NCB ePOS Application

User Guide 2024





Introduction

The NCB ePOS is a revolutionary solution that allows businesses to accept payments from contactless cards, mobile wallets and wearables using NFC-enabled devices. Merchants are able to download the app directly from their Play Store in order to use NCB ePOS.

This comprehensive guide is designed to provide you with all the information you need to maximize your experience with our innovative ePOS solution. With the NCB ePOS app, you can effortlessly transform your mobile device (Phone or Tablet) into a powerful payment acceptance tool.

The NCB ePOS Solution offers a range of features tailored to streamline your business operations. Whether you're a micro, small, medium or large sized business, the NCB ePOS app is designed to meet your needs and enhance your business efficiency.

Explore the user guide to discover how this solution can benefit your business and empower you to provide a seamless payment experience to your customers.



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Activate Your Mobile User Account

Activation Email

		12:34 🔍 📶 🛜
Dear Simone,		
'ou have chosen to opt in to NCB's new payment option I	NCB ePOS.	Walaama
To download the 'NCB ePOS' App from Google Play Store, kindly refer to the Step by Step Guide below		Please login to continue
Step by Step Guide		User ID
1. Open Google Play on your device, using the Play Store app		User PIN
2. Search for "NCB ePOS" and select the App.		For
3. Then select 'Install'.		Login
Once download is complete, select the App from your device ho	me screen.	
Once installed, enter the provided User ID and Temporary PIN below: User ID: 888test User PIN: 085568		Sign Up About Ap
For enquiries, please reach out to our Merchant Support a	at	
Direct Line: 1-876-935-2600 Email: ncbinfo@jncb.com Merchant Support Web Chat via jncb.com		Having problem logging in? Contact
Thank you for choosing NCB.		
his is a computer generated email. Please do ply.)		
	Email > Password Reset G	Guide

Follow these steps to activate your Mobile User account.

1. Open the NCB ePOS application

- 2. Insert the User ID and Temporary Pin received from email.
- 3. Once successfully verified, user will be directed to home screen.

Supported Devices



An Android mobile device (phone or tablet) with:

1. An Operating System of version 10 or

above. (Note: The ePOS solution is compatible with Android devices running up to five versions prior to the latest Android OS release.)

- 2. NFC-compatibility
- 3. Data connectivity

Login

1. Introduction screen



3. Update PIN screen

2. Login screen

4. Terms & Conditions

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How to Process a Sale

1. Select the desired currency Flag and Tap on **"Accept Card Payment"**



2. Enter Payment Amount and

click on "Continue"

3. Verify the payment amount and then click on "Confirm"

4. Tipping Screen (Optional)

How to Process a Sale - Cont'd

5. Tap card on Device

0 12:34 .uli 🕆 🔳 Where to tap Tap card on device to pay Payment Amount JMD 2,052.00 VISA Powered by COMMERCIAL

6. Payment Processing

0 12:34 Processing... Payment Amount JMD 2,052.00

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7. Click on "Send Receipt" (Note: If no receipt is required, select "Next Payment")



8. Enter Email Address and select "Send Receipt" to deliver sales receipt via Email.

0





2. Click on "Refund Payment"

How to Process a Refund – Cont'd



5. Tap Card on Device



6. Click on "Send Receipt"

7. Enter Email Address and select **"Send Receipt"** to deliver refund receipt via Email.

How to Void a Payment

1. Select Transactions Tab from the navigation bar to view history and tap/ select the desired transaction to view.



2. Click on "Void Payment"



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Void Confirmation

4. a) Mobile User Pin

If Void Amount is within Maximum Refund Limit Per User

4. b) Merchant Authorizer (Merchant Portal) login

If Void Amount exceeds Maximum Refund Limit Per User

How To Void a Payment – Cont'd





1. Select Transactions Tab from the navigation bar to view history and tap/ select the desired transaction to view.



2. Accepted Transaction details



3. Declined Transaction details



4. Settled Transaction details

Settings

1. Select Settings/More Tab from the navigation bar to view additional settings and information.



A. Account Settings

B. Information

Settings – Cont'd

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D. Contact Us

C. Tutorial

Contact

Your business and customers are important to us. If you have any further questions or concerns, feel free to reach out to us through any of our merchant support channels below:



24/7 Merchant Support Direct Line at (876) 935-2600.



Connect on **jncb.com** via Web Chat for Merchant Services.

Email ncbinfo@jncb.com.

Visit https://www.jncb.com/epos for more details.

