



## SnapPay Terminal User Manual



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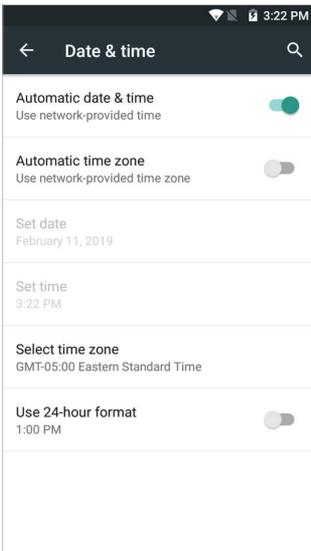
# 1. Device initialization

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## Establish internet connection.

- If using WiFi, go to the Home page > **Settings** > **WLAN**
- If using cellular data, insert the SIM card to the back of the device, remember to turn off Wifi while using the cellular network

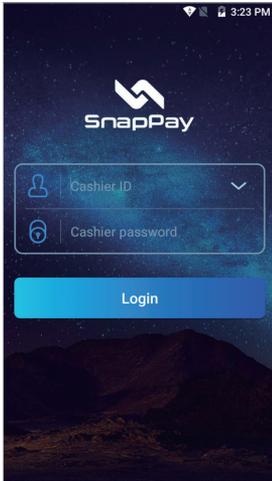


## Adjust the time on the device.

- **Settings** > **Date & Time** > Manually select the timezone to be your local timezone

## 2. Login to the Cashier app

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Go to the Home page, click the **SnapPay Cashier** Icon and enter the Cashier ID and password

### Default admin user account:

- Cashier ID = **99**
- Cashier password = **654321**

### Default Cashier User Account:

- Cashier ID = **01**
- Cashier password = **123456**

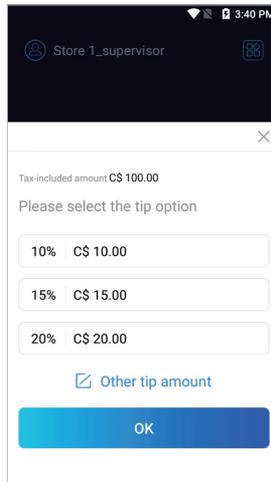
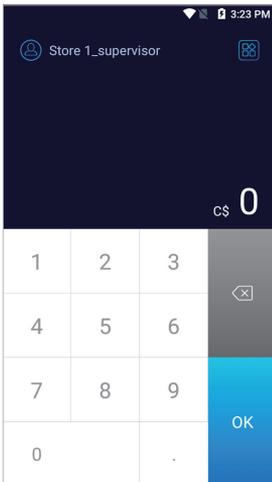


### Tip

*In order to issue refund, the admin user login info is asked again during the refund flow.*

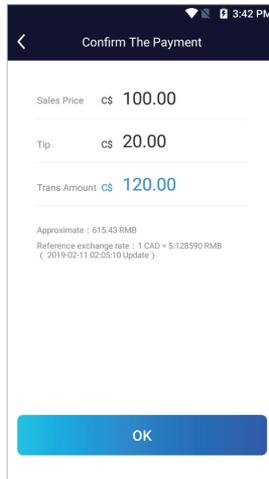
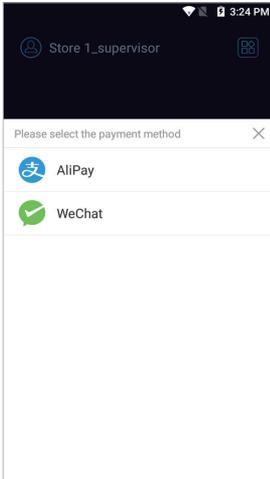
## 3. Collecting payment

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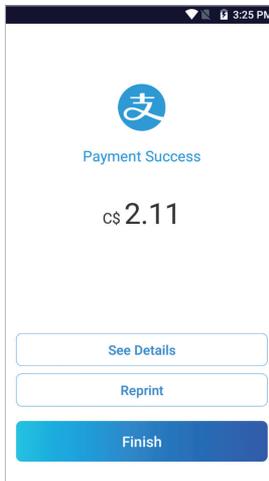
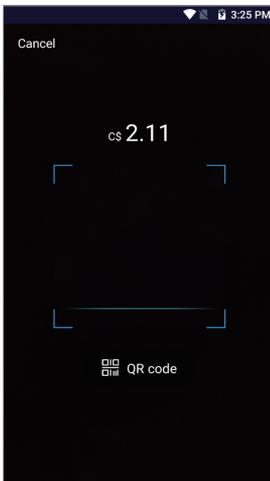
1. In the SnapPay Cashier app, enter the Canadian or USD amount to be charged > Click **OK**

2. If your business uses the tip feature, pass the terminal to the customer to select the tip option. If your business doesn't require tip, this step will be skipped.



3. Choose the Payment method, **Alipay** or **WeChat Pay**.

4. Review payment details and click **OK**



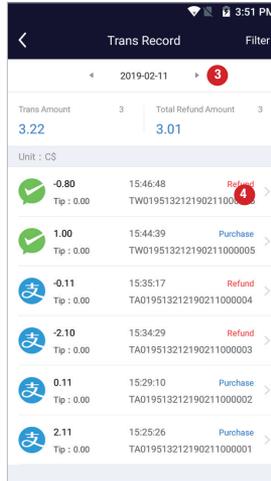
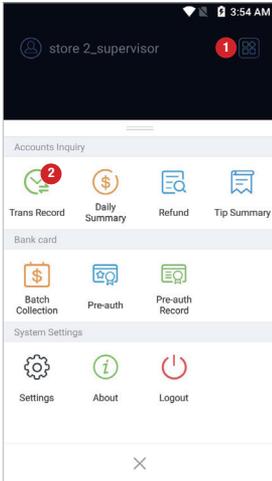
5. Scan the Customer's QR code displayed on the mobile device.

6. Payment complete. Cashier can choose to reprint receipt, view transaction details or close the page, by clicking **Finish**.

#### **Payment Mode**

Scanning customer's QR code is the default mode. If the cashier wants to show the QR code on the POS terminal for the Customer to scan, click the **QR Code** text on the scanning page.

## 4. View transaction record and transaction details



1. In the main page, click on the icon on the top right to open for more options.

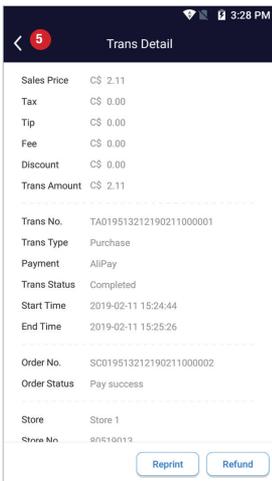
2. Click **Trans Record**

3. Click the left or right arrow beside the date to change the transaction day.

4. Click each transaction record to open the transaction details.

### TIP

Users can view the daily transaction record for the past 90 days.

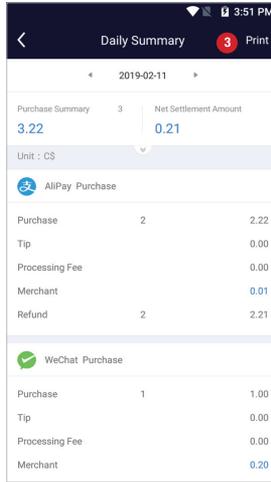
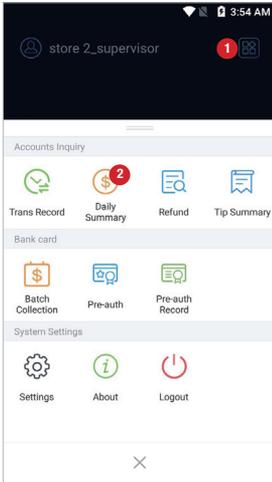


5. Click the left arrow back to the transaction record page

### TIP

In the *Trans detail* page, you can process refunds and reprint receipt, through the **Reprint** and **Refund** button.

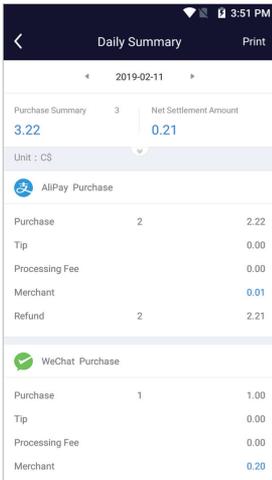
# 5. View and print daily summary



1. In the main page, click on the Icon on the top right to open for more options.

2. Click **Daily Summary**.

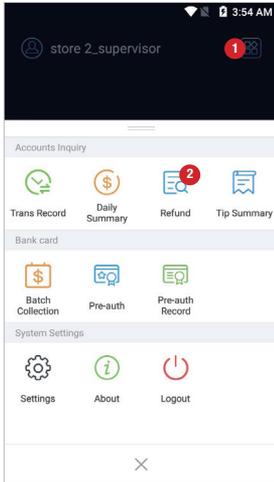
3. Click **Print** on the top right corner to print the summary on paper.



Users can view the daily transaction summary for Alipay, WeChat Pay and the Grand Total, including:

- **Purchase summary**
- **Refund summary**
- **Tip summary**
- **Processing fee**
- **Net Settlement Amount**

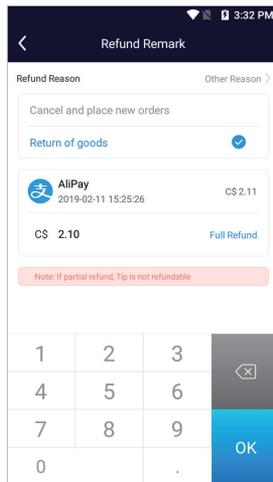
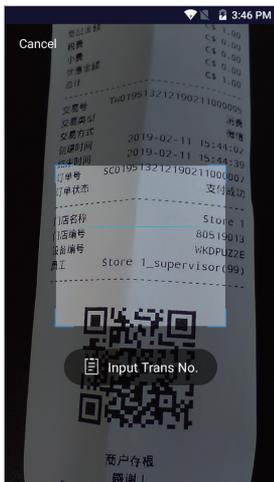
# 6. Refund method 1



SnapPay POS Terminals allows the issuing of Partial or Full refunds as long as the transaction was done within the last 90 days.

1. In the Payments main page, click the icon on the top right corner to open more options.

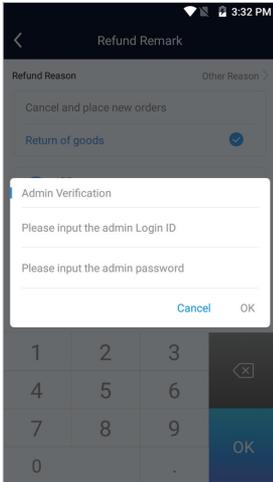
2. Click **Refund**.



3. Scan the QR code in the original receipt or enter the Trans Number from the original receipt. The Trans Number starts with letter 'T'.

4. Choose a refund reason.

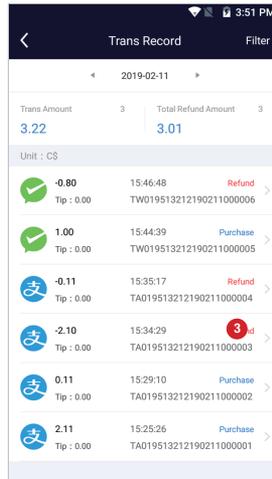
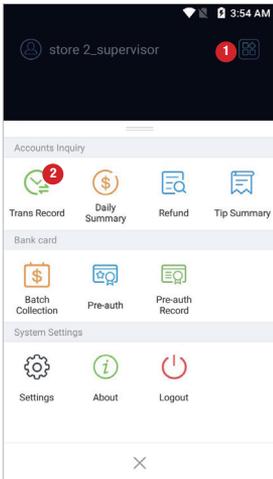
5. For partial refund, enter the amount. For full refund, click the **Full Refund** link.



6. Enter the Admin Login ID and Admin Password.

7. Refund complete. Receipt will be printed out automatically.

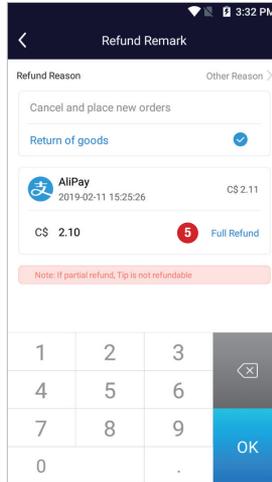
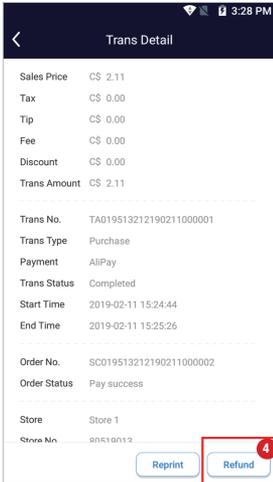
## 7. Refund method 2



1. In the main page, click the icon on the top right corner to open more options.

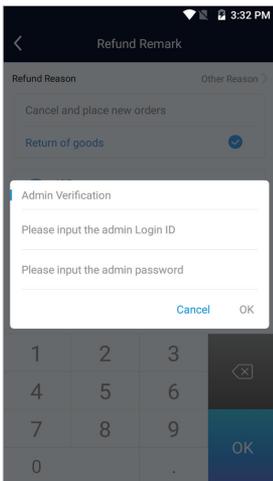
2. Click **Trans Record**.

3. Click the record that needs to be refunded and open the Transaction Detail page.



4. Click **Refund** on the bottom of the screen.

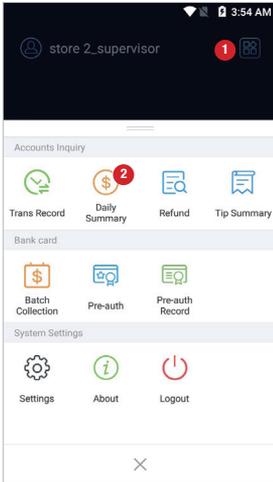
5. For partial refund, enter the amount. For full refund, click the **Full refund** link.



6. Enter the Admin Login ID and Admin Password.

7. Refund complete. Receipt will be printed out automatically.

## 8. View the tip summary



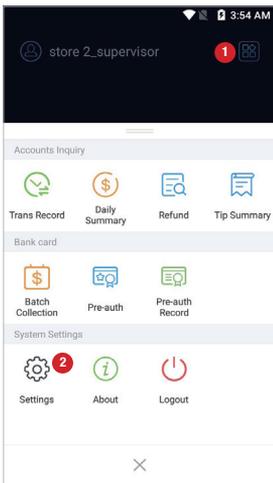
The SnapPay POS terminal allows merchants to view the tip reports for each cashier on a daily basis. Cashiers can view the amount of tip collected using their account.

To view the tip reports, each cashier needs to login with his own account for the transaction.

1. In the main page, click the icon on the top right corner to open more options.

2. Click **Tip Summary**.

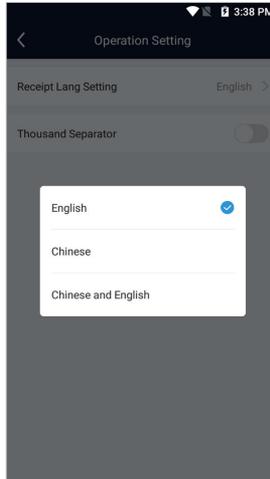
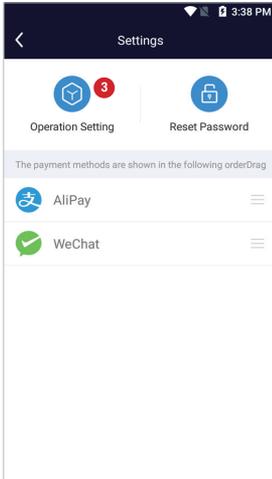
## 9. Change the receipt language



The POS supports three receipt language options. Chinese only, English only and Chinese + English. To change the receipt language

1. In the Payment main page, click the icon on the top right corner to open more options.

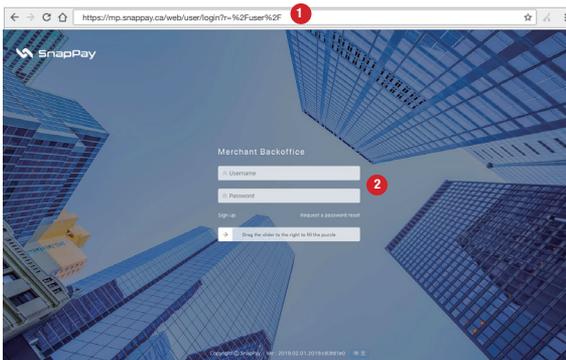
2. Click **Settings**



3. Click **Operation Setting**

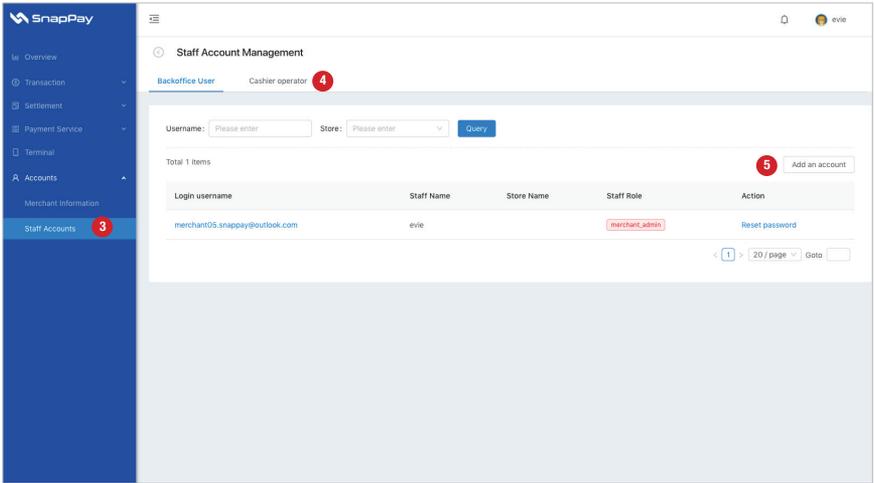
4. Choose your preferred language setting.

## 10. Create cashier accounts to login to the POS terminal



1. Go to SnapPay Merchant Backoffice:  
<https://mp.snappay.ca/web/user/login?r=%2Fuser%2F>

2. Enter your **email** and **password**. Merchant should have received an email from SnapPay with the temporary password once the merchant account is created.



3. Go to **Account > Staff Accounts**

4. Click **Cashier Operator** tab.

5. Click **Add an account**

**Add a cashier user** X

\* Login username:

Staff Name:

\* Staff Role:

\* Store Name:

6. Choose the role of the user to be either "Admin" or "Cashier". (Admin has the refund access)

7. Choose a store the POS terminal will be located.

- The temporary password for the Admin is **654321**
- The temporary password for a cashier is **123456**

**TIP**

Once the Cashier account is created, it can be used to login to the POS terminal.

**For any other technical support issues contact: 888-660-7729**



SNAPPAY.CA

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