HKT | Merchant Services

Silver Award 銀獎
Hong Kong ICT Awards 2019 香港資訊及通訊科技獎

All-in-one Digital Payment Solutions

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A920 Device Specs

Main Features

- Android-based Operating System
- 5” IPS Touchscreen Display
- 3.7V 5250 mAh Li-Lon Battery
- 2” Thermal Printer

Certifications

PCI PTS 5.x SRED |EMV L1 & L2 | EMV L1 Contactless | Mastercard Contactless | Visa Paywave | American ExpressPay

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Smart POS

Wireless
** 4G + WIFI*

All-in-one Payment Options

Merchant Portal

Integration Flexibility
& Local Support

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Wireless

- 4G SIM included with each device
- 1010 premium network coverage
- Connectivity covered in outdoor events

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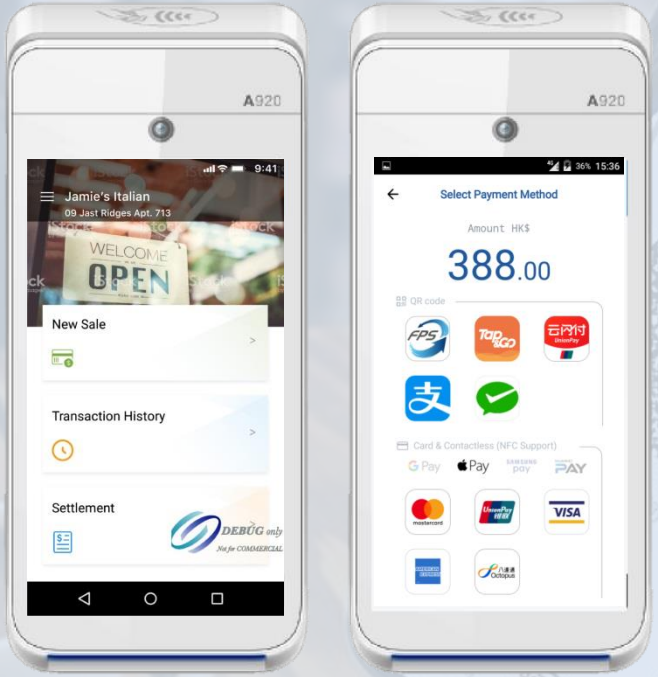

All-in-one payment options

Incorporating the most popular payment means

QR code

NFC contactless

Swipe & insert card

FPS · VISA · mastercard · AMERICAN EXPRESS · UnionPay 銀聯 · 云闪付 UnionPay

Tap&Go · Apple Pay · G Pay · SAMSUNG pay · HUAWEI pay

八達通 Octopus · AlipayHK · 支付宝 ALIPAY · WeChat Pay · 微信支付

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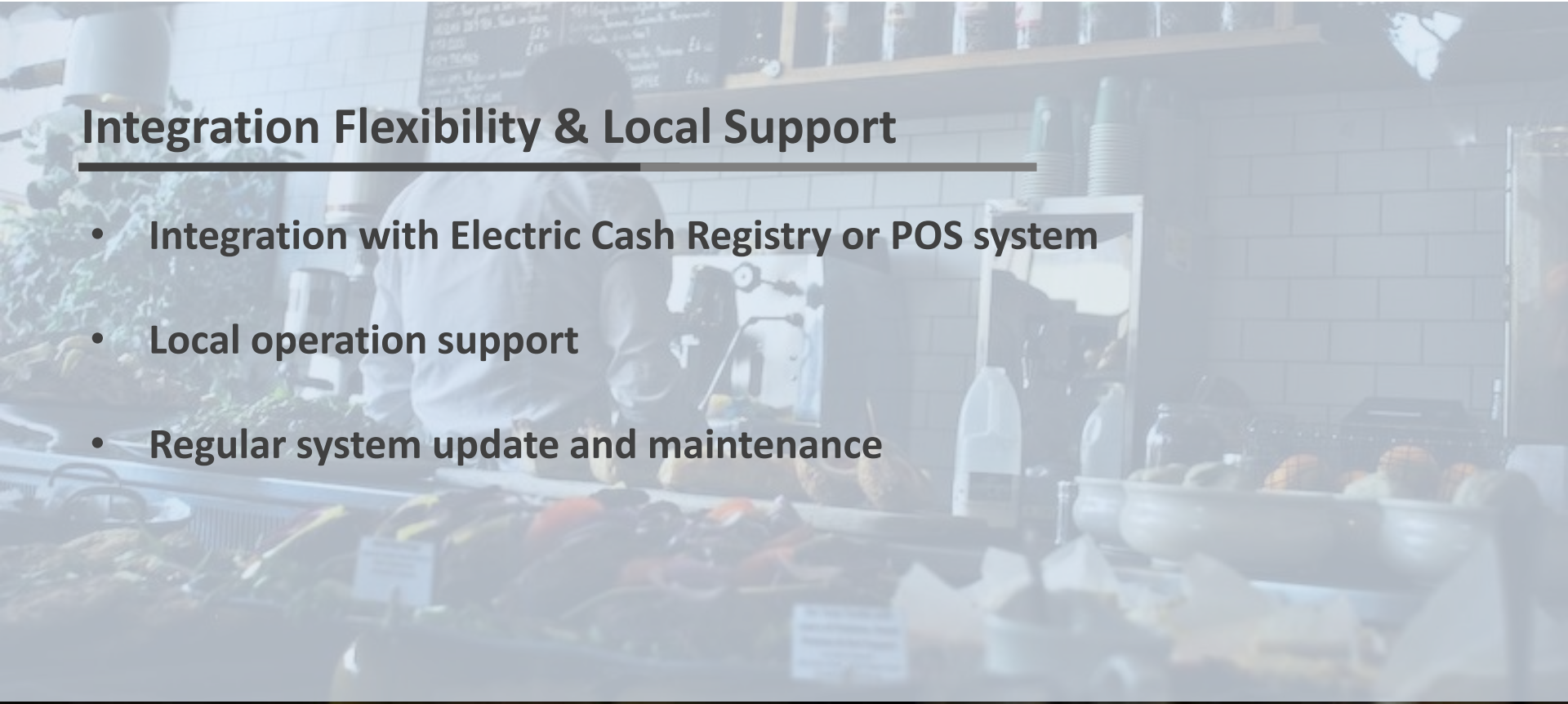

Integration Flexibility & Local Support

- Integration with Electric Cash Registry or POS system
- Local operation support
- Regular system update and maintenance

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Standard Wallet | 普通錢包

1. Select “Go QR”.
2. Use the Tap & Go app to scan the QR code at the merchant’s Smart POS.
3. Confirm Payment

---

1. 點選「二維碼支付」。
2. 用「拍住賞」App以GoQR方法掃描智能POS上的二維碼。
3. 點擊「支付」。

Information on screen is for reference only.　屏幕內容只供參考。

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Acceptance via | 用以下方式付款

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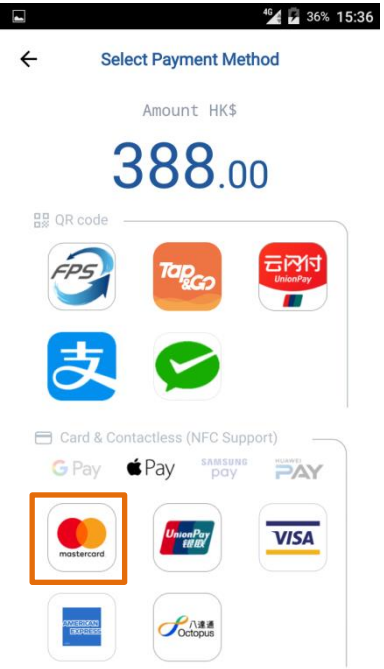
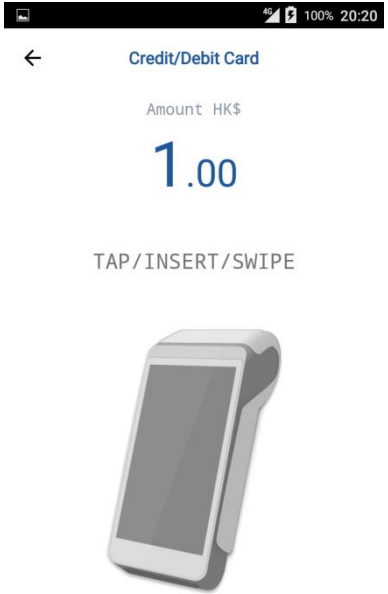
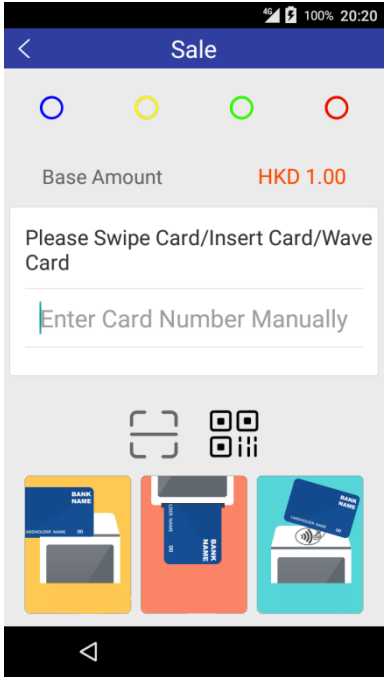




Screen on A8 Smart POS



Screen on A920 Smart POS

1. Select Mastercard logo on home screen.
2. Customer to pay via NFC contactless payments from their phone via Apple Pay, Google Pay, Huawei Pay.

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1. 於主頁選擇Mastercard標誌。
2. 客人可於手提電話內的Apple Pay, Google Pay或Huawei Pay以輕觸式方法付款。

Apple Pay G Pay HUAWEI pay

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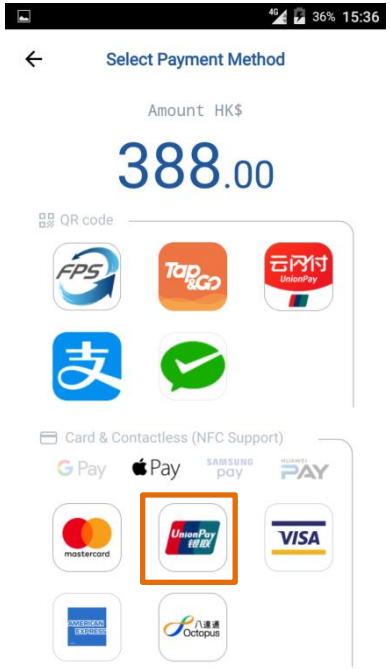

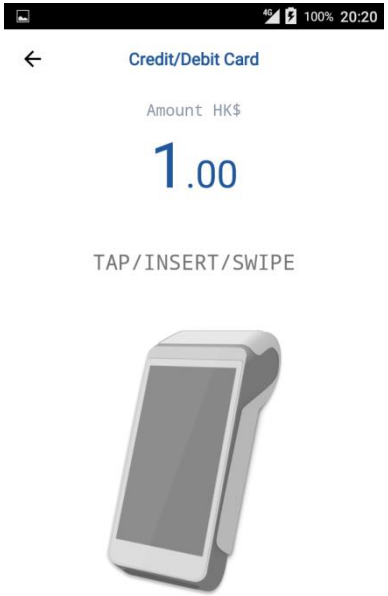

1. Select UnionPay logo on home screen.
2. Customer to pay via NFC contactless payments from their phone via Apple Pay, Google Pay, Huawei Pay.

---

1. 於主頁選擇銀聯標誌。
2. 客人可於手提電話內的Apple Pay, Google Pay或Huawei Pay以輕觸式方法付款。

Apple Pay Google Pay HUAWEI pay

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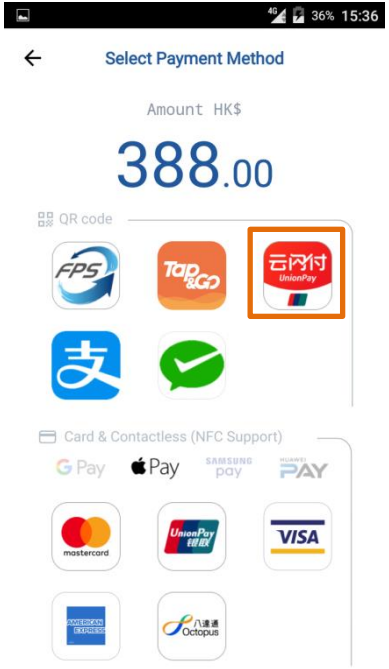

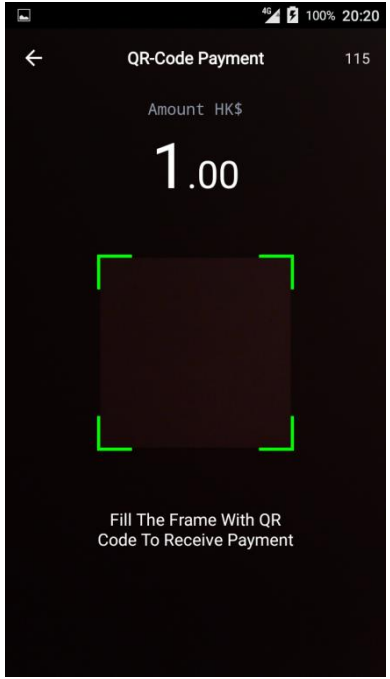

1. Select UnionPay QuickPass logo on home screen.
2. Customer to present their UnionPay QR Code to pay

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1. 於主頁選擇銀聯雲閃付標誌。
2. 客人可於手提電話內的雲閃付app顯示二維碼付款。

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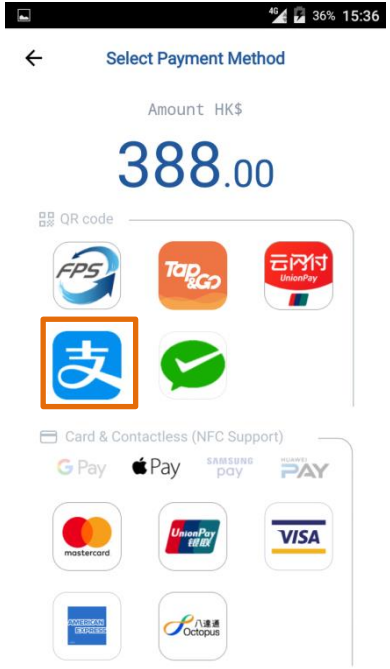

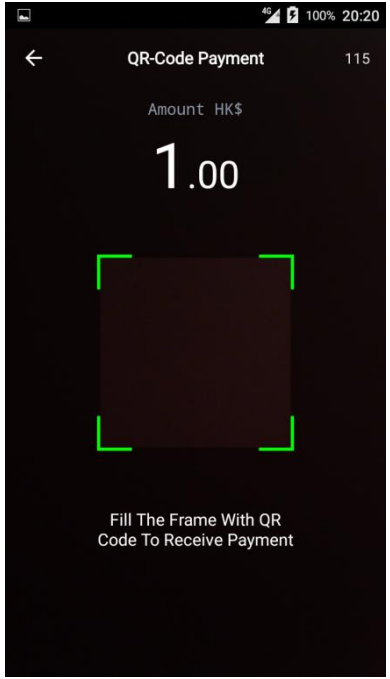

1. Select Alipay logo on home screen.
2. Customer to present their Aplipay QR Code to pay

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1. 於主頁選擇支付寶標誌。
2. 客人可於手提電話內的支付寶app顯示二維碼付款。

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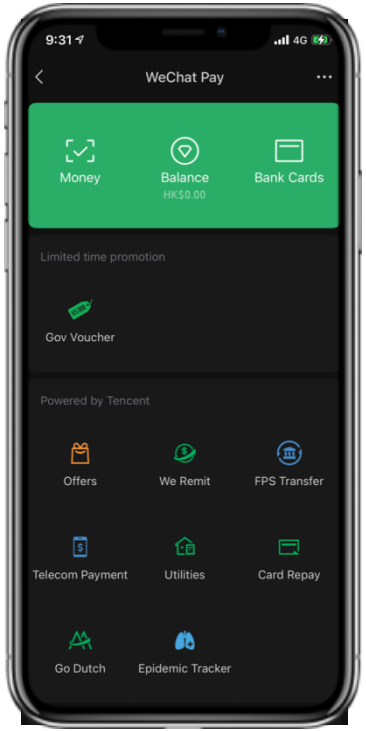

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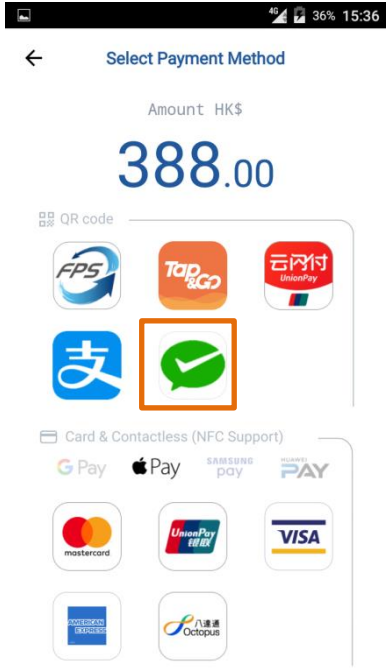

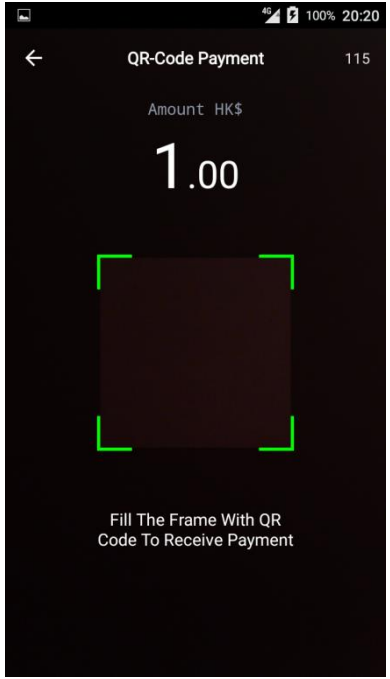

1. Select WeChat Pay logo on home screen.
2. Customer to present their WeChat Pay QR Code to pay

---

1. 於主頁選擇微信支付標誌。
2. 客人可於手提電話內的微信app顯示二維碼付款。

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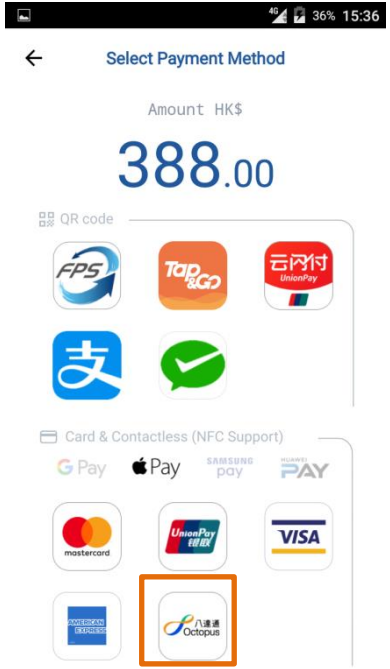

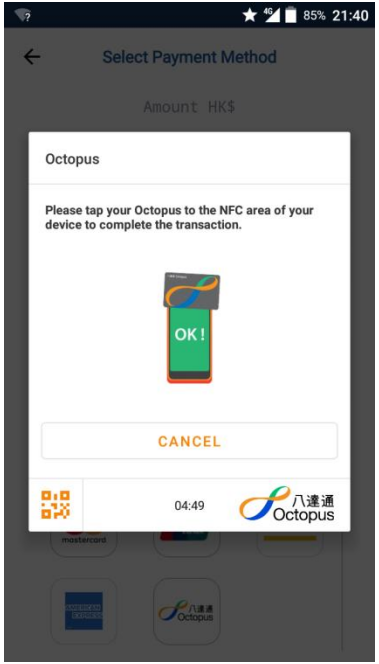

1. Select Octopus logo on home screen.
2. Customer to present their Octopus Card (card with final digit in brackets), Apple Pay, Google Pay, Huawei Pay, Samsung Pay and Apple Watch to pay.

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1. 於主頁選擇八達通標誌。
2. 客人可用八達通卡(尾數有括號), Apple Pay, Google Pay, Huawei Pay, Samsung Pay and Apple Watch付款。

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How to Accept Consumption Voucher

如何收取消費券

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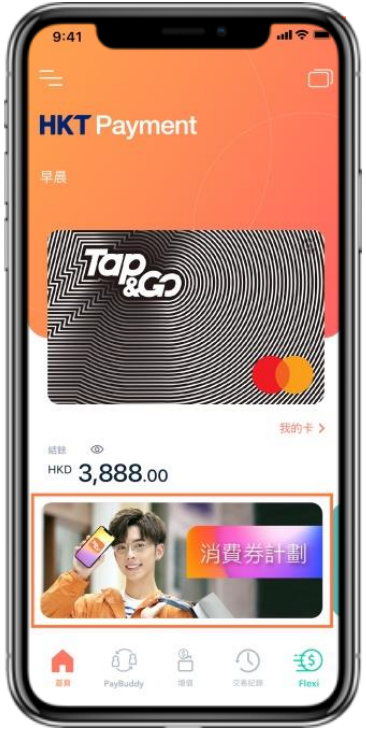

Tap&Go

We accept | 我們接受

UnionPay 银联

QR Code

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Acceptance via | 用以下方式付款

QR Code

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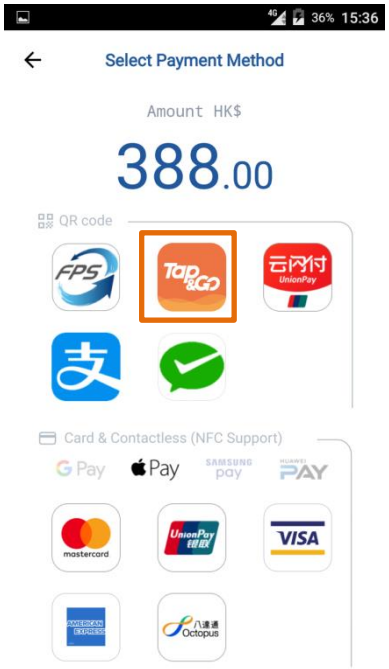

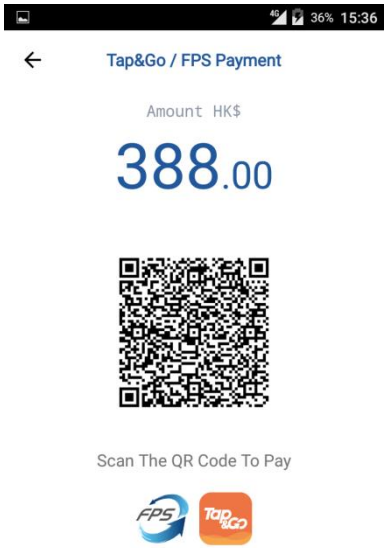

1. Select the Tap & Go icon on home screen.
2. Customer to choose GoQR within Tap & Go app to scan the Smart POS terminal.

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1. 於主頁選擇「拍住賞」標誌。
2. 客人可於「拍住賞」App以GoQR方法掃描智能POS上的二維碼付款。

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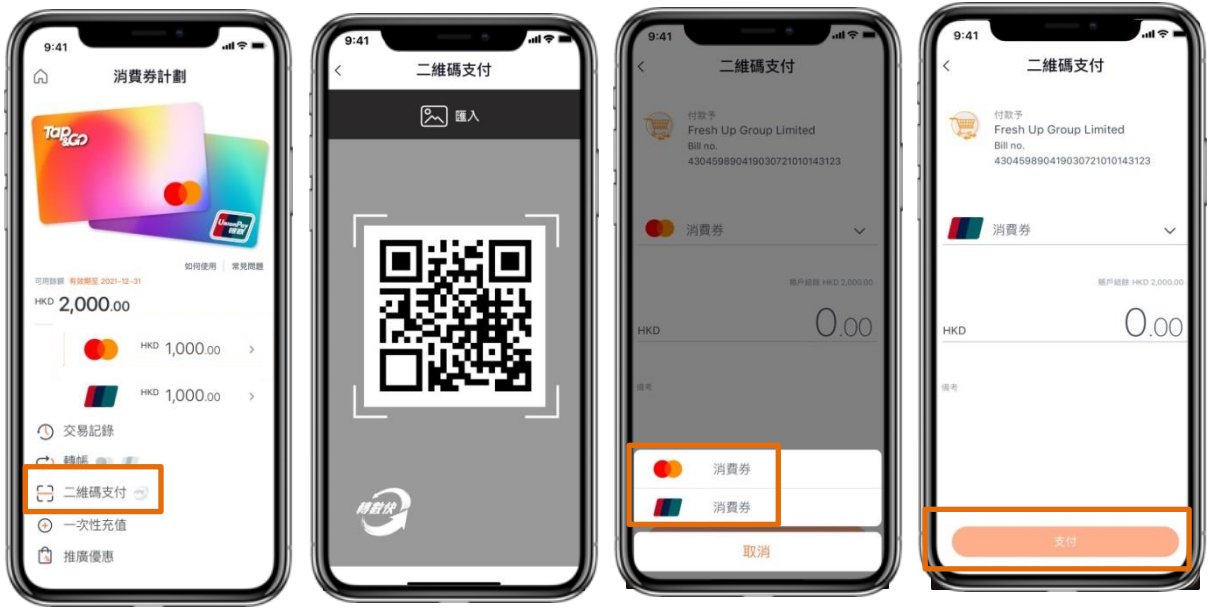
CVS Wallet | 消費券錢包



1. Select “Go QR”.
2. Use the Tap & Go app to scan the QR code at the merchant’s Smart POS.
3. Select the wallet you wish to pay with
4. Confirm Payment

---

1. 點選「二維碼支付」。
2. 用「拍住賞」App以GoQR方法掃描智能POS上的二維碼。
3. 選擇付款帳戶。
4. 點擊「支付」。

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How to Cancel/ Refund Consumption Voucher

如何取消及退款

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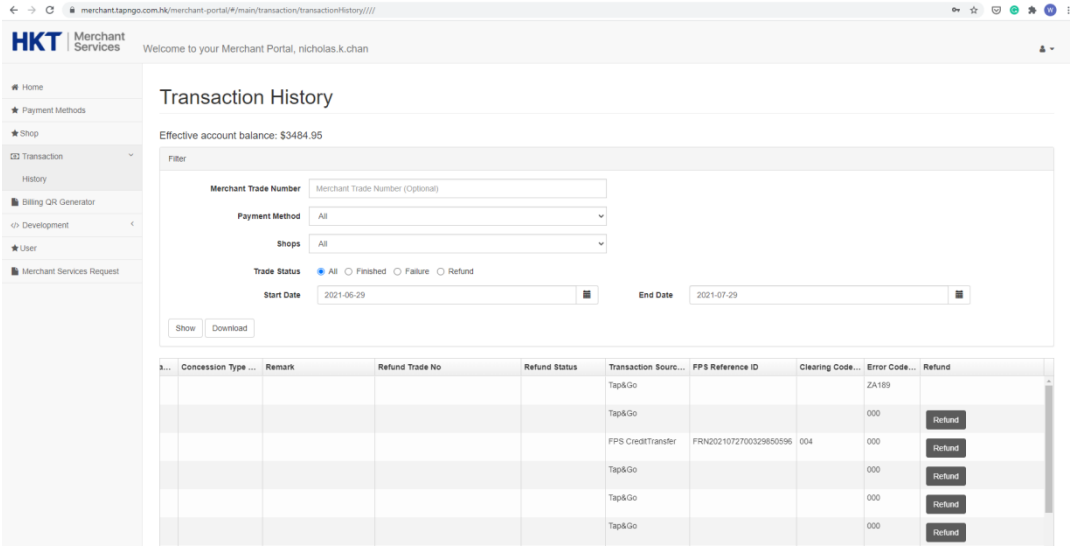

1. Login Tap & go merchant portal via https://merchant.tapngo.com.hk/merchant-portal/#/login
2. Click Transaction, then history
3. Select particular transaction and there is a column “Refund“
4. Refund is available within 30 days after transaction made

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1. 登錄商戶拍住平台 https://merchant.tapngo.com.hk/merchant-portal/#/login
2. 選擇交易，之後選擇交易紀錄
3. 選擇指定交易紀錄並在最右方選擇退款
4. 交易後30天內可以進行退款

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FPS Suite

Confidential

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FPS Suite

- Available to all participating banks and mobile wallets in one go.
- Deal with point-to-point HKD payments 24/7
- No setup fee required
- Complete transactions anytime and anywhere

Your 4-in-1 point-to-point FPS payment acceptance solution, includes:

POS App

FPS QR Code

FPS ID

FPS Billing

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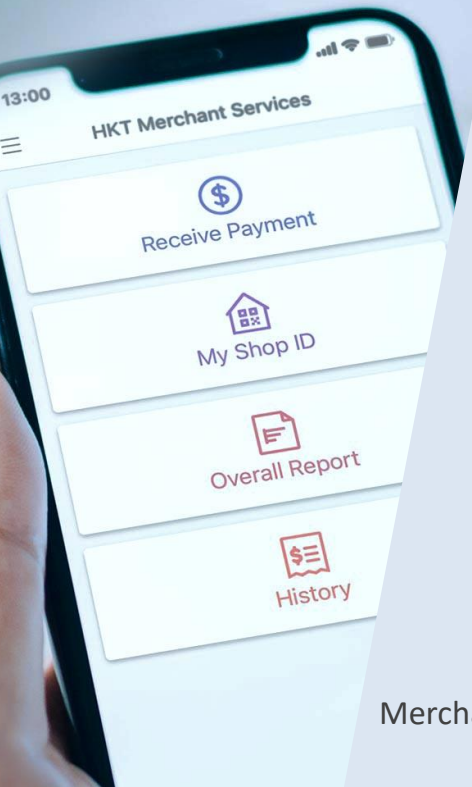
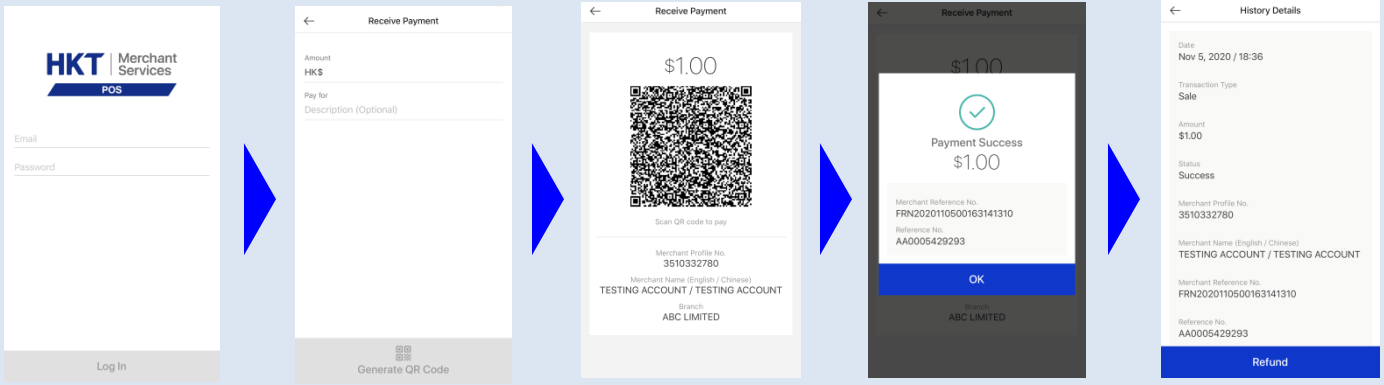
1. HKT POS App





HKT POS App accepts FPS and Tap & Go on most IOS or Android devices

1. Login with your merchant account details
2. Select “Receive Payment” and enter the amount, input remarks if necessary
3. A unique QR code will then be generated for customer to scan
4. When the payment is successful, the interface will display “Payment Success”
5. If necessary, merchant can make refunds in app

Merchant can also view reports and history of transactions in the app.

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App Store 下載

立即下載 Google Play

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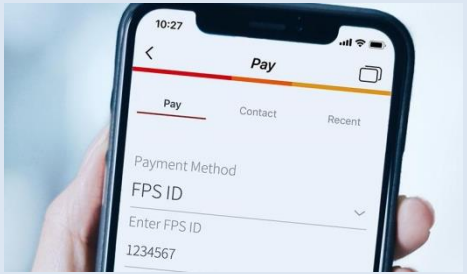
2. FPS QR Code

Simply display your unique merchant QR code at your shop, a event or even a temporary pop-up store for customers to scan and pay right on the spot

3. FPS ID

Each merchant will be allocated a unique FPS Identifier (FPS ID), you can share your FPS ID on various social platforms and instant messaging apps with customers.

Customers can enter the ID to make payment directly to your account.



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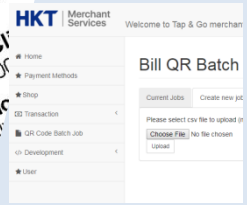
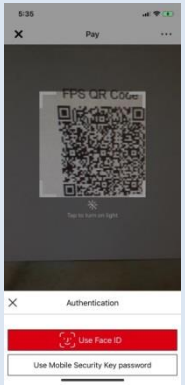
4. FPS Billing QR: Bill or Invoice

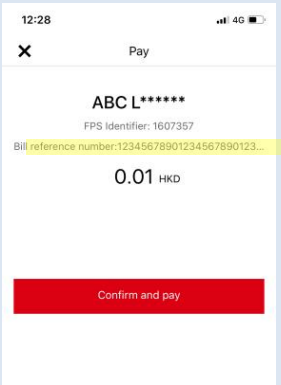
- Merchant provides customer's bill info (e.g. reference numbers & amounts)
- HKT Merchant Service process the data via API call / by batch
- Unique FPS QR codes for each customer to scan on their own bill and invoice
- Self-service portal for FPS billing QR generation / integration with billing systems



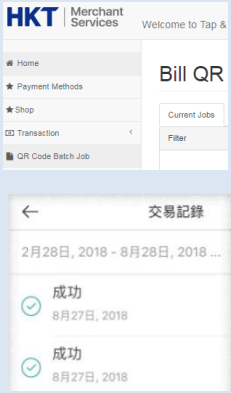
1. Merchant generates FPS QR codes with unique bill numbers



2. Customer scan FPS QR code



3. Transaction complete, unique bill ref no. is clearly shown



4. Merchant and consume can access transaction records anytime anywhere

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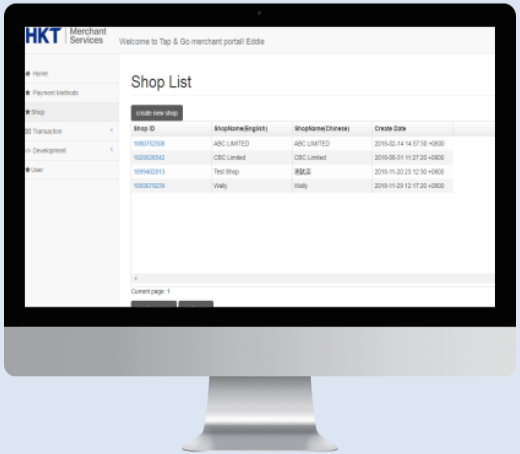

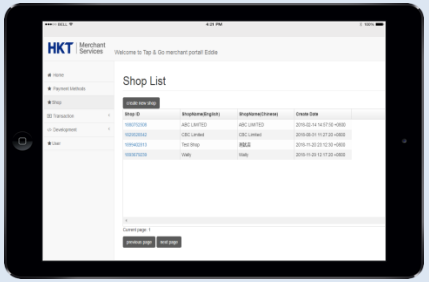

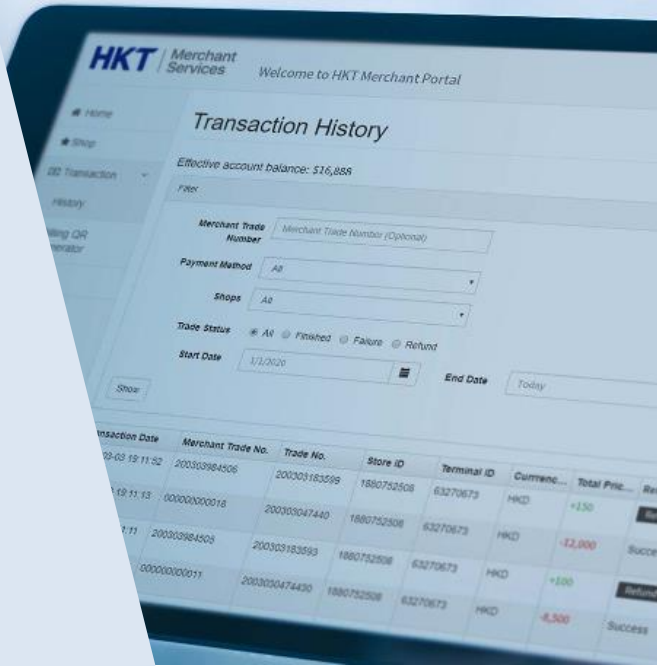

FPS Suite: Tap & Go Merchant Portal

- View transaction reports based on days, periods and shops
- Export CSV of transaction details
- Generate Billing QR code
- Make same-day refunds

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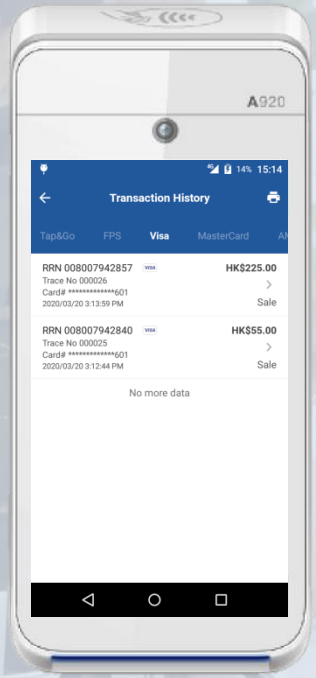
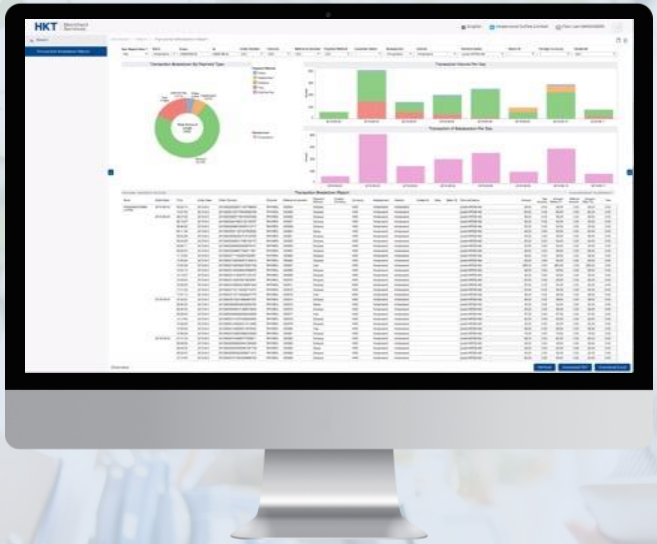
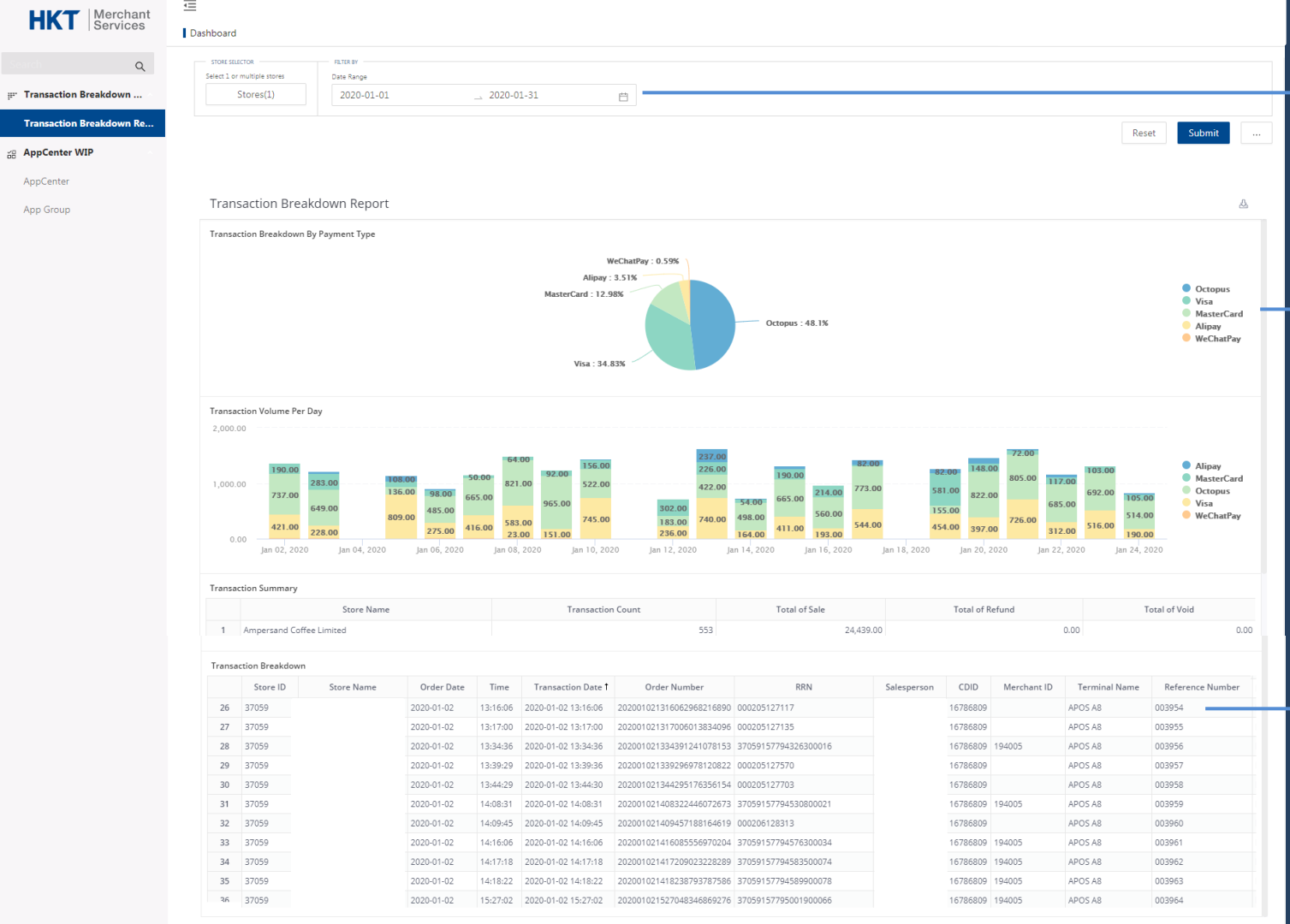




Merchant Portal

- Consolidated transaction & settlement report for Smart POS transactions
- Manage user roles and access permission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Dashboard
Transaction Breakdown ...
Transaction Breakdown Re...
AppCenter WIP
AppCenter
App Group
STORE SELECTOR
Select 1 or multiple stores
Stores(1)
FILTER BY
Date Range
2020-01-01
2020-01-31
Reset
Submit
Transaction Breakdown Report
Transaction Breakdown By Payment Type
WeChatPay : 0.59%
Alipay : 3.51%
MasterCard : 12.98%
Octopus : 48.1%
Visa : 34.83%
Octopus
Visa
MasterCard
Alipay
WeChatPay
Transaction Volume Per Day
2,000.00
1,000.00
0.00
Jan 02, 2020
Jan 04, 2020
Jan 06, 2020
Jan 08, 2020
Jan 10, 2020
Jan 12, 2020
Jan 14, 2020
Jan 16, 2020
Jan 18, 2020
Jan 20, 2020
Jan 22, 2020
Jan 24, 2020
Alipay
MasterCard
Octopus
Visa
WeChatPay
Transaction Summary
Store Name
Transaction Count
Total of Sale
Total of Refund
Total of Void
1
Ampersand Coffee Limited
553
24,439.00
0.00
0.00
Transaction Breakdown
Store ID
Store Name
Order Date
Time
Transaction Date
Order Number
RRN
Salesperson
CDID
Merchant ID
Terminal Name
Reference Number
26 37059 2020-01-02 13:16:06 2020-01-02 13:16:06 20200102131606296821689 0 000205127117 16786809 APOS A8 003954
27 37059 2020-01-02 13:17:00 2020-01-02 13:17:00 20200102131700601383409 6 000205127135 16786809 APOS A8 003955
28 37059 2020-01-02 13:34:36 2020-01-02 13:34:36 20200102133439124107815 3 370591577943260000 16 16786809 194005 APOS A8 003956
29 37059 2020-01-02 13:39:29 2020-01-02 13:39:36 20200102133929697812082 2 000205127570 16786809 APOS A8 003957
30 37059 2020-01-02 13:44:29 2020-01-02 13:44:30 20200102134429517635615 4 000205127703 16786809 APOS A8 003958
31 37059 2020-01-02 14:08:31 2020-01-02 14:08:31 20200102140832244607267 3 370591577945308000 21 16786809 194005 APOS A8 003959
32 37059 2020-01-02 14:09:45 2020-01-02 14:09:45 20200102140945718816461 9 000206128313 16786809 APOS A8 003960
33 37059 2020-01-02 14:16:06 2020-01-02 14:16:06 20200102141608555697020 4 370591577945763000 34 16786809 194005 APOS A8 003961
34 37059 2020-01-02 14:17:18 2020-01-02 14:17:18 20200102141720902322828 9 370591577945830007 4 16786809 194005 APOS A8 003962
35 37059 2020-01-02 14:18:22 2020-01-02 14:18:22 20200102141823879378758 6 370591577945899000 78 16786809 194005 APOS A8 003963
36 37059 2020-01-02 15:27:02 2020-01-02 15:27:02 20200102152704834686927 6 370591577950019000 66 16786809 194005 APOS A8 003964
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Download CSV
PAYMENT APP
L8188VCA8V613
Date Range Filtering
Payment Breakdown
Export Function

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Extracted Transaction Report

Store ID	Store Name	Order Date	Time	Transaction Date	Order Number	RRN	Salesperson	CDID	Merchant	Reference	Channel	Terminal Name	Device ID	Payment I	Transactic	Voided At	Currency	Foreign Cu	Amount	Tips Amou	Amount B
37059	ABC Store	1/17/2020	8:37:24	2020-01-17 08:37:24 +0000	2.02001E+23	3.70592E+19	ABC Store	16786809	194005	4279	PAYMENT	APOS A8	L8188VCA8V6133	Octopus	Sale		HKD		36	0	36
37059	ABC Store	1/16/2020	11:36:52	2020-01-16 11:36:52 +0000	2.02001E+23	3.70592E+18	ABC Store	16786809	194005	4268	PAYMENT	APOS A8	L8188VCA8V6133	Octopus	Sale		HKD		36	0	36
37059	ABC Store	1/20/2020	9:24:35	2020-01-20 09:24:35 +0000	2.02001E+23	3.70592E+18	ABC Store	16786809	194005	4345	PAYMENT	APOS A8	L8188VCA8V6133	Octopus	Sale		HKD		36	0	36
37059	ABC Store	1/17/2020	9:31:07	2020-01-17 09:31:07 +0000	2.02001E+23	3.70592E+19	ABC Store	16786809	194005	4287	PAYMENT	APOS A8	L8188VCA8V6133	Octopus	Sale		HKD		26	0	26
37059	ABC Store	1/15/2020	13:30:26	2020-01-15 13:30:26 +0000	2.02001E+23	1505312112	ABC Store	16786809		4238	PAYMENT	APOS A8	L8188VCA8V6133	MasterCar	Sale		HKD		68	0	68
37059	ABC Store	1/20/2020	8:52:22	2020-01-20 08:52:22 +0000	2.02001E+23	3.70592E+19	ABC Store	16786809	194005	4337	PAYMENT	APOS A8	L8188VCA8V6133	Octopus	Sale		HKD		42	0	42
37059	ABC Store	1/15/2020	9:04:11	2020-01-15 09:04:14 +0000	2.02001E+23	1501307192	ABC Store	16786809		4224	PAYMENT	APOS A8	L8188VCA8V6133	Visa	Sale		HKD		45	0	45
37059	ABC Store	1/7/2020	11:16:28	2020-01-07 11:16:28 +0000	2.02001E+23	3.70592E+19	ABC Store	16786809	194005	4046	PAYMENT	APOS A8	L8188VCA8V6133	Octopus	Sale		HKD		44	0	44
37059	ABC Store	1/16/2020	13:02:05	2020-01-16 13:02:06 +0000	2.02001E+23	1605321786	ABC Store	16786809		4270	PAYMENT	APOS A8	L8188VCA8V6133	Visa	Sale		HKD		58	0	58
37059	ABC Store	1/22/2020	15:34:41	2020-01-22 15:34:41 +0000	2.02001E+23	3.70592E+19	ABC Store	16786809	194005	4435	PAYMENT	APOS A8	L8188VCA8V6133	Octopus	Sale		HKD		34	0	34
37059	ABC Store	1/17/2020	13:02:34	2020-01-17 13:02:34 +0000	2.02001E+23	1705332253	ABC Store	16786809		4302	PAYMENT	APOS A8	L8188VCA8V6133	Visa	Sale		HKD		30	0	30
37059	ABC Store	1/10/2020	10:31:37	2020-01-10 10:31:37 +0000	2.02001E+23			16786809		4142	PAYMENT	APOS A8	L8188VCA8V6133	Octopus	Sale		HKD		33	0	33
37059	ABC Store	1/7/2020	9:34:13	2020-01-07 09:34:14 +0000	2.02001E+23	701178228	ABC Store	16786809		4041	PAYMENT	APOS A8	L8188VCA8V6133	MasterCar	Sale		HKD		42	0	42
37059	ABC Store	1/7/2020	12:17:50	2020-01-07 12:17:50 +0000	2.02001E+23	3.70592E+19	ABC Store	16786809	194005	4049	PAYMENT	APOS A8	L8188VCA8V6133	Octopus	Sale		HKD		30	0	30
37059	ABC Store	1/23/2020	9:43:54	2020-01-23 09:43:54 +0000	2.02001E+23	3.70592E+19	ABC Store	16786809	194005	4448	PAYMENT	APOS A8	L8188VCA8V6133	Octopus	Sale		HKD		33	0	33
37059	ABC Store	1/13/2020	11:15:02	2020-01-13 11:15:02 +0000	2.02001E+23	3.70592E+19	ABC Store	16786809	194005	4184	PAYMENT	APOS A8	L8188VCA8V6133	Octopus	Sale		HKD		54	0	54
37059	ABC Store	1/3/2020	12:40:15	2020-01-03 12:40:15 +0000	2.02001E+23	2.02001E+27	ABC Store	16786809	37059	3986	PAYMENT	APOS A8	L8188VCA8V6133	Alipay	Sale		HKD		30	0	30

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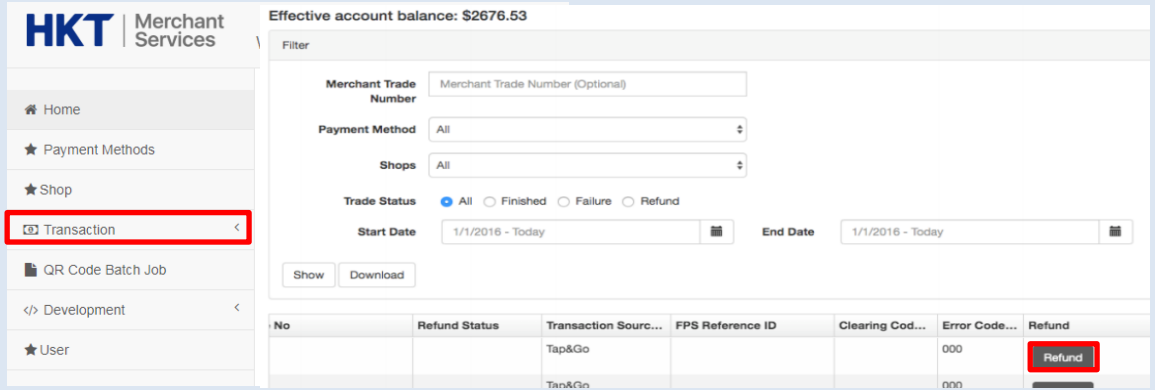
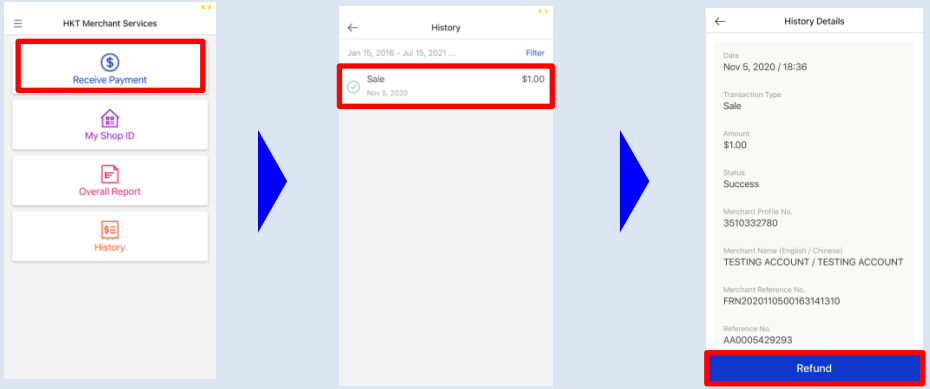
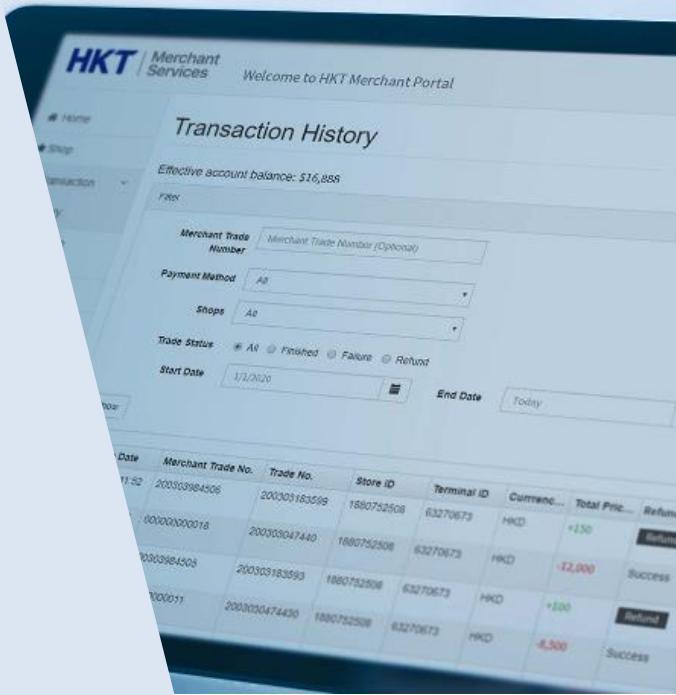
Refund: Merchant Portal



Refund: POS App



*** Refund function on Merchant Portal is only applicable to transaction made within 29 working days**



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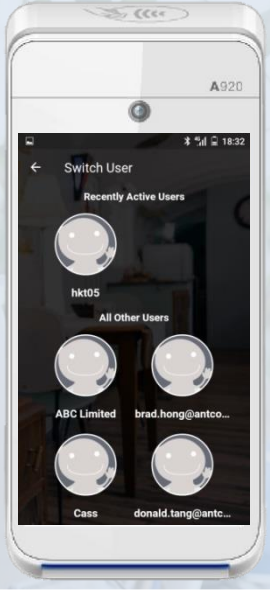
Custom Roles and Access

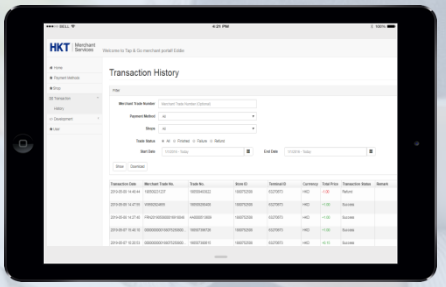


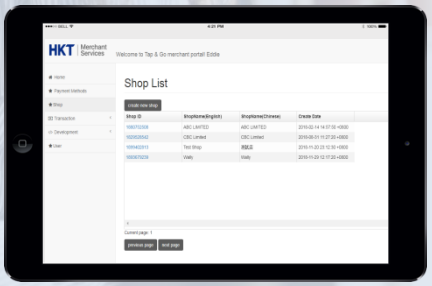
Separated accounts for frontline salesmen for easy management

Real-time Sales Monitoring

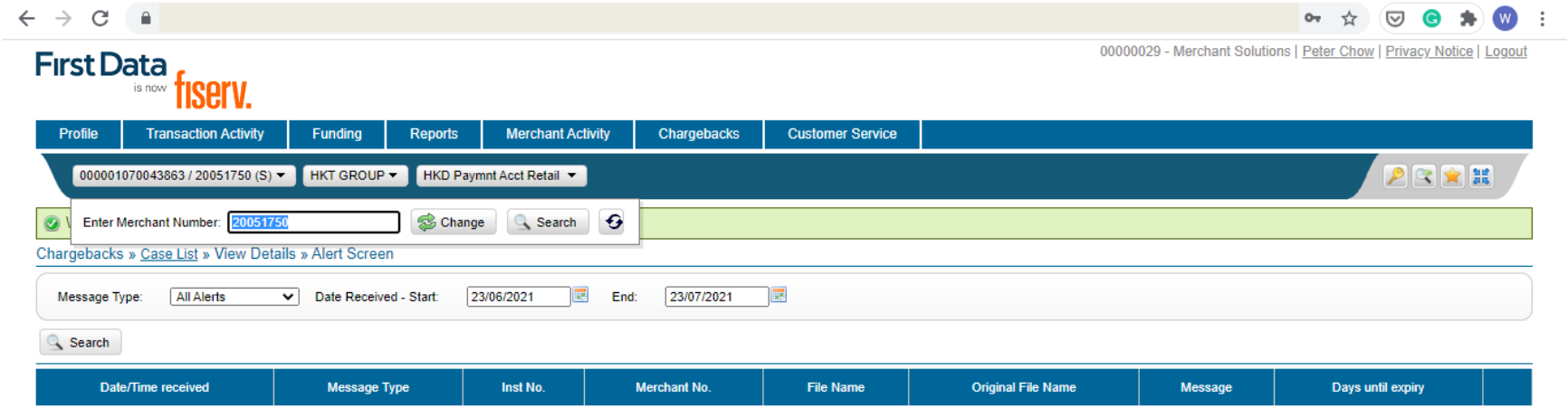
Evaluate sale performance by:

- Different shops
- Different salesmen
- Different timeframe
- Different payment means





Missing Transaction / Duplicate Transaction



1. Enter Merchant ID
2. Click Change
3. Click Transaction Activity
4. Click Processed Transaction

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