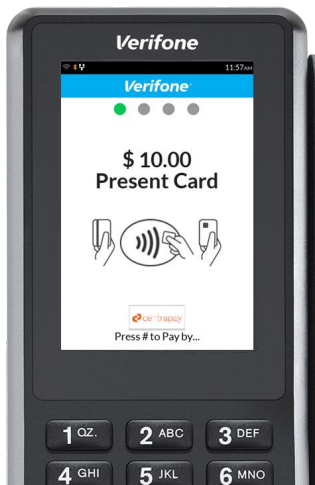# Centrapay Merchant Manual

How to process a Centrapay transaction.

1

Enter Purchase Details

Enter the transaction details into your terminal. Your customer selects the Centrapay button to pay with Centrapay. To select Centrapay, the customer either presses the # button, or on touchscreen terminals they can also touch the Centrapay button on the screen.
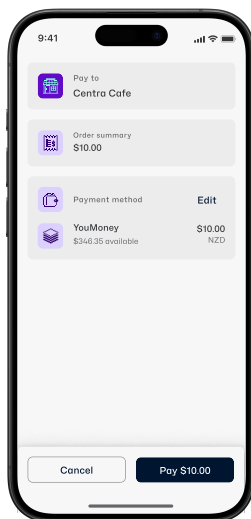
2

Customer Scans QR Code

The terminal will display a QR code for your customer to scan. Your customer scans the QR code using their phone.
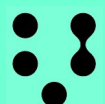
3

Customer Authorises Transaction

The customer views the transaction amount and payment method in the app and presses "Pay" to confirm.

4

Transaction Complete

When the transaction is confirmed the customer is notified via the app and you are notified via your terminal.

Timed Out Transactions

If the customer does not take action within one minute, the transaction will time out, and the terminal will display a 'Timeout' message and may print a 'Time Out' receipt. This means the transaction was not successful.

If the customer's payment method balance is insufficient to complete the transaction, the app will prompt the customer to switch to another payment method.

How to cancel a transaction

1. Press the CANCEL button anytime during the transaction to cancel.

2. The terminal will display 'Trying to Cancel'.

3. When the transaction is successfully cancelled, the terminal may print a cancelled receipt to confirm the cancellation.
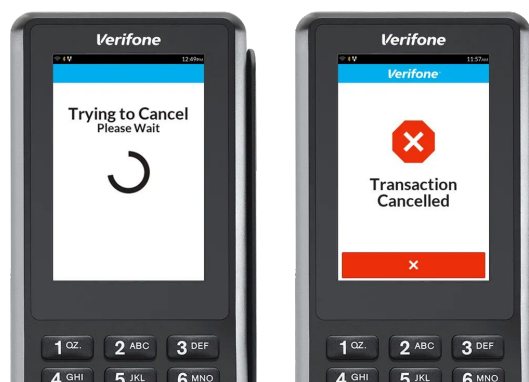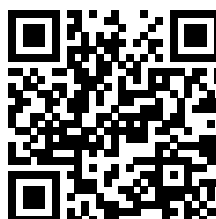
How to Retrieve Centrapay Transaction Totals

1. Select 'Settlement' from the main menu.

2. Select 'APM Totals'.

3. Enter the date you would like to retrieve totals from.

4. Totals receipt may be printed from the terminal.

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