

The United Republic Of Tanzania



(GePG) – LUKU CUSTOMER CARE PORTAL

User Manual

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Introduction

Purpose of this user manual

This User Manual provides instructional support and guidance to Authorized registered Users of Government e-Payment Gateway (GePG) - LUKU Customer Care Portal. The manual focuses on access, navigation and use of the Portal by all Stakeholders to get information related with Luku token.

About the Portal

Government e-Payment Gateway (GePG) - LUKU Customer Care Portal is a web based application system designed to be used by GePG support Team, Payment Service Providers (PSP) customer care, and Service Provider (TANESCO) customer care.

System Requirements

Government e-Payment Gateway – LUKU Customer Care Portal can be accessed using an electronic device such as computers system and smartphone with the following minimum specifications:

- i. Web browser
- ii. A viable internet or network connection

Features

- Ability to resend token
- Ability to retrieve 3 days old token
- Ability to view the status of the transaction
- Ability to have status reasons or Error reasons.
- Ability to search the customer request by
 - i. Date range (From –To).
 - ii. Phone Number (MSISDN)
 - iii. PSP Receipt.
 - iv. Meter number.
 - v. GePG Receipt.

User interface

The Government e-Payment Gateway – LUKU Customer Care Portal has been designed using the latest technology to ensure real time interactivity and includes multiple features as listed below:

- Login Page
- Home Page
- User Profile
- User Management

Login Page

In order to login, you need to have defined credentials that are: username and password. Then

you can access the system through the URL: http://154.118.230.206/luke_care

Steps to Login

1. Enter your email address /user Id.
2. Enter your password
3. Click Login

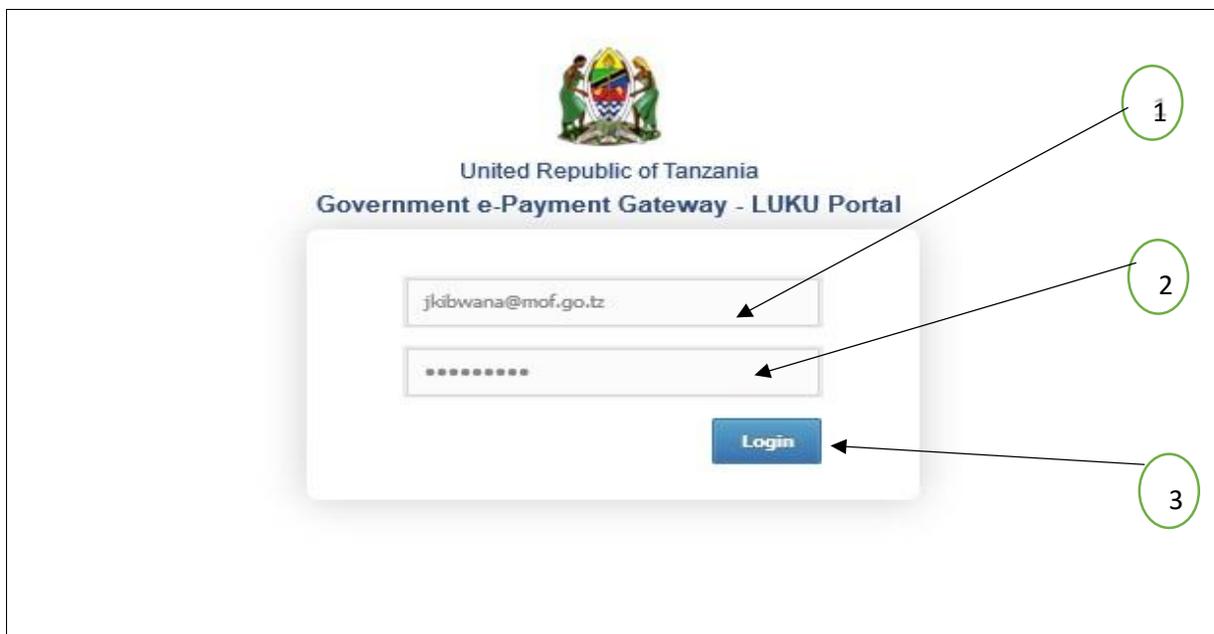


Fig 1. The login screen

NOTE: If you don't have login credentials, please contact your Institution System Administrator

Home Page

After successful login to the Government e-Payment Gateway - LUKU Customer Care Portal, you will see the following screen (LUKU Customer Care Portal Dashboard).

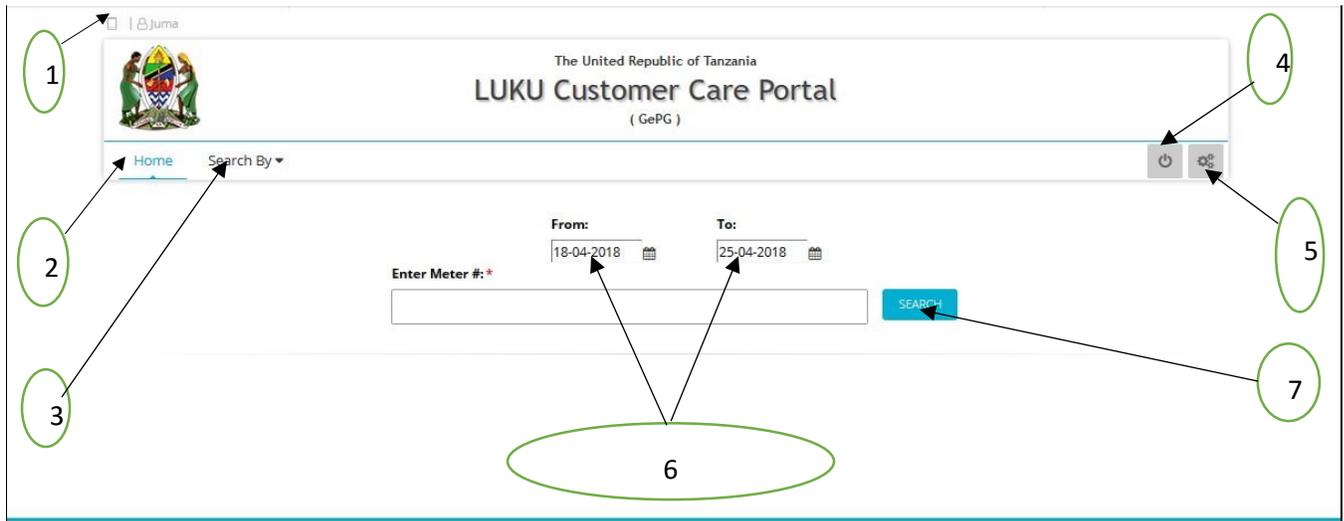


Figure 2. The Home Page screen

From the figure 2 above:

1. User profile

This used to show the profile of the user (Who currently logged in to the portal)

2. Home button

This button helps users to return to the home page of the portal.

3. Search By Button

This button help to show or to choose the criteria used for searching the transaction.

❖ The Search By button consist of four criteria which are:

- i. Meter Number
- ii. PSP Receipt Number
- iii. Phone Number
- iv. GePG Receipt Number

In order to see and choose the specific criteria, click the dropdown arrow in the Search By button then enter the required value in blank box.

4. Logout button

This button used to logout or exit from the portal.

5. Settings button

Shows the setting of the portal. This feature is available for Institutional System Administrators only for user management such as: creating users, deactivating user and activating user, password reset etc.

6. Search date

This feature helps to set the specific date /period of transaction you want to search.

7. Search button

This button used to search the transaction.

How to Search the transaction

1. Choose the search criteria
2. Type the transaction in the search bar
3. Select the search date
4. Click Search then wait for a second

See the figure 3 below

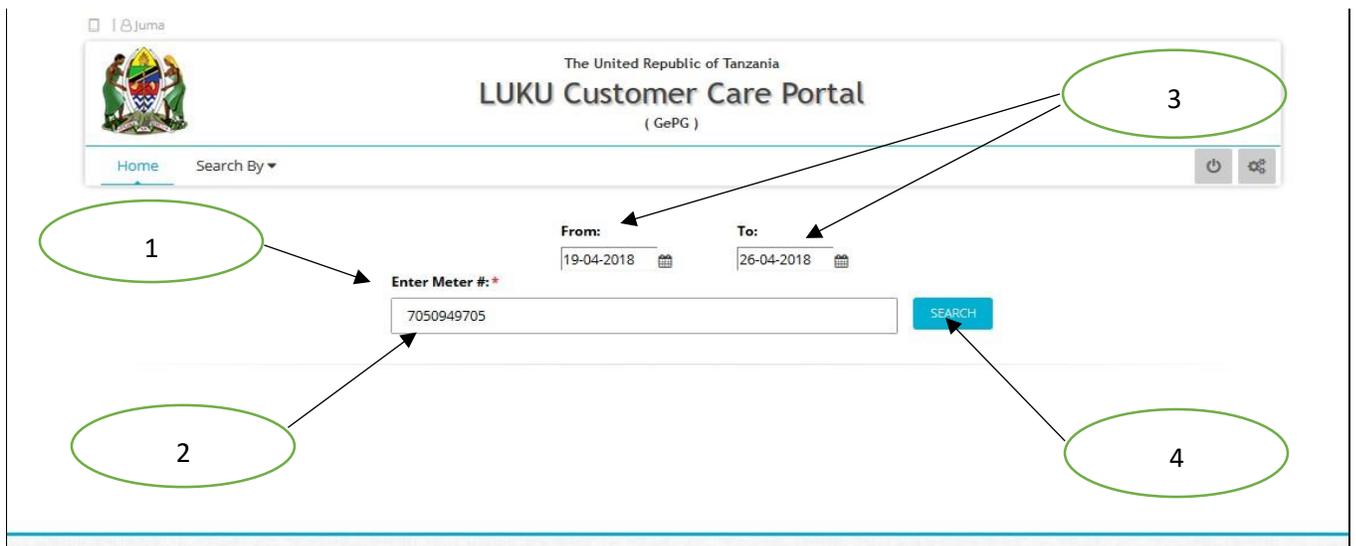


Figure 3: How to search transaction.

The Results of Search

There are four types of results of the search

1. Transactions with **OK** remarks (token can be resend)
2. Transactions with **Successful** remarks (wait for 40 second to be able to resend a token)
3. Transactions with **error** remarks (no token to resend) eg. Wrong meter number
4. Transaction not found. (The transaction has no trace on the portal)

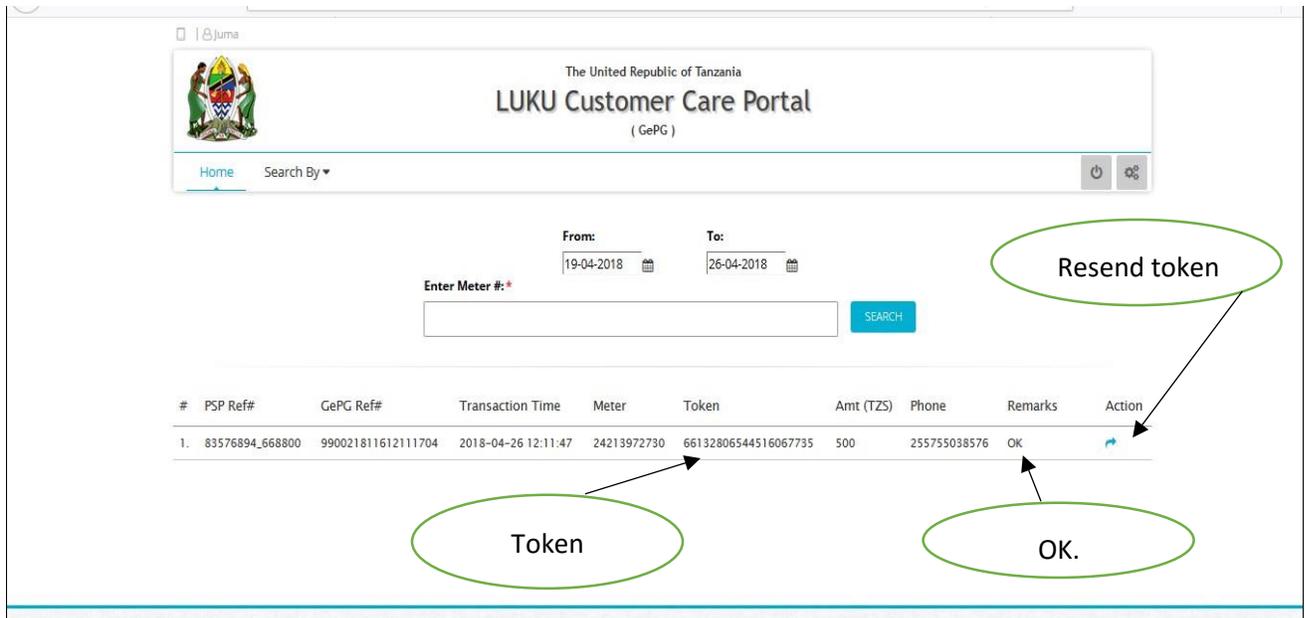


Figure 4: Transaction with Ok remark

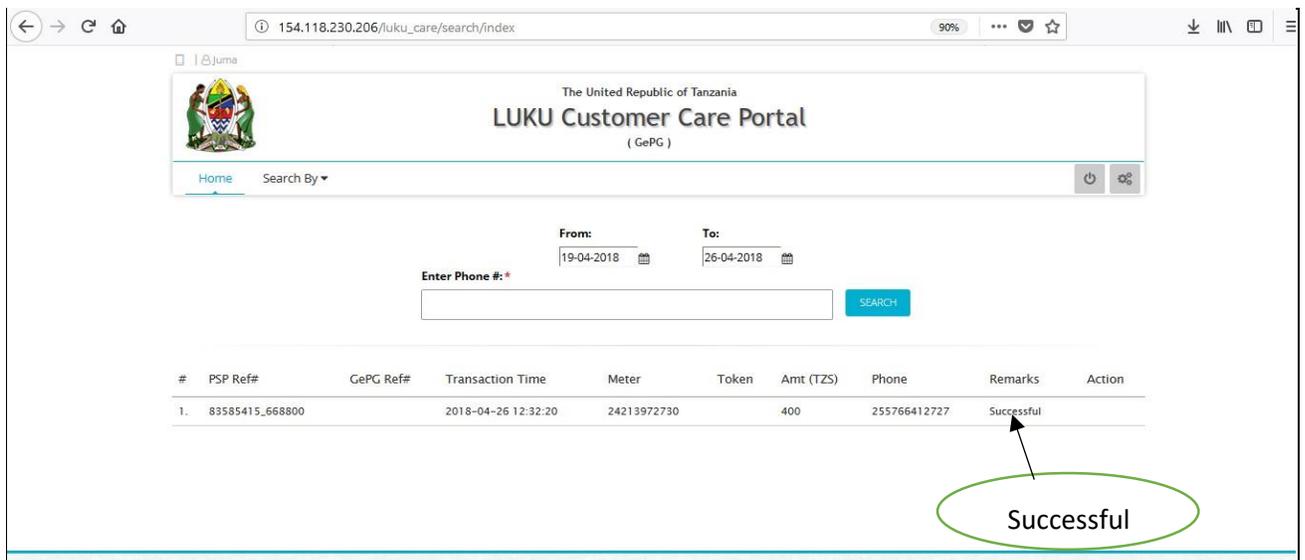


Figure 5: Transaction with successful remark

| # | PSP Ref# | GePG Ref# | Transaction Time | Meter | Token | Amt (TZS) | Phone | Remarks | Action |
|----|-----------|-----------|---------------------|------------|-------|-----------|--------------|---|--------|
| 1. | 149328937 | | 2018-04-24 18:10:23 | 5419329630 | | 5000 | 255625841409 |  | |

Error icon

Error message

| # | PSP Ref# | GePG Ref# | Transaction Time | Meter | Token | Amt (TZS) | Phone | Remarks | Action |
|----|-----------|-----------|---------------------|------------|-------|-----------|--------------|-----------------------|--------|
| 1. | 149328937 | | 2018-04-24 18:10:23 | 5419329630 | | 5000 | 255625841409 | Unknown meter number! | |

Figure 6 : Transaction with error remark

Home Search By

From: 20-04-2018 To: 27-04-2018

Enter Meter #: *
1233456 SEARCH

Info: No Record Found!

No transaction

Figure 7 : Transaction with no record found remark

New Features (Upload File)

Overview of Upload File Feature

The New feature (**Upload File**) is self service feature used to upload file in Ms excel or CSV format to find token. Currently can retrieve **3 days old token**. The file to be uploaded should not exceed 100 transactions. Any file exceeding 100 transactions should be divided/split into different files and uploaded separately one after another.

This New feature is available only to **Institution System Administrator** or User with **Reconciliation Role**.

Home page.

After successful login to the Government e-Payment Gateway - LUKU Customer Care Portal, you will see the following screen (LUKU Customer Care Portal Dashboard) with added button named **Upload File** as indicated below figure.

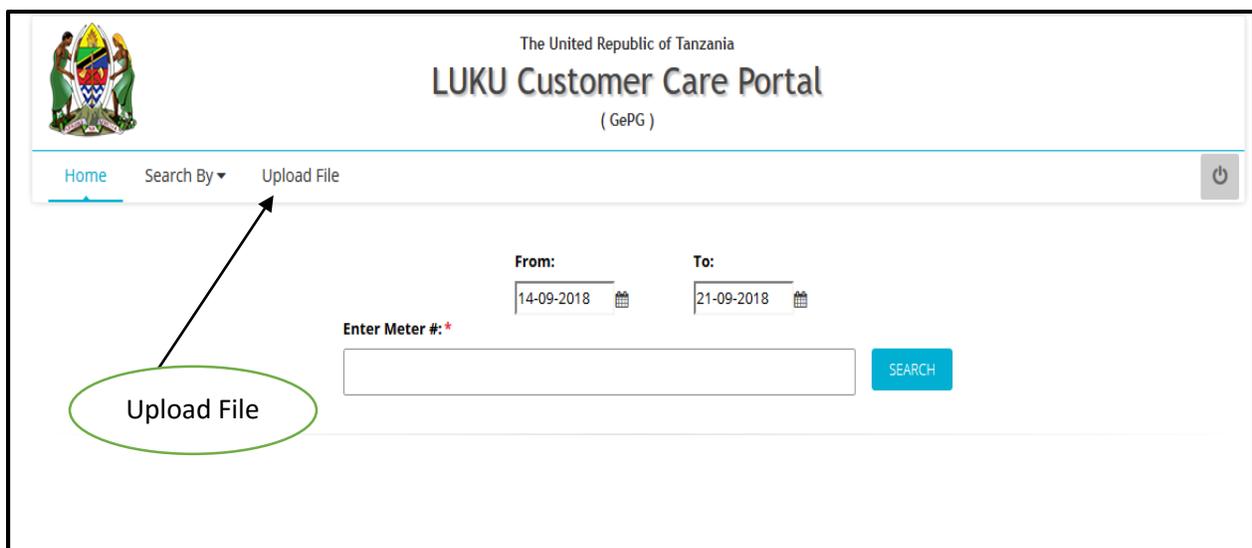


Figure 8 : Upload

Uploading the file.

Important **note** before uploading file.

- I. The file to be uploaded should contain not more than 100 entries (Excel or CSV Format)
- II. The first column must be PSP Reference number/Transaction ID.
- III. File size limit is 500kb

Sample file

| | A | B | C | D | E | F |
|----|--------------------|-----------------------|-------------------------|---------------------------|-------------------------|---------------------|
| 1 | PSP RECEIPT | Transaction ID | Transaction Date | Transaction Amount | Previous Balance | Post Balance |
| 2 | 900664379855 | MP180919.0602.B85551 | 43362 | 3000 | 42809847.04 | 42812847.04 |
| 3 | 900664394390 | MP180919.0710.B88963 | 43362 | 20000 | 2554782.033 | 2574782.033 |
| 4 | 900664409965 | MP180919.0745.C95716 | 43362 | 1000 | 42309127.18 | 42310127.18 |
| 5 | 900664432827 | MP180919.0829.A97612 | 43362 | 10000 | 41299489.79 | 41309489.79 |
| 6 | 900664500098 | MP180919.1001.B09513 | 43362 | 50000 | 41472944.38 | 41522944.38 |
| 7 | 900664507852 | MP180919.1010.C15656 | 43362 | 2000 | -166980778.3 | -166978778.3 |
| 8 | 900664522293 | MP180919.1028.C18361 | 43362 | 2000 | 41075588.91 | 41077588.91 |
| 9 | 900664538254 | MP180919.1047.B17339 | 43362 | 1000 | 40609896.22 | 40610896.22 |
| 10 | 900664600272 | MP180919.1202.A30804 | 43362 | 1000 | 41221789.62 | 41222789.62 |
| 11 | 900664659510 | MP180919.1316.B42777 | 43362 | 5000 | 43064789.27 | 43069789.27 |
| 12 | 900664682639 | MP180919.1347.A48281 | 43362 | 50000 | 40277138.39 | 40327138.39 |
| 13 | | | | | | |

PSP REFERENCE NUMBER

Figure 9: Sample Pending Transaction File

Steps to Upload File

- i. Save your file in any location in your Computer
- ii. Open the portal and click Upload File button.
- iii. Browse the file from location in you computer.
- iv. Click Submit button
- v. Wait the file to be processed after submitted /when system is searching for token as indicated in figure below.

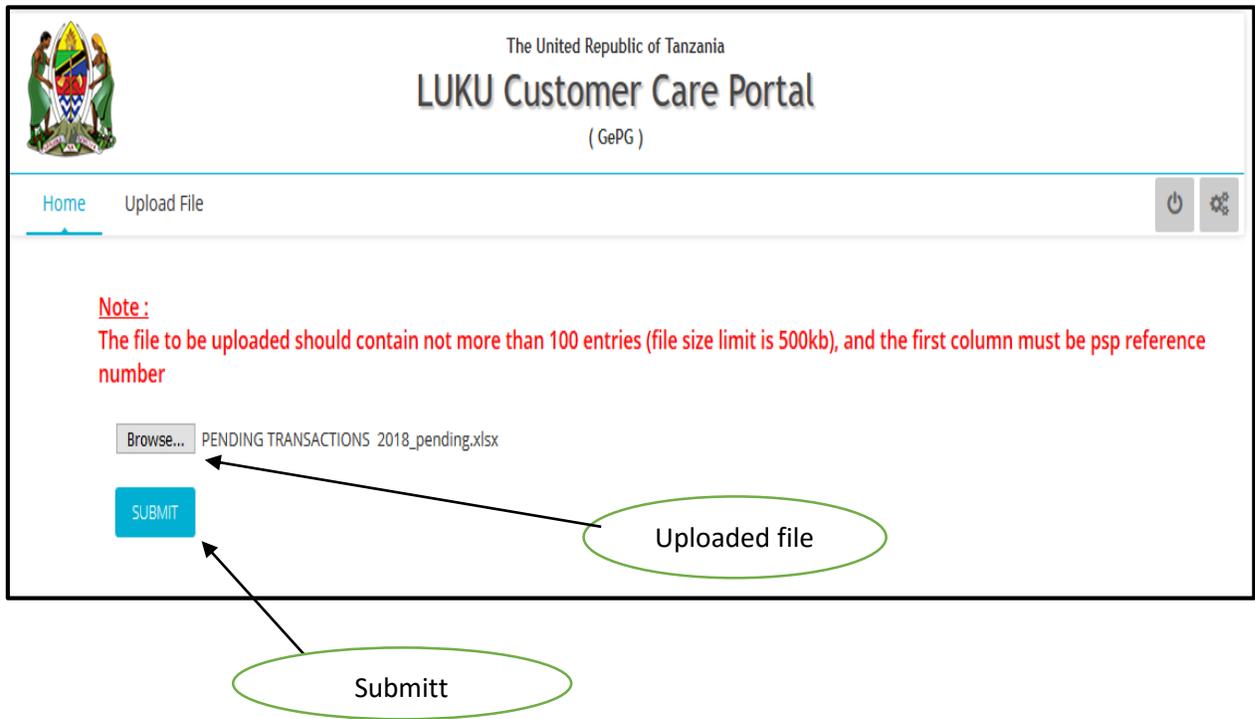


Figure 10: Submit

Searching for token

After clicking submit, the system will start to query for searching the token.

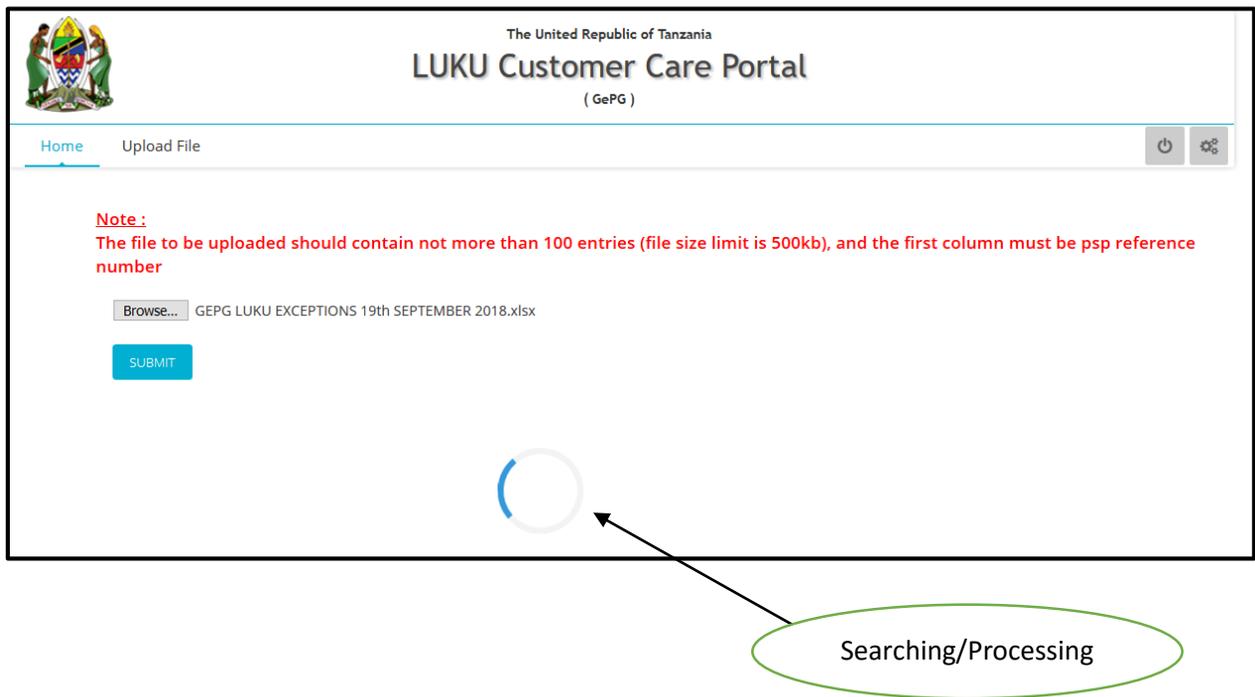


Figure 11: Search

Downloading the file

Click Download button after searching completed to download the sorted file.

Note: The output file will be in Ms Excel format containing only **8 important columns** regardless of any number of columns contained in original files as indicated sample below figure:

regar

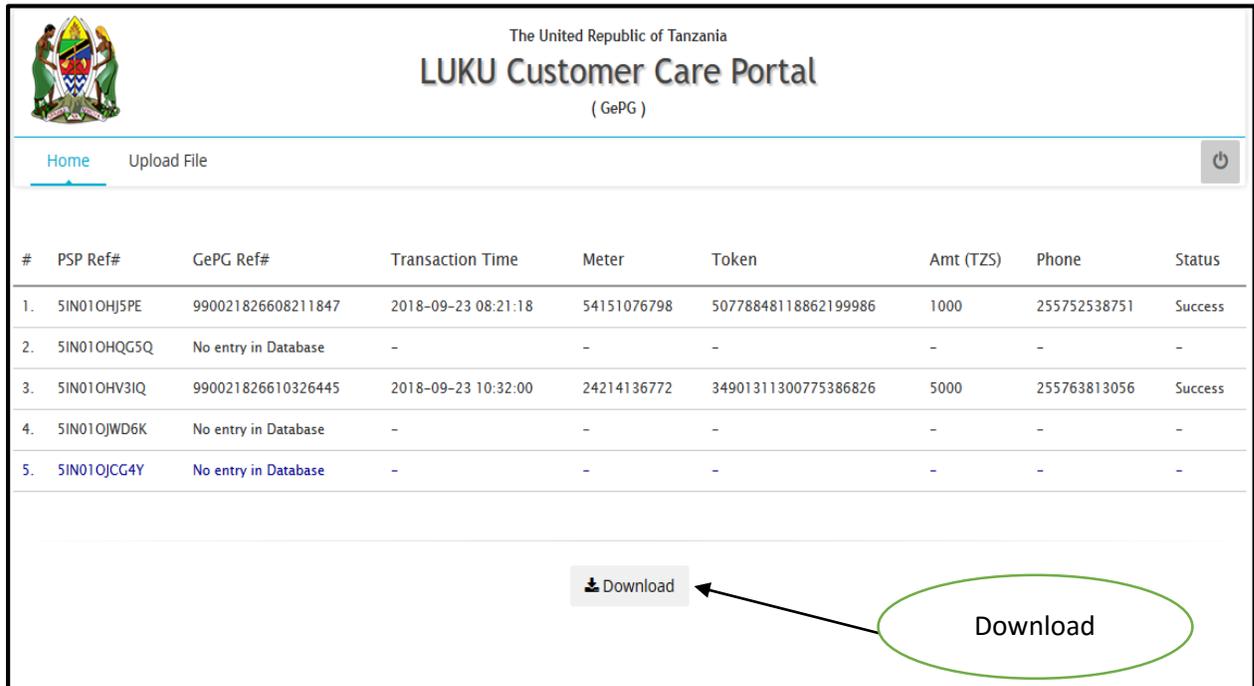


Figure 12: Download

The Results of Search

There are four types of results of the search at Status Column.

1. Transactions with **Success** status
2. Transactions with **Reverse** status
3. Transactions with **Wait for recon** status
4. Transaction with **No entry in Database** (In GePG Ref# column)

Sample file for the result

| | A | B | C | D | E | F | G | H |
|----|-------------|----------------------|---------------------|-------------|----------------------|--------|--------------|----------------|
| 1 | PSP REF | GePG REF | TRANSACTION TIME | METER | TOKEN | AMOUNT | PHONE | STATUS |
| 2 | 5IK41OAWSR2 | 9.90022E+17 | 2018-09-20 19:59:07 | 01340340809 | 30124872334049860254 | 1300 | 255757658250 | Success |
| 3 | 5IK51O92A6X | 9.90022E+16 | 2018-09-20 10:40:14 | 01343387740 | 71746883681116151204 | 200 | 255768515434 | Success |
| 4 | 5IK51O9BXFR | 9.90022E+17 | 2018-09-20 12:03:18 | 43000447912 | 68936978157234061847 | 1000 | 255743889003 | Success |
| 5 | 5IK51O9ECZ5 | 9.90022E+17 | 2018-09-20 12:24:01 | 22110322314 | 47823199800448505568 | 950 | 255759425311 | Success |
| 6 | 5IK11OASBMP | 9.90022E+17 | 2018-09-20 19:31:23 | 24217901834 | | 900 | 255768326136 | Reverse |
| 7 | 5HN41LWHOM2 | 9.90022E+17 | 2018-08-23 17:00:55 | 32030766409 | | 950 | 255758747241 | Wait for recon |
| 8 | 5IK41OBC5HO | No entry in Database | - | - | - | - | - | - |
| 9 | 5IK41OAWTIU | No entry in Database | - | - | - | - | - | - |
| 10 | | | | | | | | |
| 11 | | | | | | | | |
| 12 | | | | | | | | |

Figure 14: Result File

Note: Interpretation of the results

- All transactions with status **“Reverse, Wait for recon and No entry in Database”** should be **reversed** to the customer since no Token for them.
- The **Success** Status its Token should be sent to Customer.

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