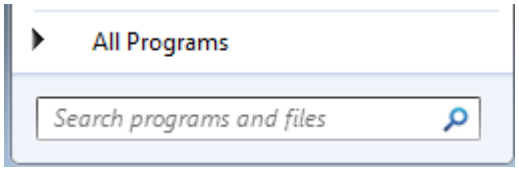
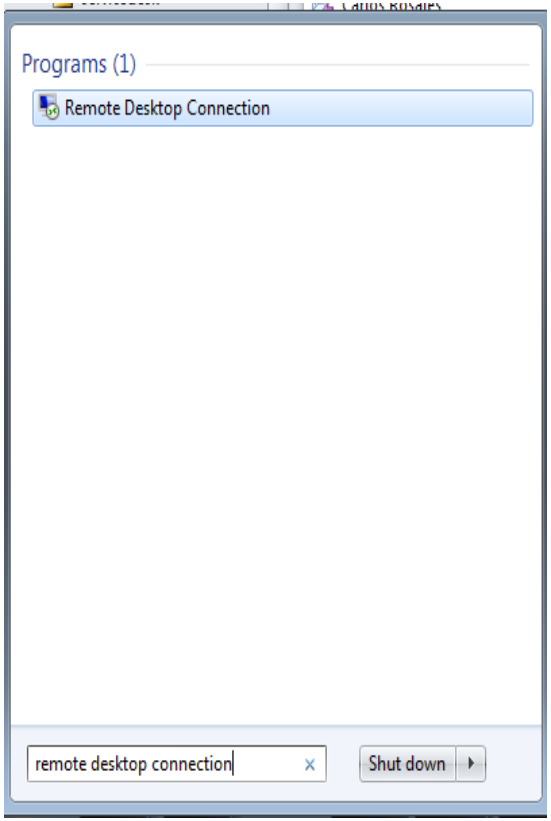
Tigo Pesa Platform Usage Manual

Prepared By;
MFS Corporate, 2016

Open Remote desktop connection

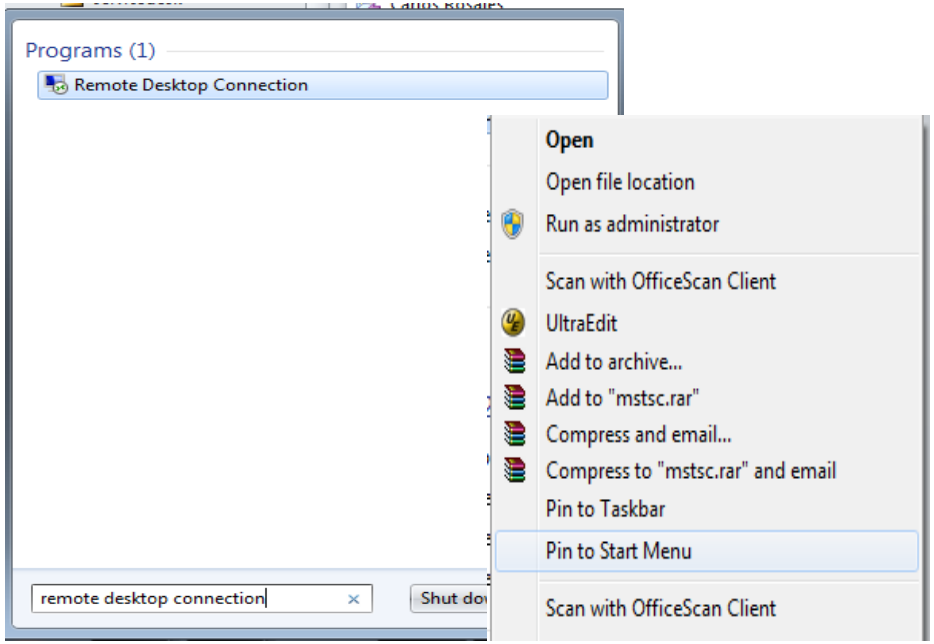
- Go to start
- Below all programs option in the search programs and files





- Write *Remote Desktop Connection* and click enter
- Make sure your computer has Internet access

- You can add *Remote desktop connection* to your Start Menu
- Right click Remote *Desktop Connection* and choose *Pin to Start menu*



- After add *Remote desktop to start Menu*, you can access it by going to start icon and choose it from the *Pop-up menu*

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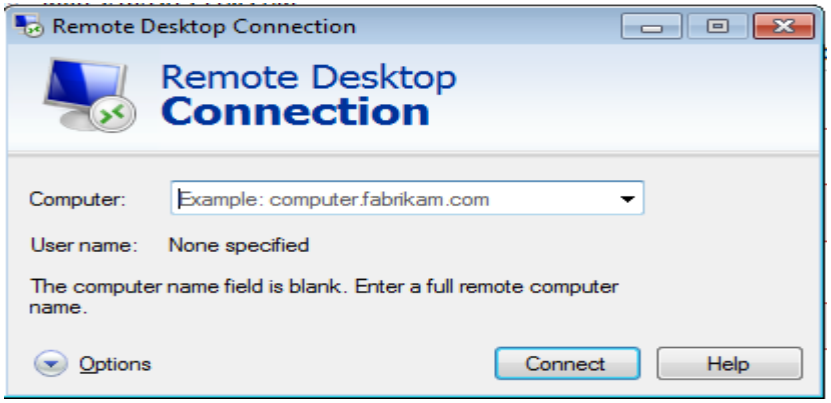
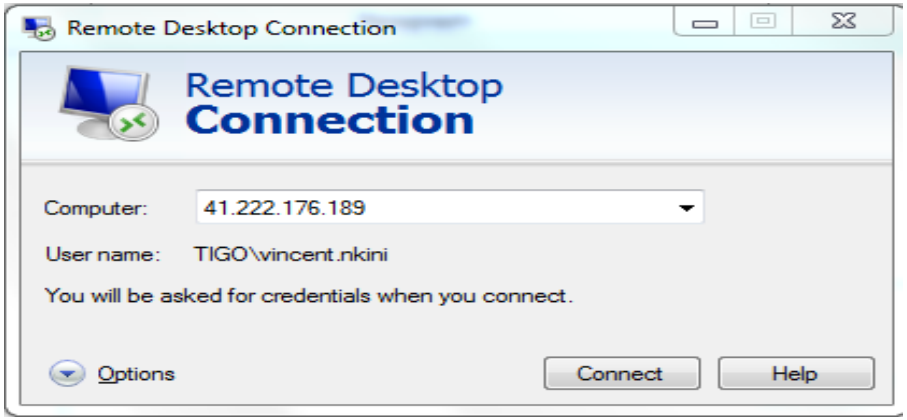
- Remote desktop connection windows appears



- Enter IP address of 41.222.176.189 in the computer filed and click connect



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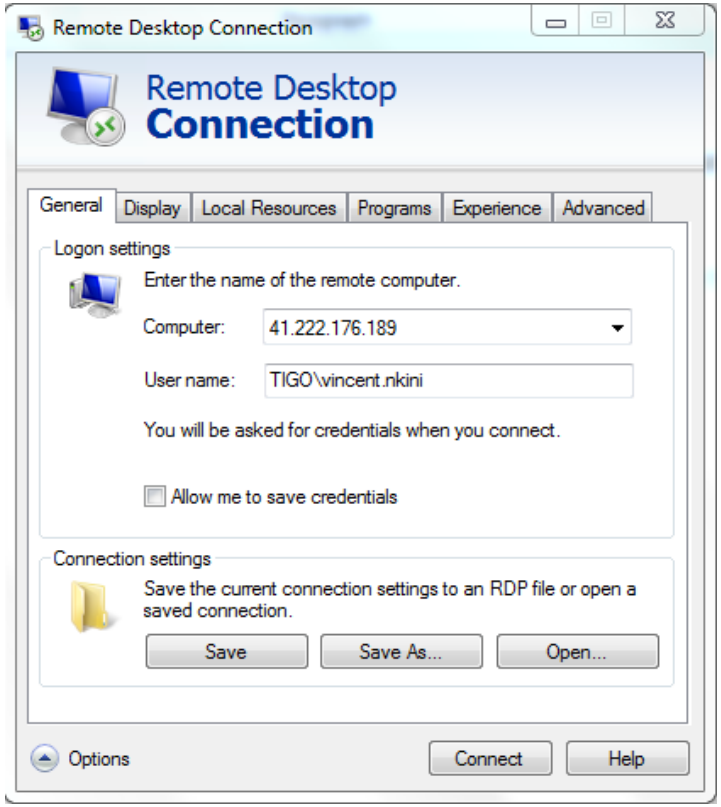
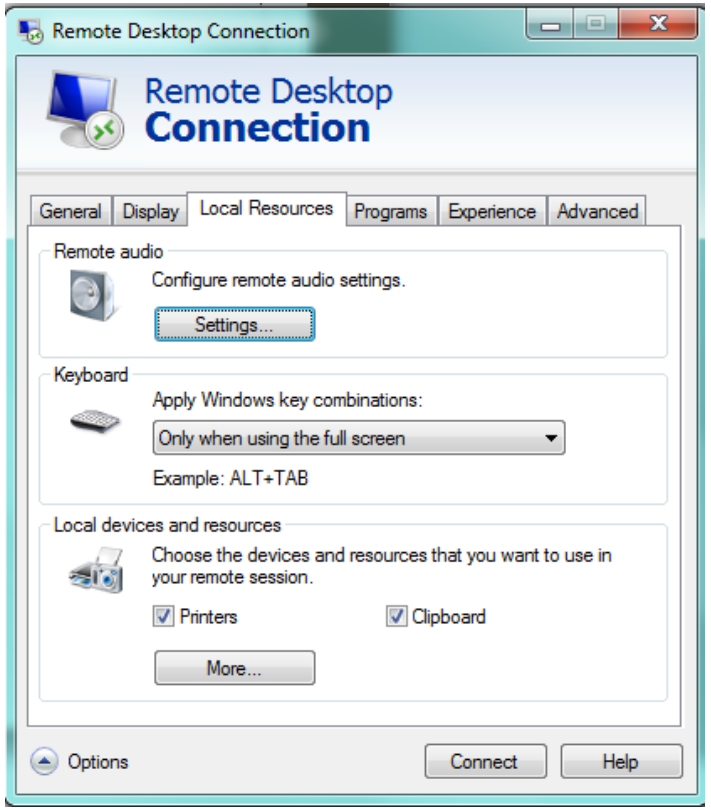
To save document to your computer

Step 1.
Click ***option,*** below login window will appear then choose ***Local Resources***



Step 2.
Choose ***More*** from ***Local devices and resources***



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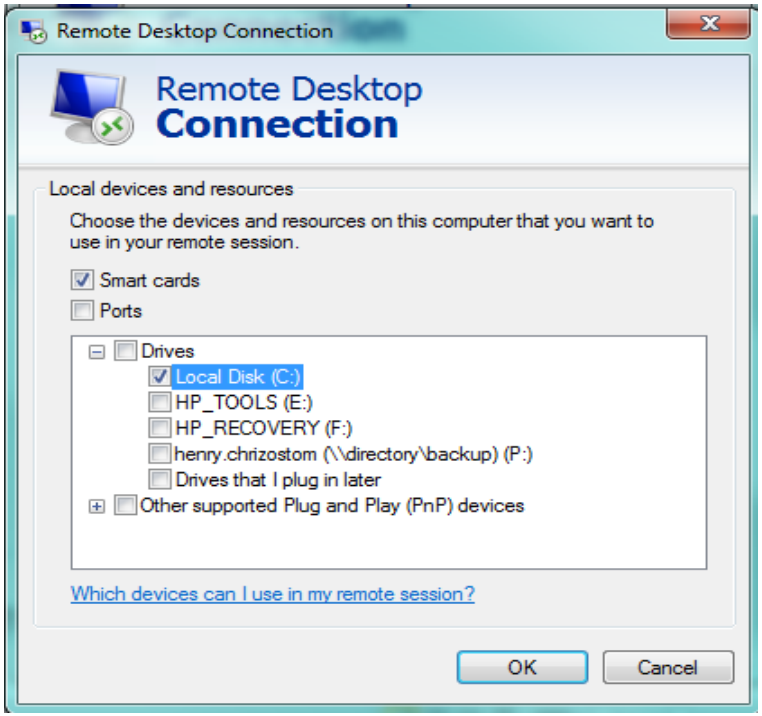
Step 3.

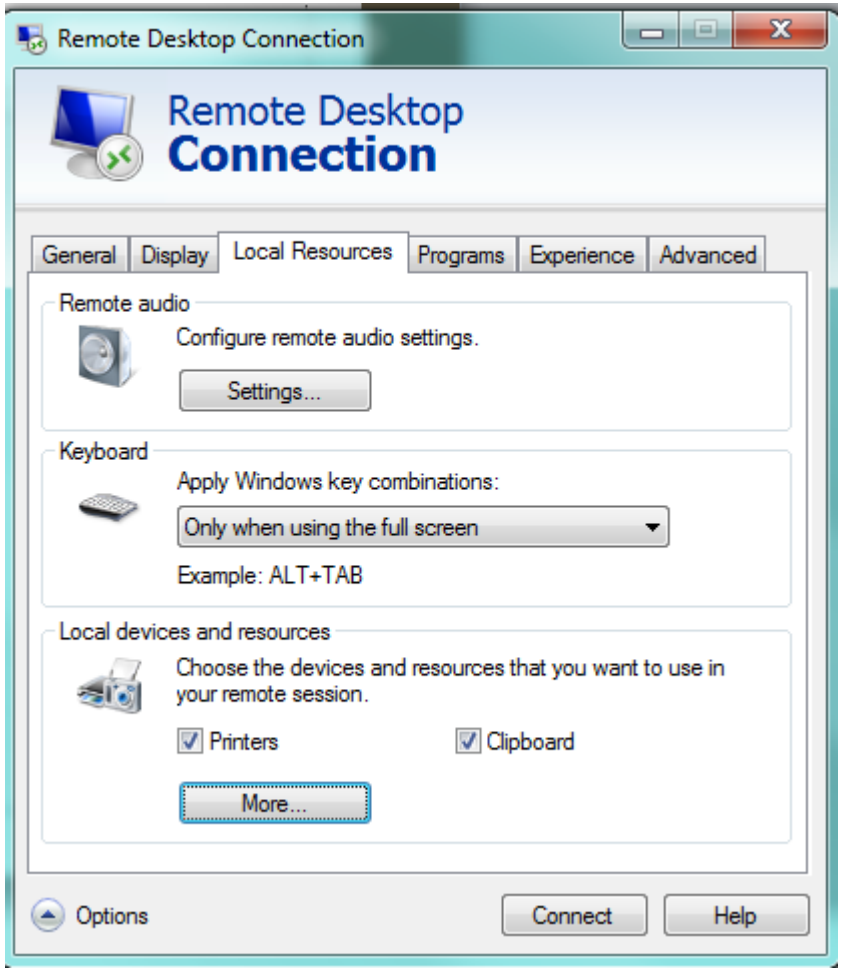
Expand drop menu for ***Drive*** option and choose any local hard drive from your computer and click **ok**

e.g. Select **C** drive to save on *my document*, *desktop*, and *my computer.*



Step 4.

Then ***Connect***



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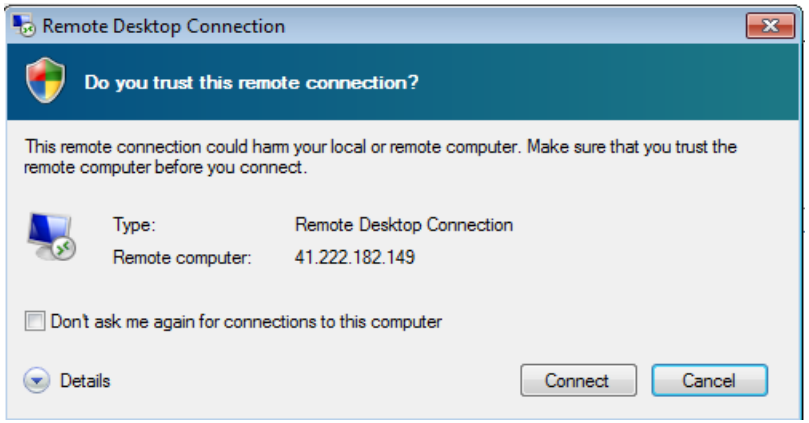
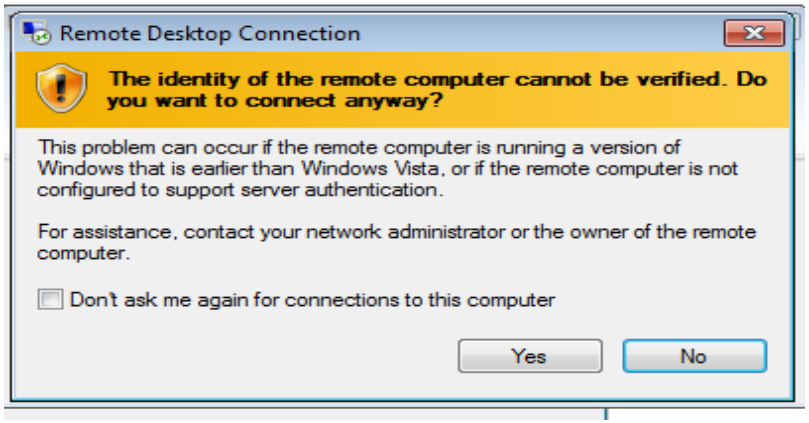
Step 5.

Click ***Connect*** if you get below screen



Click ***Yes*** if you get below screen



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Log in to Tigo Pesa Platform: Telepin Portal

Login to TELEPIN portal.

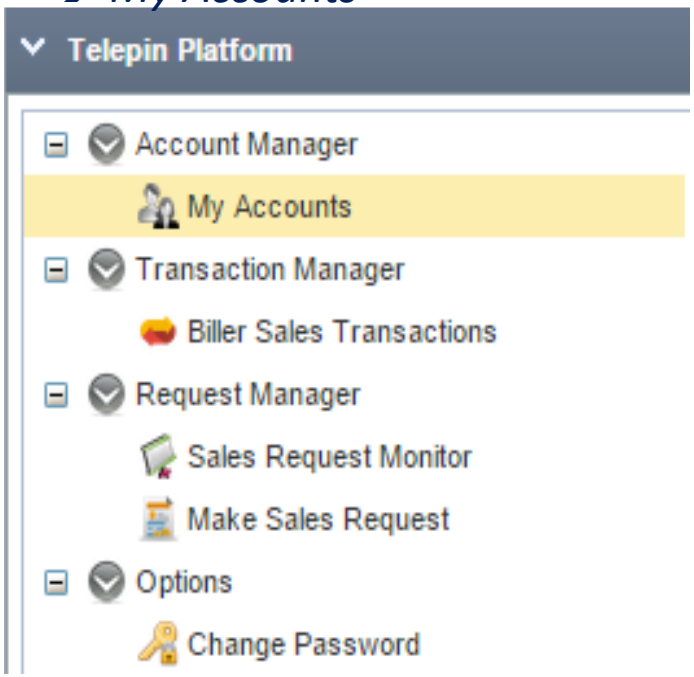
1. Biller Web Activities

This section will cover what the Billers are able to do using their assigned credentials.

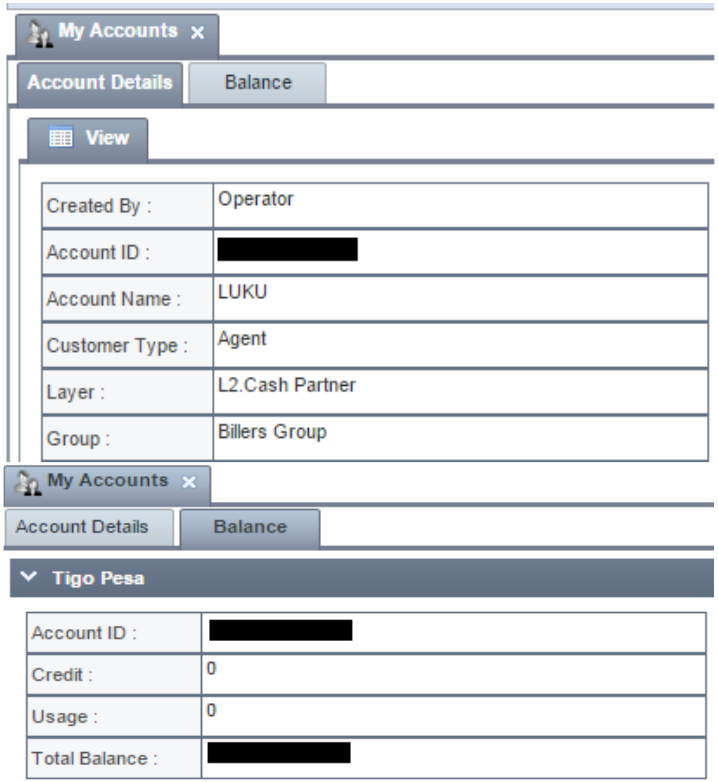
1.1 My Accounts and Balance

a) Navigate to Account Manager

➔ *My Accounts*



b) Once you open ***My Accounts***, you will see a window with the *Account details*, and *Balance*.



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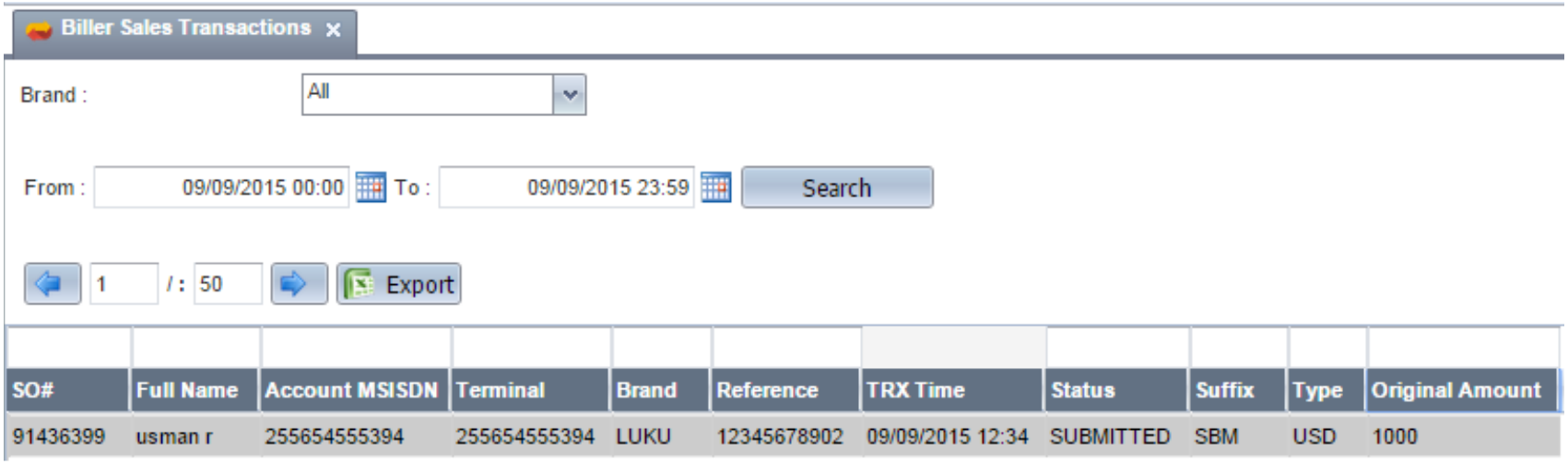
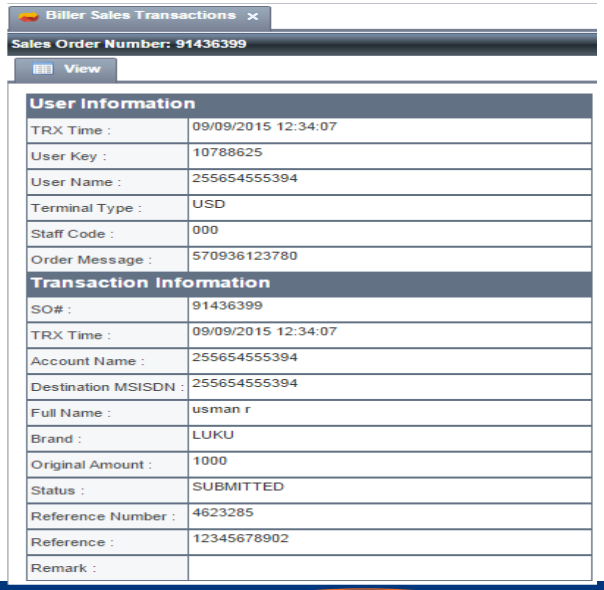
1.2 Biller Sales Transaction

Biller Sales Transaction allows you to see information regarding all the subscribers who have made a payment towards the biller. This includes transactions that are in “Submitted”, “Posted” or “Declined”

1 Navigate to Transaction Manager -> Biller Sales Transaction. Click on Search to view all de-tails. You can click on any individual transaction to open up more details. The reference field is basically the Account Number/Meter Number etc.



The Remark field specifies the notification by the biller. For example, if the transaction is declined, the Remark field will specify the reason for the transaction being declined, for instance invalid Meter Number. Similarly, for successful transaction, the Remark field will be populated according to what the biller replies. Note, this field will only be populated if the biller is sending the reply


Biller Sales Transactions

Sales Order Number: 91436399

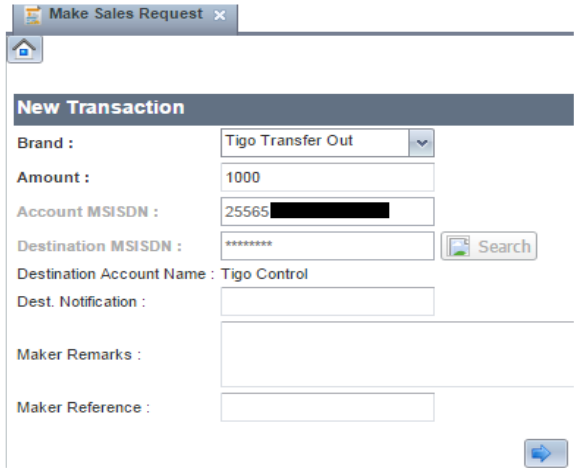
View

User Information	
TRX Time :	09/09/2015 12:34:07
User Key :	10788625
User Name :	255654555394
Terminal Type :	USD
Staff Code :	000
Order Message :	570936123780
Transaction Information	
SO# :	91436399
TRX Time :	09/09/2015 12:34:07
Account Name :	255654555394
Destination MSISDN :	255654555394
Full Name :	usman r
Brand :	LUKU
Original Amount :	1000
Status :	SUBMITTED
Reference Number :	4623285
Reference :	12345678902
Remark :	

1.3 Reimbursement

This section covers the reimbursement procedure for billers. Once the reimbursement request is submitted, the Tigo staff will be notified to approved/reject it.

Navigate to *Request Manager* -> *Make Sales Request*. Enter the amount and any other de-tails. Click on Next. You will then be asked to confirm reimbursement with your password. Once done, you will get a messages saying “Transaction Successfully added with ID…”


Make Sales Request

New Transaction

Brand : Tigo Transfer Out

Amount : 1000

Account MSISDN : 25565[redacted]

Destination MSISDN : ******** Search

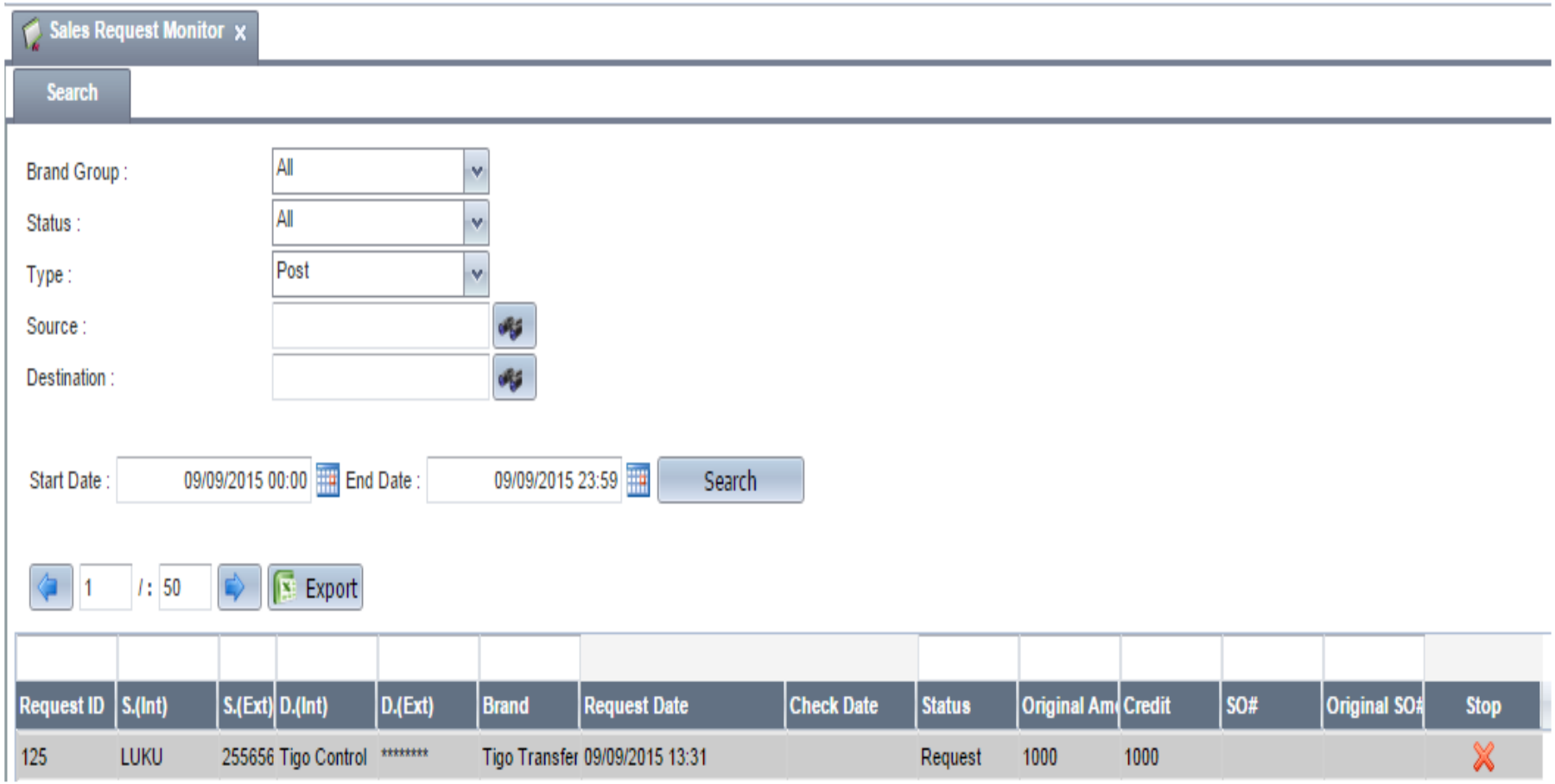
Destination Account Name : Tigo Control

Dest. Notification :

Maker Remarks :

Maker Reference :

You can always view the status of the transaction, or even stop it before the reimbursement is processed. Navigate to Request Manager -> Sales Request Monitor. Once approved, you will get a notification, and also you will be able to see when it was approved, and who approved it. You can click on the request to see more details.



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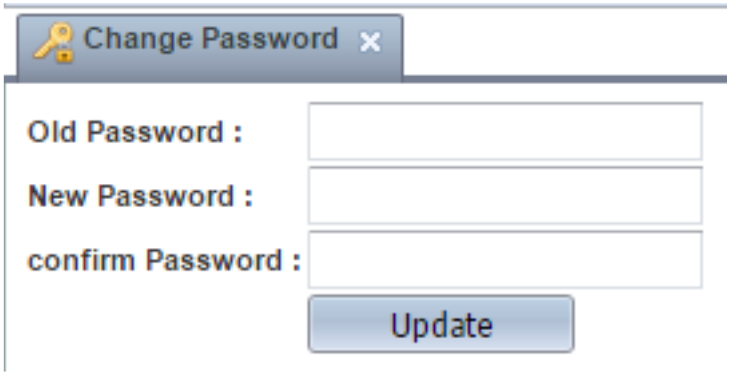
1.4 Change Password

This section shows how you can change your web password.

Navigate to Options -> Change Password. Enter Old Password, and New Password to change. Once done, click “Update”.



Upon login again, we expect you will not face the same problem again as the settings for your internet explorer will be saved for your profile.

For any query, on forgetting password or any other issues, please send email to mfs.operation@tigo.co.tz

Thank You ! ☺