Standard Bank

SimplyBLU

Frequently Asked Questions

Do More Than Just Payments.

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FREQUENTLY ASKED QUESTIONS

1. Where can I find the SimplyBLU app?

- Navigate to the SimplyBLU icon on your card machine or download the app from the Google Play Store.

2. What payment methods do I have access to on SimplyBLU?

- You can accept card, cash, and Snapscan payments. To enable the required payment methods, select the hamburger menu icon and select **'Payment Types'** under Settings. Manage all your linked payment accounts, such as Snapscan, under **'Linked Accounts'** in your settings.

3. How do I make a sale?

- You can make a sale by clicking the blue lightning bolt icon on your home screen and entering the amount. Alternatively, select a product, specify the quantity, and **choose "Continue to Payment"**. After completing the sale, you can print, SMS, or email the receipt.

4. How do I enable refunds?

- In order to process refunds, refunds must be enabled for the role. Select the hamburger menu icon and select **'Roles'** under **'Manage Business'**. Select the role that you would like to enable to process refunds and enable **'Refunds'** under **'Sales and Refunds'.**

5. How do I create a product?

- Select the hamburger menu icon on the top left corner.
- Navigate to '**Products**' under '**Manage Items**'.
- Click on '**Add Product'**.
- Enter product details such as Product Name, Description, Barcode, Selling Price, Cost Price, and Stock Count. You can also add an image if available.
- Click on '**Create Product'**.

FREQUENTLY ASKED QUESTIONS

6. How do I create users?

- Select the hamburger menu icon on the top left corner.
- Navigate to '**Users**' under '**Manage business**''.
- Create new user, then enter user information as displayed on the terminal.
- Click on '**Create User**'.

7. How do I refresh products?

- Select the 3 dots next to the red dustbin icon.
- Click on the refresh icon at the bottom.

8. How do I create a category?

- Select the hamburger menu icon on the top left corner.
- Navigate to '**Categories**' under '**Manage Items**'.
- Click on '**Add Category**'.
- Enter the category details and add an image if available.
- Click on '**Add Category**'.

9. How do I refund a customer?

- Select the hamburger menu icon on the top left corner.
- Navigate to '**Transactions'** under **'Manage Business'**.
- Select the required transaction.
- Click on '**Refund Sale'** and select items to be refunded.
- You will be required to capture Customer information to finalise the refund.

FREQUENTLY ASKED QUESTIONS

10. How do I close a batch?

- On the 'Home' screen, click on the 3 dots icon on the top right corner and select **'Close batch.**

11. How do I reprint a receipt?

- Select the hamburger menu icon on the top left corner.
- Navigate to '**Transactions**' under '**Manage Business**'
- Select the required transaction.
- Click on '**View Receipt**'.
- Click on '**Print**'. You are also able to '**SMS**' or '**Email**' a receipt from this screen.

12. Where can I view my statements?

- A detailed statement can be viewed on our merchant portal, Merchant Online. If you haven't registered, navigate to www.Standardbank.co.za/Merchantonline.

13. How do I view details about the performance of my business?

- Select the main menu icon and select **'Reporting'**. Select the required report.

14. How do I update my business details?

- Select the hamburger icon and select to 'Manage Business' under Settings and update the details as needed. You can update your Business Name, Description, Instagram Handle, WhatsApp Line, Telephone Number, Tax Number, and Website. You can also specify which business information you want printed on your receipts by clicking on **'Receipts'.**

15. How do I link payment accounts?

- Tap on Settings and the settings screen is opened.
- Tap Linked Accounts, from here you are able to manage all of your linked payment accounts, e.g. Snapscan.