Telkom
BUSINESS

MPOS FREQUENTLY ASKED QUESTIONS

1. What is TapOnPay?

   The process of a merchant receiving funds via a customer tapping their card on the merchant mPOS mobile phone

2. What is Tap2Pay?

   The process whereby a merchant can pay funds by tapping their mPOS mobile phone on a receiving device.

3. What is the limit on TapOnPay?

   TapOnPay has a limit of R500 without entering a PIN. Above the R500 the customer requested to enter a PIN.

4. What is a wallet?

   A monetary balance and associated transaction history.

5. What is the available balance?

   The amount of money in a customer's wallet which is available to be spent, transferred or withdrawn.

6. What is the reservation amount?

   Funds in a wallet cannot be spent as they are set aside for a transaction that is in progress or has not cleared yet. Reservations sum up the difference between the current balance and the available balance.

7. What is the current balance?

   Available Balance + Reservations. The money that is earmarked as belonging to the customer but not all of it may be available to them as some may be locked (reserved) for current transactions in progress.

8. Can a merchant sell airtime to my customers from my MPOS App?

   Yes, a merchant can sell airtime from all mobile networks.

9. Can a merchant do an EFT Out from my MPOS wallet?

   Yes, a merchant can do EFT out to a bank account or other wallets.

10. What is a Topup?

The process of a customer using a bank account, credit card, debit card, etc to increase the balance of Telkom Pay wallet.

11. Can a merchant have the ability to set store goals and employee goals and track performance against those goals automatically?

The system can avail performance reports per employee or device. However, the targets can only be managed outside the system.

12. Is the customer data stored safely?

Telkom Pay is a PCI-compliant service provider that takes care of how we store the data.

13. How do we keep track of individual sales; do we have to log in each time, swipe a card, etc.?

The system allows the supervisor to do an end-of-the-shift/day tally which gives a summary of the sales by the individual.

14. Can the MPOS mobile phones be shut down remotely?

Yes, they can be shut down remotely via a portal.

15. Do you offer custom fields that are both searchable and exportable?

Yes, customized reports can be provided based on the service request from the merchant.

16. Can a merchant enter the cost of goods (COGS) to see my margins by category and brand in the system? If so, are there levels of access to that information?

This is not available unless the merchant is integrated into an enterprise/third-party/inventory system.

17. Does a merchant have the ability to see what is on order?

The MPOS system does not show the outstanding orders. This can only be found in the inventory system.

18. What does the authentication fail to mean on a POS App?

It means that the client did not put in the login details correctly. Please double-check that all the log-in details are put incorrectly. If the client has tested various POS login details and they get the same error.

20. The MPOS is not reading the card.

Swap out devices. If possible, test more than one card type from different banks & / or use a different POS to establish where the problem lies.

21. Can a merchant print or reprint on an MPOS Printer?

Unfortunately, it does not reprint, merchants can email themselves
The transaction is taken from the transaction history and print.

22. If a merchant has many devices, can they be grouped for reporting purposes

Yes, merchants can all be linked to one merchant ID.

23. Can a merchant have multiple locations?

Yes, it is possible for a merchant to have multiple locations.

24. Does the mPOS App offer 24/7 technical support?

No, there is support during working hours.

25. While the MPOS will likely be cloud-based, does it have failsafe backups so if it goes offline, I can still make sales?

The mPOS system cannot work offline.

26. Does the mPOS offer an integrated loyalty rewards program?

We currently do not have a loyalty rewards program integrated into the MPOS platform.

27. Which types/brands of phones is the mPOS App compatible with?

mPOS app is compatible & available on the following devices & software:
- Huawei operating system
- Android Version 9 and above
- Apple

IMPORTANT NOTE: TapOnGlass will only be available on devices that are NFC compatible & Android software enabled.

28. How do I get a hold of Telkom Pay for any technical assistance?

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Customers (i.e. merchant or small business) can speak to a consultant in the app or e-mail telkompaysupport@ukheshe.com or call +27 10 449 1888