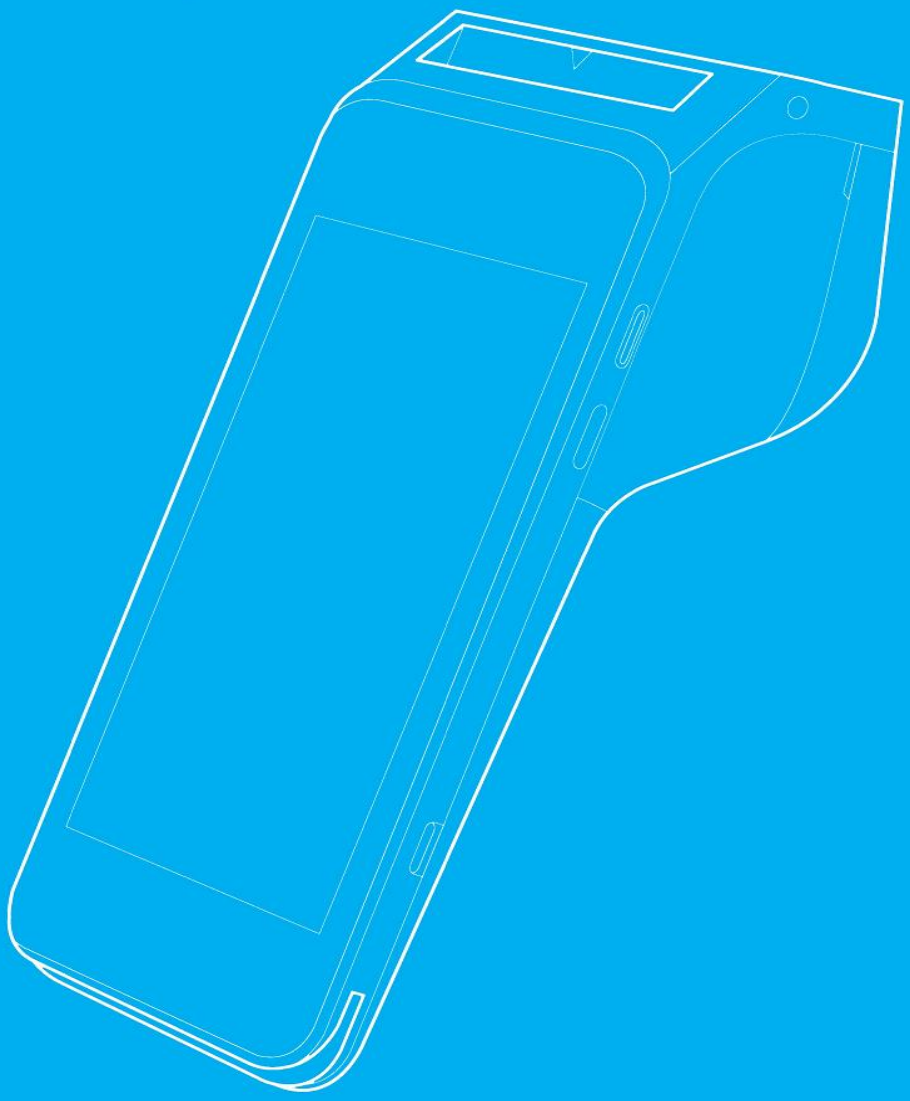
EN



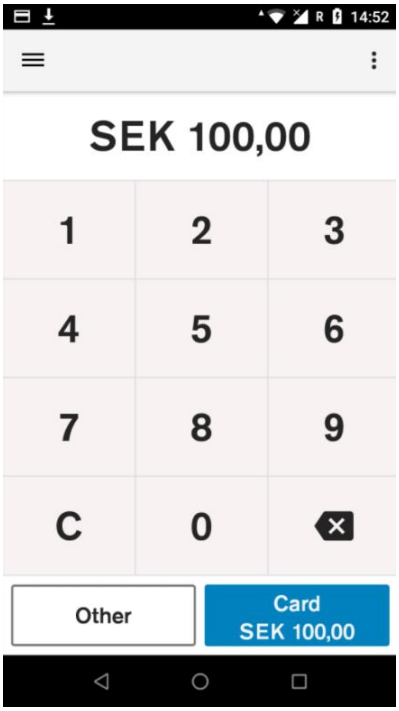
Verifone Android
Carbon Mobile 5 with Printer
Document APM Version 5
Software Version: CM5-O-3.11.4

DOC278-004-EN-A

Table of Contents

ALTERNATIVE PAYMENT 3
Purchase transaction with Swish 4
Refund transaction with Swish 5
Purchase transaction with Klarna 9
Refund transaction with Klarna 12
Purchase transaction with MobilePay 15
Purchase transaction with Vipps 17

ALTERNATIVE PAYMENT

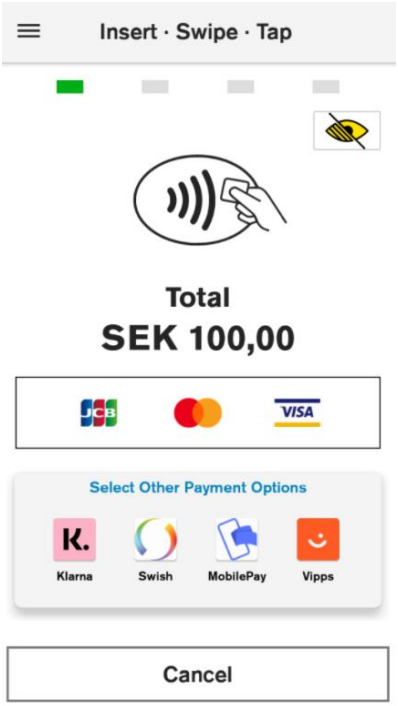


Description

Alternative payment methods are defined as a way of paying for goods or services which are not made via cash or major card schemes (Visa, MasterCard etc).
The merchant is prompted to enter the amount of the transaction. The transaction amount is validated to ensure that the maximum amount is not exceeded. Purchase transactions with amount 0.00 are not allowed.

User action

Selecting the “Card” button starts the card payment.
Selecting the “Other” button presents the user with other transaction options such as refund.
Pressing the “C” button will reset the current amount. The top left menu gives access to administrative functions.



Description

After the amount has been entered, and the button “Card” has been selected, the customer can select other payment options.

User action

The user must choose between offered other payment options. (this guide describes APMs such as Klarna, MobilePay, Swish and Vipps)

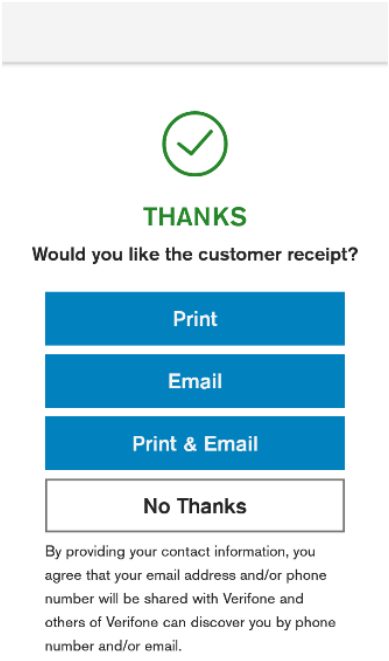
Purchase transaction with Swish

Description

After the user has selected the Swish icon at the card prompt, the terminal will display a QR code.

User action

The customer must use the Swish application on mobile device, to scan the QR code.
The customer must complete the required steps in Swish mobile application to complete the payment.
The user can cancel the transaction, by selecting the “Cancel” button.

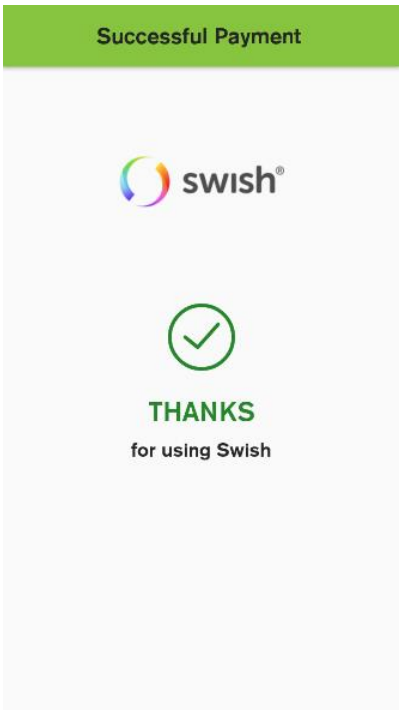


Description

After the customer has finished payment processing in Swish application, the device will show options to print customer receipt. These options may differ depending on the configuration.

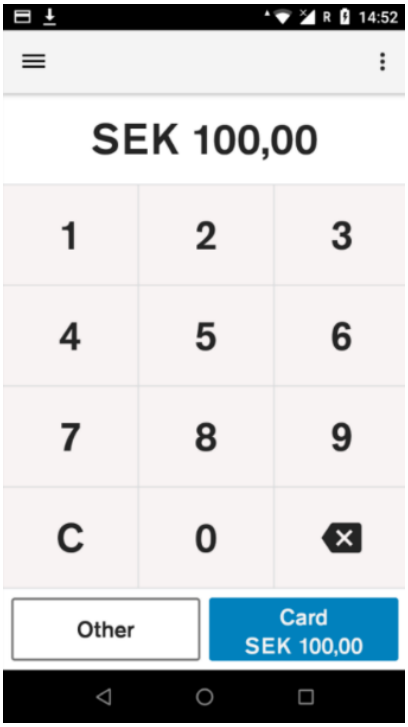
User action

To print the customer receipt, the user must select the “Print” button.
To email the customer receipt, the user must select the “Email” button.
To print and email the customer receipt, the user must select the “Print & Email” button.
If the customer does not want a receipt, the user must select the “No Thanks” button.



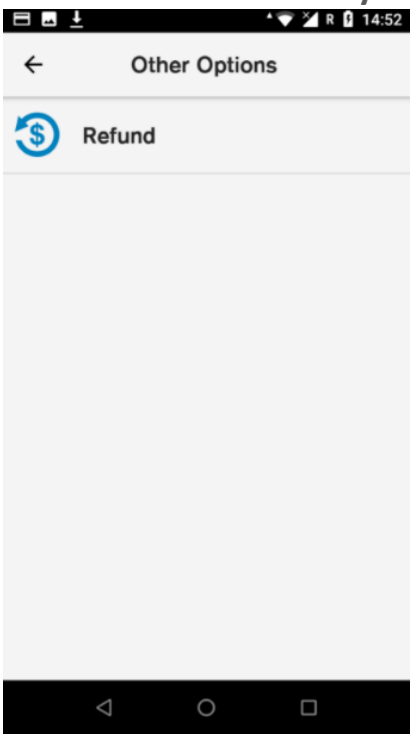
Description
After the receipts are printed, the device will show approval screen which indicates that transaction has been successful.

Refund transaction with Swish



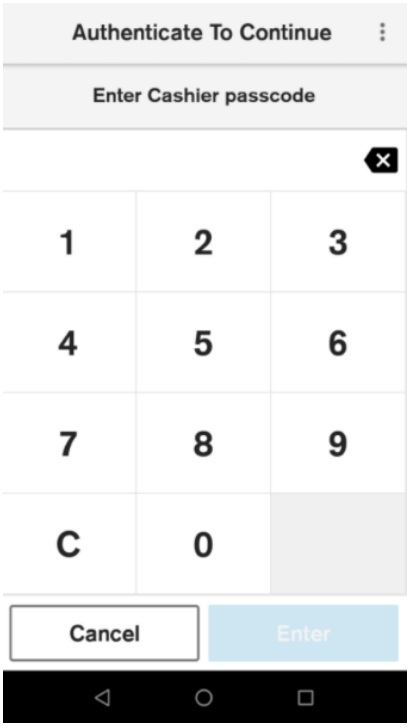
Description
To perform a refund transaction with Swish application, the user needs to know the **total amount** and the **Gateway Transaction ID** of the original Swish transaction.
The merchant is prompted to enter the amount of the transaction. The transaction amount is validated to make sure it does not exceed the maximum amount. Refund transactions with an amount of 0.00 are not allowed.
Pressing the ”C” button will reset the current amount.
The top right menu allows the merchant to clear the amount.
The top left menu gives access to administrative functions.
Selecting the “Other” button presents the user with other transaction options such as refund.

User action
The user must select the “Other” button to access the refund option.



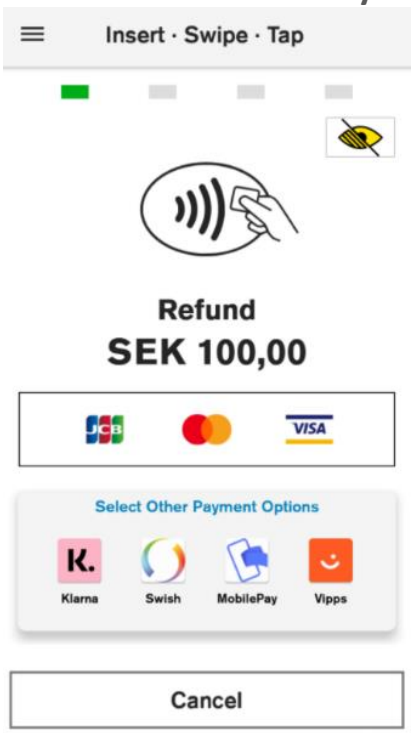
Description
By selecting the “Other” button, the terminal will display the non-purchase transaction types.

User action
The user must select the “Refund” button.



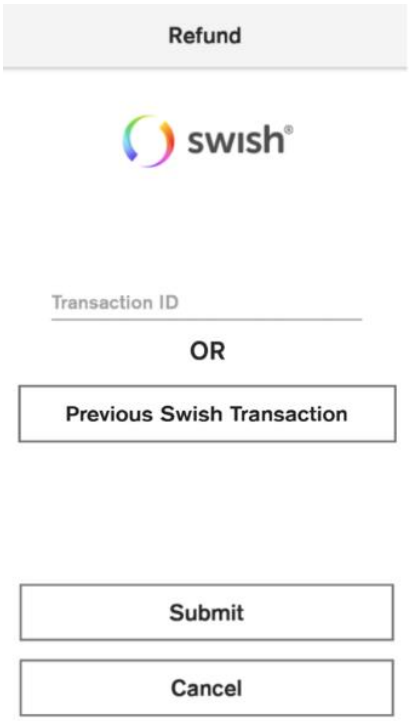
Description
If the user authentication feature is enabled, the user is prompted for the passcode before performing refund transaction.

User action
The user must enter the cashier, the merchant or the admin passcode, to proceed with the processing of the refund transaction.



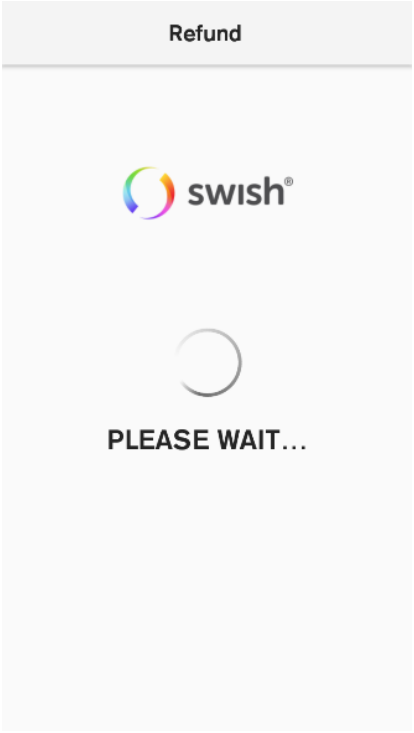
Description
After user authentication the customer can choose between other payment options.

User action
The user selects the Swish icon.



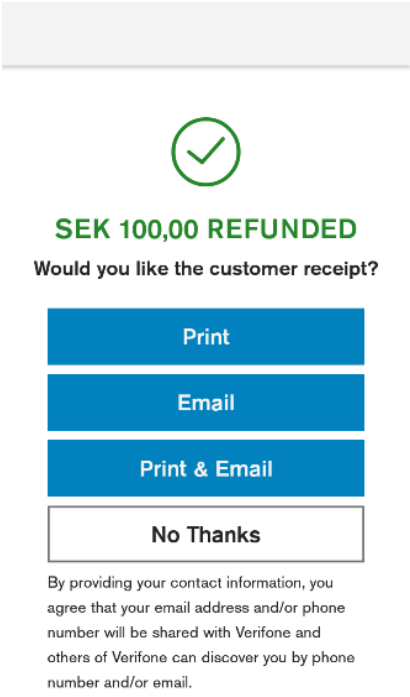
Description
After the “Swish” icon has been selected, the user can choose between refund options.

User action
The user can enter Transaction ID (Gateway Transaction ID can be found on the purchase receipt) to refund a transaction. After the transaction ID is entered, the user must press the “Submit” button.
The user can select the “Previous Swish Transaction” button to refund last successful Swish transaction.



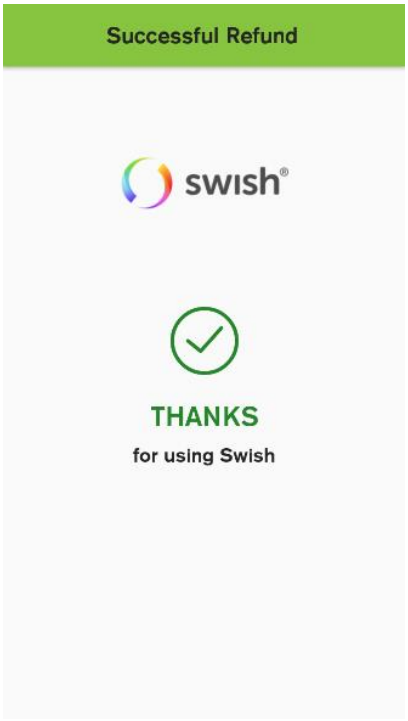
Description
After the user has selected preferred refund option for Swish transaction, the terminal indicated that it is processing the payment data, by showing "Please Wait..." screen.

User action
The user is not required to do any action at this stage.



Description
When the payment data has been processed, the terminal will show a "Refunded" screen. This informs the customer that the transaction has completed successfully. The device will show options to print customer receipt. These options may differ depending on the configurations.

User action
To print the customer receipt, the user must select the "Print" button.
To email the customer receipt, the user must select the "Email" button.
To print and email the customer receipt, the user must select the "Print & Email" button.
If the customer does not want a receipt, the user must select the "No Thanks" button.



Description
After the receipts are printed, the device will show approval screen which indicates that transaction has been successful.

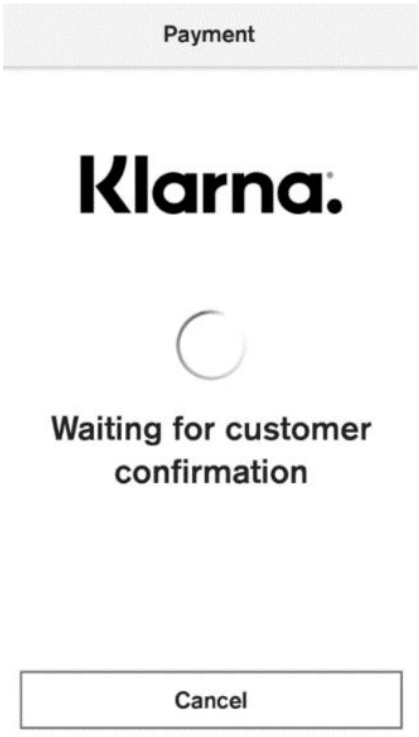
Purchase transaction with Klarna

Description
After the user has selected the Klarna icon at the card prompt, the terminal will display a QR code.

User action
The customer must use a mobile device camera, to scan the QR code. The code will lead the customer to the Klarna webpage, where the customer must fill in all required data.
The customer can choose to receive the link to Klarna webpage via SMS by selecting the “SMS” button.
The user can cancel the transaction, by selecting the “Cancel” button.

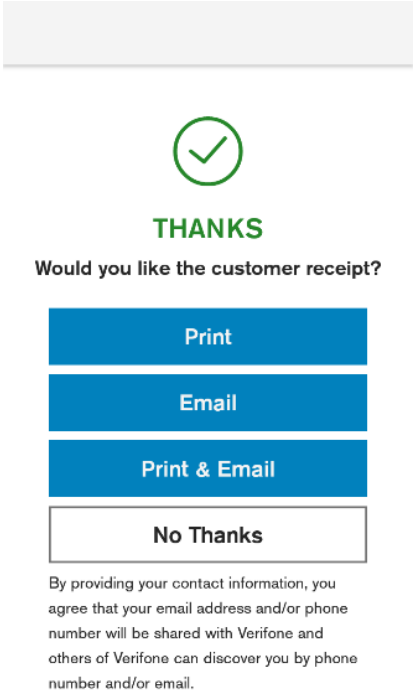
Description
After the user has selected the “SMS” button, the terminal will display a phone number input field.

User action
The user must enter phone number to which an SMS with link to the Klarna web page will be sent and the button “Submit” must be selected to proceed.
The customer must click on the link, which will lead the customer to the Klarna webpage, where the customer must fill in all required data.
The user can return to the QR display, by selecting the “QR Code” button.
The user can cancel the transaction, by selecting the “Cancel” button.



Description
After the customer has scanned the QR code, or clicked on the link, which was sent to the customers mobile device, the device will indicate that the customer is filling out the requested data at the Klarna web site.

User action
The customer must fill out the requested data at the Klarna web site.

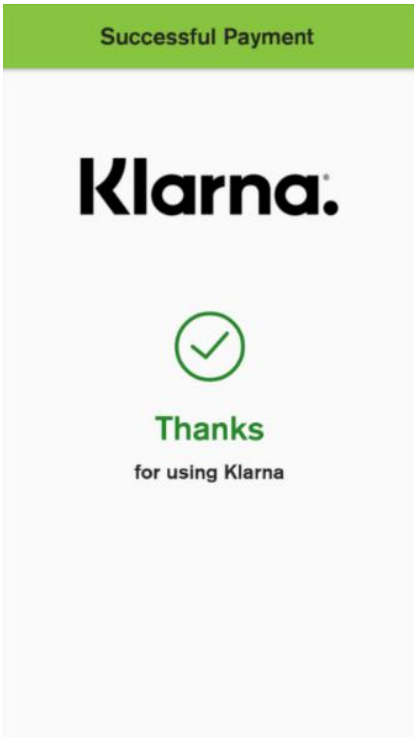


Description

When the payment data has been processed, the terminal will show a "Thanks" screen. This informs the customer that the transaction has completed successfully. The device will show options to print the customer receipt. These options may differ depending on the terminal configuration.

User action

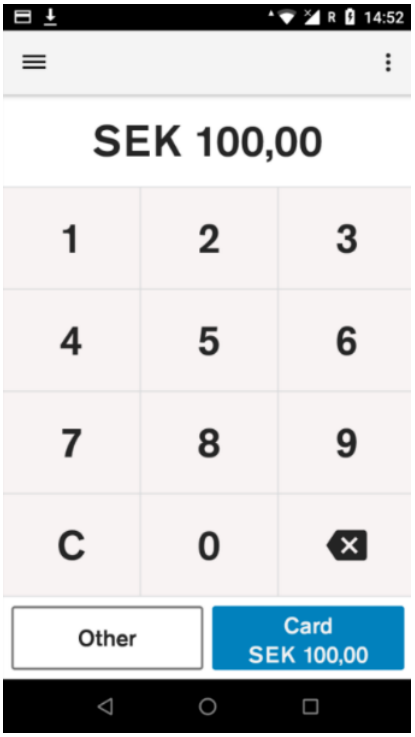
To print the customer receipt, the user must select the "Print" button.
To email the customer receipt, the user must select the "Email" button.
To print and email the customer receipt, the user must select the "Print & Email" button.
If the customer does not want a receipt, the user must select the "No Thanks" button.



Description

After the receipts are printed, the device will show approval screen which indicates that transaction has been successful.

Refund transaction with Klarna



Description

To perform a refund transaction with Klarna application, the user needs to know the **total amount** and the **Gateway Transaction ID** of the original Klarna transaction.

The merchant is prompted to enter the amount of the transaction. The transaction amount is validated to make sure it does not exceed the maximum amount. Refund transactions with an amount of 0.00 are not allowed.

Pressing the ”C” button will reset the current amount.

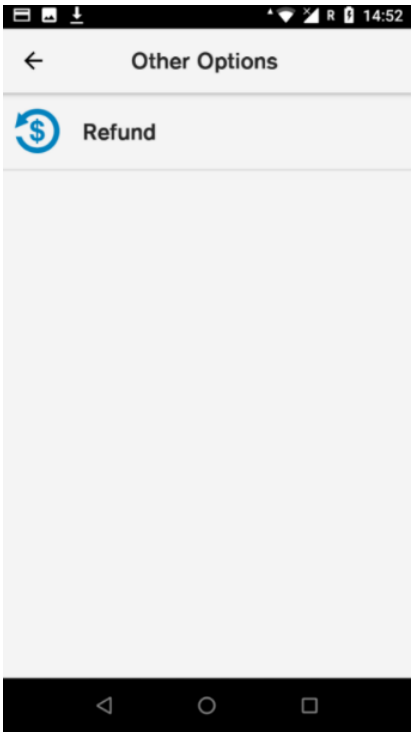
The top right menu allows the merchant to clear the amount.

The top left menu gives access to administrative functions.

Selecting the “Other” button presents the user with other transaction options such as refund.

User action

The user must select the “Other” button to access the refund option.

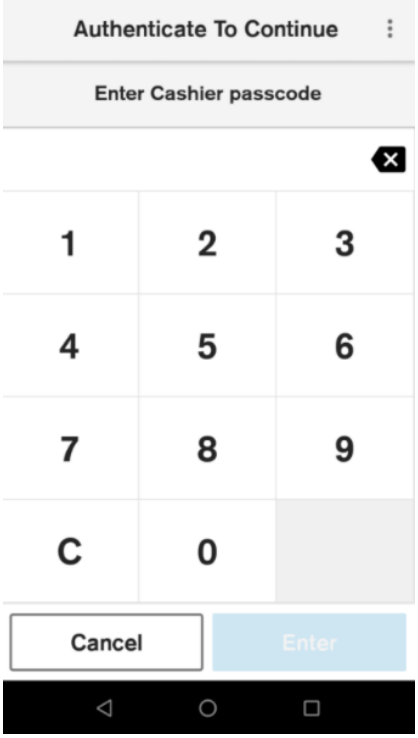


Description

By selecting the “Other” button, the terminal will display the non-purchase transaction types.

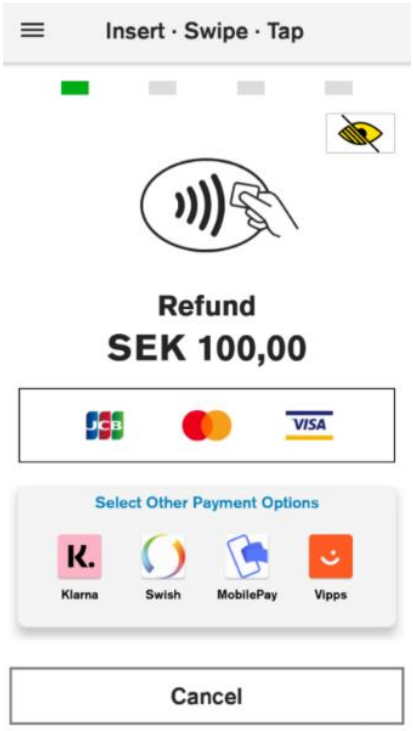
User action

The user must select the “Refund” button.



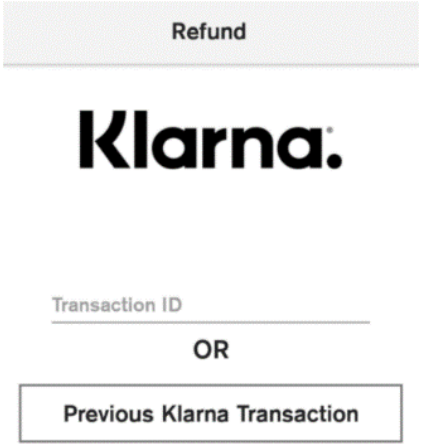
Description
If the user authentication feature is enabled, the user is prompted for the passcode before performing refund transaction.

User action
The user must enter the cashier, the merchant or the admin passcode, to proceed with the processing of the refund transaction.



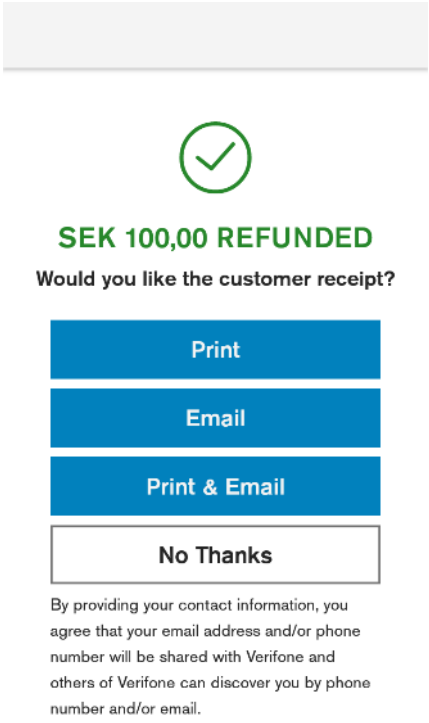
Description
After user authentication the customer can choose between other payment options.

User action
The user selects the Klarna icon.



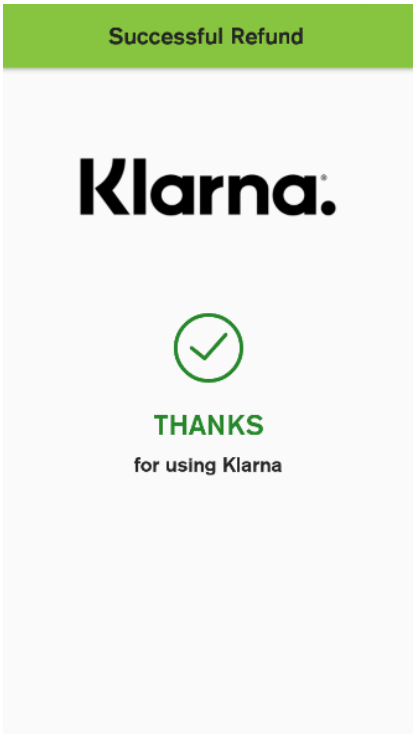
Description
After the “Klarna” icon has been selected, the user can choose between refund options.

User action
The user can enter Transaction ID (Gateway Transaction ID can be found on the purchase receipt) to refund a transaction. After the transaction ID is entered, the user must press the “Submit” button.
The user can select the “Previous Klarna Transaction” button to refund last successful Klarna transaction.



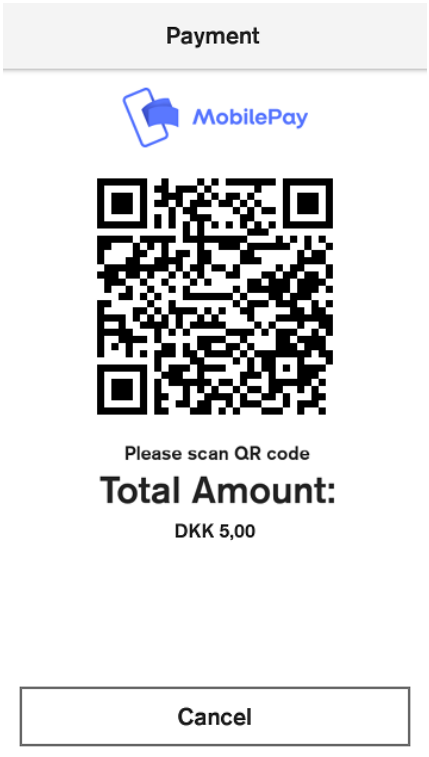
Description
When the payment data has been processed, the terminal will show a “Refunded” screen. This informs the customer that the transaction has completed successfully. The device will show options to print customer receipt. These options may differ depending on the configuration.

User action
To print the customer receipt, the user must select the “Print” button.
To email the customer receipt, the user must select the “Email” button.
To print and email the customer receipt, the user must select the “Print & Email” button.
If the customer does not want a receipt, the user must select the “No Thanks” button.



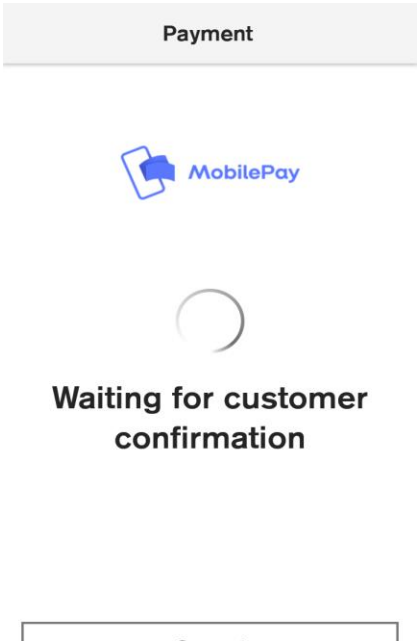
Description
After the receipts are printed, the device will show approval screen which indicates that transaction has been successful.

Purchase transaction with MobilePay



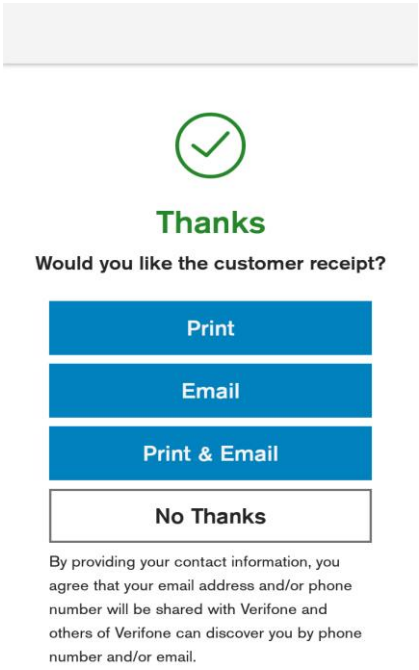
Description
After the user has selected the MobilePay icon at the card prompt, the terminal will display a QR code.

User action
The customer must use a mobile device camera or MobilePay application, to scan the QR code.
The user can cancel the transaction, by selecting the “Cancel” button.



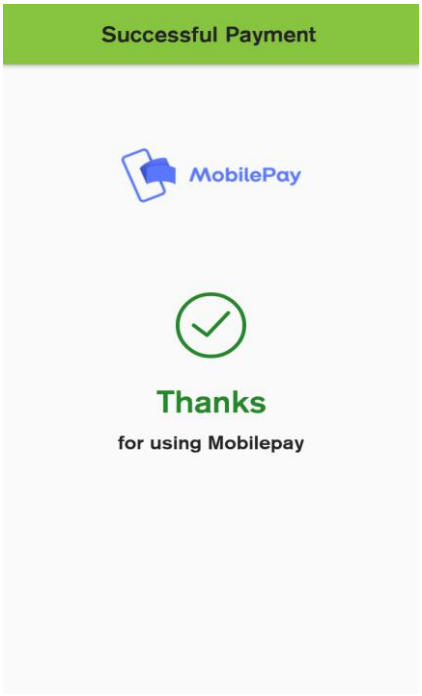
Description
The device indicates that the customer is filling out the requested data at the MobilePay application.

User action
The customer must complete the MobilePay transaction using mobile device.



Description
When the payment data has been processed, the terminal will show a "Thanks" screen. This informs the customer that the transaction has completed successfully. The device will show options to print the customer receipt. These options may differ depending on the terminal configuration.

User action
To print the customer receipt, the user must select the "Print" button.
To email the customer receipt, the user must select the "Email" button.
To print and email the customer receipt, the user must select the "Print & Email" button.
If the customer does not want a receipt, the user must select the "No Thanks" button.

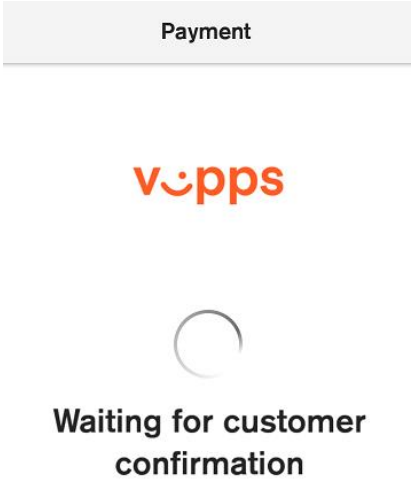


Description
After the receipts are printed, the device will show approval screen which indicates that transaction has been successful.

Purchase transaction with Vipps

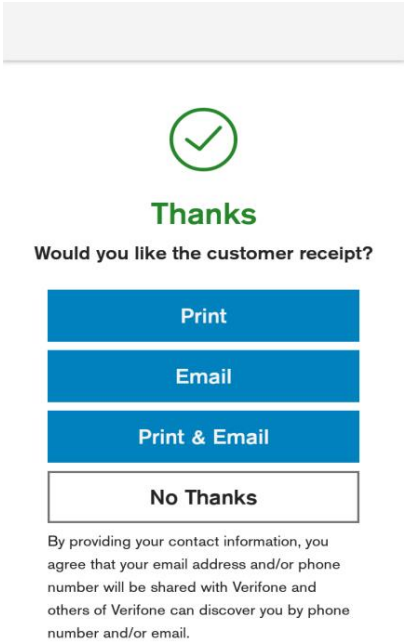
Description
After the user has selected the Vipps icon at the card prompt, the terminal will display a QR code.

User action
The customer must use a mobile device camera, to scan the QR code.
The user can cancel the transaction, by selecting the “Cancel” button.



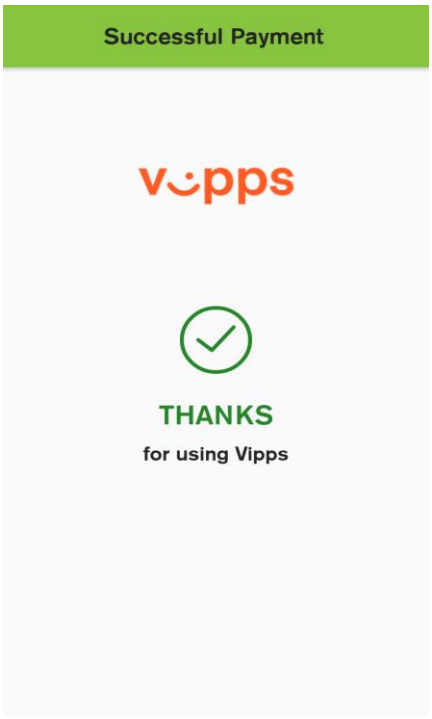
Description
The device indicates that the customer is filling out the requested data at the Vipps application.

User action
The customer must complete the Vipps transaction using mobile device.



Description
When the payment data has been processed, the terminal will show a "Thanks" screen. This informs the customer that the transaction has completed successfully. The device will show options to print the customer receipt. These options may differ depending on the terminal configuration.

User action
To print the customer receipt, the user must select the "Print" button.
To email the customer receipt, the user must select the "Email" button.
To print and email the customer receipt, the user must select the "Print & Email" button.
If the customer does not want a receipt, the user must select the "No Thanks" button.



Description

After the receipts are printed, the device will show approval screen which indicates that transaction has been successful.