K&H POS24 APPLICATION

USER MANUAL

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INTRODUCTION

K&H POS24 is a tool for the remote management of payment terminals. It is based on an online communication feature which connects directly to terminals and supports transferring applications to specific environments.
Users (Merchant, Store, Administrator) can access the system via a web interface.

K&H POS24 consists of four modules – see below:
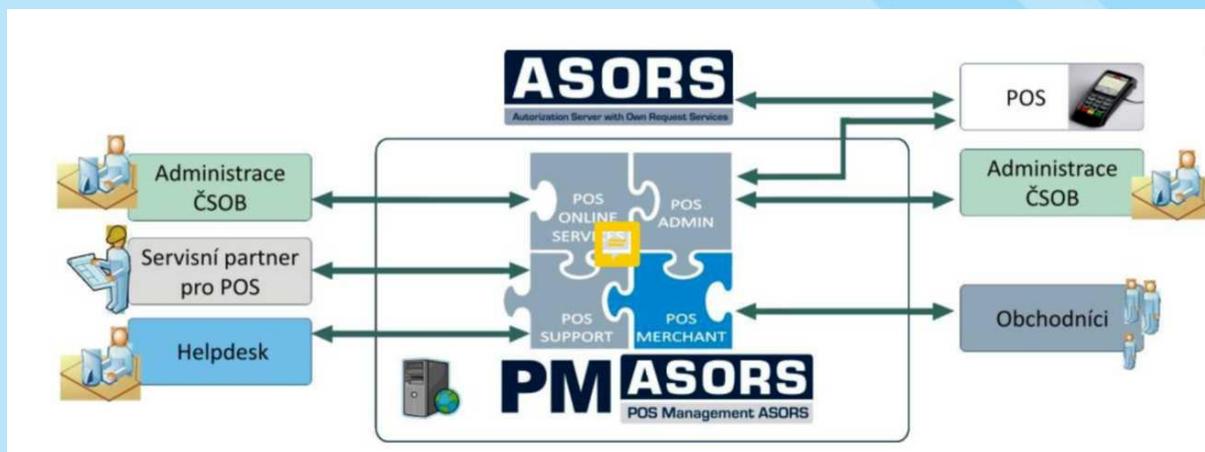
The **K&H POS24 APPLICATION** is a user interface accessible to merchants via the Internet. It allows merchants to view the individual POS/vPOS terminals of their stores, query their statements, and use specific reports to monitor card transactions.

The **K&H POS24** application offers merchants the following primary features:

- o an overview of all installed POS/vPOS terminals operating in the live environment
- o an online overview of individual transactions made with payment cards
- o the option to download the statements of transactions made with payment cards
- o an overview of the number and volume of transactions made in a given store (point of sale)
- o the option to export transaction data to CSV format (or other formats, e.g. Excel etc.)
- o an electronic archives of receipts issued by the terminals
- o the option to tailor the application parameters to the merchant's needs (e.g. to edit the text that appears on the receipts).

I. Logging in to the K&H POS24 application

1. Enter the address https://manage.khpos.hu/ in an Internet browser. Enter your username and password, and then confirm them.
2. The primary User (whose role is set to Merchant and who is assigned Administrator privileges) can log in using the password texted to them by the Company.
3. For primary Users (e.g. Company Administrator, Merchant role):
4. Username = company registration number
5. Password = the password received from the Company in a text message
6. Password to be changed at first login.

Bejelentkezés

Bejelentkezés	
Felhasználónév:	Jelszó:

BEJELENTKEZÉS   Elfelejtett jelszó

When you first log in, please check the email address you should write to if you forget your password.

Felhasználók	Felhasználó infó	

nospecific felhasználó információ

Szerkesztés
Kapcsolattartó e-mail:
ABCD.abdc@gmail.com

You can also add user rights: follow the description. Please note that it is our Merchants' responsibility to ensure that both the users created by the authorised representative and the user rights assigned to them are correct.

II. Main menu

Merchants can navigate the application using the main menu.

Fizetési terminálok	Fizetési kapuk	Tranzakció	Kereskedő	Üzleti pontok

POS terminals
- Transactions aggregates
- Physical POS terminals

vPOS terminals (Payment Gateway)
- vPOS terminals

Transactions
- POS terminals
- vPOS terminals

Merchant
- Merchant
- Statements

Points of sale
a list of the points of sale (stores)

Administration
- A list of the users created by the company Administrator; with options to edit user details and add users (available only to users logged in as a Merchant)
- User details: Merchant's contact email and the option to change the password

III. Users

- o Access: Administration menu -> Users submenu

- o Primary Merchant role (Administrator):
  A selected employee of the Merchant (i.e. the Administrator) is authorised to add/delete users for the company; new users can also access the application.

ÚJ FELHASZNÁLÓ

Új felhasználó szerkesztése

Szerkesztés	
Szerepkör:	Felhasználónév:
Kérem, válasszon	
Jelszó:	Jelszó megerősítése:
Kapcsolattartó e-mail:	

- o The selected employee can only view specific store(s)/payment gateway(s), making it possible to limit any individual's access to the stores/payment gateways specified for them. The first (company Administrator) account is assigned by the Bank (username = company registration number).
- o This Administrator can then add further roles to the application. Other users can be assigned the 'Store' or the 'Merchant' role. The Administrator will set a username and a password for them and specify the store(s) (POS) assigned to them as well as their user rights (listed for each role).
- o The Administrator role is identical to the Merchant role (while it has the right to create the Merchant role).

Merchant role:
- o view receipts/statements
- o export transactions
- o download receipts in PDF format
- o query the online payment gateway
- o create users with Store rights
- o Merchant as the Administrator

Store/POS role:
- o view receipts (not set by default)
- o export transactions
- o download receipts in PDF format

By selecting the 'Edit new user' option, you can view the user rights assigned to any given role. User details can be accessed via the Administration menu -> User Details submenu. Use the options there to edit the contact email address and the password.

IV.   Forgotten password

Elfelejtett jelszó

A megadott e-mail címnek meg kell egyeznie a jelen felhasználó e-mail címével
A nyomtatvány helyes kitöltése esetén a hozzáférési jelszó postafordultával megküldésre kerül a megadott e-mailre.

Jelszó küldése e-mailben	
Felhasználónév:	Kapcsolattartó e-mail:

VÉGREHAJT   Bejelentkezés

- o   Should you forget your password, click on 'I forgot my password' on the login page.
- o   Enter your username and contact email address, and confirm them. The email address must be the same as the one registered in the application as the user's contact email address.
- o   The new password is sent to the email address specified.
- o   If your account is blocked, please contact us by sending a message to reklamaciokhpos@kh.hu.
- o   The email message requesting the unlocking of your account should include the following details:
  - o   the Merchant's ID (MID),
  - o   the Merchant's email address, and
  - o   the K&H POS24 username.

  This will allow us to fulfil your request faster.

V.   Password policy

- o   The account password is valid for ninety (90) days (seven days before its expiration, a notification to change the password will appear after the login screen).
- o   The account will be blocked 120 days after the last password change.
- o   In the period between the expiration of the password and the blocking of the account, the user will be prompted on login to change the password immediately.
- o   The password must be comprised of at least eight (8) characters including both upper case and lower case letters [a-z, A-Z] and numbers [0-9].
- o   The new password must differ from any previous ones.
- o   The password may not be identical to the username.

MAIN MENU

POS terminals
Terminals submenu

Merchants can use the POS Terminals menu option to query all their terminals. This function provides options to narrow down the query results.

Edit the text of POS receipts

○ The text of the receipts printed by a POS terminal can be edited by clicking on the Actions column -> Receipt Text option in the query results list, and using the popup displayed.

○ The receipt text is not modified automatically. If the merchant is authorised to modify the receipt text, they will have to send a request to the bank, where it will be processed (approved or rejected).

Transaction aggregates

Fizető terminálok	Internetes fizetési felületek
Tranzakciók összege	Terminálok

Tranzakció összegek szűrése

Lekérdezés paramétere: Dátum:

| dátum ▾ | 18.12.2020 📅 |

Pénznem:

| EUR - Euró ▾ |

| KERES | Export CSV fájlba | Táblázat módosítása |

○ This is an overview of all of the merchant's card transactions (aggregate number and volume of transactions) broken down by POS or terminal for a selected period.

○ Transaction aggregates are shown by transaction type (sale / reversal / cashback / pre-authorization completed / pre-authorization / authorized / charged / rejected / balances).

You can filter transaction aggregates
by time period: date/period/month/quarter/year,
and also by currency: HUF, EUR, USD.

The results can then be exported to a CSV file (Export to CSV file).

Click on the plus signs in the following table to expand the details of selected sections only (e.g. account balance / sale / returns / pre-authorization completed / pre-authorization / authorized / rejected / balances).

Csoport	Egyenleg	Vásárlás			Cashback
	Kereskedő pozitív egyenlege	Vásárlás száma	Vásárlás összege	Visszavont vásárlások száma	Cashback száma
⊟ MBA21-GARKO Cipőkereskedelmi Szolgáltató Korlátolt Felelősségű Társaság	0.00	0	0.00	0	0
⊞ MIPSTest1	0.00	0	0.00	0	0
⊟ MIrekTestA	0.00	0	0.00	0	0
└ HU1G0080	0.00	0	0.00	0	0
⊞ MIrekTestB	0.00	0	0.00	0	0
⊞ test5	0.00	0	0.00	0	0
⊞ testMips22	0.00	0	0.00	0	0
⊞ TestPosMerchant1	0.00	0	0.00	0	0

vPOS terminals

vPOS terminals submenu

Use the vPOS terminals option in the main menu to list all live vPOS payment gateways of a merchant. The details can be filtered as necessary. The Actions column gives you several options:

vPOS details

View the vPOS settings by clicking on the Details icon. This is only an overview, where you cannot modify or edit anything.

Terminál (Interentes fizetési felület) részletei: M1HU1G0076

Kereskedő	Cím	Állapot	
Név:	Utca:	Állapot:	
MIPSTest1	Reitter Ferenc utca 63/B	Aktív	
URL:	Város:	Limittípus:	Pénznem:
test.com	Budapest	Napi limit	HUF(348,2)
URL:	Irányítószám:	Limit:	Összeg:
www.official.com	1135	9,999,999.99	1,136.00
Technikai támogatás e-mail cím:	Kapcsolattartó e-mail:	Utolsó tranzakció:	
email@email.com	email@email.com	13.12.2020 20:32:12	
!!!1075:	Kapcsolattartó telefonszám:		
email@email.com	+3612345677		

MÉGSEM

Beállítás   Fizetési módok   Elfogadott kártyák

Transactions

Press this button to get an overview of all transactions associated with a vPOS terminal.

Keys

Request to implement keys for the vPOS terminal.

Apple pay certificate

The development of this function in underway.

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Transactions

Search for transactions

Choose this menu option to search for any POS or vPOS terminal transactions. The list of the results can be narrowed down by setting more criteria for your search.

The transactions overview is available only after a 10-minute delay. Depending on terminal settings and the services provided, the listed transactions can belong to one of the following types:

- Sale
- Returns
- Partial amount

- Cashback
- Pre-authorization
- Pre-authorization complete
- Balance

Note: To ensure fast access to the data and guarantee the functionality of the application, search is limited to transactions in one calendar month, even though all transactions are stored.

Export and Edit table

Export transactions in the CSV (MS Excel) format and create custom reports broken down by POS terminal, point of sale etc. The Transactions menu option in the MAIN MENU allows searching for transactions using the criteria below. Each column can be edited by clicking on the Edit table option.

Transaction details

The details of the transactions shown in the Transactions list can be displayed by clicking on their Details icon in the Actions column. The Details feature shows the life cycle of individual transactions.

Creating the PDF version of a transaction receipt

Bizonylat pdf-be exportá

Receipts can be generated in PDF format by selecting the relevant transaction (☑) and clicking on this button.

Merchant

Merchant submenu
Access: Merchant menu -> Merchant submenu.

The Merchant menu option available in the main menu displays the company details. In the Actions column, you can click on:
- o the Details icon to display detailed company data
- o the Points of sale icon to open a list with all points of sale of the company
- o the Statements icon to query the Merchant's statements. This menu option can also be accessed via the Merchant menu -> Statements submenu.

Platební terminály	Platební brány	Transakce	Obchodník	Obchodní místa	Uživatelé		Info o uživateli
Obchodník	Výpisy						

Obchodník "Československá obchodní banka, a. s."

Jméno obchodníka	Ulice	Město	PSČ	IČ	Akce
Československá obchodní banka, a. s.	Radlická 333/150	Praha - Radlice	15000	00001350	🔵 🔳

Statements
Access: Merchant menu -> Statements submenu.
By selecting the Statements menu option, you can open a list showing all available statements. Statements can be categorised as either 'regular' or 'one-off'.

Kereskedők	Kivonatok

Lista lekérdezése

Kezdődátum:	Végdátum:	Fájl neve:
📅	📅	

KERES	VISSZA	A táblázat sorainak száma: 20

- o Check the statement/report settings by clicking on the 🔵🔳 (Magnifier) icon in the Actions column. You can only view, not edit the settings here.
- o Display an overview of all statements by clicking on the 'Download other files' icon in the Actions column. The list can filtered by period, file name or both.
- o Select the Download icon in the Actions column to download a single statement or several statements in a ZIP file. To download a ZIP file, select each statement you want to download on the left, then click on the 'Download files' button at the top of the list.

Points of sale

Access a list with all points of sale of a Merchant via the 'Points of sale' (POS) menu option in the main menu. As the data can be filtered, you can choose to view the active or the inactive points of sale only. By selecting the Terminals option in the Actions column, you can list all physical POS terminals located at any one store or, by selecting the vPOS terminals icon, you can display a list of all vPOS terminals.