

Tap on Mobile

Android guide

Accept contactless payments
directly on your mobile device

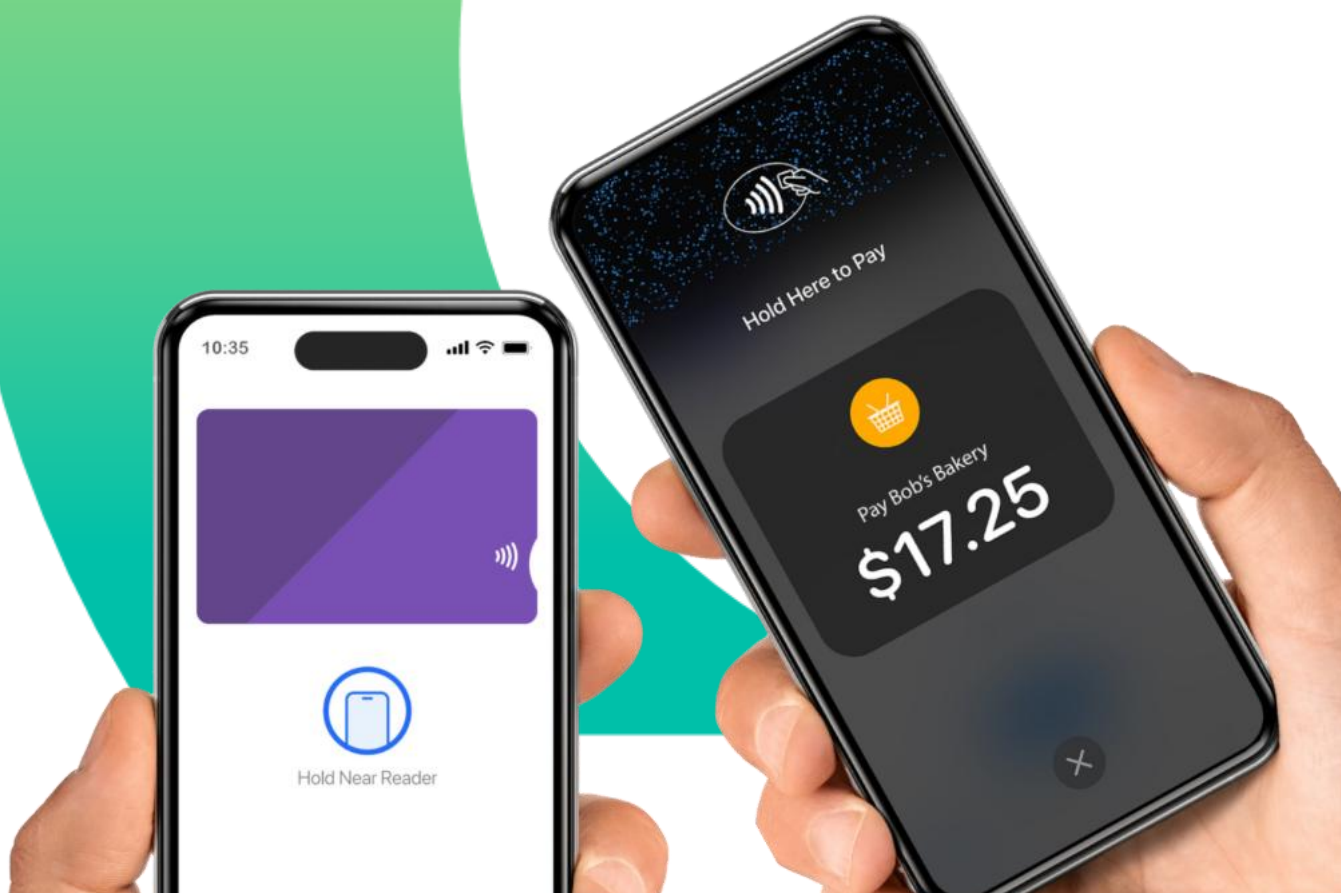


Table of Contents

1.	Welcome	4
1.1	Let's get started.....	4
1.2	Merchant Portal – Activation	5
1.3	Merchant Portal – Multi Factor Authentication	8
1.4	Merchant Portal – Home page	10
1.5	Merchant Portal – Create Mobile User.....	11
1.6	Mobile App – Activation	13
2.	Getting Started with Worldline Tap on Mobile App	17
2.1	Home Page.....	17
2.2	Accepting Contactless Card Payments	18
2.3	Tipping (Optional).....	19
2.4	Surcharge (Optional)	20
2.5	E-receipt Issuance	23
2.6	View Sales History	24
2.7	Refund a Payment.....	26
2.8	Resend E-Receipt	29
2.9	If you forget your user PIN	30
3.	Direct Pay	33
3.1	Accepting Direct Pay payments	33
3.2	Tipping (Optional).....	34
3.3	Payment Confirmation.....	35
3.4	Scan QR Code	36
3.5	Customer Journey	37
3.6	Check Status of QR Payment	40
3.7	Acknowledgement of payment	41
3.8	Refund a Payment.....	43
4.	Getting Started with Worldline Tap on Mobile Portal	45
4.1	Merchant Portal – Multi-Factor Authentication.....	46
4.2	Dashboard view – Merchant Home Page	47
4.3	Forgot Password for Merchant Portal	48
4.4	Manage and add new mobile users	49
4.5	View Mobile Users Details	50
4.6	Create Mobile User	51
4.7	Edit Mobile User	53
4.8	Suspend Mobile User	57
4.9	Reinstate Mobile User	60
4.10	Manage Transactions	61
5	Settings	65

5.1	Change Password	65
6	Administrator	66
6.1	Manage and add Admin Users	66
6.2	Add Portal User	67
6.3	Audit Trail	68

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.

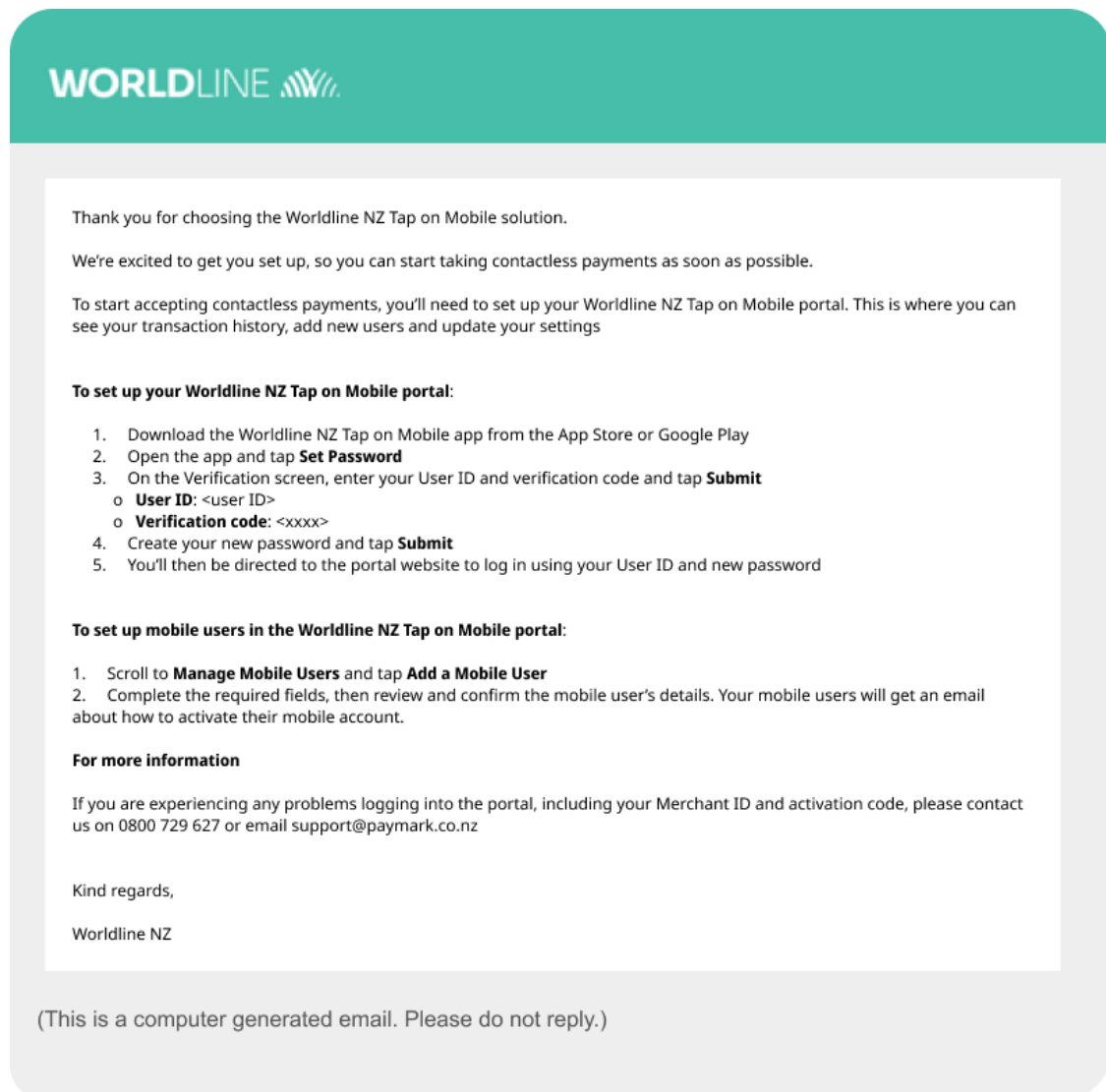
1.1 Let's get started.

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

1.2 Merchant Portal – Activation

Upon successful onboarding, a first-time activation email will be sent to your registered email address.

NB: All emails will be sent from noreply@fasspay.com

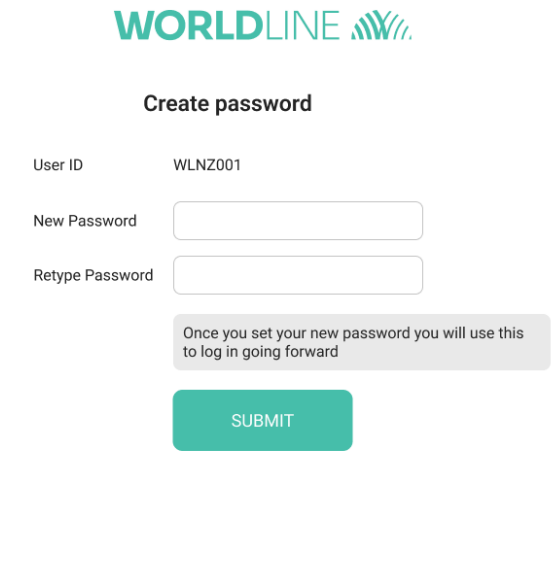
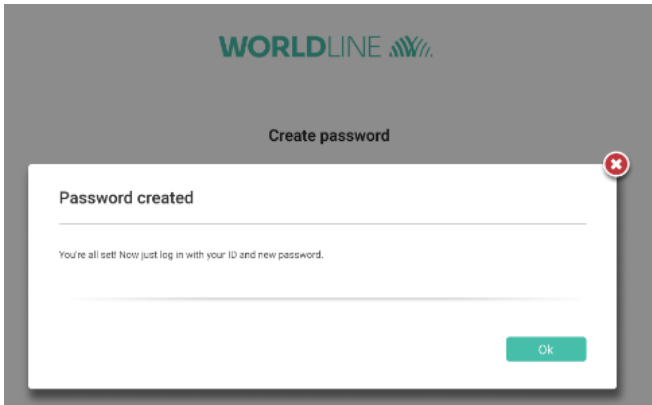


Follow the instructions on the email.

1. Go to the Play Store
2. Search for **Worldline NZ Tap on Mobile**
3. Download and install the App



 Welcome For first-time login, select 'Set password' using your email credentials. Otherwise, log in as usual User ID User PIN  Forgot user PIN? Login Set password Or Sign up About app Having problem logging in? Contact us	• Select “Set Password” • You will be redirected to the verification screen on the portal website on your device.
 Verification User ID WLNZ001 Verification Code Please refer to your email and enter the credentials provided Submit	• Enter your User ID and Verification code received in the email. • Select “Submit” to proceed.

	• 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 • Select “Submit” to proceed
	• Successful creation of your new password • Select “Ok”, this will take you to the log in screen

- You are all set to log into the portal and create your mobile user.
- URL to access the portal page: <https://tap.worldline.co.nz/wlnz/auth/login>

1.3 Merchant Portal – Multi Factor Authentication

To enhance the security of Worldline's portal by providing a second level layer of verification Worldline has introduced Multi Factor Authentication (MFA).

 Merchant Portal Login User IDWLNZ001 Password***** Submit Forgot Password	• Enter your user ID and password and select “submit”. • On successful validation an authentication email will be sent to the registered user. (email below)
--	--

 Multi-Factor Authentication (MFA) Authentication Code: Get Authentication Code Credentials verified. An Authentication email has been sent to a****b@example.com. If you do not receive the authentication email, you may click “Get Authentication Code” after 120 seconds. Submit	• Enter in the “Authentication code” • Select “Ok”, this will take you to the log in screen
--	---

Hi,

A verification code has been requested for your Worldline Tap on Mobile portal account.

Please use this code to verify your login. It's valid for two minutes.

User ID: <email address>

Authentication Code: <code>

If you take longer than two minutes to log in, you'll need to generate a new code by clicking Get **Authentication Code** on the portal login screen.

If you didn't request this code, please go to the portal login page and reset our password.

For more Information

If you need help with your verification code, please contact us on <HQ partner number> or email <HQ partner email>

Kind regards

Worldline NZ and <HQ Partner>

(This is a computer generated email. Please do not reply)

- Use the Authentication code in the above email and enter this into the screen on the portal.

1.4 Merchant Portal – Home page

WORLDLINE 

Good Day, witomtesting3a@gmail.com
Thursday, 07 Nov 2024, 21:20:55
Your last log in was Thursday, 07 Nov 2024 09:24

LOGOUT

Home

Manage Mobile Users

Manage Transactions

Setting

Administrator



Daily Transaction Snapshot

As of Thursday 07 Nov 2024, 21:20

Total Amount (\$)
59.71

View Details

Settled

Unsettled

Refunded

Manage Mobile Users

Search and view mobile user details, as well as monitor their transactions.

Mobile User Summary

Add a Mobile User

Manage Transactions

View company's daily transaction details.

Transaction Summary

Setting

Change password , view support details

Change Password

Administrator

Grant access rights, and new Web users

Manage Web Users

Add a Web User

System Error Log

Audit Trail

1. Add a mobile user
2. Look at your transactions
3. Change Password

1.5 Merchant Portal – Create Mobile User

- Manage Mobile users – Add a Mobile user.
 - The business name will default if in the merchant portal.
 - Create a mobile user ID (Between 3 – 256 Alphanumeric characters no special characters)
 - Name of the mobile user
 - Contact no.
 - Email address (This is used to send the user their temporary pin)
 - Tick for this mobile user to perform refunds
 - Single sign on is for App2App and SDK mobile users
- Select next to confirm to create mobile user.

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' (active), 'Manage Transactions', 'Setting', and 'Administrator'. A user profile for 'swatvivek@gmail.com' is visible in the top right. A sidebar on the left contains 'Quicklinks' with 'Mobile User Summary' and 'Add a Mobile User' (highlighted with a red circle). The main form 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 '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 checkbox for '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.

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
(Between 3 - 60 Alphanumeric characters)

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

Contact No. +64

Email Address
(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

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

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

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

1.6 Mobile App – Activation

You'll then receive a second email with your user ID and temporary PIN to activate the Tap on Mobile app. Search for "Worldline Tap on Mobile" in the Google Play store to download the app and enter your user ID and temporary PIN.



You're all set up as a mobile user for Worldline NZ Tap on Mobile. To start accepting contactless payments, just activate your mobile user account.

To activate your account:

1. Download the Worldline NZ Tap on Mobile app from the App Store or Google Play (if you've already done this, you don't need to do it again)
2. Open the app and enter your User ID and Temporary PIN
 - o **User ID:** <user ID>
 - o **Temporary PIN:** <PIN>
3. Create your new PIN

That's it! You're ready to accept contactless payments.

For more information

If you are experiencing any problems logging into the portal, including your Merchant ID and activation code, please contact us on 0800 729 627 or email support@paymark.co.nz

Kind regards,

Worldline NZ

(This is a computer generated email. Please do not reply.)



Welcome

For first-time login, select 'Set password' using your email credentials. Otherwise, log in as usual

User ID

User PIN



[Forgot user PIN?](#)

Login

Set password

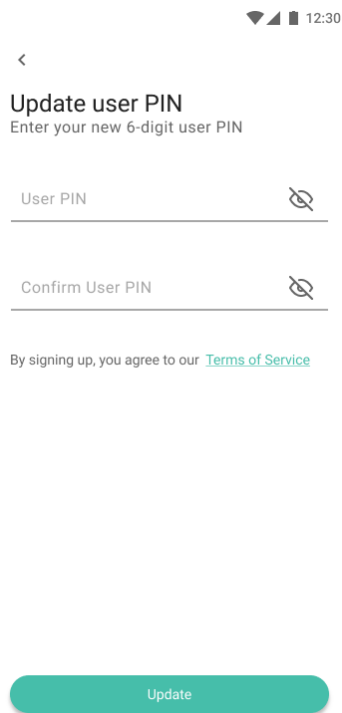
Or

Sign up

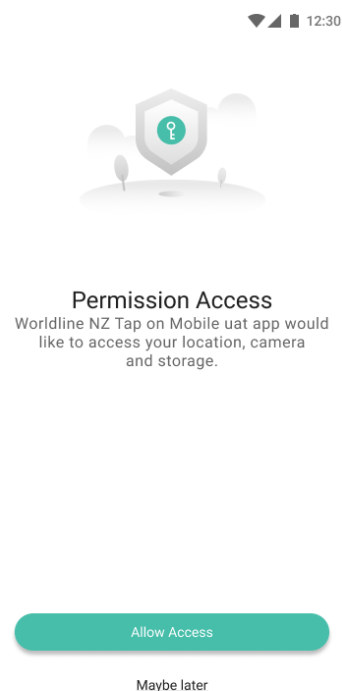
About app

Having problem logging in? [Contact us](#)

- Enter your User ID and Temporary PIN received in the email.
- Select “Login” 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**”



Fingerprint Access

Use your fingerprint to login to your Worldline NZ Tap on Mobile uat account and start accepting payments.

Use fingerprint

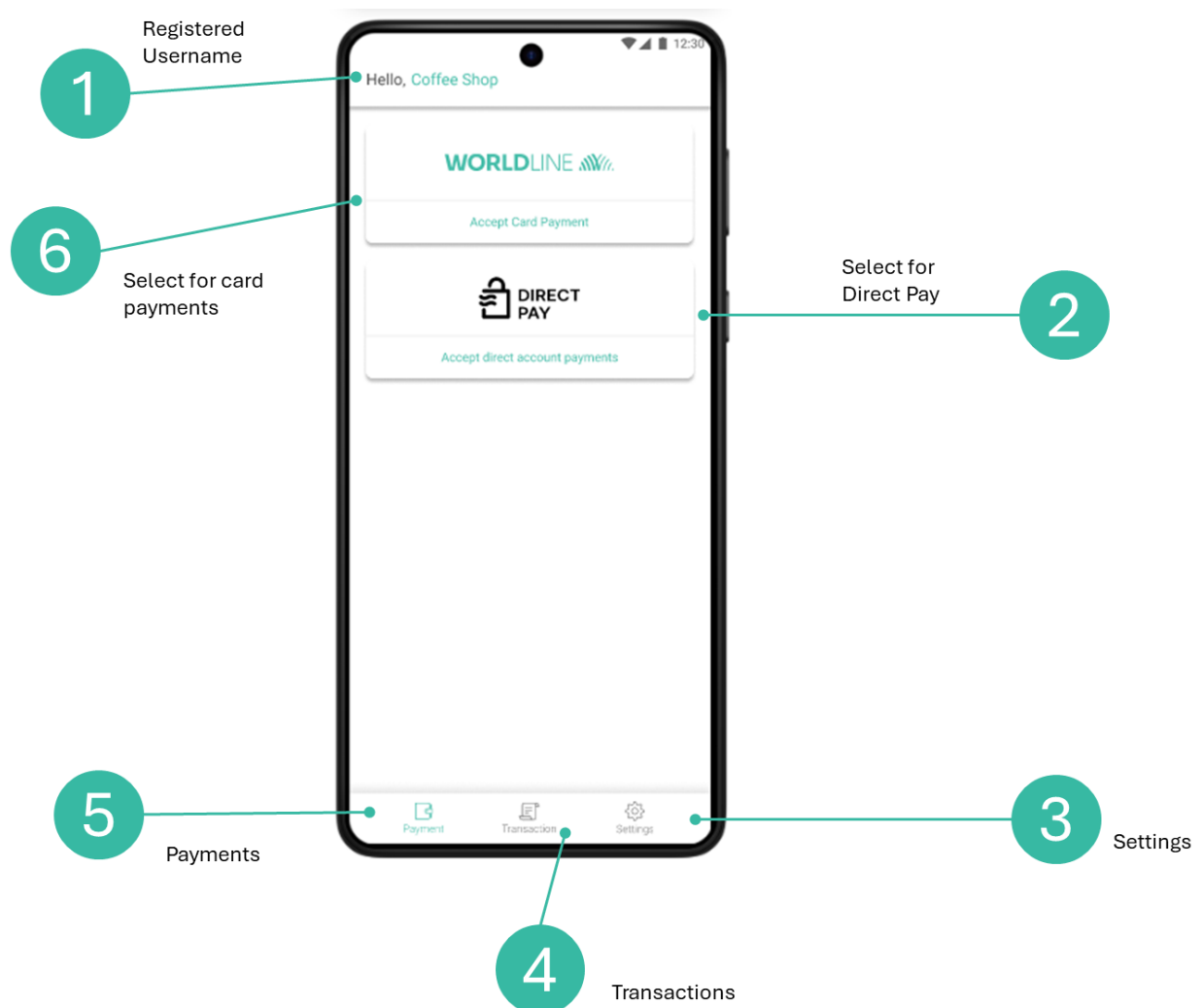
Maybe later

- For the payment app to be enabled you need to allow the app to access your location.
- Select “[use Fingerprint](#)”

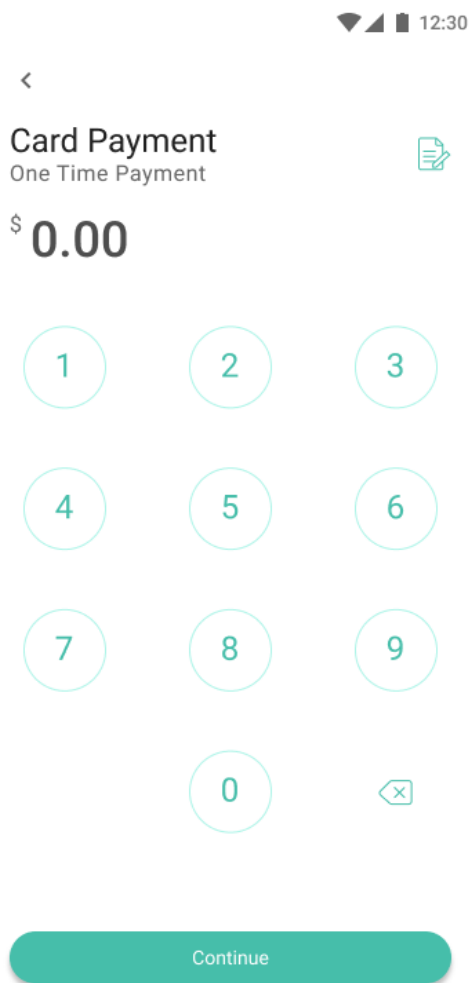
2. Getting Started with Worldline Tap on Mobile App

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

2.1 Home Page



2.2 Accepting Contactless Card Payments



< 12:30

Card Payment
One Time Payment

\$ 0.00

1 2 3

4 5 6

7 8 9

0

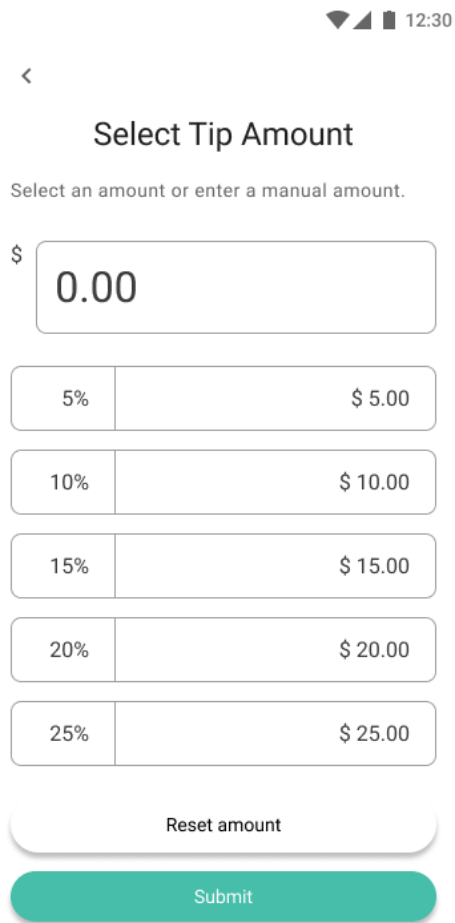
Continue

- 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.

2.3 Tipping (Optional)



12:30

<

Select Tip Amount

Select an amount or enter a manual amount.

\$ 0.00

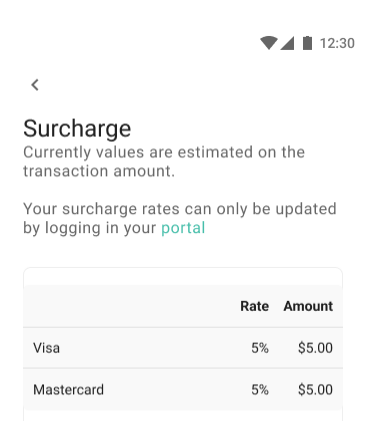
5%	\$ 5.00
10%	\$ 10.00
15%	\$ 15.00
20%	\$ 20.00
25%	\$ 25.00

Reset amount

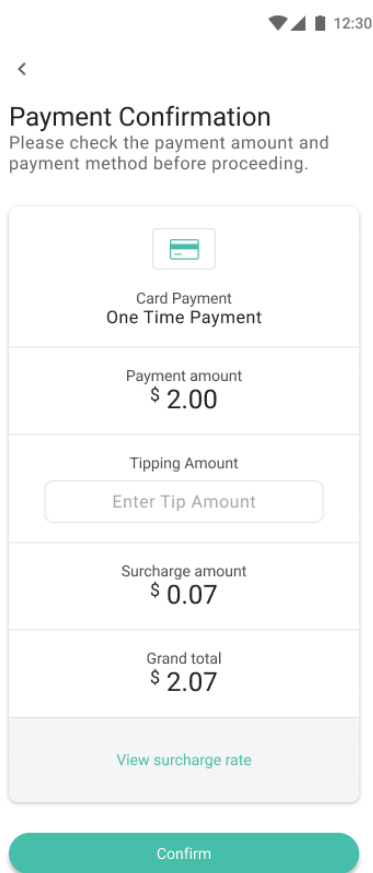
Submit

- 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.)

2.4 Surcharge (Optional)



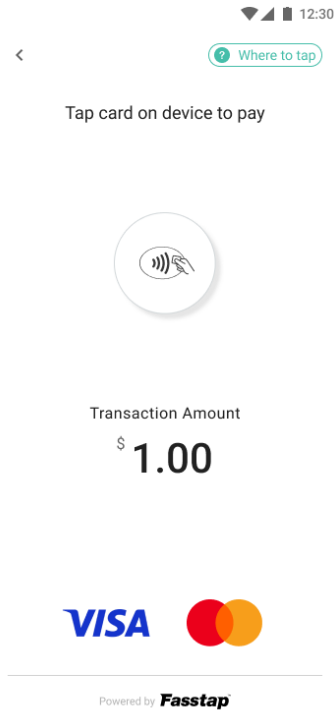
- Surcharge is calculated based on your setup. (Percentage or amount) and added to the purchase amount.
- Customer will confirm acceptance by selecting “Continue” button.
- Surcharge settings are setup as part of the merchant profile during onboarding



- 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 device. See example below.

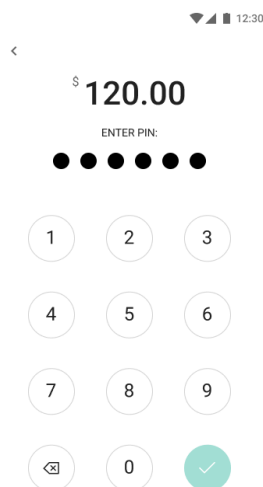
Note: Every smartphone has a different NFC detection area.



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

Important:

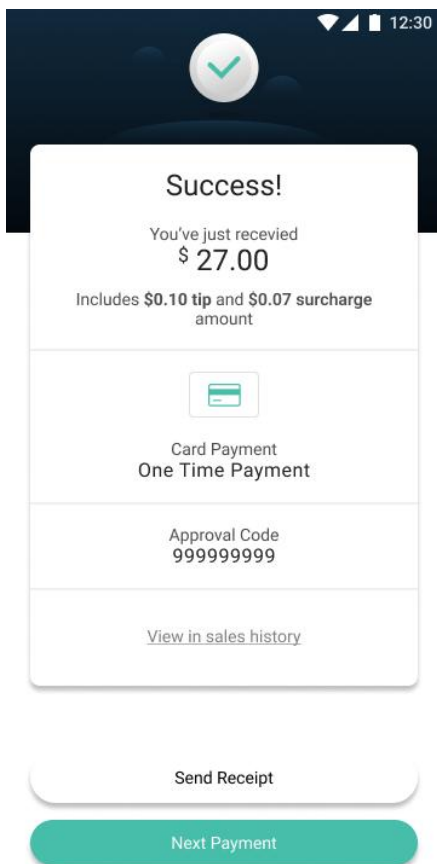
- Remind customers that the PIN pad is randomised.
- Provide an appropriate amount of private space and remind the customers to cover the screen during PIN entry to protect their confidentiality.



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

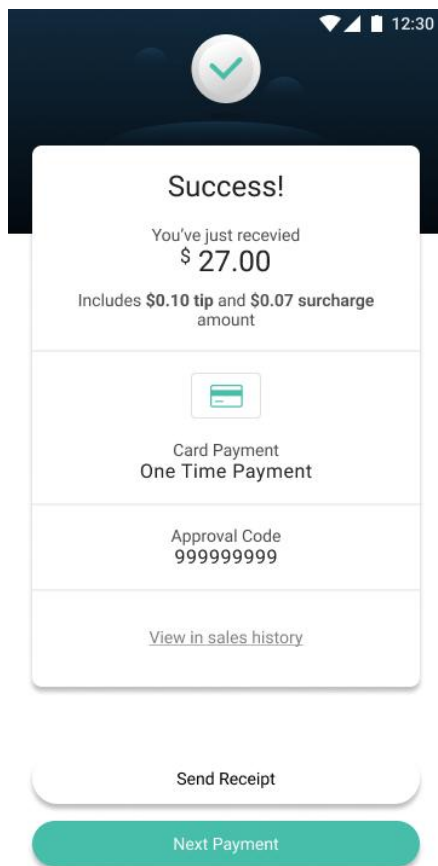


Processing...



- Payment approved is confirmed.

2.5 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 Receipt**”.

Alternatively, select “**Next payment**” if the customer does not wish to receive an e-receipt.

Next payment is under send receipt in the app

2.6 View Sales History

- At the payment page, navigate to “[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

Search

Monday, 1 January 2023

..... 1234

1:00 PM

Approved

Approval code
123456

\$ 2,500.00

..... 1234

1:00 PM

Refunded

Approval code
12345

- \$ 2,500.00

..... 1234

1:00 PM

Approved

Reference ID
123A12C412S4

\$ 2,500.00

-

1:00 PM

Pending

Reference ID
123A12C412S4

\$ 2,500.00

..... 1234

1:00 PM

Declined

Reference ID
123A12C412S4

\$ 2,500.00

..... 1234

1:00 PM

Refunded

Reference ID
123A12C412S4

- \$ 2,500.00

..... 1234

1:00 PM

Error

Reference ID
123A12C412S4

\$ 2,500.00

-

1:00 PM

Expired

Reference ID
123A12C412S4

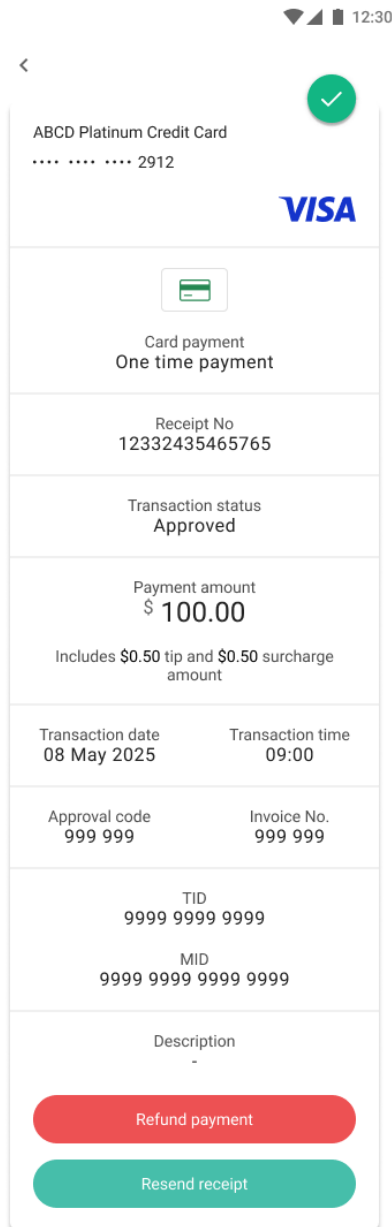
\$ ~~0.11~~

Payment

Transaction

Settings

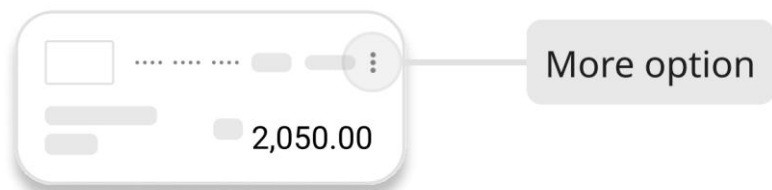
2.7 Refund a Payment



- Browse through the list to select the transaction to be refunded.

Note:

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



- Select “Refund Payment”.



Enter your 6-digit user PIN to process a refund

User ID
kbttest6

User PIN



Continue

- 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**”

Having problem logging in? [Contact us](#)



Refund
Refund

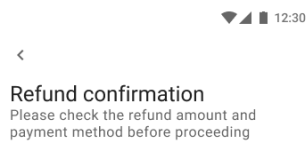


\$ **50.00**

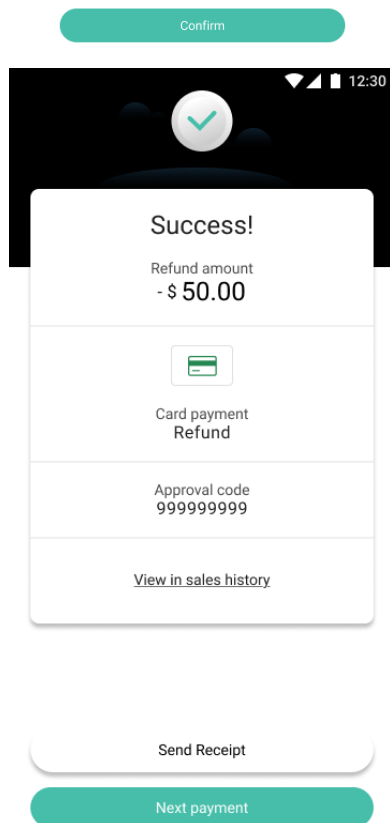
1	2	3
4	5	6
7	8	9
0	✕	

Continue

- Ensure the amount you want to refund is correct.
- Select the “**continue button**”.



- Select “Confirm”.



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

Note: If the transaction is not present on the screen, use the search function in the transaction screen. Transactions are available to search for the last 12 months. Refunds cannot be performed in the portal.

You can search by Approval Code / Amount / Receipt No/ Last 4 digits of a card no / Payer ID.

2.8 Resend E-Receipt

12:30

<

✓

ABCD Platinum Credit Card
..... 2912

VISA

Card payment
One time payment

Receipt No
12332435465765

Transaction status
Approved

Payment amount
\$ 100.00

Includes \$0.50 tip and \$0.50 surcharge amount

Transaction date
08 May 2025

Transaction time
09:00

Approval code
999 999

Invoice No.
999 999

TID
9999 9999 9999

MID
9999 9999 9999 9999

Description
-

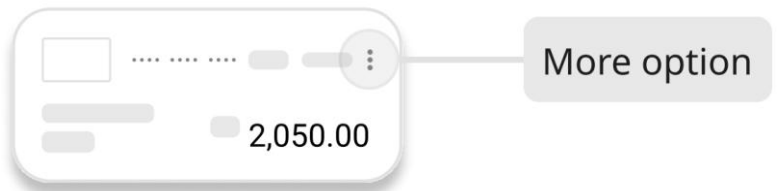
Refund payment

Resend receipt

- Browse through the list to select the transaction.

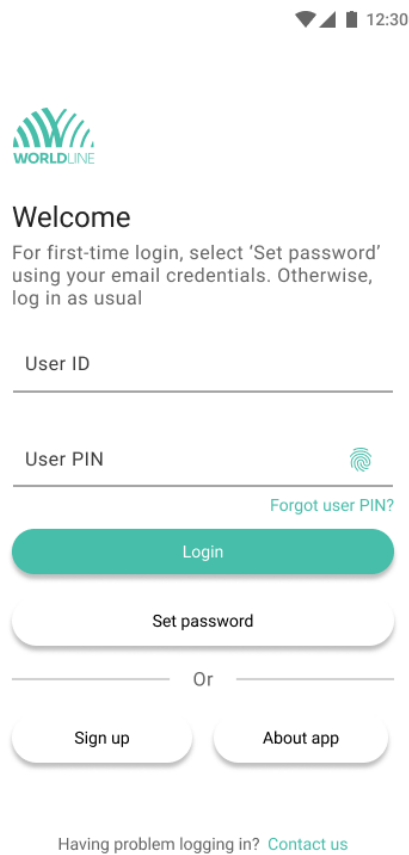
Note:

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



- Select “Resend Receipt”.
- Enter customers email address and select the send button.

2.9 If you forget your user PIN



12:30

WORLDLINE

Welcome

For first-time login, select 'Set password' using your email credentials. Otherwise, log in as usual

User ID

User PIN

[Forgot user PIN?](#)

Login

Set password

Or

Sign up About app

Having problem logging in? [Contact us](#)

- Select “**Forgot user PIN**” below the “**User PIN**” field.

- Enter the User ID and the email address you registered with us.
- Select “**Submit**” to proceed.
- A set of User PIN reset instructions will be sent to the registered email address.

✕

Reset PIN

Enter User ID and email for PIN reset

User ID

Email address

Submit

12:30



Welcome

For first-time login, select 'Set password' using your email credentials. Otherwise, log in as usual

User ID

User PIN



Forgot user PIN?

Login

Set password

Or

Sign up

About app

Having problem logging in? [Contact us](#)

- From the email you have received, enter the “Temporary PIN” and confirm the PIN
- Select “Login” to confirm

- Key in your new 6-digit user PIN and confirm.

< 12:30

Update user PIN

Enter your new 6-digit user PIN

User PIN

Confirm User PIN

By signing up, you agree to our [Terms of Service](#)

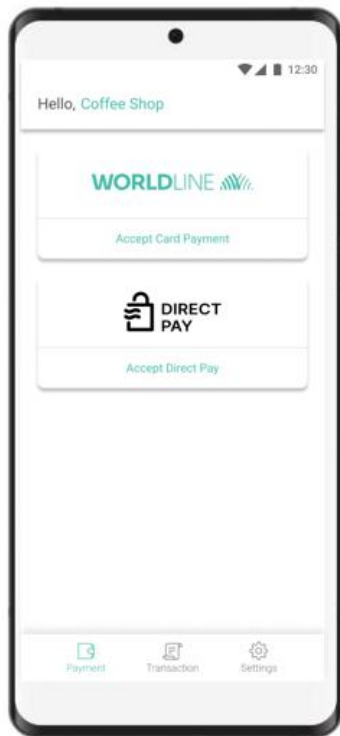
Update

- Select the “**Update**” button to confirm.

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

3. Direct Pay

3.1 Accepting Direct Pay payments

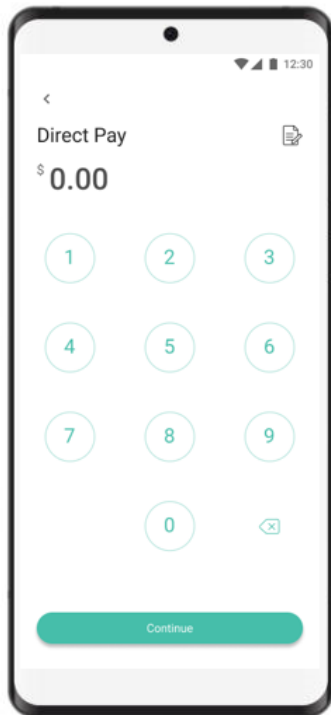


- Select the payment type “Direct Pay” button.
- This will take you through the payment flow to accept Direct Pay transactions

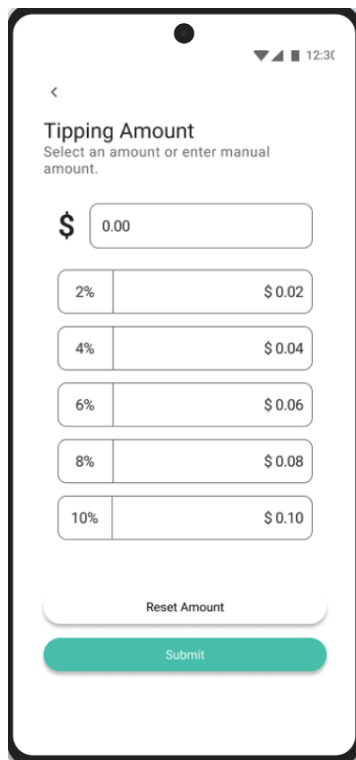
- Enter the sales amount and select “Continue” button.

Optional:

Insert transaction description by selecting the  icon.



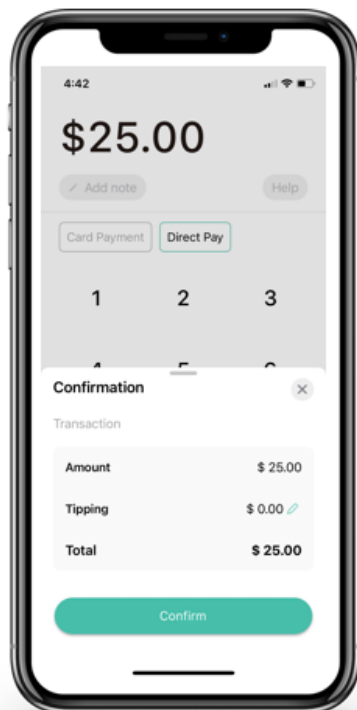
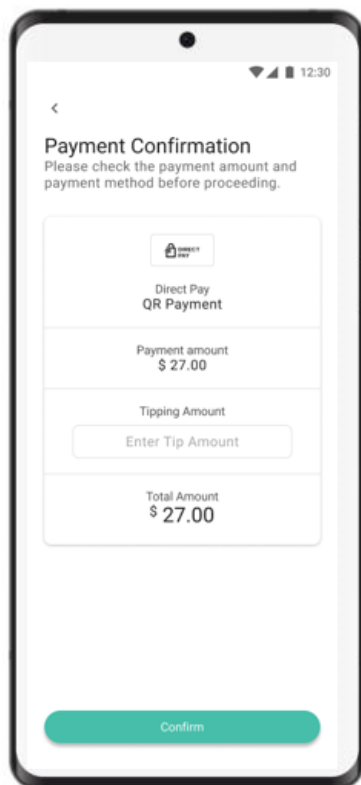
3.2 Tipping (Optional)



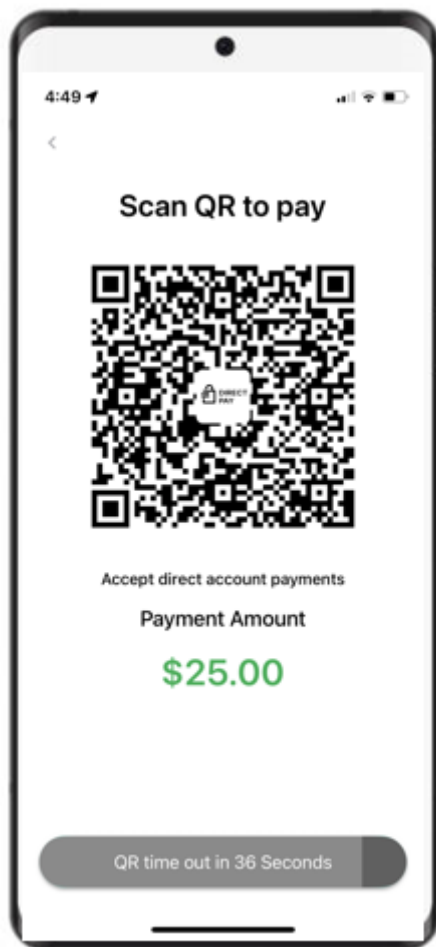
- App prompts the user to enter a tip
- This can be either a % percentage or a \$ amount (Tipping settings are setup as part of the merchant profile during onboarding); select [Submit](#)

3.3 Payment Confirmation

- Check the amount and select “Continue” button.



3.4 Scan QR Code

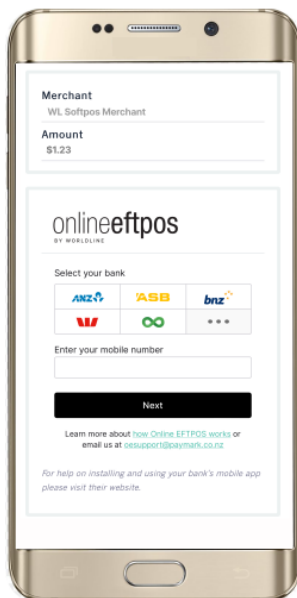


- Present the QR to customer to scan.
- Customer scans the QR to begin the pay process on their phone.
- They will then select their bank and input their phone number.
- Once complete the customer will go to their banking app to approve the payment.
- The app will wait for 40 seconds for payment acknowledgement.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

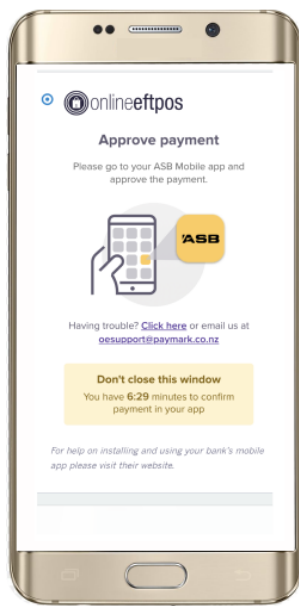
3.5 Customer Journey



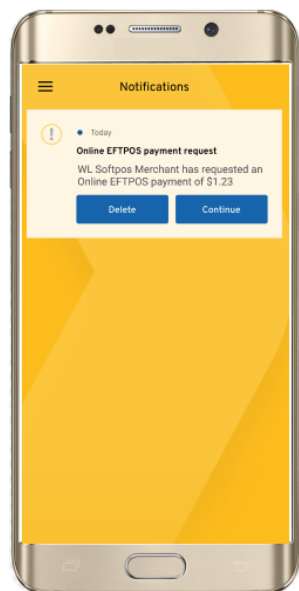
- Customer scans the QR code on their phone.



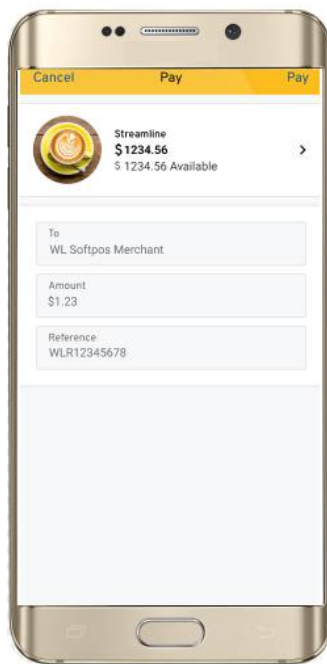
- Customer opens the link opened by the QR code.
- Customer is redirected to the payment form and will be presented with their transaction details (merchant, amount, reference).
- Customer selects their bank and inputs their phone number.
- Customer clicks “Next” button to proceed.



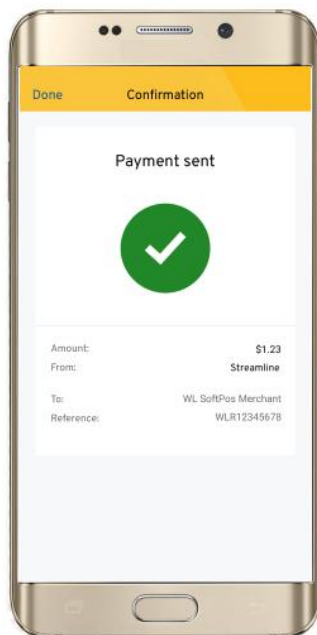
- Customer is directed to open their bank app to approve the payment request.
- Customer has up to 7 minutes to complete an action.
- If customer does not act within the time limit, the transaction will expire and need to start again from merchant generating the QR code.



- 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.

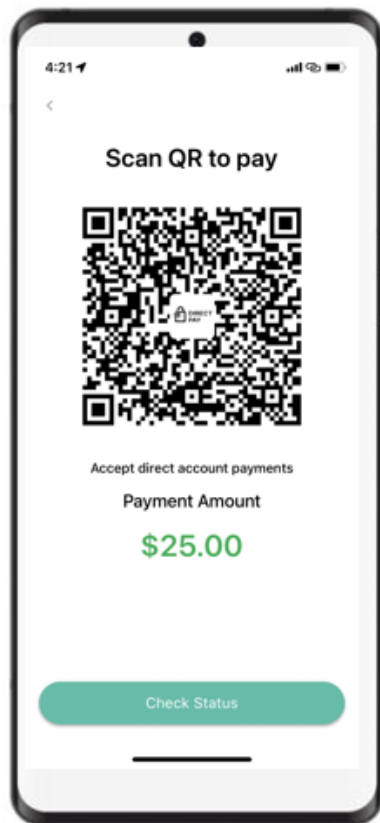


- This example is for an ASB customer.
- Customer will be presented their default bank account or select another account then click on “Pay” button.



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

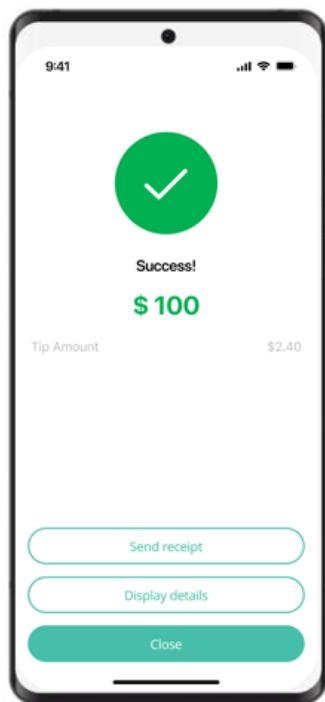
3.6 Check Status of QR Payment



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

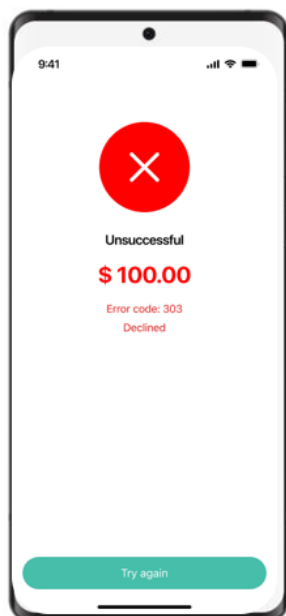
Note: If the transaction status is not able to be verified within the usual expected timeframe, as a merchant you are able to manually check the payment confirmation. Once the "[Check Status](#)" button has been selected, this will manually request an update on the payment status. You only need to push the button once.

3.7 Acknowledgement of payment

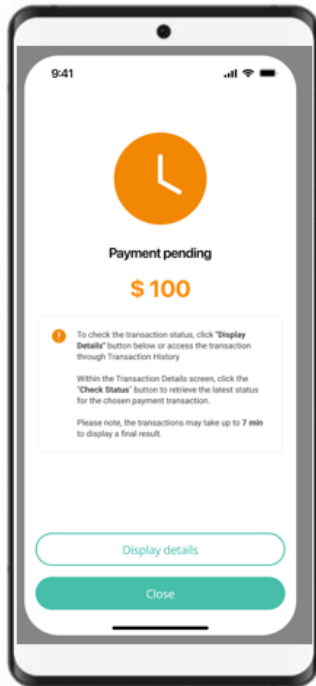


- Upon successful payment, the e-receipt page will be prompted.
- If the customer does not need a receipt then select “[Next payment](#)” button.

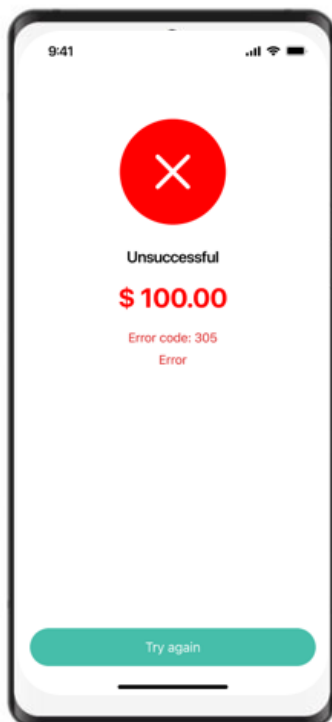
See section 2.5 for details on receipts.



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

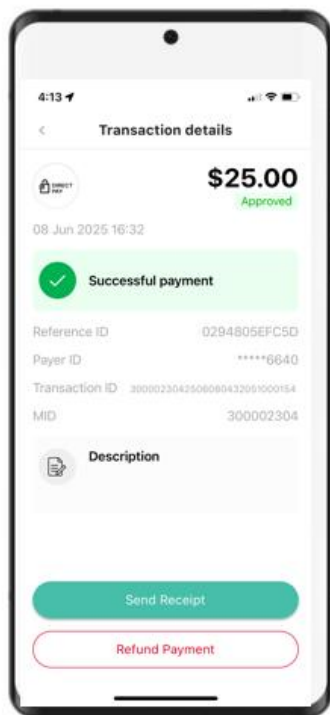


- Whilst the customers' bank payment processing is in flight, the transaction may sit in an interim state of Pending.
- Select “Display details” button and it will navigate you to the transaction detail whereby you can manually click on “Check Status” button.



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

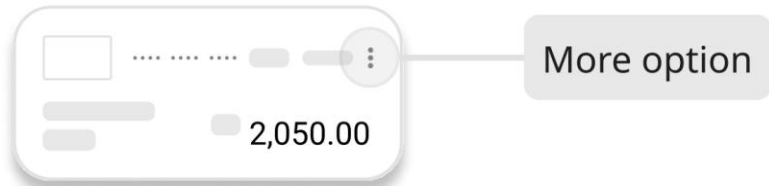
3.8 Refund a Payment



- Browse through the list to select the transaction.

Note:

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



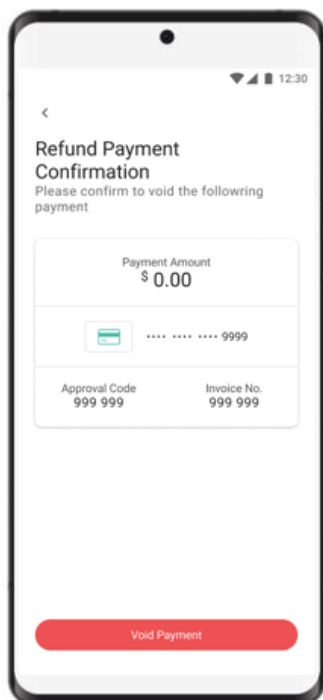
- Select “Refund Payment”.



- 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 details from the first email with the new password you created.



Merchant Portal Login

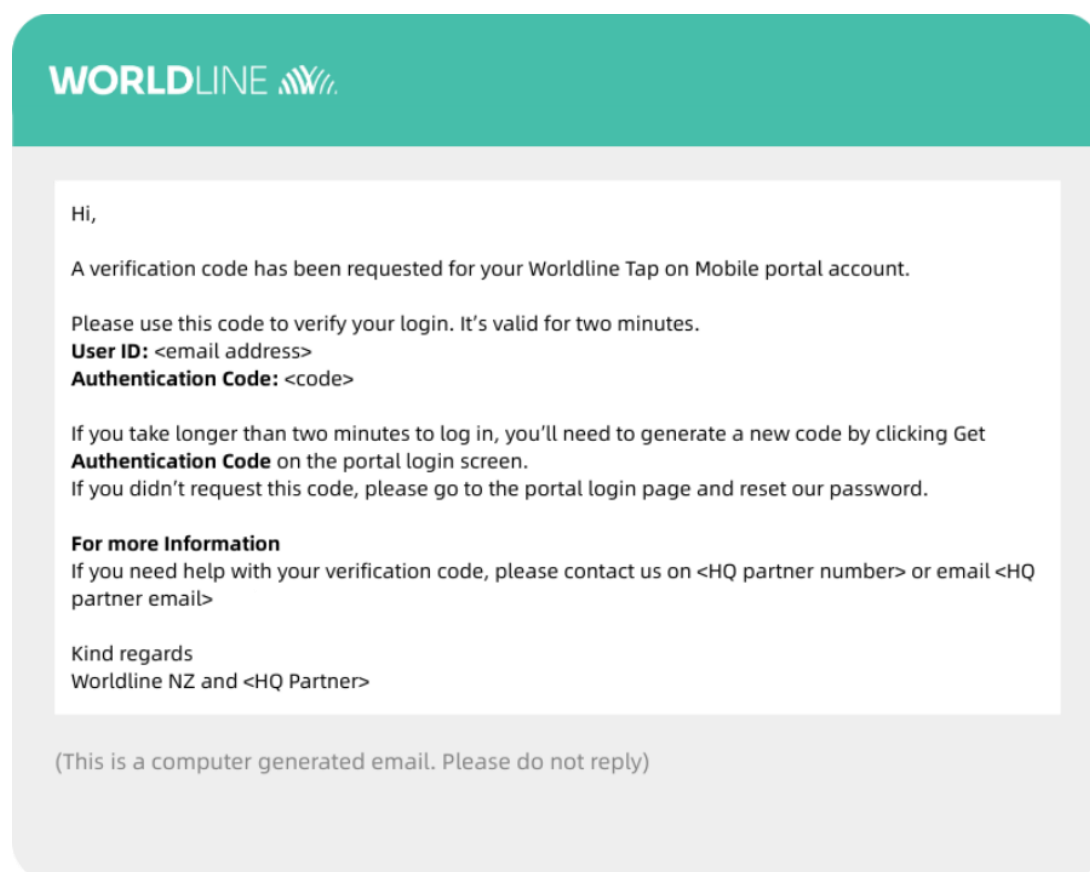
User ID	WLNZ001
Password	

Submit

[Forgot Password](#)

4.1 Merchant Portal – Multi-Factor Authentication

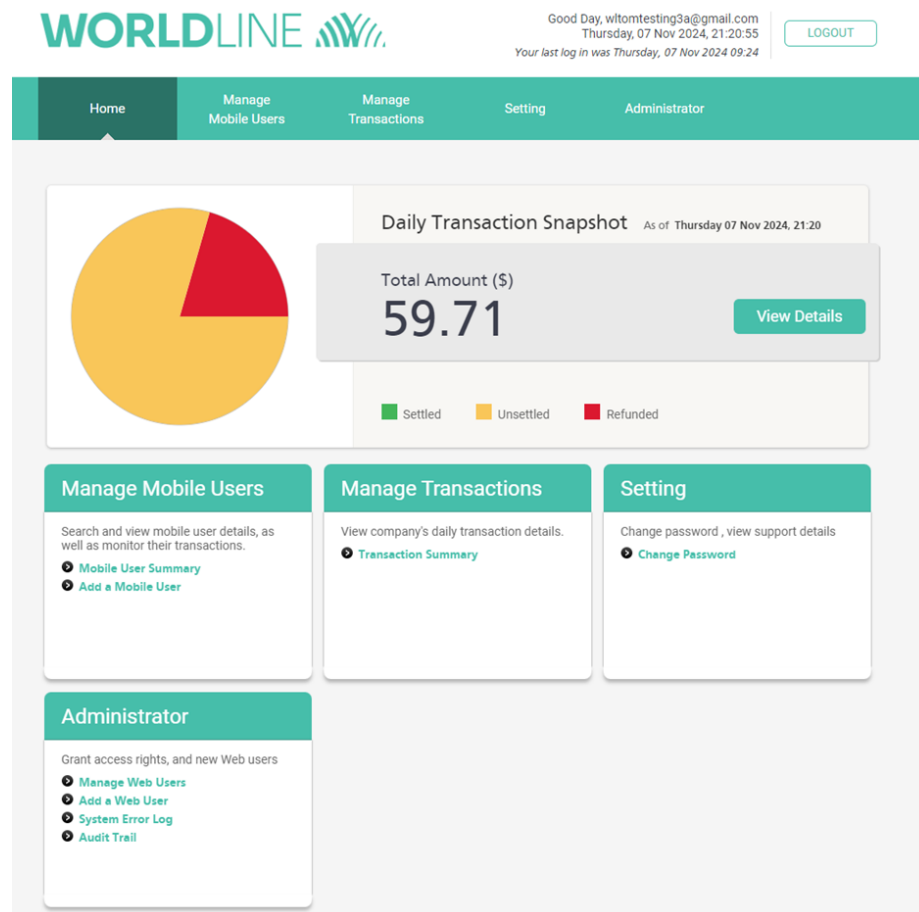
Each time you login to the portal you will be asked to authenticate your details. On successful validation an authentication email will be sent to the registered user. (example of email below). The email will expire after 2 minutes.



The image shows a screenshot of the Worldline Multi-Factor Authentication (MFA) login screen. The screen displays the Worldline logo at the top, followed by the text "Multi-Factor Authentication (MFA)". Below this, there is a label "Authentication Code:" and a text input field. A link "Get Authentication Code" is visible below the input field. At the bottom, there is a green "Submit" button. A message at the bottom of the screen states: "Credentials verified. An Authentication email has been sent to a****b@example.com. If you do not receive the authentication email, you may click 'Get Authentication Code' after 120 seconds."	• Enter in the “Authentication code” • Select “Ok”, this will take you to the log in screen
---	---

4.2 Dashboard view – Merchant Home Page

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



4.3 Forgot Password for Merchant Portal



Merchant Portal Login

User ID	WLNZ001
Password	*****

Submit

Forgot Password

- Select “Forgot Password”

✕

Forgot Password

Please enter the following information to reset your password.

Merchant Type Merchant ▼

User ID

Merchant ID (MID)

Cancel

SUBMIT

- Enter your “User ID” and “Merchant ID” 6 digit
- An email will be sent to the email associate with the User ID
- Go to the mobile app and select “Set password”.
- Follow the instructions on the app

4.4 Manage and add new mobile users

- Manage Mobile user – Mobile user summary- view Mobile user

The screenshot shows the 'Manage Mobile Users' section of the Worldline system. 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 area features a search bar for 'Mobile User ID / Terminal ID (TID)' with a 'Search' button. Below this is a section titled 'All Mobile Users' with filters for 'Merchant ID (MID)', 'Status' (a dropdown menu), and 'Date' (a date range from 06 Nov 2014 to 06 Nov 2024), followed by a 'Search' button. A table below the filters shows 'Total Records: 1' and 'Page 1 of 1'. The table has columns: MID, Mobile User ID, TID, Status, Created Date, and Quicklink. One record 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 record.

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

- 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 dashboard. At the top, the Worldline logo is on the left, and user information (Good Day, swatvivek@gmail.com, Monday, 09 Jun 2025, 07:52:25) and a 'LOGOUT' button are on the right. A teal navigation bar contains links for Home, All Companies, Manage Mobile Users (active), Manage Transactions, Setting, and Administrator. On the left, a 'Quicklinks' sidebar offers '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' subsection lists 'Business Name' as 'KB Test Merchant 6' and 'Terminal ID (TID)' as '10002001'. The 'Mobile User Details' subsection lists 'Mobile User ID' as 'wltester', 'Name' as 'Vivek Rajashekar', 'Contact No.' as '+64 2222222222', and 'Email Address' as 'kbtestuat1@gmail.com'. The 'Authorisation' subsection shows a green checkmark and the text 'This mobile user can perform refunds'. The 'Single Sign On (SSO)' subsection shows a green checkmark and the text 'Enable manual login for mobile app'. At the bottom, there are three buttons: '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

4.6 Create Mobile User

- Manage Mobile users – Add a Mobile user.

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
(Between 3 - 60 Alphanumeric characters)

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

Contact No.

Email Address
(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.
- Single sign on is only selected if the merchant is using App2App or SDK. This is not to be selected for the Worldline Tap on Mobile 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 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

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

4.7 Edit Mobile User

➤ Manage Mobile users

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

WORLDLINE 

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

12 Jul 2025

to

Search

Total Records: 28955

Page 1 of 1931

MID (Business Name)	Mobile User ID	TID	Status	Created Date	Quicklink
753695 (Marie's Place)	marie	75369501	Active	11 Jul 2025	View Details Go

|Version 2.0 13 October 2025 | Page 53 of 64

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

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

Contact No.

+64 0277009028

(For mobile activation code)

Email Address

deborah.wheeler@paymark.co.nz

(Required for email notifications)

Authorisation

☒ This mobile user can perform refunds

Single Sign On (SSO)

☐ Enable login via Single Sign On (SSO)

Cancel

Next

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

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

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

4.8 Suspend Mobile User

- Manage Mobile users
- 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 (Business Name)	Mobile User ID	TID	Status	Created Date	Quicklink
753695 (Marie's Place)	marie	75369501	Active	11 Jul 2025	View DetailsGo

- 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

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.

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

[Version 2.0 13 October 2025 | Page 59 of 64

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 displays the Worldline Paymark web interface. At the top, the Worldline logo is on the left, and a user greeting 'Good Day, deborah.wheeler@paymark.co.nz' with the date and time 'Saturday, 12 Jul 2025, 14:31:08' and a 'LOGOUT' button are on the right. A teal navigation bar contains links for 'Home', 'All Companies', 'Manage Mobile Users' (which is active), 'Manage Transactions', 'Setting', and 'Administrator'. Below this, a 'Quicklinks' sidebar on the left offers 'Mobile User Summary' and 'Add a Mobile User'. The main content area shows 'You are currently viewing MID : 456892' with a 'View Company Details' button. The 'Reinstate Mobile User Access' form is the central focus, featuring a progress bar with '1 Details' and '2 Complete' steps. The form fields include 'Mobile User ID' (shoe1), 'Effective Date' (12 Jul 2025), and 'Reason' (Reinstate). A text area for a note is present below the reason dropdown, with a character count 'Max characters: 250 250 remaining'. A green 'SUBMIT' button is located at the bottom right of the form.

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

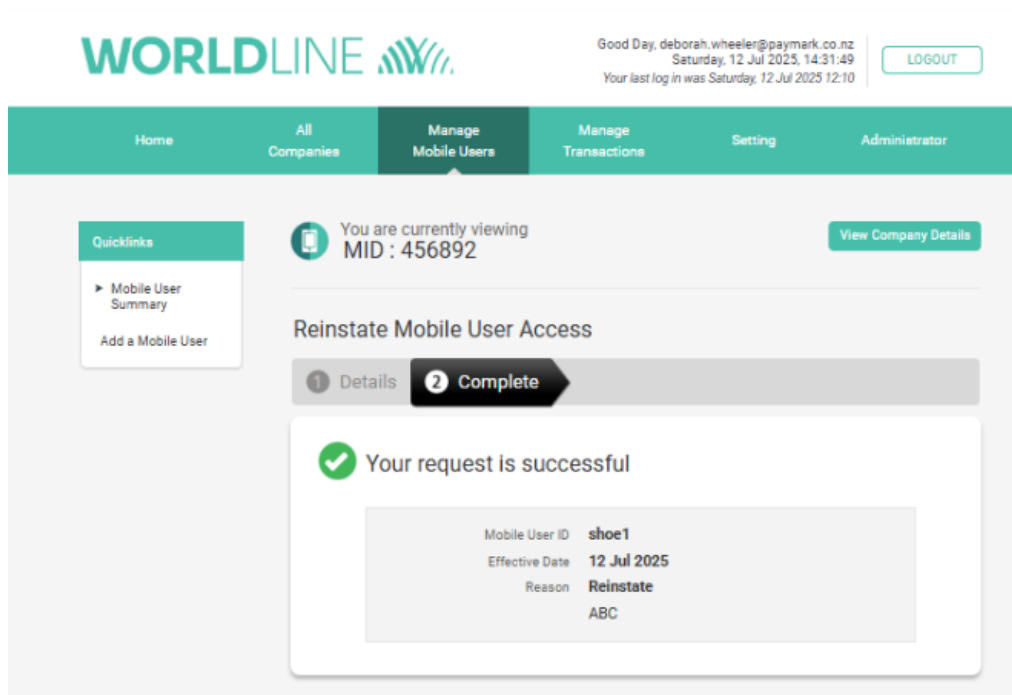
Mobile User ID : shoe1

Effective Date : 12 Jul 2025

Reason : Reinstate

Max characters: 250 250 remaining

SUBMIT



4.10 Manage Transactions

Manage Transactions > Transaction Summary > View Transactions

Quicklinks

► Transaction
Summary

Search for a Transaction

All Transactions

Merchant ID (MID)	
Terminal ID (TID)	
Approval Code	
Status	Select One ▼
Amount	Select One ▼
Date	07 Aug 2024 to 07 Nov 2024
Search	

Total Records: 29

< Page 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 (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
- 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

D0BC909ED9D629AE

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

Nick B
7 Central Avenue, Redfern, Sydney, 2015, New
South Wales

CUSTOMER COPY

Date Time : 03/10/2024 20:09
TID : SS00DS00

AUTH : 358296
STAN : 000031
RRN : 000000029587
Card Number : 540041*****3011
PAN Seq : 01
Card Expiry Date : XX / XX
Transaction Type : CREDIT(T)
Card Type : MASTERCARD
Application Label : Mastercard
AID : A0000000041010
TVR : 0000008001
ATC : 0212
ARQC : 63dc820b7374055b
Description :

Receipt No : SS00DS00031024000036
Purchase NZD 1.00
Tip NZD 0.00
Surcharge NZD 0.00
Total NZD 1.00
APPROVED 00

THANK YOU

NO SIGNATURE REQUIRED

I agree to pay above total amount according
to Card Issuer Agreement

v3.7.1

5 Settings

5.1 Change Password

- Settings > Change password

The screenshot displays the WORLDLINE web application interface. At the top, the header includes the WORLDLINE logo, a user greeting 'Good Day, wltomtesting3a@gmail.com', the current date and time 'Friday, 08 Nov 2024, 08:15:16', the last login information 'Your last log in was Thursday, 07 Nov 2024 21:20', and a LOGOUT button. Below the header is a navigation bar with links for Home, Manage Mobile Users, Manage Transactions, Setting (which is highlighted), and Administrator. The main content area is titled 'Change Password' and includes a sub-header 'Please provide the information below.' On the left, a 'Quicklinks' sidebar contains a link to 'Change Password'. The form itself consists of three input fields labeled 'Current Password', 'New Password', and 'Retype Password'. A green 'SUBMIT' button is located at the bottom right of the form.

- 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 navigation bar below the header includes links for Home, Manage Mobile Users, Manage Transactions, Setting, and Administrator (which is highlighted). On the left, a 'Quicklinks' sidebar lists 'Manage Admin Users' (selected), '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 the search bar, there are filters for Email Address, Role (Select One), Status (Select One), and Date (08 Nov 2014 to 08 Nov 2024), with a 'Search' button. The results section shows '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.

- Administrator > 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 > Manage Admin User> Audit Trail

WORLDLINE

Good Day, deborah.wheeler@paymark.co.nz
Sunday, 13 Jul 2025, 15:05:46
Your last log in was Saturday, 12 Jul 2025 14:17

LOGOUT

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

Quicklinks
➤ Audit Trail

Search for a User

User Activities

Action:

Date: to

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