

KPay Smart POS Terminal User guide

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General Information of KPay Smart POS Terminal

Network Connection:



Wi-Fi



Data SIM Card

(Only accept Standard SIM card, Micro-SIM & Nano-SIM are not supported)

Contactless landing zone for NFC card & Mobile Wallet

Volume button

Power button

Indicator Light

Magnetic card readers

Rear Camera

Return Button

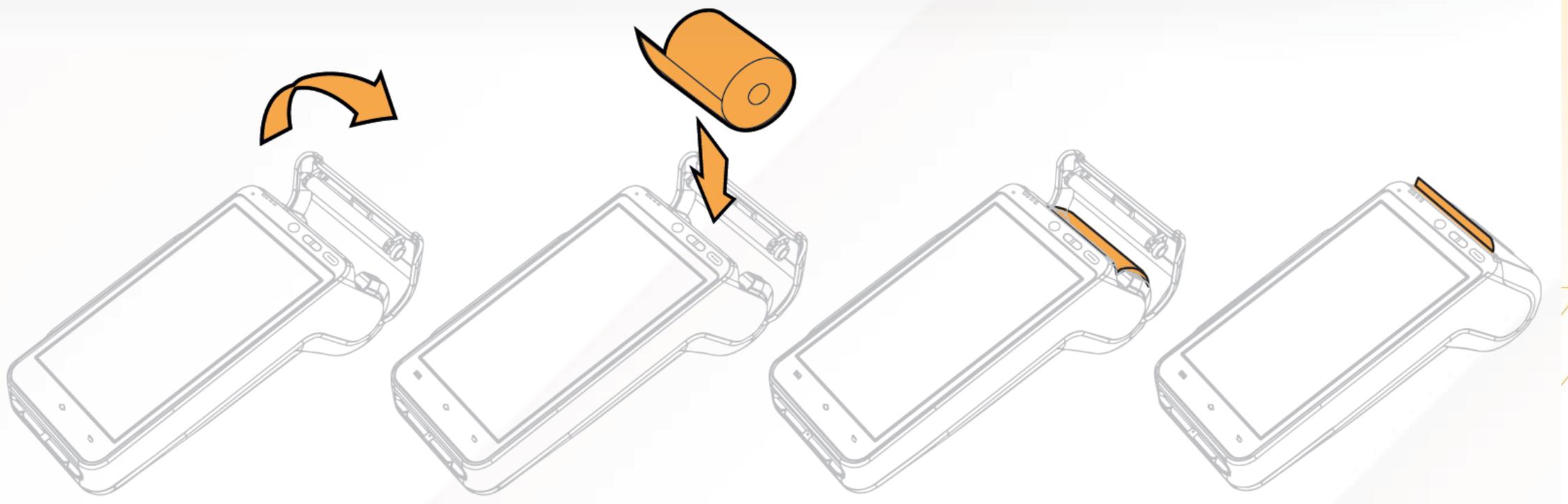
USB charging port

EMV chip card reader



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.



System Login



<https://youtu.be/rehEatBcqxE>

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

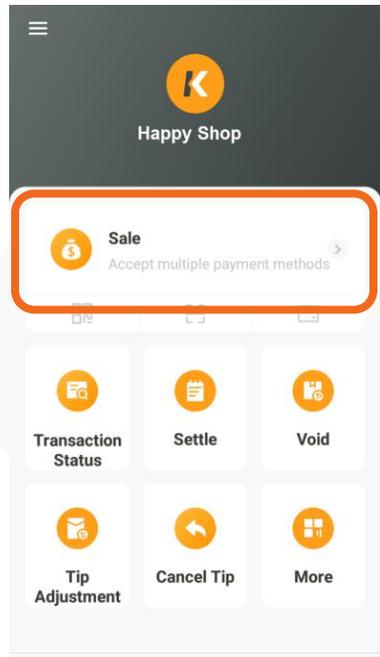


Sale Transaction

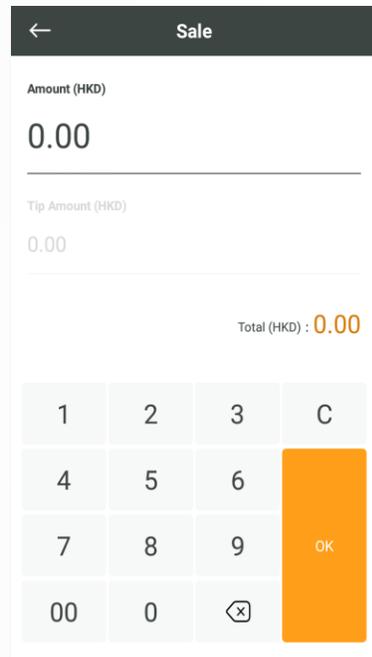
(Credit Card / NFC / Mobile Wallet Contactless Payment)



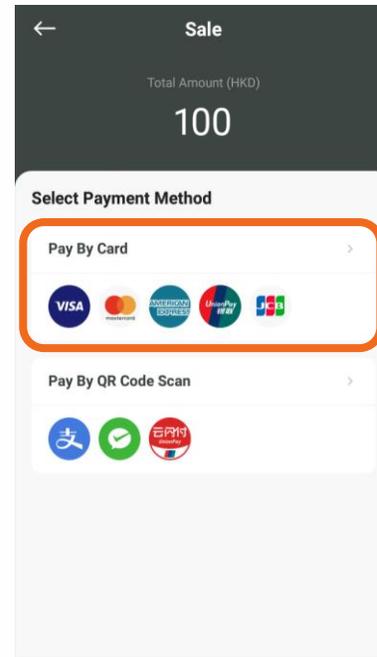
https://youtu.be/_6F8tFWMbzE



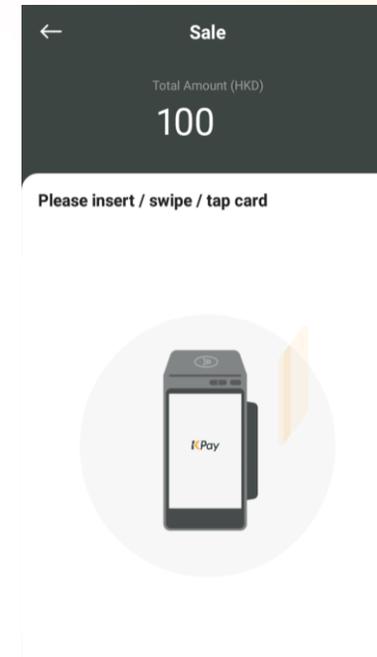
Select "Sale"



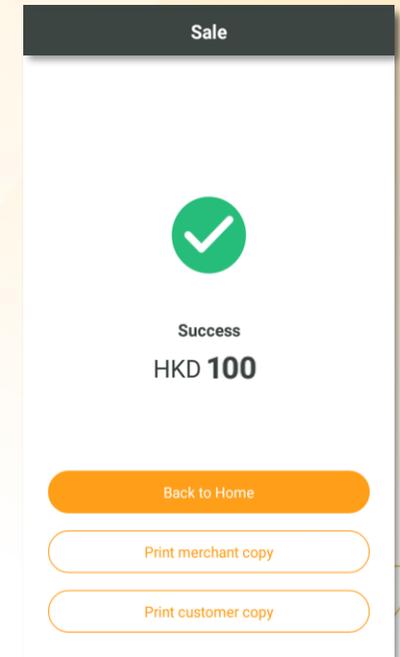
Insert amount



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



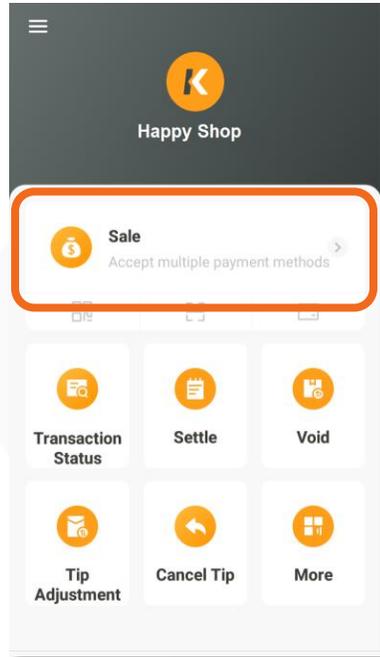
Transaction completed with 1 set printed receipt (Cardholder copy & Merchant copy)



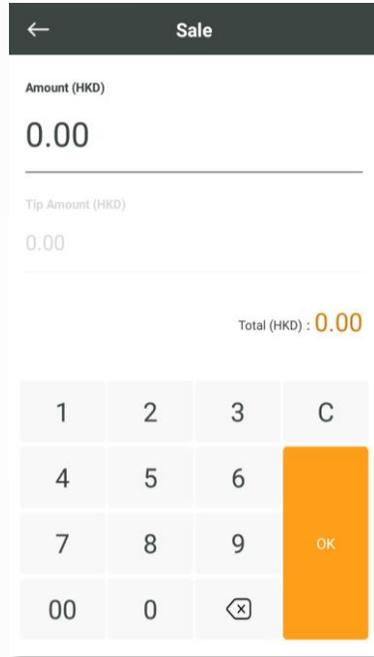
Sale Transaction (QR Code Payment)



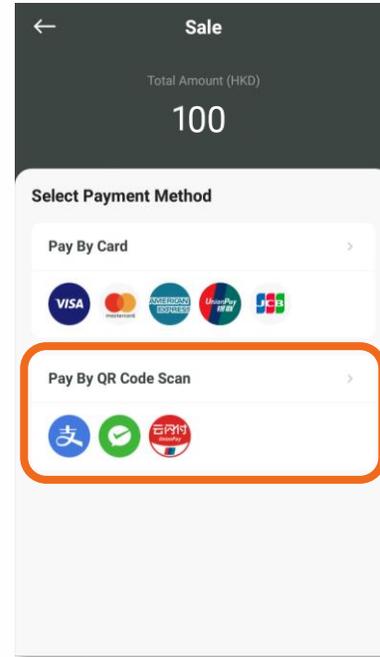
https://youtu.be/vO-a_tm1fJs



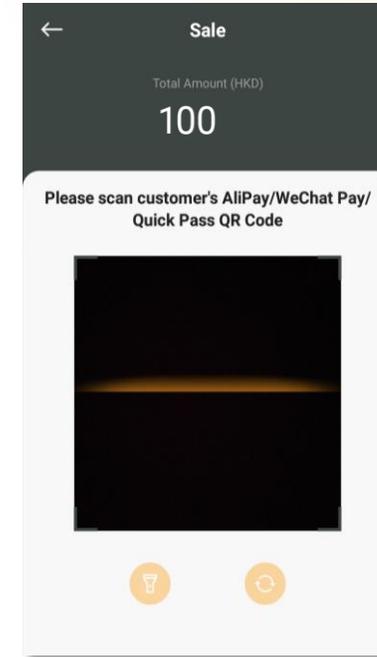
Select "Sale"



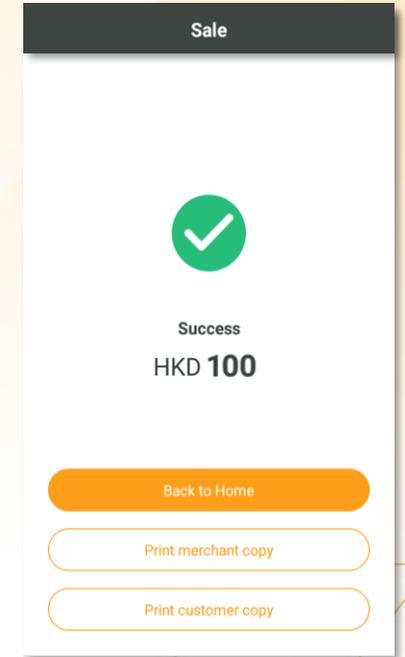
Insert amount



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



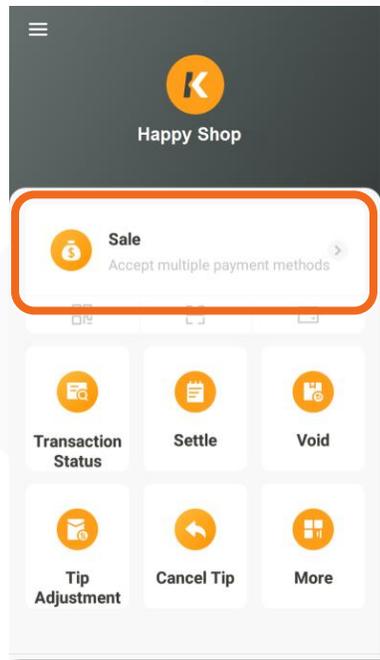
Scan customer's QR code



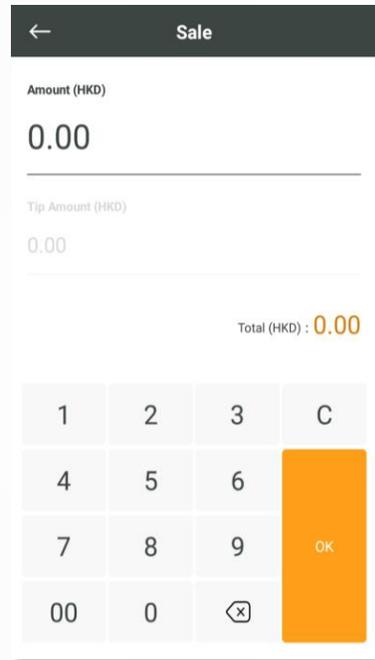
Transaction completed with 1 set printed receipt (Cardholder copy & Merchant copy)

Sale Transaction (Octopus Payment)

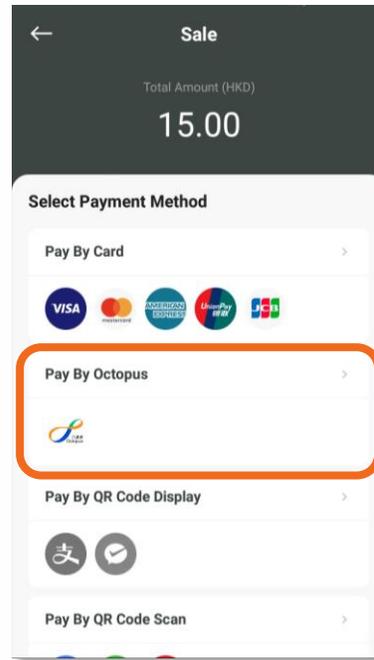
To perform Octopus payment transaction, linking “Octopus App for Business” to KPay Smart POS Terminal is required.
Please contact [KPay Customer Service](#) for details.



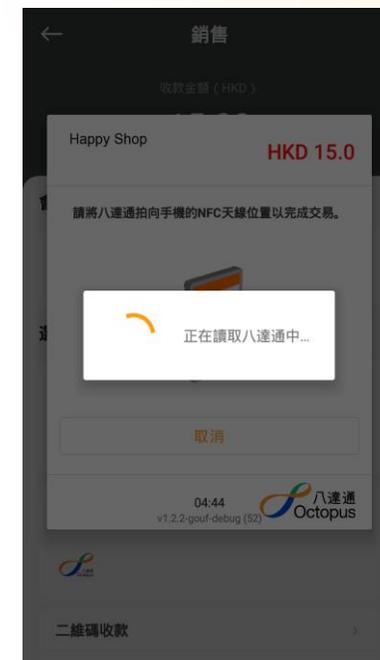
Select “Sale”



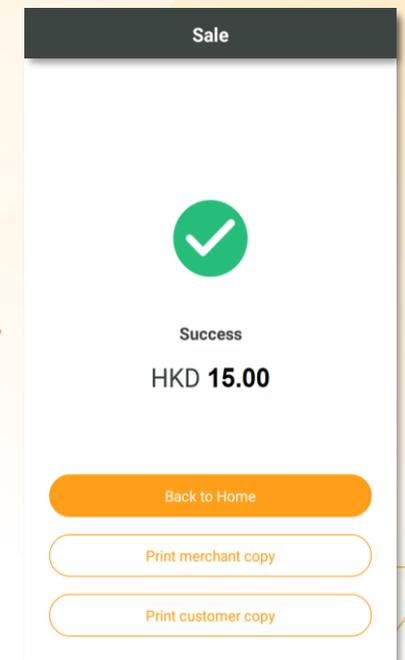
Insert amount



Confirm payment amount and select “Pay By Octopus”



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

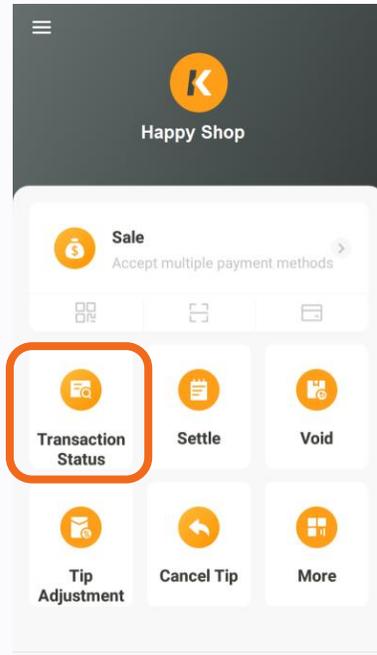


Transaction completed with 1 set printed receipt (Cardholder copy & Merchant copy)

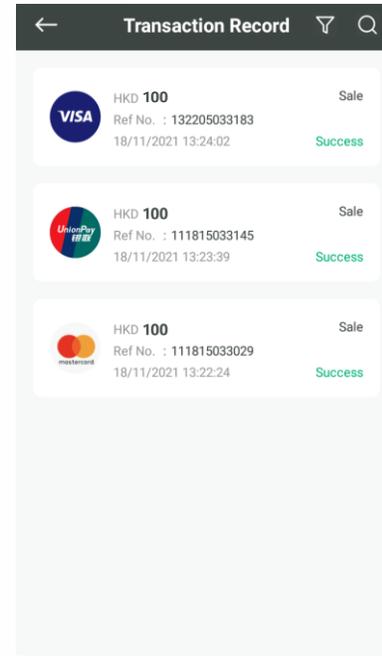
Check & Reprint Transaction Records



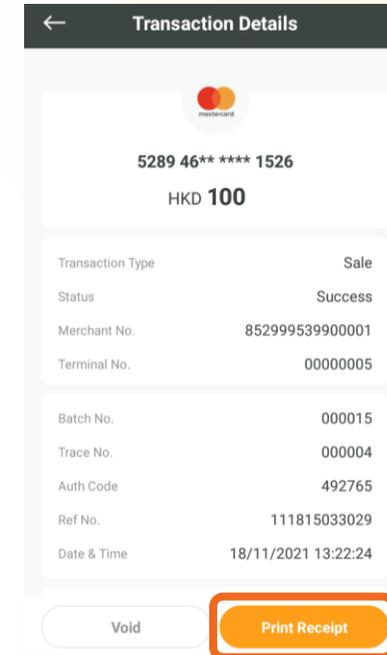
<https://youtu.be/3KH9iai-RhA>



Select
"Transaction Status"

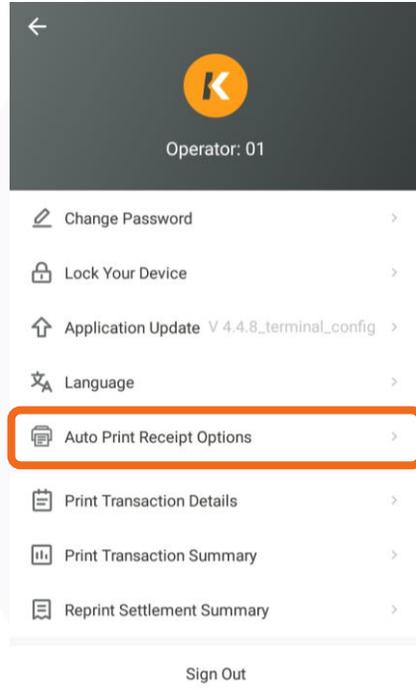


Select the
transaction record

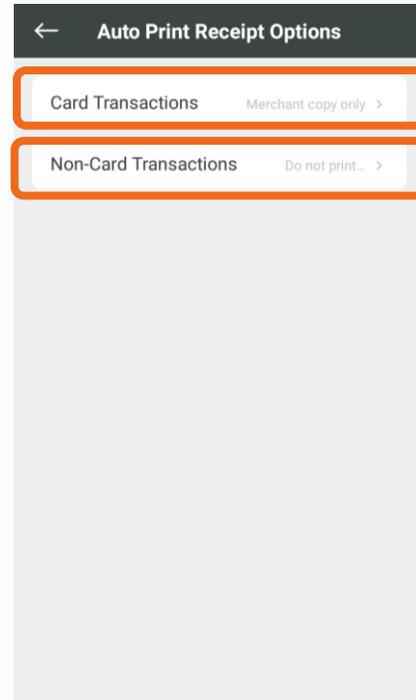


Merchant can check
transaction details and
select "Print Receipt" to
reprint transaction records

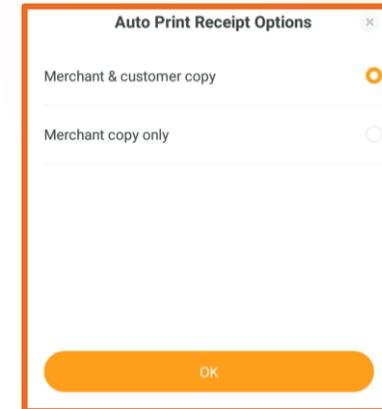
Change Automatic Receipt Printing Setting



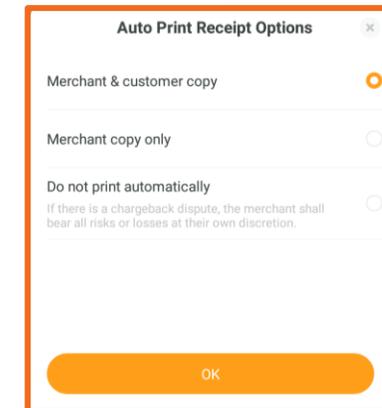
Select "Auto Print Receipt Options" on account center page



Choose Card or Non-Card Transaction according to operational needs



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

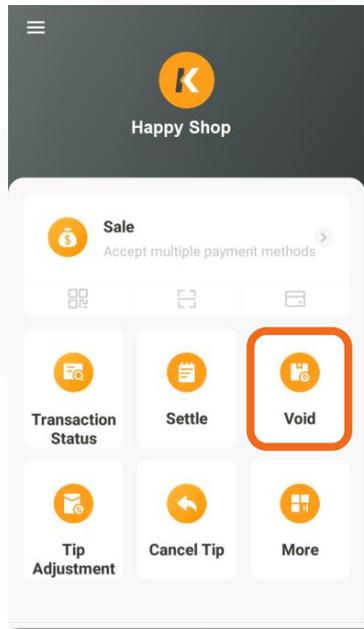


For Non-Card Transaction, merchant can choose to print 1 set of receipt or merchant copy only, or disable the auto print receipt function

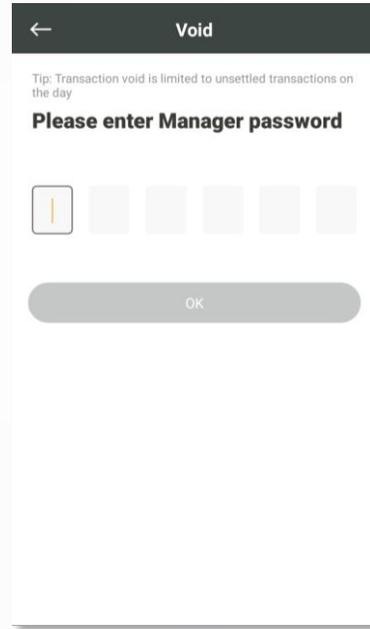
***Merchant shall be responsible for any transaction disputes or risks if disable automatic receipt printing function**

Void Transaction

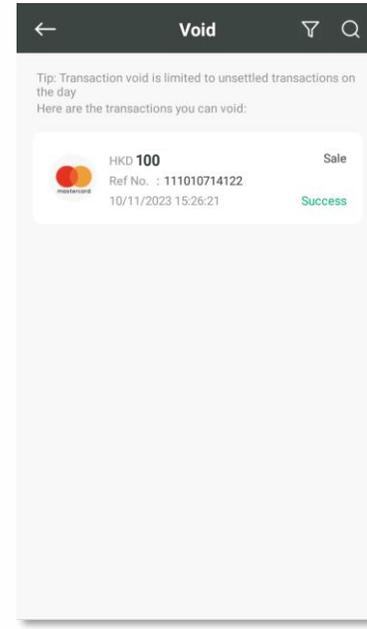
*Only applicable to transactions that have not been settled on the POS terminal and are revoked on the same day. No handling fee or administrative fee will be charged.



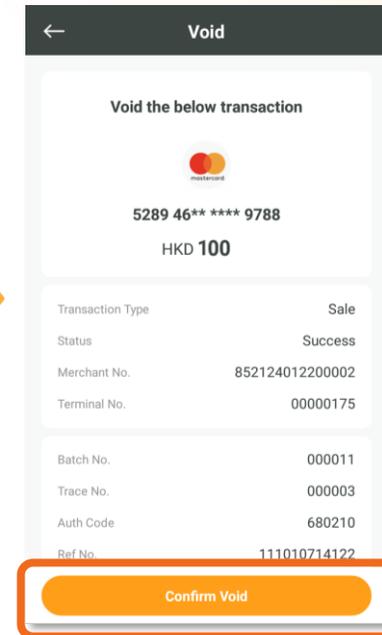
Select "Void"



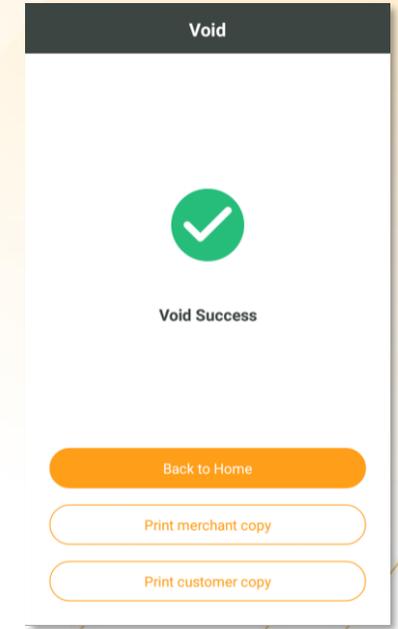
Enter manager password



Select the transaction record



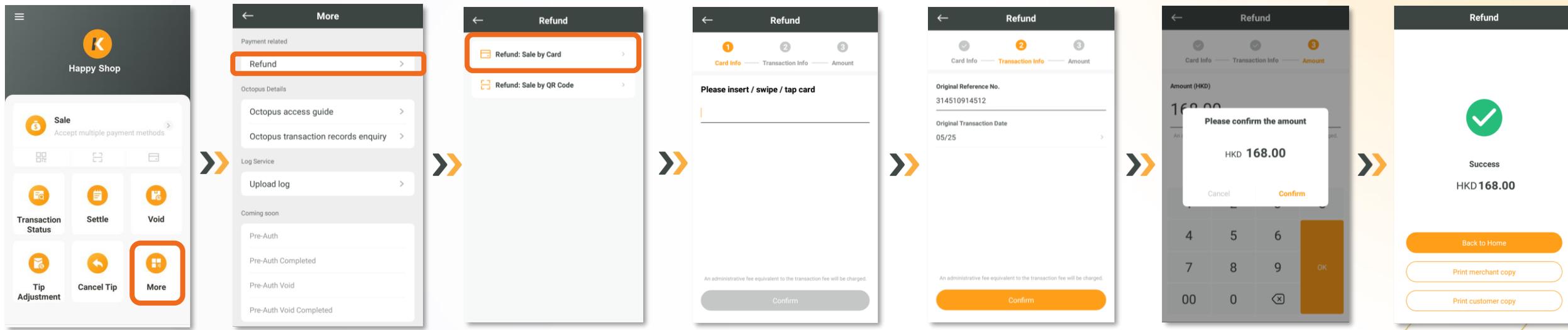
Check the transaction details and click confirm to void payment



Void Success

Refund Transactions (Sales by Bank Card)

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



Select “More”

Select “Refund”

Select “Refund:
Sales by Card”
and insert
manager
password

Insert/Swipe/Tap
the bank card
that needs to be
refunded

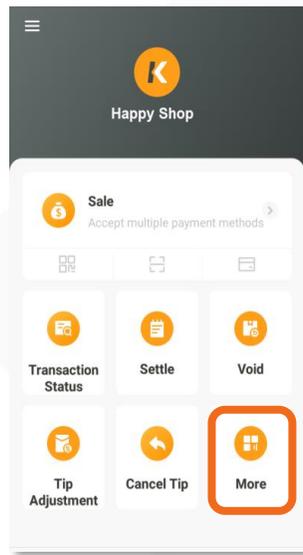
Insert transaction
details and select
“confirm”

Insert and
confirm refund
amount

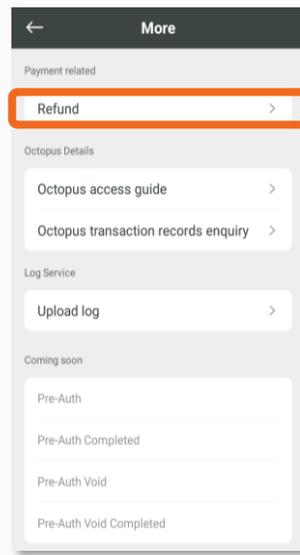
Refund success
with 1 set printed
receipt
(Cardholder copy
& Merchant copy)

Refund Transactions (Sales by QR Code)

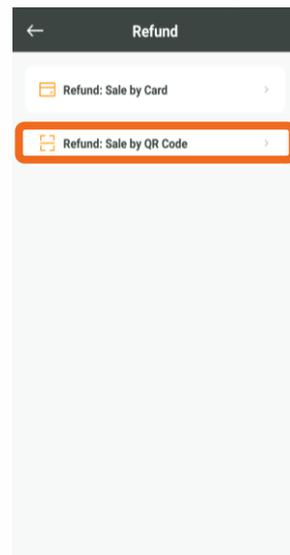
*Applicable to processing refunds for overnight transactions. Administrative fees will be charged for the refund process.



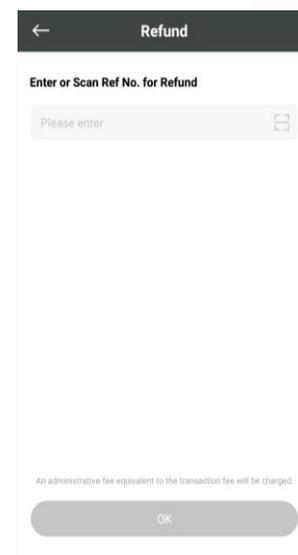
Select "More"



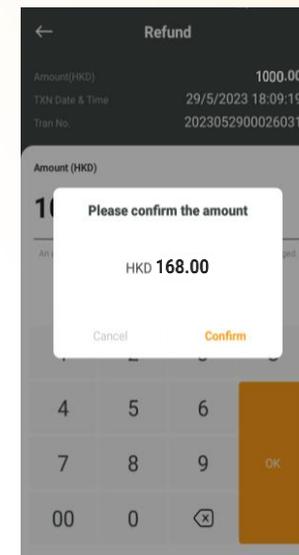
Select "Refund"



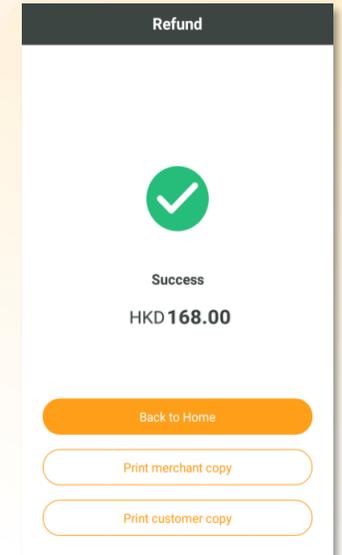
Select "Refund: Sales by QR Code" and insert Manager password



Insert reference number or scan the barcode on the receipt to process refund



Insert and confirm refund amount

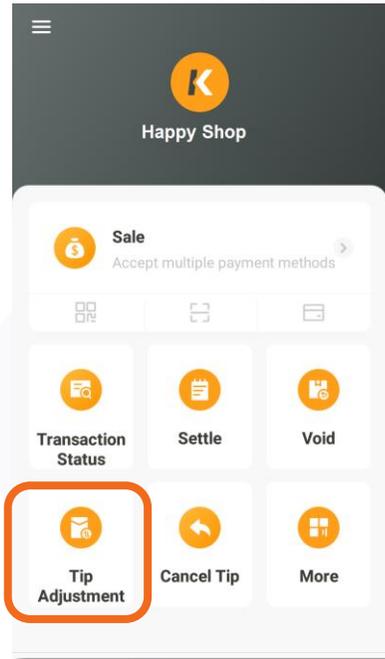


Refund success with 1 set printed receipt (Cardholder copy & Merchant copy)

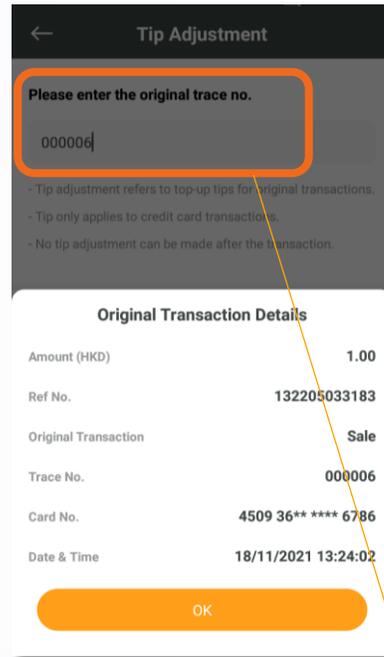
Tips Adjustment (Only applicable to merchants who activated the tips feature)



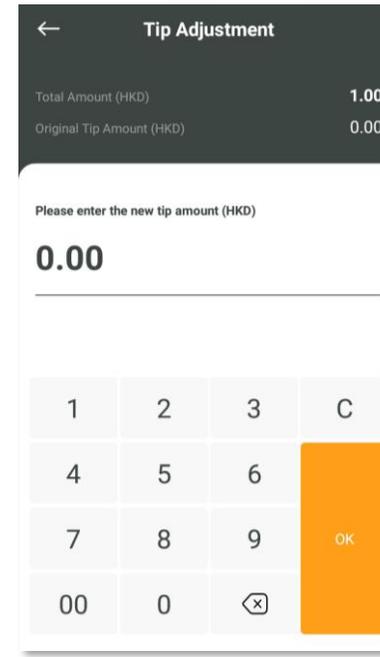
<https://youtu.be/iFeIOExl-a>



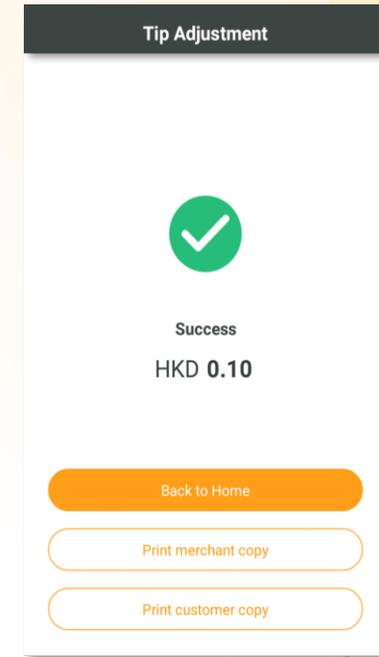
Select
"Tip Adjustment"



Insert "Trace No." to
locate the original
transaction



Insert tips amount

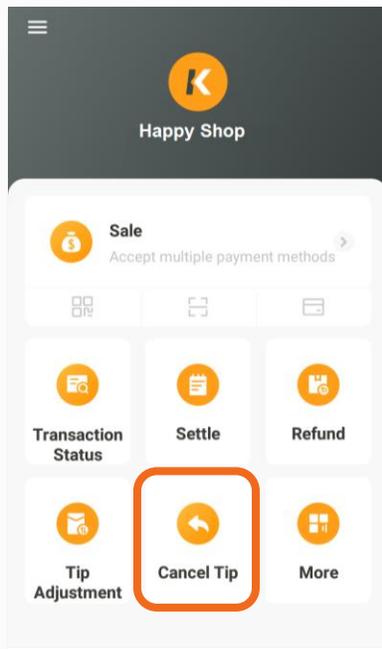


Tips adjustment
completed with 1 set
printed receipt
(Cardholder copy &
Merchant copy)

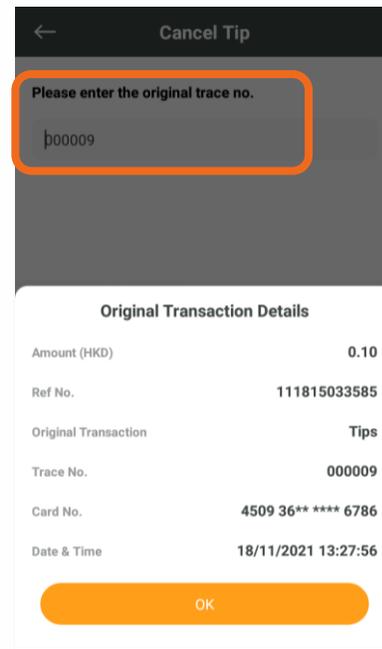


Void Tips (Only applicable to merchants who activated the tips feature)

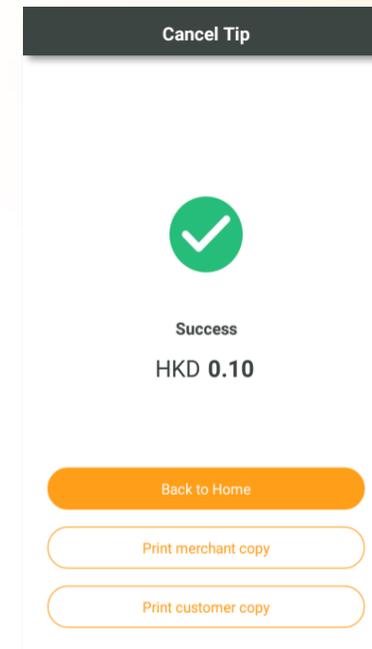
*If the original sales transaction include tips, the merchant must cancel the entire transaction instead of just canceling the tips amount.



Select
"Cancel Tip"



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



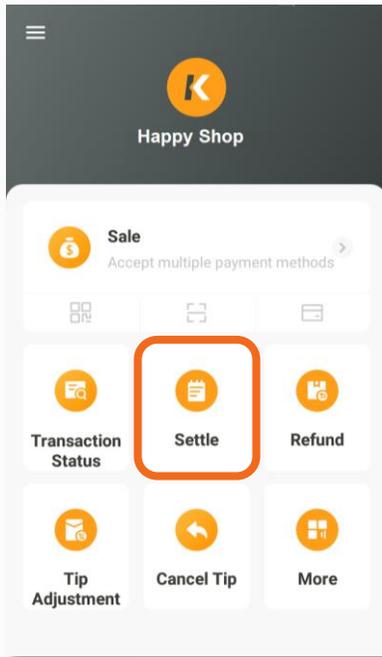
Completed with 1 set
printed receipt
(Cardholder copy &
Merchant copy)

Daily settlement

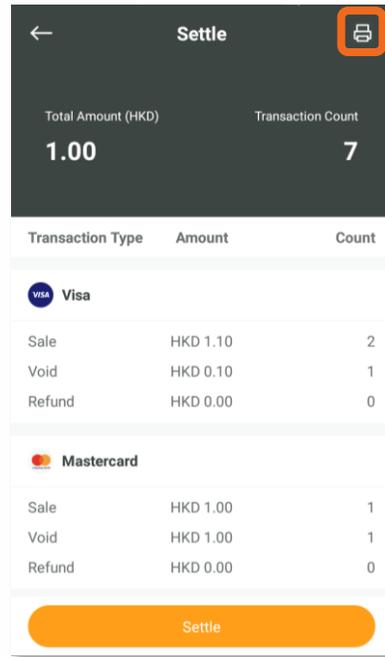


https://youtu.be/zxvuoV_Xjbs

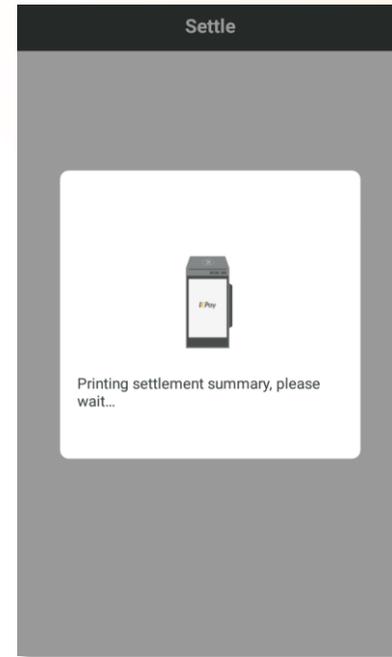
Merchant can click the printer icon to print the settlement summary. Please note that printing the summary **does not mean settlement has been processed.**



Select "Settle"



Confirm all the transactions and select "Settle"

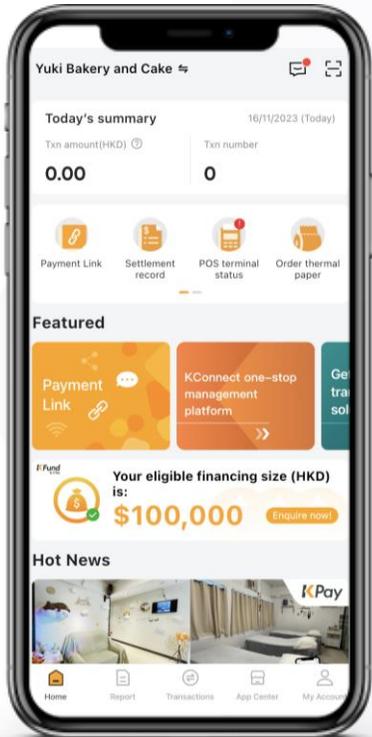


"Settlement Summary" & "Transaction Details" will be printed

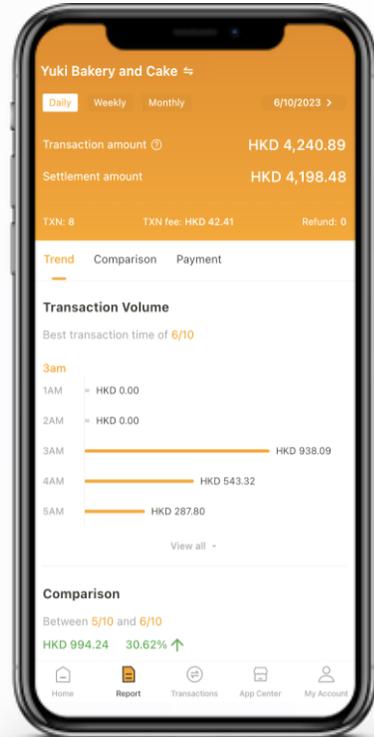
KPay Merchant App



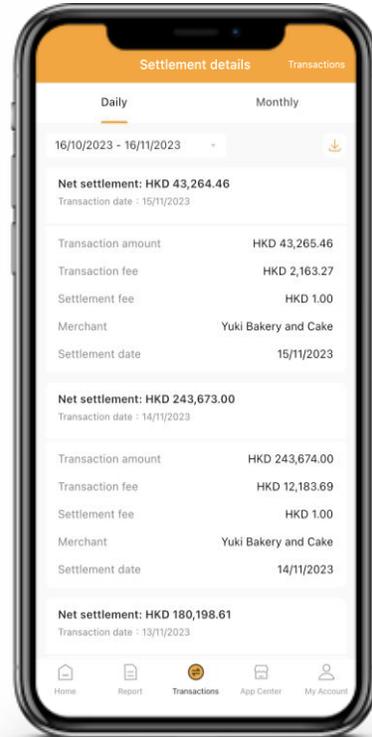
With multiple built-in management functions, merchants can easily track transaction data and control the smart POS terminal!



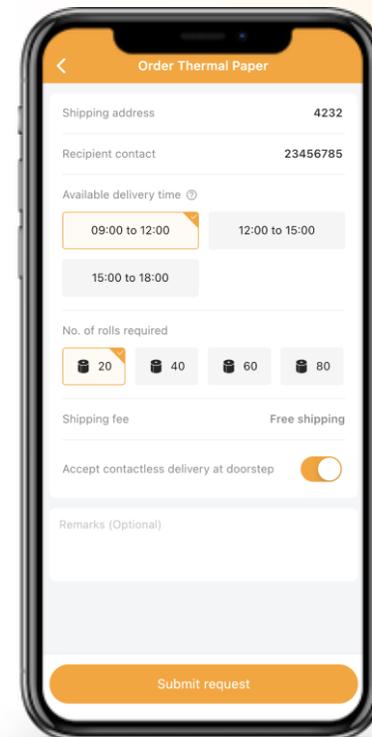
Log in and view transaction details for the day



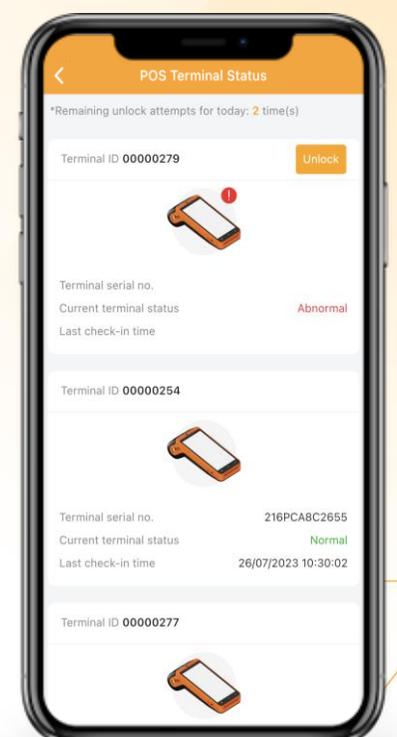
Detailed transaction analysis



Instant download of settlement reports to review transaction data



Self-service ordering of thermal paper



Modify POS terminal setting in one click



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.

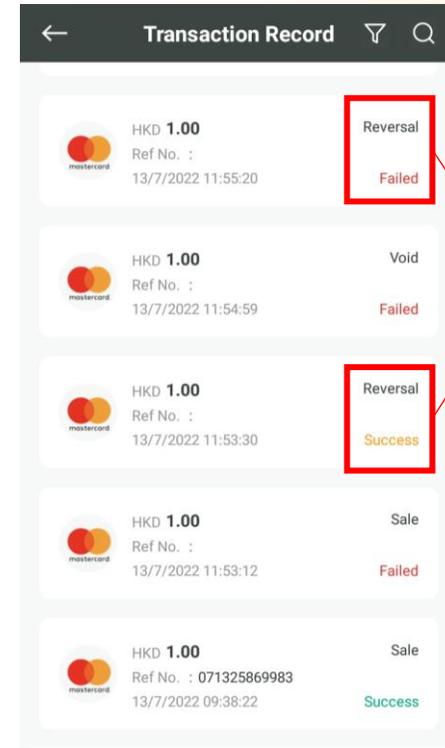
2. Is a successful reversal considered a successful transaction?

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 perform 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.

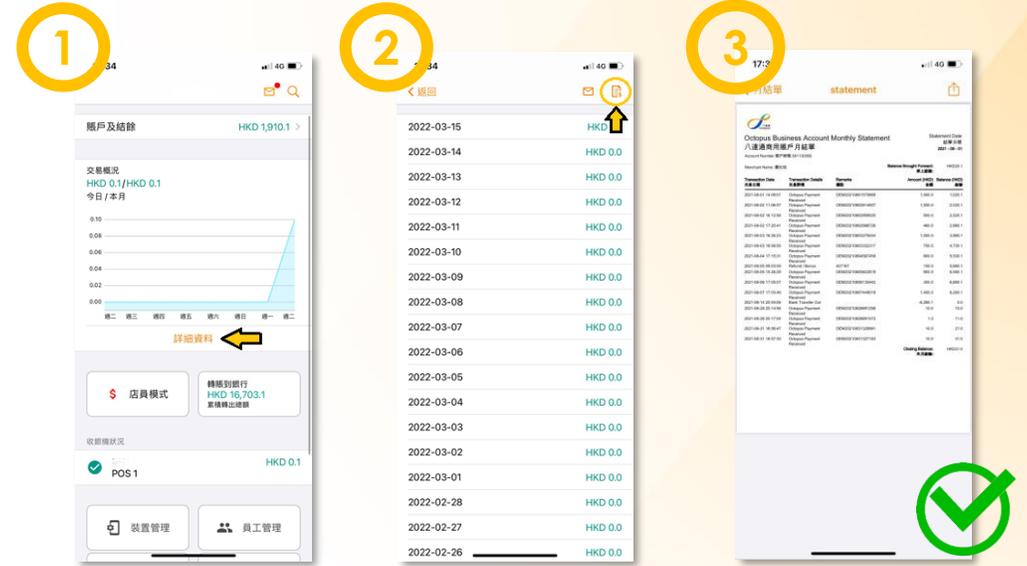
10. The POS Terminal status is shown as locked and cannot be used, what should I do?

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.

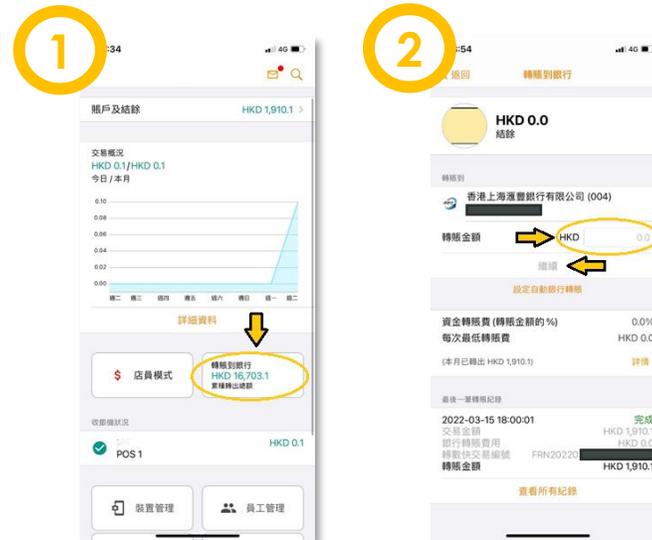


Click "Details"

Click the top right corner icon

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

KPay Merchant Service Limited

Email: cs@kpay-group.com

Hotline/WhatsApp: +852 3706 7828

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

