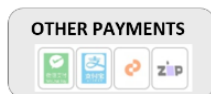


Additional Payments Merchant Quick Guide

Alipay, WeChat Pay, CentraPay & ZIP Purchase Transaction

Alipay, WeChat, Centrapay & ZIP transactions are supported in Standalone, Interface, or Nitro.

1. A purchase is initiated as normal either via POS or terminal.
2. At the card input screen, the Terminal will prompt the customer to **PRESENT / INSERT OR SWIPE CARD** along with the **OTHER PAYMENTS** option being available to select for their preferred method of payment

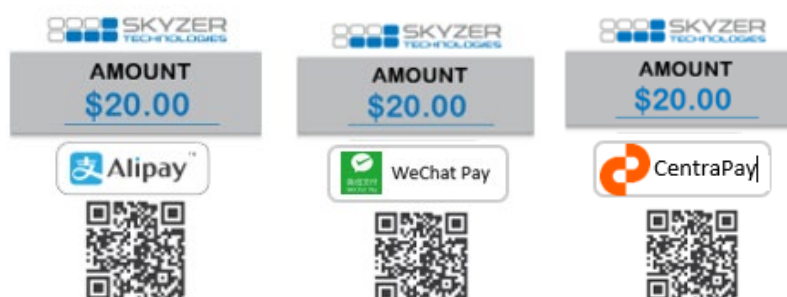


3. If paying by either Alipay, WeChat, Centrapay or ZIP, tap the OTHER PAYMENTS icon
4. Terminal will launch the SkyzerConnect app and generate the screen with amount in NZD as shown below.
(**NOTE:** Depending on the merchant set-up, not all of the following payment methods may be available. Please contact your dealer should you wish to support all of the available payments.)
5. The customer will then select their preferred payment method



6. For **Alipay WeChat Pay** or **CentraPay** payments, the QR code will be generated with the amount payable as below.

The customer will then open their chosen wallet on their phone and scan the QR code. This will display the payable amount in their home currency and approve the transaction with their PIN.



8. For **ZIP** Payments – the terminal will prompt for the Zip In-Store code which was sent to the customer's phone. The Customer will enter the code as follows:



Alipay, WeChat Pay, CentraPay & ZIP Refund Transaction

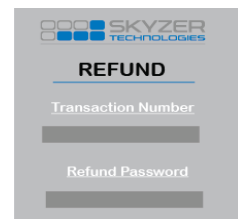
Refund value cannot exceed the value of the original transaction. Please see below the individual refund rules for each payment provider:

- **WeChat Pay** Must be performed within 90 days of the transaction
- **Alipay** Must be performed within 1 year of the transaction
- **Centrapay** Must be performed withing 30 days of the transaction.
A **VOID Transaction** must be processed within 1 day
- **ZIP** There is no specified timeframe for performing a refund transaction

Please advise the customer they will need to provide the electronic receipt information to request any refunds.

Follow the steps below to process a Refund transaction

1. A refund is initiated as normal either via POS or on the terminal.
2. The terminal will prompt the operator to swipe their merchant refund card on the EFTPOS terminal.
3. The terminal will prompt the operator to enter their PIN associated with their merchant refund card on the EFTPOS terminal.
4. If refund was initiated from EFTPOS terminal, then operator will enter the refund amount.
5. The terminal will prompt the customer to present their card with the **OTHER PAYMENTS** option being available to process the refund.
6. Select the Payment Icon to process a refund.
7. The Terminal will launch the SkyzerConnect app and generate the screen as shown. The operator will verify the transaction number with customer and on the SkyzerConnect portal. Once verified, the operator will then enter the transaction number followed by their refund password. Once completed, press **ENTER** (***NOTE: On SkyzerConnect Server Transaction number will be appear as a 'Reference ID '***)
8. The terminal will display the original transaction details for the operator to verify the transaction before processing the refund. Press **ENTER** to proceed with the refund transaction or **CANCEL** to cancel the refund.
9. If **ENTER** is pressed, the refund will be processed, and an outcome will be displayed on the EFTPOS terminal.
10. Once the transaction is approved on the terminal, the transaction will be finalised and return to idle screen. The customer will receive an electronic receipt on their phone and merchant will have the transaction details and status updated on the SkyzerConnect portal.

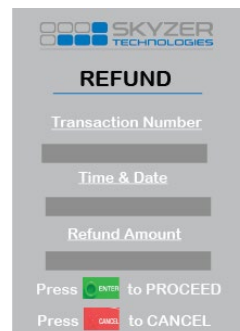


SKYZER TECHNOLOGIES

REFUND

Transaction Number

Refund Password



SKYZER TECHNOLOGIES

REFUND

Transaction Number

Time & Date

Refund Amount

Press **ENTER** to PROCEED

Press **CANCEL** to CANCEL