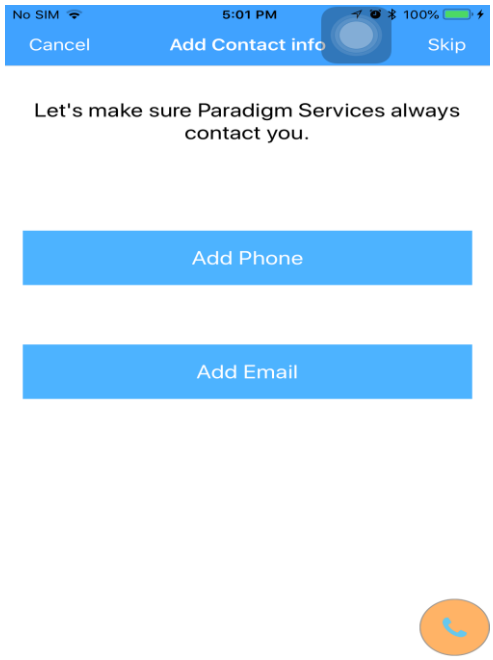
Getting Started

Two-Factor Authentication

Two-Factor Authentication Banktech Go app utilizes two-factor authentication so that new devices can be added. if a device you normally use is lost or stolen, you will be able to add a verify a new device simply *verifying a 6 digit security code that will be sent you via SMS text or e-mail This process will take place upon logging into Banktech Go on the new device.

In order to use this feature, you will need to configure your Contact information upon logging into Banktech Go app for the first time. Follow the steps below to add an SMS capable phone number and an e-mail address.



Contact Enrollment – PhoneNumber:

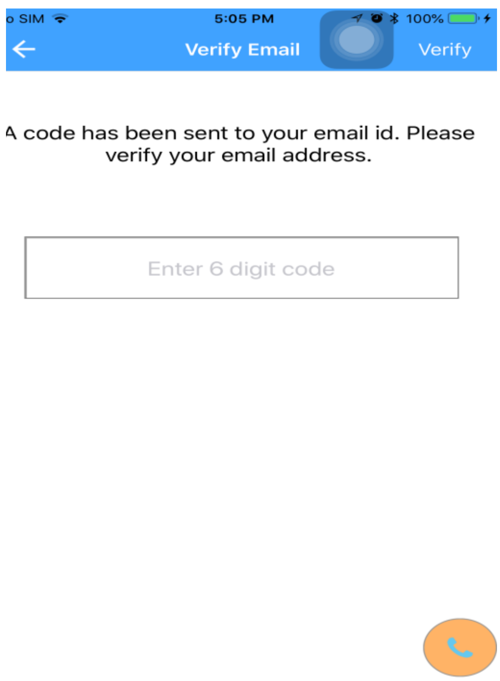
- Tap Add Phone
- Enter the phone number in the box, and then tap continue.
- Enter the 6 digit code from ths SMS text you receive in the box and then tap verify

Contact Enrollment – Email Address:

- Tap Add Email.
- Enter the email address in the box, and then tap continue.
- Enter the 6 digit code from ths email you receive in the box and then tap verify.

In the event you need to verify new device, follow the steps once you logged in into the Banktech Go application.

Verify Account – Verify Phone number and Email:



- Select either phone or emil contact and then tap next.
- Enter the 6 digit code you receive on your phone or email and tap verify.

Receipt Printer:

If you are using a supported printer with Bantech Go application, follow the step below to pair your phone with printer.

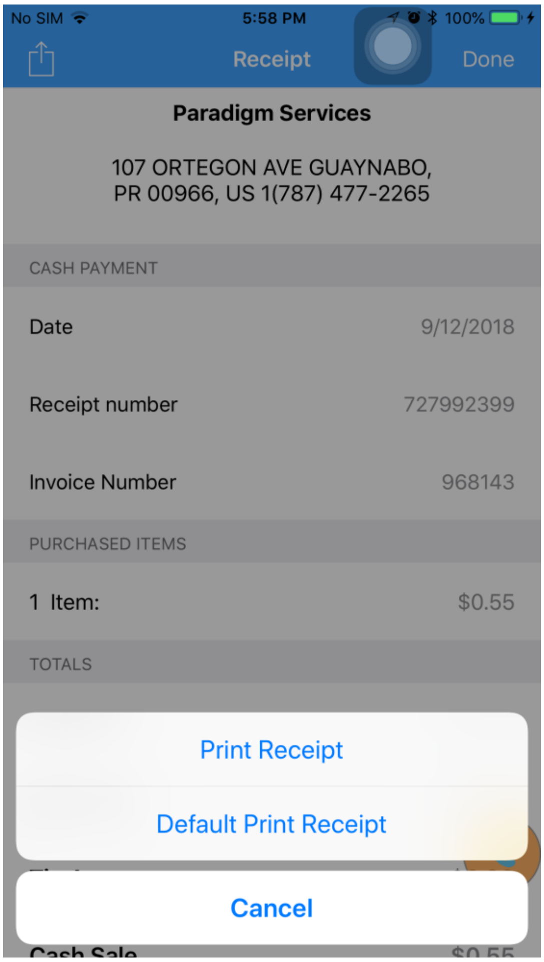
Bluetooth Pairing:

Please enable the bluetooth from your iphone device befor performing the follwing steps.

- Press and hold the power button on the printer.

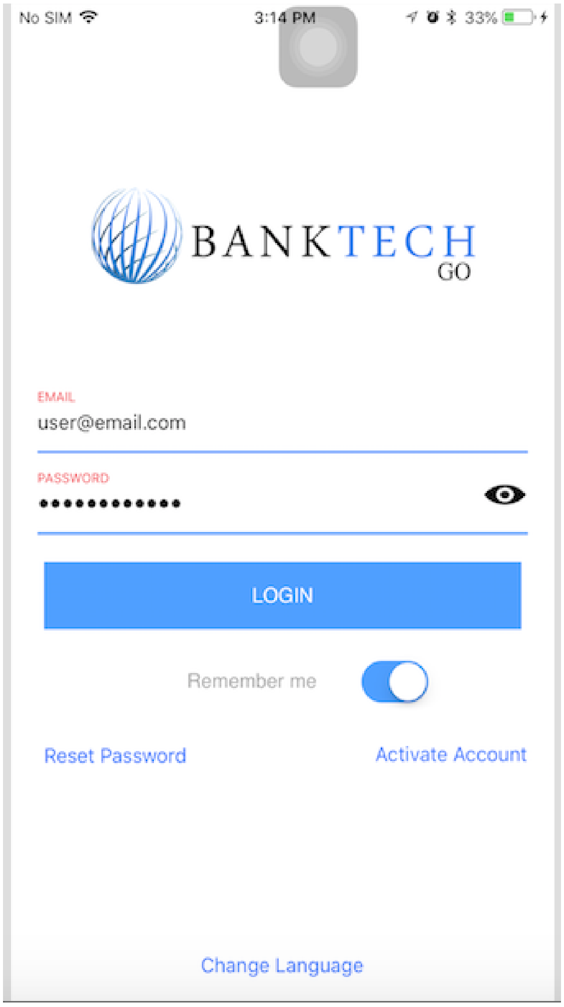
Printing Receipts:

Receipts are printed automatically once printer is paired with your Banktech Go application. Also you can print recipet for particualr printer as well by selection the available printer from the list.



Logging into Banktech Go

Use your email and password which you entered during activation to login to Banktech Go.



Reset Passowrd:

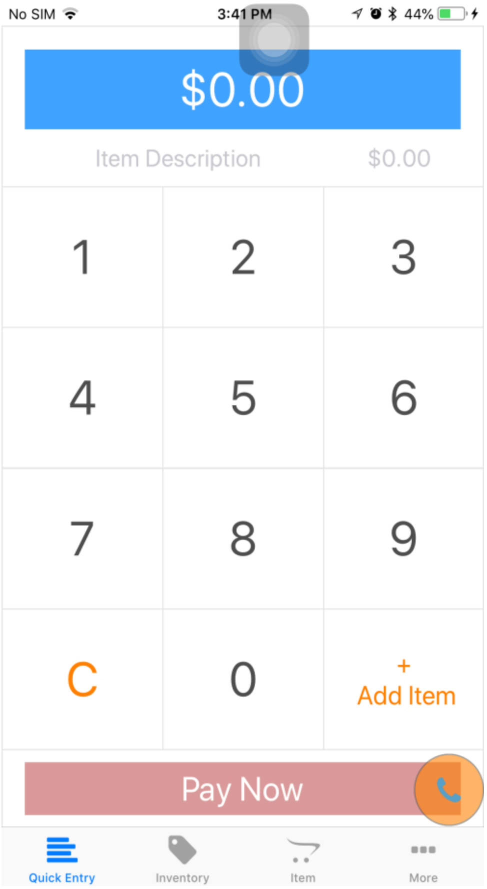
If you are unable to login to the app click the reset password button to reset your Banktech Go password. You will be prompted to enter your username and then will be asked to answer one of the three security questions you entered while activate your account. Once you have successfully answered the security question you will be prompted to establish a new password.

Change Language:

You change Banktech Go application language by clicking on change language button. Alert will be prompted to choose the prefered language.

Home Screen Overview:

The Banktech Go application consist of four main views which are displayed by tapping the icons at bottom of the screen.



Inventory View:
Allows you to tap items in your inventory and add them in current sale.

Quick item view:
Allows you to enter dollor amount and option item description for quick item that are not in your inventory.

CartView:
Allows you to change the qunatity of item or remove items form the cart when you add items to the cart. A number will appear to display the total number of items in the cart.

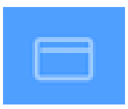
More:
Allows you to access sales history, settings, inventory, companion portal, change passcode, users and help.

In addition to the view icons, there are several other icons used with in Banktech Go app. Below you will find the desciption of each icon.

Trash Icon:
At any point during the transaction you can tap the trash icon to cancel the transaction.

Continue:
After all items have been added in to the transaction tap the continue button to progress to the payment type screen.

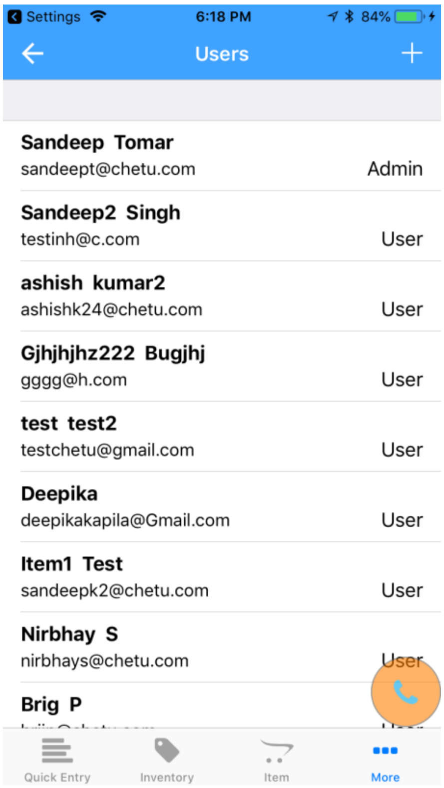
BarCode Scanner:
Tap the icon if you'd like to use device camera as a barcode scanner during transaction.



Payment Option:
You can to payment option by click on card icon.

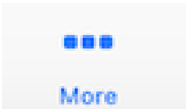
User Management

You can add and mange users for your account by tapping more and then users. After additional users have been added to your account. You can mange(Suspend/Delete) them from user management screen. Please note that only the account admin can use this function.



AddUser:

Tap add user.



More Icon:

In the edit user screen more icon is used to add or delte user.

Add User:

- Tap the Add user icon.
- Enter the user's detail and tap save.

Delte or Suspend User:

- From the user list, tap the user you would like to delete or suspend.
- Tap delete or suspend user.
- Deleted user will no longer avalable on user list screen.

Activate User:

- Go to login screen.
- Tap Activate Account button.
- Accept Term and Condition and then tap continue.
- You will be prompt to enter activation code which you already received on you mail or phone number.
- Enter user email id and then tap Continue button.

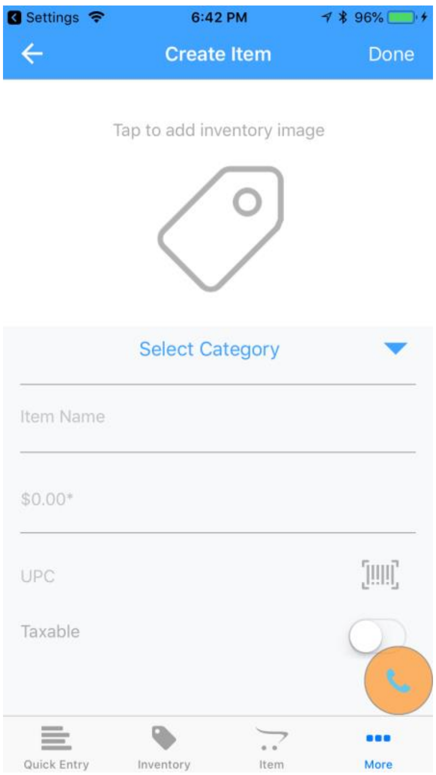
- You need to set some security question for future use when try to reset passowrd.
- Tap continue button to activate account.

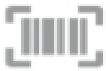
Reactivate Suspended User:

- From the list tap the user, you would like to reactivate.
- Tap the more icon.
- Tap the activate button.

Inventory Items

You can manage inventory directly from the app by tapping the more icon, and then tapping the inventory. Items you add in the app automatically synced to the cloud and accessible to all users activated to your account.





Scan Barcode: Tap the bar code icon and scan the UPC code.

Add Image: Tap the camera icon to add an image to your new inventory item. You can select image from photo library or use your device camera to take new photo.

Create Inventory Items:

Follow the below steps to create Inventory item.

- On the inventory screen tap ' + ' on the upper right.
- Add an image for your item(optional).
- Enter item name.
- Enter dollor amount for your item.
- Enter UPC for item(optional).
- If the item is taxable turn the slider on.
- Tap done in the upper-right of the

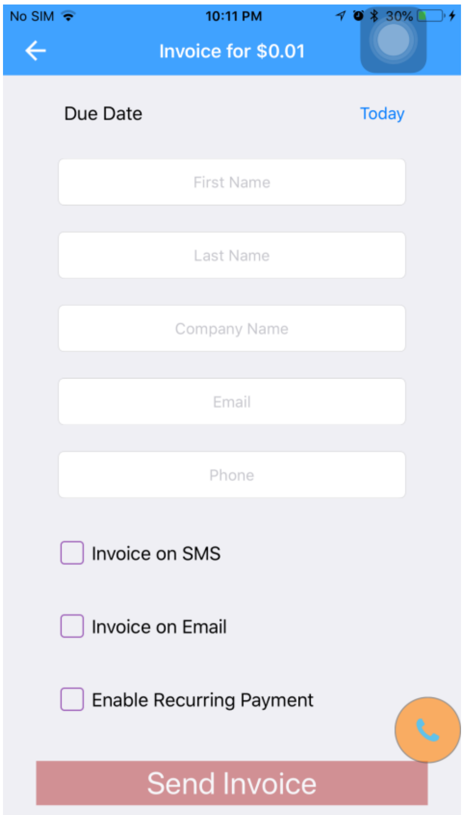
Delete Inventory Item:

Follow the step below to remove the inventory item.

- On the inventory screen tap the item you want to delete.
- Tap edit on the upper-right of the screen.
- Tap the trash icon on the bottom to remove the item.
- You can delete item with left swipe on inventory screen.

Digitat Invoice

You can distribute Digital Invoices via e-mail or SMS text message. which allows your customers to pay from anywhere on a mobile device or desktop computer.



Due Date:

Due Date options are: Today. 1 week. 2 Weeks, 1 Month or Custom Due Date.

Customer Info:

Customer First Name and Last Name or Company Name are optional but E-mail Address and Phone number field are required.

Delivery Method:

Tap Send by SMS to send the digital invoice to your customer via SMS text message or tap Send by E-mail to send the digital invoice to your customer's e-mail address.

Create a New Invoice:

Follow the steps below to create a new invoice:

1- Add items to the transaction-.
2. Tap the Continue icon.
3. Tap Invoice.
4. Enter the Invoice details.
5. Select a method of delivery for the digital .
invoice.
6- Tap Done.

View Invoices:

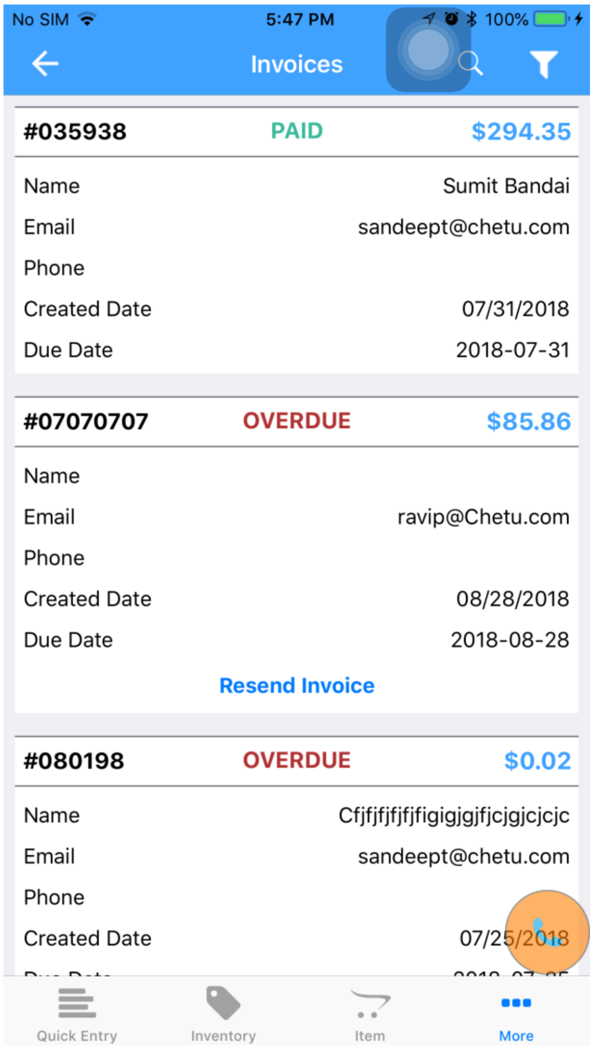
Follow the steps below to view an invoice:

1- Tap the App Menu.
2. Tap Invoices-
3. Here you can see a list of your current invoices and their status-

Resend Invoice:

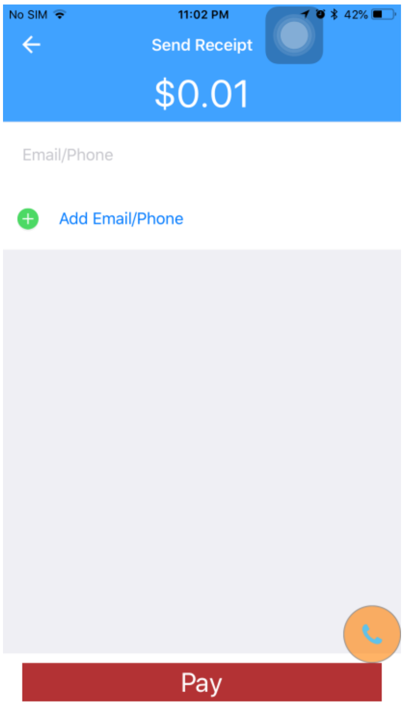
Follow the steps below to resend invoice.

Tap the app menu.
Tap Invoices.
Locate the item you want to resend.
You can search invice by Due date, Peding, Overdue or by particular date.
Press resend invice button at middle of that partiuclar invoice.



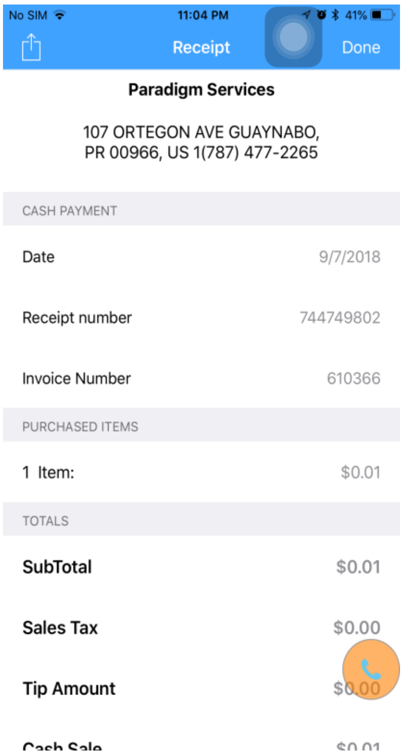
Transaction Prompts

Below are the descriptions of the most common prompts that you may encounter when process-ing transactions with the Banktech Go App.



E-mail Receipts :

To send electronic receipts to your customers like $0.01
via e-mail or SMS text message, enter their e-mail address, mobile phone number or both (using the '+'), and then tap the pay button.



Approved Transaction:

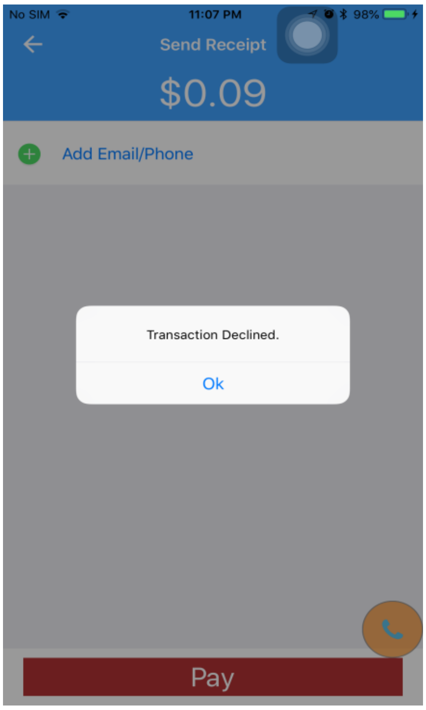
Once a transaction is approved, a receipt will be displayed on the screen. If you have a printer paired with your device, you can print receipts by tapping the printer icon.

Transaction Prompt

Declined Transaction:

If a transactin declined, you may be prompt ed to try the transactiona again, use a new card or cancel the transaction.

If transaction fails you can edit the cart or cancel the sale.



Process Transaction

Credit Card Sale:

- Add item to the cart.
- Swipe your customer’s card in payment terminal device.
- Ask your customer to sign for the transaction or enter pin if prompted to do so, and the tap the continue button.
- Enter your customer’s email address/ phone number or both in the fields and then tap the continue icon(optional).
- Receipt is displayed.
- Tap the done button to return to

Chip Card Sale:

- Add item to the cart.
- insert your customer’s card in payment terminal device.
- Ask your customer to sign for the transaction or enter pin if prompted to do so, and the tap the continue button.
- Enter your customer’s email address/ phone number or both in the fields and then tap the continue icon(optional).
- Receipt is displayed.
- Tap the done button to return to home screen.

Cash Sale:

- Add item to the cart.
- Tap the continue icon.
- Tap cash payment option.
- Enter the amount tendered, and then tap the continue icon.
- Enter your customer’s email address/ phone number or both in the fields and then tap the continue icon(optional).
- Tap the done button to return to home screen.

ACH Sale:

- Add item to the cart.
- Tap the continue icon.
- Tap ACH payment option.
- Enter the customer’s account number and routing number.
- Tap the Proceed button.
- Receipt is displayed.
- Tap the done button to return to home screen.

Gift Card Sale:

- Add item to the cart.
- Tap the continue icon.
- Tap Gift Card payment option.
- Enter the gift card number and password or scan the gift card QR code.
- Tap the Proceed button.
- Receipt is displayed.

- Tap the done button to return to home screen.

Sales History:

Tap the sales history in more section.
You can search your sale by date, last four digit of card and by amount.

Refund and Receipts

Refund:

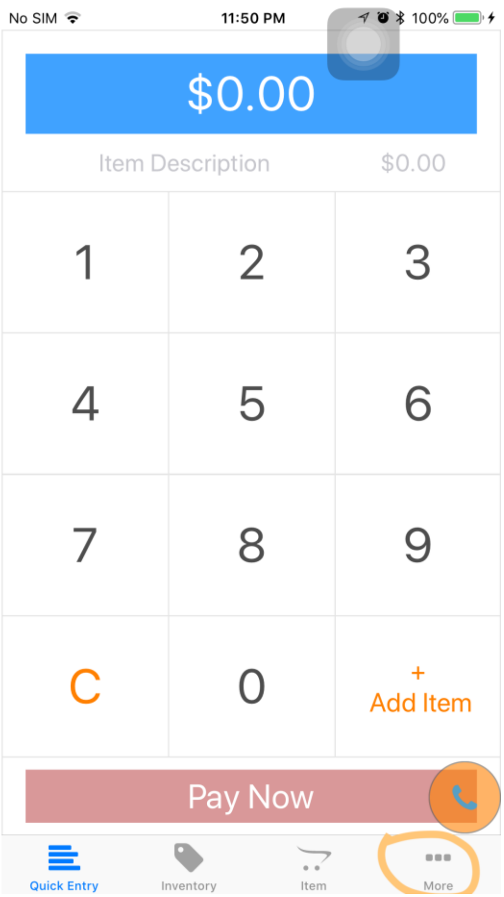
- Tap sales history.
- Search your transaction to refund by date, last foud digit of card and by amount of transaction.
- Tap Overflow icon.
- Tap Issue refund option. Refund functionality only enable for admin user.
- Enter your password and then tap continue.
- Select the item to refun and tap the Refund button at the bottom of screen.
- Select the refund method option, if payment done by credit card then shows the gift card and credit card options otherwise gift card option available for refund transaction.
- Receipt is displayed.
- Tap the done button to return to home screen.

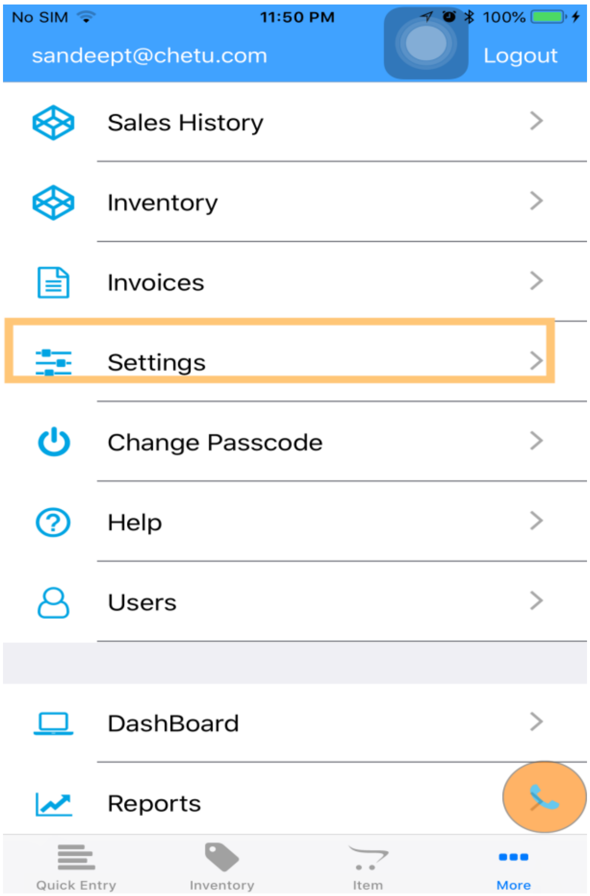
Resend Receipt:

- Tap Sales history.
- Search for your transaction by date, amount or be last foud digit of card number.
- Tap the Overview icon.
- Tap send receipt.
- Enter your customer’s eamial address or phonenumber and then tap send receipt button at bottom.

Settings

There are multple otions available that you can manage for Banktech go application. All setting will be appear by Tapping on more icon and then tap settings.





Invoice Numbers:

If you enable invoice number, you will have the option to enter a invoice number for each transaction that you made. To turn invoice number on.

- Tap General in Settings.
- Turn on invoice number on or off using slider.

Tax:

You can applied the prefered tax percentage from the tax setting.

Add Tax:

- You can add Tax according to your requirement by tapping Add tax button at the bottom.
- Fill the tax percentage and description for your tax.
- You can activate or deactivate the tax using slider button.
- Tap on save button on upper right corner to save your tax.

Delete Tax:

- Tap the tax row, you want to delete.
- Tap the delete button at the bottom.

Edit Tax:

- Tap the tax, you want to edit.
- You can edit the tax Rate percentage and description.
- Tap the save button to save changes.

Region and language change:

You can change region and languge will be updated autmatically for particular region.

- Tap the drop down button.
- Select the avalable country from the list.
- Tap the update button at upper right corner to save the region.

Tips:

You may enable tips that allow your customer to select a percentage to their purchase. The customer will also have option to enter different tip amount as well as skip the tip for that transaction.

- Tap Tips.
- Turn tips on or off using the slider.

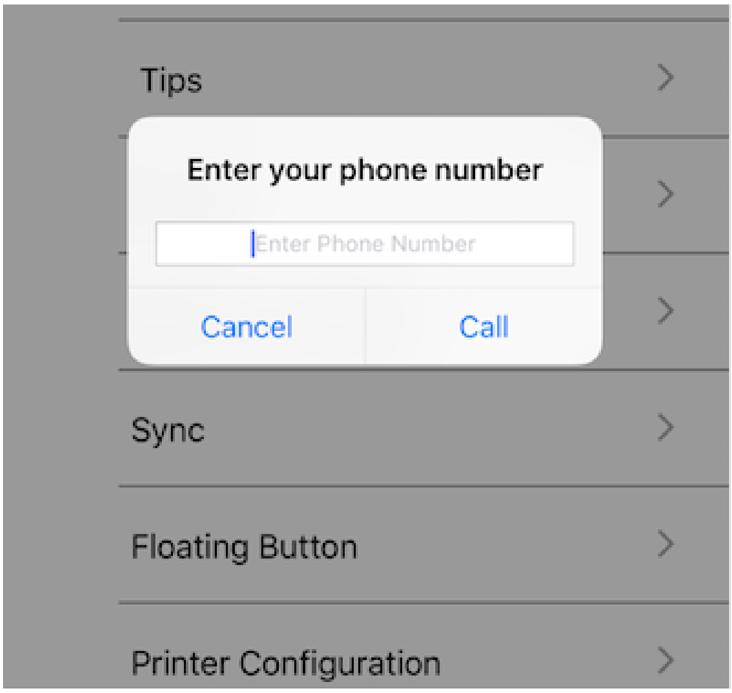
Sync:

By enabling this option, the account setting are managed by admin and shared with all users. When disbaled user are allowed to manage their setting locally.

- Tap Sync.
- Tap sync button on or off using the slider(option available only for Admin).

Floating Button:

You can place call back reqeust using float button. Rounded orange color float button always stick on top of every screen. A popup will appear on tapping float button.



- Tap the Float button.
- Pop will aperar to enter phone number.
- Enter the phone number on which you want call from customer support.
- Tap the Call button on right bottom.

Change Language:

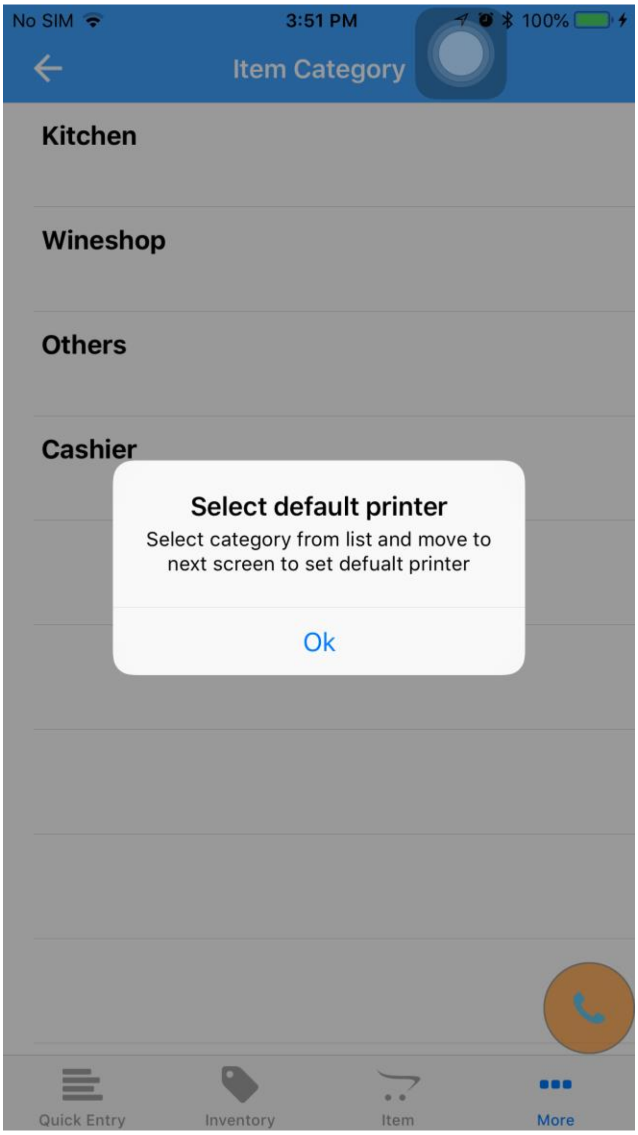
Change language locally of Banktech Go application. By tapping change language under Settings.

- Tap the language you want to convert your app.
- Tap save button on upper right corner to apply the changes.
- Banktech Go applcation language will be changed locally.

Printer configuration:

You can configure the printer according to category by tapping Printer Configuration in Settings.

- By Tapping on Printer Configuration, next screen will appear.
- Avaiable category list apperar in a list format.
- Tap the category for which you want to set default printer.
- On next screen all printer list will be displayed.
- Select the printer you want to set as default for category item.
- Tap ok button popup to set as default.


No SIM
3:51 PM
100%
Item Category
Kitchen
Wineshop
Others
Cashier
Select default printer
Select category from list and move to next screen to set defualt printer
Ok
Quick Entry
Inventory
Item
More


No SIM
3:52 PM
100%
Select Printer For Wineshop
Print
name:FK-POS58C
id:Optional("037A431E-C5B2-09D0-2260-9090F78A7550")
Quick Entry
Inventory
Item
More

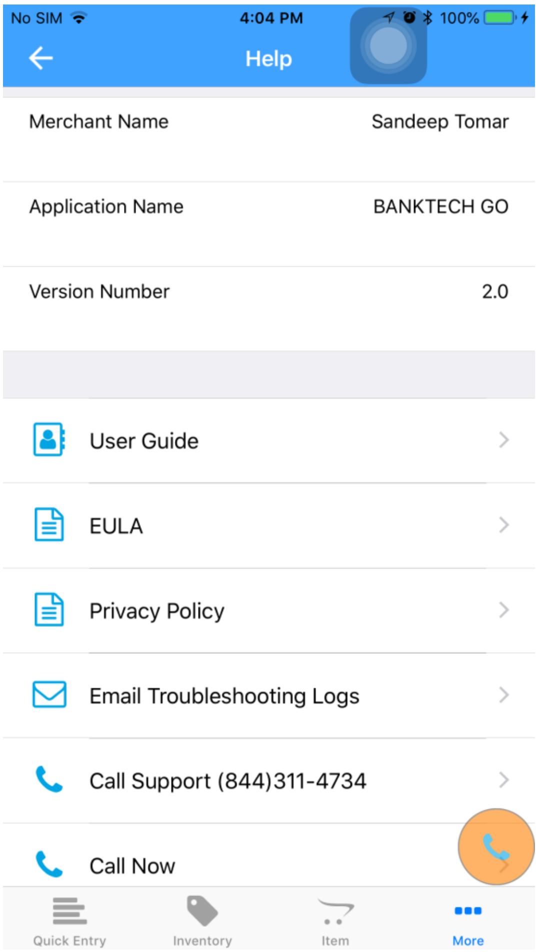
Notification:

By enabling notification, all transaction receipt which are made by subuser forward to Admin as well.

- Tap Notification in Settings.
- Tap on or off using slider button.

Help Section

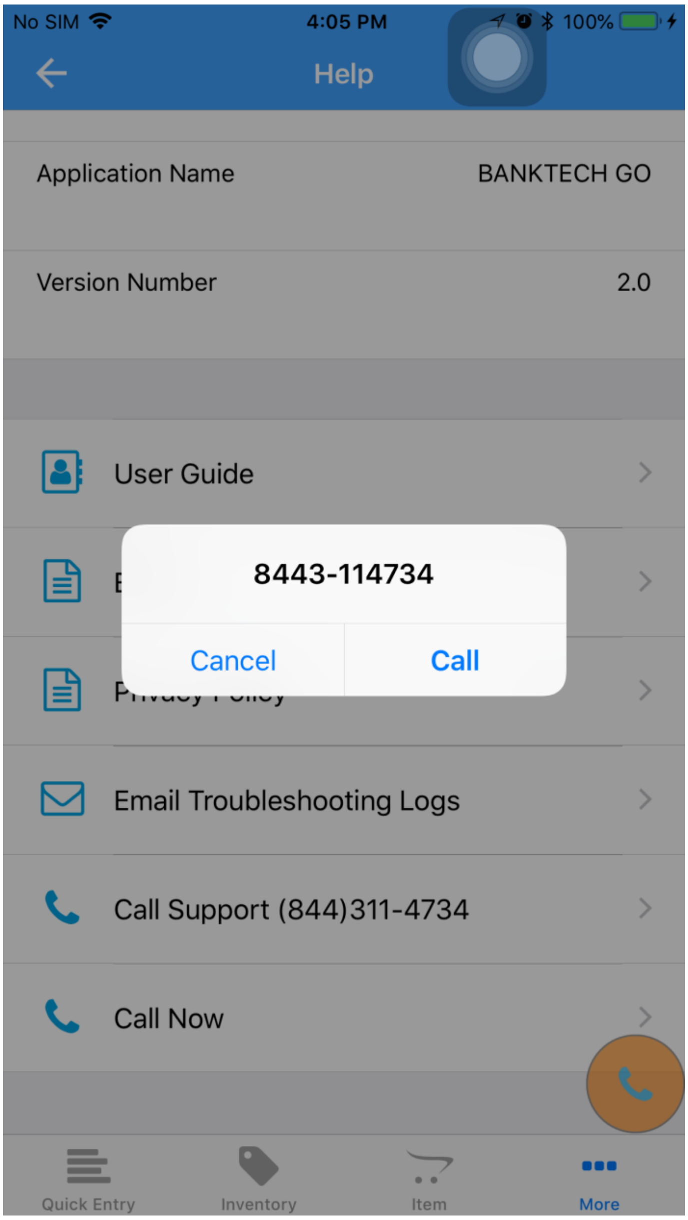
Tap more button at right bottom, Press Help to see all customer help available.



Call Support:

Prompt will be appear to dial a phone number to customer support.

- Tap Call Support under help section.
- Press call button if you want to proceed otherwise tap the cancel button to disapper the prompt.

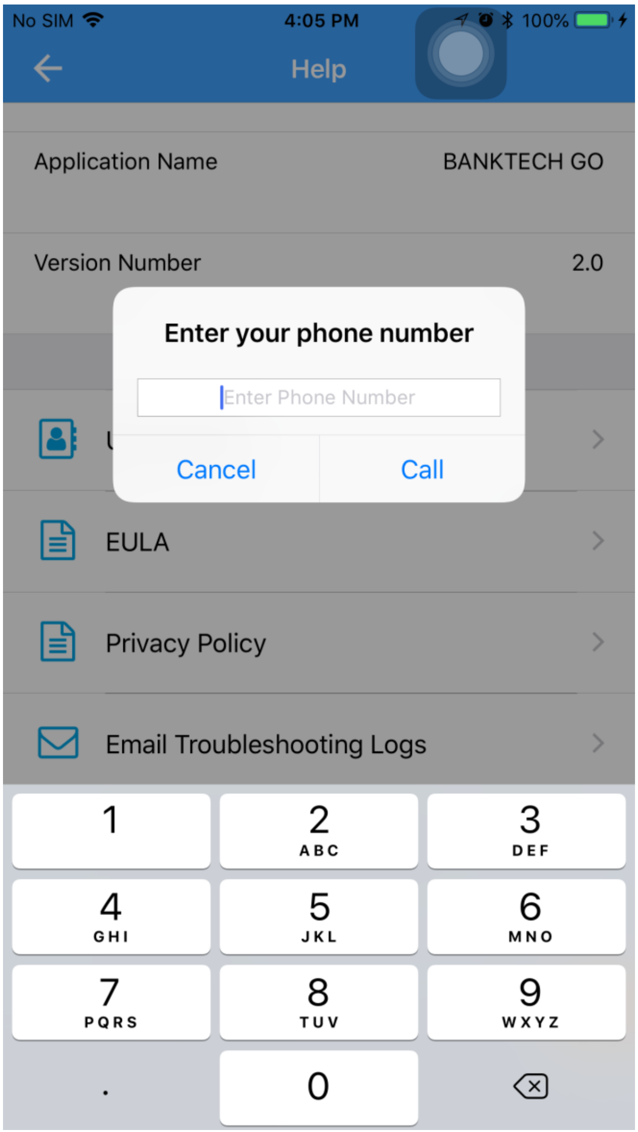


Call Now:

Place a call back request from customer support by tapping on call now button.

Tap Call Now.

- Enter phone number in prompt.
- Tap call button to place call back request.



Privacy Policy:

Tap Privacy Policy to see privacy policy under Banktech Go application.