

iTerminal Guide

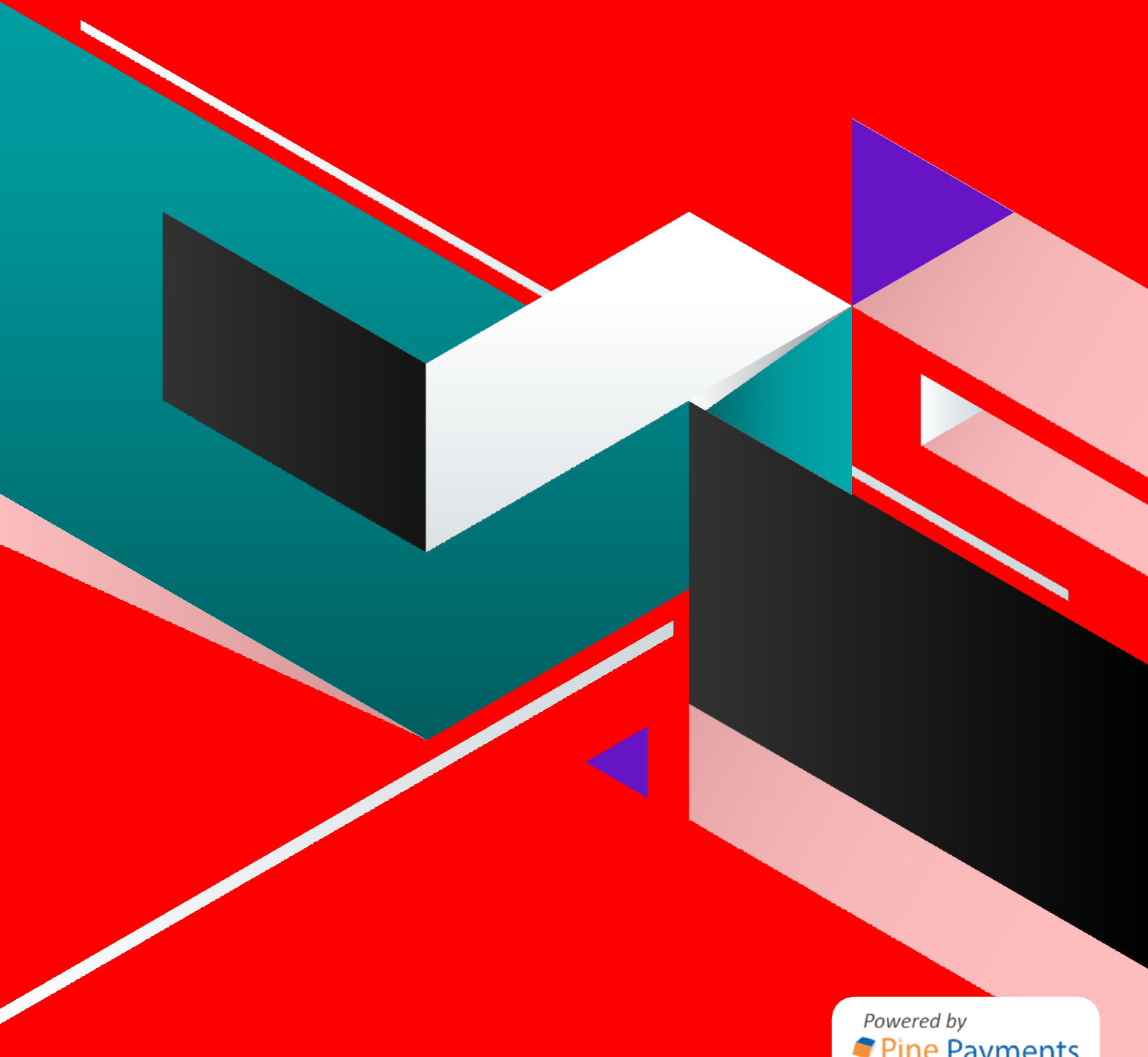


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TRANSACTION PROCEDURE

Activation

01

1. RUN APPLICATION
2. SET CONNECTION
3. **ACTIVATE**
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Activate** option.

02

Activating
Connected...

Communicating with **Pine Server**.

03

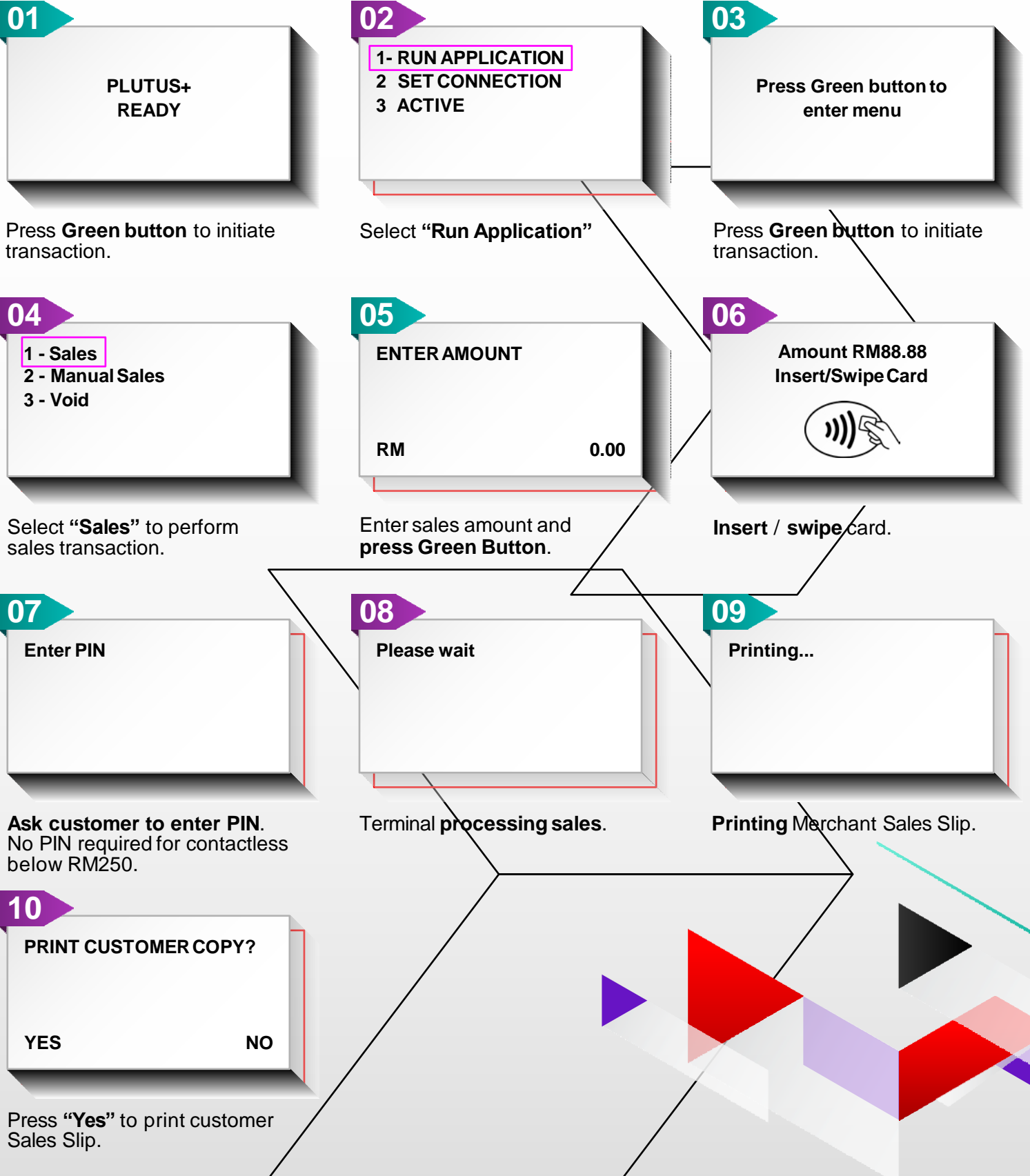
Terminal Activated

Successfully Connected.

NOTE : For any New Terminal Software Update, Post Batch Settlement Terminal will start downloading new software and parameters. Please wait till the update is completed and terminal screen returns to Home Page. Refer Terminal screen for more information.

TRANSACTION PROCEDURE

Sales



TRANSACTION PROCEDURE

VOID

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and downs key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. Reprint
4. Last TXN Status

Select **Void** and Press **Green Button**.

03

ENTER TXN ID:

Cashier to enter the **TXN ID** to be **Voided** and Press **Green Button**.

04

ENTER AMOUNT

RM

0.00

Cashier to **enter the Amount** and Press **Green Button**.

05

Going Online
CONNECTED...

Communicating with Host for **Processing**.

06

Printing...

Printing. Tear Receipt and Return Card to Customer

TRANSACTION PROCEDURE

Settlement

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Settle Batch** option.

02

Enter Merchant PIN:
XXXXXX

Enter **123456**.

03

Going Online
CONNECTED...

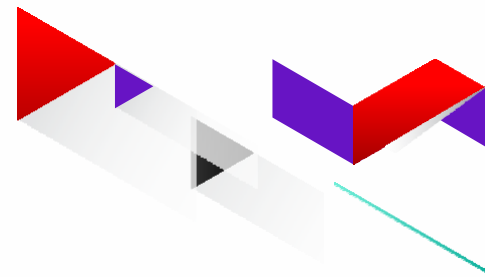
Communicating with Host for
Processing.

04

Printing...

Settlement Receipt printed.

TRANSACTION PROCEDURE



Reprint - Last Transaction

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. Reprint
4. Last TXN Status

Select **Reprint** and Press **Green Button**.

03

1. Last Transaction
2. Any Transaction

Select **Last Transaction** and Press **Green Button**.

04

Printing...

Last Transaction Receipt will be Printed. It will print only those Chargeslips which are **not settled**.

TRANSACTION PROCEDURE

Reprint - Past Transaction

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. Reprint
4. Last TXN Status

Select **Reprint** and Press **Green Button**.

03

1. Last Transaction
2. Any Transaction

Select **Any Transaction** and Press **Green Button**.

04

Enter TXNID:
XXXXXX

Enter **TXN ID** which need to be **Print**. It will print only those Chargeslips which are **not settled**.

05

Printing...

Chargeslip will print in reference to the **TXN ID**.

TRANSACTION PROCEDURE

Plutus Report - Current Batch Summary

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and downs key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. Reprint
4. Plutus Report

Select **Plutus Report** and Press **Green Button**.

03

1. Curr. Batch Summary
2. Last Batch Summary
3. Batch Detail Report

Select **Curr. Batch Summary** and Press **Green Button**.

04

Going Online
CONNECTED...

Communicating with Host for **Processing**.

05

Printing...

Printing. Tear Curr. Batch Summary for Reconciliation **Prior Settlement.**

TRANSACTION PROCEDURE

Plutus Report - Last Batch Summary

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. Reprint
4. Plutus Report

Select **Plutus Report** and Press **Green Button**.

03

1. Curr. Batch Summary
2. Last Batch Summary
3. Batch Detail Report

Select **Last Batch Summary** and Press **Green Button**.

04

Going Online
CONNECTED...

Communicating with Host for Processing.

05

Printing...

Printing. Tear Last Batch summary for Reconciliation
Last Settlement.

TRANSACTION PROCEDURE

Plutus Report - Batch Detail Report

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. Reprint
4. Plutus Report

Select **Plutus Report** and Press **Green Button**.

03

1. Curr. Batch Summary
2. Last Batch Summary
3. Batch Detail Report

Select **Batch Detail Report** and Press **Green Button**.

04

Going Online
CONNECTED...

Communicating with Host for **Processing**.

05

Printing...

Printing. Tear Batch Detail Report for Reconciliation **Batch Report**.

TRANSACTION PROCEDURE

Last Transaction Status - Last TXN Status

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. Reprint
4. Last TXN Status

Select **Last TXN Status** and Press **Green Button**.

03

Printing...

Last Transaction Receipt will be **Printed**.

QR TRANSACTION

Sales

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. TXN Inquiry
3. QR Void
4. Batch Reports
5. Reprint

Cashier need to Select **QR Sale** and Press **Green Button**.

04

ENTER AMOUNT

RM 100.00

Enter Amount and Press **Green Button**.

05

1. Duitnow QR
2. Alipay QR
3. TnGQR

Select **Duitnow QR** and Press **Green Button**.

06

HEADER SYNC



FOOTER SYNC

Scan QR Code.

07

Going Online

CONNECTED...

Going Online. **CONNECTED..**

08

Printing...

Printing. Tear Receipt.

QR TRANSACTION

VOID

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. TXN Inquiry
3. QR Void
4. Batch Reports
5. Reprint

Cashier need to Select **QR Void** and Press **Green Button**.

04

ENTER TXN ID :

Enter **TXN ID** and Press **Green Button**.

05

ENTER AMOUNT

RM 100.00

Enter **Amount** and Press **Green Button**.

06

Going Online

CONNECTED...

Going Online. **CONNECTED..**

07

Printing...

Printing. Tear Receipt.

QR TRANSACTION

Reprint - Last Transaction

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. TXN Inquiry
3. QR Void
4. Batch Reports
5. Reprint

Cashier Need to **Select Reprint** and Press **Green Button**.

04

1. Last Transaction
2. Any Transaction

Select **Last Transaction** and Press **Green Button**.

05

Printing...

Printing. Tear Receipt.

QR TRANSACTION

Reprint - Past Transaction

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. TXN Inquiry
3. QR Void
4. Batch Reports
5. Reprint

Cashier Need to **Select Reprint** and Press **Green Button**.

04

1. Last Transaction
2. Any Transaction

Select **Any Transaction** and Press **Green Button**.

05

ENTER TXN ID :
XXXXXX

Enter **TXNID** which has been **PRINT** in chargeslip. It will print only those Chargeslips which are **NOT SETTLED**. Press **Green Button**.

06

Printing....

Chargeslip will print in reference to the **TXN ID**.

QR TRANSACTION

Transaction Inquiry - Last Transaction

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. TXN Inquiry
3. QR Void
4. Batch Reports
5. Reprint

Cashier Need to **Select TXN Inquiry** and Press **Green Button**.

04

1. Last Transaction
2. Any Transaction

Select **Last Transaction** and Press **Green Button**.

05

Printing....

Chargeslip will print.

QR TRANSACTION

Transaction Inquiry - Past Transaction

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. TXN Inquiry
3. QR Void
4. Batch Reports
5. Reprint

Cashier Need to **Select TXN Inquiry** and Press **Green Button**.

04

1. Last Transaction
2. Any Transaction

Select **Any Transaction** and Press **Green Button**.

05

ENTER TXN ID :
XXXXXX

Enter **HOST TXN ID** which has been **PRINT** in QR Slip. It will print only those Chargeslips which are **NOT SETTLED**. Press **Green Button**.

06

Printing....

Chargeslip will print in reference to the **HOST TXN ID**.

QR TRANSACTION

Plutus Report - Current Batch Summary

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and downs key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. TXN Inquiry
3. QR Void
4. Batch Reports
5. Reprint

Select **Batch Report** and Press **Green Button**.

04

1. Curr. Batch Summary
2. Last Batch Summary
3. Batch Detail Report

Select **Curr. Batch Summary** and Press **Green Button**.

05

Going Online
CONNECTED...

Communicating with Host for **Processing**.

06

Printing...

Printing. Tear Curr. Batch Summary for Reconciliation **Prior Settlement**.

QR TRANSACTION

Plutus Report - Last Batch Summary

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and downs key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. TXN Inquiry
3. QR Void
4. Batch Reports
5. Reprint

Select **Batch Report** and Press **Green Button**.

04

1. Curr. Batch Summary
2. Last Batch Summary
3. Batch Detail Report

Select **Last Batch Summary** and Press **Green Button**.

05

Going Online
CONNECTED...

Communicating with Host for Processing.

06

Printing...

Printing. Tear Last Batch Summary for Reconciliation Last Settlement.

QR TRANSACTION

Plutus Report - Batch Detail Report

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. TXN Inquiry
3. QR Void
4. Batch Reports
5. Reprint

Select **Batch Report** and Press **Green Button**.

04

1. Curr. Batch Summary
2. Last Batch Summary
3. Batch Detail Report

Select **Last Batch Summary** and Press **Green Button**.

05

Going Online
CONNECTED...

Communicating with Host for **Processing**.

06

Printing...

Printing. Tear Curr. Batch Summary for Reconciliation **Prior Settlement**.

QR TRANSACTION

QR PREAUTH

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. QR PreAuth
3. QR Sale Complete
4. QR Refund
5. TXN Inquiry

Select **QR Preauth** and Press **Green Button**.

04

ENTER AMOUNT

RM

100.00

Enter Amount and Press **Green Button**.

05

HEADER SYNC



FOOTER SYNC

Scan QR Code.

06

Going Online
CONNECTED...

Communicating with Host for Processing.

07

Printing...

Printing. Tear Receipt.

QR TRANSACTION

QR SALE COMPLETE

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. QR PreAuth
3. QR Sale Complete
4. QR Refund
5. TXN Inquiry

Select **QR Sale Complete** and Press **Green Button**.

04

ENTER TXN ID :

Cashier **Enter TXN ID** to which need to be Completed and Press **Green Button**.

05

ENTER AMOUNT

RM 100.00

Enter **Amount** and Press **Green Button**.

06

Going Online
CONNECTED...

Communicating with Host for **Processing**.

07

Printing...

Printing. Tear Receipt.

QR TRANSACTION

QR REFUND

01

1. RUN APPLICATION
2. SET CONNECTION
3. ACTIVATE
4. SETTLE BATCH

Press up and down key and Press **Green Button** to select the **Run Application** option.

02

1. Sale
2. Void
3. QR
4. Last TXN status

Select **QR** and Press **Green Button**.

03

1. QR Sale
2. QR PreAuth
3. QR Sale Complete
4. QR Refund
5. TXN Inquiry

Select **QR Refund** and Press **Green Button**.

05

ENTER AMOUNT

RM

100.00

Enter **Amount** and Press **Green Button**.

04

ENTER TXN ID :

Enter **TXNID** and Press **Green Button**.

06

Going Online
CONNECTED...

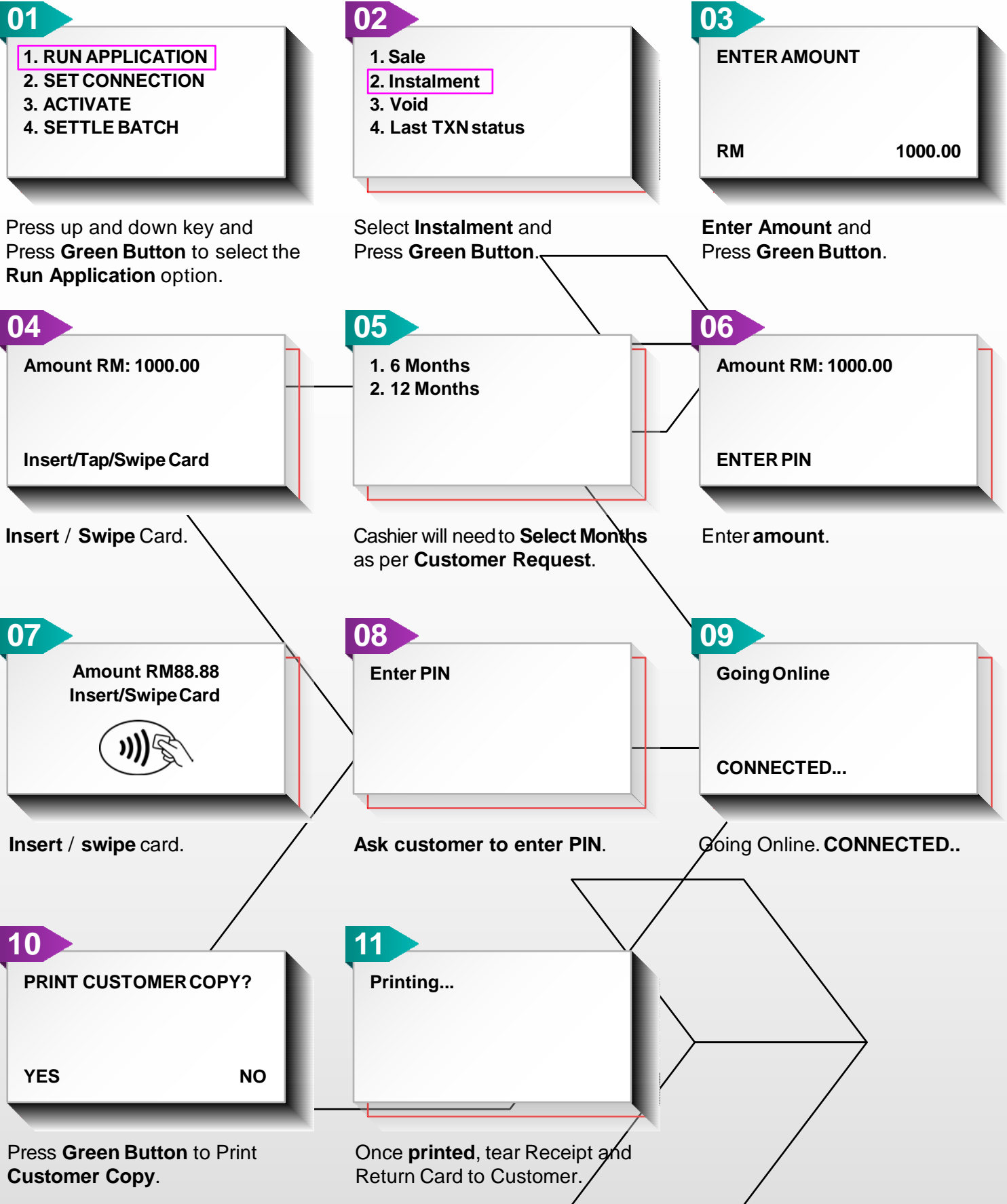
Communicating with Host for Processing.

07

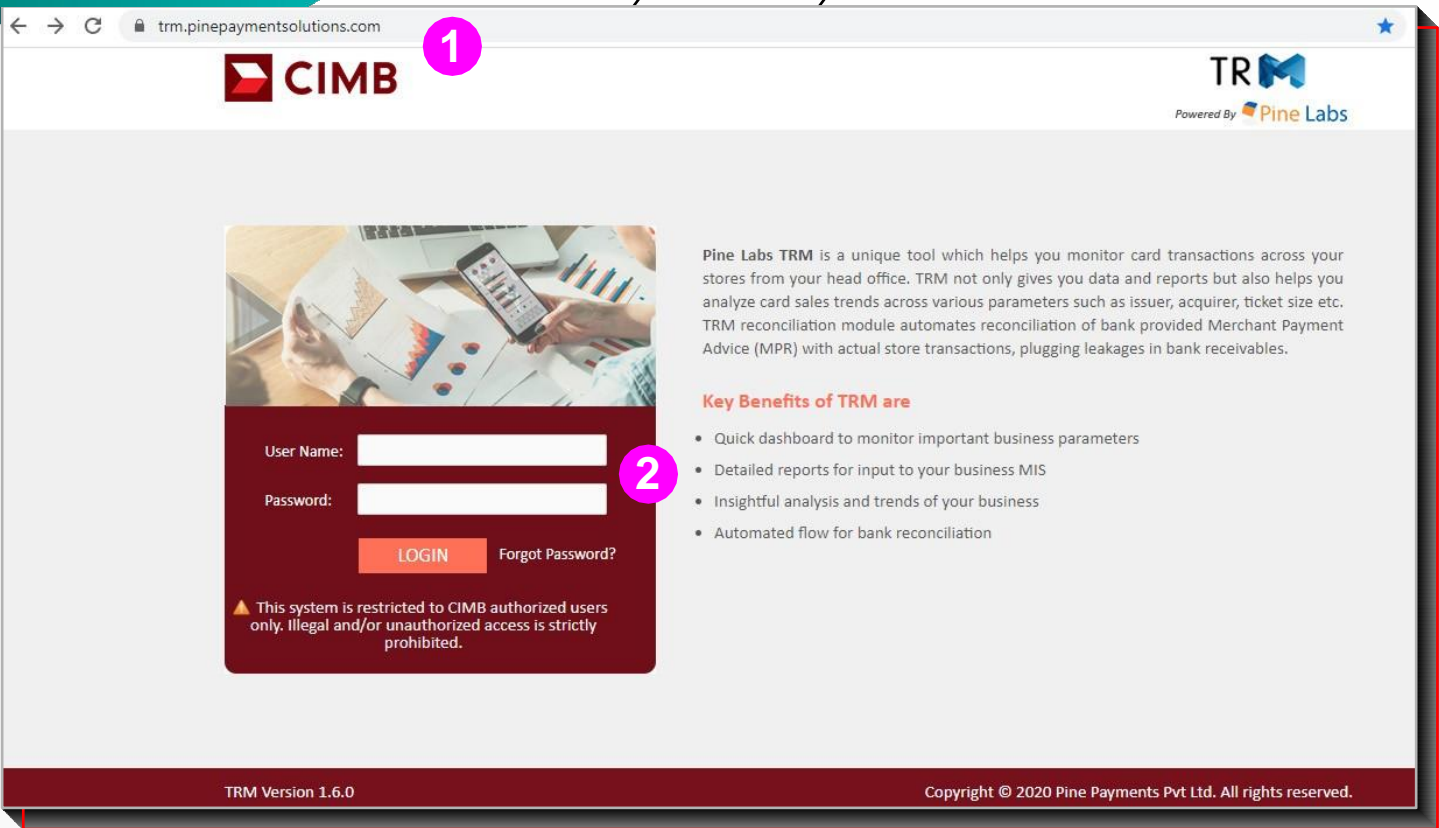
Printing...

Printing. Tear Receipt.

INSTALMENT PAYMENT PLAN FOR ISSUER AND CIMB

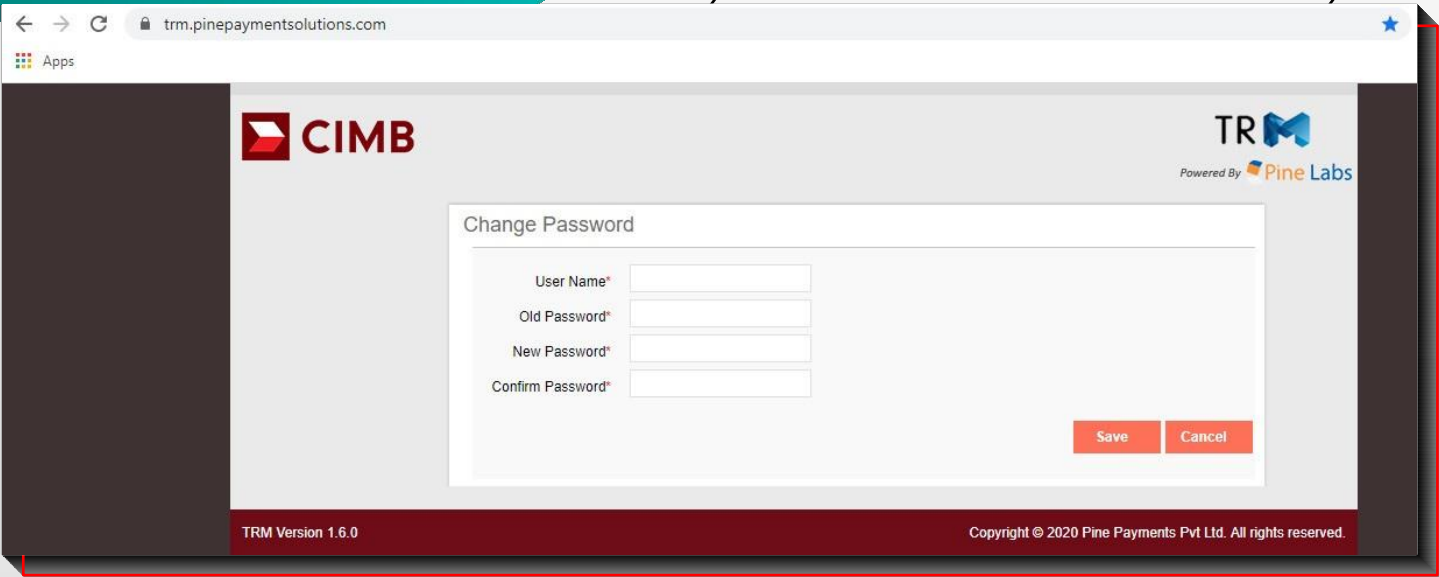


How To Login



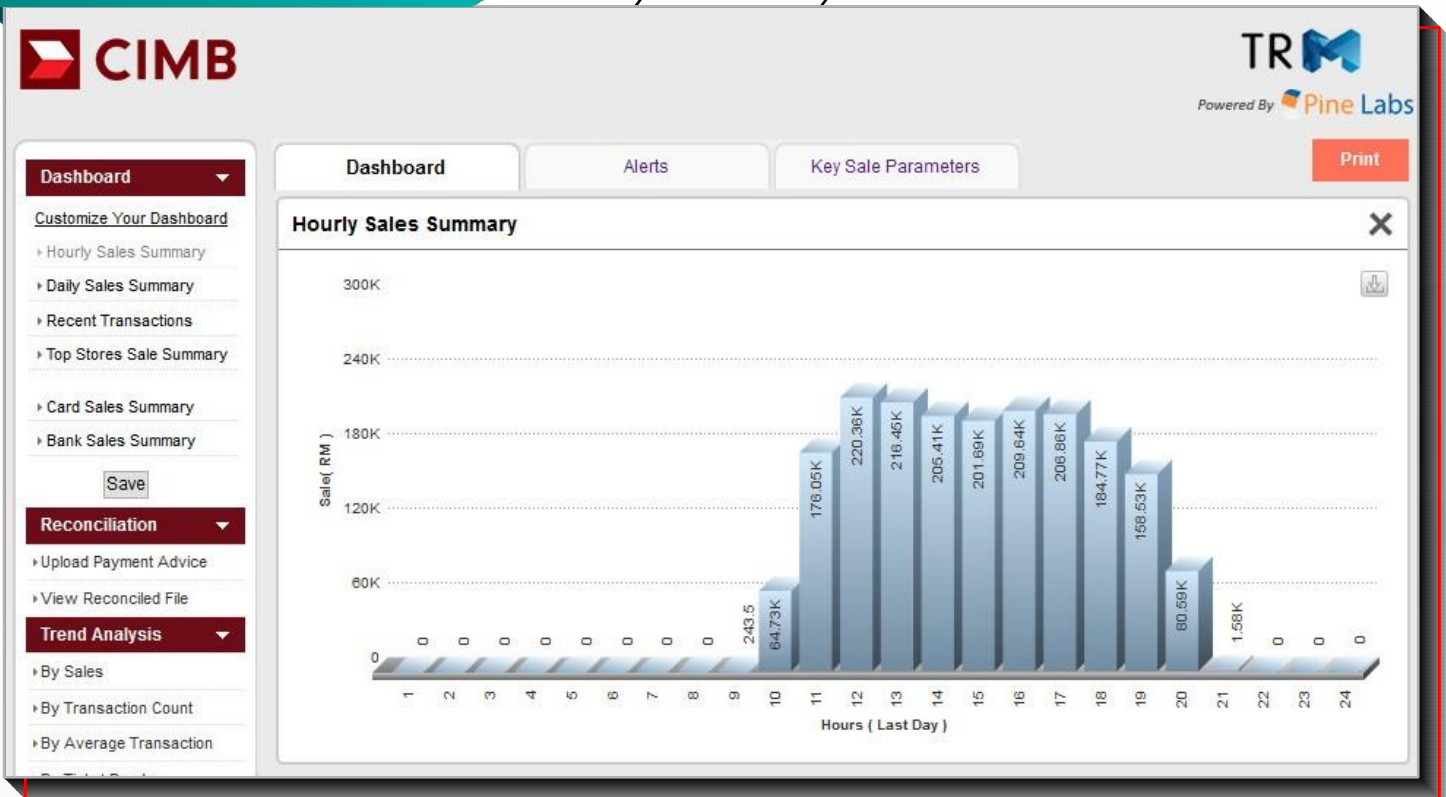
1. Enter URL <https://trm.pinepaymentsolutions.com> in address bar of the browser.
2. Enter User Name and Password.

How To Reset Password



1. First Time User, enter the Password shared and then reset a new password.
2. Regular Users will be directed to next page. (How To Login page)

Merchant Dashboard



Merchant dashboard is visible when logged in as merchant. Dashboard consists of summary of important business parameters in the form of charts & table. Various summary reports can be customized as per required by simple drag & drop. Above are the different parameters of summary:

Reconciliation

The screenshot shows the Reconciliation module interface. On the left is a sidebar with a 'Reconciliation' menu and sub-items 'Upload Payment Advice' and 'View Reconciled File'. The main content area has two panels, each with 'File Upload' and 'File Summary' tabs. The top panel is for 'File Upload' and contains a 'File' field with a 'Browse...' button and 'No file selected.' text, and an 'Acquirer' dropdown menu set to 'CIMB'. An 'Upload' button is at the bottom right. The bottom panel is for 'File Summary' and contains a 'File Name' input field, 'From Date' (04/22/2020) and 'To Date' (04/23/2020) date pickers, and an 'Acquirer' dropdown menu set to 'All'. A 'Search' button is at the bottom right.

Reconciliation: The Reconciliation Module is designed for Users to enable digital reconciliation with Bank's payment advice. Several Users can collaborate on dispute resolution centrally and maintain a robust audit trail. The User can view all payment advice files by date range, store, acquiring bank and upload mode.

The report shows: •Store name •File ID & Name •Acquirer •Date •Status •Total Sales Amount •Total MSF amount •Receivable amount •Number of disputed transactions

It then enables the User to view Batch Details, Disputes, or the Raw Payments Advice File for further investigation.

Reconciliation

File Search
File Summary

File Name : **Recon Template (2).xls**

Total No of Batches : **319** Total No of Transactions : **1743** Total No of Disputed batches : **11**

Total Gross Amount : **9560432.00** Total Discount Amount : **0.00** Total Tax Amount : **0.00**

Total Net Amount : **9490987.67** Acquirer Name : **HDFC**

File Detail

View

All ▼

Disputed

Plutus Bank

Matching

Plutus Bank

Export Data

Terminal ID	MID	Batch No	Gross Amount	Discount	Tax	Net Amount	Status
40914779		576	37000.00	0.00	0.00	37000.00	Reconciled
			37000.00	0.00	0.00	36580.20	
40914779		577	7450.00	0.00	0.00	7450.00	Reconciled
			7450.00	0.00	0.00	7366.29	
40914782		679	1500.00	0.00	0.00	1500.00	Reconciled
			1500.00	0.00	0.00	1481.70	
40914784		696	9350.00	0.00	0.00	9350.00	Reconciled
			9350.00	0.00	0.00	9227.08	
40914787		471	56150.00	0.00	0.00	56150.00	Reconciled
			56150.00	0.00	0.00	55424.40	

Batch Txn Detail ✖

Card Number	Approval Code	Invoice No.	Txn Date	Gross Amount	Discount	Tax	Net Amount
471860*****5657	029636	3828	01/23/2015	1200.00	0.00	0.00	1200.00
				1200.00	0.00	0.00	1184.23
519619*****5702	214554	3829	01/23/2015	300.00	0.00	0.00	300.00
				300.00	0.00	0.00	297.47

Reconciliation

On clicking the file it shows the reconciliation with reconciled, Dispute, missing details.

Batch Txn Detail

On clicking the Terminal ID, it shows the information for all the transactions, highlighting the transactions if any dispute arises.

Trend Analysis

This module contains downloadable reports by multiple cuts - e.g. Store wise, POS wise, Transaction wise, Acquirer wise, Batch wise, and Bank TID wise Reports. Reports can be downloaded in csv as well as excel format.

Store Sales Report

This report contains store wise sales data for the particular merchant. Search criteria include zone, acquirer and date range. By default it is for all zones and all acquirer and for one day. Report can be further divided on the basis of acquirer type name. This can be achieved by checking the 'Split By Acquirer' checkbox.

POS Sales Report

This report contains POS wise sales data for the particular merchant. Search criteria include zone, acquirer and date range and store. By default it is for all zones, all acquirers, all stores and for one day. Report can be further divided on the basis of acquirer type name. This can be achieved by checking the 'Split By Acquirer' checkbox.

Transaction Detail Report

This report contains transaction data for the particular merchant. Search criteria include zone, acquirer, date range, emi and store. By default it is for all zones, all acquirer, all stores, all emi and for one day.

Search

Search Transactions

This tab enables user to search for a particular transaction or transactions based on various search criteria such as card details, acquirer details, POS detail and transaction details. Below is the home screen for search transactions report.

Search Batches

This tab enables user to search for a particular batch or batches based on various search criteria such as acquirer details, POS detail and batch details.

Search Store

This tab enables user to search stores based on various search criteria. By default all stores under that particular user are displayed. License file can be downloaded by clicking license tab on result screen and store details can be updated by clicking on edit tab on the result screen.

Search User

All users for a particular merchant can be viewed and updated under this tab. User details can be viewed and edited as per the roles assigned to the user login. User password can also be changed.

Search Terminal

This feature helps to search for a terminal in a specific store/ zone/state/city/by terminal Id/Hardware ID. And in the search result upon clicking on the POS id, it displays configuration related details of the terminal.