

NCB ePOS Application

Merchant Portal User Guide 2024



Introduction

The NCB ePOS is a revolutionary solution that allows businesses to accept payments from contactless cards, mobile wallets and wearables using NFC-enabled devices. Merchants are able to download the app directly from their Play Store in order to use NCB ePOS.

This comprehensive guide is designed to provide you with all the information you need to maximize your experience with our innovative ePOS solution. With the NCB ePOS app, you can effortlessly transform your mobile device (Phone or Tablet) into a powerful payment acceptance tool.

The NCB ePOS Solution offers a range of features tailored to streamline your business operations. Whether you're a micro, small, medium or large sized business, the NCB ePOS app is designed to meet your needs and

enhance your business efficiency.

Explore the user guide to discover how this solution can benefit your business and empower you to provide a seamless payment experience to your customers.



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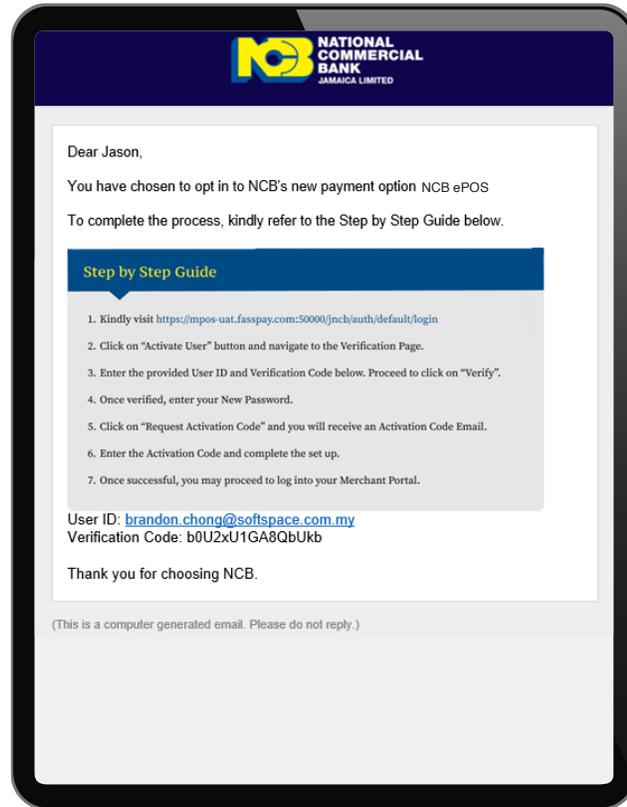
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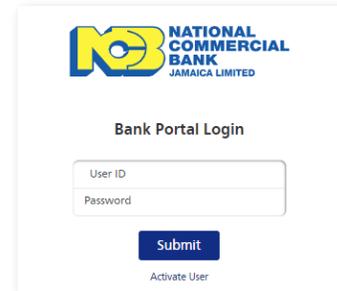
Activate Your Account

Activation Email

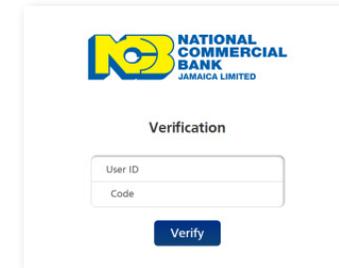


Email > Password Reset Guide

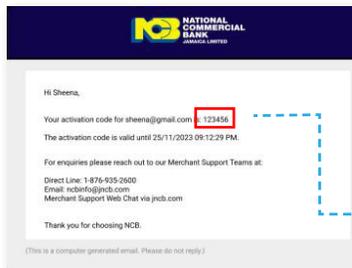
Follow these steps to activate your account



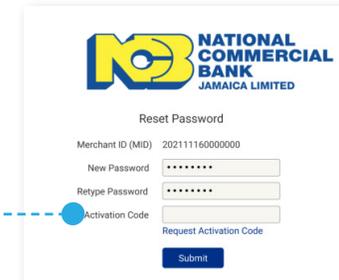
1. Navigate to the mentioned website that was provided in the email. Click on **"Activate User"** to be directed to the verification page.



2. Insert User ID and Verification code that were provided in the Email.



3. Once successfully verified, enter new password and retype password. Click **"Request Activation Code"** to receive Activation Code via registered Email.

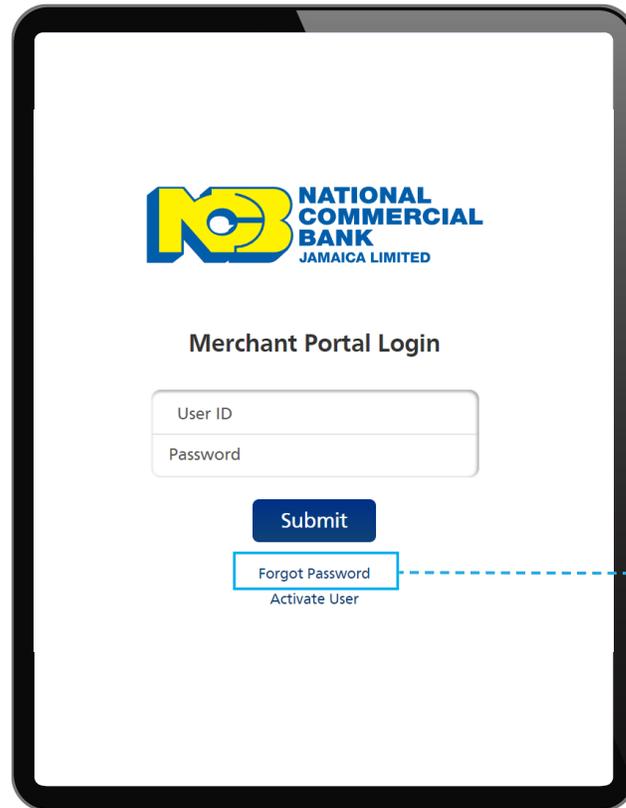


4. Click **'Submit'**.
5. **Password successfully changed**

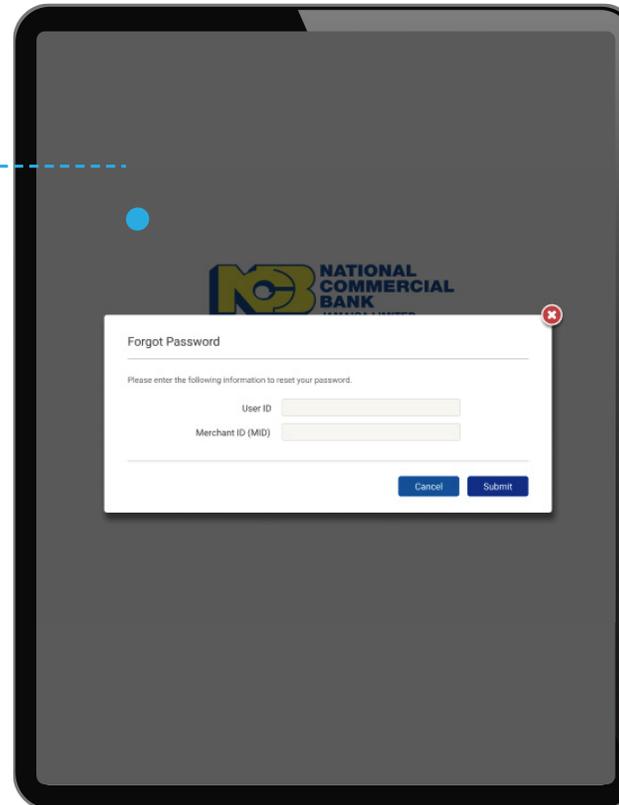
Note: Activation code will only be valid for 30 minutes after requesting

Merchant Portal Login Screen

1. Enter your credentials to log in



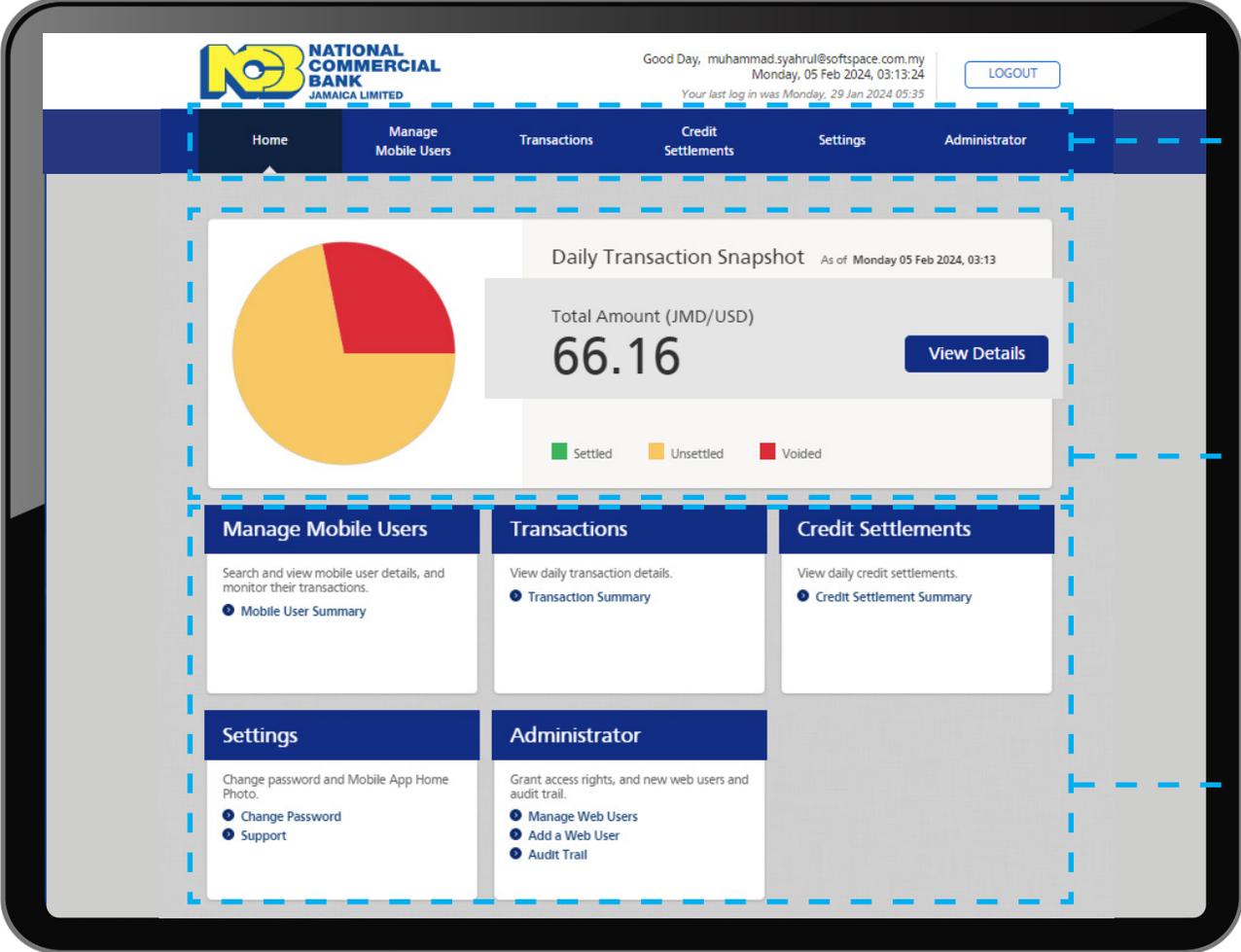
Merchant Portal Login Page



If you have forgotten your password, click here to reset

1. Enter your User ID.
2. Enter your Merchant ID.
3. A new Reset Password Email will be sent to your registered email address.

Merchant Portal Overview



Main menu for the below functions:

- Manage and View Mobile Users
- Manage and View Transactions
- Manage and View Settlements
- Reset Portal Password
- Manage and View Web (Portal) Users.

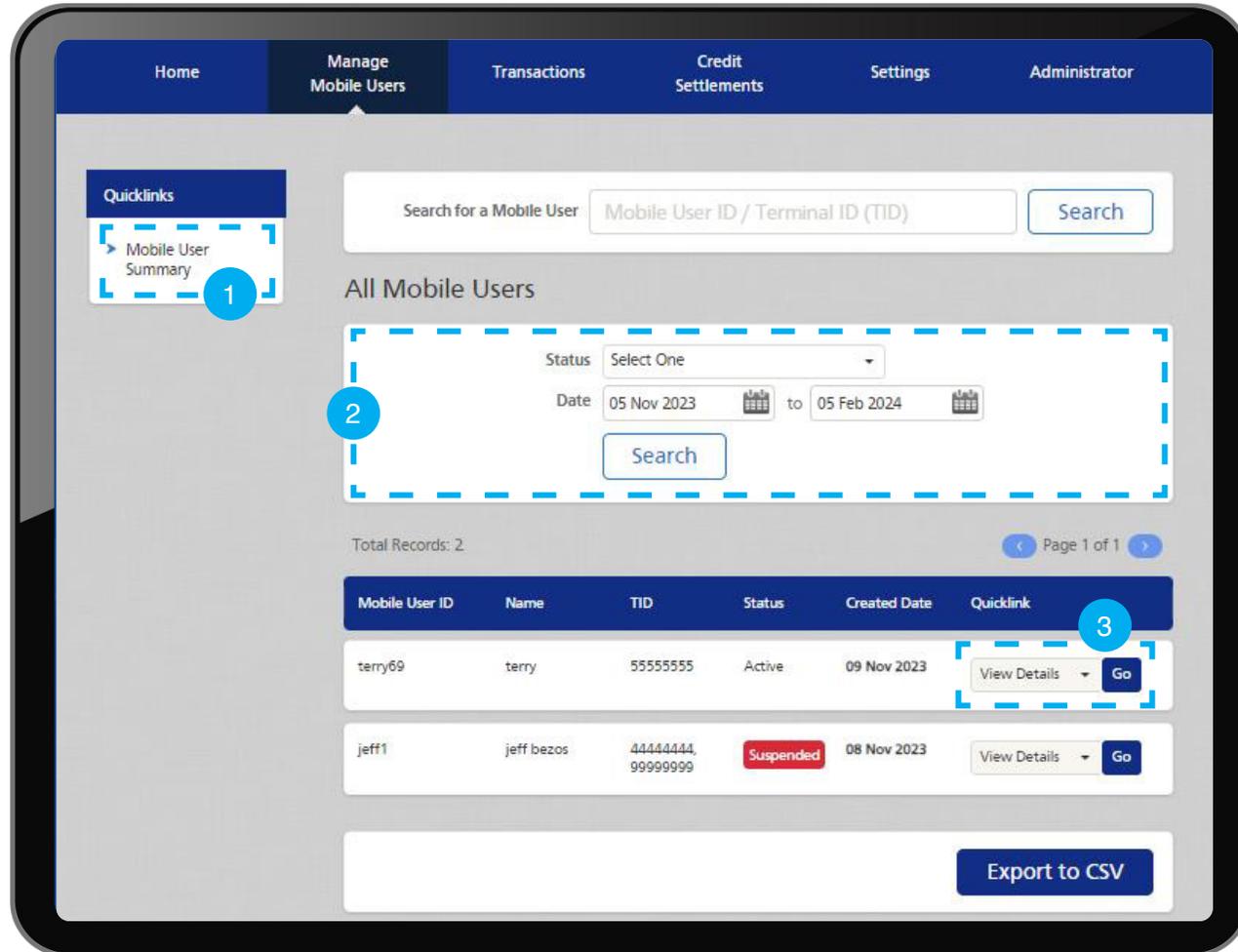
Daily Transaction Snapshot:

- Settled Transactions
- Unsettled Transactions
- Voided Transactions

Quick link options for easy access

Home Screen

Mobile User Summary



Manage Mobile Users -> Mobile User Summary

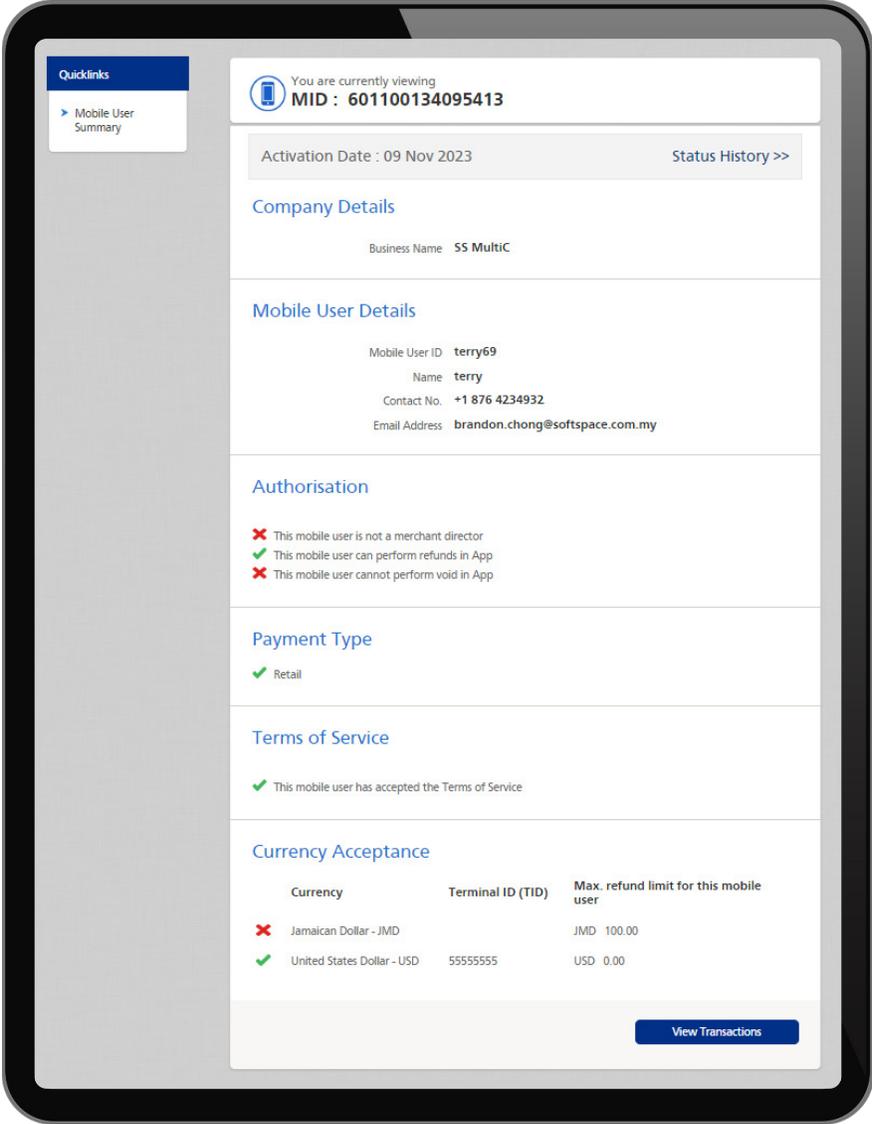
- 1 Select **Manage Mobile Users** from the main menu and select **Mobile User Summary**.
- 2 Search with **Mobile User ID / Terminal ID** or filter via **Status** and/or **Date**.
- 3 Click on **View Details** to view Mobile User's details.

***Note:**

1. **“Active” status** – Mobile User is enabled and ready for payment acceptance.
2. **“Suspended” status** – Mobile User is temporarily suspended. User is unable to login and accept payments.

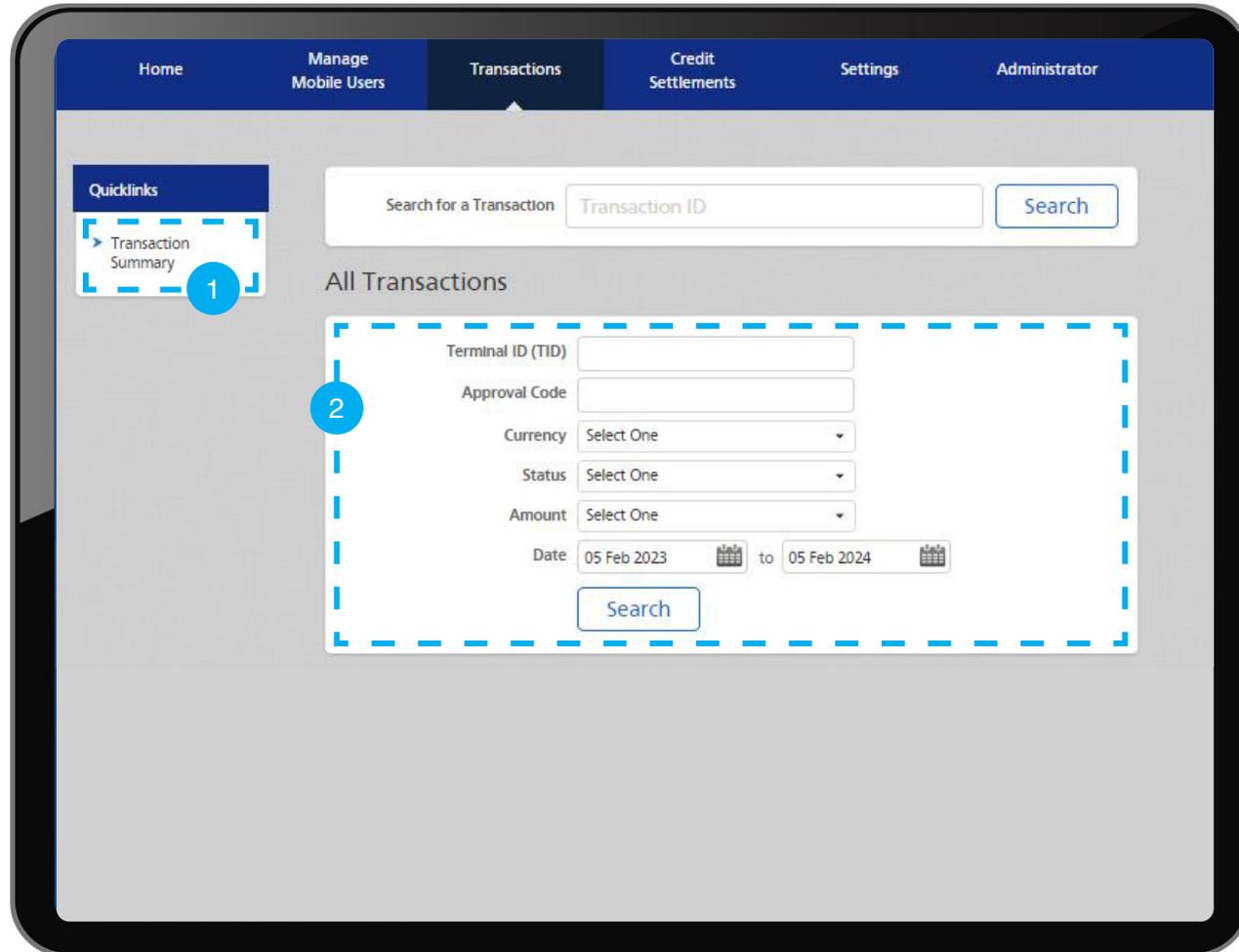
Mobile User Detail page

Manage Mobile User ->
Mobile User Summary ->
View Details



Mobile User Details Screen

Transaction Summary



Transaction Summary Upper Screen

Transaction -> Transaction Summary

- 1 Select **Transaction** from the main menu and select **Transaction Summary**.
- 2 Search with **Transaction ID** or filter via **Terminal ID, Approval Code, Currency, Status, Amount** and/or **Date**.

Note: Default transaction listing will display all JMD and USD transactions.

Transaction Summary Cont'd

Total Records: 416 Page 1 of 28

Date/Time	Transaction ID	Status	Currency Amount	Approval Code	Verification Method	TID	Quicklink
05 Feb 2024 / 10:41:10 PM	5002056305022 4000416	Settled	JMD 104.33	077614	CVM_TYPE_ NO_CVM	50020563	1 View Details
05 Feb 2024 / 10:33:38 PM	5002056305022 4000415	Settled	JMD 104.32	098003	CVM_TYPE_ NO_CVM	50020563	View Details
05 Feb 2024 / 09:40:31 PM	5002056305022 4000400	Settled	JMD 10.07	008117	CVM_TYPE_ NO_CVM	50020563	View Details

< 1 2 3 4 5 ... 28 >

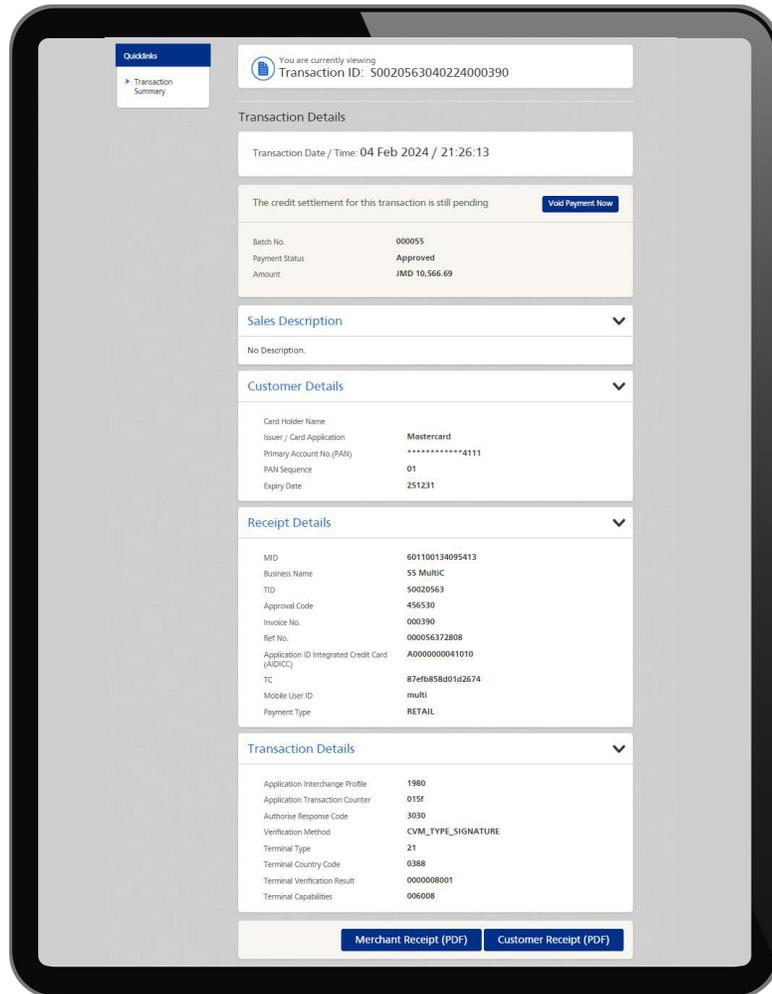
2 Export to CSV

Transaction Summary Bottom screen

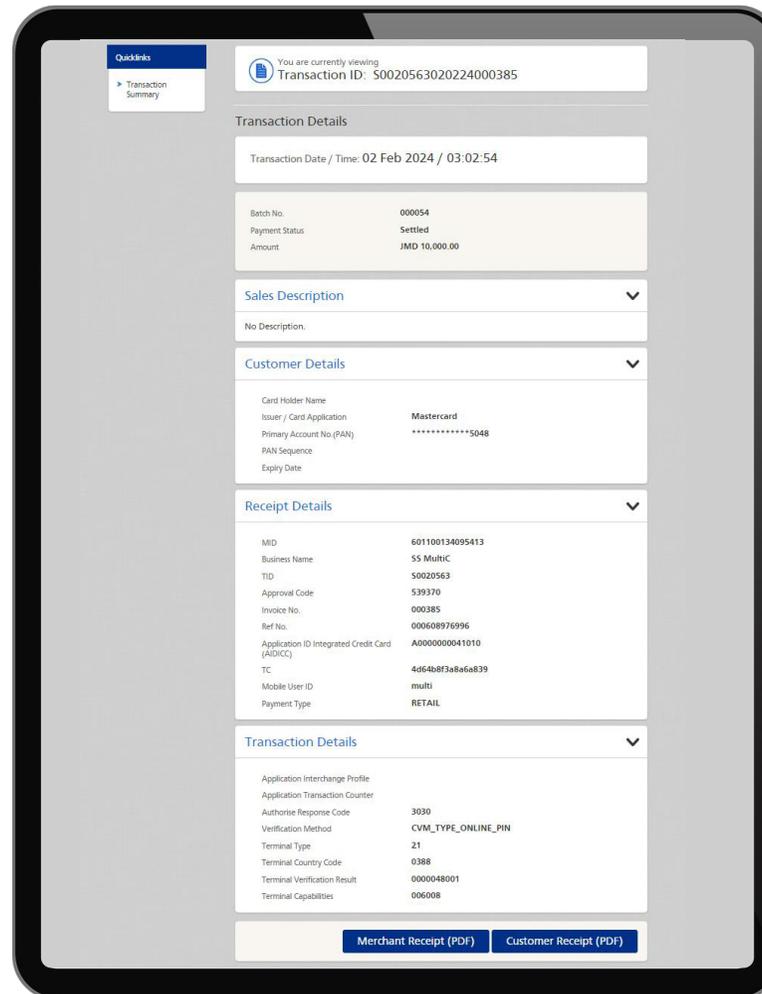
Transaction -> Transaction Summary

- 1 Click on **View Details** to view transaction details.
- 2 Click on **Export to CSV** to export all transaction listing details.

View Transaction



Approved Transaction Details Screen



Settled Transaction Details Screen

Transaction -> Transaction Summary -> View Details -> Approved/Settled/Void/Refund

Approved transactions will be settled automatically daily.

View Transaction

Quicklinks
Transaction Summary

You are currently viewing
Transaction ID: S0020563100124000229

Transaction Details

Transaction Date / Time: 10 Jan 2024 / 04:30:25

Batch No.	000040
Payment Status	Refunded
Amount	JMD 60.00

Sales Description ▾

No Description.

Customer Details ▾

Card Holder Name	/
Issuer / Card Application	Visa Credit
Primary Account No (PAN)	*****9343
PAN Sequence	
Expiry Date	

Receipt Details ▾

MID	601100134095413
Business Name	SS MultiC
TID	S0020563
Approval Code	064887
Invoice No.	000229
Ref No.	401009002576
Application ID Integrated Credit Card (AIDICC)	A0000000031010
TC	c77beaffc6d0a73
Mobile User ID	multi
Payment Type	REFUND

Transaction Details ▾

Application Interchange Profile	
Application Transaction Counter	
Authorise Response Code	3030
Verification Method	CVM_TYPE_NO_CVM
Terminal Type	
Terminal Country Code	0388
Terminal Verification Result	0000000000
Terminal Capabilities	

[Merchant Receipt \(PDF\)](#) [Customer Receipt \(PDF\)](#)

Refunded Transaction Details Screen

Quicklinks
Transaction Summary

You are currently viewing
Transaction ID: S0020563290124000346

Transaction Details

Transaction Date / Time: 29 Jan 2024 / 21:21:50

Batch No.	000052
Payment Status	Voided
Amount	JMD 96.66

Sales Description ▾

No Description.

Customer Details ▾

Card Holder Name	/
Issuer / Card Application	Visa Credit
Primary Account No (PAN)	*****9343
PAN Sequence	01
Expiry Date	241231

Receipt Details ▾

MID	601100134095413
Business Name	SS MultiC
TID	S0020563
Approval Code	070502
Invoice No.	000346
Ref No.	403002004558
Application ID Integrated Credit Card (AIDICC)	A0000000031010
TC	2b5d6e666e6c5c
Mobile User ID	multi
Payment Type	RETAIL

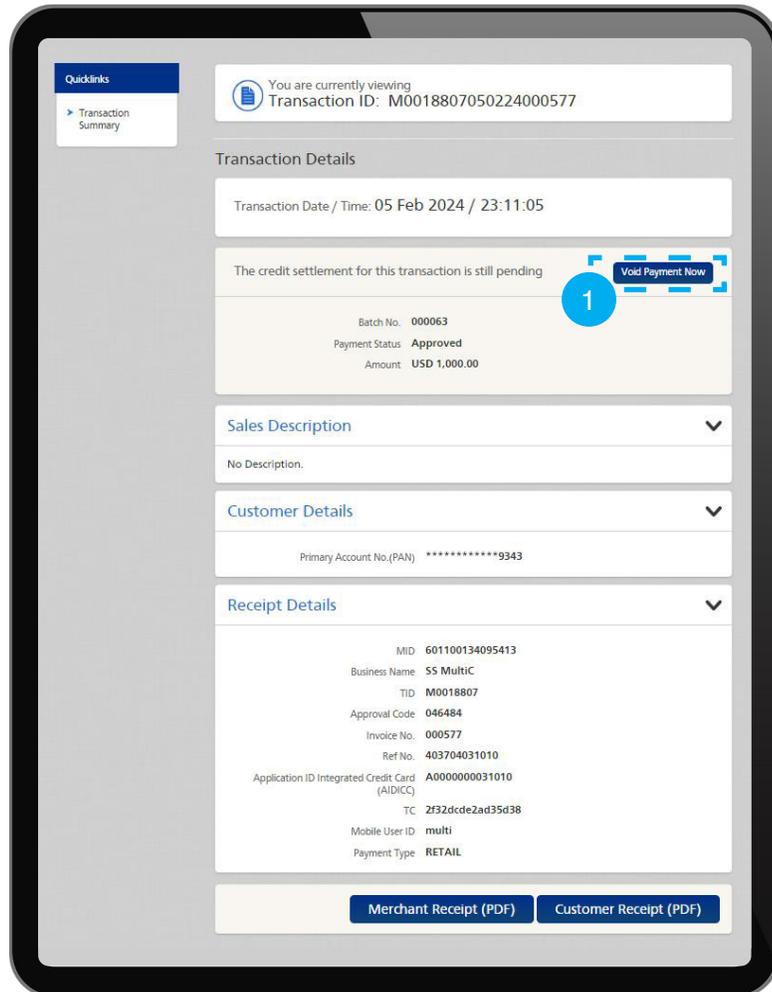
Transaction Details ▾

Application Interchange Profile	0020
Application Transaction Counter	04e8
Authorise Response Code	3030
Verification Method	CVM_TYPE_NO_CVM
Terminal Type	21
Terminal Country Code	0388
Terminal Verification Result	0000000000
Terminal Capabilities	0068c8

[Void Receipt \(PDF\)](#)

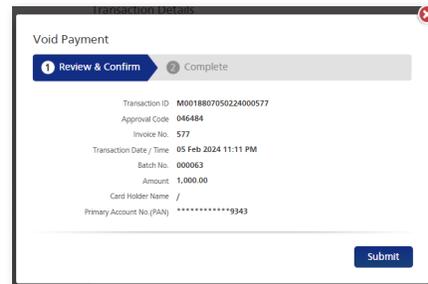
Voided Transaction Details Screen

How to Void a Transaction



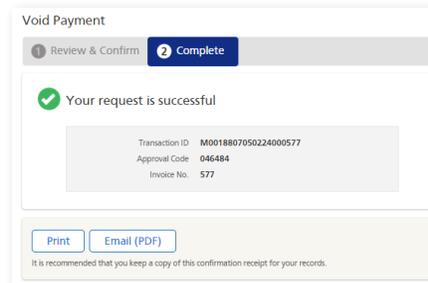
Transaction Details screen

Transaction -> Transaction Summary ->
View Details -> Void Transaction



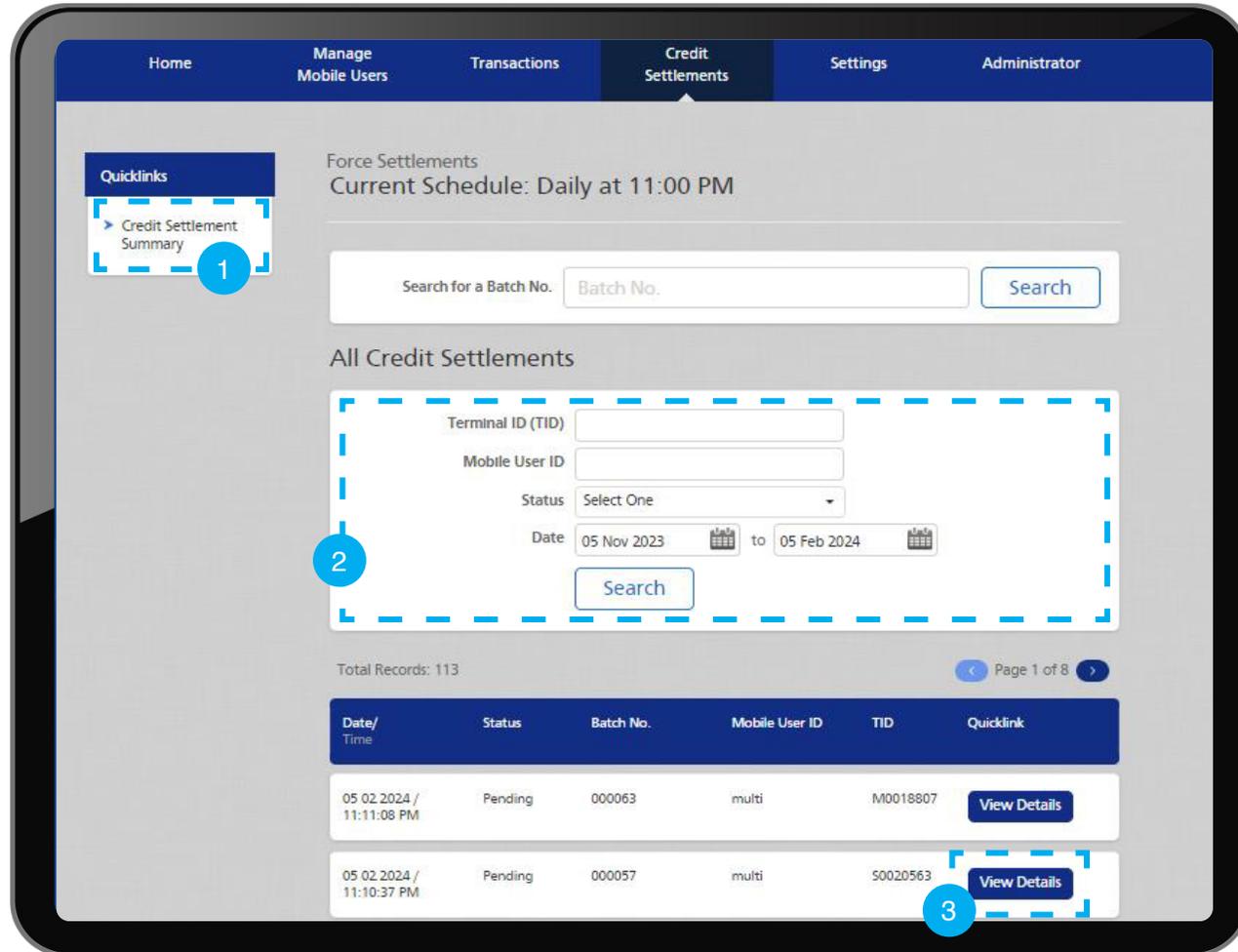
1 Click on **“Void Payment Now”** and a pop up window will be prompted for confirmation.

***Note:** Only transactions with an approved status can be voided.



2 Once the void transaction is confirmed, there will be an option to send a void receipt.

Credit Settlement Summary

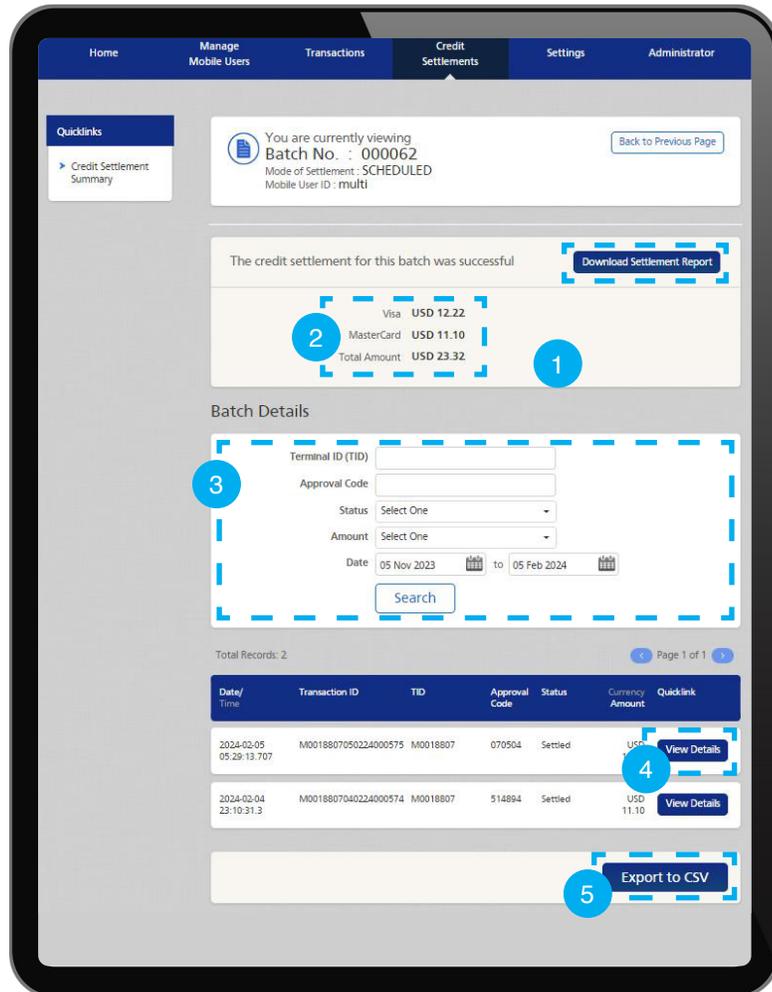


Credit Settlement Summary Screen

Credit Settlement -> Credit Settlement Summary

- 1 Select **Credit Settlements** from the main menu and select **Credit Settlement Summary**.
- 2 Search with **Batch No** OR filter based on **Terminal ID, Mobile User ID, Status** and/or **Date**.
- 3 Click on **View Details** to view batch details.

View Batch Details



View Batch Details

Credit Settlement -> Credit Settlement Summary -> View Details

- 1 Click on **Download Settlement Report** to download report.
- 2 Display breakdown of transaction for the selected batch.
- 3 Search for transactions using **Terminal ID, Approval Code, Status, Amount** and/or **Date**.
- 4 Click on **View Details** to view selected transaction details
- 5 Click on **Export to CSV** to export selected batch's transaction listing details.

Settlement Report

SS MultiC
Unit 15-15, 2A Q Sentral,

Settlement Report

Settlement Date / Time : 05/022024 / 11:00:02 PM

The settlement for this batch was successful
Invoice Batch No. : 000062
Host : 105
TID : M0018807
MID : 601100134095413
Trade Name: SS MultiC
Currency: USD

Transaction Totals by Issuer

Issuer	No. of Sales	Sales Amount	Base	Tip	No. of Refund	Refund Amount
VISA	1	12.22 USD	12.22 USD	0.00 USD	0	- 0.00 USD
MasterCard	1	11.10 USD	11.10 USD	0.00 USD	0	- 0.00 USD
TOTAL	2	23.32 USD	23.32 USD	0.00 USD	0	-0.00 USD

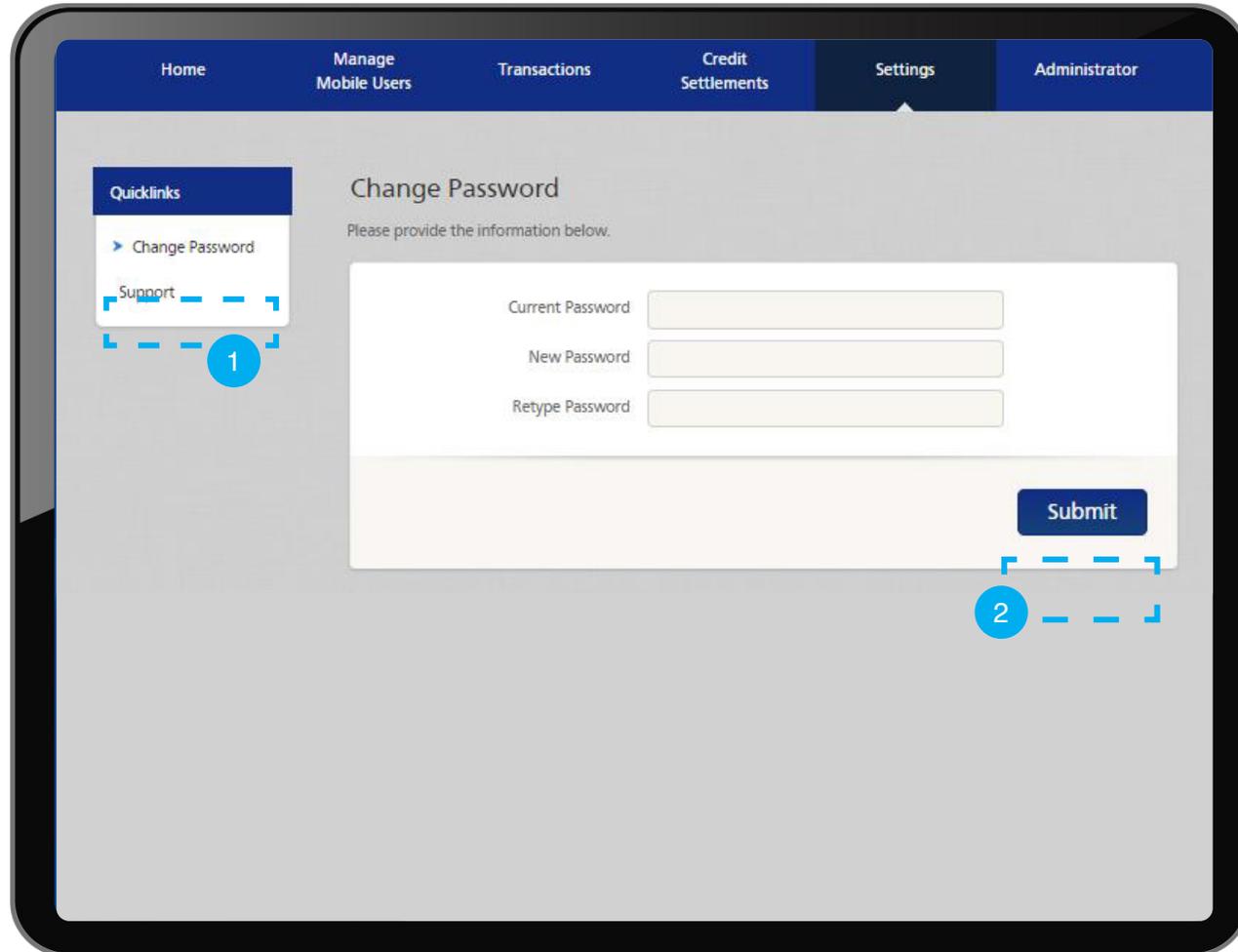
Audit Summary

No.	Date / Time	All Acquirers Invoice No.	Authorization	Card No. (Card Type)	Verification Method	Total
1	04/02/2024 11:10:31 PM	000574	514894	*****4111 (MASTERCARD)	Contact-less No CVM	11.10 USD
2	05/02/2024 05:29:13 AM	000575	070504	*****9343 (VISA)	Contact-less No CVM	12.22 USD

- [Credit Settlement ->](#)
- [Credit Settlement Summary ->](#)
- [View Details ->](#)
- [Download Settlement Report](#)

Settlement Report

Change Password



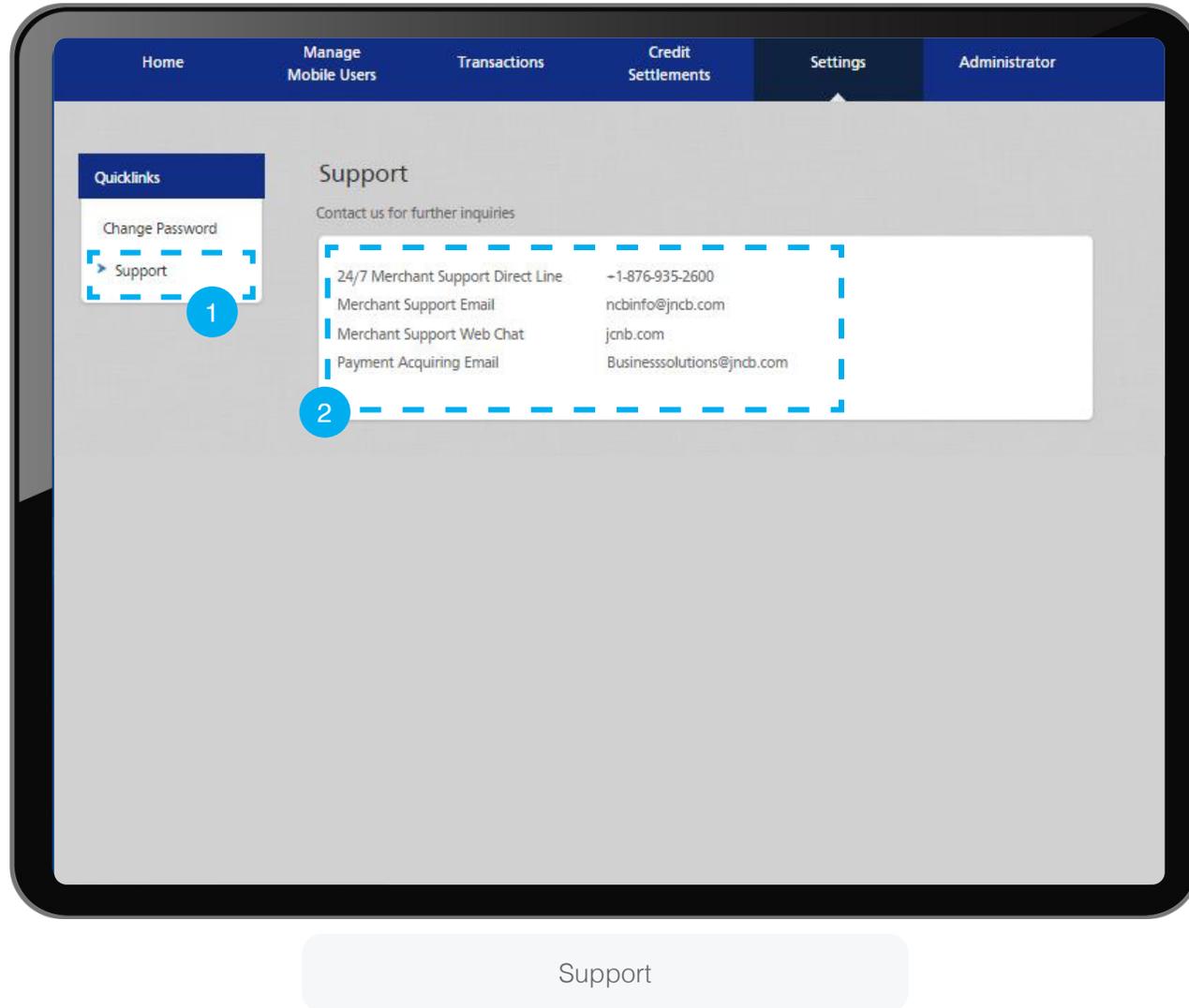
Change Password

Settings -> Change Password

- 1 Select **Settings** from the main menu and select **Change Password**.
- 2 Click on **Submit** to confirm changes.

***Note:** Password requires at least 1 upper case, 1 lower case, 1 number, 1 symbol. 8-20 characters. Also, when changing passwords, previously used passwords cannot be used.

Support



Settings -> Support

1 Select **Settings** from the main menu and select **Support**.

2 The supports are as follows:



24/7 Merchant Support Direct Line at **(876) 935-2600**.



Connect on **jncb.com** via Web Chat for Merchant Services.



Email **ncbinfo@jncb.com**.

Web User Summary

The screenshot displays the 'Web User Summary' page. At the top, there is a navigation bar with options: Home, Manage Mobile Users, Transactions, Credit Settlements, Settings, and Administrator. A 'Quicklinks' sidebar on the left contains 'Manage Web Users' (highlighted with a blue dashed box and a '1' in a circle), 'Add a Web User', and 'Audit Trail'. The main content area features a search bar labeled 'Search for a Web User' with 'User ID' entered and a 'Search' button. Below this is a filter section titled 'All Web Users' with dropdowns for 'Role' and 'Status', and date pickers for 'Date' (05 Nov 2023 to 05 Feb 2024), all enclosed in a blue dashed box with a '2' in a circle. A 'Search' button is below the filters. The table below shows 'Total Records: 1' and 'Page 1 of 1'. The table has the following data:

Web User	Role	Status	Created Date	Quicklink
testingtesting@gmail.com	Merchant Sub Admin	Active	05 Feb 2024	View Details Go

At the bottom of the table area, there is an 'Export to CSV' button highlighted with a blue dashed box and a '4' in a circle.

Web User Summary

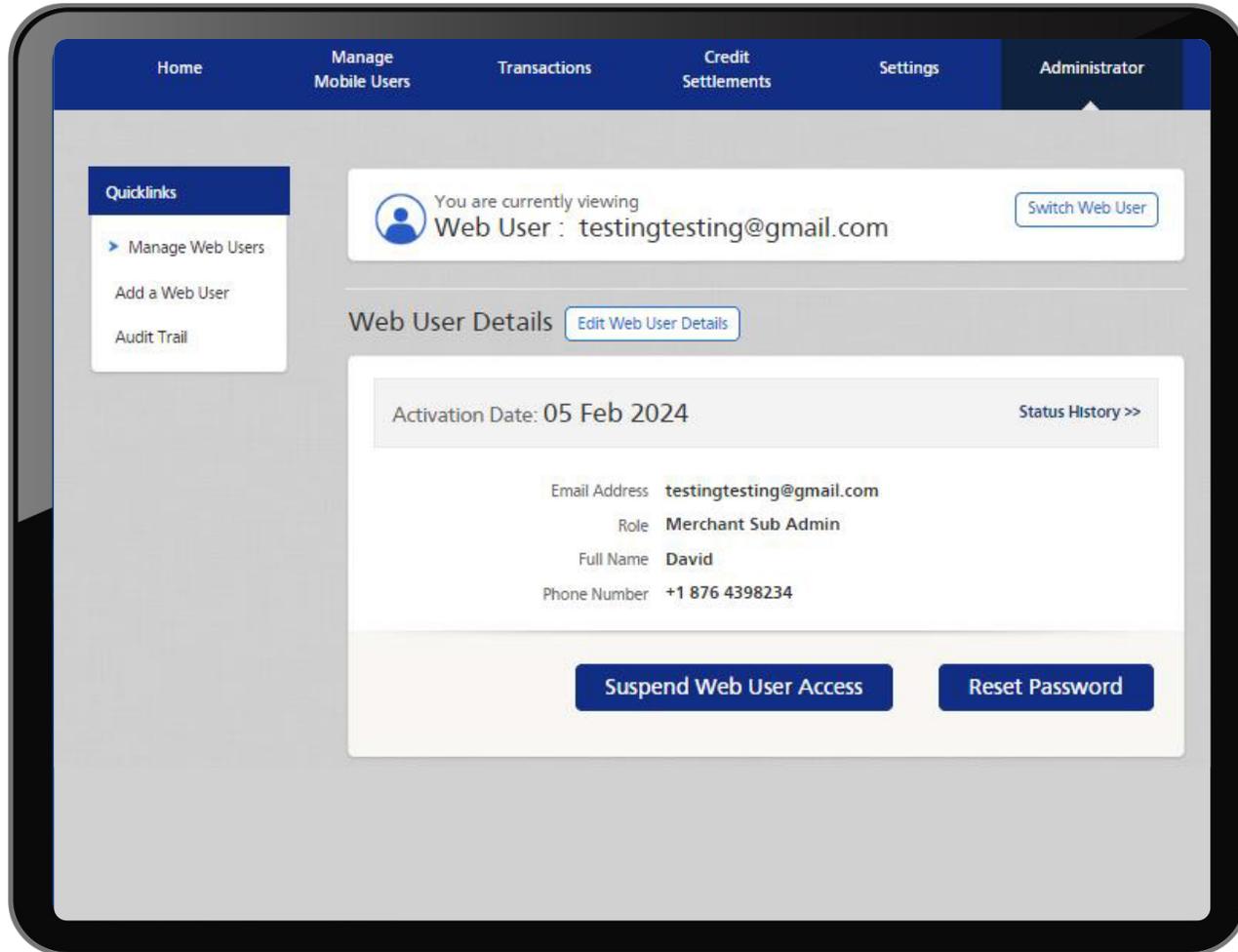
A **web user** is a User who is able to access the ePOS Merchant Portal. **There are 3 roles:**

- 1. Merchant Admin** - Able to perform all portal actions such as modify users and void transactions.
- 2. Merchant Sub Admin** - Able to perform all portal actions such as modify users and void transactions.
- 3. Viewer** - Only able to view user and transaction details.

Administrator -> Web User Summary

- 1** Select Administrator from the main menu and select Web User Summary.
- 2** Search using user ID or filter using role, status and date.
- 3** Click on View Details to view web user details.
- 4** Click on Export to CSV to download web user listing.

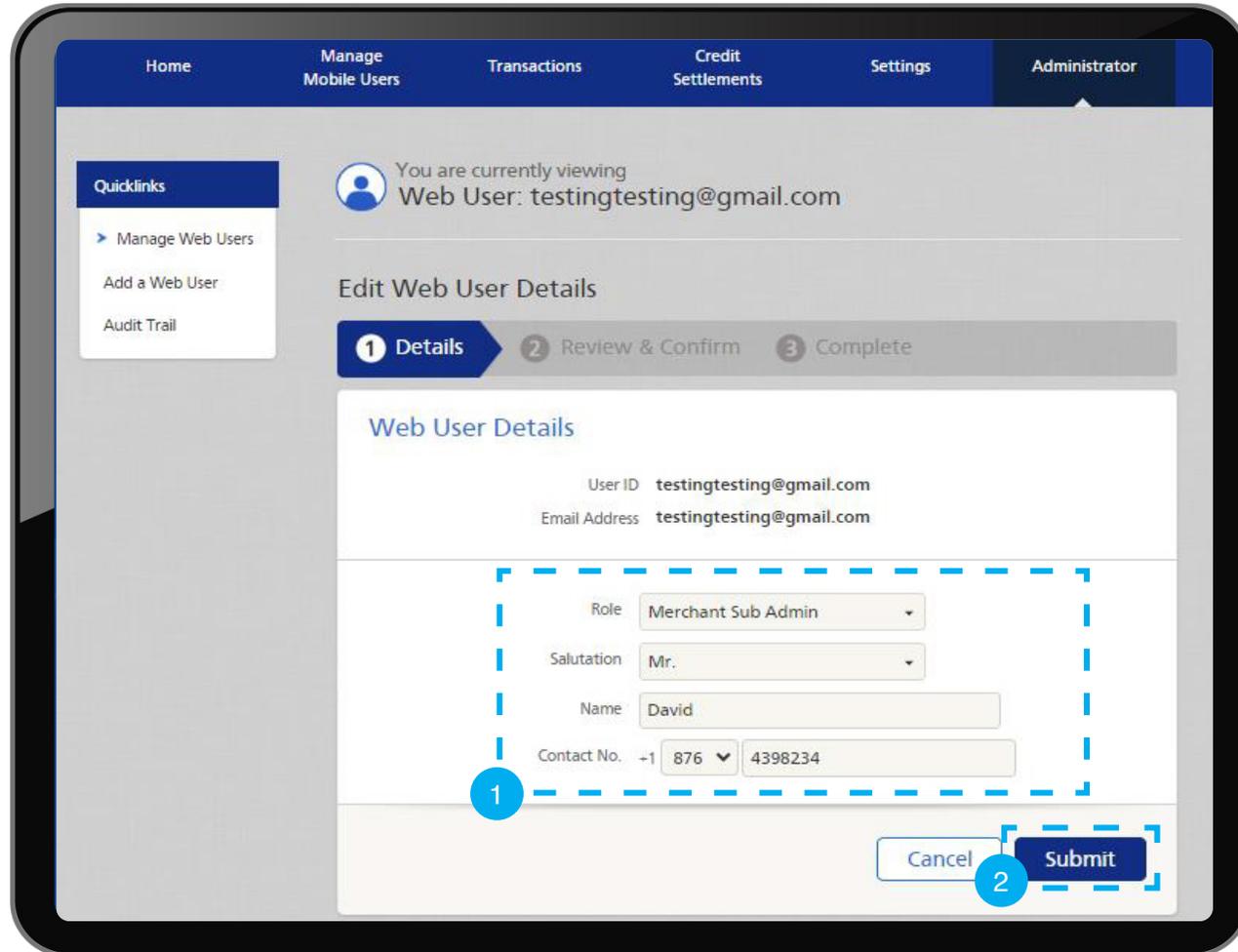
View Web User Details



Web User details Screen

Administrator ->
Web User Summary ->
View Details

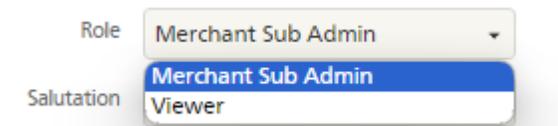
Edit Web User Details



Edit Web User Details

Administrator -> Web User Summary ->
View Details -> Edit Web Bank User Details

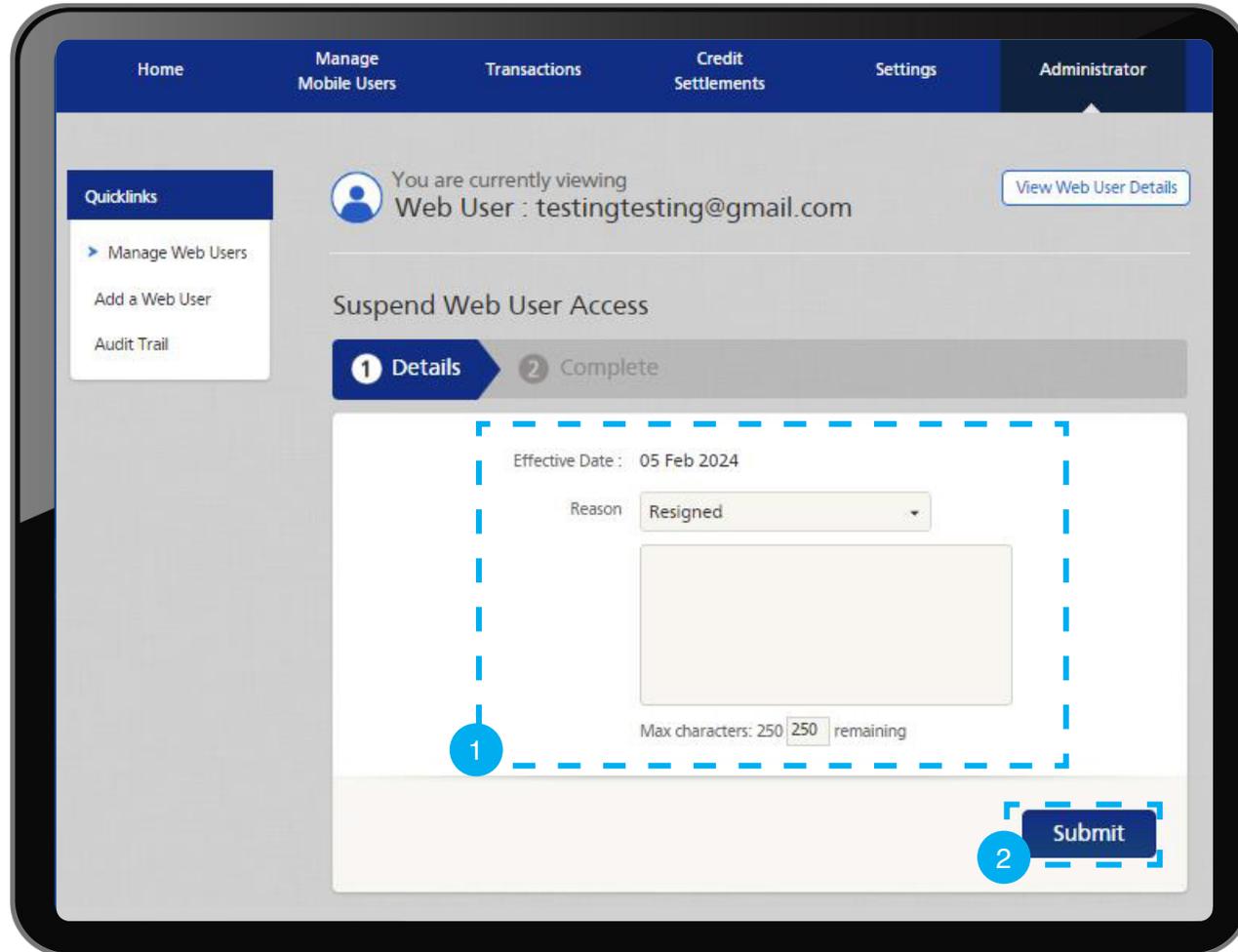
- 1 Edit **Web User information** and role for the selected user



- 2 Click **Submit** to save changes.

***Note:** A user that is logged in is not allowed to edit their own details nor suspend themselves.

Suspend Web User Access



Suspend Web User Screen

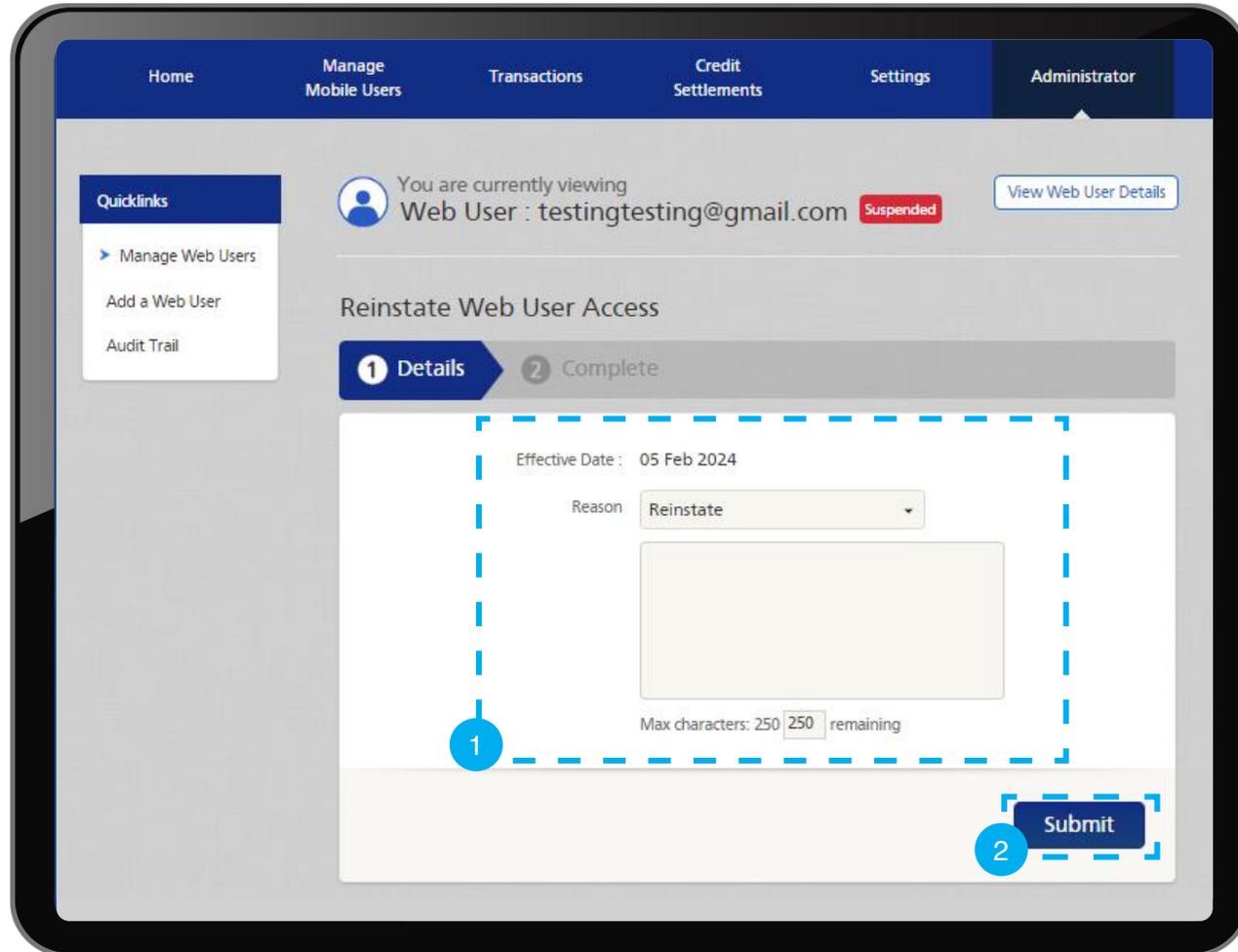
Administrator -> Web User Summary ->
View Details -> Suspend Web User Access

- 1 Select **Reason** to suspend and enter **Description**.



- 2 Click on **“Submit”** to suspend web user access.
- 3 Upon suspending the user, the user will no longer be able to login to the portal.

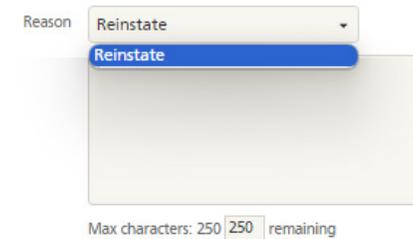
Reinstate Web User Access



Reinstate Web User Screen

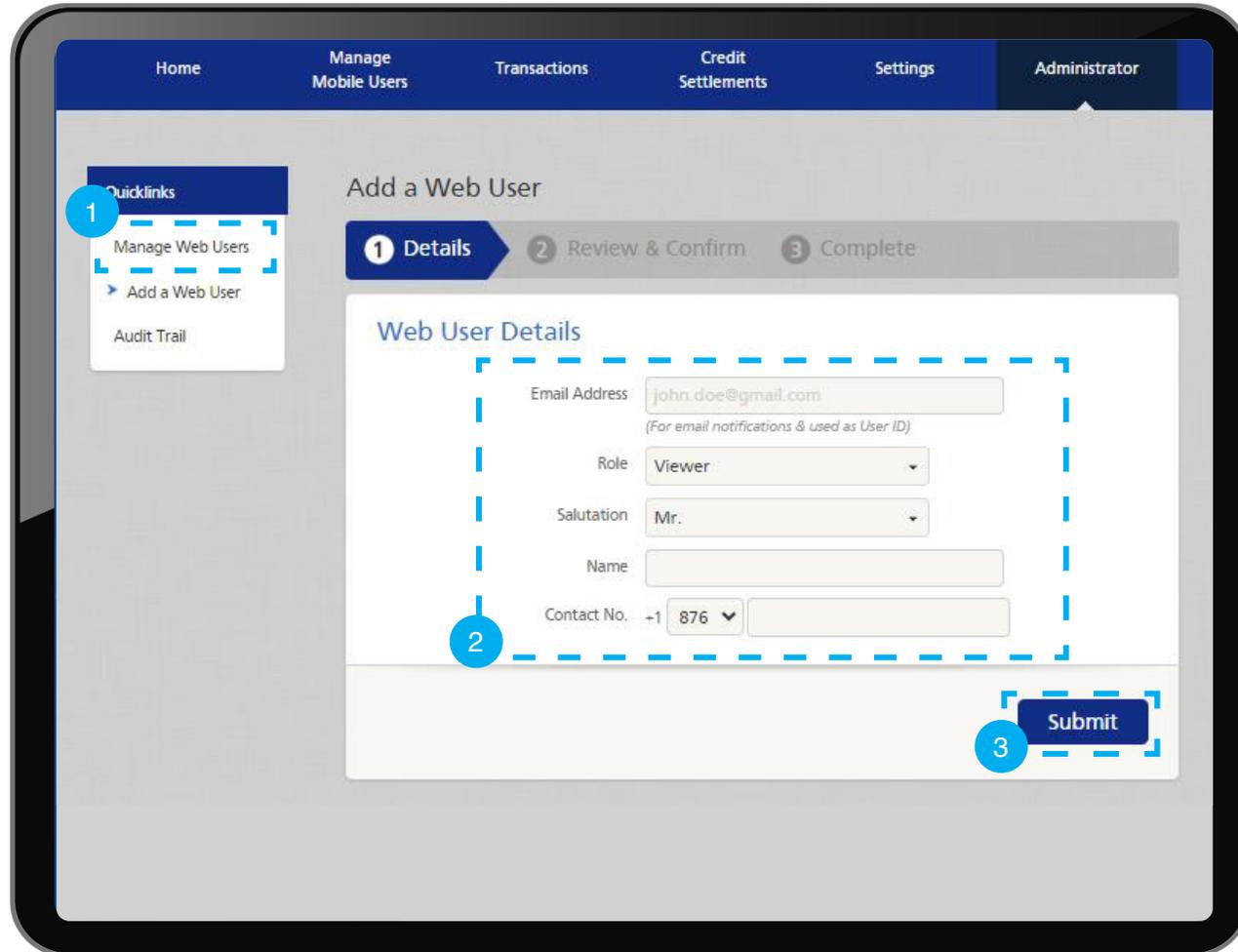
Administrator -> Web User Summary ->
View Details -> Reinstate Web User Access

- 1 Select **Reason** for reinstating and enter **Description**.



- 2 Click on **“Submit”** to reinstate user
- 3 Once reinstated, the user will then be able to login to the portal.

Add Web User

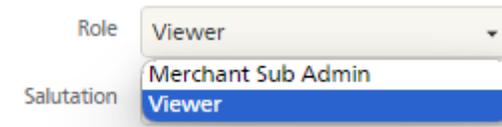


Add Web User Screen

Administrator -> Add a web user

1 Select **Administrator** from the main menu and select **Add a web user**.

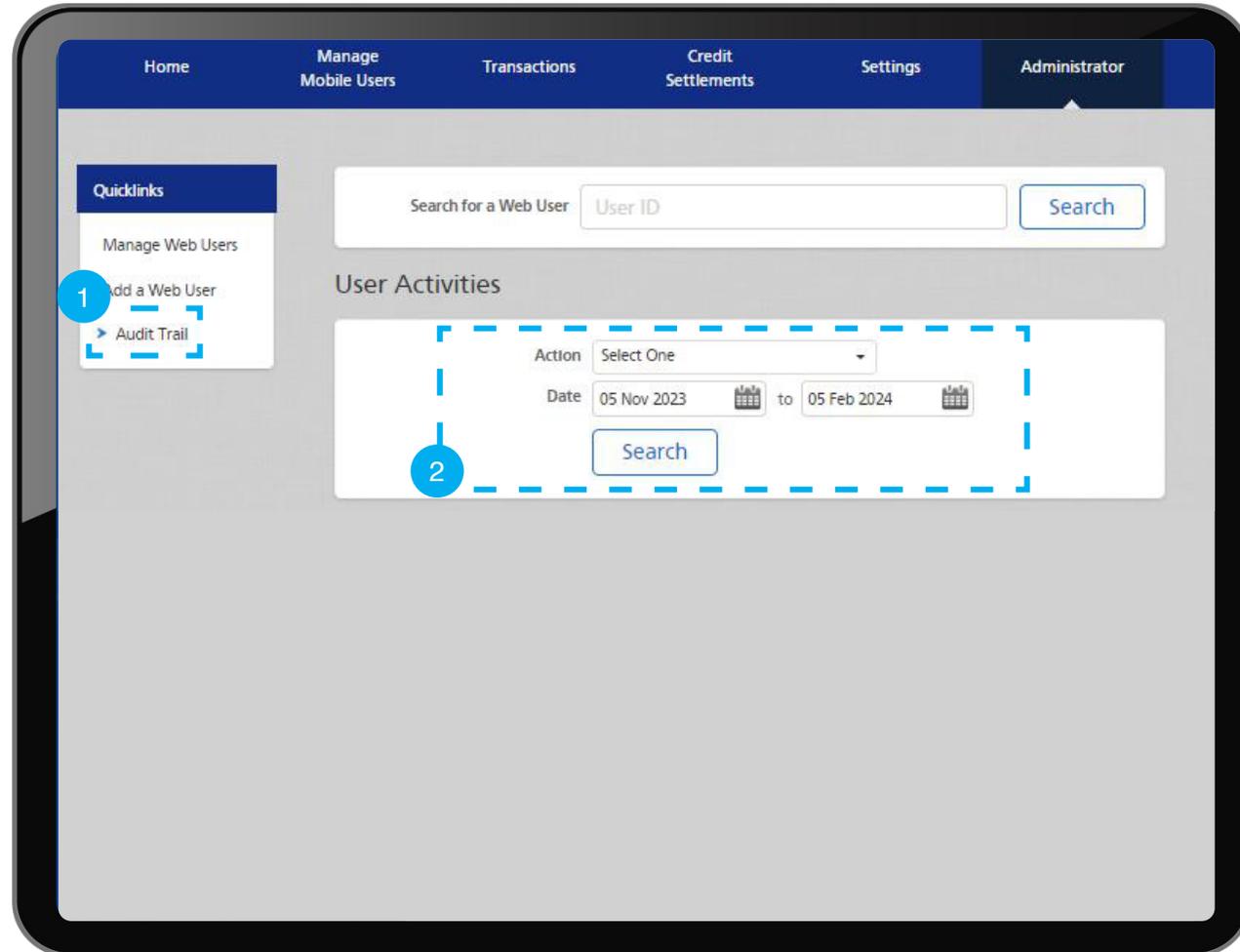
2 Enter **Web User Details**



***Note:** Unique email required for each web user.

3 Enter **Submit** to create new web user.

Audit Trail



Audit Trail Upper Screen

The audit trail for the ePOS solution is a comprehensive history of user actions and system events such as logging in/out, viewing transactions and users.

Admin -> Audit Trail

- 1 Select **Admin** from the main menu and select Audit Trail
- 2 Search with **User ID** or filter via **Action**, and/or **Date**.

Audit Trail

Total Records: 24 Page 1 of 2

Date/ Time	Web User (Role)	Action	Status	Description
05 Feb 2024 / 23:40:53	ujinnchong8055@gmail.com Super Admin	View Web User details	Successful	View Web User testingtesting@gmail.com details
05 Feb 2024 / 23:40:50	ujinnchong8055@gmail.com Super Admin	Suspend Web User	Successful	Suspend Web User testingtesting@gmail.com
30 Nov 2023 / 22:48:47	ujinnchong8055@gmail.com Super Admin	View Web User List	Successful	View Web User list
30 Nov 2023 / 22:48:46	ujinnchong8055@gmail.com Super Admin	View Homepage	Successful	View Homepage

< 1 2 >

1 Export to CSV

Audit Trail screen Bottom

Admin -> Audit Trail

- 1 Click on **Export to CSV** to export all transaction listing details.

Contact

Your business and customers are important to us. If you have any further questions or concerns, feel free to reach out to us through any of our merchant support channels below:



24/7 Merchant Support Direct Line at **(876) 935-2600**.



Connect on **jncb.com** via Web Chat for Merchant Services.



Email **ncbinfo@jncb.com**.

Visit **<https://www.jncb.com/epos>** for more details.

