



Welcome to Till Payments Merchant Services



WWW.TILLPAYMENTS.COM



Quick Reference Guide

FOR INGENICO MOVE/5000 TERMINAL



Get to know your terminal



Contactless Reader

Printer

Menu Screen

Press the grey key with the symbol Press F2 to scroll down and F3 to scroll up on the touch screen, or press the menu item number on the keypad

Cancel:

Press the red CANCEL key

Clear entry

Enter key and Power on

Press the green ENTER key

Card Insert



Power off

Remove the terminal from any power source. Press and hold the Func and yellow CLEAR keys together

How to complete a Sale

Enter the sale amount from idle / home screen and press ENTER

Ask customer to TAP, INSERT or SWIPE their card

Where prompted by terminal, ask customer to select their account type: Cheque, Savings or Credit

When prompted allow customer to enter their PIN and press ENTER

Note: Contactless cards do not require a PIN or signature for amounts under \$100.

Once approved remove card if inserted and press Yes to print a customer receipt if requested

How to re-print a Receipt

Press MENU key on the home screen, and press 1 for Transactions, then 3

Last transaction receipt:
Press 1 for Last to reprint receipt for the last transaction

Specific receipt for the current settlement period :
Press 2 for Invoice

How to process a Refund

Press MENU key on the home screen, and press 1 for Transactions, then 3 for Refund

Enter your refund password and press ENTER

Ask customer to INSERT or SWIPE their card

Ask customer to select their account type: Cheque, Savings or Credit

On PIN prompt, ask customer to press ENTER to print the refund receipt to sign Note: Even if a PIN is entered, a signed receipt will still be required

How to print a Transaction List

This will print a list of all transactions processed since the last settlement

Press MENU key on the home screen, and press 2 for Print, then press 2 for Reports, then press 1 for Audit or press 2 for Summary.

Pre-settlement and Last Settlement

Press MENU key on the home screen, and press 3 for Batch

Pre-settlement totals:

Press 4 for Batch Totals

Note: This will print the total value of transactions that have occurred since the Last settlement

Press Yes to print a Transaction List if required

Last settlement totals:

Press 2 for Last Settlement

Note: This will print the total value of transactions in the last settlement period

View batch details on the screen:

Press 3 for Review Batch

Additional Functions

Press the Func key, the Function Number and ENTER to perform the following PINPad functions

Function No.	Description	Function No.	Settlement
5	Display Transaction Totals Continue to press ENTER to view all totals, such as Sales, Refunds, Tips etc	58	Print Tip Report Note: This is only available if your terminal
8	View Batch Number	120	Display auto settlement time
21	View Transaction By Invoice Number	14	Disable/enable Audit report print at settlement
102	Perform a terminal refresh.		

Installing The Paper Roll



STEP 1

Open the paper compartment by lifting the catch located at the rear of the terminal and pull the cover to the rear of the terminal



STEP 2

Place the paper roll into the compartment ensuring that the paper protrudes over the top of the roll (if the paper protrudes from underneath the roll it has been inserted incorrectly)

Pull the paper up towards the top of the terminal Hold the paper and close the cover. Press simultaneously on both upper corners of the contactless landing zone, until it clips into position. If required, press the Feed key on the keypad to advance the paper

Trouble Shooting

Hardware faults

The terminal does not turn on

Check the battery (is it discharged, is it connected)

A full discharged battery can take long charging time to recover

Connect terminal to terminal power supply or put it on powered base and check if the battery symbol is flashing or moving (= battery charging)

Cards not removed

Check that the magnetic card is swiped correctly (with magnetic band on terminal side).

Swipe again the card with the magnetic stripe movement constant and rapid

Verify that the magnetic strip is not damaged, grooved or cracked

Make sure you have inserted correctly the smart card into the smart card reader and removed the card only after the transaction is performed

The receipt has not printed

Check the presence and proper positioning of the paper roll. Possibly adjust the paper roll following the instructions in this manual.

Check the type of paper used (thermal paper must be used)

**“Let Us
Show You
How to
Read Your
Receipts and
Statements”**

Example of purchase transaction record

Example of purchase transaction record

Note: Graphic will only print on the customer copy of the receipt.



MERCHANT STATEMENT TAX INVOICE



For all inquiries, please call: 1300 369 692

Business Name
Addressed to
Street Number, Street

Statement
period
indicates
the
date range
included

Your merchant ID number

Merchant Number	12345678
Period	1 - 30 June, 2019
Invoice Number	B15847592
Date Issued	30 June, 2019
Merchant ABN	12 345 678 901

Your business ABN

Summary

Merchant Services Fees (MSF)	\$41.29
Credit Card Interchanges	\$381.20
Other Charges	\$88.95

Net Charges (Including GST) \$511.44

Keep an eye out for offers in the section from
Till Payments*

* This offer is available to existing merchants only and is
subject to eligibility criteria (available on request).

All cash back payments are GST inclusive and will be
paid when we have an operating and valid process-
ing agreement in place.

This message is regularly updated with relevant
information and insights to help you

Transaction Totals

Card Type	Sales	Sales Amount	Returns	Returns Amount	Net Sales
VISA	9	\$10,363.89	0	\$0.00	\$10,363.89
MCD	23	\$18,135.29	0	\$0.00	\$18,135.29
Debit Card - EFT- POS	7	\$302.25	0	\$0.00	\$302.25

Transaction Charges

Card Type	Sales Fee	Sales Fee Amount	Returns Fee	Returns Fee Amount	Net MSF
VISA	0.14%	\$14.51	0.00%	\$0.00	\$14.51
MCD	0.14%	\$25.38	0.00%	\$0.00	\$25.38



MERCHANT STATEMENT TAX INVOICE

B Fees set by and paid to Visa and MasterCard

Credit Card Interchange Billed						
Scheme	Category	No. of Txns	Value of Txns	Per Tran Rate	%Rate	Fee
Visa	AU ELECTRONIC PRM	2	\$6,399.36	N/A	1.0230%	\$65.47
Visa	AU CORPORATE	3	\$3,192.55	N/A	1.3200%	\$42.15
MasterCard	AU CORPORATE	5	\$2,106.25	N/A	1.1000%	\$23.16
MasterCard	AU SUPER PREM	2	\$8,613.50	N/A	1.7500%	\$150.74
MasterCard	AU CORPORATE	2	\$1,782.65	N/A	1.1000%	\$19.61
MasterCard	AU CORP EXEC	2	\$2,641.15	N/A	1.4300%	\$37.77
Visa	AU PURCHASING	1	\$707.00	N/A	1.3200%	\$9.33
MasterCard	AU CORPORATE	4	\$1,959.40	N/A	1.1000%	\$21.55
MasterCard	AU CORPORATE	1	\$903.95	N/A	1.1000%	\$9.94
MasterCard	AU BASE PRM	3	\$73.79	N/A	1.0400%	\$0.76
Visa	AU ELECTRONIC DB	1	\$15.00	\$0.0880	0.0000%	\$0.09
MasterCard	AU ELECTRONIC	3	\$39.60	N/A	0.3300%	\$0.13
MasterCard	AU ELECTRONIC	1	\$15.00	N/A	0.3300%	\$0.05
Visa	AU INF SIG ELEC	1	\$18.18	N/A	1.9800%	\$0.36
Visa	AU ELECTRONIC DB	1	\$31.80	\$0.0880	0.0000%	\$0.09
Total		32	\$28,499.18			\$381.20

C Ongoing account keeping fees and other charges

Other Charges			
Type	Fee per Item	Count	Amount
Terminal Rental Fee	\$29.95	1	\$29.95
Communications Fee			\$59.00
Total			\$88.95

Daily settlement amount total

Settlement Amounts					
Date	No. of Sales	Sales Amount	No. of Returns	Returns Amount	Net Settlement
01/06/2014	1	\$14.00	0	\$0.00	\$14.00
03/06/2014	1	\$2,671.45	0	\$0.00	\$2,671.45
04/06/2014	1	\$1,748.30	0	\$0.00	\$1,748.30
05/06/2014	3	\$1,753.35	0	\$0.00	\$1,753.35
19/06/2014	1	\$429.25	0	\$0.00	\$429.25
20/06/2014	2	\$3,847.91	0	\$0.00	\$3,847.91
24/06/2014	2	\$1,333.20	0	\$0.00	\$1,333.20
25/06/2014	1	\$364.00	0	\$0.00	\$364.00
26/06/2014	1	\$898.90	0	\$0.00	\$898.90
27/06/2014	4	\$2,857.65	0	\$0.00	\$2,857.65
28/06/2014	13	\$345.62	0	\$0.00	\$345.62
Total	39	\$28,801.43	0		\$28,801.43

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Need a bit of help? Contact us

**Visit the 'Resources'
page at www.tillpayments.com**

A comprehensive user guide to the EFTPOS terminal can be downloaded on our website. The site is equipped to keep you up to date with news, forms and guides, security and fraud prevention information, access to our online reporting tool and much more

Our dedicated team of experts can assist you over the phone 24/7 with questions, problem resolution and extra training. Keep your merchant ID number handy when you call, this will help speed up your enquiry.

For online reports and statements please visit
<https://merchant.tillpayments.com>