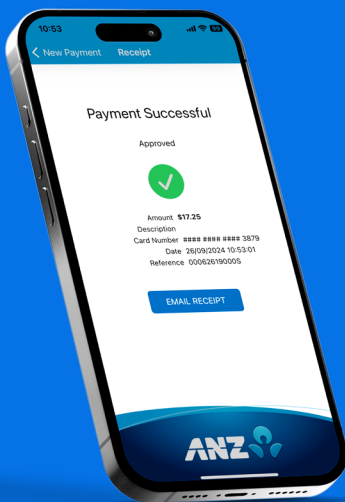


# ANZ FastPay Tap

User guide for iPhone

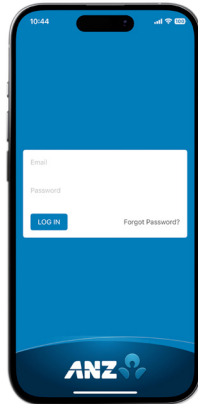


# Getting started

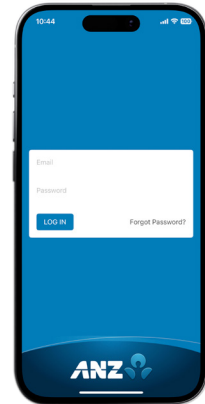
A few easy steps to get your new ANZ FastPay Tap app up and running!



1. Download the ANZ FastPay Tap app from your App Store.



2. Log in using the username and password provided in your welcome email. Then create your 4-digit PIN.



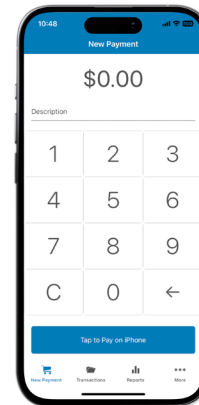
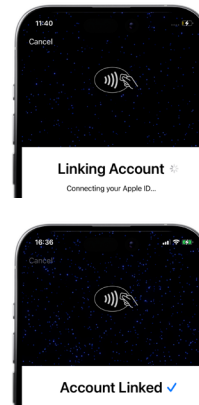
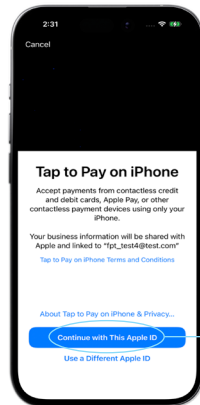
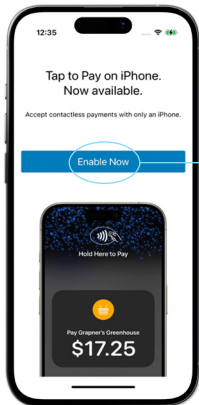
## What to do if you don't have login details:

If you haven't yet applied for ANZ FastPay Tap please visit: [anz.co.nz/fastpay](https://anz.co.nz/fastpay).

Once your application has been approved you'll receive two emails. One with your login details and another with your password.

# Configure your device

Before you can take payments, you'll need to configure your device on the ANZ FastPay Tap app.



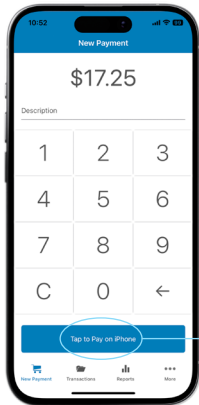
1. Once you've logged in you'll be taken through the configuration screens. On the first screen you'll need to select **Enable Now** to enroll your device.

2. Next you'll need to confirm the Apple ID you want to use. Select **Continue with This Apple ID** if the displayed account is correct or **Use a Different Apple ID** to change the account.

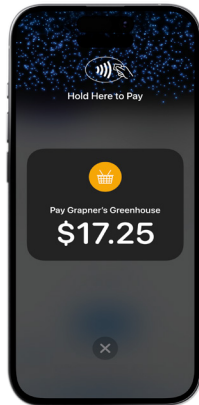
3. Allow a few seconds for your Apple ID to link with ANZ FastPay Tap.

4. You've now configured ANZ FastPay Tap on your Apple device and you can start accepting payments.

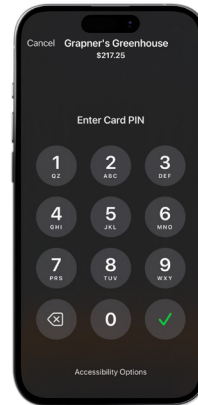
# Process a transaction



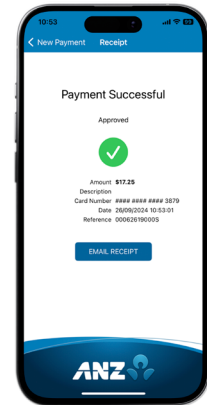
1. Enter the purchase amount and description, then select **Tap to Pay on iPhone**.



2. Your customer taps their card or mobile wallet to complete transaction.



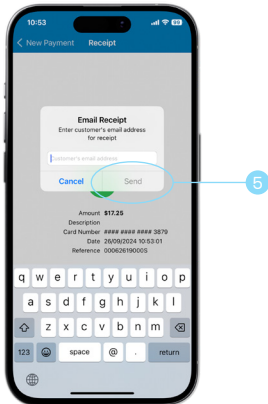
3. If the transaction amount is over the CVM (cardholder verification method) limit of \$200, your cardholder will need to enter their PIN.



4. App will display **Approved** or **Declined**.

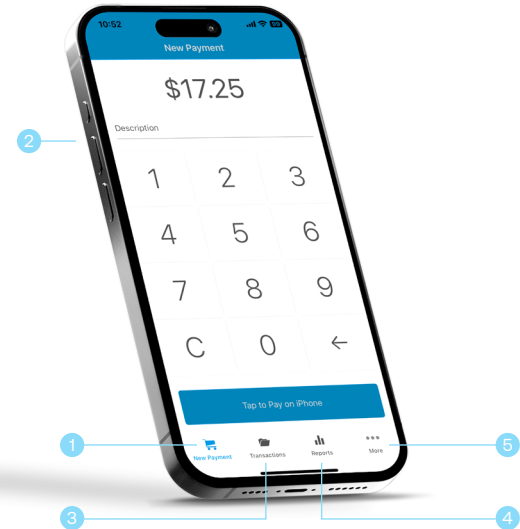
**Tip:** The contactless card reader will display on the screen. For best results, instruct your customers to hold their card or mobile wallet horizontally over the contactless icon. Once the screen displays 'processing' remove the card.

## Emailing receipts



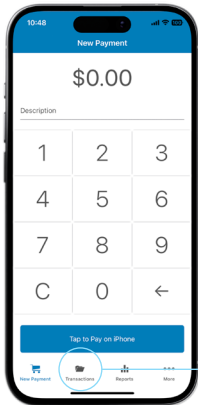
5. If your customer requests a receipt for the transaction, enter their email address and tap **Send**.

## Get to know your ANZ FastPay Tap app

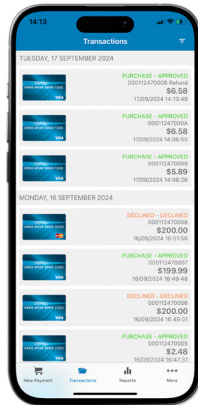


- 1 Home screen (New Payment)
- 2 Contactless card reading area is on the front
- 3 Transactions
- 4 Reports
- 5 More (Help menu)

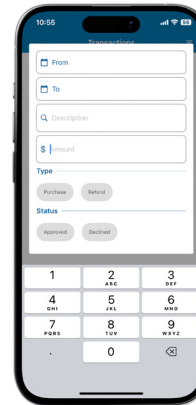
# Searching transactions



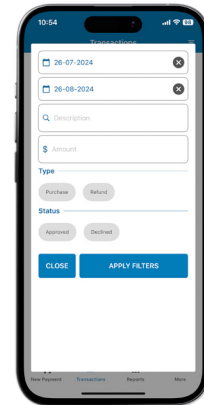
1. Select the **Transactions** icon on the navigation bar.



2. The 'Transactions' screen shows your recent transactions, swipe through to locate transactions. Select a transaction to see more details or to perform a refund.



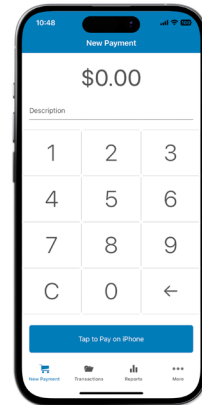
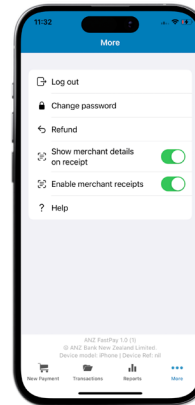
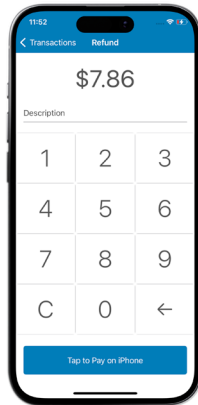
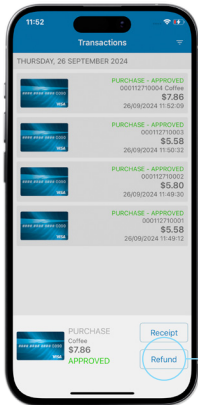
3. To locate or filter transactions select the filter icon on the top right hand of the Transaction History screen.



4. Enter the search parameters for the transaction(s) you need to locate and select **Apply Filters**.

# Refunds

Refunds can be performed from the Transaction Details screen or from the More screen.



## Refund via Transaction Details screen

1. Select the Transactions icon on the navigation bar and locate the transaction required.
2. Select **Refund**.
3. Enter the refund amount (it will default to the original transaction amount) and description of the refund and process the transaction.

**Tip:** Please note that you may receive an error message if you try to process multiple refund transactions within a short period.

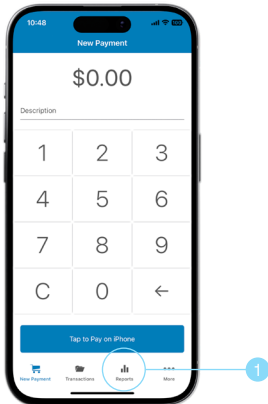
## Refund via the More Screen

1. Click More on the navigation bar and select refund.
2. Enter the refund amount and description of the refund and process the transaction.

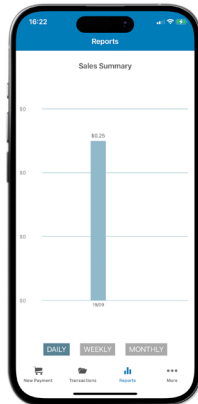
**Tip:** There are daily refund limits applicable, \$1,000 daily transaction amount and 10 transactions per day. If you need to modify these please contact 0800 473 453.

# Reporting

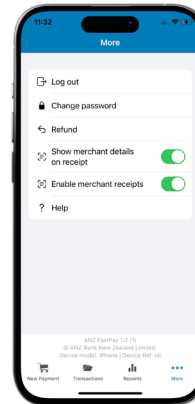
By selecting Sales Summary you can view your transaction totals for each day, week or month.



1. Select the Reports icon on the navigation bar.

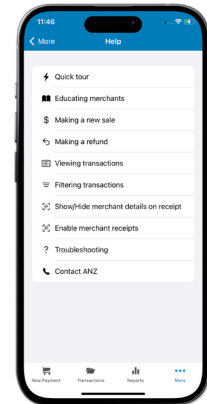


2. Swiping on the graph will reveal previous sales totals.\*



## More menu

Selecting the More icon on navigation bar will take you to a maintenance menu.



## Help menu

If you need further support, select the Help option within the More menu.

\*These figures may differ from your daily settlement totals in your bank account or on your merchant statement due to settlement cut-off times.



# Frequently asked questions

## **What iOS devices are compatible with the ANZ FastPay Tap app?**

Any iPhone models XS and above with iOS Version 17.4 are compatible with the ANZ FastPay Tap app.

## **What happens if I've forgotten my PIN?**

If you have your login credentials ready you can select 'forgot my PIN' on the login screen in the app and this will allow you to login and reset your PIN.

## **What happens if I'm unable to download and/or open the ANZ FastPay Tap app?**

Your App Store will not display the ANZ FastPay Tap app if your phone is not compatible. You may still be able to download ANZ FastPay Tap on your

iPad, however you will not be able to log in. If your device is unsuccessful in downloading or opening the ANZ FastPay Tap app on a compatible device please call our ANZ FastPay team on 0800 473 453.

## **What happens if my login details don't work, or I get an error when I try to login?**

You can contact the ANZ FastPay Tap technical assistance team from Mon – Fri 8:30am – 5:00pm on 0800 473 453.

## **Can I accept payments outside of New Zealand?**

No. All transactions must be processed in New Zealand dollars (NZD) and must be processed in New Zealand.

## **Can I accept overseas credit cards?**

ANZ FastPay Tap can complete a transaction on any credit or debit card linked through the Visa and Mastercard card networks.

## **Can I use ANZ FastPay Tap to take payments when my customer is not present, such as over the phone?**

No, your customer and their card or mobile wallet device must be present for you to process payments and refunds using ANZ FastPay Tap.

## **Do I need to have WiFi access to process payments?**

Use of ANZ FastPay Tap requires a cellular or wireless internet connection.

## **What should I do if my customer or I haven't received an email receipt?**

Check for the email receipt in the spam or junk mail folder of the email inbox. If unable to locate it, try resending the receipt by going to the Transaction menu, selecting the relevant Transaction and selecting the receipt option. If you're still unsuccessful, please call our ANZ FastPay team on 0800 473 453.

## **When will payments be cleared into my ANZ Bank Account?**

With transactions processed before 8pm: you'll be able to access your takings the next morning. With transactions processed after 8pm: these transactions will be processed the next day and you'll be able to access your takings the following morning.

# Frequently asked questions

## What happens if my device battery is running low?

You'll still be able to process transactions until the device turns off. Please charge your device to ensure you can process transactions without interruption.

## What happens if my internet connection is poor?

If your internet connection is poor, your app will display a 'No internet connection' message and the 'Tap to Pay on iPhone' button will be disabled. If the internet connection is affected during a payment, it may result in the payment failing. Check your transaction history to see if the payment went through, if it failed then you may need to check your internet connection prior to reprocessing the transaction.

## The notification sounds are too loud, how can I lower this volume?

The volume on your device is set to default and can't be lowered when you "Tap to Pay on iPhone". You're able to lower the volume for Visa and Mastercard notifications via the media volume settings on your phone.

## Can I accept payments from all card types?

No. ANZ FastPay Tap will only accept payments from Visa and Mastercard cards. It won't accept third party cards such as UnionPay or American Express.

## How can I apply online or find out more information?

If you'd like to find out more information about the ANZ FastPay Tap app or to apply online please visit: [anz.co.nz/fastpay](https://anz.co.nz/fastpay).

## What is the settlement cut-off time for ANZ FastPay Tap?

The settlement cut-off time for ANZ FastPay Tap is 8:00pm. Transactions after 8:00pm will be processed the next day.

## How do I get technical assistance?

You can contact the ANZ FastPay team from Mon – Fri 8:30am – 5:00pm on 0800 473 453.

If you require technical assistance after hours please contact 0800 269 296.



[anz.co.nz](https://anz.co.nz)

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