



# **Tap on Mobile**

## **Apple guide**

Accept contactless payments  
Directly

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## Document Control

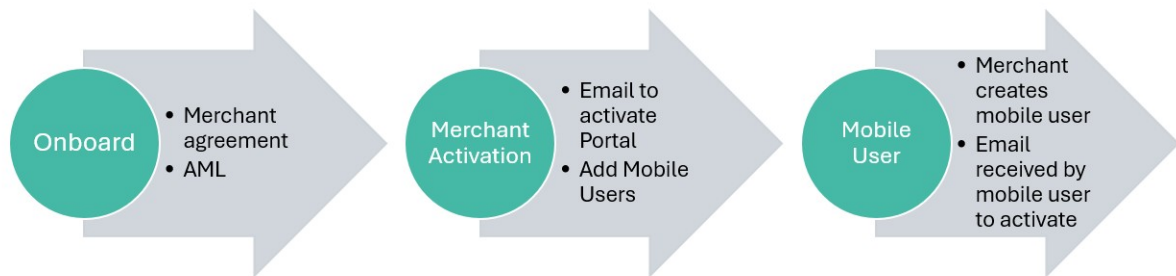
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Deborah Wheeler	31/07/2025	2.0	Final

# 1. Welcome

Thank you for choosing Worldline Tap on Mobile to accept contactless payments. This guide will help you get started quickly and easily.

## 1.1 Let's get started.

What you can expect on day one using Worldline's Tap on Mobile.



### Onboarding

- Your supplier will arrange your onboarding on your behalf.

### Merchant Activation

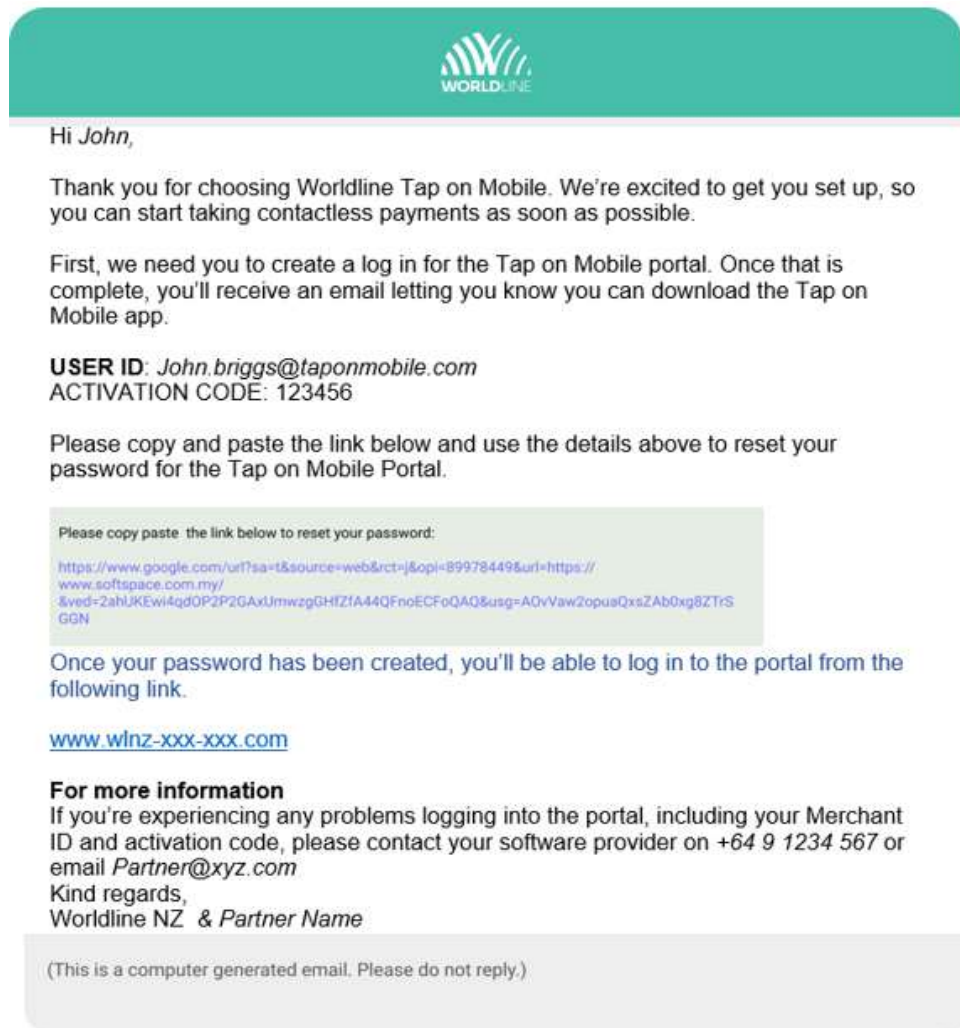
- Once onboarding completed you will receive an email to activate the Portal and to add in your mobile users.

### Mobile Users

- Mobile users = the login to enable you to access your App and take payments.
- **NOTE – each mobile user will attract an additional monthly fee. Refer to your supplier for the fees.**

## 1.2 Setting Up Your Account for the Portal

- Once your account is created, you'll receive an email with your User ID and a temporary activation code.
- Follow the link in the email to activate your access to the Tap on Mobile portal
- Please ensure your bookmark this link or alternatively you can access it via here. <https://tap.worldline.co.nz/wlnz/auth/login>.
- Example email below



The link in the email will take you to the screen below.



### Reset Password

Business Name 202111160000000

New Password

Retype Password

Activation Code

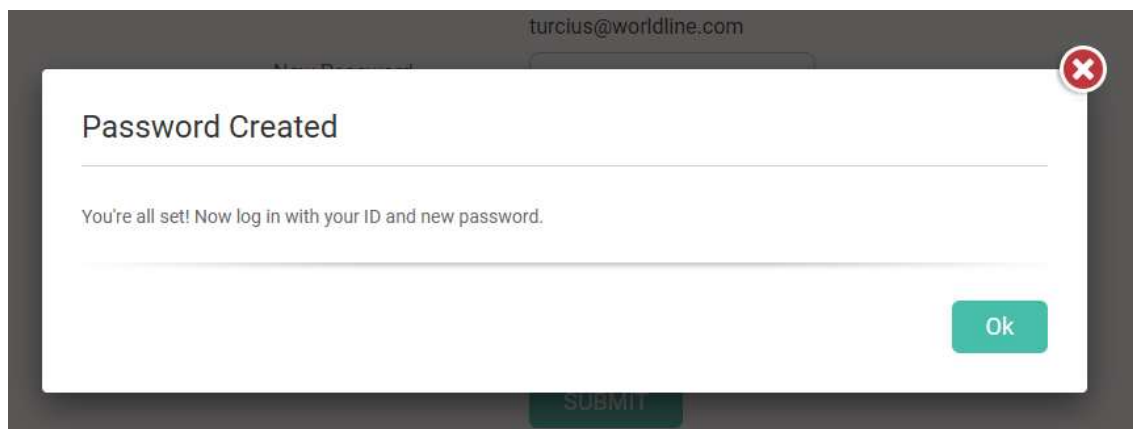
[Request Activation Code](#)

- Create your new password for the portal

**NB:** Your password must comply with the following:

- 12 characters in length
- At least one uppercase
- And one numeric
- Key in your activation code from the email you received

Select “Login” to proceed.



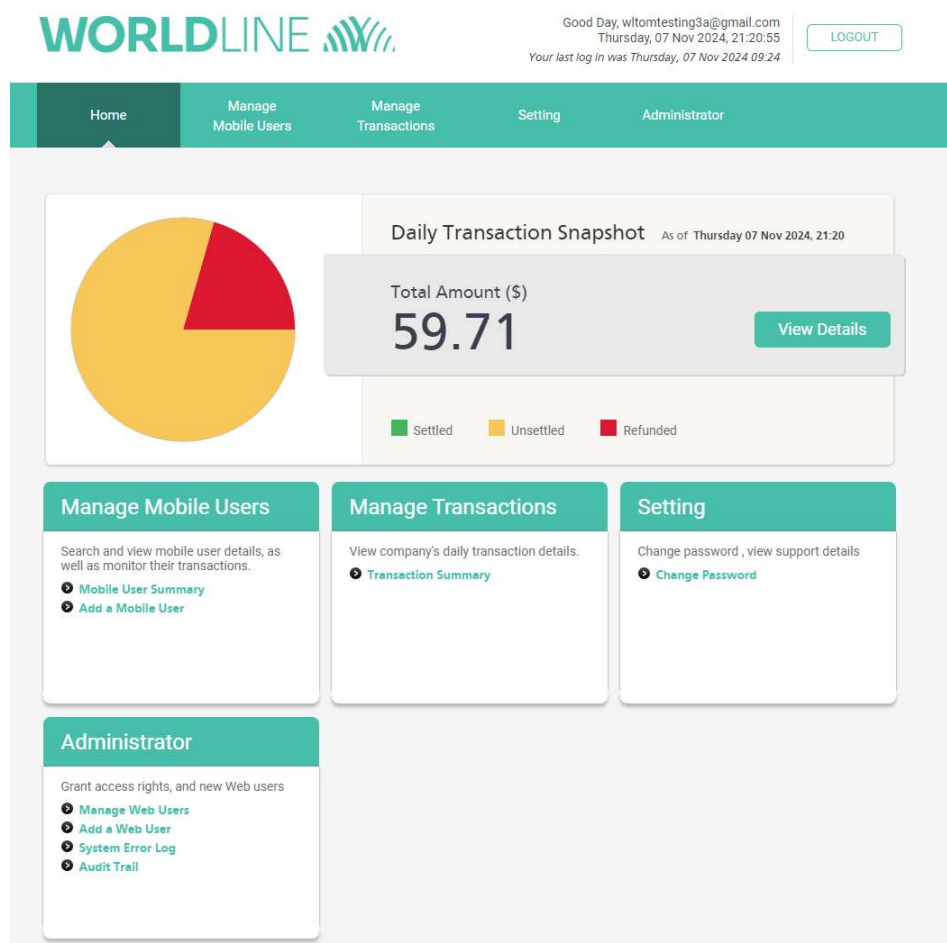
## 1.3 Merchant Portal – Home page

Once you have activated your portal account (step 1.2) you will be able to login to the Tap on Mobile Portal to create Mobile Users to enable you to login to the Tap on Mobile App.

The home page features a dashboard that offers a quick overview of your daily transactions, along with:

1. **Manage Mobile user** - Add a mobile user (each additional mobile user = additional monthly fee).
2. **Manage Transactions** - Look at your transactions
3. **Settings** - Change Password
4. **Administrator**

More details on the portal can be found in section 4 of this guide.



## 1.4 Merchant Portal – Create Mobile User

How to add a mobile user:

- Go to “Manage Mobile Users tab in the portal.”
- Click “Add a Mobile User button.”
- Enter the new user’s ID (between 3 - 256 alphanumeric characters, no special characters)
- Enter name and contact number
- Enter an email address (this is used to send the user their temporary pin)
- Under the Authorisation header on the page, choose if they can perform refunds (check the box). Refund limits are set to \$500 per day in total for the merchant.
- Click “Next” and “confirm”

An email will be sent to the new user with their login details. Remember to check in your junk mail if the is email not received.

The screenshot shows the 'Add a Mobile User' form in the Worldline Merchant Portal. The form is divided into several sections: Business Details, Mobile User Details, Authorisation, and Single Sign On (SSO). The 'Add a Mobile User' button in the Quicklinks sidebar is circled in red. The form includes fields for Business Name, Mobile User ID, Name, Contact No., and Email Address. The 'Authorisation' section has a checkbox for 'This mobile user can perform refunds'. The 'Single Sign On (SSO)' section has checkboxes for 'Enable login via Single Sign On (SSO)' and 'Disable manual login for mobile app'. A 'Next' button is at the bottom right.

WORLDLINE

Good Day, swatvivek@gmail.com  
Monday, 09 Jun 2025, 07:56:56  
Your last log in was Monday, 09 Jun 2025 06:57

LOGOUT

Home All Companies Manage Mobile Users Manage Transactions Setting Administrator

Quicklinks

Mobile User Summary

➤ Add a Mobile User

Add a Mobile User

1 Select Company 2 Details 3 Review & Confirm 4 Complete

Business Details

Business Name Blaze Sticker company

Mobile User Details

Mobile User ID Bob1234  
(Between 3 - 60 Alphanumeric characters)

Name Bobby Bear  
(Between 5-50 Alphabets, spaces, dots(.) and/or dashes(-))

Contact No. +64 02123569814

Email Address bobbybear@gmail.com  
(Required for email notifications)

Authorisation

☒ This mobile user can perform refunds

Single Sign On (SSO)

☒ Enable login via Single Sign On (SSO)

☒ Disable manual login for mobile app

Next



WORLDLINE

Good Day, swatvivek@gmail.com  
Monday, 09 Jun 2025, 07:56:56  
Your last log in was Monday, 09 Jun 2025 06:57

LOGOUT

HomeAll CompaniesManage Mobile UsersManage TransactionsSettingAdministrator

Quicklinks

Mobile User Summary  
➤ Add a Mobile User

Add a Mobile User

1 Select Company2 Details3 Review & Confirm4 Complete

Business Details

Business NameBlaze Sticker company

Mobile User Details

Mobile User IDBob1234  
NameBobby Bear  
Contact No.02123569814  
Email Addressbobbybear@gmail.com

Authorisation

✔ This mobile user can perform refunds

Single Sign On (SSO)

✔ Enable login via Single Sign On (SSO)  
✘ Disable manual login for mobile app

Please Note:

Activation of additional mobile users may incur additional charges. Please check with 'BANK/PARTNER' for more information

BackConfirm

- Review and select the confirm button

Add a Mobile User

1 Select Company2 Details3 Review & Confirm4 Complete

✔ Your request is successful

Mobile User ID**bob123**

View Mobile User Details

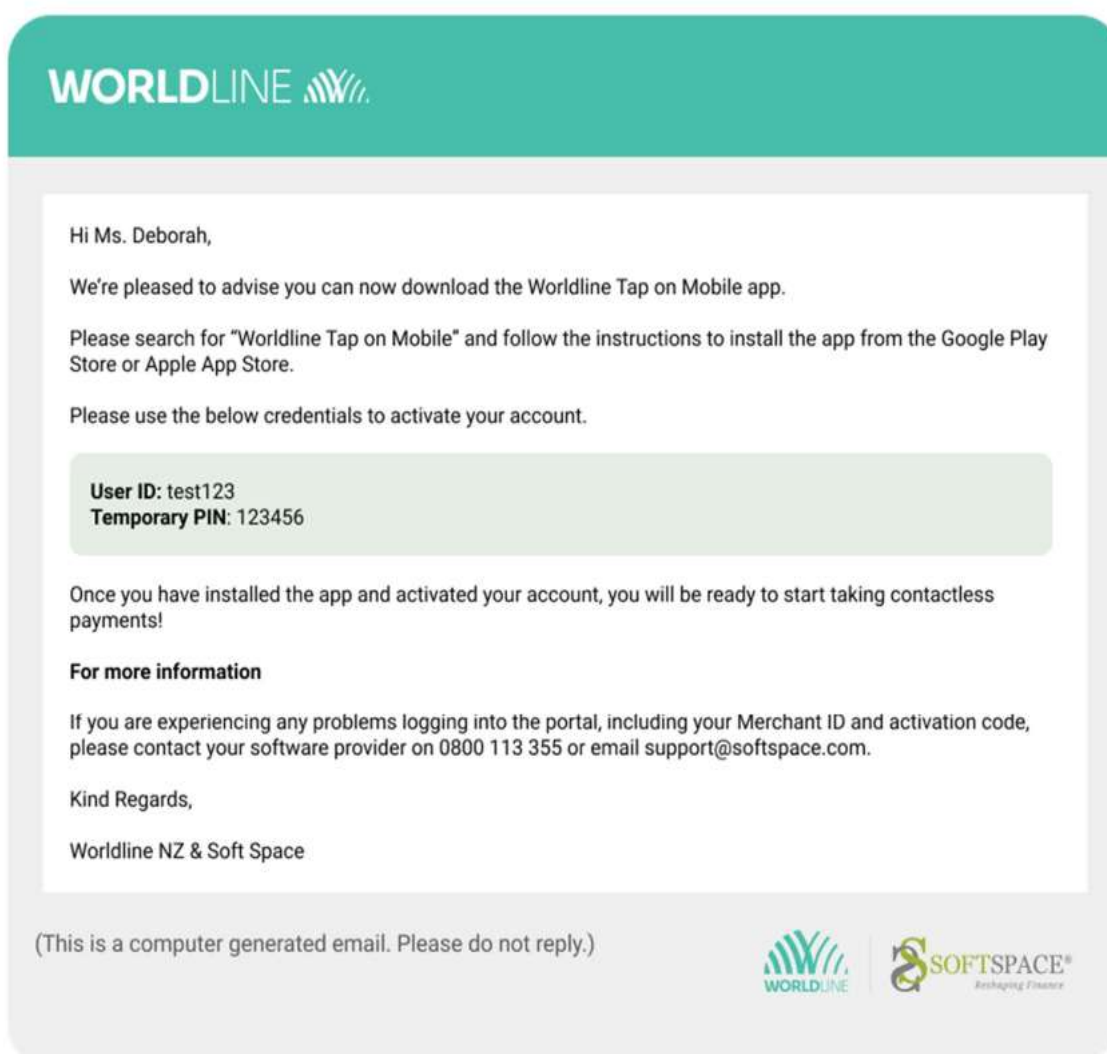
## 1.5 Mobile App – Activation

The new user will receive an email with the following information:



- User ID
- Temporary PIN

It enables the new user to activate the Tap on Mobile app.

Search for “**Worldline NZ Tap on Mobile**” in the Apple App store to download the app and enter your user ID and temporary PIN.



Follow the instructions on the email.

<p>1. Go to the App Store</p> <p>2. Search for <b>Worldline NZ</b> <b>Tap on Mobile</b></p> <p>3. Download and install the App</p>	 
--	--



- Enter your User ID and Temporary PIN received in the email.
- Select “Log in” to proceed.



- You'll be prompted to update the PIN.
- Set up a 6-digit user PIN. This user PIN will be used for the next login.
- Confirm by re-entering the 6-digit PIN.
- Select "Confirm" to proceed.
- You are now ready to start taking payments!

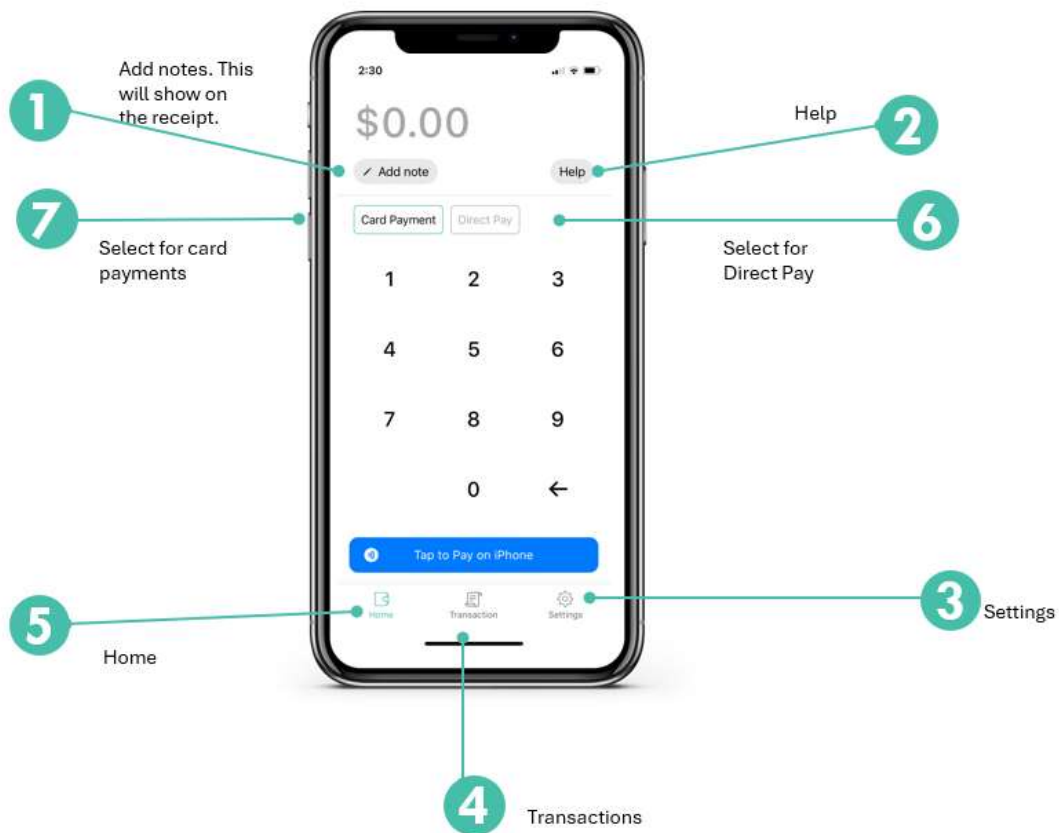
## 2 Getting Started with Worldline Tap on Mobile App

Worldline Tap on Mobile is a fully featured mobile payment application that leverages NFC enabled Apple smart devices to accept contactless card payments.

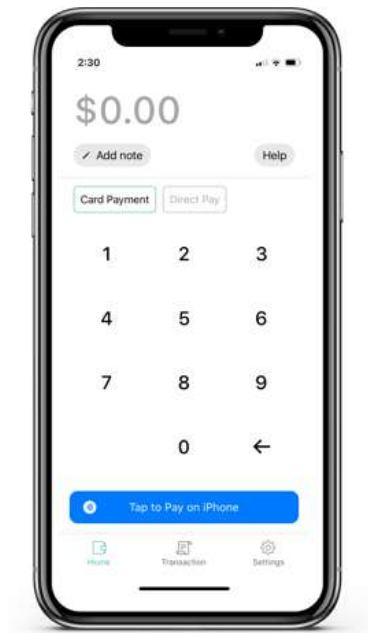
The payment types currently supported by Tap on Mobile are:


**Visa, Mastercard, Google Pay, Apple Pay and Direct Pay (a form of EFTPOS)**

### 2.2 Home Page



## 2.3 Accepting Contactless Card Payments



- Select “Card Payment”
- Enter the sales amount. Select “Confirm” to proceed.
- **Optional:** Insert transaction description by selecting the  icon.

The note will be present against the transaction in the app but not on the customer receipt.

- After entering your sales amount, select “Tap to Pay on iPhone”.

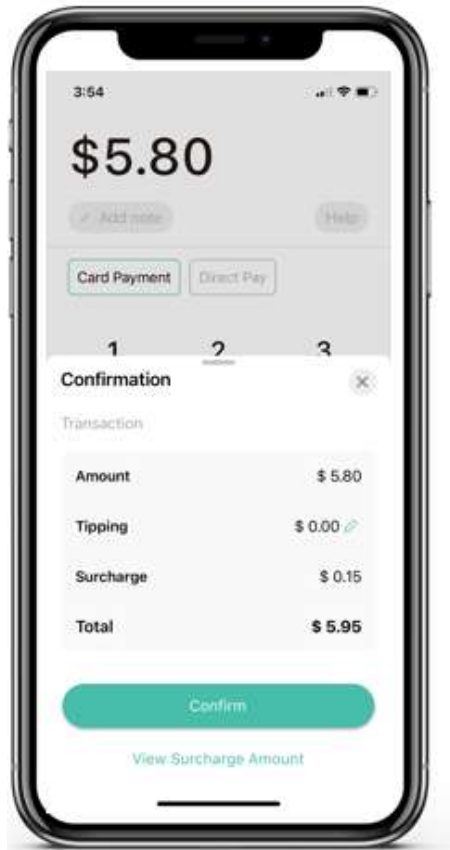
## 2.4 Tipping (Optional)



- App prompts the user to enter a tip.
- This can be either a percentage or a \$ amount

(These defaults are setup in the merchant portal)

## 2.5 Surcharge



- The surcharge amount is pre-set by the Administrator in your portal.
- To change the surcharge amount you need to request this to be done by your partner
- Surcharge is calculated based on your setup. (Percentage or amount) and added to the purchase amount.
- Customer will confirm acceptance by selecting "Continue" button

- Allow customer to tap their contactless card at the NFC detection area of the Apple smart device, it is usually found at the top of the iPhone. See example below.



If the amount exceeds **NZD\$200**, customers are required to verify the transaction with their Credit Card PIN number.

**Important:**

- Remind customers that the PIN pad maybe randomised.
- Provide an appropriate amount of private space and remind the customers to cover the screen during PIN entry to protect their confidentiality.





## 2.6 Payment Process



- Once the card is tapped on the Apple device, the payment will be processed.



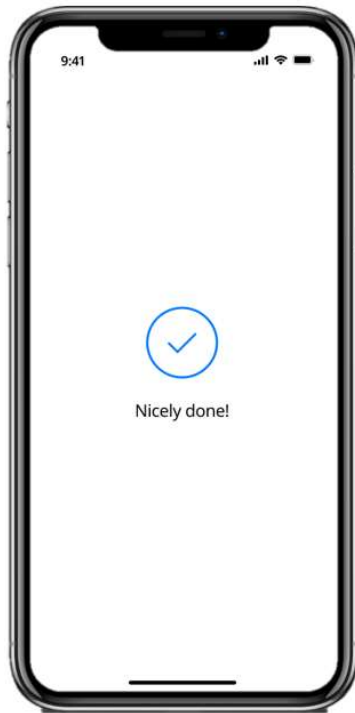
- Payment approved is confirmed

## 2.7 E-receipt Issuance

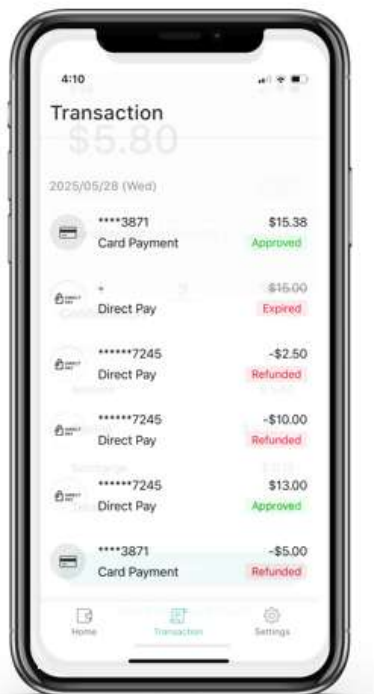


- Upon successful authorisation, the e-receipt page will be prompted.
- Allow the customer to enter their email address to issue an e-receipt.
- Proceed by selecting “[send](#)”.
- Alternatively, select “[Skip](#)” if the customer does not wish to receive an e-receipt.

- Payment transaction is completed.

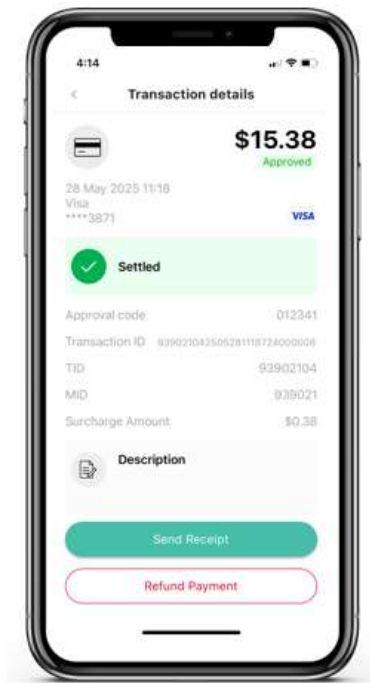


## 2.8 Sales History - look at your transactions



- At the Payment page, navigate to “[Transaction](#)”.
- Select “[Transaction](#)”.
- Select the designated transaction to view complete details of the payment.

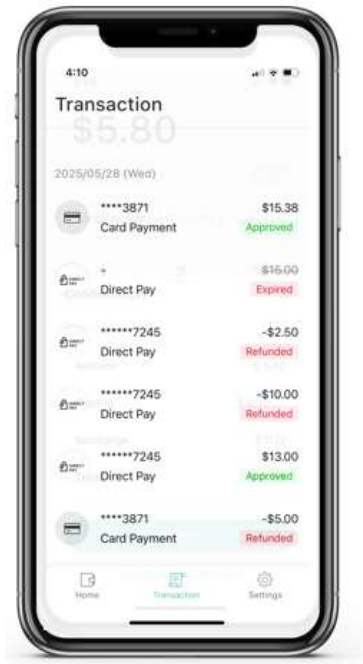
○



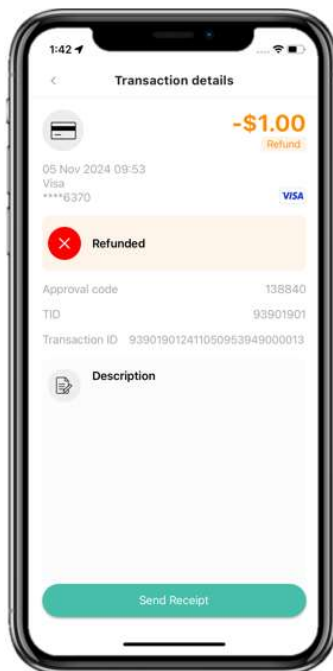
- Transactions processed will be displayed with the following information:
  - Date and Time of Payment
  - Approval Code
  - Total unsettled Amount
- From here you can send a receipt or complete a refund.

## 2.9 Refund a Payment

- For refunds the default limit is \$500 per day, to increase your limit please contact your Partner.
- The merchant can view up to 12 months in the portal and in the app the transactions can be searched for up to 12 months. The number of transactions on the app will be a limited amount but are all searchable.
- From the main screen click on the transaction button at the bottom.
- Browse through the list and find the transaction to be refunded.
- **Click on** the transaction to be directed to the refund screen.
- The refund can only match the original transaction amount or up to that amount.



- Select “Refund Payment”



- Your username will default into the user ID field.

7:23

<

### Enter PIN

Key-in your 6-digit PIN to Refund payment.

User ID

kbttester5

User PIN

- Key in your “**User PIN**” number as part of the security to refund transactions.
- Select “**Enter PIN**”

10:43

<

### Refund payment

\$50.25

Add note Help

1 2 3

4 5 6

7 8 9

0 ←

Tap to Pay on iPhone

- Ensure the amount you want to refund is correct.
- Select the “**Tap to pay on iPhone button**”.

- The customer will tap the card for the refund.

10:43



Refund successful

**\$50.25**

Send receipt

Display details

Close

- The following screen will appear if the transaction is successful.

#### Items to note:

- If the transaction does not present on the screen use the search function in the transaction screen. Transactions are available to search for the last 12 months.
- The card payment refund timing will depend on the issuing bank.
- **Refunds cannot be performed in the portal.**
- If the refund does not work, it may mean that your login does not have the refund capability enabled.
- You can search by Approval Code / Amount / Receipt No/ Last 4 digits of a card no / Payer ID as shown in the following screen shot

12:44

Transaction

Q Search

Cancel



Search by Approval Code / Amount /  
Receipt no. / Last 4 digit of card no. / Payer  
ID

QWERTYUIOP

ASDFGHJKL

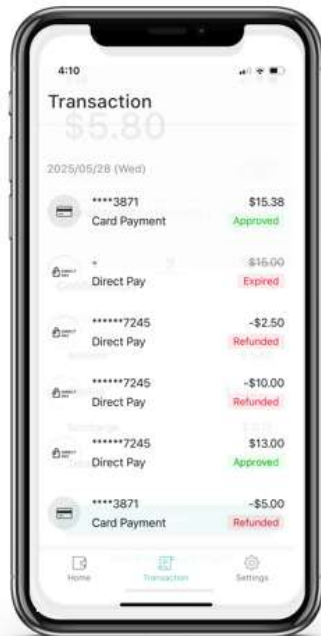
⬆ZXCVBNM⬆

123space

search



## 2.10 Resend E-Receipt



- Click on the Transaction button at the bottom of the main screen.
- Browse through the list to select the transaction. OR
- Use the search function at the top to isolate the relevant transaction you can search by: Approval Code, Amount, Receipt Number, Last 4 digits of Card Number, Pay ID.
- Once you have found it, open up that transaction.

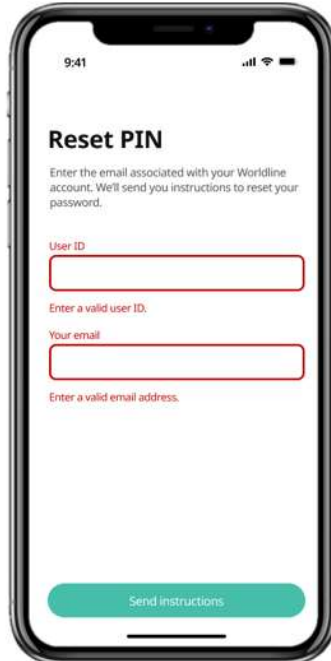


- Select “Send Receipt”
- Enter customer’s email address
- Confirm by selecting “Send Receipt”

## 2.11 If you forget your user PIN



- Select “Forgot user PIN” below the “User PIN” field.
- Enter the User ID and the email address you registered with us.
- Select “Log in” to proceed.



- A set of User PIN reset instructions will be sent to the registered email address.

**Please note** that if you forget your User ID, please contact your administrator or Partner.

### 3 Direct Pay – What is Direct Pay?

Accept quick and easy payments on the go (no cards needed) with our simple QR code solution.

Offer surcharge-free payments with Direct Pay via Tap on Mobile. No cards or swiping needed. Faster, safer and more convenient for your customers.

You will enjoy lower transaction fees:

We've set the transaction fees at 0.50% with a \$3.00 transaction fee cap and a \$0.10 minimum charge per transaction.

Worldline will bill you the merchant direct.

*What this means:*

Transaction fee - For example if the customer has a \$50 transaction the cost would be:  $\$50.00 \times 0.5\% = \$0.25$  for the transaction charged to the merchant.

Transaction fee cap - For example if the customer has a \$650 transaction fee the cost would be  $\$650.00 \times 0.5\% = \$3.25$  however it is over the \$3 cap, therefore the cost is \$3.00 for the transaction.

Minimum charge – For example any transaction \$20 and below will be charged at \$0.10 per transaction.

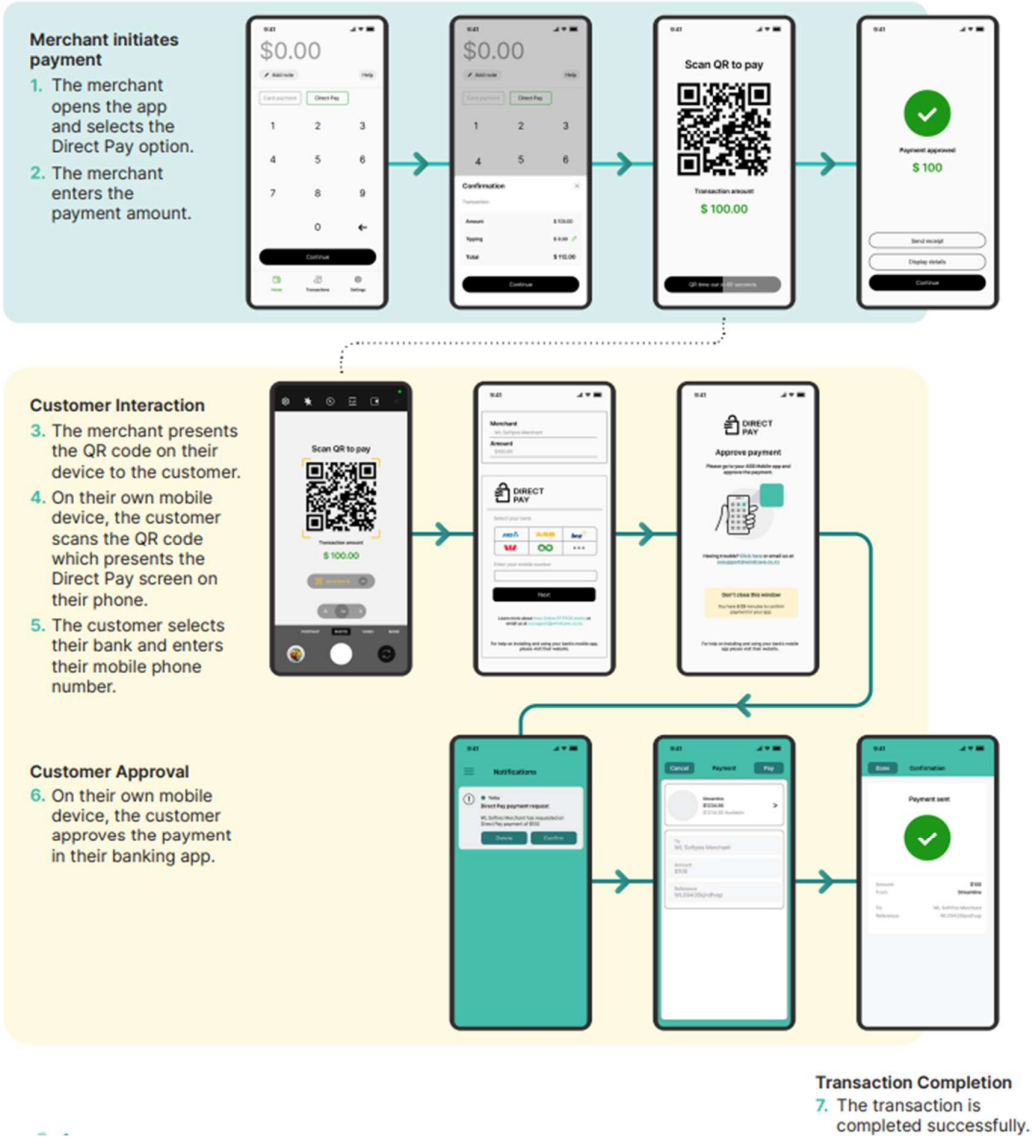
### 3.2 Accepting Direct Pay payments

#### Direct Pay on Tap on Mobile, how does it work?

Direct Pay allows customers to make in-person payments using their smartphones without any surcharges. It's not only user-friendly but also one of the most secure payment methods available. Customers simply scan the QR code, enter their mobile number, select their bank, and approve the payment through their mobile banking app.



The customer experience – step by step



More detailed flow in the following pages.



- Select the payment type “Direct Pay” button.
- Enter the sales amount and select “Continue” button.

**Optional:**

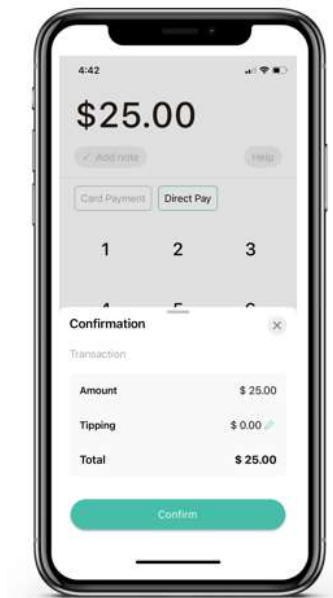
Insert transaction description by selecting the  Add note icon.

### 3.3 Tipping (Optional)



- App prompts the user to enter a tip.
- This can be either a % percentage or a \$ amount (Tipping settings are setup as part of the merchant profile during onboarding); select **Submit**

### 3.4 Payment Confirmation



- Check the amount and select “**Continue**” button.

### 3.5 Scan QR Code



- Present the QR to customer to scan.
- Customer scans the QR to begin the payment process on their phone.
- Customer will then select their bank and input their phone number.
- Customer will go to their banking app to approve the payment request.
- The app will wait for 40 seconds for payment acknowledgement. If the countdown completes, then the button changes to a check status button.
- The check status allows the merchant to go to the transaction and check the status.

**Once the QR code has been generated and rendered on screen the customer has 3 minutes to scan the QR code to initiate the payment process.**

### 3.6 Direct Pay - Customer Journey

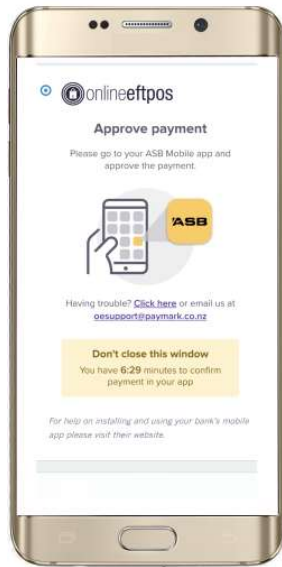


- Customer scans the QR code on their phone.



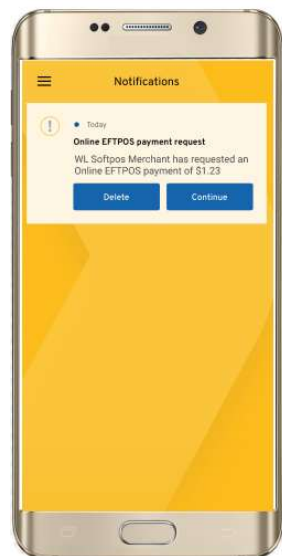
- Upon successful scanning, customer will be presented with their transaction details (merchant, amount, reference).
- Customer selects their bank and inputs their phone number.
- Then selects "Next"



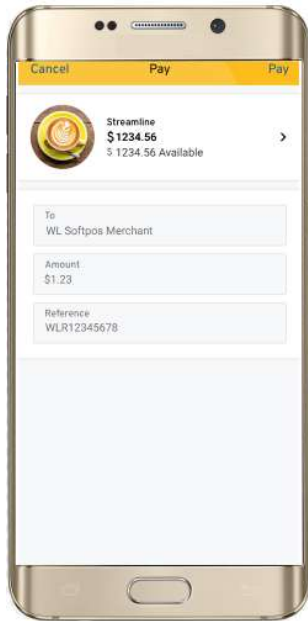


- Customer is directed to open their bank app to approve the payment request.
- Customer has up to 7 minutes to complete an action.
- If the customer does not act within the time limit, the transaction will expire and need to start again from the merchant generating the QR code.

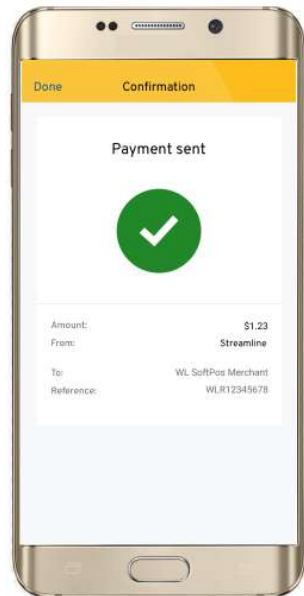
### Customer to complete the payment journey



- Customer has to login to their banking app.
- Depending on the bank, the payment request may be in a notification bell or need to be located through the menu of the banking App.



- This example is for an ASB customer.
- Customer will be presented their default bank account or select another account then click on “Pay” button.
- Customer approves the payment request within their bank app and get confirmation of their action.



- Payment confirmation acknowledgement is displayed.
- End of customer journey.

### 3.7 Status Key

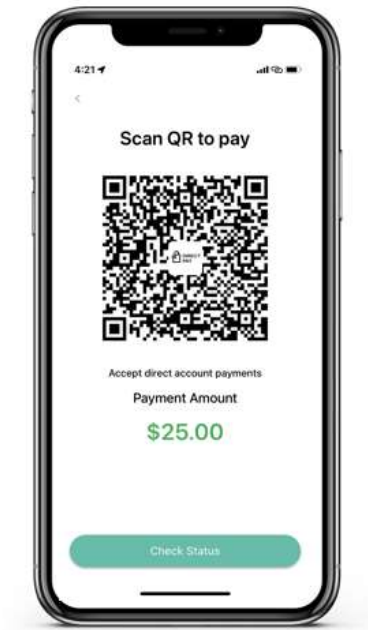
Status	Description
Approved	The payment has been successfully completed, and the funds have been debited from the customer's account
Decline	The payment has been declined, and funds have not been debited
Pending	The payment is pending, and funds have not been debited (note: The user must press 'check status' to update the status to expired/approved/declined).
Expired	The QR code and transaction has expired, and funds have not been debited
Refunded	The payment has been refunded back to the customers original method of payment.
Error	The payment has failed, and the funds have not been debited.

### 3.8 Check Status of QR Payment

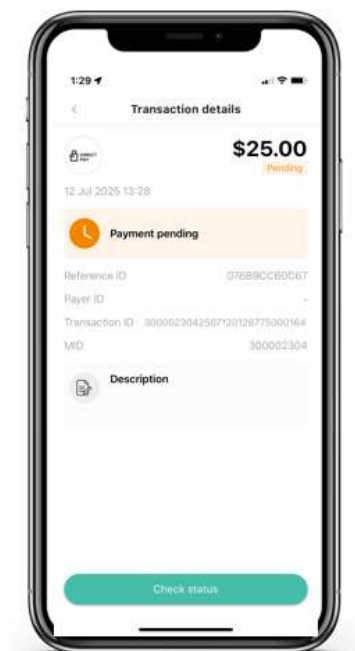
- If no response received from the customer's bank, select the "Check Status" button.

Note: If the transaction status is not able to be verified within the usual expected timeframe, as a merchant you are able to manually check the payment confirmation.

Once the "Check Status" button has been selected, this will manually request an update on the payment status. You only need to push the button once.

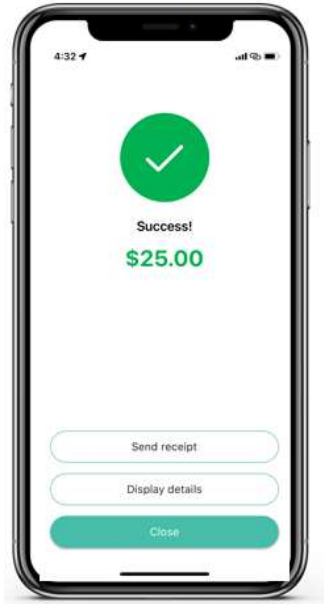


- Select “Check Status”
- Each click on the “check status” will trigger a 60 second countdown before the next attempt can be made.



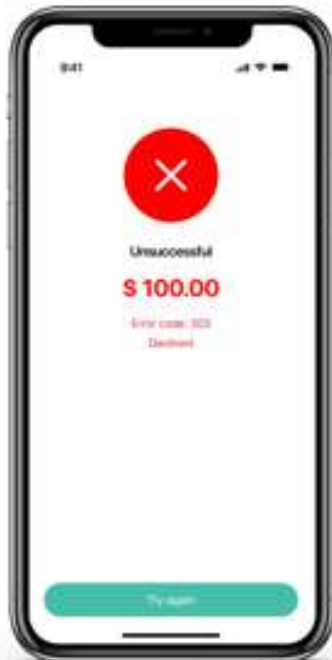
### 3.9 Acknowledgement of payment

#### SUCCESSFUL TRANSACTION



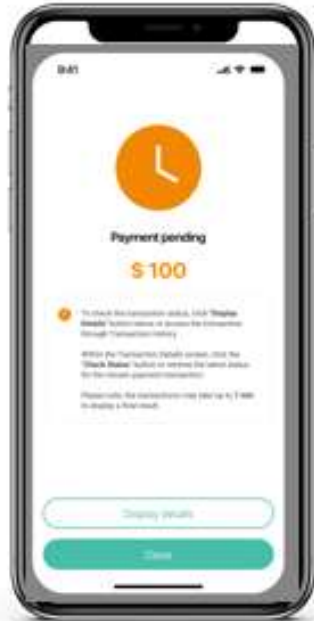
- Upon successful payment, the e-receipt page will be prompted.
- If the customer does not need a receipt then select “[Next payment](#)” button.

See section 2.6 for details on receipts.



## FAILED TRANSACTION

- If no response received from the customers bank within the accepted time frame the transaction will fail.



- Whilst the customers' bank payment processing is in flight, the transaction may sit in an interim state of Pending.
- Select “[Display details](#)” button and it will navigate you to the transaction detail whereby you can manually click on “[Check Status](#)” button.

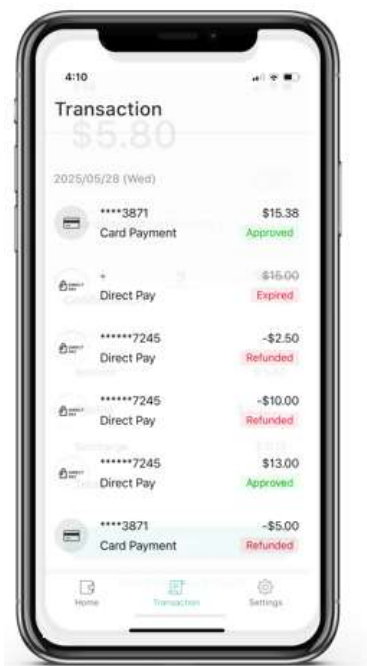


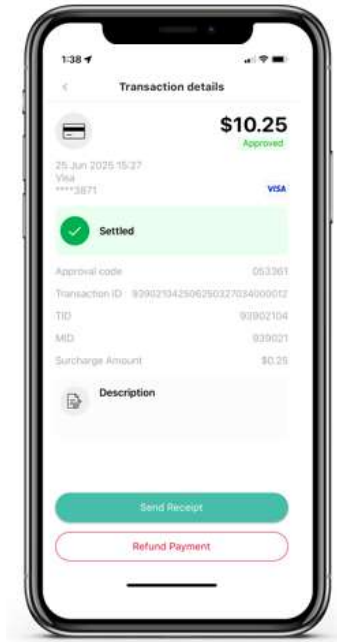
- If no response is received from the bank within the allowable timeframe, the transaction will fail.

### 3.10 Refund a Payment

There is a Refund limit, set by the bank the customer is using to approve this payment. All Direct Pay refunds must be matched against the original purchase transaction. If the limit exceeds the banks agreed limit, please tell the customer to contact their bank.

- From the main screen click on the transaction button.
- The following screen presents.
- Browse through the list or choose search at the top of the list to find the transaction.
- Once found, select the transaction to be refunded.





- Select “[Refund Payment](#)”.
- Confirm by selecting “[Continue](#)”.

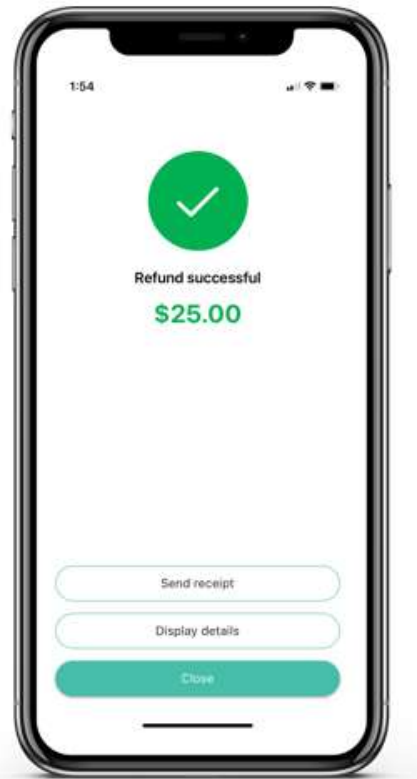


- Enter your 6-digit user pin to “[Refund payment](#)”.





- Key in the refund amount. This can be a partial refund or the full amount.
- Select “Continue”



- Refund confirmed
- The refund amount may not be available in the customer's account until the next day.

## 4 Getting Started with Worldline Tap on Mobile Portal

Login to the Worldline Tap on Mobile portal using the login link from the first email with the new password you created.



### Merchant Portal Login

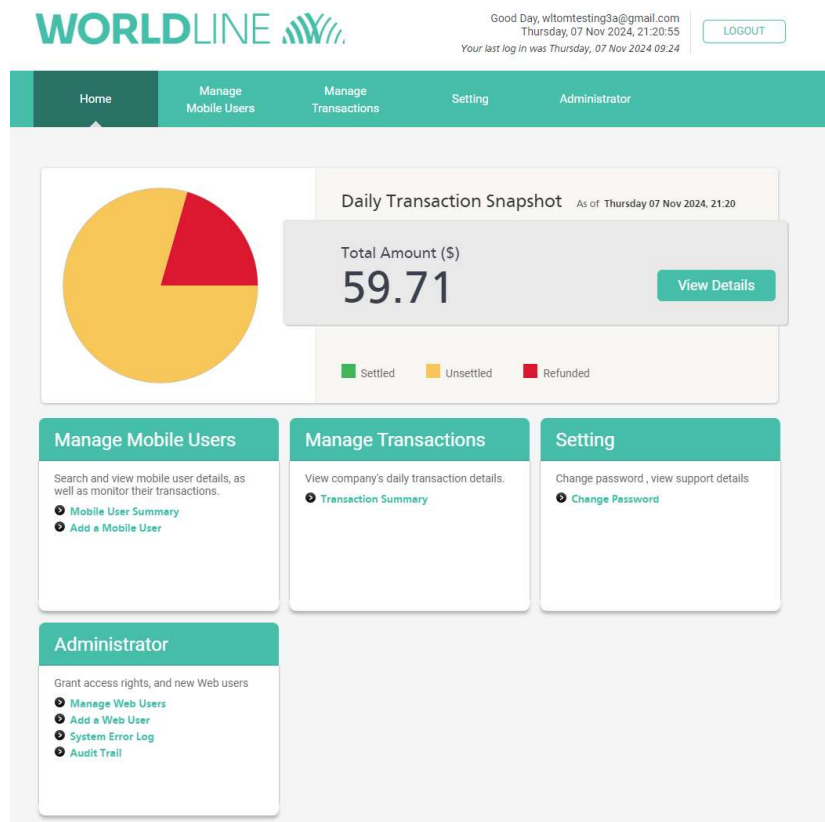
User ID
Password

Submit

[Forgot Password](#)

### 4.2 Dashboard view – Home Page

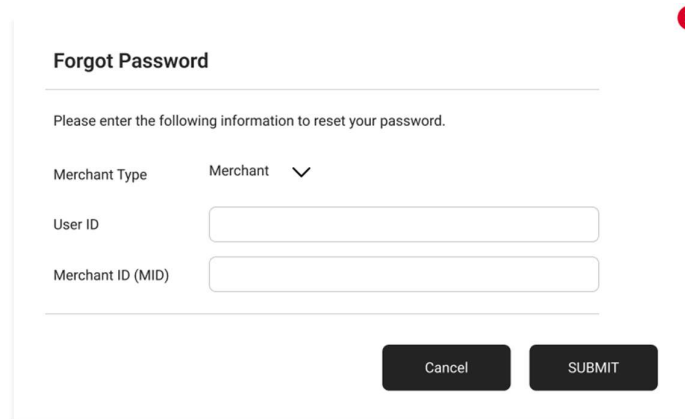
The home page allows you to view and access all the Tap on Mobile information.



### 4.3 Forgot Password

The screenshot shows the 'Merchant Portal Login' form. It has two input fields: 'User ID' and 'Password'. Below these fields is a 'Submit' button. A red rectangle highlights the 'Forgot Password' link located below the Submit button.

- Select “Forgot Password”

A modal dialog box titled "Forgot Password" with a red close button in the top right corner. The dialog contains a message: "Please enter the following information to reset your password." Below this, there are three input fields: "Merchant Type" with a dropdown menu showing "Merchant", "User ID" with a text input field, and "Merchant ID (MID)" with a text input field. At the bottom right of the dialog are two buttons: "Cancel" and "SUBMIT".

**Forgot Password**

Please enter the following information to reset your password.

Merchant Type    Merchant    ▾

User ID   

Merchant ID (MID)   

- Enter your “**User ID**” and “**Merchant ID**”
- An email will be sent to the email associated with the User ID

## 4.4 Manage and add new mobile users

Adding additional mobile users incurs an additional per month fee per mobile user.

The screenshot shows the 'Manage Mobile Users' section of the Worldline interface. At the top, there's a header with the Worldline logo, a user greeting 'Good Day, lilo.hoffmeyer@gmx.de', the date 'Wednesday, 06 Nov 2024, 12:05:42', and a 'LOGOUT' button. Below the header is a navigation bar with links: Home, Manage Mobile Users (active), Manage Transactions, Setting, and Administrator. On the left, a 'Quicklinks' sidebar contains 'Mobile User Summary' and 'Add a Mobile User'. The main content area has a search bar 'Search for a Mobile User' with a placeholder 'Mobile User ID / Terminal ID (TID)' and a 'Search' button. Below this is the 'All Mobile Users' section, which includes filters for 'Merchant ID (MID)', 'Status' (a dropdown menu), and 'Date' (two date pickers). A 'Search' button is also present. Below the filters, it shows 'Total Records: 1' and 'Page 1 of 1'. A table lists the mobile users with columns: MID, Mobile User ID, TID, Status, Created Date, and Quicklink. One user is listed: MID 939032 (Test Marketing 2), Mobile User ID lilo, TID 93903201, Status Active, Created Date 05 Nov 2024. A 'View Details' button and a 'Go' button are next to the user entry.

WORLDLINE

Good Day, lilo.hoffmeyer@gmx.de  
Wednesday, 06 Nov 2024, 12:05:42  
Your last log in was Wednesday, 06 Nov 2024 10:44

LOGOUT

Home Manage Mobile Users Manage Transactions Setting Administrator

Quicklinks

- Mobile User Summary
- Add a Mobile User

Search for a Mobile User Mobile User ID / Terminal ID (TID) Search

All Mobile Users

Merchant ID (MID)

Status Select One

Date 06 Nov 2014 to 06 Nov 2024 Search

Total Records: 1 Page 1 of 1

MID	Mobile User ID	TID	Status	Created Date	Quicklink
939032 (Test Marketing 2)	lilo	93903201	Active	05 Nov 2024	View Details Go

To create or manage a mobile user:

- Click on Manage mobile users (*Note: All mobile User accounts associated with the Partner will be displayed in Mobile user listing if Mobile User is created successfully*)
- Search/Filter based on mobile users.
  - Mobile user/Terminal ID
  - Merchant ID
  - Status or
  - Created Date
- Click on View details to view selected Mobile user details.

## 4.5 View mobile users' details

### Manage Mobile users – Mobile user summary- View Mobile User Details

The screenshot displays the 'Manage Mobile Users' section of the Worldline merchant dashboard. At the top, the 'WORLDLINE' logo is on the left, and the user's login information (Good Day, swatvivek@gmail.com, Monday, 09 Jun 2025, 07:52:25) and a 'LOGOUT' button are on the right. The navigation bar includes 'Home', 'All Companies', 'Manage Mobile Users' (active), 'Manage Transactions', 'Setting', and 'Administrator'. On the left sidebar, 'Quicklinks' includes 'Mobile User Summary' and 'Add a Mobile User'. The main content area shows 'You are currently viewing MID: 100020' with a 'View Company Details' button. Below this is the 'Mobile User Details' section, which includes an 'Activation Date' of 29 May 2025 and a 'Status History >>' link. The 'Company Details' section lists 'Business Name' as 'KB Test Merchant 6' and 'Terminal ID (TID)' as '10002001'. The 'Mobile User Details' section lists 'Mobile User ID' as 'wltester', 'Name' as 'Vivek Rajashekar', 'Contact No.' as '+64 2222222222', and 'Email Address' as 'kbtestuat1@gmail.com'. The 'Authorisation' section shows a green checkmark indicating 'This mobile user can perform refunds'. The 'Single Sign On (SSO)' section shows a green checkmark indicating 'Enable manual login for mobile app'. At the bottom, there are buttons for 'Reset User PIN', 'View Transactions', and 'Suspend Mobile User Access'.

**WORLDLINE**

Good Day, swatvivek@gmail.com  
Monday, 09 Jun 2025, 07:52:25  
Your last log in was Monday, 09 Jun 2025 06:57

LOGOUT

Home All Companies **Manage Mobile Users** Manage Transactions Setting Administrator

**Quicklinks**

- Mobile User Summary
- Add a Mobile User

You are currently viewing MID: 100020 [View Company Details](#)

**Mobile User Details** [Edit Mobile User Details](#)

Activation Date : 29 May 2025 [Status History >>](#)

**Company Details**

Business Name	KB Test Merchant 6
Terminal ID (TID)	10002001

**Mobile User Details**

Mobile User ID	wltester
Name	Vivek Rajashekar
Contact No.	+64 2222222222
Email Address	kbtestuat1@gmail.com

**Authorisation**

✓ This mobile user can perform refunds

**Single Sign On (SSO)**

✓ Enable manual login for mobile app

[Reset User PIN](#) [View Transactions](#)

[Suspend Mobile User Access](#)

- Edit Mobile Users Details (*Note: User ID and MID Settings are not editable*)
- Merchant User is able to control Mobile User's access of any merchant.
- View past transactions performed by selected Mobile User
- Mobile user details can export using the [Export to CSV](#).

## 4.6 Create Mobile User

Manage Mobile users – Add a Mobile user.

**Note** adding another Mobile user ID attracts another monthly user fee.

**WORLDLINE**

Good Day, swatvivek@gmail.com  
Monday, 09 Jun 2025, 07:56:56  
Your last login was Monday, 09 Jun 2025 06:57

LOGOUT

Home

All Companies

Manage Mobile Users

Manage Transactions

Setting

Administrator

Quicklinks

Mobile User Summary

► Add a Mobile User

Add a Mobile User

1 Select Company

2 Details

3 Review & Confirm

4 Complete

Business Details

Business NameBlaze Sticker company

Mobile User Details

Mobile User IDBob1234  
(Between 3 - 60 Alphanumeric characters)

NameBobby Bear  
(Between 5-50 Alphabets, spaces, dots(.) and/or dashes(-))

Contact No.+64 02123569814

Email Addressbobbybear@gmail.com  
(Required for email notifications)

Authorisation

☒ This mobile user can perform refunds

Single Sign On (SSO)

☒ Enable login via Single Sign On (SSO)

☒ Disable manual login for mobile app

Next

- Add a mobile user ID (Between 3 – 256 Alphanumeric characters)
- Mobile username.
- Contact number.

- Email address (required for email notifications).
- If this mobile user can perform refunds, select the box.
- For App2App users please select the SSO check box and also check the disabled manual login for manual app.

**WORLDLINE**

Good Day, swatvivek@gmail.com  
Monday, 09 Jun 2025, 07:56:56  
Your last log in was Monday, 09 Jun 2025 06:57

LOGOUT

Home All Companies **Manage Mobile Users** Manage Transactions Setting Administrator

**Quicklinks**

Mobile User Summary  
➤ Add a Mobile User

### Add a Mobile User

1 Select Company 2 Details **3 Review & Confirm** 4 Complete

#### Business Details

Business Name **Blaze Sticker company**

#### Mobile User Details

Mobile User ID **Bob1234**  
Name **Bobby Bear**  
Contact No. **02123569814**  
Email Address **bobbybear@gmail.com**

#### Authorisation

✓ This mobile user can perform refunds

#### Single Sign On (SSO)

✓ Enable login via Single Sign On (SSO)  
✗ Disable manual login for mobile app

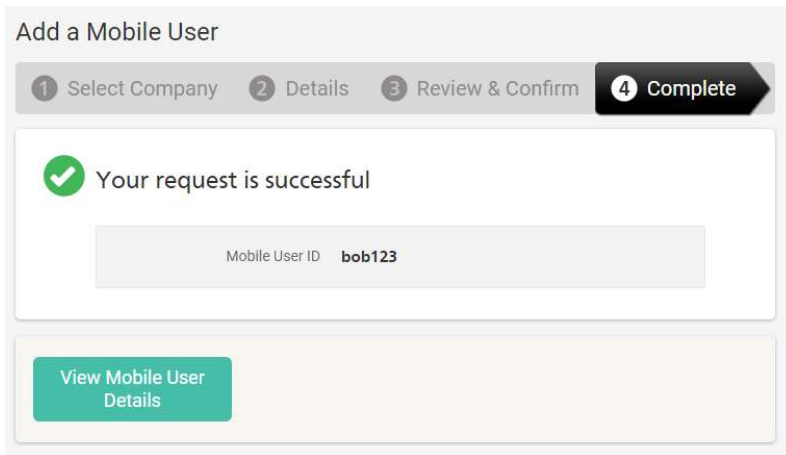
#### Please Note:

Activation of additional mobile users may incur additional charges. Please check with 'BANK/PARTNER' for more information

Back Confirm

- Review and select the confirm button.






The following screen presents.

## 4.7 Edit Mobile User

Under Manage Mobile users tab:

- Select the mobile user you wish to edit.
- Click on the “Go” button



Good Day, [deborah.wheeler@paymark.co.nz](mailto:deborah.wheeler@paymark.co.nz)  
Saturday, 12 Jul 2025, 14:18:27  
Your last log in was Saturday, 12 Jul 2025 12:10

LOGOUT

HomeAll CompaniesManage Mobile UsersManage TransactionsSettingAdministrator

Quicklinks

► Mobile User Summary

Add a Mobile User

Search for a Mobile User

Mobile User ID / Terminal ID (TID)

Search

All Mobile Users

Merchant ID (MID)

Status

Date

12 Jul 2015

to

12 Jul 2025

Search

Total Records: 28955

< Page 1 of 1931 >

MID	Mobile User ID	TID	Status	Created Date	Quicklink
753695 (Marie's Place)	marie	75369501	Active	11 Jul 2025	<div>View DetailsGo</div>

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[Home](#)
[All Companies](#)
[Manage Mobile Users](#)
[Manage Transactions](#)
[Setting](#)
[Administrator](#)

Quicklinks

[► Mobile User Summary](#)
[Add a Mobile User](#)

You are currently viewing  
MID: 456892

[View Company Details](#)

Mobile User Details

[Edit Mobile User Details](#)

Activation Date : 11 Jul 2025

Status History >>

Company Details

Business Name	Shoe Runner Albany
Terminal ID (TID)	45689201

Mobile User Details

Mobile User ID	shoe1
Name	Shoe Runner
Contact No.	+64 0277009028
Email Address	deborah.wheeler@paymark.co.nz

Authorisation

✓ This mobile user can perform refunds

Single Sign On (SSO)

✓ Enable manual login for mobile app  
 ✓ Enable login via Single Sign On (SSO)

Reset User PIN

View Transactions

Suspend Mobile User Access

- Edit the details that you need to Edit and select the “Next” button
- Note that the SSO should only be enabled for App2App and SDK merchants.

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[Home](#)
[All Companies](#)
[Manage Mobile Users](#)
[Manage Transactions](#)
[Setting](#)
[Administrator](#)

Quicklinks

[Mobile User Summary](#)
[Add a Mobile User](#)

You are currently viewing MID: 456892

View Company Details

Edit Mobile User Details

1 Details

2 Review & Confirm

3 Complete

Business Details

Business Name

Shoe Runner Albany

Terminal ID (TID)

45689201

Mobile User Details

Mobile User ID

shoe1

Name

Shoe Runner

Contact No.

+64 0277009028

Email Address

[deborah.wheeler@paymark.co.nz](mailto:deborah.wheeler@paymark.co.nz)

Authorisation

✓ This mobile user can perform refunds

Single Sign On (SSO)

✓ Enable login via Single Sign On (SSO)

✓ Enable manual login for mobile app

Back

Confirm

- Review your changes and select “Confirm”
- If successful, the following screen will be presented

HomeAll CompaniesManage Mobile UsersManage TransactionsSettingAdministrator

Quicklinks

► Mobile User Summary

Add a Mobile User

You are currently viewing MID: 456892

View Company Details

Edit Mobile User Details

1 Details2 Review & Confirm3 Complete

✓

Your request is successful

Mobile User ID

shoe1

View Mobile User Details

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## 4.8 Suspend Mobile User

Use this function to put a mobile user on hold.

Choose Manage Mobile users tab:

- Select the mobile user you wish to suspend and hit the “Go” button



Good Day, [deborah.wheeler@paymark.co.nz](mailto:deborah.wheeler@paymark.co.nz)  
Saturday, 12 Jul 2025, 14:18:27  
Your last log in was Saturday, 12 Jul 2025 12:10

LOGOUT

HomeAll CompaniesManage Mobile UsersManage TransactionsSettingAdministrator

Quicklinks

➤ Mobile User Summary

Add a Mobile User

Search for a Mobile User

Mobile User ID / Terminal ID (TID)

Search

All Mobile Users

Merchant ID (MID)

Status

Date

12 Jul 2015

to

12 Jul 2025

Search

Total Records: 28955


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MID	Mobile User ID	TID	Status	Created Date	Quicklink
753695 (Marie's Place)	marie	75369501	Active	11 Jul 2025	<div>View DetailsGo</div>

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- Select the "Suspend Mobile User Access" button




Good Day, [deborah.wheeler@paymark.co.nz](mailto:deborah.wheeler@paymark.co.nz)  
 Saturday, 12 Jul 2025, 14:19:05  
 Your last log in was Saturday, 12 Jul 2025 12:10

LOGOUT

Home
 All Companies
 **Manage Mobile Users**
 Manage Transactions
 Setting
 Administrator

Quicklinks
 

- Mobile User Summary
- Add a Mobile User


 You are currently viewing  
**MID: 456892**

View Company Details

Mobile User Details

Edit Mobile User Details

Activation Date : 11 Jul 2025
 

Status History >>


Company Details
 

Business Name	Shoe Runner Albany
Terminal ID (TID)	45689201



Mobile User Details
 

Mobile User ID	shoe1
Name	Shoe Runner
Contact No.	+64 0277009028
Email Address	deborah.wheeler@paymark.co.nz

Authorisation
 

 This mobile user can perform refunds

Single Sign On (SSO)
 

 Enable manual login for mobile app  
 Enable login via Single Sign On (SSO)

Reset User PIN

View Transactions

Suspend Mobile User Access

[Home](#)
[All Companies](#)
[Manage Mobile Users](#)
[Manage Transactions](#)
[Setting](#)
[Administrator](#)

Quicklinks

[Mobile User Summary](#)
[Add a Mobile User](#)

You are currently viewing MID : 456892

View Company Details

Suspend Mobile User Access

1 Details

2 Complete

Mobile User ID :

shoe1

Effective Date :

12 Jul 2025

Reason

Resigned

15/08/25

Max characters: 250 242 remaining

SUBMIT

- Select the reason and add a note if required.
- Then click on the “[submit](#)” button.
- The following screen will appear if your request is successful.

[Home](#)
[All Companies](#)
[Manage Mobile Users](#)
[Manage Transactions](#)
[Setting](#)
[Administrator](#)

Quicklinks

[Mobile User Summary](#)
[Add a Mobile User](#)

You are currently viewing MID : 456892

View Company Details

Suspend Mobile User Access

1 Details

2 Complete

✓ Your request is successful

Mobile User ID

shoe1

Effective Date

12 Jul 2025

Reason

Resigned

15/08/25



## 4.9 Reinstate Mobile User

Should you wish to reinstate a suspended mobile user, follow the same process for suspending the user.

- Select the "Reinstate Mobile User Access" button
- Add note is required and select the "Submit" button
- The following screen will appear if your request is successful.

The screenshot shows the 'Reinstate Mobile User Access' form in the Worldline Paymark interface. The top navigation bar includes 'Home', 'All Companies', 'Manage Mobile Users', 'Manage Transactions', 'Setting', and 'Administrator'. The user is logged in as 'deborah.wheeler@paymark.co.nz' on Saturday, 12 Jul 2025, 14:31:08. The form is titled 'Reinstate Mobile User Access' and shows progress steps: '1 Details' (active) and '2 Complete'. The form fields are: 'Mobile User ID' (shoe1), 'Effective Date' (12 Jul 2025), and 'Reason' (Reinstate). A text area for a note is present with a character count of 250/250. A 'SUBMIT' button is at the bottom right.

WORLDLINE

Good Day, deborah.wheeler@paymark.co.nz  
Saturday, 12 Jul 2025, 14:31:08  
Your last log in was Saturday, 12 Jul 2025 12:10

LOGOUT

Home All Companies Manage Mobile Users Manage Transactions Setting Administrator

Quicklinks  
► Mobile User Summary  
Add a Mobile User

You are currently viewing MID : 456892 View Company Details

Reinstate Mobile User Access

1 Details 2 Complete

Mobile User ID : shoe1  
Effective Date : 12 Jul 2025  
Reason : Reinstate

Max characters: 250 / 250 remaining

SUBMIT

The screenshot shows the 'Reinstate Mobile User Access' success message in the Worldline Paymark interface. The top navigation bar and user information are the same as the previous screenshot. The form is titled 'Reinstate Mobile User Access' and shows progress steps: '1 Details' and '2 Complete' (active). A green checkmark icon and the text 'Your request is successful' are displayed. Below this, a summary box shows the details: 'Mobile User ID' (shoe1), 'Effective Date' (12 Jul 2025), and 'Reason' (Reinstate ABC).

WORLDLINE

Good Day, deborah.wheeler@paymark.co.nz  
Saturday, 12 Jul 2025, 14:31:49  
Your last log in was Saturday, 12 Jul 2025 12:10

LOGOUT

Home All Companies Manage Mobile Users Manage Transactions Setting Administrator

Quicklinks  
► Mobile User Summary  
Add a Mobile User

You are currently viewing MID : 456892 View Company Details

Reinstate Mobile User Access

1 Details 2 Complete

✓ Your request is successful

Mobile User ID shoe1  
Effective Date 12 Jul 2025  
Reason Reinstate  
ABC

## 4.10 Manage Transactions

Manage Transactions > Transaction Summary > View Transactions

**WORLDLINE**

Good Day, wltomtesting3a@gmail.com  
Thursday, 07 Nov 2024, 21:37:41  
Your last log in was Thursday, 07 Nov 2024 09:24

LOGOUT

HomeManage Mobile UsersManage TransactionsSettingAdministrator

Quicklinks

- Transaction Summary

Search for a Transaction

Transaction ID

Search

All Transactions

Merchant ID (MID)

Terminal ID (TID)

Approval Code

Status

Amount

Date

Select One

Select One

07 Aug 2024 to 07 Nov 2024

Search

Total Records: 29Page 1 of 2

Date/Time	Transaction ID	Status	Amount	Approval Code	Verification Method	TID (MID)	Quicklink
07 Nov 2024 / 03:04:53 PM	939019002411 070304149000 004	Approved	0.10	138863	CVM_TYPE_N O_CVM	93901900 (939019) View All Transactions	View Details

- Click on **Transaction Summary** on the left hand side of the screen. (Note all approved, refunded and reversed will be displayed in transaction listing.
- Search filter by:
  - TransactionID /Merchant ID
  - Terminal ID
  - Approval Code
  - Amount or
  - Status/Date
  - Payment type (Card/Direct Pay)
- Click on **View details** to view selected Transaction details. (see below)

Quicklinks

Transaction Summary

You are currently viewing

Transaction ID: 939019002411070304149000004

Transaction Details

Transaction Date / Time

07 Nov 2024 / 15:04:53

Batch No.

000001

Payment Status

Settled

Amount

\$ 0.10

Device Type

iPhone

Sales Description

No description.

Customer Details

Card Holder Name

Issuer / Card Application

Visa

Primary Account No.(PAN)

499916\*\*\*\*\*6370

PAN Sequence

02

Expiry Date

2709

Receipt Details

MID

939019

Business Name

RAINBOW FRESH LIMITED

TID

93901900

Approval Code

138863

Invoice No.

000004

Ref No.

000000000004

Application ID Integrated Credit Card (AIDICC)

A0000000031010

TC

D08C909ED9D629AE

Mobile User ID

mjlwl

Reader Serial No.

0000000000

Payment Type

RETAIL

Transaction Details

Authorise Response Code

3030

Verification Method

CVM\_TYPE\_NO\_CVM

Issuer Authorise Dataform

A558A4A62C7E57AB3030

Terminal Country Code

0554

Terminal Verification Result

0000000000

Transaction Status Info

0000

Merchant Receipt (PDF)

Customer Receipt (PDF)

To resend a customer receipt or print out a merchant receipt, select the button, this will download a PDF file to be sent or printed. (see below for example)

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## Sale

Rainbow Bakery  
65 Newcastle Street, Windsor

0223247245

### CUSTOMER COPY

<b>Date Time</b>	:	<b>07 Nov 2024 15:04:</b>
<b>TID</b>	:	<b>93901900</b>
AUTH	:	138863
STAN	:	000004
RRN	:	000000000004
Card Number	:	499916*****6370
PAN Seq	:	02
Card Expiry Date	:	**/**
Transaction Type	:	CREDIT(T)
Card Type	:	Visa
Application Label	:	Visa
AID	:	A0000000031010
TVR	:	0000000000
ATC	:	-
ARQC	:	D0BC909ED9D629AE
Description	:	N/A

Transaction No	:	9390190024110703041490
<b>Purchase</b>	<b>NZD</b>	0.10
<b>Tip</b>	<b>NZD</b>	0.00
<b>Surcharge</b>	<b>NZD</b>	0.00
<b>Total</b>	<b>NZD</b>	0.10
<b>APPROVED</b>		00

THANK YOU

NO SIGNATURE REQUIRED

I Agree To Pay Above Total Amount  
According To Card Issuer Agreement

v10002

## 5 Settings

### 5.2 Change Password

Settings > Change password

**WORLDLINE**

Good Day, wltomtesting3a@gmail.com  
Friday, 08 Nov 2024, 08:15:16  
Your last log in was Thursday, 07 Nov 2024 21:20

LOGOUT

Home Manage Mobile Users Manage Transactions **Setting** Administrator

**Quicklinks**

- Change Password

### Change Password

Please provide the information below.

Current Password	<input type="password"/>
New Password	<input type="password"/>
Retype Password	<input type="password"/>

**SUBMIT**

- Enter in your current password
- Create and enter your new password.
- Click “[submit](#)”

## 6 Administrator

This module allows you to create new users to access the portal.

### 6.2 Manage and add Admin Users

Choose [Manage admin Users](#).

Search for an Admin user by entering the User ID.

Click on view details to see the Admin users details and switch the Admin user.

The screenshot displays the Worldline Administrator interface. At the top, the Worldline logo is on the left, and the user's name, email, and login time are on the right, along with a LOGOUT button. Below this is a navigation bar with links to Home, Manage Mobile Users, Manage Transactions, Setting, and Administrator (which is highlighted). On the left side of the Administrator page, there is a 'Quicklinks' menu with options: Manage Admin Users, Add a Admin User, and Audit Trail. The main content area is titled 'All Users' and contains a search bar for Admin Users with a 'Search' button. Below the search bar, there are filters for Email Address, Role, Status, and Date. A 'Search' button is also present. The results show 'Total Records: 1' and 'Page 1 of 1'. A table lists the user details: User ID (wltomtesting3a@gmail.com), Role (Super Admin), Status (Active), and Created Date (24 Oct 2024). A 'View Details' button and a 'Go' button are next to the user entry.

User ID	Role	Status	Created Date	Quicklink
wltomtesting3a@gmail.com	Super Admin	Active	24 Oct 2024	<a href="#">View Details</a> <a href="#">Go</a>

- Click on [Manage admin user](#)
- Filter based on Admin users
  - User ID

- Role or
- Status/Date
- Click on [View Details](#) to view selected user details.

## 6.3 Add Portal User

To create an Admin or User that can view the portal.

Administrator Tab > Manage Admin User> Add an Admin user.

The screenshot shows the Worldline Administrator interface. At the top, there's a header with the Worldline logo, a greeting "Good Day, wltomtesting3a@gmail.com", the date "Friday, 08 Nov 2024, 08:26:09", and a "LOGOUT" button. Below the header is a navigation bar with tabs: Home, Manage Mobile Users, Manage Transactions, Setting, and Administrator (which is selected). On the left, there's a "Quicklinks" sidebar with options: Manage Admin Users, Add a Admin User (highlighted), and Audit Trail. The main content area is titled "Add a Admin User" and features a progress bar with three steps: 1 Details (active), 2 Review & Confirm, and 3 Complete. The "Admin User Details" form includes fields for Email Address (john.doe@gmail.com), Role (Viewer), Salutation (Mr.), Name, and Contact No. (0312345678). A "Next" button is at the bottom right of the form.

- Click on add an Admin user to create a Portal user (**Note:** Only merchant admin has access to this sub module).
- Select a role for the user

The image shows a user creation form with three input fields: Role, Salutation, and Name. The Role field has a dropdown menu open, showing three options: Viewer, Admin, and Viewer. The first 'Viewer' option is highlighted. Above the dropdown menu, there is a note: (Required for email notifications).

- Click submit to create user (Note: Activation Email will be triggered to registered email address)

## 6.4 Audit Trail

This is a detailed listing of what actions have been performed in the system.

Administrator Tab > Manage Admin User> Audit Trail



#### Quicklinks

► [Audit Trail](#)

Search for a User

[Search](#)

### User Activities

Action

Date  to

[Search](#)

Total Records: 14115

Page 1 of 941

Date/Time	User ID (Role)	Action	Status	Description
13 Jul 2025 / 15:05:40	deborah.wheeler@paymark.co.nz AUTHORISER	View Homepage	Successful	View Homepage
12 Jul 2025 / 14:36:39	deborah.wheeler@paymark.co.nz AUTHORISER	View Mobile User List	Successful	View Mobile User List
12 Jul 2025 / 14:36:34	deborah.wheeler@paymark.co.nz AUTHORISER	View Company list	Successful	View Company list
12 Jul 2025 / 14:36:27	deborah.wheeler@paymark.co.nz AUTHORISER	View Mobile User List	Successful	View Mobile User List
12 Jul 2025 / 14:36:17	deborah.wheeler@paymark.co.nz AUTHORISER	View company details	Successful	View company details : EftPos Test Merchant
12 Jul 2025 / 14:36:09	deborah.wheeler@paymark.co.nz AUTHORISER	View company details	Successful	View company details : EftPos Central Test

- Click on Audit trail
- Filter based on:
  - User ID
  - Action or
  - Status / Bank