

moaon User Guide

moaon 1.0.182 (183) · 16 October 2026

Scope

10 chapters, 38 steps and 8 FAQs covering installation, applications, employees, receipts, payments, history, sales and cancellation.

Based on the current moaon app. Planned platform extensions are not current app features. Perform actual applications, document submission, signatures and payments inside the app, not in this document.

This is a public information page. It collects no personal data, documents or signatures. Submit them only in the official application screens inside moaon.

Latest online instructions: <https://knbon.com/en/guide>

moaon app: <https://knbon.com/en/products/moaon-app>

Google Play: <https://play.google.com/store/apps/details?id=com.payon.mobilepos>

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1. Install the app

Start on the owner's Android phone. Set up an employee's phone after the owner registers that employee.

01 Get ready

Where · You do not need to open the app yet.

1. Connect to Wi-Fi or mobile data and charge the phone.
2. Prepare the business registration certificate, owner's identification and settlement account copy. Be ready to photograph the shop sign and entrance.
3. Have the owner's phone number and an accessible email address ready. Do not use an employee's number for the owner.

Check the result · Continue when the phone and documents are ready.

Please note · Employees do not make a separate merchant application. Follow chapter 6 after the owner registers you.

Illustrated screen structure - actual Korean UI labels / 준비물 확인

사업자등록증

대표자 신분증

지급계좌 사본

간판이 보이는 매장 외부사진

대표자 휴대폰 · 이메일

02 Open the installation link

Where · A message or browser on your phone

1. Tap the moaon installation link supplied by your contact. In Google Play, check that the app is moaon.
2. Tap Install (설치) and wait. If the app is already installed and Update (업데이트) appears, tap Update.
3. Tap Open (열기). On later visits, tap the moaon icon on your phone.

Check the result · The moaon login screen appears.

Please note · If Install is missing or the app cannot be found, ask your contact to confirm the link and Google account. Internal testing requires an invited account. Do not delete the app or install unknown files as a first remedy.

Illustrated screen structure - actual Korean UI labels / Google Play 화면 예시

moaon

설치

설치 완료 후 → 열기

03 Enter the business and owner details

Where · moaon opening screen → Login

1. Tap 사업자등록번호 and enter the 10 digits on your business registration certificate.
2. Enter the owner's own number in 본인 휴대폰번호. Check every digit.
3. On a previously used phone, the business and personal phone numbers may already be filled in. Check both and edit only when necessary. The password field opens a numeric keypad; enter your existing password yourself only if you have already set one.
4. For first-time use, leave 비밀번호 empty and tap 로그인 once.

Check the result · A new merchant sees 가맹점 등록 안내. Existing applications may show their current status.

Please note · If you already created a password, sign in with it or use 비밀번호를 잊으셨나요? instead of applying again.

Illustrated screen structure - actual Korean UI labels / moaon

사업자등록번호 · 사업자등록증의 숫자 10자리

본인 휴대폰번호 · 대표자 본인의 휴대폰번호

비밀번호 · 처음에는 비워 두세요

로그인

2. Apply as a merchant

The owner applies. The administrator reviews the submitted documents for detailed merchant information; enter the basic fields shown in the app accurately.

04 Tap merchant registration

Where · The 가맹점 등록 안내 dialog after login

1. Confirm this is a new application for your shop.
2. Tap 가맹점 등록 at the bottom. 취소 closes the dialog without opening the application.

Check the result · The four stages appear: 신청정보 → 대표자 → 서류촬영 → 제출확인.

Please note · If you are an employee, cancel and ask the owner to check your registration and phone number. Do not create another merchant application.

Illustrated screen structure - actual Korean UI labels / 가맹점 등록 안내

처음 이용하는 가맹점의 등록 안내

취소

가맹점 등록

05 Check the three basic fields

Where · Merchant registration → 1 신청정보

1. Check 사업자등록번호 and 대표자 연락처, even if already filled in.
2. Enter an email address you can access in 이메일주소, including the @ sign and dots.
3. Sole proprietors select 일반가맹점 and tap 다음 at the bottom right. Corporations should read the next step first.

Check the result · A sole-proprietor application moves to the owner category screen.

Please note · If business-status verification fails, check the number and retry. If it persists, give your contact the exact error message.

Illustrated screen structure - actual Korean UI labels / 가맹점 등록 · 신청정보

사업자등록번호 · 본인 사업자번호

대표자 연락처 · 대표자 휴대폰번호

이메일주소 · 본인이 사용하는 이메일

일반가맹점 / 법인가맹점

다음

06 Corporations need an in-person review

Where · When 법인가맹점 is selected in stage 1

1. Select 법인가맹점 if the business is registered as a corporation.
2. Check the business number, owner's phone and email, then tap 모바일 가맹점 신청.
3. Read 법인가맹점 등록 안내 and tap 확인. Arrange the visit and required documents with your contact.

Check the result · Corporations do not immediately continue to the sole-proprietor photo and signature stages. Follow the instructions after the in-person review.

Illustrated screen structure - actual Korean UI labels / 법인가맹점 등록 안내

법인가맹점은 방문 확인이 필요합니다.

확인

07 Choose the owner category

Where · Merchant registration → 2 대표자

1. For a Korean owner, select 내국인 대표자.
2. For a foreign owner, select 외국인 대표자. Both sides of the foreign registration card are additionally required.
3. Check your choice and tap 다음.

Check the result · The applicable document list appears.

Illustrated screen structure - actual Korean UI labels / 가맹점 등록 · 대표자

대표자 구분을 선택해 주세요.

내국인 대표자

외국인 대표자

다음

08 Photograph each required document

Where · Merchant registration → 3 서류촬영

1. Tap 사업자등록증 and then 카메라로 촬영. Allow camera access when asked.
2. Photograph the whole document in good light. If text is blurred or glare covers it, tap 다시 촬영.
3. Repeat for the owner's ID, settlement account copy and shop exterior with sign. The account copy must show the bank, account number and account holder.
4. Foreign owners also photograph the front and back of the registration card separately. Swipe up to see the remaining items.
5. Check that every item says 촬영 완료, then tap 다음.

Check the result · Check four common items, or six items including the two additional foreign-owner documents.

Please note · Do not send or enter private document images on this guide page. Submit them only through moaon. Contact support for capture errors before deleting the app or its data.

Illustrated screen structure - actual Korean UI labels / 가맹점 등록 · 서류촬영

사업자등록증 · 촬영 필요 → 촬영 완료

카메라로 촬영

다시 촬영

대표자 신분증 / 지급계좌 사본 / 매장 외부사진

다음

09 Review the information and consent items

Where · Merchant registration → 4 제출확인

1. Check the business number, owner's phone, email and document count. Use 이전 to correct errors.
2. Tap 개인정보처리방침 보기 and read it.
3. Read the collection/use and third-party document-sharing terms. Tick each box only if you agree.

Check the result · Scroll down to review the service agreement.

Please note · Ask your contact before signing if you disagree or do not understand a term. Do not have someone else consent or sign for you.

Illustrated screen structure - actual Korean UI labels / 가맹점 등록 · 제출확인

사업자등록번호 · 대표자 연락처 · 이메일주소

촬영 서류 · 필요한 서류 모두 완료

☐ 개인정보 수집·이용 동의

☐ 서류 제3자 제공 동의

10 Read the whole service agreement

Where · Below the review fields → moaon 이용약관

1. Tap 계약서 전체보기.
2. Swipe up inside the agreement to read all sections, including charges and obligations.
3. Tap 계약 내용 확인 after reading. If you agree, tick the agreement box and tap 서명하기.

Check the result · The 전자서명 작성 dialog opens.

Please note · If 서명하기 is unavailable, check that you opened the agreement and ticked consent. If loading fails, use 계약 다시 확인.

Illustrated screen structure - actual Korean UI labels / moaon 이용약관

계약서 전체보기

계약 내용 확인

☐ 계약 내용에 동의

서명하기

11 The owner signs with a finger

Where · The 전자서명 작성 dialog

1. Write your own signature in the signature area with your finger, rather than a single dot.
2. Tap 지우기 to clear and rewrite, or 취소 to return without using the signature.
3. Tap 서명 완료 when the signature is correct.

Check the result · Check the message that the signature will be received with the application. The application has not been submitted yet.

Illustrated screen structure - actual Korean UI labels / 전자서명 작성

이 영역에 본인이 서명합니다

지우기 / 취소

서명 완료

12 Submit the application once

Where · At the bottom of the review screen

1. Review the details, photos, consent boxes and signature.
2. Tap 신청 제출 once. Wait while 신청 전송 중 is shown. Do not tap repeatedly or close the app.
3. Confirm that 가맹점 등록 상태 and the review status appear. If a submission error is shown, read it before retrying.

Check the result · Under review indicates the application is being reviewed. Submission alone does not enable payments.

Please note · If 신청 제출 is grey, check missing photos, both consent boxes and agreement/signature completion. A transmission error is not confirmation of receipt.

Illustrated screen structure - actual Korean UI labels / 제출확인

입력정보 · 서류 · 동의 · 서명 확인

신청 제출

신청 전송 중 → 가맹점 등록 상태

3. Check the application result

Installation and submission are not payment activation. Only approved payment channels can be used.
Ask your contact about review timing.

13 Check the review status

Where · Login → 가맹점 등록 상태

1. If reopening the app, log in using the business number and owner's phone used for the application.
2. Tap 심사 상태 확인 and read the current status.
3. For 서류 보완 필요, read the reason and use 지정 서류 다시 촬영 to replace and submit the requested photos.
4. For 신청 반려, contact support. Do not repeatedly submit the same application.

Check the result · After approval, an account without a password proceeds to verification and password setup.

Illustrated screen structure - actual Korean UI labels / 가맹점 등록 상태

가맹점 등록 심사중

심사 상태 확인

보완 요청 시 → 지정 서류 다시 촬영

로그인 화면으로

4. Verify identity and set a password

Owners and employees each verify their own phone. The six-digit verification code is not the login password.

14 Enter the six-digit Alimtalk code

Where · 가맹점 비밀번호 설정 → 본인 정보 확인

1. Check the business number and 본인 휴대폰번호. Employees must use their registered employee number, not the owner's.
2. If the code-entry screen has already opened, check KakaoTalk. Otherwise tap 알림톡 인증키 받기 on the identity screen.
3. Read the latest six-digit code in KakaoTalk and return to moaon. Enter it in 알림톡 인증키.
4. Tap 인증키 확인. If expired or incorrect, request a new code using 인증키 다시 받기.

Check the result · Successful verification opens password setup.

Please note · Do not share the code. If it does not arrive, check the phone number and KakaoTalk, then contact support. Do not repeatedly press Send.

Illustrated screen structure - actual Korean UI labels / 가맹점 비밀번호 설정

알림톡 인증키 받기

알림톡 인증키 · 받은 숫자 6자리

인증키 확인

인증키 다시 받기

15 Enter the same password twice

Where · 가맹점 비밀번호 설정 → 새 비밀번호

1. Enter a personal password of at least six characters in 새 비밀번호. It is not restricted to exactly six digits.
2. Enter it again in 새 비밀번호 확인. Check for unintended spaces and typing mistakes.
3. Tap 비밀번호 설정 완료. If Home opens, setup is done. If Login reappears, sign in with the new password.

Check the result · You can sign in with your own account. Do not share the owner's password with employees.

Please note · Samsung Pass and similar prompts belong to the phone's password manager. Choose whether to save, and separately confirm password setup in moaon.

Illustrated screen structure - actual Korean UI labels / 가맹점 비밀번호 설정

새 비밀번호 · 6자리 이상 입력

새 비밀번호 확인 · 같은 비밀번호를 다시 입력

비밀번호 설정 완료

16 Follow the payment setup prompts

Where · After approved login or when opening a payment screen for the first time

1. If prompted to install payment apps, use the linked Google Play pages. Card payment may require V-CAT and V-READER.
2. Return to moaon after installation. Read the required permission prompts, allow them and wait for setup to finish.
3. Turn on NFC for contactless card payment. For persistent availability or key-exchange errors, contact support rather than repeatedly attempting a payment.

Check the result · Check that setup completes and approved payment methods are available. This guide does not ask you to make a real payment.

Please note · Permissions vary by phone. A QR-only setup may not show the same card-payment installation steps.

Illustrated screen structure - actual Korean UI labels / 결제 준비 확인

안내된 결제 앱 설치

moaon으로 돌아오기

필요한 권한 확인 · 연결 완료 대기

5. The owner registers employees

Complete this chapter on the owner's phone. Enter only the employee's name and phone number; an employee number is assigned automatically.

17 Open employee management in settings

Where · Owner login → 설정 at the bottom of Home

1. Sign in using the registered owner's phone number and password.
2. Tap the gear-shaped 설정 at the bottom of the screen.
3. Tap 직원 관리 in the settings list.

Check the result · You see the 직원이름 and 스마트폰 전화번호 fields.

Please note · If the menu is missing, check whether you signed in as an employee. If it is missing for the owner too, ask support to check the app version and account permissions.

Illustrated screen structure - actual Korean UI labels / 설정

직원 관리

직원 등록 · 퇴사 직원 계정 삭제

홈 / 거래내역 / 매출통계 / 설정

18 Enter the employee's name and own number

Where · 설정 → 직원 관리

1. Enter the employee's actual name in 직원이름.
2. Enter that employee's own phone number in 스마트폰 전화번호. Do not enter the owner's number again.
3. Confirm the digits with the employee, then tap 직원 등록 once.

Check the result · Check the registration success message and the employee list below.

Please note · If the button is unavailable, check both fields and wait for the list to load. If the number already exists, check the list instead of creating a duplicate.

Illustrated screen structure - actual Korean UI labels / 직원 관리

직원이름 · 예: 김직원 (설명용 이름)

스마트폰 전화번호 · 해당 직원 본인의 번호

직원 등록

19 Check the registered employee list

Where · Below the form → 등록된 직원

1. Swipe up to view 등록된 직원. Check the name and phone number.
2. 본인 인증·비밀번호 설정 필요 means registration is done but the employee still needs verification and password setup.
3. Give the employee the business registration number and the installation link supplied by your contact. Do not share the owner's password.

Check the result · After the employee completes the next chapter, tap 새로고침 to check for 비밀번호 설정 완료.

Please note · 직원 계정 삭제 is for revoking a departing employee's access. Do not delete an account just to resolve a password error.

Illustrated screen structure - actual Korean UI labels / 직원 관리 · 등록된 직원

김직원 · 직원번호는 자동 부여

본인 인증·비밀번호 설정 필요

새로고침

6. First login on the employee's phone

Continue on the employee's phone. Use the shop's business number, but the employee's own phone number and password.

20 Employees log in without applying again

Where · Install moaon on the employee's phone → Login

1. Install and open moaon following chapter 1.
2. Enter the shop's business number supplied by the owner in 사업자등록번호.
3. Enter your own number, as registered by the owner, in 본인 휴대폰번호. Leave the password empty for first use and tap 로그인.
4. Complete Alimtalk verification and your own password setup using chapter 4. Use that password for later logins.

Check the result · Home on the employee's phone indicates basic setup is complete. Follow any payment-app installation prompts.

Please note · If 가맹점 등록 안내 appears, cancel instead of applying. Ask the owner to verify your listing and phone number.

Illustrated screen structure - actual Korean UI labels / moaon · 직원 로그인

사업자등록번호 · 대표자와 같은 사업자번호

본인 휴대폰번호 · 직원 본인의 휴대폰번호

비밀번호 · 최초 설정 전에는 비워 두기

로그인

21 Later logins and forgotten passwords

Where · moaon login screen

1. For later logins, enter the business number, your phone number and your password, then tap 로그인.
2. If you forgot the password, tap 비밀번호를 잊으셨나요?.
3. Check the business and personal phone numbers, verify through Alimtalk and set a new password. Sign in with the new password.

Check the result · Each user manages their own password. Do not start by re-registering the employee or deleting the app.

Please note · If repeated incorrect attempts cause a temporary restriction, follow the message or reset the password. Do not send your password or verification code to support.

Illustrated screen structure - actual Korean UI labels / 로그인

사업자등록번호 · 본인 휴대폰번호

비밀번호 · 본인이 설정한 비밀번호

비밀번호를 잊으셨나요?

알림톡 인증 → 새 비밀번호 설정

7. Give the customer a receipt

For a completed payment or cancellation, choose a QR receipt or a mobile receipt via Kakao Alimtalk. QR receipts do not require the customer's phone number.

22 Choose a delivery method in 영수증 발급

Where · Payment result → 영수증 발급

1. Check the transaction status and amount, then tap 영수증 발급. If a receipt prompt appears first, choose to issue a receipt.

2. Tap QR 영수증 for the customer to scan, or 모바일영수증(알림톡) to send to their phone number.

Check the result · The QR screen or phone-number form opens.

Please note · A receipt QR opens a receipt. It is not a payment QR and does not charge again.

Illustrated screen structure - actual Korean UI labels / 영수증 발급

QR 영수증 · 고객이 카메라로 스캔 · 전화번호 불필요

모바일영수증(알림톡) · 고객 전화번호로 카카오톡 발송

닫기

23 Ask the customer to scan with their camera

Where · 영수증 발급 → QR 영수증

1. When the QR appears, show it to the customer. Ask them to open the camera on their own phone.

2. Ask them to point the camera at the whole QR and tap the link that appears. Merely taking a photo may not open the receipt.

3. Once the receipt opens on their phone, tap 닫기 in moaon. To switch to Alimtalk, tap 다른 방법.

Check the result · The customer can view the web receipt without installing moaon or entering a phone number.

Please note · If scanning fails, adjust screen brightness and camera distance, or choose Alimtalk via 다른 방법. Show the receipt link only to that customer.

Illustrated screen structure - actual Korean UI labels / QR 영수증

승인완료 · 11,000원

QR 이미지 표시 위치 · 설명용 위치 표시 · 스캔할 QR이 아닙니다

스캔하여 영수증을 확인하세요.

다른 방법 / 닫기

24 Check the customer's number and send Alimtalk

Where · 영수증 발급 → 모바일영수증(알림톡)

1. Ask which phone number should receive the receipt and enter it in 전화번호.
2. If the cash-receipt phone number is prefilled, confirm it with the customer. Edit it if they want to receive the receipt at a different number.
3. Check the number again, tap 발송 once and read the result. The customer opens the receipt link in KakaoTalk.

Check the result · Check the app's send result. The customer checks KakaoTalk for actual delivery.

Please note · If the app cannot confirm the send result, contact support instead of repeatedly sending. Check the number before sending to avoid the wrong recipient.

Illustrated screen structure - actual Korean UI labels / 모바일영수증(알림톡)

고객 전화번호 입력

전화번호 · 고객이 알려 준 번호 · 수정 가능

닫기 / 발송

25 Reopen or save a past receipt

Where · moaon transaction history / receipt on the customer's phone

1. For a past transaction, open 거래내역 and select the correct date, amount and status. Tap 영수증 발급 in 거래 상세 to choose a delivery method again.
2. On the web receipt, the customer checks the merchant, amount, approval number and 승인완료 or 취소 완료 status.
3. To keep it, tap 인쇄 / PDF 저장 on the receipt and select PDF saving in the phone's print menu. Menu names vary by device.

Check the result · The receipt is viewed or saved. Scanning alone does not automatically save a file.

Please note · Save the receipt before its displayed expiry. Large-text settings or long addresses may require scrolling. Reopening a receipt does not create a new payment.

Illustrated screen structure - actual Korean UI labels / 거래 상세

금액 / 수단 / 상태 / 승인번호 / 일시

영수증 발급

고객 웹 영수증 · 인쇄 / PDF 저장

8. Enter an amount and take payment

Use only approved merchant accounts and payment channels. Check the amount on the right and do not submit the same payment again while it is processing.

26 Enter the amount on Home and tap 결제하기

Where · Bottom navigation: 홈 → 결제 금액

1. Use the keypad to enter the agreed amount in Korean won. 00 enters two zeros.
2. Use ✕ to erase one digit, or 전체 지우기 above the amount to start again.
3. Check the amount on the right, then tap 결제하기 once below the keypad. A zero amount cannot continue.

Check the result · The same amount appears on 결제수단 선택.

Illustrated screen structure - actual Korean UI labels / 홈 · 금액 입력

결제 금액 · ₩ 12,300

숫자 키패드 · 00 · ✕

전체 지우기

결제하기

27 Choose an available payment method

Where · 결제하기 → 결제수단 선택

1. Check 결제금액 at the top. Go back to the amount screen if it needs correcting.
2. Choose 간편QR결제, 카드터치결제, 카드번호 입력 수기결제 or 현금영수증 발급 for the required service.
3. A disabled method or one marked 가맹점 심사중 is unavailable. Complete any required card-app installation or setup prompts, then return.

Check the result · The selected method opens. Selecting a method is not payment approval.

Illustrated screen structure - actual Korean UI labels / 결제수단 선택

결제금액 · ₩ 12,300

간편QR결제

카드터치결제

카드번호 입력 수기결제

현금영수증 발급

28 Follow the card-app instructions for contactless payment

Where · 결제수단 선택 → 카드터치결제 → NFC 결제

1. Check the amount and follow the V-CAT/V-READER instructions to tap the customer's card or supported wallet.
2. Wait for the card app and moaon to return a result. Do not start another payment for the same purchase.
3. Check the result and approval information in moaon. If you need to stop, tap 취소 and wait for the final result.

Check the result · Give a receipt after confirming approval.

Please note · If 돌아가서 거래 결과 확인 or a pending-result message appears, check history first. Closing a stopped screen does not cancel an already approved transaction.

Illustrated screen structure - actual Korean UI labels / NFC 결제

결제금액 · ₩ 12,300

V-CAT · V-READER 화면 안내 확인

취소

29 Ask the customer to scan with a supported payment app

Where · 결제수단 선택 → 간편QR결제

1. Check the amount and displayed QR, then show the screen. The customer scans it with a supported payment app.
2. Ask the customer to check the amount and complete the steps in their app. Wait for the final result in moaon too.
3. If the QR expires or the result is uncertain, check the transaction number and history before retrying. Do not charge again without confirming the first result.

Check the result · Confirm the approval result and amount in moaon.

Please note · A payment QR differs from QR 영수증. Leaving the QR screen with Back or Close does not refund an approved payment.

Illustrated screen structure - actual Korean UI labels / 간편QR결제

결제금액 · ₩ 12,300

결제 QR 표시 위치 · 설명용 · 결제할 수 없는 그림

고객 결제 앱과 moaon의 결과 확인

30 Enter card details only in the V-CAT flow

Where · 결제수단 선택 → 카드번호 입력 수기결제

1. Select 카드 촬영 (OCR) or 카드번호 직접입력.
2. Follow the V-CAT screen to capture or enter the card details. Do not enter or send card data through this guide or ordinary messages.
3. Check the final approval result. If it is uncertain, leave the payment screen and check the transaction result first.

Check the result · Confirm payment completion and approval information before the next customer.

Illustrated screen structure - actual Korean UI labels / 카드번호입력결제

카드 촬영 (OCR)

카드번호 직접입력

V-CAT 안내에 따라 진행

31 Check the cash-receipt type and customer identifier

Where · 결제수단 선택 → 현금영수증 발급

1. Check the issuance amount and select the personal income-deduction or business-expense type.
2. Enter the customer's phone number for the personal type, or business registration number for the business type. Use 발급 유형 다시 선택 to change the type.
3. Confirm the identifier with the customer, tap 발급 승인 once and wait for the result.

Check the result · Confirm 현금영수증 발급 완료.

Please note · Cash-receipt issuance is separate from giving a receipt by QR or Alimtalk. Do not repeat a request whose result is uncertain.

Illustrated screen structure - actual Korean UI labels / 현금영수증 발급

발급 금액 · ₩ 12,300

소득공제용 / 지출증빙용

휴대전화번호 또는 사업자등록번호 · 고객에게 직접 확인

발급 승인

32 Check the final status and approval details

Where · Payment or issuance result screen

1. Check whether the result is complete, failed or canceled, then compare the amount and method.
2. For a completed transaction, check the approval number and time, then choose a delivery method in 영수증 발급.
3. Do not treat failure, an error or an uncertain result as completion. If payment may already have occurred, check history and the payment provider's result before retrying.

Check the result · Proceed with the receipt or required follow-up after confirming the status.

Illustrated screen structure - actual Korean UI labels / 결제 완료 · 예시

결제금액 · ₩ 12,300

결제수단 · 승인번호 · 승인일시

영수증 발급

결제취소

9. Review transaction history and sales

Use matching periods and payment methods when comparing transactions and totals. Follow the row dividers and right-aligned amounts.

33 Choose a period and method in transaction history

Where · Bottom navigation: 거래내역 → 내역

1. Select 결제내역, 영수증내역 or 오류, then set 기간 and 수단.
2. Choose 전체, 오늘, 최근 7일 or 최근 30일. Check each transaction's time, amount, status and approval number.
3. Tap 서버 내역 새로고침 and wait for synchronization when needed. Use 거래내역 더 보기 to reveal more rows.

Check the result · Confirm the filters and transaction status.

Please note · The 오류 tab shows failed approvals. The completed total sums approved transactions for the selected period and method, excluding canceled and failed records.

Illustrated screen structure - actual Korean UI labels / 내역

결제내역 / 영수증내역 / 오류

기간 · 수단

총 결제완료 금액 · ₩ 12,300

서버 내역 새로고침

거래별 일시 · 수단 · 금액 · 상태

34 Open a transaction to review details and receipts

Where · 거래내역 → transaction row → 거래 상세

1. Tap the row with the correct amount and time.
2. Compare the amount, method, status, approval number and time in 거래 상세. QR transactions may also show 거래번호(NEX).
3. Tap 영수증 발급 for an eligible transaction, or 닫기 to finish viewing. Read the next chapter before canceling or refunding.

Check the result · You can review the correct transaction and provide its receipt again.

Illustrated screen structure - actual Korean UI labels / 거래 상세

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영수증 발급

닫기

35 Review approved totals in sales summary

Where · Bottom navigation: 매출집계

1. Choose 오늘, 최근 7일, 최근 30일 or 이번 달 in 기간, then select 수단.
2. Check 전체 순매출 or the selected method's total, plus 승인완료 금액 and 승인완료 건수.
3. In 결제수단별 순매출, use the row dividers to check each method's count and right-aligned amount.

Check the result · Review the approved totals and method breakdown for the selected filters.

Please note · Only approved transactions recorded in the app are summed. Canceled and failed records are excluded. If totals differ from history, first match the period, method and synchronization state.

Illustrated screen structure - actual Korean UI labels / 매출집계

기간 · 수단

전체 순매출 · ₩ 12,300

승인완료 금액 · 승인완료 건수

결제수단별 순매출 · 수단별 건수 · 오른쪽 금액

10. Cancel or refund an approved transaction

Closing a payment screen differs from canceling an approved transaction. Check the original amount, time and approval number before requesting cancellation once.

36 Find the original transaction and cancellation action

Where · Completed result, or 거래내역 → 거래 상세

1. Confirm 승인완료 and check the amount, time and approval number.
2. Tap the displayed action: 결제취소, 환불 for an eligible QR transaction, or 발급취소 for a cash receipt.
3. If the action is disabled because the transaction is already canceled or approval information is missing, contact support rather than creating another payment.

Check the result · The confirmation dialog for that transaction opens.

Illustrated screen structure - actual Korean UI labels / 거래 상세 · 승인완료

금액 · 일시 · 승인번호 확인

결제취소 / 환불 / 발급취소

닫기

37 Follow the instructions for the transaction type

Where · Cancellation or refund confirmation dialog

1. For a card transaction, tap 취소 진행 and follow the instruction to tap the same card again in V-READER. Wait for the V-CAT cancellation response.
2. For QR, check the original transaction number, tap 환불 진행 once and wait for the result.
3. For a cash receipt, enter the phone or business number used for the original issuance, then tap 취소 진행.

Check the result · Wait for the final result without repeating the same request.

Please note · Do not proceed if the original details are wrong. Closing the confirmation before sending a request does not cancel an approved transaction.

Illustrated screen structure - actual Korean UI labels / 취소·환불 확인

원거래 승인번호 또는 거래번호 확인

현금영수증: 원 발급 식별번호 확인

취소 진행 / 환불 진행

38 Confirm the final canceled status

Where · Cancellation result → 거래내역

1. Check the cancellation/refund completion message and confirm 취소완료 on the original transaction in history.
2. If needed, use 영수증 발급 on the canceled transaction to give the customer a cancellation receipt.
3. Do not report completion when the result is pending, uncertain or failed. Do not repeat the request; contact support with the transaction reference and message.

Check the result · Tell the customer the result only after its final status is confirmed.

Illustrated screen structure - actual Korean UI labels / 거래 상태 확인

취소완료 또는 결과 확인 필요

영수증 발급

결과 미확정: 반복 요청하지 않기

Common problems

The QR receipt option is missing.

This guide is based on moaon 1.0.182 (183). Google Play availability depends on the account and release status. Check for updates; if the menu is missing, ask support to check the installed version and availability.

Does scanning the receipt make a payment?

No. QR 영수증 links to the receipt of a completed transaction. It is different from the payment QR in 간편 QR결제.

I cannot see the button at the bottom.

Slowly swipe upward in the middle of the screen. If the keyboard covers the button, press Back once to dismiss the keyboard. Do not press Back repeatedly.

The camera does not open.

In Android settings, find moaon in the app list and check camera permissions. Menu names vary by phone. Contact support if it still fails.

Next is unavailable after taking photos.

Scroll down and check that every document says 촬영 완료. Foreign owners need separate front and back images. Wait if image processing is still in progress.

Are the code and password the same?

No. The verification code is a one-time six-digit number received in KakaoTalk. The password is at least six characters chosen afterward and used for future logins.

Approved, but employee management is missing.

Check that you used the owner's registered number. Employees do not see this menu. If the owner cannot see it, provide support with the app version and the last four digits of the phone number.

An error or blank screen appears.

If a payment is in progress, check its result before retrying. During application or login, note the error and step for support. Do not uninstall or clear app data before receiving guidance.

When you need help

Provide the step number and exact error. Never send passwords, verification codes, identification, account or card data by ordinary message.

KNBON Inc. · moaon

070-4517-1725: <tel:+827045171725>

kys@knbon.com: <mailto:kys@knbon.com>

A simplified illustration, not an actual screenshot or input form. It cannot make a transaction.