

Maxis mPOS User Guide



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mPOS IoT Device

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Getting Started with your mPOS IoT Device

Charging

Note: Charge the mPOS reader for 2 hours before using.

Charge the card reader using the enclosed USB type-C cable.
The mPOS reader can be used while it's being charged.

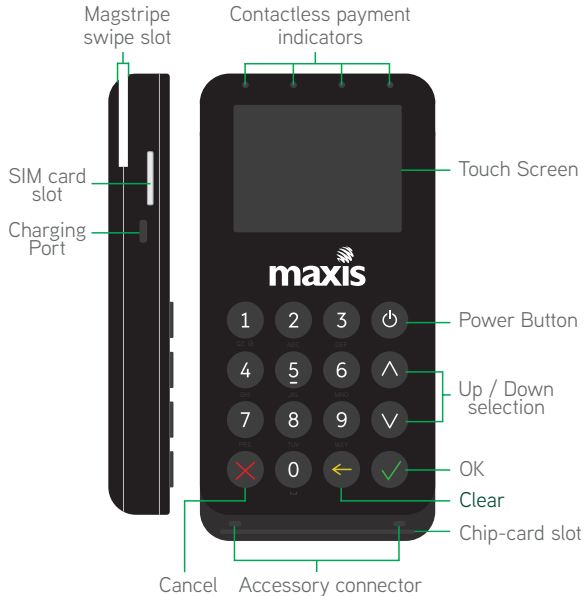
Charging time Approx. 2 hours

Battery life Approx. 500 transactions per charge

First Time Activation

- Press and hold the Power button until the reader starts up, make sure the reader's mobile network is available.
- ✓ Login with your User ID and temporary PIN received through email when you register.
- ✓ Key in the activation code sent to your registered mobile number.
- Key in your new 6 digit User PIN.

Get to know your mPOS reader



50%		Battery status
		Battery charging
		Battery fully charged
		Mobile network status
		Bluetooth connection

Card Payments

- 1 Press any button to start and select **"Card Sale"**.
 - Select **"Sale"** and enter amount.



- 2 Ask the customer to insert, swipe or tap their card.



Contactless
Tap on the card reader display.

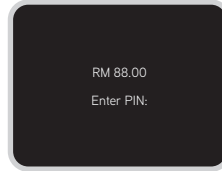


Insert card
Insert the card at the bottom of the reader.
(Chip first)




Swipe card
Swipe the card at the back of the reader.
(Magstripe in front)

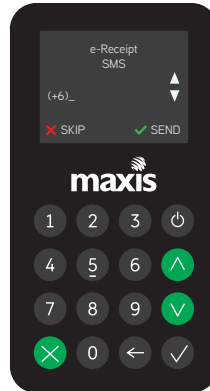
- 3 When prompted ask the customer to enter their PIN or sign on the display and press 'OK' to process the payment.



- 4 Sending an e-Receipt.

 **Send via SMS**
Enter customer's mobile number.

 **Send via E-mail**
Press the 'Up' or 'Down' buttons and enter customer's email address.

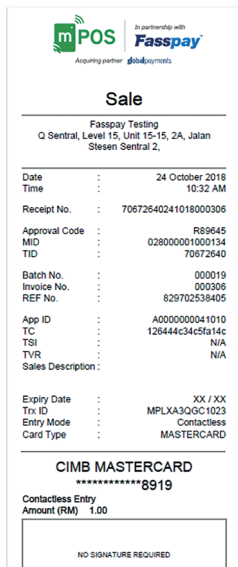


Note: Touch screen enabled only for signatures.

Sample e-Receipts



SMS e-receipt



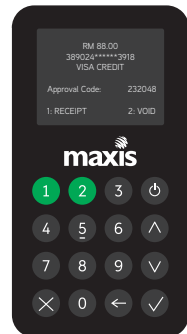
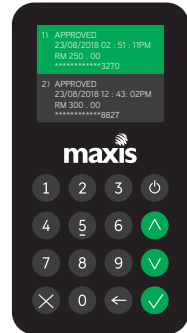
PDF e-receipt via email

View sales history, Resend e-Receipts and Void transactions

- 1 Press any button to start and select “**Sales History**”.
 - Enter your User PIN.
 - View the sales history by navigating the list with the ‘**Up**’ or ‘**Down**’ buttons and press ‘**OK**’ to select.

- 2 Resending an e-Receipt or voiding a transaction.

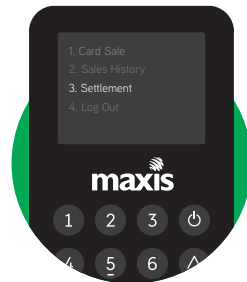
- To resend an e-Receipt press ‘**1 : Receipt**’.
- To void a transaction press ‘**2 : Void**’.
- To send a voided e-Receipt, refer to step 4 from **Card Payments**.



Credit Settlement

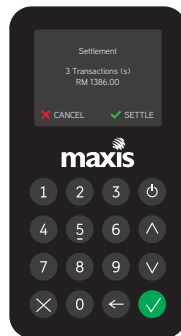
1 Press any button to start and select “**Settlement**”.

- Enter your User PIN.



2 Confirm the settlement amount and press ‘**OK**’.

Note: Credit settlements are automatically done at the end of the day.
You may also choose to perform manual credit settlements.



mPOS Bluetooth Device

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Getting Started with your mPOS Bluetooth Device

Charging

Note: Charge the mPOS reader for 2 hours before using.
Charge the card reader using the enclosed USB type-C cable.
The mPOS reader can be used while it's being charged.

Charging time: Approx. 2 hours **Battery life:** Approx. 500 transactions per charge

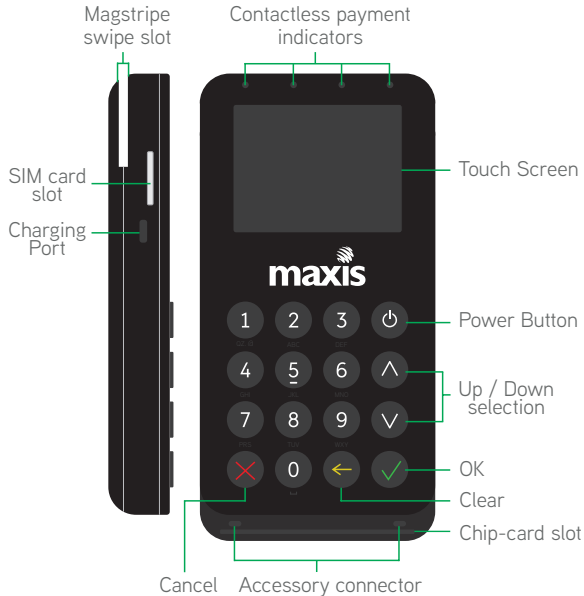
Connecting Your Device

- Download the Maxis mPOS app from Apple's App Store or Google Play Store
- Enable the **GPS** and **Bluetooth** function on your device
- Press and hold the Power button until the reader starts up
- Launch the Maxis mPOS app
- Under "Reader Settings", select "Connect to Reader"
- Tap on '**Scan for devices**' and select the reader that you want to connect to based on the Serial Number behind the card reader
- Tap on '**Pair**' and accept, then press the 'OK' button on the card reader to pair with the device.

First Time Activation

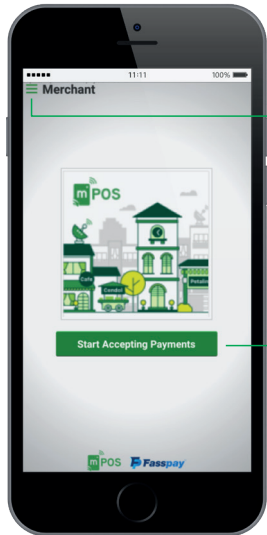
- Ensure that the reader is paired with your device.
- ✓ In Maxis mPOS app, login with your user ID and temporary PIN received through email when you register.
- ✓ Tap on '**Request Activation Code**' and enter the 6 digit activation code received via SMS to your registered mobile user.
- Key in your new 6 digit User PIN.

Get to know your mPOS reader



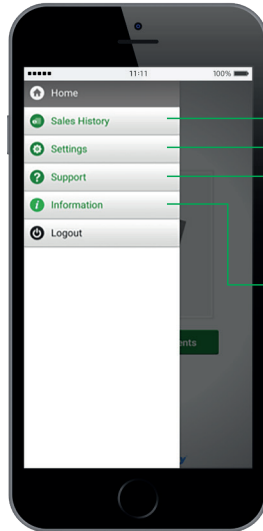
50%		Battery status
		Battery charging
		Battery fully charged
		Mobile network status
		Bluetooth connection

Get to know your mPOS App



Menu options

Perform card payment transaction



Sales History

Check transactions performed for the day

Settings

View card reader settings

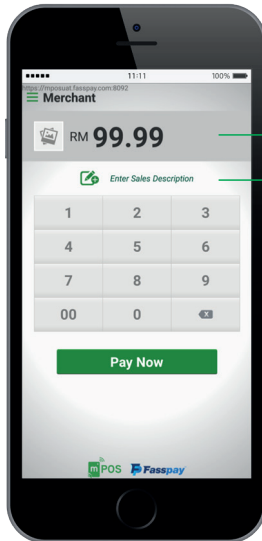
Support

Helpdesk information and User Guide

Information

Terms & Conditions and Privacy Policy

Card Payments



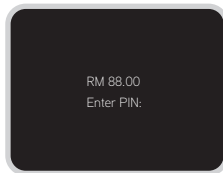
1 Enter the payment value

2 Enter the sales description

Confirm the payment amount and tap on 'Continue'

3

- * When prompted, ask the customer to enter their PIN on the card reader
- * For foreign cards that require a signature, the customer may sign from the app on the device



4

Sending an e-Receipt.



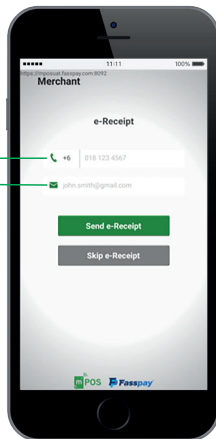
Send via SMS

Enter customer's mobile number.

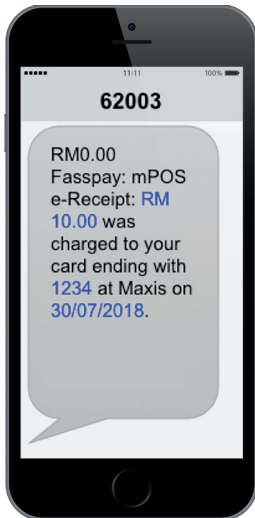


Send via E-mail

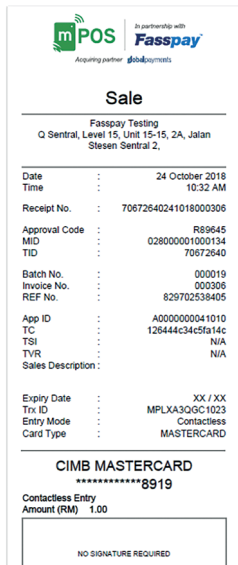
Enter customer's email address.



Sample e-Receipts



SMS e-receipt



PDF e-receipt via email

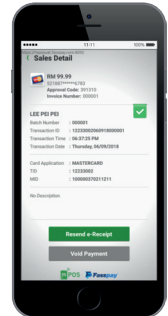
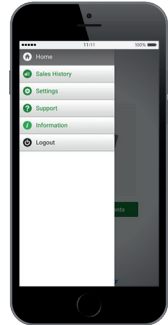
View sales history, Resend e-Receipts and Void transactions

1 Tap on “Sales History” from the Menu option

- Enter your User PIN.
- Enter the last 4-digit card number/approval code/
invoice number to search for specific transactions.

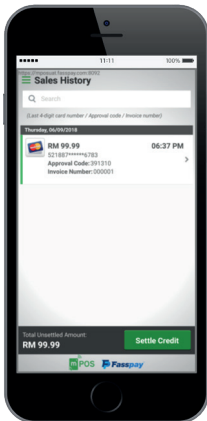
2 Resending an e-Receipt or voiding a transaction.

- Select a transaction from Sales History, tap on ‘Resend e-Receipt’ to resend the card payment receipt to the customer
- To void payments tap on ‘Void Payment’ and confirm



Card Payments

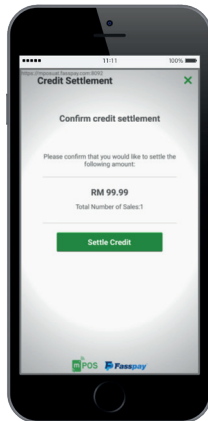
1 From Sales History tap on 'Settle Credit'



2 Confirm the settlement amount and press 'Settle Credit'.

Note: Credit settlements are automatically done at the end of the day.

You may also choose to perform manual credit settlements.



Merchant Portal

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Getting Started - First time activation

m POS
In partnership with **Fasspay**

Reset Password

Merchant ID (MID) 201803190000001

New Password

Retype Password

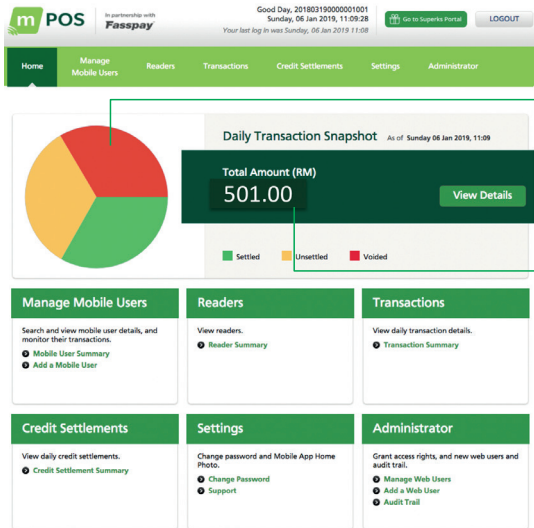
Activation Code

[Request Activation Code](#)

Submit

- 1 In the welcome email, press on **"First Time Login"** link
- 2 At "Reset Password" page, click on **"Request Activation Code"**.
- 3 Key in the activation code sent to your registered mobile number

Overview of Merchant Portal



Daily transaction snapshot in a pie chart reflecting

- 1 Settled Transactions
- 2 Unsettled Transactions
- 3 Voided Transactions

Daily Total Amount Summary reflecting

- 1 Settled Transactions
- 2 Unsettled Transactions

Overview of Merchant Portal

Merchant Portal Overview						
Home Page	Mobile User	Reader	Transaction	Credit Settlement	Settings	Administrator
User Access: • <i>Merchant Admin/Sub-Admin</i>						
<ul style="list-style-type: none"> • Daily transaction screenshots • Module Quick Links 	<ul style="list-style-type: none"> • Mobile User Summary/Details • Mobile User Update 	<ul style="list-style-type: none"> • Reader Summary/Details • Reader Update 	<ul style="list-style-type: none"> • Transaction Summary/Details • Transaction Update 	<ul style="list-style-type: none"> • Credit Settlement Summary/Details • Settlement Create 	<ul style="list-style-type: none"> • Change Password • Support 	<ul style="list-style-type: none"> • Web User Summary/Details • Web User Create/Update • Audit Trail
User Access: • <i>Viewer</i>						
<ul style="list-style-type: none"> • Daily transaction screenshots • Module Quick Links 	<ul style="list-style-type: none"> • Mobile User Summary/Details 	<ul style="list-style-type: none"> • Reader Summary/Details 	<ul style="list-style-type: none"> • Transaction Summary/Details 	<ul style="list-style-type: none"> • Credit Settlement Summary/Details 	<ul style="list-style-type: none"> • Change Password • Support 	<ul style="list-style-type: none"> • Web User Summary/Details

Manage Mobile Users

The screenshot shows the 'Manage Mobile Users' interface. At the top, there is a header with the 'm POS' logo, 'In partnership with Faspay', and a greeting: 'Good Day, 20180319000001001 Sunday, 06 Jan 2019, 12:57:34'. There are also links for 'Go to Superk's Portal' and 'LOGOUT'. Below the header is a navigation menu with 'Home', 'Manage Mobile Users' (selected), 'Readers', 'Transactions', 'Credit Settlements', 'Settings', and 'Administrator'. On the left, there is a 'Quicklinks' sidebar with a link to 'Mobile User Summary'. The main content area has a search bar for 'Mobile User ID / Terminal ID (TID)' with a 'Search' button. Below this is a section titled 'All Mobile Users' with a 'Status' dropdown set to 'Select One' and a date range from '01 Oct 2017' to '06 Jan 2019', also with a 'Search' button. Below the search filters, it says 'Total Records: 1' and 'Page 1 of 1'. A table displays the following data:

Mobile User ID	Name	TID	Status	Activation Date/ Suspended Date	Quicklink
maxis1	Maxis User	18031901	Active	27 Aug 2018	View Details Go

At the bottom of the main content area, there is an 'Export to CSV' button.

Search and view mobile user details, and monitor their transactions.

Things you can do:-

- 1 View mobile user summary
- 2 View transactions per user
- 3 Reset Mobile User Pin
- 4 Suspend Mobile User Access

Manage Your Readers

The screenshot shows the 'm POS' interface for Fasspay. The top navigation bar includes 'Home', 'Manage Mobile Users', 'Readers' (selected), 'Transactions', 'Credit Settlements', 'Settings', and 'Administrator'. A user greeting at the top right says 'Good Day, 20180319000001001' and shows the current date and time: 'Sunday, 06 Jan 2019, 13:23:10'. There are buttons for 'Go to Superks Portal' and 'LOGOUT'. A 'Quicklinks' sidebar on the left contains a 'Reader Summary' link. The main content area is titled 'All Readers' and features a search bar for 'Reader Serial No.' with a 'Search' button. Below the search bar, there are filters for 'Status' (a dropdown menu set to 'Select One') and 'Date' (a range from '04 Oct 2016' to '06 Jan 2019' with calendar icons), and another 'Search' button. The results section shows 'Total Records: 1' and 'Page 1 of 1'. A table displays the following data:

Reader Serial No.	Status	Activation Date/ Suspended Date	Quicklink
1618900010	Active	27 Aug 2018	View Details <input type="button" value="Go"/>

At the bottom of the interface, there is an 'Export to CSV' button.

Manage all your readers in one place.

Things you can do:-

- 1 View the list of all your readers
- 2 View reader status
- 3 Suspend a reader

Manage Your Transactions

The screenshot shows the m POS Faspay dashboard. At the top, it displays the user's name 'Good Day, 20180319000001001', the date and time 'Sunday, 06 Jan 2019, 13:59:35', and a 'LOGOUT' button. Below this is a navigation menu with options: Home, Manage Mobile Users, Readers, Transactions (highlighted), Credit Settlements, Settings, and Administrator. A 'Quicklinks' sidebar on the left contains a 'Transaction Summary' link. The main content area features a search bar for transactions, a form for filtering transactions by Terminal ID (TID), Approval Code, Status, Amount, and Date, and a table of transaction records. The table has columns for Date/Time, Transaction ID, Status, Amount, Approval Code, Verification Method, TID, and Quicklink. A single transaction record is shown: 04 Jan 2019 / 03:00:14 PM, 180319010401 19000280, Settled, 1.00, V10100, Contact-less No CVM, 18031901. An 'Export to CSV' button is located at the bottom of the table.

Home Manage Mobile Users Readers **Transactions** Credit Settlements Settings Administrator

Quicklinks
Transaction Summary

Search for a Transaction

All Transactions

Terminal ID (TID)

Approval Code

Status

Amount

Date to

Total Records: 1 Page 1 of 1

Date/Time	Transaction ID	Status	Amount	Approval Code	Verification Method	TID	Quicklink
04 Jan 2019 / 03:00:14 PM	180319010401 19000280	Settled	1.00	V10100	Contact-less No CVM	18031901	<input type="button" value="View Details"/>

Easily view your daily transactions.

Things you can do:-
Do a quick search via

- 1 Transaction ID or a detailed search via
 - TID
 - Approval Code
 - Transaction Status
 - Amount range
 - Transaction Date
- 2 View the status of that transaction
- 3 Void transactions
- 4 Download pdf of merchant or customer receipts

Credit Settlements

Good Day, 20180319000001001
Sunday, 06 Jan 2019, 15:13:02
Your last log in was Sunday, 06 Jan 2019 13:49

Go to Superk's Portal LOGOUT

Home Manage Mobile Users Readers Transactions **Credit Settlements** Settings Administrator

Quicklinks
Credit Settlement Summary

Force Settlements
Current Schedule: Daily at 11:00 PM

Search for a Batch No. Search

All Credit Settlements

Terminal ID (TID)
Mobile User ID
Status Select One
Date 01 Jan 2019 to 06 Jan 2019
Search

Total Records: 1 Page 1 of 1

Date/Time	Status	Batch No.	Mobile User ID	TID	Quicklink
04/01/2019 / 03:00:15 PM	Successful	000025	maxis1	18031901	View Details

Easily view your daily credit settlements.

Things you can do:-

- 1 View past transactions made via batch details or via
 - TID
 - Mobile User ID
 - Status
 - Settlement Date
- 2 View settlement details of a transaction
- 3 Download Settlement Report Settle Batch

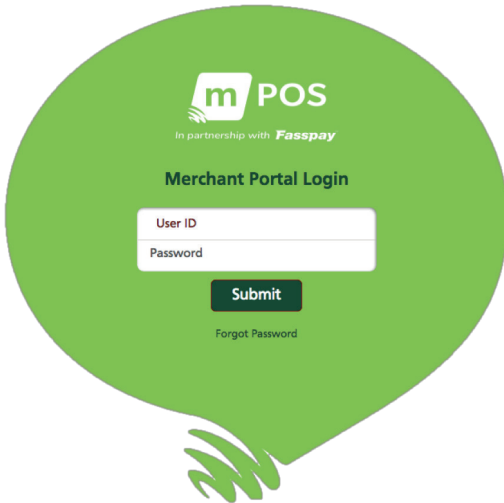
Change Merchant Portal Login Password

The screenshot shows the m POS merchant portal interface. At the top, there is a header with the m POS logo, the text "In partnership with Faspay", and user information: "Good Day, 201803190000001001", "Sunday, 06 Jan 2019, 16:06:20", and "Your last log in was Sunday, 06 Jan 2019 15:43". There are buttons for "Go to Superks Portal" and "LOGOUT". Below the header is a navigation bar with tabs: Home, Manage Mobile Users, Readers, Transactions, Credit Settlements, Settings (highlighted), and Administrator. On the left, there is a "Quicklinks" sidebar with "Change Password" and "Support". The main content area is titled "Change Password" and contains the instruction "Please provide the information below." followed by three input fields: "Current Password", "New Password", and "Retype Password". A "Submit" button is located at the bottom right of the form.

Under the “Settings” tab, fill in the necessary details to change your password.

The screenshot shows the m POS merchant portal interface. At the top, there is a header with the m POS logo, the text "In partnership with Faspay", and user information: "Good Day, 201803190000001001", "Sunday, 06 Jan 2019, 16:06:40", and "Your last log in was Sunday, 06 Jan 2019 15:43". There are buttons for "Go to Superks Portal" and "LOGOUT". Below the header is a navigation bar with tabs: Home, Manage Mobile Users, Readers, Transactions, Credit Settlements, Settings (highlighted), and Administrator. On the left, there is a "Quicklinks" sidebar with "Change Password" and "Support". The main content area is titled "Merchant Support" and contains contact information: "mpos.support@faspay.com", "+603 9212 7900", and links for "Merchant Portal User Guide" and "Lighthouse Reader User Guide".

Reset Merchant Portal Login Password



1 Press "**Forgot Password**" to reset user password

2 Key in your portal access credentials and MID

Example:

- User ID: 201803190000001001

- MID: 2018031900000001

3 A notification will be sent to the user's registered email

4 Press on "**Reset Your Password**" link, and redirect to the "**Reset Password**" page

5 At "**Reset Password**" page, click on "**Request Activation Code**".

6 Key in the activation code sent to your registered mobile number.

Manage Admin Rights

The screenshot shows the m POS administrator interface. At the top, there is a header with the m POS logo, a partnership with Faspay, and system information including the date and time (Sunday, 06 Jan 2019, 16:31:04) and a 'LOGOUT' button. Below the header is a navigation menu with options: Home, Manage Mobile Users, Readers, Transactions, Credit Settlements, Settings, and Administrator (which is currently selected). On the left side, there is a 'Quicklinks' sidebar with options: Manage Web Users (selected), Add a Web User, and Audit Trail. The main content area is titled 'All Web Users' and contains a search bar for 'User ID' with a 'Search' button. Below the search bar are filters for 'Role' (Select One), 'Status' (Select One), and 'Date' (01 Jan 2019 to 06 Jan 2019), with a 'Search' button. The results show 'Total Records: 1' and 'Page 1 of 1'. A table lists the user details:

Web User	Role	Status	Activation Date/ Suspended Date	Quicklink
20180319000001008	Merchant Sub Admin	Active	06 Jan 2019	View Details - Go

At the bottom of the page, there is an 'Export to CSV' button.

Grant access rights, manage web users and view an audit trail.

- 1 View and edit web user details
- 2 Suspend Web User Access
- 3 Reset Web User Password

Business View Merchant Portal

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Getting Started With the Business View Merchant Portal

Overview

Check the Global Payments Business View Merchant Portal for any questions related to reconciling amount deducted (MDR) and amount banked into your bank account.

Note: You can only access past 32 days of data for free. If you wish to upgrade, charges will be deducted from amount banked in.

Portal website: <https://businessviewglobal.com/AP/>

First Time Activation

- Please check PIC email for 2 separate activation email from “Global Payments”
 - One email with username
 - One email with temporary password
- ✓ Login to website
- ✓ Create new password (Password to be created needs to be between 8-15 characters with numbers and capital letters)
- Login

How to Download Transaction Report

 BUSINESSVIEW

Merchant CSR Trans Info **Reports** Report Pick-Up Administration Applications My Profile Account Services FAQ Tickets

Reports Listing

- ▼ Reports
 - ▶ Disputes
 - ▶ eStatement
 - ▼ Statements
 - Funds Transfer
 - Payment Advices**
 - Statements
 - ▶ Transactions

1 Once logged in, go to:
Reports > Statements > Payment Advices

How to Download Transaction Report

Payment Advices

Merchant Number Corp 028 Region 28 Principal 002 Associate 001 Chain 000

Transaction Information
Processing Day Between 01/06/2019 And 30/06/2019
Payment Amount Equal To

Merchant Information
Merchant DBA Name Like
Debtor Reference Number

Other Information
Max Records to Display 99
Maximum Number of Records that can be Displayed: 24899

Submit Clear Export

Batch Download
Deposits

Processing Date	Merchant Number	Sequence Number	Bank Routing Number	DDA Account Number	Debtor Reference Number	Payment Amount	Detail Report
24/06/2019	2272222222	0000001	0011037804	XXXXXXXXXXXX		2023.25	
27/06/2019	2272222222	0000002	0011037804	XXXXXXXXXXXX		1796.62	
17/06/2019	2272222222	0000004	0011037804	XXXXXXXXXXXX		825.37	

1 Input Merchant Number (MID) here

2 Choose the range of dates

3 Amend max records to display 999

4 Submit

5 Select “Deposits” or “Transactions” under Batch Download to download detailed transaction report.

Example of Transaction Report

Merchant Number	Merchant DBA Name	Deposit Control Number	CardHolder Number/ Remark	Tran Date	Original Transaction Currency	Trans Amount	Deposit Currency	Deposit Gross Amount	Discount Amount	Deposit Net Amount
-----------------	-------------------	------------------------	---------------------------	-----------	-------------------------------	--------------	------------------	----------------------	-----------------	--------------------

- 1 Discounted amount (MDR) shown here
- 2 Net deposited amount shown here
-

Frequently Asked Question (FAQ)

FAQ

1 What if I can't login?

- Check if the User ID or User PIN is correct
- Check to see if the device has a network connection
- Check if the device is paired with the card reader

2 What if my transaction was interrupted?

- Kindly check from the 'sales history' if the payment went through first before performing another transaction.

3 What if a customer decides to cancel/Void their payment after settlement?

- Since daily credit settlements are automatically performed by 11pm each day, the merchant would have to submit a request for reversal or refund to Global Payments.

4 What if I forgot my PIN?

- PIN reset for Mobile Users may be performed from the Merchant portal

Error Codes

MPOS Declined Code	Description	Action
201	Refer to card issuer	Advice customer to check with their bank or ask for an alternative card
202	Refer to card issuer's special conditions	
203	Invalid merchant	Card reader may have been suspended. Please call Maxis customer support.
204	Pick-up	Advice customer to check with their bank or ask for an alternative card
205	Do not honor	
208	Honor with ID	
210	Partial Approval	
212	Invalid Transaction	
213	Invalid Amount	
214	Invalid Card Number	
219	Re-enter transaction	
241	Lost card	
243	Stolen card, pick up	
251	Insufficient funds	
254	Expired Card	
255	Incorrect PIN	
256	No card record	Advice customer to check with their bank or ask for an alternative card
263	Security violation	
1000	Fail to Connect to server	Try again later as the server might be down or the SIM card is un-operational
1001	Host Timeout	Check sales history if the payment went through, otherwise perform the payment again

Got questions? Contact us



maxis.com.my/mpos



For **customer support**,
call 1800 82 1919

For **sales enquiries**,
call 1700 81 8881