

Merchant User Guide

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OK

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FORWARD > Your Business



Merchant

Enter PIN Please enter your PIN on the reader proceed with the following beyrnown

plug pay-see

CIMB BANK

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.



lear Mr / Ms Bryan Cheong,	
hank you for subscribing to Plug and Pay by CIMB Bank.	
Selow are the login details required to login to Plug and Pay: ferchant ID: 000001080112964	
Jaer ID: 1080112964001	
covation code: Hequest in merchant portal reset password page	
or first time login, please click on the link below to login.	
htp://www.plughpay.cmbbank.com.my/auth/resetPwd?8emid=3007681eken+ x0P9rtMZ813Pg	
or subsequent login, please click on the link below.	
ttp://www.plugnpay.cmbbank.com.my	
Nease contact your Merchant System Administrator for enquiries relating to login letails - Merchant ID and/or Activation Code.	
Yease contact our Merchant Hotline at 03-6204 7733 or send an email to morthcnarthclimb.com for technical enquiries.	
Aerohant Activation Guide: User Guide	
lest Regards,	

Step 2:

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

by CIMBE	BANK
Reset Passwo	ord
New Password	X
Retype Password XXXXXXXX	X
Activation Code	
Request Activation	code dha
Submit	U

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.

	Text Message Today 12:58 PM	
RM0.00 CIM activation of the MID: 00 User ID: 108 Activation of 30/11/2017	IB: Plug n Pay Your ode is <u>331555</u> for 0001080112964 00112964001. ode is valid <u>until</u> 10:10:10.	
Statistical Statistical	in Terrate Constants	



SECTION A: ACCOUNT ACTIVATION

Step 4:

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



Step 5:



SECTION A: MOBILE ID CREATION

Step 1:



SECTION A: MOBILE ID CREATION

Step 2:

Marage Mobile Ce	n Nacion (Transactions Credit Sectionents Nacional Administration
Quintifette	Add a Mobile User
Mosile Iter Seminary	Salect Company O Cetals O Review & Confirm O Complete
> Add a takenie uner	Business Details
	Business Nume: Michael Text.0N
	Mobile User Details
	Multile (Mer 12) distances 222 applorument (Inserting) Name
	Betreven 520 Addition, waters and in dathed 2 Connect No. 45 (TTT) (Connection
	Email Address (School and School
	Authorisation (Optional)
	C Alice to perform and perform and the reader are Alice to perform void/settlement
	MID
	Merchank ID (MID) Regiment Type Man Code Temune
	Conly applicable for m
	with IPP feature)

Note: Mobile user ID cannot be changed once created.

Step 3:

Hone	Manage Mobile Ukers	Name:	Treneations	Court Settlements	Hettorps	Admentitated	
Quiddiniu		Add a Mo	bile User				
Mobile Us Scinimaty	•	O Detail	🕢 Anview	A Confirm	iomplete		
> Add a N	sbile Uter	📀 Ya	ur request is	successful			
			Mak	ie Jaar Di uservaert			

SECTION B: MOBILE ACTIVATION (BLUETOOTH CONNECTION)

Step 1:



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

Step 2:



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.

Login	Login
Your reader is disconnected Please connect your reader to	Your reader is disconnected Please connect your reader to continue.
Select An Accessory	1 loom
PP0916900327	Bluetooth Pairing Request "PP0916900327" would like to pair with your iPhone. Confirm that the code "604753" is shown on "PP0916900327".
	Cancel Pair
Cancel	
Support O Reader Settings	Gupport O Reader Settings
กมเลี้ยงกลุ่ม -	nhuñ a nav

Note: For Android, click 'Yes'.

Step 4:



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'.

	4676 27			40%
Terms & Cond	itions Cancel		Login	Cancel
TERMS AND CONDITIONS OF USE OF TH Important Notice By proceeding further the user shall be dearned bound by the following terms	E MOBILE APPLICATION	Reader 61	Serial Num	iber:
1. The user shall comply shictly with the r n Pay App.	manual when using this Plug-			
2. No watnanty, whether appress, implied i limited to warnaties of fitness for a particular p fixedom fram viscass is given for the use of the uses this Plug in Play App at its own risk. Of liable to the user of any other person for any any interruption or unrealizability or balance vinativer reason including medigance and CMMB hereby expressly declares at neigon foreses (including all or any direct or indirect in dimension, any direct, indirect, type and initiation, any direct, indirect, opticular, its damages, loss of profils or loss opportunity for anamous of profils or loss opportunity for	or statutory, including but not purpose, non-infiningement or a le Poys n Pay App. The user 488 shall not at any time be- loss or dramage anting from of the Plog in Pay App for- gress negligence of CIMB, websity and tability for any loss or damage (thrancial or asteric) (notifying without objecting or corresponding relower incurred.	* ·····	Continue Activation C	
 CIMB may treat all instructions receive property authorised and CIMB shall be under correctness or validity of such instructions. 	ed by CIMB from the user as r no obligation to check the			
4. CMB shall not be obliged to cancel or of the same have been traininitial by the user inservative differs to act on such carolealing execution of such instructions, but CMB shall is such cancelation, or change is not effected in the event that CMB attempts to cancel or of user's request. The user shall be failed to by expenses which may be incurred by CMB. In CMB shall not be taken to have movined cancellation or change until CMB actual cancellation or change.	change any instructions after to CMBC CMBS shall use all to or change prior to CMBS- have no liability whatsoever it time or could not be made, ange any matchildrow all the pay any and all costs and for the aveidance of doubt, or to have notice of any by necesives the notice of			
 CIMB shall not be liable for any loss person by reason or arising from:- 	incurred or suffered by any	Support	Ø Reade	r Settings
I agree to the above Term:	s & Conditions	plug	pay-per	Alma

Step 6:

•••••	
Ya	Change User PIN Cancel Change your User PIN Dur User PIN should be 6-digit numeric code.
	•••••
	Continue
	alienaar

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

SECTION B: ACCEPTING CARD SALES

Step 1:



Step 2:



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.

	ABC Sdn Bhd	Continue	0000	50% 💷 🔿
99.99 MF	CIMB MASTERCARI	D 552115	ABC S	dn Bhd
1	These sign within the scale and 1	_	Ente	r PIN
Bryo	an Cheon	9 OR	Please enter your proceed with the	PIN on the reader to following payment:
Bryan Cheong		Clear Signature	RM 8 Bryan	99.99 Cheong
then to buy me score total	annuni according to my card issuer agreement.	and the second se	CIMB MA	STERCARD
	plug@pay = generation		You are hereby agreek	1234 Ig to pay the above total
			annun account in Jo	a dan anan akan ini.
			ດແຄື້ມໄດ	av. n.

Step 4:



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:

H Enter Login	Merchant Financial Controller logs in to https://www.plugnpay.cimbbank.com.my ID stated in first activation email/SMS and password. Click 'Submit'
	plug m pay by ⊡ сімввалк
	User ID Password Submit Forgot Password

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'. Soord Day, 13345678001 2345001 Windhenday, 01 Nov 2017, 16:32:04 Part lart hg in war Windhenday, 07 Nov 2017 15:49 plugmpay LOSOUT Daily Transaction Snapshot As of Westmeday #1 Nov 2013, 18:32 Total Amount (RM) 0.00 View Details Settled 🛛 Unsettled 📕 Volded Manage Mobile Users Readers Transactions Search and view mobile usar details monitor their transactions. view readiers. View daily transaction details O Reader Summary O Transaction Summary Mobile User Summary
 Add a Mobile User **Credit Settlements** Settings Administrator Charge passwerd and Mobile App Home Home View daily crodit settlements. Grant access rights, and new web users and auth that. Credit Settlement Summery Orange Pessword
 Orange Mobile App Home Screen
 Photo Menage Web Users
 Add a Web User
 Add a Web User

SECTION C: REINSTATE SUSPENDED MOBILE USER ID

Step 3:

				Bat		
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Summary Acid a Mobile User	All Mobile (Jsers				0
		Diatus	Select One		1	
		Date	91 Aug 2017	10 to	01 Nov 2017	100
			Search			
	Total Records: 1					C Port of 1
	Mobile Liker Ki	Name	70	Status.	Activation Date/	Quality
	lettrul.	Test Mobile Use	79680003	Active	13 0ct 2017	Martine

Step 4:

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Mobile User Summary Acid a Mobile User	All Mobile (Jsers				
		Sintus	Select One		-	
		Date	01 Aug 2017	10 to 1	11 Nov 2017	00
			Search			
	Total Records. 1					G Autofi G
	Secole User ID	Name	TID	1000.00	Activation Date	te/ Questine
	(estimate	Test Mobile U	ver 70000001	Canadian	13 Oct 2017 /	A Balant Day

SECTION C: REINSTATE SUSPENDED MOBILE USER ID

Step 5:

Quicklinks	Reinstate Mobile User Access
Mobile User	1 Details Complete
	Difective Date : 01 Nov 2017 Resource: Reinstate - Reinstate
	Max charactery 250 241 menuliting

Step 6:

Quicklinks	Reinstate Mobile User Access
Mobile User Summary	O Details O Complete
Act a Wobie User	Vour request is successful Millike Uner ID Effective Date Of Nov 2017 Reason Reinstate Reinstate
	Print Email (PDF)
	It is recommended that you keep a copy of this confirmation receipt for your records.

SECTION C: RESET PIN FOR MOBILE USER

Step 1:

<text><text>

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.



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

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Home	Manage Mobile Users	Nades	Transactions	Gedt fetterrents	Tettings	Alexielation -	
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			Settled	Unatted	Variation		
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Vew daily © Crudit	orodik sottlaments. Settlement Sammary		Ohings passwerd at Photo.	od Molele App Home	Grant access r auth trail. O Menage W	ginta, and new web users are leb Users	

SECTION C: RESET PIN FOR MOBILE USER

Step 3:

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Summary Add a Mobile User	All Mobile U	lsers	_		_		-ŪΡ
		Darbas	Select One				
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	Mobile Liver ID	Name	TID	Status	Activation Data/	Quality	
	and a second	Two Martin Ites			0.0+ 001	Permission	-

Step 4:

		Clic	:k 'Go	' .		
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 Mobile User Summary Acid a Mobile User 	All Mobile U	Jsers				
		Sintus	Select One			
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	Total Records: 1					G for 1 of 1 G
	Mobile User ID	Name	TO	56#LM	Activation Data Economics Dis	n/ Qualite
	tectrul	Test Mobile Us	w 70000001	Active	01 Nov 2012	/ Select One

SECTION C: RESET PIN FOR MOBILE USER

Step 5:

	Good Day, 12855756012245001 Wednesday, 01 Nor 2017, 12:00 21 Year latt lag trises Workedge, 01 Nor 2017, 16:00					
Harrie Manage Mobile Users	Nextlers Transactions Condit Settlements Settings Administrative					
Quiddlinks	Mobile User Details					
Mobile Uwer Sommary	Activation Date: 01 Nov 2017 Status Metary >>					
dod a Mobile Over	Company Details					
	Business Name: ABC 5dn 8Hd Terminal ID (110) 76608002					
	Mobile User Details					
	Mobile Liter 10 useruser					
	Same Bryan Checng Contect No. +6 016 - 1231234					
	final didows bryancheong@email.com					
	Authorisation					
	Able to perform and/2 settlement on the noble app					
	MID					
	Merchant ID (MID) Payment Type Plan Code Tenure					
	✓ 1254555580012345 Retail					
	Reset User PN View Transactions					

Step 6:

	CONTRACTOR OF CALLS		
Are you	sure you want to reset User PII	N?	- 8
Yes, an activit	on anal will be sent to michael.for@softspace.com	Lwy	

SECTION C: RESET MERCHANT PORTAL PASSWORD

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

Go to https://www Click	the Plug n Pay portal at .plugnpay.cimbbank.com.my on 'Forgot Password'.
F	oluĝnpay
1.1	by E CIMB BANK
	Login
	User ID
	Submit
	Forgat Password
	40
nter User ID and MID a A system generated em Contro Forgot Password	nd click "Submit" to reset your password hail will be sent to the Merchant Financial oller with new password.
Please enter the following information to	reset your password.
User ID	1177016557001
Merchant ID (MID)	000001177018557
	Cancel Submit

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)



Step 1:



Step 2:



Step 3:



Step 4:





Step 5:

Step 6:





Step 7:

Step 8:

