



Merchant Dashboard Handbook

Updated : May 2024

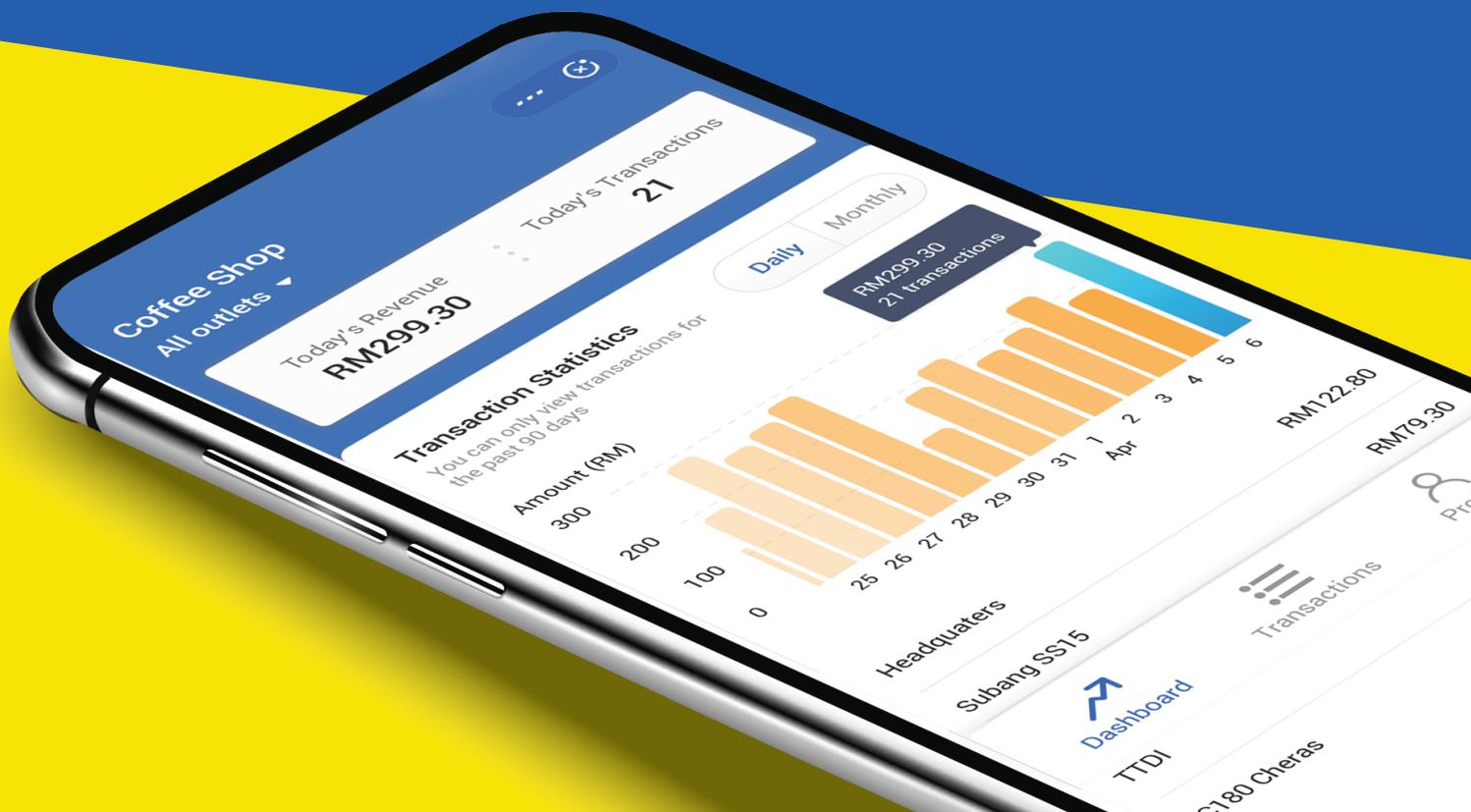


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Introducing Merchant Dashboard



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



Purchase promotional materials for your business

HOW TO SWITCH TO MERCHANT DASHBOARD

1 Tap on the profile icon

2 Tap on "Merchant Dashboard"

3 Enter eWallet PIN

4 Manage your business here

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

ADMINISTRATION MANAGEMENT

1 Tap on "Profile" and then "My Organisation"

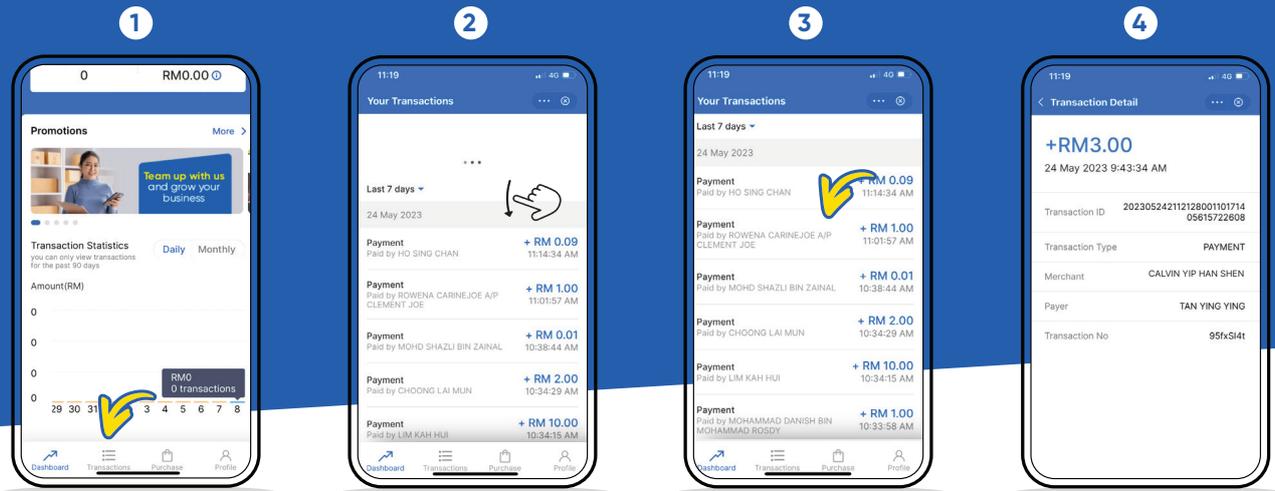
2 Select preferred outlet

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



Tap on "Transactions" for history

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

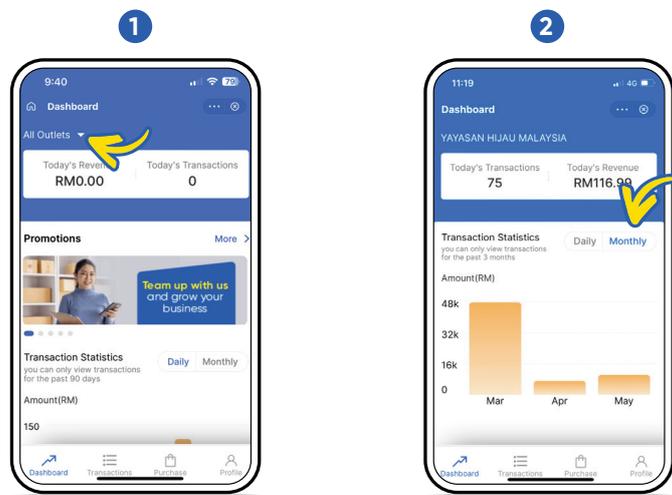
Tap on preferred date to review

View transaction details

*Staff can review transactions within their assigned outlets

*Only business owners can view sales records of all outlets

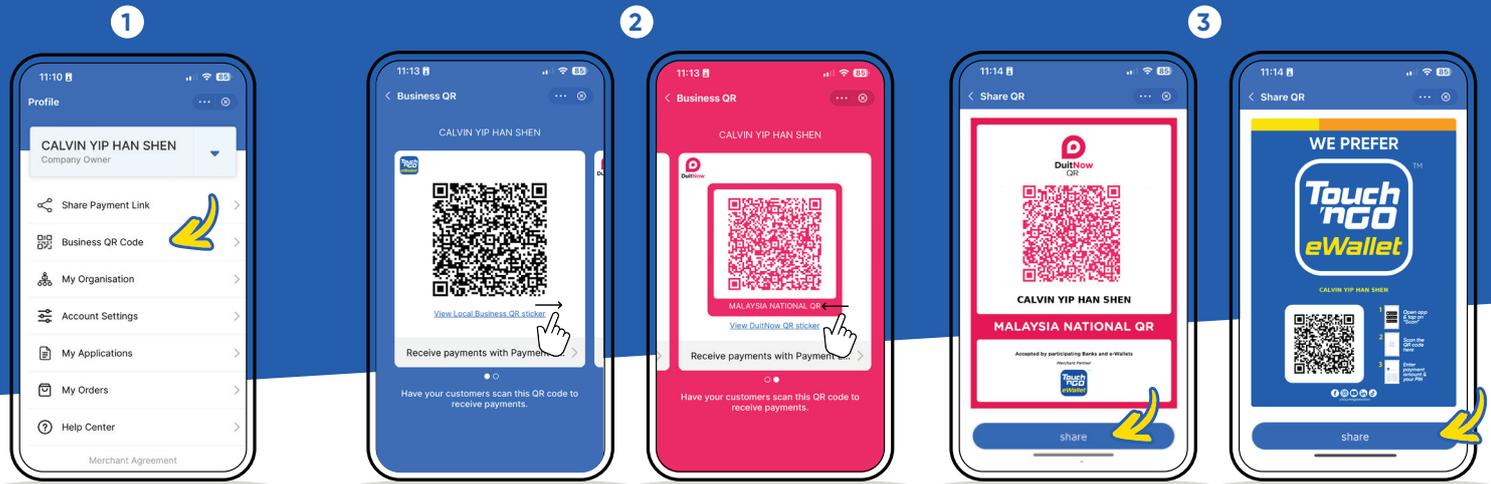
Outlet statistics performance



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

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

HOW TO ACCESS BUSINESS QR CODE



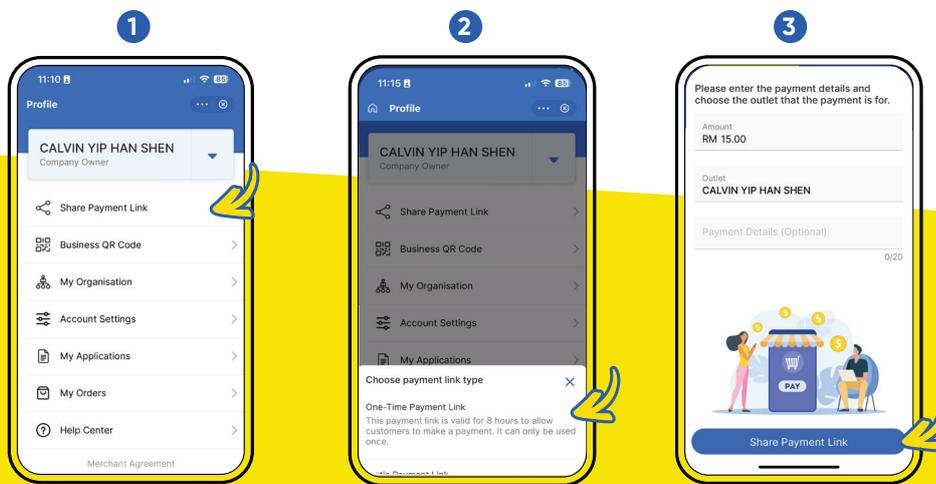
Tap on "Business QR Code"

Toggle between Touch 'n Go eWallet & DuitNow QR codes

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

ONE-TIME PAYMENT LINK

Payment link can only be used once and is valid for 8 hours.



Tap "Share Payment Link" from your "Profile"

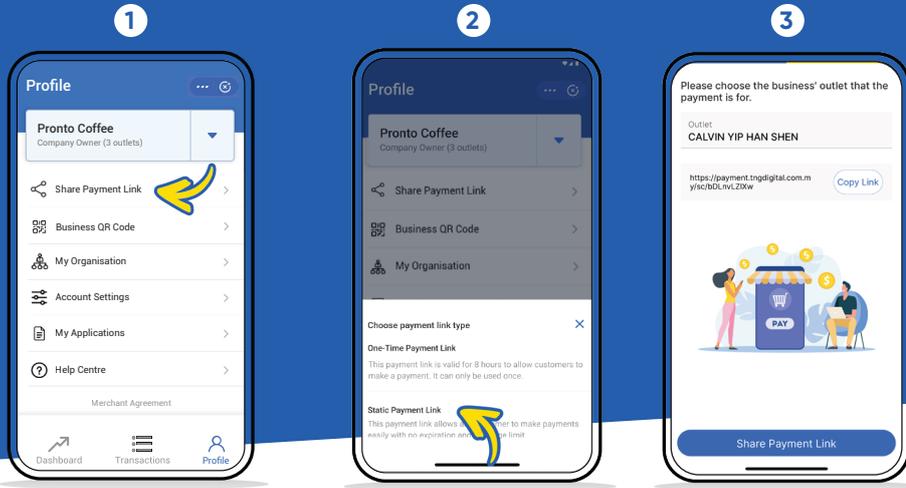
Tap "One-Time Payment Link"

Key in the amount and payment details. Tap "Share Payment Link"

*One-time payment links are valid for 8 hours

STATIC PAYMENT LINK

Payment link does not expire and has no usage limit.



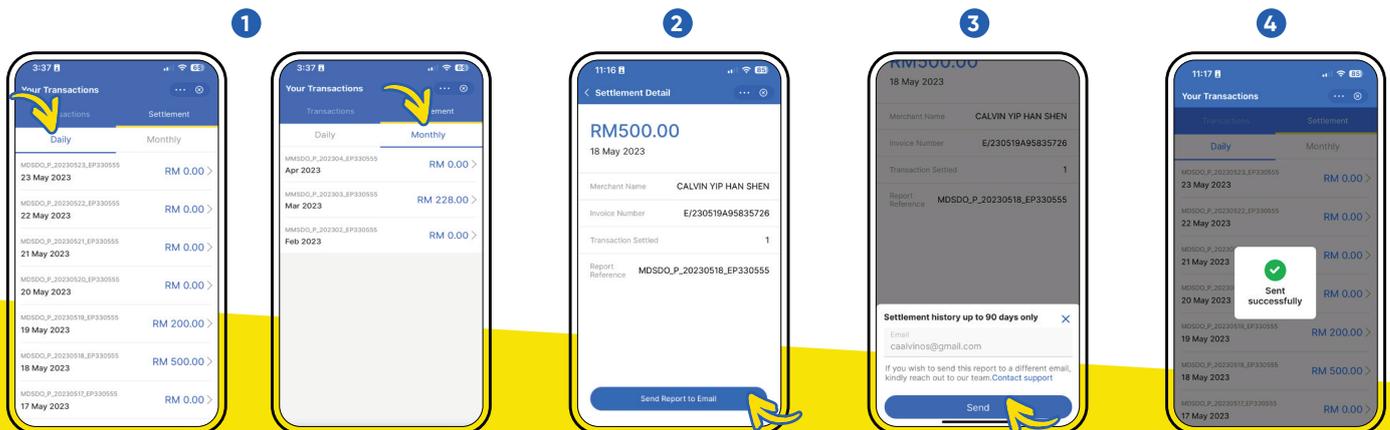
Tap "Share Payment Link" from your "Profile"

Tap "Static Payment Link"

Select the outlet & tap "Share Payment Link"

*Only business owners can generate and share payment link

SETTLEMENT REPORTS



From "Transactions", Tap "Settlements" and choose between Daily/Monthly

Tap on "Send Report to Email"

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

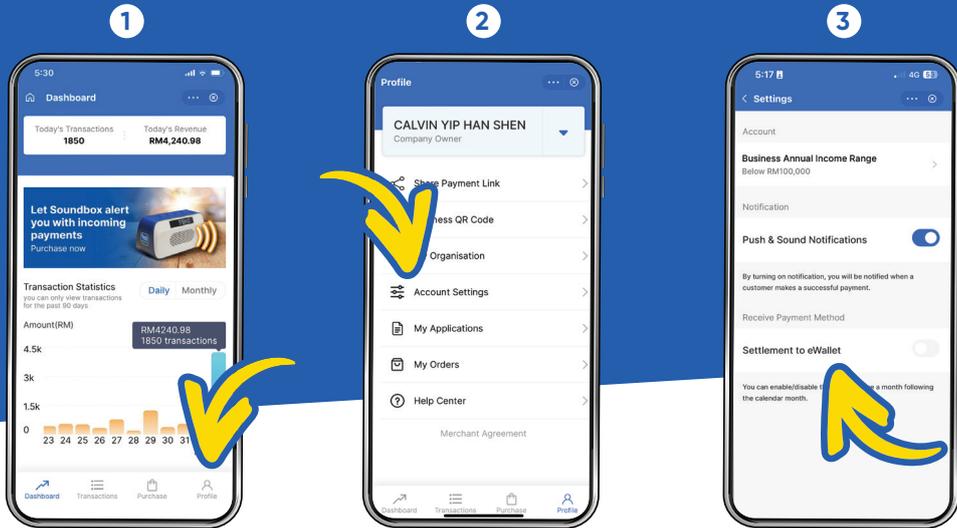
Report successfully sent

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.

SETTLEMENT TO eWALLET

Have your payments credited into your eWallet instantly.



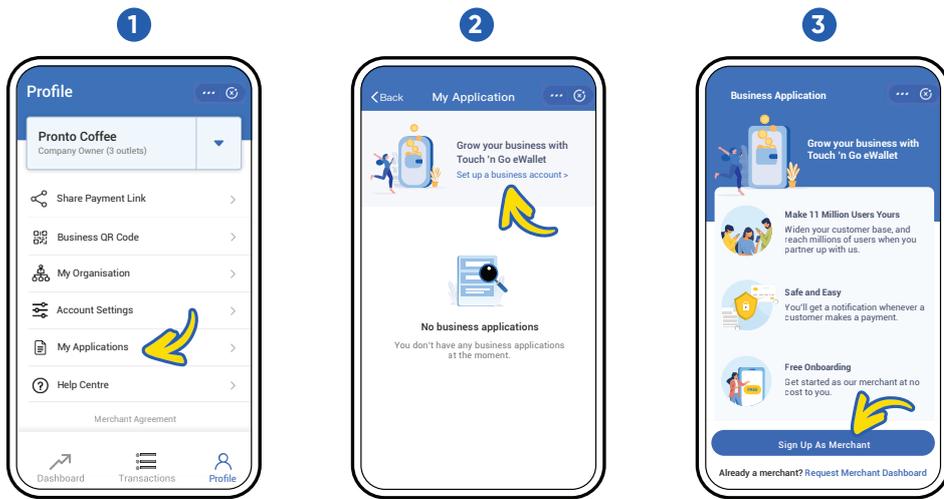
Tap "Profile"

Tap "Account Settings"

Select "Settlement to eWallet"

*Available For Individual Traders only

NEW BUSINESS SELF-REGISTRATION



Tap on "My Application" from "Profile"

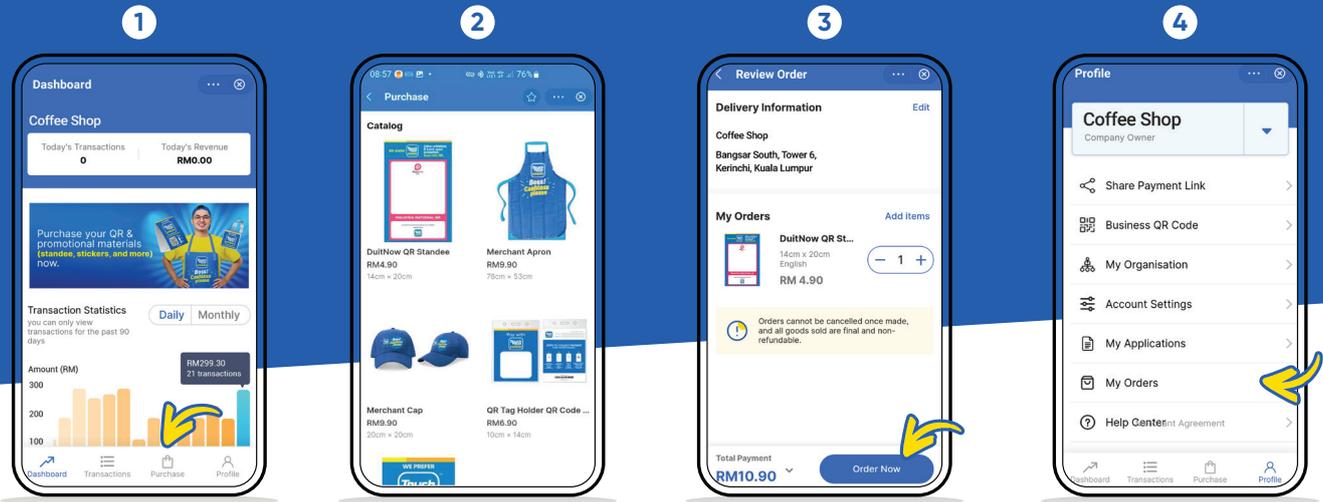
Tap on "Set up a merchant account"

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

*Registration via self-onboarding applicable only for company owner(s).

MERCHANT DASHBOARD PURCHASE

A convenient way to get promotional materials for your business.



Tap on the banner or "Purchase"

Browse and add to cart

Tap "Order Now" to complete your purchase

You may check your purchase summary under "My Orders"

Here's what we have in store:



Touch 'n Go eWallet Soundbox



QR Standees



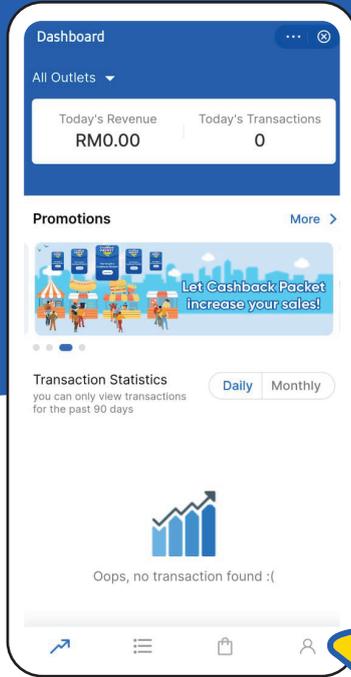
Exclusive Merchant Apparel



Exclusive Merchant Accessories

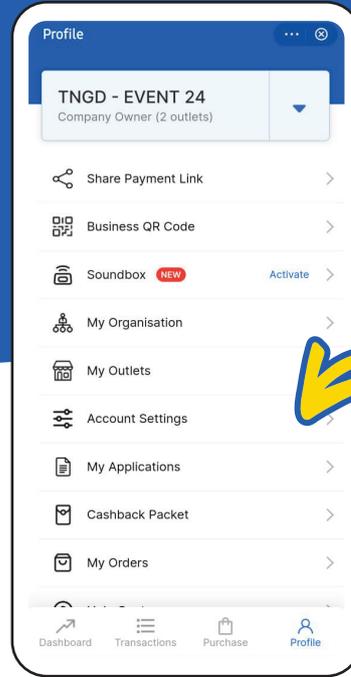
HOW TO GET YOUR MERCHANT EWALLET ID

1



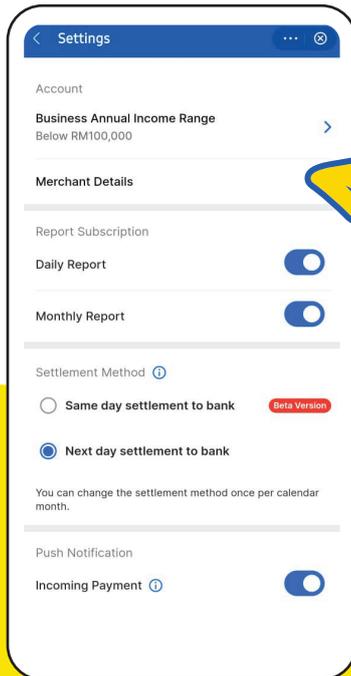
Tap on **Profile icon** page in Merchant Dashboard

2



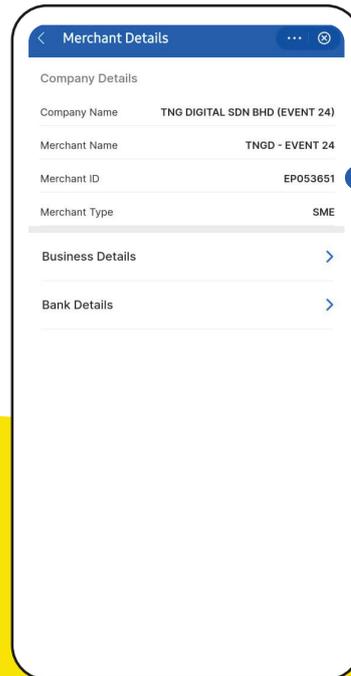
From here, Select **"Account Settings"**

3



Select **"Merchant Details"**

4

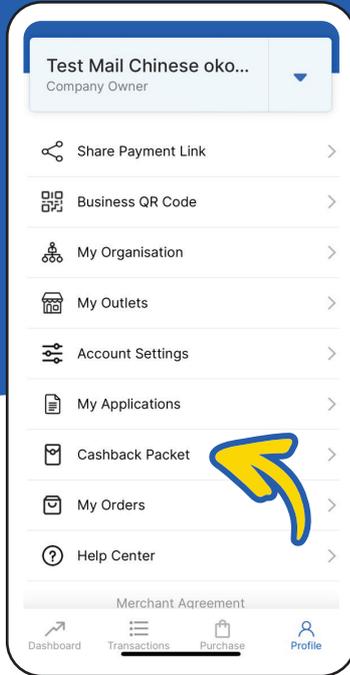


Your Merchant eWallet ID shown as above

CASHBACK PACKET

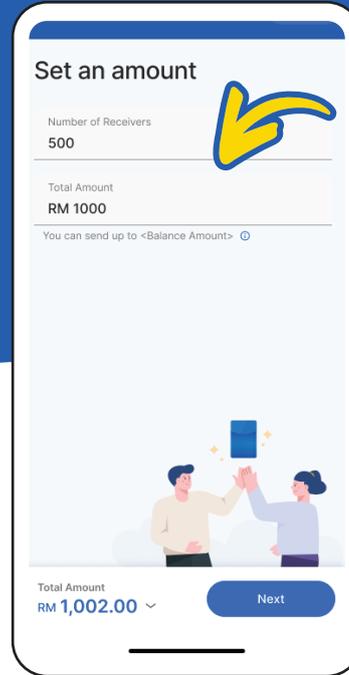
You can now reward your customers with cashback

1



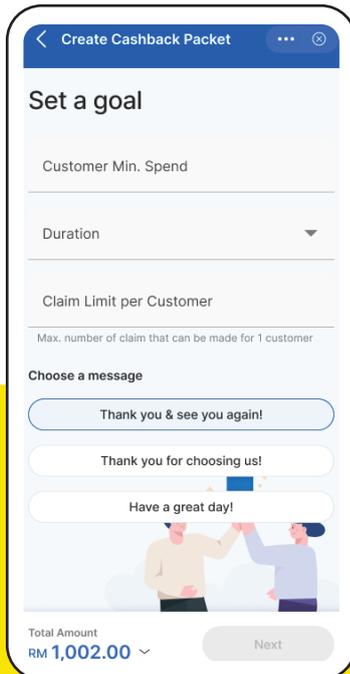
Select "Cashback Packet" from the "Profile" page in Merchant Dashboard

2



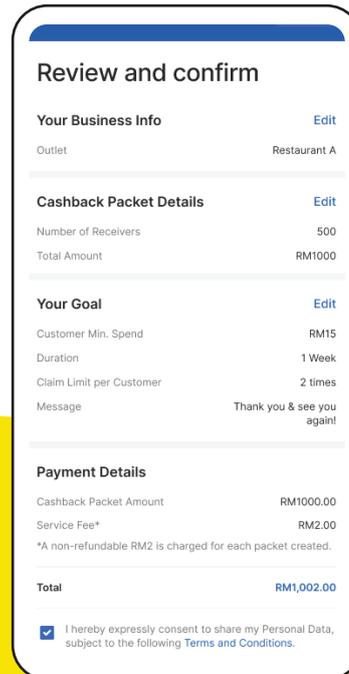
Set value and number of recipients

3



Set your packet requirements

4



Review and confirm

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.
7. Do not use the TNG eWallet QR code for cryptocurrency trading activities.



**Merchant Dashboard
Handbook**

Thank You

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