

# EFTPOS 1.

User guide.

## Contact Details

### BankSA Merchant Helpdesk

- Service, Sales and Support
- Terminal Difficulties
- Stationery Orders

**1300 130 190**

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# 1 Introduction.

The EFTPOS 1 terminal lets you process online transactions for Debit Cards (savings and cheque accounts), Credit Cards (Visa, Mastercard® and UnionPay) and Charge Cards (American Express®, Diners Club and JCB). To accept Charge Card transactions please contact the relevant Charge Card Provider.

EFTPOS 1 enables you to process:

- Purchases
- Purchases with cash out for Debit Cards
- Refunds
- Mail/telephone order (MOTO) and eCommerce transactions
- Cash out transactions for Debit Cards
- Purchase with Tip
- Pre-Authorisation functions, including Completion, Extension and Cancellation

## 1.1 Merchant Responsibility for Equipment and Materials Provided.

Terminals and equipment (where supplied by us), plus any unused stationery and promotional material remain the property of the bank.

- You must not sell, assign or in any way encumber them.
- You will not permit a third party to have possession of or access to any equipment, or other materials.
- You must ensure that the terminals are covered by your business or contents insurance.

### **Terminals must not be relocated without prior authorisation.**

Terminals must be located where customers can use the PINpad without the risk of other people seeing them key in their PIN (Personal identification number).

## 1.2 Cancellation of Facility.

If your merchant facility is cancelled for any reason, you need to return the equipment and materials to us. To do this, call the Merchant Helpdesk on 1300 130 190. You must return all equipment and materials within five business days of our request.

Fees and charges will continue to be charged until the equipment is returned to the bank as instructed.

## 1.3 Damaged, Lost or Stolen Equipment.

If equipment is damaged, lost or stolen, you will be charged for its replacement.

## 1.4 Merchant Receipts.

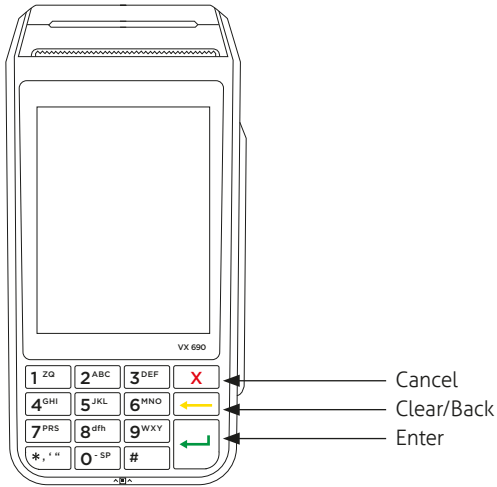
You need to retain all merchant receipts printed in a secure manner for reconciliation and in case of terminal failure. Refer to Section 16.0 Records in the EFTPOS Merchant Agreement.

You must provide customers with a receipt unless they request otherwise.

## 2 Getting Started.

The EFTPOS 1 terminal is a complete unit that includes:




- EFTPOS 1 terminal
- Terminal base
- Paper rolls
- Cables (Ethernet and phone)
- Power supply




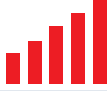









## 2.1 Using the Touch Screen.

The EFTPOS 1 terminal has a colour touch screen. To navigate using the touch screen, follow the prompts and press the option on the screen to make a selection.

## 2.2 Keyboard Layout.

Key Title	Symbol	Key Purpose
Enter		This button on the terminal keypad is used to accept data entry or proceed with a function and is the same as using the SELECT or OK buttons displayed on the touch screen. This button is also used to power on the terminal when held down for 10 seconds.
Clear/Back		This button on the terminal keypad is used for clearing entered data or moving back to the previous screen and is the same as using the CLEAR or BACK buttons displayed on the touch screen.
Cancel		This button on the terminal keypad is used to cancel the current function and return to the home screen and is the same as using the CANCEL or NO buttons displayed on the touch screen. This button is also used to power off the terminal when held down for 10 seconds.

### 2.3 Terminal Display.

Key Title	Symbol	Key Purpose
Mobile signal		The number of bars indicates strength of the mobile communications signal
No Mobile signal		Mobile communication is not connected.
WiFi		Number of bars indicates signal strength of the WiFi connection
No WiFi		WiFi configured but not connected
Bluetooth®		Bluetooth® connected
No Bluetooth®		Bluetooth® not connected
Ethernet		Ethernet connected
No Ethernet		Ethernet not connected
Battery		Internal battery power level displayed when terminal is not connected to a power supply.
Battery low		Battery symbol will turn red to indicate when terminal power is low
Battery charging		Battery symbol will turn green when the terminal is plugged into a power supply and is charging

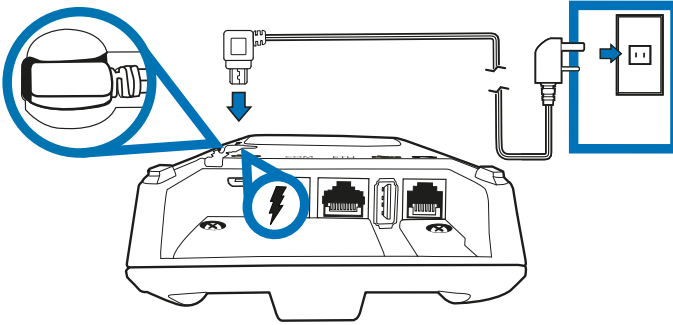
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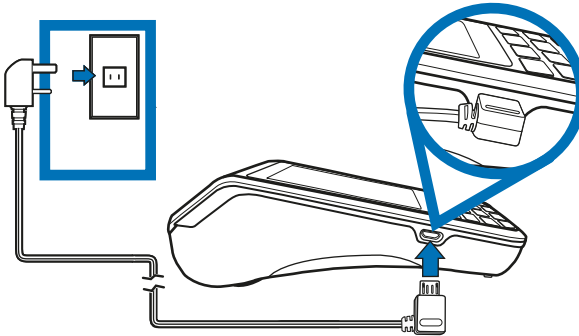
## 2.4 Charging your Terminal.

There are two options available to charge your terminal, either through connecting the power source directly to the terminal or via the terminal base:

- i) Connecting base station to power
  1. Insert the power cable into the power port on the terminal base.
  2. Plug the AC power cord into a wall outlet or a surge protected power board.
  3. Place terminal on the base to begin charging.




- ii) Alternate charging method
  1. Insert the power cable to the power port found on the side of the terminal.
  2. Plug the AC power cord into a wall outlet or a surge protected power board.





**Note:** It is recommended that you charge your terminal through the terminal base as this will enable you to quickly return your terminal to charge mode between uses.

## 2.5 Manual Start and Shutdown.

### i) Terminal Start-up

When placed on the base, the EFTPOS 1 terminal will automatically turn on. To turn on the terminal manually, hold the  key down for 10 seconds until the start-up screen is displayed on the terminal.

### ii) Terminal Shutdown

Hold the  key down for 10 seconds until the terminal displays the shutdown verification screen. Keep holding the  key until the EFTPOS 1 terminal shuts down (the terminal must be unplugged from the power supply or removed from the base before attempting a manual shut down).

## 2.6 Terminal Maintenance.

To keep your terminal software up to date, the bank will automatically download any updates to your terminal on a regular basis. You need to allow updates to complete in order to have the latest configuration and software. Ensure that your terminal is powered on and has connectivity to the bank.

Generally, this download will occur overnight and will take a minute or two, however a full software download can take 10 to 15 minutes.\* To let this download occur, your terminal will need to be kept switched on and be able to communicate with the bank.

If your terminal is unable to connect to the bank system at its scheduled time, it will automatically try again at a later stage.

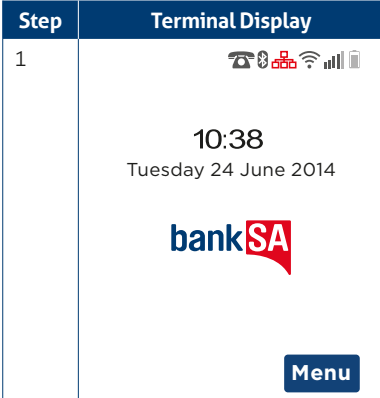

**\*Note:** This depends on the connection type that is used by the terminal.











## 2.7 Terminal Activation.

If you have received the terminal via satchel delivery, the terminal will need to be activated prior to use. Please refer to your QuickStart guide for details on how to activate your terminal. Once activation is complete, a parameter download\* will need to be carried out to begin transacting.

**\*The download will take approximately 1–2 minutes, depending on your location and the communications connection you are using.**

### 2.7.1 Software Download.

Step	Terminal Display	Action
1		Power on the terminal by pressing the  key for 10 seconds.

Step	Terminal Display	Action
2	Parameter Download Please Wait Or Press X To Cancel 	The terminal will automatically initiate the parameter download.
3	 TERMINAL INACTIVE	If the terminal displays "TERMINAL INACTIVE" the terminal has not been activated successfully, please contact the Merchant Helpdesk.
4	Load Params Required Load Now?   	Once activation has been completed, press any key on the keypad and the terminal will prompt "Load Params Required Load Now?" Touch the "Yes" button on the touch screen or press  to initiate the parameter download.
5	Parameter Download Please Wait Or Press X To Cancel 	The terminal will now complete the parameter download, please wait for download to complete.
6	 Parameter Download Successful	Upon the successful completion of the parameter download the terminal will display "Parameter Download Successful".
7	  10:38 Tuesday 24 June 2014    	The terminal will restart. Once the home screen is displayed you are now ready to begin transacting.

# 3 Procedures.

## 3.1 Terminal Display

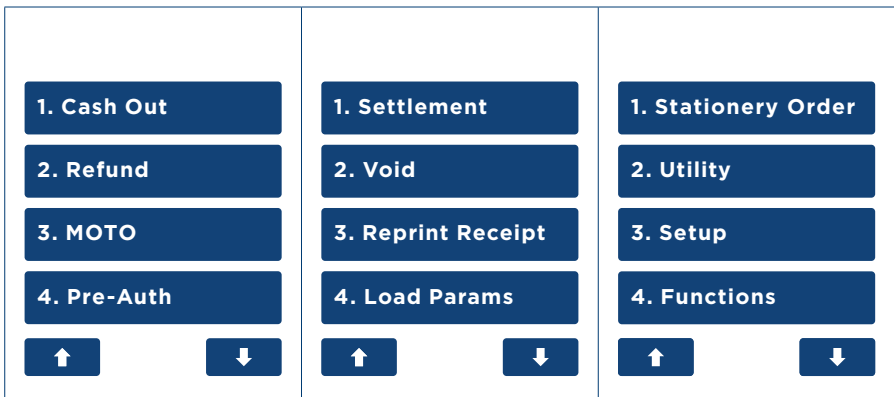


The terminal display shows information such as the battery strength, connection strength, date and time.

The main menu can be accessed via the idle screen by pressing the "Menu" key, then using the on-screen touch keys to navigate through the main menu items.

## 3.2 Main Menu.

**Note:** Main menu items listed may differ depending on the features enabled on your terminal.



To choose a main menu item:

- i) Press the menu item using the touch screen; or
- ii) Enter the number of the menu item using the keypad.

### 3.3 Contactless Transactions.

The EFTPOS 1 terminal is fitted with an in-built contactless card reader, mounted behind the screen, which enables the terminal to process contactless card transactions.



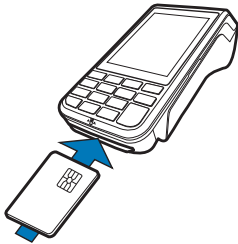
1. When prompted by the terminal, position the contactless card above the terminal screen.
2. Await the confirmation beeps before removing the card.

**Note:** Contactless transactions are currently unavailable for UnionPay cards.

### 3.4 Chip Card Transactions.

The EFTPOS 1 terminal supports chip card transactions.

The chip card reader is located at the bottom of the terminal below the keypad.

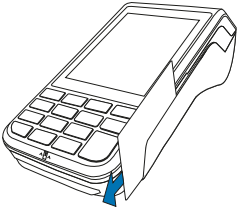


1. Position the chip card with the chip facing upward and toward the terminal.
2. Insert the chip card into the chip card reader slot in a smooth, continual motion as far as it can go.
3. The card should remain inserted in the terminal until the transaction is complete, and the terminal prompts you to remove it.
4. If there is an error with reading the chip on the card, the terminal may prompt you to swipe the card.

### 3.5 Magnetic Stripe Transactions.

The EFTPOS 1 terminal supports magnetic stripe transactions.



The magnetic stripe reader is located on the right hand side of the terminal.



1. Position a magnetic stripe card in the card reader with the stripe facing inward, towards the keypad.
2. To ensure a proper read of the magnetic stripe card, please insert the magnetic stripe card from the top of the unit.
3. Swipe the card smoothly through the magnetic card reader.
4. If there is no response from the terminal, or CARD ERROR message is displayed, swipe the card again. You may be required to swipe faster or slower.


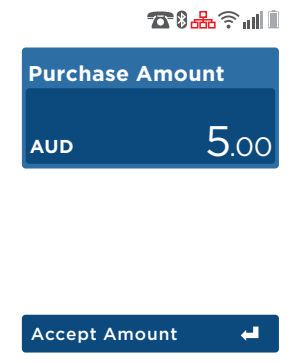



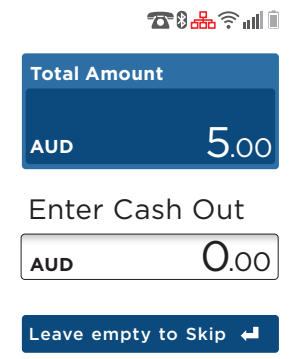

**Note:** If you have attempted to swipe a chip card the terminal will prompt you to insert the card (See Section 3.4: Chip Card transactions).

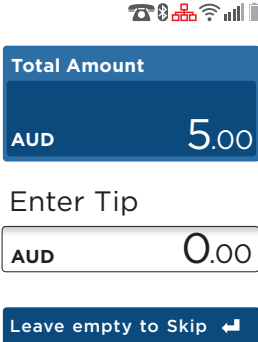

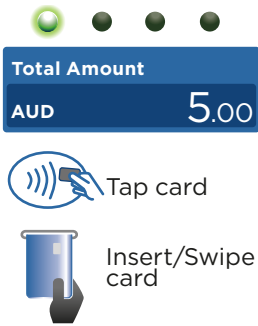
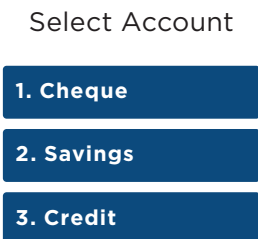
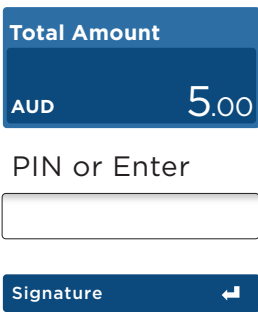


### 3.6 Cancelling a Transaction

 <p>Cancel Key</p>	To cancel a transaction during processing, press the  key on the terminal.
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## 4 Transaction Procedures.






### 4.1 How to process a Purchase-only Transaction.

Step	Terminal Display	Action
1		<p>To initiate a Purchase-only transaction:</p> <p>1) Press any key on the terminal keypad to begin entering the purchase amount.</p>
2		<p>Enter the purchase amount, e.g. \$5 = 500.</p> <p>If a correction is required press the  key to remove the last number entered, or the  key to return to the idle screen.</p> <p>Press the touch screen or the  key to proceed.</p>
3		<p>Press the touch screen or the  key to proceed without cash out for a Purchase-only transaction.</p>

Step	Terminal Display	Action
4	 <p>Total Amount AUD 5.00</p> <p>Enter Tip AUD 0.00</p> <p>Leave empty to Skip ↩</p>	<p>Press the touch screen or the  key to proceed without Tip for Purchase-only transaction.</p>
5	 <p>Total Amount AUD 5.00</p> <p>Tap card</p> <p>Insert/Swipe card</p>	<p>Allow your customer to insert, swipe or tap their card (see Sections 3.3, 3.4 and 3.5).</p>
6	 <p>Select Account</p> <p>1. Cheque</p> <p>2. Savings</p> <p>3. Credit</p>	<p>For magnetic stripe and chip cards, select the required account on the touch screen, or press 1, 2 or 3.</p> <p><b>Note:</b> The accounts offered on this screen will change depending on the type of card presented.</p>
7	 <p>Total Amount AUD 5.00</p> <p>PIN or Enter</p> <p>Signature ↩</p>	<p>The cardholder can now enter their Personal Identification Number (PIN). Once entry is complete the cardholder can press the touch screen or the  key.</p> <p><b>Note:</b> If the customer does not wish to enter a PIN it can be bypassed for certain card types by leaving the PIN blank and pressing the touch screen or the  key.</p>




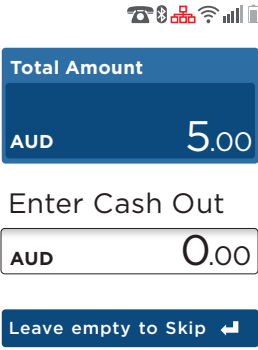



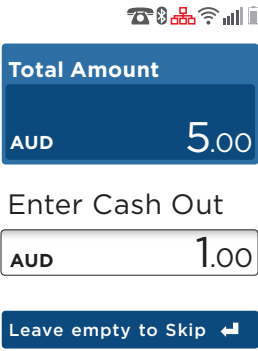


Step	Terminal Display	Action
8	<p data-bbox="266 165 412 193">Please Wait</p> 	<p data-bbox="501 161 941 212">The terminal will connect to the bank and begin processing the purchase.</p>
9	 <p data-bbox="247 432 432 459">Remove Card</p>	<p data-bbox="501 288 891 365">If a chip card was inserted and is yet to be removed, this prompt will appear. Remove the card at this prompt.</p> <p data-bbox="501 376 934 427">The terminal will beep as a reminder if the card is not removed.</p>
10	 <p data-bbox="266 608 413 639">Approved</p>  <p data-bbox="210 804 469 831">&lt;Declined Reason&gt;</p> <p data-bbox="260 903 415 927">Press ENTER Key</p>	<p data-bbox="501 480 941 531">The terminal will now begin printing the receipt and display the transaction result.</p>
11	 <p data-bbox="277 1086 402 1145">Signature required</p>	<p data-bbox="501 946 967 997">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="501 1008 983 1190"><b>Note:</b> Signature will still be required for UnionPay Credit card transactions as well as PIN authorisation, and certain cards (for example signature-only cards, payment cards that do not have a chip and some international cards) will also require a signature. Your terminal will be able to process these cards as normal.</p>
12	<p data-bbox="244 1206 434 1233">Signature ok?</p> <div data-bbox="210 1369 468 1409"> <span data-bbox="210 1369 286 1409">No</span> <span data-bbox="393 1369 468 1409">Yes</span> </div>	<p data-bbox="501 1206 983 1283">If the signature on the receipt matches the signature on the card, touch the “Yes” button on the touch screen or press the  key to confirm.</p> <p data-bbox="501 1294 978 1345">Otherwise touch the “No” button on the touch screen or press the  key to cancel the transaction.</p>

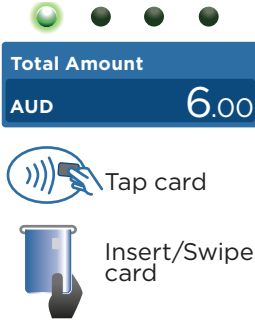

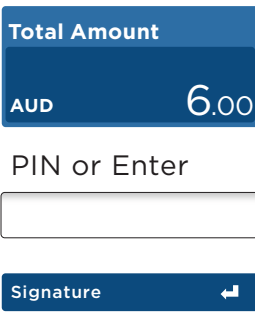



Step	Terminal Display	Action
13	 <p data-bbox="275 300 400 357">Signature Approved</p>  <p data-bbox="275 608 400 665">Signature Declined</p> <p data-bbox="262 703 414 724">Press ENTER Key</p>	One of the following screens will be displayed depending on signature approval/decline.
14	<p data-bbox="239 746 441 804">Print Customer Receipt?</p> <div data-bbox="211 908 468 948" style="display: flex; justify-content: space-around; margin-top: 20px;"> <span data-bbox="211 908 286 948">No</span> <span data-bbox="393 908 468 948">Yes</span> </div>	Press the "Yes" button on the touch screen or the  key to print a customer copy. If not required, press the "No" button on the touch screen or the  key.
15	 <p data-bbox="300 1174 379 1195">Printing...</p>	<b>Wait for printer</b> If you have elected to print a receipt, the screen will display a picture of a printer to indicate it is printing a customer receipt.








**Note:** Before completing the purchase, check that the transaction was approved. If the transaction is declined, the terminal will beep for two seconds and display an error message giving the reason. An explanation of the error code is available in Section 9.

## 4.2 How to process a Purchase with Cash Out Transaction.

If enabled, your terminal can process purchase with cash out transactions, available from cheque or savings accounts only.

Step	Terminal Display	Action
1		<p>Press a number on the terminal keypad to begin entering the purchase amount and proceed to Step 2.</p>
2		<p>Enter the purchase amount, e.g. \$5 = 500.</p> <p>If a correction is required press the  key to remove the last number entered or the  key to return to the idle screen.</p> <p>Press the  key to proceed.</p>
3		<p>Key in cash out amount and press the touch screen or the  key.</p> <p>The cash out amount may be left at \$0.00 by just pressing the  key.</p> <p><b>Note:</b> cash out is only available on cheque and savings accounts.</p>

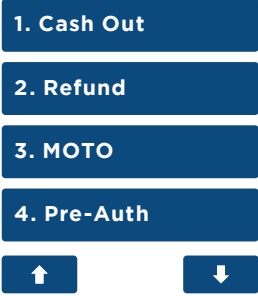
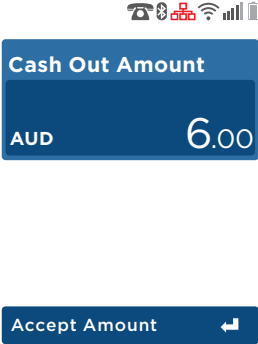



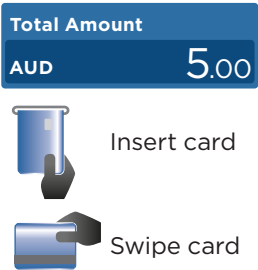
Step	Terminal Display	Action
4		<p>Insert or swipe the customer's card (see Sections 3.3, 3.4, and 3.5).</p>
5	<p>Select Account</p> <ul style="list-style-type: none"> <li>1. Cheque</li> <li>2. Savings</li> <li>3. Credit</li> </ul>	<p>Select the required account (Cheque or Savings) on the touch screen or press the  key.</p>
6		<p>The cardholder can now enter their Personal Identification Number (PIN). Once entry is complete, the cardholder can press the touch screen or the  key.</p>
7	<p>Please Wait</p> 	<p>The terminal will connect to the bank and begin processing the purchase.</p>
8	 <p>Remove Card</p>	<p>If a chip card was inserted and is yet to be removed, this prompt will appear. Remove the card at this prompt. The terminal will beep as a reminder if the card is not removed.</p>






Step	Terminal Display	Action
9	 <p data-bbox="269 292 412 323">Approved</p>  <p data-bbox="211 571 471 603">&lt;Declined Reason&gt;</p> <p data-bbox="264 671 418 692">Press ENTER Key</p>	<p data-bbox="505 161 945 212">The terminal will now begin printing the receipt and display the transaction result.</p>
10	<p data-bbox="239 735 443 791">Print Customer Receipt?</p>  	<p data-bbox="505 738 981 794">Select "Yes" on the touch screen or press the  key to print a customer copy.</p> <p data-bbox="505 802 958 858">If not required, select "No" on the touch screen or press the  key.</p>
11	 <p data-bbox="300 1166 384 1187">Printing...</p>	<p data-bbox="505 959 863 983">Printing of customer receipt will begin.</p>






### 4.3 How to process a Cash Out only Transaction.

If "Cash Out" is enabled on the terminal, customers can be given cash out. Cash is available from cheque and savings accounts only.

**Note:** For information on how to enable cash out please refer to Section 4.2.

Step	Terminal Display	Action
1		<p>On the main menu navigate to and select cash out and press the touch screen or enter the number of the menu item using the keypad.</p>
2		<p>Key in the cash out amount, e.g. \$45 = 4500.</p> <p>If a correction is required, press the touch screen or the  key to remove the last number entered, or press the  key to return to the idle screen.</p> <p>Press the touch screen or the  key to continue.</p>
3		<p>If the transaction was not initiated by swipe/insertion of a card this screen will be displayed.</p> <p>Insert or swipe the customer's card (see Sections 3.3, 3.4, and 3.5).</p>

Step	Terminal Display	Action
4	<p data-bbox="239 161 445 188">Select Account</p> <div data-bbox="213 217 471 400"> <p data-bbox="225 233 337 256">1. Cheque</p> <p data-bbox="225 296 344 320">2. Savings</p> <p data-bbox="225 360 329 384">3. Credit</p> </div>	<p data-bbox="505 161 992 212">Select the required account 'Cheque' or 'Savings' and press the touch screen or the  key.</p> <p data-bbox="505 225 936 276"><b>Note:</b> Cash out is only available on cheque and savings accounts.</p>
5	<div data-bbox="213 424 471 727"> <p data-bbox="219 440 372 464">Total Amount</p> <p data-bbox="219 512 266 536">AUD</p> <p data-bbox="398 496 465 536">6.00</p> <p data-bbox="219 568 400 592">PIN or Enter</p> <input data-bbox="213 608 471 655" type="text"/> <p data-bbox="219 695 314 719">Signature </p> </div>	<p data-bbox="505 424 913 475">The cardholder can now enter their Personal Identification Number (PIN).</p> <p data-bbox="505 488 947 539">Once entry is complete the cardholder can press the touch screen or the  key.</p>
6	<p data-bbox="269 751 412 775">Please Wait</p> <div data-bbox="213 815 471 855">  </div>	<p data-bbox="505 751 947 802">The terminal will connect to the bank and begin processing the cash out.</p>
7	<div data-bbox="309 871 376 967">  </div> <p data-bbox="247 1015 432 1038">Remove Card</p>	<p data-bbox="505 871 981 922">If a chip card was inserted and is yet to be removed, this prompt will appear.</p> <p data-bbox="505 935 801 959">Remove the card at this prompt.</p> <p data-bbox="505 971 958 1023">The terminal will beep as a reminder if the card is not removed</p>

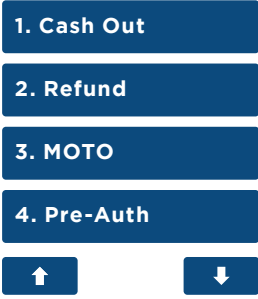
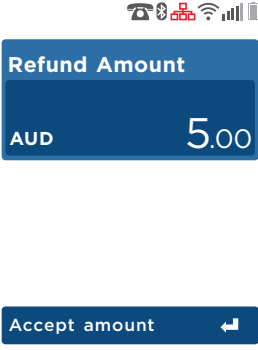



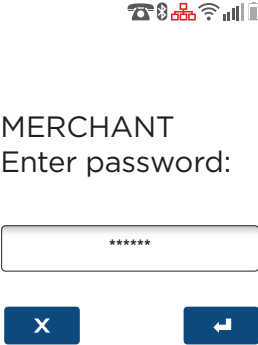

Step	Terminal Display	Action
8	 <p data-bbox="269 292 412 323">Approved</p>  <p data-bbox="211 544 471 571">&lt;Declined Reason&gt;</p> <p data-bbox="262 643 417 663">Press ENTER Key</p>	<p data-bbox="505 161 958 209">The terminal will print the receipt and display the transaction result.</p>
9	<p data-bbox="239 695 443 751">Print Customer Receipt?</p> <div data-bbox="213 858 471 898"> <span data-bbox="213 858 288 898">No</span> <span data-bbox="395 858 471 898">Yes</span> </div>	<p data-bbox="505 703 981 756">Select "Yes" on the touch screen or press the  key to print a customer copy.</p> <p data-bbox="505 767 958 820">If not required, select "No" on the touch screen or press the  key.</p>
10	 <p data-bbox="300 1126 384 1147">Printing...</p>	<p data-bbox="505 919 656 943"><b>Wait for printer</b></p> <p data-bbox="505 954 981 1031">If you have elected to print a receipt, the screen will display a picture of a printer to indicate it is printing a customer receipt.</p>

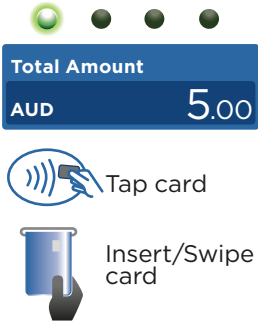
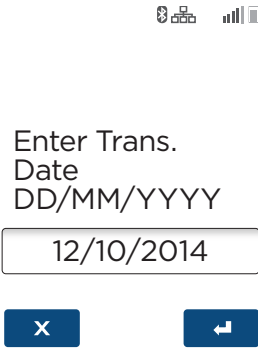
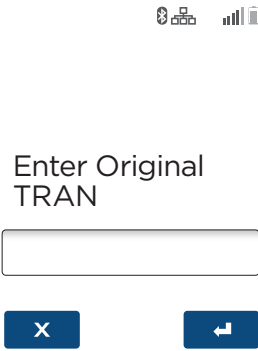









#### 4.4 How to process a Refund Transaction






If a customer returns a purchase, or if an incorrect amount was charged, a refund can be processed as follows:

**Note:** Refunds may only be processed where there was an initial valid transaction on the same card.

Step	Terminal Display	Action
1		<p>Navigate through the main menu to the "Refund" option and press the touch screen or enter the number of the menu item using the keypad.</p>
2		<p>Key the refund amount, e.g. \$5 = 500.</p> <p>If a correction is required press the  key to remove the last number entered or the  key to return to the idle screen.</p> <p>Press the touch screen or the  key to continue.</p>
3		<p>The terminal will now prompt for the merchant password to be entered.</p> <p>Key in the merchant password and press the touch screen or the  key.</p> <p>Once the correct password is entered the terminal will proceed to the next screen in Step 4.</p> <p><b>Note:</b> To obtain your Merchant Password, please call the Merchant Helpdesk.</p>

Step	Terminal Display	Action
4		<p>Insert, swipe or tap the customer's card (see Sections 3.3, 3.4, and 3.5).</p>
5		<p><b>For UnionPay card transactions, the original transaction date must be entered.</b></p> <p>Locate the receipt of the original transaction which is being refunded, and enter the transaction date found on the receipt into the terminal.</p> <p>Note that the refund amount cannot exceed the value of the original transaction.</p>
6		<p><b>For UnionPay card transactions, the original transaction receipt reference number must be entered.</b></p> <p>Locate the receipt of the original transaction which is being refunded, and enter the reference number found on the receipt into the terminal.</p> <p>Note that the refund amount cannot exceed the value of the original transaction.</p>
7		<p>The terminal will connect to the bank and begin processing the refund.</p>


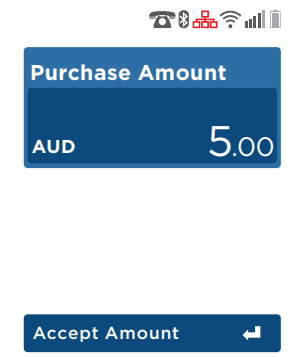



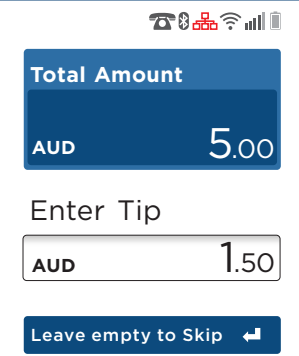


Step	Terminal Display	Action
8	 <p data-bbox="250 309 434 336">Remove Card</p>	<p data-bbox="505 161 986 213">If a chip card was inserted, and is yet to be removed, this prompt will appear.</p> <p data-bbox="505 225 799 245">Remove the card at this prompt.</p> <p data-bbox="505 256 938 309">The terminal will beep as a reminder if the card is not removed.</p>
9	 <p data-bbox="269 488 412 515">Approved</p>  <p data-bbox="213 783 471 810">&lt;Declined Reason&gt;</p> <p data-bbox="264 879 418 900">Press ENTER Key</p>	<p data-bbox="505 360 925 413">The terminal will print the receipt and display the transaction result.</p>
10	 <p data-bbox="281 1062 404 1126">Signature required</p>	<p data-bbox="505 927 972 979">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="505 991 990 1166"><b>Note:</b> Signature will still be required for UnionPay Credit card transactions as well as PIN authorisation. Certain cards (for example signature-only cards, payment cards that do not have a chip and some international cards) will also require a signature. Your terminal will be able to process these cards as normal.</p>
11	<p data-bbox="247 1182 437 1209">Signature ok?</p> <p data-bbox="213 1350 288 1382"><b>No</b></p> <p data-bbox="396 1350 471 1382"><b>Yes</b></p>	<p data-bbox="505 1187 981 1262">If the signature matches the signature on the card, select "Yes" on the touch screen or press the  key to confirm.</p> <p data-bbox="505 1273 981 1326">Otherwise, select "No" on the touch screen or press the  key.</p> <p data-bbox="505 1337 796 1358">This will cancel the transaction.</p>

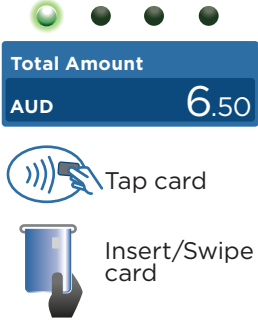

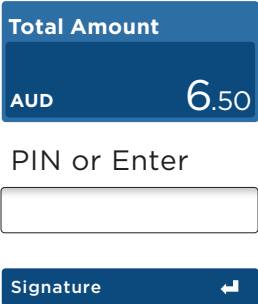




Step	Terminal Display	Action
12	 <p data-bbox="277 296 406 355">Signature Approved</p>  <p data-bbox="275 603 408 662">Signature Declined</p> <p data-bbox="264 703 417 722">Press ENTER Key</p>	<p data-bbox="505 161 902 212">If the signature is approved or declined the following screens will be displayed.</p>
13	<p data-bbox="241 767 443 823">Print Customer Receipt?</p> <div data-bbox="213 930 471 967" style="display: flex; justify-content: space-around; margin-top: 20px;"> <span data-bbox="213 930 288 967">No</span> <span data-bbox="395 930 471 967">Yes</span> </div>	<p data-bbox="505 770 983 823">Select "Yes" on the touch screen or press the  key to print a customer copy.</p> <p data-bbox="505 834 960 887">If not required, select "No" on the touch screen or press the  key.</p>
14	 <p data-bbox="300 1193 384 1214">Printing...</p>	<p data-bbox="505 991 863 1011">Printing of customer receipt will begin.</p>






#### 4.5 How to process a Purchase with Tip transaction.






The tip amount screen will only display if the tipping feature has been enabled.

You may enable or disable the tipping feature by contacting the Merchant Helpdesk.

Step	Terminal Display	Action
1		<p>To initiate a purchase with a tip transaction ensure Tip is enabled on your terminal.</p> <p>Press a number on the terminal keypad to begin entering the purchase amount and proceed to Step 2.</p>
2		<p>Enter the purchase amount, e.g. \$5 = 500.</p> <p>If a correction is required, press the touch screen or the  key to remove the last number entered.</p> <p>To cancel press the  key to return to the idle screen.</p> <p>Press the  key to proceed.</p>
3		<p>Key in tip amount and press the touch screen or the  key.</p> <p>The tip amount may be left at \$0.00, by leaving blank and pressing the touch screen or the  key.</p>

Step	Terminal Display	Action
4	 <p>Total Amount AUD 6.50</p> <p>Tap card</p> <p>Insert/Swipe card</p>	<p>Insert, swipe or tap the customer's card (see Sections 3.3, 3.4 and 3.5).</p>
5	<p>Select Account</p> <p>1. Cheque</p> <p>2. Savings</p> <p>3. Credit</p>	<p>Select the required account and press the touch screen or press the  key.</p>
6	 <p>Total Amount AUD 6.50</p> <p>PIN or Enter</p> <p>Signature</p>	<p>The cardholder can now enter their Personal Identification Number (PIN).</p> <p>Once entry is complete the cardholder can press the touch screen or the  key.</p> <p><b>Note:</b> If the customer does not wish to enter a PIN it can be bypassed for certain card types by leaving the PIN blank and pressing the touch screen or the  key.</p>
7	<p>Please Wait</p> 	<p>The terminal will connect to the bank and begin processing the purchase.</p>
8	 <p>Remove Card</p>	<p>If a chip card was inserted and is yet to be removed, this prompt will appear.</p> <p>Remove the card at this prompt.</p> <p>The terminal will beep as a reminder if the card is not removed.</p>

Step	Terminal Display	Action
9	 <p data-bbox="263 295 408 327">Approved</p>  <p data-bbox="212 566 470 598">&lt;Declined Reason&gt;</p> <p data-bbox="263 670 420 694">Press ENTER Key</p>	<p data-bbox="504 159 985 215">The terminal will now begin printing the receipt and display the transaction result.</p>
10	 <p data-bbox="280 877 403 933">Signature required</p>	<p data-bbox="504 734 974 790">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="504 798 991 981"><b>Note:</b> Signature will still be required for UnionPay Credit card transactions as well as PIN authorisation. Certain cards (for example signature-only cards, payment cards that do not have a chip and some international cards) will also require a signature. Your terminal will be able to process these cards as normal.</p>
11	<p data-bbox="246 997 436 1029">Signature ok?</p> <div data-bbox="212 1157 470 1197"> <span data-bbox="212 1157 285 1197">No</span> <span data-bbox="397 1157 470 1197">Yes</span> </div>	<p data-bbox="504 997 991 1077">If the signature on the receipt matches the signature on the card, touch the "Yes" button on the touch screen or press the  key to confirm.</p> <p data-bbox="504 1085 985 1141">Otherwise touch the "No" button on the touch screen or press the  key to cancel the transaction.</p>

Step	Terminal Display	Action
12	 <p data-bbox="277 296 406 357">Signature Approved</p>  <p data-bbox="275 608 408 668">Signature Declined</p> <p data-bbox="264 708 418 727">Press ENTER Key</p>	<p data-bbox="505 161 902 212">If the signature is approved or declined the following screens will be displayed.</p>
13	<p data-bbox="241 751 443 807">Print Customer Receipt?</p> <p data-bbox="232 919 269 943">No</p> <p data-bbox="409 919 449 943">Yes</p>	<p data-bbox="505 751 925 807">Press the touch screen or the  key to print a customer copy.</p> <p data-bbox="505 815 950 866">If not required press "No" on the touch screen or the  key.</p>
14	 <p data-bbox="300 1190 384 1209">Printing...</p>	<p data-bbox="505 971 958 995">If customer copy is required it will begin printing.</p>

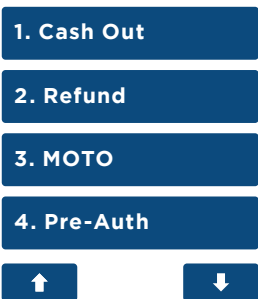


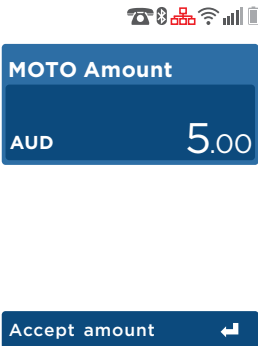





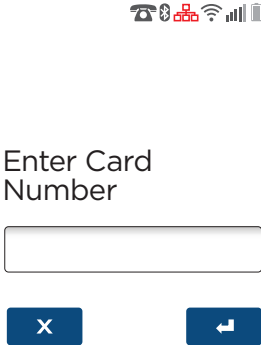


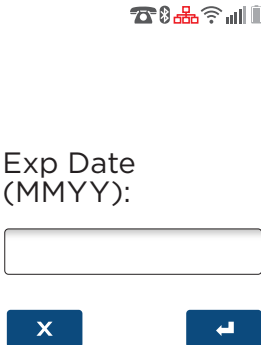


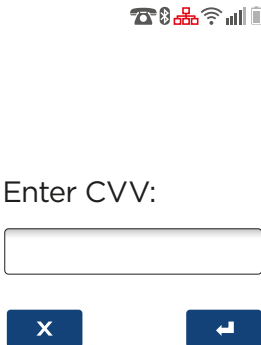



#### 4.6 MOTO.






Transactions initiated by mail or telephone are known as MOTO (Mail Order or Telephone Order) transactions. MOTO transactions can on be processed on Credit and Charge cards. For more information on how to register as a MOTO merchant, contact the Merchant Helpdesk.

**Note:**

- Until you are registered as a MOTO or eCommerce merchant, you must not process MOTO or eCommerce transactions.
- An authorisation of a MOTO or eCommerce transaction only establishes that the funds are available in the cardholder’s account and that the card has not been reported lost or stolen. It does not guarantee that the person whose name appears on the card is making the purchase or that the purchase will not be subject to a chargeback.
- You will be liable for all chargebacks on MOTO/eCommerce transactions.
- You must retain all merchant receipts for at least 18 months from the transaction date.

Step	Terminal Display	Action
1		<p>On the main menu select “MOTO” on the touch screen or enter the number of the menu item using the keypad.</p>
2		<p>Select the “Mail Order” or “Telephone Order” option and press the touch screen or the  key.</p>
3		<p>Key in the purchase amount, e.g. \$45 = 4500.            If a correction is required press the touch screen or the  key to remove the last number entered or the  key to return to the idle screen.            Press the touch screen or the  key to continue.</p>

Step	Terminal Display	Action
4		<p>Key in the cardholder's card number.          If a correction is required press the  key.          Once the value is correct press the touch screen or the  key.</p>
5		<p>Key in the cardholder's card expiry date in MMY format.          If a correction is required press the  key, once the value is correct press the touch screen or the  key.</p>
6		<p><b>Telephone Order only:</b> The terminal now displays the control number (CCV/CVV/CVV2) entry screen.          Enter the cardholders card control number. If a correction is required press the  key, once the value is correct press the touch screen or the  key.          If no CVV is present, leave blank and press the touch screen or the  key and proceed to Step 7.</p>

Step	Terminal Display	Action
7	<p data-bbox="244 161 437 188">No CVV Entry</p> <div data-bbox="213 201 471 252" style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. No CVV on Card</div> <div data-bbox="213 264 471 316" style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. CVV Not Readable</div> <div data-bbox="213 328 471 379" style="background-color: #003366; color: white; padding: 5px;">3. CVV Bypassed</div>	<p data-bbox="505 161 992 212">Select from one of the 3 options and press the touch screen or the  key.</p>
8	<div data-bbox="292 408 387 512" style="text-align: center;"></div> <p data-bbox="269 536 412 563" style="text-align: center;">Approved</p> <div data-bbox="297 687 387 799" style="text-align: center;"></div> <p data-bbox="210 815 471 842" style="text-align: center;">&lt;Declined Reason&gt;</p> <p data-bbox="264 914 417 935" style="text-align: center;">Press ENTER Key</p>	<p data-bbox="505 403 958 454">The terminal will print the receipt and display the transaction result.</p>
9	<p data-bbox="241 959 443 1015" style="text-align: center;">Print Customer Receipt?</p> <div data-bbox="213 1121 288 1158" style="background-color: #003366; color: white; padding: 5px; display: inline-block; margin-right: 20px;">No</div> <div data-bbox="395 1121 470 1158" style="background-color: #003366; color: white; padding: 5px; display: inline-block;">Yes</div>	<p data-bbox="505 962 925 1015">Press the touch screen or the  key to print a customer copy.</p> <p data-bbox="505 1023 981 1050">If not required, press the touch screen or the  key.</p>

#### 4.7 Pre-Authorisation.

The Pre-Authorisation feature is optional. You may enable or disable this feature by contacting the Merchant Helpdesk.



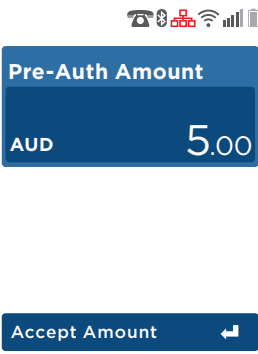



A Pre-Authorisation is used to reserve funds on a card for a sale to be processed at a later date. Car rental companies and hotels/motels most commonly use this function. The funds are not debited from the cardholder's account until the final payment is processed. A Pre-Authorisation completion must be performed to process the final payment.


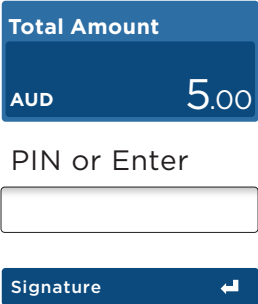


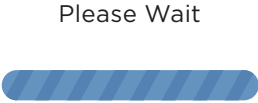

**Note:**






- Pre-Authorisation transactions can only be performed on scheme credit and debit cards such as Visa or Mastercard, when the cardholder selects credit, and charge cards such as American Express etc and only where you have been authorised to do so.
- It is important that the Pre-Authorisation receipt is retained to enable you to complete the Pre-Authorisation easily. The system retains Pre-Authorisation information for 30 calendar days.
- Visa and Mastercard Pre-Authorisations will be held on the customer's card for a period of up to 30 days unless the Pre-Authorisation is completed or cancelled. The length of time funds are held on other card schemes varies depending on the rules set by the cardholder's issuing bank.
- Refer to the table below for the actions you can perform on a Pre-Authorisation transaction, by scheme.





#### Supported Transactions by Scheme

Transaction Type	Visa	Mastercard	American Express	JCB	Diners Club	China Union Pay	Domestic Debit (Sav/ Chq)
Pre-Authorisation	✓	✓	✓	✓	✓	✓	✗
Pre-Authorisation Completion	✓	✓	✓	✓	✓	✓	✗
Pre-Authorisation Full Cancellation	✓	✓	✗	✗	✗	✓	✗
Pre-Authorisation Partial Cancellation	✓	✓	✗	✗	✗	✗	✗
Pre-Authorisation Extend	✓	✓	✗	✗	✗	✗	✗
Pre-Authorisation Top-Up	✓	✓	✗	✗	✗	✗	✗
Account Verify	✓	✓	✗	✗	✗	✗	✗

Step	Terminal Display	Action
1	 <p>1. Cash Out</p> <p>2. Refund</p> <p>3. Pre-Auth</p> <p>4. Settlement</p> <p>↑      ↓</p>	<p>Navigate through the main menu to the “Pre-Auth” option and press the touch screen or enter the number of the menu item using the keypad.</p>
2	 <p>Pre-Auth</p> <p>1. Pre-Auth</p> <p>2. Completion</p> <p>3. Cancellation</p>	<p>Navigate through the Pre Auth menu to the “Pre-Auth” option and press the touch screen or enter the number of the menu item using the keypad.</p>
3	 <p>Pre-Auth Amount</p> <p>AUD 5.00</p> <p>Accept Amount</p>	<p>Key in the Pre-Auth amount, e.g. \$5 = 500.</p> <p>If a correction is required press the  key to remove the last number entered or the  key to return to the idle screen.</p> <p>Press the touch screen or the  key to continue.</p>

Step	Terminal Display	Action
4	 <p>Total Amount AUD 5.00</p> <p>Insert card</p> <p>Swipe card</p> <p>Press # for Manual</p>	<p>The terminal will now display the Insert/Swipe card or press # for Manual input screen.</p>
5	 <p>Total Amount AUD 5.00</p> <p>PIN or Enter</p> <p>Signature</p>	<p>The cardholder can now enter their Personal Identification Number (PIN). Once entry is complete the cardholder can press the touch screen or the  key.</p> <p><b>Note:</b> A PIN can be bypassed for certain card types by leaving the PIN blank and pressing the  key.</p>
6	 <p>Please Wait</p>	<p>The terminal will connect to the bank and begin processing the Pre-Auth.</p>
7	 <p>Remove Card</p>	<p>If a chip card was inserted, and is yet to be removed, this prompt will be displayed. Remove the card at this prompt. The terminal will beep as a reminder if the card is not removed.</p>

Step	Terminal Display	Action
8	 <p data-bbox="263 295 408 327">Approved</p>  <p data-bbox="212 566 470 598">&lt;Declined Reason&gt;</p> <p data-bbox="263 670 420 694">Press ENTER Key</p>	<p data-bbox="504 159 946 215">The terminal will now begin printing the receipt and display the transaction result.</p>
9	 <p data-bbox="280 861 403 917">Signature required</p>	<p data-bbox="504 710 968 766">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="504 774 985 957"><b>Note:</b> Signature will still be required for UnionPay Credit card transactions as well as PIN authorisation. Certain cards (for example signature-only cards, payment cards that do not have a chip and some international cards) will also require a signature. Your terminal will be able to process these cards as normal.</p>
10	<p data-bbox="246 981 436 1013">Signature ok?</p> <div data-bbox="212 1149 470 1189" style="display: flex; justify-content: space-around; margin-top: 20px;"> <span data-bbox="212 1149 285 1189">No</span> <span data-bbox="397 1149 470 1189">Yes</span> </div>	<p data-bbox="504 981 985 1061">If the signature on the receipt matches the signature on the card, touch the "Yes" button on the touch screen or press the  key to confirm.</p> <p data-bbox="504 1069 980 1125">Otherwise touch the "No" button on the touch screen or press the  key to cancel the transaction.</p>

Step	Terminal Display	Action
11	 <p data-bbox="277 296 406 357">Signature Approved</p>  <p data-bbox="275 691 408 748">Signature Declined</p> <p data-bbox="263 790 418 810">Press ENTER Key</p>	<p data-bbox="505 161 902 212">If the signature is approved or declined the following screens will be displayed.</p>
12	<p data-bbox="240 858 443 916">Print Customer Receipt?</p> <div data-bbox="213 1023 471 1062"> <span data-bbox="213 1023 288 1062">No</span> <span data-bbox="395 1023 471 1062">Yes</span> </div>	<p data-bbox="505 858 992 911">Press "Yes" on the touch screen or the  key to print a customer copy.</p> <p data-bbox="505 922 955 975">If not required, press "No" on the touch screen or the  key.</p>



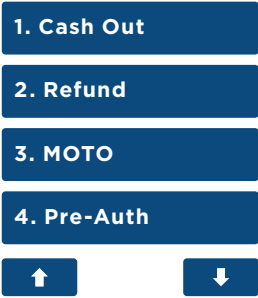

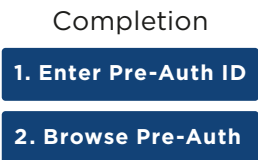
Pre-Authorisation Receipt Merchant Copy	Pre-Authorisation Receipt Customer Copy
ACQUIRER NAME MERCHANT NAME MERCHANT ADDRESS MERCH SUBURB AUSTRALIA	ACQUIRER NAME MERCHANT NAME MERCHANT ADDRESS MERCH SUBURB AUSTRALIA
MID 0000000033773607 TSP 1001000005011 TIME 18FEB17 14:23 RRN 170218000006 TRAN 000006 CREDIT BANK A Mastercard I CARD.....1234 RID A00000000004 PIX 1014 TVR 000000040000 TSI E800 AUTH 800132	MID 0000000033773607 TSP 1001000005011 TIME 18FEB17 14:23 RRN 170218000006 TRAN 000006 CREDIT BANK A Mastercard I CARD.....1234 RID A00000000004 PIX 1014 TVR 000000040000 TSI E800 AUTH 800132
<b>PRE-AUTH ID 01234567</b>	<b>PRE-AUTH ID 01234567</b>
<b>PRE-AUTH AUD5.00</b>	<b>PRE-AUTH AUD5.00</b>
<b>TOTAL AUD5.00</b>	<b>TOTAL AUD5.00</b>
<b>(000) APPROVED</b>	<b>(000) APPROVED</b> *CUSTOMER COPY*

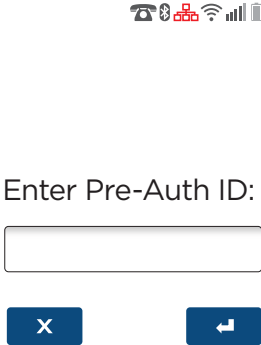

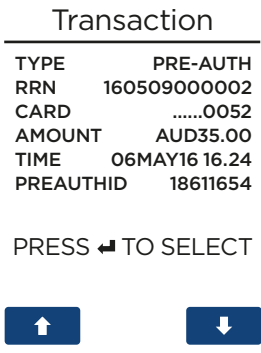



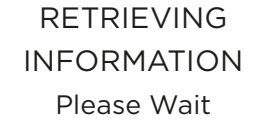
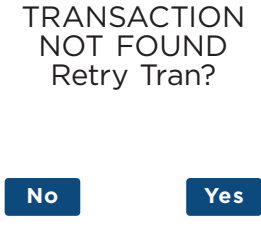


#### 4.7.1 Pre-Authorisation Completion.



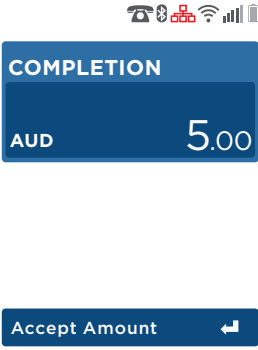

A Pre-Authorisation completion is used to complete an earlier Pre-Authorisation transaction and charge the cardholder the final transaction amount.


A Pre-Authorisation completion can be processed in one of two ways:

- Using the Pre-Auth ID from the Pre-Authorisation transaction receipt, within 30 days of the original Pre-Authorisation transaction. **Note:** The 30 day expiry may vary if a Pre-Authorisation extend has been performed
- Using the Browse Pre-Auth ID function. The terminal can browse the Pre-Authorisation transactions for 14 days. **Note:** If the Pre-Authorisation transaction is no longer present, use the Pre-Auth ID to complete the transaction

Step	Terminal Display	Action
1		<p>From the main menu select the "Pre-Auth" option on the touch screen or enter the number of the menu item using the keypad.</p>
2		<p>From the Pre-Auth menu select the "Completion" option on the touch screen or enter the number of the menu item using the keypad.</p>
3		<p>Select "Enter Pre-Auth ID" on the touch screen or enter the number of the menu item using the keypad. Go to Step 4. OR Select "Browse Pre-Auth" on the touch screen or enter the number of the menu item using the keypad. Go to Step 5.</p>

Step	Terminal Display	Action
4		<p>Enter the Pre-Auth ID which is located on the original Pre-Auth ID receipt and press the touch screen or the  key.</p> <p>Go to Step 7.</p>
5		<p>Each individual Pre-Auth transaction will be shown on the screen. Press the "UP" or "DOWN" arrows to scroll through the list.</p> <p>When the correct Pre-Auth is displayed, press the  key to select it.</p>
6		<p>This screen will be displayed if no Pre-Auth transactions have been located.</p> <p>This prompt will time out after 30 seconds, or press the  key to return to the idle screen.</p>
7		<p>The terminal will begin locating the stored transaction.</p>
8		<p>If the Pre-Auth ID was entered incorrectly or if the transaction could no longer be found, the terminal will prompt "TRANSACTION NOT FOUND Retry Tran?"</p> <p>Press "Yes" on the touch screen or the  key to re-enter the Pre-Auth ID.</p> <p>Press "No" on the touch screen or the  key to return to the idle screen.</p>

Step	Terminal Display	Action
9	<p style="text-align: center;"><b>Completion</b></p> <hr/> <p>AUD 10.00 CARD .....2805</p> <p style="text-align: center;">Confirm?</p> <p style="text-align: center;"> <span style="border: 1px solid black; padding: 2px 10px;">No</span> <span style="border: 1px solid black; padding: 2px 10px; margin-left: 100px;">Yes</span> </p>	<p>To confirm the transaction is correct press "Yes" on the touch screen or the  key.</p> <p>Press "No" on the touch screen or the  key to return to the idle screen.</p>
10		<p>Enter the completion amount and press "Accept amount" on the touch screen or the  key.</p> <p><b>Note:</b> The completion amount entry will be restricted by variance limits applied to the original Pre-Auth amount.</p>
11	<p style="text-align: center;">COMPLETING PRE-AUTH Please Wait</p>	<p>The terminal will begin processing the Pre-Auth completion.</p>

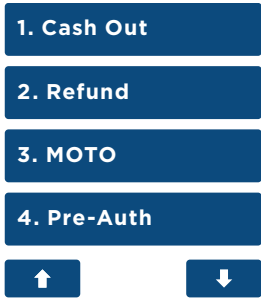

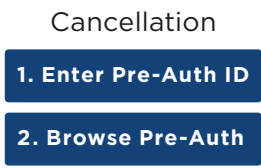
Step	Terminal Display	Action
12	 <p data-bbox="269 293 412 325">Approved</p>  <p data-bbox="213 571 471 603">&lt;Declined Reason&gt;</p> <p data-bbox="264 671 418 692">Press ENTER Key</p>	<p data-bbox="505 161 967 209">The terminal will now print the receipt and display the transaction result.</p>
13	<p data-bbox="241 719 443 775">Print Customer Receipt?</p> <div data-bbox="213 884 288 919" style="display: inline-block; border: 1px solid black; padding: 2px 10px; margin-right: 20px;">No</div> <div data-bbox="396 884 471 919" style="display: inline-block; border: 1px solid black; padding: 2px 10px;">Yes</div>	<p data-bbox="505 719 964 783">Press "Yes" to print a customer copy or the  key. If not required, select "No" or press the  key.</p>

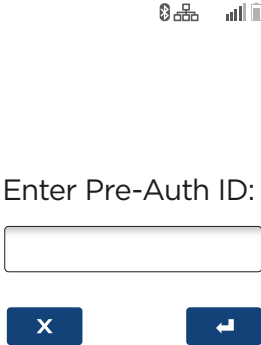

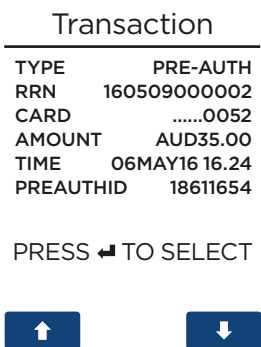




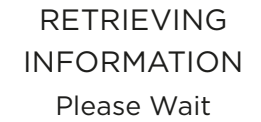
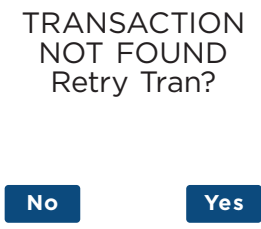


#### 4.7.2 Pre-Authorisation Cancellation.

A Pre-Authorisation cancellation is used to cancel a Pre-Authorisation that is no longer required.

A Pre-Authorisation cancellation can be processed in one of two ways:

- Using the Pre-Auth ID from the Pre-Authorisation transaction, within 30 days of the original Pre-Authorisation transaction. **Note:** The 30 days expiry may vary if a Pre-Authorisation extend has been performed.
- Using the Browse Pre-Auth ID function. The terminal can browse the Pre-Authorisation transactions for 14 days. **Note:** If the Pre-Authorisation transaction is no longer present, use the Pre-Auth ID to complete the transaction.

Step	Terminal Display	Action
1		From the main menu select the "Pre-Auth" option on the touch screen or enter the number of the menu item using the keypad.
2		From the Pre-Auth menu select the "Cancellation" option on the touch screen or enter the number of the menu item using the keypad.
3		Select "Enter Pre-Auth ID" on the touch screen or enter the number of the menu item using the keypad. Go to Step 4. OR Select "Browse Pre-Auth" on the touch screen or enter the number of the menu item using the keypad. Go to Step 5.

Step	Terminal Display	Action
4	 <p>Enter Pre-Auth ID:</p> <p>[X] [confirm key]</p>	<p>Enter the Pre-Auth ID which is located on the original Pre-Authorisation receipt and press the touch screen or the  key to continue.</p> <p>Go to Step 7.</p>
5	 <p>Transaction</p> <p>TYPE PRE-AUTH RRN 160509000002 CARD .....0052 AMOUNT AUD35.00 TIME 06MAY16 16.24 PREAUTHID 18611654</p> <p>PRESS  TO SELECT</p> <p>[UP] [DOWN]</p>	<p>Each individual Pre-Auth transaction will be shown on the screen. Press the "UP" or "DOWN" arrows to scroll through the list.</p> <p>When the correct Pre-Auth is displayed, press the  key to select it.</p>
6	 <p>NO TRANS FOUND</p>	<p>This screen will be displayed if no Pre-Auth transactions have been located.</p> <p>This prompt will time out after 30 seconds, or press the  key to return to the idle screen.</p>
7	 <p>RETRIEVING INFORMATION</p> <p>Please Wait</p>	<p>The terminal will begin locating the stored transaction.</p>
8	 <p>TRANSACTION NOT FOUND Retry Tran?</p> <p>[No] [Yes]</p>	<p>If the Pre-Auth ID was entered incorrectly or if the transaction could no longer be found, the terminal will prompt "Transaction Not Found Retry Tran?"</p> <p>Press "Yes" on the touch screen or the  key to re-enter the Pre-Auth ID.</p> <p>Press "No" on the touch screen or the  key to return to the idle screen.</p>



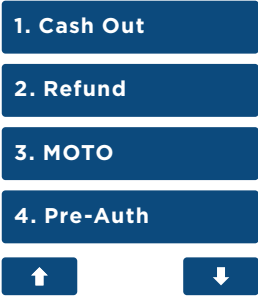


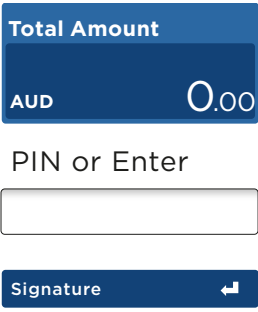









**Pre-Authorisation Cancellation Receipt.**







Pre-Authorisation Cancellation Merchant Copy	Pre-Authorisation Cancellation Customer Copy
MERCHANT NAME	MERCHANT NAME
MERCHANT ADDRESS	MERCHANT ADDRESS
1234 MERCH SUBURB	1234 MERCH SUBURB
0212341234	0212341234
HEADER	HEADER
AUSTRALIA	AUSTRALIA
ABN	ABN
* — CANCELLED TRANS — *	* — CANCELLED TRANS — *
MID                    33773607	MID                    33773607
TSP                    1001000005011	TSP                    1001000005011
TIME 18FEB14            14:23	TIME 18FEB14            14:23
TRAN 000006            CREDIT	TRAN 000006            CREDIT
UICC CREDIT            S	UICC CREDIT            S
CARD                    1234	CARD                    1234
AUTH                    800132	AUTH                    800132
<b>PRE-AUTH ID            01234567</b>	<b>PRE-AUTH ID            01234567</b>
<b>PRE-AUTH            AUD500.00</b>	<b>PRE-AUTH            AUD500.00</b>
<b>TOTAL                AUD500.00</b>	<b>TOTAL                AUD500.00</b>
<b>(000) APPROVED</b>	<b>(000) APPROVED</b>
<b>*CANCELLED*</b>	<b>*CANCELLED*</b>
* — CANCELLED TRANS — *	* — CANCELLED TRANS — *
SAVE RECEIPT	SAVE RECEIPT
	*CUSTOMER COPY*

### 4.7.3 Account Verify

The account verify function is used to confirm the validity of a card only. No transaction value is processed for this function. No funds are reserved on the card.

Step	Terminal Display	Action
1		<p>From the main menu select the "Pre-Auth" option on the touch screen or enter the number of the menu item on the keypad.</p>
2	<p style="text-align: center;">Pre-Auth</p> 	<p>From the Pre-Auth menu select the "Account Verify" option on the touch screen or enter the number of the menu item on the keypad.</p>
3		<p>The terminal will now display the Insert/Swipe card or Press "#" for Manual input screen.</p>
4		<p>The cardholder can now enter their Personal Identification Number (PIN). Once entry is complete the cardholder can press the touch screen or the  key.</p> <p><b>Note:</b> A PIN can be bypassed for certain card types by leaving the PIN blank and pressing the  key.</p>

Step	Terminal Display	Action
5	<p data-bbox="269 165 412 193">Please Wait</p> 	<p data-bbox="505 161 945 212">The terminal will connect to the bank and begin processing the transaction.</p>
6	 <p data-bbox="244 443 441 520">Approved Remove Card</p>	<p data-bbox="505 288 983 392">If a chip card was inserted, and is yet to be removed, this prompt will be displayed. Remove the card at this prompt. The terminal will beep as a reminder if the card is not removed.</p>
7	 <p data-bbox="269 715 412 791">Approved Printing...</p>  <p data-bbox="213 1002 471 1029">&lt;Declined Reason&gt;</p> <p data-bbox="264 1102 418 1123">Press ENTER Key</p>	<p data-bbox="505 536 945 587">The terminal will now begin printing the receipt and display the transaction result.</p>
8	 <p data-bbox="277 1299 404 1362">Signature required</p>	<p data-bbox="505 1153 972 1204">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="505 1214 986 1398"><b>Note:</b> Signature will still be required for UnionPay Credit card transactions as well as PIN authorisation. Certain cards (for example signature-only cards, payment cards that do not have a chip and some international cards) will also require a signature. Your terminal will be able to process these cards as normal.</p>

Step	Terminal Display	Action
9	<p data-bbox="247 161 434 188">Signature ok?</p> <div data-bbox="213 325 471 363"> <span data-bbox="213 325 288 363">No</span> <span data-bbox="395 325 471 363">Yes</span> </div>	<p data-bbox="505 161 986 300">If the signature on the receipt matches the signature on the card, touch the “Yes” button on the touch screen or press the  key to confirm. Otherwise touch the “No” button on the touch screen or press the  key to cancel the transaction.</p>
10	<div data-bbox="292 389 389 496">  </div> <p data-bbox="277 520 404 579">Signature Approved</p> <div data-bbox="297 687 389 799">  </div> <p data-bbox="277 815 404 874">Signature Declined</p> <p data-bbox="264 916 417 938">Press ENTER Key</p>	<p data-bbox="505 384 986 435">If the signature is approved or declined the terminal will display the result.</p>
11	<p data-bbox="241 959 445 1018">Print Customer Receipt?</p> <div data-bbox="213 1118 471 1157"> <span data-bbox="213 1118 288 1157">No</span> <span data-bbox="395 1118 471 1157">Yes</span> </div>	<p data-bbox="505 959 986 1074">Press “Yes” on the touch screen or the  key to print a customer copy. If not required, press “No” on the touch screen or the  key.</p>



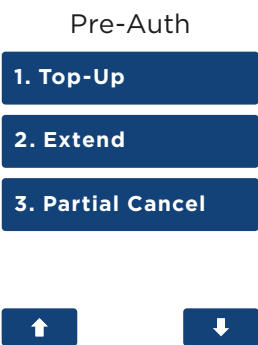
#### 4.7.4 Pre-Authorisation Top-Up.








A Pre-Authorisation top-up is used to increase the value of the original Pre-Authorisation transaction, where the expected value of the final transaction is higher than initially Pre-Authorised. The expiry date of the original Pre-Authorisation transaction processed on a Mastercard will also be extended.





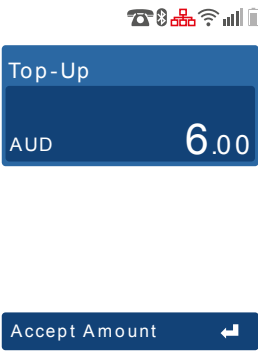


A Pre-Authorisation top-up can be processed in one of three ways:



1. Using the Pre-Auth ID from the Mastercard Pre-Authorisation transaction, within 30 days of the original Pre-Authorisation transaction. (Note: The 30 day expiry may vary if a Pre-Authorisation extend has been performed).

2. Using the Pre-Auth ID from the Visa Pre-Authorisation transaction, within 1 day, 7 days or 30 days (depending on the type of business you have and how your Pre-Authorisation is processed) of the original Pre-Authorisation transaction. (Note: The 1 day, 7 days or 30 day expiry may vary if a Pre-Authorisation extend has been performed).
3. Using the Browse Pre-Auth ID function. The terminal can browse the Pre-Authorisation transactions for 14 days. (Note: If the Pre-Authorisation transaction is no longer present, use the Pre-Auth ID to complete the transaction).

Step	Terminal Display	Action
1		From the main menu select the "Pre-Auth" option on the touch screen or enter the number of the menu item on the keypad.
2		Select the down arrow on the touch screen.
3		From the Pre-Auth select the "Top-Up" option on the touch screen or enter the number of the menu item on the keypad.

Step	Terminal Display	Action												
4	<p style="text-align: center;">Top-Up</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px; text-align: center;">1. Enter Pre-Auth ID</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px; text-align: center;">2. Browse Pre-Auth</div>	<p>Select "Enter Pre-Auth ID" on the touch screen or enter the number of the menu item on the keypad Go to Step 5.</p> <p>OR</p> <p>Select "Browse Pre-Auth" on the touch screen enter the number of the menu item on the keypad Go to Step 6.</p>												
5	<div style="text-align: right; margin-bottom: 10px;">  </div> <p style="text-align: center;">Enter Pre-Auth ID:</p> <div style="border: 1px solid black; width: 150px; height: 25px; margin: 10px auto;"></div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;">X</div> <div style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;">↩</div> </div>	<p>Enter the Pre-Auth ID which is located on the original Pre-Auth receipt and press the touch screen or the  key. Go to Step 8.</p>												
6	<p style="text-align: center;"><b>Transaction</b></p> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">TYPE</td> <td>PRE-AUTH</td> </tr> <tr> <td>RRN</td> <td>160509000002</td> </tr> <tr> <td>CARD</td> <td>.....0052</td> </tr> <tr> <td>AMOUNT</td> <td>AUD35.00</td> </tr> <tr> <td>TIME</td> <td>06MAY16 16.24</td> </tr> <tr> <td>PREAUTHID</td> <td>18611654</td> </tr> </table> <p style="text-align: center; margin-top: 10px;">PRESS  TO SELECT</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;"></div> <div style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;"></div> </div>	TYPE	PRE-AUTH	RRN	160509000002	CARD	.....0052	AMOUNT	AUD35.00	TIME	06MAY16 16.24	PREAUTHID	18611654	<p>Each individual Pre-Auth transaction will be shown on the screen. Press the "UP" or "DOWN" arrows to scroll through the list.</p> <p>When the correct Pre-Auth is displayed, press the  key to select it.</p>
TYPE	PRE-AUTH													
RRN	160509000002													
CARD	.....0052													
AMOUNT	AUD35.00													
TIME	06MAY16 16.24													
PREAUTHID	18611654													
7	<p style="text-align: center;">NO TRANS FOUND</p>	<p>This screen will be displayed if no Pre-Auth transactions have been located.</p> <p>This prompt will time out after 30 seconds, or press the  key to return to the idle screen.</p>												
8	<p style="text-align: center;">RETRIEVING INFORMATION Please Wait</p>	<p>The terminal will begin locating the stored transaction.</p>												

Step	Terminal Display	Action				
9	<p data-bbox="230 165 454 256">TRANSACTION NOT FOUND Retry Tran?</p> <div data-bbox="213 344 471 384"> <span data-bbox="213 344 288 384">No</span> <span data-bbox="395 344 471 384">Yes</span> </div>	<p data-bbox="505 161 992 360">If the Pre-Auth ID was entered incorrectly or if the transaction could no longer be found, the terminal will prompt "TRANSACTION NOT FOUND Retry Tran?" Press "Yes" on the touch screen or the  key to re-enter the Pre-Auth ID. Press "No" on the touch screen or the  key to return to the idle screen.</p>				
10	<p data-bbox="292 421 390 448">Top-Up</p> <table border="0" data-bbox="213 461 471 512"> <tr> <td>CARD</td> <td>.....0412</td> </tr> <tr> <td>Pre-Auth</td> <td>\$8.00</td> </tr> </table> <p data-bbox="281 596 404 624">Confirm?</p> <div data-bbox="213 727 471 767"> <span data-bbox="213 727 288 767">No</span> <span data-bbox="395 727 471 767">Yes</span> </div>	CARD	.....0412	Pre-Auth	\$8.00	<p data-bbox="505 408 964 520">To confirm the transaction is to be cancelled press the touch screen or the  key to continue. Press "No" on the touch screen or the  key to return to the idle screen.</p>
CARD	.....0412					
Pre-Auth	\$8.00					
11		<p data-bbox="505 799 992 847">Enter the top-up amount and press "Accept Amount" on the touch screen or the  key .</p>				
12	<p data-bbox="269 1190 415 1217">Please Wait</p> 	<p data-bbox="505 1187 857 1235">The terminal will begin processing the Pre-Auth top-up.</p>				



Step	Terminal Display	Action
13	<p>Print Customer Receipt?</p> <p><b>No</b>                      <b>Yes</b></p>	<p>Press "Yes" on the touch screen or the  key to print a customer copy.</p> <p>If not required, press "No" on the touch screen or the  key.</p>

#### 4.7.5 Pre-Authorisation Extend.

A Pre-Authorisation extend is used to increase the number of days that the Pre-Authorisation is in effect, up to a further 30 days. The value of the original Pre-Authorisation is not changed.

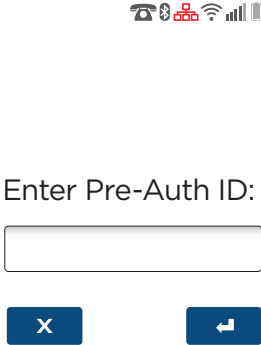

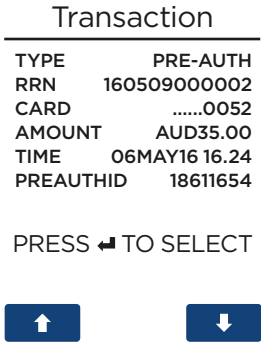



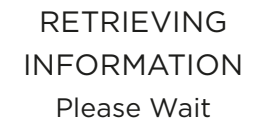
A Pre-Authorisation extend can be processed in one of three ways:








- Using the Pre-Auth ID from the Mastercard Pre-Authorisation transaction, within 30 days of the original Pre-Authorisation transaction. **Note:** The 30 days expiry may vary if a Pre-Authorisation extend has been performed.
- Using the Pre-Auth ID from the Visa Pre-Authorisation transaction, within 1 day, 7 days or 30 days (depending on the type of business you have and how your Pre-Authorisation is processed) of the original Pre-Authorisation transaction. (Note: The 1 day, 7 days or 30 days expiry may vary if a Pre-Authorisation extend has been performed).
- Using the Browse Pre-Auth ID function. The terminal can browse the Pre-Authorisation transactions for 14 days. **Note:** If the Pre-Authorisation transaction is no longer present, use the Pre-Auth ID to complete the transaction.








Step	Terminal Display	Action
1	<p><b>1. Cash Out</b></p> <p><b>2. Refund</b></p> <p><b>3. Pre-Auth</b></p> <p><b>4. Settlement</b></p> <p>                      </p>	<p>From the main menu select the "Pre-Auth" option on the touch screen or enter the number of the menu item on the keypad.</p>



Step	Terminal Display	Action
2	<p style="text-align: center;">Pre-Auth</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>1. Pre-Auth</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>2. Completion</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>3. Cancellation</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>4. Account Verify</b></div> <div style="display: flex; justify-content: space-around; width: 100%;"> <div style="text-align: center; margin: 5px;"><b>↑</b></div> <div style="text-align: center; margin: 5px;"><b>↓</b></div> </div> </div>	<p>Select the "DOWN" arrow on the touch screen.</p>
3	<p style="text-align: center;">Pre-Auth</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>1. Top-Up</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>2. Extend</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>3. Partial Cancel</b></div> <div style="display: flex; justify-content: space-around; width: 100%; margin-top: 20px;"> <div style="text-align: center; margin: 5px;"><b>↑</b></div> <div style="text-align: center; margin: 5px;"><b>↓</b></div> </div> </div>	<p>From the Pre-Auth menu select the "Extend" option on the touch screen or enter the number of the menu item on the keypad.</p>
4	<p style="text-align: center;">Extend</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>1. Enter Pre-Auth ID</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>2. Browse Pre-Auth</b></div> </div>	<p>Select "Enter Pre-Auth ID" on the touch screen or enter the number of the menu item on the keypad. Go to Step 5.</p> <p>OR</p> <p>Select "Browse Pre-Auth" on the touch screen or enter the number of the menu item on the keypad. Go to Step 6.</p>

Step	Terminal Display	Action
5		<p>Enter the Pre-Auth ID which is located on the original Pre-Auth receipt and press the touch screen or the  key.</p> <p>Go to Step 8.</p>
6		<p>Each individual Pre-Auth transaction will be shown on the screen. Press the "UP" or "DOWN" arrows to scroll through the list.</p> <p>When the correct Pre-Auth is displayed, press the  key to select it.</p>
7		<p>This screen will be displayed if no Pre-Auth transactions have been located.</p> <p>This prompt will time out after 30 seconds, or press the  key to return to the idle screen.</p>
8		<p>The terminal will begin locating the stored transaction.</p>

Step	Terminal Display	Action						
9	<p style="text-align: center;"><b>TRANSACTION NOT FOUND Retry Tran?</b></p> <p style="text-align: center;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </p>	<p>If the Pre-Auth ID was entered incorrectly or if the transaction could no longer be found, the terminal will prompt "TRANSACTION NOT FOUND Retry Tran?"</p> <p>Press "Yes" on the touch screen or the  key to re-enter the Pre-Auth ID.</p> <p>Press "No" on the touch screen or the  key to return to the idle screen.</p>						
10	<p style="text-align: center;">Extend</p> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">CARD</td> <td style="text-align: right;">.....0412</td> </tr> <tr> <td>Pre-Auth</td> <td style="text-align: right;">\$5.00</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">\$5.00</td> </tr> </table> <p style="text-align: center; margin-top: 20px;">Confirm?</p> <p style="text-align: center;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </p>	CARD	.....0412	Pre-Auth	\$5.00	Total	\$5.00	<p>To confirm the transaction is correct press the touch screen or the  key to continue.</p> <p>Press "No" on the touch screen or the  key to return to the idle screen.</p>
CARD	.....0412							
Pre-Auth	\$5.00							
Total	\$5.00							
11	<p style="text-align: center;">Please Wait</p> <div style="text-align: center; margin-top: 10px;">  </div>	<p>The terminal will begin processing the Pre-Auth extension.</p>						
12	<div style="text-align: center; margin-bottom: 20px;">  <p style="font-size: 1.2em; margin-top: 5px;">Approved</p> </div> <div style="text-align: center; margin-bottom: 20px;">  <p style="font-size: 1.2em; margin-top: 5px;">&lt;Declined Reason&gt;</p> </div> <p style="text-align: center; font-size: 0.9em;">Press ENTER Key</p>	<p>The terminal will now begin printing the receipt and display the transaction result.</p>						



Step	Terminal Display	Action
13	 <p data-bbox="277 308 400 368">Signature required</p>	<p data-bbox="501 164 972 212">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="501 225 988 408"><b>Note:</b> Signature will still be required for UnionPay Credit card transactions as well as PIN authorisation. Certain cards (for example signature-only cards, payment cards that do not have a chip and some international cards) will also require a signature. Your terminal will be able to process these cards as normal.</p>
14	<p data-bbox="247 435 434 464">Signature ok?</p> <div data-bbox="213 600 471 639"> <span data-bbox="213 600 288 639">No</span> <span data-bbox="395 600 471 639">Yes</span> </div>	<p data-bbox="501 435 988 512">If the signature on the receipt matches the signature on the card, touch the “Yes” button on the touch screen or press the  key to confirm.</p> <p data-bbox="501 523 983 571">Otherwise touch the “No” button on the touch screen or press the  key to cancel the transaction.</p>
15	<div data-bbox="292 663 389 767">  <p data-bbox="277 794 404 855">Signature Approved</p> </div> <div data-bbox="292 967 389 1070">  <p data-bbox="277 1098 404 1158">Signature Declined</p> <p data-bbox="264 1193 417 1214">Press ENTER Key</p> </div>	<p data-bbox="501 659 988 707">If the signature is approved or declined the terminal will display the result.</p>
16	<p data-bbox="241 1241 445 1302">Print Customer Receipt?</p> <div data-bbox="213 1406 471 1445"> <span data-bbox="213 1406 288 1445">No</span> <span data-bbox="395 1406 471 1445">Yes</span> </div>	<p data-bbox="501 1241 988 1297">Press “Yes” on the touch screen or the  key to print a customer copy.</p> <p data-bbox="501 1310 955 1358">If not required, press “No” on the touch screen or the  key.</p>



#### 4.7.6 Pre-Authorisation Partial Cancellation.







A Pre-Authorisation partial cancellation is used to partially cancel a Pre-Authorisation, where the expected value of the final transaction is lower than the initial Pre-Authorised amount. The expiry date of the original Pre-Authorisation transaction is not changed.

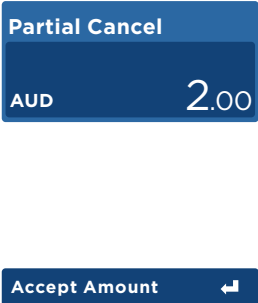




A Pre-Authorisation partial cancellation can be processed in one of three ways:

1. Using the Pre-Auth ID from the Mastercard Pre-Authorisation transaction, within 30 days of the original Pre-Authorisation transaction. **Note:** The 30 day expiry may vary if a Pre-Authorisation extend has been performed.
2. Using the Pre-Auth ID from the Visa Pre-Authorisation transaction, within 1 day, 7 days or 30 days (depending on the type of business you have and how your Pre-Authorisation is processed) of the original Pre-Authorisation transaction. **(Note:** The 1 day, 7 days or 30 day expiry may vary if a Pre-Authorisation extend has been performed).
3. Using the Browse Pre-Auth ID function. The terminal can browse the Pre-Authorisation transactions for 14 days. **Note:** If the Pre-Authorisation transaction is no longer present, use the Pre-Auth ID to complete the transaction.

Step	Terminal Display	Action
1		From the main menu select the "Pre-Auth" option on the touch screen or enter the number of the menu item on the keypad.
2		Select the "DOWN" arrow on the touch screen.

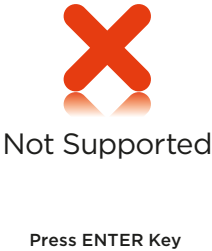
Step	Terminal Display	Action
3	<p data-bbox="277 165 404 193">Pre-Auth</p> <div data-bbox="213 209 471 256">1. Top-Up</div> <div data-bbox="213 272 471 320">2. Extend</div> <div data-bbox="213 336 471 384">3. Partial Cancel</div> <div data-bbox="213 464 288 504">↑</div> <div data-bbox="393 464 468 504">↓</div>	<p data-bbox="505 161 975 209">Select "Partial Cancel" on the touch screen or enter the number of the menu item on the keypad.</p>
4	<p data-bbox="247 539 434 566">Partial Cancel</p> <div data-bbox="213 582 471 630">1. Enter Pre-Auth ID</div> <div data-bbox="213 646 471 694">2. Browse Pre-Auth</div>	<p data-bbox="505 531 969 579">Select "Enter Pre-Auth ID" on the touch screen or enter the number of the menu item on the keypad.</p> <p data-bbox="505 595 622 619">Go to Step 5.</p> <p data-bbox="505 627 535 651">OR</p> <p data-bbox="505 659 969 707">Select "Browse Pre-Auth" on the touch screen or enter the number of the menu item on the keypad.</p> <p data-bbox="505 722 622 746">Go to Step 6.</p>
5	<div data-bbox="337 799 471 823">  </div> <p data-bbox="210 970 465 997">Enter Pre-Auth ID:</p> <div data-bbox="213 1023 471 1070"> <input data-bbox="213 1023 471 1070" type="text"/> </div> <div data-bbox="213 1102 288 1142">X</div> <div data-bbox="393 1102 468 1142">↩</div>	<p data-bbox="505 799 992 871">Enter the Pre-Auth ID which is located on the original Pre-Auth receipt and press the touch screen or the  key.</p> <p data-bbox="505 887 622 911">Go to Step 7.</p>

Step	Terminal Display	Action
6	<p style="text-align: center;"><b>Transaction</b></p> <hr/> <p>TYPE            PRE-AUTH  RRN        160509000002  CARD        .....0052  AMOUNT     AUD35.00  TIME        06MAY16 16.24  PREAUTHID  18611654</p> <p style="text-align: center;">PRESS ← TO SELECT</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="background-color: #004a87; color: white; padding: 5px 10px; border-radius: 5px;">↑</div> <div style="background-color: #004a87; color: white; padding: 5px 10px; border-radius: 5px;">↓</div> </div>	<p>Each individual Pre-Auth transaction will be shown on the screen. Press the "UP" or "DOWN" arrows to scroll through the list.</p> <p>When the correct Pre-Auth is displayed, press the  key to select it.</p>
7	<p style="text-align: center;">NO TRANS FOUND</p>	<p>This screen will be displayed if no Pre-Auth transactions have been located.</p> <p>This prompt will time out after 30 seconds, or press the  key to return to the idle screen.</p>
8	<p style="text-align: center;">RETRIEVING INFORMATION</p> <p style="text-align: center;">Please Wait</p>	<p>The terminal will begin locating the stored transaction.</p>
9	<p style="text-align: center;">TRANSACTION NOT FOUND Retry Tran?</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="background-color: #004a87; color: white; padding: 5px 10px; border-radius: 5px;">No</div> <div style="background-color: #004a87; color: white; padding: 5px 10px; border-radius: 5px;">Yes</div> </div>	<p>If the Pre-Auth ID was entered incorrectly or if the transaction could no longer be found, the terminal will prompt "Transaction Not Found Retry Tran?"</p> <p>Press "Yes" on the touch screen or the  key to re-enter the Pre-Auth ID.</p> <p>Press "No" on the touch screen or the  key to return to the idle screen.</p>
10	<p style="text-align: center;">Partial Cancel</p> <hr/> <p>CARD            .....0412  Pre-Auth        \$7.00</p> <p>Total            \$7.00</p> <p style="text-align: center;">Confirm?</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="background-color: #004a87; color: white; padding: 5px 10px; border-radius: 5px;">No</div> <div style="background-color: #004a87; color: white; padding: 5px 10px; border-radius: 5px;">Yes</div> </div>	<p>To confirm the transaction is correct press the touch screen or the  key to continue.</p> <p>Press "No" on the touch screen or the  key to return to the idle screen.</p>

Step	Terminal Display	Action
11		Enter the amount to be partially cancelled and press "Accept amount" on the touch screen or the  key.
12	<p style="text-align: center;">CANCELLING PRE-AUTH Please Wait</p>	The terminal will begin processing the Pre-Auth partial cancellation.
13		The terminal will now begin printing the receipt and display the transaction result.
14	<p style="text-align: center;">Print Customer Receipt?</p> <p style="text-align: center;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </p>	Press "Yes" on the touch screen or the  key to print a customer copy. If not required, press "No" on the touch screen or the  key.



#### 4.7.7 New Terminal Prompts

Step	Terminal Display	Action
15	 <p style="text-align: center;">Not Supported</p> <p style="text-align: center;">Press ENTER Key</p>	<p>This screen will be displayed when attempting to process an account verify transaction on a card other than a Mastercard and Visa.</p>
16	<p style="text-align: center;">Func Not Supported Retry Tran?</p> <p style="text-align: center;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </p>	<p>This screen will be displayed when attempting to process a partial or full cancellation, top-up or extend on a card other than a Mastercard and Visa.</p>
17	<p style="text-align: center;">Pre-Auth Already Completed Retry Tran?</p> <p style="text-align: center;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </p>	<p>This screen will be displayed when attempting to process a completion, partial or full cancellation, top-up or extend on a pre-authorisation transaction that has already been completed.</p>

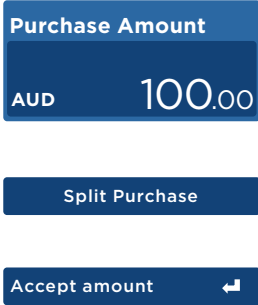



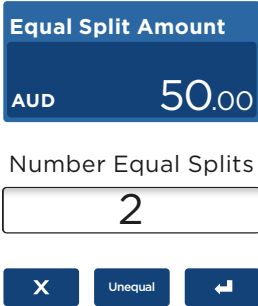

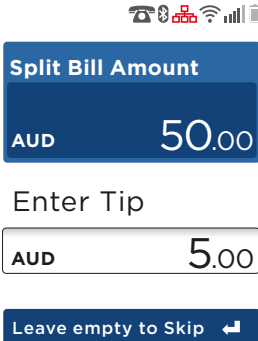


## 4.8 Split Purchase

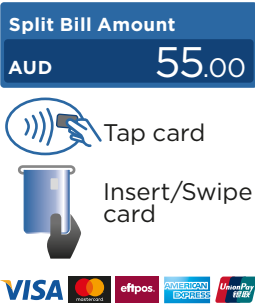

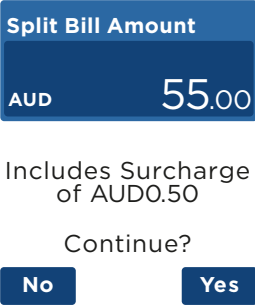
Split Purchase is a feature that provides your customers with options on how to pay their share of the bill – either by credit card, debit card, or cash.

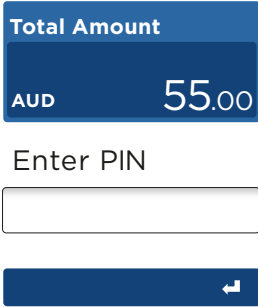


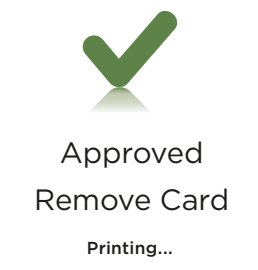
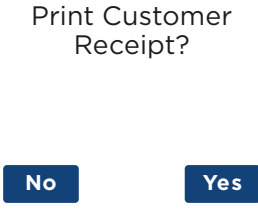


The Split Purchase feature is an optional function. You may enable or disable this feature by contacting the Merchant Helpdesk.



### 4.8.1 Split Bill (Equal)

**Equal Split Purchase** – An equal Split Purchase allows a bill to be divided equally between cardholders.

Step	Terminal Display	Action
1		<p>Key in the purchase amount i.e. \$100 = 10000</p> <p>If a correction is required press the  key to remove the last number entered or the  key to return to the idle screen.</p> <p>Press the touch screen or the  key to continue with a single Purchase.</p> <p>Split Purchase can be accessed via the purchase screen by pressing "Split Purchase" on the touch screen.</p>
2		<p>Key in the number of Equal Split Purchase members in the "Number Equal Splits" box. (the terminal will show a default of 2 members).</p> <p>The Equal Split Amount for each Split purchase member will be displayed.</p> <p>Press the touch screen or the  key to proceed.</p> <p><b>Note:</b> The minimum split is <b>2</b> and the maximum split is <b>10</b>.</p>
3		<p>A Split Purchase Card payment is initiated with the Split Purchase Amount presented on the screen.</p> <p>Key in Tip amount and press the touch screen or the  key.</p> <p>The Tip amount may be left at \$0.00, by pressing "Leave empty to Skip".</p> <p>OR</p> <p>If the Split Purchase is a Cash payment press the  key to access screen "Continue with next Card Payment". Go to step 12 - and select "Cash".</p> <p><b>Note:</b> Tip screen displayed only if enabled.</p>

Step	Terminal Display	Action
4		<p>Insert, swipe or tap the customer's card (See Section 3.4 Card Presentation Procedures) For "Tap/contactless cards" go to Step 9.</p>
5	<p>Please Wait</p> 	<p>The terminal will connect to the bank and begin processing the purchase.</p>
6	<p>Select Account</p> <ul style="list-style-type: none"> <li>1. Cheque</li> <li>2. Savings</li> <li>3. Credit</li> </ul>	<p>For magnetic stripe and chip cards, select the required account on the touch screen, or press "1", "2" or "3". <b>Note:</b> The accounts offered on this screen will change depending on the type of card presented.</p>
7		<p>Surcharge is applied to the Split Purchase. Press "Yes" on the touch screen to accept and proceed. <b>Note:</b> Surcharge displayed only if enabled.</p>

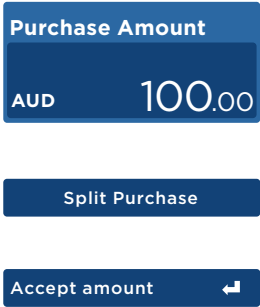



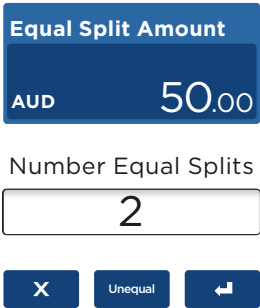
Step	Terminal Display	Action
8		<p>The cardholder can now enter their Personal Identification Number (PIN). Once entry is complete the cardholder can press the touch screen or the  key.</p>
9		<p>The terminal will connect to the Bank and begin processing the purchase.</p>
10		<p>The terminal will now begin printing the receipt and display the transaction result.</p> <p>If a chip card was inserted and is yet to be removed, this prompt will appear. Remove the card at this prompt.</p> <p>The terminal will beep as a reminder if the card is not removed.</p> <p>Printing will not start until card is removed.</p>
11		<p>Press the "Yes" button on the touch screen or the  key to print a customer copy.</p> <p>If not required, press the "No" button on the touch screen or the  key.</p> <p>If no further Split Payments are required the Split Purchase is completed.</p> <p>Go to Step 15.</p>

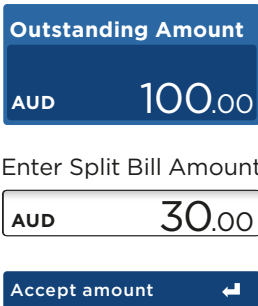


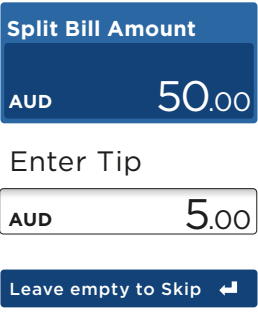


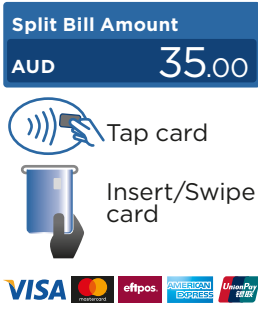
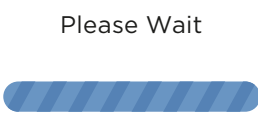
Step	Terminal Display	Action												
12	<div data-bbox="210 165 468 288"> <p><b>Outstanding Amount</b></p> <p>AUD 50.00</p> </div> <p data-bbox="217 323 461 373">Continue with next Card Payment?</p> <div data-bbox="210 432 468 472"> <p><b>No</b> <b>Cash</b> <b>Yes</b></p> </div>	<p>A Split Purchase transaction has completed. The amended outstanding amount is presented with the following options:</p> <p>Press touch screen “Yes” to continue with next Card Split Purchase payment. Go to Step 3.</p> <p>or</p> <p>Press touch screen “Cash” to continue with the next Cash Split Purchase payment. Go to Step 13.</p> <p>or</p> <p>Press Touch Screen “No” to exit the Split Purchase with Outstanding Amount. Go to Step 14.</p>												
13	<div data-bbox="210 507 468 630"> <p><b>Split Cash Amount</b></p> <p>AUD 50.00</p> </div> <div data-bbox="210 775 468 810"> <p>Accept amount </p> </div>	<p>Accept the Equal Split Purchase Cash Amount by pressing the touch screen “Accept Amount” or  Key.</p> <p>If no further Split Payments are required the Split Purchase is completed. Go to Step 15.</p> <p>If there is still an outstanding amount go to Step 12.</p> <p><b>Note:</b> No Tip or Surcharge is applied for Cash.</p>												
14	<p style="text-align: center;"><b>Split Purchase</b></p> <hr/> <table data-bbox="210 890 468 1078"> <tr> <td>Purchase</td> <td>\$100.00</td> </tr> <tr> <td>Card (1)</td> <td>\$50.00</td> </tr> <tr> <td><b>Split Total</b></td> <td><b>\$50.00</b></td> </tr> <tr> <td>Tip</td> <td>\$5.00</td> </tr> <tr> <td>Surcharge</td> <td>\$0.50</td> </tr> <tr> <td><b>Total</b></td> <td><b>\$55.50</b></td> </tr> </table> <p data-bbox="244 1121 434 1174" style="text-align: center;">Outstanding Amount \$50.00</p>	Purchase	\$100.00	Card (1)	\$50.00	<b>Split Total</b>	<b>\$50.00</b>	Tip	\$5.00	Surcharge	\$0.50	<b>Total</b>	<b>\$55.50</b>	<p>Split Purchase Completed with Outstanding Amount.</p> <p>The Split Purchase Receipt summary is displayed on the terminal screen with the outstanding amount and the full receipt is automatically printed.</p> <p>See section 4.8.3 Split Purchase Receipt (with Outstanding Amount).</p> <p><b>Note:</b> Only successful Split Purchase transactions will appear on the display and receipt.</p> <p style="text-align: center;">---Split Purchase Completed---</p>
Purchase	\$100.00													
Card (1)	\$50.00													
<b>Split Total</b>	<b>\$50.00</b>													
Tip	\$5.00													
Surcharge	\$0.50													
<b>Total</b>	<b>\$55.50</b>													



Step	Terminal Display	Action																
15	<p style="text-align: center;"><b>Split Purchase</b></p> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Purchase</td> <td style="text-align: right;">\$100.00</td> </tr> <tr> <td>Card (1)</td> <td style="text-align: right;">\$50.00</td> </tr> <tr> <td>Card (2)</td> <td style="text-align: right;">\$50.00</td> </tr> <tr> <td><b>Split Total</b></td> <td style="text-align: right;"><b>\$100.00</b></td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td>Tip</td> <td style="text-align: right;">\$5.00</td> </tr> <tr> <td>Surcharge</td> <td style="text-align: right;">\$0.50</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>\$105.50</b></td> </tr> </table> <p style="text-align: center; margin-top: 20px;"><b>Completed</b></p>	Purchase	\$100.00	Card (1)	\$50.00	Card (2)	\$50.00	<b>Split Total</b>	<b>\$100.00</b>			Tip	\$5.00	Surcharge	\$0.50	<b>Total</b>	<b>\$105.50</b>	<p>Split Purchase Completed.</p> <p>The Split Purchase Receipt summary is displayed on the terminal screen and the full receipt is automatically printed.</p> <p>See section 4.8.3 Split Purchase Receipt (Completed).</p> <p><b>Note:</b> Only successful Split Purchase transactions will appear on the display and receipt.</p> <p style="text-align: center; margin-top: 20px;">---Split Purchase Completed---</p>
Purchase	\$100.00																	
Card (1)	\$50.00																	
Card (2)	\$50.00																	
<b>Split Total</b>	<b>\$100.00</b>																	
Tip	\$5.00																	
Surcharge	\$0.50																	
<b>Total</b>	<b>\$105.50</b>																	

#### 4.8.2 Split Purchase (Unequal)






Unequal Split Purchase – An Unequal Split Purchase allows your customers to pay their contribution of the bill.

Step	Terminal Display	Action
1		<p>Key in the purchase amount i.e. \$100 = 10000</p> <p>If a correction is required press the  key to remove the last number entered or the  key to return to the idle screen.</p> <p>Press the touch screen or the  key to continue with a single Purchase.</p> <p>Split Purchase can be accessed via the purchase screen by pressing touch screen "Split Purchase".</p>
2		<p>To Initiate an Unequal Split Purchase, where each Split Purchase member can enter their "Split Purchase" Amount, press "Unequal" on the touch screen.</p>

Step	Terminal Display	Action
3	 <p>Outstanding Amount AUD 100.00</p> <p>Enter Split Bill Amount AUD 30.00</p> <p>Accept amount</p>	<p>The Split Purchase member shall input the amount they will contribute in the "Enter Split Bill Amt" box e.g. \$30.00.</p> <p>Press touch screen or the  key.</p> <p>If the Split Purchase is a Cash payment press  to access screen "Continue with next Card Payment".</p> <p>Go to Step 13 select "Cash".</p>
4	 <p>Split Bill Amount AUD 50.00</p> <p>Enter Tip AUD 5.00</p> <p>Leave empty to Skip</p>	<p>A Split Purchase Card payment is initiated with the Split Purchase Amount presented on the screen.</p> <p>Key in the Tip amount and press the touch screen or the  key.</p> <p>The Tip amount may be left at \$0.00, by pressing "Leave empty to Skip".</p> <p>If the Split Purchase is a Cash payment press  to access screen and "Continue with next Card Payment".</p> <p>Go to Step 13 and select "Cash".</p> <p><b>Note:</b> Tip screen displayed only if enabled.</p>
5	 <p>Split Bill Amount AUD 35.00</p> <p>Tap card</p> <p>Insert/Swipe card</p> <p>VISA Mastercard eftpos AMERICAN EXPRESS UnionPay</p>	<p>Insert, swipe or tap the customer's card</p> <p>For "Tap/Contactless cards" Go to Step 10.</p>
6	 <p>Please Wait</p>	<p>The terminal will connect to the bank and begin processing the purchase.</p>

Step	Terminal Display	Action
7	<p data-bbox="236 169 443 196">Select Account</p> <div data-bbox="211 212 469 392"> <p data-bbox="221 225 342 248">1. Cheque</p> <p data-bbox="221 288 342 312">2. Savings</p> <p data-bbox="221 352 325 376">3. Credit</p> </div>	<p data-bbox="501 161 927 236">For magnetic stripe and chip cards, select the required account on the touch screen, or press "1", "2" or "3".</p> <p data-bbox="501 245 956 300"><b>Note:</b> The accounts offered on this screen will change depending on the type of card presented.</p>
8	<div data-bbox="211 451 469 576"> <p data-bbox="217 464 409 488">Split Bill Amount</p> <p data-bbox="217 536 264 560">AUD</p> <p data-bbox="374 523 463 568">35.50</p> </div> <p data-bbox="213 608 463 655">Includes Surcharge of AUD0.50</p> <p data-bbox="273 679 404 703">Continue?</p> <div data-bbox="211 719 469 754"> <p data-bbox="232 727 266 746">No</p> <p data-bbox="409 727 449 746">Yes</p> </div>	<p data-bbox="501 440 994 488">Surcharge is applied to the Split Purchase press touch screen "Yes" to accept and proceed.</p> <p data-bbox="501 501 891 525"><b>Note:</b> Surcharge displayed only if enabled.</p>
9	<div data-bbox="211 783 469 908"> <p data-bbox="217 799 370 823">Total Amount</p> <p data-bbox="217 871 264 895">AUD</p> <p data-bbox="374 858 463 903">35.50</p> </div> <p data-bbox="219 932 356 959">Enter PIN</p> <div data-bbox="211 970 469 1094"> <input data-bbox="211 970 469 1018" type="text"/> <p data-bbox="211 1050 469 1094">➤</p> </div>	<p data-bbox="501 783 975 887">The cardholder can now enter their Personal Identification Number (PIN). Once entry is complete the cardholder can press the touch screen or the  key.</p>
10	<p data-bbox="266 1129 412 1153">Please Wait</p> <div data-bbox="211 1198 469 1233">  </div>	<p data-bbox="501 1118 938 1166">The terminal will connect to the bank and begin processing the purchase.</p>



Step	Terminal Display	Action
11	 <p data-bbox="241 296 437 416">Approved Remove Card Printing...</p>	<p data-bbox="501 161 978 209">The terminal will now begin printing the receipt and display the transaction result.</p> <p data-bbox="501 220 975 296">If a chip card was inserted and is yet to be removed, this prompt will appear. Remove the card at this prompt.</p> <p data-bbox="501 308 932 355">The terminal will beep as a reminder if the card is not removed.</p> <p data-bbox="501 367 953 391"><b>Note:</b> Printing will not start until card is removed.</p>
12	<p data-bbox="238 461 443 517">Print Customer Receipt?</p> <div data-bbox="211 624 468 660"> <span data-bbox="211 624 286 660">No</span> <span data-bbox="393 624 468 660">Yes</span> </div>	<p data-bbox="501 448 953 496">Press the "Yes" button on the touch screen or the  key to print a customer copy.</p> <p data-bbox="501 507 964 555">If not required, press the "No" button on the touch screen or the  key.</p> <p data-bbox="501 566 956 614">If no further Split Payments are required the Split Purchase is completed.</p> <p data-bbox="501 625 631 649">Go to Step 16.</p>
13	<div data-bbox="211 695 468 815"> <p data-bbox="217 708 456 732"><b>Outstanding Amount</b></p> <p data-bbox="217 772 462 812">AUD 70.00</p> </div> <p data-bbox="217 852 462 900">Continue with next Card Payment?</p> <div data-bbox="211 963 468 1000"> <span data-bbox="211 963 286 1000">No</span> <span data-bbox="301 963 376 1000">Cash</span> <span data-bbox="390 963 465 1000">Yes</span> </div>	<p data-bbox="501 684 982 761">A Split Purchase transaction has completed. The amended outstanding amount is presented with the following options:</p> <p data-bbox="501 772 982 820">Press "Yes" on the touch screen to continue with the next Card Split Purchase payment. Go to Step 3.</p> <p data-bbox="501 831 530 855">OR</p> <p data-bbox="501 866 959 914">Press touch screen "Cash" to continue with a Cash Split Purchase payment. Go to Step 14.</p> <p data-bbox="501 925 530 949">OR</p> <p data-bbox="501 960 959 1008">Press Touch Screen "No" to exit the Split Purchase with Outstanding Amount. Go to Step 15.</p>
14	<div data-bbox="211 1038 468 1158"> <p data-bbox="217 1051 456 1075"><b>Outstanding Amount</b></p> <p data-bbox="217 1123 462 1163">AUD 70.00</p> </div> <p data-bbox="211 1195 471 1219">Enter Split Bill Amount</p> <div data-bbox="211 1230 468 1278"> <p data-bbox="217 1243 462 1283">AUD 70.00</p> </div> <div data-bbox="211 1315 468 1351"> <p data-bbox="217 1323 362 1347">Accept amount </p> </div>	<p data-bbox="501 1031 804 1054">Enter the Cash Payment Amount.</p> <p data-bbox="501 1066 941 1114">The Split Purchase member will input their Cash amount in the box "Enter Split Cash Amt".</p> <p data-bbox="501 1125 908 1149">Press touch screen or the  key to proceed.</p> <p data-bbox="501 1160 956 1208">If no further Split Payments are required the Split Purchase is completed.</p> <p data-bbox="501 1219 631 1243">Go to Step 16.</p> <p data-bbox="501 1254 973 1278">If there is still an outstanding amount go to Step 13.</p> <p data-bbox="501 1289 891 1313"><b>Note:</b> No Tip or Surcharge applied or Cash.</p>

Step	Terminal Display	Action																				
15	<p style="text-align: center;"><b>Split Purchase</b></p> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Purchase</td> <td style="text-align: right;">\$100.00</td> </tr> <tr> <td>Card (1)</td> <td style="text-align: right;">\$30.00</td> </tr> <tr> <td><b>Split Total</b></td> <td style="text-align: right;"><b>\$30.00</b></td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td>Tip</td> <td style="text-align: right;">\$5.00</td> </tr> <tr> <td>Surcharge</td> <td style="text-align: right;">\$0.50</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>\$35.50</b></td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td colspan="2" style="text-align: center;"><b>Outstanding Amount</b></td> </tr> <tr> <td colspan="2" style="text-align: center;">\$70.00</td> </tr> </table>	Purchase	\$100.00	Card (1)	\$30.00	<b>Split Total</b>	<b>\$30.00</b>			Tip	\$5.00	Surcharge	\$0.50	<b>Total</b>	<b>\$35.50</b>			<b>Outstanding Amount</b>		\$70.00		<p>Split Purchase Completed with Outstanding Amount.</p> <p>The Split Purchase Receipt summary is displayed on the terminal screen with the outstanding amount and the full receipt is automatically printed.</p> <p>See section 4.8.3 Split Purchase Receipt (with Outstanding Amount).</p> <p><b>Note:</b> Only successful Split Purchase transactions will appear on the display and receipt.</p> <p style="text-align: center;">---Split Purchase Completed---</p>
Purchase	\$100.00																					
Card (1)	\$30.00																					
<b>Split Total</b>	<b>\$30.00</b>																					
Tip	\$5.00																					
Surcharge	\$0.50																					
<b>Total</b>	<b>\$35.50</b>																					
<b>Outstanding Amount</b>																						
\$70.00																						
16	<p style="text-align: center;"><b>Split Purchase</b></p> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Purchase</td> <td style="text-align: right;">\$100.00</td> </tr> <tr> <td>Card (1)</td> <td style="text-align: right;">\$30.00</td> </tr> <tr> <td>Card (2)</td> <td style="text-align: right;">\$70.00</td> </tr> <tr> <td><b>Split Total</b></td> <td style="text-align: right;"><b>\$100.00</b></td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td>Tip</td> <td style="text-align: right;">\$5.00</td> </tr> <tr> <td>Surcharge</td> <td style="text-align: right;">\$0.30</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>\$105.30</b></td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td colspan="2" style="text-align: center;"><b>Completed</b></td> </tr> </table>	Purchase	\$100.00	Card (1)	\$30.00	Card (2)	\$70.00	<b>Split Total</b>	<b>\$100.00</b>			Tip	\$5.00	Surcharge	\$0.30	<b>Total</b>	<b>\$105.30</b>			<b>Completed</b>		<p>Split Purchase Completed.</p> <p>The Split Purchase Receipt summary is displayed on the terminal screen and the full receipt is automatically printed.</p> <p>See section 4.8.3 Split Purchase Receipt (Completed).</p> <p><b>Note:</b> Only successful Split Purchase transactions will appear on the display and receipt.</p> <p style="text-align: center;">---Split Purchase Completed---</p>
Purchase	\$100.00																					
Card (1)	\$30.00																					
Card (2)	\$70.00																					
<b>Split Total</b>	<b>\$100.00</b>																					
Tip	\$5.00																					
Surcharge	\$0.30																					
<b>Total</b>	<b>\$105.30</b>																					
<b>Completed</b>																						

### 4.8.3 Split Purchase Receipt

The Split Purchase receipt is automatically printed when a Split Purchase is completed or cancelled.

A Duplicate of the Last Split Purchase receipt also can be requested via the “Last Split Receipt” Menu option. Select Menu from the touch screen then press the “DOWN” arrow and select “Reprint Receipt”. Press “Last Split Receipt”. The receipt will print.

## Split Purchase Receipt

MERCHANT INFO:

TSP ID:

MID:

DATE:

-----  
Purchase Amount                    AUD XX.XX  
Card Amount                        AUD X.XX  
Cash Amount                        AUD X.XX  
SPLIT TOTAL AMOUNT                AUD XX.XX  
OUTSTANDING AMOUNT                AUD XX.XX

Tip Amount                         AUD X.XX  
Surcharge Amount                    AUD X.XX  
TOTAL AMOUNT                        AUD XX.XX  
-----

RRN                                    TRANSACTION TYPE  
CARD NUMBER                         DATE AND TIME  
CARD TYPE                            ACCOUNT TYPE  
BASE AMOUNT                         SURCHARGE AMOUNT  
TOTAL AMOUNT                         TIP AMOUNT  
AUTH CODE                            RESP TEXT AND CODE

### Split Purchase 1

160930000157                         PURCHASE  
#### ### 9906                         30SEP16 15:28  
Debit (C)                               CHEQUE  
AUD6.00                                 AUD0.00  
AUD0.00                                 AUD0.00  
025212                                 OFFLINE APPROVED (Y1)

### Split Purchase 2

####                                    PURCHASE  
####                                    30SEP16 15:28  
Cash                                    ####  
####                                    ####  
AUD 55.00                             ####  
####                                    ####

## 5 Electronic Fall Back.

Electronic Fall Back (EFB) is the ability to continue performing transactions on the terminal, even when communication with the bank for online approval has been lost or the card issuer is unavailable.

- EFB functionality is only available when enabled on the terminal, and only for allowed card types.
- Your Merchant Letter of Offer contains your debit and credit floor limits.

During EFB mode, transactions are processed and stored offline by the terminal. After communication has been restored, the terminal will forward the stored transactions to the bank for processing. When processing in EFB mode, some differences apply to normal online processing, including:

- Contactless (tap & go) transactions are not available in EFB mode. If you attempt a contactless transaction it will decline. Request your customer to retry the transaction by either inserting or swiping their card.
- For credit card transactions that are over your credit card floor limit, you will be required to enter an authorisation number which you can obtain by calling 132 415. Alternatively ask your customer for an alternative means of payment.
- Signature capture is required on all EFB transactions regardless of the account selection or whether PIN was entered. The terminal will process the transaction in accordance with the EFB floor limits and other validation settings.

**Remember:** You must not 'split' a sale in order to avoid obtaining authorisation.

## 6 Surcharging.

Merchants have the ability to charge customers an additional fee for paying by debit or credit cards surcharging. The surcharge can be either a fixed fee or a percentage fee based on the value of the transaction.


A surcharge fixed fee amount that is greater than \$X or a percentage amount greater than Y% is prohibited by the terminal.

To add a surcharge fee the merchant must contact the Merchant Helpdesk to activate the feature.

Terminal will apply surcharging to the purchase component of the transactions only for the following transaction types:


- Purchase
- Purchase + Tip
- Purchase + Cashout
- MOTO

**Note:** Transactions completed with Contactless card presentment method will not have surcharge applied.

Terminal Display	Surcharge Receipt
<p style="text-align: center;">  </p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%; background-color: #003366; color: white;"> <p style="margin: 0;"><b>Total Amount</b></p> <p style="margin: 0; font-size: 24px; font-weight: bold;">AUD 5.25</p> </div> <p style="text-align: center; margin: 10px 0;">Includes Surcharge of AUD 0.25</p> <p style="text-align: center; margin: 10px 0;">Continue?</p> <div style="display: flex; justify-content: center; gap: 20px; margin: 10px 0;"> <span style="background-color: #003366; color: white; padding: 5px 15px; border-radius: 5px;">No</span> <span style="background-color: #003366; color: white; padding: 5px 15px; border-radius: 5px;">Yes</span> </div>	<p>ACQUIRER NAME  MERCHANT NAME  MERCHANT ADDRESS  1234 MERCH SUBURB  0212341234  HEADER  AUSTRALIA  ABN  MID000000003773607  TSP 1001000005011  TIME 18FEB14 14:23  TRAN 000006 DEBIT  Visa Credit  Visa I  CARD.....1234  RID A00000000004  PIX 1014  TVR000000040000  TSI E800  AUTH 800132  <b>PURCHASE AUD5.25</b>  <b>TOTAL AUD5.25</b>  <b>(000) APPROVED</b>  INCLUDES Surcharge  AUD0.25  ORIGINAL AMOUNT:  AUD5.00  SAVE RECEIPT  *DUPLICATE RECEIPT*</p>

# 7 Cancelling a Transaction.

## 7.1 During a Transaction.

 Cancel Key	To cancel a transaction during processing press the "Cancel Key" on the terminal.
---	---

### 7.1.1 After a Transaction Has Completed.


Use the Refund transaction type to refund a transaction once it has been completed. There is no other way to cancel a transaction once it has been completed.

See section 4.4 "Refund" for details on how to perform a Refund transaction.

## 7.2 Exception Scenarios.

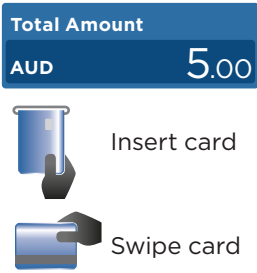
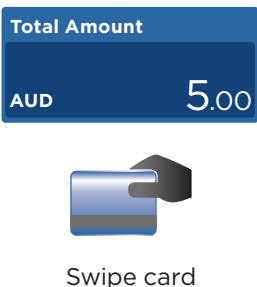
### 7.2.1 Chip Card Swiped (Insert Card).

The 'Chip Card Swiped' screen is displayed when an EMV-capable card is swiped (using the magnetic stripe reader) on an EMV-capable terminal. This prompts the user to insert the card chip into the terminal.

Terminal Screen	Next Step
 Insert card	Present the card to the terminal by inserting it into the terminal. Note that the card should not be tapped or swiped.

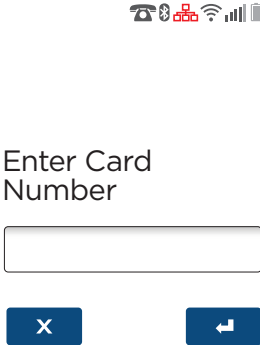


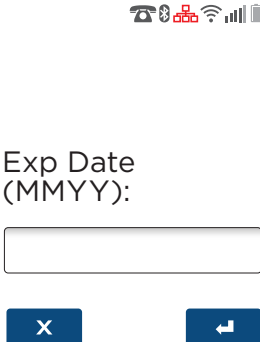


### 7.2.2 Chip Read Error (Faulty Chip Card).

The 'Chip Read Error' screen is displayed when a faulty EMV-capable card is inserted. This prompts the user to retry card insert. 3 attempts are given before the terminal will prompt for the card to be read using the magnetic stripe reader.

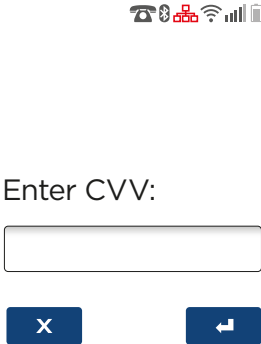




Step	Terminal Display	Action
1	<p style="text-align: center;">Chip Malfunction</p>	<p>The terminal will prompt 'Chip Malfunction' when there is an issue reading the chip on an EMV-capable card.</p>
2		<p>The terminal will prompt to retry transaction.</p> <p>Insert or swipe the customer's card (See Section 3.4 Card Presentation Procedures).</p>
3		<p>The terminal will prompt to 'Swipe Card' if the terminal failed to read the chip card three times.</p> <p>Present the card to the terminal by swiping the card through the reader on the terminal. Note that the card should not be tapped or inserted.</p>

### 7.2.3 Card Read Error (Faulty Mag Stripe Card).

The 'Card Read Error' screen is displayed when there is an issue reading a Mag Stripe only card. This prompts the user to retry the card read. Three attempts are given before the terminal will prompt for the card to be manually entered into the terminal.

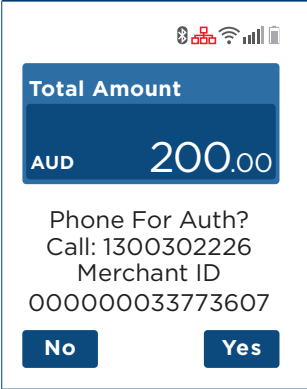
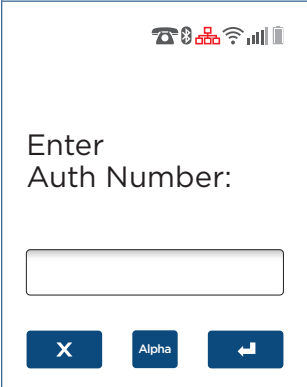
Step	Terminal Display	Action
1	<p style="text-align: center;">Cannot Read Card</p>	<p>The terminal will prompt 'Cannot Read Card' when there is an issue reading the Mag Stripe on a Mag Stripe only card.</p> <p>Three attempts are allowed to retry the card read before the terminal will prompt the user to type in the card number manually.</p>
2		<p>Key in the cardholder's card number.</p> <p>If a correction is required press the  key.</p> <p>Once the value is correct press the  key.</p>
3		<p>Key in the cardholder's card expiry date in <b>MMYY</b> format.</p> <p>If a correction is required press the  key.</p> <p>Once the value is correct press the  key.</p>



Step	Terminal Display	Action
4		<p>Enter the cardholders card control number (CCV/CVV/CVV2), if a correction is required press the  key, once the value is correct press the  key.</p> <p>If no CVV is present leave blank and press the touch screen or  key and proceed to Step 7.</p>
5	<p>No CVV Entry</p> <ul style="list-style-type: none"> <li data-bbox="236 612 497 660">1. No CVV on Card</li> <li data-bbox="236 676 497 724">2. CVV Not Readable</li> <li data-bbox="236 740 497 788">3. CVV Bypassed</li> </ul>	<p>Select from one of the 3 options and press the touch screen or  key.</p>

### 7.2.4 Authorisation Number Required.

The 'Phone for Auth' screens are displayed when the terminal is offline (electronic fallback mode) and a transaction above the terminal floor limit has been requested. The terminal will prompt for and validate the authorisation number before continuing.

Terminal Screen	Next Step
 <p>Bluetooth, NFC, Wi-Fi, and signal strength icons are visible at the top.</p> <p><b>Total Amount</b></p> <p>AUD <b>200.00</b></p> <p>Phone For Auth? Call: 1300302226 Merchant ID 000000033773607</p> <p><b>No</b> <b>Yes</b></p>	Confirm you wish to process using Phone for Auth.
 <p>Phone, Bluetooth, NFC, Wi-Fi, and signal strength icons are visible at the top.</p> <p>Enter Auth Number:</p> <p><input type="text"/></p> <p><b>X</b> <b>Alpha</b> <b>↵</b></p>	Proceed to enter the authorisation number.


### 7.2.5 EMV Application Selection Required.

The 'EMV Application Selection' screen is displayed when a multi-application EMV card is presented to the terminal, prompting for selection of the EMV application to be used in the transaction. The screen can also be displayed for any EMV card which explicitly required application selection.

Terminal Screen	Next Step
<p data-bbox="188 341 344 403">Select Application</p> <p data-bbox="138 437 394 485">1. Debit Mastercard</p> <p data-bbox="138 501 394 549">2. eftpos CHEQUE</p> <p data-bbox="138 564 394 612">3. eftpos SAVINGS</p>	<p data-bbox="430 325 934 403">Displayed if selection of EMV application is required. Select an application from the list, or use the up/down key to see further options if available.</p>

### 7.2.6 EMV Early Card Removal.

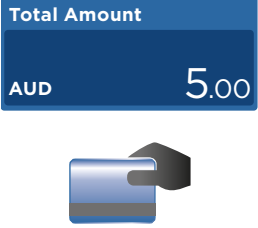
The 'EMV Card Removed' screen is displayed if the EMV card is removed before the transaction was completed.

Terminal Screen	Next Step
<p data-bbox="217 855 306 970"></p> <p data-bbox="161 983 362 1013">Card Removed</p> <p data-bbox="183 1082 340 1102">Press ENTER Key</p>	<p data-bbox="430 845 810 871">If required, re-attempt the transaction.</p>

### 7.2.7 EMV Scheme Fallback / Technical Fallback.


The “EMV Scheme Fallback” screen is displayed if there are no jointly-supported applications between the terminal and the inserted EMV card.

The “EMV Technical Fallback” screen is displayed if an EMV card is inserted and receives either an error or no response.

Terminal Screen	Next Step
 <p data-bbox="199 592 329 619">Swipe card</p>	<p data-bbox="430 331 902 384">Remove the card from the chip slot, and prepare to swipe it using the magnetic stripe reader.</p>

### 7.2.8 Transaction Time Out.



The following screen will be shown when nothing is entered onto the terminal within a certain time out period during a transaction.

Terminal Screen	Next Step
 <p data-bbox="199 986 331 1043">Trans Cancelled</p> <p data-bbox="185 1086 340 1107">Press ENTER Key</p>	<p data-bbox="430 847 810 871">If required, re-attempt the transaction.</p>

## 8 Reprint Receipt.

### 8.1 Search by RRN.


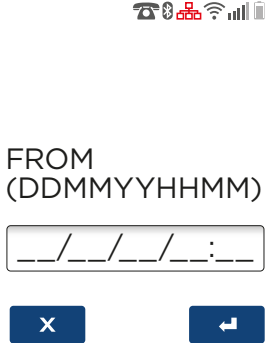
#### 8.1.1 User Interaction.



Step	Terminal Display	Action
1	<p>Reprint Receipt</p> <p><b>1. Last Receipt</b></p> <p><b>2. Search Receipt</b></p>	<p>On the main menu navigate to the 'Reprint Receipt' option and press the touch screen or  key.</p> <p>Select the "Search Receipt" option to look for older transactions (up to 14 days).</p>
2	<p>Search Receipt</p> <p><b>1. By RRN</b></p> <p><b>2. By Date Time</b></p> <p><b>3. Browse All</b></p>	<p>Select By "RRN" to search for a specific transaction with its Receipt Retrieval Number.</p>
3	<p>RECEIPT NOT FOUND</p>	<p>Terminal shall prompt "Receipt Not Found" with an invalid RRN entry.</p>
4	 <p>Printing...</p>	<p>A copy of the financial receipt shall be printed.</p> <p>The receipt will clearly state it is a 'DUPLICATE RECEIPT'.</p>



## 8.2 By Date Time.

### 8.2.1 User Interaction.

Step	Terminal Display	Action
1	<p>Reprint Receipt</p> <p><b>1. Last Receipt</b></p> <p><b>2. Search Receipt</b></p>	<p>On the main menu navigate to the "Reprint Receipt" option and press the touch screen or the  key.</p> <p>Select the "Search Receipt" option to look for older transactions (up to 14 days).</p>
2	<p>Search Receipt</p> <p><b>1. By RRN</b></p> <p><b>2. By Date Time</b></p> <p><b>3. Browse All</b></p>	<p>Select "By Date Time" to search for a specific transaction within a transaction period.</p>
3		<p>Enter the date and time period in <b>DDMMYYHHMM</b> format to start searching from.</p>







Step	Terminal Display	Action
4	 <p>TO (DDMMYYHHMM)</p> <p>____/____/____/____:____</p> <p><b>X</b>      <b>↩</b></p>	Enter the date and time period in <b>DDMMYYHHMM</b> format to search to.
5	NO TRANS FOUND	If an invalid date period has been entered, the terminal shall prompt 'NO TRANS FOUND'.
6	<p>Transaction</p> <hr/> <p>TYPE            PURCHASE RRB        160509000019 CARD        .....0052 AMOUNT      AUD35.00 TIME        06MAY16 16.24 RESP        DECLINED(109)</p> <p>PRESS <b>↩</b> TO PRINT</p> <p><b>↑</b>                      <b>↓</b></p>	Press the "UP" and "DOWN" arrow to scroll through the list of transactions completed during the date and time period. Press <b>↩</b> to obtain a re-print of the transaction showing on the terminal.
7	 <p>Printing...</p>	A copy of the financial receipt shall be printed. The receipt will clearly state it is a 'DUPLICATE RECEIPT'.



### 8.3 Browse All.

The browse all function will display all transactions (Approved & Declined) completed in the 14-day period.

#### 8.3.1 User Interaction.


Step	Terminal Display	Action
1	<p>Reprint Receipt</p> <p><b>1. Last Receipt</b></p> <p><b>2. Search Receipt</b></p>	<p>On the main menu navigate to the "Reprint Receipt" option and press the touch screen or  key.</p> <p>Select the "Search Receipt" option to look for older transactions (up to 14 days).</p>
2	<p>Search Receipt</p> <p><b>1. By RRN</b></p> <p><b>2. By Date Time</b></p> <p><b>3. Browse All</b></p>	<p>Select "Browse All" to look through 14-days worth of transactions completed on the terminal.</p>
3	<p>Transaction</p> <hr/> <p>TYPE PURCHASE  RRB 160509000019  CARD .....0052  AMOUNT AUD35.00  TIME 06MAY16 16.24  RESP DECLINED(109)</p> <p>PRESS  TO PRINT</p> <p> </p>	<p>Press the "UP" and "DOWN" arrow to scroll through the list of transactions completed during the date and time period.</p> <p>Press  to obtain a re-print of the transaction showing on the terminal.</p>
4	 <p>Printing...</p>	<p>A copy of the financial receipt will be printed.</p> <p>The receipt will clearly state it is a 'DUPLICATE RECEIPT'.</p>

## 9 Transaction Listing (Show Transaction).

### 9.1 Since Settlement

The Show transaction function will only display **approved** transactions stored on the terminal for a 14-day duration.

#### 9.1.1 User Interaction

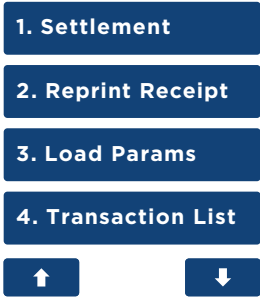

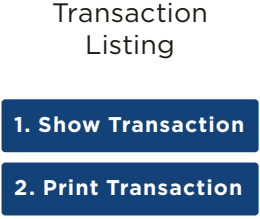
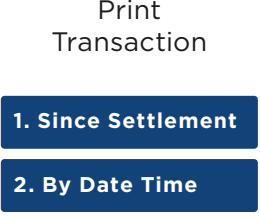

Step	Terminal Display	Action
1	<p><b>1. Settlement</b></p> <p><b>2. Reprint Receipt</b></p> <p><b>3. Load Params</b></p> <p><b>4. Transaction List</b></p> <p>↑                      ↓</p>	On the main menu navigate to the "Transaction List" option and press the touch screen or  key.
2	<p>Transaction Listing</p> <p><b>1. Show Transaction</b></p> <p><b>2. Print Transaction</b></p>	Select "Show Transaction" to view the transaction completed on the terminal in the last 14 days.
3	<p>Show Transaction</p> <p><b>1. Since Settlement</b></p> <p><b>2. By Date Time</b></p> <p><b>3. Show All</b></p>	Select "Since Settlement" to view all the transactions completed on the terminal since last settlement cutover.

Step	Terminal Display	Action
4	<p style="text-align: center;"><b>Transaction</b></p> <hr/> <pre> TYPE          PRE-AUTH RRB          160506000004 CARD          .....0052 AMOUNT       AUD35.00 TIME         06MAY16 15.24 RESP        APPROVED(001) </pre> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="border: 1px solid #003366; padding: 5px; background-color: #003366; color: white; width: 40px; height: 20px; display: flex; align-items: center; justify-content: center;">↑</div> <div style="border: 1px solid #003366; padding: 5px; background-color: #003366; color: white; width: 40px; height: 20px; display: flex; align-items: center; justify-content: center;">↓</div> </div>	<p>The terminal will display a breakdown of each transaction. Use the "UP" or "DOWN" arrow to scroll through the list.</p>

# 10 Transaction Listing (Print Transaction).

## 10.1 Since Settlement.

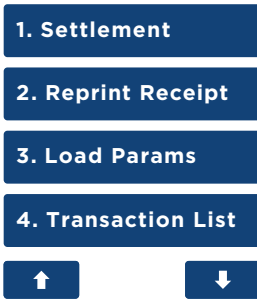


### 10.1.1 User Interaction.








Step	Terminal Display	Action
1	 <p>1. Settlement</p> <p>2. Reprint Receipt</p> <p>3. Load Params</p> <p>4. Transaction List</p> <p>↑      ↓</p>	<p>On the main menu navigate to the "Transaction List" option and press the touch screen or  key.</p>
2	 <p>Transaction Listing</p> <p>1. Show Transaction</p> <p>2. Print Transaction</p>	<p>Select "Print Transaction" to print the transaction completed on the terminal in the last 14 days.</p>
3	 <p>Print Transaction</p> <p>1. Since Settlement</p> <p>2. By Date Time</p>	<p>Select "Since Settlement" to get a transaction listing with a breakdown of each individual transaction completed on the terminal since last settlement cutover.</p>
4	 <p>Printing...</p>	<p>The terminal will begin printing once the function as been selected.</p> <p><b>Note:</b> Once the printing has been triggered, there is no stopping the printing.</p>

## 10.2 By Date Time.

The Show transaction function will only display Approved transactions stored on the terminal for a 14-days duration.

### 10.2.1 User Interaction.

Step	Terminal Display	Action
1	 <p>1. Settlement</p> <p>2. Reprint Receipt</p> <p>3. Load Params</p> <p>4. Transaction List</p> <p>↑ ↓</p>	On the main menu navigate to the "Transaction List" option and press the touch screen.
2	 <p>Transaction Listing</p> <p>1. Show Transaction</p> <p>2. Print Transaction</p>	Select "Show Transaction" to view the transaction completed on the terminal in the last 14 days.
3	 <p>Print Transaction</p> <p>1. Since Settlement</p> <p>2. By Date Time</p>	Select "By Date Time" to view all the transactions completed within a specific transaction period.

Step	Terminal Display	Action
4	 <p>FROM (DDMMYYHHMM)</p> <input data-bbox="236 403 493 448" type="text"/> <p> </p>	Enter the date and time period in <b>DDMMYYHHMM</b> format to start searching from.
5	 <p>FROM (DDMMYYHHMM)</p> <input data-bbox="236 783 493 828" type="text"/> <p> </p>	Enter the date and time period in <b>DDMMYYHHMM</b> format to search to.
6	NO TRANS FOUND	If an invalid date period has been entered, the terminal shall prompt (NO TRANS FOUND).
7	 <p>Printing...</p>	The terminal will print out a transaction listing with a breakdown of each individual transaction completed on the terminal for the specific transaction period.

### 10.2.2 Receipt.

Sample of a printout using the Transaction Listing (Print transaction) function.

Transaction Listing		
Merchant's Information		WESTPAC EFTPOS DEMO SHOP 7 SYDNEY 2000 AUSTRALIA 1004P0000018 11262015 23FEB2017 24FEB2017
-----	MERCHANT INFO:	
Transaction's Breakdown		
Entry Mode	TSP ID:	-----
M – Manual	MID:	TRANSACTION TYPE
C – Contactless	FROM:	DATE AND TIME
I – Insert	TO:	ACCOUNT TYPE
S – Swipe	-----	SURCHARGE AMOUNT
-----	RRN	TIP AMOUNT
Transaction's Listing	CARD NUMBER	RESP TEXT AND CODE
	CARD TYPE (ENTRY MODE)	PRE-AUTH ID
	BASE AMOUNT	-----
	CASH AMOUNT	PURCHASE
	TOTAL AMOUNT	23FEB16 11:11
	AUTH CODE	CREDIT
	-----	AUD0.00
	160223000077	AUD0.00
	**** ** 4949	ONLINE APPROVED (000)
	Visa (C)	
	AUD0.52	
	AUD0.00	
	AUD0.52	PRE-COMP
	025212	23FEB16 11:48
		CREDIT
	160223000078	AUD0.00
	**** ** 5656	AUD0.00
	Visa (M)	ONLINE APPROVED (000)
	AUD100.01	26685364
	AUD0.00	
	AUD100.01	PURCHASE
	025213	24FEB16 12:55
		CREDIT
	160224000079	AUD0.00
	**** ** 0001	AUD0.00
	UnionPay (S)	ONLINE APPROVED (001)
	AUD5.00	
	AUD0.00	
	AUD5.00	PRE-AUTH
		24FEB16 13:15
		CREDIT
	160224000080	AUD0.00
	**** ** 6498	AUD0.00
	Mastercard (I)	ONLINE APPROVED
	AUD10.00	(000)
	AUD0.00	25945855
	AUD10.00	
	123445	

# 11 Settlement and Reports.

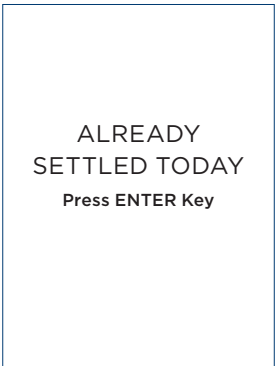
## 11.1 Settlement.

Settlement for EFTPOS 1 can occur via a programmed terminal settlement or a manual settlement. The terminal must be powered on and be able to communicate with the bank for settlement to occur at the programmed time.

### **Important Points to Remember:**

If a settlement is not performed during the day, all online transactions will automatically be processed when the bank completes the daily cut-off.

You can only complete settlement once in a 24 hour period. – If you have attempted to settle twice, you will receive a message saying "ALREADY SETTLED TODAY".



ALREADY  
SETTLED TODAY  
Press ENTER Key



### 11.2 Cutover.

To prevent accidental triggering of the Cutover function on the terminal, an extra confirmation prompt has been added. Merchant will have to select "YES" or "NO" to proceed with the Terminal Cutover function.

Step	Terminal Display	Action
1	<p style="text-align: center;">Settlement</p> <div style="text-align: center;"><p>1. Inquiry</p><p>2. Cutover</p><p>3. Subtotals</p><p>4. Pending All</p><p>↑                      ↓</p></div>	<p>Initiate Cutover from the main menu by selecting "Settlement" on the touch screen or enter the number of the menu item using the keypad.</p> <p>Select the "Cutover" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p style="text-align: center;">Terminal Cutover Proceed?</p> <div style="text-align: center;"><p>No                      Yes</p></div>	<p>Terminal will prompt 'Terminal Cutover Proceed?' before allowing Cutover to be completed.</p>


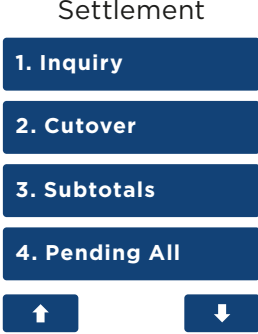

### 11.3 Auto Settlement.

Auto settlement will automatically force a settlement daily at the time requested you when your merchant facility was established. If required, you can contact the Merchant Helpdesk to change your auto settlement time.

### 11.4 Manual Settlement.


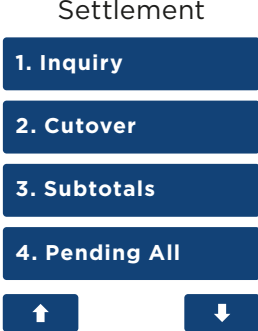

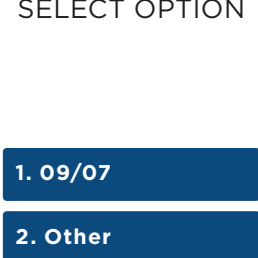
A settlement can be initiated anytime throughout the day prior to or after the bank's cut-off time of 9:30PM (AEST).

This function allows you to manually settle for the current trading day.

Step	Terminal Display	Action
1		Initiate manual settlement from the main menu by selecting "Settlement" on the touch screen or enter the number of the menu item using the keypad.
2		Select the "Cutover" option on the touch screen or enter the number of the menu item using the keypad to begin settlement.
3		The terminal will connect to the bank and begin settlement.


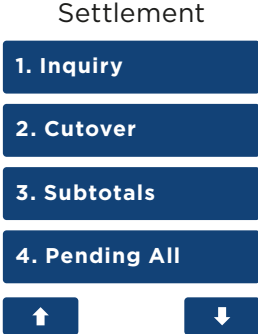
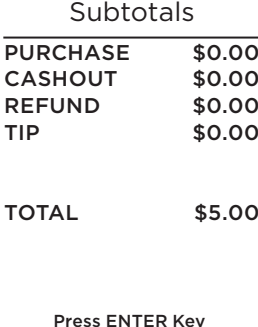
### 11.5 Inquiry.


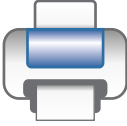
The following inquiry report can be run from the terminal at any time to show the totals for a particular trading day.

Step	Terminal Display	Action
1		<p>Run an Inquiry report from the main menu by selecting "Settlement" on the touch screen or enter the number of the menu item using the keypad.</p>
2		<p>Select the "Inquiry" option to run the report by pressing the touch screen or the  key.</p>
3		<p>Select option "1" for an Inquiry report on the current trading date.          Select option "2" for an Inquiry report on any other past trading date.  <b>Note:</b> For a current trading date Inquiry report the "2" value will be empty as settlement has not occurred.</p>

### 11.6 Subtotals Report.

The subtotals report can be run from the terminal at multiple times per day for reporting purposes. The subtotal report will show the value of transactions since the last settlement.


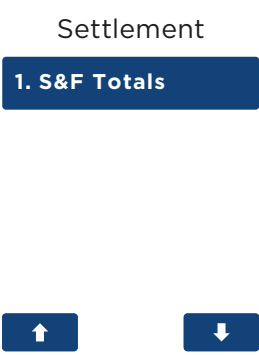

Step	Terminal Display	Action
1		Run a subtotals report from the main menu by selecting "Settlement" on the touch screen, or enter the number of the menu item using the keypad.
2		To run the report, select the "Subtotals" option on the touch screen or enter the number of the menu item using the keypad.
3		The terminal will then display the subtotals on screen.


Step	Terminal Display	Action
4	<p data-bbox="232 164 449 193">PRINT TOTALS?</p> <div data-bbox="210 328 468 368"> <span data-bbox="210 328 286 368">No</span> <span data-bbox="393 328 468 368">Yes</span> </div>	<p data-bbox="501 164 908 212">The option to print the subtotals will also be available by pressing the  key.</p>
5	 <p data-bbox="300 603 381 627">Printing...</p>	<p data-bbox="501 399 866 422">The subtotals report will begin printing.</p> <p data-bbox="501 430 953 478">The terminal will prompt "Reset Totals?" after the report has been printed.</p> <p data-bbox="501 491 919 539">Selecting "Yes" will reset the totals within the terminal to zero.</p> <p data-bbox="501 552 919 600">This does not affect any of the inquiry report/ cutover reports.</p> <p data-bbox="501 612 964 660"><b>Note:</b> Subtotals will not reset to zero after printing report and must be reset manually as required.</p>

Step	Terminal Display	Action
	<p>RESET TOTALS?</p> <p><b>No</b>                      <b>Yes</b></p>	<p><b>Subtotals Report</b></p> <p>ACQUIRER NAME  MERCHANT NAME  MERCHANT ADDRESS  1234 MERCH SUBURB  0212341234  HEADER  AUSTRALIA  ABN  *-----*</p> <p>SUBTOTALS  TSP 1001000005011  TIME 18FEB14 14:23</p> <p><b>Debit</b></p> <p>PUR 0 \$0.00  TIP 0 \$0.00  CASH 0 \$0.00  REF 0 \$0.00  VOID 0 \$0.00  TOT 0 \$0.00</p> <p><b>Visa</b></p> <p>PUR 0 \$0.00  TIP 0 \$0.00  CASH 0 \$0.00  REF 0 \$0.00  VOID 0 \$0.00  TOT 0 \$0.00</p> <p><b>Mastercard</b></p> <p>PUR 0 \$0.00  TIP 0 \$0.00  CASH 0 \$0.00  REF 0 \$0.00  VOID 0 \$0.00  TOT 0 \$0.00</p> <p><b>Amex</b></p> <p>PUR 0 \$0.00  TIP 0 \$0.00  CASH 0 \$0.00  REF 0 \$0.00  VOID 0 \$0.00  TOT 0 \$0.00</p> <p><b>Diners</b></p> <p>PUR 0 \$0.00  TIP 0 \$0.00  CASH 0 \$0.00  REF 0 \$0.00  VOID 0 \$0.00  TOT 0 \$0.00</p> <p><b>JCB</b></p> <p>PUR 0 \$0.00  TIP 0 \$0.00  CASH 0 \$0.00  REF 0 \$0.00  VOID 0 \$0.00  TOT 0 \$0.00</p> <p><b>TOTALS</b></p> <p>PUR 0 \$0.00  TIP 0 \$0.00  CASH 0 \$0.00  REF 0 \$0.00  VOID 0 \$0.00  TOT 0 \$0.00</p> <p>*-----*</p>

### 11.7 Store and Forwards (S&F).

The store and forward report displays all transactions currently stored on the terminal.

Step	Terminal Display	Action
1		Run an S&F totals report from the main menu by selecting "Settlement".
2		Select the "S&F Totals" option to run the report and press the touch screen or the  key.

Step	Terminal Display	Action
3	 <p data-bbox="333 467 418 488">Printing...</p>	<p data-bbox="524 180 945 204">Store and Forwards report will begin printing.</p> <div data-bbox="527 220 882 879" style="border: 1px solid black; padding: 5px;"> <p data-bbox="591 229 818 253"><b>Store &amp; Forward Report</b></p> <p data-bbox="540 272 680 293">ACQUIRER NAME</p> <p data-bbox="540 301 687 322">MERCHANT NAME</p> <p data-bbox="540 330 717 351">MERCHANT ADDRESS</p> <p data-bbox="540 359 721 379">1234 MERCH SUBURB</p> <p data-bbox="540 387 650 408">0212341234</p> <p data-bbox="540 416 611 437">HEADER</p> <p data-bbox="540 445 633 466">AUSTRALIA</p> <p data-bbox="540 474 577 494">ABN</p> <p data-bbox="591 544 818 564">*-----*</p> <p data-bbox="540 572 866 593">TSP <span style="float: right;">1001000005011</span></p> <p data-bbox="540 601 866 622">TIME 18FEB14 <span style="float: right;">14:23</span></p> <p data-bbox="552 630 708 651">TERMINAL STORED</p> <p data-bbox="552 659 684 679">TRANSACTIONS</p> <p data-bbox="552 687 639 708">AWAITING</p> <p data-bbox="552 716 680 737">TRANSMISSION</p> <p data-bbox="540 777 866 798">TXN COUNT <span style="float: right;">0</span></p> <p data-bbox="540 805 866 826">TOTAL AMT <span style="float: right;">\$0.00</span></p> <p data-bbox="591 834 818 855">*-----*</p> </div>



## 12 Settings.


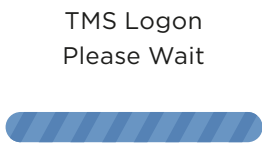
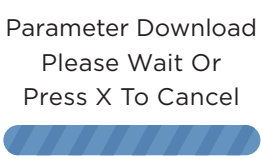
### 12.1 Load Parameters.



In order to keep the terminal's software up to date the terminal will automatically download any updates on a regular basis. It is important to allow the download to be completed so that the terminal will always be running the latest software and configuration.

Generally this download is scheduled to occur overnight and will take approximately one to two minutes, however on occasion this can be up to 10 to 15 minutes. To allow this download to occur the terminal will need to be switched on and have an active connection to the internet.

If your terminal is unable to connect to perform the download at its scheduled time it will re-try at a later stage.

The steps to trigger a parameter download manually are as follows:

Step	Terminal Display	Action
1		<p>To force a parameter download from the main menu navigate down through the menu items and select "Load Parameters".</p> <p>The terminal will then initiate the download of parameters.</p>
2		<p>The terminal will connect to TMS to begin the download.</p>
3		<p>The progress of the download will be displayed. User will be able to cancel the download during this time.</p>


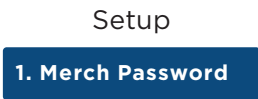
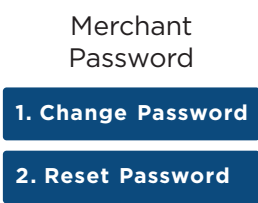
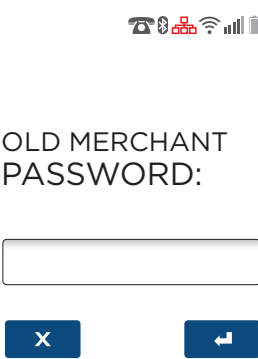

Step	Terminal Display	Action
4	 <p data-bbox="247 293 501 352">Parameter Download Successful</p>	<p data-bbox="524 180 986 256">To force a parameter download from the main menu navigate down through the menu items and select "Load Parameters".</p> <p data-bbox="524 268 927 317">The terminal will then initiate the download of parameters.</p>
5	 <p data-bbox="253 523 493 576">PARAMETER DOWNLOAD FAILED (XX)</p>	<p data-bbox="524 391 953 440">Upon the unsuccessful completion of the download the terminal will display this screen.</p> <p data-bbox="524 451 964 501">The terminal will display a response code which the helpdesk can use in their investigation.</p>

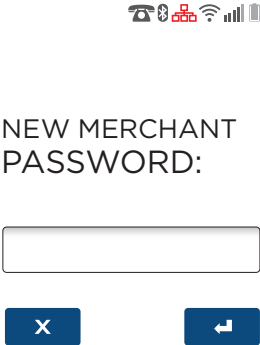

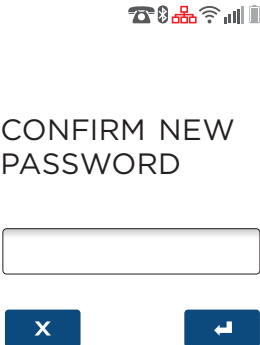

## 12.2 Merchant Password.

The terminal is programmed with a merchant password, which is required for refunds and other particular terminal functions. This password is a security measure to ensure only certain authorised personnel can access this functionality from the terminal.

If you know the merchant password it can be changed via the terminal at any time. If you do not know your password, please contact the Merchant Helpdesk.

The steps to change the merchant password from the terminal are as follows:

Step	Terminal Display	Action
1	 <p>1. Stationery Order</p> <p>2. Utility</p> <p>3. Setup</p> <p>4. Functions</p> <p>↑ ↓</p>	On the main menu, select the "Setup" option on the touch screen or enter the number of the menu item using the keypad.
2	 <p>Setup</p> <p>1. Merch Password</p>	Select the "Merchant Password" option on the touch screen or enter the number of the menu item using the keypad.
3	 <p>Merchant Password</p> <p>1. Change Password</p> <p>2. Reset Password</p>	Select "Change Password" on the touch screen to change the password from the terminal, or enter the number of the menu item using the keypad.
4	 <p>📞 📶 📶 📶 📶</p> <p>OLD MERCHANT PASSWORD:</p> <p><input type="text"/></p> <p>X ↩</p>	Key in the current 6-digit merchant password and press the touch screen or the  key.


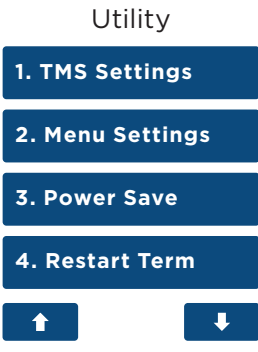
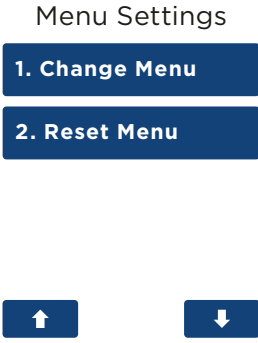
Step	Terminal Display	Action
5	 <p>NEW MERCHANT PASSWORD:</p> <p><input type="text"/></p> <p><b>X</b> <b>←</b></p>	<p>Key in the new 6-digit merchant password and press the touch screen or the  key.</p>
6	 <p>CONFIRM NEW PASSWORD</p> <p><input type="text"/></p> <p><b>X</b> <b>←</b></p>	<p>Re-key to confirm the new 6-digit Merchant Password and press the touch screen or the  key.</p>
7	<p>PASSWORD CHANGED Press ENTER Key</p>	<p>Once the Password has been changed successfully, 'PASSWORD CHANGED' will be displayed.</p>









### 12.3 Customise Main Menu.

Menu Settings will allow you to customise the main menu. This involves the ability to move and remove transaction types and functions from the main menu dependent on personal preferences. For example, frequently used transaction types can be placed at the top of the main menu for quicker accessibility and unused items can be hidden from the main menu altogether.

The structure of main menu can be reset to the default at any time using the 'Reset Menu' function.

The steps to customise the main menu are as follows:

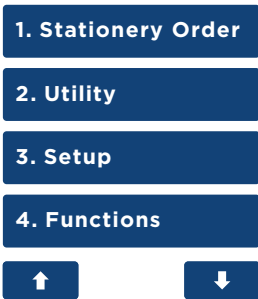
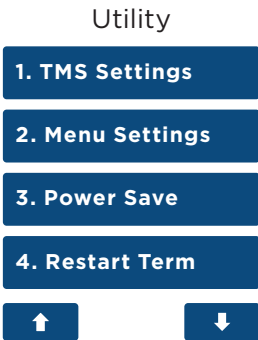
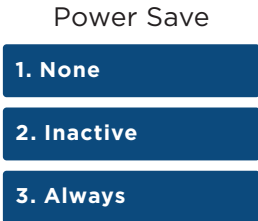
Step	Terminal Display	Action
1		<p>On the main menu navigate to and select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p>
2		<p>Go to the second menu page in Utility. Select the "Menu Settings" option on the touch screen or enter the number of the menu item using the keypad.</p>
3		<p>Select the "Change Menu" option on screen or enter the number of the menu item using the keypad.</p>

Step	Terminal Display	Action
4	<p data-bbox="258 177 496 204">DAILY PASSWORD</p> <div data-bbox="247 253 505 304" style="border: 1px solid black; height: 32px; width: 230px;"></div> <div data-bbox="247 336 323 373" style="background-color: #003366; color: white; padding: 5px; display: inline-block; margin-right: 100px;">No</div> <div data-bbox="430 336 506 373" style="background-color: #003366; color: white; padding: 5px; display: inline-block;">Yes</div>	<p data-bbox="524 177 846 229">You will be prompted to enter your Daily Password.</p>
5	<p data-bbox="258 406 496 434">Select Menu Item</p> <hr data-bbox="247 448 505 451"/> <div data-bbox="247 475 505 499" style="background-color: #003366; color: white; padding: 2px;">Cash Out</div> <div data-bbox="247 507 344 584" style="padding: 2px;">Settlement Hospitality Refund</div> <hr data-bbox="247 587 505 590"/> <div data-bbox="247 707 499 743" style="display: flex; justify-content: space-around; margin-top: 20px;"> <span data-bbox="247 707 306 743">↑</span> <span data-bbox="314 707 374 743">✋</span> <span data-bbox="381 707 441 743">💡</span> <span data-bbox="449 707 499 743">↓</span> </div>	<p data-bbox="524 406 983 539">To remove an item from the menu, press the  key on screen to highlight the menu item you would like to remove. The item to remove will now be highlighted in grey. Press the  key to confirm the changes.</p> <p data-bbox="524 549 967 655">If an item is already removed and you would like to re-add it, highlight the item and press the  key on screen or the  key. Once this is completed press the  key to exit.</p>
6	<p data-bbox="258 778 496 805">Move Menu Item</p> <hr data-bbox="247 820 505 823"/> <div data-bbox="247 847 505 871" style="background-color: #003366; color: white; padding: 2px;">Cash Out</div> <div data-bbox="247 879 344 956" style="padding: 2px;">Settlement Hospitality Refund</div> <hr data-bbox="247 959 505 962"/> <div data-bbox="247 1078 499 1115" style="display: flex; justify-content: space-around; margin-top: 20px;"> <span data-bbox="247 1078 306 1115">↑</span> <span data-bbox="314 1078 374 1115">✋</span> <span data-bbox="381 1078 441 1115">💡</span> <span data-bbox="449 1078 499 1115">↓</span> </div>	<p data-bbox="524 778 986 963">To 'Move' an item up or down the menu, press the  key to select the item and use the up and down arrows to move the menu item to a new location. Press the  key on screen or press the  key to place menu item in the new position. Once this is completed press the  key to exit.</p>
7	<p data-bbox="277 1145 473 1198" style="text-align: center;">Save New Menu Changes?</p> <div data-bbox="247 1305 323 1342" style="background-color: #003366; color: white; padding: 5px; display: inline-block; margin-right: 100px;">No</div> <div data-bbox="430 1305 506 1342" style="background-color: #003366; color: white; padding: 5px; display: inline-block;">Yes</div>	<p data-bbox="524 1145 990 1222">The merchant can now decide whether to save the menu changes by pressing the "Yes" or "No" key on screen.</p>

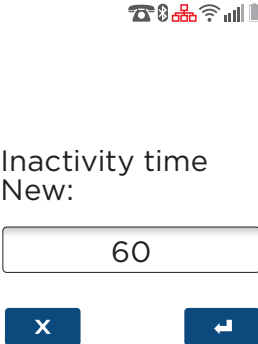

Step	Terminal Display	Action
8	<p data-bbox="277 177 474 204">Menu Settings</p> <div data-bbox="248 220 505 269" style="background-color: #003366; color: white; padding: 2px; margin-bottom: 5px;">1. Change Menu</div> <div data-bbox="248 284 505 333" style="background-color: #003366; color: white; padding: 2px; margin-bottom: 5px;">2. Reset Menu</div> <div data-bbox="248 475 323 512" style="background-color: #003366; color: white; padding: 2px; display: inline-block; margin-right: 20px;">↑</div> <div data-bbox="430 475 505 512" style="background-color: #003366; color: white; padding: 2px; display: inline-block;">↓</div>	<p data-bbox="524 177 986 229">If you would like to reset the menu to your default factory settings select "Reset Menu".</p>
9	<p data-bbox="269 555 482 608">RESET MENU ARE YOU SURE?</p> <div data-bbox="248 715 323 751" style="background-color: #003366; color: white; padding: 2px; display: inline-block; margin-right: 20px;">No</div> <div data-bbox="430 715 505 751" style="background-color: #003366; color: white; padding: 2px; display: inline-block;">Yes</div>	<p data-bbox="524 549 969 601">Confirm reset to default settings by pressing the "Yes" or "No" key on the screen.</p>

## 12.4 Power Save.

The power save feature allows you to control the time before the screen dims due to inactivity on the terminal. This feature is typically used to conserve battery power and extend the amount of time the terminal can be used for without re-charging.



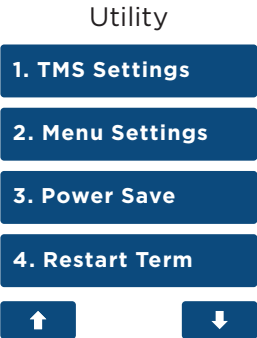

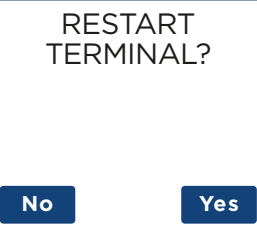
Step	Terminal Display	Action
1	 <p>1. Stationery Order</p> <p>2. Utility</p> <p>3. Setup</p> <p>4. Functions</p> <p>↑      ↓</p>	On the main menu select the "Utility" menu option on the touch screen or enter the number of the menu item using the keypad.
2	 <p>Utility</p> <p>1. TMS Settings</p> <p>2. Menu Settings</p> <p>3. Power Save</p> <p>4. Restart Term</p> <p>↑      ↓</p>	Select the "Power Save" option on the touch screen or enter the number of the menu item using the keypad.
3	 <p>Power Save</p> <p>1. None</p> <p>2. Inactive</p> <p>3. Always</p>	To turn off Power Save select "None". To turn on Power Save and enter an inactivity time select "Inactive". To turn on Power Save always select "Always". This will automatically adjust the contrast on the terminal instantly when the terminal is in an idle state.



Step	Terminal Display	Action
4	 <p>Inactivity time New:</p> <p>60</p> <p>X      ↩</p>	<p>If "Inactive" was selected enter the Inactivity time in seconds and press the touch screen or the  key.</p> <p>This is the time before the screen automatically dims in idle state.</p>

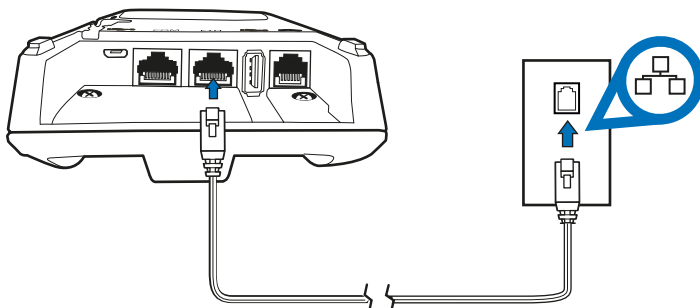
## 12.5 Restart Terminal.

The steps to restart the terminal are as follows:

Step	Terminal Display	Action
1	 <p>1. Settlement</p> <p>2. Reprint Receipt</p> <p>3. Load Params</p> <p>4. Utility</p> <p>↑ ↓</p>	On the main menu select the "Utility" menu option and press the touch screen or the  key.
2	 <p>Utility</p> <p>1. TMS Settings</p> <p>2. Menu Settings</p> <p>3. Power Save</p> <p>4. Restart Term</p> <p>↑ ↓</p>	Select the "Restart Term" option and press the touch screen or the  key.
3	 <p>RESTART TERMINAL?</p> <p>No Yes</p>	Confirm you wish to reboot the terminal.

## 13 Network Configuration.

### 13.1 Ethernet Setup.



Your terminal has the ability to process transactions through a broadband connection. If you wish to use your broadband connection for transaction processing (via an Ethernet cable) please connect your terminal base to your broadband modem and follow the steps below.

**Note:** Most networks use Dynamic Host Configuration Protocol "DHCP" to allocate unique addresses to each computer on your network. It is recommended that you have DHCP Turned on at your router.




If DHCP is not turned on, you will need to have the following information on hand prior to your new terminal being installed:






- IP Address
- Subnet Mask
- Default Gateway
- Primary DNS
- Secondary DNS

Step	Terminal Display	Action
1	<p style="text-align: center;">Utility</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Reset Terminal</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Delete S&amp;F</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Network</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Bluetooth Config</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px;">↓</div> </div>	<p>On the main menu navigate to and select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p>In the Utility menu select the "Network" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p style="text-align: center;">Network Select Type</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. WiFi</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. GPRS</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Ethernet</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Dial Up</div>	<p>Select the "Ethernet" option on the touch screen or enter the number of the menu item using the keypad.</p>
3	<p style="text-align: center;">Ethernet Network</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Edit</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Disable</div>	<p>Select "Edit" option on the touch screen or enter the number of the menu item using the keypad.</p>
4	<p style="text-align: center;">Connecting Ethernet Please wait</p>	<p>The terminal will now attempt to connect.</p> <p>Once successful the terminal will then revert back to the idle screen.</p>

### 13.1.1 Edit Ethernet Network.

Step	Terminal Display	Action
1	<p data-bbox="300 197 381 225">Utility</p> <div data-bbox="211 240 468 288">1. Reset Terminal</div> <div data-bbox="211 304 468 352">2. Delete S&amp;F</div> <div data-bbox="211 368 468 416">3. Network</div> <div data-bbox="211 432 468 480">4. Bluetooth Config</div> <div data-bbox="211 496 286 536">↑</div> <div data-bbox="393 496 468 536">↓</div>	<p data-bbox="501 197 975 277">On the main menu select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p data-bbox="501 288 972 368">In the Utility menu select "Network" on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p data-bbox="258 553 421 612">Network Select Type</p> <div data-bbox="211 644 468 692">1. WiFi</div> <div data-bbox="211 708 468 756">2. GPRS</div> <div data-bbox="211 772 468 820">3. Ethernet</div> <div data-bbox="211 836 468 884">4. Dial Up</div>	<p data-bbox="501 553 953 580">Select "Ethernet" as the communication method.</p>
3	<p data-bbox="284 909 402 968">Ethernet Enabled</p> <div data-bbox="211 1059 468 1107">1. Edit</div> <div data-bbox="211 1123 468 1171">2. Disable</div>	<p data-bbox="501 909 922 957">Select "Edit" to setup/edit the settings for the Ethernet network.</p>







Step	Terminal Display	Action
4	<p style="text-align: center;">Select IP Address Setup</p> <div style="background-color: #003366; color: white; padding: 5px; margin: 10px 0; text-align: center;">1. DHCP</div> <div style="background-color: #003366; color: white; padding: 5px; margin: 10px 0; text-align: center;">2. Fixed</div>	<p>Select the IP Address type. Go to Step 10 if selecting "DHCP". Go to Step 5 if selecting "Fixed".</p>
5	<p><b>Enter Terminal IP Address</b></p> <p style="text-align: right; margin-right: 100px;">0.0.0.0</p> <div style="background-color: #003366; color: white; padding: 2px 5px; margin: 10px auto; width: 40px; text-align: center;">Alpha</div>	<p>Enter the correct terminal IP address then press on screen or the  key.</p>
6	<p><b>Enter Gateway IP Address</b></p> <p style="text-align: right; margin-right: 100px;">0.0.0.0</p> <div style="background-color: #003366; color: white; padding: 2px 5px; margin: 10px auto; width: 40px; text-align: center;">Alpha</div>	<p>Enter the correct Gateway IP Address then press on screen or the  key.</p>
7	<p><b>Enter Subnet Mask</b></p> <p style="text-align: right; margin-right: 100px;">255.255.255.0</p> <div style="background-color: #003366; color: white; padding: 2px 5px; margin: 10px auto; width: 40px; text-align: center;">Alpha</div>	<p>Enter the correct subnet IP address then press on screen or the  key.</p>

Step	Terminal Display	Action
8	<p data-bbox="208 164 328 212"><b>Enter Primary DNS</b></p> <p data-bbox="409 331 469 352">0.0.0.0</p> 	<p data-bbox="501 161 972 209">Enter the correct primary DNS then press on screen or the  key.</p>
9	<p data-bbox="208 480 353 552"><b>Enter Secondary DNS</b></p> <p data-bbox="409 647 469 668">0.0.0.0</p> 	<p data-bbox="501 475 904 523">Enter the correct Secondary DNS then press on screen or the  key.</p>
10	<p data-bbox="262 820 417 911"><b>Connecting Ethernet Please wait</b></p>	<p data-bbox="501 794 885 815">The terminal will now attempt to connect.</p> <p data-bbox="501 826 966 874">Once successful, the terminal will then revert back to the idle screen.</p> <p data-bbox="501 885 977 933">The Ethernet signal icon  will now display on the idle screen.</p>

### 12.1.2 Disable Ethernet Function.

Step	Terminal Display	Action
1	<p>Utility</p> <p>1. Reset Terminal</p> <p>2. Delete S&amp;F</p> <p>3. Network</p> <p>4. Bluetooth Config</p> <p>↑      ↓</p>	<p>On the main menu select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p>In the utility menu select the "Network" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p>Network Select Type</p> <p>1. WiFi</p> <p>2. GPRS</p> <p>3. Ethernet</p> <p>4. Dial Up</p>	<p>Select the "Ethernet" option on the touch screen or enter the number of the menu item using the keypad.</p>
3	<p>Ethernet Enabled</p> <p>1. Edit</p> <p>2. Disable</p>	<p>Select the "Disable" option on the touch screen or enter the number of the menu item using the keypad.</p>



Step	Terminal Display	Action
4	<p data-bbox="277 164 404 220">Ethernet Disable?</p> <div data-bbox="211 325 468 363"> <span data-bbox="211 325 286 363">No</span> <span data-bbox="393 325 468 363">Yes</span> </div>	<p data-bbox="501 164 852 212">The terminal will prompt to re-confirm disabling Ethernet.</p> <p data-bbox="501 225 878 272">Select "Yes" on the touch screen or press the  key to continue.</p> <p data-bbox="501 285 822 309">To cancel select "No" or the  key.</p> <p data-bbox="501 322 930 370">Once confirmed, the terminal will return to the idle screen.</p>
5	<div data-bbox="334 400 471 424">   </div> <p data-bbox="300 480 374 504">10:38</p> <p data-bbox="236 512 445 536">Tuesday 24 June 2014</p>  <div data-bbox="393 711 468 743"> <span data-bbox="393 711 468 743">Menu</span> </div>	<p data-bbox="501 395 990 443">The Ethernet signal icon  should now be removed from the idle screen.</p>






### 13.2 Enabling WiFi.

Your terminal has the ability to process transactions over the internet via a WiFi connection. If you wish to use a WiFi connection for transaction processing, follow the steps below.

Step	Terminal Display	Action
1	<p style="text-align: center;">Utility</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>1. Reset Terminal</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>2. Delete S&amp;F</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>3. Network</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>4. Bluetooth Config</b></div> <div style="display: flex; width: 100%; justify-content: space-between; margin-top: 10px;"> <div style="width: 40%; text-align: center;"><b>↑</b></div> <div style="width: 40%; text-align: center;"><b>↓</b></div> </div> </div>	<p>On the main menu navigate to and select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p>In the utility menu select the "Network" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p style="text-align: center;">Network Select Type</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>1. WiFi</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>2. GPRS</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>3. Ethernet</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>4. Dial Up</b></div> </div>	<p>Select the "WiFi" option on the touch screen or enter the number of the menu item using the keypad.</p>
3	<p style="text-align: center;">WiFi Disabled</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>1. Scan New</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>2. Add WiFi</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>3. Enable</b></div> </div>	<p>Select the "Enable" option on the touch screen or enter the number of the menu item using the keypad.</p>
4	<p style="text-align: center;">Connecting WiFi Please wait</p>	<p>Terminal will now enable to WiFi communication mode.</p>



### 13.2.1 Scan for WiFi.

Step	Terminal Display	Action
1	<p style="text-align: center;">Utility</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Reset Terminal</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Delete S&amp;F</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Network</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Bluetooth Config</div> <div style="display: flex; width: 100%; justify-content: space-between; margin-top: 10px;"> <div style="width: 40%; text-align: center; background-color: #003366; color: white; padding: 5px;">↑</div> <div style="width: 40%; text-align: center; background-color: #003366; color: white; padding: 5px;">↓</div> </div> </div>	<p>On the main menu select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p>In the utility menu select the "Network" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p style="text-align: center;">Network Select Type</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. WiFi</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. GPRS</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Ethernet</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Dial Up</div> </div>	<p>Select the "WiFi" option on the touch screen or enter the number of the menu item using the keypad</p>
3	<p style="text-align: center;">WiFi Enabled</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Scan New</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Add WiFi</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Disable</div> </div>	<p>Select the "Scan New" option on the touch screen or enter the number of the menu item using the keypad to scan for an available WiFi network.</p>
4	<p style="text-align: center;">Scanning for WiFi APs</p>	<p>The terminal will now scan for WiFi hotspots in the area.</p>



Step	Terminal Display	Action
5	<p>Select SSID</p> <p>WIFI 1</p> <p>WIFI 2</p> <p>WIFI 3</p> <p>WIFI 4</p> <p>↑      ↓</p>	<p>Available WiFi hotspots will be shown on the screen. Use the up and down arrows to scroll through the list. Select the correct WiFi hotspot using the touch screen.</p>
6	<p>Enter</p> <p>WiFi Password</p> <p>*****</p> <p>Alpha</p>	<p>Enter the WiFi password then press on screen or the  key.</p>
7	<p>Connecting WiFi Please wait</p>	<p>The terminal will now attempt to connect to the selected WiFi hotspot.</p>
8	<p>  </p> <p>10:38 Tuesday 24 June 2014</p> <p>bankSA</p> <p>Menu</p>	<p>Upon successful connection, the terminal will show the WiFi network details and then return to the idle screen. The WiFi signal icon  will now display on the idle screen.</p>

### 13.2.2 Edit WiFi Network.



Step	Terminal Display	Action
1	<p style="text-align: center;">Utility</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Reset Terminal</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Delete S&amp;F</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Network</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Bluetooth Config</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px;">↓</div> </div>	<p>On the main menu select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p>In the Utility menu select the "Network" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p style="text-align: center;">Network Select Type</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. WiFi</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. GPRS</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Ethernet</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Dial Up</div>	<p>Select the "WiFi" option on the touch screen or enter the number of the menu item using the keypad.</p>
3	<p style="text-align: center;">WiFi Enabled</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Scan New</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. WiFi 1</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Disable</div>	<p>Select the "WiFi 1" option on the touch screen or enter the number of the menu item using the keypad.</p> <p><b>Note:</b> WiFi Network menu will now show "WiFi 1" instead of "Add WiFi" as this is the WiFi connection remembered by the terminal.</p>

Step	Terminal Display	Action
4	<p style="text-align: center;">WiFi WIFI 1</p> <div style="background-color: #004a87; color: white; padding: 5px; margin: 10px 0; text-align: center;">1. Edit</div> <div style="background-color: #004a87; color: white; padding: 5px; margin: 10px 0; text-align: center;">2. Forget</div>	<p>Select the "Edit" to edit details for 'WiFi 1' option on the touch screen or enter the number of the menu item using the keypad.</p>
5	<p style="text-align: center;">Select IP Address Setup</p> <div style="background-color: #004a87; color: white; padding: 5px; margin: 10px 0; text-align: center;">1. DHCP</div> <div style="background-color: #004a87; color: white; padding: 5px; margin: 10px 0; text-align: center;">2. Fixed</div>	<p>Select the IP address type on the touch screen or enter the number of the menu item using the keypad.</p> <p>Go to Step 11 if selecting "DHCP".</p> <p>Go to Step 6 if selecting "Fixed".</p>
6	<p><b>Enter Terminal</b> <b>IP Address</b></p> <p style="text-align: right; margin-right: 100px;">0.0.0.0</p> <div style="background-color: #004a87; color: white; padding: 2px 10px; margin: 10px auto; width: 40px; text-align: center;">Alpha</div>	<p>Enter the terminal IP address then press on screen or the  key.</p>
7	<p><b>Enter Gateway</b> <b>IP Address</b></p> <p style="text-align: right; margin-right: 100px;">0.0.0.0</p> <div style="background-color: #004a87; color: white; padding: 2px 10px; margin: 10px auto; width: 40px; text-align: center;">Alpha</div>	<p>Enter the gateway IP address then press on screen or the  key.</p>

Step	Terminal Display	Action
8	<p><b>Enter Subnet</b></p> <p><b>Mask</b></p> <p>255.255.255.0</p> <p>Alpha</p>	<p>Enter the subnet IP address then press on screen or the  key.</p>
9	<p><b>Enter Primary</b></p> <p><b>DNS</b></p> <p>0.0.0.0</p> <p>Alpha</p>	<p>Enter the primary DNS then press on screen or the  key.</p>
10	<p><b>Enter Secondary</b></p> <p><b>DNS</b></p> <p>0.0.0.0</p> <p>Alpha</p>	<p>Enter the secondary DNS then press on screen or the  key.</p>
11	<p><b>WiFi</b></p> <p><b>Enter SSID:</b></p> <p>Alpha</p>	<p>Enter the WiFi SSID then press on screen or the  key.</p>








Step	Terminal Display	Action
12	<p><b>WiFi</b></p> <p><b>Enter Channel:</b></p> <p style="text-align: right;">0</p>	Enter the channel then press on screen or the  key.
13	<p style="text-align: center;">Please Select Encryption</p> <div style="background-color: #004a87; color: white; padding: 5px; margin-bottom: 5px;">1. None</div> <div style="background-color: #004a87; color: white; padding: 5px; margin-bottom: 5px;">2. WPA</div> <div style="background-color: #004a87; color: white; padding: 5px;">3. WPA2</div>	Select the encryption type.
14	<p><b>Enter</b></p> <p><b>WiFi Password</b></p> <p style="text-align: right;">*****</p> <div style="background-color: #004a87; color: white; padding: 2px 5px; margin: 10px auto; width: 40px;">Alpha</div>	Enter the WiFi password then press on screen or the  key.
15	<p style="text-align: center;">Please Select SEC Mode</p> <div style="background-color: #004a87; color: white; padding: 5px; margin-bottom: 5px;">1. TKIP</div> <div style="background-color: #004a87; color: white; padding: 5px;">2. AES</div>	Select the SEC (Security) mode.



Step	Terminal Display	Action
16	<p style="text-align: center;">Connecting WiFi Please wait</p>	<p>Terminal will now attempt to connect to the selected WiFi network.</p>
17	 <p style="text-align: center;">10:38 Tuesday 24 June 2014</p> <p style="text-align: center;"><b>bankSA</b></p> <p style="text-align: center;"><b>Menu</b></p>	<p>Upon successful connection, the terminal will show the WiFi network details and then return to the idle screen.</p> <p>The WiFi signal icon  will now display on the idle screen.</p>

### 13.2.3 Disable WiFi Function.

Step	Terminal Display	Action
1	<p style="text-align: center;">Utility</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Reset Terminal</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Delete S&amp;F</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Network</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Bluetooth Config</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px;">↓</div> </div>	<p>On the main menu select "Utility". In the utility menu select "Network".</p>
2	<p style="text-align: center;">Network Select Type</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. WiFi</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. GPRS</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Ethernet</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Dial Up</div>	<p>Select "WiFi" as the network type.</p>
3	<p style="text-align: center;">WiFi Enabled</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Scan New</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. WiFi 1</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Disable</div>	<p>Select "Disable" to disable WiFi function.</p>

Step	Terminal Display	Action
4	<p style="text-align: center;">WIFI Disable?</p> <p style="text-align: center;"> <span data-bbox="211 328 286 365">No</span> <span data-bbox="393 328 468 365">Yes</span> </p>	<p>The terminal will prompt to re-confirm disabling WiFi. Select "Yes" to continue on the touch screen or press the  key, or to cancel press "No" or the  key. Once confirmed, the terminal will return to the idle screen.</p>
5	<p style="text-align: center;">    </p> <p style="text-align: center;"> <b>10:38</b>          Tuesday 24 June 2014       </p> <p style="text-align: center;">  </p> <p style="text-align: center;"> <span data-bbox="393 711 468 748">Menu</span> </p>	<p>The WiFi signal icon  will now be removed from the idle screen.</p>


### 13.3 GPRS Setup.

#### 13.3.1 Enabling GPRS Network.

Step	Terminal Display	Action
1	<p>Utility</p> <p>1. Reset Terminal</p> <p>2. Delete S&amp;F</p> <p>3. Network</p> <p>4. Bluetooth Config</p> <p>↑                      ↓</p>	<p>On the main menu select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p>In the Utility menu select the "Network" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p>Network Select Type</p> <p>1. WiFi</p> <p>2. GPRS</p> <p>3. Ethernet</p> <p>4. Dial Up</p>	<p>Select "GPRS" as the communication method.</p> <p><b>Note:</b> This function is locked down by the 'Daily Password'</p>
3	<p>DAILY PASSWORD</p> <p><input type="text"/></p> <p>No                      Yes</p>	<p>You will be prompted to enter your Daily Password.</p>
4	<p>GPRS Disabled</p> <p>1. Select Provider</p> <p>2. Network Mode</p> <p>3. Enable</p>	<p>Select "Enable" to enable GPRS Network.</p>


### 13.3.2 Select GPRS Network.

Step	Terminal Display	Action
1	<p style="text-align: center;">Utility</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Reset Terminal</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Delete S&amp;F</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Network</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Bluetooth Config</div> <div style="display: flex; width: 100%; justify-content: space-around; margin-top: 10px;"> <div style="width: 40%; text-align: center; background-color: #003366; color: white; padding: 5px;">↑</div> <div style="width: 40%; text-align: center; background-color: #003366; color: white; padding: 5px;">↓</div> </div> </div>	<p>On the main menu select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p>In the Utility menu select the "Network" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p style="text-align: center;">Network Select Type</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. WiFi</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. GPRS</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Ethernet</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Dial Up</div> </div>	<p>Select "GPRS" as the communication method.</p>
3	<p style="text-align: center;">DAILY PASSWORD</p> <div style="display: flex; flex-direction: column; align-items: center; margin-top: 10px;"> <input style="width: 100%; height: 25px; border: 1px solid #ccc;" type="text"/> <div style="display: flex; width: 100%; justify-content: space-around; margin-top: 10px;"> <div style="width: 40%; text-align: center; background-color: #003366; color: white; padding: 5px;">No</div> <div style="width: 40%; text-align: center; background-color: #003366; color: white; padding: 5px;">Yes</div> </div> </div>	<p>You will be prompted to enter your Daily Password.</p>
4	<p style="text-align: center;">GPRS Enabled</p> <div style="display: flex; flex-direction: column; align-items: center; margin-top: 10px;"> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Select Provider</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Network Mode</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Disable</div> </div>	<p>Select "Network Mode"</p>

Step	Terminal Display	Action
5	<p style="text-align: center;">GPRS Network</p> <div style="background-color: #003366; color: white; padding: 5px; margin: 5px 0; text-align: center;">1. Select 2G</div> <div style="background-color: #003366; color: white; padding: 5px; margin: 5px 0; text-align: center;">2. Select 3G</div>	<p>Select "Select 2G" for 2G network. Select "Select 3G" for 3G network.</p>
6	<p style="text-align: center;">GPRS On 2G Network</p>	<p>On successful connection, the terminal will prompt the result and then return to the idle screen. The GPRS signal icon  shall appear on the idle screen.</p>
	<p style="text-align: center;">GPRS On 3G Network</p>	

**13.3.3 Disable GPRS Function.**

Step	Terminal Display	Action
1	<p style="text-align: center;">Utility</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>1. Reset Terminal</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>2. Delete S&amp;F</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>3. Network</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>4. Bluetooth Config</b></div> <div style="display: flex; width: 100%; justify-content: space-between;"> <div style="width: 40%; text-align: center;"><b>↑</b></div> <div style="width: 40%; text-align: center;"><b>↓</b></div> </div> </div>	<p>On the main menu select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p>In the Utility menu select the "Network" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p style="text-align: center;">Network Select Type</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>1. WiFi</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>2. GPRS</b></div> <div style="width: 100%; text-align: center; margin-bottom: 5px;"><b>3. Ethernet</b></div> <div style="width: 100%; text-align: center;"><b>4. Dial Up</b></div> </div>	<p>Select "GPRS" as the communication method.</p>
3	<p style="text-align: center;">DAILY PASSWORD</p> <div style="display: flex; flex-direction: column; align-items: center; margin-top: 10px;"> <input style="width: 100%; height: 25px; border: 1px solid black;" type="text"/> <div style="display: flex; width: 100%; justify-content: space-around; margin-top: 10px;"> <div style="width: 40%; text-align: center;"><b>No</b></div> <div style="width: 40%; text-align: center;"><b>Yes</b></div> </div> </div>	<p>You will be prompted to enter your Daily Password.</p>

Step	Terminal Display	Action
4	<p style="text-align: center;">GPRS Enabled</p> <div style="text-align: center; margin-bottom: 5px;"><b>1. Select Provider</b></div> <div style="text-align: center; margin-bottom: 5px;"><b>2. Network Mode</b></div> <div style="text-align: center;"><b>3. Disable</b></div>	Select "Disable"
5	<p style="text-align: center;">GPRS Disable?</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid black; padding: 5px 15px;"><b>No</b></div> <div style="border: 1px solid black; padding: 5px 15px;"><b>Yes</b></div> </div>	<p>Terminal will prompt to re-confirm disabling GPRS. Press "Yes" to continue or "No" to cancel out. Once confirmed, terminal will return to idle screen. The GPRS signal icon  should be gone from the idle screen.</p>



## 13.4 Dial Setup.


### 13.4.1 Enabling Dial Up Network.

**Note:** Bluetooth base must be paired prior to enabling Dial Up for the Dial icon to appear


Step	Terminal Display	Action
1	<p>Utility</p> <p>1. Reset Terminal</p> <p>2. Delete S&amp;F</p> <p>3. Network</p> <p>4. Bluetooth Config</p> <p>↑      ↓</p>	<p>On the main menu select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p>In the Utility menu select the "Network" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p>Network Select Type</p> <p>1. WiFi</p> <p>2. GPRS</p> <p>3. Ethernet</p> <p>4. Dial Up</p>	<p>Select "Dial Up" as the communication method.</p>
3	<p>Dial Disabled</p> <p>1. Edit</p> <p>2. Enable</p>	<p>Select "Enable" to enable Dial Up communication type for the terminal.</p> <p>Terminal will now enable to WiFi communication mode.</p>

### 13.4.2 Edit Dial Up Network.

Step	Terminal Display	Action
1	<p style="text-align: center;">Utility</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Reset Terminal</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Delete S&amp;F</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Network</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Bluetooth Config</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px;">↓</div> </div>	<p>On the main menu select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p>In the Utility menu select the "Network" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p style="text-align: center;">Network Select Type</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. WiFi</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. GPRS</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Ethernet</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Dial Up</div>	<p>Select "Dial Up" as the communication method.</p>
3	<p style="text-align: center;">Dial Disabled</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Edit</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Enable</div>	<p>Select "1. Edit" to setup/edit the settings for the Dial network.</p>

Step	Terminal Display	Action
4	<p data-bbox="288 177 445 236">PABX Code Required?</p> <div data-bbox="236 341 312 379">No</div> <div data-bbox="418 341 495 379">Yes</div>	<p data-bbox="527 169 941 193">Confirm if PABX is needed for the dialup line.</p> <p data-bbox="527 204 706 228">If "Yes" go to step 5</p> <p data-bbox="527 239 703 263">If "No" go to step 6</p>
5	<p data-bbox="236 408 340 453"><b>Enter PABX Code</b></p> <div data-bbox="344 655 390 687">Alpha</div>	<p data-bbox="527 408 897 432">Enter the PABX Code and press "ENTER".</p> <p data-bbox="527 443 994 493">Terminal will return to idle screen. The Dial symbol  should now appear on the screen.</p>

### 13.4.3 Disable Dial Up Function.

Step	Terminal Display	Action
1	<p style="text-align: center;">Utility</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 80%; text-align: center; margin-bottom: 5px;"><b>1. Reset Terminal</b></div> <div style="width: 80%; text-align: center; margin-bottom: 5px;"><b>2. Delete S&amp;F</b></div> <div style="width: 80%; text-align: center; margin-bottom: 5px;"><b>3. Network</b></div> <div style="width: 80%; text-align: center; margin-bottom: 5px;"><b>4. Bluetooth Config</b></div> <div style="display: flex; width: 80%; justify-content: space-between;"> <div style="text-align: center; width: 40%;">↑</div> <div style="text-align: center; width: 40%;">↓</div> </div> </div>	<p>On the main menu select the "Utility" option on the touch screen or enter the number of the menu item using the keypad.</p> <p>In the Utility menu select the "Network" option on the touch screen or enter the number of the menu item using the keypad.</p>
2	<p style="text-align: center;">Network Select Type</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 80%; text-align: center; margin-bottom: 5px;"><b>1. WiFi</b></div> <div style="width: 80%; text-align: center; margin-bottom: 5px;"><b>2. GPRS</b></div> <div style="width: 80%; text-align: center; margin-bottom: 5px;"><b>3. Ethernet</b></div> <div style="width: 80%; text-align: center;"><b>4. Dial Up</b></div> </div>	<p>Select "Dial Up" as the communication method.</p>
3	<p style="text-align: center;">Dial Disabled</p> <div style="display: flex; flex-direction: column; align-items: center; margin-top: 20px;"> <div style="width: 80%; text-align: center; margin-bottom: 5px;"><b>1. Edit</b></div> <div style="width: 80%; text-align: center;"><b>2. Enable</b></div> </div>	<p>Select "Disable" to disable Dial Up function.</p> <p>The Dial symbol  should be gone from the idle screen.</p>

## 14 Glossary.

Charge Card	American Express, Diners Club or JCB card.
Credit Card	Mastercard®, Visa or UnionPay card.
CCV Number (Card Check Value)	An additional security feature used in transactions where the cardholder is not present (MOTO or ECI).
Debit Card	A card that gives the customer access to a cheque or savings account. The customer must be present when accessing these account types. Details cannot be hand-keyed into an EFTPOS terminal.
Merchant ID	An eight digit number used to obtain an authorisation code for credit card transactions. This number is unique to your terminal, and can be found on any of the following: <ul style="list-style-type: none"><li>• A receipt printed on your terminal</li><li>• Your merchant statement.</li></ul>
Merchant Password	A merchant password is required for refunds and certain terminal functions. Ensure you keep your password secure so only authorised personnel can access these functions.
MOTO (Mail Order or Telephone Order)	Transactions initiated by mail or telephone are known as MOTO. <i>This is only available for approved merchants.</i>
PAN (Primary Account Number)	The unique payment card number (typically for Credit or Debit cards) that identifies the issuer and the particular cardholder account).
PIN (Personal Identification Number)	A number used as a security access code for EFTPOS transactions.
TRAN (Transaction Reference Number)	The transaction reference number is an invoice number, found on your terminal receipt.


## 15 Troubleshooting.

### 15.1 Response Codes.

See below for response codes that will appear on your terminal receipts and an explanation of the response codes.

Status	Terminal Display	Receipt Text	Explanation	Action To Be Taken
401	POWER FAILURE	POWER FAILURE	The terminal has experienced a power failure.	Ensure terminal is not low on charge.
412	CARD REMOVED	CARD REMOVED	The cardholder has prematurely removed the card.	Retry transaction and advise cardholder to leave card in terminal until prompted by terminal to remove card.
413	CHIP DECLINED CONTACT ISSUER	CHIP DECLINED CONTACT ISSUER	The EMV chip card has declined the transaction offline.	Contact the issuer or seek another form of tender.
415	COMMS ERROR	COMMS ERROR	The terminal has experienced a communication error and therefore was unable to complete the transaction.	Check terminal has connectivity. Check the signal strength status icon on terminal if connectivity is WiFi/GPRS. Retry transaction.

## 15.2 Hardware Faults.

Hardware Faults	Action
Terminal does not start	<p>Ensure that the battery charge state is not below the critically low level. The terminal will not work if there is insufficient charge remaining in the battery.</p> <p>Connect terminal to a power source for at least 15 minutes if terminal is below operational battery charge state.</p> <p>Ensure that you press the  key for approximately 10 seconds, until the terminal back-light turns on.</p>
No response from the terminal	<p>Ensure that the power cable is securely connected to the base and the terminal is charging.</p> <p>Power off the terminal for 10 seconds.</p> <p>Power on the terminal.</p> <p>Retry the transaction.</p> <p>Call Merchant Helpdesk if the problem persists.</p>
Terminal not reading cards	<p>Re-insert/swipe the card as per instructions in Section 3.</p> <p>If there is still no response from the card reader power off the terminal for 10 seconds.</p> <p>Power on the terminal.</p> <p>Attempt transaction again.</p> <p>Call Merchant Helpdesk if the problem persists.</p>
Paper/Printing Faults	<p>Remove the paper roll from the printer to ensure that there is no paper caught.</p> <p>If the existing paper roll is damaged in any way then replace this with a new roll.</p> <p>Verify that the printer door is properly latched.</p> <p>Ensure that the battery charge state is not below the critically low level.</p> <p>Plug terminal to a power source.</p> <p>If the problem continues, power off the terminal for 10 seconds.</p> <p>Power on the terminal.</p> <p>Print a sample receipt. This will confirm if the printer is operational.</p> <p>Call Merchant Helpdesk if the problem persists.</p>

Hardware Faults	Action
Terminal prompt "Merchant not configured"	Ensure the terminal has connectivity Initiate a "Load Params" from the terminal If the above step was unsuccessful, power off the terminal for 10 seconds. Power on the terminal. Re-initiate a "Load Params" from the terminal. Call Merchant Helpdesk if the problem persists.
Parameter Download Failed (xx)	Ensure the terminal has connectivity. Initiate a "Load Params" from the terminal. If above step failed, restart terminal from the Utility function list. Re-initiate a "Load Params" from the terminal. Call Merchant Helpdesk if the problem persists.
Transaction going offline	Ensure the terminal has connectivity. Check under "Settlement". Initiate a "Load Params" from the terminal. Call Merchant Helpdesk if the problem persists.



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