**HSBC**

**global**payments

**www.hgpay.com.mx**

For more information:

**Call (55) 1167 3737**

**Contact your Payment Technology Specialist**
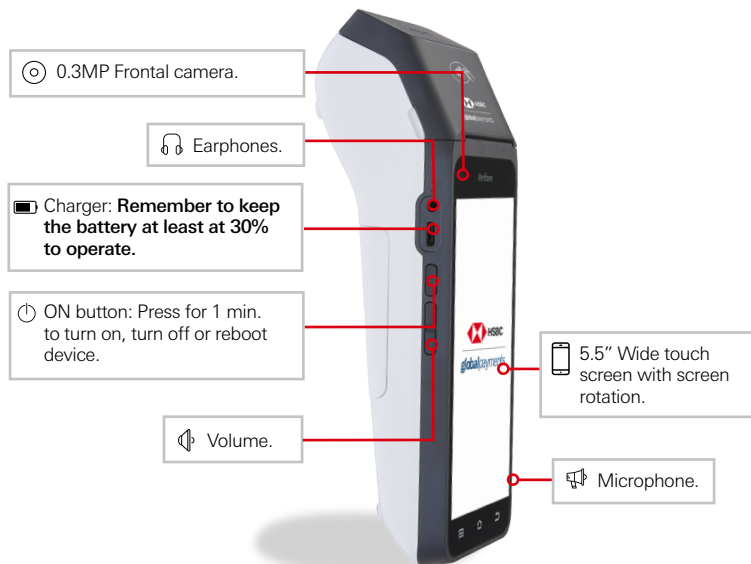
**Nova Terminal HGPay**
User's Guide

**HSBC**

**global**payments

Merchant Services

## Welcome

Nova Terminal is a device designed with modern technology and a color touch screen that makes it easy to use with your clients.

## 1.Components

0.3MP Frontal camera.

Earphones.

Charger: **Remember to keep the battery at least at 30% to operate.**

ON button: Press for 1 min. to turn on, turn off or reboot device.

Volume.

5.5" Wide touch screen with screen rotation.

Microphone.

HSBC
globalpayments

**Note:** Components may vary depending on the model.

## Get to know your Nova Terminal

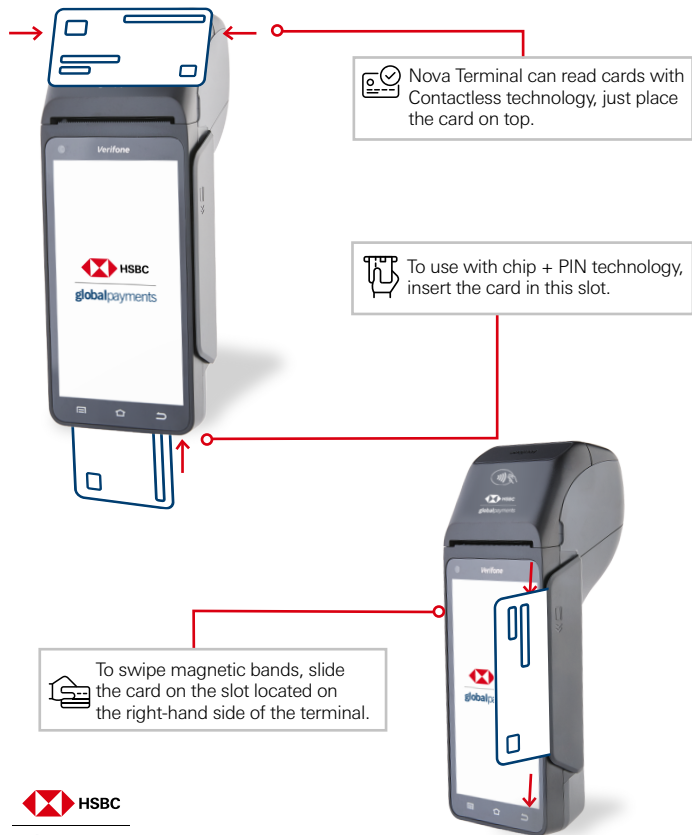A state-of-the-art payment device with multifunctional capabilities.

Voucher Printing.

To place a roll of paper, lift the front lid, insert the roll, close the lid and you're ready to go.

### Rear components

5MP Rear camera.

T650c Model: Power adapter and SIM card* T650p Model: Battery and SIM card*.

**Suggestion:** Do not tamper with any component on the back of your terminal.

## 2.Card reader



Nova Terminal can read cards with Contactless technology, just place the card on top.

To use with chip + PIN technology, insert the card in this slot.

To swipe magnetic bands, slide the card on the slot located on the right-hand side of the terminal.

HSBC
globalpayments

## 3. Basic functionalities

### How do I make a SALE?
Paying with card using Nova Terminal is very easy and fast.

1.Open the Payments app on the terminal
2.Select **SALE**
3.Enter the amount
4.Insert, swipe, or tap the card
   - If it is a CHIP+PIN card, the client must enter their PIN
5.Select the applicable option:
   - DIRECT PAYMENT
   - INTEREST-FREE MONTHS (3, 6, 9, 12, 18 and 24)*
6.Press the green button
7.Receive your voucher

### How do I do a chargeback?

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

### How do I make a cancellation?

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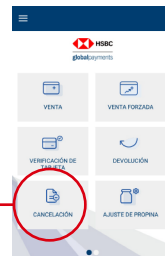


*For Interest-Free Monthly Payment Programs, an application for the program is required, credit cards issued in Mexico by: Afirme, Banco Azteca, Banco del Bajío, Banca Mifel, Banjercito, Banregio, Banorte, Falabella, Inbursa, Invex Banco, Liverpool VISA, Santander, Scotiabank, Rappi Card, Banco Multiva, Hey Banco, Suburbia VISA, Caja Morelia Valladolid and Crediclub except corporate cards. The acquirer service is provided exclusively by Global Payments Technology Mexico, S.A. de C.V. (GPTM). GPTM is not an integral part of the HSBC Financial Group.

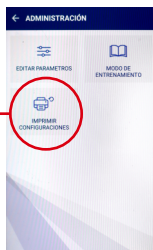## How do I see my sales reports in the Terminal?

1. Open the Payments app on the terminal
2. Head to the upper left menu and drop-down options
3. Select **REPORTS**
4. Choose CURRENT or PREVIOUS
5. Select whether you require DETAILS, SUMMARY, or BOTH
6. The report will automatically be printed on the terminal

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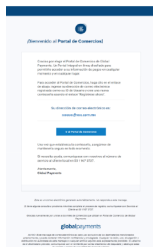


## How can I reprint a voucher?

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



## How do I do a communication test?

1. Open the Payments app on the terminal
2. Select **COMMUNICATION VERIFICATION**
3. You will automatically be able to confirm the
status of the terminal's communication on the screen





## How can I create a sales report per waiter on the terminal?

1. Open the Payments app on the terminal
2. Go to the upper left menu and drop-down the options
3. Select **REPORTS** and choose CURRENT
4. Select DETAILS and then ALL
5. Lastly, click on the option BY SERVER or ALL SERVERS
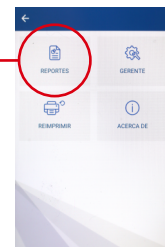


## How can I make a tipped sale?

1. Open the Payments app on the terminal
2. Select **SALE** and enter the amount
3. Select the % from the list of options
   - 10%, 15%, 20%, OTHER, or NO TIP
4. Insert, swipe, or tap the card
   - If it is a CHIP+PIN card, the client must enter
   their PIN number
5. Select the applicable option:
   - DIRECT PAYMENT or INTEREST-FREE MONTHS
   (3, 6, 9, 12, 18 and 24)*
6. Press the green button and receive the voucher



## How can I make a tip adjustment?

1. Open the Payments app on your terminal
2. Select **TIP ADJUSTMENT**
3. Choose the applicable option:
   - ALL
   - BY TRANSACTION #
4. Choose the transaction to adjust and press the
   green button
5. Enter the tip amount in the selected transaction
6. Press the green button and print the voucher if
   so desired

## How do I close my batch?

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

**IMPORTANT:**
**\*Manual batch closure:** the process is carried out at any time as described in the previous point.
**\*Automatic batch closure:** the process is carried out daily at 10:30pm (CDMX Central Time), for this it is necessary for the terminal to be on.

## How do I do a Check in?

1. Open the Payments app on the terminal
2. Select **CHECK IN**
3. Enter the amount and press the green button
4. Enter, swipe or tap the card
   - If it is a CHIP+PIN card, the client must enter their PIN
5. Press the green button to confirm
6. Receive voucher

## How do I do a Post Authorization Check out?

1. Open the Payments app on your terminal
2. Select **POST AUTHORIZATION - CHECK OUT**
3. Enter the check-out reference number
4. Enter a new amount
5. Press the green button to confirm
6. Receive voucher

## How do I eliminate a Pre Authorization Check in?

1. Open the Payments app on your terminal
2. Select **REMOVE CHECK IN**
3. Enter the check in reference number
4. Select the transaction to delete
5. Press the green button to confirm
6. Receive voucher

# Nova Terminal HGPay
The unified payment experience app for your business