

# RETAILER QUICK GUIDE TO EPAY N5 TERMINAL



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**GHL Launcher Interface**



**Smart POS (N5)**

**All-in-one Device**

- Elegant Android device
- 5.5 inch touch screen
- 5200 mAh battery
- 4 Core CPU + Secure CPU

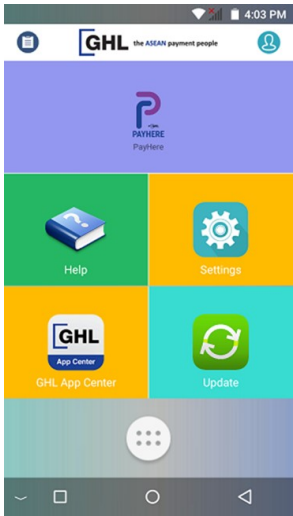
**Settings**

- Wireless & Network
- Device
- Personal
- System

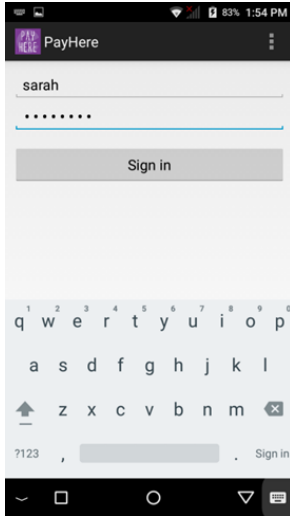
**GHL App Launcher Update**

Latest Version : V1.5.2\_ghl0000001  
Date Release : 30/1/2018

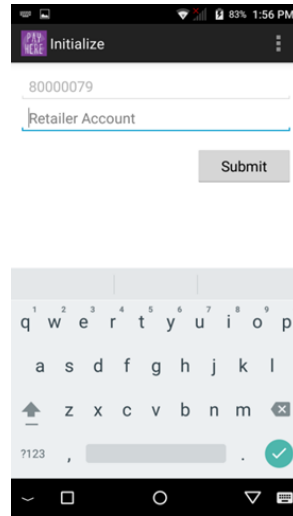
### Terminal Function – First Time Payhere Login



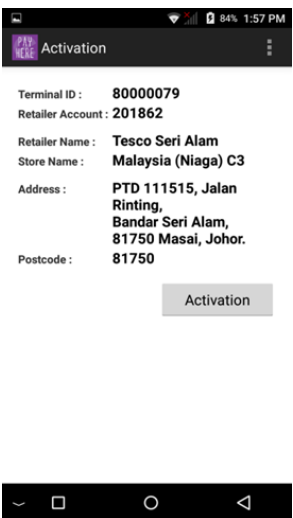
1. Select Payhere Logo



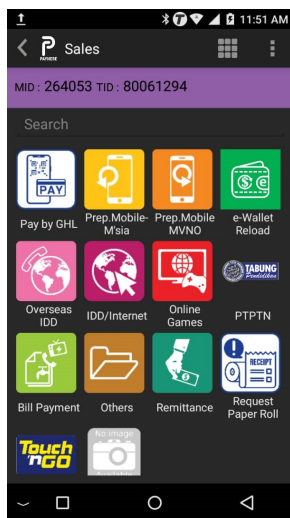
2. Enter Username, Password and select Sign In \*\*



3. Enter Retailer Account and select Submit



4. Confirm Account detail and select Activation



5. Account Activation Success

\*\* GHL will provide Username and password by email (Merchant email)

### FAQ

1. I had make a payment and how long will it be updated into my account?

**For cheque payment**, only update once cheque is cleared and shown in e-pay bank statement.  
**For cash payment** channel online, ATM or CDM, it will be updated within 3 hours during working hours and you may fax email or we chat the bank slip.  
**For payment via JomPAY**, it will be updated in 10 minutes upon successful transaction.  
*This service is available everyday including Public Holidays.*

\*Please do polling at your e-pay terminal for account update.

2. May I check TNG card balance for customer?

Terminal must tag on TNG service.  
 -On terminal press 'Admin' button  
 -Select TNG card balance  
 -Place customer TNG card on top of card reader  
 -Terminal will display TNG card balance and you may print the voucher

3. How to check my account credit balance?

Terminal will show your credit balance every time you did a transaction. Apart from that, you can print credit report to view your available terminal balance.  
 -Press 'Admin' button  
 -Press 'Account Info'  
 -Terminal will show available credit

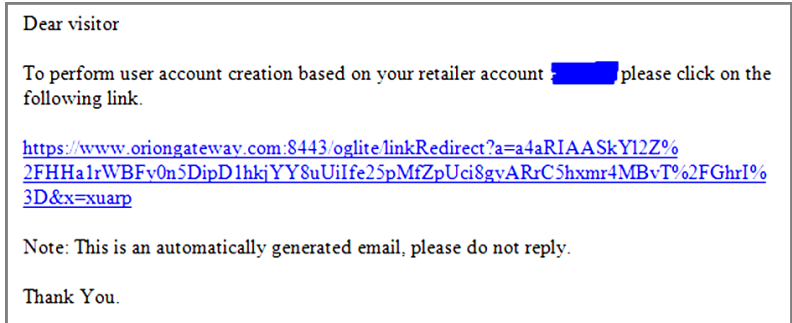
4. I'm running out of paper roll. How can I obtain new paper roll?

Please be informed that there is a new facility in e-pay's terminal to request paper roll effective from Now. You can request paper roll direct FROM EPAY TERMINAL (Please refer Step on page 16) or you may self-collect from e-pay HQ @ 16-18, Jln PJS 11/28A, Bandar Sunway

### OGL Lite- After approval

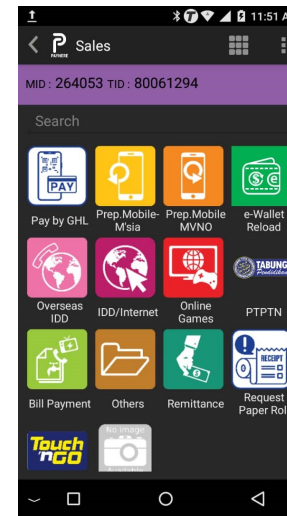
After approval - OGL Lite

- Once approved, retailer will receive a 'user account creation' email from noreply@ghl.com
- Click the link given to create username.

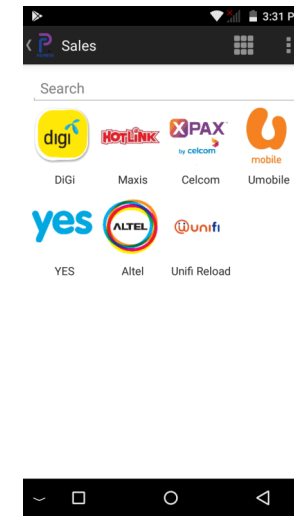


- Enter the details needed.
- Click 'Request TAC' button to request for TAC.
- Enter the TAC and click 'Submit' button.

### Terminal Function - Sales (Prepaid Mobile M'sia)



1. Select Product Group (Prep Mobile M'sia)



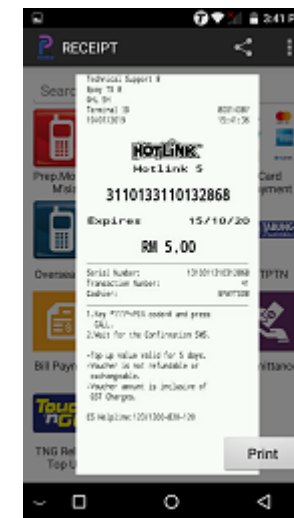
2. Select Telco



3. Select Reload Amount

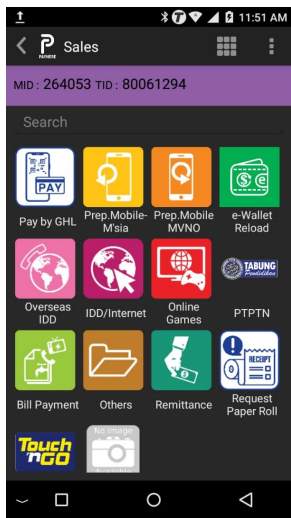


4. Select Yes to confirm  
Select No to return to main menu



5. Transaction success, select Print to print voucher

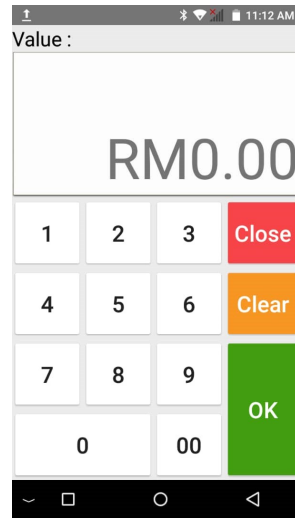
### Terminal Function – Sales (Bill Payment)



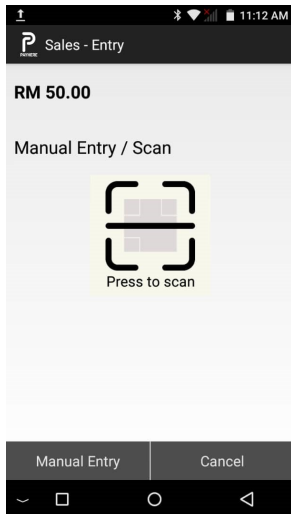
1. Select Product Group (Bill Payment)



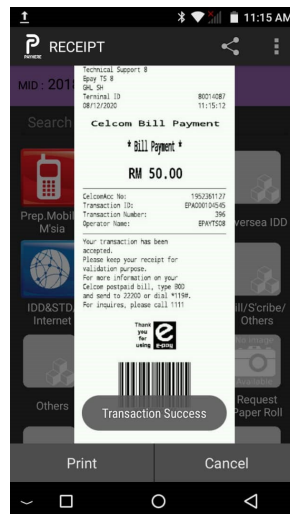
2. Select Product (Celcom Bill Payment)



3. Keyin Amount



4. Scan barcode (account number) or select manual entry and keyin account number



5. Payment Success. Select print to print receipt

### OGL Lite – Retailer Signup

#### OGL Lite

1. Open a browser and go to <https://www.oriongateway.com:8443/oglite/index>
2. Click 'form'.



#### Welcome To OGLite

User Name

Login

Its easy to sign-up. Just fill in this form and submit it to us.

Have you forgotten your password? Please reset your password by clicking [HERE!](#)

3. Fill in the e-form and click 'submit' when done.



#### User Signup

Retailer Account \*

First Name \*

Last Name \*

NRIC \*  (e.g: 751010536687)

Email Address \*

Contact Number \*  (e.g: 0121234567)

Invoice address \*

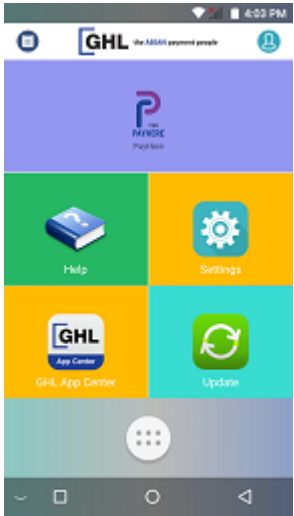
PostCode \*

Submit

Back

NOTE: After submitting the e-form, retailer need to wait for approval.

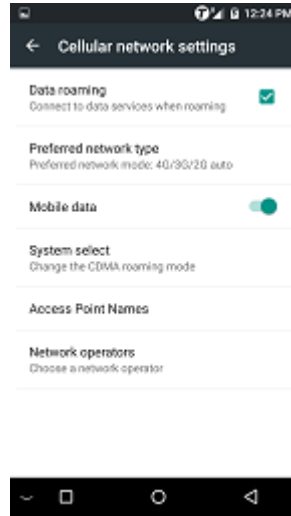
### Set APN



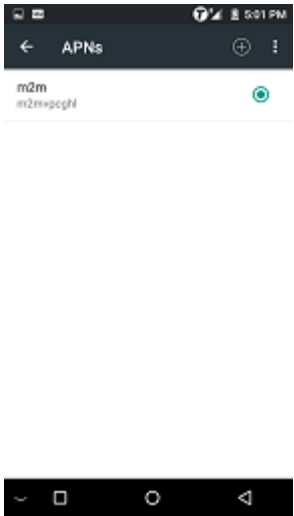
1. Go To Setting



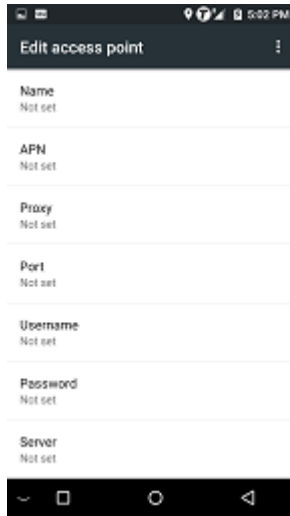
2. Select Cellular Network under Wireless & Network



3. Select Access Point Name (APN)



4. Select + to add new APN Detail

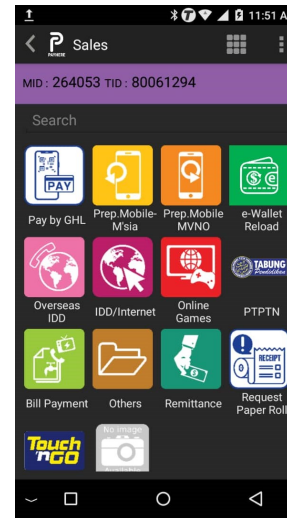


4. Enter Name & APN Detail

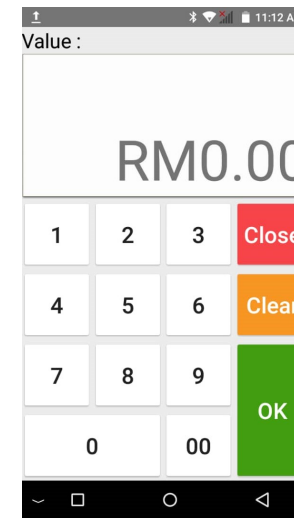
Name - Service Provider  
 APN - Depend on ISP  
 Username - If Necessary  
 Password - If Necessary

After enter all the detail, select 3 dot symbol to save the APN

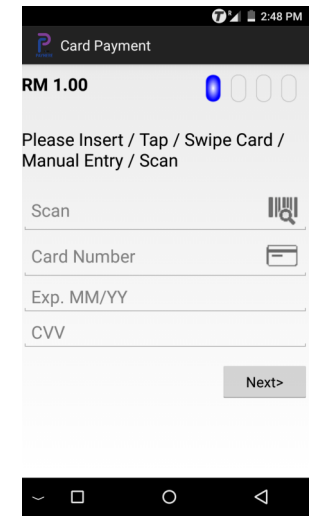
### Terminal Function - eWallet Payment



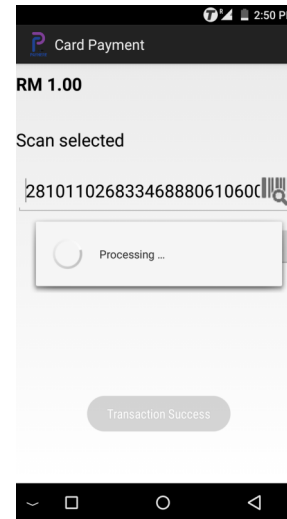
1. Select Product Group (Payment)



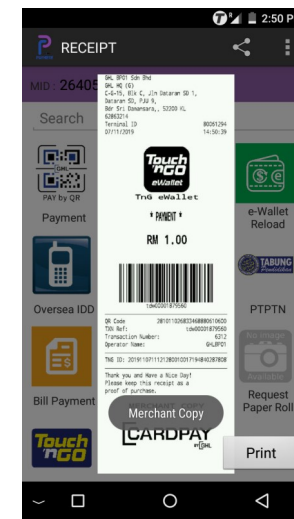
2. Key in the amount



3. Select Scan Barcode and scan

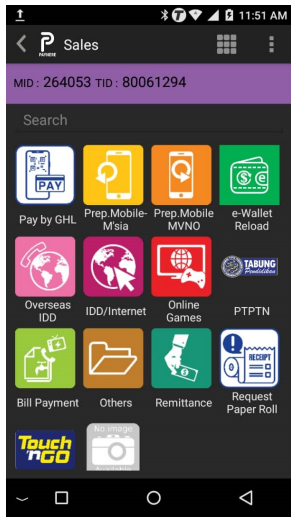


4. Terminal will proceed with

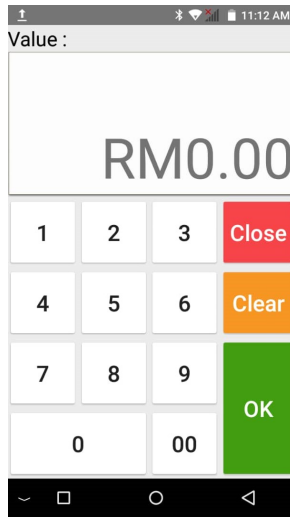


5. Payment Success. Select Print to print receipt

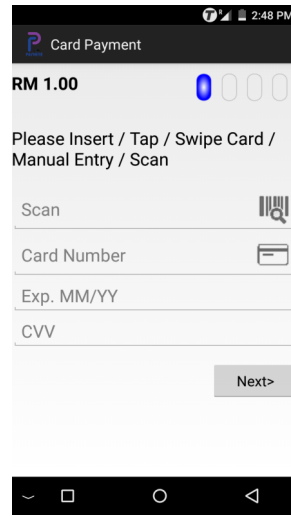
### Terminal Function – Card Payment



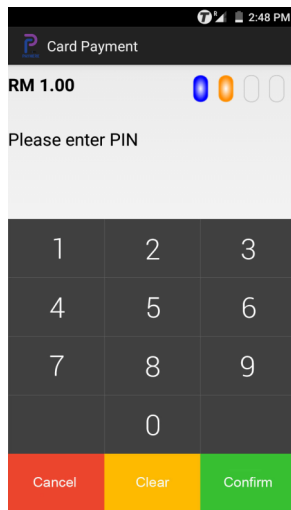
1. Select Payment



2. Key in the amount



3. Touch Card on Wave sign OR Insert the card



5. Enter card pin and press confirm (For wave no need PIN unless the transaction is above RM250)



6. Transaction success, select Print to print voucher

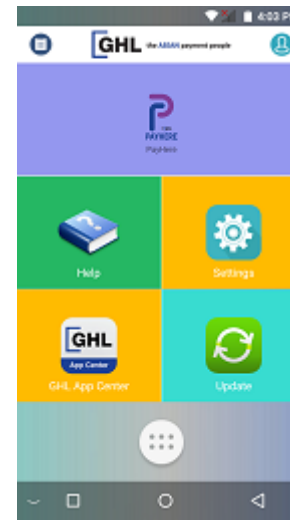


Touch Card On Wave Sign

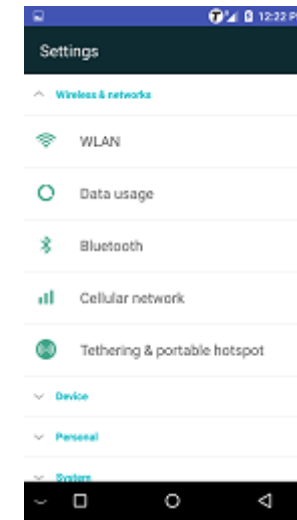


Insert card

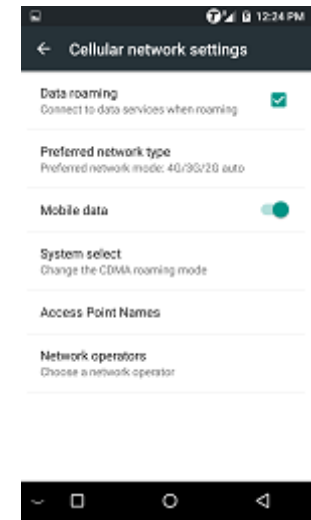
### Manual Select Operator Network



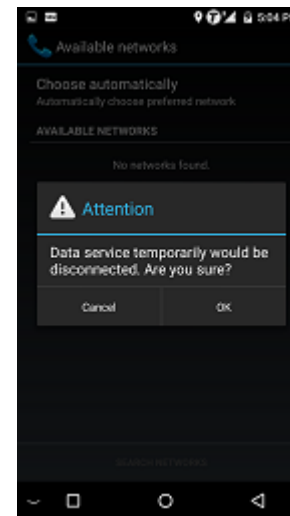
1. Go To Setting



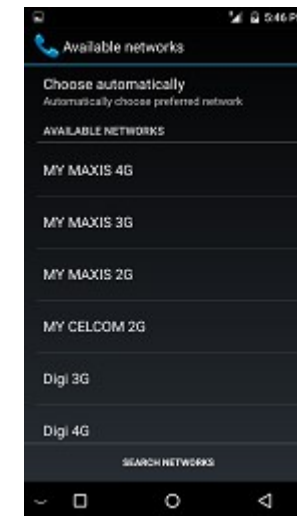
2. Select Cellular Network under Wireless & Network



3. Make sure Data Roaming is on and go to Network Operator



4. Select OK to proceed to search available operator



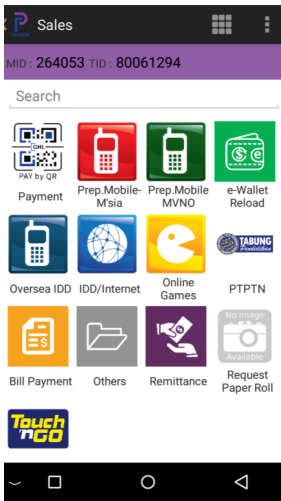
5. Select Operator

#### \*\*Our recommendation Operator Network

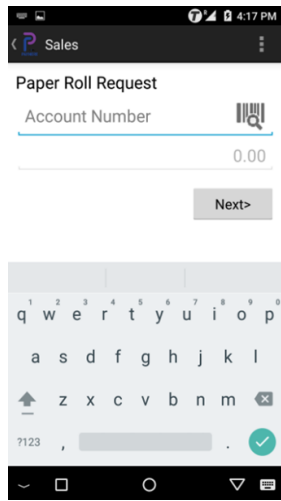
- MY MAXIS 4G
- MY MAXIS 3G
- Digi 3G
- MY CELCOM 3G
- MY CELCOM 4G



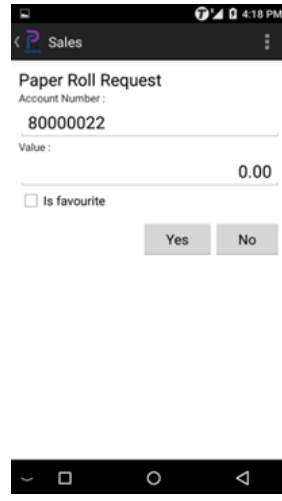
### Paper Roll Requested By Terminal



1. On terminal choose Sales and press Request paper roll



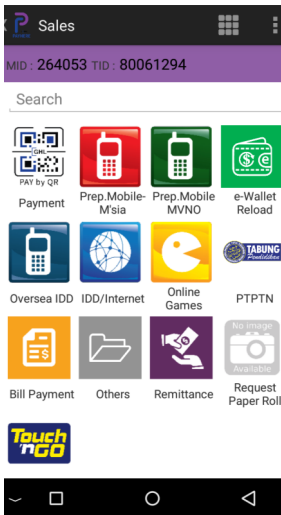
2. Key in TID > press Next



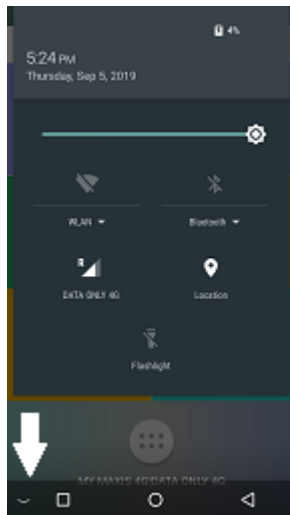
3. Press Yes

*\*\*System Captured your request and Paper roll will received with 3 to 5 working days*

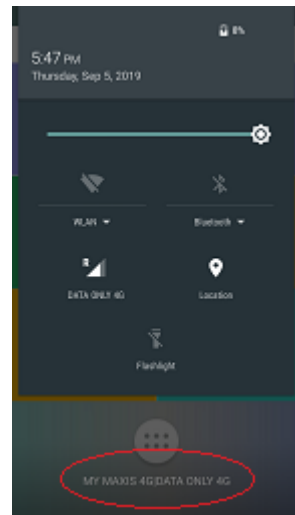
### Check Operator Network



1. Open Notification windows (Swipe from top to bottom )

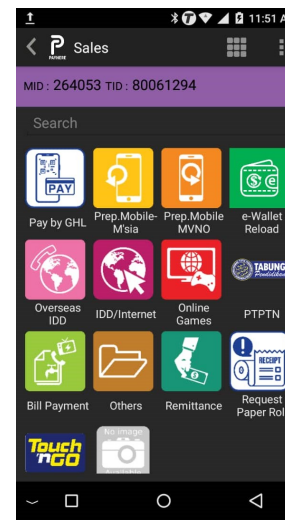


2. Select arrow down to hide navigation tab ( Swipe from bottom to top to bring back navigation tab )

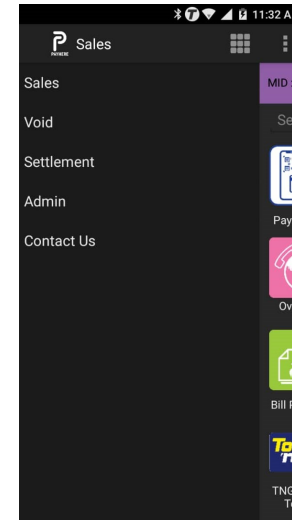


3. Current Operator Network will show at bottom

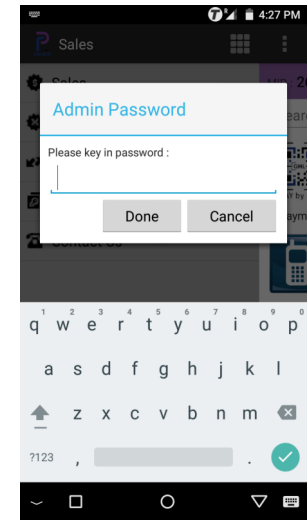
### Terminal Function - Void (Card & E-Wallet Payment)



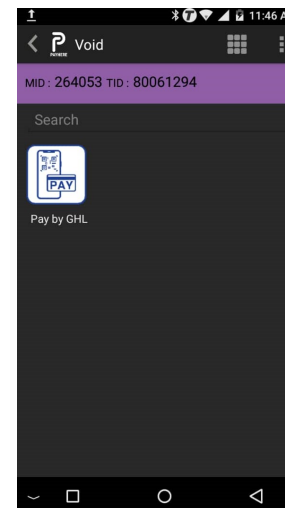
1. Press arrow button besides SALES



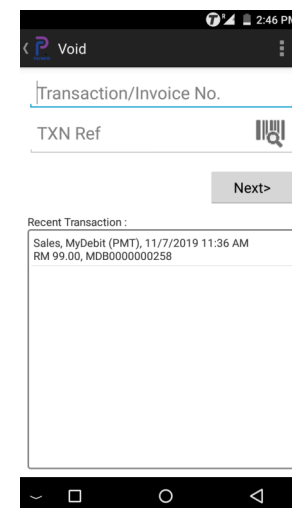
2. Press Void



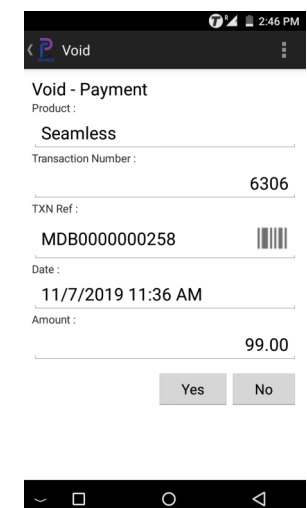
3. Key in Admin Password



4. Pick Payment



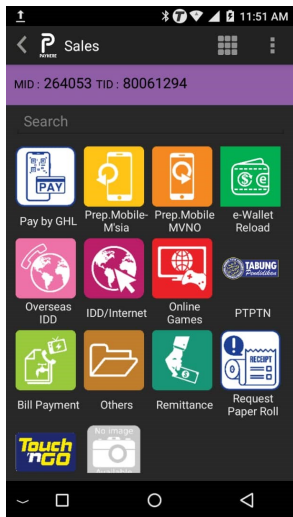
5. Enter TXN Ref (refer receipt for Trace# )



6. Pick Yes to proceed NO to return to main menu

### Terminal Function – Reload Card Touch n’ Go

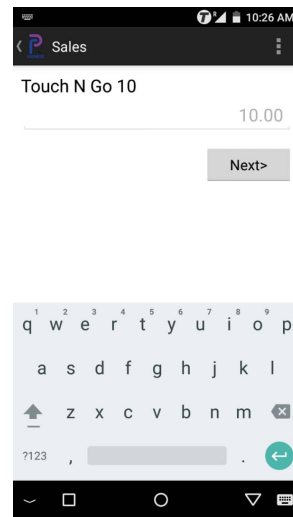
### Bill Payment Rules and Note



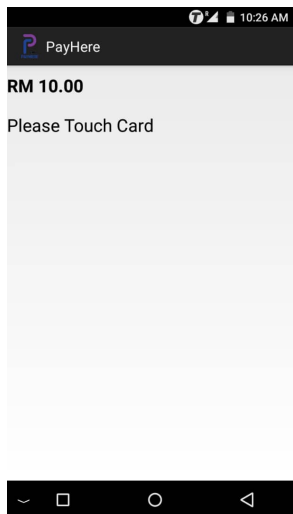
1. Select TNG Reload TopUP



2. Select Reload Amount



3. Select Next to Confirm Reload Amount



4. Touch TNG Card at Wave Panel



5. Touch TNG Card Reload Success. Select Print to print receipt



Touch Card On Wave Sign

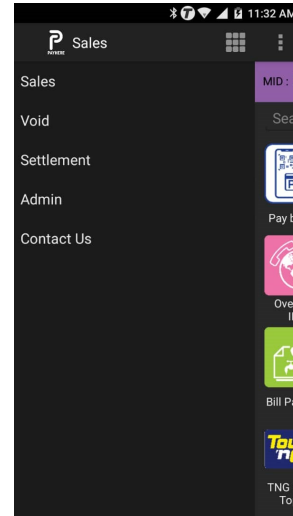


ONLINE BILL PAYMENT	Transaction	Deno
Air Johor (Ranhill), Air Kedah (SADA), Air Perlis (SAP)	Each day only can perform 1 txn for the same account number.	RM5 - RM500 / day
Air Kelantan, SESB (Sabah Electricity)	Each day only can perform 1 txn for the same account number.	RM5 - RM800 /day
Nur Power	Each account only can perform 2 txn in one month for same account	RM5 - RM1000 /day
Sureplify	N/A	RM10 - RM1500 /day
Courts	N/A	RM10 - RM3200 /day
PTPTN - Konvensional	1 a/c can do multiple txn per terminal. Max RM1k	RM10-1000/day
PTPTN - Ujrah	1 a/c can do multiple txn per terminal. Max RM1k	RM10-1000/day
PTPTN - SSPN - i	1 a/c can do multiple txn per terminal. Max RM1k	RM10-1000/day
PTPTN - SSPN-I Plus	1 a/c can do multiple txn per terminal. Max RM1k	RM10-1000/day
Darul Jenazah - Kenanga59	N/A	RM59
Darul Jenazah - Cempaka99	N/A	RM99
Darul Jenazah - Mawar129	N/A	RM129
Darul Jenazah - Tanjung149	N/A	RM149
Darul Jenazah - KIT199	N/A	RM199
Darul Jenazah - Seroja139	N/A	RM139
Darul Jenazah - Kemboja199	N/A	RM199
Darul Jenazah - Orkid249	N/A	RM249
Darul Jenazah - Teratai1499	N/A	RM1499

### Bill Payment Rules and Note

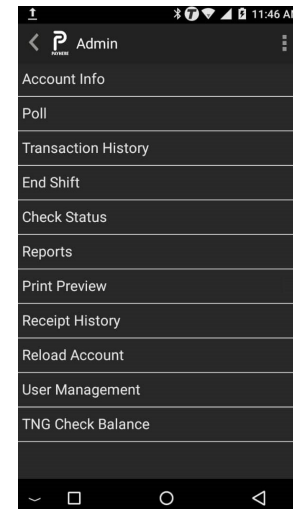
ONLINE BILL PAYMENT	Transaction	Deno
U Mobile bill payment	N/A	RM30 – RM500 /day
Syabas	Each day only can perform 1 txn for the same account number.	RM6 – RM500 /day
Astro	1 a/c can do multiple txn per terminal. Max RM500	RM0 – RM500 /day
Celcom bill payment	Max RM500	RM0 – RM500 /day
Maxis bill payment	1 account, 1 txn per day per terminal. *Hit error 0016- if perform txn for same acc same terminal in same day	RM1 – RM500 /day
Yes (Hp number or account number)	N/A	RM10 – RM500
Telelink	N/A	Fixed
TM bill- NEW- all under 1	Maximum 5 transactions a month per account level	RM10 – RM500 /day
RedONE Bill	N/A	RM5 – RM500 /day
MOLPay Cash Payment		RM2 – RM5000 /day
TNB	1 account, 1 txn per day per terminal.	RM10 – RM1000 /day
MAA	N/A	RM30 – RM500 /day
Sarawak Energy	No Limit	RM10 – RM800 /day
<b>Payquick</b> -Air Kuching, Air Perak, Air Melaka, Air Terengganu, Air N.Sembilan,	Each day only can perform 1 txn for the same account number.	RM5 – RM800 /day
Nepal Etopup		RM10 /day
Codapay ETU	Codapay games & codapay others	RM5 – RM1000 / day

### Terminal Function - Side Menu



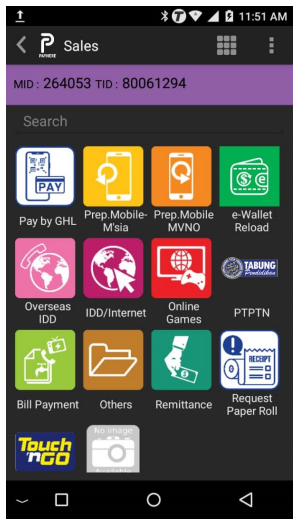
Menu	Description
Sales	Do sales and payment
Void	Do void for payment function
Settlement	Do settlement for card function
Admin	View history, account info and etc
Contact Us	Contact number if got problem with terminal

### Terminal Function - Admin Function

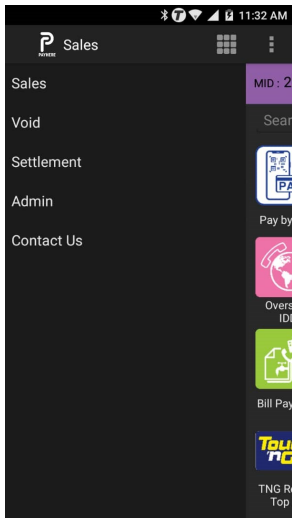


Menu	Description
Account Info	View Terminal & credit info
Poll	Do polling to refresh terminal
Transaction History	View transaction history
End Shift	End shift for certain period
Reports	View & print transaction report and settlement report
Print Preview	Enable or disable receipt preview before print out
Receipt History	Reprint receipt
User Management	Create, edit & delete user ID & authority
TNG Check Balance	Check TNG card balance

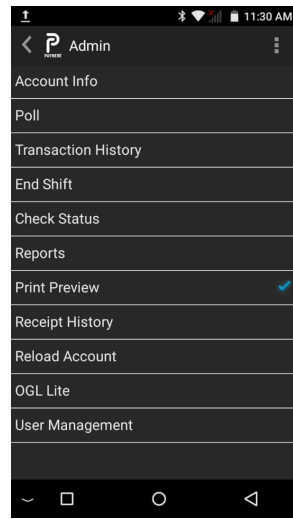
### Terminal Function - Create User



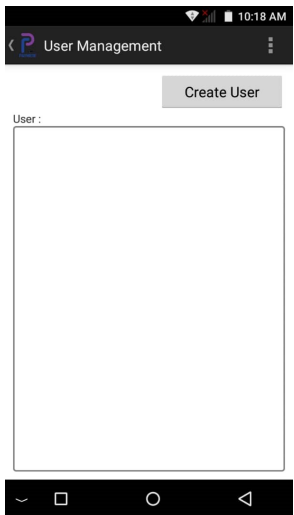
1. Press arrow button besides SALES



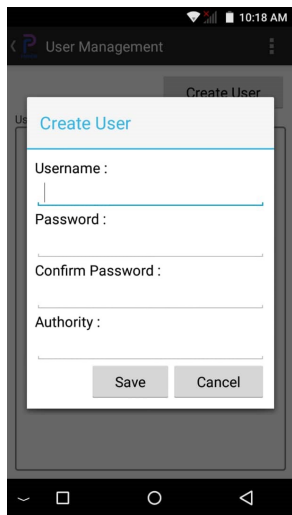
2. Press admin



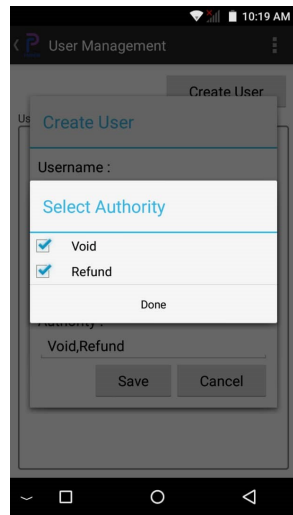
3. Select User Management



4. Press Create User



5. Create the username and password



6. For authority please tick void and refund if got ewallet or/and DA function only and press save

### How to make payment via cash deposit/cheque/online

#### 1. Payment Channel

Cash Deposit (ATM or CDM) / Cheque Bank in / Online Payment.  
You can bank in cash or cheque/ transfer payment to our bank acct at:  
MBB: 5123 – 1610 – 3965  
CIMB: 800 – 306 – 3975  
PBB: 3105 – 615 – 724

#### 2. Payment Update

After payment has been made, Please update us using 'Payment Submission Form' provided. Fill up the form and attach with a copy of your payment / bank in slip and submit to channel:-  
**Email** : payment@ghl.com  
**Fax** : 03 5636 6966  
**We Chat** : epaywechat

#### 3. Minimum Payment/Reload Amount

**Prepaid Account Minimum amount Reload**  
· Main- minimum RM500 once chq clear  
· TNG- minimum RM300

**Postpaid Account (Petro Mart / Postpaid account)**  
· Main- no minimum payment (follow invoice)  
· TNG- minimum RM500

**Prepaid Account (Petromart convert to prepaid)\_ payment update once chq clear**  
· Main- Minimum RM500  
· TNG- Minimum RM300

*Note : Payment by chq we will update once chq clear.*

*Note: Please indicate remark on 'Payment Submission Form' the payment for e-pay main account or TNG. If no remark provided, all payment will updated to e-pay main account instead.*

## How to make payment with JomPAY

Simple steps making payment with JomPAY:



### STEP 1

Look for the JomPAY logo, Biller Code, Ref-1 & Ref-2 on your Bills or Invoices.



### STEP 2

Logon to Internet or Mobile Banking and look for JomPAY - Bill Payment




### STEP 3

Enter Biller Code: [Refer bill],  
Ref-1: [Refer bill]  
Ref-2: [Payment for Main or TNG]



Proceed with Payment from your Savings or Current Account

Details to key-in for Step 3 as per below:



JomPAY Logo :   
Biller Code : 2360  
Ref -1 : <Please key in your e-pay account number>  
Ref -2 : <Please key in payment will be for Main or TNG>

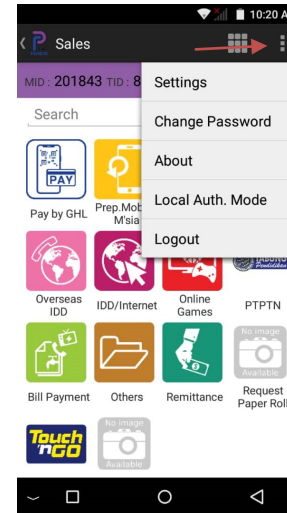
Example:

For payment to account		For TNG payment	
JomPAY logo		JomPAY logo	
Biller Code	: 2360	Biller Code	: 2360
Ref -1	: 201842 (Sample)	Ref -1	: 201842 (Sample)
Ref -2	: Main	Ref -2	: TNG

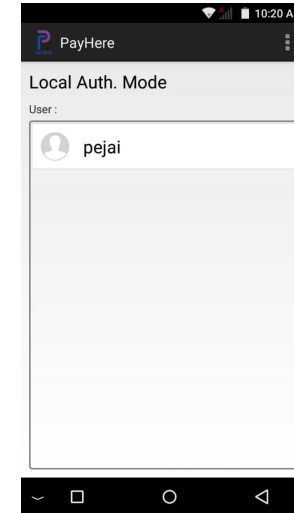
#### Note:

1. Account will be updated within 10minutes after payment has been done. Merchant will receive SMS or email notification once payment has been updated.

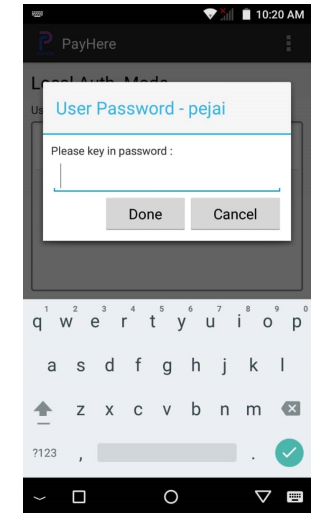
## Terminal Function - Activate Local Authorize Mode



1. Press 3 Dot on Top Right Corner and Select Local Auth. Mode

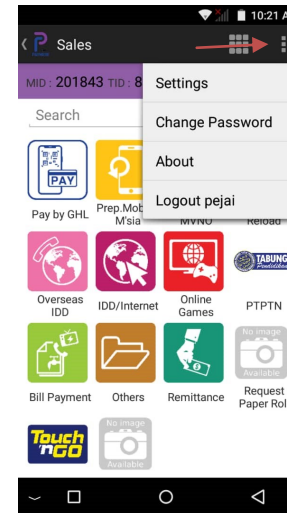


2. Select User

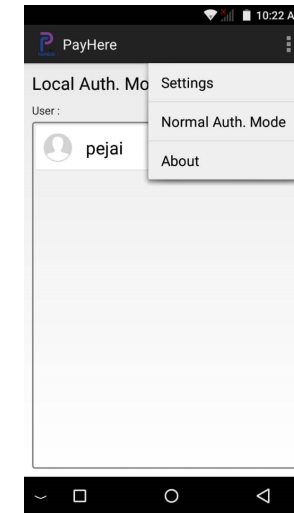


3. keyin the password and user now able to perform sale

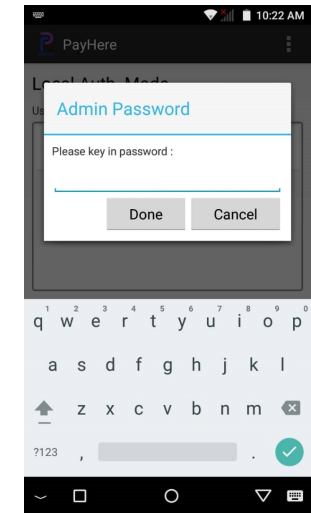
## Terminal Function - Disable Local Authorize Mode



1. Press 3 Dot on Top Right Corner and Select Logout

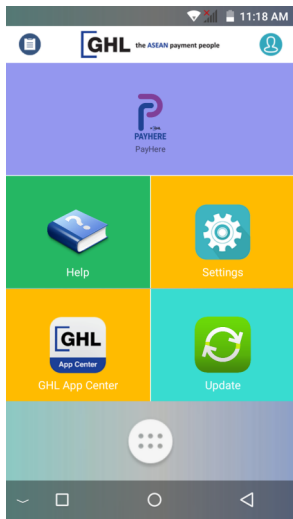


2. Select User or use back the main user by click the 3 Dot and select Normal Auth. Mode

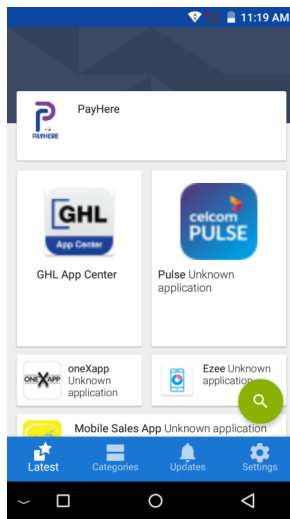


3. keyin the password and user now able to perform sale

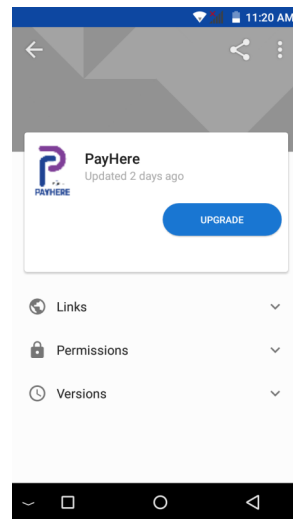
### Terminal Function - Upgrade Payhere



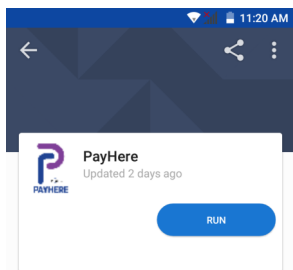
1. Press GHL App Center



2. Press PayHere



3. Press Upgrade



4. Upgrade done once it show Run

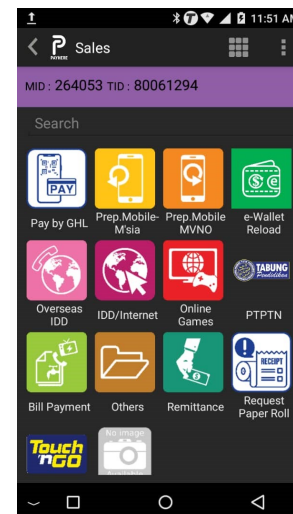
Latest Version for PayHere is V1.5.7

If update fail and there's a problem with payhere app please call Helpline at 03-56236000

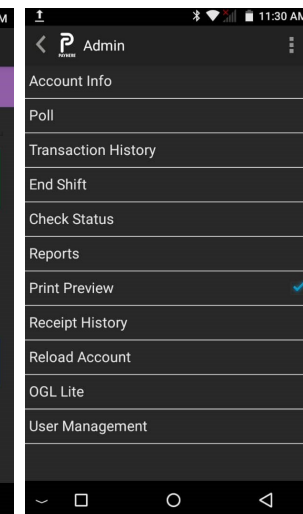
### Terminal Function - Re-Print Voucher (For Void Purposes)

Note: "Reprint Receipt" function can only capture the previous transaction ONLY, therefore MUST be printed immediately after the faulty voucher is printed. Please fill up the details on 'Void Request Form' provided and attach with the original voucher or duplicate copy of the voucher and send to e-pay within 30days from the date printed. E-pay are not entertain any cancellation request for PINS printed for more than 30 days. Please provide the reason of void request before we proceed for next action.

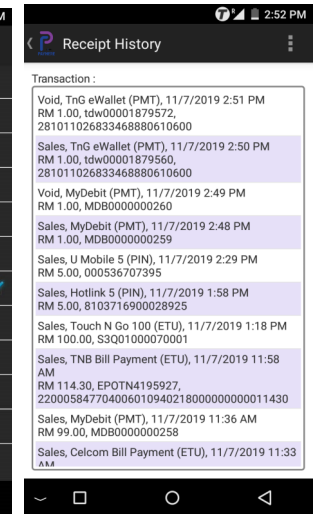
Email : void@ghl.com Wechat : epaywechat  
 Fax : 03-7493 3110 SMS : 012-630 4195



1. Press arrow button beside SALES and press Admin



2. Receipt History



3. Select receipt and print

#### VOID PROCESS

Reason: **Printer out of paper/Paper Stuck/Printing Error / Voucher Blur/Reload Pin not clear/Reload Pin can't be activated**

Procedure:

- Immediately print a duplicate voucher from e-pay terminal before perform next sales
- Fill up "Void Request Form" & send to e-pay
- Do not expose PIN number to public (for security purpose)

Reason: **Wrong voucher cancellation**

Procedure:

- Don't give the voucher to customer
- Fill up "Void Request Form" & send to e-pay
- Do not expose PIN number to public (for security purpose)

**\*\* Please be informed that, there will be a recharge for any wrong voucher cancellation if we found used after void and advisable to resell to next customer if wrongly printed.**