Nova Terminal HGPay
User guide

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www.hgpay.com.mx

For more information:

Call. (55) 1167 3737.

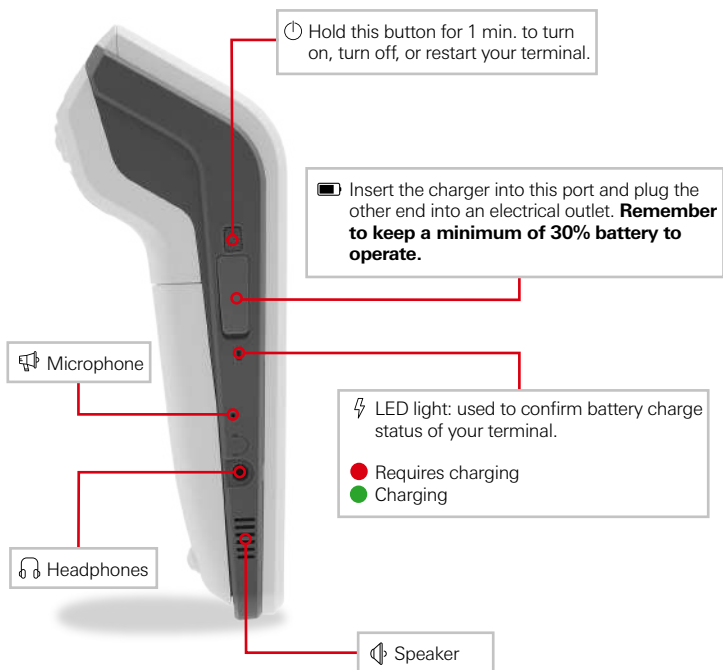Consult your Payment Technology Specialist.

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Commerce Services

Welcome.
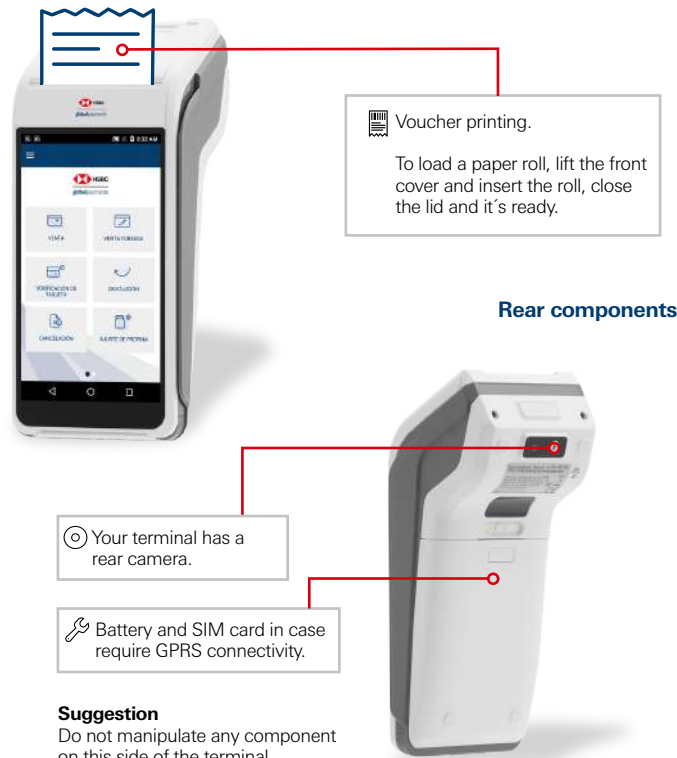
Nova Terminal is a device designed with modern technology and color touch screen that facilitates use with your customers.
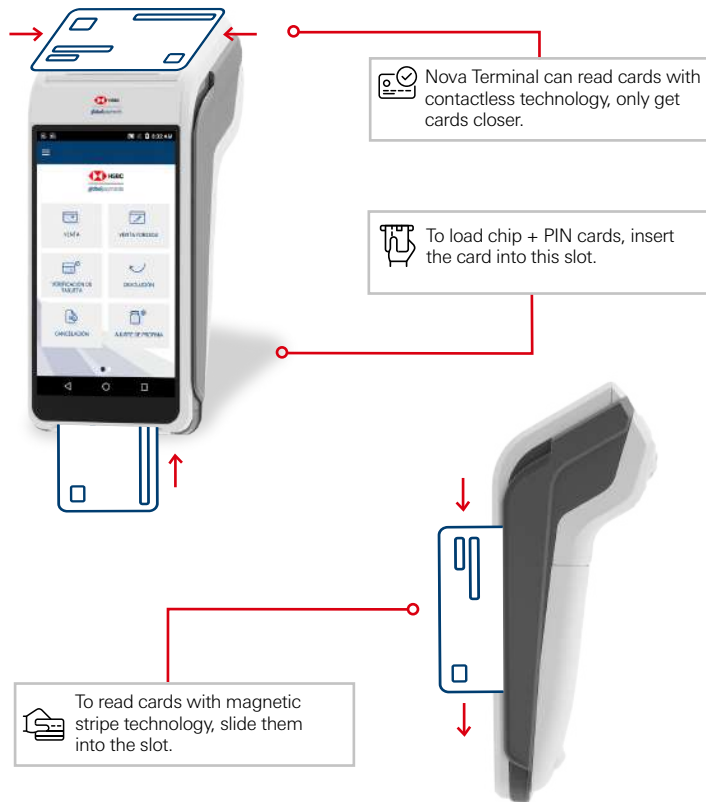
1.Components

○ Hold this button for 1 min. to turn on, turn off, or restart your terminal.

▭ Insert the charger into this port and plug the other end into an electrical outlet. **Remember to keep a minimum of 30% battery to operate.**

Microphone

⚡ LED light: used to confirm battery charge status of your terminal.

🔴 Requires charging
🟢 Charging

Headphones

Speaker

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Know your Nova Terminal.

A last generation payment device with multifunctional capabilities.

▤ Voucher printing.

To load a paper roll, lift the front cover and insert the roll, close the lid and it´s ready.

Rear components

◎ Your terminal has a rear camera.

🔧 Battery and SIM card in case require GPRS connectivity.

Suggestion
Do not manipulate any component on this side of the terminal.

2. Card reading

Nova Terminal can read cards with contactless technology, only get cards closer.

To load chip + PIN cards, insert the card into this slot.

To read cards with magnetic stripe technology, slide them into the slot.

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3. Basic Features

How do I make a sale?

Billing cards using Nova Terminal, it´s easy and fast.

1. Open the Payments app on your terminal
2. Select **SALE**
3. Enter the amount
4. Insert, swipe or tap the card - If it is a CHIP+NIP card, it allows the customer enter your PIN
5. Select the option that applies:
   - DIRECT PAYMENT
   - MONTHS WITHOUT INTEREST (3, 6, 9,12, 18 and 24)*
6. Press the green button
7. Receive your voucher

How do I make a return?

1. Open the Payments app on your terminal
2. Select **RETURN**
3. Enter the original authorization code (this number is printed on your voucher)
4. Enter the amount
5. Insert, swipe or tap the card
6. You will see a confirmation screen Approved transaction
7. Receive your voucher

How do I make a cancellation?

1. Open the Payments app on your terminal
2. Select **CANCEL**
3. Select the type of search
   - By transaction # (this number is printed on your voucher)
   - By last 4 digits of the card
4. Select the transaction
5. Press the green button
6. Receive your voucher

How to check sales reports in the Terminal?

Reports are available at terminal or in Merchant Portal site at **www.reporting.globalpay.com**

1. Open the Payments app in your terminal
2. Go to the top left menu and display the options
3. Select REPORTS
4. Choose CURRENT or PREVIOUS
5. Select if you require DETAIL, SUMMARY or BOTH
6. It will automatically print the report in your terminal

How can I reprint a voucher?

1. Open the Payments app on your terminal
2. Select **LIST OF TRANSACTIONS**
3. Choose the desired transaction from the available list
4. Select if the voucher is for a MERCHANT or CLIENT
5. Print the voucher

How to generate a communication test?

1. Open the Payments app on your terminal
2. Select **COMMUNICATION CHECK**
3. You will automatically see a screen with a green check mark indicating successful communication

How to configure Nova terminal if I want printed customer´s voucher?

1. Open the Payments application on your terminal
2. Select **MANAGER** and choose ADMINISTRATION
3. Enter the password: 22222
4. Select EDIT PARAMETERS
5. Choose RECEIPT/REPORT
6. Select PRINT CUSTOMER COPY
7. Select SHOW and do click the Green button

How can I generate a tip adjustment?

1. Open the Payments app on your terminal
2. Select **TIP ADJUSTMENT**
3. Choose the option that applies:
   - EVERYBODY
   - BY # TRANSACTION
   • Choose the transaction to adjust and press the green button
   • Enter the tip amount you want that is applied in the selected transaction
   • Press the green button and print your receipt if you wish

How to generate a sale with tip included?

1. Open the Payments app on your terminal
2. Select **SALE** and enter the amount
3. Select the % you want from the list of options
   - 15%, 18%, 22%, OTHER (amount in pesos) or NO TIP
4. Insert, swipe or tap the card
   - If it is a CHIP+NIP card, allows the customer to enter their PIN
5. Select the option that applies:
   - DIRECT PAYMENT
   - MONTHS WITHOUT INTEREST (3, 6, 9,12, 18 and 24)*
6. Press the green button ande receive your voucher

Is it possible to check a waiter´s report in the POS?

1. Open the Payments app on your terminal
2. Go to the upper left menu and display the options
3. Select **REPORTS** and choose CURRENT
4. Select OPEN TAB
5. Select BY SERVER (waiter) or ALL SERVERS (all waiters) or BY REF # and Print your report

How to generate a closing lot?

1. Open the Payments app on your terminal
2. Select **END OF DAY PROCESSING**
3. A voucher will be automatically printed with the # of lot, the transactions of the day and the total amount