

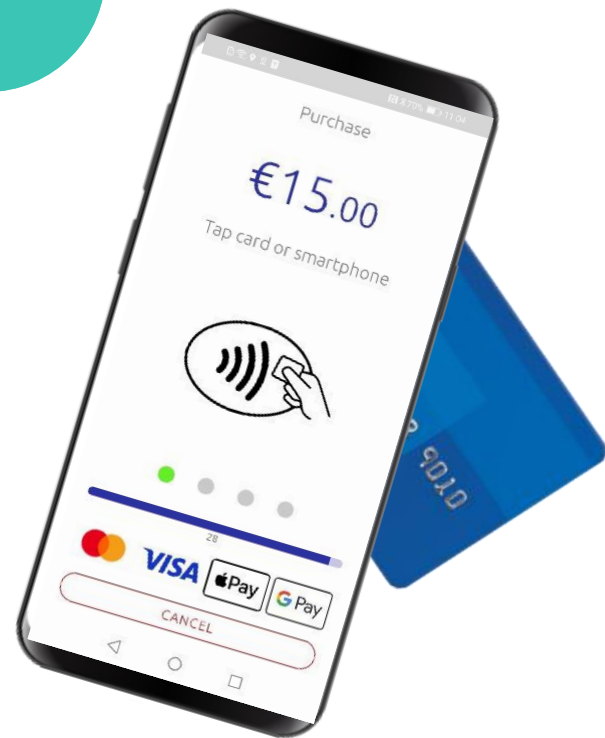
nexi

# Nexi SoftPOS

## User Manual

---

June 2022, release 1.0





## User Manual

### Table of Contents

1. [Key Information](#)
2. [Installation and Activation](#)
3. [Payment Transaction](#)
4. [Transaction Information](#)
5. [Additional Functionality](#)



Back to  
Table of  
Contents

01.

---

## Key Information



## 1.1 Minimum Requirements for SoftPOS



OS Android 8.1 or above. The minimum OS version is depending on security patches provided by Google and approved by schemes (VISA and MasterCard).



Android devices with NFC compatibility



Android devices with Google PlayServices and Google PlayStore



The SoftPOS solution is not compatible with devices that meet any of the following conditions: Rooted, Tampered, Debug on (dev options, ADB), Emulator, Hooked, SafetyNet attestation with negative response



## 1.2 SoftPOS Main Features



**Contactless Transactions:** card and PIN acquisition, happens directly on merchant device thanks to **NFC**, regardless of the card type (plastic/ virtual cards & digital wallets)

**Android:** The Nexi SoftPOS app can be installed on unrooted Android devices (smartphones & tablets) with operating system **equal or higher than 8.1**.

The Nexi SoftPOS **security system** is based on several local and online controls to prevent any fraud situation.

**Automatic Close Batch:** In Nexi SoftPOS the batch close happens automatically without any action by the merchant.

- **Contactless only**
- **Android only**
- **Visa & Mastercard**
- **Auto close batch**



Back to  
Table of  
Contents

02.

---

## Installation & Activation

# 2.1 SoftPOS Installation and Activation



The User Experience starts with a **welcome email** that guides the Merchant to download the Application.

1

## Welcome email



2

## SoftPOS App Download



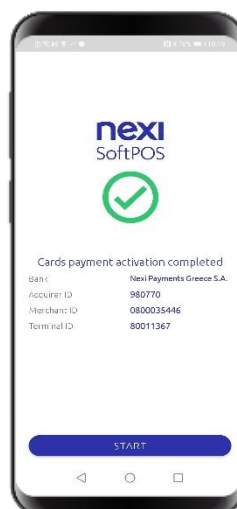
3

## SoftPOS Activation



4

## Successful SoftPOS activation



5

## SoftPOS Initialization



## 2.1.1 Welcome email



EXAMPLE

Dear Merchant,

thank you for choosing SoftPOS, the innovative solution that allows you to cash out directly from your smartphone or tablet by acquiring your customer's contactless card (Mastercard or Visa) via NFC technology.

### Automatic Procedure:

To activate the service, you need to press directly from your smartphone on the following LINK or scan the QRCode from your smartphone:



1. You will be directed to the [Google Play Store](#) page of the SoftPOS application to install the app
2. Once installation is complete, reopen the SoftPOS app which will be pre-configured with its activation parameters. If the app is not initialized, scan the QrCode again to start the initialization.



## 2.2 Start – Splash Screen



The Start screen displays the name of the app and your device information.

**Upon initialization** (initial start) of the SoftPOS, the application automatically **applies your Android device selected language**. If the device language is not available in the SoftPOS, then English will be applied by default.

## 2.3 Activation



In order to proceed with the activation, you need to insert the following data

- Acquirer ID
- Merchant ID
- Terminal ID
- Activation Code

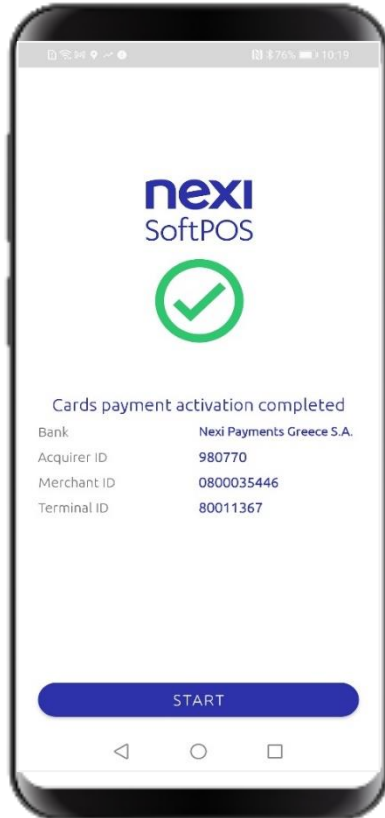
These data can be retrieved and **automatically filled-in by selecting with your device camera the QR code** that you will find in the Welcome email.

Alternatively, you may type them by your self. You will find them the Welcome email (Acquirer ID, Merchant ID, Terminal ID) and SMS (Activation code) that you have already received.

## 2.4 Activation Result



### Successful Activation



### Activation failed



In case you entered wrong data, a warning message will pop-up to indicate a list of errorCodes, that you will need to mention, when you contact Nexi for further assistance



Back to  
Table of  
Contents

03.

---

## Payment transaction

# 3.0 Payment transaction flow

A “POS like” experience without owning and using a physical POS!

Splash  
Screen



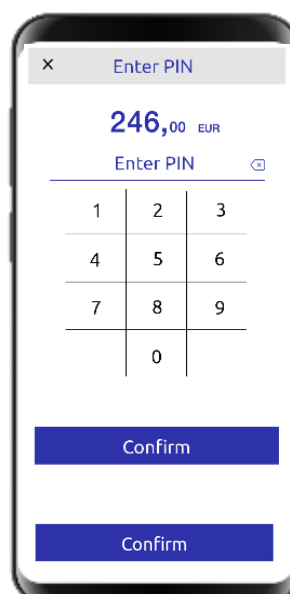
Transaction  
Amount



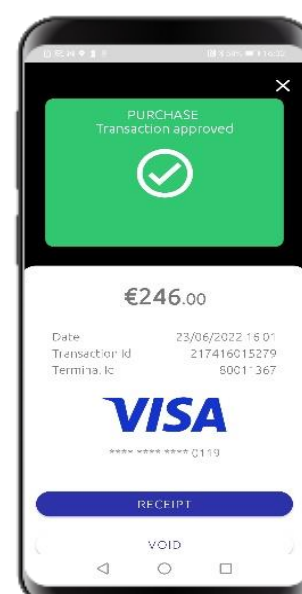
Card  
Acquisition



PIN



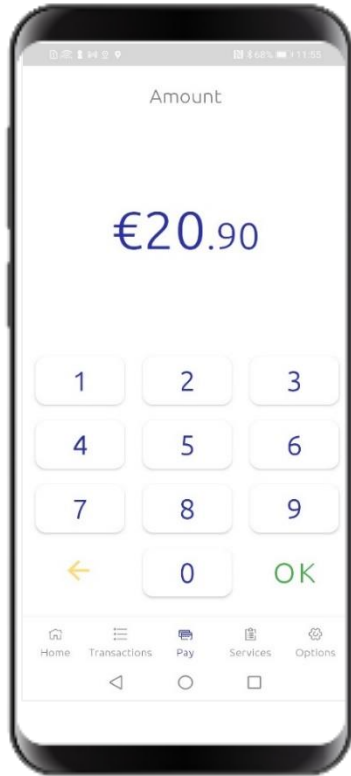
Transaction  
Result




Receipt  
Preview & Sharing



## 3.1 Step 1 – Enter Amount



- Please enter the transaction amount (up to 8 digits) and click **OK**
- Use the yellow arrow on the left  to remove the last digit of the amount

## 3.2 Step 2 – Transaction processing

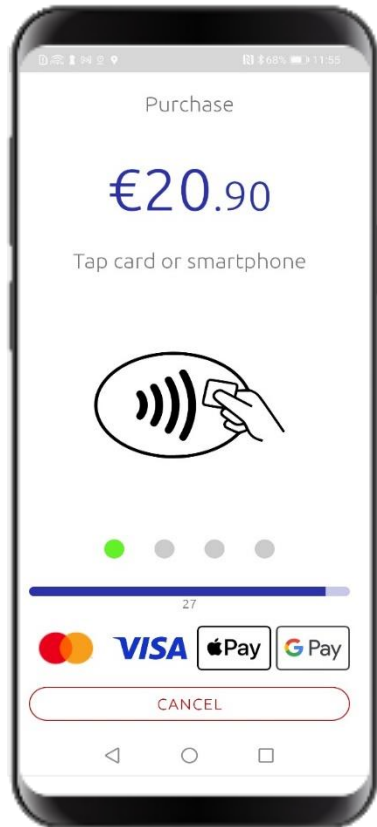


The Softpos solution performs a series of security checks:

- Device integrity checks (*status, root, tamper, hook, debug, emulator*)
- Security Keys checks

If all security checks are passed, you will be redirected to the third step.

## 3.3 Step 3 – Card Acquisition



Ask the customer/ cardholder to tap the card or his device (in case of a digital wallet) on the back of your NFC device on which you have installed theSoftPOS.

In case of a failure during the card reading, a message will be displayed, informing you to

- either ask the customer to tap his/her card again
- or initiate a new transaction.

You may find useful information about the location of the NFC antenna in your smartphone or tablet by selecting one of the following links depending on your device:

[Samsung](#)

[Huawei](#)

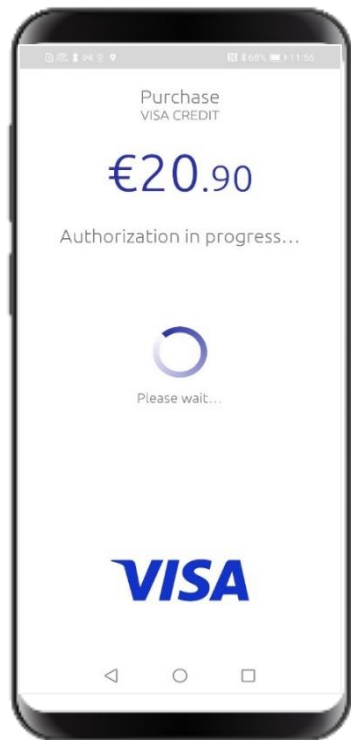
[Google Pixel](#)



## 3.4 Step 4 – Transaction Validation



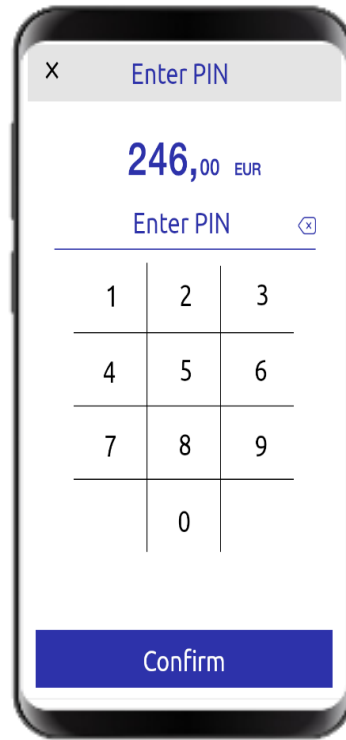
### Transaction amount below 50€



If the transaction amount is below 50€ then the transaction will be processed without PIN.

You will have to wait for the transaction result to confirm that the transaction has been successfully completed.

### Transaction amount over 50€



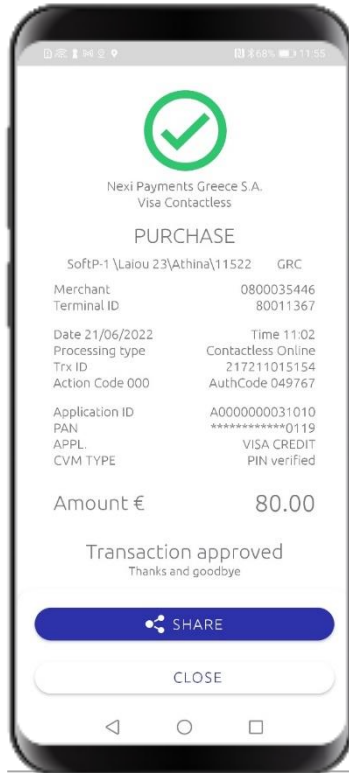
If the transaction amount exceeds 50€, the customer will have to enter his/her PIN.

The numbers on the keyboard will appear in random position for security reasons.

## 3.5 Step 5 – Transaction Result and Receipt



### Approval



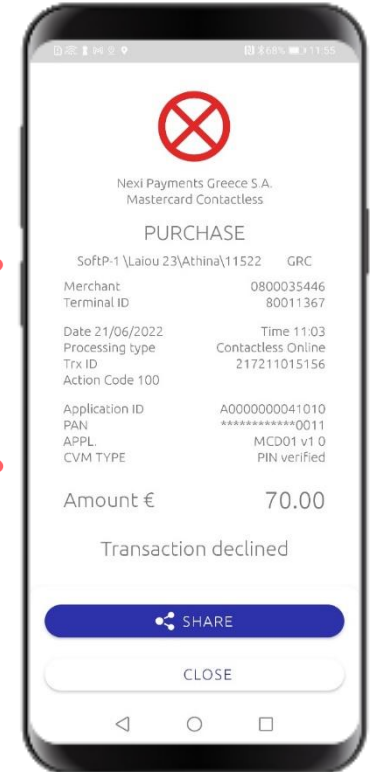
### Receipt

- **Preview of the digital receipt on your device screen**

and

- **Option to send the receipt to the customer (share) through the apps you have installed on your Android device (email, sms, messaging apps).**

### Decline



## 3.5.1 Transaction Result: Approval



**Merchant Details** — SoftP-1 \Laiou 23\Athina\11522 GRC

**Transaction Date & Time** — Date 21/06/2022 Time 11:02

**Masked Card Number** — PAN \*\*\*\*\*0119

**Transaction Type** — PURCHASE

**Terminal ID – TID** — Terminal ID 0800035446 80011367

**Transaction Amount** — Amount € 80.00

**Share button: You may share the transaction receipt using any sharing tool available on your device (e.g. Gmail, WhatsApp etc.)** — SHARE

Transaction approved  
Thanks and goodbye

CLOSE

Field	Value
Merchant	SoftP-1 \Laiou 23\Athina\11522 GRC
Terminal ID	0800035446 80011367
Date	21/06/2022
Time	11:02
Processing type	Contactless Online
Trx ID	217211015154
Action Code	000
AuthCode	049767
Application ID	A0000000031010
PAN	*****0119
APPL.	VISA CREDIT
CVM TYPE	PIN verified
Amount	€ 80.00

Digital receipt in the language of the SoftPOS App

## 3.5.2 Transaction Result: Decline



**Merchant Details** — SoftP-1 \Lalou 23\Athina\11522 GRC

**Transaction Date & Time** — Date 21/06/2022 Time 11:03

**Masked Card Number** — PAN \*\*\*\*\*0011

**Transaction Type** — PURCHASE

**Terminal ID – TID** — Terminal ID 80011367

**Transaction Amount** — Amount € 70.00

**Share button:** You may share the transaction receipt using any sharing tool available on your device (e.g. *Gmail, WhatsApp* etc.)

Transaction declined

SHARE

CLOSE

Digital receipt in the language of the SoftPOS App



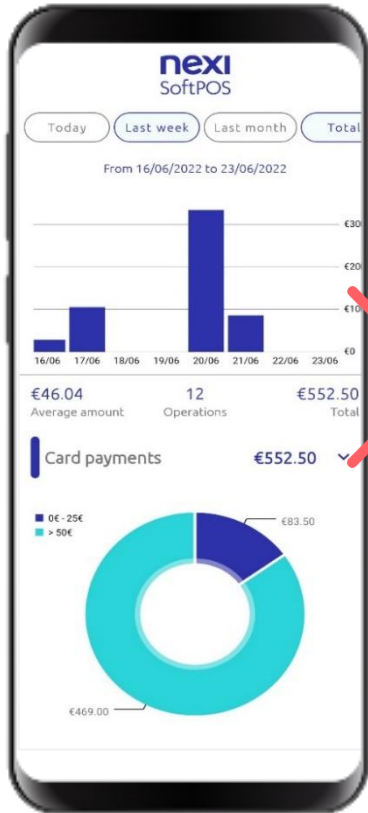
Back to  
Table of  
Contents

04.

---

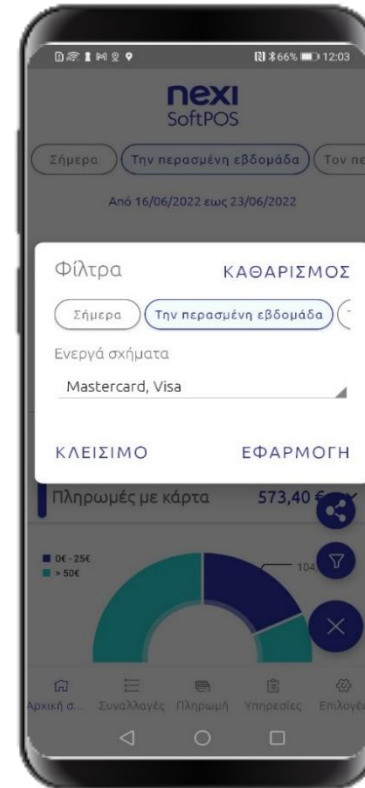
## Transaction Information

## 4.1 Home Screen



The **home screen** displays a dashboard with aggregate data of transactions made through the SoftPOS:

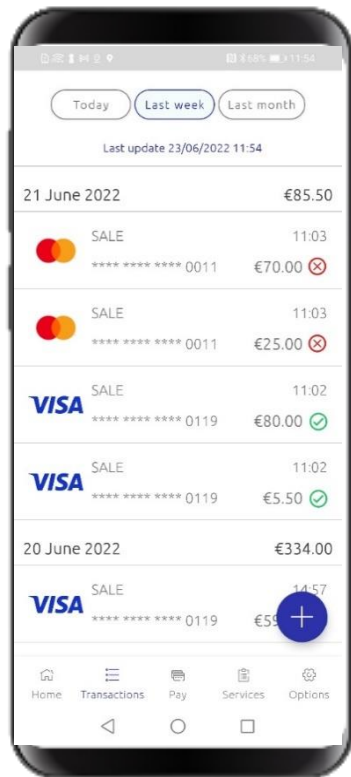
- Total number of transactions
- Total value of transactions
- Average transaction amount
- Pie chart with transaction amounts split by band
- Total transactions split by transaction type (void, sale)



There is an option to filter data by:

- **Period**
  - Today
  - Last week (7 days)
  - Last month (30 days)
  - Custom dates (maximum range of 30 days)
- **Scheme**  
(Visa/ Mastercard)

## 4.2 Transaction List

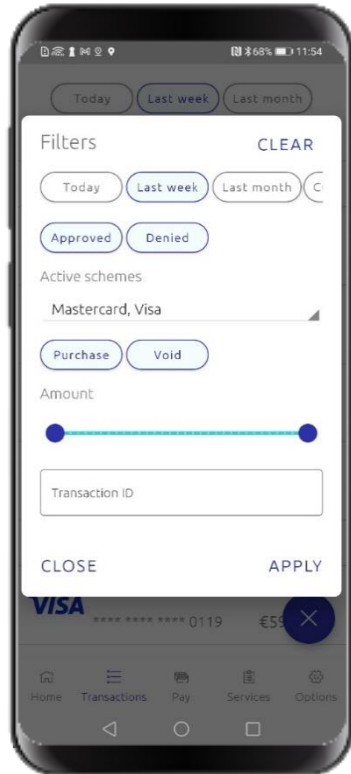


Through the SoftPOS app you can have access to a detailed list of all transactions made through your device:

- **Purchase**
- **Void**

In case of network issues, the flag «**OFFLINE**» will appear on your screen and you will be able to view only the transactions that were completed until the last network connection of your device.

## 4.3 Filters

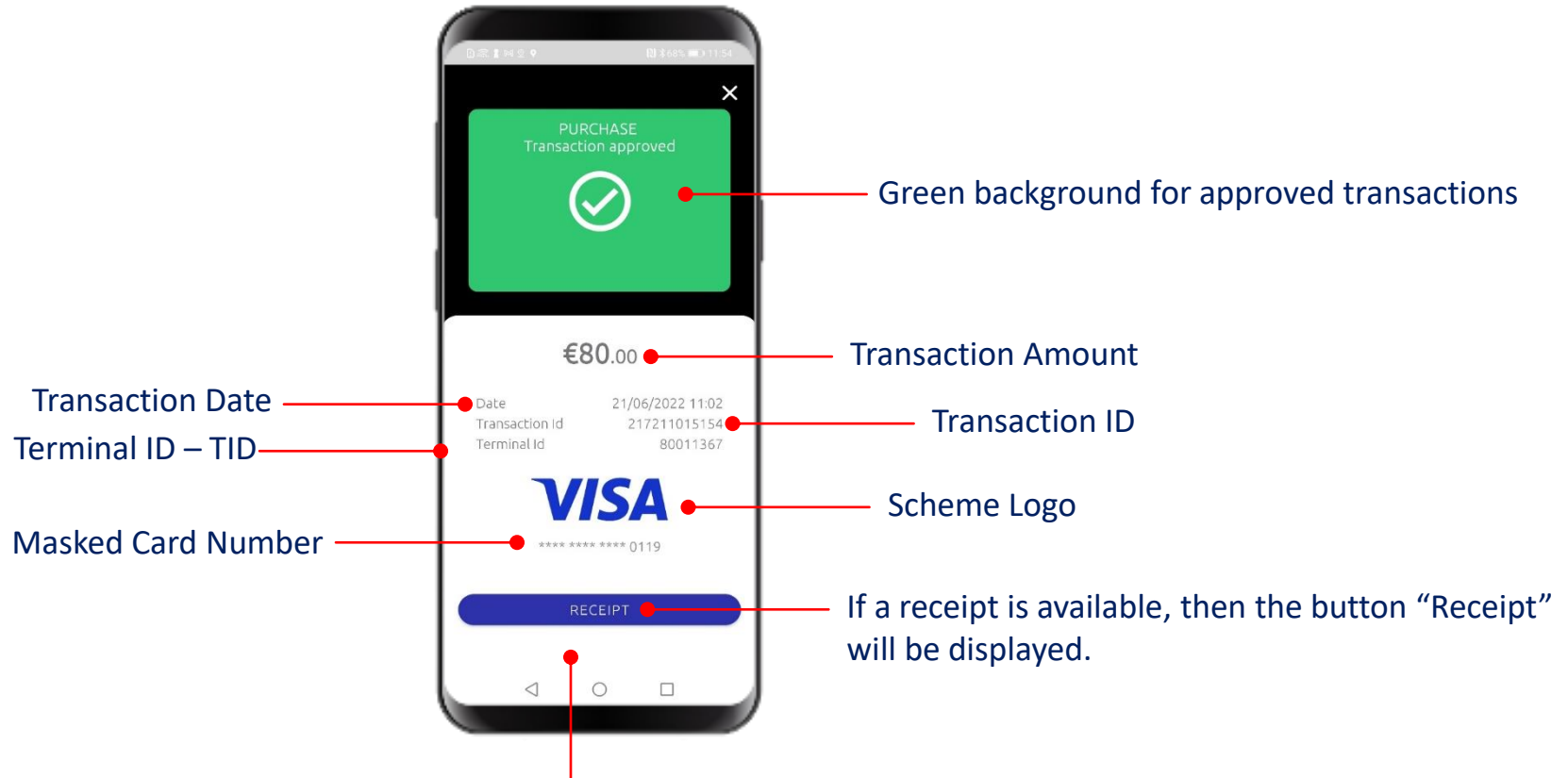


You can select the following options/ filters in order to have different views by:

- **Scheme:** MasterCard/Visa
- **Transaction Result:** Approval/ Decline
- **Transaction Type:** Purchase / Void
- **Period**
  - Today
  - Last week (last 7 days)
  - Last month (last 30 days)
  - Custom dates (maximum range of 30 days)
- **Transaction amount range**
- **Specific transaction code**

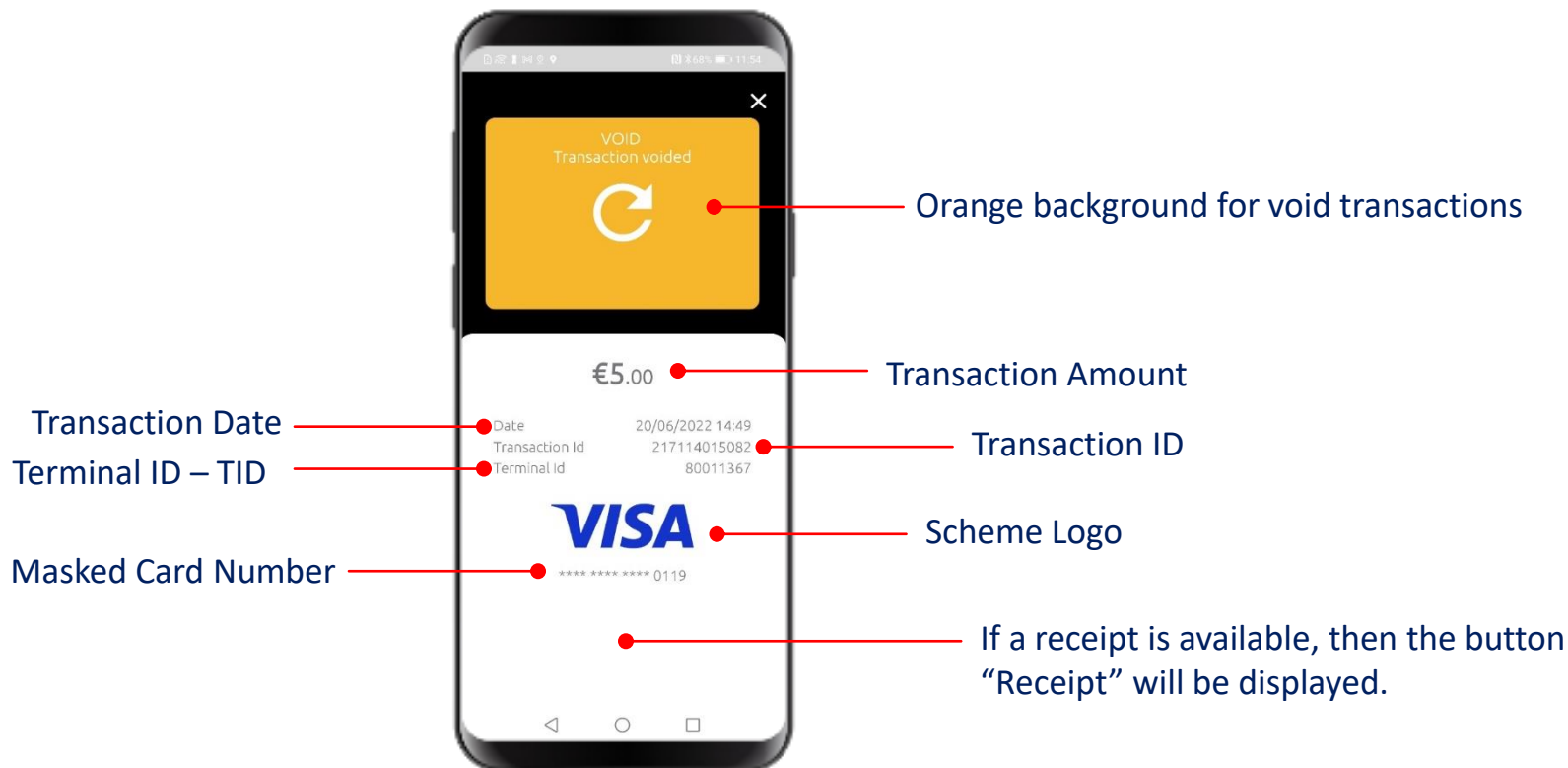


## 4.4.1 Transaction Details: APPROVAL

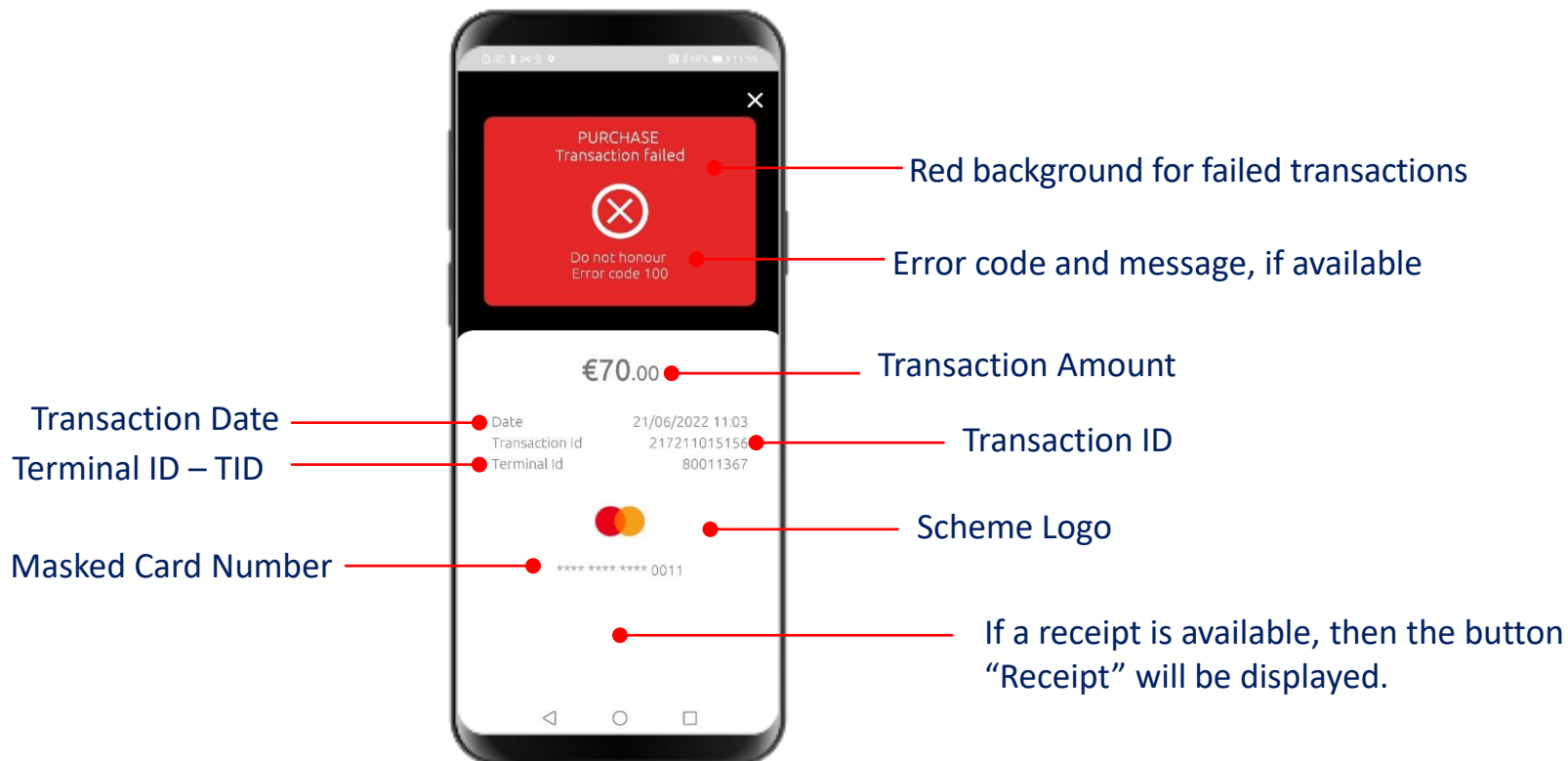


If the transaction can be Canceled, the respective Cancellation button will appear.

## 4.4.2 Transaction Details: VOID



## 4.4.3 Transaction Details: DECLINE





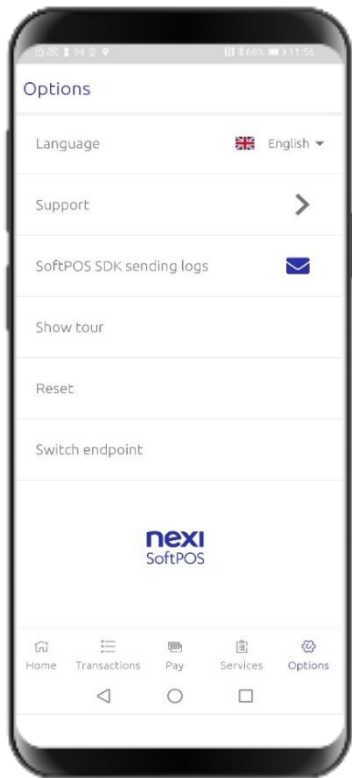
Back to  
Table of  
Contents

05.

---

## Additional Functionality

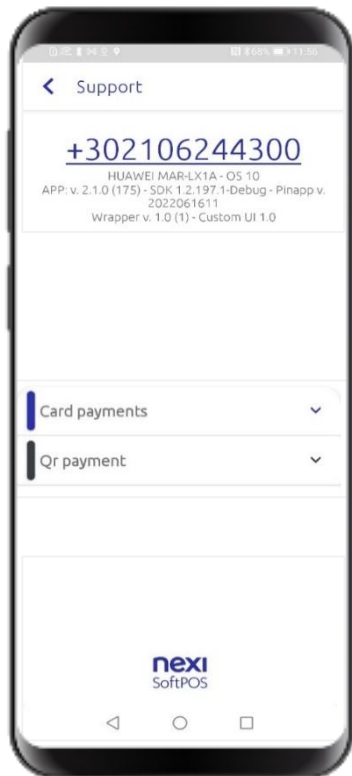
## 5.1 Options



Through this screen you may:

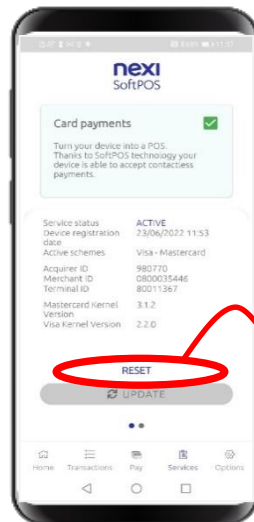
- **Change the Language** of the SoftPOS app
- Navigate to the **Support** screen
- **Reset the app's settings.** By resetting the app, the app clears all application data and you will need to re-activate the SoftPOS app by following the instructions described in the welcome email.

## 5.2 Support



In this screen you may find:

- the **Merchant Support telephone number**. By clicking on it your Android Phone app will pop up in order to call Nexi's technical support.
- Useful **information about your device and the activated service**, that you will need in case you contact the Merchant Support help-desk.



By clicking on “Card Payments” you may view the activation status of the Card Payment service.

### IMPORTANT INFORMATION

By clicking the ‘**Reset**’ button, the service will be reset locally and you will have to re-activate the app following the instructions on the welcome email.

## 5.3 Offline Navigation



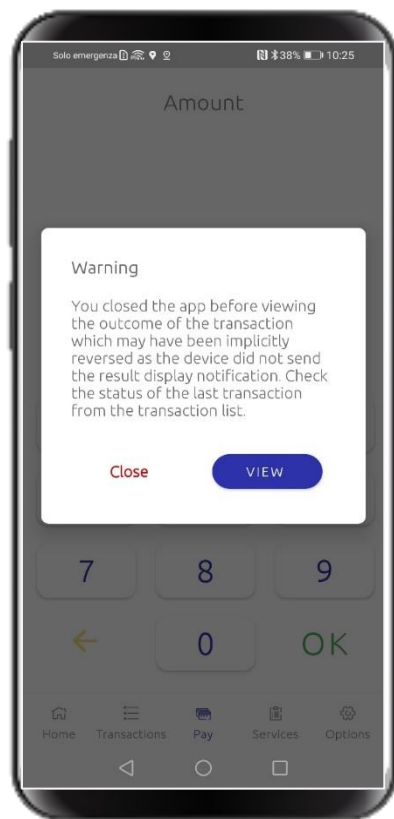
In this case, the flag “OFFLINE” appears on the top right of your device screen.

If the app is activated, it is possible to navigate all sections in offline mode (i.e airplane mode).

You can view the list of transactions, the dashboard page and visit the support page.

In the “OFFLINE” mode it is **not possible to accept payments**.

## 5.4 Implicit VOID



If the SoftPOS application closes during a payment transaction before displaying the transaction result, upon the next opening of the app, a pop-up message appears to inform you that you need to check the transaction result on the transaction list.



## 5.5 App Update



Once an update is available on the Play Store, the SoftPOS App will automatically notify you.

You have the option to skip the update up to 3 times. If you choose to do so, the update becomes mandatory and you will not be able to use the SoftPOS app unless you proceed with the update.



Back to  
Table of  
Contents



nexi