



HKT POS Mobile Application User Guide

HKT POS 流動應用程式使用指南

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3) Usage of HKT POS app is subject to the relevant terms and conditions. For more information, please refer to the relevant application form(s).

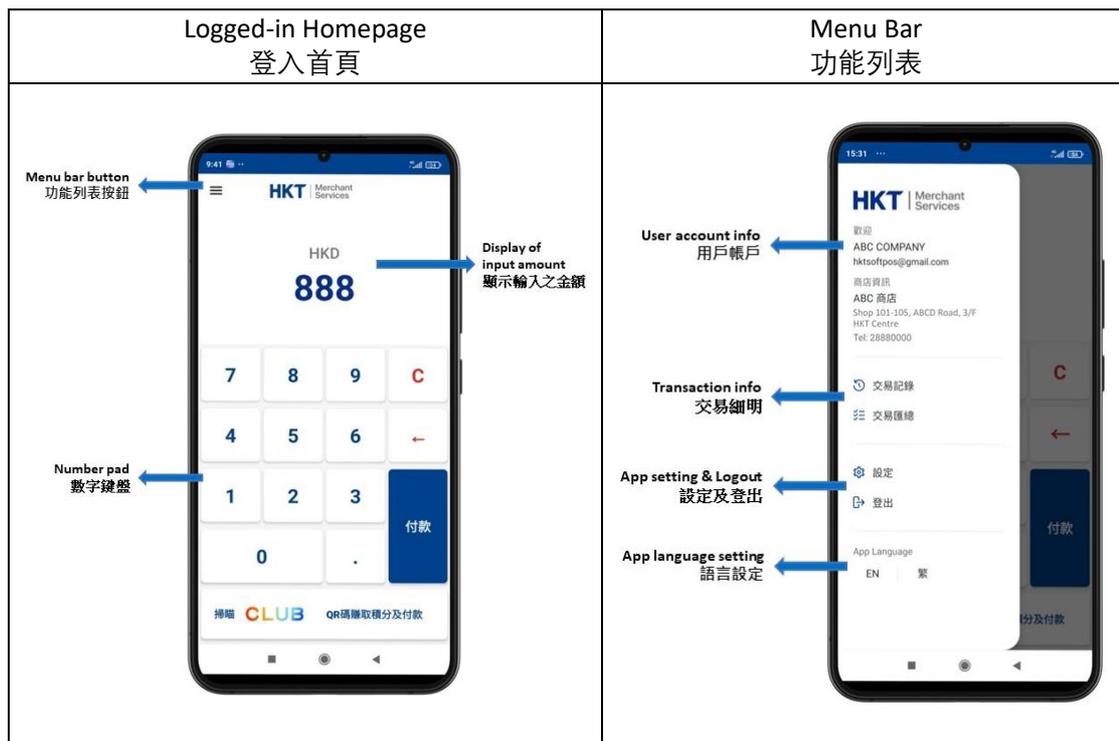
使用 HKT POS 應用程式受相關的條款及細則所約束。詳情請參閱相關的申請表格。

1. Getting Started 開始使用

1.1 Overview 概覽

HKT POS Mobile Application (“HKT POS app”), a secured app-based payment acceptance solution which aims at offering flexibility, cost-effectiveness, eco-friendliness and ease of use for merchants in Hong Kong.

HKT POS 流動應用程式（「HKT POS 應用程式」），一個致力為香港商戶，提供安全、靈活、符合成本效益、環保及易於使用的流動應用程式收款解決方案。



1.2 Security Standards 安全標準

HKT POS has been certified with security standards from PCI Security Standards Council (“PCI SSC”). The PCI security standards provide a set of principles and requirements for a mobile device to accept contactless card payment using built-in NFC sensor.

HKT POS 已通過 PCI Security Standards Council (「PCI SSC」) 的安全標準認證。PCI 安全標準為流動裝置提供了一系列接受內建 NFC 接收器之感應式卡支付的原則和要求。

1.3 App Download 下載應用程式

HKT POS is available to download from Google Play store (Hong Kong).

HKT POS 可從 Google Play 商店（香港）下載。



Remark 備註：

- *If you would like to proceed with card payment means with HKT such as Visa and Mastercard®, please also download HKT POS Assist mobile application (“HKT POS Assist”) from Google Play store at the same time.*

如果需要使用支付卡收款方式，例如 Visa 和 Mastercard®，請同時於 Google Play 商店（香港）下載 HKT POS Assist 流動應用程式（「HKT POS Assist」）。

**1.4 Minimum Requirements for Phone Compatibility 最低手機規格相容要求**

HKT POS is compatible with Android phones with the following requirements:

HKT POS 相容於以下規格的 Android 手機：

Phone specification requirements

1. Android version 10 or above
2. Built-in NFC sensor
3. Built-in camera
4. Google Play Protect certified

手機規格要求

1. Android 10 或以上版本
2. 內置 NFC 感應器
3. 內置鏡頭
4. Google Play Protect 認證

Remark 備註：

- *Please allow location and camera permissions on the mobile device for using HKT POS and HKT POS Assist.*

請在使用 HKT POS 和 HKT POS Assist 的流動裝置上允許位置和相機權限。

- *HKT POS supports mobile phones from the following brands that fulfil the Minimum Requirements for Phone Compatibility as stated under [section 1.4](#) (The order is not specific):*

HKT POS 適用於以下符合[章節 1.4](#)所述之最低手機相容要求的之品牌的手機（排序不分先後）：

- *GOOGLE*
- *HONOR*
- *MOTOROLA*
- *NOTHING*
- *OPPO*
- *POCO*
- *VIVO*
- *ZTE*
- *HUAWEI 華為*
- *NOKIA 諾基亞*
- *ONEPLUS 一加*
- *REDMI 紅米*
- *SAMSUNG 三星*
- *SONY 索尼*
- *XIAOMI 小米*

1.5 Login 登入

Steps

- 1) Enter an email address associated with your Merchant Portal account.
- 2) Enter password and click the "Login" button to log in.

步驟

- 1) 輸入與您的商戶平台帳戶相關聯的電郵地址。
- 2) 輸入密碼然後點擊「登入」按鈕登入。

Remarks 備註：

- *Upon launch of HKT POS, it will verify if HKT POS Assist is installed. If it is not installed yet, a reminder message will appear. You may choose to download HKT POS Assist or proceed without it. However, please note that contactless card payment will be disabled if you proceed without HKT POS Assist app.*
啟用 HKT POS 後，系統將進行 HKT POS Assist 的安裝驗證。若尚未安裝 HKT POS Assist，將顯示一則提醒訊息。您可以選擇是否下載 HKT POS Assist。但請注意，如於未安裝 HKT POS Assist 的情況下繼續使用 HKT POS，HKT POS 將無法接受感應式卡支付功能。
- *For the first time login, please ensure the GPS and Camera functions are enabled on the mobile device.*
首次登入時，請確保流動裝置上 GPS 和相機功能已啟用。
- *Only one concurrent app login is allowed for each account.*
每個帳戶僅允許同時登入一個應用程式。
- *Password could be revealed in plain text during entry by clicking the Password Reveal Button.*
可點擊密碼顯示按鈕，以純文字於輸入過程中顯示密碼。

1.6 Logout 登出

Steps

- 1) Click menu bar button “☰”.
- 2) Click “Logout” button to log out of HKT POS.
- 3) Press “Yes” to confirm logging out or press “No” to stay sign-in.

步驟

- 1) 點擊功能列表「☰」按鈕
- 2) 點擊「登出」按鈕登出 HKT POS。
- 3) 按「是」按鈕以確認登出，或按「否」按鈕以保持登入狀態。

1.7 Sign Up 即刻登記

Steps

- 1) Click "Sign Up" button on login page.
- 2) You will be redirected to a Service Enquiry online form on HKT Merchant Services website.
- 3) Fill out the online form, and a Sales Representative will follow up with you.

步驟

- 1) 於登入頁面點擊「即刻登記」按鈕。
- 2) 您會被重新導向至 HKT Merchant Services 網站上的服務申請查詢網上表格。
- 3) 填妥網上表格，銷售人員將與您跟進。

1.8 Forget Password 忘記密碼

Steps

- 1) Click the "Forgot Password" button on the Login page.
- 2) You will be redirected to a Forget Password website.
- 3) On the Forget Password website, enter the email address associated with your Merchant Portal account and click the "Confirm" button.
- 4) A password reset email will be sent to the email address associated with your Merchant Portal account. Follow the instructions in the email to reset your password by creating a new one.
- 5) When password has been successfully reset, please use this new password to log in to the HKT POS.

步驟

- 1) 於登入頁面點擊「忘記密碼」按鈕。
- 2) 您會被重新導向至忘記密碼網頁。
- 3) 於忘記密碼網頁上，輸入與您的商戶平台帳戶相關的電郵地址，然後點擊「確認」按鈕。
- 4) 密碼重設電郵將發送至與您的商戶平台帳戶相關的電郵地址。按照電郵中的指示重設新密碼。
- 5) 當密碼已成功重置後，請使用此新密碼登入 HKT POS。

1.9 Payment Means Acceptance 支援的收款方式

QR Code Payments: 二維碼支付：	 +  
Contactless Cards: 感應式卡支付：	 
Mobile Payments*: 流動支付*：	  

*For acceptance of Visa and Mastercard® payments.

*接受 Visa 及 Mastercard® 支付。

*Tap & Go is operated by HKT Payment Limited (Stored Value Facilities Licence Number: SVF0002) and subject to its relevant terms and conditions (www.tapngo.com.hk/eng/tnc.html).

*「拍住賞」由 HKT Payment Limited (儲值支付工具牌照號碼: SVF0002) 營運，並受相關條款及細則約束 (www.tapngo.com.hk/chi/tnc.html)。

2. HKT POS App Features HKT POS 應用程式功能

2.1 Making Payments & Customer e-Receipt Issuance 收款 & 發送顧客電子收據

Steps

步驟

- | | |
|--|--|
| <ol style="list-style-type: none"> 1) Enter the transaction amount. 2) Click “Pay” button. <ul style="list-style-type: none"> ➤ If customers need to earn Clubpoints, click “Scan CLUB QR To Earn Points & Pay” button instead. Then, scan customer’s The Club member’s QR code. 3) Select your preferred payment means to complete the transaction. HKT POS Assist will automatically launch for Visa or Mastercard® payments. <ul style="list-style-type: none"> ➤ QR Code Payments: Merchant presents a QR code on HKT POS for customers to scan. ➤ Contactless Cards and Digital Wallets: Tap card on Merchant’s device to complete a transaction. 4) If the payment amount exceeds the limits, the signature screen will be automatically prompted to request the customer's signature. 5) "Payment Success" message will be displayed to indicate the completion of the transaction. | <ol style="list-style-type: none"> 1) 輸入交易金額。 2) 點擊「付款」按鈕。 <ul style="list-style-type: none"> ➤ 如果顧客需要賺取 Club 積分，則需點擊「掃描 CLUB QR 碼賺取積分及付款」按鈕。然後，掃描顧客的 Club 會員二維碼。 3) 選擇支付方式以完成交易。如需使用 Visa 或 Mastercard® 收款，HKT POS Assist 將會自動啟用。 <ul style="list-style-type: none"> ➤ 二維碼支付：商戶在 HKT POS 上出示二維碼供顧客掃描。 ➤ 感應式卡支付和流動支付：向商戶的裝置上拍卡以完成交易。 4) 若支付金額超出限額，系統會要求顧客簽名以完成交易。 5) 交易完成後會顯示「付款成功」訊息。 |
|--|--|

6) If the merchant wants to issue a digital receipt to the customer after the transaction is completed:

- a. Ask the customer to input their email address.
- b. Click the "Send" button.
- c. Select and launch the preferred built-in email application on the mobile phone.
- d. The email content will be auto-filled with receipt information.
- e. Click the send button to send the receipt to the customer.

6) 若商戶希望於交易完成後向顧客發送電子收據：

- a. 顧客輸入其電郵地址。
- b. 點擊「發送」按鈕。
- c. 選用手機上的內建電郵應用程式。
- d. 系統會自動填寫電郵內容及收據資訊。
- e. 點擊發送按鈕以發送收據給顧客。

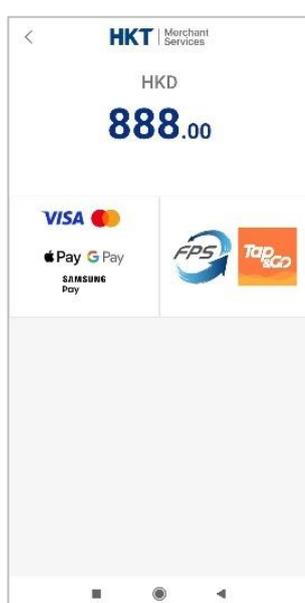
Remarks 備註：

- *HKT POS Assist will only be launched for processing Visa or Mastercard® payments.*
HKT POS Assist 僅於處理 Visa 或 Mastercard® 收款時啟用。
- *Merchants can cancel a transaction by clicking the "<" button and returning to the HKT POS Home Page.*
商戶可點擊「<」按鈕以取消交易並返回 HKT POS 主頁。

Illustration 圖示：

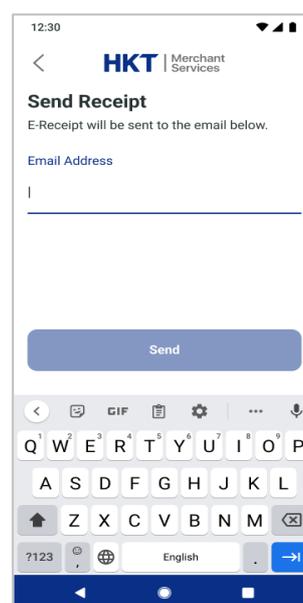
Making Payment

收款



Customer e-Receipt Issuance

發送顧客電子收據



2.2 View Transaction History & Details 瀏覽交易紀錄及支付詳情

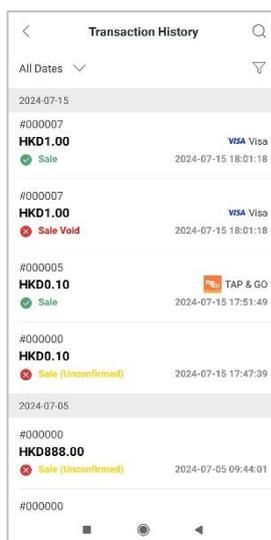
Steps

- 1) Click menu bar “≡” button
- 2) Click “Transaction History” button
- 3) Click on a preferred transaction to view the transaction details

步驟

- 1) 點擊功能列表「≡」按鈕
- 2) 點擊「交易紀錄」按鈕
- 3) 點選某項交易以查看其交易詳情

Illustration 圖示：



Remarks 備註：

- *Only transactions made by the logged-in user account will be displayed.*
僅顯示使用已登入的用戶帳戶進行之交易。
- *The most recent transactions are shown first.*
首先顯示最近的交易。
- *Transactions can be searched by invoice number.*
可依發票編號搜尋交易紀錄。
- *Transactions can be filtered and sorted by date range and payment means.*
可根據日期範圍和收款方式篩選和排列交易紀錄。

2.3 Void & Full Refund 取消交易及全數退款

Steps

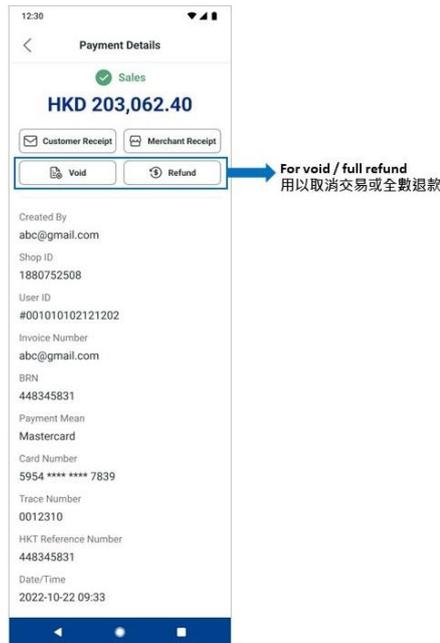
- 1) Click menu bar button “≡”
- 2) Click “Transaction History” to view all transaction history

步驟

- 1) 點擊功能列表「≡」按鈕
- 2) 點擊「交易紀錄」按鈕以查看所有交易紀錄

- | | |
|---|------------------------------|
| 3) Click a transaction to view its payment details | 3) 點擊某筆交易以查看其收款詳情 |
| 4) Click "Void" or "Refund" button to void or refund a transaction | 4) 點擊「取消交易」或「退款」按鈕以進行取消交易或退款 |
| 5) Enter a login password to authorise for voiding or refunding a transaction | 5) 輸入登入密碼以授權進行取消交易或退款 |

Illustration 圖示：



Remarks 備註：

- *A transaction can only be voided or refunded in the same account.
只能在同一內取消或退款交易。*
- *Login password must be entered to authorize any void or refund actions.
必須輸入登入密碼以授權任何進行取消交易或退款的操作。*
- *"Void" and "Refund" buttons are selectable only if the transaction can be voided or refunded.
只有當交易可以進行取消交易或退款時，才能選按「取消交易」和「退款」按鈕。*

2.4 Void & Full Refund Options 取消交易和退款選項

Payment Means 付款方式	Void [^] 取消交易 [^]	Refund 全數退款
		✓
		✓
	✓	
	✓	
	✓	
	✓	
	✓	

[^]A transaction can be voided is only possible before the daily auto-settlement.

[^]交易只能在每日自動交易結算前取消。

Remark 備註：

- *PromptPay does not support refunds*
PromptPay 不支援退款功能
- *According to the advice of the acquirers, auto-settlement may be carried out daily. The auto-settlement times for transactions are as follows:*
根據收單機構的建議，每天可能會自動進行交易結算。自動交易結算時間如下：

Payment Means 付款方式	Auto-Settlement Time [^] 自動交易結算時間 [^]
	00:00 every day
	20:00 every day

[^]Time is for reference only. Please refer to the latest information from acquirers.

[^]時間只供參考。請參考收單機構的最新資訊。

[^]For Visa and Mastercard® payment services supported by Wing Lung Bank.

[^]由永隆銀行支援的 Visa 和 Mastercard® 支款服務

2.5 Send Customer/Merchant e-Receipt 發送顧客/商戶電子收據

Steps

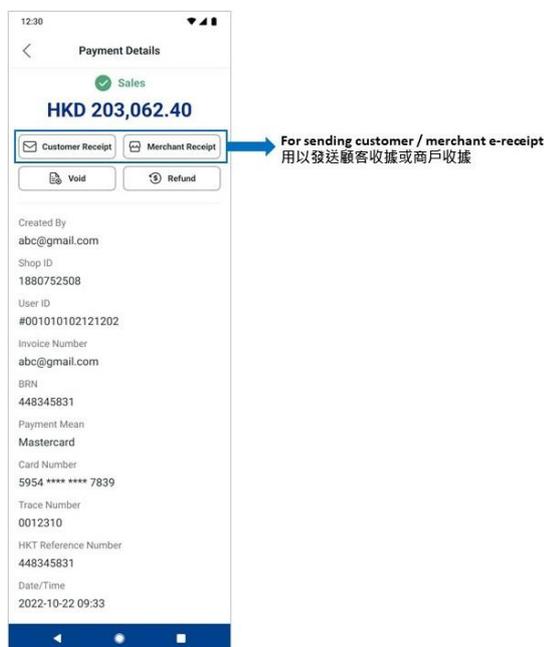
- 1) Click menu bar “☰” button
- 2) Click “Transaction History” button to view all transaction history
- 3) Click a transaction to view its payment details

步驟

- 1) 點擊功能列表「☰」按鈕
- 2) 點擊「交易紀錄」按鈕以查看所有交易記錄
- 3) 點擊某筆交易以查看其收款詳情

- | | |
|---|--|
| <ol style="list-style-type: none"> 4) Click "Customer Receipt" or "Merchant Receipt" button to email receipt 5) Customer/Merchant to input his/her email address 6) Press "Send" button 7) Select and launch a mobile phone's built-in email application of your choice 8) Email content is auto-filled with receipt information 9) Press the send-out button to send receipt to customer or merchant | <ol style="list-style-type: none"> 4) 點擊「顧客收據」或「商戶收據」按鈕以電郵方式發送電子收據 5) 顧客/商戶輸入其電郵地址 6) 按下「發送」按鈕 7) 選用手機上的內建電郵應用程式。 8) 系統會自動填寫電郵內容及收據資訊。 9) 按發送按鈕將電子收據發送給顧客或商戶 |
|---|--|

Illustration 圖示：



2.6 Transaction Summary 交易匯總

Steps

- 1) Click menu bar button “≡”
- 2) Click “Transaction Summary” to view all transaction summary

步驟

- 1) 點擊功能列表「≡」按鈕
- 2) 點擊「交易匯總」按鈕以查看所有交易匯總

Illustration 圖示：

Type	Transaction	Amount (HKD)
Sales	19,987	123,200.50
Void	2	(3,000.00)
Refund	1	(100.00)
Tips	10	10.00
Total	20,000	120,110.50

Remarks 備註：

- *The transaction summary display includes the total amount, total number of transactions, and a breakdown by transaction type.*
交易匯總會顯示總金額、總交易數量以及按交易類型細分之內容。
- *The transaction summary display is based on the selected date range, which can be chosen as today, yesterday, last 7 days, last 30 days, last 60 days, last 180 days, or a custom range.*
交易匯總內容會基於所選擇的日期範圍來顯示。您可以選擇今天、昨天、最近 7 天、最近 30 天、最近 60 天、最近 180 天或自訂日期範圍來顯示內容。

2.7 Setting 設定

Steps

- 1) Click menu bar button “三”
- 2) Click “Setting” button for amend any app settings

步驟

- 1) 點擊功能列表「三」按鈕
- 2) 點擊「設定」按鈕以修改任何應用程式設定

Detailed descriptions of each app setting feature under “App Setting”:
「設定」下之每個功能的詳細說明：

Feature	Feature Name	Description/Function
1	Change password 改變密碼	Same steps as 'Forgot Password'. For detailed steps, please refer to Section 1.8 . 與「忘記密碼」的步驟相同。詳細步驟請參考章節 1.8。
2	Wi-Fi Settings 設定 Wi-Fi	Display Wi-Fi setting page of the mobile phone. 手機之 Wi-Fi 設定頁面。
3	Upload Device Log 上傳日誌	It allows HKT Merchant Services to receive analytics, diagnostic, and usage information to enhance the performance of HKT POS. 此功能允許 HKT Merchant Services 團隊接收具分析性、診斷性和使用資訊，以提升 HKT POS 的性能。
4	VM Registration VM 註冊	It allows manual registration of HKT POS Assist. 此功能允許手動註冊 HKT POS Assist。
5	App status 應用程式狀態	Display the configuration status of the app on this mobile phone: <ol style="list-style-type: none"> 1) App Version 2) NFC sensor status – must be enabled for accepting contactless card payments 3) Permissions (GPS and Camera) – must be enabled for the app to operation properly 顯示該手機上之應用程式的配置狀態： <ol style="list-style-type: none"> 1) 應用程式版本 2) NFC 感測器狀態 - 必須啟用才能接受感應式卡支付 3) 權限 (GPS 和相機) - 必須啟用，應用程式才能正常運作

3. User Account Management 用戶帳戶管理

3.1 User Account 用戶帳戶

User account for HKT POS is the same as the user account(s) in Merchant Portal.

During initial setup of merchant account, the first user account will be created with admin privileges and communicated to the administrator of the Merchant ("Merchant Admin") in email.

When additional HKT POS account is needed, the Merchant Admin can create new user account in the Merchant Portal. After the user account is created, the Merchant can contact HKT Merchant Hotline ([Section 5](#)) to activate the account with a valid HKT POS subscription.

Remark: Even if multiple user accounts are created, each subscription of HKT POS can only be used by one user account at the same time.

HKT POS 使用的用戶帳戶，與 Merchant Portal 內使用的用戶帳戶相同。

在商戶帳戶的初始設置期間，將創建第一個具有管理員權限的用戶帳戶，並通過電子郵件通知商戶的管理員（“商戶管理員”）。

當需要額外的 HKT POS 帳戶時，商戶管理員可以在 Merchant Portal 中創建新的用戶帳戶。用戶帳戶被創建後，商戶可以聯繫 HKT 商戶熱線（[章節 5](#)）以激活該帳戶為有效的 HKT POS 訂閱。

備註：即使創建了多個用戶帳戶，每個 HKT POS 訂閱在同一時間內只能由一個用戶帳戶使用。

3.2 Shop 商店

Each user account will be assigned with only one shop.

每個用戶帳戶只會被分配給予一間商店。

4. FAQ 常見問題

Q1	Can the HKT POS and HKT POS Assist run properly if the app version is not the latest?	如果應用程式版本不是最新，HKT POS 和 HKT POS Assist 能否正常運作？
A1	It is recommended to update to the latest version of apps available on Google Play store (Hong Kong).	建議把應用程式更新至 Google Play 商店（香港）上的最新版本。
Q2	Can we proceed with payments via debit cards and credit cards (including both contactless cards and digital wallets) without HKT POS Assist?	我們可以在沒有使用 HKT POS Assist 的情況下，處理信用卡或扣帳卡的交易（包括感應式卡和流動支付）嗎？
A2	No. Please download the HKT POS Assist and ensure that it is the latest app version to proceed with payments via debit cards and credit cards.	不可以。請下載 HKT POS Assist 並確保其為最新應用程式版本以進行信用卡或扣帳卡的交易。
Q3	Why should HKT POS Assist be downloaded for making payments?	為什麼我應該下載 HKT POS Assist 作收款之用？
A3	HKT POS Assist is a companion app designed to facilitate payments via debit cards and credit cards procedures. Please note that it does not function the same way as HKT POS and does not have any features or functions from HKT POS.	HKT POS Assist 是一款為促進處理信用卡或扣帳卡的交易流程所設計的配套應用程式。請留意，它與 HKT POS 並不相同，而且沒有 HKT POS 的任何功能或性能。
Q4	Why is the HKT POS not detecting the customer's payment card?	為什麼 HKT POS 無法偵測到顧客的支付卡？
A4	(1) The card may not support contactless payment. (2) Check if NFC is enabled on the phone. To check: Go to Menu > Setting > App Status.	(1) 該卡可能不支援感應式支付。 (2) 檢查手機是否啟用了 NFC。 檢查：進入功能列表 > 設定 > 應用程式狀態。

Q5	Is it possible to accept payments via debit cards and credit cards with HKT POS if the card is not contactless?	如果支付卡不是感應式的，是否可以使用 HKT POS 處理信用卡或扣帳卡的交易？
A5	HKT POS only accepts contactless payments performed using contactless cards.	HKT POS 僅接受使用感應式卡所進行的感應式卡支付。
Q6	What if the transaction was interrupted or there is doubt about the completion of the transaction?	如果交易中斷或對交易是否已經完成有疑問，該怎麼辦？
A6	<p>You can follow the steps below for a preliminary check:</p> <ol style="list-style-type: none"> 1) Before performing another transaction, navigate to the "Transaction History" to search for the transaction. 2) All transactions displayed in the "Transaction History" are approved and successful transactions. Voided or refunded transactions will also be displayed. 3) If the transaction is not displayed, it means the transaction did not go through. <p>If you still have questions, please reach out to the Merchant Hotline at (852) 2888 3388 or email us at HKTMerchantServices@pccw.com</p>	<p>您可以按照以下步驟進行初步檢查：</p> <ol style="list-style-type: none"> 1) 在進行另一筆交易之前，於「交易記錄」以搜尋該筆交易。 2) 「交易記錄」中顯示的所有交易均為已批准且成功的交易。已取消或全數退款的交易也會顯示。 3) 如果沒有顯示該筆交易，則表示未能成功交易。 <p>如仍有疑問，請致電商戶熱線 (852) 2888 3388 或發送電子郵件至 HKTMerchantServices@pccw.com。</p>
Q7	Why is my login attempt unsuccessful?	為什麼我無法登入？
A7	<p>It can be due to any reasons below:</p> <ul style="list-style-type: none"> • The login email address and/or login password could be incorrect. • There could be an error on the network connection. • User account is suspended by service provider or has been inactive. 	<p>這可能是由以下任何原因引起的：</p> <ul style="list-style-type: none"> • 登入電郵地址和/或登入密碼錯誤 • 網路連線可能有誤。 • 用戶帳戶已遭到服務供應商暫停或已處於非活躍狀態。
Q8	What if I forgot my login password?	如果我忘了登入密碼，該怎麼辦？
A8	<p>Click "Forgot Password" button on the login page. Enter your login email address, which is associated with the Merchant Portal account, to receive instructions to reset your password.</p> <p>For detailed steps, please refer to Section 1.8.</p>	<p>點擊登入頁面上的「忘記密碼」按鈕。輸入與商戶平台帳戶有關聯的登入電郵地址，以接收重設密碼的指示。</p> <p>詳細步驟請參考章節 1.8。</p>
Q9	Can we login into HKT POS with multiple accounts at the same time?	可以使用多個帳戶同時登入 HKT POS 嗎？
A9	No. Merchant can log into HKT POS with one account each time.	不可以。商戶每次僅可使用一個帳號登入 HKT POS。

Q10	Why is either the "Void" or "Refund" button sometimes dimmed on the Payment Details page?	為什麼付款詳情頁面上的「取消交易」或「退款」按鈕會呈現淺灰色？
A10	<p>It is because void and refund features are only applicable to designated payment means:</p> <ul style="list-style-type: none"> • Allow void transactions: Visa, Mastercard®, Apple Pay[§], Google Pay[§], Samsung Pay[§] • Allow refund transactions: Tap & Go, FPS <p>[§]For acceptance of Visa and Mastercard® payments.</p>	<p>因為取消交易和退款功能只適用於指定的支款方式：</p> <ul style="list-style-type: none"> • 接受取消交易：Visa, Mastercard®, Apple Pay[§], Google Pay[§], Samsung Pay[§] • 接受全數退款：Tap & Go, FPS <p>[§]僅接受 Visa 及 Mastercard® 支付。</p>
Q11	What if a customer decides to void their payment after settlement?	如果顧客需要在交易結算後才取消某筆交易，該怎麼辦？
A11	Daily settlement is automatically performed every day, merchants are allowed to void a transaction before the settlement. To request a manual refund after the daily settlement, you must submit a request to the HKT Merchant Services Team.	每天均自動進行交易結算，商戶可以在交易結算前取消某筆交易。如需於每日結算後處理，則需要申請手動退款，而您必須向 HKT Merchant Services 團隊提交申請。
Q12	Do HKT POS and HKT POS Assist support both iOS and Android?	HKT POS 和 HKT POS Assist 同時支援 iOS 和 Android 嗎？
A12	Currently, HKT POS and HKT POS Assist run on Android version 10 and above only. iOS support is not available yet.	HKT POS 和 HKT POS Assist 目前僅適用於 Android 10 或以上版本上運行。現尚未支援 iOS。

5. Contact Us 聯絡我們

For enquiry, please contact:

如有查詢，請聯絡：

- Merchant Hotline 商戶熱線：
(852) 2888 3388
- Email 電郵：
HKTMerchantServices@pccw.com
- Office Hours 辦公時間：
9am to 12am, 7 days a week
每週 7 天，上午 9 時至晚上 12 時