Alipay Wechatpay 2PayNow User Manual

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Introduction

2PayNow is a payment app developed by V2Future. Merchants can use this app on a smart device such as iPhone, iPad and Android phone (which has to be connected to Internet) to scan customer's Alipay payment code to complete the transaction. Merchants can also cancel/refund the transaction and carry on other management in the app. V2Future will also give necessary support during your installation and operation.

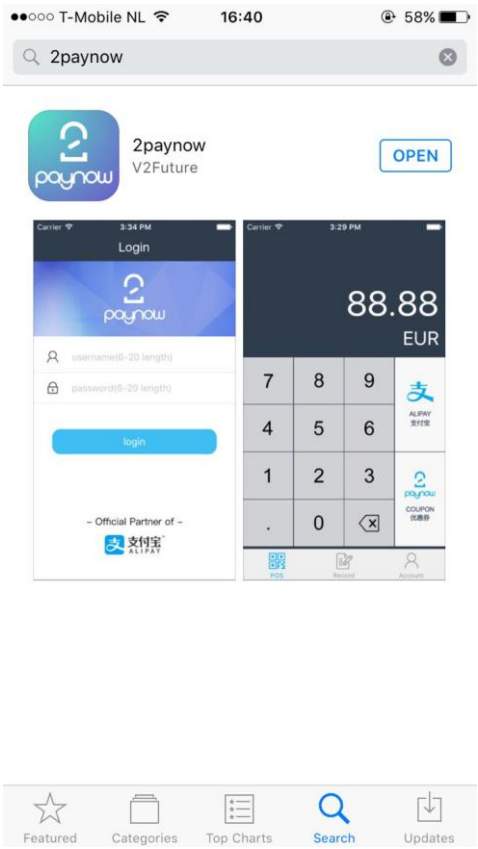
Installation

Requirements

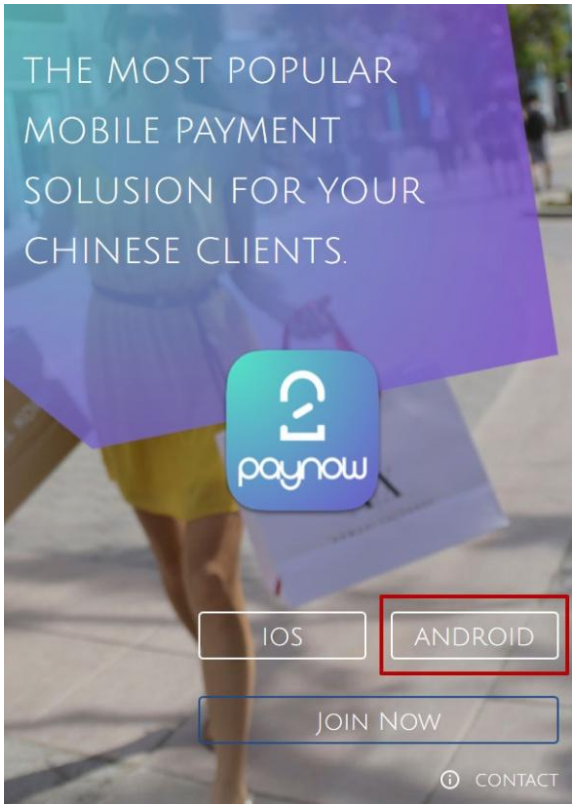
Hardware: Apple device with iOS 8 and higher / Android device with Android 4.0 and higher.
Internet connection: WiFi / 3G / 4G.

Download 2PayNow App

iOS: Go to AppStore and search for *2paynow* (iPhone version only, iPad version coming soon).



Android: Download from *www.2paynow.com* or contact us (*2paynow@v2future.com*) to get direct download link.



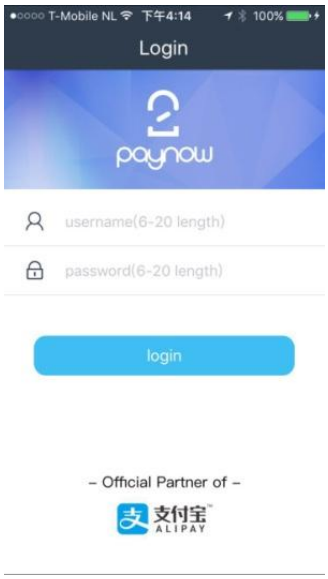
Mobile Device Login

We will deliver account information (User Name and Initial Password) to Merchants. There are two kinds of accounts, Admin and Basic.

-For Basic Account, the function is to collect the payment only;

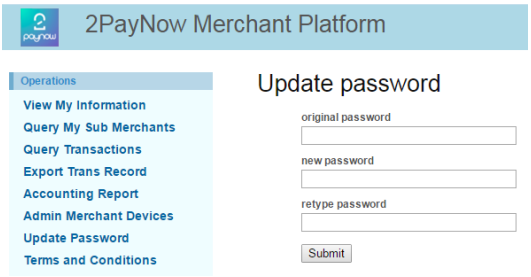
-For Admin Account, it can also cancel/refund transactions.

Each account is strictly corresponding to one device. It means after you login on one device, it is not possible to use this account on another device. So please make sure to use the right device when you login for the first time.



Change Password

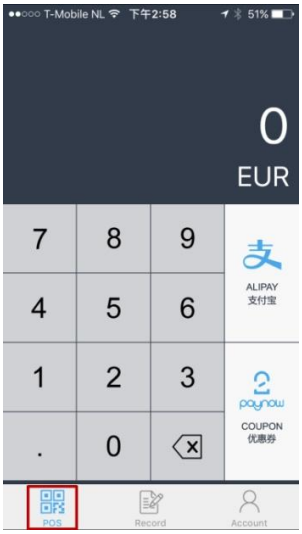
If you want to modify your password, you could go to *http://www.2paynow.com*, login and update your password.



In Use

Collect Payment

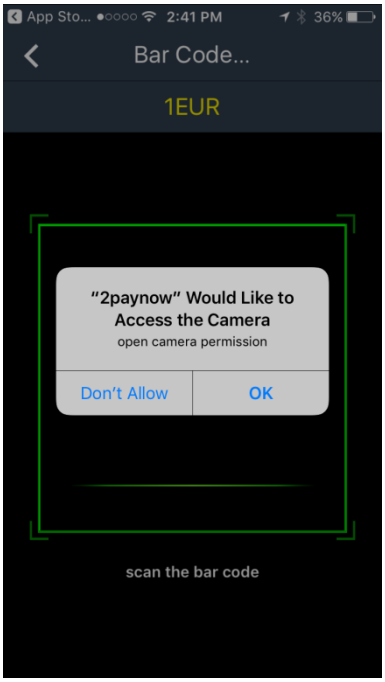
After login on your mobile device, you can see the mobile POS interface.



Type in the amount you want to charge. Then click ALIPAY.



Please press *OK* to allow 2PayNow accessing the camera (only happening when using it for the first time).

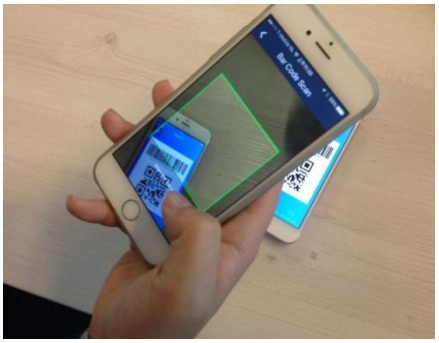


Please make sure customers has opened the payment page in their Alipay App. Don't too worry about it because they probably have used it for hundreds of times.



Scan customer's payment code.

Note: There is possibility (<20%) that customer needs to enter Alipay password on his/her phone after being scanned for security reason so please ask whether customer has Internet connection before payment. Otherwise the transaction might fail.

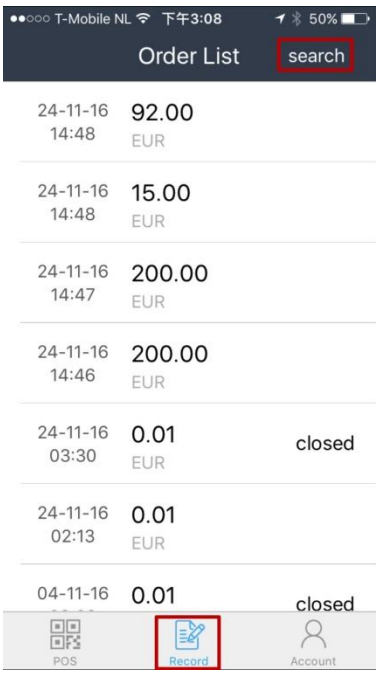


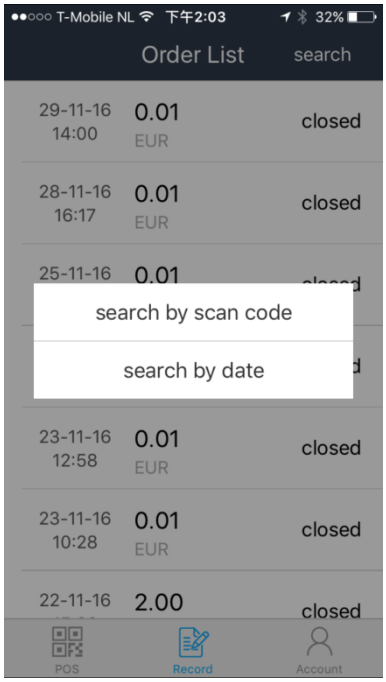
Payment success!



Order List and Search

Transaction history can be viewed in *Record*. Click *search* on top right corner to search for one particular transaction. You could search by scan code or by date.



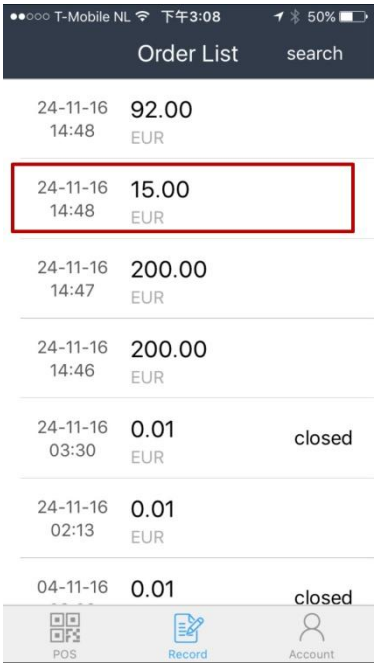


If you cannot find the transaction directly, you could ask the customer to present the *Order Detail* in his Alipay app. Then use *search by scan code* to find the order. The following is a printscreen of customer's Alipay Order Detail page. The Barcode is the unique order ID of the transaction.

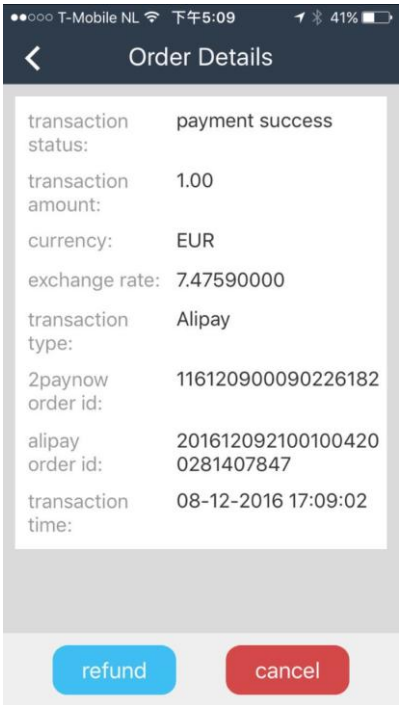


Transaction Cancel/Refund Management (admin account only)

Click the transaction you want to see details or to manage.

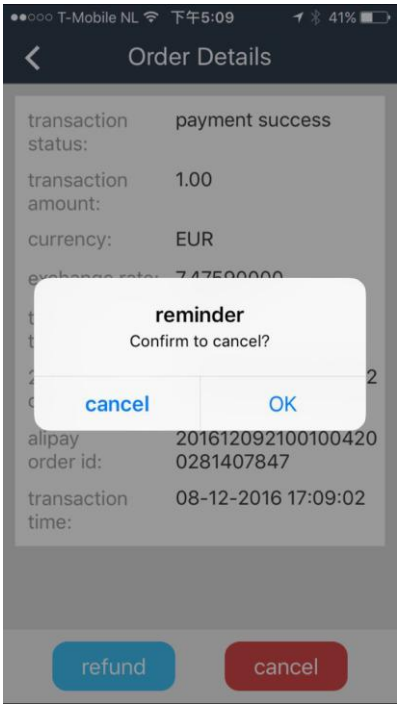


Order Details page

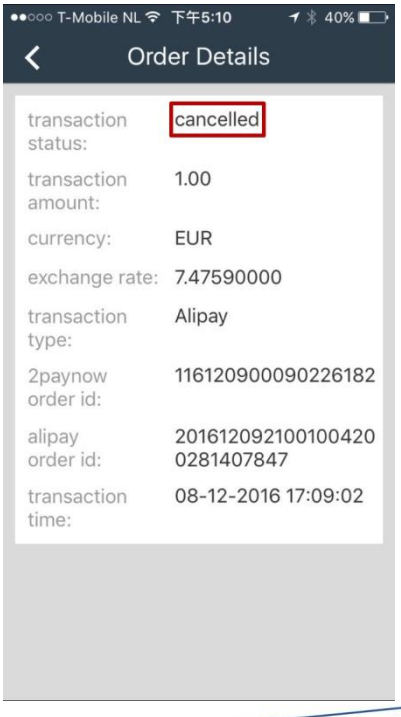


Click *cancel* button to cancel the transaction.

Note: *cancel* can only be operated within 1 day after the transaction (according to the settlement period of the bank). Afterwards the button will disappear. By *cancel*, customer will get a notification immediately.

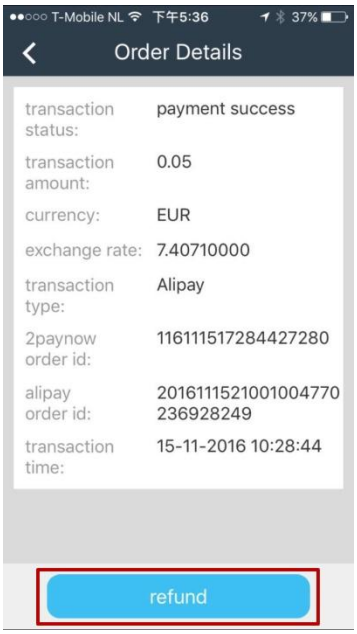


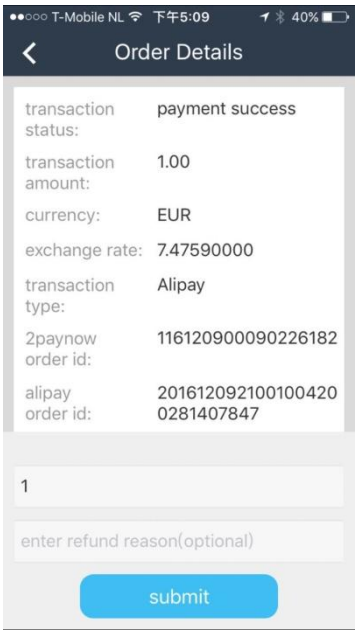
The transaction status changes to *cancelled* after cancellation.

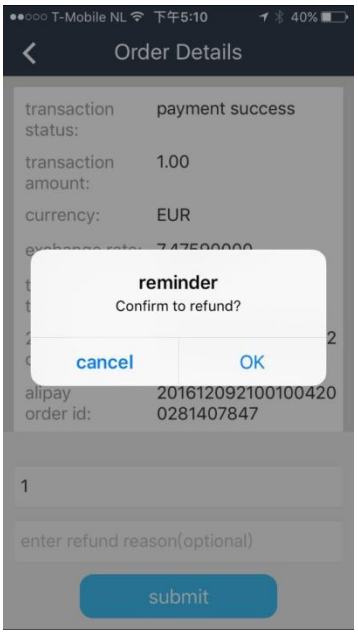


If you want to partially refund, or if you want to refund after the *cancel* button disappears. You could click the *refund* button, type in the amount you want to pay back and submit.

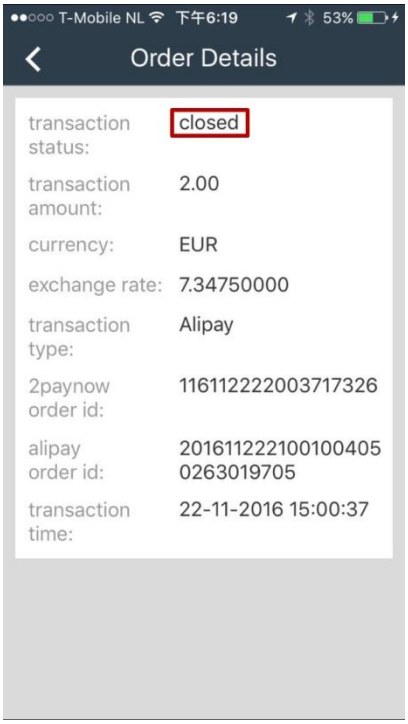
Note: By *refund*, customer will get a notification approximately in 1-2 working days.



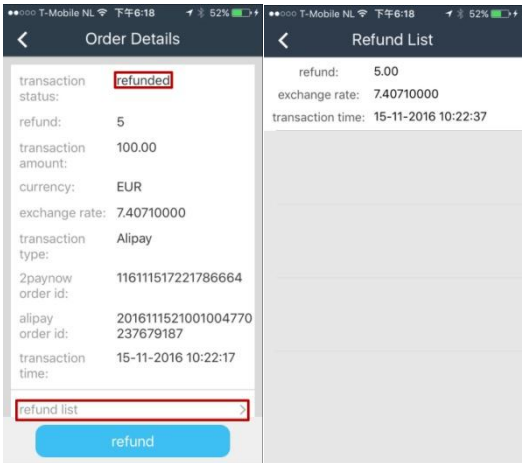




The transaction status becomes *closed* after fully refunded.



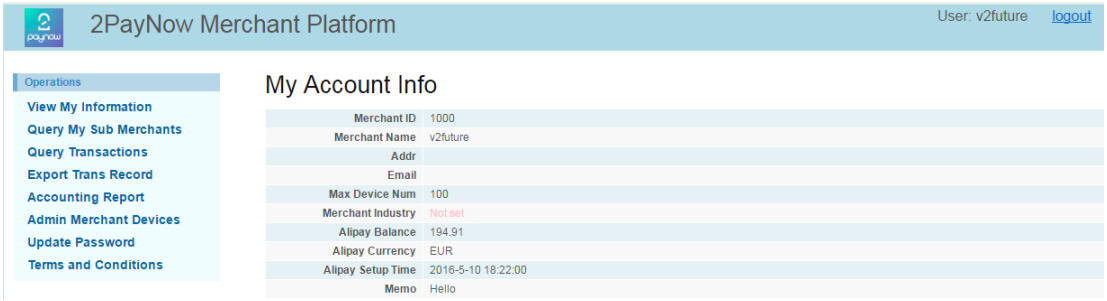
If partially refunded, the transaction status becomes *refunded* and you can check the refund history in *refund list*.

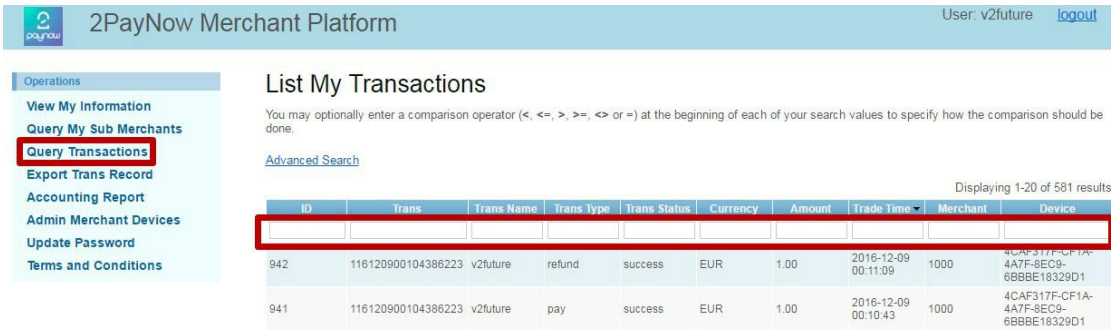


2PayNow Backstage Management Platform (admin account only)

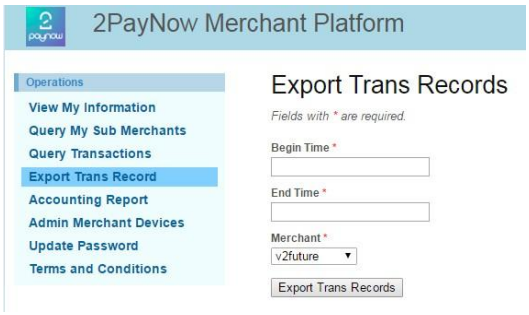
You can use your admin account to log in the backstage system via URL

www.2paynow.com





You can use *Query Transactions* to find a certain order.



For accountancy, you can use *Export Trans Record* to create a .csv file.



Accounting Report

App Update and Additional Service

Please check regularly the newest version of the App. We are improving our app and service continuously.

If you want to apply for more accounts, or generate sub-merchants under your account, for example one sub-merchant for each sales point, please contact us for more information.

As mentioned above, we will give help during your installation and operation. If you have any further questions, please do not hesitate to contact us (email: 2paynow@v2future.com). We hope you would have a good experience using Alipay payment and our cooperation would be great success.

Yours sincerely,
V2Future B.V.