

NCB ePOS Application

User Guide 2024



Introduction

The NCB ePOS is a revolutionary solution that allows businesses to accept payments from contactless cards, mobile wallets and wearables using NFC-enabled devices. Merchants are able to download the app directly from their Play Store in order to use NCB ePOS.

This comprehensive guide is designed to provide you with all the information you need to maximize your experience with our innovative ePOS solution. With the NCB ePOS app, you can effortlessly transform your mobile device (Phone or Tablet) into a powerful payment acceptance tool.

The NCB ePOS Solution offers a range of features tailored to streamline your business operations. Whether you're a micro, small, medium or large sized business, the NCB ePOS app is designed to meet your needs and

enhance your business efficiency.

Explore the user guide to discover how this solution can benefit your business and empower you to provide a seamless payment experience to your customers.



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NCB ePOS

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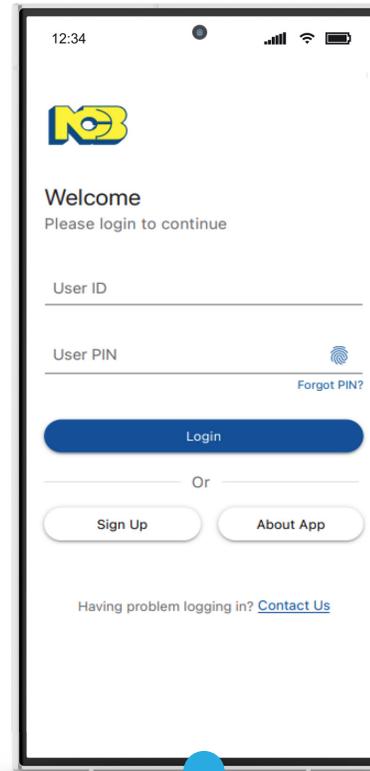
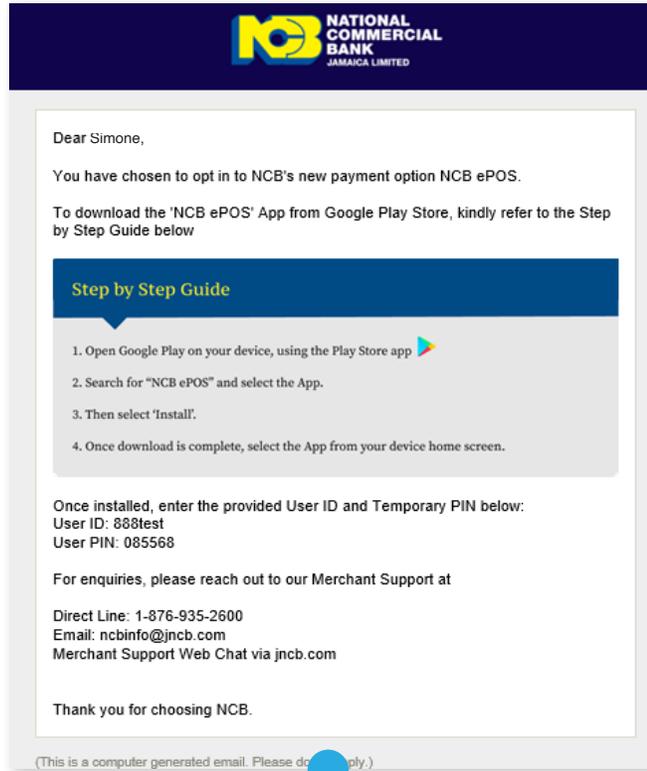
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Activate Your Mobile User Account

Activation Email

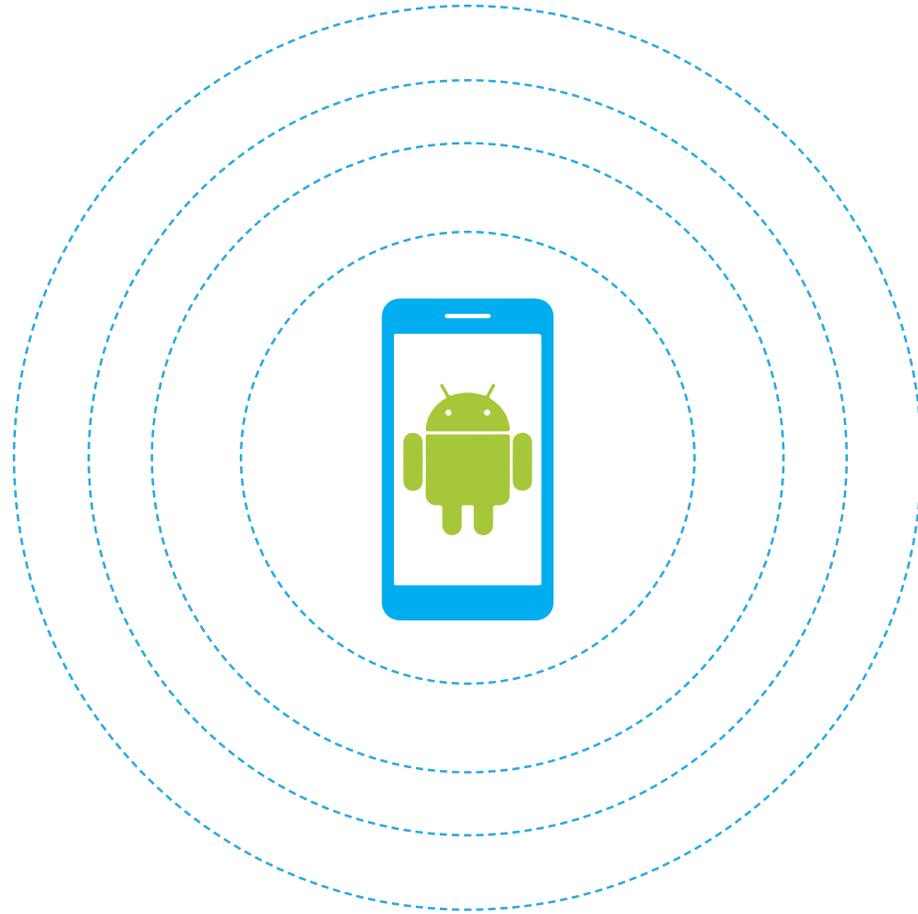


Follow these steps to activate your Mobile User account.

1. Open the NCB ePOS application
2. Insert the User ID and Temporary Pin received from email.
3. Once successfully verified, user will be directed to home screen.

Email > Password Reset Guide

Supported Devices



An Android mobile device (phone or tablet) with:

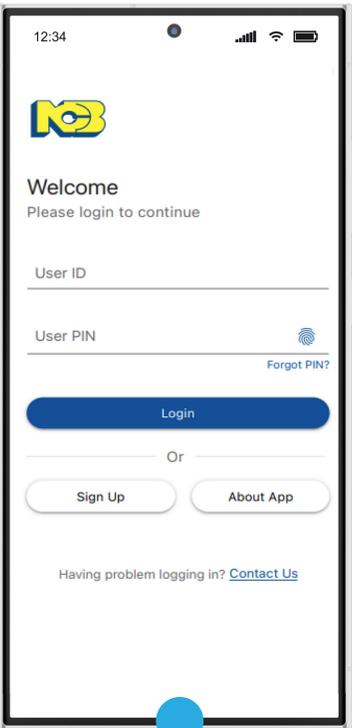
- 1. An Operating System of version 10 or above.** *(Note: The ePOS solution is compatible with Android devices running up to five versions prior to the latest Android OS release.)*
- 2. NFC-compatibility**
- 3. Data connectivity**

Login

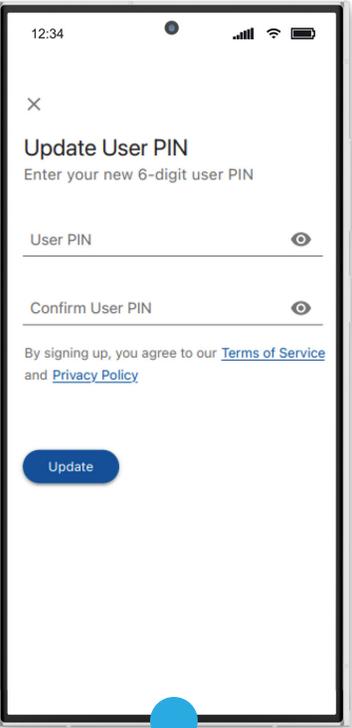
1. Introduction screen



2. Login screen



3. Update PIN screen

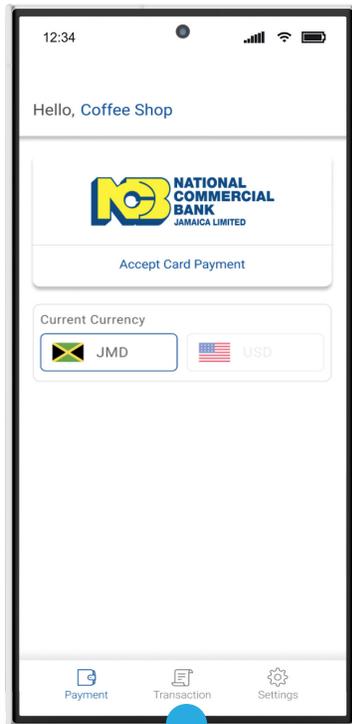


4. Terms & Conditions

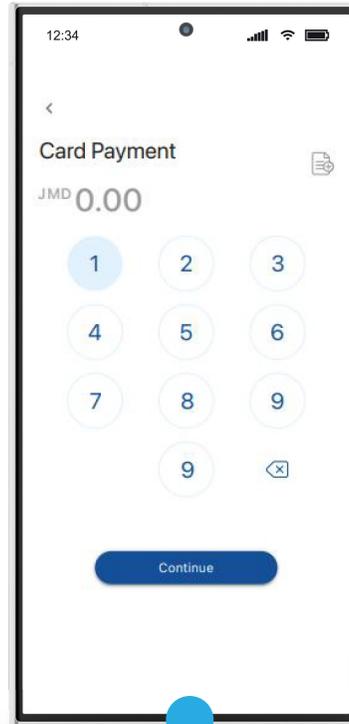


How to Process a Sale

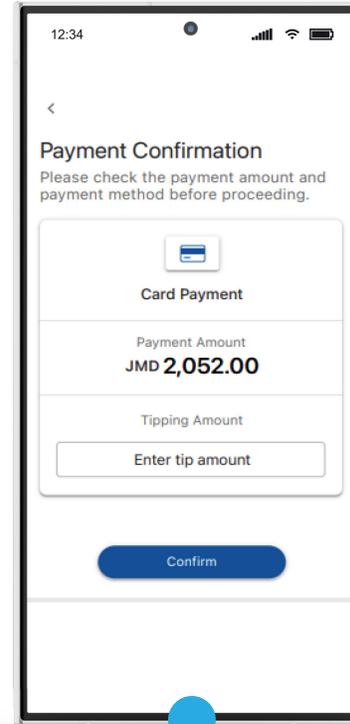
1. Select the desired currency flag and Tap on **“Accept Card Payment”**



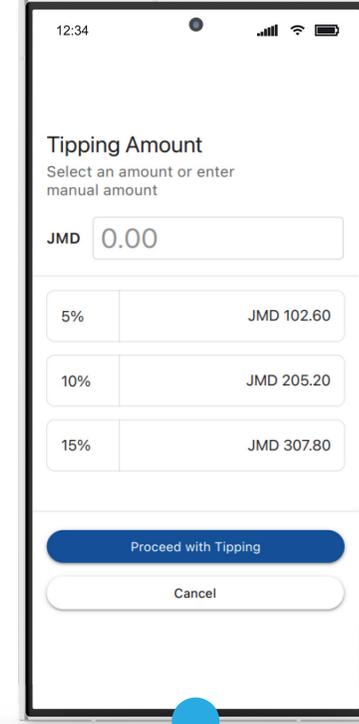
2. **Enter Payment Amount** and click on **“Continue”**



3. Verify the payment amount and then click on **“Confirm”**

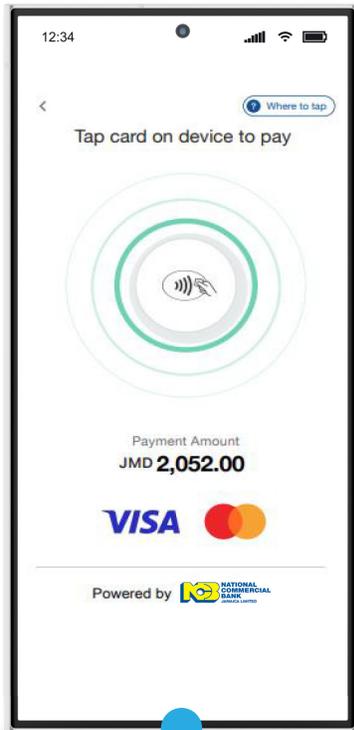


4. Tipping Screen (Optional)

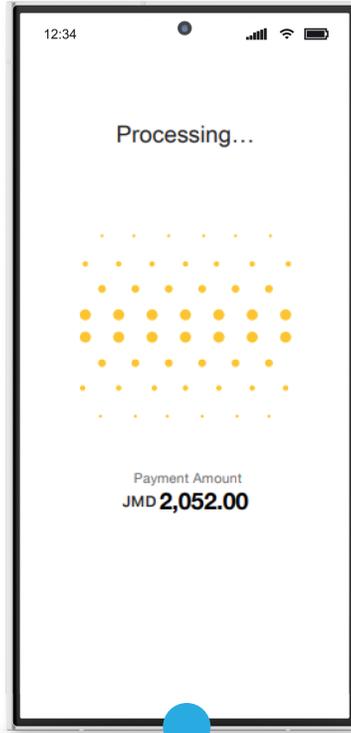


How to Process a Sale - Cont'd

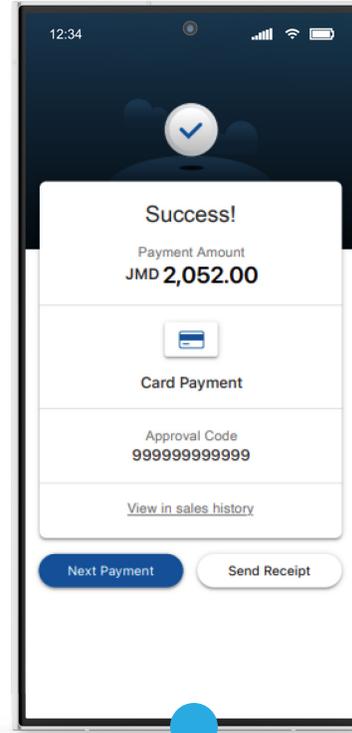
5. Tap card on Device



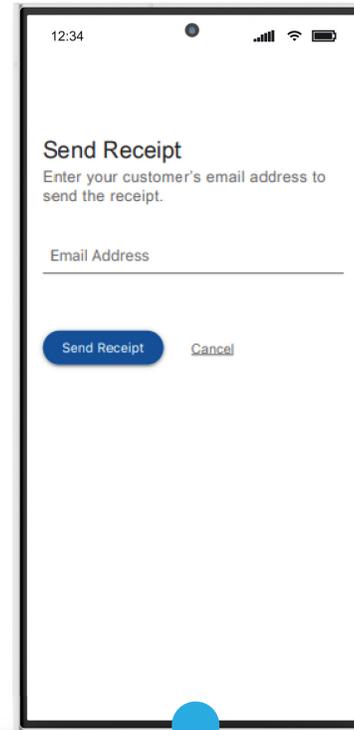
6. Payment Processing



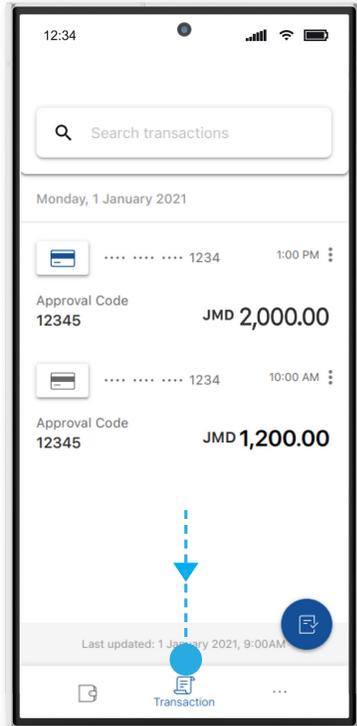
7. Click on **“Send Receipt”**
*(Note: If no receipt is required, select **“Next Payment”**)*



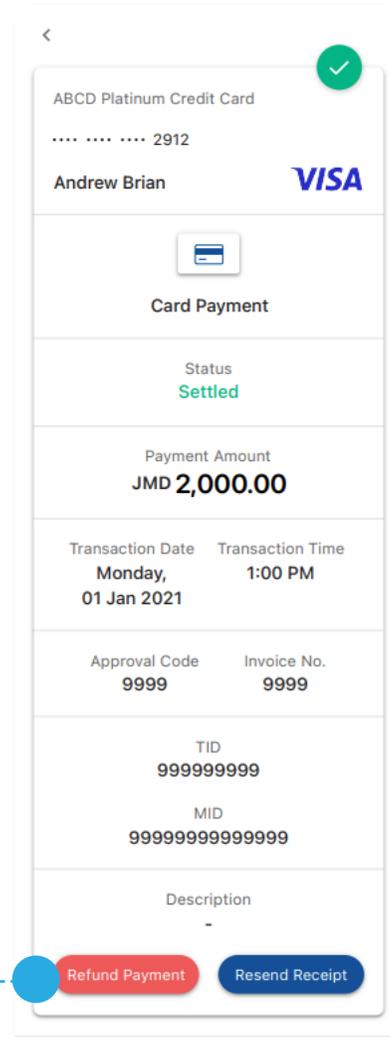
8. Enter Email Address and select **“Send Receipt”** to deliver sales receipt via Email.



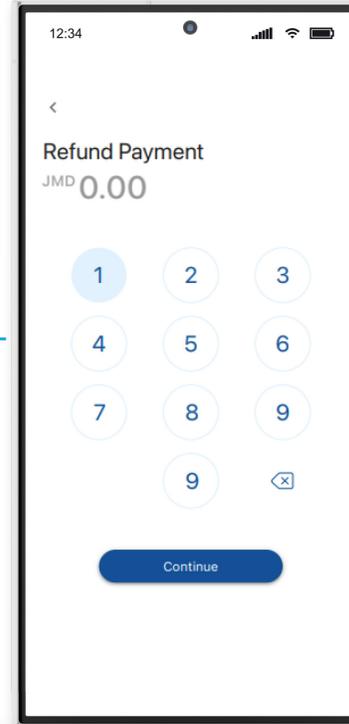
How to Process a Refund



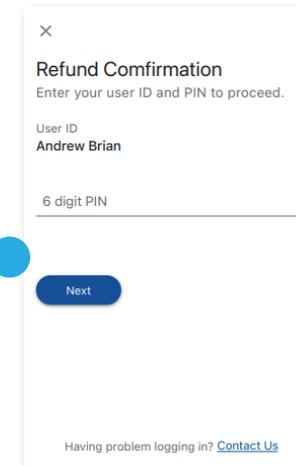
1. Select the transactions tab from the navigation bar.



2. Click on "Refund Payment"

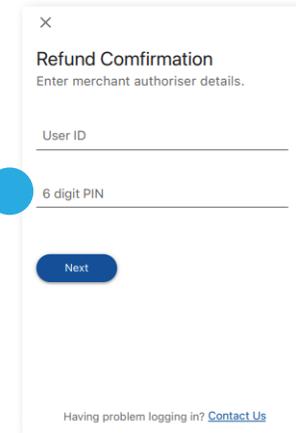


3. Enter Refund Amount and click on "Continue"



4. a) Enter Mobile User Pin

If Refund Amount is within Maximum Refund Limit Per User

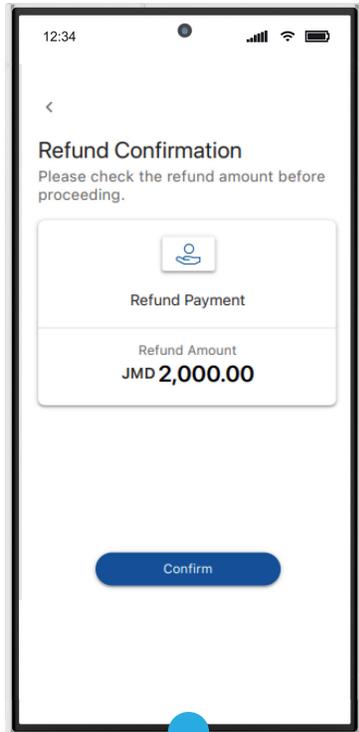


4. b) Enter Merchant Authorizer (Merchant Portal) login

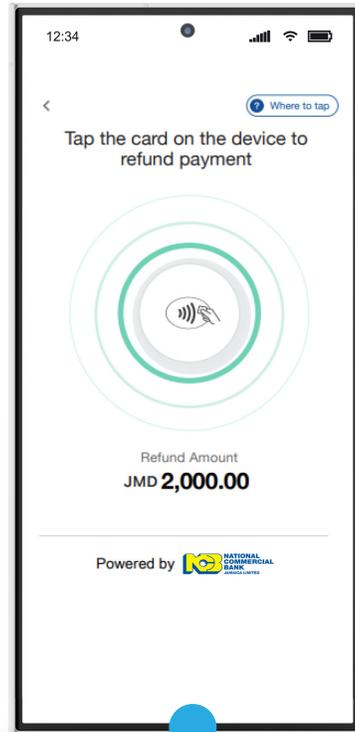
If Refund Amount exceeds Maximum Refund Limit Per Transaction

How to Process a Refund – Cont'd

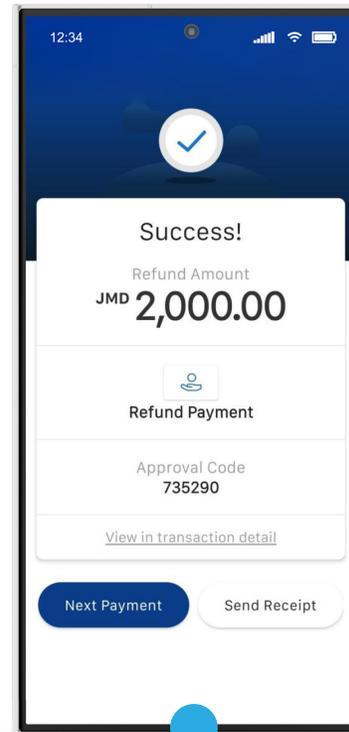
4. Upon successful Refund Validation, confirm Refund.



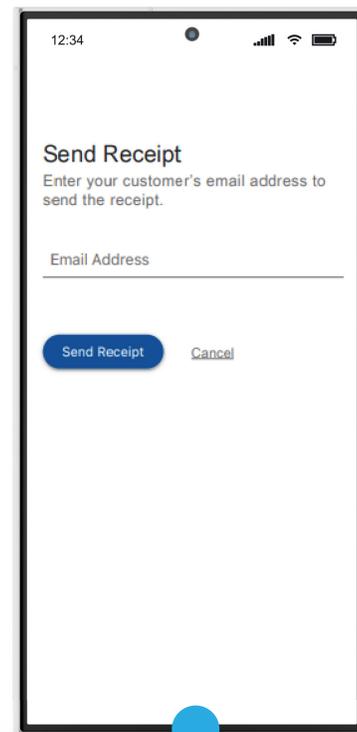
5. Tap Card on Device



6. Click on "Send Receipt"

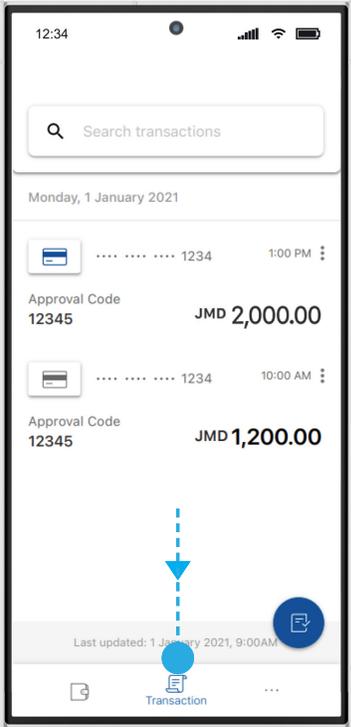


7. Enter Email Address and select "Send Receipt" to deliver refund receipt via Email.

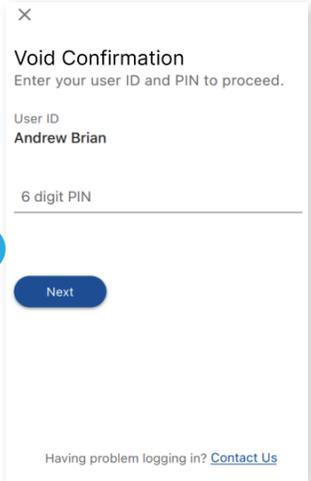
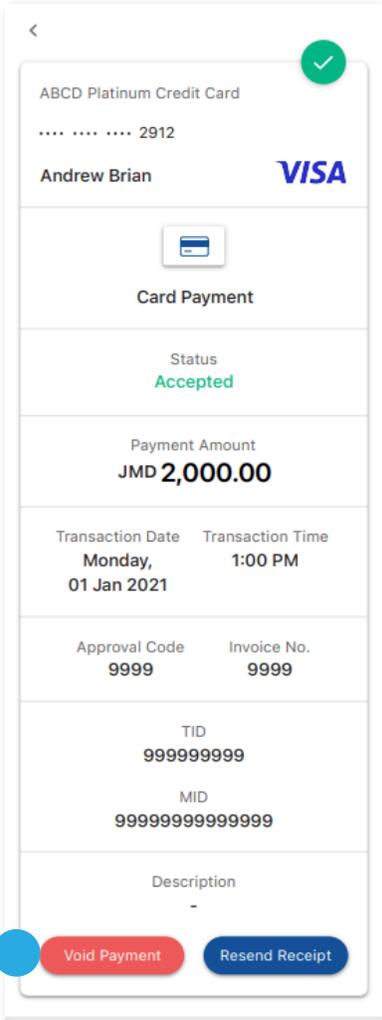


How to Void a Payment

1. Select Transactions Tab from the navigation bar to view history and tap/ select the desired transaction to view.

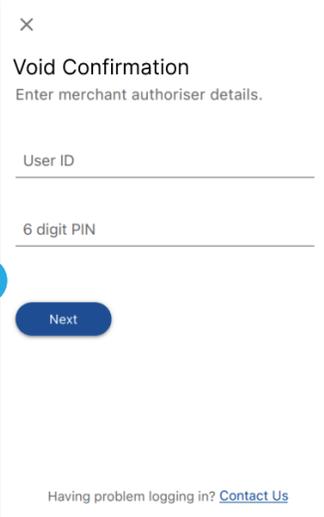


2. Click on "Void Payment"



4. a) Mobile User Pin

If Void Amount is within Maximum Refund Limit Per User

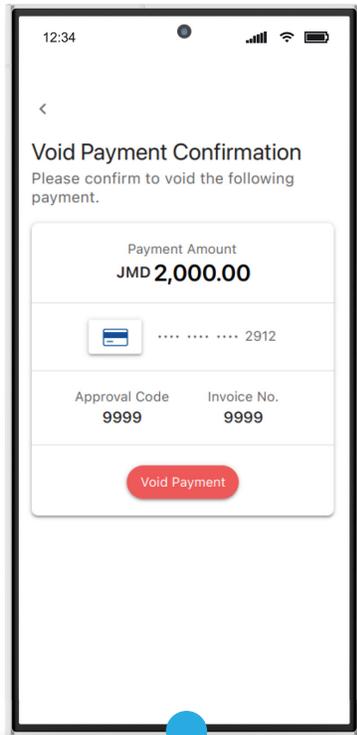


4. b) Merchant Authorizer (Merchant Portal) login

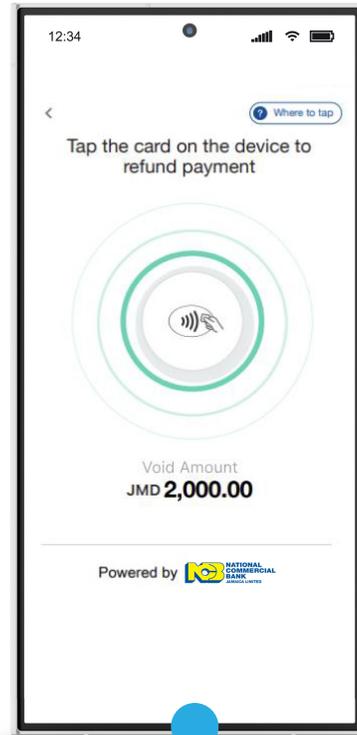
If Void Amount exceeds Maximum Refund Limit Per User

How To Void a Payment – Cont'd

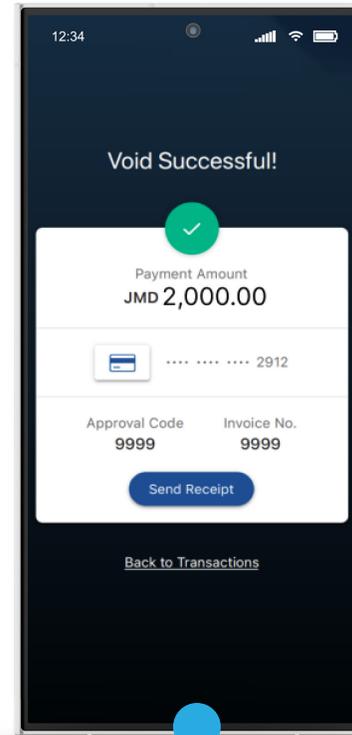
4. Upon successful Void Validation, confirm Void.



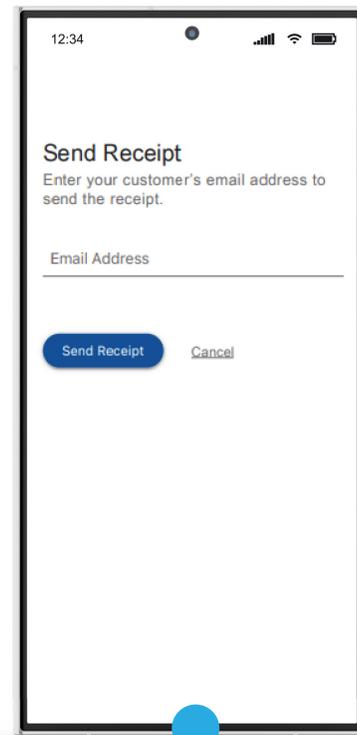
5. **Tap** Card on Device



6. Click on **“Send Receipt”**

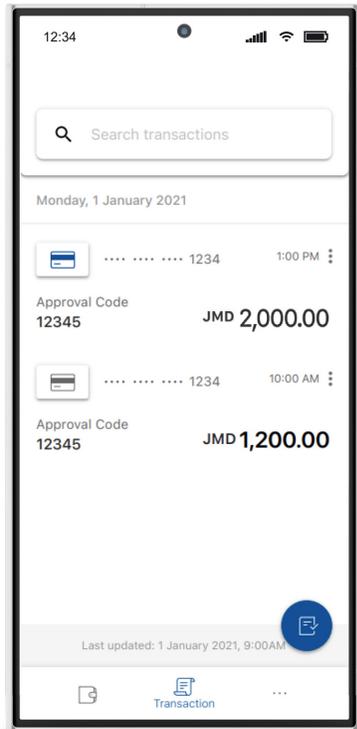


7. Enter Email Address and select **“Send Receipt”** to deliver void receipt via Email.

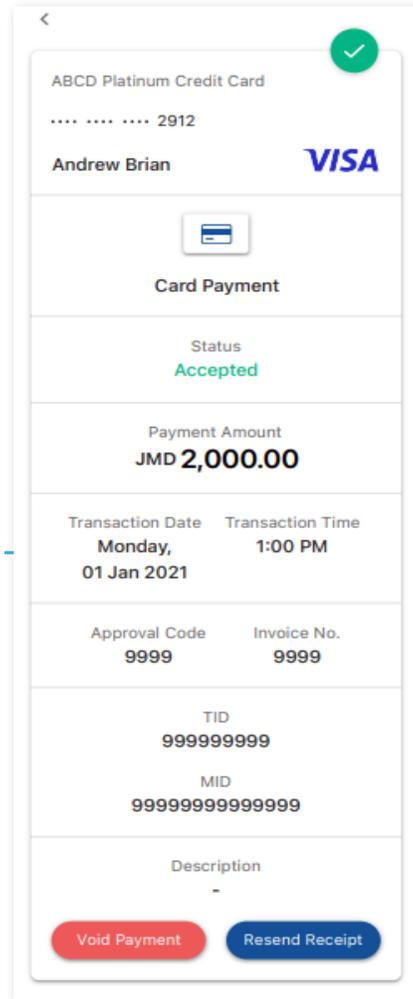


Transaction History

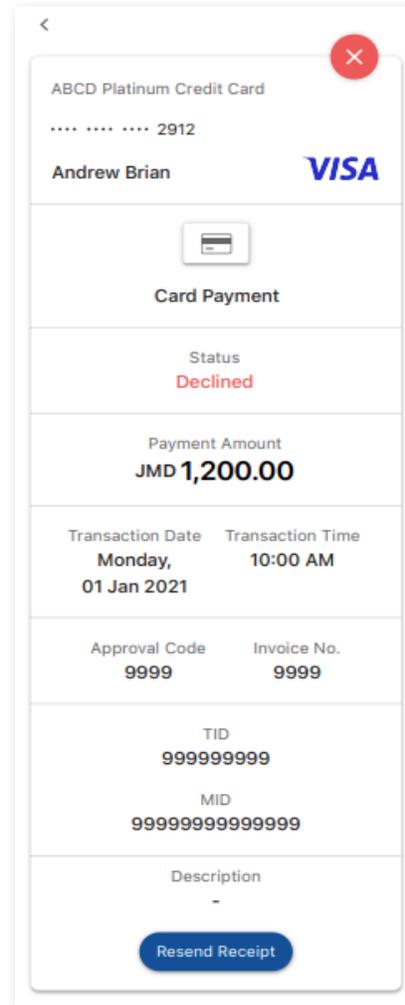
1. Transaction history



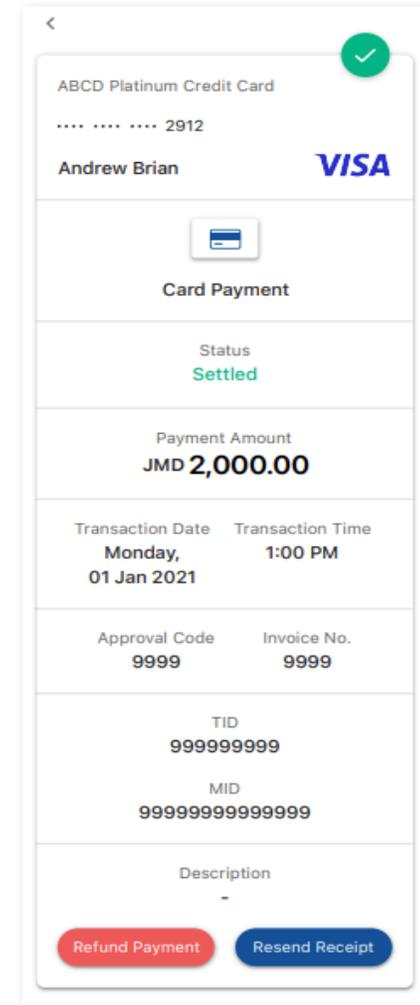
1. Select Transactions Tab from the navigation bar to view history and tap/select the desired transaction to view.



2. Accepted Transaction details



3. Declined Transaction details



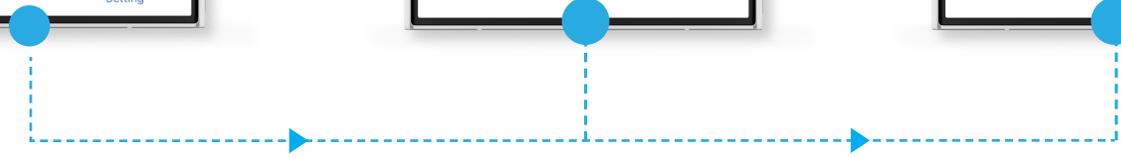
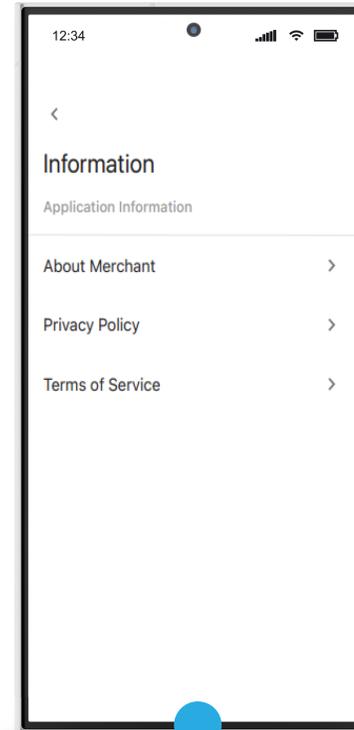
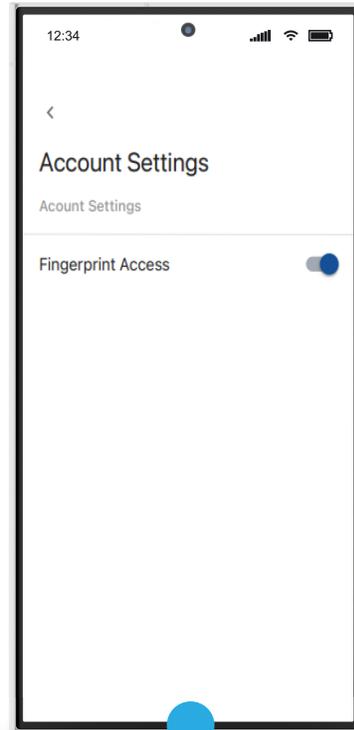
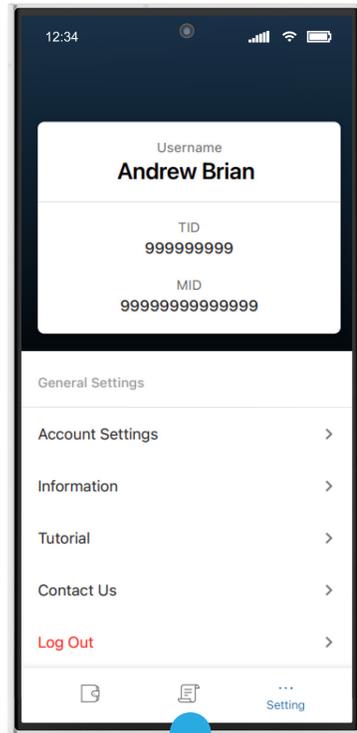
4. Settled Transaction details

Settings

1. Select Settings/More Tab from the navigation bar to view additional settings and information.

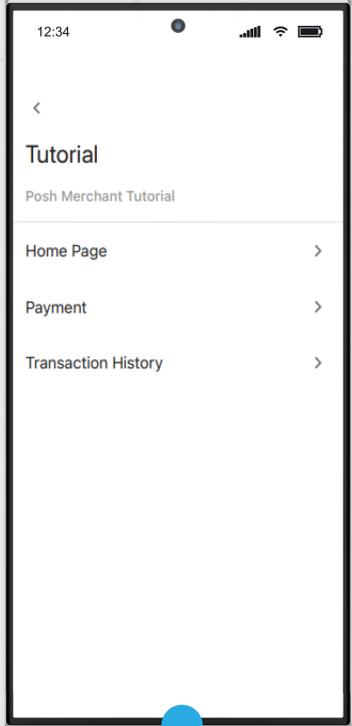
A. Account Settings

B. Information

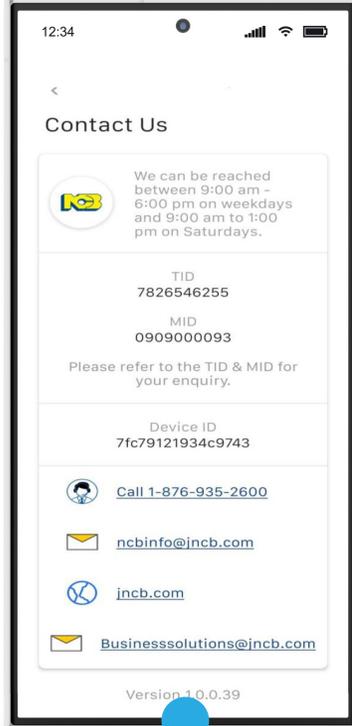


Settings – Cont'd

C. Tutorial



D. Contact Us



Contact

Your business and customers are important to us. If you have any further questions or concerns, feel free to reach out to us through any of our merchant support channels below:



24/7 Merchant Support Direct Line at **(876) 935-2600**.



Connect on **jncb.com** via Web Chat for Merchant Services.



Email **ncbinfo@jncb.com**.

Visit **<https://www.jncb.com/epos>** for more details.

