

Alipay & WeChat Pay Mobil APP User Guide



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1. Introduction

Planet Pay is the Planet's mobile app that Planet's merchant can use to accept Alipay and WeChat Pay transactions.

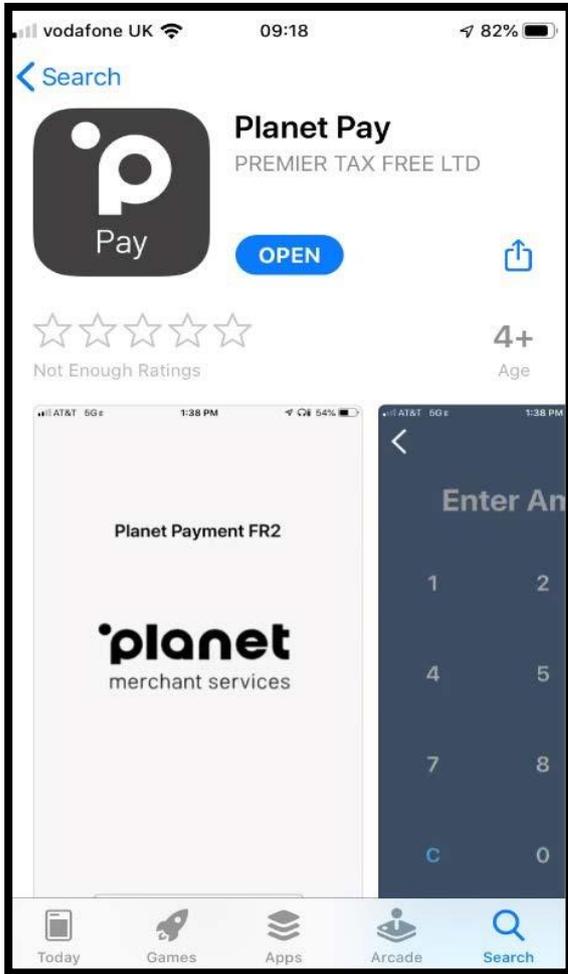
2. App availability

- The Planet Pay app is currently available for iOS (both iPhones & iPad) and Android.
- The minimum iOS version is 9.0
- The minimum Android version is KitKat 4.4

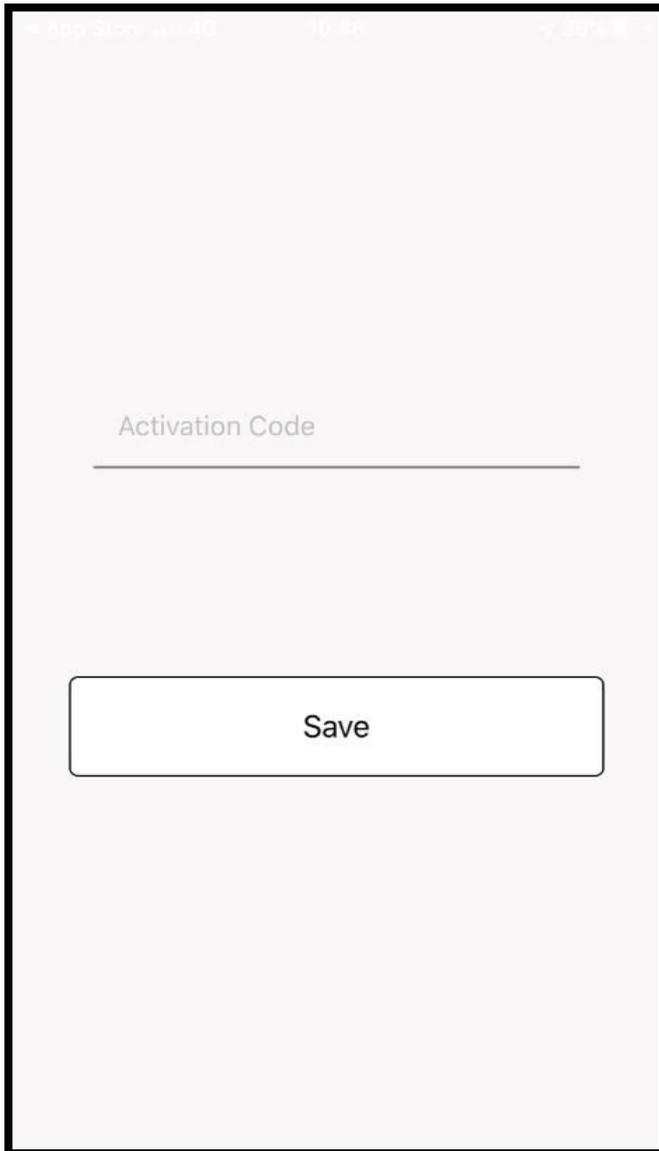
3. App installation

This paragraph describes the installation on iOS/Android devices.

1. Search for the “Planet Pay” on the App Store (Google Play for Android). It should appear under the following logo:



2. Install the application
3. Launch the application. It will show the following screen:

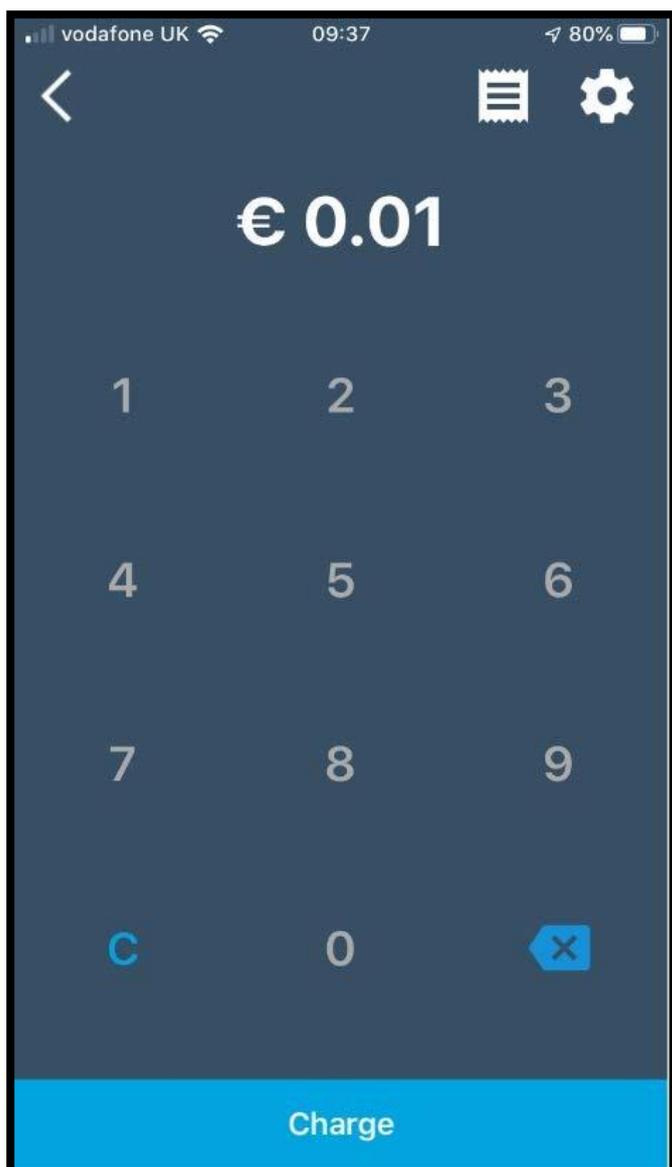


4. Enter the Token provided by Planet Merchant Services in field 'Activation Code'.
IMPORTANT: The token is a one-time token that can't be installed on more than one device. Once activated on a specific device, it can't be re-used, neither on another device or on the same device. If you need to re-install the app on the same device and reactivate it, please contact your Planet support.
5. Click on Save. The terminal should then accept the code and display the following Home Screen:



If you get a token activation error, please contact your local Planet technical support.

6. Click on "CLICK TO BEGIN". The app will take you to the main payment page (see below):



The application is now successfully installed.

Before using it, you may need to change some configuration parameters. We will explain how to do this in the following paragraph.

PS; If you are retailer, please don't forget to disable the TIP functionality, unless you need it (see paragraph below).

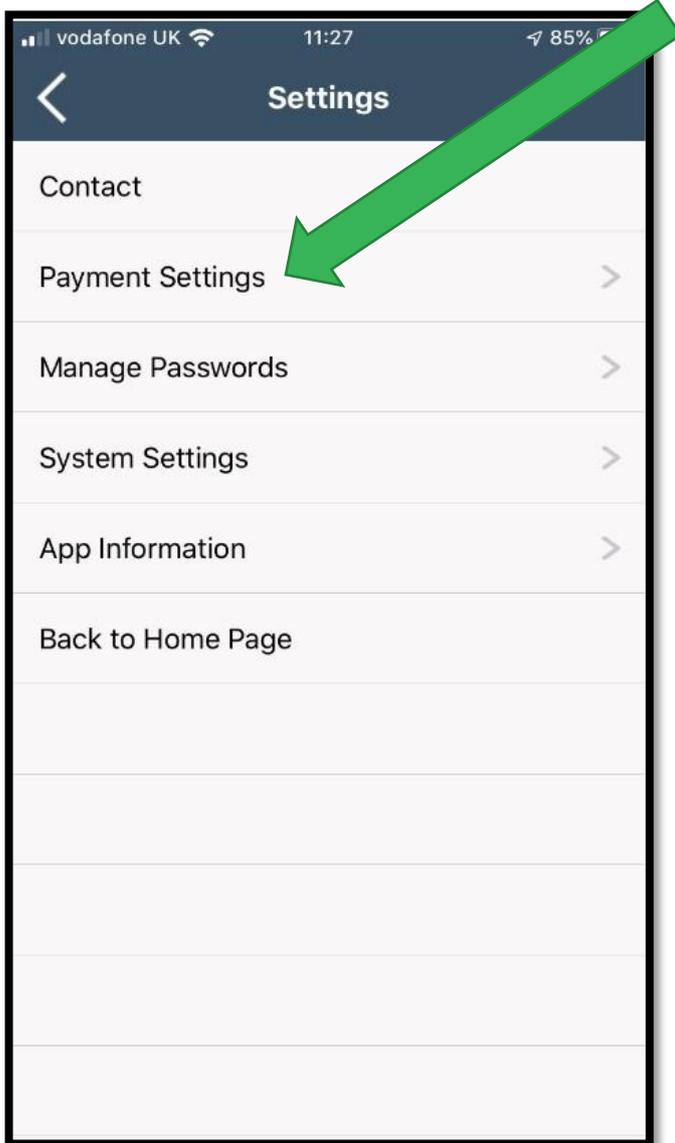


4. App configuration

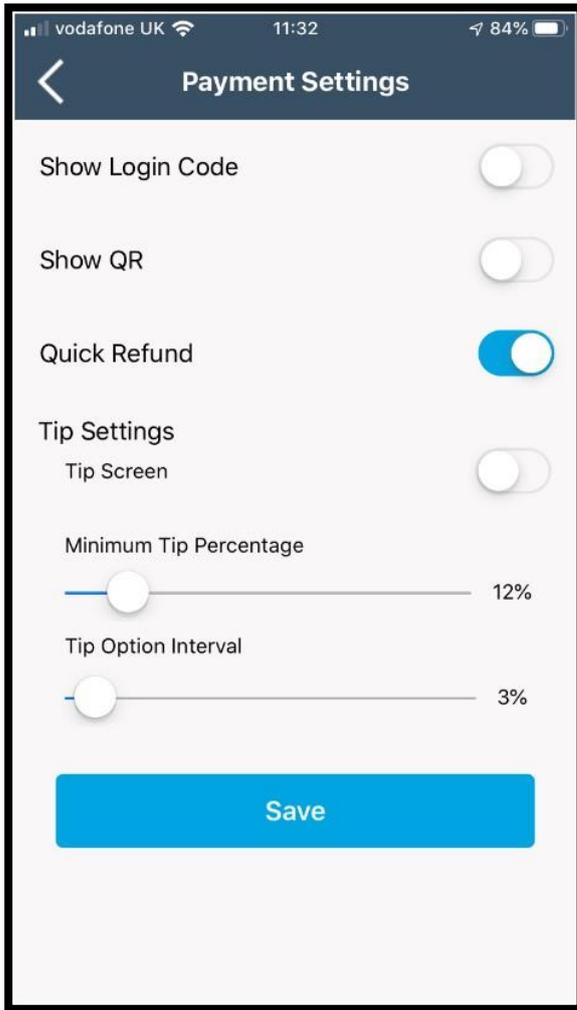
1. Click on the setting “Wheel” icon showing in the upper right corner of the main payment page



2. On the page that appears, click on “Payment Settings”



3. This will take you to the page where you can change the Payment Settings parameters:



4. On this page, you can change the following parameters
 - a. Show Login Code. Default value: Disabled. Please leave this functionality disabled.
 - b. Show QR: Default value Disabled. Please leave this functionality disabled.
 - c. Quick Refund. Enabled by default. This allows refunds to be processed from the app. Disable this functionality if you do not wish to enable refunds to be processed from the app. Please refer to “refunding a transaction” section for further info on both options
 - d. TIP screen: Default value: enabled. When enabled, you can specify the minimum proposed tip percentage (default 15%) and the interval added for the other tip values proposed by the application (default 3%).
If you are installing the application for a retailer, you will probably want to disable it. So please ensure you check this point.

Please ensure you click on “Save” to save the changes.
5. After the changes are saved, click on the left arrow (upper left corner of the page) to go back to the main payment page.



5. Manage Passwords

The merchant can enable password protection for the following functionality:

- Manager Password – This protects system settings
- Refund Password – This protects refund functionality
- Login Password – This protects the login access from the main screen

The screenshot shows a mobile app interface for managing passwords. At the top, there is a dark blue header with a back arrow on the left and the title 'Manage Passwords' in the center. Below the header, there are three text input fields, each with a label above it: 'Manager Password', 'Refund Password', and 'Login Password'. At the bottom of the form, there is a white rectangular button with the text 'Save' centered on it. The status bar at the top of the phone shows 'vodafone UK 4G', '11:20', and '33%' battery.

Please note that all passwords are saved locally on the app and can't be retrieved by Planet if lost.

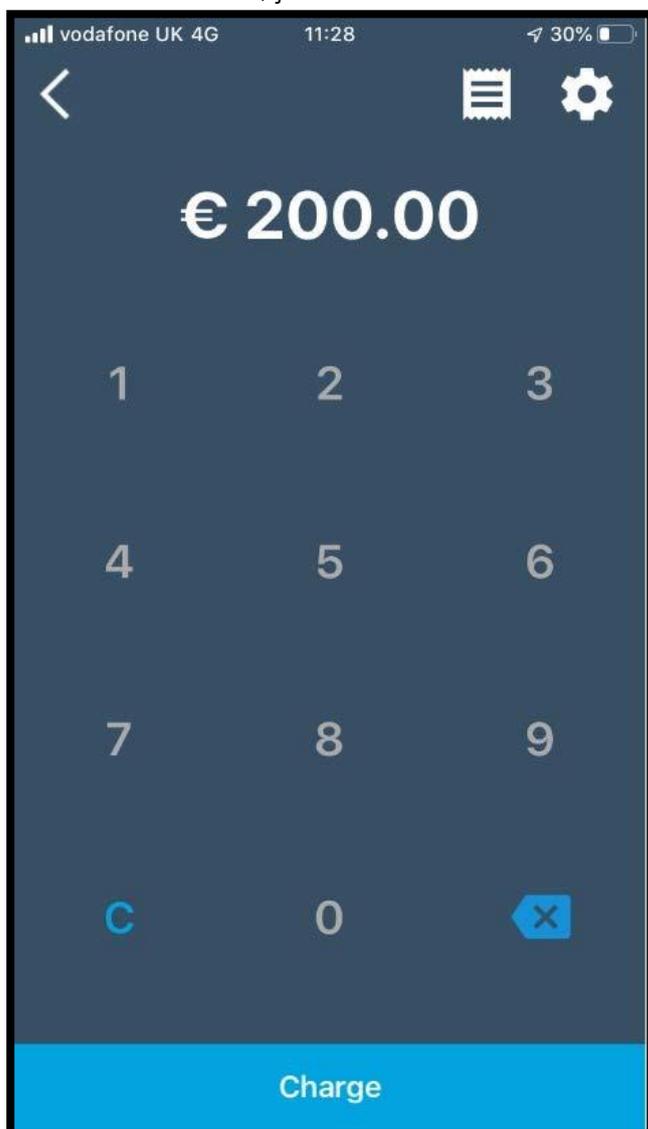
6. Performing a payment

The application is configured by default to scan the QR Code of the tourist's wallet. Please make sure you keep this setup.



To perform a payment, please follow the following instructions:

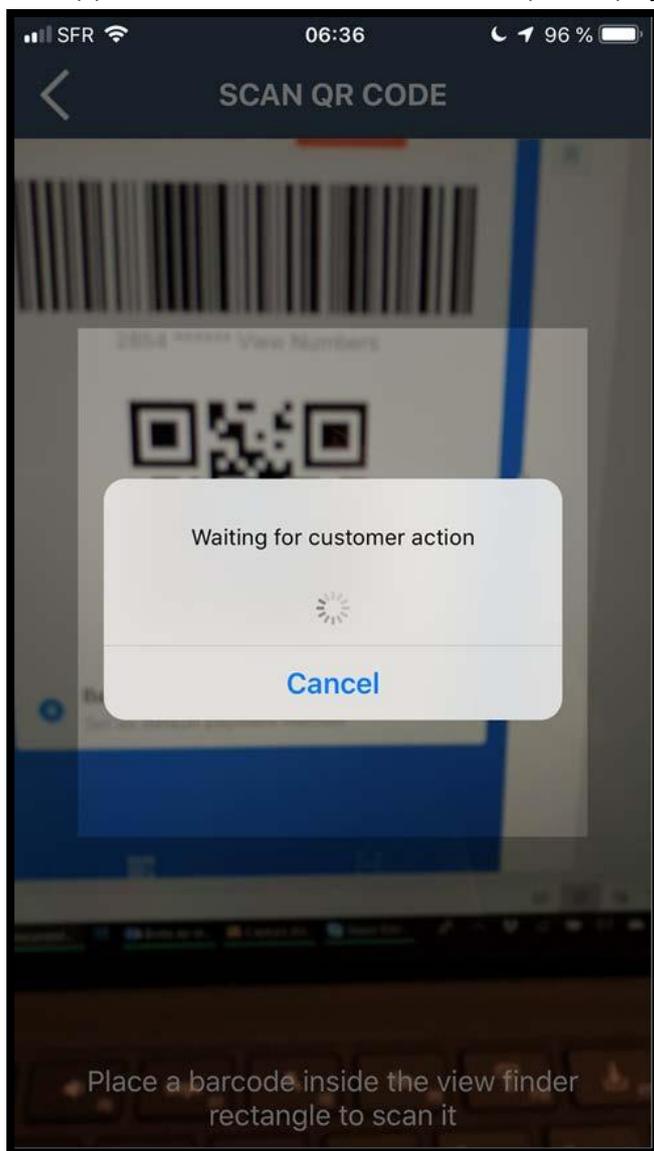
1. On the main payment page, enter the payment amount. The main keyboard does not have a decimal separator, so just enter the amount as if it is in cents. Example: to enter an amount of €200, just enter 20000:



2. Click on “Charge” (bottom of the previous page)
3. If this is the first time you’re executing a payment on this app, a message will appear asking to enable the app to access to the Camera. Click on OK.
4. The app will launch the Camera
5. Scan the Tourist QR Code



6. The app will wait for the tourist to accept the payment on his phone:

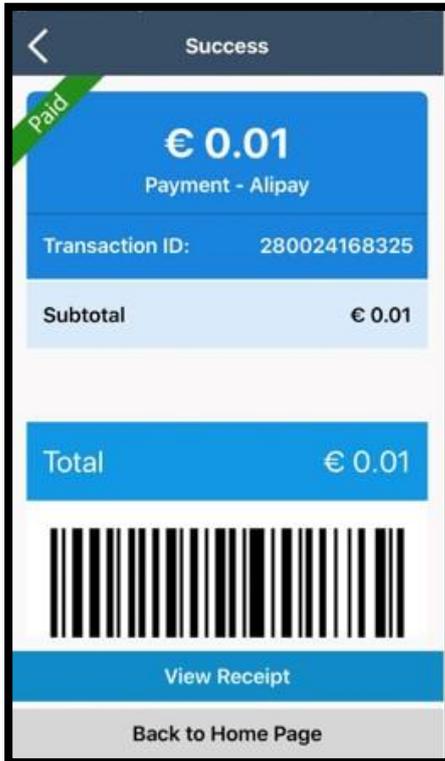


Please don't hit the Cancel button before the payment ends.

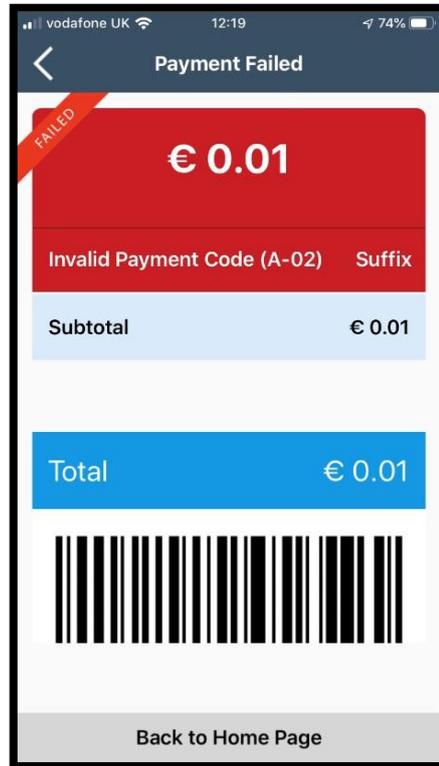
7. At the end of the payment, the app will confirm if the payment succeeded or failed:



Successful Payment



Failed Payment



If a payment fails, there could be a number of reasons, please refer to the user error message and the associated error code. For example, A-02 shown above, each error code will have its own associated reason to the failure.



8. To view the receipt, click on 'View Receipt' at the bottom of the screen above. To print the receipt to a connected air print enabled printer, select the icon below:

Receipt Example



The receipt can be viewed on-screen or physically printed to a connected air print printer.

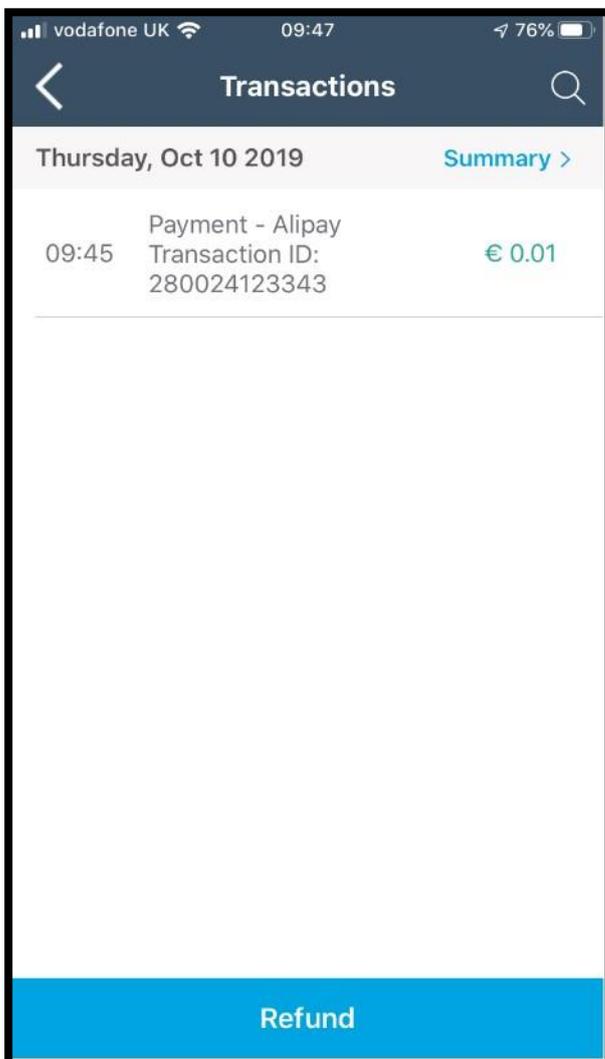
7. Checking transactions history

If you have a doubt about the last payment, or if you want to check the history of transactions made on this device, following these instructions:

1. From the main payment page, click on the "Journal" icon appearing on the top left corner



2. This will display a history of transactions performed by the merchant. Transactions with a negative amount denote refunds.





8. Refunding a transaction

Important Note:

In order to refund a transaction, the merchant's daily balance, e.g. (the total sales) minus (the total refunds) processed by the merchant during the day should be higher than the requested refund amount. Otherwise, the merchant will get an error stating that "Refund amount being greater than today's overall payment", or "Over Allowed Amount", or a similar error message.

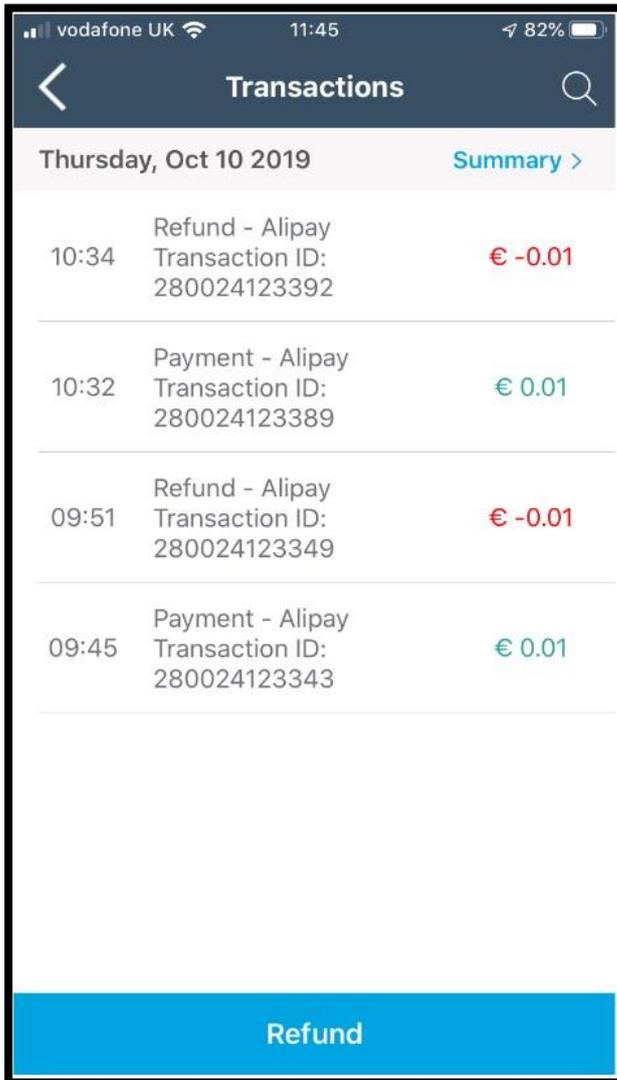
The merchant's daily balance is reset every day at 00:00 Chinese Time (6hPM CET in summer time, 5hPM CET in winter time). Therefore, we recommend the merchant to always process refunds before the Chinese cutoff time. After this, the merchant's daily balance is reset as the funds are transferred to the merchant, and the merchant will need to wait again until he would have processed enough sales to cover the refund.

If the refund query is urgent, we recommend the merchant to contact his Planet technical support.



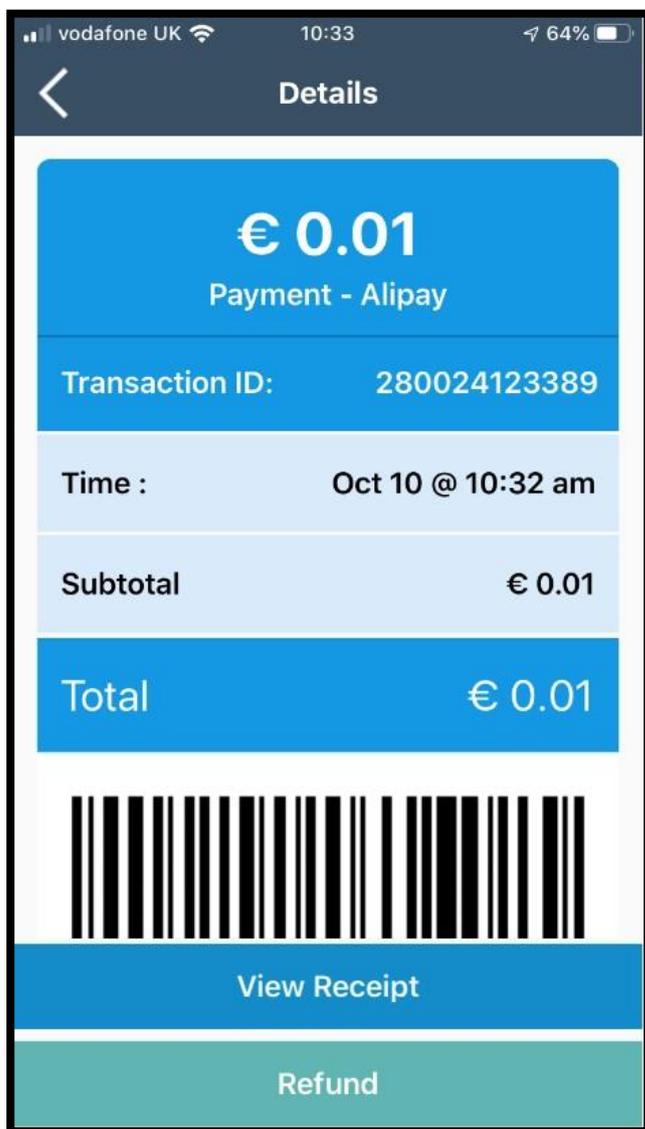
There are 2 ways to refund a transaction.

- 1 Default Refund Option. If the cardholder has the payment transaction receipt, you can scan the QR Code of the payment transaction receipt. To do this, click on the “Refund” button showing at the end of the transaction history page (see below) and then scan the receipt of the payment transaction.

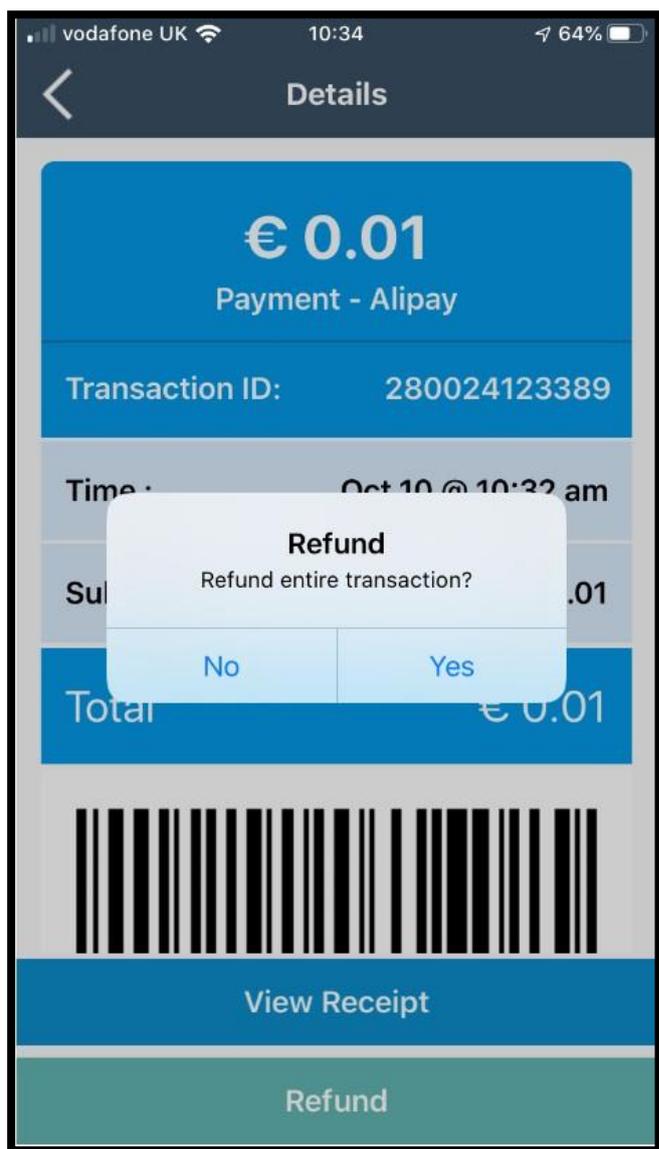




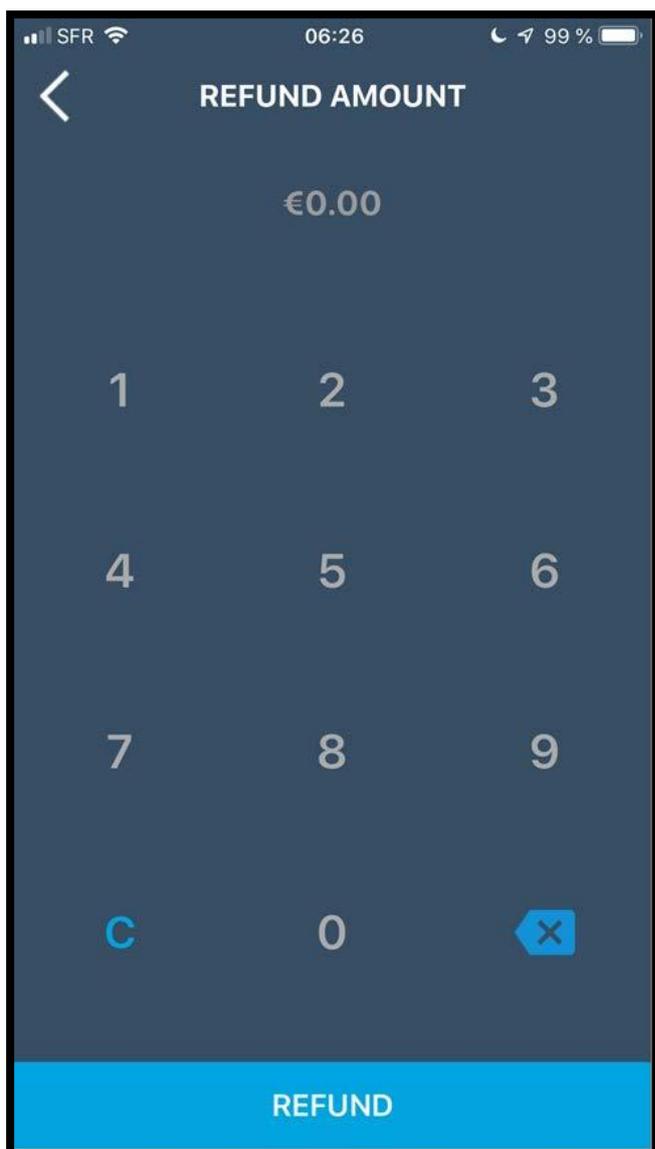
- 2 Quick Refund Option (ensure quick refund is enabled within payment settings), you can click on the details of a specific “Transactions History”, this will display the details of this transaction.



- 3 Click on the “Refund” button. This will ask you if you want to refund the entire transaction:

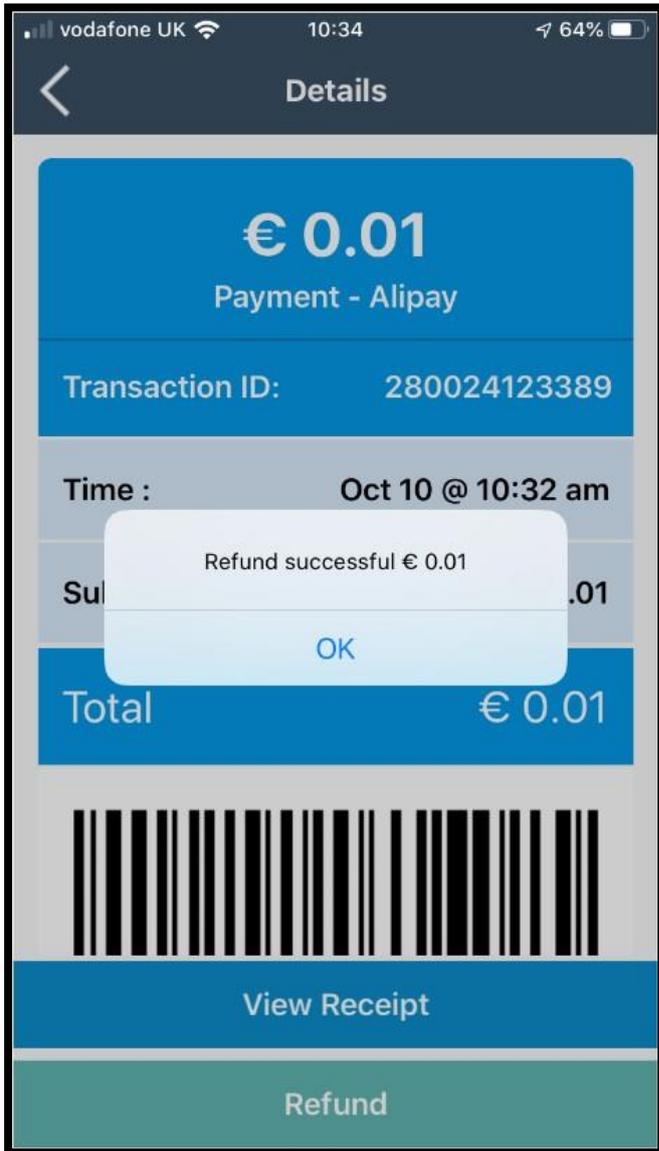


- 4 To refund the entire transaction, click on “Yes”. To do a partial refund, click on “No” and then enter the amount of the transaction you want to refund.



Note: The total amount of refunds related to a specific transaction can't exceed the amount of the original transaction

- 5 After entering the amount, press the “REFUND” button. The app will process the refund and display the confirmation:



- 6 The receipt can be viewed on-screen or physically printed to a connected air print enabled printer. Click on the icon here to select the printer,





9. Contact us



Need help?

If you have a technical issue or need support troubleshooting, please check the relevant portal for assistance.

Our Global Support Team will be glad to help.

Visit www.weareplanet.com/support

Disclaimer:

The procedures included in the document are only valid for brand new terminals. Terminals used beforehand may behave differently.