

1 Eftpos

With Kitomba™ you can now LinkUp your point of sale with Eftpos.

Eftpos LinkUp means that when you make a sale in Kitomba™ and choose Eftpos (or Credit card/Visa) as your payment method, Kitomba™ will send the amount to the Eftpos Terminal for you so all you have to do is swipe the customers card.

Then, once the transaction has processed, your Eftpos terminal will tell Kitomba™ if the transaction has been approved or declined.

1.1 Before you Begin

Before you can start using your Eftpos machine with Kitomba™ you will need to find out some information about what equipment you already have.

You will need to give your Eftpos supplier a call and find out what kind of Eftpos machine you are using so that we can verify if it will be compatible with Kitomba™. Your supplier may also need to provide you with some extra equipment so that your Eftpos machine can be connected to your Kitomba™ system.

Once you have all of this information, please give us a call and we can help you get underway with installing Eftpos LinkUp.

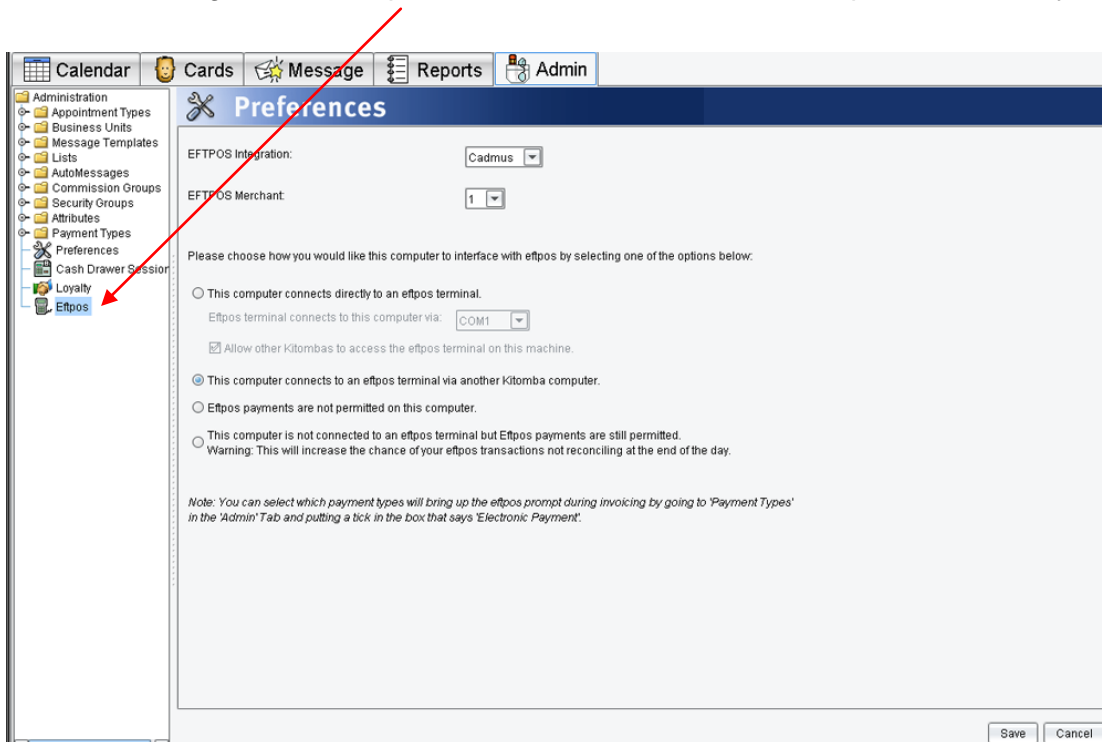
1.2 Getting Started

Once you have your Eftpos equipment sorted the next step is to activate Eftpos LinkUp for Kitomba™. You will need to contact someone from the Kitomba™ helpdesk to provide you with a code that will unlock Eftpos on your system.

Once Eftpos LinkUp is activated you will need to do a few setup tasks in the Kitomba™ Admin Tab before you can begin to use Eftpos. Once again, you will need to speak with a Kitomba™ technician during this setup phase to ensure that everything is configured correctly.

Eftpos Preferences

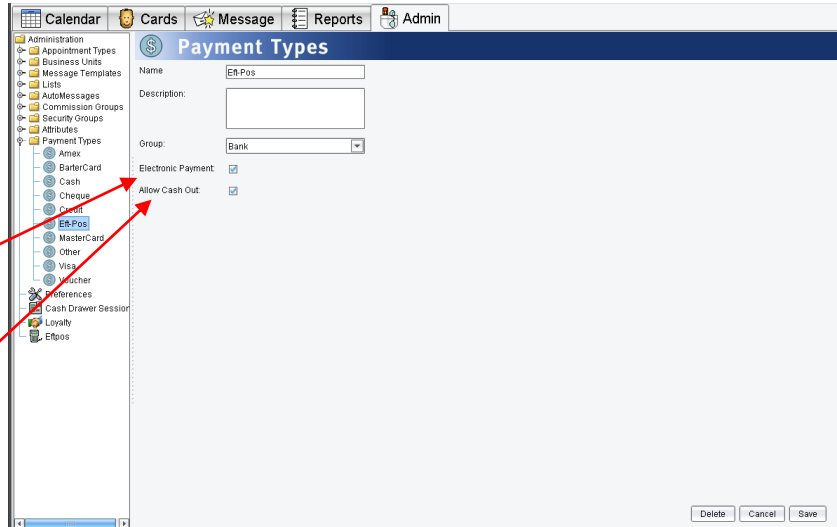
You will need to go into the Eftpos section and choose the correct preferences for your setup.



1.2.1 Setting Payment Type Preferences

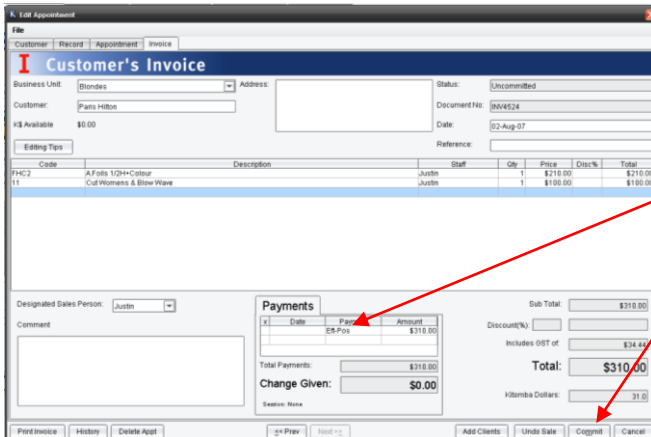
In the Payment Types, you will need to tell Kitomba™ which Payment Types are Electronic and can be sent to the Eftpos Terminal. You do this by clicking on each Type and ticking the box that says **Electronic Payment**

You also have the option to allow people to have cash out, by ticking the box that says **Allow Cash Out**



1.3 Using Kitomba™ with Eftpos LinkUp

Within Kitomba™, the addition of Eftpos LinkUp won't affect the way you invoice your clients. You can still create Invoices, or Make Sale on an appointment as you have always done, however when you choose any electronic payment method, you will now see a new section:



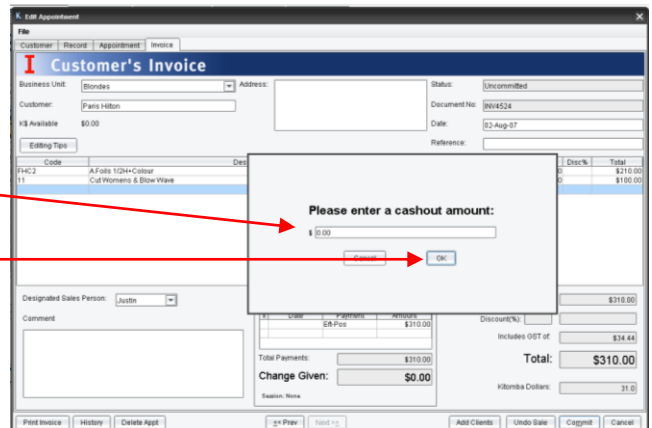
When you create an Invoice, choose a payment method that is electronic, such as Eftpos or Visa.

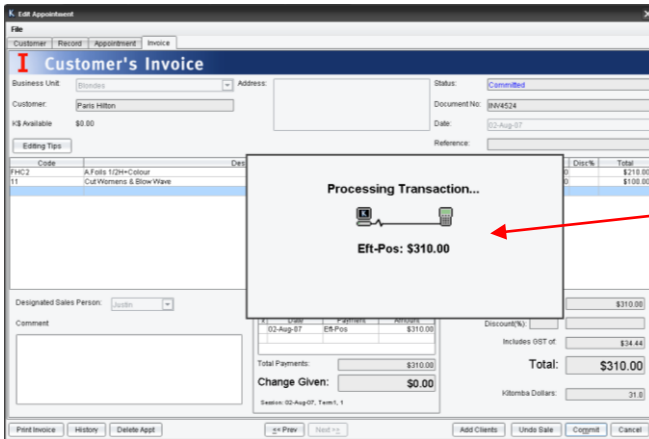
Then check the payment information is correct and click Commit.

If the payment type allows it, you will now see an option to input the amount of Cash Out you wish to give your client.

Enter the amount and click **OK**

If you select Visa or other credit cards, you shouldn't see this screen.

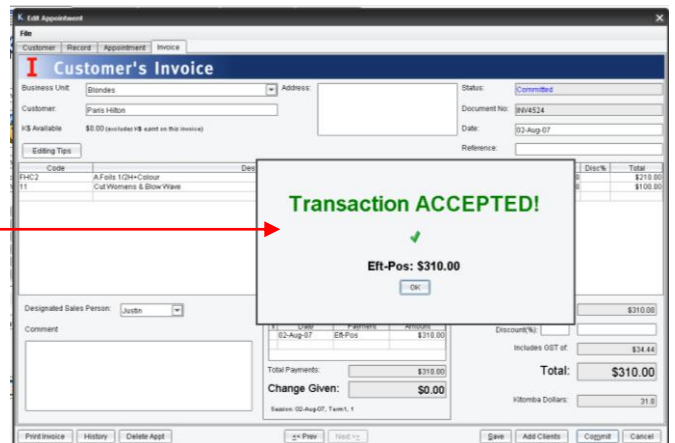




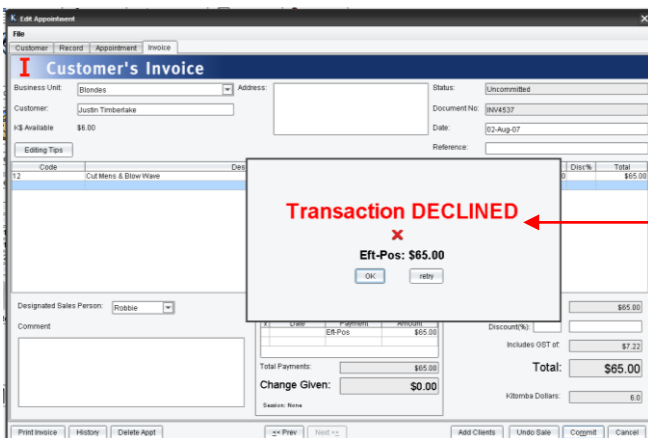
This screen shows that the information is being sent to your Eftpos Terminal.

When this screen appears, it is usually time to swipe your customers card.

This screen may appear to tell you the transaction has been **ACCEPTED**

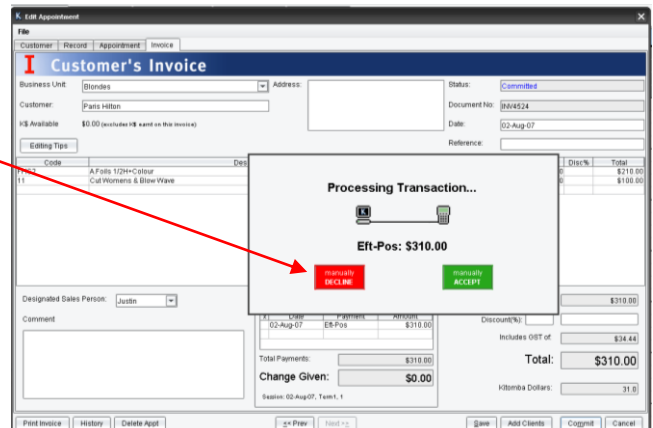


This screen may appear to tell you the transaction has been **DECLINED**



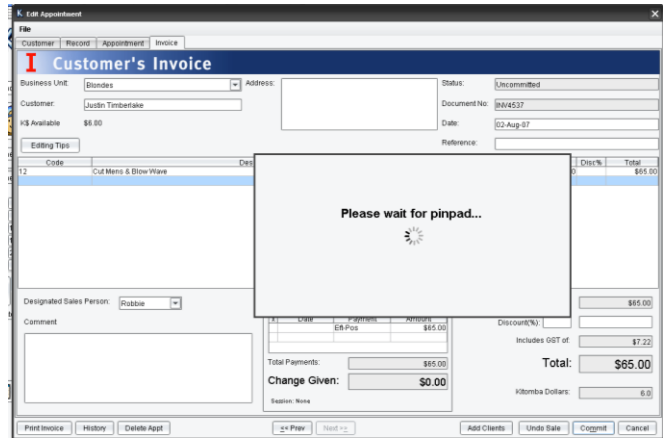
If you have been waiting some time and you haven't seen the ACCEPT or DECLINE screen, you may need to choose to manually Accept or Decline the transaction at this time.

Depending on your Eftpos Terminal, you may need to always manually ACCEPT or DECLINE after you check your pinpad to ensure the transaction has been approved.



If you see this screen, the Eftpos terminal is processing and you should wait for it to finish on the pinpad.

This may happen if you cancel a transaction while it is being processed or manually accept/decline a transaction while it is being processed.



This screen will appear if your Eftpos machine is already busy before you start your transaction. If you have more than one Kitomba™ using the same Eftpos Terminal, someone else may be trying to put through a transaction at the same time as you.

Alternately, you may need to contact the help desk for assistance as there may be a problem with your hardware setup.

