

Commonwealth
Bank

Smart Giving

App User Guide

Accessibility on Smart Giving

This Smart Giving app is designed in accordance with the WCAG 2.0 and CommBank accessibility guidelines.

All text elements are AA and AAA colour contrast compliant.

The PSDK payment screen accessibility features can also be enabled during a transaction by pressing the accessibility button on the right hand side of the terminal (this button has a raised dot to identify it)
This shortcut is enabled during the PSDK setup flow.

In this guide

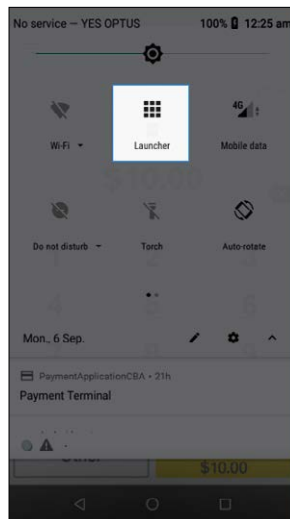
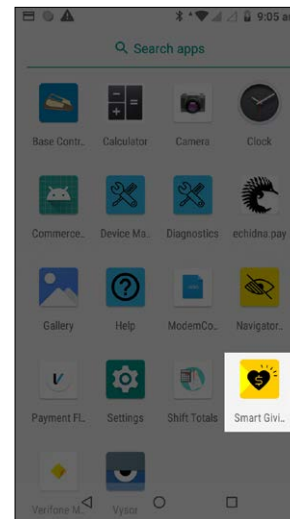
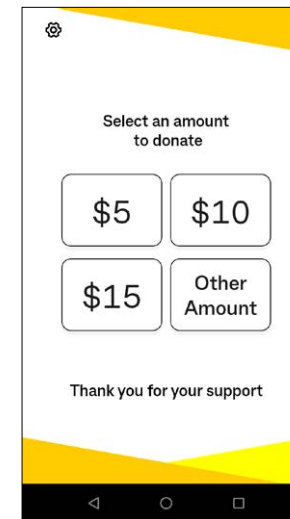
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Application startup

1. Pull down the terminal menu and tap on the **Launcher** icon (9 dots)
2. Tap on the **Smart Giving** icon to open the app
3. The home screen will now appear and you can start accepting donations

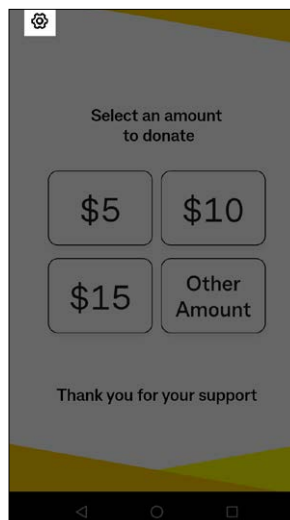
NOTE: The default dollar amount shown on the tiles can be customised (see page 5).

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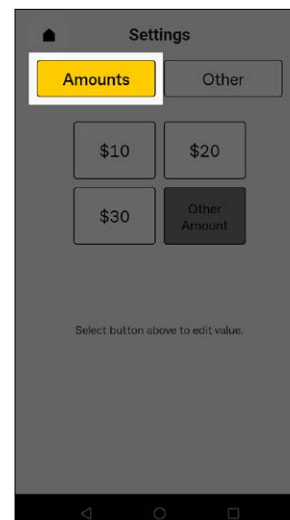
Pre-set amounts

You can customise the pre-set amounts shown on tiles by following the below steps:

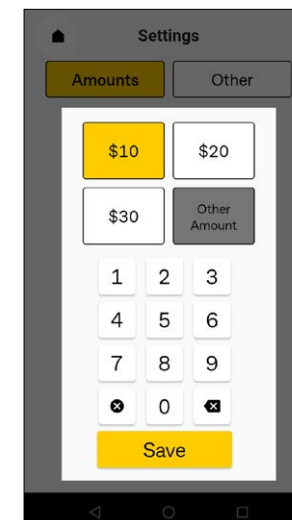
1. Tap on the **Settings** icon and enter your **Manager passcode**
2. Tap on the **Amounts** button
3. Tap on the tile of the pre-set amount you want to customise and using the key pad, enter the preferred amount
Repeat this step for the remaining tiles as required then tap **Save**
4. The home page will now show the updated pre-set amounts



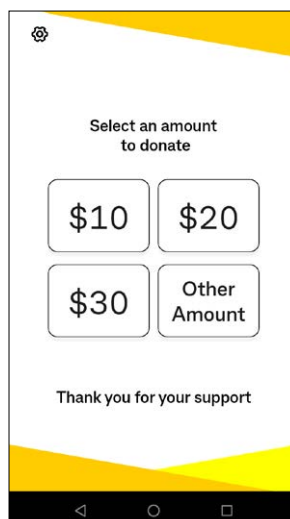
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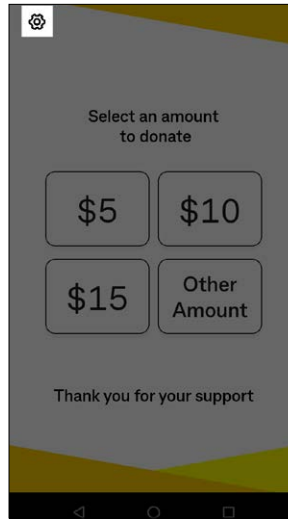
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Smart Giving app receipt settings

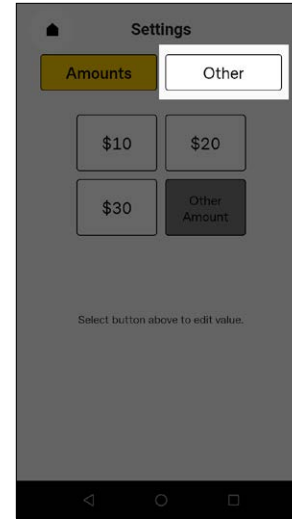
1. Tap on the **Settings** icon
2. Tap on the **Other** button
3. Adjust the settings as required:
 - Enable for the printing of the customers donation receipt
 - Enter your organisations Australian Business Number (ABN) to appear on the receipt
 - Retrieve the last transaction

Tap the **Home** icon to return back to the home screen

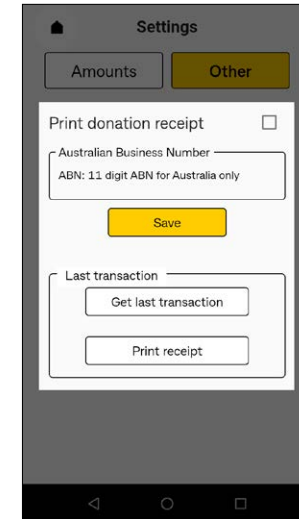
4. The donation receipt will contain the standard information including the organisation name and ABN



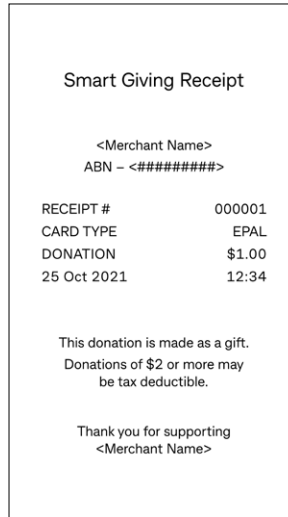
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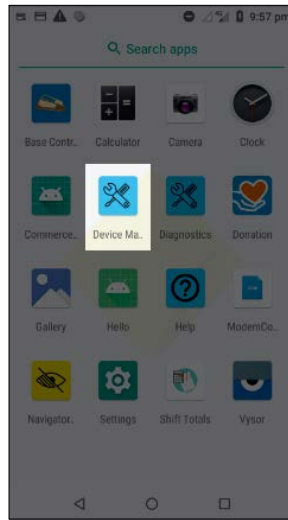
Terminal receipt settings

The default setting for the terminal is to always print a receipt for both the merchant and customer.

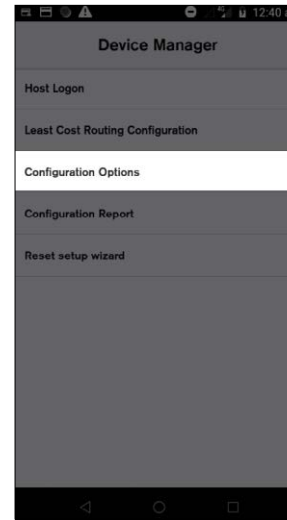
You can customise the default settings by following the below steps:

1. Navigate to the **Launcher** menu and tap on the **Device Manager** icon
2. Tap on **Configuration Options** and enter your **Manager passcode**
3. Tap on **Merchant**
4. Scroll down to the **Merchant Receipt Options** section
5. Tap on **Print Merchant Receipt** to display the customisation options for merchant receipts
6. Tap on **Print Customer Receipt** to display the customisation options for customer receipts

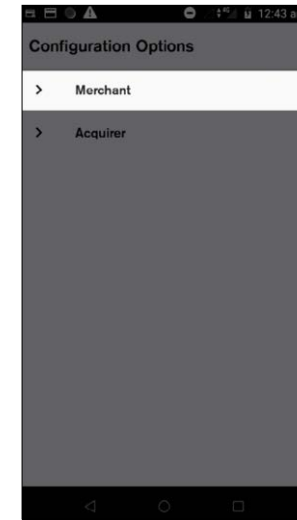
To return to the home screen tap the **Payment screen** key



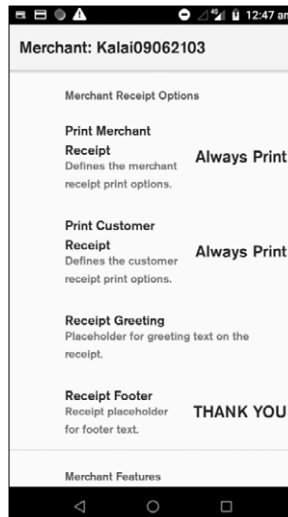
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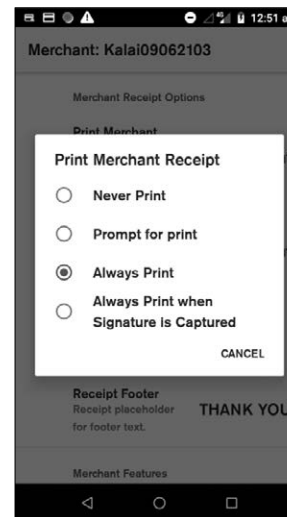
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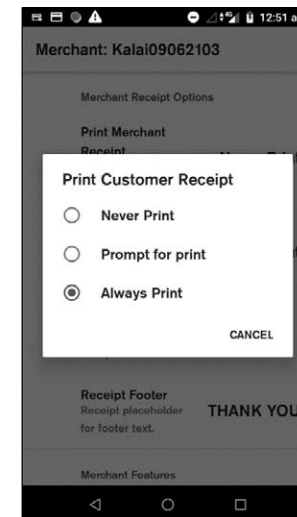
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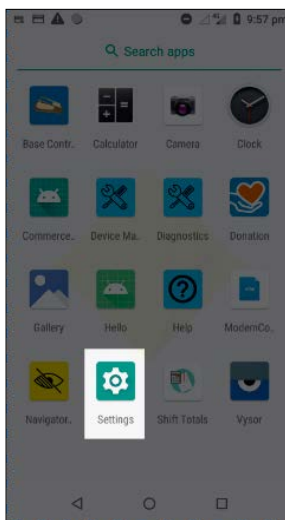
Terminal sleep settings

You can customise the terminal sleep setting to a time that suits your purpose. The terminal will stay awake for the time chosen removing the need to unlock the terminal constantly.

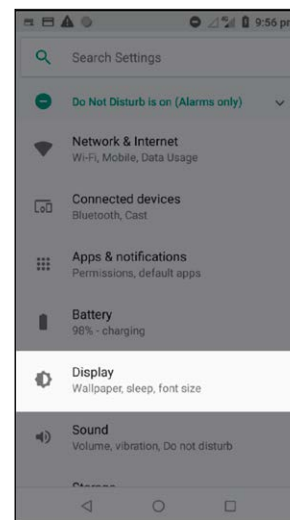
To adjust the sleep settings follow the below steps:

1. Navigate to the **Launcher** menu and tap on the **Settings** icon
2. Tap on **Display**
3. Tap on **Advanced**
4. Tap on **Sleep**
5. Select the desired time for to keep your terminal awake

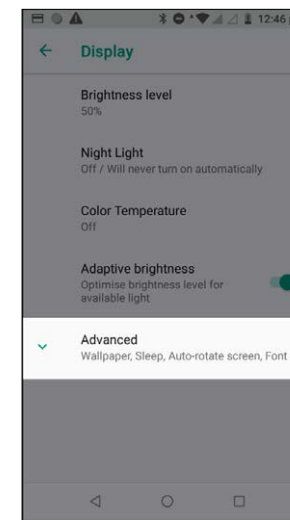
To return to the home screen tap the Payment screen key



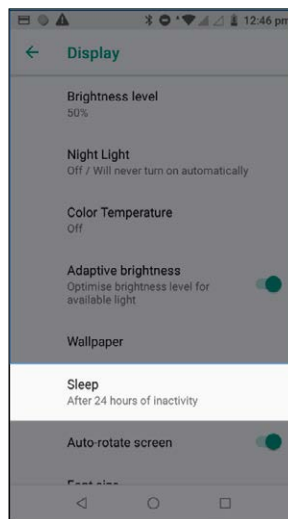
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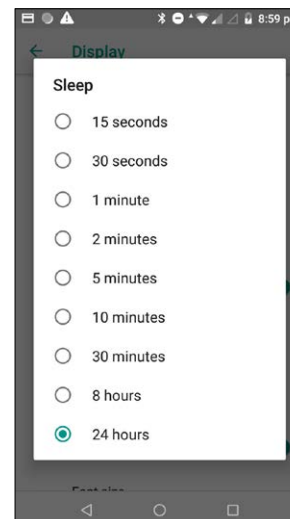
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Kiosk mode

You can set the Smart Giving app as your default app so that on completion of the transaction it returns to the app home screen displaying the pre-set amounts.

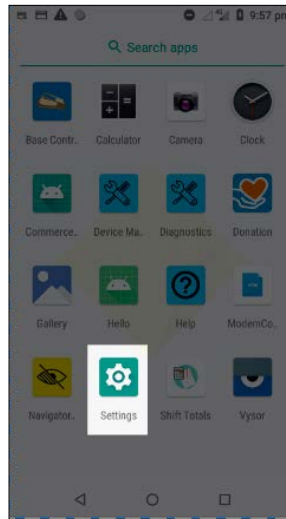
To set as default:

1. Navigate to the **Launcher** menu and tap on the **Settings** icon
2. Tap on **Apps & notifications**
3. Tap on **Advanced**
4. Tap on **Default apps**
5. Tap on **Home app**
6. Select **Smart Giving**

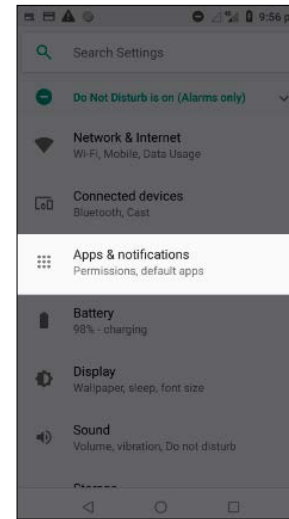
To return to the home screen tap the Payment screen key



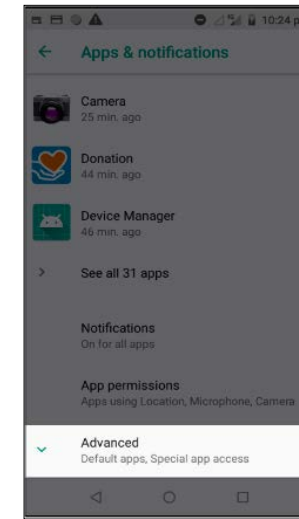
NOTE: To revert back to using the terminal payment screen as the default, repeat steps 1 to 5 and then select **Connect Express**



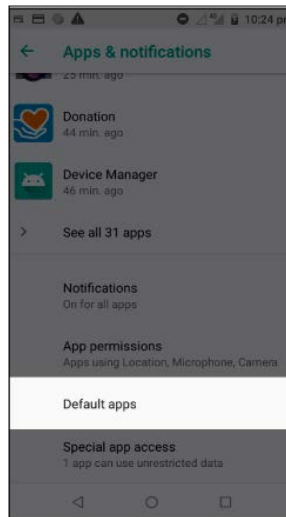
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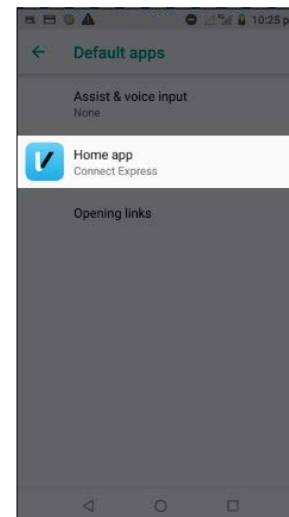
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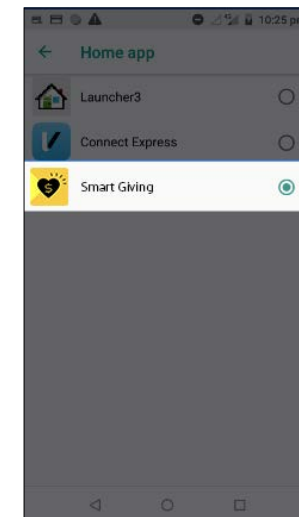
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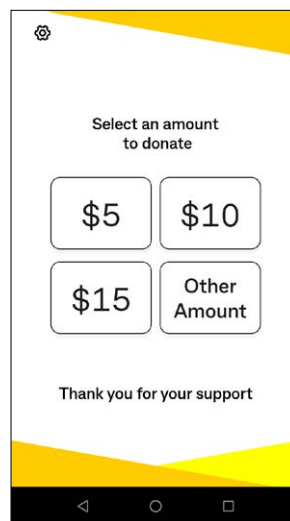


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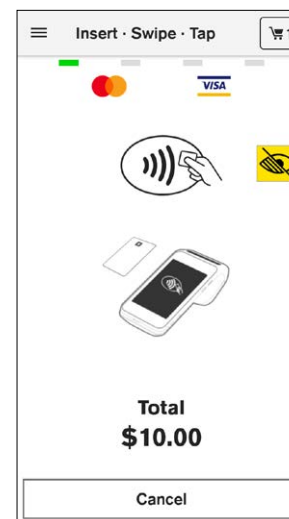
Accepting a donation

1. The customer selects one of the pre-set amounts or can choose to input a preferred amount by selecting **Other Amount**
 NOTE: The customer can use the number pad on screen to enter the preferred donation amount.
2. The customer will then be prompted to insert, swipe or tap their card
3. The customer can now choose the method they wish to receive a receipt if needed

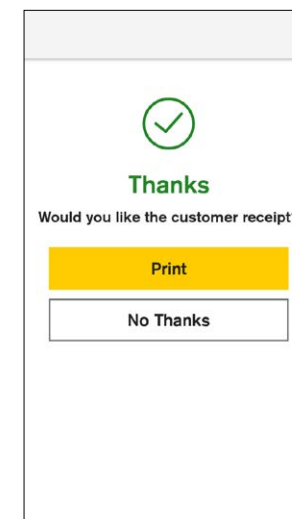
NOTE: If the amount is greater than the contactless limit (varies per card type) the customer will be required to enter their PIN to complete the transaction.



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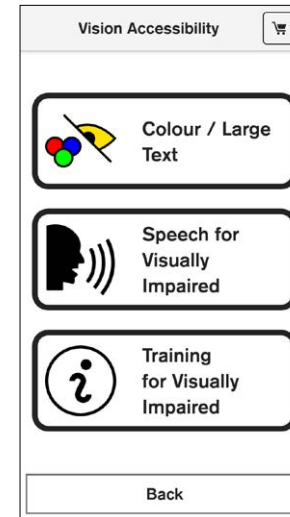
Accessibility

1. You can access the colour contrast and font size by tapping on the **Accessibility** icon



2. Here you can access your accessibility requirements

NOTE: For more information, please refer to the Smart Accessibility User Guide at commbank.com.au/merchantsupport

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Support

For support, please call the dedicated CommBank Merchant Helpdesk on 1800 230 177, 24 hours a day, 7 days a week.

When calling the Helpdesk, please make sure you have the following information ready:

- Terminal ID (located at the top of your merchant receipt)
- Trading name
- Trading address
- Trading phone number


Upgrades

An indicator will appear on the app card in the App Marketplace when a new version of the app becomes available. You will need to login to appmarketplace.commbank.com.au on your personal device or via the App Marketplace on your terminal to upgrade to the latest version of the app. You will need to restart the app on your terminal for the upgrade to be complete. For more information, please refer to the App Marketplace User Guide at commbank.com.au/merchantsupport.

Force closure

If the app is not responding you can force closure on the terminal by tapping the **Recent items** icon and then swipe right on the unresponsive app you want to close.





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