| FPS Payment Suite
Starter Guide

| 轉數快收款方案

入門指南

HKT POS App

HKT Business App

Version 1.2

Table of Contents 目錄

A. Product Introduction 產品介紹

1. Tap & Go and FPS Merchant Portal 拍住賞及轉數快商戶報表

The Merchant Portal aims to provide a one-stop platform to not only view your business transaction made from all types of payment methods, but also to serve the following functions:

(1) Refunds of transaction (within 30 calendar days)
(2) Manage and edit users
(3) Manage and edit shops
(4) Billing QR Generator
(5) Download SDKs

2. HKT QR Code HKT 二維碼

HKT QR Code supports Tap & Go and FPS, and can be used in the physical or online store, which displays a FPS ID and a merchant static QR Code.

HKT 二維碼支援拍住賞及轉數快,

3. HKT POS App 賬戶啟動
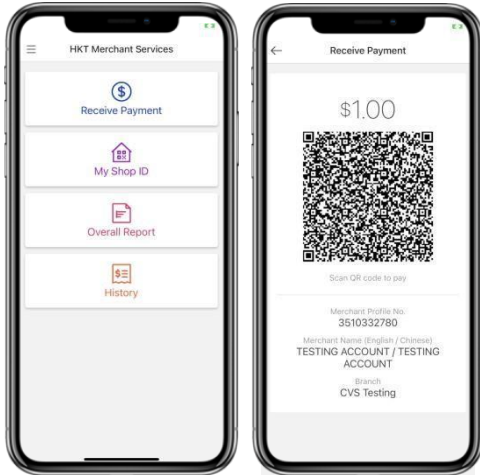
Make Tap & Go and FPS payments in your mobile device. Once your account is activated, you can log into your POS app to make payment and view transactions made from your account.

隨時隨地於流動裝置接受拍住賞及轉數快交易。當戶口被啟動，你可以登入 POS 應用程式作交易及查看於相應的戶口作的交易。

4. HKT Business App 賬戶啟動

View all your transactions from your mobile device and receive instant notifications from your app.

於流動裝置查看所有交易❹即時於應用程式內收取交易通知。

B. Account Activation and Login 賬戶啟動及登入

1. Account Activation 賬戶啟動
    i. When your account is ready, an invitation email with the title, *Invitation of using merchant portal* will be sent to you. Activate your account by clicking the link in the invitation email to set up your account

> **Invitation of using merchant portal**
>
> noreply@tapngo.com.hk
>
> Sent:
>
> To:
>
> ---
>
> Dear valued merchant (customer),
>
> Thank you for becoming a Tap & Go merchant.
> To logon to the merchant portal, confirm your consent by clicking the link below and set up the account.
>
> https://merchant.hktmerchantservices.com/merchant-portal/#/login
>
> Regards,
> Tap & Go Administration Team
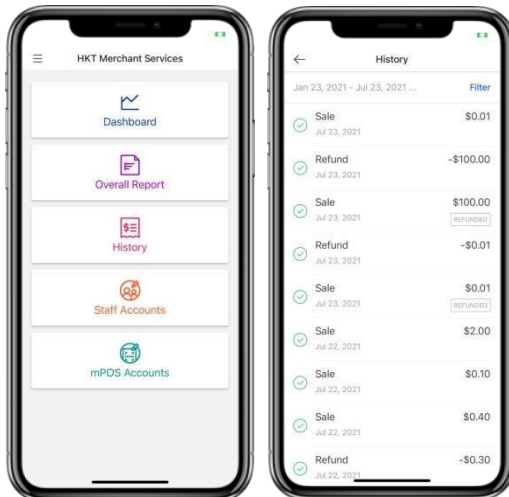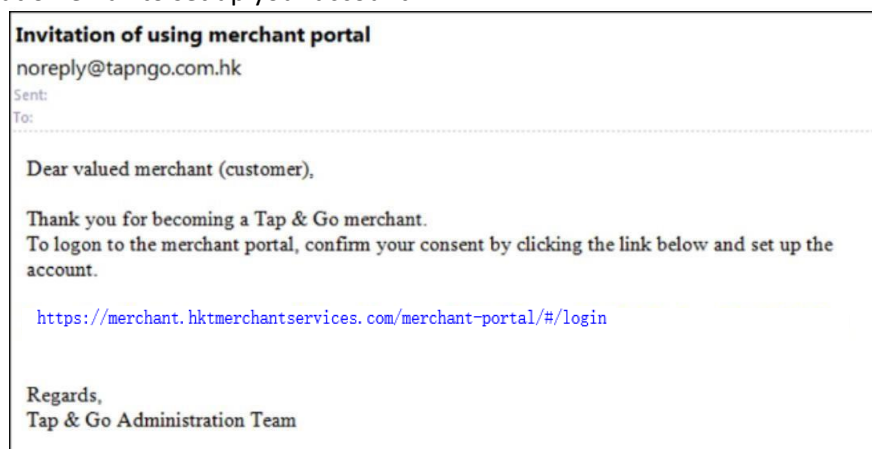
    ii. Register with the below information:
    - Display name
    - Mobile number
    - Password (8 digits or more, combined by at least 3 elements as below)
        - Uppercase character (i.e. A – Z)
        - Lowercase character (i.e. a – z)
        - Numeric character (i.e. 0-9)
        - Special character (i.e. ~!@#$%^&*())
    - One-time-password via SMS (to mobile phone number registered prior in the application form)
    iii. Activation success

    i. 點擊邀請電郵：Invitation of using merchant portal 上之連結以啟動你的賬戶
    ii. 輸入以下資料進行註冊：
    - 顯示名稱
    - 手提電話號碼
    - 密碼（8 個字元或以上，包含以下最少三項元素）
        - 大寫字母（i.e. A – Z）
        - 小寫字母（i.e. a – z）
        - 數字（i.e. 0-9）
   - 特殊符號（i.e. ~!@#$%^&*()）
    - 一次性密碼（短訊）
    iii. 啟動成功

2. Login 登入

    i.   Enter your registered email and password at
https://merchant.hktmerchantservices.com/merchant-portal/#/login

    ii.   Click "I'm not a robot", pass the reCAPTCHA verification and login

    iii.   (If you cannot see the "I'm not a robot" dialogue box, please press Ctrl + F5 /Command + F5 to clean cache and hard reload the webpage)

    iv.   Choose merchant profile you want to view (All merchant profiles registered under same the login account will be shown here)

    v.   Click "Confirm"

    i.   於 https://merchant.hktmerchantservices.com/merchant-portal/#/login，輸入已註冊之電郵地址及密碼

    ii.   剔選「I'm not a robot」，通過reCAPTCHA 驗證然後登入

    iii.   （如果你未能看見「I'm not a robot」對話框，請按 Ctrl + F5 / Command + F5

    iv.   清理緩存及強制重啓網頁）

    v.   登入後，請選擇你要查看的商戶檔案

    vi.   （所有以同一電郵註冊的商戶賬戶將一同顯示）

3. Forget Password 忘記密碼

    i.   Select "Forget Password" on the login page

    ii.   Enter your registered email

    iii.   You will receive an email for reset password, click on the link to reset password

    i.   在登入版面中選擇"Forget Password"

    ii.   輸入已登記之電郵

    iii.   你會收到一封重設密碼的電郵，點擊附上的連結❹重新設定密碼

C. **Payment Methods** 付款方式
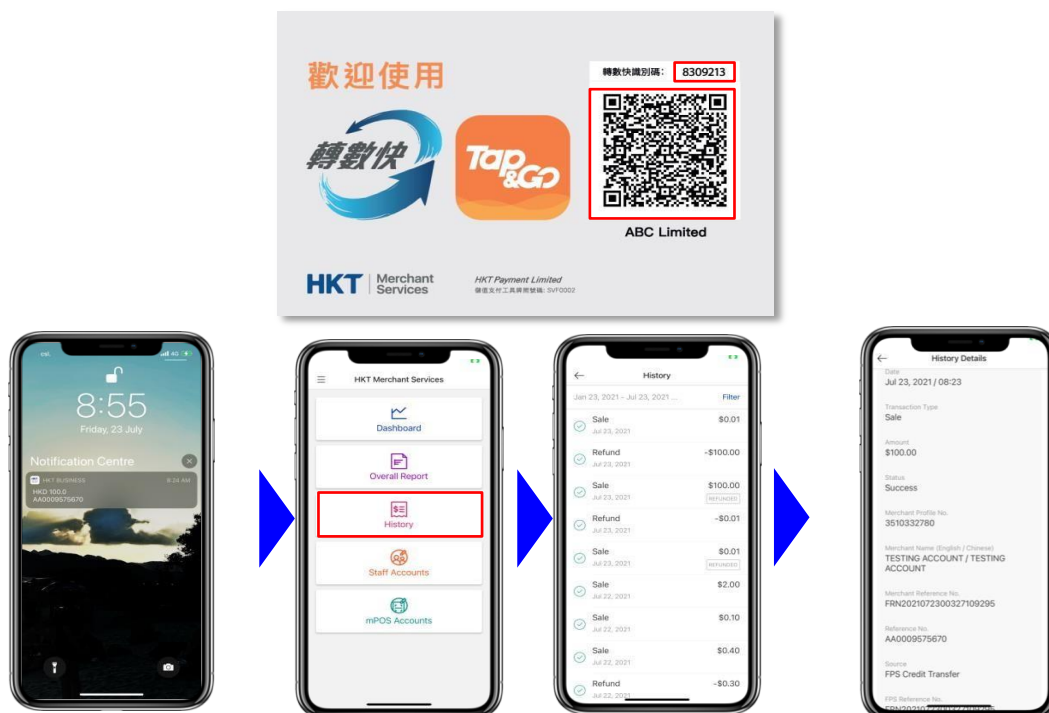
1. Payment via FPS ID 轉數快識別碼收款

   1. Share your FPS ID and Bill Reference Number (less than 25 characters and alphanumeric) with customers

   2. Have customer input the FPS ID, Bill Reference Number and transaction amount via wallets and banking apps

   3. Receive "Payment Success" notification via Business App

   1. 分享轉數快識別碼和賬單編號(少於 25 個字母及數字)給客戶

   2. 讓客戶透過手機銀包和銀行應用程式輸入識別碼,賬單編號和交易金額

   3. 通過商戶應用程式收到「交易成功」通知

2. Payment via QR Code 二維碼收款

   2. Present your QR Code to your customers

   3. Have customer scan the QR code and transaction amount via wallets and banking apps

   4. Receive "Payment Success" notification via Business App

   1. 展示二維碼給客戶

   2. 讓客戶透過手機錢包和銀行應用程式掃描二維碼❹輸入交易金額

   3. 通過商戶應用程式收到「交易成功」通知

3. HKT POS App HKT POS 應用程式

1. Select "Receive Payment" on POS App

2. Input the transaction amount to generate a QR Code

3. Have customer scan the QR code and transaction amount via wallets and banking apps

4. Receive "Payment Success" notification via Business App

1. 於 POS 應用程式選擇「收取款項」

2. 輸入交易金額以產生二維碼

3. 讓客戶透過手機錢包和銀行應用程式掃描二維碼

4. 通過商戶應用程式收到「交易成功」通知
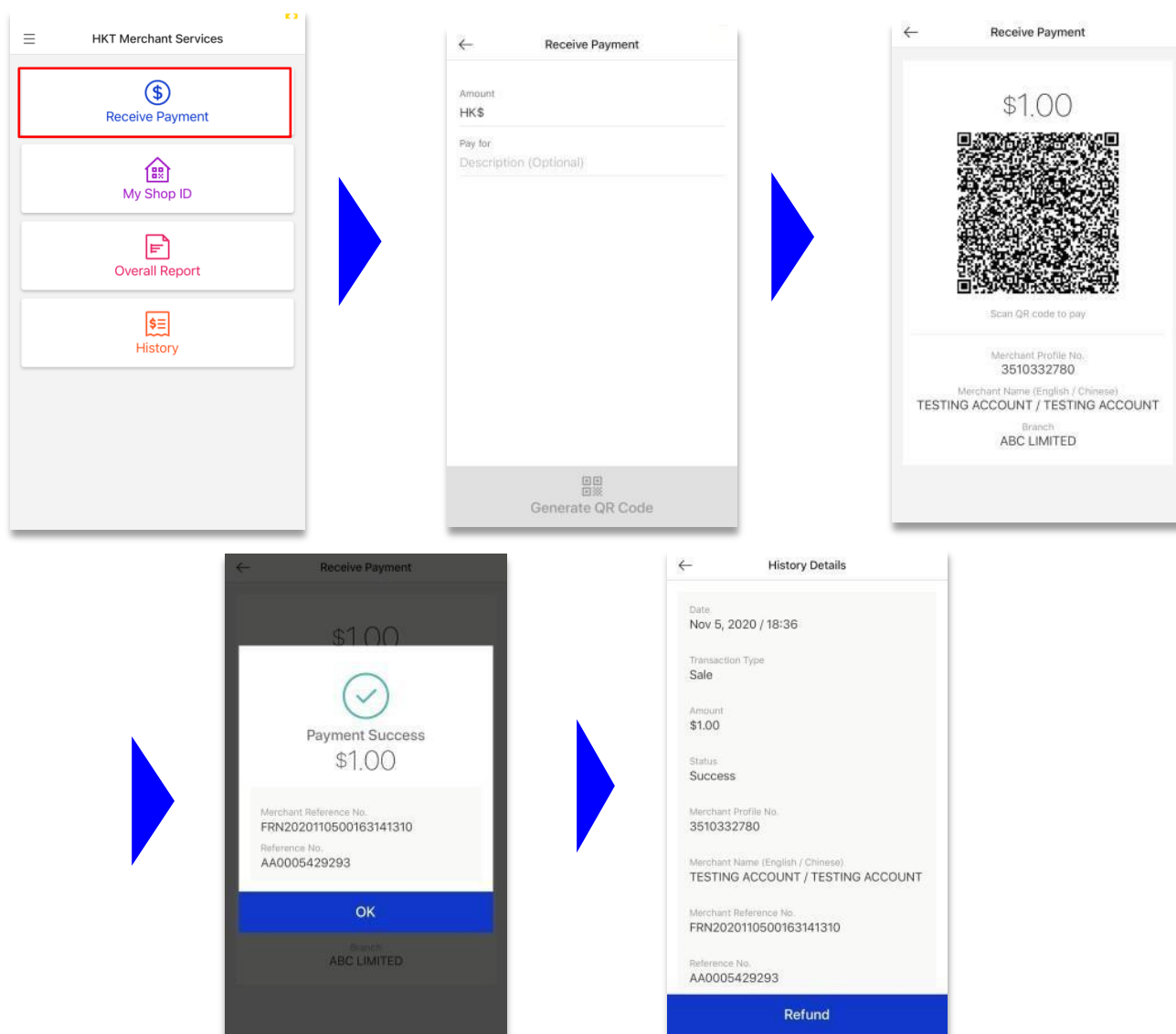
4. Billing QR 賬單收款

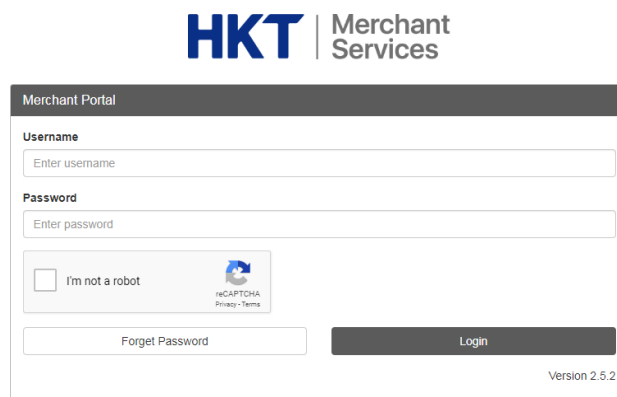Customize each customer's QR code for their bill payments and more.

自定每個客戶的二維碼來收取他們的賬單收款或更多。

1. Log in https://merchant.hktmerchantservices.com/merchant-portal/#/login with your registered email address	1. 以登記電郵地址登入 https://merchant.hktmerchantservices.com/merchant-portal/#/login

2. Select "Billing QR Generator" on Merchant portal	2. 登入商戶網上報表❹選擇「Billing QR Generator」
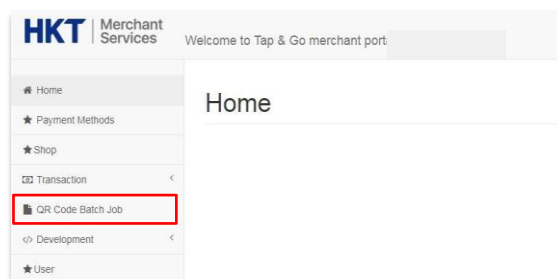
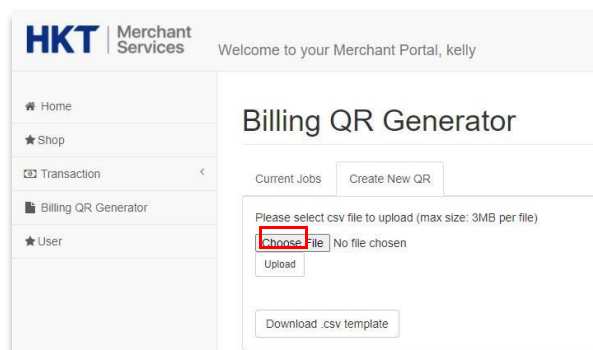|	
3. Select "Create New Job" and download template and input the respective customers' bill number and bill amounts	3. 選擇"Create New Job"❹下載樣板及輸入各客戶的賬單號碼及賬單金額
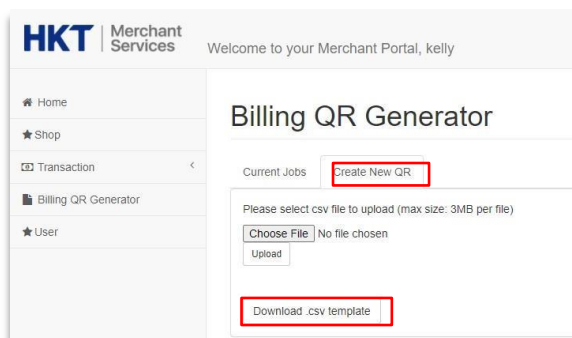
4. Upload the revised csv document to Merchant Portal and QR Codes can be downloaded in a zip file

4. 上載修改的 csv 文件至網上商戶平台
   ❹下載 zip 檔內的二維碼

5. Have customer scan the QR code and transaction amount via wallets and banking apps

5. 讓商戶透過手機錢包和銀行應用程式掃描二維碼

6. Reconcile bill payments with Merchant Portal "Transaction History"

6. 在網上商戶平台-「Transaction History」中根據賬戶號碼查核賬單交易

D. View Transactions 檢視交易

1. Merchant Portal 商戶報表

Based on your user role (please refer to E) and assigned shops, you will be able to see the related transactions.

根據你的用戶權限（請參考）及被分配的商鋪，你可以於商戶報表檢視有關交易。

Search by the below configurators:

透過以下搜索以參數進行搜索：

Merchant Trade Number	商戶交易編號
Payment Method	收款方法

- mPOS (Smart POS)（智能 POS）
- Payment App (HKT POS App)（HKT POS 應用程式）
- Other Transaction 其它交易

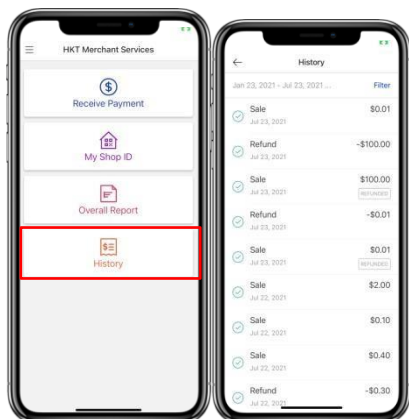| Shops	分店
Trade Status	交易狀態
Transaction Date	交易日期

i. Click "Show" to apply filter and show the transaction history
ii. Click "Download" to export in CSV format

i. 點擊"Show" 套用篩選條件❹顯示交易記錄
ii. 點擊"Download" 匯出 CSV 格式的報告

2. HKT POS App HKT POS 應用程式

Via HKT POS app, user can view transactions made in their POS app account.

透過 HKT POS 應用程式，用戶只可檢視於他們 HKT POS 應用程式戶口做的交易。

i. Select "Overall Report" to see all transactions in a day per shop.

ii. Select "History" to see all transactions between the selected period.

i. 選擇"Overall Report"來檢視每日每個商鋪做的交易

ii. 選擇"History" 來檢視選擇時段內的所有交易

3. HKT Business App HKT 商戶應用程式

Based on your user role (please refer to E) and assigned shops, you will be able to see the related transactions.

根據你的用戶權限（請參考）及被分配的商鋪，你可以於 HKT 商戶應用程式檢視有關交易。

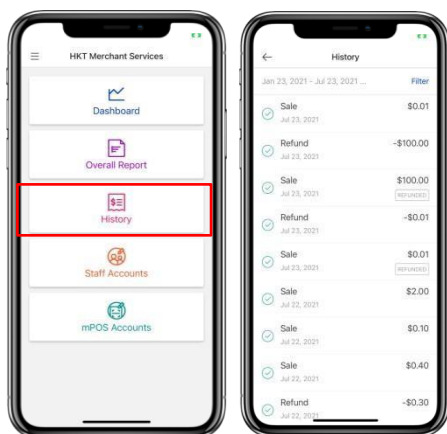i. Select "Dashboard" to see all transactions in a time range.

ii. Select "Overall Report" to see all transactions in a day per shop.

iii. Select "History" to see all transactions between the selected period.

iv. Select "Staff Accounts' to manage and add users in your merchant account.

i. 選擇"Dashboard"來檢視時段內的所有交易

ii. 選擇"Overall Report"來檢視每日每個商鋪做的交易

iii. 選擇"History" 來檢視選擇時段內的所有交易

iv. 選擇"Staff Accounts" 來管理及添加你商戶戶口內的用戶

E. Refund 退款

Refunds can be done in Merchant Portal, POS App and offline via email and hotline. Only full refunds can be accepted and no transaction fee will be charged for same day refunds.

退款可於網上商戶平台，POS 應用程式及透過電郵和熱綫提交。我們只接受全額退款及於同日退款的交易豁免交易費。

1. Merchant Portal 網上商戶平台

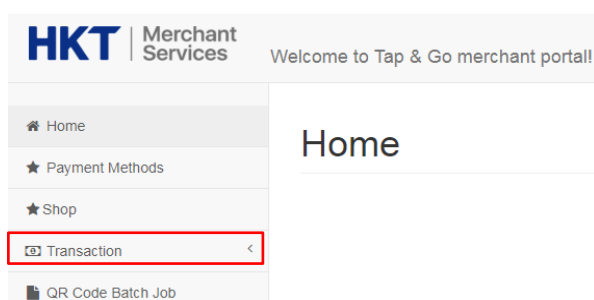   (The refund function on Merchant Portal is only applicable to transactions made within 30 calendar days)

   (商戶平台的退款功能只適用於 30 曆日內完成的交易）

   1. Select "Transaction"

   1. 選擇"Transaction"

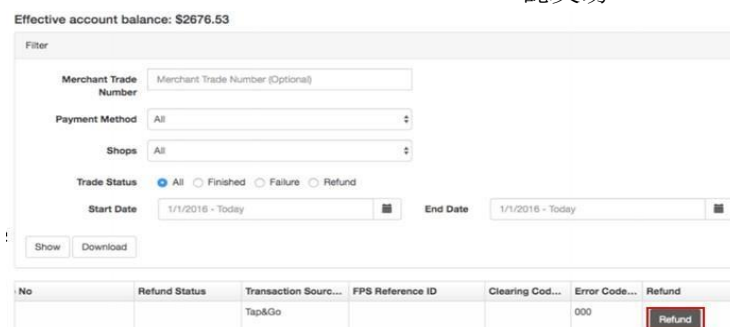
   2. Select the corresponding transaction

   2. 選擇有關交易

   3. Scroll to the last row and click "Refund"

   3. 拉至最後一行及點擊「Refund」❹確認交易

   4. Transaction will be refunded in the next funding

   4. 交易會於下一次結算退款

2. HKT POS App HKT POS 應用程式

1. Select "History"	1. 選擇"History"
2. Select the corresponding transaction	2. 選擇有關交易
3. Confirm Refund	3. 確認退款
4. Transaction will be refunded in the next funding	4. 交易會於下一次結算退款
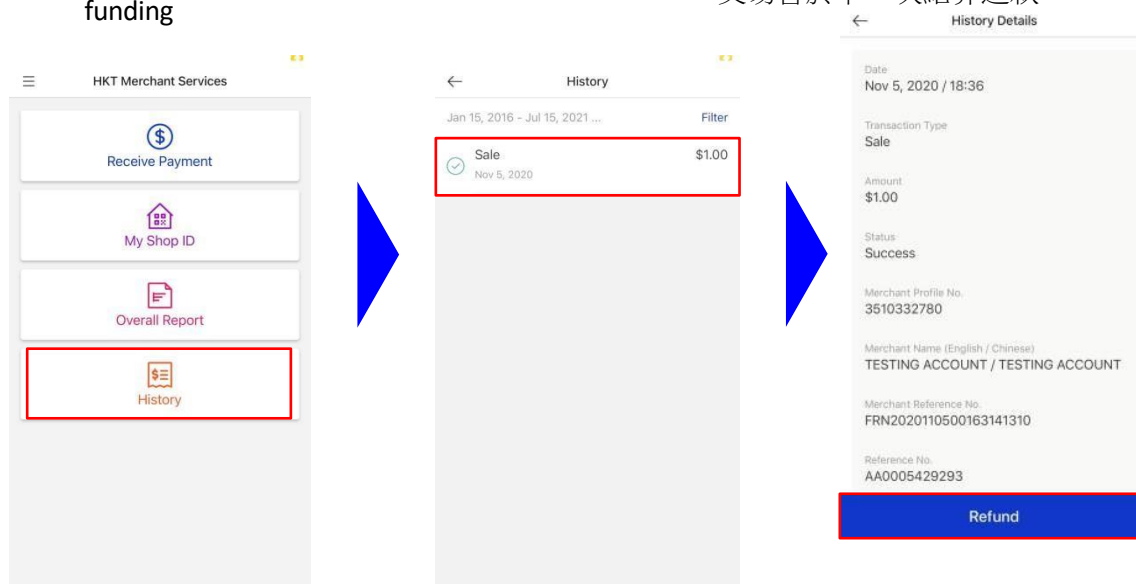
3. Alternative Refund Methods 其他退款方式

If the transaction has to be refunded after 30 calendar days, refund has to be done offline via the following channels.

    i.   Hotline: 2888 3388
    ii.   Email: hktmerchantservices@pccw.com
    iii.   Contact your Account Manager for refund

如交易需於 30 曆日後作退款，退款需透過以下綫下方式處理：

    i.   熱綫： 2888 3388
    ii.   電郵：hktmerchantservices@pccw.com
    iii.   聯絡你的客戶經理作退款

F. Other Functions and Features in Merchant Portal 其他商戶報表的功能與特點

1. Shop 店鋪
   - Shop and POS Management
     分店及POS 管理

2. Transaction 交易
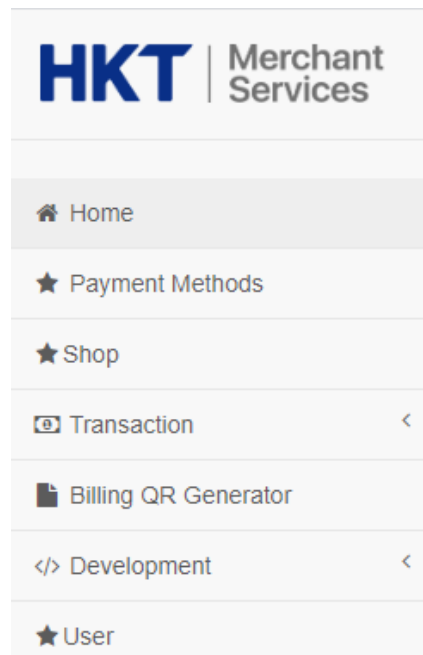   - Transaction History
     交易記錄
   - Transaction Refund
     交易退款

3. Billing QR Generator 賬單二維碼生成器
   - Billing QR Generation
     產生賬單二維碼
   - Billing QR Transaction History
     賬單二維碼記錄

4. Development 開發

5. User 用戶

1. Shop & Smart POS Management 商店及管理智能 POS
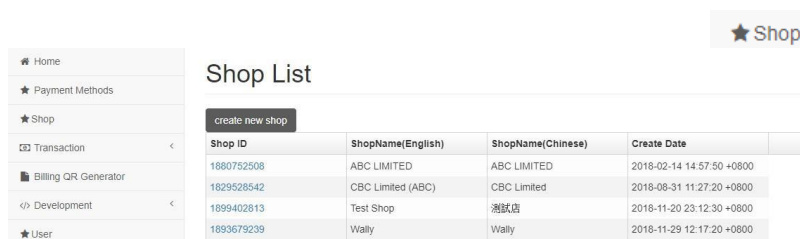
   - Select to manage one of the shops from the "Shop List"
   - 在「Shop List」中選擇其中一間分店進行管理

Four tabs for each shop:

每間商店均有 4 個分頁：

Shop Profile 分店資料	To manage your basic shop detail 管理基本分店資料
Shop Owner 店主資料	To manage different involved individuals in the shop 管理分店的不同有關人員
Transaction 交易記錄	To manage FPS / Tap & Go transactions (see **D.1 View Transactions- Merchant Portal**) 管理轉數快/ 拍住賞交易（詳見 **3a. 交易紀錄**）
POS	To manage Smart POS / HKT POS App 管理智能POS / HKT POS 應用程式

PIN (Device / App Login)	Set/ Reset
密碼（裝置/ 應用程式登入）	設置/ 重新設定
Block (Device / App)	Block/ Unblock
封鎖（裝置/ 應用程式）	封鎖/ 解封
Refund PIN	Set/ Reset
退款 PIN	設置/ 重新設定
Refund function	Block/ Unblock
退款功能	封鎖/ 解封

2. Create a New Shop 開啓新店

1. You may create sub-shop profiles under "Shop" if there are multiple shops you would like to attribute under your account to be accessed via the HKT POS App.

1. 如需要於一個戶口內立入多間分店❹於 HKT POS 應用程式內登入，請選擇"Shop" 內的分店簡介。

2. To set up a new shop, fill in the English and Chinese shop names under "Create Shop". The address lines are optional field.

2. 要加入新店鋪，於"Create Shop"內填入分店的英文及中文名稱。地址可選擇性填寫。

3. Development 開發

    i. Download the SDKs below:

        下載以下軟體開發套件：

        - iOS SDK
        - Android SDK
        - Ionic SDK
        - React Native SDK
        - Sample code

    ii. Download the development documents below:

        下載以下文件：

        - Tap & Go Payment Integration Specification (applicable to FPS & Tap & Go)
        - 拍住賞支付整合規格完成整合（適用於轉數快及拍住賞）

4. User 用戶

• Invite new users	• 邀請新用戶
• Remove existing users	• 移除現有用戶
• Edit role of users	• 編輯用戶身份

Permission of the user roles 用戶身份權限

	HKT Merchant Portal	HKT POS App	HKT Business App
Admin 管理員 (Default 預設)	• Invite, remove and manage all levels of user • Manage all Smart POS / HKT POS App • View all transaction history • Access Billing QR Generator • Download SDKs and development documents • 邀請、移除及管理所有級別的用戶 • 管理所有智能 POS / HKT POS 應用程式 • 查看所有交易記錄 • 使用賬單二維碼產生器 • 下載軟體開發套件及開發文件	• Generate QR in all shops • Refund for all shops • 產生所有店鋪的二維碼 • 為所有店鋪退款	• View transactions from all shops • 檢視所有店鋪的交易
Shop Manager 分店經理	• Invite Supervisor and Staff • Manage Smart POS / HKT POS App of the • shop • View transaction history of the shop • Access Billing QR Generator of the shop • 邀請主管及員工 • 管理分店的智能 POS / HKT POS 應用程式 • 查看分店交易記錄	• Generate QR in assigned shop only • Refund in assigned shop only • 產生指定店鋪的二維碼 • 為指定店鋪退款	• View transactions from assigned shop • 檢視指定店鋪的交易
Supervisor 主管	• Manage Smart POS / HKT POS App of the assigned shop • View transaction history of the assigned shop • Access Billing QR Generator of the assigned shop • 管理分店的智能 POS / HKT POS 應用程式 • 查看分店交易記錄	• Generate QR in assigned shop only • 產生指定店鋪的二維碼	• No Access • 沒有權限

Staff 員工	• Manage Smart POS / HKT POS App of the assigned shop • View transaction history of the assigned shop • Access Billing QR Generator of the assigned shop • 管理分店的智能 POS / HKT POS 應用程式 • 查看分店交易記錄	• Generate QR in assigned shop only • 產生指定店鋪的二維碼	• No Access • 沒有權限
Developer 開發人員	• Access Billing QR Generator • Download SDKs and development documents • 使用賬單二維碼產生器 • 下載軟體開發套件及開發文件	• No Access • 沒有權限	• No Access • 沒有權限
Customer Service 客戶服務	• View all transaction history • No refund function • 查看分店交易記錄 • 沒有退款功能	• No Access • 沒有權限	• No Access • 沒有權限

G. Appendix - 附錄

<u>Payment Method</u> 收款方法
(Applicable to FPS / Tap & Go online payment integration)
（適用於轉數快/ 拍住賞網上支付整合）

Payment Method	
Payment Method Type	WEB_APP
Payment Method ID	1191354826
Display Name On Wallet(English)	TESTING ACCOUNT
Display Name On Wallet(Chinese)	TESTING ACCOUNT
Merchant ID	265959315
Environment	PROD
Allowed IP(Remark)	* (null)
Create Time	2020-01-20 15:28:57 +0800
API Key	+XN2pd6O1kkKsQhI2wVCFntS1tGOag+7B4u88hTzh9p8coJWTgZboql/t6bNAC5/L3w/ε Copy
Public Key	MIICIjANBgkqhkiG9w0BAQEFAAOCAg8AMIICCgKCAgEAjUIrHwwmofP5DanXhwiDFC Copy

- Select and copy the "API Key" and "Public Key", and complete the integration using the **Tap & Go Payment Integration Specification** (see **4. Development**)

- 選擇❹複制「API Key」及「Public Key」，❹利用**拍住賞支付整合規格**完成整合
  （詳見 **4. 開發**）