

AMB Bank

POINT OF SALE



USER
MANUAL

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QUICK GUIDE



How can I activate the terminal?

To activate the terminal, simply press the Green button on the machine.

How do I turn off the terminal?

To turn off the terminal, simultaneously hold down the “full stop” button and the yellow button.

Is it necessary to plug in the terminal for it to work?

No, the terminal is portable and operates using a preloaded data SIM card to process transactions.

Can the terminal connect to Wi-Fi?

Yes, the terminal can be connected to Wi-Fi for online functionality.

Which types of cards does the POS terminal accept?

The POS terminal accepts all cards certified by VISA and Mastercard.

Why isn't my MultiLink card working?

Please note that multi-link cards are currently not accepted.

Who should I contact for support or additional queries?

For support or any additional queries, please reach out to our Merchant Support Team at (876) 939-5662 or merchantsupport@jmmb.com.

INTRODUCTION

The following is an introduction to the features and use of a POS. The next image is just a example, the buttons are the same for every terminal.



For this instance, we are going to show you the Retail profile, that have the common features to each profile. For the rest, only the added functions are showed.

Principal differences between business are regional currency or use of credentials to confirm certain kind of transactions.



RETAIL SETTINGS

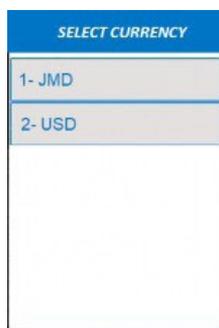
The following are the various transactions and functionalities available to users in the POS terminal application.

The display of transactions in the main menu depends on the type of trade and its configuration in terminal management systems. Therefore, this manual can mention menu options that are then not visible to certain trades.

1. SALE

To make a SALE it is necessary to perform the following steps:

- Enter the **MAIN MENU** and select the option **SALE**, then press **<Green Key>**. You can also press the option number on the POS keyboard, in this case it would be just the <1> key.
- Select the right currency. Press **<Green Key>** to confirm.



Note: that the currency is previously configured and depends on region of use. This selection only appears when exist more than one currency.

- Enter transaction **AMOUNT** and **<Green key>**.



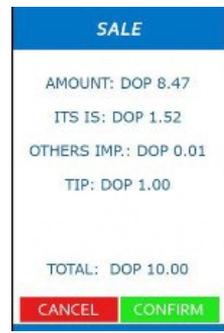
Enter **USER** and Press **<Green Key>**.

Note: The **USER** must already be configured on the computer. There may be terminals that do not request **USER**.



Confirm transaction data and Press **<Green Key>**.

After this the POS will request the deposit of the card to continue the operation.



The POS will connect to the authorizer **HOST** and display the transaction result, printing the corresponding receipts.



2. SALE IN PAYMENTS

Allows you to carry out transactions in installments.

Go to **MAIN MENU** and select the **SALE IN PAYMENTS** option.

- Continue with the flow by entering the requested data.

MAIN MENU		SELECT CURRENCY	
7-REPORTS	1- JMD		
8-REFOUND	2- USD		
10-SALE IN PAYMENTS			
11- OFFLINE			
11-EMPLOYEES CONFIG			
13- BATCH REVIEW			

SALE IN PAYMENTS		SALE IN PAYMENTS			
AMOUNT		EMPLOYEE ID			
DOP	0.00	1	2	3	
		4	5	6	
		7	8	9	
			0		
CANCEL	CONFIRM	abc	ABC	x	o

Enter the number of payments:

SALE IN PAYMENTS	
NRO. OF PAYMENTS	
	3
CANCEL	CONFIRM

Confirm the transaction summary and press **<Green Key>**.

SALE PAYMENTS	
AMOUNT: DOP 8.47	
ITS IS: DOP 1.52	
OTHER TAX.: DOP 0.01	
TOTAL: DOP 10.00	
CANCEL	CONFIRM

The POS will connect to the authorizer HOST and display the transaction result, printing the corresponding receipts.

3. BALANCE INQUIRY

The balance inquiry option allows you the checkup over a debit card.

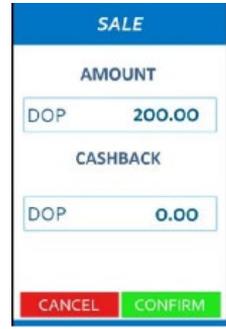
- Select **BALANCE INQUIRY** and use the **<Green Key>** to confirm.
- After entering on this option, it is required the card and other data, printing the corresponding receipts.



4. CASH BACK

During the flow of the sale if the card entered is of local debit, after requesting the amount, the cashback amount can be entered.

After this, the flow is the same as **SALE** option.





5. ANNULMENT

Using the **VOID** process, you can cancel the desired transaction by following the following steps:

- Select the **VOID** option from the Menu.
- Select the right currency. Press **<Green Key>** to confirm.
- Enter the **TRANS** number to be canceled.
- Verify that the deployed data is correct and if so, select **CONFIRM**.

MAIN MENU
1-SALE
2-MOBILE PAYMENTS
3-VOID
4-ADJUST
5-REPRINT
6-SETTLEMENT

VOID
TRANS #:
<input type="text"/>
CANCEL CONFIRM

The POS will connect to the authorizer HOST and display the transaction result, printing the corresponding receipts.

6. REFUND

Within the Main Menu is the Refund option.

- Go to **MAIN MENU** and select the **REFUND** option.
- Select the right currency. Press **<Green Key>** to confirm.
- Enter **PASSWORD** required to continue.
- Enter **AMOUNT** and **USER** when requested.

MAIN MENU
7- REPORTS
8- REFUND
9- SALE IN PAYMENTS
10-OFFLINE
11-EMPLOYESS CONFIG.
12- BATCH REVIEW

REFUND
PASSWORD
<input type="text"/>
CANCEL CONFIRM

The POS will connect to the authorizer HOST and display the transaction result, printing the corresponding receipts.

7. OFFLINE

Allows transactions in offline mode.

- Go to **MAIN MENU** and select the **OFFLINE** option.
- Continue with the flow by entering the requested data.
- Confirm the transaction summary and press **<Green Key>**.

SALE OFFLINE	MAIN MENU
<p>PASSWORD</p> <input type="text"/>	7- REPORTS
	8- REFUND
	9- SALE IN PAYMENTS
	10-OFFLINE
	11-EMPLOYESS CONFIG.
	12- BATCH REVIEW
CANCEL CONFIRM	

SALE OFFLINE	OFFLINE												
<p>EMPLOYEE ID</p> <table> <tr> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> </tr> <tr> <td></td> <td>0</td> <td></td> </tr> </table> <p>abc ABC • • •</p>	1	2	3	4	5	6	7	8	9		0		<p>AMOUNT</p> <p>DOP <input type="text" value="0.00"/></p> <p>CANCEL CONFIRM</p>
1	2	3											
4	5	6											
7	8	9											
	0												

SALE OFFLINE
<p>AMOUNT: DOP 8.47</p> <p>ITS IS: DOP 1.52</p> <p>OTHERS IMP.: DOP 0.01</p> <p>TOTAL: DOP 10.00</p> <p>CANCEL CONFIRM</p>

Enter the authorization code for the transaction.

SALE OFFLINE
<p>AUTH. CODE:</p> <p><input type="text" value="123456"/></p> <p>CANCEL CONFIRM</p>

The POS will display the transaction approval on the screen, printing the corresponding receipts.



8. ADJUSTMENT

Adjustment allows you to make changes to an already made transaction.

- Enter the adjustment menu option.
- Select the Adjustment Type (in the case of Restaurant settings, set the option to adjust the tip).

MAIN MENU	
1-SALE	
2-MOBILE PAYMENTS	
3-VOID	
4-ADJUST	
5-REPRINT	
6-SETTLEMENT	

- Select the right currency.
Press **<Green Key>** to confirm.
- Select the desired option to make the adjustment:
 - **Trans #**
 - **User**
 - **Amount**
 - **Card**

TYPE OF ADJUSTMENT	
1- AMOUNT	

Enter the search reference and confirm the transaction to be adjusted. It is possible on the next screen to be able to navigate between transactions in the batch.

SELECT CURRENCY		RETRIEVE BY		ADJUST	
1- JMD		1- TRANS #		TRANS #: 2	
2- USD		2- EMPLOYEE		DISCOVER	
		3- AMOUNT		SALE	
		4- CARD		0019	
				DOP 320.00	
				Adj	<BACK NEXT.> EXIT

The POS in the case of Adjustment of Amount will print the corresponding receipts.

9. MOBILE PAYMENTS

From the **MAIN MENU** select the **MOBILE PAYMENTS** option to enter. In this option you will be asked to enter the following data:

- Amount
- USER ID
- PHONE NUMBER



The POS will display the transaction approval on the screen, printing the corresponding receipts.

10. REPRINT

This option allows you to reprint vouchers created in transactions.

- Go to **MAIN MENU** and select the **REPRINT** option.
- Select the right currency. Press **<Green Key>** to confirm.
- Select the desired reprint option.
- In the case of search by voucher or user, you must enter the trans number or user ID, respectively.

MAIN MENU	REPRINT
1-AMOUNT	1- LAST RECEIPT
2-EMPLOYEE	2- ANY RECEIPT
3-REFUND	3- EMPLOYEE RECEIPTS
11-EMPLOYEES CONFIG.	
5-REPRINT	
6-SETTLEMENT	



11. BATCH CLOSE

Within the Main Menu is the **SETTLEMENT** option which allows the sending of all transactions made on the computer.

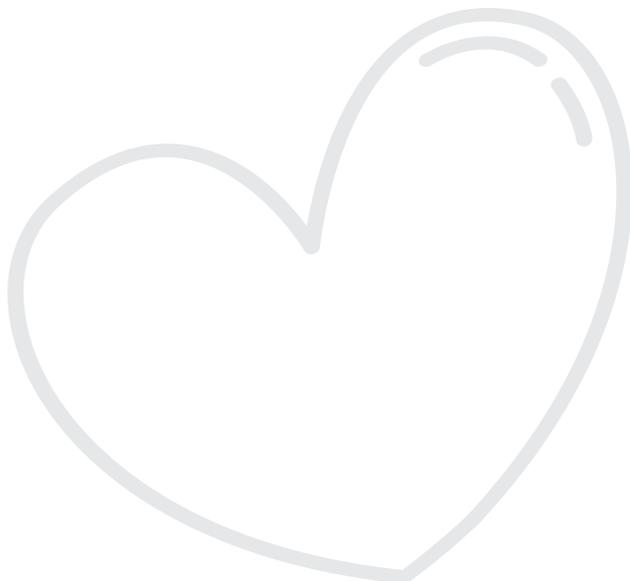
MAIN MENU	
1- SALE	
2- MOBILE PAYMENTS	
3- VOID	
4- CARD	
5- REPRINT	
6- SETTLEMENT	

12. REPORTS

Create reports that provide transactional information about POS and Users who are registered on the computer.

- Go to **MAIN MENU** and select the **REPORTS** option.
- Select the type of reports to print desired.

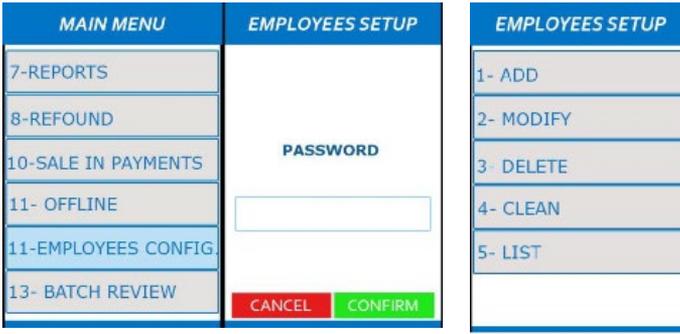
MAIN MENU	REPORTS
7- REPORTS	1- DETAIL REPORT
8- REFUND	2- TOTALS REPORT
9- SALE IN PAYMENTS	3- HISTORICAL REP.
10-OFFLINE	4- EMPLOYEES REP.
11-EMPLOYESS CONFIG.	
12- BATCH REVIEW	



13. USER SETTINGS

Go to **MAIN MENU** and select the **USERS CONFIG** option.

This option in the Menu allows the editing of Users on the computer.



a. Add User

Through this Menu it is possible to add new users to the POS. You must enter an ID and password to register a new user.

- Select the **ADD** option:





b. Modify User

This option allows modifying the user's password. Enter a new password by following these steps and finally confirm by entering the new password.

- Select the **MODIFY** option:

EMPLOYEES SETUP	EMPLOYEES SETUP	MODIFY EMPLOYEE	MODIFY EMPLOYEE												
<p>PASSWORD:</p> <input type="text"/> <p>CANCEL CONFIRM</p>	<p>1- ADD</p> <p>2- MODIFY</p> <p>3- DELETE</p> <p>4- CLEAN</p> <p>5- LIST</p>	<p>PASSWORD:</p> <input type="text"/> <p>CANCEL CONFIRM</p>	<p>EMPLOYEE ID</p> <table><tr><td>1</td><td>2</td><td>3</td></tr><tr><td>4</td><td>5</td><td>6</td></tr><tr><td>7</td><td>8</td><td>9</td></tr><tr><td></td><td>0</td><td></td></tr></table> <p>abc ABC </p>	1	2	3	4	5	6	7	8	9		0	
1	2	3													
4	5	6													
7	8	9													
	0														

c. Delete User

Select **Delete** option and then type ID of the user to delete.

EMPLOYEES SETUP	EMPLOYEES SETUP	DELETE EMPLOYEE	DELETE EMPLOYEE												
<p>PASSWORD:</p> <input type="text"/> <p>CANCEL CONFIRM</p>	<p>1- ADD</p> <p>2- MODIFY</p> <p>3- DELETE</p> <p>4- CLEAN</p> <p>5- LIST</p>	<p>PASSWORD:</p> <input type="text"/> <p>CANCEL CONFIRM</p>	<p>EMPLOYEE ID</p> <table><tr><td>1</td><td>2</td><td>3</td></tr><tr><td>4</td><td>5</td><td>6</td></tr><tr><td>7</td><td>8</td><td>9</td></tr><tr><td></td><td>0</td><td></td></tr></table> <p>abc ABC </p>	1	2	3	4	5	6	7	8	9		0	
1	2	3													
4	5	6													
7	8	9													
	0														

d. Clean User

Clean deletes all the users created in the POS.



14. BATCH REVIEW

This option in the Menu allows editing of **USERS** on the computer. Go to **MAIN MENU** and select the **BATCH REVIEW** option.

Allows you to examine the batch information by filtering by:

- **Trans #**
- **User**
- **Amount**
- **Card**





15. ADMINISTRATION

Using this option, it is possible to access **CONNECTIVITY** settings and advanced **"MAINTENANCE"** options which require **PASSWORD** entry.

MAIN MENU	ADMINISTRATION	MERCHANT
8-REFUND	1- MERCHANT	1- PARAMINIT
9-SALE IN PAYMENTS	2- MAINTENANCE	2- CONFIG. REPORT
10-OFFLINE		3- PARAMETERS
11-EMPLOYEES CONFIG		4- WIFI
12-BATCH REVIEW		
13-ADMINISTRATION		



RESTAURANT SETTINGS

In this configuration you can perform all the operations (financial and administrative transactions) described in the retail configuration, and you can also make sales with tipping and tip adjustments (see SETTINGS).

1. SALE WITH TIP

- Enter from the Menu to the **SALE** option.
- Enter the transaction **AMOUNT** and **<Green Key>** to confirm.
- The **POS** will ask if you want to enter a tip to transaction, press **<Green Key>** to continue.
- Select the indicated percentage or enter it manually using the option (4- **OTHER**).



The POS will display the transaction approval on the screen, printing the corresponding receipts.



LODGING SETTINGS

In this configuration you can perform all the operations (financial and administrative transactions) described in the retail configuration, and you can also check- in and check-out a customer.

1. CHECK IN

- Enter from the Menu to the **CHECK IN** option.
- Select the right currency. Press **<Green Key>** to confirm.
- Enter the transaction amount and confirm.
- Enter and confirm the number of night's accommodation.
- Finally, confirm the whole transaction.

MAIN MENU	CHECK IN	CHECK IN	CHECK IN
1- CHECK IN			AMOUNT: DOP 10.00
2- CHECK OUT			
3- SALE			TOTAL: DOP 10.00
4- BALANCE INQUIRY	AMOUNT	NUMBER OF NIGHTS	
5- MOBILE PAYMENTS	DOP 0.00		
6- VOID	CANCEL CONFIRM	CANCEL CONFIRM	CANCEL CONFIRM

After entering the card, enter the date and time of entry.

The POS will display the transaction approval on the screen, printing the corresponding receipts.

CHECK IN

ADMISSION TIME:

(DD-MM-YYYY)

05/03/2021

CANCEL CONFIRM

CHECK IN

DELIVER TIME:

(HH:MM)

16:45

CANCEL CONFIRM

2. CHECK OUT

- Enter from the Menu to the **CHECK OUT** option.
- Select the right currency. Press **<Green Key>** to confirm.
- Search for the transaction by:
 1. Transaction number
 2. Card number
 3. Folio Number
- Enter the desired option and continue with the flow **<Green key>**.

MAIN MENU

1-CHECK IN

2-CHECK OUT

3-SALE

4-BALANCE INQUIRY

5-MOBILE PAYMENTS

6-VOID

SEARCH BY

1- TRANS #

2- CARD

3- FOLIO #

Once the desired option is selected, it is necessary to complete the requested data per screen.



CHECK OUT	CHECK OUT	CHECK OUT
TRANS #:	CARD:	FOLIO #:
<input type="text"/>	<input type="text"/>	<input type="text"/>
CANCEL CONFIRM	CANCEL CONFIRM	CANCEL CONFIRM

- If you select the **TRANS #** option, the following Menu allows you to view the available check in and check out by adjusting the desired one. For this you can browse using the "<ANT" & "SIG>" buttons.
- When the transaction is selected it is necessary to press the Check button to confirm.
- If required, the option to enter a **NEW AMOUNT** is enabled.

CHECK OUT	CHECK OUT
TRANS #: 2	NEW AMOUNT
DISCOVER	AMOUNT: DOP 30.00
CHECK IN	DOP <input type="text"/> 0.00
009	
DOP 30.00	
Check <ANT. SIG.> Salir	CANCEL CONFIRM

- In this same way you can check out by entering the **FOLIO** number or **THE CARD** following the same flow.
- After entering the card, enter delivery date and time.



- Finally select whether the check-out card is the same as the check in card. If they were different, the POS will request the entry of the new card.

The POS will display the transaction approval on the screen, printing the corresponding receipts.



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POINT OF SALE



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