

nexi

Nexi SmartPOS[®] with printer

PAX A920 Pro

Operating Instructions

August 2024



Operating Instructions: Nexi SmartPOS® with printer PAX A920 Pro

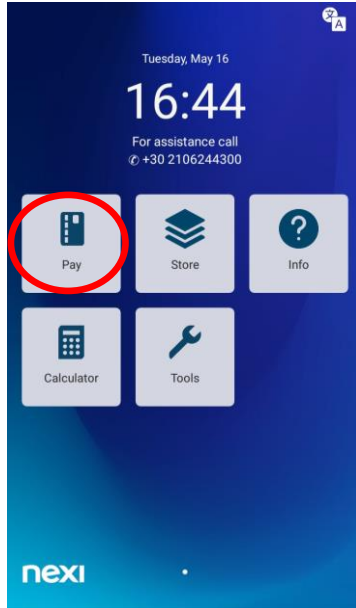


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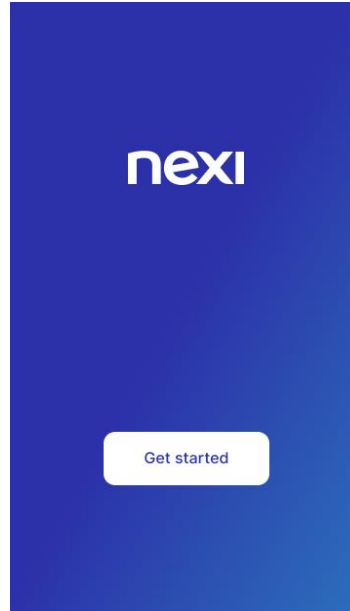
1. Launch application

1 Initial Menu



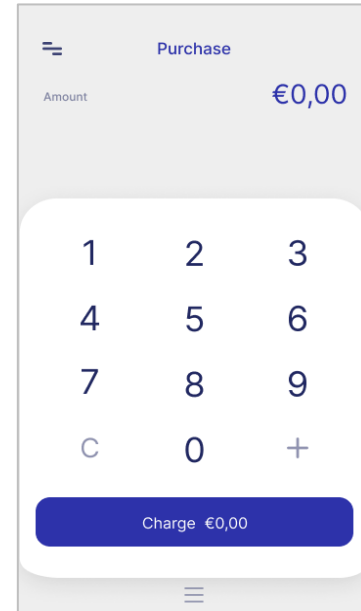
Press "Pay"

2 Get Started



To start please press "Get started".

3 Initiate a Purchase Transaction

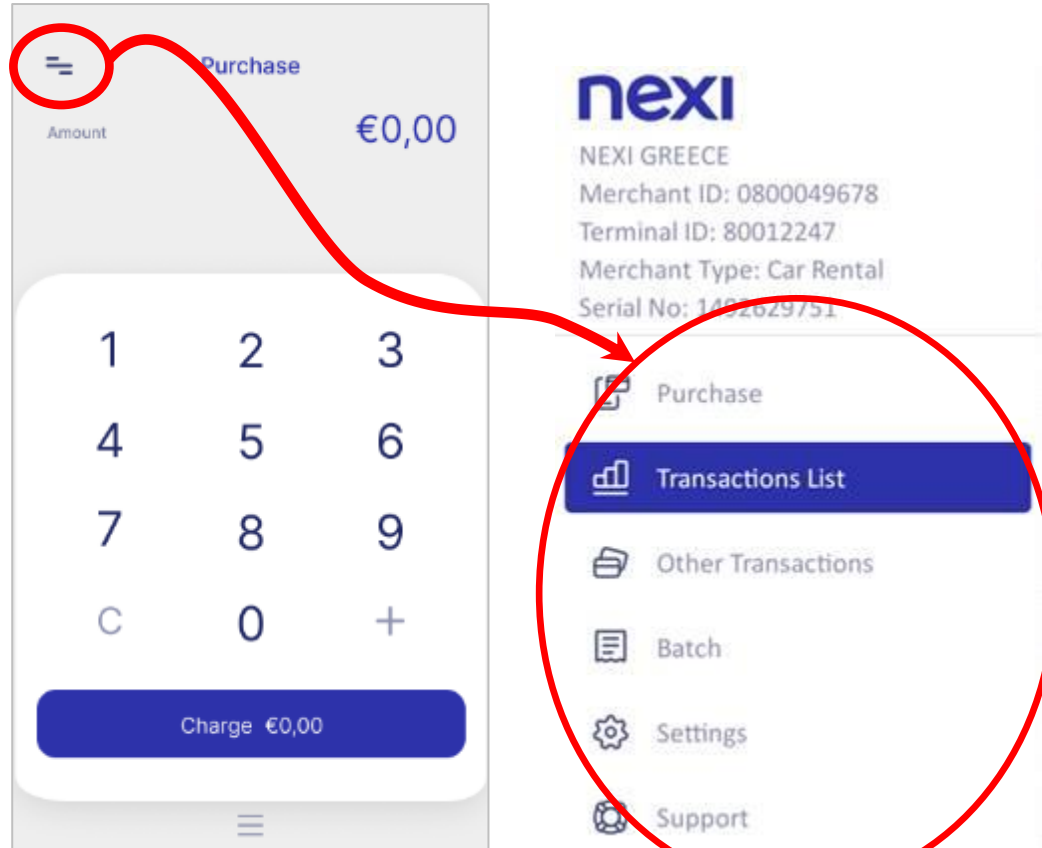


You will be automatically redirected to the purchase screen.



2. Menu

On the top left of every screen, click on the 3 dashes to view the Menu.





3. Purchase



* Installments and Tip Options are available to specific merchants upon request and are subject to approval.

1 Enter Amount

Please enter the transaction amount and then click “Charge”.

2 Tip*

If it is available for your company and if the customer requests it, please press the tip amount or percentage. Alternatively, press the option “No Tip”.

3 Installments*

If it is available for your company and if the customer requests it, please enter the number of installments. Alternatively enter the number “0”.

4 Card Reading

Tap the card over the POS or insert it into the card reader.

If the customer wishes to pay with a digital wallet (Apple Pay, Google Pay, Samsung Pay), ask them to bring their device closer to the POS.



3. Purchase



** Dynamic Currency Conversion (DCC) is available to specific merchants upon request and is subject to approval.

5

Currency Selection **

The screenshot shows a 'Payment' screen with the following details: Amount: 20,00; Date/Time: 15/05/2023 08:21:40; Exchange Rate: 1 EUR = 1.135600 USD; Inc. markup over Wholesale: 3.90%. Under 'Select Currency', there are two options: EUR: 20,00 (selected) and USD: 22.71. A 'Continue' button is at the bottom.

If supported for your company and if the customer's card is in a currency other than €, please **hand the POS to the cardholder** so that they can select the currency of the transaction and press "Continue".

6

PIN

The screenshot shows an 'Enter your PIN' screen with the instruction 'Please enter your card PIN number'. There are four empty circles for digits. Below is a numeric keypad with a red 'X' button, a yellow back arrow button, and a green forward arrow button.

If requested, hand the POS to the customer to enter their PIN. Then press the **green key**.

7

Processing Payment

The screenshot shows a 'Payment Sent' screen with 'Total Amount: €20,00'. A green checkmark icon is displayed in the center. Below it, the word 'Approved' is shown, followed by the 'nexi' logo.

The payment transaction is approved.

8

Completion & Receipt

The screenshot shows a 'Thanks' screen with 'Total Amount: €20,00'. Below the amount, it asks 'How do you want to receive your receipt?'. There are three blue buttons: 'Receive in mail' (with an envelope icon), 'Preview' (with a receipt icon), and 'Print' (with a printer icon).

Please press:

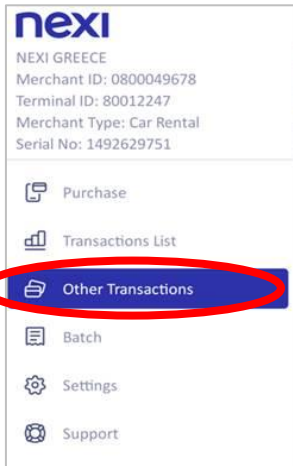
- Receipt to the customer's email address
- Preview on POS
- Print. You can select the printing of customer or merchant receipt or both.

4. MOTO Purchase (Mail – Telephone Order)



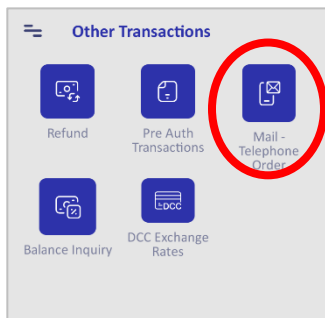
 MOTO is available upon request and is subject to approval.

1 Menu Selection



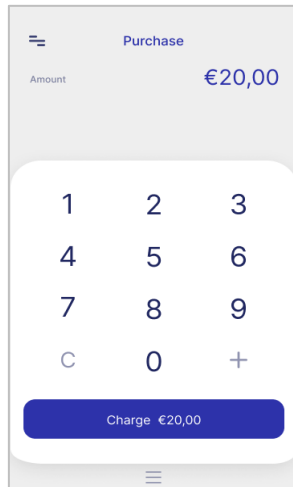
Please select
“Other Transactions”.

2 Select «Mail – Telephone Order»



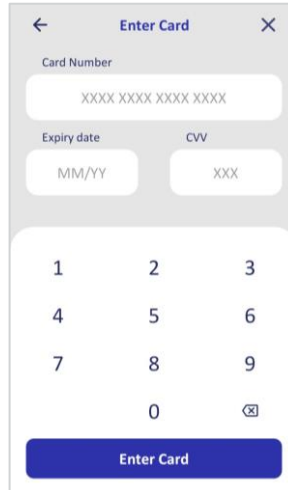
Press
“Mail-Telephone Order”.

3 Enter Amount



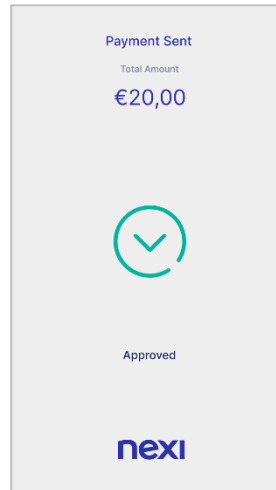
Please enter the
transaction amount
and then click
“Charge”.

4 Enter Card Details



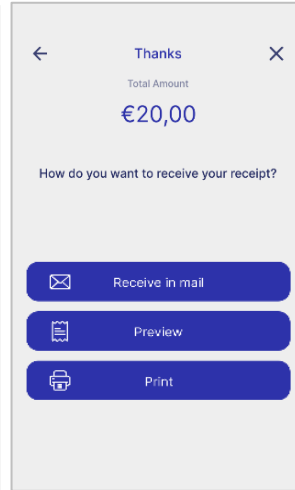
Enter the card
number, expiration
date and 3digit
security code and
press “Enter Card”.

5 Processing Payment



The payment
transaction is
approved.

6 Completion & Receipt



Please press:

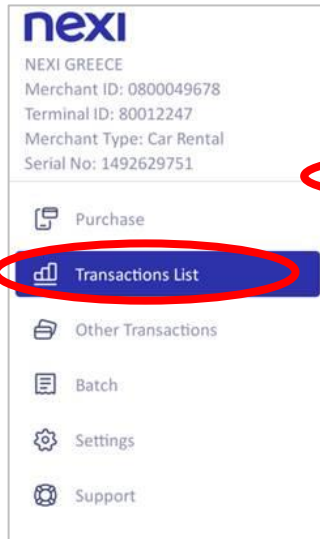
- Receipt to the customer’s email address
- Preview on POS
- Print



5. Transaction Cancellation (Void)

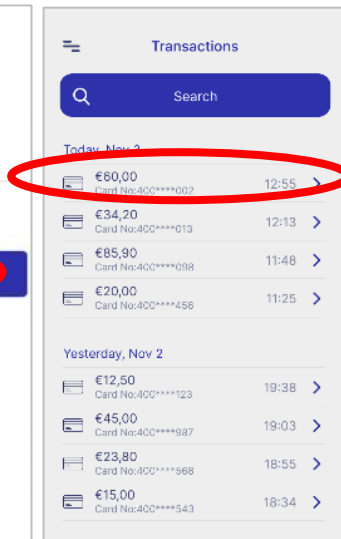
! Only for transactions in the current batch.

1 Menu Selection



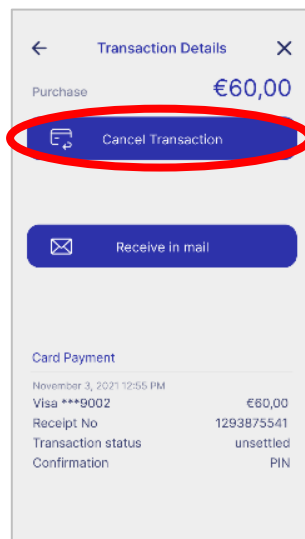
Please select "Transactions List".

2 Select Transaction



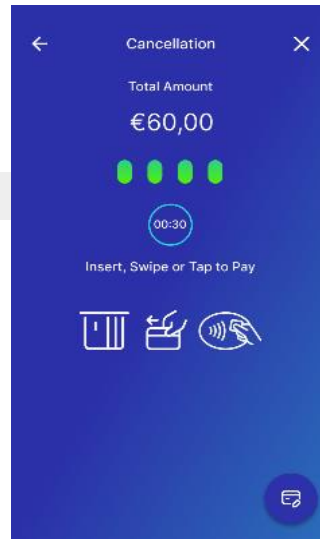
- Search the transaction you want to cancel.
- Press the symbol ">" to view its details and cancel it.

3 Transaction Details



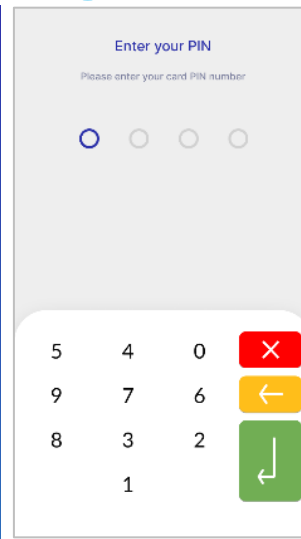
Press "Cancel Transaction".

4 Transaction Cancellation



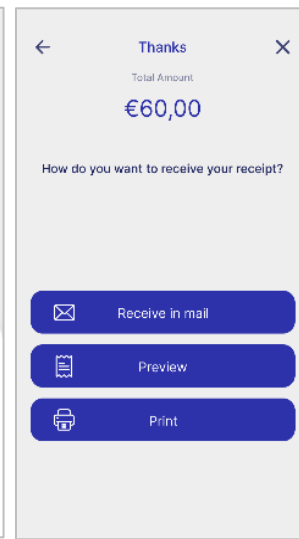
Tap the card over the POS or insert it into the card reader.
If the customer wishes to pay with a digital wallet, ask them to bring their device closer to the POS.

5 PIN



If requested, hand the POS to the customer to enter their PIN. Then press the **green key**.

6 Completion & Receipt



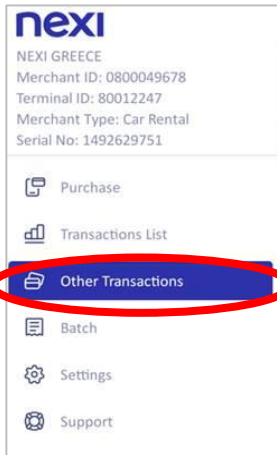
Please press:

- Receipt to the customer's email address
- Preview on POS
- Print



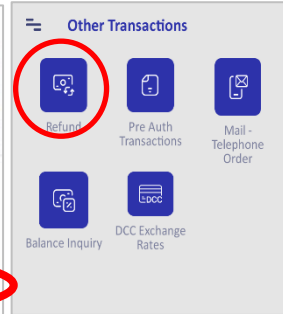
6. Refund

1 Menu Selection



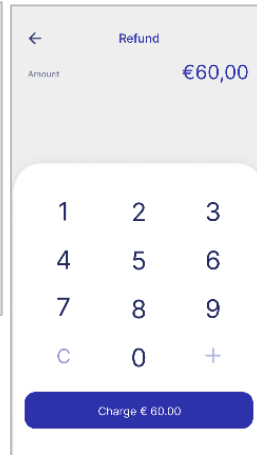
Please select "Other Transactions".

2 Select "Refund"



Press "Refund".

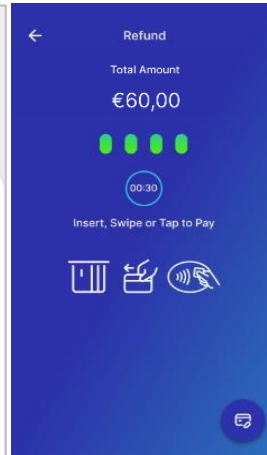
3 Enter Amount



Enter the amount to be refunded and then click "Charge".

If installments and/or DCC are supported, the relevant screens will appear.

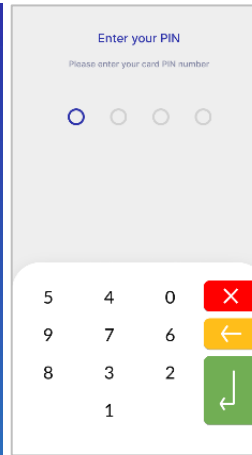
4 Refund



Tap the card over the POS or insert it into the card reader.

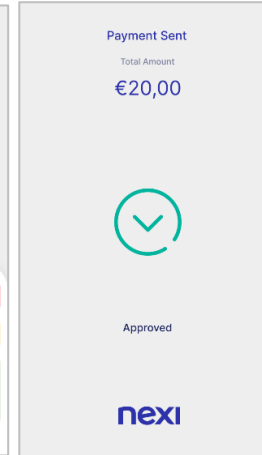
If the customer wishes to pay with a digital wallet, ask them to bring their device closer to the POS.

5 PIN



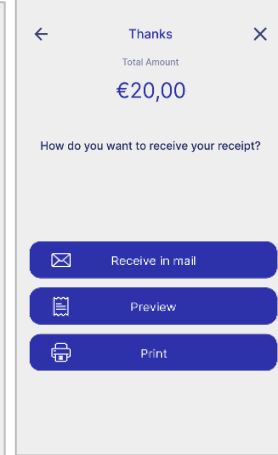
If requested, hand the POS to the customer to enter their PIN. Then press the **green key**.

6 Processing Refund



The refund is approved.

7 Completion & Receipt



Please press:

- Receipt to the customer's email address
- Preview on POS
- Print

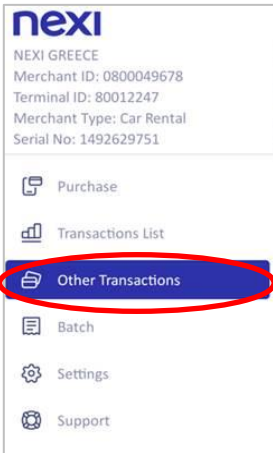


7. Pre-Authorization



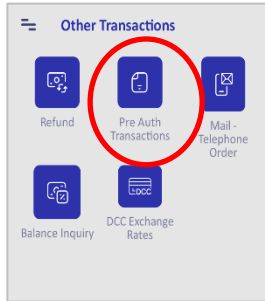
This transaction is available to specific merchant categories (hotels, travel agencies, car rentals etc).

1 Menu Selection



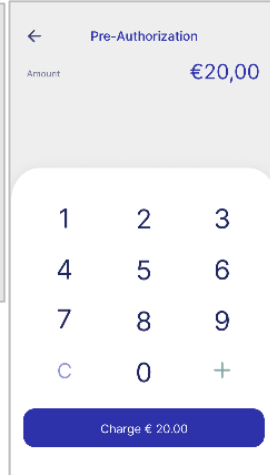
Please select "Other Transactions".

2 Select "Pre-Auth"



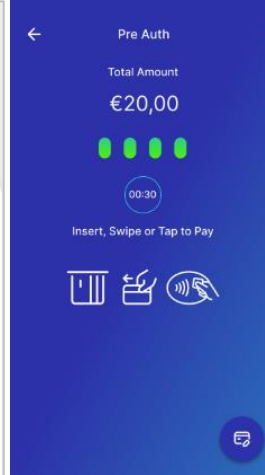
Press "Pre-Auth Transactions". On the next screen press "Pre-Auth".

3 Enter Amount



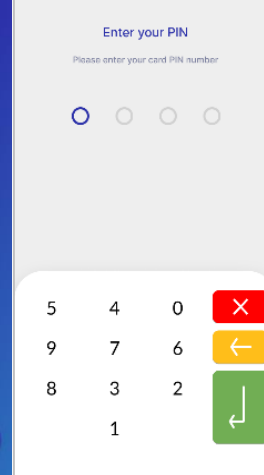
Enter the Pre-Auth amount and then click "Charge".

4 Pre-Auth



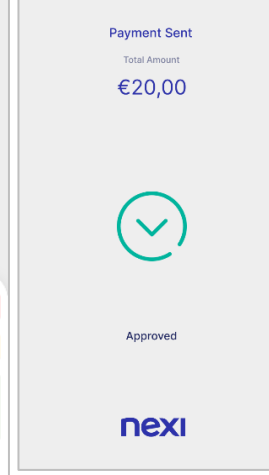
Tap the card over the POS or insert it into the card reader.
If the customer wishes to use a digital wallet, ask them to bring their device closer to the POS.

5 PIN



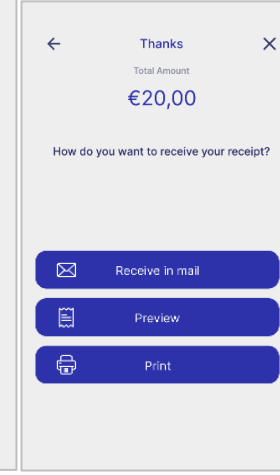
If requested, hand the POS to the customer to enter their PIN. Then press the **green key**.

6 Processing Pre-Auth



The transaction is approved.

7 Completion & Receipt



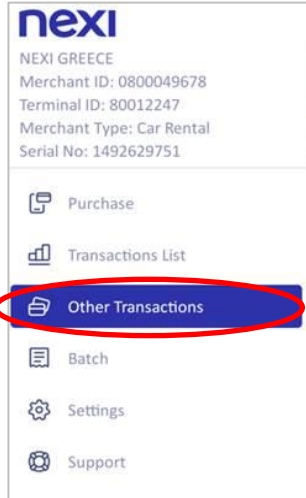
Please press:

- Receipt to the customer's email address
- Preview on POS
- Print



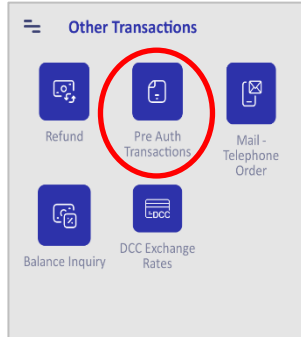
8. Pre-Authorization Completion

1 Menu Selection



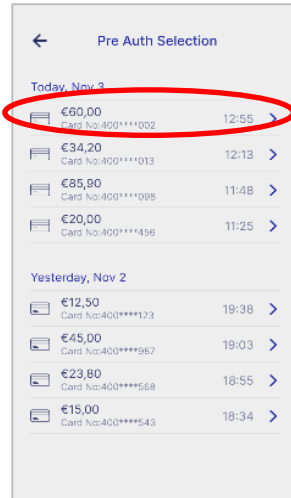
Please select
"Other Transactions".

2 Select "Pre-Auth"



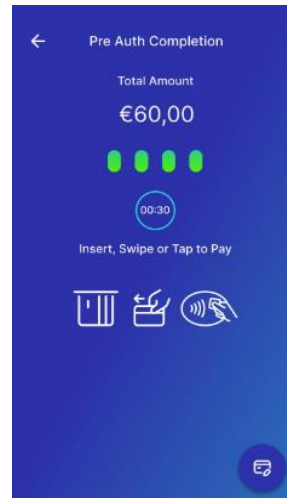
Press
"Pre-Auth Transactions".
On the next screen,
press
"Pre-Auth Completion".

3 Select Transaction



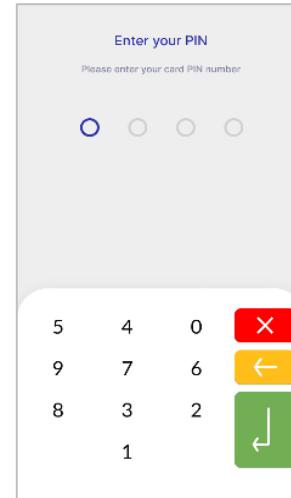
- Select the transaction you want from the list
- Click on > to view the "Transaction Details" and proceed with the completion.

4 Pre-Auth Completion



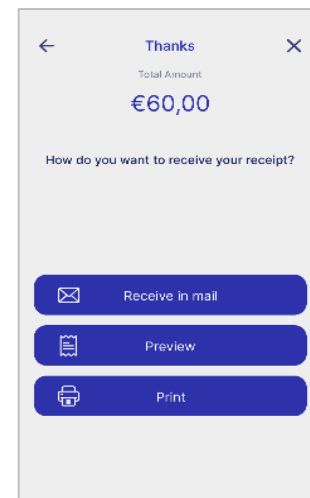
Tap the card over
the POS or insert it
into the card reader.
*If the customer wishes to
use a digital wallet, ask
them to bring their
device closer to the POS.*

5 PIN



If requested, hand
the POS to the
customer to enter
their PIN. Then press
the **green key**.

6 Completion & Receipt



Please press:

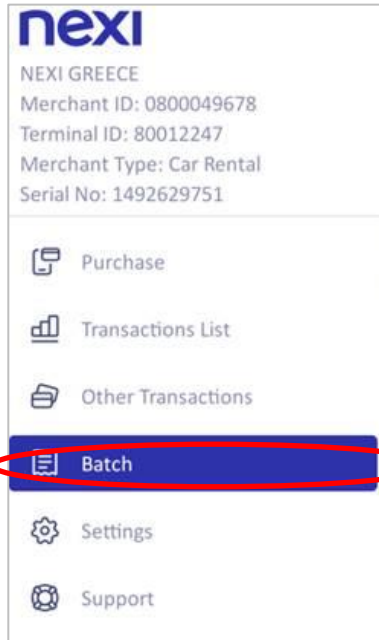
- Receipt to the customer's email address
- Preview on POS
- Print



9. Preview Open Batch

1

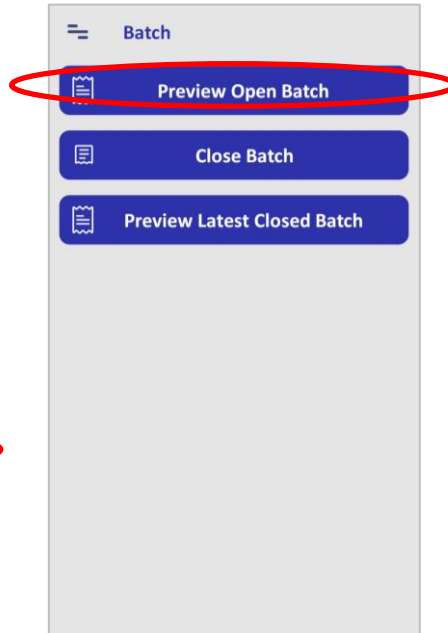
Menu
Selection



Please select
"Batch".

2

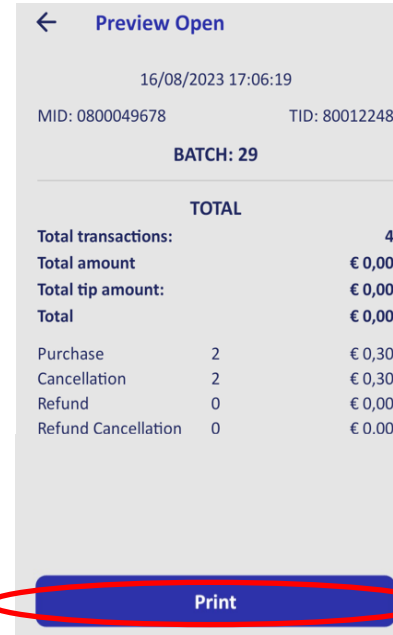
Select
"Preview Open Batch"



Press
"Preview Open Batch".

3

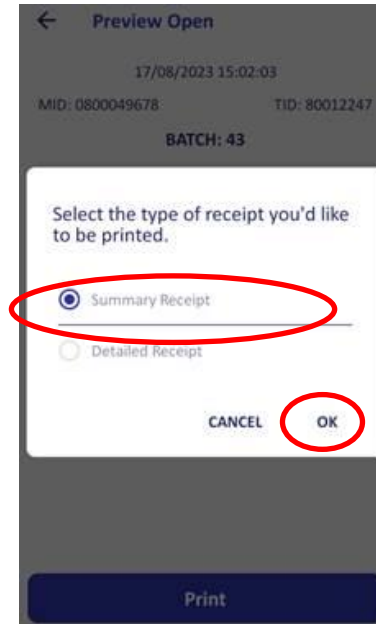
Preview Open Batch



The open batch appears on
screen. You may press
"Print" to print it.

4

Print



Select "Summary" or
"Detailed" Receipt and
press "OK".



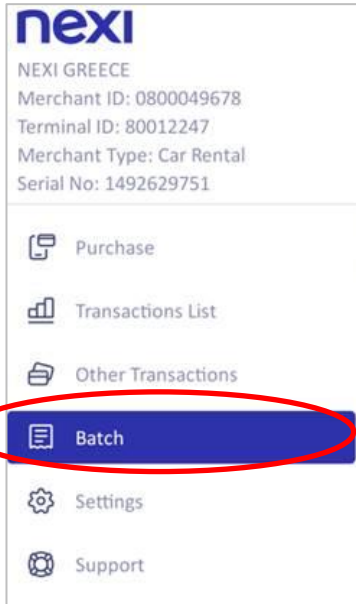
10. Close Batch



It is recommended to run daily, if transactions are made.

1

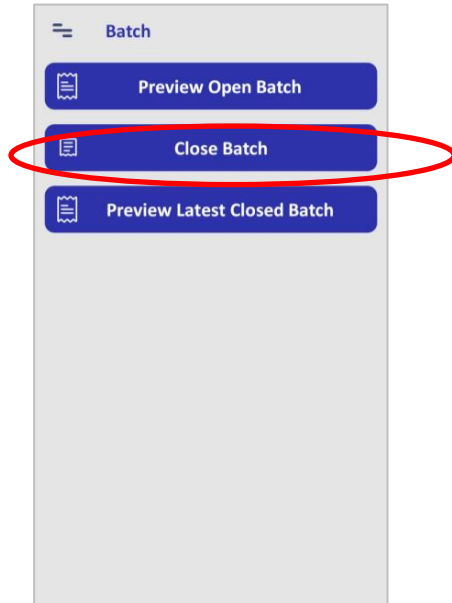
Menu Selection



Select "Batch".

2

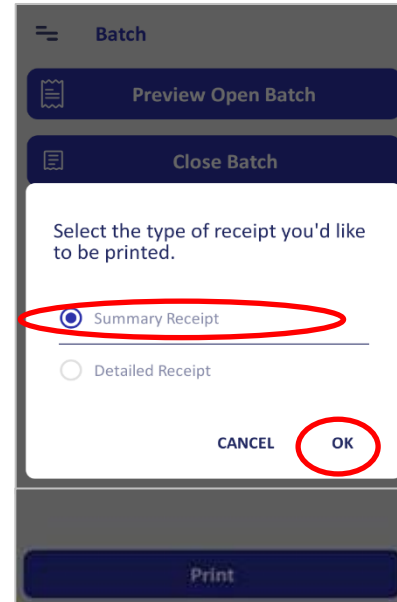
Select "Close Batch"



Press "Close Batch".

3

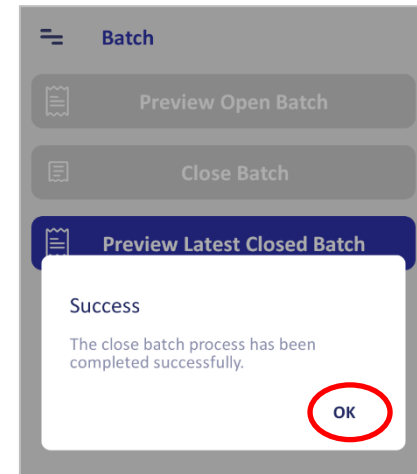
Select Type of Receipt



Select "Summary" or "Detailed" Receipt and press "OK".

4

Successful Batch Close

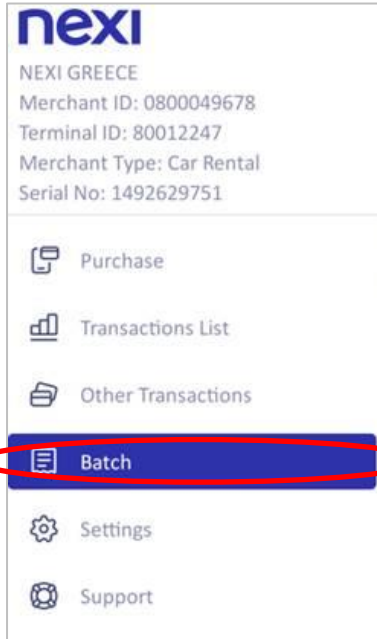


Press "OK".
The batch is closed.



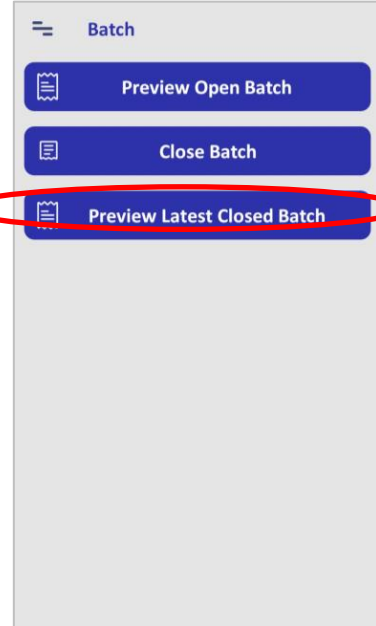
11. Preview Latest Closed Batch

1 Menu Selection



Please select
"Batch".

2 Select "Preview Latest Closed Batch"



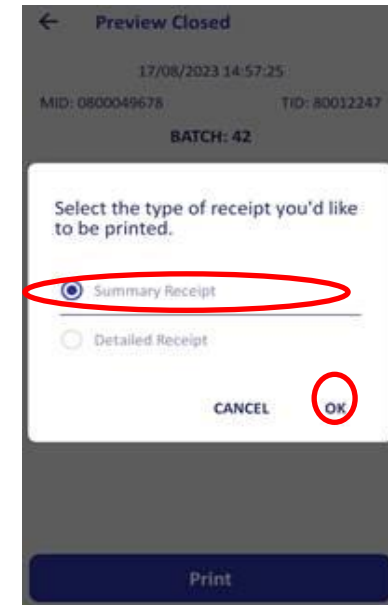
Press
"Preview Latest Closed Batch".

3 Preview Latest Closed Batch



The latest closed batch appears
on screen. You may press
"Print" in order to print it.

4 Printing



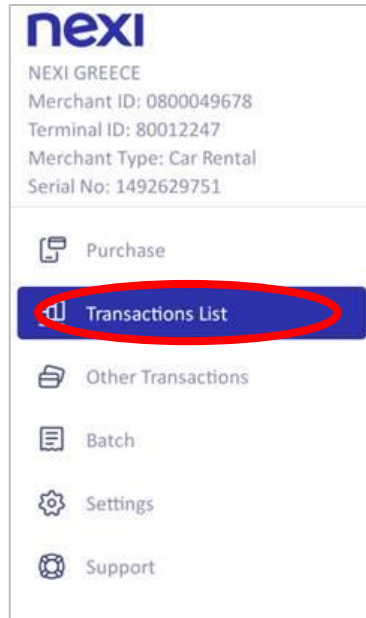
Select "Summary" or
"Detailed" Receipt and
press "OK".



12. Transaction Re-Print

1

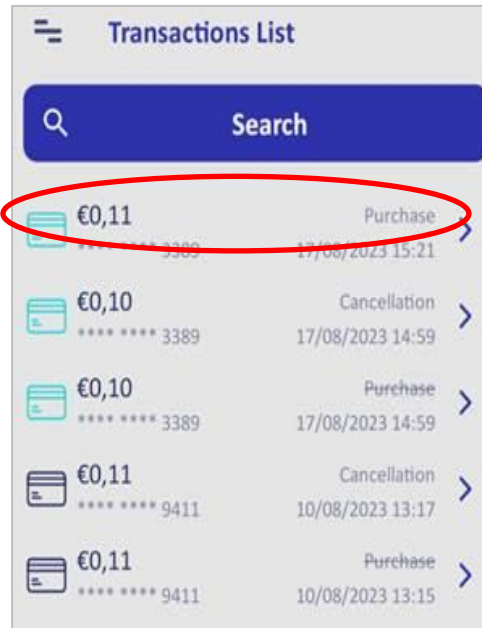
Menu
Selection



Please select
"Transactions List".

2

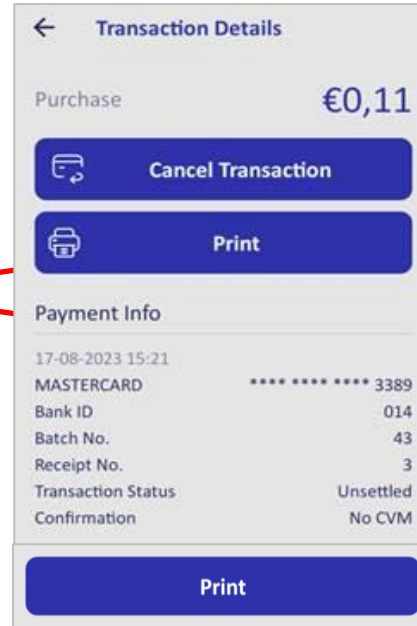
Select Transaction



Select the transaction you want to
re-print.

3

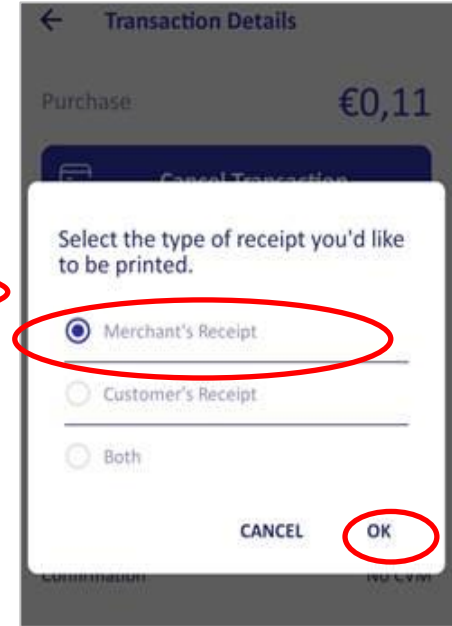
Select "Print"



Press "Print".

4

Print



Select the type of receipt
you want to be printed
(merchant, customer, both).



Short Transaction Guide - Nexi SmartPOS® with printer PAX A920 Pro

TRANSACTION TYPE

TRANSACTION FLOW



PURCHASE

- 1 SELECT "PAY" FROM THE MENU
- 2 ENTER THE AMOUNT AND PRESS "CHARGE"
- 3 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)
- 4 ENTER PIN (IF REQUESTED)
- 5 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)



PURCHASE WITH INSTALLMENTS UPON AVAILABILITY

- 1 SELECT "PAY" FROM THE MENU
- 2 ENTER THE AMOUNT AND PRESS "CHARGE"
- 3 ENTER NUMBER OF INSTALLMENTS OR "0"
- 4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)
- 5 ENTER PIN (IF REQUESTED)
- 6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)



PURCHASE WITH TIP UPON AVAILABILITY

- 1 SELECT "PAY" FROM THE MENU
- 2 ENTER THE AMOUNT AND PRESS "CHARGE"
- 3 ENTER TIP AMOUNT (FROM SELECTION) OR "NO TIP" OPTION
- 4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)
- 5 ENTER PIN (IF REQUESTED)
- 6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)



VOID ONLY FOR TRANSACTIONS IN THE CURRENT BATCH

- 1 SELECT "TRANSACTION LIST" FROM THE MENU
- 2 SELECT THE TRANSACTION YOU WANT TO CANCEL . PRESS THE SYMBOL ">" TO VIEW THE TRANSACTION DETAILS AND CANCEL IT.
- 3 PRESS "CANCEL TRANSACTION"
- 4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)
- 5 ENTER PIN (IF REQUESTED)
- 6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)



REFUND

- 1 SELECT "OTHER TRANSACTIONS" FROM THE MENU
- 2 PRESS "REFUND"
- 3 ENTER REFUND AMOUNT
IF SUPPORTED INSTALLMENTS AND/OR DCC THE RELEVANT MENU WILL FOLLOW.
- 4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)
- 5 ENTER PIN (IF REQUESTED)
- 6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)









CLOSE BATCH

IT IS RECOMMENDED TO RUN DAILY, IF TRANSACTIONS ARE MADE

- 1 SELECT "BATCH" FROM THE MENU
- 2 PRESS "CLOSE BATCH"
- 3 PRESS "SUMMARY" OR "DETAILED" RECEIPT AND PRESS "OK".
- 4 CLOSE BATCH IS COMPLETED AND RECEIPT IS PRINTED (SUMMARY OR DETAILED AS SELECTED IN STEP 3).



Short Transaction Guide - Nexi SmartPOS® with printer PAX A920 Pro

TRANSACTION TYPE	TRANSACTION FLOW						
 MOTO PURCHASE (Mail - Telephone Order) UPON AVAILABILITY	1 SELECT "OTHER TRANSACTIONS" FROM THE MENU	2 PRESS "MAIL – TELEPHONE ORDER"	3 ENTER AMOUNT	4 ENTER THE CARD DETAILS (NUMBER, EXPIRATION DATE, CVC/CVV)	5 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)		
 DCC PURCHASE (Currency Conversion) UPON AVAILABILITY	1 SELECT "PAY" FROM THE MENU	2 ENTER AMOUNT	3 CARD READING (CONTACTLESS/ CHIP & PIN/ MAGNETIC)	4 HAND THE POS TO THE CUSTOMER TO SELECT CURRENCY. CURRENCY CONVERSION AMOUNT AND FEE ARE DISPLAYED	5 ENTER PIN (IF REQUESTED)	6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)	
 PRE-AUTHORIZATION UPON AVAILABILITY	1 SELECT "OTHER TRANSACTIONS" FROM THE MENU	2 PRESS "PRE-AUTH TRANSACTIONS"	3 PRESS "PRE-AUTH"	4 ENTER AMOUNT AND PRESS "CHARGE"	5 CARD READING (CONTACTLESS/ CHIP & PIN/ MAGNETIC)	6 ENTER PIN (IF REQUESTED)	7 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)
 PRE-AUTHORIZATION COMPLETION FOR PRE-AUTHORIZED TRANSACTIONS ONLY	1 SELECT "OTHER TRANSACTIONS" FROM THE MENU	2 PRESS "PRE-AUTH TRANSACTIONS"	3 PRESS "PRE-AUTH COMPLETION"	4 SELECT THE PRE-AUTHORIZED TRANSACTION TO COMPLETE	5 CARD READING (CONTACTLESS/ CHIP & PIN/ MAGNETIC)	6 ENTER PIN (IF REQUESTED)	7 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)
 PREVIEW OPEN BATCH	1 SELECT "BATCH" FROM THE MENU	2 PRESS "PREVIEW OPEN BATCH"	3 PREVIEW THE OPEN BATCH ON THE POS SCREEN	4 OPTIONALLY, PRESS "PRINT"	5 PRESS "SUMMARY" OR "DETAILED" RECEIPT AND PRESS "OK".	6 PRINT THE CURRENT OPEN BATCH	
 PREVIEW LATEST CLOSED BATCH	1 SELECT "BATCH" FROM THE MENU.	2 PRESS "PREVIEW LATEST CLOSED BATCH"	3 PREVIEW THE LATEST CLOSED BATCH ON THE POS SCREEN	4 OPTIONALLY, PRESS "PRINT"	5 PRESS "SUMMARY" OR "DETAILED" RECEIPT AND PRESS "OK".	6 PRINT THE LATEST CLOSED BATCH	



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