

Payments to grow your world

WORLDLINE 

Tap on Mobile Apple guide.

Accept contactless payments
directly on your mobile device



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1. Welcome

Thank you for choosing 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



Thank you for choosing the Worldline NZ Tap on Mobile solution.

We're excited to get you set up, so you can start taking contactless payments as soon as possible.

To start accepting contactless payments, you'll need to set up your Worldline NZ Tap on Mobile portal. This is where you can see your transaction history, add new users and update your settings

To set up your Worldline NZ Tap on Mobile portal:

1. Download the Worldline NZ Tap on Mobile app from the App Store or Google Play
2. Open the app and tap **Set Password**
3. On the Verification screen, enter your User ID and verification code and tap **Submit**
 - o **User ID:** <user ID>
 - o **Verification code:** <xxxx>
4. Create your new password and tap **Submit**
5. You'll then be directed to the portal website to log in using your User ID and new password

To set up mobile users in the Worldline NZ Tap on Mobile portal:

1. Scroll to **Manage Mobile Users** and tap **Add a Mobile User**
2. Complete the required fields, then review and confirm the mobile user's details. Your mobile users will get an email about how to activate their mobile account.

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

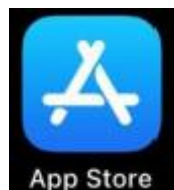
Kind regards,

Worldline NZ

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

Follow the instructions on the email.

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



[illegible]

Create password

User ID WLNZ001

New Password

Retype Password

Once you set your new password you will use this to log in going forward

SUBMIT

Create password

Password created

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

Ok

- Create your new password for the portal

NB: Your password must comply with the following:

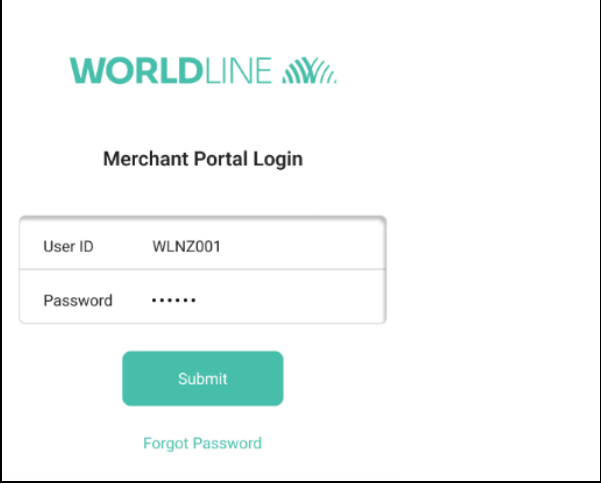
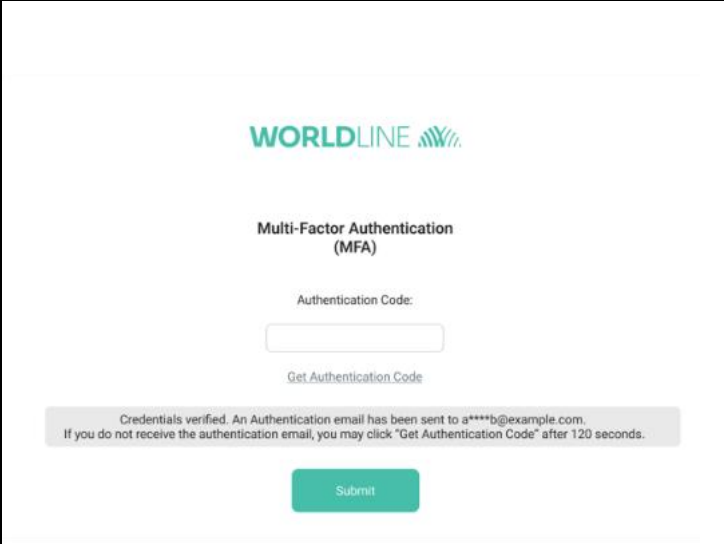
- 12 characters in length
- At least one uppercase
- And one numeric
- Select “Submit” to proceed

- 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).

	• Enter your user ID and password and select “submit”. • On successful validation an authentication email will be sent to the registered user. (email below)
	• 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>

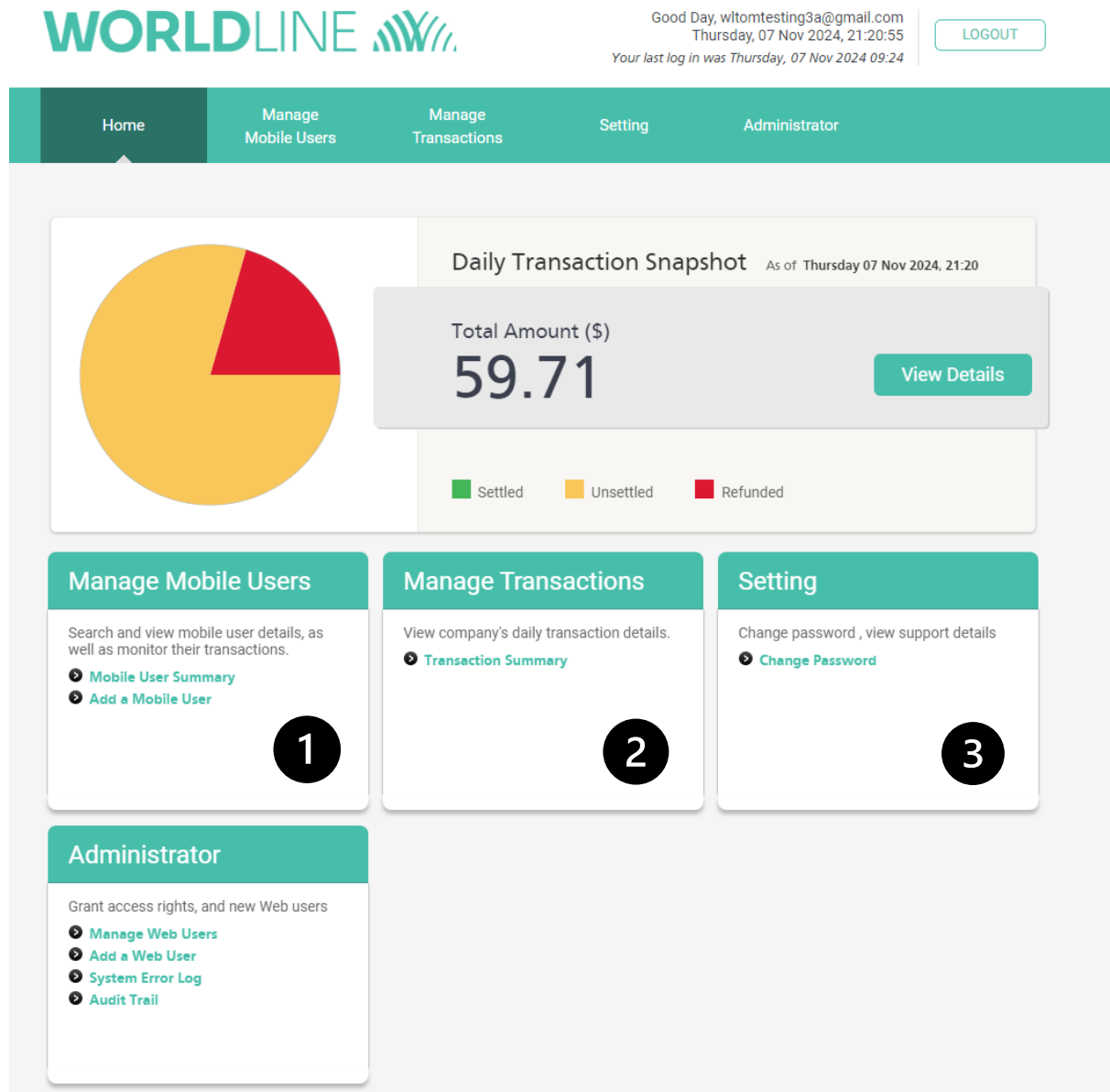
Kind regards

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



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 at the top right shows 'Good Day, swatvivek@gmail.com' and a 'LOGOUT' button. The left sidebar has a 'Quicklinks' section with 'Mobile User Summary' and 'Add a Mobile User' (circled in red). The main form area 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 '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.

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

1.6. 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 Apple App 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.)

9:41   



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

User ID

User PIN

[Forgot PIN](#)

[Log in](#)

[Set password](#)

Don't have an account? [Create one](#)

- Enter your User ID and Temporary PIN received in the email.
- Select “[Log in](#)” to proceed.

9:41   

[←](#)

Update PIN

Enter your new 6-digit PIN

User PIN

Confirm user PIN

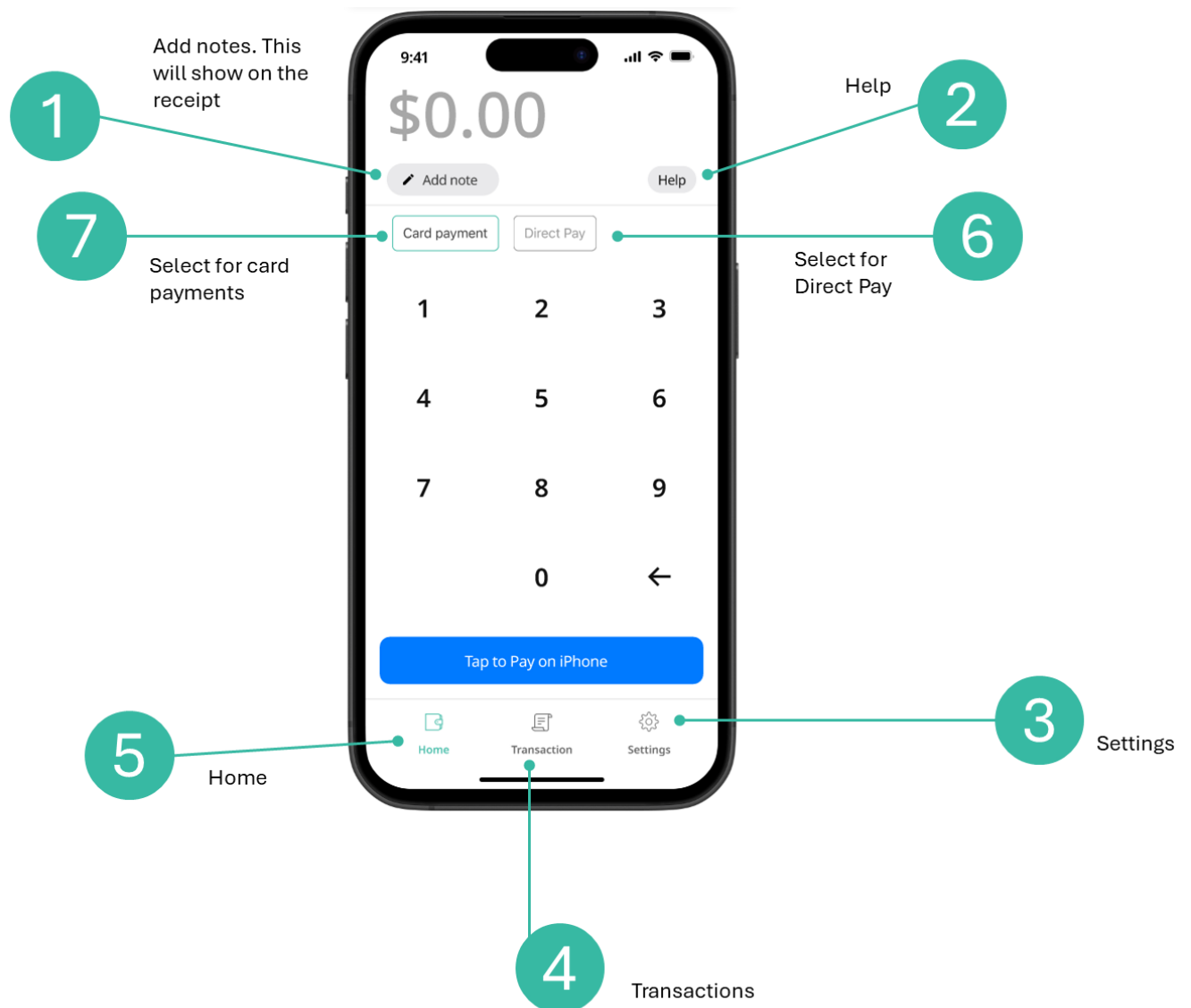
[Update](#)

- 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.
- You can now start taking payments

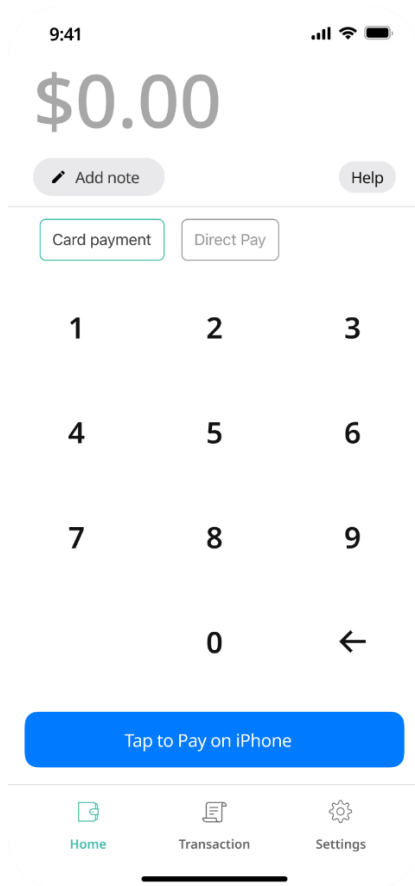
2. Getting Started with Worldline Tap on Mobile App

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

2.1. Home Page



2.2. Accepting Contactless Card Payments



- Select “**Home**” at the Bottom to enter the Payment page
- Enter the sales amount. Select “Confirm” to proceed.
- **Optional:** Insert transaction description by selecting the  icon.
- After entering your sales amount, select “Tap to Pay on iPhone”.

2.3. Tipping (Optional)

9:41

<

Tipping Amount

Select an amount or enter manual amount

\$ 0.00

2%	NZD 0.00
4%	NZD 0.00
6%	NZD 0.00
8%	NZD 0.00
10%	NZD 0.00

Reset Amount

Submit

- App prompts the user to enter a tip if tipping is enabled.
- 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 Tap on Mobile Provider)

2.4. Surcharge (Optional)

9:41

\$100.00

Add note Help

Card payment Direct Pay

1 2 3

Surcharge

Total Amount
\$112.00

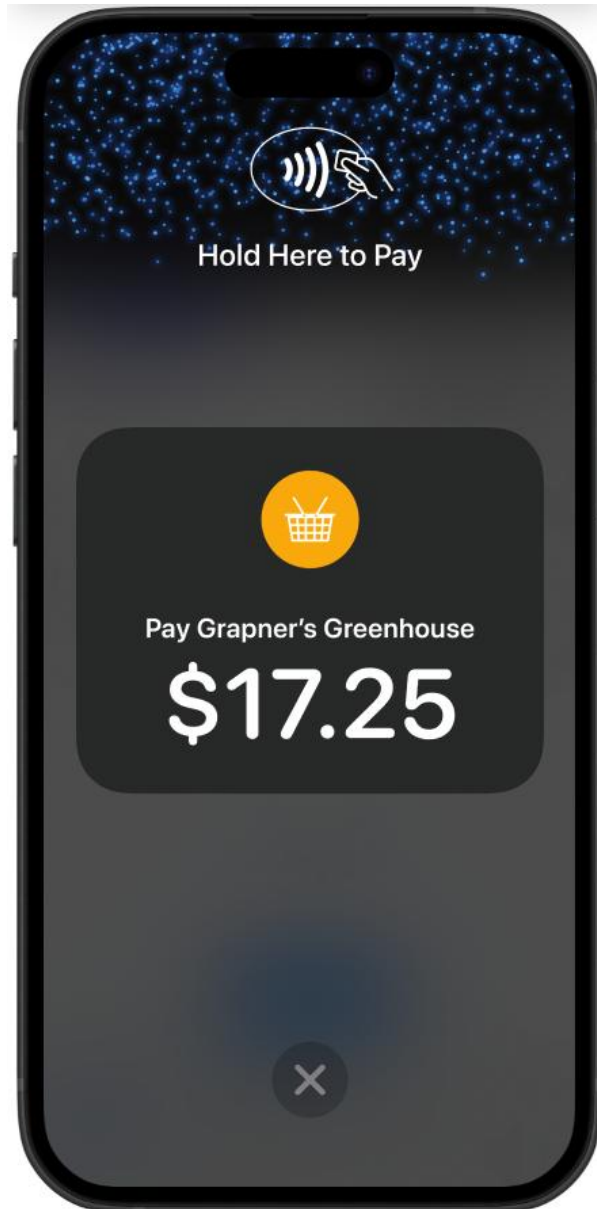
Visa	\$0.07	\$0.07
Mastercard	\$0.07	\$0.07

Dollar values are estimations based on the transaction amount.
Your surcharge rates can only be updated by logging in your [Worldline Portal](#)

Continue

- 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 however these can be changed/added or removed at any time by contacting your Tap on Mobile provider.

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

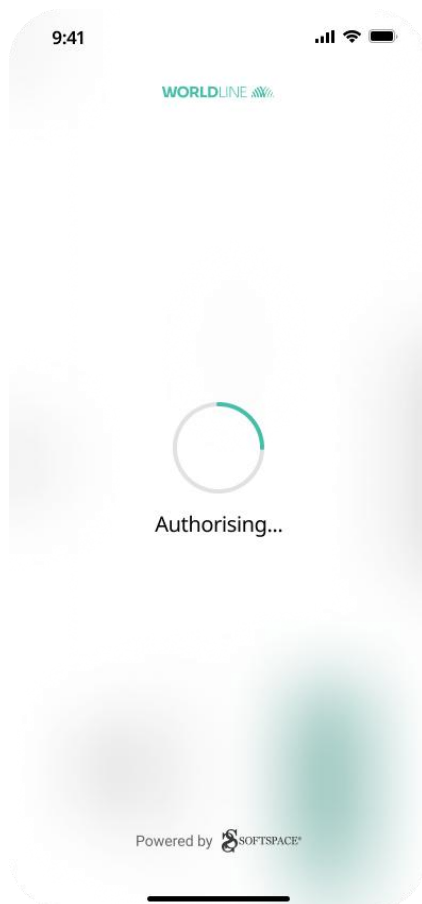


If the amount exceeds NZD\$200, customers are required to verify the transaction with their PIN.

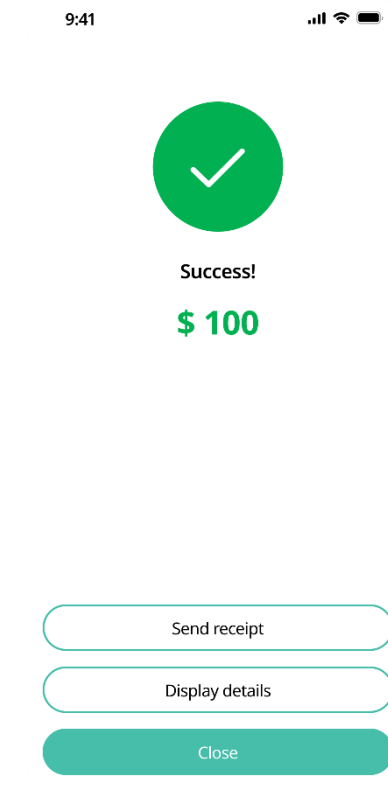
Important:

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



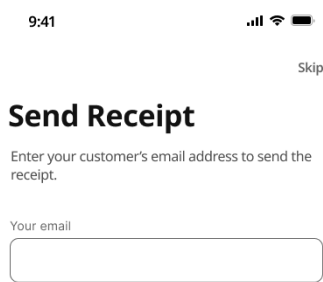


- Once the card is tapped on the Apple device, the payment will be processed



- Payment approved is confirmed

2.5. E-receipt Issuance



9:41

Skip

Send Receipt

Enter your customer's email address to send the receipt.

Your email

Send Receipt

9:41



Nicely done!

- Upon successful authorisation, the e-receipt page will be prompted. Select “[Log in](#)” to proceed.
- Allow the customer to enter their email address to issue an e-receipt.

Proceed by selecting “[Send Receipt](#)”

Alternatively, select “[Skip](#)” if the customer does not wish to receive an e-receipt.

- Payment transaction is completed



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

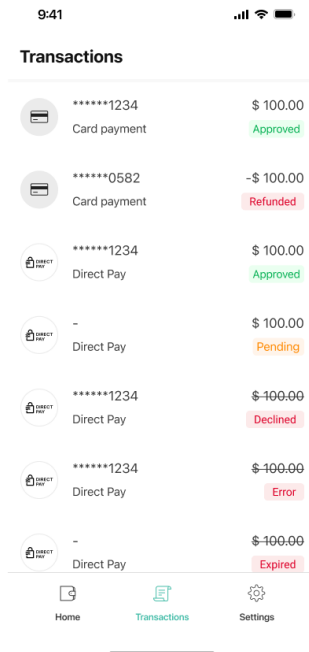
I agree to pay above total amount according to Card Issuer Agreement

v3.7.1

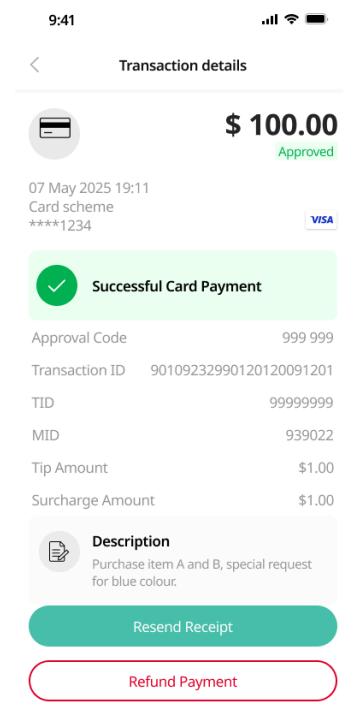
- If you wish to amend the details on your receipt, please contact Worldline

2.6 Sales History

For Sales history, 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 in the app will be a limited amount, but all searchable.



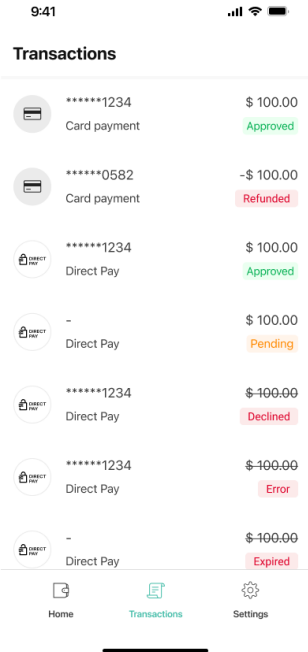
- At the Payment page, navigate to “Transactions”.
- Select “Transactions”.
- Select the designated transaction to view complete details of the payment.
- Transactions processed will be displayed with the following information:
 - Date and Time of Payment
 - Approval Code
 - Total unsettled Amount



- Payment transaction is completed

2.7 Refund Payment

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

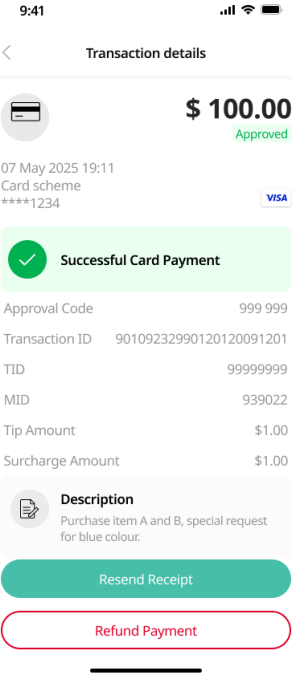


9:41

Transactions

*****1234	\$ 100.00	Approved
*****0582	-\$ 100.00	Refunded
*****1234	\$ 100.00	Approved
-	\$ 100.00	Pending
*****1234	-\$ 100.00	Declined
*****1234	-\$ 100.00	Error
-	-\$ 100.00	Expired

Home Transactions Settings



9:41

Transaction details

\$ 100.00
Approved

07 May 2025 19:11
Card scheme
****1234

Successful Card Payment

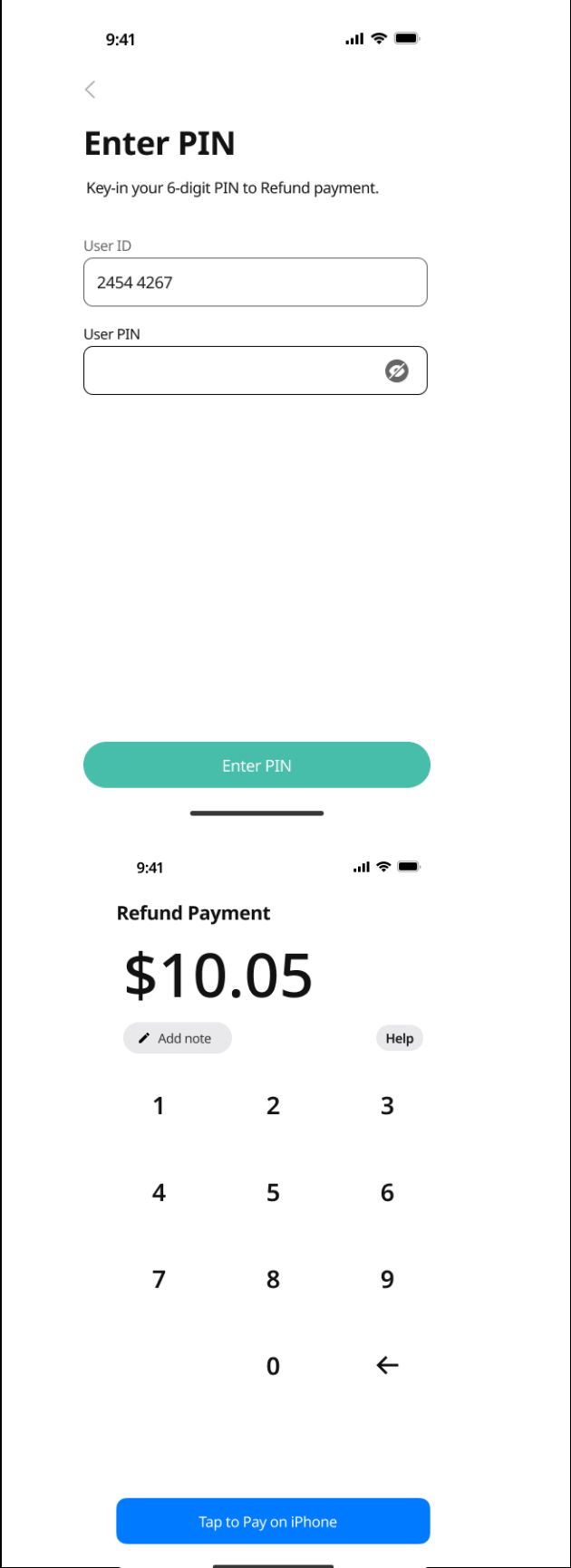
Approval Code 999 999
Transaction ID 90109232990120120091201
TID 99999999
MID 939022
Tip Amount \$1.00
Surcharge Amount \$1.00

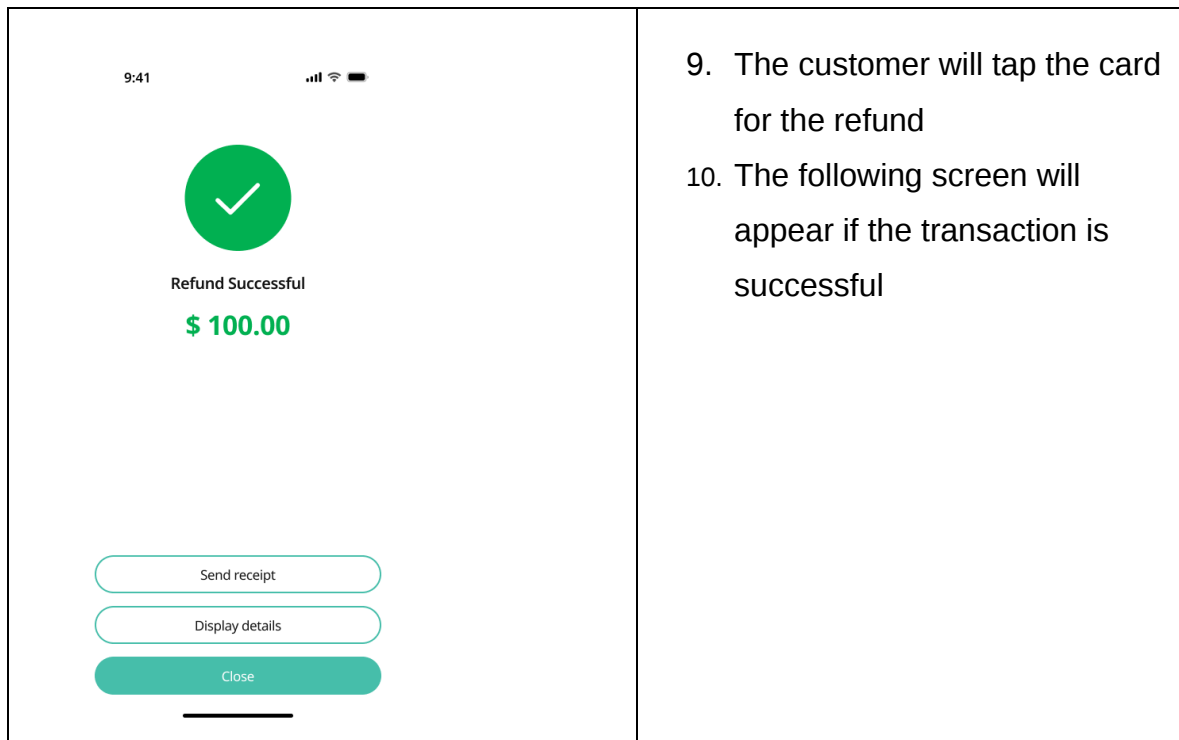
Description
Purchase item A and B, special request for blue colour.

Resend Receipt

Refund Payment

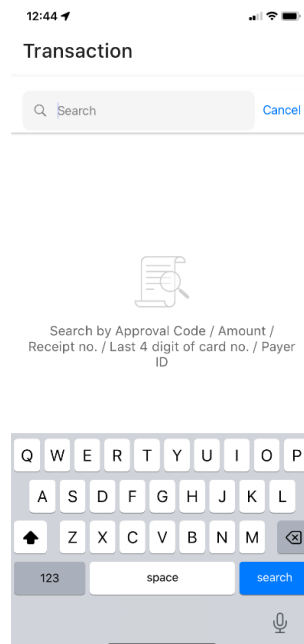
1. Browse through the list and find the transaction to be refunded
2. Click on the transaction to be directed to the refund screen.
3. Select “Refund Payment”
4. Your username will default into the user ID field.

	5. Key in your “User PIN” number as part of the security to refund transactions. 6. Select “Enter PIN” 7. Ensure the amount you want to refund is correct. 8. Select the “Tap to pay on iPhone button”.
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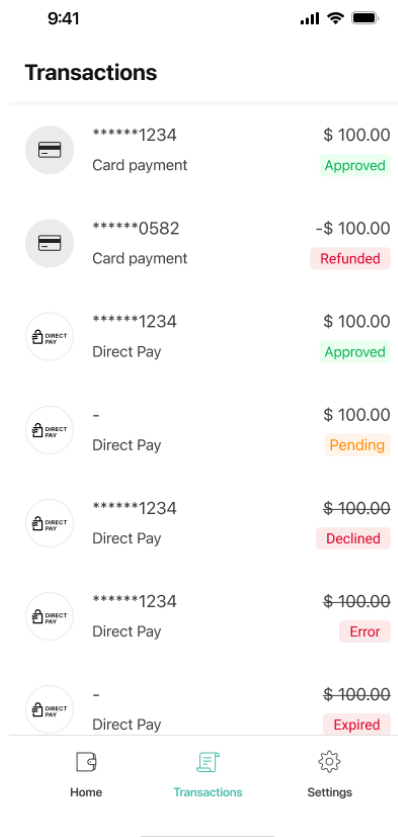


Note: If the transaction is not present on the screen, use the search function in the transaction screen. Transactions are available to search for the last 12 months. Refunds cannot be performed in the portal.

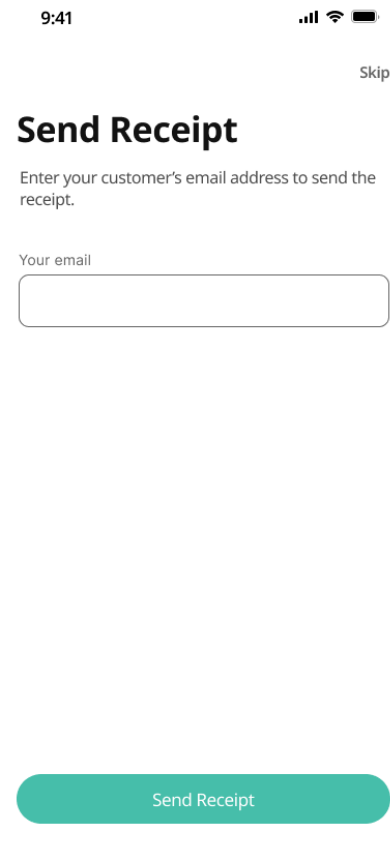
You can search by Approval Code / Amount / Receipt No/ Last 4 digits of a card no / Payer ID.



2.8 Resend E-Receipt



- Browse through the list to select the transaction.



Select “Send Receipt”

Enter customer’s email address

Confirm by selecting “Send Receipt”

2.9 If you forget your user PIN

9:41

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Update PIN

Enter your new 6-digit PIN

User PIN

Confirm user PIN

Update

1. Select “[Forgot user PIN](#)” below the “User PIN” field.
2. Enter the [User ID](#) and the email address you registered with.
3. Select “[Log in](#)” to proceed
4. A set of User PIN reset instructions will be sent to the registered email address.

9:41

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Reset PIN

Enter the email associated with your Worldline account. We'll send you instructions to reset your password.

User ID

Enter a valid user ID.

Your email

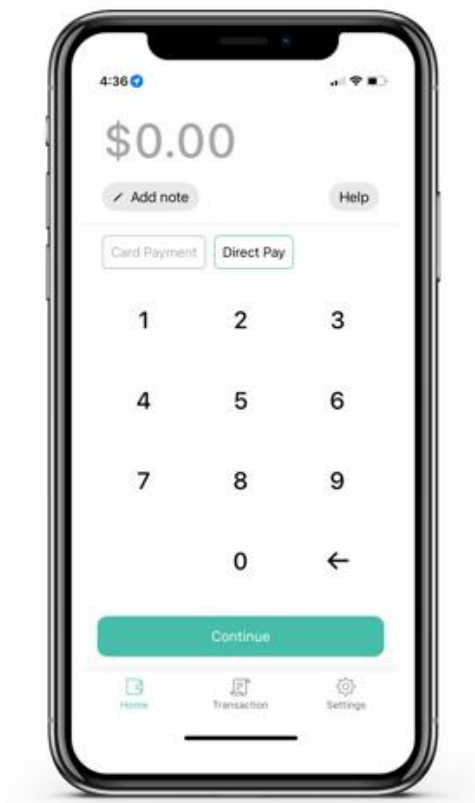
Enter a valid email address.

Submit

Please note that if you forget your User ID, please contact your Merchant administrator or Tap on Mobile provider.

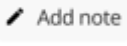
3. Direct Pay

a. Accepting Direct Pay payments

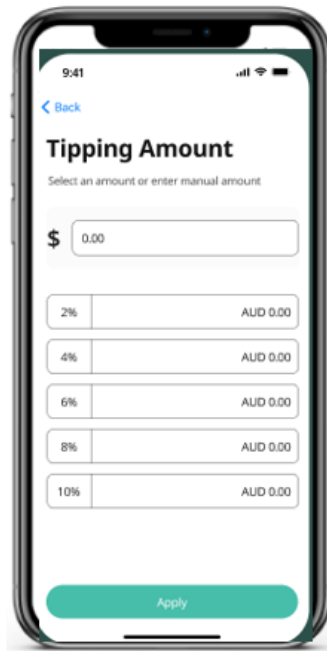


5. Select the payment type “**Direct Pay**” button.
6. Enter the sales amount and select “**Continue**” button.

Optional:

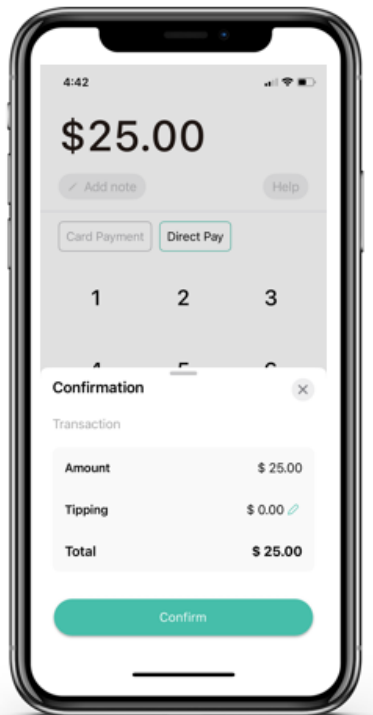
Insert transaction description by selecting the  icon.

a. Tipping (Optional)



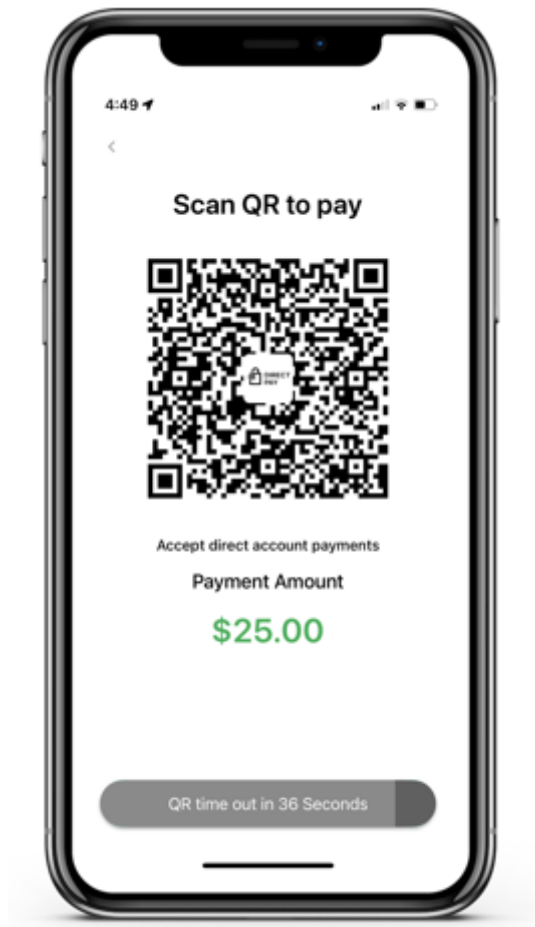
- App prompts the user to enter a tip.
- This can be either a % percentage or a \$ amount (Tipping settings are setup as part of the merchant profile during onboarding); select **Submit**

b. Payment Confirmation



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

a. Scan QR Code

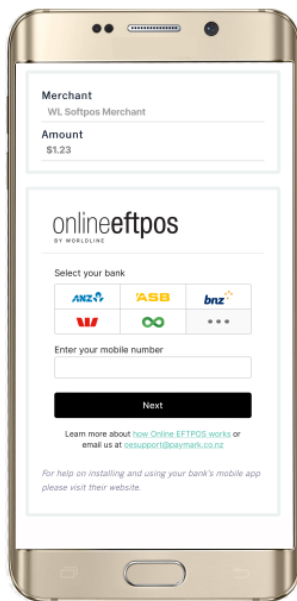


- Present the QR to customer to scan.
- Customer scans the QR to begin the payment process on their phone.
- Customer will then select their bank and input their phone number.
- Customer will go to their banking app to approve the payment request.
- The app will wait for 40 seconds for payment acknowledgement. If the countdown completes, then the button changes to a check status button.
- The check status allows the merchant to go to the transaction and check the status.
- Once the QR code has been generated and rendered on screen the customer has 3 minutes to scan the QR code to initiate the payment process

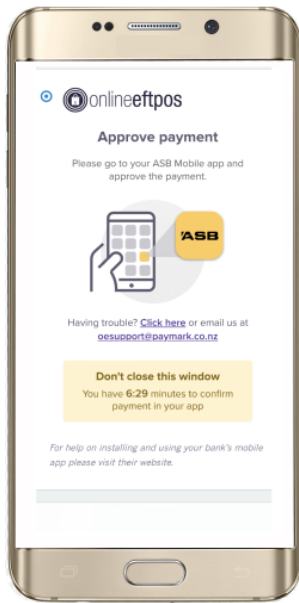
b. Customer Journey



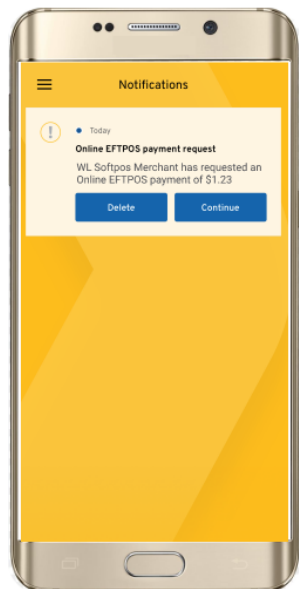
- Customer scans the QR code on their phone.



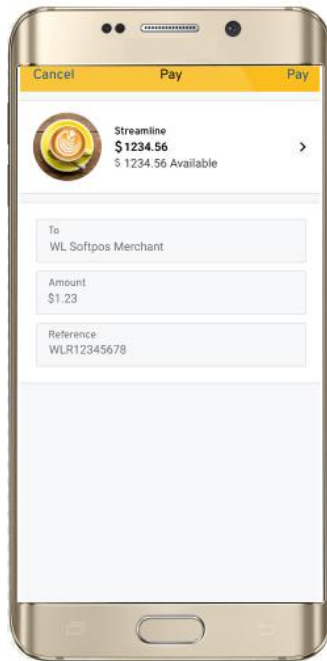
- Upon successful scanning, customer will be presented with their transaction details (merchant, amount, reference)
- Customer selects their bank and inputs their phone number
- Then selects “Next”



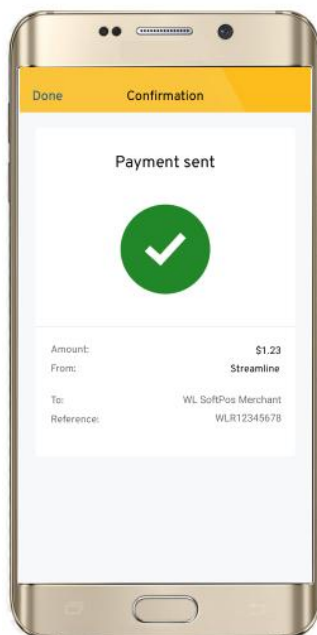
- Customer is directed to open their bank app to approve the payment request.
- Customer has up to 7 minutes to complete an action.
- If customer does not act within the time limit, the transaction will expire and need to start again from merchant generating the QR code.



- 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.

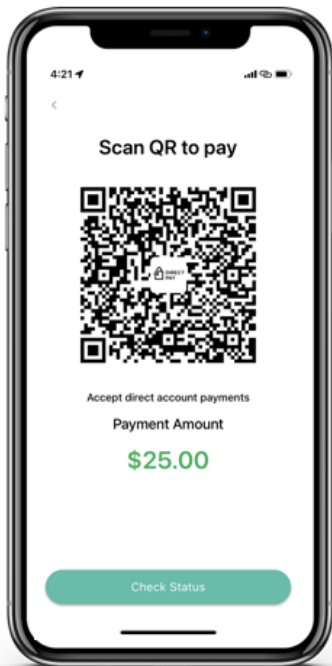


- This example is for an ASB customer.
- Customer will be presented their default bank account or select another account then click on “Pay” button.



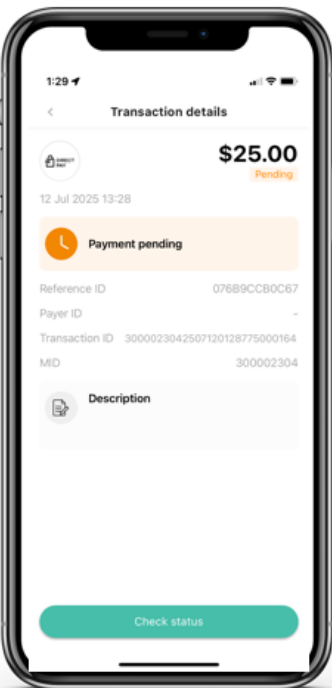
- Payment confirmation acknowledgement is displayed.
- End of customer journey.

c. Check Status of QR Payment



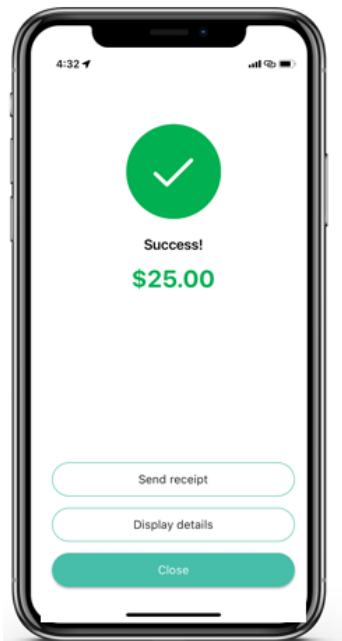
- If no response received from the customer's bank, select the "Check Status" button.

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



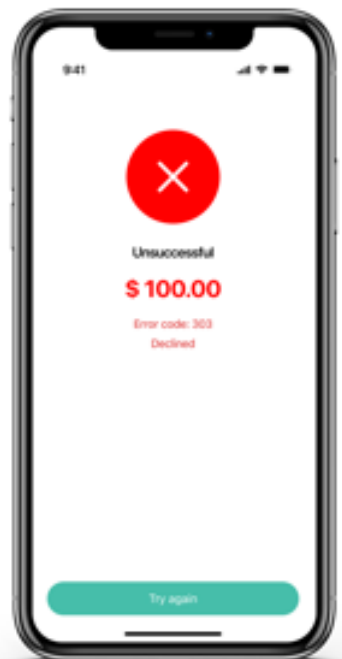
- Select "Check Status"
- Each click on the "check status" will trigger a 60 second countdown before the next attempt can be made.

d. Acknowledgement of payment

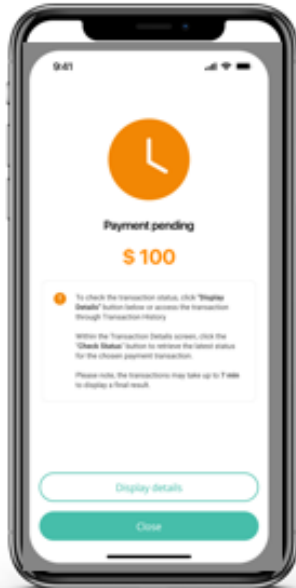


- Upon successful payment, the e-receipt page will be prompted.
- If the customer does not need a receipt then select “[Next payment](#)” button.

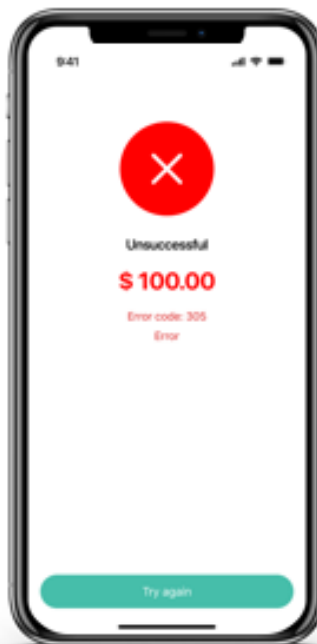
See section 2.5 for details on receipts.



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

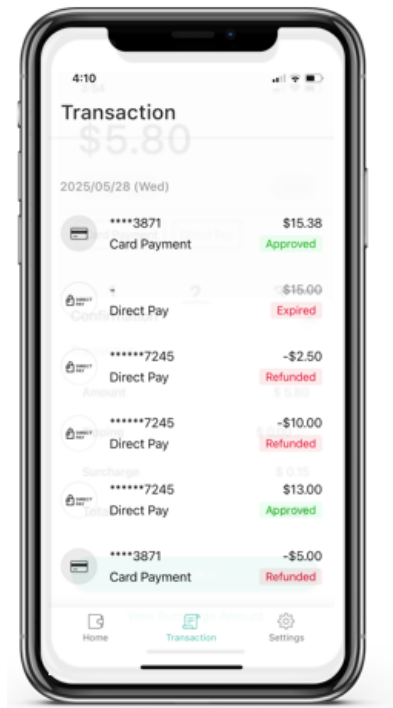


- Whilst the customers' bank payment processing is in flight, the transaction may sit in an interim state of Pending.
- Select “**Display details**” button and it will navigate you to the transaction detail whereby you can manually click on “**Check Status**” button.

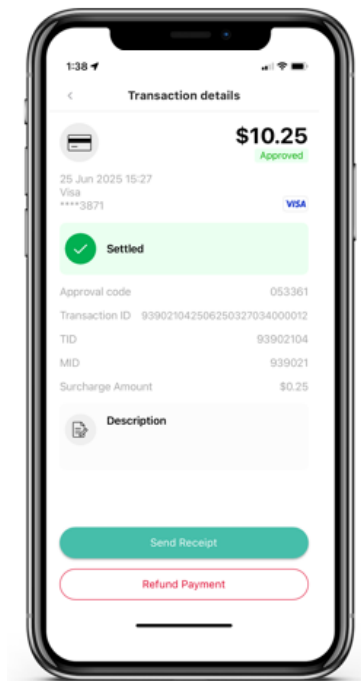


- If no response is received from the bank within the allowable timeframe, the transaction will fail

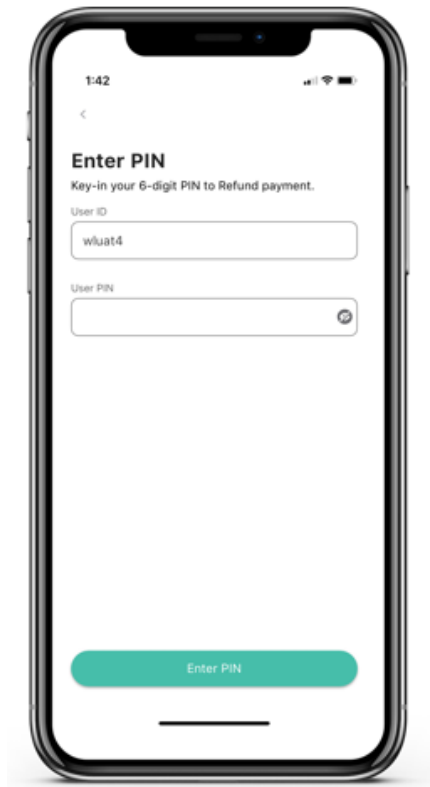
e. Refund a Payment



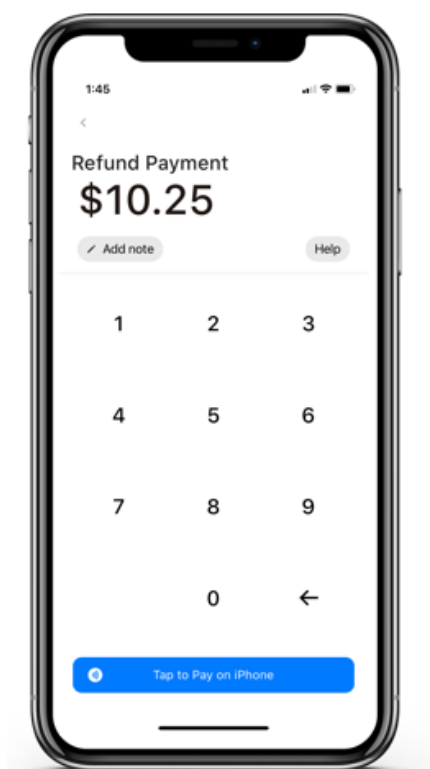
8. Browse through the list and select the transaction to be refunded
9. The process for both Card payments and direct pay is the same.



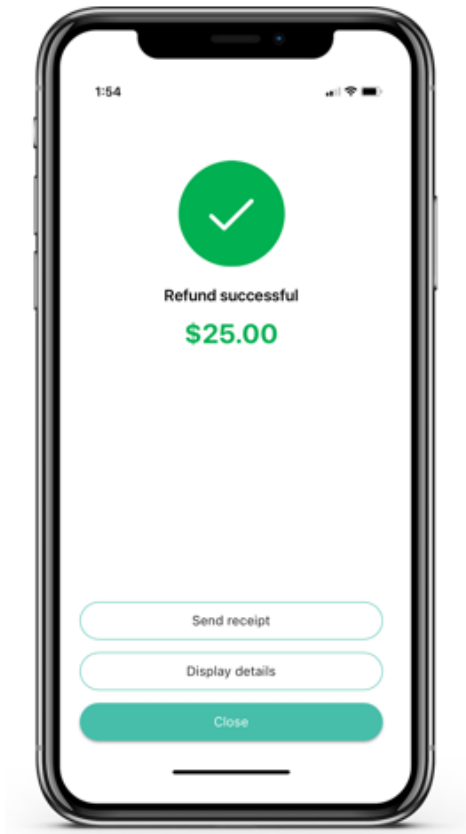
10. Select "Refund Payment".
11. Confirm by selecting "Continue".



- Enter your 6-digit user pin to “Refund payment”.



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



- Refund confirmed
- The refund amount may not be available in the customer's account until the next day.
- The card payment refund will depend on the issuing bank.

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

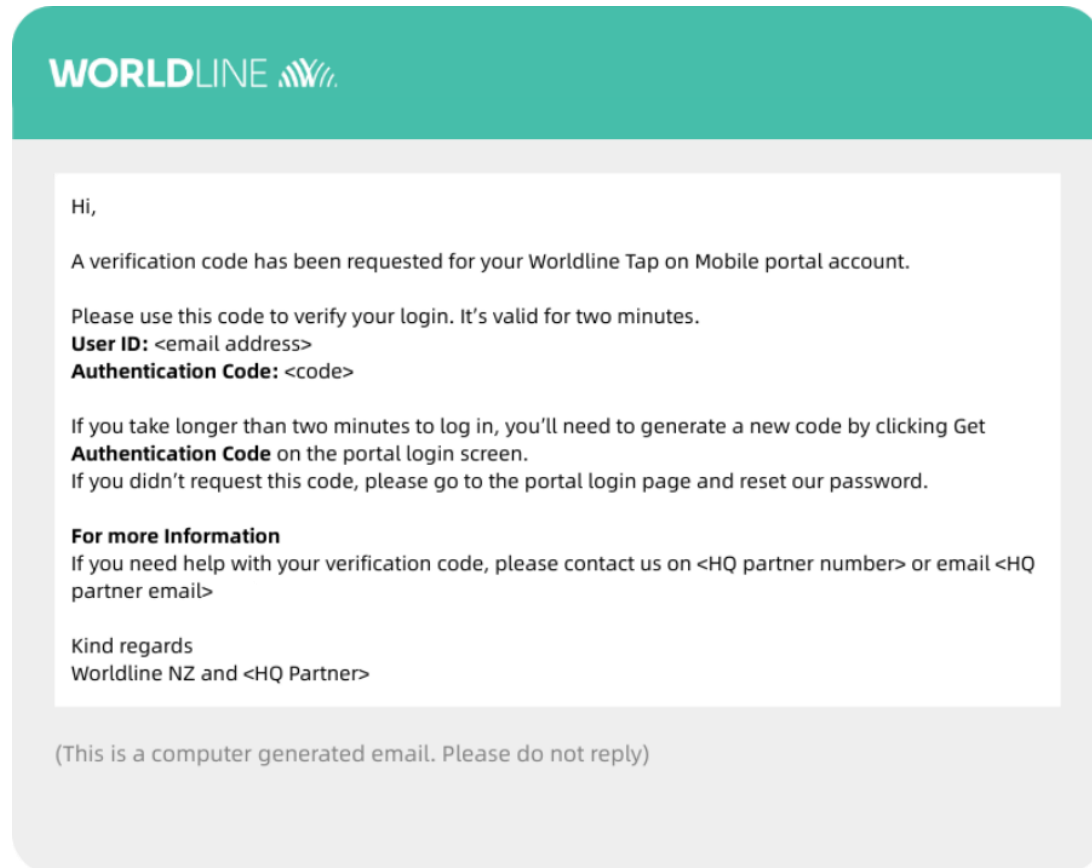
User ID	WLNZ001
Password	

Submit

[Forgot Password](#)

4.1 Merchant Portal – Multi-Factor Authentication

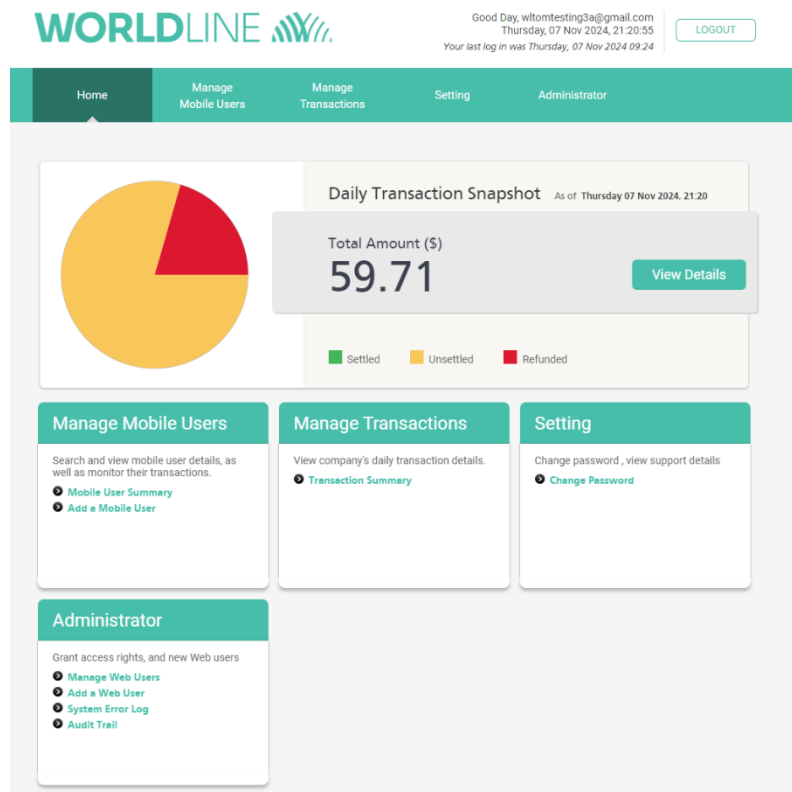
Each time you login to the portal you will be asked to authenticate your details. On successful validation an authentication email will be sent to the registered user. (example of email below). The email will expire after 2 minutes.



The image shows a screenshot of the 'Multi-Factor Authentication (MFA)' login screen. At the top, there is the 'WORLDLINE' logo. Below it, the text 'Multi-Factor Authentication (MFA)' is centered. Underneath, there is a label 'Authentication Code:' followed by a text input field. Below the input field is a link that says 'Get Authentication Code'. At the bottom of the screen, there is a green button labeled 'Submit'. A small gray box at the bottom of the screen contains the text: '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 – Home Page

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



4.3 Forgot Password



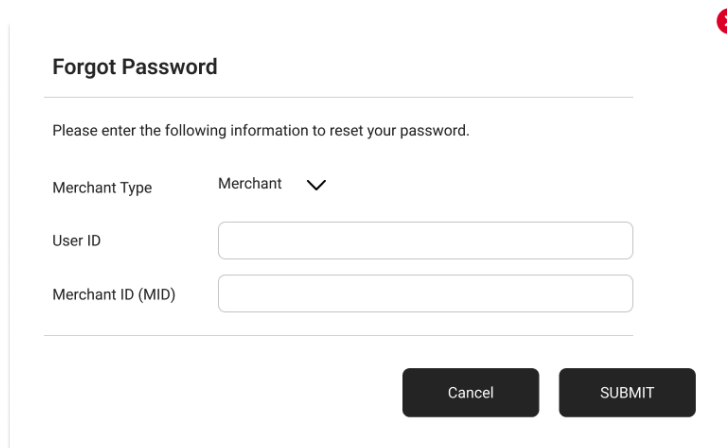
Merchant Portal Login

User ID	WLNZ001
Password	*****

Submit

[Forgot Password](#)

- Select “Forgot Password”

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

Forgot Password

Please enter the following information to reset your password.

Merchant Type Merchant ▼

User ID

Merchant ID (MID)

- Enter your “**User ID**” and “**Merchant ID**”
- An email will be sent to the email 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 users – Mobile user summary- view Mobile user

WORLDLINE 

Good Day, wltomtesting3a@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](#)

WORLDLINE

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

LOGOUT

Home Manage Mobile Users Manage Transactions Setting Administrator

Quiddinks

- 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 to

Search

Total Records: 1 Page 1 of 1

MID	Mobile User ID	TID	Status	Created Date	Quicklink
999032 (Test Marketing 2)	lilo	99903201	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

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 Admin 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.

The screenshot shows the 'Add a Mobile User' form in the Worldline Merchant Guide interface. The top navigation bar includes 'Home', 'All Companies', 'Manage Mobile Users' (selected), 'Manage Transactions', 'Setting', and 'Administrator'. The top right corner displays the user's name 'Good Day, swatvivek@gmail.com', the date 'Monday, 09 Jun 2025, 07:56:56', and a 'LOGOUT' button. The left sidebar contains 'Quicklinks' 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 'Business Name' set to '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 checkboxes for 'This mobile user can perform refunds' and 'Enable login via Single Sign On (SSO)'. The 'Single Sign On (SSO)' section also has a checkbox for 'Disable manual login for mobile app'. A 'Next' button is at the bottom right.

- 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.

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

Home

All Companies

Manage Mobile Users

Manage Transactions

Setting

Administrator

Quicklinks

➤ Mobile User Summary

Add a Mobile User

Search for a Mobile User

Mobile User ID / Terminal ID (TID)

Search

All Mobile Users

Merchant ID (MID)

Status

Date

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 Details Go

WORLDLINE

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

HomeAll CompaniesManage Mobile UsersManage TransactionsSettingAdministrator

Quicklinks

- Mobile User Summary
- Add a Mobile User

You are currently viewing MID: 456892

View Company Details

Edit Mobile User Details

1 Details2 Review & Confirm3 Complete

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

WORLDLINE

Good Day, [deborah.wheeler@paymark.co.nz](#)
Saturday, 12 Jul 2025, 14:23:08
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

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

Tap on Mobile Merchant Guide

Version 2.0 | 13 October 2025 | Page 51 of 63

WORLDLINE

Good Day, [deborah.wheeler@paymark.co.nz](#)
Saturday, 12 Jul 2025, 14:23:53
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

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

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

- Select the "Suspend Mobile User Access" button

The screenshot shows the Worldline Paymark web interface. At the top, the Worldline logo is on the left, and user information (Good Day, deborah.wheeler@paymark.co.nz, Saturday, 12 Jul 2025, 14:19:05) and a LOGOUT button are on the right. Below this is a teal navigation bar with links: Home, All Companies, Manage Mobile Users (active), Manage Transactions, Setting, and Administrator. On the left side of the main content area is a 'Quicklinks' sidebar with '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. Below this is the 'Mobile User Details' section, which includes an 'Activation Date: 11 Jul 2025' and a 'Status History >>' link. The 'Company Details' section lists 'Business Name: Shoe Runner Albany' and 'Terminal ID (TID): 45689201'. The 'Mobile User Details' section lists 'Mobile User ID: shoe1', 'Name: Shoe Runner', 'Contact No.: +64 0277009028', and 'Email Address: deborah.wheeler@paymark.co.nz'. The 'Authorisation' section shows a green checkmark and the text 'This mobile user can perform refunds'. The 'Single Sign On (SSO)' section shows two green checkmarks: 'Enable manual login for mobile app' and 'Enable login via Single Sign On (SSO)'. At the bottom right, there are three buttons: 'Reset User PIN', 'View Transactions', and 'Suspend Mobile User Access'.

WORLDLINE

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](#)

The screenshot shows the 'Suspend Mobile User Access' 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 'Saturday, 12 Jul 2025, 14:28:28' and a 'LOGOUT' button is on the right. A navigation bar below contains links for Home, All Companies, Manage Mobile Users (active), Manage Transactions, Setting, and Administrator. On the left, a 'Quicklinks' sidebar lists '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 title 'Suspend Mobile User Access' is followed by a progress bar with '1 Details' (active) and '2 Complete'. The form fields are: 'Mobile User ID' (shoe1), 'Effective Date' (12 Jul 2025), and 'Reason' (Resigned). A text area for a note contains '15/08/25'. A character count at the bottom indicates 'Max characters: 250' with '242' remaining. A green 'SUBMIT' button is at the bottom right.

- 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.

This screenshot shows the same 'Suspend Mobile User Access' interface but in the '2 Complete' step. The progress bar now highlights '2 Complete'. A green checkmark icon is displayed next to the text 'Your request is successful'. Below this, a summary box shows the details: 'Mobile User ID' (shoe1), 'Effective Date' (12 Jul 2025), and 'Reason' (Resigned) with the date '15/08/25'.

4.9 Reinstate Mobile User

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

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

The screenshot shows the 'Reinstate Mobile User Access' form in the Worldline Paymark interface. The top navigation bar includes 'Home', 'All Companies', 'Manage Mobile Users', 'Manage Transactions', 'Setting', and 'Administrator'. The 'Manage Mobile Users' tab is active. The left sidebar shows 'Quicklinks' with 'Mobile User Summary' and 'Add a Mobile User'. The main content area displays 'You are currently viewing MID : 456892' and a 'View Company Details' button. The form title is 'Reinstate Mobile User Access' with two steps: '1 Details' and '2 Complete'. The form fields include 'Mobile User ID' (shoe1), 'Effective Date' (12 Jul 2025), and 'Reason' (Reinstate). A text area for a note is present with a character count of 250/250. A 'SUBMIT' button is at the bottom right.

The screenshot shows the success screen for the 'Reinstate Mobile User Access' process. The top navigation bar and left sidebar are the same as the previous screenshot. The main content area displays 'You are currently viewing MID : 456892' and a 'View Company Details' button. The form title is 'Reinstate Mobile User Access' with two steps: '1 Details' and '2 Complete'. The '2 Complete' step is active, showing a green checkmark and the message 'Your request is successful'. Below the message, a summary box displays the following information: 'Mobile User ID: shoe1', 'Effective Date: 12 Jul 2025', 'Reason: Reinstate', and 'ABC'.

4.10 Manage Transactions

Manage Transactions > Transaction Summary > View Transactions

The screenshot shows the Worldline Manage Transactions interface. At the top, there's a header with the Worldline logo, user information (Good Day, wltomtesting3a@gmail.com, Thursday, 07 Nov 2024, 21:37:41), and a LOGOUT button. Below the header is a navigation bar with links: Home, Manage Mobile Users, Manage Transactions (active), Setting, and Administrator. On the left, there's a Quicklinks sidebar with a link to Transaction Summary. The main area is titled 'All Transactions' and contains a search bar for Transaction ID. Below the search bar is a form with fields for Merchant ID (MID), Terminal ID (TID), Approval Code, Status (Select One), Amount (Select One), and Date (07 Aug 2024 to 07 Nov 2024). A Search button is at the bottom of the form. Below the form, it says 'Total Records: 29' and 'Page 1 of 2'. A table displays transaction data with columns: Date/Time, Transaction ID, Status, Amount, Approval Code, Verification Method, TID (MID), and Quicklink. The first row shows a transaction on 07 Nov 2024 at 03:04:53 PM with Transaction ID 939019002411, Status Approved, Amount 0.10, Approval Code 138863, Verification Method CVM_TYPE_N O_CVM, and TID (MID) 93901900 (939019). A View Details button is next to the TID.

WORLDLINE

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

LOGOUT

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

Quicklinks

► Transaction Summary

Search for a Transaction Transaction ID Search

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, this will download a PDF file to be 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

5.3 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.

WORLDLINE

Good Day, wltomtesting3a@gmail.com
Friday, 08 Nov 2024, 08:20:26
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

Search for a Admin User **Search**

All Users

Email Address

Role

Status

Date to **Search**

Total Records: 1 Page 1 of 1

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
(Required for email notifications)

Role

Salutation

Name

Contact No.
(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

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