



Transport Canberra App Merchant User Guide

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Retailer Training

Any training provided to a given retailer for NEC/MyWay+ will be conducted remotely / over-the-phone.

User Account Setup



epay have already setup the initial Admin account for you before we sent you this terminal. Once you've turned your terminal on, please ring epay's 24 x 7 Retail Support Team on **1300 301 408** to obtain the initial Admin password and then immediately change the password after you have logged in. You may be required to answer some security questions to verify your identity. Please protect your Admin user account credential as only admin user can modify users.

Below are the menus the users can access using Admin or Sales account respectively.

Menus	Administrator	Sales
Card Sale	✓	✓
Top Up	✓	✓
Refund	✓	✓
Reports	✓	✓
About	✓	✓
User Guide	✓	✓
Settings	✓	✗

To change your Admin password immediately, you need to log in the "Settings" menu using the Admin password epay has just provided to you on the phone and change it to your own password following the below steps.



Then you can add more Sales Accounts following the steps shown below.

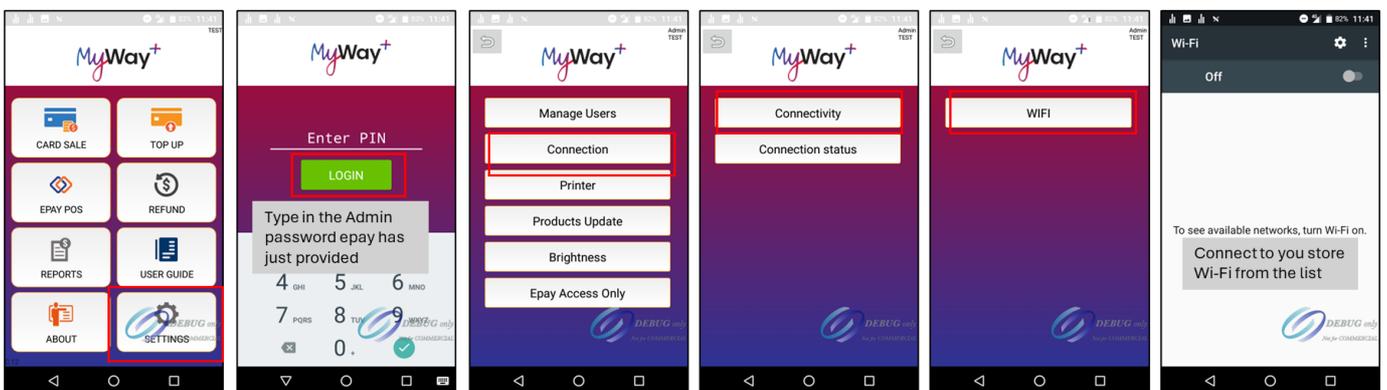


Connect to a 4G or WiFi Network

The terminal comes installed with a SIM card which can be used to transact with epay. Once you turn the terminal on, it will automatically connect to the 4G network. Within a few minutes, it is ready for you to transact.

IMPORTANT: The SIM can only work in the designated epay terminal. **DO NOT** take the sim out and use in any other of your devices.

Alternatively, if your store has a WiFi network available, you can enable the Wi-Fi on your terminal and add your Wi-Fi network by following the steps below in the settings menu. Switch on the Wi-Fi of your PAX A920, then you can view the available Wi-Fi network list and choose your store's Wi-Fi network to connect. Please make sure you only connect to trusted Wi-Fi networks.

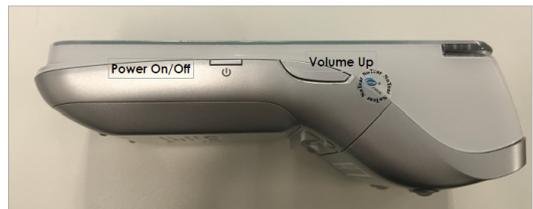


Terminal Physical Instructions

Charging Instructions

Before starting, the terminal battery should be fully charged by plugging the USB to mini USB cord to an AC power supply and then plug the other end with the mini USB connector into the mini USB port on the left side of the terminal. Charge the battery until full.

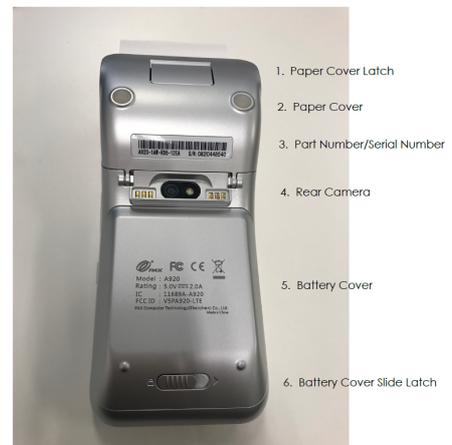
You will find the "Volume Down" button and "Mini USB Port" on the left side of terminal. The "Mini USB Port" is used for charging your device. The "Power On/Off" button and "Volume UP" button is located on the right side of the terminal.



Buttons on the back

You can find the below buttons on the back from top to bottom of Pax A920.

1. Paper Cover Latch
2. Paper Cover
3. Part Number / Serial Number
4. Rear Camera Auto Zoom 5 MP
5. Battery Cover
6. Battery Cover Slide Latch



How to Change the Paper Roll

To remove and replace the thermal paper roll, turn the terminal over. Then near the top back side of the terminal place your finger under the paper cover latch and pull the entire latch assembly away from the terminal. To remove the paper roll, simply pull the paper roll out.

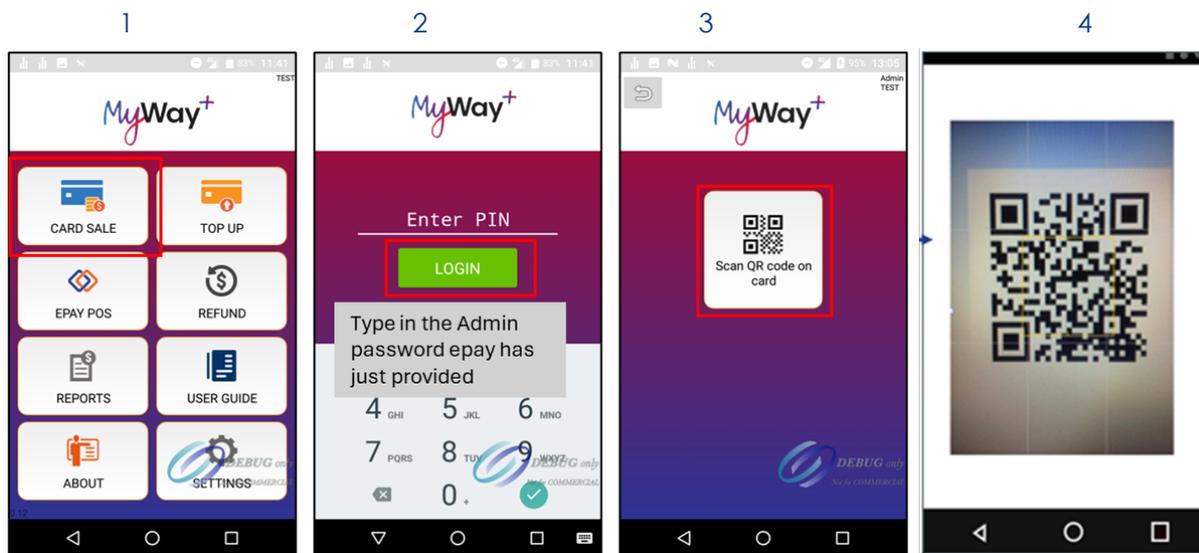
To install a new thermal paper roll, drop in the paper roll with the paper pulling from the back and out the top of the roll. Pull about 2" of paper out and close the lid until the lid snaps into place.



Completing a Sale Transaction

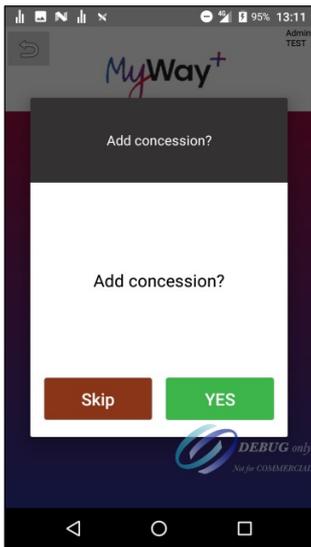
Card Sale

1. Choose Card Sale on the terminal.
2. Enter your PIN.
3. Choose "Scan QR Code on Card".
4. Get a new MyWay+ card and scan the QR code.

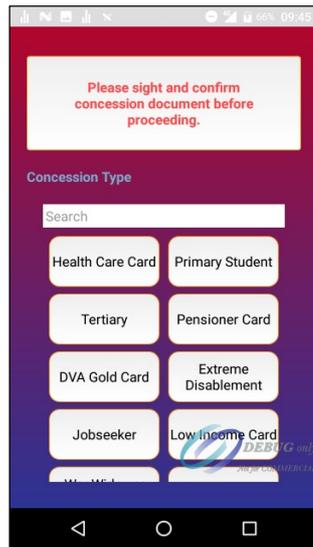


5. Based on customer request, you can choose to apply concession to the card or skip this step.
6. Choose a concession relevant to the customer and as to verify their concession document before proceeding.
7. Based on customer's request, you can choose to Top Up the card or skip this step.
8. If you choose Top Up, choose a denomination based on customer's request.

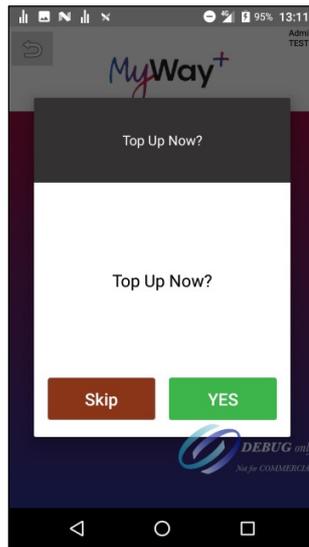
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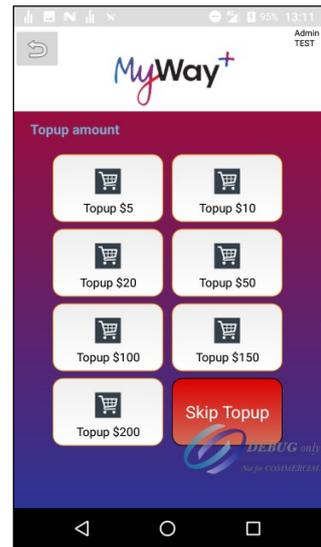
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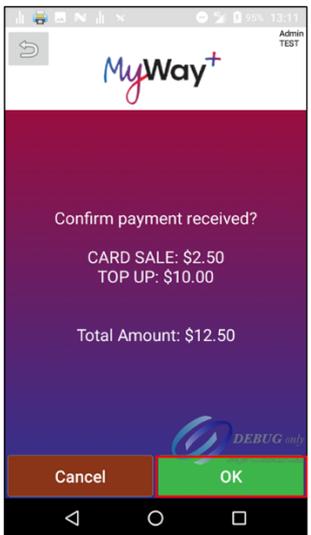


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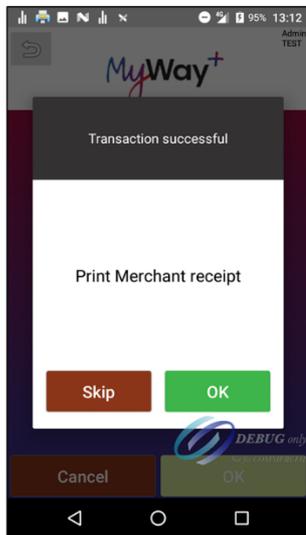


9. The total payable amount by the customer is displayed on the screen. Scan the printed barcodes using POS one by one, ask the customer to make a payment, and then choose "Yes" on the terminal to confirm payment received. Hand the customer's receipt and the MyWay+ card to the customer.
10. You can choose to print a merchant receipt or skip it.

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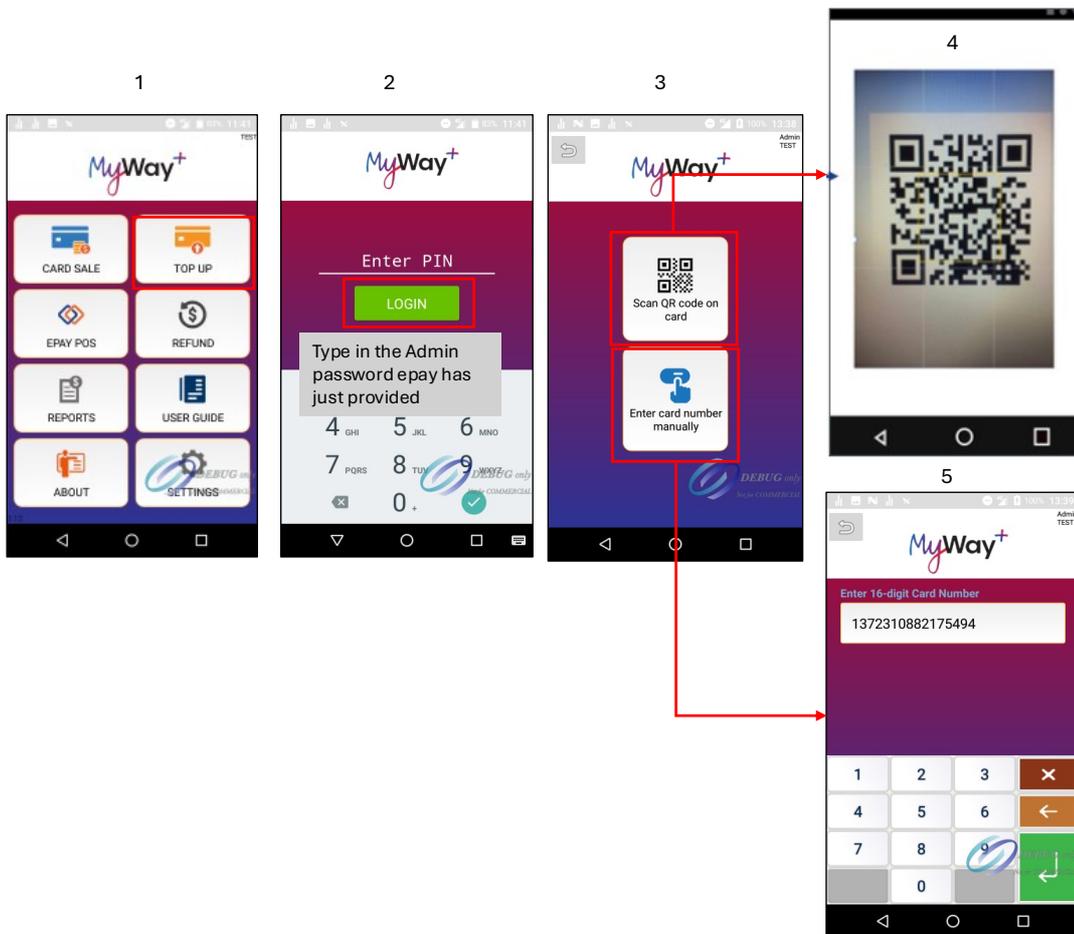
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Note: if the transaction fails for whatever reason, a refund needs to be given to the customer.

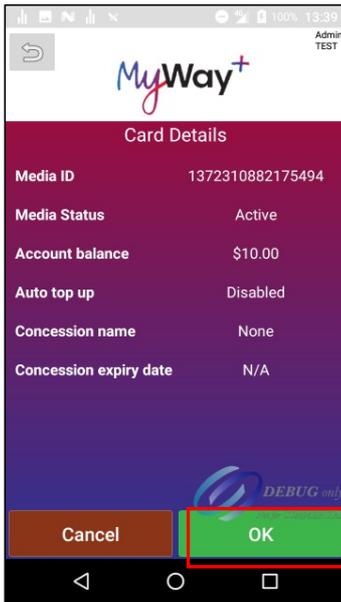
Top Up

1. Choose Top Up on the terminal.
2. Enter your PIN.
3. You can choose “Scan QR Code on Card” or “Enter Card Number Manually”.
4. If you choose to scan the QR code, you must scan the customer’s MyWay+ card.
5. If you choose to enter the card number manually, you must enter the sixteen-digit number on the customer’s MyWay+ card on the terminal.

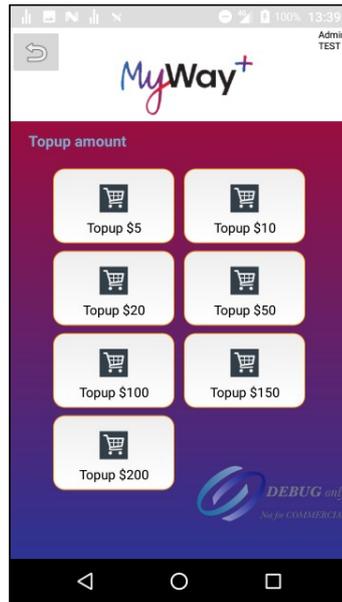


6. After successfully scanning the card or entering the card number manually, card details will be displayed on the screen. The maximum account balance for a MyWay+ card is \$400. Based on the “Account Balance” displayed on this screen, top up denominations will be dynamically displayed on the next screen to not allow the account balance to exceed the \$400 limit. Click “OK” to go to the denominations screen.
7. Choose a denomination based on customer’s request.
8. Ask the customer to make a payment for the Top Up transaction, and after a successful payment, choose “OK” on the terminal. Hand the customer’s receipt and MyWay+ card to the customer.
9. You can choose to print the Merchant Receipt or skip this step.

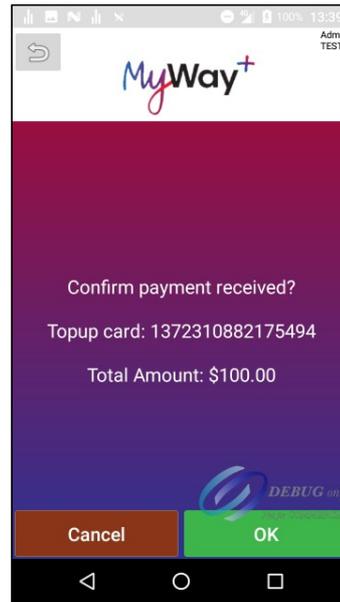
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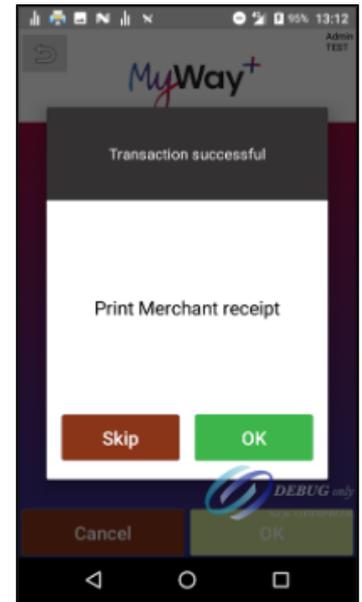
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Note: if the transaction fails for whatever reason, a refund needs to be given to the customer.

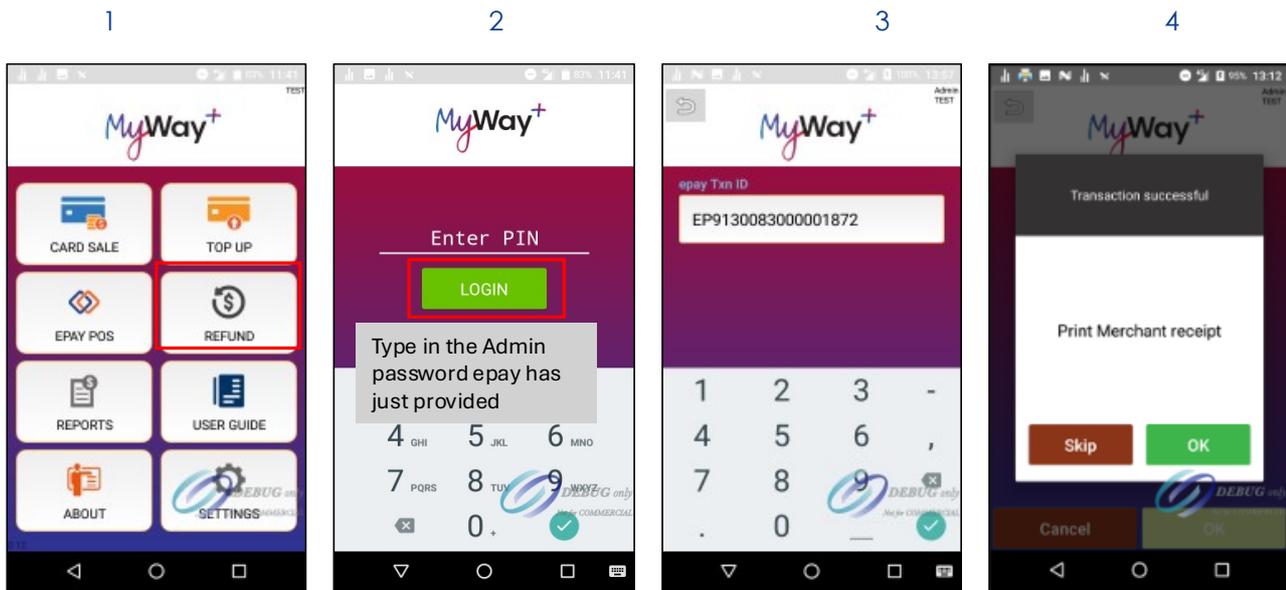
Refunds

How to Refund a Top Up Transaction for MyWay+ Cards

Note: A customer can ask for a refund on a recent top-up on their MyWay+ card that was no longer than ten minutes ago.

Customer needs to present receipt and MyWay+ card for refund. No transaction will be refunded if the customer doesn't have the receipt and MyWay+ card in possession.

1. Choose "Refund" on the terminal.
2. Enter your PIN.
3. Enter the epay Transaction ID that's printed on customer's receipt. Hand the refund receipt to the customer.
4. You can choose to print a merchant receipt or skip this step.



Reports

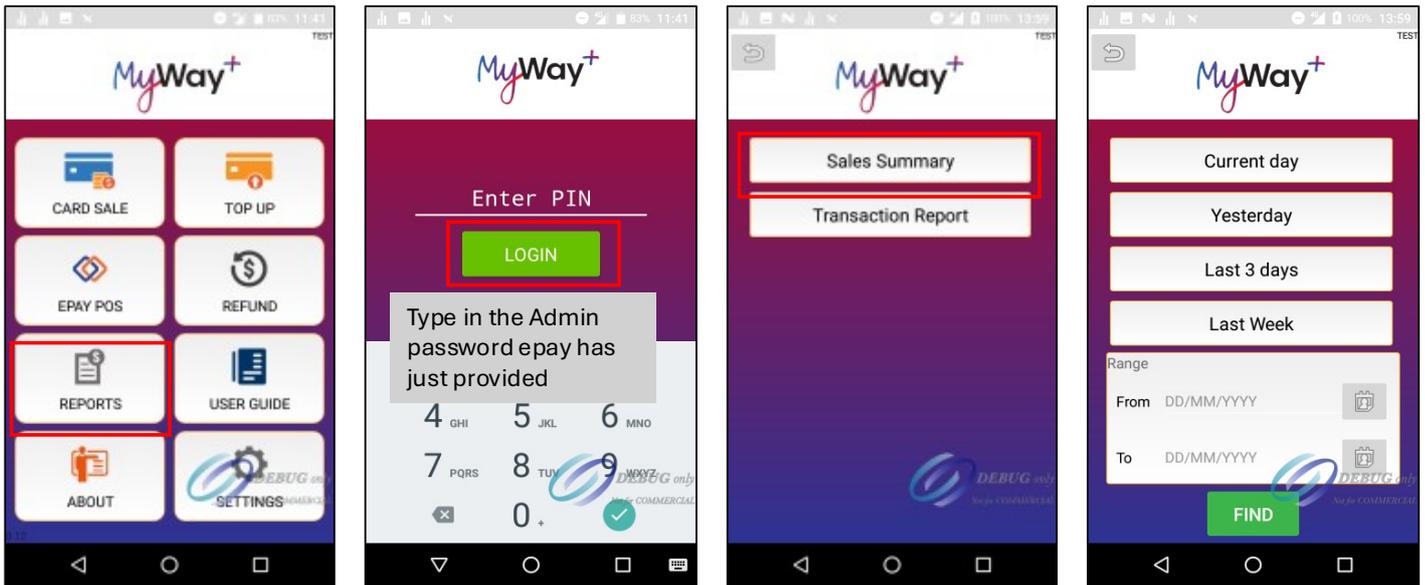
Sales Summary

This report provides a summary of Sales by transaction type. Retailer can select to view summary for today, yesterday, last 3 days, and last calendar week. The Retailer also has the option to select a specified date range of dates up to 60 days in the past. After listing transactions, [Print] button allows user to print as a summary report.

User Flow to access this feature:

- Tap [Reports] on main menu
- Enter user password
- Select [Sales Summary]
- Select date range
- Tap [Find] to view
- Tap [Print] to print

Sales Summary Flow



Transaction Report

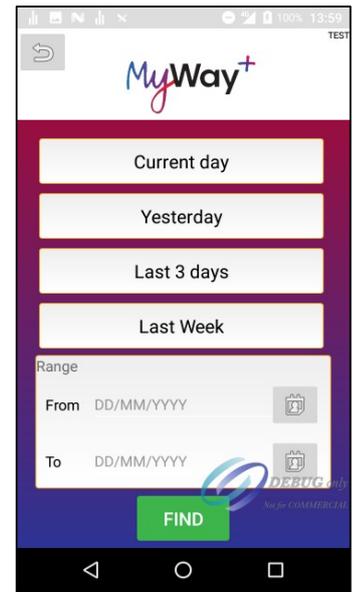
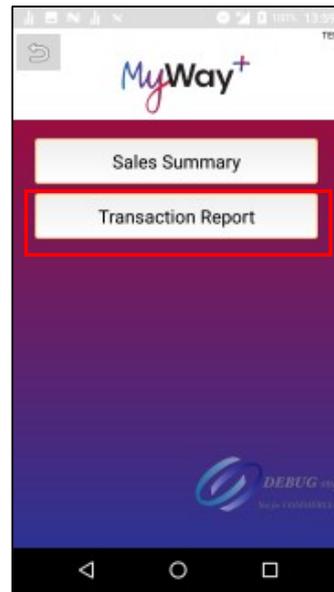
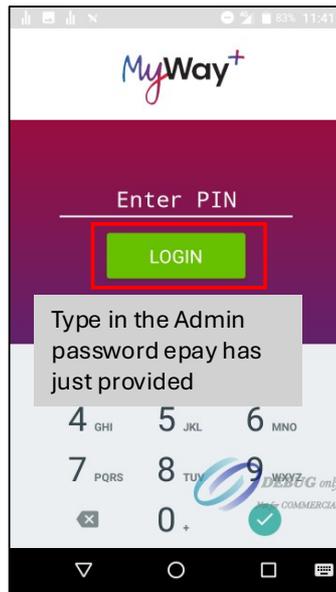
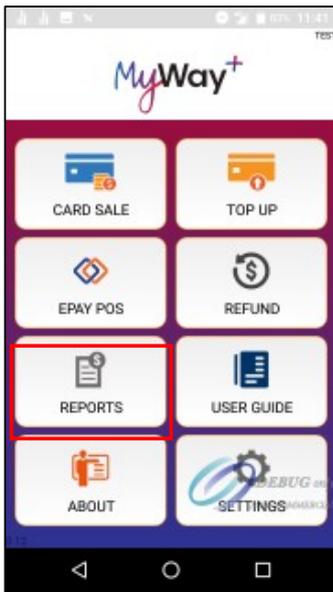
This report provides a list of all transactions for the selected date range. Just like the Sales Summary, Transaction Report is available for today, yesterday, last 3 days, and last calendar week, or for a date range up to 60 days in the past. User can tap on any individual transaction to view its details including epay TXN ID, and reprint it, if needed.

Transactions are stored in the terminal memory, if the terminal is replaced, retailer loses visibility to old transactions. However, merchant reporting tools can still be used to access historical transaction data.

User Flow to access this feature:

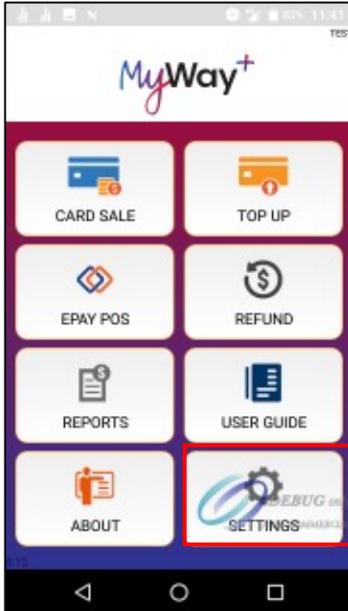
- Tap [Reports] on main menu
- Enter user password
- Select [Transaction Report]
- Select date range
- Tap [Find] to view
- Tap [Print] to print report
- Tap individual transaction to view details
- Tap [Reprint] to print individual transaction details

Transaction Report Flow



Settings

This section lists out options that are available under settings and what they do.



Manage Users

This section allows you add, update, and delete users. Please protect your Admin user account credential as only this user can amend the users.

Connection

Once you turn the terminal on, it will automatically connect to the 4G network. Alternatively, if your store has a Wi-Fi network available, you can enable the Wi-Fi on your terminal and add your Wi-Fi network. Under this setting, you can check the connection status and connect the terminal to Wi-Fi network.

Printer

This is to set printer preferences for the terminal. You can set merchant copy printing option, printing failed transactions and contrast for the print. Default optimum settings are already set for you. Please do not change this setting unless you are advised.

Product

This is used to set how product images will be downloaded on update. Please do not change this setting unless you are advised.

Products Update

This is used to trigger products update manually. Please do not change this setting unless you are advised.

Brightness

This is to set brightness level of the terminal screen.

Epay Access Only

By default, this section is not accessible by merchants.

Error messages

Application User Account Login Error: Admin User Only

The merchant will be prompted with "Administrator User Only" if attempted to access "Settings" using Sales user account.

Out of Printer Paper Error

The merchant will be prompted with "Out of Printer paper. Try again?" error. You can now load a new paper roll and then tap "OK" to continue with current transaction. Otherwise, if you tap "Skip", the transaction will go through, but receipt will not be printed. You can check the transaction from the reports section.

Card ordering

Please contact us via email epayaussupport@epayworldwide.com.au or phone 1300 301 408.

Epay Retail Support – 1300 301 408

You can contact epay's 24 x 7 Retail Support on 1300 301 408 at any time.