

nexi

Nexi SmartPOS[®] with printer

PAX A910

Operating Instructions

September 2023



Operating Instructions: Nexi SmartPOS® with printer PAX A910

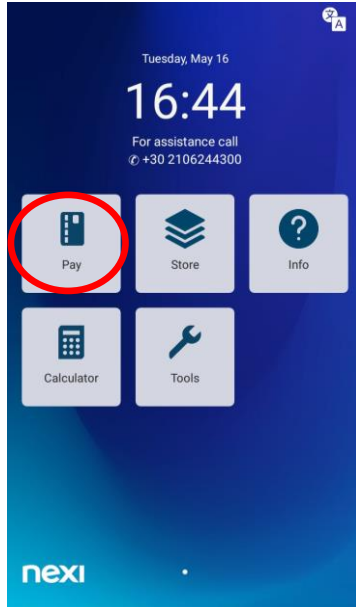


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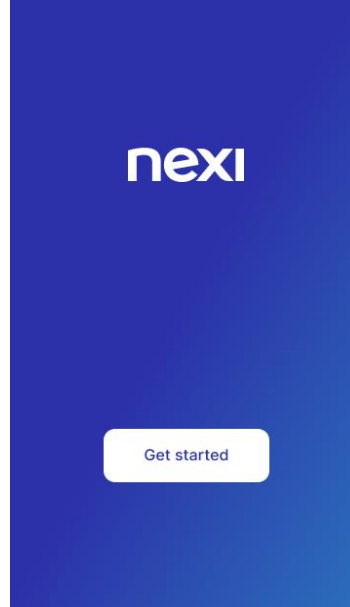
1. Launch application

1 Initial Menu



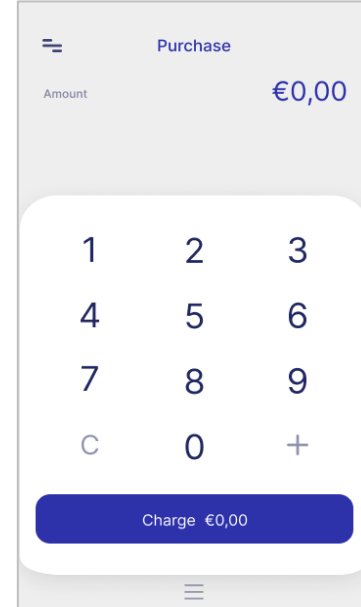
Press "Pay"

2 Get Started



To start please press "Get started".

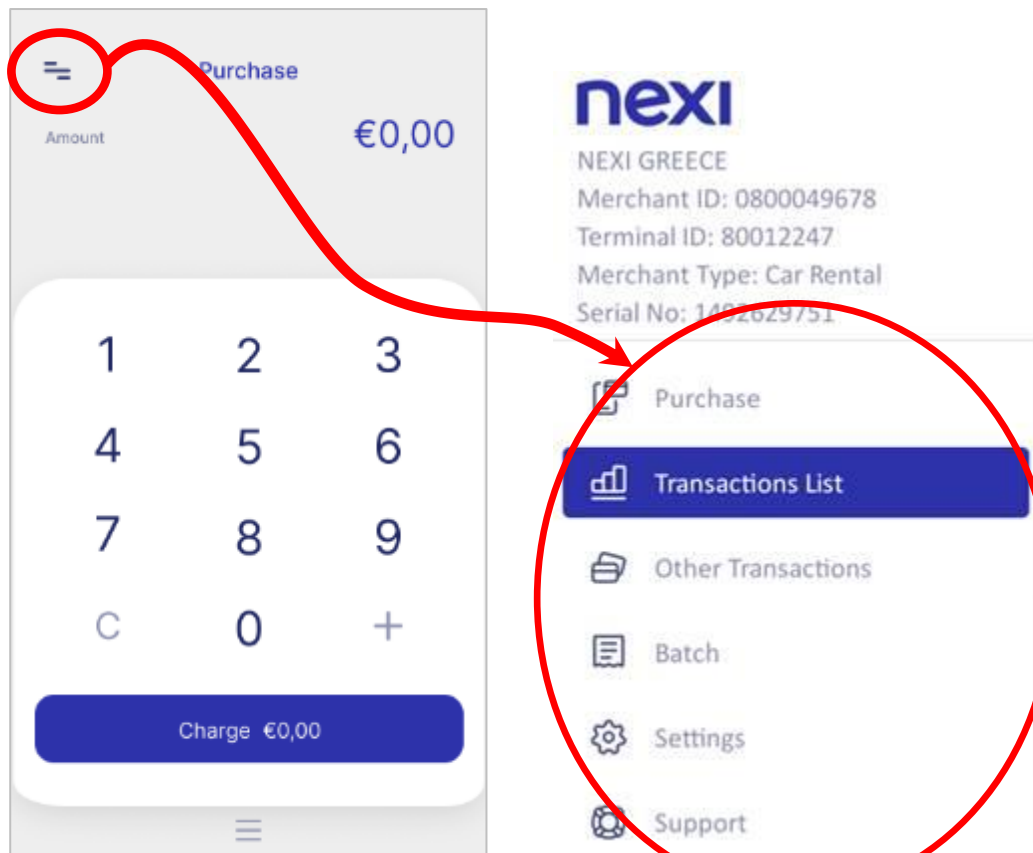
3 Initiate a Purchase Transaction



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.



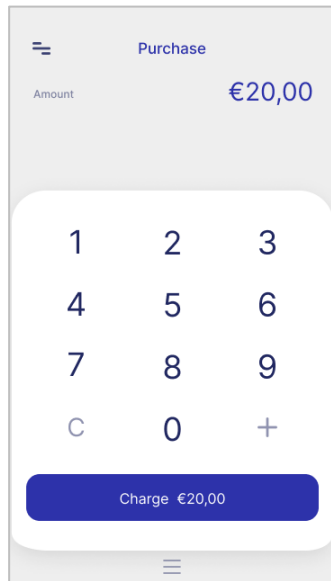
3. Purchase

[1/2]



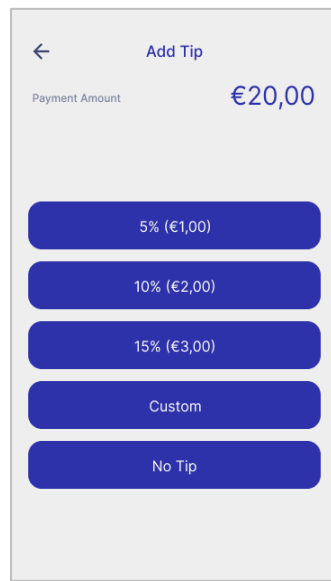
* Installments and Tip Options are available to specific merchants upon request and are subject to approval.

1 Enter Amount



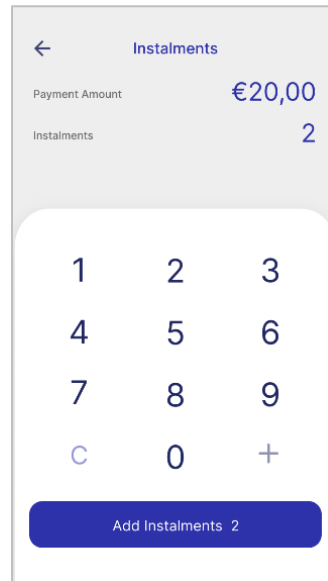
Please enter the transaction amount and then click "Charge".

2 Tip*



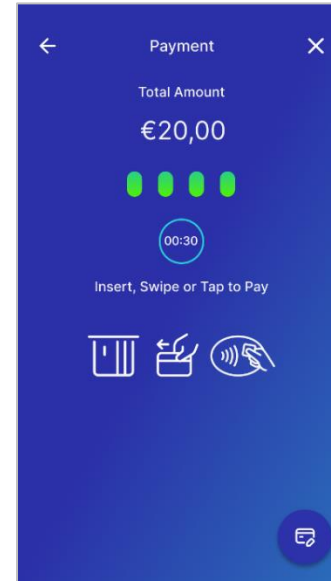
If it is available for your company and if the customer requests it, please press the tip amount or percentage. Alternatively, press the option "No Tip".

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.

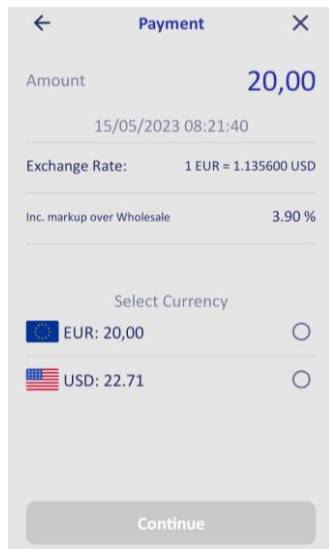
If the customer wishes to pay with a digital wallet (Apple Pay, Google Pay, Samsung Pay), ask them to bring their device closer to the POS.

3. Purchase



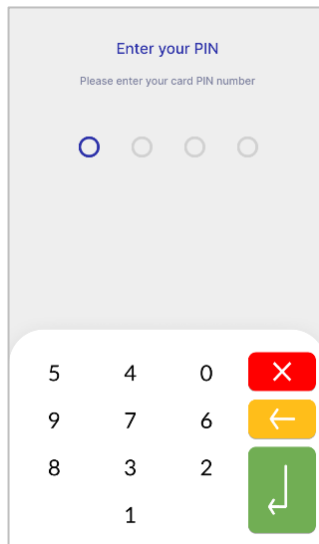
** Dynamic Currency Conversion (DCC) is available to specific merchants upon request and is subject to approval.

5 Currency Selection **



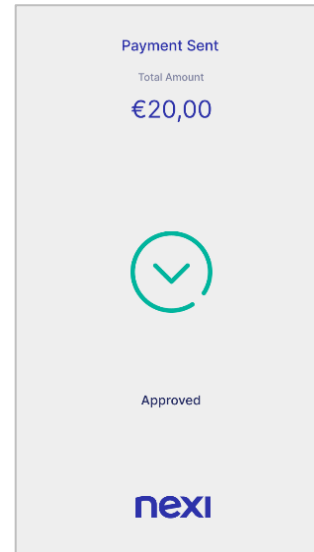
If supported for your company and if the customer's card is in a currency other than €, please **hand the POS to the cardholder** so that they can select the currency of the transaction and press "Continue".

6 PIN



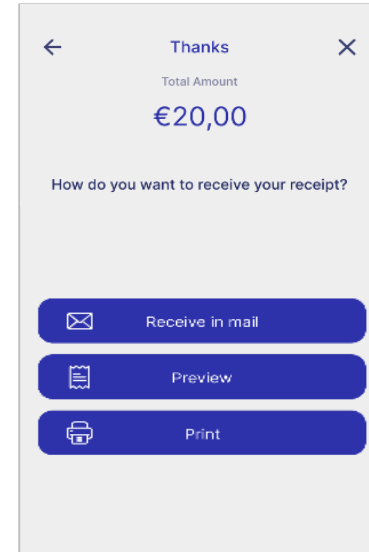
If requested, hand the POS to the customer to enter their PIN. Then press the **green key**.

7 Processing Payment



The payment transaction is approved.

8 Completion & Receipt



Please press:

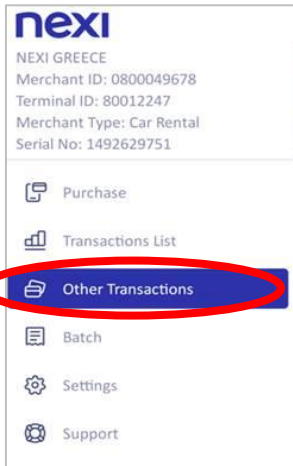
- Receipt to the customer's email address
- Preview on POS
- Print. You can select the printing of customer or merchant receipt or both.

4. MOTO Purchase (Mail – Telephone Order)



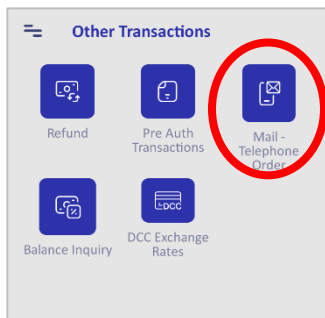
 MOTO is available upon request and is subject to approval.

1 Menu Selection



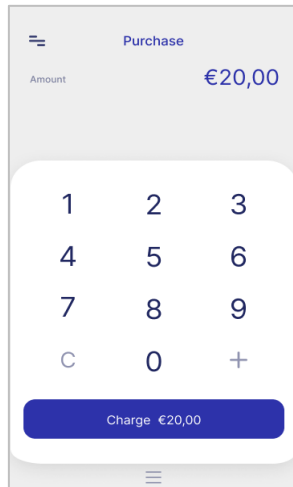
Please select
“Other Transactions”.

2 Select «Mail – Telephone Order»



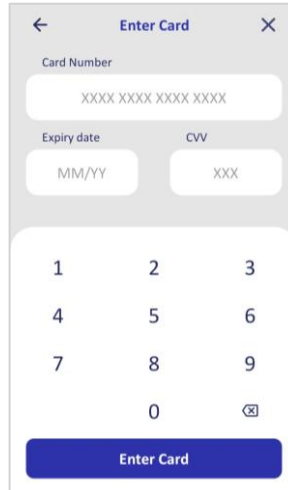
Press
“Mail-Telephone Order”.

3 Enter Amount



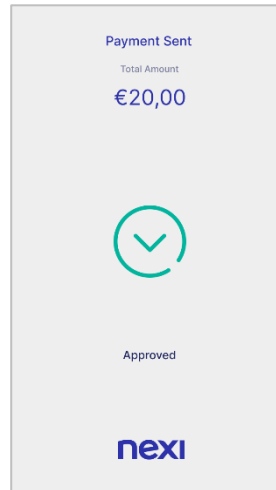
Please enter the
transaction amount
and then click
“Charge”.

4 Enter Card Details



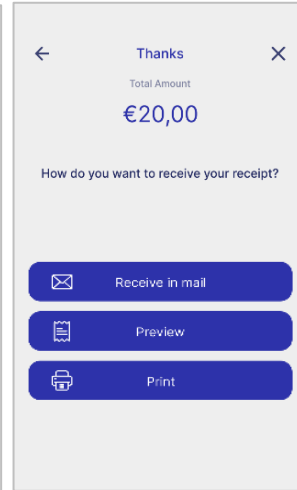
Enter the card
number, expiration
date and 3digit
security code and
press “Enter Card”.

5 Processing Payment



The payment
transaction is
approved.

6 Completion & Receipt



Please press:

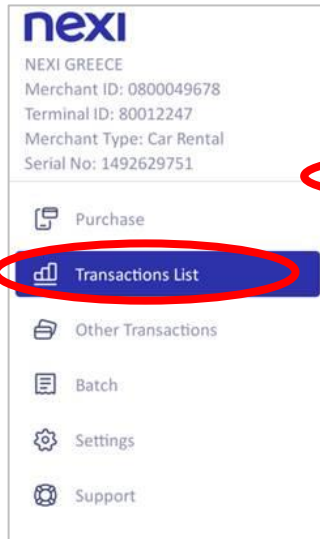
- Receipt to the customer’s email address
- Preview on POS
- Print

5. Transaction Cancellation (Void)

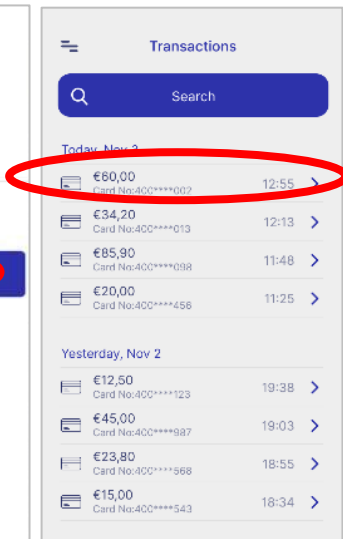
 Only for transactions in the current batch.



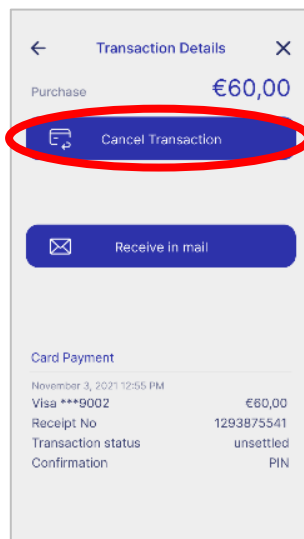
1 Menu Selection



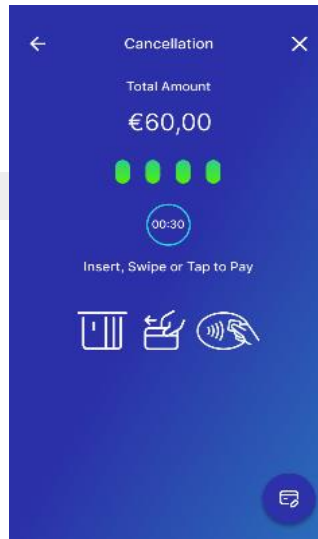
2 Select Transaction



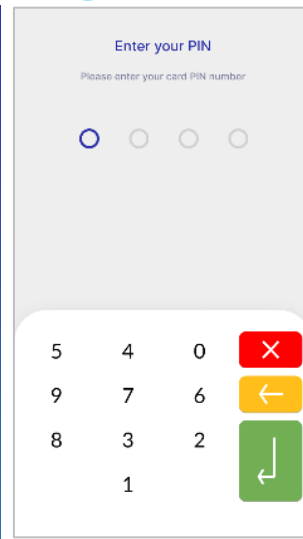
3 Transaction Details



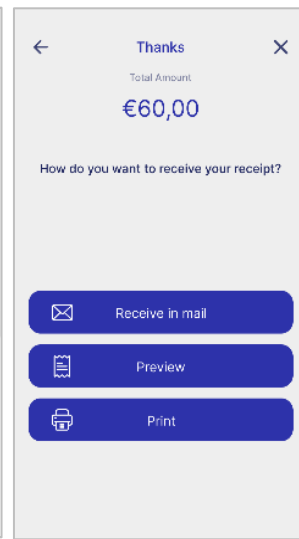
4 Transaction Cancellation



5 PIN



6 Completion & Receipt



Please select "Transactions List".

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

Press "Cancel Transaction".

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.

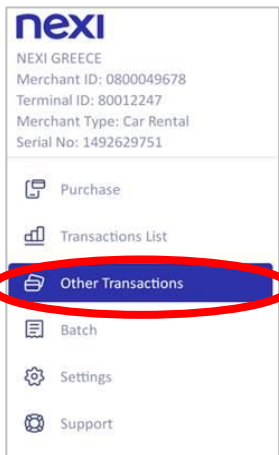
If requested, hand the POS to the customer to enter their PIN. Then press the **green key**.

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

6. Refund

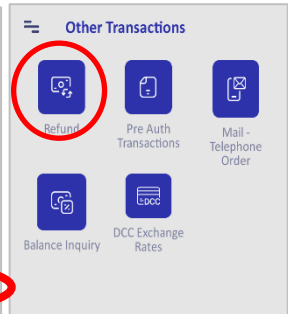


1 Menu Selection



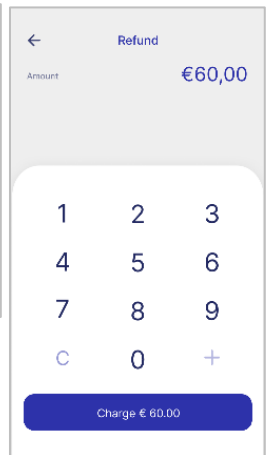
Please select "Other Transactions".

2 Select "Refund"



Press "Refund".

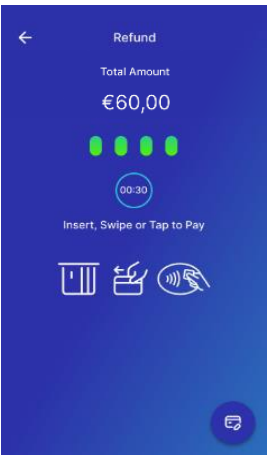
3 Enter Amount



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

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

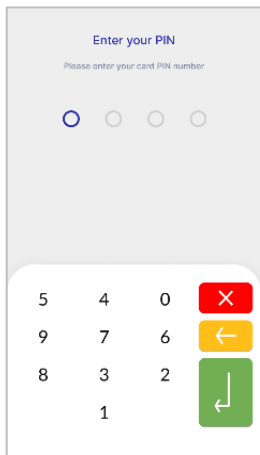
4 Refund



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

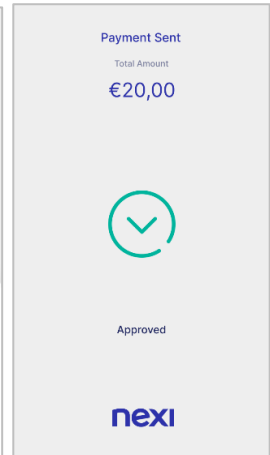
If the customer wishes to pay with a digital wallet, ask them to bring their device closer to the POS.

5 PIN



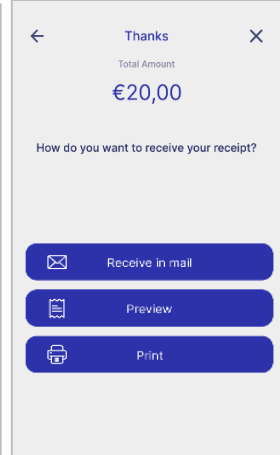
If requested, hand the POS to the customer to enter their PIN. Then press the **green key**.

6 Processing Refund



The refund is approved.

7 Completion & Receipt



Please press:

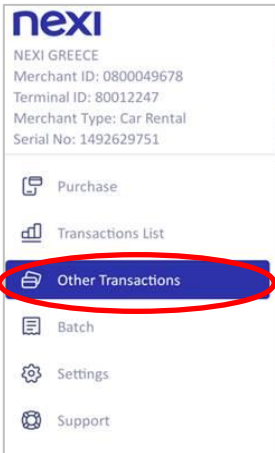
- Receipt to the customer's email address
- Preview on POS
- Print

7. Pre-Authorization



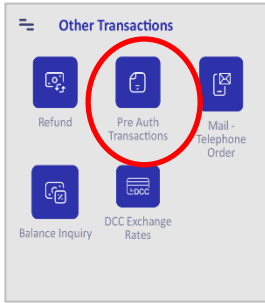
This transaction is available to specific merchant categories (hotels, travel agencies, car rentals etc).

1 Menu Selection



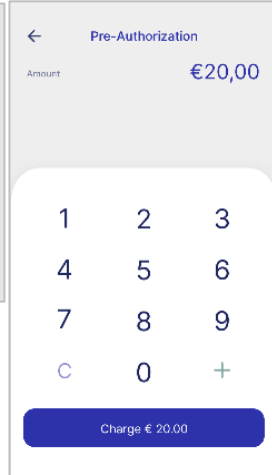
Please select "Other Transactions".

2 Select "Pre-Auth"



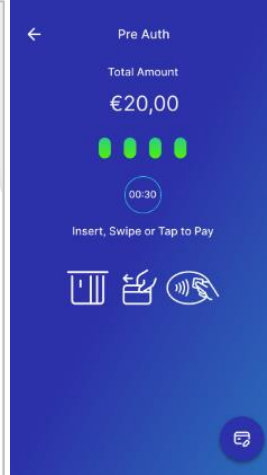
Press "Pre-Auth Transactions". On the next screen press "Pre-Auth".

3 Enter Amount



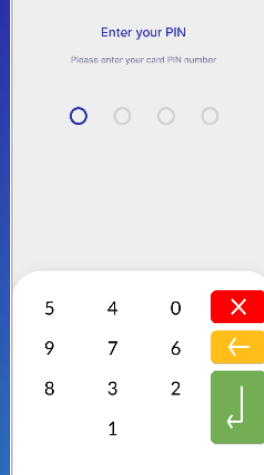
Enter the Pre-Auth amount and then click "Charge".

4 Pre-Auth



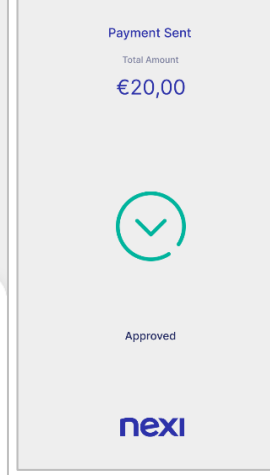
Tap the card over the POS or insert it into the card reader. *If the customer wishes to use a digital wallet, ask them to bring their device closer to the POS.*

5 PIN



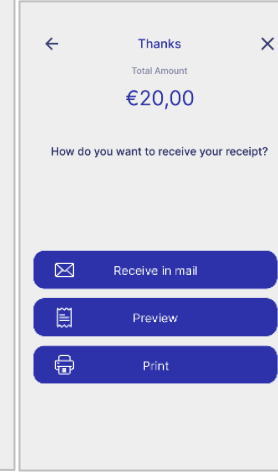
If requested, hand the POS to the customer to enter their PIN. Then press the **green key**.

6 Processing Pre-Auth



The transaction is approved.

7 Completion & Receipt



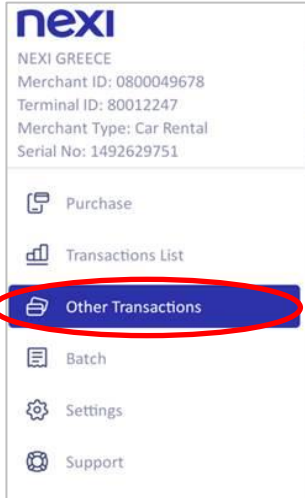
Please press:

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

8. Pre-Authorization Completion

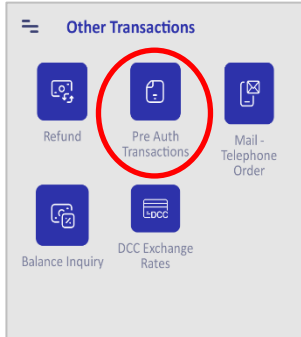


1 Menu Selection



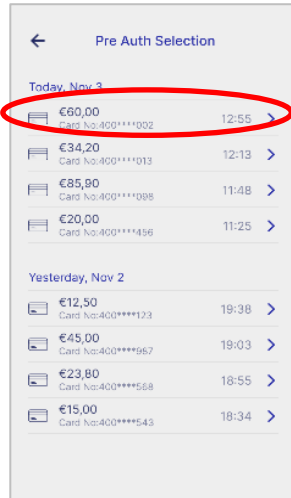
Please select "Other Transactions".

2 Select "Pre-Auth"



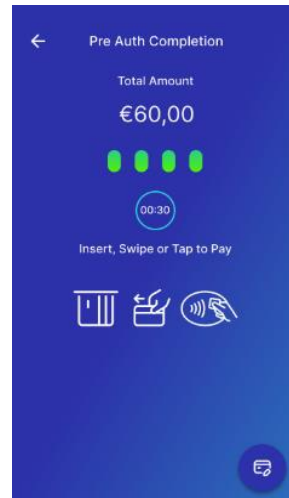
Press "Pre-Auth Transactions".
On the next screen, press "Pre-Auth Completion".

3 Select Transaction



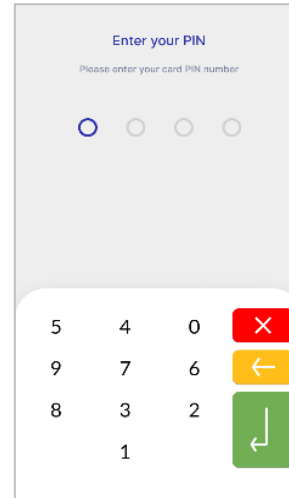
- Select the transaction you want from the list
- Click on > to view the "Transaction Details" and proceed with the completion.

4 Pre-Auth Completion



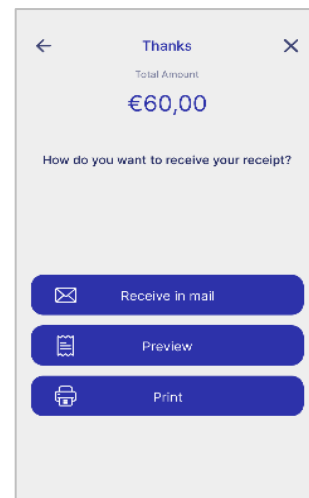
Tap the card over the POS or insert it into the card reader.
If the customer wishes to use a digital wallet, ask them to bring their device closer to the POS.

5 PIN



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

6 Completion & Receipt

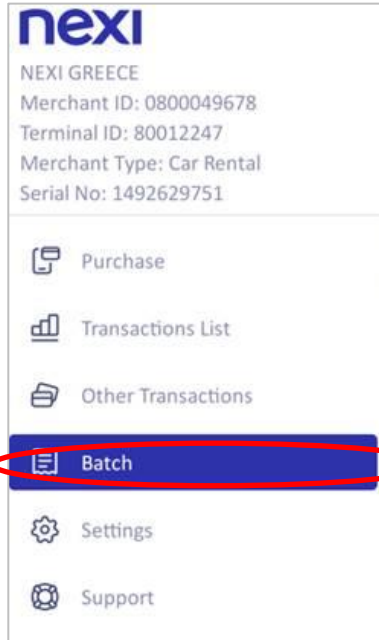


- Please press:
- Receipt to the customer's email address
 - Preview on POS
 - Print

9. Preview Open Batch

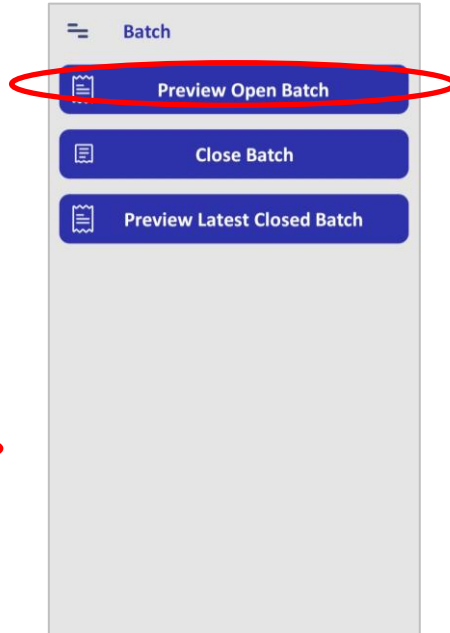


1 Menu Selection



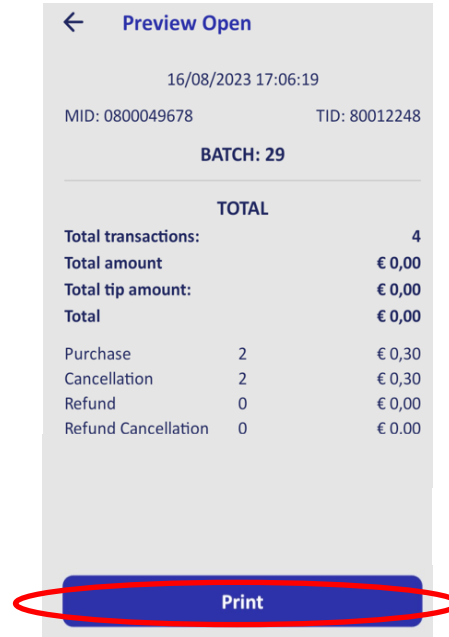
Please select
"Batch".

2 Select "Preview Open Batch"



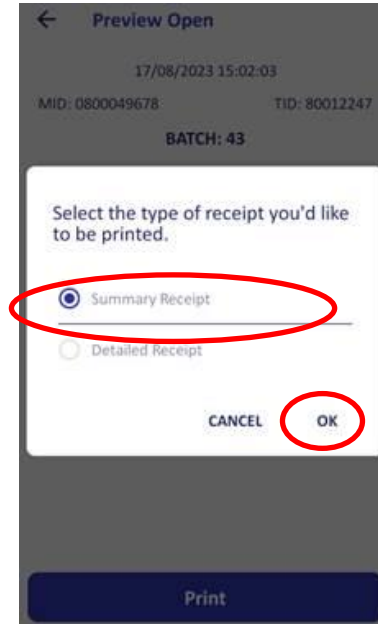
Press
"Preview Open Batch".

3 Preview Open Batch



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

4 Print



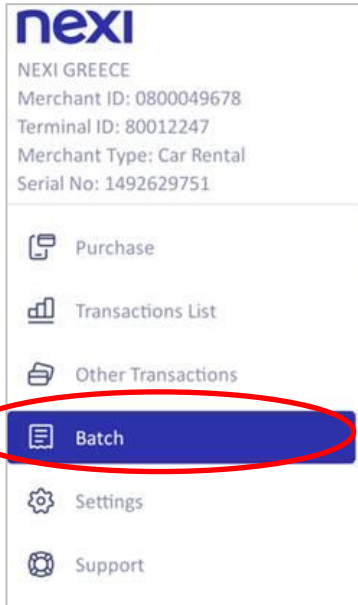
Select "Summary" or
"Detailed" Receipt and
press "OK".

10. Close Batch



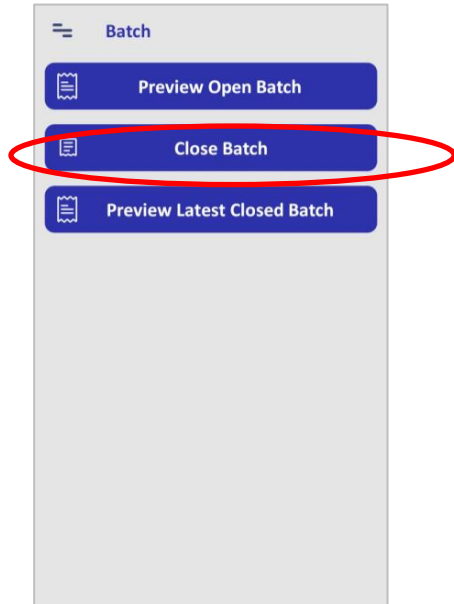
 It is recommended to run daily, if transactions are made.

1 Menu Selection



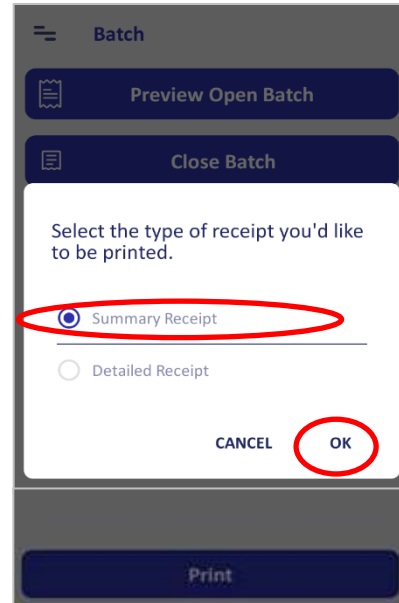
Select "Batch".

2 Select "Close Batch"



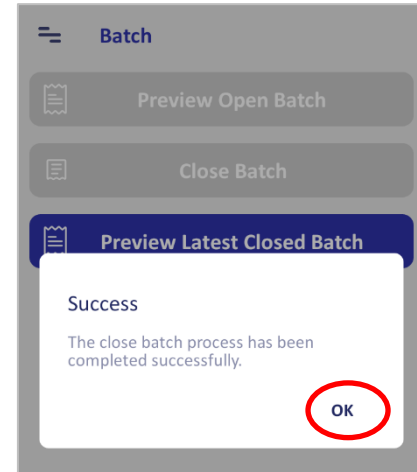
Press "Close Batch".

3 Select Type of Receipt



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

4 Successful Batch Close

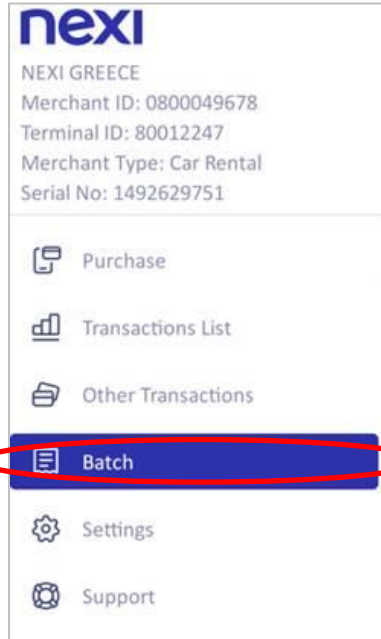


Press "OK".
The batch is closed.

11. Preview Latest Closed Batch

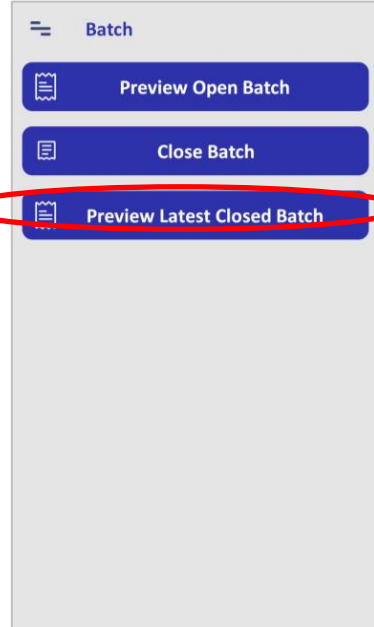


1 Menu Selection



Please select
"Batch".

2 Select "Preview Latest Closed Batch"



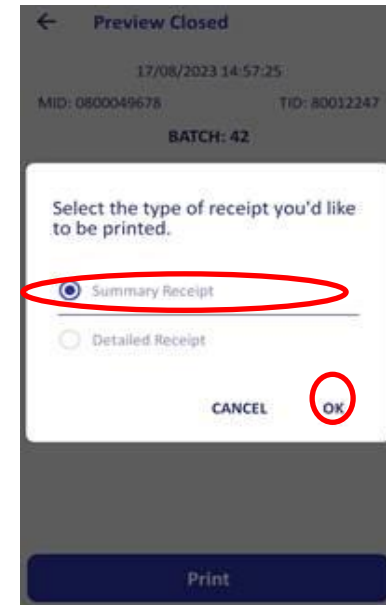
Press
"Preview Latest Closed Batch".

3 Preview Latest Closed Batch



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

4 Printing

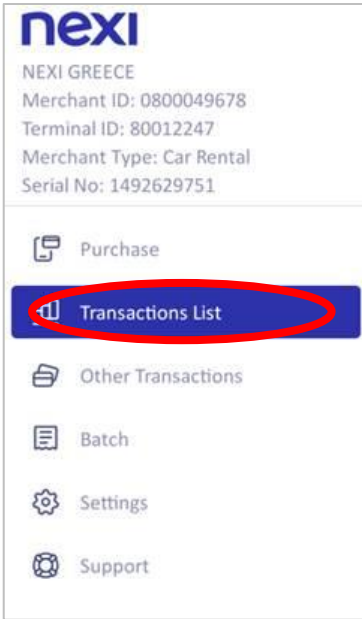


Select "Summary" or
"Detailed" Receipt and
press "OK".

12. Transaction Re-Print

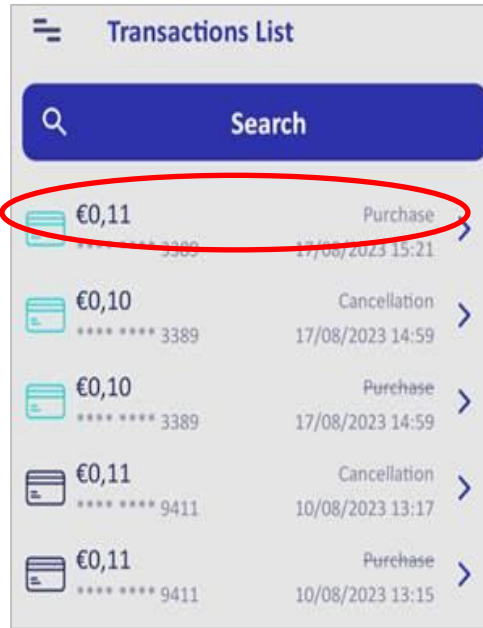


1 Menu Selection



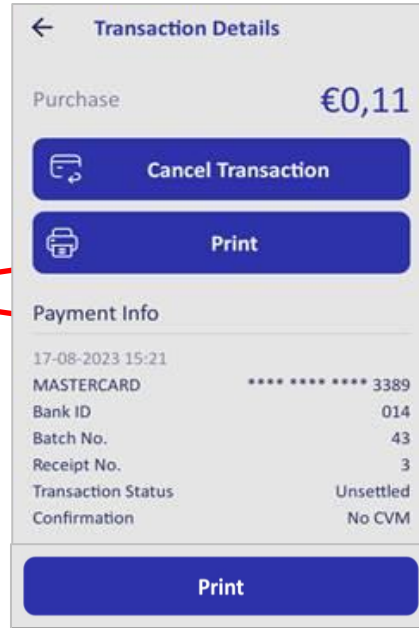
Please select "Transactions List".

2 Select Transaction



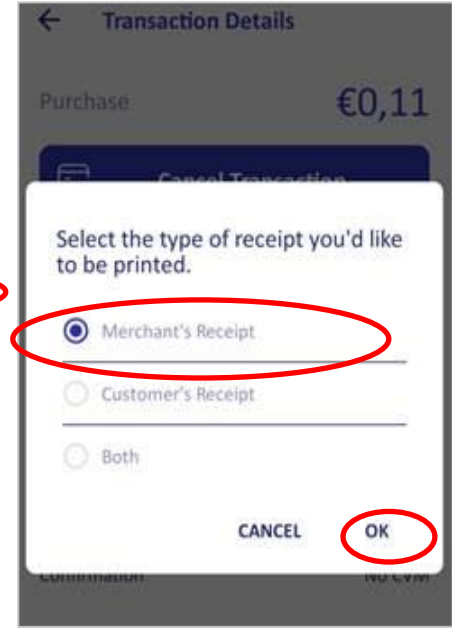
Select the transaction you want to re-print.

3 Select "Print"















Press "Print".

4 Print



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

TRANSACTION TYPE	TRANSACTION FLOW					
 <p>PURCHASE</p>	<p>1 SELECT "PAY" FROM THE MENU</p>	<p>2 ENTER THE AMOUNT AND PRESS "CHARGE"</p>	<p>3 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)</p>	<p>4 ENTER PIN (IF REQUESTED)</p>	<p>5 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)</p>	
 <p>PURCHASE WITH INSTALLMENTS UPON AVAILABILITY</p>	<p>1 SELECT "PAY" FROM THE MENU</p>	<p>2 ENTER THE AMOUNT AND PRESS "CHARGE"</p>	<p>3 ENTER NUMBER OF INSTALLMENTS OR "0"</p>	<p>4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)</p>	<p>5 ENTER PIN (IF REQUESTED)</p>	<p>6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)</p>
 <p>PURCHASE WITH TIP UPON AVAILABILITY</p>	<p>1 SELECT "PAY" FROM THE MENU</p>	<p>2 ENTER THE AMOUNT AND PRESS "CHARGE"</p>	<p>3 ENTER TIP AMOUNT (FROM SELECTION) OR "NO TIP" OPTION</p>	<p>4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)</p>	<p>5 ENTER PIN (IF REQUESTED)</p>	<p>6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)</p>
 <p>VOID ONLY FOR TRANSACTIONS IN THE CURRENT BATCH</p>	<p>1 SELECT "TRANSACTION LIST" FROM THE MENU</p>	<p>2 SELECT THE TRANSACTION YOU WANT TO CANCEL . PRESS THE SYMBOL ">" TO VIEW THE TRANSACTION DETAILS AND CANCEL IT.</p>	<p>3 PRESS "CANCEL TRANSACTION"</p>	<p>4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)</p>	<p>5 ENTER PIN (IF REQUESTED)</p>	<p>6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)</p>
 <p>REFUND</p>	<p>1 SELECT "OTHER TRANSACTIONS" FROM THE MENU</p>	<p>2 PRESS "REFUND"</p>	<p>3 ENTER REFUND AMOUNT <i>IF SUPPORTED INSTALLMENTS AND/OR DCC THE RELEVANT MENU WILL FOLLOW.</i></p>	<p>4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)</p>	<p>5 ENTER PIN (IF REQUESTED)</p>	<p>6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)</p>
 <p>CLOSE BATCH IT IS RECOMMENDED TO RUN DAILY, IF TRANSACTIONS ARE MADE</p>	<p>1 SELECT "BATCH" FROM THE MENU</p>	<p>2 PRESS "CLOSE BATCH"</p>	<p>3 PRESS "SUMMARY" OR "DETAILED" RECEIPT AND PRESS "OK".</p>	<p>4 CLOSE BATCH IS COMPLETED AND RECEIPT IS PRINTED (SUMMARY OR DETAILED AS SELECTED IN STEP 3).</p>		

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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