Smart Hospitality

App User Guide

Can

Accessibility on Smart Hospitality

This Smart Hospitality app is designed in accordance with the WCAG 2.0 and CommBank accessibility guidelines.

All text elements are AA and AAA colour contrast compliant and the app has a TalkBack feature can be activated via the settings.

The PSDK payment screen accessibility features can also be enabled during a transaction by pressing the accessibility button on the right hand side of the terminal (this button has a raised dot to identify it) This shortcut is enabled during the PSDK setup flow.

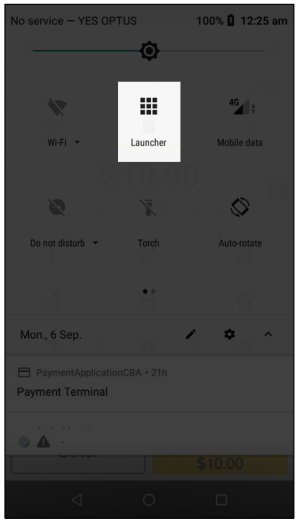


In this guide

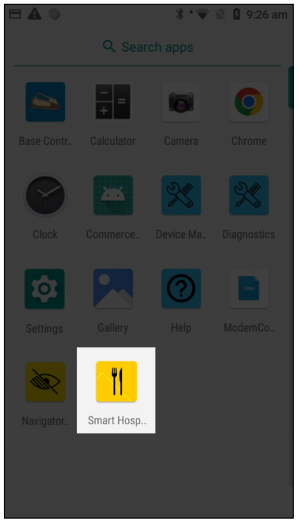
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Application startup

1. Pull down the terminal menu and tap on the **Launcher** icon (9 dots)
2. Tap on the Smart Hospitality icon to open the app
3. A splash screen will be displayed while application is loading the device settings
4. Tap **Get started.** Smart Hospitality will connect your Merchant ID and Terminal ID as well as find your venue name.



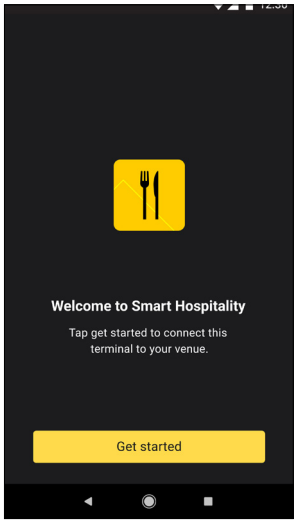
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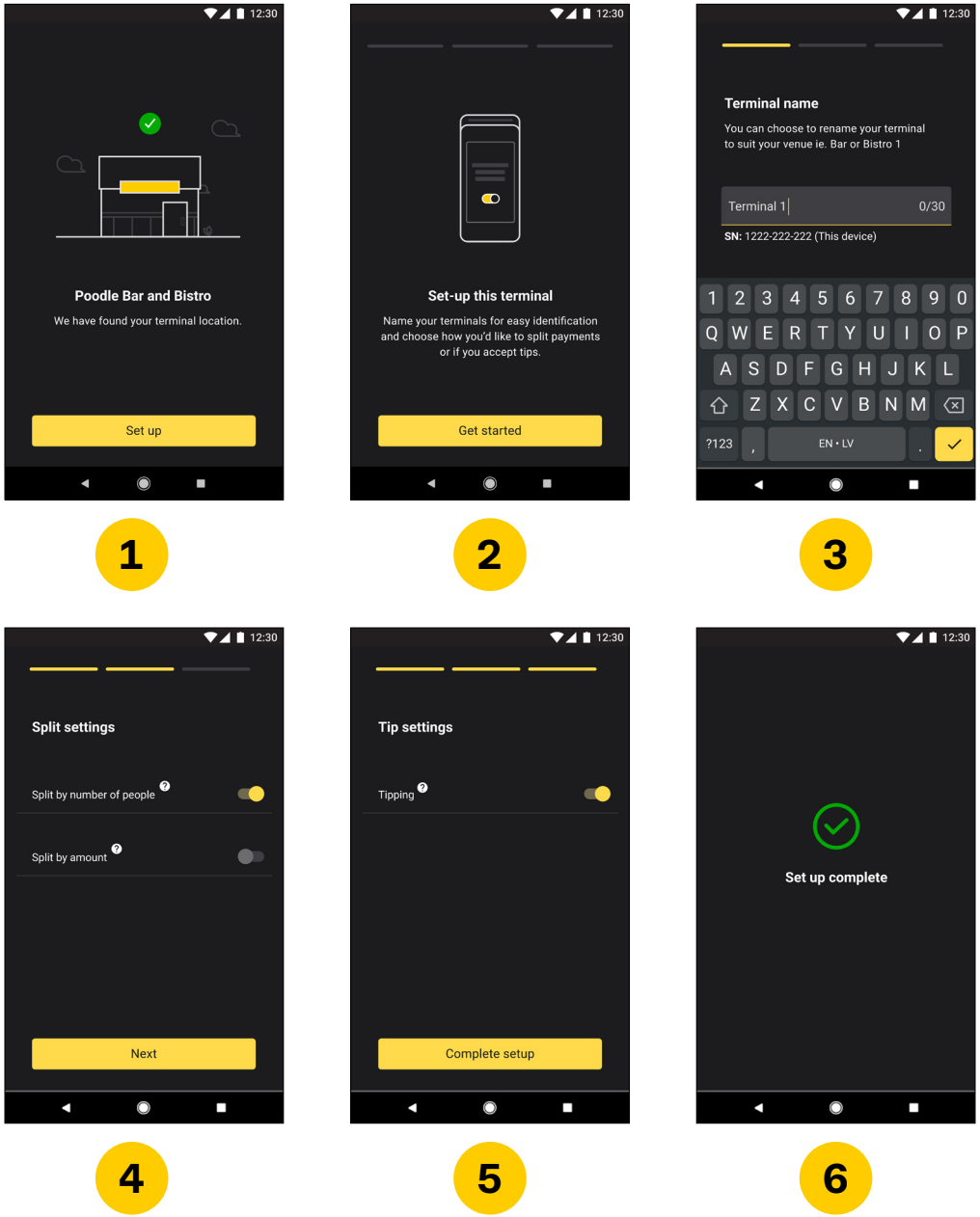
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Setting up your terminal

1. Tap **Set up**
2. Tap **Get started**
3. The default name will be ‘Terminal #’ but you can change the terminal name to suit your venue (e.g. Bar1 or Bistro)
4. Toggle the features that you would like to have on your terminal then select **Next** You can find out more about each feature by tapping on the ‘?’ icon
5. Tipping is active by default. Use the toggle to disable tipping on this terminal if not required, then select **Complete setup**
6. The set up complete screen will show for a few seconds before taking the user to the enter amount screen

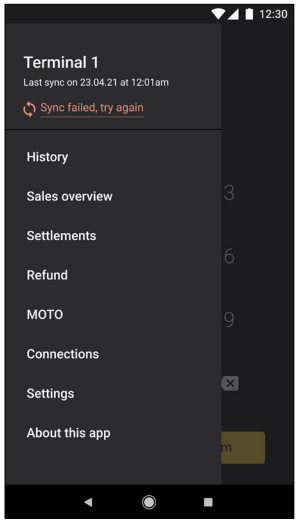


Setting up your POS connection

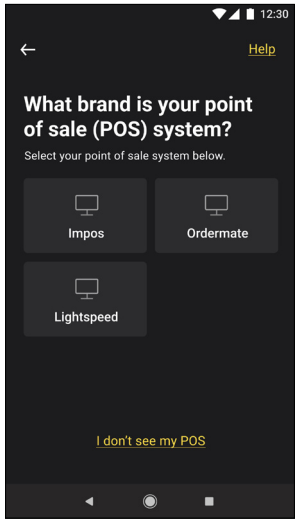
1. Tap on **Connections**
2. Select your POS system
3. Tap **Get connection link**
4. Select if you would like to set up using an email link or QR code

5a. If using email link, enter your email address and tap on **Send connection link**. You will be sent an email with a link to complete your POS connection.

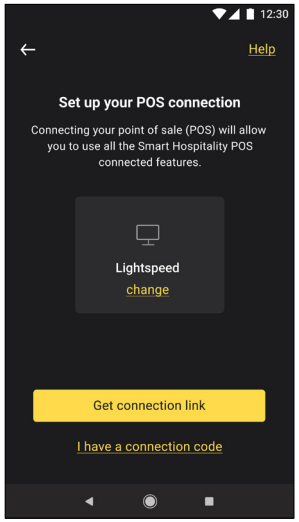
5b. If using QR code, tap on **Generate connection link** and scan the QR code. You will be navigated to a page to complete your POS connection.



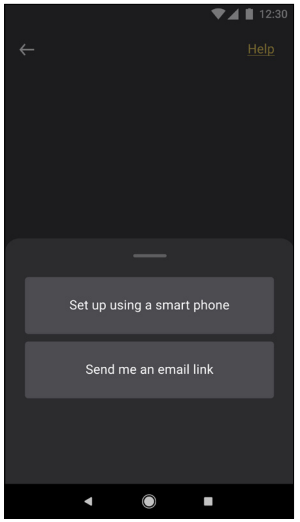
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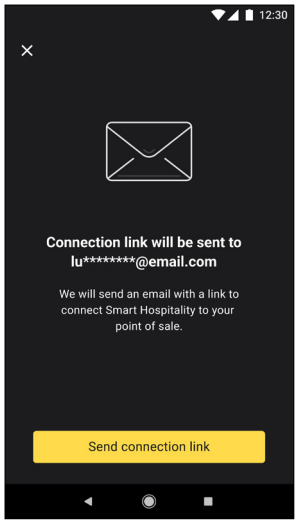
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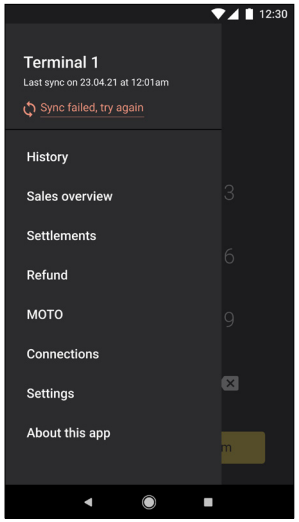
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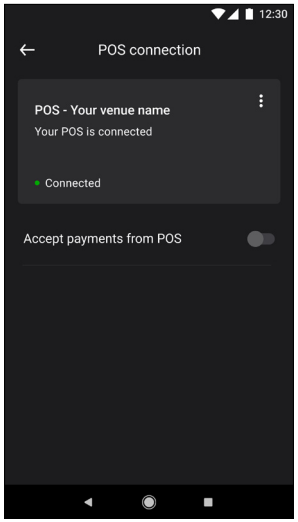
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Setting up POS payments

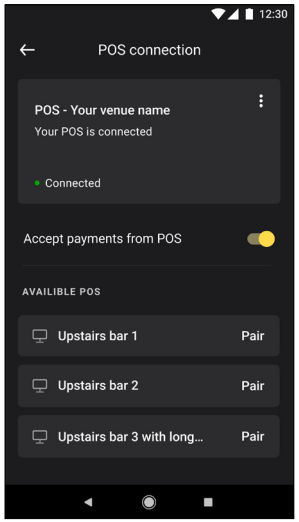
1. Tap on **Connections**
2. Tap on **Accept payments from POS**
3. Tap on the POS terminal you would like to pair with the Smart Hospitality app
4. When pairing is successful you will see this message and the status next to the POS terminal will change to Paired



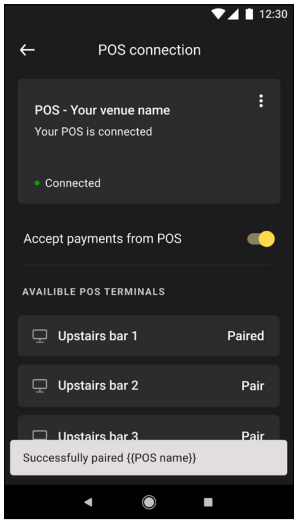
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Settings

Kiosk mode

You can set the Smart Hospitality app as your default app so that on completion of the transaction it returns to the app home screen displaying **Enter amount.**

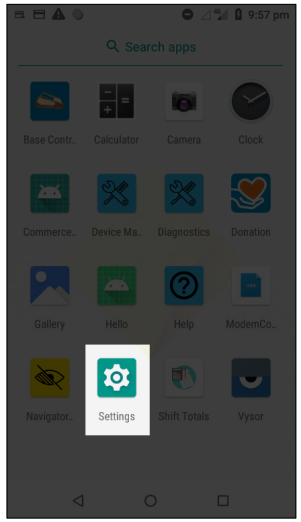
To set as default:

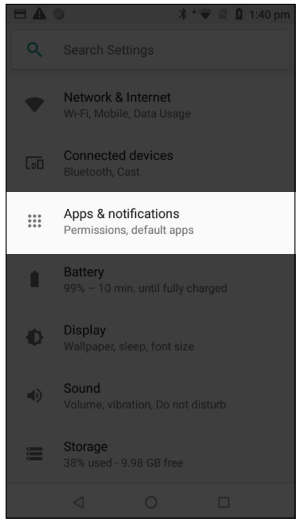
1. Navigate to the **Launcher** menu and tap on the **Settings** icon
2. Tap on **Apps & notifications**
3. Tap on **Advanced**
4. Tap on **Default apps**
5. Tap on **Home app**
6. Select **Smart Hospitality**

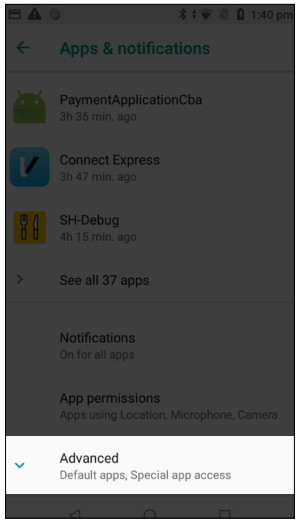
To return to the home screen tap the **Payment screen** key

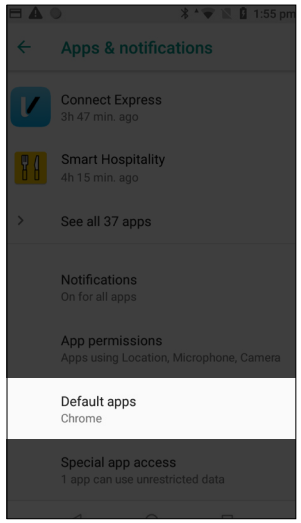


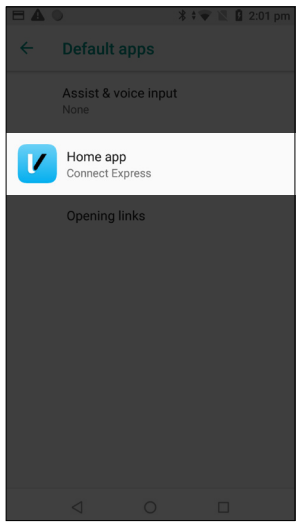
NOTE: To revert back to using the terminal payment screen as the default, repeat steps 1 to 5 and then select **Connect Express**

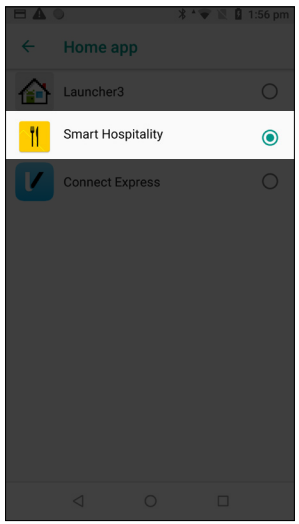








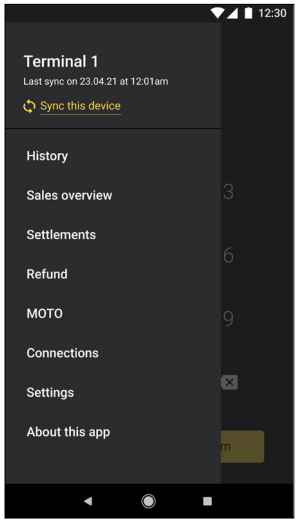




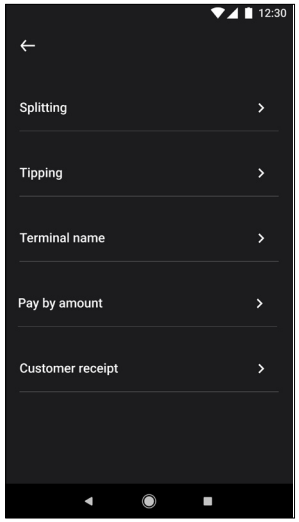
App settings

1. Tap the **menu icon** in the top left
2. Tap on **Settings**

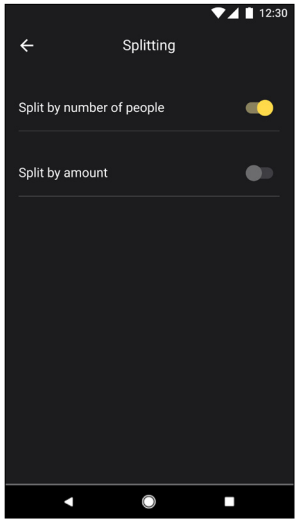
3a-d. Tap the setting you want to edit from: **Splitting, Tipping, Terminal name, Pay by amount,** and **Customer receipts**



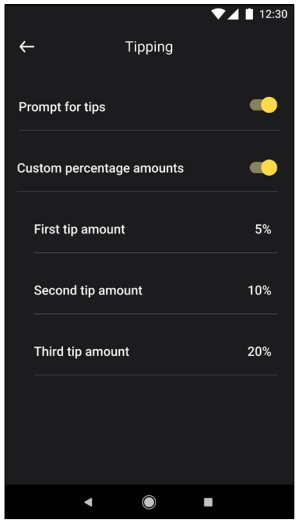
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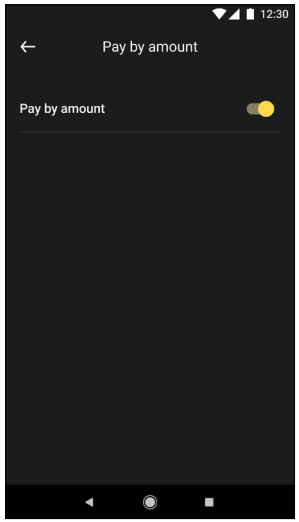
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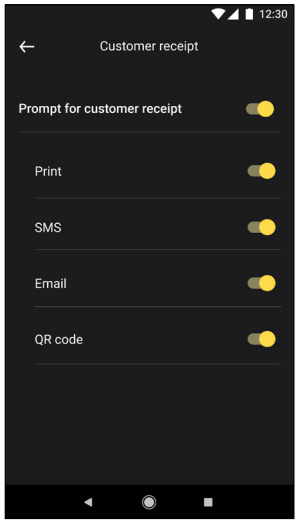
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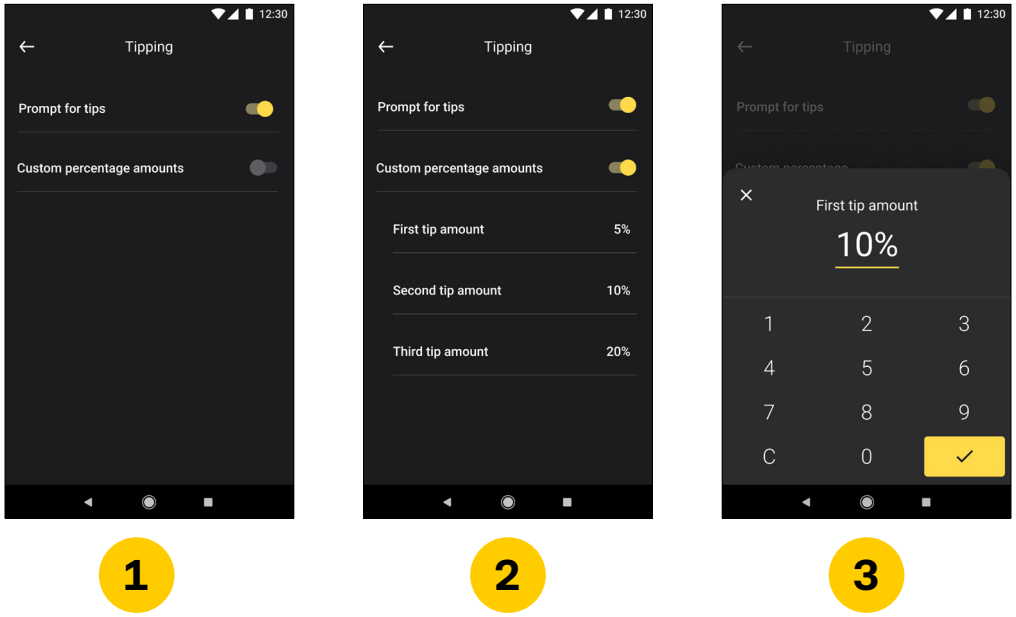
3c



3d

Customise tip options

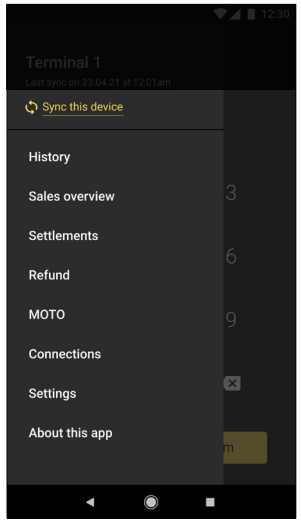
1. When **Prompt for tips** is toggled on it will display options of 5%, 10% and 20%
2. Toggle on **Custom percentage amounts** to set your own tip options
3. Tap on each tip option to set the percentage amounts



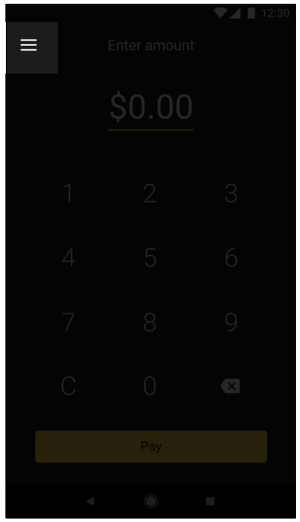
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Syncing your device

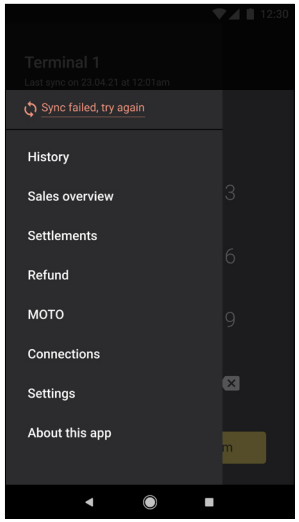
1. You can manually sync. You can update your settings anytime by tapping **Sync this device**
2. If there has been a connection error during a sync update a red notification will appear on the menu icon
3. When you open the menu drawer the synch button will be in an error state and you can try again



1



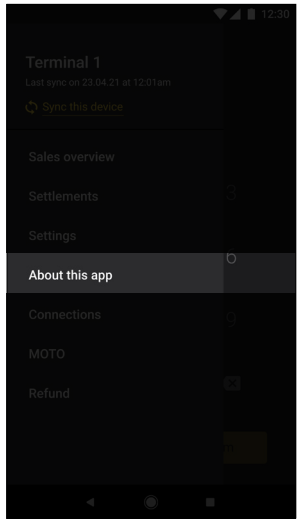
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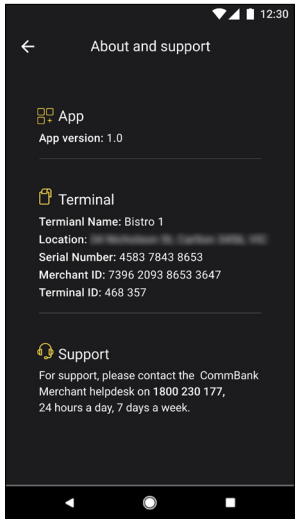
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About and support

1. Tap **About and support**
2. This page has details relating to the app version you are on, your terminal and contact details for the CommBank Merchant Helpdesk if required



1

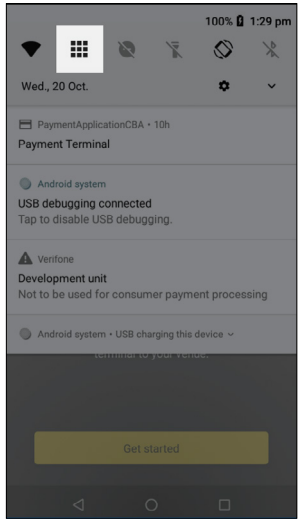


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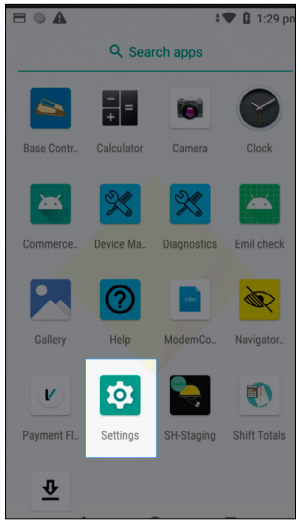
Accessibility

Turning on TalkBack

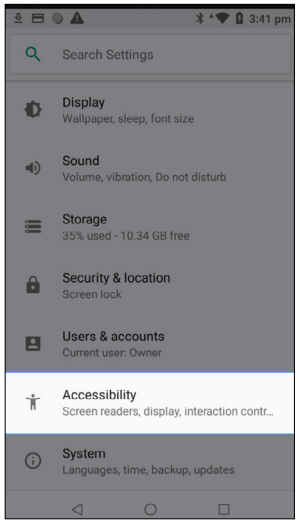
1. Pull down the terminal menu and tap on the **Launcher** icon (9 dots)
2. Tap on the **Settings**
3. Tap on the **Accessibility**
4. Tap on the **TalkBack**
5. Tap the toggle to turn on or off TalkBack
6. Tap **OK** on the pop up screen to enable Accessibility



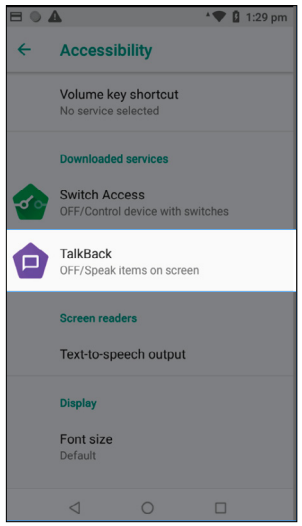
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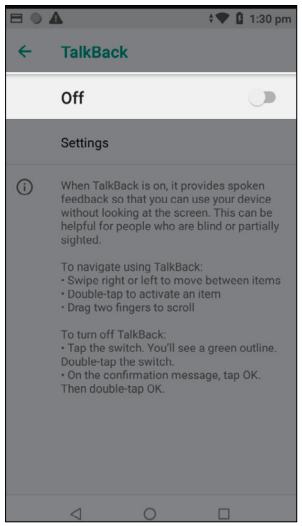
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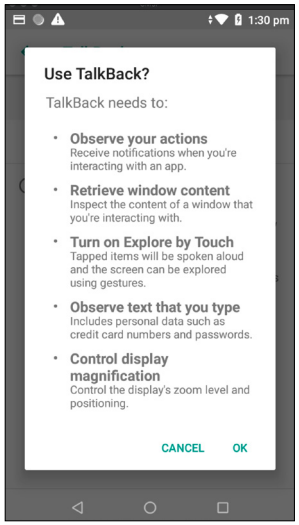
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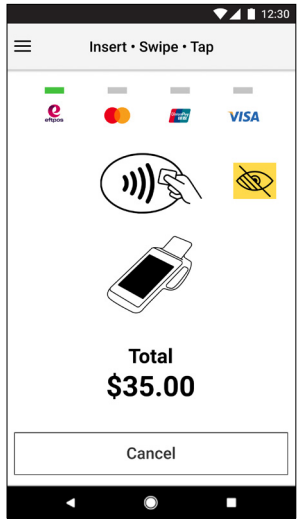
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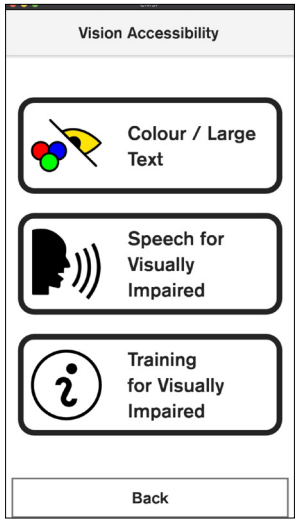
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Color contrast, size and talkback

1. You can access the colour contrast and font size by tapping on the **Accessibility** icon 
2. Here you can access your accessibility requirements



1

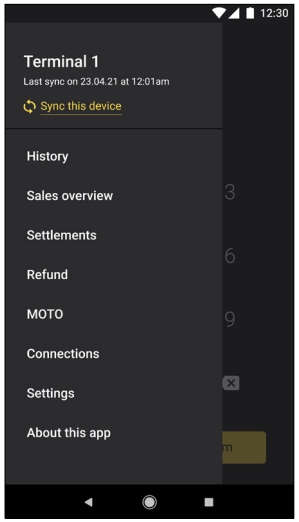


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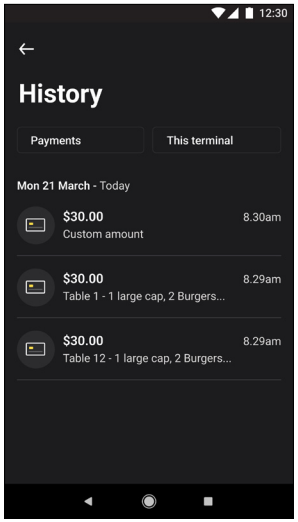
Digital Receipts

Reissue digital receipt

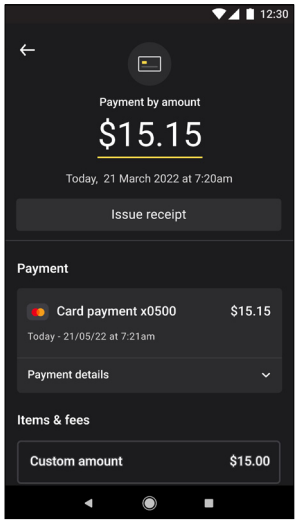
1. Tap on **History**
2. Find the payment you would like to reissue a receipt for and tap on it to open the payment details
3. Tap on **Issue receipt**
4. Select **Print** or **Email** to reissue the receipt



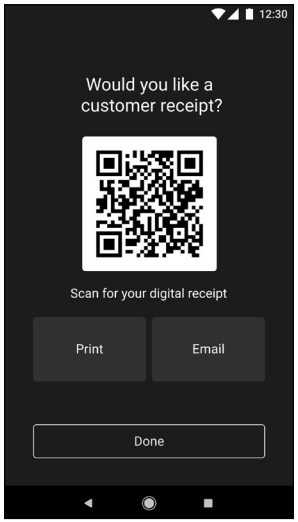
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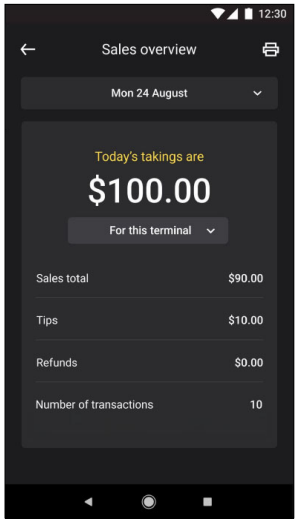


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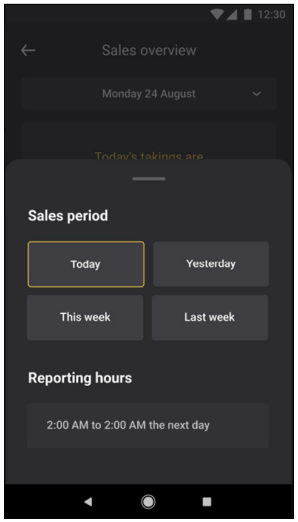
Sales Overview

Sales overview

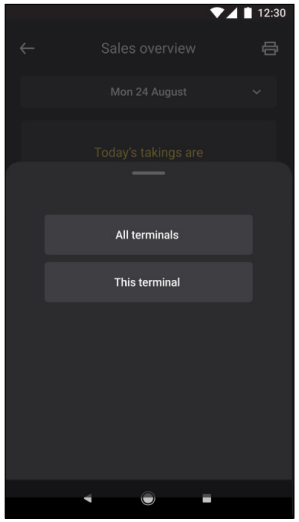
1. Tap the **menu icon** in the top left.
2. Select **Sales Overview**. This screen displays the days takings, plus a breakdown of **Sales total, Tips, Refunds** and **Number of transactions.**
3. By selecting the button under '**Today's takings'**, you can choose to display the total for all terminals, or just the terminal being used.



1



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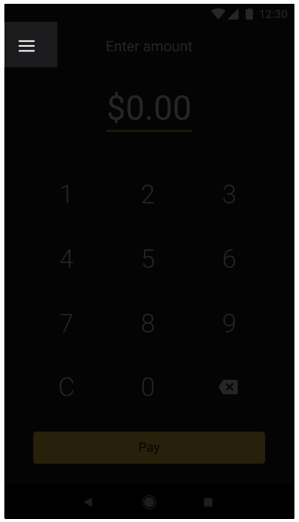


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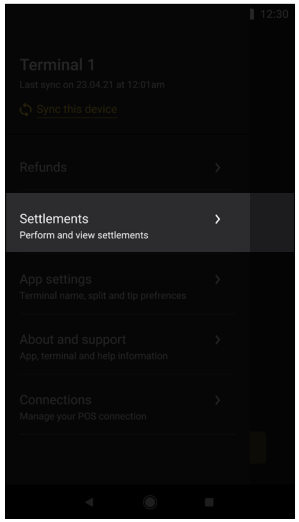
Settlements

Viewing settlements

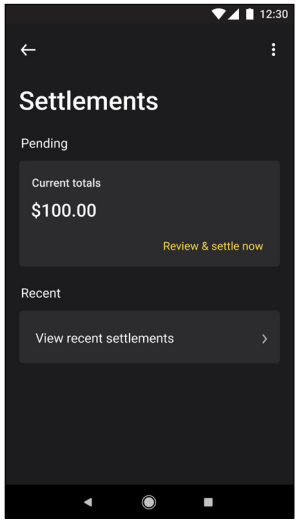
1. Tap the icon in the top left to reveal the Smart Hospitality app menu
2. Tap on **Settlements**
3. You will be presented with the current totals for the day, as well as an option to view recent settlements. Tap **View recent settlements**
4. Select a date to view the settlement from and tap **Continue**
5. You are now given the option to **Print** or **View report**
6. A settlement report will either print or be displayed on the terminal



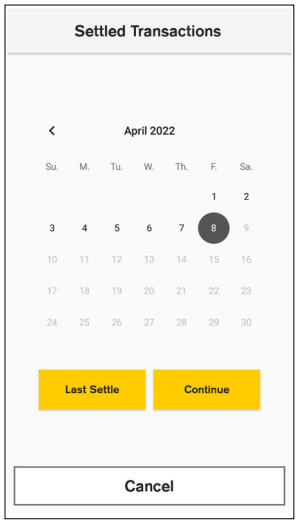
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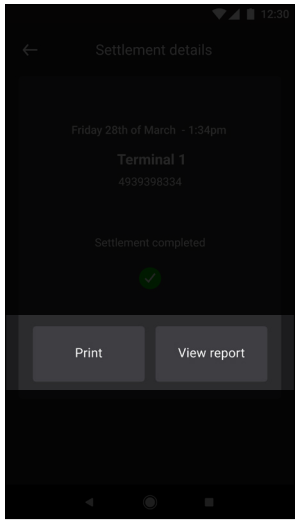
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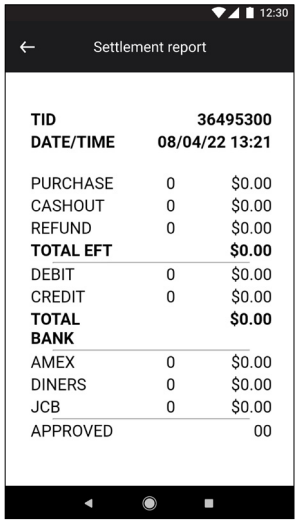
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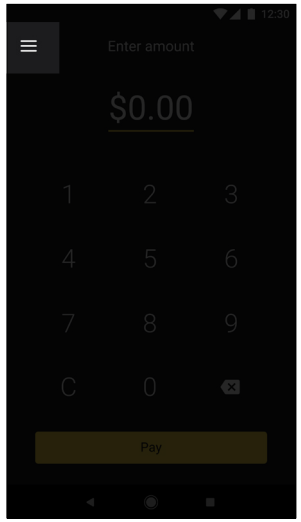
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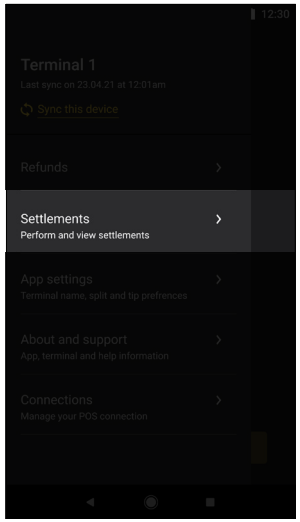
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Process a settlement

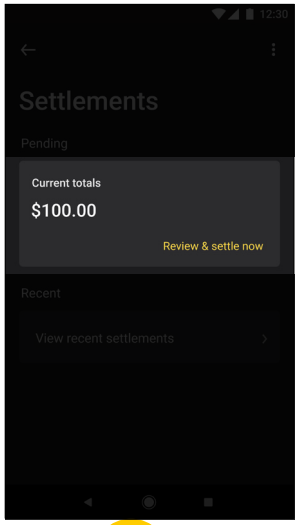
1. Tap the icon in the top left to reveal the Smart Hospitality app menu
2. Tap on **Settlements**
3. Tap **Review & settle now** to settle the terminal
4. Tap **Settle now** to complete settlement
5. You will now be given the option to **Print** or **View report**



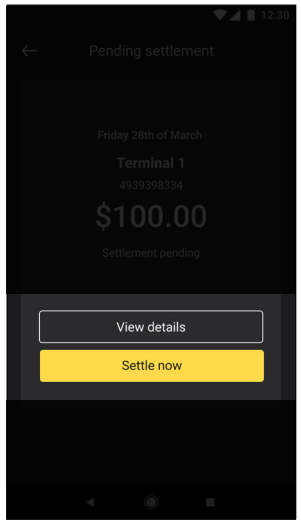
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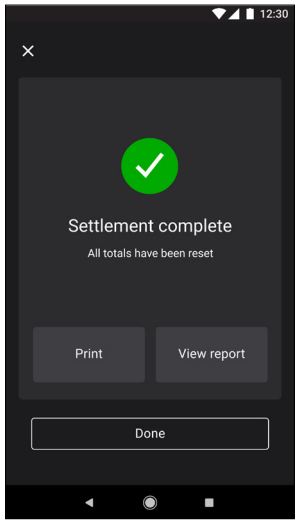
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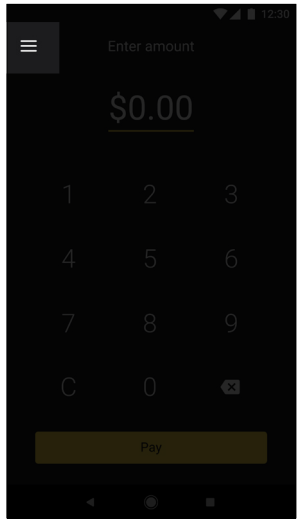


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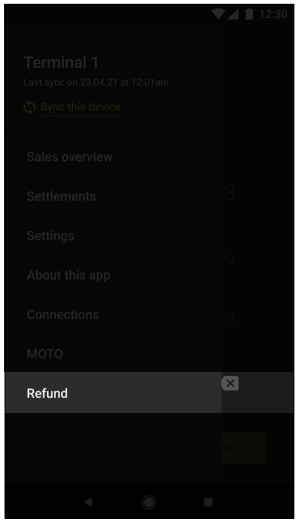
Refunds

Making a refund

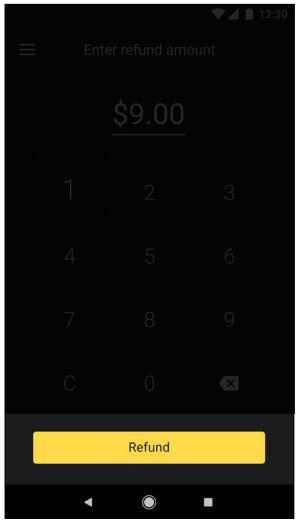
1. Tap the icon in the top left to reveal the Smart Hospitality app menu
2. Tap on **Refunds**
3. Enter the amount of the refund using the keypad and tap the **Refund**
4. The customer will be prompted to insert, swipe, or tap their card to complete payment



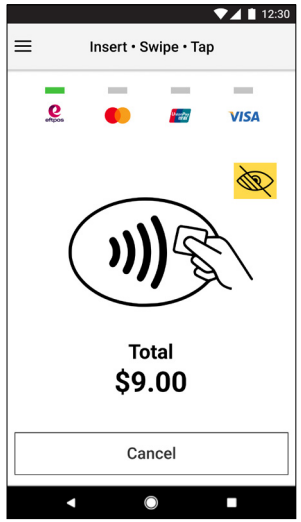
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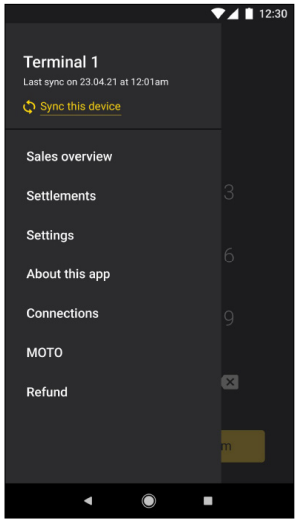
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MOTO

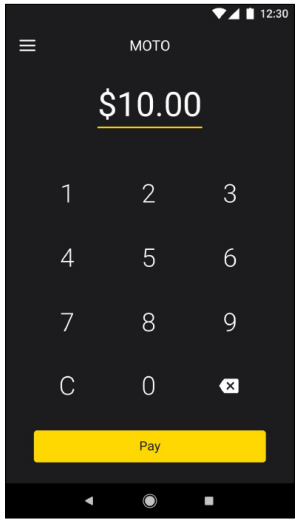
MOTO stands for “Mail Order/Telephone Order” transactions which occur when the cardholder does not physically present the card at the time of payment and the card number is manually entered into the terminal.

To complete a card-not-present transaction, you must have MOTO enabled on your terminal and must be a Commonwealth Bank authorised MOTO merchant to process these transactions.

Need support or want to find out more about eligibility? Contact one of our merchant specialists on 1800 230 177.



1

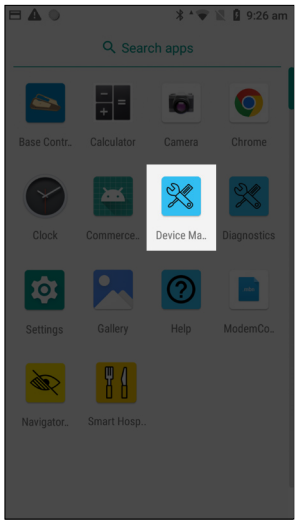


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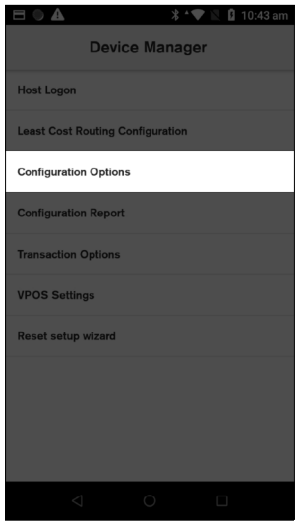
Troubleshooting

Having trouble tipping

1. Tap on the **Device manager** icon
2. Tap on the **Configuration options** menu item
3. Tap on the **Merchant** menu item
4. Enter the **Manager passcode** and tap **Enter**
5. The **Tip Enabled** toggle should be displayed as 'on'. If it is turned off, tap to adjust this setting to 'on'



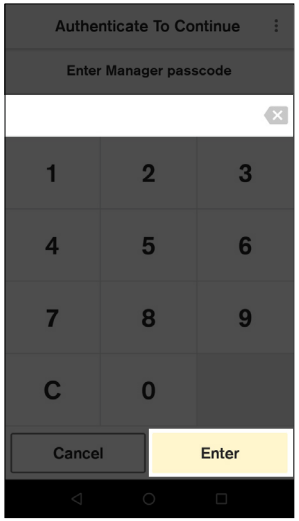
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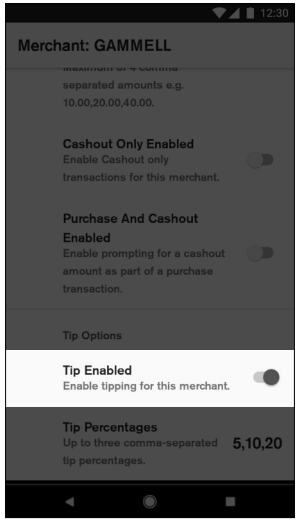
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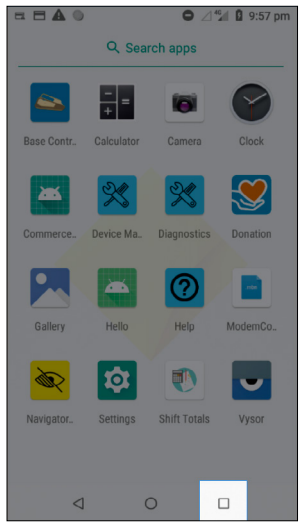
Upgrades

An indicator will appear on the app card in the App Marketplace when a new version of the app becomes available. You will need to login to **appmarketplace.commbank.com.au** on your personal device or via the App Marketplace on your terminal to upgrade to the latest version of the app. You will need to restart the app on your terminal for the upgrade to be complete. For more information, please refer to the App Marketplace User Guide at **commbank.com.au/merchantsupport**.

Force closure

If the app is not responding you can force closure on the terminal by tapping the Recent items icon and then swipe right on the unresponsive app you want to close.

1. Tap on the **Recent items** icon
2. Swipe right on the unresponsive app you want to close



1



2

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