WAPPoint

User Guide

MiniPOS
PrintPOS
TabletPOS

021 3000121 (CALL 24/7 OR

WHATSAPP OFFICE HOURS)

WWW.WAPPOINT.CO.ZA

This user guide applies to the PrintPOS, MiniPOS & TabletPOS as they all use the same software, but only the PrintPOS can print receipts.
You can now transact over Wi-Fi & Data

- Tap Card
- Insert Paper Roll
- Swipe Card
- Paper Feed
- Power On/Off Button
- Charge Port
- Insert Card
- Home
- Toggle between Open Apps
- Back

Standard Apps

AnyDesk	Remote access for techincal assistance
AddPayCashier	To accept card payments
WiseMarket	Download more Apps from App Store
WAPPoint POS	Indepth Point Of Sale App *To apply
Top it Up	To sell airtime & electricity *To apply
POS Lite	Basic Point Of Sale & manage inventory

How To Process A Card Transaction

AddPayCashier — Open the Cashier App

- Swipe Card
- Power
- Sim 2
- Sim 1
- Tap Card
- Insert Card

- Login details will automatically be inserted, just click 'sign in'
- Click on 'Purchase' & enter the amount & and click 'Pay Now'
- Insert, swipe, or tap the card to complete the sale
- *The void function can only be done if the transaction has not been banked for that day. Thereafter you need to refund the customer out of your till or call us for a manual refund.* **Void Password: 123456**

Cash Back Sale (ATM)

- Select "Cash back" for customer to draw cash from the register with their card
- First amount to enter is the amount for the sale of the items the client purchased
- Second amount is the cash amount the person wants to withdraw

How To Reprint A Slip

- You can opt to print customer receipt if they request one after the transaction
- You can reprint slip on the same screen
- Or click on 'Transactions' in the menu and select the transaction you want to reprint using the top right printer icon
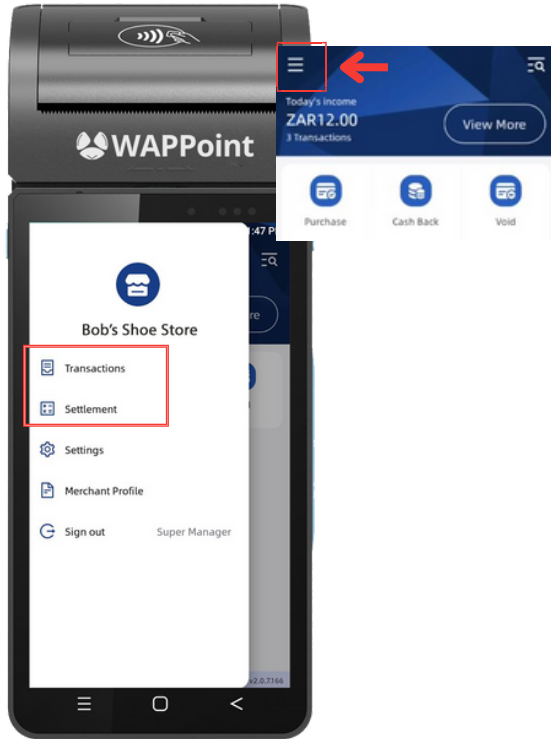

How To Reprint A Settlement Slip

- Open the Top Left Menu
- Select 'Settlement' in the top left menu
- Click on the top right icon to select the settlement date you want to print

How To Settle/Bank Transactions

This happens automatically between 20:30-21:00 daily, but it is always best to do this at the end of your business day with cash up

- Open the left menu & click on 'Settlement'
- Press 'Settle', to bank all the transactions on the device
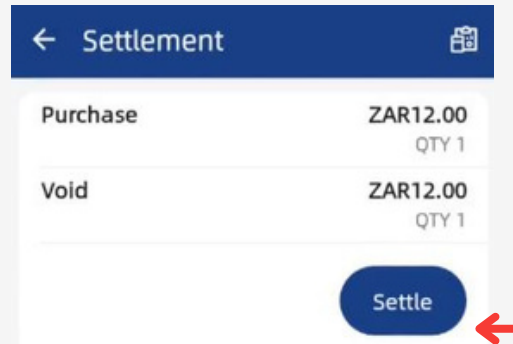
View Transaction History

- Open the left menu
- Click on 'Transactions'
- Select the date you want to view
- You can click on the transaction to open a more detailed view or to void that transaction
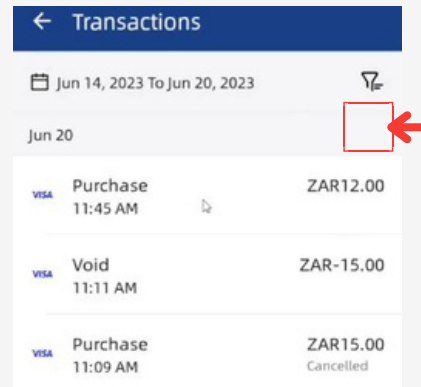
Troubleshooting

- **Printing Problems (PrintPOS):** Make sure the paper is inserted correctly & that the paper is going up, and over the printer lid, away from you.
- **Device not charging:** Try another plug point or phone charger. If this fails, contact our helpdesk as the battery or charger may be faulty.
- **Transaction Failed:** Check that the signal triangle has 4G connection on SIM card or your Wi-Fi is on a stable connection.

Billing / Payment Queries

Transaction Day (bank cut off at 9pm)	Appears in your account (Absa)	Appears in your account (Any other Bank)
Mon-Thurs	Day 1 or 2	Day 2 or 3
Fri/Sat	Mon/Tues	Tues/Wed
Sun	Tues/Wed	Wed/Thurs

www.wappoint.co.za – Login

View transactions & settlement history on the online portal

021 3000121 / Email accounts@wappoint.co.za