

# EFTPOS 1.

**User guide.**



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## Contact Details.

**Westpac Merchant Helpdesk**  
**1800 029 749**

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

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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 1800 029 749. 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.

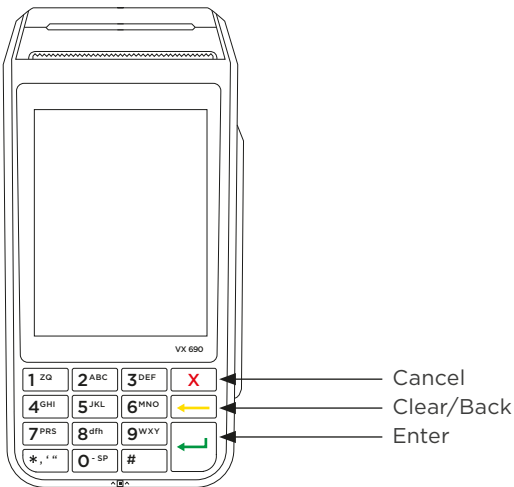
You need to retain all merchant receipts printed in a secure manner for reconciliation and in case of terminal failure. Refer to Section 16.0 Records in the Merchant Business Solutions Card Acceptance by Business Terms and Conditions.

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



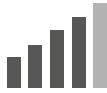
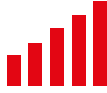









## 2.1 Using the Touch Screen.

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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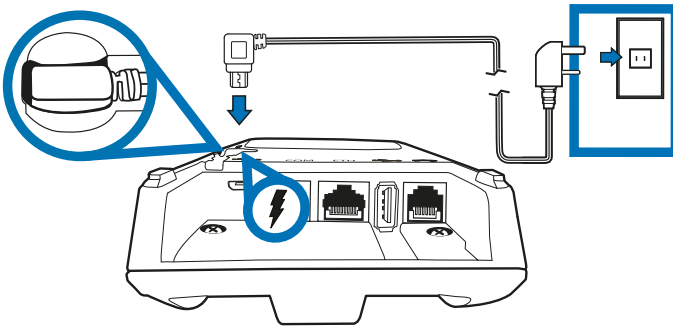


## 2.4 Charging your Terminal.

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

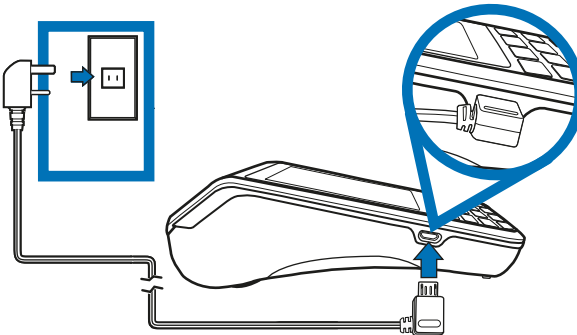
i) Connecting base station to power:

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's 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.

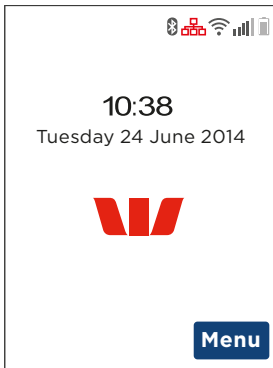
Step	Terminal Display	Action
1		<p>Power on the terminal by pressing the  key for 10 seconds.</p>
2	<p>Parameter Download Please Wait Or Press X To Cancel</p> 	<p>The terminal will automatically initiate the parameter download.</p>
3		<p>If the terminal displays 'TERMINAL INACTIVE' the terminal has not been activated successfully, please contact the Merchant Helpdesk.</p>

Step	Terminal Display	Action
4	<p data-bbox="260 296 415 379">Load Params Required Load Now?</p> <div data-bbox="213 464 462 501"> <span data-bbox="213 464 286 501">No</span> <span data-bbox="389 464 462 501">Yes</span> </div>	<p data-bbox="488 181 1009 264">Once activation has been completed, press any key on the keypad and the terminal will prompt 'Load Params Required Load Now?'</p> <p data-bbox="488 284 997 367">Touch the 'Yes' button on the touch screen or press  to initiate the parameter download.</p>
5	<p data-bbox="210 657 465 751">Parameter Download Please Wait Or Press X To Cancel</p> 	<p data-bbox="488 555 925 638">The terminal will now complete the parameter download, please wait for download to complete.</p>
6	 <p data-bbox="210 1118 465 1174">Parameter Download Successful</p>	<p data-bbox="488 919 1028 1002">Upon the successful completion of the parameter download the terminal will display 'Parameter Download Successful'.</p>

Step	Terminal Display	Action
7		<p>The terminal will restart.</p> <p>Once the home screen is displayed you are now ready to begin transacting.</p>

### 3 Procedures.

#### 3.1 Terminal Display.

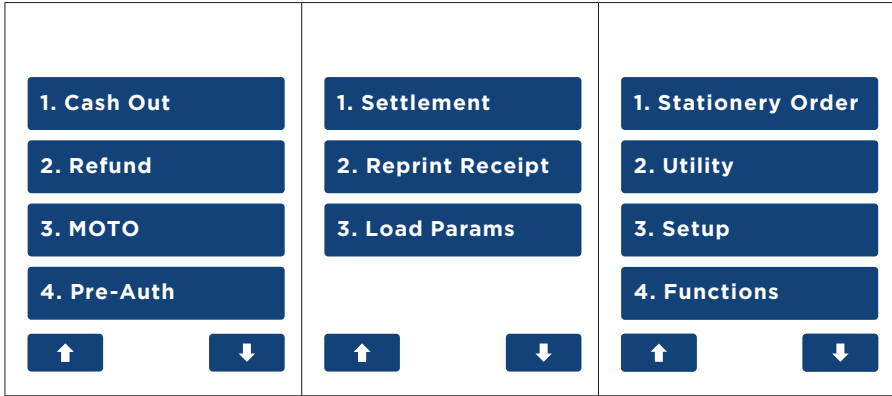


The terminal display shows information such as the battery strength, connection strength, date and time.

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.



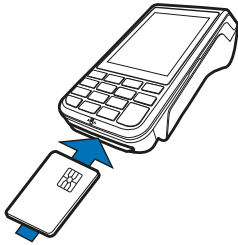
1. When prompted by the terminal, position the contactless card above the terminal screen.
2. Await the confirmation beeps before removing the card.

**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.

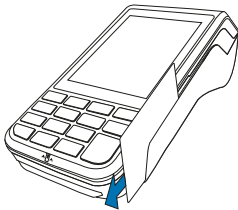


1. Position the chip card with the chip facing upward and toward the terminal.
2. Insert the chip card into the chip card reader slot in a smooth, continual motion as far as it can go.
3. The card should remain inserted in the terminal until the transaction is complete, and the terminal prompts you to 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.

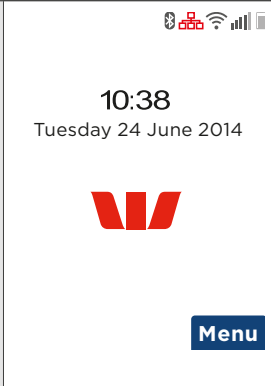
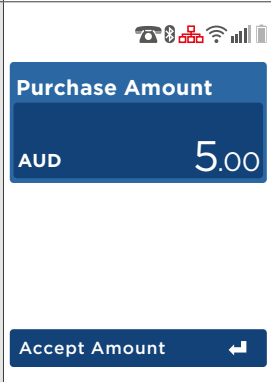



**Note:** If you have attempted to swipe a chip card, the terminal will prompt you to insert the card (See Section 3.4: Chip Card transactions).

### 3.6 Cancelling a Transaction.

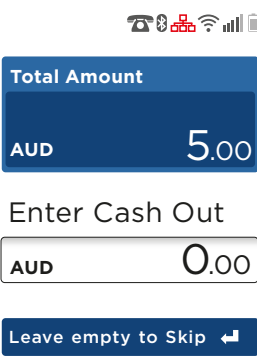

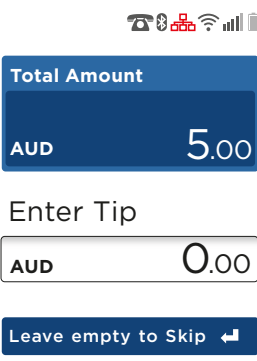


 <p>Cancel Key</p>	<p>To cancel a transaction during processing, press the  key on the terminal.</p>
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## 4 Transaction Procedures.





### 4.1 How to process a Purchase Only Transaction.





Step	Terminal Display	Action
1		<p>To initiate a Purchase only transaction:</p> <ol style="list-style-type: none"><li>1) Press any key on the terminal keypad to begin entering the purchase amount.</li></ol>
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>






Step	Terminal Display	Action
3	 <p>The terminal display shows a status bar at the top with icons for phone, cash, Wi-Fi, and battery. Below that, a blue box displays 'Total Amount' and 'AUD 5.00'. Underneath is the text 'Enter Cash Out' followed by a white input field containing 'AUD 0.00'. At the bottom is a blue button with the text 'Leave empty to Skip' and a left-pointing arrow.</p>	<p>Press the touch screen or the  key to proceed without Cash Out for a Purchase only transaction.</p>
4	 <p>The terminal display shows a status bar at the top with icons for phone, cash, Wi-Fi, and battery. Below that, a blue box displays 'Total Amount' and 'AUD 5.00'. Underneath is the text 'Enter Tip' followed by a white input field containing 'AUD 0.00'. At the bottom is a blue button with the text 'Leave empty to Skip' and a left-pointing arrow.</p>	<p>Press the touch screen or the  key to proceed without Tip for a Purchase only transaction.</p>
5	 <p>The terminal display shows a status bar at the top with four indicator lights (the first is green). Below that, a blue box displays 'Total Amount' and 'AUD 5.00'. Underneath are two icons: one showing a hand tapping a card with the text 'Tap card', and another showing a hand inserting a card into a terminal with the text 'Insert/Swipe card'.</p>	<p>Allow your customer to insert, swipe or tap their card (see Sections 3.3, 3.4, 3.5).</p>

Step	Terminal Display	Action
6	<p data-bbox="236 229 443 256">Select Account</p> <div data-bbox="213 288 468 341">1. Cheque</div> <div data-bbox="213 352 468 405">2. Savings</div> <div data-bbox="213 416 468 469">3. Credit</div>	<p data-bbox="488 181 990 264">For magnetic stripe and chip cards, select the required account on the touch screen, or press '1', '2' or '3'.</p> <p data-bbox="488 284 990 367"><b>Note:</b> The accounts offered on this screen will change depending on the type of card presented.</p>
7	<div data-bbox="210 624 468 743"> <p data-bbox="217 635 370 659">Total Amount</p> <p data-bbox="217 708 262 732">AUD</p> <p data-bbox="396 699 460 735">5.00</p> </div> <p data-bbox="217 767 398 794">PIN or Enter</p> <input data-bbox="210 807 468 855" type="text"/> <div data-bbox="210 887 468 927"> <p data-bbox="217 898 309 922">Signature</p>  </div>	<p data-bbox="488 576 1023 691">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 data-bbox="488 710 1012 825"><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>
8	<p data-bbox="266 1091 409 1118">Please Wait</p> 	<p data-bbox="488 970 930 1023">The terminal will connect to the bank and begin processing the purchase.</p>

Step	Terminal Display	Action
9	 <p data-bbox="246 375 431 399">Remove Card</p>	<p data-bbox="487 183 991 263">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="487 287 991 343">The terminal will beep as a reminder if the card is not removed.</p>
10	 <p data-bbox="274 662 397 718">Signature Approved</p>  <p data-bbox="274 949 397 1005">Signature Declined</p> <p data-bbox="257 1045 414 1069">Press ENTER Key</p>	<p data-bbox="487 478 980 534">The terminal will now begin printing the receipt and display the transaction result.</p>
11	 <p data-bbox="274 1324 397 1380">Signature required</p>	<p data-bbox="487 1109 991 1189">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="487 1204 1024 1412"><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>

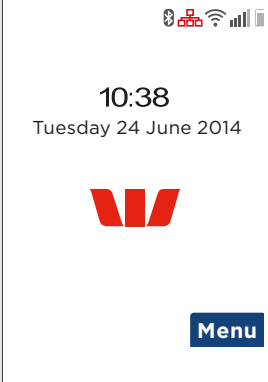
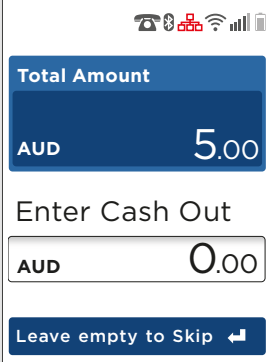



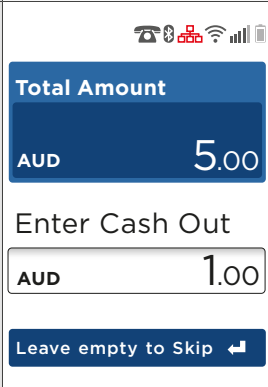


Step	Terminal Display	Action
12	<p data-bbox="244 331 434 363">Signature ok?</p> <div data-bbox="210 496 286 536" style="display: inline-block; border: 1px solid black; background-color: #0056b3; color: white; padding: 2px 10px; margin-right: 20px;">No</div> <div data-bbox="393 496 469 536" style="display: inline-block; border: 1px solid black; background-color: #0056b3; color: white; padding: 2px 10px;">Yes</div>	<p data-bbox="488 181 1020 293">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="488 316 986 395">Otherwise touch the 'No' button on the touch screen or press the  key to cancel the transaction.</p>
13	<div data-bbox="288 624 385 730" style="text-align: center;">  </div> <p data-bbox="273 756 403 813" style="text-align: center;">Signature Approved</p> <div data-bbox="292 919 385 1026" style="text-align: center;">  </div> <p data-bbox="273 1046 403 1104" style="text-align: center;">Signature Declined</p> <p data-bbox="258 1145 415 1166" style="text-align: center;">Press ENTER Key</p>	<p data-bbox="488 571 1020 655">One of the following screens will be displayed depending on signature approval/decline.</p>

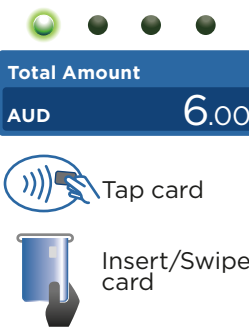

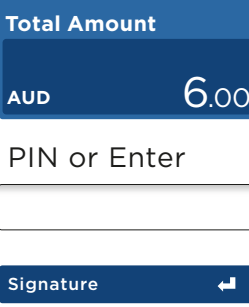

Step	Terminal Display	Action
14	<p data-bbox="238 328 441 384">Print Customer Receipt?</p> <div data-bbox="210 491 468 528"> <span data-bbox="210 491 286 528">No</span> <span data-bbox="393 491 468 528">Yes</span> </div>	<p data-bbox="488 181 990 237">Press the 'Yes' button on the touch screen or the  key to print a customer copy.</p> <p data-bbox="488 256 1005 312">If not required, press the 'No' button on the touch screen or the  key.</p>
15	<div data-bbox="275 687 402 812">  </div> <p data-bbox="297 892 379 911">Printing...</p>	<p data-bbox="488 572 678 600">Wait for printer:</p> <p data-bbox="488 619 986 703">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>



**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 10.

## 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>

Step	Terminal Display	Action
7	<p data-bbox="266 300 409 323">Please Wait</p> 	<p data-bbox="488 181 930 236">The terminal will connect to the bank and begin processing the purchase.</p>
8	 <p data-bbox="247 823 430 847">Remove Card</p>	<p data-bbox="488 571 990 625">If a chip card was inserted and is yet to be removed, this prompt will appear.</p> <p data-bbox="488 647 871 671">Remove the card at this prompt.</p> <p data-bbox="488 694 986 748">The terminal will beep as a reminder if the card is not removed.</p>

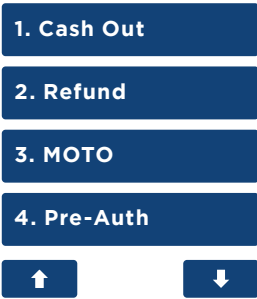
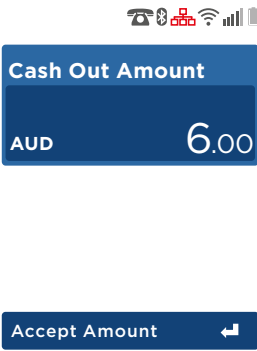



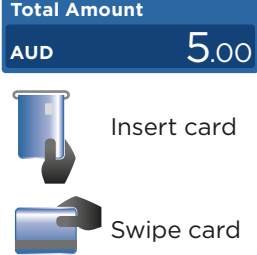






Step	Terminal Display	Action
9	 <p>Approved</p>  <p>&lt;Declined Reason&gt;</p> <p>Press ENTER Key</p>	<p>The terminal will now begin printing the receipt and display the transaction result.</p>
10	<p>Print Customer Receipt?</p> <p><b>No</b>                      <b>Yes</b></p>	<p>Select 'Yes' on the touch screen or press the  key to print a customer copy.</p> <p>If not required, select 'No' on the touch screen or press the  key.</p>
11	 <p>Printing...</p>	<p>Printing of customer receipt will begin.</p>




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



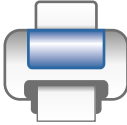
If 'Cash Out' is enabled on the terminal, customers can be given cash out. Cash is available from cheque and savings accounts only.

**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="236 229 443 256">Select Account</p> <div data-bbox="210 288 468 469"> <p data-bbox="221 300 337 327">1. Cheque</p> <p data-bbox="221 363 342 391">2. Savings</p> <p data-bbox="221 427 325 454">3. Credit</p> </div>	<p data-bbox="488 181 960 264">Select the required account 'Cheque' or 'Savings' and press the touch screen or the  key.</p> <p data-bbox="488 288 994 339"><b>Note:</b> Cash out is only available on cheque and savings accounts.</p>
5	<div data-bbox="210 619 468 743"> <p data-bbox="216 635 370 662">Total Amount</p> <p data-bbox="216 708 264 732">AUD</p> <p data-bbox="395 695 462 735">6.00</p> </div> <p data-bbox="219 767 398 794">PIN or Enter</p> <div data-bbox="210 807 468 855"> <input data-bbox="210 807 468 855" type="text"/> </div> <div data-bbox="210 887 468 927"> <p data-bbox="219 898 311 922">Signature</p>  </div>	<p data-bbox="488 571 1020 628">The cardholder can now enter their Personal Identification Number (PIN).</p> <p data-bbox="488 647 997 705">Once entry is complete the cardholder can press the touch screen or the  key.</p>
6	<p data-bbox="266 1098 409 1125">Please Wait</p> <div data-bbox="210 1166 468 1198">  </div>	<p data-bbox="488 970 930 1027">The terminal will connect to the bank and begin processing the cash out.</p>

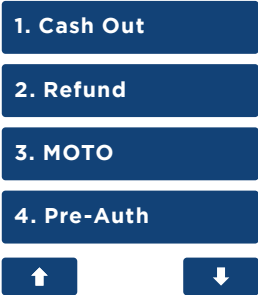
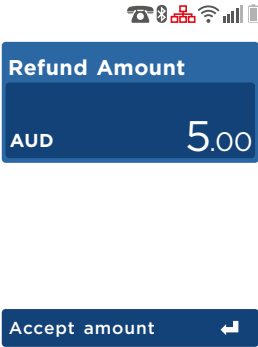



Step	Terminal Display	Action
7	 <p data-bbox="247 432 430 459">Remove Card</p>	<p data-bbox="488 181 990 236">If a chip card was inserted and is yet to be removed, this prompt will appear.</p> <p data-bbox="488 255 872 282">Remove the card at this prompt.</p> <p data-bbox="488 301 986 355">The terminal will beep as a reminder if the card is not removed.</p>
8	 <p data-bbox="266 767 409 799">Approved</p>  <p data-bbox="210 1062 468 1090">&lt;Declined Reason&gt;</p> <p data-bbox="260 1161 415 1182">Press ENTER Key</p>	<p data-bbox="488 572 1025 627">The terminal will print the receipt and display the transaction result.</p>

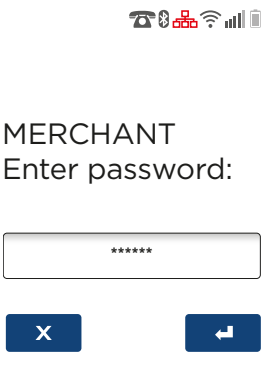

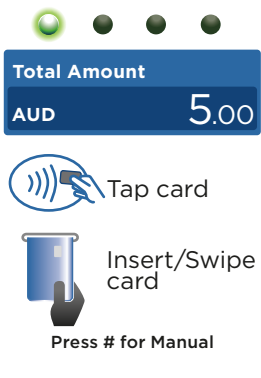
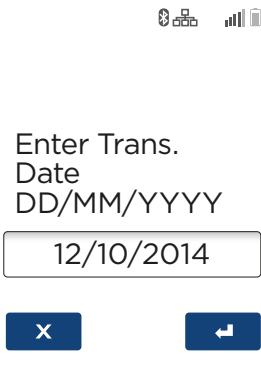
Step	Terminal Display	Action
9	<p data-bbox="236 316 441 371">Print Customer Receipt?</p> <div data-bbox="210 478 468 517"> <span data-bbox="210 478 286 517">No</span> <span data-bbox="393 478 468 517">Yes</span> </div>	<p data-bbox="488 181 1016 237">Select 'Yes' on the touch screen or press the  key to print a customer copy.</p> <p data-bbox="488 256 955 312">If not required, select 'No' on the touch screen or press the  key.</p>
10	<div data-bbox="275 675 402 799">  </div> <p data-bbox="297 879 379 898">Printing...</p>	<p data-bbox="488 560 678 584">Wait for printer:</p> <p data-bbox="488 603 986 687">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>

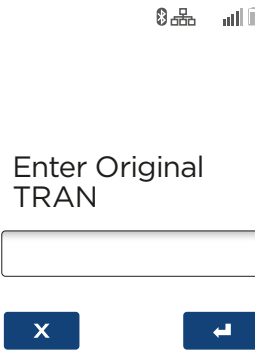


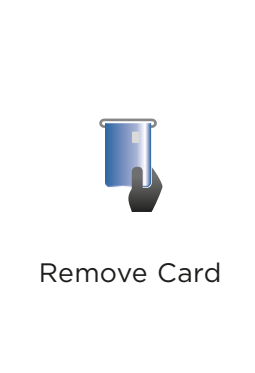
## 4.4 How to process a Refund Transaction.

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>




Step	Terminal Display	Action
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>
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>

Step	Terminal Display	Action
6	 <p>Enter Original TRAN</p> <p><input type="text"/></p> <p>X      ↩</p>	<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>Please Wait</p> <p></p>	<p>The terminal will connect to the bank and begin processing the refund.</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="266 379 409 408">Approved</p>  <p data-bbox="210 673 465 702">&lt;Declined Reason&gt;</p> <p data-bbox="259 769 414 791">Press ENTER Key</p>	<p data-bbox="488 181 1025 236">The terminal will print the receipt and display the transaction result.</p>
10	 <p data-bbox="275 1046 400 1107">Signature required</p>	<p data-bbox="488 829 983 912">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="488 932 1025 1133"><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>


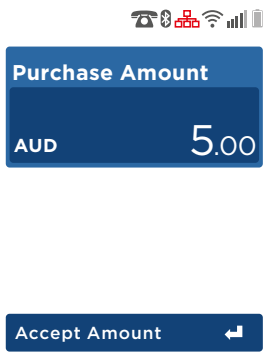



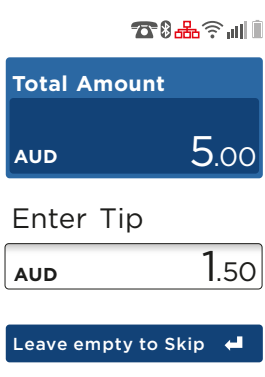


Step	Terminal Display	Action
11	<p data-bbox="244 331 434 363">Signature ok?</p> <div data-bbox="210 496 286 533">No</div> <div data-bbox="393 496 469 533">Yes</div>	<p data-bbox="488 181 1009 268">If the signature matches the signature on the card, select 'Yes' on the touch screen or press the  key to confirm.</p> <p data-bbox="488 288 1025 341">Otherwise, select 'No' on the touch screen or press the  key.</p> <p data-bbox="488 362 860 384">This will cancel the transaction.</p>
12	<div data-bbox="288 624 385 730">  </div> <p data-bbox="275 756 404 815">Signature Approved</p> <div data-bbox="294 927 385 1034">  </div> <p data-bbox="273 1054 406 1114">Signature Declined</p> <p data-bbox="260 1155 415 1177">Press ENTER Key</p>	<p data-bbox="488 569 1001 624">If the signature is approved or declined the following screens will be displayed.</p>

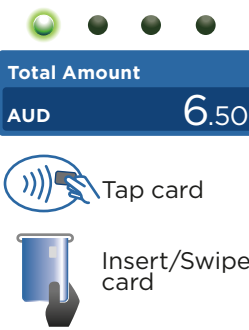

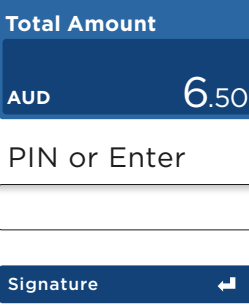



Step	Terminal Display	Action
13	<p data-bbox="238 320 441 376">Print Customer Receipt?</p> <div data-bbox="210 483 465 520"> <span data-bbox="210 483 286 520">No</span> <span data-bbox="393 483 465 520">Yes</span> </div>	<p data-bbox="488 181 1016 237">Select 'Yes' on the touch screen or press the  key to print a customer copy.</p> <p data-bbox="488 256 955 312">If not required, select 'No' on the touch screen or press the  key.</p>
14	<div data-bbox="275 687 404 810">  </div> <p data-bbox="297 890 381 911">Printing...</p>	<p data-bbox="488 571 949 592">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> <ul style="list-style-type: none"> <li>1. Cheque</li> <li>2. Savings</li> <li>3. Credit</li> </ul>	<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>

Step	Terminal Display	Action
7	<p data-bbox="266 316 409 338">Please Wait</p> 	<p data-bbox="488 181 930 236">The terminal will connect to the bank and begin processing the purchase.</p>
8	 <p data-bbox="247 826 432 849">Remove Card</p>	<p data-bbox="488 572 990 627">If a chip card was inserted and is yet to be removed, this prompt will appear.</p> <p data-bbox="488 647 871 670">Remove the card at this prompt.</p> <p data-bbox="488 691 986 745">The terminal will beep as a reminder if the card is not removed.</p>

Step	Terminal Display	Action
9	 <p data-bbox="266 379 409 408">Approved</p>  <p data-bbox="210 676 465 705">&lt;Declined Reason&gt;</p> <p data-bbox="259 772 414 794">Press ENTER Key</p>	<p data-bbox="488 181 981 236">The terminal will now begin printing the receipt and display the transaction result.</p>
10	 <p data-bbox="277 1046 398 1104">Signature required</p>	<p data-bbox="488 826 981 912">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="488 932 1025 1136"><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="244 1232 432 1260">Signature ok?</p> <p data-bbox="210 1391 286 1430">No</p> <p data-bbox="394 1391 470 1430">Yes</p>	<p data-bbox="488 1184 1025 1295">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="488 1315 1025 1398">Otherwise touch the 'No' button on the touch screen or press the  key to cancel the transaction.</p>

Step	Terminal Display	Action
12	 <p>Signature Approved</p>  <p>Signature Declined</p> <p>Press ENTER Key</p>	<p>If the signature is approved or declined the following screens will be displayed.</p>
13	<p>Print Customer Receipt?</p> <p><b>No</b>                      <b>Yes</b></p>	<p>Press 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>
14	 <p>Printing...</p>	<p>If customer copy is required it will begin printing.</p>

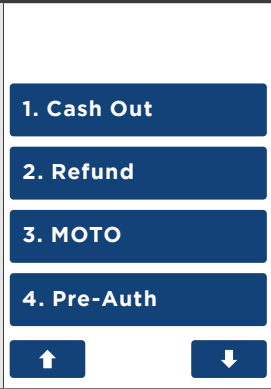
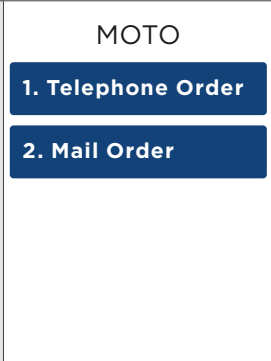



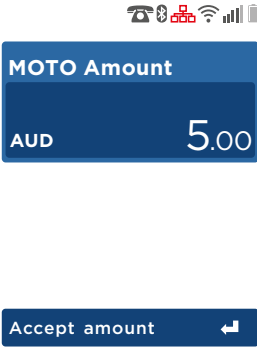



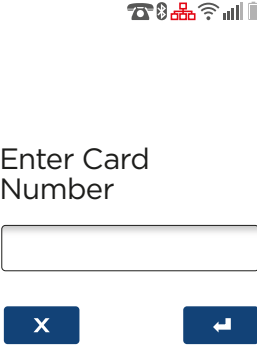


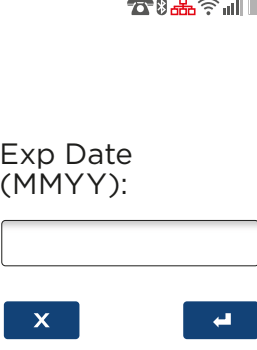


## 4.6 MOTO.

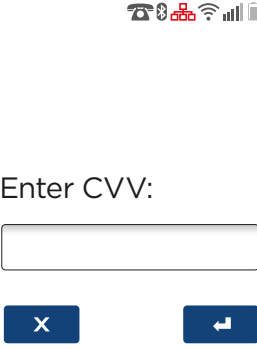



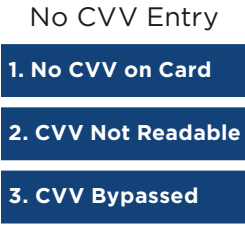

Transactions initiated by mail or telephone are known as MOTO (Mail Order or Telephone Order) transactions. MOTO transactions can on be processed on Credit and Charge cards. For more information on how to register as a MOTO merchant, contact the Merchant Helpdesk.





**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>1. Cash Out</p> <p>2. Refund</p> <p>3. MOTO</p> <p>4. Pre-Auth</p> <p>↑      ↓</p>	<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>MOTO</p> <p>1. Telephone Order</p> <p>2. Mail Order</p>	<p>Select the ‘Mail Order’ or ‘Telephone Order’ option and press the touch screen or the  key.</p>

Step	Terminal Display	Action
3	 <p>The terminal display shows a status bar at the top with icons for signal, Wi-Fi, and battery. Below that, the text "MOTO Amount" is displayed in a blue header. Underneath, "AUD" is on the left and "5.00" is on the right. At the bottom, there is a blue button labeled "Accept amount" with a right-pointing arrow.</p>	<p>Key in the purchase 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 the  key to return to the idle screen.</p> <p>Press the touch screen or the  key to continue.</p>
4	 <p>The terminal display shows a status bar at the top. Below it, the text "Enter Card Number" is displayed. Underneath is a white rectangular input field. At the bottom, there are two blue buttons: one with a white "X" and one with a white left-pointing arrow.</p>	<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 touch screen or the  key.</p>
5	 <p>The terminal display shows a status bar at the top. Below it, the text "Exp Date (MMYY):" is displayed. Underneath is a white rectangular input field. At the bottom, there are two blue buttons: one with a white "X" and one with a white left-pointing arrow.</p>	<p>Key in the cardholder's card expiry date in MMY Y format.</p> <p>If a correction is required press the  key, once the value is correct press the touch screen or the  key.</p>

Step	Terminal Display	Action
6	 <p>Enter CVV:</p>	<p>Telephone Order only: The terminal now displays the control number (CCV/CVV/CVV2) entry screen.</p> <p>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.</p> <p>If no CVV is present, leave blank and press the touch screen or the  key and proceed to Step 7.</p>
7	 <p>No CVV Entry</p> <p>1. No CVV on Card</p> <p>2. CVV Not Readable</p> <p>3. CVV Bypassed</p>	<p>Select from one of the 3 options and press the touch screen or the  key.</p>

Step	Terminal Display	Action
8	 <p data-bbox="266 331 409 363">Approved</p>  <p data-bbox="210 558 468 587">&lt;Declined Reason&gt;</p> <p data-bbox="259 657 416 679">Press ENTER Key</p>	<p data-bbox="488 181 1025 236">The terminal will print the receipt and display the transaction result.</p>
9	<p data-bbox="237 865 441 922">Print Customer Receipt?</p> <p data-bbox="230 1034 271 1056">No</p> <p data-bbox="407 1034 448 1056">Yes</p>	<p data-bbox="488 718 1010 772">Press the touch screen or the  key to print a customer copy.</p> <p data-bbox="488 794 1021 849">If not required, press the touch screen or the  key.</p>

## 4.7 Pre-Authorisation.



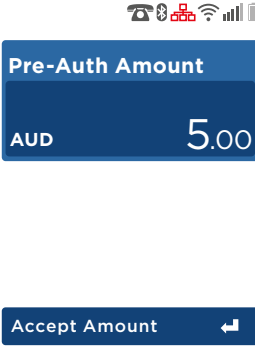



The Pre-Authorisation feature is optional. You may enable or disable this feature by contacting the Merchant Helpdesk.

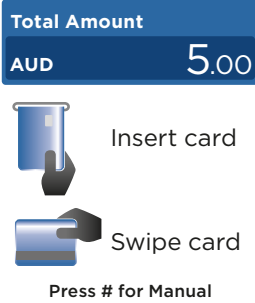
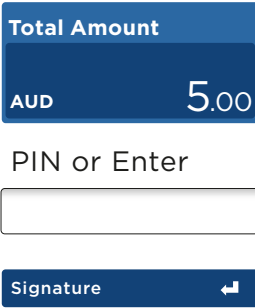



A Pre-Authorisation is used to reserve funds on a card for a sale to be processed at a later date. Car rental companies and hotels/motels most commonly use this function. The funds are not debited from the cardholder's account until the final payment is processed. A Pre-Authorisation completion must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







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>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>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>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>The terminal display shows a blue header with 'Total Amount' and 'AUD 5.00'. Below this are two options: 'Insert card' with a card icon and 'Swipe card' with a hand swiping a card icon. At the bottom, it says 'Press # for Manual'.</p>	<p>The terminal will now display the Insert/ Swipe card or press ‘#’ for Manual input screen.</p>
5	 <p>The terminal display shows the same 'Total Amount' and 'AUD 5.00' header. Below it is a text prompt 'PIN or Enter' followed by an empty input field. At the bottom is a blue bar with the text 'Signature' and a right-pointing arrow.</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>The terminal display shows the text 'Please Wait' above a blue progress bar with diagonal stripes.</p>	<p>The terminal will connect to the bank and begin processing the Pre-Auth.</p>



Step	Terminal Display	Action
7	 <p data-bbox="246 375 431 399">Remove Card</p>	<p data-bbox="487 183 1036 327">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>
8	 <p data-bbox="263 686 408 710">Approved</p>  <p data-bbox="207 957 464 981">&lt;Declined Reason&gt;</p> <p data-bbox="257 1053 414 1077">Press ENTER Key</p>	<p data-bbox="487 486 980 542">The terminal will now begin printing the receipt and display the transaction result.</p>
9	 <p data-bbox="274 1300 397 1364">Signature required</p>	<p data-bbox="487 1109 1036 1197">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="487 1212 1036 1420"><b>Note:</b> Signature will still be required for UnionPay Credit 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
10	<p data-bbox="244 209 432 237">Signature ok?</p> <div data-bbox="210 375 468 411"> <span data-bbox="210 375 285 411">No</span> <span data-bbox="393 375 468 411">Yes</span> </div>	<p data-bbox="488 181 1020 264">If the signature on the receipt matches the signature on the card, press the 'Yes' button on the touch screen or the  key to confirm.</p> <p data-bbox="488 287 958 370">Otherwise touch the 'No' button on the touch screen or the  key to cancel the transaction.</p>
11	<div data-bbox="288 507 385 616">  </div> <p data-bbox="275 641 400 699">Signature Approved</p> <div data-bbox="293 815 383 930">  </div> <p data-bbox="273 946 403 1003">Signature Declined</p> <p data-bbox="260 1043 415 1062">Press ENTER Key</p>	<p data-bbox="488 456 953 513">If the signature is approved or declined the following screens will be displayed.</p>
12	<p data-bbox="238 1251 441 1308">Print Customer Receipt?</p> <div data-bbox="210 1414 468 1450"> <span data-bbox="210 1414 285 1450">No</span> <span data-bbox="393 1414 468 1450">Yes</span> </div>	<p data-bbox="488 1102 1012 1160">Press 'Yes' on the touch screen or the  key to print a customer copy.</p> <p data-bbox="488 1182 1025 1240">If not required press 'No' on the touch screen or the  key.</p>

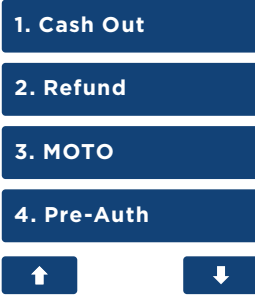

Pre-Authorisation Cancellation Merchant Copy	Pre-Authorisation Cancellation Customer Copy
<p>ACQUIRER NAME  MERCHANT NAME  MERCHANT ADDRESS  MERCH SUBURB  AUSTRALIA</p> <p>MID 0000000033773607  TSP 1001000005011  TIME 18FEB17 14:23  RRN 170218000006  TRAN 000006 CREDIT  BANK A  Mastercard I  CARD.....1234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






### 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:

1. 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
2. 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>

Step	Terminal Display	Action												
3	<p style="text-align: center;">Completion</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 using the keypad.</p> <p>Go to step 4</p> <p>OR</p> <p>Select 'Browse Pre-Auth' on the touch screen or enter the number of the menu item using the keypad.</p> <p>Go to step 5</p>												
4	<div style="text-align: right; margin-bottom: 10px;">  </div> <p>Enter Pre-Auth ID:</p> <div style="border: 1px solid black; height: 25px; width: 100%; margin-bottom: 10px;"></div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">X</div> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">←</div> </div>	<p>Enter the Pre-Auth ID which is located on the original Pre-Authorisation receipt and press the touch screen or the  key.</p> <p>Go to step 7</p>												
5	<p style="text-align: center;">Transaction</p> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">TYPE</td> <td style="text-align: right;">PRE-AUTH</td> </tr> <tr> <td>RRN</td> <td style="text-align: right;">160509000002</td> </tr> <tr> <td>CARD</td> <td style="text-align: right;">.....0052</td> </tr> <tr> <td>AMOUNT</td> <td style="text-align: right;">AUD35.00</td> </tr> <tr> <td>TIME</td> <td style="text-align: right;">06MAY16 16.24</td> </tr> <tr> <td>PREAUTHID</td> <td style="text-align: right;">18611654</td> </tr> </table> <p style="text-align: center; margin-top: 10px;">PRESS  TO SELECT</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">↓</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' and '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													
6	<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  to return to the idle screen.</p>												

Step	Terminal Display	Action				
7	<p style="text-align: center;">RETRIEVING INFORMATION Please Wait</p>	<p>The terminal will begin locating the stored transaction.</p>				
8	<p style="text-align: center;">TRANSACTION NOT FOUND Retry Tran?</p> <p style="text-align: center;"> <span style="border: 1px solid black; padding: 2px 10px; margin-right: 20px;">No</span> <span style="border: 1px solid black; padding: 2px 10px;">Yes</span> </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>				
9	<p style="text-align: center;">Completion</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black;">AUD</td> <td style="border-bottom: 1px solid black; text-align: right;">10.00</td> </tr> <tr> <td>CARD</td> <td style="text-align: right;">.....2805</td> </tr> </table> <p style="text-align: center;">Confirm?</p> <p style="text-align: center;"> <span style="border: 1px solid black; padding: 2px 10px; margin-right: 20px;">No</span> <span style="border: 1px solid black; padding: 2px 10px;">Yes</span> </p>	AUD	10.00	CARD	.....2805	<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>
AUD	10.00					
CARD	.....2805					
10	<div style="text-align: right; margin-bottom: 10px;">    </div> <div style="background-color: #0056b3; color: white; padding: 10px; margin-bottom: 10px;"> <p style="margin: 0;"><b>COMPLETION</b></p> <p style="margin: 0;">AUD <span style="float: right; font-size: 24px;">5.00</span></p> </div> <div style="background-color: #0056b3; color: white; padding: 10px; margin-bottom: 10px;"> <p style="margin: 0;">Accept Amount </p> </div>	<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>				

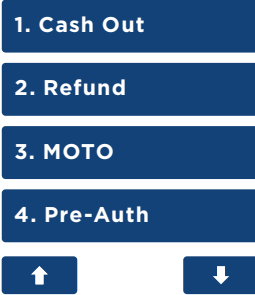
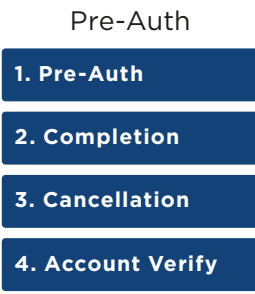
Step	Terminal Display	Action
11	<p>COMPLETING PRE-AUTH Please Wait</p>	<p>The terminal will begin processing the Pre-Auth completion.</p>
12	<p> Approved</p> <p> &lt;Declined Reason&gt;</p> <p>Press ENTER Key</p>	<p>The terminal will now print the receipt and display the transaction result.</p>
13	<p>Print Customer Receipt?</p> <p><input type="button" value="No"/> <input type="button" value="Yes"/></p>	<p>Select 'Yes' or press the  key to print a customer copy.</p> <p>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:





1. Using the Pre-Auth ID from the 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 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>1. Cash Out</p> <p>2. Refund</p> <p>3. MOTO</p> <p>4. Pre-Auth</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 using the keypad.</p>
2	 <p>Pre-Auth</p> <p>1. Pre-Auth</p> <p>2. Completion</p> <p>3. Cancellation</p> <p>4. Account Verify</p>	<p>From the Pre-Auth menu select the 'Cancellation' option on the touch screen or enter the number of the menu item using the keypad.</p>



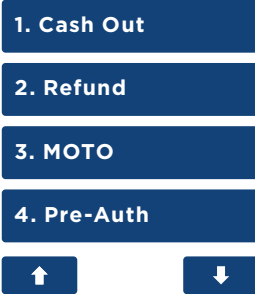
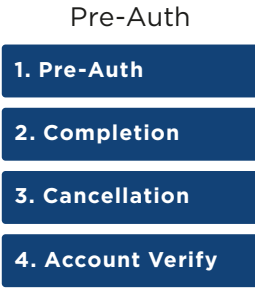
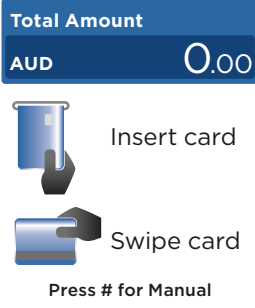
Step	Terminal Display	Action												
3	<p style="text-align: center;">Cancellation</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px; text-align: center;">1. Enter Pre-Auth ID</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 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 using the keypad.</p> <p>Go to step 4</p> <p>OR</p> <p>Select 'Browse Pre-Auth' on the touch screen or enter the number of the menu item using the keypad.</p> <p>Go to step 5</p>												
4	<div style="text-align: right; font-size: small; margin-bottom: 10px;">    </div> <p>Enter Pre-Auth ID:</p> <div style="border: 1px solid black; height: 25px; width: 100%; margin-bottom: 10px;"></div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">X</div> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">←</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.</p> <p>Go to step 7</p>												
5	<p style="text-align: center;">Transaction</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="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; border-radius: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">↓</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													

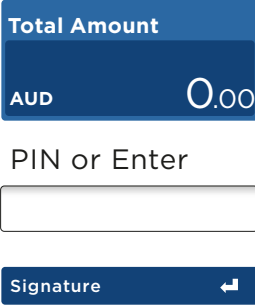




Step	Terminal Display	Action
6	NO TRANS FOUND	<p>This screen will be displayed if no Pre-Auth transactions have been located.</p> <p>This prompt will time out after 30 seconds, or press the  key to return to the idle screen.</p>
7	<p>RETRIEVING INFORMATION Please Wait</p>	<p>The terminal will begin locating the stored transaction.</p>
8	<p>TRANSACTION NOT FOUND Retry Tran?</p> <p> </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>
9	<p>Cancellation</p> <hr/> <p>AUD 55.55 CARD .....7702</p> <p>Confirm?</p> <p> </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>






Step	Terminal Display	Action
10	<p>CANCELLING PRE-AUTH Please Wait</p>	<p>The terminal will begin processing the Pre-Auth cancellation.</p>
11	<p></p> <p>Approved</p> <p></p> <p>Signature Declined</p> <p>Press ENTER Key</p>	<p>The terminal will now print the receipt and display the transaction result.</p>
12	<p>Print Customer Receipt?</p> <p><input type="button" value="No"/> <input type="button" value="Yes"/></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>





### 4.7.3 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>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>

Step	Terminal Display	Action
4		<p>The cardholder can now enter their Personal Identification Number (PIN). Once entry is complete the cardholder can press 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>
5		<p>The terminal will connect to the bank and begin processing the transaction.</p>
6		<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
7	 <p data-bbox="266 347 409 424">Approved Printing...</p>  <p data-bbox="210 679 468 708">&lt;Declined Reason&gt;</p> <p data-bbox="259 778 416 801">Press ENTER Key</p>	<p data-bbox="488 181 992 236">The terminal will now print the receipt and display the transaction result.</p>
8	 <p data-bbox="271 1018 394 1075">Signature required</p>	<p data-bbox="488 839 1032 922">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="488 944 1032 1145"><b>Note:</b> Signature will still be required for UnionPay Credit 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>
9	<p data-bbox="244 1216 432 1241">Signature ok?</p> <p data-bbox="210 1375 284 1414">No</p> <p data-bbox="392 1375 465 1414">Yes</p>	<p data-bbox="488 1177 1003 1260">If the signature matches the signature on the card, press 'Yes' on the touch screen or the  key.</p> <p data-bbox="488 1283 1012 1337">Otherwise press 'No' on the touch screen or the  key. This will cancel the transaction.</p>


Step	Terminal Display	Action
10	<div style="text-align: center;">             Signature Approved         </div> <div style="text-align: center; margin-top: 20px;">             Signature Declined         </div> <div style="text-align: center; margin-top: 10px;">           Press ENTER Key         </div>	<p>If the signature is approved or declined the terminal will display the result.</p>
11	<p style="text-align: center;">Print Customer Receipt?</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div data-bbox="210 1002 284 1040" style="background-color: #003366; color: white; padding: 5px 15px; border-radius: 3px;">No</div> <div data-bbox="392 1002 465 1040" style="background-color: #003366; color: white; padding: 5px 15px; border-radius: 3px;">Yes</div> </div>	<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>

#### 4.7.4 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 days 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.



Step	Terminal Display	Action
2	<p style="text-align: center;">Pre-Auth</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Pre-Auth</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Completion</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Cancellation</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Account Verify</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;">↓</div> </div>	<p>Select the 'DOWN' arrow on the touch screen</p>
3	<p style="text-align: center;">Pre-Auth</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Top-Up</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Extend</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Partial Cancel</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;">↓</div> </div>	<p>From the Pre-Auth select the 'Top-Up' option on the touch screen or enter the number of the menu item on the keypad.</p>
4	<p style="text-align: center;">Top-Up</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Enter Pre-Auth ID</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">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</p> <p>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</p> <p>Go to step 6</p>
5	<p>Enter Pre-Auth ID:</p> <div style="border: 1px solid black; height: 25px; width: 100%; margin-bottom: 10px;"></div> <div style="display: flex; justify-content: space-around;"> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;">X</div> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;">←</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.</p> <p>Go to step 8</p>

Step	Terminal Display	Action
6	<p style="text-align: center;"><b>Transaction</b></p> <p>TYPE            PRE-AUTH  RRN        160509000002  CARD        .....0052  AMOUNT     AUD35.00  TIME        06MAY16 16.24  PREAUTHID   18611654</p> <p>PRESS  TO SELECT</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid black; background-color: #0056b3; color: white; padding: 5px; width: 40px; text-align: center;"></div> <div style="border: 1px solid black; background-color: #0056b3; color: white; padding: 5px; width: 40px; text-align: center;"></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 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: 10px;"> <div style="border: 1px solid black; background-color: #0056b3; color: white; padding: 5px; width: 40px; text-align: center;">No</div> <div style="border: 1px solid black; background-color: #0056b3; color: white; padding: 5px; width: 40px; text-align: center;">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>


Step	Terminal Display	Action
10	<p style="text-align: center;"><b>Top-Up</b></p> <hr/> <p>CARD .....0412 Pre-Auth \$8.00</p> <p style="text-align: center;">Confirm?</p> <p style="text-align: center;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </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>
11	<p style="text-align: right;">    </p> <div style="border: 1px solid black; padding: 5px; background-color: #0056b3; color: white; margin: 10px 0;"> <p style="margin: 0;">Top-Up</p> <p style="margin: 0;">AUD <span style="font-size: 2em; font-weight: bold;">6.00</span></p> </div> <p style="text-align: center;"> <input type="button" value="Accept Amount"/>  </p>	<p>Enter the top-up amount and press 'Accept Amount' on the touch screen or the  key.</p>
12	<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 top-up.</p>
13	<p style="text-align: center;">Print Customer Receipt?</p> <p style="text-align: center; margin-top: 20px;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </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:






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 days 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	 <p>The terminal display shows a list of menu items in blue boxes: '1. Cash Out', '2. Refund', '3. Pre-Auth', and '4. Settlement'. Below the list are two buttons with white arrows pointing up and down.</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.



Step	Terminal Display	Action
2	<p style="text-align: center;">Pre-Auth</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Pre-Auth</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Completion</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Cancellation</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Account Verify</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">↓</div> </div>	<p>Select the 'DOWN' arrow on the touch screen.</p>
3	<p style="text-align: center;">Pre-Auth</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Top-Up</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Extend</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Partial Cancel</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">↓</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="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Enter Pre-Auth ID</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">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.</p> <p>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.</p> <p>Go to step 6</p>

Step	Terminal Display	Action
5	<p>Enter Pre-Auth ID:</p> <input type="text"/> <p> </p>	<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>Transaction</p> <hr/> <p>TYPE            PRE-AUTH  RRN        160509000002  CARD        .....0052  AMOUNT     AUD35.00  TIME        06MAY16 16.24  PREAUTHID  18611654</p> <p>PRESS  TO SELECT</p> <p> </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>
7	<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>
8	<p>RETRIEVING  INFORMATION  Please Wait</p>	<p>The terminal will begin locating the stored transaction.</p>
9	<p>TRANSACTION  NOT FOUND  Retry Tran?</p> <p> </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>

Step	Terminal Display	Action						
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> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <span style="background-color: #0056b3; color: white; padding: 5px 15px; border-radius: 5px;">No</span> <span style="background-color: #0056b3; color: white; padding: 5px 15px; border-radius: 5px;">Yes</span> </div>	CARD	.....0412	Pre-Auth	\$5.00	Total	\$5.00	<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>
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: 40px;">  <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 print the receipt and display the transaction result.</p>						

Step	Terminal Display	Action
13	 <p data-bbox="269 368 393 424">Signature required</p>	<p data-bbox="488 181 1031 264">If a signature is required, remove the card from the terminal and have the customer sign the receipt.</p> <p data-bbox="488 285 1031 488"><b>Note:</b> Signature will still be required for UnionPay Credit 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="245 560 432 587">Signature ok?</p> <div data-bbox="210 724 468 762"> <span data-bbox="210 724 284 762">No</span> <span data-bbox="393 724 468 762">Yes</span> </div>	<p data-bbox="488 520 1003 603">If the signature matches the signature on the card, press 'Yes' on the touch screen or the  key.</p> <p data-bbox="488 624 1014 679">Otherwise press 'No' on the touch screen or the  key. This will cancel the transaction.</p>
15	<div data-bbox="288 842 385 948">  </div> <p data-bbox="275 975 404 1031">Signature Approved</p> <div data-bbox="294 1139 385 1257">  </div> <p data-bbox="273 1270 406 1326">Signature Declined</p> <p data-bbox="260 1366 415 1390">Press ENTER Key</p>	<p data-bbox="488 791 1001 842">If the signature is approved or declined the terminal will display the result.</p>





Step	Terminal Display	Action
16	<p data-bbox="238 328 441 384">Print Customer Receipt?</p> <p data-bbox="210 491 284 528">No</p> <p data-bbox="393 491 467 528">Yes</p>	<p data-bbox="488 185 1012 240">Press 'Yes' on the touch screen or the  key to print a customer copy.</p> <p data-bbox="488 260 947 316">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.

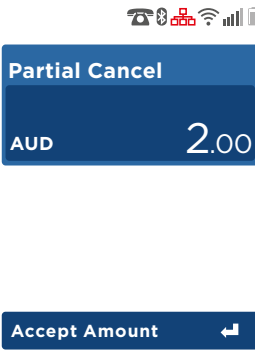






A Pre-Authorisation partial cancellation can be processed in one of three ways:

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 days 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.

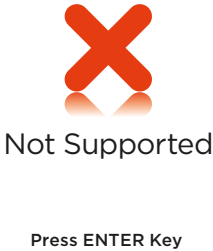
Step	Terminal Display	Action
1		From the main menu select the 'Pre-Auth' option on the touch screen or enter the number of the menu item on the keypad.
2		Select the 'DOWN' arrow on the touch screen.

Step	Terminal Display	Action
3	<p style="text-align: center;">Pre-Auth</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Top-Up</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Extend</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Partial Cancel</div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">↓</div> </div>	<p>Select 'Partial Cancel' on the touch screen or enter the number of the menu item on the keypad.</p>
4	<p style="text-align: center;">Partial Cancel</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Enter Pre-Auth ID</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">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.</p> <p>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.</p> <p>Go to step 6</p>
5	<p>Enter Pre-Auth ID:</p> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">X</div> <div style="background-color: #003366; color: white; padding: 5px; border-radius: 5px;">↩</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.</p> <p>Go to step 7</p>
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: #003366; color: white; padding: 5px; border-radius: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; 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>

Step	Terminal Display	Action
7	NO TRANS FOUND	<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>RETRIEVING INFORMATION</p> <p>Please Wait</p>	<p>The terminal will begin locating the stored transaction.</p>
9	<p>TRANSACTION NOT FOUND</p> <p>Retry Tran?</p> <p><b>No</b> <b>Yes</b></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>Partial Cancel</p> <p>CARD .....0412</p> <p>Pre-Auth \$7.00</p> <p>Total \$7.00</p> <p>Confirm?</p> <p><b>No</b> <b>Yes</b></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>

Step	Terminal Display	Action
11		<p>Enter the amount to be partially cancelled and press 'Accept amount' on the touch screen or the  key.</p>
12	<p>CANCELLING PRE-AUTH Please Wait</p>	<p>The terminal will begin processing the Pre-Auth partial cancellation.</p>
13		<p>The terminal will now print the receipt and display the transaction result.</p>
14	<p>Print Customer Receipt?</p> <p> </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>

### 4.7.7 New Terminal Prompts.

Step	Terminal Display	Explanation
1		<p>This screen will be displayed when attempting to process an account verify transaction on a card other than a Mastercard and Visa.</p>
2	<p>Func Not Supported Retry Tran?</p> <p><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>
3	<p>Pre-Auth Already Completed Retry Tran?</p> <p><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>

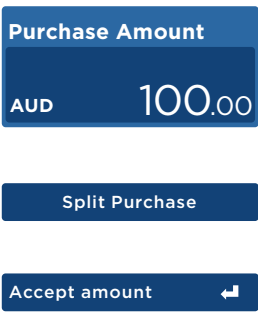



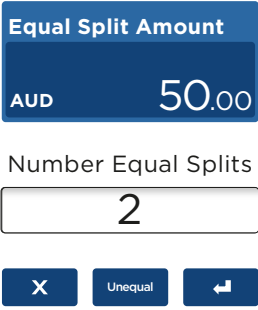

## 4.8 Split Purchase.

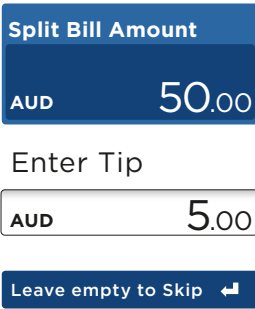



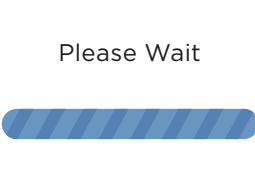
Split Purchase is a feature that provides your customers with options on how to pay their share of the bill – either by credit card, debit card, or cash.

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.

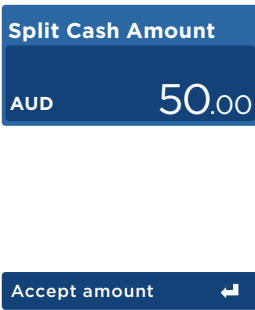

Step	Terminal Display	Action
1	 <p>The terminal display for Step 1 shows a blue header 'Purchase Amount' and 'AUD 100.00'. Below this are two buttons: 'Split Purchase' and 'Accept amount' with a right arrow icon.</p>	<p>Key in the purchase amount i.e. \$100 = 10000.</p> <p>If a correction is required 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>The terminal display for Step 2 shows a blue header 'Equal Split Amount' and 'AUD 50.00'. Below this is the text 'Number Equal Splits' followed by a white input box containing the number '2'. At the bottom are three buttons: 'X', 'Unequal', and a right arrow icon.</p>	<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 2 and the maximum split is 10.</p>

Step	Terminal Display	Action
3	 <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 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>
4	 <p>Split Bill Amount AUD 55.00</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><b>(See Section 3.4 Card Presentation Procedures).</b></p> <p>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>



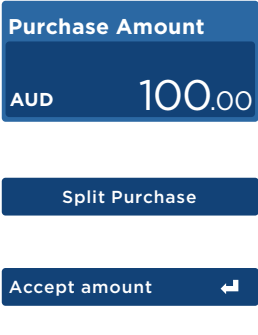



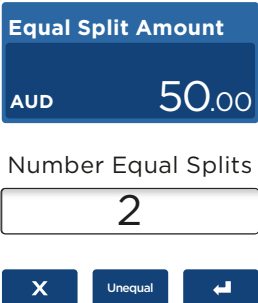



Step	Terminal Display	Action
6	<p>Select Account</p> <p><b>1. Cheque</b></p> <p><b>2. Savings</b></p> <p><b>3. Credit</b></p>	<p>For magnetic stripe and chip cards, select the required account on the touch screen, or press '1', '2' or '3'.</p> <p><b>Note:</b> The accounts offered on this screen will change depending on the type of card presented.</p>
7	<p><b>Split Bill Amount</b></p> <p>AUD <b>55.00</b></p> <p>Includes Surcharge of AUD0.50</p> <p>Continue?</p> <p><b>No</b> <b>Yes</b></p>	<p>Surcharge is applied to the Split Purchase. Press 'Yes' on the touch screen to accept and proceed.</p> <p><b>Note:</b> Surcharge displayed only if enabled.</p>
8	<p><b>Total Amount</b></p> <p>AUD <b>55.00</b></p> <p>Enter PIN</p> <p><input type="text"/></p> <p><b>↵</b></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>
9	<p>Please Wait</p> <p></p>	<p>The terminal will connect to the Bank and begin processing the purchase.</p>

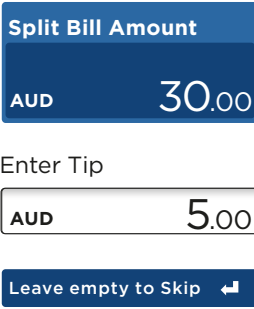


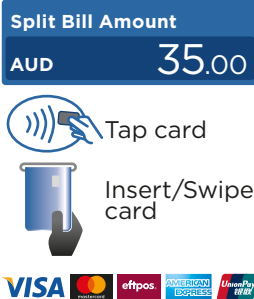

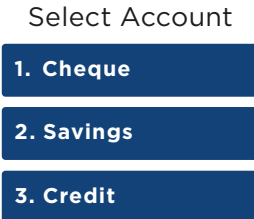
Step	Terminal Display	Action
10	 <p data-bbox="240 347 437 424">Approved Remove Card</p> <p data-bbox="292 448 381 467">Printing...</p>	<p data-bbox="488 181 981 236">The terminal will now begin printing the receipt and display the transaction result.</p> <p data-bbox="488 256 992 339">If a chip card was inserted and is yet to be removed, this prompt will appear. Remove the card at this prompt.</p> <p data-bbox="488 360 986 414">The terminal will beep as a reminder if the card is not removed.</p> <p data-bbox="488 435 1000 458">Printing will not start until card is removed.</p>
11	<p data-bbox="238 555 441 609">Print Customer Receipt?</p> <p data-bbox="230 722 269 742">No</p> <p data-bbox="407 722 449 742">Yes</p>	<p data-bbox="488 505 1022 560">Press the 'Yes' button on the touch screen or the  key to print a customer copy.</p> <p data-bbox="488 580 1005 635">If not required, press the 'No' button on the touch screen or the  key.</p> <p data-bbox="488 655 1014 710">If no further Split Payments are required the Split Purchase is completed.</p> <p data-bbox="488 730 652 753">Go to Step 15.</p>
12	<p data-bbox="216 802 454 825">Outstanding Amount</p> <p data-bbox="216 874 462 906">AUD 50.00</p> <p data-bbox="216 951 460 999">Continue with next Card Payment?</p> <p data-bbox="230 1066 269 1085">No</p> <p data-bbox="309 1066 370 1085">Cash</p> <p data-bbox="407 1066 449 1085">Yes</p>	<p data-bbox="488 786 1014 869">A Split Purchase transaction has completed. The amended outstanding amount is presented with the following options:</p> <p data-bbox="488 890 972 970">Press touch screen 'Yes' to continue with next Card Split Purchase payment. Go to Step 3.</p> <p data-bbox="488 991 527 1013">OR</p> <p data-bbox="488 1034 1020 1117">Press touch screen 'Cash' to continue with the next Cash Split Purchase payment. Go to Step 13.</p> <p data-bbox="488 1137 527 1160">OR</p> <p data-bbox="488 1181 994 1264">Press Touch Screen 'No' to exit the Split Purchase with Outstanding Amount. Go to Step 14.</p>

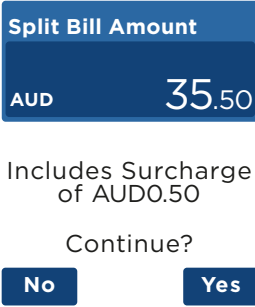
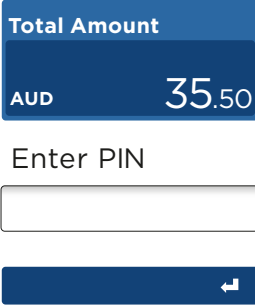

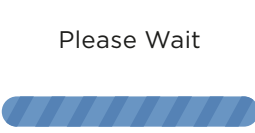
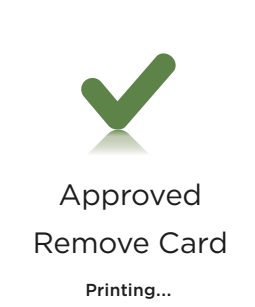

Step	Terminal Display	Action																				
13		<p>Accept the Equal Split Purchase Cash Amount by pressing the touch screen 'Accept Amount' or  Key.</p> <p>If no further Split Payments are required the Split Purchase is completed. Go to Step 15.</p> <p>If there is still an outstanding amount go to Step 12.</p> <p><b>Note:</b> No Tip or Surcharge is applied for Cash.</p>																				
14	<p style="text-align: center;">Split Purchase</p> <hr/> <table border="0" style="width: 100%;"> <tr> <td>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><b>Split Total</b></td> <td style="text-align: right;"><b>\$50.00</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>\$55.50</b></td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td style="text-align: center;">Outstanding Amount</td> <td></td> </tr> <tr> <td style="text-align: center;">\$50.00</td> <td></td> </tr> </table>	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>			Outstanding Amount		\$50.00		<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>---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>																					
Outstanding Amount																						
\$50.00																						
15	<p style="text-align: center;">Split Purchase</p> <hr/> <table border="0" style="width: 100%;"> <tr> <td>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> <tr> <td colspan="2"> </td> </tr> <tr> <td style="text-align: center;">Completed</td> <td></td> </tr> </table>	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>			Completed		<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>---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>																					
Completed																						





## 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>
3		<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 and select 'Cash'.</p>

Step	Terminal Display	Action
4	 <p>Split Bill Amount AUD 30.00</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>
7	 <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>

Step	Terminal Display	Action
8	 <p>Split Bill Amount</p> <p>AUD 35.50</p> <p>Includes Surcharge of AUD0.50</p> <p>Continue?</p> <p>No Yes</p>	<p>Surcharge is applied to the Split Purchase press touch screen 'Yes' to accept and proceed.</p> <p><b>Note:</b> Surcharge displayed only if enabled.</p>
9	 <p>Total Amount</p> <p>AUD 35.50</p> <p>Enter PIN</p> <p>[Input field]</p> <p>[Enter key]</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>
10	 <p>Please Wait</p> <p>[Progress bar]</p>	<p>The terminal will connect to the bank and begin processing the purchase.</p>
11	 <p></p> <p>Approved</p> <p>Remove Card</p> <p>Printing...</p>	<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><b>Note:</b> Printing will not start until card is removed.</p>

Step	Terminal Display	Action
12	<p data-bbox="236 217 441 272">Print Customer Receipt?</p> <div data-bbox="210 379 465 419"> <span data-bbox="210 379 284 419">No</span> <span data-bbox="393 379 465 419">Yes</span> </div>	<p data-bbox="488 180 1023 236">Press the 'Yes' button on the touch screen or the  key to print a customer copy.</p> <p data-bbox="488 253 1005 309">If not required, press the 'No' button on the touch screen or the  key.</p> <p data-bbox="488 327 1014 383">If no further Split Payments are required the Split Purchase is completed.</p> <p data-bbox="488 400 654 427">Go to Step 16.</p>
13	<div data-bbox="210 459 465 579"> <p data-bbox="216 469 454 493"><b>Outstanding Amount</b></p> <p data-bbox="216 539 460 571">AUD <b>70.00</b></p> </div> <p data-bbox="216 612 460 668">Continue with next Card Payment?</p> <div data-bbox="210 724 465 764"> <span data-bbox="210 724 284 764">No</span> <span data-bbox="300 724 374 764">Cash</span> <span data-bbox="389 724 463 764">Yes</span> </div>	<p data-bbox="488 458 1014 544">A Split Purchase transaction has completed. The amended outstanding amount is presented with the following options:</p> <p data-bbox="488 561 1001 647">Press 'Yes' on the touch screen to continue with next Card Split Purchase payment. Go to Step 3.</p> <p data-bbox="488 665 527 692">OR</p> <p data-bbox="488 710 1014 766">Press touch screen 'Cash' to continue with a Cash Split Purchase payment. Go to Step 14.</p> <p data-bbox="488 783 527 810">OR</p> <p data-bbox="488 828 994 914">Press Touch Screen 'No' to exit the Split Purchase with Outstanding Amount. Go to Step 15.</p>
14	<div data-bbox="210 954 465 1074"> <p data-bbox="216 963 454 987"><b>Outstanding Amount</b></p> <p data-bbox="216 1026 460 1058">AUD <b>70.00</b></p> </div> <p data-bbox="210 1099 469 1126">Enter Split Bill Amount</p> <div data-bbox="210 1137 465 1177"> <p data-bbox="216 1153 460 1185">AUD <b>70.00</b></p> </div> <div data-bbox="210 1225 465 1249"> <p data-bbox="216 1225 362 1249">Accept amount </p> </div>	<p data-bbox="488 952 885 979">Enter the Cash Payment Amount.</p> <p data-bbox="488 997 1041 1053">The Split Purchase member will input their Cash amount in the box 'Enter Split Cash Amt'.</p> <p data-bbox="488 1070 1014 1098">Press touch screen or the  key to proceed.</p> <p data-bbox="488 1115 1014 1171">If no further Split Payments are required the Split Purchase is completed.</p> <p data-bbox="488 1189 654 1216">Go to Step 16.</p> <p data-bbox="488 1233 1001 1289">If there is still an outstanding amount go to Step 13.</p> <p data-bbox="488 1307 1003 1334"><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%;"> <tr> <td>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 style="text-align: center;"><b>Outstanding Amount</b></td> <td></td> </tr> <tr> <td style="text-align: center;"><b>\$70.00</b></td> <td></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>		<b>\$70.00</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>---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>																						
<b>\$70.00</b>																						
16	<p style="text-align: center;"><b>Split Purchase</b></p> <hr/> <table style="width: 100%;"> <tr> <td>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 style="text-align: center;"><b>Completed</b></td> <td></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>---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 on-line 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.

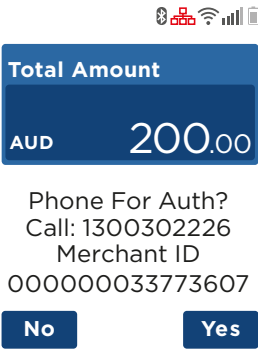
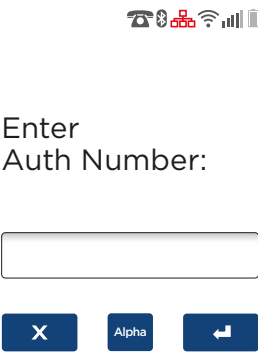
During EFB mode, transactions are processed and stored offline by the terminal. After communication has been restored, the terminal will forward the stored transactions to the bank for processing. When processing in EFB mode, some differences apply to normal online processing, including:

- 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.

## 5.1 Authorisation Number Required.

The 'Phone for Auth' screens are displayed when the terminal is offline (EFB 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 Display	Next Step
 <p>Terminal screen showing the total amount of AUD 200.00. Below the amount, it asks 'Phone For Auth?' and provides the contact number 1300302226 and Merchant ID 000000033773607. There are 'No' and 'Yes' buttons at the bottom.</p>	Confirm you wish to process using Phone for Auth.
 <p>Terminal screen showing the prompt 'Enter Auth Number:' with an input field below it. At the bottom, there are buttons for 'X', 'Alpha', and a back arrow.</p>	Proceed to enter the authorisation number.

## 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**



**Total Amount**

AUD

**5.25**

Includes Surcharge  
of AUD0.25

Continue?

**No**


**Yes**

**Surcharge Receipt**

ACQUIRER NAME  
 MERCHANT NAME  
 MERCHANT ADDRESS  
 1234 MERCH SUBURB  
 0212341234  
 HEADER  
 AUSTRALIA  
 ABN  
 MID 0000000033773607  
 TSP 1001000005011  
 TIME 18FEB14 14:23  
 TRAN 000006 DEBIT  
 Visa Credit  
 Visa I  
 CARD.....1234  
 RID A00000000004  
 PIX 1014  
 TVR 000000040000  
 TSI E800  
 AUTH 800132  
**PURCHASE AUD5.25**  
**TOTAL AUD5.25**  
**(000) APPROVED**  
 INCLUDES Surcharge  
 AUD0.25  
 ORIGINAL AMOUNT:  
 AUD5.00  
 SAVE RECEIPT  
 \*DUPLICATE RECEIPT\*

# 7 Cancelling a Transaction.

## 7.1.1 During a Transaction.

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

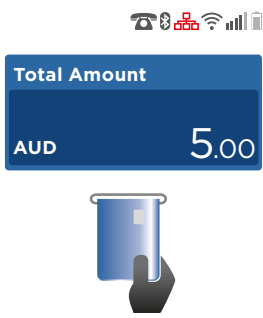
## 7.1.2 After a Transaction Has Completed.

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 5.4 'Refund' for details on how to perform a Refund transaction.

## 7.2 Exception Scenarios.


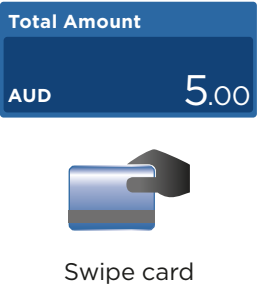
### 7.2.1 Chip Card Swiped (Insert Card).

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.

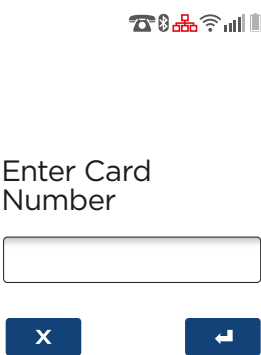
### 7.2.2 Chip Read Error (Faulty Chip Card).

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.

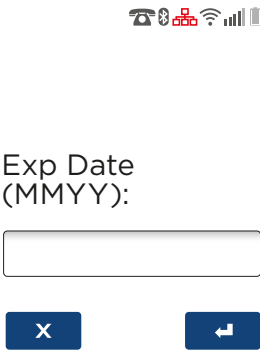
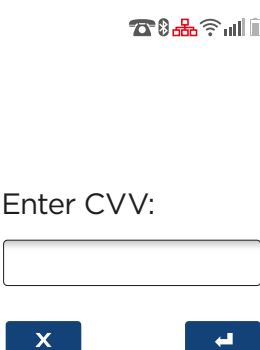
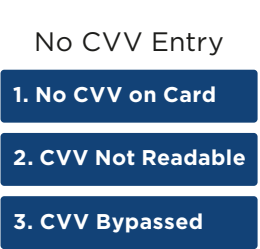
Step	Terminal Display	Action
1	<p>Chip Malfunction</p>	<p>The terminal will prompt 'Chip Malfunction' when there is an issue reading the chip on an EMV-capable card.</p>
2	 <p>The terminal display shows a blue header with 'Total Amount' and 'AUD 5.00'. Below this, there are two instructions: 'Insert card' with an icon of a hand inserting a card into a terminal, and 'Swipe card' with an icon of a hand swiping a card through a terminal.</p>	<p>The terminal will prompt to retry transaction.</p> <p>Insert or swipe the customer's card (See <b>Section 3.4 Card Presentation Procedures</b>).</p>
3	 <p>The terminal display shows a blue header with 'Total Amount' and 'AUD 5.00'. Below this, there is an instruction: 'Swipe card' with an icon of a hand swiping a card through a terminal.</p>	<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.

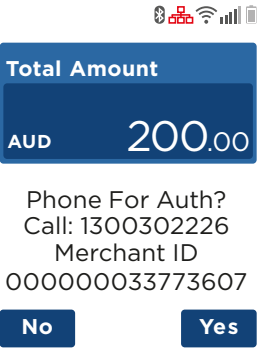
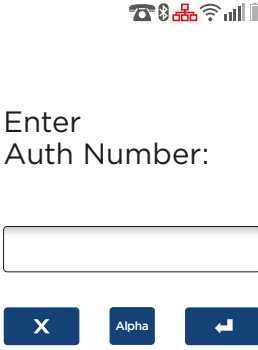
Step	Terminal Display	Action
1	Cannot Read Card	The terminal will prompt 'Cannot Read Card' when there is an issue reading the Mag Stripe on a Mag Stripe only card.  3 attempts are allowed to retry the card read before the terminal will prompt the user to type in the card number manually.
2	 The terminal display for step 2 shows a status bar at the top with icons for a telephone, Bluetooth, NFC, Wi-Fi, and cellular signal. Below the status bar, the text "Enter Card Number" is displayed. Underneath the text is a white rectangular input field. At the bottom of the screen, there are two blue buttons: one with a white "X" and another with a white left-pointing arrow.	Key in the cardholder's card number. If a correction is required press the ⬅ key Once the value is correct press the ↵ key



Step	Terminal Display	Action
3	 <p>Exp Date (MMYY):</p> <input data-bbox="199 411 459 459" type="text"/> <p>[X] [↩]</p>	<p>Key in the cardholder's card expiry date in <b>MMYY</b> format.</p> <p>If a correction is required press the ⬅ key, once the value is correct press the ↵ key.</p>
4	 <p>Enter CVV:</p> <input data-bbox="199 821 459 869" type="text"/> <p>[X] [↩]</p>	<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> <p>1. No CVV on Card</p> <p>2. CVV Not Readable</p> <p>3. CVV Bypassed</p>	<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>Total Amount AUD 200.00</p> <p>Phone For Auth? Call: 1300302226 Merchant ID 000000033773607</p> <p>No Yes</p>	Confirm you wish to process using Phone for Auth.
 <p>Enter Auth Number:</p> <input data-bbox="101 1002 356 1050" type="text"/> <p>X Alpha ↩</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="150 384 306 443">Select Application</p> <p data-bbox="109 488 338 512">1. Debit Mastercard</p> <p data-bbox="109 555 327 579">2. eftpos CHEQUE</p> <p data-bbox="109 619 331 643">3. eftpos SAVINGS</p>	<p data-bbox="396 368 1012 451">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.

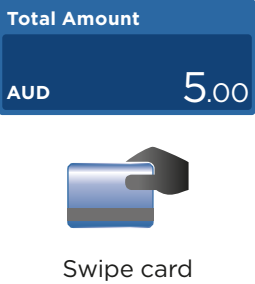
The 'EMV Card Removed' screen is displayed if the EMV card is removed before the transaction was completed.

Terminal Screen	Next Step
 <p data-bbox="124 1230 325 1257">Card Removed</p> <p data-bbox="146 1331 300 1350">Press ENTER Key</p>	<p data-bbox="396 1007 863 1034">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="157 647 288 676">Swipe card</p>	<p data-bbox="396 384 986 437">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.

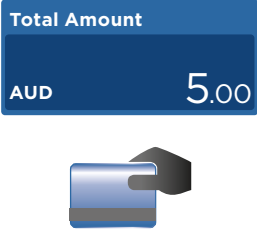

Terminal Screen	Next Step
 <p data-bbox="161 1233 294 1289">Trans Cancelled</p> <p data-bbox="148 1331 303 1351">Press ENTER Key</p>	<p data-bbox="396 1031 863 1058">If required, re-attempt the transaction.</p>

# 8 Reprint Receipt.

## 8.1 Search by RRN.

### 8.1.1 User Interaction.

Step	Terminal Display	Action
1	<p data-bbox="221 395 434 427">Reprint Receipt</p> <p data-bbox="210 443 456 491">1. Last Receipt</p> <p data-bbox="210 507 456 555">2. Search Receipt</p>	<p data-bbox="493 379 1009 459">On the main menu navigate to the 'Reprint Receipt' option and press the touch screen or  key.</p> <p data-bbox="493 480 994 536">Select the 'Search Receipt' option to look for older transactions (up to 14 days).</p>
2	<p data-bbox="221 794 434 826">Search Receipt</p> <p data-bbox="210 842 456 890">1. By RRN</p> <p data-bbox="210 906 456 954">2. By Date Time</p> <p data-bbox="210 970 456 1018">3. Browse All</p>	<p data-bbox="493 778 953 863">Select 'By RRN' to search for a specific transaction with its Receipt Retrieval Number.</p>

Step	Terminal Display	Action
3	 <p data-bbox="259 475 392 501">Swipe card</p>	<p data-bbox="496 181 990 261">The terminal will prompt to 'Swipe Card' if the terminal failed to read the chip card three times.</p> <p data-bbox="496 284 1021 395">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>
4	<p data-bbox="239 721 409 778">RECEIPT NOT FOUND</p>	<p data-bbox="496 571 1001 625">Terminal shall prompt 'Receipt Not Found' with an invalid RRN entry</p>
5	 <p data-bbox="286 1295 367 1315">Printing...</p>	<p data-bbox="496 960 913 1015">A copy of the financial receipt shall be printed.</p> <p data-bbox="496 1037 833 1091">The receipt will clearly state it is a 'DUPLICATE RECEIPT'</p>

## 8.1.2 Receipt.

### Duplicate Receipt

ACQUIRER NAME  
MERCHANT NAME  
MERCHANT ADDRESS  
1234 MERCH SUBURB  
0212341234  
HEADER  
AUSTRALIA  
ABN

MID                   0000000033773607  
TSP                   1001000005011  
TIME 18FEB14                   14:23  
RRN                   160523000078  
TRAN000006                   DEBIT  
MasterCard                   I  
CARD .....1234

RID                   A00000000004  
PIX                   1014  
TVR                   000000040000  
TSI                   E800  
AUTH                   800132



**PURCHASE                   AUD5.00**  
**TOTAL                   AUD5.00**

**(000) APPROVED**



\*DUPLICATE RECEIPT\*

## 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 day)</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 style="text-align: right;"></p> <p>FROM (DDMMYYHHMM)</p> <p><input type="text" value="__/__/__:__"/></p> <p><b>X</b> <b>↩</b></p>	<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>	<p>Enter the date and time period in <b>DDMMYYHHMM</b> format to search to.</p>
4	<p>NO TRANS FOUND</p>	<p>If an invalid date period has been entered, the terminal shall prompt 'NO TRANS FOUND'.</p>
6	<p><u>Transaction</u></p> <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>	<p>Press the 'UP' and 'DOWN' arrow to scroll through the list of transactions completed during the date and time period.</p> <p>Press <b>↩</b> to obtain a re-print of the transaction showing on the terminal.</p>
7	 <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>

## 8.3 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>

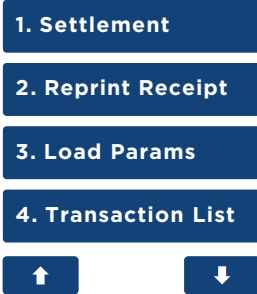


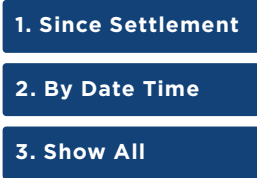
Step	Terminal Display	Action
4	 <p data-bbox="286 453 372 475"><b>Printing...</b></p>	<p data-bbox="496 172 855 225">A copy of the financial receipt will be printed.</p> <p data-bbox="496 245 838 298">The receipt will clearly state it is a 'DUPLICATE RECEIPT'.</p>

# 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.

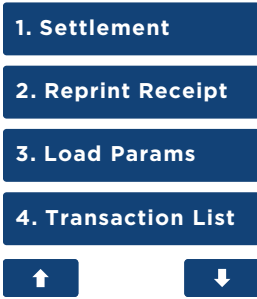

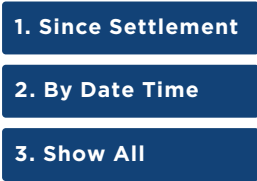
Step	Terminal Display	Action
1	 <p>1. Settlement</p> <p>2. Reprint Receipt</p> <p>3. Load Params</p> <p>4. Transaction List</p> <p>↑      ↓</p>	On the main menu navigate to the 'Transaction List' option and press the touch screen or  key.
2	 <p>Transaction Listing</p> <p>1. Show Transaction</p> <p>2.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

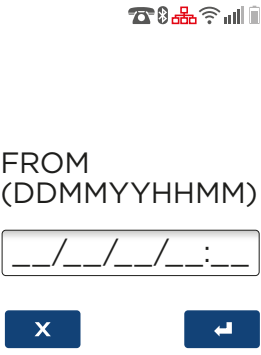
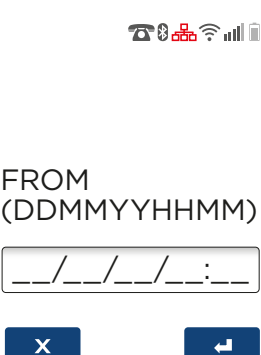
Step	Terminal Display	Action
4	<p style="text-align: center;"><b>Transaction</b></p> <hr/> <p>TYPE            PRE-AUTH  RRB        160506000004  CARD        .....0052  AMOUNT      AUD35.00  TIME        06MAY16 15.24  RESP        APPROVED(001)</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div data-bbox="199 499 276 539" style="background-color: #003366; color: white; padding: 5px; border-radius: 5px; text-align: center;">↑</div> <div data-bbox="381 499 459 539" style="background-color: #003366; color: white; padding: 5px; border-radius: 5px; text-align: 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>

## 9.2 By Date Time.

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

### 9.2.1 User Interaction.

Step	Terminal Display	Action
1		On the main menu navigate to the 'Transaction List' option and press the touch screen.
2		Select 'Show Transaction' to view the transaction completed on the terminal in the last 14 days.
3		Select 'By Date Time' to view all the transactions completed within a specific transaction period.

Step	Terminal Display	Action
4	 <p>FROM (DDMMYYHHMM)</p> <p>__/__/__:__</p> <p>X      ↵</p>	<p>Enter the date and time period in <b>DDMMYYHHMM</b> format to start searching from.</p>
5	 <p>FROM (DDMMYYHHMM)</p> <p>__/__/__:__</p> <p>X      ↵</p>	<p>Enter the date and time period in <b>DDMMYYHHMM</b> format to search to.</p>
6	<p>NO TRANS FOUND</p>	<p>If an invalid date period has been entered, the terminal shall prompt NO TRANS FOUND.</p>

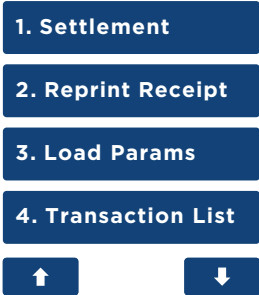

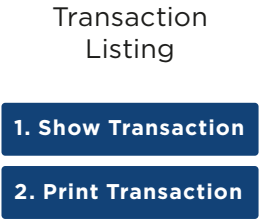
Step	Terminal Display	Action
7	<p style="text-align: center;"><u>Transaction</u></p> <pre> TYPE          PRE-AUTH RRB          160506000004 CARD          .....0052 AMOUNT       AUD35.00 TIME         06MAY16 15.24 RESP        APPROVED(001) </pre> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="background-color: #004a87; color: white; padding: 5px 10px; border-radius: 3px;">↑</div> <div style="background-color: #004a87; color: white; padding: 5px 10px; border-radius: 3px;">↓</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.

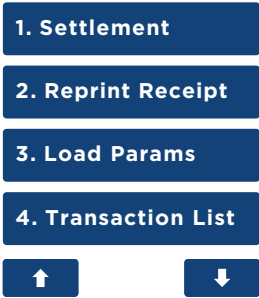

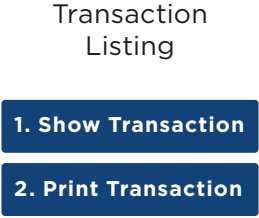
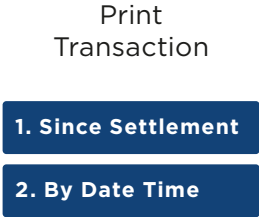
### 10.1.1 User Interaction.

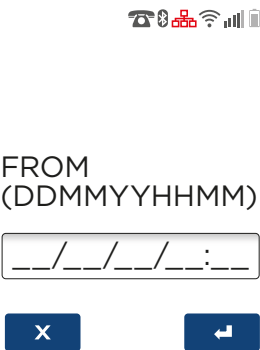
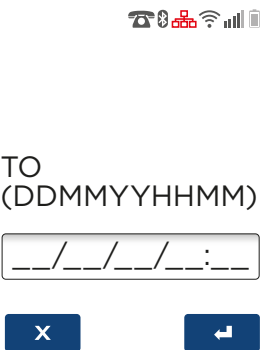
Step	Terminal Display	Action
1	 <p>1. Settlement</p> <p>2. Reprint Receipt</p> <p>3. Load Params</p> <p>4. Transaction List</p> <p>↑      ↓</p>	<p>On the main menu navigate to the 'Transaction List' option and press the touch screen or  key.</p>
2	 <p>Transaction Listing</p> <p>1. Show Transaction</p> <p>2. Print Transaction</p>	<p>Select 'Print Transaction' to print the transaction completed on the terminal in the last 14 days.</p>


Step	Terminal Display	Action
3	<p data-bbox="250 197 407 256">Print Transaction</p> <div data-bbox="202 300 456 349">1. Since Settlement</div> <div data-bbox="202 363 456 413">2. By Date Time</div>	<p data-bbox="496 181 983 323">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	<div data-bbox="264 644 393 769">  </div> <p data-bbox="286 850 370 868">Printing...</p>	<p data-bbox="496 569 930 624">The terminal will begin printing once the function as been selected.</p> <p data-bbox="496 644 1020 699"><b>Note:</b> Once the printing has been triggered, there is no stopping the printing.</p>

## 10.2 By Date Time.

### 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>	<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 view 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 'By Date Time' to view all the transactions completed within a specific transaction period.</p>

Step	Terminal Display	Action
4	 <p>Terminal display for Step 4 shows a status bar with icons for phone, signal, Wi-Fi, and battery. Below the status bar, the text "FROM (DDMMYYHHMM)" is displayed. Underneath is a date and time input field with a format of "--/--/--/__:--". At the bottom of the display are two blue buttons: one with a white 'X' and another with a white left-pointing arrow.</p>	<p>Enter the date and time period in <b>DDMMYYHHMM</b> format to start searching from.</p>
5	 <p>Terminal display for Step 5 shows a status bar with icons for phone, signal, Wi-Fi, and battery. Below the status bar, the text "TO (DDMMYYHHMM)" is displayed. Underneath is a date and time input field with a format of "--/--/--/__:--". At the bottom of the display are two blue buttons: one with a white 'X' and another with a white left-pointing arrow.</p>	<p>Enter the date and time period in <b>DDMMYYHHMM</b> format to search to.</p>

Step	Terminal Display	Action
6	NO TRANS FOUND	If an invalid date period has been entered, the terminal shall prompt (NO TRANS FOUND).
7	 <b>Printing...</b>	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		-----
<b>Entry Mode</b>	TSP ID:	TRANSACTION TYPE
<b>M</b> - Manual	MID:	DATE AND TIME
<b>C</b> - Contactless	FROM:	ACCOUNT TYPE
<b>I</b> - Insert	TO:	SURCHARGE AMOUNT
<b>S</b> - Swipe	-----	TIP AMOUNT
-----	RRN	RESP TEXT AND CODE
Transaction's Listing	CARD NUMBER	PRE-AUTH ID
	CARD TYPE (ENTRY MODE)	-----
	BASE AMOUNT	PURCHASE
	CASH AMOUNT	23FEB16 11:11
	TOTAL AMOUNT	CREDIT
	AUTH CODE	AUD0.00
	-----	AUD0.00
	160223000077	ONLINE APPROVED (000)
	**** ** 4949	
	Visa (C)	
	AUD0.52	PRE-COMP
	AUD0.00	23FEB16 11:48
	AUD0.52	CREDIT
	025212	AUD0.00
		AUD0.00
	160223000078	ONLINE APPROVED (000)
	**** ** 5656	26685364
	Visa (M)	
	AUD100.01	PURCHASE
	AUD0.00	24FEB16 12:55
	AUD100.01	CREDIT
	025213	AUD0.00
		AUD0.00
	160224000079	ONLINE APPROVED (001)
	**** ** 0001	
	UnionPay (S)	PRE-AUTH
	AUD5.00	24FEB16 13:15
	AUD0.00	CREDIT
	AUD5.00	AUD0.00
		AUD0.00
	160224000080	ONLINE APPROVED
	**** ** 6498	(000)
	Mastercard (I)	25945855
	AUD10.00	
	AUD0.00	
	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'.



## 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>Settlement</p> <p>1. Inquiry</p> <p>2. Cutover</p> <p>3. Subtotals</p> <p>4. Pending All</p> <p>↑</p> <p>↓</p>	<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>Terminal Cutover Proceed?</p> <p>No</p> <p>Yes</p>	<p>Terminal will prompt 'Terminal Cutover Proceed?' before allowing Cutover to be completed.</p>

## 11.3 Auto Settlement.


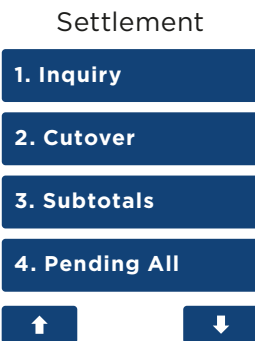
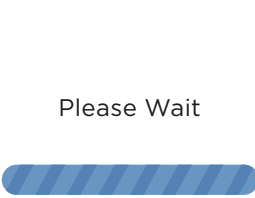
Auto settlement will automatically force a settlement daily at the time requested you when your merchant facility was established. If required, you can contact the Merchant Helpdesk to change your auto settlement time.



## 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 (Sydney time).

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

Step	Terminal Display	Action
1		<p>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.</p>
2		<p>Select the 'Cutover' option on the touch screen or enter the number of the menu item using the keypad to begin settlement.</p>
3		<p>The terminal will connect to the bank and begin settlement.</p>

## 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>1. Settlement</p> <p>2. Reprint Receipt</p> <p>3. Load Params</p> <p>4. Utility</p> <p>↑      ↓</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.
2	<p>Settlement</p> <p>1. Inquiry</p> <p>2. Cutover</p> <p>3. Subtotals</p> <p>4. Pending All</p> <p>↑      ↓</p>	Select the 'Inquiry' option to run the report by pressing the touch screen or the  key.
3	<p>Subtotals</p> <hr/> <p>PURCHASE      \$0.00</p> <p>CASHOUT        \$0.00</p> <p>REFUND         \$0.00</p> <p>TIP              \$0.00</p> <p>TOTAL            \$5.00</p> <p>Press ENTER Key</p>	<p>Select 'option 1' for an inquiry report on the current trading date.</p> <p>Select 'option 2' for an inquiry report on any other past trading date.</p> <p><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 subtotals were last reset.


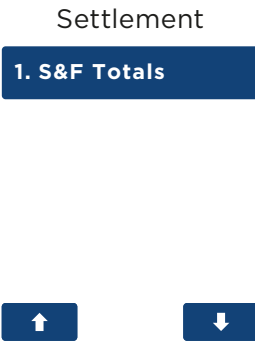

Step	Terminal Display	Action
1	<div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Settlement</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Reprint Receipt</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Load Params</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Utility</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↓</div> </div>	<p>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.</p>
2	<p style="text-align: center;">Settlement</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Inquiry</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Cutover</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Subtotals</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Pending All</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↓</div> </div>	<p>To run the report, select the 'Subtotals' option on the touch screen or enter the number of the menu item using the keypad.</p>

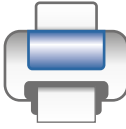
Step	Terminal Display	Action												
3	<p style="text-align: center;">Subtotals</p> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">PURCHASE</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>CASHOUT</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>REFUND</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>TIP</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td>TOTAL</td> <td style="text-align: right;">\$5.00</td> </tr> </table> <p style="text-align: center; margin-top: 20px;">Press ENTER Key</p>	PURCHASE	\$0.00	CASHOUT	\$0.00	REFUND	\$0.00	TIP	\$0.00			TOTAL	\$5.00	<p>The terminal will then display the subtotals on screen.</p>
PURCHASE	\$0.00													
CASHOUT	\$0.00													
REFUND	\$0.00													
TIP	\$0.00													
TOTAL	\$5.00													
4	<p style="text-align: center; font-size: 1.2em;">PRINT TOTALS?</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div data-bbox="210 874 286 916" style="background-color: #0056b3; color: white; padding: 5px 15px; border-radius: 3px;">No</div> <div data-bbox="389 874 465 916" style="background-color: #0056b3; color: white; padding: 5px 15px; border-radius: 3px;">Yes</div> </div>	<p>The option to print the subtotals will also be available by pressing the  key.</p>												
5	<div style="text-align: center;">  </div> <p style="text-align: center; margin-top: 10px;">Printing...</p>	<p>The subtotals report will begin printing. The terminal will prompt 'Reset Totals?' after the report has been printed.</p> <p>Selecting 'Yes' will reset the totals within the terminal to zero.</p> <p>This does not affect any of the Inquiry report/Cutover reports.</p> <p><b>Note:</b> Subtotals will not reset to zero after printing a report and must be reset manually as required.</p>												

Step	Terminal Display	Action
	<p style="text-align: center;">RESET TOTALS?</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div data-bbox="213 501 290 536" style="background-color: #003366; color: white; padding: 5px 15px; border-radius: 3px;">No</div> <div data-bbox="396 501 472 536" style="background-color: #003366; color: white; padding: 5px 15px; border-radius: 3px;">Yes</div> </div>	<p>Subtotals Report  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>  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>  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>  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>  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>  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>  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>  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>

## 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	 <p>1. Settlement</p> <p>2. Reprint Receipt</p> <p>3. Load Params</p> <p>4. Utility</p> <p>↑ ↓</p>	Run an S&F totals report from the main menu by selecting 'Settlement'.
2	 <p>Settlement</p> <p>1. S&amp;F Totals</p> <p>↑ ↓</p>	Select the 'S&F Totals' option to run the report and press the touch screen or the  key.

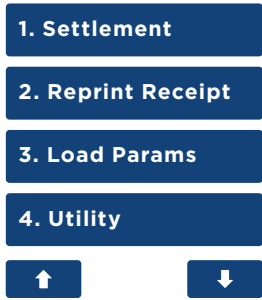
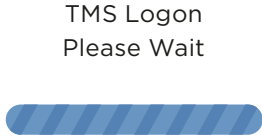
Step	Terminal Display	Action
3	 <p data-bbox="296 467 378 488">Printing...</p>	<p data-bbox="488 180 1033 209">Store and Forwards report will begin printing.</p> <div data-bbox="488 233 844 890" style="border: 1px solid black; padding: 5px;"> <p data-bbox="535 240 799 268"><b>Store &amp; Forward Report</b></p> <p data-bbox="502 285 721 520">ACQUIRER NAME  MERCHANT NAME  MERCHANT ADDRESS  1234 MERCH SUBURB  0212341234  HEADER  AUSTRALIA  ABN</p> <p data-bbox="546 560 785 576">*-----*</p> <p data-bbox="502 587 829 759">TSP                   1001000005011  TIME 18FEB14                   14:23  TERMINAL STORED  TRANSACTIONS  AWAITING  TRANSMISSION</p> <p data-bbox="502 799 829 847">TXN COUNT                   0  TOTAL AMT                   \$0.00</p> <p data-bbox="546 855 785 871">*-----*</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.

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>	<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>TMS Logon Please Wait</p> <p>Progress bar</p>	<p>The terminal will connect to TMS to begin the download.</p>



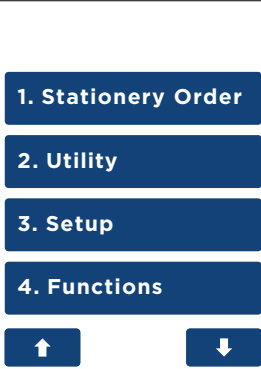

Step	Terminal Display	Action
3	<p data-bbox="216 292 468 387">Parameter Download Please Wait Or Press X To Cancel</p> 	<p data-bbox="488 181 893 236">The progress of the download will be displayed.</p> <p data-bbox="488 256 969 311">User will be able to cancel the download during this time.</p>
4	 <p data-bbox="210 767 463 821">Parameter Download Successful</p>	<p data-bbox="488 561 1025 644">To force a parameter download from the main menu navigate down through the menu items and select 'Load Parameters'.</p> <p data-bbox="488 665 1003 719">The terminal will then initiate the download of parameters.</p>
5	 <p data-bbox="216 1153 454 1201">PARAMETER DOWNLOAD FAILED (XX)</p>	<p data-bbox="488 941 969 1024">Upon the unsuccessful completion of the download the terminal will display this screen.</p> <p data-bbox="488 1045 911 1128">The terminal will display a response code which the helpdesk can use in their investigation.</p>





## 12.2 Merchant Password.

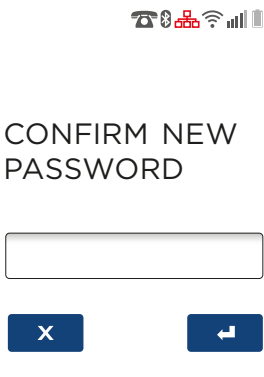


The terminal is programmed with a merchant password, which is required for refunds and other particular terminal functions. This password is a security measure to ensure only certain authorised personnel can access this functionality from the terminal.

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.

Step	Terminal Display	Action
3	<p data-bbox="277 188 400 247">Merchant Password</p> <div data-bbox="210 268 468 308" style="background-color: #004a99; color: white; padding: 5px; text-align: center;">1. Change Password</div> <div data-bbox="210 331 468 371" style="background-color: #004a99; color: white; padding: 5px; text-align: center;">2. Reset Password</div>	<p data-bbox="490 183 991 295">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.</p>
4	<div data-bbox="333 576 468 603" style="text-align: right;">  </div> <p data-bbox="210 694 434 753">OLD MERCHANT PASSWORD:</p> <div data-bbox="210 805 468 849" style="border: 1px solid black; height: 27px; width: 230px;"></div> <div data-bbox="210 885 288 922" style="background-color: #004a99; color: white; padding: 5px; text-align: center; width: 60px; margin: 5px 0;">X</div> <div data-bbox="392 885 468 922" style="background-color: #004a99; color: white; padding: 5px; text-align: center; width: 60px; margin: 5px 0;">↩</div>	<p data-bbox="490 571 1013 657">Key in the current 6-digit merchant password and press the touch screen or the  key.</p>
5	<div data-bbox="333 963 468 991" style="text-align: right;">  </div> <p data-bbox="210 1075 445 1134">NEW MERCHANT PASSWORD:</p> <div data-bbox="210 1187 468 1230" style="border: 1px solid black; height: 27px; width: 230px;"></div> <div data-bbox="210 1267 288 1303" style="background-color: #004a99; color: white; padding: 5px; text-align: center; width: 60px; margin: 5px 0;">X</div> <div data-bbox="392 1267 468 1303" style="background-color: #004a99; color: white; padding: 5px; text-align: center; width: 60px; margin: 5px 0;">↩</div>	<p data-bbox="490 963 991 1018">Key in the new 6-digit merchant password and press the touch screen or the  key.</p>

Step	Terminal Display	Action
6	 <p>The terminal display shows the text "CONFIRM NEW PASSWORD" at the top. Below it is a numeric keypad with digits 0-9. At the bottom, there are two blue buttons: one with a white 'X' and another with a white left-pointing arrow.</p>	<p>Re-key to confirm the new 6-digit Merchant Password and press the touch screen or the  key.</p>
7	 <p>The terminal display shows the text "PASSWORD CHANGED" in large letters, followed by "Press ENTER Key" in smaller letters.</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:

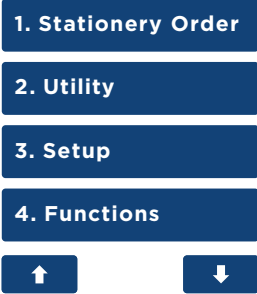
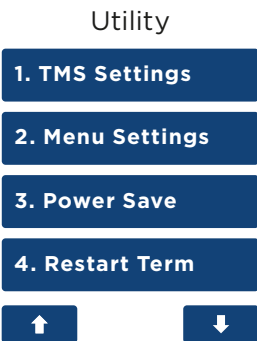
Step	Terminal Display	Action
1	<div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Settlement</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Reprint Receipt</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Load Params</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Utility</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↓</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>
2	<p style="text-align: center;">Utility</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. TMS Settings</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Menu Settings</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Power Save</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Restart Term</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↓</div> </div>	<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 style="text-align: center;">Menu Settings</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Change Menu</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Reset Menu</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↓</div> </div>	<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="221 256 456 284">DAILY PASSWORD</p> <div data-bbox="210 336 468 384" style="border: 1px solid black; height: 30px; width: 230px;"></div> <div data-bbox="210 416 468 456" style="display: flex; justify-content: space-around; margin-top: 10px;"> <span data-bbox="210 416 286 456" style="background-color: #003366; color: white; padding: 5px 15px; border-radius: 3px;">No</span> <span data-bbox="393 416 468 456" style="background-color: #003366; color: white; padding: 5px 15px; border-radius: 3px;">Yes</span> </div>	<p data-bbox="488 181 904 236">You will be prompted to enter your Daily Password.</p>
5	<p data-bbox="221 568 456 595">Select Menu Item</p> <hr data-bbox="210 608 468 611"/> <div data-bbox="210 635 468 751" style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p data-bbox="216 639 292 660" style="background-color: #003366; color: white; padding: 2px 5px;">Cash Out</p> <p data-bbox="216 671 306 692">Settlement</p> <p data-bbox="216 699 303 719">Hospitality</p> <p data-bbox="216 726 275 746">Refund</p> </div> <div data-bbox="216 868 462 908" style="display: flex; justify-content: space-around; margin-top: 10px;"> <span data-bbox="216 868 269 908" style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;">↑</span> <span data-bbox="281 868 334 908" style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;">✋</span> <span data-bbox="346 868 399 908" style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;">💡</span> <span data-bbox="411 868 464 908" style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;">↓</span> </div>	<p data-bbox="488 571 1025 715">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="488 735 1025 847">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="221 959 456 986">Move Menu Item</p> <hr data-bbox="210 999 468 1002"/> <div data-bbox="210 1026 468 1142" style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p data-bbox="216 1031 292 1051" style="background-color: #003366; color: white; padding: 2px 5px;">Cash Out</p> <p data-bbox="216 1062 306 1083">Settlement</p> <p data-bbox="216 1090 303 1110">Hospitality</p> <p data-bbox="216 1117 275 1137">Refund</p> </div> <div data-bbox="216 1259 462 1299" style="display: flex; justify-content: space-around; margin-top: 10px;"> <span data-bbox="216 1259 269 1299" style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;">↑</span> <span data-bbox="281 1259 334 1299" style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;">✋</span> <span data-bbox="346 1259 399 1299" style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;">💡</span> <span data-bbox="411 1259 464 1299" style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 3px;">↓</span> </div>	<p data-bbox="488 962 1009 1166">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>



Step	Terminal Display	Action
7	<p style="text-align: center;">Save New Menu Changes?</p> <p style="text-align: center;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </p>	<p>The merchant can now decide whether to save the menu changes by pressing the 'Yes' or 'No' key on screen.</p>
8	<p style="text-align: center;">Menu Settings</p> <p style="text-align: center;"><b>1. Change Menu</b></p> <p style="text-align: center;"><b>2. Reset Menu</b></p> <p style="text-align: center;"> <input type="button" value="↑"/> <input type="button" value="↓"/> </p>	<p>If you would like to reset the menu to your default factory settings select 'Reset Menu'.</p>
9	<p style="text-align: center;">RESET MENU ARE YOU SURE?</p> <p style="text-align: center;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </p>	<p>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.



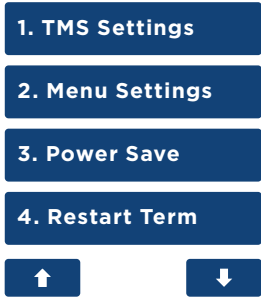


Step	Terminal Display	Action
1	 <p>1. Stationery Order</p> <p>2. Utility</p> <p>3. Setup</p> <p>4. Functions</p> <p>↑ ↓</p>	<p>On the main menu select the 'Utility' menu option on the touch screen or enter the number of the menu item using the keypad.</p>
2	 <p>Utility</p> <p>1. TMS Settings</p> <p>2. Menu Settings</p> <p>3. Power Save</p> <p>4. Restart Term</p> <p>↑ ↓</p>	<p>Select the 'Power Save' option on the touch screen or enter the number of the menu item using the keypad.</p>



Step	Terminal Display	Action
3	<p data-bbox="258 188 418 215">Power Save</p> <div data-bbox="213 231 468 284">1. None</div> <div data-bbox="213 296 468 349">2. Inactive</div> <div data-bbox="213 362 468 414">3. Always</div>	<p data-bbox="488 181 925 209">To turn off Power Save select 'None'.</p> <p data-bbox="488 226 913 284">To turn on Power Save and enter an inactivity time select 'Inactive'.</p> <p data-bbox="488 301 1025 328">To turn on Power Save always select 'Always'.</p> <p data-bbox="488 346 1000 430">This will automatically adjust the contrast on the terminal instantly when the terminal is in an idle state.</p>
4	<div data-bbox="333 555 468 579">  </div> <p data-bbox="208 699 416 756">Inactivity time New:</p> <div data-bbox="210 778 468 826">60</div> <div data-bbox="213 863 288 898">X</div> <div data-bbox="393 863 468 898">↩</div>	<p data-bbox="488 555 1009 639">If 'Inactive' was selected enter the Inactivity time in seconds and press the touch screen or the  key.</p> <p data-bbox="488 657 882 715">This is the time before the screen automatically dims in idle state.</p>

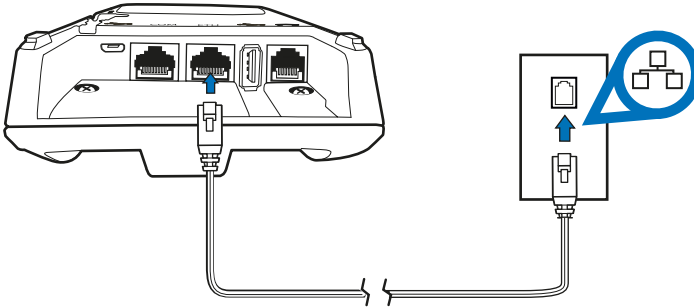
## 12.5 Restart Terminal.

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.


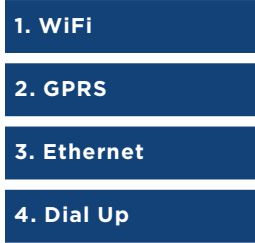

**Note:** Most networks use Dynamic Host Configuration Protocol 'DHCP' to allocate unique addresses to each computer on your network. It is recommended that you have DHCP Turned on at your router.



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 DN


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; width: 30px; text-align: center;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↓</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' 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' 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="300 240 378 268">Utility</p>  <p data-bbox="221 300 421 323">1. Reset Terminal</p> <p data-bbox="221 363 381 387">2. Delete S&amp;F</p> <p data-bbox="221 427 351 451">3. Network</p> <p data-bbox="221 491 454 515">4. Bluetooth Config</p> <p data-bbox="239 547 258 571">↑</p> <p data-bbox="421 547 440 571">↓</p>	<p data-bbox="488 236 1005 320">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="488 336 972 421">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="258 628 418 687">Network Select Type</p>  <p data-bbox="221 735 303 759">1. WiFi</p> <p data-bbox="221 799 318 823">2. GPRS</p> <p data-bbox="221 863 353 887">3. Ethernet</p> <p data-bbox="221 927 337 951">4. Dial Up</p>	<p data-bbox="488 624 857 676">Select 'Ethernet' as the communication method.</p>
3	<p data-bbox="284 999 400 1058">Ethernet Enabled</p>  <p data-bbox="221 1166 295 1190">1. Edit</p> <p data-bbox="221 1230 340 1254">2. Disable</p>	<p data-bbox="488 994 938 1046">Select 'Edit' to setup/edit the settings for the Ethernet network.</p>


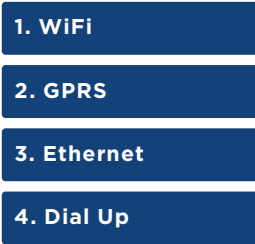

Step	Terminal Display	Action
4	<p data-bbox="240 188 440 248">Select IP Address Setup</p> <div data-bbox="210 341 468 395" style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. DHCP</div> <div data-bbox="210 403 468 458" style="background-color: #003366; color: white; padding: 5px;">2. Fixed</div>	<p data-bbox="488 181 807 209">Select the IP address type.</p> <p data-bbox="488 226 878 253">Go to step 10 if selecting 'DHCP'.</p> <p data-bbox="488 271 860 298">Go to step 5 if selecting 'Fixed'.</p>
5	<p data-bbox="213 647 337 713">Enter Terminal IP Address</p> <p data-bbox="405 807 462 823">0.0.0.0</p> <div data-bbox="315 887 359 919" style="background-color: #003366; color: white; padding: 2px 5px; display: inline-block;">Alpha</div>	<p data-bbox="488 572 927 632">Enter the correct terminal IP address then press on screen or the  key.</p>
6	<p data-bbox="213 1031 337 1096">Enter Gateway IP Address</p> <p data-bbox="405 1190 462 1206">0.0.0.0</p> <div data-bbox="315 1270 359 1302" style="background-color: #003366; color: white; padding: 2px 5px; display: inline-block;">Alpha</div>	<p data-bbox="488 967 930 1026">Enter the correct gateway IP address then press on screen or the  key.</p>







Step	Terminal Display	Action
7	<p data-bbox="213 244 322 261">Enter Subnet</p> <p data-bbox="213 293 258 311">Mask</p> <p data-bbox="353 405 462 422">255.255.255.0</p> <p data-bbox="316 488 359 517">Alpha</p>	<p data-bbox="488 183 911 236">Enter the correct subnet IP address then press on screen or the  key.</p>
8	<p data-bbox="213 633 328 676">Enter Primary DNS</p> <p data-bbox="404 794 462 812">0.0.0.0</p> <p data-bbox="316 877 359 906">Alpha</p>	<p data-bbox="488 572 983 625">Enter the correct primary DNS then press on screen or the  key.</p>
9	<p data-bbox="213 1023 351 1091">Enter Secondary DNS</p> <p data-bbox="404 1182 462 1200">0.0.0.0</p> <p data-bbox="316 1265 359 1294">Alpha</p>	<p data-bbox="488 962 897 1015">Enter the correct secondary DNS then press on screen or the  key.</p>

Step	Terminal Display	Action
10	<p data-bbox="262 296 415 384">Connecting Ethernet Please wait</p>	<p data-bbox="488 181 986 209">The terminal will now attempt to connect.</p> <p data-bbox="488 228 1023 280">Once successful, the terminal will then revert back to the idle screen.</p> <p data-bbox="488 300 1012 352">The Ethernet signal icon  will now display on the idle screen.</p>



### 13.1.2 Disable Ethernet Function.

Step	Terminal Display	Action
1	<p data-bbox="300 225 378 252">Utility</p>  <p data-bbox="221 280 421 304">1. Reset Terminal</p> <p data-bbox="221 344 381 368">2. Delete S&amp;F</p> <p data-bbox="221 408 351 432">3. Network</p> <p data-bbox="221 472 454 496">4. Bluetooth Config</p> <p data-bbox="239 528 258 552">↑</p> <p data-bbox="421 528 440 552">↓</p>	<p data-bbox="488 217 1005 304">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="488 320 953 440">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 data-bbox="258 612 418 671">Network Select Type</p>  <p data-bbox="221 711 303 735">1. WiFi</p> <p data-bbox="221 775 318 799">2. GPRS</p> <p data-bbox="221 839 353 863">3. Ethernet</p> <p data-bbox="221 903 337 927">4. Dial Up</p>	<p data-bbox="488 608 1025 695">Select the 'Ethernet' option on the touch screen or enter the number of the menu item using the keypad.</p>
3	<p data-bbox="281 999 398 1058">Ethernet Enabled</p>  <p data-bbox="221 1163 295 1187">1. Edit</p> <p data-bbox="221 1227 340 1251">2. Disable</p>	<p data-bbox="488 995 1025 1083">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="275 336 404 392">Ethernet Disable?</p> <p data-bbox="230 501 269 523">No</p> <p data-bbox="412 501 451 523">Yes</p>	<p data-bbox="488 181 945 236">The terminal will prompt to re-confirm disabling Ethernet.</p> <p data-bbox="488 256 969 311">Select 'Yes' on the touch screen or press the  key to continue.</p> <p data-bbox="488 331 893 354">To cancel select 'No' or the  key.</p> <p data-bbox="488 375 963 429">Once confirmed, the terminal will return to the idle screen.</p>
5	 <p data-bbox="362 580 467 603">Bluetooth Wi-Fi Signal</p> <p data-bbox="300 660 372 686">10:38</p> <p data-bbox="247 692 432 715">Tuesday 24 June 2014</p> <p data-bbox="292 762 381 804"></p> <p data-bbox="400 895 462 917">Menu</p>	<p data-bbox="488 580 960 635">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="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 'WIFI' 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="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. Add WiFi</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Enable</div>	<p>Select the 'Enable' on the touch screen or enter the number of the menu item using the keypad.</p>

Step	Terminal Display	Action
4	<p>Connecting WiFi Please wait</p>	Terminal will now enable to WiFi communication mode.

### 13.2.1 Scan for WiFi.


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>	Select the 'WiFi' option on the touch screen or enter the number of the menu item using the keypad.

Step	Terminal Display	Action
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. Add WiFi</div> <div style="background-color: #003366; color: white; padding: 5px;">3. Disable</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>
5	<p style="text-align: center;">Select SSID</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">WIFI 1</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">WIFI 2</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">WIFI 3</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">WIFI 4</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↓</div> </div>	<p>Available WiFi hotspots will be shown on the screen. Use the 'UP' and 'DOWN' arrows to scroll through the list.</p> <p>Select the correct WiFi hotspot using the touch screen.</p>

Step	Terminal Display	Action
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></p> <p>Menu</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>



### 13.2.2 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; width: 30px; text-align: center;">↑</div> <div style="background-color: #003366; color: white; padding: 5px; width: 30px; text-align: center;">↓</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> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Dial Up</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 data-bbox="300 188 381 247">WiFi WIFI 1</p> <div data-bbox="210 343 468 395" style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Edit</div> <div data-bbox="210 403 468 456" style="background-color: #003366; color: white; padding: 5px;">2. Forget</div>	<p data-bbox="488 183 941 296">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 data-bbox="241 579 440 638">Select IP Address Setup</p> <div data-bbox="210 730 468 783" style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. DHCP</div> <div data-bbox="210 791 468 844" style="background-color: #003366; color: white; padding: 5px;">2. Fixed</div>	<p data-bbox="488 571 1025 659">Select the IP address type on the touch screen or enter the number of the menu item using the keypad.</p> <p data-bbox="488 676 869 703">Go to step 11 if selecting 'DHCP'.</p> <p data-bbox="488 721 860 748">Go to step 6 if selecting 'Fixed'.</p>
6	<p data-bbox="216 1034 337 1098">Enter Terminal IP Address</p> <p data-bbox="406 1193 462 1209">0.0.0.0</p> <div data-bbox="316 1273 359 1305" style="background-color: #003366; color: white; padding: 2px 5px; display: inline-block;">Alpha</div>	<p data-bbox="488 965 964 1018">Enter the terminal IP address then press on screen or the  key.</p>



Step	Terminal Display	Action
7	<p data-bbox="213 252 337 268"><b>Enter Gateway</b></p> <p data-bbox="213 300 303 316"><b>IP Address</b></p> <p data-bbox="404 411 460 427">0.0.0.0</p> <p data-bbox="314 491 359 523">Alpha</p>	<p data-bbox="488 183 969 236">Enter the gateway IP address then press on screen or the  key.</p>
8	<p data-bbox="213 643 322 659"><b>Enter Subnet</b></p> <p data-bbox="213 691 258 707"><b>Mask</b></p> <p data-bbox="353 802 465 818">255.255.255.0</p> <p data-bbox="314 882 359 914">Alpha</p>	<p data-bbox="488 574 947 627">Enter the subnet IP address then press on screen or the  key.</p>
9	<p data-bbox="213 1034 325 1082"><b>Enter Primary DNS</b></p> <p data-bbox="404 1193 460 1209">0.0.0.0</p> <p data-bbox="314 1273 359 1305">Alpha</p>	<p data-bbox="488 965 1014 1018">Enter the primary DNS then press on screen or the  key.</p>





Step	Terminal Display	Action
10	<p data-bbox="213 252 351 271"><b>Enter Secondary</b></p> <p data-bbox="213 300 253 319"><b>DNS</b></p> <p data-bbox="406 411 463 430">0.0.0.0</p> <p data-bbox="316 496 359 528">Alpha</p>	<p data-bbox="488 183 921 236">Enter the secondary DNS then press on screen or the  key.</p>
11	<p data-bbox="213 643 253 662"><b>WiFi</b></p> <p data-bbox="213 691 306 710"><b>Enter SSID:</b></p> <p data-bbox="316 887 359 919">Alpha</p>	<p data-bbox="488 574 977 627">Enter the WiFi SSID then press on screen or the  key.</p>
12	<p data-bbox="213 1034 253 1053"><b>WiFi</b></p> <p data-bbox="213 1082 334 1101"><b>Enter Channel:</b></p> <p data-bbox="451 1193 463 1212">0</p>	<p data-bbox="488 965 956 1018">Enter the Channel then press on screen or the  key.</p>

Step	Terminal Display	Action
13	<p data-bbox="247 185 432 245">Please Select Encryption</p> <div data-bbox="210 276 468 328">1. None</div> <div data-bbox="210 339 468 392">2. WPA</div> <div data-bbox="210 403 468 456">3. WPA2</div>	<p data-bbox="488 185 813 209">Select the encryption type.</p>
14	<p data-bbox="213 643 258 659">Enter</p> <p data-bbox="213 691 337 707">WiFi Password</p> <p data-bbox="421 802 462 818">*****</p> <div data-bbox="314 882 359 914">Alpha</div>	<p data-bbox="488 571 949 632">Enter the WiFi password then press on screen or the  key.</p>
15	<p data-bbox="247 970 432 1031">Please Select SEC Mode</p> <div data-bbox="210 1126 468 1179">1. TKIP</div> <div data-bbox="210 1190 468 1243">2. AES</div>	<p data-bbox="488 967 865 991">Select the SEC (security) mode.</p>

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.</p>
17	 <p style="text-align: center;">10:38 Tuesday 24 June 2014</p> <p style="text-align: center;"><b>W</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>


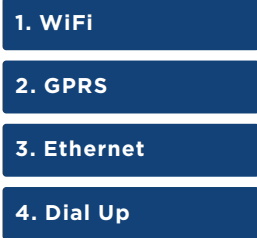
### 13.2.3 Disable WiFi Function.

Step	Terminal Display	Action
1	<p data-bbox="300 236 370 264">Utility</p> <ul data-bbox="213 284 468 576" style="list-style-type: none"><li data-bbox="213 284 468 331">1. Reset Terminal</li><li data-bbox="213 347 468 395">2. Delete S&amp;F</li><li data-bbox="213 411 468 459">3. Network</li><li data-bbox="213 475 468 523">4. Bluetooth Config</li></ul> <p data-bbox="213 539 468 576">↑                      ↓</p>	<p data-bbox="490 236 882 264">On the main menu select 'Utility'.</p> <p data-bbox="490 280 908 309">In the utility menu select 'Network'.</p>
2	<p data-bbox="260 627 415 687">Network Select Type</p> <ul data-bbox="213 719 468 959" style="list-style-type: none"><li data-bbox="213 719 468 767">1. WiFi</li><li data-bbox="213 783 468 831">2. GPRS</li><li data-bbox="213 847 468 895">3. Ethernet</li><li data-bbox="213 911 468 959">4. Dial Up</li></ul>	<p data-bbox="490 627 889 655">Select 'WiFi' as the network type.</p>
3	<p data-bbox="283 1018 393 1078">WiFi Enabled</p> <ul data-bbox="213 1110 468 1350" style="list-style-type: none"><li data-bbox="213 1110 468 1158">1. Scan New</li><li data-bbox="213 1174 468 1222">2. WiFi 1</li><li data-bbox="213 1238 468 1286">3. Disable</li><li data-bbox="213 1302 468 1350">4. Dial Up</li></ul>	<p data-bbox="490 1018 967 1046">Select 'Disable' to disable WiFi function.</p>

Step	Terminal Display	Action
4	<p style="text-align: center;">WIFI Disable?</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <span data-bbox="210 496 286 533">No</span> <span data-bbox="393 496 469 533">Yes</span> </div>	<p>The terminal will prompt to re-confirm disabling WiFi.</p> <p>Select 'Yes' to continue on the touch screen or press the  key, or to cancel press 'No' or the  key.</p> <p>Once confirmed, the terminal will return to the idle screen.</p>
5		<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 data-bbox="288 331 367 363">Utility</p>  <p data-bbox="210 389 412 411">1. Reset Terminal</p> <p data-bbox="210 453 371 475">2. Delete S&amp;F</p> <p data-bbox="210 517 340 539">3. Network</p> <p data-bbox="210 580 443 603">4. Bluetooth Config</p> <p data-bbox="228 644 250 667">↑</p> <p data-bbox="407 644 430 667">↓</p>	<p data-bbox="493 320 1012 400">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="493 421 1012 501">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 data-bbox="250 724 407 788">Network Select Type</p>  <p data-bbox="210 831 295 853">1. WiFi</p> <p data-bbox="210 895 306 917">2. GPRS</p> <p data-bbox="210 959 344 981">3. Ethernet</p> <p data-bbox="210 1023 329 1045">4. Dial Up</p>	<p data-bbox="493 708 922 756">Select 'GPRS' as the communication method.</p> <p data-bbox="493 777 904 831"><b>Note:</b> This function is locked down by the 'Daily Password'</p>


Step	Terminal Display	Action
3	<p data-bbox="210 268 445 295">DAILY PASSWORD</p> <div data-bbox="199 343 456 391" style="border: 1px solid black; height: 30px; width: 230px; margin: 10px 0;"></div> <div data-bbox="201 422 277 462" style="background-color: #003366; color: white; padding: 5px; display: inline-block; margin-right: 20px;">No</div> <div data-bbox="383 422 459 462" style="background-color: #003366; color: white; padding: 5px; display: inline-block;">Yes</div>	<p data-bbox="495 183 912 236">You will be prompted to enter your Daily Password.</p>
4	<p data-bbox="271 625 389 683" style="text-align: center;">GPRS Disabled</p> <div data-bbox="201 715 456 762" style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Select Provider</div> <div data-bbox="201 778 456 826" style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Network Mode</div> <div data-bbox="201 842 456 890" style="background-color: #003366; color: white; padding: 5px;">3. Enable</div>	<p data-bbox="495 566 980 593">Select 'Enable' to enable GPRS Network.</p>



### 13.3.2 Select GPRS Network.


Step	Terminal Display	Action
1	<p data-bbox="288 252 367 284">Utility</p> <ul style="list-style-type: none"><li data-bbox="202 296 456 347">1. Reset Terminal</li><li data-bbox="202 360 456 411">2. Delete S&amp;F</li><li data-bbox="202 424 456 475">3. Network</li><li data-bbox="202 488 456 539">4. Bluetooth Config</li></ul> <p data-bbox="202 552 275 592">↑</p> <p data-bbox="381 552 456 592">↓</p>	<p data-bbox="493 233 1014 320">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="493 336 1014 424">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 data-bbox="249 646 408 710">Network Select Type</p> <ul style="list-style-type: none"><li data-bbox="202 738 456 790">1. WiFi</li><li data-bbox="202 802 456 853">2. GPRS</li><li data-bbox="202 866 456 917">3. Ethernet</li><li data-bbox="202 930 456 981">4. Dial Up</li></ul>	<p data-bbox="493 627 927 683">Select 'GPRS' as the communication method.</p>
3	<p data-bbox="210 1185 445 1217">DAILY PASSWORD</p> <input data-bbox="199 1262 456 1310" type="text"/> <p data-bbox="202 1345 275 1385">No</p> <p data-bbox="381 1345 456 1385">Yes</p>	<p data-bbox="493 1026 913 1082">You will be prompted to enter your Daily Password.</p>

Step	Terminal Display	Action
4	<p data-bbox="269 236 389 300">GPRS Enabled</p> <div data-bbox="202 327 456 379">1. Select Provider</div> <div data-bbox="202 391 456 443">2. Network Mode</div> <div data-bbox="202 454 456 507">3. Disable</div>	<p data-bbox="493 181 766 209">Select 'Network Mode'</p>
5	<p data-bbox="269 663 389 727">GPRS Network</p> <div data-bbox="202 751 456 804">1. Select 2G</div> <div data-bbox="202 815 456 868">2. Select 3G</div>	<p data-bbox="493 574 897 601">Select 'Select 2G' for 2G network.</p> <p data-bbox="493 628 897 655">Select 'Select 3G' for 3G network.</p>

Step	Terminal Display	Action
6	<p data-bbox="227 343 423 411">GPRS On 2G Network</p> <p data-bbox="227 746 423 815">GPRS On 3G Network</p>	<p data-bbox="493 181 1003 266">On successful connection, the terminal will prompt the result and then return to the idle screen.</p> <p data-bbox="493 284 1023 341">The GPRS signal icon  shall appear on the idle screen.</p>

### 13.3.3 Disable GPRS Function.

Step	Terminal Display	Action
1	<p data-bbox="288 268 367 296">Utility</p> <ul data-bbox="202 312 456 603" style="list-style-type: none"><li data-bbox="202 312 456 363">1. Reset Terminal</li><li data-bbox="202 379 456 430">2. Delete S&amp;F</li><li data-bbox="202 446 456 497">3. Network</li><li data-bbox="202 513 456 564">4. Bluetooth Config</li></ul> <p data-bbox="202 571 456 603">↑                      ↓</p>	<p data-bbox="493 248 1012 331">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="493 354 1012 437">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 data-bbox="250 663 407 724">Network Select Type</p> <ul data-bbox="202 756 456 995" style="list-style-type: none"><li data-bbox="202 756 456 807">1. WiFi</li><li data-bbox="202 823 456 874">2. GPRS</li><li data-bbox="202 890 456 941">3. Ethernet</li><li data-bbox="202 957 456 1008">4. Dial Up</li></ul>	<p data-bbox="493 644 785 695">Select 'GPRS' as the communication method.</p>
3	<p data-bbox="210 1200 445 1228">DAILY PASSWORD</p> <p data-bbox="199 1276 456 1324"><input type="text"/></p> <p data-bbox="202 1359 456 1394">No                      Yes</p>	<p data-bbox="493 1040 911 1091">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;"> <input type="button" value="1. Select Provider"/> </div> <div style="text-align: center; margin-bottom: 5px;"> <input type="button" value="2. Network Mode"/> </div> <div style="text-align: center;"> <input type="button" value="3. Disable"/> </div>	<p>Select 'Disable'</p>
5	<p style="text-align: center;">GPRS Disable?</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </div>	<p>Terminal will prompt to re-confirm disabling GRPS.</p> <p>Press 'Yes' to continue or 'No' to cancel out.</p> <p>Once confirm, terminal will return to idle screen.</p> <p>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> <ul style="list-style-type: none"><li>1. Reset Terminal</li><li>2. Delete S&amp;F</li><li>3. Network</li><li>4. Bluetooth Config</li></ul> <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> <ul style="list-style-type: none"><li>1. WiFi</li><li>2. GPRS</li><li>3. Ethernet</li><li>4. Dial Up</li></ul>	<p>Select 'Dial Up' as the communication method.</p>
3	<p>Dial Disabled</p> <ul style="list-style-type: none"><li>1. Edit</li><li>2. Enable</li></ul>	<p>Select 'Enable' to enable Dial Up communication type for the terminal.</p> <p>Terminal will now enable to Wi-Fi communication mode.</p>


### 13.4.2 Edit Dial Up Network.

Step	Terminal Display	Action
1	<p data-bbox="288 268 367 300">Utility</p> <ul data-bbox="201 311 456 606" style="list-style-type: none"><li data-bbox="201 311 456 363">1. Reset Terminal</li><li data-bbox="201 375 456 427">2. Delete S&amp;F</li><li data-bbox="201 438 456 491">3. Network</li><li data-bbox="201 502 456 555">4. Bluetooth Config</li></ul> <p data-bbox="201 566 456 606">↑                      ↓</p>	<p data-bbox="492 247 960 327">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="492 335 985 414">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 data-bbox="246 662 408 726">Network Select Type</p> <ul data-bbox="201 750 456 997" style="list-style-type: none"><li data-bbox="201 750 456 805">1. WiFi</li><li data-bbox="201 813 456 869">2. GPRS</li><li data-bbox="201 877 456 933">3. Ethernet</li><li data-bbox="201 941 456 997">4. Dial Up</li></ul>	<p data-bbox="492 638 991 662">Select 'Dial Up' as the communication method.</p>
3	<p data-bbox="268 1061 386 1125">Dial Disabled</p> <ul data-bbox="201 1212 456 1332" style="list-style-type: none"><li data-bbox="201 1212 456 1268">1. Edit</li><li data-bbox="201 1276 456 1332">2. Enable</li></ul>	<p data-bbox="492 1037 890 1093">Select 'Edit' to setup/edit the settings for the Dial network.</p>

Step	Terminal Display	Action
4	<p data-bbox="250 272 407 328">PABX Code Required?</p> <div data-bbox="199 435 275 472" style="display: inline-block; border: 1px solid black; padding: 2px 10px; margin-right: 20px;">No</div> <div data-bbox="381 435 458 472" style="display: inline-block; border: 1px solid black; padding: 2px 10px;">Yes</div>	<p data-bbox="493 181 975 205">Confirm if PABX is needed for the dialup line.</p> <p data-bbox="493 217 698 240">If 'Yes' go to step 5</p> <p data-bbox="493 252 693 276">If 'No' go to step 6</p>
5	<p data-bbox="202 659 300 703">Enter PABX Code</p> <div data-bbox="306 903 350 940" style="display: inline-block; border: 1px solid black; padding: 2px 10px; margin-top: 100px;">Alpha</div>	<p data-bbox="493 580 930 604">Enter the PABX Code and press 'ENTER'.</p> <p data-bbox="493 616 1031 667">Terminal will return to idle screen. The Dial symbol  should now appear on the screen.</p>



### 13.4.3 Disable Dial Up Function.


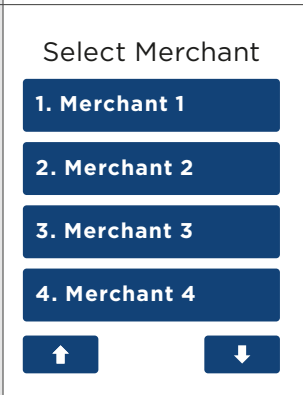

Step	Terminal Display	Action
1	<p style="text-align: center;">Utility</p> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">1. Reset Terminal</div> <div style="background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Delete S&amp;F</div> <div 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: 10px;">1. Edit</div> <div style="background-color: #003366; color: white; padding: 5px;">2. Enable</div>	<p>Select 'Disable' to disable Dial Up function. The Dial symbol  should be gone from the idle screen.</p>

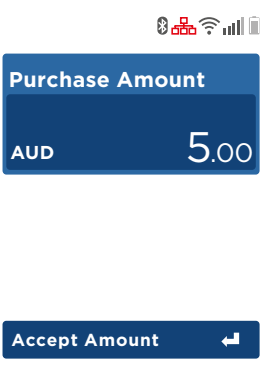
# 14 Multi-Merchant Facility.

The Multi-Merchant function allows up to 8 merchants to accept payments using the same terminal. If the terminal is configured to support multiple merchants, switching between merchants may be required.




## 14.1 Multi-Merchant Purchase.



To process a purchase transaction follows the steps below:

Step	Terminal Display	Action
1		Initiate a transaction from the Idle screen using one of the methods mentioned in section 4.0 of this document.
2		Select the Merchant you wish to process the transaction and press the touch screen or the  key.

Step	Terminal Display	Action
3	 <p>The terminal display shows a dark blue background. At the top right, there are icons for Bluetooth, NFC, Wi-Fi, cellular signal, and battery. Below these is a white box with the text 'Purchase Amount' in bold. Underneath, 'AUD' is on the left and '5.00' is on the right. At the bottom, there is a dark blue button with the text 'Accept Amount' and a white left-pointing arrow.</p>	<p>The terminal will then load the merchant's parameters and display the amount entry screen.</p>

## 14.2 Multi-Merchant Settlement.

Step	Terminal Display	Action
1		<p>Multi-Merchants can select to have their terminals settle automatically using a pre-configured time. Each merchant as part of a multi merchant facility can have their own auto-settle time configured. If no auto settle time is configured the merchant can initiate settlement manually from the Idle screen.</p>
2		<p>Initiate Cutover from the main menu by selecting 'Settlement' and press the touch screen or the  key.</p>

Step	Terminal Display	Action
3	<p style="text-align: center;">Settlement</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. Inquiry</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Cutover</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Subtotals</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Pending All</div> <div style="display: flex; width: 100%; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 5px;">↓</div> </div> </div>	<p>Select the 'Cutover' option and press the touch screen or the  key to begin settlement.</p>
4	<p style="text-align: center;">Select Merchant</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. Merchant 1</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">2. Merchant 2</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">3. Merchant 3</div> <div style="width: 100%; text-align: center; background-color: #003366; color: white; padding: 5px; margin-bottom: 5px;">4. Merchant 4</div> <div style="display: flex; width: 100%; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 5px;">↑</div> <div style="background-color: #003366; color: white; padding: 5px 10px; border-radius: 5px;">↓</div> </div> </div>	<p>Select the 'Merchant' you wish to settle for and press the touch screen or the  key.</p>

## 15 Glossary.

**Charge Card** American Express, Diners Club or JCB card.

**Credit Card** Mastercard®, Visa or UnionPay.

**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.

**Electronic Fall Back (EFB)** The ability to continue performing transactions on the terminal when the communication with the Westpac System has been lost.

**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:

- A receipt printed on your terminal.
- Your merchant statement.

**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.

*This is only available for approved merchants.*

**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.


# 16 Troubleshooting.

## 16.1 Terminal 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.

## 16.2 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>



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







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