



Merchant User Guide

FORWARD  Your Business



Your 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 your bank immediately to reactivate the device.

Important Notice:

a) Plug n Pay Web Portal and Mobile Apps

Plug n Pay Web portal need minimal Google Chrome [Ver. 38+], Mozilla Firefox [Ver. 33+], Internet Explorer [Ver. 8+], Safari [Ver. 6+]. Mobile Apps 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 sales slip 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: ACCOUNT ACTIVATION

Step 1:

Merchant will receive an email with an activation link.
Click the activation link from email.



Step 2:

You will be directed to a reset password page.
Key in preferred new password twice.
Click 'Request Activation Code'.



Note: New password must contain 8 alphanumeric characters with at least one upper case and lower case.

SECTION A: ACCOUNT ACTIVATION

Step 3:

An SMS with activation code will be sent to the user's mobile contact number.



Key in activation code received via SMS.
Click 'Submit'.

A screenshot of a web form titled 'Reset Password' by CIMB BANK. The form includes the following fields: 'Merchant ID (MID)' with the value '201711010100001', 'New Password' with 'XXXXXXXXXX', 'Retype Password' with 'XXXXXXXXXX', and 'Activation Code' which is currently empty. Below the 'Activation Code' field is a link that says 'Request Activation Code'. At the bottom of the form is a red 'Submit' button with a mouse cursor pointing to it.

SECTION A: ACCOUNT ACTIVATION

Step 4:

Login to <https://www.pluginpay.cimbbank.com.my>
Enter User ID stated in notification email and new password.
Click 'Submit'.



Step 5:

Once login is successful, you will be directed to the homepage.



plugin pay by CIMB BANK

Good Day, 123456789012345001
Wednesday, 01 Nov 2017, 18:32:04
You last log in was Wednesday, 01 Nov 2017 15:48

LOGOUT

Home Manage Mobile Users Readers Transactions Credit Settlements Settings Administrator

Daily Transaction Snapshot As of Wednesday 01 Nov 2017, 18:32

Total Amount (RM)
0.00 View Details

Settled Unsettled Voided

Manage Mobile Users
Search and view mobile user details, and monitor their transactions.
• Mobile User Summary
• Add a Mobile User

Readers
View readers.
• Reader Summary

Transactions
View daily transaction details.
• Transaction Summary

Credit Settlements
View daily credit settlements.
• Credit Settlement Summary

Settings
Change password and Mobile App Home Photo.
• Change Password
• Change Mobile App Home Screen Photo

Administrator
Grant access rights, and new web users and audit trail.
• Manage Web Users
• Add a Web User
• Audit Trail

SECTION A: MOBILE ID CREATION

Step 1:

Go to 'Manage Mobile Users' and click on 'Add a Mobile User'.



SECTION A: MOBILE ID CREATION

Step 2:

Complete the details in the box.
Upon completion, click 'Submit'.

Business Details

Business Name: Michael Text BN

Mobile User Details

Mobile User ID
(Between 7-20 alphanumeric characters)

Name
(Between 5-20 Alphabets, space and/or dashes)

Contact No. +6 019 1234567
(For mobile activation only)

Email Address
(For email notifications)

Authorisation (Optional)

Able to perform void payment on the mobile app

Able to perform credit settlement on the mobile app

MID

Merchant ID (MID)	Payment Type	Plan Code	Tenure
<input type="checkbox"/> 000001100101336	Retail		
<input type="checkbox"/> 000001081100018	IPP	805	6
		802	12

Submit

Note: Mobile user ID cannot be changed once created.

Step 3:

Once Mobile User ID creation is completed,
a system generated email will be sent to the Mobile User.

Add a Mobile User

1. Details 2. Review & Confirm 3. Complete

Your request is successful

Mobile User ID: useruser1

View Mobile User Details **Print** **Email (PDF)**

It is recommended that you keep a copy of this confirmation receipt for your records.

SECTION B: MOBILE ACTIVATION (BLUETOOTH CONNECTION)

Step 1:

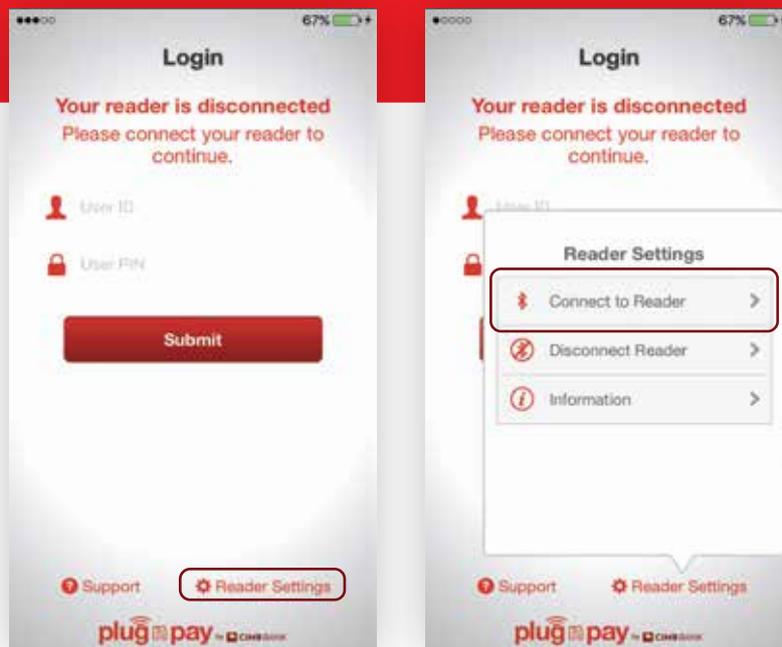
Download the Plug n Pay app from App Store for IOS or Google Play Store for Android.



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

Step 2:

Press  button to turn on card reader.
Launch Plug n Pay app and click on 'Reader Settings'.
Next, click on 'Connect To Reader'.

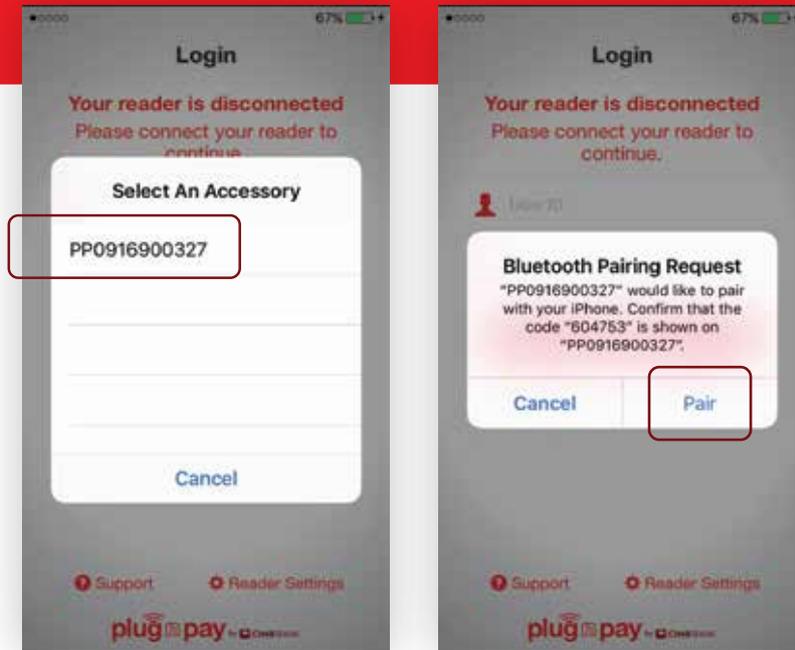


Note: **GPS** and **Bluetooth** must be enabled on the smartphone device.

SECTION B: MOBILE ACTIVATION (BLUETOOTH CONNECTION)

Step 3:

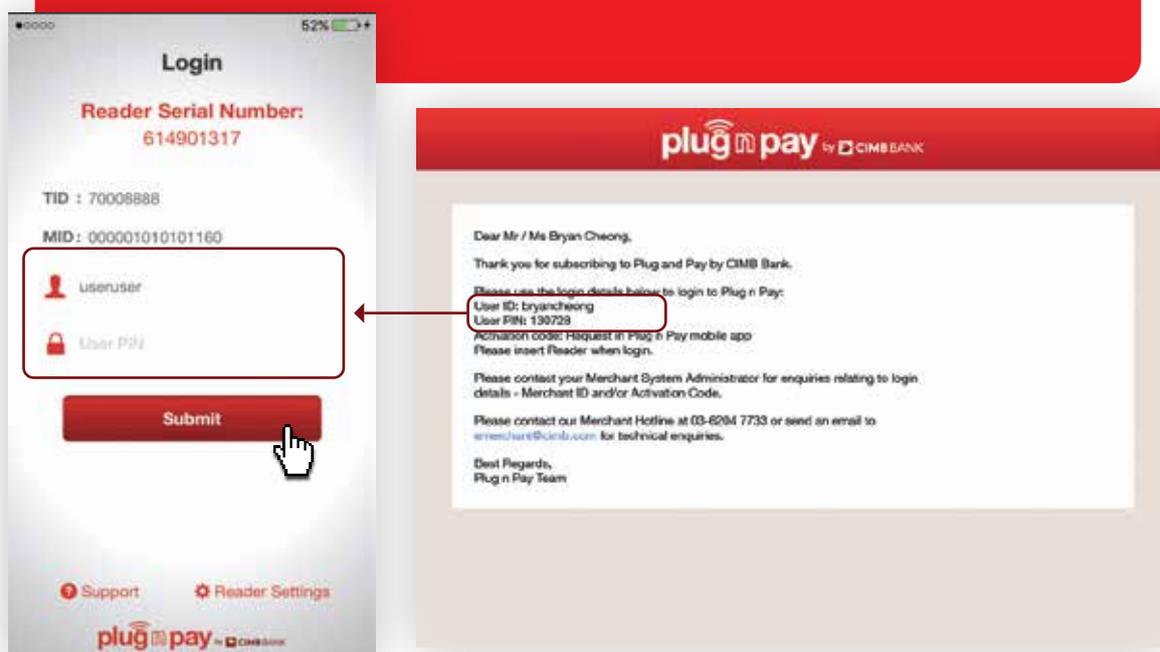
Select the reader you want to connect to and click on the Serial Number.
Click 'Pair' to accept pairing.



Note: For Android, click 'Yes'.

Step 4:

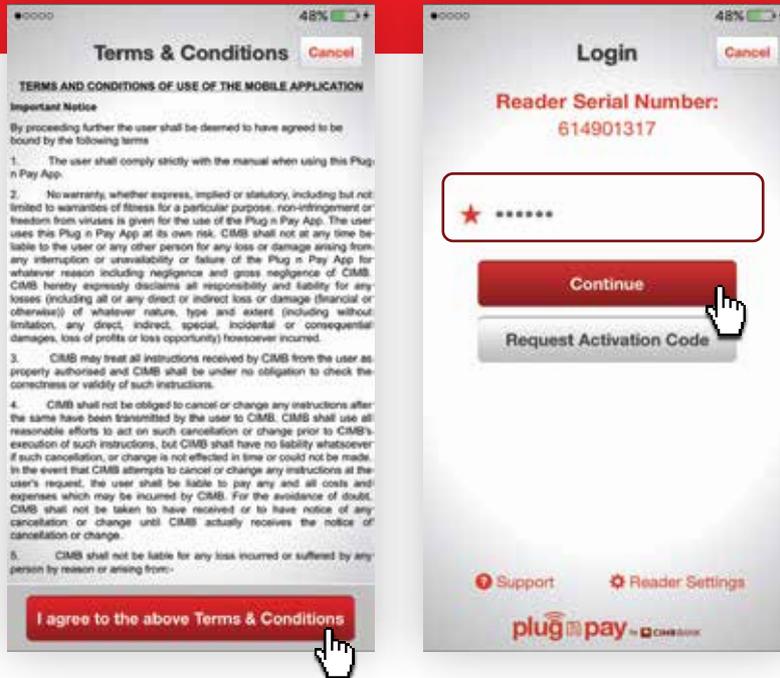
Login with User ID and User PIN received via email
and click 'Submit'.



SECTION B: MOBILE ACTIVATION (BLUETOOTH CONNECTION)

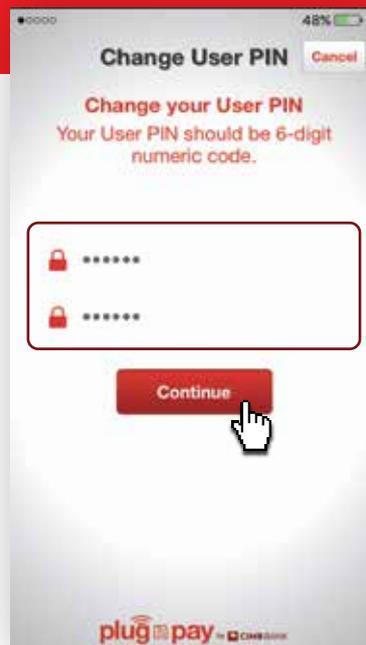
Step 5:

Click on 'I agree to the above Terms & Conditions' and 'Request Activation Code' button.
Enter activation code sent to your mobile contact number and click 'Continue'.



Step 6:

Key in preferred PIN twice and Click 'Continue'

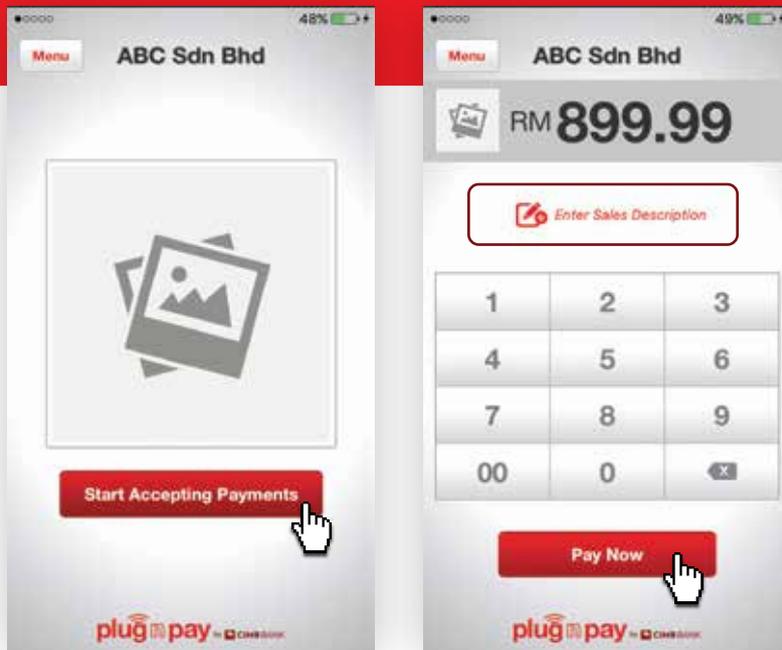


Note: User PIN must contain a 6-digit numeric code only.

SECTION B: ACCEPTING CARD SALES

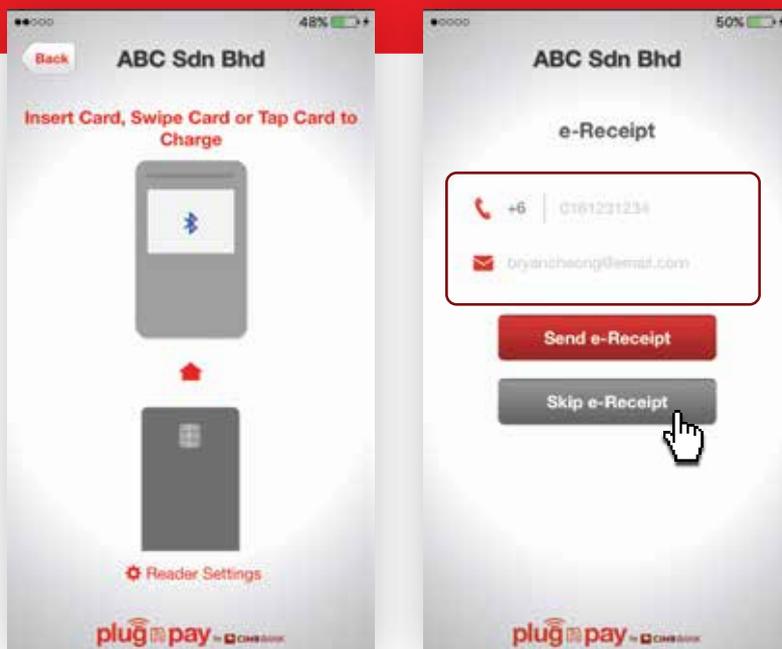
Step 1:

Click 'Start Accepting Payments'.
Enter payment value and sales description.
Click 'Pay Now'.



Step 2:

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.
Key in customer's mobile number and/or email address to send e-receipt.
Click 'Skip e-Receipt' button if customer does not wish to receive e-receipt.



SECTION B: ACCEPTING CARD SALES

Step 3:

Obtain customer's signature and click 'Continue'; or customer keys in PIN verification on card reader and presses 'OK' button.



OR



Step 4:

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



OR



SECTION B: RESEND E-RECEIPT

Step 1:

At login screen, key in User ID and PIN.
Press 'Submit'.
Click 'Menu' button at top left corner.

Step 2:

Select 'Sales History' in the dropdown menu list.
Key in User ID and PIN again.
Press 'Submit'.

Step 3:

Click on the selected transaction.
Check sales details and click on 'Resend e-Receipt'.

Step 4:

Key in customer's mobile number and/or email address.
Click 'Send e-Receipt'.

SECTION B: VOIDING CARD SALES

Step 1:

To void sales transaction, go to 'Sales History'.
Key in User ID and PIN again.
Press 'Submit'.

Note: Transaction can only be voided before settlement. System performs auto-settlement of mPOS transactions daily at 11pm.

Step 2:

Select the transaction you wish to void.
Check the Sales Details of the transaction to be voided and
click 'Void Payment'.

Step 3:

Verify void payment details and click the 'Void Payment' button.
To notify customer on successfully voided transaction,
click on the 'Send e-Receipt' button.

Step 4:

Enter customer's mobile number and/or email address.
Click 'Send e-Receipt' button again.

SECTION B: CREDIT SETTLEMENT

Step 1:

Select 'Sales History' from dropdown menu list.
Key in User ID and PIN again.
Press 'Submit'.

Step 2:

Click on 'Settle Credit' button.

SECTION C: REINSTATE SUSPENDED MOBILE USER ID

Step 1:

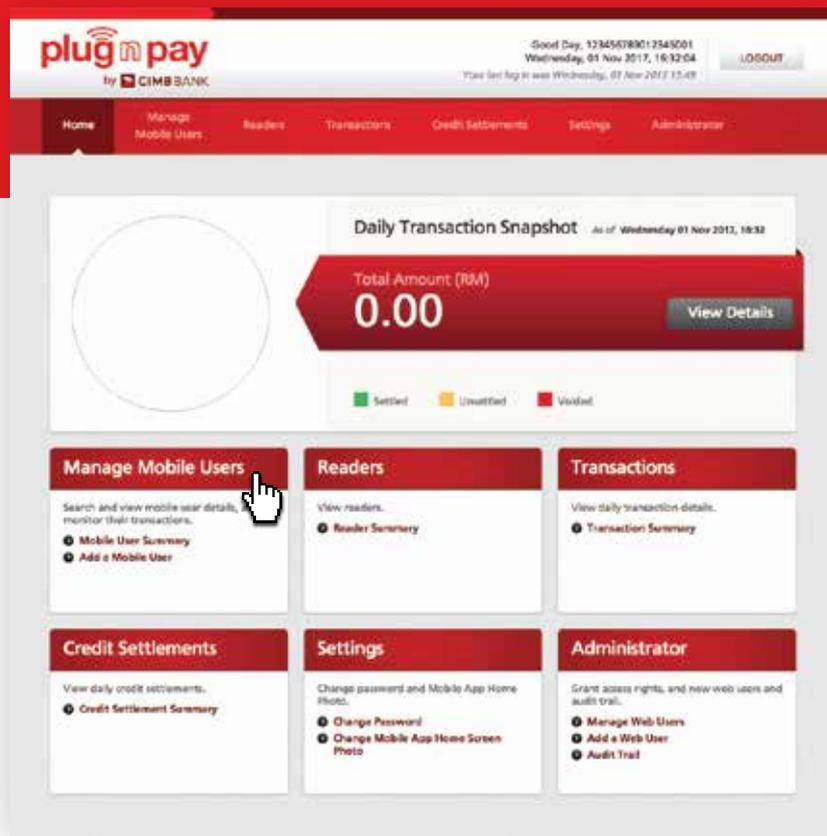
Merchant Financial Controller logs in to <https://www.plugnpay.cimb.com.my>
Enter Login ID stated in first activation email/SMS and password.
Click 'Submit'



Note: Mobile User ID will be suspended after 3 failed login attempts. Merchant Financial Controller will reinstate mobile user ID through Plug n Pay portal.

Step 2:

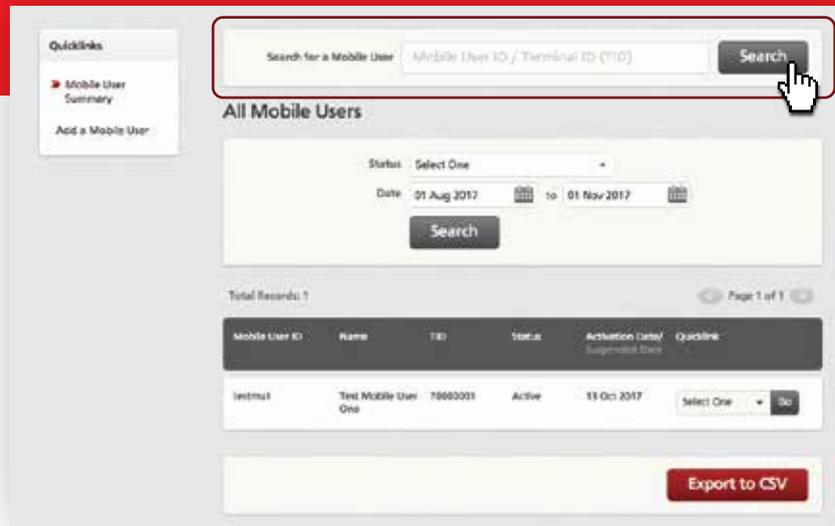
Once login is successful, you will be directed to the homepage.
Click on 'Manage Mobile Users'.



SECTION C: REINSTATE SUSPENDED MOBILE USER ID

Step 3:

Click on 'Mobile User Summary'.
Key in Mobile User ID or Terminal ID in the search field.
Click the 'Search' button.



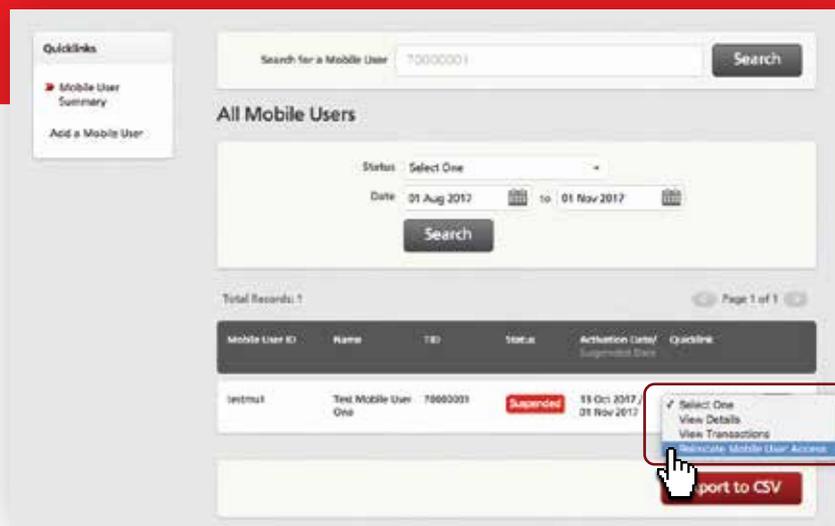
The screenshot shows the 'Mobile User Summary' page. A search bar at the top contains the text 'Mobile User ID / Terminal ID (TID)' and a 'Search' button. Below the search bar, there are filters for 'Status' (Set to 'Select One') and 'Date' (from '01 Aug 2017' to '01 Nov 2017'). A 'Search' button is located below these filters. The results section shows 'Total Records: 1' and 'Page 1 of 1'. A table lists one record:

Mobile User ID	Name	TID	Status	Activation Date/ <small>Suspension Date</small>	Quicklink
testm1	Test Mobile User One	70000001	Active	13 Oct 2017	Select One <input type="button" value="Go"/>

At the bottom right, there is an 'Export to CSV' button.

Step 4:

Select 'Reinstate Mobile User Access' from the suspended mobile user's 'Quicklink' dropdown box.
Click 'Go'.



The screenshot shows the 'Mobile User Summary' page with the search bar containing '70000001'. The 'Status' filter is set to 'Suspended'. The table shows one record:

Mobile User ID	Name	TID	Status	Activation Date/ <small>Suspension Date</small>	Quicklink
testm1	Test Mobile User One	70000001	Suspended	13 Oct 2017 01 Nov 2017	<ul style="list-style-type: none">Select OneView DetailsView TransactionsReinstate Mobile User Access <input type="button" value="Go"/>

The 'Quicklink' dropdown menu is open, and a hand cursor is pointing to the 'Reinstate Mobile User Access' option. An 'Export to CSV' button is visible at the bottom right.

SECTION C: REINSTATE SUSPENDED MOBILE USER ID

Step 5:

Select a reinstate reason from the dropbox.
Key in remark (e.g. reinstate or reset etc.)
Click 'Submit'

The screenshot shows the 'Reinstate Mobile User Access' form in the 'Details' step. The form includes a sidebar with 'Quicklinks' (Mobile User Summary, Add a Mobile User) and a main content area with the following fields: Mobile User ID: testmu1, Effective Date: 01 Nov 2017, Reason: Reinstale (dropdown), and a text area for 'Reinstale' with a character count of 'Max characters: 250/241 remaining'. A red 'Submit' button is highlighted with a mouse cursor.

Step 6:

A system generated email will be sent to Mobile User for activation.

The screenshot shows the 'Reinstate Mobile User Access' form in the 'Complete' step. The form displays a green checkmark and the message 'Your request is successful'. Below this, a summary box shows: Mobile User ID: testmu1, Effective Date: 01 Nov 2017, Reason: Reinstale, and Reinstale. At the bottom, there are 'Print' and 'Email (PDF)' buttons, and a note: 'It is recommended that you keep a copy of this confirmation receipt for your records.'

SECTION C: RESET PIN FOR MOBILE USER

Step 1:

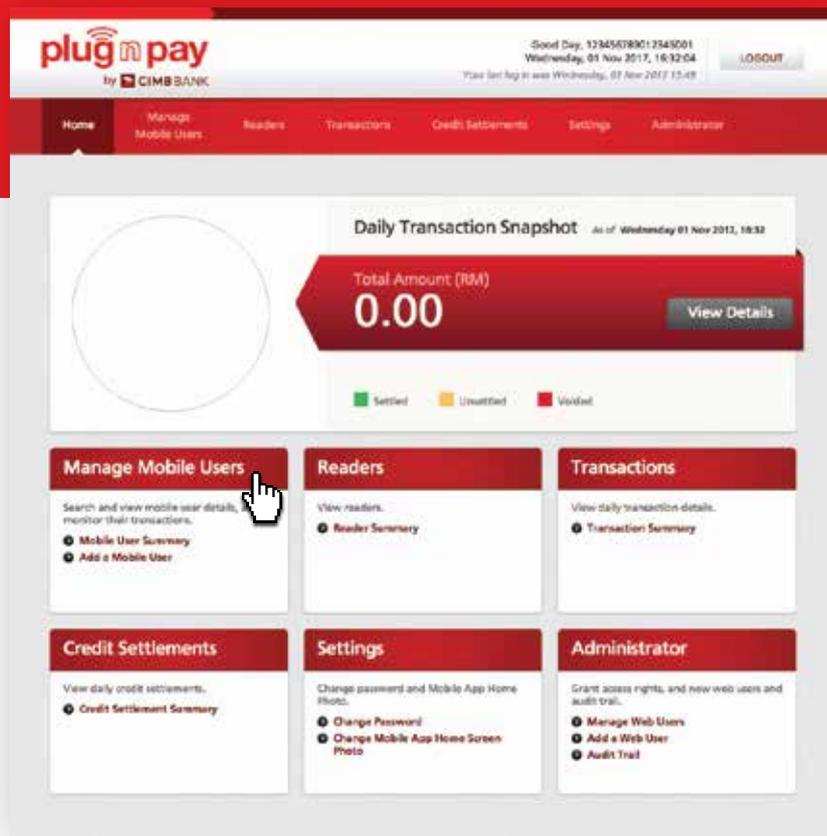
Merchant Financial Controller logs in to <https://www.plugnpay.cimbbank.com.my>
Enter Login ID stated in first activation email/SMS and password.
Click 'Submit'



Note: If mobile user has forgotten his PIN or made 2 failed attempts to login, the Merchant Financial Controller may reset the PIN for the mobile user following these steps.

Step 2:

Once login is successful, you will be directed to the homepage.
Click on 'Manage Mobile Users'.



SECTION C: RESET PIN FOR MOBILE USER

Step 3:

Click on 'Mobile User Summary'.
Key in the Mobile User ID or Terminal ID
Click the 'Search' button.

The screenshot shows the 'Mobile User Summary' page. On the left, there is a 'Quicklinks' sidebar with 'Mobile User Summary' selected. The main content area has a search bar labeled 'Search for a Mobile User' with the placeholder text 'Mobile User ID / Terminal ID (TID)'. A 'Search' button is to the right of the search bar, with a mouse cursor clicking it. Below the search bar, there is a section titled 'All Mobile Users' with filters for 'Status' (Set to 'Select One') and 'Date' (Set to '01 Aug 2017' to '01 Nov 2017'). A 'Search' button is below these filters. Below the filters, it says 'Total Records: 1' and 'Page 1 of 1'. A table with the following data is shown:

Mobile User ID	Name	TID	Status	Activation Date/ <small>Suspension Date</small>	Quicklink
testm1	Test Mobile User One	70000001	Active	13 Oct 2017	Select One <input type="button" value="Go"/>

At the bottom right of the table area, there is an 'Export to CSV' button.

Step 4:

Go to selected Mobile User's 'Quicklink' dropdown.
Select 'View Details'.
Click 'Go'.

The screenshot shows the same 'Mobile User Summary' page as in Step 3, but with the search results filtered to show only the user with TID '70000001'. The 'Quicklink' dropdown menu for the user is open, and 'View Details' is selected. The table data is as follows:

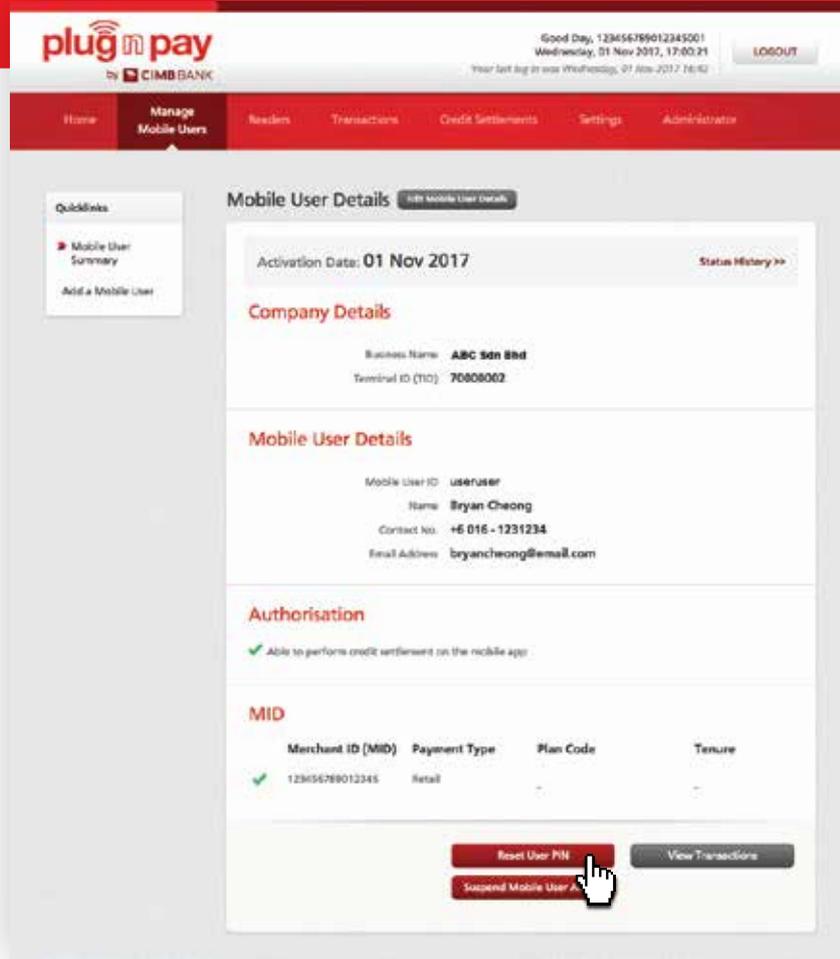
Mobile User ID	Name	TID	Status	Activation Date/ <small>Suspension Date</small>	Quicklink
testm1	Test Mobile User One	70000001	Active	01 Nov 2017 01 Nov 2017	Select One View Details View Trans Suspend M by Access

The 'Export to CSV' button is still visible at the bottom right.

SECTION C: RESET PIN FOR MOBILE USER

Step 5:

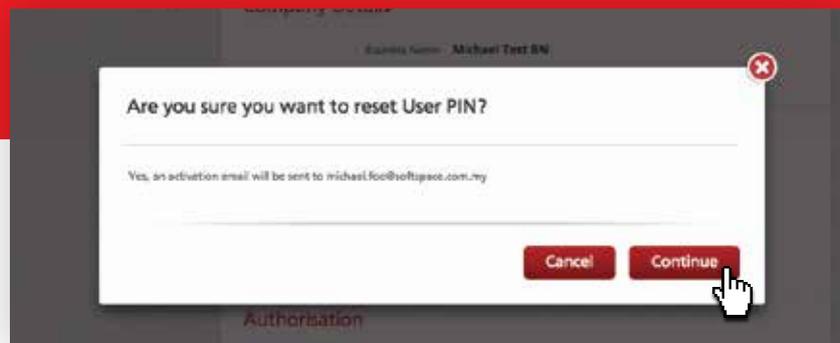
Select 'Reset User PIN' button.



Step 6:

To reset, press 'Continue'.

A system generated email will be sent to the Mobile User.



SECTION C: RESET MERCHANT PORTAL PASSWORD

Step 1a (for failed login attempts of not more than 2 times):

Go to the Plug n Pay portal at <https://www.plugnpay.cimb.com.my>
Click on 'Forgot Password'.



Enter User ID and MID and click "Submit" to reset your password.
A system generated email will be sent to the Merchant Financial Controller with new password.

Note: User ID is your last 10 digits of your MID followed by "001".

Step 1b (for failed login attempts of 3 times or more):

Email to emerchant@cimb.com to reset the merchant portal password.
Provide Merchant's registered name and Merchant Account No (MID) in email.
Merchant Support will reset password and send email to the Merchant Finance Controller.

Please contact our **Merchant Hotline** at **+603 6204 7733** or send an email to emerchant@cimb.com for any enquires.

SECTION D: HOW TO ENABLE IPP FEATURE IN MERCHANT PORTAL (FOR EXISTING USER)

Allows Merchants to:

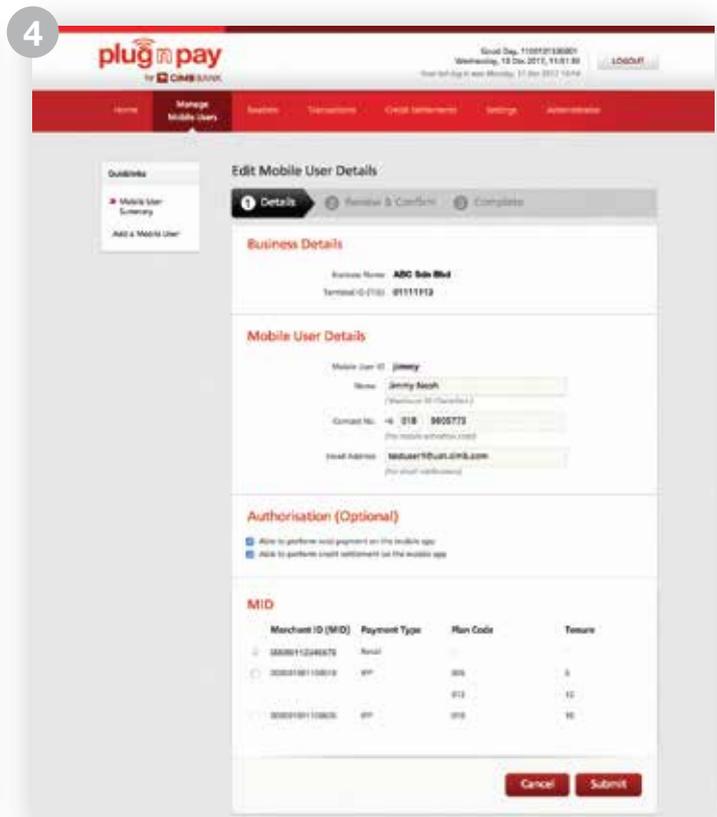
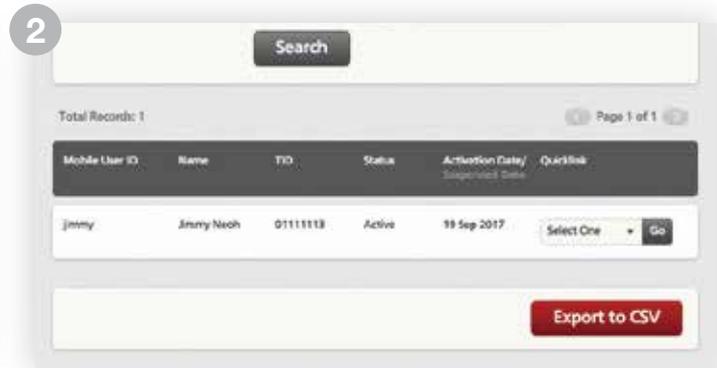
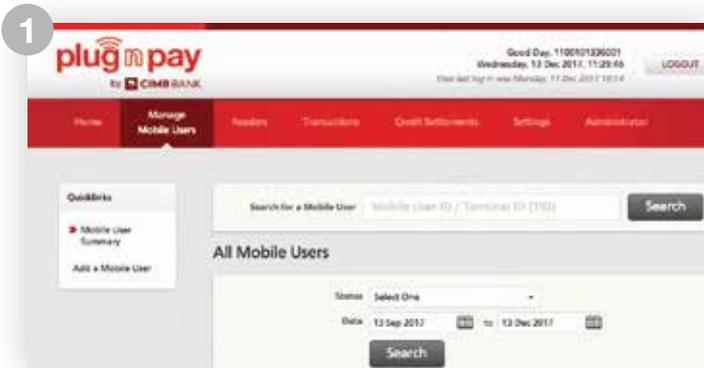
Step 1: Go to “Manage Mobile User”

Step 2: Search for the existing mobile user and choose “View Details” from the quicklink of the Mobile User and click “Go”

Step 3: Click “Edit Mobile User”

Step 4: Check all boxes in MID section

Enable IPP acceptance
(Only applicable for Merchants with IPP feature only)



SECTION D: HOW TO PERFORM IPP TRANSACTION

Step 1:

Key in amount.

iOS



Android

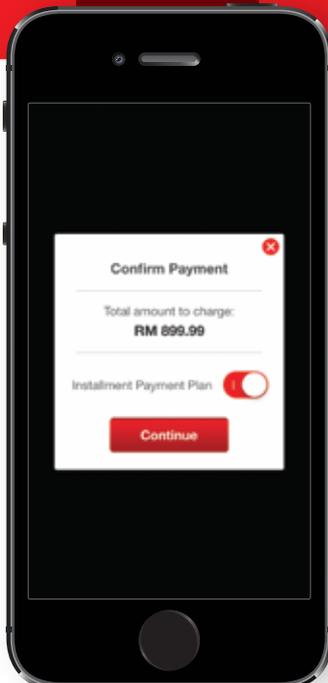


Step 2:

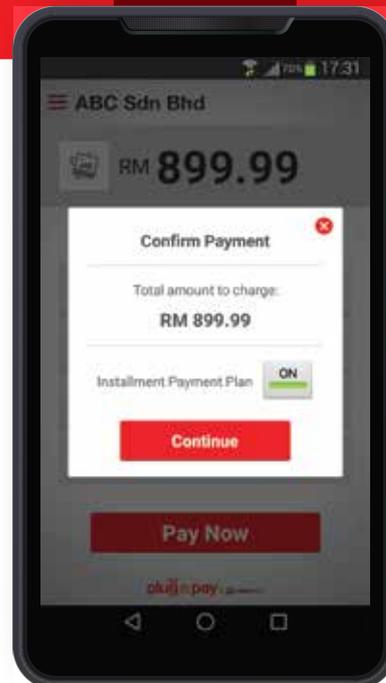
IPP payment confirmation window will pop up.

Turn on IPP option.

iOS



Android



SECTION D: HOW TO PERFORM IPP TRANSACTION

Step 3:

Insert card to charge.

iOS



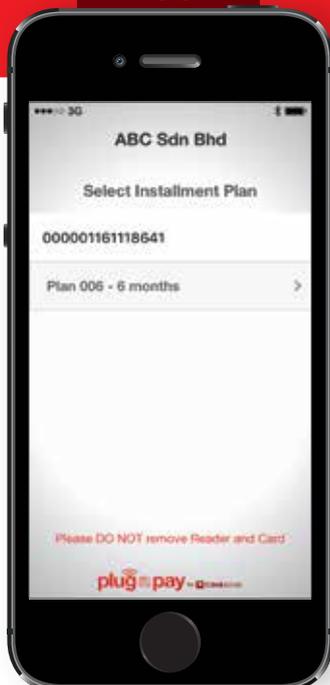
Android



Step 4:

Select payment tenure (i.e. 6 months, 12 months or 24 months).

iOS



Android



SECTION D: HOW TO PERFORM IPP TRANSACTION

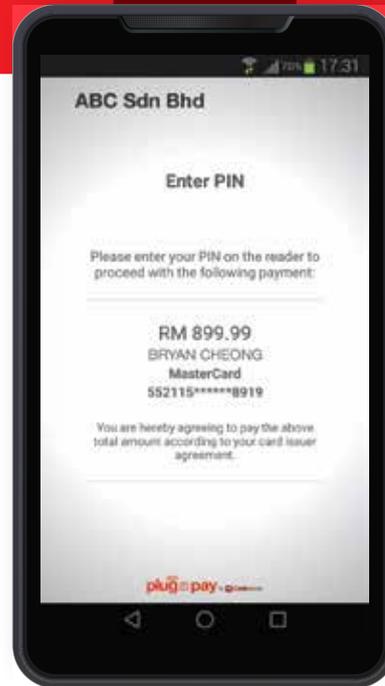
Step 5:

Enter 6-digit PIN to authorise transaction.

iOS



Android



Step 6:

Payment is being authorised.

iOS



Android



SECTION D: HOW TO PERFORM IPP TRANSACTION

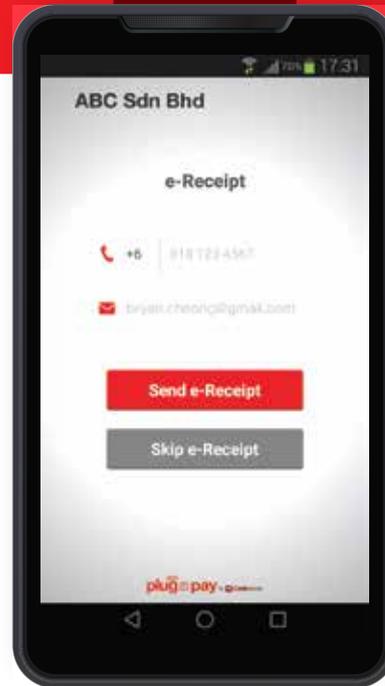
Step 7:

Enter mobile number or email address to send e-receipt.

iOS



Android



Step 8:

Transaction complete.

iOS



Android

