



2.0

Under the microscope

Your essential guide to managing your
Spark ATM Network



A user manual by



SparkWeb 2.0 offers the following key features to successfully manage your Spark ATM network



Dashboard

The Dashboard feature allows you to search and view transactions at a specific site during a specific date range. This gives you an overview of what the ATM is trading.



Spark Disputes Portal (SDP)

Your one-stop Saswitch query management tool. Spark is the only company that offers this unique tool to our valued banking partners. It is a comprehensive management system that allows a full view of all queries from creation to conclusion, highlighting SLA's and outcomes. The access rights are set per user - controlling activity on the portal, and allows for powerful customer support.



Reports

This feature allows you to pull reports on a specific ATM's transactions, its performance as well as the terminal's activity by selecting a specific date range.



Video Tutorials

Need to refresh your memory? We've added video tutorials under the Help tab so you never have struggle through SparkWeb 2.0.



Graphs

A graphic interpretation of the ATM Network's state. This is a way of managing ATM up-time and isolating poor performers.



Tools

The Tools tab allows you to search and find Spark ATM's deployed country-wide. Click on an ATM icon and find additional information regarding that ATM. You can also search and resolve error codes displayed on an ATM screen.



SparkWeb 2.0 Tabs & Features

Dashboard

- Allows access to all ATM details within your Spark ATM Network.

Graphs

- An in-depth look at a specific ATM's events during on a selected date. These include:
 - Cash Withdrawals;
 - Balance Inquiries;
 - Combination of Cash Withdrawals and Balance Inquiries;
 - Reversals;
 - Percentage of Cash Withdrawals;
 - Percentage of approvals;
 - Airtime transactions; and
 - Health Messages sent.

Reports

- Transactions Report
 - all transactions completed on the searched for ATM can be viewed here.
- ATM Performance Report
 - the ATM's performance during a specific date range.
- Terminal Activity Report.

Tools

- Site Mapping
 - have all your brand -selected ATMs on one map.
- Search Error Codes
 - your own troubleshooting guide to resolve ATM error codes displayed on the ATM screen.

Support

- Access to Spark Disputes Portal (SDP), an exclusive Saswitch query management gateway.
- Create disputes.
- Search disputes.
- Dispute reports.

Admin

- Change Password
- Ensure your profile is secure by updating your password regularly. Don't worry if you have forgotten your password - get in touch with our friendly Contact Support Center to help you out.

Help

- Video Tutorials
 - Forgotten the basics of SparkWeb 2.0? That's what these videos are for - refresh your memory by watching these videos.

Logout

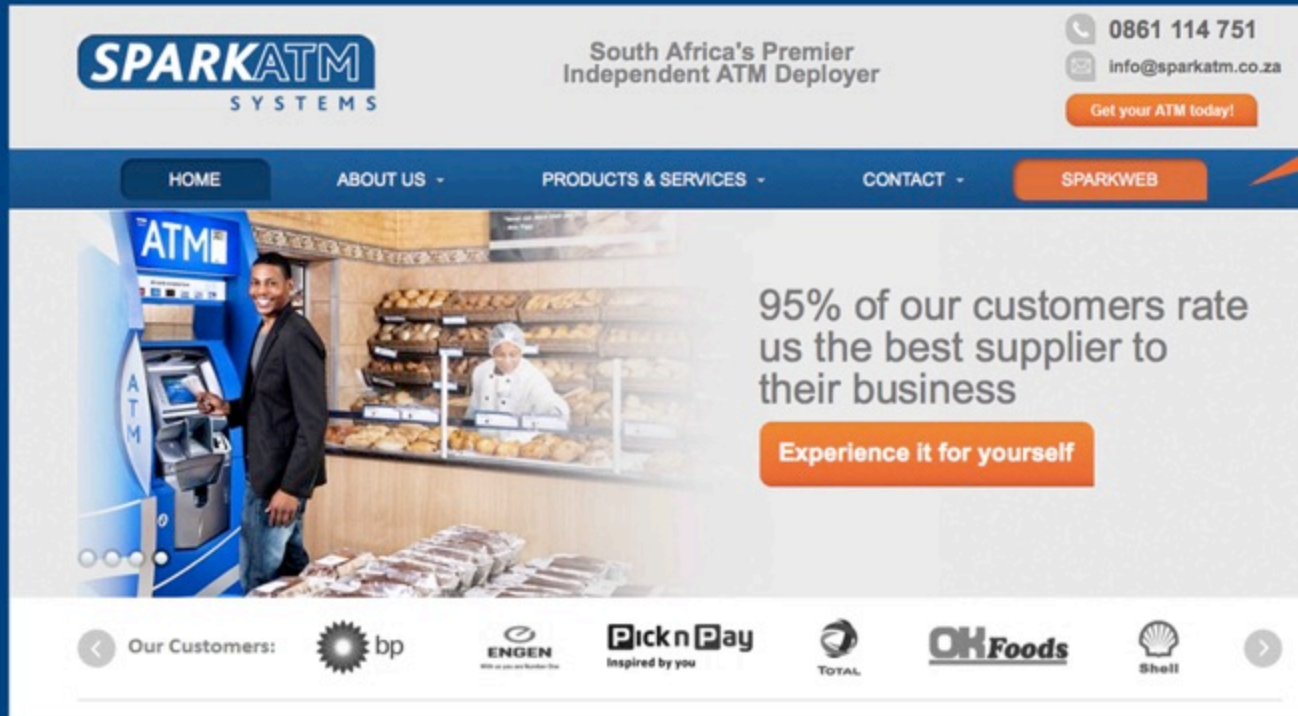
- Remember to Logout to ensure your data stays secure.

SparkWeb 2.0 is the gateway to fully manage your Spark ATM network.

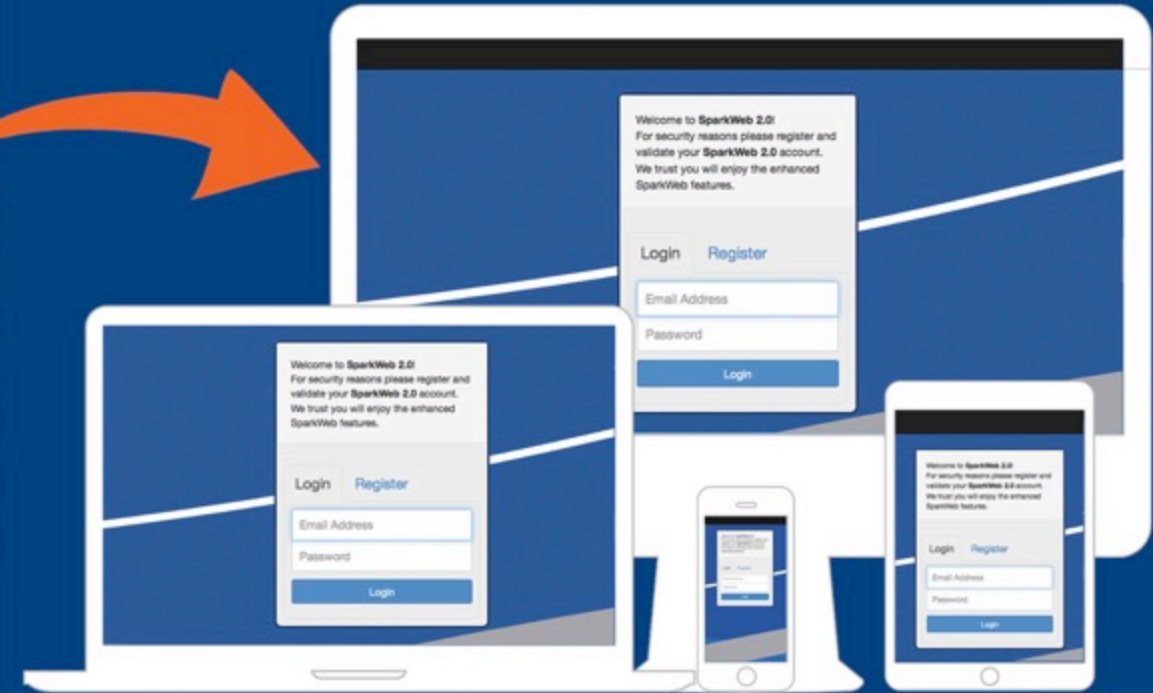


Accessing SparkWeb 2.0

SparkWeb 2.0 can be accessed from anywhere using a desktop computer, laptop, tablet or smartphone. It allows you to manage and view your profile 24 hours a day, 7 days a week via the Spark ATM Systems website or by simply entering the portal's URL in your internet browser's search tab.



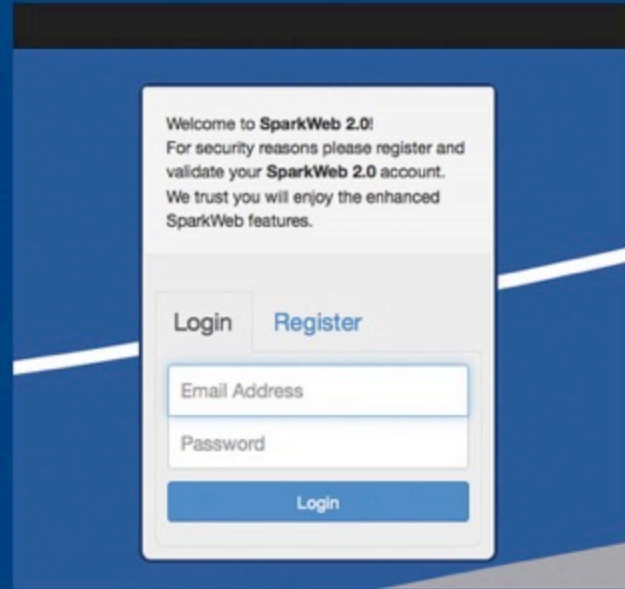
Click on the SparkWeb tab on our website homepage.



Access to your profile isn't just easy on your desktop computer or your laptop. The SparkWeb 2.0 website is mobile responsive and is as convenient to use from your tablet or smartphone.

Welcome to the SparkWeb 2.0 homepage

For security reasons you are required to register and login in order for you to access your profile.

A screenshot of a web form for SparkWeb 2.0. The form is centered on a blue background with white diagonal lines. It contains a welcome message, a 'Login' button, a 'Register' link, and input fields for 'Email Address' and 'Password'. A 'Login' button is at the bottom of the form.

Welcome to **SparkWeb 2.0**!
For security reasons please register and
validate your **SparkWeb 2.0** account.
We trust you will enjoy the enhanced
SparkWeb features.

Login Register

Email Address

Password

Login

Login

- Enter your email address and Password
- Click "Login"

Validate Session

We send an email to your registered email address with a validation code for security purposes. Please note that every session must be validated when accessing SparkWeb 2.0. Enter this code and click "Validate".



The screenshot shows the SparkWeb 2.0 interface. At the top, a dark header bar contains the text "SparkWeb 2.0" on the left and navigation links "Dashboard", "Admin", "Help", and "Logout" on the right. Below the header, a light blue banner contains the text: "Please note: If you refresh this page a new validation code will be generated and submitted." The main content area has a white background with the heading "Session Validation". Below this heading is a form with a text input field containing "965483", a green "Validate" button, and a blue arrow pointing to the button. At the bottom of the form, a light green banner contains the text: "An email has been sent to anli@sparkatm.co.za with your validation code."

Once you have entered the correct code and clicked "Validate", you will have successfully logged onto SparkWeb 2.0.

Dashboard

The Dashboard allows you to view live transactions at a specific site during a specific date range. All information shown can be exported to CSV.

Dashboard

Graphs

Reports

Tools

Support

Admin

Help

Logout

"If you could kick the person in the pants responsible for most of your trouble, you wouldn't sit for a month."
— Roosevelt, Theodore

ATM ID

SAS

Date/Time Range

2015-10-21 00:00:00

2015-10-22 00:00:00

Result Limit

Response Code Limit

Submit

Dashboard

Fast Cash Key Stats

Op. Code Stats

Service Code Stats

Inst. Stats

Resp. Code Stats

Service and Resp. Code Stats

Inst. Resp. Stats

Period Uptime

Issues

The ATM Dashboard

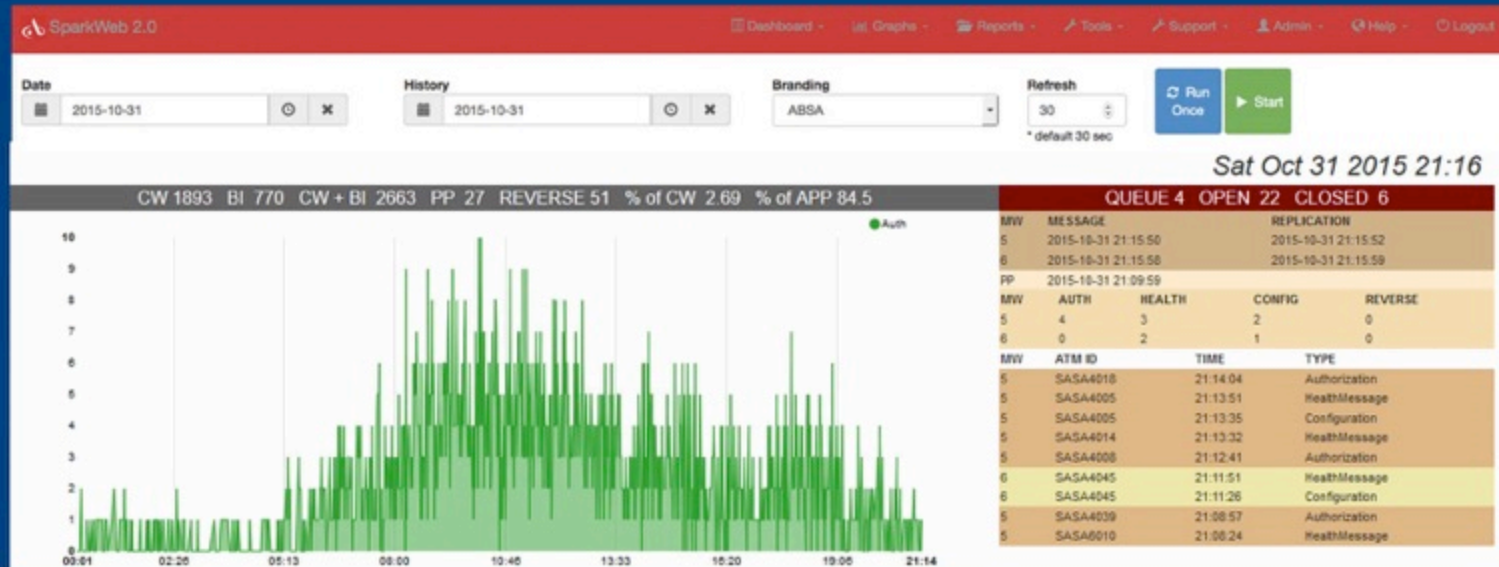
Search:

CSV

DATE & TIME	DURATION	VERSION	CU	MW	TRAN. TYPE	SEQ. NO.	RRN/Error Code	REQ. AMT	DISP. AMT	CALC. REV. AMT	DESCRIPTION	RESP. CODE	TYPE	INST.	ACC. No.	SERV. CODE	FC KEY	TTL CASH BEF. TRX	CURR. CA
2015-10-21 01:53:47	0	JS0011	6.0	CU	5	HealthMessage	385	0000	0									12200	0
2015-10-21 03:06:02	12	JS0011	6.0	CU	5	Configuration	387		0									12200	0
2015-10-21 03:09:23	8	JS0011	6.0	CU	5	HealthMessage	388	0000	0									12200	0
2015-10-21 05:09:49	1	JS0011	6.0	CU	5	HealthMessage	389	0000	0									12200	0
2015-10-21 06:59:29	8	JS0011	6.0	CU	5	Authorization	390	000013447700	100.00	100	Approved	00	CW	Capitec	529497*****7744	2 [Chip]	FC-1	12200	0
2015-10-21 07:08:00	2	JS0011	6.0	CU	5	HealthMessage	391	0000	0									12100	0
2015-10-21 07:15:28	1	JS0011	6.0	CU	5	Authorization	392	000013449546	0.00	0	Approved	00	BI	Capitec	529497*****3982	2 [Chip]		12100	0
2015-10-21 07:29:36	0	JS0011	6.0	CU	5	Authorization	393	000013449518	100.00	100	Approved	00	CW	Capitec	529497*****2091	2 [Chip]	FC-1	12100	0
2015-10-21 07:33:06	0	JS0011	6.0	CU	5	Authorization	394	000013449715	100.00	100	Approved	00	CW	SBISA	519512*****1436	2 [Chip]	FC-1	12000	0
2015-10-21 07:44:26	1	JS0011	6.0	CU	5	Authorization	395	000013450490	0.00	0	Approved	00	BI	Capitec	529497*****2620	2 [Chip]		11900	0
2015-10-21 08:24:40	12	JS0011	6.0	CU	5	Authorization	396	000013453326	1000.00	1000	Approved	00	CW	Capitec	529497*****4113	2 [Chip]	FC-5	11900	0
2015-10-21 08:49:56	9	JS0011	6.0	CU	5	Authorization	397	000013455523	1000.00	1000	Approved	00	CW	Capitec	529497*****8236	2 [Chip]	FC-5	10900	0
2015-10-21 09:09:35	0	JS0011	6.0	CU	5	HealthMessage	398	0000	0									9900	0
2015-10-21 09:17:54	1	JS0011	6.0	CU	5	Authorization	400	000013458108	0.00	0	Approved	00	BI	Capitec	529497*****0342	2 [Chip]		9900	0
2015-10-21 09:19:17	12	JS0011	6.0	CU	5	Authorization	401	000013458218	500.00	0	Approved	00	CW	Capitec	529497*****0342	2 [Chip]	OTHER	9900	0

SparkView Graph

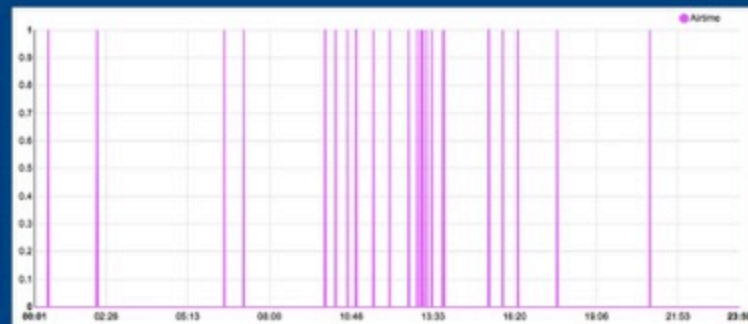
SparkView is a live view of key indices for the estate of ATMs to manage the up-time and performance.



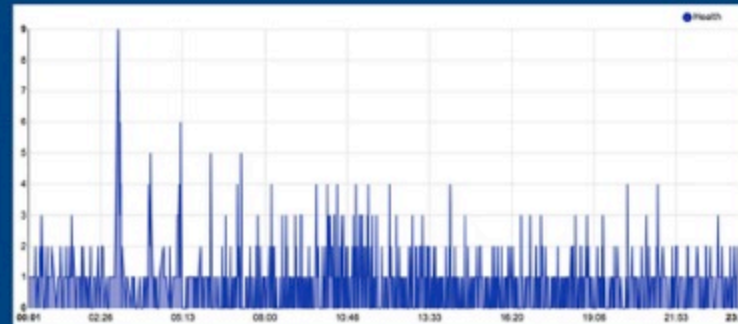
ATM transactions

Res	COUNT	Response Description	Time
00	2339	Approved	23:43:53
05	18	Do Not Honor	23:40:04
12	17	Invalid Transaction	21:39:56
13	1	Invalid Amount	13:20:21
14	21	Invalid Card Number	19:09:38
30	2	Format error	16:38:09
36	1	Restricted card, pick-up	12:23:48
51	178	Insufficient Funds	22:52:38
54	1	Expired Card	08:40:24
55	49	Incorrect PIN	22:45:10
61	54	Exceeds Withdrawal Limit	23:31:24
62	8	Restricted card	22:11:42
67	1	Hard capture	13:57:07
75	3	PIN Tries Exceeded	11:10:36
76	69	Reserved for future use	22:23:56
77	1	Intervene, bank approval required	11:03:11
78	2	Intervene, bank approval required for partial amou	19:07:17
81	3	ATM Not Loaded on SparkConnect	15:56:56
88	1	Reserved for client-specific use (declined)	11:57:08
90	6	Cut-off in progress	23:59:03
91	2	Bank Unavailable	17:36:33

Bank Response Codes



Airtime transactions



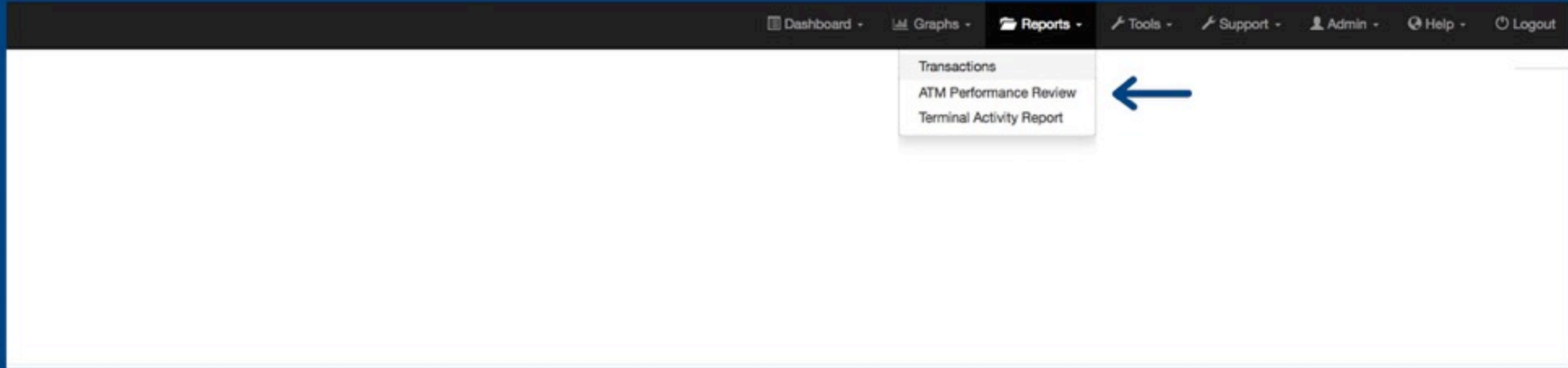
Health Messages



Reversals

Reports

This feature allows you to pull reports on a specific ATM's transactions, its performance as well as the terminal activity by selecting a specific date range.



Reports | Transactions

This feature allows you to pull reports on a specific ATM's transactions, its performance as well as the terminal activity by selecting a specific date range.

Transactions Summary

Dashboard -

Graphs -

Reports -

Tools -

Support -

Admin -

Help -

Logout

ATM ID

SASXXXXX

Date Start

2015-10-05

Date End

2015-10-12

Search

Download CSV

Transactions

ATM Performance Review

Terminal Activity Report

Search:

CSV

Transaction Date	Seq. No.	Card Number	Transaction Category	Category Description	Transaction Source	Retrieval Reference Number	Amount
2015-10-05 08:06:06	004356	528497*****6851	BE	Balance Enquiry	THF	000011631772	0.00
2015-10-05 08:06:54	004402	528497*****6851	CW	Cash Withdrawal	THF	000011631874	500.00
2015-10-05 10:58:17	023654	528497*****6851	BE	Balance Enquiry	THF	000011671209	0.00
2015-10-05 10:59:06	023761	528497*****6851	CW	Cash Withdrawal	THF	000011671440	500.00
2015-10-05 13:57:06	046222	528497*****6851	BE	Balance Enquiry	THF	000011717323	0.00

Reports | ATM Performance

This feature allows you to pull reports on a specific ATM's transactions, its performance as well as the terminal activity by selecting a specific date range.

SparkWeb 2.0

ATM ID: SAS11011 : TWO OCEANS AQUARIUM [CAPITEC]

Date/Time Range: 2015-07-01 to 2015-10-31

Run

Site Details

SiteName	AtmID	InstallationDate
Two Oceans Aquarium	SAS11011	2006-12-04

Performance review - Best month.

BusinessMonth	CashDispensed	TotalTrans	RebateAmount
2015-10	242400	696	745

- Site details.
- Performance review - Best month.

Summary table of cash dispensed, total transactions and rebate amount.

Search: CSV

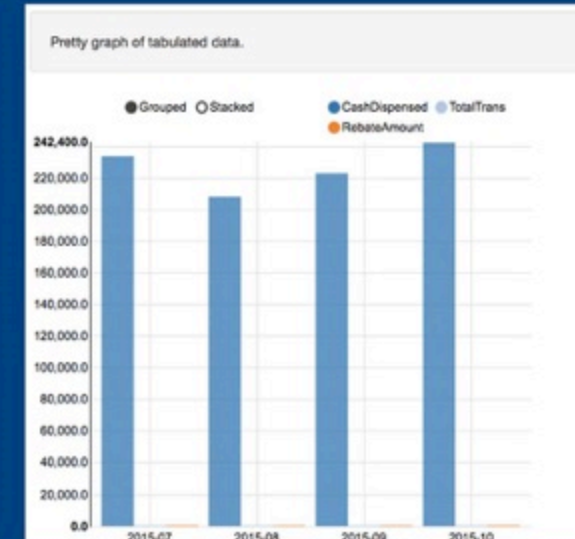
BusinessMonth	CashDispensed	TotalTrans	RebateAmount
2015-07	233850	685	731
2015-08	208200	582	603
2015-09	223000	620	650
2015-10	242400	696	745

Showing 1 to 4 of 4 entries

- Summary table of:
 - cash dispensed;
 - total transactions.

Assumptions about the business		Benefit of the ATM.	
Average CC Fee saved	2.25 %	Increased gross profit	7272.0
Cash Deposit Fee	75 c per R 100	Credit Card Fee Saved	2727.0
Gross profit	20 %	Cash Deposit Fee Saved	1818.0
Withdrawn cash spent	15 %	Rebate received	745.0
Credit Card Fee Savings	50 %	Net benefit	12562

- Benefit of the ATM (based on assumptions made about the business).



- Easy graphic format of tabulated data.

Reports | Terminal Activity Report

This feature allows you to pull reports on a specific ATM's transactions, its performance as well as the terminal activity by selecting a specific date range.

Terminal Activity Report

Dashboard

Graphs

Reports

Tools

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Admin

Help

Logout

ATM ID

SASAXXX : SITE NAME

Date/Time Range

2015-09-05

2015-11-05

Run

Terminal Activity Report

Search:

CSV

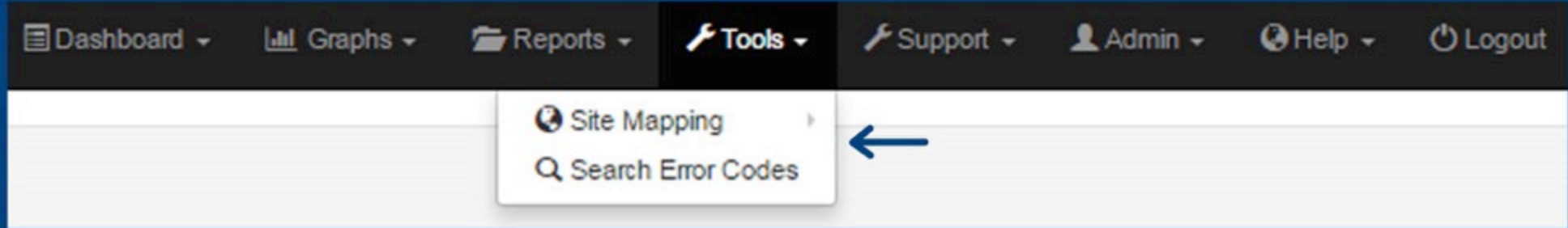
Atm ID	Site Name	Site Type	Deal Type	Installation Date	Removal Date	Cash Withdrawals	Balance Enquiries	Prepaid	Reversals	Declines	Total	Cash Reimbursed
SASA4003	Supermarket	Supermarket	Placement	2015-08-13		1232	192	24	16	184	1216	665250.00

Showing 1 to 1 of 1 entries

Enter the ATM ID and select a date range to view specific transactions.
All information requested can be exported to CSV.

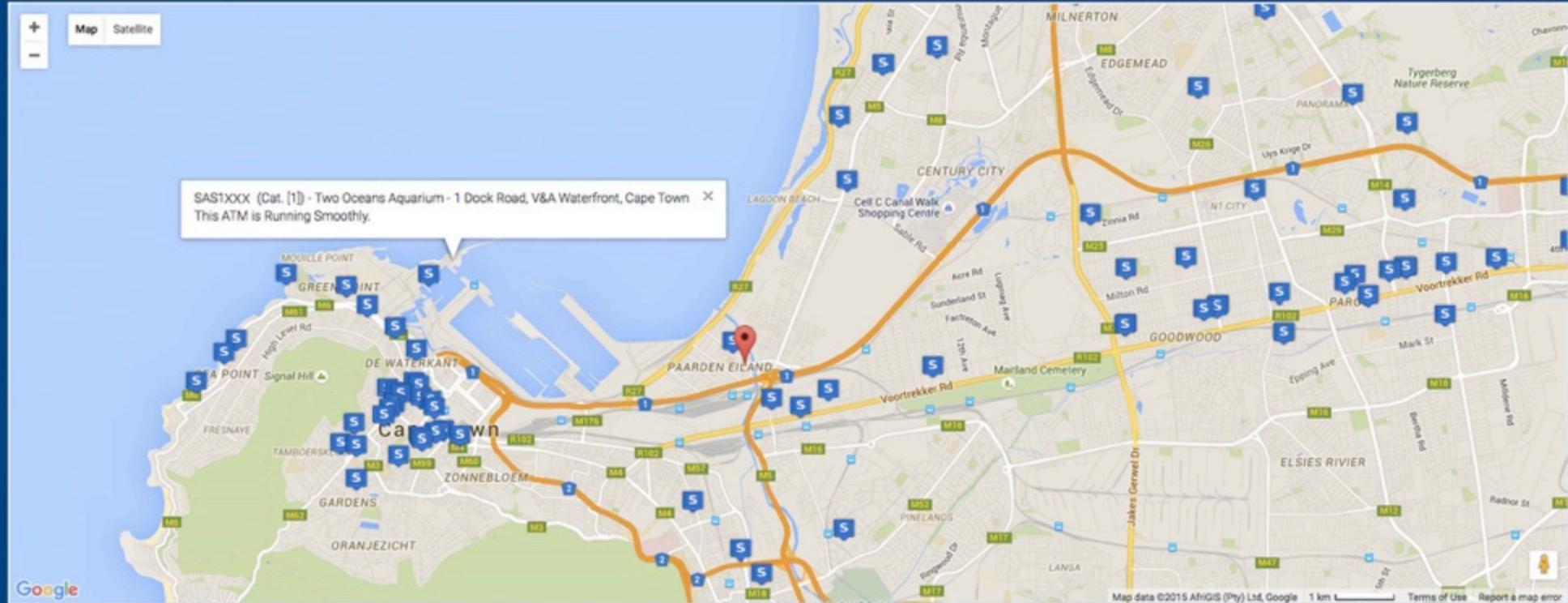
Tools

The Tools tab allows you to search and find Spark ATMs deployed country-wide. Click on an ATM icon and find additional information regarding that ATM. You can also search and resolve error codes displayed on your ATM screen.



Tools | Site Mapping

The Site Mapping function gives you the ability to plot locations in proximity to one another to aid tactical business decision making.



Hovering your mouse pointer over a specific site provides you with more information regarding a specific site.

Tools | Search Error Codes

We've made it easy for you to solve ATM issues. By typing an error code in the search bar, SparkWeb 2.0 will advise on how to troubleshoot.

Error Resolution

Dashboard

Graphs

Reports

Tools

Support

Admin

Help

Logout

ATM ID

SASXXXX

Error / Response Code

2G4C2

Search

Code	Description
2G4C2	Printer Head Open

Resolution

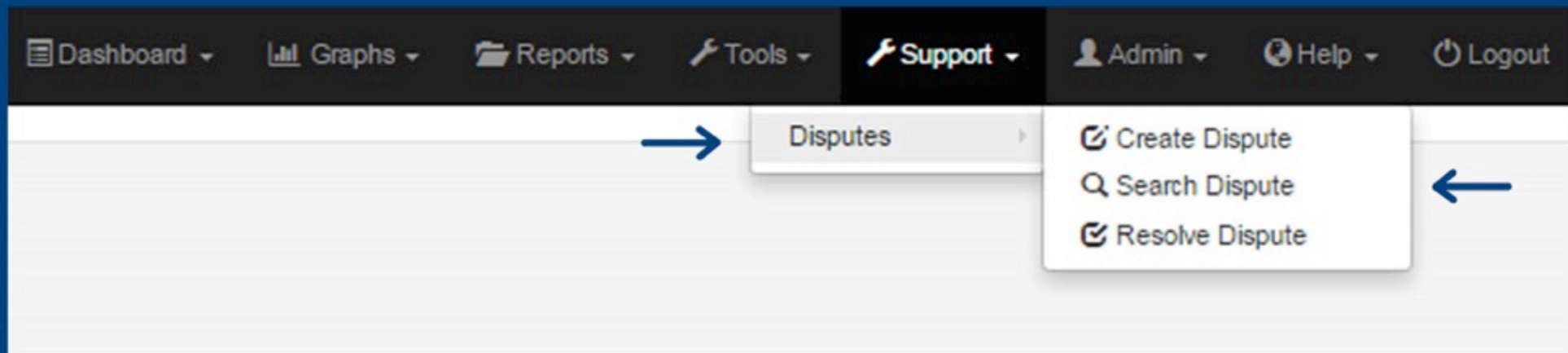
1. Open the top section of the ATM
2. Switch the ATM into maintenance mode
3. Close the printer head (A blank piece of paper will exit from the front), the printer head will click when it is closed
4. Switch the ATM back into service mode

Video

[Resolution Walk-Through](#)

Support

The Spark Disputes Portal (SDP) is a unique Saswitch query management tool offered by Spark ATM Systems. From this portal you have the power to create, track, manage and view queries from one secure place.



Spark Disputes Portal (SDP)

The SDP allows you to view the status of all queries done per agent. On each Agent Report the query status can also be viewed. These are:

1. Resolved - Transfer

The query has been investigated and resolved. It is currently with Spark ATM Systems' finance department awaiting payment to be made into the bank's dispute account.

2. Closed - Transfer

The query has been investigated, resolved and the money has been paid into the bank's dispute account.

3. Resolved - No Transfer

The query has been investigated and resolved with a suggested outcome of "no transfer".

4. Closed - No Transfer

The query has been investigated, resolved and quality checked by the Spark ATM Team Leader.



SDP | Create Dispute

This feature is used by you, the bank, to log a new Saswitch query for when a card holder's transaction is in dispute.

Create Dispute

Dashboard - Graphs - Reports - Tools - Support - Admin - Help - Logout

Create dispute input criteria:

- Enter a valid ATM ID.
- Select a valid transaction date and time in the following format: YYYY-MM-DD HH:mm:ss
- Enter a valid card number.
- Enter an unique Trace Number (RRN) in the following format: [SQS][8-digit unique number]
- Optional: Enter an unique STrack Number in the following format: [INC][10-digit unique number]

ATM ID

ATM ID

Transaction Date/Time

2015-10-20 09:50:36

Card Number

CARD NUMBER

Amount Requested

AMOUNT REQUESTED

Amount Received

AMOUNT RECEIVED

Trace Number (RRN)

TRACE NUMBER

S-Track Number

S-TRACK NUMBER

Submit

Enter details into each text box as per the steps listed and click "Submit" to create the dispute.

SDP | Search Dispute

A handy feature to navigate through all queries logged - the search results are not dependent on the query's status.

Search Dispute(s)

Dashboard -IM Graphs -Reports -Tools -Support -Admin -Help -Logout

Tips:
Enter any one or more fields. Note that Start/End Date are required fields and are the **created or captured date** of the dispute.
Leave Date Action empty if you wish not to include it in your search criteria.
Once the transactions are listed, select a single record to be deleted.
Click on the ATM ID link to go to Resolve Dispute.

ATM ID

SASXXXXX

Date Start

2015-09-01

Date End

2015-10-20

Date Action

Card Number

519612*****7728

Trace Number (RRN)

0000102XXXXX

S-track Number

ATM3XXXXX

Raised By

CustomerSupportAgent@bank.co.za

Status

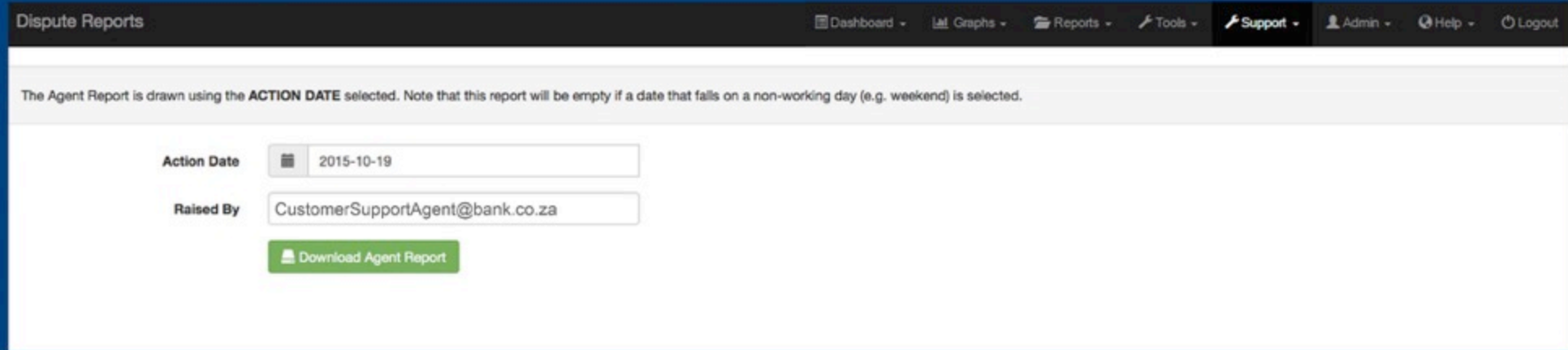
ALL

Search

Enter details into each text box as per the steps listed and click "Search" to find a query.
You can exclude the "Date Action" but a start and end date ranges are required.

SDP | Dispute Reports

Provides management information systems (M.I.S.) to supervisors or managers. This feature summarises all Saswitch queries raised for a specific date range, per status, per agent.



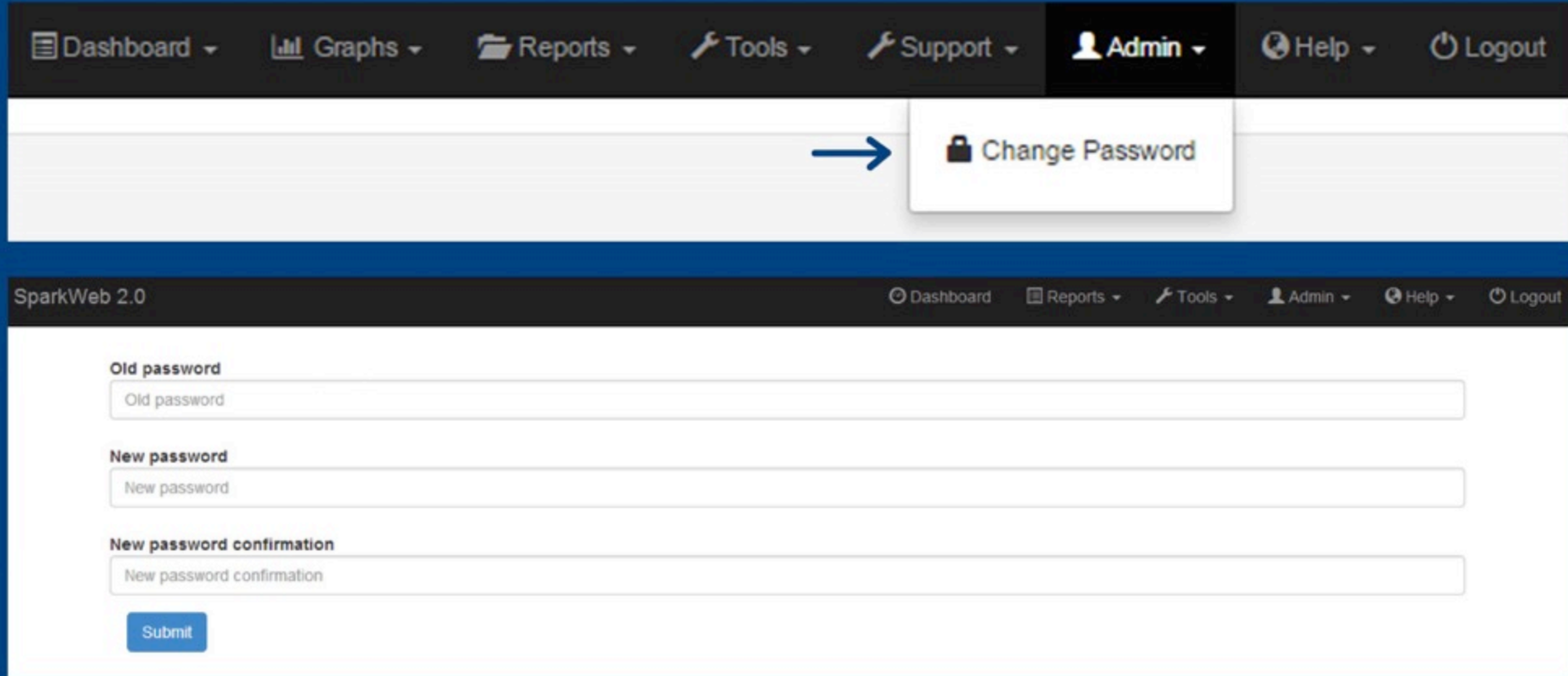
The screenshot shows a web interface for 'Dispute Reports'. At the top is a dark navigation bar with links: Dashboard, Graphs, Reports, Tools, Support, Admin, Help, and Logout. Below the navigation bar is a light gray informational banner stating: 'The Agent Report is drawn using the **ACTION DATE** selected. Note that this report will be empty if a date that falls on a non-working day (e.g. weekend) is selected.' The main content area contains two input fields: 'Action Date' with a calendar icon and the date '2015-10-19', and 'Raised By' with the email 'CustomerSupportAgent@bank.co.za'. Below these fields is a green button with a download icon and the text 'Download Agent Report'.

An Agent Report details what type of query was logged by a specific banking agent on a specific date.
The report provides the following information:

- ATM ID
- Query raised by
- Status of query
- Partial card number
- Required amount
- Received amount
- Trace Number (RRN)
- S-Track Number
- Transaction Date
- Capture Date
- Action Date

Admin | Change Password

By changing your password regularly, you keep your Spark ATM data secure. Should you have forgotten your password, clicking "Help" assists in retrieving it.



The screenshot displays the SparkWeb 2.0 Admin interface. The top navigation bar includes links for Dashboard, Graphs, Reports, Tools, Support, Admin, Help, and Logout. A blue arrow points to the 'Change Password' option in the Admin dropdown menu. Below the navigation bar, the 'Change Password' form is visible, featuring three input fields: 'Old password', 'New password', and 'New password confirmation', followed by a 'Submit' button.

SparkWeb 2.0

Dashboard Reports Tools Admin Help Logout

Old password

New password

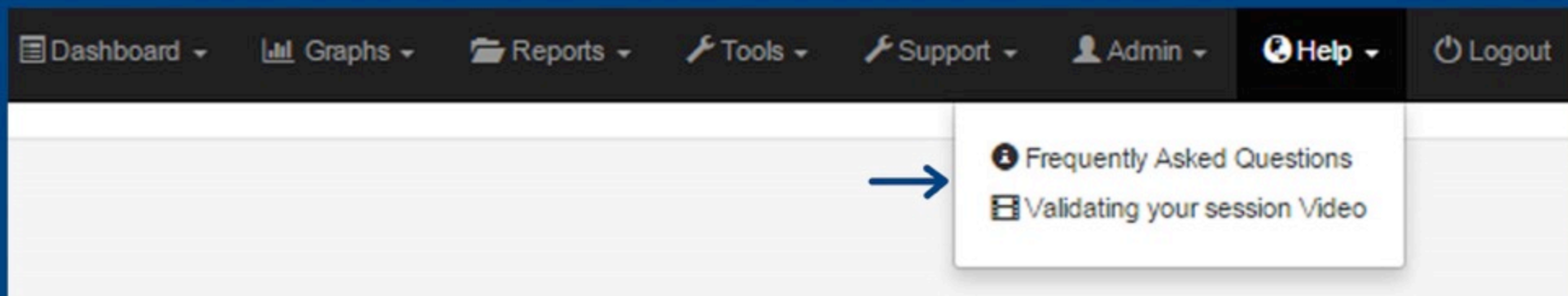
New password confirmation

Submit

Change your password by clicking "Change Password" from the drop-down list.

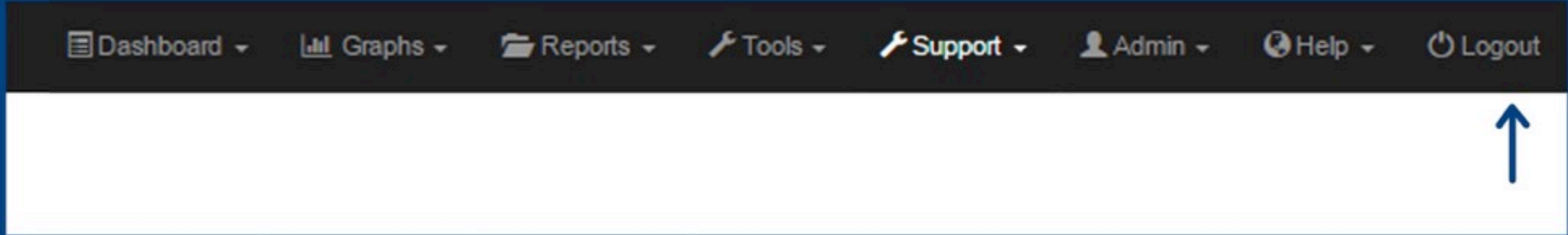
Help

As the feature suggests, get help from the Frequently Asked Questions page and a video tutorial on validating your session.



Logout

Logging out is an important factor in keeping your ATM information secure. Remember to logout after each session.





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