FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
SUREPAY POS PACKAGE FOR UNIFI CUSTOMERS

NO	QUESTION	ANSWER
	SurePay POS Product Information	
1.	**What is SurePay POS and how can it benefit my business?**	▪ SurePay POS is a collaboration between TM and KryptoPOS Sdn. Bhd. It is a cloud-based payment and collection solution to track and monitor your everyday sales from single or across multiple outlets, anytime and anywhere. ▪ It is suitable for small and medium-sized enterprises, whether you run café/restaurants, spa/beauty centres, fashion boutiques or chain-outlets, our point-of-sales (POS) is packed with features to make your business easier.
2.	**How does SurePay POS work?**	▪ SurePay POS offers various features to support business operations as below; **i. Cloud-based back-office** – merchants can access the solution through a browser in any web-enabled devices (PC/laptop/mobile) with mobile optimisation and real-time updates. **ii. Inventory management** – merchants can access full overview of business inventory for better management. **iii. Report & Analytics** – merchants are able to track sales and product reports easily. **iv. Order & Table Management** – merchants can hold orders, split bills, merge bills or merge table orders and more, with capability of table seating and numbering. **v. Multi-outlets Support** – merchants can synchronise and control across all outlets **vi. Multi-payment Methods** – in addition to cash, merchants can also accept Maybank QRPay for payments.
3.	**What does SurePay POS offer to unifi customers?**	▪ The package available for unifi customers is as below:

Manager Pro RM3,299 (one-time charge & without contract)	
Software: • FREE one (1) software license to access SurePay POS hub and SurePay POS app, exclusive to unifi biz/Business Broadband customers	Hardware: • Apple iPad (the latest generation/version of iPad) • iPad Stand • EPSON printer (receipt printer) • Cash drawer (3-function center key-lock, removable money tray and stainless steel money clips)
Note: Merchant will receive one (1) quantity of each hardware for any subscription	

NO	QUESTION	ANSWER
4.	**What is KryptoPOS hub and app?**	▪ KryptoPOS hub and app are part of SurePay POS software systems, in which its function is: i. SurePay POS hub is the cloud-based back-office accessible on any device browser and also mobile responsive ii. SurePay POS app is an iOS application downloadable on any iPad model, from iPad 2, right up to the latest generation of iPad models.
5.	**I am running a boutique selling woman clothing and accessories. Is there any limit for number of items/SKUs that can be configured in SurePay POS?**	▪ Don't worry, SurePay POS is able to accommodate unlimited number of items / Stock Keeping Units (SKUs). ▪ However to maintain a good performance, we recommend that a maximum of 7,000 items to be configured in the SurePay POS system, depending on the iPad generation/version.
6.	**I also have multiple printers in my store, can those printers be connected to SurePay POS?**	▪ Yes, SurePay POS is able to support up to nine (9) connected printers.
7.	**I have three (3) outlets, so how do I subscribe to SurePay POS?**	▪ We recommend you to subscribe the number of hardware according to the number of your outlets, in order to accommodate each outlet's inventory and sales transactions. ▪ However, we can assist you in setting up multiple outlets linking to the master account for easy inventory and sales tracking and management across outlets.
8.	**Do you offer any warranty for SurePay POS hardware?**	▪ SurePay POS hardware come with two (2) years warranty and any replacement of equipment will be within three (3) working days. ▪ For any assistance on hardware warranty, kindly contact our technology partner, KryptoPOS via e-mail support@kryptopos.com or call 03-8408 1616.
9.	**Can SurePay POS accept payment from e-wallet?**	▪ Besides accepting cash payment, SurePay POS also support payments through Maybank QRPay.

NO	QUESTION	ANSWER
10.	**How do I subscribe to SurePay POS?**	▪ Easy, you can register your interest via our online application at https://unifi.com.my/business/biz/biz-addons-surepay ▪ Our sales representative will contact you within three (3) working days for further arrangement including signing of agreement and collection of business documents.
11.	**How long is the application process?**	▪ After our TM Sales representative has received the completed SurePay POS application, your application will be submitted to our technology partner, KryptoPOS for processing. ▪ You will receive an invoice from KryptoPOS through e-mail and KryptoPOS will arrange for hardware installation at your premise within 2 to 3 business working days (for Klang Valley area) or 7-8 business working days (for areas outside of Klang Valley), depending on stock availability. ▪ For now, KryptoPOS accepts payment via bank transfer and cheque.

12.	**What kind of documents should I submit for SurePay POS application?**	▪ For any new application of SurePay POS, we require;
		  i. A copy of Suruhanjaya Syarikat Malaysia (SSM) business registration form (Super Form or formerly known as Form 24/49/9 or 13)
		  ii. A copy of the Business Owner's IC
		  iii. The completed SurePay POS application form (will be provided by TM Sales representatives)

13.	**If I subscribe to unifi biz plan and SurePay POS, will I receive two (2) separate bills?**	▪ Yes, you will receive two (2) separate bills;
		  i. Monthly unifi biz / Business Broadband bill from TM
		  ii. Invoice of SurePay POS from KryptoPOS Sdn Bhd

14.	**Can I subscribe to SurePay POS even though I am not an existing unifi broadband customer?**	▪ SurePay POS works best with broadband connection of at least 1Mbps and above. Hence we encourage you to subscribe to any of unifi biz/Business Broadband plans before applying for SurePay POS. ▪ It is also highly recommended to connect SurePay POS to a broadband connection (minimum speed of 1Mbps) and a Router with two (2) spare LAN/Ethernet connections.

NO	QUESTION	ANSWER
15.	**If my business broadband service is down, will it impact the payment transactions via SurePay POS?**	▪ SurePay POS will still work without an Internet connection through its offline mode support features. All transactions data will automatically be synced to the cloud once Internet connection is available. ▪ In addition, you will still be able to perform offline-printing as well.
16.	**What will happen to my SurePay POS subscription if I terminate my unifi biz/Broadband Business service?**	▪ We do not recommend you to terminate your broadband service as SurePay POS requires an active Internet connection to function optimally. ▪ However, in the situation where you still terminate the broadband service, no penalty will be charged to your SurePay POS subscription. ▪ Please confirm the remaining contract period of your unifi biz/Business Broadband, as you might be charged with a penalty fee for termination prior to contract period expiry.
17.	**Who should I contact if I can't access to SurePay POS or face any technical issues with SurePay POS Hardware?**	▪ You may contact our technology partner, KryptoPOS at 03-8408 1616.

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		  ➢ myunifi app (available for Android and iOS)
		  ➢ unifi portal - unifi.com.my
		  ➢ unifi online community forum at community.unifi.com.my
		  ➢ Email – help@tm.com.my
		  ➢ Facebook - https://www.facebook.com/weareunifi/
		  ➢ Twitter - https://twitter.com/helpmeunifi
		
		▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.