

CommBank

Payment app User Guide

Including Split Bill app

Version 2.0

Updated Wednesday, 11 March 2015







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1. Getting started

The Payment app and Split Bill app can be accessed by clicking the relevant icon.

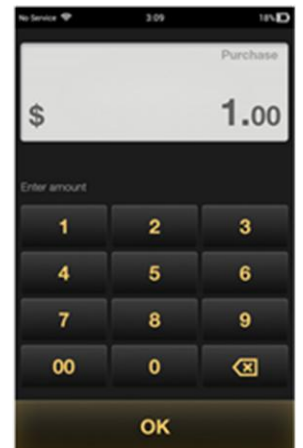
In this section:

- Getting to know the Payment app
- Understanding the alerts

Getting to know the Payment app

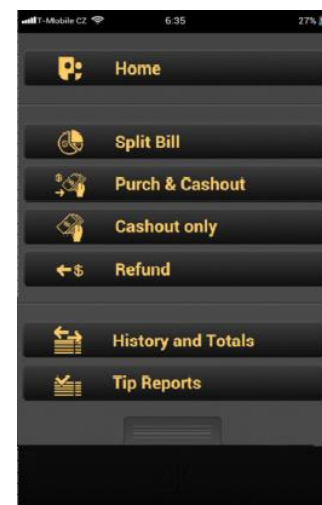
The Purchase screen

- When you open the Payment app, the Purchase screen displays.
- You can use the Payment app to process all standard payments.



Merchant Context Menu

- The **Merchant Context Menu** gives you access to Payment app functionality, including:
 - Split Bill.
 - Purchase.
 - Cash Out.
 - Refund.
 - History and Totals.
 - Tip Reports.
- To open the menu, press the **Merchant Context** button on the back right corner of the device, or swipe down from the top of the screen using two fingers.
- To exit the Merchant Context Menu, tap the bottom bar, swipe upwards, or press the **Merchant Context** button.



Tip: You can use the Merchant Context Menu to exit the Payment App by tapping **Home**.

The buttons



Back: Tap to go back to the previous screen. This will clear any unsaved data.



Clear: Tap once to clear one digit.

Note: The buttons are disabled until you enter data on the payment screen.

Merchant Feedback lights

The LED Merchant feedback light changes colour and flashes to let you know the status of a transaction.

| COLOUR | FLASHING | TRANSACTION STATUS |
|--------------|---|---|
| White | Solid | Idle screen |
| White | 1 flash per second | Waiting for user interaction |
| White | 1.5 flashes per second | Transaction in progress |
| Green | 3 flashes in the first second, then solid | Transaction completed successfully |
| Red | 3 flashes in the first second, then solid | Transaction failed / Pop-up message displayed / Non-pop up message displayed / Merchant Context Menu displayed / Application crash. |

2. Customising the Payment app

Your business provides a unique customer experience. So we've created a Payments app that can be tailored to suit your business needs.

In this section:

- Access the Settings app
- Payment app options

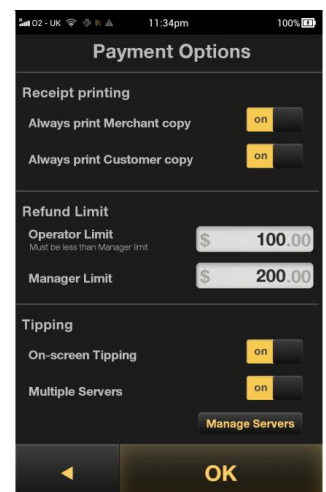
Access the Settings app

Purpose

To find settings that help you tailor the Payment app for your business needs.

Access the Settings app

1. On the Albert home screen, tap the **Settings** app icon to display the Settings app.
2. In the Payment section, tap **Options**. The **Payment Options** screen displays.





Payment app options

Receipt printing

Always print Merchant copy

To automatically print a merchant copy of a transaction receipt, tap or slide the bar to **ON**.
To disable automatic printing of a merchant copy, except where a signature is required, tap or slide the bar to **OFF**. If this is turned off, you won't ever be prompted to print a merchant receipt.

Always print Customer copy

To automatically print a customer copy without prompting, tap or slide the bar to **ON**.
To disable automatic printing, tap or slide the bar to **OFF**. If this is turned off, you will be asked whether you want to print or email a receipt at the end of each payment (if email is enabled).

Refund Limit

Operator Limit

This is the maximum that can be refunded without the manager password.
To set an operator limit, tap in the **Operator Limit** entry field and use the keypad to enter the operator refund limit. Tap **Next** to enter a Manager Limit, or tap **Done**.

Manager Limit

This is the maximum that can be refunded on the terminal by entering the manager's password. This must be higher than the operator limit.
In the **Manager Limit** field, enter the maximum refund a manager can approve, then tap **Done**.

Tipping

On-screen Tipping

To allow tips to be added to payments, tap or slide the **On-screen tipping** bar to **ON**.
To disable tipping, tap or slide the **On-screen tipping** bar to **OFF**.

Multiple Servers

To track tips and transactions for multiple staff members using the device, tap or slide the **Track multiple servers** bar to **ON**.
To turn off the multiple staff feature, tap or slide the bar to **OFF**.

Manage Servers

Create, edit and delete server profiles to track their tips and transactions.

- Tap **Manage Servers** to display a list of all server profiles. Active profiles display in yellow, while inactive profiles will be grey. Active profile will be available to select when entering a tip for a payment.
- To add a profile, tap **add** and enter your server's **Given Names** and **Surname**. Tap **Done**.
- To edit a profile, tap to select it, then tap the **[PENCIL]** icon, update details as needed, then tap **Done**. Tap **OK**.
- To delete a profile, tap the **[PENCIL]** icon, then tap **delete**.

3. Accepting payments

Our flexible payment options make it easy for you to accept and track payments quickly and securely.

In this section:

- Processing card payments
- Processing mail or telephone order (MOTO) payments
- Processing manual payments
- Cancelling payments
- Printing receipts

Processing card payments

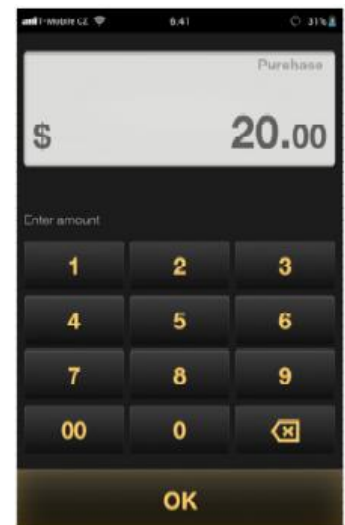
Purpose

To process a payment to a card, when the card is available. Depending on your settings in the Payments app, you may also choose to track the server making the transaction or add a tip.

Enter payment

1. In the Payments app Purchase screen, use [the](#) keypad to enter the payment amount.
2. Tap **OK**.
 - If prompted, select the name of the server completing the transaction.
 - If prompted, enter the amount of tip the customer wants to give. See **Adding a tip** on page xx for details.

The Card Present screen displays.



3. Either:

- Tap the card at the top of the Albert device (for transactions which apply for this functionality). Go to step 7.
- Insert the card in the chip reader at the base.
- Swipe the card from left to right along the card reader at the top of Albert.



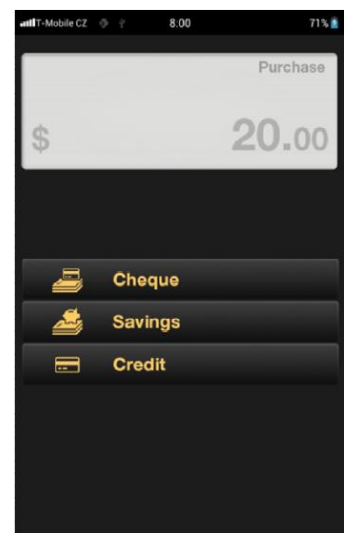
1. Ask the customer to select the account type by tapping **Cheque**, **Savings**, or **Credit**.

The PIN authorisation screen displays. If a sign option is allowed for the card, tap **Sign** to skip PIN entry and print a receipt for the customer to sign.

2. Ask the customer to enter their PIN using the touch screen keypad, then tap **OK**.

Once the payment is accepted, the receipt will display.

3. Tap **Email** or **Print** to give the customer a copy of the receipt, or tap **Finish** for no receipt. See xx for details.



Tips

- To track a transaction by server, see **Payment app options, Track multiple servers** on page xx.
- To enable a tip to be added to a transaction, see **Payment app options, On screen tipping** on page xx.
- To change the defaults for printing receipts, see **Payment app options, Receipts** on page xx.

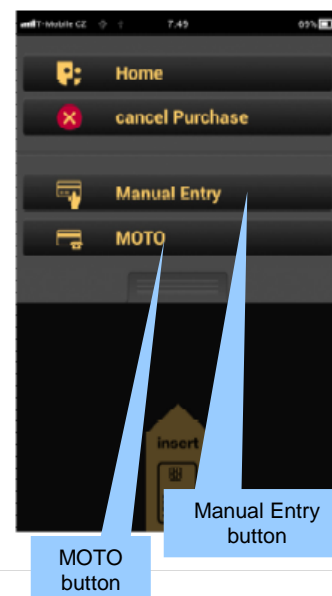
Processing mail or telephone order (MOTO) payments

Purpose

To accept card payments where the card isn't available, such as mail or phone orders.

Process mail and telephone orders

1. From the Card Present screen, press the **Merchant Context** button or swipe down the screen to open the Merchant Context Menu.
2. Tap **MOTO** to display the MOTO screen.
3. Use the keypad to enter the credit card number then tap **Next**.
4. Enter the card's expiry date and CCV (if needed), and tap **OK**.
5. Once the payment is accepted, the receipt will display.
6. Tap **Email** or **Print** to give the customer a copy of the receipt, or tap **Finish** for no receipt.



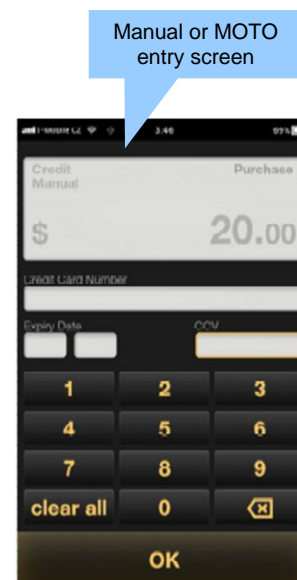
Processing manual payments

Purpose

To accept card payments manually, if there is a problem with the card.

Process payment manually when card will not register

1. From the Card Present screen, press the **Merchant Context** button or swipe down the screen to access the **Merchant Context Menu**.
2. Tap **Manual Entry** to display the Manual Entry screen.
3. Use the keypad to enter the credit card number then tap **Next**.
4. Enter the card's expiry date and CCV (if needed), and tap **OK**.
5. Once the payment is accepted, the receipt will display.
6. Tap **Email** or **Print** to give the customer a copy of the receipt, or tap **Finish** for no receipt.



Cancelling payments

Purpose

To prevent a payment you started entering from being processed.

Cancel a payment from the PIN entry screen

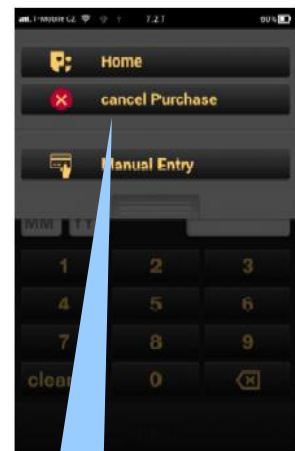
1. From the PIN entry screen, tap **Cancel**. You will be returned to the Payment app home screen.



Cancel button

Cancel a payment at card process point

1. Press the **Merchant Context** button or swipe down the screen to open the Merchant Context Menu.
2. Tap **Cancel Purchase**. You will be returned to the Payment app home screen.



Cancel Purchase button

Tip If the payment has already processed, you need to refund the payment. See **Section 5** for details.

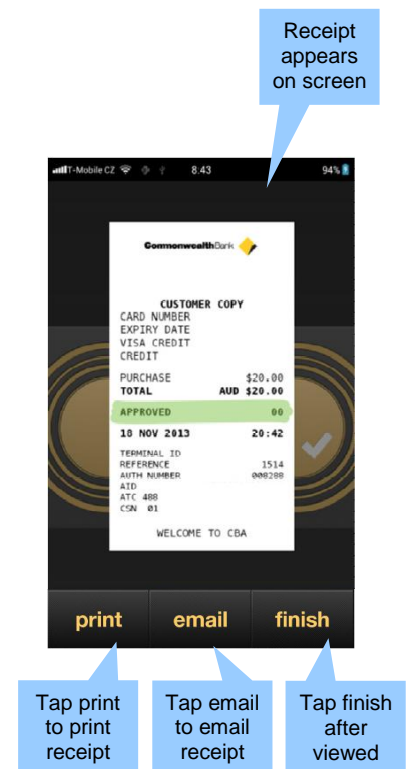
Viewing, printing and emailing receipts

Purpose

To provide a printed or emailed receipt for your customer or records. Whenever a payment, refund or cash out transaction is processed, a receipt will display on screen.

Viewing, printing and emailing receipts

- To print a customer receipt, tap **print**. The receipt will print from Albert's receipt printer.
- To email a customer receipt, tap **email**. Using the keypad, enter the customer's email, then tap **Send**.
- If no receipt is required, tap **finish**.



Tips

- Emailed receipts are sent as .jpeg attachments.
- The subject of the email is 'Card Payment Record from {Merchant Name – Date Time}', and the body content of the email is 'Please find attached your card payment record from {MERCHANT NAME}. Thank you'.


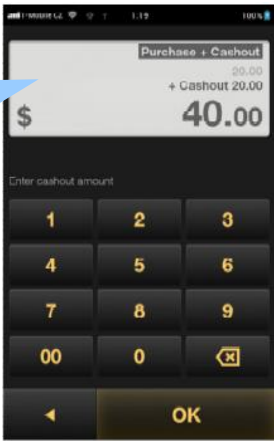
4. Cash out transactions

Give your customers cash out in just a few taps, either on its own or with a purchase.

In this section:

- Entering cash out amount
- Processing the cash out transaction

Entering cash out amount

| Purpose | To provide cash out to a customer as a standalone payment or part of another purchase. | |
|-----------------------|---|--|
| Cash out only | <ol style="list-style-type: none"> 1. Press the Merchant Context button or swipe down the screen to open the Merchant Context Menu. 2. Tap Cashout Only. 3. Use the keypad to enter the cash out amount, then tap OK. 4. The Card Present screen displays. You can now process the cash out payment from a card. |  <p>Cashout screen</p> |
| Purchase and cash out | <ol style="list-style-type: none"> 1. Press the Merchant Context button or swipe down the screen to open the Merchant Context Menu. <ul style="list-style-type: none"> ▪ If the payment has already been entered, tap Add Cashout. ▪ If the payment has not been entered, tap Purchase and Cashout. Enter the payment amount first, and then tap OK. 2. Using the keypad, enter the cash out amount then tap OK. 3. The Card Present screen displays. You can now process the cash out payment. See Processing the cash out transaction on page xx. |  <p>Purchase and Cashout screen</p> |

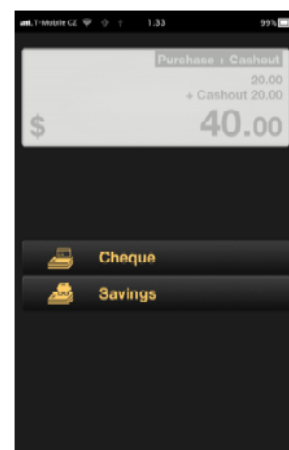
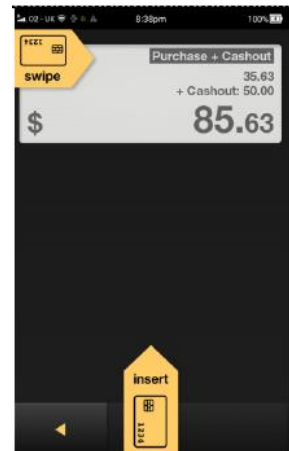
Processing the cash out transaction

| Purpose | To process the cash out transaction to a card. You cannot use cash out with Tap to Pay, |
|---------|---|
|---------|---|

MOTO (card not present) or manual payment methods.

Process cash out

1. From the Card Present screen, either:
 - Insert the card in the chip reader the bottom of Albert.
 - Swipe the card from left to right along the card reader at the top of Albert.
 - Ask the customer to choose their account type by tapping **Cheque** or **Savings**.
2. The authorisation PIN screen will then appear. The customer can input their PIN using the touch screen keypad, and then tap **OK**.
3. When payment is accepted, you will see the receipt displayed on the screen.
4. Tap **Email** or **Print** to give customer a record. If the customer doesn't want a receipt, tap **Finish**.



5. Processing refunds

Our Payment app makes refunds simple.

In this section:

- Entering the refund details
- Processing card present refunds
- Processing a mail or telephone order refunds
- Processing manual refunds
- Cancelling a refund

Entering the refund details

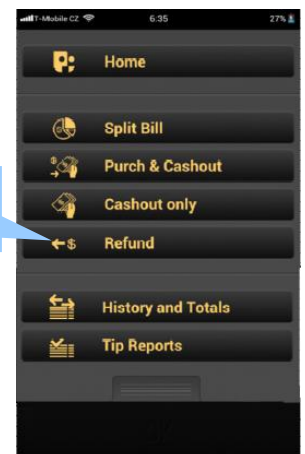
Purpose

To refund a payment. If required you can refund a specific transaction. To do this, you'll first need to find the transaction record — see Section 7 for details.

Enter refund details

1. Find the transaction. To do this:
 - Press the **Merchant Context** button or 2 finger swipe down the screen to open the Merchant Context Menu.
 - Tap **History and Totals**. The Transactions tab displays transactions by date in reverse chronological order by default.
 - Tap the transaction to open its receipt. Or tap **Search** to search for the transaction by amount, date or last two card digits. See page 23 for details.
2. Press the **Merchant Context** button or swipe down the screen to open the Merchant Context Menu.
3. Tap **Refund**.
4. Using the keypad, enter the refund amount, then tap **OK**.
 - If the amount is under the operator limit, enter the operator password.
 - If the amount is above the operator limit specified in the settings, enter the manager password.
 - If the amount is above the manager limit, you will be prompted to enter a lower refund amount.

Refund



The Card Present screen displays. You can now process the refund payment.

5. Choose the payment method:
 - Card present. See page xx.
 - Card not present. See page xx.
 - Manual payment. See page xx.

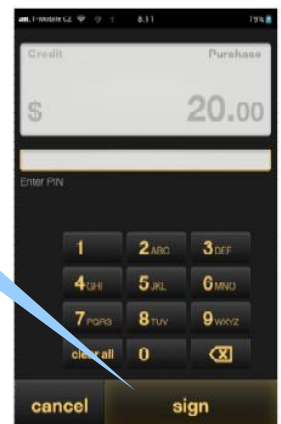
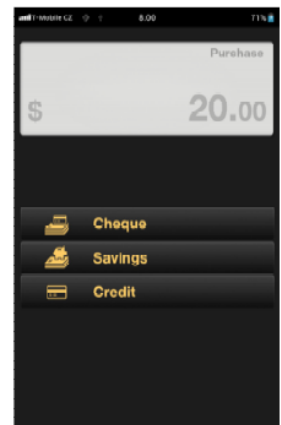
Processing card-present refunds

Purpose

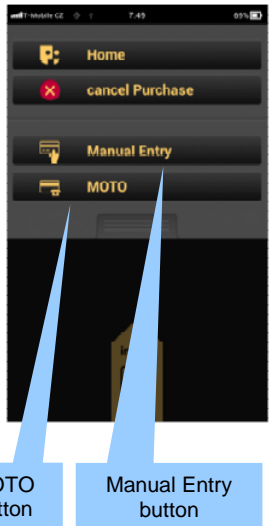
To refund a payment to a card where it is available to swipe, insert or tap.

Process refund with card present

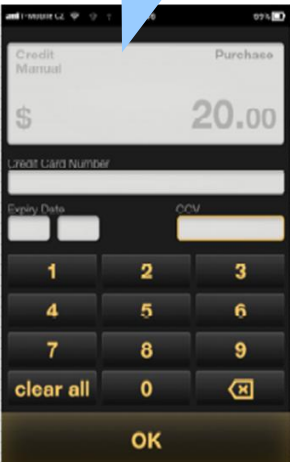
1. From the Card Present screen, either:
 - Tap the card at the top of the Albert device (for transactions which apply for this functionality). Go to step 4.
 - Insert the card in the chip reader at the base of Albert.
 - Swipe the card from left to right along the card reader at the top of Albert.
2. Ask the customer to select the account type by tapping **Cheque**, **Savings**, or **Credit**.
3. The PIN authorisation screen displays. If there is no PIN assigned to the card, tap **Sign** to skip PIN entry and print a receipt for the customer to sign.
4. Ask the customer to enter their PIN using the touch screen keypad, then tap **OK**.
5. Once the payment is accepted, the receipt will display.
6. Tap **Email** or **Print** to give the customer a copy of the receipt, or tap **Finish** for no receipt.



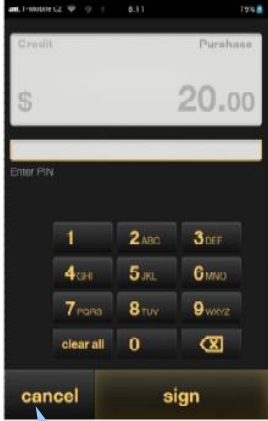
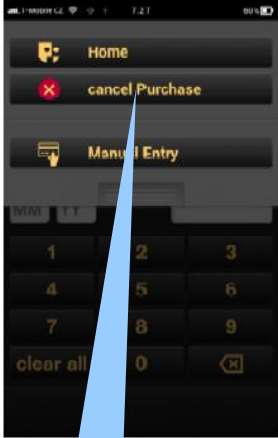
Processing mail or telephone order (MOTO) refunds

| | | |
|---|--|---|
| Purpose | To process refunds to a card where the card isn't available, such as mail or phone refunds. | |
| Process mail or telephone order refunds | <ol style="list-style-type: none"> 1. From the Card Present screen, press the Merchant Context button or swipe down the screen to open the Merchant Context Menu. 2. Tap MOTO to display the MOTO screen. 3. Use the keypad to enter the credit card number then tap Next. 4. Enter the card's expiry date and CCV (if needed), and tap OK. 5. Once the refund is accepted, the receipt will display. 6. Tap Email or Print to give the customer a copy of the receipt, or tap Finish for no receipt. 0. |  |

Processing manual refunds

| | | |
|---|---|---|
| Purpose | To process refunds manually, for example, where there is a problem with the card. | |
| Process refund manually when card will not register | <ol style="list-style-type: none"> 1. From the Card Present screen. Press the Merchant Context button or swipe down the screen to access the Merchant Context Menu. 2. Tap Manual Entry to display the Manual Entry screen. 3. Use the keypad to enter the credit card number then tap Next. 4. Enter the card's expiry date and CCV (if needed), and tap OK. 5. Once the refund is accepted, the receipt will display. 6. Tap Email or Print to give the customer a copy of the receipt, or tap Finish for no receipt. |  |

Cancelling refunds

| Purpose | To prevent a refund you started entering from being processed. | |
|--|--|---|
| <p>Cancel a refund from the PIN entry screen</p> | <ol style="list-style-type: none"> From the PIN entry screen, tap Cancel. You will be returned to the Payment app home screen. |  <p data-bbox="1262 920 1382 994">Cancel button</p> |
| <p>Cancel a refund at card process point</p> | <ol style="list-style-type: none"> Press the Merchant Context button or swipe down the screen to open the Merchant Context Menu. Tap Cancel Refund. You will be returned to the Payment app Purchase screen. |  <p data-bbox="1273 1503 1461 1570">Cancel Refund button</p> |

6. Tips and split bills

Want to add a tip, track tips by staff member, or split a payment between customers? With the Payment and Split Bill apps, it's easy.

In this section:

- Adding tips
- Creating tips reports
- Splitting bills

Adding tips

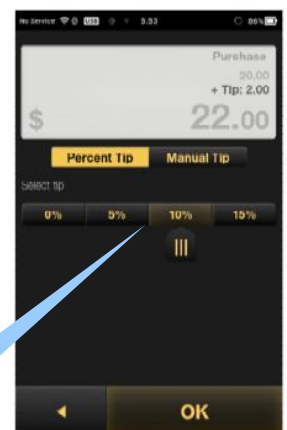
Purpose

To add a tip to a payment, as a percentage or manual amount. You can only add a tip if On-screen tipping is turned on in the Payment app settings. See page xx for details.

Add a tip

1. Enter payment details as usual. See page xx for details.
2. When prompted for a tip, the customer can either:
 - Tap **Percent Tip**, and choose a tip of 0%, 5%, 10% or 15% of the payment amount.
 - Tap **Manual Tip**, then use the keypad to enter the tip amount.
3. Tap **OK** to add the tip to the payment.
4. Process the payment as usual.

Percent Tip buttons



Tips

- If a customer enters a tip that's higher than the purchase amount, the apps assume the amount is the total payment, including a tip.
- Any amount less than the total purchase amount is assumed to be a tip to be added to the purchase.

Creating tips reports

Purpose

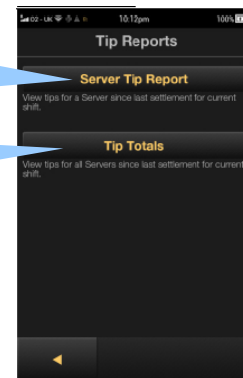
To track tips by staff member or report on total tips. The reports cover current shift tips since last settlement.

Create a tips report

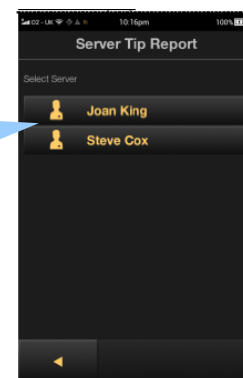
1. Press the **Merchant Context** button or swipe down the screen to open the Merchant Context Menu.
2. Tap **Tip Reports**.
3. Enter the Manager Password, then tap **OK**.
 - To view tips by Server, tap **Server Tip Report**. Then tap the **server name**.
 - To view a total tips report, tap **Tip Totals**.
4. To make a copy of the tips report, tap **Print**.

Server Tip Report button

Tip Totals button



Server names buttons



Print option



Splitting bills

Purpose

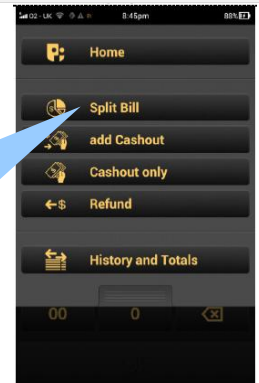
To split payment for a single purchase across multiple payments, for example, when customers share the cost of a meal. You can access the Split Bill app either from the Albert home screen icon, or when entering payment details in Payment App.

Open Split Bill app

- **From the Payment app:** press the **Merchant Context** button or swipe down the screen to open the Merchant Context Menu, then tap **Split Bill**.
- **From the Albert home screen:** tap the **Split Bill** app icon.

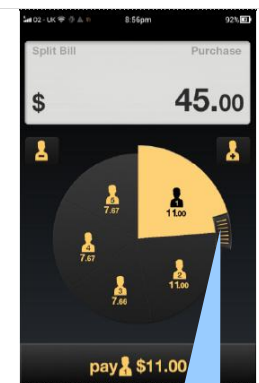


Split Bill via Merchant Context Menu from Payment App



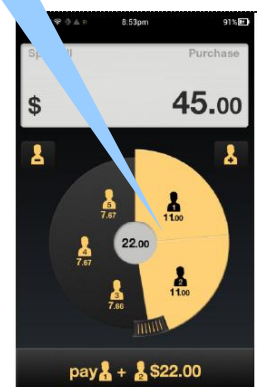
Split a payment

1. Using the keypad, enter the payment amount, then tap **OK**.
2. The Split Bill screen displays with a default setting of two customers.
3. Add or subtract customers as needed by tapping the **+** or **-** buttons (or allow the customer to do so).
4. Adjust the payment amount for each customer by tapping on the dial and swiping to change the value of each portion.
 - To increase the amount, tap a portion and swipe the dial clockwise.
 - To decrease the amount, tap a portion and swipe anti-clockwise.
5. If a customer is paying multiple shares, tap the additional portions to select them. You can view the total and adjust the dial from here.
6. When the amount is correct, tap the payment amount at the bottom of the screen.
7. Tap **Cash Payment** to accept cash, or tap **Card Payment** for processing a card payment.
8. Once the payment is accepted, select the next portion, and process additional payments until the total has been received.



Multiple bills selected

Bill adjustment dial



Tips

- When you change the amount of one share, all the other shares will adjust equally. You can adjust each share individually after you process the payments.
- On-screen tipping is not available for cash payments.
- When tipping is enabled, customers are prompted to enter a tip after selecting their individual payment amount and type (if card payment).
- The minimum amount for Split Bill is \$2.00.

7. Tracking transactions

Create instant reports to help you track your transactions, see your totals, or find a specific payment.

In this section:

- Viewing transactions by date
- Finding a specific transaction
- Creating daily totals reports
- Searching for transactions

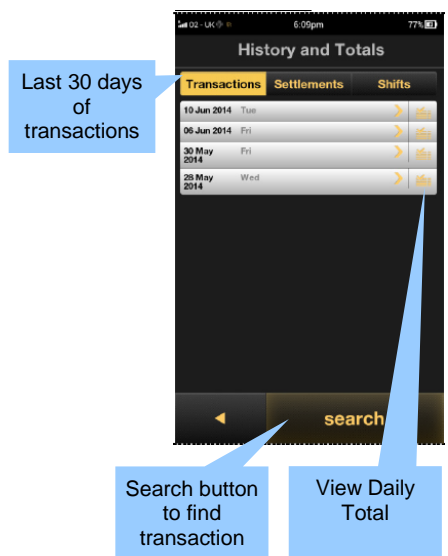
Viewing transactions

Purpose

To view a quick report of transactions.

View a list of transactions

1. Press the **Merchant Context button** or swipe down the screen to open the Merchant Context Menu.
2. Tap **History and Totals**. The Transactions tab displays transactions by date in reverse chronological order.



Tips

- Tap on a transaction in the list to view its receipt on screen. Refunds can be processed from here.
- The list of transactions will provide time, transaction type, card/account type, and amount.
- Icons beside each transaction show the transaction status. A tick indicates the transaction (purchase, refund, or cashout) was successful, a cross indicates a declined transaction, and circular arrows indicate a refund if processed from transaction history.

Creating a daily totals report

| Purpose | To view a list of daily totals over a specified date. |
|---------------------------------------|---|
| Daily totals report for selected date | <ol style="list-style-type: none"> From the Transactions tab, tap the icon next to the date row to display the Daily Totals report. To print, tap Print. To move to a different date: <ul style="list-style-type: none"> Swipe right for future reports. Swipe left for past reports. Tap the Back button to return to the History and Totals screen. |

Daily Total Report for selected date

View Daily Total

Swipe to view future and past Daily Totals

Finding a specific transaction

| Purpose | To find a specific transaction. |
|-----------------------------|--|
| Find a specific transaction | <ol style="list-style-type: none"> From the Transactions tab, tap Search. Tap in the fields to enter the details you wish to search on, including: <ul style="list-style-type: none"> Amount. Enter the transaction value and tap Exact or Approx. Date. Enter the transaction value and tap Exact or Approx. Last 2 digits of card. Enter the last two number on the card used in the transaction. Transaction type. Select the type of transaction from the list. Tap Search. A list of transactions meeting the search criteria displays. Tap the transaction you need, to view its receipt. If needed, tap Print to reprint the receipt, or Email to send the receipt. Tap Finish. |

Transaction search option



Tips

- The list of transactions will provide time, transaction type, card/account type, and amount.
 - To process a refund for a specific transaction, tap the transaction and click **refund**.
 - Icons beside each transaction show the transaction status. A tick indicates the transaction was successful, a cross indicates a declined transaction, and circular arrows indicate a refund if processed from transaction history.
 - Using the **Approx** icon for Amount will show transactions within 20% of the search value. Using the **Approx** icon for Date will show transactions within one day of the search date.
-

8. Tracking shifts

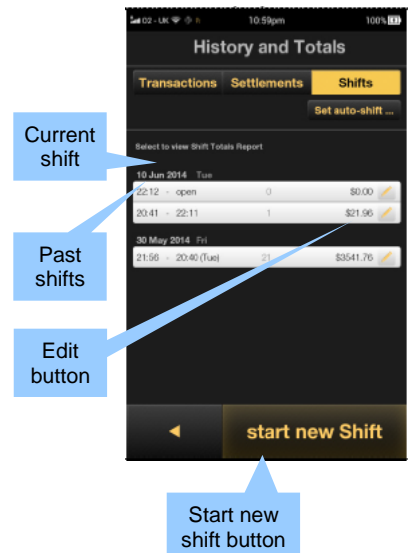
Need to know the total for an individual shift? Find out how.

In this section:

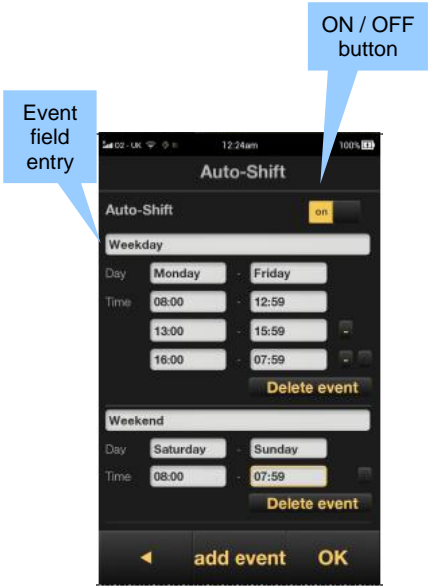
- Viewing shift details
- Entering new shifts

Viewing shift details

| Purpose | To see total transactions for different shifts. |
|--------------------|--|
| View past shifts | <ol style="list-style-type: none"> 1. Press the Merchant Context button or swipe down the screen to open the Merchant Context Menu. 2. Tap History and Totals. 3. Tap Shifts to display a list of shifts and their details, including the date, time, number of transactions, and totals for the shift. You will see most current shift at the top of the list. The end time will appear open until you add a new shift or the next auto-shift begins. 4. To view a specific Shift Report, tap the row. You'll be prompted to enter the Manager Password. 5. Enter the Manager Password and tap OK. The Shift totals report displays a list of totals for each transaction type for the shift. 6. To print the report, tap Print. 7. To view the shift report for a different date: <ul style="list-style-type: none"> ▪ Swipe right for future reports. ▪ Swipe left for past reports. |
| Modify past shifts | <ol style="list-style-type: none"> 1. Tap Edit to adjust the shift period. 2. Tap the input fields to adjust the date and time using the keypad and buttons, then tap OK. |



Entering new shifts

| Purpose | To create a new shift for tracking transactions. You can have multiple shifts within a single settlement period. You can also set up shifts to start and end automatically. | |
|---------------------------|--|--|
| Enter a manual shift | <ol style="list-style-type: none"> From the Shifts tab, tap Start New Shift. You'll be prompted to confirm the start of the shift. Tap Start Shift Now. Your new shift will start immediately. | |
| Create an automatic shift | <ol style="list-style-type: none"> From the Shifts tab, tap Start New Shift. Tap Set auto-shift. In the Auto-Shift screen, tap Auto-Shift bar from OFF to ON. Use the keypad to enter shift details, including: <ul style="list-style-type: none"> Event name. Enter a name for the shift, for example, 'Weekday'. Day. Enter the day range the shift applies to. Enter the times that apply to the shift. Tap the + or – buttons to add times within the shift. Tap Add Event to add multiple events, or tap Delete Event to delete. Tap OK when you have finished entering all events. The Shifts screen will show the next set shift period at the top of the screen. |  |
| Tips | <ul style="list-style-type: none"> Use 24-hour time to enter shift times. Shifts will change automatically. If starting a shift early, tap Start New Shift. Confirm that the next shift period is starting by tapping Start Shift Now. To change your auto-shift selections, tap Personalise then edit shift details as needed. | |

9. Settlement

Perform manual settlement to your business account, or view cumulative totals for the open settlement period.

In this section:

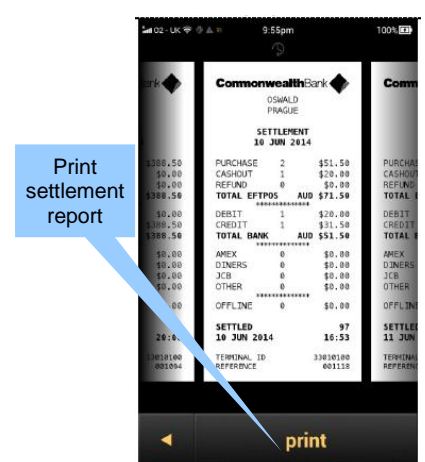
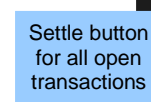
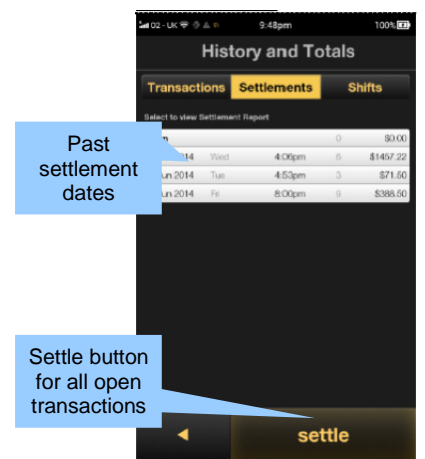
- Viewing settlement history
- Perform manual settlements

Viewing settlement history

| Purpose | To see the cumulative totals for the current open settlement period, or settlement reports for other closed periods. |
|---------|--|
|---------|--|

View past settlements

1. Press the **Merchant Context** button or 2 finger swipe down the screen to open the Merchant Context Menu.
2. Tap **History and Totals**.
3. Tap **Settlements** to open a list of settlements for the device, including date, time, number of transactions and total settlement amount.
4. The Open row shows the cumulative totals for the open settlement period.
5. To view a specific Settlement Report, tap the row.
6. Tap **Print** to print the report.
7. To move to a different date:
 - Swipe right for future reports.
 - Swipe left for past reports.
8. Tap the **Back** button to return to the History and Totals screen.



Tip To view the cumulative total since the last settlement, without settling, tap **Open**.



Entering manual settlements

Purpose

To manually transfer the day's takings for settlement to your business account. If you don't do this within 24 hours since the last settlement, Albert will automatically perform settlement for you.

Perform a manual settlement

1. From the Settlements tab, tap **Settle** to settle all open transactions.
The settlement report for the period displays.
2. Tap **Print** to print a record.

Tips

Only one settlement is allowed in a 24-hour period. Settlement will fail if you have already settled within the past 24 hours.



Need help?

We're here to assist — whenever you need us.

Help with Albert,
App bank and
CBA Apps

1800 230 177

Commonwealth Bank Business Service Centre
24 hours a day, 7 days a week

Help with third party
apps

1. On Albert, tap the App bank app, or visit piappbank.com.au.
 2. Select **Apps**, then search the relevant app name. Click into the app to see **App Details** and expand **Support** to see the contact details for the responsible developer.
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