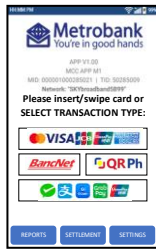## CREDIT SALE – FROM MAIN MENU
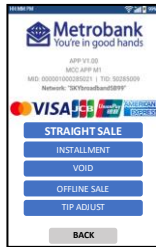
1. Terminal Idle Display
Press **MC/VISA/JCB/UPI/AMEX** button to go to Credit MENU
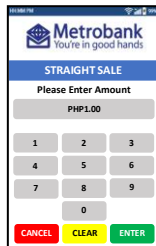
2. Credit MENU
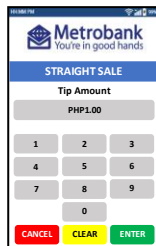Press **STRAIGHT SALE** for Credit straight transaction

3. Amount Entry
Enter amount then press **ENTER** button to continue, **CLEAR** button to erase, and **CANCEL** to go back to Idle Menu
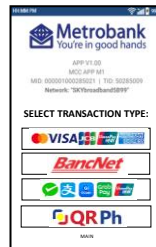
3.2. FOR RESTAURANT SETUP ONLY
Enter tip amount then press **[ENTER]** to continue or just press **[ENTER]** button if none.
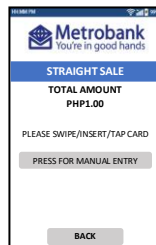
FOR ECR TRANSACTIONS ONLY

4.ECR MENU
Once POS Cash register charged the transaction, our terminal will display transaction type selection. Press **MC/VISA/JCB/UPI/AMEX** button to proceed
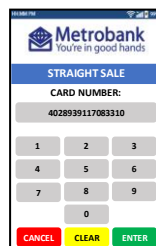
5. Card Entry
Tap/Insert/Swipe/Key-in customer card or Press **[X]** to cancel
Note: Contactless/Tap applicable for Credit Sale Only

6.1. For Manual Entry Only
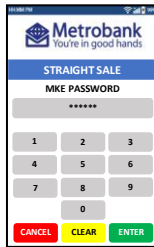Input the Card number once Manual Entry is pressed

6.2. For Manual Entry Only
Input the Card's expiry date

6.3. For Manual Entry Only
Input Manual Entry password (100824) and then press **[ENTER]** to continue
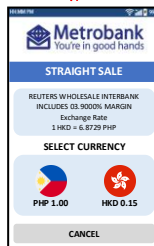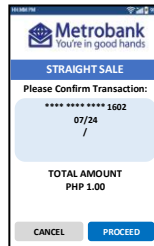
7. FOR DCC TRANSACTIONS
(VISA and MASTERCARD only)

Currency Selection
Terminal will display exchange rate and the currency you will select. Press the Flag of the currency that you will choose for the transaction to proceed.
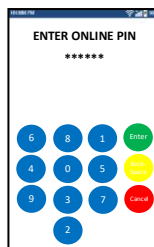
8. Card Details
Terminal will display card and amount details. Press **PROCEED** button to continue

9. PIN Entry
FOR EMV PIN BASED CARD only
If card has pin, hand the terminal to customer to input pin, then press **[Enter]** button to confirm. If not, press **[Enter]** button for pin bypass or **[Cancel]** to abort the transaction
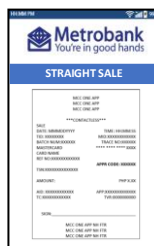
10. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host

11. Customer Copy Printing
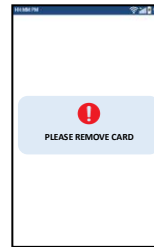Terminal will print customer copy once approval

12. Merchant Copy Print Prompt
Press [PRINT] Button to print MERCHANT COPY, [CANCEL] button if not

FOR CHIP/EMV TRANSACTIONS ONLY:
Wait for terminal to display "PLEASE REMOVE CARD" before pulling out the chip/EMV card from the terminal
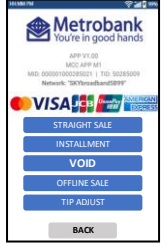
VOID – FROM MAIN MENU

1. Terminal Idle Display
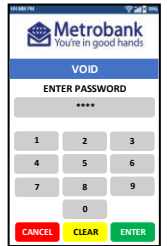Press **MC/VISA/JCB/UPI/AMEX** buttonto go to Credit MENU

2. Credit MENU
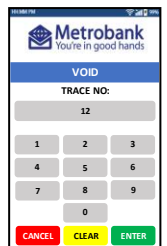Navigate to find VOID in menu and press the button

3.Void Password
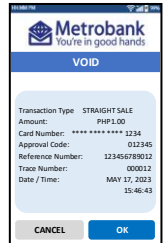Input Void password (0000) and then press **[ENTER]** to continue

4.Trace Number
Input trace number of transaction needed to void then press **[ENTER]** to continue
NOTE: BANCNET AND QRPH CANNOT BE VOIDED

FOR ECR TRANSACTION

5.1. Void Confirmation
Terminal will display the Void confirmation, press **[OK]** to continue

5.2. ECR Triggered
Once POS Cash register charged the transaction, our terminal will display void confirmation
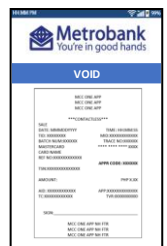
6. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host

7. Transaction Approval and Printing of Receipt
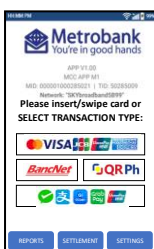Once approved, terminal will print Customer Copy follow by Merchant Copy

Press [PRINT] Button to print, [CANCEL] button if not

Metrobank
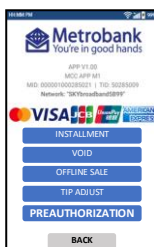## S1F2 – TERMINAL OPERATING GUIDE

⬥ PREAUTH – FROM MAIN MENU

1. Terminal Idle Display
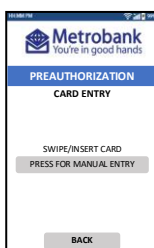Press **MC/VISA/JCB/UPI/AMEX** button to go to Credit MENU

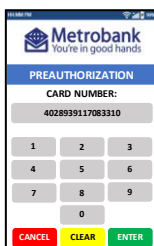**2. Credit MENU**
Press **PREAUTHORIZATION** for Pre Auth transaction

3. Card Entry
Insert/Swipe/Key-in customer card or Press **[X]** to cancel
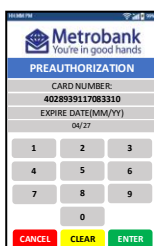Note: Contactless/Tap applicable for Credit Sale Only

4.1. For Manual Entry Only
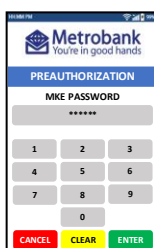Input the Card number once Manual Entry is pressed

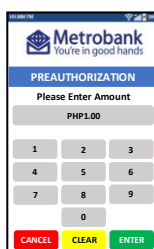**4.2. For Manual Entry Only**
Input the Card's expiry date

4.3. For Manual Entry Only
Input Manual Entry password (100824) and then press **[ENTER]** to continue

5. Amount Entry
Enter amount then press **ENTER** button to continue, **CLEAR** button to erase, and **CANCEL** to go back to Idle Menu

6. FOR DCC TRANSACTIONS
(VISA and MASTERCARD only)
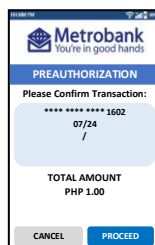
Currency Selection
Terminal will display exchange rate and the currency you will select. Press the Flag of the currency that you will choose for the transaction to proceed.
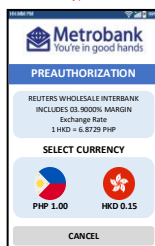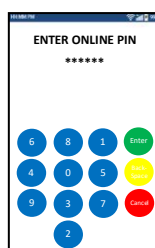
7. Card Details
Terminal will display card and amount details. Press **PROCEED** button to continue

8. PIN Entry
FOR EMV PIN BASED CARD only
If card has pin, hand the terminal to customer to input pin, then press **[Enter]** button to confirm. If not, press **[Enter]** button for pin bypass or **[Cancel]** to abort the transaction
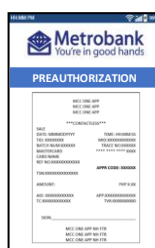
9. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host
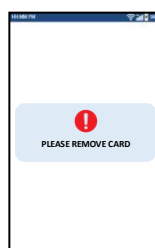
10. Transaction Approval and Printing of Receipt
Once approved, terminal will print Customer Copy follow by Merchant Copy

Press **[PRINT]** Button to print, **[CANCEL]** button if not

FOR CHIP/EMV TRANSACTIONS ONLY:
Wait for terminal to display "PLEASE REMOVE CARD" before pulling out the chip/EMV card from the terminal
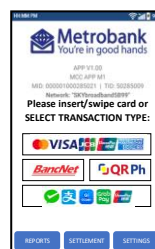
SAMPLE RECEIPT:
QR Printed in Preauthorization receipts are for Preauth Completion Function only
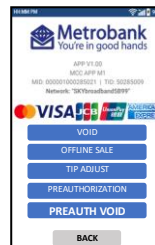

⬥ PREAUTH VOID – FROM MAIN MENU

1. Terminal Idle Display
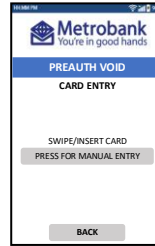Press **MC/VISA/JCB/UPI/AMEX** button to go to Credit MENU

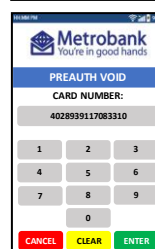**2. Credit MENU**
Press **PREAUTH VOID** for Pre Auth Void transaction

3. Card Entry
Insert/Swipe/Key-in customer card or Press **[X]** to cancel
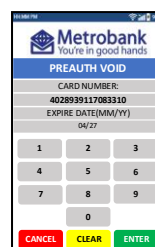Note: Contactless/Tap applicable for Credit Sale Only

4.1. For Manual Entry Only
Input the Card number once Manual Entry is pressed

4.2. For Manual Entry Only
Input the Card's expiry date

4.3. For Manual Entry Only
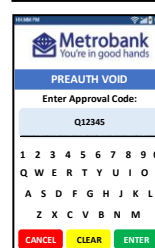Input Manual Entry password (100824) and then press **[ENTER]** to continue

5. Reference Number
Enter the 12 digit REF NUM from the preauthorization receipt then press **ENTER** button to continue
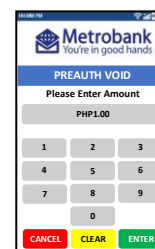
6. Approval Code
Enter the approval code from the preauthorization receipt then press ENTER button to continue.
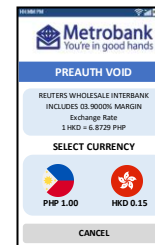
7. Amount Entry
Enter amount then press **ENTER** button to continue, **CLEAR** button to erase, and **CANCEL** to go back to Idle Menu

8. FOR DCC TRANSACTIONS
(VISA and MASTERCARD only)

Currency Selection
Terminal will display exchange rate and the currency you will select. Press the Flag of the currency that you will choose for the transaction to proceed.
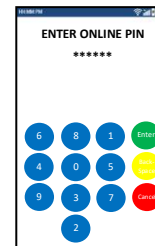
9. Card Details
Terminal will display card and amount details. Press **PROCEED** button to continue

10. PIN Entry
FOR EMV PIN BASED CARD only
If card has pin, hand the terminal to customer to input pin, then press **[Enter]** button to confirm. If not, press **[Enter]** button for pin bypass or **[Cancel]** to abort the transaction

11. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host

12. Transaction Approval and Printing of Receipt
Once approved, terminal will print Customer Copy follow by Merchant Copy

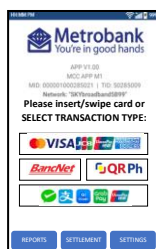Press **[PRINT]** Button to print, **[CANCEL]** button if not

FOR CHIP/EMV TRANSACTIONS ONLY:
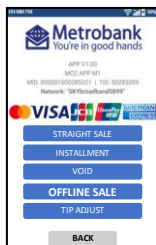Wait for terminal to display "PLEASE REMOVE CARD" before pulling out the chip/EMV card from the terminal
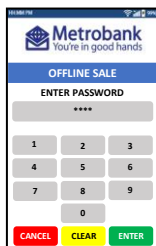
✤ OFFLINE SALE – FROM MAIN MENU

1. Terminal Idle Display
Press
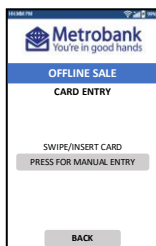**MC/VISA/JCB/UPI/AMEX**
button to go to Credit MENU

2. Credit MENU
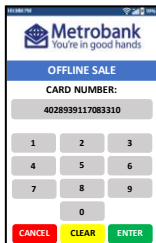Press **OFFLINE SALE** for Offline sale transaction

3. Offline Password
Input Offline password (0000) and then press **[ENTER]** to continue
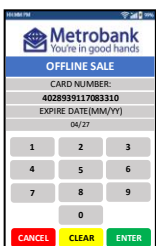
4. Card Entry
Insert/Swipe/Key-in customer card or Press **[X]** to cancel
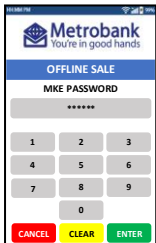**Note: Contactless/Tap applicable for Credit Sale Only**

5.1. For Manual Entry Only
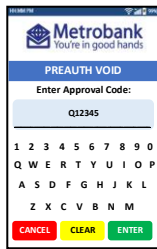Input the Card number once Manual Entry is pressed

5.2. For Manual Entry Only
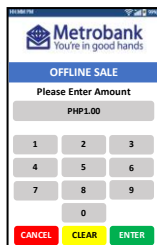Input the Card's expiry date

5.3. For Manual Entry Only
Input Manual Entry password (100824) and then press **[ENTER]** to continue

6. Approval Code
Enter the approval code from the preauthorization receipt then press ENTER button to continue.

7.1. Amount Entry
Enter amount then press **ENTER** button to continue, **CLEAR** button to erase, and **CANCEL** to go back to Idle Menu
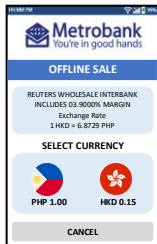
7.2. FOR RESTAURANT SETUP ONLY
Enter tip amount then press **[ENTER]** to continue or just press **[ENTER]** button if none.
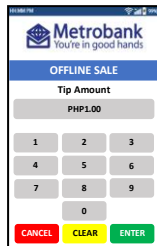
8. FOR DCC TRANSACTIONS
(VISA and MASTERCARD only)
Currency Selection
Terminal will display exchange rate and the currency you will select. Press the Flag of the currency that you will choose for the transaction to proceed.

9. Card Details
Terminal will display card and amount details. Press **PROCEED** button to continue
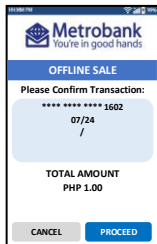
10. Transaction Approval and Printing of Receipt
Once approved, terminal will print Customer Copy follow by Merchant Copy

Press [PRINT] Button to print, [CANCEL] button if not

FOR CHIP/EMV TRANSACTIONS ONLY:
Wait for terminal to display "PLEASE REMOVE CARD" before pulling out the chip/EMV card from the terminal
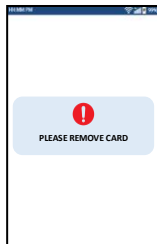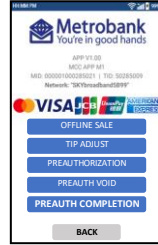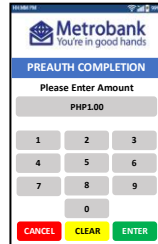
✤ PREAUTH COMPLETION – FROM MAIN MENU

1. Terminal Idle Display
Press
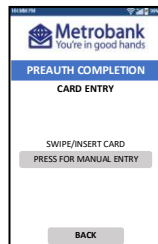**MC/VISA/JCB/UPI/AMEX**
button to go to Credit MENU
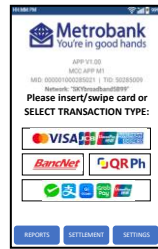
2. Credit MENU
Press **PREAUTH COMPLETION** for Preauth Completion transaction

3. Amount Entry
Enter amount then press **ENTER** button to continue, **CLEAR** button to erase, and **CANCEL** to go back to Idle Menu
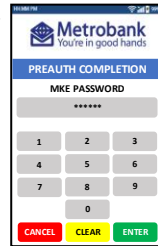
4. Card Entry
Insert/Swipe/Key-in customer card or Press **[X]** to cancel
Note: Contactless/Tap applicable for Credit Sale Only

4.1. For Manual Entry Only
Input the Card Number then press ENTER button, then enter Card's expiry date and then press ENTER button to continue
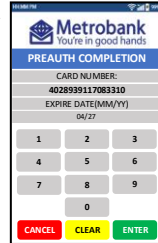
4.2. For Manual Entry Only
Input Manual Entry password (100824) and then press **[ENTER]** to continue

5.1. SCAN QR INSTRUCTIONS
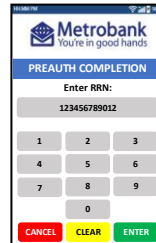Terminal will display how to scan the QR, press **SCAN NOW** to continue

5.2. SCAN QR
Terminal will turn on the camera and proceed to scan the QR printed from the Preauthorization Receipt. If QR cannot be scan, you may press the button below scan box to manual input approval code and reference number

FOR MANUAL INPUT ONLY
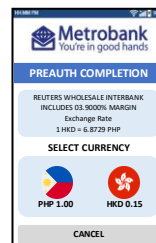Enter the approval code from the preauthorization receipt then press ENTER button to continue.
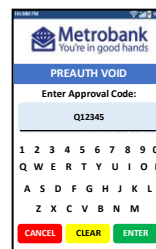
FOR MANUAL INPUT ONLY
Enter the 12 digit REF NUM from the preauthorization receipt then press **ENTER** button to continue

6. FOR DCC TRANSACTIONS
(VISA and MASTERCARD only)
Currency Selection
Terminal will display exchange rate and the currency you will select. Press the Flag of the currency that you will choose for the transaction to proceed.

7. Card Details
Terminal will display card and amount details. Press **PROCEED** button to continue

8. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host

9. Transaction Approval and Printing of Receipt
Once approved, terminal will print Customer Copy follow by Merchant Copy

Press [PRINT] Button to print, [CANCEL] button if not

FOR CHIP/EMV TRANSACTIONS ONLY:
Wait for terminal to display "PLEASE REMOVE CARD" before pulling out the chip/EMV card from the terminal

✦ BANCNET – FROM MAIN MENU

1. Terminal Idle Display
Press **Bancnet** button to go to Bancnet MENU

BALANCE INQUIRY

1. BANCNET MENU
Press **BALANCE INQUIRY** button in menu

2. BANCNET MENU
Press the desired transaction to start
SALE
BALANCE INQUIRY
LOG ON

2. Card Entry
Insert/Swipe customer card to continue or Press **[BACK]** for cancel (will back to idle menu)

LOGON

1. BANCNET MENU
Press LOG ON button in menu

3. Selection of Account
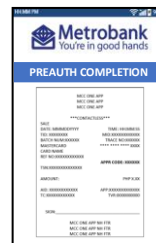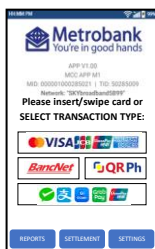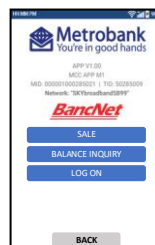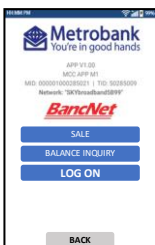Terminal will ask for debit account selection, press the corresponding buttons for **Savings** Account and **Current** Account

4. Card Details
Terminal will display card details.
Press **PROCEED** button to continue
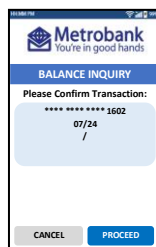
2. Connecting to Host
Terminal will connect to BANK HOST and receive approval data from host

5. PIN Entry
If card has pin, hand the terminal to customer to input pin, then press **[Enter]** button to confirm. If not, press **[Enter]** button for pin bypass or **[Cancel]** to abort the transaction

3. Logon Successful/Failed
Terminal will process and receive Data to/from host, and will prompt a message if successful or not then will go back to idle menu
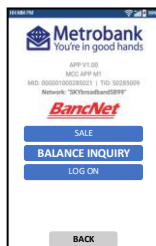
6. Connecting to Bank Host
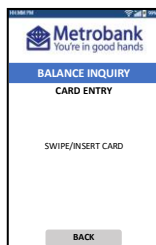Terminal will connect to BANK HOST and receive approval data from host

7. Card Balance Display
Terminal will display account balance of customer once success.
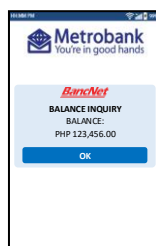
✦ BANCNET – FROM MAIN MENU

SALE

1. BANCNET MENU
Press **SALE** button in menu

7. PIN Entry
If card has pin, hand the terminal to customer to input pin, then press **[Enter]** button to confirm. If not, press **[Enter]** button for pin bypass or **[Cancel]** to abort the transaction

FOR ECR TRANSACTIONS ONLY

2. ECR MENU
Once POS Cash register charged the transaction, our terminal will display transaction type selection. Press **Bancnet** button to proceed

8. Connecting to Bank Host
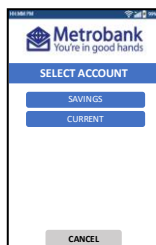Terminal will connect to BANK HOST and receive approval data from host

3. Card Entry
Insert/Swipe customer card to continue or Press **[BACK]** for cancel (will back to idle menu)

10. Customer Copy Printing
Terminal will print customer copy onceapproval

4. Selection of Account
Terminal will ask for debit account selection, press the corresponding buttons for **Savings** Account and **Current** Account
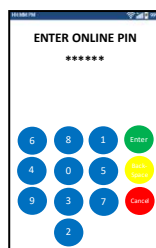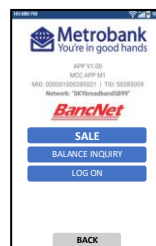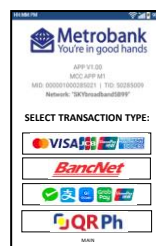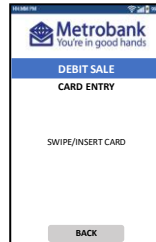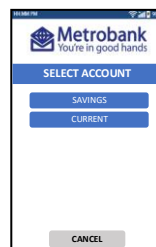
11. Merchant Copy Print Prompt
Press [PRINT] Button to print MERCHANT COPY, [CANCEL] button if not

5. Amount Entry
Enter amount then press **ENTER** button to continue, **CLEAR** button to erase, and **CANCEL** to go back to Idle Menu

FOR CHIP/EMV TRANSACTIONS ONLY:
Wait for terminal to display "PLEASE REMOVE CARD" before pulling out the chip/EMV card from the terminal

6. Card Details
Terminal will display card details.
Press **PROCEED** button to continue

Metrobank
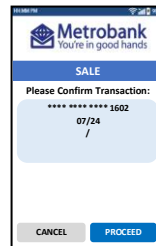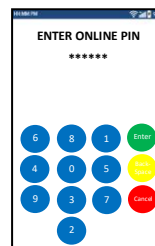## S1F2 – TERMINAL OPERATING GUIDE

QRPAY – FROM MAIN MENU

SALE

1. Terminal Idle Display
Press **QRPAY** buttonto go to QRPAY MENU

6.2. SCAN QR
Terminal will turn on the camera and proceed to scan the customer's QR

Scan QRCode
Position the qrcode inside the camera window

FOR ECR TRANSACTIONS ONLY

2.ECR MENU
Once POS Cash register charged the transaction, our terminal will display transaction type selection. Press **QRPAY** button to proceed

SELECT TRANSACTION TYPE:
VISA / BancNet / QRPh

FOR GENERATE QRCODE

7.GENERATE QRCODE
Terminal will connect to BANK HOST for generation of QR. Once QR is display, present it to customer for scanning. Once customer confirm payment, press **CONFIRM** to continue

SALE WECHAT
PLEASE CONFIRM TRANSACTION
WeChat Pay
TOTAL AMOUNT: PHP 1.00
SCAN QRCODE AND PRESS CONFIRM
CANCEL / CONFIRM

3. QRPAY Menu
Press **SALE** button to proceed with sale transaction

SALE / RETRIEVE / VOID / BACK

8. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host

PROCESSING/SENDING/RECEIVING

4. QRPAY Sale Menu
Choose the QRPAY wallet you wish to do a transaction

WECHAT / ALIPAY / GCASH / GRAB PAY / UPI / BACK

9. Transaction Approval and Printing of Receipt
Once approved, terminal will print Customer Copy follow by Merchant Copy

Press [PRINT] Button to print, [CANCEL] button if not

SALE WECHAT

5. Amount Entry
Enter amount then press **ENTER** button to continue, **CLEAR** button to erase, and **CANCEL** to go back to Idle Menu

SALE WECHAT
Please Enter Amount
PHP1.00
CANCEL / CLEAR / ENTER

5. SELECT QRCODE PRESENTED
Select **SCAN QRCODE** if you wish to scan customers QR
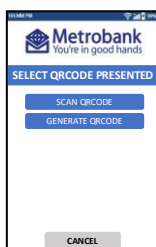
Select **GENERATE QRCODE** if you wish the customer will scan the QR generated by the terminal

SELECT QRCODE PRESENTED
SCAN QRCODE
GENERATE QRCODE
CANCEL

FOR SCAN QRCODE

6.1. SCAN QR INSTRUCTIONS
Terminal will display how to scan the QR, press **SCAN NOW** to continue

SCAN QRCODE
PRESS SCAN NOW TO START
CANCEL / SCAN NOW

QRPAY – FROM MAIN MENU

RETRIEVE

1. Terminal Idle Display
Press **QRPAY** buttonto go to QRPAY MENU

2. QRPAY Menu
Press **RETRIEVE** button to proceed with retrieve transaction

SALE / RETRIEVE / VOID / BACK

4. QRPAY Retrieve Menu
Choose the QRPAY wallet you wish to do a retrieve

WECHAT / ALIPAY / GCASH / GRAB PAY / UPI / BACK

4.Retrieve List
Terminal will display retrieve list. Press the transaction you wish to retrieve then press **CONFIRM**

RETRIEVE LIST WECHAT
MPQR-RETRIEVE MAY.19,2023 02:29:04PM
1505600000011429010000630 PHP1.00
MPQR-RETRIEVE MAY.19,2023 04:30:02PM
1505600000011429010000630 PHP1.00
CANCEL / CONRRM

5. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host
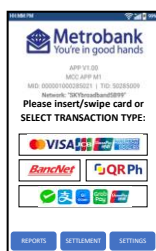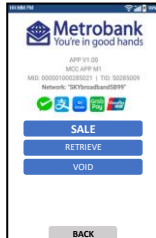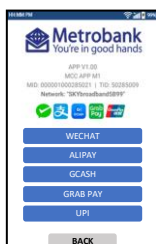
PROCESSING/SENDING/RECEIVING

6. Transaction Approval and Printing of Receipt
Once approved, terminal will print Customer Copy follow by Merchant Copy

Press [PRINT] Button to print, [CANCEL] button if not
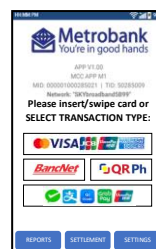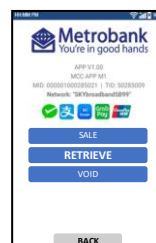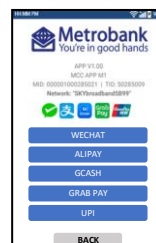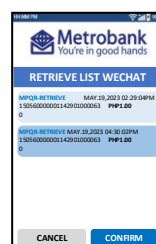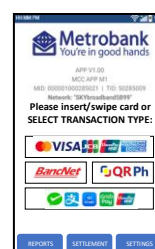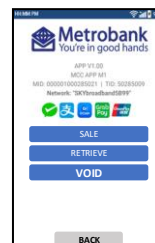
SALE WECHAT

VOID

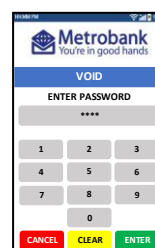**1. Terminal Idle Display**
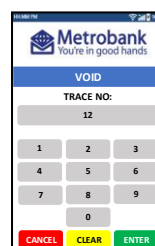Press **QRPAY** buttonto go to QRPAY MENU

2. QRPAY Menu
Press **VOID** button to proceed with void transaction

SALE / RETRIEVE / VOID / BACK

3.Void Password
Input Void password (0000) and then press **[ENTER]** to continue
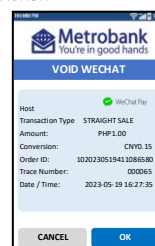
VOID
ENTER PASSWORD
****
CANCEL / CLEAR / ENTER

4.Trace Number
Input trace number of transaction needed to void then press **[ENTER]** to continue
NOTE: BANCNET AND QRPH CANNOT BE VOIDED

VOID
TRACE NO:
12
CANCEL / CLEAR / ENTER

FOR ECR TRANSACTION

5.1. Void Confirmation
Terminal will display the Void confirmation, press **[OK]** to continue

5.2. ECR Triggered
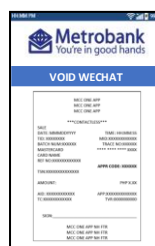Once POS Cash register charged the transaction, our terminal will display void confirmation

VOID WECHAT
Host: WeChat Pay
Transaction Type: STRAIGHT SALE
Amount: PHP1.00
Conversion: CNY0.15
Order ID: 1020230519411086580
Trace Number: 000065
Date / Time: 2023-05-19 16:27:35
CANCEL / OK

6. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host

PROCESSING/SENDING/RECEIVING

7. Transaction Approval and Printing of Receipt
Once approved, terminal will print Customer Copy follow by Merchant Copy

Press [PRINT] Button to print, [CANCEL] button if not

VOID WECHAT
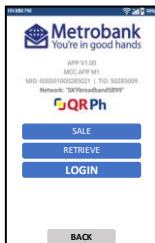
⬇ QRPH SALE – FROM MAIN MENU

LOG IN	SALE	RETRIEVE

LOG IN

1. Terminal Idle Display
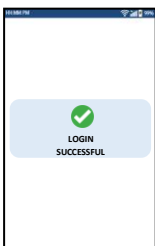Press **QRPH** buttonto go to QRPH MENU

2. QRPH Menu
Press **LOGIN** button to proceed with host login

3. Connecting to Bank Host
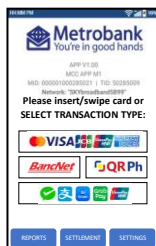Terminal will connect to BANK HOST and receive approval data from host

4. Login Successful/Failed
Terminal will process and receive Data to/from host, and will prompt a message if successful or not then will go back to idle menu

SALE

1. Terminal Idle Display
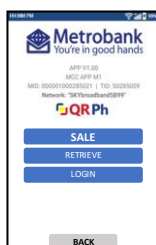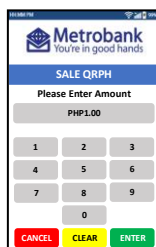Press **QRPH** buttonto go to QRPH MENU

FOR ECR TRANSACTIONS ONLY

2. ECR MENU
Once POS Cash register charged the transaction, our terminal will display transaction type selection. Press **QRPH** button to proceed

3. QRPH Menu
Press **SALE** button to proceed with QRPH Sale transaction

4. Amount Entry
Enter amountthen press **ENTER** button to continue, **CLEAR** button to erase, and **CANCEL** to go back to Idle Menu

5.GENERATE QRCODE
Terminal will connect to BANK HOST for generation of QR. Once QR is display, present it to customer for scanning. Once customer confirm payment, press **CONFIRM** to continue
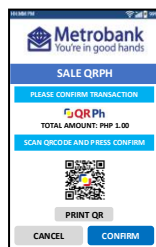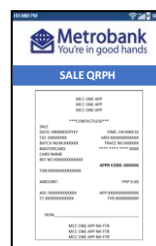
6. Connecting to Bank Host
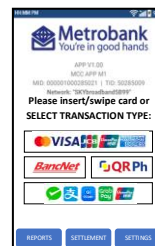Terminal will connect to BANK HOST and receive approval data from host

7. Transaction Approval and Printing of Receipt
Once approved, terminal will print Customer Copy follow by Merchant Copy

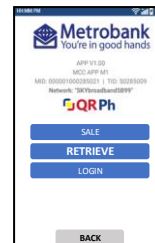Press [PRINT] Button to print, [CANCEL] button if not

RETRIEVE

1. Terminal Idle Display
Press **QRPH** buttonto go to QRPH MENU

2. QRPH Menu
Press **LOGIN** button to proceed with host login

3.Retrieve List
Terminal will display retrieve list. Press the transaction you wish to retrieve then press **CONFIRM**

4. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host

5. Transaction Approval and Printing of Receipt
Once approved, terminal will print Customer Copy follow by Merchant Copy

Press [PRINT] Button to print, [CANCEL] button if not
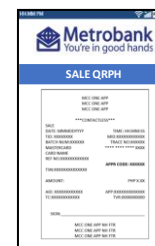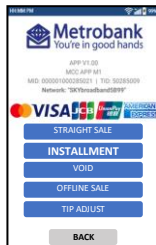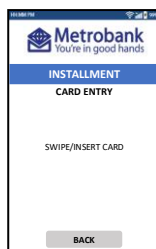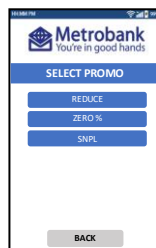
INSTALLMENT SALE – FROM MAIN MENU

1. Terminal Idle Display
Press
MC/VISA/JCB/UPI/AMEX button to go to Credit MENU
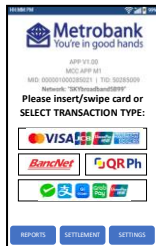
2. Credit MENU
Press **INSTALLMENT** for Credit installment transaction
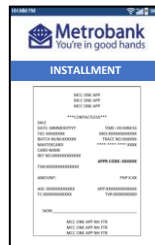
3. Card Entry
Insert/Swipe/Key-in customer card or Press **[X]** to cancel
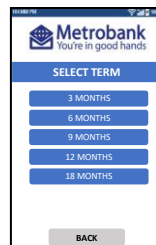Note: Contactless/Tap applicable for Credit Sale Only

4. Select Promo
Press the promo the customer wish to avail

5. Amount Entry
Enter amount then press **ENTER** button to continue, **CLEAR** button to erase, and **CANCEL** to go back to Idle Menu

7. SELECT TERMS
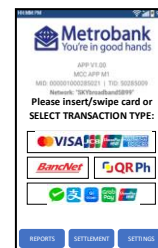Navigate and press the button the terms that the customer will avail.

8. Card Details
Terminal will display card and amount details. Press **PROCEED** button to continue

8. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host

9. Transaction Approval and Printing of Receipt
Once approved, terminal will print Customer Copy follow by Merchant Copy

Press **[PRINT]** Button to print, **[CANCEL]** button if not
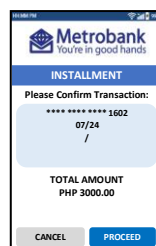
TIP ADJUST – FROM MAIN MENU
(FOR RESTAURANTS SETUP ONLY)

1. Terminal Idle Display
Press
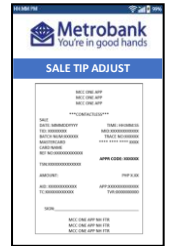**MC/VISA/JCB/UPI/AMEX** button to go to Credit MENU

2. Credit MENU
Press **TIP ADJUST** for tip adjustment

3. Tip Adjust Password
Input Tip Adjust password (0000) and then press **[ENTER]** to continue
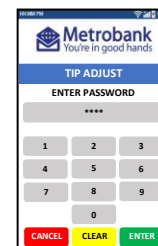
4. Trace Number
Input trace number of transaction needed to adjust the tip then press **[ENTER]** to continue

5. Confirmation
Terminal will display the Card details and amount for confirmation, press **[OK]** to continue

6. TIP ADJUST
Input the new amount of tip for this transaction.

NOTE: INPUT THE NEW TIP AMOUNT, DO NOT ADD FROM THE ORIGINAL TIP AMOUNT

7. Tip Adjust Confirmation
Terminal will display confirmation of new tip

Press **[PROCEED]** Button to continue

8. Tip Adjust Approval
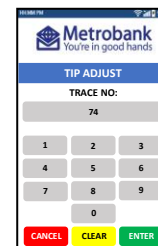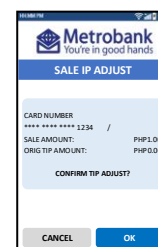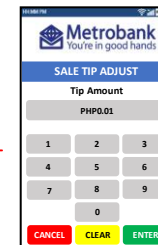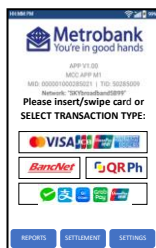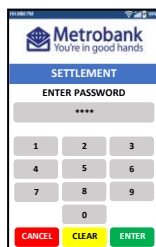Once approved, terminal will display Customer Copy follow by Merchant Copy

Press **[PRINT]** Button to print, **[CANCEL]** button if not

Metrobank
S1F2 – TERMINAL OPERATING GUIDE

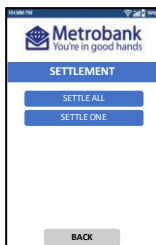
SETTLEMENT – FROM MAIN MENU

SETTLE ONE

1. Terminal Idle Display
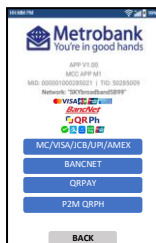Press **SETTLEMENT** button from terminal idle screen

1. Settle Password
Input Settle password (0000) and then press **[ENTER]** to continue

2. SETTLE MENU
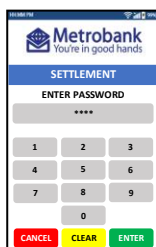Press the desired settle procedure to start

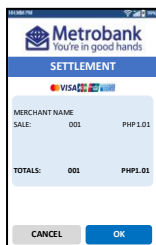**2. SELECT HOST**
Choose host you wish to settle

SETTLE ALL

1. Settle Password
Input Settle password (0000) and then press **[ENTER]** to continue

2. Settle Confirmation
Terminal will display batch totals for confirmation. Press **OK** button to continue. Press **CANCEL** button to not push through the settlement

2. Settle Confirmation
Terminal will go through all batches and will display batch totals for confirmation. Press **OK** button to continue. Press **CANCEL** button to not push through that batch's settlement
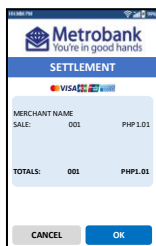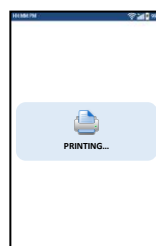
3. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host

3. Connecting to Bank Host
Terminal will connect to BANK HOST and receive approval data from host

4. Settlement Approval
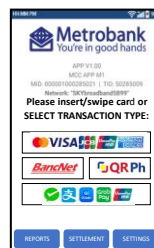Terminal will print settlement report once approved

4. Settlement Approval
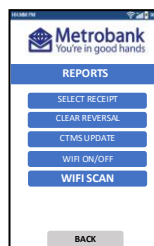Terminal will print settlement report once approved

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WIFI FUNCTIONS (FOR WIFI SETUP ONLY)

WIFI SCAN

1. Terminal Idle Display
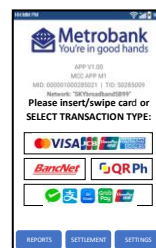Press **REPORTS** button from terminal idle screen

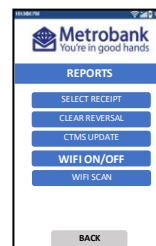**2. WIFI SCAN**
Swipe up to navigate Menu and press SET WIFI

3. NETWORKS
Choose the network you wish to connect

Networks
MIS-SERVER
CITAS 628
Tp-Link_E3BC
CITAS_GUEST

CANCEL

4. INPUT WIFI PASSWORD
Input the wifi password then press OK to proceed

Enter WIFI Password
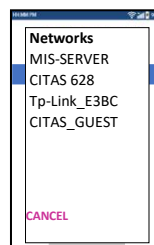12345678
CANCEL OK

WIFI ON/OFF

1. Terminal Idle Display
Press **REPORTS** button from terminal idle screen

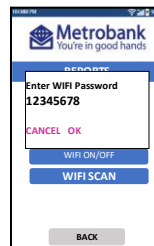**2. WIFI ON/OFF**
Swipe up to navigate Menu and press WIFI ON/OFF

3. WIFI ON/OFF
Choose to DISABLE or ENABLE the WIFI connection

WIFI
DISABLE ENABLE

WIFI SETUP – GPRS BACKUP CONNECTION
If merchant's WIFI has no internet connection, you may disable the WIFI to proceed with GPRS connection as long as there's a GPRS signal available in the terminal. You may set to enable again the WIFI once internet connection is back.

- If wifi password is correct, it will display a white wifi logo on the upper right

- If wifi password is incorrect, it will display a black wifi logo with question mark on the upper left

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CUSTOMER CARE

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