ingenico

Shaping the new world of payments together

MAYBANK APOS TERMINAL USER GUIDE

Version 1.00





BASIC KEY

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.





User Action Screen Display Step **User Action Screen Display** Step €.il 🖬 11:43 T.II 8 11:38 1 Press <SALE> 2 Key-in <AMOUNT>, Maybank SALE 14 Press <OK> to ENTER AMOUNT: confirm SGD 1,234.56 1 2 3 Main transactions 4 5 6 EZP SALE 7 8 9 ETTLEMENT REPRINT REPORT CLEAR 0 More > MBBSG01.06 SETTINGS OK , 1 ■ 11:38 * 🖘 📶 🔳 10:32 3 Key-in <PIN Key-in 4 SALE ← INPUT OFFLINE PIN (15 times) <AMOUNT>, NUMBER>, Press <OK> to Press <ENTER> to PLEASE COVER YOUR PIN confirm confirm SGD 1,234.56 SGD1,234.56 PRESENT CARD 5 3 h))) **** 2 3 5 6 VISA 4 Prestary. -7 8 9 032 () MyDebit 0 7.1 🖬 11:38 5 Press SALE Ō 18 <CUSTOMER COPY> to ~ TRANSACTION APPROVED print Customer 24/07/22 11:38:28 Copy 000001 123321 SALE SGD 1,234.56 VISA 450667*** CHIP ENTRY VISA CUSTOMER COPY

SALE

VOID

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <void></void>	<image/>	2	Key-in <password>, Please get the Void Password from TEM config (TEM -> A8MBB_CONFIG - > TERMINAL -> Merchant Password). Press <confirm> to proceed</confirm></password>	✓ VOID 0 15 s PLEASE ENTER MANAGER PASSWORD ★ 1 2 ABC 3 DEF 4 GHI 5 JKL 6 MNO 7 PORS 8 TUV 9 WXYZ 1 0 CONFIRM
3	Key-in <invoice NUMBER>, Press <confirm> to proceed</confirm></invoice 	✔ VOID ● 12 5 ENTER INVOICE NUMBER 1 I ● Maybank Wird Score State ● State Date/TimeScore XXX ● XXXXXXX Date/TimeScore XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	4	Press <ok> to confirm</ok>	♥ VOID SALE ● 22 5 CONFIRM ● 20 5 \$ 4505 67** **** 7009 ▼ 505 xx/xx ■ 500 xx/xx ■ 500
5	Press <customer COPY> to print Customer Copy</customer 	 ✓ VOID SALE ✓ VOID SALE ✓ 15 S ✓ 15 C ✓			

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <reprint></reprint>		2	Select: <reprint last<br="">Transaction>, or <reprint any<br="">Transaction></reprint></reprint>	 REPRINT O 21 REPRINT LAST TRANSACTION REPRINT ANY TRANSACTION
3	If selected <print Last Transaction>, please press <ok> to confirm reprint last transaction</ok></print 	REFUND 2.4 CONFIRM 450667*****7009 XX/XX V/5.4 XX/XX V/5.4 XXXXX V/5.4 TRANSACTION Image: Constraint of the state of the sta	4	If selected <print any<br="">Transaction>, please select <host></host></print>	REPRINT REPRINT REPRINT LAST TRANSACTION REPRINT ANY TRANSACTION PLEASE SELECT HOSTI MBB MBB EPP 06 EPP 12
5	Select <transaction > you would like to reprint</transaction 	REFUND 123456 SALE 1235579 SALE 1235579 NPV 000007 REF-112233445566 1235579 1 2 3 - 4 5 6 , 7 8 9 <	6	Press <ok> to reprint receipt</ok>	← REFUND © 24 © CONFIRM 450667*****7009 XX/XX VISA XXXXXX VISA TRANSACTION REFUND TRANSACTION REFUND NVOICE 000009 DATE/TIME 24/07/2216:00:10

REPRINT



Screen Display Step **User Action** 🗟 al 🛿 11:43 1 Press <REPORT> Maybank Main transactions EZP SALE REPRINT REPORT ETTLEMENT More > MBBSG01.06 2 Select: T.11 0 17:10 REPORT <Print Details Report>, or PRINT DETAILS REPORT <Print Summary Report>, or <Reprint Last PRINT SUMMARY REPORT Settlement Report> REPRINT LAST SETTLEMENT REPORT 3 Please select <HOST> ul 0 17 REPORT PRINT DETAILS REPORT PLEASE SELECT HOST! Ⅲ Ⅲ

REPORT



SETTLEMENT

Step	User Action	Screen Display
1	Press <settlement></settlement>	
2	Key-in <password>, Please get the Settlement Password from TEM config (TEM -> A8MBB_CONFIG -> TERMINAL -> Merchant Password). Press <confirm> to proceed</confirm></password>	✓ SETTLEMENT © 17 s PLEASE ENTER MANAGER PASSWORD ★ 1 2 ABC 3 DEF 4 GHI 5 JKL 6 MNO 7 PORS 8 TUV 9 WXYZ ④ CONFIRM
3	Select HOST, Press <ok> to proceed</ok>	SETTLEMENT ① 19 SELECT HOST ③ 19 - 3 SELECT ALL ③ 19 - 3 BB ③ 19 - 10 EPP 06 EPP 12 EPP 12 OK

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <ezp SALE></ezp 		2	Select <tenure></tenure>	Image: Constraint of the image: Con
3	Key-in <amount>, Press <ok> to confirm</ok></amount>	► EZP SALE ©.19 S ENTER AMOUNT: SGD 880.00 SGD 880.00 1 2 3 4 5 6 7 8 9 CLEAR 0 <	4	Insert <card></card>	
5	Key-in <pin NUMBER>, Press <enter> to confirm</enter></pin 	Image: Second secon	6	Key-in <amount>, Press <ok> to confirm</ok></amount>	CUSTOMER COPY EZP SALE C EZP SALE C EXP C EXP C EXP C EXP C EXP C EXP

INSTALMENT SALE (EZP SALE)



Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <sale></sale>	<image/>	2	Key-in <amount>, Press <ok> to confirm</ok></amount>	 ✓ SALE ● 14 s ■ 1,234.56 1 2 3 4 5 6 7 8 9 CLEAR 0 ○ K
3	Key-in <card NUMBER>, <expires> Press <enter> to confirm</enter></expires></card 	SALE 3 5 4506670842667009 2 3 EXPIRES 0333 - PLEASE CHECK THE CARD NUMBER CAREFULLY 1 2 3 1 2 3 - 4 5 6 . 7 8 9 <	4	Press <customer COPY> to print Customer Copy</customer 	CUSTOMER COPY

MANUAL ENTRY SALE



Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <more></more>	A transactions A transactions	2	Press <pre- AUTH></pre- 	Image: Series of Series o
3	Key-in <amount>, Press <ok> to confirm</ok></amount>	♥RE-AUTH 0 22 ENTER AMOUNT: 1,234.56 1 2 3 4 5 6 7 8 9 CLEAR 0 OK	4	Insert <card></card>	
5	Key-in <pin NUMBER>, Press <enter> to confirm</enter></pin 	★ ■ 1032 ← INPUT OFFLINE PIN (15 times) PLEASE COVER YOUR PIN EXECUTE FIN OR PRESS - SATERS SGD 1, 234.56 PLEASE ENTER FIN OR PRESS - ENTER- TO DYPASS ***** 1 2 3 4 5 6 7 8 9 0 Enter Cancel 0	6	Press <customer COPY> to print Customer Copy</customer 	PREAUTH O 23 5 O 23 5 O 23 5 O 23 5 O 24 O 24 O 25 O 25

PRE-AUTH



Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <more></more>		2	Press <offline< td=""><td>Constant Constant Const</td></offline<>	Constant Const
3	Key-in <password>, Please get the Offline Password from TEM config (TEM -> A8MBB_CONFIG -> TERMINAL -> Offline Password). Press <confirm></confirm></password>		4	Key-in <amount>, Press <ok> to confirm</ok></amount>	CLEAR 0 CK
5	Insert <card></card>	COFFLINE	6	Key-in <approval CODE>, Press <enter> to confirm</enter></approval 	 ✓ OFFLINE Ø 22 C APPROVAL CODE 1 2 3 4 5 6 7 8 9 0 @ # \$ % & - + () ✓ * " : ; ! ? ABC , _ / .
7	Press <customer COPY> to print Customer Copy</customer 	OPFLINE SALE OPFLINE SALE OPFLINE SALE OPFLINE SALE SA			

OFFLINE SALE

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <more></more>	A DESSON OF A	2	Press <refund></refund>	Constant Const
3	Key-in <password>, Please get the Refund Password from TEM config (TEM -> A8MBB_CONFIG - > TERMINAL -> Refund Password). Press <confirm></confirm></password>	✓ REFUND @ 23 2 PLEASE ENTER MANAGER PASSWORD * 1 2 ABC 3 DEF 4 GH 5 JAL 6 MNO 7 PGRS 8 TUV 9 WYZZ (CONFIRM) (CONFIRM) (CONFIRM)	4	Key-in <amount>, Press <ok> to confirm</ok></amount>	← REFUND © 21 2 ENTER AMOUNT: I,234.56 1 2 3 4 5 6 7 8 9 CLEAR 0 ⊠ OK
5	Insert <card></card>	REFUND REFUND CARACARA PRESENT CARD PRESENT CARD PRESENT CARD CARACARA CARACARA CARACARA CARACARA CARACARARARA CARACARARARA CARACARARARA CARACARARA CARACARARA CARACARARA CARACARARA CARACARARA CARACARARA CARACARARA CARACARARA CARACARARA CARACARARA CARACARARA CARACARARA CARACARARARA CARACARARARA CARACARARARA CARACARARARA CARACARARARA CARACARARARA CARACARARARA CARACARARARARA CARACARARARARA CARACARARARARA CARACARARARARARARA CARACARARARARARARARARA CARACARARARARARARARARARARARARARARARARAR	6	Press <customer COPY> to print Customer Copy</customer 	REFUND CANABLE AND CONTRACTION APPROVED CANABLE AND CONTRACTION APPROVED CANABLE AND CONTRACTION APPROVED CANABLE AND CONTRACTION APPROVED TABLE AND CONT

REFUND



Step	User Action	Screen Display	Step	User Action		Screen Display
1	Press <sale></sale>		2	Key-in <amount>, Press <ok> to confirm</ok></amount>		 < SALE 0 1131 ENTER AMOUNT: SGD 1,234.56 1 2 3 4 5 6 7 8 9 CLEAR 0 < OK
3	Tap <card></card>	 SGD 1,234.56 PRESENT CARD D 	4	[If sales amount ab PIN required] Cardholder key-in < Press <enter> to SALES AMOUNT* SGD 0.01 – 200.00 SGD 200.01 and above * May be changed, bank latest policy.</enter>	ove SGD200, <pin>, confirm PIN REQUIRED* NO YES subject to</pin>	Image: Control of the second seco
5	Press <customer COPY> to print Customer Copy</customer 	CUSTOMER COPY ADDRES CONSTRUCTION CONSTRU				

SALE – CONTACTLESS SALE

Step	User Action	Screen Display	Step	User Action	Screen Display
1	Press <more></more>		2	Press <merchant></merchant>	<image/> Image: Constraint of the second sec
3	Press <manual REVERSAL></manual 	 MERCHANT 21 MANUAL REVERSAL REBOOT ECR 	4	Please select <host></host>	 MERCHANT MARKLAL REVERSAL REBOOT ECR REBOOT ECR
5	Press <yes> to print Customer Copy</yes>	MERCHANT 20 MANUAL REVERSAL REBOOT ECR PRINT CUSTOMER COPY NO YES			

MANUAL REVERSAL

