CIMB

Plug nPay

Merchant User Guide

CIMB Plug n Pay Bluetooth Model

FORWARD Your Business

CIMB BANK

CARING FOR YOUR DEVICE

Your CIMB Plug n Pay device is battery operated. It is important to keep the device constantly charged. Charge your device at least once every 14 days. When the device displays a “BATTERY LOW” sign, it does not have enough energy to continue operations, and must be charged immediately.

Energy is needed to protect the encryption keys in the device that keep your transactions highly secure. Failure to maintain a charge in the device will cause deletion of the keys, and the device to deactivate, and you will not be able to perform any transactions. When this happens, you will need to contact the bank immediately to reactivate the device.

Important Notice:

a) **CIMB Plug n Pay Web Portal and Mobile App**

CIMB Plug n Pay Web portal needs minimal Google Chrome [Ver. 38+], Mozilla Firefox [Ver. 33+], Internet Explorer [Ver. 8+] or Safari [Ver. 6+]. Mobile App can only support Mobile Phone for Android 5 and above & IOS version 9 and above.

b) **Card Acceptance:**

- No multiple charge
- No split sales
- Match signature in signature screen with cards (for Non Chip & PIN card).
- No surcharge to customer
- No personal cash advance
- DO NOT set minimal transaction amount to accept card payment

Bank will hold payment if there is any violation and/or customer’s dispute. Cashiers shall refer to their Supervisor if there is any suspicious transaction or call CIMB BANK Authorization at +603 6204 7000 for further advise.

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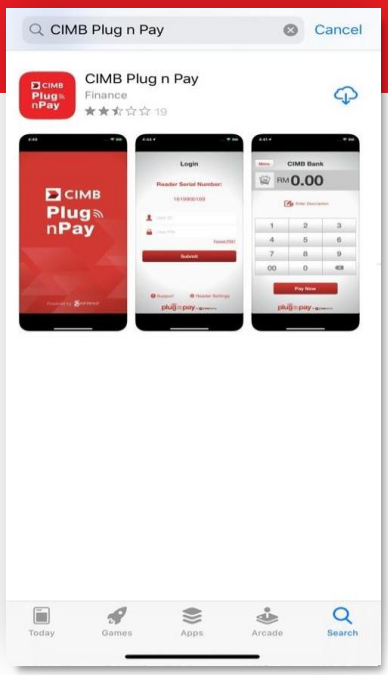
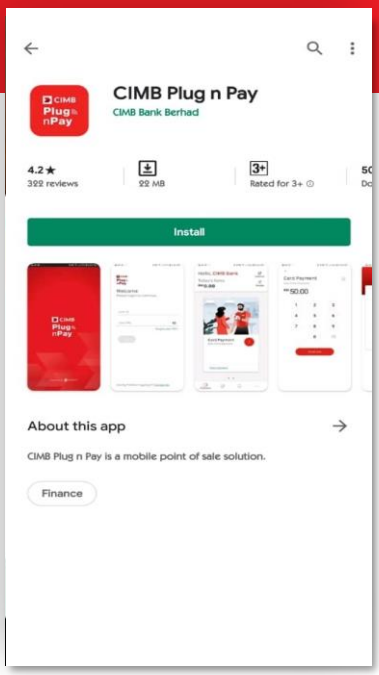
SECTION A: MOBILE ACTIVATION

Step 1:

Download the CIMB Plug n Pay app from App Store for IOS or Google Play Store for Android.

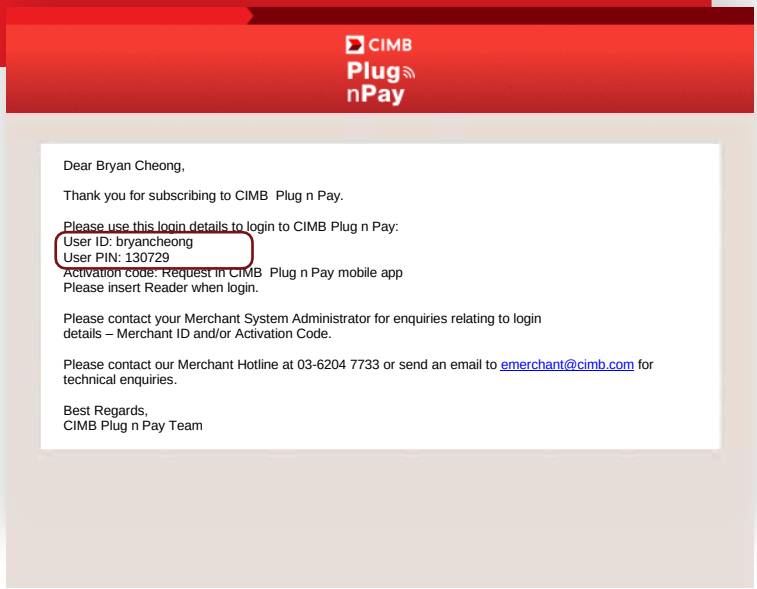




Note: For iPad users, please search for 'CIMB Plug n Pay App' from iPhone Apps category.

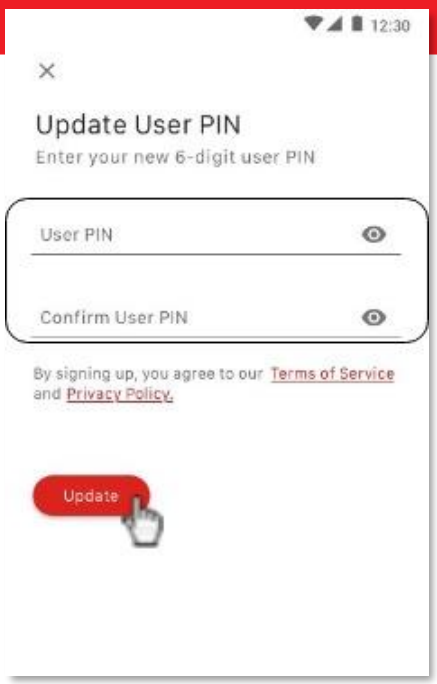
Step 2:

Login with User ID and User PIN received via email and tap 'Login'.



Step 3:

Key in preferred PIN twice and tap ‘Update’



Note: User PIN must contain a 6-digit numeric code only.

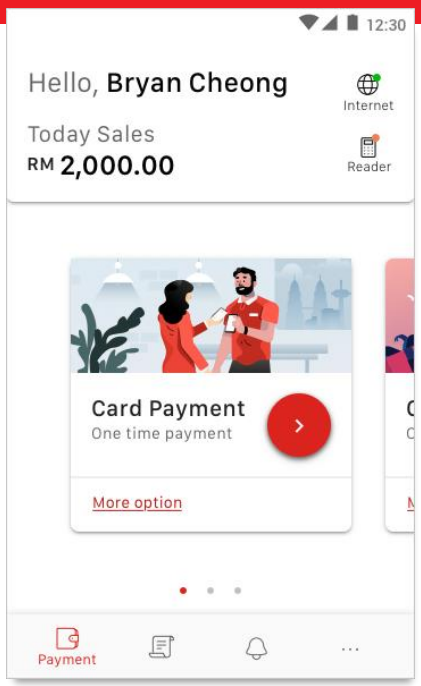
SECTION A: CARD READER BLUETOOTH CONNECTION

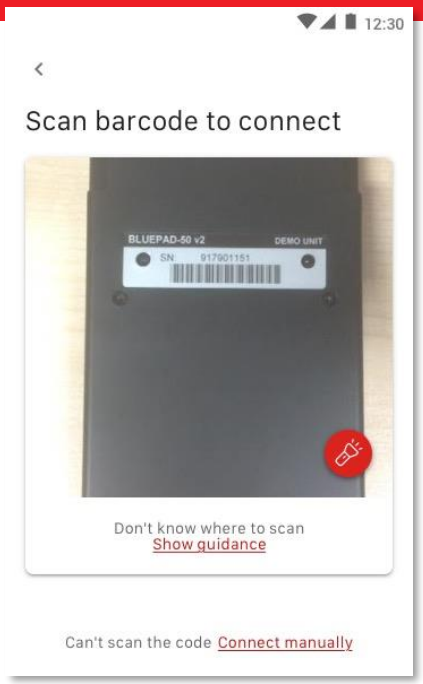
Step 1:

Press “Power” button to turn on card reader.

Tap on “Reader” to connect card reader by scanning the barcode.

(Tips: Barcode is located at the back of your card reader)

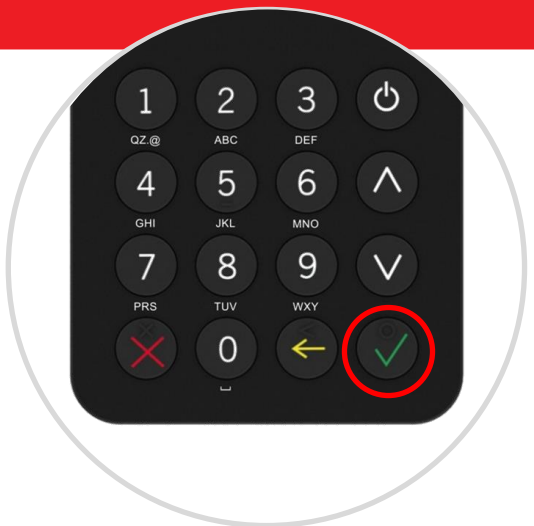




Step 2:

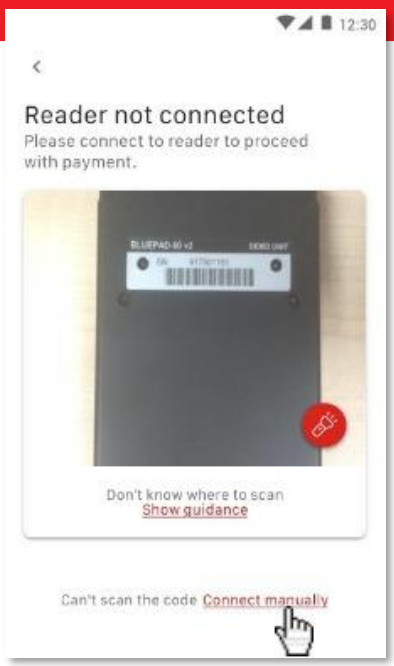
Immediately press the “tick” button when instructed.

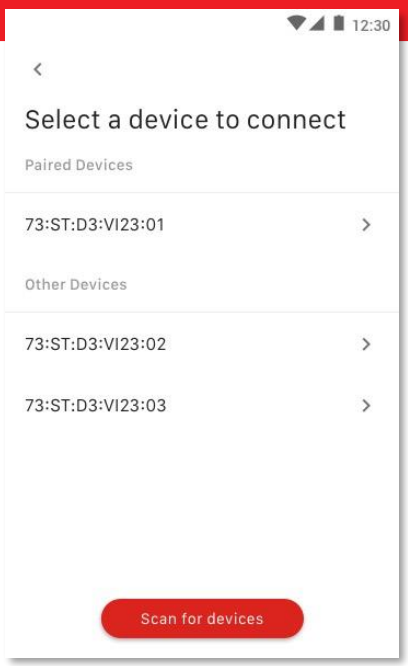
Note: Only applicable for the newer CIMB Plug n Pay Bluetooth model.



Alternative for Step 1:

Click on ‘Connect Manually’.
Next, tap on ‘Scan for devices’ if your card reader is not listed.
Tap on the serial number that matches your card reader,
immediately press “tick” button on your card reader when instructed.

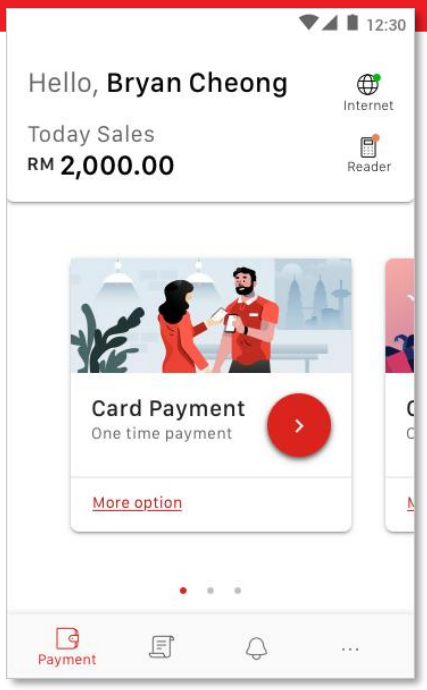


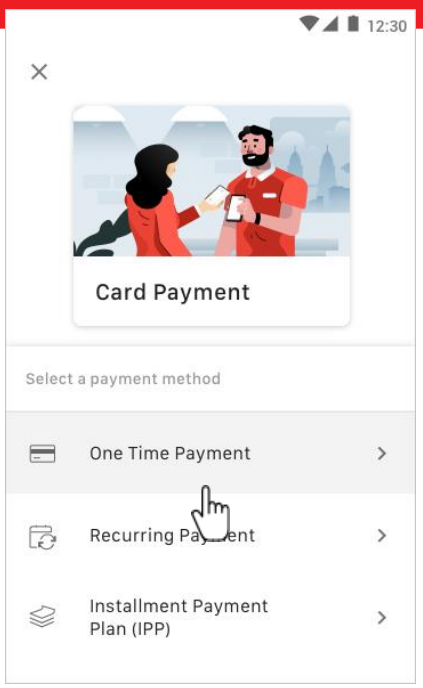


SECTION B: ACCEPTING CARD SALES (ONE TIME PAYMENT)

Step 1:

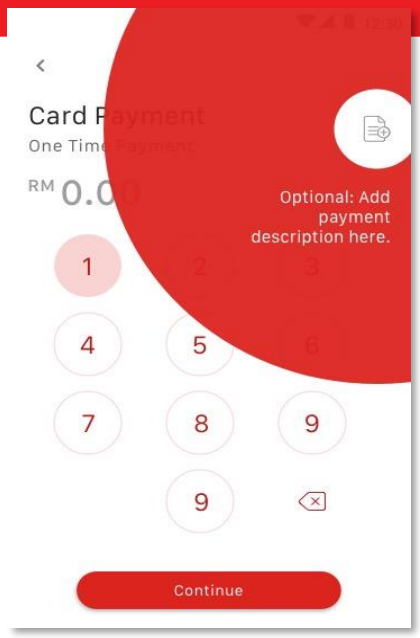
In ‘Card Payment’ menu, tap “>” for One Time Payment
(Tips: Tap on ‘More option’ to select other card payment method such as Recurring Payment or Installment Payment Plan)

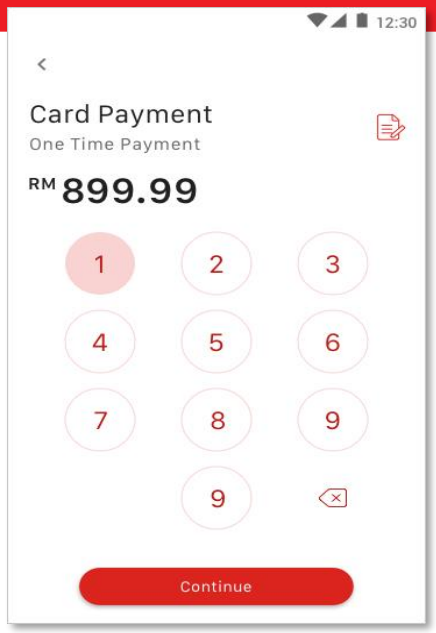




Step 2:

Enter payment value and sales description.
Tap on ‘Continue’ and confirm the payment amount.

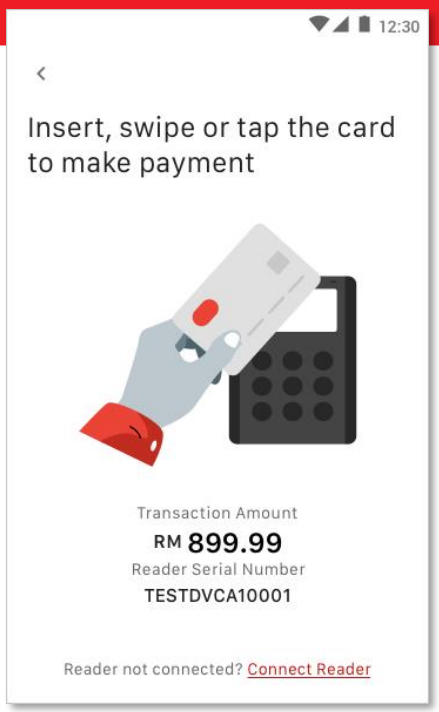




SECTION B: ACCEPTING CARD SALES (ONE TIME PAYMENT)

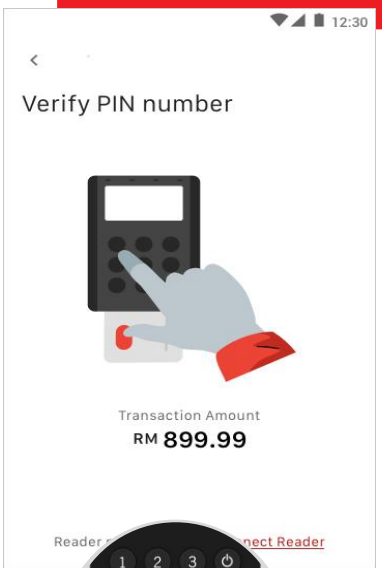
Step 3:

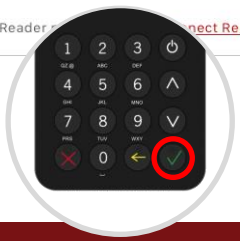
To charge, insert card into the bottom of the reader / swipe the card at the top of the reader / tap the card on the reader.



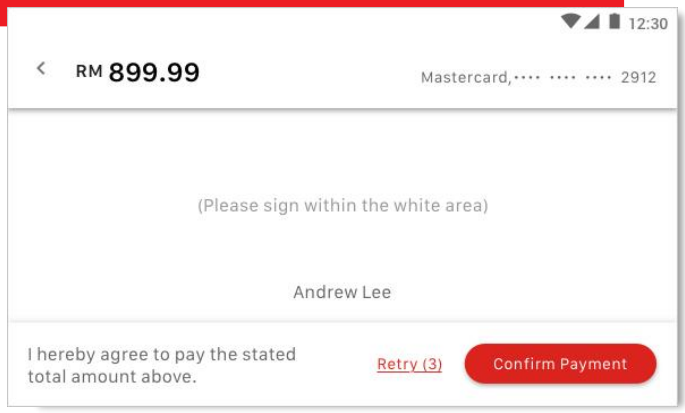
Step 4:

Customer keys in PIN on card reader and press 'tick' button.
(Tips: Foreign cards might require cardholder's signature, obtain customer's signature and tap 'Confirm Payment')





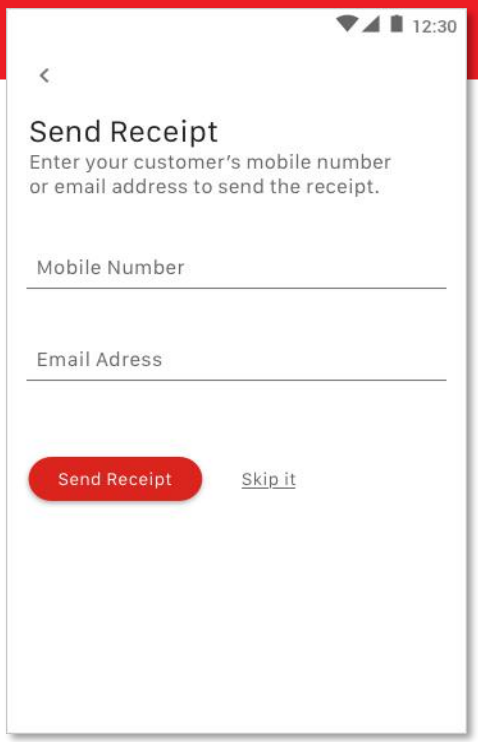
or



SECTION B: ACCEPTING CARD SALES (ONE TIME PAYMENT)

Step 5:

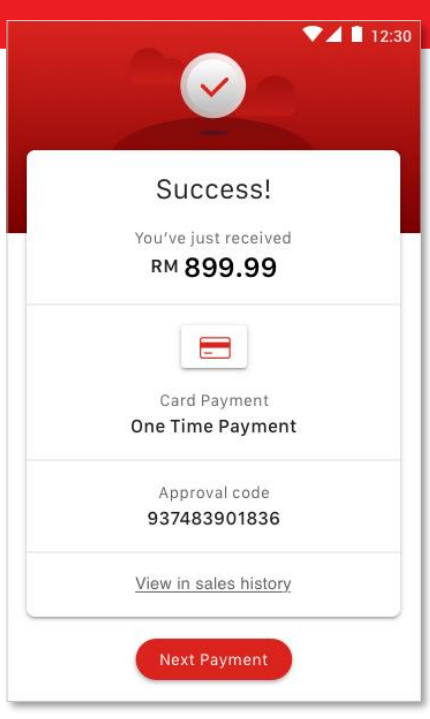
Key in customer's mobile number and/or email address to send e-receipt. Tap ‘Skip it’ if customer does not wish to receive e-receipt.

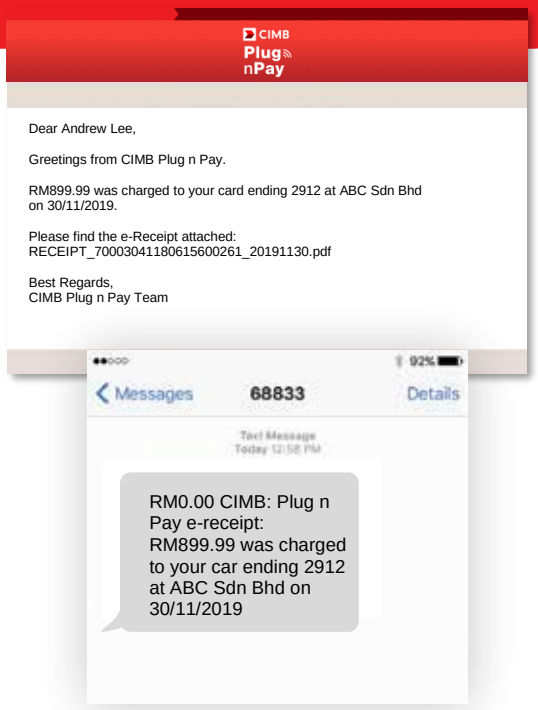


Step 6:

An e-Receipt will be sent to the customer via email or SMS.

Transaction completed.

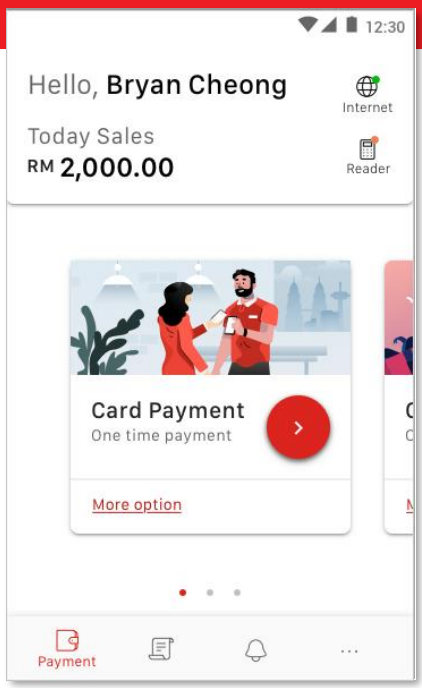


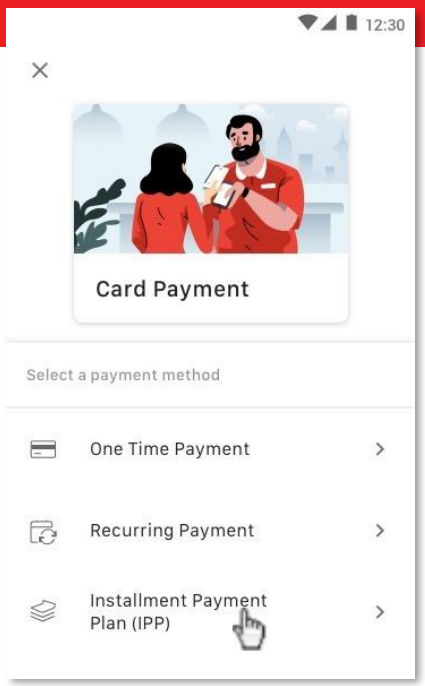


SECTION B: ACCEPTING CARD SALES (INSTALLMENT PAYMENT PLAN)

Step 1:

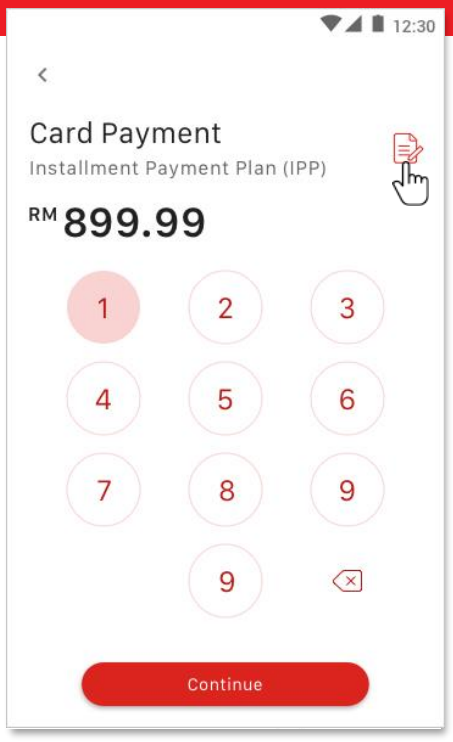
In ‘Card Payment’ menu, tap on ‘More option’,
then select ‘Installment Payment Plan’





Step 2:

Enter payment value and sales description.
Tap on ‘Continue’ and confirm the payment amount.



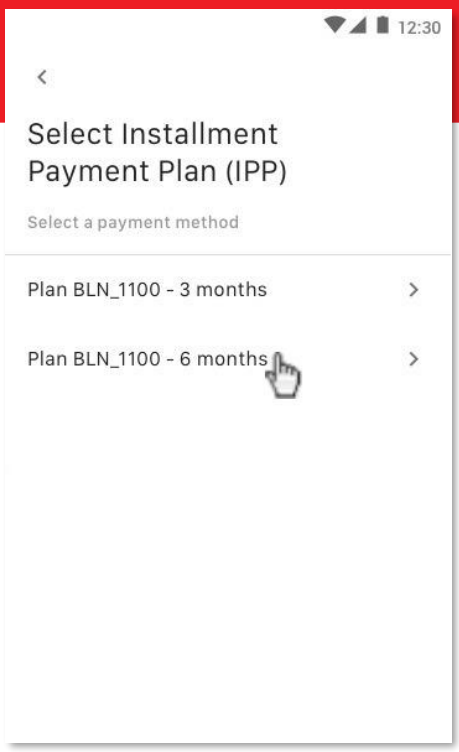
SECTION B: ACCEPTING CARD SALES (INSTALLMENT PAYMENT PLAN)

Step 3:

To charge, insert card into the bottom of the reader

Step 4:

Select the IPP Plan



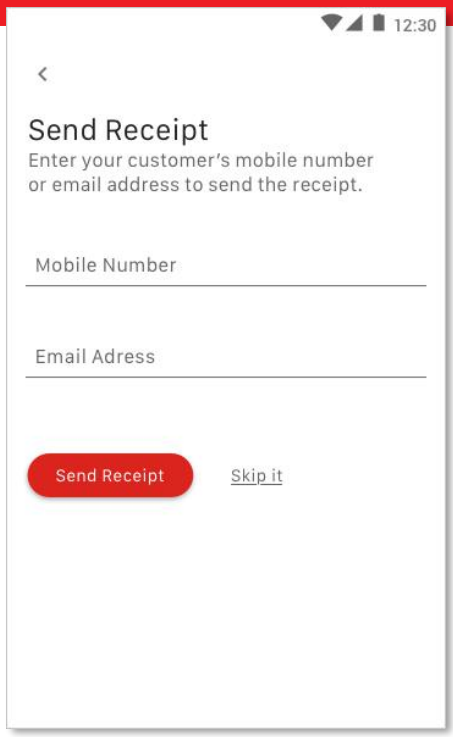
SECTION B: ACCEPTING CARD SALES (INSTALLMENT PAYMENT PLAN)

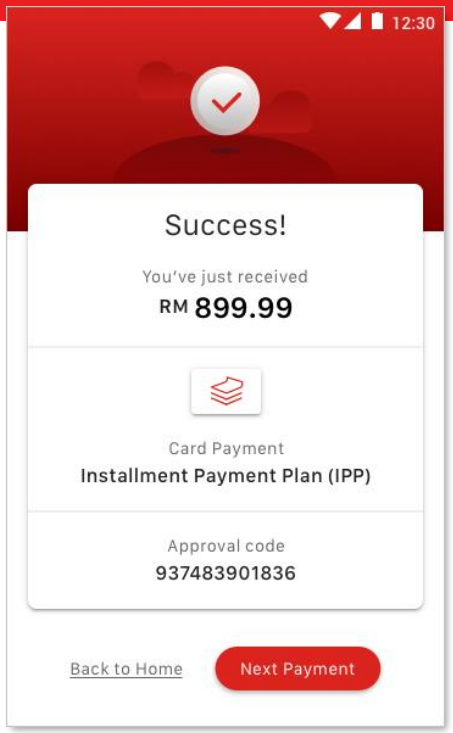
Step 5:

Customer keys in PIN on card reader and press ‘tick’ button.

Step 6:

Key in customer’s mobile number and/or email address to send e-receipt.
Tap ‘Skip it’ if customer does not wish to receive e-receipt.
Transaction completed

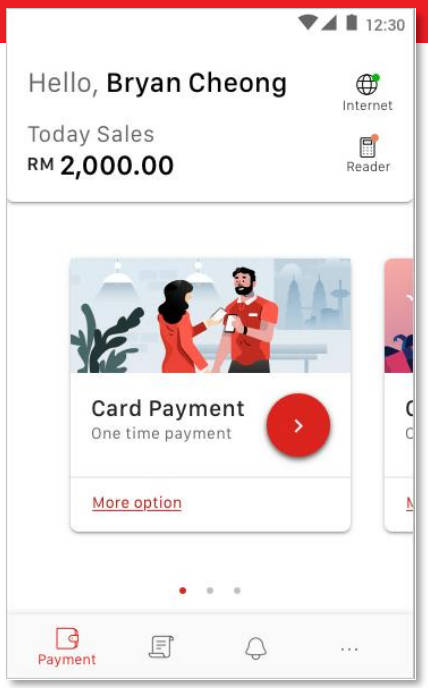


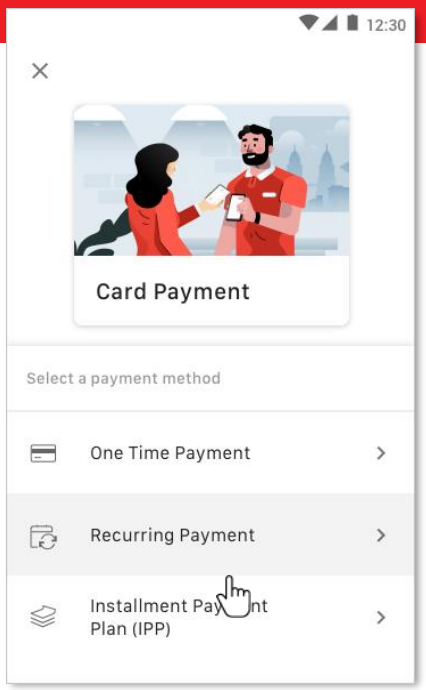


SECTION B: ACCEPTING CARD SALES (RECURRING PAYMENT)

Step 1:

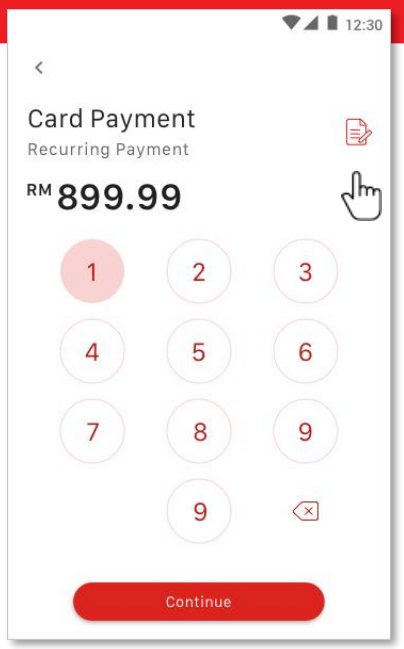
In ‘Card Payment’ menu, tap on ‘More option’,
then select ‘Recurring Payment’





Step 2:

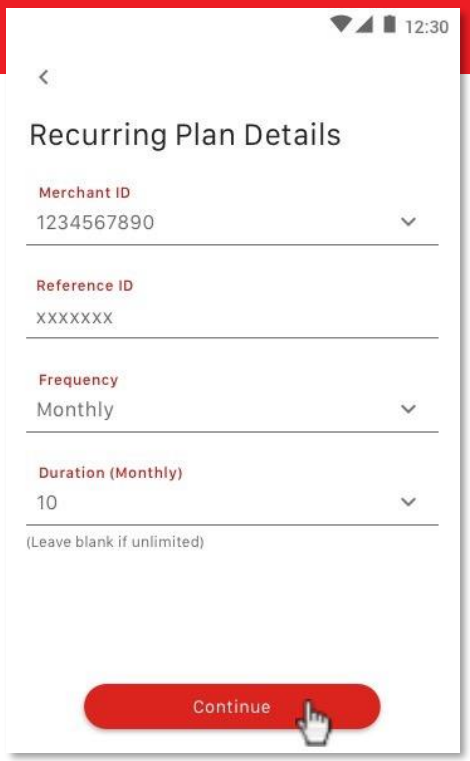
Enter payment value and sales description.
Tap on ‘Continue’ and confirm the payment amount.



SECTION B: ACCEPTING CARD SALES (RECURRING PAYMENT)

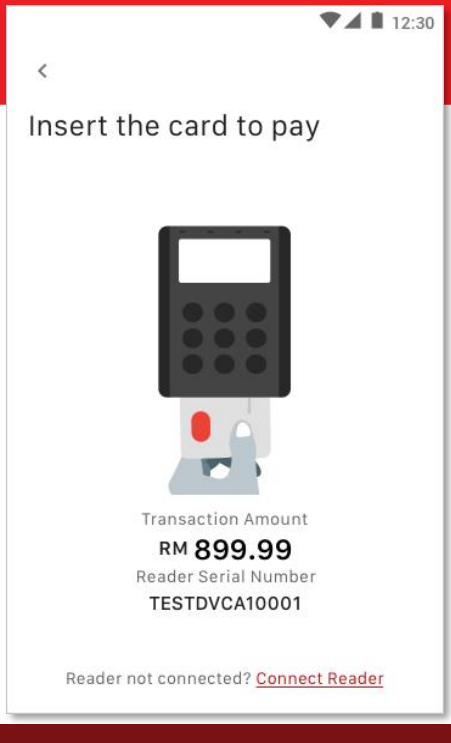
Step 3:

Enter recurring plan details. Tap on ‘Continue’.



Step 4:

To charge, insert card to the bottom of reader.

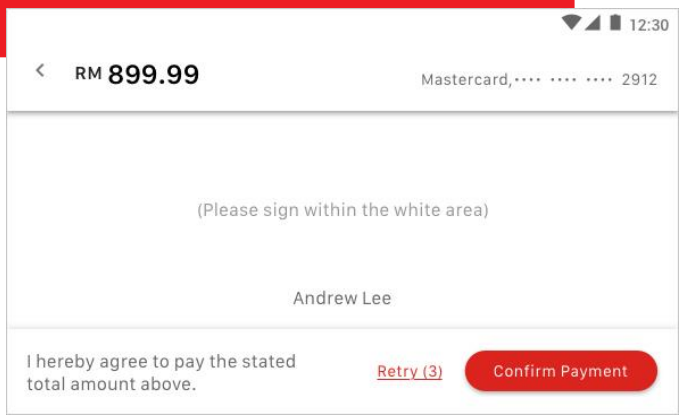


SECTION B: ACCEPTING CARD SALES (RECURRING PAYMENT)

Step 5:

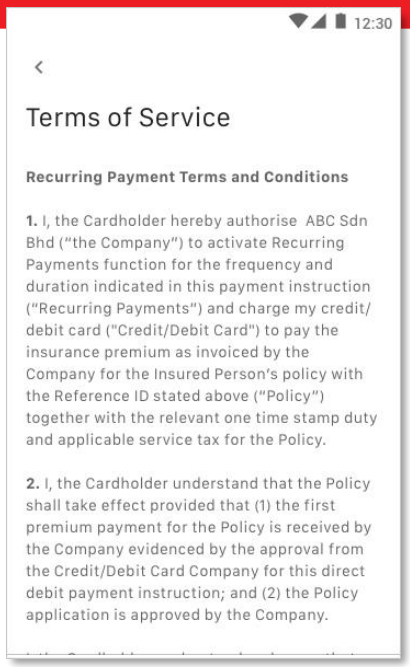
Customer keys in PIN on card reader and press ‘tick’ button.
(Tips: Foreign cards might require cardholder’s signature, obtain customer’s signature and tap ‘Confirm Payment’)

or



Step 6:

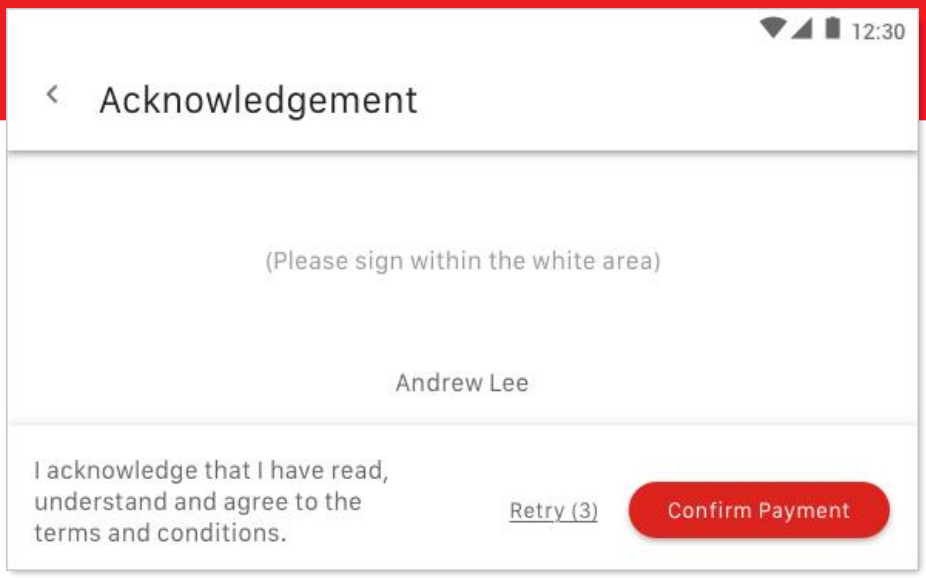
Allow customer to read and accept
the recurring payment terms and conditions.



SECTION B: ACCEPTING CARD SALES (RECURRING PAYMENT)

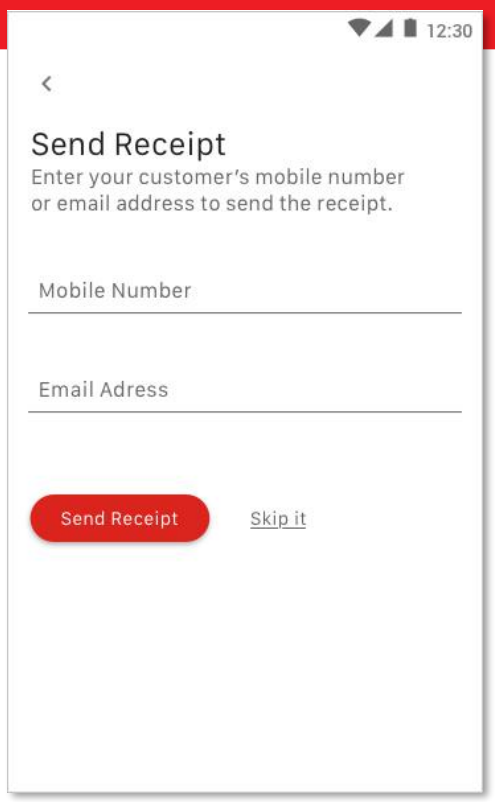
Step 7:

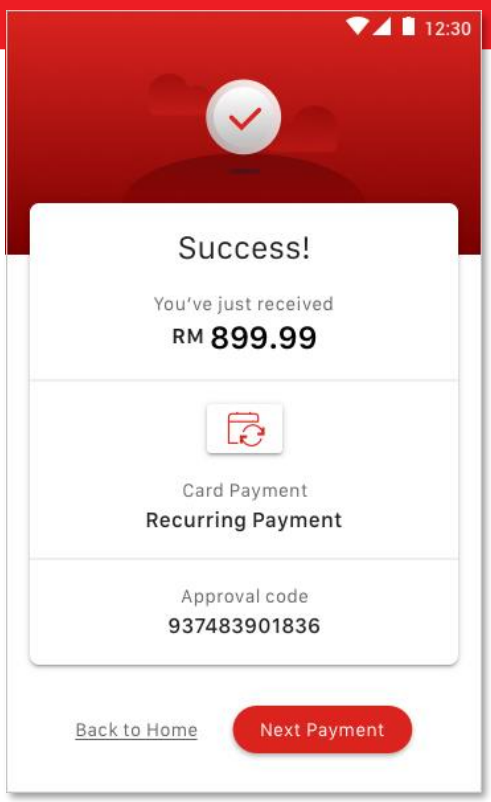
Obtain customer's signature for the recurring payment.



Step 8:

Key in customer's mobile number and/or email address to send e-receipt.
Tap 'Skip it' if customer does not wish to receive e-receipt.
Transaction completed.



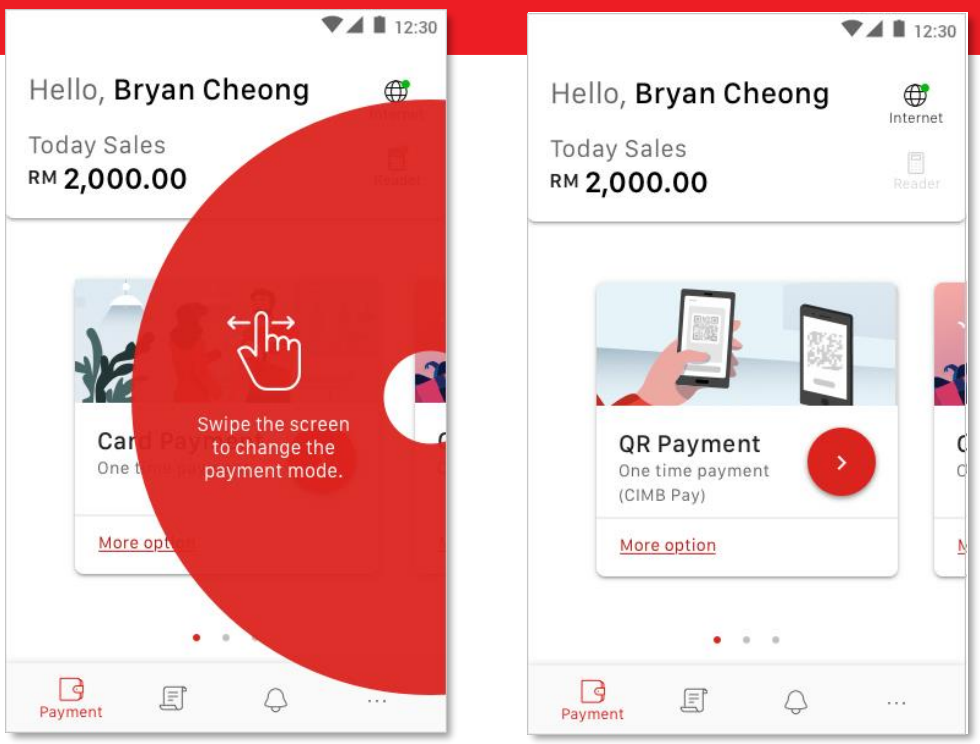


SECTION B: ACCEPTING QR PAYMENT

Step 1:

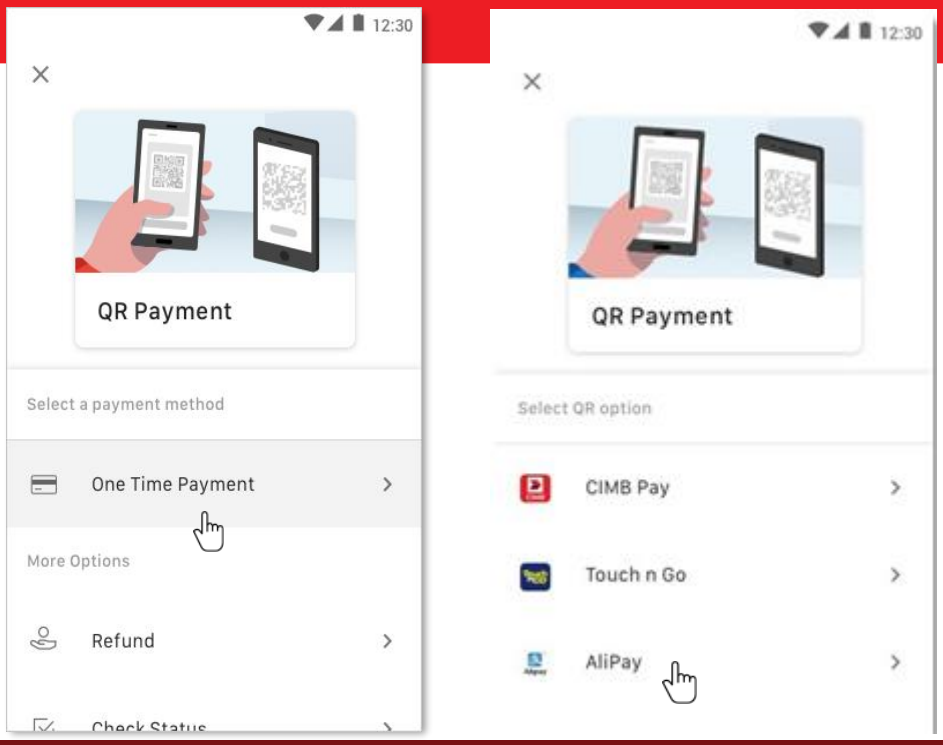
Swipe the screen to change to QR payment mode.

Tap “>” for default One Time Payment (CIMB Pay).



Step 1A:

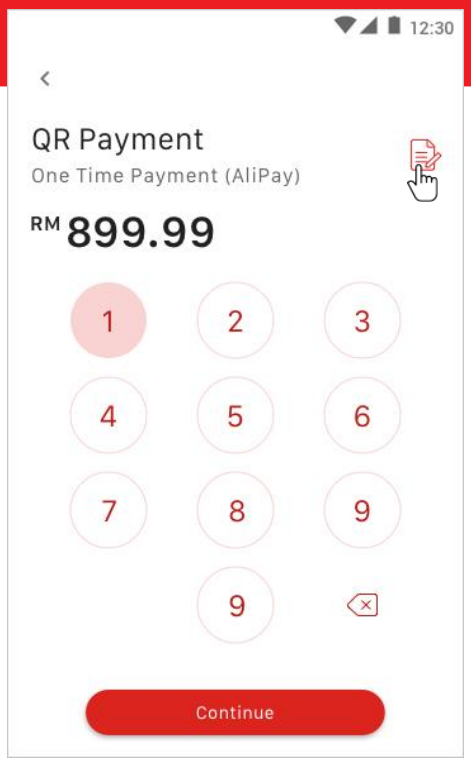
In ‘QR Payment’ screen, tap on ‘More option’ to select other payment method (eg. One Time Payment, Refund, etc) and QR Option (eg. CIMB Pay, Touch n Go, Alipay)



Step 2:

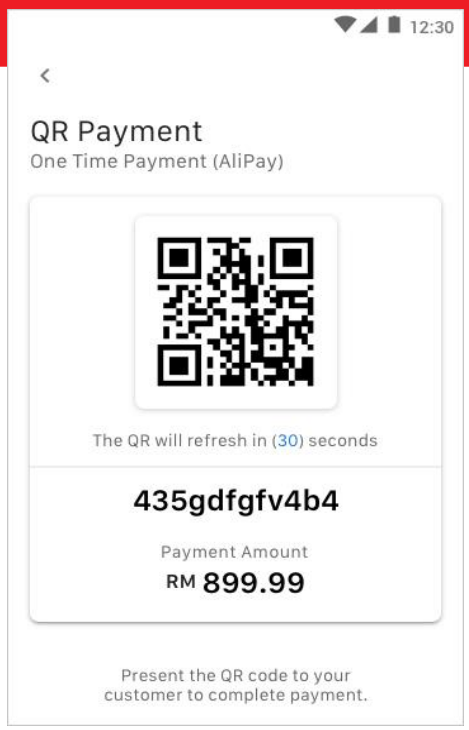
Enter payment value and sales description.

Tap on ‘Continue’.



Step 3:

Confirm payment amount and Present the QR code to customer for scanning



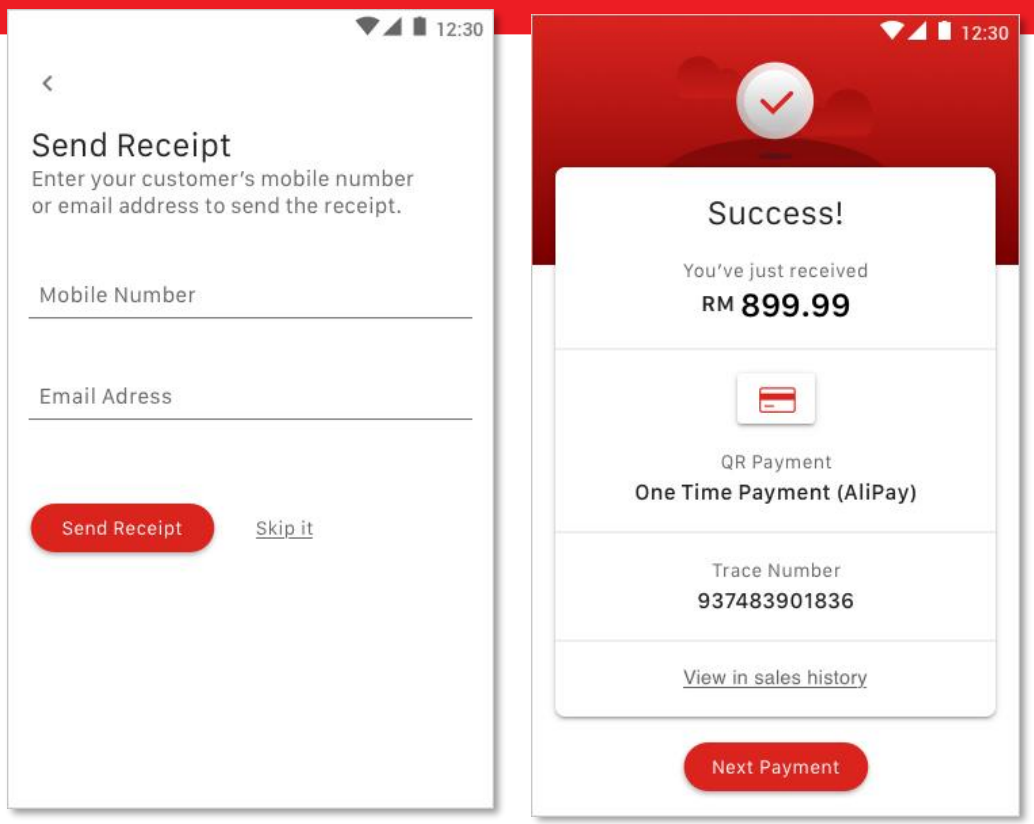
SECTION B: ACCEPTING QR PAYMENT

Step 4:

Key in customer's mobile number and/or email address to send e-receipt.

Tap 'Skip it' if customer does not wish to receive e-receipt.

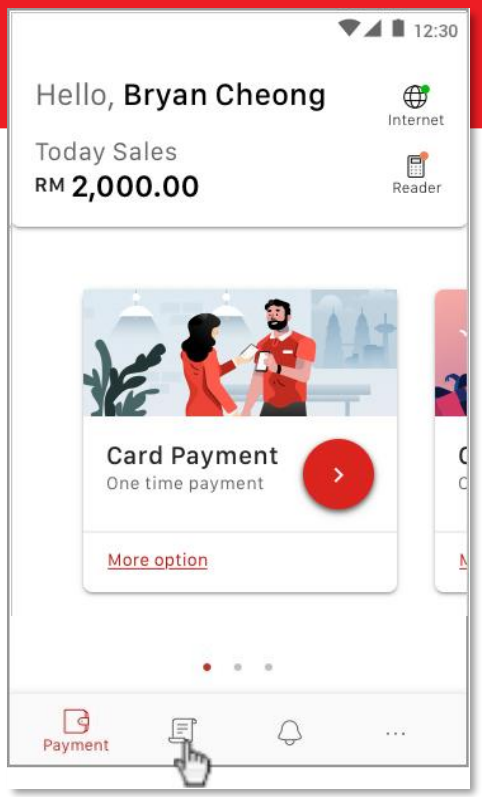
Transaction completed.



SECTION B: RESEND E-RECEIPT OR VOIDING TRANSACTION

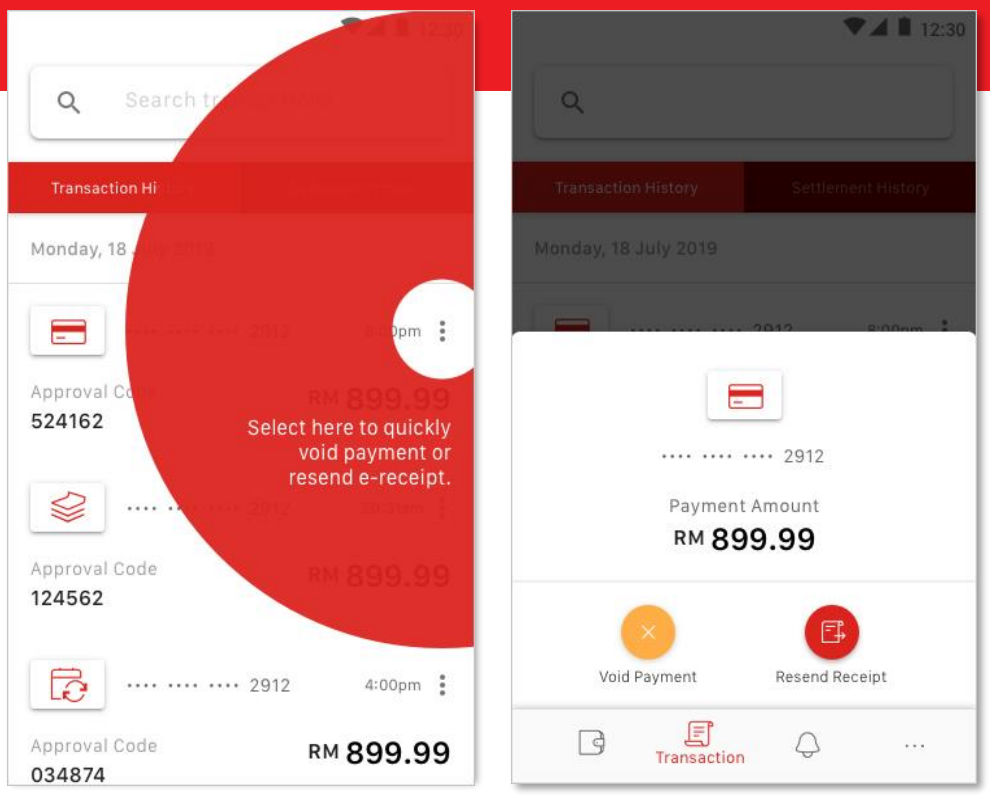
Step 1:

Tap on the 'Transaction' icon



Step 2:

Tap on the transaction for option to resend receipt or void the transaction.

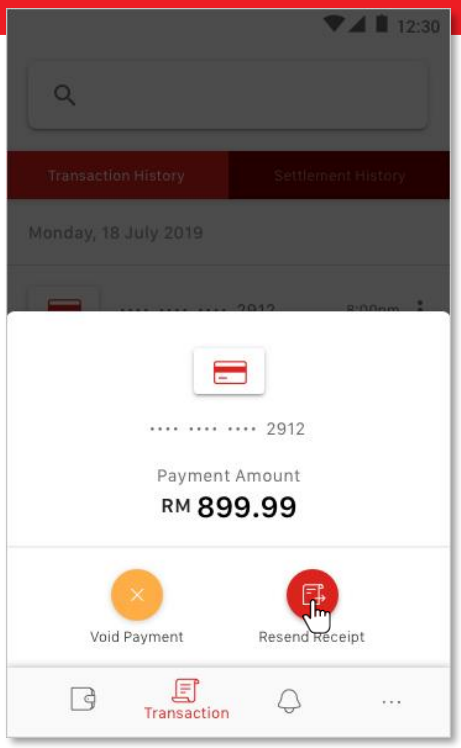


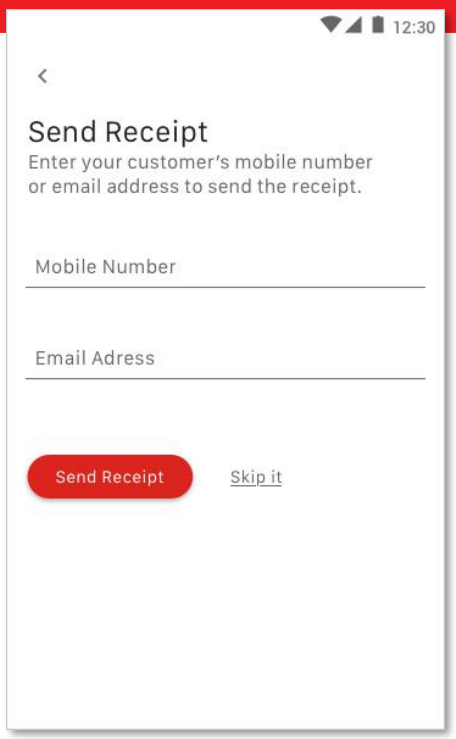
SECTION B: RESEND E-RECEIPT OR VOIDING TRANSACTION

Step 3A: Resend e-Receipt

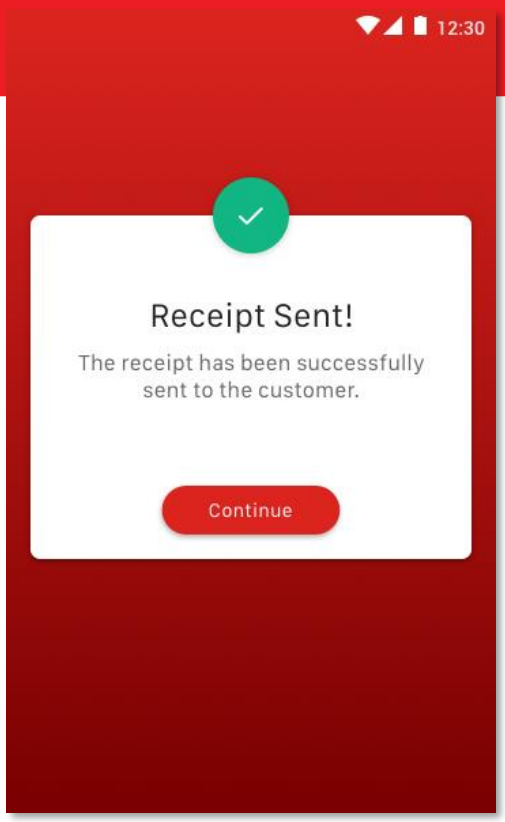
Tap on resend receipt.

Key in customer's mobile number and/or email address and tap 'Send Receipt'.





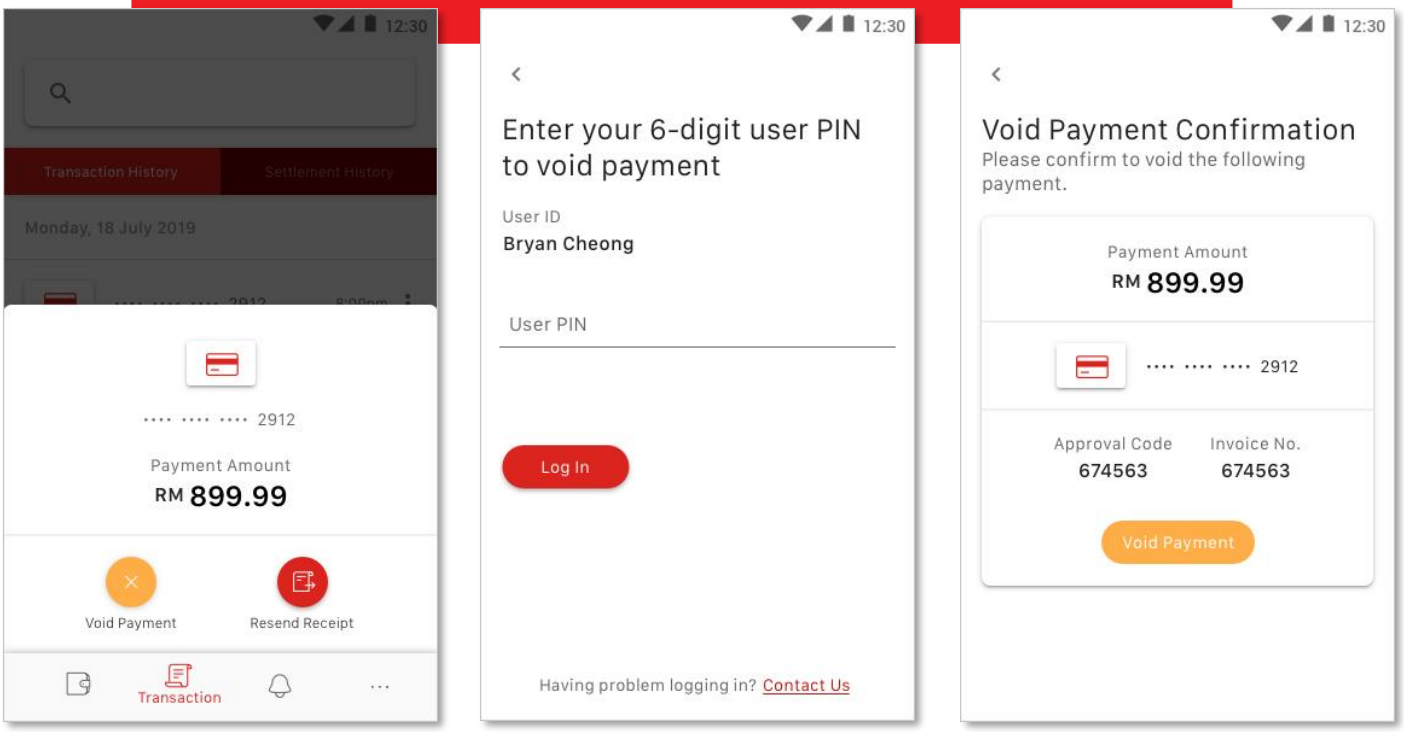
Acknowledgement screen for receipt sent.



Or Step 3B: Voiding Transaction

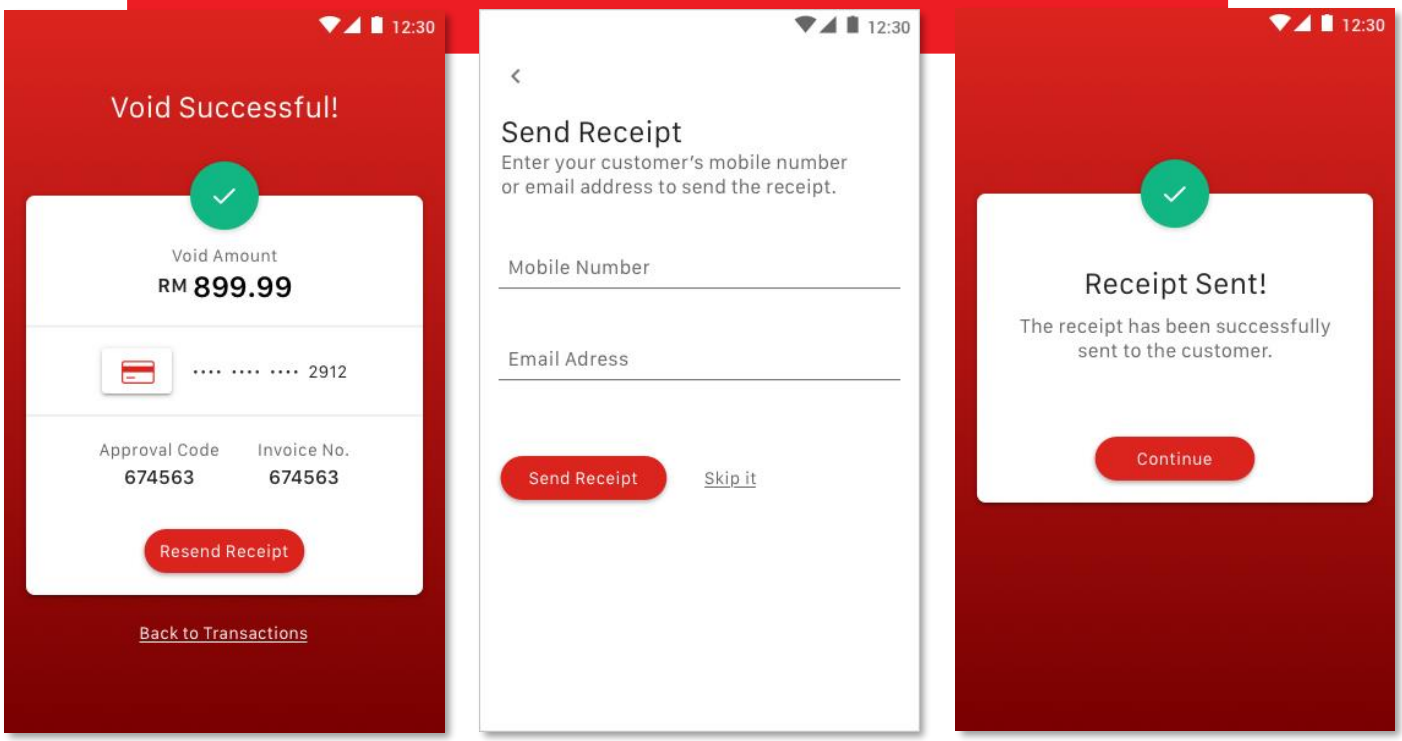
Tap on ‘Void payment’.

Key in user PIN to login, then tap on ‘Void Payment’.



Tap on ‘Resend Receipt’ to send successfully voided receipt.

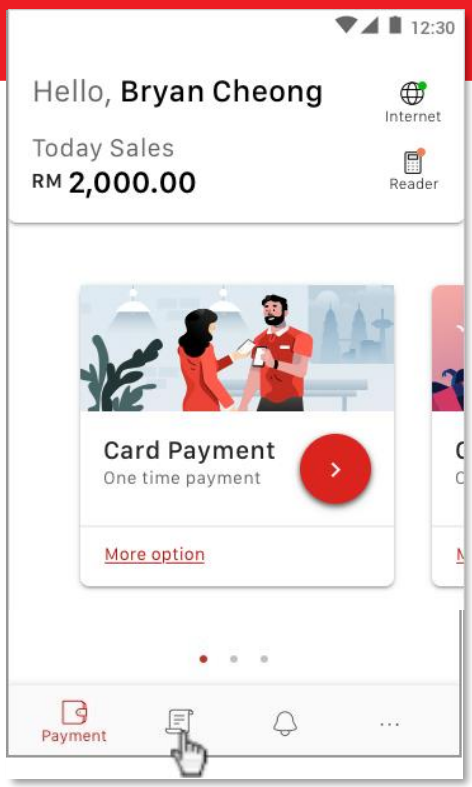
Key in customer’s mobile number and/or email address and tap ‘Send Receipt’.



SECTION B: CREDIT SETTLEMENT

Step 1:

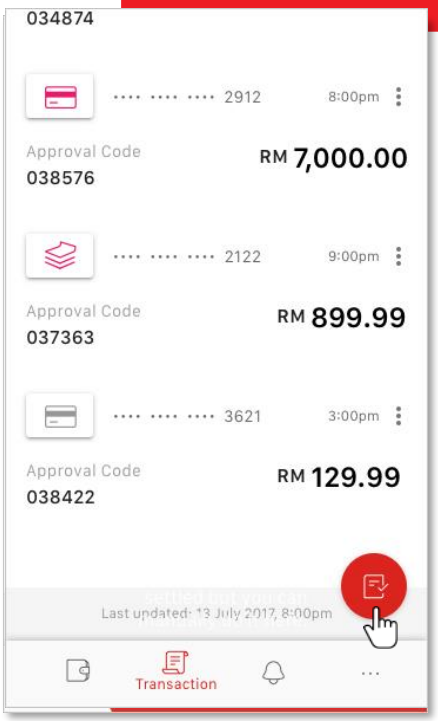
Tap on the ‘Transaction’ icon

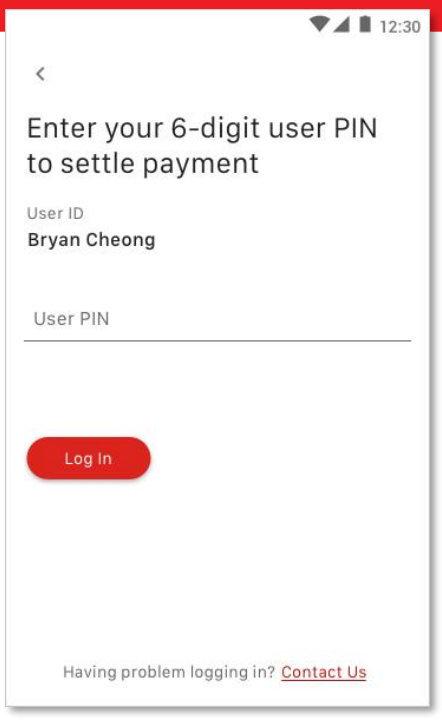


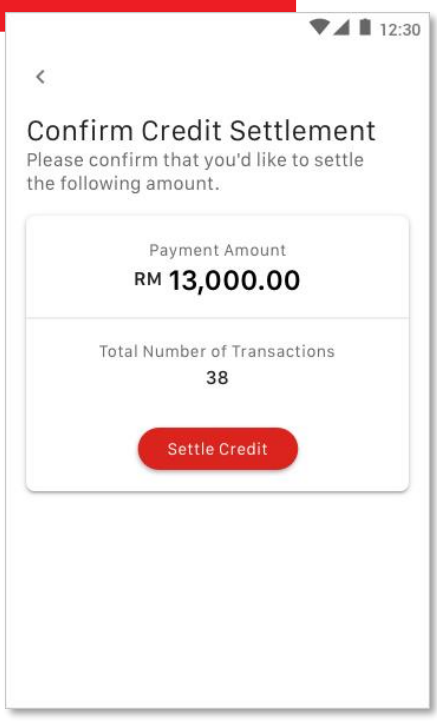
Step 2:

Tap on the credit settlement icon.

Key in user PIN to login, then tap on ‘Settle Credit’.







CIMB BANK BERHAD (197201001799) (13491-P)