

nexi

# Nexi SmartPOS® with printer

## PAX A910

## Operating Instructions

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September 2023



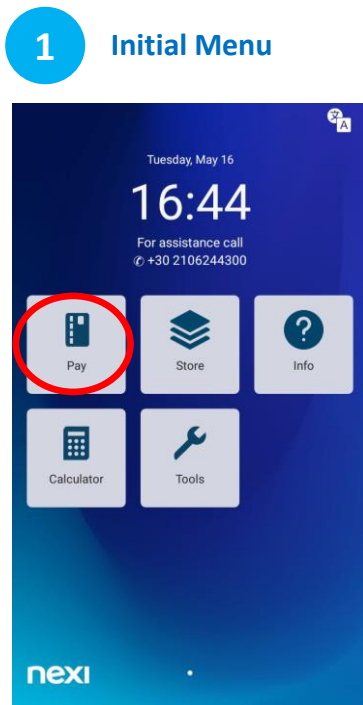
# Operating Instructions: Nexi SmartPOS® with printer PAX A910



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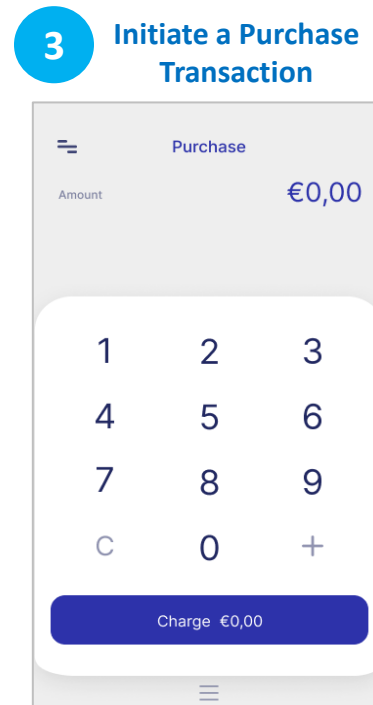
# 1. Launch application



Press “Pay”



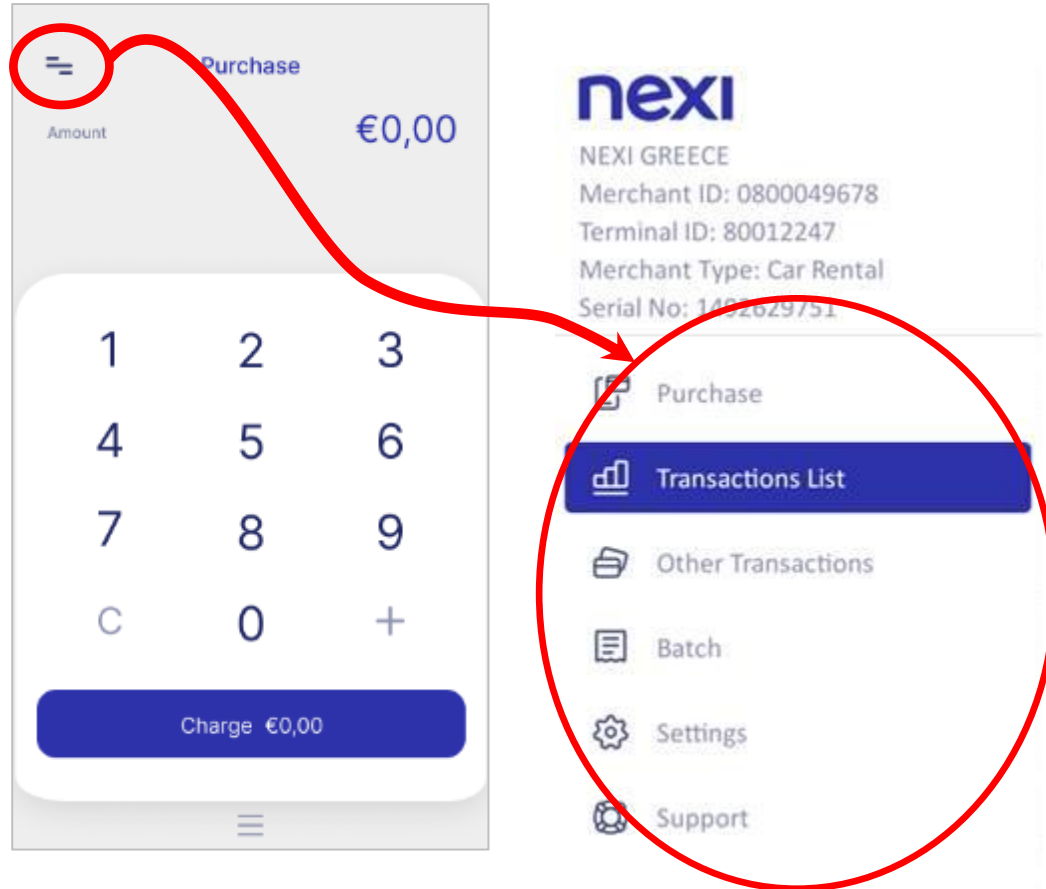
To start please press  
“Get started”.



You will be automatically  
redirected to the  
purchase screen.

## 2. Menu

On the  
**top left of every screen**,  
click on the **3 dashes** to  
view the **Menu**.



# 3. Purchase

[1/2]



\* Installments and Tip Options are available to specific merchants upon request and are subject to approval.

## 1 Enter Amount

Please enter the transaction amount and then click “Charge”.

## 2 Tip\*

If it is available for your company and if the customer requests it, please press the tip amount or percentage. Alternatively, press the option “No Tip”.

## 3 Installments\*

If it is available for your company and if the customer requests it, please enter the number of installments. Alternatively enter the number “0”.

## 4 Card Reading

Tap the card over the POS or insert it into the card reader.

*If the customer wishes to pay with a digital wallet (Apple Pay, Google Pay, Samsung Pay), ask them to bring their device closer to the POS.*

# 3. Purchase

[2/2]



**\*\* Dynamic Currency Conversion (DCC) is available to specific merchants upon request and is subject to approval.**

5

Currency Selection \*\*

The screenshot shows a 'Payment' screen with a back arrow and a close 'X' button. It displays the amount '20,00' and the date '15/05/2023 08:21:40'. Below this, it shows the 'Exchange Rate: 1 EUR = 1.135600 USD' and 'Inc. markup over Wholesale 3.90 %'. A 'Select Currency' section has two options: 'EUR: 20,00' with a selected radio button and 'USD: 22.71' with an unselected radio button. At the bottom is a 'Continue' button.

If supported for your company and if the customer's card is in a currency other than €, please **hand the POS to the cardholder** so that they can select the currency of the transaction and press "Continue".

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PIN

The screenshot shows an 'Enter your PIN' screen with the instruction 'Please enter your card PIN number'. There are four circular indicators for the PIN digits. Below them is a numeric keypad with digits 5, 4, 0, 9, 7, 6, 8, 3, 2, and 1. To the right of the keypad are three buttons: a red 'X' button, a yellow left arrow button, and a green right arrow button.

If requested, hand the POS to the customer to enter their PIN. Then press the **green key**.

7

Processing  
Payment

The screenshot shows a 'Payment Sent' screen with the text 'Total Amount €20,00'. In the center is a large green circular checkmark icon. Below it is the word 'Approved' and the 'nexi' logo at the bottom.

The payment transaction is approved.

8

Completion &  
Receipt

The screenshot shows a 'Thanks' screen with the text 'Total Amount €20,00'. Below this is the question 'How do you want to receive your receipt?'. There are three buttons: 'Receive in mail' with an envelope icon, 'Preview' with a receipt icon, and 'Print' with a printer icon.

Please press:

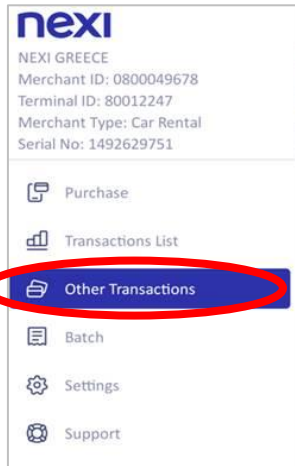
- Receipt to the customer's email address
- Preview on POS
- Print. You can select the printing of customer or merchant receipt or both.

## 4. MOTO Purchase (Mail – Telephone Order)



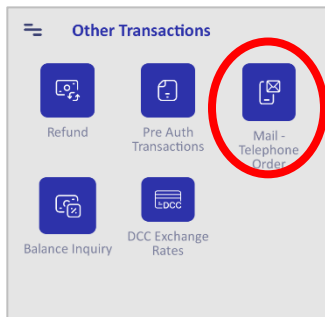
 MOTO is available upon request and is subject to approval.

### 1 Menu Selection



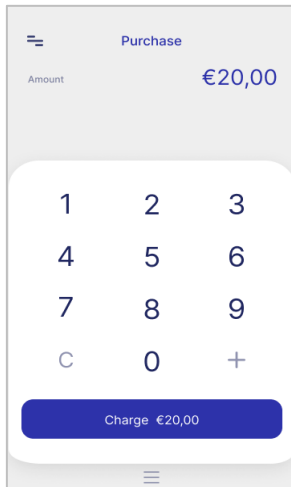
Please select  
“Other Transactions”.

### 2 Select «Mail – Telephone Order»



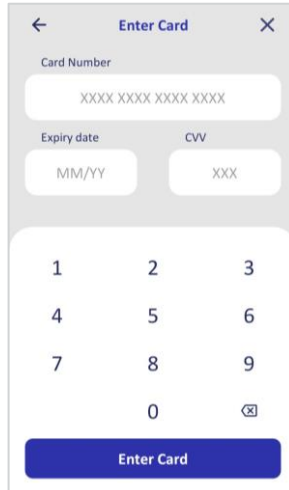
Press  
“Mail-Telephone Order”.

### 3 Enter Amount



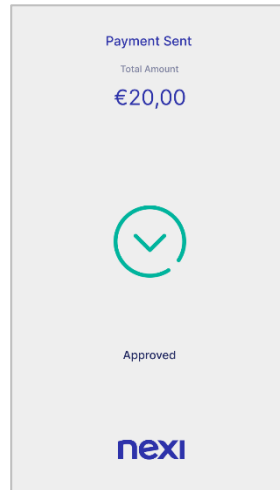
Please enter the  
transaction amount  
and then click  
“Charge”.

### 4 Enter Card Details



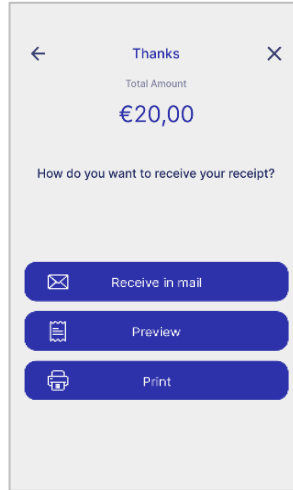
Enter the card  
number, expiration  
date and 3digit  
security code and  
press “Enter Card”.

### 5 Processing Payment



The payment  
transaction is  
approved.

### 6 Completion & Receipt



Please press:

- Receipt to the customer's email address
- Preview on POS
- Print

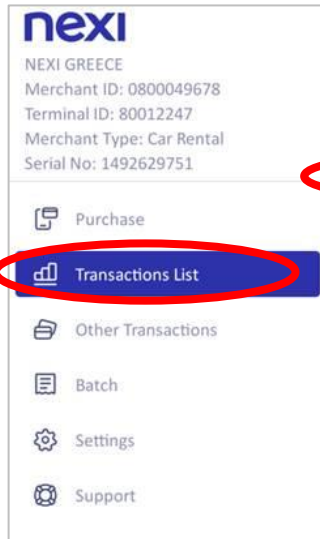
# 5. Transaction Cancellation (Void)



Only for transactions in the current batch.

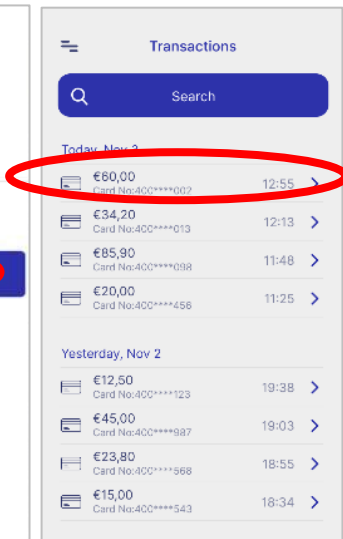


## 1 Menu Selection



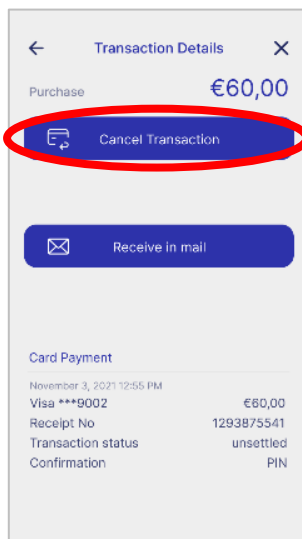
Please select  
"Transactions List".

## 2 Select Transaction



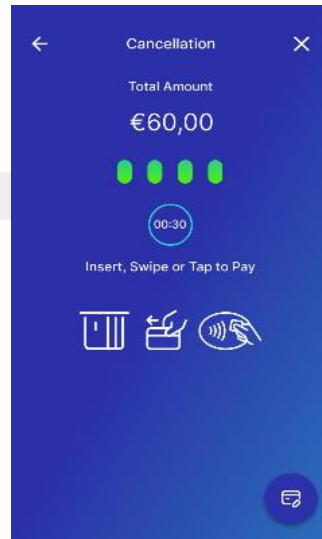
- Search the transaction you want to cancel.
- Press the symbol ">" to view its details and cancel it.

## 3 Transaction Details



Press  
"Cancel Transaction".

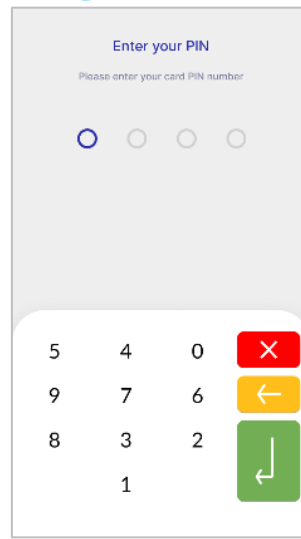
## 4 Transaction Cancellation



Tap the card over the  
POS or insert it into the  
card reader.

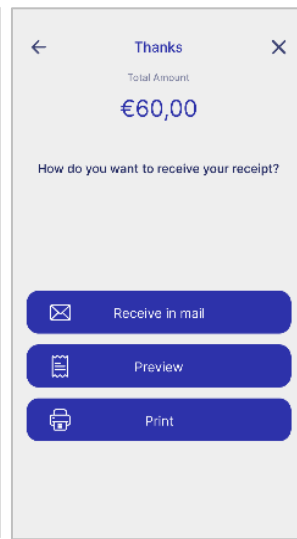
*If the customer wishes to pay  
with a digital wallet, ask them  
to bring their device closer to  
the POS.*

## 5 PIN



If requested, hand  
the POS to the  
customer to enter  
their PIN. Then press  
the **green key**.

## 6 Completion & Receipt



Please press:

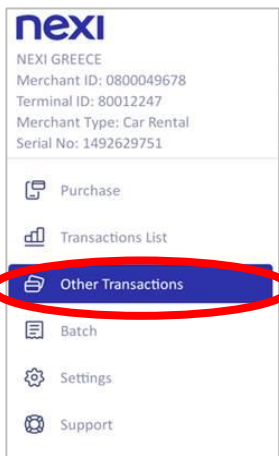
- Receipt to the customer's email address
- Preview on POS
- Print



# 6. Refund

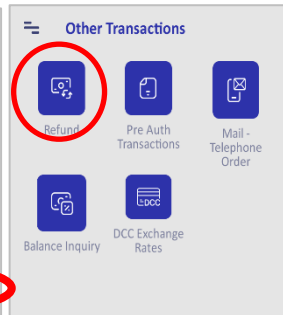


## 1 Menu Selection



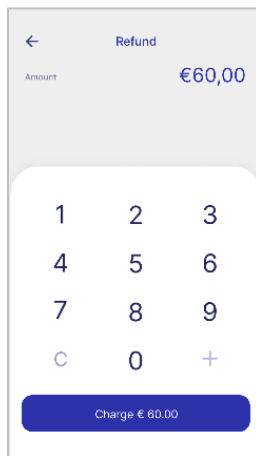
Please select "Other Transactions".

## 2 Select "Refund"



Press "Refund".

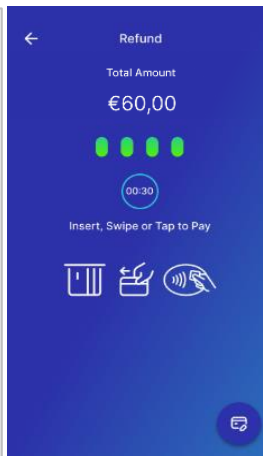
## 3 Enter Amount



Enter the amount to be refunded and then click "Charge".

*If installments and/or DCC are supported, the relevant screens will appear.*

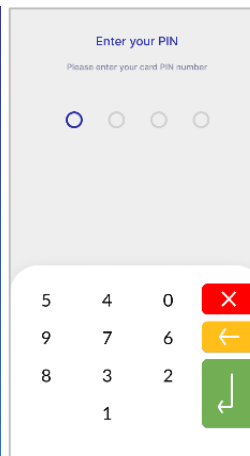
## 4 Refund



Tap the card over the POS or insert it into the card reader.

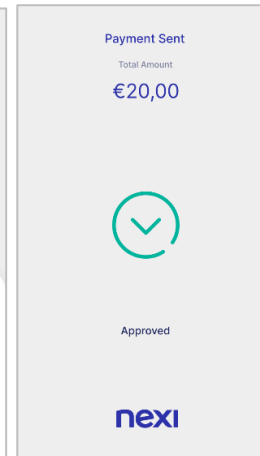
*If the customer wishes to pay with a digital wallet, ask them to bring their device closer to the POS.*

## 5 PIN



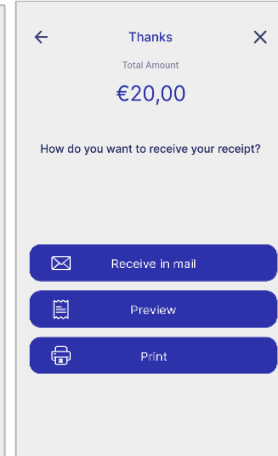
If requested, hand the POS to the customer to enter their PIN. Then press the **green key**.

## 6 Processing Refund



The refund is approved.

## 7 Completion & Receipt



Please press:

- Receipt to the customer's email address
- Preview on POS
- Print

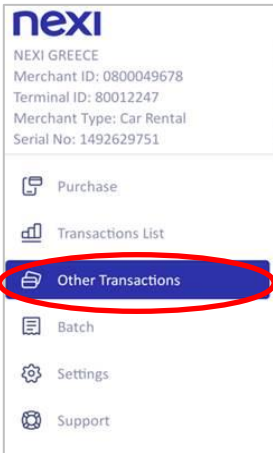
# 7. Pre-Authorization



This transaction is available to specific merchant categories (hotels, travel agencies, car rentals etc).

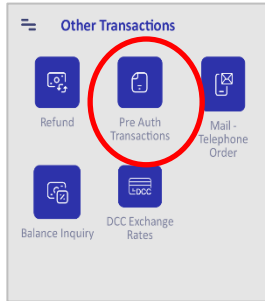


## 1 Menu Selection



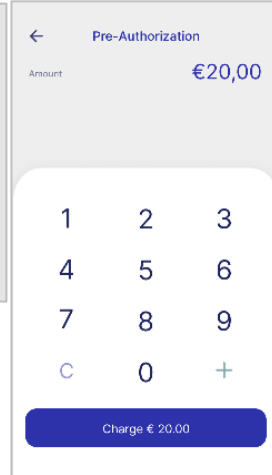
Please select "Other Transactions".

## 2 Select "Pre-Auth"



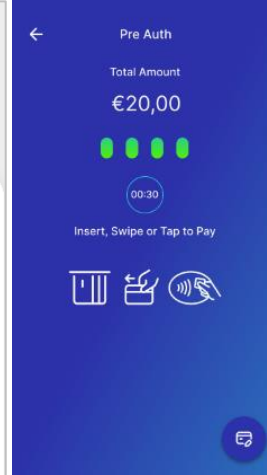
Press "Pre-Auth Transactions". On the next screen press "Pre-Auth".

## 3 Enter Amount



Enter the Pre-Auth amount and then click "Charge".

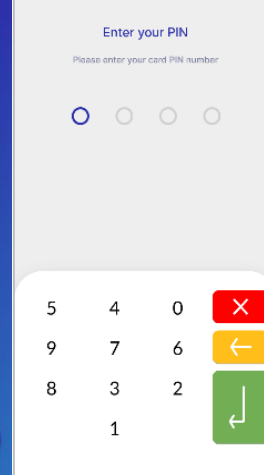
## 4 Pre-Auth



*If the customer wishes to use a digital wallet, ask them to bring their device closer to the POS.*

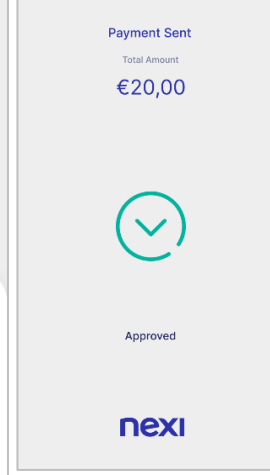
Tap the card over the POS or insert it into the card reader.

## 5 PIN



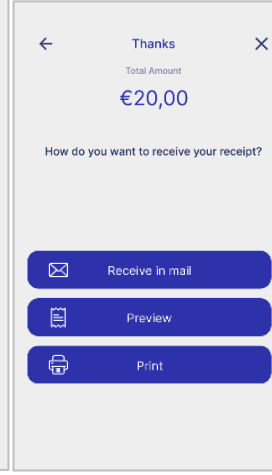
If requested, hand the POS to the customer to enter their PIN. Then press the **green key**.

## 6 Processing Pre-Auth



The transaction is approved.

## 7 Completion & Receipt



Please press:

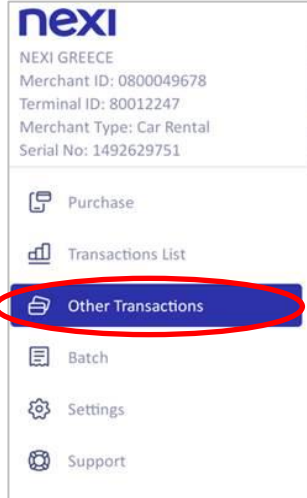
- Receipt to the customer's email address
- Preview on POS
- Print

# 8. Pre-Authorization Completion



1

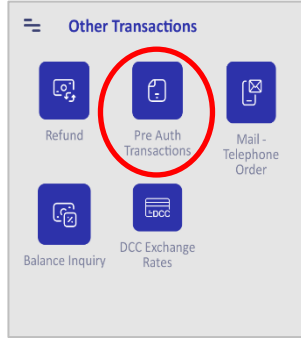
Menu  
Selection



Please select  
"Other Transactions".

2

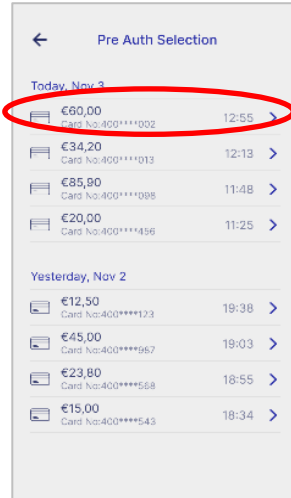
Select  
"Pre-Auth"



Press  
"Pre-Auth  
Transactions".  
On the next screen,  
press  
"Pre-Auth  
Completion".

3

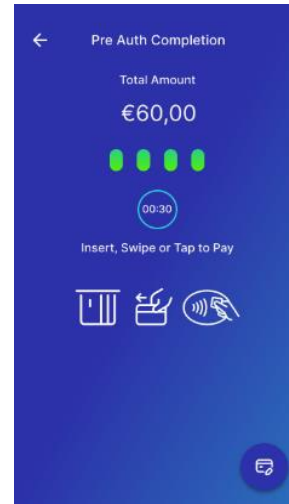
Select  
Transaction



- Select the transaction you want from the list
- Click on > to view the "Transaction Details" and proceed with the completion.

4

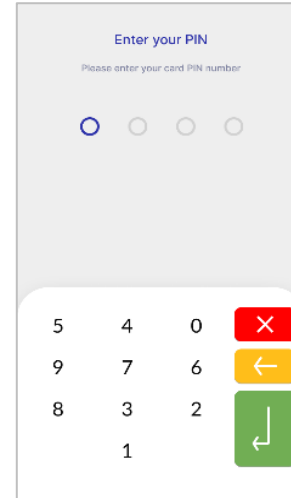
Pre-Auth  
Completion



Tap the card over  
the POS or insert it  
into the card reader.  
*If the customer wishes to  
use a digital wallet, ask  
them to bring their  
device closer to the POS.*

5

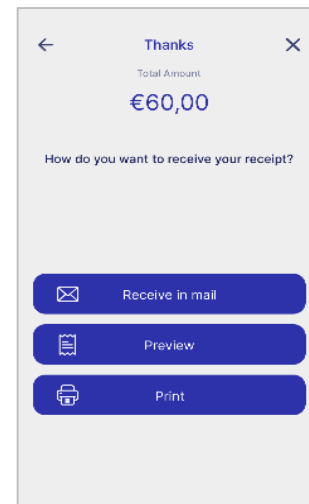
PIN



If requested, hand  
the POS to the  
customer to enter  
their PIN. Then press  
the **green key**.

6

Completion &  
Receipt



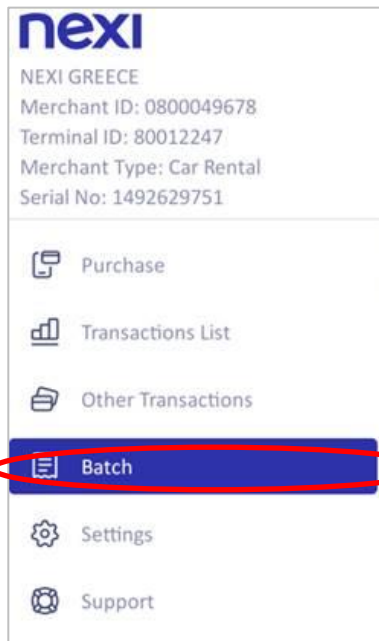
- Please press:
- Receipt to the customer's email address
  - Preview on POS
  - Print

# 9. Preview Open Batch



1

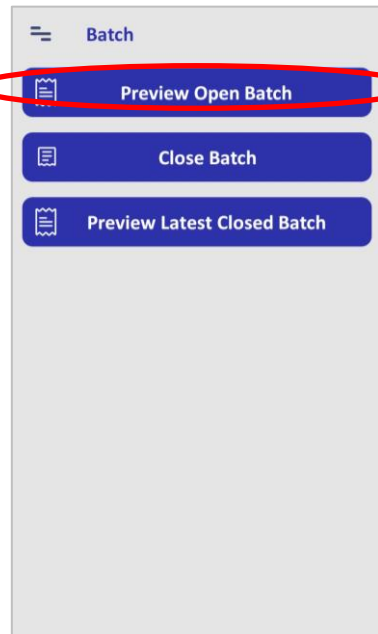
Menu  
Selection



Please select  
"Batch".

2

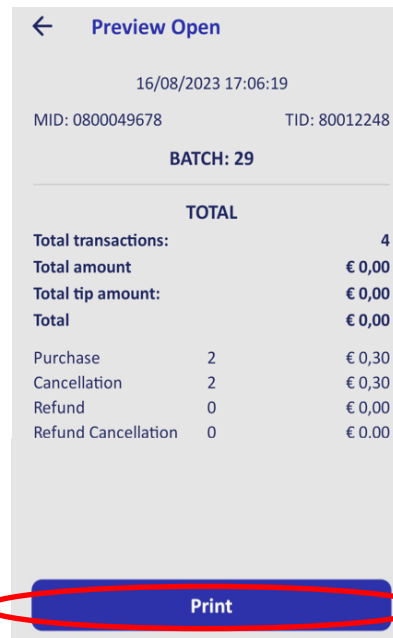
Select  
"Preview Open Batch"



Press  
"Preview Open Batch".

3

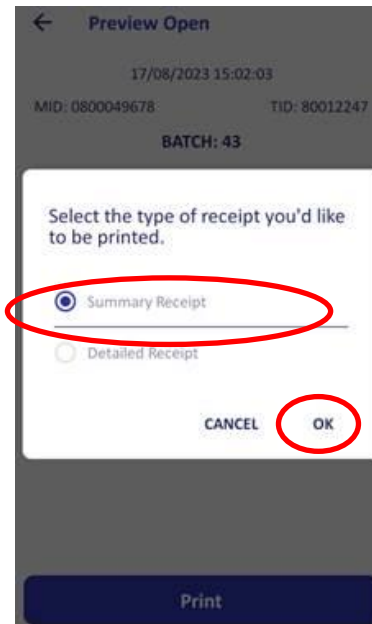
Preview Open Batch



The open batch appears on  
screen. You may press  
"Print" to print it.

4

Print



Select "Summary" or  
"Detailed" Receipt and  
press "OK".

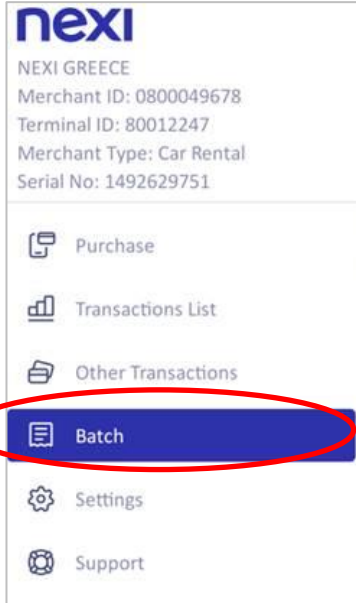
# 10. Close Batch



It is recommended to run daily, if transactions are made.

1

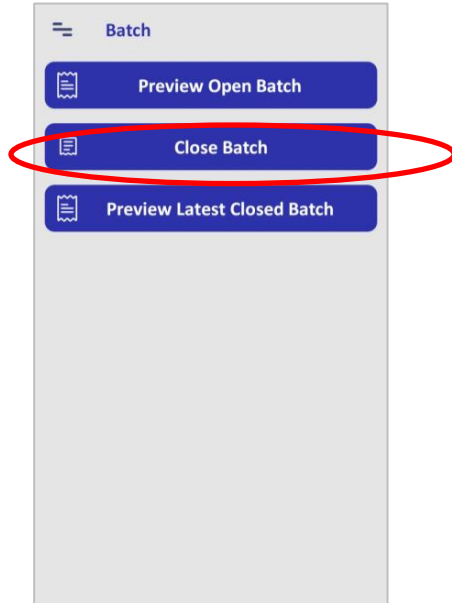
Menu  
Selection



Select "Batch".

2

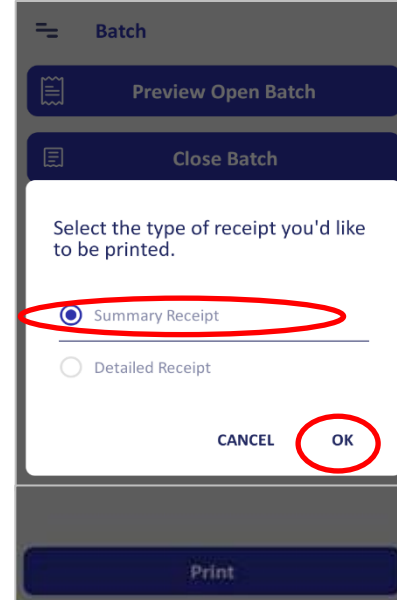
Select  
"Close Batch"



Press "Close Batch".

3

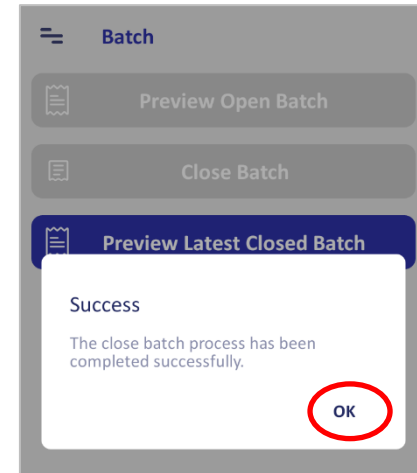
Select  
Type of Receipt



Select "Summary" or  
"Detailed" Receipt and  
press "OK".

4

Successful  
Batch Close



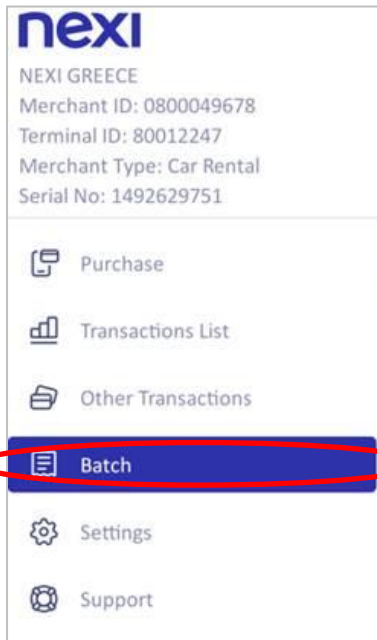
Press "OK".  
The batch is closed.

# 11. Preview Latest Closed Batch



1

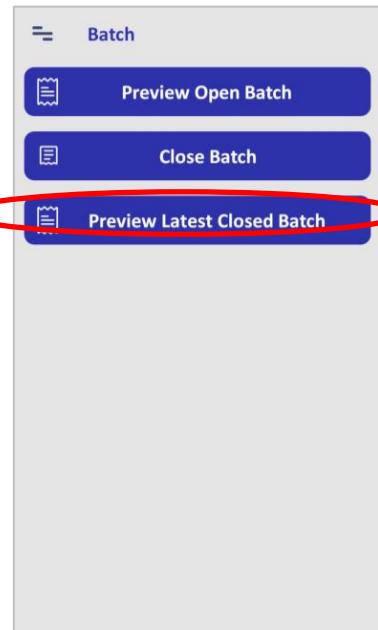
## Menu Selection



Please select  
"Batch".

2

## Select "Preview Latest Closed Batch"



Press  
"Preview Latest Closed Batch".

3

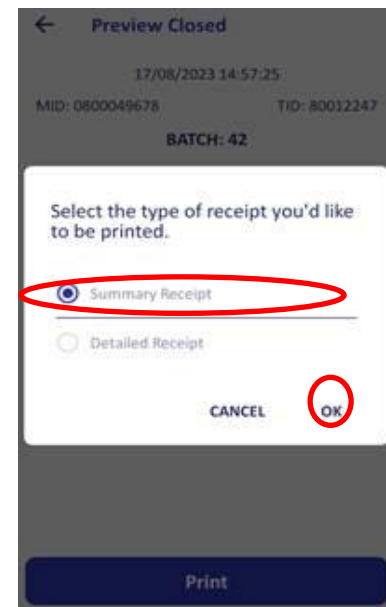
## Preview Latest Closed Batch



The latest closed batch appears  
on screen. You may press  
"Print" in order to print it.

4

## Printing



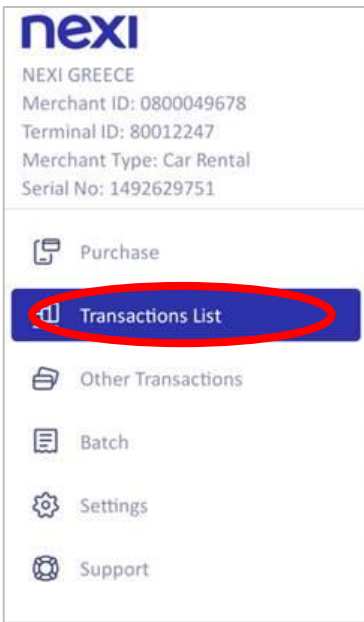
Select "Summary" or  
"Detailed" Receipt and  
press "OK".

# 12. Transaction Re-Print



1

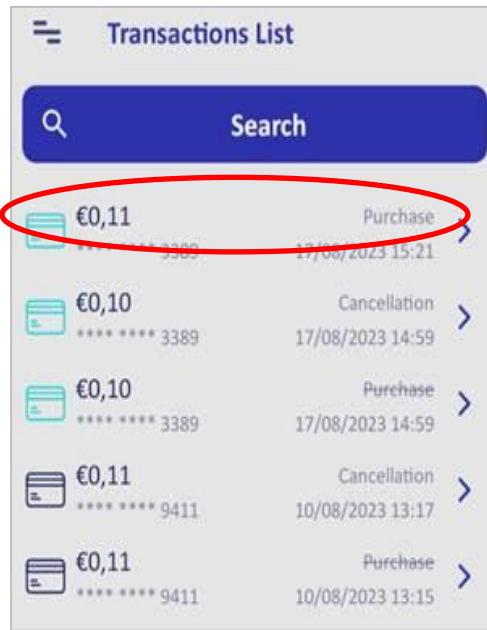
Menu Selection



Please select "Transactions List".

2

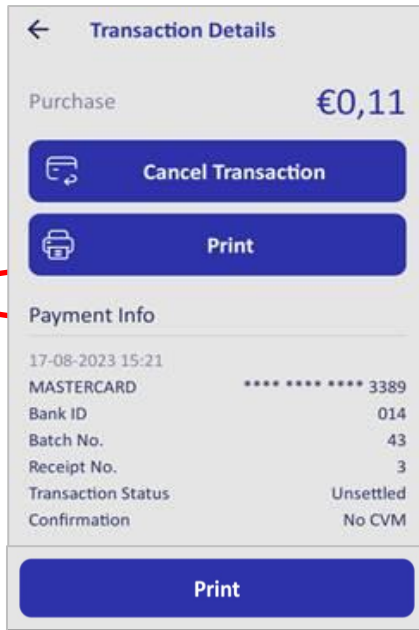
Select Transaction



Select the transaction you want to re-print.

3

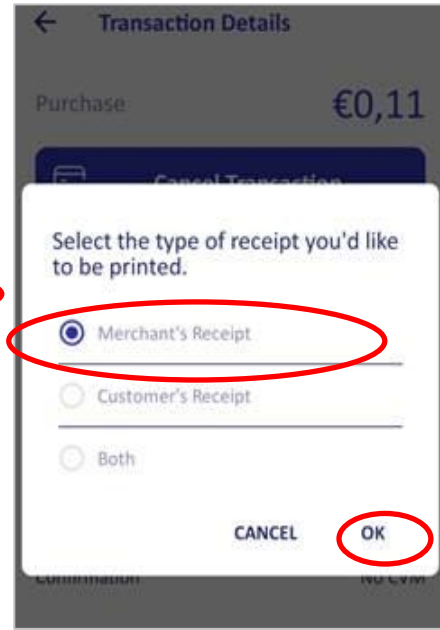
Select "Print"









Press "Print".

4







Print



Select the type of receipt you want to be printed (merchant, customer, both).

TRANSACTION TYPE	TRANSACTION FLOW					
 <b>PURCHASE</b>	1 SELECT "PAY" FROM THE MENU	2 ENTER THE AMOUNT AND PRESS "CHARGE"	3 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)	4 ENTER PIN (IF REQUESTED)	5 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)	
 <b>PURCHASE WITH INSTALLMENTS</b> UPON AVAILABILITY	1 SELECT "PAY" FROM THE MENU	2 ENTER THE AMOUNT AND PRESS "CHARGE"	3 ENTER NUMBER OF INSTALLMENTS OR "0"	4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)	5 ENTER PIN (IF REQUESTED)	6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)
 <b>PURCHASE WITH TIP</b> UPON AVAILABILITY	1 SELECT "PAY" FROM THE MENU	2 ENTER THE AMOUNT AND PRESS "CHARGE"	3 ENTER TIP AMOUNT (FROM SELECTION) OR "NO TIP" OPTION	4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)	5 ENTER PIN (IF REQUESTED)	6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)
 <b>VOID</b> ONLY FOR TRANSACTIONS IN THE CURRENT BATCH	1 SELECT "TRANSACTION LIST" FROM THE MENU	2 SELECT THE TRANSACTION YOU WANT TO CANCEL . PRESS THE SYMBOL ">" TO VIEW THE TRANSACTION DETAILS AND CANCEL IT.	3 PRESS "CANCEL TRANSACTION"	4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)	5 ENTER PIN (IF REQUESTED)	6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)
 <b>REFUND</b>	1 SELECT "OTHER TRANSACTIONS" FROM THE MENU	2 PRESS "REFUND" <i>IF SUPPORTED INSTALLMENTS AND/OR DCC THE RELEVANT MENU WILL FOLLOW.</i>	3 ENTER REFUND AMOUNT	4 CARD READING (CONTACTLESS / CHIP & PIN/ MAGNETIC)	5 ENTER PIN (IF REQUESTED)	6 COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)
 <b>CLOSE BATCH</b> IT IS RECOMMENDED TO RUN DAILY, IF TRANSACTIONS ARE MADE	1 SELECT "BATCH" FROM THE MENU	2 PRESS "CLOSE BATCH"	3 PRESS "SUMMARY" OR "DETAILED" RECEIPT AND PRESS "OK".	4 CLOSE BATCH IS COMPLETED AND RECEIPT IS PRINTED (SUMMARY OR DETAILED AS SELECTED IN STEP 3).		



TRANSACTION TYPE	TRANSACTION FLOW						
 <b>MOTO PURCHASE</b> (Mail - Telephone Order) UPON AVAILABILITY	<b>1</b> SELECT "OTHER TRANSACTIONS" FROM THE MENU	<b>2</b> PRESS "MAIL – TELEPHONE ORDER"	<b>3</b> ENTER AMOUNT	<b>4</b> ENTER THE CARD DETAILS (NUMBER, EXPIRATION DATE, CVC/CVV)	<b>5</b> COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)		
 <b>DCC PURCHASE</b> (Currency Conversion) UPON AVAILABILITY	<b>1</b> SELECT "PAY" FROM THE MENU	<b>2</b> ENTER AMOUNT	<b>3</b> CARD READING (CONTACTLESS/ CHIP & PIN/ MAGNETIC)	<b>4</b> HAND THE POS TO THE CUSTOMER TO SELECT CURRENCY. CURRENCY CONVERSION AMOUNT AND FEE ARE DISPLAYED	<b>5</b> ENTER PIN (IF REQUESTED)	<b>6</b> COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)	
 <b>PRE-AUTHORIZATION</b> UPON AVAILABILITY	<b>1</b> SELECT "OTHER TRANSACTIONS" FROM THE MENU	<b>2</b> PRESS "PRE-AUTH TRANSACTIONS"	<b>3</b> PRESS "PRE-AUTH"	<b>4</b> ENTER AMOUNT AND PRESS "CHARGE"	<b>5</b> CARD READING (CONTACTLESS/ CHIP & PIN/ MAGNETIC)	<b>6</b> ENTER PIN (IF REQUESTED)	<b>7</b> COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)
 <b>PRE-AUTHORIZATION COMPLETION</b> FOR PRE-AUTHORIZED TRANSACTIONS ONLY	<b>1</b> SELECT "OTHER TRANSACTIONS" FROM THE MENU	<b>2</b> PRESS "PRE-AUTH TRANSACTIONS"	<b>3</b> PRESS "PRE-AUTH COMPLETION"	<b>4</b> SELECT THE PRE-AUTHORIZED TRANSACTION TO COMPLETE	<b>5</b> CARD READING (CONTACTLESS/ CHIP & PIN/ MAGNETIC)	<b>6</b> ENTER PIN (IF REQUESTED)	<b>7</b> COMPLETION & RECEIPT (VIA EMAIL, VIEW ON SCREEN, PRINT)
 <b>PREVIEW OPEN BATCH</b>	<b>1</b> SELECT "BATCH" FROM THE MENU	<b>2</b> PRESS "PREVIEW OPEN BATCH"	<b>3</b> PREVIEW THE OPEN BATCH ON THE POS SCREEN	<b>4</b> OPTIONALLY, PRESS "PRINT"	<b>5</b> PRESS "SUMMARY" OR "DETAILED" RECEIPT AND PRESS "OK".	<b>6</b> PRINT THE CURRENT OPEN BATCH	
 <b>PREVIEW LATEST CLOSED BATCH</b>	<b>1</b> SELECT "BATCH" FROM THE MENU.	<b>2</b> PRESS "PREVIEW LATEST CLOSED BATCH"	<b>3</b> PREVIEW THE LATEST CLOSED BATCH ON THE POS SCREEN	<b>4</b> OPTIONALLY, PRESS "PRINT"	<b>5</b> PRESS "SUMMARY" OR "DETAILED" RECEIPT AND PRESS "OK".	<b>6</b> PRINT THE LATEST CLOSED BATCH	



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