USER GUIDE

Ingenico MOVE 5000 Terminal

What are you looking for?

Operating your EFTPOS terminal (continued)

Support

01

Get to know your terminal

Get to know your terminal

Introduction

Your EFTPOS terminal allows you to accept credit, debit and charge card transactions electronically as a means of payment. Customers can access their cheque, savings or credit accounts for purchases and refunds. Customers can also request cash out from cheque and savings accounts.

Terminal location and PIN privacy

The physical location of an EFTPOS terminal is important in protecting a customer's PIN privacy. When your new
terminal is installed or relocated within the premises, you must take care to ensure:

·   the EFTPOS terminal is in a position that allows the customer to enter their PIN so
     it cannot be observed by employees or other customers;
·   the EFTPOS PIN pad has an adequate length of terminal connection cord to allow
     customers to enter their PIN privately;
·   if in a fixed position, the EFTPOS PIN pad has not been placed at an angle or height
     that prevents customers from shielding their PIN entry;
·   the placement of mirrors and other reflective materials do not allow the customer's
     PIN entry to be observed through reflection; and
·   security cameras can't make a visual record of a customer's PIN entry.

You should communicate these guidelines to any staff members that process EFTPOS transactions using the terminal. It is also important to remind staff members that customers should never be asked to disclose a PIN.

Terminal ownership

All physical equipment provided to the merchant by Till Payments remains the property of Till Payments. This can include but is not limited to EFTPOS terminals, PIN pads, power packs, phone line cables and any additional hardware provided at the time of installation.

Your terminal layout

Your mobile integrated EFTPOS terminal is supplied with:
· Power pack
· Contactless card reader
· 3G modem
· Docking/Base station

Integrated contactless Reader

Reciept Printer

Magnetic Stripe Reader

Menu Screen
Press the grey key with ⊙ 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/Chip Reader

Power off
Remove the terminal from any power source. Press and hold the Func and yellow Clear keys together

Using the keypad
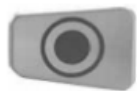
	The grey Menu key on the keypad accesses difference application menu
	The red Cancel key on the keypad cancels the procedure in process
	The yellow Clear key on the keypad cancels the last character
	The green Enter key on the keypad validates input and powers on the terminal
	The Function button on the keypad is used to perform advanced functions on the terminal
F2	F2 on the touchscreen scrolls down menu options
F3	F3 on the touchscreen scrolls up menu options
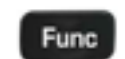
Basic Functions

Power on	Press the green Enter key on the keypad
Power off	Remove the terminal from its base and any power source. Press and hold the Func and yellow Clear keys together
Cancel an action	Press the red Cancel button on the keypad
Idle state	The terminal will return to the Home screen if there is no activity for 60 seconds

Integration with your Point of Sale (POS)

The EFTPOS terminal can integrate with your Point of Sale (POS) to process credit, debit and charge card transactions. When the card payment option is selected, the POS integration software provided by PC-EFTPOS, interacts with the EFTPOS terminal to process the transaction. The outcome of the transaction is then automatically updated in your POS solution, making it easy for you to reconcile the payments and shorten payment processing time.

Till Payments EFTPOS terminals are designed to work with your PC-EFTPOS-certified POS system. The POS system sends the total amount to the EFTPOS terminal to finalise the payment. For all transaction types, the merchant initiates the transaction on the POS system and follows the system prompts displayed on the POS screen. The customer follows the prompts displayed on the terminal to process the payment.

Your EFTPOS terminal and base are paired via Bluetooth. This enables the terminal to continue to operate normally when it is separated from the base. Integrated mode also automatically switches to 3G if con-nection is lost.

You can also choose to have all transaction receipts printed directly from your POS system or have the terminal print the transaction receipt.

Transaction processing options

Your EFTPOS terminal has a chip card reader, a magnetic stripe reader and an integrated contactless reader for processing transactions.

Chip Card Reader

All chip cards must be inserted into the chip card reader located in front of the terminal below the keyboard.

- Insert the credit card into the card reader with the gold contact pad facing upward.
- Leave the chip card in the reader until the transaction is completed.
- Remove the card when prompted by the terminal.
- The terminal screen prompts will guide you through the transaction process.

Contactless Reader

The contactless reader is located on top of the receipt roll around the display.

- If the card is capable of performing a contactless transaction, place the card over the contactless reader.
- When the terminal is powered on, the first LED will blink on and off while the terminal is in Idle/Ready state.
- All 4 status LEDs will be illuminated from the time the card reader is activated until completion of the contactless transaction.

Magnetic Stripe Reader

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

If the card does not have a chip or contactless capability, you can process transactions by swiping the magnetic stripe through the terminal. The magnetic stripe should face down and against the side of the terminal.

Loading receipt paper

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.

IMPORTANT

Always store thermal paper for your terminal in a dry, dark area.

Handle thermal paper carefully. Impact, friction, temperature, humidity and oils can affect the
colour and storage characteristics of the paper.

Never load a roll of paper that has folds, wrinkles, tears or holes at the edges of the print area.

Please call us on 1300 369 692 for all stationery orders.

02

Communication setup

Communication setup

Terminal communication configuration will be completed during the install process. All communication options are available on new terminals and it is possible to switch communication configurations.
If required, please contact the Merchant helpdesk on 1300 369 692 if you need assistance.

Your EFTPOS terminal has the following communication options available:
· Broadband internet (Ethernet setup)
· Broadband internet (Wi-Fi setup)
· Mobile 3G
· Integrated – PC EFTPOS (USB and Rs232 connectivity with 3G backup)
· Bluetooth (pair base to terminal)

Broadband internet (Ethernet setup)

Please ensure you have Broadband Internet available at your merchant site and have a supplied Ethernet cable. Please contact your Internet service provider to help set up Broadband Internet if not available. Please ensure the terminal and base have been paired for Bluetooth (refer section Bluetooth Setup (pair base to terminal) page 19).
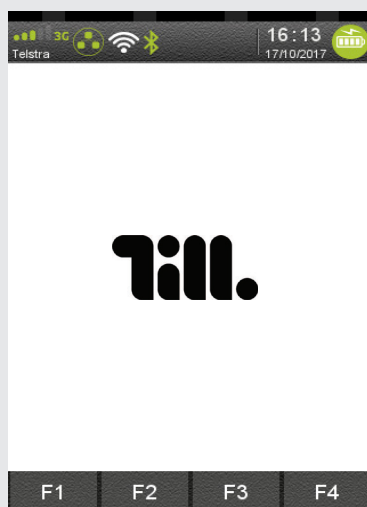
Step 01

Plug the Ethernet cable into the back of the base

Step 02

Press Menu key

Step 03

Press 4 to select Terminal

| | 3G | | 16 14 17/10/2017 |
| CHOOSE OPTION | | | |

1. TRANSACTION
2. PRINT
3. BATCH
4. TERMINAL

F1 | F2 | F3 | F4
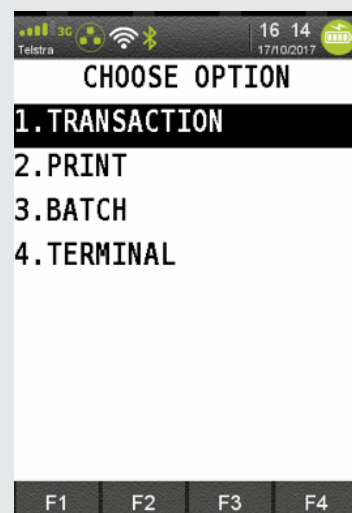
Step 04

Press 4 to select Host Comms

| | 3G | | 17:48 17/10/2017 |
| TERMINAL | | | |

1. ADMINISTRATION
2. LOGON
3. OTHERS
4. HOST COMMS

F1 | F2 | F3 | F4
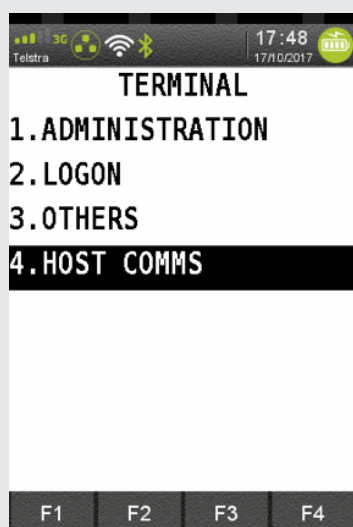
Step 05

Select ETH to switch the communications option to Ethernet

| | 3G | | 17:48 17/10/2017 |
| HOST COMMS MODE | | | |

DIALUP
GPRS
ETH
WIFI

F1 | F2 | F3 | F4

Broadband internet (Wi-Fi setup)

Please ensure you have access to a Wi-Fi network. Please contact your Internet service provider to help set up if not available. Please ensure the terminal and base have been paired for Bluetooth (refer section Bluetooth Setup (pair base to terminal) page 19).

Step 01
Press Menu key

```
.ooll 3G  (::) 📶 ✳          16:13  🔋
Telstra                      17/10/2017




              Till.




   F1      F2      F3      F4
```
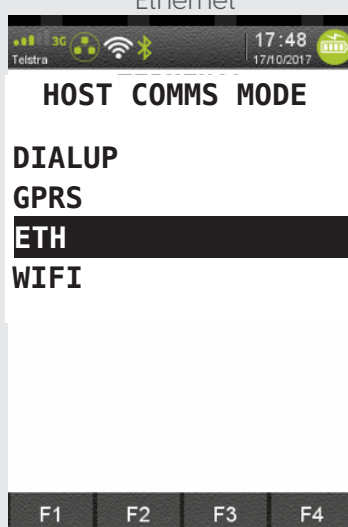
Step 02
Press 4 to select Terminal

```
.ooll 3G  (::) 📶 ✳          16 14  🔋
Telstra                      17/10/2017
        CHOOSE OPTION
1.TRANSACTION
2.PRINT
3.BATCH
4.TERMINAL




   F1      F2      F3      F4
```

Step 03
Press 3 to select Others

```
.ooll 3G  (::) 📶 ✳          17 45  🔋
Telstra                      17/10/2017
          TERMINAL
1.ADMINISTRATION
2.LOGON
3.OTHERS
4.HOST COMMS




   F1      F2      F3      F4
```

Step 04
Press 3 to select Manager Menu

```
.ooll 3G  (::) 📶 ✳          17:47  🔋
Telstra                      17/10/2017
       CHOOSE OPTION
1.INTERFACE
2.MEMORY RESET
3.MANAGER MENU




   F1      F2      F3      F4
```

Step 05
Enter terminal password and press Enter

```
.ooll 3G  (::) 📶 ✳          17:47  🔋
Telstra                      17/10/2017

PASSWORD?




   F1      F2      F3      F4
```

Step 06
Tap Control panel

```
.ooll 3G  (::) 📶 ✳          17 47  🔋
Telstra                      17/10/2017

   📷                ⚙
QAtcher Embedded   Control panel




   F1      F2      F3      F4
```

Step 07

Tap Terminal settings

Step 08

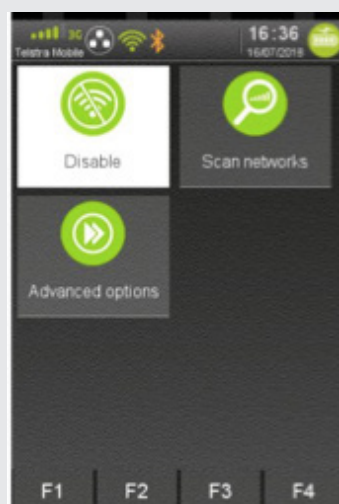Tap Communication means

Step 09

Tap Wi-Fi

Step 10
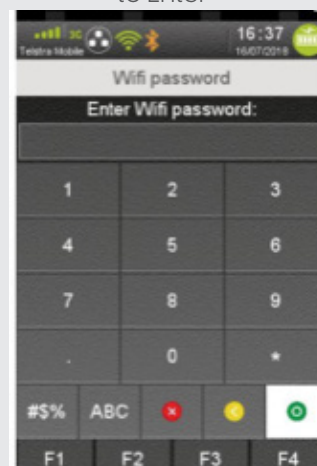
Tap Scan networks to find available hotspots

Step 11
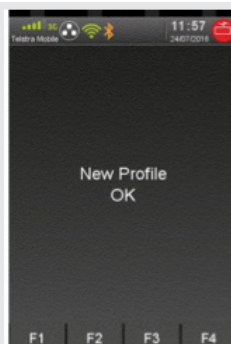
Select the required network

Step 12

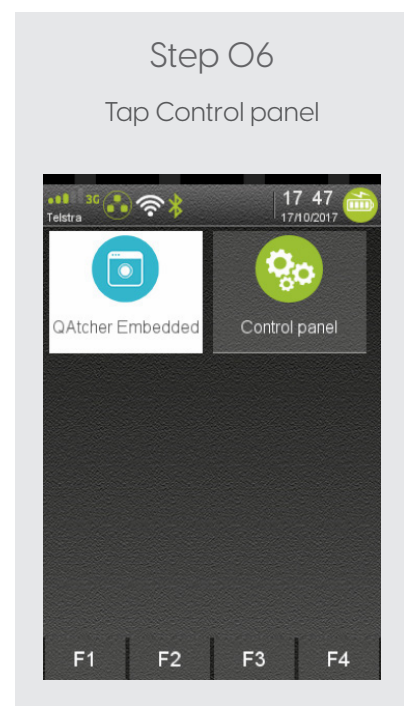Use the keypad to enter the password for the selected Wi-Fi hotspot, then tap the green button to Enter

Step 13

When the password is entered correctly the message New Profile displays. The Wi-Fi symbol in the status header of the terminal displays green.

Bluetooth setup (pair base to terminal)
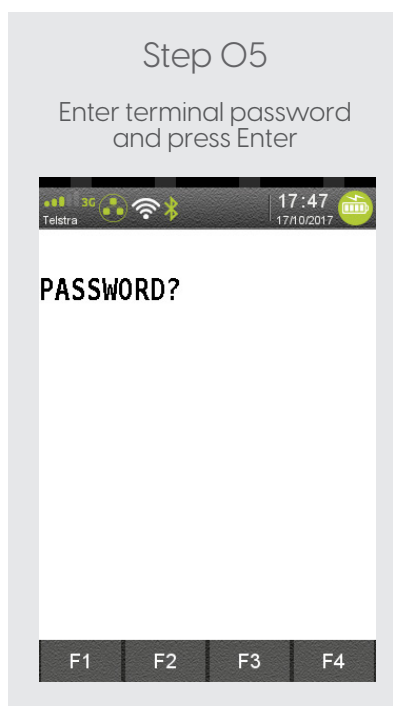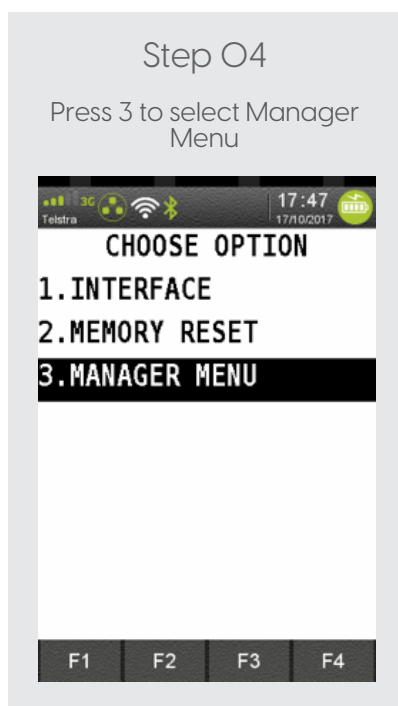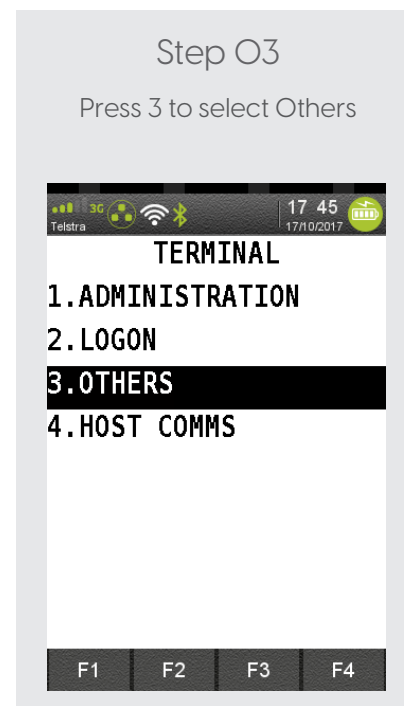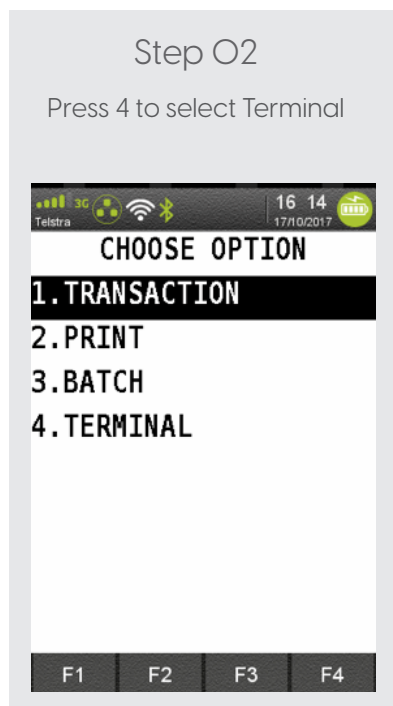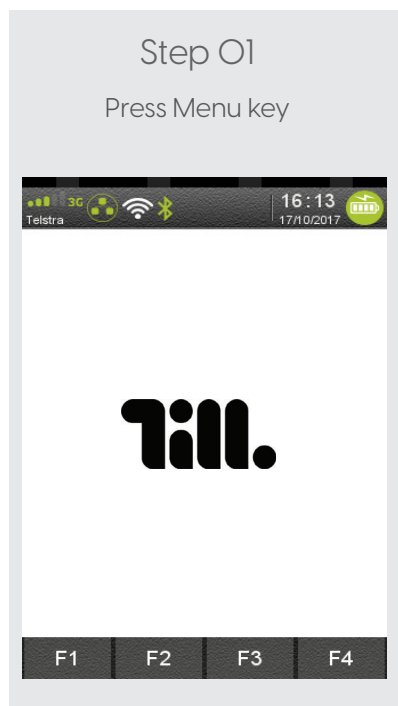
Step 01
Press Menu key

Step 02
Press 4 to select Terminal

CHOOSE OPTION
1.TRANSACTION
2.PRINT
3.BATCH
4.TERMINAL

Step 03
Press 3 to select Others

TERMINAL
1.ADMINISTRATION
2.LOGON
3.OTHERS
4.HOST COMMS

Step 04
Press 3 to select Manager Menu

CHOOSE OPTION
1.INTERFACE
2.MEMORY RESET
3.MANAGER MENU

Step 05
Enter terminal password and press Enter

PASSWORD?

Step 06
Tap Control panel

QAtcher Embedded   Control panel

Note: Your password will be set up at the time of terminal install. If you're unsure of your password please contact the Merchant Helpdesk on 1300 369 692.

Step 07

Tap Communication means

Step 08

Tap Bluetooth

Step 09

Tap Base
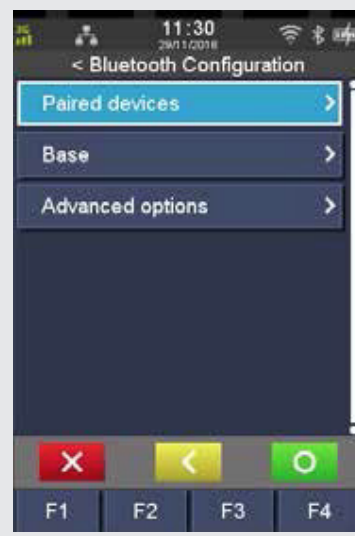
Step 10

Tap Association
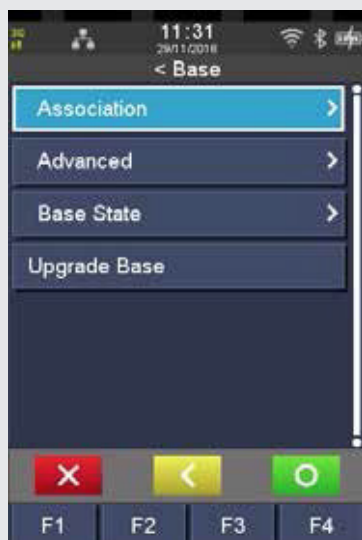
Step 11

Tap New base

Step 12

A message displays on the terminal to warn that the terminal will reboot
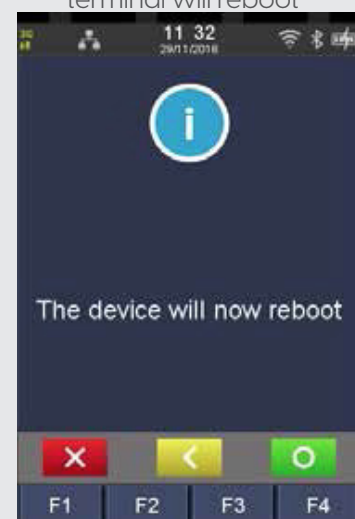
Step 13

The idle screen redisplays with the Bluetooth symbol in the status header of the terminal

▮ Switching communication options

Step 01	Step 02
Press Menu key	Press 4 to select Terminal

Step 01 screen:
Telstra 3G 16:13 17/10/2017

till.

F1 F2 F3 F4

Step 02 screen:
Telstra 3G 16 14 17/10/2017

CHOOSE OPTION

1.TRANSACTION
2.PRINT
3.BATCH
4.TERMINAL

F1 F2 F3 F4
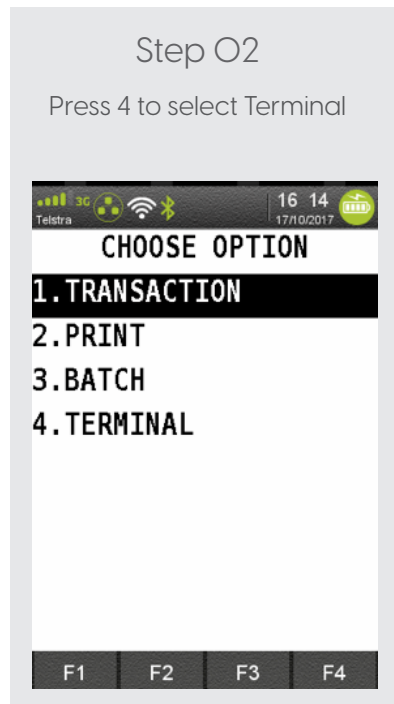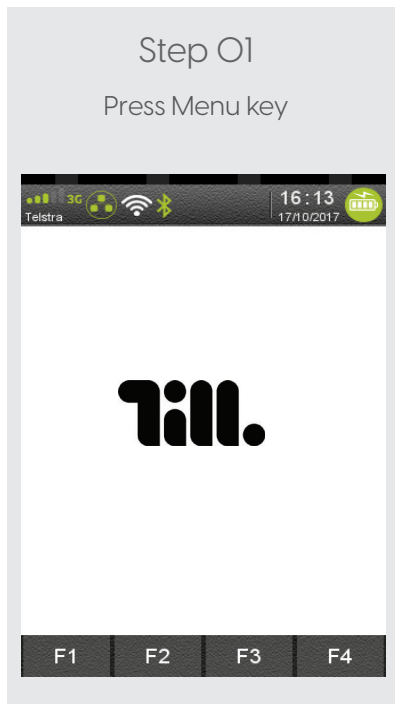
Note: There will be a slight
delay while the terminal connects to the new communication network.

Step 03	Step 04
Press 3 to select Host Comms	Use the F2 and F3 buttons to scroll to the communication option and press Enter

Step 03 screen:
Telstra 3G 17:48 17/10/2017

TERMINAL
1.ADMINISTRATION
2.LOGON
3.OTHERS
4.HOST COMMS

F1 F2 F3 F4

Step 04 screen:
Telstra 3G 17 58 17/10/2017

HOST COMMS MODE
DIALUP
GPRS
ETH
WiFi

F1 F2 F3 F4
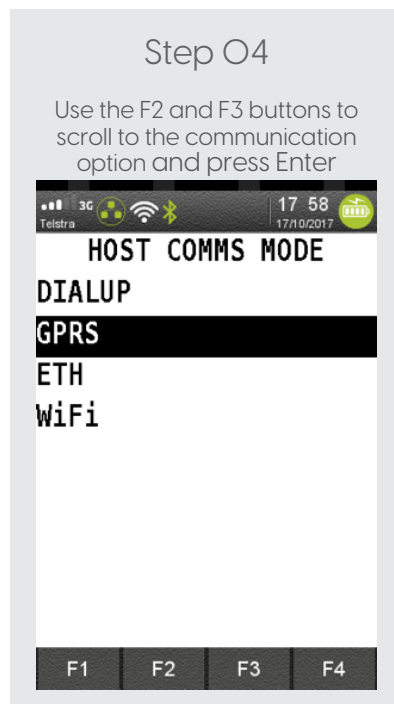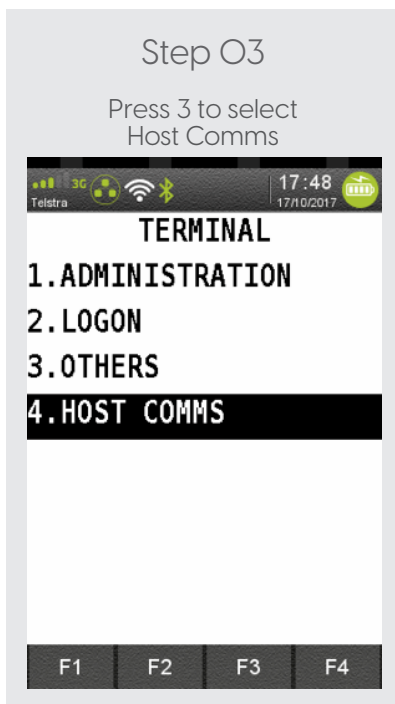
Communication status

Header Bar

When the terminal is powered on, the screen displays a status Header bar consisting of 4 segments:

· Segment 1: indicates status of 3G connectivity and signal strength if enabled
· Segment 2: displays Ethernet status
· Segment 3: shows status of Bluetooth or Wi-Fi connectivity and signal strength if enabled
· Segment 4: provides terminal information such as System Date and Time, Power and Battery condi-

3G

When GPRS communications is enabled, the status of the modem is displayed in segment 1:

	Is displayed when the terminal is powered on to indicate 3G communications is supported.
	As the terminal attempts to register with the mobile communications provider this icon is displayed.
	When terminal registers with the network provider it will display this icon. A 3G signal strength indicator is also displayed.
	Other 3G conditions that may be displayed: SIM card not detected; SIM card locked and entry of code is required.

Ethernet

The status of 'Ethernet' communications is displayed in segment 3 of the status header:

	Ethernet is configured but not enabled
	Ethernet communications enabled

Bluetooth

The EFTPOS terminal supports Bluetooth communications to pass and receive data with the base/docking station.

To provide the status of the Bluetooth link, the following icons will be displayed in the status header:

	If the terminal exceeds maximum operating range from its base this icon will be displayed to indicate the Bluetooth link is broken
	When the terminal is within range of its base and the Bluetooth link has been interrupted, this icon will be displayed until the connection is re-established.
	When the terminal has established a Bluetooth link with its base this icon will be displayed.

Note: Bluetooth Connectivity complies with Bluetooth v2.1 EDR (Enhanced Data Rate) – Class. Operating range is subject to site location and prevailing conditions: Indoor, up to 70m typically; Outdoor, up to 250m with clear line of sight.

03

Operating your EFTPOS terminal

Operating your EFTPOS terminal

How to complete a sale

Step 01

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

		16 18
Telstra		17/10/2017

SALE

SALE: $0.00

ENTER AMOUNT

| F1 | F2 | F3 | F4 |

Step 02

Ask customer to Tap, Insert or Swipe their card

		16 18
Telstra		17/10/2017

Till.

SALE $10.00

MasterCard   VISA   AMERICAN EXPRESS

eftpos   JCB

Present card

Step 03

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

Sale	$10.00
Tip	$1.00
Total	$11.00

Please select account

1-Cheque

2-Savings

3-Credit

Step 04

When prompted allow customer to enter their Pin and press Enter

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

Step 05

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

Print customer copy?

Yes   **No**

Cash out transaction

Customers may choose to get cash out by using your terminal to debit their cheque or savings account with or without making a purchase. Cash out is not allowed on a credit card account or contactless transaction.

A sale with cash-out transaction is shown as one total item in the settlement report and on the monthly merchant statement.

Cash out is an optional feature. You may enable or disable this feature by contacting us on 1300 369 692

Cash out transaction with purchase

Step 01

Enter Sale amount directly from the home screen and press Enter

```
SALE
SALE:          $0.00

      ENTER AMOUNT
```

Step 02

Enter the cash out amount and press Enter

```
CASH OUT
CASH:         $15.00

      ENTER AMOUNT
```

Step 03

Ask customer to Insert or Swipe their card

```
SALE              $10.00
```

Step 04

Ask customer to select an account

```
Cash              $15.00

   Please select account

      1-Cheque

      2-Savings
```

Step 05

Ask customer to enter their PIN and press Enter

```
SAVINGS ACCOUNT
CASH          $15.00
PIN & ENTER
```

Step 06

An Approved acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically

Step 07

Ask customer to remove
their card

Step 08

Press Yes to print the
customer receipt if required

Print customer copy?

Yes   No

Cash out only transaction

Step 01

Press Menu key

Step 02

Press 4 to select Transaction

CHOOSE OPTION
1.TRANSACTION
2.PRINT
3.BATCH
4.TERMINAL

Step 03

Press 2 to select Cash Out

CHOOSE OPTION
1.SALE
2.CASH OUT
3.REFUND
4.PRE-AUTH
5.COMPLETION
6.MOTO
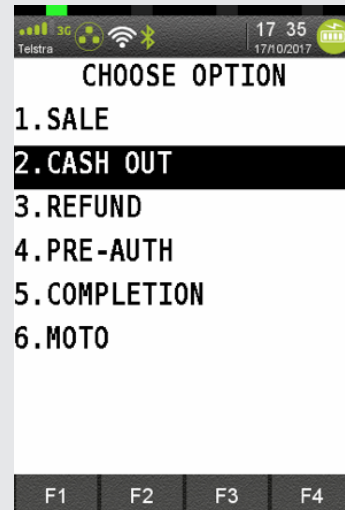
Step 04

Enter the cash out amount and press Enter
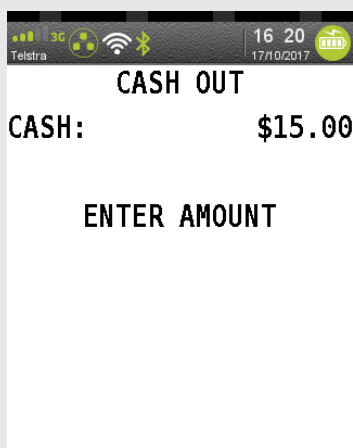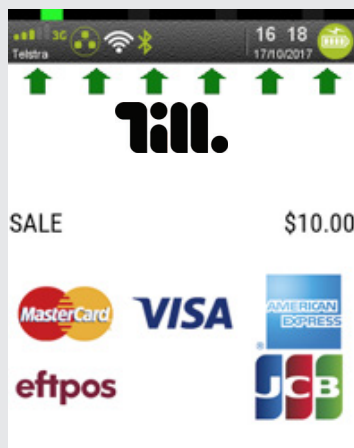
CASH OUT
CASH: $15.00

ENTER AMOUNT

Step 05

Ask customer to Insert or Swipe their card

SALE $10.00

Step 06

Ask customer to select an account

Cash $15.00

Please select account

1-Cheque

2-Savings

Step 07

Ask customer to enter their PIN and press Enter

```
•••ıl 3G 🌐 📶 *      16 20 🔋
Telstra              17/10/2017
      SAVINGS ACCOUNT
CASH              $15.00
PIN & ENTER
```

Step 08

An Approved acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically

DEBIT
CASH

✓
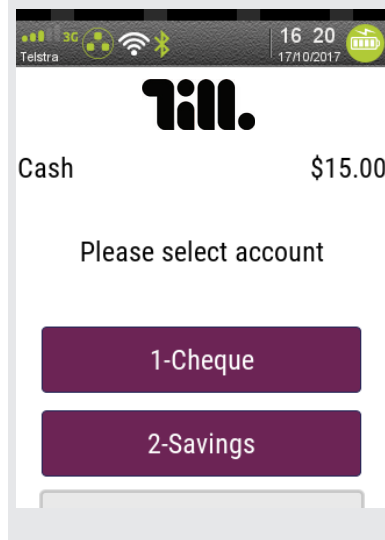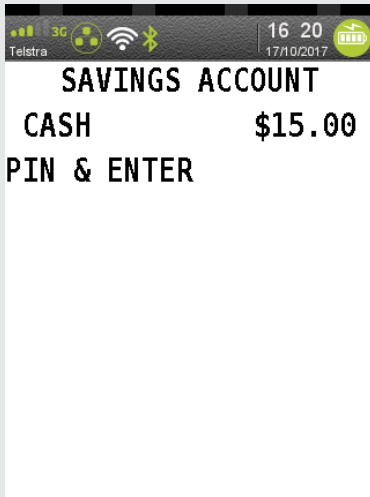
Approved
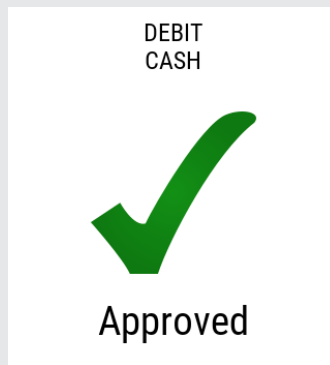
Step 09

Ask customer to remove their card

Step 10

Press Yes to print the customer receipt if required
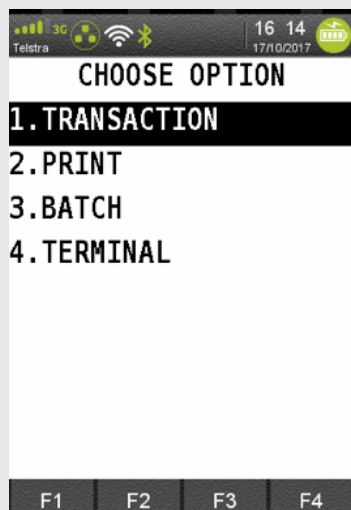
Print customer copy?

[Yes]   [No]
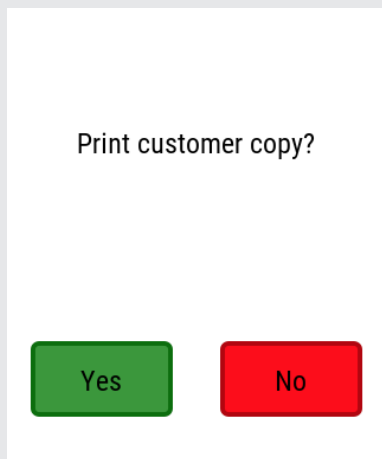
Tipping

Tipping is an optional feature and you may enable and disable this feature by contacting us on 1300 369 692 or at info@tillpayments.com.

Step 01

Enter Sale amount directly from the home screen and press Enter

```
┌─────────────────────────┐
│ ..ull 3G 📶 🔵 🛜 ✳  16 18 🔋│
│ Telstra            17/10/2017│
│         SALE            │
│ SALE:          $0.00    │
│                         │
│     ENTER AMOUNT        │
│                         │
└─────────────────────────┘
```

Step 02

Enter the tip amount and press Enter

```
┌─────────────────────────┐
│ ..ull 3G 📶 🔵 🛜 ✳  17:39 🔋│
│ Telstra            17/10/2017│
│ SALE          $10.00    │
│ ADD TIP AMOUNT          │
│   & / OR ENTER          │
│               $0.00     │
└─────────────────────────┘
```
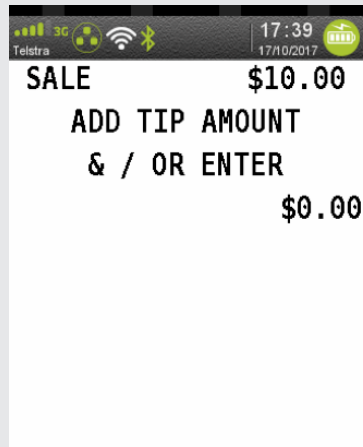
Step 03

Review the total amount and press Enter
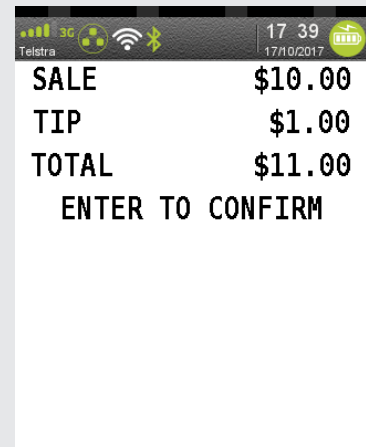
```
┌─────────────────────────┐
│ ..ull 3G 📶 🔵 🛜 ✳  17 39 🔋│
│ Telstra            17/10/2017│
│ SALE          $10.00    │
│ TIP            $1.00    │
│ TOTAL         $11.00    │
│   ENTER TO CONFIRM      │
└─────────────────────────┘
```

Step 04

Ask customer to tap, insert or swipe their card

```
┌─────────────────────────┐
│ ..ull 3G 📶 🔵 🛜 ✳  17:39 🔋│
│ Telstra            17/10/2017│
│  ⬆  ⬆  ⬆  ⬆  ⬆  ⬆       │
│        Till.            │
│ SALE           ₅10.00   │
│ TIP             $1.00   │
│ TOTAL          $11.00   │
│ MasterCard  VISA  AMERICAN EXPRESS │
│ eftpos            JCB   │
│     Present card        │
└─────────────────────────┘
```

Step 05

Ask customer to select an account

```
┌─────────────────────────┐
│ ..ull 3G 📶 🔵 🛜 ✳  17 40 🔋│
│ Telstra            17/10/2017│
│        Till.            │
│ Sale          $10.00    │
│ Tip            $1.00    │
│ Total         $11.00    │
│  Please select account  │
│                         │
│    [ 1-Cheque ]         │
│    [ 2-Savings ]        │
│    [ 3-Credit ]         │
└─────────────────────────┘
```

Step 06

Ask customer to enter their PIN and press Enter

```
┌─────────────────────────┐
│ ..ull 3G 📶 🔵 🛜 ✳  17 40 🔋│
│ Telstra            17/10/2017│
│   CREDIT ACCOUNT        │
│  TOTAL        $11.00    │
│ PIN & / OR ENTER        │
│ ****                    │
│                         │
└─────────────────────────┘
```

Step 07

An Approved acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically

DEBIT
CASH

✓
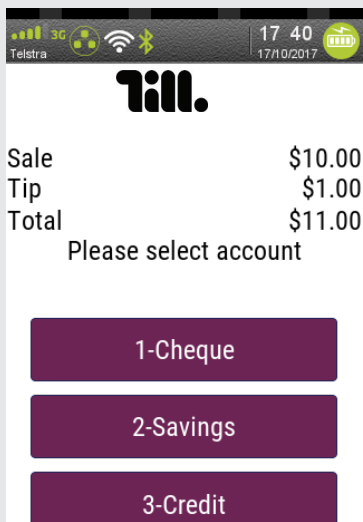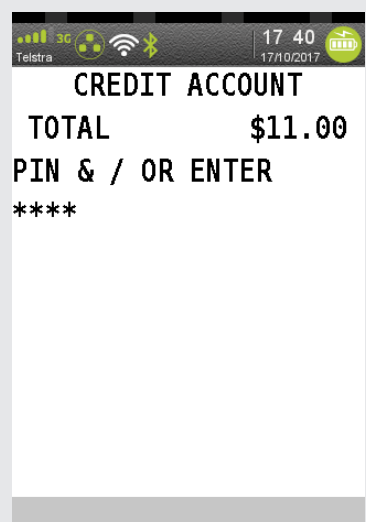
Approved

Step 08

Ask customer to remove their card

Step 09

Press Yes to print the customer receipt if required
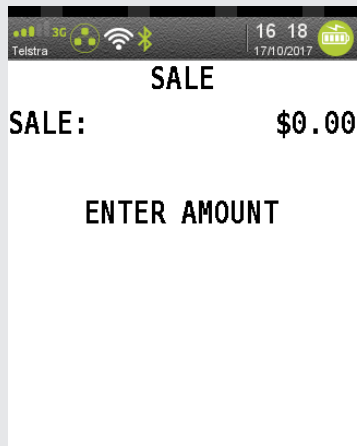
Print customer copy?

Yes   No

How to process a refund

A refund transaction can be used for any:

- Returned goods purchased that is accepted under your returns policy
- Services that are terminated or cancelled
- Incorrect amount charged

Step 01
Press Menu key on the home screen, and press 1 for Transaction

CHOOSE OPTION
1. TRANSACTION
2. PRINT
3. BATCH
4. TERMINAL
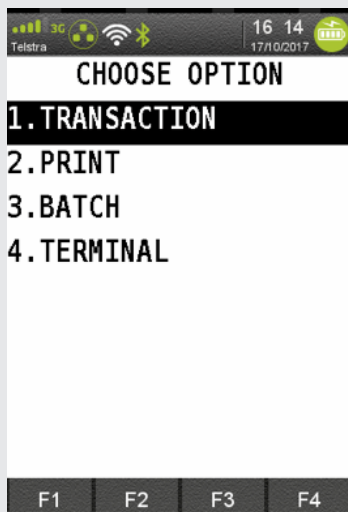
Step 02
Press 3 for Refund

CHOOSE OPTION
1. SALE
2. CASH OUT
3. REFUND
4. PRE-AUTH
5. COMPLETION
6. MOTO
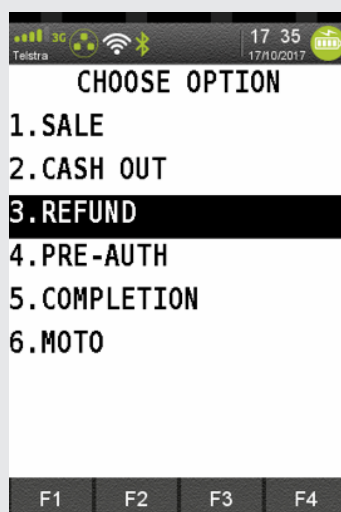
Step 03
Enter refund amount and press Refund

REFUND
REFUND: $5.00

ENTER AMOUNT
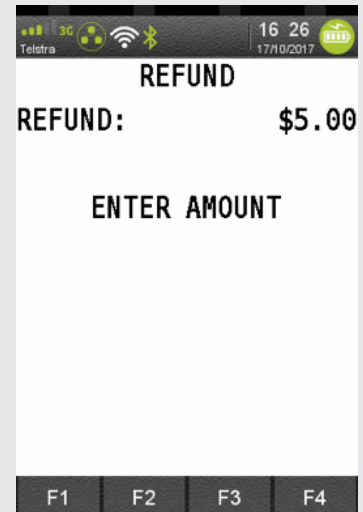
Step 04
Enter your refund password and press Enter
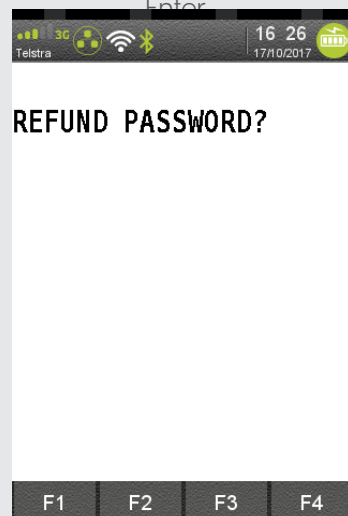
REFUND PASSWORD?

Step 05
Ask customer to tap, insert or swipe their card

REFUND $5.00

MasterCard VISA AMERICAN EXPRESS
eftpos JCB

Present card

Step 06
Ask customer to select an account

Refund $5.00
Please select account
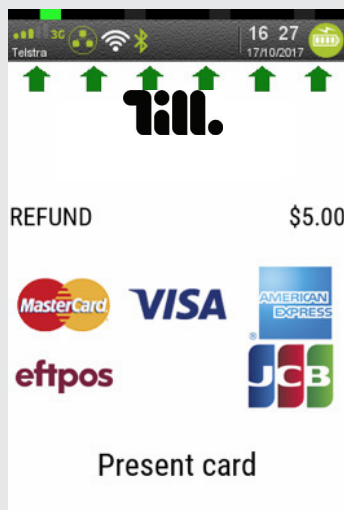
1-Cheque
2-Savings
3-Credit
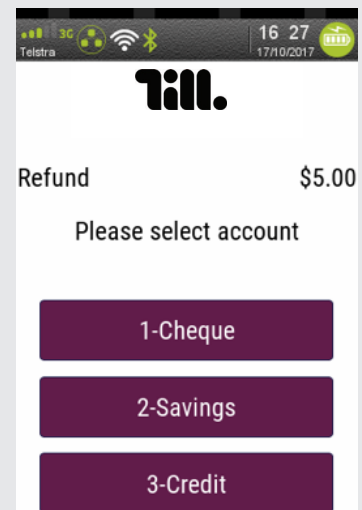
Note: Your password will be set up at the time of terminal install. If you're unsure of your password please contact the Merchant Helpdesk on 1300 369 692.

Step 07

Ask customer to enter their PIN and press Enter

```
●●● 3G ⊙ 🛜 *    16 27  🔋
Telstra              17/10/2017
      CREDIT ACCOUNT
REFUND          $5.00
PIN & / OR ENTER
```

Step 08

An Approved acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically

```
        DEBIT
        CASH

          ✓

       Approved
```
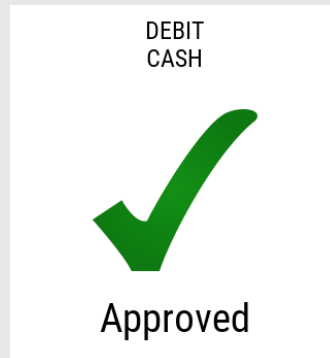
Void last transaction

This function allows the last transaction performed to be cancelled. This is an optional feature and you may enable and disable this feature by contacting us on 1300 369 692 or at info@tillpayments.com.

A void can only be performed on a credit card transaction. A refund is the equivalent process for debit transactions. You can only void a transaction prior to performing a settlement on your terminal (this includes forced settlement). There will be no record of the transaction and its void on your customer's bank account. This is because the transaction is deleted before the bank can complete it and no funds are removed from your customer's account. The transaction and void will also not appear on your terminal
settlement summary for the same reason. A record of the voided transaction will only appear on your transaction list report. If you have already settled your terminal, the incorrect transaction must be refunded and re-processed.

Note: Please refer to your POS Vendor Point of Sale manual on how to initiate this transaction at the POS if in integrated mode.

Step 01	Step 02	Step 03
Press Menu key	Press 3 to select Batch	Press 5 to select Void

Step 04

Enter Void password

Step 05

An acknowledgement will be displayed
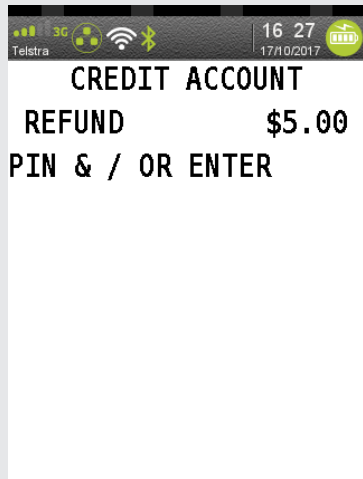

Step 06

Press Enter to print the customer reciept if required
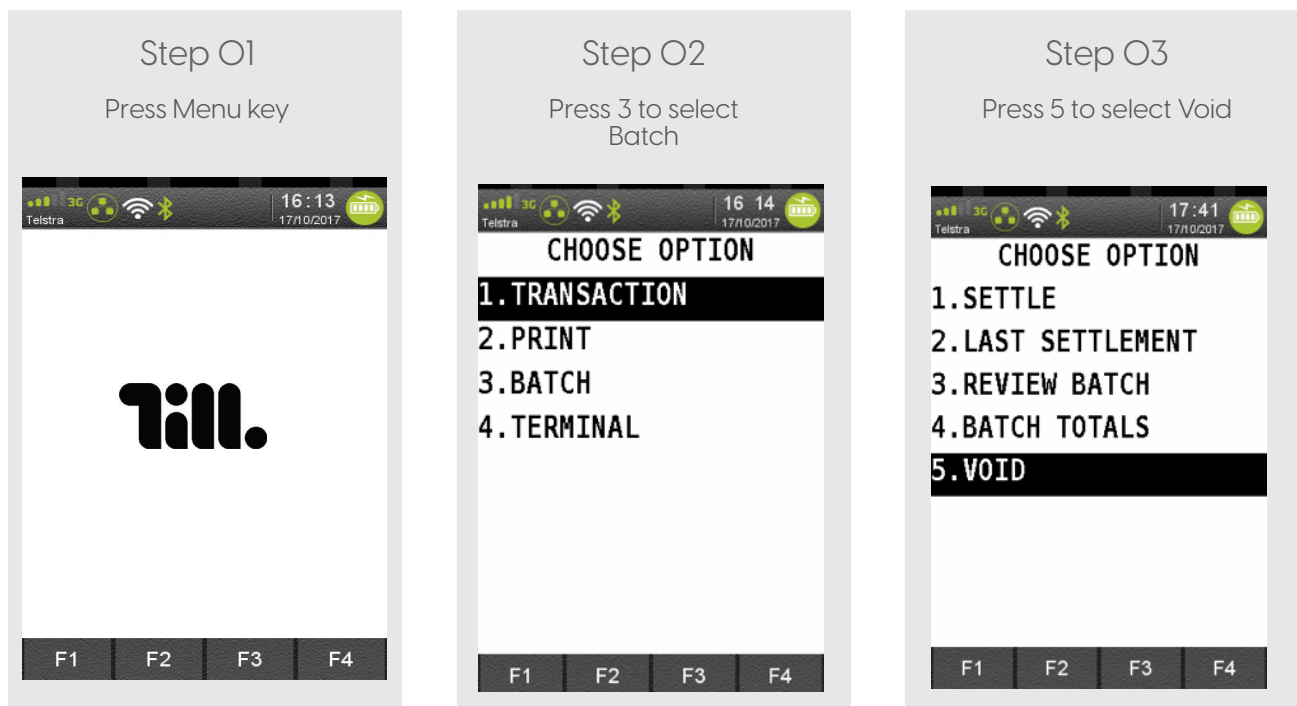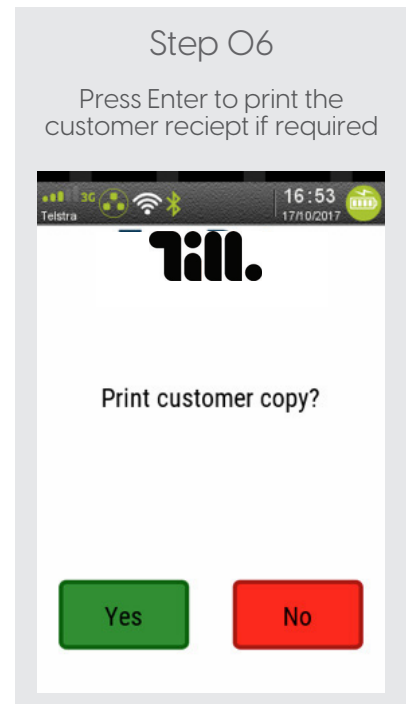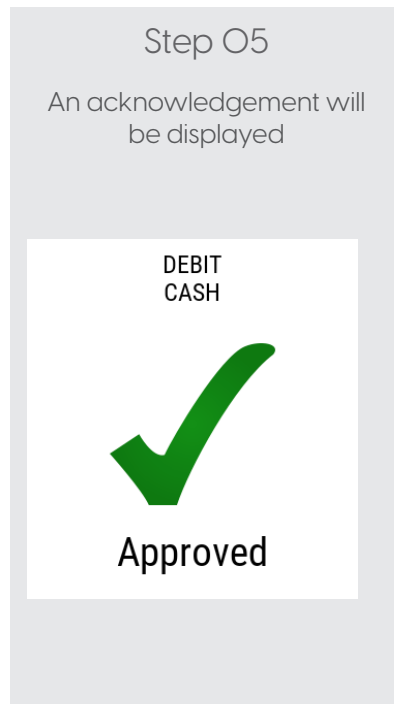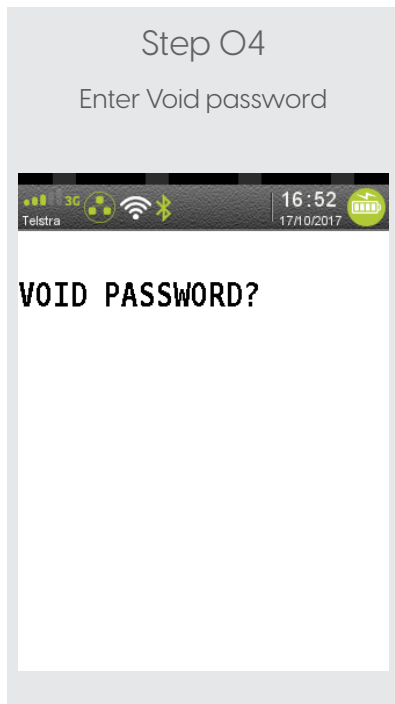
Note: Your Void password will be set up at the time of terminal install. If you're unsure of your password please contact the Merchant Helpdesk on 1300 369 692.

Pre-Authorisation processing

The pre-authorisation function allows you to authorise and hold funds on a customer's credit card for a period of up to seven days. A pre-authorisation will not debit a customer's account until a completion transaction is processed at a later date. Each 'transaction' consists of two parts: the pre-authorisation and the completion. This facility is only available for use in certain industries, such as hotels or lodgings.

It is important to retain the Pre-Authorisation merchant receipt as the pre- authorisation completion can-not be completed without the Approval Code from the receipt.

Part one: Pre-authorisation

A pre-authorisation transaction requests verification from a customer's card-issuing bank for the full val-ue of the purchase. The customer's bank will issue a successful pre-authorisation request with a 6-digit authorisation number.

Part two: Completion

The Completion transaction is used to process the Customer's final payment where a Pre-Authorisation was processed earlier. When processing the completion request, use the following data to retrieve the pre-
authorisation transaction:

· the six-digit authorisation number
· the invoice number and amount
· the card number or date.

The amount of the completion request may not exceed the pre-authorisation request by more than 15%. If it does, the transaction will be declined. When a completion transaction is successful, its value will be included in the end-of-day settlement to your merchant account.

Note: Please refer to your POS Vendor Point of Sale manual on how to initiate this transaction at the POS if in integrated mode.

Processing a pre-authorisation transaction

Step 01

Press Menu key

Step 02

Press 1 to select Transaction

```
CHOOSE OPTION
1.TRANSACTION
2.PRINT
3.BATCH
4.TERMINAL
```
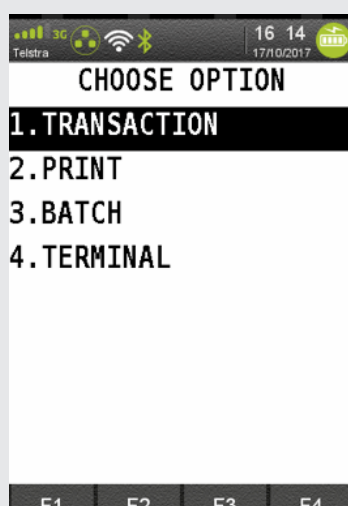
Step 03

Press 4 to select Pre-Auth

```
CHOOSE OPTION
1.SALE
2.CASH OUT
3.REFUND
4.PRE-AUTH
5.COMPLETION
6.MOTO
```
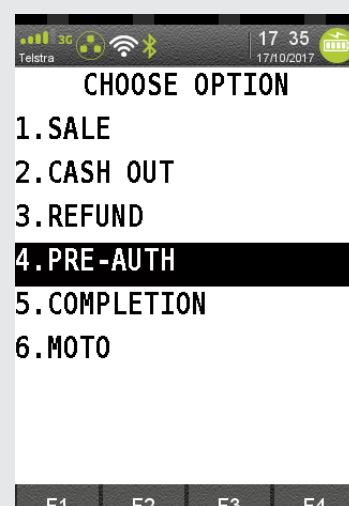
Step 04

Enter the pre-authorisation amount and press
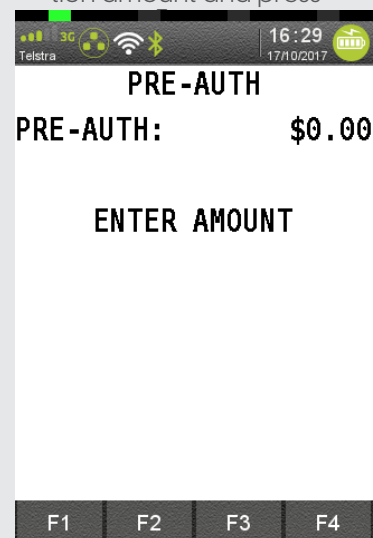
```
PRE-AUTH
PRE-AUTH:        $0.00

ENTER AMOUNT
```

Step 05

Ask customer to tap, insert or swipe their card

```
REFUND           $5.00

Present card
```
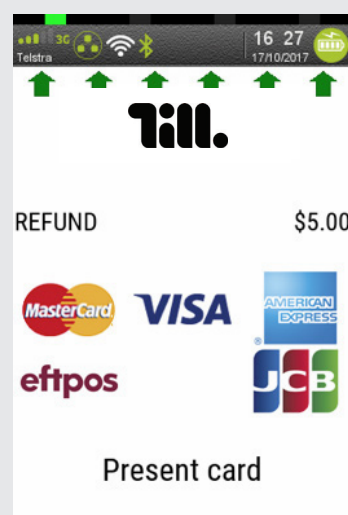
Step 06

Ask customer to enter their PIN and press Enter or press Enter to sign
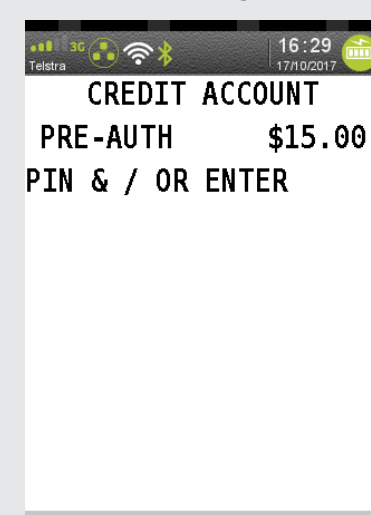
```
CREDIT ACCOUNT
PRE-AUTH        $15.00
PIN & / OR ENTER
```

Step 07

An Approved acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically

MASTERCARD
PRE-AUTH

✓

Approved

Step 08

Ask the customer to sign the
receipt if required

You will need to verify your customers' signature

Press Yes if the signature matches

Verify Signature

Correct?

Yes   No

Step 09

Press Yes to print the customer receipt if required

Print customer copy?

Yes   No

Processing a pre-authorisation completion

Step 01
Press Menu key

16:13
Telstra 17/10/2017

till.

| F1 | F2 | F3 | F4 |

Step 02
Press 1 to select Transaction

16 14
Telstra 17/10/2017

CHOOSE OPTION
1.TRANSACTION
2.PRINT
3.BATCH
4.TERMINAL

| F1 | F2 | F3 | F4 |

Step 03
Press 5 to select Completion

17 35
Telstra 17/10/2017

CHOOSE OPTION
1.SALE
2.CASH OUT
3.REFUND
4.PRE-AUTH
5.COMPLETION
6.MOTO

| F1 | F2 | F3 | F4 |
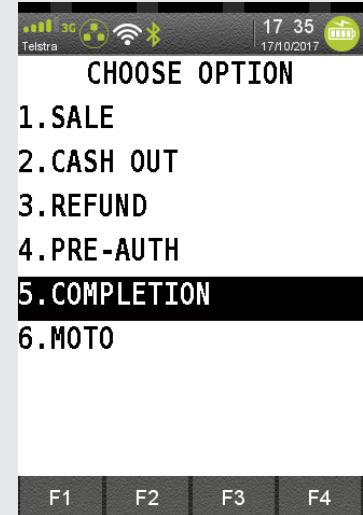
Step 04
Enter the completion amount and press Enter

16:35
Telstra 17/10/2017

SALE COMPLETION
COMPLETION: $15.00

ENTER AMOUNT

| F1 | F2 | F3 | F4 |
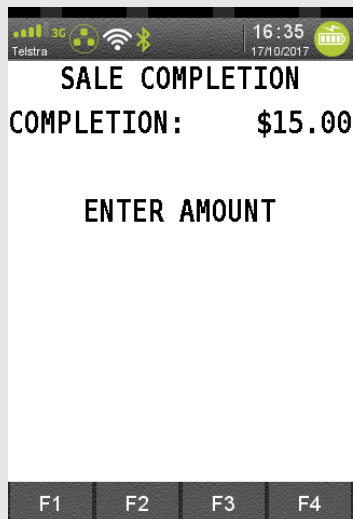
Step 05
Enter the 6 digit Approval Code from the merchant receipt and press Enter

16:35
Telstra 17/10/2017

SALE COMPLETION

APPROVAL CODE?

| F1 | F2 | F3 | F4 |
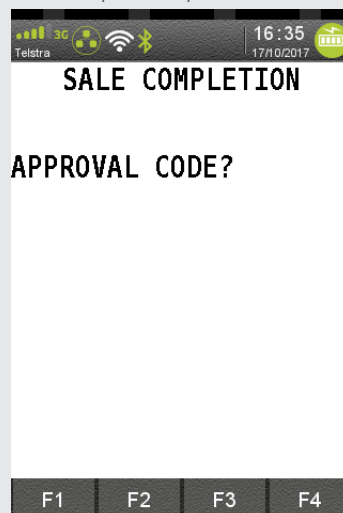
Step 06
Enter the terminal password

16:35
Telstra 17/10/2017

TERMINAL PASSWORD?

| F1 | F2 | F3 | F4 |
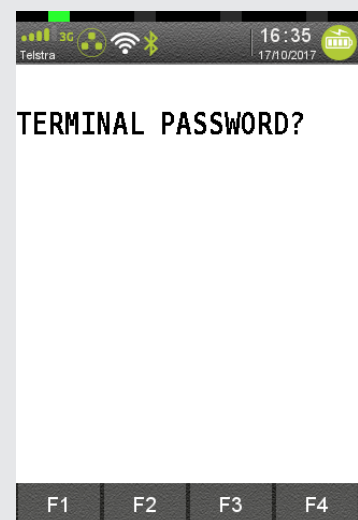
Step 07

Press Enter to confirm key and the merchant receipt will print automatically

```
..ull 3G 🔆🛜⚡        16 35 🔋
Telstra             17/10/2017
PRE-AUTH        $15.00
............9992
APPR CODE 005927
ENTER TO CONFIRM



 F1     F2    F3    F4
```

Step 08

Ask the customer to sign the
receipt if required

You will need to verify your customers' signature

Press Yes if the signature matches

```
Verify Signature



Correct?



 Yes         No
```

Step 09

Press Yes to print the customer receipt if required

```
Print customer copy?




 Yes        No
```

If the pre-auth transaction is not found on the terminal, the customer's credit card will be required.

a. Ask the customer to insert or swipe their card.
b. Enter the last 8 digits of the RRN from the merchant receipt and press Enter.
c. Enter the pre-auth date from the receipt in DD/MM format and press Enter

Surcharge

The EFTPOS terminal can add a surcharge to every contact and contactless transaction processed. The surcharge can be either a fixed dollar amount ($1.00 per transaction, for example) or it can be a percentage of the total transaction (2%, for example).

If required, the method of calculation and the surcharge amount can be different for different card types. The surcharge amount is always displayed on the customer and merchant receipts.

Customers should be made aware of the surcharge before the transaction is entered into. The customer will have the option on the terminal screen to not accept the surcharge and cancel the transaction. Note: Surcharge must be added to the total amount for refund transactions.

Note: Please refer to your POS Vendor Point of Sale manual on how to initiate this transaction at the POS if in integrated mode.

Enabling/disabling surcharge

Step 01	Step 02	Step 03
Press **Menu** key	Press 4 to select **Terminal**	Press 5 to select **Surcharing**
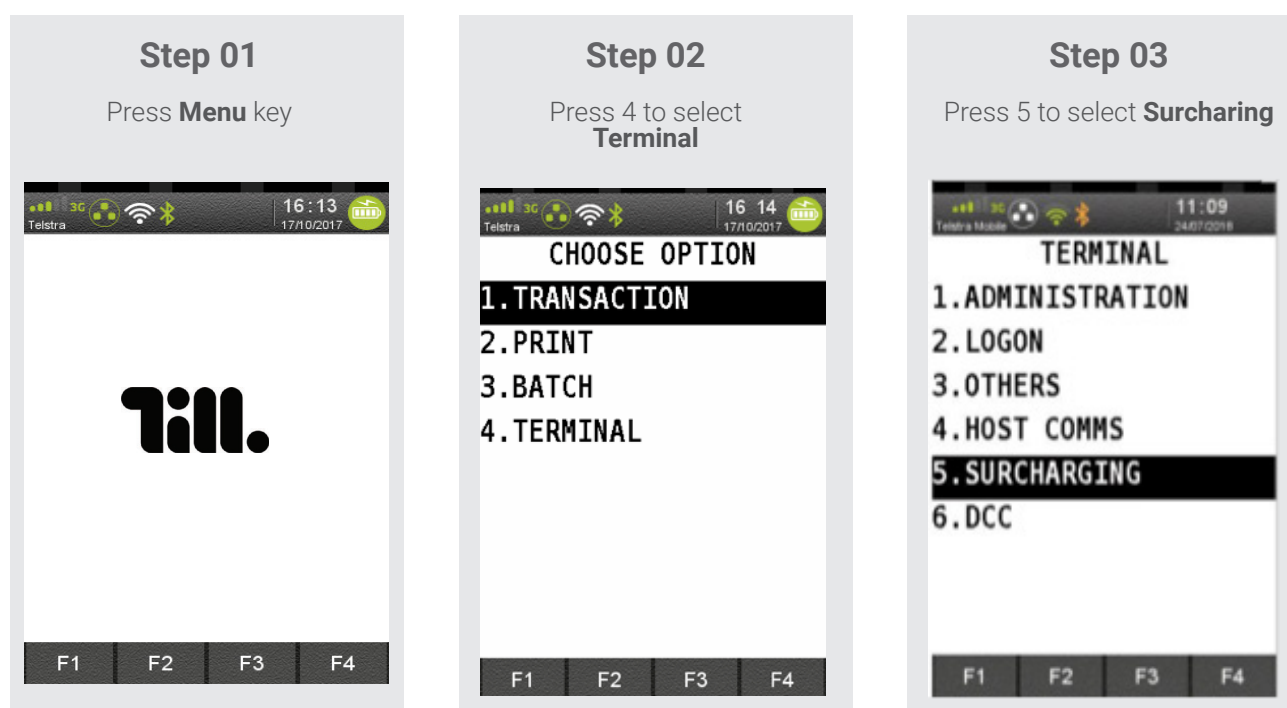
Step 04

Press F1 to enable

Step 05
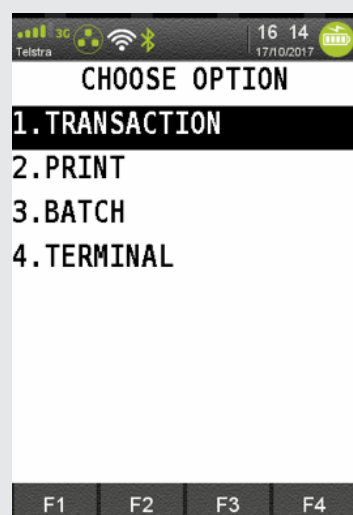
Surcharing is enabled

Surcharge (card acceptance setup)

Step 01
Press Menu key

Step 02
Press 4 to select Terminal
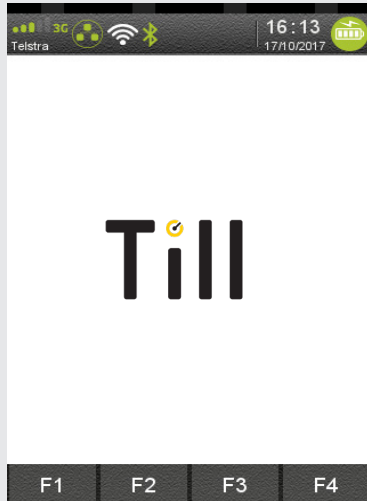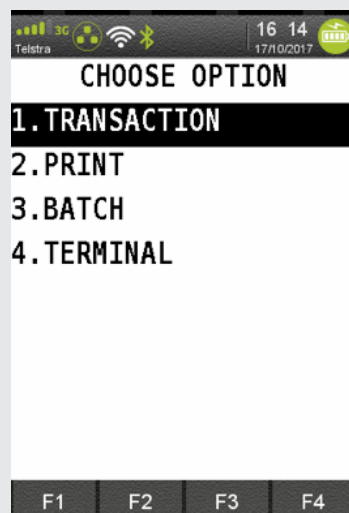
Step 03
Press 5 to select Surcharing

Step 04
Press Enter
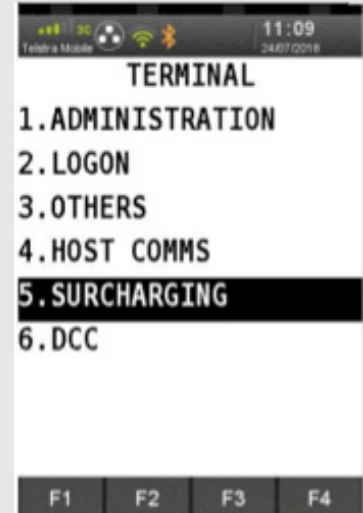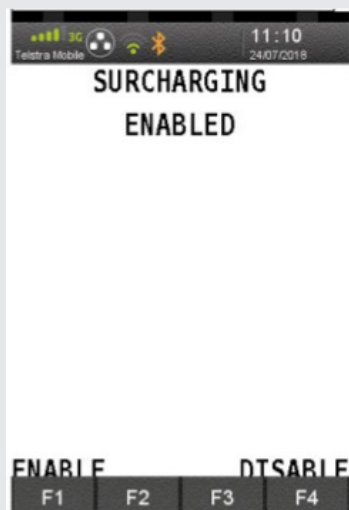
Step 05
Use F2 and F3 buttons to scroll to Issuer, press Enter

Step 06
Press 1 to enter Fixed Fee or 2 to enter a Percent- age
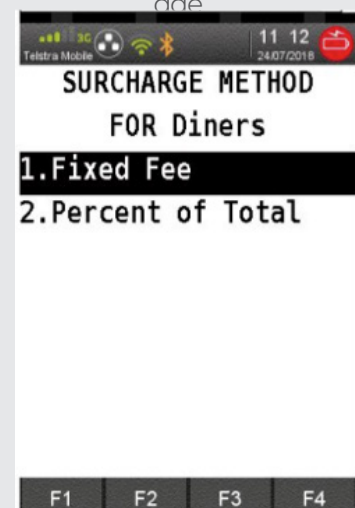
Step 07a

Enter the fixed fee of the total rate, and press Enter

```
.nll 3G 🎛 🎤 ✻          11:12
Telstra Mobile                24/07/2018
         Diners
Enter Amount       $0.00


    (max $ 3.00)




  F1      F2      F3      F4
```
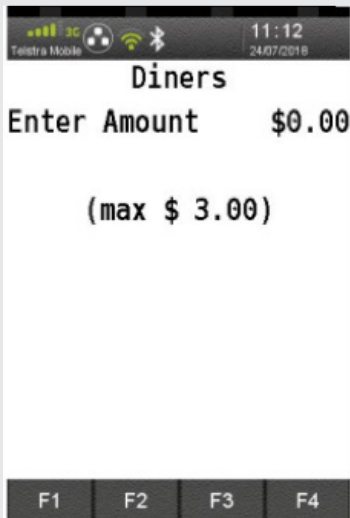
Step 07b

Or enter the percentage of the total rate, and press

```
.nll 3G 🎛 🎤 ✻         11 14  📤
Telstra Mobile               24/07/2018
          Amex
Enter Percentage  0.00


    (max  3.00%)




  F1      F2      F3      F4
```
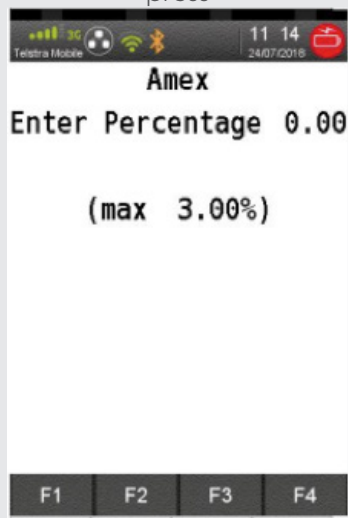
Step 08

Press Enter to confirm the value entered

```
.nll 3G 🎛 🎤 ✻        11 15  📤
Telstra Mobile             24/07/2018
          Amex


Fixed Fee        $ 0.00
Percentage        0.60%


  PRESS OK TO CONFIRM



  F1      F2      F3      F4
```

Step 09

The value entered will display in the Select Issuer screen. Repeat steps 5 to 8 for each card or account type, to apply a surcharge value. Press Cancel to exit menu.

Step 10

Press OK to print surcharge summary receipt or Cancel to exit

```
.nll 3G 🎛 🎤 ✻        11 16  📤
Telstra Mobile             24/07/2018


    PRINT REPORT?





  PRESS OK TO CONFIRM

  F1      F2      F3      F4
```

Mail Order Telephone Order (MOTO)

This function is for use when processing card payments for orders received by mail or telephone (card not present).

Mail order and telephone order (MOTO) merchants are authorised to manually key credit card transactions. The terminal will automatically default to 'Credit' as the account type whenever you manually enter card numbers. Should you attempt to manually key a debit card number, the terminal will reject the transaction. The MOTO process is similar to a normal purchase (or refund) that involves manually entering card details. MOTO transactions do not incur a surcharge. However, as the physical card and customer are not present at the point of sale, you should gather and record as much customer information as possible before processing a MOTO transaction.
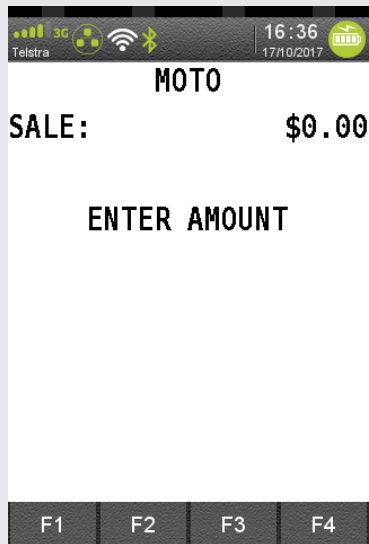
MOTO is an optional feature and you may enable and disable this feature by completing the form found at www.tillpayments.com.

Note: Please refer to your POS Vendor Point of Sale manual on how to initiate this transaction at the POS if in integrated mode.

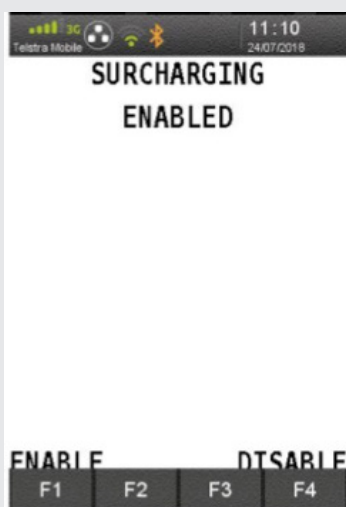| Step 01	Step 02	Step 03
Press Menu key	Press 1 to select Transaction	Press 6 to select MOTO
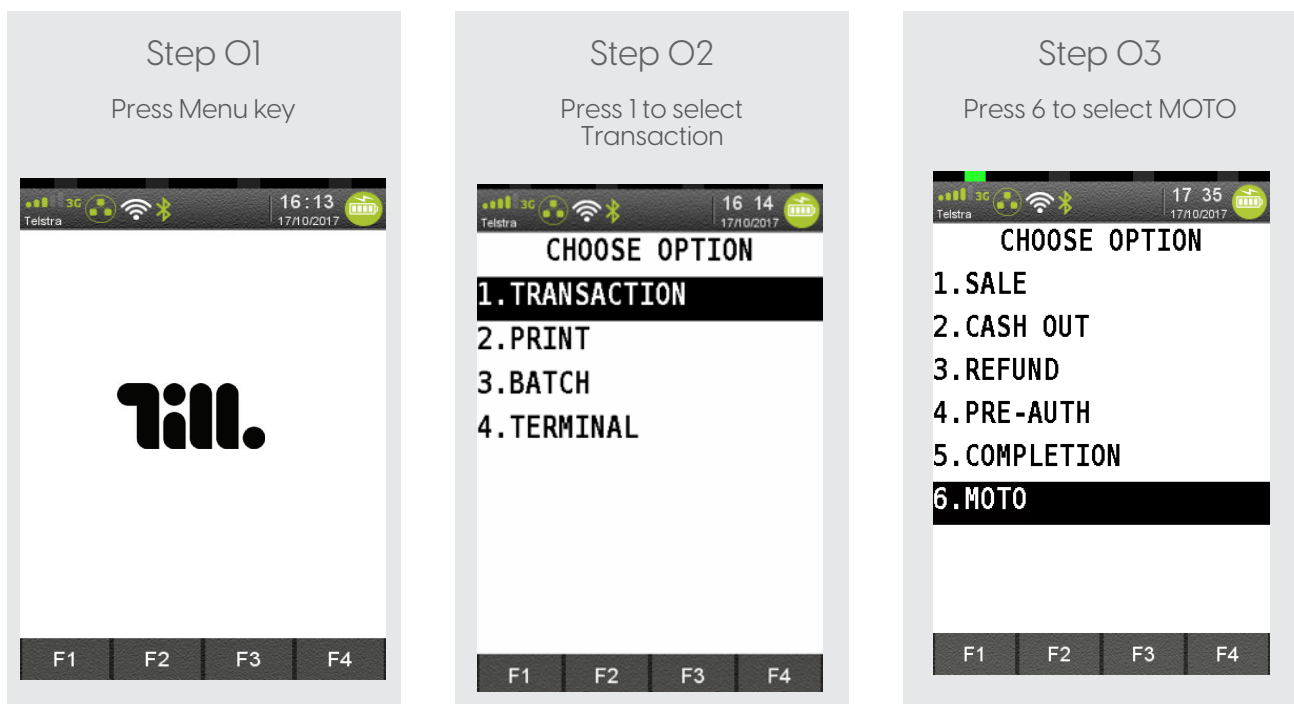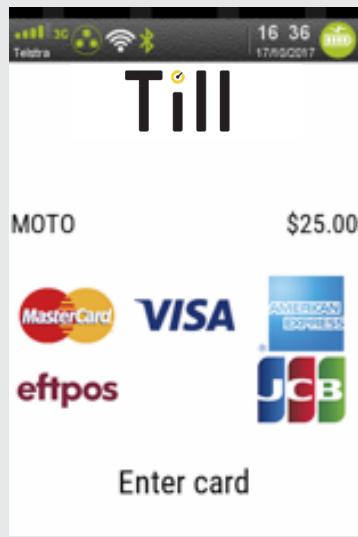
Step 04

Enter the sale amount and press Enter

```
..ill 3G ⬡ 🛜 ❄        16:36  🔋
Telstra              17/10/2017
              MOTO
SALE:              $0.00


         ENTER AMOUNT




    F1      F2      F3      F4
```
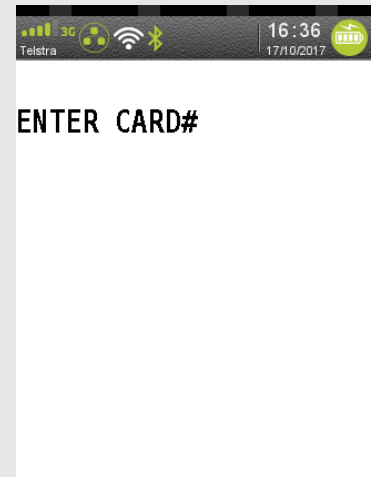
Step 05

Commence entering the customers card number

```
..ill 3G ⬡ 🛜 ❄        16 36  🔋
Telstra              17/10/2017

           Till


MOTO                  $25.00


   MasterCard  VISA  AMERICAN
                     EXPRESS

   eftpos            JCB


          Enter card
```
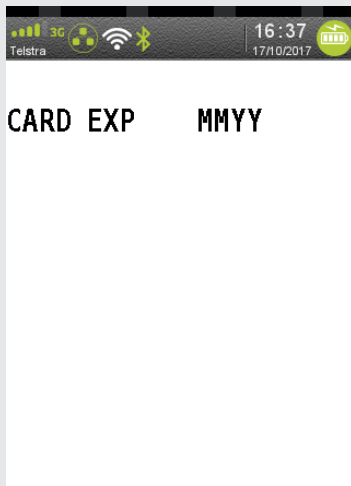
Step 06

Complete entering the customers card number and press Enter

```
..ill 3G ⬡ 🛜 ❄        16:36  🔋
Telstra              17/10/2017


ENTER CARD#
```
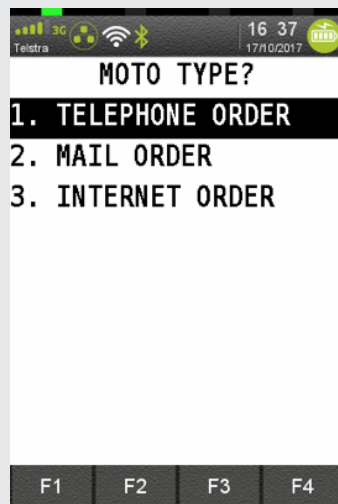
Step 07

Enter the card expiry date receipt in the MMYY format and press Enter

```
..ill 3G ⬡ 🛜 ❄        16:37  🔋
Telstra              17/10/2017


CARD EXP    MMYY
```

Step 08

Select MOTO type and press Enter to confirm

```
..ill 3G ⬡ 🛜 ❄        16 37  🔋
Telstra              17/10/2017
         MOTO TYPE?
1. TELEPHONE ORDER
2. MAIL ORDER
3. INTERNET ORDER





    F1      F2      F3      F4
```

Step 09

Enter the CVV code and press Enter

```
..ill 3G ⬡ 🛜 ❄        16:13  🔋
Telstra Mobile       16/07/2018

ENTER CCV
1234
```

Step 10

An acknowledgement displays once the sale has been approved and the merchant receipt will print

**MASTERCARD
MOTO**

✔

Approved

Step 11

Press Yes to print the customer receipt if required

Print customer copy?

| Yes | No |

Dynamic Currency Conversion (DCC)

Dynamic Currency Conversion (DCC) allows you to offer a customer the option to pay in their 'home' currency (for Visa and MasterCard credit transactions only).

When the card is presented to the terminal, the terminal will determine whether it is eligible for DCC and if so, will automatically prompt the merchant by loading the DCC particulars onto the screen.

A typical DCC transaction process:

· International cardholder presents a Visa or MasterCard for payment
· The EFTPOS terminal determines whether the card presented for payment is an international card.
· If it is, determine whether the card falls into one of the eligible currencies for DCC.
· Obtain an exchange rate.
· Display the pertinent details on the screen as per below:
  · The AUD amount
  · The exchange rate
  · Any fees/margins/commissions being applied
  · The equivalent amount in the cardholder's home currency

Step 01	Step 02	Step 03
Enter sale amount from idle / home screen and press Enter	Ask the customer to tap, insert or swipe their card	Ask customer to select their account type: Cheque, Savings or Credit

Step 04
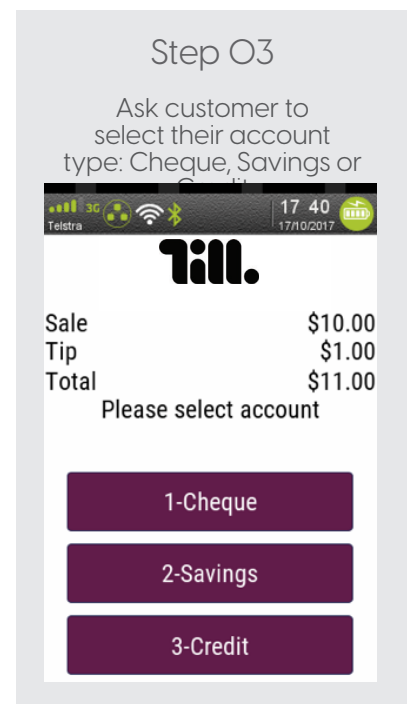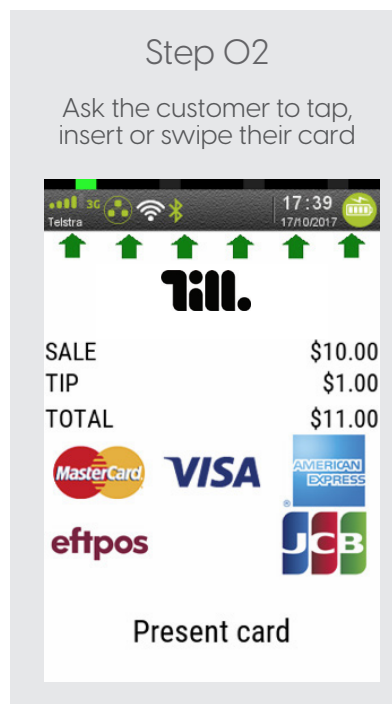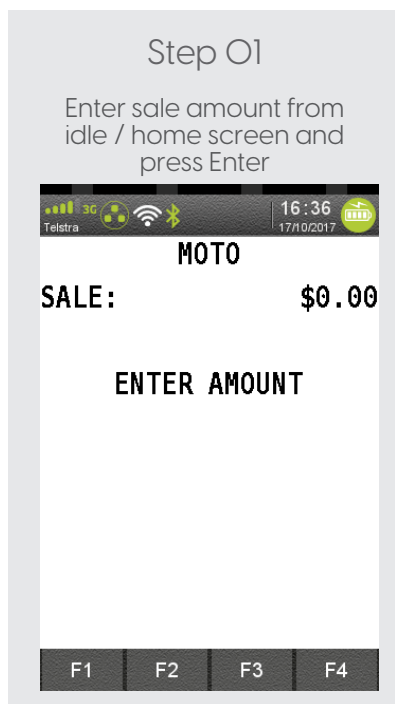
Ask Customer to select between AUD or Home currency

You may pay for this transaction in your home currency.

Exchange rate: 1 AUD = 1.0413 SGD
Includes margin: 3%

Please choose the transaction currency

AUD 6.00

or

SGD 6.25

Step 05

Ask customer to enter their PIN or press Enter

CREDIT ACCOUNT
TOTAL $11.00
PIN & / OR ENTER
****

Step 06

An Approved acknowledgement displays once the sale has been successfully processed

MASTERCARD SALE

✓

Approved

Step 07

If the PIN was by-passed, ask the customer to sign the receipt .You will need to verify your customers' signature

Press Yes if the signature matches

Verify Signature

Correct?

Yes   **No**

Your first EFTPOS terminal DCC receipt will look like this:

Till.

XXXX Merchant
123 Sydney Street
North Sydney NSW 2060 ———— Your business name and address

Merchant Copy
01 FEB 2019 16:00:22 ———— Date and time of transaction

MERCHANT ID	4229851 2345678
TERMINAL ID	12345678	———— Your merchant ID number
USER	01	———— Your terminal ID number

INV NO	000012
STAN	000034
ACCOUNT TYPE	SAVINGS

........4221(s)   10/14 ———— Account Type

PURCHASE $80.00 ———— Truncated card number / Expiry date
TOTAL $80.00

AUTH ID   00321 ———— Total amount

RRN   1234560 00034

APPROVED   00

———— Transaction approved/declined

How to print last receipt

This function allows a duplicate receipt to be printed for the last transaction (either approved or declined).

Step 01

Press Menu key on the home screen

Step 03

Press 2 for Print

Step 03

Press 1 for Transaction

Step 04

Press 1 for Last to reprint for the last transaction
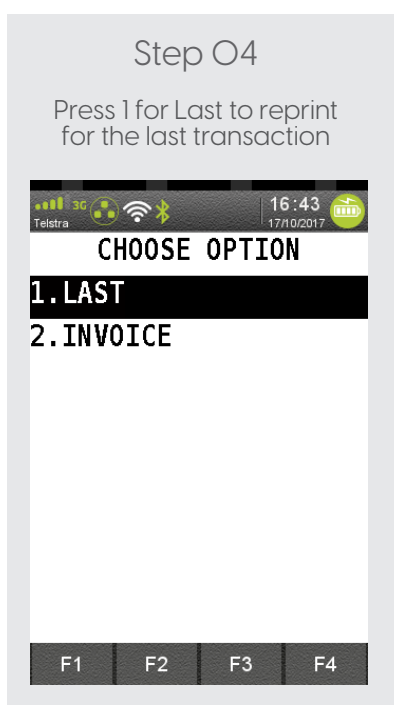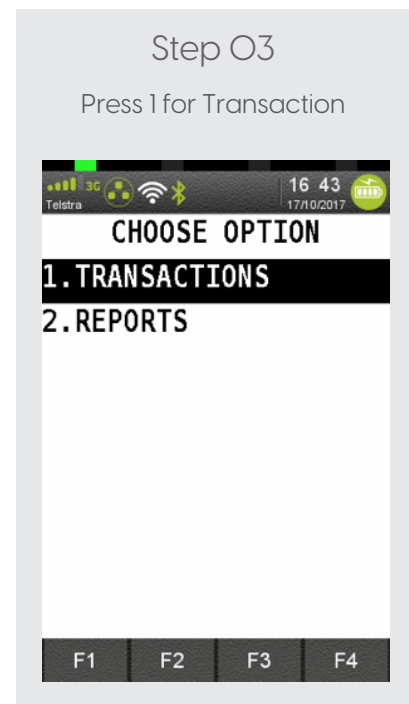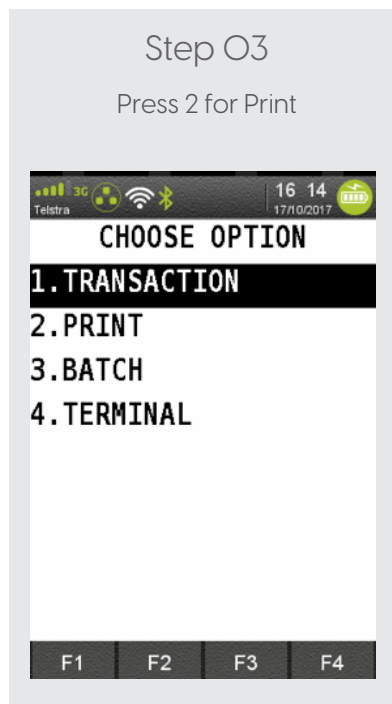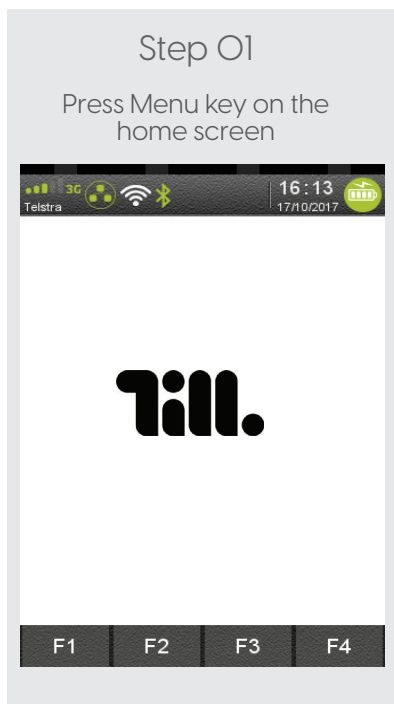
Reprint specific transaction record (invoice)

This function allows a duplicate receipt to be printed for a specific approved transaction from the current batch.

Step 01

Press Menu key on the home screen

16:13
Telstra
17/10/2017

till.

| F1 | F2 | F3 | F4 |

Step 03

Press 2 for Print

16 14
Telstra
17/10/2017

CHOOSE OPTION

1.TRANSACTION
2.PRINT
3.BATCH
4.TERMINAL

| F1 | F2 | F3 | F4 |

Step 03

Press 1 for Transaction

16 43
Telstra
17/10/2017

CHOOSE OPTION

1.TRANSACTIONS
2.REPORTS

| F1 | F2 | F3 | F4 |

Step 04

Press 2 for Invoice

16:43
Telstra
17/10/2017

CHOOSE OPTION

1.LAST
2.INVOICE

| F1 | F2 | F3 | F4 |

Step 05

Enter Invoice Number from reciept

16 44
Telstra
17/10/2017

ENTER INVOICE NO.
14

| F1 | F2 | F3 | F4 |

Step 06

The reciept will print

16 44
Telstra
17/10/2017

PRINTING
PLEASE WAIT

| F1 | F2 | F3 | F4 |

Settlement

Settlement can be initiated manually or automatically and the net total amount for the settlement day will be credited to the nominated bank account you have provided Till Payments.

You can initiate settlement manually via the terminal menu any time before 21:OO AEST (AEDT). You can also request to configure your EFTPOS terminal to automatically settle any time between O3:O1 and 21:OO AEST (AEDT) time only.

If you do not complete settlement using one of these methods, your EFTPOS terminal will prompt you to manually settle when processing the first transaction after 18.OO local time.
You can perform multiple settlements a day at any time, but the first settlement of the day will be the only settlement processed that day.

If you want to change your automatic settlement time please visit the merchant support page (www.tillpayments.com) to download a form and email your request.

Note: Please refer to your POS Vendor Point of Sale manual on how to initiate this transaction at the POS if in integrated mode.

The EFTPOS terminal offers the following Settlement functions:

1. Manual Settlement
2. Last Settlement
3. View Batch Details
4. Batch Totals

Manual Settlement

Step O1	Step O2	Step O3
Press Menu key	Press 3 for Batch	Press 1 to select Settle. The settlement reciept will print

Step O2 — CHOOSE OPTION
1. TRANSACTION
2. PRINT
3. BATCH
4. TERMINAL

Step O3 — CHOOSE OPTION
1. SETTLE
2. LAST SETTLEMENT
3. REVIEW BATCH
4. BATCH TOTALS
5. VOID
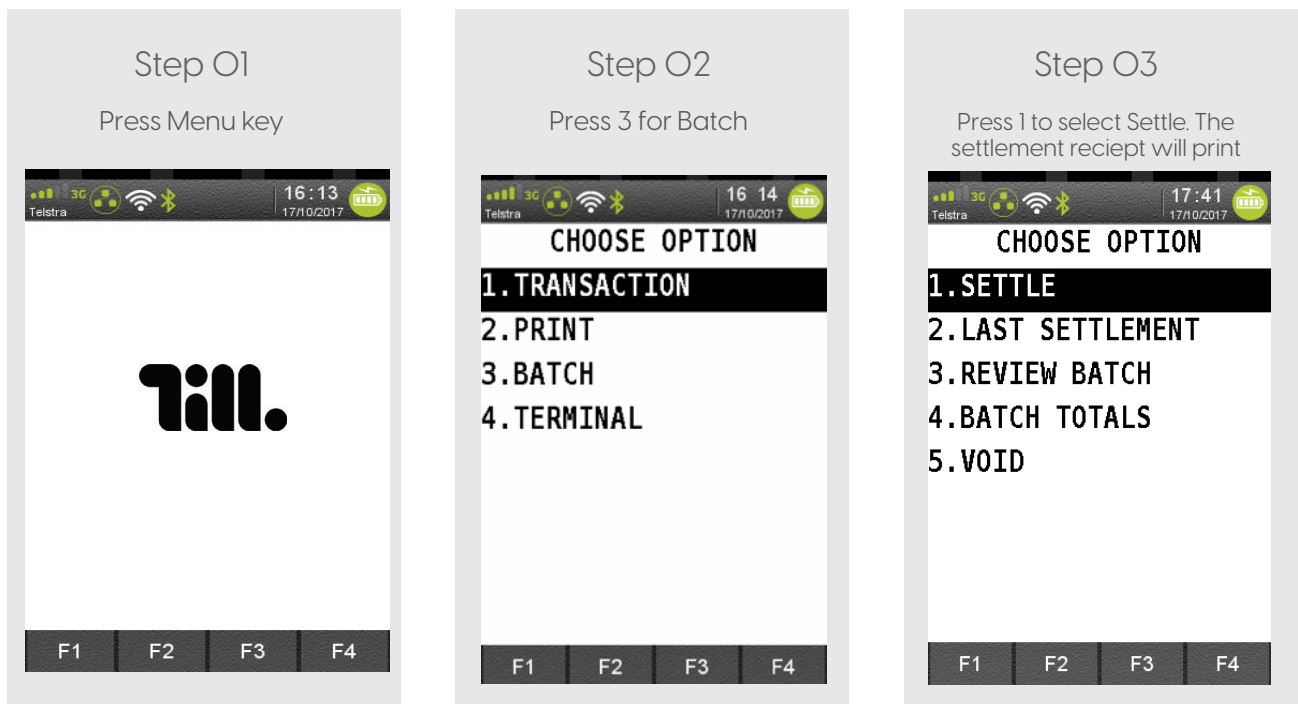
Print settlement totals (pre-settlement)

This function prints a listing of all transactions performed after the last settlement time until the current time. A pre-settlement does not settle the terminal.

Note: This function is only supported in Standalone mode.

Step 01

Press Menu key

Step 02

Press 3 for Batch

Step 03

Press 4 to select Batch. A pre-settlement receipt prints which lists the batch totals.

Step 04

Press 4 to select Batch. A pre-settlement receipt will print.

Step 05

Press Yes to print a transaction list. A transaction list prints that lists all individual transactions
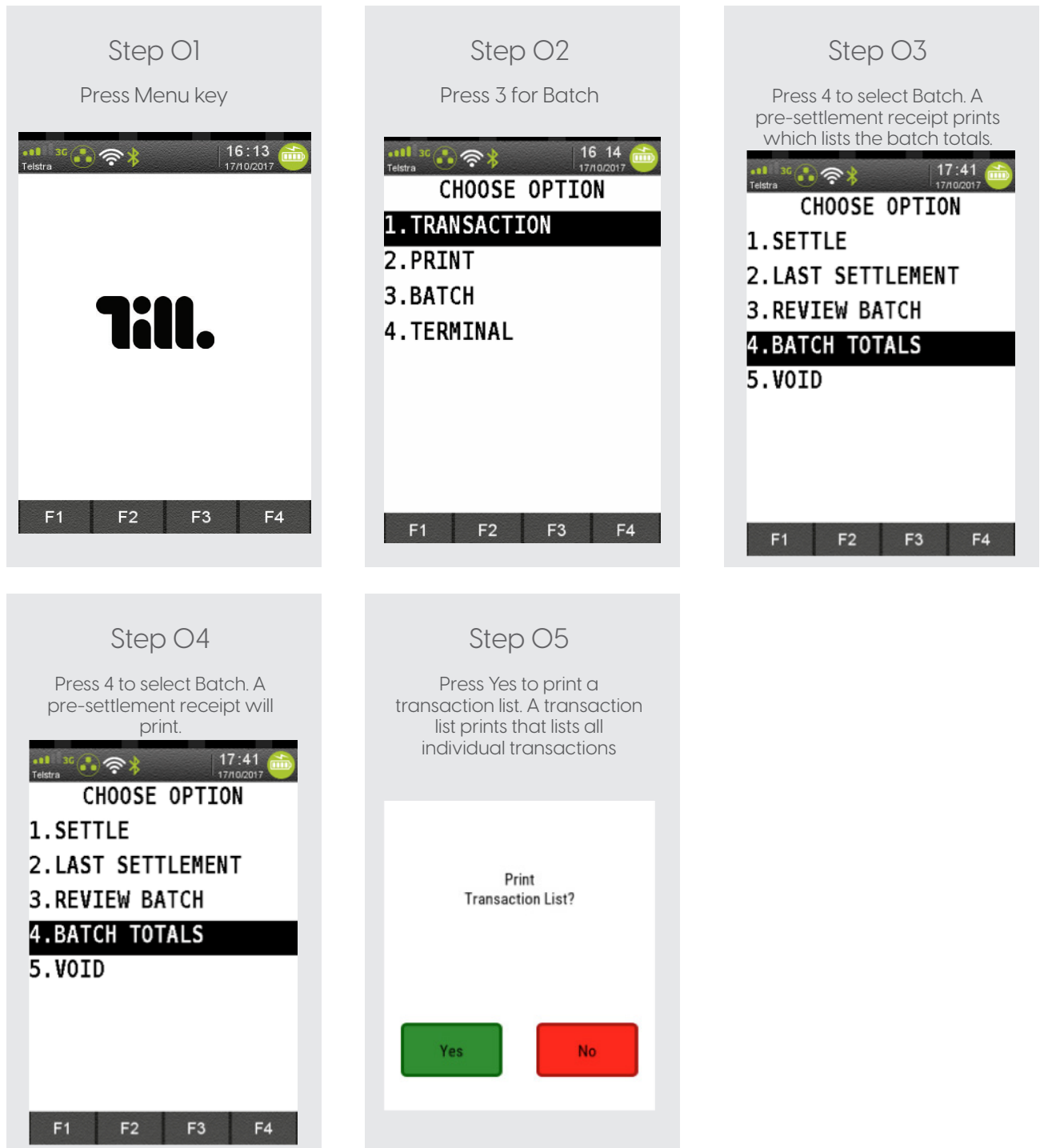
Print settlement totals (last settlement)

The Last Settlement function will print the total value of transactions in the last settlement period.

Note: This function is only supported in Standalone mode.

Step 01	Step 02	Step 03
Press Menu key	Press 3 for Batch	Press 2 for Last Settlement

Step 02 screen:
CHOOSE OPTION
1. TRANSACTION
2. PRINT
3. BATCH
4. TERMINAL

Step 03 screen:
CHOOSE OPTION
1. SETTLE
2. LAST SETTLEMENT
3. REVIEW BATCH
4. BATCH TOTALS
5. VOID
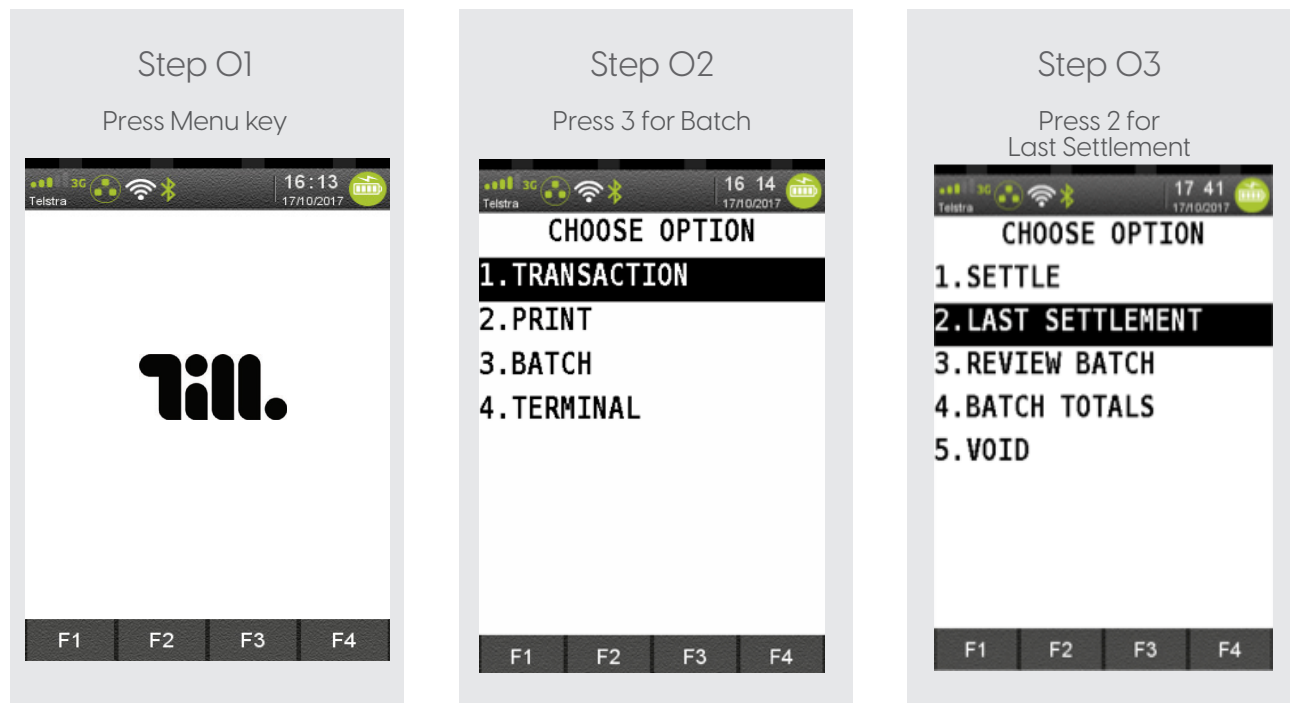
View Batch details on the screen

The Review Batch function allows you to review transactions in the current batch.

Note: This function is only supported in Standalone mode.

Step 01	Step 02	Step 03
Press Menu key	Press 3 for Batch	Press 3 to select Review Batch

Step 02 screen:
CHOOSE OPTION
1. TRANSACTION
2. PRINT
3. BATCH
4. TERMINAL

Step 03 screen:
CHOOSE OPTION
1. SETTLE
2. LAST SETTLEMENT
3. REVIEW BATCH
4. BATCH TOTALS
5. VOID
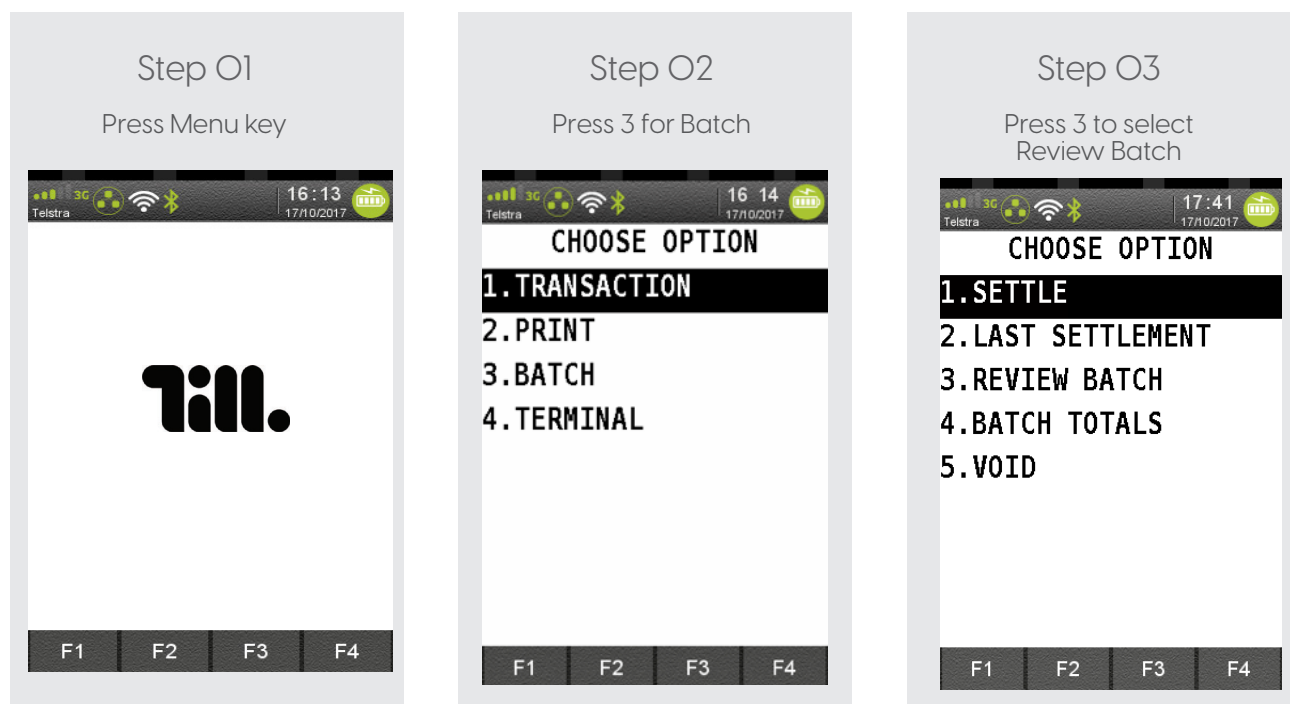
Batch totals

The Batch Totals function prints the total value of transactions that have occured since the last settlement.

Step 01	Step 02	Step 03
Press Menu key	Press 3 for Batch	Press 4 for Batch totals

Step 02 screen — CHOOSE OPTION
1. TRANSACTION
2. PRINT
3. BATCH
4. TERMINAL

Step 03 screen — CHOOSE OPTION
1. SETTLE
2. LAST SETTLEMENT
3. REVIEW BATCH
4. BATCH TOTALS
5. VOID
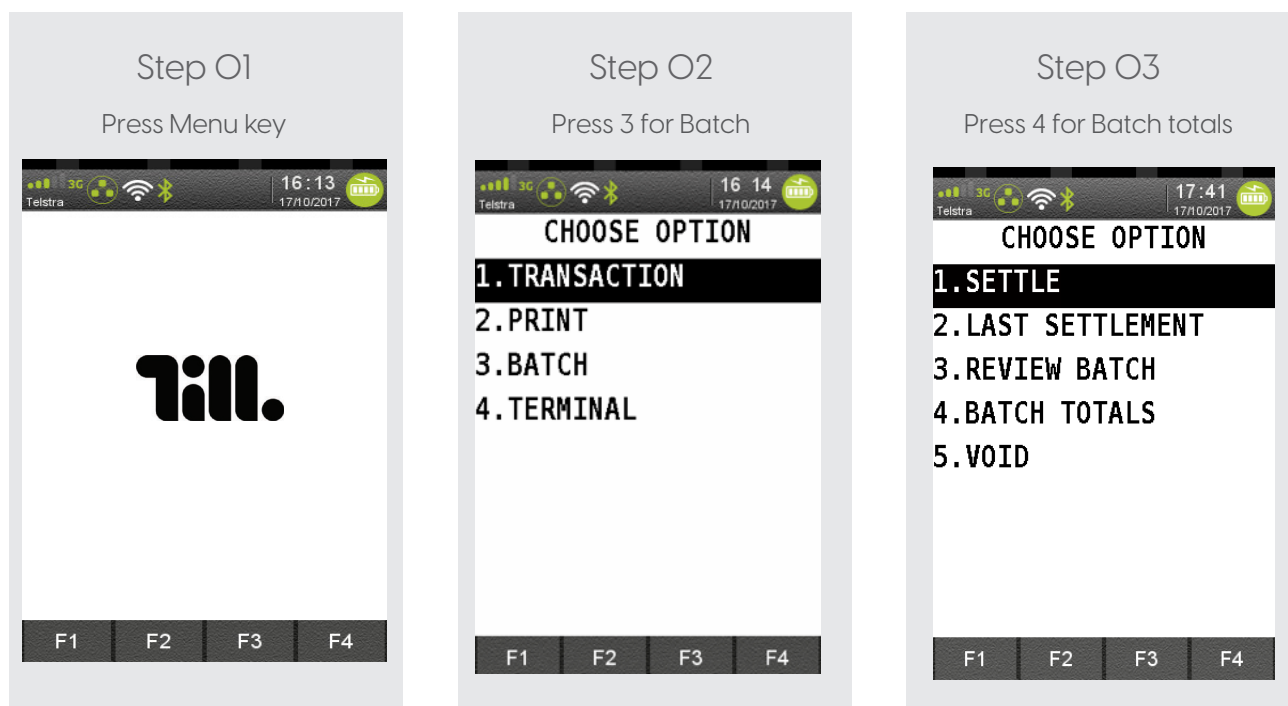
Transaction list

By default, the Transaction Listing does not print automatically at the time of settlement. This applies to both automatic and manual settlement. This function enables you to display a prompt at the time of settlement to print the Transaction Listing.

Note: When the Transaction Listing printout prompt is turned on, if you are not there at the time of settlement to select yes or no to print, the Transaction Listing will automatically print after 1 – 2 minutes.

Note: This function is not available on your EFTPOS terminal when your terminal is integrated with your POS.

How to enable transaction list

Step 01

Press the Func key

Step 02

Enter 14 using the PIN pad and press Enter

Step 03

Press Enter to turn on the prompt to print the Transaction Listing

Step 04

The prompt is turned on. Press Cancel to exit

How to print the transaction list

Step 01

Press the Menu key on the home screen

till.

| F1 | F2 | F3 | F4 |

Step 02

Press 2 for Print

CHOOSE OPTION

1.TRANSACTION
2.PRINT
3.BATCH
4.TERMINAL

| F1 | F2 | F3 | F4 |

Step 03

Press 2 for Reports

CHOOSE OPTION

1.TRANSACTIONS
2.REPORTS

| F1 | F2 | F3 | F4 |

Step 04

Press 1 for Audit

CHOOSE OPTION

1.AUDIT
2.SUMMARY

| F1 | F2 | F3 | F4 |
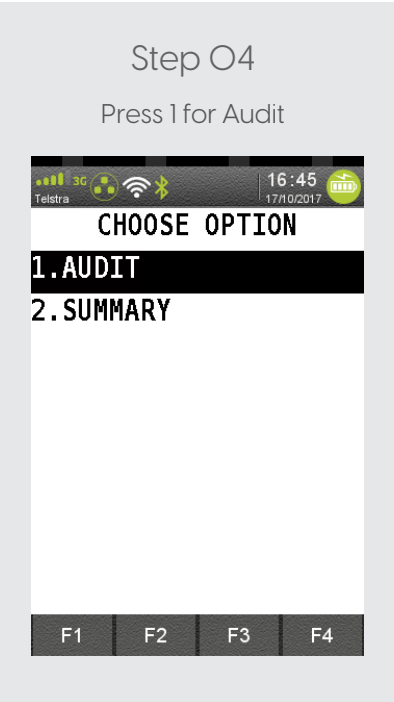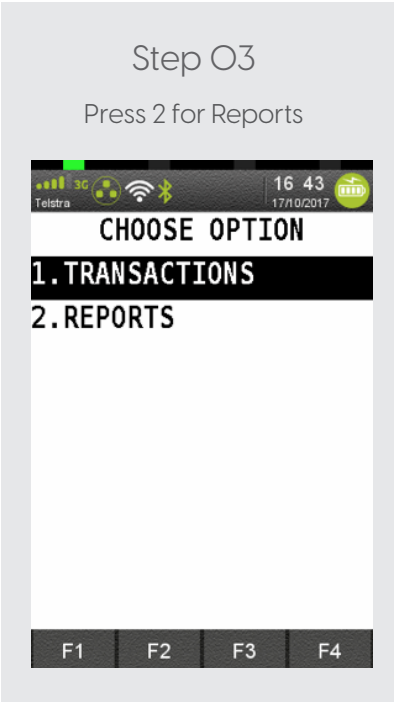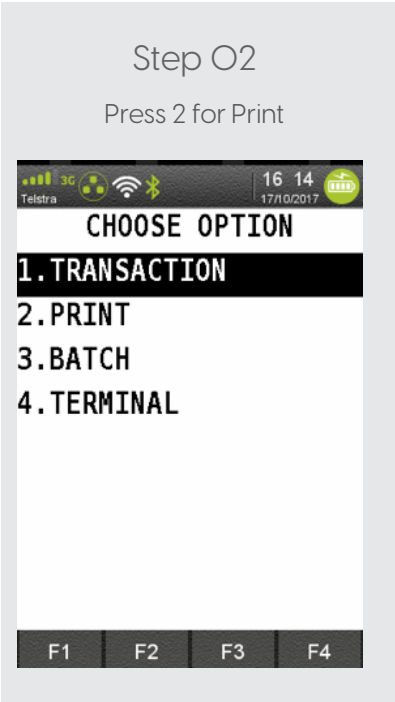
Offline transaction processing

Offline transactions are those your terminal approves without contacting the card issuer. The approved transactions are forwarded to the issuer at a later stage. Offline transactions are allowed for a number of reasons outlined below.

Card rules

Certain transactions are considered low risk and do not need to be authorised online. Transactions in this category are known as off-host transactions. Below is a list of off-host transaction responses:

Y1 = offline approved

Z1 = offline declined

Y3 = unable to go online approved offline

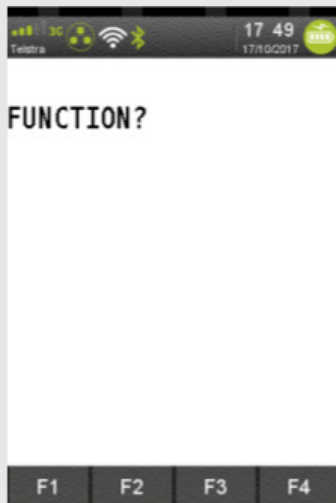Z3 = unable to go online and declined offline

Change merchant Password

Note: This password change feature will change your refund password only.

Step 01

Press Func key

```
.ooll 3G 🛰 📶 *         17 49 🔋
Telstra                  17/10/2017

FUNCTION?




        F1    F2    F3    F4
```

Step 02

Enter 90 on the PIN pad and press Enter key

```
.ooll 3G 🛰 📶 *         17:58 🔋
Telstra                  17/10/2017

FUNCTION?
*



        F1    F2    F3    F4
```

Step 03

Press Enter key to change password

```
▮ll 3G 🛰 📶 *           16 28 🔋
Telstra Mobile           16/07/2018

       MERCHANT
    PASSWORD CHANGE
  ENTER=YES,CLR=NO



        F1    F2    F3    F4
```

Step 04

Enter current password and press Enter key
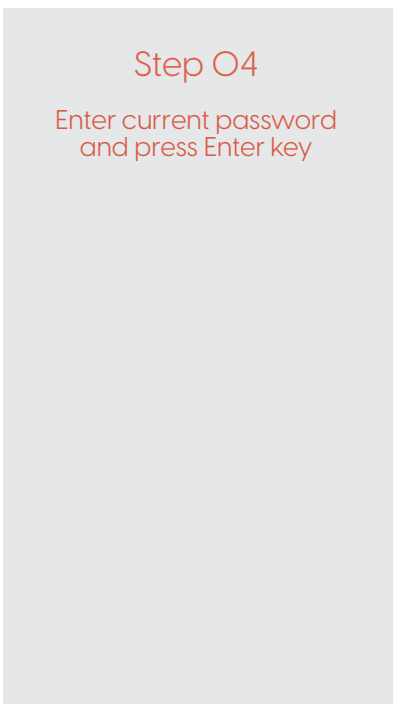
Step 05

Enter new password and press Enter key

```
.ooll 3G 🛰 📶 *         16:29 🔋
Telstra Mobile           16/07/2018

NEW PASSWORD:




        F1    F2    F3    F4
```
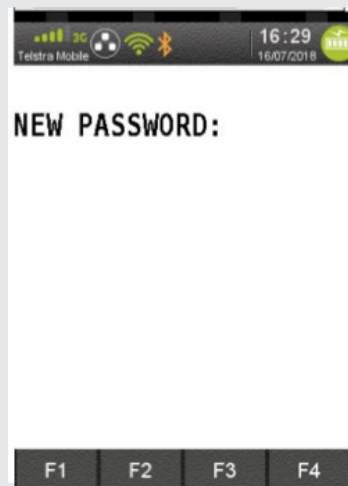
Step 06

Enter new password again and press Enter key

```
.ooll 3G 🛰 📶 *         16 29 🔋
Telstra Mobile           16/07/2018

VERIFY PASSWORD:




        F1    F2    F3    F4
```

Step 07

A successful confirmation
message wil be
displayed

MERCHANT
PASSWORD CHANGE
SUCCESSFUL

F1   F2   F3   F4

Additional terminal functions

Below are the additional functions you can complete on your EFTPOS terminal.

Note: This password change feature will change your refund password only.

Step 01	Step 02	Step 03
Press the Func key	Press corresponding function numeber from the table below	Press Enter

Function Number	Function name	Description
1	View Batch	
5	Display Transaction Totals	Allows you to display the "Number" and "Total Amount" of Sales, Refunds, Tips and Cash-out transactions performed in the current settlement batch period
8	View Batch Number	Allows you to view the current Batch Number
21	View Transaction By Invoice Number	Allows you to view a specific transaction in the current batch by entering the invoice number
58	Print Tip Report	Print the tip report for any tipped transactions processed since the last report was produced
70	Reprint Last Settlement	Print the last settlement report
71	Reprint Last Settlement from Host	Print the last settlement report from the Host (requires settlement password)
72	Reprint Last Transaction Record	Print a duplicate of the last transaction that was either approved or declined
73	Reprint Specific Transaction Record	Print a duplicate of the last approved transaction from the current batch
74	View Host Totals	Provides details of transaction totals grouped by transaction type and card type
75	View Transaction List	Provides details of transactions performed in the current settlement period
120	Display auto settlement time	Displays the next auto settlement date and time

Need a bit of help?

Please contact
support@tillpayments.com

This user guide is intended to provide all the necessary information regarding the Ingenico/MOVE 5000 Terminal. For further support please contact support@tillpayments.com.