

# Merchant User Guide





# CARING FOR YOUR DEVICE

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.

# SECTION A: MERCHANT PORTAL

Account Activation	2-4
Mobile ID Creation	5-6

# SECTION B: MOBILE APPS

Mobile Activation (Bluetooth Connection)	7-10
Accepting Card Sales	11-14
Resend e-Receipt	15-16
Voiding Card Sales	17-18
Credit Settlement	19

# SECTION C:

Reinstate Suspended Mobile User ID	20-22
Reset PIN for Mobile User	23-25
Reset Merchant Portal Password	26

# 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' to get the activation code.

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

Reset Password	
New Password XXXXXXXX Retype Password XXXXXXXX	
Activation Code	

# SECTION A: ACCOUNT ACTIVATION

# Step 3:

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

Messages	6 883 3	Details
RM0.00 CII Pay Your ac	MB: Plug n ctivation	
VID: 00001080	<u>112964</u>	
Jser ID: 108011296	4001.	
Activation over the Activation of Activatio of Activation of Activation of Activation of Activation	code is 31/12/2015	
	Pay Your a code is <u>33</u> MID: 000001080 Jser ID: 108011296 Activation o valid until 3 10:10:10.	Pay Your activation code is <u>331555</u> for the MID: <u>000001080112964</u> Jser ID: 1080112964001. Activation code is valid until 31/12/2015 10:10:10.

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

N.			
Reset	Password		
Merchant ID (MID)	223456789012341		
New Password	XXXXXXXX		
Retype Password	XXXXXXXX		
Activation Code			
, <b>(</b> ) (10)	Request Activation Code	_	

# SECTION A: ACCOUNT ACTIVATION

#### Step 4:

- > Login to the Plug n Pay portal at https://www.plugnpay.cimbbank.com.my
- > Enter Login ID stated in notification email and new password.
- > Click 'Submit'.



#### Step 5:

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



# Step 1:

> At portal homepage, go to 'Manage Mobile Users' and click on 'Add a Mobile User'.



# SECTION A: MOBILE ID CREATION

# Step 2:

- > Key in preferred mobile user ID (eg: Company name#1), staff name, contact number and email address of the sales agent that the card reader will be assigned to.
- > Upon completion, click 'Submit'.

1966	Manage Mobile Usan	Mattin	Transactions	Erect lettoments Settings	Administer
QuickStriks		Add a Mob	ie User		
Mobile Use Summary		1 Details	@ Review	& Confirm 💿 Complet	(
Add a Ma	hile ther	Mobile U	ser Details		
			Mobile Uter1D Name Contact No. Email Address	(Homenen F-307 Alphanament, characteri) (Homenen S-11 Alphanam, paces setting (Homenen S-11 Alphanam, paces setting (Homenen S-11 Alphanam) (Homenen S-11 Alphanam)	dante (
		Authoris	ertion (Option form void payment or form andit settlemen	nal) the mobile app on the mobile app	o enable mobile user erform void/settlemer
					Submit

#### Step 3:

> Once Mobile User creation is completed, a message that says 'Your request is successful' appears.

 $\sim$ 

> A system generated email will be sent to the Mobile User (refer to Section B: Mobile Activation, Step 5, Page 9)

Home	Manage Mobile Users	Readers	Trensections	Credit Settlements	Settings	Administrator
Quicklinks		Add a Mot	oile User			
Mobile Use Summary	8	O Details	O Review	& Confirm	omplete	
Acid a Mc	žile Usor	You You	ur request is	successful Interno useruser		
		View M De	obile User stalls	Print E	mail (PDF) Lynu kens A mes	a di la constante di la consta

#### Step 1:

- > Download the Plug n Pay app from iTunes App Store for iOS or Google Play for Android.
- > Enter 'Plug n Pay by CIMB Bank' to search for the app.



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.



#### Step 3:

- > Launch Plug n Pay app and click on 'Reader Settings'.
- > Next, click on 'Connect To Reader'.

••••• 36	* 🚥	***** 33	* 🖛
Login		Logi	in
Your reader is disconne Please connect your read continue.	ected der to	Your reader is d Please connect y contin	isconnected our reader to ue.
1 Univer (D		1 Reader	Settings
Cour PM		* Connect to	Reader >
	-	Ø Disconnect	Reader >
Submit		() Information	>
Support Reader S	iettings	O Support	Reader Settings
plug pay-		plugmpay	

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

#### Step 4:

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

***** 3G \$	***** 30. \$
Login	Login
Your reader is disconnected Please connect your reader to	Your reader is disconnected Please connect your reader to
Select An Accessory	Contrast.
PP1234123456	
	Bluetooth Pairing Request "PP1234123456" would like to pair with your iPhone.
	Cancel Pair
Cancel	h. 1
Support     O Reader Settings	Support     O Reader Settings
plug = pay - poster	plug spay-comm

Note: For Android, click 'Yes'.

#### Step 5:

- > Login with User ID and User PIN received via email.
- Click 'Submit'.



#### Step 6:

- > Click on 'I agree to the above Terms & Conditions'.
- > Click 'Request Activation Code' button to get activation code.

••••• 3G	* 🚥	***** 3G	* =
Terms & Conditio	Ins Cancel	Logir	1 Gance
TERMS AND CONDITIONS OF USE OF THE MOB Important Netice Dy proceeding further the user shall be deemed to be bound by the Moleceng terms. 1. The user shall comply sitting with the mai MPCS Aco.	LE APPLICATION a agreed to be	Reader Serial 9159001	Number: 44
2. No warranty, whether express, replace or statul invited to warranties of lineses for a particular perpose become from variants is given for the use of the MPOG No MPOS App at its new risk. Bank shall not at any user or any other person for any loss or stang elemaption or univestability or lations of the MPOG warranty distances at exponentially and priss negligance at expressly distances at exponentiality and priss negligance at a or any dense or initiative for an eleman initiative for a of orang dense or initiative to so of damage (frame whatver notizes, logic and extent (including without index), periods, included to or consequential itemps tools opportunity) bewiserver incurved.	ney, including but not , non-infingurent or J. App. The user uses free two Lables to the ge anisong from any 5. App for whatever Bans, Barn hereby my lenses (including as or otherwise) of imilation, any cleoch os. Ioss of profile or	Activelion Code Continu Request Active	tion Code
3. Dark may terial instructions received by D properly subcrease and Bank what be under an ob-tomethemes or validity of such instructions. 4. Bank takin rule be objective to acceler to change, the same have been transmitted by the user to Bank instructions, but bank to acceler to accele	ark from the user as ligation to check the any instructors after to Bens Mall use all amage pror to Bienks facility whatscherer if could not be made. In could not be made. In an all social and a mediance of databases and and all social and amaginous of databases. A set of any local and an another of databases of any local and another of any local and any local and any local and and any local and any local any local and any local and any local any local and any local any local and any local any local and any local any local any local any local and any local any local		4m
<ol> <li>Bank shall not be lable for any loss incurre person by reason or arking from.</li> </ol>	d or suffered by any	O Support O	Reader Settings
l agree to the above Terms & C	onditions	plugmpay	Domesia

#### Step 7:

- > An SMS with the activation code will be sent to your mobile contact number.
- > Enter activation code and click 'Continue'.

••••• 3G	8	••••• 3G		:
Kessages 6 883 3	Details		Login	Cancel
Today 4:52 PM		Read	ler Serial Num	ber:
RM0.00 CIMB: Plug n Pay Your activation code is <u>123456</u> for the User ID: <u>useruser</u> .		*	915900144	
Activation code is valid until 31/12/2015 10:00:00 PM.		Requ	Continue uest Activation	5
		😧 Suppo	rt <b>Q</b> Reade	r Settings
Text Message	Send	plu	gapay-som	

#### Step 8:

- > Key in preferred PIN.
- > Re-enter preferred PIN for confirmation.
- 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:

- > A message requesting that you insert or swipe a card will be displayed at the card reader screen.
- > To charge, insert card into the bottom of the reader or swipe the card at the top of the reader.



# SECTION B: ACCEPTING CARD SALES

# Step 3:

- > 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.

••••• 3G		* 🖚
	ABC Sdn Bhd	Cancel
	e-Receipt	
<b>\$</b> +6	0161231234	
🖴 brj	ancheorg@email.com	
	Send e-Receipt	
	Skip e-Receipt	
	2	")
p	lug mpay-power	-

# Step 4a:

> Proceed to obtain customer's signature and click 'Continue'.

RM 899.99 CIMB MASTERCARD 552115***** (Please sign within the white area)	А	BC Sdn Bhd	Continue
(Please sign within the white area)	RM 899.99	CIMB MAST	ERCARD 552115****
Support       Support         K Bryan Cheong       Keong         Lagree to pay the above total amount according to my card issuer agreement.       Clear Signature	(Ple	sase sign within the white area )	
agreement.	Bryan Cheong	r Cheong	Clear Signature
at Second	agreement.		

#### or

## Step 4b:

> Customer keys in PIN verification on card reader and presses 'OK' button.



# Step 5:

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



# 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'.

••••• 30	***** 3G	***** 36 * 🗰
Home	Menu	Menu Sales History
Sales History		Reader Serial Number: 915900162
Settings		TID : 70008688
3 Support		MID: 000001010101160
🚺 Info		1 useruser
O Logout		🔒 Ubye PM
	s	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 payment, 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'.

) Inversion of 6-dipl and number / Approved coops / Inverse members	EM 899.99 552115
RM 899.99 552115*****0041 Approval Code : F01985 Invoice Number : 001444	CHEONG Batch Number : 000043 Transaction ID : 70003044180015000261
RM 23.00         10:00 PM           552115*****0041         552115*****0041           Approval Code         F01979           Invoice Number         001443	Transaction (integer 1 to 10:10 PM           Transaction Date         : Thursday, 31/12/2015           Card Application         : CIMB MASTERCARD           TID         : 70003044           MID         : 000001120107479
	1234567880
tid Umanflud Amount	
M 922.99 Settle Credit	Void Payment Resend e-Recei

#### SECTION B: VOIDING CARD SALES

#### 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.

••••• 3G ¥ 🖚	••••• 3G 🛛 🕴 🗰
Void Payment Cancel	Void Payment
Confirm Void Payment	Status : Successful
Please confirm that you would like to void the following payment:	Approval Code : F01965
RM 899.99 CIMB MASTERCARD	Transaction ID : 700304402071500 0266
552115*****0041 Approval Code : F01965 Invoice Number : 001444 Transaction ID : 7000304402071800	Send e-Receipt
Void Payment	Back to Sales Deta
5	
plugmpay-press	plug n pay-

#### Step 4:

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

••••• 3G		*
	Void Payment	Cancel
	e-Receipt	
	6 0161251233	
	eyasteengleenel.com	
	Send e-Receipt	2
1	pluĝ®pay	

# 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 the Plug n Pay portal at https://www.plugnpay.cimbbank.com.my
- > Enter Login ID stated in notification email and new 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'.
- > Search for suspended Mobile User by keying in Mobile User ID or Terminal ID in the search field.
- > Click the 'Search' button.

iddinks	Sea	sh for a Mobile User	Mobile User I	D / Termin	al in (110)		Search
Mobile User Summary dd a Mobile User	All Mob	ile Users					2
		Status	Select One				۲.
		Dute	27 Heb 2015	<u>68</u> -	27 May 2015	<u>88</u>	
			Search				
	Total Record	ic A				0.1	pe 1 of 1 (iii)
	Mobile User	10 Name	. 110	Slatter	Activation Date/	Questina	
	user1	Bryan Cheong 1	TE:00004	Active	19 May 2015	Select One	• 61
	user2	Bryan Cheong 2	700003	Attive	09 Apr 2015	Select One	- 61
	user3	Bryan Cheong 3	1040402	Active	08.Apr 2015	Select One	. 6
	user4	Bryan Cheory 4	1640691	Active	03 Apr 2015	Selectore	• 60

# Step 4:

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

Mobile User Summary Antif a Mobile User	All Mobile Users
Bulk Mobile User Upload	Merchant ID (MID) Status Superviced • Dete 04 Jun 2005 @ to: 04 Jun 2015 @
	Scarch Tonal Reserts: 7 C Page 1 of 5 C AD Mobile Sam ID TO Status Activation Date/ Quickink
	B00001137900195 wser1 2000088 Superfield 01 Oct 2014/ (ADC Sale Bhd) Select One + Col
	000001137000105 weer2 70001543 Ocpanide Of Nov 2014
	000001117000105 wsw/3 75000021 Gegended 07 Aug 2014 / Select Dire • 60

# 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.) in the comment box.
- Click 'Submit'.

1 Details O Comple	rte
Mobile User ID : Effective Date :	useruser 26 Aug 2013
Reason	Reinstate -
	Max characters: 250 241 remaining
	Submit

#### Step 6:

- > A message 'Your request is successful' will be displayed.
- > A system generated email will be sent to Mobile User for activation.

Your re	quest is succes	sful	
	Mobile User ID	useruser	
	Effective Date	26 Aug 2013	
	Reason	Reinstate	
		Reinstate	

# SECTION C: RESET PIN FOR MOBILE USER

# Step 1:

- Merchant Financial Controller logs in to the Plug n Pay portal at https://www.plugnpay.cimbbank.com.my
- > Enter Login ID stated in notification email and new 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'.



# Step 3:

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

huidklinks	Search	for a Mobile User	Mobile User	D / Termi	sal ito (TTO).		Search
Mobile User Summary Add a Mobile User	All Mobile	e Users					₹
		Statua	Select One				
		Date	27 Heb 2015	<u>111</u> =	27 May 2015	<u>800</u>	
			Search				
	Total Records	r.				0.1	pi tal t 🌐
	Mobile User ID	None	. mo	Status	Activation Date/	04494	
	user1	Bryan Cheong 1	10:00014	Active	19 May 2015	Select One	• 61
	user2	Bryan Cheong 2	700003	Attvr	08 Apr 2015	Select One	- 61
	user3	Bryan Cheory 3	1040402	Active	08.Apr 2015	Select One	. 6
	user4	Bryan Cheong 4	100001	Active	03 Apr 2015	Selectore	• 60
			-			Select One	

#### Step 4:

- > Go to selected Mobile User's 'Quicklink' dropbox.
- Select 'View Details'.
- Click 'Go'.

Mariana Wah Users	Search fe	a Web User	(AH 10		Search
Add a Web User	All Web Use	rs			
Audit Trail		Tala	Select One		
		Distus	Select One	•	
		Dete	94 Mar 2015	🛗 ta: 04 Jun 2015	89
	Total Facunda 2				(Chertoria)
	Web User	for.	liatur	Activation Date;	Queiden
	Web User 1147005225009	Role Viewier	Naha Attur	Addivation Data/ Composition Data/ 03 Aut 2015	Duessen Select One • Gu

# Step 5:

> Select 'Reset User PIN' button.

		201411-02014-045
Activation Date: 26 Aug 2	013	Status History >>
Company Details		
Busines Name	ABC Sdn Bhd	
Merchant ID (MID)	00000000000025	
Terminal ID (TiD)	00000525	
Mobile User Details		
Mobile User ID	useruser	
Name	Bryan Cheong	
Contact No.	+6 016 - 1231234	
Email Address	bryancheong@email.com	
Authorisation		
Able to perform void payment on the	ne mobile app	
<ul> <li>Able to perform credit settlement o</li> </ul>	n the mobile app	
	_	
		neses Oser PIN

- > A message 'Are you sure you want to reset User PIN?' will be displayed.
- ▶ To reset, press 'Continue'.
- > A system generated email will be sent to the Mobile User.

Classifier Description (Classifier Description)		
Are you sure you want to reset User PIN?		
If you continue, an activation small will be sent to mu002\$@0025.com		
	Cancel	Continue

# 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.cimbbank.com.my
- Click on 'Forgot Password'.
- A system generated email will be sent to the Merchant Financial Controller with a new password.



#### 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 **03-6204 7733** or send an email to **emerchant@cimb.com** for any enquires.