POS USER MANUAL
ANDROID

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LOGIN

1. Open the POS application (⊙) on your device.

2. Enter the Clerk ID (2222) and **password** (2222) required for the login, then press the **'Login' button.** From this point forward, the terminal will be **ready for the transaction.**

SELL (TAP TO PAY)

1. Select the **'Sell'** button, enter the amount, and press the **'Submit'** button.

2. When the message 'Please present your card!' appears, the customer should **tap his/her card/smart device to the Contactless reader.**
· **When prompted by the terminal,** the customer should **identify himself/herself** (by way of PIN, mobile phone, etc.) and approve the operation by pressing the **green button.**

3. If the payment was processed correctly, the message **'Accepted'** will be displayed, and the terminal will **print** the seller's (i.e. your) **receipt** automatically.

4. You can then choose whether to print a customer copy.

SELL (CAFETERIA)

1. Select the **'Sell'** button, enter the amount, and press the **'Submit'** button.

2. When the message 'Please present your card!' appears, the customer should **tap his/her card/smart device to the Contactless reader or swipe the card.**
If necessary, they should enter their PIN code.

3. Select the desired **pocket** on the screen and press the **'Approve'** button.

4. The customer's **receipt should always be printed and handed over to the customer,** as it contains additional information for him/her.

PROBLEM REPORTING:
OTP CARD HELPDESK
+36 1 366 6100

SELL (DCC)

1. Select the **'Sell'** button, enter the amount in HUF and press the **'Approve'** button.

2. When the message 'Please present your card!' appears, the customer should **tap his/her card/smart device to the Contactless reader.**

3. The terminal offers the **option of DCC:** the **amount** of the sale is displayed on the screen **both in HUF and in the currency of the card.** The **exchange rate** is also displayed.

4. After clicking on the **currencies,** the customer may **choose** whether to pay in HUF or in the currency of the card by using the **green button.**

5. If the payment was processed correctly, the message **'Accepted'** will be displayed, and the terminal will **print** the seller's (i.e. your) **receipt** automatically.

6. The customer's **receipt should always be printed and handed over to the customer,** as it contains additional information for him/her.

For foreign card purchases only, the terminal may offer the cardholder the option to pay in the card's own currency. For contactless cards, DCC transactions are only possible for transactions above HUF 15,000.

SELL WITH TIP

1. Select the **'Sell'** button, enter the amount, and when the tip screen is displayed the customer should **select and enter the amount of the tip** (tip % / custom total / no tip).
To display the tip screen, there are two types of tip screens to choose from. For more information, please visit the following website: www.otpbank.hu//Kartya-elfogadas/Tájékoztatók, letölthető logók.

2. When the message 'Please present your card!' appears, the customer should **tap his/her debit card/smart device to the Contactless reader. When prompted by the terminal,** the customer should **identify himself/herself** (by way of PIN, mobile phone, etc.).

3. If the payment was processed correctly, the message **'Accepted'** will be displayed, and the terminal will **print** the seller's (i.e. your) **receipt** automatically.

4. You can then choose whether to print a customer copy.

REVERSAL

1. Select the **'Reversal'** transaction on the screen.

2. Enable the 'Reversal' transaction by **swiping the manager card,** then press the **'Submit'** button.

3. The **last successful** transaction **will be deleted.**

4. The terminal will **print a receipt.**

A transaction may only be cancelled if no other transaction has occurred following the transaction that needs to be cancelled.

REFUND

1. Select the **'Refund'** transaction on the screen.

2. Enter the amount and approve it by pressing the **green button.**

3. Approve the 'Refund' transaction by **swiping the manager card.**

4. The customer should **tap the card/smart device to the Contactless** reader.

5. The terminal will **print** the seller's (i.e. your) **receipt** automatically.

BATCH CLOSE AND LOGOUT

1. Select the **'Batch close and logout'** function on the screen.

2. Press the **'Logout'** button, then click the **'Submit'** button to approve.

3. The **terminal** will perform the closure and **print** the **closure data report.**

4. After the **'Finish' button** has been pressed, the terminal will **log out.**

For proper operation, the 'User closure with exit' transaction should be executed at the POS every day.

MISCELLANEOUS

Digital storage of receipts: The Android POS-terminal stores the merchant copy of POS receipts and the closure reports for 30 days. On the side of the POS, there are **volume control buttons** (+/-) and an **on/off button** to place the POS in an idle state or to reactivate the display screen. Press and hold the button to bring up a panel that enables you to turn off, restart or mute the POS. The **navigation buttons** – i.e. the Applications Overview, Home Screen and Back buttons – can be accessed at the bottom of the screen. Within the POS application, the **'Service' menu option** provides access to the test call, key download (central download), TMS download and user management options, as well as the settings function. Paper roll size: 57.5/37/12 mm thermal paper.

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PRE-AUTHORISATION PURCHASE

1. Within the **'Other transactions'** function, select the appropriate transaction type on the screen.
2. **Enter the amount** and approve it by pressing the **green button.**
3. When the message 'Please present your card!' appears, the customer should **tap his/her card/smart device to the Contactless reader.**
   · **When prompted by the terminal,** the customer should **identify himself/herself** (by way of PIN, mobile phone, etc.) and approve the operation by pressing the **green button.**
4. The terminal will **print** the seller's (i.e. your) **receipt** automatically.

> During the pre-authorisation process the pre-estimated amount is not debited to the cardholder's account until the finalisation of the transaction; the amount is only reserved; i.e. it is reserved or blocked. It is typically used at automatic petrol stations, in the hotel industry or at car rentals.

MANAGEMENT OF RECEIPTS

1. If the transaction is accepted, the terminal will **print a receipt;** if rejected, it will **print a response message** and **an error code.**
2. **The first copy** of the receipt **is the seller's** (i.e. yours). The terminal will inquire about printing a second copy, which may be printed as required. **The second copy** of the receipt **is the customer's** (cardholder's).
3. **If the customer's signature is required, the terminal will print a signature line** on the receipt. In such a case, the merchant's copy **must be signed** by the cardholder (customer).

RECEIPT REPRINT

1. Select the **'Receipt reprint'** function on the screen.
2. **Select** the receipt you wish to **reprint** from the **available document** thumbnails and print it.

> The closure report can only be reprinted until the next transaction.

PRE-AUTHORISATION COMPLETION

1. Within the **'Other transactions'** function, select the appropriate transaction type on the screen.
2. Enter **the same authorisation number twice in a row** and approve it by pressing the **green button.**
3. **Enter the amount** and approve it by pressing the **green button.** The transaction amount may not exceed the pre-authorised amount.
4. When the message 'Please present your card!' appears, the customer should **tap his/her card/smart device to the Contactless reader.**
   · **When prompted by the terminal,** the customer should **identify himself/herself** (by way of PIN, mobile phone etc.) and approve the operation by pressing the **green button.**
5. The terminal will **print** the seller's (i.e. your) **receipt** automatically.

> Only the authorisation number received upon pre-authorisation and the same card can be used.

PURCHASE WITH CASHBACK

1. Within the **'Other transactions'** function, select the appropriate transaction type on the screen.
2. Enter the amount of the sell followed by the **amount of the cashback and approve it by pressing the green button.**
3. When the message 'Please present your card!' appears, the customer should **tap his/her card/smart device to the Contactless reader.**
4. **When prompted by the terminal,** the customer should identify himself/herself (by way of PIN, mobile phone, etc.) and approve the operation by pressing the **green button.**
5. The terminal will **print** the seller's (i.e. your) **receipt** automatically.

> Condition for cashback: successful domestic payment card purchase at a value of minimum HUF 3,000. The transaction is only available for domestic cards. In case of a shortage of funds or a limit problem, both transactions (sale and cashback) will be rejected.

ACCESSIBLE MODE

Android POS terminals offer an **accessible mode in Hungarian** for visually impaired customers, which **can be activated by the seller** at the beginning of a transaction **by tapping** the 'Accessibility' (crossed out eye) **icon in the top right corner of the display screen.** During the payment process, the POS-terminal reads the amount, the PIN-code instructions and the result of the transaction aloud.

WI-FI CONNECTION

Your POS-terminal can also be connected to a Wi-Fi network:

1. **In the 'Service' → 'Settings' → 'Wi-Fi settings' menu option**
   · Select the Wi-Fi network, enter the password, then press the **'Connect'** button.
   · When connected successfully, **'Connected'** is displayed under the name of the selected network.
      · **In order to set up a Wi-Fi connection, a manager card is required.**

or

2. **Using the status bar**
   · Swipe down your finger from the top of the POS screen to open the 'quick setup' menu and find the 'Wi-Fi' icon:
      – **Press and hold the 'Wi-Fi' icon** to open the **'Wi-Fi Settings'** and set up your Wi-Fi connection as described in Section 1.
      – **Press the 'Wi-Fi' icon briefly** to turn Wi-Fi on or off.

> Please note: For security reasons, please avoid connecting the POS-terminal to a public Wi-Fi connection.

MESSAGES

The Bank **may send messages** to the POS-terminal **centrally;** it may therefore notify you directly of any changes or new features:
– after the **'envelope' icon in the top status bar of the display is clicked**, the terminal will navigate to the 'Service' menu where you can read the message, or
– the message will be displayed in **a pop-up window** immediately.

Messages may be closed by pressing the **'Understood'** button or the 'x' symbol in the top right corner of the screen.

If required, **messages can be printed on the POS-receipt,** and previous messages can be viewed in the **'Service'** menu under the **'Messages'** menu option.