

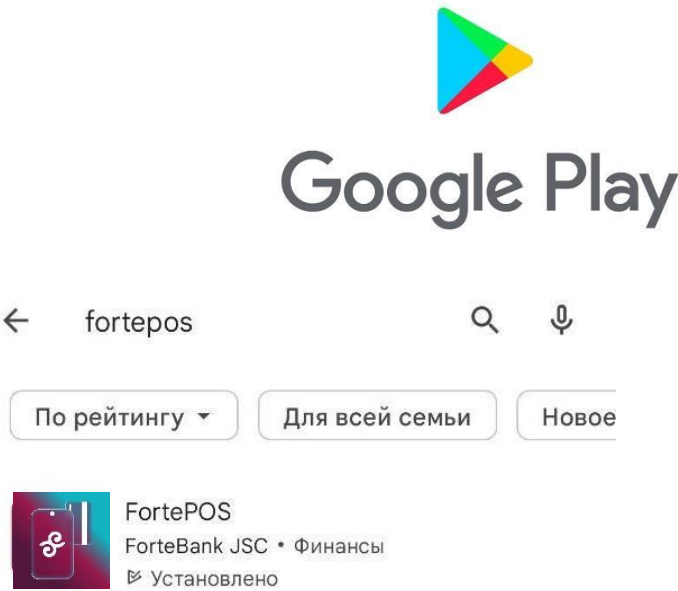


FortePOS Installation and Use Guide

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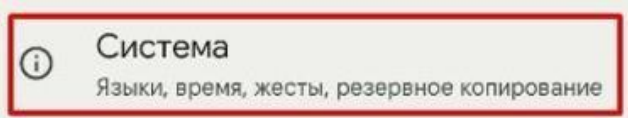
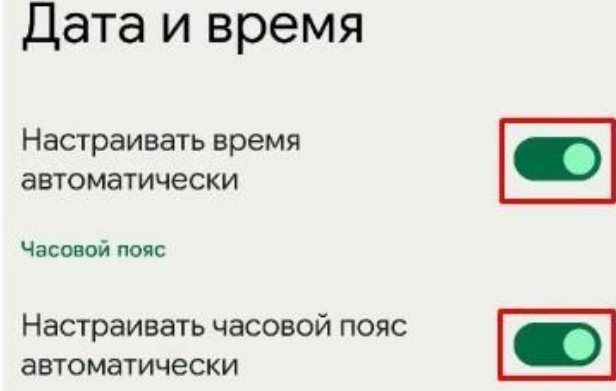
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1. FortePOS Installation

Step description	Illustration
To install the FortePOS app: 1) Open the Google Play Market app on your smartphone; 2) Enter "FortePOS" in the search bar. 3) Tap the "Install" button.	
To update the FortePOS app, you must launch the Google Play menu on your smartphone, find "FortePOS" and tap the "Update" button.	

2. General Device Requirements

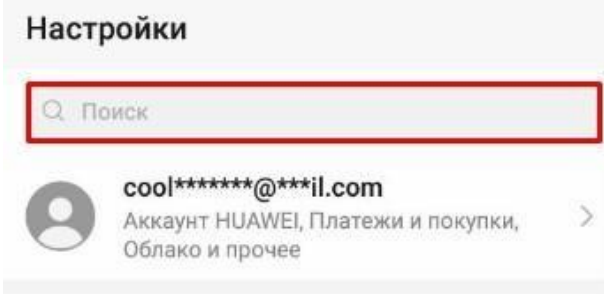
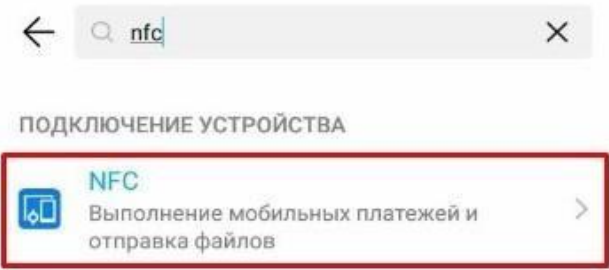
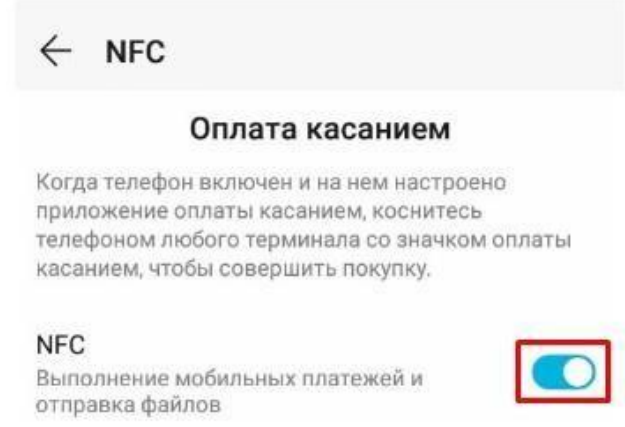
- 1) Please make sure that the device that runs the FortePOS app operates under an authentic version of the Android operating system, version 9 or higher.
- 2) In the "Settings" menu, set the time synchronization mode (date, time, time zone) via Internet/Wi-Fi. The standard path for Android devices is:

Step description	Illustration
Check the time settings on the device. Open the "Settings" application. Tap the "System" menu item or "General Settings."	
Tap the "Date and Time" item. The "Set Time Automatically" and "Set Time Zone Automatically" settings must be enabled.	

- 3) Please make sure that there is no malicious software on the device, and that no special auxiliary programs that allow obtaining root rights or superuser rights are installed on the device.
- 4) Please make sure that no special auxiliary programs or tools are installed on the device that may modify the system or boot portion of your device's OS.
- 5) Please make sure that remote mobile device management applications (TeamViewer, AirDroid) are not used on the device, which may have been independently installed by third parties prior to the FortePOS installation.
- 6) To preserve the appearance of the mobile device and protect it from possible mechanical damage, you are permitted to use specialized protective cases.
- 7) Check the device model specification and make sure that there is a built-in NFC module for proximity card reading. If necessary, please activate its operation on the device (section 4 of the instructions).

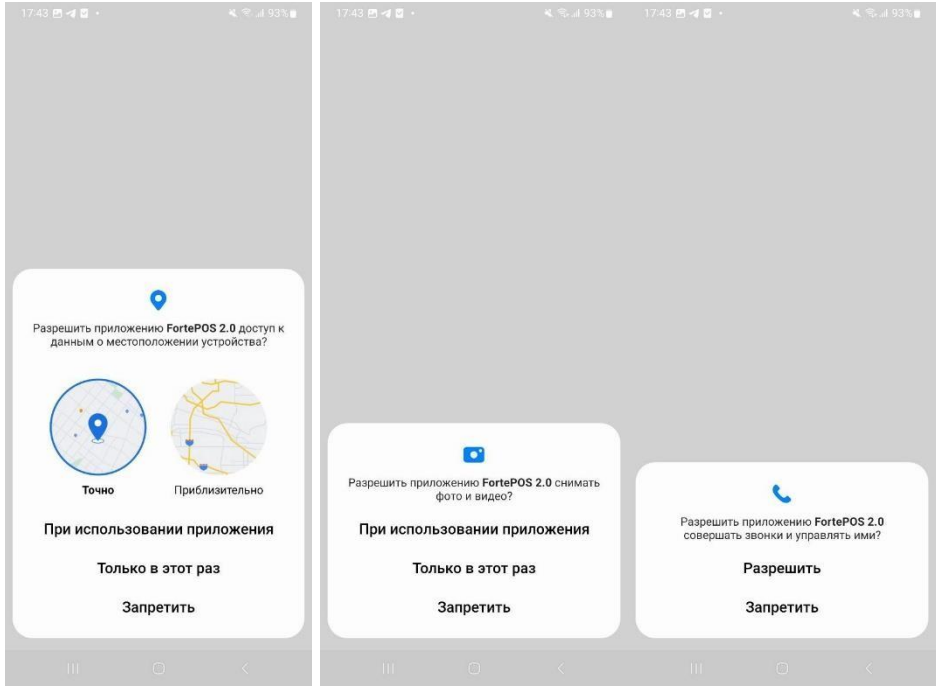
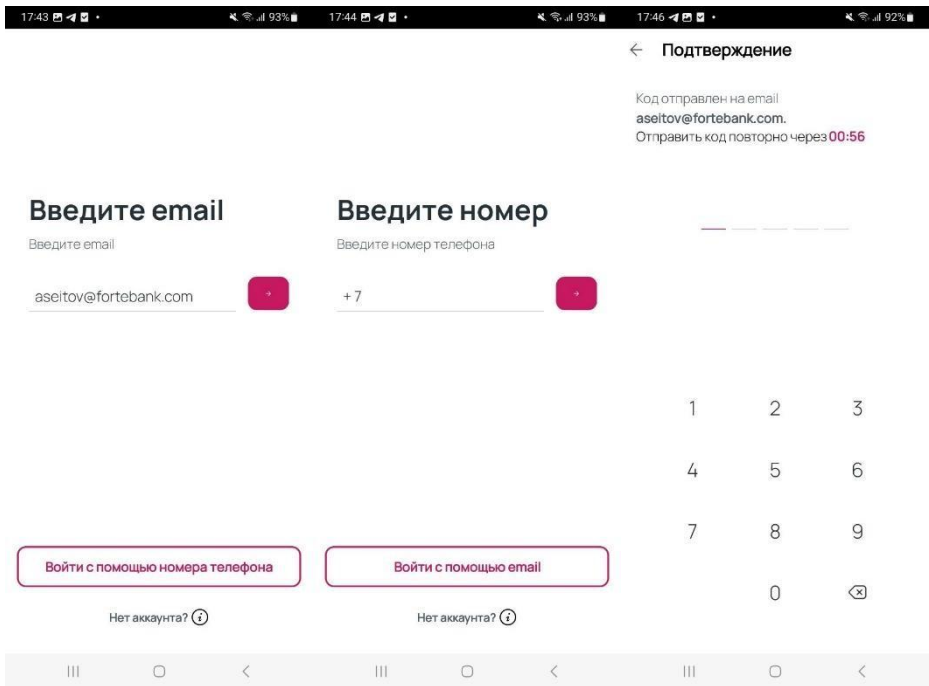
3. How to Determine if the Device Has NFC

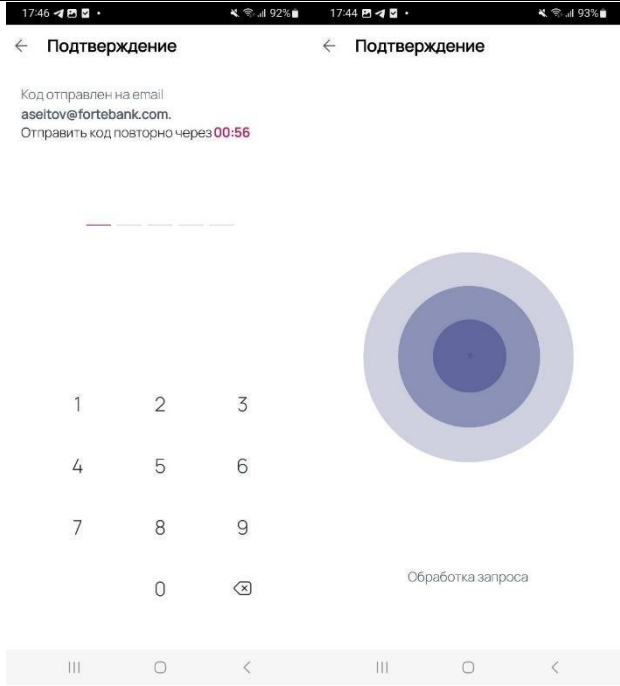
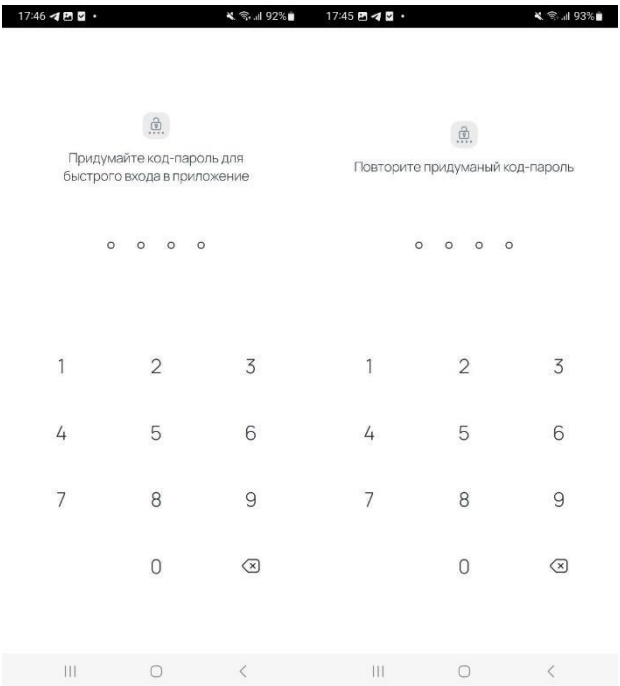
Step description	Illustration
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Go to the device settings. Tap the "Search" bar.	
In the "Search" bar, enter "nfc" and tap "NFC" parameter.	
The slider must be in the active mode. If you do not have such a setting, contactless payment is not supported on your device.	

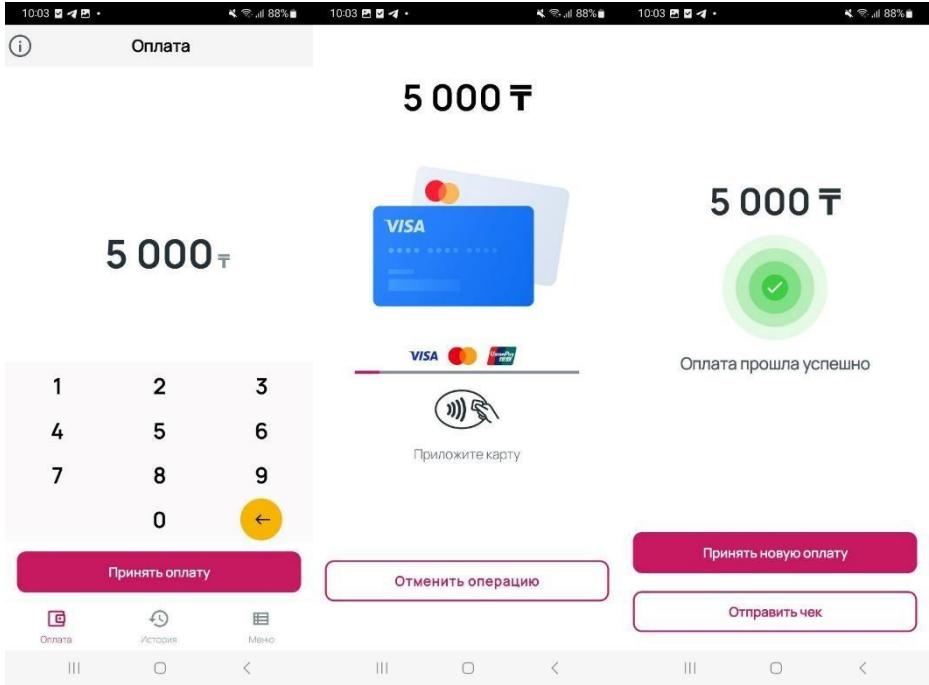
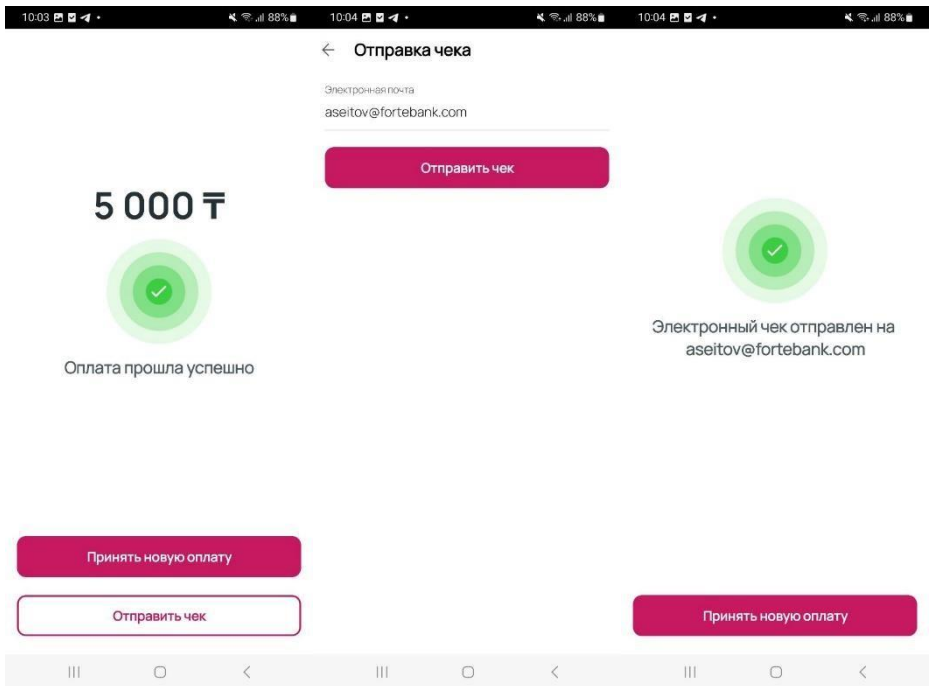
4. First launch of FortePOS

Step description	Illustration
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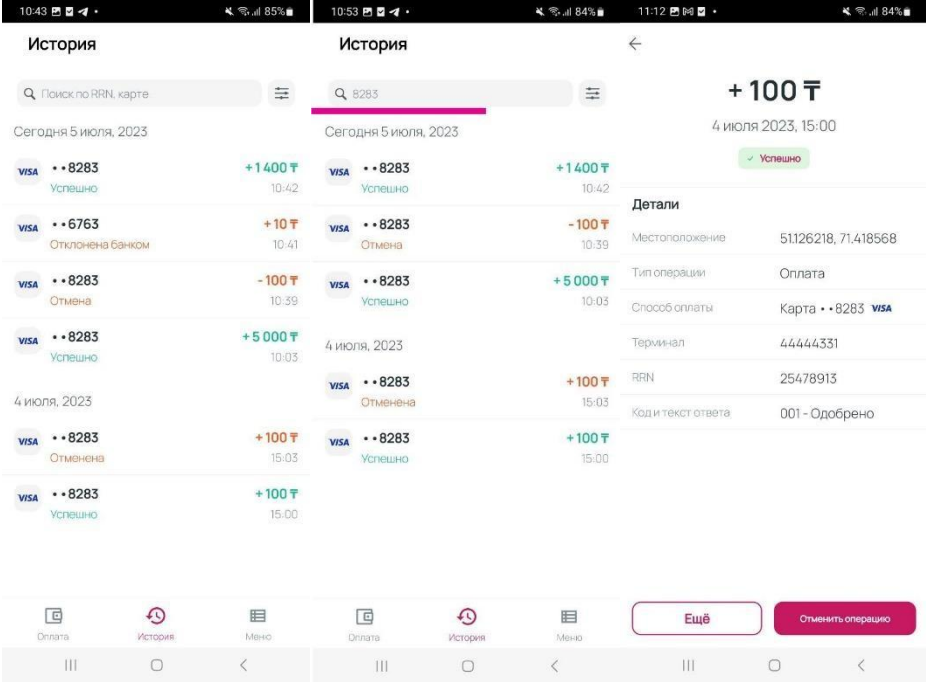
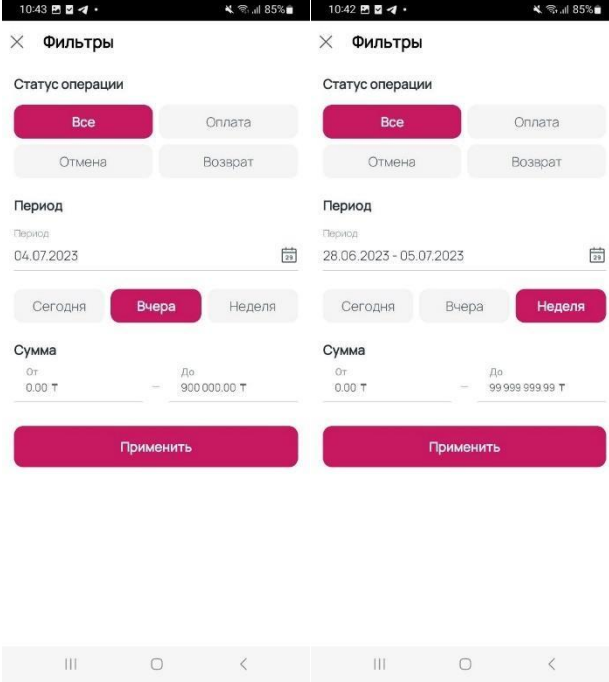
Upon first login, it is necessary to accept all displayed permissions. The app collects data about the phone and checks for compliance with security requirements. If any permission has not been accepted, it will be requested again upon the next launch.	 The first screenshot shows a location permission dialog for FortePOS 2.0, asking to allow access to device location data. It offers 'Exactly' (Точно) and 'Approximately' (Приблизительно) options, with buttons for 'Only this time' (Только в этот раз) and 'Deny' (Запретить). The second screenshot shows a photo and video permission dialog for FortePOS 2.0, asking to allow the app to take photos and videos. It has buttons for 'Only this time' (Только в этот раз) and 'Deny' (Запретить). The third screenshot shows a contacts permission dialog for FortePOS 2.0, asking to allow the app to make calls and manage contacts. It has buttons for 'Allow' (Разрешить) and 'Deny' (Запретить).
➡To activate FortePOS, you must fill in the "phone number" or "e-mail" field and then tap the button	 The screenshot shows the login screen of the FortePOS 2.0 app. At the top, there is a confirmation message: 'Подтверждение' (Confirmation), stating that a code has been sent to the email 'aseitov@fortebank.com' and can be resent in 00:56. Below this, there are two main input sections: 'Введите email' (Enter email) and 'Введите номер' (Enter number). The email field contains 'aseitov@fortebank.com'. The number field has a country code dropdown set to '+7'. At the bottom, there are two buttons: 'Войти с помощью номера телефона' (Login with phone number) and 'Войти с помощью email' (Login with email). There are also links for 'Нет аккаунта?' (No account?).
A five-digit confirmation code will be sent to the specified e-mail address or phone number.	

Step description	Illustration
Enter it in the window that opens If the code is correct, you will proceed to the next screen.	
You must create your own password code for subsequent logins to the app.	

5. "Payment" Section

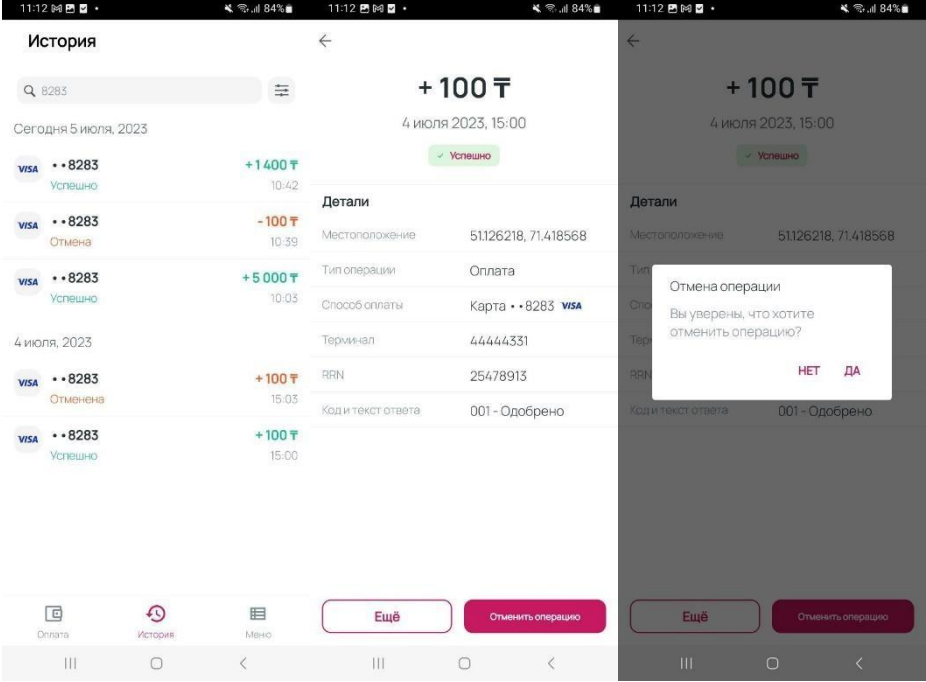
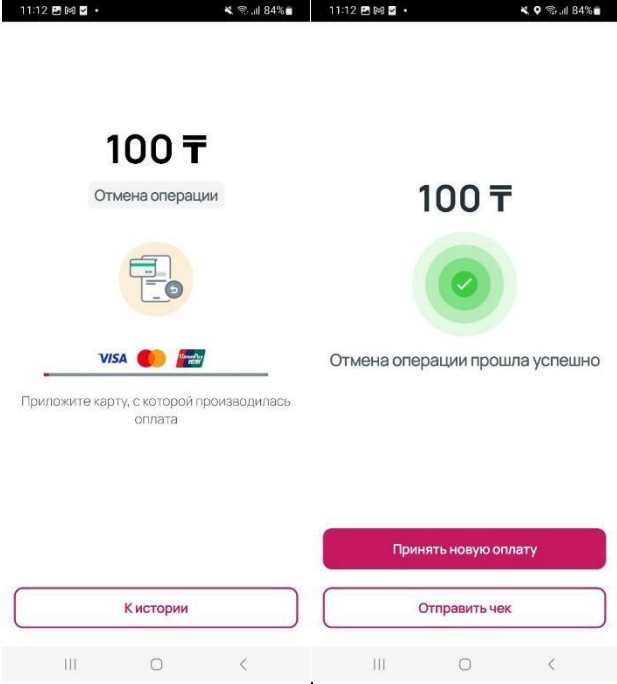
Step description	Illustration
Using the keyboard, please enter the amount and tap "Accept Payment" Wait for the "Tap Your Card" signal, after that you may touch the Buyer's card or a smartphone with the active ApplePay / GooglePay / SamsungPay function against the rear of the device.	
After each payment, the receipt is automatically saved in the app's memory (it can be exported in the "History" menu) If necessary, after payment, you may tap "Send Receipt" and enter an email address	

6. "History" Section (Search, Send Receipt)

Step description	Illustration
To view the transactions list, select the “History” section. Transactions for the current business day will be displayed by default. You may search by transaction’s RRN or by the last digits of the Buyer's card. If you tap the transaction, its details will be displayed. The "More" button enables sending the receipt to an e-mail address.	
When you tap the  button, a transaction search and exporting filter is launched Transaction status: All, Payment, Cancellation, Refund Period: select in the calendar, or via quick buttons Amount: by default, high values are set, which may be adjusted	

7. "Cancel" Operation

Step description	Illustration
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Cancellation is available for transactions for which the business day HAS NOT YET BEEN CLOSED. Please open the "History" section, go into the operation, and tap the "Cancel Transaction" button. In the action confirmation window, tap "Yes"	
Wait for the prompt "Tap the card used for payment." after that please touch the Buyer's card used for payment or a smartphone with the active ApplePay / GooglePay / SamsungPay function against the rear of the device. The status will be displayed. Next, you may "Send Receipt" or accept new payments.	

8. "Refund" Operation

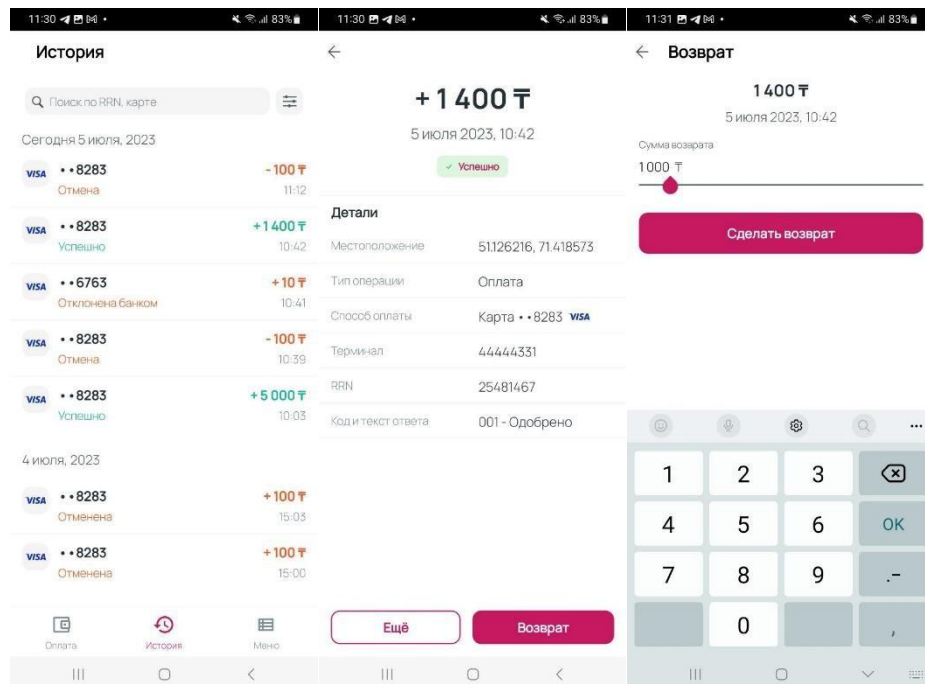
Step description	Illustration
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Cancellation is available for transactions for which the **business day is ALREADY CLOSED**

Please open the "History" section, select the transaction, and tap the "Refund" button.

The refund will be initiated for the purchase amount. A partial refund is possible by changing the amount (but not exceeding the purchase amount).

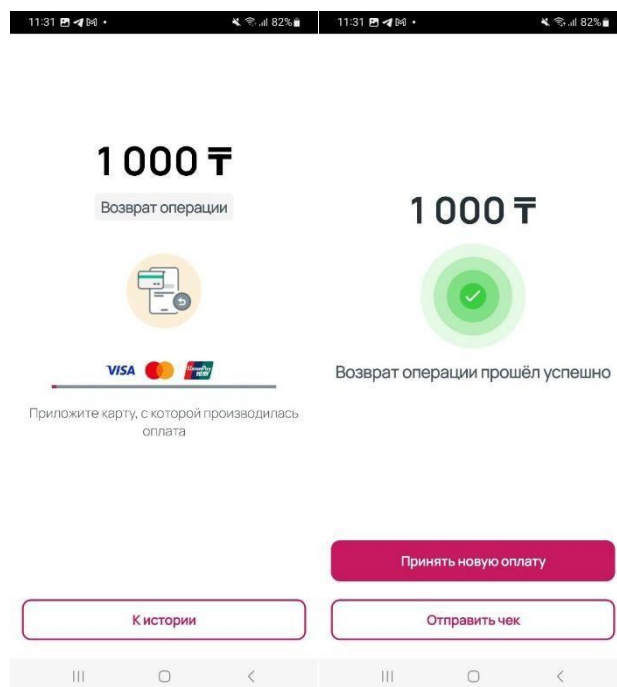
Tap the "Make a refund" button



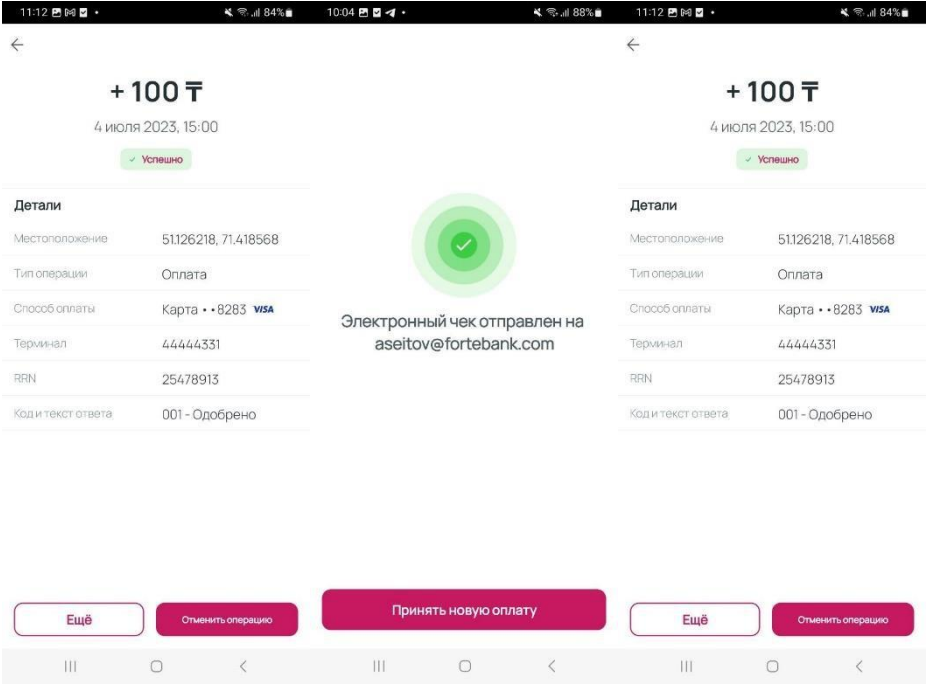
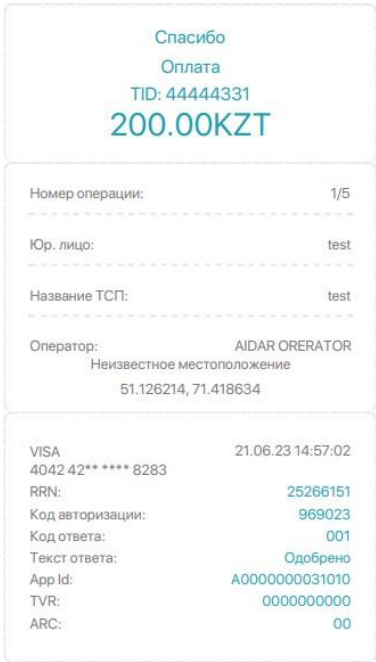
Wait for the prompt "Tap the card used for payment."

after that please touch the Buyer's card used for payment or a smartphone with the active ApplePay / GooglePay / SamsungPay function against the rear of the device.

Next, you may either "Send Receipt" or accept new payments

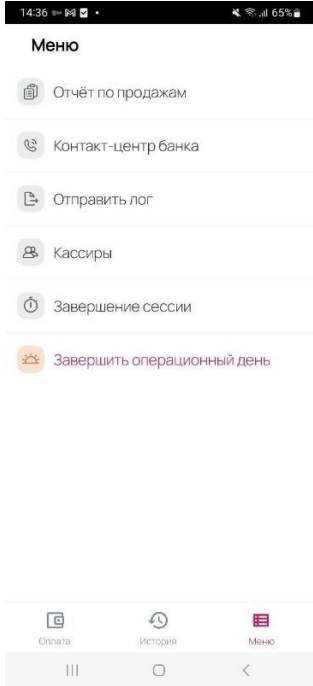
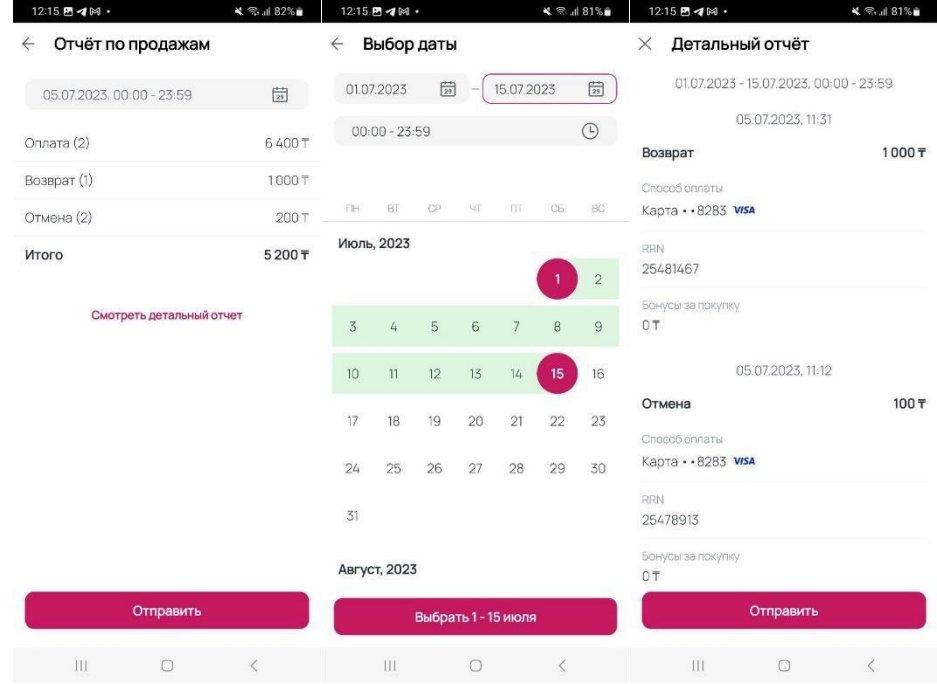


9. Sending Receipts

Step description	Illustration
Receipts are automatically saved in the app's memory. The "Send Receipt" button becomes active after each completion of the "Payment", "Cancellation" or "Refund" operations. You can also send a receipt from the "History" section – to do this, you need to open the operation and tap the "More" button.	
A receipt containing information about the Merchant, as well as transaction details, will be sent to the e-mail address.	

10. "Menu" Section

Step description	Illustration
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The menu consists of 5 sections: - Sales Report - Bank Contact Center - Send Log - Cashiers (administrator only) - End Session - End business day	
<u>Sales Report</u> By default, the report is generated for the current business day. A date and time filter is available to select a different period. If necessary, details can be viewed via the "View Detailed Report" button. The "Send" button forwards the report to e-mail	

Sales Report

The report is sent by e-mail in electronic form, allowing data to be copied, and includes an attached PDF file.

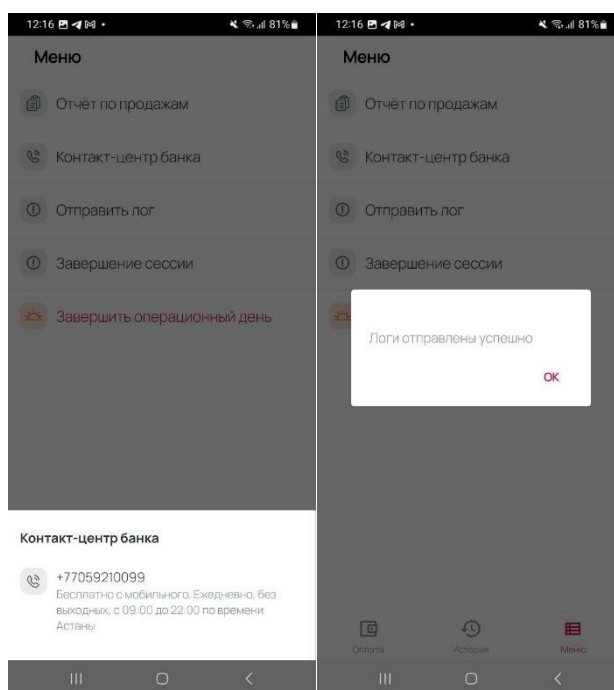
Дата и время	Тип операции	Статус	Способ оплаты	Торговая точка	Адрес ТСП	Оператор	Терминал	RRN	Сумма
05.07.23 11:31:18	Частичный возврат	Успешно	404242*****8283	test		AIDAR ORERATOR	44444331	25481467	1000.00
05.07.23 11:12:53	Отмена	Успешно	404242*****8283	test		AIDAR ORERATOR	44444331	25478913	100.00
05.07.23 10:42:17	Оплата	Успешно	404242*****8283	test		AIDAR ORERATOR	44444331	25481467	1400.00
05.07.23 10:41:28	Оплата	Отказ хоста	447773*****6763	test		AIDAR ORERATOR	44444331		10.00
05.07.23 10:39:39	Отмена	Успешно	404242*****8283	test		AIDAR ORERATOR	44444331	25478916	100.00
05.07.23 10:03:30	Оплата	Успешно	404242*****8283	test		AIDAR ORERATOR	44444331	25481122	5000.00
Успешных оплат:							2		6400.00
Успешных возвратов:							1		1000.00
Успешных отмен оплат:							2		200.00
Успешных отмен возвратов:							0		0.00

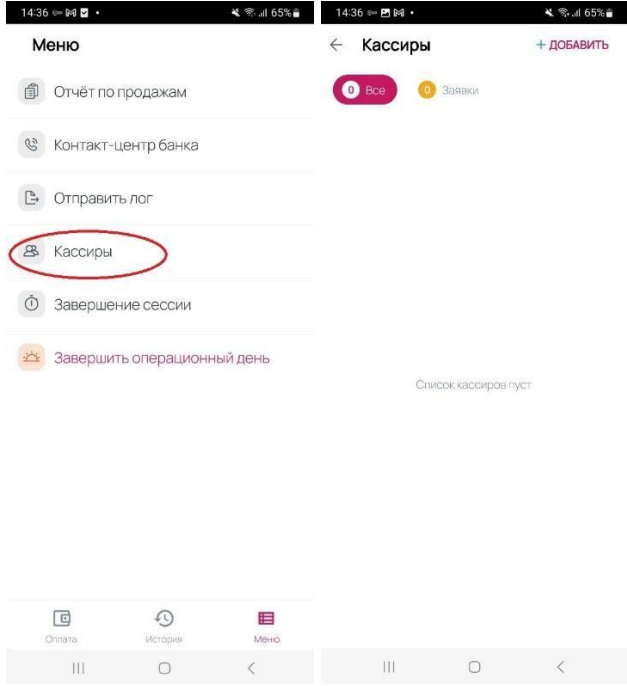
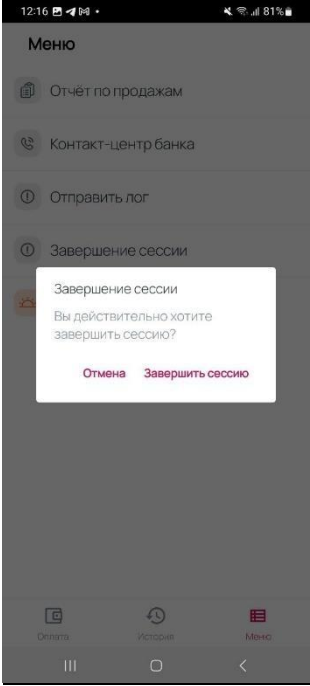
Bank Contact Center

When the button is tapped, the Bank's Service Desk data for resolving technical issues is displayed. When the phone number is tapped, a call is initiated.

Send Log

If there is a problem with FortePOS, you may tap "Send Log." The error data will be sent to the Bank's Service Desk.



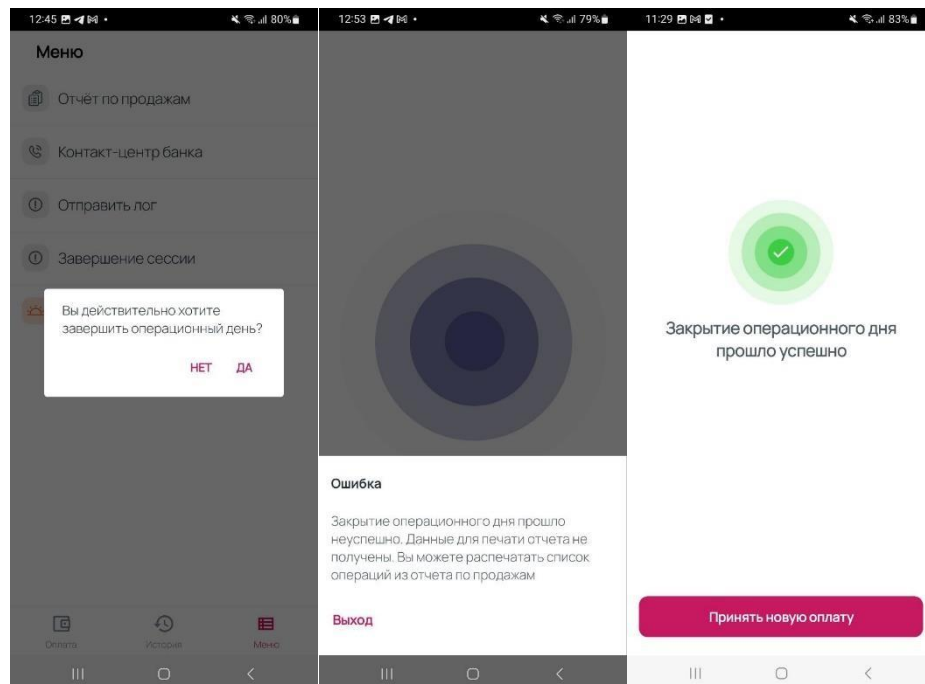
<u>Cashiers</u> (the button is available only to the manager) The manager, in the "Cashiers" menu, using the "+ Add" button, creates cashiers for operating the app, links the terminal. This function is also available in the merchant's Personal Profile. Upon the first login to the app, cashiers will receive an OTP code	
sent to a specified phone number for authorization.	
<u>End Session</u> This operation is initiated to log out from FortePOS. The system will be locked, and to log in, you will be required to enter the 4-digit passcode you created.	

End Business Day

To end business day, please export the Sales Report and send it by e-mail.

If the Sales Report is not exported, the app will display an error (see the example in the illustration).

After tapping the "End Business Day" button, tap the "Yes" button in the action confirmation window. The day will be closed.



11. Possible Errors and Solutions When Operating FortePOS

№	Error	Reason	Solution
1	The service is temporarily unavailable	- Issues with the internet provider - The bank's service is temporarily unavailable - Network restrictions	- Please contact your mobile network provider or the Bank's Service Desk (contact details are in the "Menu" section)
2	White screen	- Signature error - Unsupported device - Device issues	- Download the original FortePOS app from Google PlayMarket - Check the device's functionality with any other app - Contact the Bank's Service Desk
3	Entered PIN codes do not match	- The entered passcodes are not identical	- Carefully enter the same password code twice during your first login to FortePOS - Contact the Bank's Service Desk.
4	The operator's login is inactive.	- The operator's login is blocked or deleted.	- Please contact the support service.

5	Invalid activation code.	- An incorrect confirmation code, which was sent to the e-mail or phone number for the first login to FortePOS, was entered.	- Make sure that you have entered the correct confirmation code. If there are any errors, correct them and confirm the entry again. - If errors persist, your operator will be blocked; to unblock, please contact the Bank's Service Desk.
6	Incorrect password during authorization.	- An incorrect passcode, created by you during your first login, was entered. - The passcode has expired.	- Carefully re-enter the password, avoiding mistakes. - If authorization is unsuccessful, please contact the Bank's Service Desk.
7	Unknown operator.	- The operator's e-mail/phone number was entered incorrectly. - The operator is not registered in the system.	- Make sure that the data has been entered correctly. If there are any errors, correct them and confirm the entry again. - If there are no errors but activation is unsuccessful, please contact the Bank's Service Desk.
8	The required modules are not enabled.	- The NFC module is not enabled in the settings. - The device does not have an NFC module.	- Check whether the NFC module is enabled (see para. 4 of the Guide) - If your device does not have an NFC module, device replacement is required. - In other cases, please contact the Bank's Service Desk.
9	No network connection.	- Issues with the internet provider. - The bank's service is temporarily unavailable. - Data transfer or Wi-Fi is disabled on the device. - Network restrictions.	Check for the Internet connection, for example, by performing a search query. In case of a problem: - Check whether data transfer or Wi-Fi is enabled and whether the network is available. - Contact your provider or system administrator. - If there is a connection but it does not work properly, contact your Internet provider. - Reboot the device. If the connection is still unsuccessful, please contact the Bank's Service Desk.
10	Data validity error during activation	- Incorrectly entered email - Email of unknown format	- Please make sure that the phone number or email address has been entered correctly. - If there are any errors, please correct them and confirm the entry again. - If there are no errors but activation is unsuccessful, please contact the Bank's Service Desk.

11	Card reading error	- The card was tapped against the device too quickly - The card was presented incorrectly or is too far from the device - The device has a weak NFC module - The card is damaged	- Try making the payment after removing the case from the device. - Firmly hold the card against the device in the presumed area of the NFC module - Inspect the card for damage - After tapping the card, keep it fixed in one position - In other cases, please contact the Bank's Service Desk.
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