SmartSELECT

MERCHANT OPERATING MANUAL

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Chapter 1: Introduction

1.1: Using This Manual

This Merchant Operating Manual describes the SmartSELECT Point of Sale system – what it looks like, what the components do, and how to take care of them – and provides instructions on how to set up the system and how to operate it.

1.1.1: Overview

Here's a quick overview of what each chapter covers:

Chapter 2: About the SmartSELECT describes the physical components of the system and how to take care of them.

Chapter 3: Features & Procedures describes the SmartSELECT's standard features and processes as well as options that can be activated.

Chapter 4: Configuring Your Terminal explains how to set up your terminal to meet your POS needs.

Chapter 5: Training Mode describes how to use the SmartSELECT's Training Mode to familiarize operators with the terminal.

Chapter 6: Administrative Transactions provides instructions on initializing your terminal, activating the training mode, and settling your accounts.

Chapter 7: Reporting Transactions provides instructions on printing reports and duplicate receipts.

Chapters 8 - 9: These chapters describe standard **Debit and Credit** card **Financial Transactions**, including purchase, refund, and void transactions.

Chapters 10 - 11: These chapters explain how to use the SmartSELECT's on-screen **help system** and **calculator**.

Appendix A: Clerk Subtotalling: This appendix describes how to enable and configure Clerk Subtotalling, how to change to Clerk IDs and produce Clerk Subtotals reports.

Appendix B: Multi-Terminal Reporting: This appendix outlines the procedures for enabling Multi-terminal Reporting and processing reporting transactions when this feature has been enabled.

Appendix C: Tip Entry on PINPad Transactions provides instructions for performing Debit and Credit transactions when Tip Entry has been enabled.

Appendices D - E: These appendices describe how to perform **purchasing card** and **Private Label card** transactions.

Appendix F: Cheque Authorization explains how to use the SmartSELECT to electronically obtain approval from a cheque authorization company.

Appendices G, H, and I: provide information and instructions on using **gift card** and **loyalty card** programs on the SmartSELECT. The **ValueLink**, **Ernex**, and **AIR MILES** programs are available.

Appendix J: Error Messages & Troubleshooting lists the error message you may encounter on the SmartSELECT and suggests possible solutions to those error conditions.

Appendix K: Transelect Code Equivalents: This appendix lists the Financial, Administrative and Configuration transactions available on the Transelect system with their Admin Codes and the SmartSELECT menu containing that function.

1.2: Merchant and Terminal Information

Merchant Name:____

Merchant Location:_____________________________________

Moneris Merchant ID Number: _____________________________

Initialization Telephone Number:_____________________________

Configuration Code:_____________________________________

1.3: Contacting Moneris Solutions

Call the Moneris Merchant Service Centre at:

1-866-319-7450 toll-free

for information and assistance with:

- Balancing your account
- Problems with your equipment
- Processing financial transactions
- Processing non-financial transactions
- Security features - merchant responsibility or liability concerns
- Settlement processing
- Terminal set-up
- Ordering terminal supplies

Available 24 hours a day, 7 days a week.

Contact Moneris Authorization at:

1-866-802-2637 toll-free

for assistance with:

- Voice authorizations
- Code 10 situations

1.4: Terminal Supplies

It is recommended that merchants obtain their POS stationery and paper rolls from Moneris to ensure that these supplies comply with the applicable specifications. Contact the Moneris Merchant Service Centre (see section 1.3:) to obtain additional supplies for your terminal.

1.5: Additional Documentation

To download additional copies of this Merchant Operating Manual, visit- www.moneris.com/merchant/manuals/index.html and select SmartSELECT.

To download a copy of the SmartSELECT Quick Reference Guide for Debit and CreditProcedures, visit www.moneris.com/merchant/qrguides and select SmartSELECT (Debit/Credit).

To download a copy of the SmartSELECT Quick Reference Guide for Loyalty Programs, visit www.moneris.com/merchant/qrguides and select SmartSELECT (Loyalty).

Chapter 2: About the SmartSELECT

Your SmartSELECT terminal is a stand-alone, electronic Debit and Credit card payment system that connects to the Point of Sale (POS) payment services provided by Moneris Solutions.

The basic SmartSELECT system consists of the SmartSELECT terminal with a built-in printer. If you accept debit cards, you will need to connect a PINPad to the terminal.

If you encounter any problems using the SmartSELECT, review the appropriate section of this documentation (use the Index to find information quickly) or consult *Appendix J: Error Messages & Troubleshooting*. If the problem persists, call the Moneris Merchant Service Centre for immediate professional assistance. (See *Section 1.3: Contacting Moneris Solutions* for telephone numbers.)

2.1: The Terminal

The SmartSELECT terminal consists of a touch screen, an integrated printer, a magnetic stripe reader (MSR) and a small speaker. Together these pieces form a self-supporting unit. A PINPad holster can also be attached if a PINPad will be connected to the terminal for performing debit transactions.

2.1.1: The Touch Screen

The interface is a touch-sensitive, backlit, monochrome black on white, LCD screen, 3.4” wide by 4.5” high.

To select an item or “press” a button, touch the surface of the screen gently with your fingertip or the eraser end of a pencil.

IMPORTANT: *Do NOT use pointed objects on the touch screen. They may damage the surface.*

The screen changes as you proceed through a transaction, presenting the necessary prompts and information in a clear, easy-to-read fashion. The standard screens are described below along with the standard areas of the screen, and the buttons and keypads that appear on the screen.

The Idle Screen

The Idle screen is displayed when your SmartSELECT terminal is not performing any transactions or functions. It is determined by whether a PINPad is attached to the terminal and, if so, the type of PINPad. There are two types: the *Swipe Card* Idle screen and the *Amount Entry* Idle screen.

- The *Swipe Card* Idle screen appears if there is no PINPad or there is a PINPad II attached. It displays the default transaction type (*Purchase* or *Pre-Authorization*) over the prompt *Swipe Customer Card* and a numeric keypad with a **Calculator** button and a **Transfer from Calc** button.

- The *Amount Entry* Idle screen appears if there is an PINSmart (eN-Crypt 1200) PINPad attached to the terminal. It displays the default transaction type (*Purchase* or *Pre-Authorization*) over the prompt *Enter Purchase Amount* and a numeric keypad with a **Calculator** button and a **Transfer from Calc** button.

To access the Idle screen from the Moneris Logo screen, press the Moneris Solutions logo.

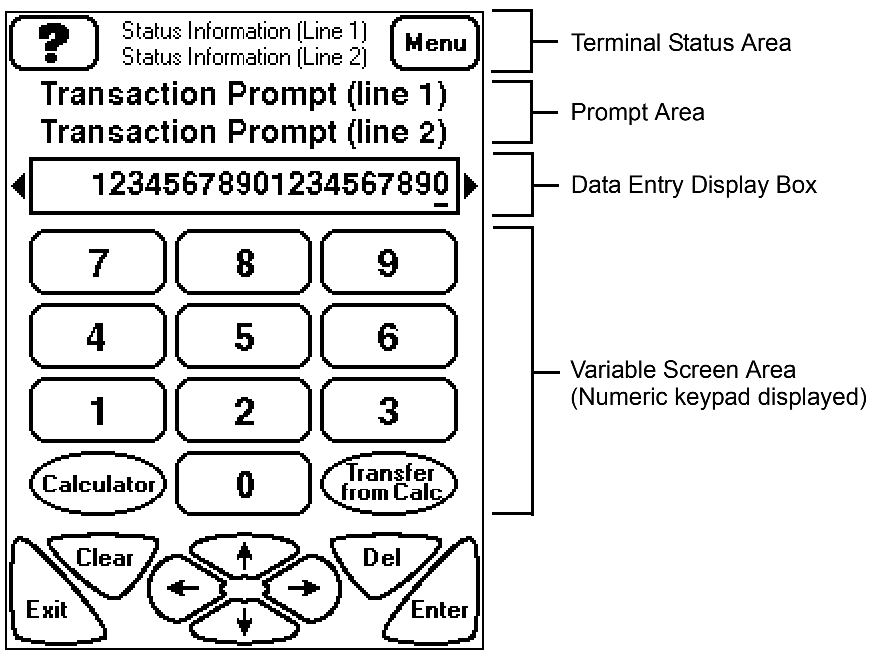
To access the Idle screen from any other screen, press the **Exit** button repeatedly until the Idle screen appears.

Moneris Logo Screen

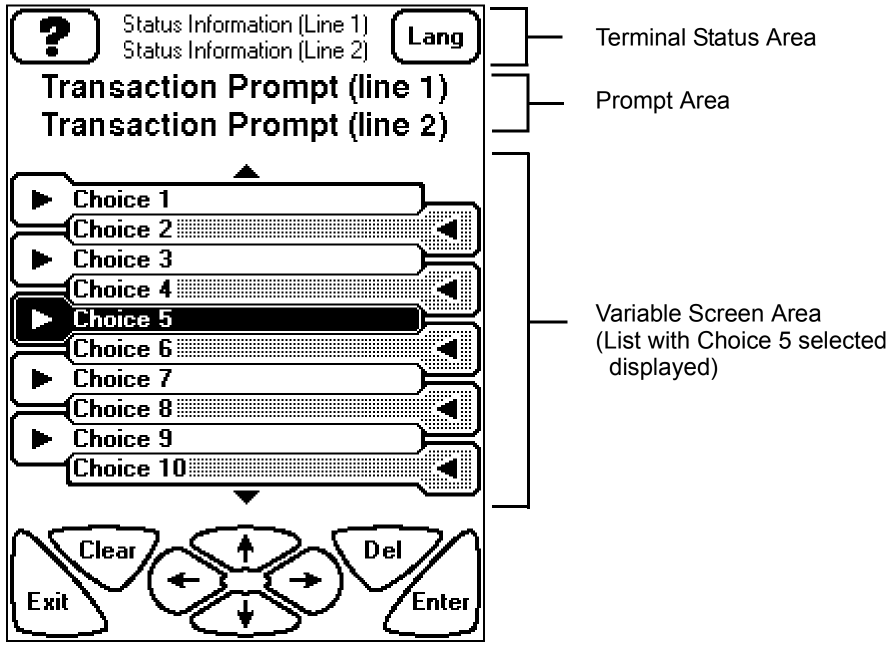
The Moneris Logo screen appears after the Idle screen has been displayed for one minute without any activity. It displays the Moneris Solutions logo, the **Menu** button and the Date and Time at the bottom of the screen.

Standard Transaction Screens

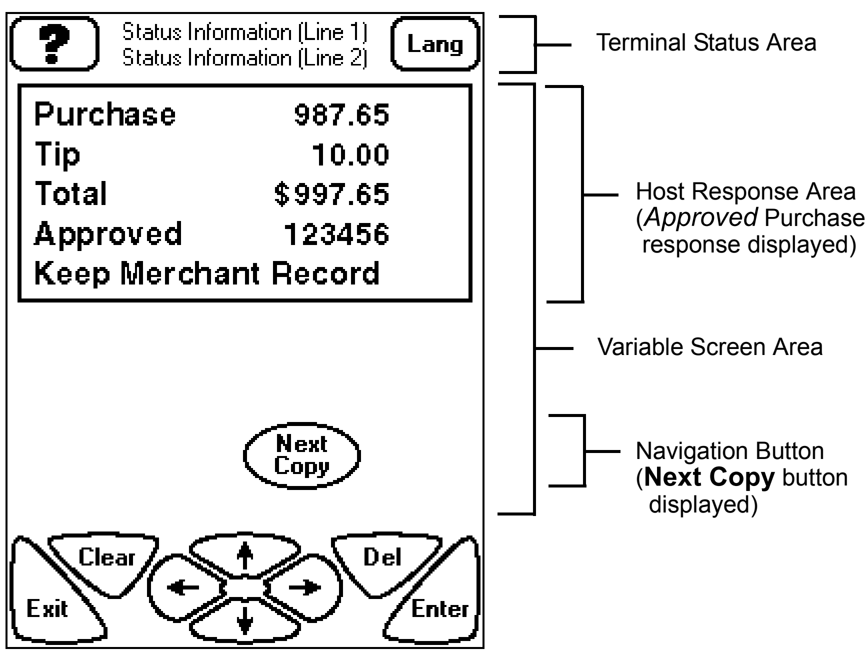
The Standard Financial Transaction screen



The Standard Selection Screen



The Standard Host Response Screen



Standard Screen Areas

The following tables provide definitions of the standard screen areas identified in the illustrations above.

SCREEN AREA	FORMAT, ACTIONS & INFORMATION
Terminal Status Area	Two lines centred at the top of the screen. This area appears on every screen. The first line displays one of the terminal or communication status prompts. The second line indicates whether the communications connection is active or inactive and to which Host the terminal is connecting
Prompt Area	Two lines centred on the screen just below the Status Area. It contains transaction prompts, error messages or, if the variable screen area contains a list, the list name.
Current Choice box	A single line high, it appears on the List screen below the Prompt Area and above the list items. It displays the currently selected item.
Data Entry Display box	Appears on screens that require data entry, sits below the Prompt Area and above the keypad. It is a single line high and displays the data that has been keyed in using the keypad. If the data is longer than the width of the box, scroll indicators appear at the left and right sides of the area and the appropriate arrow button will blink at the bottom of the screen. Press once on the enabled arrow button to move through the text character by character, press twice quickly to move through the text in chunks, press and hold to scroll through the text smoothly.
Variable Screen area	See below

Variable Screen Area

This area changes depending on the activity you are performing. It may contain:

- a list of items to choose from
- one of a variety of keypads with text boxes to input data
- navigation buttons
- a message from the host

SCREEN TYPE	FORMAT, ACTIONS & INFORMATION
List	Multiple lines of text with arrowheads to left or right of text. Select an item: • by pressing the arrowhead. • that is already highlighted (e.g. the default item or the last item selected) by pressing **Enter**. If the list is too long to display all items on the screen, scroll indicators (small up and down arrowheads) appear. Scroll through the list by pressing the enabled arrow button: • once to move through the list item by item, • twice quickly (double clicking) to move through the list by screen • and holding to scroll through the list item by item.
Association List	Multiple lines of text with arrowheads to left of text. Each line contains a parameter with its associated values. Select items in order to change their value. See the List Screen Type for instructions on selecting and scrolling.
Data Entry keypad	Appears below the Data Entry display box. See *Alphanumeric Keypads* below for details.
Receipt Printer Edit box	Text display box that appears below the Terminal Status Area, above the Data Entry keypad, in the same space as the Prompt Area. The box fills the width of the screen and contains a row of numbers at the top and an end-of-text marker (a black diamond). All text must fit in the display box, which can contain a maximum of five lines of 40 characters each. If the text goes past the bottom right corner of the display box, it is deleted. Text will wrap automatically to keep words whole. Use spaces to indent and centre text.
Host Response	Text display box that appears below the status area. It contains information received from the host regarding the current transaction (e.g., transaction type and amount, host message, etc.). It may also contain a **Next Copy** button.
Help	see Chapter 10

Standard Touch Screen Buttons

Note: *If a button is "greyed out" or dimmed, this means it cannot be used on that particular screen.*

BUTTON	FUNCTION
?	Use this button to access the Context Sensitive Help.
??	Use this button to access the On-line Help Index and Search screens.
Menu	Appears only on the Idle and Sleeping screens. Use this button, when the terminal is logged on, to access the ***Financial Transactions*** menu. Use this button, when the terminal is logged off, to access the ***Administrative Transactions*** menu.
Lang	Appears on all screens except the Idle and Sleeping screens: Use this button to change the terminal display language and the merchant receipt language.
Navigation Buttons: Finan, Admin, Config Reprint, Next Copy Term Lang	These oval-shaped buttons appear above the navigation arrows on the menu screens. Use these buttons for moving to a different screen (e.g., **Finan**, **Admin**, **Config**), completing a process (e.g., **Reprint**, **Next Copy**) and changing the terminal display language (**Term Lang**).
Exit	Use this button to cancel the current activity and return to the previous screen or the Idle screen.
Clear	Use this button to erase all of the displayed data from a text box and, in the calculator, to erase the entire mathematical operation.
Navigation Arrows: Left ←, Up ↑, Down ↓, Right →	Use these buttons to move through lists of options or displayed text, or through characters you have input
Del	Delete: Use this button to delete single characters from a text box.
Enter	Use this button to accept displayed data.
Calculator	Appears only on the Idle screen. Use this button to access the on-screen calculator.
Transfer from Calc	Appears only on the Idle screen. Use this button to copy the value on the on-screen calculator to the Purchase Amount text box.
CE	Clear Entry: Appears only on the Calculator screen. Use this button to clear the displayed value but continue the mathematical operation.

Alphanumeric Keypads

KEYPAD	FUNCTION
Upper Case Alpha	Letters A-Z, **Space**, **abc**, **123**, and **áçè** buttons. Use these keys to enter your Terminal ID, receipt text, etc.
Lower Case Alpha	Letters a-z and **Space**, **ABC**, **123**, and **áçè** buttons. Use these keys to enter Credit Application information, receipt text, etc.
Accented Characters	13 accented characters, 5 math symbols, **Space**, **ABC**, **abc** and **123** buttons. Use these keys to enter Credit Application information, receipt text, etc.
Numeric with Punctuation	Numbers 0-9, 16 punctuation keys, **Space**, **ABC**, **abc**, and **áçè** buttons. Use these keys to enter an Invoice Number, receipt text, etc.
Numeric with Alpha	Numbers 0-9, letters A-F. Use these keys to enter a 3201 poll code, LAN address, etc.
Numeric	Numbers 0-9, **Calculator** and **Transfer from Calc** buttons. Use these keys to enter transaction values.
Telephone Number Entry	Numbers 0-9, ***** and **#**, **Call Wait**, **Tone Dial**, **Pulse Dial**, **Pause**, and **Wait Tone** buttons. Use these keys to enter access numbers for Moneris, Third Party Hosts, Gift Card and Loyalty program providers.
Calculator	Numbers 0-9, decimal, 6 math operations, and 3 memory function keys. See *Chapter 11: On-Screen Calculator* for details.

2.1.2: The Printer

A thermal printer is attached to the back of the SmartSELECT terminal. The printer prints black text on white one-part thermal paper and has a “paper out” sensor.

2.1.3: The Magnetic Stripe Reader

The Magnetic Stripe Reader (MSR) is incorporated into the body of the SmartSELECT terminal. It resides in a slot that runs along the right-hand side of the terminal. When you slide (or swipe) a payment card through the MSR, it reads the information encoded on the magnetic stripe on the back of the card. Cards can be swiped top to bottom or bottom to top. The MSR can read Track 1, Track 2 or both tracks in the card’s magnetic stripe.

2.1.4: The Speaker

The speaker makes an audible beep to acknowledge key entry, announce error conditions and monitor modem activity. The beep can be turned on or off using the **Audible Key Click** item on the ***General Parameters*** menu.

2.1.5: The Connection Ports

The SmartSELECT has eight connectors on its back, hidden by a cover panel:

- one I/O port for each of the following communication methods (only one of these ports can be active at a time):
  - DIAL for dial-up communication over an analogue line
  - LAN for Datapac 3201 LAN communication
  - 3201 for Datapac 3201 direct communication
- two PINPad ports:
  - RS232 SPED port for an RS232 enabled PINPad
  - TTL SPED port for a TTL enabled PINPad
- one power port
  - POWER 24VDC
- two Auxiliary sockets (for future use):
  - AUX1
  - AUX2

2.2: The Cables

The standard SmartSELECT terminal comes with two cables, the power cable and a communications cable. If you are processing Debit transactions, your will also receive a PINPad cable.

2.2.1: The Power Cable

The power cable is in two pieces. One piece consists of the power supply box and a cable that ends in a plug that is inserted into the terminal's “POWER 24VDC” port. The other piece consists of a cable with two plugs, one is inserted into the power supply box, the other into the wall socket.

IMPORTANT: *You must use the exact power adaptor and cable provided with the terminal by Moneris Solutions. Failure to do so may affect the operability of, or cause damage to the terminal and Moneris Solutions shall have no liability whatsoever for a failure to follow these instructions.*

2.2.2: The Communication Cable

The communication cable connects the SmartSELECT terminal to the communications device (e.g., a telephone wall jack). One end of the cable is inserted into the appropriate connection port on the SmartSELECT, the other into the appropriate communications device.

2.2.3: The PINPad to Terminal Cable

If you process Debit transactions, you will have a PINPad with an attached cable ending in either a TTL connector (looks like a phone connector) or an RS232 connector. The connector is inserted into the appropriate “SPED” port on the terminal.

2.3: The PINPad

This component is optional. If you process only Credit transactions, you do not need to attach a PINPad. If you wish to process Debit card transactions with your SmartSELECT you must attach a PINPad. The PINPad II PINPad (also called the eN-Crypt 150) and the PINSmart (also called the eN-Crypt 1200) PINPad have been certified for use with the SmartSELECT.

Each of the PINPads has a keypad, a display window and a connection cable. The PINSmart also has a Magnetic Stripe Reader (MSR) for reading the information on the magnetic stripe on debit cards.

PINPad Keys

KEY NAME	COLOUR	FUNCTION
CHQ	Blue	Use this key to select a chequing account.
SAV/EP	Blue	Use this key to select a savings account.
Spare Function key	Blue	This key is not active.
ALPHANUMERIC KEYS	Grey	Use these keys to enter the confidential PIN (Personal Identification Number) and the tip amount.
CANCEL ANNUL	Red	Use this key to cancel the current debit transaction.
CORR.	Yellow	Use this key to clear the displayed data and re-enter it or, if data has not been input, to return to the previous prompt.
OK ENTER ENTRER	Green	Use this key to complete the PIN, accept amounts displayed and approve the transaction.

2.4: Care of the Components

Proper care of your SmartSELECT system will help ensure uninterrupted service. Here are some recommendations for maintaining your terminal in good working order:

IMPORTANT: *Misuse of equipment can result in replacement liability.*

- DO press gently on the touch screen with your fingertip or a pencil eraser.
- Do NOT use a pen or pencil tip, fingernails or other sharp objects on the touch screen.
- DO clean the touch screen with a damp cloth rinsed in a mild soap solution.

- Do NOT use solvents, cleaning fluids or abrasives on any part of the terminal.
- Clean the Magnetic Stripe Reader (MSR) periodically, using the cleaning card provided with your SmartSELECT system. To obtain additional MSR cleaning cards, contact the Moneris Merchant Service Centre (see *Section 1.3: Contacting Moneris Solutions*).
- To maintain the warranty on the equipment, use only supplies obtained from the Moneris Merchant Service Centre (see *Section 1.3: Contacting Moneris Solutions*).
- Load the paper into the printer correctly (see the diagram on the inside of the printer cover).
- Avoid spilling liquids on components.
- Do NOT expose components to extreme temperatures.
- Avoid unnecessary movement of the terminal to prevent accidental disconnection of any of the cables.
- If the equipment fails, call the Moneris Merchant Service Centre. (See *Section 1.3: Contacting Moneris Solutions* for contact information.)

Chapter 3: Features & Procedures

Your SmartSELECT terminal can be set up to accept and process a variety of cards including Debit and Credit cards, Third Party cards, Purchasing cards, Gift cards and Loyalty programs. The terminal can also be set up to process cheque authorizations and to prompt for a tip entry on a PINPad for both debit and credit transactions.

3.1: Standard Features

These features are available for all configurations of the SmartSELECT.

3.1.1: Menu driven interface

All interaction with the SmartSELECT takes place through menus, lists and prompts that appear on the touch screen to guide you through transactions. There's no need to memorize transaction codes. (However Transelect Admin Codes and the corresponding SmartSELECT menu can be found in *Appendix K: Transelect Code Equivalents* if you wish to refer to them.)

3.1.2: On-line Help System

SmartSELECT's on-line help is available at the touch of a button. Simply press the **?** button on the top-left corner of the touch screen to access information about the screen you are viewing. Then press the **??** button inside the on-line help to access an index of SmartSELECT topics and a search screen. See *Chapter 10: SmartSELECT Help System* for details and instructions.

3.1.3: POS Administrative Card

The POS Administrative (Admin) Card is required for refunds, purchase voids and configuration functions if your SmartSELECT terminal processes Debit transactions. It allows you and your staff to access various terminal functions and complete various financial transactions that impact your deposit account.

If your SmartSELECT terminal processes only Credit transactions, you may not need a POS Admin Card.

IMPORTANT: *You, the merchant, are solely responsible for the security and care of all your POS Admin Cards at all times. If your POS Admin Card is lost, stolen or damaged (or you suspect it may be lost or stolen), call the Moneris Merchant Service Centre immediately.*

All financial transactions completed with a POS Admin Card are subject to the guidelines of the Debit Card Merchant Agreement entered into with

Moneris. The Agreement contains important provisions regarding your responsibility for POS Admin Card security and your liability for financial transactions made with a POS Admin Card.

3.1.4: On-screen Calculator

The SmartSELECT has an on-screen calculator that can perform basic math functions and has a memory function as well as the ability to paste values into the amount field in a transaction (See *Chapter 11: On-Screen Calculator* for detailed information).

3.1.5: Time and Date Display

At the bottom of the Sleeping screen, the SmartSELECT displays the current time and date. If the date and time are visible, press the bottom of the touch screen (the entire area is a button) to make them disappear. If they are not visible, press the bottom of the touch screen to make them appear.

3.1.6: Stored Transactions

The SmartSELECT can store up to 1000 approved Credit and Debit transactions in its memory and, if your terminal is configured to process Gift Card transactions, up to 500 approved Gift Card transactions. These transactions are searchable, allowing you to print reports and reprint receipts in the event of a disputed transaction.

The oldest transaction is dropped once the terminal memory reaches capacity. If your terminal is replaced, the memory cannot be transferred to the new terminal, and is therefore lost. Moneris recommends printing a list of all transactions on the old terminal before disconnecting it then installing the new terminal.

3.1.7: Training Mode

Training mode on the SmartSELECT enables the transaction screens, but does not connect to the host when you complete a transaction. This allows you and your staff to practice processing financial transactions without communicating those transactions to the Moneris Host and without affecting your bank account or your customer's bank account. (See *Chapter 5: Training Mode* for instructions.)

3.1.8: Bilingual Displays and Receipts

The SmartSELECT terminal displays text in either English or French.

The initial message on the PINPad (if a PINPad is attached to the SmartSELECT) is always bilingual. The language of the PINPad messages and prompts after the customer's card has been swiped will be based on that card's language code.

Customer and merchant receipts can be printed by the SmartSELECT in English, in French or bilingually. If the printer is configured to print separate copies for the customer and merchant (i.e., two or three copies), the customer receipt language is based on the language code on the customer's card; the merchant receipt language is based on the current terminal language. If the printer is configured to print only one copy and the customer's language code matches the terminal language, the receipt will be printed in that language. If the customer's language code does not match the terminal language, one bilingual receipt will be printed.

3.1.9: Card Number Masking

To reduce the risk of fraudulent card use, only a portion of the cardholder's card number is printed on the cardholder receipt. The remainder of the card number is masked, i.e., an '*' is printed for each remaining digit in the card number. Both debit card and credit card numbers (including private label card numbers) are masked.

For debit card numbers, the first 10 digits of the card are printed in clear. From the 11th digit onwards, asterisks are printed in the place of the real digits, e.g.: 0123456789******.

For credit card numbers, only the last four digits are printed in clear, the rest are replaced with an asterisk, e.g.: ************1234.

To further reduce fraudulent credit card use, the credit card expiry date is not printed on the cardholder copy of the receipt.

3.2: Standard Procedures

These procedures are followed for all configurations of the SmartSELECT.

3.2.1: Terminal Security

To minimize the risk of unauthorized transactions being processed through your terminal after your business hours, log the terminal off at the end of each business day and log on again at the beginning of each business day.

3.2.2: Disputed Debit Transactions

Do not attempt to resolve or compensate a Cardholder for a disputed Debit transaction. Refer the Cardholder to their Financial Institution.

3.2.3: Code 10 Authorization

During a transaction, if you feel that a customer, card or transaction is suspicious and needs investigating, call the Moneris Authorization Center (see *Section 1.3: Contacting Moneris Solutions* for contact numbers) and state that the call is a Code 10. This will alert the Moneris operator without alarming your customer. The operator will ask you some "Yes/No" questions and then provide instructions.

Reasons for calling in a Code 10 include:

- the signature on the credit card does not seem to match the signature on the purchase receipt.
- the card appears to have been tampered with.
- the name on the card is inconsistent with the person's gender.

- the customer is purchasing an unusual number of expensive items.
- the customer's purchases seem randomly selected, with little regard for size, quality or value.
- the customer seems nervous or signs slowly with uncertainty.

3.2.4: PAN Fraud Check

To reduce the fraudulent use of credit cards, this security feature prompts you to key in the last four digits of a credit card number after the card has been swiped. The PAN Fraud Check then compares the keyed-in digits to the information contained in the card's magnetic stripe to ensure they match.

3.2.5: Shortcuts

The SmartSELECT has three Shortcuts that guide you step-by-step through these processes:

- **Configuration Shortcut**: When you turn on the terminal for the first time, this shortcut guides you through setting up required functions, inputting options and testing the peripheral devices as required to complete the basic configuration and initialization processes. This shortcut is followed immediately by the Intro Shortcut.
- **Intro Shortcut**: This one-screen shortcut provides information on the POS Admin card and instructions on how to access on-line help. It begins immediately after the Configuration Shortcut is complete. You can also start this procedure from the ***Administrative Transactions*** menu.
- **End-of-Day**: This shortcut takes you through the steps required to process the close batch transaction and produce the end-of-day reports to properly close your terminal. It can be started from the ***Administrative Transactions*** menu.

3.2.6: Terminal Display Language

The text on the SmartSELECT's touch screen can be displayed in English or French. There are two ways to change the display language from one language to the other:

- by pressing the **Term Lang** button if it is available. The display language changes immediately.
- by pressing the **Lang** button during a transaction:
  - If the PINPad is required during the transaction, the *Change Language* prompt appears. Select **Change Terminal Language**. The terminal returns to the screen on which the **Lang** button was pressed and the terminal display language is now changed.
  - If the PINPad is not required during the transaction, the display language changes immediately.

The terminal display language will remain changed until the **Lang** or **Term Lang** button is pressed again, even if the terminal is logged off or powered off.

3.2.7: PINPad Display Language

The text on the pinpad display screen can appear in English or French. The display language can be changed from one language to the other in two ways:

- by swiping a debit card that has a different language code on its magnetic stripe.
- by pressing the **Lang** button during a debit transaction any time after the customer's card is swiped and before the customer finishes entering their responses. The *Change Language* prompt appears. Select **Change Customer Language**. The pinpad display language changes and the terminal returns to the screen on which the **Lang** button was pressed.

Changes to the pinpad display language only last for the duration of the current transaction. The next transaction will be displayed in the default pinpad display language set up during the initial configuration of the terminal.

3.2.8: Pre-Authorization and Advice Transactions

The Pre-Authorization (Pre-Auth) transaction allows you to verify that sufficient funds are available on a card and to place a hold on those "open to buy" funds. This transaction does not result in a charge to the cardholder or a deposit to your business account until an Advice transaction is processed. Pre-Auth transactions are most commonly used in hotel, restaurant and car rental environments where the final amount of the sale is unknown when the card is first swiped.

3.2.9: Cancelling a Transaction

To cancel a transaction at any time during the transaction:

1. Press **Exit** if available. The *Cancelled* status prompt appears on the terminal screen (and the PINPad screen if a PINPad is attached to your terminal).

   Note: *If the* **Exit** *button is not available the transaction cannot be cancelled.*

2. If the receipt or report has begun printing, the text * TRANSACTION CANCELLED * will be printed on the receipt or report.
3. The Idle screen reappears.

3.3: Optional Features

These features may be available on your SmartSELECT depending on your Configuration Code and the configuration of your Merchant ID on the Moneris Host. If the feature is available and you wish to use it, you must enable and configure the feature. If you do not wish to use an enabled feature, you can deactivated it.

3.3.1: Invoice Number Prompt

This feature enables a prompt to key in an Invoice Number for every Credit and Debit financial transaction. If this feature is activated, you have the option of entering an Invoice Number or bypassing the prompt by simply pressing **Enter** when the prompt appears.

3.3.2: Clerk ID Prompt

This feature enables a prompt to key in the Clerk ID of the terminal operator whenever a transaction is performed on the SmartSELECT. This allows you to produce reports tracking financial totals and number of transactions for each Clerk ID or group of Clerk IDs.

3.3.3: Tip Entry on PINPad

This feature gives your customers the option of adding a tip amount to Debit and Credit purchase transactions on the PINPad before they enter their PIN. It is generally used in restaurants.

Note: *You must have a PINSmart (eN-Crypt 1200) PINPad attached to your terminal to process Tip Entry.*

3.3.4: Tip Line on Credit Card Receipts

This feature gives your customers the option of adding a tip amount to Credit transactions by indicating the tip amount on the Merchant copy of the receipt. It is traditionally used in restaurants and other service-based businesses.

3.3.5: Personalized Message on Receipts

This feature allows you to configure your SmartSELECT to print a personalized trailer message at the bottom of your receipts. The language of the message will match the language on the customer's card if the card is swiped. If the card number and expiry date are keyed in, the customer's receipt will match the language on the terminal screen.

3.3.6: Pre-Authorization as Default Transaction

If you operate a car rental business, a restaurant or a hotel, you may wish to have your Idle screen configured to process Pre-Authorizations rather than Purchase transactions. This feature must be set at the Moneris Host and is downloaded to your terminal during Initialization. To change it, please contact your Moneris sales representative.

3.3.7: Third Party Credit Transactions

This features enables your SmartSELECT to process Third Party Cards (e.g., JCB and Diners Club / enRoute). Contact your Moneris sales representative for further details.

3.3.8: Private Label Cards

Use this feature to offer your customers a credit card that can be used exclusively in your store(s). Depending on the program you create with the Private Label card Issuer, you can process standard financial transactions, Payment and Payment Void transactions, and Instant Credit Applications as well as produce reports of your Private Label transactions.

3.3.9: Cheque Authorization

This feature allows you to give your customers the option of paying with a cheque while reducing your risk of accepting an NFS cheque. Use the SmartSELECT terminal to connect to a cheque authorization service and obtain approval using your customer's driver's license or credit card.

3.3.10: Purchasing Cards

Purchasing cards are a special type of credit card that provide enhanced reporting data to help customers with cost allocation, tax compliance and account reconciliation.

If this feature is enabled on your terminal, the terminal will prompt for a Customer Reference Number and tax amounts for each Purchasing Card transaction and will print the reference number and tax amounts on the receipt. The reference number and tax amounts will also appear on the customer's monthly statement from the Purchasing Card provider.

3.3.11: Gift Cards

Use this feature to allow your customers to use Gift Cards to make purchases in your place of business. Gift Cards are plastic cards that can be used as gift certificates. The customer purchases a gift card with a specified value on it and then uses that card instead of cash or a credit or debit card. Gift Cards must be activated before they can be used and the customer can do a balance inquiry using your terminal to determine how much value is left on the card.

Gift Card programs currently supported on the SmartSELECT terminal include ERNEX and ValueLink. Contact your Moneris sales representative for further details on these programs.

3.3.12: Loyalty Programs

Use this feature to offer your customers the opportunity to collect points on a loyalty card based on the dollar value of purchases they make. Some programs also provide points based on the purchase of specific items or incentive calculations that can be implemented for a specific time period.

The AIR MILES program is currently supported on the SmartSELECT. Contact your Moneris sales representative for further details on this program.

3.3.13: Clerk Subtotalling

This feature provides you with the option of obtaining Subtotals for one clerk or a group of clerks on one or more terminals. Clerk IDs must be enabled and entered during transactions in order to use Clerk Subtotalling.

IMPORTANT: *Clerk Subtotals must cleared manually on a regular basis (weekly is recommended). If not, the Moneris Host will automatically clear the totals when the number of transactions for a card type within a Clerk ID reaches 10,000.*

3.3.14: Terminal ID

If you have multiple SmartSELECT terminals operating in one location, you can use this feature to identify individual terminals with unique IDs.

3.3.15: Balanced Prompt

Use this feature to have the SmartSELECT check its terminal totals against the totals on the Moneris Host during a Close Batch transaction to ensure they match. If they do not match, the terminal will notify you and print “BAL - NO” on the Close Batch report. It is used solely for your in-house record keeping and is not reported to the Moneris Host.

3.4: Optional Procedures

3.4.1: Group Clerk Subtotals Reporting

Clerk IDs are defined as a Group (GRP) when they share up to five common starting characters (a Pre-fix). For example, Clerk IDs 1, 12 and 134 can be entered as a Group with the Pre-fix 1. When performing reports, all Clerk IDs that begin with the number 1 are reported as a Group.

3.4.2: Multi-Terminal Reporting

This function allows you to perform the Close Batch, the Deposit Totals or both functions on all terminals or a group of terminals associated with the same merchant number from one of the terminals. For example, if you have 15 terminals associated with your merchant number, you simply perform the multi-terminal reporting function on one of the 15 terminals and the Close Batch and Deposit Totals functions are performed on all 15 terminals at the same time.

The reports provide totals by card type from the Moneris Host and by terminal or group of terminals.

The totals are cleared in the terminal that performs the multi-terminal reporting function, but the totals are not cleared on the other associated terminals.

This function does not compare totals stored in the terminal memory to totals stored on the Moneris Host (unlike the standard Close Batch transaction). Therefore, ensure your receipts balance to the total of your Multiple Terminal Report.

3.4.3: End-of-Day Shortcut

This shortcut takes you through your end-of-day procedures based on your terminal’s configuration. End-of-day procedures include printing a Current Batch Totals report from all configured Hosts, closing your current batch of transactions, and obtaining the number and dollar value of Debit and Credit transactions saved in the SmartSELECT’s memory since the last batch was closed.

Chapter 4: Configuring Your Terminal

Before you begin using your SmartSELECT terminal to process transactions, you must power up your terminal and then configure it, inputting any special values and parameters needed for the options you wish to use.

4.1: Powering Up the SmartSELECT

The SmartSELECT terminal does not have an ON/OFF switch. To turn on the terminal, simply plug it into a power outlet as outlined below.

1. Insert the smaller end of the SmartSELECT terminal's power cord into the terminal's POWER 24DVC 2A port.
2. Insert the other end into a power outlet. The *Loading* status message appears on the terminal's touch screen with a list of the hardware version, the system software and the application software in use.
3. The terminal displays *Please Wait/Attendre SVP* while it performs a self-test, then displays *Moneris ####* ('####' is the Moneris Debit/Credit software version number) when the self-test is complete.
4. If this is the first time you have turned on the SmartSELECT:
    - the Configuration Shortcut will begin.

    If you have already configured your terminal and are NOT logged on:
    - the Idle screen will appear with the prompt *Ready Please Logon*

    If you have already configured your terminal and are logged on:
    - the Idle screen will appear.

4.2: Configuration Shortcut

This shortcut guides you through setting up required functions, inputting options and testing the peripheral devices, and is followed by the Introduction Shortcut.

On-line Help in the Shortcut

The ***Help Topics*** menu in the SmartSELECT Help System is available from within the Shortcut any time the **?** or **??** button is enabled and at the beginning of each step in the shortcut.

4.2.1: Following the Configuration Shortcut

Follow these steps to proceed through the Shortcut to set up required functions, test the peripheral devices and input options:

1. Power up the terminal and wait for the Help screen to appear describing how to use the Shortcut.
2. Press **Exit** to continue the Shortcut. The *Enter Configuration Code* prompt appears.
3. Key in the Configuration Code (found in *Section 1.2: Merchant and Terminal Information*) and press **Enter**.

   Note: *To enter the "*" character in the Configuration Code, press* **123**. *The Numeric with Punctuation keypad will appear. Press the* ***** *button. The "*" will appear in the text box. Press* **ABC** *to return to the Alphanumeric keypad and continue entering the Configuration Code.*

   The printer test message appears.
4. The terminal and any attached devices are tested in the following order:
   - the printer
   - the POS Admin Card (if your terminal configuration includes this)
   - the PINPAD (if your terminal will process Debit cards)
   - Communications method (as identified in your configuration code)

   a. You may be prompted to enter information for the devices as they are tested. Follow the prompts and key in the requested data.

   b. If the device's configuration is valid, the terminal displays *Device OK* for three seconds and then a Help screen appears describing the next device test or, if all devices have been tested, the configuration types available.

   Note: *If any of the peripheral device tests fail, a Help screen will appear suggesting possible problems and solutions. Press* **Exit** *to return to the shortcut where you will be prompted to retry the test.*

   c. Press **Exit** to continue the shortcut.
5. The *Select Configuration Type?* prompt appears.

   Note: *You will need to key in your Merchant ID Number and the Moneris Host telephone number during this portion of the configuration. See Section 1.2: Merchant and Terminal Information for these numbers.*

   - If you wish to be prompted to configure each parameter or if you will be processing Purchasing Card transactions, select **Recommended**. Go to step 6.

- If not, select **Minimum**. The ***General Parameters*** menu appears.
  - Select each parameter individually and key in the settings. When the parameters are configured, press **Exit** on the ***General Parameters*** menu.
  OR
  - If you wish to use the default settings for all parameters, simply press **Exit** on the ***General Parameters*** menu.
  Go to step 7.

6. If you selected **Recommended** at the *Select Configuration Type?* prompt, the following prompts appear (the default settings are bolded):
   a. *Balanced Prompt?* on Close Batch Report: Yes or **No**
   b. *Number of Receipt Copies?:* 1, **2** or 3
   c. *Audible Key Click?*: **Yes** or No
   d. *Trailer Message?*: Yes or **No**. If Yes:
      - *Enter English Trailer Message*
      - *Enter French Trailer Message*
   e. *Purchasing Card On?*: Yes or **No**. If Yes:
      - *Sales Tax Type?*: GST-only, GST & PST, GST & QST, HST
      - *Merchant GST Number*
      - *Merchant PST (or QST) Number* if required
   f. *Enter Merchant ID* (see *Section 1.2: Merchant and Terminal Information)*
   g. *Enter Initialization Phone Number* (see *Section 1.2: Merchant and Terminal Information)*
7. When the parameters have been set up, the terminal displays *Host Initialization* while it performs an Initialization transaction.
   - If your terminal is configured to process Debit transactions, the *Logon Swipe Admin Card* prompt appears.
   - If your terminal is configured to process only Credit transactions, go to step 9.
8. Swipe your POS Admin Card.
9. The terminal displays the status prompt *Logon* while it communicates with the Moneris Host and logs the terminal on to the Host.
10. The Introduction Shortcut appears. Read the shortcut then press **Exit**. The *Are you participating in an ERNEX Electronic Marketing program?* prompt appears.
11. If you are registered with ERNEX to provide ERNEX Gift Cards, select **Yes**.
    a. The *Enter ERNEX Terminal ID* prompt appears. Key in the ERNEX Terminal ID provided to you by ERNEX and press **Enter**.
    b. The terminal communicates with the ERNEX Host in order to initialize the terminal on the ERNEX Host.
    OR
    If you are not registered with ERNEX, select **No**.
12. The Idle screen appears.

The terminal is now ready to begin processing transactions.

4.2.2: Restarting the Shortcut

While the Shortcut is in progress, you can restart the Shortcut at any time:

1. Press **Restart** in the top right corner of the screen. The prompt *Restart Shortcut?* will appear.
2. Select **Yes** to reboot the terminal and return to the beginning of the shortcut
   OR
   Select **No** to return to the screen on which you pressed **Restart**.

4.2.3: Exiting the Shortcut

You can exit the Shortcut at any time:

1. Press **Exit** until the *Abandon Shortcut?* prompt appears.

   IMPORTANT: *If you abandon the Shortcut, you will not be able to return to it. In order to complete the terminal setup you will have to access the* ***Terminal Configuration*** *menu and select each parameter individually to key in the settings.*

2. Select **Yes** to exit the Shortcut permanently and return to the Idle screen. The prompt *Please Complete Terminal Set Up* will appear on the Idle screen.

Completing the Shortcut After Exiting

In order to complete the terminal setup, you will need to:

1. Press **Menu**.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **General Parameters**.
4. Select each parameter individually and key in the settings.
5. Press **Exit** on the ***General Parameters*** menu.
6. If you wish to configure Cheque Authorization, Purchasing Cards, Third Party Hosts, Third Party Cards, loyalty programs or reward programs:
   select the list item from the ***Terminal Configuration*** menu and key in the settings.
7. Press **Admin**. The ***Administrative Transactions*** menu appears.
8. Select ***Host Initialization***. The *Enter Merchant ID* prompt appears.
9. Key in your Merchant ID and press **Enter**. The *Enter Initialization Phone Number* prompt appears.
10. Key in the Moneris Host phone number (see *section 1.2: Merchant and Terminal Information*) and press **Enter**. The terminal communicates with the Moneris Host then the *Ready Please Logon* prompt appears.
11. Press **Menu**. The ***Administrative Transactions*** menu appears.
12. Select **Logon**.
    - If your terminal is configured to process Debit transactions, the *Logon Swipe Admin Card* prompt appears.

- If your terminal is configured to process only Credit transactions, go to step 14.

13. Swipe your Moneris POS Administrative Card.
14. The terminal communicates with the Moneris Host then the Idle screen appears.

The SmartSELECT terminal is now ready to process transactions.

4.3: Intro Shortcut

The Intro Shortcut consists of one screen that provides information on the Moneris POS Administrative card (known as the POS Admin card) and instructions on how to access the On-line Help. It appears immediately after the Configuration Shortcut is complete. It can also be accessed from the ***Administrative Transactions*** menu.

To access the Intro Shortcut, from the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Intro Shortcut**. The Intro Shortcut will appear in the On-line Help screen.
4. Press ↓ (the down arrow) to scroll through the text.
5. Press **Exit** to return to the Idle screen.

4.4: The Terminal Configuration Menu

The Terminal Configuration Menu contains a list of parameters and programs that can be enabled and configured on the SmartSELECT terminal.

IMPORTANT: *A number of these programs require agreements between the merchant and a service provider other than Moneris Solutions. Please ensure that the necessary agreements are in place before attempting to configure those programs on the terminal.*

The parameters and programs are listed in *Table 1: SmartSELECT Configuration Parameters* in the order they appear on the ***Terminal Configuration*** menu with the section in this manual that describes them.

Table 1: SmartSELECT Configuration Parameters

TERMINAL CONFIGURATION PARAMETER	REFER TO SECTION # FOR DETAILED INSTRUCTIONS
General Parameters	*4.5: General Parameters*
Dial Communications	*4.7: Communications Parameters*
Clerk Subtotalling	*A.1: Clerk Subtotalling Configuration*
Multi-terminal Report Setup	*B.1: Configuration*
Set Default Clerk ID	*A.1: Clerk Subtotalling Configuration*
Clerk ID Maintenance	*A.1: Clerk Subtotalling Configuration*
Enter Training Mode	*5.1: Enter Training Mode*
Print Configuration	*4.11: Printing Configuration Parameters*
Cheque Authorization	*F.1: Configuration*
Purchasing Card	*D.1: Configuration*
Third Party Host	*E.1.1: Third Party Host*
Third Party Card	*E.1.2: Third Party Card*
Screen Control	*4.6.1: Screen Control*
Printer Control	*4.6.2: Printer Control*
Gift Card Configuration	*G.2: Terminal Configuration for ValueLink*
Remote Code Download	*4.12: Remote Code Download*
Restore Factory Defaults	*4.13: Restoring Factory Defaults*
Reward Program	*I.1: AIR MILES Configuration*
ERNEX Configuration	*H.2: Ernex Configuration*

4.5: General Parameters

Some General Parameters are not configured during the Configuration Shortcut. You must enable each of them individually if you wish to use them. They are:

- Enable Tip Entry (see *Appendix C: Tip Entry on PINPad Transactions*)
- Pre-Auth Tip Line (see *Section 4.5.1: Receipt Format*)
- Credit Signature Line (see *Section 4.5.1: Receipt Format*)
- Invoice Numbers (see *Section 4.5.2: Additional SmartSELECT Prompts*)

4.5.1: Receipt Format

This includes adding a pre-authorization tip line and a signature line on Credit Card transaction receipts, setting the number of receipt copies printed and printing English and French trailer messages on all receipts.

From the ***General Parameters*** menu:

1. Select **Pre-Auth Tip Line**. The *Pre-Auth Tip Line?* prompt appears.
2. Select **Yes** to print a line on the receipt for the customer to indicate a tip amount on pre-authorized Credit Card and Third Party Card transactions. The ***General Parameters*** menu reappears.
3. Select **Credit Signature Line**. The *Credit Signature Line?* prompt appears.
4. Select **Yes** to print a line on the merchant copy of the receipt for the card-holder's signature for Credit Card and Third Party Card transactions. The ***General Parameters*** menu reappears.
5. Select **Number of Receipt Copies**. The *Number of Receipt Copies?* prompt appears. If you select:
   - **1 Copy**, only one copy will be printed.
   - **2 Copies**, the first copy will have "Merchant Copy" printed on it, the second copy will have "Cardholder Copy" printed on it.
   - **3 Copies**, the first copy will have "Merchant Copy" printed on it, the second copy will have "Cardholder Copy" printed on it, the third copy will have "Duplicate" printed on it.

   The ***General Parameters*** menu reappears.
6. Select **English Trailer Message** to key in text to appear at the bottom of any cardholder receipts printed in English. The *Enter English Trailer Message* prompt appears with an uppercase alphabetic keypad.
7. Key in the trailer message (5 lines of 40 characters each; max. 200 characters); it will appear in the edit box above the keypad. Press **Enter** when you have completed keying the trailer message. The ***General Parameters*** menu will reappear.

   Note: *Press* **Space** *to key in spaces between words and fill the remainder of a line.*
   Do NOT press **Enter** *to move the cursor to the next line. The trailer message text in the edit box will be bumped down to the next line automatically.*
   Press **abc** *to display a lowercase alphabetic keypad.*
   Press **123** *to display a numeric keypad.*

8. Select **French Trailer Message** to key in text to appear at the bottom of any cardholder receipts printed in French. The *Enter French Trailer Message* prompt appears with an uppercase alphabetic keypad.
9. Key in the trailer message (5 lines of 40 characters each; max. 200 characters); it will appear in the edit box above the keypad. Press **Enter** when you have completed keying the trailer message. The ***General Parameters*** menu will reappear.

   Note: *Press* **Space** *to key in spaces between words and fill the remainder of a line.*
   Do not press **Enter** *to move the cursor to the next line. The trailer message text in the edit box will be bumped down to the next line automatically.*
   Press **àçé** *to display a keypad of accented characters.*
   Press **abc** *to display a lowercase alphabetic keypad.*
   Press **123** *to display a numeric keypad.*

10. Select **Enable Trailer Message**. The prompt *Trailer Message?* appears.
11. Select **Yes** to enable the Trailer Message that has been keyed in (or both if both English and French Trailer Messages have been keyed in).

4.5.2: Additional SmartSELECT Prompts

This includes displaying a prompt for Invoice Number input during most financial transactions (except Gift Card refunds, refund voids, activations, activation voids, balance transfers and cash outs) and displaying a reminder during the Close Batch transaction to check that the host totals and terminal totals match.

From the ***General Parameters*** menu:

1. Select **Invoice Numbers**. The *Invoice Numbers?* prompt appears. The default is **No**.
2. Select **Yes** to have the *Enter Invoice Number* prompt appear during financial transactions
   OR
   Select **No** to keep the prompt from appearing.
   The ***General Parameters*** menu reappears.
3. Select **Balanced Prompt**. The *Balanced Prompt?* prompt appears. The default is **No**.
4. Select **Yes** to have the *Are Totals Balanced?* prompt appear during the Close Batch transaction
   OR
   Select **No** to keep the prompt from appearing.
   The ***General Parameters*** menu reappears.

4.6: Other Configuration Parameters

The following parameters are not configured during the Configuration Shortcut. You must enable each of them individually if you wish to use them. They are accessed via the ***Terminal Configuration*** Menu.

> **Note:** *The Swipe Admin Card prompt may appear when you attempt to change a parameter if your terminal:*
> *- processes Debit Cards*
> *OR*
> *- processes only Credit Cards and requires extra security.*

4.6.1: Screen Control

Use this function to adjust the screen contrast if the screen is too dark or too light and recalibrate the touch screen.

Change Screen Contrast

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down and select **Screen Control**. The *Swipe Admin Card* prompt appears.
4. Swipe the POS Admin Card. The *Screen Control* prompt appears.
5. Select **Contrast**. The *Contrast* prompt appears with 20 options, 1 representing Low contrast and 20 representing High contrast. The current contrast level appears in white text on a black item.
6. Select the contrast level list item that represents the contrast level you want on the touch screen and press **Enter**. The terminal displays *Please Wait* while the new setting is saved.
7. When the setting is saved the *Screen Control* prompt reappears.
8. Press **Exit** to return to the ***Terminal Configuration*** menu.

Change Screen Alignment

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down and select **Screen Control**. The *Swipe Admin Card* prompt appears.
4. Swipe the POS Admin Card. The *Screen Control* prompt appears.
5. Select **Alignment**. The Touchscreen Calibration process prompts you to *Touch Point #_* on the screen.
6. Touch each square on the screen as accurately as possible in the order they appear. When you have touched all four points, the terminal displays *Please Wait* while the new setting is saved.
7. When the Calibration is setting is saved, the terminal displays either *Calibration Successful* or *Calibration Failed* for three seconds then the *Screen Control* prompt reappears.

8. Press **Exit** to complete the screen configuration. The ***Terminal Configuration*** menu reappears.

4.6.2: Printer Control

This function allows you to test the printer density settings and select the setting you prefer.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down and select **Printer Control**. The *Swipe Admin Card* prompt appears.
4. Swipe the POS Admin Card. The *Printer Density* prompt appears.
5. Select the option you prefer. The default is **Medium**. The printer will print a single line at the density you selected.
6. Press **Enter** to select that printer density. The ***Terminal Configuration*** menu reappears.

4.7: Communications Parameters

Use the General Parameters function to reconfigure the communication properties

From the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **General Parameters**. The ***General Parameters*** menu appears.
4. Select the parameter you would like to change.

4.7.1: Communications Type

To select the communication type:

From the ***General Parameters*** menu:

1. Select **Communications Type**. The *Communications Type?* prompt appears.
2. Select the communication type your SmartSELECT uses to communicate with the Moneris Host.

- If you select **Dial**, the ***General Parameters*** menu reappears with list items 2 through 6 disabled. Go to section *4.8: Dial Communications Parameters*.
- If you select **3201**, the ***General Parameters*** menu appears with **3201 Poll Code** enabled. Go to section *4.9: 3201 Direct Communications Parameters*.
- If you select **LAN**, the ***General Parameters*** menu reappears with **LAN Master Terminal**, **LAN Address** and **3201 Poll Code** enabled. Go to *4.10.1: Configure Terminal as LAN master station* OR *4.10.2: Configure Terminal as LAN slave*.

4.8: Dial Communications Parameters

If your terminal will being communicating with the Moneris Host over a standard analog line, you will need to set up these parameters.

This process sets up all the parameters in the order they are listed in on the ***Dial Communications Setup*** menu.

If the parameter's default value displayed on the ***Dial Communications Setup*** menu is acceptable, you do not need to access that prompt. Simply select the next list item that needs to be changed.

If you access a prompt and decide to keep the default value, simply press **Enter** to keep that value and return to the ***Dial Communications Setup*** menu.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **General Parameters**. The ***General Parameters*** menu appears.
4. Ensure that Dial is selected as the communications type:
   a. Select **Communications Type**. The ***Communications Type*** menu appears.
   b. Select **Dial**. The ***General Parameters*** menu reappears.
   c. Press **Exit**. The ***Terminal Configuration*** menu reappears.
5. Select **Dial Communications**. The ***Dial Communications Setup*** menu appears with a list of parameters and their current values.
6. To change the PBX Prefixes for the seven-digit local telephone number and the ten-digit long distance telephone number to the Moneris host:

   Note: *These fields are optional.*

   a. Select **Local PBX Prefix**. The *Enter Local PBX Prefix* prompt appears.
   b. Key in the local PBX prefix (min. 1 digit, max. 20 digits, e.g. 9) and press **Enter**. The ***Dial Communications Setup*** menu reappears.
      - If you wish to force the terminal to use pulse dialling, press the **Pulse Dial** button to enter a "P" before the prefix.
   c. Select **Long Dist PBX Prefix**. The *Enter Long Distance PBX Prefix* prompt appears.
   d. Key in the long distance PBX prefix (min. 1 digit, max. 20 digits, e.g. 1 800) and press **Enter**. The ***Dial Communications Setup*** menu reappears.
      - If you wish to force the terminal to use pulse dialling, press the **Pulse Dial** button to enter a "P" before the prefix.
7. To change the modem speed for the primary and backup lines:
   a. Select **Primary Line Speed**. The *Primary Line Speed?* prompt appears.
   b. Select the list item with the appropriate Baud rate. The default is 2400 Baud. The ***Dial Communications Setup*** menu reappears.
   c. Select **Backup Line Speed**. The *Backup Line Speed?* prompt appears.
   d. Select the list item with the appropriate Baud rate. The default is 2400 Baud. The ***Dial Communications Setup*** menu reappears.

8. To set the terminal to check or not check that the phone line is available before attempting to dial out:
   a. Select **Line Available Check**. The *Line Available Check?* prompt appears.
   b. Select the appropriate list item:
      - Select **Yes** to force the terminal to check that the line is available before dialling out.
      - Select **No** to set the terminal to begin dialling without checking.

   The ***Dial Communications Setup*** menu reappears.
9. To change how quickly the tones are dialled (if you are using tone dialling rather than pulse dialling):
   a. Select **Tone Dial Speed**. The *Tone Dial Speed?* prompt appears.
   b. Select the list item with the appropriate dial speed. The default speed in 10 dps. The ***Dial Communications Setup*** menu reappears.
10. To change the number of seconds the dial tone must be present before the connection is determined to be successful:
    a. Select **Stabilization Timer**. The *Enter Stabilization Timer* prompt appears with a keypad.
    b. Key in a value (min. 0.25, max. 5.00 seconds) and press **Enter**. The default is 0.25 seconds. The ***Dial Communication Setup*** menu reappears.
11. To determine whether the terminal monitors the modem-to-host connection process:
    a. Select **Call Progress Check**. The *Call Progress Check?* prompt appears.
    b. Select the appropriate list item. The default is **Yes**.
       - Select **Yes** to monitor the modem-to-host connection process.
       - Select **No** if the phone environment is noisy.

    The ***Dial Communications Setup*** menu reappears.
12. To change the modem to communicate with standard or noisy phone lines:
    a. Select **Modem Configuration**. The *Modem Configuration* prompt appears with five options.
    b. Select the appropriate list item. The default setting is 1 for standard phone lines. Settings 2 through 5 are for progressively noisier phone lines. The ***Dial Communications Setup*** menu reappears.
13. Press **Exit** to return to the ***Terminal Configuration*** menu.
14. Press **Exit**. The Idle screen appears.

The terminal is once again ready to communicate with the Moneris Host.

4.9: 3201 Direct Communications Parameters

If your terminal will being communicating with the Moneris Host over a Datapac 3201 direct line, you will need to set up this parameter.

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **General Parameters**. The ***General Parameters*** menu appears.
4. Ensure that 3201 is selected as the communications type.
5. Select **3201 Poll Code**. The *Enter Datapac 3201 Poll Code* prompt appears.
6. Key in the 2-character poll code and press **Enter** to return to the ***General Parameters*** menu.
7. Press **Exit** to return to the ***Terminal Configuration*** menu.
8. Press **Exit**. The Idle screen appears.

The terminal is once again ready to communicate with the Moneris Host.

4.10:LAN Communication Parameters

You must set up one SmartSELECT terminal in the LAN as a LAN Master station and the remaining terminals in the LAN as LAN slaves in order to allow the terminals to communicate with the Moneris Host over a 3201-based LAN connection.

4.10.1: Configure Terminal as LAN master station

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **General Parameters**. The ***General Parameters*** menu appears.
4. Ensure that LAN is selected as the communications type:
   a. Select **Communications Type**. The ***Communications Type*** menu appears.
   b. Select **LAN**. The ***General Parameters*** menu reappears.
   c. Press **Exit**. The ***Terminal Configuration*** menu reappears.
5. To identify this terminal as the master terminal:
   a. Select **LAN Master Terminal**. The *Testing LAN for Activity* prompt appears while the terminal checks the LAN port for activity.
      - If the port is active, the *LAN Master Station?* prompt appears.
      - If there is no activity on the port, the *No Poll Received* message appears on the screen, then the ***General Parameters*** menu reappears.

   Note: *Check that the communication cable is connected to the correct port on the SmartSELECT terminal and try the configuration again.*

   b. Select **Yes** to set this terminal as the Master terminal. The LAN Address parameter is automatically set to “20” and the prompt *Please Wait* appears while the terminal checks for the eN-LAN 2000 version.
   c. When the terminal receives the eN-LAN 2000 version number, it displays the version number on the screen, *eN-LAN 2000 Ver. #.##*, for three seconds then the ***General Parameters*** menu reappears.

6. To key in the total number of terminals in the LAN:
   a. Select **No. of LAN Terminals**. The *Number of LAN Devices* prompt appears with a numeric keypad.
   b. Key in the total number of terminals including the master terminal (min. 1, max. 16) and press **Enter**. The ***General Parameters*** menu reappears.
7. To key in the poll code for this terminal:
   a. Select **3201 Poll Code**. The *Enter Datapac 3201 Poll Code* prompt appears with an alphanumeric keypad.
   b. Key in the two-digit Poll Code and press **Enter**. The terminal tests the Poll Code.
   The ***General Parameters*** menu reappears.
8. Press **Exit** to return to the ***Terminal Configuration*** menu.
9. Press **Exit**. The Idle screen appears.

The terminal is now ready to communicate with the Moneris Host over a 3201-based LAN connection.

4.10.2: Configure Terminal as LAN slave

You must set up one SmartSELECT terminal as a LAN Master station before you can set up any terminals as LAN slaves.

From the ***General Parameters*** menu:

1. Ensure the *Communications Type* parameter display says *LAN* and *LAN Master Terminal* says *No*.
2. Select **LAN Address**. The *Enter LAN Address* prompt appears with an alphanumeric keypad.
3. Key in the two-digit LAN address and press **Enter**. The *Testing LAN for activity* prompt appears while the terminal checks the LAN port for activity, then the ***General Parameters*** menu reappears.
4. Press **Exit** to return to the ***Terminal Configuration*** menu.
5. Press **Exit**. The Idle screen appears.

The terminal is now ready to communicate with the Moneris Host over a 3201-based LAN connection.

4.11:Printing Configuration Parameters

When you have finished configuring your terminal, perform this function in order to have a printed record of the terminal's parameters.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Print Configuration**. The terminal displays the report name, *Print Configuration Parameters*, while the terminal settings print.
4. When the report is printed, the ***Terminal Configuration*** menu reappears.

4.12:Remote Code Download

From time to time Moneris may ask you to use this function to download Smart-SELECT software to your terminal. A Moneris support specialist will contact you and guide you through the process to ensure that a complete and proper download of the software occurs.

IMPORTANT: *Do NOT use this function unless directed to do so by the Moneris Merchant Service Centre.*

4.13:Restoring Factory Defaults

This function returns the terminal's parameters to the original factory settings.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Restore Factory Defaults**. The *Destroy All Information?* prompt appears.
4. Select **Yes** to restore the terminal settings to the factory defaults. The terminal reboots, then begins the Configuration Shortcut. (See *Section 4.2: Configuration Shortcut* for further details.)

Note: *If you select* **No***, the* ***Terminal Configuration*** *menu reappears and the terminal settings remain unchanged.*

Chapter 5: Training Mode

Training Mode allows you and your employees to learn how to operate the SmartSELECT terminal without affecting your terminal total amounts, your financial accounts and your customers' accounts.

You can practice most Administrative and Financial transactions in Training Mode, however most Configuration transactions and all Purchasing Card transactions cannot be performed in Training Mode. Transactions that cannot be performed are greyed out on the terminal screen while in Training Mode.

5.1: Enter Training Mode

The Training Mode list item on the ***Terminal Configuration*** menu changes according to the training mode status. If Training Mode is not enabled, the list item is **Enter Training Mode**. If Training Mode is enabled, the list item is **Exit Training Mode**.

> **Note:** *Training Mode can only be activated on terminals that have been configured, initialized and logged on.*

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Enter Training Mode**. The *Clear Training Totals?* prompt appears.
4. Select **Yes** to clear the training totals amount to zero and enter transactions in Training Mode
   OR
   Select **No** to leave the training total amounts as they are and enter transactions in Training Mode.
   The terminal returns to the Idle screen with the *Ready For Training* prompt at the top of the screen.

All transactions performed on the terminal will now be in Training Mode until you exit Training Mode. All financial training transactions will be approved and stored in the terminal's memory in Training Totals. All receipts for training transactions and reports on training totals will have a * TRAINING * TRAINING * TRAINING * banner printed on them at the top, middle and bottom.

> **IMPORTANT:** *Ensure that you exit Training Mode before processing actual financial transactions. Transactions processed in Training Mode will not affect your terminal totals, financial accounts and customers' accounts.*

5.2: Exit Training Mode

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Exit Training Mode**. The terminal returns to the Idle screen with the *Terminal Ready* prompt at the top of the screen.

All transactions performed on the terminal will now be in normal mode. They WILL affect your terminal totals, your financial accounts and your customers' accounts.

5.3: Transactions Available in Training Mode

The table below lists the types of transactions that can be performed in Training Mode and which types of cards they can be performed for. Most transactions are available regardless of the type of card in use.

Table 1: Training Transactions by Card Type

TRAINING TRANSACTION	CREDIT CARD	DEBIT CARD	PRIVATE LABEL
ADMINISTRATIVE			
End-of-Day Shortcut	X	X	X
Merchant Sub-totals	X	X	X
Close Batch	X	X	X
Deposit Totals Inquiry	X	X	X
Clerk Sub-totals	X	X	X
Intro Shortcut	X	X	X
Print Stored Transactions	X	X	X
Transaction Inquiry	X	X	X
Reprint	X	X	X
Term Lang	X	X	X
FINANCIAL			
Purchase	X	X	X
Purchase Void	X	X	X
Refund	X	X	X
Refund Void	X	X	X
Pre-Authorization	X		X
Advice	X		X
CONFIGURATION			
Set Default Clerk ID	X	X	X
Exit Training Mode	X	X	X

Chapter 6: Administrative Transactions

Administrative Transactions allow you to manage and perform the SmartSELECT features that require communication with the Moneris Host. These include daily functions such as logging on and off, producing reports and processing end-of-day settlement, and occasional functions such as Host Initialization.

6.1: Initializing the SmartSELECT Terminal

This function sends information about the SmartSELECT terminal to the Moneris Host and receives additional parameters and information from the Host. It MUST be performed once, after completing configuration in order to use your SmartSELECT terminal to process any transactions.

Initialization is performed automatically during the Configuration Shortcut however, if the Shortcut is interrupted, you must perform the Initialization from the ***Administrative Transactions*** menu.

Note: *The terminal's communication parameters must be set up before the Initialization function can be performed. (see Section 4.7: Communications Parameters).*

6.1.1: Terminal Initialization (First Initialization)

If you abandoned the Configuration Shortcut you will need to perform this transaction in order to complete the configuration.

IMPORTANT: *If your communications type is "Dial", ensure that the Dial Communications parameters have been configured before attempting this transaction.*

From the Idle screen:

1. Press **Menu**. The ***Administrative Transactions*** menu appears.
2. Select **Host Initialization**. The *Merchant ID* prompt appears with a numeric keypad.
3. Key in the Merchant ID (min. 13 and max. 19 alphanumeric characters) and press **Enter**. The *Enter Initialization Phone Number* prompt appears with a numeric keypad.
4. Key in the Initialization Phone Number (min. 7 and max. 16 numeric digits) and press **Enter**.

   Note: *This prompt appears only if your communications type is "Dial" OR your terminal is not configured to "Dial" and is not polling the LAN or 3201 Host.*

5. The terminal communicates with the Moneris Host and displays the *Host Initialization* status prompt.
6. After a successful Initialization, the terminal beeps and returns to the Idle Screen with the *Ready Please Logon* prompt.

The Initialization is complete and the terminal is now ready to perform financial transactions whenever it is logged on (see *section 6.2: Logon*).

6.1.2: Terminal Re-initialization

The Moneris Merchant Service Centre may ask you to re-initialize your terminal from time to time.

From the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Host Initialization**. The *Retain Current Merchant Settings?* prompt appears.
- To retain the current Merchant ID and Initialization Phone Number settings, select **Yes**. Go to step 6.
- To change these two settings, select **No**. The *Enter Merchant ID* prompt appears.
4. Key in the Merchant ID using the keypad on the screen (min. 13 and max. 19 alphanumeric characters) and press **Enter**. The *Enter Initialization Phone Number* prompt appears.
5. Key in the Initialization Phone Number (min. 7 and max. 16 numeric digits) and press **Enter**.

   Note: *This prompt only appears if your communications type is "Dial" OR your terminal is not configured to "Dial" and is not polling the LAN or 3201 Host.*

6. The terminal communicates with the Moneris Host and displays the *Host Initialization* status prompt.
7. After a successful Initialization:
   - the terminal beeps and the *Do You Wish to Clear Storage?* prompt appears.
     OR
   - if you entered a new Merchant ID at step 4 of this process, the terminal storage is cleared automatically and the terminal goes to the Idle Screen with the *Ready Please Logon* prompt. The Initialization is complete.
8. Select **Yes** to clear the data capture area (the terminal memory) and the terminal totals.
   OR
   Select **No** to leave the current settings and terminal totals in the terminal memory.
   The *Ready Please Logon* prompt appears.

The terminal is now ready to perform financial transactions whenever it is logged on (see *Section 6.2: Logon*).

6.2: Logon

This transaction connects the terminal to the Moneris Host so you can perform live financial transactions and reporting transactions that require information from the Host.

You should Logon to your SmartSELECT terminal at the beginning of each business day.

If you re-initialize your terminal, you will need to Logon to your terminal again.

From the Idle screen:

Note: *If your terminal accepts Debit cards, the POS Admin Card is required to Logon.*

1. Press **Menu**. The ***Administrative Transactions*** menu appears.
2. Select **Logon**. The *Swipe Admin Card* prompt.
3. Swipe the POS Admin Card. The terminal displays *Logon* while it communicates with the Moneris Host then returns to the Idle screen when the Logon is completed.

Note: *If you perform a Logon transaction when the terminal is already logged on, you will not get an error message; the terminal will simply remain logged on.*

6.3: Balancing & Settling Your Account

In order to have the funds from your POS transactions deposited into your account, you must close the Batch containing those transactions. You will need to do this for the Moneris Host and each of the Third Party hosts that process transactions for you. Moneris recommends that you process a Close Batch transaction at least once a day, preferably at the end of each business day. Most merchants use this option: to change options, see your Moneris sales representative.

Moneris also recommends performing a Print Stored Transactions report by Batch before performing a Close Batch. This will give you a print-out of the transactions in the Batch before the Close Batch clears the terminal's memory.

6.3.1: Close Batch

This function requests and prints current batch totals, and sends a close batch request to the Hosts your terminal connects to, including the Moneris Host and any Third Party Hosts you have configured.

The report consists of transaction type totals by host and host grand totals.

There are two ways to perform a Close Batch:

- the Close Batch transaction
- the Multi-Terminal Reporting transaction

Both methods consist of two parts.The first part compares the approved transaction totals stored in your terminal's memory to the totals stored on the Moneris

Host. The second part automatically deposits the appropriate funds into your business account if your terminal and the Host totals match.

The Balanced Prompt option is available only for the Moneris Host. If it is enabled, you will be prompted to confirm that the Moneris Host totals match your terminal's totals before the Close Batch request is sent to the Host. If your terminal's totals match the Moneris Host totals, the terminal will print (BAL - YES) at the bottom of the Close Batch report. If they do not, (BAL - NO) will be printed at the bottom of the report.

If Multi-Terminal Reporting has been enabled on your terminal, you will have to close the Moneris Host separately from your Third Party Hosts. You will need to perform a Close Batch transaction for your Third Party hosts and the Multi-Terminal Reporting transaction for the Moneris Host.

Note: *If you do not have any Third Party Hosts set up AND Multi-Terminal Reporting has been enabled AND Close Batch is not allowed on your terminal, the Close Batch transaction will not appear on the* ***Administrative Transactions*** *menu.*

Close Batch to the Moneris Host Only:

IMPORTANT: *If the screen goes blank at any time during the Close Batch, touch the screen to reactivate it then respond to the prompt that appears.*

To perform a Close Batch on a terminal that connects only to the Moneris Host, from the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Close Batch**. The *Enter Clerk ID* prompt appears.
4. Key in the Clerk ID and press **Enter**
   OR
   Swipe the Clerk ID Card. The Clerk ID appears for 3 seconds.
   The terminal displays *Close Batch* while it communicates with the Moneris Host. Go to step 7.
5. Select **Yes** to close the batch.
   - If the Balanced Prompt is enabled, the *Are Totals Balanced?* prompt appears. Go to step 6.
   - If the Balanced Prompt is not enabled, go to step 7.

   OR
   Select **No** to leave the batch open. Go to step 7.
6. Select **Yes** if the totals from the terminal's memory match the totals from the Host(s) on the Close Batch report. Go to step 8.
   OR
   Select **No** if the totals do not match. The terminal will display the status prompt *Bank and Terminal Totals Do Not Match* and the text "(BAL - NO)" will appear at the bottom of the Current Batch Total report. Call the Moneris Merchant Service Centre the next business day for assistance.
7. The terminal displays *Close Batch* while it completes the Close Batch request to deposit the funds into your account and the report completes printing.

8. The Idle screen reappears.

Close Batch to Multiple Hosts:

To perform a Close Batch on a terminal that connects to the Moneris Host AND at least one Third Party Host, from the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Close Batch**. The *Enter Clerk ID* prompt appears.
4. Key in the Clerk ID and press **Enter**
   OR
   Swipe the Clerk ID Card. The Clerk ID appears for 3 seconds.
   The *Close All Batches or Select By Host?* prompt appears.
5. To close all batches, select **All**. The terminal displays *Close Batch* while it communicates with each of the Hosts. Go to step 7.
   OR
   To close specific Hosts, select **By Host**. The *Moneris Host?* prompt appears.
6. Select **Yes** to perform a Close Batch on the Moneris Host.
   OR
   Select **No** to leave the Moneris Host as is.
   The *Other Host #?* prompt appears (# = the Host number).
7. Select **Yes** to perform a Close Batch on the Third Party Host with that Host number.
   OR
   Select **No** to leave that Third Party Host as is.
   The *Other Host #?* prompt appears until all Third Party Hosts have been displayed in numerical order.
8. When all Third Party Hosts have been displayed and selected or left as is, the terminal displays *Close Batch* while the SmartSELECT communicates with each selected Host then begins printing the report for the first selected Host. The *Select Close?* prompt appears for each Host.
9. Select **Yes** to close the batch.
   - If the Balanced Prompt is enabled for the Moneris Host, the *Are Totals Balanced?* prompt appears for 30 seconds. Go to step 10.
   - If the Balanced Prompt is not enabled, go to step 11.

   OR
   Select **No** to leave the batch open. Go to step 7.
10. Select **Yes** if the totals from the terminal's memory match the totals from the Moneris Host. Go to step 12.
    OR
    Select **No** if the totals do not match. The terminal will display the status prompt *Bank and Terminal Totals Do Not Match* and the text "(BAL - NO)" will appear at the bottom of the Current Batch Total report. Call the Moneris Merchant Service Centre the next business day for assistance.
11. Repeat steps 7 to 10 for each host.

12. The terminal completes the Close Batch request to deposit the funds into your account and the terminal displays *Close Batch* while the report completes printing. The Idle screen reappears.

6.3.2: Multi-Terminal Report and Close

This function allows you to perform the Close Batch, the Deposit Totals or both functions on all terminals associated with the same merchant number from one of the terminals. See *Appendix B: Multi-Terminal Reporting* for instructions.

6.3.3: End of Day Shortcut

This shortcut takes you through your end-of-day procedures based on your terminal's configuration. End-of-day procedures include printing a Current Batch Totals report from all configured Hosts, closing your current batch of transactions, and obtaining the number and dollar value of Debit and Credit transactions saved in the SmartSELECT's memory since the last batch was closed.

IMPORTANT: *In order to receive the dollar value of your transactions in your business account on a daily basis, you must perform the Close Batch transaction on a daily basis. You can do this through the End-of-Day Shortcut or directly from the* ***Administrative Transactions*** *menu (see Section 6.3.1: Close Batch). Batches closed prior to your Moneris closing time are processed by Moneris that same day.*

To access the End of Day Shortcut, from the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Admin**. The ***Administrative Transaction*** menu appears.
3. Select **End of Day Shortcut**.
4. The shortcut takes you through the standard Close Batch (see *Section 6.3.1: Close Batch* for instructions) if:
   - the terminal is allowed to perform the Batch Close transaction
     AND
   - the Close Batch function is enabled
     AND
   - a Terminal Name has NOT been configured.

If the terminal is configured for multi-terminal reporting, please see *section B.2: Multi-Terminal Report and Close* for instructions.

6.4: Logoff

For security reasons, your SmartSELECT terminal should be logged off at the end of each business day after you perform a Close Batch transaction. Financial transactions cannot be processed on your terminal once it has been logged off.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Logoff**. The terminal displays *Logoff* while it communicates with the Moneris Host, then returns to the Idle screen with the *Ready Please Logon* prompt.

Chapter 7: Reporting Transactions

This chapter provides instructions on reprinting a receipt for a single transaction, printing lists of transactions matching specific criteria, and printing a report of all transactions performed on the SmartSELECT since the last Close Batch transaction.

7.1: Reprinting a Receipt

There are two methods for reprinting a receipt. You can use the **Reprint** button on the ***Financial Transactions*** menu or use the Transaction Inquiry function (see *Section 7.2: Transaction Inquiry*).

To use the **Reprint** button, immediately after the transaction is finished:

1. Press **Exit**. The Idle screen appears.
2. Press **Menu**. The ***Financial Transactions*** menu appears.
3. Press **Reprint**.

   Note: *The* **Reprint** *button also appears on the* ***Administrative Transactions*** *menu and the* ***Terminal Configuration*** *menu.*

   The terminal displays the type of transaction the receipt is for, then the Idle screen reappears. The text "* DUPLICATE * DUPLICATE * DUPLICATE *" appears on the reprinted receipt at the top, middle and bottom.
4. The Idle screen reappears.

7.2: Transaction Inquiry

This transaction prints or displays selected financial transactions from the terminal's memory by date. Selection criteria include: Clerk ID (if enabled), Card Type (debit, credit, third party and private label cards only), Card Number, Amount, Transaction Type (debit and credit financial transactions only), and Transaction Date. Terminal totals are not included in this report.

If no criteria are selected, all transactions in the memory are printed or displayed.

From the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Scroll down and select **Transaction Inquiry**.
4. The terminal displays a *Select criteria* prompt for each criteria by which the transactions can be searched. The *Select criteria* prompts appear in this order: *Clerk ID, Card Type, Card Number, Amount, Transaction Type,* and *Transaction Date*.

   To search for transactions by a specific criteria, when that *Select criteria* prompt appears:

- Select the criteria from the list, or key in the specific criteria and press **Enter**
  OR
  To ignore that criteria during the transaction search, press **Enter**.

The next Select criteria prompt appears.

When you press **Enter** on the *Select Transaction Date* criteria prompt, the *Select Print or Display?* prompt appears.

5. To send the found transactions to the printer, select **Print**
   OR
   To display the found transactions on the SmartSELECT touch screen, select **Display**.
   The terminal displays *Processing* while it searches the memory for transactions that match the criteria.

If matching transactions are found for a printed report:

6. the terminal displays *Transaction Inquiry* while the report prints. When printing is complete, the Idle screen appears.

If matching transactions are found for a displayed report:

6. the terminal displays the *Examine Records* prompt over the Summary List of matching transactions. See below for information on the Summary List Format.
   - To scroll through the Summary List, use the arrows at the bottom of the touch screen.
   - To view more details about a transaction, select the transaction's list item. The complete details of the transaction are displayed. See below for information on the Transaction Detail Format.
     - To print the transaction details, press **Reprint**.
     - To return to the summary list, press **Enter**.
     - To return to the Idle screen, press **Exit**.

If no matching transactions are found:

6. the terminal displays the *No Transaction Found Please Retry* prompt. Press **Exit** to return to the Idle screen OR wait a moment and the Idle screen will reappear automatically.

Summary List Format

If matching transactions are found for a displayed report, the list of transaction is displayed on the touch screen as follows:

CLERK ID # **EXAMINE RECORDS**
> CARD NUMBER *TRAN TYPE $123,456.99 ACCT TYPE*
> CARD NUMBER *TRAN TYPE $123,456.99 ACCT TYPE*

Transaction Detail Format

If a matching transaction is selected from the list, the details of that transaction are displayed on the touch screen as follows:

CARD NUMBER	
Account: ***ACCT TYPE***	Exp: *CARD EXPIRY DATE*
Trans:	***TRAN TYPE***
Card:	*CARD TYPE*
Amount:	***$123,456.99***
Appr: *APPROVAL NUMBER*	Seq: *SEQUENCE NUMBER*
Date: *TRANSACTION DATE*	Time: *TRANSACTION TIME*
Admin: *POS ADMIN CARD NUMBER*	

Key to Transaction Inquiry displays

ACCT TYPE	TRAN TYPE	$123,456.99
the card/account type	the transaction type	the transaction amount
CR = Credit CHQ = Chequing SAV = Savings	P = Purchase PC = Purchase Correction R = Refund RC = Refund Correction PA = Pre-Authorization A = Advice PM = Payment PV = Payment Void	

7.3: Merchant Subtotals Inquiry

This function creates a report of the merchant's current batch totals on the selected host. The report totals are organized by card type and grand totals are produced for each host. The list of hosts includes the Moneris Host and any third party hosts that have been configured.

Note: *The terminal must be logged on in order to activate this list item and produce the report.*

Merchant Subtotals Report for All Hosts

From the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Merchant Subtotals**. The *Enter Clerk ID* prompt appears.
4. Key in the Clerk ID and press **Enter**
   OR
   Swipe the Clerk ID card. The Clerk ID appears for 3 seconds.
   - If the terminal connects to more than one host, the *Merchant Sub-Totals?* prompt appears.
   - If the terminal connects only to the Moneris Host, go to step 6.
5. Select **All** to produce reports for every Host the terminal connects to.
6. The terminal displays *Merchant Subtotals* while it communicates with the Host(s) and prints the report(s) then returns to the Idle screen.

Merchant Subtotals Report for Selected Hosts

Note: *This is only available if the terminal connects to more than one host.*

From the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Merchant Subtotals**. The *Enter Clerk ID* prompt appears.
4. Key in the Clerk ID and press **Enter**
   OR
   Swipe the Clerk ID card. The Clerk ID appears for 3 seconds.
   The *Merchant Sub-Totals?* prompt appears.
5. Select **By Host** to select the specific Hosts to include in the report. The terminal displays the *Moneris Host?* prompt.
6. Select **Yes** to produce a report including totals from the Moneris Host. The *Other Host n?* prompt appears (*n* is the Third Party Host number).
7. Select **Yes** to produce a report including this Host.
   - If there are other Third Party Hosts configured on your terminal, the *Other Host n?* prompt continues to reappear until all Hosts have been displayed. Select **Yes** or **No** depending on whether or not you want to include that Host's totals in the report.

   When all Third Party Hosts have been displayed, the terminal displays *Merchant Subtotals* while it communicates with each Host and prints the report.
8. When the report is printed, the terminal returns to the Idle screen.

7.4: Deposit Totals Inquiry

This function produces a report of the current batch totals on the Moneris Host only. The report totals are organized by card type, then by grand totals from the Moneris Host only.

> **Note:** *The terminal must be logged on in order to activate this list item and produce the report.*

From the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Deposit Totals Inquiry**. The terminal displays *Deposit Totals Inquiry* while it communicates with the Moneris Host and prints the report.
4. The terminal returns to the Idle screen when the report is printed.

7.5: Print Stored Transactions

This transaction prints all transactions in the terminal's memory by date or by batch number including terminal totals. The transactions can also be grouped by card type.

> **Note:** *If you perform your end-of-day transactions from the* ***Administrative Transactions*** *menu rather than the End-of-Day shortcut, you may wish to print this report before performing a Close Batch transactions in order to have a printed record of the transactions in that batch.*

From the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Scroll down and select **Print Stored Transactions**. The *Enter Clerk ID* prompt appears.
4. To print the transactions:
   - for a specific clerk:
     key in the Clerk ID and press **Enter**.
     OR
     swipe the Clerk ID card. The Clerk ID appears for 3 seconds.
   - for all clerks:
     press **Enter**

   The *Select Print Mode* prompt appears.
5. Select the sorting method for the printed report.
   - If you select **Batch** or **Batch by Card Type**, the *Enter Batch Number* prompt appears with a numeric keypad.
   - If you select **Date** or **Date by Card Type**, the *Enter Date (YY)MMDD* prompt appears with a numeric keypad.
6. Key in the Batch number or the Date and press **Enter**. The terminal displays *Processing* while the memory is searched for matching transactions.

- If matching transactions are found, the terminal displays *Print Stored Transactions* while the report prints. When printing is complete, the Idle screen appears.
- If no matching transactions are found, the terminal displays the *No Transaction Found Please Retry* prompt. Press **Exit** to return to the Idle screen or wait a moment and the Idle screen will reappear automatically.

7.6: Cancel Report Printing

Any time while the report is printing and the **Exit** button is available:

1. Press **Exit**. The status message “CANCELLED” appears on the screen.
2. The text “* TRANSACTION CANCELLED *” is printed on the report.
3. The Idle screen reappears.

Chapter 8: Debit Financial Transactions

This chapter outlines the procedures for processing Debit transactions including:

- Purchase
- Purchase Void
- Refund
- Refund Void

For information on performing Debit transactions with Tip Entry on PINPad enabled, see *Appendix C: Tip Entry on PINPad Transactions*.

Debit transactions involve the use of the cardholder's Debit card. Each debit transaction requires:

- a swipe of the debit card through the Magnetic Stripe Reader (MSR) on the terminal or, if you have an PINSmart PINPad connected to your terminal, the PINPad.

  AND

- the input of the cardholder's Personal Identification Number (PIN) on the PINPad by the cardholder. Therefore, the cardholder must be present for a Debit transaction to be processed.

  Note: *For security reasons, please respect the cardholder's privacy while they enter their PIN on the PINPad and encourage your customers to protect their PIN.*

You must have a PINPad attached to the SmartSELECT in order to process Debit Card transactions.

To reduce the risk of fraudulent card use, only a portion of the cardholder's card number is printed on the cardholder receipt. The remainder of the card number is masked. For debit card numbers, the first 10 digits of the card are printed in clear. From the 11th digit onwards, asterisks are printed in the place of the real digits, e.g.: 0123456789******.

The following instructions all begin at the Idle screen. To access the Idle screen:

- from the Moneris Logo screen, press the **Moneris Solutions** button.
- from any other screen, press **Exit** until the Idle screen appears.

The following instructions are for a SmartSELECT set up with a PINPAD II and a *Swipe Customer Card* Idle screen. The idle PINPad displays *WELCOME/BONJOUR*.

If your terminal has a PINSmart pinpad and an *Enter Purchase Amount* Idle screen, please see *Section 8.5: 'Enter Purchase Amount' Idle Screen Instructions*.

8.1: Debit Purchase

To process a Purchase transaction using a Debit card, follow the instructions below.

From the Idle screen:

1. Swipe the customer's Debit card on the terminal. The terminal displays *Processing* then the *Enter Purchase Amount* prompt appears.
   a. On the PINPad, the prompt *PURCHASE* appears.
2. Key in the Purchase amount and press **Enter**. The *Continue on PINPAD* prompt appears.
   On the PINPad:
   a. The prompt *PURCHASE $#.## - OK?* appears.
   b. The customer presses the **OK** button. The *SELECT ACCOUNT* prompt appears.
   c. The customer presses the **CHQ** button to select their chequing account OR the **SAV/EP** button to select their savings account. The *ENTER PIN & OK PIN=* prompt appears.
   d. The customer keys in their PIN (personal identification number) and presses the **OK** button. The *PLEASE WAIT FOR MESSAGE* prompt appears.
3. The terminal displays *Processing* then the Host Response screen (indicating the purchase amount and the card number) while it communicates with the Moneris Host and begins printing the first copy of the receipt.
4. When the Purchase is approved, the Host Response screen is updated with the *Approved* text and the transaction number, and the terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
   a. The PINPad displays the *APPROVED-THANKS OBTAIN CARD* prompt.
   b. The customer returns the PINPad.
5. Tear off the receipt and keep it for your records.
6. Press **Next Copy** to print the Cardholder copy of the receipt. The receipt prints.
7. Tear off the receipt and give it to the customer along with their Debit card.
8. Press **Exit**. The terminal returns to the Idle screen.
   a. The PINPad display returns to the *WELCOME/BONJOUR* prompt.

8.2: Debit Refund

This is used to refund the full amount or a portion of the amount of a Debit Purchase transaction.

Note: *The POS Admin Card is required to process this transaction.*

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Refund**. The *Swipe Admin Card* prompt appears with the word *Refund* above it.
3. Swipe the POS Admin Card. The *Swipe Customer Card* prompt appears.
4. Swipe the customer's Debit card on the terminal. The terminal displays *Processing* then the *Enter Refund Amount* prompt appears.
   a. On the PINPad, the *REFUND* prompt appears.
5. Key in the amount of the Refund and press **Enter**. The *Continue on PINPAD* prompt appears.
   On the PINPad:
   a. The prompt *REFUND $#.## - OK?* appears.
   b. The customer presses the **OK** button. The *SELECT ACCOUNT* prompt appears.
   c. The customer presses the **CHQ** button to select their chequing account OR the **SAV/EP** button to select their savings account. The *ENTER PIN & OK PIN=* prompt appears.
   d. The customer keys in their PIN (personal identification number) and presses the **OK** button. The *PLEASE WAIT FOR MESSAGE* prompt appears.
6. The terminal displays *Processing* then the Host Response screen (indicating the refund amount and the card number) while it communicates with the Moneris Host and begins printing the first copy of the receipt.
7. When the Refund is approved, the Host Response screen is updated with the *Approved* text, and the transaction number, and the terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
   a. The PINPad displays the *APPROVED-THANKS OBTAIN CARD* prompt.
   b. The customer returns the PINPad.
8. Tear off the receipt and keep it for your records.
9. Press **Next Copy** to print the Cardholder copy of the receipt. The receipt prints.
10. Tear off the receipt and give it to the customer.
11. Press **Exit**. The terminal returns to the Idle screen.
    a. The PINPad display returns to the *WELCOME/BONJOUR* prompt.

8.3: Debit Purchase Void

This transaction is used only when a Debit Purchase was entered incorrectly and needs to be cancelled before it is re-entered correctly. It must be processed for the same amount as the original Debit Purchase and must be processed in the same batch as the original transaction.

Note: *The POS Admin Card is required to process this transaction.*

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Purchase Void**. The *Swipe Admin Card* prompt appears with the words *Purchase Void* above it.
3. Swipe the POS Admin Card. The *Swipe Customer Card* prompt appears.
4. Swipe the customer's Debit card on the terminal. The terminal displays *Processing* then the *Enter Original Authorization Number* prompt appears.
   a. On the PINPad, the *PURCH. CORRECTION* prompt appears.
5. Key in the authorization number (AUTH. #) found on the original receipt and press **Enter**. The *Enter Purch. Void Amount* prompt appears.
6. Key in the full amount of the purchase to be voided and press **Enter**.

   Note: *Be sure to key in the exact amount of the original purchase.*

   The *Continue on PINPad* prompt appears.

   On the PINPad:

   a. The *PURCH. CORRECTION $#.## - OK?* prompt appears.
   b. The customer presses the **OK** button. The *SELECT ACCOUNT* prompt appears.
   c. The customer presses the **CHQ** button to select their chequing account OR the **SAV/EP** button to select their savings account. The *ENTER PIN & OK PIN=* prompt appears.
   d. The customer keys in their personal identification number (PIN) and presses the **OK** button. The *PLEASE WAIT FOR MESSAGE* prompt appears.
7. The terminal displays *Processing* then the Host Response screen (indicating the amount to be voided and the card number) while it communicates with the Host and prints the beginning of the Merchant copy of the receipt.
8. When the Purchase Void is approved, the Host Response screen is updated with the *Approved* text, and the transaction number, and the terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
   a. The PINPad displays the *APPROVED-THANKS OBTAIN CARD* prompt.
   b. The customer returns the PINPad.
9. Tear off the receipt and keep it for your records.
10. Press **Next Copy**. The Cardholder copy of the receipt prints.
11. Tear off the receipt and give it to the customer along with their Debit card.
12. Press **Exit**. The terminal returns to the Idle screen.
    a. The PINPad display returns to the *WELCOME/BONJOUR* prompt.

8.4: Debit Refund Void

This transaction is used only when a Debit Refund was entered incorrectly and needs to be cancelled before it is re-entered correctly. It must be processed for the same amount as the original Debit Refund and must be processed in the same batch as the original transaction.

Note: *The POS Admin Card is required to process this transaction.*

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Refund Void**. The *Swipe Admin Card* prompt appears with the words *Refund Void* above it.
3. Swipe the POS Admin Card. The *Swipe Customer Card* prompt appears.
4. Swipe the customer's Debit card on the terminal. The terminal displays *Processing*, then the *Enter Original Authorization Number* prompt appears.
   a. On the PINPad the *REF. CORRECTION* prompt appears.
5. Key in the authorization number (AUTH. #) found on the original receipt and press **Enter**. The *Enter Refund Void Amount* prompt appears.
6. Key in the full amount of the refund to be voided and press **Enter**. The *Continue on PINPad* prompt appears.
   On the PINPad:
   a. the *REF. CORRECTION $#.## - OK?* prompt appears.
   b. The customer presses the **OK** button. The *SELECT ACCOUNT* prompt appears.
   c. The customer presses the **CHQ** button to select their chequing account OR the **SAV/EP** button to select their savings account. The *ENTER PIN & OK PIN=* prompt appears.
   d. The customer keys in their personal identification number (PIN) and presses the **OK** button. The *PLEASE WAIT FOR MESSAGE* prompt appears.
7. The terminal displays *Processing* then the Host Response screen (indicating the amount to be voided and the card number) while it communicates with the Host and prints the beginning of the first receipt.
8. When the Refund Void is approved, the Host Response screen is updated with the *Approved* text and the transaction number, and the terminal finishes printing the Merchant Copy of the receipt. The **Next Copy** button appears.
   a. The PINPad displays the *APPROVED-THANKS OBTAIN CARD* prompt.
   b. The customer returns the PINPad.
9. Tear off the receipt and keep it for your records.
10. Press **Next Copy** to print the Cardholder copy of the receipt. The receipt prints.
11. Tear off the receipt and give it to the customer along with their Debit card.
12. Press **Exit**. The terminal returns to the Idle screen.
    a. The PINPad display returns to the *WELCOME/BONJOUR* prompt.

8.5: ‘Enter Purchase Amount’ Idle Screen Instructions

If your terminal has a PINSmart pinpad attached and an *Enter Purchase Amount* Idle screen, the order of the *Swipe Customer Card* and *Enter Amount* prompts are reversed for ALL financial transactions.

Two examples of the steps that are changed are provided below.

Debit Purchase from the *Enter Purchase Amount* Idle Screen

Substitute the following two steps for Steps 1 and 2 of the Debit Purchase instructions in *Section 8.1: Debit Purchase*.

From the Idle screen:

1. Key in the Purchase amount and press **Enter**. The *Swipe Card at Terminal or PINPAD* prompt appears.
   a. On the PINPad, the prompt *PURCHASE SWIPE CARD* appears.
2. Swipe the customer’s Debit card on the terminal or the PINSmart PINPad. The terminal displays *Processing* then the *Continue on PINPAD* prompt appears.
   a. On the PINPad, the prompt *PURCHASE CARD SWIPED* appears then the prompt *PURCHASE $#.## - OK?* appears.

Continue with the instructions in *Section 8.1: Debit Purchase*, starting with Step 2.b.

Debit Purchase Void from the *Enter Purchase Amount* Idle Screen

Substitute the following three steps for Steps 4, 5 and 6 of the Debit Purchase Void instructions in *Section 8.3: Debit Purchase Void*.

After you have swiped the POS Admin Card in step 3, the *Enter Purchase Void Amount* prompt appears.

3. Key in the Purchase amount and press **Enter**.

   Note: *Be sure to key in the exact amount of the original purchase.*

   The *Enter Original Authorization Number* prompt appears.
4. Key in the Authorization Number found on the original receipt and press **Enter**. The *Swipe Card at Terminal or PINPAD* prompt appears.
   a. On the PINPad, the *PURCH. CORRECTION SWIPE CARD* prompt appears.
5. Swipe the customer’s Debit card on the terminal or the PINSmart PINPad. The terminal displays *Processing* then the *Continue on PINPAD* prompt appears.
   a. On the PINPad, the prompt *PURCH. CORRECTION CARD SWIPED* appears then the prompt *PURCH. CORRECTION $#.## - OK?* appears.

Continue with the instructions in *Section 8.3: Debit Purchase Void* starting with step 6.b.

8.6: Cancelling a Debit Transaction

From the terminal:

Press **Exit** on the terminal at any time during a debit transaction to cancel that transaction. The *Cancelled* prompt appears on the terminal screen and the PINPad display for one second then the Idle screen appears on the terminal and the *WELCOME/BONJOUR* message appears on the PINPad.

From the PINPad:

The customer can press **Cancel** on the PINPad at any time to cancel a debit transaction. The *Cancelled* prompt appears on the terminal screen and the PINPad display for one second then the Idle screen appears on the terminal and the *WELCOME/BONJOUR* message appears on the PINPad.

If the transaction is cancelled after the receipt has started to print, the message "* TRANSACTION CANCELLED *" is printed on the receipt.

Chapter 9: Credit Financial Transactions

This chapter outlines the procedures for processing Credit transactions including:

- Purchase
- Purchase Void
- Refund
- Refund Void
- Pre-Authorization
- Advice

Your SmartSELECT can perform these transactions for all major credit cards. For information on performing Credit transactions with Tip Entry on PINPad enabled, see *Appendix C: Tip Entry on PINPad Transactions*.

Credit transactions involve the use of the cardholder's Credit card. However, the cardholder does not need to be present for a Credit transaction to be processed.

The Credit Card number can be entered in two ways:

- the card can be swiped on the terminal. For security purposes, after swiping the card you will be prompted to enter the last four digits of the card number.

  OR

- you can key in the Credit Card number using the keypad. You will then be prompted to enter the card's four-digit Expiry Date. You will be prompted to *Please Take an Imprint of the Card* in the Host Response message displayed while the terminal communicates with the Moneris Host. Take an imprint of the credit card using a paper Sales Draft and staple the merchant copies of the receipt and the sales draft together for your records.

If the SmartSELECT terminal is down and you need to perform a Purchase or Refund transaction, you can complete a paper Sales Draft (see *Section 9.9: Completing a Paper Sales Draft*).

The PINPad displays the prompt *WELCOME/BONJOUR* throughout the transaction and is not used unless Tip Entry on PINPad is enabled (see *Appendix C: Tip Entry on PINPad Transactions*).

To reduce the risk of fraudulent card use, only a portion of the cardholder's card number is printed on the cardholder receipt. The remainder of the card number is masked. For credit card numbers, only the last four digits are printed in clear, the rest are replaced with an asterisk, e.g.: ************1234.

To further reduce fraudulent credit card use, the credit card expiry date is not printed on the cardholder copy of the receipt.

The following instructions all begin at the Idle screen. To access the Idle screen:

- from the Moneris Logo screen, press the **Moneris Solutions** button.
- from any other screen, press **Exit** until the Idle screen appears.

The following instructions are for a SmartSELECT set up with a PINPAD II and a *Swipe Customer Card* Idle screen. The idle PINPad displays *WELCOME/BONJOUR*.

If your terminal has a PINSmart pinpad and an *Enter Purchase Amount* Idle screen, please see *Section 9.8: 'Enter Purchase Amount' Idle Screen Instructions*.

9.1: Credit Purchase

To process a Purchase transaction using a Credit card, follow the instructions below.

From the Idle screen:

1. Swipe the customer's Credit card on the terminal. The terminal displays *Processing* then the *Enter Last 4 Digits* prompt appears.
2. Key in the last four digits of the card number and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt and the *Enter Purchase Amount* prompt appears.
3. Key in the Purchase Amount and press **Enter**. The Host Response screen appears (indicating the purchase amount and the card number) while the terminal communicates with the Host.
4. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Obtain Customer Signature* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
5. Tear off the receipt, have the customer sign it and return it to you, and keep it for your records.
6. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
7. Tear off the receipt and give it to the customer along with their Credit card.
8. Press **Exit**. The terminal returns to the Idle screen.

9.2: Refund

This is used to refund the full amount or a portion of the amount of a Credit Purchase transaction.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Refund**. The *Swipe Admin Card* prompt appears with the word *Refund* above it.
3. Swipe the POS Admin Card. The *Swipe Customer Card* prompt appears.
4. Swipe the customer's Credit card on the terminal. The terminal displays the status prompt *Processing*, then the *Enter Last 4 Digits* prompt appears.
5. Key in the last four digits of the card number and press **Enter**. The *Enter Original Authorization Number* prompt appears.
6. Key in the authorization number (AUTH. #) found on the original receipt and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt and the *Enter Refund Amount* prompt appears.
7. Key in the amount and press **Enter**. The Host Response screen appears (indicating the Refund amount and the card number) while the terminal communicates with the Host.
8. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Keep Merchant Record* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
9. Tear off the receipt and keep it for your records.
10. Press **Next Copy** to print the Cardholder copy of the receipt. The receipt prints and the Host Response screen is updated with the prompt *Sign Cardholder Copy*.
11. Tear off the receipt, <u>sign it yourself</u> and give it to the customer along with their Credit card.
12. Press **Exit**. The terminal returns to the Idle screen.

9.3: Purchase Void

This transaction is used only when a Credit Purchase was entered incorrectly and needs to be cancelled before it is re-entered correctly. It must be processed for the same amount as the original Credit Purchase and must be processed in the same batch as the original transaction.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Purchase Void**. The *Swipe Admin Card* prompt appears with the words *Purchase Void* above it.
3. Swipe the POS Admin Card on the terminal. The *Swipe Customer Card* prompt appears.
4. Swipe the customer's Credit card on the terminal. The terminal displays the prompt *Enter Last 4 Digits*.
5. Key in the last four digits of the customer's card number and press **Enter**. The *Enter Original Authorization Number* prompt appears.
6. Key in the authorization number (AUTH. #) found on the original receipt and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt and the *Enter Purch. Void Amount* prompt appears.
7. Key in the amount to be voided and press **Enter**. The Host Response screen appears (indicating the void amount and the card number) while the terminal communicates with the Host.
8. When the transaction is approved, the terminal finishes printing the Merchant copy of the receipt and the Host Response screen is updated with the *Approved* text, the transaction number and the prompt *Obtain Customer Signature*. The **Next Copy** button appears.
9. Tear off the receipt and keep it for your records.
10. Press **Next Copy** to print the Cardholder copy of the receipt. The receipt prints and the Host Response screen is updated with the prompt *Sign Cardholder Copy*.
11. Tear off the receipt, sign it yourself and give it to the customer along with their Credit card.
12. Press **Exit**. The terminal returns to the Idle screen.

9.4: Refund Void

This transaction is used only when a Credit Refund was entered incorrectly and needs to be cancelled before it is re-entered correctly. It must be processed for the same amount as the original Credit Refund and must be processed in the same batch as the original transaction.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Refund Void**. The *Swipe Admin Card* prompt appears with the words *Refund Void* above it.
3. Swipe the POS Admin Card on the terminal. The *Swipe Customer Card* prompt appears.
4. Swipe the customer's Credit card on the terminal. The terminal displays the status prompt *Processing* then the prompt *Enter Last 4 Digits*.
5. Key in the last four digits of the customer's card number and press **Enter**. The *Enter Original Authorization Number* prompt appears.
6. Key in the authorization number (AUTH. #) found on the original receipt and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt. The *Enter Refund Void Amount* prompt appears.
7. Key in the amount to be voided and press **Enter**. The terminal displays the Host Response screen (indicating the void amount and the card number) while it communicates with the Host and prints the beginning of the Merchant copy of the receipt.
8. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Keep Merchant Record* prompt and the terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
9. Tear off the receipt, have the customer sign it and return it to you, and keep it for your records.
10. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
11. Tear off the receipt and give it to the customer along with their Credit card.
12. Press **Exit**. The terminal returns to the Idle screen.

9.5: Pre-Authorization

A Pre-authorization (Pre-Auth) transaction starts the purchase process by confirming that the Pre-Auth amount is available on the Credit card and placing a hold on that amount. An Advice transaction completes the purchase process by confirming that the amount (or a different amount) should be transferred from that Credit card to your business account.

Note: *To complete the Pre-Auth transaction and have the funds transferred to your account, you must perform an Advice transaction (see* Section 9.6: Advice*).*

Pre-Authorization is usually used in hotels and car rental agencies for reservations, and in restaurants to hold funds while waiting for a customer to add a tip and sign the receipt.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Pre-Authorization**. The *Swipe Customer Card* prompt appears.
3. Swipe the customer's Credit card on the terminal. The terminal displays *Processing* then the *Enter Last 4 Digits* prompt appears.
4. Key in the last four digits of the card number and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt and the *Enter Pre-Auth. Amount* prompt appears.
5. Key in the pre-authorization amount and press **Enter**. The terminal displays Host Response screen (indicating the Pre-auth. amount and the card number) while it communicates with the Host.
6. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the text *Obtain Customer Signature*. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
7. Tear off the receipt.
8. Press **Next Copy**. The Host Response screen is updated with the prompt *Provide Transaction Record* and the Cardholder copy of the receipt is printed.

- If a tip is expected:

9. Tear off the receipt and give the customer both the Merchant and Customer copies of the receipt along with their Credit card.
10. Have the customer indicate the tip and tip-plus-purchase total amounts on the Merchant Copy, sign the Merchant Copy and return it to you. Keep this copy for your records and for reference during the Advice transaction. The customer keeps the Cardholder copy.

- If funds are being held for a reservation:

9. Keep the Merchant Copy for reference during the Advice transaction.
10. Tear off the Cardholder receipt and give it to the customer along with their Credit card.

11. Press **Exit**. The terminal returns to the Idle screen.

9.6: Advice

This transaction is performed after a Pre-Authorization transaction or a Voice Authorization (for paper Sales Draft) to confirm that the amount on hold should be transferred to your account.

Note: *If the amount of the Advice transaction is substantially lower than the amount of the Pre-Authorization transaction, call the Credit Card Company and ask them to release the difference in the amounts to the Cardholder's Open-to-Buy.*

There are two ways to perform an Advice transaction:

- by the sequence number (the last six digits of the Receipt Number on the Pre-Auth receipt).
- by card number (also called the account number).

9.6.1: Advice by Sequence Number

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Advice**. The *Advice Find Original?* prompt appears.
3. Select **Yes**. The *Enter Sequence No. of Original Trans* prompt appears.
4. Key in the last six digits of the receipt number (without the dash) on the Pre-Auth receipt and press **Enter**. The terminal displays the card number and the prompt *Press Enter to Continue*.
5. Check the number displayed against the Card Number on the Pre-auth receipt:
   - If they match, press **Enter**. The *Old Amount = $###.## Enter New Amount* prompt appears.
   - If not, press **Exit**. The Idle screen reappears. Check the card number and try the transaction again.
6. To accept the Old Amount displayed: press **Enter**.
   OR
   To change the amount: key in a new amount and press **Enter**.
   The terminal prints the beginning of the Merchant copy of the receipt and displays the Host Response screen (indicating the Advice amount) while it communicates with the Host.
7. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the text *Obtain Customer Signature*. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
8. Tear off the receipt. If the customer is present, have the customer sign the receipt and return it to you. Keep the Merchant copy for your records.
9. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
10. Tear off the receipt. If the customer is present, give the Cardholder copy to the customer.
11. Press **Exit**. The terminal returns to the Idle screen.

9.6.2: Advice by Card Number

If you have an PINSmart (eN-Crypt 1200) PINPad connected to your terminal, refer to *Section C.3.2: Other Credit Transactions with Tip Entry Enabled* for instructions.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Advice**. The *Advice Find Original?* prompt appears.
3. Select **No**. The *Enter Account Number* prompt appears.
4. Key in the Card Number (found on the Pre-Auth receipt) and press **Enter**. The *Enter Expiry Date (MMYY)* prompt appears.
5. Key in the four-digit expiry date (found on the Pre-Auth receipt) and press **Enter**. The *Enter Original Authorization Number* prompt appears.
6. Key in the authorization number (AUTH. # on the Pre-Auth receipt) and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt. The *Enter Advice Amount* prompt appears.
5. Key in the Advice amount and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt and displays the Host Response screen (indicating the Advice amount) while it communicates with the Host.
6. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the text *Obtain Customer Signature*. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
7. Tear off the receipt. If the customer is present, have the customer sign the receipt and return it to you. Keep the Merchant copy for your records.
8. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
9. Tear off the receipt. If the customer is present, give the Cardholder copy to the customer.
10. Press **Exit**. The terminal returns to the Idle screen.

9.7: To remove a Pre-Authorization Transaction

You may occasionally have Pre-Authorization transactions in the terminal memory that you know will not be completed. These transactions can be removed from the terminal's memory one by one as follows:

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Advice**. The *Advice Find Original?* prompt appears.
3. Select **Yes**. The *Enter Sequence No. of Original Trans* prompt appears.
4. Key in the last six digits of the Receipt Number (without the dash) on the Pre-Auth receipt and press **Enter**. The terminal displays the Card Number with the *Press Enter to Continue* prompt.
5. Check the number displayed against the Card Number on the Pre-auth receipt:
   - If they match, press **Enter**. The *Old Amount = $###.## Enter New Amount* prompt appears.
   - If not, press **Exit**. The Idle screen reappears. Check the card number and try the transaction again.
6. To clear the amount, press the 0 (zero) key then press **Enter**. The *Remove Pre-Auth From Memory?* prompt appears.
7. Select **Yes** to remove the Pre-Auth Purchasing Card transaction from the terminal memory. The terminal displays *Removed* for five seconds then returns to the Idle screen.

9.8: 'Enter Purchase Amount' Idle Screen Instructions

If your terminal has a PINSmart PINPad (eN-Touch 1200) attached to it, the terminal displays the *Enter Purchase Amount* Idle screen and the order of the *Swipe Customer Card* and *Enter Amount* prompts are reversed for ALL financial transactions.

Two examples are provided below of the steps that are changed.

Credit Purchase from the *Enter Purchase Amount* Idle Screen

Substitute the following three steps for Steps 1, 2 and 3 of the Credit Purchase instructions in *Section 9.1: Credit Purchase*.

From the Idle screen:

1. Key in the Purchase Amount and press **Enter**. The *Swipe Customer Card* prompt appears.
2. Swipe the customer's Credit card on the terminal. The *Enter Last 4 Digits* prompt appears.
3. Key in the last four digits of the customer's Credit card number and press **Enter**.

Continue with the Credit Purchase instructions in *Section 9.1: Credit Purchase* starting with the Host Response screen in step 3.

Credit Purchase Void from the *Enter Purchase Amount* Idle Screen

Substitute the following four steps for Steps 3, 4, 5 and 6 of the Credit Purchase Void instructions in *Section 9.3: Purchase Void*.

After you have swiped the POS Admin Card in step 2, the *Enter Purchase Void Amount* prompt appears.

3. Key in the amount to be voided and press **Enter**. The *Enter Original Authorization Number* prompt appears.
4. Key in the authorization number found on the original receipt and press **Enter**. The *Swipe Customer Card* prompt appears.
5. Swipe the customer's Credit card on the terminal. The terminal displays the prompt *Enter Last 4 Digits*.
6. Key in the last four digits of the customer's card number and press **Enter**.

Continue with the Credit Purchase Void instructions in *Section 9.3: Purchase Void* starting with the Host Response screen display in step 7.

9.9: Completing a Paper Sales Draft

Use one of the following procedures to complete a Credit or Refund transaction when the SmartSELECT terminal is down. Floor limits are established by Moneris. Contact your Moneris account manager or sales representative for more information.

If the transaction amount is LESS than your floor limit:

1. Take an imprint of the customer's Credit Card using the imprinter.
   - Ensure that the Card Number, Issue Date, Expiry Date and Cardholder Name are legible.
2. Print the transaction date and amount on the Sales Draft.
3. For a Purchase: have the customer sign the Sales Draft.

   IMPORTANT: *Compare the signature on the back of the Credit Card to the customer's signature on the Sales Draft. Report any differences in signature and name to the Moneris Authorization Centre.*

   For a Refund: sign the Sales Draft yourself.
4. Provide the customer with the Cardholder Copy of the Sales Draft and retain the Merchant Copy for your records.
5. Call the Moneris Merchant Service Centre to report the terminal problem.
6. When the SmartSELECT terminal is operational again, process the transaction on the terminal keying in the Credit Card number and expiry date.
7. Attach the Merchant Copy of the receipt to the Merchant Copy of the Sales Draft and retain the two copies for your records.

If the transaction amount is MORE than your floor limit:

1. Take an imprint of the customer's Credit Card using the imprinter.
   - Ensure that the Card Number, Issue Date, Expiry Date and Cardholder Name are legible.
2. Print the transaction date and amount on the Sales Draft.
3. Contact the Moneris Authorization Centre to obtain a Voice Authorization Number for the transaction.
4. Write the Voice Authorization Number on the Sales Draft.
5. For a Purchase: have the customer sign the Sales Draft.

   IMPORTANT: *Compare the signature on the back of the Credit Card to the customer's signature on the Sales Draft. Report any differences in signature and name to the Moneris Authorization Centre.*

   For a Refund: sign the Sales Draft yourself.
6. Provide the customer with the Cardholder Copy of the Sales Draft and retain the Merchant Copy for your records.
7. Call the Moneris Merchant Service Centre to report the terminal problem.
8. When the SmartSELECT terminal is operational again, process an Advice transaction (see *Section 9.6: Advice*).
9. Attach the Merchant Copy of the receipt to the Merchant Copy of the Sales Draft and retain the two copies for your records.

Chapter 10: SmartSELECT Help System

Assistance is available on the SmartSELECT with the press of a button. Simply press the **?** button on the top-left corner of the touch screen to access information about the screen you were just viewing. Then press the **??** button to access a ***Help*** screen with an alphabetical list of SmartSELECT Help topics and a **Search** button.

The information in the Help system is displayed in the current terminal language. To change the terminal language, exit the Help system, change the language using the **Term Lang** button or the **Lang** button and re-enter the Help System.

Help topics may contain hyperlinks to other topics: select the highlighted text to view that Help topic.

10.1:Context-Sensitive Help

This type of Help provides information related to the screen on which you pressed the **?** button.

To view the Context-Sensitive Help:

- Press the **?** button on any screen. A Help popup window appears on top of the current screen and the sections of that screen that are still visible are greyed out.

To scroll through the information in the Help popup window:

- Use the arrow buttons at the bottom of the screen.

To close the Help popup window:

- Press **Exit** at the bottom of the screen. The screen on which you originally pressed the **?** button appears.

10.2:SmartSELECT Help Topics

Help Topics provide more detailed information about transactions and configuration options. There are two ways to look through the alphabetical list of Topics: scrolling through the Index and using the Search facility.

To open the Help Topics screen:

1. Press the **?** button on any screen. The Context-Sensitive Help popup window appears.
2. Press the **??** button. The Help Topics screen appears.

To leave the Help System, from any Help screen:

- Press **Exit**. The screen on which you originally pressed the **?** button appears.

10.2.1: On-line Help Index

The On-line Help Index, titled ***Help Topics***, is the first help screen that appears after you press the **??** button. It consists of an alphabetical list of SmartSELECT Help topics with an **ABC** button and a **123** button for navigating through the list, and a **Search** button.

To scroll through the list of Help Topics:
- Use the arrow buttons at the bottom of the screen.

To navigate through the list of Help Topics:
1. Press **ABC** or **123**. A keypad appears with a text box that displays the text and numbers you enter.
2. Key in the first few letters of the topic you wish to find and press **Enter**. The Help Topics screen reappears.
   - If the topic exists, the matching list item is highlighted.
   - If the topic does not exist, the closest matching list item is highlighted.

To view a Help Topic:
1. Select the topic list item. The information appears on the screen.
2. Press **Back** to return to the Help Topics screen.

If you press the **?** button on the Help Topics Index, a Help Topic screen or the Search screen, a brief description of the Help System will appear.

10.2.2: On-line Help Search

The On-line Help Search screen is only accessible from the On-line Help Index.

To open the Help Search screen, from the Help Topics screen:
- Press **Search**. The ***Help Search*** screen appears with an alphabetical list of Help Topics, an **ABC** button and a **123** button for navigating through the list, and an **Index** button.

To search for a specific Topic:
1. Press **ABC** or **123**. A keyboard appears with a text box that displays the text and numbers you enter.
2. Key in the first few letters of the topic you are looking for and press **Enter**. The Help Topic or Topics that most closely match your entry will appear on the screen.
3. Select the topic list item you wish to view. The information appears on the screen.
4. Press **Back** to return to the Help Search result screen.
5. Press **Index** or **Back** again to return to the Help Topics Index.

Chapter 11: On-Screen Calculator

The SmartSELECT has an on-screen calculator that can perform basic math functions and has a memory function as well as the ability to paste values into the amount field in a transaction.

The calculator performs the following functions:

- add
- subtract
- multiply
- divide

The following buttons are changed on the calculator:

- the **Delete** button becomes the **CE** (Clear Entry) button
- the **Enter** button becomes the **=** button.
- the **Menu** button becomes the **#/$** button

11.1:Accessing the Calculator

The calculator is accessible from (i.e., the **Calculator** button is available only on) the *Enter Transaction Amount* screen for Debit/Credit transactions. It is not available for Gift Card and Loyalty program transactions.

> **Note:** *The calculator is available even while the terminal is logged off.*

There are two calculator modes. These are accessed on calculator screen by pressing the button in the top-right corner of the calculator screen. The button toggles between the two modes:

- **Number mode:** Press the **#** on the calculator screen. The numbers in the text box appear with a decimal point only if the decimal point button (.) is pressed
- **Dollar mode:** Press the **$** on the calculator screen. The numbers in the text box automatically appear with a two-place decimal point and the dollar symbol to the left of the number.

> **Note:** *You cannot switch between modes during a single calculation.*

Once you use the **Trans from Calc** button on the *Enter Transaction Amount* screen, you cannot access the calculator again until you begin another financial transaction. (However, the value will remain in the calculator even after the financial transaction is complete.)

11.2:Transferring a Calculator Value

To use the on-screen calculator to calculate a value then transfer that value to the *Enter Transaction Amount* screen, when the *Enter Transaction Amount* screen appears in the transaction:

1. Press **Calculator**. The Calculator screen appears.

   Note: *If a value other than zero is on the Calculator screen, press* **0** *(the Zero button) to clear the value.*

2. To calculate a value, use the numbers and math symbols on the keypad as you would a regular calculator.
3. When you have finished calculating the value you need, press **Exit**. The *Enter Transaction Amount* screen appears with the **Trans from Calc** button enabled.
4. Press the **Trans from Calc** button. The amount on the calculator appears on the *Enter Transaction Amount* screen.
5. Press **Enter** to use the value as the transaction amount and continue the financial transaction following the regular instructions for completing the transaction.

11.3:Clearing the Calculator

You must clear the calculator manually. It does not clear automatically after the financial transaction is completed.

Once you use the **Trans from Calc** button on the *Enter Purchase Amount* screen, you cannot access the calculator again until you begin another purchase. However, the calculated value remains on the calculator display even after that transaction is completed or cancelled, even after the terminal is logged off then logged on again.

To clear the calculator, from the *Enter Transaction Amount* screen:

1. Press **Calculator**. The Calculator screen appears.
2. Press the **Clear** or **CE** button. The value will change to:
   - 0 in Number mode
   - 0.00 in dollar mode
3. Press **Exit**. The *Enter Transaction Amount* screen reappears. The **Trans from Calc** button is disabled.

Appendix A: Clerk Subtotalling

This appendix describes how to enable Clerk Subtotalling, how to configure it to meet your needs, how to make changes to Clerk IDs and how to produce Clerk Subtotals reports.

Clerk Subtotalling allows you to produce reports on the dollar value and number of transactions processed using a particular Clerk ID, even if that Clerk ID used to initiate transactions on more than one terminal as long as all the terminals used were attached to the same merchant number.

A maximum of 255 Clerk IDs is supported for each merchant number.

IMPORTANT: *Clerk Subtotals must cleared manually on a regular basis (weekly is recommended). If not, the Moneris Host will automatically clear the totals when the number of transactions for a card type within a Clerk ID reaches 10,000.*

A.1: Clerk Subtotalling Configuration

Note: *The* Swipe Admin Card *prompt will appear if your terminal:*
- processes Debit Cards
OR
- processes only Credit Cards and requires extra security.

Note: *The terminal must be logged on in order to configure this feature.*

There are two options for obtaining the Clerk ID used for each transaction:

- prompt for input of a Clerk ID for every financial transaction. This requires two steps:
  - I Configure Clerk Subtotalling (see steps 1 to 17 in Section *A.1.1: Configure Clerk Subtotalling*).
  - II Add the Clerk IDs that will be used (see Section *A.1.2: Clerk ID Maintenance* for instructions).
- set a Default Clerk ID that will be used automatically for all transactions. The terminal will not prompt for entry of a Clerk ID during transactions. Setting this feature requires three separate steps.
  - I Configure Clerk Subtotalling ensuring that Clerk Subtotalling On is set to Yes and Prompt for Clerk ID is set to No (see steps 1 to 9 in Section *A.1.1: Configure Clerk Subtotalling*).
  - II Add the Default Clerk ID to the Moneris Host (see *Section A.1.2: Clerk ID Maintenance*).
  - III Set the Default Clerk ID on the terminal (see *Section A.1.3: Set Default Clerk ID*).

A.1.1: Configure Clerk Subtotalling

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Clerk Subtotalling**. The *Swipe Admin Card* prompt appears.
4. Swipe your POS Admin Card. The *Enter Merchant ID* prompt appears with an alphanumeric keypad.
5. Key in your Merchant ID number (see *Section 1.2: Merchant and Terminal Information*) and press **Enter**. The ***Clerk Subtotalling Configuration*** menu appears.
6. Select **Clerk Subtotalling On**. The *Clerk Subtotalling On?* prompt appears.
7. Select **Yes** to enable Clerk Subtotalling. The ***Clerk Subtotalling Configuration*** menu reappears.
8. Select **Prompt for Clerk ID**. The *Prompt for Clerk ID?* prompt appears.
9. To have the terminal display the *Enter Clerk ID* prompt during financial transactions, select **Yes.** The ***Clerk Subtotalling Configuration*** menu reappears. Go to step 10.
   OR
   To use the Default Clerk ID for all financial transactions, select **No** then press **Exit** twice to return to the Idle screen. Go to *Section A.1.2: Clerk ID Maintenance*.

   Note: If you use the Default Clerk ID, the terminal will not prompt for a Clerk ID during financial transactions.

10. Select **Clerk Entry Method**. The *Clerk Entry Method?* prompt appears. The default is 'Manual or Swipe'.
11. Select **Manual or Swipe** to allow clerks to enter their Clerk ID by keying it in using the keypad AND swiping a Clerk ID card. If clerks normally use a Clerk ID card and the card stripe is unreadable, the clerk can still key in their ID manually.
    OR
    Select **Manual Entry** to allow clerks to enter their Clerk ID only by keying it in using the keypad
    OR
    Select **Swipe** to allow clerks to enter their Clerk ID only by swiping their Clerk ID card.
    The ***Clerk Subtotalling Configuration*** menu reappears.
12. Select **Card Data Location**. The *Card Data Location?* prompt appears.
13. Select the appropriate list item. This information is provided by the Clerk ID card manufacturer. The ***Clerk Subtotalling Configuration*** menu reappears.
14. Select **Clerk Can Zero Totals**. The *Clerk Can Zero Totals?* prompt appears.
15. Select **Yes** to display the prompt *Zero Clerk Totals?* during the Clerk Subtotal Inquiry transaction. This allows clerks to reset their subtotals to zero.
    OR
    Select **No** to skip the *Zero Clerk Totals?* prompt during the Clerk Subtotal Inquiry transaction.
    The ***Clerk Subtotalling Configuration*** menu reappears.

16. Press **Exit** to save the changes. The ***Terminal Configuration*** menu reappears.
17. Press **Exit**. The Idle screen appears.

Clerk Subtotalling with Clerk ID prompting is now enabled.

A.1.2: Clerk ID Maintenance

If you have multiple terminals, this function can be run from any terminal and will affect all other terminals associated with the same Merchant ID.

You can add or remove a maximum of 20 Clerk IDs in one process. After you have entered 20 Clerk ID changes, the terminal communicates those 20 changes to the Moneris Host and then returns to the *Add or Remove Clerk IDs?* prompt. You can then continue to add and remove Clerk IDs.

Note: *You may alternate between adding and removing Clerk IDs, but the Moneris Host will always process the removals first then the additions.*

To Add Clerk IDs (including the Default Clerk ID)

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Clerk ID Maintenance**. The *Swipe Admin Card* prompt appears.
4. Swipe your POS Admin card. The *Add or Remove Clerk IDs?* prompt appears.
5. Select **Add**. The *Enter Clerk ID to be Added* prompt appears.
6. Key in the Clerk ID and press **Enter**
   OR
   Swipe the Clerk ID card.
   The *Add or Remove Clerk IDs?* prompt reappears with the message *n Requests Pending* where "*n*" equals the number of changes you have made to this point.
7. Continue selecting **Add** until you have entered the last Clerk ID you want to add. The *Add or Remove Clerk IDs?* prompt reappears with the message *n Requests Pending* indicating how many changes you have made.
8. Select **Finished**. The terminal displays *Clerk ID Maintenance* while it communicates the additions to the Moneris Host.
9. The Idle screen reappears when the communication is completed.

If you have added the default Clerk ID, see *Section A.1.3: Set Default Clerk ID* to complete the default Clerk ID setup.

To Remove Clerk IDs

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Clerk ID Maintenance**. The *Swipe Admin Card* prompt appears.
4. Swipe your POS Admin card. The *Add or Remove Clerk IDs?* prompt appears.
5. Select **Remove**. The *Enter Clerk ID to be Removed* prompt appears.
6. Key in the Clerk ID and press **Enter**
   OR
   Swipe the Clerk ID card.
   The Clerk ID appears for 3 seconds then the *Add or Remove Clerk IDs?* prompt reappears with the message *n Requests Pending* where "*n*" equals the number of changes you have made to this point.
7. Continue selecting **Remove** until you have entered the last Clerk ID you want to remove. The *Add or Remove Clerk IDs?* prompt reappears with the message *n Requests Pending* indicating how many changes you made.
8. Select **Finished**. The terminal displays the status prompt *Clerk ID Maintenance* while it communicates the removals to the Moneris Host.
9. The Idle screen reappears when the communication is completed.

Cancelling a Clerk ID Maintenance transaction

There are two ways to cancel a Clerk ID maintenance transaction.

- From the *Add or Remove Clerk IDs?* prompt:
  a. Press **Exit**. If there are requests pending, the *Cancel Command?* prompt appears.
  b. Select **Yes** to return to the ***Terminal Configuration*** menu without processing any of the changes. The ***Terminal Configuration*** menu appears.

- While the terminal communicates with the Host (the message *Clerk ID Maintenance* is displayed):
  a. Press **Exit**. The terminal displays *Cancelled*.
  b. The ***Terminal Configuration*** menu reappears.

To create Clerk ID Groups

When adding Clerk IDs, make the initial character the same for Clerk IDs you want to group together. For example, Clerk IDs 2, 27, 211, 235 and 2870 will all belong to the same Clerk ID Group because their initial digit is 2. The initial digit is called the Group Prefix.

A.1.3: Set Default Clerk ID

This feature is used to set or change the default Clerk ID for Clerk Subtotalling. (See *Section A.1: Clerk Subtotalling Configuration* for instructions on configuring Clerk Subtotalling.) This Clerk ID will be printed on all receipts.

> **Note:** *Before this function can be used, the following conditions must be met:*
> - **Clerk Subtotalling On** *must be set to* **Yes** *and*
> - **Prompt for Clerk ID** *must set to* **No** *and*
> - *the Default Clerk ID must be added to the Moneris Host.*

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Set Default Clerk ID**.
    - The *Swipe Clerk Card* prompt appears
      OR
    - The *Enter Clerk ID* prompt appears with an alphanumeric keypad.
4. Enter the Clerk ID that will be used as the default:
    - Swipe the default Clerk ID card.
      OR
    - Key in the default Clerk ID and press **Enter**.

   The ***Terminal Configuration*** menu reappears.
5. Press **Exit** to return to the Idle screen.

A.2: Reporting - Clerk Subtotals Inquiry

This function produces a report of totals by card from the Moneris Host (rather than the terminal memory) for a single clerk or a number of clerks. If totals were requested for a number of clerks, the terminal prints overall totals as well.

Note: *The terminal must be logged on in order to activate this list item and produce the report.*

A.2.1: Subtotals Report for One Clerk

From the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Clerk Subtotals**. The *Select Single or Multiple* Clerks? prompt appears.
4. Select **Single Clerk**.
   - If Default Clerk ID has been enabled, dialling begins. Go to step 7.
   - If not and the Zero Totals function was enabled in the Clerk Subtotalling configuration, the *Zero Clerk Totals?* prompt appears.
   - If neither the Default Clerk ID nor the Zero Totals function were enabled, the *Enter Clerk ID* prompt appears. Go to step 6.
5. Select **Yes** to clear the clerk totals
   OR
   Select **No** to continue accumulating totals.
   The *Enter Clerk ID* prompt appears.
6. Key in the Clerk ID and press **Enter**
   OR
   Swipe the Clerk ID Card. The Clerk ID appears for 3 seconds.
   The terminal displays *Clerk Subtotals* while it communicates with the Moneris Host and prints the report.
7. The terminal returns to the Idle screen once the report is printed.

A.2.2: Subtotals Report for Multiple Clerks

From the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Clerk Subtotals**. The *Select Single or Multiple Clerks?* prompt appears.
4. Select **Multiple Clerks**. The *Swipe Admin Card* prompt appears.
5. Swipe the POS Admin Card.
    - If the Zero Totals function was enabled in the Clerk Subtotalling configuration, the *Zero Clerk Totals?* prompt appears.
    - If not, the *Select or Process?* prompt appears. Go to step 7.
6. Select **Yes** to clear the clerks' totals
   OR
   Select **No** to continue accumulating totals.
   The *Select or Process?* prompt appears.
7. Select **Clerk** to print individual totals for multiple Clerk IDs. The *Enter Clerk ID* prompt appears.
   OR
   Select **Group** to print totals for a group of Clerk IDs. The *Enter Group Prefix* prompt appears.
   OR
   Select **All** to print totals for all Clerk IDs. Go to step 10.
8. Key in the Clerk ID and press **Enter**
   OR
   Swipe the Clerk ID card. The Clerk ID appears for 3 seconds.
   OR
   Key in the Group Prefix and press **Enter**.
   The *Select or Process?* prompt reappears.
9. Repeat steps 7 and 8 until all the required Clerk IDs have been selected. The *Select or Process?* prompt reappears.
10. Select **Process List**. The terminal displays *Clerk Subtotals* while it communicates with the Moneris Host and prints the report.
11. The terminal returns to the Idle screen once the report is printed.

To cancel a Clerk Subtotal Inquiry

1. From the *Select or Process?* prompt, press **Exit**.
    - If the message line under the *Select or Process?* prompt is *0 Pending*, go to step 3.
    - If the message line under the *Select or Process?* prompt shows 1 or more Pending, the *Cancel Command?* prompt appears.
2. Select **Yes**. The terminal displays the status prompt, *Cancelled*, prints any overall totals that have been calculated to this point and returns to the Idle screen.

Appendix B: Multi-Terminal Reporting

This appendix outlines the procedures for enabling Multi-terminal Reporting and processing reporting transactions when this feature has been enabled.

Multi-Terminal Reporting is composed of two functions:

- **Multiple Terminal Batch Closing** allows you to close, by Terminal name, any terminals associated with the same Merchant ID number as the terminal on which you are performing the Close Batch.
- **Multiple Terminal Deposit Totals** allows you to obtain deposit totals, by Terminal name, for any terminals associated with the same merchant number as the terminal on which you are performing the Close Batch.

In order to process multi-terminal reports you must have:

- more than one terminal associated with your Merchant ID
- each terminal must be named
- each terminal must have *Close Batch/Balance Allowed?* enabled

B.1: Configuration

The following instructions all begin at the ***Terminal Configuration*** menu. To access this menu:

- from the Moneris Logo screen, press **Menu**, then **Config**
- from the Idle screen, press **Menu** then **Config**

B.1.1: Multiple Terminal Setup

This function sets up multiple terminal reporting on your SmartSELECT, allows you to assign Terminal names to your terminals and allows the named terminal to perform the Close Batch transaction.

To assign a Terminal Name

You must assign a terminal name to each terminal associated with the Merchant ID number and you must perform the name assignment on the terminal that is being named. You cannot assign a terminal name to a terminal from another terminal.

A maximum of 100 terminal names can be associated with one Merchant ID number. Duplicate terminal names are not allowed within a Merchant ID number.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Multi-Terminal Report Setup**. The *Swipe Admin Card* prompt appears.

4. Swipe the POS Admin Card. The *Multiple Terminal Transaction?* prompt appears.
5. Select **Yes** to enable Multiple Terminal Reporting. The *Merchant Terminal Name* prompt appears with an alphanumeric keypad.
6. Key in the Terminal Name (min. 1, max. 6 alphanumeric characters) and press **Enter**. The *Close Batch/Balance Allowed?* prompt appears.
7. Select **Yes** to allow this terminal to be closed and balanced from another terminal associated with the same Merchant ID number.
   OR
   Select **No** to allow this terminal to be closed and balanced on itself only.
   The terminal displays *Multiple Terminal Transaction* while it communicates with the Moneris Host.
8. The Idle screen reappears when the communication is completed.

To remove a Terminal Name

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Multi-Terminal Report Setup**. The *Swipe Admin Card* prompt appears.
4. Swipe the POS Admin Card. The *Multiple Terminal Transaction?* prompt appears.
5. Select **No** to disable Multiple Terminal Reporting and set the Terminal Name to spaces. The terminal displays *Multiple Terminal Transaction* while it communicates the removal to the Moneris Host.
6. The Idle screen reappears when the communication is completed.

To change a Terminal Name

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Multi-Terminal Report Setup**. The *Swipe Admin Card* prompt appears.
4. Swipe the POS Admin Card. The *Multiple Terminal Transaction?* prompt appears.
5. Select **Yes** to keep Multiple Terminal Reporting enabled. The *Merchant Terminal Name* prompt appears with an alphanumeric keypad.
6. Press **Clear**. The name is the text box is removed.
7. Key in the new Terminal Name (min. 1, max. 6 alphanumeric characters) and press **Enter**. The *Close Batch/Balance Allowed?* prompt appears.
8. Press **Enter** to keep the existing setting. The terminal displays *Multiple Terminal Transaction* while it communicates with the Moneris Host.
9. The Idle screen reappears when the communication is completed.

B.2: Multi-Terminal Report and Close

This function allows you to perform the Close Batch, the Deposit Totals or both functions on all terminals associated with the same merchant number from one of the terminals. If you have 15 terminals associated with your merchant number, you simply perform the multi-terminal reporting function on one of the 15 terminals and the Close Batch and Deposit Totals functions are performed on all 15 terminals at the same time.

The reports provide totals by card type from the Moneris Host and by terminal or group of terminals.

The totals are cleared in the terminal that performs the multi-terminal reporting function, but the totals are not cleared on the other associated terminals.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Multi-Terminal Reporting**. The *Swipe Admin Card* prompt appears.
4. Swipe the POS Admin Card. The *Close Batches?* prompt appears.
5. To request a Close Batch transaction on associated terminals, select **Yes**.
   OR
   To move to the next option without requesting the Close Batch, select **No**.
   The *Get Deposit Totals?* prompt appears.
6. To request a Deposit Totals Inquiry transaction on associated terminals, select **Yes**.
   OR
   To move to the next option without requesting the Deposit Totals Inquiry, select **No**.
   The *Select or Process?* prompt appears.
7. To select a specific terminal or a number of individual terminals by terminal name, select **Name**. The *Merchant Terminal Name* prompt appears with an alphanumeric keypad.
   OR
   To select a group of terminals by their group prefix, select **Group**. The *Enter Group Prefix* prompt appears with an alphanumeric keypad.
   OR
   To select all associated terminals, select **All**. The terminal begins communicating with the Host. Go to step 11.
8. Key in the terminal name (min. 1, max. 6 characters) or group prefix (min. 1, max. 5 characters) and press **Enter**. The *Select or Process?* prompt reappears.
9. To select additional terminals or terminal groups, repeat steps 7 and 8 until all required terminals are keyed in. The *Select or Process?* prompt reappears.
10. Select **Process List**. The terminal begins communicating with the Host.
11. The terminal displays *Close Batch* while it communicates with the Host. It then displays *Deposit Totals Inquiry and Overall Totals Report*, while the reports print.
12. The terminal returns to the Idle screen when the reports are printed.

To cancel a Multi-Terminal Report

From the *Select or Process?* prompt:

1. Press **Exit**.
   - If the message line under the *Select or Process?* prompt is *0 Pending*, go to step 3.
   - If the message line under the *Select or Process?* prompt shows 1 or more Pending, the *Cancel Command?* prompt appears.
2. Select **Yes**. The terminal displays *Cancelled* and prints any overall totals that have been calculated to this point.
3. The terminal returns to the Idle screen.

B.2.1: End of Day Shortcut with Multiple Terminals

This shortcut takes you through your end-of-day procedures based on your terminal's configuration. End-of-day procedures include printing a Current Batch Totals report from all configured Hosts, closing your current batch of transactions, and obtaining the number and dollar value of Debit and Credit transactions saved in the SmartSELECT's memory since the last batch was closed.

IMPORTANT: *In order to receive the dollar value of your transactions in your business account on a daily basis, you must perform the Close Batch transaction on a daily basis. You can do this through the End-of-Day Shortcut or directly from the **Administrative Transactions** menu (see Section 6.3.1: Close Batch). Batches closed prior to your Moneris closing time are processed by Moneris that same day.*

To access the End of Day Shortcut, from the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Admin**. The ***Administrative Transaction*** menu appears.
3. Select **End of Day Shortcut**.

The prompts from this point will vary depending on whether Close Batch is enabled on the terminal and whether the terminal has been named.

Multi-Terminal Reporting Required

4. The shortcut prompts you to choose the Multi-Terminal Report function (see *Section B.2: Multi-Terminal Report and Close* for instructions) if:

   - the terminal is allowed to perform the Batch Close transaction
     AND
   - the Close Batch function is DISabled

   If you select **Yes** then the terminal takes you through the Multi-Terminal Reporting function including closing Third Party Host.

   If you select **No** then the terminal returns to the Idle screen.

Multi-Terminal Reporting is Optional

4. The shortcut prompts you to choose the Multi-Terminal Report function (see *Section B.2: Multi-Terminal Report and Close* for instructions) if:

    - the terminal is allowed to perform the Batch Close transaction
      AND
    - the Close Batch function is enabled
      AND
    - a Terminal Name has been configured

    If you select **Yes** then the terminal takes you through the Multi-Terminal Reporting function including closing Third Party Host.

    If you select **No** then the terminal prompts you to choose whether to perform a Batch Close function.

Appendix C: Tip Entry on PINPad Transactions

This appendix outlines the procedures for enabling Tip Entry and processing transactions when Tip Entry has been enabled. If Tip Entry is enabled, the following transactions require PINPad entry by the customer:

- Debit purchase
- Debit refund
- Debit purchase void
- Debit refund void
- Credit purchase
- Credit Pre-Auth
- Credit Advice

Credit refunds, Credit purchase voids and Credit refund voids do not require PINPad entry even if the original purchase included a tip keyed in on the PINPad.

You must have the PINSmart (also known as the eN-Crypt 1200) PINPad attached to your terminal to process Tip Entry on PINPad transactions. If you have a PINPad II (also known as the eN-Crypt 150) PINPad attached to your terminal, the **Enable Tip Entry** list item on the ***General Parameters*** menu will be greyed out and set to **No**. You will not be able to change this parameter.

Debit transactions involve the use of the cardholder's Debit card. Each debit transaction requires a swipe of the debit card (on the terminal or the PINPad) and the input of a Personal Identification Number (PIN) by the cardholder (on the PINPad). Therefore, the cardholder must be present for a Debit transaction to be processed.

> **Note:** *For security reasons, please respect the cardholder's privacy while they enter their PIN on the PINPad.*

Credit transactions involve the use of the cardholder's Credit card. Each Credit transaction requires a swipe of the card on the terminal, or manual entry of the card number and expiry date. The cardholder does not need to be present for a Credit transaction to be processed.

The following instructions all begin at the Idle screen. To access the Idle screen:

- from the Moneris Logo screen, press the **Moneris Solutions** button.
- from any other screen, press **Exit** until the Idle screen appears.

The following instructions are for a SmartSELECT with an *Enter Purchase Amount* Idle screen and a PINSmart PINPad attached.

C.1: Configuration

To enable Tip Entry, your SmartSELECT terminal must have a PINSmart PINPad (also known as an eNCrypt 1200 PINPad) attached to it.

From the Idle screen:

1. Press **Menu**. The ***Financial Transaction*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **General Parameters**. The ***General Parameters*** menu appears.
4. Scroll down and select **Enable Tip Entry**. The *Enable Tip Entry?* prompt appears.
5. Select **Yes** to allow a tip amount to be entered on the PINPad. The ***General Parameters*** menu reappears.
6. Press **Exit** to save the change. The ***Terminal Configuration*** menu reappears.
7. Press **Exit** again to return to the Idle screen.

During Debit and Credit Card transactions on the SmartSELECT, the PINSmart will now prompt your customer to enter a tip amount on the PINSmart after they have confirmed the purchase amount on the PINSmart.The tip amount will be printed on the receipt.

C.2: Debit Transactions with Tip Entry

C.2.1: Debit Purchase with Tip Entry

From the Idle screen:

1. Key in the Purchase Amount and press **Enter**. The *Swipe Card at Terminal or PINPAD* prompt appears.
   a. On the PINPad, the *Purchase* prompt appears, then the *Purchase Swipe Card* prompt appears.
2. Swipe the customer's Debit card on the terminal or the PINPad. The terminal displays *Processing*, then the *Continue on PINPad* prompt appears.
   a. On the PINPad, the *Purchase Card Swiped* prompt appears, then the *Purchase $n.nn - OK?* prompt appears.
   b. The customer presses the OK button on the PINPad keypad. The *Tip Amount $#.##* prompt appears.
   c. The customer keys in the amount of the tip on the PINPad and presses the OK button to add a tip to their purchase
   OR
   presses the OK button to leave the tip amount at zero.
   The *Purchase $#.## - OK?* prompt appears. The value displayed now includes the purchase amount and the tip amount.
   d. The customer presses the OK button on the PINPad. The *Select Account* prompt appears.
   e. The customer presses the Chequing or the Savings button on the PINPad. The *Enter PIN & OK PIN=* prompt appears.
   f. The customer keys in their personal identification number (PIN) and presses the OK button on the PINPad. The *Please Wait For Message* prompt appears.
4. The terminal prints the beginning of the Merchant copy of the receipt. The Host Response screen appears (indicating the Purchase amount, the Tip amount, the Total amount and the customer's Debit card number) while the terminal communicates with the Host.
5. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Keep Merchant Record* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
   a. The PINPad displays the *Approved-Thanks* prompt.
   b. The customer returns the PINPad.
6. Tear off the receipt and keep it for your records.
7. Press **Next Copy** to print the Cardholder copy of the receipt. The receipt prints and the Host Response screen is updated with the prompt *Provide Transaction Record*.
8. Tear off the receipt and give it to the customer along with their Debit card.
9. Press **Exit**. The terminal returns to the Idle screen.
   a. The PINPad display returns to the *WELCOME/BONJOUR* prompt.

C.2.2: Debit Refund with Tip Entry

This is used to refund the full amount or a partial amount of a purchase transaction.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Refund**. The *Swipe Admin Card* prompt appears.
   a. On the PINPad, the *Refund* prompt appears.
2. Swipe the POS Admin Card. The *Enter Refund Amount* prompt appears.
3. Key in the Refund Amount and press **Enter**. The *Enter Original Authorization Number* prompt appears.
4. Key in the Original Authorization Number (AUTH. # from the original receipt) and press **Enter**. The *Swipe Card at Terminal or PINPAD* prompt appears.
   a. On the PINPad, the *Refund Swipe Card* prompt appears.
2. Swipe the customer's Debit Card on the terminal or the PINPad. The *Processing* status prompt appears, then the *Continue on PINPad* prompt appears.
   a. On the PINPad, the *Refund Card Swiped* prompt appears, then the *Refund $#.## - OK?* prompt appears.
   b. The customer presses the OK button on the PINPad keypad. The *Select Account* prompt appears.
   c. The customer presses the Chequing or the Savings button on the PINPad. The *Enter PIN & OK PIN=* prompt appears.
   d. The customer keys in their personal identification number (PIN) and presses the OK button on the PINPad. The *Please Wait For Message* prompt appears.
6. The terminal prints the beginning of the Merchant copy of the receipt. The Host Response screen appears (indicating the Refund amount and the customer's Debit card number) while the terminal communicates with the Host.
7. When the refund is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Keep Merchant Record* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
   a. The PINPad displays the *Approved-Thanks* prompt.
   b. The customer returns the PINPad.
8. Tear off the receipt and keep it for your records.
9. Press **Next Copy**. The Cardholder copy of the receipt prints and the Host Response screen is updated with the *Provide Transaction Record* prompt.
10. Tear off the receipt and give it to the customer along with their Debit card.
11. Press **Exit**. The terminal returns to the Idle screen.
    a. The PINPad displays returns to the *WELCOME/BONJOUR* prompt.

C.2.3: Debit Purchase Void with Tip Entry

This transaction is used only when a Debit Purchase was entered incorrectly and needs to be cancelled before it is re-entered correctly. It must be processed for the same amount as the original Debit Purchase and must be processed in the same batch as the original transaction.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Purchase Void**. The *Swipe Admin Card* prompt appears with the words *Purchase Void* above it.
   a. On the PINPad, the *Purch. Correction* prompt appears.
3. Swipe the POS Admin Card. The *Enter Purch. Void Amount* prompt appears.
4. Key in the amount and press **Enter**. The *Enter Original Authorization Number* prompt appears.
5. Key in the Original Authorization Number (the AUTH. # found on the original receipt) and press **Enter**. The *Enter Sequence No. of Original Trans* prompt appears.
6. Key in the Sequence number (the last six digits of the Receipt number without the '-') and press **Enter**. The *Swipe Card at Terminal or PINPAD* prompt appears.
   a. On the PINPad, the *Purch. Correction Swipe Card* prompt appears.
7. Swipe the card. The *Processing* prompt appears, then the *Continue on PINPad* prompt appears.
   a. The *Purchase Correction $#.## - OK?* prompt appears.
   b. The customer presses the **OK** button on the PINPad keypad. The *Select Account* prompt appears.
   c. The customer presses the **Chequing** or the **Savings** button on the PINPad keypad. The *Enter PIN & OK PIN=* prompt appears.
   d. The customer keys in their personal identification number (PIN) and presses the **OK** button on the PINPad keypad. The *Please Wait for Message* prompt appears.
8. The terminal prints the beginning of the Merchant copy of the receipt. The Host Response screen appears (indicating the Purchase Void amount and the customer's Debit card number) while the terminal communicates with the Host.
9. When the Purchase Void is approved, the Host Response screen is updated with the *Approved* text, the transaction number, and the *Keep Merchant Record* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
   a. The PINPad displays the *Approved-Thanks Obtain Card* prompt.
10. Tear off the receipt and keep it for your records.
11. Press **Next Copy**. The Cardholder copy of the receipt prints and the Host Response screen is updated with the *Provide Transaction Record* prompt.
12. Tear off the receipt and give it to the customer.
13. Press **Exit**. The terminal returns to the Idle screen.
    a. The PINPad displays returns to the *WELCOME/BONJOUR* prompt.

C.2.4: Debit Refund Void with Tip Entry

This transaction is used only when a Debit Refund was entered incorrectly and needs to be cancelled before it is re-entered correctly. It must be processed for the same amount as the original Debit Refund and must be processed in the same batch as the original transaction.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Refund Void**. The *Swipe Admin Card* prompt appears with the words *Refund Void* above it.
   a. On the PINPad the *Ref. Correction* prompt appears.
3. Swipe the POS Admin Card. The *Enter Refund Void Amount* prompt appears.
4. Key in the amount and press **Enter**. The *Enter Original Authorization Number* prompt appears.
5. Key in the authorization number found on the original receipt and press **Enter**. The *Enter Sequence No. of Original Trans* prompt appears.
6. Key in the Sequence number (the last six digits of the Receipt number without the '-') and press **Enter**. The *Swipe Card at Terminal or PINPAD* prompt appears.
   a. On the PINPad, the *Ref. Correction Swipe Card* prompt appears.
7. Swipe the card on the terminal or pinpad. The terminal displays *Processing* then the *Continue on PINPad* prompt appears.
   a. On the PINPad, the *Ref. Correction $#.## - OK?* prompt appears.
   b. The customer presses the OK button on the PINPad keypad. The *Select Account* prompt appears.
   c. The customer presses the Chequing or the Savings button on the PINPad keypad. The *Enter PIN & OK PIN=* prompt appears.
   d. The customer keys in their personal identification number (PIN) and presses the OK button on the PINPad keypad. The *Please Wait for Message* prompt appears.
8. The terminal prints the beginning of the Merchant copy of the receipt. The Host Response screen appears (indicating the Refund Void amount and the customer's Debit card number) while the terminal communicates with the Host.
9. When the Refund Void is approved, the Host Response screen is updated with the *Approved* text, the transaction number, and the *Keep Merchant Record* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
   a. The PINPad displays the *Approved-Thanks Obtain Card* prompt.
   b. The customer returns the PINPad.
10. Tear off the receipt and keep it for your records.
11. Press **Next Copy**. The Cardholder copy of the receipt prints and the Host Response screen is updated with the *Provide Transaction Record* prompt.
12. Tear off the receipt and give it to the customer along with the Debit card.
13. Press **Exit**. The terminal returns to the Idle screen.
    a. The PINPad displays returns to the *WELCOME/BONJOUR* prompt.

C.3: Credit Card Transactions with Tip Entry

C.3.1: Credit Purchase with Tip Entry

From the Idle screen:

1. Key in the Purchase Amount and press **Enter**. The *Swipe Card at Terminal or PINPAD* prompt appears.
   a. On the PINPad, the prompt *Purchase* appears, then the *Swipe Card* prompt.
2. Swipe the customer's Credit card on the terminal.

   Note: *Credit Cards must be swiped on the terminal, NOT the PINPAD.*

   The terminal displays *Processing*, then the *Enter Last 4 Digits* prompt appears.

   a. The PINPad returns to the *Purchase* prompt.
3. Key in the last four digits of the card number and press **Enter**. The terminal displays *Processing*, then the *Continue on PINPad* prompt appears.
   On the PINPad:
   a. The *PURCHASE $#.## OK?* prompt appears.
   b. The customer presses **OK**. The *TIP AMOUNT $#.##* prompt appears.
   c. The customer keys in the amount of the tip and presses **OK**
      OR
      simply presses **OK** to leave the tip amount at zero.
      The *Purchase $#.## - OK?* prompt appears. The value displayed includes the purchase amount and the tip amount.
   d. The customer presses **OK** to accept the amount displayed.
   e. The *WELCOME/BONJOUR* prompt reappears.
4. The Host Response screen appears (indicating the Purchase amount, the Tip amount, the Total amount and the card number) while the terminal communicates with the Host.
5. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Obtain Customer Signature* prompt.The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
6. Tear off the receipt, have the customer sign it and return it to you, and keep it for your records.
7. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
8. Tear off the receipt and give it to the customer along with their Credit card.
9. Press **Exit**. The terminal returns to the Idle screen.

C.3.2: Other Credit Transactions with Tip Entry Enabled

Credit refunds, purchase voids, refund voids do not require PINPad entry even if the original transaction included a tip keyed in on the PINPad. Follow the instructions in sections *9.8: 'Enter Purchase Amount' Idle Screen Instructions* to process these transactions.

Pre-authorizations and advice transactions do not prompt for PINPad entry.

Appendix D: Purchasing Card Transactions

If some of your customers use Purchasing Cards (used for business-to-business purchases) rather than regular credit cards, you can configure your SmartSELECT to process Purchasing Cards.

This chapter outlines the procedures for processing Credit transactions using a Purchasing Card. Transactions available for purchasing cards are:

- Purchase
- Purchase Void
- Refund
- Refund Void
- Pre-Authorization
- Advice

Purchasing Card transactions involve the use of the cardholder's Purchasing Card. The Purchasing Card number can be entered in two ways:

- the card can be swiped on the terminal. For security purposes, after swiping the card you will be prompted to enter the last four digits of the card number.

  OR

- you can key in the Purchasing Card number using the keypad. You will then be prompted to enter the card's four digit Expiry Date.

The PINPad is not used for Purchasing Card transactions. The PINPad displays the prompt *WELCOME/BONJOUR* throughout the transaction.

All Financial transactions must begin on the Idle screen. To access the Idle screen:

- from the Moneris Logo screen, press the **Moneris Solutions** button.
- from the ***Financial Transactions*** menu, select the list item for the transaction you wish to perform.

The following instructions are for a SmartSELECT set up with a *Swipe Customer Card* Idle screen. If your terminal has a PINSmart pinpad and an *Enter Purchase Amount* Idle screen, please see section *D.4: 'Enter Purchase Amount' Idle Screen Instructions*.

D.1: Configuration

To set up your terminal to accept Purchasing Cards and display the appropriate tax amounts prompts, follow the instructions below.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down then select **Purchasing Card**. The ***Purchasing Card*** menu appears.
4. Select **Purchasing Card** (again). The *Purchasing Card On?* prompt appears.
5. Select **Yes**. The ***Purchasing Card*** menu reappears with additional list items.
6. Select **Sales Tax Type**. The *Sales Tax Type?* prompt appears.
7. Select the sales tax type required by your business. The default is PST & GST. If you selected:
    - **PST & GST**, the ***Purchasing Card*** menu reappears. Go to Step 8
    - **QST & GST**, the ***Purchasing Card*** menu reappears with the **Merchant PST Number** list item changed to **Merchant QST Number**. Go to step 8.
    - **HST** or **GST Only**, the ***Purchasing Card*** menu reappears with only the **Merchant GST Number** list item. Go to step 10.
8. Select the provincial tax type number. If you selected:
    - **Merchant PST Number,** the *Merchant PST Number* prompt appears.
    - **Merchant QST Number**, the *Merchant QST Number* prompt appears.
9. Key in your provincial tax number (min. 1, max. 13 characters) and press **Enter**. The ***Purchasing Card*** menu reappears.
10. Select **Merchant GST Number**. The *Merchant GST Number* prompt appears with an alphanumeric keypad.
11. Key in your GST number (min. 1, max. 13 characters) and press **Enter**. The ***Purchasing Card*** menu reappears.
12. Press **Exit** to save the changes. The ***Terminal Configuration*** menu reappears.

The terminal is now ready to process Purchasing Cards. There is no change to the ***Financial Transactions*** menu.

D.2: Purchase

From the Idle screen:

1. Swipe the customer's Purchasing Card on the terminal. The terminal displays *Processing* then *Enter Last 4 Digits* prompt appears.
2. Key in the last four digits of the Purchasing Card number and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt and the *Enter Purchase Amount* prompt appears
3. Key in the Purchase Amount and press **Enter**. The *Enter XXX Amount* prompt appears. (*XXX* is the tax type to be entered.)
4. This is optional. Key in the dollar value of the tax type indicated and press **Enter**. The *Enter Customer Reference Number* prompt appears.
5. This is optional. Key in the Customer Reference Number and press **Enter**. The Host Response screen appears (indicating the purchase amount and the Purchasing Card number) while the terminal communicates with the Host.
6. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Obtain Customer Signature* prompt.The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
7. Tear off the receipt, have the customer sign it and return it to you, and keep it for your records.
8. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
9. Tear off the receipt and give it to the customer.
10. Press **Exit**. The terminal returns to the Idle screen.

D.3: Other Financial Transactions

As you can see in the Purchase instructions above, performing a Purchasing Card transaction is very similar to performing a Credit Card transaction.

To perform a Refund, Purchase Void, Refund Void, Pre-authorization or Advice transaction using a Purchasing Card from a *Swipe Customer Card* Idle screen, follow the appropriate instructions in *Chapter 9: Credit Financial Transactions* until you have entered the transaction amount. Then, perform these steps:

i. The *Enter XXX Amount* prompt appears. (*XXX* is the tax type to be entered.)
ii. Key in the dollar value of the tax type indicated and press **Enter**. This is optional. The *Enter Customer Reference Number* prompt appears.
iii. Key in the Customer Reference Number and press **Enter**. This is optional.

When the Host Response screen appears, continue following the instructions in *Chapter 9: Credit Financial Transactions*.

D.4: ‘Enter Purchase Amount’ Idle Screen Instructions

If your terminal has a PINSmart pinpad and an *Enter Purchase Amount* Idle screen, the order of the *Swipe Customer Card* and *Enter Amount* prompts are reversed. See section *9.8: ‘Enter Purchase Amount’ Idle Screen Instructions* for examples of the steps that are changed for a Credit Purchase transaction and a Credit Purchase Void transaction.

For information on performing Purchasing Card purchase transactions with Tip Entry on PINPad enabled, see *Section C.3.1: Credit Purchase with Tip Entry* and enter the tax information when prompted.

Appendix E: Private Label Transactions

Private Label credit transactions involve the use of the cardholder's Private Label Credit card. These cards can be processed on the Moneris Host or on a Third Party Host.

Before using Private Label cards processed by a third party (such as JCB or Diners Club enRoute) on your SmartSELECT, you must contact the Third Party card processor and arrange for service from them. You must also notify Moneris that you will be using this service, to ensure that your terminal's initialization parameters are updated on the Moneris Host. And, you must configure your terminal.

This chapter outlines the procedures for configuring the terminal to communicate with a Third Party Host and accept Private Label cards. It also provides instructions on performing financial transactions using a Private Label card.

The following transactions can be performed using a Private Label credit card:

- Purchase (instructions below)
- Purchase Void
- Refund (instructions below)
- Refund Void
- Pre-Authorization
- Advice
- Credit Application (instructions below)
- Payment (instructions below)
- Payment Void (instructions below)

IMPORTANT: Before using a Private Label card for a financial transaction, the Host must be configured **AND** the Private Label card must be set up as a Third Party Card.

The Private Label Card number can be entered in two ways:

- the card can be swiped on the terminal. For security purposes, after swiping the card you will be prompted to enter the last four digits of the card number.

  OR

- you can key in the Private Label Card number using the keypad. You will then be prompted to enter the card's four digit Expiry Date.

  Note: *The cardholder does not need to be present to process a Private Label credit card transaction if the card number and expiry date are keyed in.*

The PINPad is not used for Private Label transactions unless Tip Entry on PINPad is enabled (see *C.3: Credit Card Transactions with Tip Entry*). The PINPad displays the prompt *WELCOME/BONJOUR* throughout the transaction.

E.1: Configuration

If the Private Label card is processed by the Moneris Host, you must configure a Third Party card (see section *E.1.2: Third Party Card*) and use Host 0.

If the Private Label card is processed by another host, you must first configure a Third Party Host (see section *E.1.1: Third Party Host*) then configure the Third Party Card and use that Host you've configured.

E.1.1: Third Party Host

Use this transaction to set up communication parameters for processing one or more Private Label cards to a Third Party Host.

A maximum of nine Third Party hosts (numbers 1 - 9) can be set up.

To set up a Third Party Host

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down and select **Third Party Host**. The *Select Host Number* prompt appears with nine options.
4. Select a **Host #** list item with a status of *Empty*. (Numbers that are currently in use display a status of *Active*.) The ***Third Party Host Setup Host #_*** menu appears.
5. Select **Host Type**. The *Host Type?* prompt appears.
6. Select the host type you will be using. The ***Third Party Host Setup Host #_*** menu reappears.
    - If you selected **SNS** and are using the SmartSELECT in a hotel or rental agency, you will need to set the Pre-Auth Type.
    - If you selected **Visa1**, you will only be able to perform Purchase Only Authorizations for Third Party Cards assigned to this Third Party Host.
7. Select **Merchant ID**. The *Enter Merchant ID* prompt appears with an alphanumeric keypad.
8. Key in the Merchant ID provided by the Third Party Card provider (min. 1, max. 20 characters) and press **Enter**. The ***Third Party Host Setup Host #_*** menu reappears.
9. Select **Communications Type**. The *Communications Type?* prompt appears. One or two of the options may be greyed out, depending on how your Moneris Host connection is configured.
10. Select the communication type the terminal will use to communicate with the Third Party Host. The default is Dial.

- If you pressed **Dial**, the ***Third Party Host Setup Host #_*** menu reappears with **Primary Phone Number** enabled.
    a. Select **Primary Phone Number**. The *Primary Phone Number* prompt appears with a numeric keypad.
    b. Key in the Primary Phone Number (min. 7, max. 16 digits) and press **Enter**. The ***Third Party Host Setup Host #_*** menu reappears.

c. This item is optional. Select **Primary Network ID** to enter the ID. The *Primary Network ID* prompt appears with an alphanumeric keypad.

d. Key in the 8-character network ID and press **Enter**. The ***Third Party Host Setup Host #_*** menu reappears.

e. Select **Primary Line Speed** to set the modem speed. The *Primary Line Speed?* prompt appears.

f. Select the appropriate Baud rate. The default is 1200 Baud. The ***Third Party Host Setup Host #_*** menu reappears.

- If you pressed **3201** OR **LAN** on the *Communications Type* prompt, the ***Third Party Host Setup Host #_*** menu reappears with **Backup Phone Number** and **3201 Poll Code** enabled.

a. Select **3201 Poll Code**. The *Enter Datapac 3201 Poll Code* prompt appears with an alphanumeric keypad.

b. Key in the two-character poll code provided by the Third Party Card provider and press **Enter**. The ***Third Party Host Setup Host #_*** menureappears.

11. This item is optional.

a. Select **Backup Phone Number** to enter the backup phone number of the Third Party Host. The *Backup Phone Number* prompt appears with a numeric keypad.

b. Key in the Backup Phone Number (min. 7, max. 16 digits) and press **Enter**. The ***Third Party Host Setup Host #_*** menu reappears.

12. This item is optional.

a. Select **Backup Network ID** to enter the ID. The *Backup Network ID* prompt appears with an alphanumeric keypad. This item is optional.

b. Key in the 8-character network ID and press **Enter**. The ***Third Party Host Setup Host #_*** menu reappears.

13. This item is optional.

a. Select **Backup Line Speed** to set the modem speed. The *Primary Line Speed?* prompt appears.

b. Select the appropriate Baud rate. The default is 1200 Baud. The ***Third Party Host Setup Host #_*** menu reappears.

- If you selected the Visa1 Host Type, go to step 16.
- If you selected the SNS Host Type, go to step 14.

14. Scroll down and select **Pre-Auth Type**. The *Pre-Auth Type?* prompt appears.
15. Select **Hotel/Rental**. The ***Third Party Host Setup Host #_*** menu reappears.
16. Press **Exit**. The ***Terminal Configuration*** menu reappears.

The SmartSELECT is now ready to communicate with Third Party Host. You may now set up Third Party Cards and assign them to this host.

To change an existing Third Party Host parameter

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down and select **Third Party Host**. The *Select Host Number* prompt appears.
4. Select the **Host #** of the Third Party Host you wish to change. The ***Third Party Host Setup Host #_*** menu appears.
5. Select the parameter you wish to change. The appropriate prompts will appear.
6. When the ***Third Party Host Setup Host #_*** menu reappears, press **Exit** to save the changes.The ***Select Host Number*** menu reappears.
7. Press **Exit** to return to the ***Terminal Configuration*** menu.

To deactivate a Third Party Host

Any Third Party cards assigned to a Third Party Host must be unassigned before the Third Party Host can be deactivated.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down and select **Third Party Host**. The *Select Host Number* prompt appears.
4. Select the **Host #** of the Third Party Host you wish to deactivate. The ***Third Party Host Setup Host #_*** menu appears.
5. Press **Clear**. The *Remove Host #_?* prompt appears.
6. Select **Yes** to clear the entry for this host. The *Select Host Number* prompt reappears. The Host Number that has been deactivated displays a status of *Empty*.
7. Press **Exit**. The ***Terminal Configuration*** menu reappears.

The SmartSELECT terminal can no longer communicate with the Third Party Host and any Third Party Cards associated with that Host can no longer be used on the terminal.

E.1.2: Third Party Card

Use this function to enable the SmartSELECT to accept Private Label cards.

If the Private Label card is processed by a host other than Moneris, you must first configure a Third Party Host (see section *E.1.1: Third Party Host*) then configure the Third Party Card and use the Host that you've configured.

A maximum of 20 cards can be set up.

To set up a Third Party Card

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down and select **Third Party Card**. The *Select Card Name or Press Enter for New Card* prompt appears.
4. Press **Enter**. The *Enter Card Name* prompt appears with an alphanumeric keypad.
5. Key in the name (min. 2, max. 12 characters including spaces) of the Third Party Card and press **Enter**. The *Select Card Name or Press Enter for New Card* prompt appears with the new card name on the list of items.

   WARNING: ENSURE THAT YOU ENTER A NEW CARD NAME. IF AN EXISTING CARD NAME IS ENTERED, THE TERMINAL WILL NOT CREATE A NEW CARD. ANY CHANGES YOU MAKE WILL AFFECT THE EXISTING CARD'S PARAMETERS.

6. Select the list item with the new card name on it. The ***Third Party Card Setup*** menu appears with the card name displayed.
7. Select **Host Number**. The *Enter Host Number* prompt appears with ten options. Host Numbers that have not been set up are unavailable and are greyed out on the menu. Host 0 is the Moneris Host.
8. Select the host number list item that corresponds to the Third Party Host you will use for processing this Third Party Card. The Third Party Host must be set up already. The ***Third Party Card Setup*** menu reappears.
9. Configure the BIN Ranges for each of the three bins. You should receive the BIN Ranges from your Third Party Card provider.
   a. Select **BIN Range #1-Low**. The *BIN Range #1-Low* prompt appears with a numeric keypad.
   b. Key in the low BIN Range value (min. 1, max. 10 digits) for this card and press **Enter**. The ***Third Party Card Setup*** menu reappears.
   c. Repeat steps 9a. and 9b. for **BIN Range 1-High**, **BIN Range 2-Low** and **-High** and **BIN Range 3-Low** and **-High**.
10. Select **Perform MOD10 Check**. The *Perform MOD10 Check?* prompt appears.
11. Select **Yes** to have a MOD10 check performed on the customer's card OR Select **No** to skip the MOD10 check.
    The ***Third Party Card Setup*** menu reappears.
12. This step is optional. If the Third Party Host has the SNS format, you can enable Draft Capture transactions.
    a. Select **Draft Capture**. The *Draft Capture* prompt appears.
    b. Select **Yes** to store Third Party Card transactions in the draft capture memory and print a receipt. The ***Third Party Card Setup*** menu reappears.
13. Press **Exit** to save the changes. The *Select Card Name or Press Enter for New Card* prompt reappears.
14. Press **Exit**. The ***Terminal Configuration*** menu reappears.

The SmartSELECT is now able to process transactions for the Third Party Card.

To change a Third Party Card parameter

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down and select **Third Party Card**. The *Select Card Name or Press Enter for New Card* prompt appears.
4. Select the card you wish to alter. The ***Third Party Card Setup*** menu appears.
5. Select the parameter you wish to change. The appropriate prompts will appear.
6. When the ***Third Party Card Setup*** menu reappears, press **Exit** to save the changes. The *Select Card Name or Press Enter for New Card* prompt reappears.
7. Press **Exit**. The ***Terminal Configuration*** menu reappears.

The parameters of the Third Party Card have now been changed.

To remove a Third Party Card

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down and select **Third Party Card**. The *Select Card Name or Press Enter for New Card* prompt appears.
4. Select the card you wish to disable and remove from the terminal. The T***hird Party Card Setup*** menu appears.
5. Press **Clear**. The *Remove CARDNAME?* prompt appears.
6. Select **Yes** to destroy the entry for this Third Party Card. The *Select Card Name or Press Enter for New Card* prompt reappears. The Third Party Card name no longer appears as a list item on this screen.
7. Press **Exit**. The ***Terminal Configuration*** menu reappears.

The Third Party Card can no longer be used on the SmartSELECT terminal.

E.2: Financial Transactions

Private Label card transactions are identical to regular credit card transactions, except for the Promo Code prompt which appears after the *Enter Transaction Amount* prompt.

All Financial transactions must begin on the Idle screen. To access the Idle screen:

- from the Moneris Logo screen, press the **Moneris Solutions** button.
- from the ***Financial Transactions*** menu, select the list item for the transaction you wish to perform.

The following instructions are for a SmartSELECT set up with a PINPAD II and a *Swipe Customer Card* Idle screen.

If your terminal has a PINSmart pinpad and an *Enter Purchase Amount* Idle screen, the order of the *Swipe Customer Card* and *Enter Amount* prompts are reversed. See section *9.8: 'Enter Purchase Amount' Idle Screen Instructions* for examples of the steps that are changed for a Credit Purchase transaction and a Credit Purchase Void transaction.

E.2.1: Private Label Card Purchase

To process a Purchase transaction using a Private Label card, follow the instructions below.

From the Idle screen:

1. Swipe the customer's Private Label card on the terminal. The terminal displays *Processing* then the *Enter Last 4 Digits* prompt appears.
2. Key in the last four digits of the Private Label card number and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt and the *Enter Purchase Amount* prompt appears.
3. Key in the Purchase amount and press **Enter**. The *Enter Promo Code* prompt appears.
4. Key in the Promo Code and press **Enter**.
5. The Host Response screen appears (indicating the purchase amount and the card number) while the terminal communicates with the Host.
6. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Obtain Customer Signature* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
7. Tear off the receipt, have the customer sign it and return it to you, and keep it for your records.
8. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
9. Tear off the receipt and give it to the customer.
10. Press **Exit**. The terminal returns to the Idle screen.

E.2.2: Private Label Card Refund

This is used to refund the full amount or a partial amount of a Private Label Purchase transaction.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Refund**. The *Swipe Admin Card* prompt appears with the word *Refund* above it.
3. Swipe the POS Admin Card. The *Swipe Customer Card* prompt appears.
4. Swipe the customer's Private Label card on the terminal. The terminal displays *Processing* then the *Enter Last 4 Digits* prompt appears.
5. Key in the last four digits of the Private Label card number and press **Enter**.
   - If the Promo Code prompt is enabled, the *Enter Promo Code* prompt appears.
   - If not, go to step 7.
6. Key in the Promo Code and press **Enter**.
7. The *Enter Original Authorization Number* prompt appears.
8. Key in the authorization number found on the original receipt and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt and the *Enter Refund Amount* prompt appears.
9. Key in the amount to be refunded and press **Enter**. The Host Response screen appears (indicating the refund amount and the card number) while the terminal communicates with the Host.
10. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Keep Merchant Record* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
11. Tear off the receipt and keep it for your records.
12. Press **Next Copy** to print the Cardholder copy of the receipt. The receipt prints and the Host Response screen is updated with the prompt *Sign Cardholder Copy*.
13. Tear off the receipt, sign it and give it to the customer.
14. Press **Exit**. The terminal returns to the Idle screen.

E.2.3: Other Financial Transactions with Private Label Cards

As you can see in the Purchase and Refund instructions above, performing a Private Label card transaction is identical to performing a Credit Card transaction except for the Promo Code prompt which appears after the *Enter Transaction Amount* prompt.

For instructions on performing purchase void, refund void, pre-authorization and advice transactions using a Private Label card, see the appropriate section of *Chapter 9: Credit Financial Transactions* and key in the Promo Code when prompted.

For information on performing Private Label card transactions with Tip Entry on PINPad enabled, see section *C.3: Credit Card Transactions with Tip Entry* and key in the Promo Code when prompted.

E.3: Credit Application

This transaction is only available if the Third Party Host that processes the Private Label card provides this service and the merchant's agreement with the Third Party Host includes this service. Moneris must be notified in order to update the Merchant's profile on the Moneris Host.

This transaction sends potential cardholder information to a Credit Application service to determine whether the potential cardholder is an acceptable credit risk. If yes, a receipt is printed with the new cardholder's Private Label Credit Card Account Number. The new cardholder will receive their plastic Private Label card in the mail, but may use the printed receipt with the Account Number to make purchases immediately.

From the Idle screen:

Note: *Unless indicated, all prompts are mandatory.*

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Scroll down and select **Credit Application**. The *Swipe Admin Card* prompt appears.
4. Swipe the Moneris POS Admin Card. The *Enter Clerk ID* prompt appears.
5. Key in the Clerk ID number and press Enter OR swipe the Clerk ID card. The *Enter Credit Card Number* prompt appears.
   - If more than one private label card is processed on the terminal, a list of the private label cards appears. Select the Private Label card the customer wishes to apply for.
6. Request an existing credit card from the customer (e.g. a VISA, MasterCard or American Express card) for the credit check.
7. Swipe the existing card on the terminal
OR
Key in the existing card's number and press **Enter** then key in the card's expiry date and press **Enter**.
The *Enter Last Name* prompt appears.
8. Key in the customer's last name and press **Enter**. The *Enter First Name* prompt appears
9. Key in the customer's first name and press **Enter**. The *Enter Middle Initial* prompt appears. This is optional. If the customer does not wish to have this on their card, simple press **Enter**. The *Enter Home Telephone #* prompt appears.
10. Key in the customer's home telephone number and press **Enter**. The *Enter Business Telephone #* prompt appears.
11. Key in the customer's business telephone number and press **Enter**. This is optional. If the customer does not wish to be contacted at work, simply press **Enter**. The *Enter Business Extension #* prompt appears.
12. Key in the customer's extension number (max. 4 digits) and press **Enter**. This is optional. If the customer's hasn't given their business number or doesn't have an extension number for their business phone, simple press **Enter**. The *Enter Date of Birth (MMDDYYYY)* prompt appears.
13. Key in the customer's 8-digit date of birth (e.g. Sept. 4, 1953 is entered as 09041953) and press **Enter**. The *Language Preference* prompt appears.

14. Ask the customer which language they would like their Private Label card and receipts to be printed in then select the language requested. The terminal prints the beginning of the Merchant copy of the receipt and begins communicating with the Credit Application Host.
15. The Host Response screen appears while the terminal communicates with the Host.
16. When the application is approved, the Host Response screen is updated with the *Approved* text and the *Keep Merchant Record* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
17. Tear off the receipt and keep it for your records.
18. Press **Next Copy** to print the Cardholder copy of the Credit Application receipt including the Private Label Credit Card Account Number. The receipt prints.
19. Tear off the receipt, sign it and give it to the customer.
20. Press **Exit**. The terminal returns to the Idle screen.

E.3.1: Error Messages on Credit Application Receipt

If any of these error messages appear on the Private Label Credit Application receipt, please contact the Third Party service provider to report the problem and receive instructions:

- Full application required
- Unable to open an account
- Transaction not completed

E.4: Payment

This transaction performs a payment to a cardholder's private label account.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Scroll down and select **Payment**. The *Swipe Admin Card* prompt appears.
3. Swipe the Moneris POS Admin card. The *Swipe Customer Card* prompt appears
4. Swipe the customer's Private Label credit card on the terminal.
   - If the *Enter Clerk ID* prompt appears, key in the Clerk ID number and press **Enter** OR swipe the Clerk ID card.
   - If the *Enter Invoice Number* prompt appears, key in the Invoice Number and press **Enter** OR press **Enter** to leave this blank.

   The *Enter Payment Amount* prompt appears.
5. Key in the amount the cardholder wishes to pay towards the balance owing on their Private Label card and press **Enter**. The terminal begins communicating with the Private Label Host.
6. The Host Response screen appears (indicating the payment amount and the card number) while the terminal communicates with the Host.
7. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Obtain Customer Signature* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
8. Tear off the receipt and keep it for your records.
9. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
10. Tear off the receipt, sign it and give it to the customer.
11. Press **Exit**. The terminal returns to the Idle screen.

E.5: Payment Void

If a Private Label Payment transaction was performed in error or incorrectly use this transaction to void the incorrect Payment.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Scroll down and select **Payment Void**. The *Swipe Admin Card* prompt appears.
3. Swipe the Moneris POS Admin card. The *Swipe Customer Card* prompt appears
4. Swipe the customer's Private Label credit card on the terminal.
   - If the *Enter Clerk ID* prompt appears, key in the Clerk ID number and press **Enter** OR swipe the Clerk ID card.
   - If the *Enter Invoice Number* prompt appears, key in the Invoice Number and press **Enter** OR press **Enter** to leave this blank.

   The *Enter Original Authorization Number* prompt appears
5. Key in the authorization number (AUTH. # on the original Payment receipt) and press **Enter**. The *Enter Paymt. Void Amount* prompt appears.
6. Key in the full amount of the incorrect Payment transaction and press **Enter**. The terminal begins communicating with the Private Label Host.
7. The Host Response screen appears (indicating the payment void amount and the card number) while the terminal communicates with the Host.
8. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Obtain Customer Signature* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
9. Tear off the receipt, have the customer sign it and keep it for your records.
10. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
11. Tear off the receipt and give it to the customer.
12. Press **Exit**. The terminal returns to the Idle screen.

Appendix F: Cheque Authorization

Use this procedure to electronically obtain approval from a Cheque Authorization Service provider. This allows to protect yourself from NSF cheques while giving your customers an additional payment method they may be more comfortable using.

Before using this feature you must:

- contact a Cheque Authorization Service provider and subscribe to their service.
- configure your terminal (see section *F.1: Configuration*).

  Note: *This transaction does not appear on the* ***Financial Transactions*** *menu unless it is set up in the* ***Terminal Configuration*** *menu*

The customer must present a valid Driver's License or Credit Card to process this transaction.

The PINPad is not used during this transaction.

No receipts are printed.

F.1: Configuration

Before using the Cheque Authorization service on your SmartSELECT, you must contact one of the Moneris-suppported Cheque Authorization service providers and arrange for service from them. You must use dial communications to access a Cheque Authorization service.

To keep the displayed value for a list item, do not select the list item, simply press **Enter** to leave it as is. If you do select the list item, press **Enter** to retain the displayed value and return to the ***Cheque Authorization Service*** menu.

F.1.1: Enabling Cheque Authorization

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down and select **Cheque Authorization**. The ***Cheque Authorization Service*** menu appears with a list of parameters and their current values.
4. Select **Terminal ID** to enter the Terminal ID assigned to your terminal by your Cheque Authorization service provider. The *Enter Terminal ID* prompt appears.
5. Key in the Terminal ID (min. 1, max. 20 alphanumeric, special characters allowed) and press **Enter**. The ***Cheque Authorization Service*** menu reappears.
6. Select **Service Type** to select the Cheque Authorization service provider you have chosen. The *Enter Cheque Service Type?* prompt appears with the service providers listed.

7. Select the cheque authorization service provider you are using.
   OR
   Press **Enter** to accept the default. The ***Cheque Authorization Service*** menu reappears.
8. Select **Primary Phone Number** to enter the phone number of the Cheque Authorization service provider. The *Primary Phone Number* prompt appears with a numeric keypad.
9. Key in the Primary Phone Number (min. 7, max. 16 digits) and press **Enter**. The ***Cheque Authorization Service*** menu reappears.
10. This item is optional.
    a. Select **Primary Network ID**. The *Primary Network ID* prompt appears with an alphanumeric keypad.
    b. Key in the 8-character network ID and press **Enter**. The ***Cheque Authorization Service*** menu reappears.
11. Select **Primary Line Speed** to set the modem speed. The *Primary Line Speed?* prompt appears.
12. Select the list item with the appropriate Baud rate. The default is 2400 Baud. The ***Cheque Authorization Service*** menu reappears.
13. This item is optional.
    a. Select **Backup Phone Number** to enter the backup phone number of the Cheque Authorization service provider. This item is optional. The *Backup Phone Number* prompt appears with a numeric keypad.
    b. Key in the Backup Phone Number (min. 7, max. 16 digits) and press **Enter**. The ***Cheque Authorization Service*** menu reappears.
14. This item is optional, however if the Backup Phone Number has been entered the Backup Network ID must also be entered.
    a. Select **Backup Network ID**. The *Backup Network ID* prompt appears with an alphanumeric keypad. This item is optional.
    b. Key in the 8-character network ID and press **Enter**. The ***Cheque Authorization Service*** menu reappears.
15. This item is optional.
    a. Select **Backup Line Speed** to set the speed of the backup modem. The *Backup Line Speed?* prompt appears.
    b. Select the list item with the appropriate Baud rate. The default is 1200 Baud. The ***Cheque Authorization Service*** menu reappears.
16. Press **Exit** to save the settings and return to the ***Terminal Configuration*** menu.

Your SmartSELECT is now enabled for Cheque Authorization and ready to communicate with a Cheque Authorization service provider. The **Cheque Authorization** item appears on the ***Financial Transactions*** menu.

F.1.2: Disabling Cheque Authorization

If a Terminal ID has already been entered, the **Clear** button is enabled on the ***Cheque Authorization Service*** menu. To disable Cheque Authorization after a Terminal ID has been entered:

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Scroll down then select **Cheque Authorization**. The ***Cheque Authorization Service*** menu appears.
4. Press **Clear** to disable cheque authorization. The *Remove Cheque Authorization?* prompt appears.
5. Select **Yes** to disable cheque authorization and return to the ***Terminal Configuration*** menu.

The SmartSELECT will no longer communicate with a Cheque Authorization service provider and the **Cheque Authorization** item is removed from the ***Financial Transactions*** menu.

F.2: Driver's License Authorization Method

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Cheque Authorization**. The *Authorization Method?* prompt appears.
3. Select **Driver's Licence**. The *Enter Driver's Licence Number* prompt appears.
4. Key in the Driver's Licence Number (min. 1, max. 20 characters, do not enter the dashes) and press **Enter**. The *Enter Province/State Code* prompt appears.
5. Key in the two-character Province or State Code for the province or state in which the license was issued (the codes will be provided by the Cheque Authorization Service provider) and press **Enter**. The *Enter Cheq Auth Amount* prompt appears.
6. Key in the amount of the cheque to be authorized and press **Enter**. The Host Response screen appears (indicating the amount to be authorized) while the terminal communicates with the Cheque Authorization Host.
7. When the transaction is approved, the Host Response screen is updated with the approval number.
8. Write the approval number on the back of the customer's cheque.
9. Press **Exit**. The terminal returns to the Idle screen.

F.3: Credit Card Authorization Method

There are two ways to enter the credit card information. You can either swipe the customer's Credit card on the terminal or you can key in the customer's Credit card number and card expiry date.

Swipe Customer Card Entry

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Cheque Authorization**. The *Authorization Method?* prompt appears.
3. Select **Credit Card**. The *Enter Account Number* prompt appears.
4. Key in the Credit Card Account Number (min. 1, max. 20 characters) and press **Enter**. The *Enter Expiry Date (MMYY)* prompt appears.
5. Key in the four-digit Expiry Date and press **Enter**.
   - If your are using Telecheck, the *Enter ID Type* prompt appears with an alphanumeric keypad.
   - If not, the *Enter Cheq Auth Amount* prompt appears. Go to step 7.
6. Key in the two-digit ID Type (Telecheck will provide these codes) and press **Enter**. The *Enter Cheq Auth Amount* prompt appears.
7. Key in the amount of the cheque to be authorized and press **Enter**. The Host Response screen appears (indicating the amount to be authorized) while the terminal communicates with the Cheque Authorization Host.
8. When the transaction is approved, the Host Response screen is updated with the approval number.
9. Write the approval number on the back of the customer's cheque.
10. Press **Exit**. The terminal returns to the Idle screen.

Enter Card Information Entry

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Cheque Authorization**. The *Authorization Method?* prompt appears.
3. Select **Credit Card**. The *Enter Account Number* prompt appears.
4. Swipe the Credit Card.
   - If your are using Telecheck, the *Enter ID Type* prompt appears with an alphanumeric keypad.
   - If not, the *Enter Cheq Auth Amount* prompt appears with the customer's Credit Card number above it. Go to step 6.
5. Key in the two-digit ID Type (Telecheck will provide these codes) and press **Enter**. The *Enter Cheq Auth Amount* prompt appears.
6. Key in the amount of the cheque to be authorized and press **Enter**. The Host Response screen appears (indicating the amount to be authorized) while the terminal communicates with the Cheque Authorization Host.
7. When the transaction is approved, the Host Response screen is updated with the approval number.
8. Write the approval number on the back of the customer's cheque.
9. Press **Exit**. The terminal returns to the Idle screen.

Appendix G: ValueLink Gift Card Program

The ValueLink Gift Card program gives merchants the opportunity to offer their customers electronic gift cards for use at their store locations.

To process ValueLink Gift Card transactions on the SmartSELECT you must:

- contact ValueLink and subscribe to their service
- configure your terminal (section *G.2: Terminal Configuration for ValueLink).*

This appendix provides instructions for configuring the terminal to accept ValueLink Gift Cards and outlines the procedures for processing ValueLink gift card financial transactions including:

- Redemption
- Refund
- Redemption Void
- Refund Void
- Activation
- Activation Void
- Balance Transfer
- Balance Inquiry
- Cash Out

Two administrative transactions are also included:

- Print Gift Card Transactions
- Gift Card Transaction Inquiry

Your SmartSELECT can perform these transactions for two types of ValueLink gift cards:

- Pre-defined Gift Cards: These cards have a pre-defined cash value (e.g. $20, $50, $100, etc.) that can be used by the customer to make a purchase.
- Merchandise Return Cards: These cards have a cash value assigned to them when they are activated on the SmartSELECT. They are called Merchandise Return (MR) Cards because they are generally used to refund a customer for the value of merchandise they have returned. The customer can then use the MR Card to make another purchase at your store.

ValueLink gift card transactions involve the use of the cardholder's ValueLink gift card. The Gift Card must be swiped through the magnetic stripe reader (MSR) on the terminal, not on the PINPad. You cannot key in the ValueLink gift card number when performing a ValueLink gift card transaction.

The PINPad is not used for ValueLink gift card transactions even when Tip Entry on PINPad is enabled. The PINPad displays the prompt *WELCOME/BONJOUR* throughout the transaction.

G.1: ValueLink Screen Format

The style of the screens that appear when you process ValueLink gift card transactions are slightly different from the style of the rest of the SmartSELECT screens. The buttons and keys on the ValueLink screens function in the same manner and are in the same location, but have square, not rounded, corners.

G.2: Terminal Configuration for ValueLink

Use this function to allow your SmartSELECT terminal to perform ValueLink Gift Card transactions. As you configure the ValueLink gift card parameters, the list items on the ***Gift Card Configuration*** menu will be updated to display the selections you have made and the data you have input.

Note: *The ValueLink Gift Card Host must be set up as a Third Party Host before the ValueLink Gift Card settings can be configured*

G.2.1: Enabling ValueLink on the Terminal

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Gift Card Configuration**. The prompt *Swipe Admin Card* appears.
4. Swipe the POS Admin card. The ***Gift Card Configuration*** menu appears.
5. Select **Gift Card Enabled**. The *Enable Gift Card?* prompt appears.
6. Select **Yes**. The ***Gift Card Configuration*** menu reappears.
7. Select **Host Routing Code**. The *Host Routing Code* prompt appears.
8. Key in the one-digit alphabetic (upper-case) or numeric routing code using the alphanumeric keypad on the screen. The default is 9. The ***Gift Card Configuration*** menu reappears.
9. Select **Terminal ID**. The *Terminal ID* prompt appears.
10. Key in the Terminal ID (min. 1, max. 11 alphanumeric characters) using the alphanumeric keypad on the screen and press **Enter**.
    - If this is the first time a Terminal ID for ValueLink Gift Card has been entered on the terminal, the ***Gift Card Configuration*** menu reappears.
    - If this Terminal ID replaces a previously entered Terminal ID, the *Do You Wish to Clear Storage?* prompt appears.
      Select **Yes** to clear previous ValueLink Gift Card transactions from the memory and reset the ValueLink Gift Card terminal totals to zero
      OR
      Select **No** to retain the previous ValueLink Gift Card transactions and totals.
      The ***Gift Card Configuration*** menu reappears.
11. Select **Terminal Number**. The *Terminal Number* prompt appears.
12. Key in the Terminal Number (min. 1, max. 4 alphanumeric characters) using the alphanumeric keypad on the screen. There is no default value.

- If this is the first time a Terminal Number for ValueLink Gift Card has been entered on the terminal, the ***Gift Card Configuration*** menu reappears.
- If this Terminal Number replaces a previously entered Terminal Number, the *Do You Wish to Clear Storage?* prompt appears.
  Select **Yes** to clear previous ValueLink Gift Card transactions from the memory and reset the ValueLink Gift Card terminal totals to zero
  OR
  Select **No** to retain the previous ValueLink Gift Card transactions and totals.
  The ***Gift Card Configuration*** menu reappears.

13. Press **Exit** to return to the ***Terminal Configuration*** menu.

The SmartSELECT is now configured to process ValueLink Gift Cards.

G.2.2: Changing Terminal Configuration for ValueLink

If you wish to change the settings of any of the list items on the ***Gift Card Configuration*** menu, follow steps 1 through 4 of section *G.2.1: Enabling ValueLink on the Terminal*, then select the list item you wish to change, and select the new setting or key in the new data. The ***Gift Card Configuration*** menu will reappear and the change will be displayed on the list item.

If **Gift Card Enabled** is set to “No”, the other three list items (**Host Routing Code**, **Terminal ID** and **Terminal Number**) are disabled and greyed-out on the screen. They cannot be changed unless the Gift Card option is enabled.

G.2.3: Disabling ValueLink on the Terminal

1. On the Idle screen, press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Config**. The ***Terminal Configuration*** menu appears.
3. Select **Gift Card Configuration**. The *Swipe Admin Card* prompt appears.
4. Swipe the POS Admin card.The ***Gift Card Configuration*** menu appears.
5. Select **Gift Card Enabled**. The *Enable Gift Card?* prompt appears.
6. Select **No**. The ***Gift Card Configuration*** menu reappears.
7. Press **Exit** to return to the ***Terminal Configuration*** menu.

The SmartSELECT is no longer configured to process ValueLink Gift Cards.

G.3: ValueLink Gift Card Financial Transactions

The instructions for performing ValueLink Gift Card transactions are the same for both types of ValueLink Gift Card, Pre-defined and Merchandise Return, with one exception. In the Activation transaction, when prompted to enter the dollar value of the card, the entry method depends on the ValueLink Gift Card type. The two methods are indicated in the section *G.3.1: ValueLink Gift Card Activation* below.

All ValueLink Gift Card Financial transactions must begin on the Idle screen. To access the Idle screen:

From the Moneris Logo screen:

1. Press the Moneris Solutions logo. The Idle screen appears.
2. Press **Menu**. The ***Financial Transactions*** menu appears.
3. Select **Gift Card Transactions**. The ***Gift Card Transactions*** menu appears.

The following instructions apply to both the *Swipe Customer Card* Idle screen and the *Enter Purchase Amount* Idle screen.

G.3.1: ValueLink Gift Card Activation

A ValueLink Gift Card must be activated before it can be used. Activation confirms that the face value of the card matches the amount on the card and makes that value available for use.

Note: *The SmartSELECT must be logged on before you perform a ValueLink Gift Card Activation.*

From the ***Gift Card Transactions*** menu:

1. Select **Activation**. The prompt *Swipe Customer Card* appears.
2. Swipe the ValueLink Gift Card on the terminal. The prompt *Customer Language?* appears.
3. Select **English** or **French** to set the language in which the customer's receipt will be printed. The *Enter Activation Amount* prompt appears.
4. For a Merchandise Return Card, key in the amount and press **Enter**
OR
For a Pre-defined ValueLink Gift Card, press **Enter**.
The terminal prints the beginning of the Merchant copy of the receipt and the Host Response screen appears (indicating the Activation amount and the ValueLink Gift Card card number) while the terminal communicates with the host.
5. The Host Response screen is updated with the *Approved* text, the transaction number and the *Keep Merchant Record* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
6. Tear off the receipt and keep it for your records.
7. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
8. Tear off the receipt and give it to the customer.
9. Press **Exit**. The terminal returns to the Idle screen.

The ValueLink Gift Card is now activated and available for the customer to use.

G.3.2: Activation Void

To prevent an activated ValueLink Gift Card from being used, perform an Activation Void transaction to deactivate the card.

From the Gift Card Transactions menu:

> **Note:** *The SmartSELECT must be logged on before you perform a ValueLink Gift Card Activation Void.*

1. Select **Activation Void**. The *Swipe Admin Card* prompt appears with the text *Gift Card Activation Void* above it.
2. Swipe the POS Admin Card on the terminal. The *Swipe Customer Card* prompt appears.
3. Swipe the ValueLink Gift Card on the terminal. The prompt *Customer Language?* appears.
4. Select **French** or **English** depending on which language was selected for the receipt during activation. The *Enter Activ. Void Amount* prompt appears.
5. Press **Enter** to clear the amount remaining on the ValueLink Gift Card.
6. The terminal prints the beginning of the Merchant copy of the receipt and the Host Response screen appears (indicating the Activation Void amount and the ValueLink Gift Card card number) while the terminal communicates with the host.
7. The Host Response screen is updated with the *Approved* text, the transaction number and the *Keep Merchant Record* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
8. Tear off the receipt and keep it for your records.
9. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
10. Tear off the receipt and give it to the customer.
11. Press **Exit**. The terminal returns to the Idle screen.

The ValueLink Gift Card is now deactivated and is no longer available for the customer to use.

G.3.3: ValueLink Gift Card Redemption

Use this transaction to perform a Redemption transaction using a customer's ValueLink Gift Card.

> **Note:** *The SmartSELECT must be logged on in order to process Redemption transactions.*

From the ***Gift Card Transactions*** menu:

1. Select **Redemption**. The *Swipe Customer Card* prompt appears.
2. Swipe the customer's ValueLink Gift Card. The prompt *Customer Language?* appears.
3. Select **English** or **French** to set the language in which the customer's receipt will be printed. The prompt *Enter Redemption Amount* appears.
4. Key in the amount of the Redemption and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt. The Host Response screen appears (indicating the Redemption amount and the ValueLink Gift Card card number) while the terminal communicates with the host.
5. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the transaction number and the *Keep Merchant Record* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
6. Tear off the receipt and keep it for your records.
7. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response Screen is updated with the prompt *Provide Transaction Record*.
8. Tear off the receipt and give it to the customer.
9. Press **Exit**. The terminal returns to the Idle screen.

G.3.4: ValueLink Gift Card Redemption - Balance Owing

If the value on the ValueLink Gift Card used for a Gift Card Redemption transaction is less than the Redemption amount, the SmartSELECT will prompt you to select a payment method for the balance owing.

Follow the ValueLink Gift Card Redemption instructions up to and including step 4 then finish the transaction following the steps below.

5. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the Authorization Number and the prompt *Balance Owing $##.##* (*##.##* is the dollar value of the amount owing) and a list of payment methods.
6. Select the payment method the customer wants to use to pay the balance owing. The terminal finishes printing the Merchant copy of the receipt and the **Next Copy** button appears on the Host Response screen.
7. Tear off the receipt and keep it for your records.
8. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response Screen is updated with the prompt *Provide Transaction Record* and the SmartSELECT:
   - initiates a Purchase transaction (if you'd selected Payment Card) OR
   - initiates a ValueLink Gift Card Redemption (if you selected Gift Card) OR

- returns to the Idle screen. (if you selected Cash).

9. Tear off the receipt and give it to the customer.
10. To complete the purchase or redemption transaction that has been initiated by the SmartSELECT, refer to the appropriate section of this manual (*8.1: Debit Purchase*, *9.1: Credit Purchase* or *G.3.3: ValueLink Gift Card Redemption*) or follow the prompts on the terminal screen.

Some things to note about Redemption transactions initiated by the SmartSELECT after a ValueLink Gift Card Redemption with a Balance Owing:

- The SmartSELECT-initiated Redemption transaction will not prompt for the *Customer Language, Transaction Amount, Clerk ID* or *Invoice Number* (even if the last two are configured on the terminal). The settings will be taken from the initial ValueLink Gift Card transaction and the *Transaction Amount* will be the Balance Owing.
- The SmartSELECT-initiated Redemption transaction may be cancelled or declined by pressing the **Exit** button. The next transaction will not be based on the Balance Owing transaction. It will be a completely new transaction and will prompt for all information.
- If the SmartSELECT-initiated Redemption transaction is also paid by ValueLink Gift Card, there may be another balance owing which can also be paid by ValueLink Gift Card. There is no limit to the number of balance owing transaction that can be performed in a row.

Example of Purchase Using Multiple ValueLink Gift Cards

If the purchase amount is $200 and the customer wishes to pay with $20 ValueLink Gift Cards, initiate the first ValueLink Gift Card Redemption using a $20 Gift Card. The Host Response screen will indicate that the ValueLink Gift Card transaction was *Approved* and that the balance owing is $180. Select **Gift Card** to pay the balance owing. The SmartSELECT will print the receipts for this transaction and then automatically initiate another ValueLink Gift Card transaction. Use another $20 ValueLink Gift Card and there will be $160 owing. Continue selecting **Gift Card** to pay the balance owing until the Host Response screen appears without the *Balance Owing* line. The purchase is now complete.

G.3.5: ValueLink Gift Card Redemption Void

From the ***Gift Card Transactions*** menu:

1. Select **Redemption Void**. The *Swipe Admin Card* prompt appears.
2. Swipe the POS Admin Card. The *Swipe Customer Card* prompt appears.
3. Swipe the customer's ValueLink Gift Card on the terminal. The prompt *Customer Language?* appears.
4. Select **English** or **French** to set the language in which the customer's receipt will be printed. The prompt *Enter Purch. Void Amount* appears.
5. Key in the amount of the ValueLink Gift Card Redemption to be voided and press **Enter**. The terminal begins printing the Merchant copy of the receipt. The Host Response screen appears (indicating the amount to be voided and the ValueLink Gift Card card number) while the terminal communicates with the host.
6. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the Authorization Number and the *Keep Merchant Record* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
7. Tear off the receipt and keep it for your records.
8. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
9. Tear off the receipt and give it to the customer.
10. Press **Exit** to return to the Idle screen.

G.3.6: ValueLink Gift Card Refund

When a refund transaction is performed for a ValueLink Gift Card transaction, the dollar value that is refunded is added to the value on the ValueLink Gift Card.

From the ***Gift Card Transactions*** menu:

1. Select **Refund**. The *Gift Card Refund* screen appears with the prompt *Swipe Customer Card*.
2. Swipe the ValueLink Gift Card. The prompt *Customer Language?* appears.
3. Select **English** or **French** to set the language in which the customer's receipt will be printed. The prompt *Enter Refund Amount* appears.
4. Key in the Refund amount to be added back on to the ValueLink Gift Card and press **Enter**. The terminal begins printing the Merchant copy of the receipt. The Host Response screen appears (indicating the Refund amount and the ValueLink Gift Card card number) while the terminal communicates with the ValueLink Gift Card Host.
5. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the Authorization number and the *Keep Merchant Receipt* prompt. The **Next Copy** button appears.
6. Tear off the receipt and keep it for your records.
7. Press **Next Copy**. The Cardholder copy of the receipt is printed.
8. Tear off the receipt, sign it and give it to the customer.
9. Press **Exit**. The terminal returns to the Idle screen.

G.3.7: ValueLink Gift Card Refund Void

From the ***Gift Card Transactions*** menu:

1. Select **Refund Void**. The *Swipe Admin Card* prompt appears.
2. Swipe the POS Admin Card on the terminal. The *Swipe Customer Card* prompt appears.
3. Swipe the customer's ValueLink Gift Card on the terminal. The prompt *Customer Language?* appears.
4. Select **English** or **French** to set the language in which the customer's receipt will be printed. The prompt *Enter Refund Void Amount* appears.
5. Key in the amount of the ValueLink Gift Card refund to be voided and press **Enter**. The terminal prints the beginning of the Merchant copy of the receipt. The Host Response screen appears (indicating the Refund Void amount and the ValueLink Gift Card card number) while the terminal communicates with the ValueLink Gift Card Host.
6. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the Authorization number and the *Keep Merchant Copy* prompt. The terminal finishes printing the Merchant copy of the receipt. The **Next Copy** button appears.
7. Tear off the receipt and keep it for your records.
8. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
9. Press **Exit**. The terminal returns to the Idle screen.

G.3.8: ValueLink Gift Card Balance Transfer

This transaction allows you to move the remaining value of an active ValueLink Gift Card to a new ValueLink Gift Card. This may be necessary if, for example, the card stripe on the active ValueLink Gift Card has been damaged.

From the ***Gift Card Transactions*** menu:

1. Select **Balance Transfer**. The *Gift Card Balance Transfer* screen appears with the prompt *Swipe Original Gift Card*.
2. Swipe the first ValueLink Gift Card. The balance on this ValueLink Gift Card will be transferred to the second ValueLink Gift Card. The prompt *Swipe Customer Card* appears.
3. Swipe the second ValueLink Gift Card. This ValueLink Gift Card will receive the balance from the first ValueLink Gift Card. The prompt *Customer Language?* appears.
4. Select **English** or **French** to set the language in which the customer's receipt will be printed. The terminal prints the beginning of the Merchant copy of the receipts. The Host Response screen appears (indicating a Balance Transfer and the ValueLink Gift Card card number) while the terminal communicates with the ValueLink Gift Card Host.
5. When the transaction is approved, the terminal finishes printing the Merchant copy of the receipts. The Host Response screen is updated with the Authorization Number and the prompt *Keep Merchant Record*. The **Next Copy** button appears.
6. Tear off the receipt and retain it for your records.
7. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
8. Tear off the receipt and give it to the customer.
9. Press **Exit**. The terminal returns to the Idle screen.

G.3.9: ValueLink Gift Card Balance Inquiry

This transaction provides the customer with a receipt indicating the dollar value of the balance remaining on the ValueLink Gift Card.

From the ***Gift Card Transactions*** menu:

1. Select **Balance Inquiry**. The *Gift Card Balance Inquiry* screen appears with the prompt *Swipe Customer Card*.
2. Swipe the customer's ValueLink Gift Card on the terminal. The prompt *Customer Language?* appears.
3. Select **English** or **French** to set the language in which the customer's receipt will be printed. The terminal begins printing the Cardholder copy of the receipt. (A Merchant copy is not printed.) The Host Response screen appears (indicating a Balance Inquiry transaction and the ValueLink Gift Card card number) while the terminal communicates with the ValueLink Gift Card Host.
4. When the transaction is approved, the terminal finishes printing the Cardholder copy of the receipt. The Host Response screen is updated with the *Approved* text, the Authorization Number and the *Provide Transaction Record* prompt.
5. Tear off the receipt and give it to the customer.
6. Press **Exit**. The terminal returns to the Idle screen.

G.3.10: ValueLink Gift Card Cash Out

This transaction is used to reduce the balance of a ValueLink Gift Card to zero when the customer would like to receive the balance in cash.

From the ***Gift Card Transactions*** menu:

1. Select **Cash Out**. The *Gift Card Cash Out* screen appears with the prompt *Swipe Customer Card*.
2. Swipe the ValueLink Gift Card. The prompt *Customer Language?* appears.
3. Select **English** or **French** to set the language in which the customer's receipt will be printed. The terminal begins printing the Merchant copy of the receipt. The Host Response screen appears (indicating the value of the Cash Out and the ValueLink Gift Card card number) while the terminal communicates with the ValueLink Gift Card Host.
4. When the transaction is approved, the Host Response screen is updated with the *Approved* text, the Authorization Number and the *Keep Merchant Record* prompt. The **Next Copy** button appears.
5. Tear off the receipt and retain it for your records.
6. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the *Provide Transaction Record* prompt.
7. Tear off the receipt and give it to the customer.
8. Press **Exit**. The terminal returns to the Idle screen.

G.4: ValueLink Gift Card Receipts

The ValueLink Gift Card transaction receipt format is similar to the format for credit and debit card transaction receipts with a few differences that are outlined below.

The following items are not present on a ValueLink Gift Card receipt:

- signature line
- account type
- tip line
- promo code
- customer reference no.

The following items appear only on ValueLink Gift Card receipts:

- the amount paid by payment type (e.g, the amount paid by ValueLink Gift Card, by cash, by Debit Card and by Credit Card as applicable)
- the remaining ValueLink Gift Card balance
- the ValueLink Gift Card response code

G.4.1: ValueLink Gift Card Receipt Language

The Cardholder copy of the ValueLink Gift Card receipt is printed in the language selected during the ValueLink Gift Card transaction. If the language selected for the Cardholder receipt is different than the terminal language, the Merchant copy will be printed in the terminal language and the Cardholder copy will be printed in the language selected.

Reprinted customer copies of ValueLink Gift Card receipts are printed using the language selected during the original transaction.

G.5: ValueLink Gift Card Admin Transactions

These two reporting transactions are performed from the ***Administrative Transactions*** menu rather than the ***Gift Card Transactions*** menu.

The SmartSELECT stores up to 500 ValueLink Gift Card transactions in its memory at a time. If the memory is full, the newest transaction 'bumps' the oldest transaction out of the memory.

Note: *The SmartSELECT does not need to be logged on in order to perform ValueLink Gift Card Admin Transactions.*

G.5.1: Print ValueLink Gift Card Transactions

This function produces a chronological report with totals of all ValueLink Gift Card transactions stored in the data capture memory of the SmartSELECT terminal.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Print Gift Card Transactions**. The *Select Print Mode* prompt appears.
4. Select **Batch** to print the ValueLink Gift Card Stored Transactions report for a specific batch number. The prompt *Enter Batch Number* appears.
   OR
   Select **Date** to print the report for a specific date. The prompt *Enter Transaction Date (YY)MMDD* appears.
5. Key in the Batch Number and press **Enter**.
   OR
   Key in the 4 or 6 character date and press **Enter**.
   The screen displays the status prompt *Processing* while it searches for matching ValueLink Gift Card transactions.
6. The terminal searches for matching ValueLink Gift Card transactions:
   - If transactions are found, the screen displays the report name, *Print Stored Gift Card Transactions*, while the report prints.
   - If there are no transactions in that batch or on that date, the prompt *No Transaction Found Please Retry* appears.
7. Press **Exit** to return to the Idle screen.

G.5.2: ValueLink Gift Card Transaction Inquiry

To reprint the receipt for one of a series of ValueLink Gift Card Redemption with Balance Owing transactions, you must perform a ValueLink Gift Card Transaction Inquiry transaction.

A ValueLink Gift Card Transaction Inquiry is essentially the same as a regular Transaction Inquiry (see section *7.2: Transaction Inquiry* for instructions) except for two criteria selection prompts:

- The *Select Card Type* prompt does not appear in the ValueLink Gift Card Transaction Inquiry
- The *Select Transaction Type* prompt contains a slightly different list of transactions. The available transaction types are:
  - Redemption
  - Refund
  - Redemption Void
  - Refund Void
  - Activation
  - Activation Void
  - Balance Transfer
  - Cash Out

Appendix H: ERNEX Electronic Marketing Programs

The ERNEX Electronic Marketing program allows merchants to offer customers two electronic card-based programs that are activated and processed through the SmartSELECT terminal:

- E-Gift: allows merchants to offer customers an electronic gift card
- Real Time Points: is a loyalty program in which the amount is recorded on a card in points. Points are assigned based on the dollar value of purchases a cardholder makes.

To process ERNEX transactions on the SmartSELECT you must:

- contact ERNEX and subscribe to their service(s)
- configure your terminal (see section *H.2: Ernex Configuration).*

This appendix provides instructions for configuring the terminal to accept ERNEX cards and outlines the procedures for processing

Ernex E-Gift Transactions

- Activation
- Purchase
- Void

Financial transactions with Ernex Loyalty Transactions

- Purchase
- Purchase Void
- Refund
- Refund Void
- Pre-Authorization
- Advice
- Loyalty Void
- Loyalty Redemption

Ernex Administrative Transactions

- Ernex Inquiry
- Deactivation
- Print Stored ERNEX Transactions
- Close Batch with ERNEX enabled

Ernex transactions involve the use of the cardholder's Ernex gift card. The Ernex Card can be swiped through the magnetic stripe reader (MSR) on the terminal, not on the PINPad, or the number can be keyed in manually.

The PINPad is not used for ERNEX transactions even when Tip Entry on PINPad is enabled. The PINPad displays the prompt *WELCOME/BONJOUR* throughout the transaction.

The following instructions are for a SmartSELECT set up with a *Swipe Customer Card* Idle screen.

H.1: Ernex Screen Format

The style of the screens that appear when you process Gift Card transactions are slightly different from the style of the rest of the SmartSELECT screens. The buttons and keys on the Gift Card screens function in the same manner and are in the same location, but have square, not rounded, corners.

H.2: Ernex Configuration

Prior to processing ERNEX E-Gift or Loyalty Card transactions, the SmartSELECT terminal and the ERNEX Host must be set up

H.2.1: Terminal Configuration for ERNEX

This must be performed on each terminal that will be processing ERNEX transactions.

From the Idle screen:

1. Press **Menu**.
2. Press **Config**.
3. Select **ERNEX Configuration**.
4. Select **ERNEX Routing Code**.

   IMPORTANT: *Only change this code if instructed to do so by the ERNEX Help Desk.*

5. Key in the ERNEX Routing Code (default is 67) and press **Enter**.
6. Press **Exit** twice to return to the Idle screen.

To disable ERNEX

If ERNEX is enabled on the SmartSELECT you can disable it. The terminal will not process ERNEX transactions after disabling ERNEX.

From the Idle screen:

1. Press **Menu**.
2. Press **Config**.
3. Scroll down and select **ERNEX Configuration**.
4. Select **Disable ERNEX Application**.
5. Press **Exit** twice to return to the Idle screen.

H.2.2: ERNEX Host Configuration

Initialize with ERNEX

Perform this transaction for each terminal that will be processing ERNEX transactions.

1. Press **Menu**.
2. Press **Admin**.
3. Scroll down and select **ERNEX Administration**.
4. Select **ERNEX Initialization**
5. Key in the ERNEX Terminal ID (min. 1, max. 9 digits; provided by ERNEX) and press **Enter**
   OR
   Press **Enter** if the correct Terminal ID is displayed.
6. The terminal communicates with the ERNEX host then returns to the Idle prompt.

Re-initialize with ERNEX

Be sure to close any open ERNEX batches and print out any reports for that batch before re-initializing your terminal with ERNEX. This function will clear and reset the ERNEX information in your terminal.

1. Press **Menu**.
2. Press **Admin**.
3. Scroll down and select **ERNEX Administration**.
4. Select **ERNEX Initialization**
5. Key in the ERNEX Terminal ID (min. 1, max. 9 digits; provided by ERNEX) and press **Enter**
   OR
   Press **Enter** if the correct Terminal ID is displayed.
   The *Do you wish to clear ERNEX storage?* prompt appears.
6. Select **Yes**.
7. The terminal communicates with the ERNEX host then returns to the Idle prompt.

Host Communication Test

Perform this function to test the communications from the SmartSELECT terminal to the ERNEX Host without swiping an ERNEX card.

1. Press **Menu**.
2. Press **Admin**.
3. Scroll down and select **ERNEX Administration**.
4. Select **ERNEX Communication.**
5. Once the test is complete, press **Exit**.

H.2.3: Clerk IDs with ERNEX

ERNEX is able to maintain Clerk totals that are independent of terminal totals or batch totals. Each Clerk can select ERNEX totals or zero their loyalty totals, but they cannot close their batch with ERNEX.

Clerk IDs must be configured on the SmartSELECT terminal. They do NOT need to be configured at ERNEX. When the Clerk ID prompt is activated (see section *A.1.1: Configure Clerk Subtotalling*), Clerk ID must be entered whenever prompted during transactions (including administrative transactions).

H.3: Ernex E-Gift Transactions

IMPORTANT: *ERNEX E-Gift Cards have a 3-digit Card Validation Code printed on the back of the E-Gift Card. This code must be keyed in for every ERNEX E-Gift transaction to ensure that the E-Gift Card is authentic.*

All ERNEX E-Gift transactions begin on the ***Financial Transactions*** menu. To access the menu from the Sleeping screen:

1. Press the Moneris Solutions logo button. The Idle screen appears.
2. Press **Menu**. The ***Financial Transactions*** menu appears.

H.3.1: ERNEX E-Gift Card Activation

Activate E-Gift cards ONLY when they are sold. Activation enables purchases to be made using the E-Gift card as payment.

1. Press **MENU**.
2. Select **ACTIVATE CARD**.
3. Swipe the E-Gift Card.
4. Key in the Card Validation Code and press **ENTER**.
5. Key in the Clerk ID and press **ENTER**.
6. Key in the amount (dollars or points) to be placed on the card and press **ENTER**.
7. Press **EXIT** when the transaction is complete.
8. Press **CASH** OR
   Press **CARD** then swipe a Debit, Credit or an active E-Gift Card.
9. Key in the last four digits of the Credit Card and press **ENTER**.
10. Press **EXIT** when the transaction is complete.

The E-Gift Card is now activated and available for the customer to use.

H.3.2: ERNEX E-Gift Card Purchase

Use this when a E-Gift Card is presented as payment. If the Purchase amount is greater than the card's value, the terminal will prompt for payment for the outstanding amount.

1. Press **MENU**.
2. Select **PURCHASE**.
3. Swipe the E-Gift Card.
4. Key in the Card Validation Code and press **ENTER**.
5. Key in the Clerk ID and press **ENTER**.
6. Key in purchase amount and press **ENTER**.
7. Key in Info Prompt and press **ENTER**.
8. Key in or scan Product Data and press **ENTER**.

If the value on the E-Gift Card is greater than the purchase amount:

9. Press **EXIT** when transaction is complete.

If the purchase amount is greater than the value on the E-Gift Card:

10. The Terminal will flash *Balance Owing*, press **EXIT**.
11. Select **CASH** OR
    Select **CARD** then swipe a Debit or Credit Card.
12. Press **EXIT** when the transaction is complete.

H.3.3: ERNEX E-Gift Card Void

Voids an incorrectly-entered E-Gift activation or purchase. Process this for the ENTIRE amount of the original transaction.

1. Press **MENU**.
2. Select **ERNEX VOID**.
3. Swipe Admin Card.
4. Swipe the E-Gift Card.
5. Key in the Card Validation Code and press **ENTER**.
6. Key in the Clerk ID and press **ENTER**.
7. Key in the total transaction amount and press **ENTER**.
8. Key in the ERNEX reference number (see the bottom of the original receipt) and press **ENTER**.
9. Press **EXIT** when the transaction is complete.

The E-Gift purchase has been voided.

H.4: Financial transactions with Ernex Loyalty Transactions

Most ERNEX Loyalty transactions are combined with the debit or credit transaction so that only one transaction is required to complete both.

All ERNEX E-Gift transactions begin on the ***Financial Transactions*** menu. To access the menu from the Moneris Logo screen:

1. Press the Moneris Solutions logo button. The Idle screen appears.
2. Press **Menu**. The ***Financial Transactions*** menu appears.

H.4.1: ERNEX Loyalty Card Activation

Loyalty cards do NOT require activation unless a sign-up fee is charged. If a sign-up fee is charged, see *H.3.1: ERNEX E-Gift Card Activation* and follow the instructions, but skip step 4.

H.4.2: Purchase with ERNEX Loyalty

This adds points to a Loyalty card based on the Purchase amount AND prompts for the Purchase transaction.

1. Press **MENU**.
2. Press **PURCHASE**.
3. Swipe the Loyalty Card.
4. Key in the Clerk ID and press **ENTER**.
5. Key in the transaction amount and press **ENTER**.
6. Key in Info Prompt and press **ENTER**.
7. Key in or scan Product Data and press **ENTER**.
8. Key in Amount Prompt and press **ENTER**.
9. Select payment method:
   - Select **CASH** then press **EXIT** OR
   - Select **CARD** then swipe a Debit, Credit or E-Gift Card.
10. Give the PINPad to the customer to continue the transaction OR
    Key in the last four digits of the Credit Card and press **ENTER** OR
    Key in the CVC of the E-Gift Card and press **ENTER**.
11. Press **EXIT** when the transaction is complete.

H.4.3: Purchase Void with ERNEX Loyalty

Used to remove an incorrectly entered Purchase with Loyalty transaction, this deducts points from the Loyalty card based on the void amount AND voids the Purchase transaction. The amount voided must equal the amount of the original Purchase.

1. Press **MENU**.
2. Press **PURCHASE VOID**.
3. Swipe the POS Admin Card.
4. Swipe the Loyalty Card.
5. Key in the Clerk ID and press **ENTER**.
6. Key in the transaction amount and press **ENTER**.

7. Key in the ERNEX Reference Number and press **ENTER**.
8. Key in Info Prompt and press **ENTER**.
9. Key in or scan Product Data and press **ENTER**.
10. Key in Amount Prompt and press **ENTER**.
11. Select payment method:
    - Select **CASH** then press **EXIT** OR
    - Select **CARD** then swipe a Debit, Credit or E-Gift Card.
12. Give the PINPad to the customer to continue the transaction OR
    Key in the last four digits of the Credit Card and press **ENTER** OR
    Key in the CVC of the E-Gift Card and press **ENTER**.
13. Key in the original AUTH. # from the receipt and press **ENTER**.
14. Key in the second ERNEX reference number and press **ENTER**.
15. Press **EXIT** when the transaction is complete.

H.4.4: Refund with ERNEX Loyalty

This deducts points from a Loyalty card based on the Refund amount AND refunds the financial transaction.

1. Press **MENU**.
2. Press **REFUND**.
3. Swipe the POS Admin Card.
4. Swipe the Loyalty Card.
5. Key in the Clerk ID and press **ENTER**.
6. Key in the transaction amount and press **ENTER**.
7. Key in the ERNEX Reference Number and press **ENTER**.
8. Key in Info Prompt and press **ENTER**.
9. Key in or scan Product Data and press **ENTER**.
10. Key in Amount Prompt and press **ENTER**.
11. Select payment method:
    - Select **CASH** then press **EXIT** OR
    - Select **CARD** then swipe a Debit, Credit or E-Gift Card.
12. Give the PINPad to the customer to continue the transaction OR
    Key in the last four digits of the Credit Card and press **ENTER** OR
    Key in the CVC of the E-Gift Card and press **ENTER**.
13. Key in the original AUTH. # from the receipt and press **ENTER**.
14. Press **EXIT** when the transaction is complete.

H.4.5: Refund Void with ERNEX Loyalty

Used to remove an incorrectly entered Refund with Loyalty transaction, this adds points back on to the Loyalty card based on the void amount AND voids the Refund transaction. The amount voided must equal the amount of the original Refund.

1. Press **MENU**.
2. Press **REFUND VOID**.
3. Swipe the POS Admin Card.
4. Swipe the Loyalty Card.
5. Key in the Clerk ID and press **ENTER**.
6. Key in the transaction amount and press **ENTER**.
7. Key in the ERNEX Reference Number and press **ENTER**.
8. Key in Info Prompt and press **ENTER**.
9. Key in or scan Product Data and press **ENTER**.
10. Key in Amount Prompt and press **ENTER**.
11. Select payment method:
    - Select **CASH** then press **EXIT** OR
    - Select **CARD** then swipe a Debit, Credit or E-Gift Card.
12. Give the PINPad to the customer to continue the transaction OR
    Key in the last four digits of the Credit Card and press **ENTER** OR
    Key in the CVC of the E-Gift Card and press **ENTER**.
13. Key in the original AUTH. # from the receipt and press **ENTER**.
14. Key in the second ERNEX reference number.
15. Press **EXIT** when the transaction is complete.

H.4.6: Pre-Authorization with ERNEX Loyalty

This adds points to a Loyalty card based on the Pre-auth amount AND prompts for the Pre-auth transaction. Pre-auth can be used only with a Credit card. A Pre-auth transaction simply places a hold on funds in the cardholder's account. It must be followed by an Advice transaction to complete the transaction.

1. Press **MENU**.
2. Press **PRE-AUTHORIZATION**.
3. Swipe the Loyalty Card.
4. Key in the Clerk ID and press **ENTER**.
5. Key in the transaction amount and press **ENTER**.
6. Key in Info Prompt and press **ENTER**.
7. Key in or scan Product Data and press **ENTER**.
8. Key in Amount Prompt and press **ENTER**.
9. Select payment method:
    - Select **CASH** then press **EXIT** OR
    - Select **CARD** then swipe a Debit, Credit or E-Gift Card.
10. Give the PINPad to the customer to continue the transaction OR
    Key in the last four digits of the Credit Card and press **ENTER** OR
    Key in the CVC of the E-Gift Card and press **ENTER**.
11. Press **EXIT** when the transaction is complete.

H.4.7: Advice

This has no effect on the Loyalty card. It must follow a Pre-Authorization with Loyalty transaction. It confirms that the amount placed on hold should be transferred to your business account.

1. Press **MENU**.
2. Press **ADVICE**.
3. Press **YES** to find the original transaction.
4. Key in the last six digits of the Receipt Number on the receipt and press **ENTER**.
5. Press **ENTER** to confirm the card number displayed is correct.
6. Key in the new total amount and press **ENTER**.
7. Key in the new Clerk ID and press **ENTER**.
8. Key in the new Info Prompt and press **ENTER**.
9. Key in the new Amount Prompt and press **ENTER**.
10. Press **EXIT** when the transaction is complete.

H.4.8: ERNEX Loyalty Card Void

Voids only the Loyalty portion of an incorrectly-entered transaction of any type. If a debit or credit card was used to complete the Loyalty transaction, the debit or credit portion is NOT voided. The amount voided must equal the amount of the original transaction.

1. Press **MENU**.
2. Press **ERNEX VOID**.
3. Swipe POS Admin Card.
4. Swipe the Loyalty Card.
5. Key in the Clerk ID and press **ENTER**.
6. Key in the total transaction amount and press **ENTER**.
7. Key in the ERNEX reference number (see the bottom of the original receipt) and press **ENTER**.
8. Press **EXIT** when the transaction is complete.

H.4.9: ERNEX Loyalty Redemption

This allows a Loyalty cardholder to purchase items using the points on their Loyalty card. It deducts points from the Loyalty Card by specifying the number of points redeemed.

1. Press **MENU**.
2. Press **REDEMPTION**.
3. Swipe the Loyalty Card.
4. Key in the Clerk ID and press **ENTER**.
5. Key in the number of points to be redeemed and press **ENTER**.
6. Key in Info Prompt and press **ENTER**.
7. Key in Amount Prompt and press **ENTER**.
8. Press **EXIT** when the transaction is complete.

H.5: ERNEX Administrative Transactions

H.5.1: ERNEX Card Deactivation

Use this transaction to deactivate an E-Gift or Loyalty Card at the terminal. This may be used when a card is lost, stolen or demagnetized. The terminal will print a receipt with the last available balance on the ERNEX Card before it was deactivated.

IMPORTANT: *Once an ERNEX Card has been deactivated it can NEVER be used again.*

1. Press **MENU**.
2. Press **DEACTIVATE CARD**.
3. Swipe the E-Gift or Loyalty Card OR
   Key in Card number and press **ENTER**.
4. Key in the Card Validation Code and press **ENTER**.
5. Key in the Clerk ID and press **ENTER**.
6. Press **EXIT** when transaction is complete.

H.5.2: ERNEX Card Balance Inquiry

Use this transaction to check the value remaining, the status (active or deactivated) and the expiry date of an ERNEX E-Gift or Loyalty Card.

1. Press **MENU**.
2. Press **ERNEX INQUIRY**.
3. Swipe the E-Gift or Loyalty Card OR
   Key in E-Gift Card number and press **ENTER**.
4. Key in the Card Validation Code and press **ENTER**.
5. Key in the Clerk ID and press **ENTER**.
6. Press **EXIT** when transaction is complete.

H.5.3: Print Stored ERNEX Transactions

Prior to closing your batch, print a list of the transactions in that batch to assist with balancing and reconciliation. The report lists all approved ERNEX transactions.

1. Press **MENU**.
2. Press **ADMIN**.
3. Press **ERNEX ADMINISTRATION**.
4. Press **PRINT ERNEX TRANSACTIONS**.
5. Press **BATCH**.
6. Press **ENTER** for the current batch OR
   Key in the required batch number and press **ENTER**.

H.5.4: ERNEX End-of-Day Close

The SmartSELECT's Close Batch transaction processes both financial and ERNEX transactions. An ERNEX balance status indicator ("BAL – YES" or "BAL – NO") is printed on the report.

1. Press **MENU**.
2. Press **ADMIN**.
3. Press **CLOSE BATCH**.
4. Key in Clerk ID and press **ENTER**.
5. Terminal display will show "Select Close?", press **YES**.

Appendix I: AIR MILES Reward Program

This chapter outlines the procedures for processing the AIR MILES transactions, Reward Purchase and Reward Refund, printing AIR MILES Reward reports and configuring the AIR MILES Reward program on the terminal.

The AIR MILES Reward Program is a card-based loyalty program that provides reward points to cardholders based on the purchases they make at your location.

AIR MILES rewards are awarded based on a formula you configure on the terminal as a Reward Program Store Type. There are three components that may be used in calculating the reward points:

Purchase Amount: The SmartSELECT terminal calculates the number of rewards based on the dollar value of the cardholder's purchase to which configurable variables (Calculator and Factor values) are applied. These values are determined by the merchant (see section *I.1.2: Calculator and Factor Values*).

Sale Items: The SmartSELECT awards reward points per Sale Item, and total points awarded are based on the number of Sale Items a cardholder has purchased. The number of reward points per Sale Item is determined by the merchant (see section *I.1.4: Sale Item Values*).

Incentives: The SmartSELECT terminal automatically applies a time-limited Incentive factor to any AIR MILES points that have been awarded. The Incentive value and the time frame are determined by the merchant (see section *I.1.3: Incentive Value and Dates*).

AIR MILES Reward transactions involve the use of the cardholder's AIR MILES card also referred to as the collector card. The AIR MILES card can be swiped through the magnetic stripe reader (MSR) on the terminal (it can not be swiped on the PINPad) or the card number can be keyed in using the keypad displayed on the terminal.

The PINPad is not used for AIR MILES transactions even when Tip Entry on PINPad is enabled. The PINPad displays the prompt *WELCOME/BONJOUR* throughout the transaction.

The following instructions all begin at the Idle screen. To access the Idle screen:

- from the Moneris Logo screen, press the **Moneris Solutions** button.
- from any other screen, press **Exit** until the Idle screen appears.

The following instructions are for a SmartSELECT set up with a PINPAD II and a *Swipe Customer Card* Idle screen. The idle PINPad displays *WELCOME/BONJOUR*.

I.1: AIR MILES Configuration

Before configuring AIR MILES on the SmartSELECT terminal, you will need to decide which parameters your formula will use and what values those parameters will have for calculating Rewards. The parameters are:

- Calculator
- Factor
- Incentive
- Incentive Start Date
- Incentive End Date
- Sale Item Rewards
- Maximum Rewards
- Reset Rewards time

I.1.1: Overview of Calculation of Points

The AIR MILES Rewards program applies the Calculator and Factor values to the purchase amount to determine the number of Rewards points to be awarded. If an Incentive Value, Start Date and End Date have also been configured, and the purchase occurs within the start and end dates, the number of Rewards points will be multiplied by the incentive value to determine the number of Incentive rewards to be awarded. If Sale Items have been configured and the cardholder has purchased a Sale Item, the program will multiply the Sale Item value by the number of items purchased to determine the number of Sale Item rewards awarded. The program then totals all points awarded in order to determine the final number of Rewards points for that transaction.

I.1.2: Calculator and Factor Values

The Calculator and Factor values are the basic values for calculating Rewards points based on a purchase amount. The Calculator amounts indicate the dollar value for which one reward unit is awarded. The Factor values indicate the number of times that the Calculator amount is applied (maximum is 99). If the Factor value is set to 99, that Factor will be applied infinitely.

The examples are followed by blank tables for your use in testing possible values to ensure a reasonable number of points are rewarded.

Example 1.a:

PARAMETERS	CALC 1	FACTOR 1	CALC 2	FACTOR 2	PURCHASE	REWARDS
VALUES	$2.00	99	0	0	$10.00	5
CALCULATION	$10.00 ÷ $2.00 = 5 Factor 1 = 99		not applicable			
DESCRIPTION	Calculator 1 is applied to all sales of $2.00 or more, so the cardholder will receive 5 rewards points for their $10.00 purchase.					

Example 1.b:

PARAMETERS	CALC 1	FACTOR 1	CALC 2	FACTOR 2	PURCHASE	REWARDS
VALUES	$2.00	99	0	0	**$300.00**	150
CALCULATION	$300.00 ÷ $2.00 = 150 Factor 1 = 99		not applicable			
DESCRIPTION	Calculator 1 is applied to all sales of $2.00 or more, so the cardholder will receive 150 rewards points for their $300.00 purchase.					

Example 1.c:

PARAMETERS	CALC 1	FACTOR 1	CALC 2	FACTOR 2	PURCHASE	REWARDS
VALUES	$2.00	**50**	**$1.00**	**99**	$300.00	250
CALCULATION	$300.00 ÷ $2.00 = 150 150 > 50 $2.00 x 50 = $100.00		$300.00 - $100.00 = $200.00 $200 ÷ $1.00 = 200 Factor 2 = 99.			50 + 200
DESCRIPTION	Calculator 1 is applied to sales of more than $1.99 and less than $100.01, so the cardholder will receive 50 rewards points PLUS Calculator 2 will be applied to any remaining purchase value, in this case $200.00, so the cardholder will receive an additional 200 rewards points for a total of 250 points.					

Example 1.d:

PARAMETERS	CALC 1	FACTOR 1	CALC 2	FACTOR 2	PURCHASE	REWARDS
VALUES	$2.00	**52**	$1.00	**98**	$300.00	150
CALCULATION	$300.00 ÷ $2.00 = 150 150 > 52 $2.00 x 52 = $104.00		$300.00 - $104.00 = $196.00 $196 ÷ $1.00 = 196 196 > 98		Max. 1 = $104.00 Max. 2 = $98.00 Max. rewards assigned at: $202.00	52 + 98 Max. = 150
DESCRIPTION	Calculator 1 is applied to purchases of more than $1.99 and less than $104.01, so the cardholder will receive 52 rewards points PLUS Calculator 2 will be applied to an additional $98.00 of purchase value, so the cardholder will receive an additional 98 rewards points for a total of 150 points.					

Example 2:

PARAMETERS	CALC 1	FACTOR 1	CALC 2	FACTOR 2	PURCHASE	REWARDS
VALUES	$5.00	60	$2.50	80	$438.55	115
CALCULATION	$438.55 ÷ $5.00 = 87.71 87.71 > 60 $5.00 x 60 = $300.00		$438.55 - $300.00 = 138.55 $138.55 ÷ $2.50 = 55.42 55.42 < 80		max. points awarded at: $300 + $200 = $500	60 + 55 max. rewards = 60 + 80 = 140
DESCRIPTION	Calculator 1 is applied to sales of more than $4.99 and less than $300.01, so the cardholder will receive 60 rewards points PLUS Calculator 2 will be applied to the remaining $138.55 of purchase value, so the cardholder will receive an additional 55 rewards points for a total of 115 points.					

Example 3:

PARAMETERS	CALC 1	FACTOR 1	CALC 2	FACTOR 2	PURCHASE	REWARDS
VALUES	$0.50	98	$0.25	98	$80.12	196
CALCULATION	$80.12 ÷ $0.50 = 160.24 160.24 > 98 $0.50 x 98 = $49.00		$80.12 - $49.00 = $31.12 $31.12 ÷ 0.25 = 124.48 124.48 > 98 $0.25 x 98 = $24.50		max. points awarded at: $49 + $24.50 = $73.50	98 + 98 max. rewards = 98 + 98 = 196
DESCRIPTION	Calculator 1 is applied to sales of more than $0.49 and less than $49.01, so the cardholder will receive 98 rewards points PLUS Calculator 2 will be applied to an additional $24.50 of the purchase value, so the cardholder will receive an additional 98 rewards points for a total of 196 points.					

I.1.3: Incentive Value and Dates

If the Incentive value is greater than zero, the rewards program awards additional rewards points to a cardholder according to the Incentive value.

Note: *The Incentive Value MUST be greater than 1.00 in order to enable application of the Incentive value.*

The Incentive Value is multiplied by the Total Rewards (calculated using the Calculator and Factor values described in section *I.1.2: Calculator and Factor Values*) to determine the Total Incentive Rewards.

The Incentive Value will only be applied during the period identified by the Incentive Start Date and Incentive End Date.

Example 4:

Based on purchase and reward amounts from Example 2.

PARAMETERS	PURCHASE	REWARDS	INCENTIVE VALUE	INCENTIVE REWARDS
VALUES	$438.55	115	1.5	172
CALCULATIONS				115 x 1.5
DESCRIPTION	The cardholder received 115 points based on their $438.55 purchase. Then, the Incentive Value of 1.5 is applied to the Rewards Total to give the cardholder an Incentive Rewards Total of 172 rewards points.			

I.1.4: Sale Item Values

Specific items can receive additional AIR MILES Rewards points if they are defined as Sale Items in the Rewards configuration. Up to 20 items can be defined.

Note: *You will need to keep a list of which item numbers you have defined and to which items they apply.*

Example 5:

Note: *Based on the purchase and reward amounts from Example 2.*

PARAMETERS	PURCHASE	REWARDS	SALE ITEM 1 REWARDS	SALE ITEM 1 COUNT	SALE ITEM 1 TOTAL	TOTAL REWARDS
VALUES	$438.55	115	12	3	36	151
CALCULATION					12 x 3	115 + 36
DESCRIPTION	The cardholder received 115 points based on their $438.55 purchase. Then, because the cardholder purchased 3 of an item defined as Sale Item 1, which was assigned a value of 12 points, the Sale Item 1 Rewards value (12 points) is multiplied by the Count of Sale Item 1 (3 items) for a total of 36 additional points and a final rewards total of 151 rewards points.					

I.1.5: Order of Calculations

1. Calculate **Rewards 1**.
2. Review **Factor 1**.
   3. If = 99, DONE
      If < 99: Compare **Rewards 1** to **Factor 1**
         4. If **Factor 1** > **Rewards 1**: use **Rewards 1**. DONE
            If **Factor 1** < **Rewards 1**: Calculate **Max. Purchase 1**
               5. Calculate **Purchase 2**
               6. Calculate **Rewards 2**
               7. Calculate **Total Rewards**.
8. If **Incentive** value > 1.00: Calculate **Total Incentive Rewards**
9. If **Sale Item(s)** configured: Calculate **Total Sale Item Rewards**
   10. Add **Total Sale Item Rewards** to **Total Rewards**
       OR
       Add **Total Sale Item Rewards** to **Total Incentive Rewards**

I.1.6: Calculation Table

VALUE	CALCULATION
Rewards 1	Purchase ÷ Calc 1
Max. Purchase 1	Calc 1 x Factor 1
Max. Rewards 1	= Factor 1
Purchase 2	Purchase - Max. Rewards 1
Rewards 2	Purchase 2 ÷ Calc 2
Max. Purchase 2	Calc 2 x Factor 2
Max. Rewards 2	= Factor 2
Total Rewards	Max. Rewards 1 + Rewards 2
Max. Total Rewards	Max. Rewards 1 + Max. Rewards 2
Max. Total Incentives	Factor 1 + Factor 2 (applicable only if Factor 1 < 99 AND Factor 2 < 99)
Total Incentive Rewards	Total Rewards x Incentive Value
Total Sale Item Rewards	Count of Sale Item 1 Purchased x Sale Item 1 Rewards Value) + (Count of Sale Item n Purchased x Sale Item n Rewards Value)
TOTAL ALL REWARDS	Total Incentive Rewards + Total Sale Item Rewards

I.1.7: Test Value Tables

PARAMETERS	CALC 1	FACTOR 1	CALC 2	FACTOR 2	PURCHASE	REWARDS
VALUES						
CALCULATIONS						

PARAMETERS	CALC 1	FACTOR 1	CALC 2	FACTOR 2	PURCHASE	REWARDS
VALUES						
CALCULATIONS						

PARAMETERS	CALC 1	FACTOR 1	CALC 2	FACTOR 2	PURCHASE	REWARDS
VALUES						
CALCULATIONS						

PARAMETERS	CALC 1	FACTOR 1	CALC 2	FACTOR 2	PURCHASE	REWARDS
VALUES						
CALCULATIONS						

PARAMETERS	CALC 1	FACTOR 1	CALC 2	FACTOR 2	PURCHASE	REWARDS
VALUES						
CALCULATIONS						

I.1.8: Configuring AIR MILES Rewards

There are four main steps to be completed when configuring a SmartSELECT terminal to process AIR MILES Rewards transactions:

1. Enable the Reward Program
2. Select the Store Type
3. Configure the Store Type
4. Set the SAF Upload Time Period

These steps are described in detail below.

1. Enable the Reward Program

From the Idle screen:

a. Press **Menu**. The ***Financial Transactions*** menu appears.
b. Press **Config**. The ***Terminal Configuration*** menu appears.
c. Scroll down and select **Reward Program**. The *Swipe Admin Card* prompt appears.
d. Swipe the POS Admin card. The ***Reward Program*** menu appears.
e. Select **Enable Reward Program**. The *Enable Reward Program* prompt appears.
f. Select **Yes** to enable the AIR MILES Reward program.

2. Select the Store Type

From the ***Terminal Configuration*** menu:

a. Select **Reward Program Store**. The ***Reward Program Store*** menu appears.
b. Select the Store Type you wish to enable. The ***Terminal Configuration*** menu reappears.

Note: *If you select* **Both**, *the* Select Reward Program Store *prompt will appear during Reward Purchase and Reward Refund transactions.*

3. Configure the Store Type

Note: *The names "Retail" and "Wholesale" are not indicative of any specific difference. They simply allow you to configure two different Reward programs on one terminal and identify them.*

See sections *I.1.2:*, *I.1.3:* and *I.1.4:* for details on determining Calculator, Factor, Incentive and Sale Item values.

The Store Type program is configured from the ***Retail Configuration*** menu or the ***Wholesale Configuration*** menu. The two menus are identical and are both referred to as the Reward Program configuration menu in these instructions.

To access the Reward Program configuration menu from the ***Reward Configuration*** menu:

- Select **Retail Program Configuration** to set the parameters for the Retail Program. The ***Retail Configuration*** menu appears.

OR

- Select **Wholesale Program Config** to set the parameters for the Wholesale Program. The ***Wholesale Configuration*** menu appears.

Configure the Calculator and Factor values

From the Reward Program configuration menu:

a. Select **Calculator 1**. The *Calculator 1* keypad appears.
b. Key in the value of Calculator 1 (without the decimal, min. = 0.001, max. = 9,999.999) and press **Enter**. The Reward Program configuration menu reappears.
c. Select **Factor 1** if you wish to change the displayed value. The *Factor 1* keypad appears with the default value (*99*) displayed.
d. Key in the value of Factor 1 (min. = 1, max. = 99) and press **Enter**.
   - If the value is less than 99, the Reward Program configuration menu reappears with the **Calculator 2** and **Factor 2** list items enabled.
   - If the value equals 99, the Reward Program configuration menu reappears with the **Calculator 2** and **Factor 2** list items disabled.
e. If you wish to configure Calculator 2 and it is enabled, select **Calculator 2**. The *Calculator 2* keypad appears.
f. Key in the value of Calculator 2 (without the decimal, min. = 0.001, max. = 9,999.999) and press **Enter**. The Reward Program configuration menu reappears.
g. Select **Factor 2** if you wish to change the displayed value and it is enabled. The *Factor 2* keypad appears with the default value (*99*) displayed.
h. Key in the value of Factor 2 (min. = 1, max. = 99) and press **Enter**. The Reward Program configuration menu reappears.

Configure the Incentive values:

a. Select **Incentive** if you wish to change the displayed value. The *Incentive* keypad appears with the default value (*1.00*) displayed.
b. Key in the value of the Incentive (min. = 0.01, max. = 99.99) and press **Enter**.
   - If the value not equal to 1.00, the Reward Program configuration menu reappears with the **Incentive Start Date** and **Incentive End Date** list items enabled.
   - If the value equals 1.00, the Reward Program configuration menu reappears with the **Incentive Start Date** and **Incentive End Date** list items disabled.
c. Select **Incentive Start Date** if you wish to change the displayed value. The *Incentive Start Date (YY)MMDD* keypad appears.
d. Key in the 6-character value for the first day the Incentive will be applied and press **Enter**. The Reward Program configuration menu reappears.
e. Select **Incentive End Date** if you wish to change the displayed value. The *Incentive End Date (YY)MMDD* keypad appears.
f. Key in the 6-character value for the last day the Incentive will be applied and press **Enter**. The Reward Program configuration menu reappears.

Configure the Sale Item values:

If this is the first Sale Item to be added:

a. Select **Sale Item Config**. The *Add New Sale Item Reward?* prompt appears.
b. Select **Yes**. The *Sale Item # Rewards* prompt appears.
c. Key in the number of Reward points to be awarded for the purchase of one of this Sale Item and press **Enter**. The ***Sale Item Config*** menu appears.
d. Press **Exit**. The Reward Program configuration menu reappears.

To add additional Sale Items:

a. Select **Sale Item Config**. The ***Sale Item Config*** menu appears.
b. Press **Enter**. The *Add New Sale Item Reward?* prompt appears.
c. Select **Yes**. The *Sale Item # Rewards* prompt appears.
d. Key in the number of Reward points to be awarded for the purchase of one of this Sale Item and press **Enter**. The ***Sale Item Config*** menu reappears with the new Sale Item added to the list.
e. Press **Exit**. The Reward Program configuration menu reappears.

Configure the remaining Reward parameters:

a. Select **Maximum Rewards**. The *Maximum Rewards* keypad appears with the default value (*250*) displayed.
b. Key in the maximum number of reward points a cardholder can receive for one purchase transaction (min. = 1, max. = 99,999) and press **Enter**. The Reward Program configuration menu reappears.
c. Select **Reset Reward Totals Time**. The *Reset Reward Totals Time* keypad appears with the default value (*00:00*) displayed.
d. Key in the 4-character value for the time of day at which the Rewards Log is cleared (e.g. 00:00 = Midnight, 23:30 = 11:30 pm) and press **Enter**. The Reward Program configuration menu reappears.
e. Select **Reference Number**. The *Reference Number* prompt appears.
f. Select **Yes** to prompt the operator to key in a Reference Number for each Reward Purchase and Reward Refund transaction.
OR
Select **No** to disable that prompt.
The Reward Program configuration menu reappears.

4. Set the SAF Upload Time Period

If there are Air Miles transactions in the SAF Log and the terminal has remained at the idle prompt for the SAF Upload Time Period, the terminal will automatically send a SAF transaction to the Moneris Host

a. Select **SAF Upload Time Period**. The *SAF Upload Time Period (min.)* prompt appears.
b. Key in the number of minutes and press **Enter**. The Reward Program configuration menu reappears.
c. Press **Exit** to complete the Reward Program configuration. The ***Terminal Configuration*** menu reappears.

I.1.9: Changing Reward Program Configurations

Change or Delete a Sale Item

a. Press **Menu**. The ***Financial Transactions*** menu appears.
b. Press **Config**. The ***Terminal Configuration*** menu appears.
c. Scroll down and select **Reward Program**. The *Swipe Admin Card* prompt appears.
d. Swipe the POS Admin card. The ***Reward Program*** menu appears.
e. Select the Program Configuration in which you wish to change the Sale Item. The Reward Program configuration menu appears.
f. Select **Sale Item Config**. The ***Sale Item Config*** menu appears.
g. Select the Sale Item to be changed. The *Sale Item # Rewards* prompt appears.
h. To change the value, key in the new value and press **Enter**. The ***Sale Item Config*** menu appears with the new value displayed for the Sale Item.
   To delete the Sale Item, key in a value of 0 and press **Enter**. The ***Sale Item Config*** menu appears without the deleted Sale Item.
i. Press **Exit** four times to return to the Idle screen.

Delete ALL Sale Items

a. Press **Menu**. The ***Financial Transactions*** menu appears.
b. Press **Config**. The ***Terminal Configuration*** menu appears.
c. Scroll down and select **Reward Program**. The *Swipe Admin Card* prompt appears.
d. Swipe the POS Admin card. The ***Reward Program*** menu appears.
e. Scroll down and select the Program Configuration in which you wish to change the Sale Item. The Reward Program configuration menu appears.
f. Select **Sale Item Config**. The ***Sale Item Config*** menu appears.
g. Press **Clear**. The *Delete All Items?* prompt appears.
h. Select **Yes**. The Reward Program configuration menu appears.
i. Press **Exit** three times to return to the Idle screen.

Disable the Reward Program

From the Idle screen:

a. Press **Menu**. The ***Financial Transactions*** menu appears.
b. Press **Config**. The ***Terminal Configuration*** menu appears.
c. Scroll down and select **Reward Program**. The *Swipe Admin Card* prompt appears.
d. Swipe the POS Admin card. The ***Reward Program*** menu appears.
e. Scroll down and select **Enable Reward Program**. The *Enable Reward Program* prompt appears.
f. Select **No** to disable the AIR MILES Reward program. AIR MILES transactions can no longer be performed on this terminal.

I.2: AIR MILES Financial Transactions

I.2.1: Reward Purchase

Use this transaction to award AIR MILES reward points to an AIR MILES cardholder for purchases they have made at your location.

Note: *The SmartSELECT must be logged on in order to process Reward Purchase transactions.*

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Reward Purchase**. The *Enter Clerk ID* prompt appears if the Clerk ID prompt has been enabled.
3. Key in the Clerk ID and press **Enter**. The *Select Reward Program Store* prompt appears if both Store Types have been enabled.
4. Select the **Reward Program Store** type. The *Enter Reference Number* prompt appears if it has been enabled.
5. Key in the AIR MILES Reference Number (min. = 1, max. = 9999) and press **Enter**. The *Enter Purchase Amount* prompt appears.
6. Key in the amount of the purchase and press **Enter**. The *Select Sale Item Reward or Enter* prompt appears if Sale Items have been configured.
7. a. Select the appropriate **Sale Item** list item. The *Enter Count of Sale Items* prompt appears.
   b. Key in the quantity of the Sale Item that was purchased by the cardholder and press **Enter**. The *Select Sale Item Reward or Enter* prompt re-appears.
   c. If the cardholder has purchased more than one of the Sale Items listed, repeat steps a. and b. for each of the Sale Items purchased.
   d. When all Sale Items have been selected, press **Enter** on the *Select Sale Item Reward or Enter* prompt.
   The *Enter Collector Card* prompt appears.
8. Swipe the customer's AIR MILES Reward Card.
   OR
   a. Key in the card number and press **Enter**. The *Select Receipt Language* prompt appears.
   b. Select **English** or **French** to set the language in which the customer's receipt will be printed.
9. The terminal prints the Merchant copy of the receipt. The Host Response screen appears indicating the Reward Purchase amount.
10. When the transaction is completed, the Host Response screen is updated with the *Approved* text and the *Keep Merchant Record* prompt. The **Next Copy** button appears.
11. Tear off the receipt and keep it for your records.
12. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
13. Tear off the receipt and give it to the customer.
14. Press **Exit**. The terminal returns to the Idle screen.

I.2.2: Reward Refund

Use this transaction to remove AIR MILES reward points from an AIR MILES cardholder's account when they return items they have purchased at your location.

> **Note:** *The SmartSELECT must be logged on in order to process Refund transactions.*

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Select **Reward Refund**. The *Enter Clerk ID* prompt appears if the Clerk ID prompt has been enabled.
3. Key in the Clerk ID and press **Enter**. The *Select Reward Program Store* prompt appears if both Store Types have been enabled.
4. Select the **Reward Program Store** type. The *Enter Reference Number* prompt appears if it has been enabled.
5. Key in the AIR MILES Reference Number (min. = 1, max. = 9999) and press **Enter**. The *Enter Refund Amount* prompt appears.
6. Key in the amount of the refund and press **Enter**. The *Enter Rewards Refunded* prompt appears.
7. Key in the number of AIR MILES Reward points to be removed from the cardholder's AIR MILES account and press **Enter**. The *Enter Collector Card* prompt appears.
8. Swipe the customer's AIR MILES Reward Card.
   OR
   a. Key in the card number and press **Enter**. The *Select Receipt Language* prompt appears.
   b. Select **English** or **French** to set the language in which the customer's receipt will be printed.
9. The terminal prints the Merchant copy of the receipt. The Host Response screen appears indicating the Reward Refund amount.
10. When the transaction is completed, the Host Response screen is updated with the *Approved* text and the *Keep Merchant Record* prompt. The **Next Copy** button appears.
11. Tear off the receipt and keep it for your records.
12. Press **Next Copy**. The Cardholder copy of the receipt is printed. The Host Response screen is updated with the prompt *Provide Transaction Record*.
13. Tear off the receipt and give it to the customer.
14. Press **Exit**. The terminal returns to the Idle screen.

I.3: AIR MILES Receipts

The AIR MILES Rewards transaction receipt format is similar to the format for credit and debit card transaction receipts with a few differences that are outlined below.

The following items are not present on an AIR MILES receipt:

- expiry date
- card type
- account type
- promo code
- receipt number
- tip line
- auth number
- signature line

The following items appear only on AIR MILES receipts:

- number of rewards points
- program store type (retail or wholesale)

I.3.1: AIR MILES Receipt Language

The language of Cardholder copy of the AIR MILES receipt is determined in one of two ways:

- by the language code on the AIR MILES collector card's magnetic stripe if the card is swiped on the SmartSELECT terminal.
- the language selected during the AIR MILES transaction if the AIR MILES card number is keyed in using the keypad displayed on the SmartSELECT terminal.

If the language selected for the Cardholder receipt is different than the terminal language:

- and the terminal is configured to print two copies of the receipt, the Merchant copy will be printed in the terminal language and the Cardholder copy will be printed in the language selected.
- and the terminal is configured to print one copy of the receipt, a bilingual receipt will be printed.

Reprinted customer copies of AIR MILES receipts are printed using the same language as the original receipt.

I.4: AIR MILES Admin Transactions

These reporting and uploading transactions are performed from the ***Administrative Transactions*** menu rather than the ***Financial Transactions*** menu.

The SmartSELECT stores up to 100 AIR MILES transactions in its memory at a time. If the memory is full, the newest transaction 'bumps' the oldest transaction out of the memory.

Note: *The SmartSELECT must be logged on in order to perform AIR MILES Admin Transactions.*

I.4.1: Reward Daily Totals Report

This transaction produces a report of AIR MILES financial transaction totals, specifically:

- Total dollar value of Rewards transactions
- Total Number of Rewards points
- Total Number of Rewards transactions

These totals, drawn from the AIR MILES Log on the SmartSELECT terminal since the memory was cleared (see *Configure the remaining Reward parameters:* in section *I.1.8: Configuring AIR MILES Rewards*: Reset Rewards Totals Time), are sorted by store type then by transaction type.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Reward Daily Totals Report**.
4. The screen displays the report name, *Reward Daily Totals Report*, while the report prints then returns to the Idle screen.

I.4.2: Reward Transaction Report

An AIR MILES Reward Transaction Report is essentially the same as a regular Transaction Inquiry (see section *7.2: Transaction Inquiry*) except for two criteria selection prompts. The *Select Card Type* prompt does not appear in the AIR MILES Transaction Report and the *Select Transaction Type* prompt contains only Reward Purchase and Reward Refund.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Reward Transaction Report**. The *Enter Date (YY)MMDD* prompt appears.
4. Key in the 4 or 6 character date and press **Enter** if you wish to find transactions performed on a specific date.
   OR
   Simply press **Enter** to select all dates.
   The *Enter Card Number* prompt appears.

5. Key in the AIR MILES collector card number and press **Enter** if you wish to find transactions performed using a specific card.
   OR
   Simply press **Enter** to select all collector cards.
   The *Enter Reward Points* prompt appears.
6. Key in the number of AIR MILES Reward points and press **Enter** if you wish to find a transaction of a specific number of points.
   OR
   Simply press **Enter** to select all points amounts.
7. The screen displays the status prompt *Processing* while it searches for matching AIR MILES transactions.

If transactions are found:

8. the screen displays the report name, *Reward Transactions Report*, while the report prints then returns to the Idle screen.

If there are no transactions that match that criteria:

9. the prompt *No Transaction Found Please Retry* appears then the Idle screen re-appears.

I.4.3: Reward SAF Transaction Report

This report prints or displays a list of all AIR MILES transactions in the Rewards SAF log. These are AIR MILES transactions that have not been sent to the Moneris Host for completions (similar to a Pre-Authorized Credit transaction that has not been completed using an Advice transaction).

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Reward SAF Transact Report**.
4. Select **Print** to print a list of all AIR MILES transactions in the Rewards SAF log.
5. The screen displays the report name, *Reward Transactions - SAF*, while the report prints then returns to the Idle screen.

I.4.4: Deleting Reward SAF Transactions

If an AIR MILES transaction does not need to be sent to the Moneris Host for completion, e.g. if you wish to cancel the transaction before it is completed, you must display the transactions in the Reward SAF Transaction Report and select the transactions to be deleted.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Reward SAF Transact Report**.
4. Select **Display**. The list of all AIR MILES transactions in the Rewards SAF log appears on the screen with the prompt *Select Transaction to Delete*.

5. Select the transaction to be deleted. The *Delete Transaction* prompt appears.
6. Select **Yes** to delete the transaction. The list of transactions reappears.
7. If you wish to delete additional transactions, repeat steps 5 and 6
   OR
   To finish deleting transactions, press **Exit** twice. The Idle screen reappears.

I.4.5: Completing Rewards Transactions

Automatically

The SmartSELECT automatically connects to the Moneris Host to upload and complete the transactions in the Reward SAF Log. The message *SAF Communications In Progress* appears on the screen while the terminal communicates with the Moneris Host. The transaction are then cleared from the Reward SAF Log and saved in the Reward Transactions Log.

Manually

However, if this process has not occurred or you wish to send the transactions in the Reward SAF Log before they are scheduled to be sent automatically, you can send them at any time using the Upload SAF function.

From the Idle screen:

1. Press **Menu**. The ***Financial Transactions*** menu appears.
2. Press **Admin**. The ***Administrative Transactions*** menu appears.
3. Select **Upload SAF**. The terminal displays *SAF Communications In Progress* while it communicates with the Moneris Host.
4. When the upload is complete, the Idle screen re-appears.

Appendix J: Error Messages & Troubleshooting

This appendix lists error messages that may displayed on the SmartSELECT touch screen if an error occurs. Errors include invalid administrative and financial transactions as well as communication and equipment problems. Please review the suggested solutions for any error messages you encounter. If these solutions do not resolve the issue, call the Moneris Merchant Service Centre for assistance.

All error messages result in a beep sounding from the SmartSELECT terminal. The error messages are displayed on the terminal for 3 seconds then the terminal returns to the previous prompt or the Idle screen.

Blinking text is used to draw attention to special situations such as persistent problems like "Printer Offline", etc.

J.1: Initialization Error Messages

MESSAGE	SOLUTION
Failed to Initialize **Contact Help Centre**	If the Initialization retry is not successful, call the Moneris Merchant Service Centre (see section 1.2) to report this error message and receive assistance. Press **Exit** to return to the Idle screen.
Failed to Initialize **Merchant ID Error**	If the Initialization retry is not successful, call the Moneris Merchant Service Centre (see section 1.2) to report this error message and receive assistance. Press **Exit** to return to the Idle screen.
Failed to Initialize **Printer ID Error**	If the Initialization retry is not successful, call the Moneris Merchant Service Centre (see section 1.2) to report this error message and receive assistance. Press **Exit** to return to the Idle screen.
Initialization Error **Retrying Transaction**	If the Initialization process is not successful, the SmartSELECT retries the initialization once.
No Match on PINPAD **Contact Help Centre**	If the Initialization retry is not successful, call the Moneris Merchant Service Centre (see section 1.2) to report this error message and receive assistance. Press **Exit** to return to the Idle screen.

MESSAGE	SOLUTION
Ready **Please Initialize**	If the Initialization retry is not successful, this prompt appears on the Idle screen. No financial transactions and a limited number of Administrative transactions can be performed on the SmartSELECT until it is successfully initialized.
Terminal Data Error **Contact Help Centre**	If the Initialization retry is not successful, call the Moneris Merchant Service Centre (see section 1.2) to report this error message and receive assistance. Press **Exit** to return to the Idle screen.

J.2: Communications Error Messages

MESSAGE	PROBLEM & SOLUTION
Comm Error 401 **Communication Error**	An unknown communication error has occurred. Call the Moneris Merchant Service Centre (see section 1.2).
Comm Error 402 **Host Disconnect**	The Host has dropped the connection to the terminal during a transaction. Press **Exit** to return to the Idle screen, then retry the transaction. If the same error occurs, call the Moneris Merchant Service Centre (see section 1.2).
Comm Error 403 **Connection Lost**	The terminal has lost the connection to the Host during a transaction. Press **Exit** to return to the Idle screen then retry the transaction. If the same error occurs, call the Moneris Merchant Service Centre (see section 1.2).
Comm Error 405 **No ENQ from Host**	The terminal has connected to the Host, but the Host has not responded with the ENQ to begin data transmission. Press **Exit** to return to the Idle screen then retry the transaction. If the same error occurs, call the Moneris Merchant Service Centre (see section 1.2).
Comm Error 406 **No Network Response**	The terminal has sent the transaction request to the Host, but the Host has not responded. Press **Exit** to return to the Idle screen then retry the transaction. If the same error occurs, call the Moneris Merchant Service Centre (see section 1.2).
Host Connection Failed	The terminal has not been able to connect to the host. Wait for a few minutes, then try the transaction again.
Invalid Entry **Min=0.25 Max=5.00**	You have entered a time period for the Stabilization Timer that does not fall within the range: 0.25 to 5.00 seconds. Wait for the previous prompt to appear and re-enter a valid Stabilization Timer time period.
Line Not Available	The terminal has determined that the communications line is not available. Check that the communication cable is tightly connected to the back of the terminal and the wall jack, then try another transaction.
System Problem **Please Retry**	One or more of the messages sent between the terminal and the Host are missing data or have incorrect data. Press **Next Copy** to finish printing the receipts, then press **Exit** to return to the Idle screen. Retry the transaction.

J.2.1: 3201 LAN Communications Error Messages

MESSAGE	PROBLEM & SOLUTION
Duplicate Poll Code Please Re-enter	You have entered a Poll Code that is already in use by the terminal. Wait until the previous prompt appears and enter a Poll Code that falls within one of these ranges: 20 to 2F, 40 to 4F, 60 to 6F, A0 to AF, C0 to CF and E0 to EF.
Invalid LAN Address	Check the LAN Address to ensure it is valid and key in the address again.
Invalid Poll Code	You have entered an invalid Poll Code. Check the Datapac 3201 Poll Code configuration parameter to ensure it falls within one of these ranges: 20 to 2F, 40 to 4F, 60 to 6F, A0 to AF, C0 to CF and E0 to EF.
LAN Address Already in Use	Check the LAN Address to ensure it is not is use and key in the address again.
LAN Host Not Config	• You have changed the Communications Type from Dial or 3201 to LAN before configuring a LAN Address. Configure the LAN Address, then change the Communications Type to LAN. OR • You have tried a configure more than 6 Poll Codes in the LAN controller.
Line Not Available	The terminal has determined that the communications line is not available. Check that: • the phone line is securely connected • the phone line has a dial tone • the LAN communication cable is securely connected
Master Has Not Been Defined	Check the General Parameters to ensure that a LAN Master Terminal has been set up with a valid address (20).
No Poll Received	Check the LAN Address to ensure it is valid and try the transaction again.

J.3: Printer Error Messages

MESSAGE	SOLUTION
Check Printer **LAN Polling Active**	A problem has been detected with the SmartSE-LECT's printer. Check that the paper feed is clear. Press **Exit** to cancel the transaction
Out of Paper **LAN Polling Active**	Add a new paper roll to the internal SmartSE-LECT printer.

J.4: Financial Transaction Error Messages

Unless indicated, the PINPad displays the prompt *WELCOME/BONJOUR* when these error messages appear on the SmartSELECT's touch screen.

MESSAGE	SOLUTION
Already Completed	You have attempted to perform an Advice transaction on a Pre-Authorization transaction that has already been Adviced. Check the sequence number to ensure you keyed it in exactly as it appears on the Pre-Auth. receipt then try the Advice transaction again.
Bad Response	You have attempted to use a Private Label or Third Party card and the Third Party Host that processes the card has responded with an message that the SmartSELECT terminal cannot process. Press **Exit** to return to the Idle screen.

MESSAGE	SOLUTION
Card Not Supported **Please Retry**	• You have keyed in or swiped a Credit or Debit card that is not valid. Check that the customer has activated the card with their bank. • You have keyed in or swiped a card at the *Swipe Admin Card* prompt that is not a POS Admin card. Check the card to ensure it is a POS Admin card. • You have keyed in a credit card number that is not valid. Check that you have keyed in the card number exactly as it appears on the card. • During a Payment or Payment Void transaction, you have keyed in or swiped a card at the "Swipe Customer Card" that is not a Private Label card. Check the card to ensure that it is a Private Label card. Swipe the card again (on the PINSmart pinpad if you have one). If this message reappears for a credit card: key in the card number manually and be sure to take an imprint of the card as backup in the event of a chargeback situation. See also Solution for "Card Problem Please Retry".
Card Problem **Please Retry**	You have swiped a card on the SmartSELECT's Magnetic Stripe Reader (MSR) and the information on the card's magnetic stripe was not read properly. Try swiping the card again in a different manner, e.g. if you swiped it down, swipe it up or more quickly or more slowly or try the PINPad's MSR (if available).
Check PINPAD	A communication error has occurred between the terminal and the PINPad. Check that: • the PINPad cable is securely connected • none of the buttons on the PINPad keypad are stuck If your terminal does not use a PINPad, check that: • the card you have swiped is not a Debit card.
Clerk ID Not Set **Please Set ID and Retry**	You have tried a transaction that requires a Clerk ID, but the SmartSELECT is not properly configured for Clerk ID prompting. Check that Clerk Totalling and Clerk ID prompting are enabled and that a Default Clerk ID has been set. If not, enable the Clerk ID settings and try the transaction again.

MESSAGE	SOLUTION
Declined - Retry PINPAD Timeout	The customer has not responded to the prompts on the PINPad within the time limit. Press **Exit** to return to the Idle screen then retry the transaction. The PINPad displays the prompt *NOT COMPLETED PLEASE RETRY*.
Declined Press Enter to Continue	The transaction has been refused by the Host. Press **Enter** to finish printing the receipt. Try the transaction again with a different card or cash.
Exceeds Refund Transaction Limit	The value of the Refund Transaction is greater than the maximum refund value per transaction set on the SmartSELECT terminal during Initialization. Reduce the value of the Refund or call your Moneris sales representative to discuss changing your Refund limit.
Invalid Card Number Please Retry	You have keyed in or swiped a Credit, Debit or Gift card that is not valid (i.e. it has failed MOD 10 validation)
Invalid Date Please Re-Enter	You have keyed in an invalid date. The date must be entered in the MMDD or YYMMDD format and must be a valid calendar date, e.g. 0231 (Feb. 31) is not valid. Mandatory?Value must fall between: YYoptional01 and 99 MMmandatory01 and 12 DDmandatory01 and 31
Invalid Expiry Date Please Re-Enter	You have keyed in a Credit card expiry date that is not valid. Check that you have keyed in the expiry date exactly as it appears on the card.
Mismatched	You have keyed in four digits for a PAN Fraud Check that do not match the last four digits read from the swiped card. Check that the last four digits on the card you swiped match the digits you keyed in. Wait until the previous prompt appears and rekey the last four digits.
No Credit Card Swipe on PINPAD	You or the customer has swiped a Credit Card on the PINPad's Magnetic Stripe Reader (MSR). The PINPad displays the prompt *NO CREDIT CARD SWIPE ON PINPAD*. Swipe the Credit card on the terminal's MSR to continue the transaction.
System Problem Please Retry	Missing or incorrect data has been sent to or received from the host. This message will be displayed until the **Enter** button is pressed to complete printing the first copy, the **Next Copy** button is pressed to print the next copy of the receipt and the **Exit** button is pressed to return to the Idle screen.

MESSAGE	SOLUTION
System Problem Retrying	The Moneris Host has requested that the SmartSELECT retry the transaction. The SmartSELECT sends the same transaction request automatically. Please wait. The terminal will display the status of the retry once it is complete.
Under the Host Response message: **> Cancel** **> Retry**	The customer has entered incorrect data on the PINPad. • Select **Cancel** to stop the transaction and return the terminal and the PINPad to the Idle screen. OR • Select **Retry** to allow the customer to re-enter the data and continue the transaction. The PINPad prompts the customer for the data again.

J.5: PINPad Error Messages

MESSAGE	SOLUTION
CARD PROBLEM **PROBLEM DE CARTE**	The customer has swiped a card on the PINPad's Magnetic Stripe Reader (MSR) and the information on the card's magnetic stripe was not read properly. Ask the customer to try swiping the card again in a different manner, e.g. if they swiped it down, swipe it up or more quickly or more slowly or try the SmartSELECT's MSR.
NO CREDIT CARD **SWIPE ON PINPAD**	You or the customer has swiped a Credit Card on the PINPad's Magnetic Stripe Reader (MSR). The terminal displays the prompt *No Credit Card Swipe on PINPAD*. Swipe the Credit card on the terminal's MSR to continue the transaction
NOT COMPLETED **PLEASE RETRY**	The customer has not responded to the prompts on the PINPAD within the time limit. Press **Exit** on the SmartSELECT touch screen to return to the Idle screen then retry the transaction. The terminal displays the prompt *Declined--Retry PINPAD Timeout*.
If the customer presses the **CANCEL** button on the PINPad before the *Please Wait for Message* prompt appears.	The *CANCELLED* prompt appears on the terminal and the PINPad then they return to their Idle prompts. Restart the transaction.
If the customer presses the **CORR** button on the PINPad at any other PINPad prompt (before the *Please Wait for Message* prompt appears)	The previous prompt re-appears on the PINPad. The customer enters the correct response to the prompt and the transaction continues.
If the customer presses the **CORR** button on the PINPad at the *Transaction Amount - OK?* prompt	Re-enter the transaction amount on the terminal and press **Enter** then continue from the *Transaction Amount - OK?* prompt on the PINPad.

J.6: Administrative Transaction Error Messages

MESSAGE	SOLUTION
Invalid Entry	You have tried to enter a HIGH BIN value that is less the LOW BIN value already entered. Check the HIGH and LOW BIN values. Wait for the previous prompt to appear and re-enter the value that is incorrect.
Invalid Entry Please Re-Enter	You have selected an invalid Transaction Type. Wait for the previous prompt to appear and select another Transaction Type.
Merchant ID Error	You have entered a Merchant ID that does not this terminal's Merchant ID. Check the Merchant ID to confirm it is correct. Wait for the previous prompt to reappear and enter the correct Merchant ID.
No Transaction Found Please Retry	The criteria you selected during the Transaction Inquiry do not have any matching transactions in the SmartSELECT's memory. Check the criteria and retry the Transaction Inquiry.
RCD Not Available	The Remote Code Download application cannot be used. Report the problem to the Moneris Merchant Service Centre.
Transaction Not Found Please Retry	The Sequence Number you keyed in during the Advice transaction does not exist in the SmartSELECT's memory. Check the Sequence Number of the transaction you are trying to find and retry the Advice transaction.

J.7: ERNEX Error Messages

MESSAGE OR ERROR CONDITION	SOLUTION
“BAL - NO” on the Close Batch report	Call the ERNEX Help Desk to report that the terminal totals for ERNEX do not match the ERNEX Host totals.
Card Not Supported	Initialize the terminal with ERNEX then try transaction again. If the error code reappears, call the ERNEX Help Desk.
Gift Card has Been Disabled (322)	The E-Gift Card has been deactivated and cannot be used.
Gift Card is Not Read By Terminal	Verify the terminal's card reader works by swiping a different card through it. If it works, the original card is probably demagnetized and cannot be used. Deactivate the card and activate a new card for the balance of the old card (found on the Deactivation receipt)
Ins. funds to complete transaction	Perform a Balance Inquiry to check the balance of the E-Gift Card.
Insufficient points for redemption	The Loyalty card did have sufficient points to cover the redemption. Request another form of payment.
Invalid CVC (325)	Check the Card Validation Code located on the back of the E-Gift Card. Key in correct validation code and press ENTER. If the code reappears, call the ERNEX Help Desk
Invalid Transaction Amount - VOIDED	Try transaction again
Lost card	The customer will have to purchase another card OR If the customer has a receipt with the lost E-Gift Card number on it: Deactivate that card number and activate a new card for the balance of the old card (found on the Deactivation receipt)
No Configuration to be downloaded	Continue with regular transactions
Terminal is offline	E-Gift Card transactions can NOT be completed if your terminal is offline.
Transaction amount over maximum	Try keying amount again
Transaction not permitted for first use	Activate E-Gift Card

Appendix K: Transelect Code Equivalents

This appendix lists the Financial, Administrative and Configuration transactions available on the Transelect system with their Admin Codes and the SmartSELECT Menu on which that function is listed.

TRANSACTION TYPE	TRANSELECT V7.49 ADMIN FUNCTION	SMARTSELECT MENU
Purchase	Blue Keys	Financial Transactions
Purchase Void	Blue Keys	Financial Transactions
Refund	Blue Keys	Financial Transactions
Refund Void	Blue Keys	Financial Transactions
Pre-Auth	Blue Keys	Financial Transactions
Advice	Blue Keys	Financial Transactions
Cheque Auth.	Blue Keys	Financial Transactions
Host Initialization	Admin 01	Administrative Transactions
Logon	Admin 02	Administrative Transactions
Logoff	Admin 03	Administrative Transactions
Training Mode	Admin 05	Terminal Configuration
General Parameters	Admin 08	Terminal Configuration
Purchasing Card	Admin 08	Terminal Configuration
Cheque Authorization	Admin 09	Terminal Configuration
Third Party Host	Admin 10	Terminal Configuration
Third Party Card	Admin 11	Terminal Configuration
Dial Communication	Admin 15	Terminal Configuration
Print Configuration	Admin 16	Terminal Configuration
ERNEX Deactivation	Admin 51	Financial Transactions
ERNEX Redemption	Admin 54	Financial Transactions
ERNEX Inquiry	Admin 55	Financial Transactions
ERNEX Void	Admin 56	Financial Transactions
Initialize with ERNEX Host	Admin 57	Administrative Transactions/ ERNEX Administration
ERNEX Communications Test	Admin 58	Administrative Transactions/ ERNEX Administration
Disable ERNEX	Admin 59	Terminal Configuration/ ERNEX Configuration
Print Stored Transaction	Admin 60	Administrative Transactions
Transaction Inquiry	Admin 66	Administrative Transactions
Deposit Totals Inquiry	Admin 77	Administrative Transactions
Multiple Terminal Report Setup	Admin 80	Terminal Configuration

TRANSACTION TYPE	TRANSELECT V7.49 ADMIN FUNCTION	SMARTSELECT MENU
Set Default Clerk ID	Admin 81	Terminal Configuration
Clerk Subtotals	Admin 82	Administrative Transactions
Clerk Subtotalling	Admin 83	Terminal Configuration
Clerk ID Maintenance	Admin 84	Terminal Configuration
Multiple Terminal Reporting	Admin 85	Administrative Transactions
Merchant Subtotals	Admin 95	Administrative Transactions
Close Batch	Admin 99	Administrative Transactions

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