



**SERVICE & SUPPORT PHONE 03 3661090**

**PAPER SIZE 57 x 47 Thermal**

## **EFTPOS Operating Guide Verifone VX820 Duet (Paymark/ENZ)**

\*\*\*\*\*IMPORTANT INFORMATION\*\*\*\*\*

**In the Event of your Terminal displaying OFFLINE MODE, you must contact Totalpos immediately. Failure to contact us may result in loss of transactions.**

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### **LOGON – to be done daily**

Press 4: logon key

### **PURCHASE WITH DEBIT/CREDIT CARD**

(Or a Purchase with a Credit Card where the customer enters a Pin)

Press PURCHASE

Enter amount of purchase and press ENTER (green) key

Swipe/Insert/Present customer card

Customer selects account on keypad (1,2 or 3) or via Touch screen and enters PIN

### **Contactless (tap and Go) Purchase**

Press 1. Purchase

Enter amount of purchase and press ENTER (green) key

Customer Presents card to Screen – Transaction will complete or request Pin /Signature

### **PURCHASE + CASH WITH DEBIT CARD**

Press 2 PURCHASE + CASH key \*

Enter amount of purchase and press ENTER (green) key

Enter amount of cash and press ENTER (green key)

Swipe/Insert customer card

Customer selects account and enters PIN

### **CASHOUT WITH DEBIT CARD**

Press 3 CASHOUT key \*

Enter amount of cash and press ENTER (green key)

Swipe/Insert customer card

Customer selects account and enters PIN

### **PURCHASE WITH CREDIT CARD**

(Without entering a PIN)

Press PURCHASE

Enter amount of purchase and press ENTER (green) key

Swipe/Insert/Present customer card

Customer presses CREDIT account key then ENTER (green) key

Customer signs receipt

Check signature

Press YES or NO for signature verification

## **SETTLEMENT CUTOVER**

Select settlement on keypad  
Select cutover key \*  
Press YES key to confirm cutover

## **SETTLEMENT INQUIRY**

Select settlement key  
Select inquiry key \*  
Select key for current days Settlement Window, or Other key for another day's settlement window.  
If other key pressed, enter date (DDMMYYYY) and press ENTER (green) key

## **PURCHASE WITH CREDIT CARD – Manually entering Card details (for phone and mail orders)**

Press PURCHASE  
Enter purchase amount and press ENTER  
Enter card number and press ENTER  
Enter card expiry date (in format MMY) and press ENTER  
CSC present? Press  
    1. YES - type in number and press ENTER  
    2. NO choose reason why CSC is not present  
Choose transaction type method  
Press CREDIT account key  
Check signature  
Press YES or NO for signature verification

## **REFUND**

Press the Scroll button until Refund is shown on display  
Select Refund key \*  
Swipe Merchant card  
Type Merchant PIN  
Swipe/Insert/Present Customers Card  
Enter amount to refund and press ENTER (green) key  
Customer selects account and enters PIN

## **REPRINT LAST RECEIPT**

Press the Scroll button until reprint receipt is shown on display  
Press reprint receipt key \*

Paper roll size is 57mm x 47mm

# Hospitality – Pre-Authorisation

This user guide should be used in conjunction with the standard VeriFone Merchant User Guide  
**Important Keys**

## Pre Auth Sale Transaction

1. Press the Scroll button (down arrow) until Hospitality is shown on display
2. Select Hospitality option
3. Select Auth option
4. Enter amount to authorize and press green Enter button
5. Customer Swipes / Inserts card on Pinpad
6. Cardholder then enters PIN (optional) or presses green Enter button
7. Cardholder signs receipt, check signature
8. Select YES button to approve signature or NO button to decline signature
9. Press Enter button to obtain second receipt

## Recall Transaction

1. Press the Scroll button (down arrow) until Hospitality is shown on display
2. Select Hospitality option
3. Select Recall option
4. Choose how to retrieve details (***We recommend Transaction Search***)

## For Amount search

1. Select Amount option
2. Enter \$ Amount as found at the bottom of the original store receipt and scroll down to other store transactions of the same amount
3. Select YES button if correct card number appears
4. Enter amount of **finalised** account and press green Enter button
5. Customer signs receipt
6. Press any key to obtain second receipt

## For Card search

1. Select Card option
2. Enter last 4 digits of the credit card and press Enter button
3. Press YES button if correct card number appears
4. Enter amount of finalised account and press green Enter button
5. Customer signs receipt
6. Press any key to obtain second receipt

## For Transaction search *(is shown as Tran xxxxxx on a docket)*

1. Select Transaction option
2. Enter the Tran number from the original store receipt
3. Select YES button and enter amount of finalised account
4. Press green Enter button
5. Customer signs receipt
6. Press any key to obtain second receipt

### **Delete Stored Transaction**

1. Press the Scroll button (down arrow) until Hospitality is shown on display
2. Select Hospitality option
3. Select Delete option
4. Choose how to retrieve details
5. Follow the same process as Recall, to retrieve the transactions
6. Select YES to Delete or NO to Cancel

### **Open Report**

1. Press the Scroll button (down arrow) until Hospitality is shown on display
2. Select Hospitality Option
3. Select Open Report Option

### **Pre Auth Sale Transaction (Card not present)**

1. Press the Scroll button (down arrow) until Hospitality is shown on display
2. Select Hospitality option
3. Select AUTH option
4. Enter amount to authorize and press green Enter button
5. Enter card number manually on terminal
6. Enter 4 digit expiry date
7. Press green Enter button
8. Select Yes/No for CSC code
9. If No Selected, Select reason for No
10. If YES selected, Enter CSC code
11. Select 1. Single MOTO
12. Select Credit
13. Receipt prints
14. Select YES button to approve signature or NO button to decline signature. If No selected – Press 1 to Confirm Declined signature
15. Press Enter button to obtain second receipt

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\* Note if you are using a Multi-Merchant terminal then you will have to select the merchant and press Slct

### EOV (EFTPOS OFFLINE VOUCHERS) OFFLINE MODE –

\*\*\*\*\*IMPORTANT INFORMATION\*\*\*\*\*

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This facility must be approved by your merchant bank. Version 6.0 terminals have the ability to process and store transactions if the EFTPOS network is unavailable. A transaction will initially DECLINE – TRANSMISSION ERROR or CONNECT FAILED and then upon retrying a receipt may print with ACCEPT WITH SIGNATURE. These transactions must have signature verification. Once connection is re-established, these transactions should automatically upload.

In the event of phone line/comms issues, the terminal may also slip into Offline Mode. **The financial risks with accepting OFFLINE Transactions should be discussed with your merchant Bank as there are risks in accepting OFFLINE transactions.** Totalpos accepts no responsibility for transactions processed in OFFLINE mode.

### Ordering paper

Call 03 3661090 to order paper Rolls. 57 x 47 Thermal .

Payment Options            +Charged to account if held  
   +Payment by Credit card over the Phone

Paper Rolls can also be collected from our office at 100 Fitzgerald Avenue Christchurch – payment by cash, EFTPOS and Credit cards

### Care and Maintenance and for your EFTPOS machine

\*\*\*\*\*IMPORTANT INFORMATION\*\*\*\*\*

#### PINPAD

- The pinpad should only be disconnected upon approval from a Totalpos technician. If the pinpad is connected /disconnected while the unit is still powered, damage may result with costs chargeable.

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### Printer

1. The paper compartment needs to be cleaned approx once per month by either using a compressed Air can cleaner or by simply blowing to remove the paper dust particles.
2. The paper sensor should be cleaned approx once per month using a soft dry cloth. It is located on top of the thermal print head (Looks like a figure 8).

### Offline Vouchers

The terminal will prompt if you would like to Transact in Offline Mode. This will show on the LHS of the screen.

If Yes is selected, customers will be required to sign vouchers until the terminal has re-established a link with Paymark. (A LOGON is required to re-establish a link)

The EOv upload is an automated task which will be performed within 10 minutes once the terminal re-establishes communications with Paymark. But if the user wishes to upload the EOv's manually (before the 10 minute delay), they can scroll to "UTILITY", then choose "UPLOAD OFFLINE". This will upload all stored EOv's, provided the terminal has successfully completed a logon before attempting the upload

### Fault resolution

***IMPORTANT – Do not disconnect any cables/plugs from the EFTPOS machine unless instructed by ourselves or our agents. The procedure for Pinpad error can be completed without contact to ourselves as long as the procedure is followed correctly.***

#### Printer Offline

- Check paper is inserted correctly
- Check
- Clean the Paper sensor – refer to care and maintenance

#### Pinpad Error

- Remove power Cord from printer – ensure terminal is OFF. Disconnect Pinpad and then reconnect after approx 3 seconds. Reconnect power to printer. Complete a Manual Logon. If problem persists – call Service Number.

#### Transmission Error / Dial Failed

- Check that Phone line/ is connected to "LINE" on printer or Data Cable is still connected to the data port.
- Check that Phone line is connected to Phone outlet on wall etc or Data cable connected to Broadband Router.
- Is their dial tone on phone line (You may need to plug a phone into the EFTPOS line).