

# finPOS Merchant User Manual

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## Introduction

The purpose of this user manual is to familiarize finPOS that allows your business to accept payments from customers and keep track of sales.

## How to turn on the finPOS device?

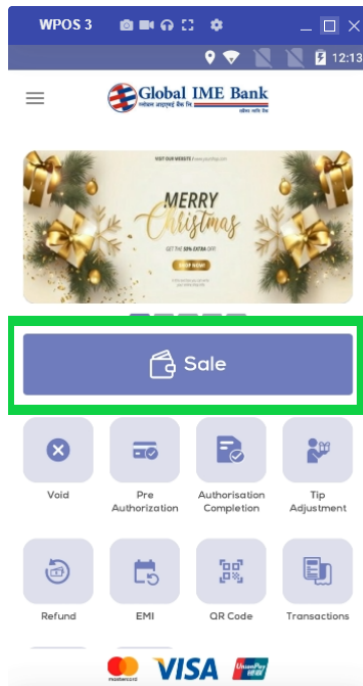
Long press the power button at the right side of the device.



## How to perform a sale transaction?

After turning on the finPOS device, user will be directed to cashier app dashboard. Following are the steps to perform a sale transaction:

- Step 1: Tap on 'Sale' button



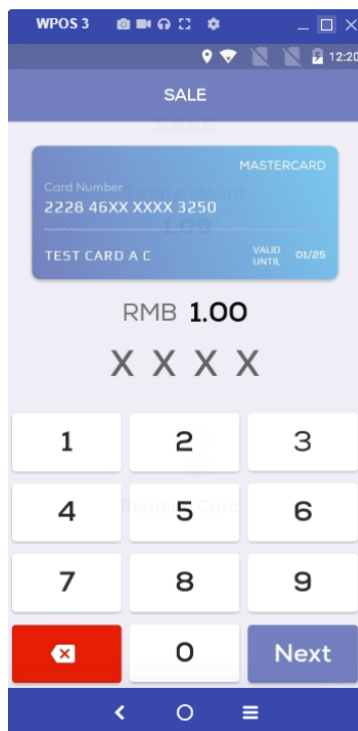
- Step 2: Enter Amount digit



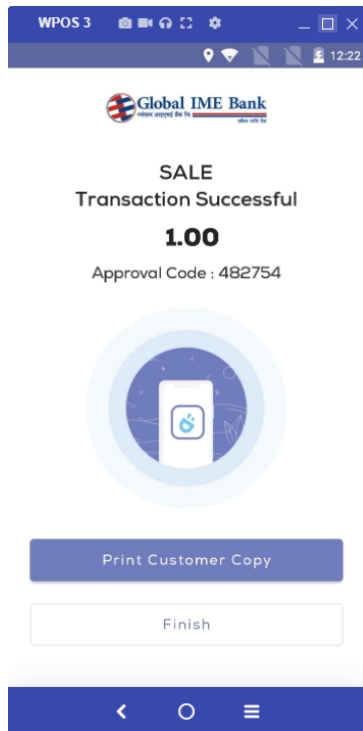
- Step 3: Insert/Wave card and tap on 'Next' button



- Step 4: Enter card pin.



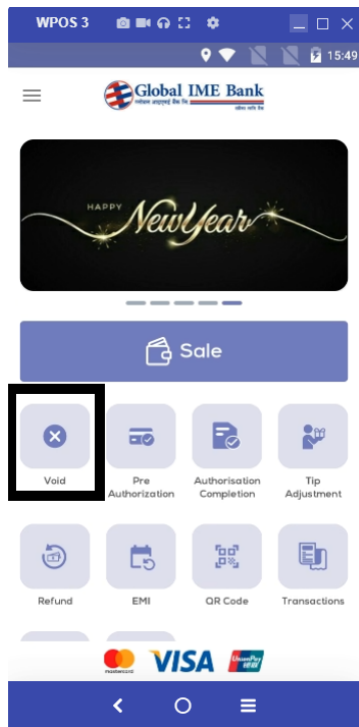
- Step 5: Tap on 'Print Customer Copy' to print customer copy



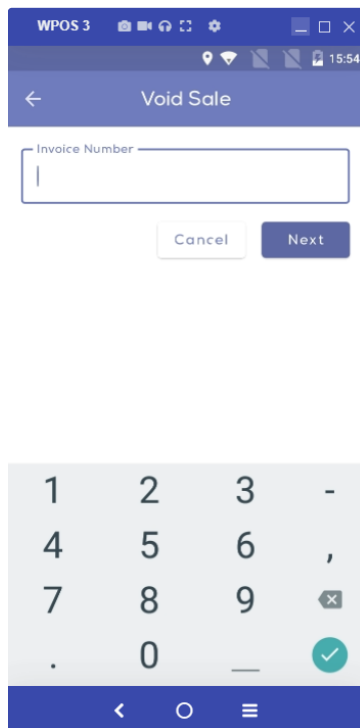
## How to perform a void transaction?

Once the purchase transaction is successfully done, the customer's account is debited from the issuer bank. There may arise a scenario when merchant or customer want to cancel the purchase transaction. In this situation void transaction comes in play. It should be considered by the merchant that in case to perform a void transaction, it must be done before settlement is performed.

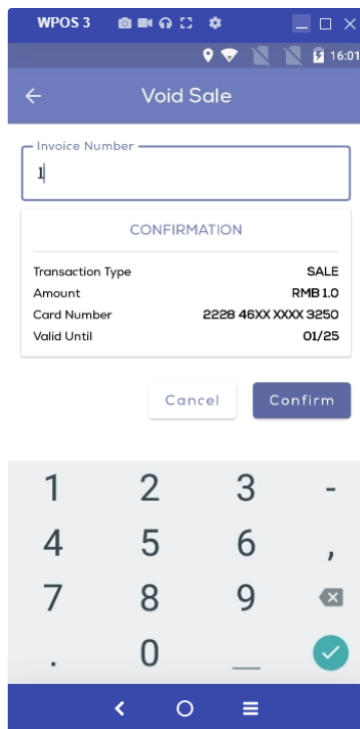
- Step 1: Tap on 'Void' menu in the cashier dashboard.



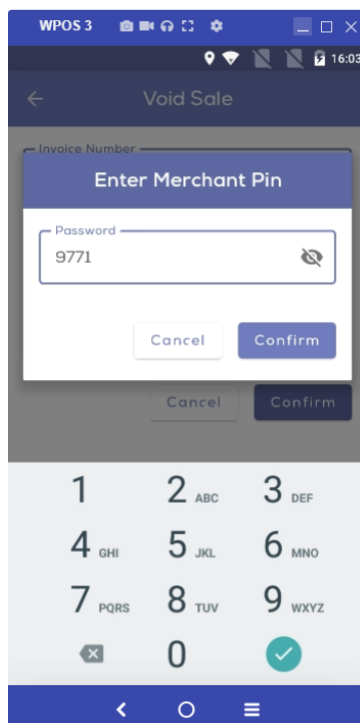
- Step 2: Enter the 'Invoice Number' from the sale receipt in the invoice number field.



- Step 3: A confirmation details will be displayed. First verify the card number displayed in the confirmation details with the card number printed in the receipt. After verification, tap on 'Confirm'.



- Step 4: Enter the merchant pin (9771 as default) and tap on 'Confirm'.



**What is Settlement?**

If you're a merchant accepting credit and debit payments for your business, then settlements are an important part of your day-to-day. Settling the day's transactions is what gets the money you earned from your customers into your business's bank account.

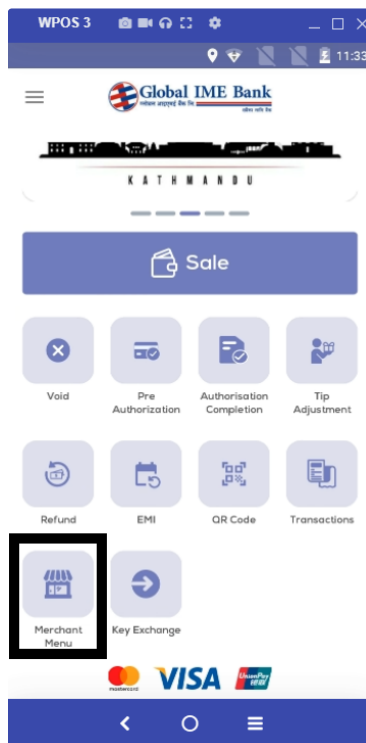
It's important to understand that while debit/credit card transactions are processed in real time – meaning that when a transaction says it has been approved, it has been approved by the customer's bank almost instantly – actually receiving those funds to your merchant bank account is not a real-time process. That's where batches and settlements come in.

The card associations (Visa/Mastercard/Discover/AMEX) have very specific rules about how interchange fees are calculated. One of the common requirements to gain access to the lowest possible [interchange](#) fee is that **you must settle any given sale within 24 hours of authorization.**

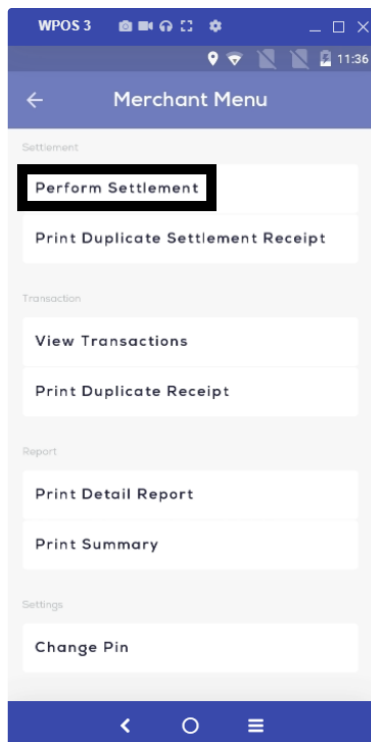
## How to perform a Settlement from finPOS device?

There are two methods to perform settlement from finPOS device which are explained below:

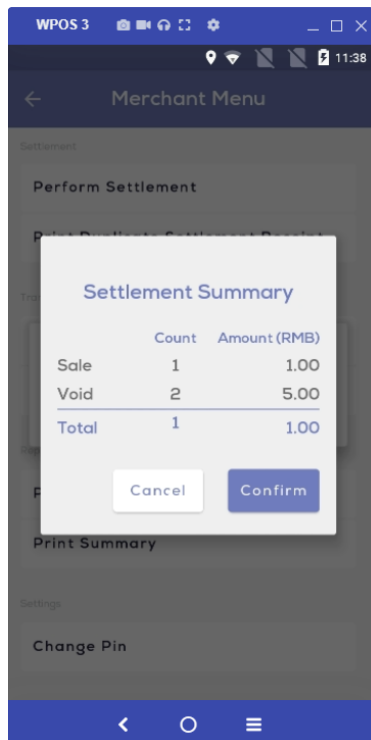
- Method 1: From Merchant Menu
  - Step 1: Tap on 'Merchant Menu' from the dashboard.



- Step 2: Tap on 'Perform Settlement'

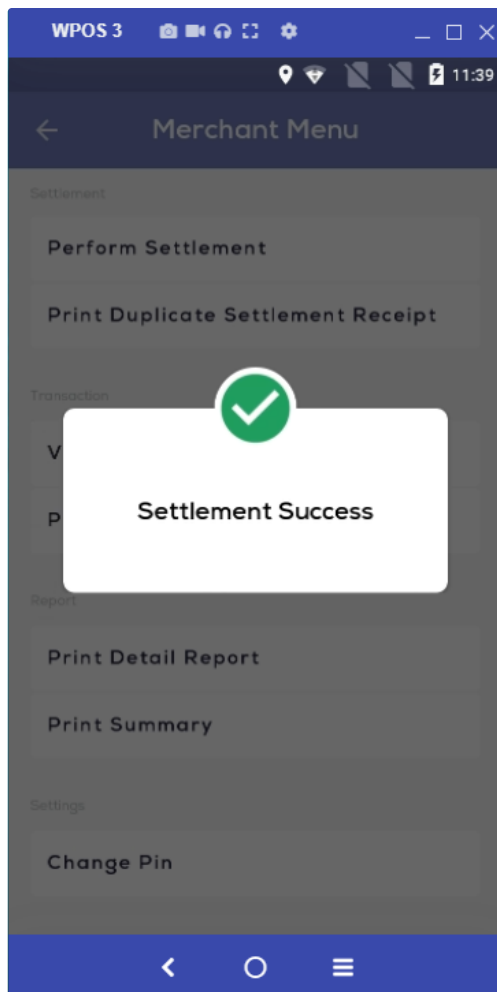


- Step 3: Settlement summary page will get popped up. Tap on 'Confirm' button to proceed the settlement.

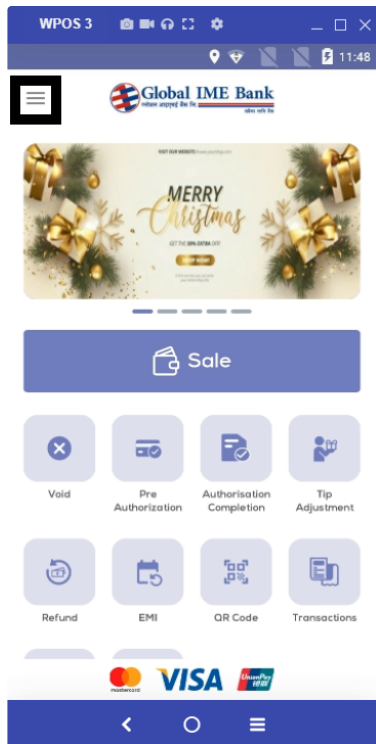


- After tapping on 'Confirm' button 'Detail Report' followed by 'Settlement Report' in the same receipt gets printed by the finPOS device and 'Settlement success' message gets popped up in the device screen.

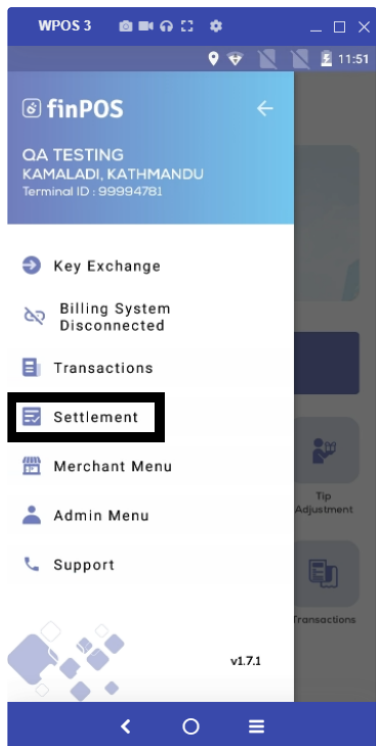




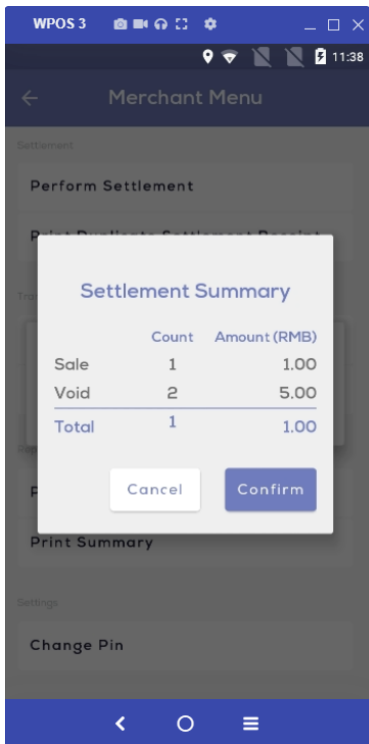
- Method 2: From cashier drawer menu
  - Step 1: Tap on the Hamburger menu which is located at the left hand side of the bank logo.



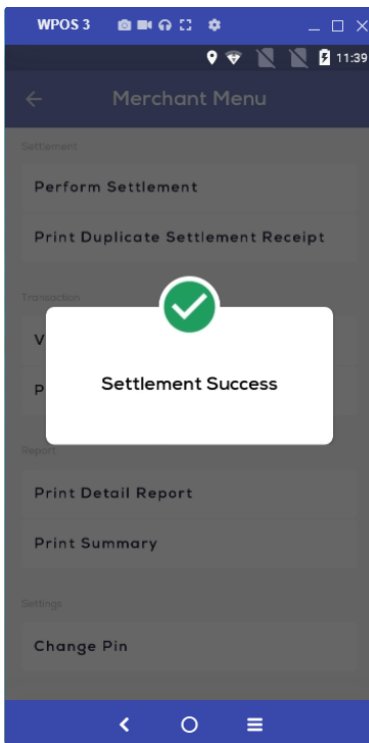
- Step 2: Tap on 'Settlement' menu.



- Step 3: Settlement summary page will get popped up. Tap on 'Confirm' button to proceed the settlement.



- Step 4: After tapping on 'Confirm' button 'Detail Report' followed by 'Settlement Report' in the same receipt gets printed by the finPOS device and 'Settlement success' message gets popped up in the device screen.

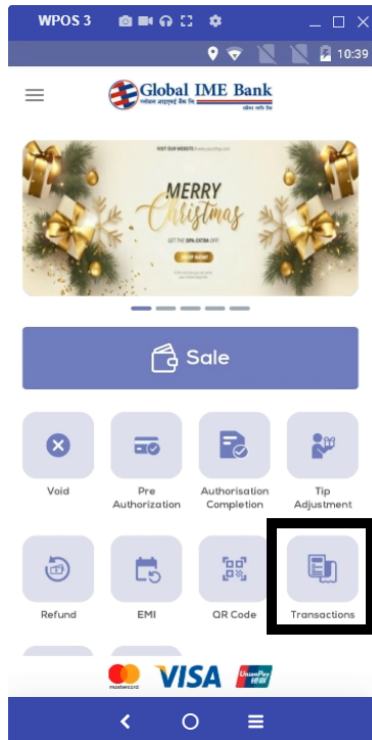


## How to print a duplicate sale/void receipt?

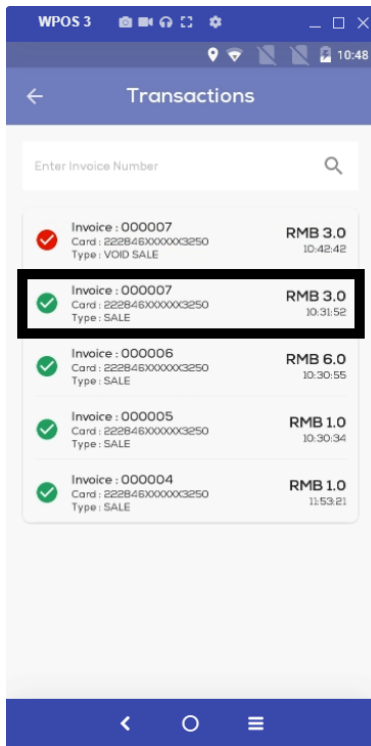
User can print out duplicate receipts for sale/void transaction prior to performing settlement. User can't be able to print out duplicate receipts after settlement is done.

Following are the steps to get a duplicate receipts for sale/void receipt:

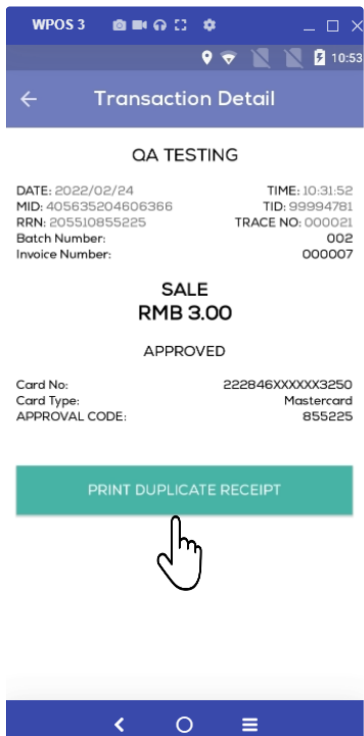
- Step 1: Tap on 'Transactions' menu in the dashboard.



- Step 2: Tap on the invoice detail of which you want to print a duplicate receipt. For example, if you want to print duplicate receipt for invoice number 7, then tap on it to proceed.



- Step 3: Tap on 'Print Duplicate Receipt' to get a duplicate receipt.

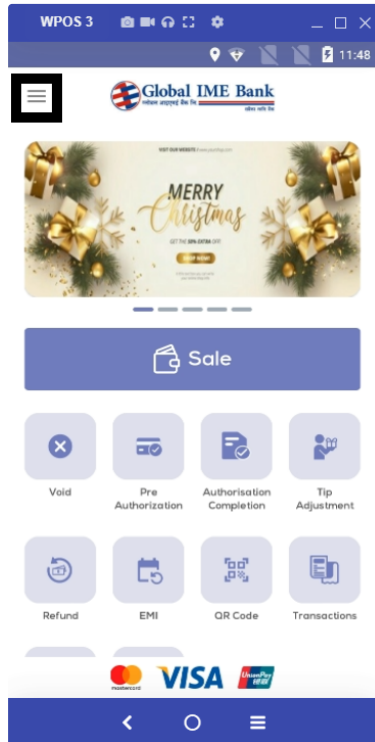


**How to print a duplicate settlement receipt?**

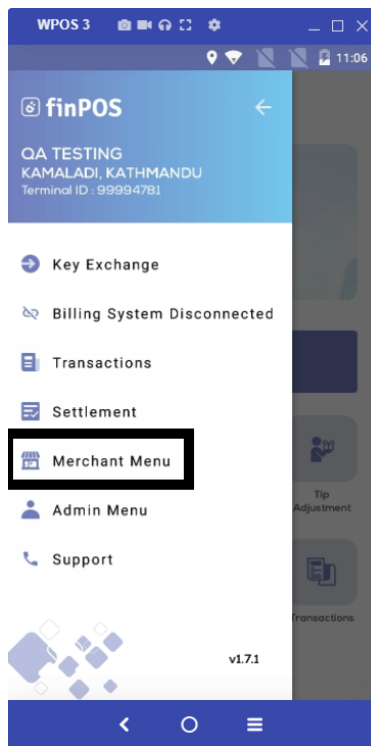
User can print a duplicate settlement receipt after successful settlement is performed, if needed.

Following are the steps to print a duplicate settlement receipt:

- Step 1: Tap on hamburger menu located at the left hand side of the bank logo in the screen.



- Step 2: Tap on the 'Merchant Menu'.



- Step 3: Tap on 'Print Duplicate Settlement Receipt'

