POS MACHINE GUIDELINE
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MAIN CONTENTS

I. POS STRUCTURE

POS (Point of Sale): which device is provided by Payoo to convenience store, shop, apartment, supermarket,... who have a signed contract with Payoo. On the POS machine, cashier can do bill payment, top up payment, buy pre-paid card. POS equipments, has to include:

- POS machine
- ADSL line (internet is awat available)
- Adapter (eletric is awat available)

II. PAYMENT PROCESS

Cashier has to do right execution with full step in this processing to prevent complain from customers and biller (provider).

DESIGNATIONS:

1. Cashier gets full customer’s informations. The most important is customer ID.
2. Cashier checks bill’s informations on the POS machine.
(3) Cashier has to confirm customer’s informations which is showed on the POS monitor with customer.

(4) Cashier has to collect money before print payment’s receipt.

(5) Cashier affixs Payoo’s stamp on the first receipt and give to the customer.

(6) Cashier has to check all information showed on the receipt. If the receipt shows “Transactions is beeing processed....”, Cashier has to check this transaction’s status as follow:

- **Online transaction**: check the status after 15 mins.
- **Offline transaction**: check the status after 24 hours.

**Some results will be showed as follow:**:

(6.1) **Case 1**: This transaction’s status is “**successfully**” → Do nothing, this transactions is finnished it all.

(6.2) **Case 2**: This transaction’s status is “**processing**” → Contact to Payoo’s hotline to get final status.

(6.3) **Case 3**: This transaction’s status is “**Cancelled**” or “**Failed**” → Re-pay this transaction to finish this payment.

### III. INSTRUCTIONS:

#### III.1. TEST CONNECTION TO PAYOO SYSTEM

<table>
<thead>
<tr>
<th>1. Before log in</th>
<th>2. After log in</th>
</tr>
</thead>
<tbody>
<tr>
<td>POS MACHINE GUIDELINE</td>
<td>VH_DT_HD_01_E</td>
</tr>
</tbody>
</table>

**How to type alphabet**: Press the number include the charater you want to use → Press Alpha key untill that character appears.

**Example**: If you want to type "L": Press number 5 → Press Alpha key three times, it will be showed “L”
III.2. TRAINING MODE

III.3. CHECK TRANSACTION’S STATUS

This function uses for checking transaction’s status.

III.4. LOG IN

III.5. BILL PAYMENT (PAY BILL)

Case 1: Online transaction
III.7. TOPUP PAYMENT (PAY TOP UP)

IV. POS FUNCTIONS

IV.1. REPRINT LAST TRANSACTION

IV.2. STATISTICAL

IV.3. SETTLEMENT

After settlement, all of the transactions will be deleted. Store manager can check on MMS system (www.payoo.vn).

IV.4. REPRINT SETTLEMENT
### IV.5. CHANGE PASSWORD

<table>
<thead>
<tr>
<th>Action</th>
<th>Function Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAY BILL</td>
<td>FUNC • •</td>
<td>Press FUNC to select the function.</td>
</tr>
<tr>
<td>PAY CODE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAY TOP UP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOPUP E-WALLET</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### SELLECT FUNCTIONS

- CHANG PWD
- FORGOT PWD
- LOG OUT

#### CHANGE PASSWORD

- CURRENT PASSWORD
  - Input current password
  - Press Enter to confirm.
- NEW PASSWORD
  - Input new password
  - Press Enter to confirm.

#### REINPUT PASSWORD

- Input new password
  - Press Enter to confirm.

#### FORGOT PASSWORD

- ACCOUNT ID
  - Input staff ID
  - Press Enter to confirm.

#### LOG OUT

- LOG IN
  - Input password
  - Press Enter to confirm.

### IV.6. FORGOT PASSWORD (Store manager’s function)

This function is used to get the lost password back to the staff.

<table>
<thead>
<tr>
<th>Action</th>
<th>Function Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAY BILL</td>
<td>FUNC • •</td>
<td>Press FUNC to select the function.</td>
</tr>
<tr>
<td>PAY CODE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAY TOP UP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOPUP E-WALLET</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### SELLECT FUNCTIONS

- CHANG PWD
- FORGOT PWD
- LOG OUT

#### FORGOT PASSWORD

- ACCOUNT ID
  - Input staff ID
  - Press Enter to confirm.

#### LOG OUT

- LOG IN
  - Input password
  - Press Enter to confirm.

### IV.7. LOG OUT

<table>
<thead>
<tr>
<th>Action</th>
<th>Function Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAY BILL</td>
<td>FUNC • •</td>
<td>Press FUNC to select the function.</td>
</tr>
<tr>
<td>PAY CODE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAY TOP UP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOPUP E-WALLET</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### SELLECT FUNCTIONS

- CHANG PWD
- FORGOT PWD
- LOG OUT

#### LOG OUT

- LOG IN
  - Input password
  - Press Enter to confirm.

### V. NOTICES

- **Viettel Provider**: Before paying the bill, Viettel’s customer has to register Viettel Ecommerce payment channel. If customer did not register yet, Payoo will finish this transaction by bill offline payment method. The customer has to contact Viettel’s call center to get direction.

- Currently, pay top up only pays for Mobile prepaid card service.

- **Transaction ID** and **POS ID** on the receipt of Ho Chi Minh Electric Provider is different than other providers as below:
Details: **Transaction ID** is a string with 14 digits: **29827071002523**. Include:

- Transaction ID: **6 last digits** in this string: **002523**
- POS ID: **8 first digits** in this string: **29827071**

**Please input right numbers into the right row when you check transaction status on POS machine.**

- **VAT** invoice will be send to honoured customers according to the rules by service provider if the transaction is with the online provider. The customer has to contact Payoo to get the VAT invoice if the transactions is offline provider (sending fee will be changed).

**VI. BILL SAMPLES**

Please view these bills sample as below to get right **customer ID** before you do payment for each of the bills.
VI.1. ELECTRIC SERVICE IN HO CHI MINH – EVN HCM PROVIDER

VI.2. INTERNET SERVICE – FPT PROVIDER

VI.3. INTERNET SERVICE OR FIXED PHONE SERVICE - SPT PROVIDER
VI.4. INTERNET SERVICE - VIETTEL PROVIDER

![Image of Viettel invoice]

VI.5. INTERNET SERVICE IN HO CHI MINH – VNPT SÀI GÒN PROVIDER

![Image of VNPT invoice]

VI.6. MOBILE PHONE IN HO CHI MINH – VINAPHONE SAI GON PROVIDER

![Image of Vinaphone invoice]
VI.7. MOBILE PHONE SERVICE – MOBIFONE PROVIDER

**Note:** With Mobile phone services, customer ID is the phone number need to pay.

VI.8. FIXED PHONE IN HO CHI MINH - SPT PHÚ MỸ HƯNG PROVIDER
VI.9. INTERNET SERVICE IN HO CHI MINH – SPT PHÚ MỸ HƯNG PROVIDER

VI.10. INTERNET SERVICE – CMC TI PROVIDER (ONLY IN HÀ NỘI CITY AND ĐÀ NẴNG CITY)

VI.11. FIXED PHONE IN HO CHI MINH – VNPT SAI GON PROVIDER
VI.12. CABLE TELEVISION SERVICE IN HO CHI MINH – HTVC PROVIDER

VI.13. CABLE TELEVISION SERVICE IN HO CHI MINH – SCTV (# BRANCH 6) PROVIDER
VI.14. CABLE TELEVISION SERVICE IN HO CHI MINH – SCTV BRANCH 6 PROVIDER

![Image of Cable Television Bill]

Customer ID: 153456789A

Name: Nguyen Van A

Address: 123 duong so 1, Go Vap, HCM

VI.15. WATER PROVIDERS

![Image of Water Bill]

Customer ID: 1203, 134, 1340

Address: 6202011450008 NHHN & PTNT CHO LON PG0 HOA BINH

Date: 09/2012

Usage: 24 cubic meters, 24 cubic meters

Price: 4800 VND, 480 VND

Total: 115200 VND, 46000 VND
VI.16. FINANCE SERVICE - ACS PROVIDER

VI.17. PROTECTION AND LIFE ASSISTANCE SERVICE - CONSORTIO PROVIDER

VI.18. DIGITAL TELEVISION SERVICE – VTC DIGITAL PROVIDER

Customer ID is Service code as below:

<table>
<thead>
<tr>
<th>DIGITAL RECEIVER CODE</th>
<th>GET TO KNOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD01</td>
<td>10 first numbers in Service code string</td>
</tr>
<tr>
<td>HD02</td>
<td>10 first numbers in Service code string, exclude parentheses</td>
</tr>
<tr>
<td>SD01</td>
<td>10 first numbers in Service code string</td>
</tr>
</tbody>
</table>
VI.19. CABLE TELEVISION SERVICE IN HA NOI – HCATV PROVIDER

VI.20. DIGITAL TELEVISION SERVICE – AN VIÊN (AVG) PROVIDER

Customer ID is contract number (14 digits), or card number (12 digits).

NOTE: If any bill has not showed in this document, please contact to Payoo to get support.

VII. VAT INVOICE’S RECEIVING TIME (RED INVOICE)

<table>
<thead>
<tr>
<th>No</th>
<th>Provider</th>
<th>Service(s)</th>
<th>Location</th>
<th>RECEIVING TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>VNPT HCM</td>
<td>Mobile phone, internet and fixed phone</td>
<td>Ho Chi Minh city</td>
<td>After 5 or 7 days since transaction successful.</td>
</tr>
<tr>
<td>2</td>
<td>SCTV (Branch 6)</td>
<td>Cable Television</td>
<td>Tân Bình district, Tân Phú district, Gò Vấp district, Cần Giờ district, Hóc Môn district, a part of Distric 12 and Củ Chi district.</td>
<td>Provider will send the invoice to customer if customer has choosen the requestion check box to get invoice on Payoo site. The customer paid on POS will not receive the invoice.</td>
</tr>
<tr>
<td>3</td>
<td>Cho Lon Water</td>
<td>Water</td>
<td>Distric 5, 6, 8, Bình Chánh district, Bình Tân district.</td>
<td>The invoice will be sent to the next period.</td>
</tr>
<tr>
<td>4</td>
<td>Nha Be Water</td>
<td>Water</td>
<td>Distric 4, 7, Nhà Bè district, Cần Giờ district</td>
<td>Customer has to come to Nha Be office to get the invoice</td>
</tr>
<tr>
<td>5</td>
<td>Trung An Water</td>
<td>Water</td>
<td>Distric 12, Gò Vấp district (exclude Ward 1), Hóc Môn district</td>
<td>The invoice will be sent to the next period.</td>
</tr>
<tr>
<td></td>
<td>Company Name</td>
<td>Service Type</td>
<td>Area</td>
<td>Instructions</td>
</tr>
<tr>
<td>---</td>
<td>----------------------</td>
<td>-------------------------------</td>
<td>-------------------------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>6</td>
<td>Phu Hoa Tan Water</td>
<td>Water</td>
<td>District 10, 11, Phú Trung ward- Tân Phú district</td>
<td>Customer has to come to Phu Hoa Tan office to get the invoice</td>
</tr>
<tr>
<td>7</td>
<td>Tan Hoa Water</td>
<td>Water</td>
<td>Tân Bình district, Tân Phú district</td>
<td>Customer has to contact to Tan Hoa provider to get the invoice</td>
</tr>
<tr>
<td>8</td>
<td>Thu Duc Water</td>
<td>Water</td>
<td>Thủ Đức</td>
<td>Customer has to contact to Thu Duc provider to get the invoice</td>
</tr>
<tr>
<td>9</td>
<td>Ben Thanh Water</td>
<td>Water</td>
<td>District 1 and 3</td>
<td>Customer has to contact to Ben Thanh provider to get the invoice</td>
</tr>
<tr>
<td>10</td>
<td>Viettel</td>
<td>Internet, mobile phone and fixed phone</td>
<td>Whole country</td>
<td>After 5 or 7 days since transaction successful.</td>
</tr>
<tr>
<td>11</td>
<td>FPT</td>
<td>Internet</td>
<td>Whole country</td>
<td>Customer has to request Payoo to get the invoice.</td>
</tr>
<tr>
<td>12</td>
<td>EVN HCM</td>
<td>Electric</td>
<td>Ho Chi Minh city</td>
<td>The invoice will be sent to the next period.</td>
</tr>
<tr>
<td>13</td>
<td>SPT</td>
<td>Internet and fixed phone</td>
<td>Ho Chi Minh city (exclude Phú My Hưng area)</td>
<td>The invoice will be sent to the next period.</td>
</tr>
<tr>
<td>14</td>
<td>SPT PMH</td>
<td>Internet and fixed phone</td>
<td>Phú Mỹ Hưng Area</td>
<td>The invoice will be sent to the next period.</td>
</tr>
<tr>
<td>15</td>
<td>HCATV</td>
<td>Digital Television</td>
<td>Hà Nội city</td>
<td>The invoice will be sent to the end of month.</td>
</tr>
<tr>
<td>16</td>
<td>VTC</td>
<td>Digital Television</td>
<td>Whole country</td>
<td>Customer has to contact to Payoo.</td>
</tr>
<tr>
<td>17</td>
<td>Consortio</td>
<td>Protection and life assistance service</td>
<td>Hà Nội city and Ho Chi Minh city</td>
<td>No invoice</td>
</tr>
<tr>
<td>18</td>
<td>ACSVietNam</td>
<td>Finance</td>
<td>Whole country</td>
<td>No invoice</td>
</tr>
<tr>
<td>19</td>
<td>CMCTI</td>
<td>Internet</td>
<td>Ho Chi Minh city</td>
<td>After around 5 days since transaction successful (by EMS service).</td>
</tr>
<tr>
<td>20</td>
<td>CMCTIDaNang</td>
<td>Internet</td>
<td>Đà Nẵng city</td>
<td>Customer has to contact to provider to get the invoice</td>
</tr>
<tr>
<td>21</td>
<td>AVG</td>
<td>Digital Television</td>
<td>Whole country</td>
<td>Customer has to contact to provider to get the invoice</td>
</tr>
</tbody>
</table>

### VIII. FAQ

<table>
<thead>
<tr>
<th>QUESTIONARIES</th>
<th>SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Can not connect to Payoo system</td>
<td>Check your internet cable first. If your cable has internet but still can not connect, please contact to Payoo’s Hotline (1900 54 54 78)</td>
</tr>
</tbody>
</table>
| 2. Forgot password to log in to POS                                        | - **If you’re cashier:** please contact your store manager. Your store manager will log in to POS machine and get your password back: log in to POS → Press FUNC → Press number 8 (Forgot password) → Input your ID → Press Enter → POS will print new password.  
  - **If you’re store manager:** Please contact your manager.                |

POS MACHINE GUIDELINE

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### IX. CONTACT INFORMATION

- **POS guideline, please contact:**
  
  + **Ms Yến** – Training Manager: **0938 025 797** or email: yen.luu@vietunion.com.vn/training@vietunion.com.vn
  
  + **Mr Tú** – Trainer: **0987 997 998** or email: tu.vo@vietunion.com.vn
  
  - Get to know about Payoo service or need to help, please contact to Payoo’s Hotline (**1900 54 54 78**) or email: support@payoo.com.vn
  
  - Hotline’s working time:
    
    + **Monday – Friday:** 8AM - 9PM
    
    + **Saturday and Sunday:** 8AM – 7PM