



Merchant Dashboard Handbook

Updated : August 2021

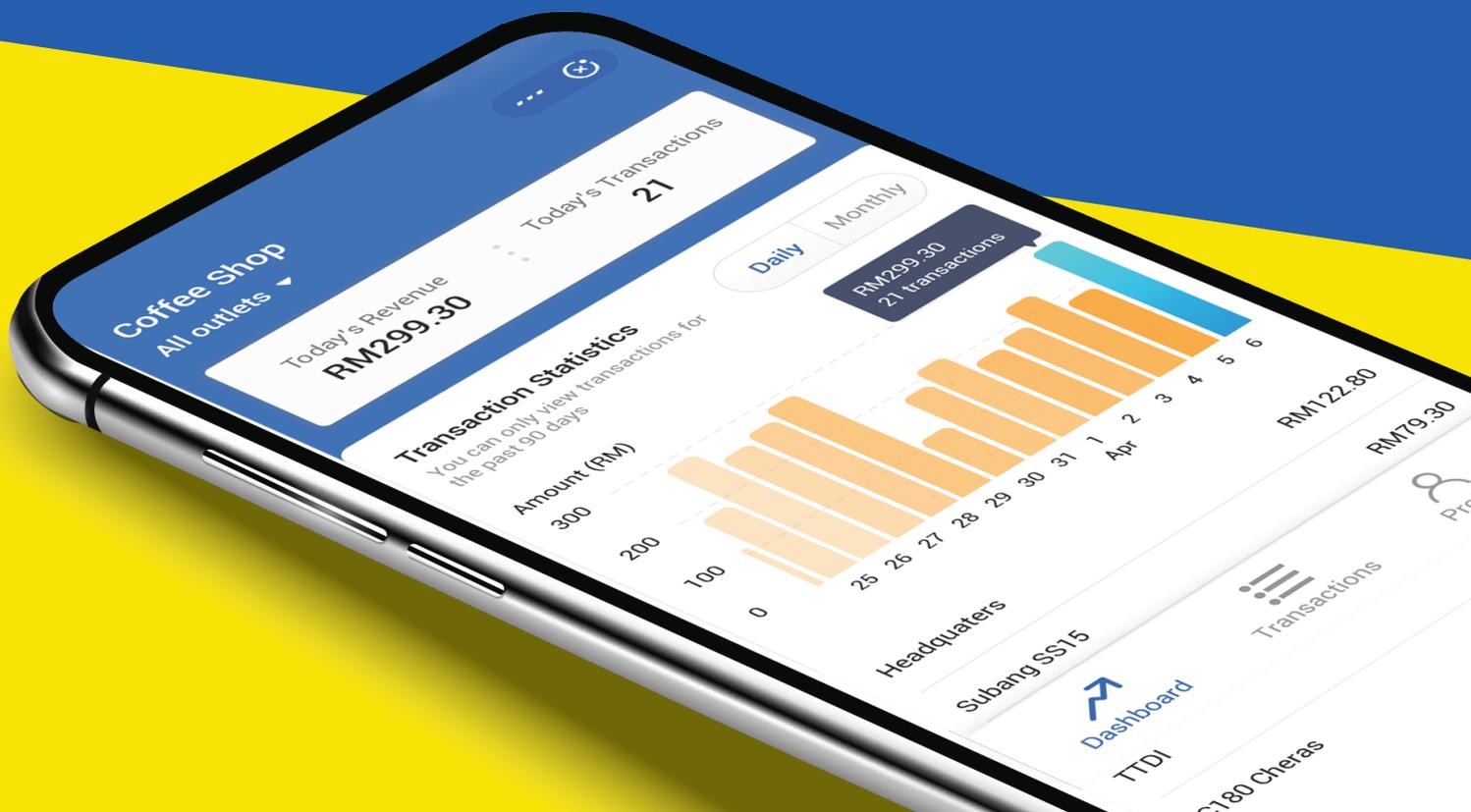


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Introducing Merchant Dashboard



A one-stop business solution within the **Touch 'n Go eWallet** app

Dedicated to managing and tracking sales transactions, the Merchant Dashboard provides you with the convenience and facility to manage your business from the palm of your hand.

The Merchant Dashboard will allow you to:



Toggle between user
and business



Assign up to 3 staff per outlet
to receive sales notifications



Receive daily
settlement reports



Monitor sales transactions,
performance and history up to
90 days

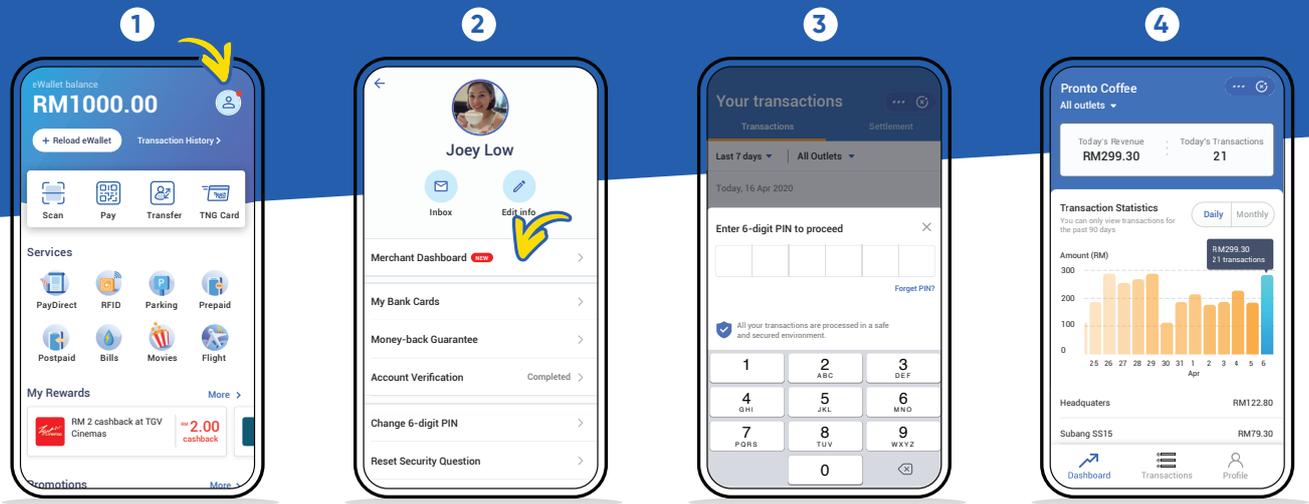


Receive payments
via link or QR code



Register a new business
with us

HOW TO SWITCH TO MERCHANT DASHBOARD



Step 1

Tap on the profile icon

Step 2

Tap on "Merchant Dashboard"

Step 3

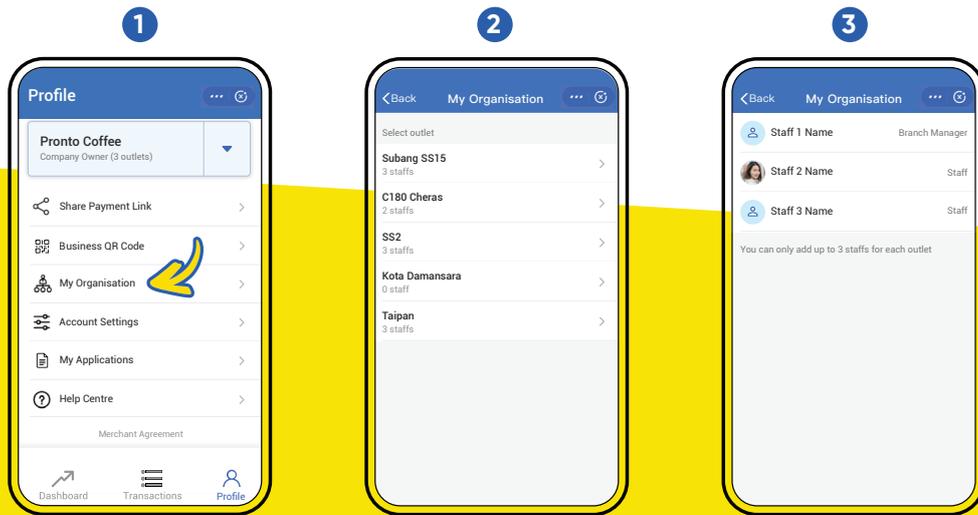
Enter eWallet PIN

Step 4

Manage your business here

*Once merchant dashboard is activated, business owners will no longer receive SMS notifications.

ADMINISTRATION MANAGEMENT



Step 1

Tap on "Profile" and then "My Organisation"

Step 2

Select preferred outlet

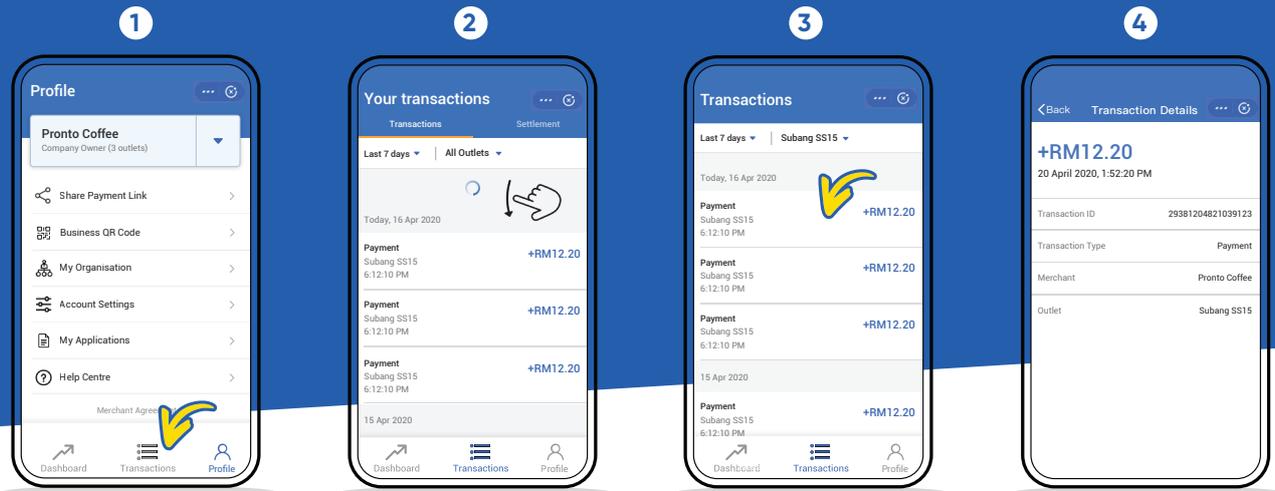
Step 3

Add staff by keying in their mobile phone number

*To add staff's mobile number into designated outlet, the staffs' mobile number must be a registered Touch 'n Go eWallet user

HOW TO VIEW SALES TRANSACTION, PERFORMANCE AND HISTORY

Daily sales



Step 1
Tap on "Transactions" for history

Step 2
Pull down to refresh or select a date from the drop-down menu

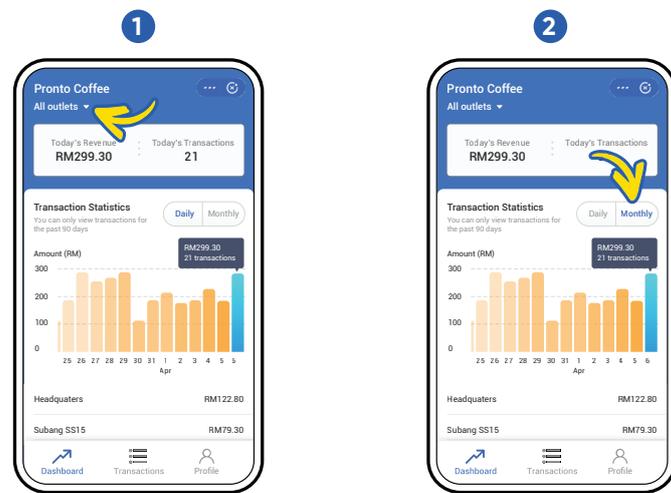
Step 3
Tap on preferred date to review

Step 4
View transaction details

*Staff can review transactions within their assigned outlets

*Only business owners can view sales records of all outlets

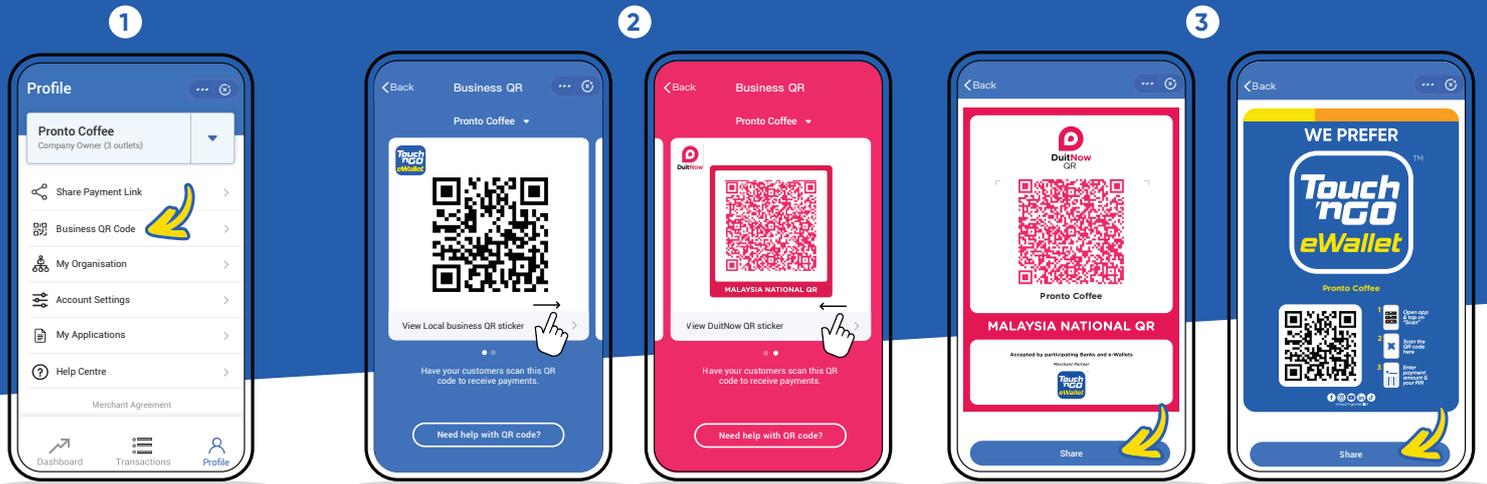
Outlet statistics performance



Step 1
From Dashboard, select the outlet via the dropdown menu to view its transaction statistics

Step 2
Toggle between "Daily" and "Monthly" for each outlet's performance

HOW TO ACCESS BUSINESS QR CODE



Step 1

Tap on "Business QR Code"

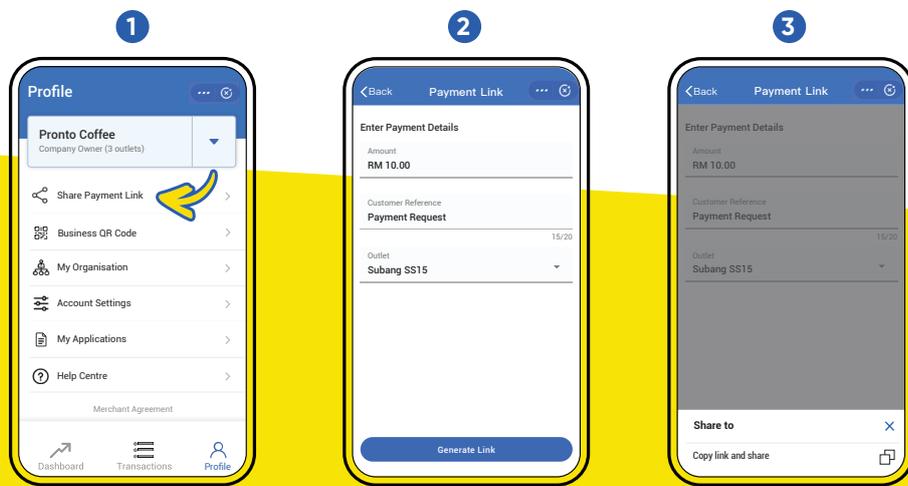
Step 2

Toggle between Touch 'n Go eWallet & DuitNow QR codes

Step 3

Tap on "Share" to send a softcopy of the QR code(s) to customers or to print

PAYMENT LINK GENERATOR



Step 1

Tap "Share Payment Link" from your "Profile"

Step 2

Key in amount and tap "Generate Link"

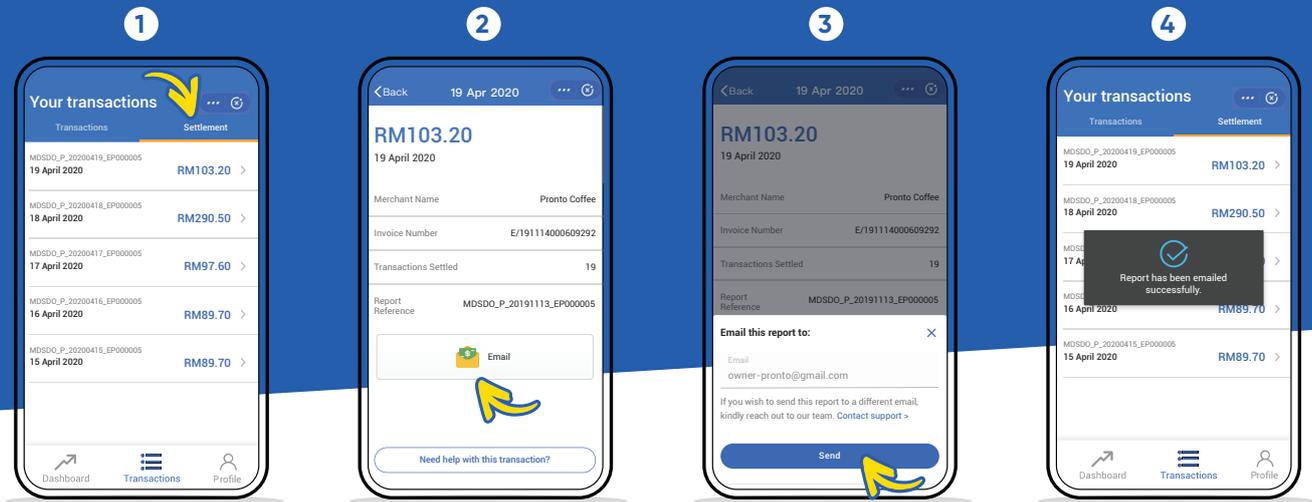
Step 3

Share link with your customer for payment

*Only business owners can generate and share payment link

*Payment links are valid for 8 hours only

DAILY SETTLEMENT REPORTS



Step 1
From "Transactions", tap on "Settlement"

Step 2
Tap on "Email"

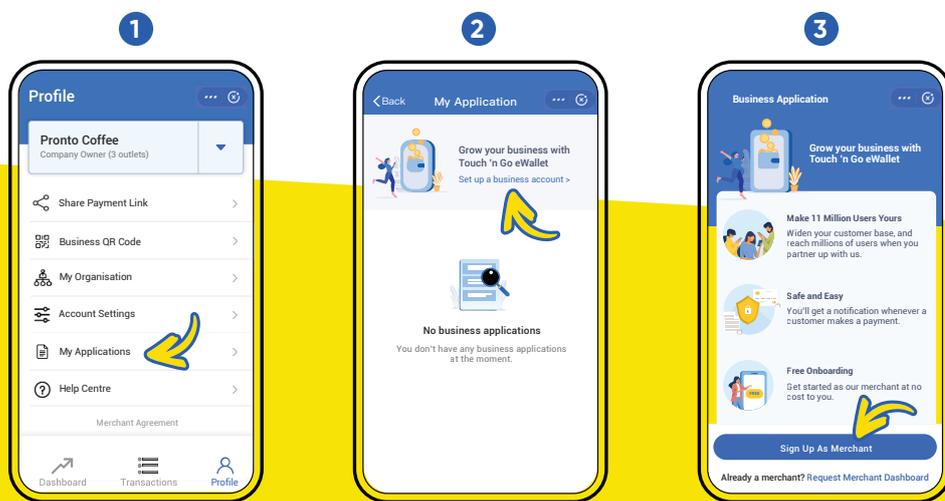
Step 3
Hit "Send" for the report (in Excel) to be emailed to your registered email address

Step 4
Report successfully sent

Note: It will take one business day* for merchants to receive payment(s). If payment is made on a weekend or public holiday, it will be processed the next business day.

*based on Kuala Lumpur business hours and subjected to respective bank's processing time.

NEW BUSINESS SELF-REGISTRATION



Step 1
Tap on "My Application" from "Profile"

Step 2
Tap on "Set up a merchant account"

Step 3
Tap on "Sign Up As Merchant" to begin your registration

DOS AND DON'TS GUIDELINE

Dos

1. Do update TNG Digital Sdn Bhd if there are changes of information by calling in to Merchant Helpdesk (+603-50223888) i.e change of business location, changes of business products, etc.
2. Do inform TNG Digital Sdn Bhd of any events/activities organised by Merchants at least a week in advance via the merchant web-form.
3. Do abide TNG Digital Sdn Bhd 's merchant Agreement and Terms & Conditions.
4. Do ensure point of sale and marketing material are places as designated and required.
5. Do co-operate with TNG Digital Sdn Bhd in solving claims and disputes in a timely manner should the need arise.
6. Do ensure that you received and check on the notification post a transaction conducted by a customer to ensure you receive the payment value.
7. Do ensure the QR code is utilised in a safe manner and is in line with the TNG Digital Sdn Bhd requirements.
8. Do ensure that products sold and paid via the QR code are as per the products listed in the business license application.

Don'ts

1. Do not use your own eWallet account to scan your own merchant QR code as it is considered a fraudulent transaction.
2. Do not register a user's account onto your own device.
3. Do not permit unauthorised parties to use the QR code designated for your business to avoid wrongful use or unwanted termination of account.
4. Do not sell or engage in illegal activities such as drugs, money laundering, illicit related items, gambling, foreign currency sales, etc with the QR code provided for your business.
5. Do not collect or store any sensitive information while providing services i.e. customer identity card, bank card details, expiry date, or any other personal and sensitive information of users.
6. Do not use the official Touch 'n Go eWallet app on devices that have been rooted or jailbroken in order to safeguard your account.



**Merchant Dashboard
Handbook**

Thank You

For any inquiries, please contact our Careline
at +603-5022 3888 or submit a request [here](#).