ingenico
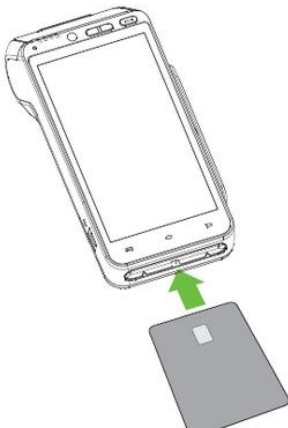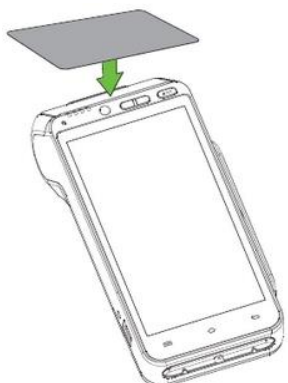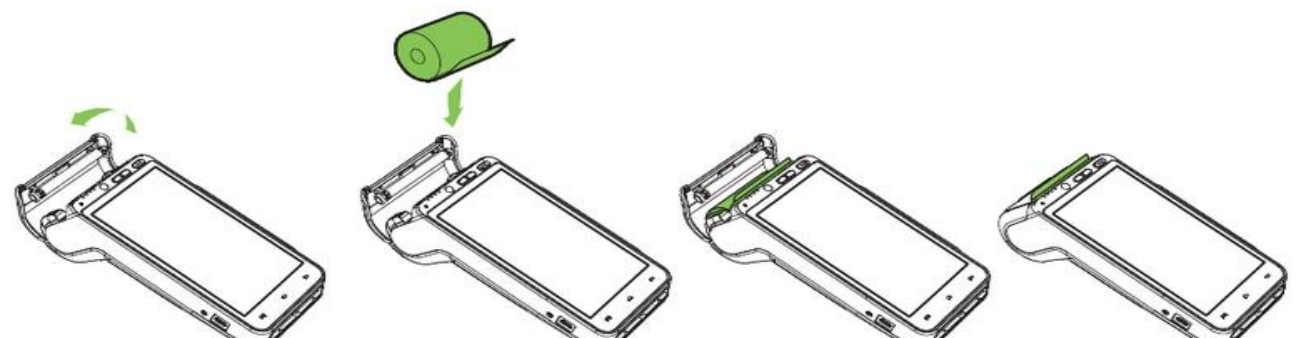
Shaping the new world of payments together

MAYBANK APOS

TERMINAL USER GUIDE

Version 1.00

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BASIC KEY

POWER ON / OFF Terminal	INSERT CARD	TAP CARD	SWIPE CARD

CHANGE PAPEROLL

Important contact information
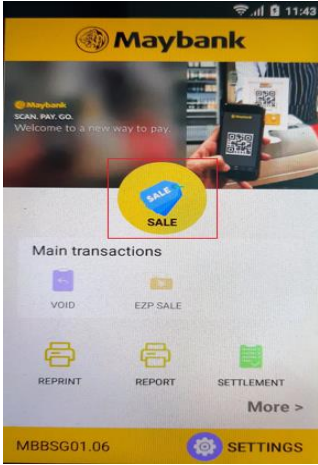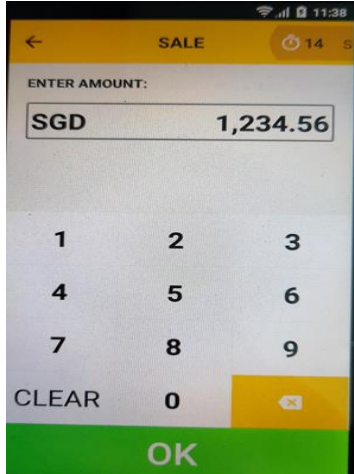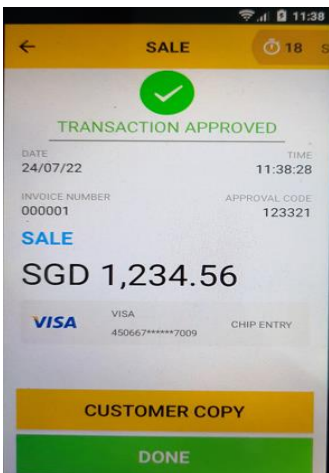
Ingenico Technical Support	6380 0200
24 HR MayBank Authorisation	6483 0400

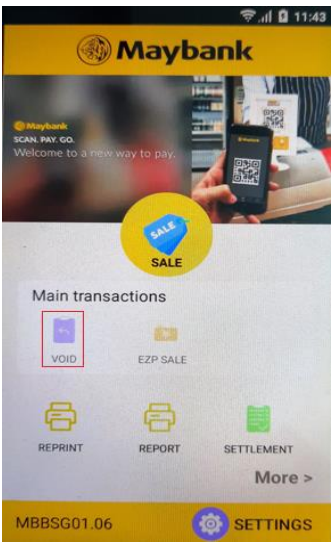For Technical Support, please provide your terminal ID ready before calling the helpdesk
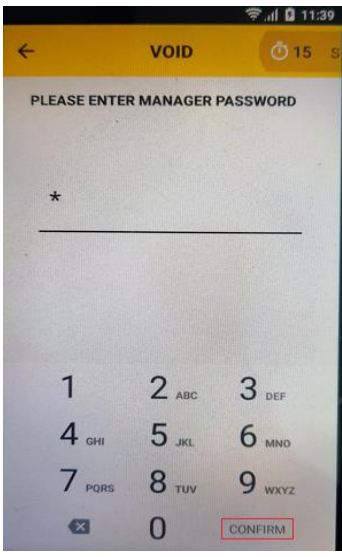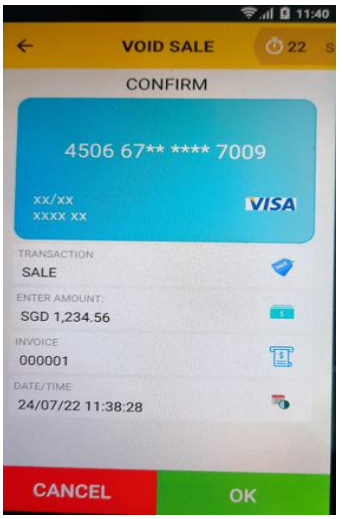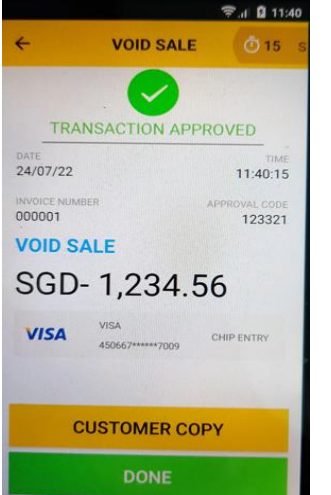
The terminal ID can be found at the back if the terminal. Please refer to illustration on the right.
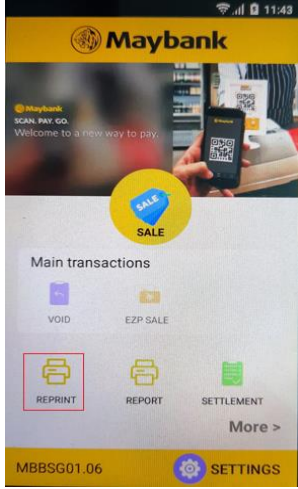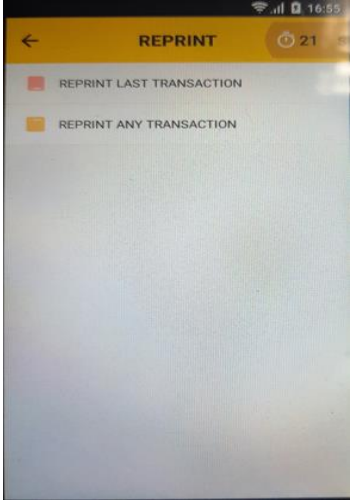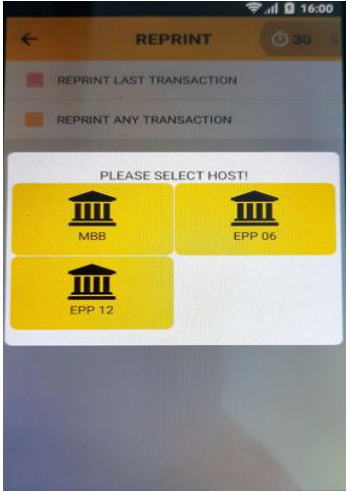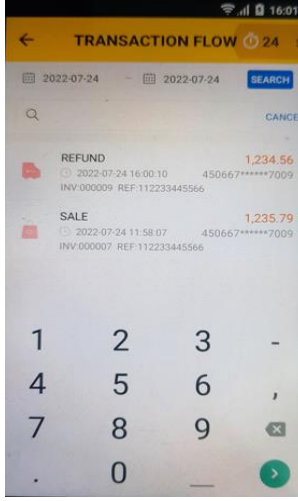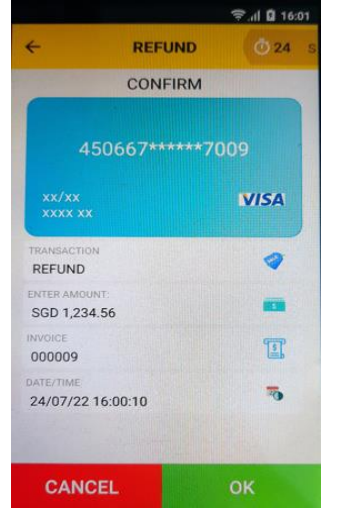
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SALE

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <SALE>		2	Key-in <AMOUNT>, Press <OK> to confirm	
3	Key-in <AMOUNT>, Press <OK> to confirm		4	Key-in <PIN NUMBER>, Press <ENTER> to confirm	
5	Press <CUSTOMER COPY> to print Customer Copy				

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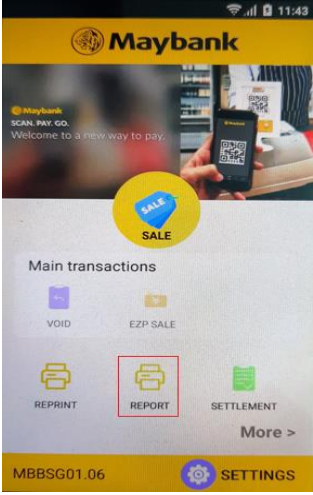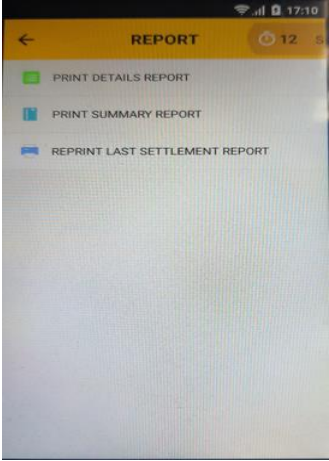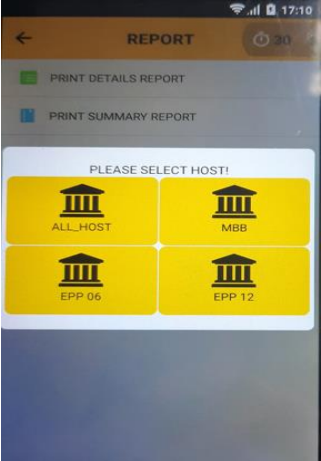
VOID

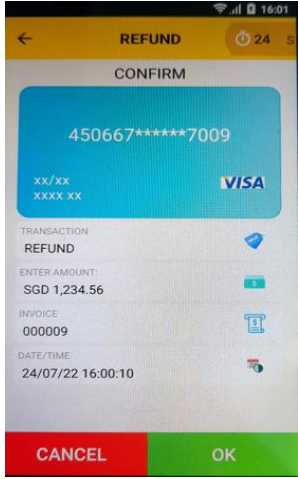| Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <VOID>		2	Key-in <PASSWORD>, Please get the Void Password from TEM config (TEM -> A8MBB_CONFIG -> TERMINAL -> Merchant Password). Press <CONFIRM> to proceed	
3	Key-in <INVOICE NUMBER>, Press <CONFIRM> to proceed		4	Press <OK> to confirm	
5	Press <CUSTOMER COPY> to print Customer Copy				

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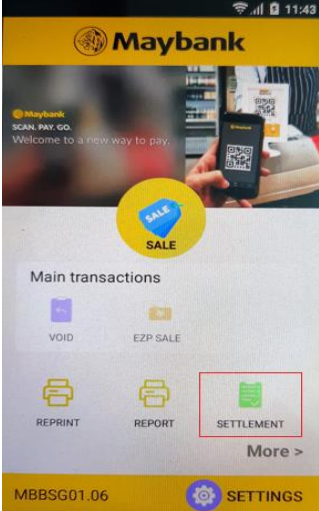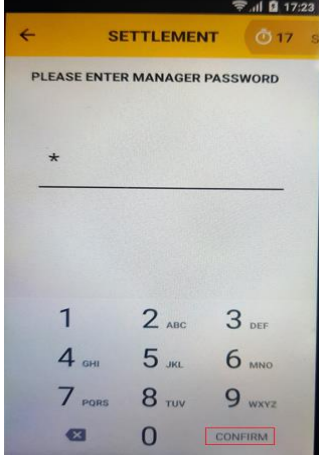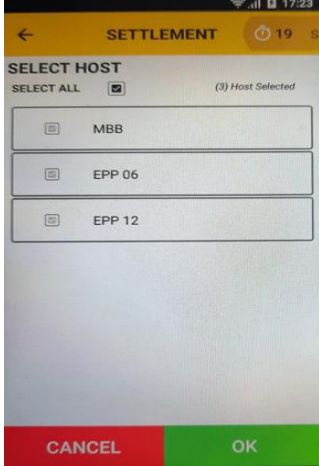
REPRINT

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <REPRINT>		2	Select: <Reprint Last Transaction>, or <Reprint Any Transaction>	
3	If selected <Print Last Transaction>, please press <OK> to confirm reprint last transaction		4	If selected <Print Any Transaction>, please select <HOST>	
5	Select <TRANSACTION> you would like to reprint		6	Press <OK> to reprint receipt	

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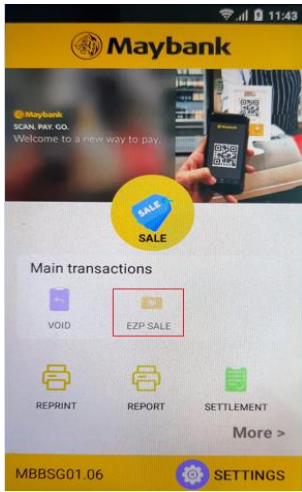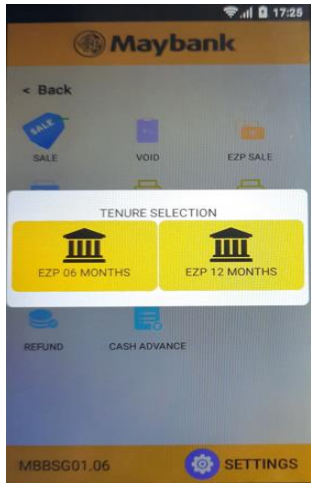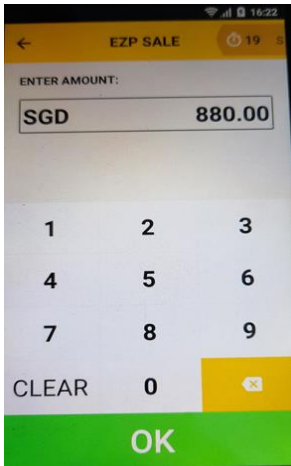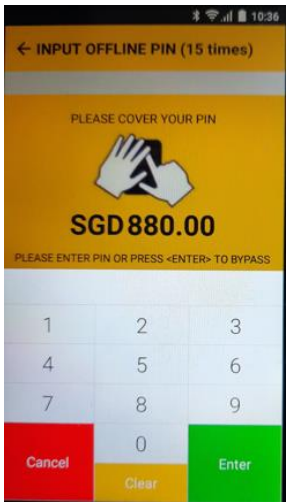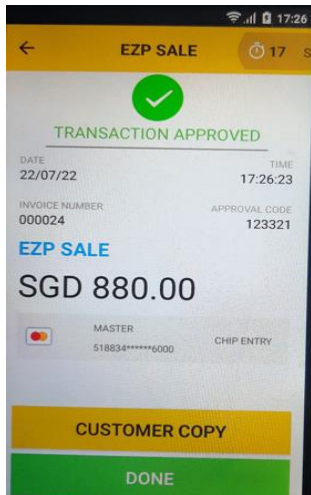
REPORT

Step	User Action	Screen Display
1	Press <REPORT>	
2	Select: <Print Details Report>, or <Print Summary Report>, or <Reprint Last Settlement Report>	
3	Please select <HOST>	

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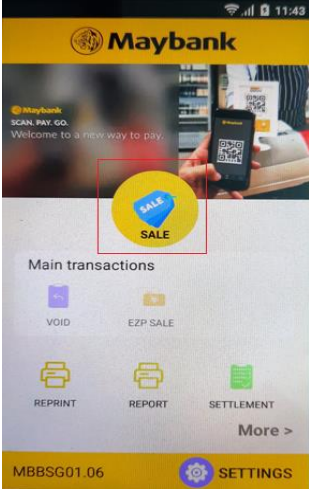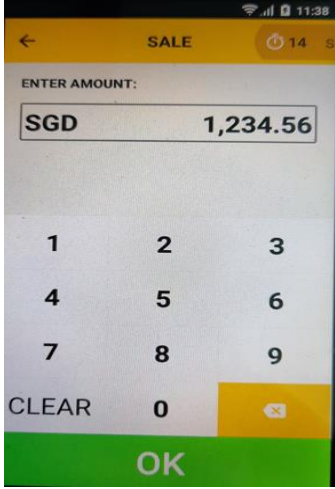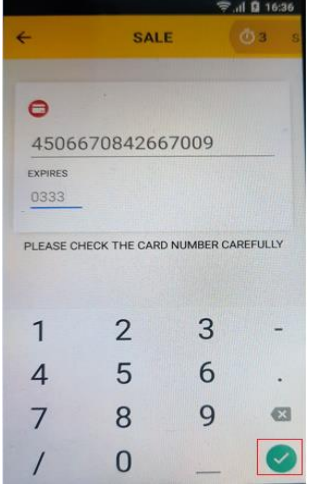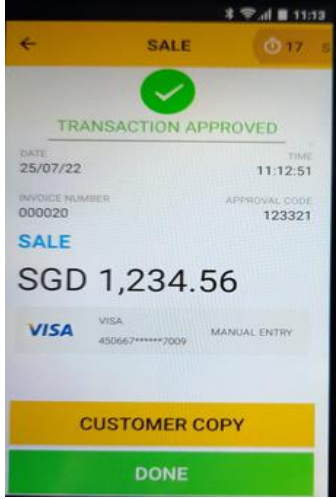
SETTLEMENT

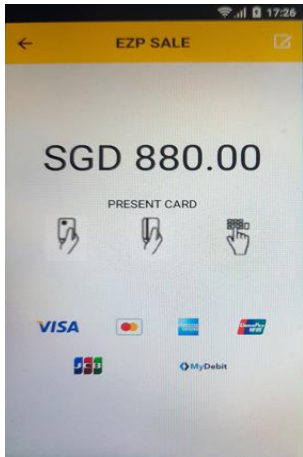| Step	User Action	Screen Display
1	Press <SETTLEMENT>	
2	Key-in <PASSWORD>, Please get the Settlement Password from TEM config (TEM -> A8MBB_CONFIG -> TERMINAL -> Merchant Password). Press <CONFIRM> to proceed	
3	Select HOST, Press <OK> to proceed	

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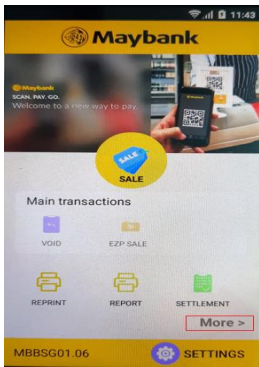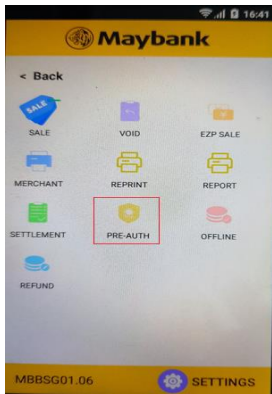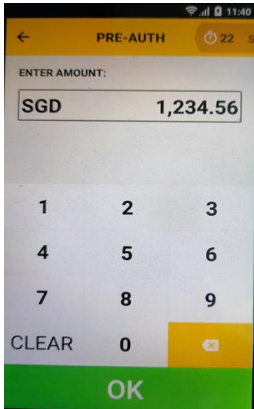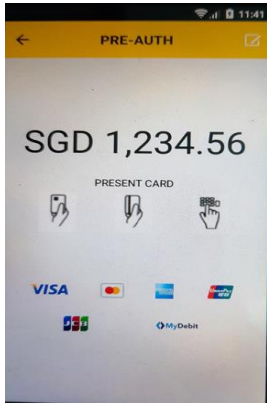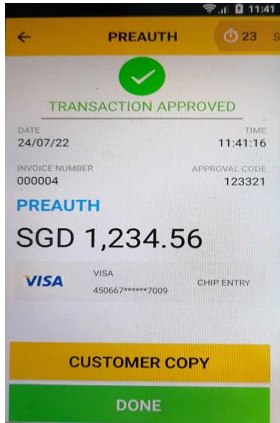
INSTALMENT SALE (EZP SALE)

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <EZP SALE>		2	Select <TENURE>	
3	Key-in <AMOUNT>, Press <OK> to confirm		4	Insert <CARD>	
5	Key-in <PIN NUMBER>, Press <ENTER> to confirm		6	Key-in <AMOUNT>, Press <OK> to confirm	

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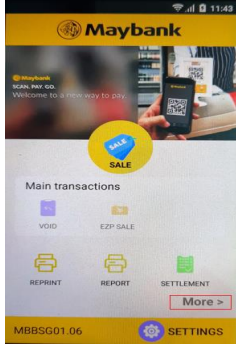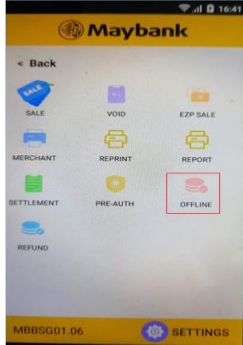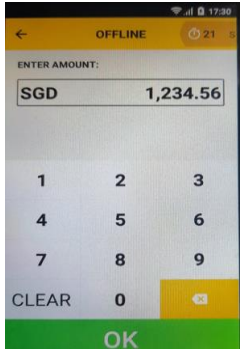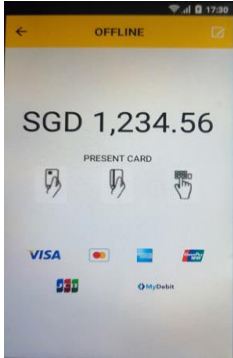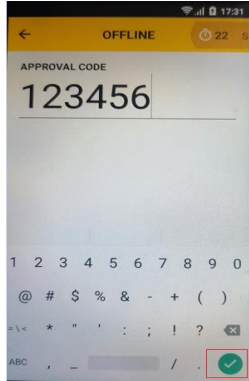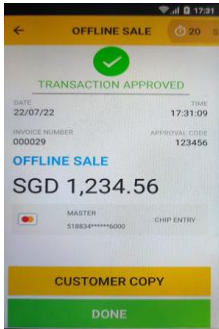
MANUAL ENTRY SALE

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <SALE>		2	Key-in <AMOUNT>, Press <OK> to confirm	
3	Key-in <CARD NUMBER>, <EXPIRES> Press <ENTER> to confirm		4	Press <CUSTOMER COPY> to print Customer Copy	

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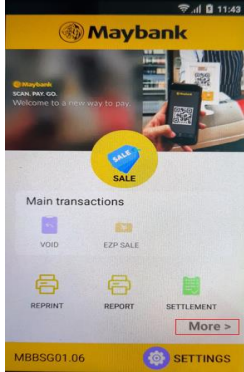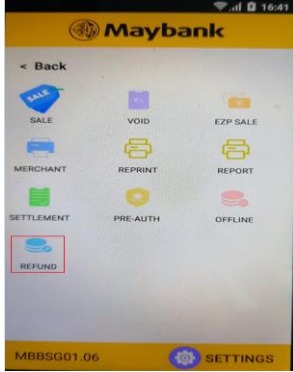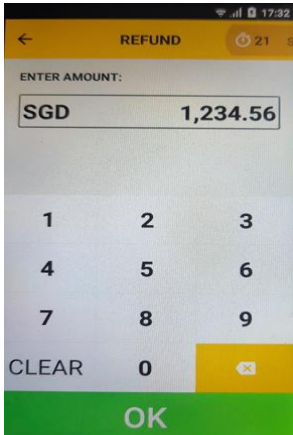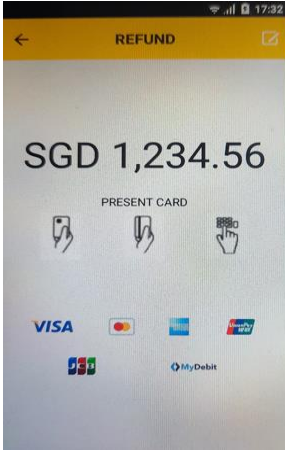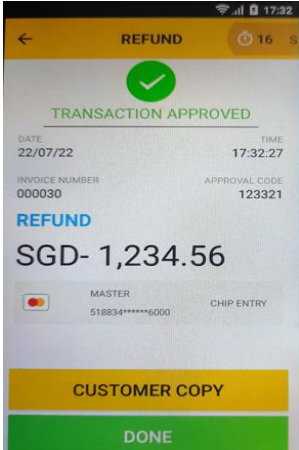
PRE-AUTH
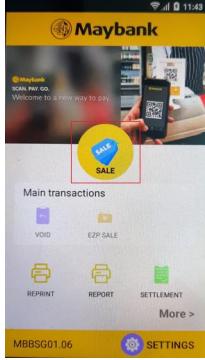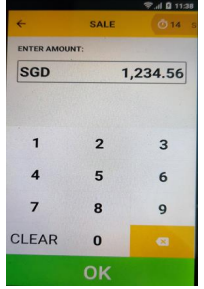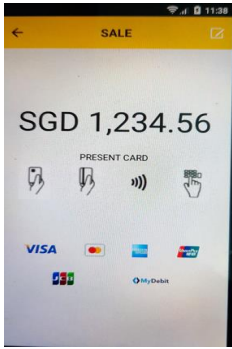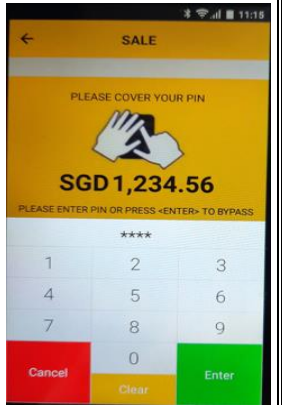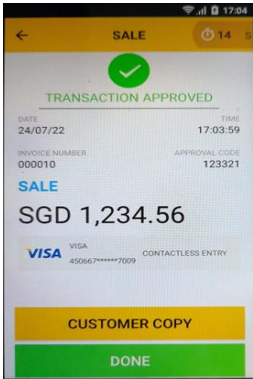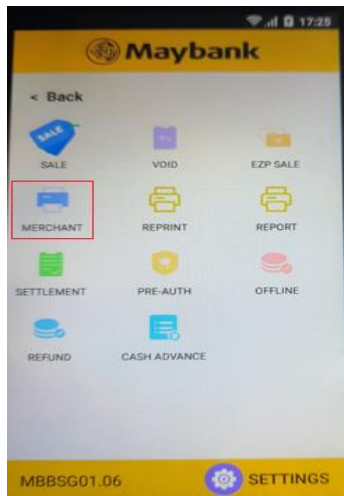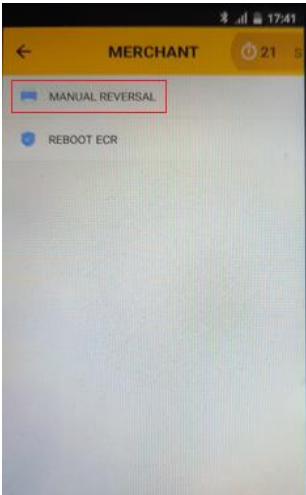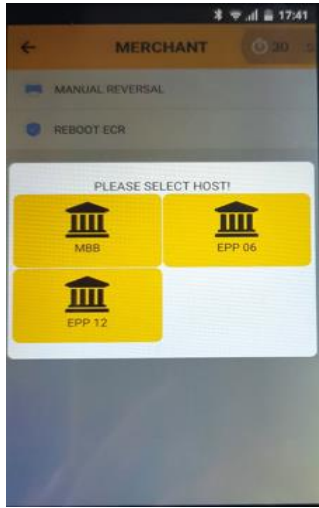
Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <More>		2	Press <PRE-AUTH>	
3	Key-in <AMOUNT>, Press <OK> to confirm		4	Insert <CARD>	
5	Key-in <PIN NUMBER>, Press <ENTER> to confirm		6	Press <CUSTOMER COPY> to print Customer Copy	

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OFFLINE SALE

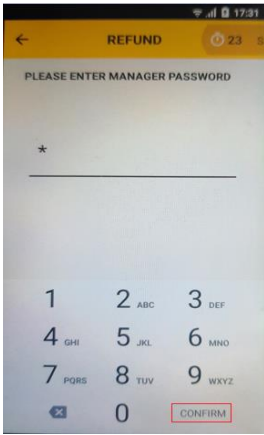| Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <More>		2	Press <OFFLINE	
3	Key-in <PASSWORD>, Please get the Offline Password from TEM config (TEM -> A8MBB_CONFIG -> TERMINAL -> Offline Password). Press <CONFIRM>		4	Key-in <AMOUNT>, Press <OK> to confirm	
5	Insert <CARD>		6	Key-in <APPROVAL CODE>, Press <ENTER> to confirm	
7	Press <CUSTOMER COPY> to print Customer Copy				

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REFUND

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <More>		2	Press <REFUND>	
3	Key-in <PASSWORD>, Please get the Refund Password from TEM config (TEM -> A8MBB_CONFIG -> TERMINAL -> Refund Password). Press <CONFIRM>		4	Key-in <AMOUNT>, Press <OK> to confirm	
5	Insert <CARD>		6	Press <CUSTOMER COPY> to print Customer Copy	

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SALE – CONTACTLESS SALE

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <SALE>		2	Key-in <AMOUNT>, Press <OK> to confirm	
3	Tap <CARD>		4	[If sales amount above SGD200, PIN required] Cardholder key-in <PIN>, Press <ENTER> to confirm	
5	Press <CUSTOMER COPY> to print Customer Copy				

For step 4, the following table applies:

SALES AMOUNT*	PIN REQUIRED*
SGD 0.01 – 200.00	NO
SGD 200.01 and above	YES

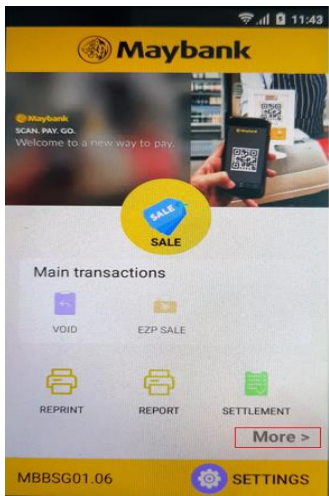* May be changed, subject to bank latest policy.

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MANUAL REVERSAL

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <More>		2	Press <MERCHANT>	
3	Press <MANUAL REVERSAL>		4	Please select <HOST>	
5	Press <YES> to print Customer Copy				

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