KPay

# KPay Smart POS Terminal
# User guide

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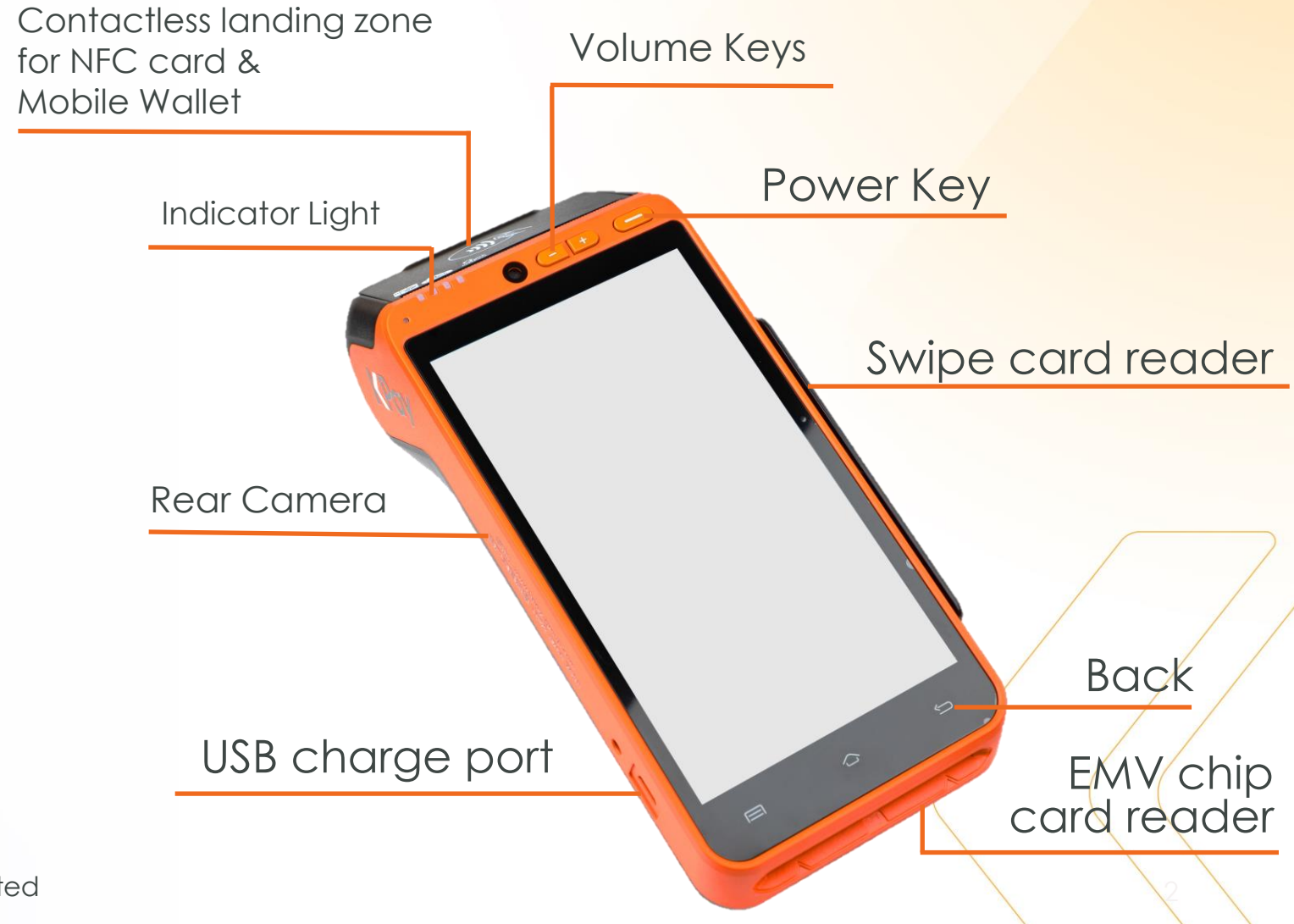
v2.2 | Last update 22 Mar 2024

# Overview of KPay Smart POS Terminal

## Network Connection:

- Wi-Fi
- Data SIM Card*




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

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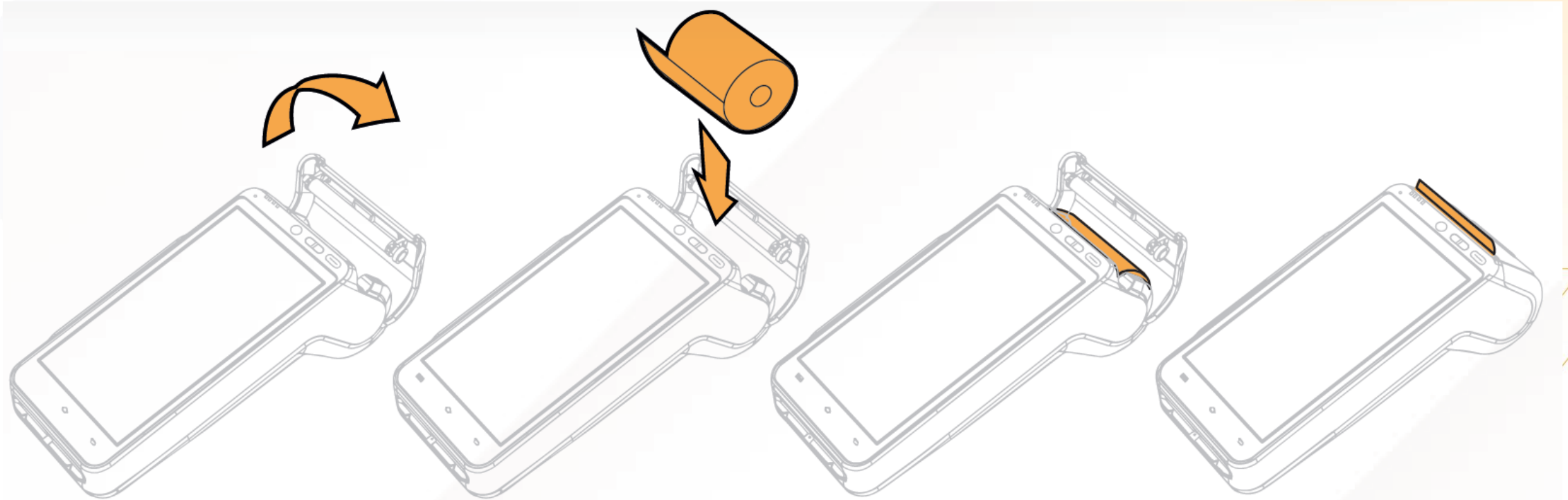
# POS Terminal – Installing paper roll

- Open the paper tray
- Insert the paper roll with the printable side up as shown.

  The end of the paper roll should stay close to the tooth of the POS Terminal



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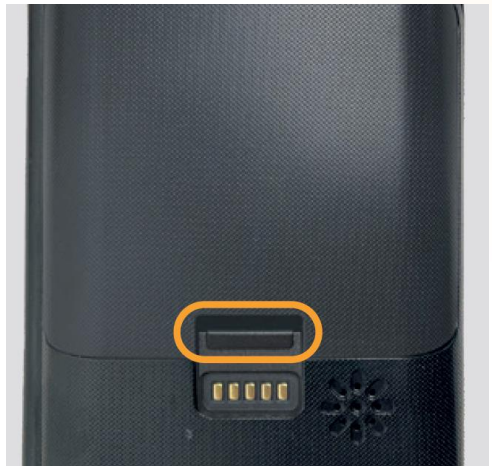
# System Login

## Connect Wi-Fi

- Open “Settings” to connect Wi-Fi

## Insert SIM card

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



Press “**Allinpay SG**” to launch the KPay Smart POS

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# Sale Transaction
## (Credit Card / NFC / Mobile Wallet contactless payment)

1

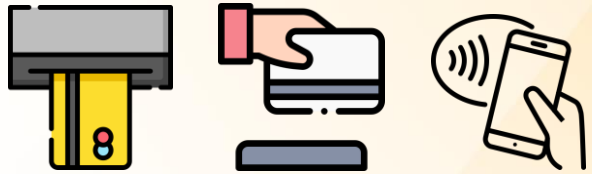
Select **"SALE"** on menu

2

Enter Amount, and

Press

3



Confirm payment amount and

**Tap card:**
Hold the card / smartphone close to the landing zone for a few seconds

**Insert / Swipe card:**
Confirm Credit card details

4

Terminal print out receipt

5

Customer Sign (if required)

6

Transaction completed

****Only successful transaction sales receipts will be printed out. ****

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# Sale Transaction
## (QR Code: Scan Customers' QR Code)

1

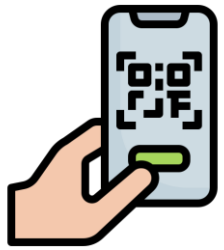
Select **"SALE"** on menu

2

Enter Amount, and

Press

3



Select the payment method (**WeChat Pay** or **PayNow**)

Confirm payment amount, and scan customer's QR code

4

Terminal print out receipt
Transaction completed

****Only successful transaction sales receipts will be printed out. ****

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# Sale Transaction
## (QR Code: display Payment QR Code)

1

Select **"SALE"** on menu

2

Enter Amount, and

Press

3

Select the payment method (**WeChat Pay** or **PayNow**)

Confirm payment amount, and display QR Code for customer to scan

4

Terminal print out receipt
Transaction completed

****Only successful transaction sales receipts will be printed out. ****

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# Check Transaction Records / Reprint

1

Select **“MORE”** on menu,
And press **“TRANS DETAIL”**

2

Enter invoice number or
press on the transaction directly

3

Select the transaction, then press

reprint the selected transaction

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# Void Payment

1

Press **“VOID”**

2

BANK CARD VOID

QRPAY VOID

Select the original payment method of the transaction

3

Enter **Manager Password** and the **Trace No.** (6-digit) of the original transaction

4

Confirm the Void Transaction, and press **“OK”**

Transaction completed; terminal print out receipt

The transaction status was changed to **Void**

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# Daily settlement

1

Press

And select **“Settlement”**

2

Press **“Settle”** after confirming all the transactions

3

**“Settlement Summary”** & **“Transaction Details”** will be printed

**In order to ensure the POS Terminal perform smoothly, we advise our merchants to perform settlement on a daily basis.**

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# FAQs

1. **How to know if the payment transaction is successful?**
   Only successful transaction sales receipts will be printed out.
   Please contact KPay Customer Service if you have any hesitation.

2. **Reversal success means transaction success?**
   "Reversal success" or "Reversal failure" also means the transaction is **failed**. Merchants should retry until the transaction is successful.
   Merchants should also record customer's contact details to avoid any lost from network issues.

3. **Do I need to do settlement every day?**
   In order to ensure the POS terminal perform smoothly, we are now advising our merchants to perform settlement on a daily basis.

4. **"Previous Transaction incomplete" shown on POS Terminal, what should I do?**
   Merchants should perform settlement on POS Terminal and re-login the POS system.

5. **The POS Terminal keeps closing unexpectedly, what should I do?**
   Merchants should perform settlement on POS Terminal and re-login the POS system.

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# Contact us

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