SmartConnect is a cloud based integration solution that seamlessly connects your Point of Sale *(POS)* with your EFTPOS terminal. To find out which functions are supported please check with your POS provider.

Complete these simple steps to get your terminal integrated with your Point of Sale for the first time.

STEP ONE: Set up Smartpay as a payment method in your POS

You will need instructions from your POS provider on how to add Smartpay as a payment method. You can find a link to the instructions at **smartpay.co.nz/smartconnect** for each POS provider or give us a call on **0800 476 278**.

STEP TWO: Get a pairing code

Power on the terminal. If the terminal has not been paired previously it will display "terminal is not paired, pair it now?".
n.b the screen will display for 60 seconds before disappearing. Select **YES** and an 8-digit pairing code will display.

If you do not see this screen, you can get a pairing code by following these steps:

1. Press **MENU**
2. Select **CONFIG**
3. Enter 833767 and press **ENTER**
4. Select **POS INTEGRATIONS**
5. Select **AUTHORISE POS**
6. You will get a new pairing code
7. Enter pairing code in your POS pairing screen

STEP THREE: Enter the pairing code into your POS

Enter the 8-digit pairing code into the POS where instructed from step one.

Need help?

Get help online at: **smartpay.co.nz/help**

Call our Technical Helpdesk on **0800 476 278.**

View the full user guide for your terminal at: **smartpay.co.nz/guides**

Basic Troubleshooting (SmartConnect)

How do I know if I have successfully paired?
The easiest way to check is to check the screen on the EFTPOS terminal.

Paired

EFTPOS standalone mode

How do I pair multiple devices?
Give us a call on **0800 476 278** and we will guide you through the steps.

Can I still make transactions if I do not have a network connection?
You can make offline transactions on your terminal while in standalone mode. You will need to enable this with your bank. To change back to standalone mode, press **CANCEL** twice on your terminal and select **PAYMARK EFTPOS**

Basic Troubleshooting (QR payments)

Why does my menu keep jumping around and to previous screens?
This is caused by the terminal being low on battery, plug the terminal into the charger to fix this

Why is my QR displaying a time-out?
A QR will display on the terminal screen for up to 60 seconds, if the QR is not scanned within this time the transaction will time out and the terminal screen will display '**CANCELLED**'

How do I cancel a QR transaction while it is processing?
Once a QR is scanned, the operator cannot cancel the transaction. Please wait for a response to return (60 seconds for a time-out). Alternatively, you could ask the customer to decline the transaction on their app, so you can restart the transaction.

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Purchase (card payment)

1. Operator enters a sale into the Point of Sale and selects *(Smartpay)* EFTPOS option to send a transaction request

2. Terminal will prompt the customer to PRESENT / INSERT or SWIPE CARD

3. Customer taps, inserts or swipes card
   a. Insert or swipe – customer follows screen prompts to select account and enter PIN
   b. Tap – for transactions over $80 the customer will be prompted to enter their PIN

4. EFTPOS terminal and POS display an **ACCEPTED** or **DECLINED** result

5. Receipt will be offered *(depending on receipt print/ prompt settings)*

6. Sale is closed on Point of Sale

Refund (card payment)

1. Selects **REFUND** on the Point of Sale and selects *(Smartpay)* EFTPOS option to send a transaction request

2. Terminal prompts for **MERCHANT REFUND CARD**

3. Swipe your **MERCHANT REFUND CARD** and enter **REFUND PIN**

4. Terminal will display refund amount and prompt the customer to **PRESENT/INSERT** or **SWIPE CARD**

5. Customer taps, inserts or swipes card
   a. Insert or swipe – customer follows screen prompts to select account and enter PIN
   b. Tap – for transactions over $80 the customer will be prompted to enter their PIN

6. EFTPOS terminal and POS display an **ACCEPTED** or **DECLINED** result

7. Receipt will be offered *(depending on receipt print/ prompt settings)*

8. Sale is closed on Point of Sale

Making a transaction (Alipay & WeChat Pay)

1. Enter the sale and select QR payment or equivalent from your tender screen

2. Terminal will display a QR code for your customer to scan.

3. Your customer will see the total amount payable in their own currency and approves the transaction in Alipay or WeChat Pay with their PIN.

4. Once the transaction is approved on your terminal a receipt prints for you and your customer. If your POS is integrated it will close the sale.

> **!** Please keep your receipt as you will need the refund code printed to perform any refunds. Please also advise your customers to keep their receipts, as they will need the refund code to request any refunds.
>
> Refunds can be performed with 90 days of a WeChat Pay transaction or within one year for Alipay. Refund value cannot exceed the original value of the transaction.

Processing a QR refund (Alipay and WeChat Pay)

1. Process a refund and select QR payment from your POS

2. Enter the refund code from the receipt.

3. The refund will be processed, and an outcome will be displayed. Either accept or decline.

4. New receipt will be printed.

smartpay