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KPay	

General Information of KPay Smart POS Terminal



POS Terminal – Changing Thermal Receipt Paper Roll

- 1. Open the paper roll cover located on the top of the POS terminal.
- 2. Insert the new paper roll with the printable side up as shown. The end of the paper roll should stay close to the gear wheel of the POS Terminal.







- 1. Connect Wi-Fi
 - Open "Settings" to connect Wi-Fi.

or

Insert SIM card

- Open the battery trap door.
- Insert 4G Standard SIM card.



2. Select "KPay POS" to launch the KPay Smart POS





Sale Transaction (Credit Card / NFC / Mobile Wallet Contactless Payment)



Sale

100

K₽ay

Please insert / swipe / tap card

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https://youtu.be/_6F8tFWMbzE

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Select "Sale"



Insert amount

k
Sale

Total Amount (HKD)

100

Select Payment Method

Pay By Card

Pay By Card

Image: Constraint of the select of the selec

Confirm payment amount and select payment methods Tap card: Hold the card / smartphone close to the landing zone for a few seconds Insert / Swipe card: Confirm Credit card details Success HKD 100 Back to Home Print merchant copy Print customer copy

Sale

Transaction completed with 1 set printed receipt (Cardholder copy & Merchant copy)



6

Sale Transaction (QR Code Payment)



https://youtu.be/vO-a tm1fJs



Sale Transaction (Octopus Payment)

To perform Octopus payment transaction, linking "Octopus App for Business" to KPay Smart POS Terminal is required. Please contact KPay Customer Service for details.





Select "Sale"

Insert amount

Pay By QR Code Scan Confirm payment amount and select "Pay By Octopus"

Sale



Place the Octopus by the NFC landing zone and wait for a few seconds

Transaction completed with 1 set printed receipt/ (Cardholder copy & Merchant copy)

Sale

Success

HKD 15.00

Print merchant copy

Print customer copy



Check & Reprint Transaction Records



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Select "Transaction Status"



Select the transaction record

← Transaction Details	;
5289 46** **** 1526	
нкр 100	
Transaction Type	Sale
Status	Success
Merchant No. 852999	539900001
Terminal No.	00000005
Batch No.	000015
Trace No.	000004
Auth Code	492765
Ref No. 111	815033029
Date & Time 18/11/202	21 13:22:24
Void Print	Receipt

Merchant can check transaction details and select "Print Receipt" to reprint transaction records

Change Automatic Receipt Printing Setting

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Select "Auto Print Receipt Options" on account center page Choose Card or Non-Card Transaction according to operational needs

Auto Print Receipt Options

Card Transactions

Non-Card Transactions



For Card Transaction, Merchant can either choose to print 1 set of receipt (merchant & customer copy) or Print merchant copy only

For Non-Card Transaction, merchant can choose to print 1 set of receipt or merchant copy only, or disable the auto print receipt function

*Merchant shall be responsible for any transaction disputes or risks if disable automatic receipt printing function

Void Transaction

*Only applicable to transactions that have not been settled on the POS terminal and are revoked on the same day. No handling fee or administrative fee will be charged.



Refund Transactions (Sales by Bank Card)

*Applicable to processing refunds for overnight transactions. Administrative fees will be charged for the refund process.



Refund Transactions (Sales by QR Code)

*Applicable to processing refunds for overnight transactions. Administrative fees will be charged for the refund process.

Refund



Select "More"



Select "Refund"

Select "Refund: Sales by QR Code" and insert Manager password Insert reference number or scan the barcode on the receipt to process refund

Refund

Enter or Scan Ref No. for Refund

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Insert and confirm refund amount

Refund

Please confirm the amount

HKD 168.00

5

8

0

Confirm

6

9

 $\langle \times \rangle$

Amount (HKD)

4

00

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1000.00

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Refund success with 1 set printed receipt (Cardbolder copy & Merchant copy)

Tips Adjustment (Only applicable to merchants who activated the tips feature)



https://youtu.be/iFelOExl-al



Select "Tip Adjustment"



← Tip /	Adjustment	
Please enter the origin	nal trace no.	
000006		
	top-up tips for priginal transactions.	
	t card transactions.	
	e made after the transaction.	
Original T	ransaction Details	1
Amount (HKD)	1.00	>>
tef No.	132205033183	
riginal Transaction	Sale	K Pay
írace No.	000006	==持卡人存根(CARDHOLDER COPY)=
ard No.	4509 36** **** 6786	商戶名稱(MERCHANT NAME): Happy Shop 商戶增持(MERCHANT ADDR):
ate & Time	18/11/2021 13:24:0 <mark>2</mark>	168 Happy Road, Hong Kong 商戶編號(MERCHANT NO.):
	ок	85299900000000 终端號(TERMINAL NO.):
		00000001 卡號(CARD NO.):

		Visa SALE
Insert "Ti	race No." to	源國號(TRACE NO): 000006
		沒懂碼(AUTH CODE): 008522 有效期(EXP DATE): XX/XX
locate tl	he original	参考號(REF NO): 128407398996 交易時間(DATE/TIME):
tran	saction	11/10/2021 16:00:50
ti an.	Saction	交易金額(SALE AMOUNT): HKD 1_00
		無需簽署 NO SIGNATURE REQUIRED
		本人確認以上交易,同意將計入本賬
		I ACKNOWLEDGE SATISFACTORY RECEIP OF RELATIVE GOODS OR SERVICES. I AGREE OT PAY THE AVOUCE TOTAL AMOUNT (TOOFTHER WITH ANY ORHER

ACHRGES DUE THEREON) ACCORDING TO THE CARD ISSUER AGREEMENT.

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Insert tips amount



Merchant copy)

Tip Adjustment

 \checkmark

Success

Void Tips (Only applicable to merchants who activated the tips feature)

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*If the original sales transaction include tips, the merchant must cancel the entire transaction instead of just canceling the tips amount.



Select "Cancel Tip"



Insert manager password and "Trace No." to locate the tip transaction



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Completed with 1 set printed receipt (Cardholder copy & Merchant copy)

Daily settlement



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Merchant can click the printer icon to print the settlement summary. Please note that printing the summary does not mean settlement has been processed.

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Select "Settle"



Confirm all the transactions and select "Settle"



"Settlement Summary" & "Transaction Details" will be printed

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With multiple built-in management functions, merchants can easily track transaction data and control the smart POS terminal!



view transaction

details for the day

KPay Merchant App



Detailed transaction analysis

Settlemen	It details Iransactions
Daily	Monthly
6/10/2023 - 16/11/2023	
Net settlement: HKD 43,26 Transaction date : 15/11/2023	54.46
Transaction amount	HKD 43,265.46
Transaction fee	HKD 2,163.27
Settlement fee	HKD 1.00
Merchant	Yuki Bakery and Cake
Settlement date	15/11/2023
Net settlement: HKD 243,6 Transaction date : 14/11/2023	373.00
Transaction amount	HKD 243,674.00
Transaction fee	HKD 12,183.69
Settlement fee	HKD 1.00
Merchant	Yuki Bakery and Cake
ettlement date 14/11/2023	
Net settlement: HKD 180,1 Transaction date : 13/11/2023	98.61
- e e	
ome Report Transac	tions App Center My Account

Instant download of settlement reports to review transaction data

Shipping address	423
Recipient contact	2345678
Available delivery time ③	
09:00 to 12:00	12:00 to 15:00
15:00 to 18:00	
No. of rolls required	
2 0 4 0	9 60 9 80
Shipping fee	Free shippin
Accept contactless delivery a	t doorstep
Remarks (Optional)	

Self-service ordering of thermal paper



Modify POS terminal setting in one click

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FAQs

1. How do I determine if a transaction is successful?

When the POS terminal successfully prints the receipt, the transaction is considered successful. Please contact Customer Service if you have any questions about the transaction status.

2. Is a successful reversal considered a successful transaction? No. "Reversal success" or "Reversal failure" is considered a failed transaction. Merchants should retry until the transaction is shown as successful.

Merchants should also record the customer's contact details or consider accepting cash to avoid any business losses due to network issues.

3. Can I process a refund through the KPay POS terminal if the customer pay with Octopus?

Octopus transactions cannot be refunded through the KPay POS terminal. Merchants need to contact Octopus to handle the customer's refund request.



Reversal success / Reversal failure = Transaction Failed



FAQs

- 4. How can I order thermal paper for the POS terminal? Merchants can order thermal paper through the KPay merchant app. It is estimated to take about 3 working days to process.
- 5. Do I need to settle my transactions daily? Merchants need to preform settlement via the POS terminal after the close of business every day to reconcile their accounts and ensure that the POS terminal has sufficient memory.
- 6. Does KPay POS Terminal support "Tap & Go"? Customers need to add Tap & Go virtual card to Apple Pay or Google Pay in advance, in order to make payments through NFC contactless payments.
- 7. Does KPay POS Terminal support "BoC Pay"? For merchants who have activated UnionPay Mobile Quickpass, can select "Pay by QR code scan" via POS terminal and process payment.

- 8. "Previous transaction incomplete" shown on POS Terminal, what should I do? Merchants should perform settlement on POS Terminal and re-login the POS system.
- 9. The POS Terminal keeps shutting down or crashing unexpectedly, what should I do? Merchants should perform settlement on POS Terminal and re-login the POS system.
- 10. The POS Terminal status is shown as locked and cannot be used, what should I do?

If merchants has not logged in the POS terminal for 60 consecutive days, the POS terminal will lock automatically to protect the merchant's account. Merchants can unlock the registered POS terminal through KPay merchant app. If unable to unlock, please contact KPay Customer Service via WhatsApp or hotline.



FAQs

11. Octopus transactions are included in the KPay settlement report?

No. Merchants are required to login Octopus App for Business to view and download the Octopus transaction details.

34	•1140 🗩	- 34
	⊵• Q	く返回
賬戶及結餘	HKD 1,910.1 >	2022-03-15
		2022-03-14
交易概況 HKD 0.1/HKD 0.1		2022-03-13
今日 / 本月		2022-03-12
0.10		2022-03-11
0.05		2022-03-10
0.04		2022-03-09
0.00		2022-03-08
通二 通三 通数 正数	二班 一班 日班 六版	2022-03-07
詳細資料		2022-03-06
	45,85,51159,57	2022-03-05
\$ 店員模式	HKD 16,703.1 累積轉出總額	2022-03-04
		2022-03-03
双銀機狀況		2022-03-02
O POS 1	HKD 0.1	

Click "Details"

Click the top right corner icon

2022-02-26

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HKD 0.0

香港上海滙豐銀行有限公司 (004

设定自動銀行轉用

查看所有紀錄

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每次最低轉賬費

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轉賬金額

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12. How can I transfer money received from Octopus to the business bank account?

Merchants are required to request transfer money to bank account manually via Octopus App for Business. (Octopus Cards Limited will charge handling fee from merchants)



Insert the amount of transfer money. Select "Continue"



Contact Us

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Business Hour for WhatsApp and Hotline service: Monday – Sunday, from 10:00 am to 10:00 pm





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