
PIN & PAY

CREDIT. DEBIT. CHARGE. PREPAID



Quick Guide for PIN Terminal

1 Ask customers to insert or tap their card at the terminal.



2 If the terminal requests for PIN, ask customers to enter their 6-digit PIN.

Note: Always let customers enter their PIN and look away from the keypad.



3 Only if customers don't know their PIN, press OK/ENTER to bypass PIN and verify signature.

Note: Advise customers to contact their bank to get their PIN.

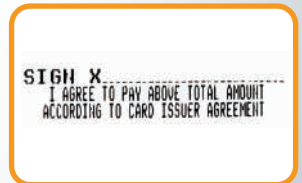


4 If merchant copy of receipt shows "NO SIGNATURE REQUIRED", you don't need customers to sign.

Note: Check if the receipt requires signature.



5 If merchant copy of receipt has a signature panel, ask customers to sign.



For more reference, please contact Maybank Merchant Helpdesk.



PIN & BAYAR

KREDIT. DEBIT. CAJ. PRABAYAR



Panduan Menggunakan Terminal PIN

- 1 Minta pelanggan masukkan atau sentuh kad pada terminal.



- 2 Jika terminal meminta PIN, minta pelanggan untuk masukkan PIN 6 digit.

Nota: Apabila pelanggan memasukkan PIN, anda tidak seharusnya melihat pad kekunci.



- 3 Hanya jika pelanggan tidak mengetahui PIN, tekan OK / ENTER untuk memintas penggunaan PIN dan mengesahkan tandatangan.

Nota: Nasihati pelanggan supaya menghubungi bank bagi mendapatkan PIN.

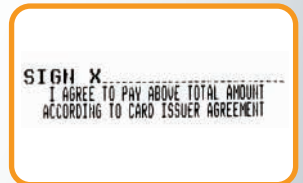


- 4 Jika salinan resit peniaga menunjukkan "NO SIGNATURE REQUIRED", maka pelanggan tidak perlu menurunkan tandatangan.

Nota: Periksa sama ada resit memerlukan tandatangan atau tidak.



- 5 Jika salinan resit peniaga mempunyai ruang untuk tandatangan, minta pelanggan menurunkan tandatangan pada resit tersebut.



Untuk rujukan lanjut, hubungi talian bantuan Maybank Merchant.

