
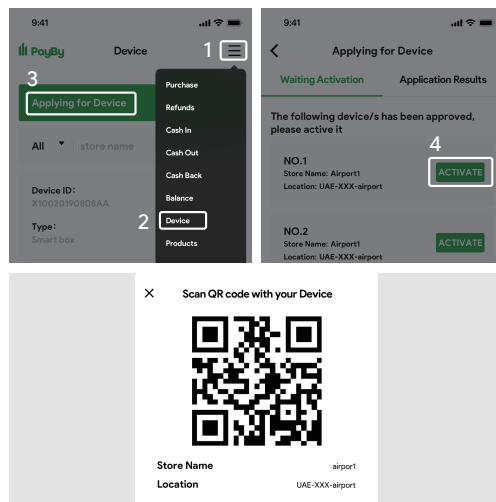


Initialization

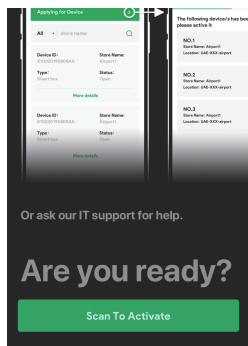
- 1 Turn on Smart POS.
- 2 Select time zone: Asia/Dubai.
- 3 Connect to Wi-Fi / 4G.
- 4 Confirm the configuration and permissions.
- 5 The PayBy app will open automatically.

Activation & sign in

- 1 Sign in to the merchant portal on your phone, select  - [Device] - [Applying for Device] - [Activate] to show the activation code.

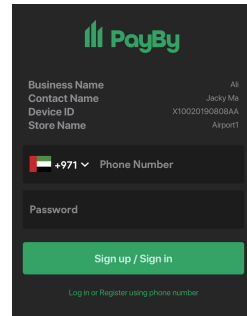


- 2 Open Payby app on your Smart POS, and click [Scan to Activate] to scan the activation code displayed on your merchant portal.




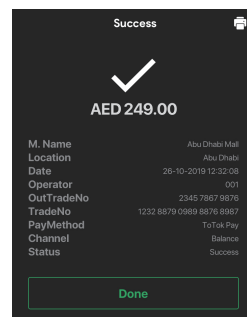
- 3 Activation successful.

- 4 Sign in to the Smart POS using your account and password on PayBy Merchant Portal.




Purchase

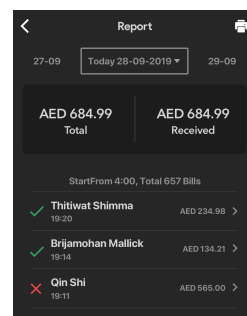
- 1 Press , enter the amount, and select [SCAN].
- 2 Scan the customer PayBy QR code.
- 3 Print the receipt.




If you forget to print a receipt and want to:

Re-print a receipt

- 1 Press  and find the order by date, time or amount.




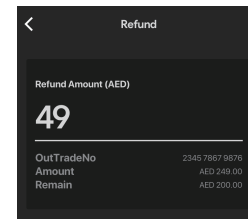
- 2 Tap into the order details and press  to print the receipt.

Refund


A refund can be fully made for one time, or partially made for more than one time. There are 3 ways:

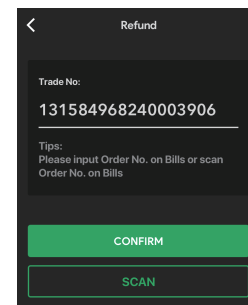
Immediately refund after purchasing

- 1 Tap  on payment successful page and enter the amount to refund, and tap [CONFIRM].





If the customer has the receipt with QR code on it:

- 1 Press  and select [SCAN] to scan the QR code on the receipt, Or enter the Order No. on the receipt and press [CONFIRM].
- 2 Enter the amount to refund and press [CONFIRM].



If the customer doesn't bring the receipt:

- 1 Press  and find the order by date, time or amount.
- 2 Tap into the order details, press , enter the amount to refund and press [CONFIRM].

E-ATM


What is Cash In / Cash Out service?

With cash-in, help the customers top-up their personal accounts by taking the cash and transferring your merchant account balance to the customer's PayBy account.

With cash-out, help the customers withdraw cash from their personal accounts by taking PayBy payments and handing over cash to the customer.

You will be rewarded cashback for providing the service.

How can I provide the service?

Provide the service by simply switching it on from your Smart POS:  - [Function Switch] - switch on the service - [Save].


Cash In

- 1 Press [E-ATM] - [Cash In].
- 2 Scan the customer PayBy Cash In QR code.
- 3 Receive cash from customer.
- 4 Enter the cash amount and press [Confirm].
- 5 Enter the password of merchant account.
- 6 Ask the customer to confirm the transaction on phone.
- 7 Print the merchant copy of the receipt and ask the customer to sign.
- 8 Receive and keep the signed receipt properly.
- 9 Print the customer retention of the receipt, and give it to the customer.

Cash Out

- 1 Press [E-ATM] - [Cash Out].
- 2 Scan the customer PayBy Cash Out QR code, and print the merchant copy of the receipt.
- 3 Ask customer to sign the receipt.
- 4 Receive and keep the signed receipt properly.
- 5 Press [Provide cash] - [YES] and automatically print the customer retention of the receipt.
- 6 Hand over the cash to the customer.
- 7 Give the receipt to the customer.

Report - Order Inquiry

- 1 Press  Report
- 2 Find an order by date, time or amount. There are 3 icons indicating 3 order statuses.

- ✓ the order is paid successfully.
- ✗ the order isn't paid within 4 hours after creating and is closed now.
- ⚠ the order is awaiting payment.

- 3 Tap into it to view the order details.
- 4 Print the receipt, refund the order or view refund history if you need.

Print Report

Tap  to print a selected report type:

Today Transactions

- 1 Tap it and select the order type.
- 2 Automatically print.

You can see every transaction of the selected order type today on the report.

Customized Transactions

- 1 Tap it and select the order type.
- 2 Select the date range and press [CONFIRM].
- 3 Automatically print.

You can see every transaction of the selected order type and selected date range on the report.


Daily Summary

- 1 Tap it and select the order type.
- 2 Automatically print.


You can see the total amount of the selected order type today on the report.

COD

The COD service is used for delivery service.

- 1 Press 
- 2 Enter the amount.
- 3 Enter the phone numbers of the delivery man and customer to notice them.
- 4 Automatically print the customer's receipt. If you want to print a merchant copy, tap [Yes, Print!]
- 5 The delivery man sends the delivery with the receipt to the customer.
- 6 The customer scans the QR code on the receipt and pays.
- 7 The delivery man receives a ToTok message of payment successful.
- 8 Order completed.
- 9 If you want to inquire about a COD order, see **Report - Order Inquiry**.

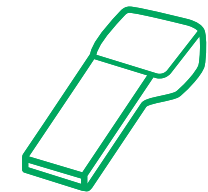
Settings

Press 

- 1 **Reset Key:** It's for PayBy IT engineer's use.
- 2 **Time zone:** Set the time zone.
- 3 **App Store:** Update the app.
- 4 **Function Switch:** Switch on/off services.
- 5 **About Device:** View and print the device information.
- 6 **Change User:** Press to change user.

Contact

- ✉ merchant@payby.com
- 💬 Live chat on b.payby.com



Smart POS User Manual