Administration Portal

Sybase Money Mobiliser 5.1
SP03

DOCUMENT ID: DC01867-01-0513-01
LAST REVISED: July 2013

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Contents

Administration Portal 1
Self Care 3
Customer Care 5
    Registering Customers 5
    Find Customer 5
    Find Pending Approval 7
    Justify Contact 8
    Show Contacts 9
System Configuration 11
    Exchange Rate 11
    Fees 12
        Fee Types 12
        Fee Type Use Case Configuration 13
        Fee Sets 14
    Limits 15
        Limit Sets 15
        Limit Classes 17
    Privileges 18
    Global Configuration 19
    Dual Approval 20
    Restrictions and Restriction Groups 21
        Adding Restriction Groups 22
        Adding Restrictions 22
        Adding Rules 23
    Service Packages and Terms and Conditions 23
    Credential Policies 23
        Adding a Customer Type Policy 24
        Adding a Policy 25
        Adding a Credential Pattern 25
    Interest Configuration 25
    GL Account Tree 26

Bulk Processing **29**
  Customer XML File Preparation 29
  Point of Interest CSV File Preparation 30
  Point of Interest XML File Preparation 31
Coupon Admin **33**
  Coupon Types 33
    Creating Coupon Types 34
    Generating Coupons 34
    Uploading Batch Coupons 35
    Adding Coupon Locations 35
    Assigning Coupons 35
  Categories 36
  Coupon Search 36
User Manager **37**
  Agents 37
  Roles and Privileges 38
Notification Manager **39**
  Messages 39
  Attachments 40
  Transaction Template 40
Reports **41**
Audit **43**
Index **45**

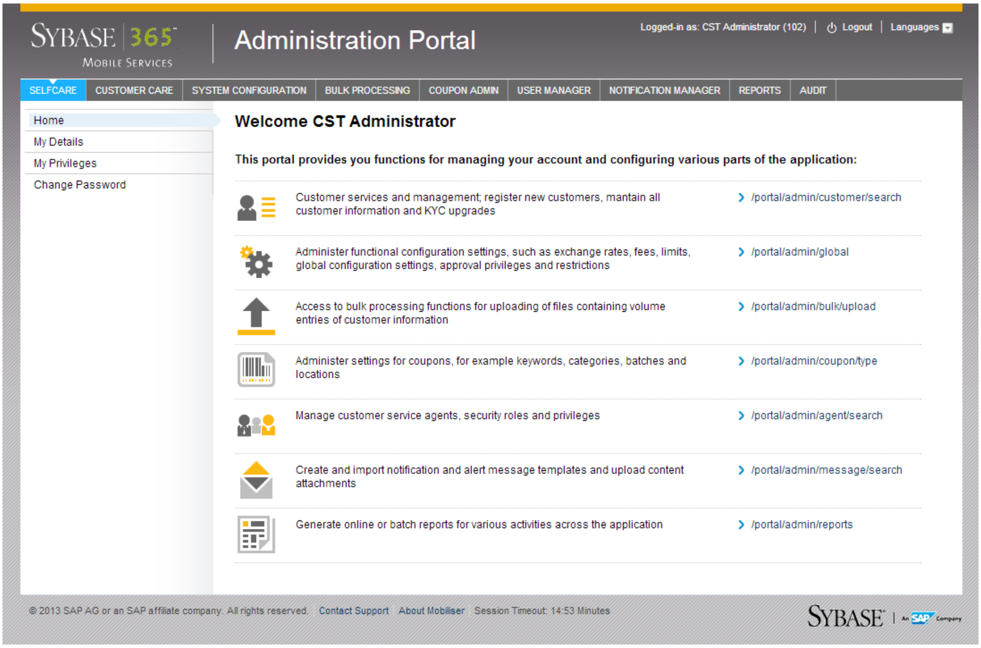
Administration Portal

The Administration Portal is used by customer support agents to manage Money Mobiliser customers and agents. For example, you can register anyone as an administrator, agent, consumer, or merchant. The tool includes functions for creating and managing coupons, and managing short message service (SMS) and e-mail notifications. Additionally, you can configure system parameters such as exchange rates, roles and privileges, and transaction fees and limits.

Note: The portal feature descriptions and illustrations pertain to the out-of-the-box version of Money Mobiliser.

Self Care

The Self Care option provides self-service functions for viewing your display name, login name, and privileges. You cannot edit your display name or login name under this option, but you can change your password. However, depending on your assigned roles and privileges, you can change your display name using the Find/Edit Agents option.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Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
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AUDIT
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My Privileges
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Welcome CST Administrator

This portal provides you functions for managing your account and configuring various parts of the application:

Customer services and management; register new customers, mantain all customer information and KYC upgrades	/portal/admin/customer/search
Administer functional configuration settings, such as exchange rates, fees, limits, global configuration settings, approval privileges and restrictions	/portal/admin/global
Access to bulk processing functions for uploading of files containing volume entries of customer information	/portal/admin/bulk/upload
Administer settings for coupons, for example keywords, categories, batches and locations	/portal/admin/coupon/type
Manage customer service agents, security roles and privileges	/portal/admin/agent/search
Create and import notification and alert message templates and upload content attachments	/portal/admin/message/search
Generate online or batch reports for various activities across the application	/portal/admin/reports

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Customer Care

Use the Customer Care option to register new customers, agents, merchants, or administrators. Additionally, you can search for customers who want to change information such as mobile phone number or postal address. You can also search for each type of action pending approval such as wallet entries, transactions, or customer registrations.

Registering Customers

Use the Customer Registration option to register anyone as an administrator, agent, consumer, or merchant.

Prerequisites

A valid mobile phone number, postal address, and e-mail address.

Task

1. Click **Customer Care**.
2. Select **Customer Registration**.
3. Enter all required information.
4. (Optional) Configure the individual fees and limits.
5. Click **Register**.
6. Confirm the customer's information and click **Continue**.
7. (Optional) Click **Reset Password** to generate a temporary password and click **OK**.
   A temporary password is sent to the consumer via e-mail or SMS, or both.

Find Customer

Use the Find Customer option to search for customers who want to change their personal information, mobile phone number, or security question and answer. You can also view customer transactions and verify the customer's information for validation. You can search for customers by mobile phone number, last name, first name display name, e-mail address, street, city, postal code, Identification OrgUnit, or Customer OrgUnit. All search parameters are optional.

Menu Item	Description
Standing Data	Displays the customer's information such as name, date of birth, customer type, address, fees and limits, mobile phone number, and security information. You can make changes on the customer's behalf as well as reset the customer's offline PIN, PIN, password, and mobile phone number. You can also deactivate a customer or set a black list reason. If you choose to deactivate a customer, the customer is disabled and does not appear in the search results. A cancellation reason must be selected when you deactivate a customer. **Note:** Deactivation is permanent. If you want to block a customer temporarily, use the Black List feature.
Accounts	Displays the accounts in the customer's wallet. You can add, edit, remove, or block (disable) payment instruments on behalf of the customer. You can also transfer funds between accounts and set up balance alerts on behalf of the customer. • **Bank Account –** The Bank Account option lets you add one or more bank accounts to a consumer's wallet. For mBanking consumers, you can make the bank account available for mobile transactions. • **Credit Card –** The Credit Card option lets you add one or more credit cards to a consumer's wallet. • **External Account –** External accounts are similar to the bank accounts and credit cards in the customer's wallet, because an external account can be used to pay bills. However, you cannot add money to the customer's SVA from an external account, or transfer money from the customer's SVA to an external account. • **SVA –** The SVA option lets you add funds to a consumer's SVA from a bank account or a credit card set up in their wallet. • **Offline SVA –** Offline stored value accounts are similar to SVAs, but stored directly on the mobile phone. You can perform the usual operations, such as adding and withdrawing funds, and viewing the current balance and transaction history. Unlike a regular SVA, there can be more than one offline SVA. You can reset the dedicated offline PIN that secures the offline SVA, which is stored on the mobile phone.
History	Tracks data changes such as changes in time zone and preferences, or unsuccessful login attempts.
Contacts	Displays the agent's justification history, which explains reasons for viewing customer information. You can close a contact that is still open. You can also edit an open contact, but you cannot edit a closed contact.
Transactions	Displays the customer's transaction history.

Menu Item	Description
Agent Transactions	Displays transactions made by the agent on the customer's behalf.
Attachments	Displays the customer-related attachments such as a scanned ID for proof of identification. You can add other attachments such as an invoice.
Bill Configuration	Displays the current bills configured for the customer. You can add, edit, or remove a bill configuration on the customer's behalf.
Open Bills	Displays all open bills for the customer. You can pay a bill on the customer's behalf.
Bill History	Displays the bill history for the customer.
Messages	Displays a list of all SMS messages sent to the customer such as resetting a PIN; this does not include the registration one-time password (OTP).
Contact Points	Displays the list of contact points for the customer, which can include email addresses and mobile phone numbers. You can add, edit, or remove contact points on the customer's behalf.
Mobile Alerts	Displays the mobile alerts that are set up for the customer's payment instruments. You can add, edit, or remove mobile alerts on the customer's behalf.
Synchronization History	The synchronization history shows the synchronized results of all performed operations as well as the currently pending operations.
Service Packages	The service package option is used to assign service packages to an individual mBanking customer.

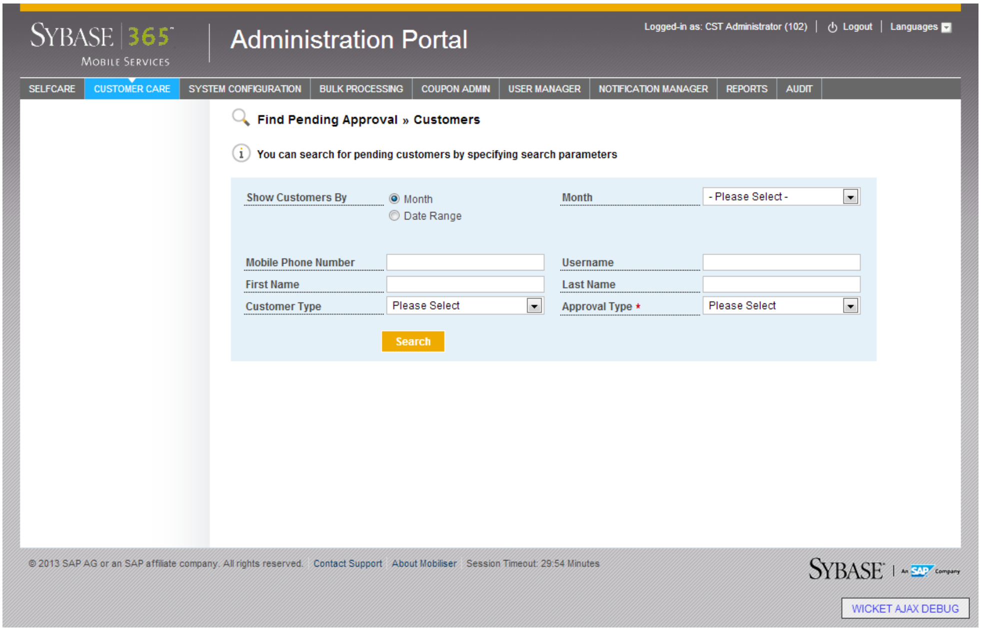
Find Pending Approval

Use the Find Pending Approval option to search for each type of action pending approval: customers, wallets, and transactions.

- Customer search results display the customers that are currently pending registration.
- Wallet search results display the wallet entries currently pending approval. Depending on the payment instrument class, you may see the specific information of the payment instrument that is pending.
- Transactions search results display any transactions currently pending approval.

You can leave the search fields blank or you can enter search criteria to refine the search results. To approve or reject a pending registration, click the task ID, then select either **Approve** or **Reject** at the bottom of the details page.

Note: You cannot edit the data on the details page of the search results.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USER MANAGER
NOTIFICATION MANAGER
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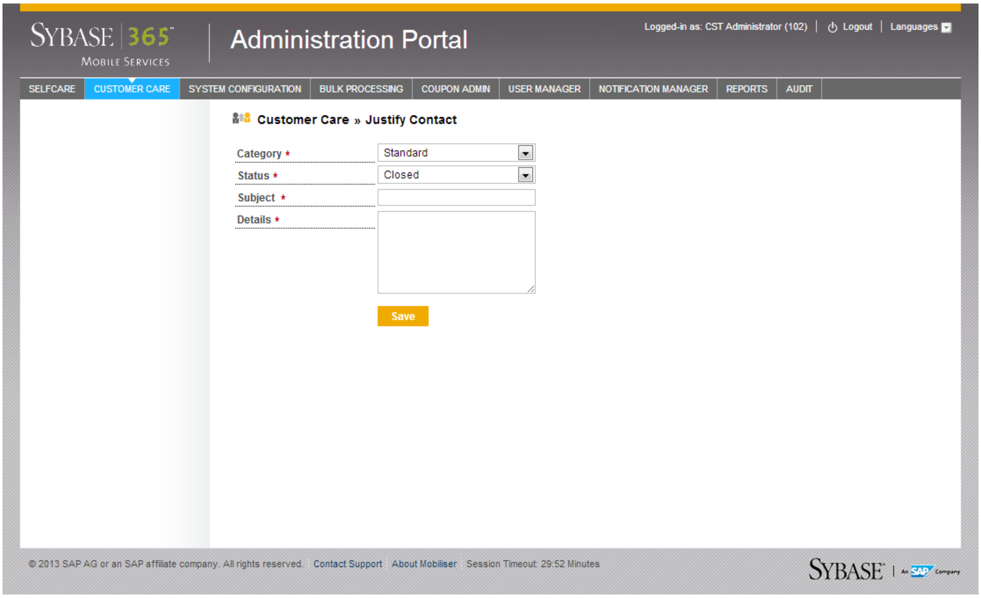
Find Pending Approval » Customers

You can search for pending customers by specifying search parameters

Show Customers By	● Month ○ Date Range	Month	- Please Select -
Mobile Phone Number		Username	
First Name		Last Name	
Customer Type	Please Select	Approval Type *	Please Select

Justify Contact

Each time you search for a consumer, you will be asked to justify the reason for looking at the customer information regardless if you made changes or not. You can close a contact or keep it open. If you keep a justification open, you can use the Show Contacts feature to search for and locate an open justification for a consumer. You cannot, however, search for closed justifications.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BULK PROCESSING
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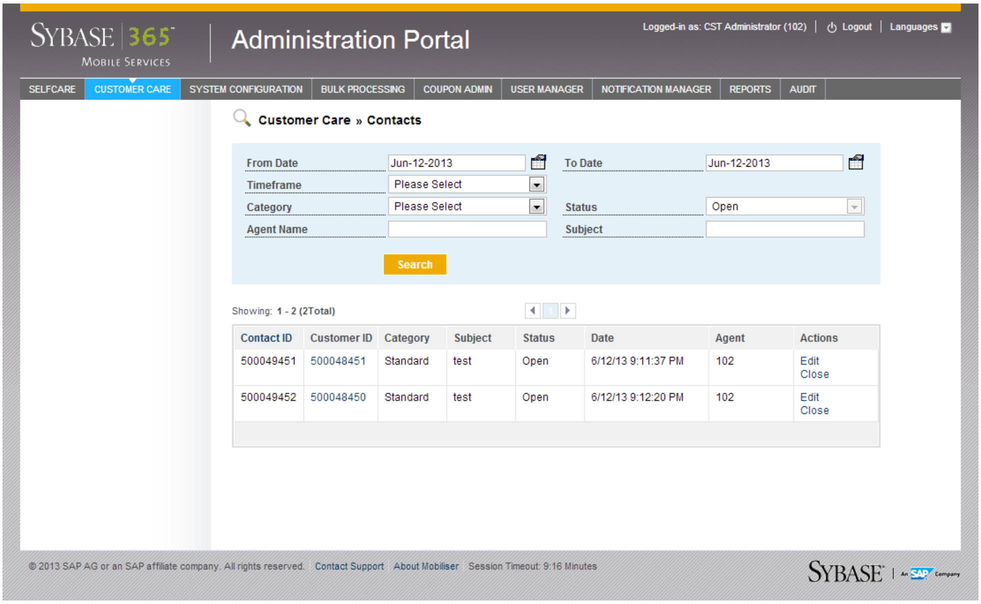
Customer Care » Justify Contact

Category *	Standard
Status *	Closed
Subject *	
Details *	

Show Contacts

After you have justified the reason for contact with the consumer and the justification is open, you can search for and locate the justification to edit or close it.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Administration Portal
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CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
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Customer Care » Contacts

From Date	Jun-12-2013	To Date	Jun-12-2013
Timeframe	Please Select		
Category	Please Select	Status	Open
Agent Name		Subject	

Showing: 1 - 2 (2Total)

Contact ID	Customer ID	Category	Subject	Status	Date	Agent	Actions
500049451	500048451	Standard	test	Open	6/12/13 9:11:37 PM	102	Edit Close
500049452	500048450	Standard	test	Open	6/12/13 9:12:20 PM	102	Edit Close

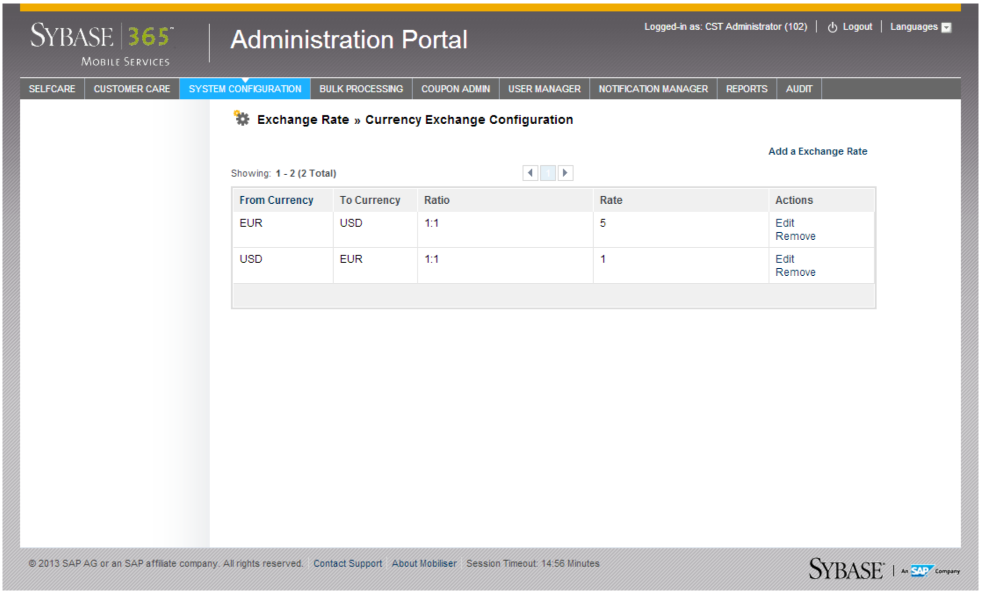
System Configuration

The System Configuration option is used to configure system parameters, such as fees, exchange rates, transaction restrictions, or terms and conditions.

Exchange Rate

The Exchange Rate option lets you to configure exchange rates between all currencies setup in the system. The available currencies are setup during system installation. The exchange rates you set up provide a default rate when a transaction is entered. In addition to setting up exchange rates, you can also view the previous exchange rates used. For example, if you change the USD to EUR exchange rate, you see the old exchange rate in the exchange rate history search results.

Countries establish the ratio of their currencies and then commit to maintaining those exchange rates. Different currencies have different values. When calculating the conversion ratio that is applied to your current conversion, you must account for the conversion fees. Many banks and other converters calculate the fee as a percentage of your total conversion, so the more money you convert, the higher the fee. Only after accounting for the fee can you accurately calculate the conversion ration that is used in the transaction.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MOBILE SERVICES
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
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Exchange Rate » Currency Exchange Configuration

Showing: 1 - 2 (2 Total)

From Currency	To Currency	Ratio	Rate	Actions
EUR	USD	1:1	5	Edit Remove
USD	EUR	1:1	1	Edit Remove

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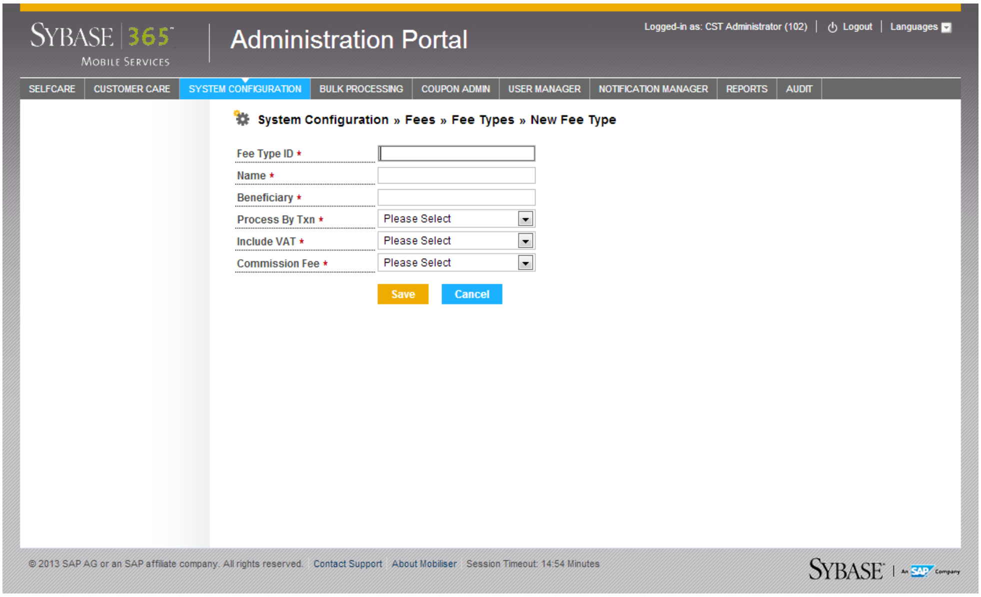
Fees

Fees and commissions are calculated for payer and payee in a financial transaction per subtransaction. However, the processing of fees and commissions are different. Fees are applied and charged during transaction processing whereas commissions are collected and settled offline in batch mode.

Fee Types

Use the Fee Types option to configure applicable fee types for payer and payee. When fees are calculated for payer and payee in a financial transaction per subtransaction, Money Mobiliser determines the applicable fee types for payer and payee. Once the fee types are determined, the correct scale used for the customer (payer or payee) is found. The scales are connected to fee types through fee sets.



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Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Save
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System Configuration » Fees » Fee Types » New Fee Type

Fee Type ID *	
Name *	
Beneficiary *	
Process By Txn *	Please Select
Include VAT *	Please Select
Commission Fee *	Please Select

Field	Description
Fee Type ID	Defines a five-digit number identifying the fee type.
Name	Defines a short description of the fee type.
Beneficiary	Defines the customer identification of the person receiving the fee. The beneficiary receives funds only via an offline settlement process.

Field	Description
Process By Txn	Indicates whether the fee should be deducted during transaction processing; if not, it is charged in a separate process.
Include VAT	Indicates whether the calculation amount should include value added tax (VAT).
Commission Fee	Indicates whether the fee type is a commission.

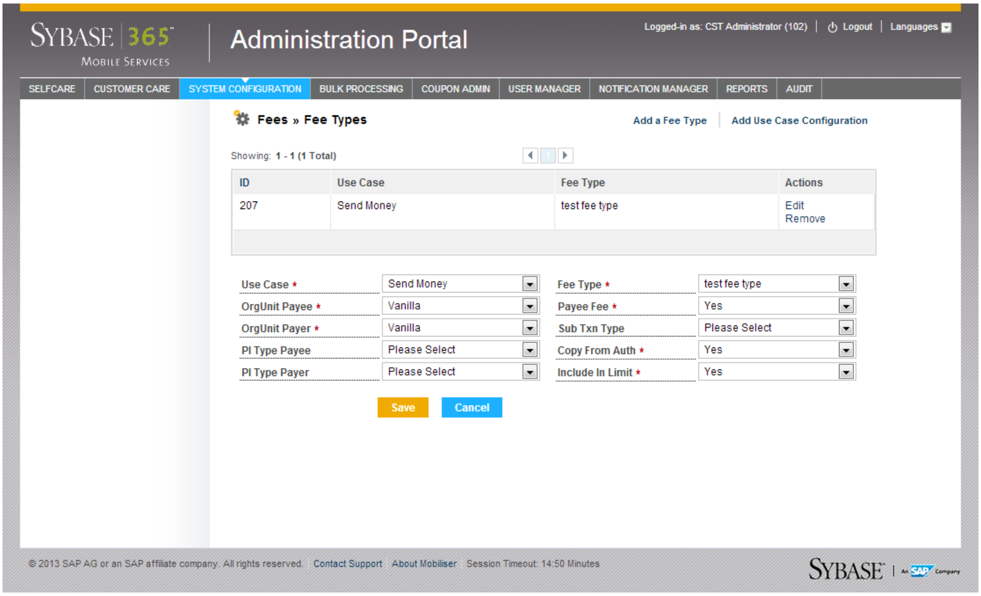
Adding Fee Types

You can set up a fee type to specify the person (beneficiary) who is receiving the fee. Additionally, you can specify whether to process the transaction, include VAT, or if there is a commission fee.

1. Click **System Configuration** and select **Fees**.
2. Select **Fee Types**.
3. Click **Add a Fee Type**.
4. Enter all required information.
5. Click **Save**.

Fee Type Use Case Configuration

Use cases provide a set of requirements for processing financial transactions, such as merchant payments, bill payments, or commission settlements. A fee type use case configuration identifies the fee type based on organizational unit and payment instrument for both the payee and payer. A use case is linked to one or more fee types.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Mobile Services
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Fees » Fee Types
Add a Fee Type
Add Use Case Configuration
Save
Cancel
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Showing: 1 - 1 (1 Total)

ID	Use Case	Fee Type	Actions
207	Send Money	test fee type	Edit Remove

Use Case *	Send Money	Fee Type *	test fee type
OrgUnit Payee *	Vanilla	Payee Fee *	Yes
OrgUnit Payer *	Vanilla	Sub Txn Type	Please Select
PI Type Payee	Please Select	Copy From Auth *	Yes
PI Type Payer	Please Select	Include In Limit *	Yes

Field	Description
Use Case	Indicates the use case for which this fee applies.
OrgUnit Payee	Indicates the organizational unit of the payer.
OrgUnit Payer	Indicates the organizational unit of the payee.
PI Type Payee	Indicates that this fee is applicable only to transactions where the payee's payment instrument is of this type.
PI Type Payer	Indicates that this fee is applicable only to transactions where the payer's payment instrument is of this type.
Fee Type	Indicates the fee type that is to be applied to the transaction.
Payee Fee	Indicates whether the fee must be paid by the payee or payer.
Sub Txn Type	Indicates that the fee is applied only to the specified subtransaction type.
Copy from Auth	Indicates whether the fees should be copied from the authorization subtransaction.
Include in Limit	Indicates whether the fee is to be used when checking the customer's limits.

Adding Use Case Configuration

You can set up a fee type use case configuration to identify the fee type based on organizational unit and payment instrument for both the payee and payer

Prerequisites

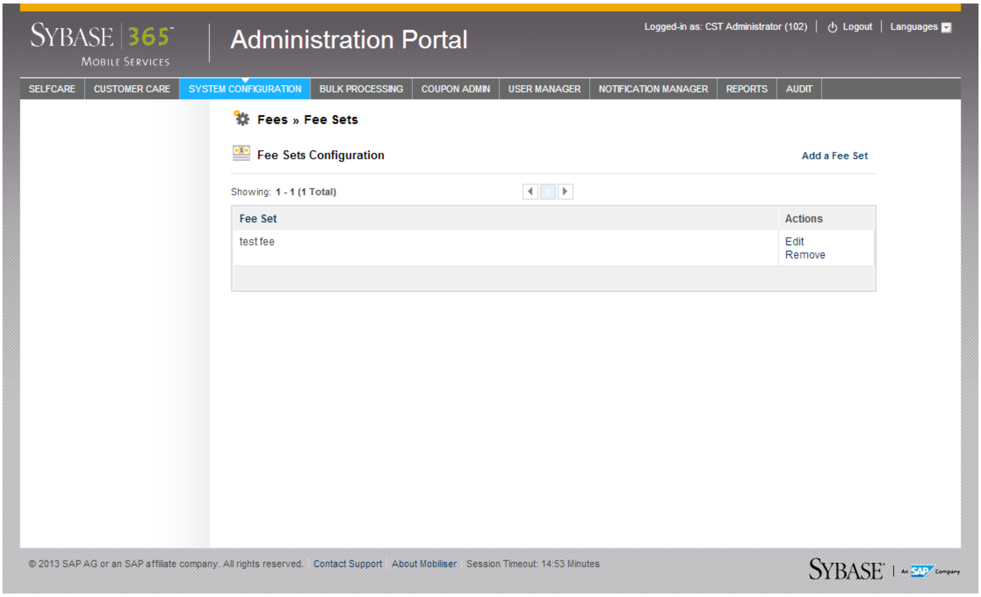
Add at least one fee type.

Task

1. Click **System Configuration** and select **Fees**.
2. Select **Fee Types**.
3. Click **Add Use Case Configuration**.
4. Enter all required information.
5. Click **Save**.

Fee Sets

Fee sets are incremental you can apply as many as three fee sets to single customers, customer types, or organizational units. For each fee type, the fee setting for customers has the highest priority, overwriting settings for individual fee types from fee sets coming from the customer's type. Customer type, in turn, has precedence over the fee set defined in the organizational unit.


SYBASE 365
MOBILE SERVICES
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Add a Fee Set
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Fees » Fee Sets

Fee Sets Configuration

Showing: 1 - 1 (1 Total)

Fee Set	Actions
test fee	Edit Remove

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Limits

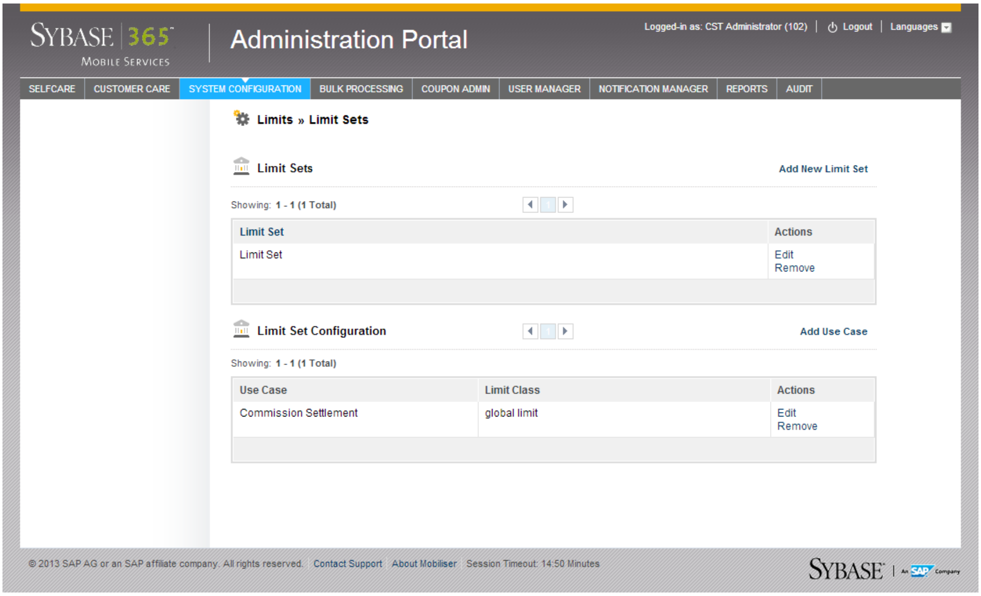
Limits refer to financial limits that are evaluated during transaction processing. During the transaction initialization, the limits of the payer and payee are checked individually.

You can control the configuration of limits through limit sets, which are attached to a customer, payment instrument, and wallet.

Limit Sets

The Limit Sets option lets you link limit sets to customers, payment instruments, and wallet entries. You can define a limit set in which there is a global spending limit for a customer, for example, $300 per day, which is independent of the payment instrument being used. Defining a limit set on a customer may comply with many banking regulations, and reduces risk.

In the Global Configuration option you can define the risk category per customer type. Risk categories are rules determines the role and limit set for a customer type. You can change the customer type upon customer registration. If no limit set is defined for a customer, the standard limit set defined for the customer's risk category is used. If no risk category is configured for the customer, the standard risk category from the customer's type is used. If the limit set from the risk category is empty, the limit set defined at the customer's organizational unit is used.


SYBASE 365
MOBILE SERVICES
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Limits » Limit Sets
Limit Sets
Add New Limit Set
Limit Set Configuration
Add Use Case
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Showing: 1 - 1 (1 Total)

Limit Set	Actions
Limit Set	Edit Remove

Showing: 1 - 1 (1 Total)

Use Case	Limit Class	Actions
Commission Settlement	global limit	Edit Remove

Adding Limit Sets

You can link limit sets to customers, payment instruments, and wallet entries.

Prerequisites

Add at least one limit class.

Task

1. Click **System Configuration** and select **Limits**.
2. Select **Limit Sets**.
3. Click **Add New Limit Set**.
4. Enter the name of the limit set.
5. Click **Save**.
6. In the Limit Set Configuration section, select a use case.
7. Select a limit class.

Adding a Use Case to an Existing Limit Set

Use cases are linked to limit sets.

Prerequisites

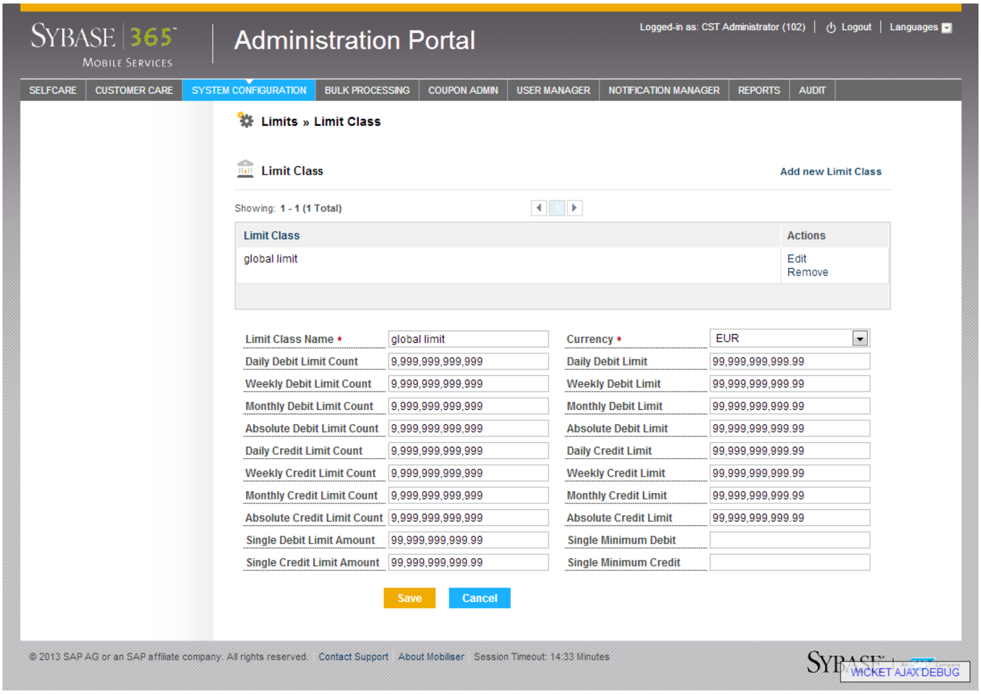
Add at least one limit set and one limit class.

Task

1. Click **System Configuration** and select **Limits**.
2. Select **Limit Sets**.
3. In the Actions column, click **Edit** for the limit set you want to add.
4. Click **Add Use Case**.
5. Select a use case.
6. Select a limit class.

Limit Classes

The Limit Classes option lets you configure limits for daily, weekly, monthly, and total, debits and credits. You can set limits on the count of transactions or the total sum of the amounts of the transaction. Additionally, you can configure the option for a minimum and a maximum amount for a single transaction.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Mobile Services
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
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USER MANAGER
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REPORTS
AUDIT
Limits » Limit Class
Limit Class
Add new Limit Class
Save
Cancel
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Limit Class	Actions
global limit	Edit Remove

Limit Class Name *	global limit	Currency *	EUR
Daily Debit Limit Count	9,999,999,999,999	Daily Debit Limit	99,999,999,999.99
Weekly Debit Limit Count	9,999,999,999,999	Weekly Debit Limit	99,999,999,999.99
Monthly Debit Limit Count	9,999,999,999,999	Monthly Debit Limit	99,999,999,999.99
Absolute Debit Limit Count	9,999,999,999,999	Absolute Debit Limit	99,999,999,999.99
Daily Credit Limit Count	9,999,999,999,999	Daily Credit Limit	99,999,999,999.99
Weekly Credit Limit Count	9,999,999,999,999	Weekly Credit Limit	99,999,999,999.99
Monthly Credit Limit Count	9,999,999,999,999	Monthly Credit Limit	99,999,999,999.99
Absolute Credit Limit Count	9,999,999,999,999	Absolute Credit Limit	99,999,999,999.99
Single Debit Limit Amount	99,999,999,999.99	Single Minimum Debit	
Single Credit Limit Amount	99,999,999,999.99	Single Minimum Credit	

Field	Description
Limit Class Name	Defines the name of the limit class.
Daily Debit Limit Count	Defines the maximum number of debits per day.
Weekly Debit Limit Count	Defines the maximum number of debits per week.

Field	Description
Monthly Debit Limit Count	Defines the maximum number of debits per month.
Absolute Debit Limit Count	Defines the maximum number of total debits.
Daily Credit Limit Count	Defines the maximum number of credits per day.
Weekly Credit Limit Count	Defines the maximum number of credits per week.
Monthly Credit Limit Count	Defines the maximum number of credits per month.
Absolute Credit Limit Count	Defines the maximum number of total credits.
Single Debit Limit Amount	Defines the maximum debit amount per single transaction.
Single Credit Limit Amount	Defines the maximum credit amount per single transaction.
Currency	Defines the currency in which the limits are defined.
Daily Debit Limit	Defines the maximum debit amount per day.
Weekly Debit Limit	Defines the maximum debit amount per week.
Monthly Debit Limit	Defines the maximum debit amount per month.
Absolute Debit Limit	Defines the maximum absolute debit amount.
Daily Credit Limit	Defines the maximum credit amount per day.
Weekly Credit Limit	Defines the maximum credit amount per week.
Monthly Credit Limit	Defines the maximum credit amount per month.
Absolute Credit Limit	Defines the maximum absolute credit amount.
Single Minimum Debit	Defines the minimum debit amount per single transaction.
Single Minimum Credit	Defines the minimum credit amount per single transaction.

Privileges

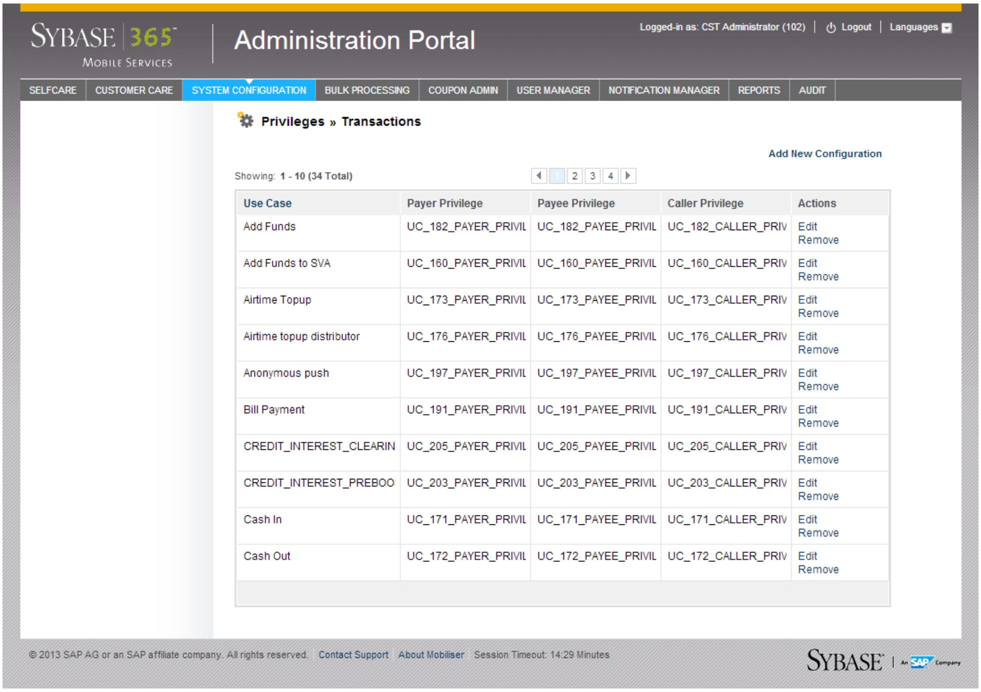
Use the Privileges option to define the required privileges for dual approval configurations. For example, use the Create Customers option to create a new customer approval configuration (customer type). Therefore, you can configure maker/checker privileges for registration, depending on the customer type that is being registered.

Use these options to configure privileges:

- **Create Customers –** create new customer type approval configuration.
- **Add Wallet Entries –** create a new wallet approval configuration. For security reasons, consumers and agents might not have permission to directly activate a new payment instrument. In this case, you can either search for, then approve or reject, pending add-to-

wallet operations, or see the list of pending wallet operations when you are editing a customer.

- **Transactions –** create a new transaction approval configuration that depends on the transaction type configured.
- **File Types –** create a new file type approval configuration that depends on the file type configured. For example, you can configure a maker/checker for a customer deactivation file type. You can also configure a maker/checker for transaction cancellation.


SYBASE 365
Mobile Services
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Privileges » Transactions
Add New Configuration
1
2
3
4
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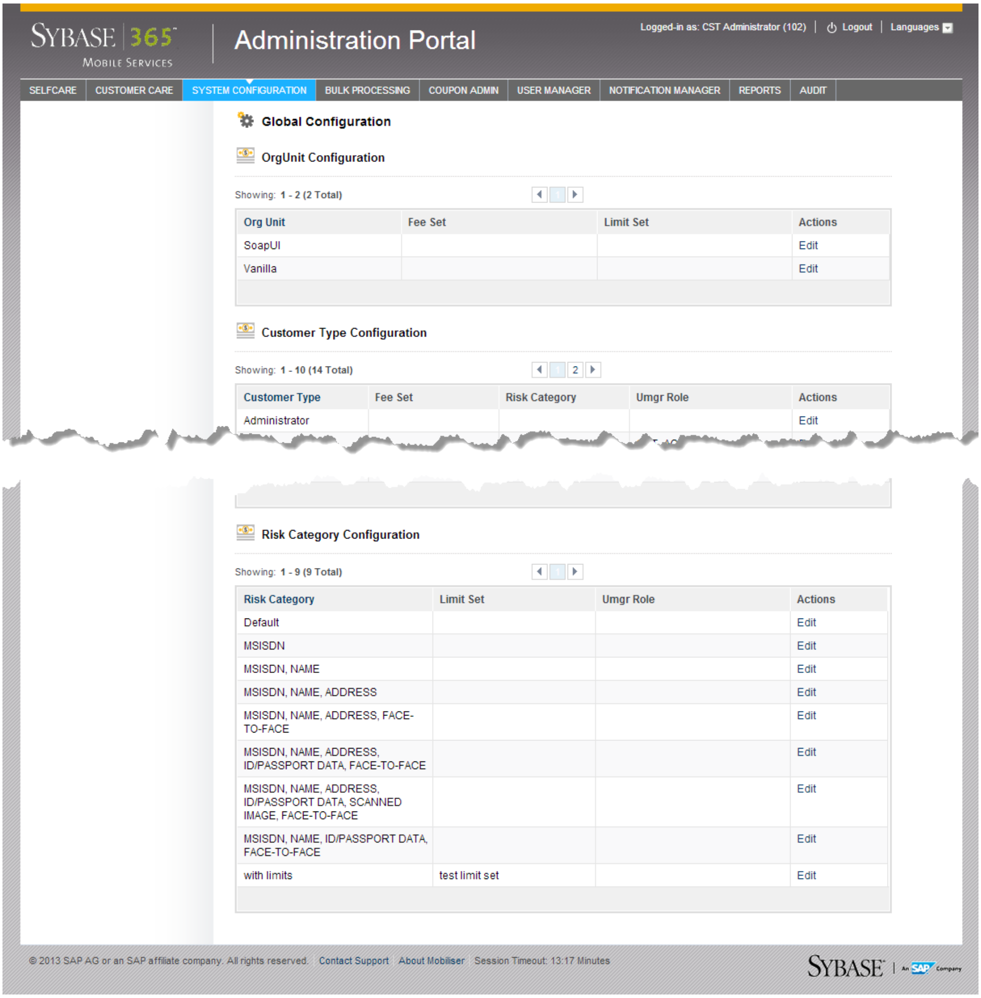
Showing: 1 - 10 (34 Total)

Use Case	Payer Privilege	Payee Privilege	Caller Privilege	Actions
Add Funds	UC_182_PAYER_PRIVIL	UC_182_PAYEE_PRIVIL	UC_182_CALLER_PRIV	Edit Remove
Add Funds to SVA	UC_160_PAYER_PRIVIL	UC_160_PAYEE_PRIVIL	UC_160_CALLER_PRIV	Edit Remove
Airtime Topup	UC_173_PAYER_PRIVIL	UC_173_PAYEE_PRIVIL	UC_173_CALLER_PRIV	Edit Remove
Airtime topup distributor	UC_176_PAYER_PRIVIL	UC_176_PAYEE_PRIVIL	UC_176_CALLER_PRIV	Edit Remove
Anonymous push	UC_197_PAYER_PRIVIL	UC_197_PAYEE_PRIVIL	UC_197_CALLER_PRIV	Edit Remove
Bill Payment	UC_191_PAYER_PRIVIL	UC_191_PAYEE_PRIVIL	UC_191_CALLER_PRIV	Edit Remove
CREDIT_INTEREST_CLEARIN	UC_205_PAYER_PRIVIL	UC_205_PAYEE_PRIVIL	UC_205_CALLER_PRIV	Edit Remove
CREDIT_INTEREST_PREBOO	UC_203_PAYER_PRIVIL	UC_203_PAYEE_PRIVIL	UC_203_CALLER_PRIV	Edit Remove
Cash In	UC_171_PAYER_PRIVIL	UC_171_PAYEE_PRIVIL	UC_171_CALLER_PRIV	Edit Remove
Cash Out	UC_172_PAYER_PRIVIL	UC_172_PAYEE_PRIVIL	UC_172_CALLER_PRIV	Edit Remove

Global Configuration

The Global Configuration option displays the current configuration settings for the organizational unit, customer type , and risk category. Adding a configuration setting is performed during the initial setup of Money Mobiliser. Therefore, you cannot add additional configuration settings; you can only edit an existing configuration.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Mobile Services
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Global Configuration
SYBASE
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OrgUnit Configuration

Showing: 1 - 2 (2 Total)

Org Unit	Fee Set	Limit Set	Actions
SoapUI			Edit
Vanilla			Edit

Customer Type Configuration

Showing: 1 - 10 (14 Total)

Customer Type	Fee Set	Risk Category	Umgr Role	Actions
Administrator				Edit

Risk Category Configuration

Showing: 1 - 9 (9 Total)

Risk Category	Limit Set	Umgr Role	Actions
Default			Edit
MSISDN			Edit
MSISDN, NAME			Edit
MSISDN, NAME, ADDRESS			Edit
MSISDN, NAME, ADDRESS, FACE-TO-FACE			Edit
MSISDN, NAME, ADDRESS, ID/PASSPORT DATA, FACE-TO-FACE			Edit
MSISDN, NAME, ADDRESS, ID/PASSPORT DATA, SCANNED IMAGE, FACE-TO-FACE			Edit
MSISDN, NAME, ID/PASSPORT DATA, FACE-TO-FACE			Edit
with limits	test limit set		Edit

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Dual Approval

Configure dual approval during the initial system setup; however, you can change or add a new configuration at any time. Dual approval is a global system-level configuration; therefore, the effect of changing the configuration applies to the various dual approval processes such as customer registration, wallet entries, and transactions. Use the Find Pending Approval option to see any pending tasks associated with the dual approval configuration.

A dual approval configuration might include creating new privileges, assigning privileges to certain roles, and using these privileges for dual approval configuration. For each service that supports dual approval, the system defines the MAKER privilege to start or initiate the service, and the CHECKER privilege to complete or approve the service. Additionally, there is an option that allows a user to directly execute a service, bypassing the dual approval process; this requires the EXECUTE privilege.

Restrictions and Restriction Groups

Use the Restrictions option to configure rules that restrict transaction processing for a payer or payee, based on the transaction history. Therefore, restrictions first determine whether a restriction applies to the current transaction, then accumulates historical transaction data and checks the historical transaction data for restriction violations.

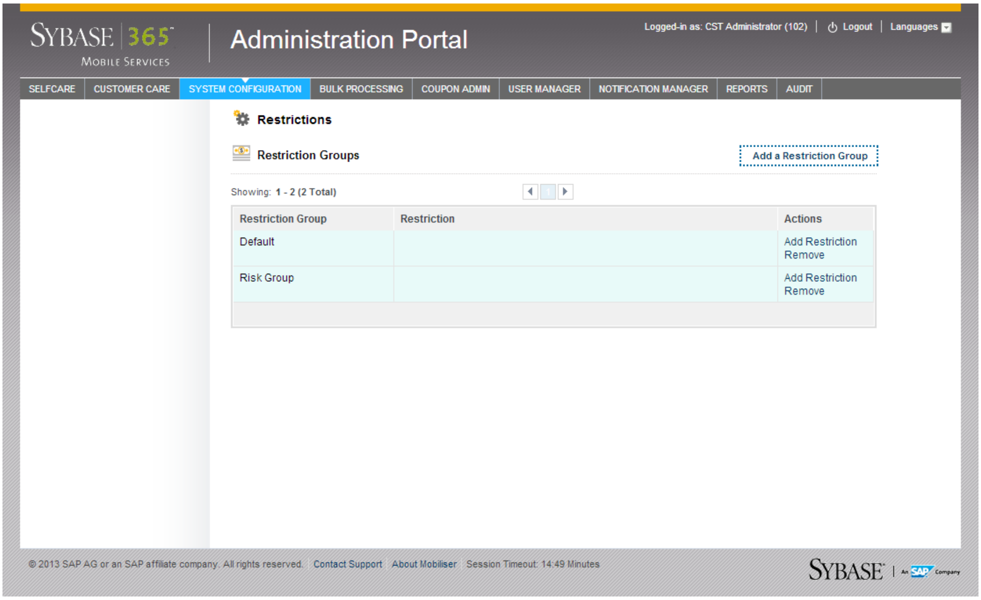
Restrictions cannot be configured for individual customers, but always apply to all customers from a certain organizational unit and risk category. For example, any customer can make only one person-to-person payment per day.

Each restriction has a set of rules that define the actual restriction:

- Minimum and maximum transaction amount for the current restriction
- Time frame such as minutes, hours, days, weeks, and years
- Maximum number of transaction per time frame
- Maximum transaction sum per time frame
- Currency rules for converting currencies from the standard used by one country to the standard used by another country

Restriction rules are linked to restriction groups and always contain the currency.

Note: If a restriction group doesn't exist, then a restriction group must be added before adding a restriction and restriction rule to it.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Mobile Services
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Restrictions
Restriction Groups
Add a Restriction Group
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Restriction Group	Restriction	Actions
Default		Add Restriction Remove
Risk Group		Add Restriction Remove

Adding Restriction Groups

You can create restriction groups to assign to restrictions applied to organizational units and risk categories.

1. Click **System Configuration**.
2. Select **Restrictions**.
3. Click **Add a Restriction Group**.
4. Enter the required information.
5. Click **Save**.

Adding Restrictions

You can add a restriction to restrict the transaction processing for payer or payees.

Prerequisites

Add at least one restriction group.

Task

1. Click **System Configuration**.
2. Select **Restrictions**.
3. In the Actions column, click **Add Restrictions**.
4. Enter the required information.

5. Click **Save**.

Adding Rules

You can configure rules that restrict transaction processing for a payer or payee, based on the transaction history.

Prerequisites

Add at least one restriction group.

Task

1. Click **System Configuration**.
2. Select **Restrictions**.
3. In the Actions column, click **Add Restrictions**.
4. Click **Add a Rule**.
5. Select the currency.
6. Click **Save**.

Service Packages and Terms and Conditions

Service packages are a way to enable or disable features for a specific type or class of customer. Customers can inherit roles and privileges through service packages as well as through customer type and risk category. A service package is valid for an organizational unit and customer type, which provides control over which customer types can make use of service packages. Service packages are assigned when a consumer is registered, self-assignment in the portal, or through a call center agent. Each service package can be assigned multiple times to a single customer if supported by the service package.

Service packages are attached to terms and conditions, which are either optional such as a newsletter or mandatory. Terms and conditions can be added to a service package; therefore, the customer is to accept the additional service package in order to proceed. Each term and condition has an optional date range. The customer must have always accepted a term and condition that has a date range, which includes the current date or is opened ended.

Credential Policies

Credential policies define the rules for how a credential must be composed, such as the minimum and maximum length of a password or PIN. The credential policies also define the number of times a credential can be used, the number of allowed authentication failures, and the time range during which the credential is valid. You can add new policies, and edit and remove existing policies.

Field	Description
Customer Type Policy	
Customer Type	Indicates the type of customer: consumer, merchant, or support agent.
Credential Type	Indicates the type of credential: password or PIN.
Credential Policy	Defines the rules for how a credential must be composed, such as the minimum and maximum length of a password or PIN.
Policy	
Name	Defines the name of the policy.
Min	Indicates the minimum number of characters for the credentials.
Max	Indicates the maximum number of characters allowed for the credentials.
Block Size	Indicates the number of consecutive characters or numbers that cannot be used, such as 1234, aaaa, abcd, and so forth.
Block Timeout (minutes)	Indicates the number of minutes the account is locked when the block threshold is exceeded.
Block Threshold	Indicates the number of unsuccessful log in attempts.
Password Retention	Indicates the password history, such as the number of passwords stored and how frequently old passwords can be reused.
Expiry (days)	Defines the days before a password must be changed.
Temporary Expiry (days)	Defines the number of days the system generated credentials expires. If left blank, temporary credentials uses the defined expiry.
Unused (days)	Defines the number of days an unused credential expires. Once expired it cannot be used.
Credential Pattern	
Regular Expression	Defines a sequence of text characters that specifies a set of strings. Typical expressions are `/d+` for digit only credentials.
Match	Indicates that the credential must match the regular expression or not.
Message Template	Defines the message template key that can be used to inform the customer when this entry fails the new credential.

Adding a Customer Type Policy

You can add a customer type policy to map to a credential policy.

1. Click **System Configuration**.
2. Select **Credential Policies**.

3. Click **Add Customer type policy**.
4. Select the required information from the drop downs.
5. Click **Save**.

Adding a Policy

You can add a credential policy to define the rules for how a credential is composed, such as the length of a password or PIN and how long a credential is valid.

1. Click **System Configuration**.
2. Select **Credential Policies**.
3. Click **Add policy**.
4. Enter the required information.
5. (Optional) Click **Add Credential Pattern**, enter the required information, and click **Save**.
6. Click **Save**.

Adding a Credential Pattern

You can add a credential pattern to further restrict the credential policy even more. You can add more than one credential pattern.

Prerequisites

Add at least one policy.

Task

1. Click **System Configuration**.
2. Select **Credential Policies**.
3. In the Credential Policies section, click **Edit** for the policy you want to add a credential pattern.
4. Click **Add Credential Pattern**.
5. Enter the required information.
6. Click **Save**.

Interest Configuration

Interest Configuration is used to apply interest to balances on stored value accounts, which is similar to how interest is calculated to balances on regular bank accounts. Interest is calculated for each SVA based on the balance at the end of every calculation period. Various interest schemes can be configured and grouped into products; products can be mapped to an SVA based on the organizational unit, customer type, and payment instrument type.

The interest amount is calculated for each SVA based on the balance tracking method. The interest calculated is taken from the interest balance snapshots, which uses the calculation method and scales configured in the interest product. For each calculation, two transactions are created that moves money between the clearing accounts in preparation for the clearing of the interest. Therefore, interest calculations are cleared by triggering the transaction to move the interest from the clearing accounts to the customer's SVA.

In case an SVA was created during an interest calculation period and has an applicable interest product, its balance snapshots are created for the complete calculation period. For example, if the calculation period is one month and a new SVA is created on the 15th of the month, entries for the new SVA are created from the 1st of the month up to the current snapshot date. Therefore, 14 entries with a balance of zero are created and one entry with the balance is created.

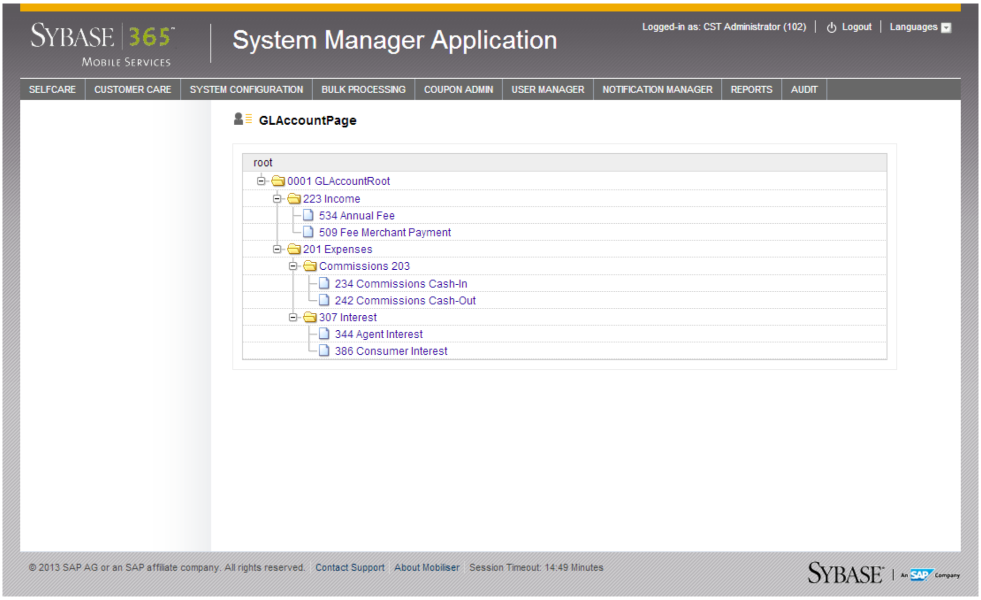
GL Account Tree

The GL Account Tree allows you to replicate the GL Account structure of the enterprise in the Mobiliser Platform.

Different GL account types can be used to form the GL Account Tree:

- **Parent only –** is used for aggregation and to create the required structure. This account type should not be used for assignment to payment instruments, fee beneficiaries, or interest calculation accounts. Other GL account types can also act as parent accounts.
- **Regular –** is used for standard accounting/reporting purposes and is generally assigned to a payment instrument—that is, a consumer SVA.
- **Expense/Income –** is used when the GL account not only reflects an internal GL account but also an actual revenue or expense account in Mobiliser Platform that is settled via the Mobiliser Account Management System (AMS)—that is, a fee account. This account type has a bank account attached it and is used for settlement transactions.

The Administration Portal is a flexible way of creating a GL account structure in Money Mobiliser. Nodes can be added at any level, except root, and the tree can have any number of levels. Deletion of nodes is only possible if the node is not yet used, or assigned anywhere. However, nodes can be deactivated at any time.


SYBASE 365
MOBILE SERVICES
System Manager Application
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Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
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REPORTS
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Contact Support
About Mobiliser
Session Timeout: 14:49 Minutes
SYBASE
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GLAccountPage

root
- 0001 GLAccountRoot
  - 223 Income
    - 534 Annual Fee
    - 509 Fee Merchant Payment
  - 201 Expenses
    - Commissions 203
      - 234 Commissions Cash-In
      - 242 Commissions Cash-Out
    - 307 Interest
      - 344 Agent Interest
      - 386 Consumer Interest

Bulk Processing

Use the Bulk Processing option to upload customer data and location-based point of interests (POIs) in CSV or XML format. Depending on your assigned privileges, the file is either uploaded for confirmation or processed immediately. Additionally, your assigned privileges determine the bulk-file formats you are allowed to upload:

- **Customer registration –** contains the equivalent data supported by Customer Registration option.
- **Customer deactivation –** is supported by listing customer identifications. This is the same file used for registering customers; however, you must use the actual IDs of the customers being deactivated.
- **Point of Interests - CSV format –** allows you to upload or replace multiple points of interest or addresses for a customer in which a file consists of fields that are delimited by commas.
- **Point of Interests - XML format –** allows you to upload or replace multiple points of interest or addresses for a customer in XML format.

The Confirm File option allows you to search for pending bulk processes to approve or reject. You can approve or reject a pending file by clicking the file name to view the details of the file. Use the History option to search for files that have been approved or rejected. All fields are optional, and if any are left blank, you see the full list of pending files. You can also download the file for further inspection.

Customer XML File Preparation

Uploading bulk customer files allows you to upload or replace multiple customers.

All the records in a XML file must be for the same object. Note the following when processing XML files:

- All required fields when you create a record.
- Files must be in UTF-8 format.

The bulk customer registration and deactivation files contain assembled service requests; one complete request per line. The following example creates a money consumer:

```
 <cus:CreateFullCustomerRequest <cus:CreateFullCustomerRequest
      xmlns:cus="http://mobiliser.sybase365.com/money/contract/v5_0/
customer" origin="SOAPUI"
      traceNo="1234"><customer><orgUnitId>0000</
orgUnitId><blackListReason>0</blackListReason><active>true</
active><test>false</test><displayName>Test
      Full
      Customer</displayName><riskCategoryId>0</
riskCategoryId><customerTypeId>2</
```

```
customerTypeId><cancellationReasonId>0</
cancellationReasonId><txnReceiptModeId>0</txnReceiptModeId></
customer><identifications><type>0</type><identification>
+49987654329</identification></
identifications><addresses><addressType>0</
addressType><addressStatus>0</addressStatus><firstName>Test</
firstName><lastName>Customer
      0815</lastName><street1>Test Street</street1><houseNumber>1</
houseNumber><city>Test
      City</city><zip>12345</zip><country>DE</country></addresses></
cus:CreateFullCustomerRequest>
```

The following example deactivates two customers :

```
 <cus:DeleteCustomerRequest
        xmlns:cus="http://mobiliser.sybase365.com/money/contract/
v5_0/customer" origin="SOAPUI"
        traceNo="1234"><customerId>500005459</customerId></
cus:DeleteCustomerRequest>   <cus:DeleteCustomerRequest
      xmlns:cus="http://mobiliser.sybase365.com/money/contract/v5_0/
customer" origin="SOAPUI"
      traceNo="5678"><customerId>500005458</customerId></
cus:DeleteCustomerRequest>
```

Point of Interest CSV File Preparation

Uploading bulk POI files allows you to upload or replace multiple point of interests or addresses for a customer. The first row in a CSV file lists the field names for the object that you're processing. Each subsequent row corresponds to a record in Money Mobiliser. A record consists of fields that are delimited by commas. A CSV file can contain multiple records and constitutes a batch.

All the records in a CSV file must be for the same object. Note the following when processing CSV files:

- Bulk processing does not support any delimiter except for comma.
- All required fields when you create a record.
- Files must be in UTF-8 format.

The POI data header must include:

```
customerid,location type,purge
```

For example:

```
1234567,7,true
```

This adds all the address to customer 1234567, the addresses are created with a location type of 7, and existing addresses of the same type with location type 7 are removed.

In addition to the header, the body of the bulk file should contain:

```
longitude,latitude,name,"extra"
```

The `name` entry is used for the name of the company, for example Star Bucks Coffee. The `"extra"` is optional and includes more details of the location, such as the cross streets or an exact address. For example:

```
-85.206844,35.008629,"Walmart","Skurlock Rd & Cornelison Rd"
-85.217847,34.998767,"Parkridge East Hospital","941 Spring Creek Rd"
```

Note: You can download pre-made CSV files containing coordinates for points of interest from *http://www.poi-factory.com/*.

Point of Interest XML File Preparation

Uploading bulk POI files allows you to upload or replace multiple point of interests or addresses for a customer.

All the records in a XML file must be for the same object. Note the following when processing XML files:

- All required fields when you create a record.
- Files must be in UTF-8 format.

The POI data header must include:

```
<PoiDataHeader customerId="12345467" locationType="7"
purgeExisting="true">
```

This adds all the address to customer 1234567, the addresses are created with a location type of 7, and existing addresses of the same type with location type 7 are removed.

In addition to the header, the body of the bulk file should contain:

```
<Poi>
     <shortName>Starbucks Dublin</shortName>
     <longitude>123.309484</longitude>
     <latitude>123.309484</latitude>
     <accuracy>10</accuracy>
     <name>blah</name>
     <street1>blah</street1>
     <street2>blah</street2>
     <zip>blah</zip>
     <city>blah</city>
     <state>blah</state>
     <country>blah</country>
     <phone>blah</phone>
     <email>blah</email>
     <url>blah</url>
  </Poi>
```

Coupon Admin

Coupon Admin is used to create and manage coupon types, create and assign coupons, and upload coupon batches. A coupon has a unique code assigned to it that identifies the coupon or the coupon type. Coupons can be uploaded as a batch or can be created with the user interface manually. Coupons can have a purchase price. In this case, the coupon can still be assigned to a customer but before it can be used; however, the coupon must be purchased using the payment transaction in Money Mobiliser.

Coupon Types

The Coupon Type option defines the issuer of the coupons, name, category, and description. A coupon always belongs to a coupon type. Therefore, before you can create or upload any coupons, you must create a corresponding coupon type only using the Web interface.

Menu	Description
Main	Defines the coupon issuer, issue dates, price, code type, and some other attributes.
Description	Defines the details for the Coupon Type in multiple languages and formats. You can edit or delete a description.
Keyword	Searchable tags assigned to the coupon type. **Note:** If the Public check box is not selected, then the Keyword menu option is not visible in the portal.
Categories	Indicates the categories assigned to the coupon type
Generate	Delivers a code that is rendered on a smartphone as a bar code, or delivered as a binary image. The code of the coupon represents the piece of information that is checked upon redemption. Therefore, the code is directly bound to the coupon. Coupons always have a coupon code and serial number.
Batches	Uploads a batch of coupons in a CSV file format. Each coupon batch must belong to the same coupon type and contain one or more coupons. You must manually activate a new coupon batch before you can use it.
Locations	Defines a list of geolocation coordinates for each customer type. Use these geolocations, along with radius information, to prioritize search results for a user. **Note:** If the Public check box is not selected, then the Locations menu option is not visible in the portal.

Menu	Description
Assign	Assigns coupons to one or more customers, depending on the coupon quantity. However, if the coupon is public, users can search for coupons using their mobile phone. **Note:** A coupon is not assigned to a customer when the coupon is created.

Creating Coupon Types

You can create a coupon type to define categories, labels, and destinations to allow a coupon to be searched or browsed by a consumer.

1. Click **Coupon Admin** and select **Coupon Types**.
2. Click **Add a Coupon Type**.
3. In the main pane, enter the required information.
    a) (Optional) Click **Active** to activate the coupon for use.
    b) (Optional) Click **Public** to make the coupon available in searches via a mobile device. If Public is not selected, then the Keyword and Locations menu options are not visible in the portal.
4. Click **Save**.
5. In the left pane, click **Description**.
6. Click **Add Description** to enter a brief description of the coupon type.
7. Click **Save**.
8. In the left pane, click **Keyword** and enter comma-separated keywords for the coupon type, then click **Save**.
9. In the left pane, click **Categories** and assign one or more categories to the coupon type.

Generating Coupons

Coupons can be delivered as a code that is rendered on a smartphone as a bar code, or delivered as a binary image. The code of the coupon represents the piece of information that is checked upon redemption. Therefore, the code is directly bound to the coupon. Coupons always have a coupon code and serial number.

1. Click **Coupon Admin** and select **Coupon Types**.
2. Click **Edit** for the coupon type you want to generate.
3. In the left pane, click **Generate**.
4. Enter the required information.
5. Click **Save**.

Uploading Batch Coupons

You can upload a batch of coupons in a CSV file format. Each coupon batch must belong to the same coupon type and contain one or more coupons. You must manually activate a new coupon batch before you can use it.

1. Click **Coupon Admin** and select **Coupon Types**.
2. Click **Edit** for the coupon type you want to add a coupon batch.
3. In the left pane, click **Batches**.
4. Click **Add a Coupon Batch**.
5. Browse for the file and click **Save**.
6. Click **Main**.
7. Click **Activate** to select it.

Adding Coupon Locations

You can maintain a list of geolocation coordinates for each customer type. Use these geolocations, along with radius information, to prioritize search results for a user.

1. Click **Coupon Admin** and select **Coupon Types**.
2. Click **Edit** for the coupon type you want to add a location.
3. In the left pane, click **Locations**.
4. Enter the longitude and latitude.
5. (Optional) Enter the radius.
6. Click **Save**.

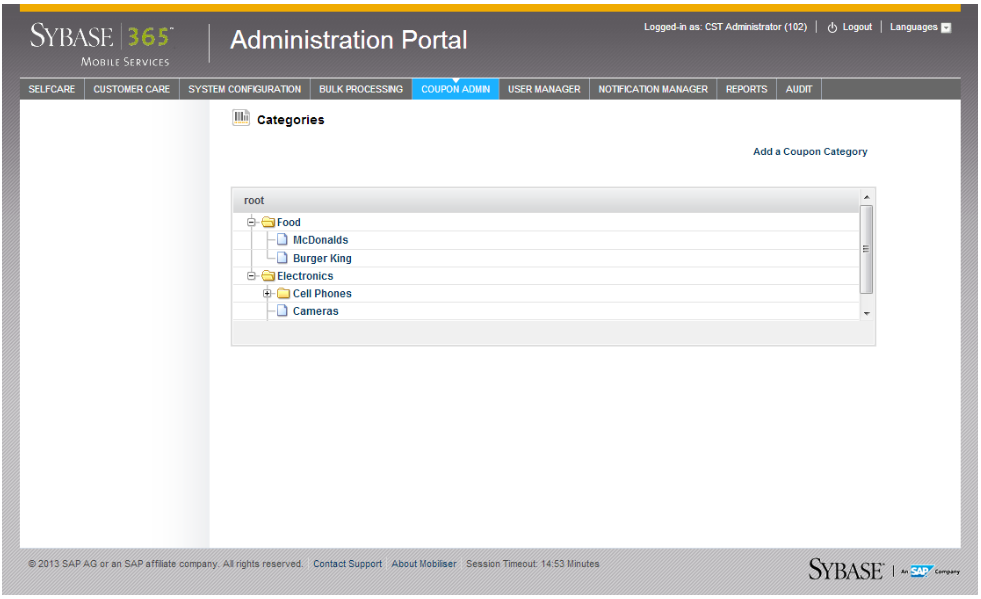
Assigning Coupons

A coupon is usually not assigned to a customer when initially created. You can assign coupons to one or more customers, depending on the coupon quantity. However, if the coupon is public, users can search for coupons using their mobile device.

1. Click **Coupon Admin** and select **Coupon Types**.
2. Click **Edit** for the coupon type you want to assign.
3. In the left pane, click **Assign**.
4. Select one of the identification types:
    - Mobile Phone Number
    - Customer ID
    - User Name
5. Enter the customer's identification.
6. Click **Save**.

Categories

Money Mobiliser consumers can browse coupon categories on their mobile devices to purchase and redeem coupons. Coupon Categories are managed globally and in a hierarchy. Coupon Categories without a parent category are root categories and are listed first. All other categories are shown after you drill further down into the hierarchy. You can add or edit a coupon category, but you cannot remove it. However, you can edit the coupon category description.


SYBASE 365
Mobile Services
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Categories
Add a Coupon Category
root
Food
McDonalds
Burger King
Electronics
Cell Phones
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Coupon Search

Use the Coupon Search option to search for coupons assigned to a customer ID and coupon serial number.

User Manager

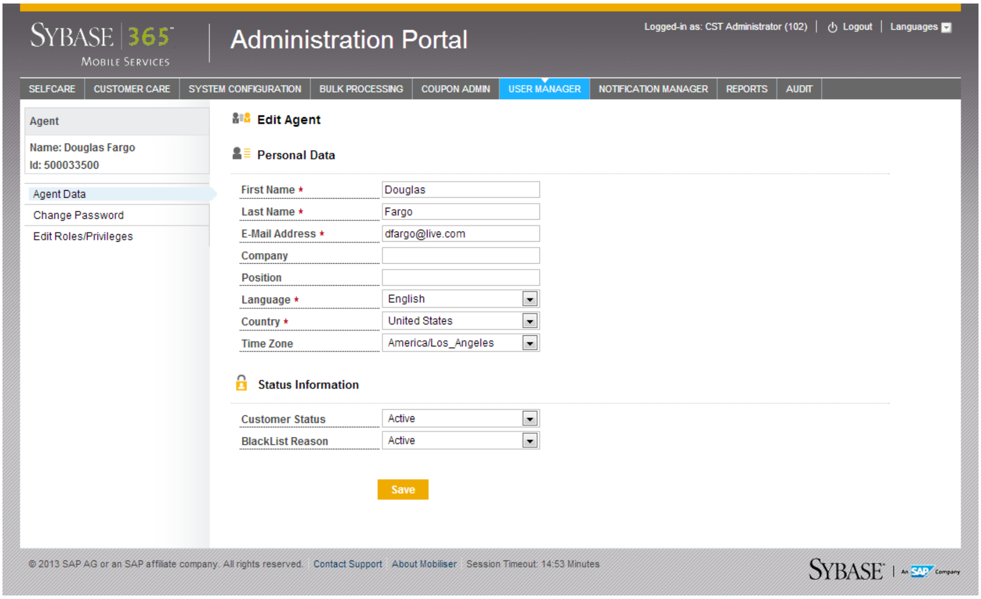
The User Manager option manages back-office or customer support agents. You can add new agents or edit an agent's personal data, password, roles, and privileges. The user manager feature is available only to those agents who are assigned the user manager role and its respective privileges.

Agents

The Agents option includes functions that let you manage back-office or customer support agents. You can edit the agent's personal data, password, roles, privileges, and status information. However, you cannot change an agent's user name, or remove agents from the system. You can also grant assigned roles and privileges to other agents. For example, if the CSTFULL agent grants assigned roles to agent A, then agent A will only be able to assign roles to other agents with the same assigned roles and privileges that agent A has been granted.

If you choose to deactivate (remove) an agent, this agent is disabled and does not appear in the search results. A cancellation reason must be selected when you deactivate an agent.

Note: Deactivation is permanent. If you want to block an agent temporarily, use the Black List feature.


SYBASE 365
Mobile Services
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Agent
Agent Data
Change Password
Edit Roles/Privileges
Save
Contact Support
About Mobiliser
SYBASE
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Name: Douglas Fargo
Id: 500033500

Edit Agent

Personal Data

First Name *	Douglas
Last Name *	Fargo
E-Mail Address *	dfargo@live.com
Company	
Position	
Language *	English
Country *	United States
Time Zone	America/Los_Angeles

Status Information

Customer Status	Active
BlackList Reason	Active

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Roles and Privileges

Privileges control which functions can be used in the portals. Agents can have individual roles and privileges. Depending on the different agent types and their assigned roles and privileges, only parts of the portal may be visible.

For example:

- A first-level agent who is authorized to read customer core data can search only for customers and view their information.
- An agent who is assigned the role of notification manager and the respective privileges can see only the notification manager menu.

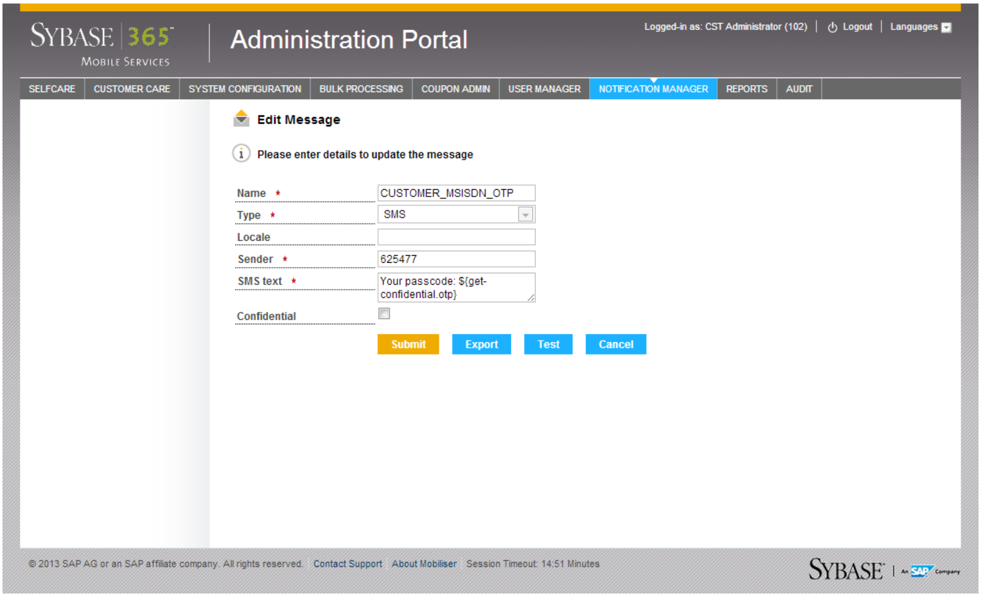
You can add, edit, or remove roles and privileges. However, if a role is mapped to a privilege then the role must be removed first. Also, if a privilege is mapped to a role then the privilege must be removed first. You cannot, however, edit the role name or role description.

Notification Manager

Use the Notification Manager option to manage SMS and e-mail messages. Notifications of important events are sent to alert customers and back-office agents. For example, a message can be sent to a user when his or her account balance drops below a given threshold. You can add, import, export, edit, or remove messages.

Messages

Dedicated syntax is used for the placeholder of a message. For example, when you use ${get.PARAMETER} in the message text it is treated as a placeholder. Additionally, when you use get-confidential in the placeholder, the message is considered holding sensitive information. Messages that have confidential placeholders are not visible in clear text on the server; the message content is not written in log files, and the messages are stored encrypted in the database. For example, ${get-confidential.otp} in the one-time password (OTP) notification marks the message as confidential.


SYBASE 365 Mobile Services
Administration Portal
Logged-in as: CST Administrator (102) | Logout | Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Submit
Export
Test
Cancel
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About Mobiliser
Session Timeout: 14:51 Minutes
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Edit Message

Please enter details to update the message

Name *	CUSTOMER_MSISDN_OTP
Type *	SMS
Locale	
Sender *	625477
SMS text *	Your passcode: ${get-confidential.otp}
Confidential	☐

You can import or export messages, which are XML format. The XML file contains the message name, sender's information, template type, and message content. When you export more than one message, the messages are saved in one XML file. If you export a message and then try to import it, the existing file cannot be overwritten.

After you have created, edited, or imported a message, you can test it to make sure it can be delivered. When testing the message with a placeholder, you can provide a replacement value for each placeholder value in the message text.

Attachments

You can also add or edit attachments, but you cannot remove attachments. If you edit an attachment, it must be the same file type as the original. Additionally, you cannot view attachments. You can only search for an attachment and edit the character set or attach a new file.

Transaction Template

Use the Transaction Template option to send out transaction receipts of financial transactions. Transaction receipts are sent out to the payer or payee of the transaction via e-mail and SMS messages based on the individual customer preferences and the data in the template.

Field	Description
Use Case	Indicates the use case for this configuration.
Template	Indicates the name of the template as available in the message gateway.
Payer	Indicates if this configuration is for the payer or the payee of the transaction.
Active	Indicates if the configuration is active.
Org Unit	Indicates the organizational unit of the customer who participated in the transaction.
Transaction Status	Indicates the status of the transaction for which to send out a message.
Test	Indicates if this template should be sent out as a test or for real transactions.
Error Code	Defines the error code for which to send out a message. You can use three different values: • **0 –** indicates success messages • ***N* –** indicates a message for a particular error • **-1 –** indicates a catch-all for error codes that have not been defined

Reports

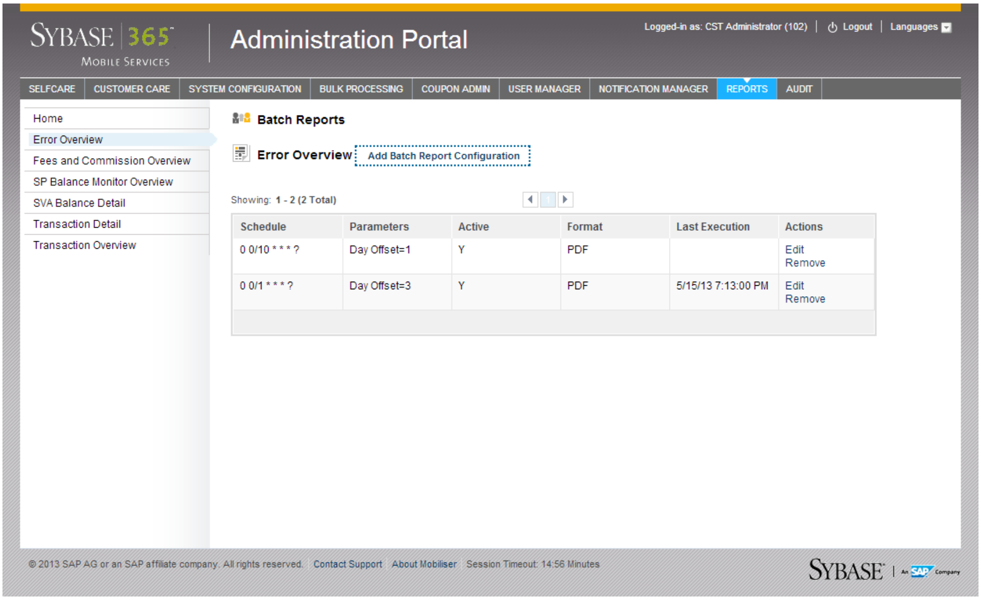
The Reports option lets you generate reports in a variety of formats: PDF, CSV, Microsoft Excel, SAP® Crystal Reports, or RTF.

Report Type	Description
Commission	Displays commission details within a date interval.
Daily Transaction	Displays all transactions performed for a single day.
Error Overview	Displays failed transactions.
Fees and Commissions Overview	Displays the fee and total commissions for a single day.
SP Balance Monitor Overview	Displays the end-of-day balance, aggregated on SVA type.
SVA Balance Detail	Displays end-of-day balance of all SVA accounts in the system.
SVA Balance Report	Displays the balance snapshot of the SVA for the current user.
Transaction	Displays a transaction summary for the currently logged-in agent.
Transaction Detail	Displays details about all successful transactions from the previous day.
Transaction Overview	Displays all successful transactions of the previous day, aggregated by use case.

By default, report data is generated for the previous day; however, you can use the day offset field to generate data from earlier than the previous day. For example, a day offset of 2 produces a report for the day before yesterday. For some reports, you must enter specify a date range to generate the data.

You can run online reports and view them immediately. The report data generated in online reports is for the current session only. After viewing the report, you can export it to PDF, CSV, RTF, Crystal Reports, or Microsoft Excel. You cannot edit or remove online reports.

You can configure batch reports to run based on a specified schedule and in a CSV, PDF, or RTF format. You can also configure multiple batch reports for the same report type. In addition to adding batch reports, you can edit and remove a batch report. If you don't want to remove the batch report completely, then you can disable it by selecting **NO** from the Active drop down list.


SYBASE 365 Mobile Services
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Home
Error Overview
Fees and Commission Overview
SP Balance Monitor Overview
SVA Balance Detail
Transaction Detail
Transaction Overview
Batch Reports
Error Overview
Add Batch Report Configuration
Showing: 1 - 2 (2 Total)
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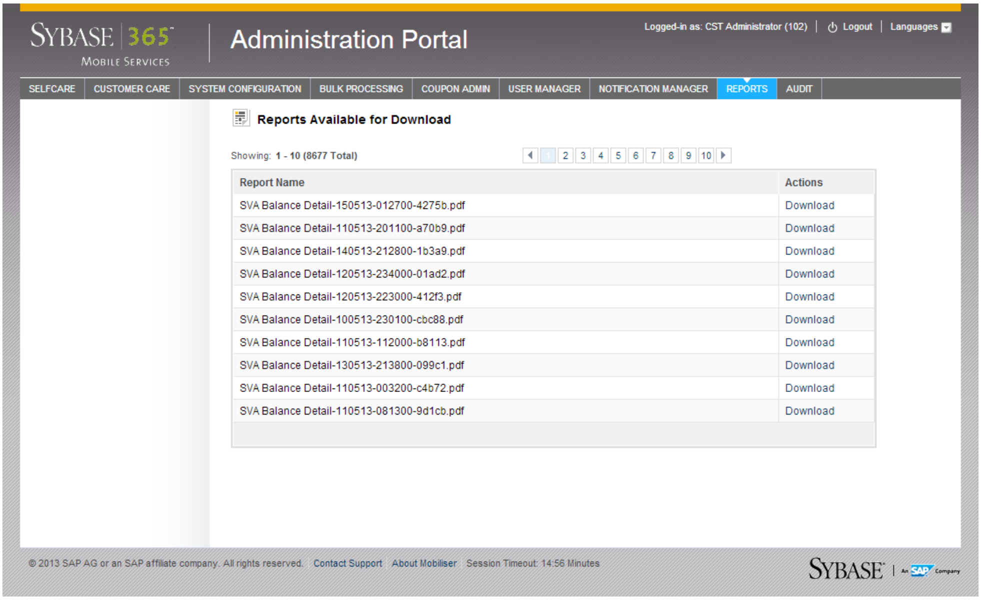
Schedule	Parameters	Active	Format	Last Execution	Actions
0 0/10 * * * ?	Day Offset=1	Y	PDF		Edit Remove
0 0/1 * * * ?	Day Offset=3	Y	PDF	5/15/13 7:13:00 PM	Edit Remove

The report names used for batch reports consist of the report type, date, time, and a unique identifier. After a batch report runs, click **Download** in the Actions column to view it.


SYBASE 365 Mobile Services
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Reports Available for Download
Showing: 1 - 10 (8677 Total)
2 3 4 5 6 7 8 9 10
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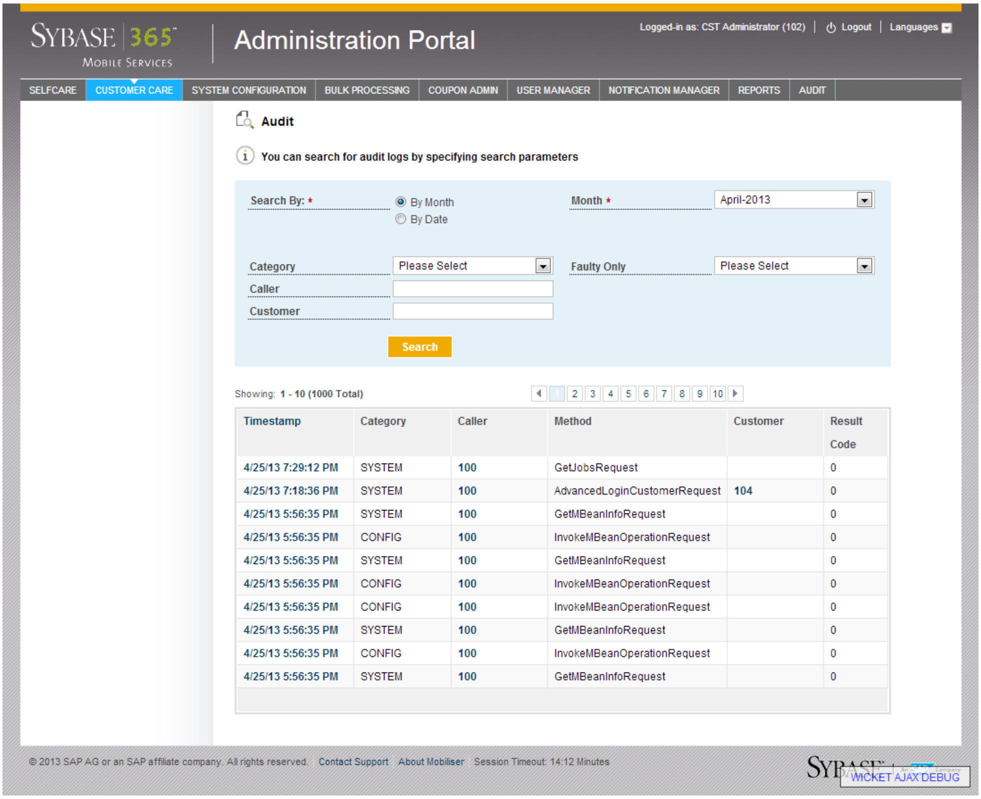
Report Name	Actions
SVA Balance Detail-150513-012700-4275b.pdf	Download
SVA Balance Detail-110513-201100-a70b9.pdf	Download
SVA Balance Detail-140513-212800-1b3a9.pdf	Download
SVA Balance Detail-120513-234000-01ad2.pdf	Download
SVA Balance Detail-120513-223000-412f3.pdf	Download
SVA Balance Detail-100513-230100-cbc88.pdf	Download
SVA Balance Detail-110513-112000-b8113.pdf	Download
SVA Balance Detail-130513-213800-099c1.pdf	Download
SVA Balance Detail-110513-003200-c4b72.pdf	Download
SVA Balance Detail-110513-081300-9d1cb.pdf	Download

Audit

Use the Audit option to search for the logging of security-related events, data read access, and configuration changes. The security audit logs include events that impact the confidentiality, integrity, and availability of the system. For example, failed logins and authorization checks, and changes in critical system parameters. The data read access audit logs include all attempts to access sensitive personal data or personally identifiable information (PII). The configuration change audit logs include changes to any configuration data such as creating a batch report or removing a limit set. In addition to the security, read, and configuration audit logs, Money Mobiliser logs system requests such as customer login.

Click the time stamp to view the details of an audit record.


SYBASE 365 MOBILE SERVICES
Administration Portal
Logged-in as: CST Administrator (102)
Logout
Languages
SELFCARE
CUSTOMER CARE
SYSTEM CONFIGURATION
BULK PROCESSING
COUPON ADMIN
USER MANAGER
NOTIFICATION MANAGER
REPORTS
AUDIT
Search
WICKET AJAX DEBUG

Audit

You can search for audit logs by specifying search parameters

Search By: *	● By Month ○ By Date	Month *	April-2013
Category	Please Select	Faulty Only	Please Select
Caller			
Customer			

Showing: 1 - 10 (1000 Total)

Timestamp	Category	Caller	Method	Customer	Result Code
4/25/13 7:29:12 PM	SYSTEM	100	GetJobsRequest		0
4/25/13 7:18:36 PM	SYSTEM	100	AdvancedLoginCustomerRequest	104	0
4/25/13 5:56:35 PM	SYSTEM	100	GetMBeanInfoRequest		0
4/25/13 5:56:35 PM	CONFIG	100	InvokeMBeanOperationRequest		0
4/25/13 5:56:35 PM	SYSTEM	100	GetMBeanInfoRequest		0
4/25/13 5:56:35 PM	CONFIG	100	InvokeMBeanOperationRequest		0
4/25/13 5:56:35 PM	CONFIG	100	InvokeMBeanOperationRequest		0
4/25/13 5:56:35 PM	SYSTEM	100	GetMBeanInfoRequest		0
4/25/13 5:56:35 PM	CONFIG	100	InvokeMBeanOperationRequest		0
4/25/13 5:56:35 PM	SYSTEM	100	GetMBeanInfoRequest		0

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Index

A

add a credential pattern 25
add a policy 25
add coupon locations 35
add customer type policy 24
add fee types 13
add limit sets 16
add restriction groups 22
add restriction rules 23
add restrictions 22
add use case
    fee type 14
    limit sets 16
add wallet entries 18
agents
    add 37
    blacklist 37
    block 37
    deactivate 37
    edit 37
    privileges 38
    remove 37
    roles 38
assign coupons 35
attachments
    customer care 5
    notification manager 40
audit 43

B

batch coupons 35
batch reports 41
bulk processing
    confirm file 29
    customer deactivation 29
    customer registration 29
    history 29
    pending processes 29
    point of interest (POI) 29
    upload file 29
    XML file preparation 29–31

C

change password 3
contacts
    justify contact 8
coupon admin 33
    adding coupon locations 35
    assigning coupons 35
    categories 36
    coupon types 33
    creating coupon types 34
    generating coupons 34
    search 36
    uploading batch coupons 35
coupon categories 36
coupon search 36
coupon types 33
    adding coupon locations 35
    assigning coupons 35
    creating 34
    generating coupons 34
    uploading batch coupons 35
create coupon type 34
create customers 18
credential policies
    adding a credential pattern 25
    adding a policy 25
    adding customer type policy 24
    credential pattern 23
    customer type 23
    policy 23
customer care 5
    blacklist 5
    block 5
    change mobile phone number 5
    change security answer 5
    change security question 5
    configure fees 5
    configure limits 5
    customer registration 5
    deactivate 5
    edit 5
    find 5
    find pending approval 7
    reset offline PIN 5
    reset password 5
    rest PIN 5
    show contacts 9

customer file preparation 29
customer registration 5
customer type 18, 19

D

download reports 41
dual approval 18
    privilege, checker 20
    privilege, execute 20
    privilege, maker 20

E

exchange rate 11

F

fee sets 14
fee type
    adding use case configuration 14
    use case configuration 13
fee types 12
    adding 13
fees 12
    fee types 12
file types 18
find customer
    accounts 5
    agent transactions 5
    attachments 5
    bill configuration 5
    bill history 5
    blacklist 5
    block 5
    change mobile phone number 5
    change security answer 5
    change security question 5
    configure fees 5
    configure limits 5
    contact points 5
    contacts 5
    deactivate 5
    edit 5
    history 5
    messages 5
    mobile alerts 5
    offline SVA 5
    open bills 5
    reset offline PIN 5
    reset password 5
    reset PIN 5
    service packages 5
    standing data 5
    synchronization history 5
    transaction history 5
find pending approval
    customer 7
    transactions 7
    wallet 7

G

generate coupons 34
GL account tree 26
global configuration
    customer type 19
    risk category 19

I

interest configuration 25

J

justify contact 8

L

limit classes 17
limit sets 15
    adding 16
    adding use case 16
limits 15

M

messages
    create 39
    edit 39
    export 39
    import 39
    test 39

N

notification manager 39
  attachments 40
  create messages 39
  edit messages 39
  export messages 39
  import messages 39
  messages 39
  test messages 39
  transaction template 40

O

online reports 41

P

POI file preparation
  CSV 30
  XML 31
point of interest (POI) 30, 31
point of interest file preparation
  CSV 30
  XML 31
privileges
  add 38
  add wallet entries 18
  checker 20
  create customers 18
  customer type 18
  edit 38
  execute 20
  file types 18
  maker 20
  remove 38
  transactions 18

R

register new customer 5
reports
  batch 41
  online 41
restriction groups 21
restriction rules 21
restrictions
  adding restriction groups 22
  adding restrictions 22
  adding rules 23
  groups 21
  risk category 21
  rules 21, 23
risk category configuration 19
roles
  add 38
  edit 38
  remove 38

S

self care 3
service packages 23
show contacts 9
system configuration 11
  credential policies 23
  exchange rate 11
  fee sets 14
  fee types 12
  fees 12
  GL account tree 26
  interest configuration 25
  limit classes 17
  limit sets 15
  limits 15
  service packages 23
  terms and conditions 23

T

terms and conditions 23
transaction template 40
transactions 18

U

use case
  fee type 13
  limit sets 16
user manager 37
  agents 37