

The “Octopus” App - Step-by-step Demo

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* All the screenshots in this guideline are captured from the “Octopus” App Version 5.5.0

(Document Version: 201702)

1. Download the “Octopus” App at Google Play

You can download the “Octopus” App provided by Octopus Cards Limited at Google Play for enquiry and online payment use.



Enter “Octopus” at Google Play and press search. Select the “Octopus” App provided by Octopus Cards Limited. Tap “Install”.

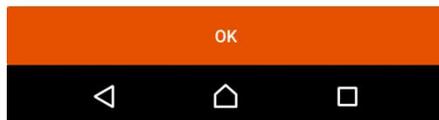
2. Understand the detection area of the mobile device



Sony Xperia™ Z (C6603)
Octopus App - NFC detection area

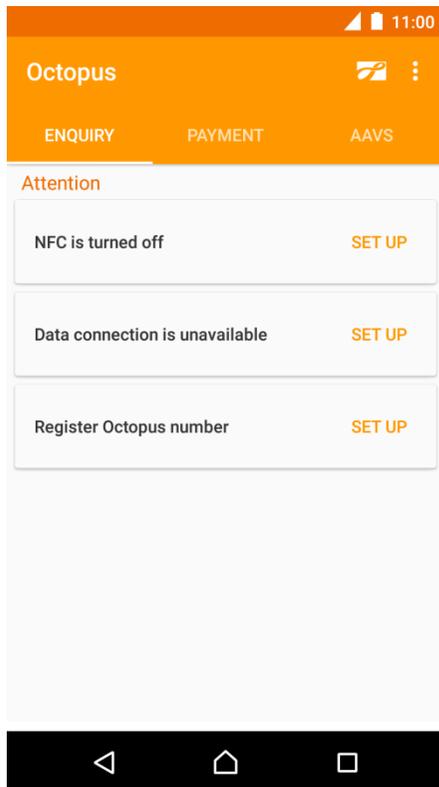


· Please hold your Octopus steadily at a varied distance if it cannot be read.



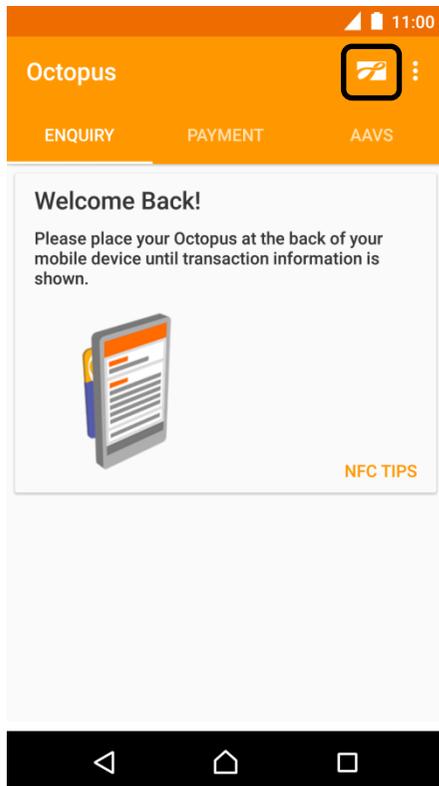
When using the “Octopus” App for the first time or update from earlier version, the “Octopus” App will display the NFC detection area of the mobile device if it is supported by Octopus.

3. Enable the required system functions for using the “Octopus” App

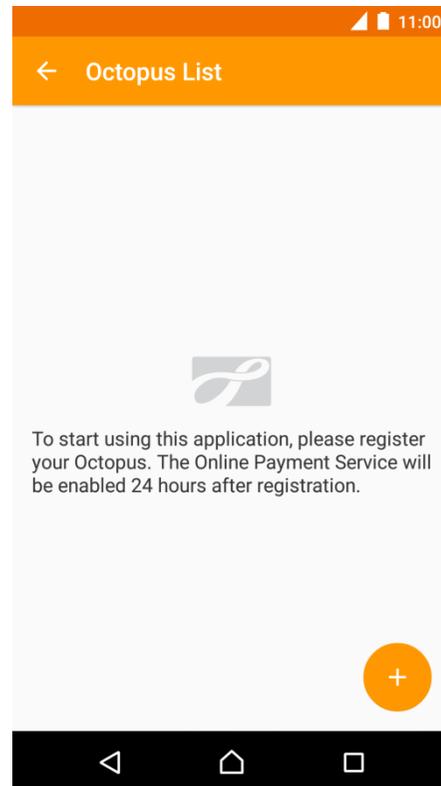


If the system has detected certain system functions have been turned off which prevent the operation of the “Octopus” App, or there is no registered Octopus, a list of reminders will be provided for you to enable the related functions or register your Octopus number.

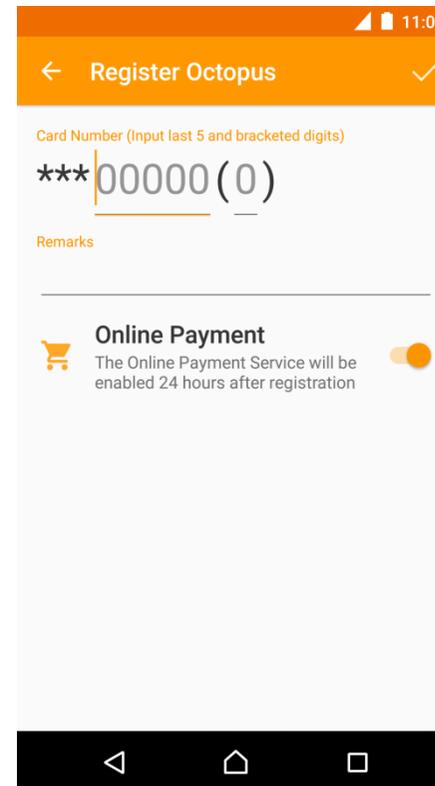
4. Register the Octopus



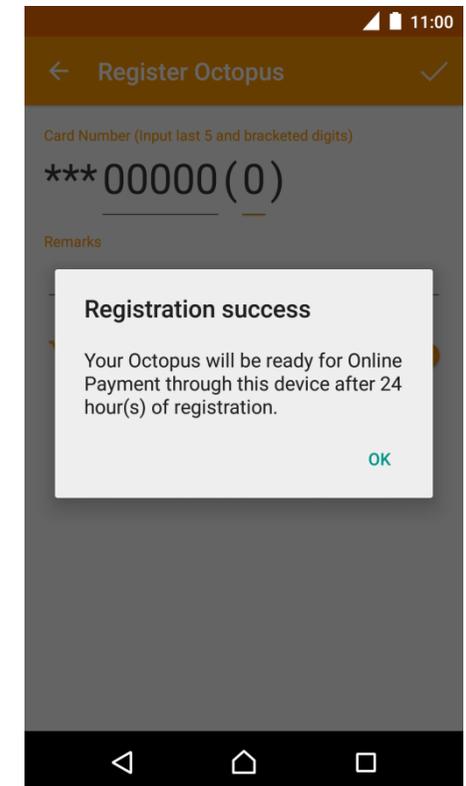
1. Open the “Octopus” App. Tap the “Register Octopus”  icon at the top right corner.



2. Tap the “+” icon at the bottom right corner.

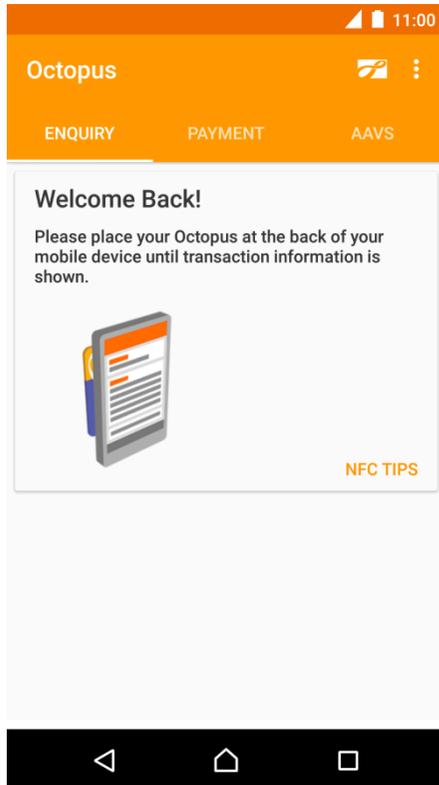


3. Input the Octopus number, select the intended function and tap “OK”.

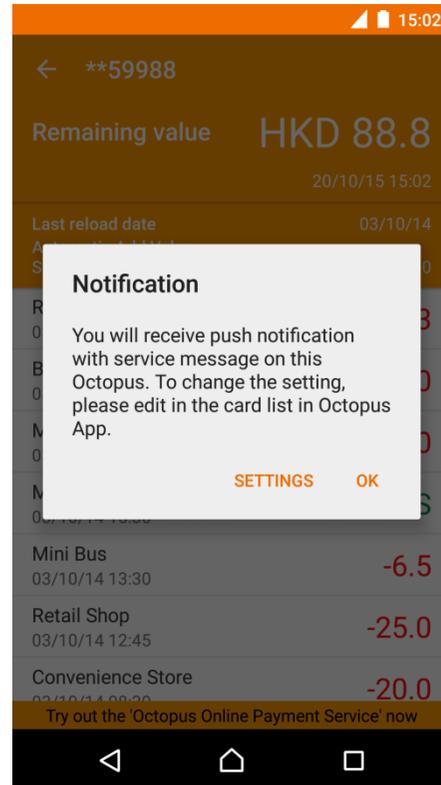


4. You can enquire the remaining value and the transaction record of the Octopus. If you have registered the Octopus for Online Payment, you can use the service after 24 hours on the same mobile device.

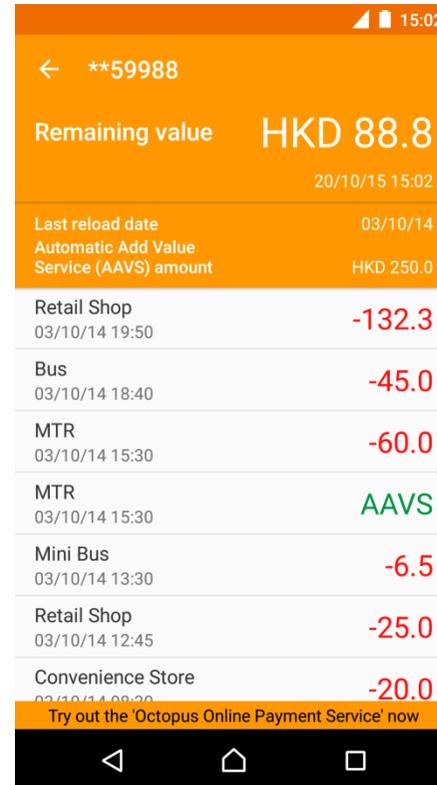
5. Enquire the Octopus



1. Open the “Octopus” App. Place your Octopus at the back of your mobile device, until the transaction information is shown.



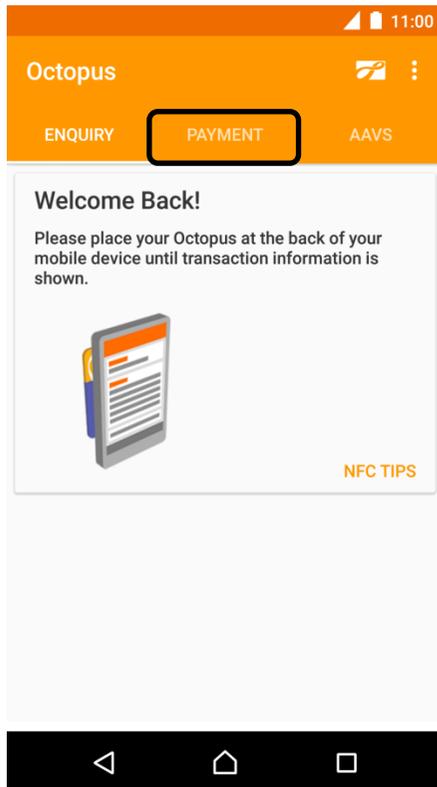
2. After you have enquired your Octopus on the mobile device for the first time, you will be able to receive our service notification through this mobile device. You may change this setting in the Card List.



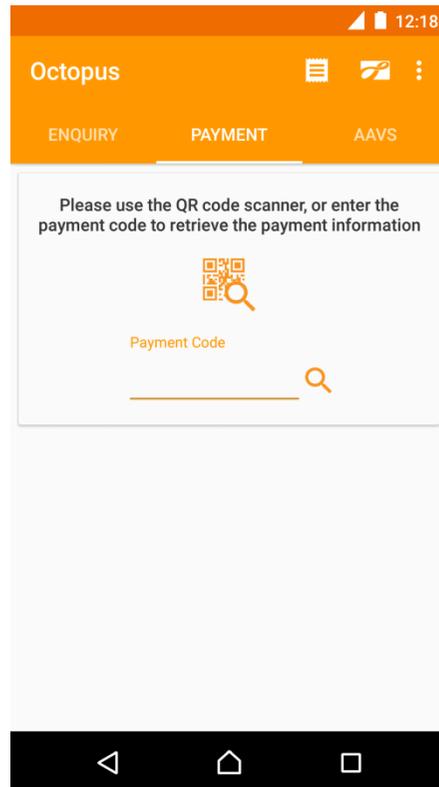
3. Read the transaction information.

6. Using the Octopus for Online Payment

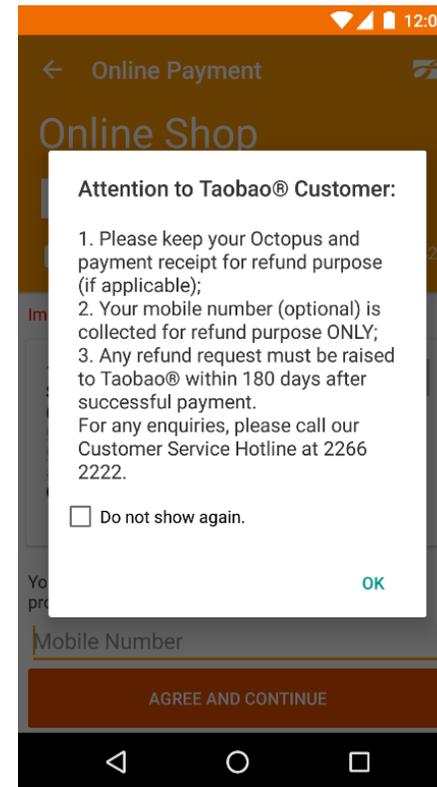
6.1. Using the “Octopus” App to scan QR Code or enter Payment Code



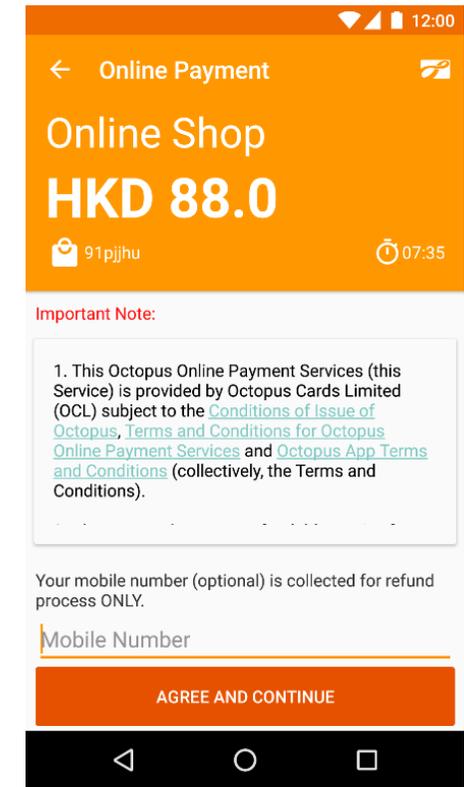
1. Open the “Octopus” App. Tap “Payment”.



2. Tap the “QR Code” icon in the middle to start the QR Code Reader, or enter the 7 digit payment code.



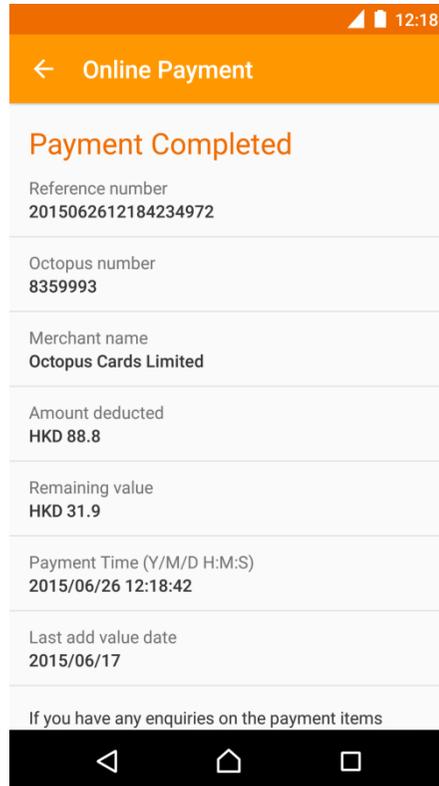
3. Taobao® users please read the notes. Other users can just ignore it. Then click “OK”.



4. Review the merchant information and payment amount. Read and agree the online payment important notes. Taobao® users can choose to provide mobile number for the refund purpose.



5. Place your Octopus at the back of your mobile device, until the Receipt is shown.

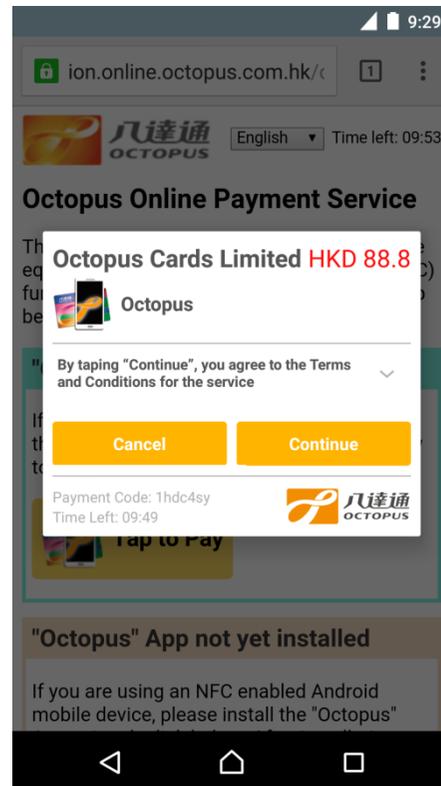


6. Transaction is completed. You can review the Octopus remaining value and transaction details.

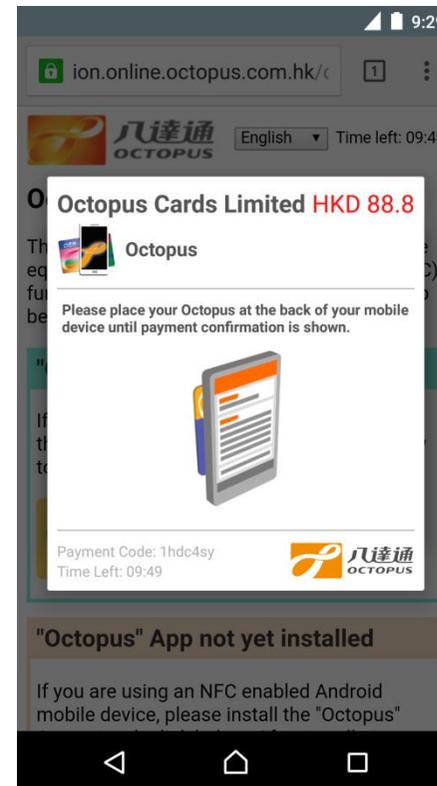
6.2. Using mobile website or merchant mobile application



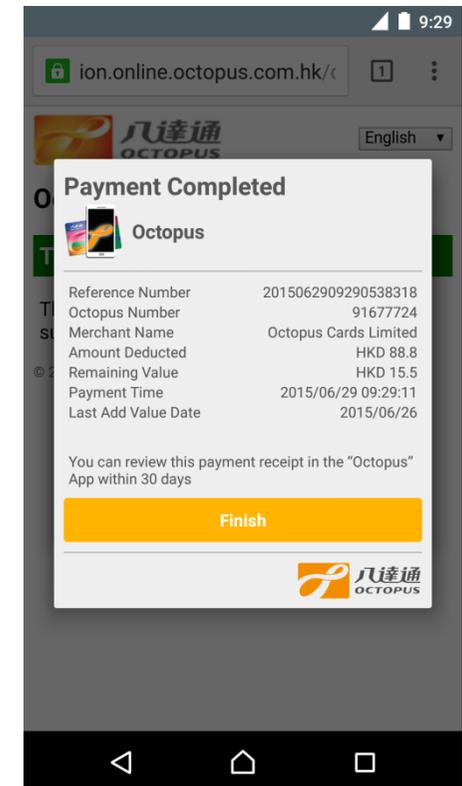
1. Select Octopus as payment method and start Octopus Payment.



2. Review the merchant information and payment amount. Read and agree the online payment important notes.

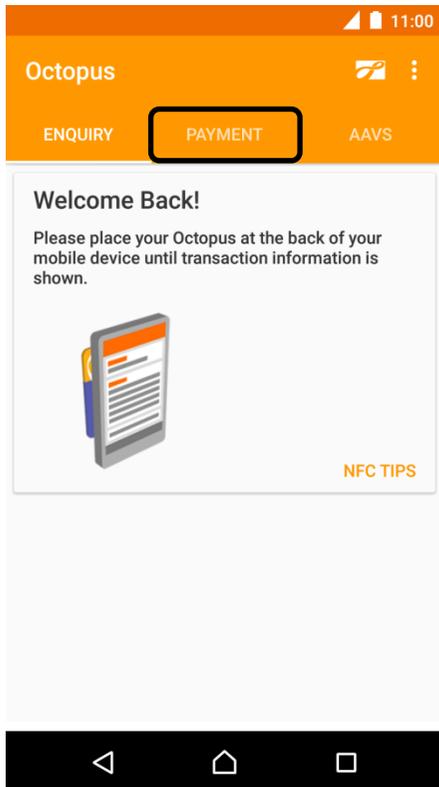


3. Place your Octopus at the back of your mobile device, until the Receipt is shown.

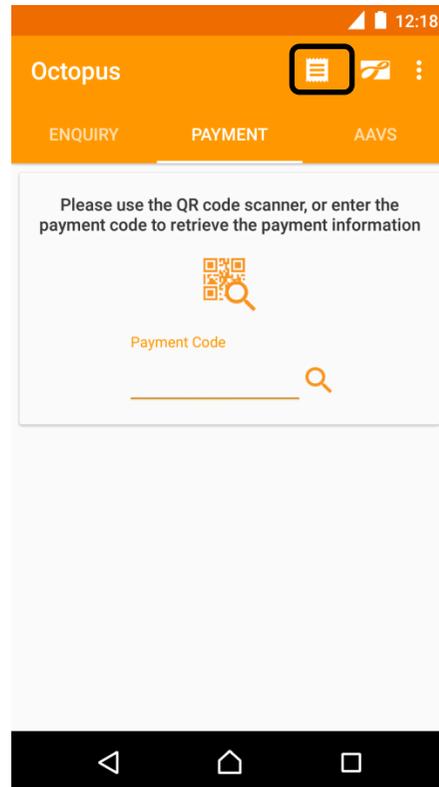


4. Transaction is completed. You can review the Octopus remaining value and transaction details.

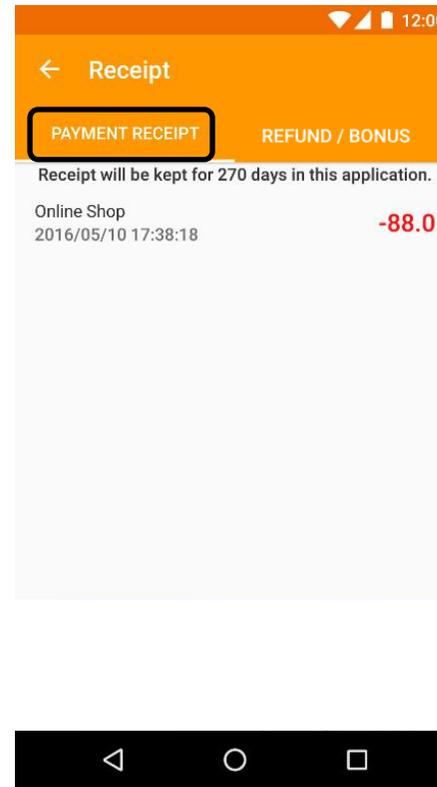
7. Review Online Payment Receipt



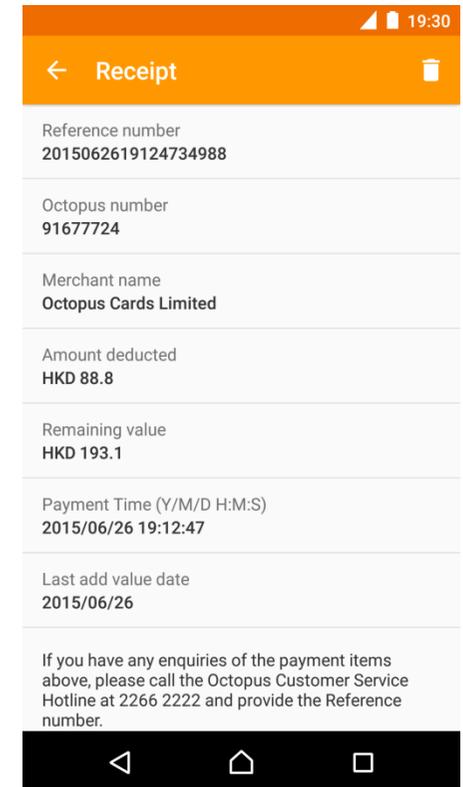
1. Open the “Octopus” App and tap “Payment”.



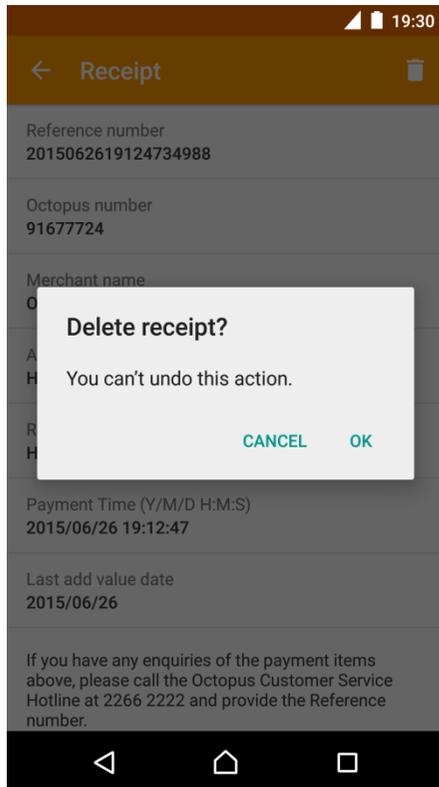
2. Tap the “Receipt”  icon.



3. Tap “Payment Receipt” and then select the online payment receipt for review.

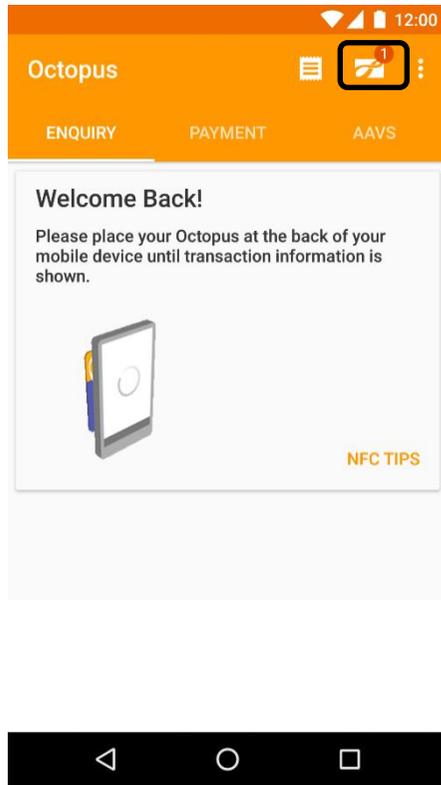


4. Review the online payment receipt.
You can also tap the “delete”  icon at the top right corner to delete the receipt.

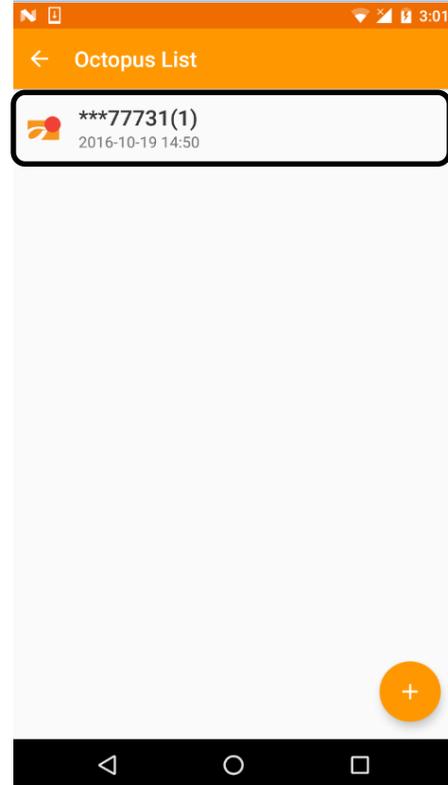


5. Confirm to delete the receipt. Once the receipt has been deleted, it cannot be recovered.

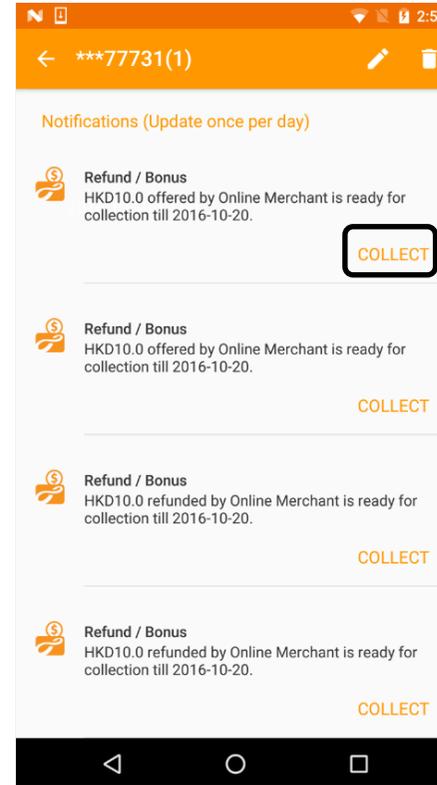
8. Collect Online Payment or Other Refund / Bonus (Applicable to specific merchants only)



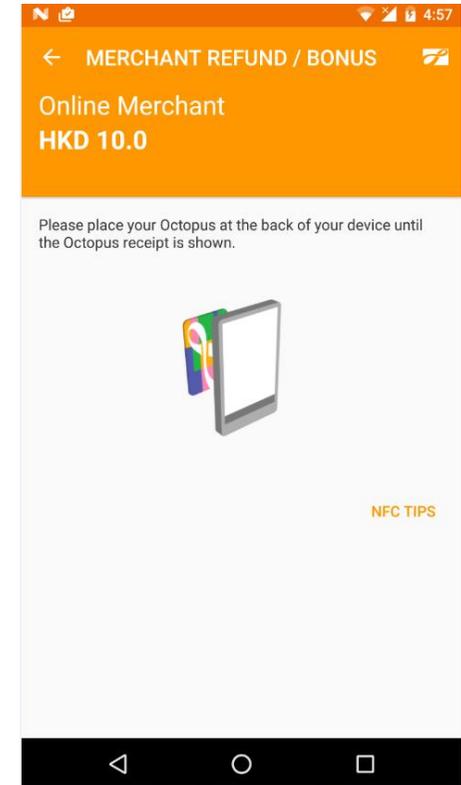
1. Open the “Octopus” App. Tap the “Register Octopus”  icon at the top right corner.



2. Select the Octopus using to collect the refund / bonus from the list.

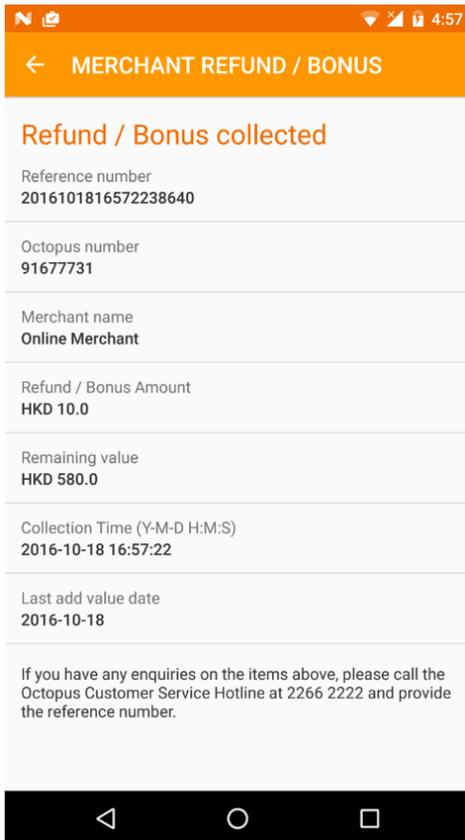


3. Click “COLLECT”.



4. Place your Octopus at the back of your mobile device, until the Receipt is shown.

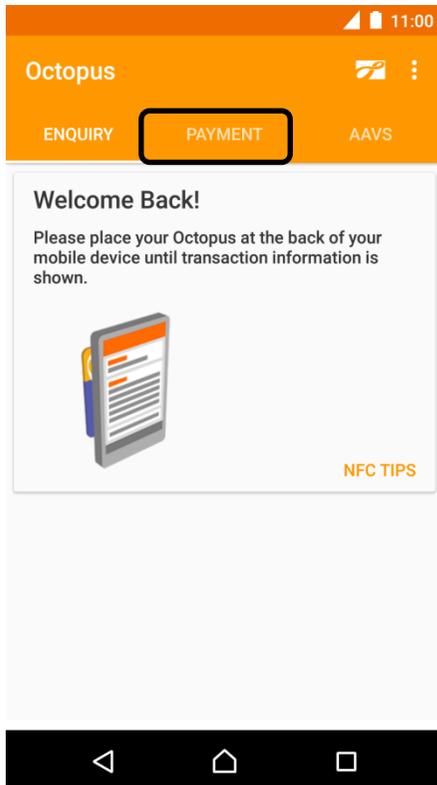
Remarks : To receive notification, you have to make transaction enquiry or online payment with that particular Octopus at least once.



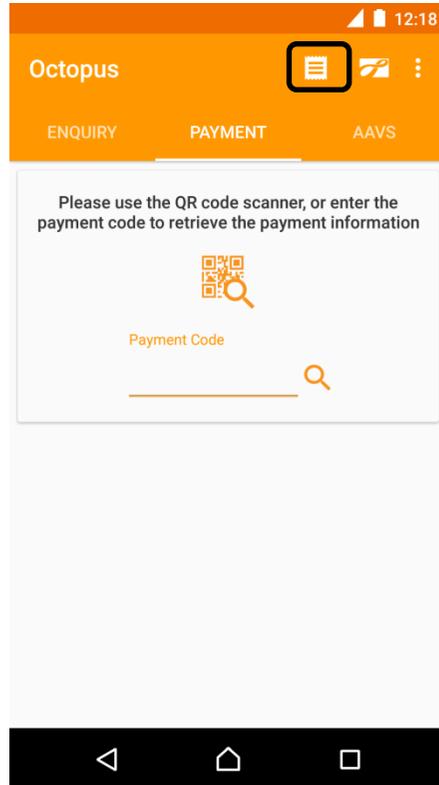
5. Refund / bonus is collected. You can review the Octopus remaining value and refund details.

Remarks : To receive notification, you have to make transaction enquiry or online payment with that particular Octopus at least once.

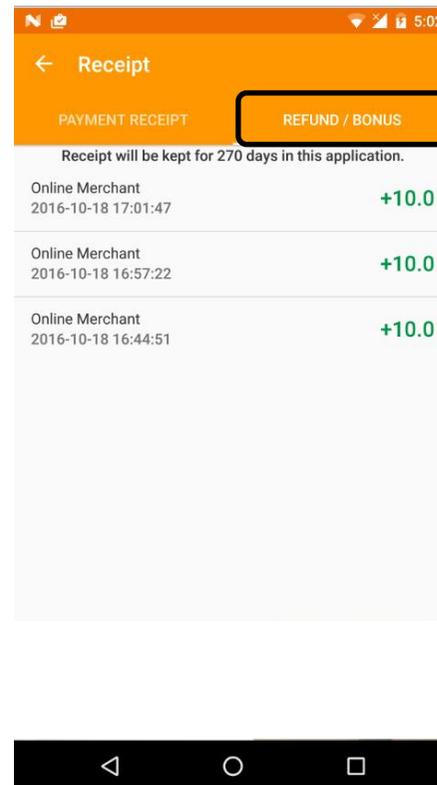
9. Review Online Payment or Other Refund / Bonus Receipt



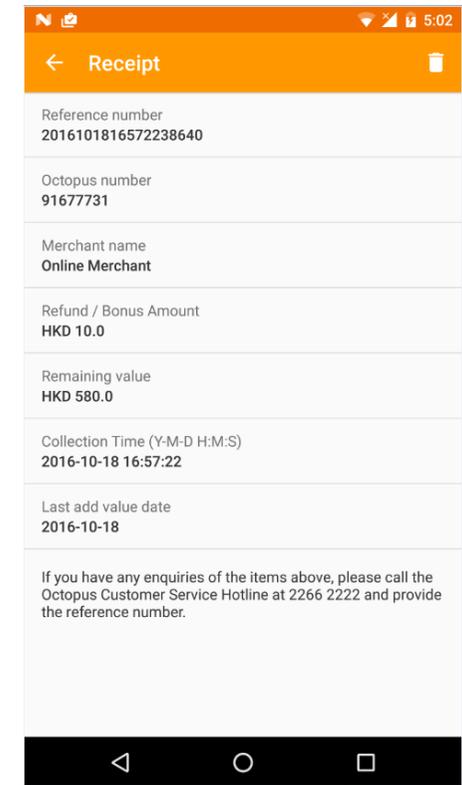
1. Open the “Octopus” App and tap “Payment”.



2. Tap the “Receipt”  icon.

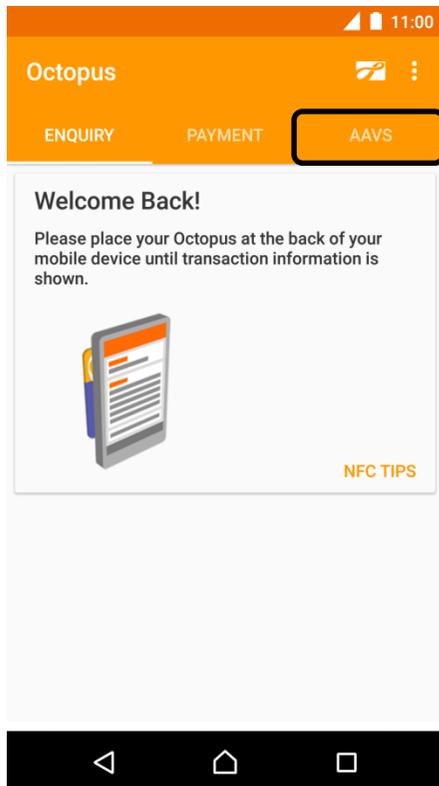


3. Tap “Refund / Bonus” and then select the refund / bonus receipt for review.

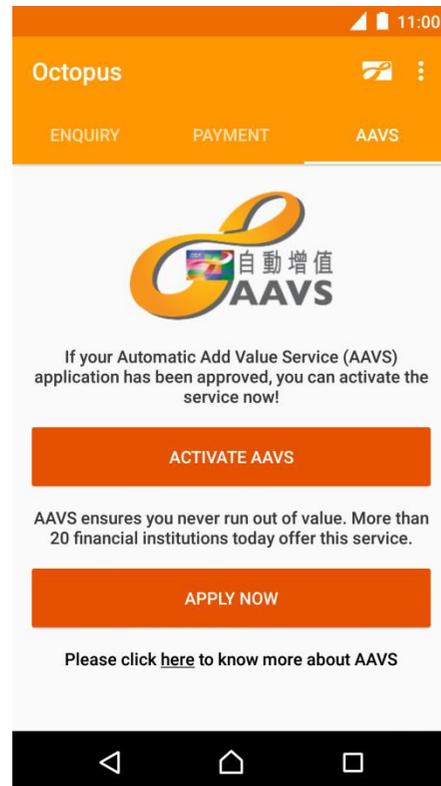


4. Review the refund / bonus receipt. You can also tap the “delete”  icon at the top right corner to delete the receipt.

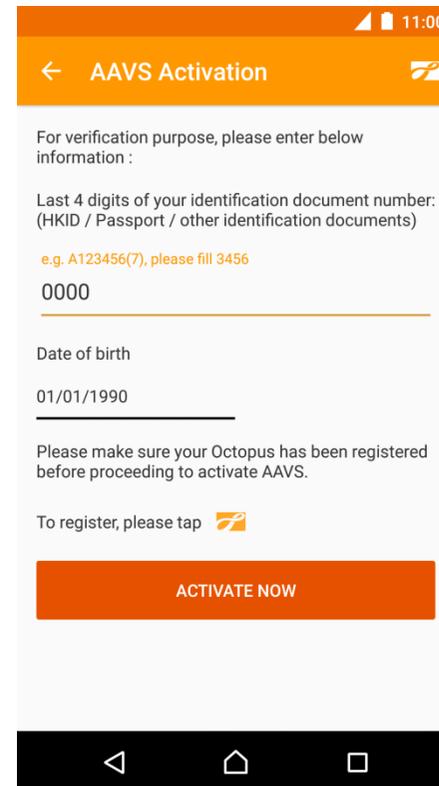
10. Activate AAVS



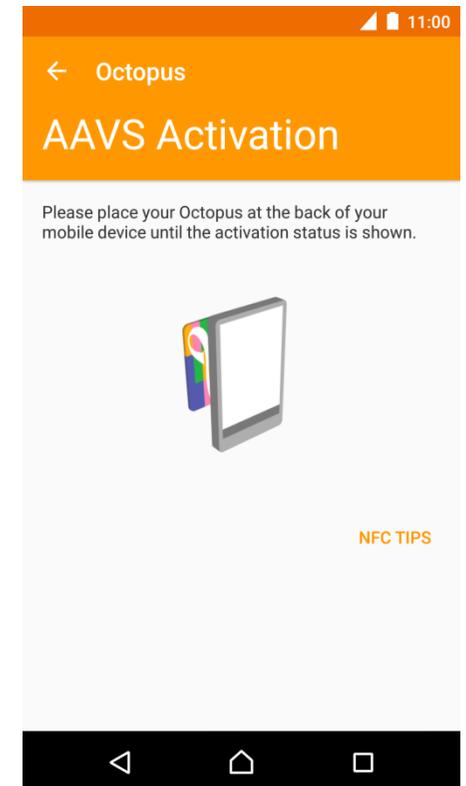
1. Open the “Octopus” App and tap “AAVS”.



2. Tap “Activate AAVS”.



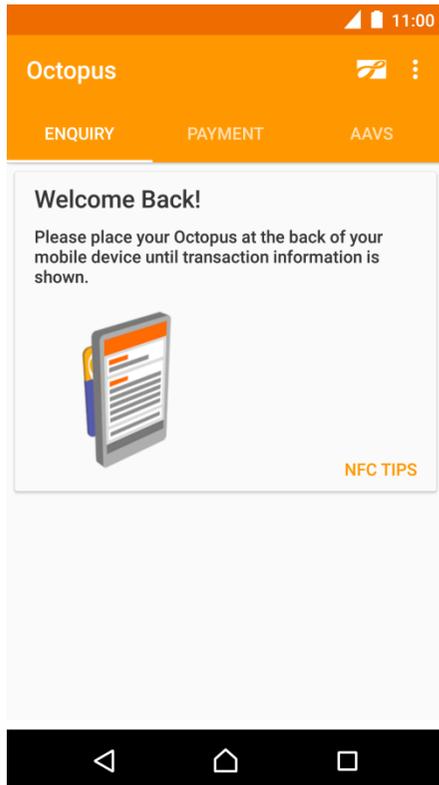
3. Follow the instruction, input the ID no. & date of birth information, then tap “Activate now”.



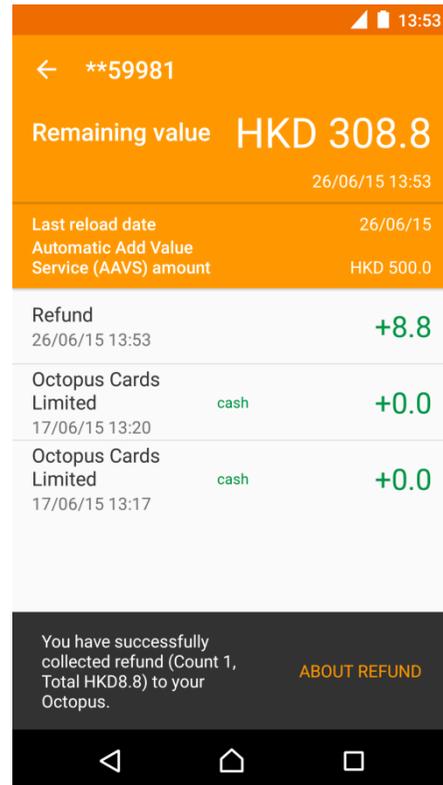
4. Place your Octopus at the back of your mobile device to activate AAVS.

11. Collect Incomplete Transaction or Other Refund

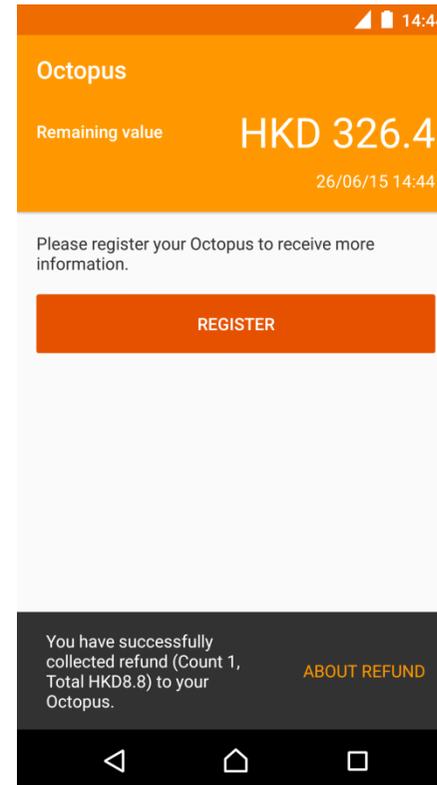
11.1. For Octopus Cards and Products



1. Open the “Octopus” App. Place your Octopus at the back of your mobile device. No prior registration is required.

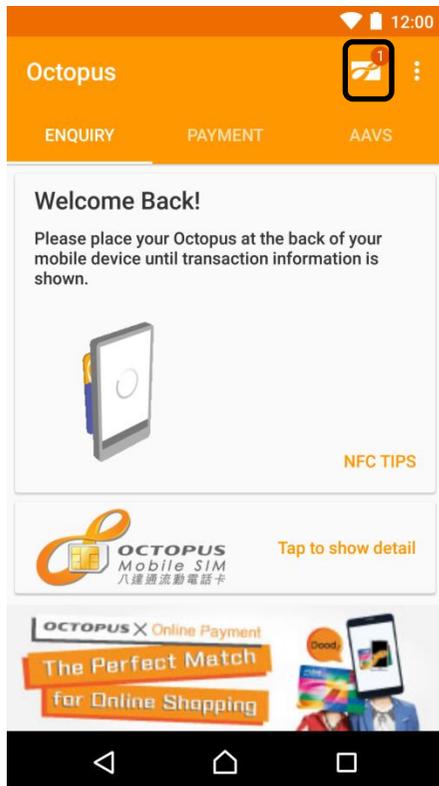


2. Upon the successful refund, the related refund and transaction details will be shown if the Octopus has been registered.

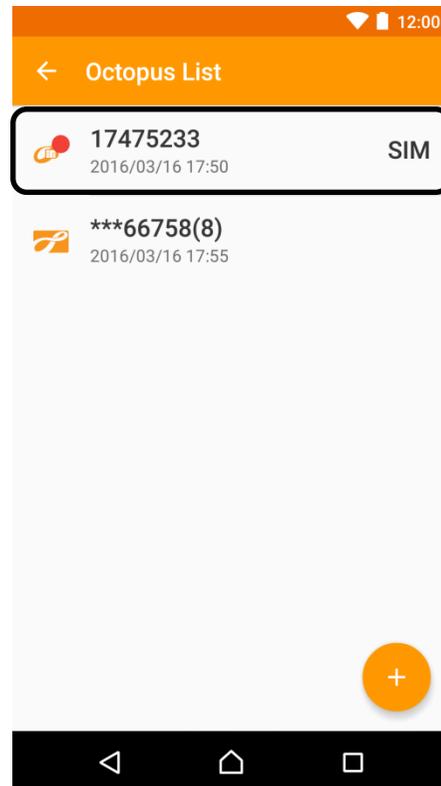


3. If the Octopus has not been registered, only the refund amount and remaining value will be shown.

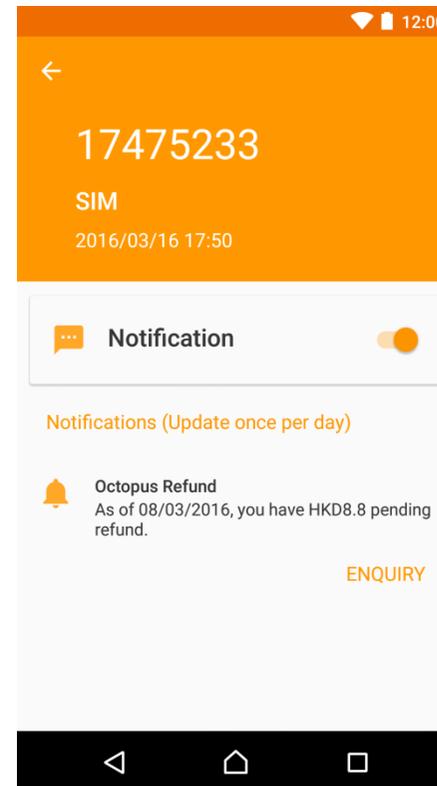
11.2. For Octopus Mobile SIM



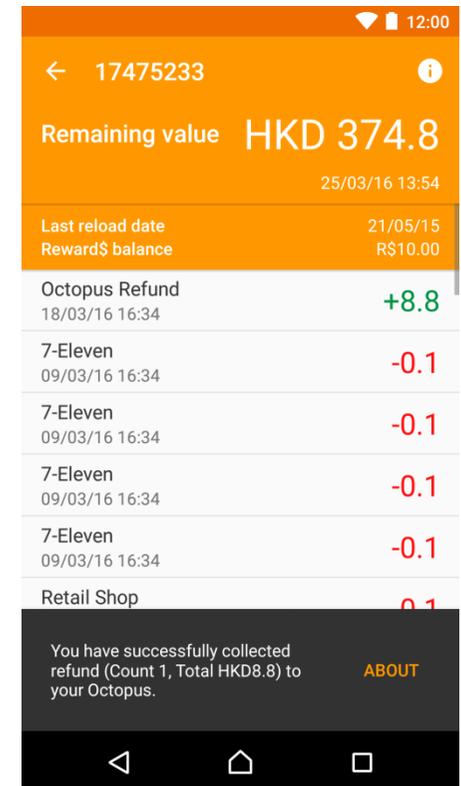
1. Open the “Octopus” App. Tap the “Register Octopus”  icon at the top right corner.



2. Click on the Octopus Mobile SIM entry at the top of the list.



3. Click “Enquiry” next to “Octopus Refund”.



4. The refund will be credited to your Octopus Mobile SIM.