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Self Service Terminal OPS Procedure

Management Interface

Part 2: FNB Manage interface

FNB Management Interface

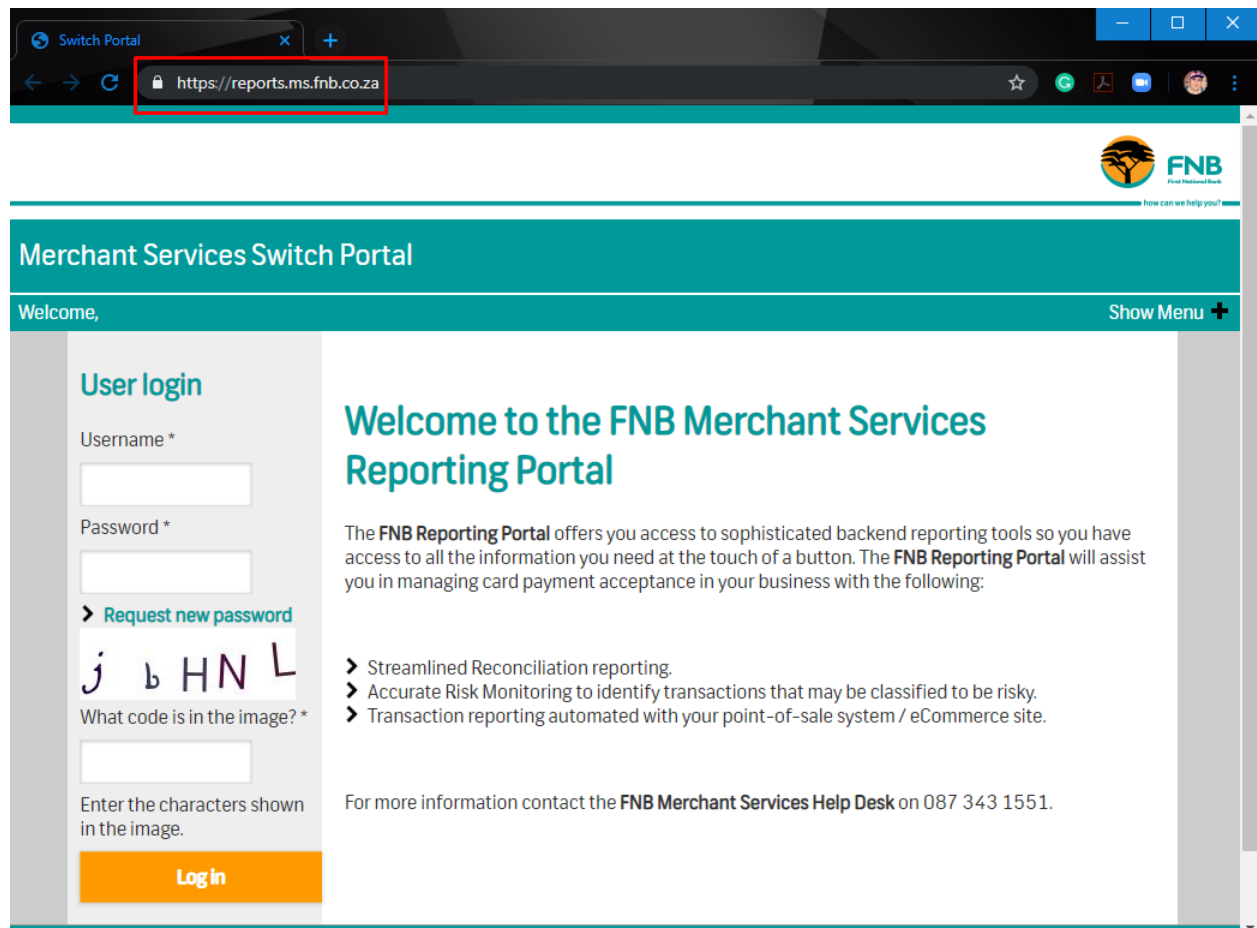
This document will guide you through setting up the FNB Manage interface and cover some key features.

The first thing you will need to do is on the server on google chrome you will need to visit the following URL:

<http://reports.ms.fnb.co.za>

Note:

Bookmark this URL as SST FNB Switch Portal to easily access this when you need to.



Once the page has loaded you will have to login with the login details received from FNB when you signed up, If you have not received this information please call the FNB Merchant Service Help Desk on 087 343 1551

Once logged in:

You will be able to view all transactions for the day as well as process refunds if needed.

Office Contact Details

Aura Helpdesk

support@cosoft.co.za

<http://support.cosoft.co.za/support/solutions>

Aura Helpdesk Hours

6:00am to 11:00pm, 7 days a week



In order to ensure that all calls taken have been logged and are treated with the importance and urgency each one rightfully deserves, please keep the following points in mind when consulting with our helpdesk:

- Ensure that the technician you are speaking to knows which store you are calling from, and that you get the name of the technician you speak to.
 - Be clear and concise with what the problem is and when it started appearing. The more information you can provide, the better.
 - If the technician does not offer you a reference number for your call, you should ask them for one. Not only does this makes it easier to follow up on the status of the issue later, but also ensures that your call is logged in our system and is being / has been attended to properly.
 - Most importantly, please keep in mind that Cosoft provide the Aura Point of Sales Suite; for any other problems such as your email, internet, anti-virus software and the like, please contact the software distributor or supporter related to that application. These contact details can generally be found under the application's Help > About or Help > Contact Us options.
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