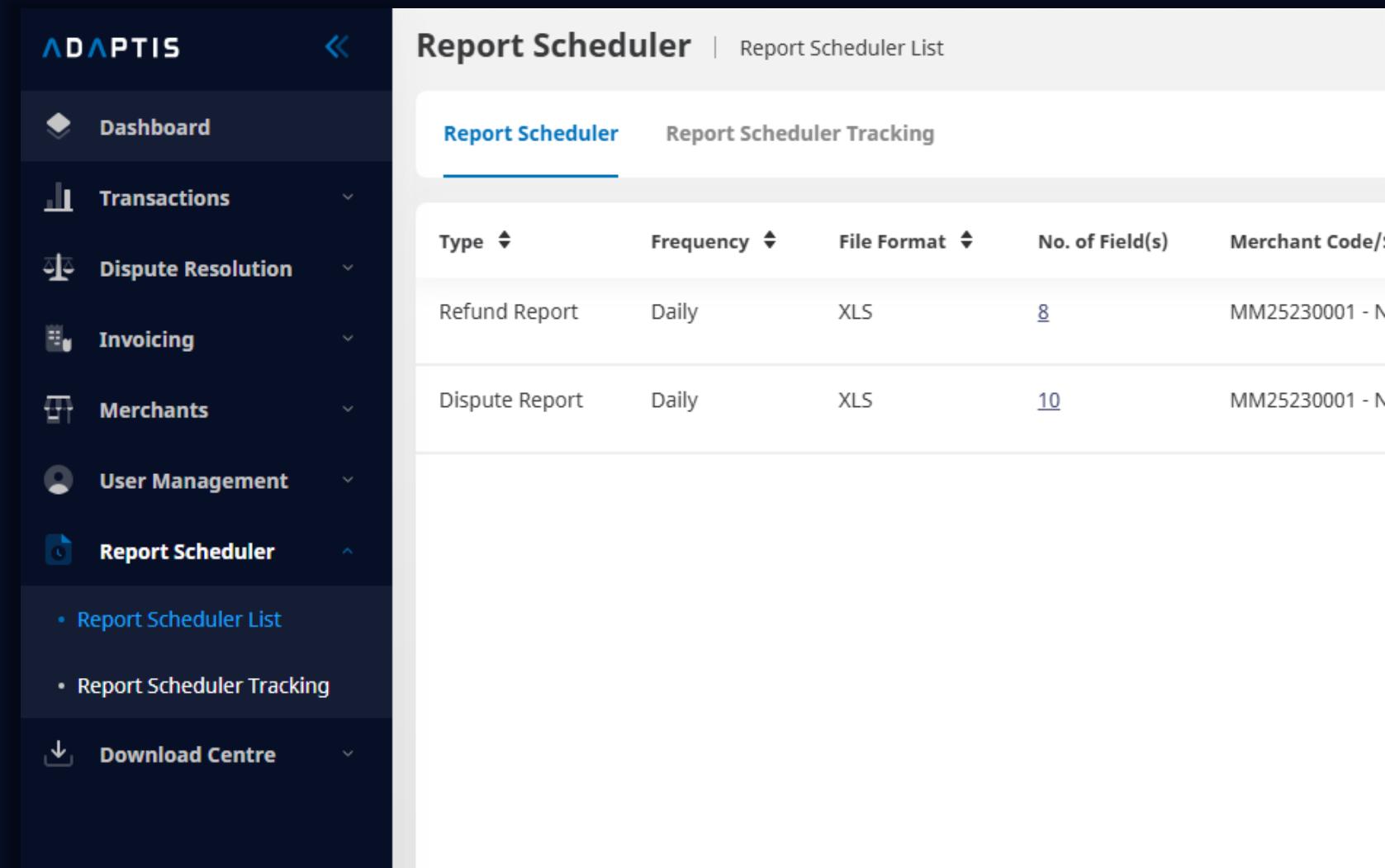
- 'Data Access Name' input field with a character count of 0/50.
- A radio button group for 'Merchant Code/ Short Name' with options 'Specific Merchant(s)' (selected) and 'All Merchants'.
- 'Merchants List' table with columns 'Merchants Code' and 'Merchants Short Name'. It includes a search bar and a note: 'Search "ALL" to display all Merchants'. The message '0 selection from 0 merchant(s)' is displayed.
- 'Selected Merchants' table with columns 'Merchants Code' and 'Merchants Short Name'. It includes a search bar and a note: 'No merchant selected'. The message '0 merchant(s) selected' is displayed.
- Navigation buttons between the lists: a double-left arrow, a double-right arrow, a left arrow, a right arrow, and a circular arrow.
- Buttons at the bottom: 'Cancel' and '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

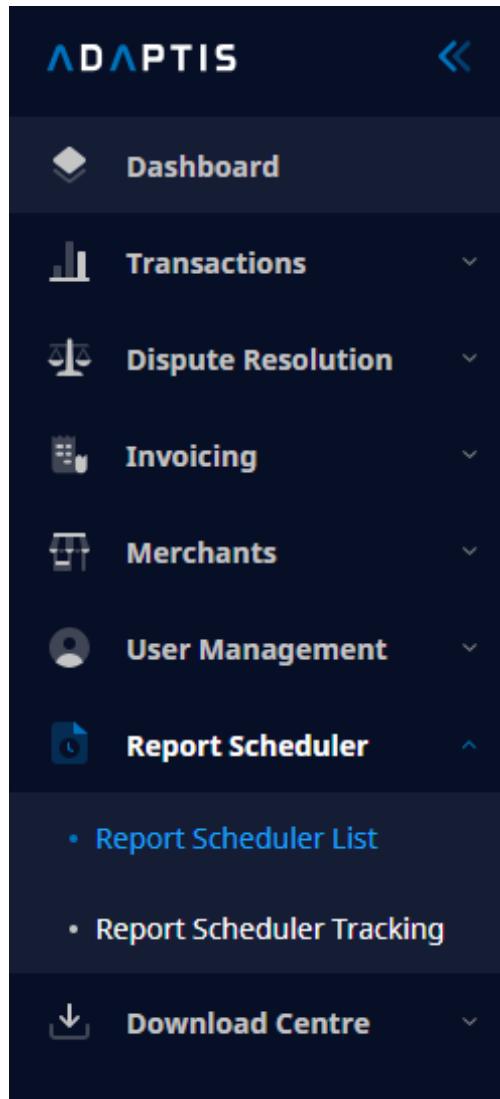


The screenshot shows the ADAPTIS Report Scheduler interface. The left sidebar contains a navigation menu with the following items:

- Dashboard
- Transactions
- Dispute Resolution
- Invoicing
- MERCHANTS
- User Management
- Report Scheduler
 - Report Scheduler List
 - Report Scheduler Tracking
- Download Centre

The main content area is titled "Report Scheduler" and "Report Scheduler List". It displays a table with the following data:

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

Access Report Scheduler List
Navigate 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.

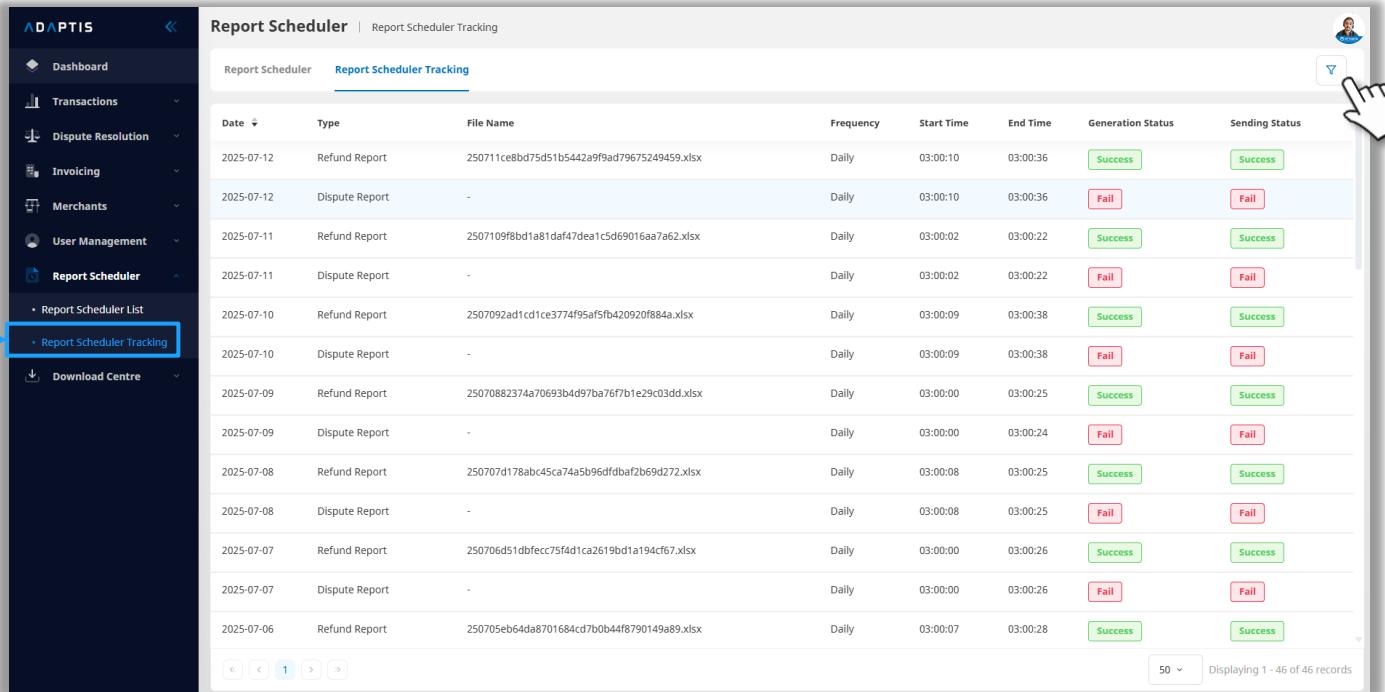
Report Scheduler List Menu
Click on the 3 Dot Menu to View, Edit and Remove a Report Scheduler.

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	Active

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



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	25070882374a70693b4d979ba76f7b1e29c03dd.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	250706d51dbfecc75f4d1ca2619bd1a194cf67.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

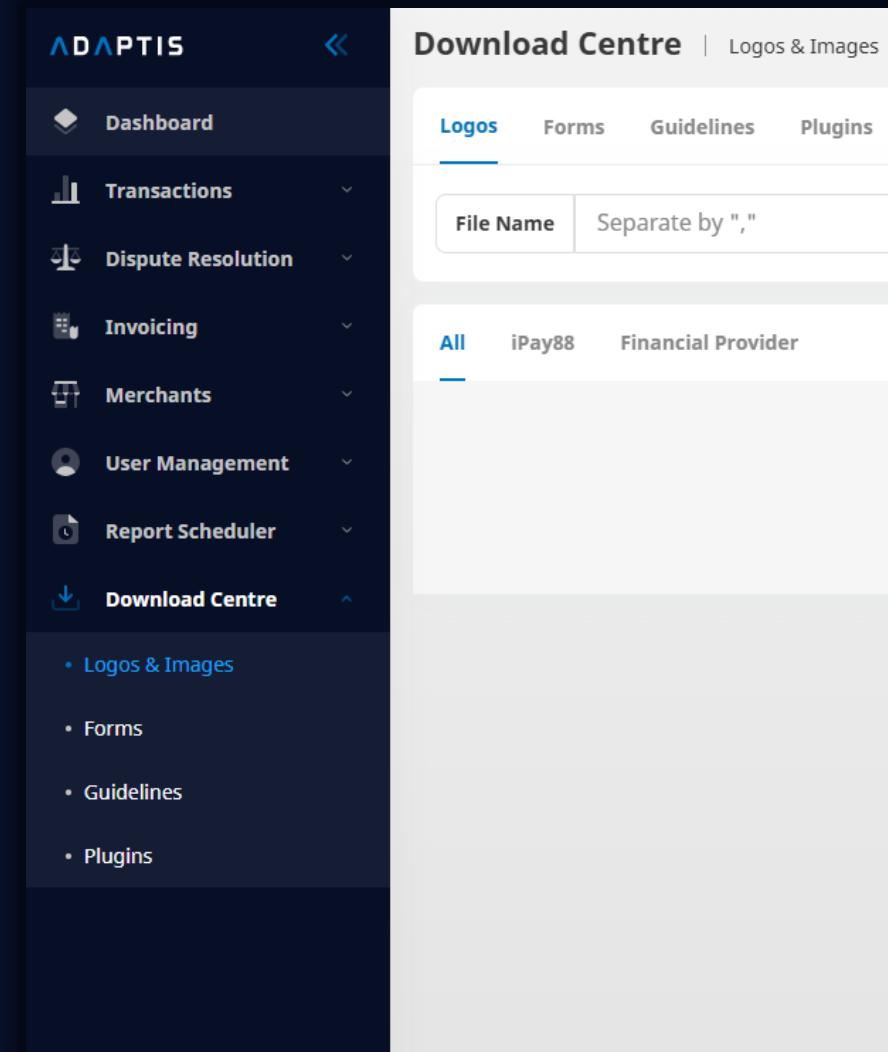
Access Report Scheduler Tracking
Navigate Report Scheduler > Report Scheduler Tracking

Filter Reports

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

08

Download Centre



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

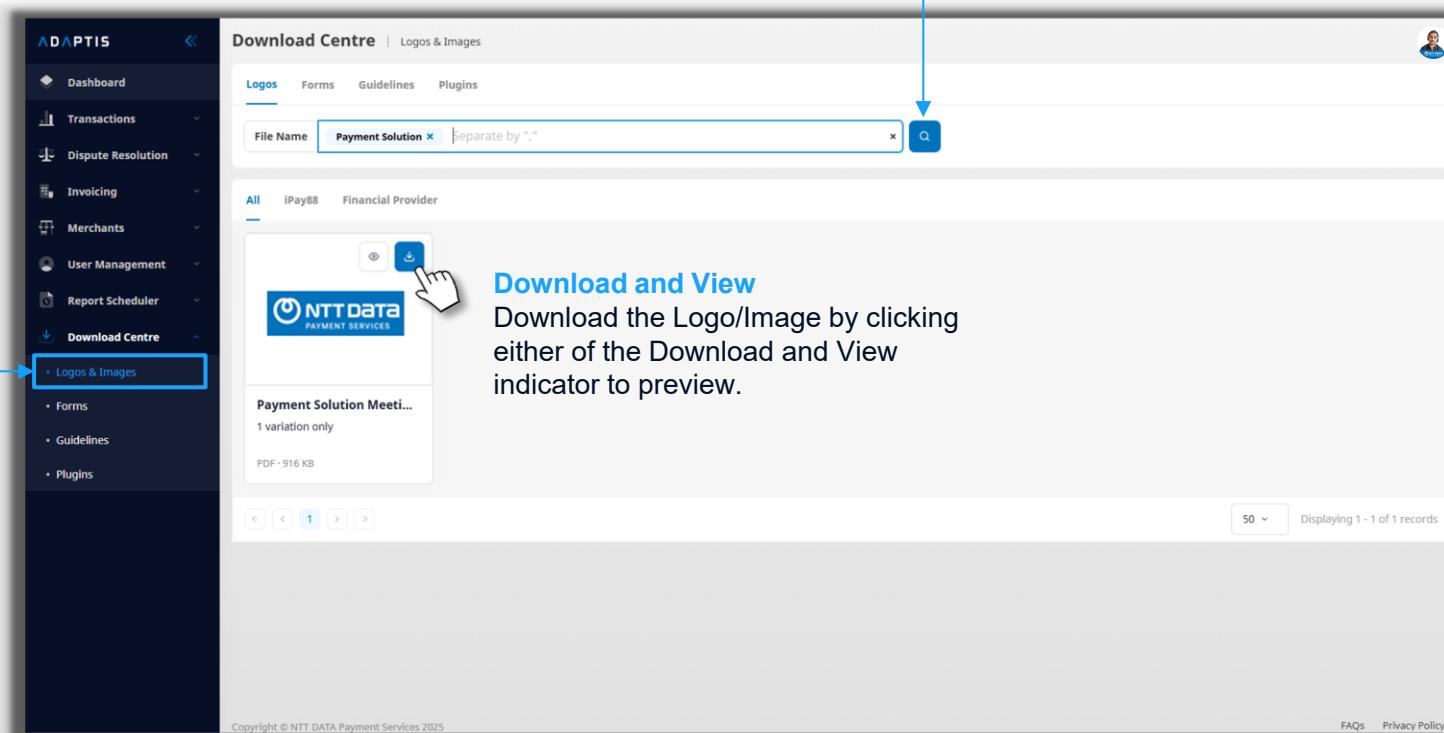
Download Centre > Logos & Images

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

Search File Name

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



Access Logos & Images
Navigate Download Centre > Logos & Images

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

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

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

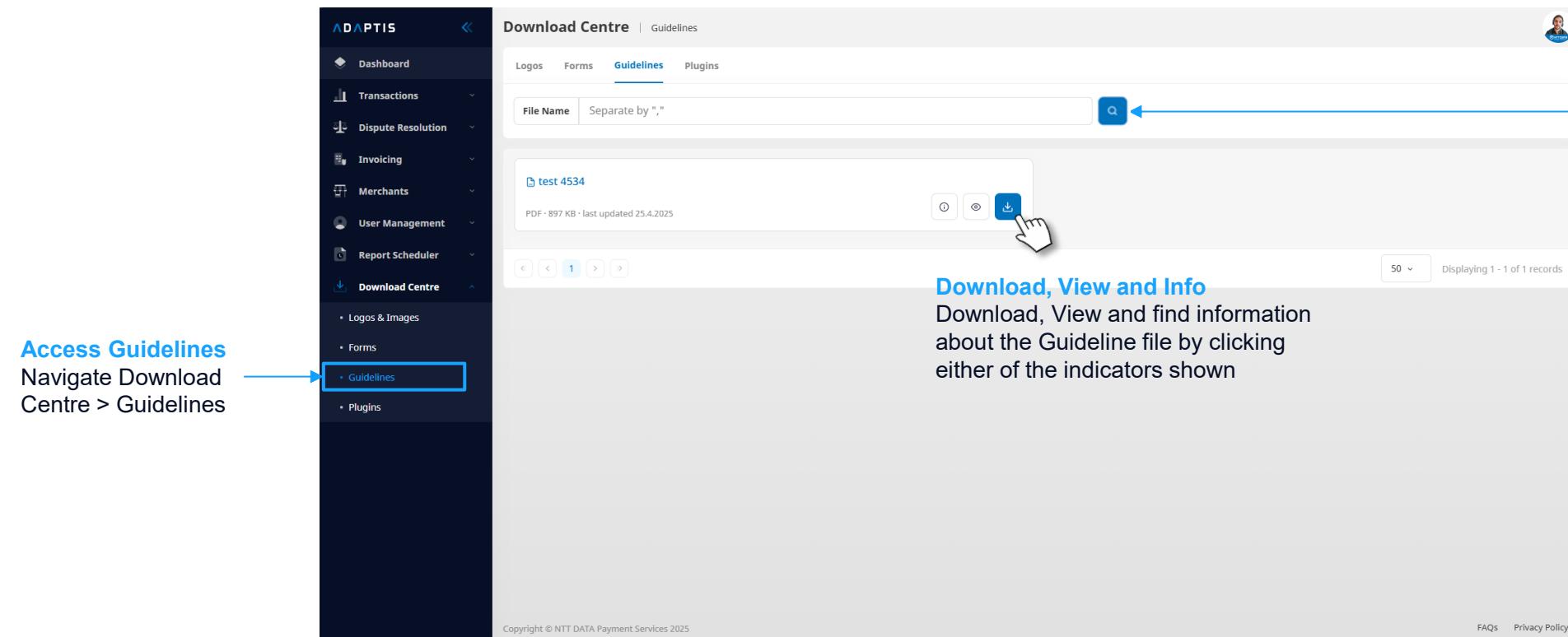
Search File Name
Search for files by entering the file name in the search bar.

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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