

# Centrapay User Guide

smartpay

**1** Making a Purchase

**2** Refund a Purchase

**3** Quick Access

**4** Certificates

## Accessing the Centrapay menus

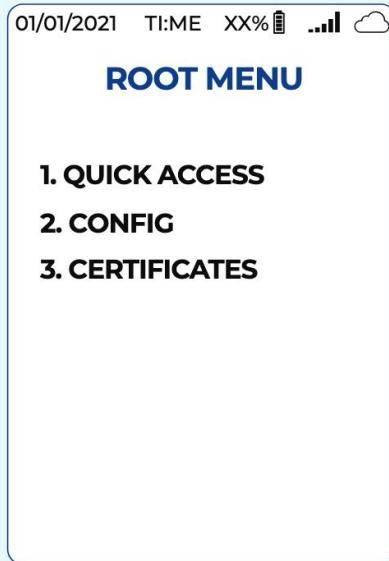
If SmartConnect is installed, press  twice, on the keypad, to go to the **Applications** screen, then proceed to **Step 1** otherwise, proceed from **Step 2**.



1. Tap **2. CENTRAPAY**.



2. Tap  **MENU**.



3. Press **1** to go to the **QUICK ACCESS** menu,  
**2** for **CONFIG** and **3** for **CERTIFICATES**.

# 1. Make a Purchase

## Centrapay User Guide



1. On your main screen, tap **CENTRAPAY**.

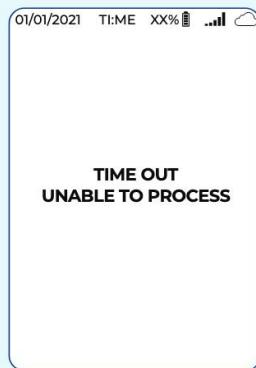
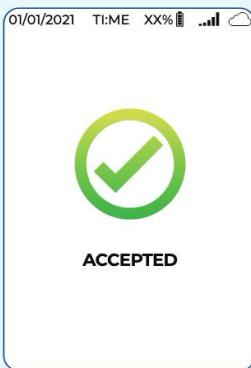
**Note:** If you are using SmartConnect, in integrated mode, tapping **CENTRAPAY** straightaway takes you to the QR code screen in step 4. You can press Cancel on this screen to abort the transaction.



2. Tap **1. PURCHASE**.

3. Enter the purchase amount, and press

4. This generates a QR code that the customer can scan using their phone.



5. If the customer accepts the purchase amount, the terminal displays an **ACCEPTED** message.

5. If the customer does not respond within 2 minutes, a timeout message is displayed.

6. If you want to print the customer receipt, tap **YES**. If you tap **NO** (or don't respond), the terminal only prints the merchant receipt.

## 2. Refund a Purchase

Centrapay User Guide

Centrapay  
Standalone mode

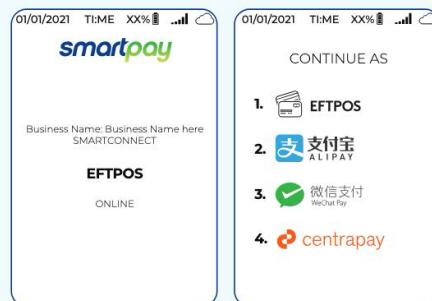


SmartConnect  
Standalone mode



1. On your main screen, tap **CENTRAPAY**.

SmartConnect Integrated mode



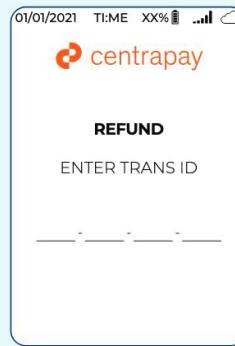
**Note:** If you are using SmartConnect, in integrated mode, tapping **CENTRAPAY** straightaway takes you to the REFUND CODE entry in step 4a.



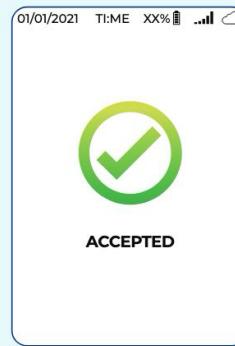
2. Tap **2. REFUND**.



3. Enter the refund amount, and press



4a. Enter the transaction ID, then press . You can find the transaction ID on your copy of the printed receipt. **ALPHA** is the toggle key.



4b. If you enter the correct transaction ID, the terminal displays an **ACCEPTED** message.



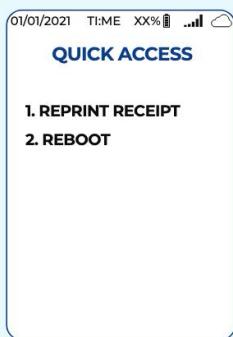
4c. If you do not enter the correct transaction ID, or the transaction is not eligible for refund, the terminal displays a **DECLINED** message, with a reason below.



5. If you want to print the customer receipt, tap **YES**. If you tap **NO** (or don't respond), the terminal only prints the merchant receipt.

### 3. Quick Access

Centrapay User Guide



#### REPRINT RECEIPT

Press 1 to print a duplicate of the last transaction receipt.

#### REBOOT

Press 2 to reboot the terminal.

## 4. Certificates

The terminal will automatically check Certificate management and validity, daily. If required, they can be manually accessed here.



#### UPDATE CERT

Press 1 to manually connect to the Smartpay host to check for certificate updates.

#### PRINT CERT

Press 2 to print information about the certificate used to authenticate the terminal when communicating with the Centrapay service.

#### TEST CONNECTION

Tests that the terminal can connect to the Centrapay service.