

# Suncorp MPOS Plus Quick Reference Guide (icmp)

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# How to Use this Guide

This handy Quick Reference Guide has been designed to give you step-by-step, easy-to-follow instructions on how to set up and correctly use your Suncorp MPOS terminal. Simply go to the appropriate section and follow the user-friendly advice. There's also a Troubleshooting section to help you out with common problems, and a list of contacts to call if you need a helping hand or further information.

Thank you for choosing Suncorp MPOS. We look forward to helping you receive, pay and boost your revenue with our smart payment solutions.

# Contact Details

Here are some handy contact numbers to help make using your Suncorp MPOS terminal as easy as possible.

## **Merchant Terminal Faults**

1800 836 055 (24 hours a day, 7 days a week)

Please have the following information ready:

- merchant number
- terminal number

## **Other Merchant Enquiries (Account Queries/ Changes)**

13 11 55 (Monday to Friday 8:30am – 5:00pm AEST except Brisbane public holidays)

Please have the following information ready:

- merchant number
- terminal number

## **Chargeback Queries**

(07) 3135 2988 Option 1 (Monday to Friday 8:30am – 5:00pm AEST except Brisbane public holidays)

Fax: (07) 3031 2615

Please have the following information ready:

- your name
- merchant number
- case number
- nature of query

## **American Express**

1300 363 614

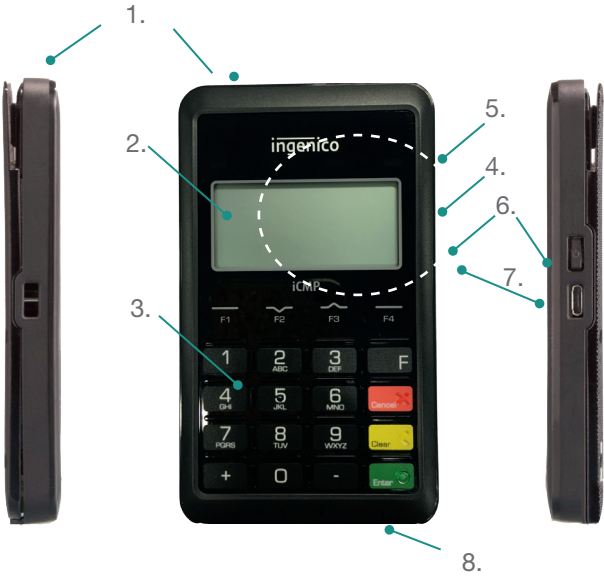
## **Diners Club**

1300 360 060

# Terminal Overview








The Terminal Overview provides information on the functionality of the buttons on your Suncorp MPOS terminal.

## MPOS (icmp) Terminal Pin Pad Layout



- 1. Magnetic stripe reader
- 2. Graphic display
- 3. Keypad
- 4. 'Contactless' status LEDs
- 5. Indicative 'Contactless' landing zone
- 6. "ON" button
- 7. USB connector
- 8. Smart card reader

# MPOS (icmp) Terminal Display Layout

Icon Displayed	Description
<b>Line 1</b>	
Battery Condition/Status	
	Not installed.
	Fully charged.
	Fully discharged.
	Partially charged or being charged-up.
	While battery is charging an animated charge bar is displayed below the battery icon until battery is fully charged.
<b>Power supply</b>	
	Displays when PINpad is connected to a supported power source: <ul style="list-style-type: none"> <li>• USB.</li> </ul>
<b>iCMP – Bluetooth pairing</b>	
<b>BLUETOOTH E892A445C347</b>	12 digit MAC address of external Android or Windows device displayed following successful Bluetooth pairing.  MAC address will not contain “:” separator.
	Antenna icon flashes until a successful Bluetooth connection with an external 3rd party device established.  Once established icon remains static.
<b>Line 2</b>	
System state	
<b>dd/mm/yyyy</b>	Current system date.
<b>hh:mm:ss</b>	Current system time.
	Valid keys are present.

# How to Get Started?

You need to ensure you have the following 4 items before beginning the set up process:

## **Letter of Offer**

Your Letter of Offer will be sent to the email address provided to you at the time of application. The Letter of Offer contains your merchant number; this will be required to set up your Merchant facility.

## **Activation Link to the Suncorp MPOS Portal**

You will receive an email containing a link to the Suncorp MPOS Portal. The email will be sent to the email address provided by you at the time of application. The link is required to activate the Suncorp MPOS Portal.

## **MPOS Terminal**

The MPOS terminal will be sent to the physical address provided on your application form.

## **MPOS Quick Reference Guide**

The most recent Quick Reference Guide can be located at <https://www.suncorp.com.au/banking/business/merchant-services/existing-customers>

# How to Activate your Merchant Facility?

## Preparation

Follow the 7 steps below in order to successfully activate your Suncorp MPOS terminal.

**Important, before you begin the activation process – ensure you have:**

- your Letter of Offer;
- your MPOS terminal charged;
- your mobile device charged;
- the email called Suncorp MPOS Logon details;
- this Quick Reference guide; and
- you have called our technical support provider - **Bambora (formerly Keycorp) on 1800 836 055 to set your merchant password.**

Click on the link provided in the email titled Suncorp MPOS Logon details.

The following screen will be displayed:

POSflo

POSflo Merchant Activation

1 Set Admin Credentials 2 Bluetooth Pairing 3 Download App 4 Activate App 5 Login to App 6 Activate MPOS Terminal 7 Done

Welcome to the POSflo merchant activation page. Please complete the following details to activate your Admin Account.  
Note: Please keep this information in a safe place so that you can use them later on for logging in.

MERCHANT ID

ADMIN USERNAME

ADMIN PASSWORD

REPEAT PASSWORD

ADMIN PIN

FIRST NAME

LAST NAME

ACCEPT TERMS AND CONDITIONS

Go Home

The steps must be followed in the sequential order.

## Step 1 Set the Admin Credentials

On the Suncorp MPOS Portal:

- Type in the Merchant ID that appears on your Letter of Offer



- Create your Admin Username  
(Your Admin Username can contain 4-15 characters, alpha-numeric (only lower case letters), can contain “-” and “\_”).
- Create your Admin Password  
(Your Admin Password can contain 8-64 characters, must have at least one uppercase letter, one number and one special character).
- Confirm your Password by re-entering it
- Create your Admin PIN  
(Your Admin PIN can contain 4 numeric characters)
- Type in your First Name
- Type in your Last Name
- Click on Activate

It is important that the above credentials are not forgotten as they will be required when logging on. Remember to always protect your passwords to prevent unauthorised use of your Merchant Facility.

## Step 2 Perform the Blue tooth pairing

Please follow the steps relevant to the mobile device you have.

### Pairing to an Android Mobile Device

Turn on the MPOS terminal, switch on right hand side of the terminal

On the MPOS terminal:

- Tap the “F” button
- Select 2 for Terminal
- Select 2 for Others
- Select 3 for Manager Menu
- Type in the Merchant Password  
(The Merchant Password is obtained by calling our technical support provider – Bambora ACN 080 803 425 (formerly Keycorp) on 1800 836 055)
- Press Enter

- Select 1 for Bluetooth
- Select 2 for Pair with Phone

**On your mobile device:**

- Go to the Settings
- Go to Bluetooth
- Select the MPOS terminal that you would like to connect to  
(The serial number can be located at the back of the MPOS terminal and is the number after the letters PP)
- Type in the PIN that is displayed on the screen of the MPOS terminal
- Tap on OK

The MPOS terminal will display “Pairing Success” on the screen.

- Press next on the Suncorp MPOS Portal

**Pairing to an iOS Mobile Device**

- Steps to follow

## **Step 3 Download the Suncorp MPOS Application**

**On your Mobile device:**

- Click on the link provided to the Suncorp MPOS Application
- Press Next on the Suncorp MPOS Portal

## Step 4 Activate the Suncorp MPOS Application

### On your Mobile device:

- Launch the Suncorp MPOS Application
- Scan the activation QR code using the Scan icon on the top  
OR
- Type in the Code that is displayed in Step 4 on the Suncorp MPOS Portal
- Type in the Activation Key that was display in Step 4 on the Suncorp MPOS Portal
- Tap the Enrol button
- Press Next on the Suncorp MPOS Portal




## Step 5 Login to the Suncorp MPOS Application

### On your Mobile device:

- Type in your Admin User Name in the User Name field (The Admin User Name was set up in Step 1)
- Type in your Admin Password in the Password field (The Admin Password was set up in Step 1)
- Tap Login
- Press Next on the Suncorp MPOS Portal

## Step 6 Activate the pin pad

### On your Mobile device:

- Tap on the Menu 
- Tap on Settings 
- Tap on Activate MPOS Terminal
- Select the MPOS terminal to activate (Serial number appears on the back of the MPOS terminal)
- Tap return once 
- Restart your mobile device
- Press Next on the Suncorp MPOS Portal

## Step 7 The Portal

You are now ready to start setting up your inventory and contacts and/or start taking Payments.

### How to access the Suncorp MPOS Portal?

#### On the Suncorp MPOS Portal:

- Click on the link to the Suncorp MPOS Portal.
- Complete the Merchant ID field
- Complete the Username field  
(This is the Admin Username that was set up in Step 1)
- Complete the Password field  
(This is the Admin Password that was set up in Step 1)
- Click on Login

**Save the Suncorp MPOS Portal Link as a favourite.**

## Summary of Functionality

A summary of which functionality can take place on the Suncorp MPOS Portal vs the Suncorp MPOS Application is detailed in the table below:

	Suncorp MPOS Portal	Suncorp MPOS Application
Inventory	Create/view	View
Transactions	View	Not accessible
Invoices	View	Create/view
Quotes	View	Create/view
Contacts	Create/view	Create/view
Bookings	Create/view	Create/view

To set up your inventory you need to access the Suncorp MPOS Portal

# Inventory

## How to set up your inventory or add inventory items?

### On the Suncorp MPOS Portal:

- Click on Inventory
- Click on Create Inventory Item
- Complete the fields relevant to the inventory item that you would like to add  
(If the Vendor Part and Vendor Name are not applicable capture N/A in these fields)
- Click on Add Images if you want to upload an image, locate your image and double click on it to add
- Click on Save

## How to edit your inventory items?

### On the Suncorp MPOS Portal:


- Click on Inventory
- Click on the description of the inventory item you would like to edit (In the Description column)
- Edit your item
- Click on Save

## How to view inventory items?

### On the Suncorp MPOS Portal:

- Click on Inventory
- All your inventory items will be listed, you can search for a specific item using the Description, Vendor Name, Vendor Part Number or Barcode

### On your Mobile device:

- Tap on Menu 
- Tap on POS
- The inventory items will be listed. Inventory items can only be added, edited and deleted from the Suncorp MPOS Portal

# Contacts (Customers)

## How to set up your contacts or add contacts?

### On the Suncorp MPOS Portal:

- Click on Contacts
- Click on Create Contacts
- Complete the fields relevant to the contact that you would like to add
- Click on Save

### On your Mobile device:



- From the Home screen, tap on Contacts
- Tap on **+**
- Complete the fields relevant to the contact that you would like to add
- Tap on **✓**
- A message – Successfully saved! will appear
- Tap on OK

## How to edit your contacts details?

### On the Suncorp MPOS Portal:

- Click on Contacts
- Search for the contact by name, phone or mobile
- Click on the contact you would like to edit (In the Contact Name column)
- Edit your item
- Click on Save

### On your Mobile device:

- From the Home screen, tap on Contacts
- Tap on the  next to the contact that your would like to edit
- Tap on Edit Contact
- Edit the contact
- Tap on 
- A message – Successfully saved! will appear
- Tap on OK

## How to view your contacts details?

### On the Suncorp MPOS Portal:

- Click on Contacts
- All your contacts details will be listed, you can search for a specific contact using the Contact Name, Contact Phone or Contact Mobile

### On your Mobile device:

- From the Home screen, tap on Contacts
- Tap on the contact name you would like to view


# Bookings

## How to set up a booking?

### On the Suncorp MPOS Portal:

- Click on Bookings
- Click on Create Booking
- Complete the fields required to create the booking
- Click on Save

### On your Mobile device:


- From the Home screen, tap on Bookings
- Tap on the **+**
- Tap on the **+** next to Contact
- Type in the Contact Name and tap on Save
- Type in the Subject
- Select the Start and End dates and time
- Tap on Location
- Search for the Address
- Once completed, tap on the 

## How to edit a booking?

### On the Suncorp MPOS Portal:

- Click on Bookings
- Search for the Booking by entering the Booking Ref (#), Start Date or Subject
- Click on Search
- Click on the Booking Ref Number (#) you would like to edit (In the Booking Ref Number (#) column)
- Edit your booking
- Click on Save

### On your Mobile device:

- From the Home screen, tap on Bookings
- Tap on the 



## How to view your bookings?

### On the Suncorp MPOS Portal:

- Click on Bookings
- Enter either the Booking Ref Number (#), Start Date or Subject
- Click on Search

### On your Mobile device:

- From the Home screen, tap on Bookings
- Search by either the Booking Ref Number (#), Start Date or Subject



# Quotes

## How to generate a quote?


### On your Mobile device:

- From the Home screen, tap on Quotes
- Tap on **+**
- Tap on **+** next to Contact
- Type in the Contact Name
- Tap on Save
- Tap in Details
- Type in the Description of the Quote
- Tap on the **+** next to Quote Items
- Tap on the inventory item you want to add to the quote
- Once complete, tap on Done

### OR

- Tap on , this functionality enables you to quote on an item not already loaded in the inventory
- Once completed, tap on Done
- Tap on the 



### To send the quote or create an invoice from a quote:

- Tap on the quote you want to send
- Tap on the 
- Select either Copy into New Invoice or Share Quote

### If Copy into New Invoice was selected:

- Tap on  the to create the invoice

### If Share Quote was selected:

- Tap either the  to email the Quote or the  to SMS the quote
- Type in the email address and tap on Send or type the mobile telephone number and tap on SMS
- Tap on Send or SMS

## How to view a quote?

### On the Suncorp MPOS Portal:

- Click on Quotes
- Enter either the Customer Reference Number, Issue Date or Quote Items
- Click on Search
- Click on the quote to view the details

### On your Mobile device:

- From the Home screen, tap on Quotes
- Tap on the Quote you wish to view or search for the quote using the search functionality
- Click on the quote to view the details

When tapping on Quotes, a list of your quotes will appear with the quote number, issue date and expiry date. Each quote will also outline the value of the quote and highlighted with one of the 3 colour coded indicators regarding the status of the quote:

Recent – The quote is either newly created or has been updated.

Expiring soon – The quote is close to expiring.

Expired – The quote has passed its expiry date.

From the drop down menu on the right side of the screen you can select to view the quotes that are Recent, Expiring Soon or Expired.



# Invoices

## How to generate an invoice?




### On your Mobile device:

- From the Home screen, tap on Invoices
- Tap on **+**
- Tap on **+** next to Contact
- Type in the Contact Name
- Tap on Save
- If applicable, tap in Quote and select the quote that this invoice relates to
- Tap in Details
- Type in the Description of the Invoice
- Tap on the **+** next to Invoice Items
- Tap on the inventory item you want to add to the invoice
- Once complete, tap on Done

### OR

- Tap on , this functionality enables you to invoice on an item not already loaded in the inventory
- Once completed, tap on Done
- Tap on the 

### To send the invoice:

- Tap on the invoice
- Tap on the Menu 
- Select Receipt
- Tap either the  to email the Quote or the  to SMS the quote
- Type in the email address and tap on Send or type the mobile telephone number and tap on SMS
- Tap on Send or SMS

- If you want to take a payment from the invoice follow the steps called – How to process a payment from an invoice?

## How to view an invoice?

### On the Suncorp MPOS Portal:

- Click on Invoices
- Enter either the Customer Reference Number, Invoice Date or Invoice Items
- Click on Search
- Click on the invoice to view the details

### On your Mobile device:

- From the Home screen, tap on Invoices
- Tap on the Invoice you wish to view or search for the invoice using the search functionality
- Click on the invoice to view the details

When tapping on Invoices, a list of your invoices will appear with the invoice ID, issue date and expiry date. Each invoice will also outline the value of the invoice and highlighted with one of the 4 colour coded indicators regarding the status of the invoice:

Recent – The invoice is either newly created or has been updated.

Paid – The invoice has been paid.

Overdue – The invoice is overdue.



Due – The invoice is due.

From the drop down menu on the right side of the screen you can select to view the quotes that are Recent, Paid, Overdue or Due.

# Payments




## How to process a payment without a prior invoice being generated?

### On your Mobile device:

- From the Home screen, tap on \$ Payment
- Tap on Card if it is a card payment
- Type in the Total Payment Amount
- Indicate if you would like the GST to be displayed separately
- Tap on Done
- Tap, Insert or Swipe the customers card on the MPOS terminal
- If the card is inserted the MPOS terminal will ask you to select the account
- Once selected the MPOS terminal may ask you for the PIN
- Request the card holder to type in their PIN and press Enter
- The MPOS terminal will connect and display the message Approved on the screen if the transaction is approved
- On the Mobile device tap on Finalise
- To send the customer their receipt, tap on Payment receipt
- Tap either the  to email the Quote or the  to SMS the quote
- Type in the email address and tap on Send or type the mobile telephone number and tap on SMS
- Tap on Done


## How to process a payment from an invoice?

### On your Mobile device:



- Tap on Invoices
- Select the invoice you would like to receive payment for
- Tap on 
- Tap on Take Payment
- Tap on Card if this is a card payment
- Type in the Amount
- Tap on Done
- Tap, Insert or Swipe the customers card on the MPOS terminal
- If the card is inserted the MPOS terminal will ask you to select the account
- Once selected the MPOS terminal may ask you for the PIN
- Request the card holder to type in their PIN and press Enter
- The MPOS terminal will connect and display the message Approved on the screen if the transaction is approved
- On the Mobile device tap on Receipt
- Tap on Receipt
- To send the customer their receipt, tap on Payment receipt
- Tap either the  to email the Quote or the  to SMS the quote
- Type in the email address and tap on Send or type the mobile telephone number and tap on SMS
- Tap on SMS or Send

## How to process a refund?

### On your Mobile device:

- Tap on \$ Payment
- Tap on 
- Tap on Refund Mode
- Tap on OK when the Mobile device prompts “Do you really want to do a refund?”
- Tap on Card
- Type in the Amount
- Tap on Done

### On the MPOS terminal:

- Type in your Refund Password
- Press Enter
- Insert or Swipe the customers card
- If the card is inserted the MPOS terminal will ask you to select the account
- Once selected the MPOS terminal may ask you for the PIN
- Request the card holder to type in their PIN and press Enter
- The MPOS terminal will connect and display the message Approved on the screen if the transaction is approved
- On the Mobile device tap on Finalise
- To send the customer their receipt, tap on Payment Receipt
- Tap either the  to email the Quote or the  to SMS the quote
- Type in the email address and tap on Send or type the mobile telephone number and tap on SMS
- Tap on Done



# Transactions

## How do I know which transactions were processed on a specific day?

### On the Suncorp MPOS Portal:

- Click on Transactions
- Select the Date/Time you are wanting to be displayed
- Click on Search

Transactions processed between 21:01 and 21:00 the following day will be batched together and credited to your account.

## How to view previous transactions processed?


### On the Suncorp MPOS Portal:

- Click on Transactions
- Select one of the scenarios provided to search on
- Click on Search
- When clicking on the record you have searched for, you will see all the transaction details as well as the merchant and customer copies of the transaction

# Other Functionality

## How to Logout?


**On the Mobile device:**

- Tap the Menu 
- Tap Logout

The screen will display New User and a Login will need to occur.

## How to Sync Data?

**On the Mobile device:**

- Tap the Menu 
- Tap on Get all Data
- The data will be synced.

## How to create Users?

**On the Suncorp MPOS Portal:**

- Click on Settings
- Click on Users
- Click on Create New Users
- Complete the requested fields
- Click on Save

## How to deactivate Users?

**On the Suncorp MPOS Portal:**

- Click on Settings
- Click on Users
- Search for the user you want to deactivate
- Click on the name of the user you want to deactivate
- Un-tick the Active tick box
- Click on Save

## How to view mobile devices that are being used?

### On the Suncorp MPOS Portal:

- Click on Settings
- Click on Smart Devices
- All the mobile devices linked to the Portal will appear.

## How to view MPOS terminals that are being used?

### On the Suncorp MPOS Portal:

- Click on Settings
- Click on Payment Devices
- All the MPOS terminals linked to the Portal will appear.

## How to integrate with Xero?

### On the Suncorp MPOS Portal:

- Click on Settings
- Click on Integration
- Click on Xero
- Follow the steps that appear on the Portal.

## How to charge your MPOS Terminal?

Insert the USB cable supplied with the terminal into the slot on the right hand side of the terminal.

## How to switch the MPOS Terminal on and off?

To switch the MPOS terminal on - press the power button on the right hand side of the terminal.

To switch the MPOS terminal off - hold down the power button on the right hand side of the terminal.

## **Suncorp Bank is here to help keep you safe from card fraud.**

At Suncorp Bank, we're committed to helping our merchants protect their business, and their customers, from card fraud.

If you have any questions regarding card security, or you suspect your business may have experienced card fraud, contact us today.



**[suncorpbank.com.au](https://suncorpbank.com.au)**



**13 11 55**



**local branch**

