



Plug n Pay

Merchant User Guide

CIMB Plug n Pay Bluetooth Model

FORWARD  **Your Business**



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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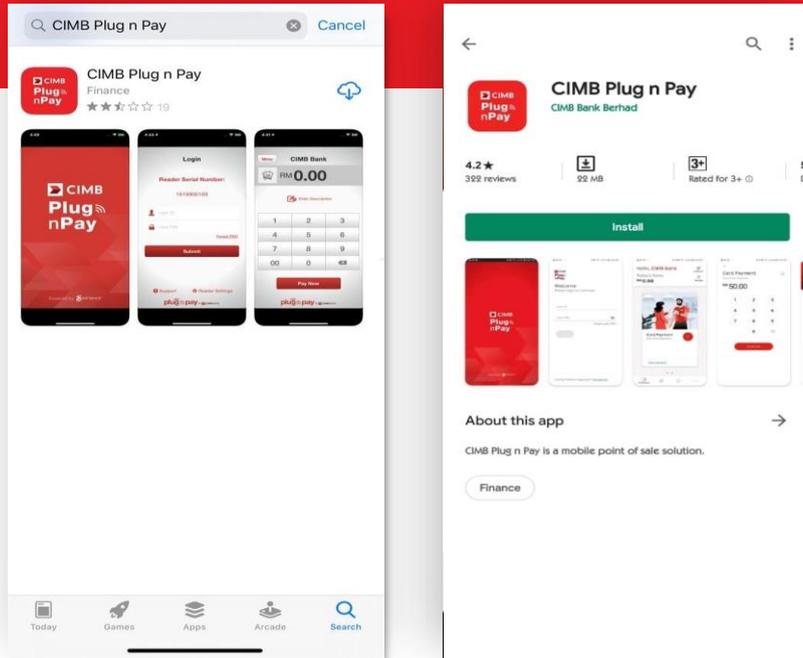
SECTION B:

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SECTION A: MOBILE ACTIVATION

Step 1:

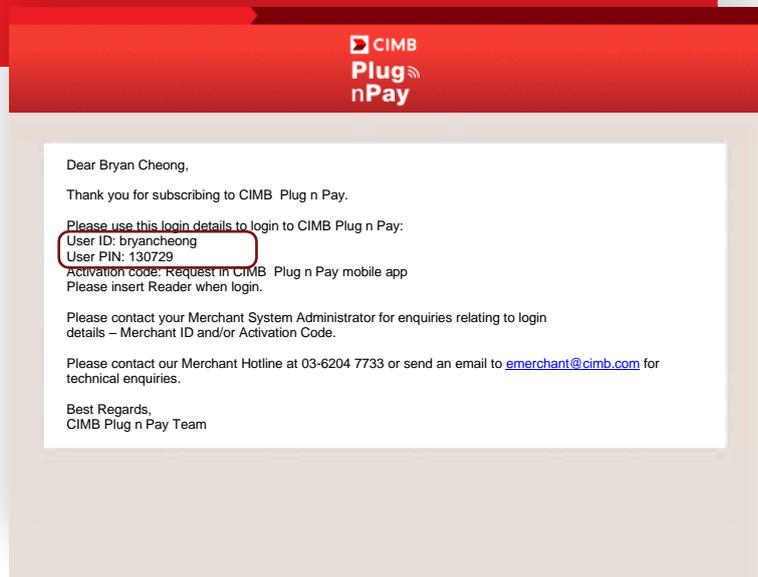
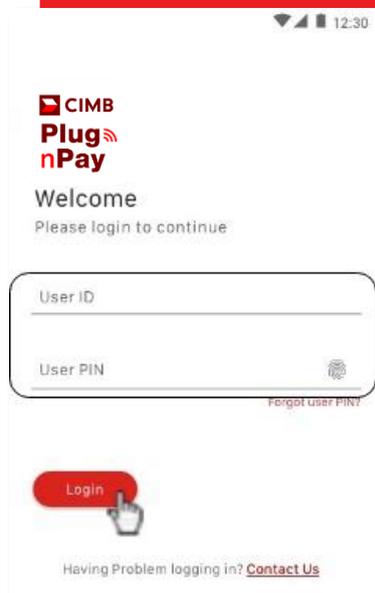
Download the CIMB Plug n Pay app from App Store for IOS or Google Play Store for Android.



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

Step 2:

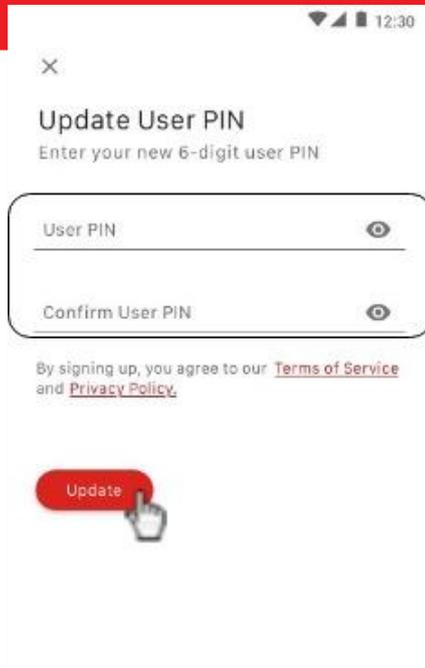
Login with User ID and User PIN received via email and tap 'Login'.



SECTION A: MOBILE ACTIVATION

Step 3:

Key in preferred PIN twice and tap 'Update'



The screenshot shows a mobile application interface for updating a user's PIN. At the top, there is a close button (X) and the title "Update User PIN" with the instruction "Enter your new 6-digit user PIN". Below this, there are two input fields: "User PIN" and "Confirm User PIN", each with a toggle icon to the right. Underneath the input fields, there is a line of text: "By signing up, you agree to our [Terms of Service](#) and [Privacy Policy](#)." At the bottom of the screen, there is a red "Update" button with a hand cursor icon pointing to it. The status bar at the top right shows the time as 12:30.

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

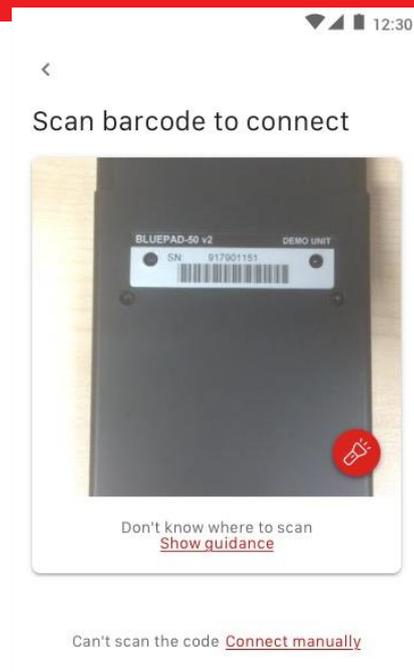
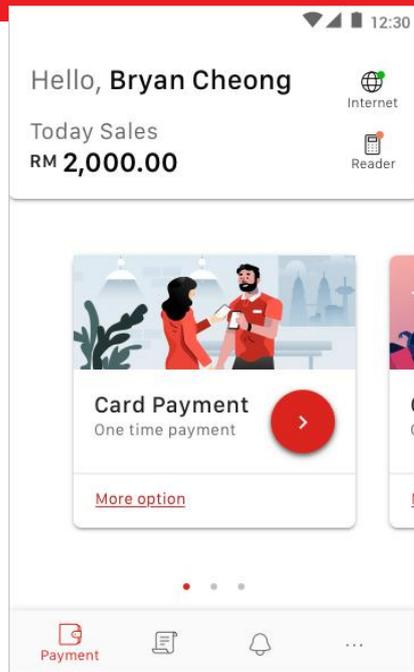
SECTION A: CARD READER BLUETOOTH CONNECTION

Step 1:

Press "Power" button to turn on card reader.

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

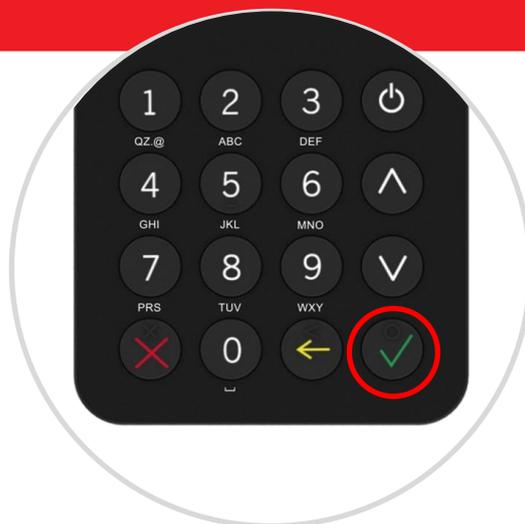
(Tips: Barcode is located at the back of your card reader)



Step 2:

Immediately press the "tick" button when instructed.

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

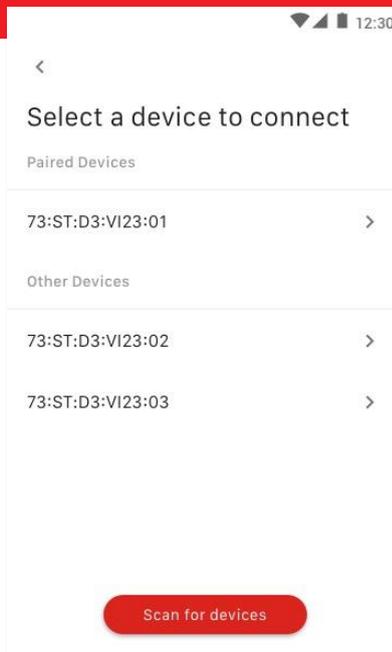
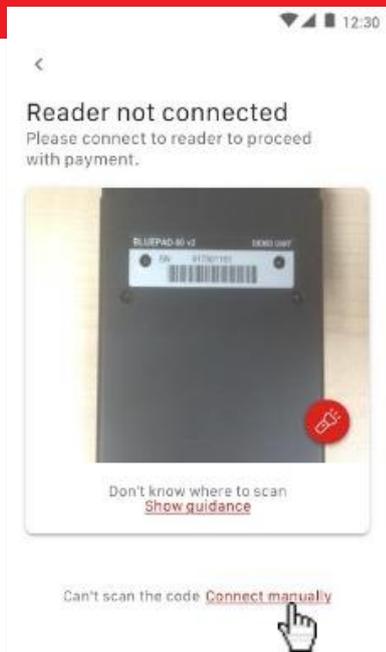


Alternative for Step 1:

Click on 'Connect Manually'.

Next, tap on 'Scan for devices' if your card reader is not listed.

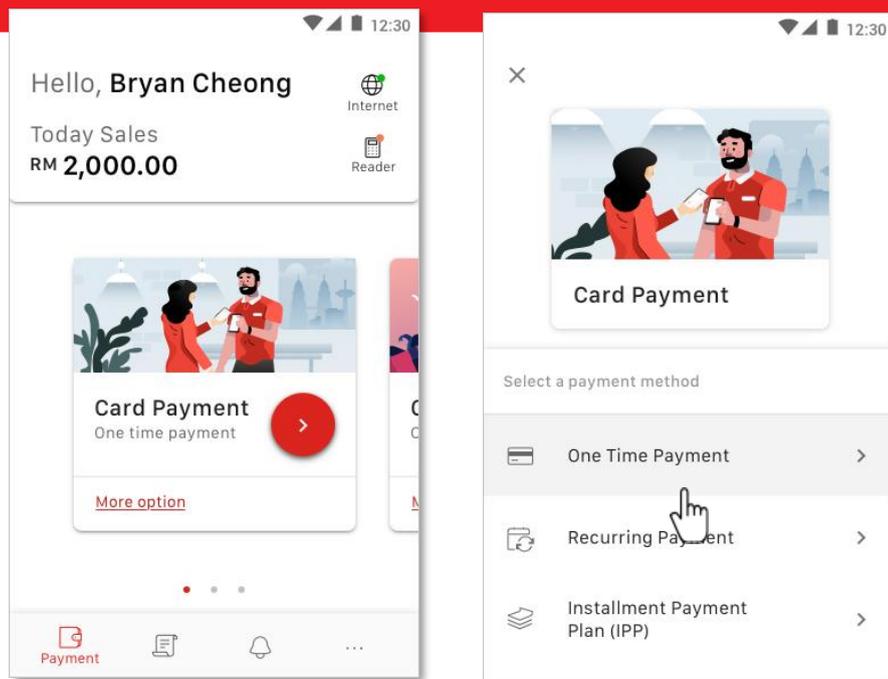
Tap on the serial number that matches your card reader, immediately press "tick" button on your card reader when instructed.



SECTION B: ACCEPTING CARD SALES (ONE TIME PAYMENT)

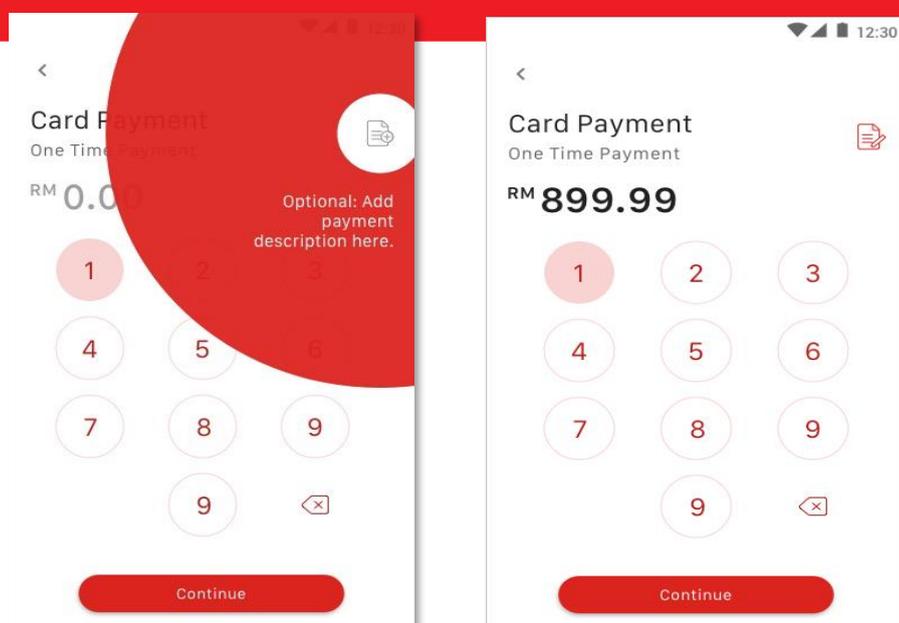
Step 1:

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:

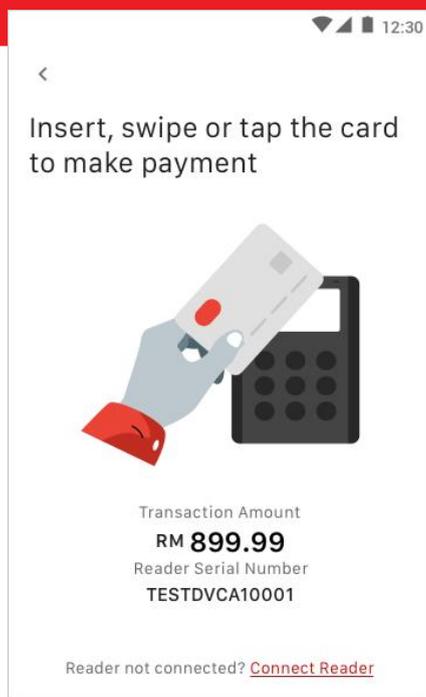
Enter payment value and sales description.
Tap on 'Continue' and confirm the payment amount.



SECTION B: ACCEPTING CARD SALES (ONE TIME PAYMENT)

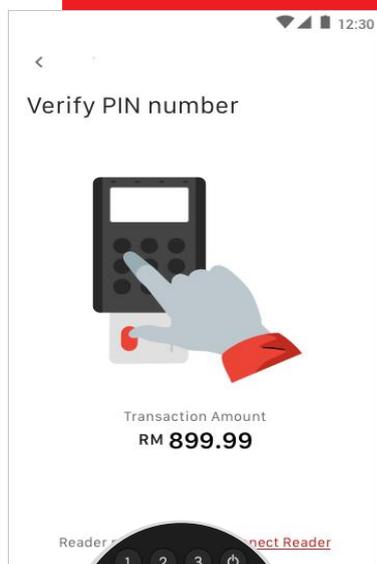
Step 3:

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.

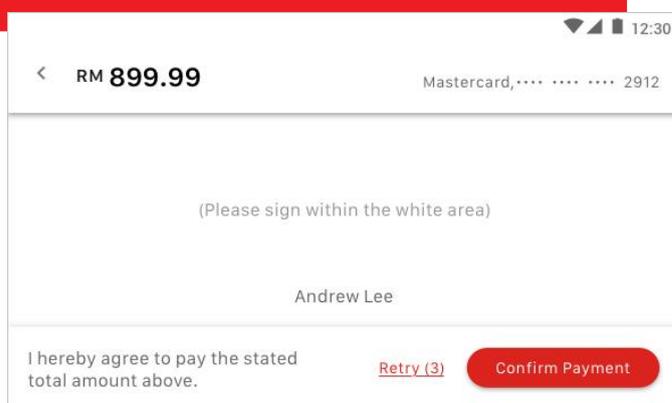


Step 4:

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.

Send Receipt
Enter your customer's mobile number or email address to send the receipt.

Mobile Number

Email Address

Send Receipt Skip it

Step 6:

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

Success!
You've just received
RM 899.99

Card Payment
One Time Payment

Approval code
937483901836

[View in sales history](#)

Next Payment

CIMB Plug n Pay

Dear Andrew Lee,
Greetings from CIMB Plug n Pay.
RM899.99 was charged to your card ending 2912 at ABC Sdn Bhd on 30/11/2019.
Please find the e-Receipt attached:
RECEIPT_70003041180615600261_20191130.pdf
Best Regards,
CIMB Plug n Pay Team

Messages 68833 Details

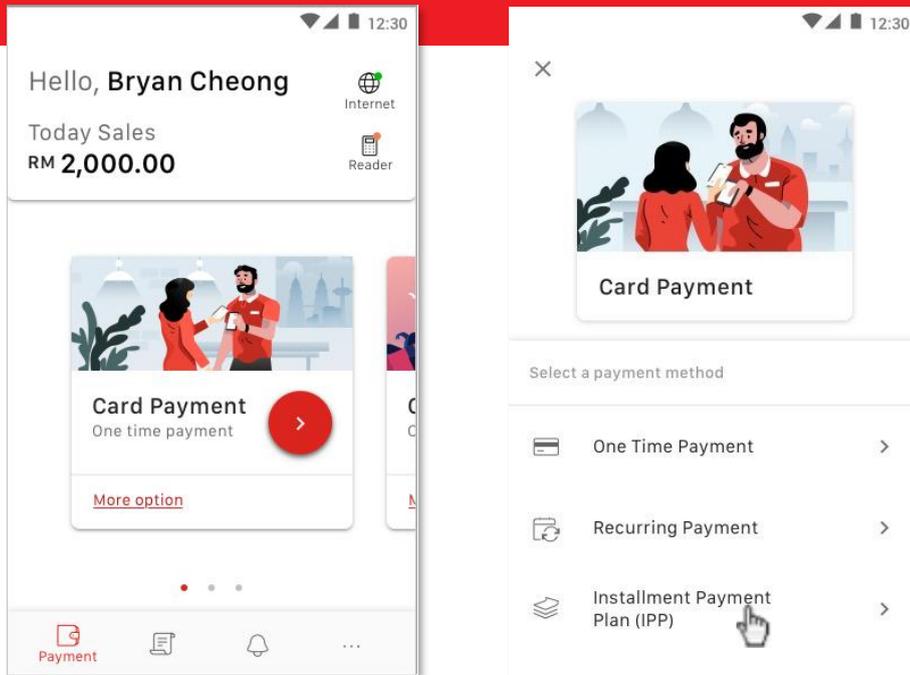
Text Message
Today 12:58 PM

RM0.00 CIMB: Plug n Pay e-receipt:
RM899.99 was charged to your car ending 2912 at ABC Sdn Bhd on 30/11/2019

SECTION B: ACCEPTING CARD SALES (INSTALLMENT PAYMENT PLAN)

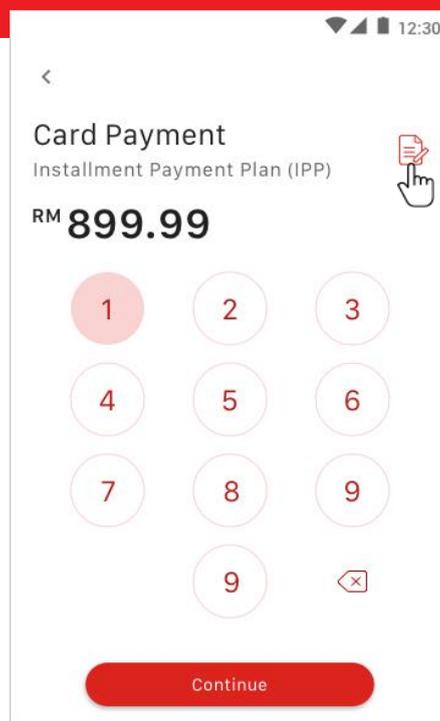
Step 1:

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



Step 2:

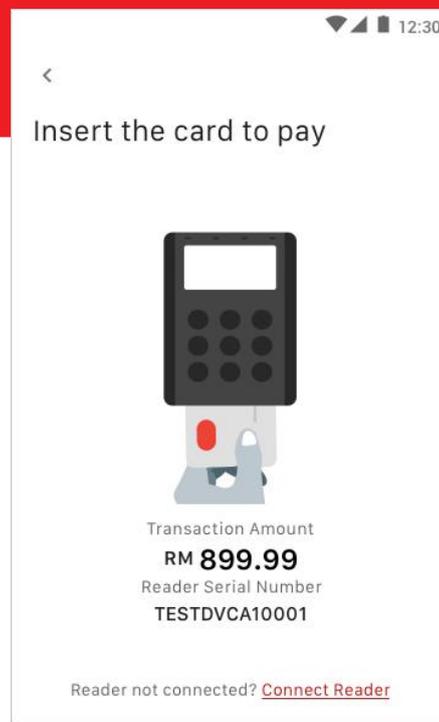
Enter payment value and sales description.
Tap on 'Continue' and confirm the payment amount.



SECTION B: ACCEPTING CARD SALES (INSTALLMENT PAYMENT PLAN)

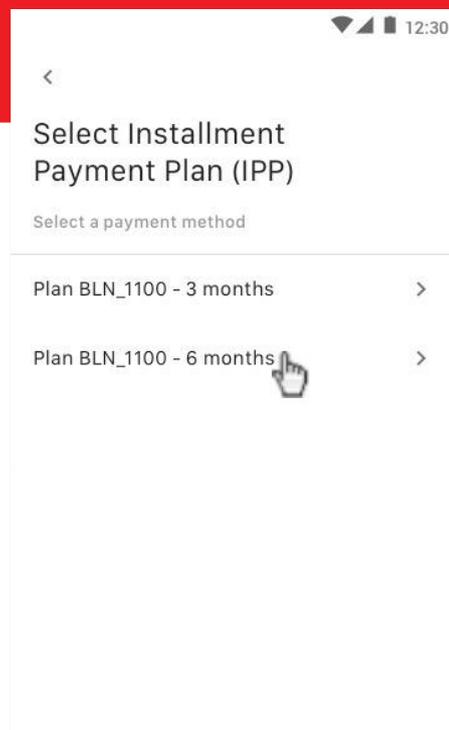
Step 3:

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.

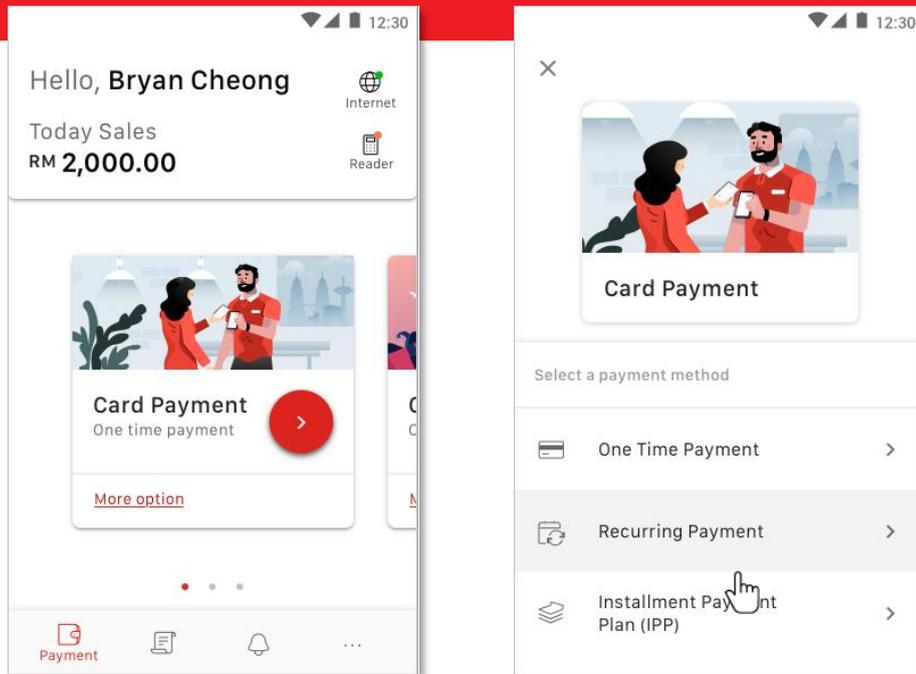
Transaction completed

A screenshot of a mobile application screen titled "Send Receipt". Below the title, it says "Enter your customer's mobile number or email address to send the receipt." There are two input fields: "Mobile Number" and "Email Address". At the bottom, there is a red button labeled "Send Receipt" and a link labeled "Skip it".A screenshot of a mobile application screen showing a success message. At the top, there is a red checkmark icon. The text reads "Success! You've just received RM 899.99". Below this is a card payment icon and the text "Card Payment Installment Payment Plan (IPP)". Further down, it shows "Approval code 937483901836". At the bottom, there are two buttons: "Back to Home" and "Next Payment".

SECTION B: ACCEPTING CARD SALES (RECURRING PAYMENT)

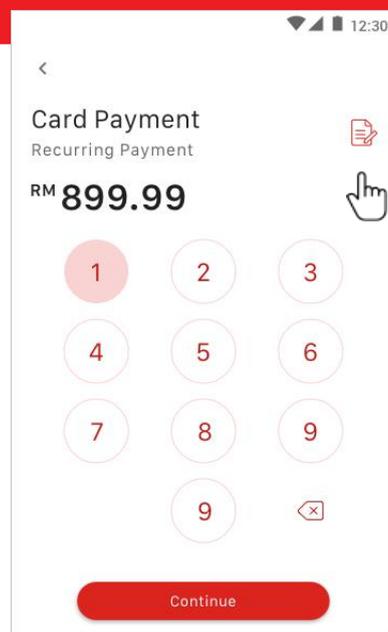
Step 1:

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'.

Recurring Plan Details

Merchant ID
1234567890

Reference ID
xxxxxxx

Frequency
Monthly

Duration (Monthly)
10

(Leave blank if unlimited)

Continue

Step 4:

To charge, insert card to the bottom of reader.

Insert the card to pay

Transaction Amount
RM 899.99

Reader Serial Number
TESTDVCA10001

Reader not connected? [Connect 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

A mobile payment confirmation screen. At the top, it shows a back arrow, the amount 'RM 899.99', and the card type 'Mastercard, ... 2912'. Below this is a large white area with the text '(Please sign within the white area)'. Underneath, the name 'Andrew Lee' is displayed. At the bottom, there is a statement 'I hereby agree to pay the stated total amount above.' followed by a 'Retry (3)' link and a red 'Confirm Payment' button. The time '12:30' is shown in the top right corner.

Step 6:

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

A mobile screen displaying the 'Terms of Service' for recurring payments. The title is 'Terms of Service'. Below it is the section 'Recurring Payment Terms and Conditions'. The text reads: '1. I, the Cardholder hereby authorise ABC Sdn Bhd ("the Company") to activate Recurring Payments function for the frequency and duration indicated in this payment instruction ("Recurring Payments") and charge my credit/debit card ("Credit/Debit Card") to pay the insurance premium as invoiced by the Company for the Insured Person's policy with the Reference ID stated above ("Policy") together with the relevant one time stamp duty and applicable service tax for the Policy.' and '2. I, the Cardholder understand that the Policy shall take effect provided that (1) the first premium payment for the Policy is received by the Company evidenced by the approval from the Credit/Debit Card Company for this direct debit payment instruction; and (2) the Policy application is approved by the Company.' The time '12:30' is shown in the top right corner.

SECTION B: ACCEPTING CARD SALES (RECURRING PAYMENT)

Step 7:

Obtain customer's signature for the recurring payment.

< Acknowledgement

(Please sign within the white area)

Andrew Lee

I acknowledge that I have read, understand and agree to the terms and conditions.

[Retry \(3\)](#) [Confirm 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.

< Send Receipt

Enter your customer's mobile number or email address to send the receipt.

Mobile Number

Email Address

[Send Receipt](#) [Skip it](#)

Success!

You've just received
RM 899.99


Card Payment
Recurring Payment

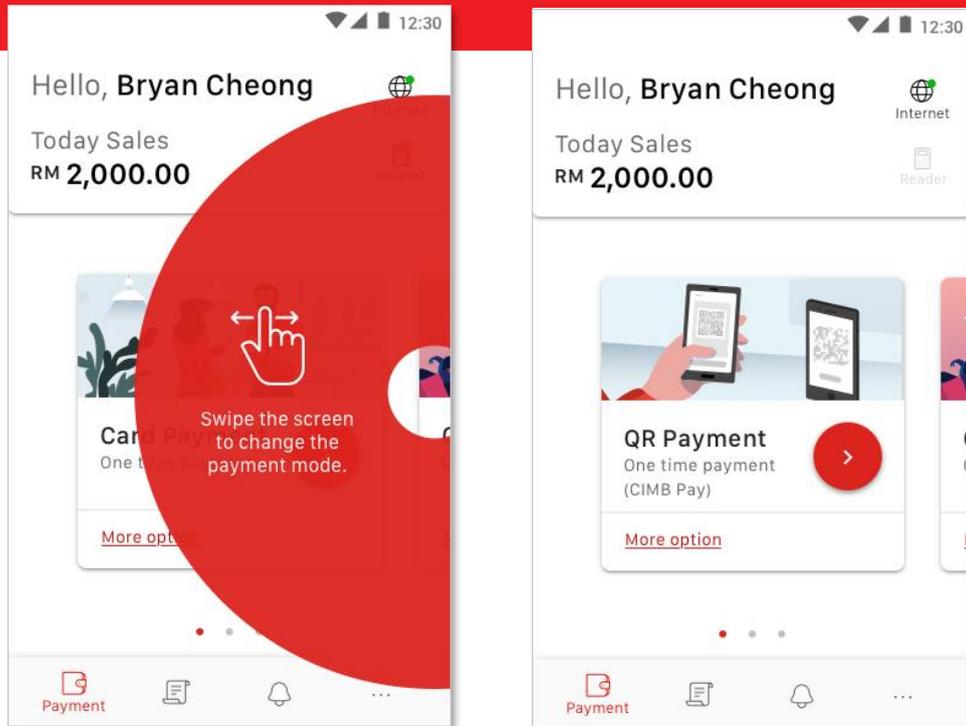
Approval code
937483901836

[Back to Home](#) [Next Payment](#)

SECTION B: ACCEPTING QR PAYMENT

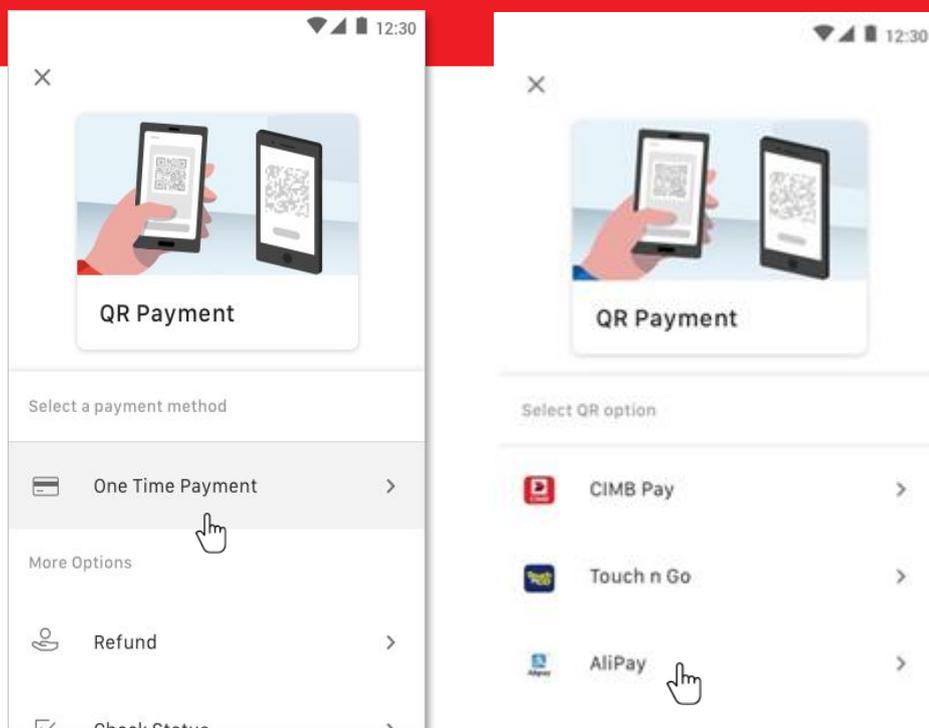
Step 1:

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)

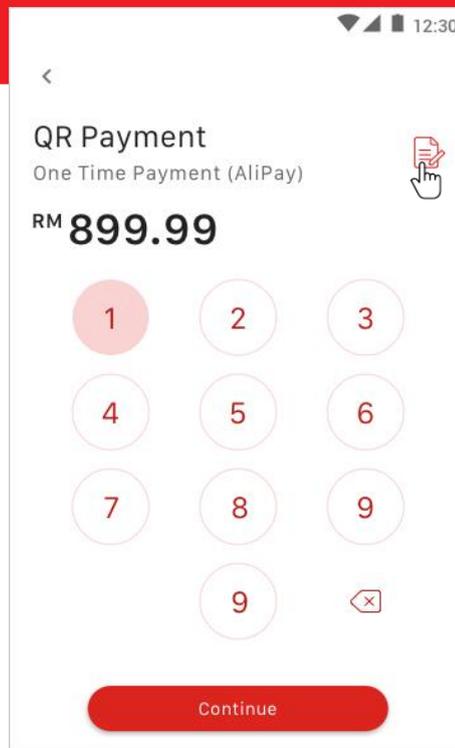


SECTION B: ACCEPTING QR PAYMENT

Step 2:

Enter payment value and sales description.

Tap on 'Continue'.



QR Payment
One Time Payment (AliPay)

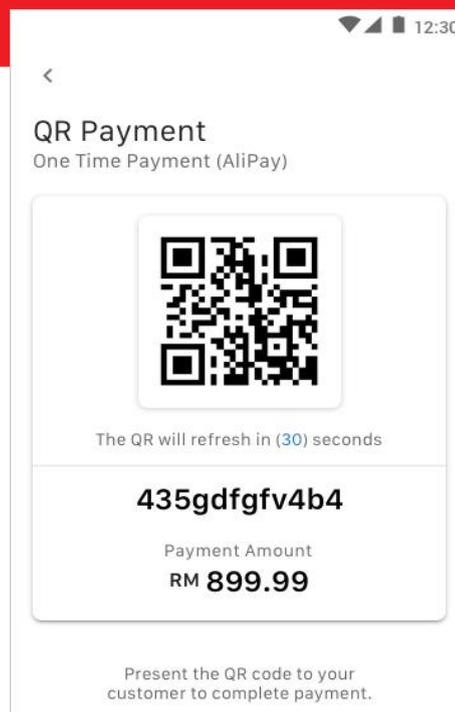
RM **899.99**

1 2 3
4 5 6
7 8 9
9

Continue

Step 3:

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



QR Payment
One Time Payment (AliPay)

The QR will refresh in (30) seconds

435gdfgv4b4
Payment Amount
RM **899.99**

Present the QR code to your customer to complete payment.

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.

<

Send Receipt

Enter your customer's mobile number or email address to send the receipt.

Mobile Number

Email Address

Send Receipt [Skip it](#)

✓

Success!

You've just received
RM 899.99


QR Payment
One Time Payment (AliPay)

Trace Number
937483901836

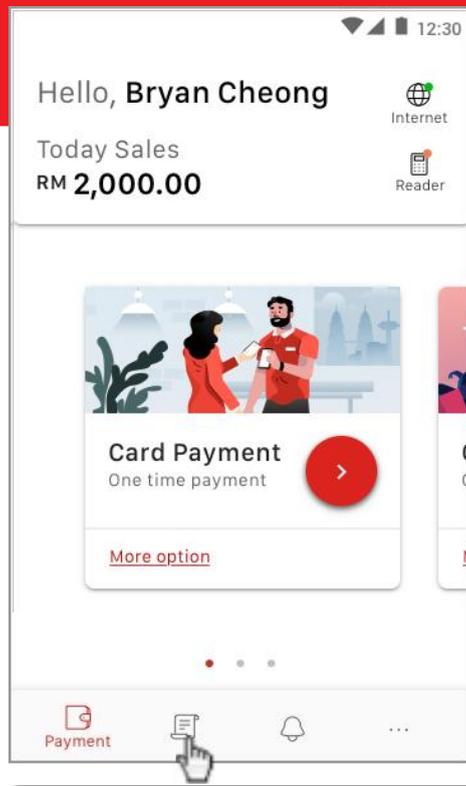
[View in sales history](#)

Next Payment

SECTION B: RESEND E-RECEIPT OR VOIDING TRANSACTION

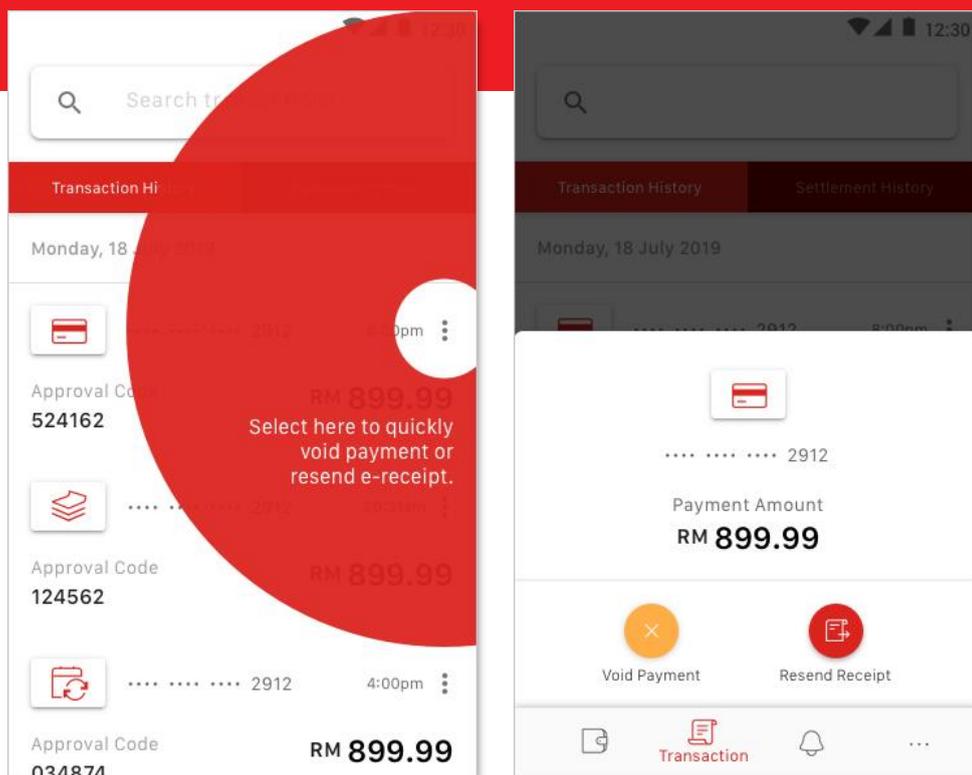
Step 1:

Tap on the 'Transaction' icon



Step 2:

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

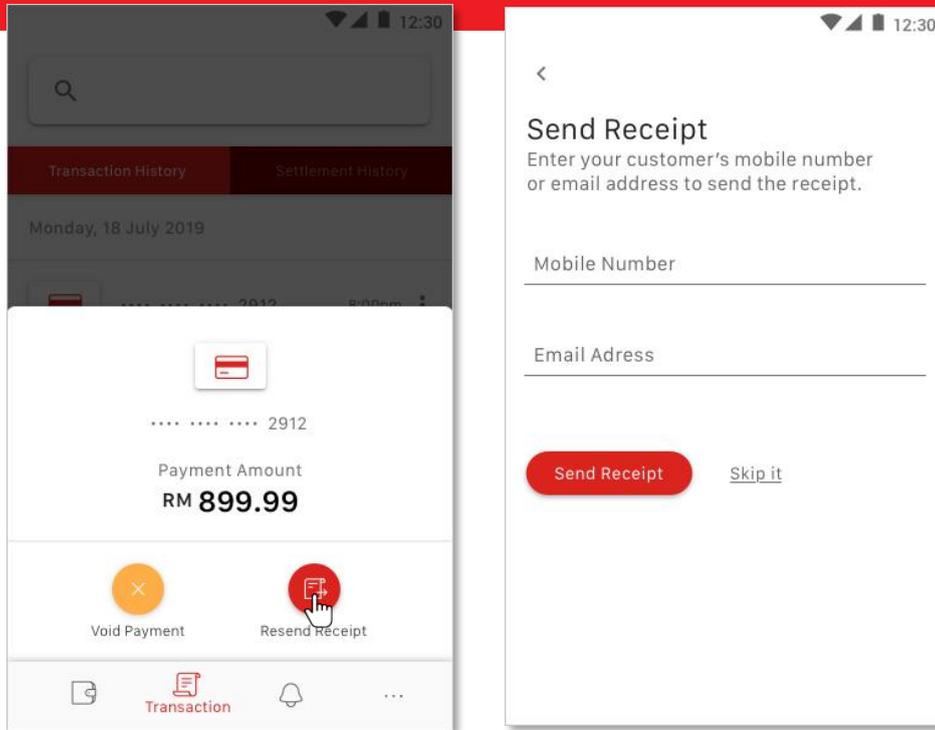


SECTION B: RESEND E-RECEIPT OR VOIDING TRANSACTION

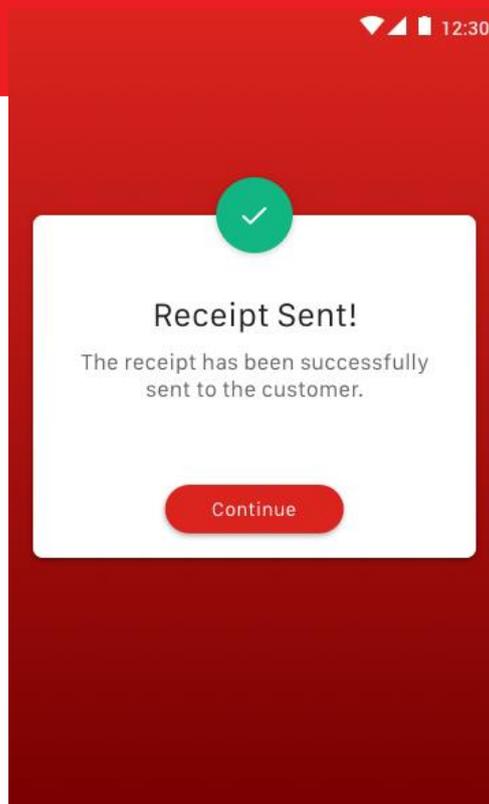
Step 3A: Resend e-Receipt

Tap on resend receipt.

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



Acknowledgement screen for receipt sent.

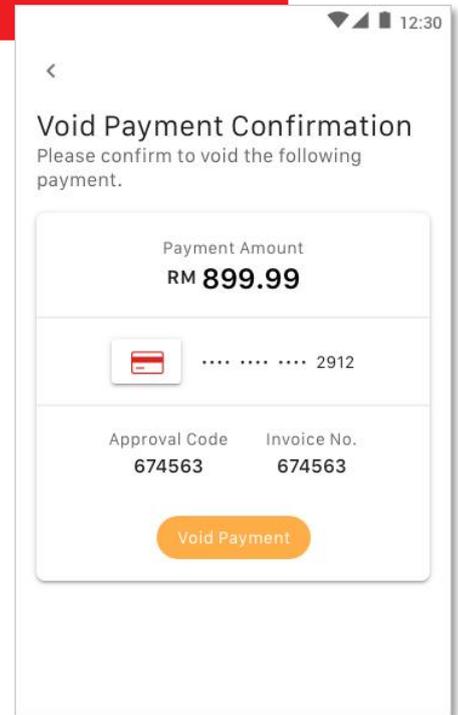
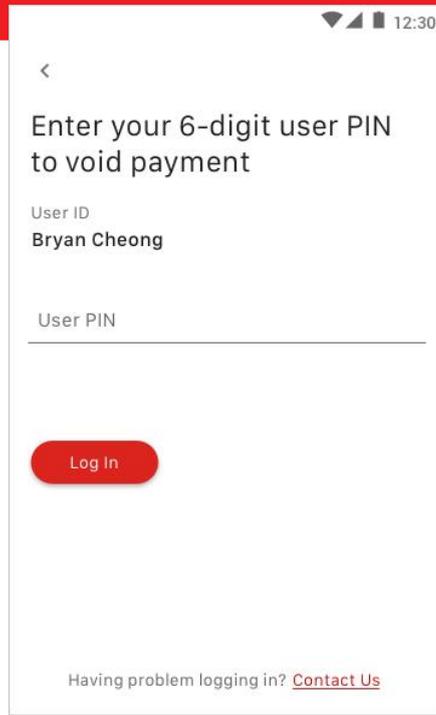
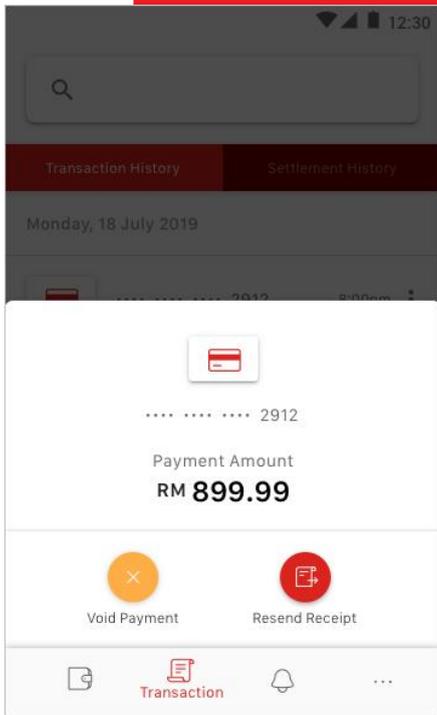


SECTION B: RESEND E-RECEIPT OR VOIDING TRANSACTION

Or Step 3B: Voiding Transaction

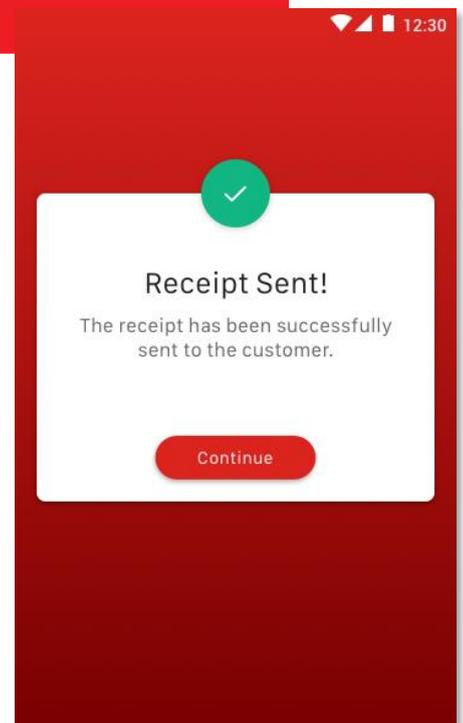
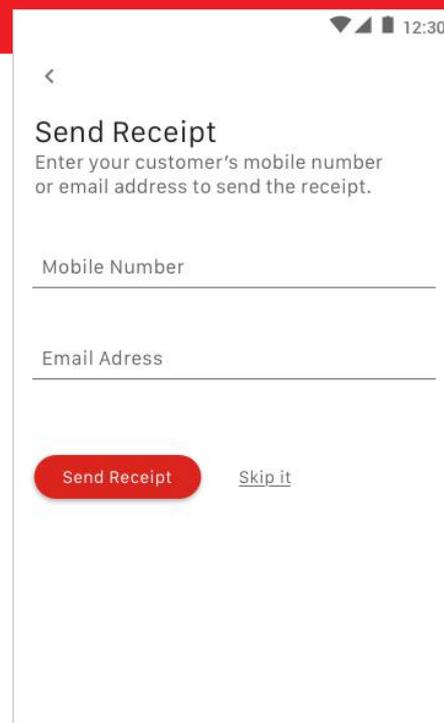
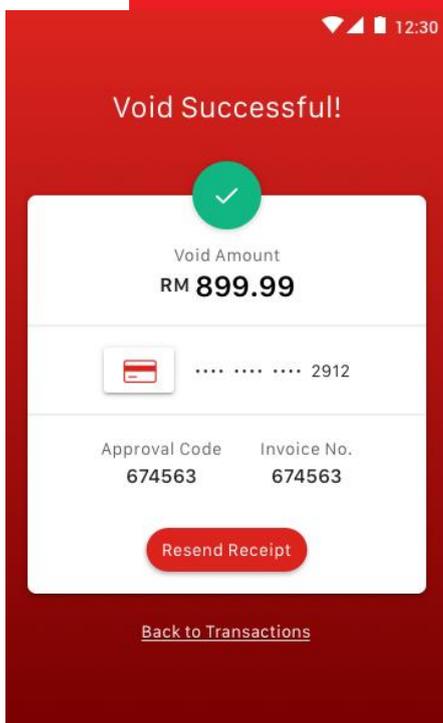
Tap on 'Void payment'.

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



Tap on 'Resend Receipt' to send successfully voided receipt.

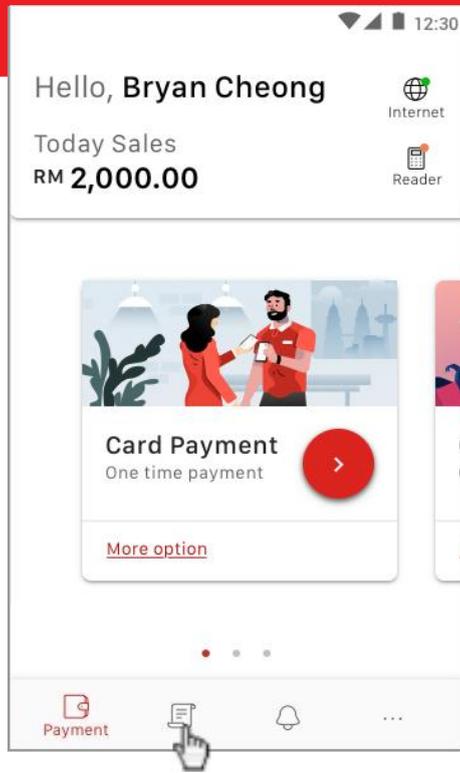
Key in customer's mobile number and/or email address and tap 'Send Receipt'.



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'.

