

**D-SYS PAYWARE
OPERATIONAL MANUAL**

OCTOBER, 2010

- A CUSTOMER USER GUIDE

Disclaimer

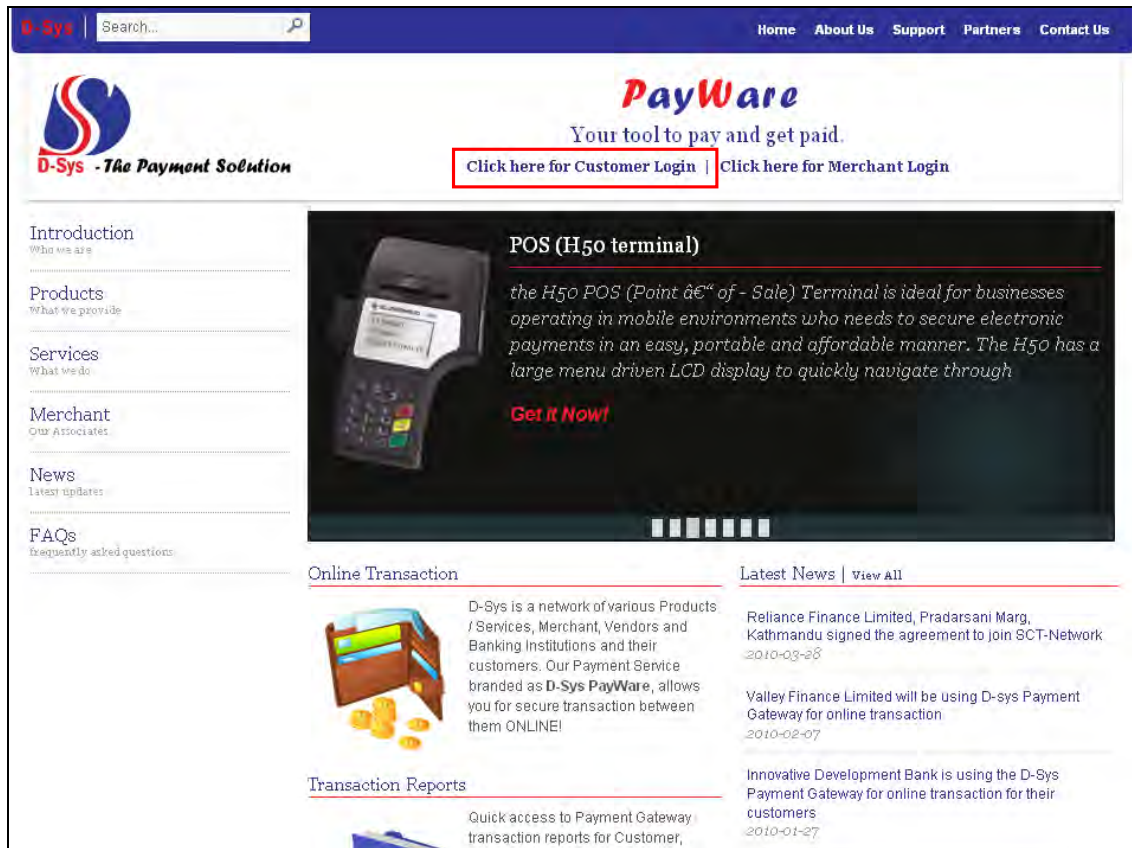
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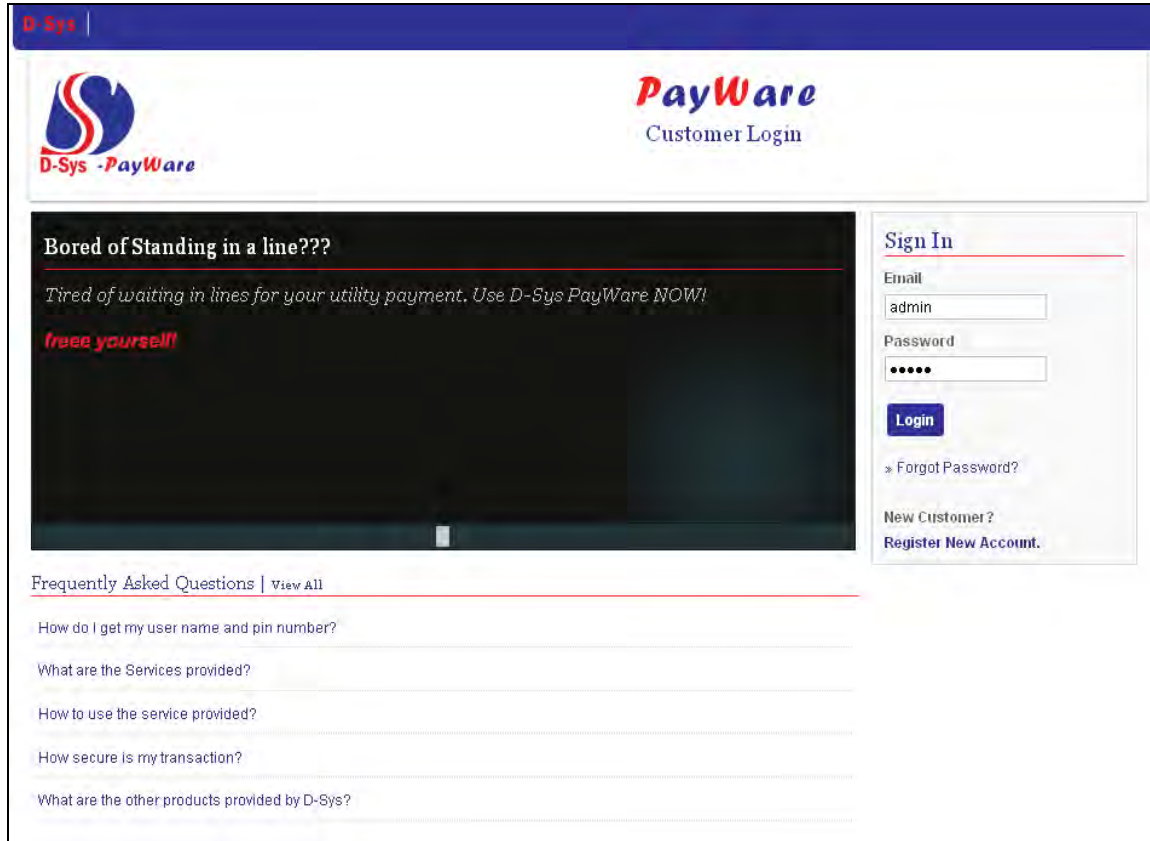
1. GETTING STARTED

- To get started, open any browser as per your convenience and then type the URL of the D-sys PayWare system in the address bar.
- You will be directed to the interface as shown in the figure below:



2. CUSTOMER LOGIN

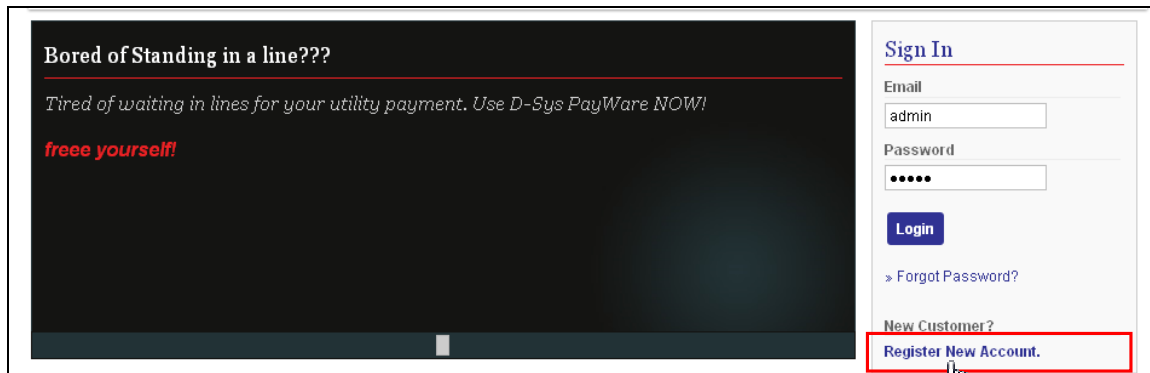
- To log into the PayWare system as a customer, click on **Click here for Customer Login** at the top; as highlighted in the above figure.
- You will be directed to the following page:



Please note that prior logging into the system; you will have to register a customer account. If you already have a customer account, sign into the system with your valid username and password. If you are a new customer, register for a new account by clicking on the **Register New Account** link.

2.1. REGISTER FOR A NEW ACCOUNT

- To register for a new account, click on **Register New Account** as shown in the figure below:



- You will be directed to the following registration form as shown in the figure below:

New Customer Registration Form

The screenshot displays the PayWare Customer Login interface. At the top left is the D-Sys logo, and at the top right is the PayWare logo with the text 'Customer Login'. The main content area is divided into two sections: 'New Customer Registration' and 'Old Customer Sign In'. The 'New Customer Registration' form includes fields for Salutation (a dropdown menu), Name (with sub-fields for First, Middle, and Surname), Address (with sub-fields for District, City, and Ward No.), Contact No., Mobile No., URL (with a placeholder example), Email, Re-Type Email, Password, Re-Type Password, and a CAPTCHA image. Below the CAPTCHA is a 'License Agreement' section with a scrollable text area containing terms and conditions, and a checkbox for 'I Agree to the Terms and Conditions'. A 'Register Now!' button is located at the bottom of the registration form. The 'Old Customer Sign In' section includes fields for Email and Password, a 'Login' button, a link for 'Forgot Password?', and a link for 'New Customer? Register New Account.'. A 'Frequently Asked Questions' section is also visible on the right side of the page.

- Fill in the registration form with the detailed customer information as shown in the snapshots below:

Please note that the data fields with red asterisk marks (*) are mandatory.

New Customer Registration

27 September, 2010 14:29:37

Salutation*
Mrs.

Name* Middle Name Surname*
Srijana Shrestha

Address

District* City* Ward No.*
Bara Kathmandu 3

Contact No.*

Mobile No.*

URL
 (eg:- http://www.yourDomainName.com)

Email*

Re-Type Email*

Password*

Re-Type Password*

- After entering customer information, type the captcha word.
- Then, you can see the terms and conditions under **License Agreement**. Tick the checkbox confirming the terms and agreement for using the D-sys PayWare Solution as shown in the figure below.
- After that click on **Register Now!** button to register.

Type the Character Shown Below *

CA33

CA33

License Agreement -

or

1.1.2 the Customer has contributed to or the loss is a result of failure on part of the Customer to advise within a reasonable time about unauthorized access of or erroneous transactions in the account; or

1.2 D-Sys under no circumstance shall be held liable if the Service is not available for reasons including but not limited to natural calamities, legal restraints, faults in the ISP's network or network failure, or any other reason beyond the control of the D-Sys. D-Sys shall not be liable under any circumstances for any damages whatsoever whether such interruption of business or any loss of any character or nature whatsoever and whether sustained by the Customer or by any other person. Illegal or improper use of the Service shall render the Customer liable for payment of financial charges.

I Agree to the Terms and Conditions.

Register Now!

- Upon successful registration, a message will be displayed as shown in the figure below:

D-Sys - PayWare

PayWare
Customer Login

“ Thank you for Registering to D-Sys PayWare
Please check your email to verify your account.

Sign In

Email

Password

- Similarly, upon activating the customer account, a following message will be displayed.

D-Sys - PayWare

PayWare
Customer Login

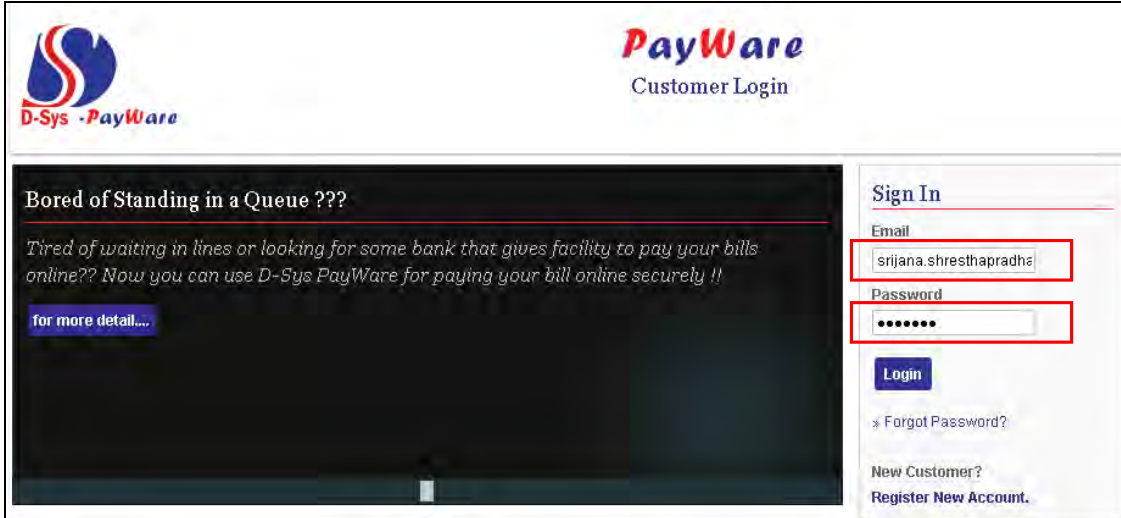
“ Your Account has been activated. Thanks for using the D-Sys PayWare.

Sign In

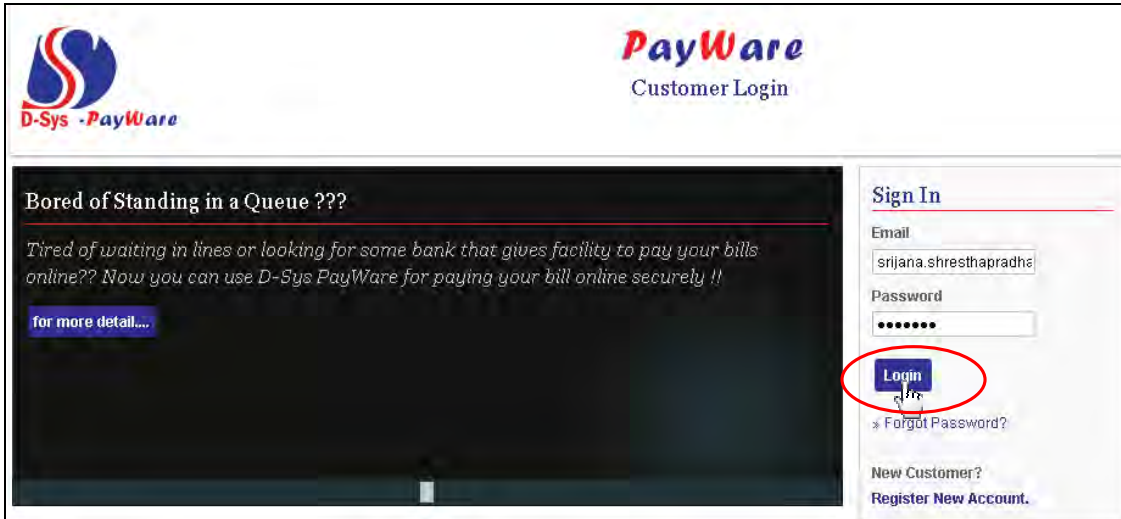
Email

2.2. CUSTOMER SIGN IN

- To log into the D-sys PayWare solution, type the valid username and password in the Sign In interface as illustrated in the figure below:

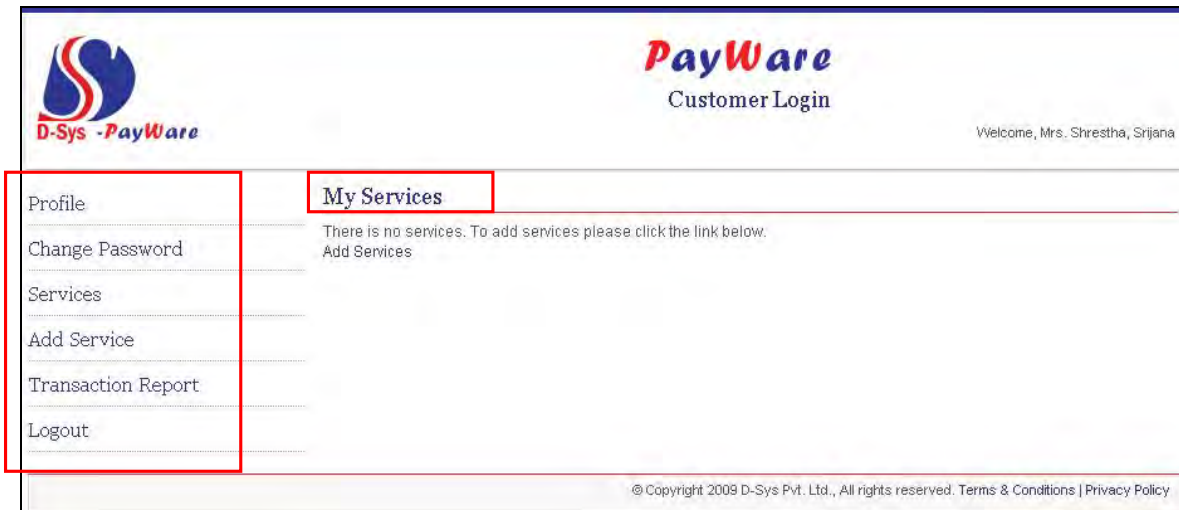


- Then, click on the **Login** button to log into the system.



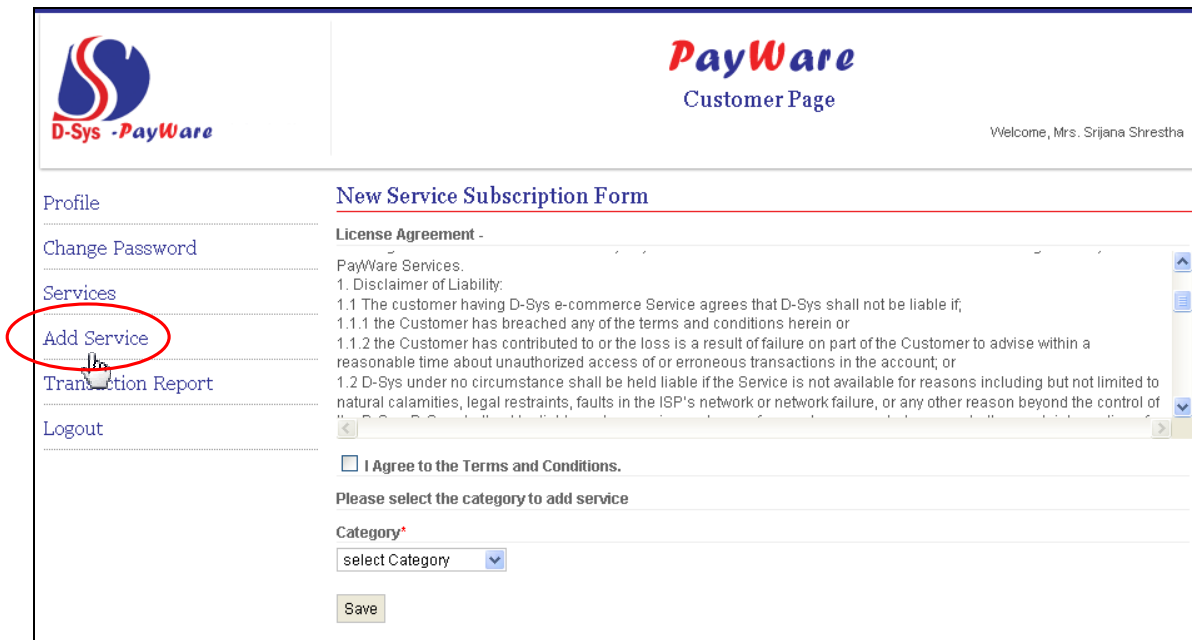
- You will be directed to the Customer Home Page of the PayWare system.
- The home page contains a menu at the left pane with a list of services subscribed by the particular customer.

Customer Home Page



2.3. ADD SERVICE

- To subscribe new service, click on **Add Service** menu.
- You will be directed to the following page:



- To subscribe service, do the following:
 - o Tick the checkbox below License Agreement confirming the acceptance for the terms and conditions.
 - o Then, select the category from the drop down menu. As soon as you select the category, a merchant drop down will be displayed as shown in the figure below:

D-Sys - PayWare **PayWare**
Customer Page

Welcome, Mrs. Srijana Shrestha

Profile **New Service Subscription Form**

Change Password **Terms and Conditions**

Services 1. Disclaimer of Liability:

Add Service 1.1 The customer having D-Sys e-commerce Service agrees that D-Sys shall not be liable if,

Transaction Report 1.1.1 the Customer has breached any of the terms and conditions herein or

Logout 1.1.2 the Customer has contributed to or the loss is a result of failure on part of the Customer to advise within a reasonable time about unauthorized access of or erroneous transactions in the account, or

I Agree to the Terms and Conditions.

Please select the category to add service

Category*
Telecommunication

Merchant*
Select Item

Note: * all fields are compulsory.

Save

- Select the merchant from the drop down list. As soon as you select the merchant, service drop down menu will be activate as shown in the figure below:

D-Sys - PayWare **PayWare**
Customer Page

Welcome, Mrs. Srijana Shrestha

Profile **New Service Subscription Form**

Change Password **Terms and Conditions**

Services 1. Disclaimer of Liability:

Add Service 1.1 The customer having D-Sys e-commerce Service agrees that D-Sys shall not be liable if,

Transaction Report 1.1.1 the Customer has breached any of the terms and conditions herein or

Logout 1.1.2 the Customer has contributed to or the loss is a result of failure on part of the Customer to advise within a reasonable time about unauthorized access of or erroneous transactions in the account, or

I Agree to the Terms and Conditions.

Please select the category to add service

Category*
Telecommunication

Merchant*
NTC

Service*
Select Item

Note: * all fields are compulsory.

Save

- Select the service from the drop down list. As soon as you select the service, the service detail field will be activated as shown in the figure below:

Profile

Change Password

Services

Add Service

Transaction Report

Logout

New Service Subscription Form

Terms and Conditions

1. Disclaimer of Liability:

1.1 The customer having D-Sys e-commerce Service agrees that D-Sys shall not be liable if,

1.1.1 the Customer has breached any of the terms and conditions herein or

1.1.2 the Customer has contributed to or the loss is a result of failure on part of the Customer to advise within a reasonable time about unauthorized access of or erroneous transactions in the account, or

I Agree to the Terms and Conditions.

Please select the category to add service

Category*

Telecommunication

Merchant*

NTC

Service*

GSM Post Paid

Enter Enter Mobile No.*

format:9851023456

Note: * all fields are compulsory.

Save

- In the illustration above, the service chosen was GSM Post Paid. Hence, the mobile number of your choice should be entered in this field. The format for entering mobile number is shown below the data field.

Please note that the all data fields are mandatory.

- Once the service details are filled, click on **Save** button to subscribe for the service.

New Service Subscription Form

License Agreement -

By marking on the "I AGREE TO THE TERMS AND CONDITION" check box, or by acknowledging Your acceptance of the Agreement terms and conditions by any other method allowed by D-Sys, or by using the D-Sys PayWare Services, You acknowledge and agree that You have reviewed and understand the Agreement and agree to be legally bound by all its terms and conditions. If You do not agree or are not willing to be bound by the terms and conditions of this Agreement, please do not mark on the "I AGREE TO THE TERMS AND CONDITION" check box, do not acknowledge Your acceptance of the Agreement terms and conditions by any other method and do not seek to obtain or continue using the D-Sys PayWare Services.

1. Disclaimer of Liability:
1.1 The customer having D-Sys a commerce Service agrees that D-Sys shall not be liable if:

I Agree to the Terms and Conditions.

Please select the category to add service

Category*
Telecommunication

Merchant*
NTC

Service*
GSM Post Paid

Enter Mobile No.*
9851013600
• 9851013600 is a valid Mobile No. for this service.

Save

- o Following message will be displayed on successful scubscription of the service.
- o The subscribed service will also be displayed in the customer Home page as shown in the snapshot below:

PayWare
Customer Page

Welcome, Mrs. Srijana Shrestha

Profile | My Services

Change Password | Srijana, the service has been added to your subscription.

Services | 9851013600

Add Service | Telecommunication / NTC / GSM Post Paid | Pay Now | Show Bill | edit | Delete

Transaction Report

Logout

- o As shown in the figure above, customer can pay for the services, view the bill, edit the service for un-processed transaction and delete the service.

2.3.1. PAYING FOR THE SERVICE

- To pay for the subscribed service, click on respective **Pay Now** button at the right of the service.
- You will be directed to the following page:

D-Sys - PayWare **PayWare**
Customer Page

Welcome, Mrs. Srijana Shrestha1

Profile **Payment Form**

Change Password 28 October, 2010 10:14:46
Payment Amount must be within NRs.100.00 upto NRs.10,000.00.

Services 9851033333

Add Service *Telecommunication / NTC / GSM Post Paid*

Transaction Report Enter Amount* **Pay Now**

Logout

- You can see a message stating that the payment amount should be between NPR 100.00 and NPR 10,000.00 at the top.
- Hence, enter the amount within the given range as illustrated in the figure below:

Profile **Payment Form**

Change Password 28 October, 2010 10:14:43
Payment Amount must be within NRs.100.00 upto NRs.10,000.00.

Services 9851033333

Add Service *Telecommunication / NTC / GSM Post Paid*

Transaction Report Enter Amount* **Pay Now**

Logout

- Click on **Pay Now** button to pay for the service.
- You will be directed to the following page showing the details of the transaction:

Profile **Transaction Detail**

Change Password 28 October, 2010 10:16:25

Customer Name Srijana Shrestha1

Services

Add Service **NTC**

Particulars	Amount
GSM Post Paid / 9851033333	500.00
Service Charge	15.00
Total	515.00

Total Amount
515.00

Confirm Payment **Modify Payment**

- Click on **Modify Payment** button to edit the payment details. The payment form will be displayed where you can make changes to the payment.
- To confirm for the payment, click on **Confirm Payment** button. You will be directed to the following page:

D-Sys - The Payment Solution

Please enter your account information

Card Number

Attention!!!
Please Enter Card Number Carefully.
Card Number and Pin Number can only be entered three times.

Billing Information

Merchant: Srijana Shrestha
Invoice Number: 000100001111
Customer: Srijana Shrestha1
Address: Narayangarh-b.n.p 4 ,Chitwan
Email: srijana.shresthapradhan@yomari.com.np
Amount: Rs. 515 /-

By Clicking on 'Confirm' you are agreeing the Terms of Use Agreement

- Enter your Card Number.
- The billing information will be displayed. Click on **Confirm** button to make the payment or **Cancel** button to cancel the payment.

Please enter your account information

Card Number

Attention!!!
Please Enter Card Number Carefully.
Card Number and Pin Number can only be entered three times.

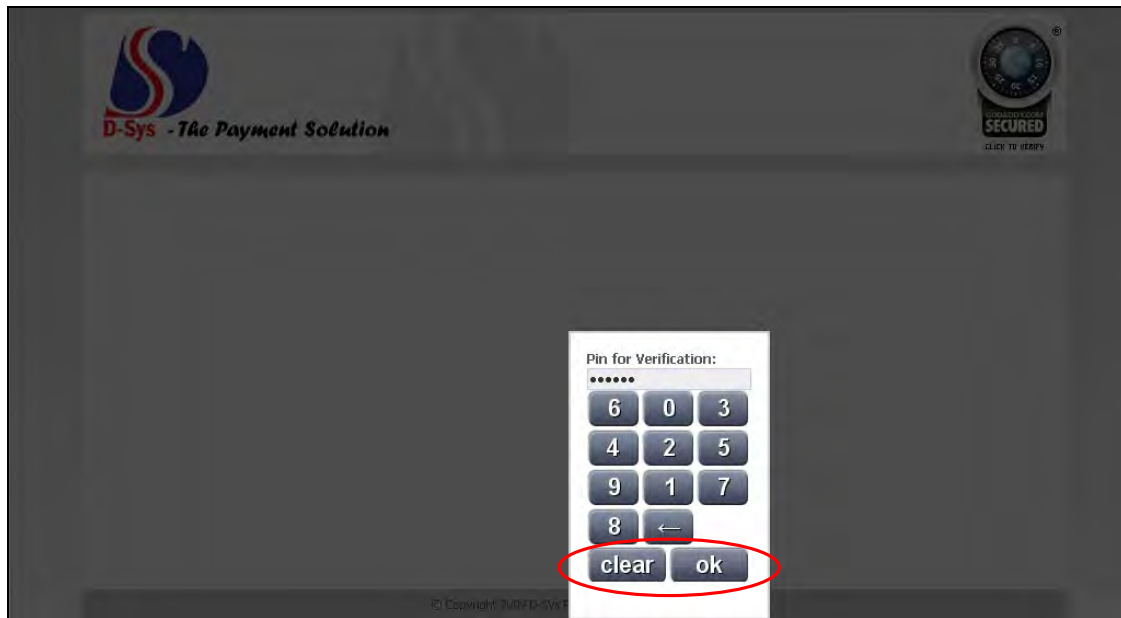
Billing Information

Merchant: Srijana Shrestha
Invoice Number: 000100001111
Customer: Srijana Shrestha1
Address: Narayangarh-b.n.p 4 ,Chitwan
Email: srijana.shresthapradhan@yomari.com.np
Amount: Rs. 515 /-

By Clicking on 'Confirm' you are agreeing the Terms of Use Agreement

Please be careful while entering the Card number and PIN number. You will be allowed to enter the card number and PIN number thrice only. See the **Attention!!!** message at the top left side.

- After you confirm the payment, the transaction is passed to the Payment Gateway.
- You will be asked to provide a PIN Number as shown in the figure below:



- Enter the **PIN number** and click on **Ok** button to submit.
- After submitting the PIN number, the transaction is processed in the payment gateway.
- Upon successful transaction, following message will be displayed:



2.3.2. EDIT SERVICE

- You can edit the service prior processing the transaction to payment gateway.
- To edit the service, click on corresponding **Edit** button. You will be directed to the service description form.

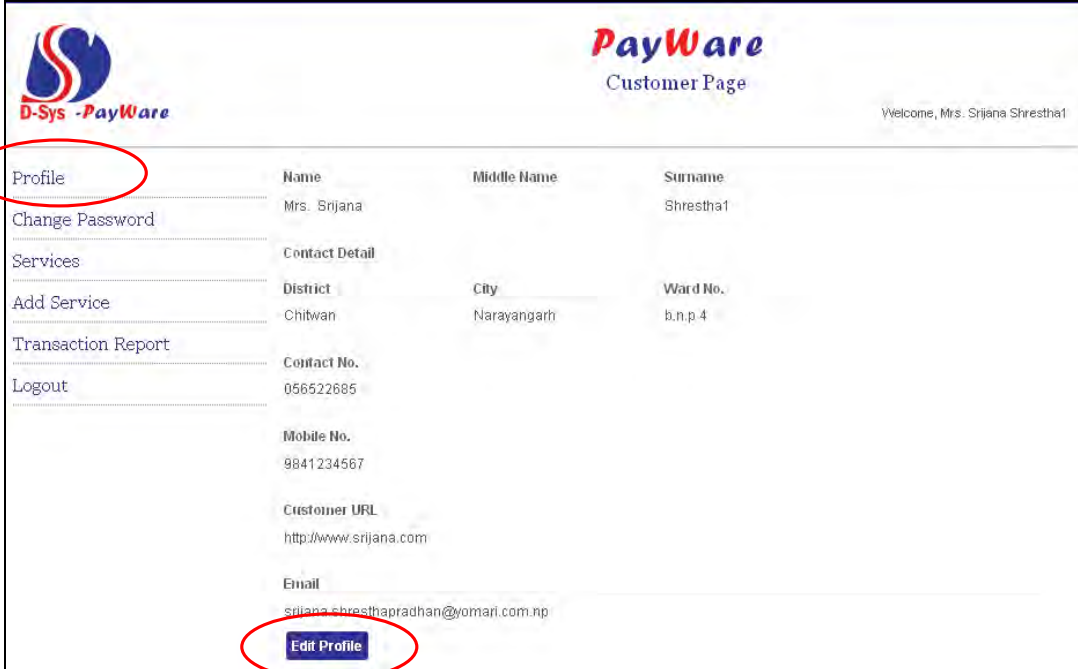
Please note that Edit function is disabled for the service when the transaction is already processed to payment gateway.

2.3.3. DELETE SERVICE

- Click on corresponding **Delete** button to delete the service subscription.

2.4. PROFILE

- Click on **Profile** menu to edit/modify your account information. You will be directed to the following page:



The screenshot displays the PayWare Customer Page. The page header includes the D-Sys PayWare logo on the left, the PayWare logo and 'Customer Page' text in the center, and a welcome message 'Welcome, Mrs. Srijana Shrestha1' on the right. A navigation menu on the left contains several options, with 'Profile' circled in red. The main content area shows user details in a table format. At the bottom of the details section, an 'Edit Profile' button is circled in red.

	Name	Middle Name	Surname
Profile	Mrs. Srijana		Shrestha1
Change Password			
Services	Contact Detail		
Add Service	District	City	Ward No.
Transaction Report	Chitwan	Narayangarh	b.n.p.4
Logout	Contact No.		
	056522685		
	Mobile No.		
	9841234567		
	Customer URL		
	http://www.srijana.com		
	Email		
	srijana.shresthapradhan@yomari.com.np		
	Edit Profile		

- Click on **Edit Profile** button. You will be directed to the registration form, where you can modify your personal information.

Edit Registration Form

28 October, 2010 10:55:34

Salutation*
Mrs.

Name* Middle Name Surname*
Srijana Shrestha1

Address

District* City* Ward No.*
Chitwan Narayangarh b.n.p 4

Contact No.*

Mobile No.*

URL
 (eg- http://www.yourDomainName.com)

Email*

After You change your email address you will be logged out. To re-login please use your new email.

Edit Now!

- Edit the information as per your requirement and click on **Edit Now!** button to submit the changes.

Please note that the data fields with red asterisk mark (*) are mandatory and if you change the email address, you will be logged out and will require re-login through new password. The similar note is stated below the Email data field in the form.

2.5. TRANSACTION REPORT

- To view the transaction report, click on **Transaction Report** menu. You will be directed to the following page:

The screenshot shows the PayWare Customer Page interface. On the left, a navigation menu includes 'Transaction Report', which is circled in red. The main content area is titled 'Transaction Report Form' and contains several dropdown menus: 'Category' (with 'Select Category' text), 'Merchant' (with 'Select Merchant' text), and 'Service' (with 'Select Service' text). Below these are two date input fields labeled 'From Date' and 'To Date'. A 'Search' button is located at the bottom of the form.

- Select category, merchant and service information from the respective drop down menus.
- Then enter range of time (date) in From Date and To Date.

This screenshot shows the same 'Transaction Report Form' but with specific data entered. The 'Category' dropdown is set to 'Telecommunication', 'Merchant' to 'NTC', and 'Service' to 'GSM Post Paid'. The 'From Date' field contains '2010-10-01' and the 'To Date' field contains '2010-10-28'. The 'Search' button at the bottom is circled in red.

- Click on **Search** button to view the specified report.
- A list of transaction will be displayed as shown in the figure below:

Transaction Report PDF | Print

Date and Time	Category	Merchant	Service Name	Service Detail	Transaction Status	Amount (Rs.)
2010-10-26 18:04:06	Telecommunication	NTC	GSM Post Paid	9851033333	Success	975.00
2010-10-26 17:12:26	Telecommunication	NTC	GSM Post Paid	9851033333	Failure	815.00
2010-10-26 16:02:13	Telecommunication	NTC	GSM Post Paid	9851033333	Failure	1,265.00
2010-10-05 16:01:43	Telecommunication	NTC	GSM Post Paid	9851033333	Success	903.00
2010-10-05 15:59:47	Telecommunication	NTC	GSM Post Paid	9851033333	Failure	570.00
2010-10-05 15:57:14	Telecommunication	NTC	GSM Post Paid	9851033333	Failure	1,020.00
2010-10-05 15:54:40	Telecommunication	NTC	GSM Post Paid	9851033333	Success	375.00
Total					5,818.00	

* Note: You have deleted this Service from your Subscription.

2.6. CHANGE PASSWORD

- To change the password, click on **Change Password** menu. You will be directed to the following page:

The screenshot shows the PayWare Customer Page interface. On the left, there is a navigation menu with the following items: Profile, Change Password (circled in red), Services, Add Service, Transaction Report, and Logout. The main content area is titled "Change Password" and contains three input fields: "Enter old Password*", "Enter New Password*", and "Verify New Password*". A blue "Submit" button is located at the bottom right of the form. The top of the page features the D-Sys PayWare logo, the "PayWare Customer Page" title, and a welcome message: "Welcome, Mrs. Srijana Shrestha1".

- Enter Old Password and New Password.
- Confirm for the new password entered.
- Then click on **Submit** button to change the password.

The screenshot shows the 'PayWare Customer Page' with a navigation menu on the left containing 'Profile', 'Change Password', 'Services', 'Add Service', 'Transaction Report', and 'Logout'. The main content area is titled 'Change Password' and contains three password input fields: 'Enter old Password', 'Enter New Password', and 'Verify New Password'. Each field is filled with seven dots. A blue 'Submit' button is located to the right of the 'Verify New Password' field. A mouse cursor is positioned over the 'Submit' button.

- Upon successful password change activity, following message will be displayed:

The screenshot shows the 'PayWare Customer Page' after a successful password change. The navigation menu on the left is the same as in the previous screenshot. The main content area now displays a message: 'Thanks Srijana Password has been Changed.' The 'Submit' button and password fields are no longer visible.

2.7. LOG OUT

- Click on **Logout** menu to exit the application.