CIMB

Plug nPay

Merchant User Guide
CIMB Plug n Pay 3G Standalone Model

FORWARD ▶ Your Business

CIMB BANK

Getting Started

Charging

Note: Charge the CIMB Plug n Pay Reader for 2 hours before using.

Charge the card reader using the enclosed USB type-C cable or a "Charging Dock" (sold separately). The CIMB Plug n Pay Reader can be used while it's being charged.

Charging time   Approx. 2 hours

Battery life   Approx. 500 transactions per charge of continuous usage
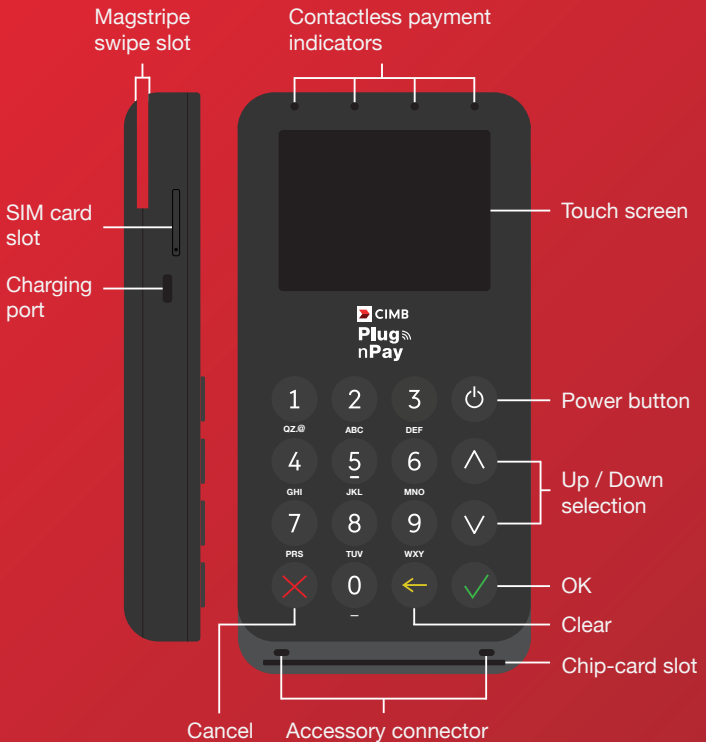
First Time Activation

- Press and hold the Power button until the reader starts up, make sure the reader's mobile network is available.

- Login with your User ID and temporary PIN received through email when you have registered.

- Key in your new 6 digit User PIN.

Integration with Point of Sales (POS) system

For POS integration with with CIMB Plug n Pay Reader, kindly get in touch with us at **emerchant@cimb.com** or **+03-6204 7733**.

Get to know your CIMB Plug n Pay Reader

Magstripe swipe slot

Contactless payment indicators

SIM card slot

Charging port

Touch screen

CIMB
Plug
nPay

Power button

Up / Down selection

OK

Clear

Cancel

Accessory connector

Chip-card slot

50% Battery status

Mobile network status

Battery charging

Battery fully charged

Contents

Card Payments

1 Press any button to start and select "**Card Sale**".

- Select "**Sale**" and enter amount.

2 Ask the customer to insert, swipe or tap their card.

Contactless

Tap on the card reader display.

Insert card

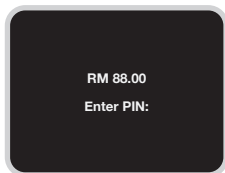Insert the card at the bottom of the reader. (Chip first)

Swipe card

Swipe the card at the back of the reader. (Magstripe in front)

3 When prompted, ask the customer to enter their PIN or sign on the display and press '**OK**' to process the payment.

Note: Match the signature on the reader display with the card.

RM 88.00

Enter PIN:

(Please sign here)

Signature

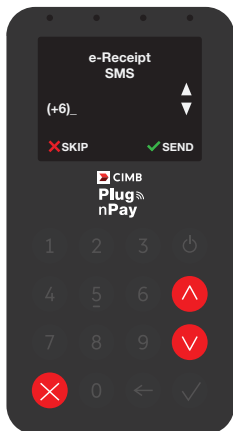✗ CANCEL   ‹ CLEAR   ✓ OK

4 Sending an e-Receipt.

Send via SMS

Enter customer's mobile number.

Send via E-mail

Press the '**Up**' or '**Down**' buttons and enter customer's email address.

e-Receipt
SMS

(+6)_

✗ SKIP   ✓ SEND

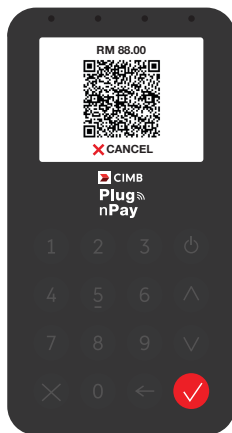CIMB
Plug
n**Pay**

QR Payments

1 Press any button to start and select "**QR Payment**".

- Select '**Sale**'.

- Select the appropriate e-wallet and **Enter Amount**.
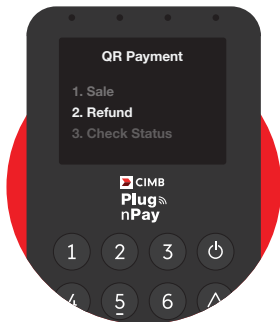
2 Ask the customer to scan the **QR Image**.

Note: For QR Payment enablement, kindly get in touch with us.

Refunding QR Payments

1 Press any button to start and select "**QR Payment**".

- Select '**Refund**'.

- Enter your User PIN if prompted and press '**OK**' button to confirm.

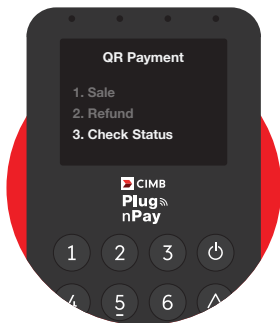**2** Enter the customers QR payment reference number.

- Enter the refund amount and press '**OK**' button to confirm.

Check QR Payment status

1 Press any button to start and select "**QR Payment**".

- Select '**Check Status**'.

- Select the appropriate e-wallet and **Enter Amount**.

2 Enter the customers QR payment reference number and press '**OK**' button to confirm.

Perform Installment Payment Plan (IPP)

1 Press any button to start and select "**Card Sale**".

- Select "**IPP**" and enter the total amount.

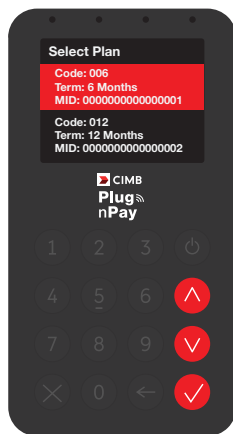- Refer to steps 2 and 3 from **Card Payments** to continue the transaction.

Note: For IPP transactions, only card insert method is accepted.

2 Select the IPP plan by navigating the list with the '**Up**' or '**Down**' buttons and press '**OK**'.

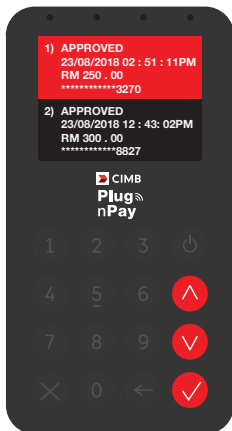- To send an e-Receipt, refer to step 4 from **Card Payments**.

Note: For Installment Payment Plan (IPP) enablement, kindly get in touch with us.

# View Sales History, Resend e-Receipts and Void Transactions

1 Press any button to start and select "**Sales History**".

- View the sales history by navigating the list with the '**Up**' or '**Down**' buttons and press '**OK**' to select.

2 Resending an e-Receipt or voiding a transaction.

- To resend an e-Receipt press '**1** : **Receipt**'.

- To void a transaction press '**2** : **Void**'.

- Enter your User PIN if prompted and press '**OK**' button to confirm.

- To send a voided e-Receipt, refer to step 4 from **Card Payments**.
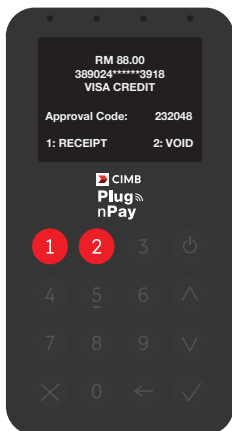
Credit Settlement

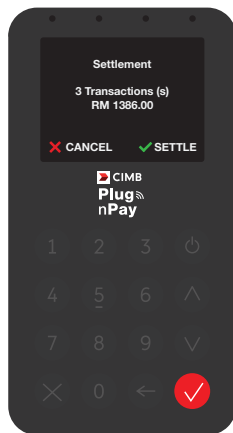**1** Press any button to start and select "**Settlement**".

2 Confirm the settlement amount and press '**OK**'.

- Enter your User PIN if prompted and press '**OK**' button to comfirm.

Note: Credit settlements are automatically done at the end of the day.

You may also choose to perform manual credit settlements.

Terms of Service

For the full merchant Terms of service, please refer to
https://www.plugnpay.cimbbank.com.my/content/mobile/tnc.html

Warranty

Card readers purchased from CIMB are under warranty for one year from the date of assignment by CIMB. The warranty does not cover damages found to be caused by the customer, including but not limited to water damage, drops, dents, extreme heat /cold damage, pressure, evidence of tampering of the casing and/or damages to internal components. Customers shall be liable for lost or stolen card readers. CIMB reserves the right to collect the balance of payment for lost or stolen card readers.

If you have any questions, please get in touch with us at
emerchant@cimb.com or **+03-6204 7733**

Troubleshooting Guide FAQ

1. "Network not available" error

Check and ensure that an active SIM card is inserted. If the terminal shows a "Network not available" error, please restart the terminal. The issue should resolve by itself.

2. Could not power on terminal

Try charging the terminal with the provided USB cable for at least an hour. If you still could not power the terminal, the reader might be malfunctioned. Please contact CIMB for assistance.

3. Transaction status

Q: Interruption during a transaction and doubt if transaction has been completed successfully.

A: To confirm if transaction is approved and completed successfully, merchant should always check from Sales History. All transactions shown in Sales History are approved transactions and completed successfully.

Q: Customer received SMS that his/her card has been charged, but the transaction was not completed successfully on the terminal.

A: To confirm if transaction is approved, merchant should always check Sales History. All transactions shown in Sales History are approved transactions and completed successfully. Merchant should advise customer to contact their card provider to confirm on the transaction status. If there is a double charge on the customer's account, the customer can file for a refund by raising a Transaction Dispute Form that can be found via CIMB Forms Download Centre on CIMB website.

Q: Transaction not found in Sales History.

A: If it is not shown in Sales History, it would mean that the transaction was not completed successfully. Please try again.

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