

# Suncorp MPOS User Guide (ICMP)

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# How to Use this Guide

This handy User 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

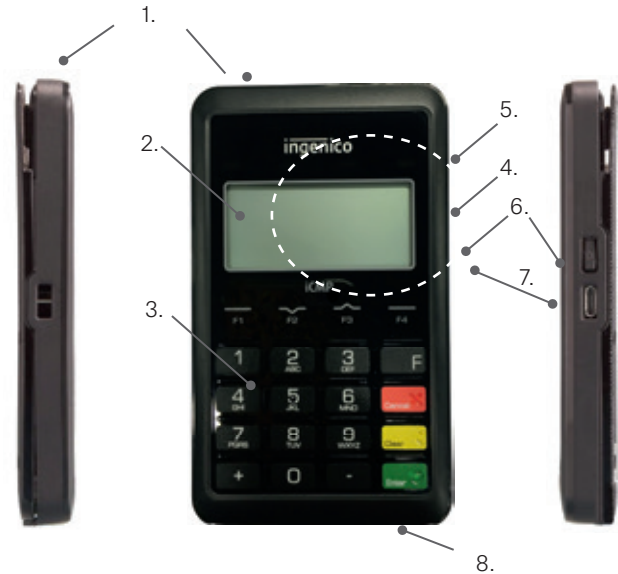
## Diners Club

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: USB.
<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.



Terminology	
Android	Google Android smartphone devices, various manufacturers.
Bluetooth	Wireless connectivity method used by smartphone and card reader.
Card Reader	Ingenico ICMP Card Reader.
Category	Group of similar products.
iOS	Apple smartphone devices, generally iPhones.
Mobile Device	Smartphone on which Suncorp MPOS app is loaded.
MPOS Portal	Suncorp MPOS web portal <a href="https://suncorp.dashboard.tappr.io">https://suncorp.dashboard.tappr.io</a> .
MPOS Terminal	Ingenico ICMP Card Reader.
PIN	Personal Identification Number.
Product	Item that can be set up in the Suncorp MPOS App.
Suncorp MPOS App	Suncorp MPOS smartphone application.



# 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 unique merchant number.

## Activation Link to set your password for the Suncorp MPOS Portal

You will receive an email containing a link to set your password to access 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 set your password to access the Suncorp MPOS Portal.

## MPOS Terminal

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

## MPOS User Guide

The most recent User 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 5 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 from Suncorp MPOS called Suncorp – Set Password; and**
- **this User guide.**

The steps must be followed in the sequential order.

## Step 1 – MPOS Portal Set-Up of Main User

Click the link on the email you received from Suncorp MPOS with the subject line "Suncorp – Set Password" to set your password for the MPOS Portal.

You will be taken to the Suncorp MPOS Portal

<https://suncorp.dashboard.tappr.io>

Set the password you would like to use to access the Suncorp MPOS Portal and App (The password is to be a minimum of 8 characters, with at least 1 capital letter and 1 number).

Click RESET.

Login to the Portal <https://suncorp.dashboard.tappr.io> with your email address and password you have created.

Click LOGIN.

*NB: As per the letter accompanying the MPOS terminal, please call Bambora on 1800 836 055 and they will set your refund password to be entered on your MPOS terminal, when completing a refund. Please have your Merchant number available when you make the call. This can be found in your letter of offer.*

## Step 2 – Bluetooth pairing

### Pairing with Android & iOS Devices

Turn on the MPOS terminal with the switch which is on right-hand side of the terminal.

Mobile device	MPOS terminal
1. Go to the <b>Settings</b>	
2. Go to <b>Bluetooth</b>	
	3. Tap the ' <b>F3</b> ' button
	4. Type in the function code of ' <b>11790</b> ' and press <b>ENTER</b>
	5. Select <b>Option 1</b> for 'iOS' or <b>Option 2</b> 'Other OS' for Android devices and press <b>ENTER</b>
	6. Then a <b>4-digit PIN</b> will be displayed on the screen
7. Scan for nearby devices	
8. Select the MPOS terminal that you would like to connect to, it will start with <b>ICMP-#####*</b>	<i>(The serial number can be located at the back of the MPOS terminal and is the number after the letters PP)</i>
9. Type in the <b>PIN</b> that is displayed on the screen of the MPOS terminal and tap on <b>Pair</b>	
	Your terminal will display ' <b>Pairing Ok</b> ' on the screen

\* Note for iOS devices only: Occasionally the MPOS terminal will appear as a "Cordless Phone" on the Apple devices, enter the Bluetooth pin provided and the name will change to ICMP - ##### in your paired devices.

## Step 3 – Download the Suncorp MPOS App

### On your mobile device:

Download the Suncorp MPOS App by searching for Suncorp Mobile Payments in the Apple App Store or Google Play Store.

## Step 4 – Login to the Suncorp MPOS App

### On your Mobile device:


- Enter your email address.
- Enter your password which you set on the MPOS Portal.
- Tap 'Sign in'.




## Step 5 – Selecting the Card Reader via the MPOS App

Please ensure the MPOS terminal is turned on and awake before completing the following steps on your mobile device.

### For Android devices:

- Tap the 3 lines () located on the top left-hand side or you can slide the menu out from the left side of the screen.
- Then go to the 'Card Reader Setup' menu.
- On the top right-hand side tap the 'Select Card Reader' button.
- Now select the ICMP device from the list, by tapping the right-hand side of the ICMP name.
- This will activate the terminal and a download will commence. When complete the Suncorp name and logo will be displayed on the terminal screen.
- On the Suncorp MPOS App the screen will update from Reader Disconnected to Reader Connected.
- If this does not occur, tap Update Card Reader to refresh.

### For iOS/Apple devices

- Tap the 3 lines () located on the top left-hand side or you can slide the menu out from the left side of the screen.
- Tap the Card Reader Menu.
- This will activate the terminal and a download will commence. When complete the Suncorp name and logo will be displayed on the terminal screen.
- The status should now be showing Ready and Connected.

*Note: If the terminal download fails and you are unable to connect the terminal, on the terminal press the - key and when Function is presented enter 102 and press Enter. If this does not resolve the problem contact our technical helpdesk on 1800 836 055.*


You are now able to start to set-up your Products and Categories and start taking payments. NB: Payments can be taken without setting up Products and Categories.

# Products and Categories


## How to set up your Products and Categories on the Suncorp MPOS Portal?

(It is recommended this takes place on a desktop)

### Creating Product Categories


- Click on Products menu on the left-hand menu () bar.
- Click on Click on Categories Tab.
- In the Field 'Add Category' you can add categories of your inventory.
- To save, click the '+'.
- A message will display that the category has been created.

### Creating Products


- Click on Products menu on the left-hand menu () bar.
- Click on Click on Products tab.
- Click the green 'ADD PRODUCT' button.
- Enter the Product Name, Category & Price.
- Click on 'ADD PRODUCT' to Save.
- A message will display that the product has been created.

## How to edit your Products & Categories on the Suncorp MPOS Portal?

### Editing Product Categories


- Click on Products menu on the left-hand menu () bar.
- Click on Categories tab.
- Select the category you want to edit and click the Pencil icon.
- Make the change to the category name.
- Then click 'UPDATE CATEGORY'.
- A message will display that the category has been updated.

## Editing Product

- Click on Products menu on the left-hand menu () bar.
- Click on Products tab.
- Locate the item you want to edit and click the Pencil icon.
- Make the change to the product (Name or Category or Price).
- Then click SAVE.
- A message will display that the product has been updated.

## How to view your Products & Categories?

### On the Suncorp MPOS portal:

- Click on Products menu on the left-hand menu () bar.
- Click on Products tab.
- All of your items will be listed, select those products you would like included in the category.

### On your mobile device (Suncorp MPOS App):

- View Products.
  - Tap on Products menu from the main screen.
  - All of your products will be displayed.
  - You can also Search for a specific product in the search bar at the top of the screen.
- View Categories.
  - Or select the desired Category and all products associated with that Category will be displayed.

Once Products and Categories have been set on the Suncorp MPOS Portal, log out of the MPOS App on your device and log back in again to sync the two.

# Payments

## How to process a payment?


### On your mobile device (Suncorp MPOS App):

- Enter the amount of the sale or select the product from your product library by tapping the PRODUCTS menu on the screen.
- Select the item from your product list and this will be added to the cart.
- Tap the Pay button.
- Select the method of payment, if by card, select Card Reader Sale.
- Tap Proceed.
- Tap, Insert or Swipe the customer's 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 to enter the PIN.
- Request the card holder input their PIN and press Enter.
- The MPOS terminal will connect and display approved, if Approved, as well on the MPOS app.
- When prompted, remove the customers card.
- You can then choose to Email or SMS a receipt to the customer, by entering the email address or mobile number in the field.
- or should they not want a copy, select No Thanks.
- You will then return to the main transaction page of the MPOS app.



## How to process a refund?

### On your mobile device (Suncorp MPOS App):

- Tap the 3 lines () located on the top left-hand side or you can slide the menu out from the left-hand side of the screen (Android only).
- Tap on Transactions.
- Then select the date of the transaction & tap on the sale to be refunded.
- On the bottom, tap on the Issue Refund button.
- Select the Reason for the refund.
- Tap on Process Refund.
- Confirm the Refund amount by pressing Yes or No.

### On your MPOS terminal:

- Now Enter the Refund PIN (password) (provided with your MPOS terminal by calling Bambora).
- Press Enter.
- Insert or Swipe the customer's card on the MPOS terminal.
- Select account.
- Press Enter.
- Type in PIN number.
- Press Enter.

*Once the transaction is completed - Remove the card.*

*Once completed you can then choose to Email or SMS receipt to the customer.*



# MPOS Portal Features

(It is recommended this takes place on a desktop)

## Sales Menu:

### Sales Summary

- View your transactions & refunds
- Filter via the date range.

### Transactions

- View your transactions & refunds.
- Filter via the date range.
- Click on individual transactions for full details of the transaction.
- The ability to resend both Customer and Merchant copies of receipts.
- Able to resend receipts via Email & SMS formats.
- Export transaction data in .xls or CSV format.
- Create End-of-Day settlement reports for Card transactions.

### Payment Methods

- View your transactions via the customer's payment method e.g. Credit/Cash etc.
- Filter via the date range.

### Employee Sales

- View your teams sales by an individual breakdown filtered by your employees.
- Filter via the date range.

## Employees Menu:

### Team Menu

- Invite Team members.
  - Enter Name, Email & Mobile number.
- View your team members.
- Resend invitation to your team member.

## Products Menu:

### Products Menu

- Add Products.
  - Enter Name, Category & Price.
- View your products.
  - Modify the name, category & price.
  - Delete Products.
- Sort by Categories.
- Search for a Product.

### Categories Menu

- Add Categories.
  - Enter Name.
- View your Categories.
  - Modify the names.
  - Delete Categories.

## Settings Menu:

### Account Menu

- Account Full name & email.

### Password Menu

- Update your account password.

### Business Menu

- View your Business information, including;
  - Trading Name, ABN/ACN, Email Address, etc .

## Support Centre:

### Support Menu


- View & Search help centre articles.
- View FAQs.
- Lodge Support Tickets.



# Transactions


## How to view previous transactions processed?

### On your mobile device (Suncorp MPOS App):

- Tap the 3 lines () located on the top left-hand side or you can slide the menu out from the left side of the screen (Android only).
- If you wanted to view Today's Sales, tap that menu.
- If you wanted to view a sale from a previous date, tap Transactions.

*For sales made over 7 days ago on Android, please view this from the MPOS Portal*


### On the Suncorp MPOS portal:

- Click on Sales menu on the left-hand menu () bar.
- Click on Transactions.
- You can then select the date range you wish to view.
- Select the transaction in question, and you will see all the sales details & you can also resend the customer receipt.

*You can then also export the list of transactions displayed by clicking Export (Excel & CSV formats)*

## How to create an End-Of-Day Settlement Report?

### On the Suncorp MPOS portal:

- Click on Sales menu on the left-hand menu () bar.
- Click on Transactions.
- You then select Settlement Report and the date range you wish to view.
  - It will display transactions from after 9pm of the date selected to the following day @ 9pm.

*You can then export the list of transactions displayed by clicking Export (Excel & CSV formats)*

# Other Functionality

## How to Logout?

### On the Mobile device (Suncorp MPOS App):

- Tap the Menu.
- Tap Logout.

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

## 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 - and clear buttons.

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# 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.



*Call*  
13 11 55



*Online*  
[suncorp.com.au/banking](https://suncorp.com.au/banking)



*Local store*

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