



Tap on Mobile

Android guide

Accept contactless payments
Directly

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Document Control

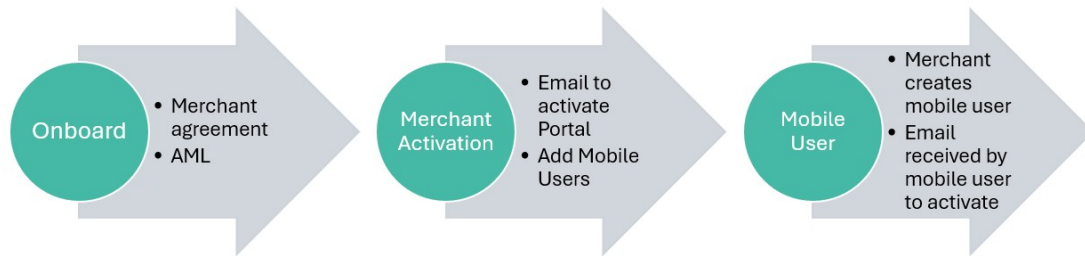
Document Information			
Product Owner Team		Instore Acceptance	
Contributing team (s)		PA / BA / OE	
Document History			
Author (s)	Date	Version	Comments
Deborah Wheeler	27/02/2025	0.1	Initial Draft
Deborah Wheeler	18/06/2025	1.0	Final
Valerie Smith-Turcius	18/07/2025	1.1	Updates
Nikki Vercoe	20/07/2025	1.2	Updates
Deborah Wheeler	28/07/2025	1.3	Updates
Deborah Wheeler	31/07/2025	2.0	Final

1. Welcome

Thank you for choosing the Worldline Tap on Mobile. We're excited to get you set up, so you can start taking contactless payments as soon as possible.

1.1 Let's get started.

What you can expect on day one using Tap on Mobile.



Onboarding

- Your supplier will arrange your onboarding on your behalf.

Merchant Activation

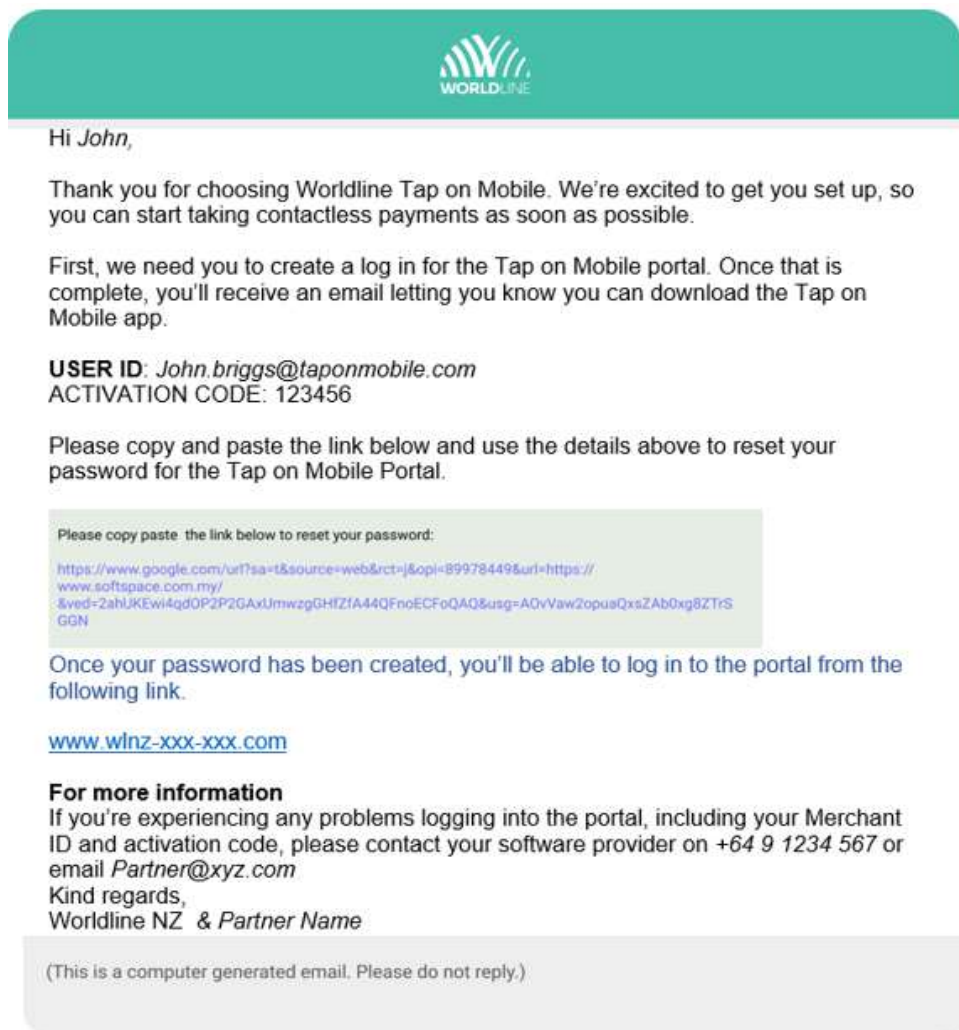
- Once onboarding completed you will receive an email to activate the Portal and to add in your mobile users.

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

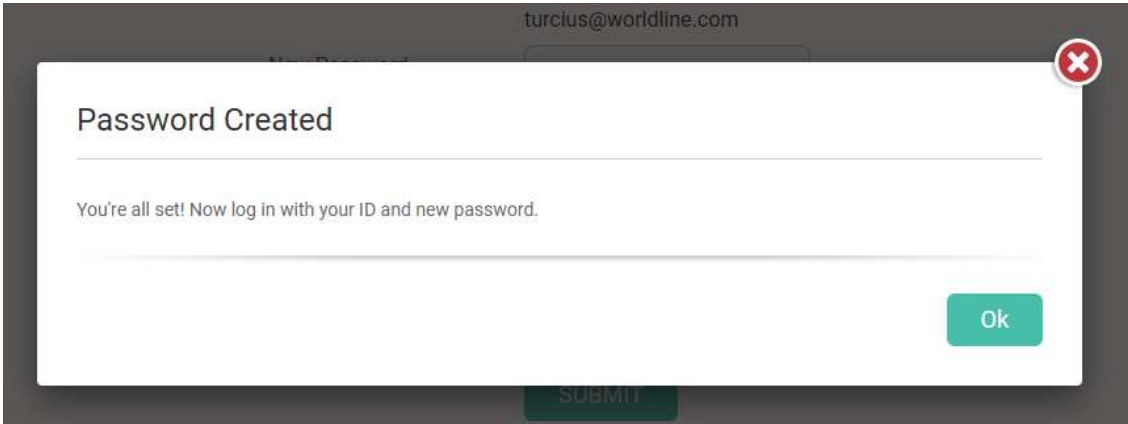
[Request Activation Code](#)

- 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.



turcius@worldline.com

Reset Password

Password Created

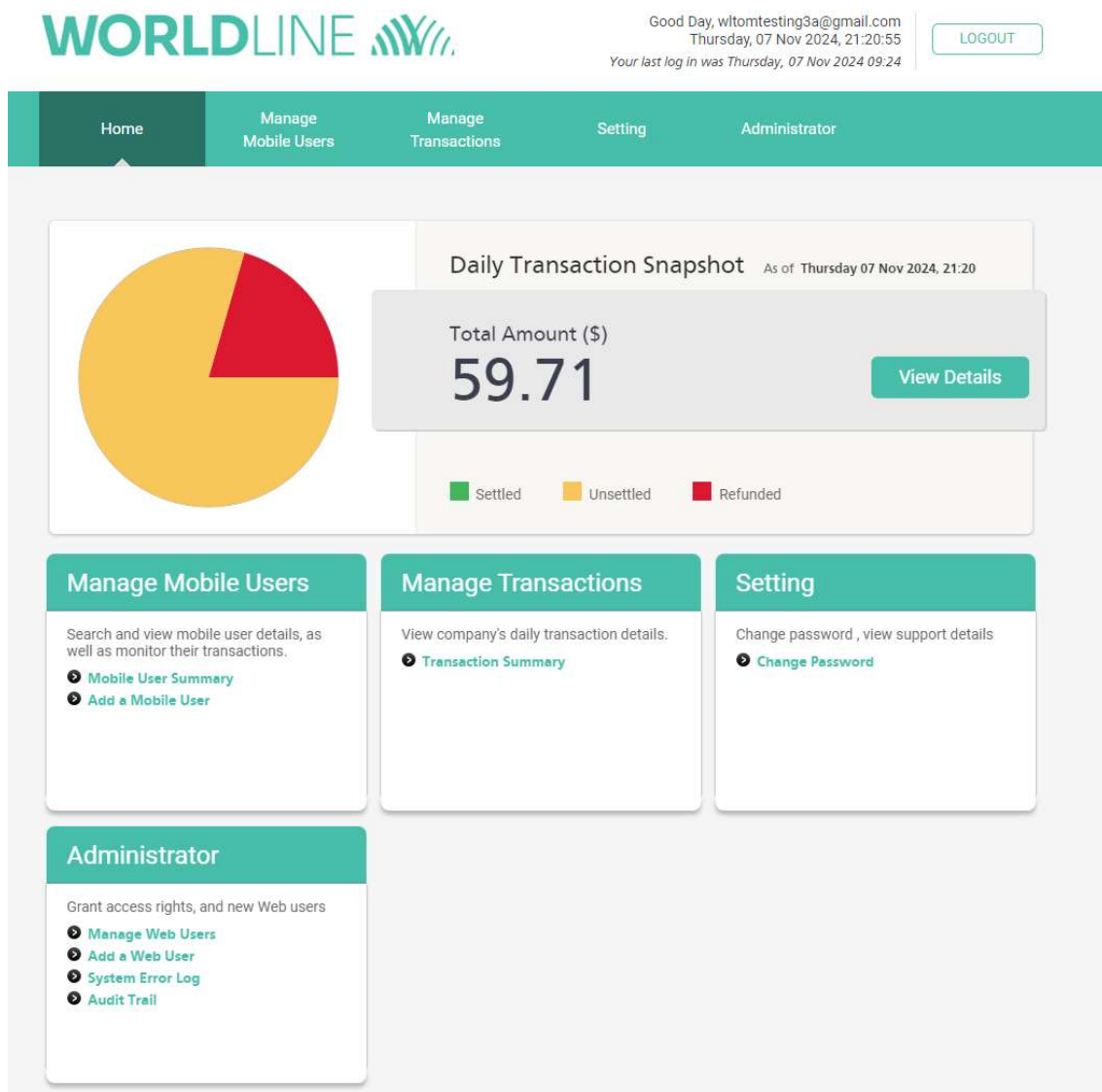
You're all set! Now log in with your ID and new password.

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**



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”

The new user will get an email with their login details. If they haven’t received it, check your junk mails.

Below are screenshots to assist in navigating the portal

The screenshot shows the 'Add a Mobile User' form in the Worldline Merchant Portal. The top navigation bar includes 'Home', 'All Companies', 'Manage Mobile Users' (selected), 'Manage Transactions', 'Setting', and 'Administrator'. A 'Quicklinks' sidebar on the left has 'Add a Mobile User' circled in red. The form is titled 'Add a Mobile User' and has a progress bar with four steps: 1. Select Company, 2. Details (current step), 3. Review & Confirm, and 4. Complete. The form is divided into three main sections: 'Business Details' with 'Blaze Sticker company' as the business name; 'Mobile User Details' with fields for Mobile User ID (Bob1234), Name (Bobby Bear), Contact No. (+64 02123569814), and Email Address (bobbybear@gmail.com); and 'Authorisation' with a checked box for 'This mobile user can perform refunds'. Below this is the 'Single Sign On (SSO)' section with checked boxes for 'Enable login via Single Sign On (SSO)' and 'Disable manual login for mobile app'. A 'Next' button is at the bottom right.

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

Add a Mobile User

1 Select Company

2 Details

3 Review & Confirm

4 Complete

✓ Your request is successful

Mobile User ID

bob123

View Mobile User Details

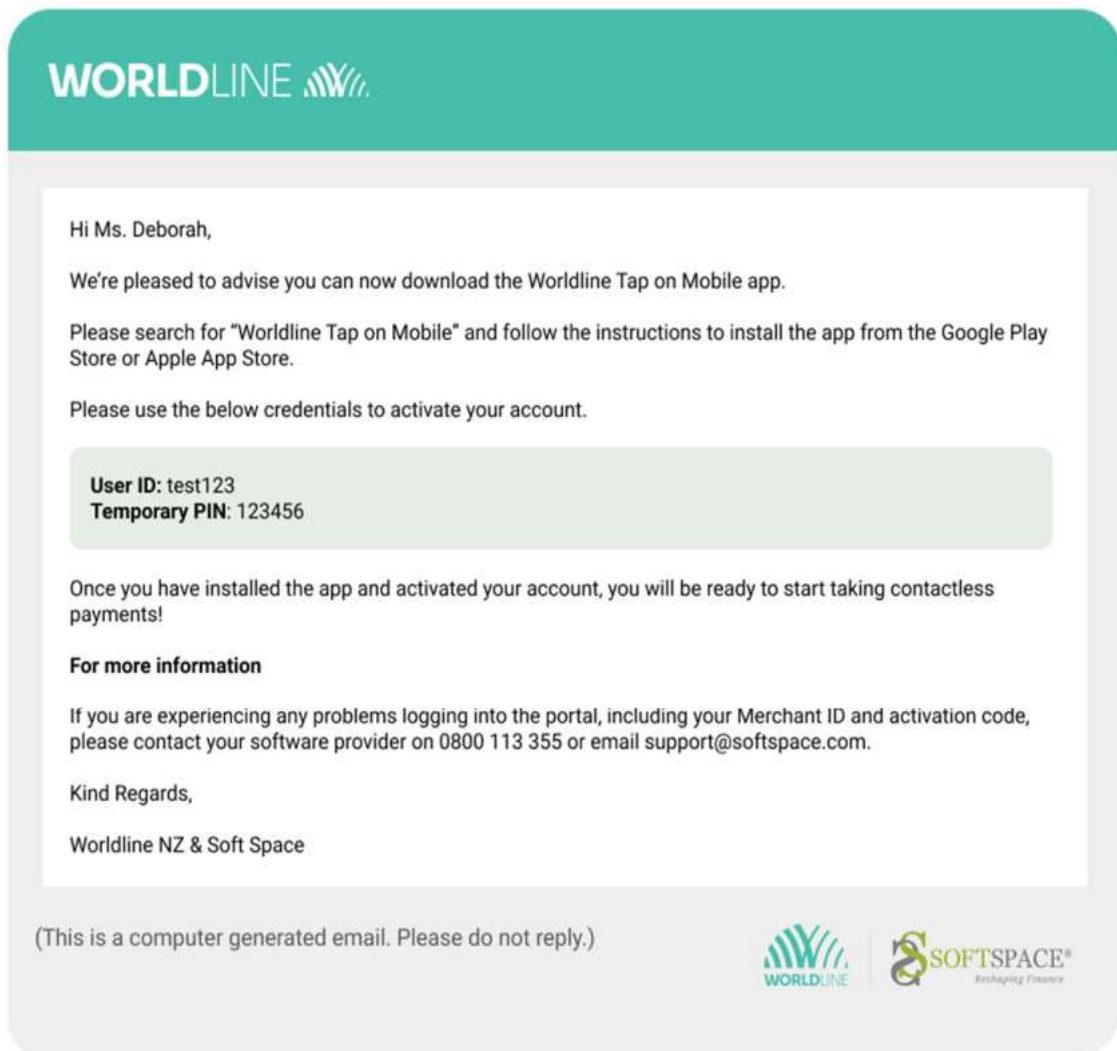
1.5 Mobile App – Activation

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.

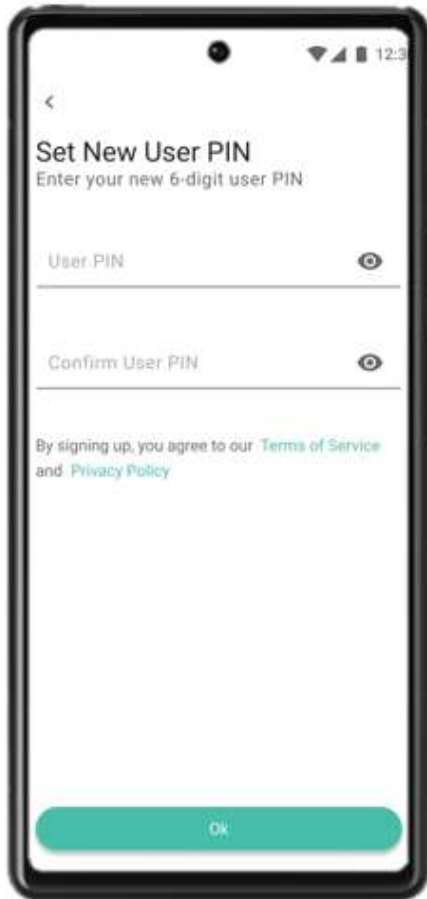


Follow the instructions on the email.

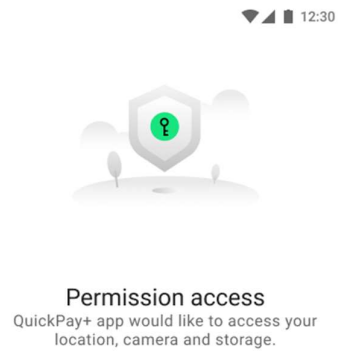
<div>1. Go to the App Store</div> <div>2. Search for Worldline NZ</div> <div>3. Download and install the App</div>	<div> App Store</div> <div> worldline</div>
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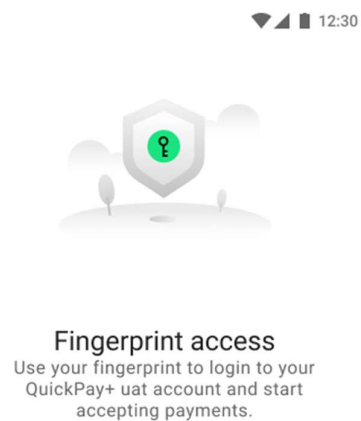
- Enter your User ID and Temporary PIN received in the email.
- Select “Log in” to proceed.



- You'll be prompted to update 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.



- For the payment app to be enabled you need to allow the app to access your location.
- Select “**Allow access**”



- For the payment app to be enabled you need to allow the app to access your location.
- Select “**use Fingerprint**”

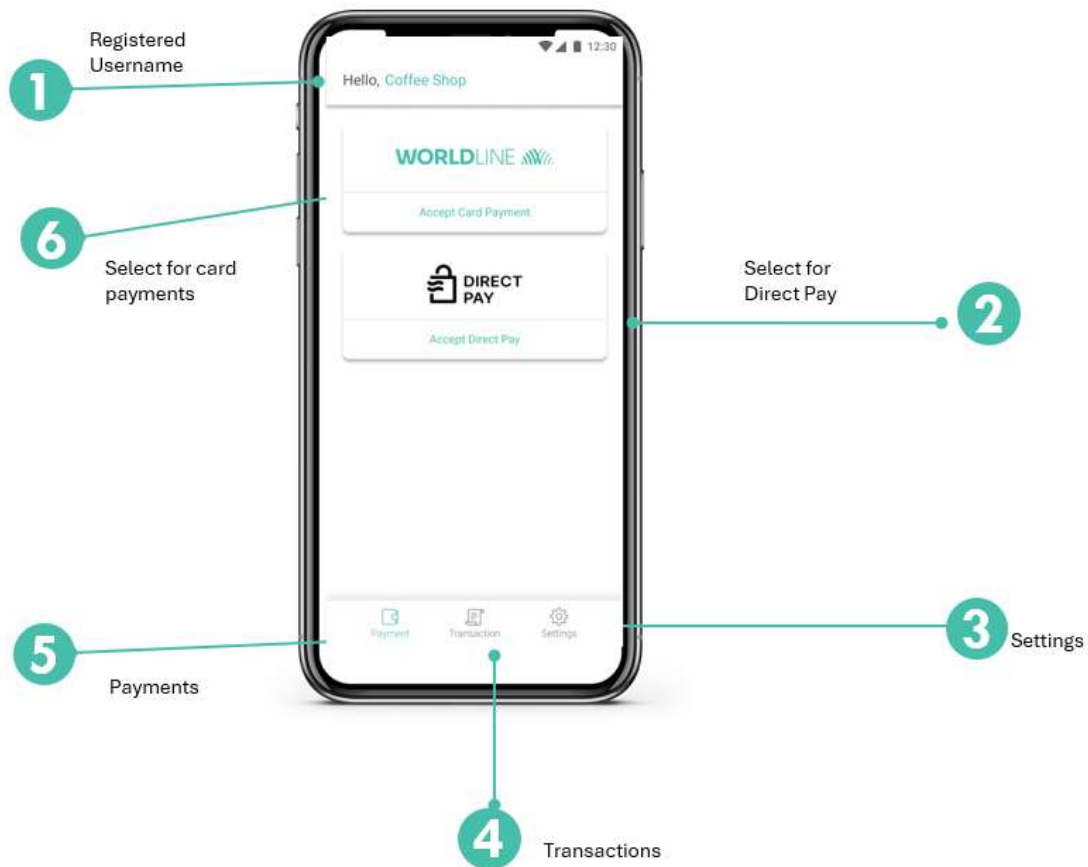
2 Getting Started with Worldline Tap on Mobile App

Worldline Tap on Mobile is a fully featured mobile payment application that leverages NFC enabled Android 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)

2.1 Home Page




2.2 Accepting Contactless Card Payments



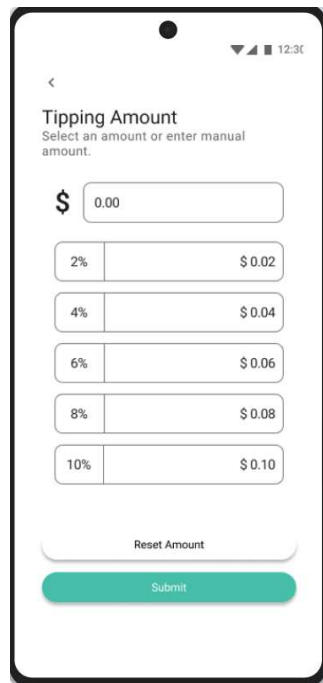
- At the payment page select “accept card payment” button.
- Enter the sales amount and select the “continue” Button

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.

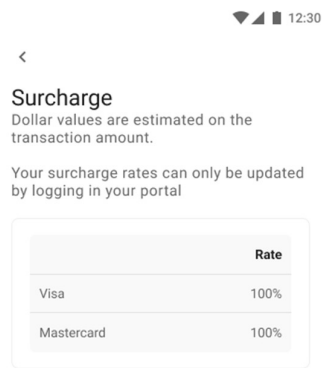
2.3 Tipping (Optional)



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

(Tipping settings are normally setup as part of the merchant profile during onboarding, however these can be added at any time by contacting your Partner)

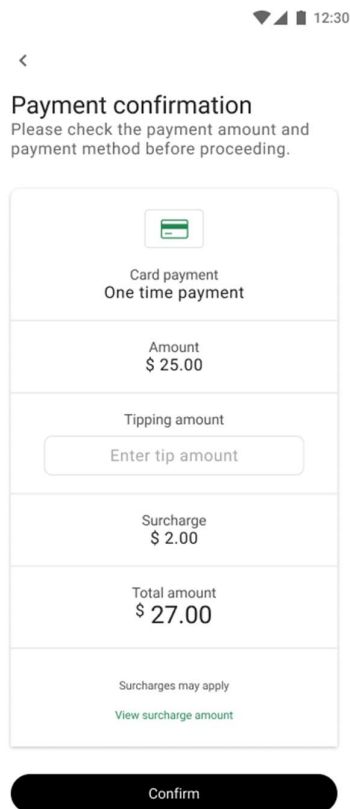
2.4 Surcharge



- 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.



- Verify and confirm the payment details

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

Note: Every smartphone has a different NFC detection area.



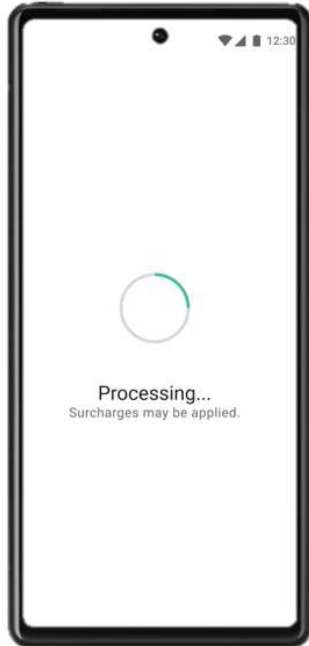
If the amount exceeds **NZD\$200**, customers are required to verify the transaction with their PIN.

Important:

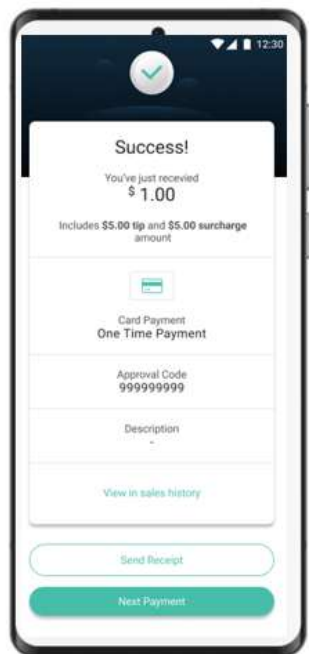
- Remind customers that the PIN pad is randomised.
- Provide an appropriate amount of private space and remind the customers to cover the screen during PIN entry to protect their confidentiality.



2.5 Payment Process

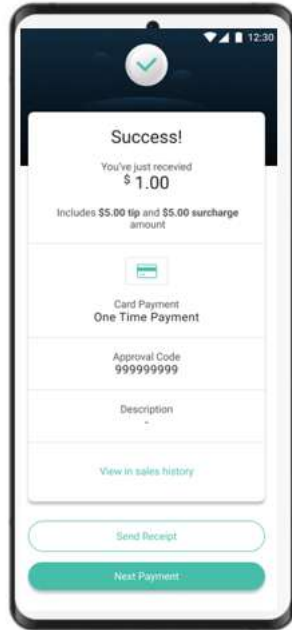


- Once the card is tapped on the Android device, the payment will be processed.



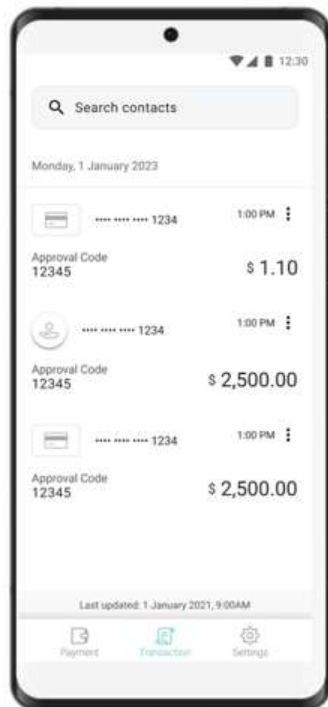
- Payment approved is confirmed.

2.6 E-receipt Issuance

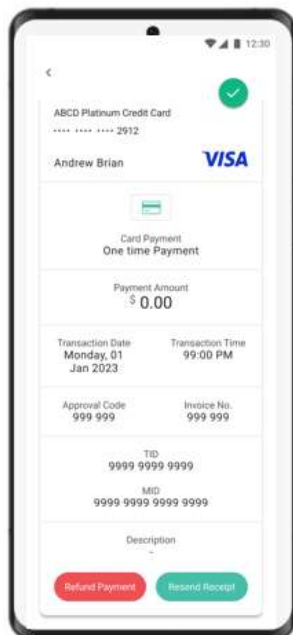


- Upon successful authorisation, the e-receipt page will be prompted.
- Allow the customer to enter their email address to issue an e-receipt.
- Proceed by selecting “[send](#)”.
- Alternatively, select “[Skip](#)” if the customer does not wish to receive an e-receipt.

2.7 Sales History – look at your transactions



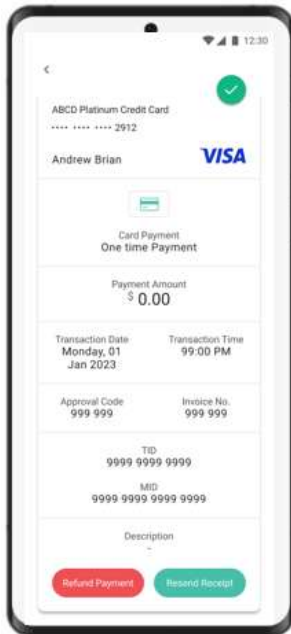
- At the payment page, navigate to “**Transaction**”.
- Select **Transaction**.
- Select the designated transaction to view complete details of the payment.
- Transactions processed will be displayed with the following:
 - Date and time of payment.
 - Approval code.
 - Total transaction amount



- Once you click on the transaction in the main screen above, the following screen presents.
- From here you can send a receipt or complete a refund. The refund must be for either the full amount of a partial. You can't refund more than the transacted amount. (refer following page for refunds)

2.8 Refund a Payment

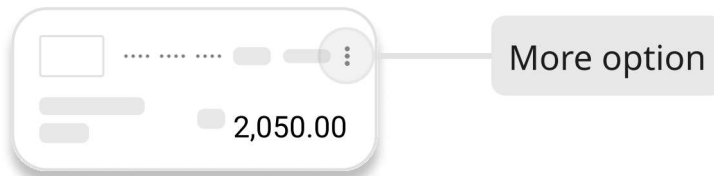
- For refunds the default limit is \$500 per day, to increase your limit please contact your Partner.
- The merchant can view up to 12 months in the portal and in the app the transactions can be searched for up to 12 months. The number of transactions on the app will be a limited amount but are all searchable.



- From the main screen choose **Transaction** button.
- Browse through the list to select the transaction.

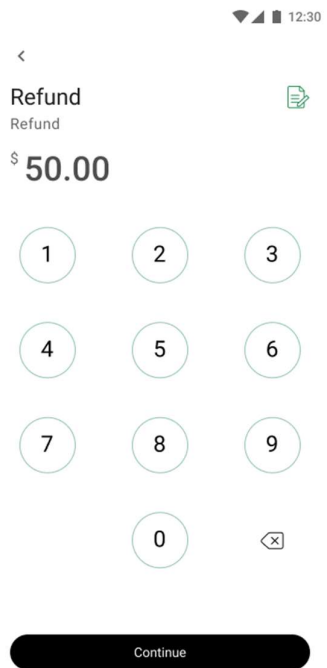
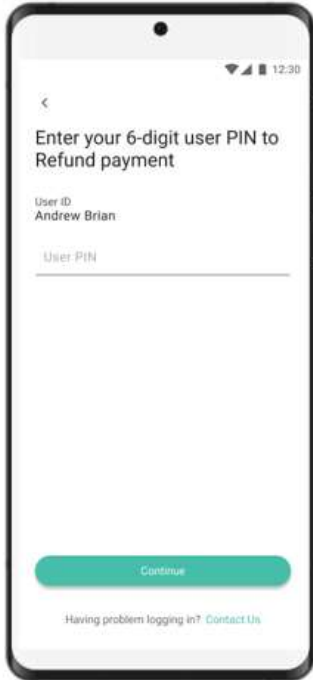
Note:

- Alternatively, select the “more option” icon for quick access.

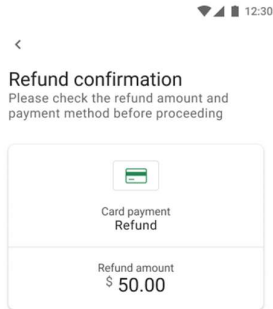


- Select “**Refund Payment**”.
- Enter user PIN
- Confirm by selecting “**Refund payment**”.
- The refund can only match the original transaction amount or up to that amount.

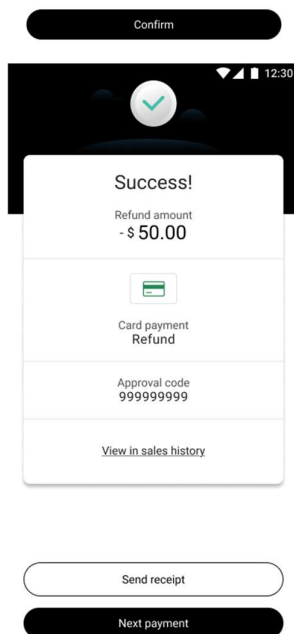
- Your username will default into the user ID field.
- Key in your “**User PIN**” number as part of the security to refund transactions.
- Select “**Enter PIN**”



- Ensure the amount you want to refund is correct.
- Select continue.



- Select “Confirm”.

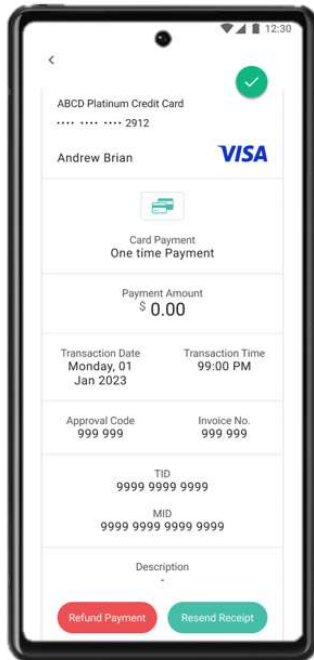


- The customer will tap the card for the refund.
- The following screen will appear if the transaction is successful.

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 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

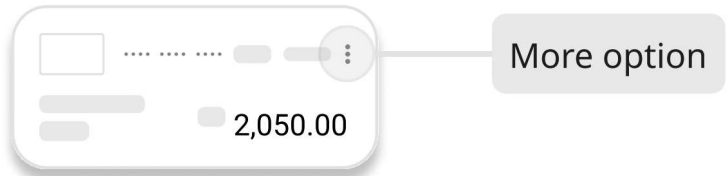
2.9 Resend E-Receipt



- Browse through the list to select the transaction.

Note:

- Alternatively, select the “more option” icon for quick access.



- Select “Resend Receipt”.
- Enter customer's email address.
- Confirm by selecting “Resend Receipt”.



2.10 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.

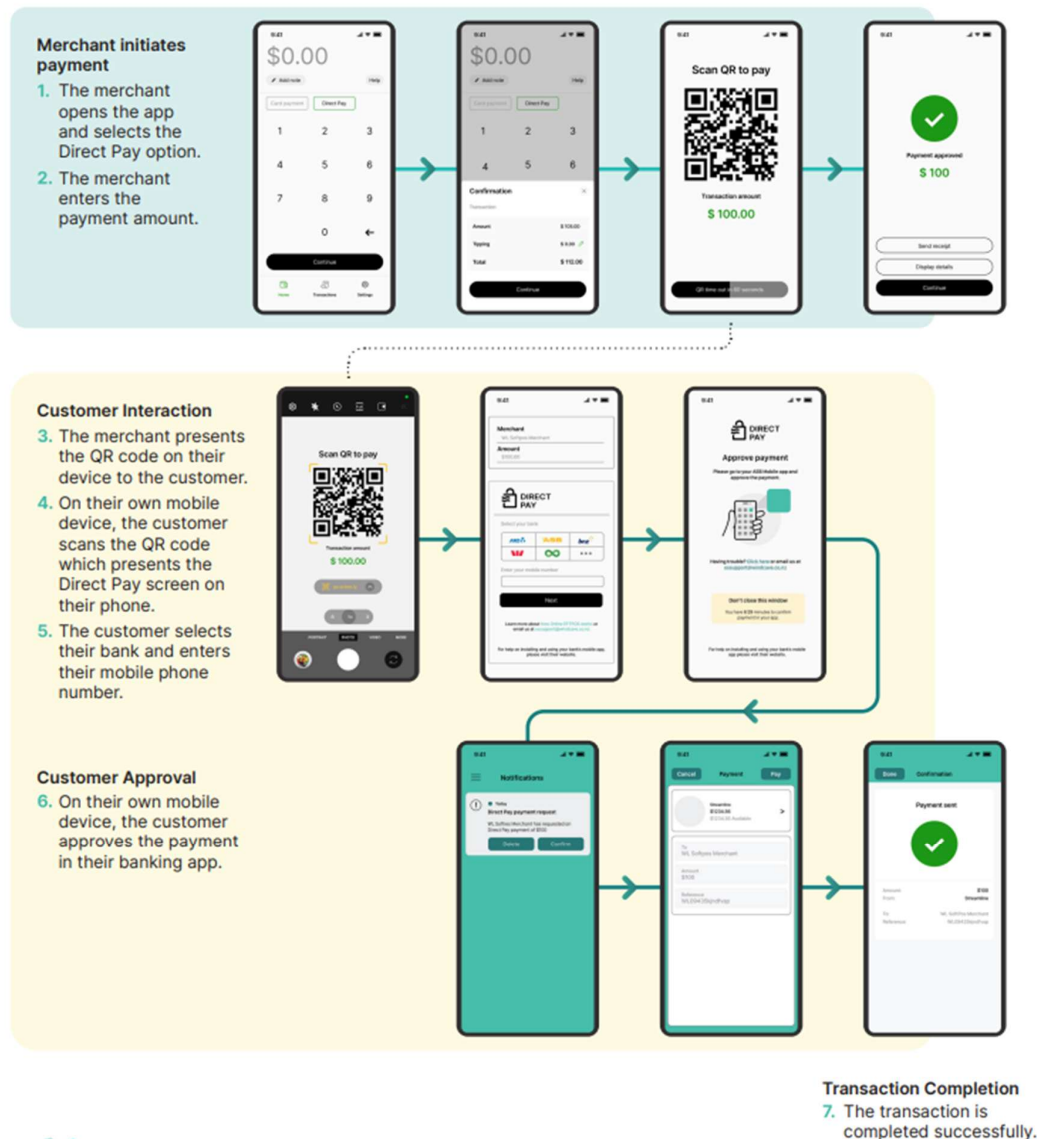
3.1 Accepting Direct Pay payments

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

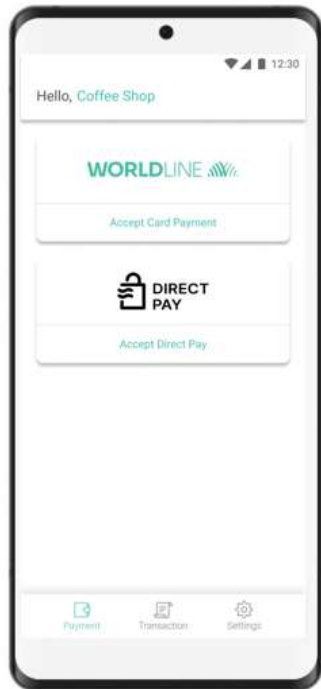
Direct Pay allows customers to make in-person payments using their smartphones without any surcharges. It's not only user-friendly but also one of the most secure payment methods available. Customers simply scan the QR code, enter their mobile number, select their bank, and approve the payment through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



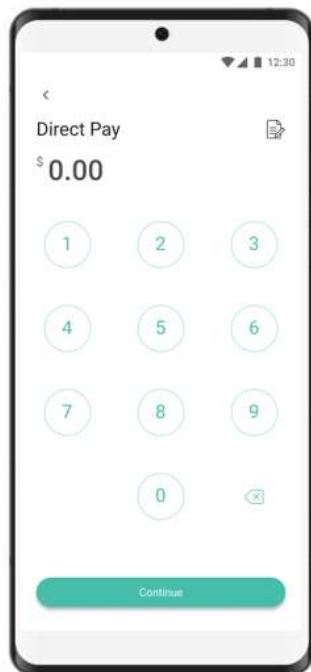
The customer experience – step by step




More detailed flow in the following pages.



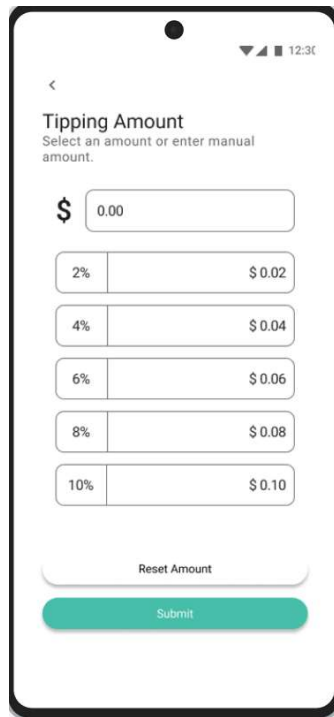
- Select the payment type “Direct Pay” button.
- This will take you through the payment flow to accept Direct Pay transactions



- Enter the sales amount and select “Continue” button.

Optional:
Insert transaction description by selecting the  icon.

3.2 Tipping (Optional)

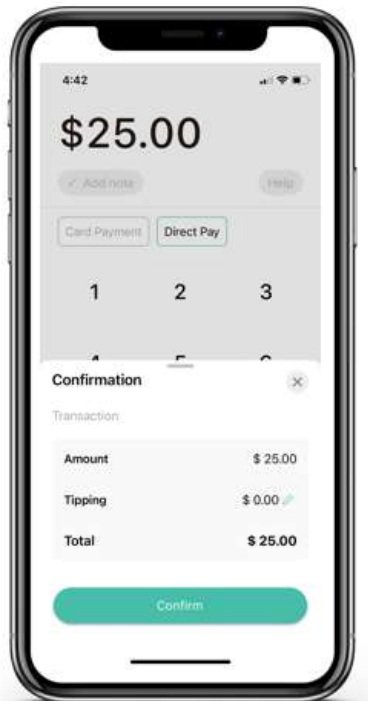
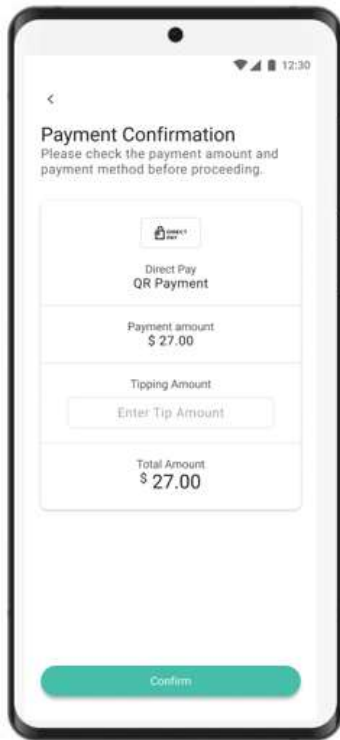


The screenshot shows a mobile app interface for entering a tip. At the top, there's a back arrow and a status bar showing signal, battery, and time (12:30). The title is "Tipping Amount" with a subtitle "Select an amount or enter manual amount." Below this is a text input field with a dollar sign icon and the value "0.00". Underneath are five rows of buttons for percentage tips: 2% (\$ 0.02), 4% (\$ 0.04), 6% (\$ 0.06), 8% (\$ 0.08), and 10% (\$ 0.10). At the bottom, there are two buttons: "Reset Amount" and a green "Submit" button.

- 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](#)

3.3 Payment Confirmation

- Check the amount and select “Continue” button.



3.4 Scan QR Code



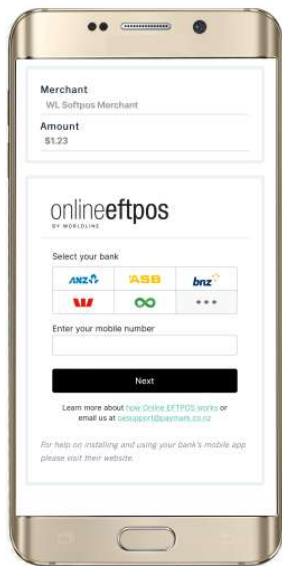
- Present the QR to customer to scan.
- Customer scans the QR to begin the pay process on their phone.
- They will then select their bank and input their phone number.
- Once complete the customer will go to their banking app to approve the payment.
- The app will wait for 40 seconds for payment acknowledgement. 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

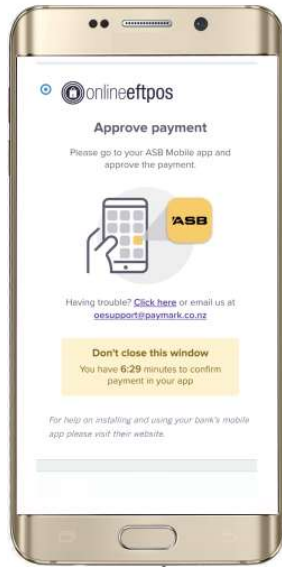
3.5 Direct Pay - Customer Journey



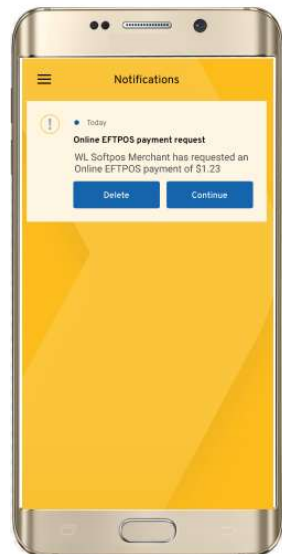
- Customer scans the QR code on their phone.



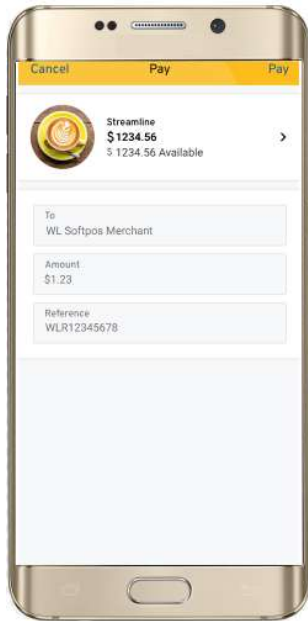
- Customer opens the link opened by the QR code.
- Customer is redirected to the payment form and will be presented with their transaction details (merchant, amount, reference).
- Customer selects their bank and inputs their phone number.
- Customer clicks “Next” button to proceed.



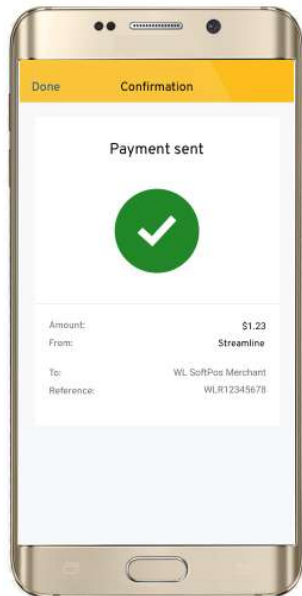
- Customer is directed to open their bank app to approve the payment request.
- Customer has up to 7 minutes to complete an action.
- If customer does not act within the time limit, the transaction will expire and need to start again from merchant generating the QR code.



- Customer login their banking app.
- Depending on the bank, the payment request may be in a notification bell or need to locate through the menu.
- Customer approves the payment request within their bank app and get confirmation of their action.



- This example is for an ASB customer.
- Customer will be presented their default bank account or select another account then click on “Pay” button.

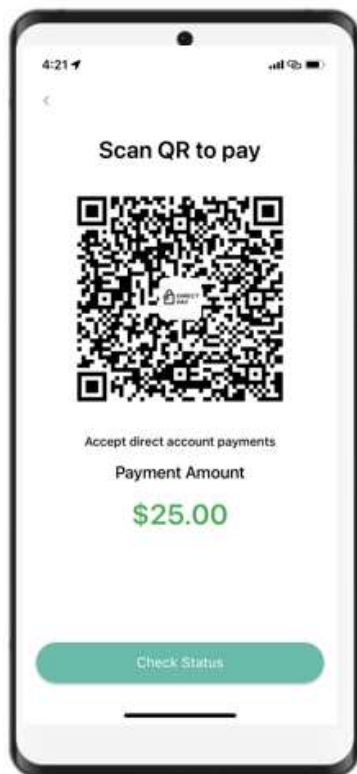


- Payment confirmation acknowledgement is displayed.
- End of customer journey.

3.6 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.

3.7 Check Status of QR Payment

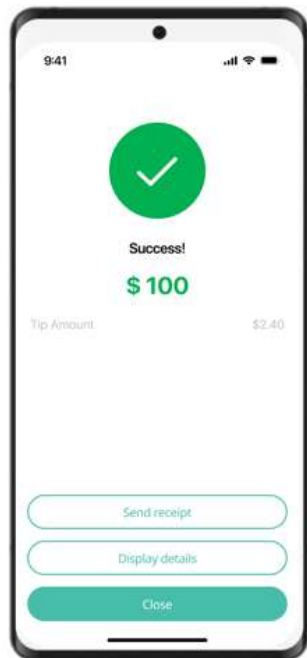


- If no response received from the customer's bank, you could select the “[Check Status](#)” button to manually get the payment status.

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.

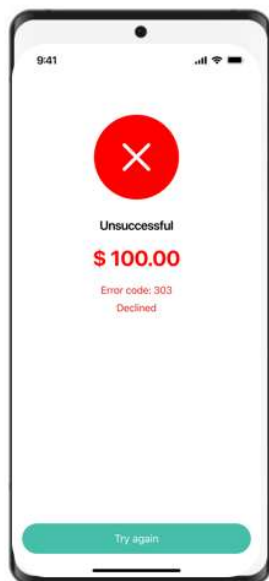
3.8 Acknowledgement of payment



SUCCESSFUL TRANSACTION

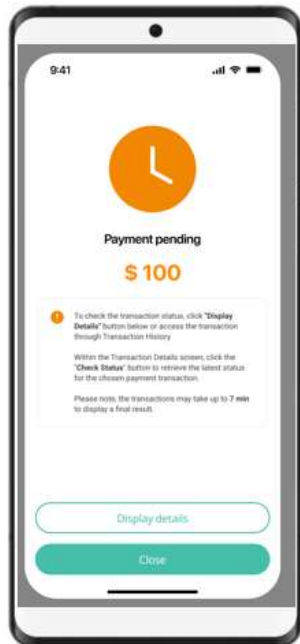
- Upon successful payment, the e-receipt page will be prompted.
- If the customer does not need a receipt then select “[Next payment](#)” button.

See section 2.6 for details on receipts.



FAILED TRANSACTION

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



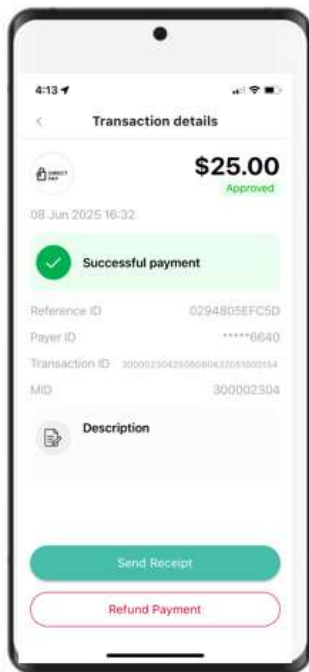
- Whilst the customers' bank payment processing is in flight, the transaction may sit in an interim state of Pending.
- Select “Display details” button and it will navigate you to the transaction detail whereby you can manually click on “Check Status” button.



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

3.9 Refund a Payment

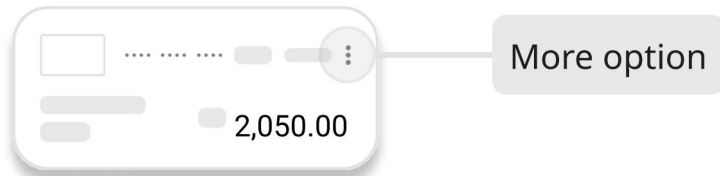
There is a Refund limit, set by the bank the customer is using to approve this payment. All Direct Pay refunds must be matched against the original purchase transaction. If the limit exceeds the banks agreed limit, please tell the customer to contact their bank.



- Browse through the list to select the transaction.

Note:

- Alternatively, select the “more option” icon for quick access.



- Select “Refund Payment”.



- Confirm by selecting “[Refund payment](#)”.
- 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 in the customers account till 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.

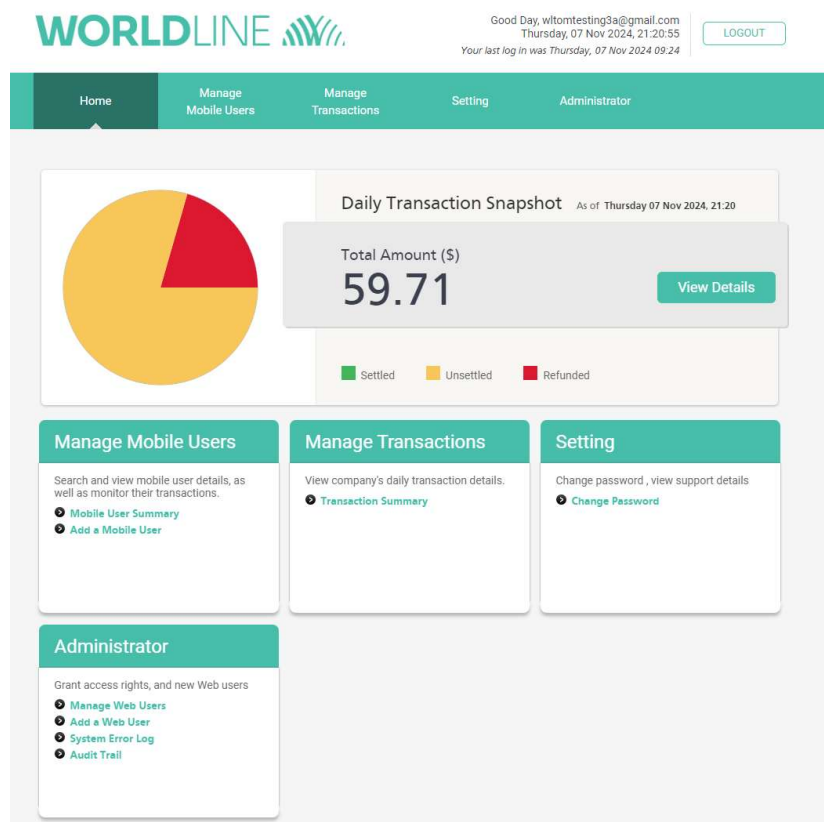


Merchant Portal Login

[Forgot Password](#)

4.1 Dashboard view – Home Page

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



4.2 Forgot Password



Merchant Portal Login

- Select “Forgot Password”

✕

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

4.3 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 navigation bar with 'Home', 'Manage Mobile Users' (selected), 'Manage Transactions', 'Setting', and 'Administrator'. A sidebar on the left contains 'Quicklinks' with 'Mobile User Summary' and 'Add a Mobile User'. The main area has a search bar for 'Mobile User ID / Terminal ID (TID)' and a 'Search' button. Below this is a section titled 'All Mobile Users' with 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.

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.

4.4 View mobile users' details

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

The screenshot shows the 'Worldline' mobile user management interface. At the top, there's a header with the Worldline logo, a user greeting 'Good Day, swatvivek@gmail.com', the date 'Monday, 09 Jun 2025, 07:52:25', and a 'LOGOUT' button. Below the header is a navigation bar with tabs: 'Home', 'All Companies', 'Manage Mobile Users' (selected), 'Manage Transactions', 'Setting', and 'Administrator'. On the left, a 'Quicklinks' sidebar contains '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: 29 May 2025' and a 'Status History >>' link. The 'Company Details' section lists 'Business Name: KB Test Merchant 6' and 'Terminal ID (TID): 10002001'. The 'Mobile User Details' section lists 'Mobile User ID: wltester', 'Name: Vivek Rajashekar', 'Contact No.: +64 2222222222', and 'Email Address: kbtestuat1@gmail.com'. The 'Authorisation' section shows a green checkmark and the text 'This mobile user can perform refunds'. The 'Single Sign On (SSO)' section shows a green checkmark and the text 'Enable manual login for mobile app'. At the bottom, there are four buttons: 'Reset User PIN', 'View Transactions', 'Suspend Mobile User Access', and 'Export to CSV' (implied by the list item).

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](#).

4.5 Create Mobile User

Manage Mobile users – Add a Mobile user.

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

The screenshot shows the 'Add a Mobile User' form in the Worldline system. The top navigation bar includes 'Home', 'All Companies', 'Manage Mobile Users' (selected), 'Manage Transactions', 'Setting', and 'Administrator'. The top right shows a user greeting: 'Good Day, swatvivek@gmail.com', the date 'Monday, 09 Jun 2025, 07:56:56', and a 'LOGOUT' button. The left sidebar has a 'Quicklinks' section with 'Mobile User Summary' and 'Add a Mobile User'. The main form is titled 'Add a Mobile User' and has a progress bar with four steps: '1 Select Company', '2 Details' (active), '3 Review & Confirm', and '4 Complete'. The form is divided into three sections: 'Business Details' with a 'Business Name' field containing 'Blaze Sticker company'; 'Mobile User Details' with fields for 'Mobile User ID' (Bob1234), 'Name' (Bobby Bear), 'Contact No.' (+64 02123569814), and 'Email Address' (bobbybear@gmail.com); and 'Authorisation' with a checked checkbox 'This mobile user can perform refunds'. Below this is the 'Single Sign On (SSO)' section with two checked checkboxes: 'Enable login via Single Sign On (SSO)' and 'Disable manual login for mobile app'. A 'Next' button is at the bottom right of the form.

- 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 disable 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

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

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4.6 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
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](#)

[Suspend Mobile User Access](#)


[View Transactions](#)

- 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.

[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

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

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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

 Your request is successful

Mobile User ID

shoe1

View Mobile User Details

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4.7 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
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

Select One

12 Jul 2015

to

12 Jul 2025

Search

Total Records: 28955

< Page 1 of 1931 >


MID (Unknown Merchant)	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](#)
 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

WORLDLINE

Good Day, deborah.wheeler@paymark.co.nz
Saturday, 12 Jul 2025, 14:28:28
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](#)

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.

WORLDLINE

Good Day, deborah.wheeler@paymark.co.nz
Saturday, 12 Jul 2025, 14:29:19
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](#)

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

4.8 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 system. The header includes the Worldline logo, user information (Good Day, deborah.wheeler@paymark.co.nz, Saturday, 12 Jul 2025, 14:31:06), and a 'LOGOUT' button. The navigation bar has links for Home, All Companies, Manage Mobile Users (active), Manage Transactions, Setting, and Administrator. The left sidebar shows 'Quicklinks' with 'Mobile User Summary' and 'Add a Mobile User'. The main content area shows 'You are currently viewing MID : 456892' and a 'View Company Details' button. The form title is 'Reinstate Mobile User Access' with progress indicators for '1 Details' and '2 Complete'. The form fields include 'Mobile User ID' (shoe1), 'Effective Date' (12 Jul 2025), and 'Reason' (Reinstate). There is a text area for a note with a character count of 250/250. A 'SUBMIT' button is at the bottom right.

The screenshot shows the success message for the 'Reinstate Mobile User Access' process. The header and navigation bar are the same as the previous screenshot. The left sidebar is also the same. The main content area shows 'You are currently viewing MID : 456892' and a 'View Company Details' button. The form title is 'Reinstate Mobile User Access' with progress indicators for '1 Details' and '2 Complete'. A green checkmark icon and the text 'Your request is successful' are displayed. Below this, a table shows the details of the request:

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

4.9 Manage Transactions

Manage Transactions > Transaction Summary > View Transactions



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)

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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

mjwl

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 and this will download a PDF file to sent or printed. (see below for example)



Sale

Rainbow Bakery
65 Newcastle Street, Windsor

0223247245

CUSTOMER COPY

Date Time	:	07 Nov 2024 15:04:
TID	:	93901900
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
Purchase	NZD	0.10
Tip	NZD	0.00
Surcharge	NZD	0.00
Total	NZD	0.10
APPROVED		00

THANK YOU

NO SIGNATURE REQUIRED

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

v10002

5 Settings

5.1 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

New Password

Retype 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.

6.1 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 user information (Good Day, wltomtesting3a@gmail.com, Friday, 08 Nov 2024, 08:20:26) and a LOGOUT button are on the right. A teal navigation bar contains links for Home, Manage Mobile Users, Manage Transactions, Setting, and Administrator (which is highlighted). On the left, a Quicklinks sidebar lists 'Manage Admin Users', 'Add a Admin User', and 'Audit Trail'. The main content area is titled 'All Users' and features a search bar with the placeholder 'Search for a Admin User' and a 'Search' button. Below this is a filter section with fields for Email Address, Role (Select One), Status (Select One), and Date (08 Nov 2014 to 08 Nov 2024), followed by a 'Search' button. The results show 'Total Records: 1' and 'Page 1 of 1'. A table lists the user details:

User ID	Role	Status	Created Date	Quicklink
wltomtesting3a@gmail.com	Super Admin	Active	24 Oct 2024	View Details Go

- 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.

6.2 Add Portal User

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

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

WORLDLINE

Good Day, wltomtesting3a@gmail.com
Friday, 08 Nov 2024, 08:26:09
Your last log in was Thursday, 07 Nov 2024 21:20

LOGOUT

Home Manage Mobile Users Manage Transactions Setting Administrator

Quicklinks

- Manage Admin Users
- Add a Admin User
- Audit Trail

Add a Admin User

1 Details 2 Review & Confirm 3 Complete

Admin User Details

Email Address john.doe@gmail.com
(required for email notifications)

Role Viewer

Salutation Mr.

Name

Contact No. 0312345678
(For mobile activation code)

Next

- 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

(Required for email notifications)

Role Viewer

Salutation

Name

Admin

Viewer

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

6.3 Audit Trail

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

Administrator Tab > Manage Admin User> Audit Trail

The screenshot shows the Worldline Administrator interface. At the top, there's a header with the Worldline logo, a greeting for 'deborah.wheeler@paymark.co.nz', and a 'LOGOUT' button. Below the header is a navigation bar with tabs: Home, All Companies, Manage Mobile Users, Manage Transactions, Setting, and Administrator (which is active). On the left, a 'Quicklinks' sidebar shows 'Audit Trail' as a selected option. The main content area is titled 'User Activities' and includes a search bar for 'User ID' and a 'Search' button. Below this is a filter section with a dropdown for 'Action' (set to 'Select One'), date pickers for 'Date' (from '13 Apr 2025' to '13 Jul 2025'), and a 'Search' button. The table below shows a list of activities with columns: Date/Time, User ID (Role), Action, Status, and Description. The table indicates 'Total Records: 14115' and 'Page 1 of 941'.

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

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