# REVO
# SoftPOS manual

If you have any further questions, please contact the Acceptance
Service Centre
by phone +420 225 092 280
or via email coa@revopayments.cz.

# 1 Initial application settings

## 1.1 Download REVO SoftPOS to your phone

Open the Google Play Store and type "REVO SoftPOS." Click the install button and download the app to your device. You will now see the app icon on your smart device.
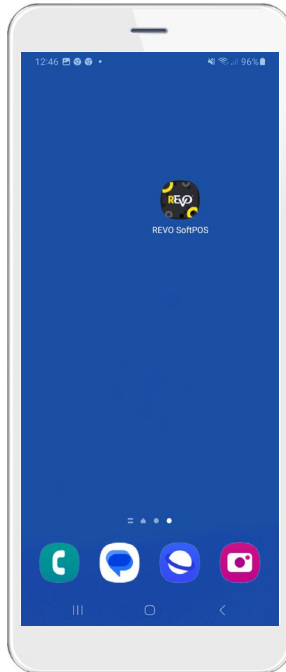
## 1.2   Welcome screens in the app

When you open the app, you will see a welcome screen. After reading them, swipe left until the third and final screen appears. You can now continue by clicking on the "Get Started" button.
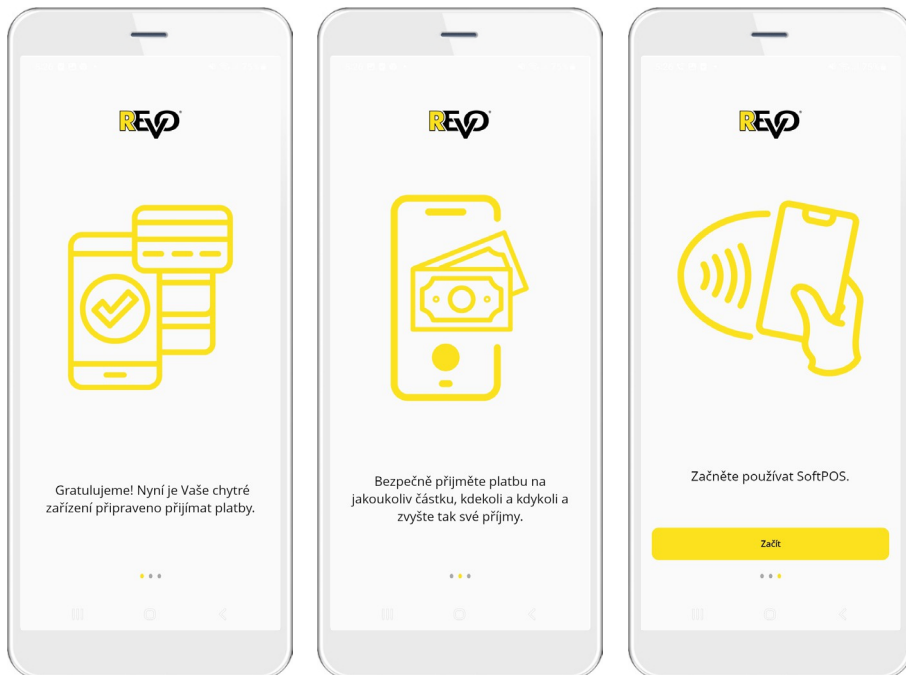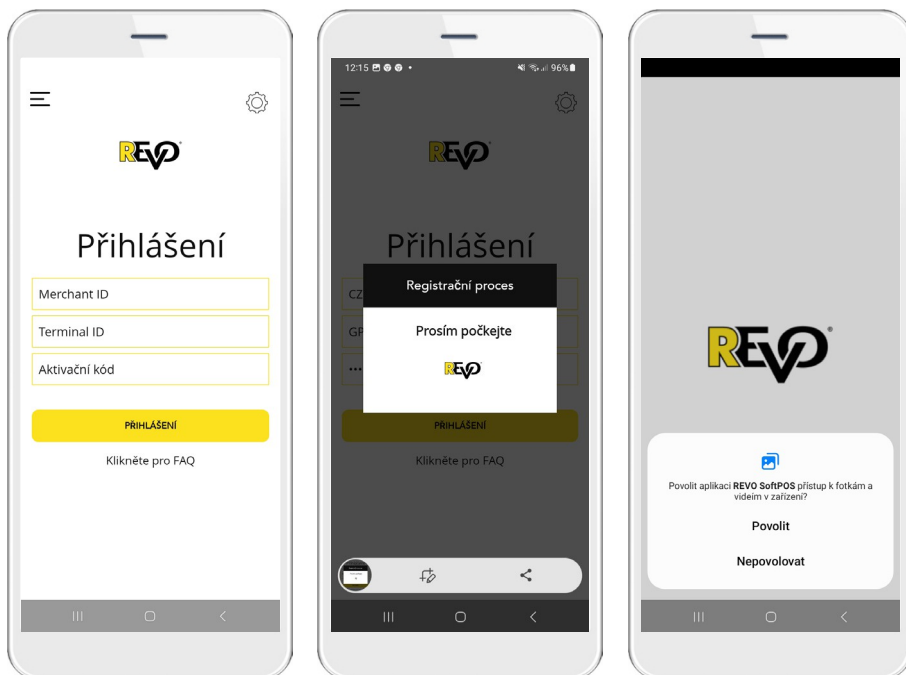
## 1.3 Registration

Your service provider (REVO) will provide you with three login codes via email. You only enter these codes when you initially activate the app or if you lose your device and want to activate another one instead.

- Merchant ID (15 digits)

- Terminal ID (8 digits)

- Activation code

On the login screen, enter your login details one by one: Merchant ID, Terminal ID and Activation Code. Then press the "LOGIN" button.

You will also find a "Frequently Asked Questions" button on the login screen. You can review these to check a list of questions and answers to help you get started using the app.



Wait for the application to process your registration. A pop-up window will appear on the screen asking you to allow the app to access photos, videos, music and sounds on your phone. This permission is requested so that the app can share the receipt with the cardholder (your customer).
Pressing the "Enable" button will take you to the Sales screen.

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## 1.4   Position of the NFC antenna

The location of the NFC antenna (where you insert the customer's card/device to accept payments) on Android devices varies by make and model, but is usually located in the top half on the back of the phone. To find out exactly where the antenna is located, click on the "Where is the NFC antenna" feature found in the main menu by clicking on the cogwheel in the top right corner.
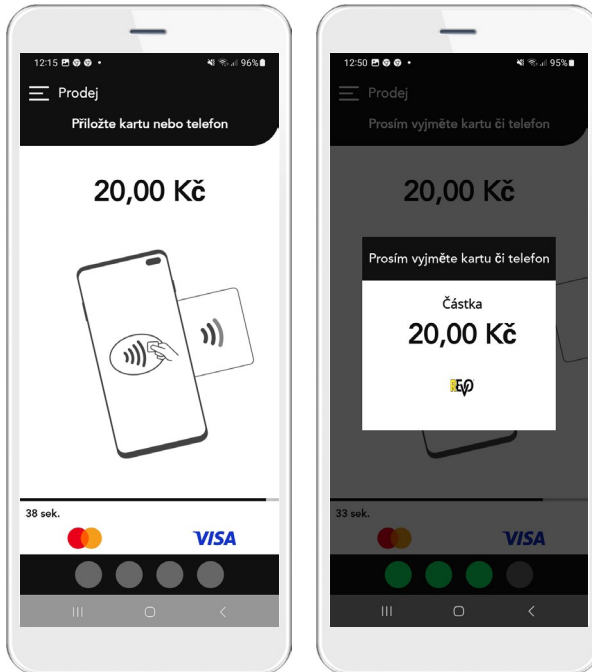


Ask the cardholder to remove the card when the message "remove card or phone" appears on the screen. Now wait for the transaction to process until "Approved" appears, indicating that the transaction is complete.

# 2 Making the first sales transaction

## 2.1 Entering the sale amount

Use the keypad to enter the amount of the sale in the field. When entering it, keep in mind that the amount contains two decimal points at the end. Once you have entered the sales amount, press OK to continue with the payment.
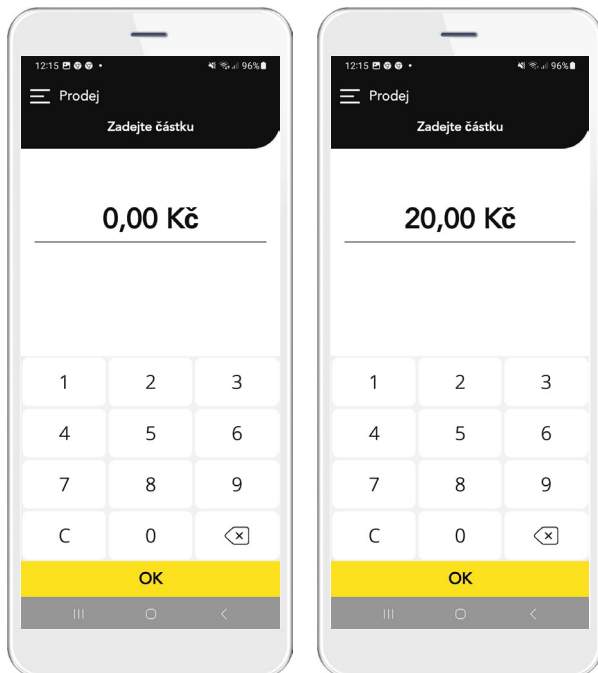
## 2.2   Transaction authorisation by entering PIN

In the case of a higher amount of Sale transaction and exceptionally in other cases, the application will request the cardholder to enter a PIN to authorise the transaction.
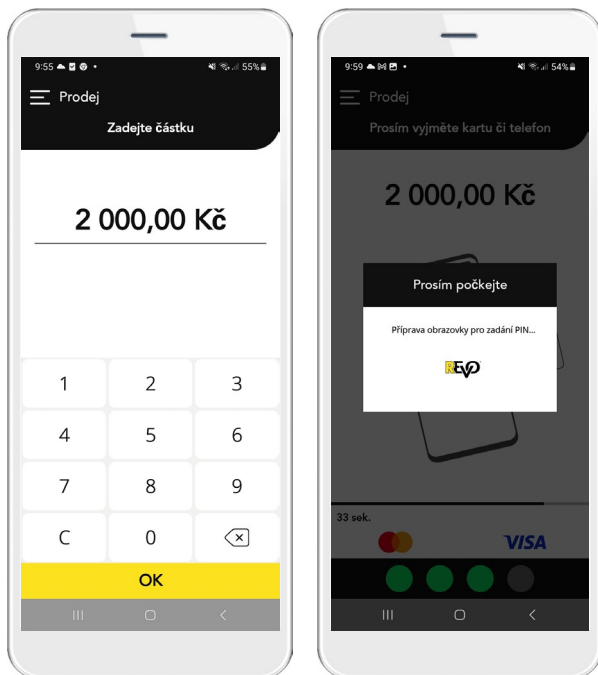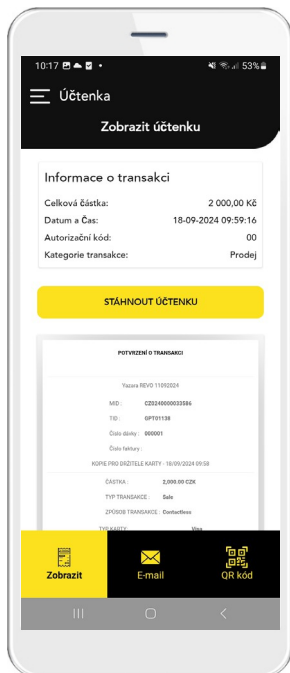
In this case, a movable numeric keypad will appear on the screen for entering the PIN. The cardholder enters the PIN and presses the "Confirm" button to verify the transaction.
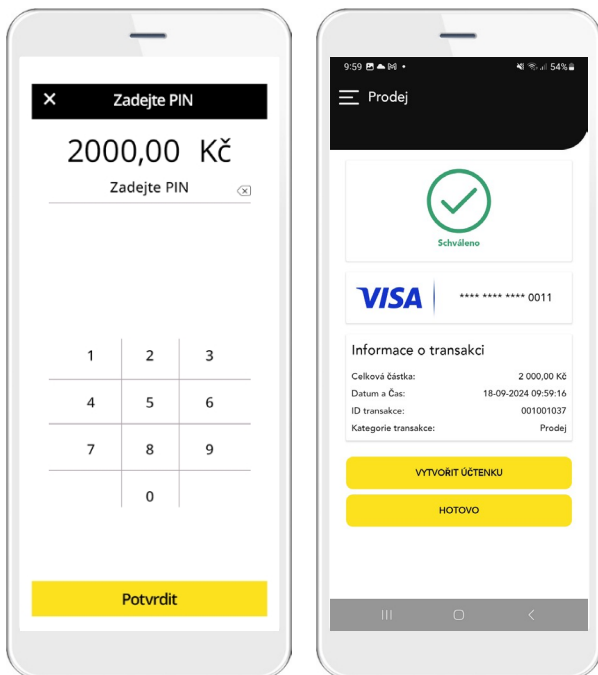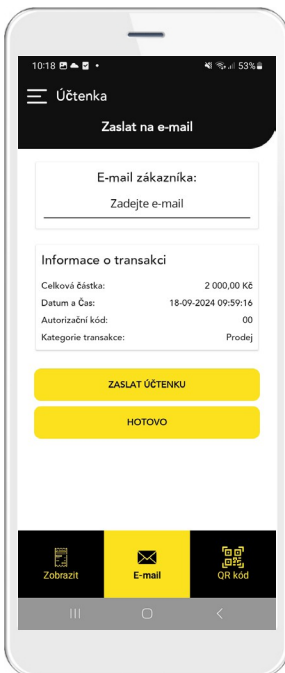
## 2.3 Create and share a receipt

When the transaction is complete, press the "Create Receipt" button. There are various ways you can share the sales transaction receipt with the cardholder.
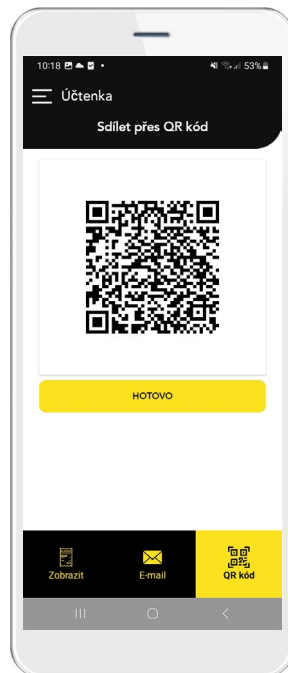


**Screenshot**

The receipt will appear on the new screen with the relevant details. You can now show the receipt to the customer
or take a screenshot and share it.

**E-mail**

If you want to send the receipt by email, enter the customer's email address in the corresponding field on the new
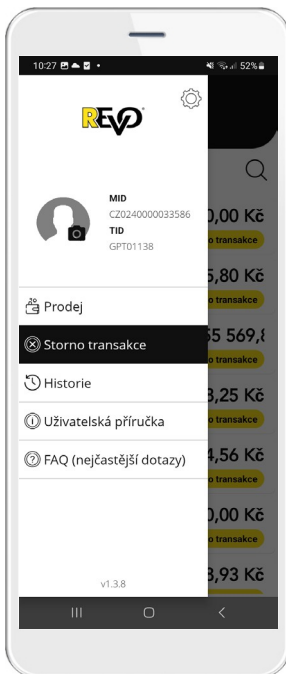screen and click "Send receipt".

**QR code**

The customer can read the QR code on a new screen to view t h e    details of the receipt.

# 3    Introducing the main menu

In the main menu, you will find various functions of the application. We have already introduced the "Sell" function, now we will continue with the "Cancel Transaction" function.

## 3.1 Cancellation of transaction

A cancellation transaction is a refund back to the customer's card that can be completed if less than 14 days have passed since the date of the transaction.

Press the "Cancel Transaction" button in the menu on the main screen. On the Transaction Cancellation screen, select the transaction you want to cancel from the list. You can perform a search at the top of the screen by entering information about the transaction, such as the last 4 digits of the customer's card. Wait until you see the Approved sign, which indicates that the Transaction Cancellation process is complete.
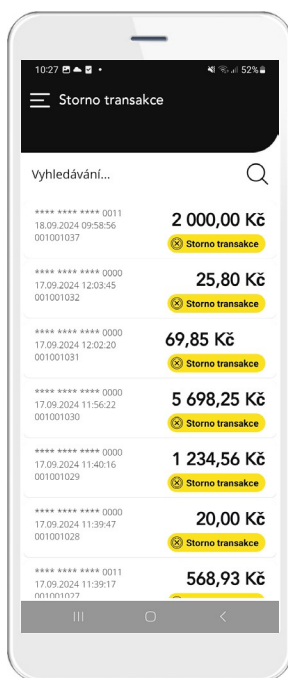
## 3.2 History

To view all your previous transactions, press the History button on the main menu. Here you will find details of your transactions such as:

- Card number

- Date and time of transaction

- Transaction amount

- Transaction type: sale, cancellation

- Transaction Status: Approved/Rejected, Cancelled

- Confirmation of transaction

At the top of the screen, you can search for a transaction by entering information about the transaction, such as the last 4 digits of the customer's card.
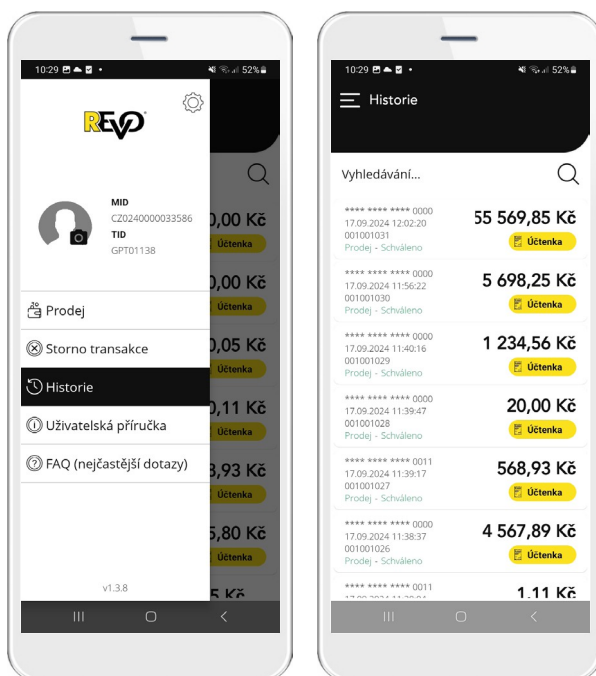
## 3.3　User manual

In the section called "User Guide" you will find a quick and easy set of instructions on how to start using the application.
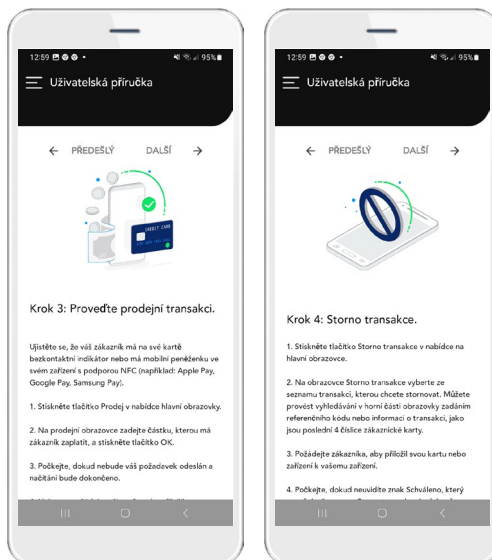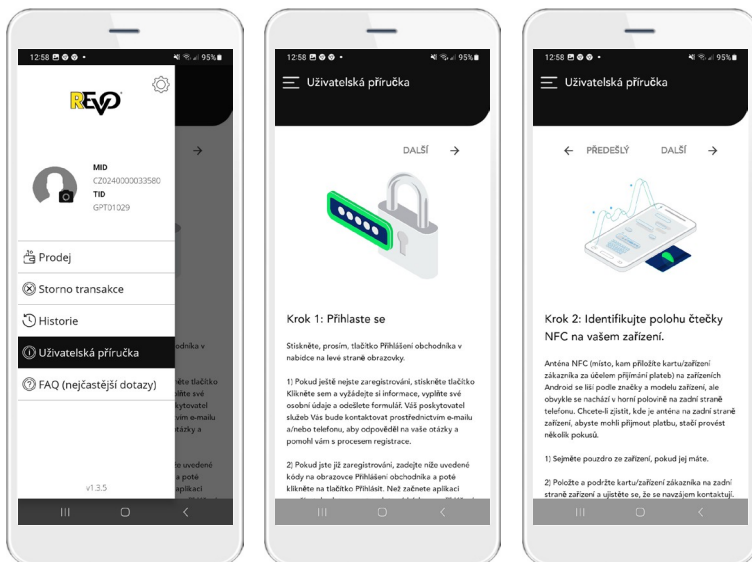
## 3.4    Frequently Asked Questions

In the section called "Frequently Asked Questions" you will find the most common questions from users, which will help you if you notice similar errors or have similar questions.