SANAD PAY for Communications & Information Technology.

MADA application for points of sale.

"User's guide"

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Preview:

MADA KSA POS application is a system that allows its customers to make financial transactions, for example Purchase, Refund, Reversal, Pre-Authorization, Purchase advice, Purchase with NAQD or Cash advance, in addition to the supervisor application interface that allows him to fully control in both: the device and the application.

This guide has been prepared to provide a detailed explanation of the features and available tools used in MADA POS application, components of the device, process list, points of sale, supervisor list and solve common problems.

Device components:

POS device, Power supply, Power supply wire, Paper roll, User's guide

Environment and conductors:

- Plug 220/110 volt at least 3 meters away.
- Space: 15*25 cm from the office. surface.
- Temperature range between 10-30 degrees with no exposure to direct sunlight.

Keyboard:

The user of MADA POS application can access all application operations through input keys and abridgement. So, this is an illustration of the device:
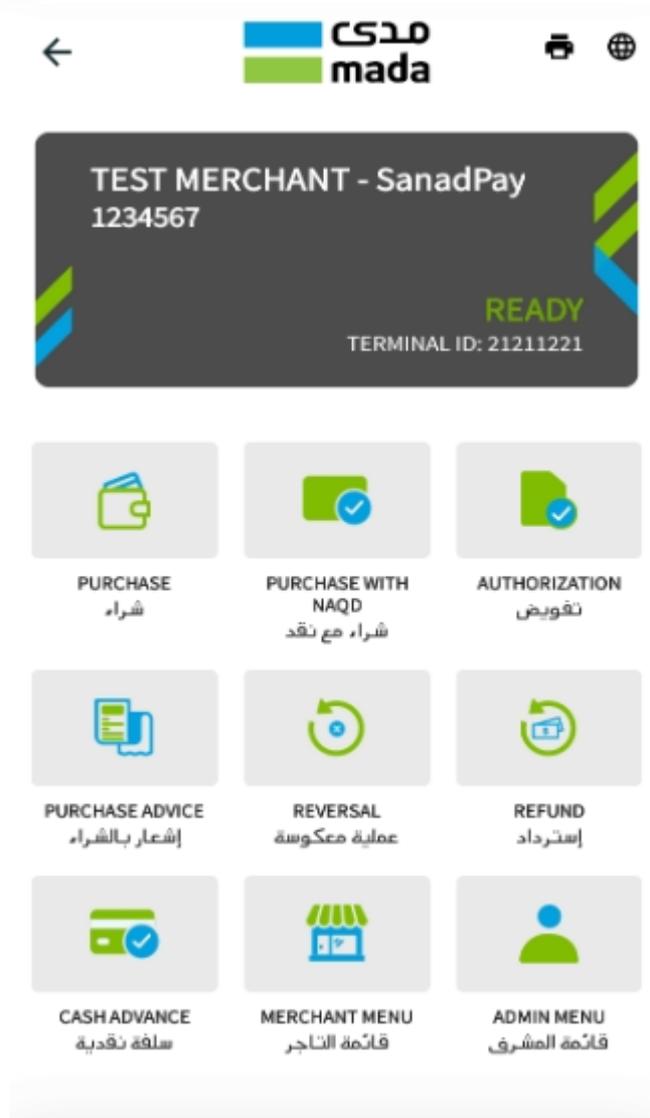
Transactions Menu:

The transactions menu can be accessed by clicking on the process icon on the screen to display this menu:

1-The main menu contain a list of operations 7 main components.

2-You can navigate and select between components on the home page.

From the previous figure, we can notice the seller's operations, so that 7 operations appear such as "purchase, purchase with cash, retrieval, reverse process, authorization, purchase notice and cash advance."

Supervisor Menu:

The supervisor menu can be accessed by clicking on the supervisor iconic as follows:

1-Enter the password and press the enter button to enter the supervisor menu.

2-From the previous figure, we can notice the list of supervisor operations "application settings, store settings, group operations and report management."

3-And to proceed with any of the operations mentioned for the supervisor, all the supervisor has to do is to click on the required option. Below are the details of the supervisor parts:
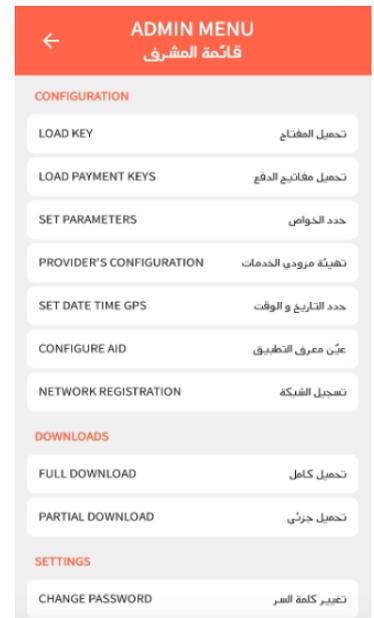
System date and time.

Device initializing.

Connection settings.

Update management.

Electronic communication.

Select the required process and click on it to adjust its settings.

Merchant Menu:

You can access the merchant icon from the home page as follows:

1-A window will appear to select the property you want to modify.

2- Enter the password, then click on OK icon.

3-A window will appear containing all the options available in the store menu as follows:

- Store settings.
- Total transactions.
- Report management.
-

Transactions Menu:

Enter to the menu of operations: the operations list can be accessed by pressing the operations icon from the main menu and entering the password from the main screen to display the operations list.

The process list contains 7 main components as follows:

- Purchase.
- Purchase with NAQD.
- Retrieval.
- Reverse process.
- Authorization.
- Purchase advice.
- Cash advance.
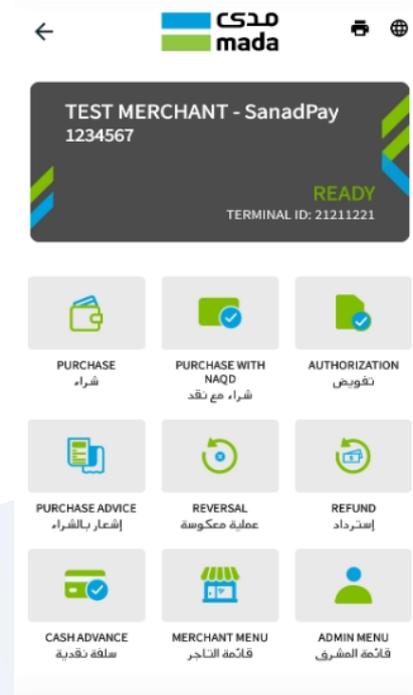
Purchase

The purchase process is the default process through the main screen, through which the seller can complete the purchase process by using the customer's bank cards.

The seller can make the purchase through the following steps:

1-Click on the "Transaction "icon to access the list of process as follows:

2-Click to "Buy" as follows:

3-A window will appear asking to enter the purchase amount, the press the "Enter" option to display the confirmation screen on the purchase amount as shown in the following figure.

4-Upon completion of entering the purchase amount, click on the "OK" icon, a confirmation message will appear to confirm the total amount, then click on the "Enter" button as follows:

5-The device will prompt you to enter or swipe the card through the card reader to display the screen for entering the cardholder's personal code.

6-A window for entering the password will appear as follows:

7-Enter the bank card and the system will ask you to complete the process as follows:

8-When accepting or rejecting the transaction, the receipt will be printed in both cases and the merchant will keep his receipt, and the customer will retrieve his bank card.

9-It is possible to delete the data entered for modification by clicking on the "Back" button.

10-A message will appear confirming that a copy of the receipt has been printed for the customer "Print the client copy"

Refund:

It allows the cardholder to retrieve purchases and recover payments for previous purchases through the customer's bank card, so that the refund amount is transferred to the cardholder's account and the completion of the transaction requires the presence of the supervisor to add his password.

1-Click on the "Transactions" icon to access the list of transactions as follows:

2-Click on "Refund" as follows:

3-Enter the original transaction number shown on the receipt then click "OK".

4-Enter the date of the original transaction day / month / year then click "OK".

5-Enter the amount to be refunded then click "OK".

6-Upon completion of entering the purchase amount, click on the "OK" icon, a confirmation message will appear to confirm the total amount, then click on the "ENTER" button as follows:

7-The device will prompt "Insert or swipe the card through the cardholder ", so the screen for entering the cardholder's personal code appears.

8-A window will appear to enter the password as follows and in the case of accepting or rejecting the transaction, the merchant's receipt will be printed and the customer will retrieve his bank card.

9-Enter the bank card and the system will request to complete the transaction as follows:

10-When accepting or rejecting the transaction, the special receipt will be printed in both cases and the merchant will keep his receipt and the customer will retrieve his bank card.

11-It is possible to delete the data entered for modification by clicking on the "Back" button.

12-A message will appear confirming that a copy for the receipt has been printed for the customer "Print the client copy".

Reverse transaction:

Reverse transaction is the reverse of the last transaction "purchase, purchase with NAQD, refund" which is the reversal of the last approved transaction within 60 seconds of the transaction is reversed by returning the transferred amounts.

1-Click on the "transaction "icon to access the list of operations as follows:

2-Click on "Reverse transaction" as follows:

3-An alert message will pop up to confirm the reverse transaction as follows:

4-Click "OK" to confirm the confirmation message as follows:

5-A message will appear confirming that a copy of the receipt has been printed "Print the client copy"

Authorization:

The purchase transaction requires a permit in the absence of the cardholder at the point of sale, through the customer's bank card so that the amount of the purchase transaction is detained to be withdrawn upon completion of the purchase.

1-Click on the" transactions "icon to access the list of transactions as follows:

2- Click on "Refund" as follows:

3- A message will appear with the word "Request" (Insert, swipe or move) the bank card.

4-Enter the authorization amount, then click on the "OK" icon to confirm as follows:

5-When you finish entering the purchase amount, click on the "OK" icon, a confirmation message will appear to confirm the total amount, the click on the "Enter" button as follows:

6-The device will request to insert or pass the card through the card reader to display the screen for entering the personal code of the cardholder. the receipt will be printed in both cases and the merchant will keep his receipt and the customer will retrieve his bank card.

7-Enter the bank card and the system will ask you to wait to complete the transaction as follows:

8-When accepting or rejecting the transaction, the receipt will be printed in both cases and the customer will retrieve his bank card.

9-It is possible to delete the data entered for modification by clicking on the "Back" button.

10-A message will appear confirming that a copy for the receipt has been printed for the customer "Print the client copy".

Purchase advice:

An advice of purchase is a transaction data retrieval and then previously authorized to complete the purchase transaction and transfer the authorized funds through the authorized transaction that took place in advance.

1-Click on the "transactions" icon to access the list of transactions as

 follows:

2-Click on a "Purchase advice" as follows:

3- A message will appear with the word "Request" (Insert, swipe or move) the bank card.

4-Enter the authorization amount, then click on the "OK" icon to confirm as follows:

5-Enter the amount of the purchase advice and click on the "OK" to confirm as follows:

6-Click "Done" to confirm or "Cancel" to cancel the transaction.

In case that the submitted request is approved or rejected, the merchant's receipt will be printed and the customer will retrieve the card.

7- The request has been approved and each of the cases

of acceptance or rejection of the request submitted, the merchant's receipt will be printed and the customer will retrieve the card.

8-A message will appear confirming that a copy of the receipt has been printed for the customer "Print the client copy".

Instant withdrawal:

it's a cash withdrawal for the card owner from points of sale through his bank card. The cash advance transaction can be done through the following steps :

1-Click on the "transaction" icon to access the list of transactions as follows:

2-Click on "Cash advance" as follows:

3-A request message will appear (Insert, swipe or move) the bank card to the device.

4-Enter the withdrawal amount, then click on the "OK" to confirm as follows:

5-A window will appear to enter the customer identification number.

6-Enter the bank card, and the system will ask you to wait to complete the transaction as follows:

7-When accepting or rejecting the transaction, the receipt will be printed in both cases and the merchant will keep his receipt.

8-It is possible to delete the data entered, for modification by clicking on the "Back" button.

9-A message will appear confirming that a copy for the receipt has been printed for the customer "Print the client copy".

Admin list:

The supervisor menu can be accessed by clicking on the "Supervisor "icon and entering the supervisor password, click on the "OK" icon to display the supervisor list, where you can move between the supervisor menu items through the navigation option and to enter within the menus by pressing the following option:

A window will appear with a list of available properties:

- System date and time.
- Device initialization.
- Connection settings
- Update management.
- Electronic receipt.
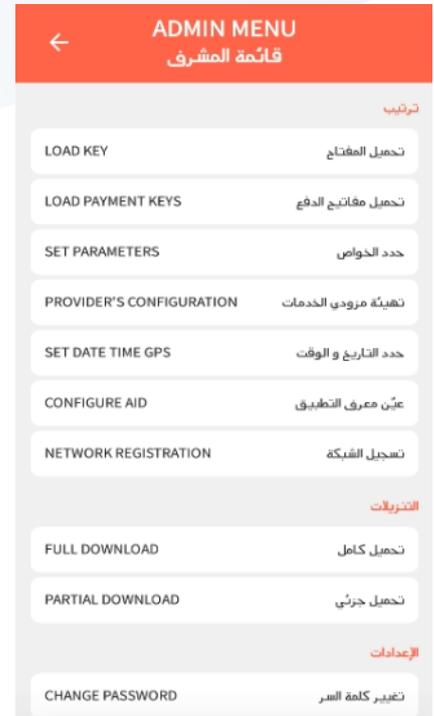
System date and time:

You can manage the system date and time property by following these steps:

1-From the admin menu click on the system date and time.

2-A window will appear to enter the date and time.

3-Enter the date in its form (day/ month/ year), for example 190123 is shown as an example 23/01/2019.

4-Enter the time in its form (hour: minute: second) for example 101500 is shown as an example 00:15:10.

5- The device will take you directly back to the main menu.

Device initialization:

You can manage the device initialization by following these steps:

1-From the admin menu click on the device initialization.

2-A window will appear containing a list of properties for system configuration as follows:

- Partial
- Full
- Register
- Connection settings

Connection settings:

You can manage the connection settings feature by following these steps:

1-From the admin menu click on "Connection settings":

2-A window will appear containing a list of properties for connection settings menu as follows:

- NII.
- Connection modification.
- Network service provider (NSP).

Update management:

Through this feature, you can turn on or off updates as follows:

1-From the admin menu choose "Update management".

2-Choose turn on, off:

Electronic receipt:

Through this feature, you can turn on or off updates as follows:

1- From the admin menu choose the "Electronic receipt"

2- Choose any of the following properties.

- Activate e-receipt.
- Cancel electronic receipt.
- Electronic communication.
- Auto reconciliation.
- Type.
-

Merchant Menu:

From the merchant menu you can choose and modify the settings through:

- Store settings.
- All transactions.
- Report management.
- Store settings.

It contains the following characteristics:

- Change password.
- Change language.
- Print claims.
- The number of copies required.
- Change the coordinates.
- Send the "SAF".

- Automatic reconciliation
- Delete history
- Paper request
- Change the English name
- Change the Arabic name
- File updates
- All transactions
- Reconciliation
- Instant balances
- Current balances
- Report management
- Report settings
- Report TMS
- Print transactions
- Print last transaction
- Research for receipt
- Research for old reconciliations
- SAF file
- Symbolic report settings

Common Issues

May the customer be facing technical issue when he used the point-of-sale terminal. The following are the most common problems and a solution to each of them:

Solutions	Problems
Make sure that the battery does not need to be charged, as a weak battery reduces the efficiency of the device	No operations can be performed
Go to the admin menu-Report management – Reprint	Not printing a receipt for low battery
Check the condition of damaged paper or the condition of the battery	Unable to print
Make sure that the magnetic strip is facing the inside of the device. Make sure the card swiping direction is from top to bottom	The device does not recognize the magnetic card
Make sure that the card is inserted correctly, face up If the problem persists, make sure that the seller accepts the use of this type of card (Visa, Mastercard, or others.)	The inserted card is not recognized (Smart sim)
Press any button on the keyboard.	Screen saver is on and the user wants to display a specific menu