Alipay and WeChat Pay are apps used by Chinese tourists, migrants and students to make mobile payments by scanning a QR code. SmartConnect is a cloud-based solution that seamlessly connects Alipay and WeChat Pay with your EFTPOS terminal.

Complete these steps for initial set up

STEP ONE: Power on your terminal

If you have received a new terminal, refer to the Getting Started guide for the terminal to get it set up

If you already have a terminal, just check it is switched on.

STEP TWO: Check you are in standalone (non-integrated) mode

IDLE SCREEN LOOKS LIKE THIS:	READ THIS:
	If your idle shows Card, Alipay and WeChat Pay options, you're all good to go! If you see CARD only, we'll simply add Alipay and WeChat options overnight or when the terminal reboots – we'll send you an email to let you know when this will be ready. Easy as that!
Terminal is not paired, pair it now? **or** SmartConnect Online This screen will disappear after 60 seconds	If your idle screen shows this menu instead you'll need to switch the terminal into the correct mode, just once. Follow these steps below. 1. Press **FUNCTION** 2. Select **SmartConnect** 3. Set **Idle Mode** 4. Press **CLEAR** to change to **STANDALONE** 5. Press **ENTER** to accept 6. Press **CANCEL** twice to exit menus

Basic Troubleshooting

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'.

Why don't I have any options for Alipay or WeChat Pay on my terminal?
If you've received an email from Smartpay saying you are ready to accept Alipay and WeChat, try restarting your terminal, if you do not see any options still give us a call on **0800 476 278**. If you haven't received that email yet, we'll add these options as soon as your application is approved.

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*).

How do I re-print a QR receipt?
You can re-print a receipt by following these steps:
1. Push the "FUNC" key on your terminal
2. Select SmartConnect
3. Select Reprint QR receipt

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**

MAR-021-0421

Processing a payment

1. Select Alipay or WeChat Pay on the terminal.

2. Select **PURCHASE**

3. Enter purchase amount and press ENTER

4. Terminal displays a QR code for your customer to scan

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

6. Once the transaction is approved on your terminal a receipt prints for you and your customer.

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.

Refunds

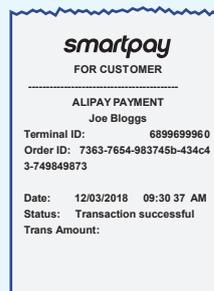1. Select Alipay or WeChat Pay on the terminal.

2. Select Refund.

3. Enter the refund amount.

4. Enter the refund code from the receipt.

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

6. New receipt will be printed.