

Dial-up EFTPOS & Mobile EFTPOS



Quick Reference Guide

THE FOLLOWING HELP DESKS AND AUTHORISATION CENTRES ARE AVAILABLE TO YOU 24 HOURS A DAY, 7 DAYS A WEEK.

BANKSA ELECTRONIC BANKING SERVICE CENTRE

Service and Sales Support Help Desk (including stationery orders)	1300 650 977
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TOUCH HELP DESK

For General Touch Enquiries	1300 305 066
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AUTHORISATIONS - FOR FALL BACK PURPOSES ONLY

Cardlink Authorisation Centre (credit cards only)	1300 301 831
EFTPOS Help Desk (debit cards only)	1300 650 977
American Express Authorisations	1300 363 614
Diners Club Authorisations	1800 331 112
JCB Authorisations	1300 363 614

GETTING STARTED

Refer to the EFTPOS Merchant Operating Guide for more detailed instruction and introductory information, including:

- Keypad Layout
- Paper Loading Instructions
- Card Inserting/Swiping Hints
- Passwords

GENERAL INFORMATION

Terms used in this guide	PRESS – Press the key described. SELECT – Press the soft key or hot key below the option displayed on-screen.
Cancelling a terminal operation	To cancel the current operation, press the red CANCEL key. To delete the last character entered, or step back through an operation, press the yellow CLEAR key.
Printing customer receipts	During a transaction there may be an option to select YES or NO to print a customer receipt – you should always provide a customer receipt unless the customer elects not to receive one.
Locking/Unlocking the terminal	To lock terminal: Press FUNC , followed by 4 and press ENTER , then ENTER to confirm. To unlock terminal: At the Terminal Locked, Unlock? prompt, press ENTER and key in the terminal password and press ENTER .
Passwords	Settlement Password: Default password is the last 4 digits of your merchant ID. Terminal Password: Default password is the last 4 digits of your merchant ID. Refund Password: The owner or authorised contact can contact the Helpdesk to establish or change this password. Note: All passwords can be changed, at any time, by the owner or authorised contact only, by calling the Helpdesk.

PROCESSING TRANSACTIONS

<p>Processing a purchase</p> <ul style="list-style-type: none">• May include cash out• Cash out available on cheque and savings accounts only	<ol style="list-style-type: none">1. Key in the \$ value and press ENTER.2. If cash is required, key in the \$ value and press ENTER. Or: Press ENTER.3. Insert/Swipe customer's card.4. Select the account type.5. Have customer enter PIN (if required) and/or press ENTER.6. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, press ENTER. Otherwise press CANCEL.7. Press ENTER to print the customer receipt.
<p>Processing a cash only transaction</p> <ul style="list-style-type: none">• Cheque and savings accounts only	<ol style="list-style-type: none">1. Press ENTER until CASH is displayed on the screen.2. Select CASH.3. Key in the \$ value and press ENTER.4. Insert/Swipe customer's card.5. Select the account type.6. Have customer enter PIN and press ENTER.7. Press ENTER to print the customer receipt.
<p>Processing a MOTO/ECOM transaction</p> <ul style="list-style-type: none">• Approved MOTO/ ECOM merchants only• Credit or charge cards only	<ol style="list-style-type: none">1. Press ENTER until MOTO or ECOM is displayed on the screen.2. Select MOTO or ECOM.3. Key in the \$ value and press ENTER.4. Key in the card number and press ENTER.5. Key in the card expiry date and press ENTER.6. If prompted, key in the CCV number (if available) and/or press ENTER.7. Press ENTER to confirm amount.8. Press ENTER to print the customer receipt (if required).
<p>Processing a refund</p>	<ol style="list-style-type: none">1. Press ENTER until RFND is displayed on the screen.2. Select RFND.3. Key in the refund password and press ENTER.4. Key in the refund \$ value and press ENTER.5. Insert/Swipe the customer's card.6. Select the account type.7. Have customer enter PIN (if required) and/or press ENTER.8. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, press ENTER. Otherwise press CANCEL.9. Press ENTER to print the customer receipt.
<p>Processing a pre-authorisation</p> <ul style="list-style-type: none">• Approved pre-auth merchants only• Credit or charge cards only	<ol style="list-style-type: none">1. Press ENTER until AUTH is displayed on the screen.2. Select AUTH.3. Key in the pre-authorisation \$ value and press ENTER.4. Insert/Swipe the customer's card [or key in the card number, expiry date, CCV (if available) and the terminal password and press ENTER for manual entry].5. Have customer enter PIN (if required) and/or press ENTER.6. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, press ENTER. Otherwise press CANCEL.7. Press ENTER to print the customer receipt (if required).

PROCESSING TRANSACTIONS CONTINUED

<p>Processing a checkout</p> <ul style="list-style-type: none"> • Approved pre-auth merchants only • Credit or charge cards only 	<ol style="list-style-type: none"> 1. Press ENTER until C/O is displayed on the screen. 2. Select C/O. 3. Key in the terminal password and press ENTER. 4. Key in the ROC number from the Pre-Authorisation receipt and press ENTER. OR: press ENTER. <ul style="list-style-type: none"> • If you keyed in the ROC number and pressed ENTER, go to step 5. • If you pressed ENTER only, go to step 6. 5. The Pre-Authorisation details will appear. Press ENTER to confirm details. 6. Key in the approval code from the Pre-Authorisation receipt and press ENTER. 7. Key in the checkout amount and press ENTER. 8. If you keyed the approval code, Insert/Swipe the customer's card [or key in the card number, expiry date, CCV (if available) and the terminal password and press ENTER for manual entry]. 9. Press ENTER to confirm the checkout amount. 10. Have customer enter PIN (if required) and/or press ENTER. 11. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, press ENTER. Otherwise press CANCEL. 12. Press ENTER to print the customer receipt (if required).
<p>Completing a tip adjustment</p> <ul style="list-style-type: none"> • Approved tipping merchants only • Credit or charge cards only 	<ol style="list-style-type: none"> 1. Press ENTER until TIP is displayed on the screen. 2. Select TIP. 3. Key in the terminal password and press ENTER. 4. Key in the ROC number from the transaction receipt and press ENTER. 5. Key in the total amount of the transaction, i.e. Sale plus Tip, and press ENTER. 6. Press ENTER to confirm the total transaction amount.

TRANSACTION REPORTING

<p>Reprinting the last transaction</p>	<ol style="list-style-type: none"> 1. Press FUNC. 2. Key in 72 and press ENTER. 3. Receipt will print.
<p>Reprinting a specific transaction</p>	<ol style="list-style-type: none"> 1. Press FUNC. 2. Key in 73 and press ENTER. 3. Key in the ROC number of the transaction required and press ENTER. 4. Receipt will print.
<p>Printing a subtotals report</p>	<ol style="list-style-type: none"> 1. Press ENTER until SUB is displayed on the screen. 2. Select SUB. 3. Subtotal report will print.
<p>Manual terminal settlement</p> <ul style="list-style-type: none"> • Not applicable for auto settlement • Not available between 9.30pm and 11.00pm (AEST). 	<ol style="list-style-type: none"> 1. Press ENTER until SETL is displayed on the screen. 2. Select SETL. 3. Key in the settlement password and press ENTER. 4. Settlement report will print and totals will be reset.

GLOSSARY OF COMMON TERMS

CCV Number	This is an additional security feature that should be used in transactions where the cardholder is not present (MOTO or ECOM). Refer to your EFTPOS Merchant Operating Guide for more information.
Charge Card	American Express® (AMEX), Diners Club or Japanese Credit Bureau (JCB).
Credit Card	MasterCard® or Visa®.
Debit (EFTPOS) Card	A card that gives the customer access to either a cheque or savings account. The customer must be present when accessing these account types, i.e. details cannot be manually entered into the terminal.
Fall Back Transaction	Performed using the manual back-up 'click clack' imprinter when the electronic terminal is not working. It is important that a manual authorisation be obtained for all transactions which are greater than your floor limit.
Merchant (ID) Number	An 8 digit number used to identify your business and obtain an authorisation code for credit card transactions. This number is unique to your business, and can be located on any of the following: <ul style="list-style-type: none">• any receipt from your terminal• your merchant statement• the metal plate on your manual imprinter (last 8 digits only)
MOTO or ECOM Transactions	Any transaction that is initiated by mail or over the telephone and the card is not present to swipe through the terminal. This functionality is only available to approved merchants. eCommerce transactions are those initiated over the internet.
ROC Number	This is the 'Record of Charge' number, printed on each transaction receipt.
Terminal (ID) Number	An 8 digit number that identifies your EFTPOS terminal. The terminal ID can be found on any receipt from your terminal, including the settlement report.

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