



e-Bos Merchant POS User Guide



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Glossary

It is recommended that you browse through the list of glossary entries before you get started. All glossary entries in this document appear in *italics*.

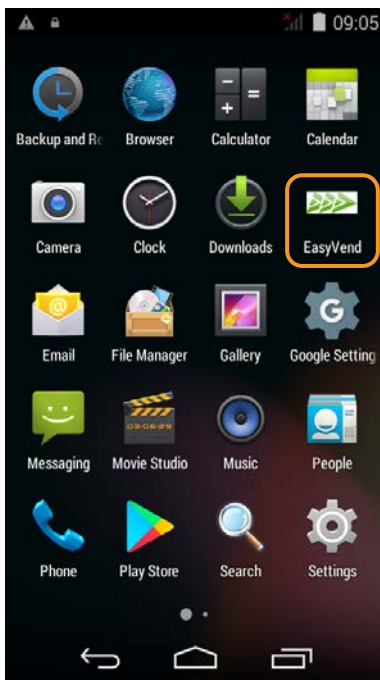
Term	Description
e-Bos	A point of sale and administrative system that enables merchants to sell airtime and electricity <i>Vouchers/Tokens</i> , as well as accept account payments for EasyPay and DStv, all through the use of a POS terminal. It further includes a host of features for administering the point of sale, from managing users, stock and sales, through to reporting.
End of Shift (EOS)	Performed at the end of the day or at the end of a cashier's shift, recording all the transactions on the terminal during that shift.
Voucher/Token	The printed slip that includes the amount of airtime/electricity and the PIN number/token to be entered on the mobile phone/electricity meter.
Service Provider	Any provider that e-Bos interfaces with in order to ensure service is provided to the end user or customer. These include municipalities, mobile networks, vending companies and others.
Retail Price	The price at which a <i>Voucher/Token</i> is sold to the end user or customer. If they pay for P20 airtime/electricity, a <i>Voucher/Token</i> is printed for P20.
Sale	A <i>Voucher/Token</i> sold to an end user or customer according to the <i>Retail Price</i> .
Purchase	A <i>Voucher/Token</i> bought by the merchant from the distributor via the e-Bos system. In order to determine the purchase price, the commission is deducted from the <i>Retail Price</i> .

Getting Started

Welcome to the e-Bos Merchant POS User Guide. This user guide explains how to sell airtime and electricity *Vouchers/Tokens*, as well as accept account payments for EasyPay and DStv using a TPS390 Handheld POS terminal. It further explains how to perform administrative tasks such as adding users, ordering stock and accessing reports.

How to launch the EasyVend application

① Select **EasyVend** from the home page.








② The EasyVend main menu displays.



The EasyVend main menu

The main menu provides access to the different services that are available from the application. After selecting a service, you will be able to perform transactions specific to that service, e.g. to sell airtime vouchers. The following menu options are available:

Menu options	Transactions	For more info
 Airtime	Airtime – Enables Cashier users to sell airtime vouchers to customers.	<i>See page 8</i>
 Electricity	Electricity – Enables Cashier users to sell electricity tokens to customers.	<i>See page 10</i>
 Account payment	Account payment – Enables Cashier users to effect EasyPay, DStv and other account (bill) payments on behalf of customers.	<i>See page 12</i>
 Reports	Reports – Enables Admin users to get and print reports, e.g. account balances, statements, daily purchases and more.	<i>See page 13</i>
 Administration	Administration – Enables Admin users to perform administrative transactions, e.g. to end shifts, reprint receipts, order stock, add users and more.	<i>See page 21</i>



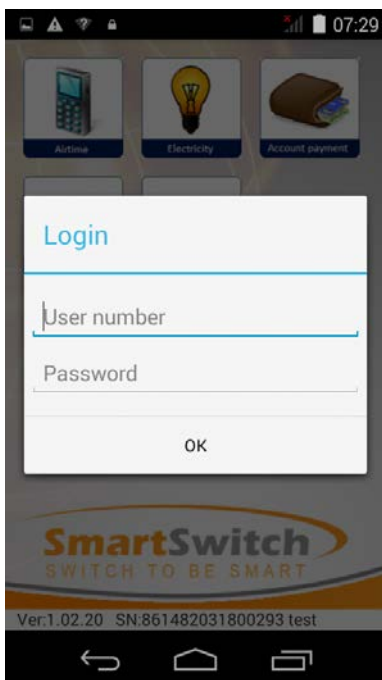
Note You will be required to log in with your user number and password in order to perform a transaction on the system.

After selecting a service from the main menu, you will be prompted to log in. You will be required to enter either your Cashier or Admin user credentials, depending on the service you've selected:

- For transactions specific to **Airtime**, **Electricity** and **Account payment**, enter your Cashier user number and password.
- For transactions specific to **Reports** and **Administration**, enter your Admin user number and password.

How to log in

- ① Enter your user number and password, then select **OK**.



Note The system will time out your session after 60 seconds of inactivity. This is done for security reasons. If your session expires, you will have to log in again if you wish to perform another transaction on the system.

Airtime



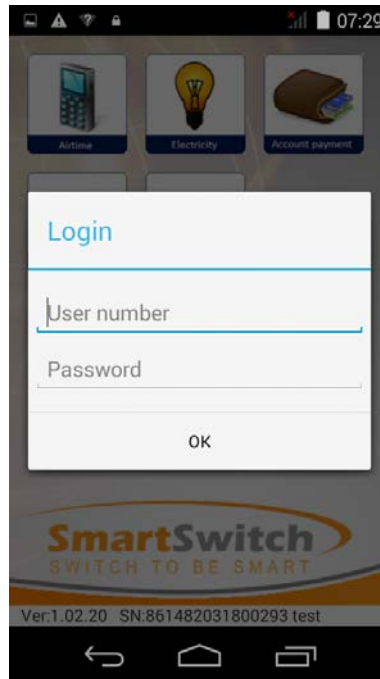
The **Airtime** menu option enables Cashier users to sell airtime vouchers to customers.

How to sell an airtime voucher

① Select **Airtime**.


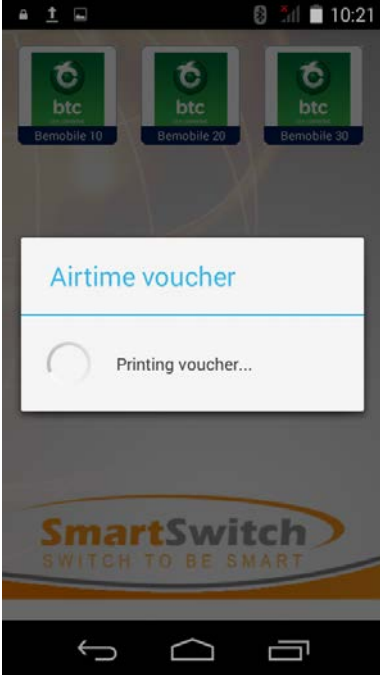
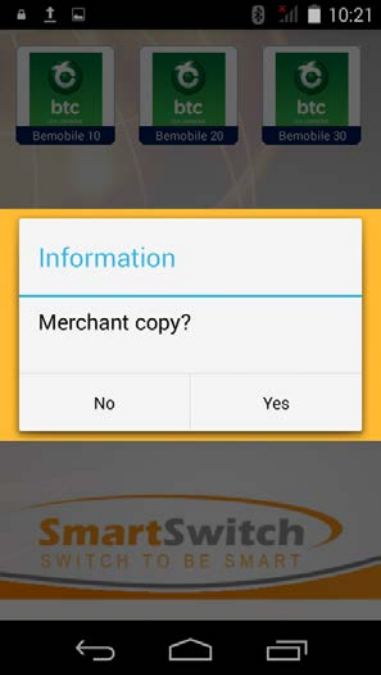


② Enter your Cashier user number and password, then select **OK**.



③ Select the mobile network for which you wish to sell an airtime voucher, e.g. **Bemobile**.



<p>④ Select the product you wish to sell, e.g. Bemobile 10.</p>	<p>⑤ The sale is concluded and the terminal prints the airtime voucher.</p> <p><i>Tear off the airtime voucher and hand it to the customer.</i></p>	<p>⑥ Select Yes to print a merchant copy.</p> <p><i>Tear off the merchant copy and put it in your till.</i></p>
		

The **airtime voucher** includes the following details:

- Store name
- Store unique identifier
- Cashier name
- Product serial number
- Product PIN
- Help instructions on loading the product
- A barcode to aid the cashier

It is always good practice to print a merchant copy – it can be used as proof of sale and to facilitate cashing up. The **merchant copy** includes the following details:

- Store name
- Store unique identifier
- Cashier name
- Product serial number

Electricity



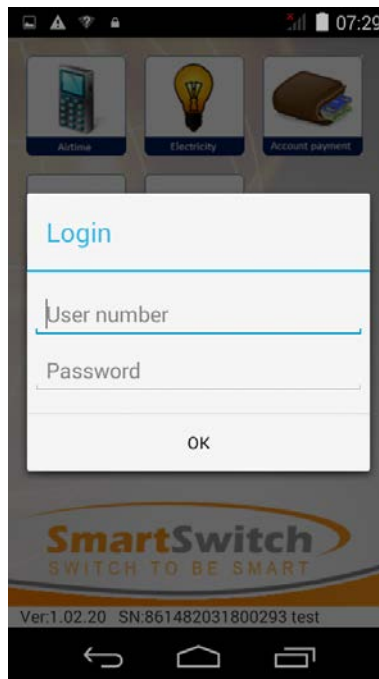
The **Electricity** menu option enables Cashier users to sell electricity vouchers to customers.

How to sell an electricity voucher

① Select **Electricity**.

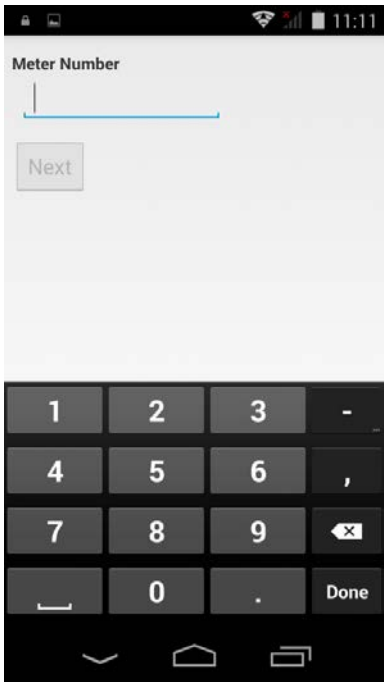
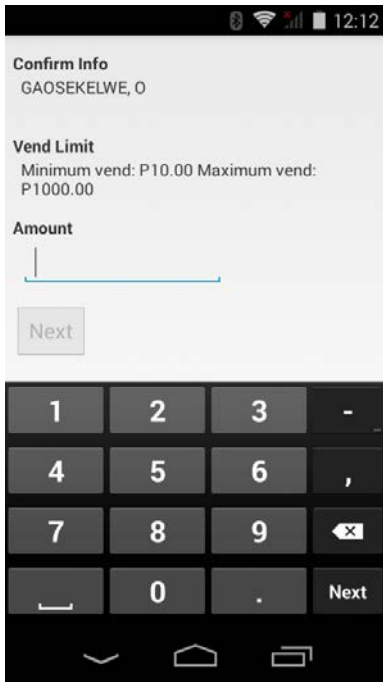
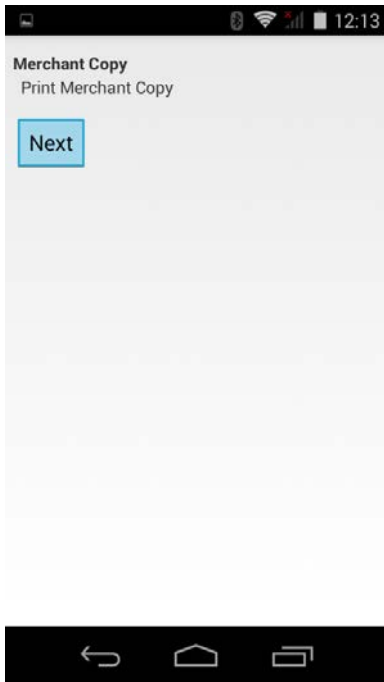


② Enter your Cashier user number and password, then select **OK**.



③ Select **Token**.



<p>④ Enter the customer's meter number, then select Next.</p>	<p>⑤ <i>Confirm the customer's details.</i></p> <p>Enter the amount, then select Next.</p> <p>The sale is concluded and the terminal prints the electricity voucher.</p> <p><i>Tear off the electricity voucher and hand it to the customer.</i></p>	<p>⑥ Select Next to print a merchant copy.</p> <p><i>Tear off the merchant copy and put it in your till.</i></p>
		

The **electricity voucher** includes the following details:

- Store name
- Store VAT number
- Receipt number
- Distributor VAT number
- Customer details
- Credit token

It is always good practice to print a merchant copy – it can be used as proof of sale and to facilitate cashing up. The **merchant copy** includes the following details:

- Store name
- Store VAT number
- Receipt number
- Distributor VAT number

Account Payment



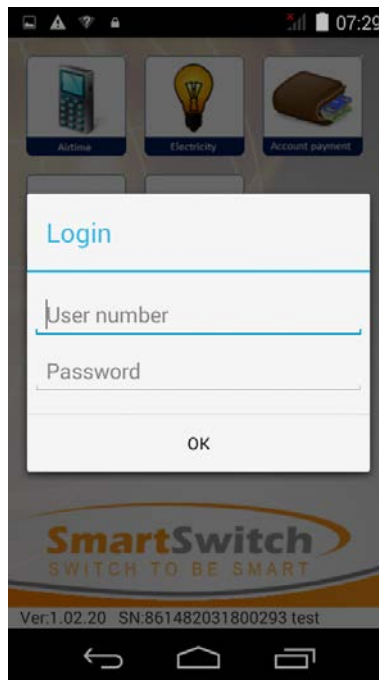
The **Account payment** menu option enables Cashier users to effect EasyPay, DStv and other account (bill) payments on behalf of customers.

How to perform an account payment

① Select **Account payment**.



② Enter your Cashier user number and password, then select **OK**.



③ ???

Reports



The **Reports** menu option enables Admin users to get and print reports. The following options are available:

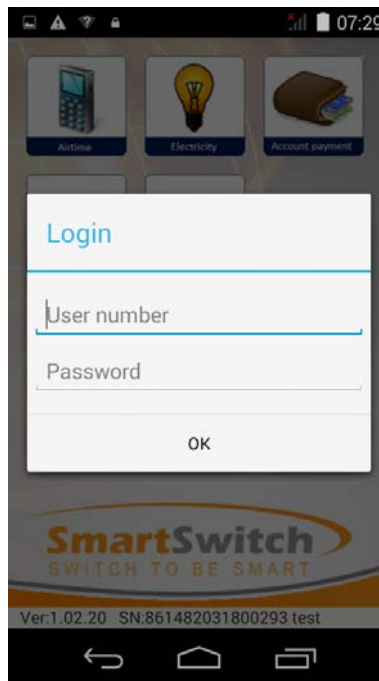
- **Account Balance** – This option will display the merchant's total remaining credit and the credit limit on the terminal.
- **Statement** – This option will display the opening balance, all sales that have been made for the selected day and the closing balance.
- **Daily Purchases** – This option will display all items/transactions (including items that have not been collected by the terminal and reversed transactions).
- **Daily Sales** – This option will display all items/transactions that have been printed from the terminal. The report can be used to balance the cash in the till.
- **Shift Report** – This option will print a summary of sales, including a breakdown per cashier. This option only prints *Sales* and not *Purchases*.
- **GRN Report** – This option will display all stocks downloaded on the terminal for the selected day.
- **Stock on Server** – This option will display all stocks that are available on the server.

How to get/print an account balance

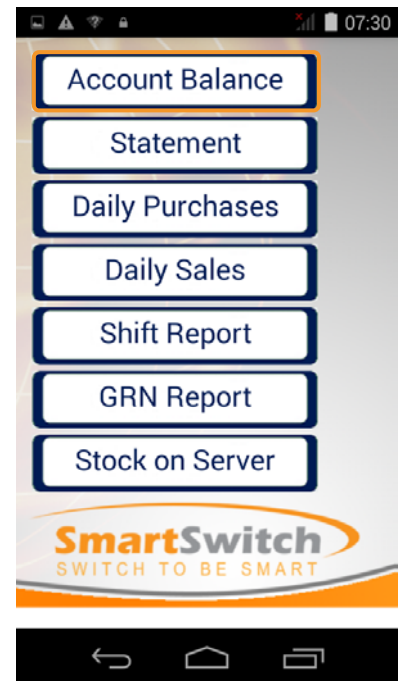
① Select **Reports**.



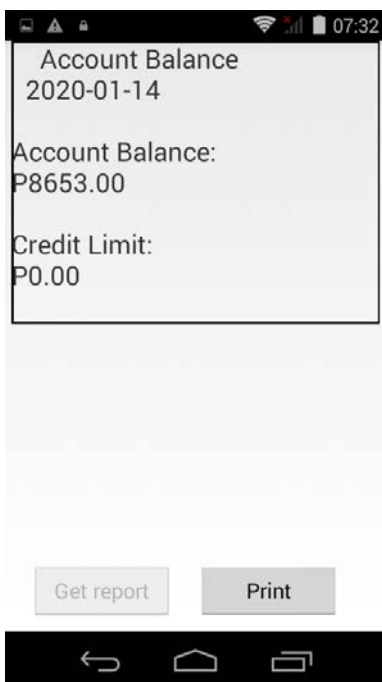
② Enter your Admin user number and password, then select **OK**.



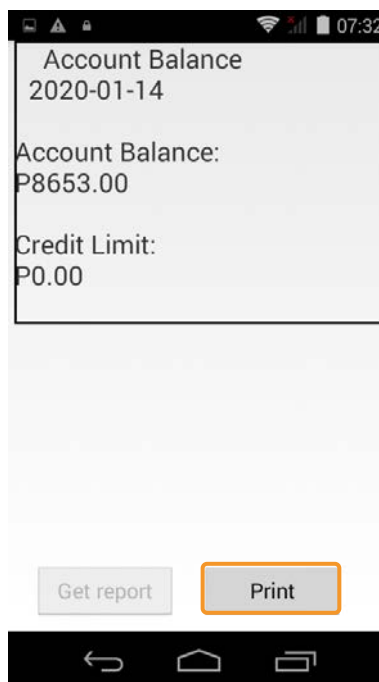
③ Select **Account Balance**.



④ The total remaining credit and the credit limit on the terminal will display.



⑤ (Optional) Select **Print** to print a copy.

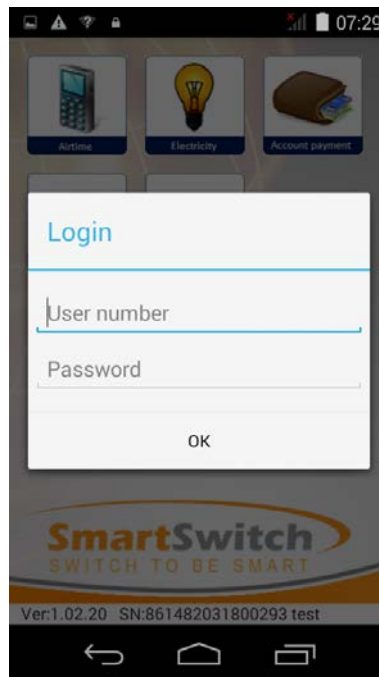


How to get/print a statement

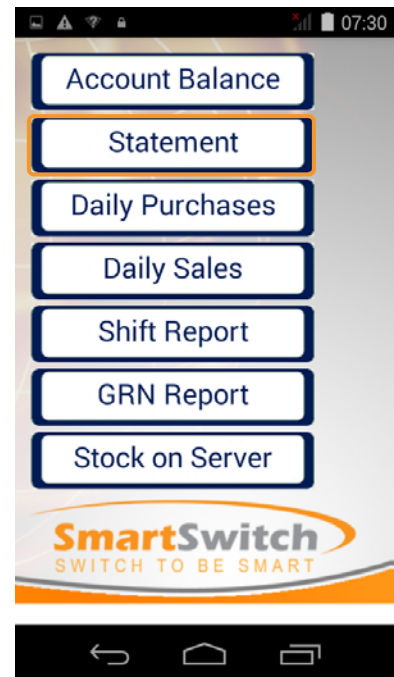
① Select **Reports**.



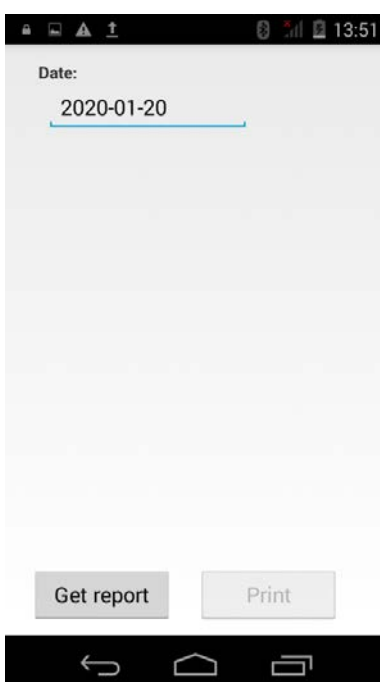
② Enter your Admin user number and password, then select **OK**.



③ Select **Statement**.



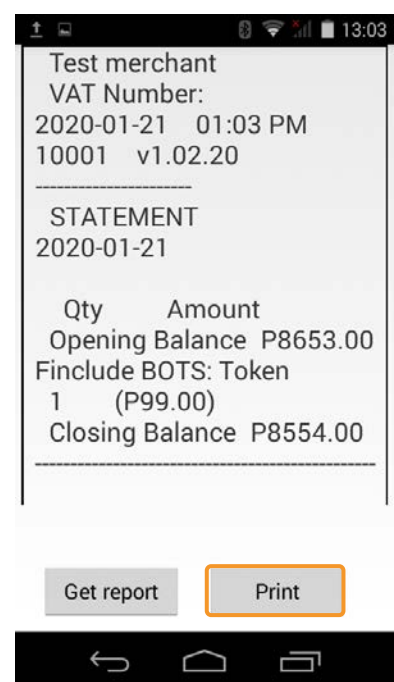
④ Select the date for the statement, then select **Get report**.



⑤ The opening balance, all sales made for the selected day and the closing balance will display.



⑥ (Optional) Select **Print** to print a copy.

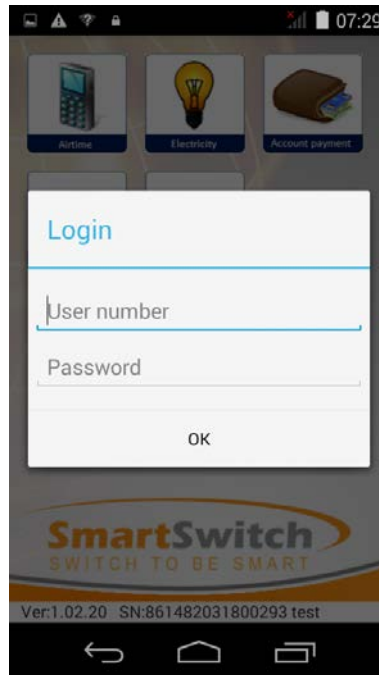


How to get/print a Daily Purchases report

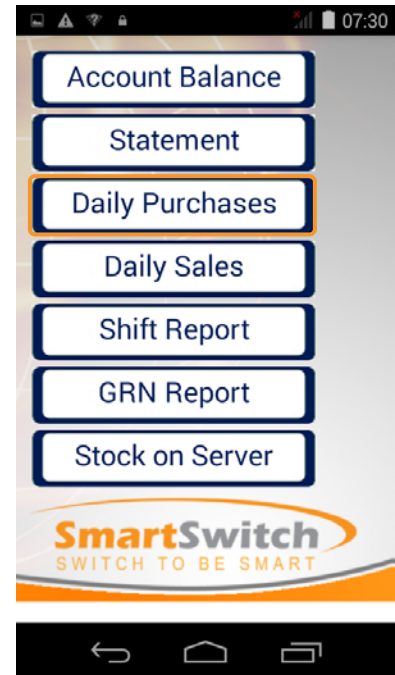
① Select **Reports**.



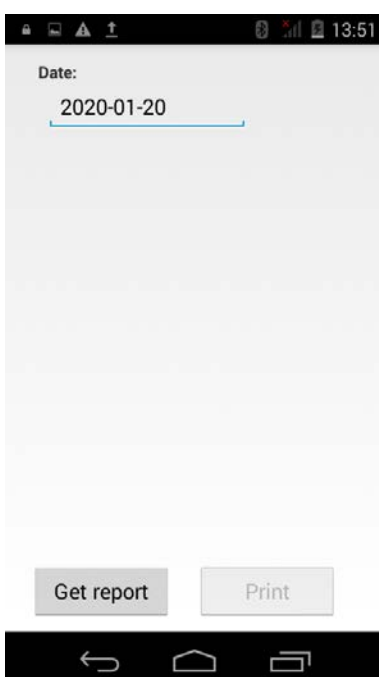
② Enter your Admin user number and password, then select **OK**.



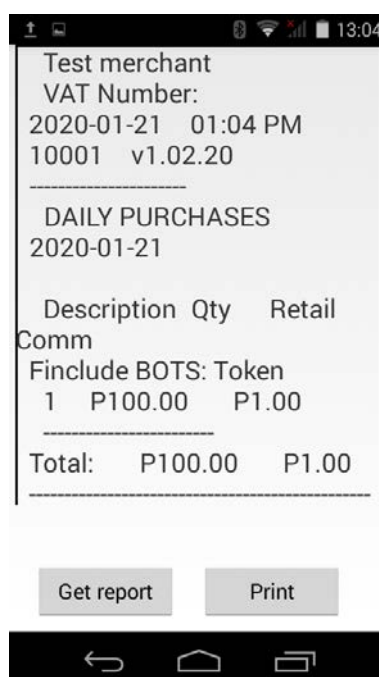
③ Select **Daily Purchases**.



④ Select the date for the report, then select **Get report**.



⑤ All items/transactions will display (including items not yet collected by the terminal and reversed transactions).



⑥ (Optional) Select **Print** to print a copy.

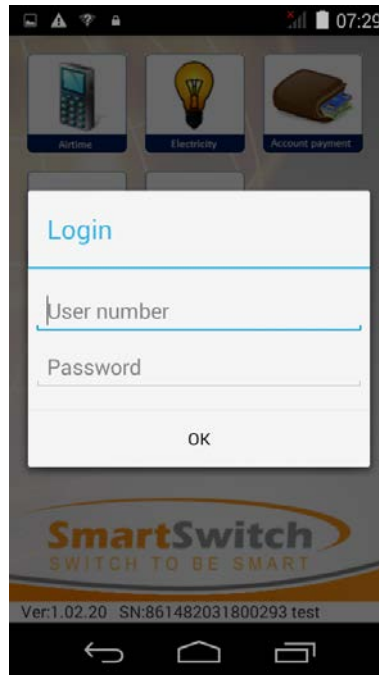


How to get/print a Daily Sales report

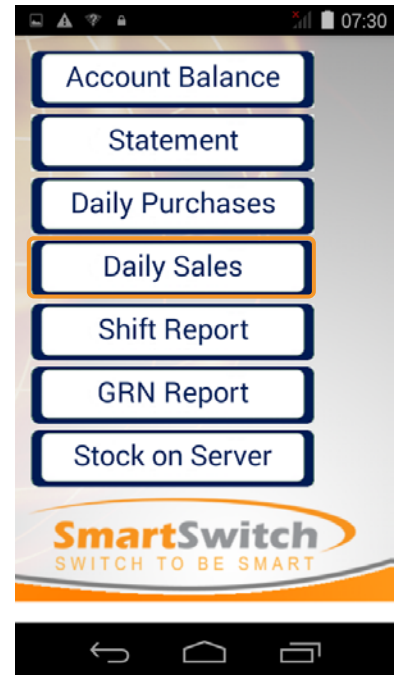
① Select **Reports**.



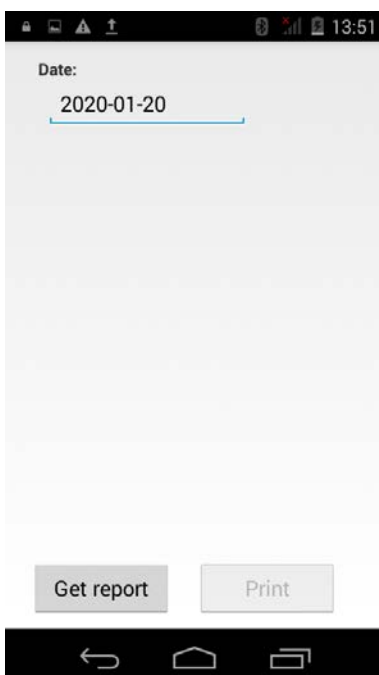
② Enter your Admin user number and password, then select **OK**.



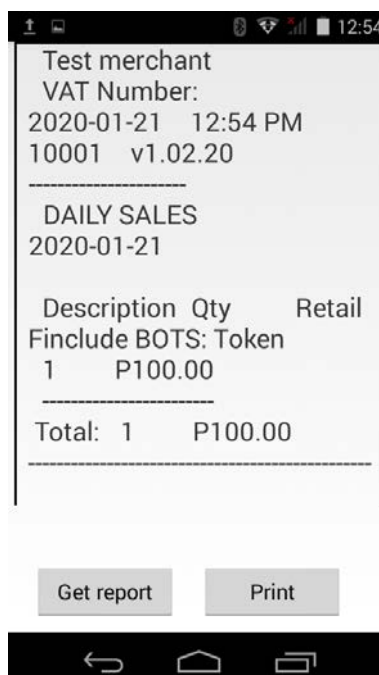
③ Select **Daily Sales**.



④ Select the date for the report, then select **Get report**.



⑤ All items/transactions printed from the terminal will display.



⑥ (Optional) Select **Print** to print a copy.

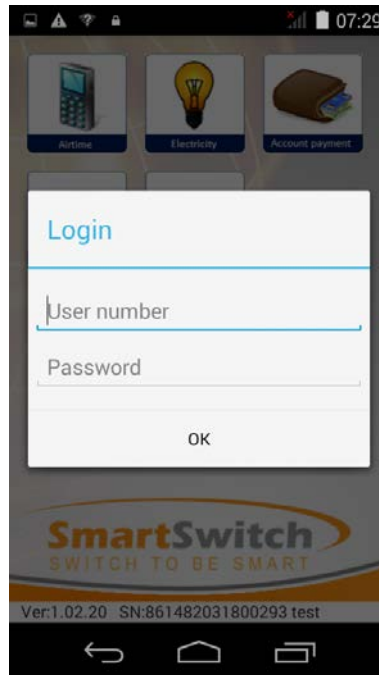


How to get/print a Shift report

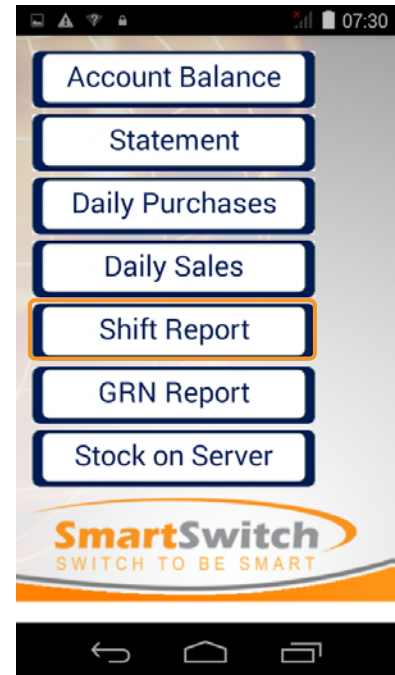
① Select **Reports**.



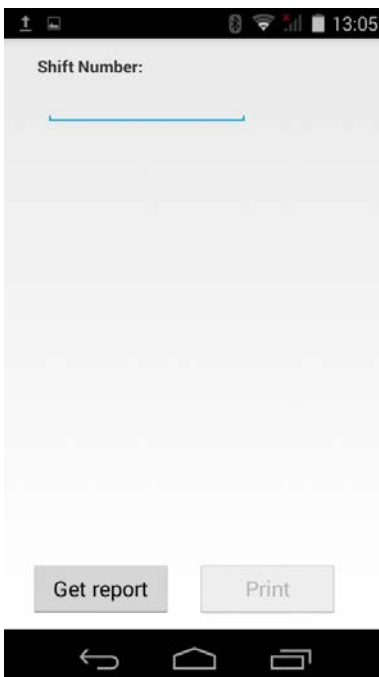
② Enter your Admin user number and password, then select **OK**.



③ Select **Shift Report**.



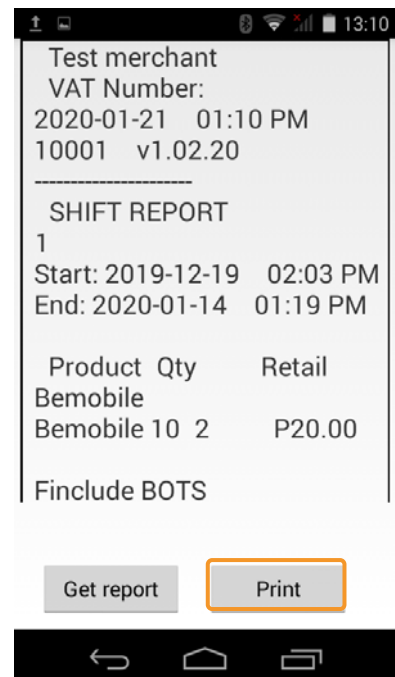
④ Enter the shift number, then select **Get report**.




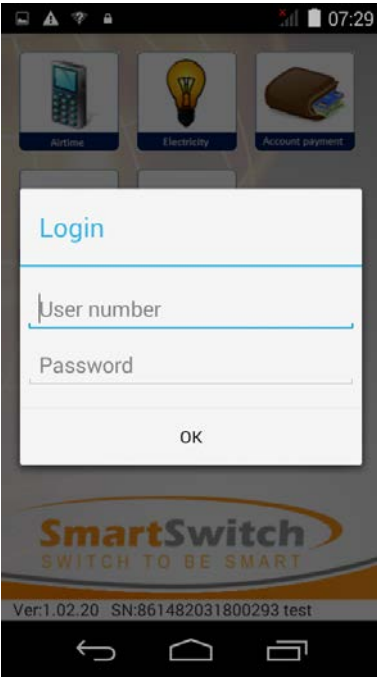
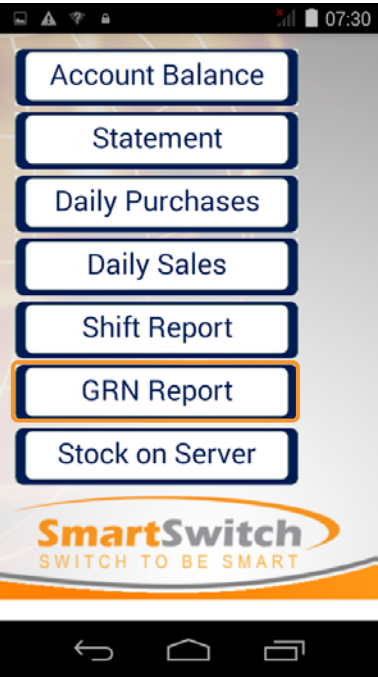
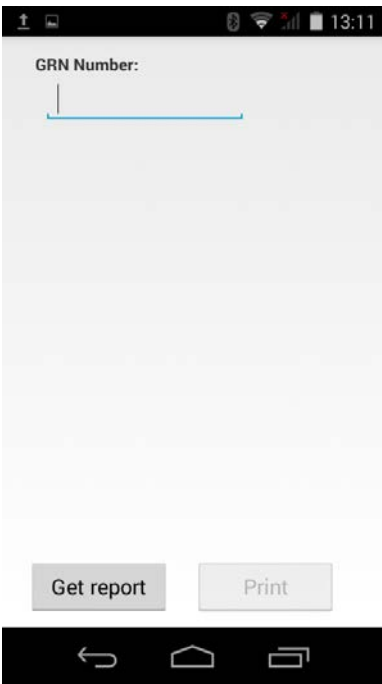
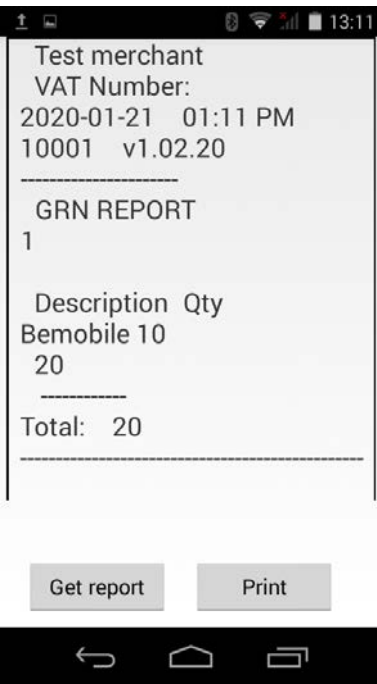
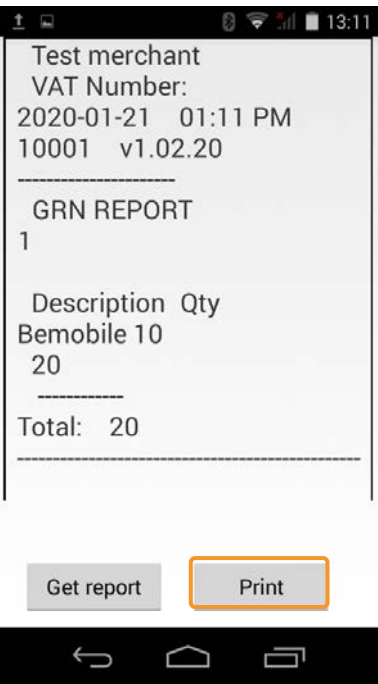
⑤ A summary of sales, including a breakdown per cashier, will display.



⑥ (Optional) Select **Print** to print a copy.



How to get/print a GRN report

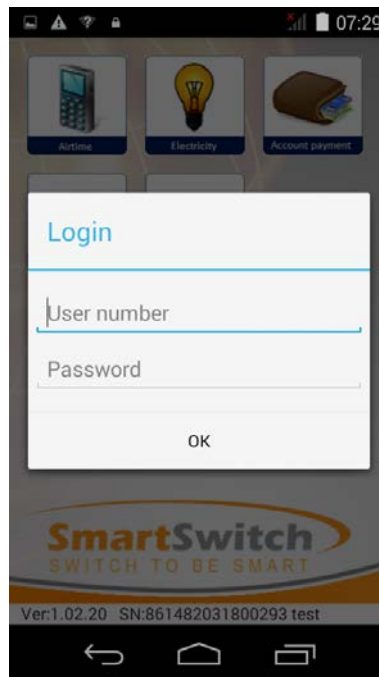
<p>① Select Reports.</p>	<p>② Enter your Admin user number and password, then select OK.</p>	<p>③ Select GRN Report.</p>
 <p>The screenshot shows the SmartSwitch app home screen. At the top, there are three icons: Airtime, Electricity, and Account payment. Below them are two more icons: Reports (highlighted with an orange border) and Administration. The bottom of the screen shows the SmartSwitch logo and version information: Ver:1.02.20 SN:861482031800293 test.</p>	 <p>The screenshot shows the SmartSwitch app login screen. It has a 'Login' title and two input fields: 'User number' and 'Password'. Below the fields is an 'OK' button. The bottom of the screen shows the SmartSwitch logo and version information: Ver:1.02.20 SN:861482031800293 test.</p>	 <p>The screenshot shows the SmartSwitch app menu screen. It has a list of options: Account Balance, Statement, Daily Purchases, Daily Sales, Shift Report, GRN Report (highlighted with an orange border), and Stock on Server. The bottom of the screen shows the SmartSwitch logo and version information: Ver:1.02.20 SN:861482031800293 test.</p>
<p>④ Enter the GRN number, then select Get report.</p>	<p>⑤ All stocks downloaded on the terminal for the selected day, will display.</p>	<p>⑥ (Optional) Select Print to print a copy.</p>
 <p>The screenshot shows the SmartSwitch app screen for entering a GRN number. It has a label 'GRN Number:' and a text input field. At the bottom, there are two buttons: 'Get report' and 'Print'. The bottom of the screen shows the SmartSwitch logo and version information: Ver:1.02.20 SN:861482031800293 test.</p>	 <p>The screenshot shows the SmartSwitch app screen displaying a GRN report. It has a title 'GRN REPORT' and a list of items: Description, Qty, Bemobile 10, 20. Below the list is a 'Total: 20' label. At the bottom, there are two buttons: 'Get report' and 'Print'. The bottom of the screen shows the SmartSwitch logo and version information: Ver:1.02.20 SN:861482031800293 test.</p>	 <p>The screenshot shows the SmartSwitch app screen displaying a GRN report. It has a title 'GRN REPORT' and a list of items: Description, Qty, Bemobile 10, 20. Below the list is a 'Total: 20' label. At the bottom, there are two buttons: 'Get report' and 'Print' (highlighted with an orange border). The bottom of the screen shows the SmartSwitch logo and version information: Ver:1.02.20 SN:861482031800293 test.</p>

How to get/print a Stock on Server report

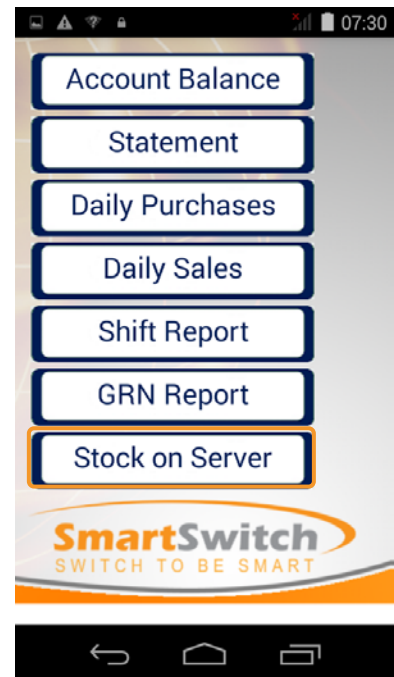
① Select **Reports**.



② Enter your Admin user number and password, then select **OK**.



③ Select **Stock on Server**.



④ All stocks that are available on the server, will display.



⑤ (Optional) Select **Print** to print a copy.



Administration



The **Administration** menu option enables Admin users to perform administrative tasks. The following options are available:

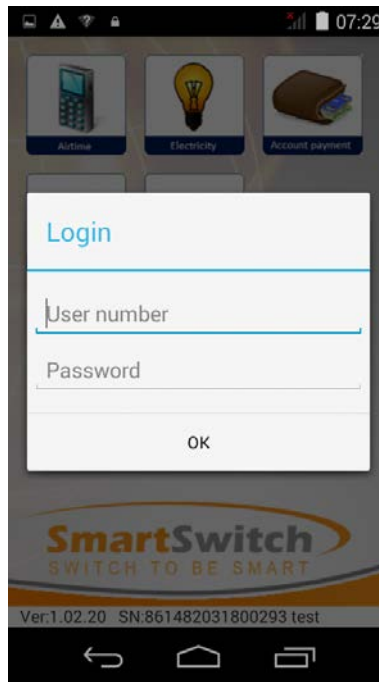
- End of shift
- Reprint
- Stock
- Add admin
- Add cashier
- Print users

How to perform an End of Shift (EOS)

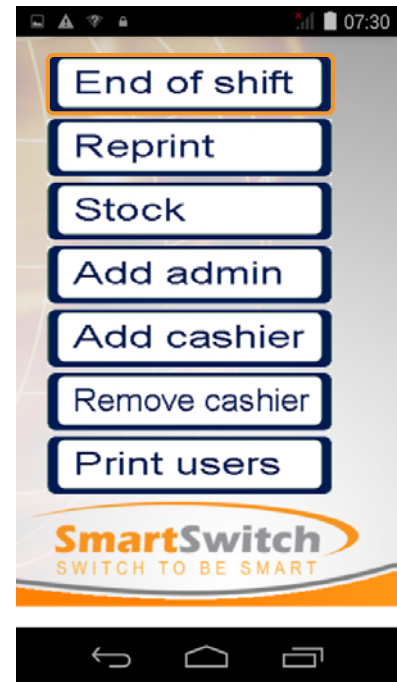
① Select **Administration**.



② Enter your Admin user number and password, then select **OK**.



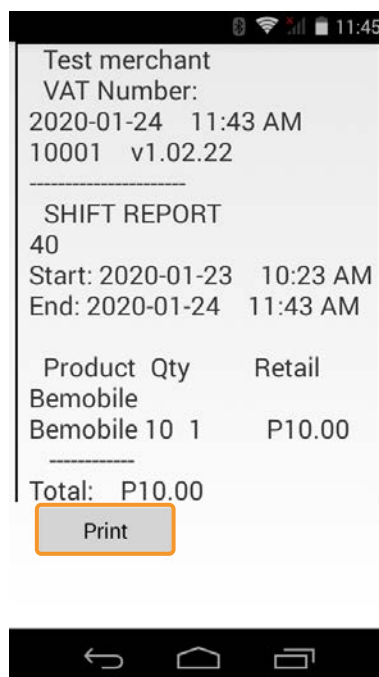
③ Select **End of shift**. The day's GRN report will print automatically.



④ A summary of sales, including a breakdown per cashier, will display.



⑤ (Optional) Select **Print** to print a copy.

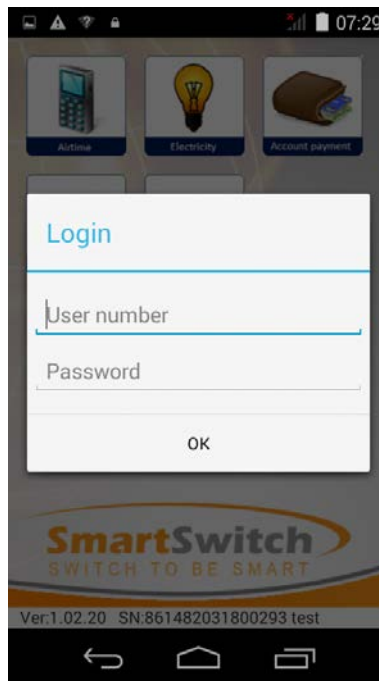


How to reprint a voucher/token

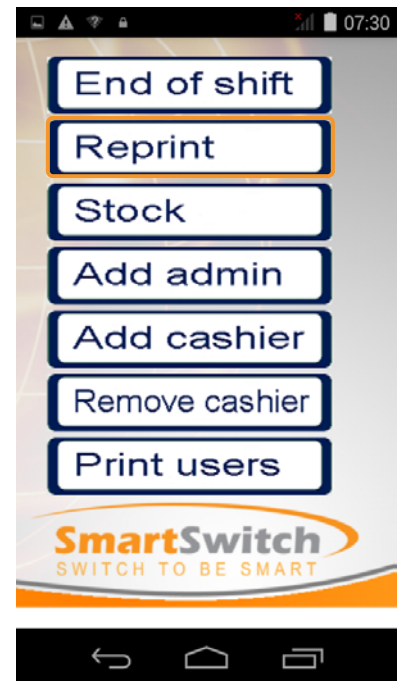
① Select **Administration**.



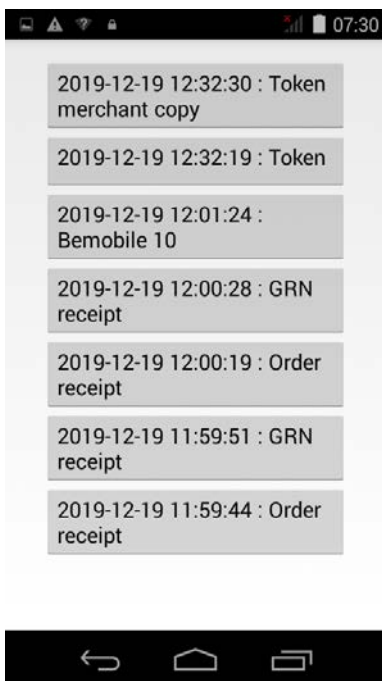
② Enter your Admin user number and password, then select **OK**.



③ Select **Reprint**.



④ Select the voucher/token that you wish to reprint.



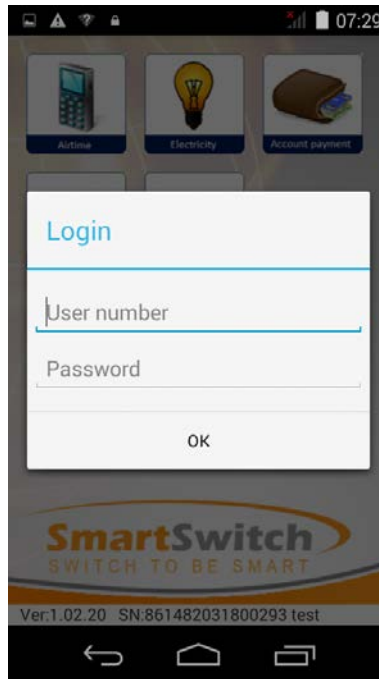
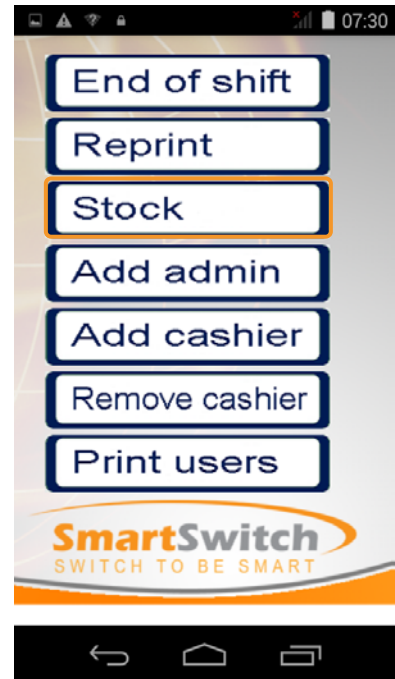
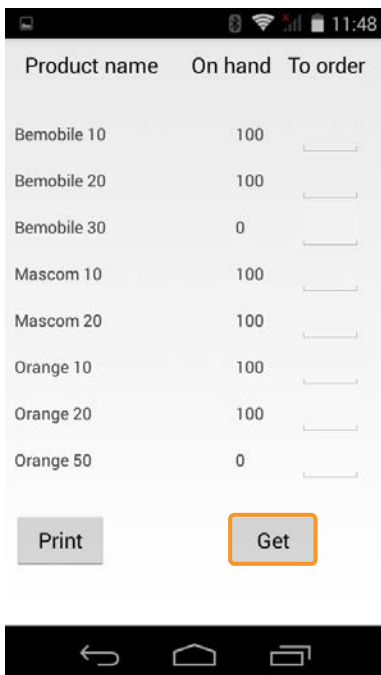
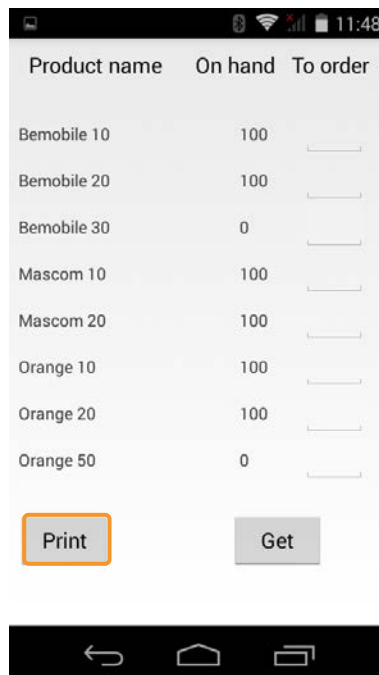
How to order stock

Orders for virtual stock can be placed on the point of sale (POS) terminal.

- Stock orders are delivered to the POS terminal via GPRS or telephone line. POS terminals are configured to order stock either automatically without user intervention or manually by a user.
- The release of stock to the POS terminal is determined by the type of account the merchant has with e-Bos.
- POS terminals which are configured to order stock automatically do not require a user at the POS terminal during the stock order process.
- This stock order method is a seamless process, as the POS terminal connects via GPRS or PSTN to the e-Bos servers during off-peak times and downloads stock.
- The amount of stock ordered is determined by the setup of the stock profile of the POS terminal. This profile is a stock management feature that determines all the stock needed for a full trading period. An initial stock holding figure is estimated for each product for a full trading period and whatever stock is sold is replenished when the stock download takes place.

The stock profile also determines when stock levels are low and takes the necessary actions to download more stock if deemed necessary. When the terminal initialises a connection to order stock, the terminal will verify if there is sufficient credit on the merchant's account or check whether a credit account exists before continuing to place the order for stock. Stock ordered will be received on the POS terminal within minutes depending on the size of the order and a receipt of all stock received is printed by the terminal.

- The stock delivery reports which are printed from the terminal directly following a stock order are used as the proof of stock received. These can be used to reconcile against the invoices received by the merchants from e-Bos.

① Select **Administration**.② Enter your Admin user number and password, then select **OK**.③ Select **Stock**.④ Enter the amount(s) to order, then select **Get**.⑤ (Optional) Select **Print** to print a copy.

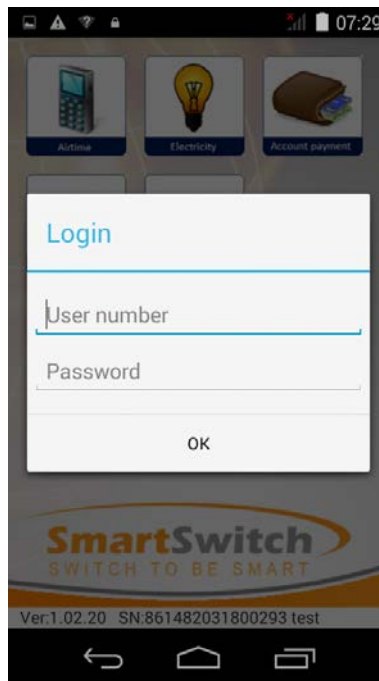
⑥ The day's GRN report will print automatically.

How to add an Admin user

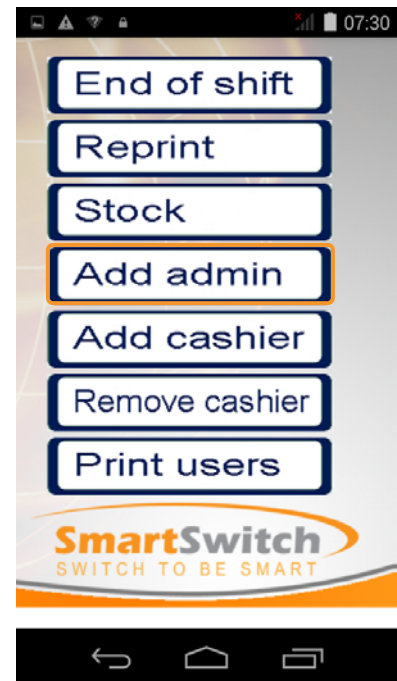
① Select **Administration**.



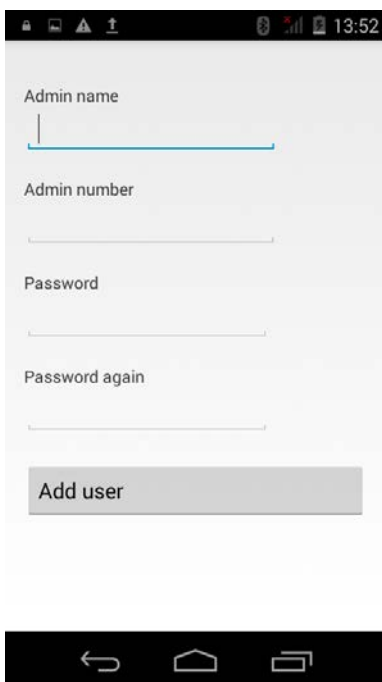
② Enter your Admin user number and password, then select **OK**.



③ Select **Add admin**.



④ Enter a name, number and password (x2), then select **Add user**.

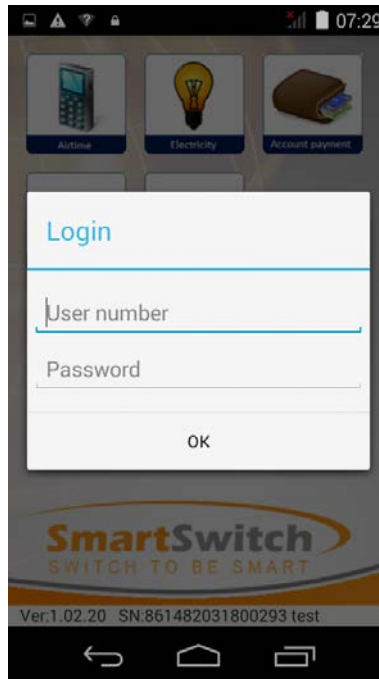


How to add a Cashier user

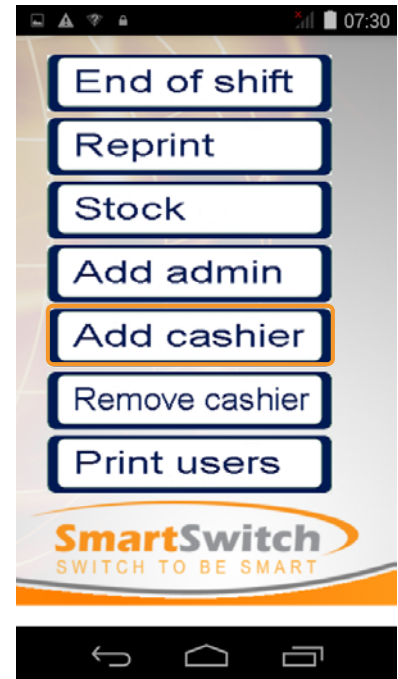
① Select **Administration**.



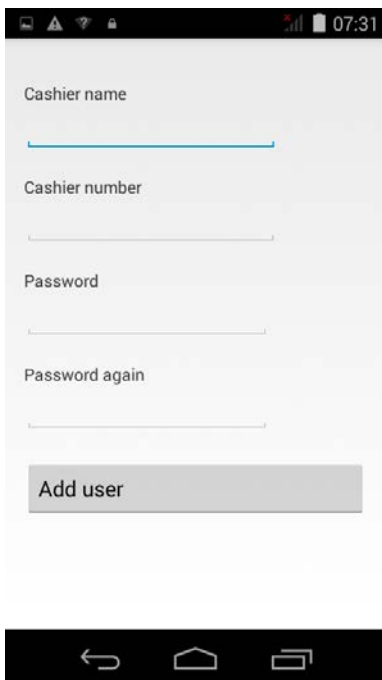
② Enter your Admin user number and password, then select **OK**.



③ Select **Add cashier**.



④ Enter a name, number and password (x2), then select **Add user**.

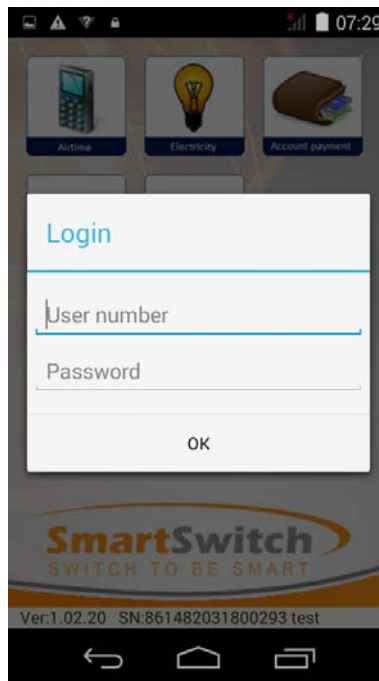


How to remove a Cashier user

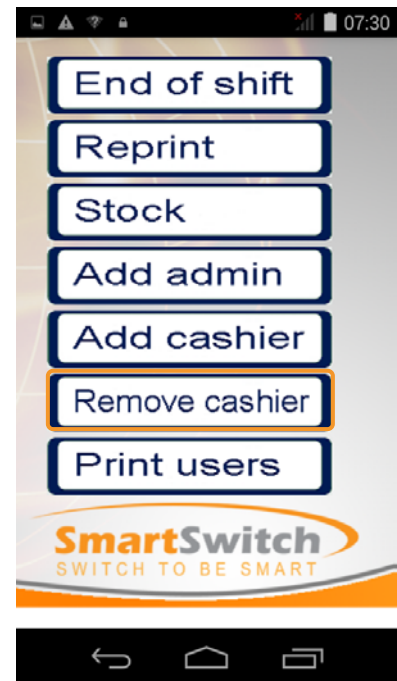
① Select **Administration**.



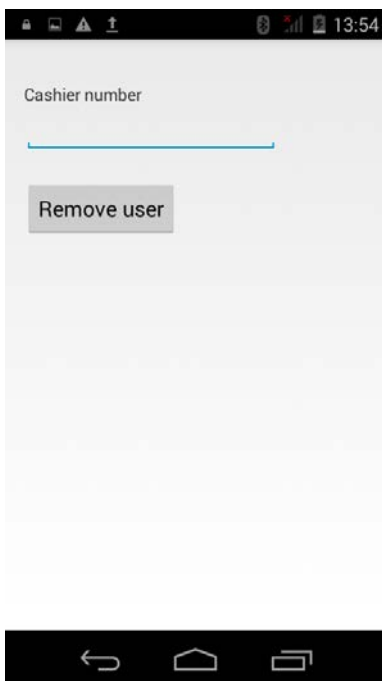
② Enter your Admin user number and password, then select **OK**.



③ Select **Remove cashier**.



④ Enter the cashier number, then select **Remove user**.

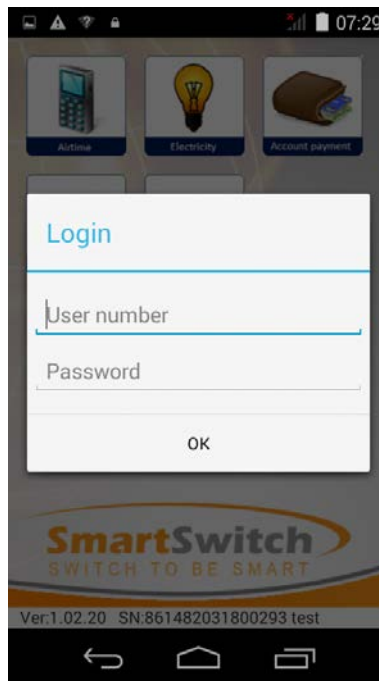


How to print a list of users

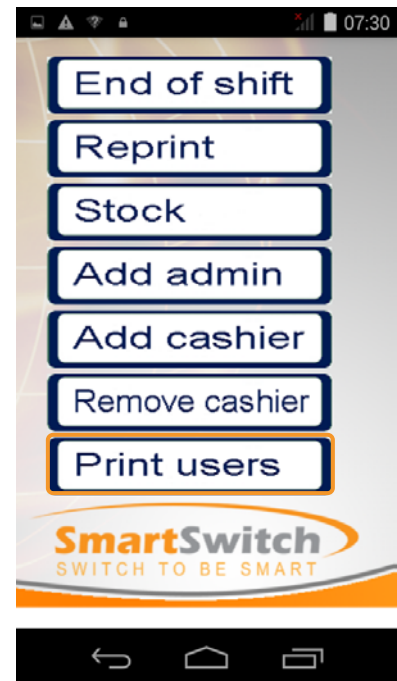
① Select **Administration**.



② Enter your Admin user number and password, then select **OK**.



③ Select **Print users**.



Troubleshooting

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Customer Support

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TPS390 Handheld POS User Guide

TPS390 Handheld POS User Guide



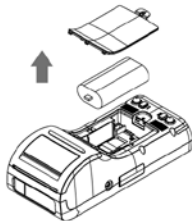
TPS390 Specification

Processor	A7 Dual-Core 1.3GHz
OS	Android 4.4
Memory	4GB FLASH, 512M RAM
Ext. Memory	TF Card, up to 32GB
Display	5" TFT LCD display, with backlight resolution (854*480).
Magnetic Card Reader (Optional)	Track 1/2/3, bi-directional swipe, ISO7810, ISO7811, ISO7812
Smart Card Reader (Optional)	ISO 7816
Contactless Card Reader (Optional)	ISO14443 Type A/B, Mifare®, ISO18092 compliant
Camera	5 megapixels, auto focus
Thermal Printer	Speed: 18 lines/sec, paper width: 58mm; Ø35mm
GPS	Built-in
SIM	2 SIMs
Communications	WCDMA/WiFi/Bluetooth/GPRS
Peripheral Ports	1 Micro USB, 1 audio jack
Power Supply	Input: 100-240V AC, 50Hz/60Hz. Output: 5V DC, 2A.
Battery	Li-ion, 3.7V, 5000mAh
Built-in 1D/2D Barcode Reader (Optional)	Laser reader, hardware decoding

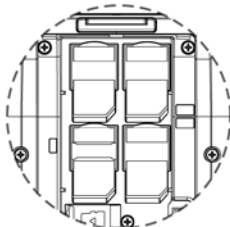
1

SIM Card & TF Card Installation

1. Take out the back cover, the SIM card socket will be shown.

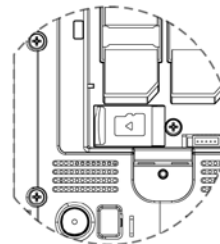


2. Push the SIM card into the socket correctly. Be sure the SIM card is in right position.



2

3. Push the TF card into the socket correctly.



Paper Roll Installation

1. Open the printer cover.

2. Put the paper roll into the holder.



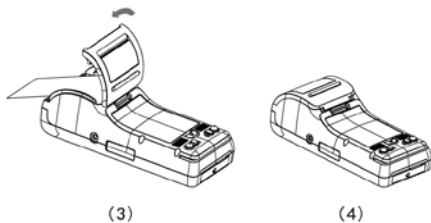
(1)



(2)

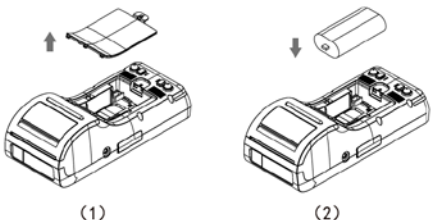
3

3. Make sure the paper roll has been put in right direction. Push back the cover.
4. Installation completed.



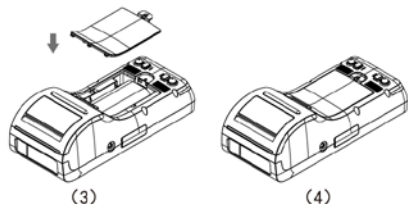
Battery Installation

1. Open the back cover and put the battery into the holder. Install the battery in right direction as the label instructed.



4

2. Put the cover back to the terminal.



Warning: The changing of wrong battery type has risk to be explosive.

Warning: Don't throw battery casually.

Accessories	
Main Device	1Set
Power Adapter	1Piece
Battery	1Piece
User Guide	1Volume

Before using the POS terminal, ensure that all the accessories above are included in the package.

If you have any problems, please contact the services provider of the distributors.

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Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.

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—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

SAR tests are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the product while operating can be well below the maximum value. Before a new device is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC. Tests for each device are performed in positions and locations as required by the FCC. For handheld operation, this device has been tested and meets the FCC RF exposure. Guidelines when used with an accessory designated for this product or when used with an accessory that contains no metal. Non-compliance with the above restrictions may result in violation of RF exposure guidelines.

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