



delivery tribe

NEDBANK PocketPOS™

A PAYMENT SOLUTION USED WITH DELIVEREE

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Introduction:

Since the inception of the Deliveree software, Delivery Tribe has worked with various payment solution providers. Currently Delivery Tribe offers an integration with the Nedbank PocketPOS™.

Outcome:

The purpose of this user guide is to offer support material on the following key points:

1. Who to contact at the bank to sign up?
2. How the Payment solution works alongside the Deliveree Driver App.
3. Who to contact for support at the Banks when the payment devices are not working?
4. Reconciliation

Getting started with Nedbank:

Signing up with the Bank will be the responsibility of the store/restaurant owner.

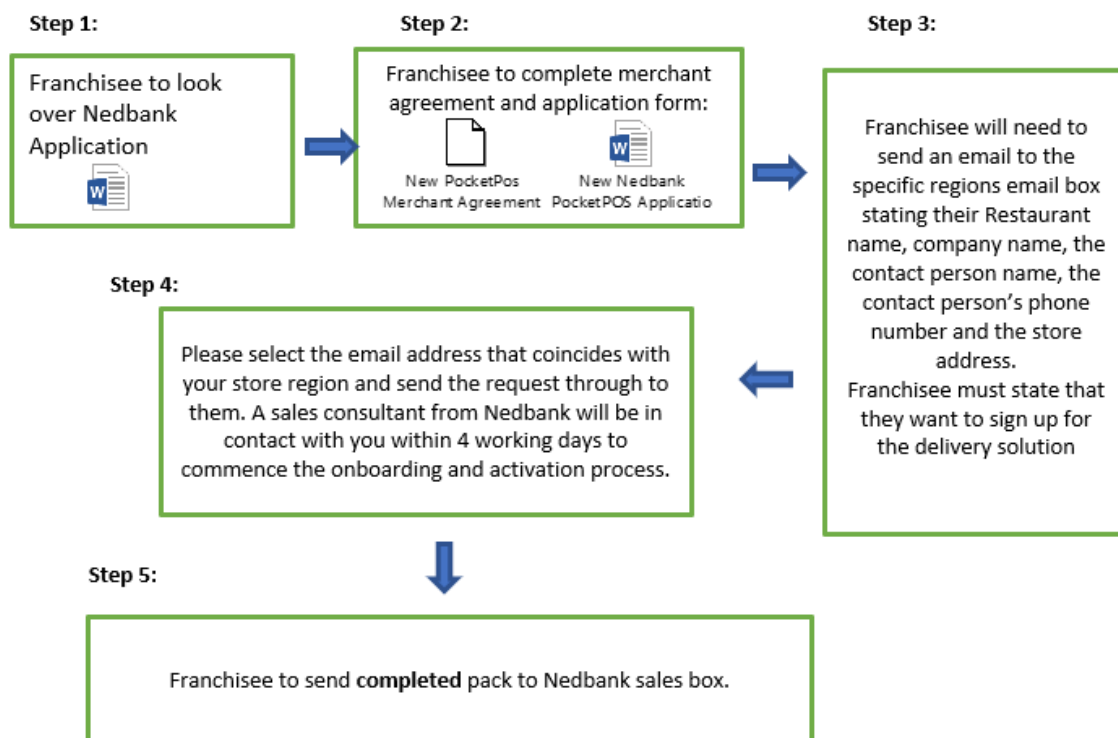
The bank will provide the store/restaurant with a merchant ID, Login information for their web portal and will deliver the devices/ arrange collection.

Thereafter, the store can use the device in conjunction with the Deliveree Driver App on their android device.

Important NEDBANK Support contact details:

PocketPOS™ Escalation Guide		
Escalation 1 st	Name	Merchant Helpdesk
	Email	NCC@Nedbank.co.za
	Contact Number	0860 114 966
Escalation 2 nd	Name	Merchant Helpdesk Escalations
	Email	MHE@Nedbank.co.za
Escalation 3 rd	Name	Sales Consultant
	Email	Contact salesperson that assisted with signup

****Please always Quote merchant number for every query logged with the Merchant helpdesk.*



**Kindly speak with your Nedbank regional support Office to acquire the correct documents.*

Nedbank Regional Support Office:

KZN - KZNAcquiringInbox@Nedbank.co.za
PTA & MPL - PretoriaAcquiringInbox@Nedbank.co.za
WC - WCAcquiringInbox@Nedbank.co.za
Gauteng & FS – GautengAcquiringInbox@Nedbank.co.za
EC - ECAcquiringInbox@Nedbank.co.za

Once all documents have been sent through to the regional box, a sales consultant will contact the franchisee and walk them through the process, as well training if required.

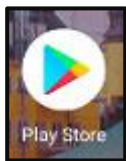
**Nedbank specific training will not be done by Delivery Tribe.*

Setting up the NEDBANK Payment App:

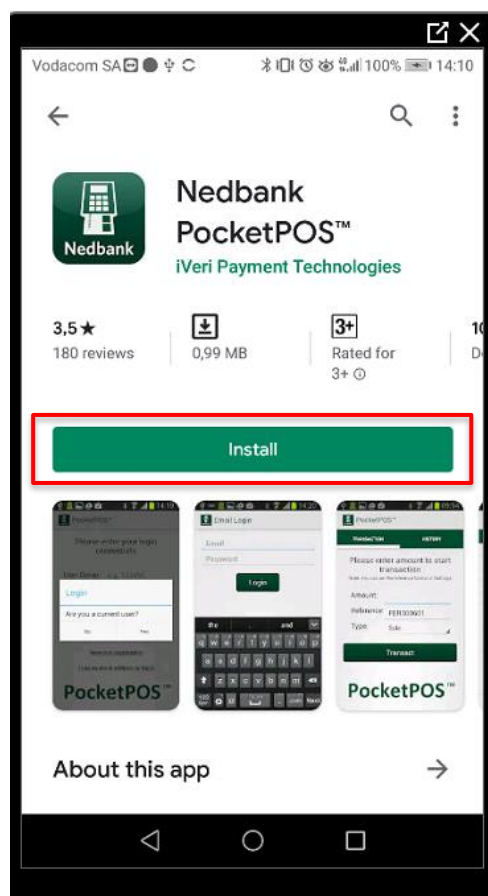
When a customer requests to make a card payment while on delivery. It is now possible to initiate the payment from within the Deliverree app on the handset.

By following the next steps, the Nedbank payment app will be set up and you will be able to:

- Connect the PocketPOS™ to the phone/tablet via Bluetooth
- Process transactions through the Nedbank PocketPOS™ app.
- Accept all major chip-and-PIN credit and debit cards (including American Express®, MasterCard and Visa).
- View all transactions for the day for the device in use.
 - You will only get your detailed report/statement the following day.

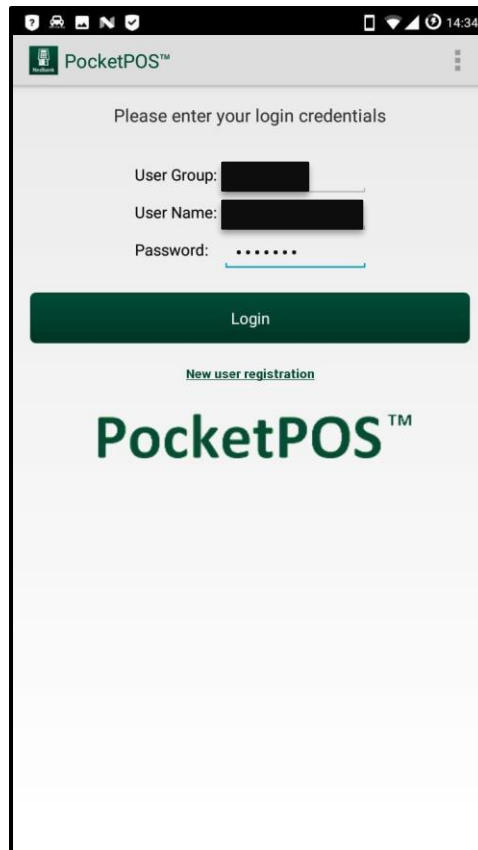


Once you have signed up and received your payment device, go to the Playstore and download the Nedbank PocketPOS™ App. Follow the prompts.



Once installed, the driver will be required to login with the client's merchant details. These details are not provided by Delivery Tribe. The bank would have sent these to the Franchisee.

Merchants can download the latest version of the PocketPOS™ application (4+) from the Google Play Store. Please note: Deliverree requires Android 7 or higher to integrate with the PocketPOS™ application.

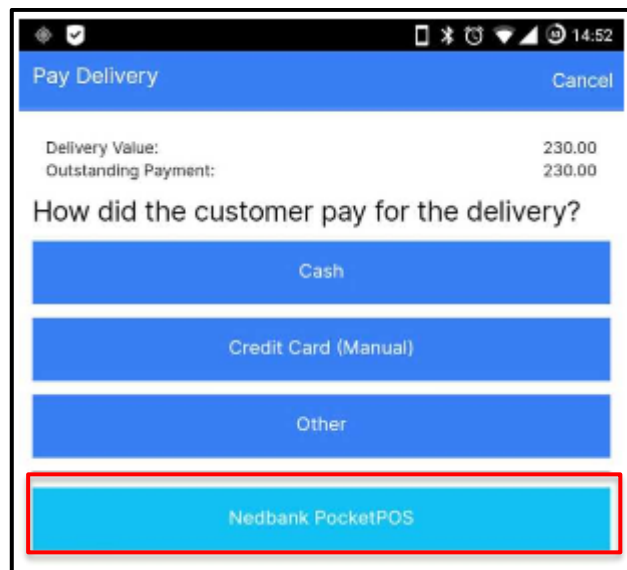


On the phone screen, the User Group will be displayed.

Credentials which include the (usergroup, username & password) should be used as allocated for the merchants' drivers

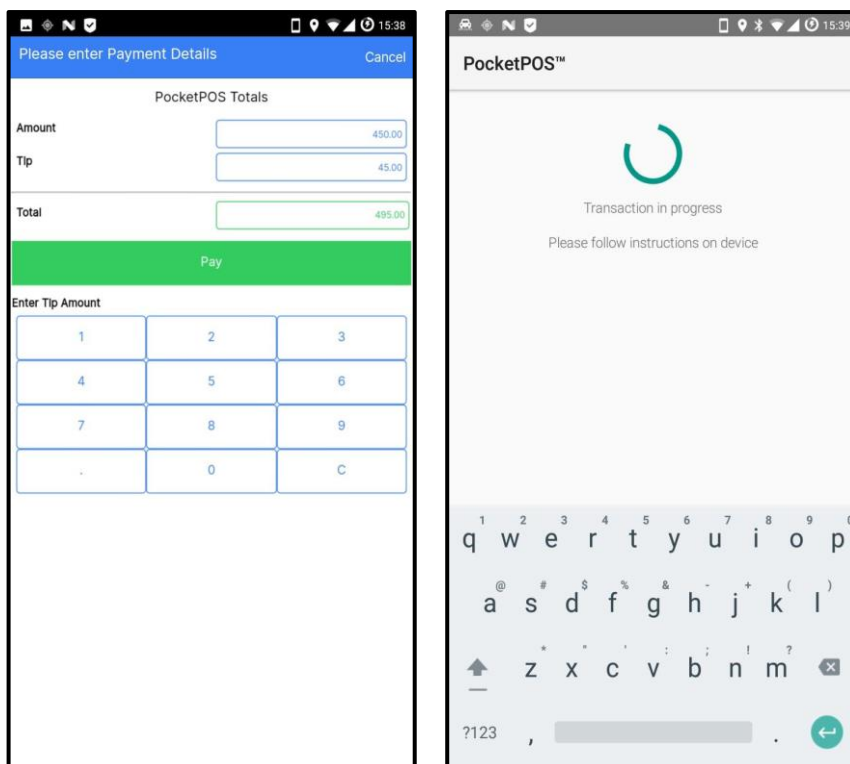
Receiving Payments (On the Deliverree App):

On the Deliverree Driver App, the driver will need to select the payment type. Select Nedbank PocketPOS™.



Once the NEDBANK payment application has been set up, you will be able to process card transactions on the Payment PocketPOS™ and it will integrate with Deliverree.

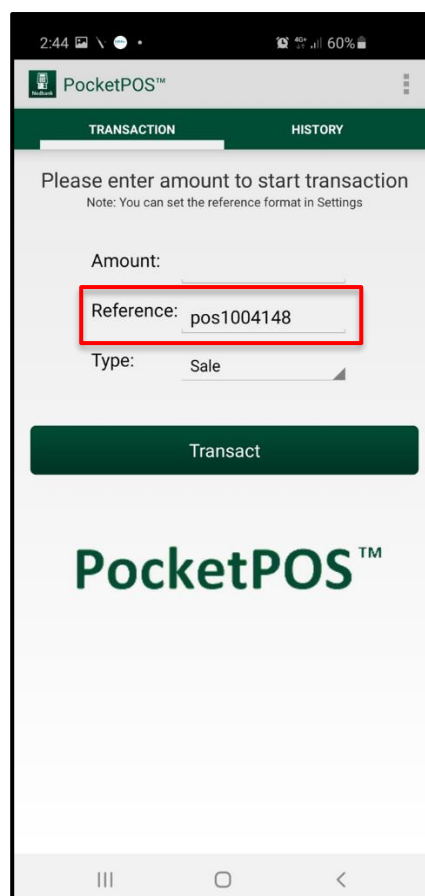
Once the driver selects "Pay" the PocketPOS™ app opens to handle the transaction.



The driver then uses the Miura device to make the payment. (This connects to the phone via Bluetooth).



You Should not have to physically type in a reference number- Deliverer reference details pull through. (when integrated on the correct Nedbank App version and the correct Android version)



Before a delivery is completed, the driver needs to select how payment was made. It is best practice to ensure that the drivers are all using the same conventions at the store so that cash up is more streamlined.

The screenshot shows the 'Pay Delivery' screen in the Driver app. The screen has a blue header with the title 'Pay Delivery' and a 'Cancel' button. Below the header, there is a table with the following data:

Total Amount	450.00
Already Paid	0.00
PocketPOS	450.00
Outstanding Payment:	0.00

Below the table, the text 'Delivery has been paid!' is displayed. At the bottom of the screen, there is a large blue button labeled 'Save Payments' which is circled in red. Below this button is a smaller yellow button labeled 'Clear'.

The PocketPOS™ device does NOT print a slip; however, does allow the driver to send the customer an SMS.

Once complete the Driver app returns to the foreground and the result is sent through. On successful payment the driver then hits "Save Payments" and completes the delivery.

Cash up:

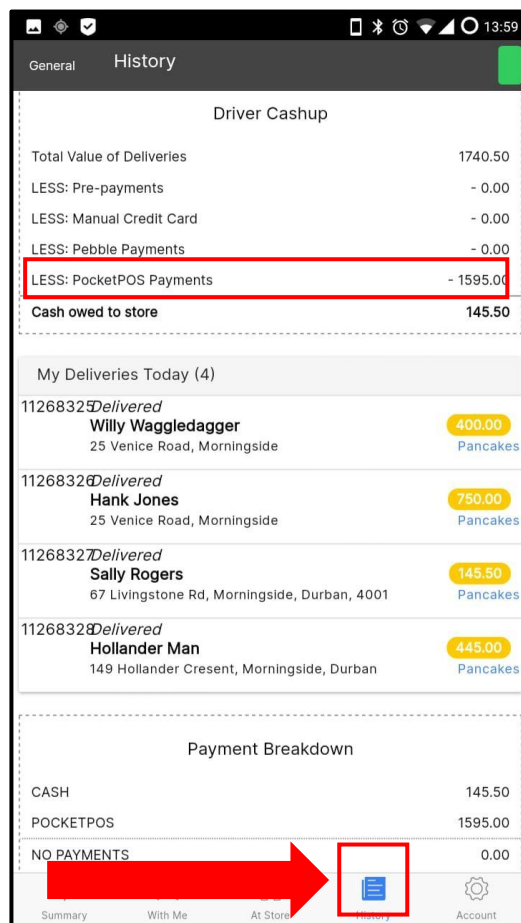
Cashing Up the Driver

Customer payments are tracked by Deliverree; these payments may have been made all on one device or across multiple devices during the day.

A recon of all driver transactions can be done from the driver's device or from the Deliverree reports.

To compare the amounts owed by the driver, the driver can go to:

"History" from the main screen and will get a breakdown of transactions made for that day as well as the payment type.



The screenshot shows the 'History' screen in the Deliverree app. At the top, there's a 'General' tab and a 'History' title. Below this is a 'Driver Cashup' section with a table of transactions. The table has two columns: the transaction description and the amount. The transactions are: 'Total Value of Deliveries' (1740.50), 'LESS: Pre-payments' (- 0.00), 'LESS: Manual Credit Card' (- 0.00), 'LESS: Pebble Payments' (- 0.00), 'LESS: PocketPOS Payments' (- 1595.00), and 'Cash owed to store' (145.50). The 'LESS: PocketPOS Payments' row is highlighted with a red box. Below this is a section titled 'My Deliveries Today (4)' which lists four deliveries with their status, driver name, address, and amount. The amounts are: 400.00, 750.00, 145.50, and 445.00. Below this is a 'Payment Breakdown' section with a table showing 'CASH' (145.50), 'POCKETPOS' (1595.00), and 'NO PAYMENTS' (0.00). A red arrow points from the 'NO PAYMENTS' row to a red box containing a blue icon. At the bottom, there are four tabs: 'Summary', 'With Me', 'At Store', and 'Account'.

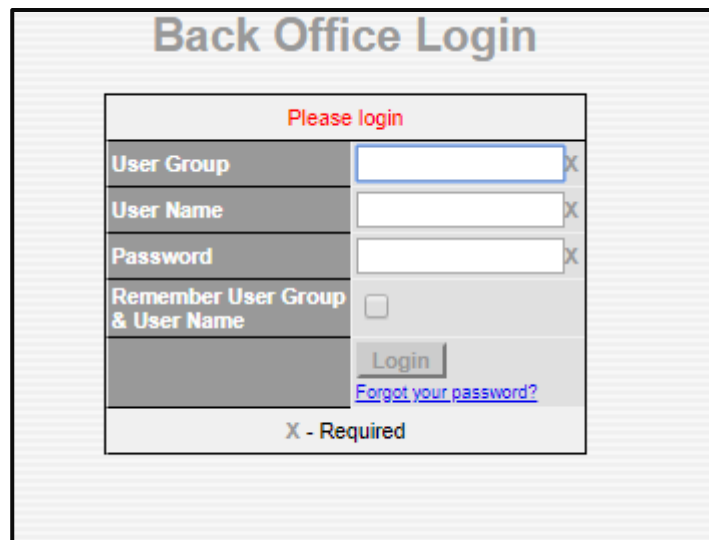
Driver Cashup	
Total Value of Deliveries	1740.50
LESS: Pre-payments	- 0.00
LESS: Manual Credit Card	- 0.00
LESS: Pebble Payments	- 0.00
LESS: PocketPOS Payments	- 1595.00
Cash owed to store	145.50

My Deliveries Today (4)	
11268325 Delivered Willy Waggleddagger 25 Venice Road, Morningside	400.00 Pancakes
11268326 Delivered Hank Jones 25 Venice Road, Morningside	750.00 Pancakes
11268327 Delivered Sally Rogers 67 Livingstone Rd, Morningside, Durban, 4001	145.50 Pancakes
11268328 Delivered Hollander Man 149 Hollander Crescent, Morningside, Durban	445.00 Pancakes

Payment Breakdown	
CASH	145.50
POCKETPOS	1595.00
NO PAYMENTS	0.00

Reconciliation:

The store manager can then compare what is shown on the Bank Back Office to what is on Deliverer. Nedbank Merchants: <https://backoffice.nedsecure.co.za> (This information will only be available the next day once Nedbank has “settled”).



The screenshot shows a web form titled "Back Office Login". Inside the form, there is a sub-section titled "Please login" in red. Below this, there are four input fields: "User Group", "User Name", "Password", and "Remember User Group & User Name". Each of the first three fields has a small "X" icon to its right, indicating it is a required field. The "Remember User Group & User Name" field has a checkbox. Below these fields is a "Login" button and a link that says "Forgot your password?". At the bottom of the form, there is a note that says "X - Required".

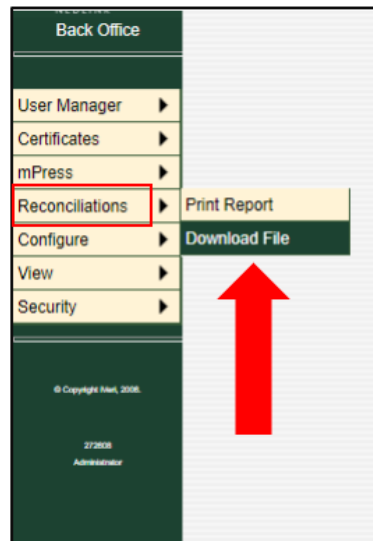
1. User Group - enter your Billing Details ID
2. Username - type in Administrator
3. Password - this is the Administrator password sent to you with the Billing Details ID by email. Copy and paste it from the email.
4. Once in BackOffice, the Administrator is able to allocate Usernames and Passwords to additional users by making use of the User Manager function described later in this guide.
5. Please follow the steps below to reset your password. • Click on Forgot your password? "This is a link found under the "Login" button " • Enter your User Group & Username. • Click on Submit If everything is entered correctly, you will receive an email with link for you to reset your password.

Below can only be done the following day.

To View/Print/Save reconciliation file for a specific acquirer cycle/settlement period in either:

- PDF
- XLS format
- CSV format.

Select the menu function Reconciliation then click on Download File/print.



NOTE: If your file contains more than 10000 records then the time in the message above will show 20 minutes. It is recommended that you click on the words Click Here and you will receive an email when your file is ready for retrieval.


The image below is an example for the statement from Nedbank/ iVeri for the day:



iVeri Reconciliation Report by Acquirer Cycle						
Date & Time	Card Number	Trace	Authorisation Code	Merchant Reference	Amount	Settle Amount
Acquirer Cycle:			02111			
Card Acceptor ID:						
Currency:			ZAR			
Result Status:			Successful			
Recon Status:			Reconciled			
Transaction Type:			Debit			
Terminal:			administrator			
2019-09-23 16:26:20	5284.....2094	04000687	134076	Hen065	R 237.70	R 237.70
2019-09-23 17:26:04	5284.....8130	04000688	436696	Hen81	R 85.60	R 85.60
2019-09-23 17:29:21	5284.....1804	04000689	582725	Hen76	R 139.90	R 139.90
2019-09-23 17:39:11	5229.....7378	04000690	363552	Hen80	R 189.80	R 189.80
2019-09-23 17:46:32	5284.....9944	04000691	132910	Hen75	R 149.90	R 149.90
2019-09-23 19:32:40	5284.....0331	04000692	803081	Ev117	R 149.90	R 149.90
2019-09-23 20:13:02	5222.....7283	04000693	857313	Hen135	R 106.90	R 106.90
2019-09-23 20:18:54	5284.....1107	04000694	731835	Hen144	R 180.00	R 180.00
Terminal Total: administrator					R 1,239.70	R 1,239.70
Transaction Type Total: Debit					R 1,239.70	R 1,239.70
Recon Status Total: Reconciled					R 1,239.70	R 1,239.70
Result Status Total: Successful					R 1,239.70	R 1,239.70
Currency Total: ZAR					R 1,239.70	R 1,239.70

You cannot use this for the cash up as only available the following day.

Delivery Admin:



Payment information will also be available in Deliverer Client Admin on the delivery details page.

**Delivered** Mark As Problem


**Store**
Pancakes 

Sales Channel
WEB



Delivery Zone
Not Postman

**Driver**
General Dogsboddy 



Trip
Position 4 of 7


**Delivery Value**
114.00
Delivery Charge
0.00

Delivery Details
sdfasdfsdfsdf

**Paid**

Transactions

	Time	Payment Type	
	10:15	PocketPOS	

**Delivered**
10:15

Target
09:50
+24 min

Estimated
10:15
+0 min

Travel Times

Estimated
2 mins

Actual
1 mins

Deliverree Reports:

Below is an example of the **Payment History Report** that will show the full history of payments, including ones done with the Nedbank PocketPOS™. This can be used as recon to manage all orders that came through and were successfully paid with the PocketPOS™.

The report can be filtered by payment type and by the driver's name.

Payment History Report

All Reports

Report Parameters

From Date:2020-06-01

To Date:2020-06-12

View

Copy

Excel

CSV

Print

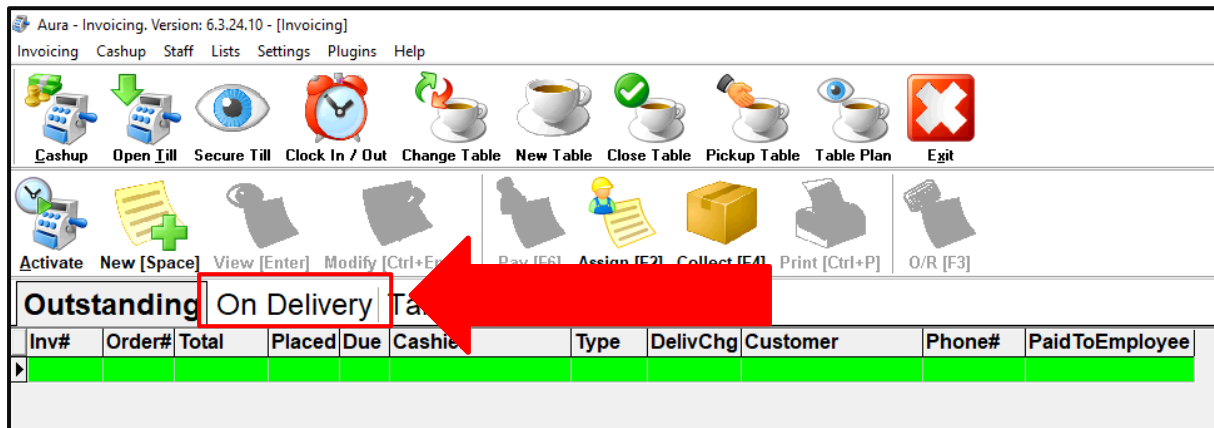
PDF

Day	Payment Type	Successful	Timestamp	Driver	Amount		
Delivery: 11268264 - Delivered							
2020-06-01	OTHER	✓	2020-06-01 08:54:26	Delivery Man	120.00		
Delivery: 11268265 - Delivered							
2020-06-01	CASH	✓	2020-06-01 08:56:14	Delivery Man	123.00		
Delivery: 11268266 - Delivered							
2020-06-01	PocketPOS	✗	2020-06-01 10:01:40	General Dogsbody	0		
2020-06-01	PocketPOS	✗	2020-06-01 10:02:10	General Dogsbody	0		
2020-06-01	PocketPOS	✗	2020-06-01 10:03:02	General Dogsbody	0		
2020-06-01	PocketPOS	✗	2020-06-01 10:03:49	General Dogsbody	0		
2020-06-01	MANUALCC	✓	2020-06-01 10:05:16	General Dogsbody	440.00		
Delivery: 11268267 - En Route							
2020-06-01	PocketPOS	✗	2020-06-01 12:09:18	General Dogsbody	0		
Delivery: 11268268 - Delivered							
2020-06-02	MANUALCC	✓	2020-06-02 09:22:50	General Dogsbody	120.00		
2020-06-02	CASH	✓	2020-06-02 09:22:59	General Dogsbody	120.00		
Delivery: 11268269 - Delivered							
2020-06-02	MANUALCC	✓	2020-06-02 09:23:40	General Dogsbody	123.00		
Delivery: 11268270 - Delivered							
2020-06-02	CASH	✓	2020-06-02 16:56:35	General Dogsbody	400.00		
Delivery: 11268271 - Delivered							

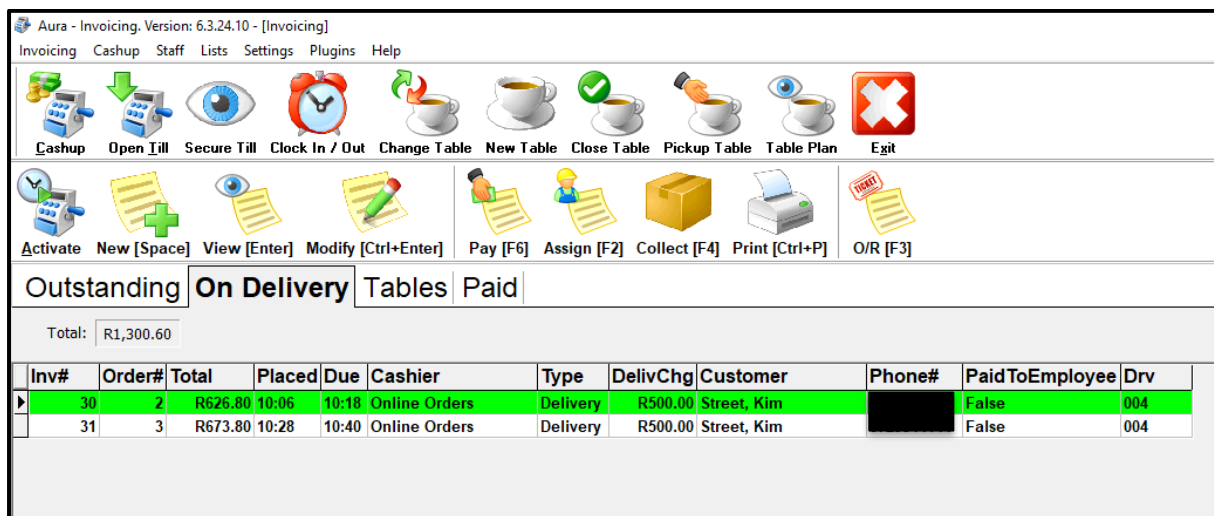
AURA Drivers:

Restaurants who work with the AURA Pos system can follow these steps.

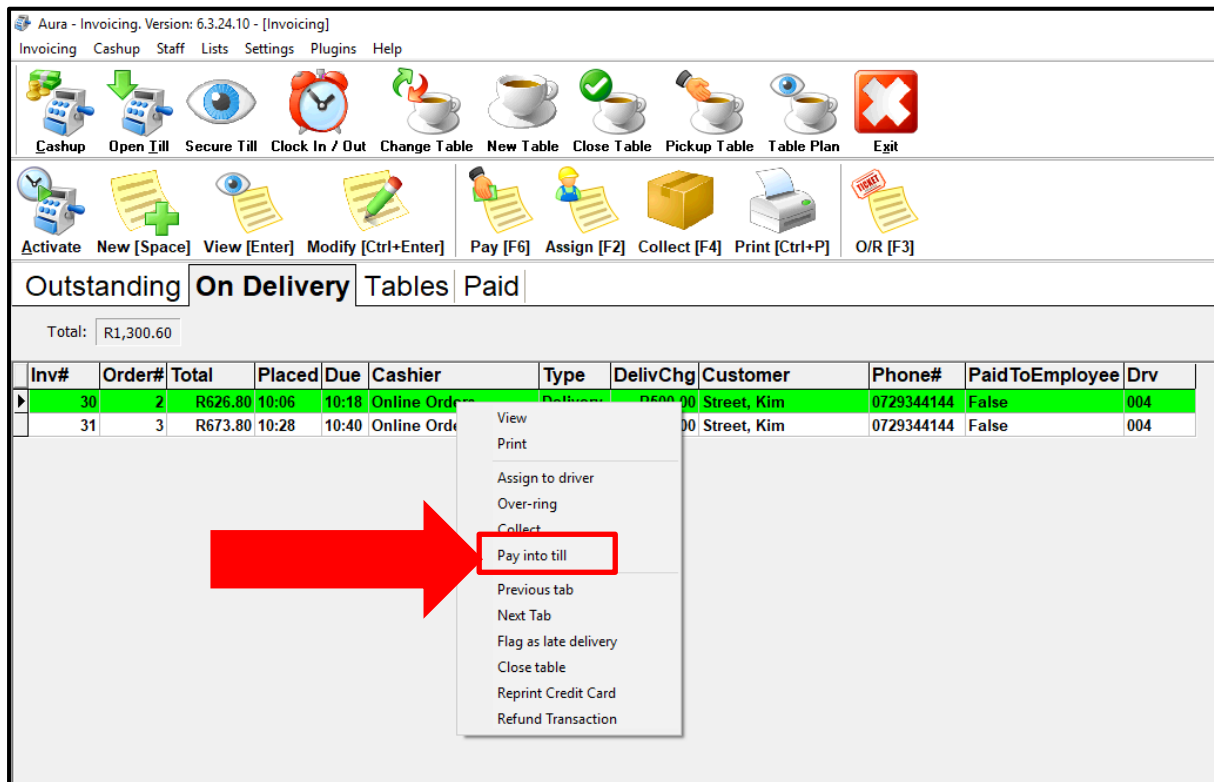
Select "On Delivery" on the Aura Invoicing system.



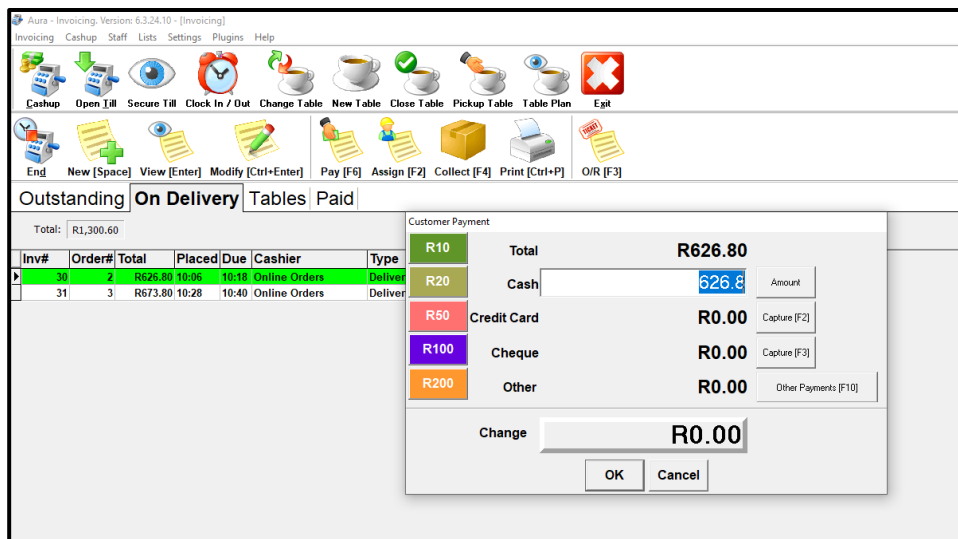
Select the driver whose delivery you want to pay in. (You can select ALL drivers but if the store has been busy recommend you select a specific driver)



Right-Click on the order the driver wants to pay in. Select pay in to till.



A Pop-up screen will show the following:



1. Total: This will be the total amount on the invoice.
2. You will see Cash, Credit Card, Cheque and other.
 - Credit Card (F2) This is for shop counter sales only.
 - Cheques (F3) This is for driver credit card sales (it helps differentiate between speed points used at the store and speed points used by drivers on delivery)

Select HOW the customer paid.

The example below is for Cash:

The screenshot shows the 'Customer Payment' window. On the left, there is a vertical list of payment methods with corresponding function keys: R10 (Total), R20 (Cash), R50 (Credit Card), R100 (Cheque), and R200 (Other). The 'Cash' option (R20) is selected. The 'Total' is displayed as R626.80. The 'Cash' amount is entered as 626.8. The 'Change' is calculated as R0.00. On the right, there are buttons for 'Amount', 'Capture [F2]', 'Capture [F3]', and 'Other Payments [F10]'. At the bottom, there are 'OK' and 'Cancel' buttons.

The example below is for Credit Card Sales: E.g., PocketPOS™™.

Select (F3) then where you are asked for “name” enter drivers initials and last three digits of the invoice.

The screenshot shows the 'Customer Payment' window with the 'Credit Card' option (R50) selected. A modal window titled 'Cheque Details' is open, showing a 'Name' field and an 'Amount' field. The 'Amount' field has a value of 0. The modal has 'OK', 'Cancel', and 'Clear' buttons. In the background, the 'Total' is R626.80, and the 'Cash' amount is 0. The 'Still due' amount is R626.80. The 'OK' and 'Cancel' buttons are at the bottom.

Once you have selected the correct payment method and captured the amount tendered by the customer (including tip). Click ok.

The screenshot shows the 'Customer Payment' window with a numeric keypad overlay. The keypad has a title bar 'Tendered' and a value of 700. The keypad contains digits 0-9, a decimal point, and a 'C' (clear) button. Below the keypad is a 'BS' (backspace) button. The keypad has 'OK' and 'Cancel' buttons at the bottom. In the background, the 'Total' is R626.80, and the 'Cash' amount is 0. The 'Still due' amount is R626.80. The 'OK' and 'Cancel' buttons are at the bottom.

Click on “OK”.

The screenshot shows a 'Customer Payment' interface. On the left is a vertical stack of colored buttons labeled R10 (green), R20 (olive), R50 (red), R100 (purple), and R200 (orange). The main area contains a table with payment details:

Total	R626.80	
Cash	700	Amount
Credit Card	R0.00	Capture [F2]
Cheque	R0.00	Capture [F3]
Other	R0.00	Other Payments [F10]

Below the table, the 'Change' field displays 'R73.20'. At the bottom are 'OK' and 'Cancel' buttons. A large red arrow points from the left towards the 'OK' button.

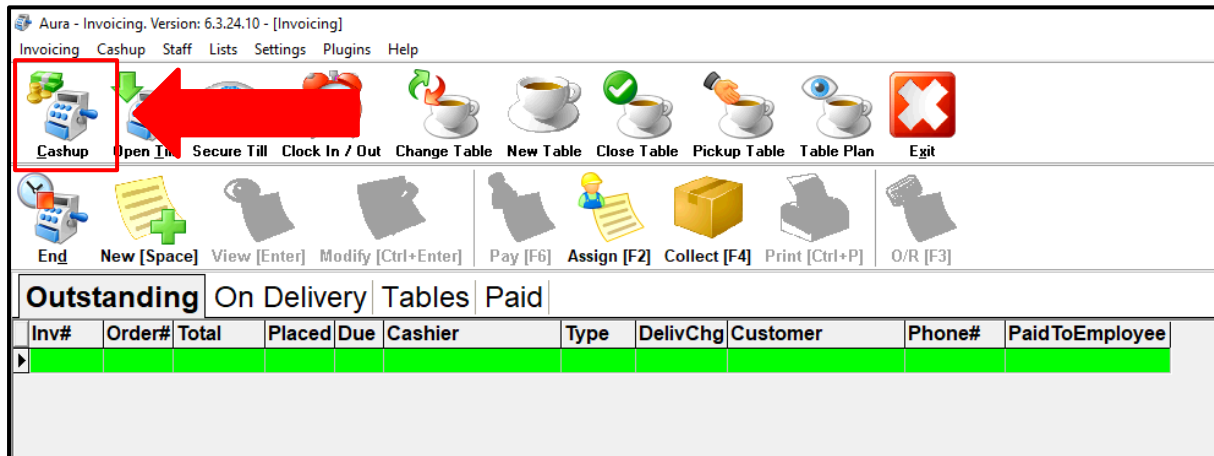
The system will show you if any change is to be given to the driver (this is the tip).

This will take the delivery out of “outstanding deliveries” and now forms part of the cashier’s cash up.

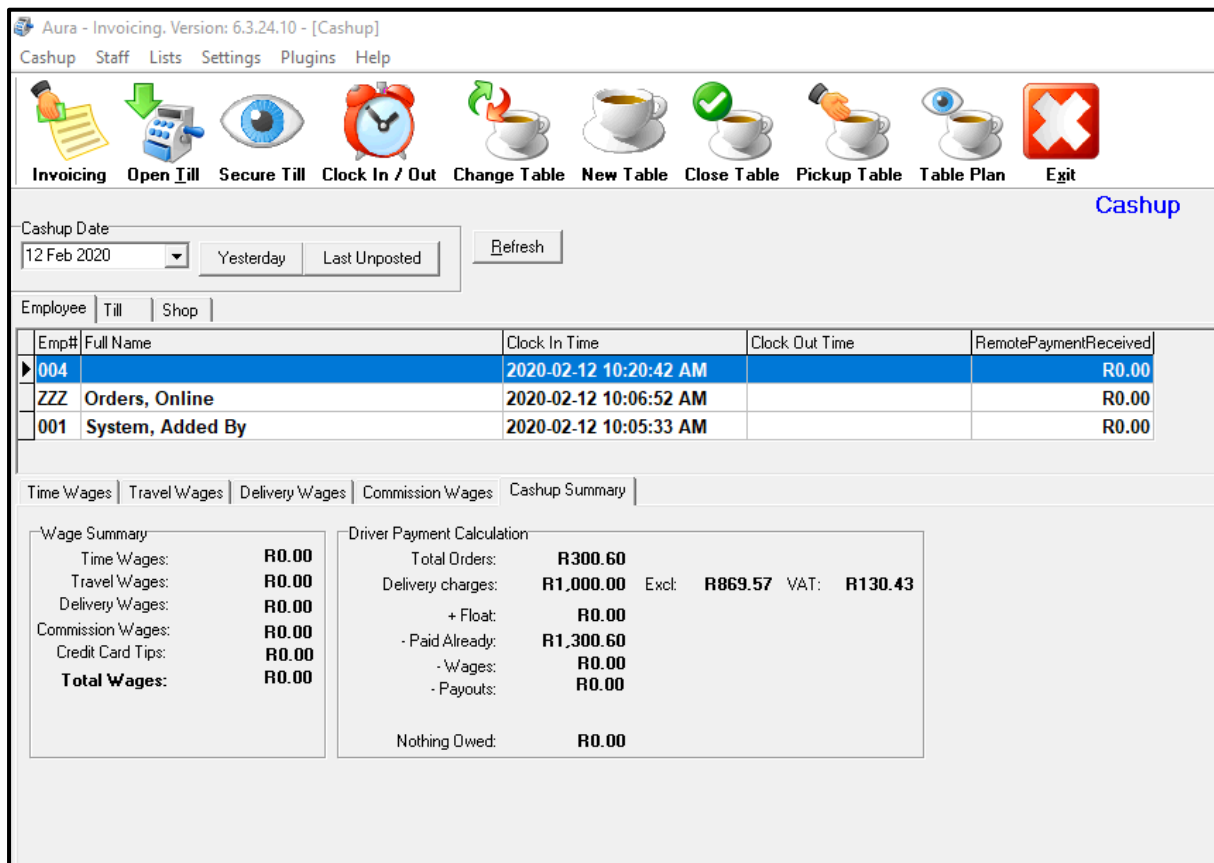
By the end of the shift all the drivers must have been paid into a cashier.

Cashing up the driver

Select "Cash Up" in Aura invoicing.



A new screen will pop up firstly listing all employees who have logged into Aura Invoicing.



Click on the driver you wish to cash up and you will then see the following in the driver calculation block on the right:

- Total Orders
- Delivery Charges
- +Float
- Paid Already
- Wages
- Pay-outs
- Nothing Owed

Aura - Invoicing, Version: 6.3.24.10 - [Cashup]

Cashup Staff Lists Settings Plugins Help

Invoicing Open Till Secure Till Clock In / Out Change Table New Table Close Table Pickup Table Table Plan Exit

Cashup Date: 12 Feb 2020 Yesterday Last Unposted Refresh

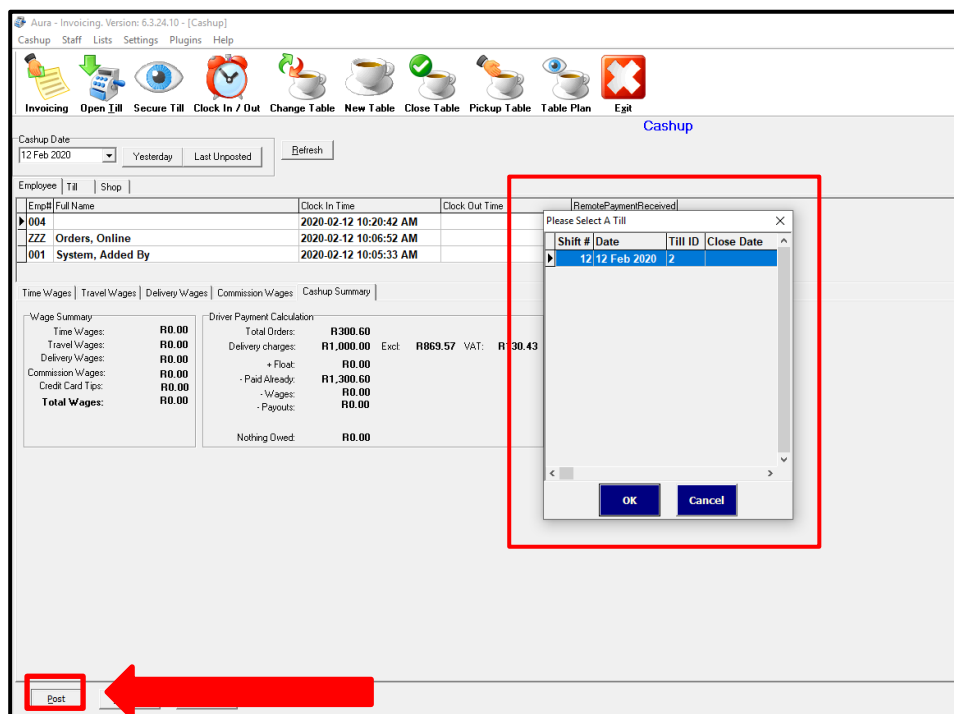
Emp#	Full Name	Clock In Time	Clock Out Time	RemotePaymentReceived
004		2020-02-12 10:20:42 AM		R0.00
ZZZ	Orders, Online	2020-02-12 10:06:52 AM		R0.00
001	System, Added By	2020-02-12 10:05:33 AM		R0.00

Time Wages | Travel Wages | Delivery Wages | Commission Wages | Cashup Summary

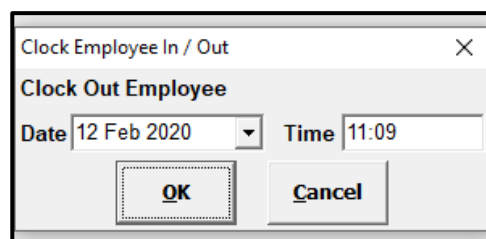
Wage Summary		Driver Payment Calculation	
Time Wages:	R0.00	Total Orders:	R300.60
Travel Wages:	R0.00	Delivery charges:	R1,000.00 Excl: R869.57 VAT: R130.43
Delivery Wages:	R0.00	+ Float:	R0.00
Commission Wages:	R0.00	- Paid Already:	R1,300.60
Credit Card Tips:	R0.00	- Wages:	R0.00
Total Wages:	R0.00	- Payouts:	R0.00
		Nothing Owed:	R0.00

If screen says “nothing owed” then driver has been successfully cashed up. If screen say “due by driver” then you must go back and establish which order has not been paid in. The “Drivers Daily Control Sheet” (Appendix A) should assist you with this. If screen says “due to driver” it is the driver’s wages for the day if paid daily.

Select Post and the post to a till:



You can the clock the employee out and end their shift.



Capture the ODO reading, Select OK and the system will tell you that you have successfully cashed up the employee.

