Instructions
on using the POS terminal

KICB

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1 PAYMENT

Steps:

1. Select the **PAYMENT** transaction from the menu.
2. In the payment window, enter the required amount for payment, then click **CONTINUE.**
3. If you made a mistake when entering the amount, click the CANCEL button.
4. When paying with a chip or magnetic stripe enter your card **PIN-code**.
5. After entering the payment amount, insert the card and enter the PIN code.
6. Then click the CONFIRM button. If the client made a mistake, click the **CANCEL** button and re-enter the PIN-code.
7. If the PIN code is entered correctly, the payment will be **successful.**
8. The **RESPONSE CODE: 000 appears.** If you need a second receipt, click on the green check mark; if not, click on the red cross.



Important!
The digits of the PIN code are presented in a random order. This is done to provide additional protection for the client's privacy and data.

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2 CANCEL

Steps:

1. Select the **CANCEL** transaction from the menu.

2. To cancel a payment, you need to know the check number, which is indicated at the top of the check and designated as **Check № —.**

3. Enter the check number and click the **CONTINUE** button.

4. Then the display shows the amount, time of payment and details of the card used to make the transaction.

5. Put the card or insert the chip.

6. If the cancellation is successful, the **RESPONSE CODE: 400 appears.** This means that the transaction was successfully cancelled.

Note!
QR code transactions cannot be cancelled.



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3 MANUAL INPUT TRANSACTION

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Steps:

1. Select the **PAYMENT** transaction from the menu.

2. Enter the payment amount and click CONTINUE.

3. A panel with numbers appears on the screen. Enter:
   - customer card number,
   - card validity period,
   - CVV code (3 digits on the back of the card).

4. Confirm the transaction by clicking CONTINUE.

5. Wait for the operation to complete – the terminal prints a receipt.

6. One check is for the client, the other is for you (if two are printed).



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4 PRE-AUTHORIZATION

Steps:

1. In the menu, select the **PRE-AUTHORIZATION** transaction.
2. Enter the deposit amount and click OK. Insert, swipe, or put the customer's card.
3. Confirm the operation by entering the **PIN** code.
4. Wait for the transaction to complete— the terminal prints a receipt. Give one receipt to the customer and keep the other.
5. When you need to write off part of the funds, select the **CALCULATION** transaction.
6. Enter the **RRN** transaction **REFERENCE** number (indicated on the pre-authorization receipt).
7. Enter the amount to be written off (no more than the blocked amount).
8. Insert your card and enter the **AUTHORIZATION CODE** number (indicated on the pre-authorization receipt).
9. After this, the POS terminal prints a receipt for payment of the specified amount.



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5 FUNDS RETURN

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Steps:

1. In the menu, select the **RETURN** operation.

2. Enter the refund amount and click OK.

3. Insert, swipe or present the same card used to make the payment.

5. Enter the **RRN** transaction **REFERENCE** number (indicated on the payment receipt).

6. After this, the POS terminal will print a receipt for the return of the specified amount.

Important! The refund function, unlike CANCEL, allows you to return a payment even after the shift ends.



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6 CHECKS

Steps:

The POS terminal menu has a RECEIPTS section, which usually includes two items:

1. **A receipt COPY** — prints a copy of the last transaction.

2. **Receipt Archive** — stores all receipts for the current shift. You can search for a receipt by time, amount, or transaction number. After the shift closes, all receipts from the archive are transferred to the general report, which is located in the **REPORTS** section.

How to print a receipt from **the archive:**

1. Press [MENU].
2. Select CHECKS.
3. Select RECEIPT ARCHIVE.
4. Find the required check in the list.
5. Press the green button and the terminal will print a copy of the receipt.



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7 REPORTS

Steps:

The POS terminal menu has a REPORTS section, which usually includes three items:

1. The interim report shows all transactions from the start of the current shift to the time of the request. It doesn't close the shift; you can access it several times a day to check the cash register.

2. The reconciliation report shows all transactions and amounts. A shift closes, after which a new shift begins.

3. The reconciliation archive stores all closed shifts. You can print a report for any previous shift (up to 15 days).



How to view or print a reconciliation archive:

1. Press [MENU].
2. Select "REPORTS".
3. Select "Reconciliation archive".
4. Find the required shift and print the report.

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8 Daily check

Daily POS terminal check:

1. **Check of the external condition**
   - Make sure that the terminal case is intact, without cracks, chips or signs of opening.
   - Card slots (chip, magnetic stripe, contactless module) are clean and free of foreign objects.

2. **Security check**
   - The terminal must be within the cashier's field of vision and secured to the workstation.
   - Check that no extra cables or devices are connected to the terminal.

3. **Checking functionality**
   - Turn on the terminal and make sure it boots without errors.
   - Check internet connection (SIM card).
   - Make sure the date and time on the terminal are correct.
   - Make a test transaction (for example, print of an interim report).

In case of problems
immediately notify the administrator or bank technical support.

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Don't use the terminal until the problem is fixed!

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