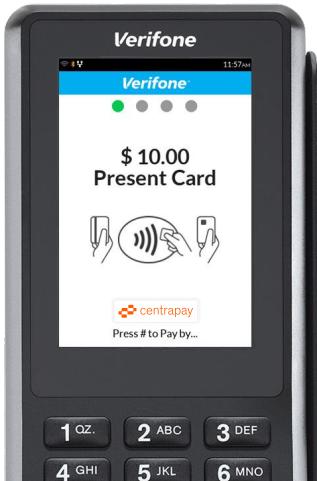




# Centrapay Merchant Manual

How to process a Centrapay transaction.

1



## Enter Purchase Details

Enter the transaction details into your terminal. Your customer selects the Centrapay button to pay with Centrapay. To select Centrapay, the customer either presses the # button, or on touchscreen terminals they can also touch the Centrapay button on the screen.

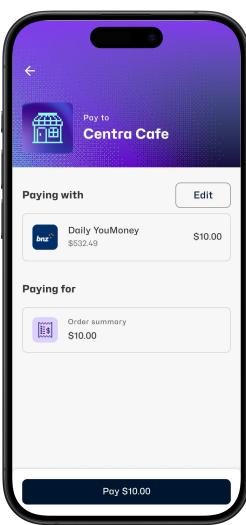
2



## Customer Scans QR Code

The terminal will display a QR code for your customer to scan. Your customer scans the QR code using their phone.

3



## Customer Authorises Transaction

The customer views the transaction amount and payment method in the app and presses "Pay" to confirm.

4



## Transaction Complete

When the transaction is confirmed the customer is notified via the app and you are notified via your terminal.

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# Centrapay Merchant Manual

How to process a Centrapay transaction.

## Timed Out Transactions

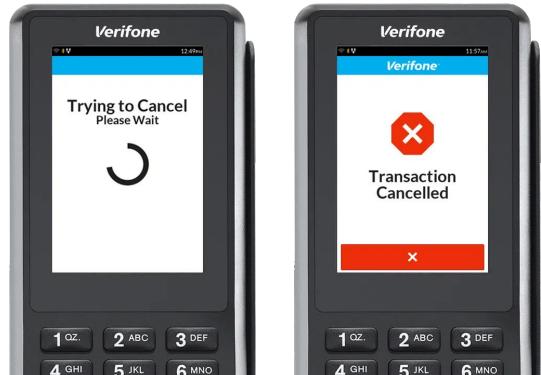
If the customer does not take action within one minute, the transaction will time out, and the terminal will display a 'Timeout' message and may print a 'Time Out' receipt. This means the transaction was not successful.

If the customer's payment method balance is insufficient to complete the transaction, the app will prompt the customer to switch to another payment method.



## How to cancel a transaction

1. Press the CANCEL button anytime during the transaction to cancel.
2. The terminal will display 'Trying to Cancel'.
3. When the transaction is successfully cancelled, the terminal may print a cancelled receipt to confirm the cancellation.



## How to refund a transaction

Initiate a refund on the terminal:

1. Enter refund amount, tap 'Other', then tap 'Refund'.
2. Enter passcode.
3. Refund amount is displayed on the screen. Tap 'Centrapay'.
4. Enter the 11-digit Auth-code starting with 'V'.  
Users can find it in the transaction history by clicking the 'Need a refund' button, labeled as 'Transaction ID'. Or on the printed receipt, labeled as 'APTXID'.
5. Your terminal processes the refund and then displays 'Approved' or 'Declined'.



Or you can initiate a refund in the Centrapay Business Portal to assist customers with digital transaction records and code, such as Payap customers.

View details on the website guides: <https://www.payap.com/blog/refund-a-payment>

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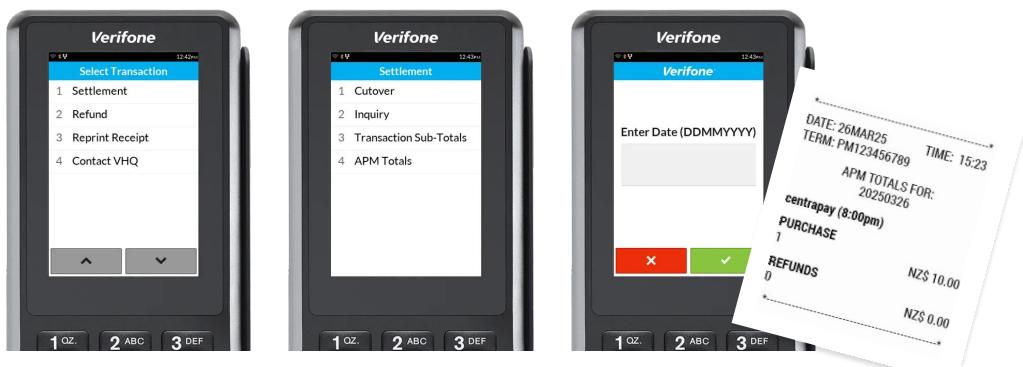


# Centrapay Merchant Manual

How to process a Centrapay transaction.

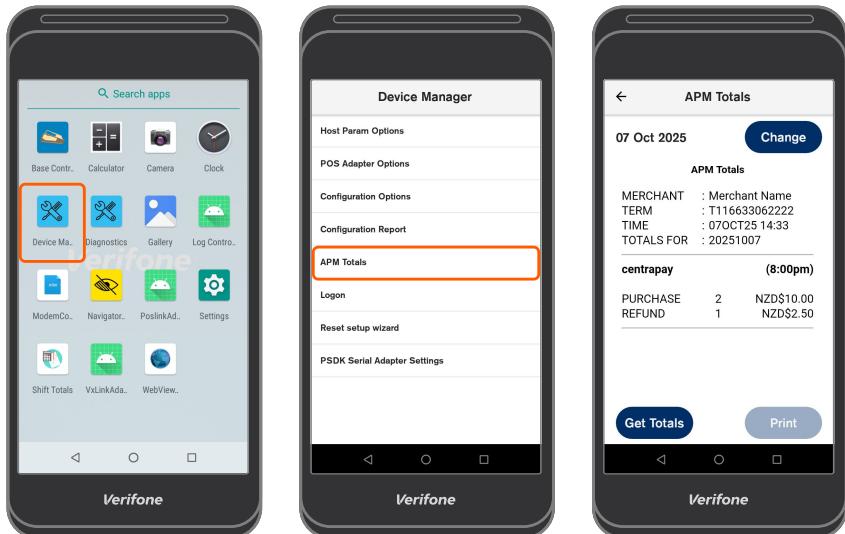
## How to Retrieve Centrapay Transaction Totals

1. Select 'Settlement' from the main menu.
2. Select 'APM Totals'.
3. Enter the date you would like to retrieve totals from.
4. Totals receipt may be printed from the terminal.



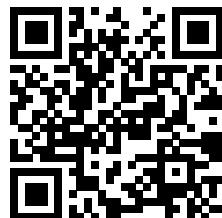
Operations on other full-screen devices (e.g., PayClip, CM5):

1. Swipe down from the top of the 'Notification' bar. Tap the 'App Launcher' icon.
2. Tap 'Device Manager'.
3. Select 'APM Totals' from the Device Manager menu.
4. Tap 'Get Totals' to view today's report, or tap 'Change' to select another date. The report will display the count and value of Purchases and Refunds processed for the settlement period for each APM.



Unlocking better ways for businesses and consumers to connect, engage and pay.

Set up your business at [get.centrapay.com](http://get.centrapay.com)



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