

# Welcome Aboard

Merchant Guide | Plug n Pay Standalone Reader



CIMB BANK BERHAD (13491-P)

Getting Started  
English

# Getting Started

## Charging

**Note:** Charge the 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 Plug n Pay Reader can be used while it’s being charged.

**Charging time**      Approx. 2 hours

**Battery life**      Approx. 500 transaction 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 register.
- Key in your new 6 digit User PIN.








### Integration with Point of Sales (POS) system

For POS integration with Plug n Pay Reader kindly get in touch with us.

# Get to know your Plug and Pay Reader



- 50%  Battery status
-  Battery charging
-  Battery fully charged

-  Mobile network status
-  Bluetooth connection

# 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)



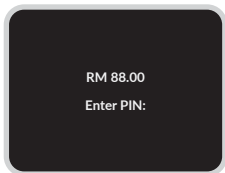
## Swipe card

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.



4

Sending an e-Receipt.



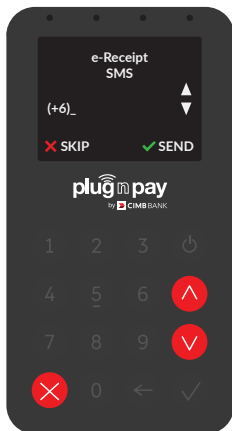
### Send via SMS

Enter customer's mobile number.



### Send via E-mail

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



# 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.

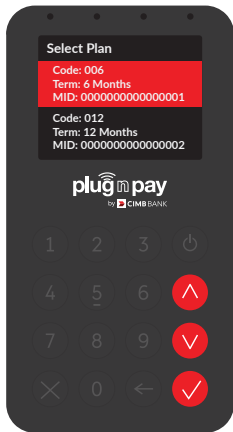
**Note:** For IPP transactions, only card insert method is accepted.



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**.

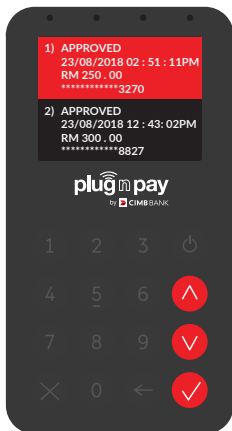
**Note:** For Installment Payment Plan (IPP) enablement kindly get in touch with us.



## View sales history, Resend e-Receipts and Void transactions

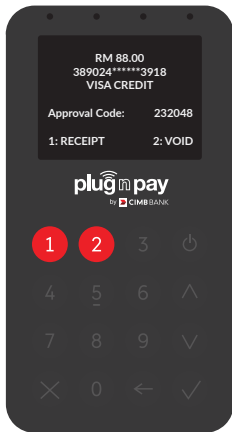
1 Press any button to start and select “Sales History”.

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



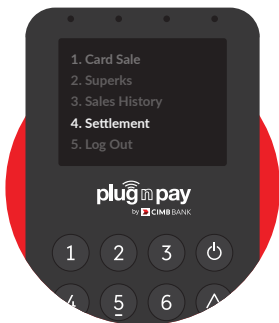
2 Resending an e-Receipt or voiding a transaction.

- 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**.

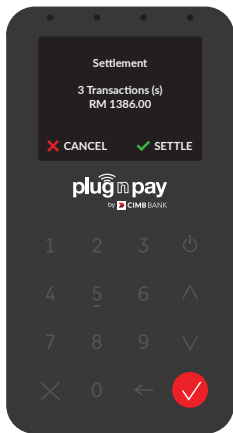



# Credit Settlement

- 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 confirm.



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

You may also choose to perform manual credit settlements.



## Privacy Policy & Terms of Service

For the full merchant Privacy Policy and Terms of service, please refer to

<https://www.plugnpay.cimbbank.com.my/content/mobile/privacypolicy.html>

<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 purchase. 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](mailto: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 help.

### 3. Transaction status

#### **Q: Interruption during the transaction**

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: Doubt if the transaction 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: Transaction not found in Sales History**

A: For settled transactions, it will not be shown in Sales History. Approved transactions that are yet to perform settlement only will be shown. If you could not find the transaction that you just made, that means the transaction did not complete successfully.

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

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.

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