Maxis mPOS User Guide

Contents

mPOS IoT Device

Contents

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.
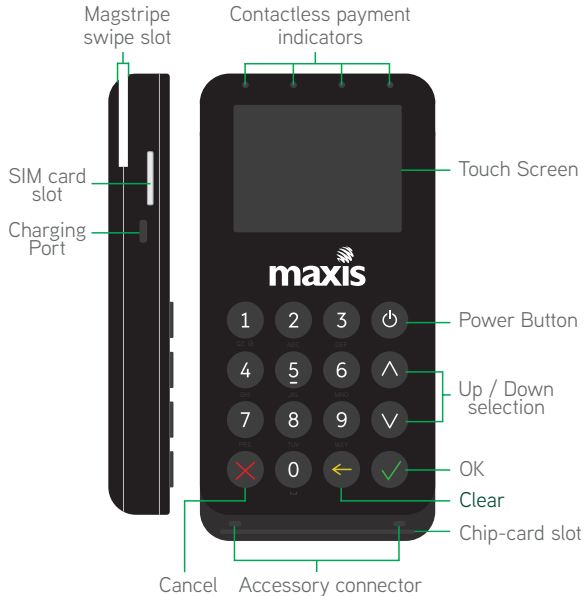The mPOS reader can be used while it's being charged.

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

Magstripe swipe slot

Contactless payment indicators

SIM card slot

Charging Port

Touch Screen

Power Button

Up / Down selection

OK

Clear

Cancel   Accessory connector

Chip-card slot

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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.

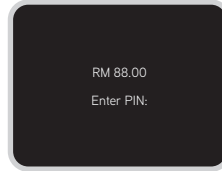**Contactless**
Tap on the card
reader display.

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

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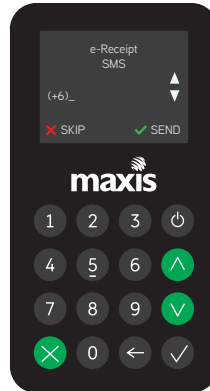Swipe the card at the
back of the reader.
(Magstripe in front)

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

RM 88.00

Enter PIN:

Please Sign

Signature

✕ Cancel   ❮ Clear   ✓ OK

4 Sending an e-Receipt.

Send via SMS
Enter customer's mobile number.

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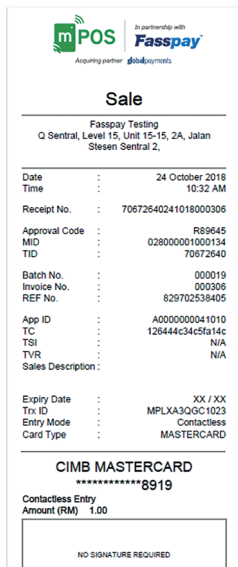Press the '**Up**' or '**Down**' buttons and enter customer's email address.

Note: Touch screen enabled only for signatures.

e-Receipt
SMS

(+6)_

✕ SKIP   ✓ SEND

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1 2 3 ⏻

4 5 6 ∧

7 8 9 ∨

✕ 0 ← ✓

Sample e-Receipts

SMS e-receipt

SMS content:

RM0.00
Fasspay: mPOS
e-Receipt: RM
10.00 was
charged to your
card ending with
1234 at Maxis on
30/07/2018.

Phone display: 62003

PDF e-receipt via email

mPOS
In partnership with
Fasspay
Acquiring partner: globalpayments

Sale

Fasspay Testing
Q Sentral, Level 15, Unit 15-15, 2A, Jalan
Stesen Sentral 2,

Date	:	24 October 2018
Time	:	10:32 AM
Receipt No.	:	70672640241018000306
Approval Code	:	R89645
MID	:	028000001000134
TID	:	70672640
Batch No.	:	000019
Invoice No.	:	000306
REF No.	:	829702538405
App ID	:	A000000041010
TC	:	126444c34c5fa14c
TSI	:	N/A
TVR	:	N/A
Sales Description	:	
Expiry Date	:	XX / XX
Trx ID	:	MPLXA3QGC1023
Entry Mode	:	Contactless
Card Type	:	MASTERCARD

CIMB MASTERCARD
************8919

Contactless Entry
Amount (RM) 1.00

NO SIGNATURE REQUIRED

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.

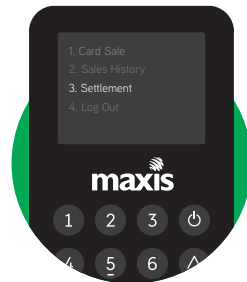**2** Resending an e-Receipt or voiding a transaction.

- 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**.
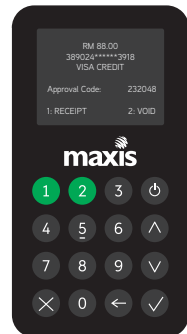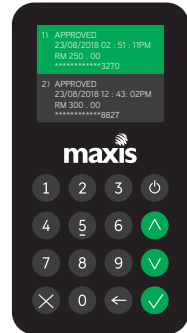
Credit Settlement

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.
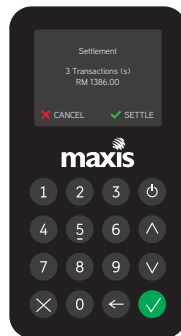
mPOS Bluetooth Device

Contents

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.
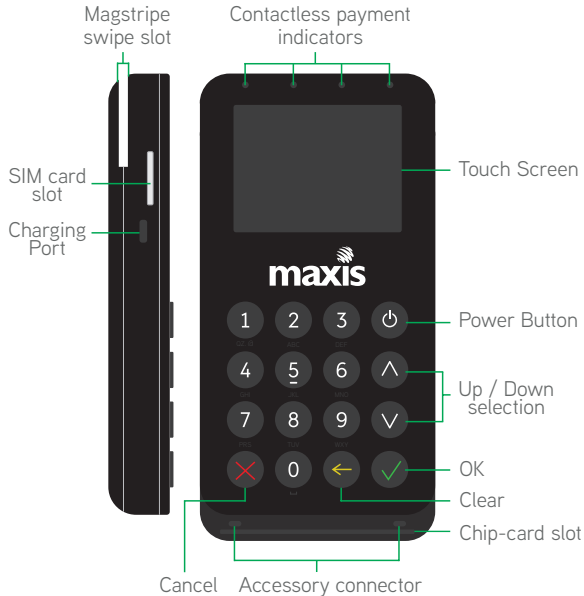
Get to know your mPOS reader

Magstripe swipe slot

Contactless payment indicators

SIM card slot

Charging Port

Touch Screen

Power Button

Up / Down selection

OK

Clear

Cancel Accessory connector

Chip-card slot

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50% 🔋	**Battery status**
⚡🔌🔋	**Battery charging**
🔋	**Battery fully charged**
📶	**Mobile network status**
✳	**Bluetooth connection**

Get to know your mPOS App

Menu options
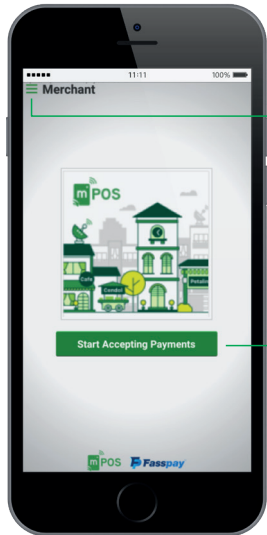
Start Accepting Payments
Perform card payment transaction
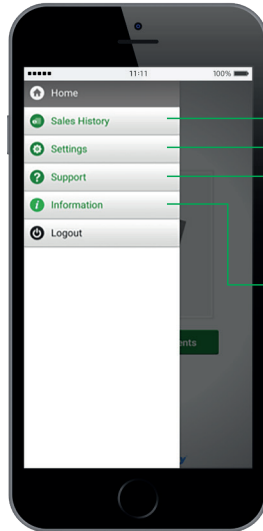
Sales History
Check transactions performed for the day

Settings
View card reader settings

Support
Helpdesk information and User Guide

Information
Terms & Conditions and Privacy Policy

Card Payments
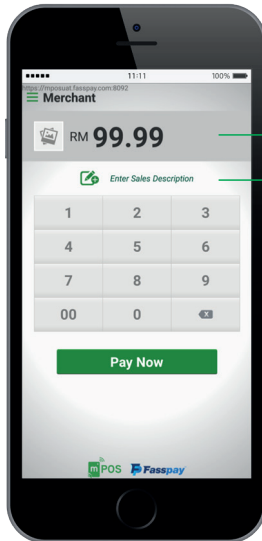
1 Enter the payment value

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

RM 88.00
Enter PIN:
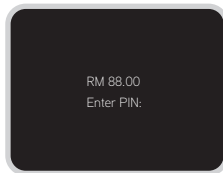
4 Sending an e-Receipt.

Send via SMS

Enter customer's mobile number.

Send via E-mail

Enter customer's email address.
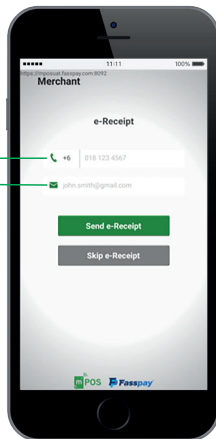
Sample e-Receipts
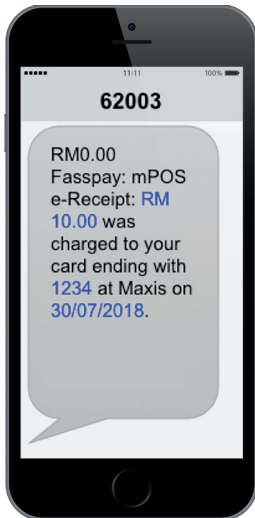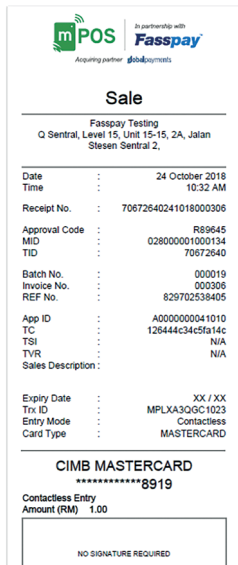
SMS e-receipt

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
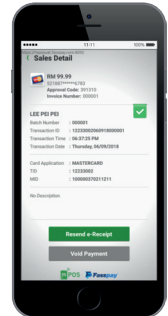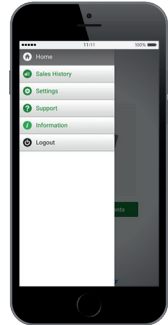
Card Payments

1 From Sales History tap on '**Settle Credit**'
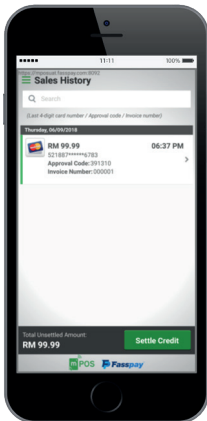
2 Confirm the settlement amount and press '**Settle Credit**'.

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

You may also choose to perform manual credit settlements.
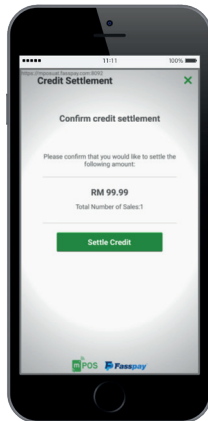
Merchant Portal

Contents

Getting Started - First time activation

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
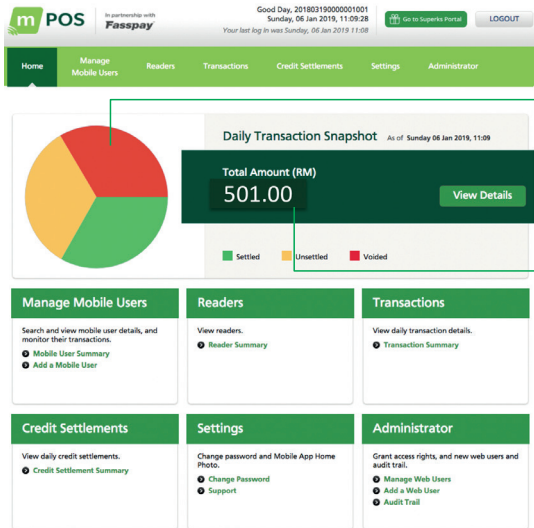
Daily transaction snapshot in a pie chart reflecting

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: • *Merchant Admin/Sub-Admin*						
• Daily transaction screenshots • Module Quick Links	• Mobile User Summary/ Details • Mobile User Update	• Reader Summary/ Details • Reader Update	• Transaction Summary/ Details • Transaction Update	• Credit Settlement Summary/ Details • Settlement Create	• Change Password • Support	• Web User Summary/ Details • Web User Create/Update • Audit Trail
User Access: • *Viewer*						
• Daily transaction screenshots • Module Quick Links	• Mobile User Summary/ Details	• Reader Summary/ Details	• Transaction Summary/ Details	• Credit Settlement Summary/ Details	• Change Password • Support	• Web User Summary/ Details

Manage Mobile Users

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

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

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

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

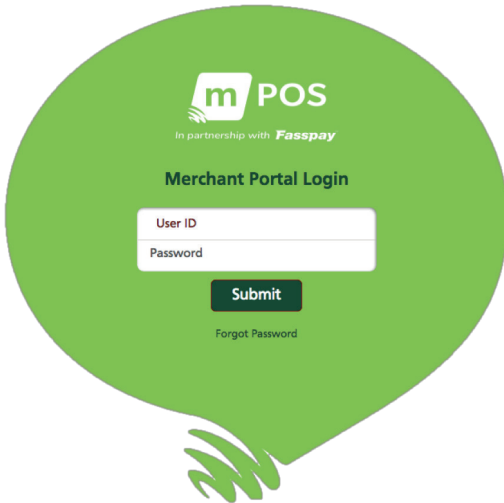**3** Download Settlement Report
Settle Batch

Change Merchant Portal Login Password

Under the "**Settings**" tab, fill in the necessary details to change your password.

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: 201803190000001
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

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

Contents

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

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	Advice customer to key in pin again (limited to 3 attempts)
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

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