



**Merchant Portal
Training guide
V1.0**

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1. Background

Whether you're selling your products online, on social media, in-store or out of the boot of your car, we can help you accept payments safely and seamlessly.

Once you start receiving payments, we created a portal for you to manage your devices and transactions. You will be able to track daily sales, download documents and, in the future, send receipts via email. You can download your merchant statements and export your transaction history.

The Merchant Portal allows you to view all your transactions and sales, across all your Vodacom payment solutions (VodaPay Max and VodaPay Chop-Chop).

If you're an existing merchant, please see section 10 for important enhancements to the functionality and screen navigation.

Access the Merchant Portal on:

<https://vodapay.vodacom.co.za/merchant/index.html#/>



2. How to login

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View and manage your
business transactions online
One portal, one view, one solution.

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Help...

Login to your account

Merchant ID

Password/OTP

First time user? [Click here.](#)

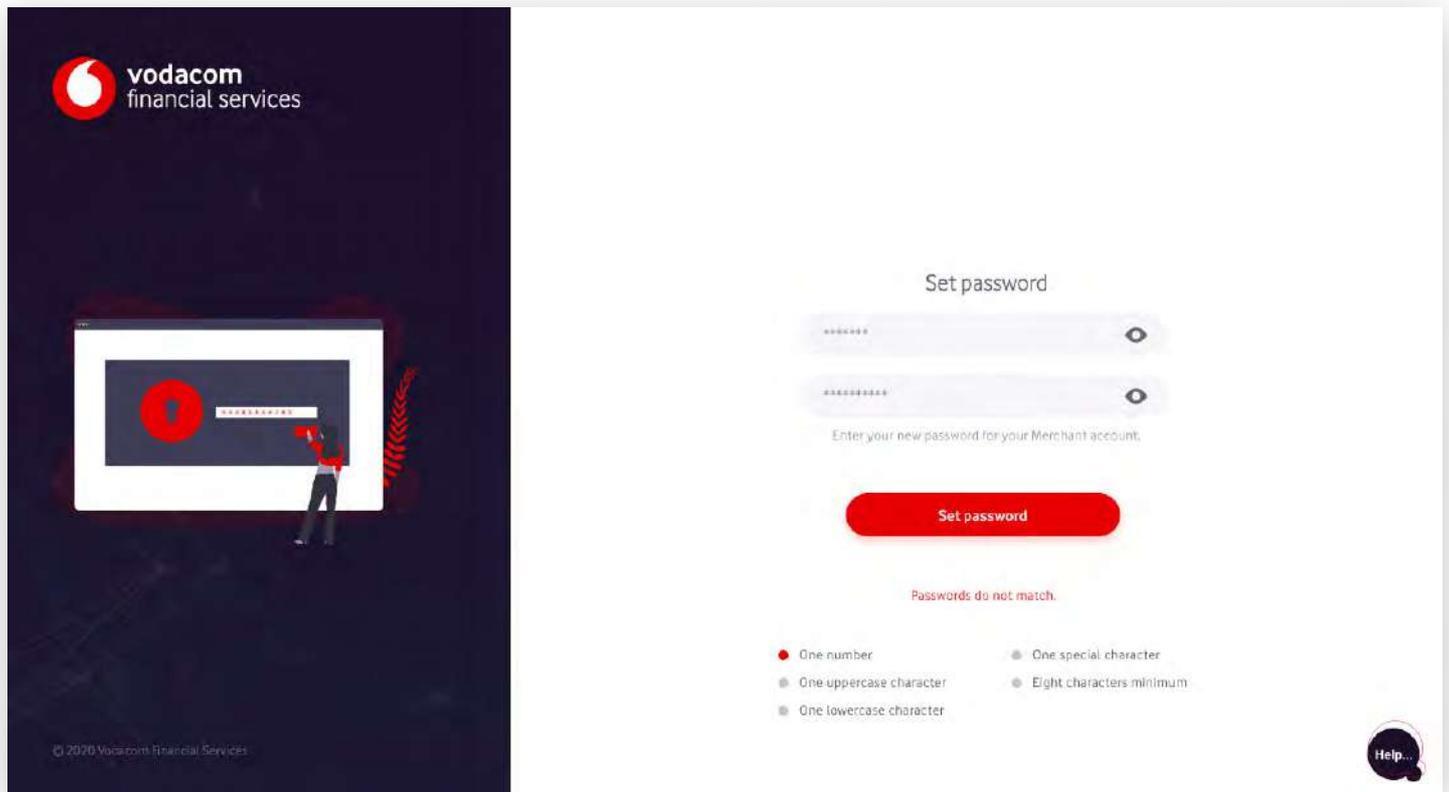
Login

Forgot password? [Request reset here.](#)

First time user

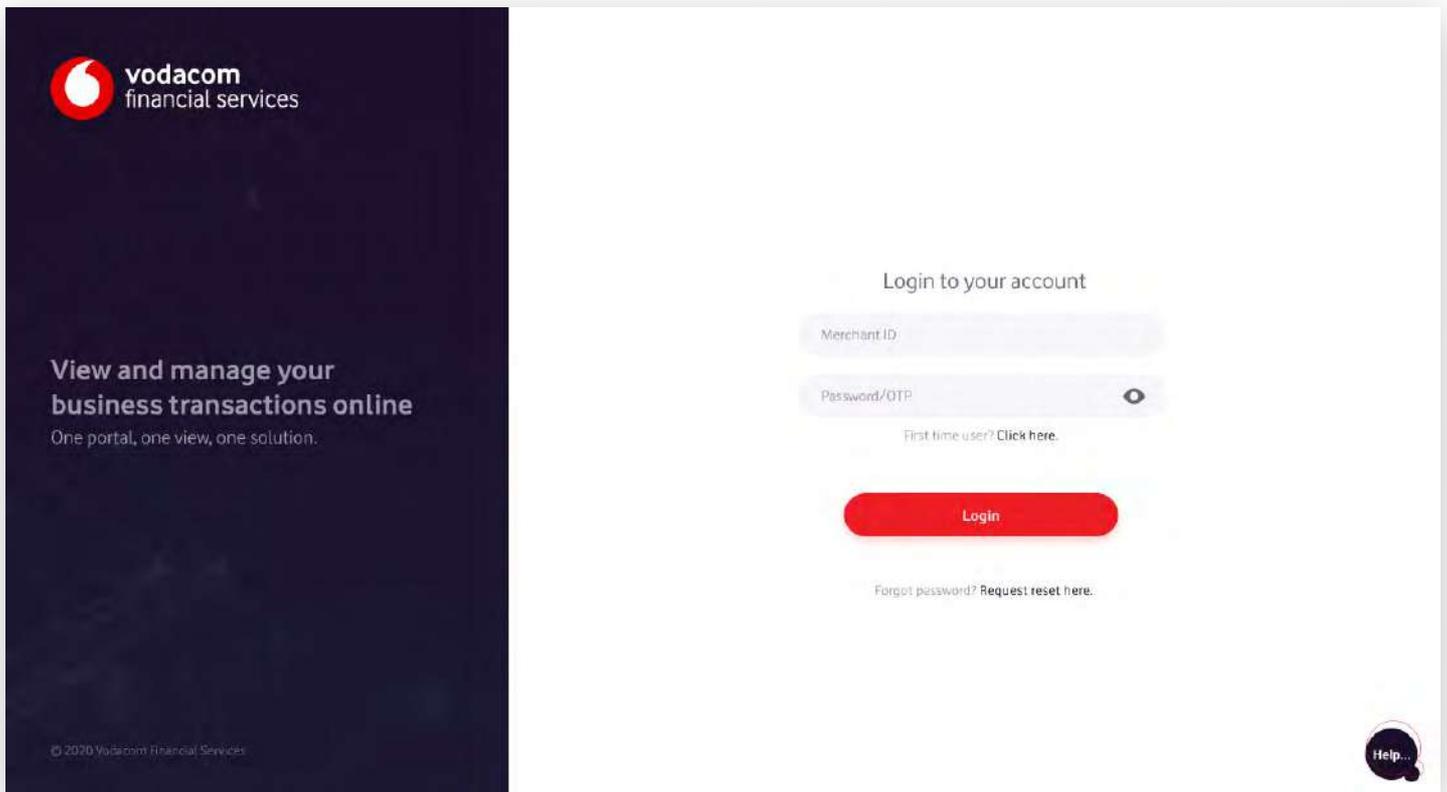
- 1** Once you have successfully been onboarded, you will receive an email with your Merchant ID, and your one time password will be sent to your cell phone number.
- 2** Enter your Merchant ID in the field labelled “Merchant ID”. The Merchant ID is 15 characters long and begins with “VPS” e.g. VPS123412341234. Enter your one time password (OTP) in the field labelled “Password/OTP”
- 3** If your OTP has expired, you can retrieve a new OTP by clicking on the “first time user” link. You will then be requested to provide your Merchant ID, if you have a valid Merchant ID a new OTP will be sent to your mobile number.

Set your password

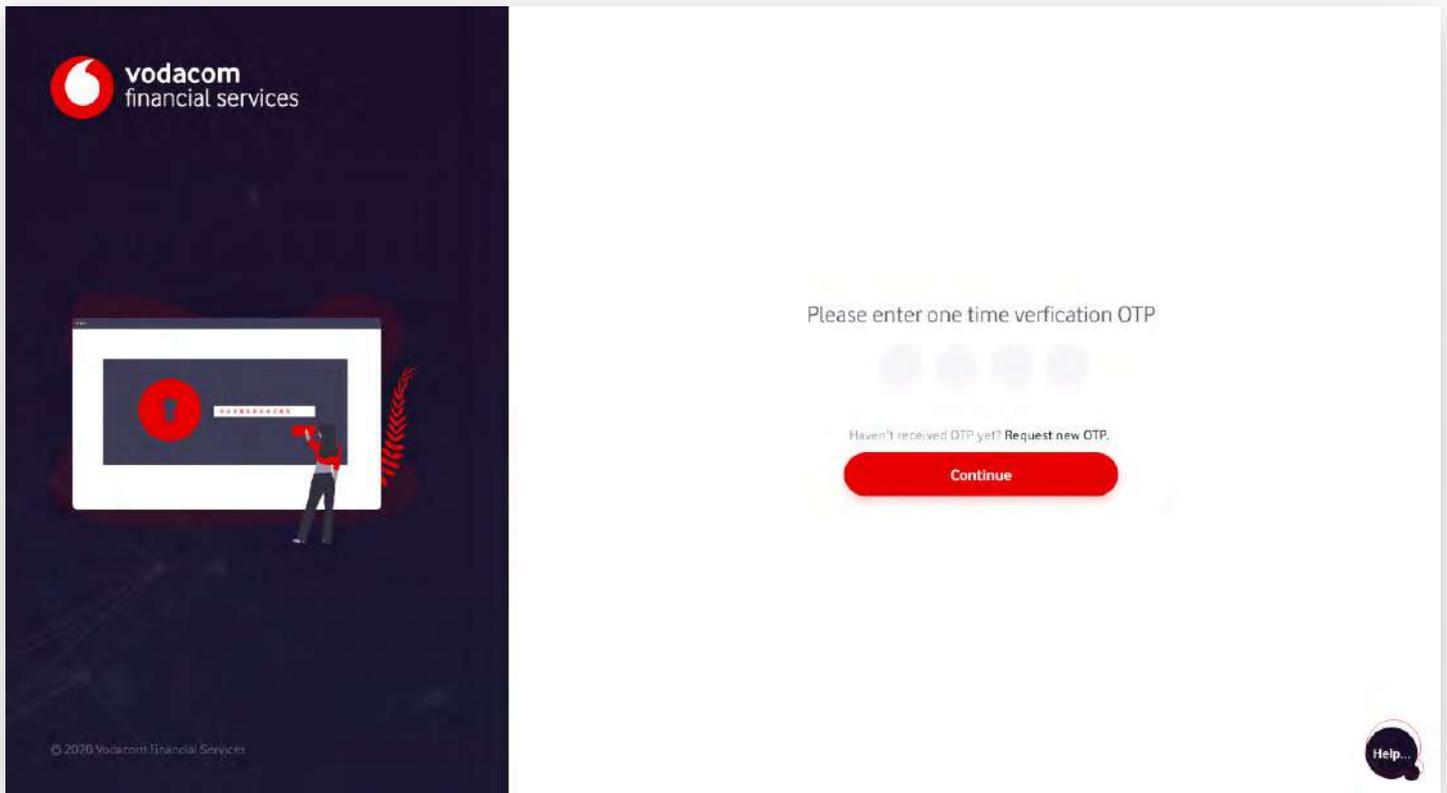


- 4 Once your Merchant ID and one time password have been verified, you will be requested to set your new login password.
- 5 Your password should consist of at least one number, one uppercase character, one lowercase character, one special character and should have eight characters minimum.
e.g. 1Aa&5678
- 6 Once your password has been set, you will be navigated to the login screen to login with your new credentials.

3. How to change your password



- 1** If you've forgotten your password, click on the "Request reset here" link under the login button.
- 2** You will be requested to enter Merchant ID, and if the Merchant ID is valid, a OTP will be sent to your mobile number.



- 3** You will be redirected to a one time password screen to enter the OTP sent to your mobile phone. If the OTP is valid, you will be navigated to a set password screen to create your new password.
- 4** Your password should consist of at least one number, one uppercase character, one lowercase character, one special character and should have eight characters minimum.
- 5** Once you have reset your password, you can then login with your Merchant ID and password. If the login is successful, you will be directed to your dashboard.

4. My Dashboard

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Payment Services

- Terminals
- Transactions
- Get Financed
- My Documents
- My Profile
- Logout

Marco's Pizza

01/04 to 30/04 All terminals ▼

Total sales

(R7 500 Point of Sale + R10 000 E-Commerce switch)

R10 000

■ Point of Sale
 ■ E-Commerce switch

Total transactions

(200 Point of sale + 100 E-Commerce switch)

300

■ Point of sale
 ■ E-Commerce switch

Daily transactions

■ Point of sale
 ■ E-Commerce switch

Recent transactions

R112.23	14/04/2020, 13:00	Cheque	Marcos QR
R112.23	14/04/2020, 12:00	Cheque	Marcospizza.co.za
R112.23	14/04/2020, 11:00	Cheque	Marcos Pos 1
R112.23	14/04/2020, 10:00	Debit	Marcos QR
R112.23	14/04/2020, 09:00	Debit	Marcospizza.co.za
R112.23	14/04/2020, 08:00	Cheque	Marcos Pos 1

Accounts

Last settlement R1 500.12
16/06/2020

FUND MY NEXT MOVE

Apply in minutes and **receive funding in hours**. No paperwork, no hidden fees and no branch visits.

[More info...](#)

Apply now ➔

Merchant Portal Training guide
8

- 1** You can navigate through the portal using the menu on the left hand side of your dashboard.
- 2** Your dashboard can be filtered by date and terminals.
- 3** The first graph on the top left of your dashboard is your total sales. This is the total Rand value of all the income earned across your terminals, and can be filtered per terminal type.
- 4** The second graph on the top right of your dashboard is your total transactions, this includes, but not limited to, card taps, card swipes, QR scans, and reversals.
- 5** The third graph below your total sales and total transactions is your daily transactions. This shows the Rand value and number of taps, swipes, QR scans per device. You can track your sales and transactions on an hourly basis or over a selection of days.
- 6** Below your daily transactions, you can view your recent transactions and account settlements. Under "Recent Transactions" you will be shown your last few terminal transactions which have not yet been reconciled. "Last settlement" is the most recent amount we have settled with you.



5. Terminals

The screenshot shows the 'Terminals' page for 'Marco's Pizza' in the Vodacom Merchant Portal. The left sidebar contains navigation options: Payment Services, Terminals (highlighted), Transactions, Get Financed, My Documents, My Profile, and Logout. The main content area shows a table of terminals with the following data:

Terminal	Terminal name	Terminal ID	Status
VodaPay MAX	Marcos Pos 1	0000A0D1	Active
VodaPay Chop Chop	Marcos QR	0000A0D2	Active
VPS Online Payment Gateway	Marcospizza.co.za	0000A0D3	Active
VodaPay MAX	Marcos Pos 1	0000A0D1	Active
VodaPay Chop Chop	Marcos QR	0000A0D2	Active

A 'Load more' button is located at the bottom of the table. A 'Help...' button is visible in the bottom right corner of the page.

1

You can filter through your terminals by terminal type.

2

You can view your terminal type, personalised name, terminal ID and each terminals' status.

6. Transactions

The screenshot displays the 'Transactions' page for 'Marco's Pizza' in the Vodacom Merchant Portal. The interface includes a dark sidebar with navigation options: Payment Services, Terminals, Transactions (highlighted), VodaLend, My Documents, My Profile, and Logout. The main content area shows a date filter for '14 April 2020' and a total amount of 'R1010,07'. Below this is a table of transactions with columns for Response code, Time, Amount, Transaction type, Reference number, and View. An 'EXPORT' button is visible in the top right of the table area.

Response code	Time	Amount	Transaction type	Reference number	View
Approved	14:00	R12.23	VodaLend Cash Advance	20031111111452	>
Declined	13:00	R102.23	Cheque	20031111111452	>
Approved	12:00	R112.23	Cheque	20031111111452	>
Approved	11:00	R300.23	Cheque	20031111111452	>
Approved	10:00	R400.12	Debit	20031111111452	>
Approved	09:00	R3 090.23	Debit	20031111111452	>

- 1 You can filter your reconciled transactions by date, transaction type and response codes.
- 2 If you wish to save your transaction history, you can click on the "Export" button. This will export your transaction history as a CSV.
- 3 For each date, we show you the total amount you earned in each settlement. You can expand these totals to view a breakdown of each settlement.

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Payment Services

Terminals

Transactions

VodaLend

My Documents

My Profile

Logout

Marco's Pizza

Search By Reference Amount etc...

Transaction type Response codes

14 April 2020

Response code	Time	Amount	Transaction type
Approved	14:00	R112.23	VodaLend Cash Advance
Declined	13:00	R112.23	Cheque
Approved	12:00	R112.23	Cheque
Approved	11:00	R112.23	Cheque
Approved	10:00	R112.23	Debit
Approved	09:00	R112.23	Debit

Load more

Back > [Print Receipt](#)

Amount
R112.23

Transaction Description
Settled

Terminal Name
Marcos pos 1

Transaction Type
Cheque

Reference Number
20031111111452

Authorisation Number
234123

Help...

3

If you would like some more information on a transaction, you can click on the line item. This will open a right hand slide out menu which will give you more details on a transaction.

4

Coming soon, you will be able to send a receipt to an email address.

7. Get Financed

The screenshot shows the Vodacom financial services portal for Marco's Pizza. The left sidebar contains navigation options: Payment Services, Get Financed (highlighted), Business Cash Advance, My Documents, My Profile, and Logout. The main content area is titled 'Marco's Pizza' and includes a sub-header 'Finance Solutions'. Below this, there are two financing options:

- FUND YOUR BUSINESS**: Finance options - 3 to 12 months. If your South African business makes R500 000 or more a year and has operated for at least 12 months... [More info...](#) **APPLY NOW >**
- BUSINESS CASH ADVANCE**: Flexible repayments from your POS device. Perfect for registered VodaPay merchants that earn R3 000 a month with a 3 month record... **MORE INFO >**

- 1** As a Vodacom Business customer, if your business is performing well you will be able to apply for business funding.
- 2** If you qualify for business funding, you can click on the “Apply Now” action. If you don’t yet qualify, click on the “More Info” to find out how to qualify.

8. My Documents

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Payment Services >
VodaLend >
My Documents
My Profile
Logout

Marco's Pizza

Type	Category	File name	Download
Statement	ARP Financial Documents	March 2020	↓
FICA	ARP Financial Documents	Bank statement	↓
FICA	ARP Financial Documents	Utilities	↓
Statement	ARP Financial Documents	March 2020	↓
FICA	ARP Financial Documents	Bank statement	↓
FICA	ARP Financial Documents	Utilities	↓
Statement	ARP Financial Documents	March 2020	↓
FICA	ARP Financial Documents	Bank statement	↓

Load more

Help

- 1** In the documents tab, you can either view or download your documents such as financial statements.
- 2** If you click on the file name, you will be able to view the selected document. If you click on the download icon, the document will download to your device.

9. My Profile

The screenshot shows the 'My Profile' page for a merchant named 'Marco's Pizza'. The page features a dark blue sidebar on the left with navigation options: 'Payment Services', 'VodaLend', 'My Documents', 'My Profile' (highlighted in red), and 'Logout'. The main content area has a white background with a dark blue header containing the 'vodacom financial services' logo and a user profile icon. The merchant's name 'Marco's Pizza' is displayed in large, bold text, with a red 'Change password' button to its right. Below this, a white box titled 'Merchant Information' contains a table of business details.

Merchant Information		
Merchant ID 9099610	Merchant Type Aggregated Merchants	MCC 5661
Company Name Marcos Pizza	Company Registration Number 2012/09/101123	MCC Description Food And Beverage

A 'Help...' button is visible in the bottom right corner of the page.

- 1 Your profile displays your business information and if you would like to change your password.
- 2 On the profile we display your Merchant ID, Merchant Type, Merchant Category Code and Description, Company Name and Business Registration Number.

The screenshot displays the 'My Profile' page for a merchant named 'Marco's Pizza'. The left sidebar contains navigation options: 'Payment Services', 'VodaLend', 'My Documents', 'My Profile' (highlighted in red), and 'Logout'. The main content area is titled 'Marco's Pizza' and contains a 'Merchant Information' section with the following details:

Merchant Information	
Merchant ID	Merchant Type
9099610	Aggregated Merchants
Company Name	Company Registration Number
Marcos Pizza	2012/09/101123

To the right, a 'Change password' modal is open, featuring a 'Back' button and three password input fields: 'Old password', 'New password', and 'Confirm password'. Below the fields is a red 'Change password' button. A note states: 'Please note your password must contain' followed by a list of requirements:

- One number
- One uppercase character
- One lowercase character
- One special character
- Eight characters minimum

A 'Help...' button is visible in the bottom right corner of the modal.

3

If you would like to change your password, click on the change password button, this will open a slide out on the right hand side of the screen.

4

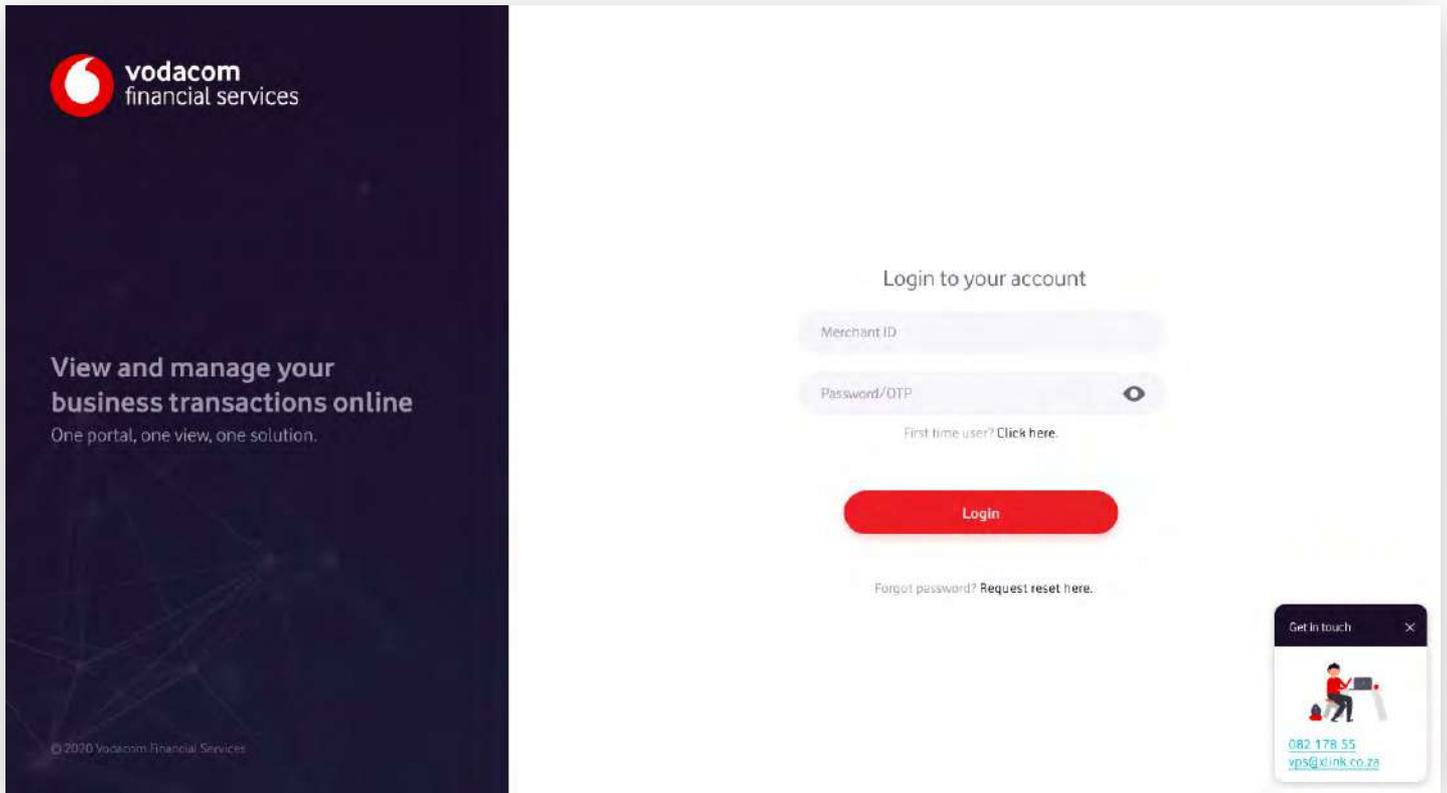
Your password should consist of at least one number, one uppercase character, one lowercase character, one special character and should have eight characters minimum.
e.g. 1Aa&5678

10.1.1. Log In (old)



- 1 When you entered your password you were not able to view what you entered before clicking log in.
- 2 Before, changing your forgotten password was challenging to navigate.

10.1.2. Log In (new)



- 1 When you enter your password, you can click on the eye icon and check that the information you're providing is entered correctly.
- 2 With the new portal, changing a forgotten password is much quicker and simpler.

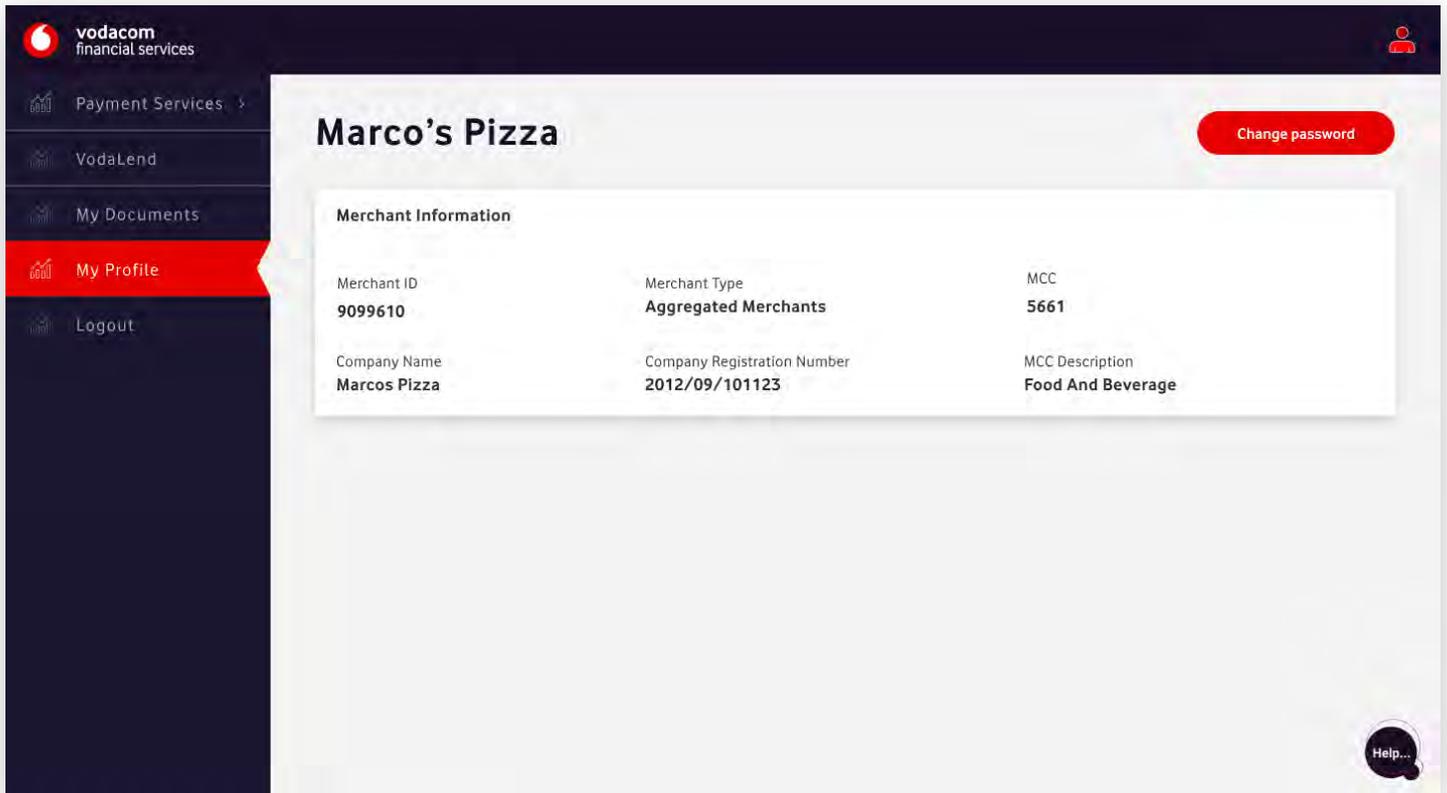
10.2.1. My Profile (old)



1

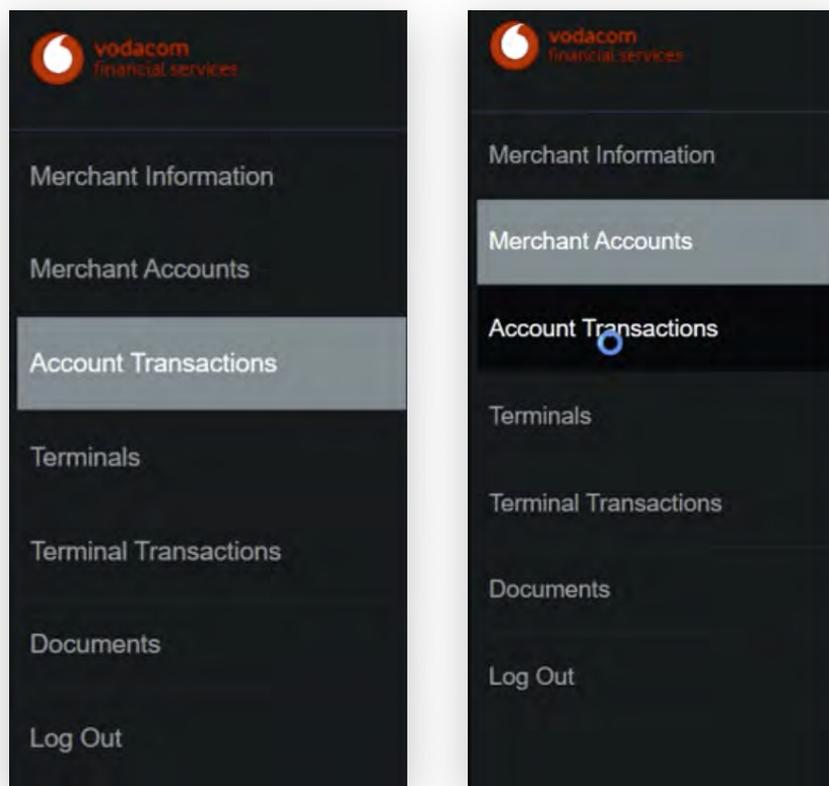
With the old Merchant Portal interface, to view your business information you had to scroll through a lot of information to find what you were looking for.

10.2.2. My Profile (new)



- 1** With the new Merchant Portal, we decluttered the interface and we only provide you with information important to you. We also indicate where you are in the navigation by highlighting the relevant section in red.
- 2** We have added another feature allowing you to change your password after logging into the Merchant Portal. Allowing you to manage your passwords more easily.

10.3.1. Transactions (old)



1

In order for you to have viewed your account balances and previous transactions in the old system, you had to navigate between two screens. Balances were cleared daily, and all your transactions were displayed as a list.

10.3.2. Transactions (new)

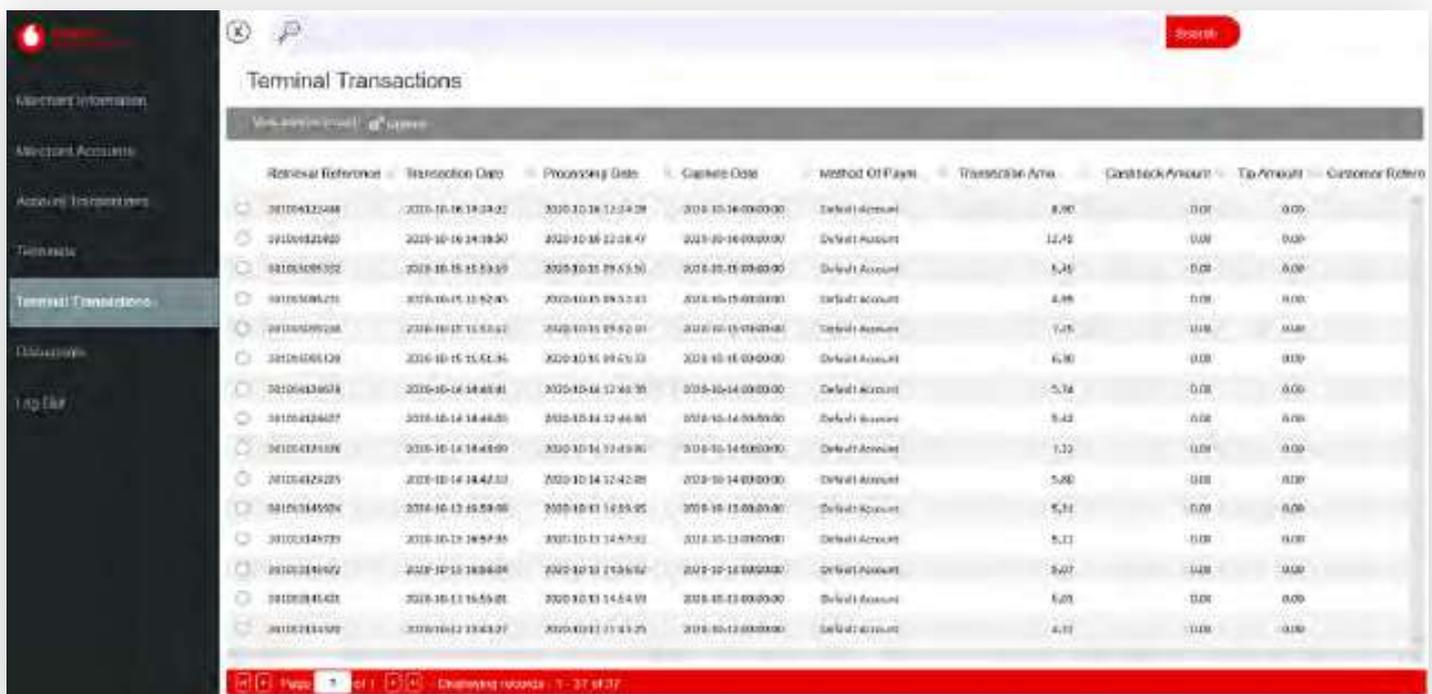
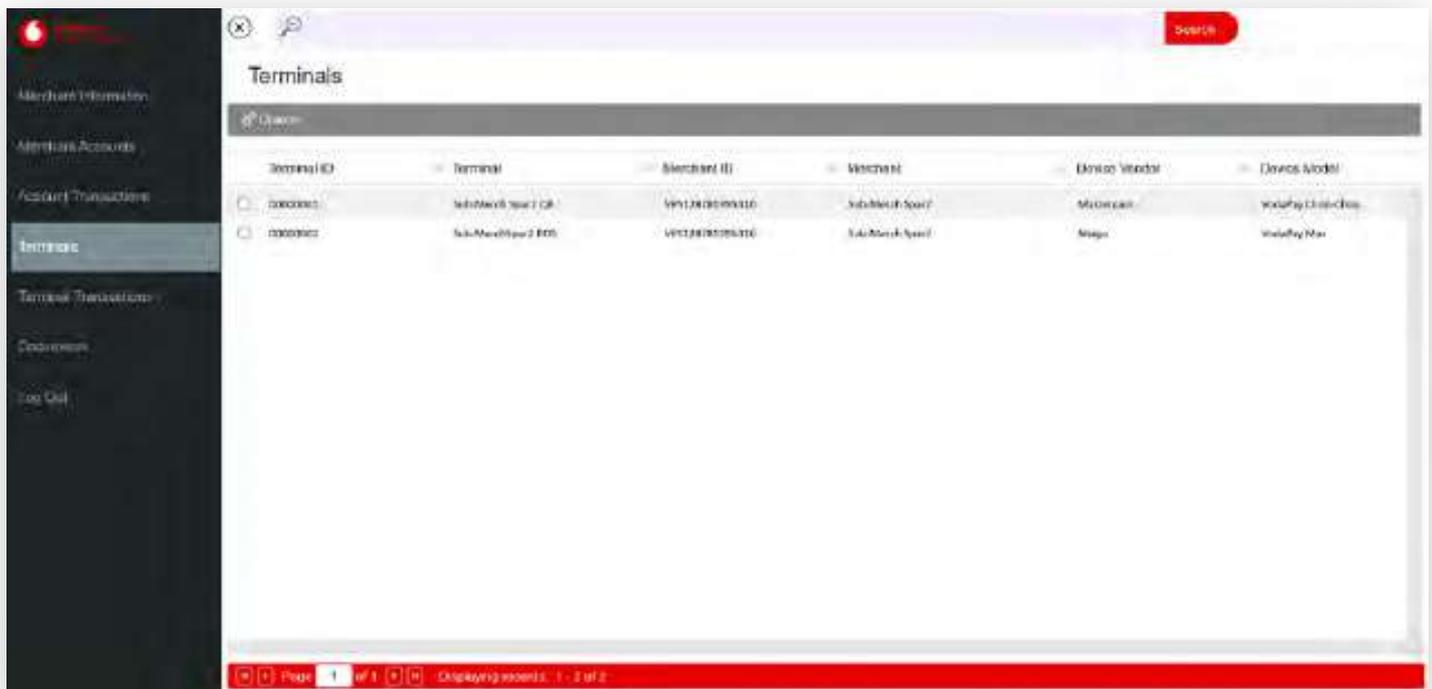
The screenshot shows the 'Transactions' page for 'Marco's Pizza' in the Vodacom Merchant Portal. The left navigation menu includes 'Payment Services', 'Terminals', 'Transactions' (highlighted), 'VodaLend', 'My Documents', 'My Profile', and 'Logout'. The main content area shows a table of transactions for '14 April 2020' with a total of 'R1010.07'. The table has columns for 'Response code', 'Time', 'Amount', 'Transaction type', 'Reference number', and 'View'. An 'EXPORT' button is located in the top right corner of the table area.

Response code	Time	Amount	Transaction type	Reference number	View
Approved	14:00	R12.23	VodaLend Cash Advance	20031111111452	>
Declined	13:00	R102.23	Cheque	20031111111452	>
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Approved	11:00	R300.23	Cheque	20031111111452	>
Approved	10:00	R400.12	Debit	20031111111452	>
Approved	09:00	R3 090.23	Debit	20031111111452	>

1

In the new Merchant Portal, you can view all your account balances and transactions on one screen by clicking on the “Transactions” tab in the navigation menu. We now provide daily totals of your reconciled transactions, and detailed breakdowns of your account balances, ensuring you can accurately track your transactions.

10.4.1. Terminals (old)

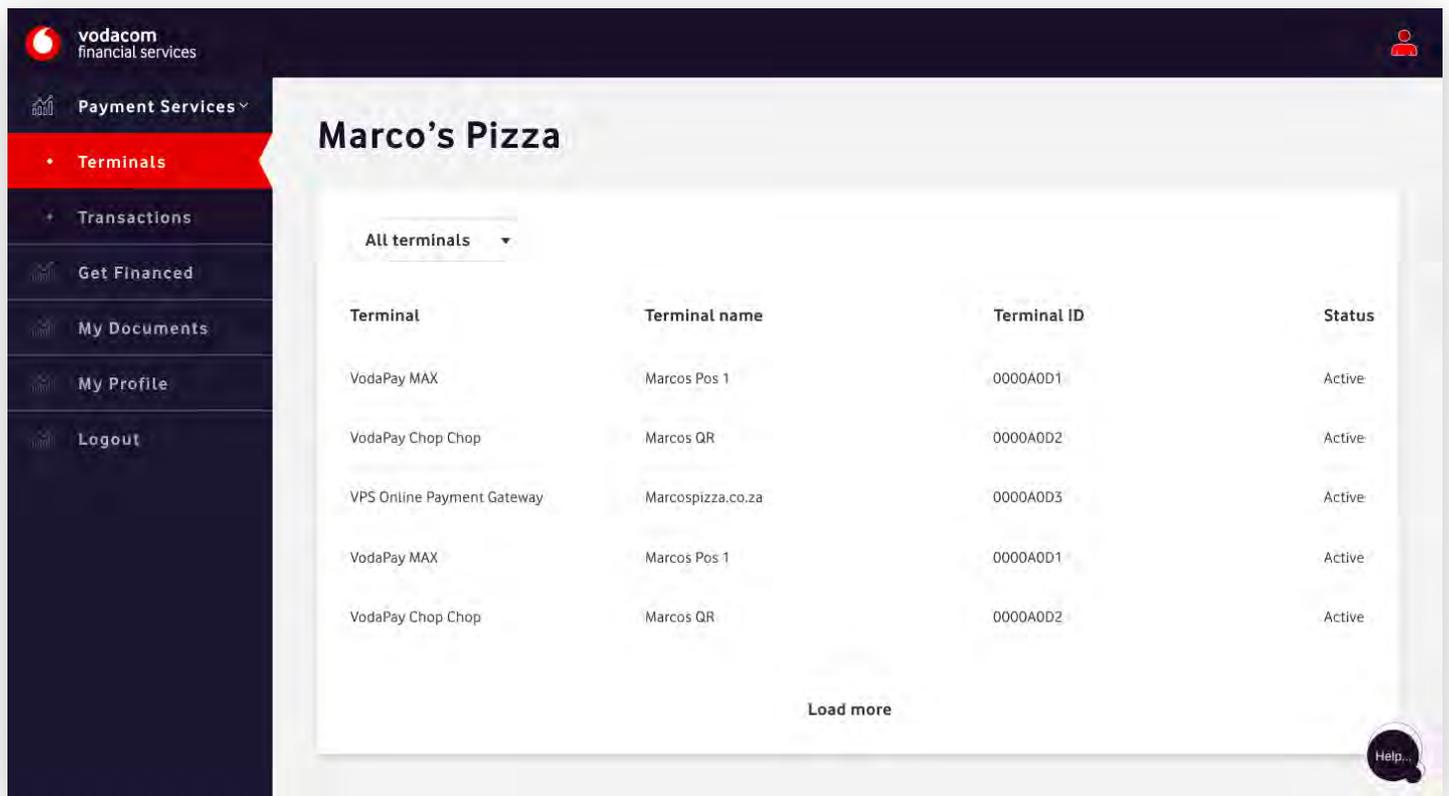


1

In order for you to have viewed your Terminal Information and Previous Transactions in the old system, you had to navigate between two screens, Terminal Transactions and Terminals.

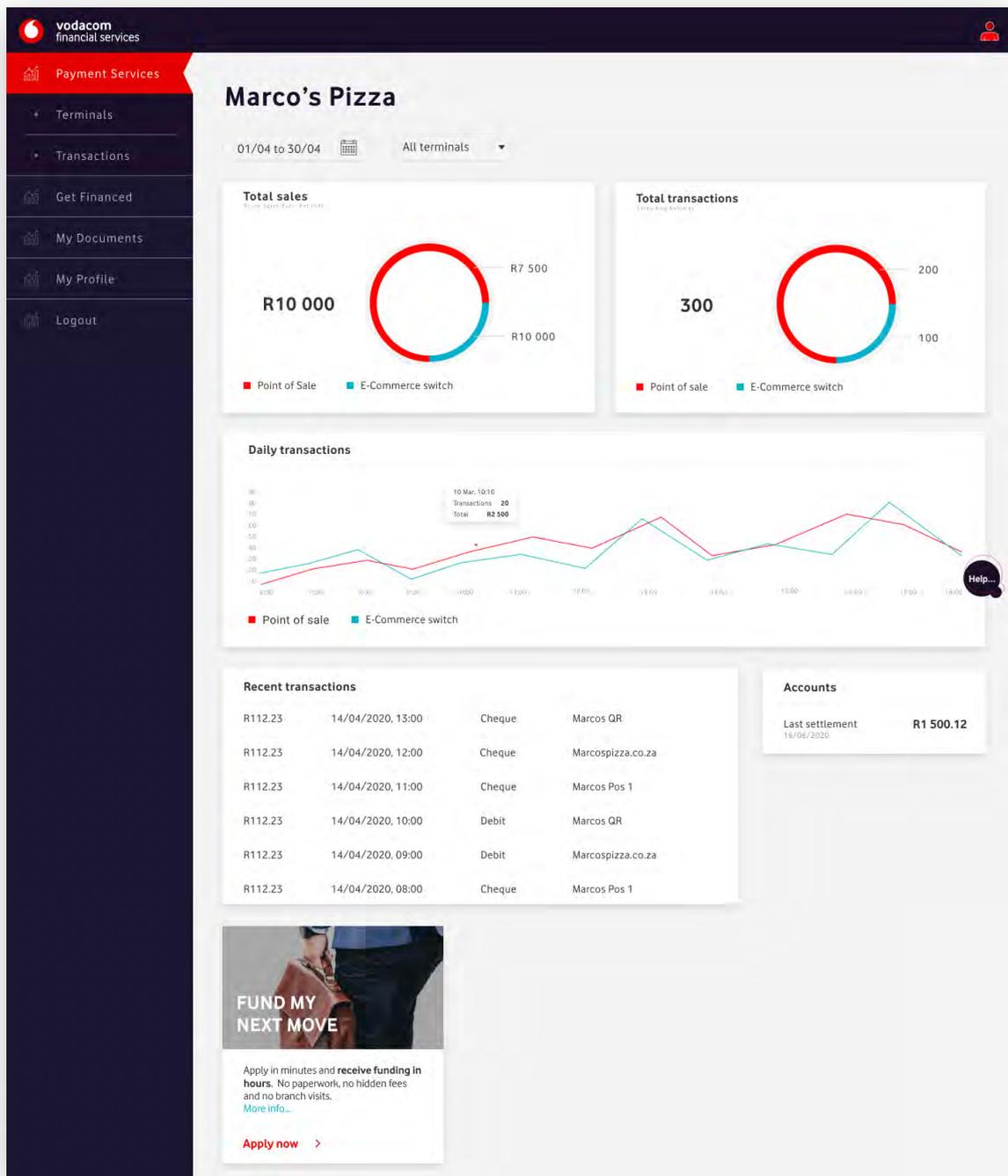


10.4.2. Terminals (new)



- 1** In the new Merchant Portal, you can view all your Terminal Information within one tab, Terminals. Which can be found in the navigation on the left of the screen, and highlighted in red.
- 2** We also uncluttered the user interface of any unnecessary information.

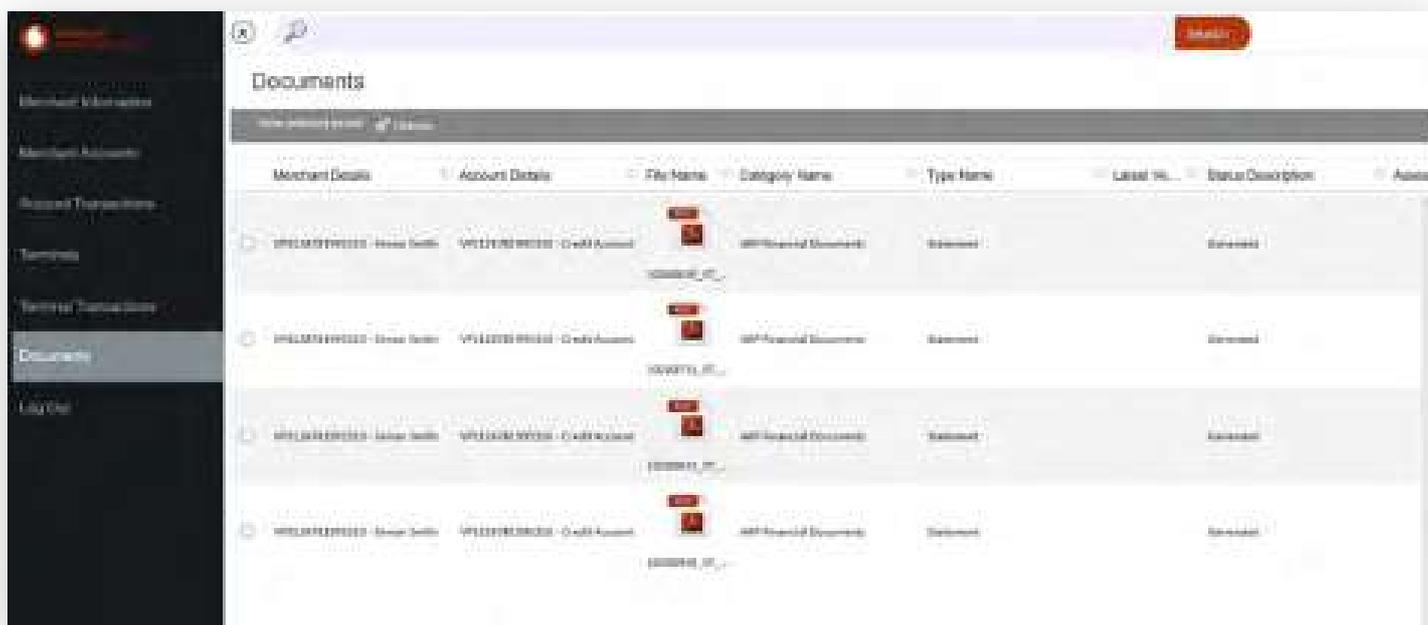
10.4.3. Terminals (new)



- 1 Within the new system, you can also view your transactions directly from your Payment Services tab in the menu.
- 2 We now provide a short list of the Terminal Transactions on the dashboard for some quick insight. As these transactions are reconciled, we display them in the Account Transactions page.



10.5.1. Documents (old)



- 1 Previously you would navigate to the Documents page and be provided with document information and viewing.

10.5.2. Documents (new)

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Payment Services >
VodaLend >
My Documents
My Profile
Logout

Marco's Pizza

Type	Category	File name	Download
Statement	ARP Financial Documents	March 2020	↓
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FICA	ARP Financial Documents	Bank statement	↓
FICA	ARP Financial Documents	Utilities	↓
Statement	ARP Financial Documents	March 2020	↓
FICA	ARP Financial Documents	Bank statement	↓

Load more

Help...

1

In the new Merchant Portal, we refined the user interface and have provided you with a clean, simple overview of all the documents you would need. You can view or download your documents, like your ARP Financial Documents, with one simple click.

Contact us

Contact us



0800 000 654 Free from any network



VPSsupport@xlink.co.za



<http://voda.com/accept-payments>

Call centre operating hours

Monday to Sunday 8am to 7pm with after-hours emergency support





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