



App Manual on MAX POS Terminal

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Glossary

It is recommended that you browse through the list of glossary entries before you get started. All glossary entries in this document appear in italics.

Term	Description
VodaPay Vending	A point of sale and administrative system that enables merchants to sell airtime and electricity Vouchers/Tokens, as well as accept account payments for EasyPay and DStv, all through the use of a POS terminal. It further includes a host of features for administering the point of sale, from managing users and sales, through to reporting.
End of Shift (EOS)	Performed at the end of the day or at the end of a cashier's shift , recording all the transactions on the terminal during that shift.
Voucher/Token	The printed slip that includes the amount of airtime/electricity and the PIN number/token to be entered on the mobile phone/electricity meter.
Service Provider	Any provider that the VodaPay Vending system interfaces with in order to ensure service is provided to the end user or customer. These include municipalities, mobile networks, vending companies and others.
Retail Price	The price at which a Voucher/Token is sold to the end user or customer. If they pay for R20 airtime/ electricity, a Voucher/Token is printed for R20.
Sale	A Voucher/Token sold to an end user or customer according to the Retail Price.
Purchase	A Voucher/Token bought by the merchant from the distributor via the VodaPay Vending system. In order to determine the purchase price, the commission is deducted from the Retail Price.

Getting Started

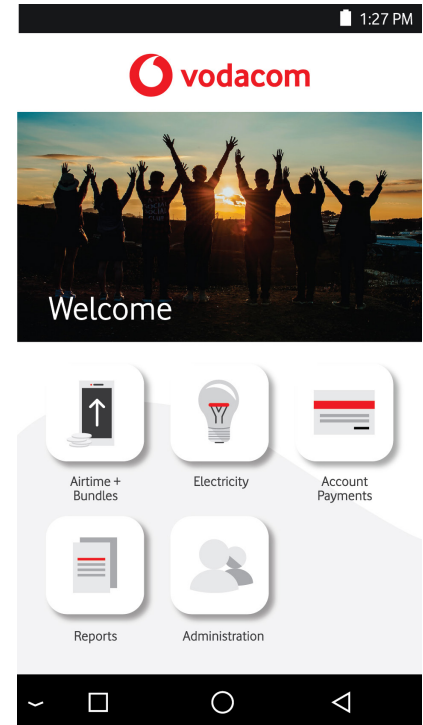
Welcome to the VodaPay Vending Merchant POS User Guide. This user guide explains how to sell airtime and electricity Vouchers/Tokens, as well as accept account payments for EasyPay and DStv using a POS terminal. It further explains how to perform administrative tasks such as adding users, and accessing reports.






VodaPay App Store

The VodaPay Store is an App store you will find on your Vodacom POS terminal. You can click to download a host of apps that you can use to grow your business even more.

The VodaPay Vending main menu

The main menu provides access to the different services that are available from the application. After selecting a service, you will be able to perform transactions specific to that service, e.g. to sell airtime vouchers. The following menu options are available:



Menu options	Transactions	For more info
	<p>Airtime – Enables Cashier users to sell airtime and data vouchers to customers.</p>	<p>See page 7</p>
	<p>Electricity – Enables Cashier users to sell electricity tokens to customers.</p>	<p>See page 10</p>
	<p>Account payment – Enables Cashier users to effect EasyPay Invoice Payments, DStv and other account (bill) payments on behalf of customers.</p>	<p>See page 17</p>
	<p>Reports – Enables Admin users to get and print reports, e.g. account balances, statements, daily purchases and more.</p>	<p>See page 24</p>
	<p>Administration – Enables Admin users to perform administrative transactions, e.g. to end shifts, reprint receipts, order stock, add users and more.</p>	<p>See page 35</p>



Note You will be required to log in with your user number and password in order to perform a transaction on the system.



Getting Started – Terminal Setup

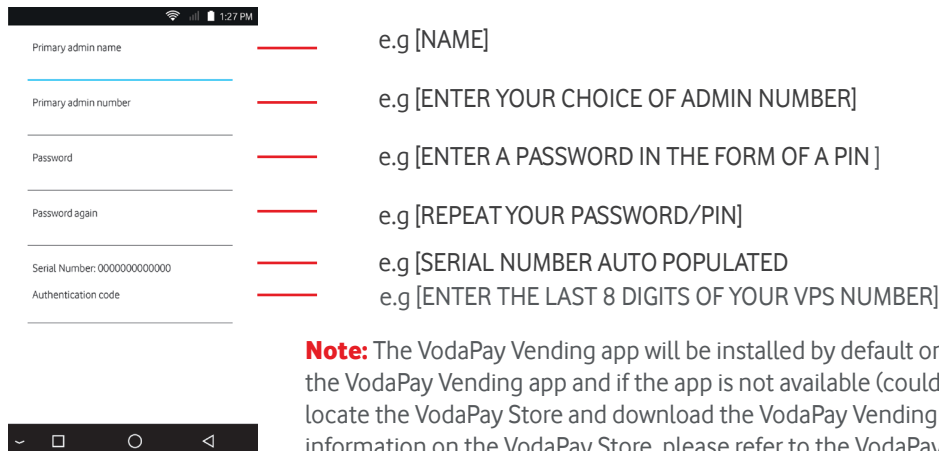
Once you have:

- Been successfully on boarded as a POS merchant
- Received your new terminal

You are good to go setting up your login (administrator) details activating your VodaPay Vending app on your new terminal.

Procedure

1. Power up your terminal.
2. Swipe to unlock.
3. Swipe left or right to locate the  **vodapay | store**.
4. Select the  **vodapay | vending**.
5. Click to accept or decline the VodaPay Vending. Ts&Cs are available on the link provided.
6. If the Ts&Cs are declined, access to the VodaPay Vending app is blocked.
7. If Ts&Cs are accepted, access will be granted.
8. The screen below will appear. Please go to page 5 to set up your Administrator log in.



Primary admin name	_____	e.g [NAME]
Primary admin number	_____	e.g [ENTER YOUR CHOICE OF ADMIN NUMBER]
Password	_____	e.g [ENTER A PASSWORD IN THE FORM OF A PIN]
Password again	_____	e.g [REPEAT YOUR PASSWORD/PIN]
Serial Number: 000000000000	_____	e.g [SERIAL NUMBER AUTO POPULATED]
Authentication code	_____	e.g [ENTER THE LAST 8 DIGITS OF YOUR VPS NUMBER]

Note: The VodaPay Vending app will be installed by default on the Max terminal. Swipe to the left to locate the VodaPay Vending app and if the app is not available (could be deleted or any other reasons) swipe to locate the VodaPay Store and download the VodaPay Vending App from the VodaPay Store. For more information on the VodaPay Store, please refer to the VodaPay Max Manual.

Now you are ready to set up your administrator log in details and key in your authentication code to activate your VodaPay Vending app.

1. Primary Admin Name: Free format text. Choose your username and remember it.
2. Primary Admin number: A numeric number, a minimum of 2 digits (e.g. 01) used to identify yourself or an administrator on the device. Keep it simple and remember it, it will be used many times going forward.
Note: The above is your primary administrator login details.
3. Password: A numeric field. Keep this safe.
4. Password again: Confirm your numeric password.
5. Serial number: This will be important to communicate to the administrator when activating the Merchant.
6. Authentication code: This code is the last 8 digits of your VPS number. (e.g. if your VPS number is **VPS123456789102**, the authentication code will be **56789102**)

Select "Continue" upon completion and Happy vending!!!
An example of the completed screen is shown to the right:

Please Note: To be able to vend Airtime & Bundles, Electricity and Account Payments the Administrator need to allocate and add a Cashier User profile on the VodaPay Vending app. Please refer to page 47 to see how to add a Cashier User.

Primary admin name
Peter

Primary admin number
01

Password

Password again

Serial Number: 862726036018445

Authentication code
56789102



Example

EasyPay Number

The EasyPay Number information must please be inserted - just before Top up your VodaPay Account

Your EasyPay number is an 18-digit number you must use as a reference for bill payments in all top up payments you make into your VodaPay Vending Account. The number will be in your Welcome Letter or refer to Page 33 on how to print your barcode/EasyPay number.

Top up your VodaPay Vending Account to enable you to trade

Once you have set up your device, you need to top up your VodaPay Vending account to be able to trade. There are 5 methods to make payment to Vodacom.

Option 1) Online go to <https://new.easypay.co.za/>

- Please register with your name and mobile number
- When logged in on the website, Select "Pay Accounts"
- Key in your EasyPay number in the "Easy Pay Number" box
- Key in your Reseller or Merchant Name in the "Account Reference" box
- Key in the amount you want to top up your wallet with.
- You will be taken to the payment gateway

Option 2) EasyPay App

- Please download the EasyPay from Apple App Store
- Register with you name and mobile number
- Select "Pay Bill"
- Select "EasyPay Bill" enter your 18 digit EasyPay number
- Select "Verify"
- Select "Pay"
- Select Popular or Other amounts and key in amount
- Select Masterpass and proceed add a card or use your card to pay

• Option 3) EasyPay pay points at selected retailer store. (Normally at the financial services counter)

- Note: When topping up your VodaPay Vending Account at your selected retail store: simply inform the person at the pay point you wish to make a bill payment
- Your broker or agent will provide you with a list of the EasyPay pay points in your area
- Please take your EasyPay number as provided to you by your broker, or VodaPay Support Desk.
- Provide EasyPay number and amount to the person at the pay point.
- Please remember to ask for a receipt

You can also view & print the EasyPay number from your POS Terminal as follows:

- click on Vodapay Vending app
- click on Reports
- key in Administration pin
- Select "Print EP number & Barcode"

• Option 4) MyVodacomApp

- If you are a Vodacom customer please open the MyVodacomApp on your mobile phone
- Click "Buy" for myself
- Select "Pay Bills"
- Select "EasyPay"
- Key in your EasyPay Number and Cellphone number
- Key in amount
- Select how to pay, by Bank Card or VodaPay

- If you selected bank card, read, understand and agree to ts&c's
- Select your card details you want to use or add a new card
- Put in "CVV"
- Select pay amount
- Put in OTP received on SMS
- You will receive "Success" on App and by SMS

• Option 5) VodaPay App

- If you do not have the VodaPay App, you can download it from Apple App Store or Google Playstore.
- Once you are set up and have a Wallet with money and/or a credit card linked as an alternative payment method, you can also use this app to top up your VodaPay Vending account.
- Open your VodaPay App on your smart phone
- Select "EasyPay bill" button
- Key in your EasyPay number where it prompts for EasyPay Account No.

- Key in the amount
- Select to pay from Wallet or card
- Make payment
- You will receive "Success" on App and by SMS or email depending what you selected

Electronic/Web Channels

Please remember, when paying monies using on one of EasyPay Internet/Mobile Application platforms using your EasyPay" number provided by your sales agent or VodaPay Support Desk.

Note: Monies paid using your specific EasyPay number will reflect in your wallet balance once EasyPay receives notification from the retailer that the funds being paid is deposited. These times may vary depending on the channel/retailer.

Making payments at more than 4000 EasyPay pay points to top up your VodaPay Vending account

VodaPay Vending payments to top up your VodaPay Vending account may be performed at a large number of participating EasyPay channels and retailers. Monies may be paid using the EasyPay payment method available at selected retailers/collectors using your **EasyPay number** provided by your sales agent or VodaPay Support Desk.

EasyPay Top Retail Collector Stores

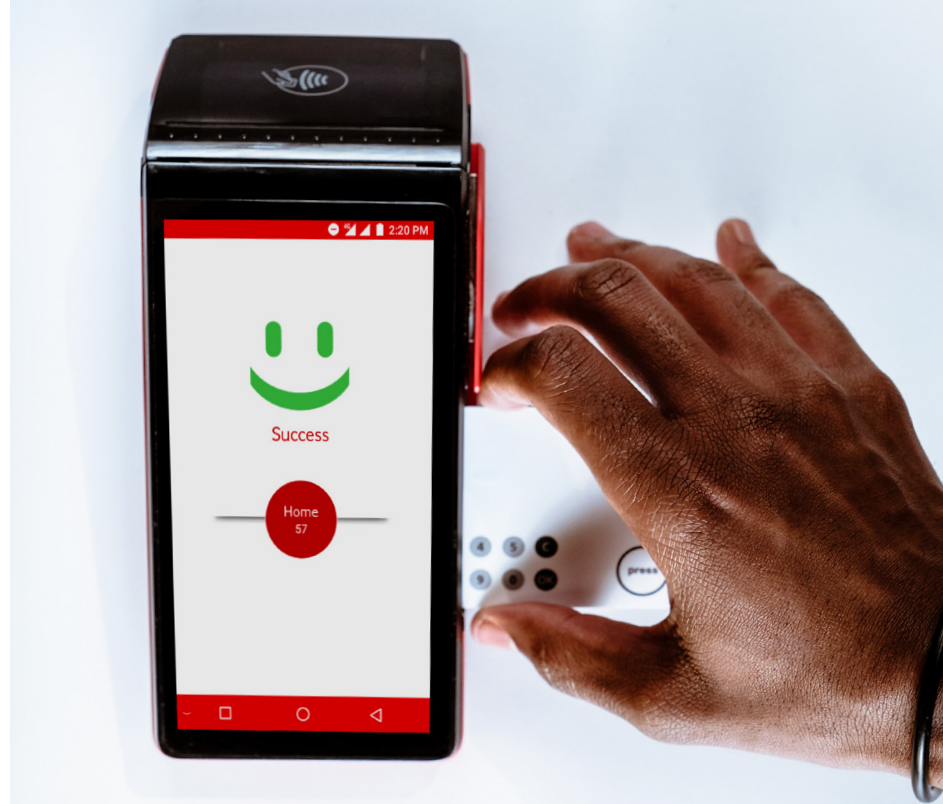
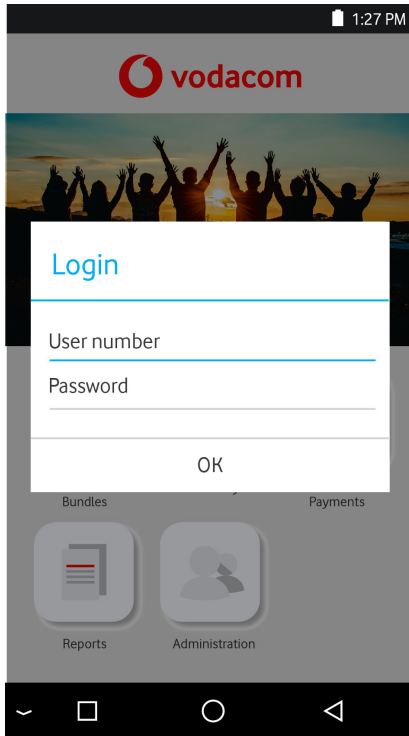
Visit any of the retailers that can accept EasyPay payments that is closest to you business. Make a note of your EasyPay number as you need to provide that to the retailer/collector in order to do your top up your VodaPay Vending account.

Top 10 Collectors
Pick n Pay Franchise/Stores (including Boxer)
Caltex
CiGi Cell (Spar)
Woolworths
Game
Ackermans
Kazang Connect
Makro
RA Cellular
Builders Warehouse

Note: Monies paid using your specific EasyPay number will reflect in your wallet once EasyPay receives notification from the retailer that the funds have been deposited. These times may vary depending on the channel/retailer.

How to log in VodaPay Vending App

Enter your user number and password, then select **OK**.



Note The system will time out your session after 60 seconds of inactivity. This is done for security reasons. If your session expires, you will have to log in again if you wish to perform another transaction on the system.

Airtime



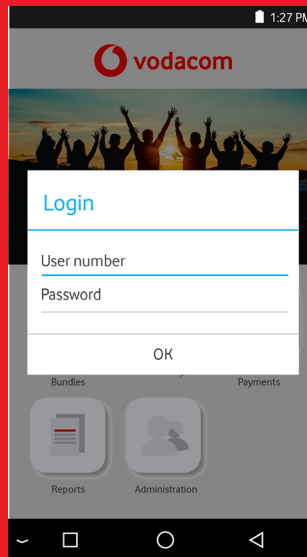
The **Airtime** menu option enables Cashier users to sell airtime vouchers to customers.

How to sell an Airtime Voucher

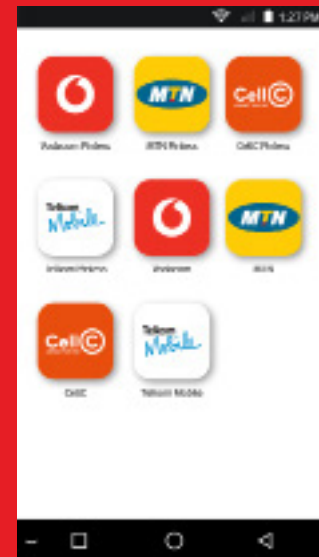
1. Select Airtime.**OK.**



2. Enter your Cashier user number and password, then select **OK.**

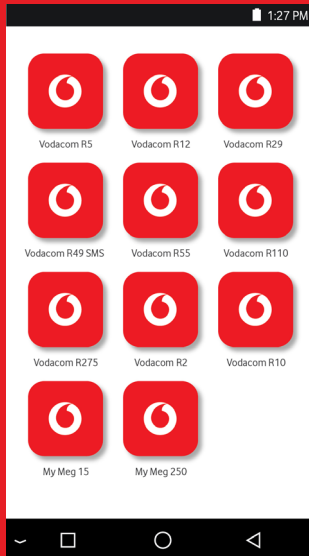


3. Select the mobile network for which you wish to sell an airtime voucher.



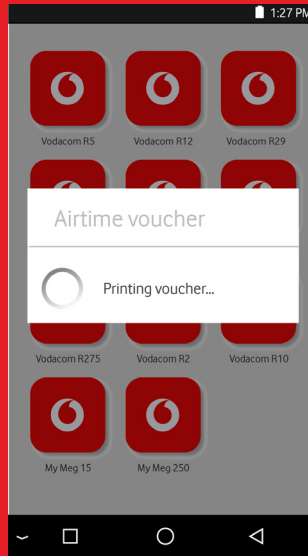
How to sell an Airtime Voucher

4. Select the product you wish to sell.



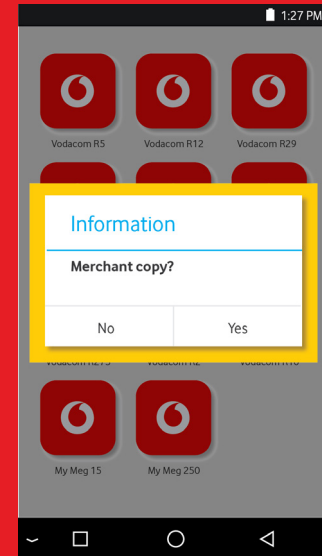
5. The sale is concluded and the terminal prints the airtime voucher.

Tear off the airtime voucher and hand it to the customer.



6. Select Yes to print a merchant copy.

Tear off the merchant copy and put it in your till.



The **airtime voucher** includes the following details:

- Store name
- Store unique identifier
- Cashier name
- Product serial number
- Product PIN
- Help instructions on loading the product
- A barcode to aid the cashier

It is always good practice to print a merchant copy – it can be used as proof of sale and to facilitate cashing up. The merchant copy includes the following details:

- Store name
- Store unique identifier
- Cashier name
- Product serial number

How to sell pinless airtime



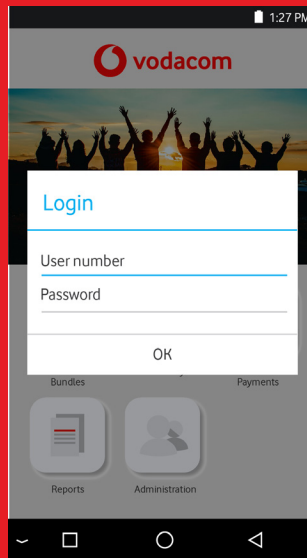
The **Airtime Topup** menu option enables Cashier users to sell Pinless airtime to customers which is directly topped up to their cellphone.

How to sell an pinless airtime

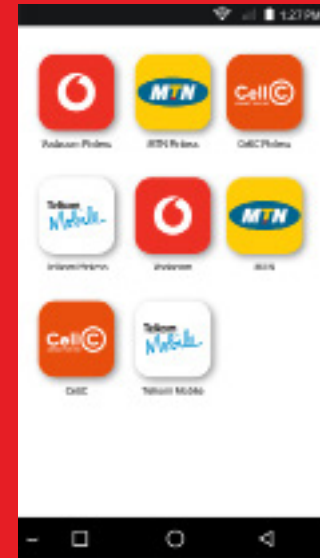
1. Select **Airtime**.



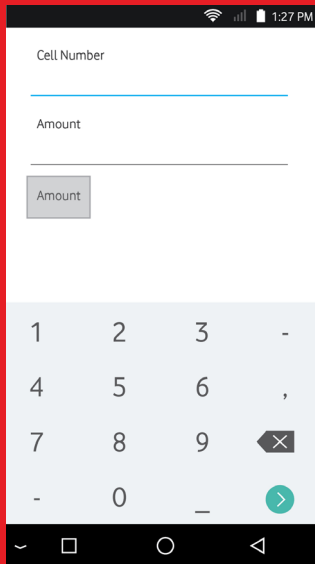
2. Enter your Cashier user number and password, then select **OK**.



3. Select the mobile network for which you wish to sell Pinless airtime top up.

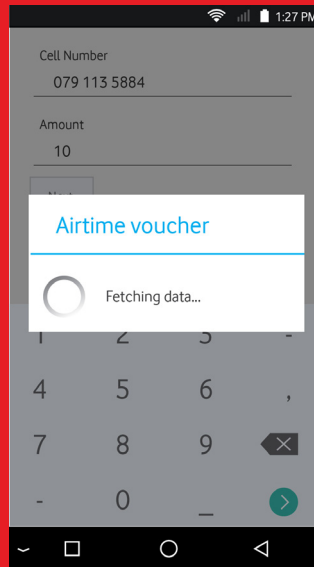


4. Enter the customers mobile number and amount requested. Select **Next** once entered.



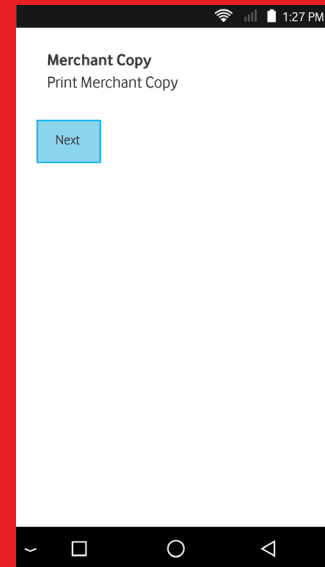
5. The sale is processed and the terminal prints the airtime receipt.

Tear off the airtime receipt and hand it to the customer.



6. Select **Next** to print a merchant copy.

Tear off the merchant copy and put it in your till.



Electricity



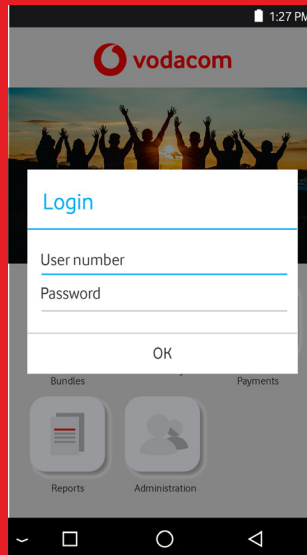
The **Electricity** menu option enables Cashier users to sell electricity vouchers to customers.

How to sell an Electricity Voucher

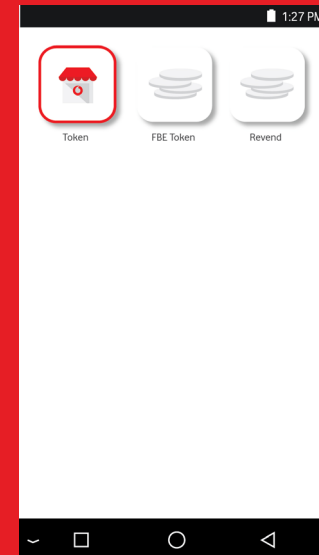
1. Select **Electricity**.



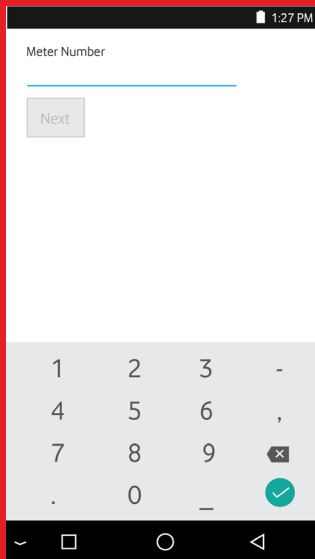
2. Enter your Cashier user number and password, then select **OK**.



3. Select **Token**.



4. Enter the customer's meter number, then select **Next**.

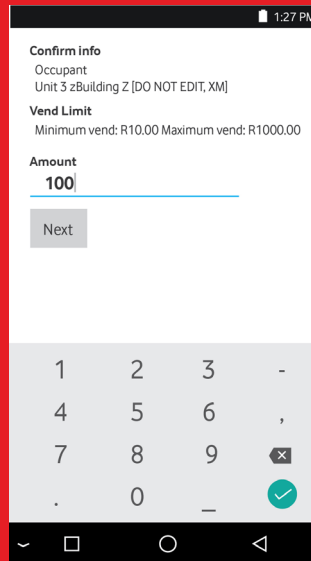


5. Confirm the customer's details.

Enter the amount, then select **Next**.

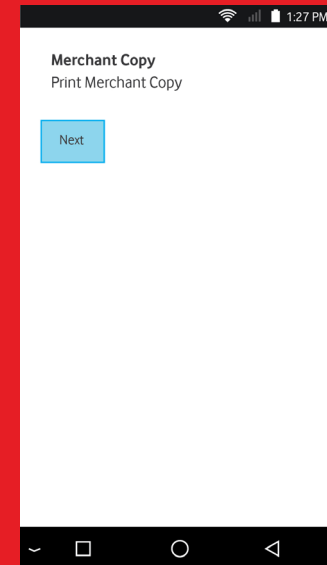
The sale is concluded and the terminal prints the electricity voucher.

Tear off the electricity voucher and hand it to the customer.



6. Select **Next** to print a merchant copy.

Tear off the merchant copy and put it in your till



The **electricity voucher** includes the following details:

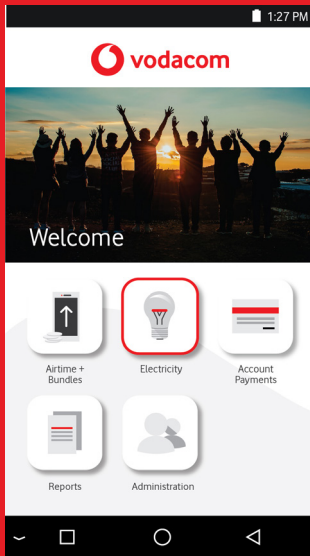
- Store name
- Store VAT number
- Receipt number
- Distributor VAT number
- Customer details
- Credit token

It is always good practice to print a merchant copy – it can be used as proof of sale and to facilitate cashing up. The **merchant copy** includes the following details:

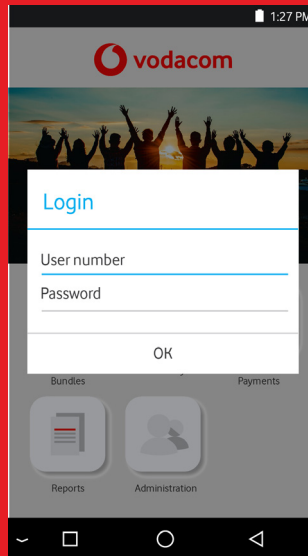
- Store name
- Store VAT number
- Receipt number
- Distributor VAT number

How to redeem a Free Basic Electricity Voucher(FBE)

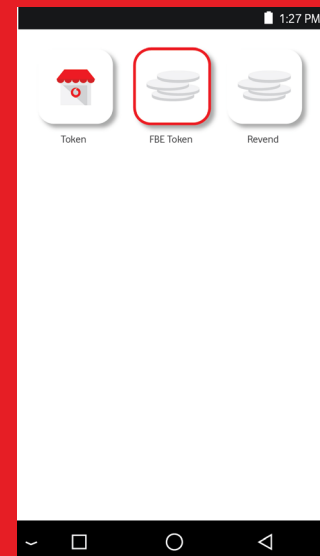
1. Select **Electricity**.



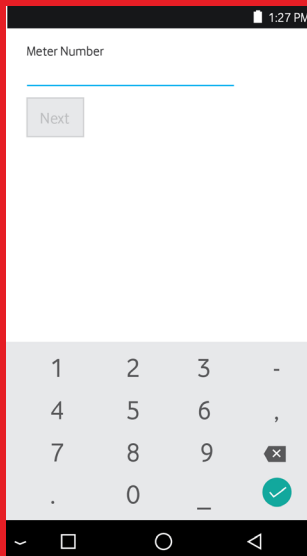
2. Enter your Cashier user number and password, then select **OK**.



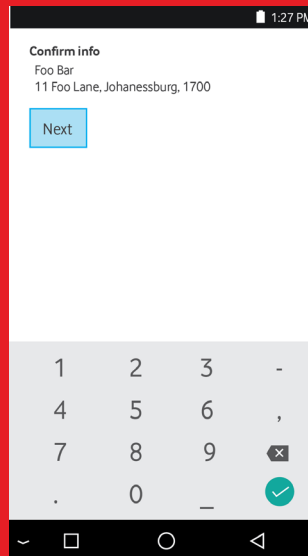
3. Select **FBE Token**.



4. Enter the customer's meter number, then select **Next**.

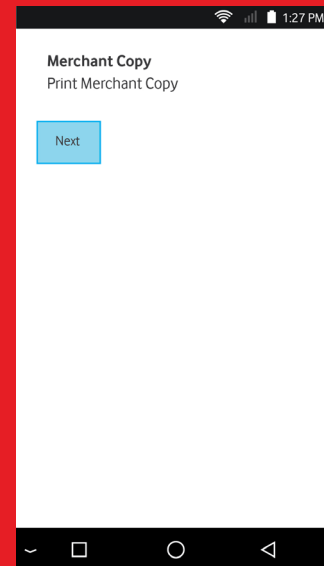


5. Confirm the information returned, then select **Next**.



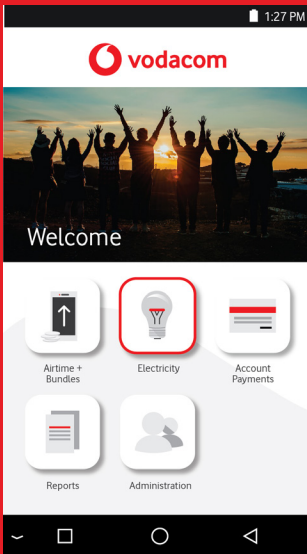
6. Select **Next** to print a merchant copy.

Tear off the merchant copy and put it in your till.

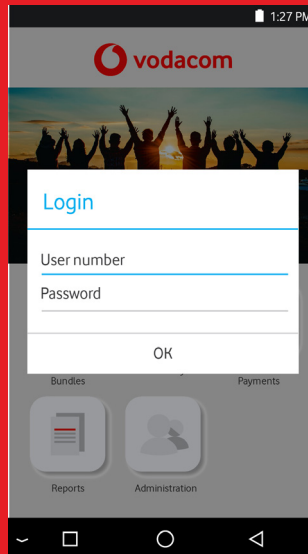


How to rewend an Electricity Voucher

1. Enter the customer's meter number, then select **Next**.



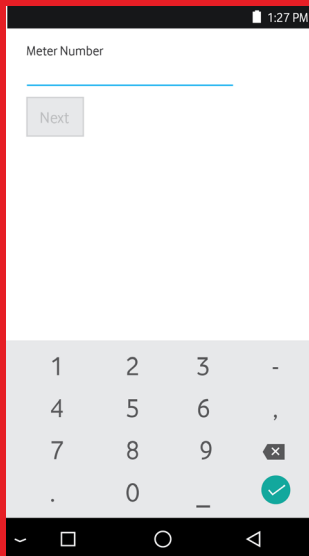
2. Confirm the customer's details.



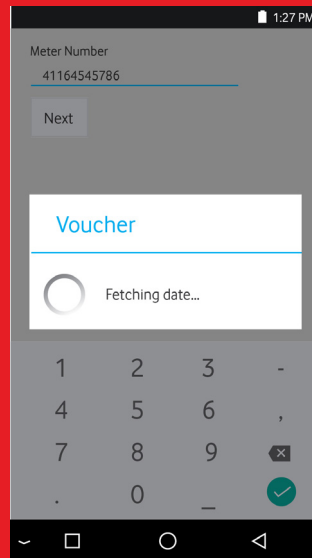
3. Select **Rewend**.



4. Enter the customer's meter number, then select **Next**.

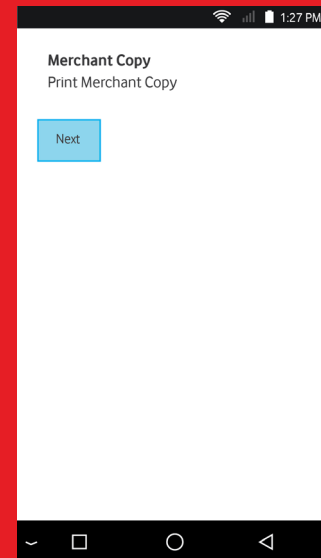


5. The most recent vend on the supplied meter number will be returned and printed.



6. Select **Next** to print a merchant copy.

Tear off the merchant copy and put it in your till.



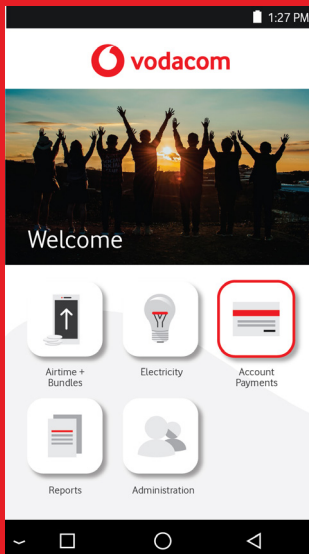
Account Payment



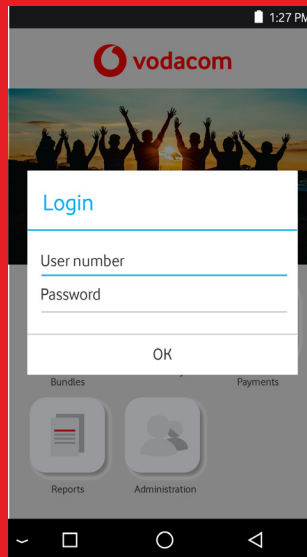
The **Account payment** menu option enables Cashier users to effect EasyPay, DStv and other account (bill) payments on behalf of customers.

How to perform an Account Payment

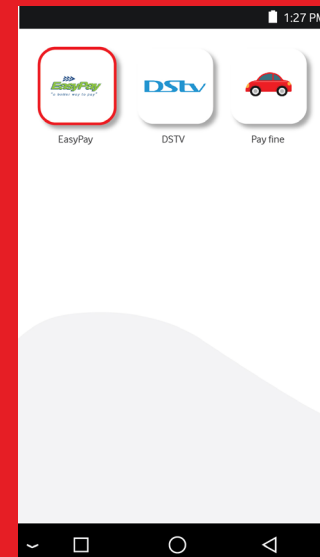
1. Select **Account payment**.



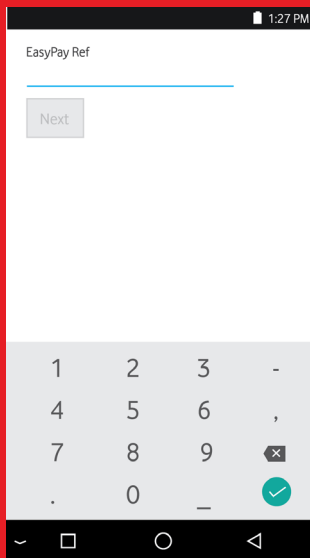
2. Enter your Cashier user number and password, then select **OK**.



3. Select an account payment option, e.g. **EasyPay**.



4. Enter the customer's EasyPay reference number, then select **Next**.

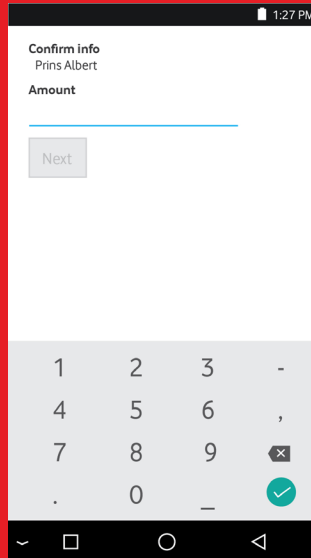


5. Confirm the account payment details.

Enter the amount, then select **Next**.

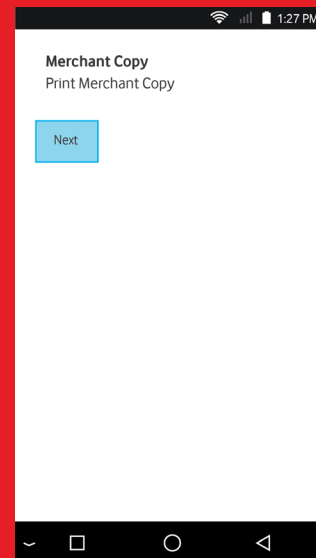
The payment is concluded and the terminal prints the customer's receipt.

Tear off the receipt and hand it to the customer.



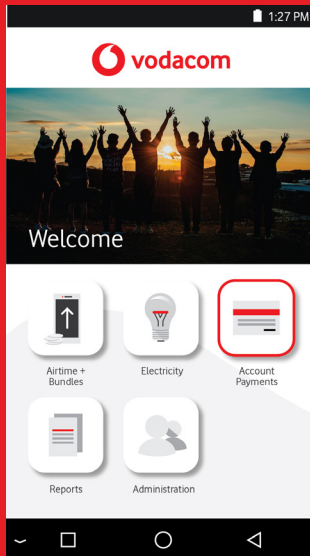
6. Select **Next** to print a merchant copy.

Tear off the merchant copy and put it in your till.

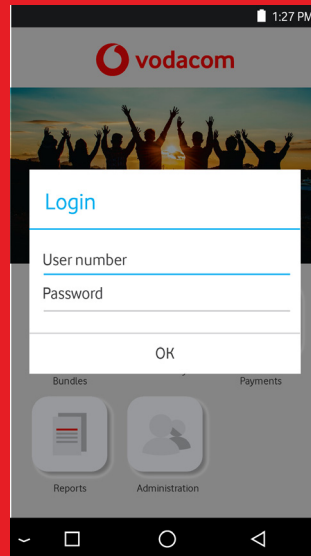


How to pay a Traffic Fine

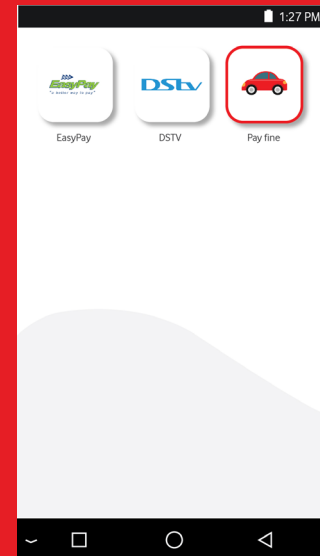
1. Select **Account payment**.



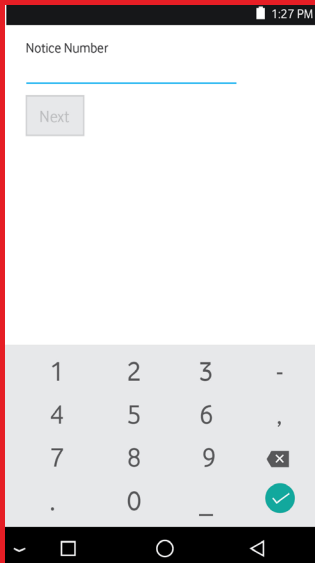
2. Enter your Cashier user number and password, then select **OK**.



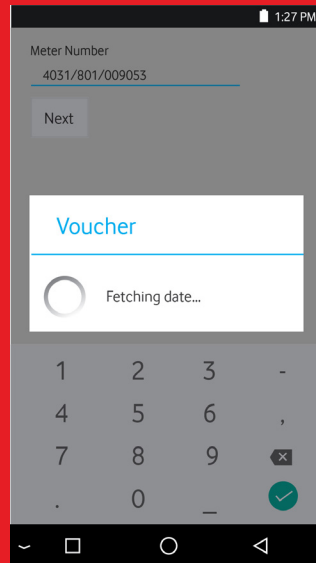
3. Select an account payment option, e.g. **Pay Fine**



4. Enter the customer's notice number, then select **Next**.

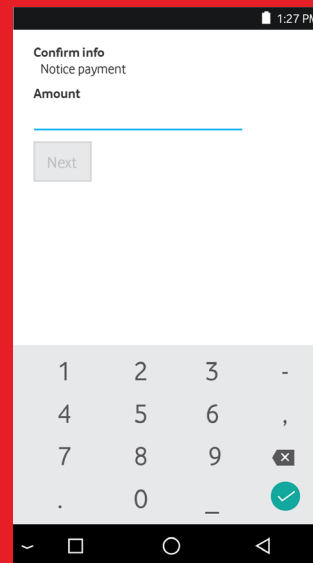


5. The information is retrieved by the application.



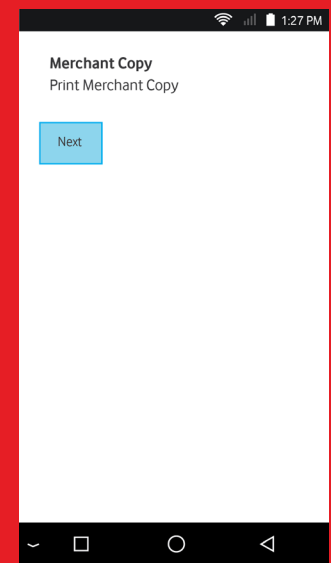
6. Confirm the information returned. Enter the amount the customer wishes to pay, then select **Next**.

Upon success the slip will print.



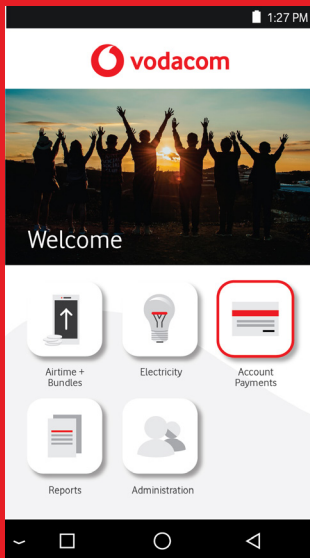
7. Select **Next** to print a merchant copy.

Tear off the merchant copy and put it in your till.

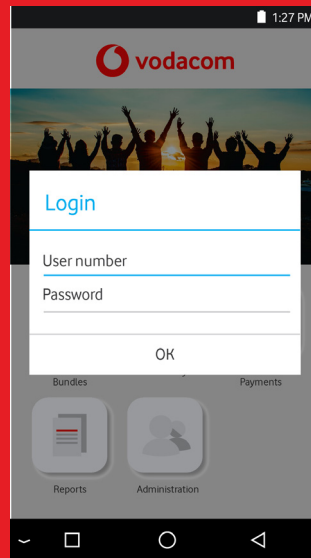


How to pay a DStv Box Office account

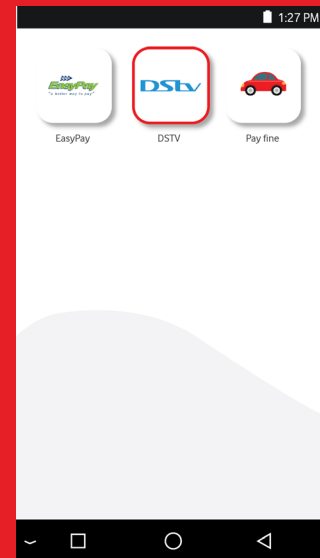
1. Select **Account payment**.



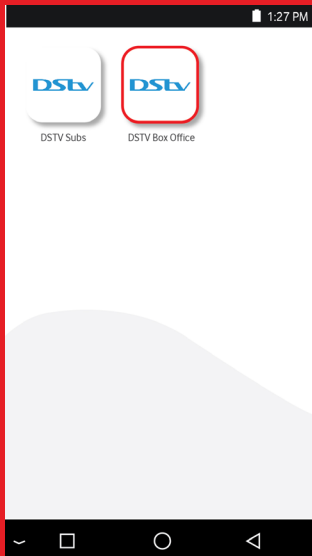
2. Enter your Cashier user number and password, then select **OK**.



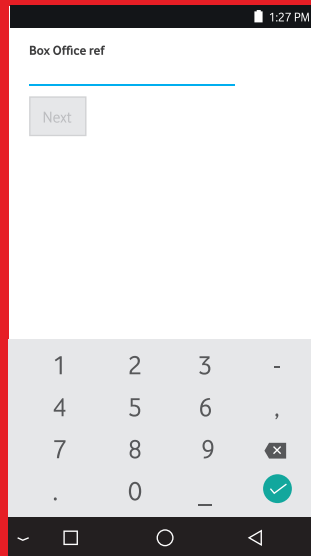
3. Select an account payment option, e.g **DStv**



4. Select an account payment option, e.g **DStv Box Office**

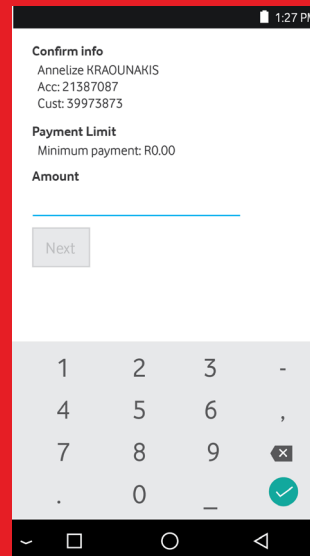


5. Enter the customer's Box Office reference number then select **Next**.



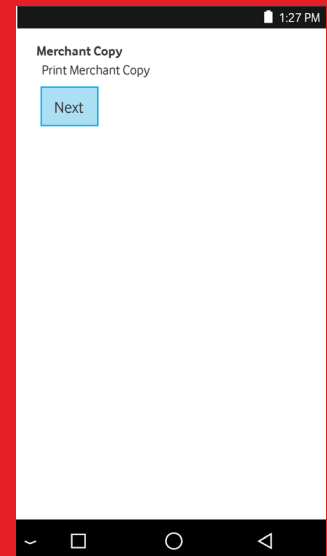
6. Confirm information and enter the exact amount the customer wishes to pay, then select **Next**.

Upon success the slip will print.



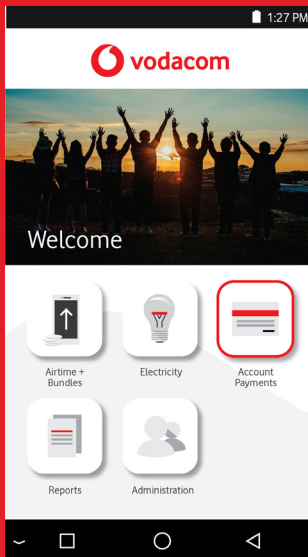
7. Select **Next** to print a merchant copy.

Tear off the merchant copy and put it in your till.

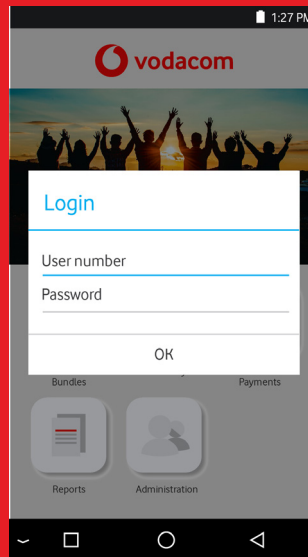


How to pay a DStv subscription account

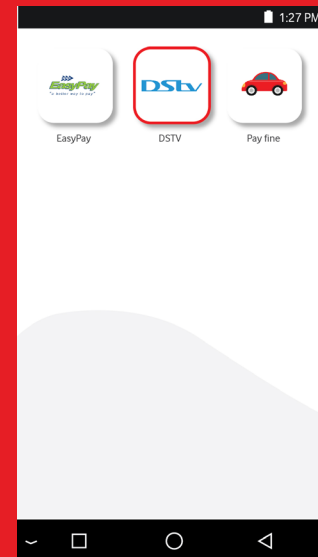
1. Select **Account payment**.



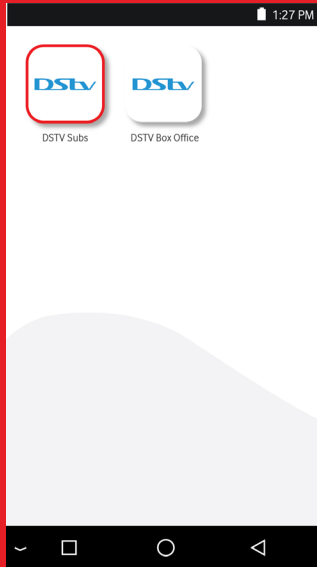
2. Enter your Cashier user number and password, then select **OK**.



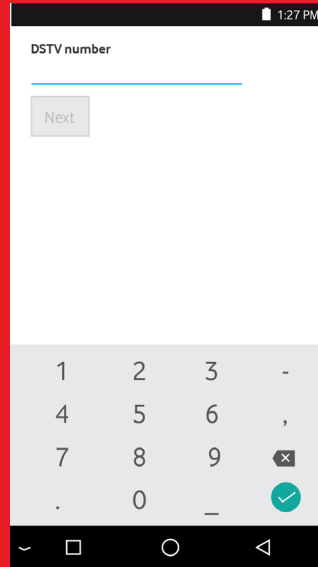
3. Select an account payment option, e.g. **DStv**.



4. Select an account payment option, e.g. **DStv Subs**

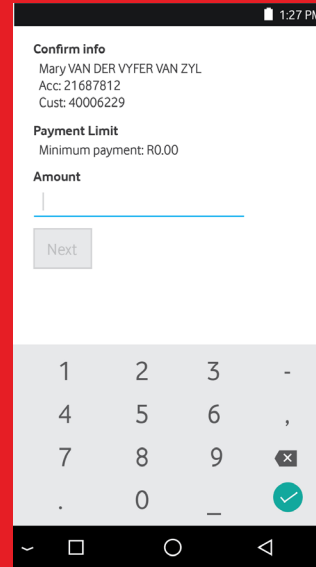


5. Enter the customer's DStv account number then select **Next**.



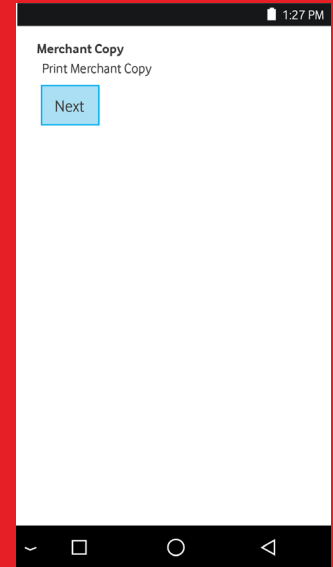
6. Confirm account information and enter the exact amount the customer wishes to pay, then select **Next**.

Upon success the slip will print.



7. Select **Next** to print a merchant copy.

Tear off the merchant copy and put it in your till.

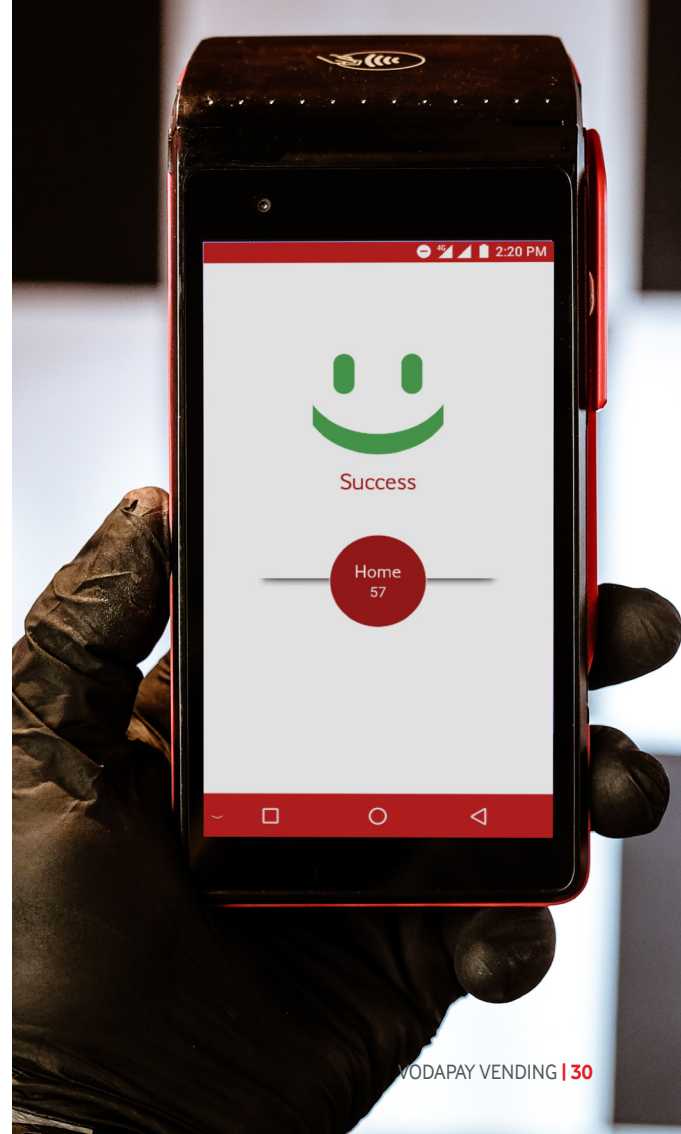




Reports

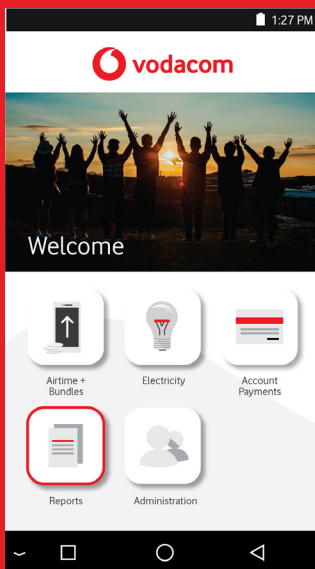
The **Reports** menu option enables Admin users to get and print reports. The following options are available:

- Account Balance – This option will display the merchant's total remaining balance on the terminal.
- Print and view EasyPay (EP) Number - This option will display the merchant EasyPay number. When selecting PRINT, it prints the number and BARCODE as well. This is the number the merchant will use as reference when topping up the VodaPay Vending account. The barcode can be scanned at the EasyPay Retailer stores where the merchant can top up its VodaPay Vending account.
- Statement – This option will display the opening balance, all sales that have been made for the selected day and the closing balance.
- Daily Purchases – This option will display all items/transactions (including items that have not been collected by the terminal and reversed transactions).
- Daily Sales – This option will display all items/transactions that have been printed from the terminal. The report can be used to balance the cash in the till.
- Shift Report – This option will print a summary of sales, including a breakdown per cashier. This option only prints Sales and not Purchases.

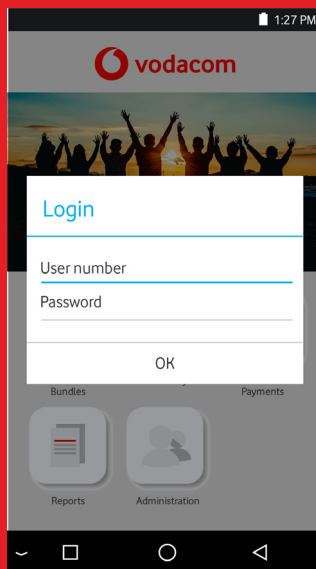


How to get/print an Account Balance

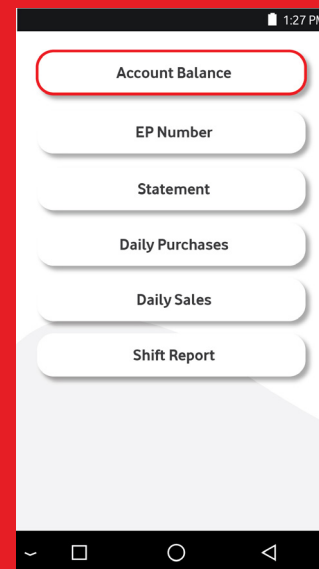
1. Select **Reports**.



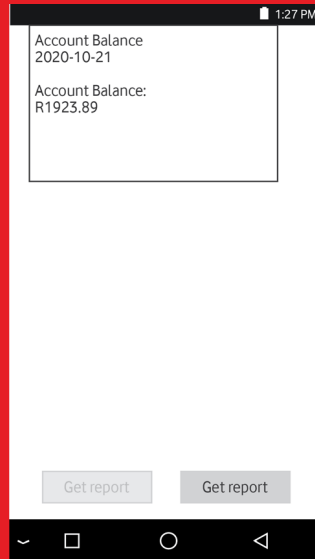
2. Enter your Admin user number and password, then select **OK**.



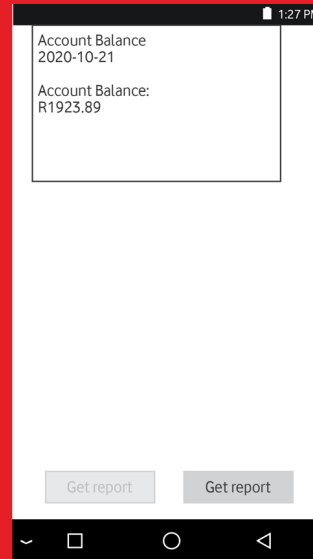
3. Select **Account Balance**.



4. The total remaining account balance on the terminal will display.

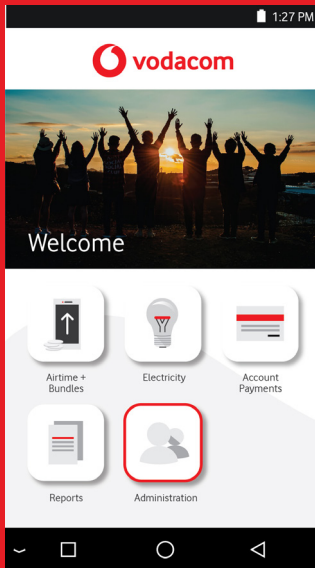


5. (Optional) Select Print to print a copy.

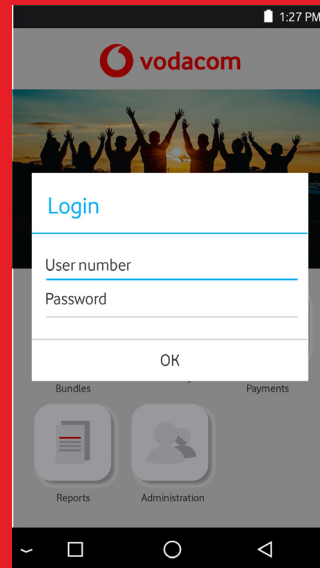


How to view and print the EasyPay number and Barcode

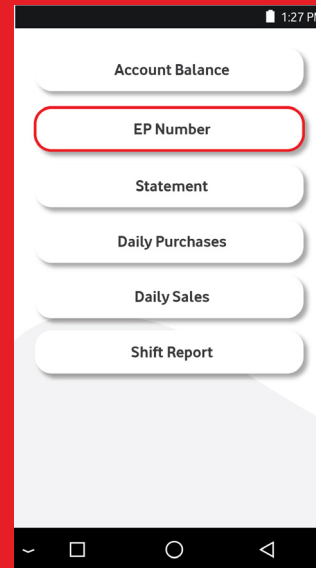
1. Select **Administration**.



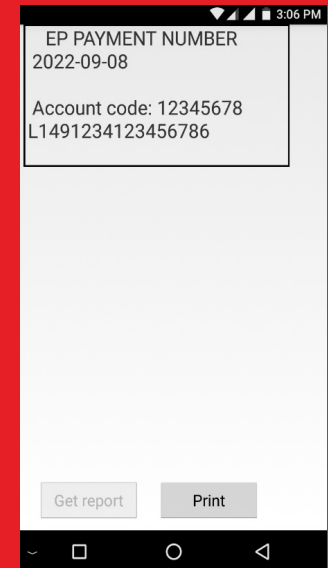
2. Enter your Admin user number and password, then select **OK**.



4. Select EP number to display for print

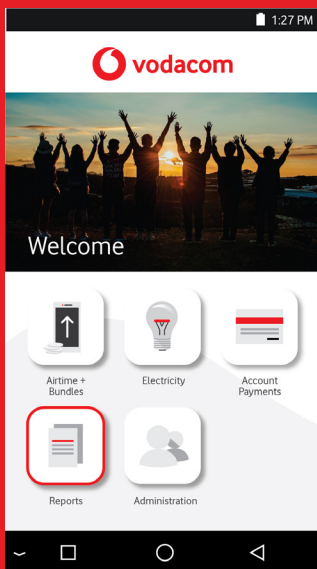


5. The EasyPay number will display. Select Print to print the EP number and Barcode.

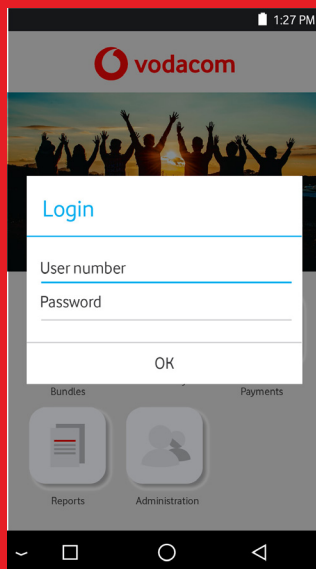


How to get/print a Statement

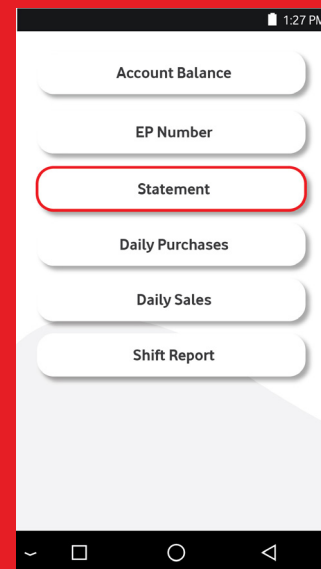
1. Select **Reports**.



2. Enter your Admin user number and password, then select **OK**.



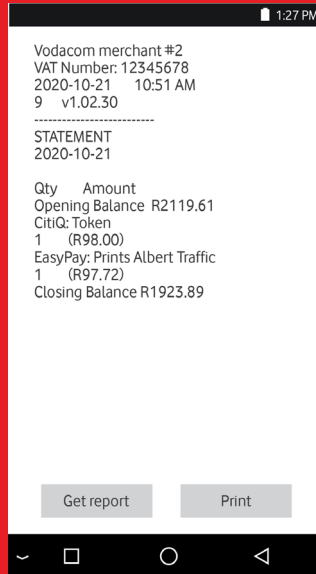
3. Select **Statement**.



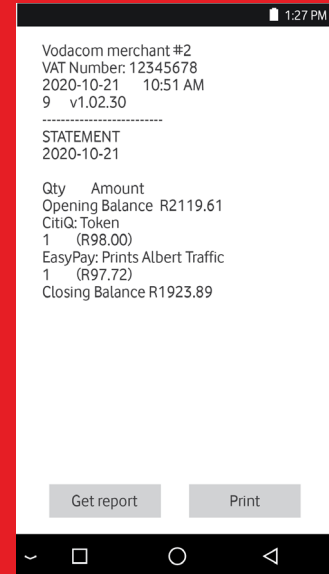
4. Select the date for the statement, then select **Get report**.



5. The opening balance, all sales made for the selected day and the closing balance will display.

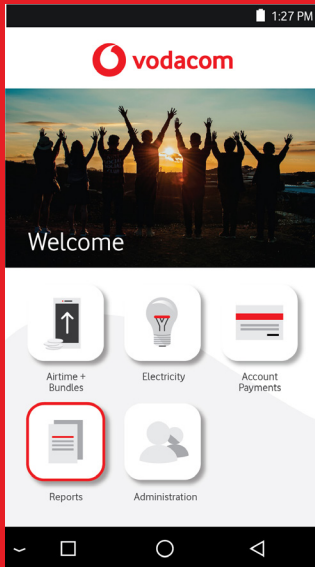


6. (Optional) Select **Print** to print a copy.

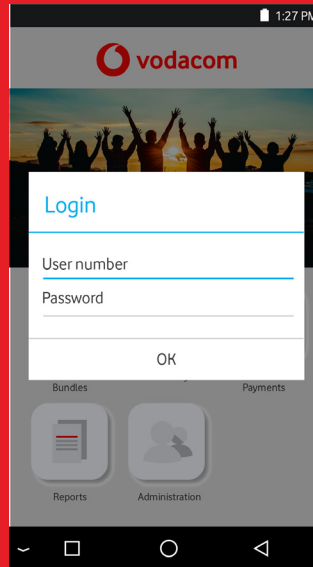


How to get/print a Daily Purchases Report

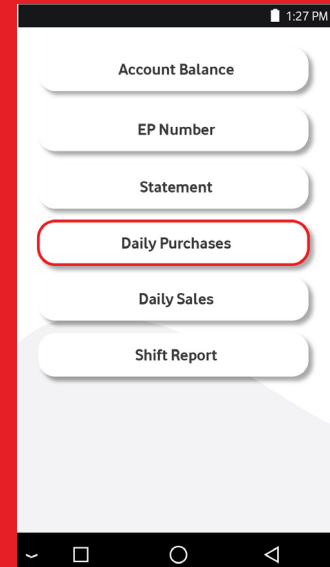
1. Select **Reports**.



2. Enter your Admin user number and password, then select **OK**.



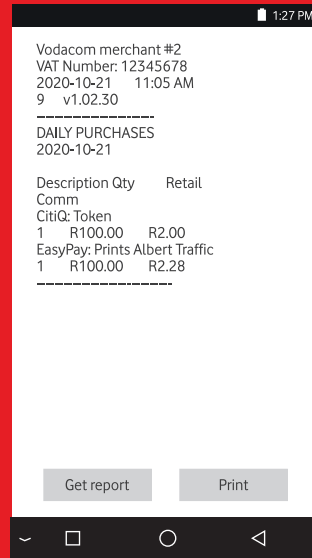
3. Select **Daily Purchases**.



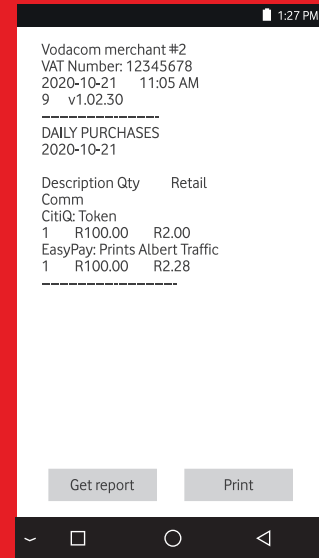
4. Select the date for the report, then select **Get report**.



5. All items/transactions will display (including items not yet collected by the terminal and reversed transactions).

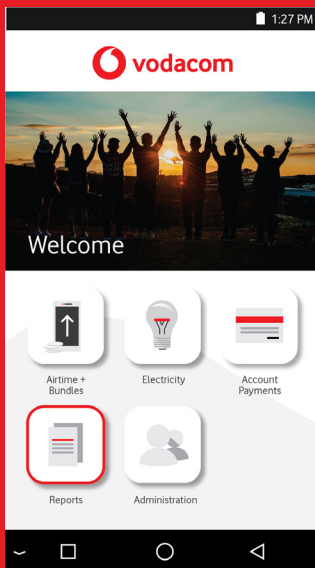


6. (Optional) Select **Print** to print a copy.

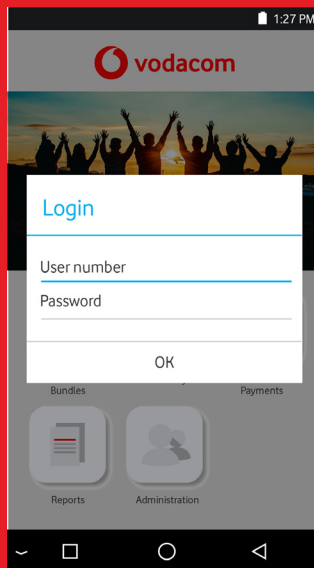


How to get/print a Daily Sales Report

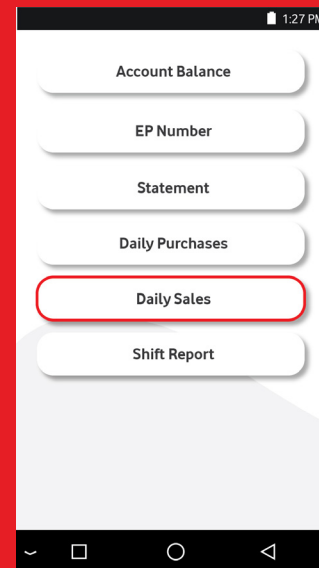
1. Select **Reports**.



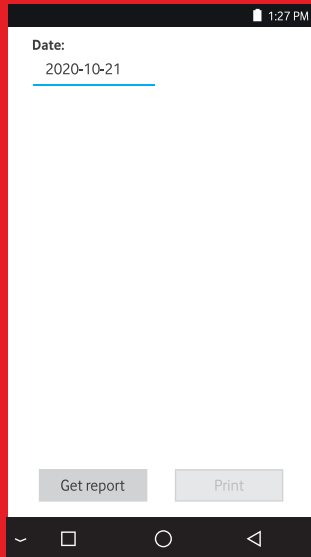
2. Enter your Admin user number and password, then select **OK**.



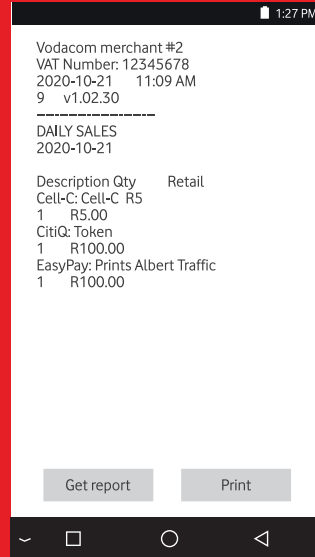
3. Select **Daily Sales**.



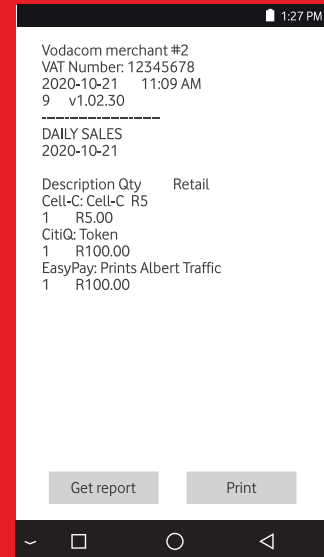
4. Select the date for the report, then select **Get report**.



5. All items/transactions printed from the terminal will display.

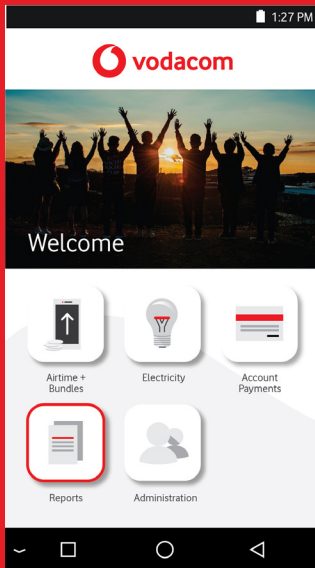


6. (Optional) Select **Print** to print a copy.

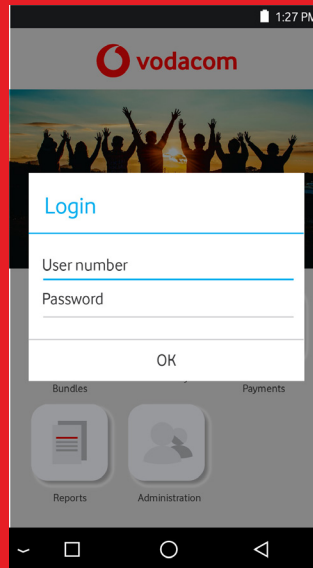


How to get/print a Shift Report

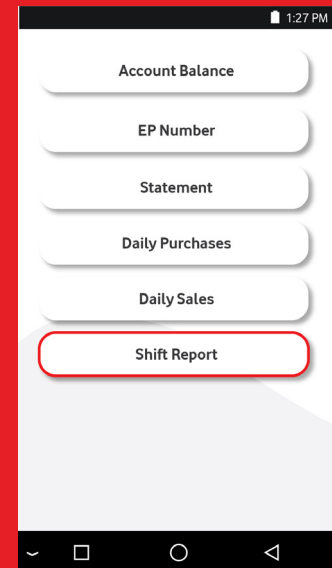
1. Select **Reports**.



2. Enter your Admin user number and password, then select **OK**.



3. Select **Shift Report**.

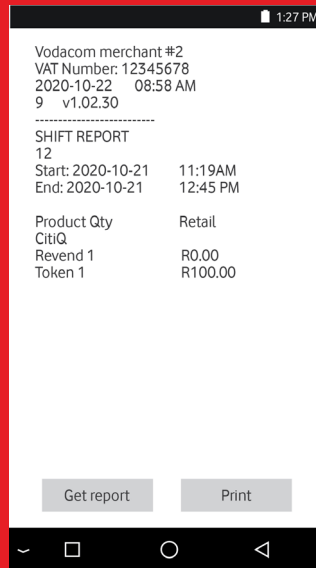


How to get/print a Shift Report

4. Enter the shift number, then select **Get report**.



5. A summary of sales, including a breakdown per cashier, will display.



6. (Optional) Select **Print** to print a copy.

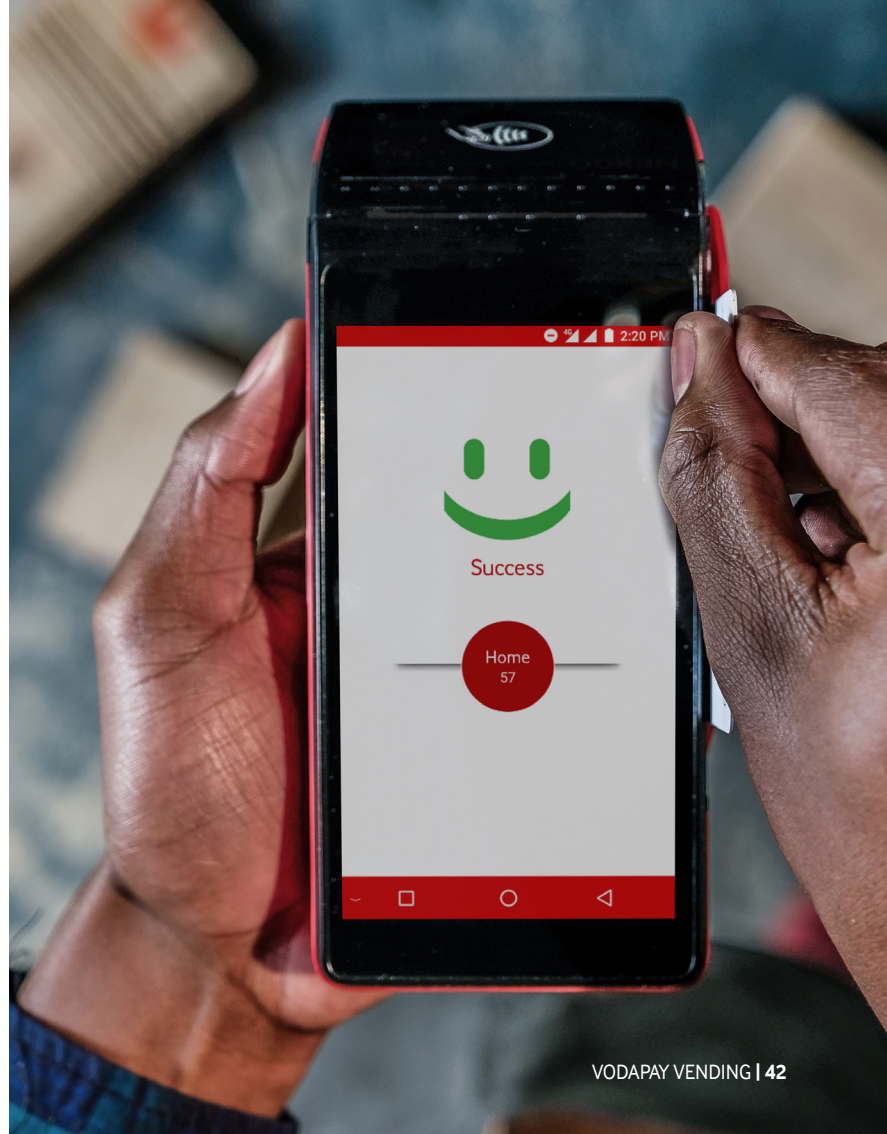




Administration

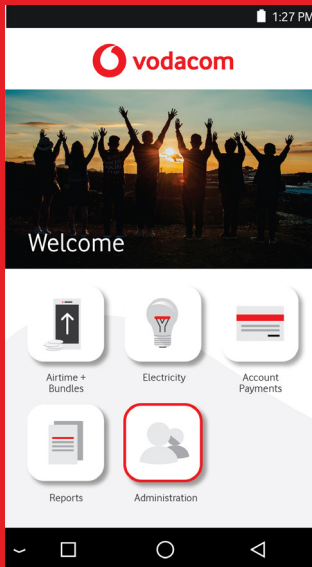
The **Administration** menu option enables Admin users to perform administrative tasks. The following options are available:

- End of shift
- Reprint
- Add admin
- Add cashier
- Remove cashier
- Print users

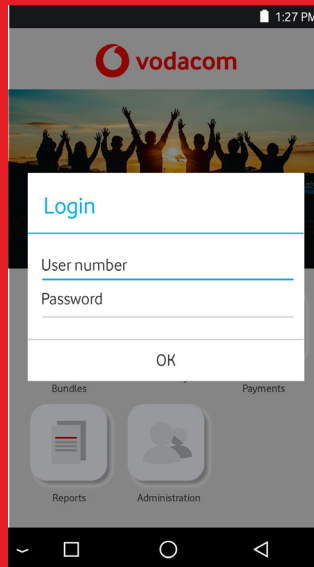


How to perform an End of Shift (EOS)

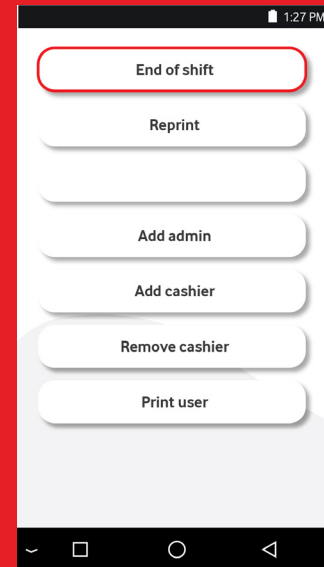
1. Select **Administration**.



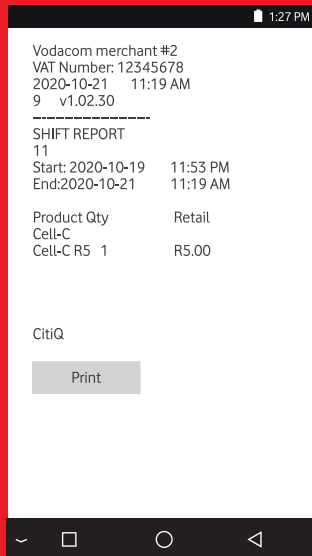
2. Enter your Admin user number and password, then select **OK**.



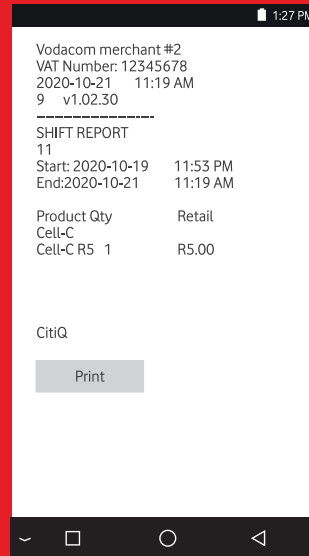
3. Select **End of shift**.
The day's Shifts Reports will print automatically.



4. A summary of sales, including a breakdown per cashier, will display.

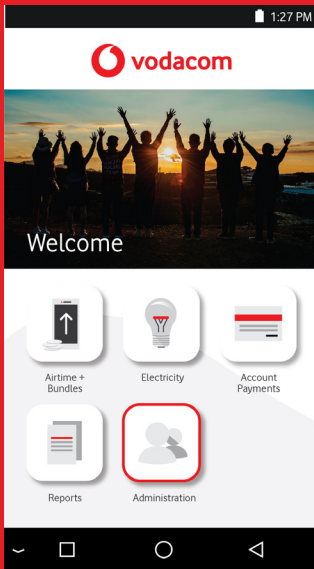


5. (Optional) Select **Print** to print a copy.

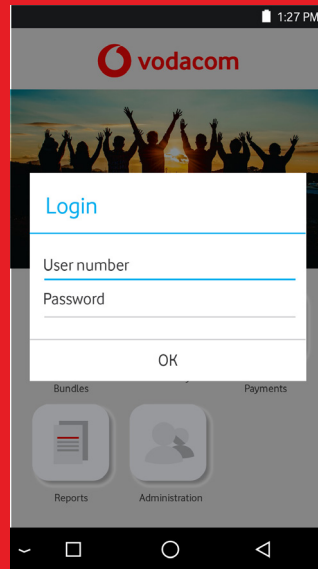


How to reprint a Voucher/Token

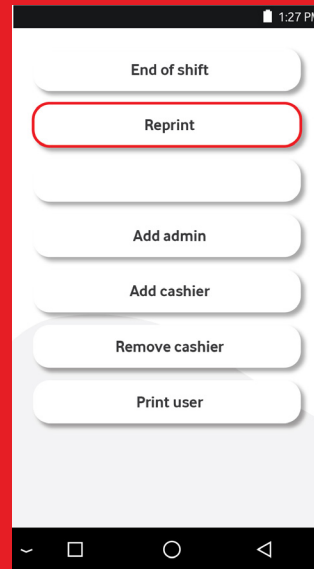
1. Select **Administration**.



2. Enter your Admin user number and password, then select **OK**.



3. Select **Reprint**.

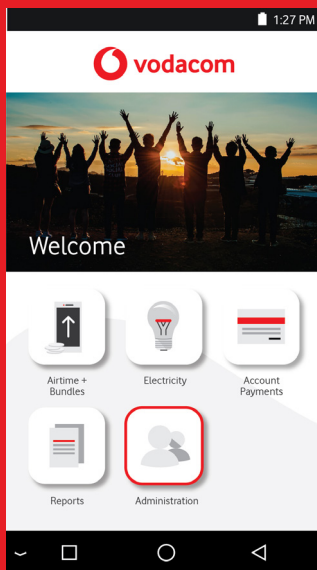


4. Select the voucher/token that you wish to reprint.

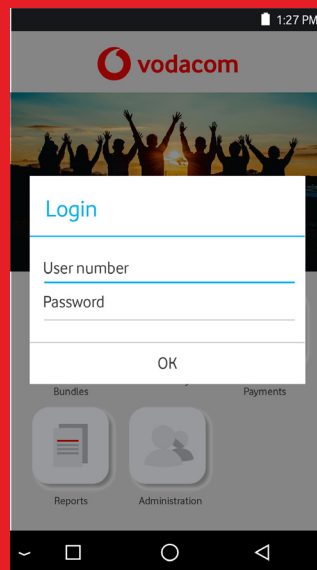


How to add an Admin user

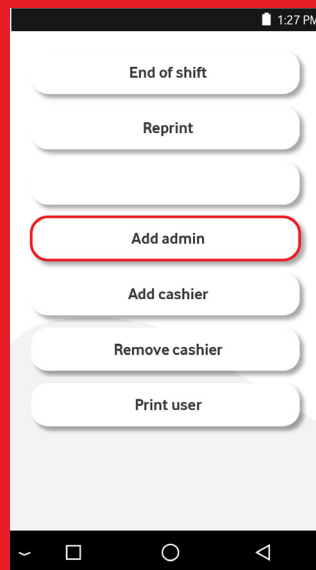
1. Select **Administration**.



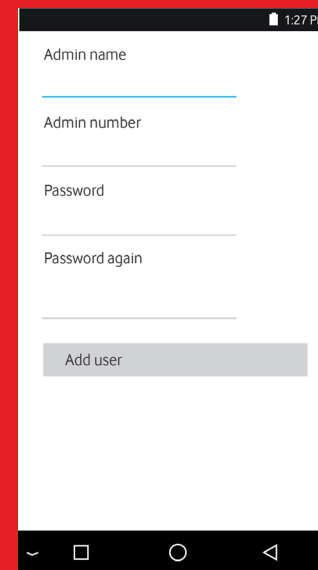
2. Enter your Admin user number and password, then select **OK**.



3. Select **Add admin**.

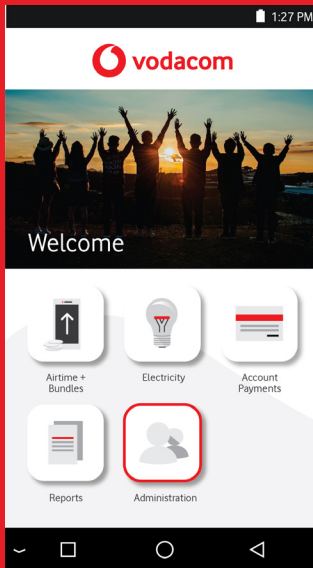


4. Enter a name, number and password (x2), then select **Add user**.

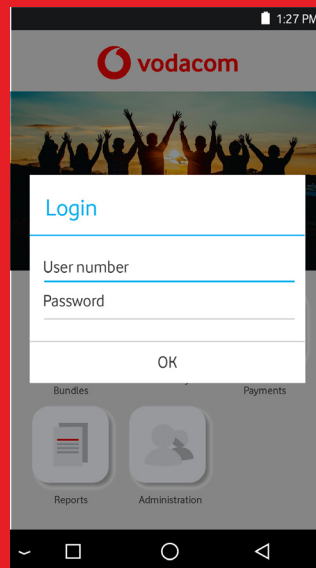


How to add a Cashier User

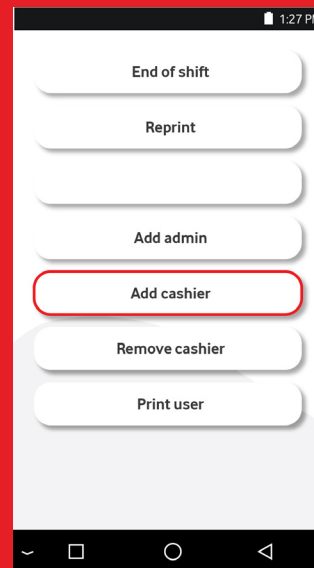
1. Select **Administration**.



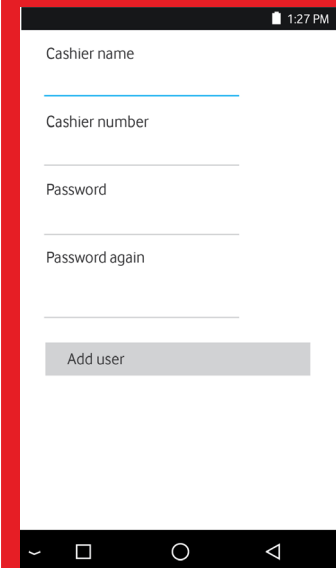
2. Enter your Admin user number and password, then select **OK**.



3. Select **Add cashier**.

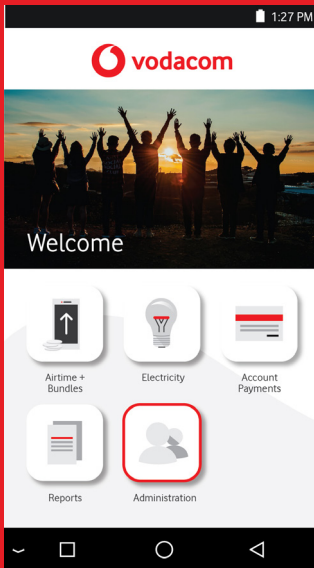


4. Enter a name, number and password (x2), then select **Add user**.

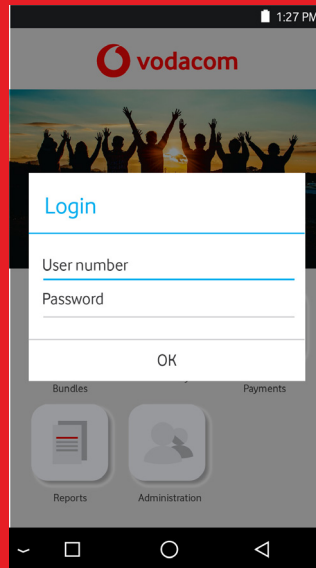


How to remove a Cashier User

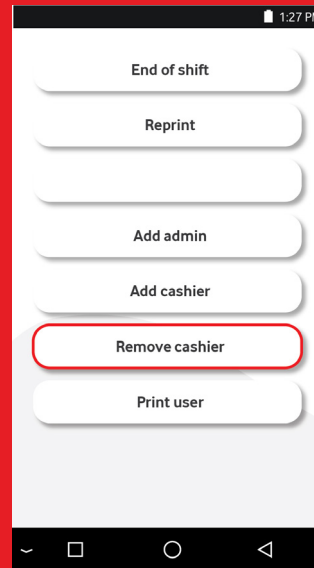
1. Select **Administration**.



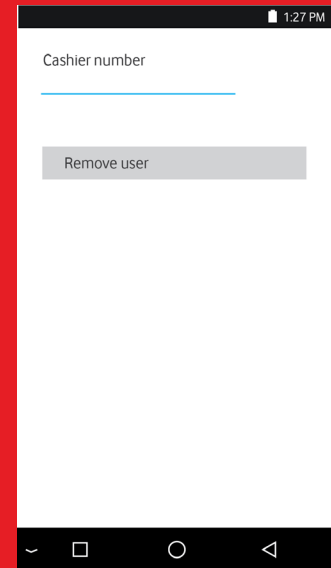
2. Enter your Admin user number and password, then select **OK**.



3. Select **Remove cashier**.

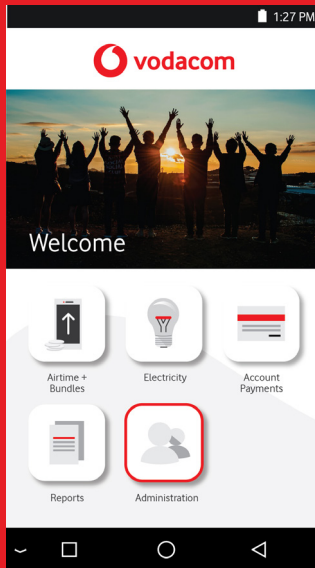


4. Enter the cashier number, then select **Remove user**.

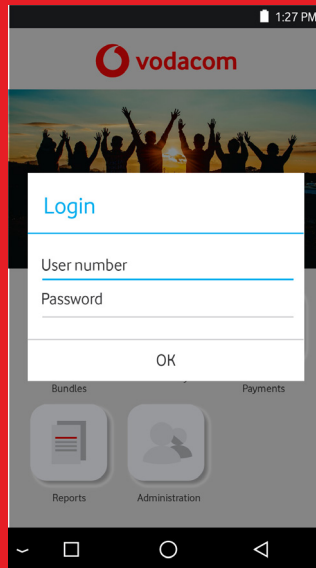


How to print a List of Users

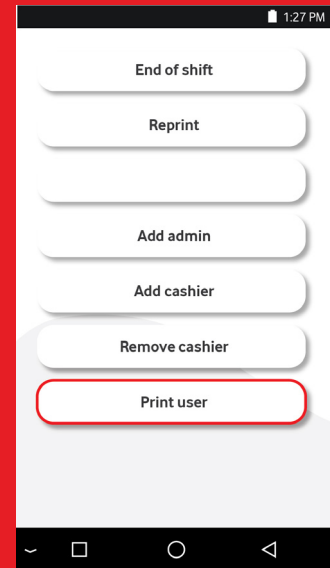
1. Select **Administration**.



2. Enter your Admin user number and password, then select **OK**.



3. Select **Print users**.



Loss or device theft

In the event your terminal has been lost or stolen, please contact your system administrator as soon as possible to prevent any further loss.



541283*****1151 (I) 23/01
EXP DATE:
TRANS TYPE:
Sale
BATCH NO.: 2020060501
TRACE NO.: 000006
AUTH NO.: 047609
REF. NO.: 200610131306
DATE/TIME: 2020/06/10 13:13:27
AMOUNT:

R 9.00

PIN Verified

RESPONSE CODE: 00

Approved

REFERENCE:

ARQC: 46F02EDEAE38B46A

TVR: 0000008000 CSN: 00

AID: A0000000041010

Application Label: MASTERCARD

LUUID:

Customer Care and Support

If you are experiencing any problems, feel free to contact
VodaPay Support Desk at:

Phone: **0800 000 654**

 : **072 605 9421**

Email: Vendsupport@vodacom.co.za

Web: <http://voda.com/accept-payments>

Call centre operating hours:

Monday to Sunday 7am to 7pm with after-hours support
for emergencies.

Vodacom South Africa

**Alternatively, scan the QR code below
for more**



Transaction Details
Vodacom Payment Services
MERCHANT NAME:
PIGALLE
MID: VPS280488604244
TID: 00000002
CASHIER NO.: 01
CARD NO.:
541283***1151 (I)**
TRANS TYPE:
Sale
BATCH NO.: 25 2020060501
TRACE NO.: 000006
AUTH NO.: 047609
REF. NO.: 200610131306
DATE/TIME: 2020/06/10 13:13:27





vodacom
financial services