

Centrapay User Guide

smartpay


1 Making a Purchase

2 Refund a Purchase

3 Quick Access

4 Certificates

Accessing the Centrapay menus

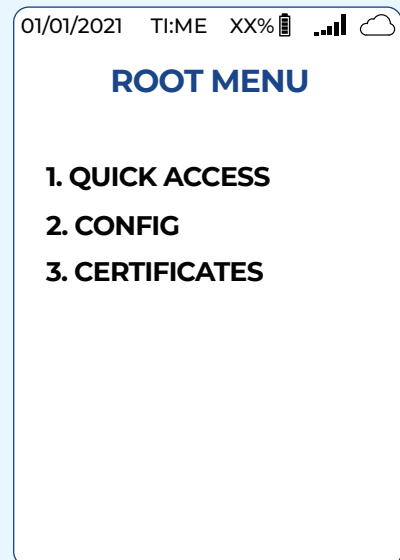
If SmartConnect is installed, press  twice, on the keypad, to go to the **Applications** screen, then proceed to **Step 1** otherwise, proceed from **Step 2**.



1. Tap **2. CENTRAPAY**.



2. Tap **MENU**.



3. Press **1** to go to the **QUICK ACCESS** menu, **2** for **CONFIG** and **3** for **CERTIFICATES**.

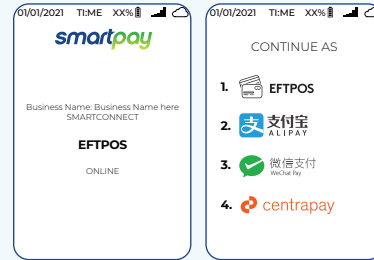
Centrapay
Standalone mode



SmartConnect
Standalone mode

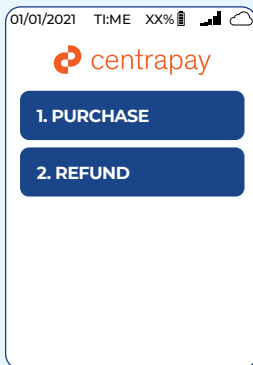


SmartConnect Integrated mode

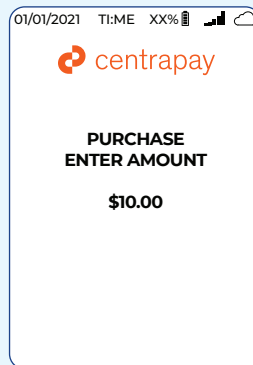



Note: If you are using SmartConnect, in integrated mode, tapping **CENTRAPAY** straightaway takes you to the QR code screen in step 4. You can press Cancel on this screen to abort the transaction.

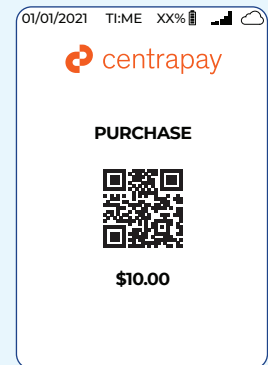
1. On your main screen, tap **CENTRAPAY**.



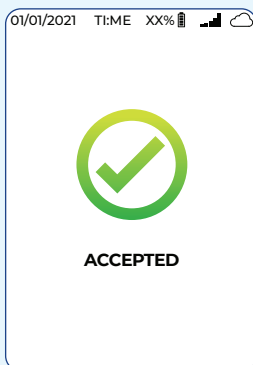
2. Tap **1. PURCHASE**.



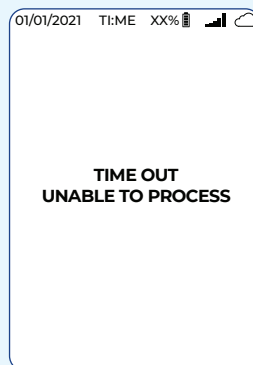
3. Enter the purchase amount, and press .



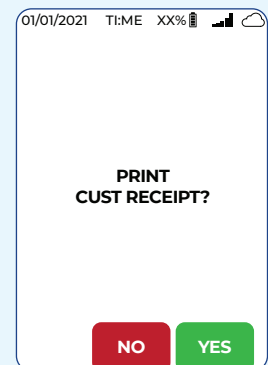
4. This generates a QR code that the customer can scan using their phone.



5. If the customer accepts the purchase amount, the terminal displays an **ACCEPTED** message.



5. If the customer does not respond within 2 minutes, a timeout message is displayed.



6. If you want to print the customer receipt, tap **YES**. If you tap **NO** (or don't respond), the terminal only prints the merchant receipt.

2. Refund a Purchase

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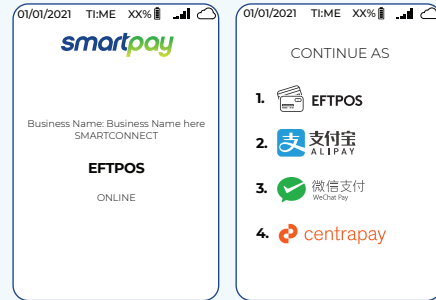


SmartConnect
Standalone mode

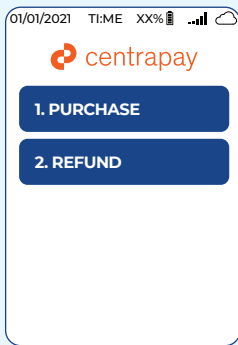


1. On your main screen, tap **CENTRAPAY**.

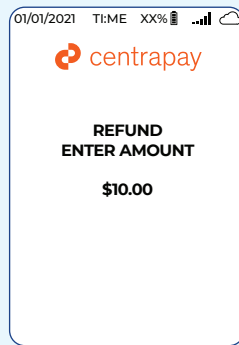
SmartConnect Integrated mode




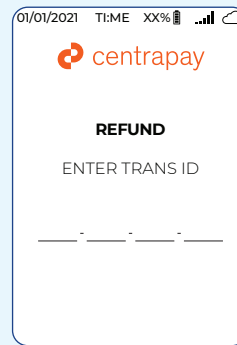
Note: If you are using SmartConnect, in integrated mode, tapping **CENTRAPAY** straightaway takes you to the REFUND CODE entry in step 4a.




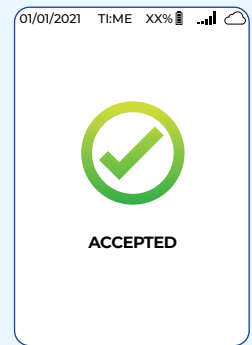
2. Tap **2. REFUND**.



3. Enter the refund amount, and press .



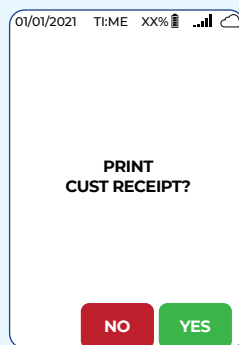
4a. Enter the transaction ID, then press . You can find the transaction ID on your copy of the printed receipt. **ALPHA** is the toggle key.



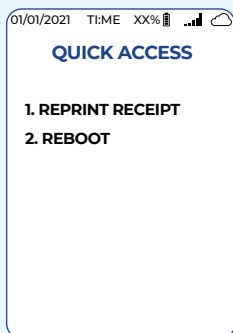
4b. If you enter the correct transaction ID, the terminal displays an **ACCEPTED** message.



4c. If you do not enter the correct transaction ID, or the transaction is not eligible for refund, the terminal displays a **DECLINED** message, with a reason below.



5. If you want to print the customer receipt, tap **YES**. If you tap **NO** (or don't respond), the terminal only prints the merchant receipt.



REPRINT RECEIPT

Press 1 to print a duplicate of the last transaction receipt.

REBOOT

Press 2 to reboot the terminal.

4. Certificates



The terminal will automatically check Certificate management and validity, daily. If required, they can be manually accessed here.

UPDATE CERT

Press **1** to manually connect to the Smartpay host to check for certificate updates.

PRINT CERT

Press **2** to print information about the certificate used to authenticate the terminal when communicating with the Centrapay service.

TEST CONNECTION

Tests that the terminal can connect to the Centrapay service.