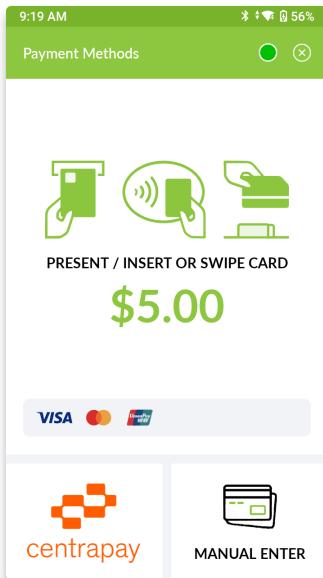




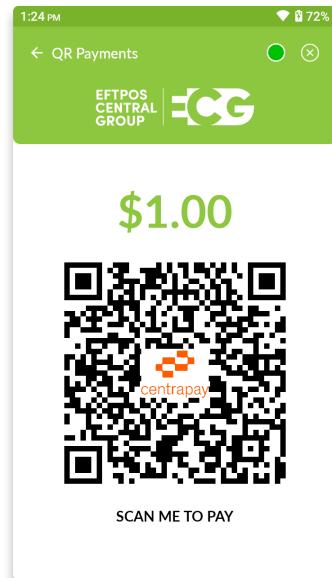
# Centrapay Merchant Manual

## How to process a Centrapay transaction

**1**

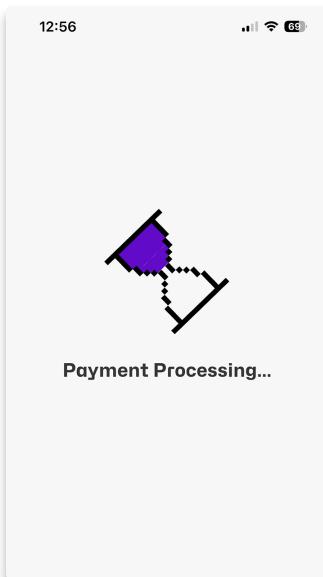
### Customer Selects Centrapay

Enter the purchase as normal. From the purchase screen, the customer selects 'Centrapay' at the bottom left of the screen.

**2**

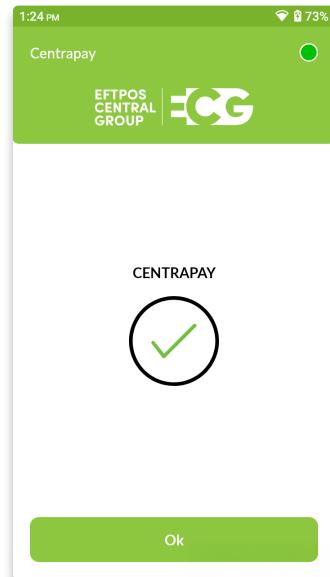
### Customer Scans QR Code

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

**3**

### Transaction Processes

The transaction will begin processing, and the customer's phone will display a processing screen.

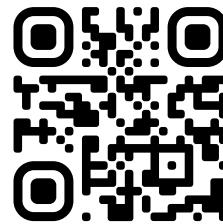
**4**

### Transaction is Complete

Once the payment is confirmed, the customer will receive a notification in the app, and the terminal will display confirmation of the payment.



Unlocking better ways for businesses and consumers to connect, engage and pay.  
Set up your business at [get.centrapay.com](http://get.centrapay.com)



Visit [centrapay.com](http://centrapay.com) for frequently asked questions, demos and more information about Centrapay in action.

## Timed Out Transactions

If the QR code is not scanned or a PIN is not entered within two minutes (120 seconds), the terminal will display a 'Try Again' message, indicating the transaction was not successful.

If the Centrapay wallet holder does not have sufficient funds, the app will prompt them to top up their Centrapay account. If no action is taken within one minute, the transaction will time out.



TRY AGAIN

## Cancelling a Transaction

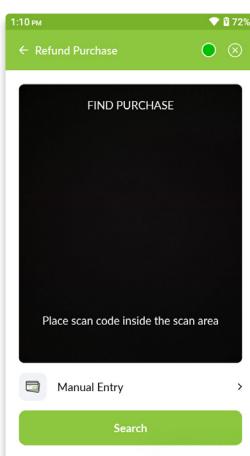
To cancel a transaction, press the 'X' icon in the top-right corner at any time. The terminal will acknowledge the cancellation.



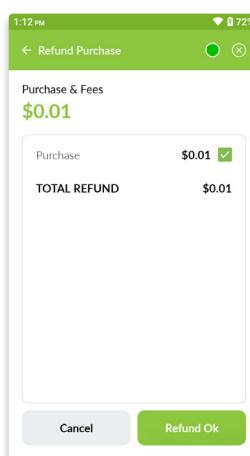
## Refunding a Transaction

To refund a transaction, select 'Refund' from the terminal's main menu, then choose 'Centrapay'. Scan the QR code from the receipt, confirm the refund amount, and select a reason. The refund will then process.

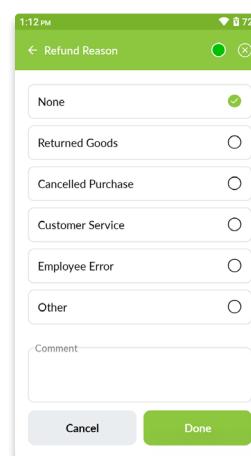
If the QR code is not available, select 'Manual Entry'. Enter the Transaction ID and refund amount, then confirm the refund amount and select a reason to complete the refund.



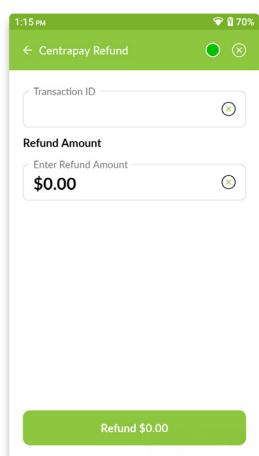
Scan QR Code



Confirm Refund



Refund Reason



Manual Entry