EFTPOS Operating Guide Verifone VX680 TOUCHSCREEN Mobile (Paymark) Currency + Hospitality Terminal

****

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

****

Turn on / Off and Charging.

Press Green Enter Key to turn on. Press and Hold Red cancel Key to turn off. To charge, plug in charger to side of unit.

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 account on Pinpad, then selects Currency rate option
Customer requested to confirm currency selection, and then enters PIN

Contactless (tap and Go) Purchase
Press 1. Purchase
Enter amount of purchase and press ENTER (green) key
Customer Presents card to Pinpad Screen – Transaction will complete or request Pin /Signature

---

PURCHASE + CASH WITH DEBIT CARD

Press 2 PURCHASE + CASH key *
Swipe/Insert customer card
Enter amount of purchase and press ENTER (green) key
Enter amount of cash and press ENTER (green key)
Customer selects account on Pinpad and enters PIN

CASHOUT WITH DEBIT CARD

Press 3 CASHOUT key *
Swipe/Insert customer card
Enter amount of cash and press ENTER (green key)
Customer selects account on Pinpad 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 the customer card *

Customer presses CREDIT account on Pinpad key

Customer prompted for Currency Selection option

Customer prompted for currency rate selection

Customer requested to confirm currency selection, and then enters PIN

 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 MMYY) 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 on Pinpad

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 on Pinpad

Type Merchant PIN on Pinpad

Enter amount to refund and press ENTER (green) key

Customer Swipes/inserts Card on Pinpad

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 38mm

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 ($1.00) and press green Enter button
5. YHA staff member enters card number manually on terminal
6. YHA staff member Enters 4 digit expiry date
7. YHA staff member presses 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

Hardware and General Service 03 3661 090

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

IMPORTANT INFORMATION*************************************

Currency Issues

In the event that a customer disputes a Currency transaction, you should refer to BNZ merchant Services – 0800 737 774.

****

IMPORTANT INFORMATION**********************************

EOV (EFTPOS OFFLINE VOUCHERS) OFFLINE MODE –

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

****

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 38 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 7/100 Fitzgerald Avenue, Christchurch – payment by cash, EFTPOS and Credit cards

Care and Maintenance and for your EFTPOS machine

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).

OFFLINE information

8.3. HOW DO I KNOW IF MY TERMINAL IS IN EOV MODE?

The terminal will prompt "PROCESS TRANSACTION OFFLINE Y/N?" at the start of every transaction. The EFTPOS receipt may state "Processed with Signature" and the card holder has to sign the receipt. The transaction "AUTH" field (printed on the EFTPOS receipt) will contain the reason why the terminal has entered EOV mode, which will either be "ETE" or "ETP" followed by a 3 digit number:

 ETE is used for a transmission error

 ETP is used when a pending transaction cannot clear

Note: Pressing "NO" in response to the prompt "PROCESS TRANSACTION OFFLINE Y/N?" will return the terminal to the idle screen. If you require the transaction to be processed online, please log on the terminal.

8.4. HOW DO I KNOW IF THE TERMINAL HAS STORED EOV TRANSACTIONS?

To determine if the terminal has stored EOV transaction and how many, follow this procedure:
1. At the idle screen (Purchase, Purchase/Cash, Cash Out displayed), press the scroll button until PRINT UTILITY is displayed
2. Press PRINT UTILITY
3. Press STORED TOTALS
4. The report printed will indicate the number of Electronic Offline Vouchers and the total amount stored

Note: After pressing the stored totals button, if the message "No Pending Trans" or "Empty Batch" is displayed, then there are no stored transactions (including EOV transactions).

8.5. HOW DO I PRINT ALL THE STORED EOV TRANSACTIONS?
To print all the stored EOV transactions, follow this procedure:
1. At the idle screen (Purchase, Purchase/Cash, Cash Out displayed) press the scroll button until PRINT UTILITY is displayed
2. Press PRINT UTILITY
3. Press PENDING ALL
4. The report will print each individual transaction

Note: It is recommended to check the stored totals report prior to selecting PENDING ALL to determine the number of stored transactions. Otherwise, a lot of transactions could be printed and the process cannot be stopped once started.

8.6. HOW DO I UPLOAD / TRANSMIT EOV TRANSACTIONS TO THE NETWORK?

The terminal will automatically upload / transmit EOV transactions once it re-establishes a connection with the EFTPOS network by the terminal performing a successful automatic logon or the operator performing a successful manual logon.
If, for any reason, the merchant needs to manually upload / transmit EOV transactions, then follow this procedure:
1. At the idle screen (Purchase, Purchase/Cash, Cash Out displayed), press the scroll button until UTILITY is displayed
2. Press UTILITY
3. Press UPLOAD OFFLINE

If the terminal has no stored EOV transactions the terminal will display "NO OFFLINE TRANS TO UPLOAD"
Notes: When uploading EOV transactions the terminal will display "PROCESSING X of XX", where:
⬚ X is the number of transactions transmitted since the start of EOV upload

⬚ XX is the total number of transactions to be uploaded

Once all of the stored transactions have been transmitted, the terminal displays "TRANSMISSION COMPLETE", until the red Cancel key or green Enter key is pressed on the terminal.
If there are a large amount of transactions to be uploaded and the operator wishes to use the EFTPOS terminal, they can interrupt the upload by pressing the red Cancel key (the terminal may take several seconds to respond to the red Cancel key). A Paymark terminal will then prompt the operator to confirm the halting of the upload when the upload is able to be halted.
If an EOV transaction is declined, a declined receipt will be printed.

8.7. HOW DO I GET OUT OF EOV MODE?

Perform a manual logon. If the terminal is able to re-establish connection an accepted logon receipt will be printed. The process to perform a manual logon follows:
1. At the idle screen (Purchase, Purchase/Cash, Cash Out displayed),
2. Press LOG ON