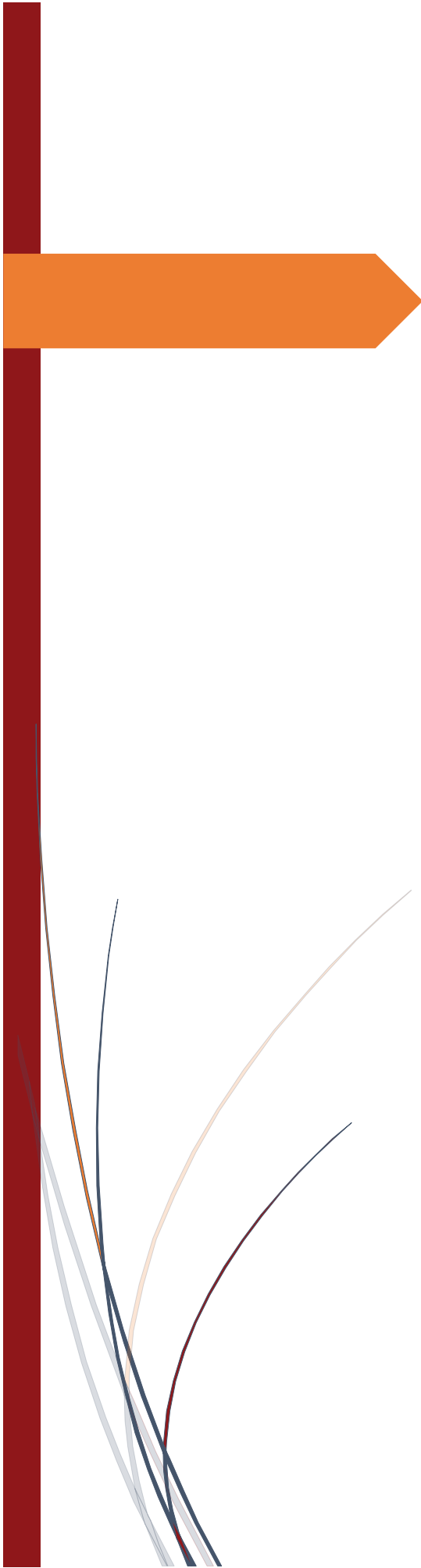




# Noqoody Members

Admin Portal User Manual

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## Dashboard Overview

The Dashboard page provides a comprehensive overview of your transaction activities. This section helps you monitor your payment gateway's performance with visual data representation and transaction breakdowns.

### Filters:

At the top of the page, you can filter the data by time periods:

- **Today**
- **Yesterday**
- **Month**
- **Year**

Selecting these filters will refresh the dashboard to display data specific to the chosen time frame.

### Transaction Graphs:

Below the key metrics, the dashboard provides two interactive graphs:

#### 1. Transactions by Month:

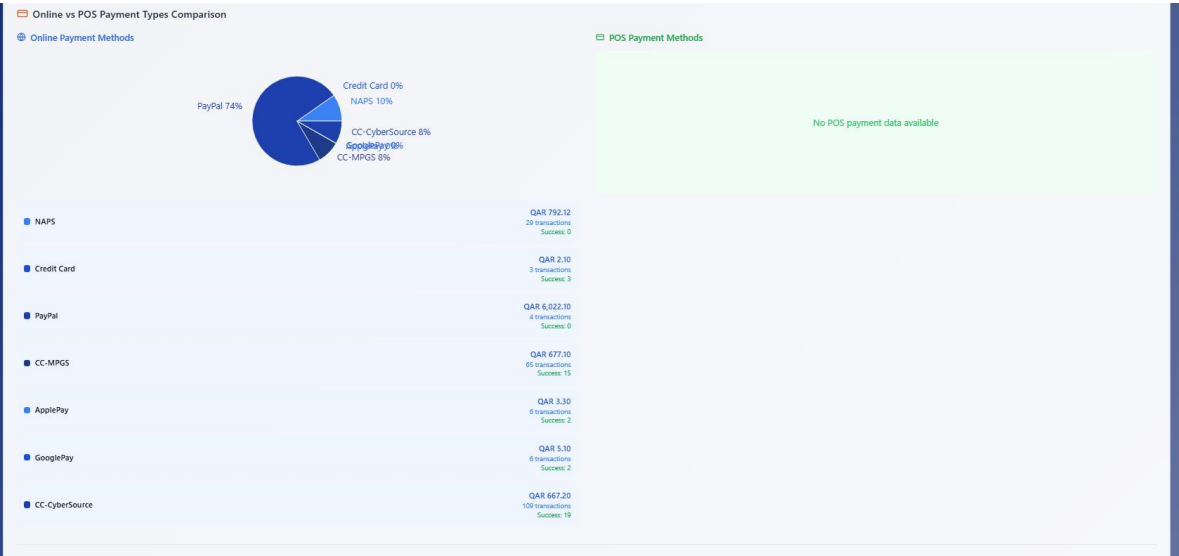
- **Line (All Transactions)** – The red line graph includes all attempted transactions (both successful and failed).
- This graph allows you to toggle between "Count" and "Amount" to view the total number of transactions or the total monetary value.

#### 2. Transaction Payment Channels:

- This graph breaks down the transactions by the payment channels used (e.g., Ooredoo, NAPS, Credit Card, PayPal, etc.).
- You can see the successful and failed transaction amounts for each payment method.

### Additional Features:

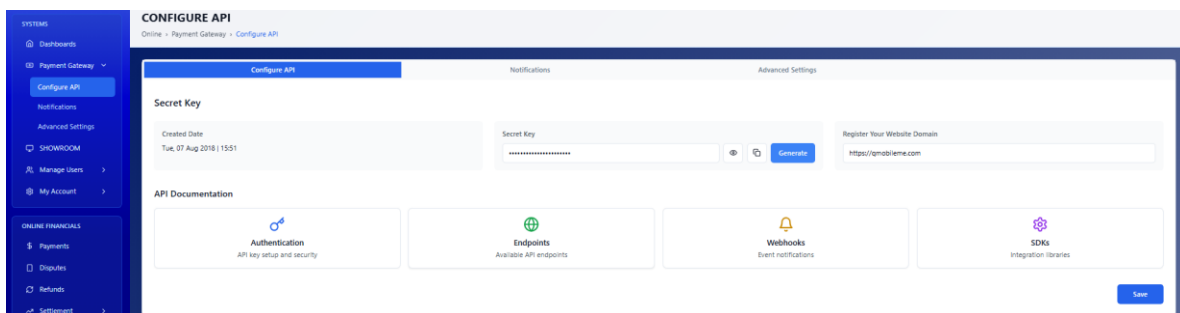
- **Hover Details:** Hovering over any data point on the graph provides additional information about that specific month's transaction data.



## Payment Gateway

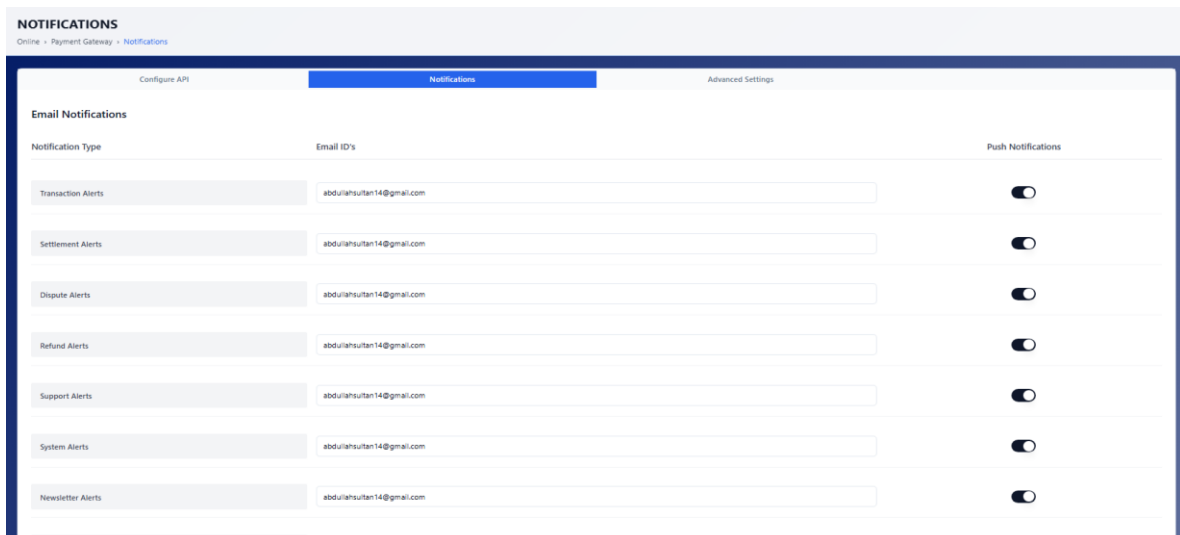
### Configure API

This section will show the user details related to the Secret key. The secret key will be required for API integration and can be copied from here



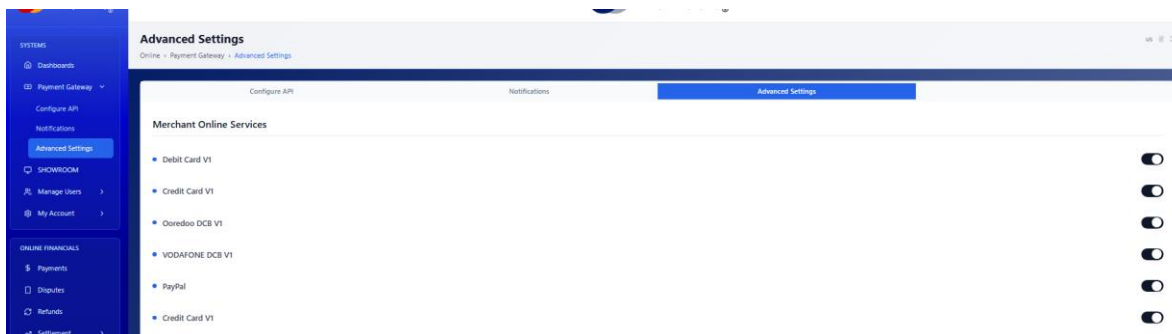
### Notifications

This section will allow the user to add emails for notifications such as Transaction Alert, Settlement Alerts, Dispute Alerts and so on



### Advanced Settings

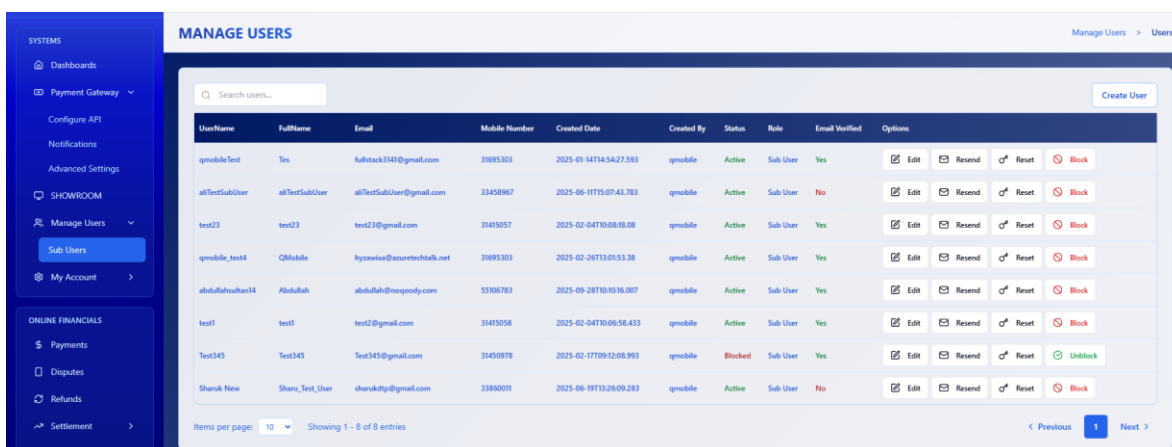
This section will allow the user to enable and disable payment options for the customers



## Manage Users

### 1. Overview

The Manage Users section allows merchants to create, manage, and configure subusers within the system. This feature enables merchants to assign specific access permissions to subusers based on their roles and responsibilities. Merchants can also perform various administrative actions such as editing, deactivating, resending activation emails, and resetting passwords.



### 2. Creating Subusers

#### 2.1. Default Page Access

When creating a subuser, the Dashboard is the default page that all subusers have access to. Additionally, merchants can assign access to specific sections based on their roles. The available pages for granting access are:

- System
- Online Financial
- POS Financial
- Product

Create User Details

Username

Username

Name

Name

Email

Email

Mobile Number

Mobile Number

Role

Select Role

Menu Section Selection

Hide Menu Selection

SystemOnline FinancialPOS FinancialProduct

System Module

☐ Dashboard

☐ Payment Gateway

☐ SHOWROOM

☐ Manage Users

☐ My Account

Cancel

Create User

### 3. Managing Subusers

#### 3.1. Edit Subuser

Merchants can update the information or permissions for a subuser at any time.

**Edit Button:** Select the subuser from the list and click the Edit button to modify the user's details, including the pages they can access.

#### 3.2. Deactivate Subuser

If the merchant no longer wants a subuser to have access, they can deactivate their account.

**Deactivate Button:** Clicking the Deactivate button will revoke the subuser's access to the system until reactivated.

#### 3.3. Resend Activation Email

If a subuser has not activated their account, the merchant can resend the activation email to complete the setup.

**Resend Activation Email Button:** Select the subuser and click the Resend Activation Email button to trigger the activation email.

#### 3.4. Reset Subuser Password

If a subuser has forgotten their password, the merchant can reset it for them.

**Reset Password Button:** Clicking the Reset Password button will send a password reset email to the subuser, allowing them to create a new password.

### 4. Subuser Management Table

The Subuser Management Table lists all existing subusers and displays important information such as their status, assigned permissions, and options for managing them. Merchants can easily identify active or inactive subusers and perform actions like editing or deactivating from this table.

# My Account

## 1. Overview

The **My Account** section allows merchants to view and update their personal and business information. This section is essential for maintaining up-to-date records and ensuring the merchant's profile reflects accurate details. Additionally, it provides options to upload important documentation and manage banking details.

The screenshot displays the 'My Account' interface on the Noqoody platform. The left sidebar contains navigation links for SYSTEMS (Dashboards, Payment Gateway, Configure API, Notifications, Advanced Settings, SHOWROOM, Manage Users, Sub Users, My Account), ONLINE FINANCIALS (Payments, Disputes, Refunds), and a Logout button. The main content area is divided into two tabs: 'Business Information' (active) and 'Bank Details'. Under 'Business Information', there is a 'Business Profile Details' section with a business logo and a form for updating details. The form includes fields for Business Name (QMOBILE MIDDLE EAST), Email (abdullah@qmobileme.com), Address (Al Reem Tower), Member Code, Computer Card Number, Merchant Phone Number (97431415059), Mobile Number (97431415059), Trading Name (QMOBILE), CR Number, and Contract Number. Below this is a 'Business Documents' section with a grid of document upload slots and an 'Add Documents' button. An 'Edit' button is located in the top right corner of the Business Profile Details section.

## 2. Business Information

Merchants can update the following business and personal details within this section:

- **Business Name:** The official name of the business as registered.
- **Email:** The contact email for the business or account, used for communication and notifications.
- **Mobile Number:** The primary contact phone number.
- **Address:** The physical address of the business or office location.
- **Trading Name:** The name under which the business operates publicly, if different from the official business name.
- **Member Code:** A unique code associated with the merchant's membership or account.
- **CR Number:** The Commercial Registration number of the business.
- **Computer Card Number:** A unique identification number linked to the business's official records.

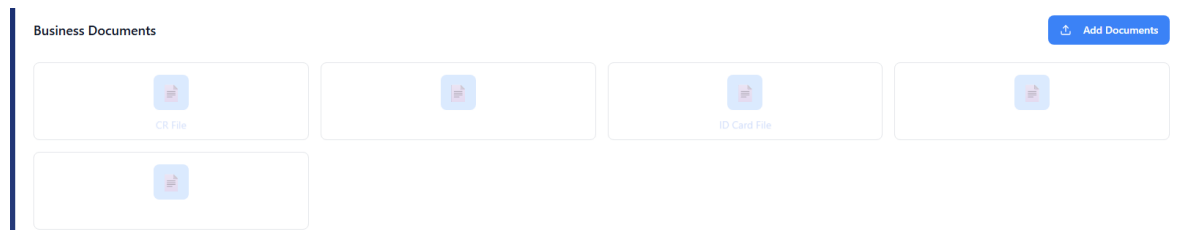
- **Contract Number:** The number associated with the business's contract or agreement.
- **Logo:** The business logo which can be uploaded to represent the business within the system.

### 3. Uploaded Documentation

This section also provides links where merchants can view the currently uploaded documents, including:

- **CR File:** A document that proves the business's Commercial Registration.
- **Computer Card File:** A file representing the business's Computer Card.
- **ID Card File:** The identity card document for the business owner or representative.
- **Trade Licence:** The official trade license file.
- **Kahramaa Bill File:** A file of the Kahramaa (electricity and water) bill for proof of business address or utility details.

Merchants can click on the provided links to view these files and ensure the documents on record are correct and up-to-date.



### 4. Bank Details

#### 4.1. Bank Details Tab

In addition to the main **Business Information** tab, the **My Account** section includes a **Bank Details** tab where merchants can provide or update their banking information.

#### 4.2. Bank Details Upload

Merchants can upload their bank details in this section, which is necessary for verification and processing payments. Ensuring accurate bank information is important for receiving settlements and handling transactions securely.

- **Upload Bank Details:** A button allows merchants to upload bank-related documents, such as bank account verification forms or letters from the bank, for approval.



SYSTEMS

Dashboard

Payment Gateway

Configure API

Notifications

Advanced Settings

SHOWROOM

Manage Users

Sub Users

My Account

Business Information

Bank Details

ONLINE FINANCIALS

Payments

Disputes

Refunds

Logout

Business Information

Bank Details

Bank Details

Bank Name

Qatar National Bank

IBAN Number

Bank Account Number

Branch Code / Name

NA

Swift Code

NA

Bank Certificate

No Document Selected

Choose File

( Choose PDF, JPG, JPEG, PNG files only )

# Payments

The **Payments Page** allows users to view, manage, and dispute transactions. This feature is essential for keeping track of payment statuses, managing transaction details, and raising disputes if any issues arise. Users can also filter through past transactions, making the process of finding specific entries quick and easy.

The screenshot shows the Noqoody Payments page. The left sidebar contains navigation links for Manage Users, Sub Users, My Account, Business Information, Bank Details, and sections for Online Financials (Payments, Disputes, Refunds, Settlement, Reports), POS Financials, and Product (INV EXPRESS, PROTECH, ORDERFUTY, TIPS IN BDR, VENDEX PAY). The main content area is titled 'PAYMENTS' and includes tabs for Payments, Disputes, and Refunds. A search bar is present above a table of transactions. The table has columns: Client Reference, Transaction Date, Amount, Bank PUN, Payment Method, Status, Description, Mobile, and Options. The status column shows 'Failed' for most transactions and 'Incomplete' for one. The bottom of the table shows 'Items per page: 10' and 'Showing 1 - 10 of 250 entries'.

| Client Reference                     | Transaction Date  | Amount     | Bank PUN                  | Payment Method   | Status     | Description | Mobile       | Options |
|--------------------------------------|-------------------|------------|---------------------------|------------------|------------|-------------|--------------|---------|
| 2f16ad7-07b-499-84a7-0917a2f9d05     | 29 Sep 2025 14:21 | QAR 1.00   | NPQBIRQPM319813185        | Debit Card       | Failed     | testtestes  | +97430771131 |         |
| c5a39b6-835-48d-6d03-63a90a364c      | 18 Sep 2025 11:56 | QAR 190.00 | NAHQPM309959517807        | American Express | Failed     | test        | 31415008     |         |
| 32591262-6a42-4f48-8709-aa7d9988998  | 18 Sep 2025 11:55 | QAR 1.00   | NAHQPM3113125403986       | American Express | Failed     | Test        | 55106783     |         |
| 4269186c-796e-4c70-af08-0a224a20575b | 18 Sep 2025 11:40 | QAR 300.00 | NPQNCICQPM34975438224547  | Credit Card      | Failed     | Test        | 30771132     |         |
| 4269186c-796e-4c70-af08-0a224a20575b | 18 Sep 2025 11:40 | QAR 300.00 | NPQBIRQPM447591808339     | Debit Card       | Failed     | Test        | 30771132     |         |
| ref59938839                          | 16 Sep 2025 09:34 | QAR 1.00   | NPQBIRQPM1704807759       | Debit Card       | Failed     | test        | 55106783     |         |
| f32a2c19-d8be-44fe-8ae1-e9523a163d5d | 15 Sep 2025 16:10 | QAR 1.11   | NPQBIRQPM27888607490      | Debit Card       | Failed     | na          | na           |         |
| f32a2c19-d8be-44fe-8ae1-e9523a163d5d | 15 Sep 2025 15:55 | QAR 1.11   | NPQBIRQPM34402807480      | Debit Card       | Failed     | na          | na           |         |
| AB01023318223345842103               | 06 Sep 2025 10:51 | QAR 8.10   | NPQY5QPM101047564293      | Credit Card      | Failed     | dnsc        | 31415008     |         |
| 9789826202049309                     | 03 Sep 2025 13:10 | QAR 1.00   | NPQBICQPM3994895198229480 | Credit Card      | Incomplete | dnsc        | 33349136     |         |

## 1. Navigating the Transactions Page

The **Transactions Page** is divided into two main sections:

### 1.1 Filters & Search Bar

At the top of the page, there is a **Filters & Search Bar** section to help you find specific transactions.

- **Client Reference:** Enter the reference number to search for a particular transaction.
- **PUN:** Enter the Payment Unique Number for filtering specific payments.
- **Date Range:** Specify the date range using the **From Date** and **To Date** fields.
- **Payment Status:** Select a payment status from the dropdown list to filter transactions based on their current state (e.g., Successful, Failed).
- **Payment Method:** Choose the payment method (e.g., Credit Card) to narrow down transactions.
- **Search Button:** After setting the filters, click the **Search** button to update the list of transactions.

## 1.2 Transactions Table

Below the search bar is the **Transactions Table**, where all transactions are listed.

- **Client Reference:** A unique reference number for the transaction.
- **Transaction Date:** The date and time the transaction took place.
- **Amount:** The transaction amount in QAR.
- **Bank PUN:** The Payment Unique Number assigned by the bank.
- **Payment Method:** The payment method used for the transaction (e.g., Credit Card).
- **Status:** The status of the transaction (Successful, Failed).
- **Description:** Additional information about the transaction.
- **Mobile:** Contact details related to the transaction.
- **Options:** Provides two options—viewing the transaction details and creating a dispute.

## 2. Viewing Transaction Details

To view the details of a transaction:

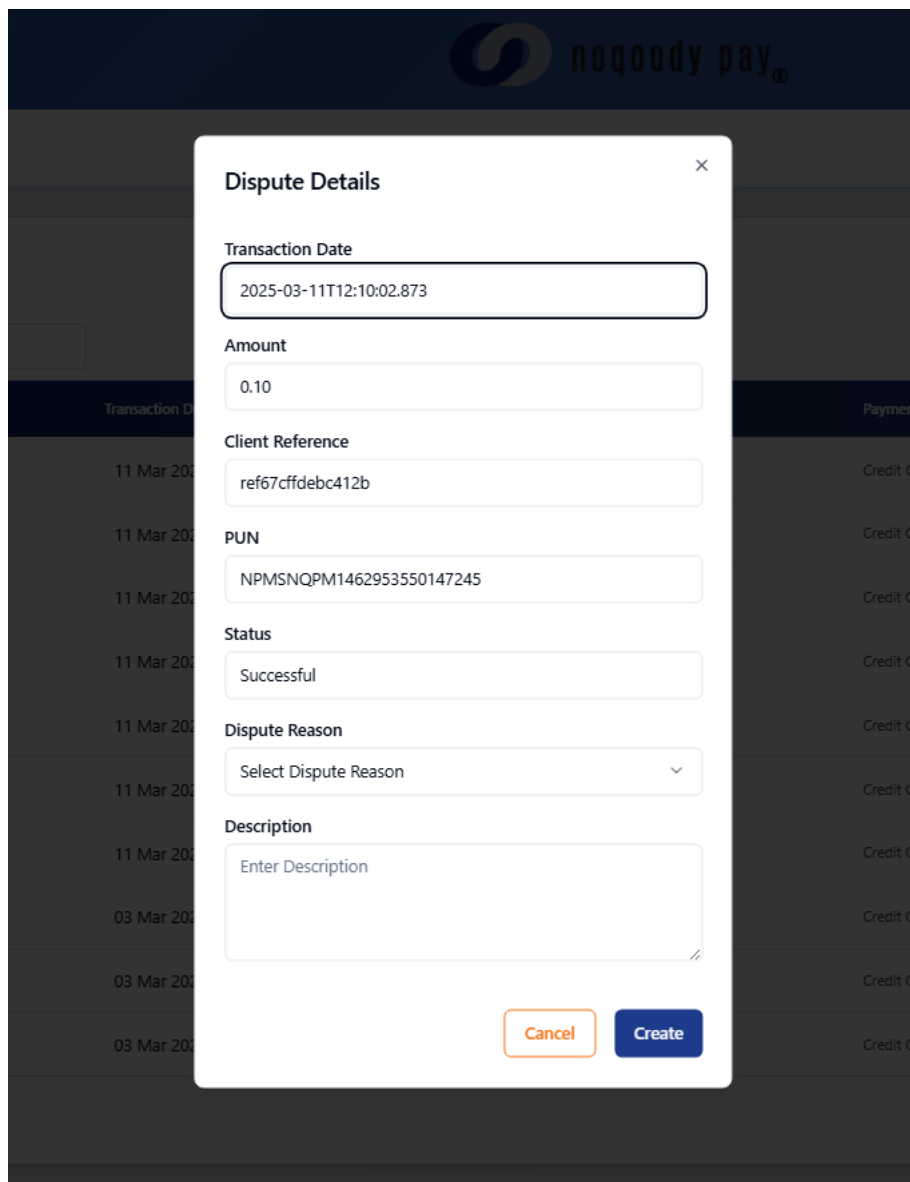
1. Locate the transaction you wish to view in the **Transactions Table**.
2. In the **Options** column, click the **eye icon** () to open a detailed view of the transaction.
3. This will allow you to see all the relevant transaction details, including the bank PUN, amount, status, and more.

## 3. Creating a Dispute for a Transaction

If you need to raise a dispute for a specific transaction:

1. In the **Options** column, click the **dispute icon** () next to the transaction.
2. A **Dispute Details** form will pop up (as shown in image 2). Here, the following fields will be auto-populated based on the selected transaction:
  - **Transaction Date**
  - **Amount**
  - **Client Reference**
  - **PUN**
  - **Status**
3. Select the **Dispute Reason** from the dropdown menu (Selecting refund will allow you to raise a partial refund as well)

4. In the **Description** field, provide a detailed explanation of why you're disputing the transaction.
5. Once completed, click the **Create** button to submit the dispute. If you want to cancel, click **Cancel**.



The screenshot shows a 'Dispute Details' modal form overlaid on a dark background. The form contains the following fields and options:

- Transaction Date:** A text input field containing '2025-03-11T12:10:02.873'.
- Amount:** A text input field containing '0.10'.
- Client Reference:** A text input field containing 'ref67cffdebc412b'.
- PUN:** A text input field containing 'NPMSNQPM1462953550147245'.
- Status:** A text input field containing 'Successful'.
- Dispute Reason:** A dropdown menu with the selected option 'Select Dispute Reason' and a downward arrow.
- Description:** A large text area with the placeholder text 'Enter Description'.

At the bottom right of the modal, there are two buttons: an orange 'Cancel' button and a blue 'Create' button.

## Disputes

The disputes section will show the user a list of all the disputes raised and their status. You can also view the transaction and cancel the dispute

| Dispute Number | Amount   | Dispute Date      | PUN Reference               | Dispute Status | Dispute Subject                             | User    | Options                                   |
|----------------|----------|-------------------|-----------------------------|----------------|---------------------------------------------|---------|-------------------------------------------|
| DISP03254434   | QAR 1.00 | 14 Aug 2025 12:19 | NPCT09QPM13277714274        | Open           | refund                                      | qnoable | <a href="#">View</a> <a href="#">Edit</a> |
| DISP1057601444 | QAR 0.50 | 22 Apr 2024 09:33 | NPMS09QPM20238556275743     | Closed         | Refund                                      | qnoable | <a href="#">View</a>                      |
| DISP3952631442 | QAR 0.50 | 14 Mar 2024 10:06 | NPQ8CC24QPM19995953210524   | Closed         | Others                                      | qnoable | <a href="#">View</a>                      |
| DISP4126721440 | QAR 0.50 | 01 Mar 2024 05:27 | NPQ8CC24QPM1544894915209030 | Closed         | Customer charged but incomplete transaction | qnoable | <a href="#">View</a>                      |
| DISP33951387   | QAR 1.00 | 19 May 2021 15:39 | NPB14886427488820           | Closed         | Refund                                      | qnoable | <a href="#">View</a>                      |
| DISP868741366  | QAR 1.00 | 04 Aug 2021 09:58 | NPB876325645379553          | Closed         | Refund                                      | qnoable | <a href="#">View</a>                      |
| DISP76837261   | QAR 1.00 | 17 May 2020 12:24 | NPB7652855465862            | Open           | Refund                                      | qnoable | <a href="#">View</a> <a href="#">Edit</a> |
| DISP5499144    | QAR 1.00 | 04 May 2020 14:35 | NPB5766231788833            | Open           | Customer Charged but incomplete Transaction | qnoable | <a href="#">View</a> <a href="#">Edit</a> |
| DISP7454323    | QAR 1.00 | 15 Jun 2020 10:16 | NPB87627578527623           | Open           | Refund                                      | qnoable | <a href="#">View</a> <a href="#">Edit</a> |
| DISP2773318    | QAR 1.00 | 09 Jun 2019 10:13 | NPB112046461112             | Open           | Refund                                      | qnoable | <a href="#">View</a> <a href="#">Edit</a> |

## Refunds

The refunds section will have a list of all the refunds that were successfully refunded to the customer's bank account

| Refund Number | Amount     | Transaction ID | Transaction Date  | Provider Reference     | Refund Date       | Refund Status |
|---------------|------------|----------------|-------------------|------------------------|-------------------|---------------|
| NPB3400       | QAR 408.00 | 404            | 20 Feb 2025 01:35 | POZM1322480132248011   | 20 Feb 2025 00:00 | Paid          |
| NPB9864       | QAR 307.00 | 1599           | 06 Aug 2024 11:47 | POZM103045440500454400 | 11 Sep 2024 00:00 | Paid          |
| NPB2345       | QAR 781.00 | 99629          | 25 Jul 2024 07:32 | POZM103045440500454400 | 26 Aug 2024 00:00 | Paid          |
| NPB1247       | QAR 781.00 | 99630          | 25 Jul 2024 07:36 | POZM103045440500454400 | 26 Aug 2024 00:00 | Paid          |
| NPB6096       | QAR 781.00 | 98631          | 25 Jul 2024 07:39 | POZM103045440500454400 | 26 Aug 2024 00:00 | Paid          |
| NPB2466       | QAR 307.00 | 1598           | 06 Aug 2024 11:44 | POZM103045440500454400 | 11 Sep 2024 00:00 | Paid          |
| NPB8132       | QAR 156.00 | 1600           | 06 Aug 2024 12:04 | POZM103045440500454400 | 11 Sep 2024 00:00 | Paid          |
| NPB2791       | QAR 156.00 | 1601           | 06 Aug 2024 12:34 | POZM103045440500454400 | 11 Sep 2024 00:00 | Paid          |
| NPB9702       | QAR 109.00 | 393338         | 15 Aug 2023 15:54 | POZM18949074489490744  | 01 Oct 2023 12:40 | Paid          |
| NPB8956       | QAR 109.00 | 393333         | 15 Aug 2023 15:50 | POZM18949074489490744  | 01 Oct 2023 12:39 | Paid          |

## Settlement

1. The list of payouts will be displayed with the following columns:
  - **Payout Number:** Unique identifier for each payout.
  - **Payout Amount:** The amount being settled.
  - **Payout Date:** Date and time of the payout.
  - **Customer:** The associated customer.
  - **Payout Type:** The payout frequency (e.g., Monthly or Weekly).
  - **Status:** The current status (e.g., Paid or Created).
  - **Merchant Verified:** Status of merchant verification.
  - **Options:** Dropdown for further actions.

### Actions Dropdown

Clicking on the **Options** dropdown provides the following actions:

- **View:** View the payout details, including individual transaction details. This opens a pop-up with the following features:
  - View a list of all transactions included in the payout (Reference Number, Transaction Date, Amount, Fees, etc.).
  - **Download Excel:** Download a report of the transactions in an Excel format.
  - **Verify:** Verify the payout by entering the OTP sent to the registered email.
- **Resend OTP:** If the OTP has expired or was not received, click this option to resend the OTP to the registered email.
- **Merchant Statement:** View the merchant statement, which includes the total payout amount and deductions such as transaction fees.

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SYSTEMS

Dashboards

Payment Gateway

SHOWROOM

Manage Users

My Account

ONLINE FINANCIALS

Payments

Disputes

Refunds

Settlement

Payouts

Reports

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PAYOUTS

Q Search payouts...

Filters

| Payout Number         | Payout Amount | Payout Date       | Customer | Payout Type | Status  | Merchant Verified | Options |
|-----------------------|---------------|-------------------|----------|-------------|---------|-------------------|---------|
| POZHA3224681132246811 | QAR 1362.05   | 16 Sep 2025 15:14 | ipayh    | Weekly      | Created | Verified          | Options |
| POZHA2527267925272679 | QAR 337.87    | 16 Sep 2025 15:14 | ipayh    | Weekly      | Created | Verified          | Options |
| POZHA54131685413168   | QAR 346.72    | 16 Sep 2025 15:14 | ipayh    | Weekly      | Created | Verified          | Options |
| POZHA9681233896812338 | QAR 859.76    | 26 Aug 2025 15:12 | ipayh    | Weekly      | Created | Verified          | Options |
| POZHA7322266373222663 | QAR 6.64      | 23 Aug 2025 10:51 | ipayh    | Weekly      | Created | Verified          | Options |
| POZHA7180270780270    | QAR 64.74     | 19 Aug 2025 15:12 | ipayh    | Weekly      | Paid    | Verified          | Options |
| POZHA315773142577314  | QAR 209.44    | 19 Aug 2025 15:12 | ipayh    | Weekly      | Created | Verified          | Options |
| POZHA0719980719980    | QAR 2185.92   | 12 Aug 2025 15:11 | ipayh    | Weekly      | Created | Verified          | Options |

Payout Details

×

| Payout #              | Payout Date       | Payout Amount | Payout Status |
|-----------------------|-------------------|---------------|---------------|
| POZHA3224681132246811 | 16 Sep 2025 15:14 | QAR: 1362.05  | Created       |

Q Search

| Reference #            | Transaction Date  | Card Number               | Auth Code                      | Amount      | Fee        | Net Amount  | Payment Method   |
|------------------------|-------------------|---------------------------|--------------------------------|-------------|------------|-------------|------------------|
| IPNT20232959075904353  | 29 May 2023 20:00 | alkhalifanoorah@gmail.com | PAYID-MR2NT712BD75784M3476732D | QAR: 54.00  | QAR: 3.78  | QAR: 48.22  | PayPal-Noqoody-W |
| IPNT202306290329581457 | 06 Jun 2023 15:31 | nooraa@student.dbs.sch.qa | PAYID-MR7SN317J2445095W172114R | QAR: 23.00  | QAR: 1.61  | QAR: 19.39  | PayPal-Noqoody-W |
| IPNT202324080508191548 | 24 Jun 2023 17:13 | elias_haddad72@yahoo.com  | PAYID-MSLP5KA8L229854VK703835C | QAR: 79.00  | QAR: 5.53  | QAR: 71.47  | PayPal-Noqoody-W |
| IPNT20231014091414731  | 10 Aug 2023 09:15 | althanisaif@gmail.com     | PAYID-MTKIA2Y0VF44523F57048922 | QAR: 523.00 | QAR: 36.61 | QAR: 484.39 | PayPal-Noqoody-W |
| IPNT202304210321471394 | 04 Sep 2023 03:23 | zxcaaa700@gmail.com       | PAYID-MT2SGWI2F0798168K8630744 | QAR: 55.00  | QAR: 3.85  | QAR: 49.15  | PayPal-Noqoody-W |

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Showing 1 to 5 of 9 transactions

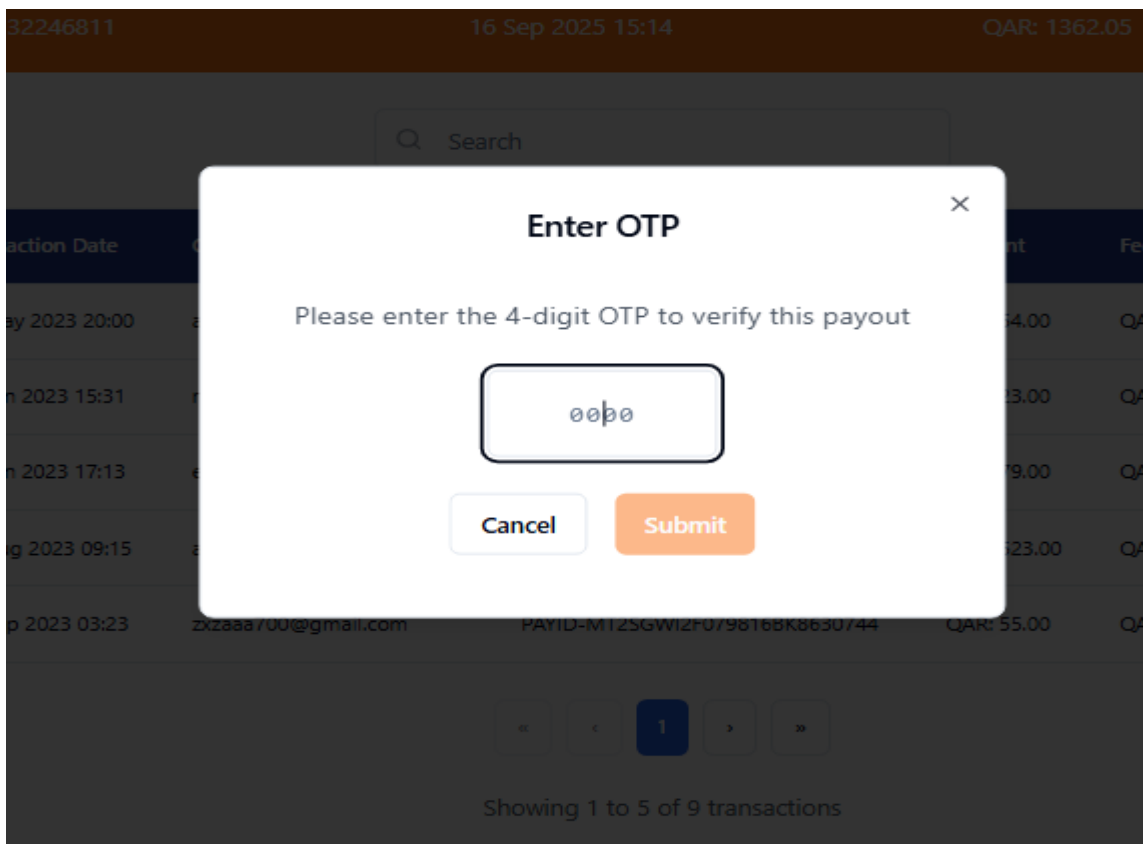
Cancel

View Report

Download Excel

Download Refund Excel

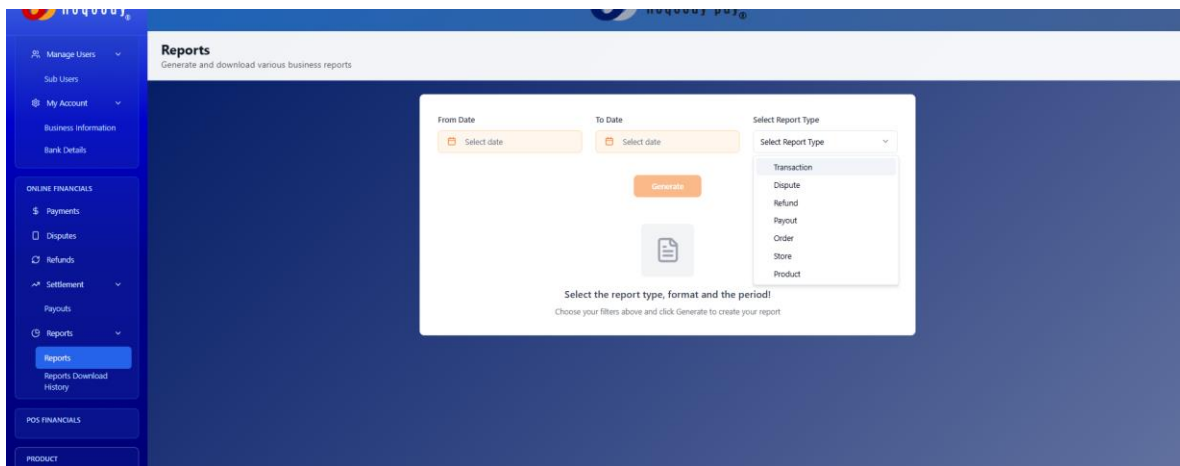
Verify



## Reports

### 1. Overview

The **Reports Section** allows merchants to generate and download reports based on their transaction history, disputes, refunds, and payouts. Merchants can customize the time range for the report and select specific report types for accurate and organized data retrieval. The generated reports are downloadable in Excel format, and merchants can view their recent downloads in the **Download History** table.



## 2. Generating a Report

### 2.1. Date Selection

Merchants can choose the time range for the report by selecting the **From Date** and **To Date**.

- **From Date Field:** Select the start date for the report data.
- **To Date Field:** Select the end date for the report data.

Ensure the selected date range covers the period for which you wish to retrieve the report.

### 2.2. Report Type Selection

Merchants can choose the type of report they wish to generate from the available options.

- **Report Type Dropdown:** Select from the following report types:
  - **Transaction:** Provides details on all transactions processed within the selected date range.
  - **Dispute:** Retrieves data about any disputes raised during the selected time frame.
  - **Refund:** Displays all refund activities that occurred within the selected period.
  - **Payout:** Shows payout details for completed transactions.

### 2.3. Generating the Report

Once the date range and report type are selected, merchants can generate the report.

- **Generate Button:** Click this button to start generating the report. The report will be processed and added to the **Download History** table.

## 3. Viewing and Downloading Reports

After generating a report, merchants can view it in the **Download History** section. This section lists all the previously generated reports and allows merchants to download them in Excel format.

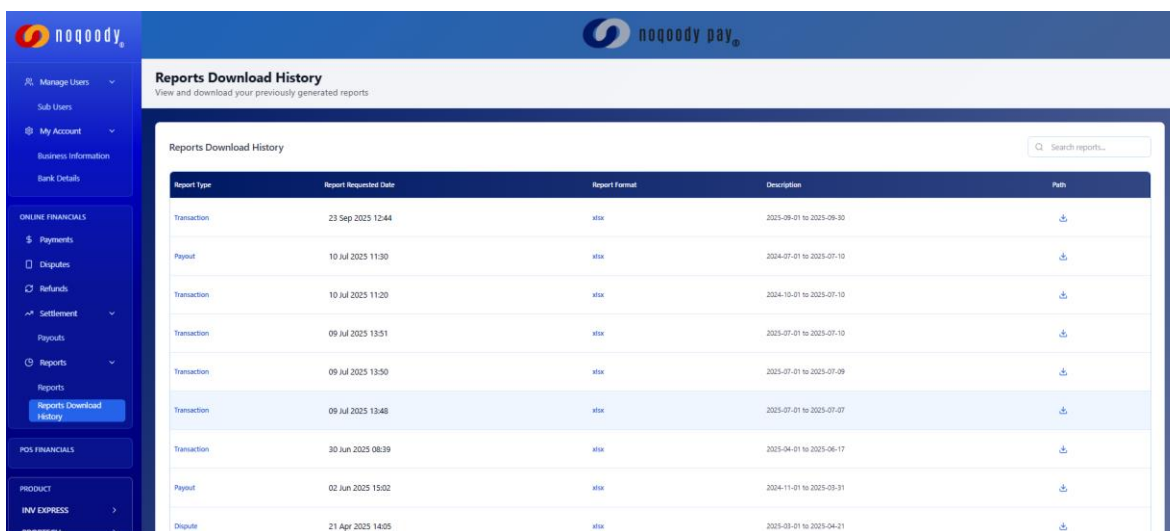
### 3.1. Download History Table

The **Download History Table** provides information on all generated reports, including the most recent ones, and allows the merchant to download the Excel file.

- **Recent Reports on Top:** The most recent report will always appear at the top of the table.
- **Download URL Column:** Merchants can download the report by clicking the **Download URL** link in the corresponding row.

### 3.2. Downloading a Report

- **Download Button:** Click on the download link under the **Download URL** column to download the generated report in Excel format.



| Report Type | Report Requested Date | Report Format | Description              | Path                     |
|-------------|-----------------------|---------------|--------------------------|--------------------------|
| Transaction | 23 Sep 2025 12:44     | xlsx          | 2025-09-01 to 2025-09-30 | <a href="#">Download</a> |
| Payout      | 10 Jul 2025 11:30     | xlsx          | 2024-07-01 to 2025-07-10 | <a href="#">Download</a> |
| Transaction | 10 Jul 2025 11:20     | xlsx          | 2024-10-01 to 2025-07-10 | <a href="#">Download</a> |
| Transaction | 09 Jul 2025 13:51     | xlsx          | 2025-07-01 to 2025-07-10 | <a href="#">Download</a> |
| Transaction | 09 Jul 2025 13:50     | xlsx          | 2025-07-01 to 2025-07-09 | <a href="#">Download</a> |
| Transaction | 09 Jul 2025 13:48     | xlsx          | 2025-07-01 to 2025-07-07 | <a href="#">Download</a> |
| Transaction | 30 Jun 2025 08:39     | xlsx          | 2025-04-01 to 2025-06-17 | <a href="#">Download</a> |
| Payout      | 02 Jun 2025 15:02     | xlsx          | 2024-11-01 to 2025-09-31 | <a href="#">Download</a> |
| Dispute     | 21 Apr 2025 14:05     | xlsx          | 2025-03-01 to 2025-04-21 | <a href="#">Download</a> |

## POS Payments

The POS payments page is like the Payments Financial page, but the difference is that these transactions reflect for the POS machines only. The user has the option to raise a dispute for the POS transaction

My Account

ONLINE FINANCIALS

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nooody pay

POS FINANCIALS

POS PAYMENTS

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Total Amount: QAR 4,051,249.00

Search payments...

DownloadDownload Summary

| Reference  | Terminal ID | Terminal Branch | Payment Number | POS Transaction Date | POS Transaction Time | POS Pooling Date | PLN                       | Amount      | Nooody Commission | Merchant Amount | Status  | Card Number      | Card Type   | Auth Code | Invoice Number | Options |
|------------|-------------|-----------------|----------------|----------------------|----------------------|------------------|---------------------------|-------------|-------------------|-----------------|---------|------------------|-------------|-----------|----------------|---------|
| 1742114614 | 77711104    | NA              |                | 28-Sep-2025          | 07:26:18             | 28-Sep-2025      | NPP5131737703121742114614 | QAR 1736.00 | QAR 33.86         | QAR 1702.11     | Success | 4641590000001211 | Credit Card | 045541    | 000001278002   |         |
| 1742484804 | 77711104    | NA              |                | 28-Sep-2025          | 08:38:28             | 28-Sep-2025      | NPP520810847821742484804  | QAR 5172.00 | QAR 99.27         | QAR 5072.73     | Success | 4521890000007493 | Credit Card | 075297    | 000001278003   |         |
| 1742114619 | 77711104    | NA              |                | 28-Sep-2025          | 10:46:11             | 28-Sep-2025      | NPP520810847821742114619  | QAR 915.00  | QAR 18.39         | QAR 896.61      | Success | 4067480000001410 | Credit Card | 028062    | 000001278004   |         |
| 1741924014 | 77711105    | NA              |                | 28-Sep-2025          | 12:09:29             | 28-Sep-2025      | NPP520810847821741924014  | QAR 7600.00 | QAR 145.40        | QAR 7454.60     | Success | 5332980000003682 | Credit Card | 003102    | 000001994014   |         |
| 1741924021 | 77711105    | NA              |                | 28-Sep-2025          | 14:13:05             | 28-Sep-2025      | NPP520810847821741924021  | QAR 3805.00 | QAR 73.30         | QAR 3726.83     | Success | 5238430000003352 | Credit Card | 139681    | 000001994016   |         |
| 1739941968 | 77711103    | NA              |                | 25-Sep-2025          | 10:41:13             | 25-Sep-2025      | NPP510080642371739941968  | QAR 8309.00 | QAR 162.67        | QAR 8146.32     | Success | 4567860000008458 | Credit Card | 585758    | 000001280002   |         |
| 1739738159 | 77711104    | NA              |                | 25-Sep-2025          | 10:42:13             | 28-Sep-2025      | NPP510080642371739738159  | QAR 2259.00 | QAR 39.27         | QAR 2219.72     | Success | 4642390000000211 | Neos        | 758386    | 000001277002   |         |

**Dispute Details** ×

Transaction Date

Amount

Client Reference

PUN

Status

Dispute Reason

Description

| POS Transaction Date | POS Transaction Time | POS Transaction Amount | POS Transaction Description | POS Transaction Status | POS Transaction Reference | POS Transaction Commission |
|----------------------|----------------------|------------------------|-----------------------------|------------------------|---------------------------|----------------------------|
| 28-Sep-2025          | 07:10:00             | QAR 33.98              |                             |                        |                           |                            |
| 28-Sep-2025          | 08:00:00             | QAR 99.27              |                             |                        |                           |                            |
| 28-Sep-2025          | 10:10:00             | QAR 18.39              |                             |                        |                           |                            |
| 28-Sep-2025          | 12:10:00             | QAR 145.4              |                             |                        |                           |                            |
| 28-Sep-2025          | 14:10:00             | QAR 73.20              |                             |                        |                           |                            |
| 25-Sep-2025          | 10:10:00             | QAR 162.6              |                             |                        |                           |                            |
| 25-Sep-2025          | 10:10:00             | QAR 39.27              |                             |                        |                           |                            |
| 24-Sep-2025          | 13:10:00             | QAR 56.48              |                             |                        |                           |                            |
| 24-Sep-2025          | 15:10:00             | QAR 115.4              |                             |                        |                           |                            |
| 22-Sep-2025          | 13:58:09             | QAR 1724.00            |                             |                        |                           |                            |

## POS Disputes

The disputes section will show the user a list of all the disputes raised and their status. You can also view the transaction and cancel the dispute

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| Dispute Number | Amount   | Dispute Date      | PIN Reference             | Dispute Status | Dispute Subject                             | User    | Options |
|----------------|----------|-------------------|---------------------------|----------------|---------------------------------------------|---------|---------|
| DS933334434    | QAR 1.00 | 14 Aug 2023 12:19 | NPCYHQPM13277714274       | Open           | refund                                      | qmobile |         |
| DS9357901444   | QAR 0.30 | 22 Apr 2024 09:33 | NPM3HQPM032385560275743   | Closed         | Refund                                      | qmobile |         |
| DS9395261442   | QAR 0.30 | 14 Mar 2024 10:06 | NPGBC2HQPM5992953210524   | Closed         | Others                                      | qmobile |         |
| DS94526721440  | QAR 0.30 | 01 Mar 2024 05:27 | NPGBC2HQPM544904915209030 | Closed         | Customer charged but incomplete transaction | qmobile |         |
| DS9335953367   | QAR 1.00 | 19 May 2021 15:39 | NPB14486429468820         | Closed         | Refund                                      | qmobile |         |
| DS968749366    | QAR 1.00 | 04 Aug 2021 09:58 | NPB87625545379253         | Closed         | Refund                                      | qmobile |         |
| DS936337281    | QAR 1.00 | 17 May 2020 12:24 | NPB96328855461862         | Open           | Refund                                      | qmobile |         |
| DS945499144    | QAR 1.00 | 04 May 2020 14:35 | NPM3960317898933          | Open           | Customer Charged but incomplete Transaction | qmobile |         |
| DS971454023    | QAR 1.00 | 15 Jun 2020 10:18 | NPB7627578321623          | Open           | Refund                                      | qmobile |         |
| DS972773314    | QAR 1.00 | 09 Jun 2019 10:13 | NPB13204640112            | Open           | Refund                                      | qmobile |         |

Items per page: 10

Showing 1 - 10 of 33 entries

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## POS Refunds

The refunds section will have a list of all the refunds that were successfully refunded to the customer's bank account

nooody

nooody pay

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SHOWROOM

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Payouts

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POS FINANCIALS

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PROFITECH

Logout

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| Refund Number | Amount     | Transaction ID | Transaction Date  | Provider Reference     | Refund Date       | Refund Status |
|---------------|------------|----------------|-------------------|------------------------|-------------------|---------------|
| NP93400       | QAR 408.00 | 404            | 29 Feb 2025 01:35 | PO2N4322488132246881   | 20 Feb 2025 00:00 | Paid          |
| NP93664       | QAR 307.00 | 1399           | 06 Aug 2024 11:47 | PO2N430345440300454403 | 11 Sep 2024 00:00 | Paid          |
| NP93245       | QAR 781.00 | 99629          | 25 Jul 2024 07:32 | PO2N430345440300454403 | 26 Aug 2024 00:00 | Paid          |
| NP93247       | QAR 781.00 | 99630          | 25 Jul 2024 07:36 | PO2N430345440300454403 | 26 Aug 2024 00:00 | Paid          |
| NP93696       | QAR 781.00 | 99631          | 25 Jul 2024 07:39 | PO2N430345440300454403 | 26 Aug 2024 00:00 | Paid          |
| NP93466       | QAR 307.00 | 1398           | 06 Aug 2024 11:44 | PO2N430345440300454403 | 11 Sep 2024 00:00 | Paid          |
| NP93392       | QAR 156.00 | 1605           | 06 Aug 2024 12:04 | PO2N430345440300454403 | 11 Sep 2024 00:00 | Paid          |
| NP93791       | QAR 156.00 | 1601           | 06 Aug 2024 12:34 | PO2N430345440300454403 | 11 Sep 2024 00:00 | Paid          |
| NP93702       | QAR 109.00 | 393338         | 15 Aug 2023 15:54 | PO2N48949074489490744  | 01 Oct 2023 12:40 | Paid          |
| NP93956       | QAR 109.00 | 393333         | 15 Aug 2023 15:50 | PO2N48949074489490744  | 01 Oct 2023 12:39 | Paid          |

Items per page: 10

Showing 1 - 10 of 19 entries

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## POS Settlement

2. The list of payouts will be displayed with the following columns:

- **Payout Number:** Unique identifier for each payout.
- **Payout Amount:** The amount being settled.

- **Payout Date:** Date and time of the payout.
- **Customer:** The associated customer.
- **Payout Type:** The payout frequency (e.g., Monthly or Weekly).
- **Status:** The current status (e.g., Paid or Created).
- **Merchant Verified:** Status of merchant verification.
- **Options:** Dropdown for further actions.

## Actions Dropdown

Clicking on the **Options** dropdown provides the following actions:

- **View:** View the payout details, including individual transaction details. This opens a pop-up with the following features:
  - View a list of all transactions included in the payout (Reference Number, Transaction Date, Amount, Fees, etc.).
  - **Download Excel:** Download a report of the transactions in an Excel format.
  - **Verify:** Verify the payout by entering the OTP sent to the registered email.
- **Resend OTP:** If the OTP has expired or was not received, click this option to resend the OTP to the registered email.
- **Merchant Statement:** View the merchant statement, which includes the total payout amount and deductions such as transaction fees.

| Payout Number         | Payout Amount | Payout Date       | Customer | Payout Type | Status  | Merchant Verified | Options |
|-----------------------|---------------|-------------------|----------|-------------|---------|-------------------|---------|
| PQZHA32468113246811   | QAR 1362.05   | 16 Sep 2025 15:14 | Wagih    | Weekly      | Created | Verified          | Options |
| PQZHA2527267925272679 | QAR 357.87    | 16 Sep 2025 15:14 | Wagih    | Weekly      | Created | Verified          | Options |
| PQZHA5414136854141368 | QAR 346.72    | 16 Sep 2025 15:14 | Wagih    | Weekly      | Created | Verified          | Options |
| PQZHA5681253896812538 | QAR 859.76    | 26 Aug 2025 15:12 | Wagih    | Weekly      | Created | Verified          | Options |
| PQZHA7322266373222663 | QAR 6.44      | 23 Aug 2025 10:51 | Wagih    | Weekly      | Created | Verified          | Options |
| PQZHA718092707809270  | QAR 64.74     | 19 Aug 2025 15:12 | Wagih    | Weekly      | Paid    | Verified          | Options |
| PQZHA25177342517734   | QAR 209.44    | 19 Aug 2025 15:12 | Wagih    | Weekly      | Created | Verified          | Options |
| PQZHA07219809721980   | QAR 2185.92   | 12 Aug 2025 15:11 | Wagih    | Weekly      | Created | Verified          | Options |

Payout Details

Payout #

POZHA3224681132246811

Payout Date

16 Sep 2025 15:14

Payout Amount

QAR: 1362.05

Payout Status

Created

Search

| Reference #            | Transaction Date  | Card Number               | Auth Code                      | Amount      | Fee        | Net Amount  | Payment Method   |
|------------------------|-------------------|---------------------------|--------------------------------|-------------|------------|-------------|------------------|
| IPNT20232959075904353  | 29 May 2023 20:00 | alkhalifanoorah@gmail.com | PAYID-MR2NT7I2BD75784M3476732D | QAR: 54.00  | QAR: 3.78  | QAR: 48.22  | PayPal-Noqoody-W |
| IPNT202306290329581457 | 06 Jun 2023 15:31 | nooraa@student.dbs.sch.qa | PAYID-MR75N3I7J2445095W172114R | QAR: 23.00  | QAR: 1.61  | QAR: 19.39  | PayPal-Noqoody-W |
| IPNT202324080508191548 | 24 Jun 2023 17:13 | elias_haddad72@yahoo.com  | PAYID-MSLP5KA8L229854VK703835C | QAR: 79.00  | QAR: 5.53  | QAR: 71.47  | PayPal-Noqoody-W |
| IPNT20231014091414731  | 10 Aug 2023 09:15 | althanisaif@gmail.com     | PAYID-MTKIA2Y0VF44523F57048922 | QAR: 523.00 | QAR: 36.61 | QAR: 484.39 | PayPal-Noqoody-W |
| IPNT202304210321471394 | 04 Sep 2023 03:23 | zxzaaa700@gmail.com       | PAYID-MT2SGWI2F079616BK8630744 | QAR: 55.00  | QAR: 3.85  | QAR: 49.15  | PayPal-Noqoody-W |

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Showing 1 to 5 of 9 transactions

Cancel

View Report

Download Excel

Download Refund Excel

Verify

32246811

16 Sep 2025 15:14

QAR: 1362.05

Search

Enter OTP

Please enter the 4-digit OTP to verify this payout

0000

Cancel

Submit

<

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1

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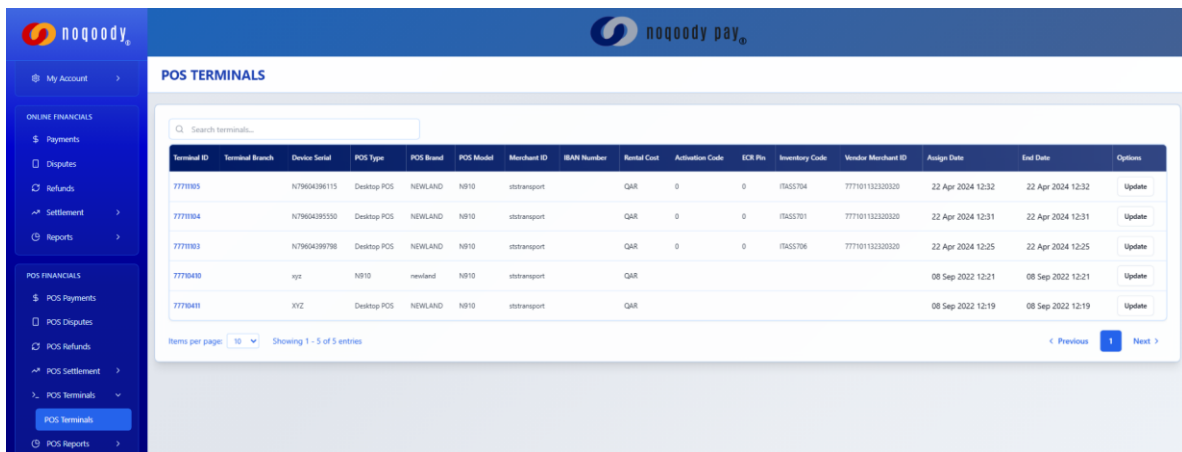
>

Showing 1 to 5 of 9 transactions

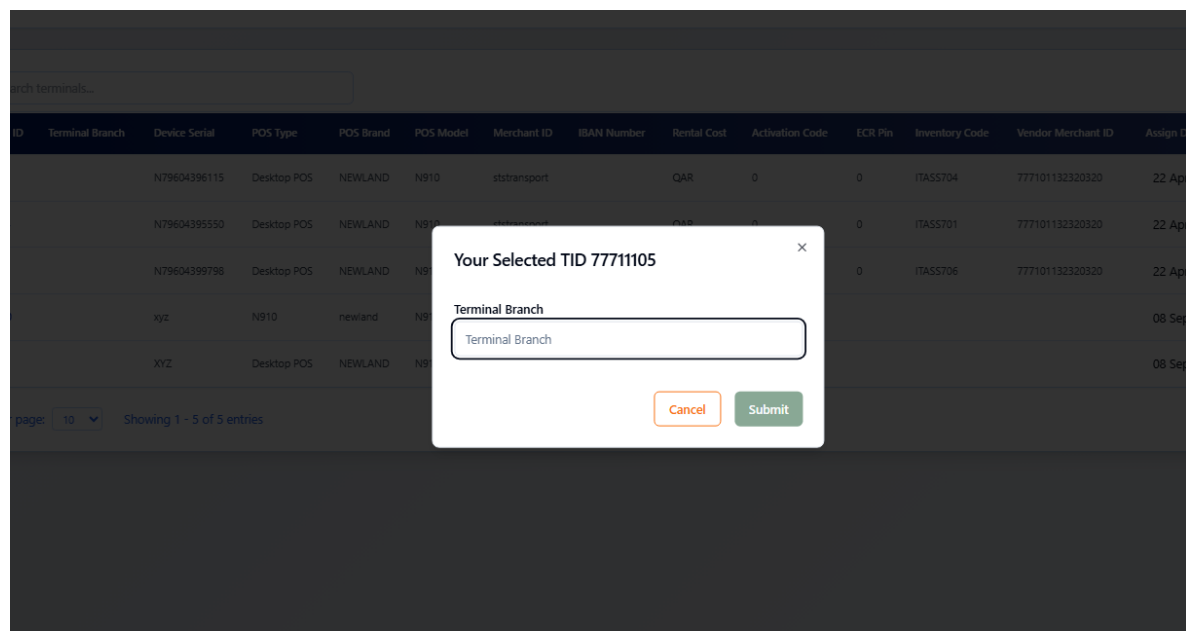
## POS Terminals

The POS terminals has a list of all the POS devices available.

There is an option to update the terminal's branch name using the update button under the options column



| Terminal ID | Terminal Branch | Device Serial | POS Type    | POS Brand | POS Model | Merchant ID | IBAN Number | Rental Cost | Activation Code | ECR Pin | Inventory Code | Vendor Merchant ID | Assign Date       | End Date          | Options                 |
|-------------|-----------------|---------------|-------------|-----------|-----------|-------------|-------------|-------------|-----------------|---------|----------------|--------------------|-------------------|-------------------|-------------------------|
| 77711105    |                 | N79604396115  | Desktop POS | NEWLAND   | NB10      | sttransport |             | QAR         | 0               | 0       | ITASS704       | 777101132320320    | 22 Apr 2024 12:32 | 22 Apr 2024 12:32 | <button>Update</button> |
| 77711104    |                 | N79604395550  | Desktop POS | NEWLAND   | NB10      | sttransport |             | QAR         | 0               | 0       | ITASS701       | 777101132320320    | 22 Apr 2024 12:31 | 22 Apr 2024 12:31 | <button>Update</button> |
| 77711103    |                 | N79604399786  | Desktop POS | NEWLAND   | NB10      | sttransport |             | QAR         | 0               | 0       | ITASS706       | 777101132320320    | 22 Apr 2024 12:25 | 22 Apr 2024 12:25 | <button>Update</button> |
| 77711102    |                 | xyz           | NB10        | newland   | NB10      | sttransport |             | QAR         |                 |         |                |                    | 08 Sep 2022 12:21 | 08 Sep 2022 12:21 | <button>Update</button> |
| 77711101    |                 | XYZ           | Desktop POS | NEWLAND   | NB10      | sttransport |             | QAR         |                 |         |                |                    | 08 Sep 2022 12:19 | 08 Sep 2022 12:19 | <button>Update</button> |

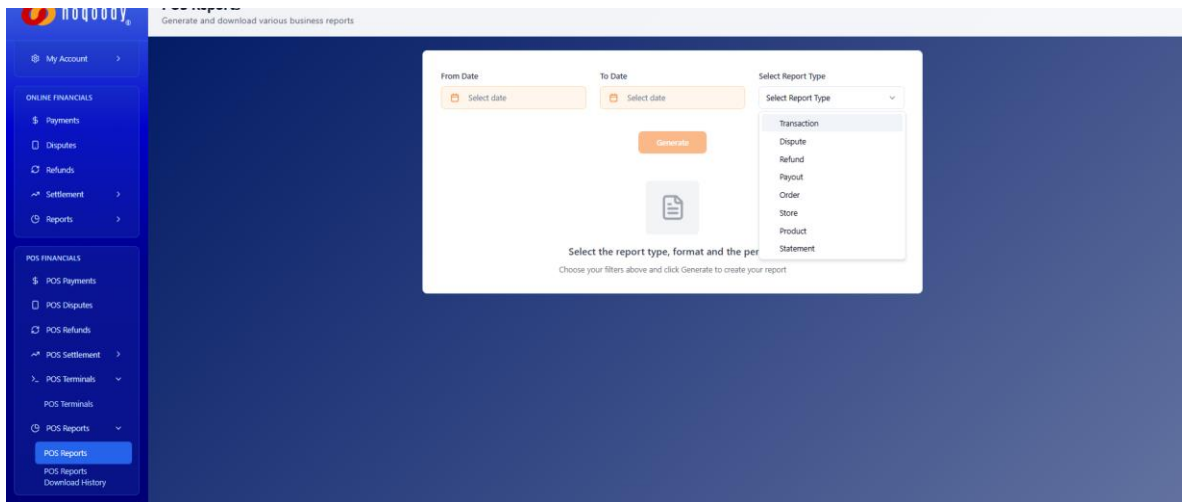


| Terminal ID  | Terminal Branch | Device Serial | POS Type | POS Brand | POS Model   | Merchant ID | IBAN Number | Rental Cost | Activation Code | ECR Pin | Inventory Code | Vendor Merchant ID | Assign Date | End Date | Options |
|--------------|-----------------|---------------|----------|-----------|-------------|-------------|-------------|-------------|-----------------|---------|----------------|--------------------|-------------|----------|---------|
| N79604396115 |                 | Desktop POS   | NEWLAND  | NB10      | sttransport |             | QAR         | 0           | 0               | 0       | ITASS704       | 777101132320320    | 22 Apr      |          |         |
| N79604395550 |                 | Desktop POS   | NEWLAND  | NB10      | sttransport |             | QAR         | 0           | 0               | 0       | ITASS701       | 777101132320320    | 22 Apr      |          |         |
| N79604399786 |                 | Desktop POS   | NEWLAND  | NB10      | sttransport |             | QAR         | 0           | 0               | 0       | ITASS706       | 777101132320320    | 22 Apr      |          |         |
| xyz          |                 | NB10          | newland  | NB10      | sttransport |             | QAR         |             |                 |         |                |                    | 08 Sep      |          |         |
| XYZ          |                 | Desktop POS   | NEWLAND  | NB10      | sttransport |             | QAR         |             |                 |         |                |                    | 08 Sep      |          |         |

## POS Reports

## 1. Overview

The **Reports Section** allows merchants to generate and download reports based on their transaction history, disputes, refunds, and payouts. Merchants can customize the time range for the report and select specific report types for accurate and organized data retrieval. The generated reports are downloadable in Excel format, and merchants can view their recent downloads in the **Download History** table.



## 2. Generating a Report

### 2.1. Date Selection

Merchants can choose the time range for the report by selecting the **From Date** and **To Date**.

- **From Date Field:** Select the start date for the report data.
- **To Date Field:** Select the end date for the report data.

Ensure the selected date range covers the period for which you wish to retrieve the report.

### 2.2. Report Type Selection

Merchants can choose the type of report they wish to generate from the available options.

- **Report Type Dropdown:** Select from the following report types:
  - **Transaction:** Provides details on all transactions processed within the selected date range.
  - **Dispute:** Retrieves data about any disputes raised during the selected time frame.
  - **Refund:** Displays all refund activities that occurred within the selected period.
  - **Payout:** Shows payout details for completed transactions.

### 2.3. Generating the Report

Once the date range and report type are selected, merchants can generate the report.

- **Generate Button:** Click this button to start generating the report. The report will be processed and added to the **Download History** table.

## 3. Viewing and Downloading Reports

After generating a report, merchants can view it in the **Download History** section. This section lists all the previously generated reports and allows merchants to download them in Excel format.

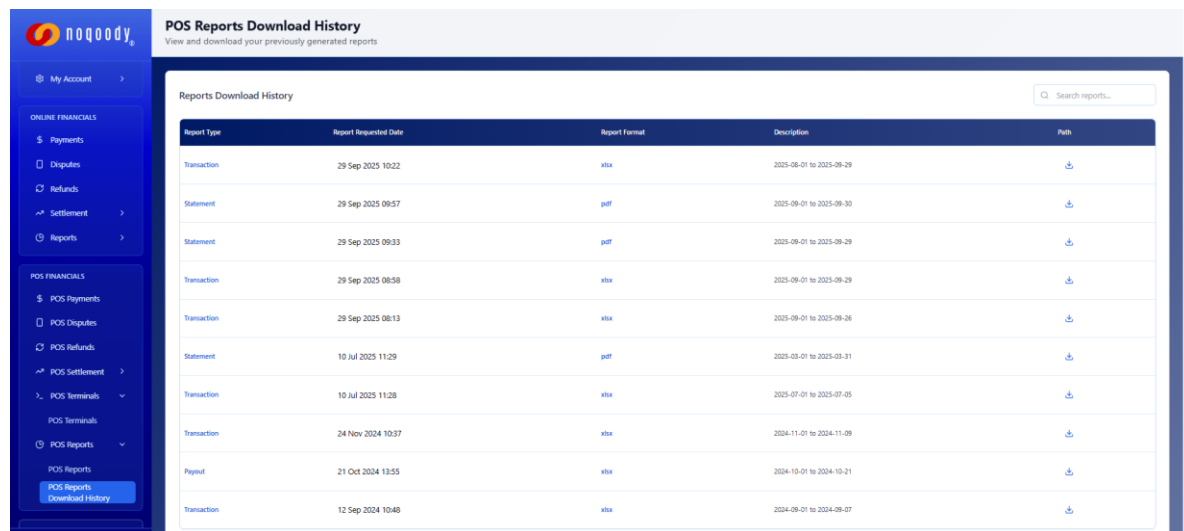
### 3.1. Download History Table

The **Download History Table** provides information on all generated reports, including the most recent ones, and allows the merchant to download the Excel file.

- **Recent Reports on Top:** The most recent report will always appear at the top of the table.
- **Download URL Column:** Merchants can download the report by clicking the **Download URL** link in the corresponding row.

### 3.2. Downloading a Report

- **Download Button:** Click on the download link under the **Download URL** column to download the generated report in Excel format.



| Report Type | Report Requested Date | Report Format | Description              | Path                     |
|-------------|-----------------------|---------------|--------------------------|--------------------------|
| Transaction | 29 Sep 2025 10:22     | xlsx          | 2025-08-01 to 2025-08-29 | <a href="#">Download</a> |
| Statement   | 29 Sep 2025 09:57     | pdf           | 2025-09-01 to 2025-09-30 | <a href="#">Download</a> |
| Statement   | 29 Sep 2025 09:33     | pdf           | 2025-09-01 to 2025-09-29 | <a href="#">Download</a> |
| Transaction | 29 Sep 2025 08:58     | xlsx          | 2025-09-01 to 2025-09-29 | <a href="#">Download</a> |
| Transaction | 29 Sep 2025 08:13     | xlsx          | 2025-09-01 to 2025-09-28 | <a href="#">Download</a> |
| Statement   | 10 Jul 2025 11:29     | pdf           | 2025-03-01 to 2025-03-31 | <a href="#">Download</a> |
| Transaction | 10 Jul 2025 11:28     | xlsx          | 2025-07-01 to 2025-07-05 | <a href="#">Download</a> |
| Transaction | 24 Nov 2024 10:37     | xlsx          | 2024-11-01 to 2024-11-09 | <a href="#">Download</a> |
| Payout      | 21 Oct 2024 13:55     | xlsx          | 2024-10-01 to 2024-10-21 | <a href="#">Download</a> |
| Transaction | 12 Sep 2024 10:48     | xlsx          | 2024-09-01 to 2024-09-07 | <a href="#">Download</a> |

# Invoice Express

## 1. Overview

The **Invoice Management Page** is a comprehensive dashboard where merchants can create, edit, and manage invoices. This page is divided into several tabs for easy navigation and functionality. The interface includes the following sections:

- **Invoices List:** Displays all created invoices.
- **Recurring Invoices:** Manage recurring invoices.
- **Invoice Drafts:** Save incomplete invoices for later.
- **Contacts:** Store and manage customer details for faster invoice creation.

| Invoice Number | Invoice Total | Invoice Amount | PUN                | Invoice Date      | Customer      | Status  | Options |
|----------------|---------------|----------------|--------------------|-------------------|---------------|---------|---------|
| #290911        | QAR 1.00      | QAR 1.00       | null               | 29 Sep 2025 00:00 | Ray           | Pending |         |
| #4290911       | QAR 1.00      | QAR 1.00       | null               | 29 Sep 2025 00:00 | Ray           | Pending |         |
| #15v_123       | QAR 1.00      | QAR 1.00       | null               | 29 Sep 2025 00:00 | Test Abdullah | Pending |         |
| #15st          | QAR 1000.00   | QAR 1000.00    | null               | 23 Sep 2025 00:00 | Ray           | Pending |         |
| #1234qsd       | QAR 1.00      | QAR 1.00       | null               | 23 Sep 2025 00:00 | Test04        | Pending |         |
| #1234qsd       | QAR 1.00      | QAR 1.00       | null               | 23 Sep 2025 00:00 | Test04        | Pending |         |
| #2025002       | QAR 1150.00   | QAR 1000.00    | null               | 23 Sep 2025 00:00 | Ray           | Pending |         |
| #2025002       | QAR 1150.00   | QAR 1000.00    | null               | 23 Sep 2025 00:00 | Ray           | Pending |         |
| #ray_01        | QAR 500.00    | QAR 500.00     | null               | 18 Sep 2025 00:00 | Ray           | Void    |         |
| #123456        | QAR 1.00      | QAR 1.00       | NANQPM121325403196 | 21 Aug 2025 00:00 | Test Abdullah | Failed  |         |

## 2. Invoice List Page

### 2.1. Header Section

- **Created Invoices:** Total number of invoices created (e.g., 1202).
- **Paid Invoices:** Total number of paid invoices (e.g., 19).
- **Pending Invoices:** Total number of pending invoices (e.g., 1138).
- **Total Invoice Amount:** Displays the total amount for all created, paid, and pending invoices.
- **Create Invoice Button:** Clicking this button will open a form to create a new invoice (as shown in the second image).

**Invoice Details**

Invoice Number\* Invoice Date\* Due Date\*

Invoice Number\* Invoice Date Due Date

☐ Recurring Invoice

Select Contact\*

Select Contact

Contact Email\* Mobile Number\*

Contact Email\* +974

Invoice Description\*

Enter Invoice Description\*

☐ Without Items

| Item Description | Price | Qty | Amount   |
|------------------|-------|-----|----------|
| Item Description | Price | 1   | QAR 0.00 |
| + Add Item       |       |     |          |

Total Invoice Amount: QAR 0.00

Cancel Draft Invoice Add Invoice

## 2.2. Invoice Table

The table displays a list of all created invoices with the following columns:

- **Invoice Number:** Unique identifier for the invoice.
- **Invoice Total:** Total amount for the invoice.
- **Invoice Amount:** Amount due for the invoice.
- **PUN:** Status code for the invoice.
- **Invoice Date:** Date the invoice was generated.
- **Customer:** Name of the customer billed in the invoice.
- **Status:** Shows whether the invoice is "Pending", "Failed", or "Paid".

- **Options:** Provides options to view and delete invoices.

### 2.3. Search Functionality

Merchants can search for invoices using the search bar to filter results based on invoice number, customer name, or other fields.

## 3. Creating a New Invoice

When merchants click the **Create Invoice** button, a modal form opens (as seen in the second image) to create a new invoice.

### 3.1. Invoice Form Fields:

- **Invoice Number:** Automatically generated or can be manually set.
- **Invoice Date & Due Date:** Date the invoice is created and when the payment is due.
- **Recurring Invoice Toggle:** If enabled, this creates a recurring invoice.
- **Bill To:** Dropdown menu to select a contact for billing. The contact's email and phone number fields are auto-filled based on the selected contact.
- **Invoice Description:** Description of the items or services being invoiced.
- **Item Description:** Description of each item or service.
- **Unit Price:** Price per item.
- **Qty:** Quantity of the item.
- **Amount:** Total amount for each item, calculated automatically.

### 3.2. Additional Fields:

- **Notes:** Optional notes for the customer.
- **Discount:** Any applicable discount on the invoice.
- **Service Charges:** Additional service fees, if applicable.
- **Tax Charges:** Tax applied to the invoice.
- **Online Fee:** Any additional online transaction fees.
- **Send Me a Copy:** Toggle to send a copy of the invoice to the merchant's email.

### 3.3. Actions:

- **Cancel:** Closes the form without saving.
- **Save as Draft:** Saves the invoice as a draft to be completed later.
- **Add Invoice:** Completes the invoice and adds it to the list.

## 4. Recurring Invoices

In the **Recurring Invoices** tab, merchants can view and manage recurring invoices:

- **Edit Date:** Update the recurrence dates.
- **Deactivate:** Stop the recurrence of the invoice.

The screenshot shows the 'Recurring Invoices' tab in the NoqoodyEx system. The interface includes a sidebar with navigation options like 'Dashboards', 'Payment Gateway', 'SHOWROOM', 'Manage Users', and 'My Account'. The main content area displays three summary cards: 'Created Recurring Invoices' (31, 3,629.50 QAR), 'Active Recurring Invoices' (26, 3,604.50 QAR), and 'Inactive Recurring Invoices' (5, 25.00 QAR). Below these is a search bar and a 'Create Invoice' button. A table lists individual recurring invoices with columns for Invoice Number, Invoice Total, Invoice Amount, Invoice Date, Customer, Status, Recurring Type, Schedule Date, and Options. The table contains 10 rows of data, including invoices for customers like 'Abdulrah Sultan', 'Ali', and 'Vishal'.

| Invoice Number          | Invoice Total | Invoice Amount | Invoice Date      | Customer        | Status   | Recurring Type | Schedule Date     | Options |
|-------------------------|---------------|----------------|-------------------|-----------------|----------|----------------|-------------------|---------|
| #qwer123                | QAR 1.00      | QAR 1.00       | 07 Jul 2025 00:00 | Abdulrah Sultan | Active   | NA             | 08 Jul 2025 00:00 | Options |
| #AU07                   | QAR 1.00      | QAR 1.00       | 08 Jan 2024 00:00 | Abdulrah Sultan | Inactive | NA             | 03 Jul 2025 00:00 | Options |
| #Test@999               | QAR 1.00      | QAR 1.00       | 27 Dec 2023 00:00 | ali             | Active   | Daily          | 13 Jan 2024 00:00 | Options |
| #123                    | QAR 15.00     | QAR 5.00       | 05 Dec 2022 00:00 | ete             | Active   | NA             | 06 Nov 2023 00:00 | Options |
| #Vishal#2               | QAR 5.00      | QAR 5.00       | 30 Nov 2022 00:00 | Vishal          | Active   | Daily          | 17 Oct 2023 00:00 | Options |
| #Test_invoice_daily_002 | QAR 3.00      | QAR 3.00       | 30 Jul 2022 00:00 | Abdulrah        | Active   | Daily          | 17 Oct 2023 00:00 | Options |
| #Test_invoice_002       | QAR 3.00      | QAR 3.00       | 30 Jul 2022 00:00 | Abdulrah        | Inactive | NA             | 01 Aug 2022 00:00 | Options |
| #Test_personal_email    | QAR 10.00     | QAR 10.00      | 27 Jul 2022 00:00 | Abdulrah        | Inactive | NA             | 01 Aug 2022 00:00 | Options |
| #invoice_0022           | QAR 7.00      | QAR 7.00       | 25 Jul 2022 00:00 | Abdulrah        | Inactive | NA             | 01 Aug 2022 00:00 | Options |
| #Test_invoice_daily_001 | QAR 5.00      | QAR 5.00       | 25 Jul 2022 00:00 | Abdulrah        | Inactive | NA             | 01 Aug 2022 00:00 | Options |

## 5. Draft Invoices

Merchants can save invoices as drafts and return to them later for completion. The drafts can be accessed via the **Invoice Drafts** tab, where they can be edited or deleted.

The screenshot shows the 'Invoice Drafts' tab in the NoqoodyEx system. The interface includes a sidebar with navigation options like 'Dashboards', 'Payment Gateway', 'SHOWROOM', 'Manage Users', and 'My Account'. The main content area displays three summary cards: 'Total Drafts' (2, 13.00 QAR), 'Invoice Drafts' (2, 13.00 QAR), and 'Recurring Drafts' (0, 0.00 QAR). Below these is a search bar and a 'Create Invoice' button. A table lists individual draft invoices with columns for Invoice Number, Invoice Total, Invoice Amount, Customer, Customer Email, Customer Mobile, Invoice Date, and Options. The table contains 2 rows of data, including drafts for customers 'Ray' and 'Ali'. At the bottom, there is a pagination bar showing 'Showing 1 - 2 of 2 entries'.

| Invoice Number | Invoice Total | Invoice Amount | Customer | Customer Email       | Customer Mobile | Invoice Date      | Options |
|----------------|---------------|----------------|----------|----------------------|-----------------|-------------------|---------|
| #290911        | QAR 1.00      | QAR 1.00       | Ray      | abdulrah@noqoody.com | +97430771132    | 29 Sep 2025 00:00 | Options |
| #290911        | QAR 12.00     | QAR 12.00      | Ali      | alimohd@gmail.com    | +97431413099    | 29 Oct 2025 00:00 | Options |

## 6. Managing Contacts

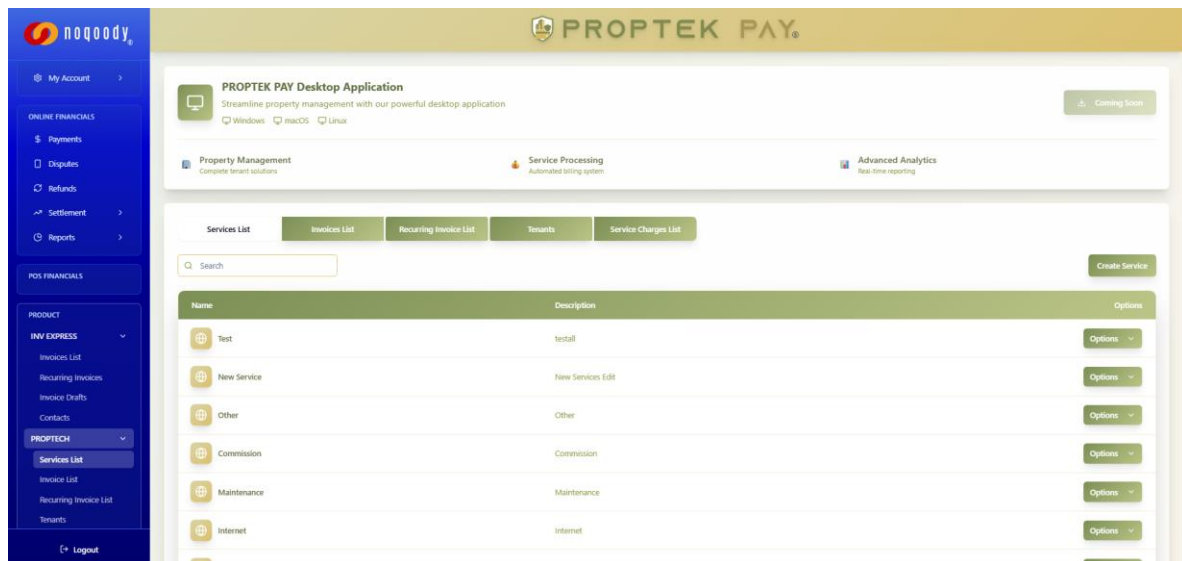
The **Contacts** tab allows merchants to add and manage customer details. Adding a contact will automatically fill in details (email, mobile number) during the invoice creation process.

The screenshot displays the NoqoodyEx web application interface. On the left is a dark blue sidebar with navigation menus for SYSTEMS, ONLINE FINANCIALS, and POS FINANCIALS. The main content area has a light blue header with the NoqoodyEx logo and a navigation bar with tabs for Invoices List, Recurring Invoices, Invoice Drafts, and Contacts. The Contacts tab is active. Below the tabs is a search bar and two buttons: 'Import Contacts' and 'Create Contact'. A table lists 10 contacts with columns for Name, Company, Mobile Number, Email, Website, Status, and Options. All contacts are marked as 'Active'. At the bottom, there is a pagination control showing 'Showing 1 - 10 of 56 entries' and a 'Previous' button.

| Name                 | Company | Mobile Number | Email                       | Website | Status | Options |
|----------------------|---------|---------------|-----------------------------|---------|--------|---------|
| Ray                  | Raytan  | 30771132      | abdu.lan@noqoody.com        | NA      | Active | Options |
| Test44               | Noqoody | 31419209      | al.mahdi@gmail.com          | NA      | Active | Options |
| Test                 | Noqoody | 31419209      | al.mahdi@gmail.com          | NA      | Active | Options |
| All                  | Noqoody | 31419209      | al.mahdi@gmail.com          | NA      | Active | Options |
| Nour                 | Noqoody | 33363001      | nour.lem.zebie@noqoody.com  |         | Active | Options |
| Mohsin               | Noqoody | 66914212      | abdu.lan@noqoody.com        | NA      | Active | Options |
| Liza Default Contact | Liza    | 99196783      | liza@gmail.com              |         | Active | Options |
| Sergio               | Noqoody | 33860011      | sergio.noqoody@gmail.com    |         | Active | Options |
| abd                  | Noqoody | 99196783      | abdu.lan@tan142@gmail.com   | NA      | Active | Options |
| Nicole               | Qmobile | 31695303      | nicole.santos.mci@gmail.com | NA      | Active | Options |

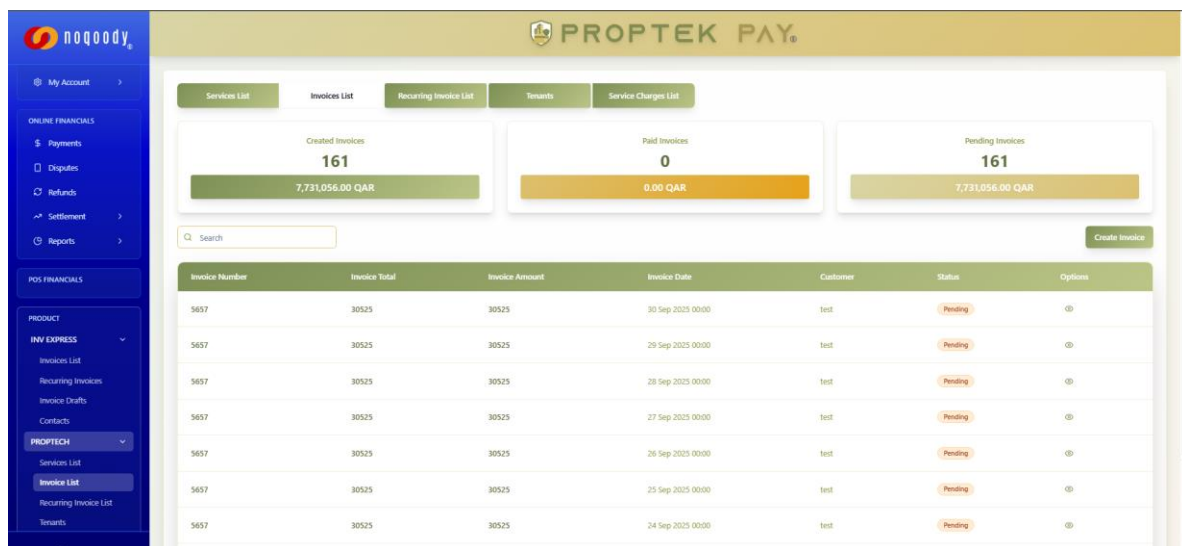
## Proptech

This section will allow the user to create services for their customers. These services can be of any kind such as Electricity Billing, Rental Payments and so on. It will be up to the merchant to decide the key features of their services here



## Proptech Invoice list

The proptech invoice listing works similar to the Express Invoice service. This allows the merchant to generate an invoice for their customer based on the services provided





My Account

ONLINE FINANCIALS

Payments

Disputes

Refunds

Settlement

Reports

POS FINANCIALS

PRODUCT

INV EXPRESS

Invoices List

Recurring Invoices

Invoice Drafts

Contacts

PROPTech

Services List

Invoice List

Recurring Invoice List

Tenants

PROPTek PAY

Services ListInvoices ListRecurring Invoice ListTenantsService Charges List

Created Recurring Invoices231,775.00 QAR

Paid Recurring Invoices231,775.00 QAR

Pending Recurring Invoices00.00 QAR

Q Search

Create Recurring Invoice

| Invoice Number | Invoice Total | Invoice Amount | Invoice Date      | Customer | Status | Recurring Type | Schedule Date     | Options |
|----------------|---------------|----------------|-------------------|----------|--------|----------------|-------------------|---------|
| NQPM0000155    | 1250          | 1000           | 01 Sep 2023 00:00 | test     | Active | NA             | 24 Sep 2023 00:00 | Options |
| 5457           | 30525         | 30525          | 28 Apr 2025 00:00 | test     | Active | Daily          | 01 Oct 2025 00:00 | Options |

Items per page: 10Showing 1 - 2 of 2 entries

Previous1Next

## Proptech Tenants

Tenants work similar to contacts, they have information related to their address, name, email and mobile number and are used to create invoices for them

My Account

ONLINE FINANCIALS

Payments

Disputes

Refunds

Settlement

Reports

POS FINANCIALS

PRODUCT

INV EXPRESS

Invoices List

Recurring Invoices

Invoice Drafts

Contacts

PROPTech

Services List

Invoice List

Recurring Invoice List

Tenants

PROPTek PAY

Services ListInvoices ListRecurring Invoice ListTenantsService Charges List

Q Search

Create Tenant

| Name | Mobile Number | Email          | Status | Options |
|------|---------------|----------------|--------|---------|
| test | 71740610      | test@gmail.com | Active | Options |

Items per page: 10Showing 1 - 1 of 1 entries

Previous1Next

**Create Tenant**

**Basic Information**

Name \*

Email \*

Mobile \*

Relative

**Location Information**

Zone No \*

Building Name \*

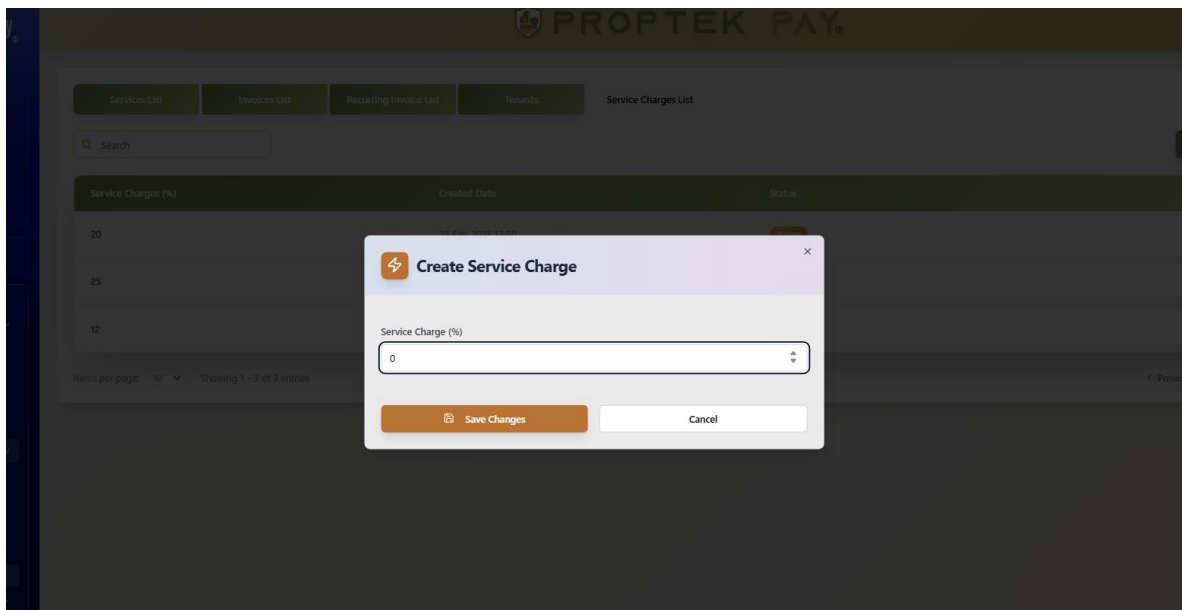
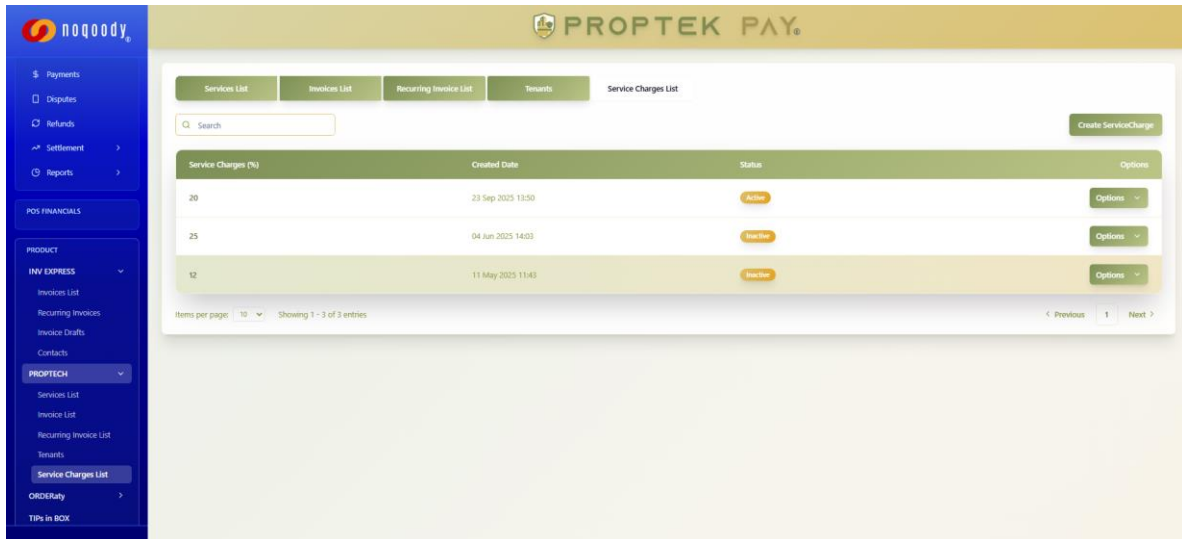
Apartment No \*

**Additional Information**

Notes

### Proptech Service Charges

These services charges are for the merchant to decide for their consumer base. At a time only 1 service charge can be active. This value is percentage based

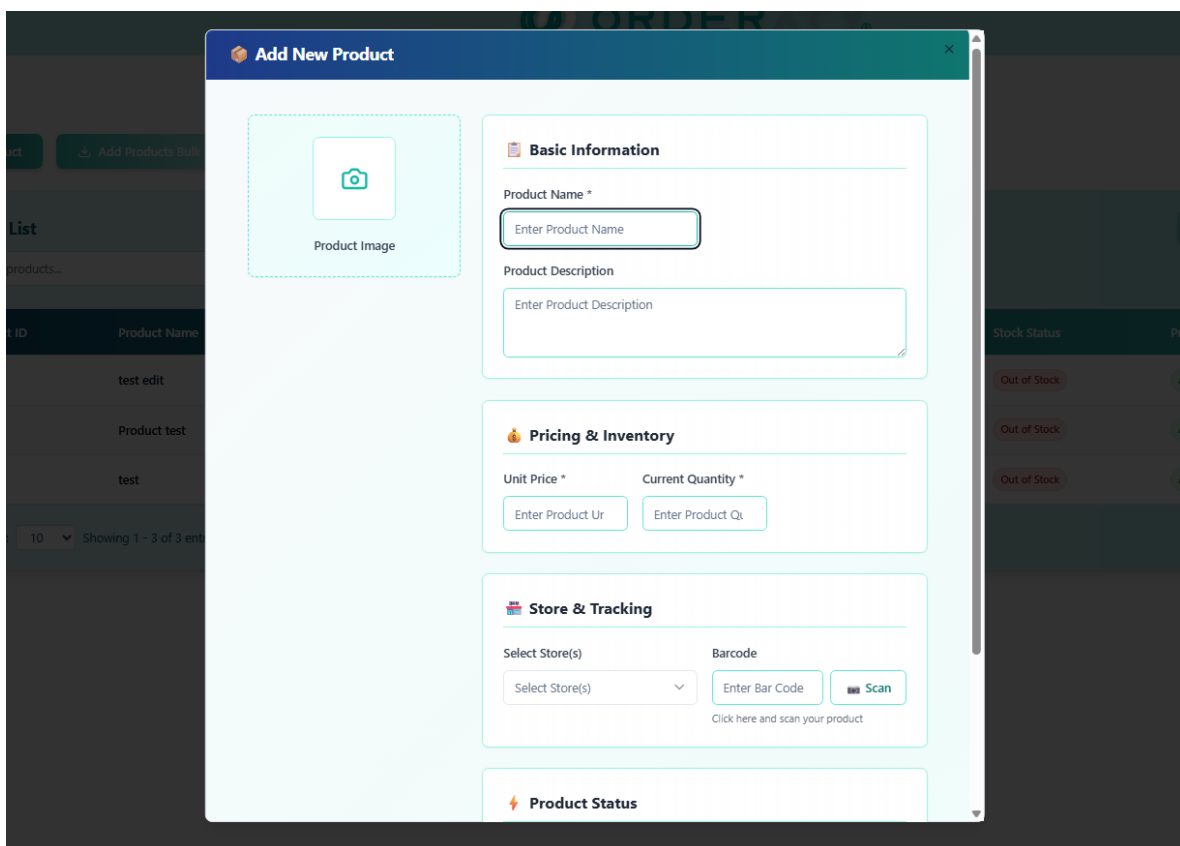
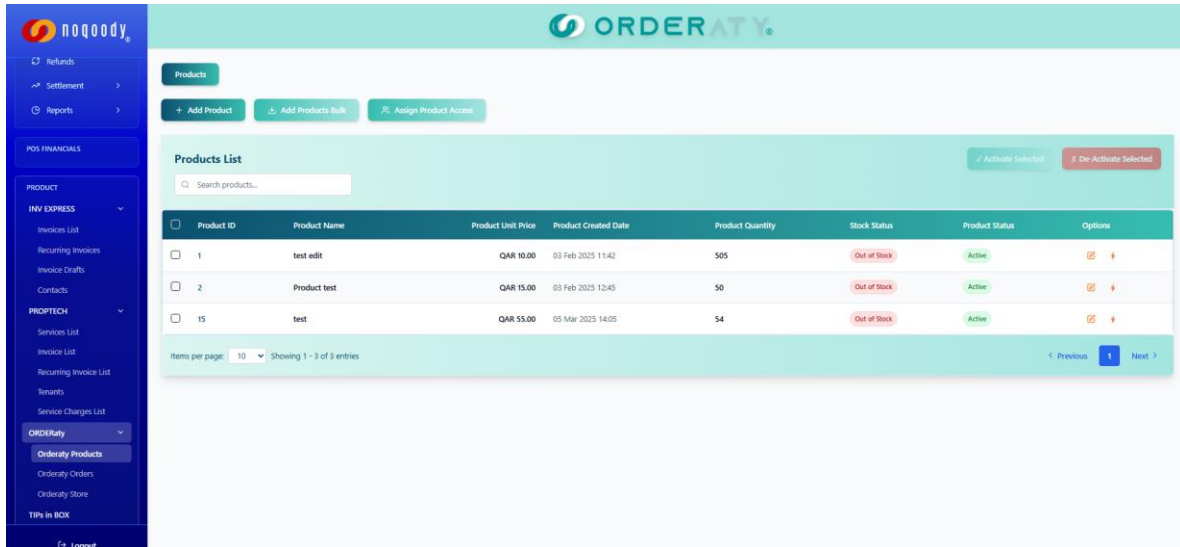


## Orderaty

Orderaty allows the merchant to create their own store with it's specific product list and will allow their customers to create a cart order

## Orderaty Products

The product page will allow the merchant to add items to their store and will also show the list of the current products available



## Orderaty Orders

This page allows the merchant to see the orders created by their customers from their custom store page

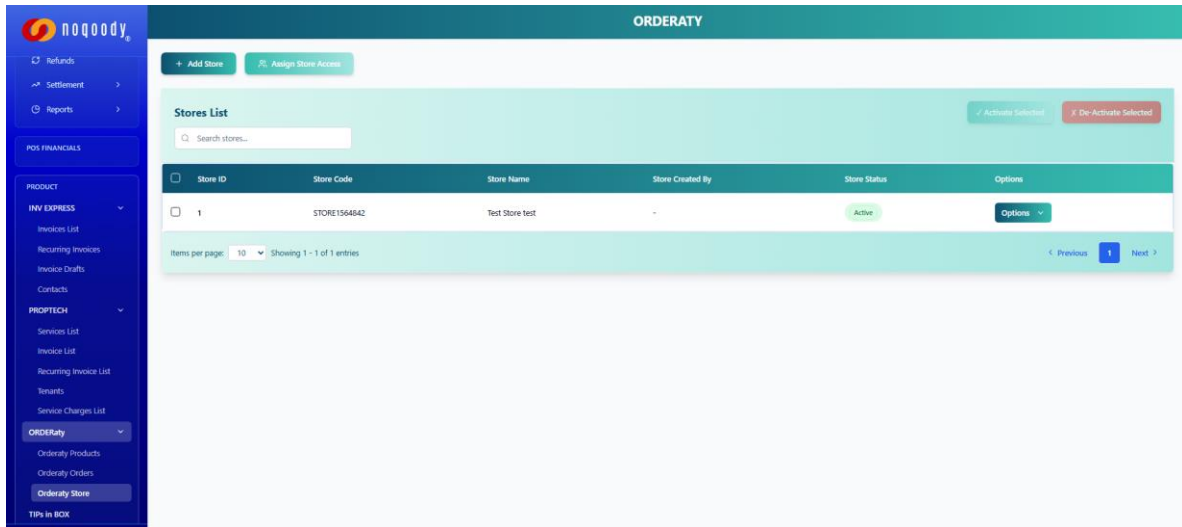
The merchant can

- Edit the order
- Get the order page link
- Send the order link to the customer's email
- Activate and Cancel order

| Order Number | Order Date        | Customer Name | Customer Mobile | Store Name      | Order Sub Total Amount | Delivery Charges | Discount  | Order Total Amount | Payment Status | Paid By  | Order Status | Options |
|--------------|-------------------|---------------|-----------------|-----------------|------------------------|------------------|-----------|--------------------|----------------|----------|--------------|---------|
| 1737992      | 29 Sep 2025 14:35 | Abdullah      | 55106783        | Test Store test | 110.00 QAR             | 0.00 QAR         | 0.00 QAR  | 110.00 QAR         | Pending        | Not Paid | Expired      | Options |
| 425467       | 23 Sep 2025 13:52 | Nayef         | 71740618        | Test Store test | 65.00 QAR              | 10.00 QAR        | 10.00 QAR | 65.00 QAR          | Cash Collected | Not Paid | Expired      | Options |
| 539742       | 25 Aug 2025 13:40 | Ali test      | 31415059        | Test Store test | 65.00 QAR              | 0.00 QAR         | 0.00 QAR  | 65.00 QAR          | Pending        | Not Paid | Expired      | Options |
| 169463       | 25 Aug 2025 13:29 | Ali           | 31415059        | Test Store test | 65.00 QAR              | 0.00 QAR         | 0.00 QAR  | 65.00 QAR          | Pending        | Not Paid | Expired      | Options |
| 289711       | 08 Jul 2025 14:08 | Sergio        | +97465432657    | Test Store test | 20.00 QAR              | 0.00 QAR         | 0.00 QAR  | 20.00 QAR          | Pending        | Not Paid | Expired      | Options |
| 656489       | 05 Mar 2025 09:13 | Ali           | 31415059        | Test Store test | 10.00 QAR              | 0.00 QAR         | 0.00 QAR  | 10.00 QAR          | Cash Collected | Not Paid | Cancelled    | Options |
| 2021691      | 20 Feb 2025 10:08 | Ali           | 31415059        | Test Store test | 20.00 QAR              | 0.00 QAR         | 0.00 QAR  | 20.00 QAR          | Failed         | Not Paid | Expired      | Options |
| 1085870      | 06 Feb 2025 16:21 | test          | 12345689        | Test Store test | 10.00 QAR              | 0.00 QAR         | 0.00 QAR  | 10.00 QAR          | Cash Collected | Not Paid | Refunded     | Options |
| Order1997716 | 03 Feb 2025 11:43 | new order     | 31415059        | Test Store test | 20.00 QAR              | 2.00 QAR         | 1.00 QAR  | 21.00 QAR          | Failed         | Not Paid | Expired      | Options |

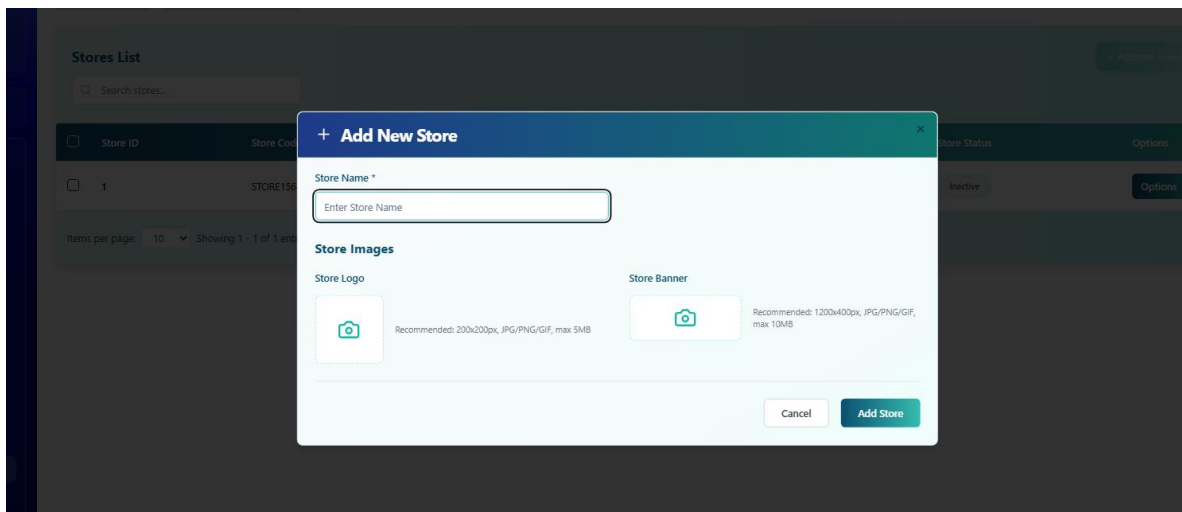
## Orderaty Store

This section will allow the merchant to view and create their own stores



The options dropdown gives the merchant the ability to

- Edit Store
- Share store link
- Deactivate store
- Assign store to a subuser



## Password Reset via Tech Support

If merchants forget their password or lose access to their account, they can contact **Tech Support** to request a password reset. Tech Support will send a new password to the registered email on file.

### Steps to Request a Password Reset:

#### 1. Contact Tech Support:

- Reach out to the company's **technical support team** via the official support channels (e.g., phone, email, or live chat).
- Provide **necessary details** like the registered business name, email, or other account identifiers to verify identity.

#### 2. Request a Password Reset:

- Clearly state the need for a password reset, and the support team will initiate the process.
- The new password will be securely generated and sent to the **registered email address** associated with the merchant's account.

#### 3. Receive and Use New Password:

- Once the new password is received in the email, use it to log in to the merchant account.
- After logging in, it's highly recommended to **change the password** immediately to something memorable and secure (by following the steps outlined earlier under "Changing the Password").