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Quick Reference Guide

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Getting started with the Kwika Payment POS

Welcome to VodaPay, your world of seamless payments. Before you start transacting, let's make sure your device is ready.

Step 1
If you haven't done so already, log onto our website on http://voda.com/accept-payments and select Apply Now to complete your registration

Step 2
As part of the registration, you will be required to complete your FICA so have your personal documents handy

Step 3
Once you've completed the FICA process and received your welcome letter with the merchant number, call us on **0800 000 654** to link and activate your device

Step 4
Download the Kwika Manual and the portal user guide on http://voda.com/accept-payments under downloads.
These guides will help you navigate the portal and your Kwika device

Step 5
When all of the above steps are complete, you can then start transacting

Power on/off

Press and hold the Power key to turn the device on, reboot and turn off the terminal.

Figure 1: Power button enclosed by a rectangle

SIMPLE SALE Transaction Steps: Card

The Sale steps are represented visually in the screens that follow. Each step is numbered for easy reference

1. Make sure the terminal is on the home screen
2. Enter the Sale amount
3. Select card
4. Tap or insert card
5. Enter PIN if prompted
6. PIN confirmation screen
7. Select account
8. Select yes to receive e-receipt and enter cellphone number (otherwise select no)
9. Transaction is approved, merchant receives confirmation SMS
10. Remove card

Note: The steps may vary slightly because different bank cards have different parameters.

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Enter Amount

F1 Payment History
F2 Device Settings

2

Sale
Input Amount

Enter Amount

3

Select Payment Type
Item 1/2

Card

QR

F1 ▲
F2 ▼

4

Tap/Insert/Manual

VISA

5

Total Amount R22.00
Enter PIN

PIN

6

✓

Pin Correct

7

Select Account Name
Item 1/1

Default

F1 ▲
F2 ▼

8

e-Receipt Option
Item 1/2

Yes

No

F1 ▲
F2 ▼

⑨ Successful, Click OK

⑩ Pls Remove Card
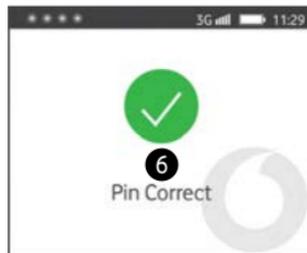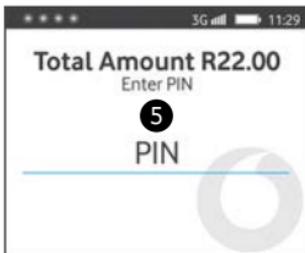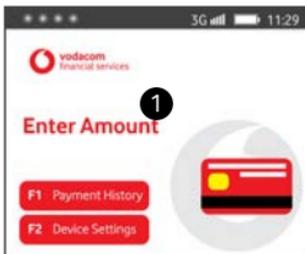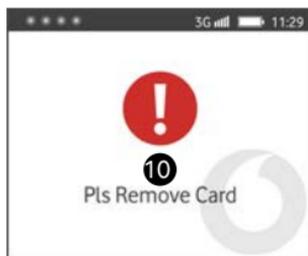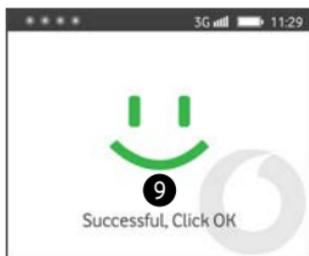
Figure 2: Sale (Card) transactions steps

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SIMPLE SALE Transaction Steps: QR Code

A QR transaction allows the customer to use the app on their phone to make a payment, the customer simply scans a QR code on the device.

Steps 1-2 same as shown above for the Sale
On step 3, Select QR instead of Card
The device will display a QR code, present it to the customer and let them scan

Steps (8-9 as Figure 2) will apply

SALE with Tips and Cashier Enabled

By default, Tips and Cashier are disabled. Refer to the Kwika Operating Manual to learn how to turn this feature on and off. Sale with Tip (and Cashier enabled) is an extension of the simple sale just with additional steps.

1. The terminal will prompt for Cashier no, input registered cashier no
2. The terminal displays Cashier information, Press enter to confirm
3. Enter the Sale amount
4. Enter the Tip amount (to skip, press enter button without entering the tip amount)

From there onwards, the steps will be similar as from step 4 on figure 2.
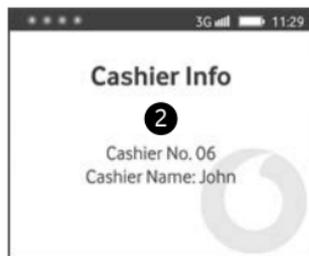
Steps 3: Sale with Tips and Cashier on

Reversal

Reversal is the correction of a transaction captured erroneously.

Press the Enter button to access the transaction menu
1. Select Reversal or Press the number 2
2. Enter supervisor password
3. Terminal displays 'Insert", insert same card used for original transaction
4. Select transaction to reverse and press Enter button to confirm, The terminal will display

"Processing Card, Please wait"
Transaction outcome is displayed or if the card used does not support reversal, the terminal displays "No Trans <Cancel> Exit" press Cancel Key (Red key with an X) until you land on the home screen.

Note: Reversal won't prompt for a PIN; Reversal can only be performed for the transaction that happened on the SAME day.
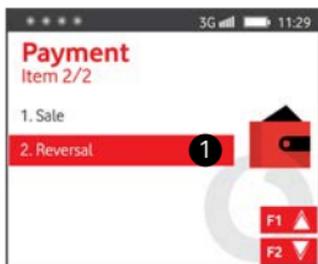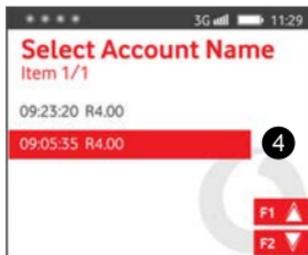
Figure 4: Reversal transaction steps

PAYMENT HISTORY

Find all approved transactions on the Payment History menu. Go to the terminal's home screen as shown in Fig. 2.

1. Press F1
2. Payment History is sorted by date
3. To search for a transaction, Press the F key and enter Reference
4. Scroll up and down using *&# keys
5. Select and press Enter of a transaction for details

Note: The terminal keeps transaction history for the past 3 consecutive days only, Transactions can also be accessed on the merchant portal

Figure 5: Payment History

TRANSACTIONAL TOTAL

Total transactions provide a view of all approved transactions for the day in real time.

Four steps to view total transactions

1. On the home screen, press F2 for settings
2. Select transactions
3. Select the desired date
4. Total transactions are displayed by type, total count and total

Note: The terminal keeps 3 days of transaction records
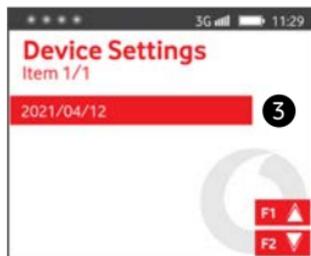
Figure 6: Transaction totals

Contact us

Phone: **0800 000 654**

📞 : **072 605 9421**

Email: vpssupport@xlink.co.za

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

Call centre operating hours:
Monday to Sunday 8am to 7pm with after-hours support for emergencies.

Vodacom South Africa

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