Zapper™

SOLUTION TRAINING MANUAL
FOR MOBIPOS

Zapper™

CONTENTS

Zapper™

This document may be left with the customer to enable them to train their own staff to use Zapper.
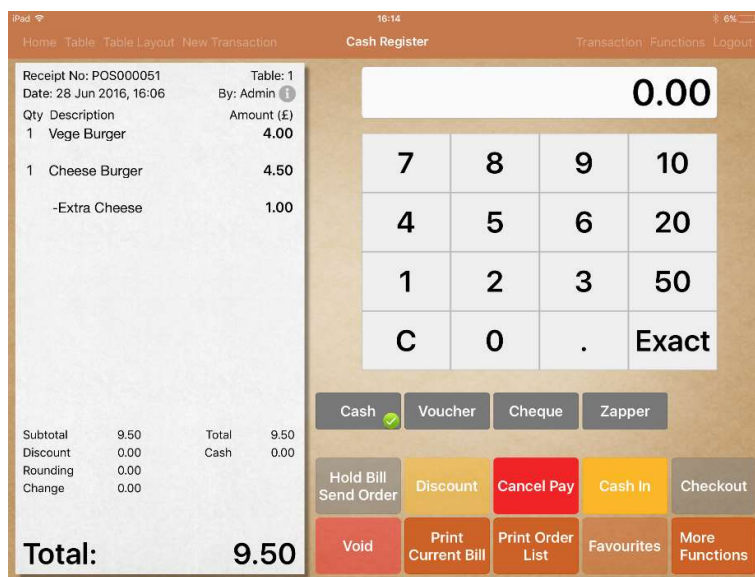
ZAPPER PAYMENT
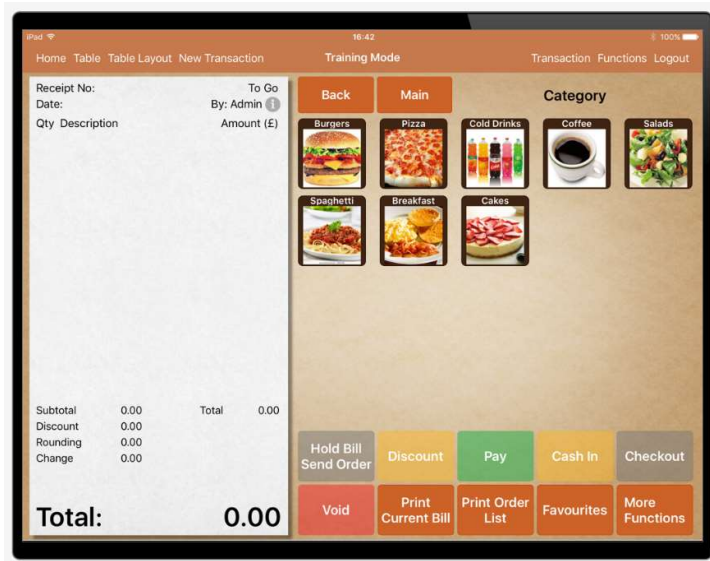
In the home screen when the user choose Cash Register it will show a screen similar to this one.

Steps to create a bill:

1. Add some products from the right hand side of the screen.
2. Press Hold bill, send order.
3. Print current bill.
4. Bill should be printed in the select printer in previous configurations and should have a Zapper QR Code.
5. Press Pay button

Payment with the System online.

Scenario 1: Customer pays at table

1. Cashier prints the receipt
2. Take it to the table and come back.
3. Customer pays by Zapper
4. Cashier Press Pay and choose zapper key.
5. Should show for some seconds the first image below.
6. Follow by the confirmation message
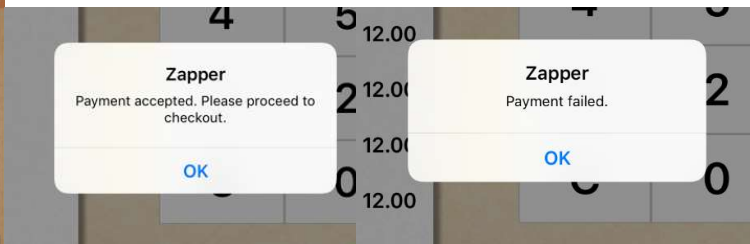7. Press "check out" to Close Table / Check

Scenario 2: Customer pays at the till

1. Press Pay and choose zapper key.
2. Should show for some seconds the first image below.
3. Customer scans the QR Code make the payment
4. Till will display messages after the payment complete.
5. Press "check out" to Close Table / Check
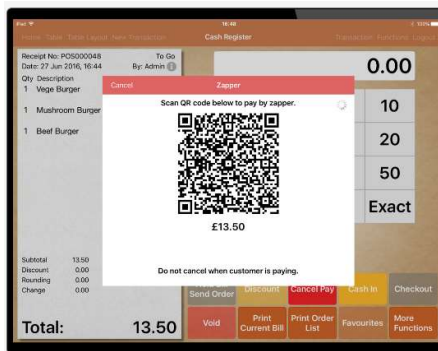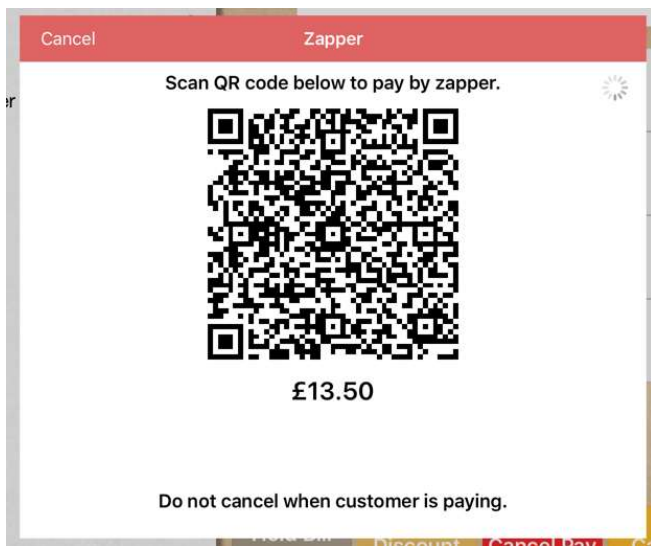
QR Code

Waiting for payment confirmation

Success Payment Message

Customer paid with success

Fail Payment message.

Failed Payment Message

System is offline:

1. User needs to press cancel on the upper left corner of the zapper pop up.
2. Make the payment as any other regular payment.

(See section for "Zapper Offline Payment")

There will be some changes on the printed receipts.

On the bill it will display a QR Code that contains the information that makes possible Zapper payment.

First lines below the QR Code can be used by Zapper to have some marketing.

Confirmation receipt has a detailed information about the transaction and the "Payment ID" that is the reference that should be used in a Refund.
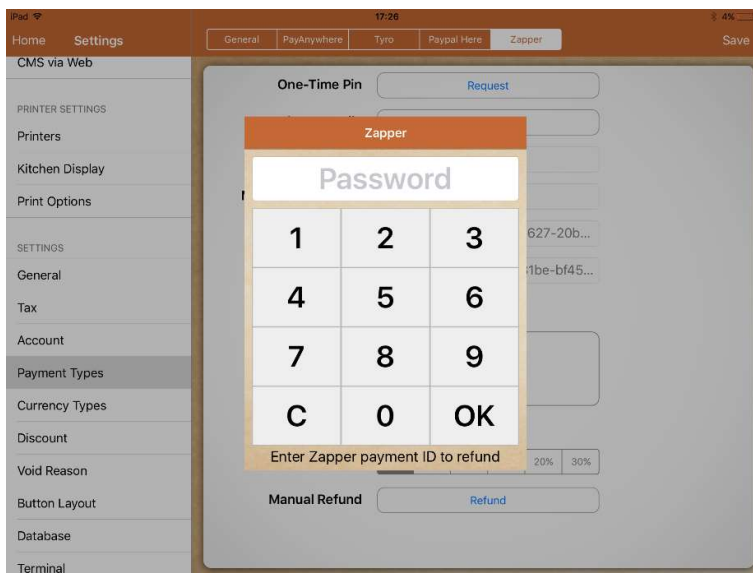
ONLINE REFUND
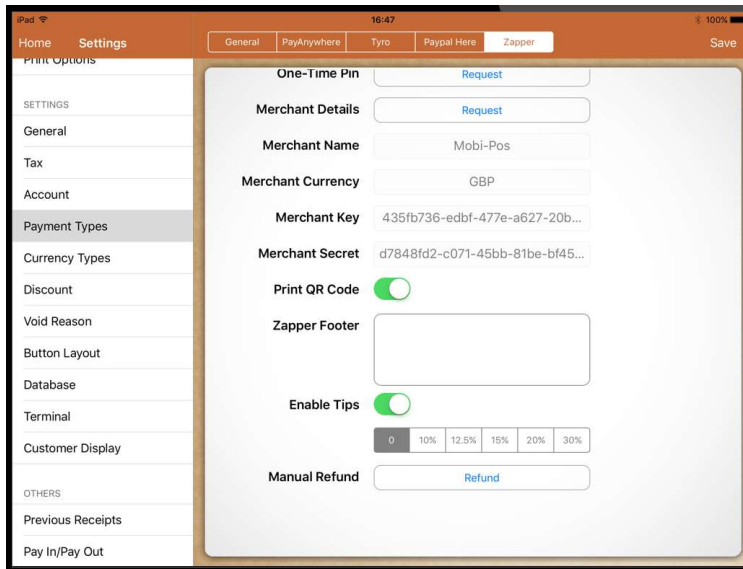
Print QR codes:

This function is to enable or disable the QR Code printed on the bills.

Zapper Footer:

This space is a free text that can be used to write the Zapper promo text.

Enable Tips:
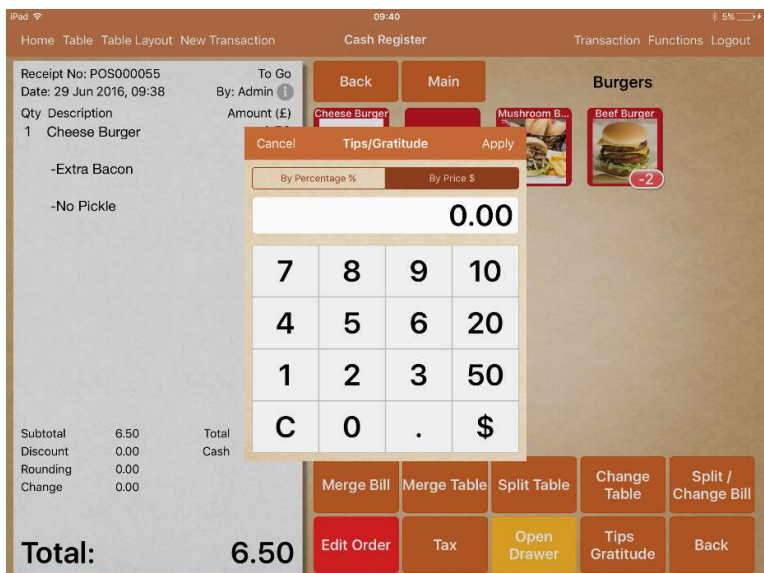
This will enable the tip function in the Zapper mobile app. The box below will allow the user to choose the default suggested tip in the zapper app.


Refund:

1. Press the refund button in the previous image.
2. Enter Payment ID from the confirmation receipt and press OK.
3. System will give a confirmation message or a not valid message.

![Zapper™]

ZAPPER OFFLINE PAYMENT

1. Select Tips / Gratitude from the bottom menu (If is not in the first page need to swap left to see the button)
2. When select it will show the pop up as per the image.
3. Insert the amount or percentage according to the customer did in his phone.
4. Press "Apply". (MobiPOS System do not allow to register tips by tender type.) Tip should show in the left hand side in totals.
5. Proceed to payment.

Note: It cannot be done after the payment, if the payment is already registered, need to come off payment mode by using "Cancel Pay" Button. Add the Tip using the above process and repeat payment process.
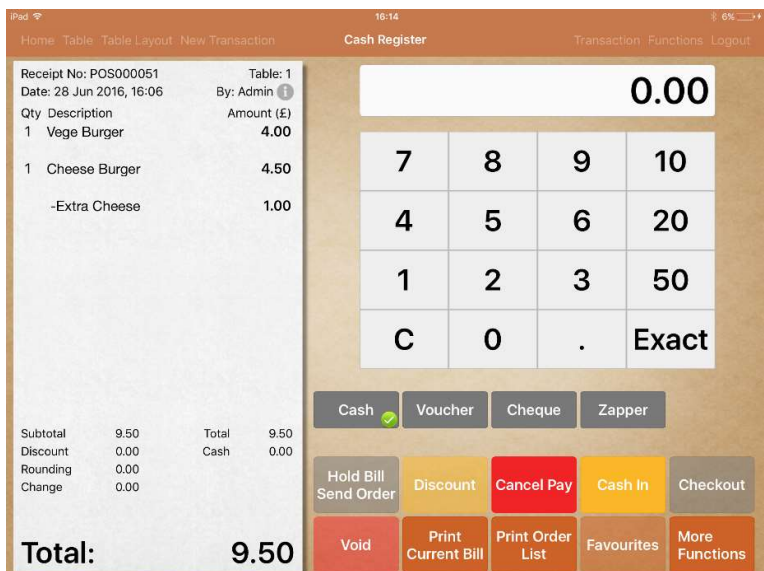
1. Choose "Zapper"
2. Cancel the Payment popup
3. Press "Exact"
4. Press "Cash In" (Payment should show in the Left hand side in the bottom totals.
5. Press "Check Out" to finish the sale and / close the table.