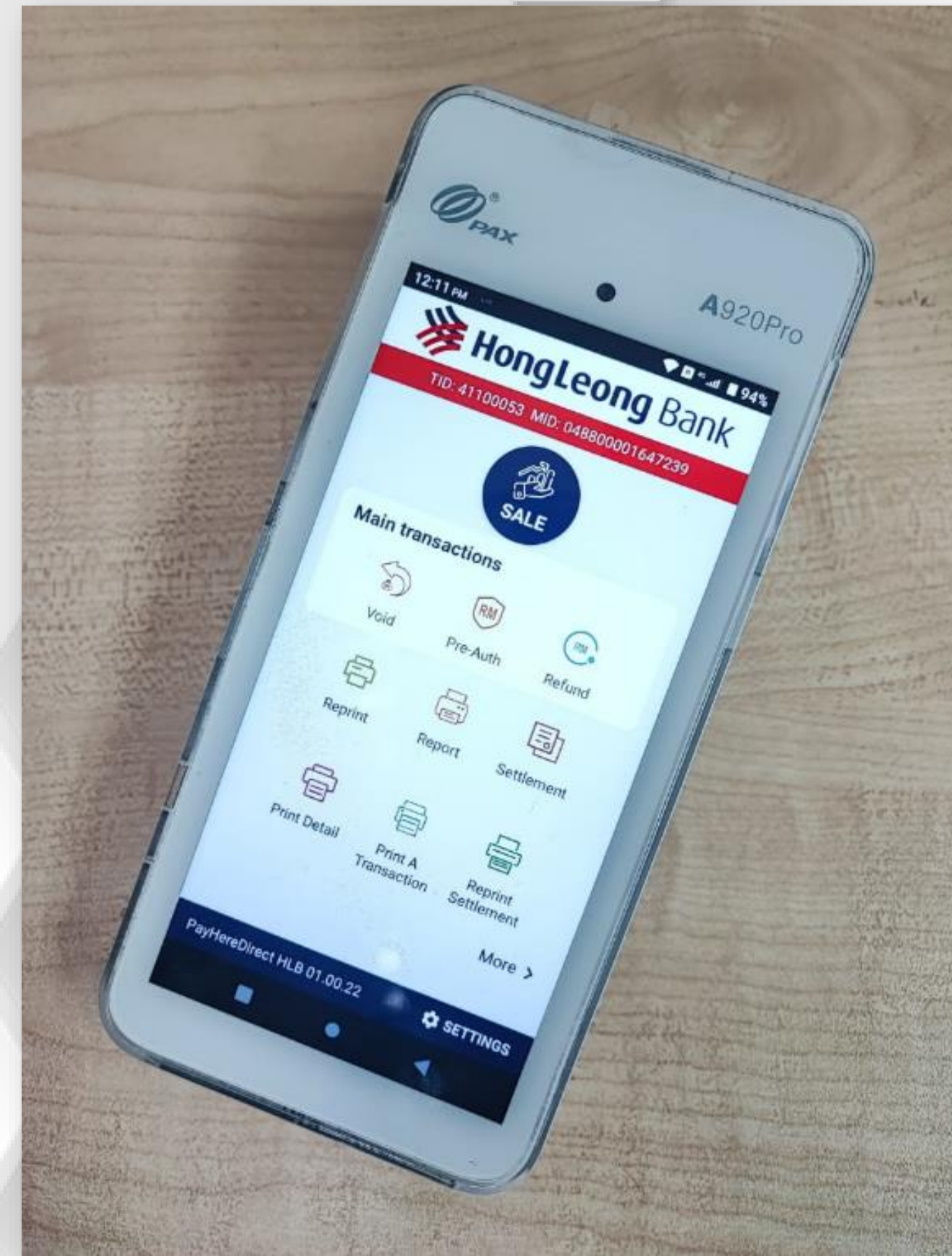


# VOID TRANSACTION PROCEDURES

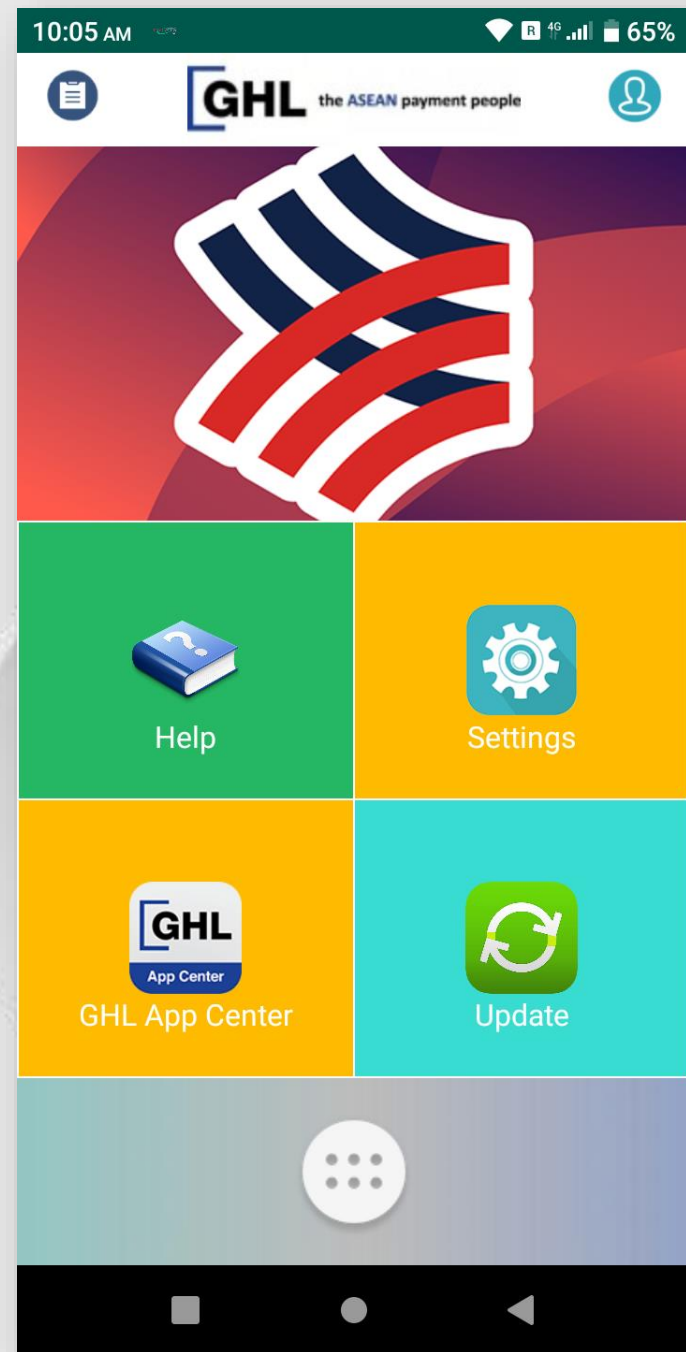
Terminal Model: PAX A920 PRO

CARD PAYMENT  
e-WALLET PAYMENT



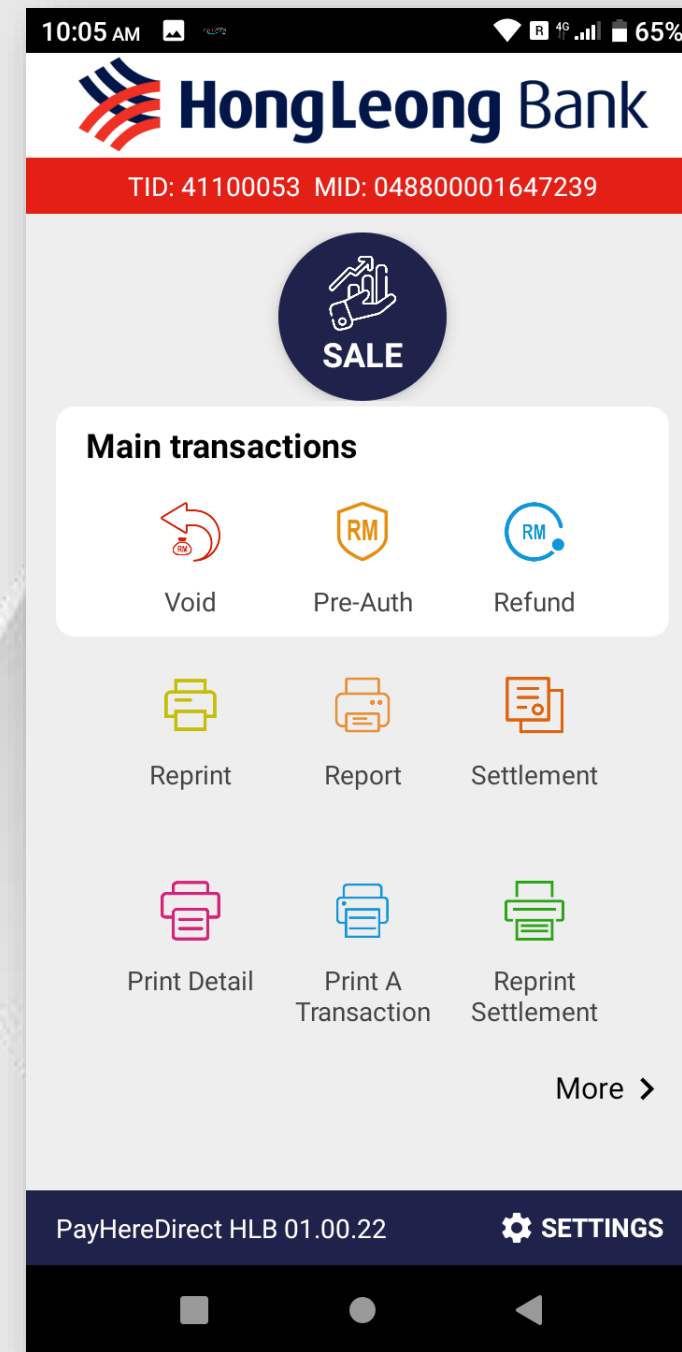
# VOID – Card Payment

## STEP 1



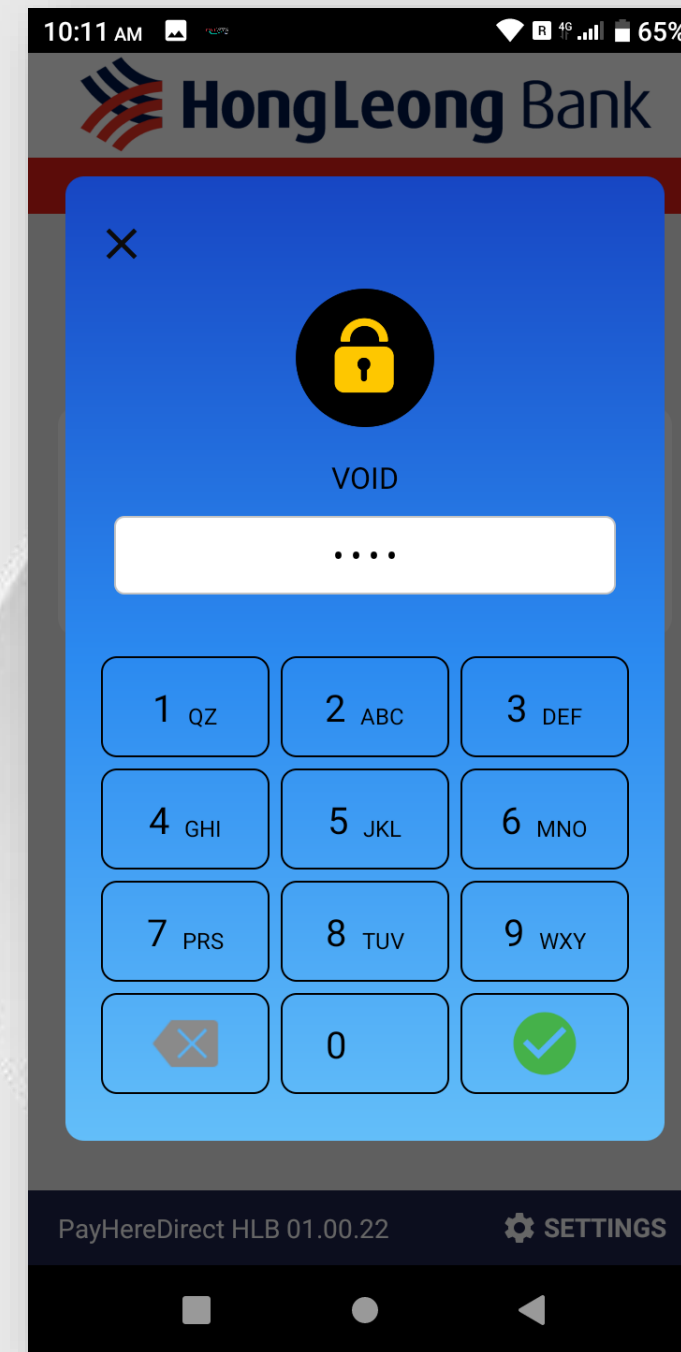
Tap on  
**HONGLEONG  
BANK**  
logo

## STEP 2



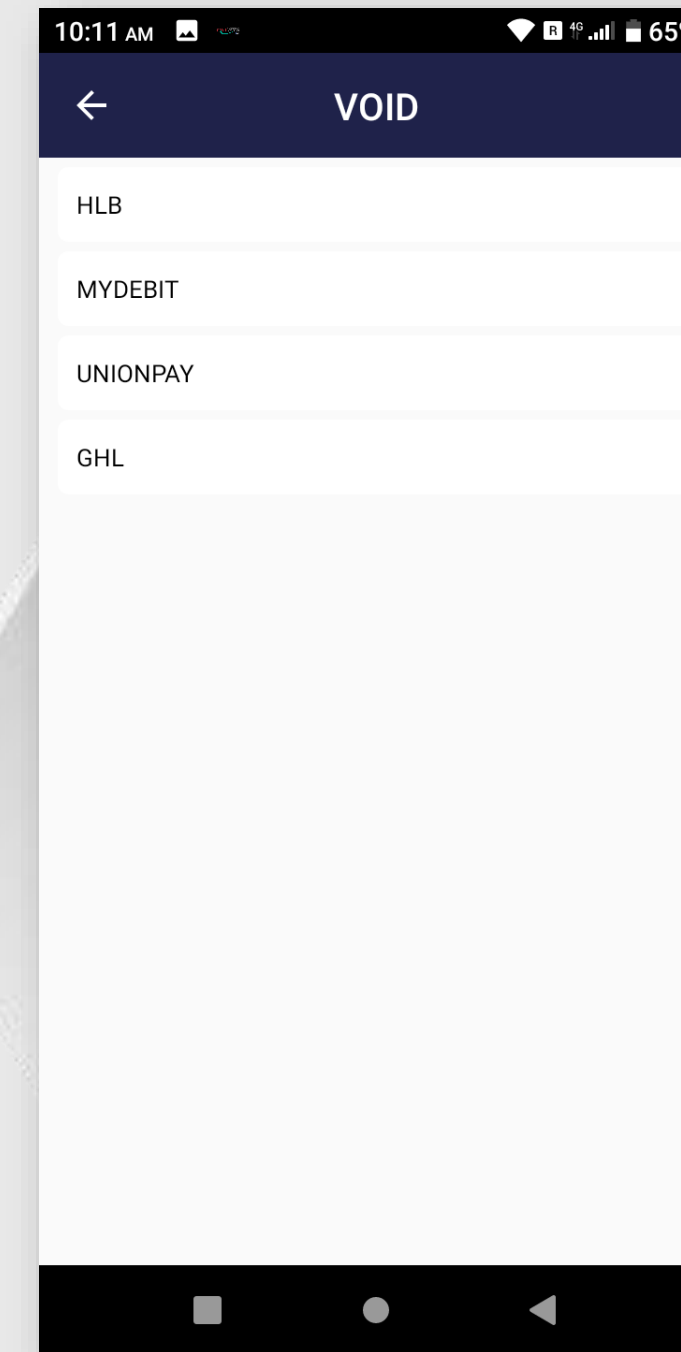
Tap on **VOID**  
icon

## STEP 3



Enter Void  
password and  
press **<ENTER>**

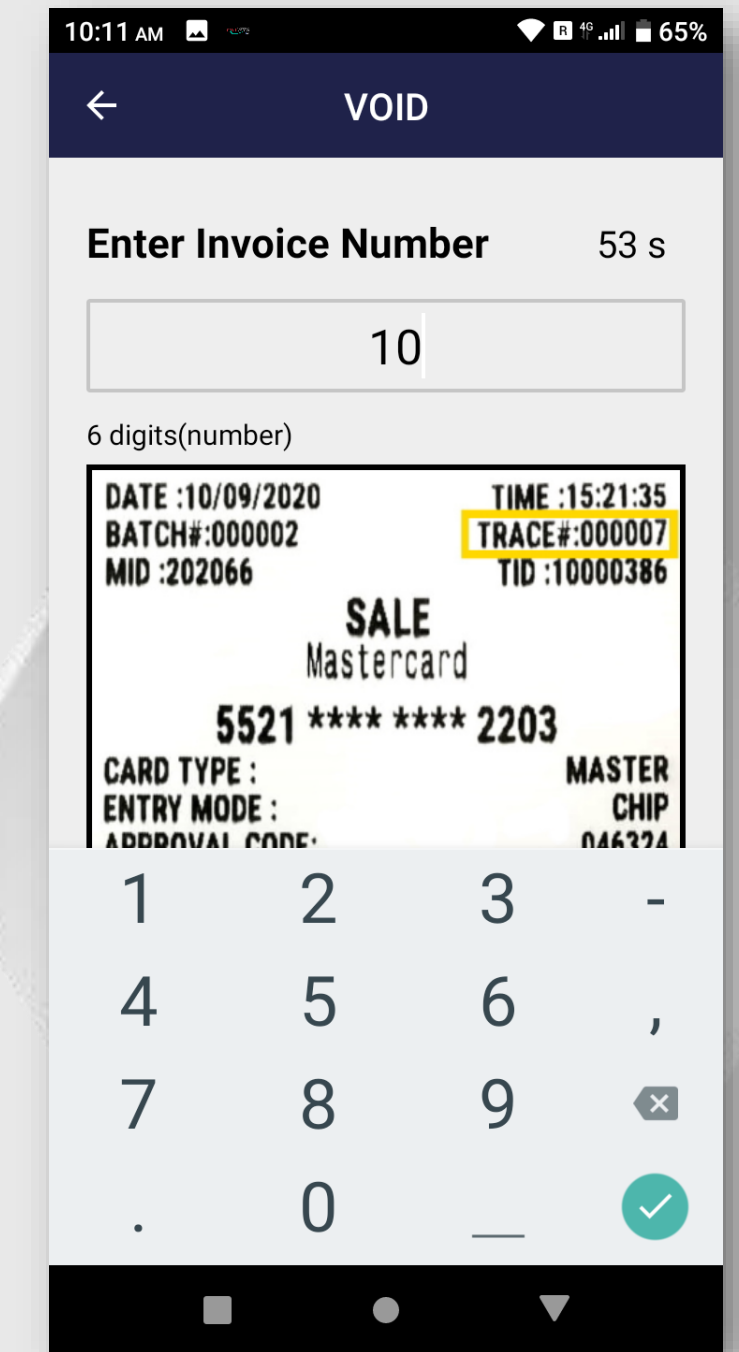
## STEP 4



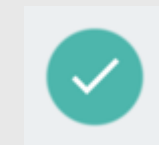
Select which host need  
to void

1. **HLB** – Visa /  
Mastercard
2. **MYDEBIT** – Debit  
Card
3. **UNIONPAY** – UPI  
Card
4. **GHL** – e-Wallet

## STEP 5



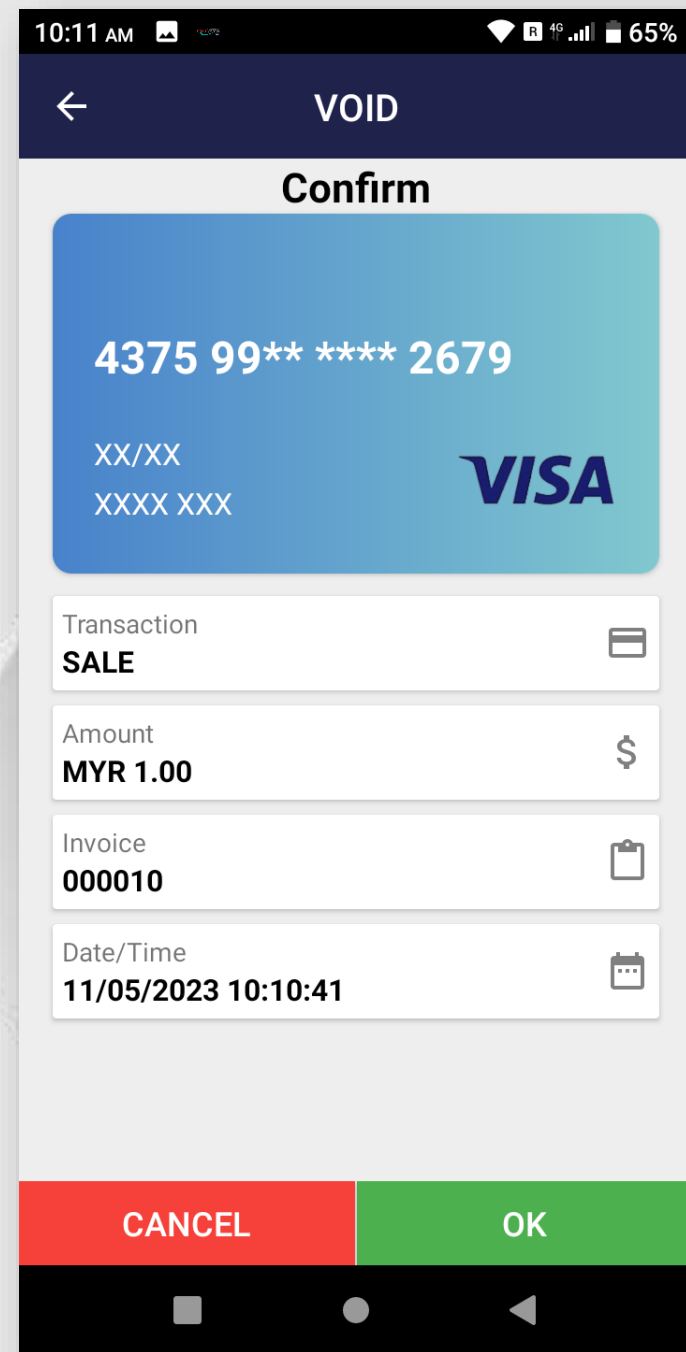
Key in **TRACE**  
number show at  
receipt and press





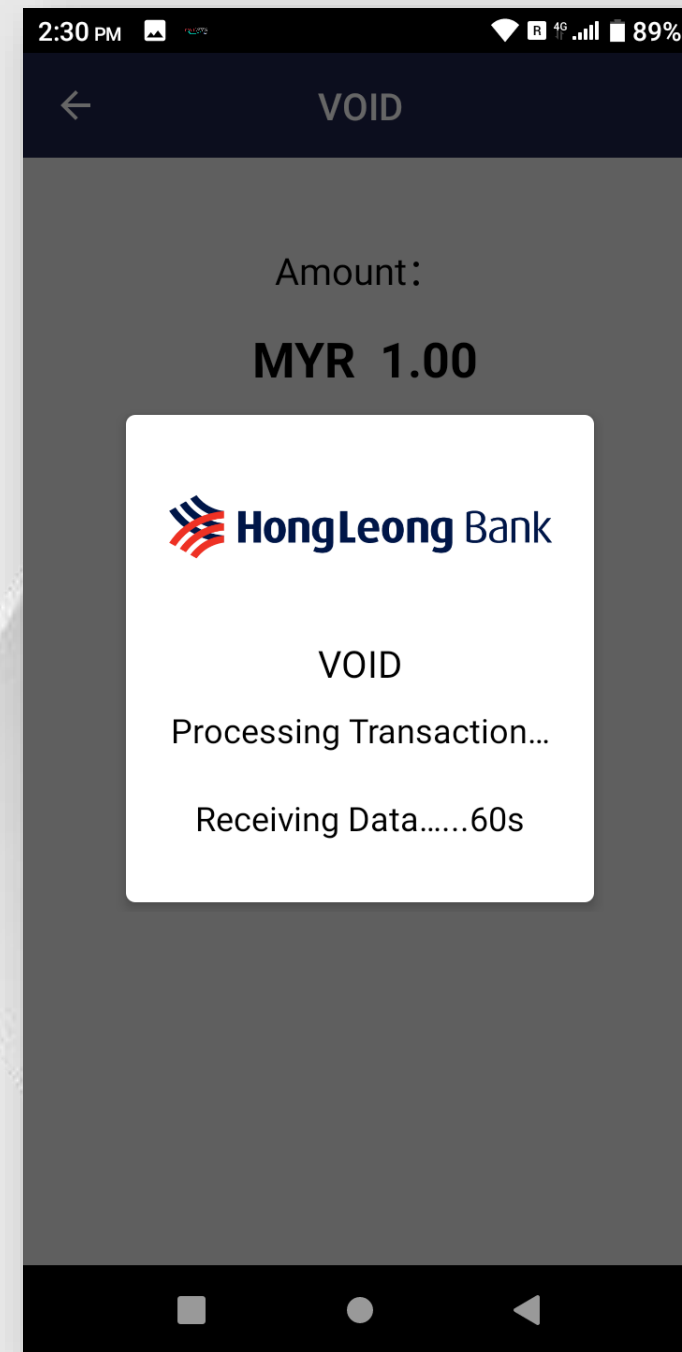
# VOID – Card Payment

## STEP 6



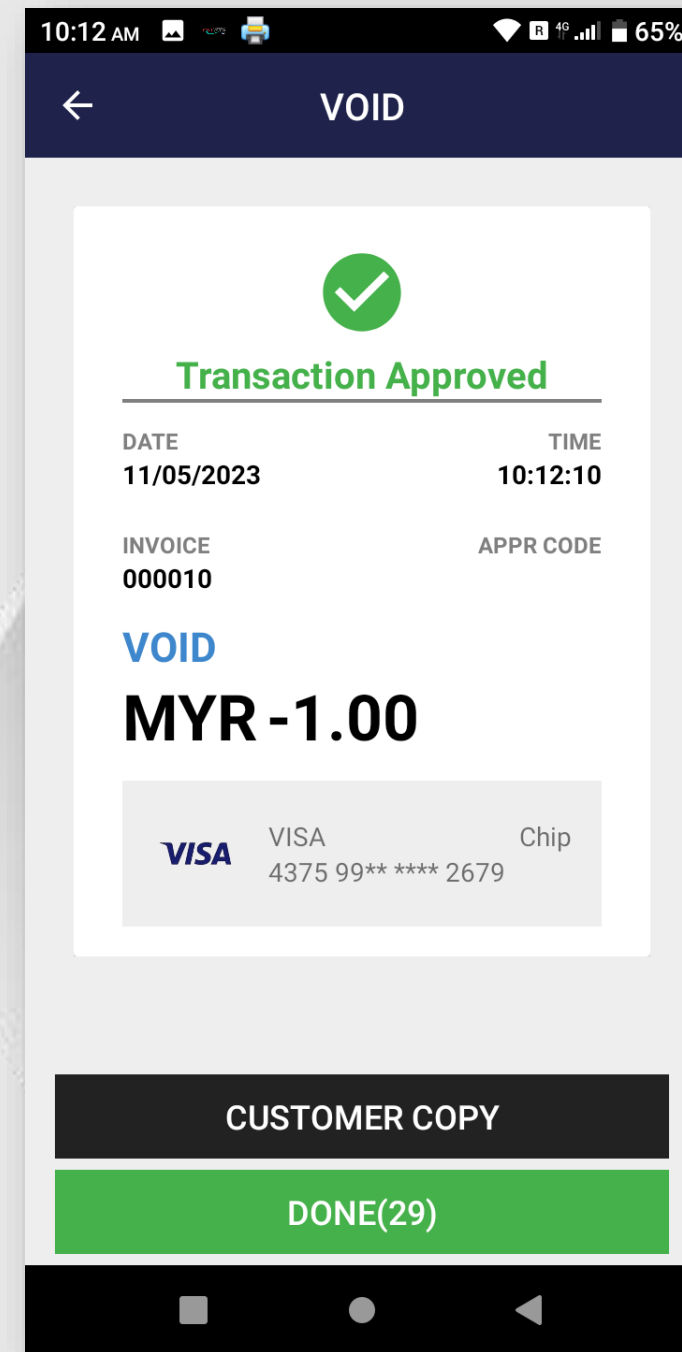
Double check the transaction details. If correct press **<OK>** to proceed void

## STEP 7



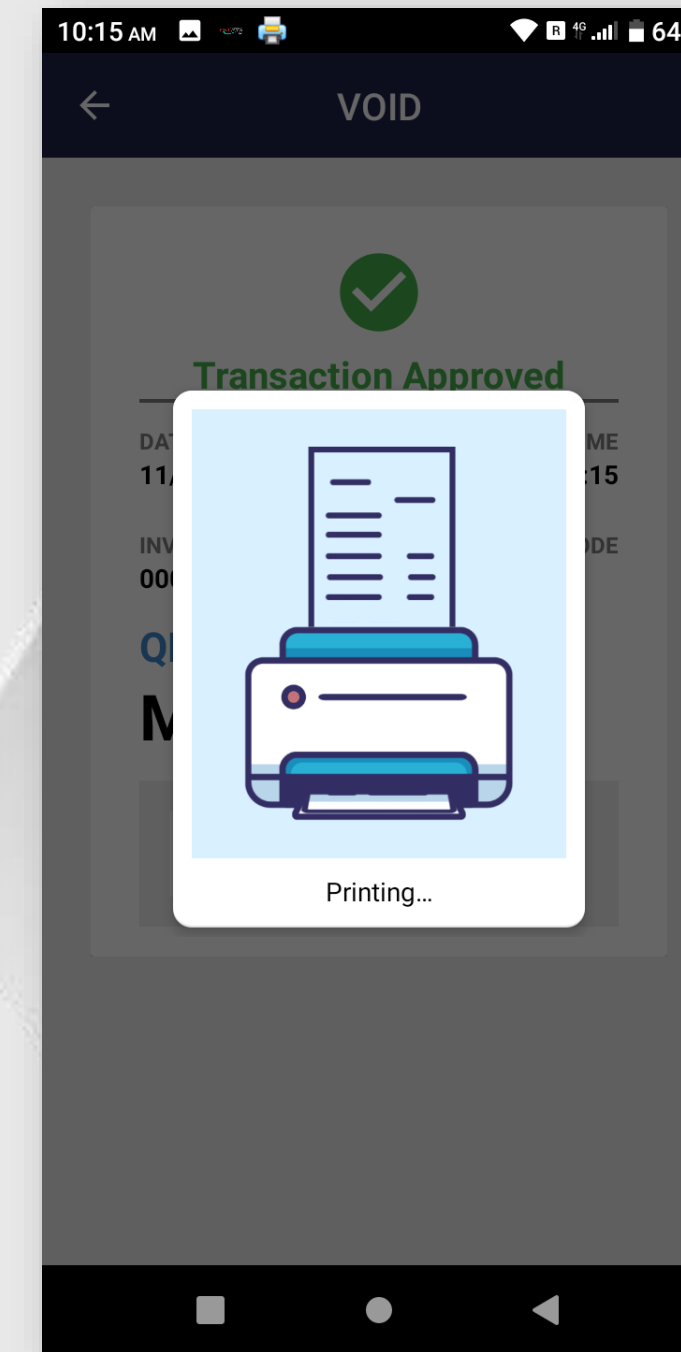
Transaction processing

## STEP 8



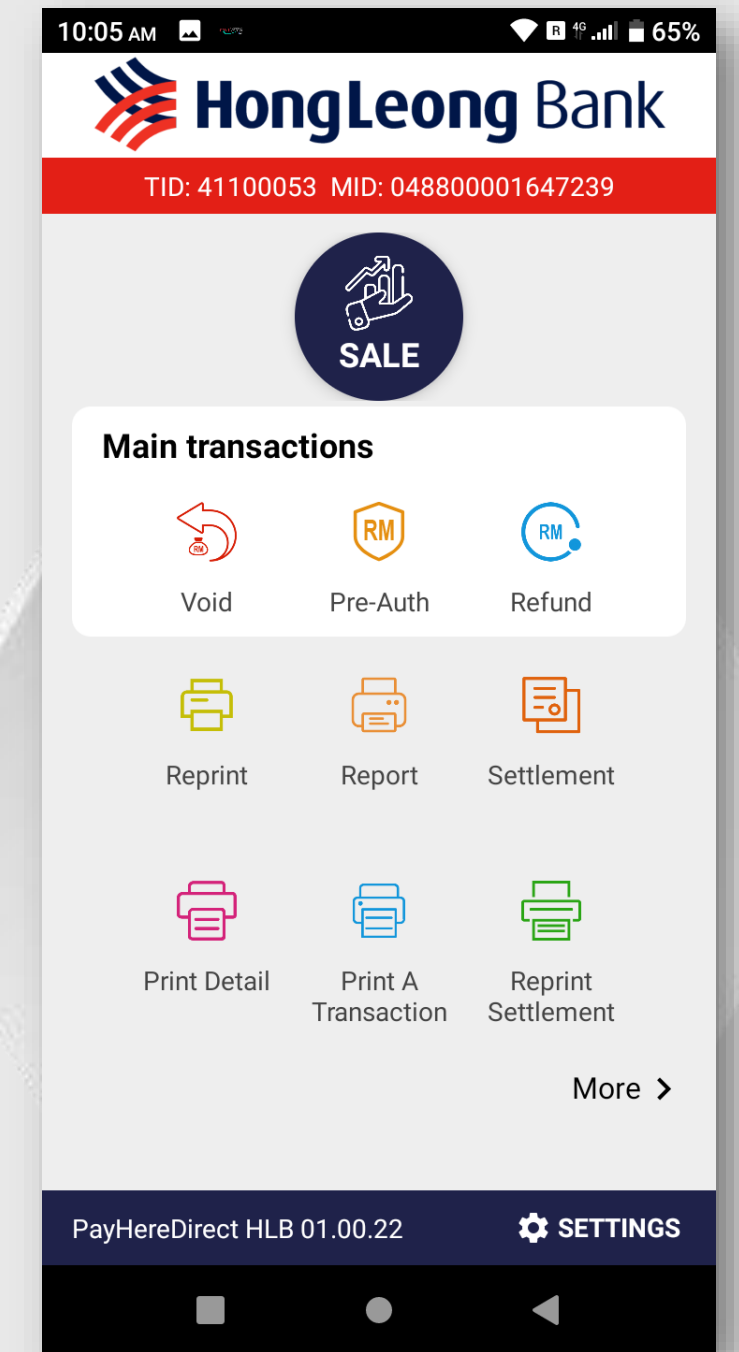
Transaction Approved. Merchant receipt auto print out. Press **<CUSTOMER COPY>** for the customer copy receipt

## STEP 9



Customer copy print out.

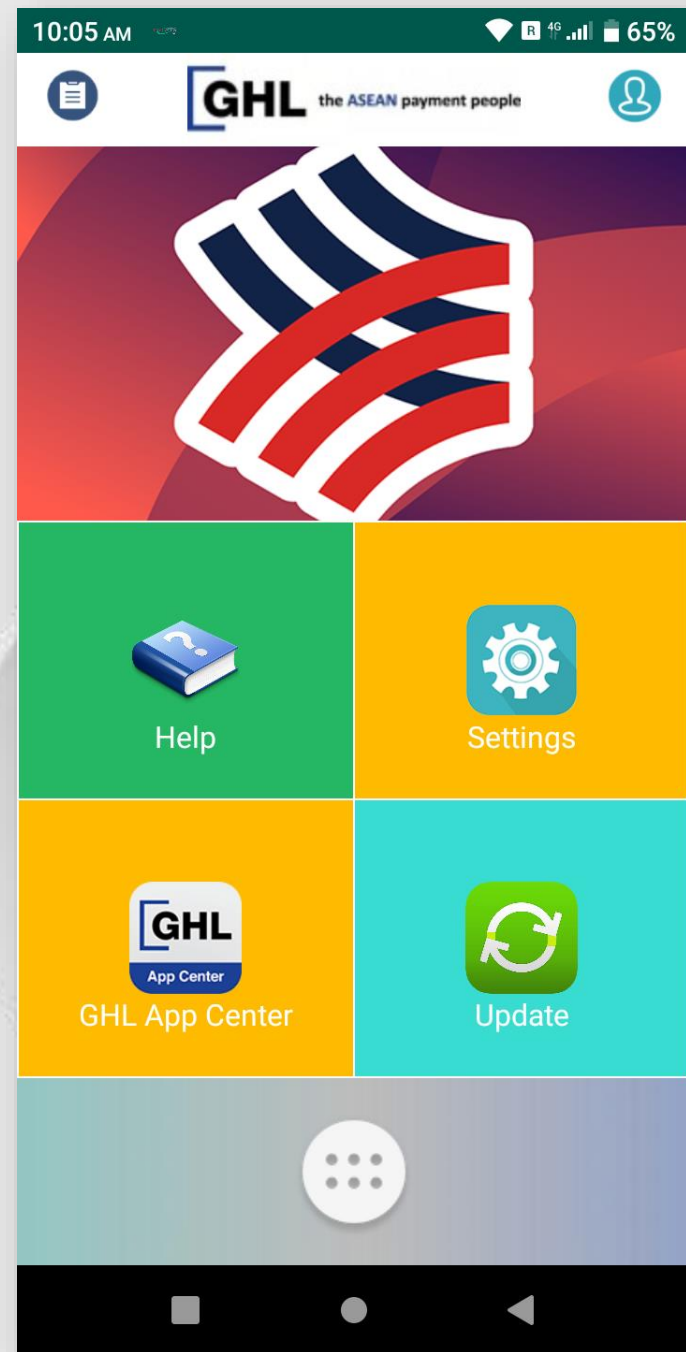
## STEP 10



Terminal back to payment menu after customer copy print out.

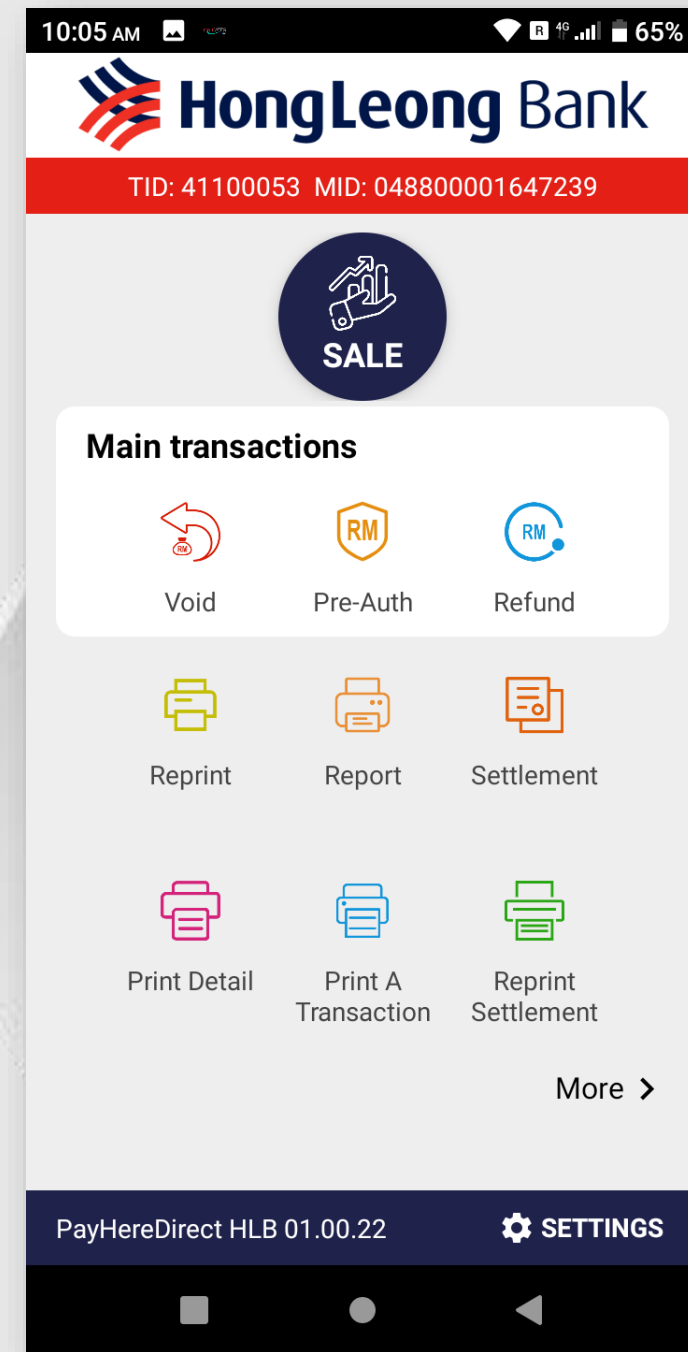
# VOID – e-Wallet Payment

## STEP 1



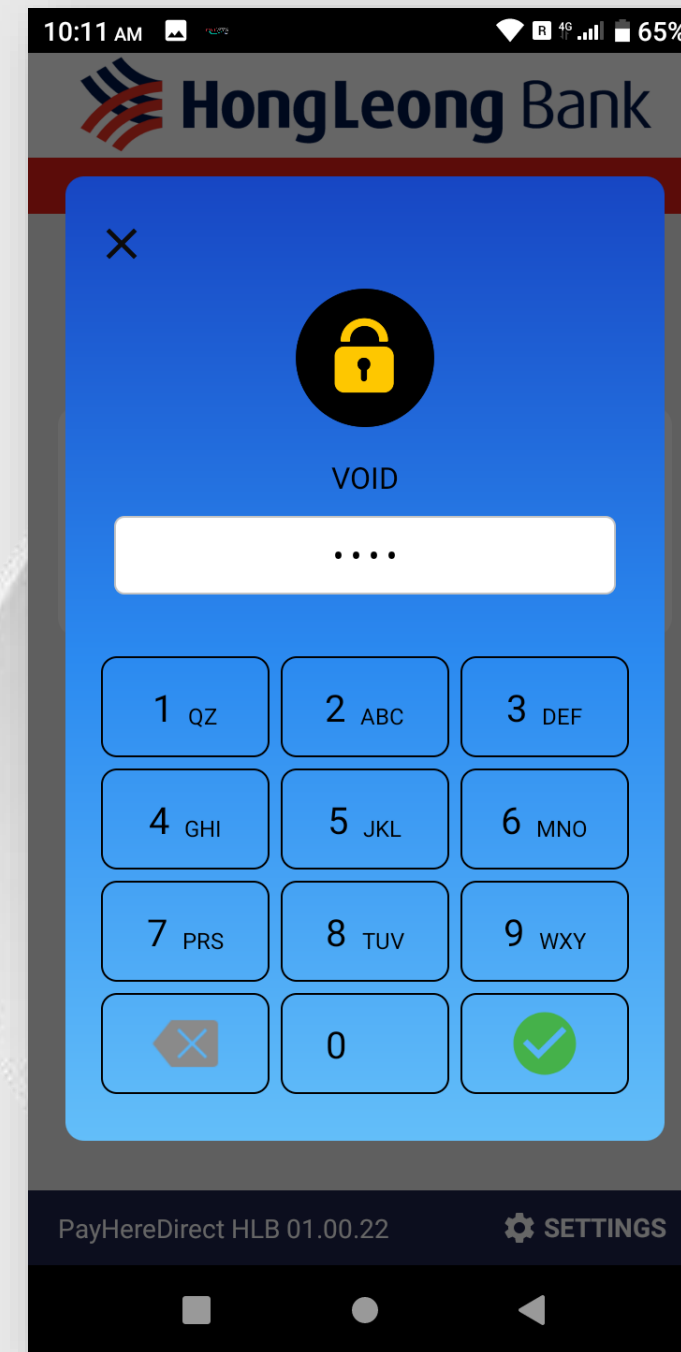
Tap on  
**HONGLEONG  
BANK**  
logo

## STEP 2



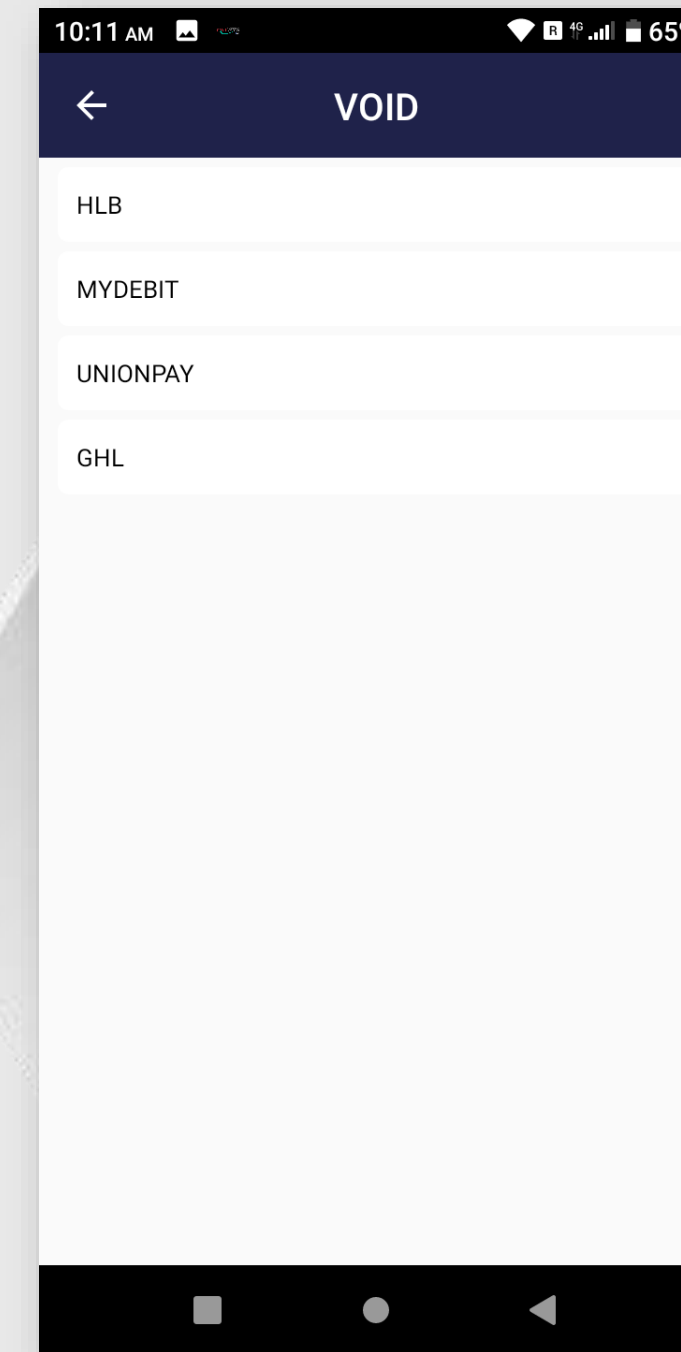
Tap on **VOID**  
icon

## STEP 3



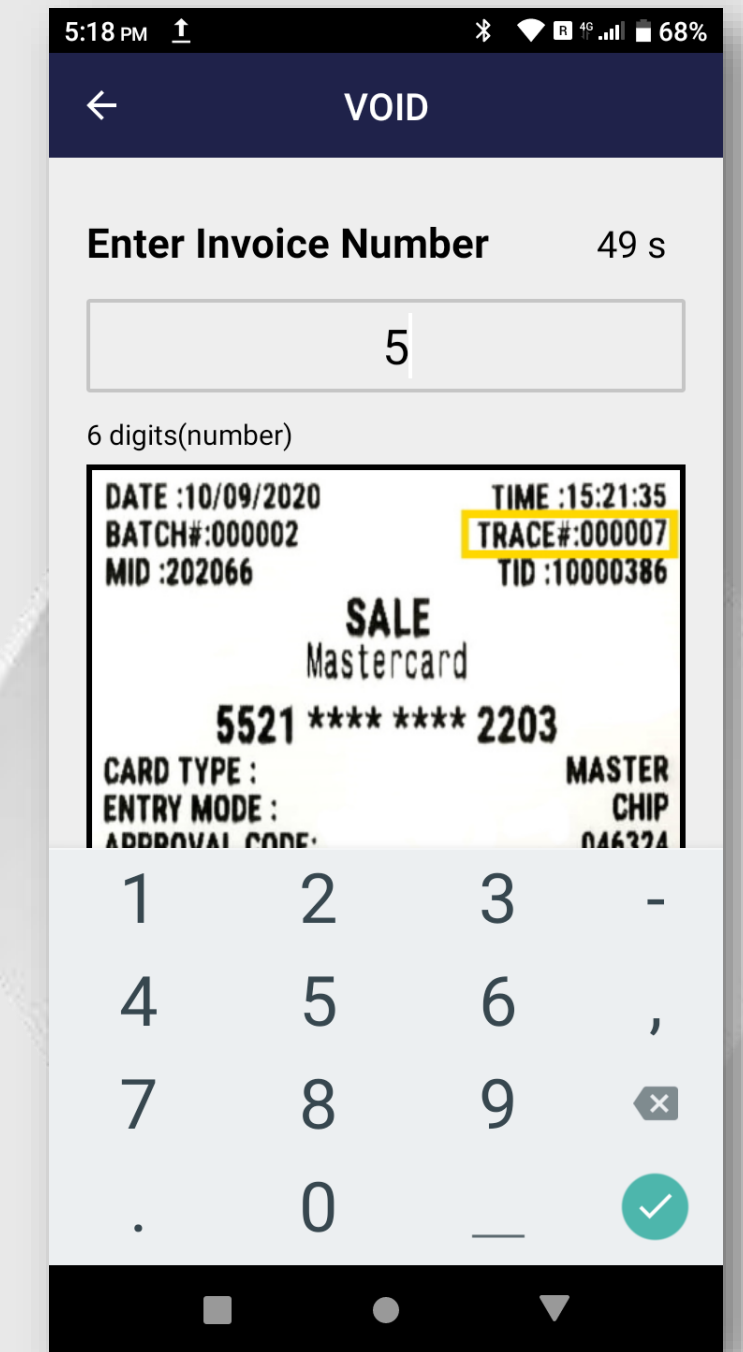
Enter Void  
password and  
press **<ENTER>**

## STEP 4

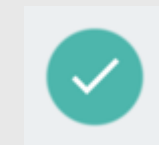


- Select which host need  
to void
1. **HLB** – Visa /  
Mastercard
  2. **MYDEBIT** – Debit  
Card
  3. **UNIONPAY** – UPI  
Card
  4. **GHL** – e-Wallet

## STEP 5

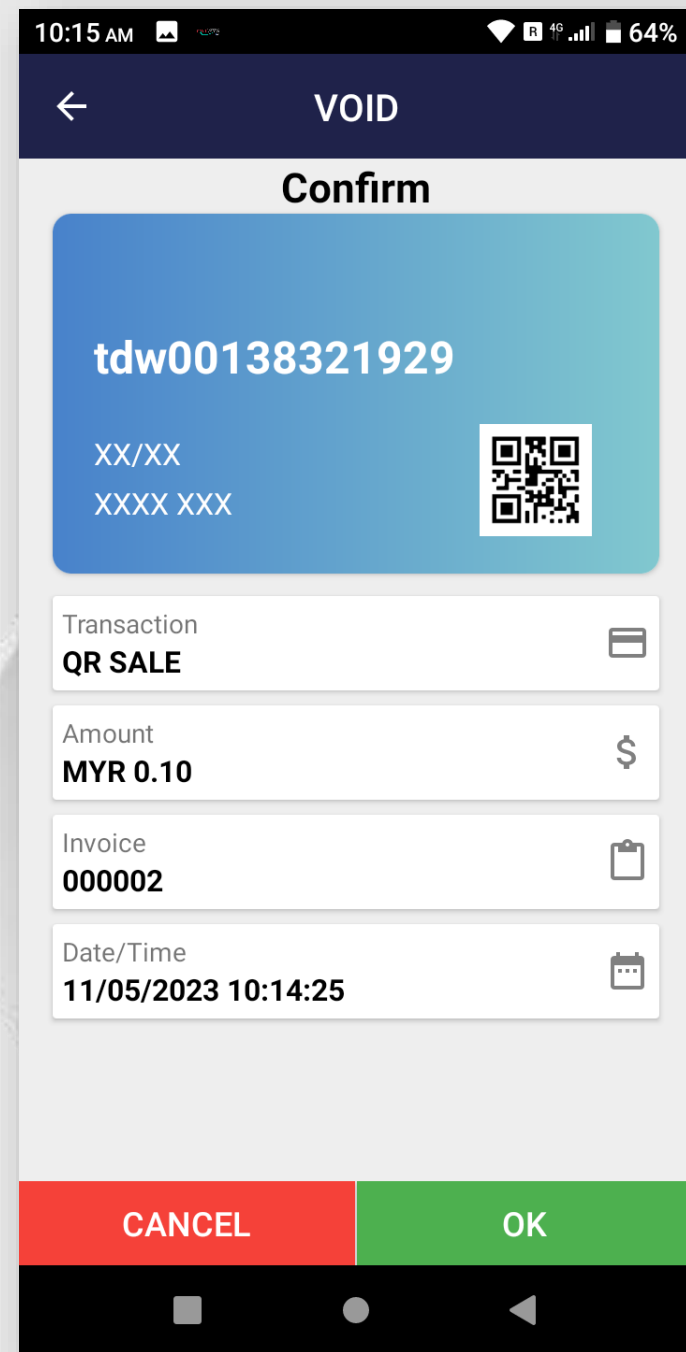


Key in **TRACE**  
number show at  
receipt and press



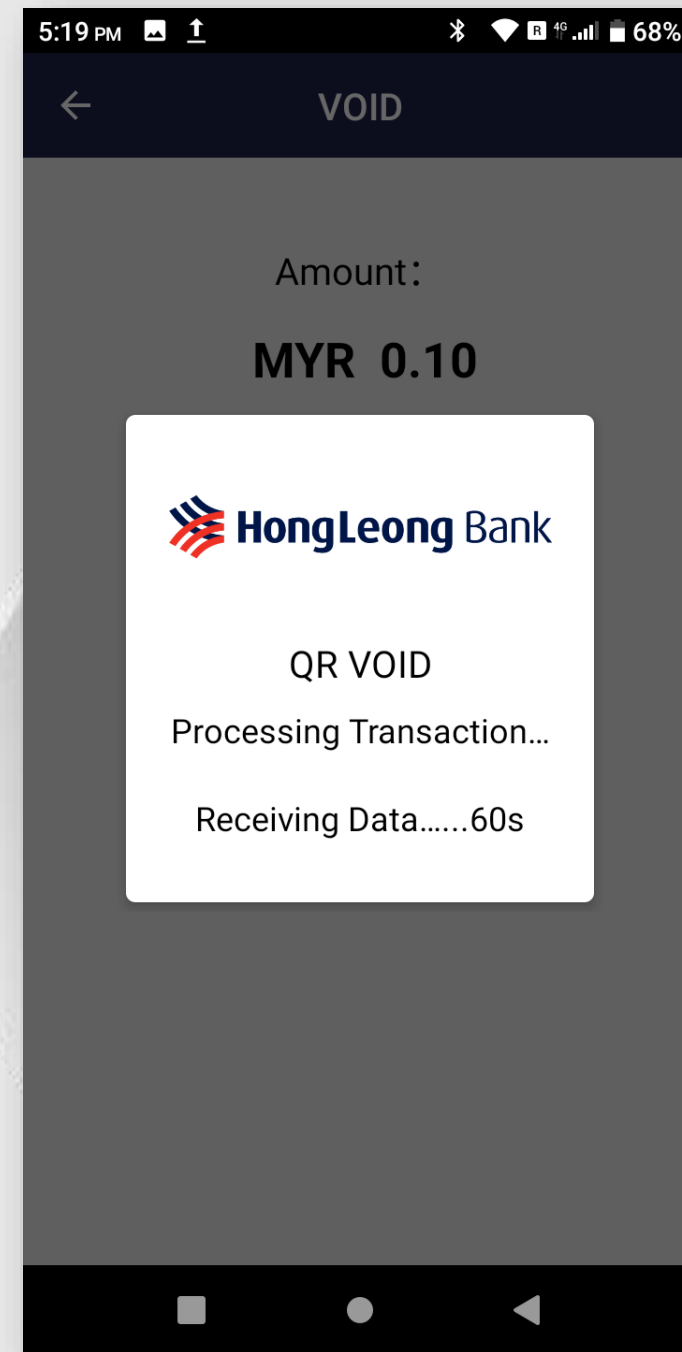
# VOID – e-Wallet Payment

## STEP 6



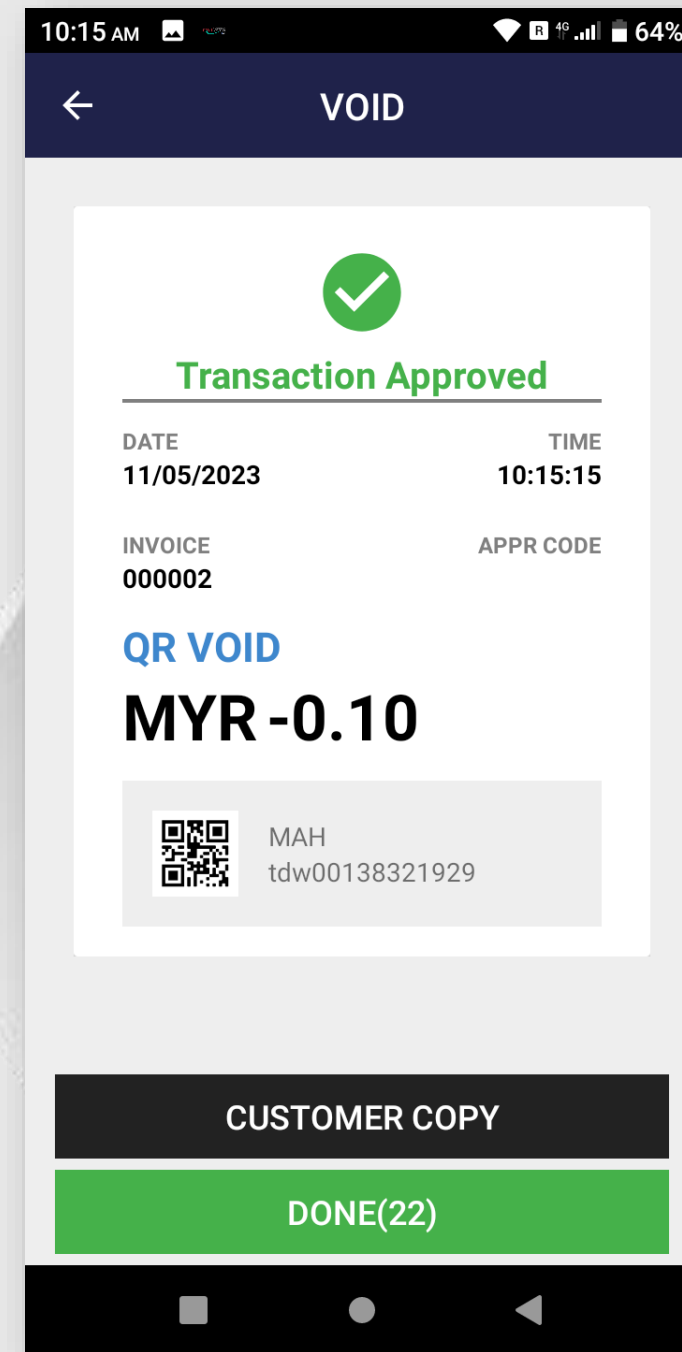
Double check the transaction details. If correct press **<OK>** to proceed void

## STEP 7



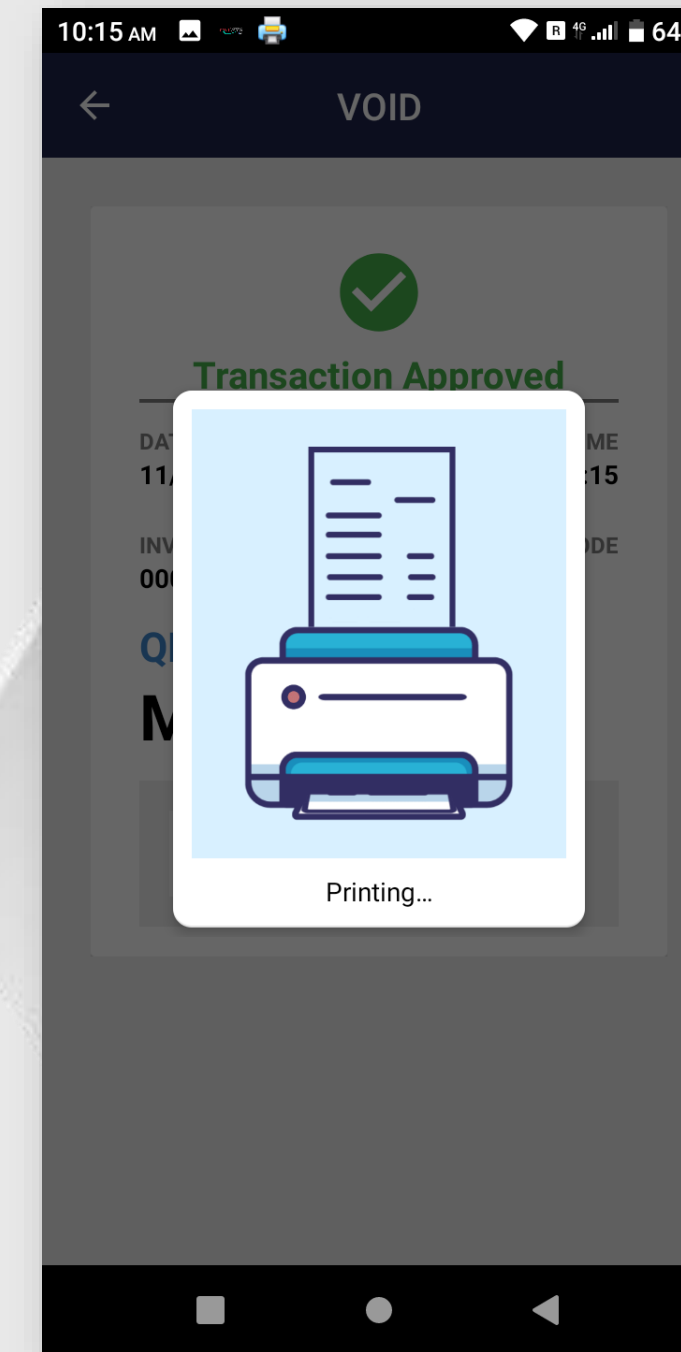
Transaction processing

## STEP 8



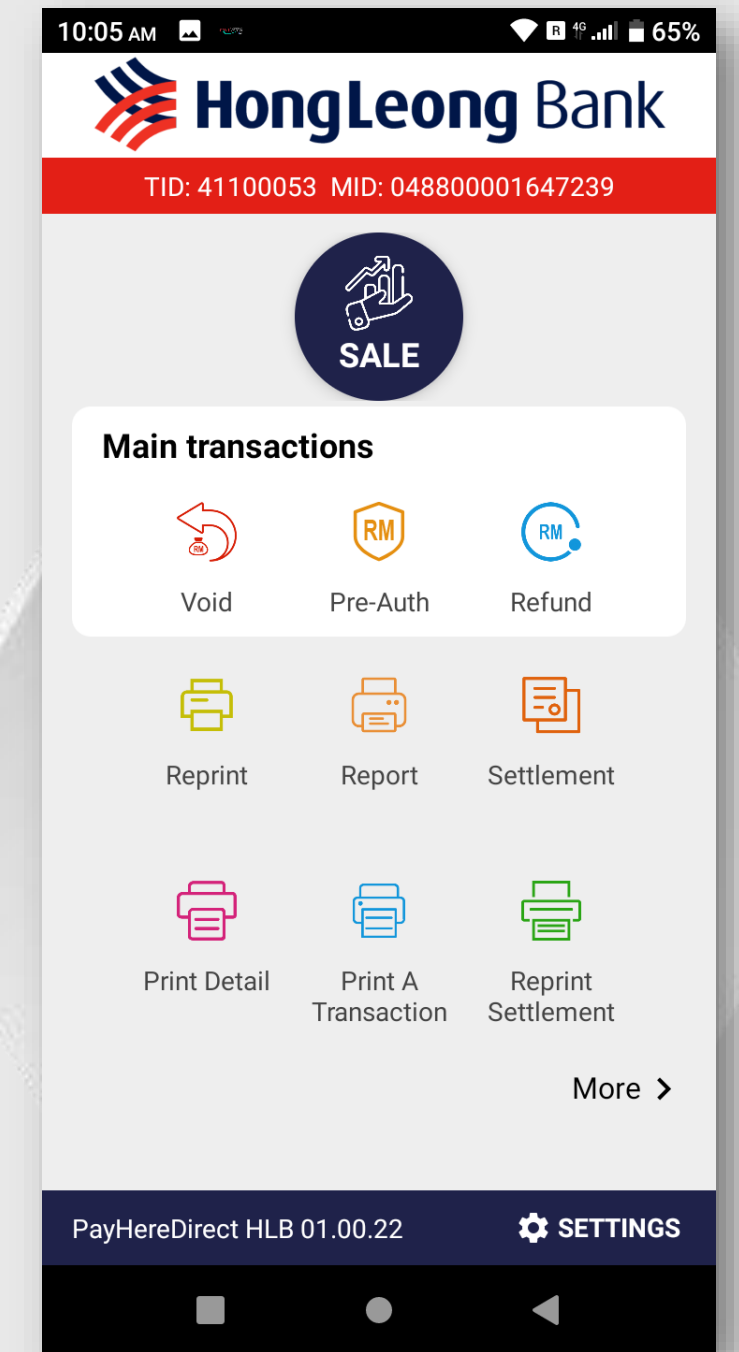
Transaction Approved. Merchant receipt auto print out. Press **<CUSTOMER COPY>** for the customer copy receipt

## STEP 9



Customer copy print out.

## STEP 10



Terminal back to payment menu after customer copy print out.