# ANZ FASTPAY TAP
# USER GUIDE

## GETTING STARTED

2 easy steps to get your new ANZ FastPay Tap app up and running!
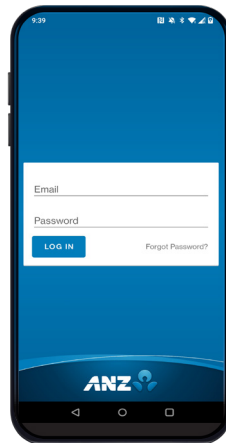
**1  Download the FastPay Tap app.**
Go to your Google/Play store to download the ANZ FastPay Tap app.

**2  Setting up**
Using your login details provided to you in your welcome email, key in your username and password. Then proceed to create your 4-digit PIN.

**What to do if you don't have login details:**

If you have not yet applied for ANZ FastPay Tap please go to: anz.co.nz/fastpay.

Once your application has been approved you will receive two emails. One with your login details and another with your password.
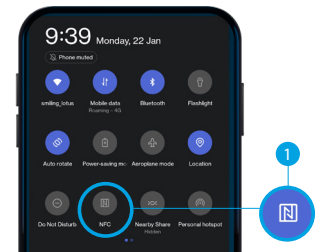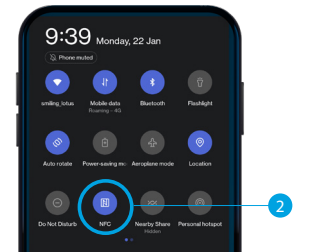
## ENABLE NFC

Via Wi-Fi

**1  Enable NFC**
Swipe down from the notification bar at the top of the screen and tap the NFC icon.
If you don't see this in your notification bar you can also go into your phone settings to enable NFC.
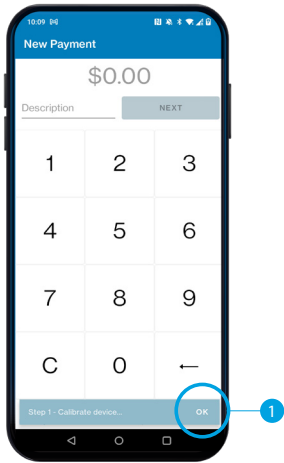
**2  You will now see that NFC has been enabled.**

**Please note:**

If you have other apps on your device which use the NFC function these may open occasionally.

## CONFIGURE YOUR NFC READER

Before you can take payments, you will need to configure your NFC reader within the ANZ FastPay Tap app.





**1** Once you have logged in you will be taken to the main payment screen.
At the bottom of the screen you'll see a field which states **Step 1 – Calibrate device.**

Select **OK**.

**2** **Step 1 - Locate the device's NFC reader**
Using a contactless card, hold the card to the back of the phone and move it around slowly until the phone vibrates and / or makes a sound.
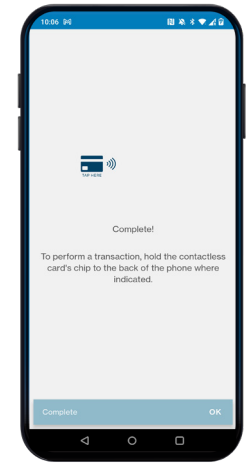
Select **OK** at the bottom of the screen.
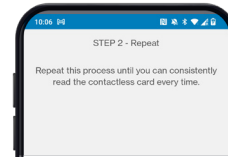


**3** **Step 2 - Repeat process**
Repeat this process until the reader consistently reads the contactless card every time
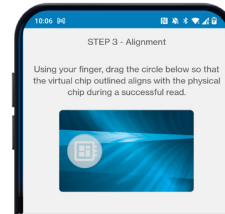




**4** **Step 3 - Alignment**
Using your finger, drag the circle on the virtual card so that the virtual chip outlined aligns with the physical chip during a successful read.
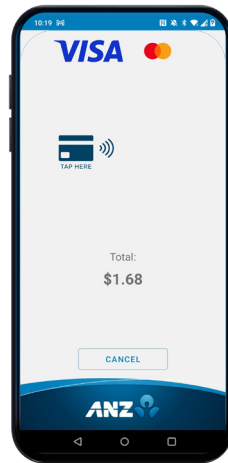
Select **OK** at the bottom of the screen.

**5** **Complete!**
You have now configured your NFC reader and you can now perform a transaction. To perform a transaction, hold the contactless card's chip to the back of the phone where indicated.
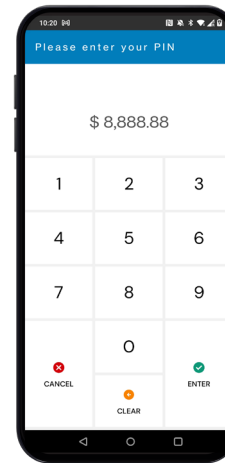
## PROCESS A TRANSACTION
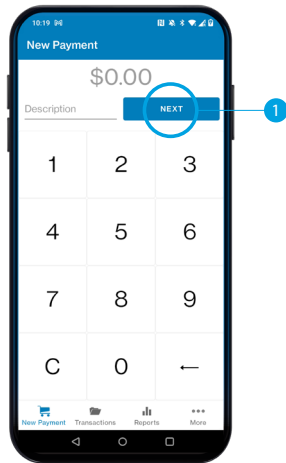


**1** Enter the purchase amount and description, then tap **Next**.

**2** Your customer taps their card or mobile wallet to complete transaction.

**TIP**: The contactless card NFC is on the back of the device. For best results, instruct your customers to hold their card next to the contactless Icon. Once the screen displays 'processing' remove the card.
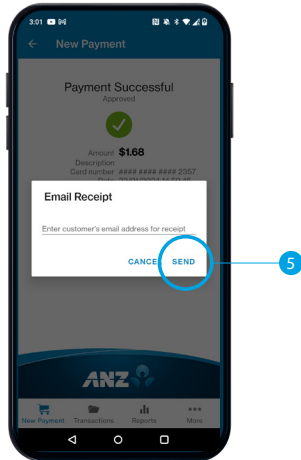
**3** If the transaction amount is over the CVM (cardholder verification method) limit of $200, your cardholder will need to enter their PIN.
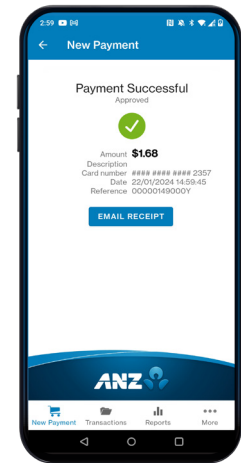
**4** App will display **Approved** or **Declined.**

**TIP**: If the transaction sound is too loud you can turn this down in your device 'sounds' settings. Locate the 'media' volume and lower as required

## GET TO KNOW YOUR ANZ FASTPAY TAP APP

**5** If your customer requests a receipt for the transaction, enter their email address and tap **Send**.
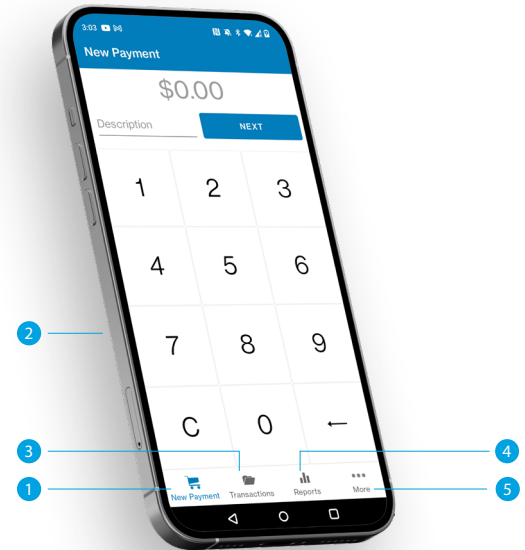
**1** Home screen (New Payment)

**2** Contactless card reading area is on the back

**3** Transactions

**4** Reports

**5** More (Help menu)

## SEARCHING TRANSACTIONS



**1** Select the **Transactions** icon on the Navigation key bar.

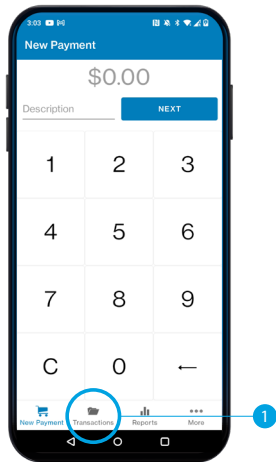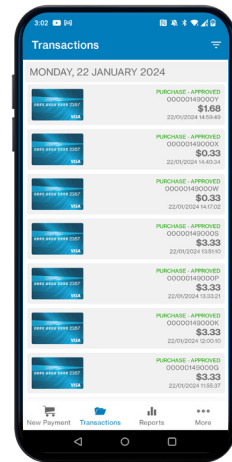**2** Transaction screen shows your recent transactions, swipe through to locate transactions. Select a transaction to see more details or to perform a refund.
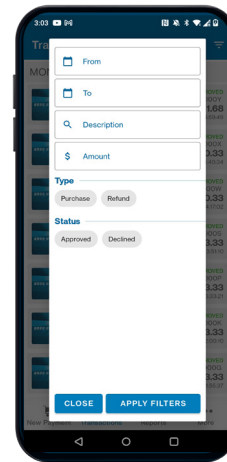
**3** To locate or filter transactions select the filter icon on the top right hand of the Transaction History screen.
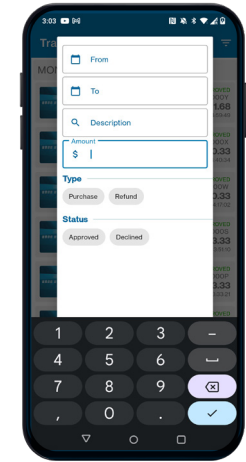
**4** Enter the search parameters for the transaction(s) you need to locate and select **Apply Filters**.

## ANZ FASTPAY TAP REFUND

Refunds can be performed from the Transaction Details screen or from the More screen.



**1** **Transactions Details Screen**
Select the Transactions icon on the navigation key bar and locate the transaction required.

**2** Select **Refund**.

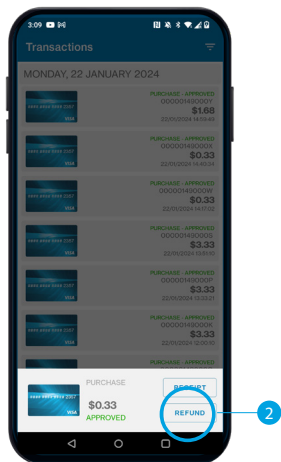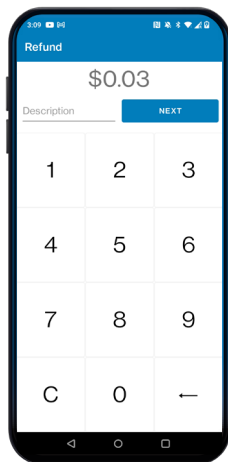**3** Enter the refund amount (it will default to the original transaction amount) and description of the refund and process the transaction.

**TIP**: Please note that you may receive an error message if you try to process multiple refund transactions within a short period.
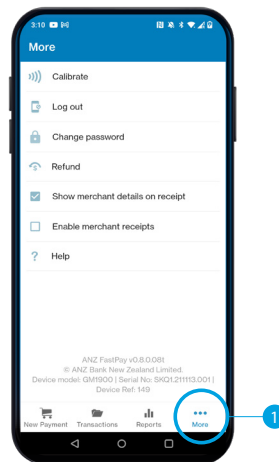
**1** **Refund via the More Screen**
Click **More** on the main screen and select refund.
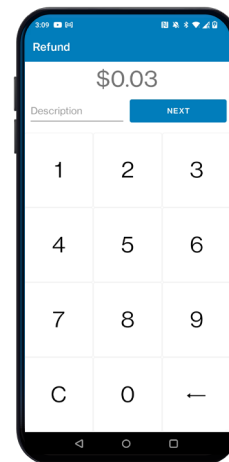
**2** Enter the refund amount and description of the refund and process the transaction.

**TIP**: There are daily refund limits applicable, $1000 daily transaction amount and 10 transactions per day. If you need to modify these please contact 0800 473 453.

## REPORTING

By selecting Sales Summary you can view your transaction totals for each day, week or month.
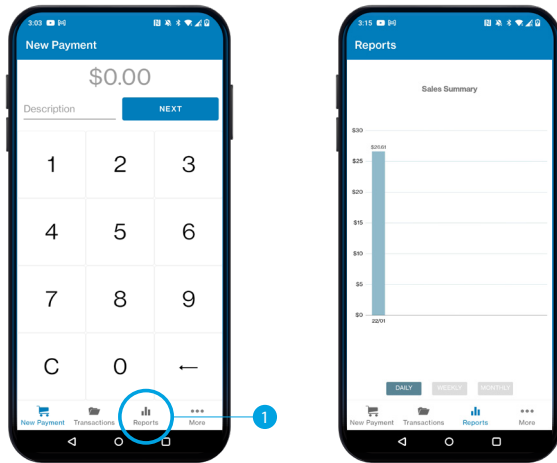


**1** Select the Reports icon on the Navigation key bar.

**3** Swiping on the graph will reveal previous sales totals.

* These figures may differ from your daily settlement totals in your bank account or on your merchant statement due to settlement cut-off times.

## MORE NAVIGATION BAR MENU

Selecting the More icon on Navigation key bar will take you to a maintenance menu.
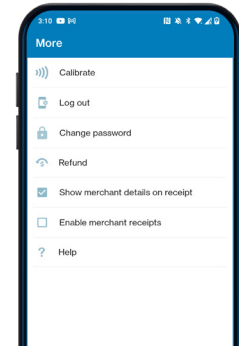


## HELP MENU

If you need further support, select the Help option within the More menu.

## FREQUENTLY ASKED QUESTIONS

**What smartphones and tablets are compatible with the ANZ FastPay Tap app?**

Any Android device which has minimum of Android version 11.

**What happens if I've forgotten my PIN?**

If you have your login credentials ready you can select 'forgot my PIN' on the login screen in the app and this will allow you to login and reset your PIN.
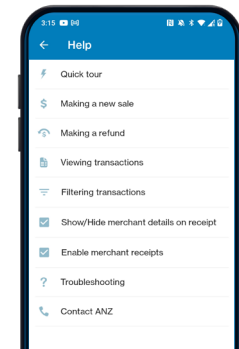
**What happens if I'm unable to download and/or open the ANZ FastPay Tap app?**

Google Play store does the compatibility checks and will notify you if your device is not compatible with the ANZ FastPay Tap app.

If your device is unsuccessful in downloading or opening the ANZ FastPay Tap app on a compatible device please call our ANZ FastPay team on 0800 473 453.

**What happens if my login details don't work, or I get an error when I try to login?**

You can contact the ANZ FastPay Tap technical assistance team from Mon- Fri 8:30am – 5:00pm on 0800 473 453.

**Can I accept payments outside of New Zealand?**

No. All transactions must be processed in New Zealand dollars (NZD) and must be processed in New Zealand.

**Can I accept overseas credit cards?**

ANZ FastPay Tap can complete a transaction on any credit or debit card linked through the Visa and Mastercard card networks.

**Can I use ANZ FastPay Tap to take payments when my customer is not present, such as over the phone?**

No, your customer and their card must be present for you to process payments and refunds using ANZ FastPay Tap.

**Do I need to have WiFi access to process payments?**

Use of ANZ FastPay Tap requires a cellular or wireless internet connection.

**What should I do if my customer or I haven't received an email receipt?**

Check for the email receipt in the spam or junk mail folder of the email inbox. If unable to locate it, try resending the receipt by going to the Transaction menu, selecting the relevant Transaction and selecting the receipt option. If you're still unsuccessful, please call our ANZ FastPay team on 0800 473 453.

**When will payments be cleared into my ANZ Bank Account?**

With transactions processed before 8pm: you'll be able to access your takings the next morning. With transactions processed after 8pm: these transactions will be processed the next day and you'll be able to access your takings the following morning.

## FREQUENTLY ASKED QUESTIONS

**What happens if my device battery is running low?**

If your device has less than 10% battery left it won't be able to process a transaction. Please charge your device to continue processing transactions.

**What happens if my internet connection is poor?**

If your internet connection is poor, your app will display a 'No internet connection' message and the 'Next' button will be disabled. If the internet connection is affected during a payment, it may result in the payment failing. Check your transaction history to see if the payment went through, if it failed then you may need to check your internet connection prior to reprocessing the transaction.

**The notification sounds are too loud, how can I lower this volume?**

If your device has loud notification sounds you can lower this in your device 'sounds' settings. Locate the 'media' volume and lower accordingly.

**Can I accept payments from all card types?**

No. ANZ FastPay Tap will only accept payments from Visa and Mastercard cards. It will not accept third party cards such as UnionPay or American Express.

**How can I apply online or find out more information?**

If you'd like to find out more information about the ANZ FastPay Tap app or to apply online please go to:

anz.co.nz/fastpay.

**What is the settlement cut-off time for ANZ FastPay Tap?**

The settlement cut-off time for ANZ FastPay Tap is 8:00pm.

**How do I get technical assistance?**

You can contact the ANZ FastPay team from Mon- Fri 8:30am – 5:00pm on 0800 473 453.

If you require technical assistance after hours please contact 0800 269 296.

anz.co.nz