

1. Getting Started

Till2Go is a free point-of-sale app. It turns your smartphone or tablet into a tool for tracking sales, processing payments and e-mailing receipts. For integrated card payments, you can link your compatible Smartpay EFTPOS terminal through the app.

Before you begin, download Till2Go from the App Store or Google Play store for free.

To minimise any potential problems always ensure you are using Till2Go appropriately.

- Make sure you are connected to a secure Wi-Fi network.
- Confirm the signature where required
- Do not interrupt Till2Go while a card transaction is being sent or processed.
- Follow the Terms & Conditions of your Merchant Agreement, plus all payment network provider and card acceptance requirements for any EFTPOS transactions.

For full FAQs and troubleshooting please visit our website: smartpay.co.nz/help/till2go

2. Signing up

1

The first time you use the app you'll need to create an account. Tap **Sign Up** and fill out your details.

***Tip:** The Till2Go Business ID is your business name and your unique identifier. It can't be changed later so be sure to double check it is correct.*

2

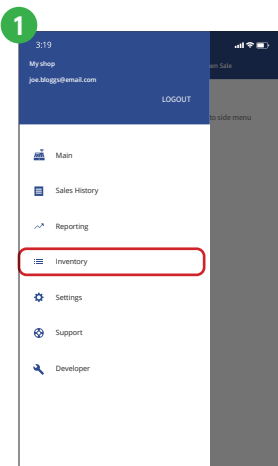
Check your inbox for an email with the subject line 'Your Till2Go verification link'. Click on the **verify email** link to complete your account set up.


3a

3b

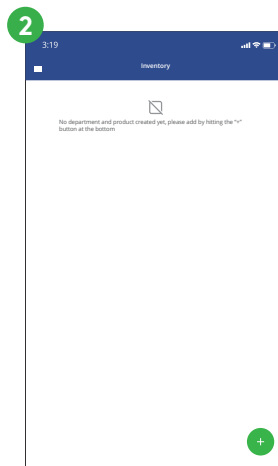
To Log in, select **LOGIN** and enter your business details and password, then tap **LOGIN**.

3. Set up your products

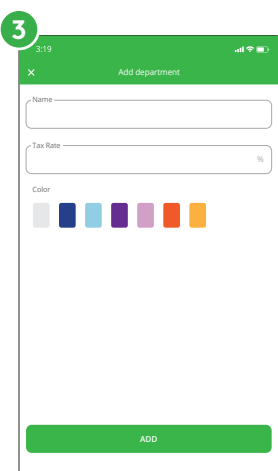


Tap on the **menu** icon  to expand the menu.

Tap **Inventory** to begin setting up your products.



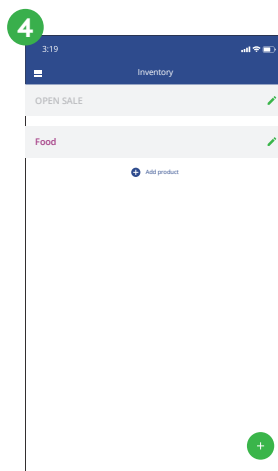
To add a **Department**, tap the green '+'.



Enter a department name, choose a tax rate (eg. the *GST* rate or zero if you are not *GST* registered).

Select a colour to help you recognise which products are in which department.

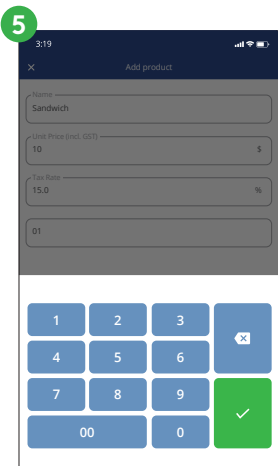
Tap **Add** to finish.



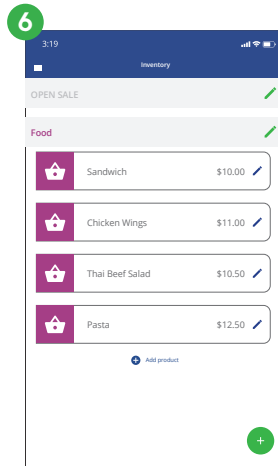
To add products to the department, tap the blue '+'.

The screen should be similar to step 3.

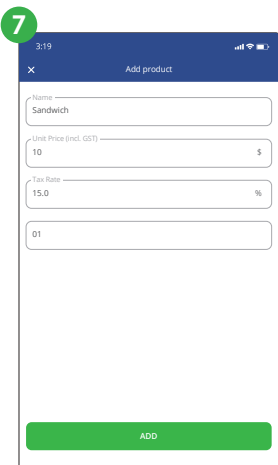
(Tip: Tap 'x' to return to list of departments.)



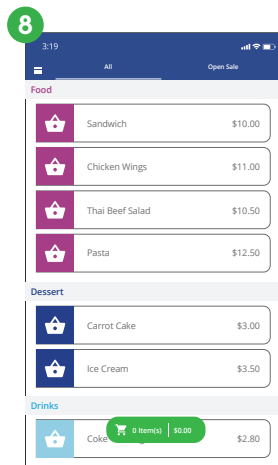
Fill in product name and price (code is optional). Then tap the **Green ✓ button**



To edit or delete a Department or a Product, tap the **pencil icon** to edit



Update the details and click **'Add'**.



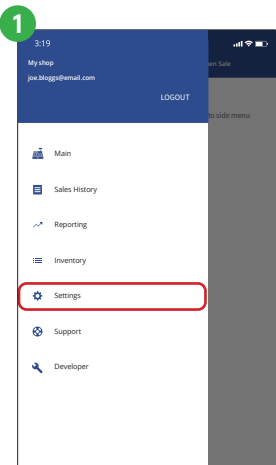
Tap on the **menu** icon and tap **'Main'**. From this Main Screen you can see all your items ready for sale.

Tip: Don't have inventory or standard products?

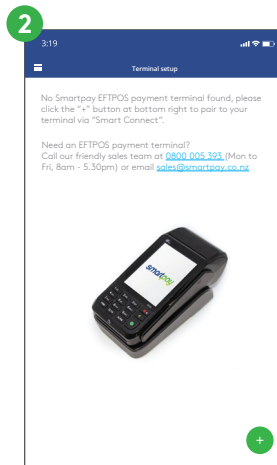
You can use the open sale function to manually enter a value for either a purchase or refund.

Perfect for trades and services!

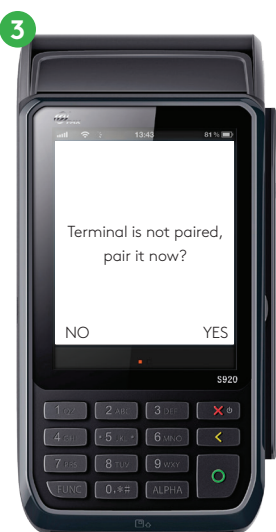
4. Connect your terminal



Tap on the **menu** -> **Settings** -> **Payment Terminal**.

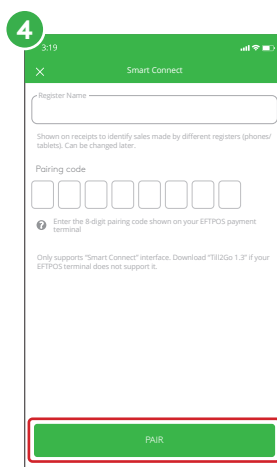


Tap on the green **'+'** (bottom right) to pair your terminal to **SmartConnect**.



Power on the terminal. If the terminal has not been paired previously it will display "terminal is not paired, pair it now?" If you do not see this screen, refer to the full integration guide at smartpay.co.nz/guides for instructions.

Select YES and an 8-digit pairing code will display.



Enter the pairing code on the Till2Go app and tap **Pair**.

Need help?

New Zealand

Get help online at:
smartpay.co.nz/help/till2go

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

Contact your bank to enable/disable card types or contactless.

Contact Paymark to change your business name on your EFTPOS receipt.

Australia

Get help online at:
smartpay.com.au/help/till2go

Call our Technical Helpdesk on: **1800 433 876**

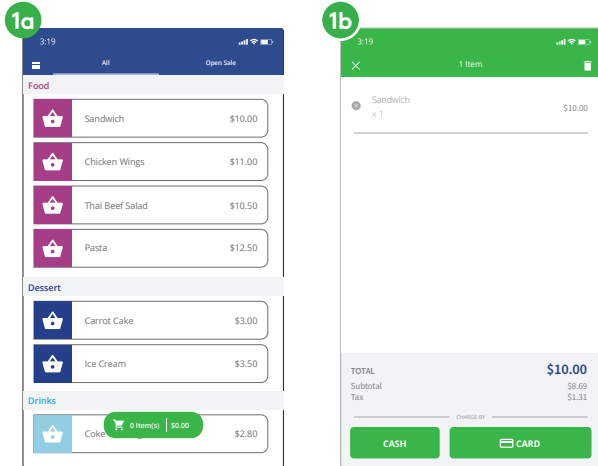
Smartpay is not liable for any loss or damages caused by malfunctions of the mobile app. From time to time issues may arise that are out of our control, we will not be responsible for investigating or fixing problems that may occur on unsupported hardware and operating systems.

Please read the [End User License Agreement \(EULA\)](#) for further information.

1. Log in

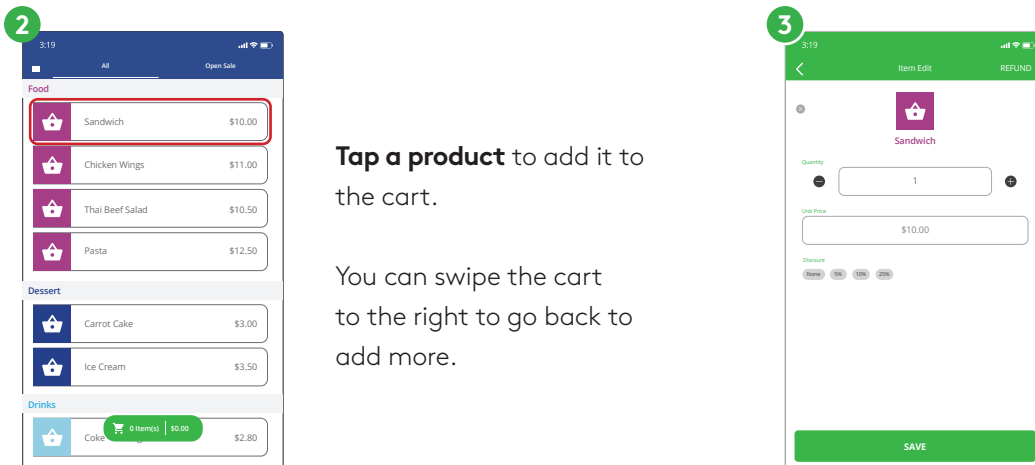
Enter your Business ID, username and password. You'll find your Business ID in the Welcome to Till2Go email we sent you. If you can't remember your password use the Forgot Password button in the app.

2. Make a sale



If you're using a tablet the products for sale and the cart are both visible on the main screen.

If you're using a mobile, use the menu to get to the Main Screen. From there you can **click on the green button** (where the shopping cart icon is displayed) to switch between the main screen and the Cart.



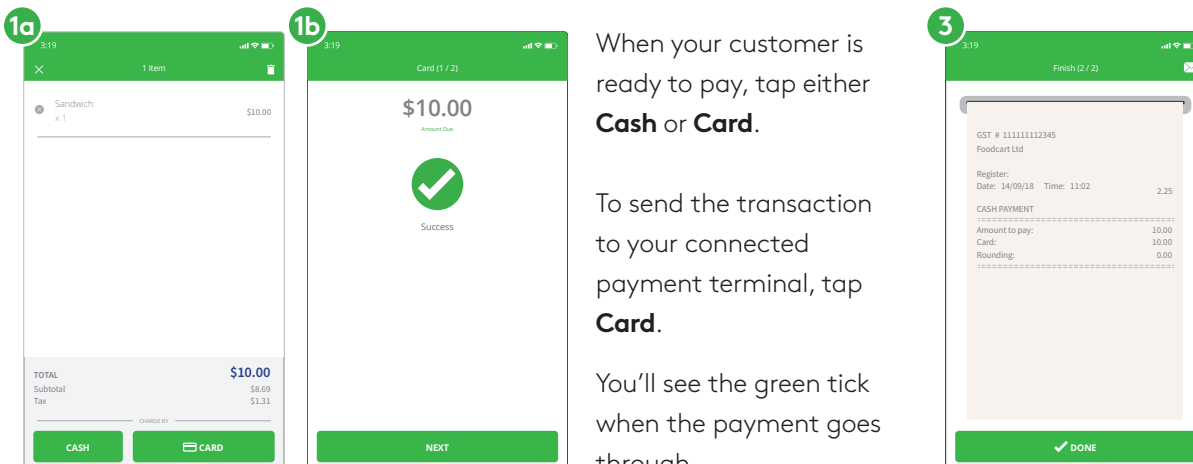
Tap a product to add it to the cart.

You can swipe the cart to the right to go back to add more.

To edit an item in the cart, simply **tap on a product** in the cart and edit the price or quantity, or apply a discount.

Tap on the SAVE button to save your changes.

3. Take a payment



When your customer is ready to pay, tap either **Cash** or **Card**.

To send the transaction to your connected payment terminal, tap **Card**.

You'll see the green tick when the payment goes through.

The receipt can be emailed to your customer. To email a receipt:

- Tap Email
- Enter email address
- Tap SEND