



Moneris Vx810 Duet OPERATING MANUAL

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1 Introduction

1.1 Getting Started

You must prepare your terminal before you process transactions:

1. Set up the hardware.
2. Configure the terminal.
3. Initialize the terminal.
4. Log on to the Moneris Host.

Once the terminal is ready to use, practice performing transactions in Demo mode to ensure that any errors made while learning to perform transactions do not affect your business account.

1.2 Learning About the Terminal

The Moneris Vx810 Duet terminal is a stand-alone, wired Debit and Credit card payment system that connects to the point-of-sale (POS) services provided by Moneris Solutions.

To introduce yourself to the terminal, read these sections:

- Moneris Vx810 Duet Hardware
- Features & Procedures
- Demo Mode
- The Menu Feature

1.3 Caring for your Moneris Hardware

Proper care of your terminal and base will help ensure uninterrupted service. Here are some recommendations for maintaining the hardware in good working order:

IMPORTANT: Misuse of equipment can result in replacement liability.

- DO clean the hardware components with a dry or slightly damp cloth rinsed in a mild soap solution.
- Do NOT use solvents, detergents, cleaning fluids or abrasives on any of the hardware components.
- Avoid spilling liquids on components.
- Do NOT expose components to extreme temperatures.

1.3.1 Caring for the Terminal

- Clean the magnetic stripe reader (MSR) periodically using a Moneris POS cleaning card. These cards can be ordered online at www.shopmoneris.com or by phone at 1-866-421-1666.

Note: Do NOT use the MSR cleaning card in the Chip Card Reader.

- It is recommended that merchants obtain their POS stationery and paper rolls from Moneris to ensure that these supplies comply with the applicable specifications.

1. Introduction

Contact the Moneris Merchant Service Centre to obtain additional supplies for your terminal or order online at www.shopmoneris.com.

- Load the paper into the printer correctly.

1.3.2 Caring for the Base

- Avoid unnecessary movement of the base to prevent accidental disconnection of the power cables.

IMPORTANT: You must use the exact power adaptor 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 Features and Procedures

Your terminal can be set up to accept and process a variety of transactions for a variety of card types including debit cards, credit cards (includes private label cards and corporate cards), gift cards and loyalty cards. The terminal can accept credit cards and debit cards with the new chip technology on them as well as the traditional magnetic stripe.

2.1 Standard Features

These features are available and enabled on all Moneris Vx810 Duet terminals.

- Bilingual displays and receipts
- Card number masking
- Chip card processing
- Menu-driven interface
- Demo Mode

2.1.1 Language Options on the Display and Receipts

2.1.1.1 Display

The terminal displays messages and prompts for you and your customer in either English or French.

After the customer's card has been swiped or inserted, the language of the messages and prompts for the customer match the card's language code.

2.1.1.2 Receipts

Customer and merchant receipts can be printed either in English or in French.

- 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 OR the language selected during the cardholder prompts; the merchant receipt language is based on the current terminal language.
- If the printer is configured to print only one copy then only the merchant receipt will print and it will be printed in the current terminal language.

2.1.2 Card Information Security

To reduce the risk of fraudulent card use, the cardholder's card number and expiry date is not available in full on receipts and reports. The card number will always be either masked or truncated.

If the card number is masked, it is printed as a combination of digits and '*'. For example:

A credit card number appears as *****1234

A debit card number appears as 1234567890****

An Ernex gift or loyalty card number would appear as *****1234

If the card number is truncated, only the last four digits are printed.

2. Features and Procedures

2.1.2.1 Card Numbers on Receipts

Card numbers (debit, credit or gift) are always masked on the Cardholder Copy of transaction receipts.

The terminal can be configured to mask the card number on the Merchant Copy or print the entire card number.

2.1.2.2 Card Numbers on Reports

The card number is truncated on all reports containing transaction details.

Reports that require the manager password, e.g. the Batch Review, display the entire card number but the resulting report prints the truncated card number.

2.1.2.3 Expiry Date on Receipts

The credit card expiry date is not printed on receipts for credit card transactions.

2.1.2.4 Expiry Date on Reports

The credit card expiry date is printed in full on all reports containing transaction details.

2.1.3 Communications Status


The terminal will connect to the Moneris Host each time you begin a transaction (it does not make any noise when it attempts to connect). As the terminal communicates with the Moneris Host, it displays PROCESSING to indicate that the transaction is proceeding correctly. If there is a problem with the dial communications, an error message will appear.

2.1.4 The Menu Feature

All transactions and functions can be accessed through menus and sub-menus starting at the applications menu.

2.1.4.1 Navigating through menus:

- To scroll down:

Select the  icon (press the left-most purple key) to move down to the next menu screen.

- To scroll up:

1. Press the **CORR** key to change the direction of the arrow on the display screen.

2. Select the  icon (press the left-most purple key) to move up to the next menu screen.

- To select an item:

Press the function key beside the menu item (e.g., on the transactions menu, press **F1** to select Purchase).

2.1.4.2 Navigating through parameters:

- Move to the next feature:

Select Next.

- Move back to the last feature displayed:

Select Previous

2.1.4.3 Changing the value of a parameter:

1. Select Edit.


2. Select Next to scroll through the values and select Slct to select a displayed value.

OR

- Key in a new value and press **OK**.
3. Select Next to move to the next feature.

- When you are finished making changes:
4. Select Exit. The Save Changes? prompt appears.
5. Select OK. The menu re-appears.

2.1.4.4 Icons displayed on the menus:

ICON	INDICATES:
	CommServer is being used for Ethernet communications

2.1.4.5 The Applications Menu

The applications menu gives you access to the applications available on the terminal.

When the terminal is not performing any transactions or functions, and has been idle for a pre-set period of time, the terminal will display the applications menu.

The applications are listed here in the order they appear on the menu.

MM/DD/YY	HH:MM	F1
DEBIT & CREDIT		F2
GIFT & LOYALTY		F3
		F4

The Applications Menu

To access the applications menu from any screen:

- Simply press the * (star) key.

2. Features and Procedures

2.1.4.6 The Debit & Credit Transactions Menu

This menu allows you to select the type of transaction you wish to process.

The transactions are listed here in the order they appear on the menu. Some items may not appear on the terminal until a specific feature is enabled.

MM/DD/YY	HH:MM	Use this transaction to:
	Purchase	process a Credit or Debit purchase
	Pre Auth	open the Pre Auth menu
	Refund	process a Credit or Debit Refund
	Advice	process a Credit Advice
	Correction	process a Credit or Debit Correction
	Batch Close	process a Batch Close
	Batch Review	search for a transaction in the open batch
	Batch Clear	clear the batch on the terminal

Debit & Credit Transactions Menu

For instructions on navigating through the menus, refer to The Menu Feature section.

To access the transactions menu, from the applications menu:

1. Select DEBIT & CREDIT.
The transactions menu appears.

2.1.4.7 The Pre Auth Transactions Menu

This menu allows you to select the type of pre-authorization transaction you wish to process.

The transactions are listed here in the order they appear on the menu.

Pre Auth	Use this transaction to:
Pre Auth	process a Pre Authorization transaction
Completion	process a Completion transaction
Del Pre Auth	delete an uncompleted Pre Authorization
Pe-Auth Rpt	print the Pre-Auth list

The Pre Auth Menu Screen

To access the Pre Auth transactions menu, from the applications menu:

1. Select DEBIT & CREDIT.
The transactions menu appears.
2. Select Pre Auth.
The Pre Auth transactions menu appears.

2.1.4.8 The REPORTS Menu

This menu allows you to produce a variety of reports containing information about transactions stored in the terminal memory, transactions stored on the Moneris host and the configuration of the terminal.

The terminal must be initialized before this menu can be accessed.

The reports are listed in the order they appear on the menu. Some items may not appear on the terminal until a specific feature is enabled.

REPORTS	
Stored Tran Rpt	a list of all transactions in the terminal memory
Deposit Totals	a list of deposit totals by card and transaction type
Clerk SubTotals	a list of totals for one or more clerks (only active if clerk IDs are configured)
Multi Terminal	a Deposit Totals report for one or more terminals
Merch SubTotals	a list of totals in the current batch by card and transaction type
Terminal Parns	a list of the current settings for each parameter
Terminal Stats	a list of the number of occurrences of error situations
EMV Param Rpt	a list of chip program parameters by card type
EMV Diagnostics	prints the data on the last transaction if a chip card was used

The REPORTS Menu

To access the Reports menu, from the applications menu:

1. Select DEBIT & CREDIT.
The transactions menu appears.
2. Press the REPORTS key (first purple key on the right).
The first REPORTS menu appears.

For instructions on navigating through the menus, refer to The Menu Feature section.

2. Features and Procedures

2.1.4.9 The CONFIGURATION Menu

This menu allows you to configure a variety of features and perform administrative functions. The parameters and functions are listed in the order they appear on the menu.

CONFIGURATION	This allows you to:
Setup	configure parameters on the terminal
Servers	configure server/clerk Ids
Terminal Name	configure multi-terminal names
Menus/Keys	configure password level on menus
Set Language	set the display language
Initialization	initialize the terminal to the Moneris host
Host Logon	log the terminal on to the Moneris host
Host Logoff	log the terminal off of the Moneris host
About	displays application version information (press OK to exit)
Contrast	increase or decrease the contrast of the display (The display changes immediately.)

The CONFIGURATION Menu

To access the SETUP menu from the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press **OK** to display the CONFIGURATION menu.

The first screen of the Configuration menu appears.

For instructions on navigating through the menus, refer to The Menu Feature section.

2.1.4.10 The SETUP Menu

This menu allows you to set values for a number of parameters on your terminal.

The parameters are listed in the order they appear on the menu. Some items may not appear on the terminal until a specific feature is enabled.

SETUP	This allows you to:
Demo	enter and exit Demo Mode
Batch	Do Not Use
Printer	configure the receipt format
Terminal	configure a variety of features on the terminal
Merchant	configure a variety of features
Comm	Do Not Use
Host	configure the Imprint Card prompt
Merchant IDs	configure additional receipt parameters
IP Hosts	configure Ethernet communications parameters
Lock Kbd	Do Not Use
Date/Time	Do Not Use
Cashback	configure the Cashback preset amounts and limit

The SETUP Menu

To access the SETUP menu from the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press **OK** to display the CONFIGURATION menu.

The first screen of the Configuration menu appears.

3. Select Setup.

The "Password:" entry screen appears.

4. Key in the manager password and press **OK**.

The first SETUP menu screen appears.

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

2. Features and Procedures

2.1.4.11 Terminal Parameters Menu

Displays the parameters in the Edit Terminal menu

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Transactions menu > CONFIGURATION menu > SETUP menu > Terminal > Edit Terminal

Some parameters can not be edited unless the terminal batch is empty. If the **Edit Not Allwd Batch Not Empty** message appears, perform a Batch Close transaction then try editing the parameter again.

Tip% nn.nn

percentage used to calculate automatically added tip

Key in a percentage and press **OK**.

Tip Processing

enables/disables tip prompting and/or tip line printing

None

On - Prompt

Sug Tip% 1 nn

default = 15

Sug Tip% 2 nn

default = 20

Sug Tip% 3 nn

default = 25

determines amount of the suggested tips printed on Pre Auth receipts

you must also enable the Tip Processing parameter

you must also enable the Gratuity Guide? parameter

key in percentage and press **OK**

Manager Pwd

change the manager password

key in password and press **OK**

Clrk/Srvr Mode

enables the **Clerk Id:** prompt

None (0)

Prompt (2)

Idle Timeout

sets the number of seconds the error message is displayed before the terminal returns the **Swipe or Insert Card** prompt

key in number of seconds and press **OK**

SurChg Amount

DO NOT USE.

SurChg Option

DO NOT USE.

PABX Code

sets the value of the PABX prefix that must be dialed to access an outside line.

Note: This value is listed as the "PABX Access Code" on the Terminal Parameters report.

Key in the prefix (min. 1, max. 4 alphanumeric characters) and press **OK**.

Histories Limit

Do not change this parameter unless directed to do so by Moneris.

Show CB Choices

If Cashback is enabled, this parameter determines whether the Cashback amounts are displayed or must be keyed in

Yes (Cashback amounts are displayed on the terminal for selection by cardholder with Other option to key in an amount)

No (the cardholder must key in a Cashback amount).

Idle Time Fmt

Change the time format of the clock displayed on the transactions menu.

24 Hr (e.g. 14:24)

12 Hr (e.g. 02:24pm)

Terminal Beep

turn the key beep on or off

On

Off

Process Tax

enables the **xST Amt: \$** prompt for Purchasing Card transactions

you must also enable the Commercial on? parameter

the Tax Type (xST) is configured on the Moneris host

On

Off

2. Features and Procedures

Trning Settle?

Enables/disables settlement during demo mode.

On

Off

CashBack Option

enables/disables the **Cashback?** prompt on debit transactions

you may also configure preset Cashback amounts

On

Off

Commercial On?

enables/disables processing of Purchasing cards (a.k.a., Commercial cards or Corporate cards)

On

Off

Gratuity Guide?

enables/disables printing of three suggested tip amounts on Pre Auth receipts

you must also configure the three Sug Tip% parameters

you must also enable the Tip Processing parameter

On

Off

2.1.4.12 The Edit Format Menu

Transactions menu > CONFIGURATION menu > SETUP menu > Merchant > Edit Format

Displays the parameters in the Edit Format menu

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Some parameters can not be edited unless the terminal batch is empty. If the **Edit Not Allwd Batch Not Empty** message appears, perform a Batch Close transaction then try editing the parameter again.

Term Id

the Moneris terminal ID

key in the terminal ID and press **OK**

Merch Num

your Moneris merchant ID

key in the Merchant ID and press **OK**

Surchrg Msg Eng

DO NOT USE.

Surchrg Msg Fr

DO NOT USE.

Default Clerk

the clerk ID that will be used for all transactions

you must also enable the Use Def. Clrk? parameter

key in the alphanumeric clerk ID and press **OK**

GST Tax Reg #

QST Tax Reg #

PST Tax Reg #

HST Tax Reg #

your tax registration number for the tax type

key in your tax registration number and press **OK**

Tax Type

the type of tax you are required to apply to all purchases

No Tax

HST

GST Only

PST/GST

QST/GST

Format Merch PAN

enables/disables the printing of the masked card number on the merchant copy of the receipt.

On (card number is masked) DEFAULT

Off (card number is printed in the clear)

Ask Inv Num?

enables/disables the **Invoice #:** prompt

On

Off

Chip on PreAuth

enables/disables use of Chip credit cards for Pre Auth transactions. This parameter does not affect the use of magnetic stripe cards for Pre Auth transactions.

2. Features and Procedures

Note: Many Chip cards require a PIN instead of a signature from the cardholder. If a Chip and PIN card is used during a Pre Auth, the cardholder **MUST** be present to enter their PIN on the terminal during the transaction. For this reason, some businesses may wish to disable the use of chip cards for Pre Auth transactions. If the Chip on Preauth parameter is set to Off, the "Swipe Card" prompt appears instead of the "Swipe or Insert Card" prompt during a Pre Auth and you may swipe a magnetic stripe card but not a chip card.

On

Off

DispEMVPreAuth

Do not change this parameter unless directed to do so by Moneris.

On

Off

Use Def. Clrk?

enables/disables the default Clerk Id

you must also configure Default Clerk Id parameter

On

Off

2.1.4.13 The Edit CPT Menu

Displays the dial communications-related parameters in the Edit CPT menu.

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Transactions menu > CONFIGURATION menu > SETUP menu > Comm > Edit CPT

Some parameters can not be edited unless the terminal batch is empty. If the **Edit Not Allwd Batch Not Empty** message appears, perform a Batch Close transaction then try editing the parameter again.

Pri Auth Phone

The Moneris phone number is automatically loaded into this parameter during Initialization.

If blank, key in the Moneris authorization phone number and press **OK**

Sec Auth Phone

the Moneris phone number (this is the same value as the Pri Auth Phone)

Pri Sett Phone

the Moneris phone number (this is the same value as the Pri Auth phone)

If blank, key in the Moneris authorization phone number and press **OK**

Sec Sett Phone

the Moneris phone number (this is the same value as the Pri Auth Phone)

Pri Init Phone

the Moneris initialization phone number

If blank, key in the Moneris initialization phone number and press **OK**

Sec Init Phone

the Moneris initialization phone number

Baud Rate

sets the data transmission rate of the dial modem

300 BAUD

1200 BAUD - DEFAULT

2400 BAUD

4800 BAUD

9600 BAUD

14400 BAUD

Blind Dial

allows the terminal to dial without checking for a dial tone

ON

OFF - DEFAULT

Dial Type

sets the dial type

Tone - DEFAULT

Pulse

2.1.4.14 The Edit Hosts Menu

Displays the parameters in the Edit Host menu

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Transactions menu > CONFIGURATION menu > SETUP menu > Host > Edit Hosts

Some parameters can not be edited unless the terminal batch is empty. If the **Edit Not Allwd Batch Not Empty** message appears, perform a Batch Close transaction then try editing the parameter again.

Comm Link Type

Sets the primary communication type .

Dial - DEFAULT - sets dial as primary communications type

CommServer - sets Ethernet as primary communications type

2. Features and Procedures

Alternate Dial - Do Not Use.

ECRi - Do Not Use.

Backup Support

If the terminal is configured for Ethernet communications this parameter can be used to switch the terminal to dial communication if Ethernet communication is not available.

Note: The dial communications cable must be connected to the Duet base and a functioning telephone line before the terminal can successfully use dial communication as a backup.

None - If Ethernet communication is not available, the terminal cannot process transactions.

Auto Backup - If Ethernet communication is not available, the terminal will display "IP Connection Failed" then automatically attempt to use the dial line to communicate with the Moneris Host.

Prompt Backup - If Ethernet communication is not available, the terminal will display "Use Backup Com Confirm". Select Yes to have the terminal attempt to use the dial line to communicate with the Moneris Host OR select NO to cancel the transaction. The "IP Connection Failed" message appears then the terminal display the transaction menu.

Switch Backup - Moneris does NOT recommend using this setting. If Ethernet communication is not available, the terminal will switch to dial communication and stay on dial communications until this parameter is changed to None, Auto Backup or Prompt Backup.

Use Backup - The terminal will always use dial communication.

Settle Comm Type

Sets the primary communications type for settlement. This should match the Comm Link Type parameter value.

Dial - sets dial as primary communications type

CommServer - DEFAULT - sets Ethernet as primary communications type

Alternate Dial - Do Not Use.

ECRi - Do Not Use.

Card Imprt

enables/disables the **Imprint Card Press OK Key** prompt

0 = off

1 = on

2.1.4.15 The Edit MIT Menu

Displays the parameters in the Edit MIT menu

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Transactions menu > CONFIGURATION menu > SETUP menu > Merchant IDs > Edit MIT

Some parameters can not be edited unless the terminal batch is empty. If the **Edit Not Allwd Batch Not Empty** message appears, perform a Batch Close transaction then try editing the parameter again.

Merchant Number

Do Not Change

Header Line 1

first line of text that appears after your merchant name and address at the top of the receipt

you may also edit the parameters for Header Lines 2 through 5

key in alphanumeric text (max. 40 characters) and press **OK**

Header Line 6

second line of text that appears after your merchant name and address at the top of the receipt

you may also edit the parameters for Header Lines 2 through 5

key in alphanumeric text (max. 40 characters) and press **OK**

Footer 4

last line of text that appears at the bottom of the receipt

you may also edit the parameters for Footer Lines 1 through 3

key in alphanumeric text (max. 40 characters) and press **OK**

2.1.4.16 The Edit ECT Menu

Displays the Ethernet communications-related parameters in the Edit ECT menu.

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Transactions menu > CONFIGURATION menu > SETUP menu > IP Hosts > Edit ECT

Some parameters can not be edited unless the terminal batch is empty. If the **Edit Not Allwd Batch Not Empty** message appears, perform a Batch Close transaction then try editing the parameter again.

Record Title

Do Not Edit.

Pri Auth URL

The Moneris URL is automatically loaded into this parameter during Initialization.

Pri Auth Port

The port number is automatically loaded into this parameter during Initialization.

2. Features and Procedures

Sec Auth URL

The Moneris URL is automatically loaded into this parameter during Initialization.
(This is the same value as the Pri Auth URL)

Sec Auth Port

The port number is automatically loaded into this parameter during Initialization.
(This is the same value as the Pri Auth Port)

Pri Sett URL

The Moneris URL is automatically loaded into this parameter during Initialization.
(This is the same value as the Pri Auth URL)

Pri Sett Port

The port number is automatically loaded into this parameter during Initialization.
(This is the same value as the Pri Auth Port)

Sec Sett URL

The Moneris URL is automatically loaded into this parameter during Initialization.
(This is the same value as the Pri Auth URL)

Sec Sett Port

The port number is automatically loaded into this parameter during Initialization.
(This is the same value as the Pri Auth Port)

Txn Timeout Sec

Do not edit this field.

2.1.4.17 The CASHBACK Menu

This menu allows you to set the Cashback-related values on the terminal.

Transactions menu > CONFIGURATION menu > SETUP menu > Cashback

To edit these parameters (e.g. Amt 1):

1. Select Amt 1.

The "Edit Cashback Amt 1" entry screen appears. The allowable range is displayed as "Range \$10 to \$20". The range is calculated based on the dollar values of the other Cashback parameters.

2. Press **CORR** to clear the existing value.

3. Key in the new value (must be a multiple of 10) and press **OK**.

The CASHBACK menu re-appears.

4. Repeat for each parameter.

Hint: If you are increasing the amounts, start with Amt 3 then Amt 2 then Amt 1 to avoid overlapping ranges.

Amt 1 (\$10)

Amt 2 (\$20)

Amt 3 (\$30)

The dollar amount displayed when the cardholder selects Cashback.

Amt 1 default = \$10

Amt 2 default = \$20

Amt 3 default = \$30

The value displayed in brackets (e.g., (\$10)) is the current value of the parameter.

you must enable the Cashback Option parameter first

key in a dollar value (must be a multiple of 10) and press **OK**

Amt Limit (\$40)

The maximum dollar amount the cardholder can request if they do not select a pre-set Cashback amount.

The default is \$40. The maximum value for this parameter is \$990.

The value displayed in brackets (\$40) is the current value of the parameter.

you must enable the Cashback Option parameter first

key in a dollar value (must be a multiple of 10 and higher than the highest preset amount) and press **OK**.

2.1.4.18 The Menu Config Parameters

Allows you to determine which menu items should be displayed and which require the manager password for access.

Display on Menu options:

Yes

No

Password Level options:

None

Manager

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Transactions menu > CONFIGURATION menu > Menus/Keys > Menu Config

Some parameters can not be edited unless the terminal batch is empty. If the **Edit Not Allwd Batch Not Empty** message appears, perform a Batch Close transaction then try editing the parameter again.

2. Features and Procedures

Main Menu/Keys

Select "Slct" to display the following sub-items:

REPRINT

 Password Level

REPORTS

 Password Level

Quick Setup

 Password Level

Cash Receipt

 Password Level

Purchase

 Display on Menu

 Password Level

Pre Auth

 Display on Menu

 Password Level

Refund

 Display on Menu

 Password Level

Mail/Phone

 Display on Menu

 Password Level

Advice

 Display on Menu

 Password Level

Payment

 Display on Menu

 Password Level

Correction

 Display on Menu

 Password Level

Batch Close

 Display on Menu

 Password Level

Batch Review

Display on Menu

Password Level

Batch Clear

Display on Menu

Password Level

CONFIGURATION

Select "Slct" to display the following sub-items:

Setup

Display on Menu

Password Level

Servers

Display on Menu

Password Level

Terminal Name

Display on Menu

Password Level

Menus/Keys

Display on Menu

Password Level

Set Language

Display on Menu

Password Level

Initialization

Display on Menu

Password Level

Host Logon

Display on Menu

Password Level

Host Logoff

Display on Menu

Password Level

Contrast

Display on Menu

Password Level

2. Features and Procedures

SETUP

Press F2 to display the following sub-items:

Cashback
 Display on Menu
 Password Level
Edit Tables
 Display on Menu
 Password Level

Pre Auth

Select "Slct" to display the following sub-items:

Pre-Auth Rpt
 Display on Menu
 Password Level

The following items are not editable:

- Quick Setup
- Phone
- Terminal
- Communications
- IP Hosts
- REPRINT
- REPORTS
- CONFIGURE SERVER
- DOWNLOAD
- TERM DOWNLOAD
- BATCH HIST RPTS
- Term Name Config


2.1.5 Demo Mode

Demo Mode allows you and your employees to practice operating the Moneris Vx810 Duet terminal without affecting your terminal total amounts, your financial accounts and your customers' accounts.

Note: Demo Mode is only available if you close your terminal batches on the terminal. If your terminal uses system close, you cannot use Demo mode.

While the terminal is in Demo mode:



- The DEMO icon () is displayed on the left side of the screen on all menus (except the applications menu).
- All financial transaction types that are supported on your terminal can be performed in Demo mode.
- All financial transactions will be approved.
- The message APPROVED DEMO will be displayed on the screen.
- All transactions will be stored in the terminal's memory while you remain in Demo mode.
- All receipts for demo transactions and reports on demo totals will have a DEMO banner printed across the top of them.
- The initial transaction amount must be \$1.00 or less.
- If you wish to add a tip to the Purchase amount, the tip amount must be \$1.00 or less.
- If you select or key in a Cashback amount during a Debit Purchase, only \$1.00 is added to the transaction amount regardless of which Cashback amount is selected or keyed in.
- If you change parameters values while the terminal is in demo mode, those changes will not be cleared when you exit Demo mode. Parameter values affect the way the terminal works in both live mode and demo mode. Any changes you make in demo mode will also affect the way terminal works when you perform live transactions.
- If you power off the terminal while it is in Demo mode, it will still be in Demo mode the next time you power up the terminal.

2.2 Optional Features

These features may be available on your terminal depending on 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 deactivate it.

Contact the Moneris Merchant Service Centre to discuss these options and determine whether changes to your Merchant ID configuration are required in order to enable them.

IMPORTANT: Some of these programs require agreements with a service provider other than Moneris Solutions. Please ensure that the necessary agreements are in place before attempting to enable those programs on the terminal.

- Cashback on Debit
- Chip cards for Debit and Credit
- Clerk Subtotalling and Clerk IDs
- Moneris Gift program
- Moneris Loyalty program
- Invoice Number Prompt
- Multi-Terminal Reporting

2. Features and Procedures

- Personalized Message on Receipts
- Private Label Cards
- Tax and reference number info on Corporate Cards
- Tip Entry by Cardholder
- Tip Line on Pre-Authorization Receipts
- Tip Percentage on screen or on receipts

2.2.1 Cashback

This feature gives your customers the option of withdrawing cash from their debit account when they make a purchase at your place of business. You provide the cash to your customer and your business account is reimbursed for the amount of the Cashback when the Batch Close transaction is processed.

Cashback is only available on Debit Purchases.

2.2.2 Using a Chip Card

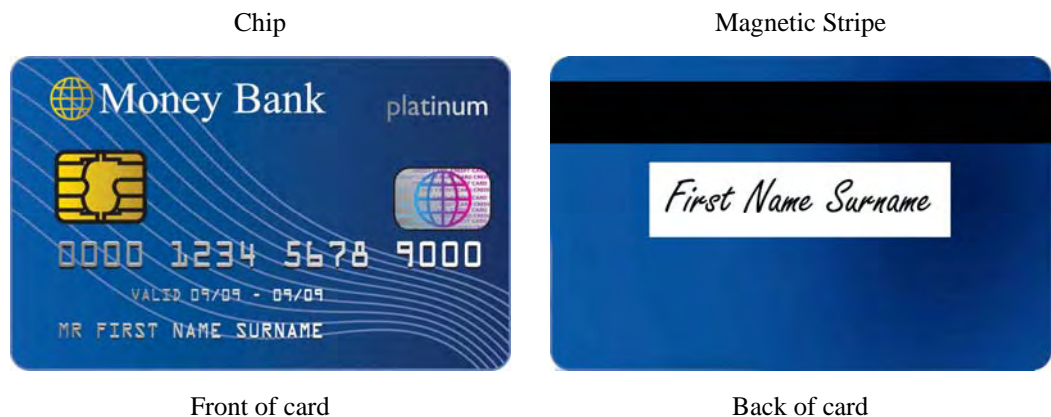
Cards with a chip in them, called "chip cards," must be inserted into the chip card reader and left in the reader for the entire transaction. The terminal will prompt you when it is time to remove the chip card from the chip card reader.

Chip cards can be customized by the card issuer to have different applications and methods of verifying the cardholder, so different chip cards may have different prompts. Some prompt for a PIN (like a debit card), while others prompt for a signature on the receipt (like a stripe credit card).

If the chip card prompts for a PIN, the cardholder must enter their PIN. If the PIN is wrong, they will be prompted to retry. If they forget their PIN, cancel the transaction, request another form of payment and direct the cardholder to contact the card issuer.

There are five basic steps to performing a transaction with a chip card.

1. Begin the transaction and follow the prompts.
2. **Check for the chip** on the card every time a cardholder gives you a card for payment.



3. When the SWIPE OR INSERT CARD prompt appears, you or the cardholder must **insert the chip card** into the chip card reader.

IMPORTANT: Leave the card in the reader for the entire transaction. Do not remove it, until the "Please Remove Card" prompt appears.

4. **Follow the prompts** and have the cardholder follow their prompts.

- Some chip cards prompt for a PIN (like a debit card);
 - If the PIN is incorrect, the cardholder will be prompted to retry.
 - If the cardholder cannot remember their PIN, cancel the transaction, request another form of payment, and tell the cardholder to contact the card issuer.
- Other chip cards print a signature line on the Merchant copy of the receipt (like a magnetic stripe credit card) for the cardholder to sign.
- Look for “SIGNATURE NOT REQUIRED” on the Merchant copy of the receipt.
 - If “SIGNATURE NOT REQUIRED” appears, no signature is required.
 - If a signature line appears, the cardholder must sign the receipt.

5. When the "Please Remove Card" prompt appears, you or the cardholder must **remove the chip card**. The terminal will beep if the chip card is left in the chip card reader after the transaction is completed.

2.2.3 Clerk Subtotalling

This feature allows you to produce Clerk Subtotals reports tracking financial totals and the number of transactions performed using the Clerk Inquiry function.

The Clerk Subtotals report can be performed for one clerk, a list of clerks or all clerks on one or more terminals.

Totals are calculated according to the Clerk ID entered during a transaction or the default Clerk ID.

IMPORTANT: Clerk Subtotals must be cleared 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.

2.2.4 Clerk IDs

Clerk IDs are unique identifiers that a terminal operator keys in when prompted each time they perform a transaction. This allows you to produce Clerk Subtotal Reports tracking financial totals and number of transactions by clerk.

Each Clerk ID can have from one to six alphanumeric characters (punctuation and special characters are not allowed).

A maximum of 255 Clerk IDs can be added for one Merchant ID.

Once Clerk IDs are set up and associated with your Merchant ID, they can be used on any handheld terminal that has been configured using your Merchant ID.

2.2.4.1 Default Clerk ID

A default Clerk ID can be assigned on the terminal and all transactions performed on that terminal will be added to the Default Clerk IDs totals regardless of which operator performs the transaction.

2.2.5 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 **OK** when the prompt appears.

2. Features and Procedures

The Invoice Number can be up to 10 characters long and any combination of alphabetic and numeric characters (punctuation and special characters are not allowed).

If a Private Label card or a Purchasing card is used, the Invoice Number can be up to 7 characters long and you cannot bypass the Invoice Number prompt.

2.2.6 Terminal Names

If you have more than one terminal operating in one location, you can use this feature to identify individual terminals by assigning a unique alphanumeric name to each terminal.

If you are using Multi-Terminal Batch Close, a Terminal Name must be assigned to each terminal you wish to include in the multi-terminal reporting and batch close process.

To enable Multi-Terminal reporting:

- add (assign) a name to the terminal
- to prevent a terminal from being included in the multi-terminal report if, for example, you are no longer using that terminal, delete the terminal name.

2.2.7 Multi-Terminal Batch Close

This function allows you to perform the Batch Close and print the Deposit Totals report on all terminals or a list of terminals associated with the same merchant number from one of the terminals.

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

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.

To use Multi-Terminal Reporting, you must set up a Terminal Name on each terminal you wish to include to close remotely.

2.2.8 Personalized Message on Receipts

This feature allows you to configure your terminal 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 or the language selected during the cardholder prompts. If the card number and expiry date are keyed in, the language of the customer's receipt will match the language displayed on the terminal.

2.2.9 Corporate Cards

Corporate cards (also known as Purchasing cards) are a special type of credit card that provide enhanced reporting data to help cardholders 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 when a Corporate card is swiped or keyed in for a transaction. The reference number and tax amounts will be printed on the receipt and will also appear on the cardholder's monthly statement from the Corporate card issuer.

To perform a Corporate Card Purchase with a Stripe Card, refer to section "Credit Card Purchase with a Corporate Card".

To enable and configure this feature, refer to section "Configuring Corporate Cards".

2.2.10 Private Label Cards

Use this feature to offer your customers a credit card that can be used exclusively in your store or stores. Depending on the program you create with the Private Label card Issuer, you can process standard credit card transactions and Payment transactions as well as produce reports containing your Private Label transactions.

Private Label credit cards may require the entry of a Promo Code. Instructions for entering a Promo Code are included in all credit card transactions.

To configure the terminal to accept private label cards, refer to section "Configuring Private Label".

2.2.11 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 or chip to ensure they match.

2.2.12 The Ernex Program

The ERNEX program allows you to offer your customers an electronic card-based program that is activated and processed through the Moneris Vx810 Duet terminal. There are two programs available:

- Gift Cards: allows you to offer your customers stored-value gift cards for pre-defined dollar values as well as variable-value cards and rechargeable cards. This is available for small businesses as the Moneris Gift Card program and as a customized program for national chains.
- Loyalty Points: allows you to reward customer loyalty by awarding points based on the dollar value of purchases a cardholder makes. This is available for small businesses as the Moneris Loyalty Card program and as a customized program for national chains.

All transactions, administrative and configuration functions begin at the Gift & Loyalty transactions menu.

2.2.13 Tip Entry by Cardholder

This feature gives your customers the option of keying in a tip amount on the terminal during the processing of a Debit and Credit Purchase transaction rather than leaving cash or writing the tip amount on a Pre-authorization receipt. The tip entry prompt can be enabled to appear only for Debit Purchase transactions or for all Debit and Credit Purchase transactions. It is generally used in service-based industries.

Even if enabled, the Tip Entry prompt will not appear during:

- Pre-Authorization transactions
- Completion transactions
- Advice transactions
- Refund transactions
- Correction transactions

2. Features and Procedures

2.2.14 Tip Line on Pre-Authorization Receipts

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

If you wish to allow cardholders to add a tip to Purchase transactions as well as Pre-Authorization transactions, you must enable the tip entry by cardholder feature.

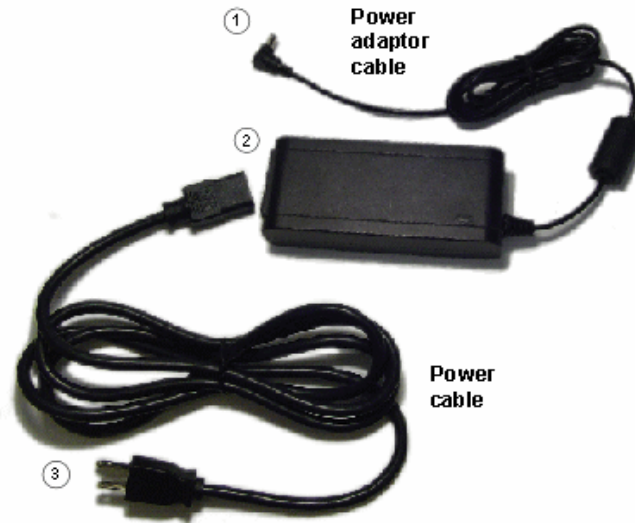
2.3 Standard Procedures

These procedures are followed for all configurations of the Moneris Vx810 Duet terminal.

- Powering up the terminal
- Powering down the terminal
- Loading a paper roll
- Changing the terminal display language
- Swiping a magnetic stripe card
- Inserting a chip card
- Taking a manual imprint of a credit card
- Cardholder entry
 - Entering a Cashback amount on a debit transaction
 - entering a tip amount on a credit transaction
 - entering cardholder data on a chip credit card purchase or pre-auth
 - entering cardholder data on a chip credit card refund
- Cancelling a transaction
- Cancelling a report
- Finding the sequence number
- Using the manager password
- PAN Fraud Check
- Requesting Code 10 authorization
- Dealing with disputed debit transactions
- Terminal security
- Entering alphabetic characters
- Reprinting a receipt
- Printing a receipt for a cash transaction

2.3.1 Powering Up the Vx810 Duet

The Moneris Vx810 Duet terminal does not have an ON/OFF switch.



The Vx810 Duet 2-part Power Cable

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.

To power up (or turn on) the terminal:

1. Plug the power adaptor cable into the power port on the base.
2. Plug the power cable into the power adaptor.
3. Plug the other end of the power cable into a power source, e.g. a wall jack or a power bar. The terminal is ready when the applications menu appears.

2.3.2 Powering Down the Vx810 Duet

The Moneris Vx810 Duet terminal does not have an ON/OFF switch.

To power down (or turn off) the terminal, simply unplug the power cable from the power source, e.g. the wall jack or a power bar.

The screen will go blank and the backlight will turn off.

2. Features and Procedures

2.3.3 Loading Paper into the Terminal



Paper well open and empty



Paper well open with roll of paper

To load a paper roll into the terminal:

1. Open the paper well at the front of the base. Push the printer latch up and towards the back of the base.
2. Remove the paper roll that is in the paper well.
3. Place the new paper roll into the paper well with the loose end unrolling from the bottom of the roll towards the front of the base.
4. Pull the loose end of the paper towards the front of the base at least one inch (2.2 cm) past the metal teeth at the front of the paper well.
5. Close the printer lid and press firmly on it to ensure that it is securely latched.
6. Tear off the loose end of the paper by pulling it down then sideways across the metal teeth.
7. Press the 3 key to feed paper through the printer and ensure it is working properly.

The printer is ready to print again.

Note: If the printer ran out of paper in the middle of a receipt or report, you may be able to reprint the receipt or report.

2.3.4 Changing the Display Language

The terminal can display text in English or French. There are three options for changing from one language to the other:

- access the Configuration Menu
- swipe or insert the Cardholder's card
- use the function keys at the "Select Language" prompt

2.3.4.1 Use the CONFIGURATION menu to Set Language

This option changes the default display language of both the merchant prompts and the cardholder prompts. This change is permanent until this function is used again.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press **OK** to display the **CONFIGURATION** menu.
The first **CONFIGURATION** menu screen appears.
3. Select **Set Language** (you may need to scroll to the next menu screen).
The "Select Language" selection screen appears.
4. Select **ENGL** for English.
Select **FREN** to select French.
The terminal returns to the transactions menu in the language selected.

2.3.4.2 Swipe or insert the cardholder's card

This option changes the language for the duration of the current transaction. The next transaction will be displayed in the default display language set up during the initial configuration of the terminal.

If the cardholder's card has a different language code on its magnetic stripe or chip, the cardholder prompts will be in the language indicated on the card.

2.3.4.3 Use the functions keys at the "Select Language" prompt

This option changes the language for the duration of the current transaction. The next transaction will be displayed in the default display language set up during the initial configuration of the terminal.

If the "Select Language" prompt appears, the cardholder can select **ENGL** or **FREN**. The rest of the cardholder prompts will be displayed in the selected language and the cardholder receipt will be printed in the selected language.

2.3.5 Cash Receipt

Use this function to print a receipt for a cash purchase.

From the applications menu:

1. Select **DEBIT & CREDIT**.
The message "Activating App..." is displayed then the transactions menu appears.
2. Press **9** to print a cash receipt.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

The "Amount: \$" entry screen appears.

3. Key in the amount of the purchase and press **OK**.

If the "Tip: \$" entry screen appears:
your customer can key in a tip amount and press **OK**
OR

simply press **OK** to print a tip line and total line on the cash receipt.

A cash receipt is printed.

2.3.6 Taking a Manual Imprint of a Credit Card

If the "Imprint Card Press OK Key" prompt appears:

1. Take an imprint of the customer's Credit Card using the imprinter and appropriate paper Sales Draft (e.g. a VISA purchase paper sales draft for a purchase on a VISA card).
Ensure that the Card Number, Issue Date, Expiry Date and Cardholder Name are legible.
2. Print the transaction date and amount on the paper sales draft.

2. Features and Procedures

If the transaction amount is over your Merchant Floor Limit, call the Moneris Credit Voice Authorization number to obtain a Voice Authorization Number for the transaction and record the Voice Authorization Number on the paper sales draft.

3. PURCHASE:

Have the cardholder sign the sales draft.

Ensure their signature matches the signature on the card. If not, contact the Moneris Merchant Service Centre.

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. Press **OK** to continue the transaction.

Go back to the transaction.

2.3.7 Cancelling a Transaction

Note: Once the terminal has begun communicating with the Moneris host, i.e., once the Processing message is displayed, the transaction can no longer be cancelled.

To cancel a transaction:

1. Press **CANC ANNUL**.

The terminal prints the Merchant Copy of the receipt with TRANS CANCELLED on it and, if configured, prints the Customer Copy of the receipt with TRANS CANCELLED on it then returns to the transactions menu.

2.3.8 Correcting Transactions

The Correction transaction can be used to correct, or void, any Purchase, Advice, Completion, Payment or Refund transaction in the current batch. You can not correct a Pre Auth or a Correction. Perform a correction only when a transaction was entered incorrectly and needs to be cancelled.

IMPORTANT: This transaction is always processed for the full amount of the original transaction and it must be processed in the same batch as the original transaction.

This transaction can be used for any card input method: chip or magnetic stripe or manual entry

2.3.8.1 To start a correction:

- use the Correction transaction on the Debit & Credit transactions menu to:
 - select the last purchase or refund transaction

Note: If the last transaction was a Pre Auth and you select Yes at the "Correct Last Trx" selection screen, the terminal will display the transaction information for the most recent purchase or refund performed before the Pre Auth.

- search by sequence number
- search by card number
- use the Batch Review function on the Debit & Credit transaction menu to search by:
 - clerk ID
 - transaction amount
 - card number
 - sequence number

2.3.8.2 Required Information

To correct a debit card transaction (chip or magnetic stripe), you will need the transaction information plus the card and the cardholder.

To correct credit card transaction (chip or magnetic stripe), you will need the transaction information.

2.3.9 Cancelling a Report

To cancel a report:

1. Press **CANC ANNUL**.

If the report has begun printing, the terminal stops printing the report.

Note: The Terminal Stats report will continue printing until the report is finished.

2. The terminal returns to the **REPORTS** menu.
3. Press **CANC ANNUL** to return to the transaction menu.

2.3.10 Reprinting Receipts

This prints a duplicate Merchant Copy of receipts.

Note: If you wish to have the option of printing the Customer Copy of the receipt, configure the **Rprnt Cust Copy** parameter.

From the applications menu:

1. Select **DEBIT & CREDIT**.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the **REPRINT** key (third purple key from the left).
The **REPRINT** menu appears.

3. To reprint the Merchant Copy of the last transaction receipt, select **Last Receipt**.
To select a different receipt by sequence number, select **Any Receipt**, key in the Sequence Number and press **OK**.

4. The terminal prints the Merchant Copy of the receipt

If the **Prnt Cust Copy?** prompt appears,
Select **Yes** to print the Customer Copy of the receipt OR
Select **No** to return directly to the transactions menu.

The terminal returns to the transactions menu.

2.3.11 Disputed Debit Transactions

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

2.3.12 Code 10 Authorization

During a transaction, if you feel that a customer, card or transaction is suspicious and needs investigating, call the Moneris Merchant Service Centre and state that the call is a Code 10. This will alert the Moneris agent 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 receipt.

2. Features and Procedures

- 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.

2.3.13 Terminal Security

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

The Manager Password allows you to restrict access to various terminal functions and financial transactions that impact your financial account (e.g. refunds and voids).

2.3.14 The Manager Password

The Manager Password restricts access to various terminal functions as well as financial transactions that impact your financial account (e.g. refunds and voids).

IMPORTANT: You, the merchant, are solely responsible for the security of the Manager Password at all times. If your Manager Password is compromised, change the password immediately.

There are a number of factors that affect whether the terminal prompts for a Manager Password including how the terminal is set up on the Moneris Host and how you have configured the passwords on the terminal.

If the prompt is not enabled, the **Password:** prompt may still appear for:

- Debit Refunds and Credit Refunds
- all types of Corrections
- Payments (if supported)
- Logon
- Batch Close - Single or Multi-terminal
- Deposit Totals report
- Merchant SubTotals report
- Clerk SubTotals report
- Quick Setup

2.3.15 Entering Alphabetic Characters and Punctuation

To key in alphabetic characters and punctuation:

1. Press the number key with the character you wish to display
2. Press the **ALPHA** key repeatedly until the character appears on the screen.

For example, to key in THANK YOU.

To key in

this text: Press these keys on the keypad:

T **8 ALPHA**
H **4 ALPHA ALPHA**
A **2 ALPHA**
N **6 ALPHA ALPHA**
K **5 ALPHA ALPHA**

[space] **0 ALPHA ALPHA**

Y **9 ALPHA ALPHA ALPHA**
O **6 ALPHA ALPHA ALPHA**
U **8 ALPHA ALPHA**

. **1 ALPHA**
[period]

Note: Use the **Corr** key to delete single characters.

The following punctuation and special characters are available:

Note: These are not allowed for Clerk IDs and Invoice Numbers.

KEY	CHARACTER
1	. (period or dot) \ (backslash)
2	~ (tilde)
3	%
4	@ (at sign)
5	/ (slash)
6	?
7	[
8]
9	{
*	* (asterisk) , (comma) ' (apostrophe) " (quotation mark) }

2. Features and Procedures

KEY	CHARACTER
0	- (hyphen) (space) + &
#	# (pound or number sign) = : \$ ^

2.3.16 Entering the Clerk ID

If alphanumeric data needs to be entered, refer to "Entering alphabetic characters and punctuation".

If the "Clerk Id:" entry screen appears, key in your Clerk ID and press **OK**.

2.3.17 Entering the Invoice Number

If you need to enter alphanumeric data, refer to "Entering alphabetic characters and punctuation" for instructions.

If the "Invoice #:" entry screen appears, key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply press **OK** to leave this blank.

If this is the second appearance of the "Invoice #:" entry screen in this transaction, you must enter a value (max. 7 alphanumeric characters) and press **OK**.

2.3.18 Finding the Sequence Number

The Sequence Number is printed on the transaction receipt for all transactions. It is used to select a transaction from the terminal memory for completions, deletions, corrections, reprinting receipts and the Batch Review inquiry.

For completing and deleting Pre Auths, use the sequence number on the Pre-Authorization receipt.

Note: If you do not have the Pre Auth receipt, print the Pre-Auth Transactions report to find the Pre Auth you wish to complete.

For voiding a transaction (i.e. performing a correction), use the sequence number on the receipt of the transaction you wish to void.

Note: If you do not have the original receipt, use the Batch Review function to find the transaction you wish to void.

If the Seq # on the receipt is: 0010020340

Then the Sequence Number is: 002034

2.3.19 Cardholder Entry

2.3.19.1 Entering the Cashback Amount on a Debit Transaction

This prompt appears only during a Debit Purchase with a chip card or a Debit Purchase with a magnetic stripe card.

The "Cashback?" selection screen appears:

If the cardholder wishes to withdraw cash from their account:

Note: The Cashback amount will be withdrawn from the same account used for the purchase transaction, e.g. if the cardholder selects CHQ when prompted, both the Purchase amount and the Cashback amount will be withdrawn from their chequing account.

a. The cardholder selects Yes.

The "Cash:" selection screen appears with the pre-programmed amounts listed beside the function keys.

b. The cardholder presses a function key to select an amount OR

The cardholder selects Other then keys in a different amount and presses **OK**.

Note: The Cashback amount will be displayed above the "Return to Clerk" prompt.

If they do NOT wish to withdraw cash from their account:

a. The cardholder selects No.

The "Total OK?" prompt appears.

Continue the Debit Purchase with a magnetic stripe card transaction.

Continue the Debit Card Purchase using a Chip Card transaction.

2.3.19.2 Tip Amount Entry by Credit Cardholder

When the "Customer Press OK To Continue" prompt appears.

a. Pass the terminal to the customer. Do NOT press **OK**.

Note: The cardholder prompts appear in the language encoded in the card's magnetic stripe.

If the "Select Language" prompt appears, the cardholder can select ENGL or FREN. The rest of the cardholder prompts will be displayed in the selected language.

b. The cardholder presses **OK** to continue the transaction.

The "Amount OK?" prompt appears.

c. The cardholder selects Yes (or presses **OK**) to accept the purchase amount displayed.

Note: If the cardholder selects No (or presses **CANC ANNUL**), the transaction is cancelled.

The "Tip: \$ 0.00" entry screen appears.

d. The cardholder keys in the amount of the tip they wish to add to the purchase and presses **OK**. If they do not wish to add a tip, they can simply press **OK**.

The "Return to Clerk" prompt appears.

2. Features and Procedures

- e. The cardholder returns the terminal to you.
Accept the terminal from the cardholder.
- f. Press **OK** to continue the transaction.

Continue the Credit Purchase transaction.

2.3.19.3 Cardholder Entry for Credit Purchase or Pre Auth using a Chip Card



When the "Customer Press OK To Continue" prompt appears:

- a. Pass the terminal to the customer. Do NOT press **OK**.
- b. The cardholder presses **OK** to continue the transaction.

Note: The cardholder prompts appear in the language encoded in the card's chip.

If the "Select Language" prompt appears, the cardholder can select **ENGL** or **FREN**. The rest of the cardholder prompts will be displayed in the selected language and the cardholder receipt will be printed in the selected language.

If the "Select Appl:" prompt appears, the cardholder can use the function keys to select a credit application then selects **Yes** to confirm that the correct application name is displayed.

The "Amount OK?" prompt or the "Total OK?" prompt appears.

- c. The cardholder selects **Yes** and accept the amount displayed.

Note: If the cardholder selects **No** (or presses **CANC ANNUL**), the transaction is cancelled.

If the "Tip: \$ 0.00" entry screen appears,
The cardholder keys in the amount of the tip they wish to add to the purchase amount and presses **OK**. If they do not wish to add a tip, they can simply press **OK**.

If the "Enter PIN & OK:" entry screen appears,
the cardholder must key in their PIN and press **OK**.

If the "Return to Clerk Do Not Remove Card" prompt appears,
the cardholder returns the terminal to you.
Accept the terminal from the cardholder then press **OK** to continue the transaction.

If the "Processing..." and "Receiving..." messages appear followed by the
"APPROVED Please Remove Card" prompt,
The cardholder removes their chip card from the chip card reader.

The "Return To Clerk" prompt appears.

- d. The customer hands the terminal back to you.

Continue the Credit Card Purchase using a Chip Card transaction.

OR

Continue the Credit Pre-Authorization using a Chip Card transaction.

2.3.19.4 Additional Cardholder Prompts for Chip Card Transactions

If the "Customer Press OK To Continue" prompt appears a second time:

- a. Pass the terminal to the customer. Do NOT press **OK**.
- b. The customer presses **OK** to continue the transaction.
- c. The "Processing..." and "Receiving..." messages appear followed by the "APPROVED Please Remove Card" prompt appears.
- d. The customer removes their chip card from the reader.
The "Return To Clerk" prompt appears.
- e. The customer hands the terminal back to you.

Continue the Credit Card Purchase using a Chip Card transaction.

OR

Continue the Credit Pre-Authorization using a Chip Card transaction.

2.3.19.5 Cardholder Entry for Credit Refund using a Chip Card



When the "Customer Press OK To Continue" prompt appears:

- a. Pass the terminal to the customer. Do NOT press **OK**.
- b. The cardholder presses **OK** to continue the transaction.

Note: The cardholder prompts appear in the language encoded in the card's magnetic stripe.

If the "Select Language" prompt appears, the cardholder can select **ENGL** or **FREN**. The rest of the cardholder prompts will be displayed in the selected language and the cardholder receipt will be printed in the selected language.

If the "Enter PIN & OK:" entry screen appears, the cardholder must key in their PIN and press **OK**.

The "Processing..." and "Receiving..." messages appear followed by the "APPROVED Please Remove Card" prompt.

- c. The cardholder removes their chip card from the chip card reader.
The "Return To Clerk" prompt appears.
- d. The customer hands the terminal back to you.

Continue the Credit with Chip Card Refund transaction.

3 The Moneris Vx810 Duet Hardware



The Moneris Vx810 Duet Terminal

The Vx810 Duet consists of:

- a hand-held terminal with:
 - an integrated PIN Pad
 - a backlit display
 - a keypad
 - a magnetic stripe card reader
 - a chip card reader
- a communications base with:
 - an integrated printer
 - ports for communications and peripherals
 - a power port

3.1 Setting up the Terminal

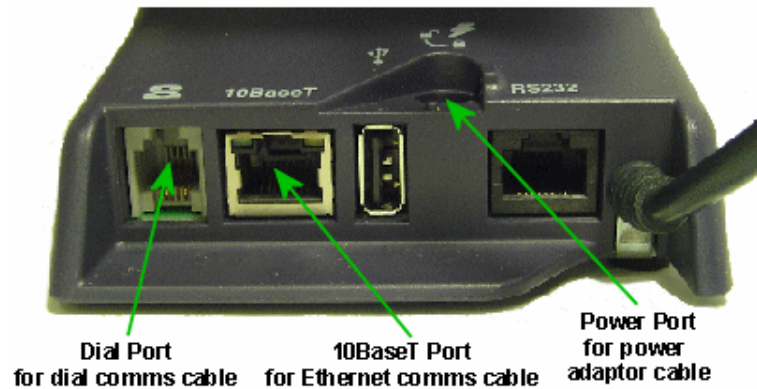
You must perform three steps to set up the hardware:

1. Connect the power cable to the base.
2. Connect the communications cable(s) to the base.
3. Check the printer for paper:
 - a. From the applications menu, select "DEBIT & CREDIT".
 - b. Press the **3** key to see if paper appears.

Note: If no paper appears, load a paper roll in the printer.




3. The Moneris Vx810 Duet Hardware

3.2 The Communications Base



The Ports on the Vx810 Duet Communication Base

The Duet communications base has 5 (five) ports:

-  - for the dial communications cable
- 10BaseT - for the Ethernet communications cable
-  - DO NOT USE
-  - for the power adaptor cable
- RS232 - DO NOT USE


3.3 Communications Cables

The Vx810 Duet supports two types of communication, dial and IP, and has a separate port on the Duet base for each type of communications cable.

3.3.1 The Dial Communications Cable



The Dial Communications Cable

1. Plug one end of the dial communications cable into the dial port () on the base.
2. Plug the other end of the dial communications cable into an analog telephone wall jack.

3.3.2 The Ethernet Communications Cable



The Ethernet Communications Cable

1. Plug one end of the Ethernet communications cable into the 10BaseT port on the base.
2. Plug the other end of the Ethernet communications cable into an Ethernet wall jack or a router.

3. The Moneris Vx810 Duet Hardware

3.4 The Display

When the terminal is not performing any transactions or functions, and has been idle for a pre-set period of time, the terminal will display the applications menu.

3.4.1 The Terminal Keypad



The Vx810 Duet keypad and purple function keys

The terminal keypad contains alphanumeric keys and function keys.

Alphanumeric Keys

These keys allow you to enter amounts for transactions, text for receipt messages and selection criteria for reports. Some alphanumeric keys also act as function keys. Refer to "The Function Keys" section.

The Function Keys

NAME	ALLOWS YOU TO...
F1 to F4	select the option displayed on the screen beside the function key
Purple keys	select the option displayed on the screen above the purple key
Arrow Key	scroll down or up The first purple key on the left, located under the arrow icon (↓ or ↑).
Reprint Key	launch the REPRINT menu The second purple key from the right.
Reports Key	launch the REPORTS menu The first purple key on the right.
ALPHA	enter alphabetic characters for personalized receipt text, Clerk IDs, etc. Located in the middle of the row of purple keys.

3. The Moneris Vx810 Duet Hardware

NAME	ALLOWS YOU TO...
CANC ANNUL	<ul style="list-style-type: none">- cancel a transaction- return to the transaction menu after completing a transaction- return to the previous menu when performing ADMIN functions The red key located at the bottom left of the keypad.
CORR	<ul style="list-style-type: none">- clear the last character or number entered (by the cardholder or the merchant)- return to the previous cardholder prompt if no value is currently displayed for the cardholder prompt- clear the value displayed when a prompt is first displayed The yellow key located at the bottom centre of the keypad.
OK	<ul style="list-style-type: none">- confirm the data input is complete- confirm the data displayed is correct The green key located at the bottom right of the keypad.
3	advance the paper in the printer
6	access the Quick Setup menu
9	print a Cash Receipt

3.5 The Magnetic Stripe Reader

The Magnetic Stripe Reader (MSR) is located in a slot on the right-hand side of the terminal. When a payment card is swiped, the MSR reads the information encoded on the card's magnetic stripe.



3. The Moneris Vx810 Duet Hardware

To swipe a card, the magnetic stripe must be down and facing towards the terminal.

Cards can be swiped from the back of the terminal forwards or from the front of the terminal backwards.

3.6 The Chip Card Reader

The chip card reader is located in a slot in the front of the terminal. When a chip card is inserted, the chip card reader reads the information on the card's chip (e.g., whether to prompt for PIN or print a signature line on the receipt).

To correctly insert the chip card into the chip card reader:



Inserting a Chip Card in to the Chip Card Reader

Ensure that:

the card is facing up

AND

the chip is closest to chip card reader slot on the terminal.

Then slide the card into the chip card reader slot until the card stops sliding in.

IMPORTANT: Leave the chip card in the reader for the entire transaction.

When the REMOVE CARD prompt appears, pull the card gently out of the chip card reader.

3.7 The Integrated Printer



A thermal printer is integrated into the Moneris 810 Duet base. It prints black text on white, one-part thermal paper.

4 Configuring Your Terminal

Your Vx810 Duet terminal can be set up to accept and process a variety of cards including debit cards, credit cards, Private Label credit cards, and corporate (a.k.a. purchasing) credit cards. The terminal can also be set up to support gift card programs and loyalty programs.

IMPORTANT: Do NOT attempt to configure your terminal without assistance from the Moneris Merchant Service Centre.

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

Ensure you have the following available:

- your Merchant ID

 1. Configure the communications parameters.
 2. Select the optional features you intend to use on the terminal.
 3. Configure the features.

Note: Some terminal parameters can be edited using the Quick Setup menu.

4. Print a Parameters Report.

4.1 Quick Setup

The Quick Setup menu provides quick access to a number of popular terminal configuration parameters. See the list of parameters below.

From the transactions menu:

1. Press 6.
The Password: entry screen appears.
2. Key in the manager password and press **OK**.
The first Quick Setup menu appears.

4.1.1 Options for each Parameter

View (display and edit parameters)

Print (print a list of parameters in the sub-menu and their current values)

4.1.2 Parameters

These parameters can also be found on other menus. For instructions on editing the parameters, refer to the section for the menu indicated in parentheses beside the parameter.

Phone

PABX Code (also found in the Edit Terminal menu)

MONC Primary (also found in the Edit CPT menu as Pri Auth Phone)

MONC Secondary (also found in the Edit CPT menu as Sec Auth Phone)

MONC Settle (also found in the Edit CPT menu as Pri Sett Phone)

4. Configuring Your Terminal

MONC Sec. Settle (also found in the Edit CPT menu as Sec Sett Phone)

Blind Dial (also found in the Edit CPT menu)

Terminal

MONC Term Id (also found in the Edit Format menu)

MONC Merch Num (also found in the Edit Format menu)

Tip Processing (also found in the Edit Terminal menu)

Clrk/Srvr Mode (also found in the Edit Terminal menu)

Customer Copy (also found in the Receipt Parameters menu)

Header Line 1 to 6 (also found in the Receipt Parameters menu and the Edit MIT menu)

Terminal Beep (also found in the Edit Terminal menu)

Communications

Do Not Use

IP Hosts

Pri Auth URL (also found in the Edit ECT menu)

Pri Auth Port (also found in the Edit ECT menu)

Sec Auth URL (also found in the Edit ECT menu)

Sec Auth Port (also found in the Edit ECT menu)

Pri Sett URL (also found in the Edit ECT menu)

Pri Sett Port (also found in the Edit ECT menu)

Sec Sett URL (also found in the Edit ECT menu)

Sec Sett Port (also found in the Edit ECT menu)

4.2 Configuring Communications

The terminal can communicate with the Moneris host over Ethernet and Dial communications.

- Public Ethernet communications
 - with Dynamic addressing
 - with Static addressing
- Dial communications

IMPORTANT: You must contact Moneris before changing from one communication type to another. Changes may be required on the Moneris Host to allow the terminal to communicate successfully using the new communications type.

Note: If the terminal is configured to use Ethernet communications and dial backup is available then, when Ethernet communication is not available, the terminal will attempt to use dial communications

4.2.1 Configuring Dial Communications

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

WARNING: Due to data security issues, terminals using dial communications must use a true analog phone line connecting to a public switched telephone network. Analog telephone adaptors (ATAs) and digital phone service over IP communications must NOT be used as an alternative to dial communications.

Moneris recommends installing a dedicated telephone line for the terminal to ensure transactions are processed quickly and reliably. Sharing the line with another device (e.g. a fax machine) can cause communication problems. Line splitters and filters are not recommended.

Note: The Dial Communications cable must be connected before attempting to communicate with the Moneris Host.

1. Ensure the dial cable is connected to the base and an analog telephone wall jack.
2. In the Edit Hosts menu, ensure the Comm Link Type parameter is set to "Dial".
3. In the Edit CPT menu:
 - a. Set the primary and secondary authorization phone numbers.
 - b. Set the primary and secondary settlement phone numbers.
 - c. Check the following parameters to determine whether the default value works for your communications environment and change them if necessary:
 - Baud Rate
 - Blind Dial
 - Dial Type
 - PABX Code
4. Press CANC ANNUL until the transactions menu appears
5. Continue configuring the terminal.

4.2.2 Configuring Dynamic Public Ethernet Communications

If your terminal will communicate with the Moneris Host over the Internet using Public IP with dynamic IP addressing, you will need to set up these parameters.

Note: If the terminal is configured to use Ethernet communications and dial backup is available, when Ethernet communication is not available the terminal will attempt to use dial communications.

Note: The terminal's MAC address can be found on the yellow sticker on the bottom of the Duet base.

1. Ensure the Ethernet cable is connected to the base and the wall jack.
2. Set the Comm Link parameters:
 - a. At the applications menu, select DEBIT & CREDIT.
The message "Activating App..." is displayed then the transactions menu appears.

4. Configuring Your Terminal

b. Press **OK** to display the CONFIGURATION menu.

The first screen of the Configuration menu appears

c. Select Setup.

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The first screen of the SETUP menu appears.

d. Select Host (you may need to scroll to the next menu screen).

The Edit Hosts menu appears.

e. Scroll to the following parameters and edit them:

Comm Link Type set to "CommServer".

Settle Comm Type set to "CommServer".

If you wish to configure dial backup, set the Backup Support parameter to "Auto Backup" or "Prompt Backup".

If dial is set up as backup then, when Ethernet communication is not available, the terminal will attempt to use dial communications.

f. Select Exit.

The Save Changes? prompt appears.

g. Select Yes.

The SETUP menu re-appears.

h. Press CANC ANNUL to return to the CONFIGURATION menu.

3. Press CANC ANNUL to return to the transactions menu appears

4. Continue configuring the terminal.

4.2.3 Configuring Static Public Ethernet Communications

If your terminal will communicate with the Moneris Host over the Internet using Public IP with static IP addressing, you will need to set up these parameters.

Note: If the terminal is configured to use Ethernet communications and dial backup is available, when Ethernet communication is not available the terminal will attempt to use dial communications.

Note: The terminal's MAC address can be found on the yellow sticker on the bottom of the Duet base.

1. Ensure the Ethernet cable is NOT connected to the base while configuring the static IP parameters.

2. Set the static IP parameters.

a. At the applications menu, press the 2 key.

The COMMSVR ENTRY PASSWORD screen appears.

b. Key in the password and press OK.

The Ethernet CommServer menu appears.

c. Select the Configuration icon () (Press the first purple key on the right.)

The Ethernet Config menu appears.

d. Select IP.

The IP Settings parameter appears.

4. Configuring Your Terminal

- e. Select Edit.
The IP Settings selection screen appears.
 - f. Select Static.
The IP Settings parameter reappears with Static displayed below it.
 - g. Edit the remaining URL parameters:
 - IP Address
The terminal IP address. (Use the 1 key and the ALPHA key to enter a period)
 - Subnet mask
 - Gateway IP Add
 - DNS1 IP Address
 - DNS2 IP Address
Your Ethernet network may not require this parameter.
 - h. Connect the Ethernet cable to the base and the wall jack.
 - i. Select Exit.
The Save Changes? prompt appears.
 - j. Select Yes.
The terminal restarts and returns to the applications menu.
3. Set the Comm Link parameters:
 - a. At the applications menu, select DEBIT & CREDIT.
The message "Activating App..." is displayed then the transactions menu appears.
 - b. Press **OK** to display the CONFIGURATION menu.
The first screen of the Configuration menu appears
 - c. Select Setup.
 - If the "Password:" entry screen appears, key in the manager password and press **OK**.
 - The first screen of the SETUP menu appears.
 - d. Select Host (you may need to scroll to the next menu screen).
The Edit Hosts menu appears.
 - e. Scroll to the following parameters and edit them:
 - Comm Link Type set to "CommServer".
 - Settle Comm Type set to "CommServer".
 - If you wish to configure dial backup, set the Backup Support parameter to "Auto Backup" or "Prompt Backup".
 - If dial is set up as backup then, when Ethernet communication is not available, the terminal will attempt to use dial communications.
 - f. Select Exit.
The Save Changes? prompt appears.
 - g. Select Yes.
The SETUP menu re-appears.
 - h. Press CANC ANNUL once to return to the CONFIGURATION menu.
 4. Press CANC ANNUL until the transactions menu appears
 5. Continue configuring the terminal.

4. Configuring Your Terminal

4.3 Configuring the Receipt Format

4.3.1 Receipt Parameters

Displays the parameters in the Edit PCT menu

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Transactions menu > CONFIGURATION menu > SETUP menu > Printer > Edit PCT

Some parameters can not be edited unless the terminal batch is empty. If the **Edit Not Allwd Batch Not Empty** message appears, perform a Batch Close transaction then try editing the parameter again.

Header Line 2 to 5

the third through sixth lines of text that appears after your merchant name and address at the top of the receipt

you may also edit the Header Line 1 and Header Line 6 parameters

key in alphanumeric text (max. 40 characters) and press **OK**

Footer 1 to 3

text that appears at the bottom of the receipt

you may also edit the Footer 4

key in alphanumeric text (max. 40 characters) and press **OK**

Customer Copy

when this parameter is set to *Confirm* or *Automatic*, the terminal will print the customer copy of the receipt

Confirm

Automatic

None

Reprnt Cust Copy

when this parameter is set to Confirm or Automatic, the terminal will reprint the customer copy of the receipt.

None (only the Merchant Copy of the receipt can be reprinted)

Confirm (the Merchant Copy will always print followed by the Prnt Cust Copy? prompt)

Automatic (both the Merchant Copy and the Cardholder Copy will print)

Prompt Beep Delay

Number of seconds to wait after beeping and displaying the ‘Tear Receipt; Press OK key’ message before printing the customer receipt

key in number of seconds and press **OK**

Enable Printer

turn the printer on or off

On

Off (results in the "printer disabled" message any time a report should be printed or "Printer Error" any time a financial transaction is attempted)

Large Amt Print

print double-wide characters for amount lines, the sequence number and the approval code line

On

Off (default)

4.4 Configuring the Tip Prompt and Tip Line

There are three ways to configure the terminal to include a tip on purchases or pre-authorizations:

- prompt the cardholder to enter a tip amount either on the terminal or on the receipt
- automatically add a tip amount to a purchase or pre-authorization
- print a list of suggested tip amounts on a pre-authorization receipt

4.4.1 Prompt to Enter a Tip Amount

For purchases, completions, and advice transactions, the user is prompted to enter a tip amount and the tip amount is printed on the receipt.

For the pre auth transactions, a blank tip line is printed on the receipt.

Tip Processing = On

Tip % nn.nn = 0

4.4.2 Automatically Add a Tip Amount

The tip amount is calculated and printed on the receipt. Tip Percentage is calculated on the base amount, not the total amount (base amount + tax amount).

Tip Processing = On

Tip % nn.nn > 0 (e.g., for 15% Enter 1500. range = 0 to 9999)

4.4.3 Print Suggested Tip Amounts on the Pre Auth Receipt

This method is only available for pre-authorization transactions.

Example: If Gratuity Guide is set to ON and no tip was keyed in, the following values for the suggested tip for a \$20.00 credit transaction are printed on the pre auth receipt:

Gratuity Guidelines:

15% = \$3.00

20% = \$4.00

25% = \$5.00

Tip Processing = On

Gratuity Guide? = ON

4. Configuring Your Terminal

Sug Tip% 1 nn (default = 15, key in the percentage as a two-digit number)

Sug Tip% 2 nn (default = 20, key in the percentage as a two-digit number)

Sug Tip% 3 nn (default = 25, key in the percentage as a two-digit number)

4.5 Configuring Corporate Cards

Use this function to indicate the type of sales tax applied in your geographic location and enter your GST and provincial tax numbers as applicable. This will determine which tax type prompt appears during corporate card transactions and the tax number that appears on the monthly statements your corporate card customers receive.

1. Enable the terminal to process corporate cards.
2. Configure tax-related parameters.

4.6 Configuring Private Label

The terminal does not require additional configuration in order to process Private Label credit cards. However, before using Private Label cards you must:

- contact Moneris to obtain a list of Private Label card Issuers.
- contact the Private Label card Issuer and arrange for service from them.
- notify Moneris that you will be using this service to ensure that your terminal's initialization parameters are updated on the Moneris Host.
- re-initialize your terminal

4.7 Configuring Clerk Subtotals

To configure the terminal to perform Clerk Subtotalling:

1. Add Clerk IDs.
2. If you wish to use the same clerk ID for all transactions, set the Default Clerk ID.

You can now produce Clerk Subtotal reports on your terminal.

4.7.1 Adding Clerk IDs (including the Default Clerk ID)

Use this function to add the Clerk IDs to be associated with your Merchant ID. The terminal must communicate with the Moneris Host in order to complete this function.

The Clerk IDs you enter here can be entered at the ENTER CLERK ID prompt during transactions and will be used in Clerk Subtotals Reporting.

From the applications menu:

1. Select DEBIT & CREDIT.
The message "Activating App..." is displayed then the transactions menu appears.
2. Press **OK** to display the CONFIGURATION menu.
The first screen of the Configuration menu appears.
3. Select Servers.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The CONFIGURE SERVER menu appears.

4. Select **Add Server** to add a clerk ID.
The "Clerk ID:" entry screen appears.
5. Key in the Clerk ID to be added and press **OK**. (Refer to "Entering alphabetic characters and punctuation")
The "Clerk ID:" entry screen re-appears.
 - To continue adding Clerk IDs, repeat step 5.
 - You can add a maximum of 20 Clerk IDs at one time.
 - Once 20 Clerk IDs have been entered for addition, the terminal communicates with the Moneris Host to add the Clerk IDs to the Host.
6. When all the Clerk IDs have been entered for addition, press **CANC ANNUL**.
The "Send to Host?" selection screen appears.
7. Select **Yes** and send the Clerk IDs to the Moneris host for addition.
The terminal communicates with the Moneris Host then displays **APPROVED** and beeps.
8. Press **OK** to return to the **CONFIGURE SERVER** menu.
9. Press **CANC ANNUL** twice to return to the transaction menu.

4.7.2 Removing Clerk IDs

Use this function to remove Clerk IDs associated with your Merchant ID. The terminal must communicate with the Moneris Host in order to complete this function.

The Clerk IDs you remove here can no longer be entered at the **ENTER CLERK ID** prompt during transactions and cannot be used in Clerk Subtotals Reporting.

From the applications menu:

1. Select **DEBIT & CREDIT**.
The message "Activating App..." is displayed then the transactions menu appears.
2. Press **OK** to display the **CONFIGURATION** menu.
The first screen of the Configuration menu appears.
3. Select **Servers**.
 - If the "Password:" entry screen appears,
key in the manager password and press **OK**.The **CONFIGURE SERVER** menu appears.
4. Select **Delete Server** to delete a clerk ID.
The "Clerk ID:" entry screen appears.
5. Key in the Clerk ID to be removed and press **OK**. (Refer to "Entering alphabetic characters and punctuation")
The "Clerk ID:" entry screen re-appears.
 - To continue removing Clerk IDs, repeat step 5.
 - You can remove a maximum of 20 Clerk IDs at one time.
 - Once 20 Clerk IDs have been entered for removal, the terminal communicates with the Moneris Host to remove the Clerk IDs from the Host.
6. When all the Clerk IDs have been entered for removal, press **CANC ANNUL**.
The "Send to Host?" selection screen appears.
7. Select **Yes** to send the Clerk IDs to the Moneris host for removal.
The terminal communicates with the Moneris Host then displays **APPROVED** and beeps.
8. Press **OK** to return to the **CONFIGURE SERVER** menu.

4. Configuring Your Terminal

9. Press **CANC ANNUL** twice to return to the transaction menu.

4.7.3 Enabling the Clerk ID Prompt

From the applications menu:

1. Select **DEBIT & CREDIT**.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press **OK** to display the **CONFIGURATION** menu.

The first screen of the Configuration menu appears.

3. Select **Setup**.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The **SETUP** menu appears.

4. Select **Terminal**.

The first Edit Terminal parameter screen appears.

5. Select **Next** repeatedly until the "Clrk/Srvr Mode" screen appears.

6. Select **Edit**.

The "Clrk/Srvr Mode" selection screen appears.

7. Select **Prompt**.

Note: If you are using a Default Clerk ID, you must select **No** to disable this prompt.

The "Clrk/Srvr Mode" selection screen re-appears.

8. Select **Exit**.

The "Save Changes?" prompt appears.

9. Select **OK**.

The **SETUP** menu re-appears.

10. Press **CANC ANNUL** twice to return to the Debit & Credit transactions menu.

4.7.4 Setting the Default Clerk ID

Before setting the default clerk ID, the Clerk ID prompt must be disabled.

You must add the Default Clerk ID to your merchant ID before using it as the default.

Note: If you have more than one terminal, you must set the default clerk ID on each terminal individually.

The **ENTER CLERK ID** prompt will not appear during transactions when the Default Clerk ID is set.

From the applications menu:

1. Select **DEBIT & CREDIT**.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press **OK** to display the **CONFIGURATION** menu.

The first screen of the Configuration menu appears.

3. Select **Setup**.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The first SETUP menu screen appears.

4. Select Merchant.

The first Edit Format parameter appears.

5. Select Next repeatedly until the "Default Clerk" parameter appears.

6. Select Edit.

The "New:" entry screen appears.

7. Key in the Clerk ID to be used as the default and press **OK**. (Refer to "Entering alphabetic characters and punctuation")

The "Default Clerk" parameter re-appears with the default clerk ID displayed.

8. Select Exit.

The "Save Changes?" prompt appears.

9. Select OK.

The first SETUP menu screen re-appears.

10. Press **CANC ANNUL** twice to return to the transaction menu.

4.8 Configuring Multi-Terminal Reporting

4.8.1 Terminal Names

If you have more than one terminal operating in one location, you can use this feature to identify individual terminals by assigning a unique alphanumeric name to each terminal.

If you are using Multi-Terminal Batch Close, a Terminal Name must be assigned to each terminal you wish to include in the multi-terminal reporting and batch close process.

To enable Multi-Terminal reporting:

- add (assign) a name to the terminal
- to prevent a terminal from being included in the multi-terminal report if, for example, you are no longer using that terminal, delete the terminal name.

4.8.2 Adding the Terminal Name

Use this function to set the terminal name to be associated with your Merchant ID. The terminal must communicate with the Moneris Host in order to complete this function.

The terminal name you enter here will be used for the Multi-Terminal Reporting function.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press **OK** to display the CONFIGURATION menu.

The first screen of the Configuration menu appears.

3. Select Terminal Name.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The Term Name Config menu appears.

4. Select Add Terminal to add the terminal name.

The "Terminal Name:" entry screen appears.

4. Configuring Your Terminal

5. Key in the terminal name for this terminal and press **OK**. (Refer to "Entering alphabetic characters and punctuation")

The "Send to Host?" selection screen appears.

6. Select Yes and send the terminal name to the Moneris host for addition.

The terminal communicates with the Moneris Host then displays APPROVED and beeps.

8. Press **OK** to return to the Term Name Config menu.

9. Press **CANC ANNUL** twice to return to the transaction menu.

4.8.3 Deleting the Terminal Name

Use this function to remove the terminal name from your Merchant ID. The terminal must communicate with the Moneris Host in order to complete this function.

The name of the terminal used to perform this transaction will no longer be available to be used for the Multi-Terminal Reporting function.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press **OK** to display the CONFIGURATION menu.

The first screen of the Configuration menu appears.

3. Select Terminal Name.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The Term Name Config menu appears.

4. Select Del Terminal to delete the terminal name.

The "Delete Now?" selection screen appears.

5. Select Yes and send the terminal name to the Moneris host for deletion.

The terminal communicates with the Moneris Host then displays APPROVED and beeps.

6. Press **OK** to return to the Term Name Config menu.

7. Press **CANC ANNUL** twice to return to the transaction menu.

4.9 Initialization

This function sends information about the terminal to the Moneris Host and receives additional parameters and information from the Host. If you are setting up your terminal for the first time, follow the First Initialization instructions below.

If changes have been made to your terminal configuration or your merchant account, the terminal may display 'Init Required' or the Service Centre may call and ask you to re-initialize your terminal. Follow the Re-initialization instructions below.

4.9.1 First Initialization

This function **MUST** be performed once, after completing configuration, in order to use your terminal to process transactions.

From the applications menu:

4. Configuring Your Terminal

1. Select DEBIT & CREDIT.
The message "Activating App..." is displayed then the transactions menu appears.
2. Configure the terminal ID and your merchant ID in the terminal:
 - a. Press **OK** to display the CONFIGURATION menu.
The first screen of the Configuration menu appears.
 - b. Select Setup
The Password: entry screen appears.
 - c. Key in the manager password and press **OK**.
The SETUP menu appears.
 - d. Select Merchant. (You may need to scroll through the menu items.)
The first Edit Format parameter, Term Id, appears.
 - e. Select Edit.
The Term Id entry screen appears.
 - f. Key in the 8-digit terminal ID and press **OK**.
The Term Id display screen re-appears with the terminal ID displayed.
 - g. Select Next.
The Merch Num. parameter appears.
 - h. Select Edit.
The Merch Num. entry screen appears.
 - i. Key in your 13-digit Moneris Merchant ID and press **OK**.
The Merch Num. display screen re-appears with your Merchant ID displayed.
 - j. Select Exit.
The Save Changes? prompt appears.
 - k. Select **OK**.
The SETUP menu reappears.
3. Configure the initialization communications parameters:
 - a. Select Comm (you may need to scroll through the menu items).
The Edit CPT menu appears.
 - b. Press Next repeatedly until the Pri Init Phone parameter is displayed.
 - c. Select Edit.
The Pri Init Phone entry screen appears.
 - d. Key in the Moneris initialization phone number and press **OK**.
The Pri Init Phone display screen re-appears with the Moneris initialization phone number displayed.
 - e. Select Next.
The Sec Init Phone entry screen appears.
 - f. Key in the Moneris initialization phone number and press **OK**.
The Sec Init Phone display screen re-appears with the Moneris initialization phone number displayed.
 - g. Select Exit.
The Save Changes? prompt appears.
 - h. Select **OK**.
The SETUP menu reappears.
4. Initialize the terminal:

4. Configuring Your Terminal

- a. Press CANC ANNUL.
The CONFIGURATION menu reappears.
- b. Select Initialization (you may need to scroll through the menu items).
The "Retain Settings?" prompt appears.
- c. Select Yes.
The terminal communicates with the Moneris Host. This may take a few minutes.
When the initialization is complete, the transactions menu re-appears.
If the "Host Logon Required" prompt appears, you must perform a log on transaction.

4.9.2 Re-initialization

If changes have been made to your terminal configuration or your merchant account, the terminal will display 'Init Required'. You must re-initialize your terminal by 3:00 a.m. the next morning in order to process transactions.

From the applications menu:

1. Select DEBIT & CREDIT.
The message "Activating App..." is displayed then the transactions menu appears.
2. Press **OK** to display the CONFIGURATION menu.
The first screen of the Configuration menu appears.
3. Select Initialization. (You may need to scroll through the menu items.)
The "Retain Settings?" prompt appears.
4. Select Yes.
The terminal communicates with the Moneris Host. This may take a few minutes.
When the initialization is complete, the transactions menu re-appears.
If the "Host Logon Required" prompt appears, you must perform a log on transaction.

5 Financial Transactions

A financial transaction involves the transfer of funds between a cardholder's account and your own business account. For example, a credit purchase transaction moves funds from the credit cardholder's account to your business account. A debit refund moves funds from your business account to the debit cardholder's chequing or savings account.

The Moneris Vx810 Duet Point of Sale terminal can process a variety of financial transactions using debit cards and credit cards, including Private Label credit cards and corporate (purchasing) cards.

IMPORTANT: It is the merchant's responsibility to ensure that proper card processing procedures are followed at all times. Please refer to your Merchant manuals and the Terms & Conditions of your Merchant Agreement for details. The Moneris Merchant Operating Manual, covering MasterCard and Visa procedures, is available for free download at www.moneris.com/index.php?context=/onlineservice/downloads/qrg_manual under "Merchant Manual(s)".

5.1 Credit Card Transactions

5.1.1 Transaction Types

The terminal processes the following credit card transactions:

- Purchase
- Refund
- Pre-Authorization
- Completion
- Advice
- Correction

5.1.2 Card Types

The terminal can process credit card transactions using:

- cards with a magnetic stripe on the back
- cards with a Chip on the front

The terminal can process credit card transactions for the following types of credit cards:

- Standard Credit Cards
This includes MasterCard, Visa, AMEX and others depending on the services you are registered for.
- Private Label Cards
These require additional agreements with Moneris and a Private Label provider depending on the card(s) you wish to process. Refer to "Private Label Cards" for detailed instructions.
- Corporate (Purchasing) Cards
This is supported without configuration changes if you are already processing the same standard card. For example, if you can process VISA cards, you can also

5. Financial Transactions

process VISA Corporate cards. Refer to "Corporate Card Purchase" for detailed instructions.

5.1.3 Credit Card Purchase with a Magnetic Stripe Card

Private Label credit cards may prompt for the entry of a Promo Code.

Corporate (Purchasing) Cards require the entry of additional information. Refer to "Corporate Card Purchase" for instructions.

If Tip Entry has been enabled, the cardholder must perform some of the steps. These steps are indicated by links in the instructions below.

If you need to enter alphanumeric data, e.g., a Clerk ID, refer to "Entering alphabetic characters and punctuation" for instructions.

Note: If the credit card has a chip on it, click here for instructions.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Purchase.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The "Amount: \$ 0.00" entry screen appears.

3. Key in the amount of the purchase and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

If the "Invoice #:" entry screen appears,
key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply press **OK** to leave this blank.

Note: If a private label credit card or a purchasing card has been used for this transaction, the maximum length of the invoice number is only 7 characters.

The "Swipe or Insert Card:" prompt appears.

4. Swipe the credit card on the terminal.

If the "Last 4 Digits:" entry screen appears,
key in the last 4 digits of the card number and press **OK**.

OR

- 4.a. Key in the card number.

The Exp Date (MMYY): entry screen appears.

- b. Key in the card's expiry date and press **OK**.

The Validation Code entry screen appears.

If the "Imprint Card Press OK Key" prompt appears,
you will need to take a manual imprint of the credit card. Refer to the "Taking a Manual Imprint of a Credit Card" for instructions.

- c. Key in the validation code found on the back of the card and press **OK**.

If you do not have the validation code, simply press **OK**.
When the "Code present?" selection screen appears, select No.

If the "Customer Press OK To Continue" prompt appears, the cardholder will need to respond to the cardholder prompts. Refer to "Tip Amount Entry by Credit Cardholder" for instructions,

If the "Select Language" prompt appears, select ENGL for English or select FREN for French.
The cardholder receipt will be printed in the selected language.

If the "Reference #:" entry screen appears, key in the customer reference number (max. 16 alphanumeric characters) and press **OK**, or simply press **OK** to leave this blank.

If the "Promo Code:" entry screen appears, key in the promotion code (max. 6 alphanumeric characters) supplied to you by the Private Label card provider and press **OK**, or simply press **OK** to leave this blank.

The terminal communicates with the Moneris Host.

5. Please wait while the terminal processes the transaction.

The APPROVED message appears.

The "Tear Receipt Press OK Key" message is displayed while the merchant receipt is printed then terminal begins beeping.

6. Tear off the merchant copy of the receipt and give it to the cardholder to sign.

7. Press **OK** to stop the beeping and print the cardholder copy of the receipt, or simply press **CANC ANNUL** to stop the beeping and return to the transaction menu.

If the cardholder copy of the receipt is printed, give the cardholder copy of the receipt to the cardholder then press **OK** to return to the transactions menu.

5.1.4 Credit Card Purchase using a Chip Card

Corporate (Purchasing) Cards require the entry of additional information. Refer to "Corporate Card Purchase" for instructions.

If Tip Entry has been enabled for credit cards, the cardholder must perform some of the steps. These steps are indicated by links in the instructions below.

If you need to enter alphanumeric data, e.g., a Clerk ID, refer to "Entering alphabetic characters and punctuation" for instructions.

Note: If the card does not have a chip on it, click here for instructions.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Purchase.

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The "Amount: \$ 0.00" entry screen appears.

3. Key in the amount of the purchase and press **OK**.

If the "Clerk Id:" entry screen appears, key in your clerk ID and press **OK**.

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If the "Invoice #:" entry screen appears, key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply press **OK** to leave this blank.

Note: If a private label credit card or a purchasing card has been used for this transaction, the maximum length of the invoice number is only 7 characters.

The "Swipe or Insert Card:" prompt appears.

4. Insert the chip card into the chip card reader.

If the "Please Wait..." prompt appears, wait for the next prompt.

5. The "Customer Press OK To Continue" prompt appears.

Pass the terminal to the customer. Do NOT press **OK**. Refer to "Cardholder Entry for Credit Purchase or Pre Auth using a Chip Card" for instructions,

6. The customer hands the terminal back to you.

If the "Reference #:" entry screen appears, key in the customer reference number (max. 16 alphanumeric characters) and press **OK**, or simply press **OK** to leave this blank.

If the "Customer Press OK To Continue" prompt appears again, there are additional cardholder messages. Refer to "Additional Cardholder Prompts for Chip Card Transactions" for instructions.

7. Accept the terminal from the cardholder then press **OK** at the "Return to Clerk" prompt to continue the transaction.

The "Tear Receipt Press OK Key" message is displayed while the customer receipt is printed then terminal begins beeping.

8. Tear off the customer copy of the receipt.

9. Press **OK** to stop the beeping, print the merchant copy of the receipt and return to the transactions menu.

10. Tear off the merchant copy of the receipt.

If there is a signature line, give the merchant receipt to the cardholder to sign.

5.1.5 Credit Card Purchase with a Corporate Card

If Tip Entry has been enabled for credit cards, the cardholder must perform some of the steps.

The **bold text** below indicates the additional steps required for a Corporate Card transaction.

Corporate cards are also referred to as Purchasing cards.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Purchase.

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The "Amount: \$ 0.00" entry screen appears.

3. Key in the amount of the purchase and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

If the "Invoice #:" entry screen appears,
key in the invoice number (max. 7 alphanumeric characters) and press **OK**, or simply
press **OK** to leave this blank.

The "Swipe or Insert Card:" prompt appears.

4. Swipe the credit card on the terminal.

If the "Last 4 Digits:" entry screen appears,
key in the last 4 digits of the card number and press **OK**.

OR

4.a. Key in the card number.

The Exp Date (MMYY): entry screen appears.

b. Key in the card's expiry date and press **OK**.
The Validation Code entry screen appears.

If the "Imprint Card Press OK Key" prompt appears,
you will need to take a manual imprint of the credit card. Refer to the "Taking a
Manual Imprint of a Credit Card" for instructions.

c. Key in the validation code found on the back of the card and press **OK**.

If you do not have the validation code, simply press **OK**.
When the "Code present?" selection screen appears, select No.

If the "Customer Press OK To Continue" prompt appears,
the cardholder will need to respond to the cardholder prompts. Refer to "Tip Amount
Entry by Credit Cardholder" for instructions,

If the "Select Language" prompt appears,
select ENGL for English or select FREN for French.
The cardholder receipt will be printed in the selected language.

The xST Amt: entry screen appears.

5. Key in the tax amount and press OK, or simply press OK to leave this blank.

The "Reference #:" entry screen appears,

**6. Key in the customer reference number (max. 16 alphanumeric characters) and press
OK, or simply press OK to leave this blank.**

If the "Promo Code:" entry screen appears,
key in the promotion code (max. 6 alphanumeric characters) supplied to you by the
Private Label card provider and press **OK**, or simply press **OK** to leave this blank.

The terminal communicates with the Moneris Host.

7. Please wait while the terminal processes the transaction.

The APPROVED message appears.

The "Tear Receipt Press OK Key" message is displayed while the merchant receipt is printed
then terminal begins beeping.

8. Tear off the merchant copy of the receipt and give it to the cardholder to sign.

9. Press **OK** to stop the beeping and print the cardholder copy of the receipt, or simply press
CANC ANNUL to stop the beeping and return to the transaction menu.

5. Financial Transactions

If the cardholder copy of the receipt is printed, give the cardholder copy of the receipt to the cardholder then press **OK** to return to the transactions menu.

5.1.6 Credit Card Refund with a Magnetic Stripe Card

Use this transaction to credit a cardholder's account for all or a portion of a previous Credit Purchase, for example, when they return merchandise.

Private Label credit cards may require the entry of a Promo Code.

Corporate (Purchasing) Cards require the entry of additional information. Refer to "Corporate Card Purchase" for instructions.

If you need to enter alphanumeric data, e.g., a Clerk ID, refer to "Entering alphabetic characters and punctuation" for instructions.

Note: If the credit card has a chip on it, click here for instructions.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Refund.

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The "Amount: \$ 0.00" entry screen appears.

3. Key in the amount to be refunded and press **OK**.

If the "Clerk Id:" entry screen appears, key in your clerk ID and press **OK**.

The "Orig Auth #:" entry screen appears.

4. Key in the 6-digit Appr Code found on the original receipt and press **OK**.

If the "Invoice #:" entry screen appears, key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply press **OK** to leave this blank.

The "Swipe or Insert Card:" prompt appears.

5. Swipe the credit card on the terminal.

If the "Last 4 Digits:" entry screen appears, key in the last 4 digits of the card number and press **OK**.

OR

- 5.a. Key in the card number.

The Exp Date (MMYY): entry screen appears.

- b. Key in the card's expiry date and press **OK**.

The Validation Code entry screen appears.

If the "Imprint Card Press OK Key" prompt appears, you will need to take a manual imprint of the credit card. Refer to the "Taking a Manual Imprint of a Credit Card" for instructions.

c. Key in the validation code found on the back of the card and press **OK**.

If you do not have the validation code, simply press **OK**.
When the "Code present?" selection screen appears, select No.

If the "Select Language" prompt appears,
select ENGL for English or select FREN for French.
The cardholder receipt will be printed in the selected language.

If the "Reference #:" entry screen appears,
key in the customer reference number (max. 16 alphanumeric characters) and press
OK, or simply press **OK** to leave this blank.

If the "Promo Code:" entry screen appears,
key in the promotion code (max. 6 alphanumeric characters) supplied to you by the
Private Label card provider and press **OK**, or simply press **OK** to leave this blank.

The terminal communicates with the Moneris Host.

6. Please wait while the terminal processes the transaction.
The APPROVED message appears.
The "Tear Receipt Press OK Key" message is displayed while the merchant receipt is printed
then terminal begins beeping.
7. Tear off the merchant copy of the receipt and keep it for your records.
8. Press **OK** to stop the beeping and print the cardholder copy of the receipt.
9. Sign the cardholder copy of the receipt and give it to the cardholder.
10. Press **OK** to return to the transactions menu..

5.1.7 Credit Card Refund using a Chip Card

Use this transaction to credit a cardholder's account for all or a portion of a previous Credit Purchase, for example, when they return merchandise.

Corporate (Purchasing) Cards require the entry of additional information. Refer to "Corporate Card Purchase" for instructions.

If you need to enter alphanumeric data, e.g., a Clerk ID, refer to "Entering alphabetic characters and punctuation" for instructions.

Note: If the card does not have a chip on it, [click here for instructions](#).

From the applications menu:

1. Select DEBIT & CREDIT.
The message "Activating App..." is displayed then the transactions menu appears.
2. Select Refund.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The "Amount: \$ 0.00" entry screen appears.

3. Key in the amount to be refunded and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

The "Orig Auth #:" entry screen appears.

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4. Key in the 6-digit Appr Code found on the original receipt and press **OK**.

If the "Invoice #:" entry screen appears, key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply press **OK** to leave this blank.

Note: If a private label credit card or a purchasing card has been used for this transaction, the maximum length of the invoice number is only 7 characters.

The "Swipe or Insert Card:" prompt appears.

5. Insert the chip card into the chip card reader.

If the "Please Wait..." prompt appears, wait for the next prompt.

If the "Select Appl:" prompt appears, use the function keys to select the application used for the original transaction then select **Yes** to confirm that the correct application name is displayed.

If the "Reference #:" entry screen appears, key in the customer reference number (max. 16 alphanumeric characters) and press **OK**, or simply press **OK** to leave this blank.

The "Customer Press OK To Continue" prompt appears.

6. Pass the terminal to the customer. Do NOT press **OK**. Refer to "Cardholder Entry for Credit Refund using a Chip Card" for cardholder instructions.

7. Accept the terminal from the cardholder then press **OK** at the "Return to Clerk" prompt to continue the transaction.

The "Tear Receipt Press OK Key" message is displayed while the cardholder copy of the receipt is printed then terminal begins beeping.

8. Tear off the cardholder copy of the receipt, sign it and give it to the cardholder.

9. Press **OK** to stop the beeping and print the merchant copy of the receipt. Keep this copy for your records.

10. Press **OK** to return to the transactions menu.

5.1.8 Correcting a Credit Transaction

Follow these steps to correcting any type of credit transaction (purchase, purchase with tip, advice, completion, payment or refund) using any type of card (chip card or magnetic stripe card).

IMPORTANT: This transaction is always processed for the full amount of the original transaction and it must be processed in the same batch as the original transaction.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select CORRECTION. (You may need to scroll through the menu items.)

If the "Password:" entry screen appears, key in the manager password and press **OK**.

If the "Clerk Id:" entry screen appears, key in your clerk ID and press **OK**.

The "Correct Last Trx" selection screen appears.

3. Select Yes (or press **OK**).

OR

3.a. Select No.

The "Retrieve By:" selection screen appears.

3.b. Select the criteria you wish to use to search the terminal memory.

If you selected the wrong option, press **CANC ANNUL** to return to the "Retrieve By:" selection screen.

To search by Sequence Number:

c. Select Seq#.

The "Seq Number:" entry screen appears.

d. Key in the 6-digit sequence number (refer to "Finding the Sequence Number") found on the Pre-Authorization receipt and press **OK**.

OR

To search by card number:

c. Select Acct#.

The "Last 4 Digits:" entry screen appears.

d. Key in the last four digits of the card number used for the pre auth you wish to delete (you can find this on the Pre Auth receipt above the card type) and press **OK**.

The terminal displays the following information for the transaction that matches the search criteria:

Seq#:
Card Name
Transaction Type
Card Number
Amount

4. Compare the displayed information to the receipt for the transaction you wish to void.

Note: If the transaction displayed is not the one you want, select Next to display the next transaction in the terminal memory. Repeat until the transaction you want is displayed.

5. If the information matches, select Yes.

The terminal communicates with the Moneris Host.

The receipt begins printing.

The APPROVED message appears, the rest of the receipt is printed then the terminal returns to the transactions menu.

6. Tear off the receipt.

7. Give the cardholder copy to the cardholder.

8. Keep the merchant copy for your records.

5.1.9 Credit Pre-Authorization and Completion

A Pre-Authorization starts the purchase process by confirming that the Pre-Authorization amount is available on the Credit card and placing a hold on that amount. This is useful if the final amount of the transaction is not known. Once the final amount of the purchase transaction is known, a Completion transaction **MUST** be performed to complete the purchase process and transfer those funds to your business account.

Pre-Authorization transactions are commonly used in hotel and car rental environments where the final amount of the sale is unknown when the card is first presented.

You can process a Pre-Authorization from the transaction menu by:

5. Financial Transactions

- swiping the credit card
- OR
- keying in the card number
- OR
- inserting the chip card.

If you processed a Pre-Authorization and no longer need to complete it (e.g. the cardholder chose another method of payment when the final amount was known) you can delete the Pre-Authorization from the terminal memory to ensure that it is not completed accidentally.

5.1.10 Credit Pre-Authorization with a Magnetic Stripe Card

Private Label credit cards may require the entry of a Promo Code.

If you need to enter alphanumeric data, e.g., a Clerk ID, refer to "Entering alphabetic characters and punctuation" for instructions.

Note: If the credit card has a chip on it, click here for instructions.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Pre Auth.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The Pre Auth menu appears.

3. Select Pre Auth.

The "Amount: \$ 0.00" entry screen appears.

4. Key in the amount of the pre-authorization and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

If the "Invoice #:" entry screen appears,
key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply press **OK** to leave this blank.

Note: If a private label credit card or a purchasing card has been used for this transaction, the maximum length of the invoice number is only 7 characters.

The "Swipe Card" prompt or the "Swipe or Insert Card" prompt appears.

5. Swipe the credit card on the terminal.

If the "Last 4 Digits:" entry screen appears,
key in the last 4 digits of the card number and press **OK**.

OR

- 5.a. Key in the card number.

The Exp Date (MMYY): entry screen appears.

- b. Key in the card's expiry date and press **OK**.

If the "Imprint Card Press OK Key" prompt appears,
you will need to take a manual imprint of the credit card. Refer to the "Taking a Manual Imprint of a Credit Card" for instructions.

The Validation Code entry screen appears.

- c. Key in the validation code found on the back of the card and press **OK**.

If you do not have the validation code, simply press **OK**.

When the "Code present?" selection screen appears, select No.

If the "Select Language" prompt appears,

Select ENGL for English or select FREN for French.

The cardholder receipt will be printed in the selected language.

If the "Reference #:" entry screen appears,

key in the customer reference number (max. 16 alphanumeric characters) and press

OK, or simply press **OK** to leave this blank.

If the "Promo Code:" entry screen appears,

key in the promotion code (max. 6 alphanumeric characters) supplied to you by the

Private Label card provider and press **OK**, or simply press **OK** to leave this blank.

The terminal communicates with the Moneris Host.

6. Please wait while the terminal processes the transaction.

The APPROVED message appears.

The "Tear Receipt Press OK Key" message is displayed while the merchant receipt is printed then terminal begins beeping.

7. Tear off the merchant copy of the receipt and give it to the cardholder to sign.

8. Press **OK** to stop the beeping and print the cardholder copy of the receipt, or simply press **CANC ANNUL** to stop the beeping and return to the Pre Auth menu.

If the cardholder copy of the receipt is printed, give the cardholder copy of the receipt to the cardholder.

9. Press **CANC ANNUL** to return to the transactions menu.

You must perform a Completion transaction in order to complete this transaction.

Note: The Completion must be performed on the same terminal as the original Pre Auth transaction.

5.1.11 Credit Pre-Authorization using a Chip Card

Note: If the Chip on PreAuth parameter is set to Off, the "Swipe Card" prompt appears instead of the "Swipe or Insert Card" prompt during a Pre Auth and you may swipe a magnetic stripe card but not a chip card. [Click here for instructions.](#)

If you need to enter alphanumeric data, e.g., a Clerk ID, refer to "Entering alphabetic characters and punctuation" for instructions.

Note: If the card does not have a chip on it, [click here for instructions.](#)

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Pre Auth.

If the "Password:" entry screen appears,

key in the manager password and press **OK**. The Pre Auth menu appears.

3. Select Pre Auth.

The "Amount: \$ 0.00" entry screen appears.

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4. Key in the amount of the pre-authorization and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

If the "Invoice #:" entry screen appears,
key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply
press **OK** to leave this blank.

Note: If a private label credit card or a purchasing card has been used for this
transaction, the maximum length of the invoice number is only 7 characters.

The "Swipe Card" prompt or the "Swipe or Insert Card" prompt appears.

5. Insert the chip card into the chip card reader.

If the "Please Wait..." prompt appears,
wait for the next prompt.

6. The "Customer Press OK To Continue" prompt appears.

Pass the terminal to the customer. Do **NOT** press **OK**. Refer to "Cardholder Entry for Credit
Purchase or Pre Auth using a Chip Card" for instructions,

7. The customer hands the terminal back to you.

If the "Reference #:" entry screen appears,
key in the customer reference number (max. 16 alphanumeric characters) and press
OK, or simply press **OK** to leave this blank.

If the "Customer Press OK To Continue" prompt appears again,
there are additional cardholder messages. Refer to "Additional Cardholder Prompts for
Chip Card Transactions" for instructions.

8. Accept the terminal from the cardholder then press **OK** at the "Return to Clerk" prompt to
continue the transaction.

The "Tear Receipt Press OK Key" message is displayed while the customer receipt is printed
then terminal begins beeping.

9. Tear off the customer copy of the receipt.

10. Press **OK** to stop the beeping, print the merchant copy of the receipt and return to the Pre
Auth menu.

11. Tear off the merchant copy of the receipt.

If there is a signature line, give the merchant receipt to the cardholder to sign.

12. Press **CANC ANNUL** to return to the transactions menu.

You must perform a Completion transaction in order to complete this transaction.

Note: The Completion must be performed on the same terminal as the original Pre Auth
transaction.

5.1.12 Credit Pre Auth Completion

These instructions cover completing a pre auth performed with a chip card or a magnetic
stripe card.

The card does not need to be present to complete the pre auth.

Corporate (Purchasing) Cards require the entry of additional information. Refer to "Corporate
Card Purchase" for instructions.

From the applications menu:

IMPORTANT: The Completion must be performed on the same terminal as the original Pre Auth transaction in order to find the original Pre Auth transaction in the terminal memory.

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Pre Auth.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The Pre Auth menu appears.

3. Select Completion.

The "Password:" entry screen appears,

4. Key in the manager password and press **OK**.

The "Seq Number:" entry screen appears.

5. Key in the 6-digit sequence number (refer to "Finding the Sequence Number") found on the Pre-Authorization receipt and press **OK**.

The terminal displays the following information for the Pre Auth with that sequence number:

Seq#:
Card Name
Transaction Type
Card Number
Amount

6. Compare the displayed information to the receipt for the Pre Auth you wish to complete. If the information matches, select Yes.

Note: If the Pre Auth displayed is not the one you want, select Next and display the next Pre Auth in the terminal memory. Repeat until the Pre Auth you want is displayed.

If you select No, the transaction is cancelled, the receipts are printed and the terminal returns to the Pre Auth menu.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

The "New Amt: \$" entry screen appears with the original Pre Auth transaction amount displayed.

7. If the amount displayed is the final amount of the transaction, simply press **OK**.

OR

If the amount has changed, key in the new amount to be processed and press **OK**.

If the "Tip: \$" entry screen appears,
Key in the amount of the tip the cardholder wrote on the Pre Auth receipt and press **OK** or simply press **OK** to leave this as \$0.00.

The terminal communicates with the Moneris Host.

8. Please wait while the terminal processes the transaction.

The APPROVED message appears.

The "Tear Receipt Press OK Key" message is displayed while the merchant receipt is printed then terminal begins beeping.

9. Tear off the merchant copy of the receipt and retain it for your records.

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10. Press **OK** to stop the beeping and print the cardholder copy of the receipt, or simply press **CANC ANNUL** to stop the beeping and return to the Pre Auth menu.

If the cardholder copy of the receipt is printed and the cardholder is still present, give the cardholder copy of the receipt to the cardholder.

11. Press **CANC ANNUL** to return to the transactions menu.

5.1.13 Deleting a Credit Pre-Authorization from Terminal Memory

This transaction removes an uncompleted Pre Auth from the terminal memory, but does not remove the hold on the cardholder's funds.

From the applications menu:

1. Select **DEBIT & CREDIT**.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select **Pre Auth**.

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The Pre Auth menu appears.

3. Select **Del Pre Auth**.

The "Password:" entry screen appears.

4. Key in the manager password and press **OK**. The Pre Auth menu appears.

The "Retrieve By:" selection screen appears.

5. Select the criteria you wish to use to search the terminal memory.

If you selected the wrong option, press **CANC ANNUL** to return to the "Retrieve By:" selection screen.

To search by Sequence Number:

a. Select **Seq#**.

The "Seq Number:" entry screen appears.

b. Key in the 6-digit sequence number (refer to "Finding the Sequence Number") found on the Pre-Authorization receipt and press **OK**.

OR

To search by card number:

a. Select **Acct#**.

The "Last 4 Digits:" entry screen appears.

b. Key in the last four digits of the card number used for the pre auth you wish to delete (you can find this on the Pre Auth receipt above the card type) and press **OK**.

The terminal displays the following information for the first Pre Auth that matches to number you keyed in:

Seq#:
Card Name
Transaction Type
Card Number
Amount

6. Compare the displayed information to the receipt for the Pre Auth you wish to delete.

7. If the information matches, select Yes.

Note: If the Pre Auth displayed is not the one you want, select Next and display the next Pre Auth in the terminal memory. Repeat until the Pre Auth you want is displayed. If you select No, the deletion is cancelled, the receipts are printed and the terminal returns to the Pre Auth menu.

The PREAUTH DELETED message appears then the terminal returns to the Pre Auth menu.

8. Press **CANC ANNUL** to return to the transactions menu.

5.1.14 Credit Advice for a Voice Authorized Transaction

Use this transaction to complete a purchase transaction performed when the terminal was down.

You will need the imprinted Paper Sales Draft with the cardholder's signature and the Voice Authorization number given to you when you called the Moneris Merchant Service Centre for authorization.

Private Label credit cards may require the entry of a Promo Code.

Corporate (Purchasing) Cards require the entry of additional information. Refer to "Corporate Card Purchase" for instructions.

From the applications menu:

1. Select **DEBIT & CREDIT**.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select **Advice**.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The "Amount: \$ 0.00" entry screen appears.

3. Key in the amount of the purchase and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

The "Auth #:" entry screen appears.

4. Key in the 6-digit Voice Authorization number given to you when you called the Moneris Merchant Service Centre for authorization and press **OK**.

If the "Invoice #:" entry screen appears,
key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply press **OK** to leave this blank.

Note: If a private label credit card or a purchasing card has been used for this transaction, the maximum length of the invoice number is only 7 characters.

The "Account #:" entry screen appears.

5. Key in the full card number from the imprinted Paper Sales Draft and press **OK**.

The "Exp Date (MMYY):" entry screen appears.

6. Key in the credit card's 4-digit expiry date and press **OK**.

If the "Validation Code:" entry screen appears,
Key in the validation code found on the back of the card and press **OK**.

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If you do not have the validation code, simply press **OK**.
When the "Code present?" selection screen appears, select No.

If the "Tip: \$" entry screen appears,
and the cardholder added a tip amount on the Paper Sales Draft, key in the tip amount
and press **OK**.

If not, simply press **OK**.

If the "Reference #:" entry screen appears,
key in the customer reference number (max. 16 alphanumeric characters) and press
OK, or simply press **OK** to leave this blank.

If the "Promo Code:" entry screen appears,
key in the promotion code (max. 6 alphanumeric characters) supplied to you by the
Private Label card provider and press **OK**, or simply press **OK** to leave this blank.

The terminal communicates with the Moneris Host.

7. Please wait while the terminal processes the transaction.

The APPROVED message appears.

The "Tear Receipt Press OK Key" message is displayed while the merchant receipt is printed
then terminal begins beeping.

8. Tear off the merchant copy of the receipt and retain it for your records.

9. Press **CANC ANNUL** to stop the beeping and return to the transaction menu without
printing a cardholder copy.

OR press **OK** to print the cardholder copy of the receipt.

If the cardholder copy of the receipt is printed and the cardholder is present,
give the cardholder copy of the receipt to the cardholder then press **OK** to return to the
transactions menu.

5.1.15 Manually Processing Credit Transactions

In order to process Credit Purchases and Refunds manually you must have a paper sales draft
for the card type (e.g. a VISA sales draft for a purchase on a VISA card) and an imprinter.
Contact the Moneris Merchant Service Centre to obtain these supplies if you do not have
them.

IMPORTANT: Debit transactions CANNOT be processed manually.

Use one of the following procedures to complete a Credit Purchase or Refund transaction
when the terminal is down:

Note: Floor limits are established by Moneris. Contact your Moneris account manager for
more information.

5.1.16 Manually Processing Credit Transactions UNDER Floor Limit

If the terminal is down, report the problem to the Moneris Merchant Service Centre then
follow these instructions to process the transaction manually.

Note: In order to process Credit Purchases and Refunds manually you must have a paper
sales draft for the card type (e.g. a VISA sales draft for a purchase on a VISA card) and an
imprinter. Contact the Moneris Merchant Service Centre to obtain these supplies if you do not
have them.

While the terminal is down:

1. Take an imprint of the customer's Credit Card.

When the terminal is functioning properly again:

2. Process a Purchase or Refund transaction on the terminal for the amount on the sales draft. You will need to key in the card number, expiry date and validation code (3 or 4 digit V-code on the back of the credit card).
3. Attach the Merchant Copy of the terminal's receipt to the Merchant Copy of the Sales Draft and retain the two copies for your records.

5.1.17 Manually Processing Credit Transactions OVER Floor Limit

If the terminal is down, report the problem to the Moneris Merchant Service Centre then follow these instructions to process the transaction manually.

Note: In order to process Credit Purchases manually you must have a paper sales draft for the card type (e.g. a VISA sales draft for a purchase on a VISA card) and an imprinter. Contact the Moneris Merchant Service Centre to obtain these supplies if you do not have them.

While the terminal is down:

1. Take an imprint of the customer's credit card.
2. Call the Moneris Merchant Service Centre to obtain a Voice Authorization Number for the transaction and record the Voice Authorization Number on the paper sales draft.

When the terminal is functioning properly again:

3. Process an Advice transaction on the terminal for the amount on the sales draft. You will need to key in the card number, expiry date, validation code (3 or 4 digit V-code on the back of the credit card) and Voice Authorization Number.
4. Attach the Merchant Copy of the terminal's receipt to the Merchant Copy of the Sales Draft and retain the two copies for your records.

5.1.18 Private Label Transactions

All standard financial transactions can be processed using a Private Label card. For example, a Private Label card Purchase transaction follows the same steps as a regular credit Purchase with one possible additional step: the Promo Code: prompt may appear. Promo codes (or promotion codes) are supplied to you by the Private Label card provider.

There is one transaction that is unique to Private Label cards: the Payment transaction is used to apply a dollar amount towards the balance on a cardholder's Private Label credit card.

5.1.18.1 Private Label Reporting

Private Label transactions appear as a separate card type on all reports that include credit card transactions.

5.1.18.2 Private Label Payment

This transaction allows a cardholder to make a payment towards the balance on their Private Label credit card.

From the applications menu:

1. Select DEBIT & CREDIT.
The message "Activating App..." is displayed then the transactions menu appears.

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2. Select Payment.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The "Amount: \$ 0.00" entry screen appears.

3. Key in the amount of the payment and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

If the "Invoice #:" entry screen appears,
key in the invoice number (max. 7 alphanumeric characters) and press **OK**, or simply
press **OK** to leave this blank.

The "Swipe or Insert Card:" prompt appears.

4. Swipe the private label credit card on the terminal.

If the "Last 4 Digits:" entry screen appears,
key in the last 4 digits of the card number and press **OK**.

OR

4.a. Key in the card number.

The Exp Date (MMYY): entry screen appears.

b. Key in the card's expiry date and press **OK**.
The Validation Code entry screen appears.

If the "Imprint Card Press OK Key" prompt appears,
you will need to take a manual imprint of the credit card. Refer to the "Taking a
Manual Imprint of a Credit Card" for instructions.

c. Key in the validation code found on the back of the card and press **OK**.

If you do not have the validation code, simply press **OK**.
When the "Code present?" selection screen appears, select No.

If the "Select Language" prompt appears,
Select ENGL for English or select FREN for French.
The cardholder receipt will be printed in the selected language.

If the "Promo Code:" entry screen appears,
key in the promotion code (max. 6 alphanumeric characters) supplied to you by the
Private Label card provider and press **OK**, or simply press **OK** to leave this blank.

The terminal communicates with the Moneris Host.

5. Please wait while the terminal processes the transaction.

The APPROVED message appears.

The "Tear Receipt Press OK Key" message is displayed while the merchant receipt is printed
then terminal begins beeping.

6. Tear off the merchant copy of the receipt and give it to the cardholder to sign.

7. Press **OK** to stop the beeping and print the cardholder copy of the receipt, or simply press
CANC ANNUL to stop the beeping and return to the transaction menu.

If the cardholder copy of the receipt is printed,
give the cardholder copy of the receipt to the cardholder then press **OK** to return to the
transactions menu.

5.2 Debit Card Transactions

5.2.1 Transaction Types

The terminal processes the following debit card transactions:

- Purchase
- Refund
- Correction

5.2.2 Card Types

The terminal can process debit card transactions using:

- cards with a magnetic stripe on the back
- cards with a chip on the front

5.2.3 Debit transaction requirements:

- the debit cardholder **MUST** be present.
- the debit card **MUST** be swiped or inserted; the card number cannot be keyed in.
- as a general rule, the cardholder swipes or inserts their card on the reader on the terminal.
- the debit cardholder **MUST** key in their own PIN (Personal Identification Number) on the terminal.

IMPORTANT: For security reasons, please respect the cardholder's privacy while they enter their PIN and encourage your customers to "Protect Your PIN".

5.2.4 Debit Card Purchase using a Magnetic Stripe Card

If Tip Entry or Cashback has been enabled, the cardholder must perform some additional steps. These steps are indicated by links in the instructions below.

If you need to enter alphanumeric data, e.g., a Clerk ID, refer to "Entering alphabetic characters and punctuation" for instructions.

Note: If the debit card has a chip on it, click here for instructions.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Purchase.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The "Amount: \$ 0.00" entry screen appears.

3. Key in the amount of the purchase and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

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If the "Invoice #:" entry screen appears, key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply press **OK** to leave this blank.

The "Swipe or Insert Card:" prompt appears.

4. Pass the terminal to the cardholder and ask them to swipe their debit card on the terminal.

a. The cardholder swipes the debit card on the terminal.

The "Customer Press OK To Continue" prompt appears.

b. The cardholder presses **OK** to continue the transaction.

Note: The cardholder prompts appear in the language encoded in the card's magnetic stripe.

If the "Select Language" prompt appears, the cardholder can press select ENGL or FREN. The rest of the cardholder prompts will be displayed in the selected language and the cardholder receipt will be printed in the selected language.

The "Amount OK?" prompt appears.

c. The cardholder selects Yes (or presses **OK**) to accept the purchase amount displayed.

Note: If the cardholder selects No (or presses **CANC ANNUL**), the transaction is cancelled.

If the "Tip: \$ 0.00" entry screen appears:

The cardholder keys in the amount of the tip they wish to add to the purchase and presses **OK**.

If they do not wish to add a tip, they can simply press **OK**.

If the "Cashback?" selection screen appears:

The cardholder can select a Cashback amount. Refer to the "Entering the Cashback Amount on a Debit Transaction" procedure for cardholder instructions.

If the "Total OK?" prompt appears:

The amount includes the purchase amount, the tip amount if any, and the Cashback amount if any.

The cardholder presses **OK** to accept the amount displayed.

The "Select Account:" selection screen appears.

d. The cardholder selects their account type (CHQ for Chequing or SAV for Savings). The "Enter PIN & OK" entry screen appears

e. The cardholder keys in their PIN and presses **OK**.

Note: Please respect the cardholder's privacy while they enter their PIN and encourage your customers to "Protect Your PIN".

The terminal communicates with the Moneris Host.

The top of the cardholder copy prints

The "APPROVED Press OK to Continue" prompt appears.

f. The cardholder presses **OK**.

The "Return to Clerk" prompt appears.

If Cashback is enabled and the cardholder selected a Cashback amount, the amount is displayed above the "Return to Clerk" prompt.

g. The cardholder returns the terminal to you.

5. Accept the terminal from the cardholder.

If Cashback is enabled, check for the Cashback line on the display and provide the Cashback amount to the cardholder.

6. Press **OK** at the "Return To Clerk" prompt.

The rest of the cardholder copy and all of the merchant copy of the receipt are printed and the terminal returns to the transactions menu.

7. Tear off the receipts.

8. Separate the cardholder copy and give it to the cardholder.

9. Keep the merchant copy for your records.

5.2.5 Debit Card Purchase with a Chip Card

If Tip Entry or Cashback has been enabled, the cardholder must perform some additional steps. These steps are indicated by links in the instructions below.

If you need to enter alphanumeric data, e.g., a Clerk ID, refer to "Entering alphabetic characters and punctuation" for instructions.

Note: If the debit card does not have a chip on it, click here for instructions.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Purchase.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The "Amount: \$ 0.00" entry screen appears.

3. Key in the amount of the purchase and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

If the "Invoice #:" entry screen appears,
key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply
press **OK** to leave this blank.

The "Swipe or Insert Card:" prompt appears.

4. Pass the terminal to the cardholder and ask them to insert their debit card into the chip card reader.

a. The cardholder inserts the debit card into the chip card reader.

If the "Select Appl:" prompt appears, the cardholder can use the function keys to select a debit application and then confirm that the correct application name is displayed.

The "Customer Press OK To Continue" prompt appears.

b. The cardholder presses **OK** to continue the transaction.

Note: The cardholder prompts appear in the language encoded in the card's chip.

If the "Select Language" prompt appears, the cardholder can press select ENGL or FREN. The rest of the cardholder prompts will be displayed in the

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selected language and the cardholder receipt will be printed in the selected language.

The "Amount OK?" prompt appears.

c. The cardholder selects Yes (or presses **OK**) to accept the purchase amount displayed.

Note: If the cardholder selects No (or presses **CANC ANNUL**), the transaction is cancelled.

If the "Tip: \$ 0.00" entry screen appears:

The cardholder keys in the amount of the tip they wish to add to the purchase and presses **OK**.

If they do not wish to add a tip, they can simply press **OK**.

If the "Cashback?" selection screen appears:

The cardholder can select a Cashback amount. Refer to the "Entering the Cashback Amount on a Debit Transaction" procedure for cardholder instructions.

If the "Total OK?" prompt appears:

The amount includes the purchase amount, the tip amount if any, and the Cashback amount if any.

The cardholder presses **OK** to accept the amount displayed.

The "Select Account:" selection screen appears.

d. The cardholder selects their account type (CHQ for Chequing or SAV for Savings). The "Enter PIN & OK" entry screen appears

e. The cardholder keys in their PIN and presses **OK**.

Note: Please respect the cardholder's privacy while they enter their PIN and encourage your customers to "Protect Your PIN".

The terminal communicates with the Moneris Host.

The top of the CH copy prints

The "APPROVED Please Remove Card" prompt appears.

f. The cardholder removes their debit chip card from the chip card reader.

The "Return to Clerk" prompt appears.

If Cashback is enabled and the cardholder selected a Cashback amount, the amount is displayed above the "Return to Clerk" prompt.

g. The cardholder returns the terminal to you.

5. Accept the terminal from the cardholder.

If Cashback is enabled, check for the Cashback line on the display and provide the Cashback amount to the cardholder.

6. Press **OK** at the "Return To Clerk" prompt.

The rest of the cardholder copy and all of the merchant copy of the receipt are printed and the terminal returns to the transactions menu.

7. Tear off the receipts.

8. Separate the cardholder copy and give it to the cardholder.

9. Keep the merchant copy for your records.

5.2.6 Debit Card Refund with a Magnetic Stripe Card

Use this transaction to credit a cardholder's account for all or a portion of a previous Debit Purchase, for example, when they return merchandise.

If you need to enter alphanumeric data, e.g., a Clerk ID, refer to "Entering alphabetic characters and punctuation" for instructions.

Note: If the debit card has a chip on it, click here for instructions.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Refund.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The "Amount: \$ 0.00" entry screen appears.

3. Key in the amount to be refunded and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

The "Orig Auth #:" entry screen appears.

4. Key in the 6-digit Appr Code found on the original receipt and press **OK**.

If the "Invoice #:" entry screen appears,
key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply
press **OK** to leave this blank.

The "Swipe or Insert Card:" prompt appears.

5. Pass the terminal to the cardholder and ask them to swipe their debit card on the terminal.

- a. The cardholder swipes the debit card on the terminal.
The "Customer Press OK To Continue" prompt appears.

- b. The cardholder presses **OK** to continue the transaction.

Note: The cardholder prompts appear in the language encoded in the card's magnetic stripe.

If the "Select Language" prompt appears, the cardholder can select ENGL or FREN. The rest of the cardholder prompts will be displayed in the selected language and the cardholder receipt will be printed in the selected language.

The "Total OK?" prompt appears.

- c. The cardholder selects Yes (or presses **OK**) to accept the refund amount displayed.
The "Select Account:" selection screen appears.

- d. The cardholder selects their account type (CHQ for Chequing or SAV for Savings).
The "Enter PIN & OK" entry screen appears

- e. The cardholder keys in their PIN and presses **OK**.

Note: Please respect the cardholder's privacy while they enter their PIN and encourage your customers to "Protect Your PIN".

5. Financial Transactions

The terminal communicates with the Moneris Host.
The top of the cardholder copy prints
The "APPROVED Press OK to Continue" prompt appears.

f. The cardholder presses **OK**.
The "Return to Clerk" prompt appears.

g. The cardholder returns the terminal to you.

6. Accept the terminal from the cardholder.

7. Press **OK** at the "Return To Clerk" prompt.

The APPROVED message appears, the rest of the cardholder copy and all of the merchant copy of the receipt are printed then the terminal returns to the transactions menu.

8. Tear off the receipts.

9. Separate the cardholder copy and give it to the cardholder.

10. Keep the merchant copy for your records.

5.2.7 Debit Card Refund with a Chip Card

Use this transaction to credit a cardholder's account for all or a portion of a previous Debit Purchase, for example, when they return merchandise.

If you need to enter alphanumeric data, e.g., a Clerk ID, refer to "Entering alphabetic characters and punctuation" for instructions.

Note: If the debit card does not have a chip on it, click here for instructions.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Refund.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The "Amount: \$ 0.00" entry screen appears.

3. Key in the amount to be refunded and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

The "Orig Auth #:" entry screen appears.

4. Key in the 6-digit Appr Code found on the original receipt and press **OK**.

If the "Invoice #:" entry screen appears,
key in the invoice number (max. 10 alphanumeric characters) and press **OK**, or simply
press **OK** to leave this blank.

The "Swipe or Insert Card:" prompt appears.

5. Insert the debit card into the chip card reader.

If the "Select Appl:" prompt appears, the cardholder can use the function keys to select
a debit application and then confirm that the correct application name is displayed.

Note: The cardholder prompts will appear in the language encoded in the card's chip.

If the "Select Language" prompt appears, the cardholder can use the function keys to select ENGL or FREN. The rest of the cardholder prompts will be displayed in the selected language and the cardholder receipt will be printed in the selected language.

The "Customer Press OK To Continue" prompt appears.

6. Pass the terminal to the cardholder.

a. The cardholder presses **OK** to continue the transaction.

The "Total OK?" prompt appears.

b. The cardholder selects Yes (or presses **OK**) to accept the refund amount displayed.

The "Select Account:" selection screen appears.

c. The cardholder selects their account type (CHQ for Chequing or SAV for Savings).

The "Enter PIN & OK" entry screen appears

d. The cardholder keys in their PIN and presses **OK**.

Note: Please respect the cardholder's privacy while they enter their PIN and encourage your customers to "Protect Your PIN".

The terminal communicates with the Moneris Host.

The top of the cardholder copy prints

The "APPROVED Please Remove Card" prompt appears.

e. The cardholder removes their chip card from the chip card reader.

The "Return To Clerk" prompt appears.

f. The customer hands the terminal back to you.

7. Accept the terminal from the cardholder.

8. Press **OK** at the "Return To Clerk" prompt.

The APPROVED message appears, the rest of the cardholder copy and all of the merchant copy of the receipt are printed then the terminal returns to the transactions menu.

9. Tear off the receipts.

10. Separate the cardholder copy and give it to the cardholder.

11. Keep the merchant copy for your records.

5.2.8 Correcting a Debit Transaction

Follow these steps to correcting any type of debit transaction (purchase, purchase with tip or refund) using any type of card (chip card or magnetic stripe card).

IMPORTANT: This transaction is always processed for the full amount of the original transaction and it must be processed in the same batch as the original transaction.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select CORRECTION. (You may need to scroll through the menu items.)

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

If the "Clerk Id:" entry screen appears,
key in your clerk ID and press **OK**.

The "Correct Last Trx" selection screen appears.

5. Financial Transactions

3. Select Yes (or press **OK**).

OR

3.a. Select No.

The "Retrieve By:" selection screen appears.

3.b. Select the criteria you wish to use to search the terminal memory.

If you selected the wrong option, press **CANC ANNUL** to return to the "Retrieve By:" selection screen.

To search by Sequence Number:

4.c. Select Seq#.

The "Seq Number:" entry screen appears.

4.d. Key in the 6-digit sequence number (refer to "Finding the Sequence Number") found on the Pre-Authorization receipt and press **OK**.

OR

To search by card number:

4.c. Select Acct#.

The "Last 4 Digits:" entry screen appears.

4.d. Key in the last four digits of the card number used for the pre auth you wish to delete (you can find this on the Pre Auth receipt above the card type) and press **OK**.

The terminal displays the following information for the transaction that matches the search criteria:

Seq#:
Card Name
Transaction Type
Card Number
Amount

4. Compare the displayed information to the receipt for the transaction you wish to void. If the information matches, select Yes.

Note: If the transaction displayed is not the one you want, select Next and display the next transaction in the terminal memory. Repeat until the transaction you want is displayed.

The "Swipe or Insert Card:" prompt appears.

5. Pass the terminal to the cardholder and ask them to swipe their debit card on the terminal OR, if they have a debit chip card, ask them to insert the card into the chip card reader.

a. The cardholder swipes the debit card on the terminal OR inserts the debit chip card into the chip card reader.

If the "Select Appl:" prompt appears, the cardholder can use the function keys to select a debit application and then confirm that the correct application name is displayed.

The "Customer Press OK To Continue" prompt appears.

b. The cardholder presses **OK** to continue the transaction.

Note: The cardholder prompts appear in the language encoded in the card's magnetic stripe.

If the "Select Language" prompt appears, the cardholder can select ENGL or FREN. The rest of the cardholder prompts will be displayed in the selected language and the cardholder receipt will be printed in the selected language.

The "Total OK?" prompt appears.

5. Financial Transactions

- c. The cardholder selects Yes (or presses **OK**) to accept the refund amount displayed. The "Select Account:" selection screen appears.
- d. The cardholder selects their account type (CHQ for Chequing or SAV for Savings). The "Enter PIN & OK" entry screen appears
- e. The cardholder keys in their PIN and presses **OK**.

Note: Please respect the cardholder's privacy while they enter their PIN and encourage your customers to "Protect Your PIN".

The terminal communicates with the Moneris Host.
The top of the cardholder copy prints
The "APPROVED Press OK to Continue" prompt appears.

- f. The cardholder presses **OK**.
The "Return to Clerk" prompt appears.

- g. The cardholder returns the terminal to you.

- 5. Accept the terminal from the cardholder.

IMPORTANT: A correction is always made for the full amount of the original transaction including Cashback. If Cashback was given on the original debit card purchase, the amount of the Cashback will appear above the "Return to Clerk" prompt. Ensure you retrieve the Cashback amount from the cardholder.

- 6. Press **OK** at the "Return To Clerk" prompt.
The APPROVED message appears, the rest of the cardholder copy and all of the merchant copy of the receipt are printed then the terminal returns to the transactions menu.

- 7. Tear off the receipts.

- 8. Separate the cardholder copy and give it to the cardholder.

- 9. Keep the merchant copy for your records.

6 The Ernex Programs

The ERNEX program allows you to offer your customers an electronic card-based program that is activated and processed through the Moneris Vx810 Duet terminal. There are two programs available:

- **Gift Cards:** allows you to offer your customers stored-value gift cards for pre-defined dollar values as well as variable-value cards and rechargeable cards. This is available for small businesses as the Moneris Gift Card program and as a customized program for national chains.
- **Loyalty Points:** allows you to reward customer loyalty by awarding points based on the dollar value of purchases a cardholder makes. This is available for small businesses as the Moneris Loyalty Card program and as a customized program for national chains.

All transactions, administrative and configuration functions begin at the Gift & Loyalty transactions menu.

To enable an Ernex program on your terminal:

1. Contact Moneris Solutions.

If you wish to have a gift or loyalty program set up for a national chain, you will also need to contact Ernex.

2. Initialize the terminal to the Moneris host.

3. Key in the Ernex parameter values:

- a. Key in the Moneris merchant ID, Moneris terminal ID and Ernex terminal ID.
- b. Key in the Ernex device type.
- c. Key in the Ernex routing code.

4. Initialize the terminal to the Ernex host.

6.1 Ernex Transactions

6.1.1 Activate or Load Value on an Ernex Card

To activate or load additional value on a Moneris gift card.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Activate/Load (you may need to scroll to the next menu screen).

The 'Swipe or Enter Card' prompt appears.

3. Swipe the gift or loyalty card

OR

Key in the loyalty card number and press OK.

The terminal displays the last four digits of the card number.

If the 'Enter CVC' prompt appears, key in the CVC number and press OK.

If the 'Clerk ID' prompt appears, key in the clerk ID and press OK.

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If the 'Enter Amount' prompt appears, key in the dollar amount to be loaded on the card and press OK.

If prompted, key in the additional transaction information and press OK.

If the 'Invoice Number' prompt appears, key in the Invoice number and press OK. The terminal displays 'Approved'.

The terminal displays 'Balance Due' then the 'Press OK Key' prompt appears.

4. Follow the Split Tender instructions to complete the transaction.

6.1.2 Ernex Transaction with a Balance Due

Gift card purchases, activations, and reloads may be paid for with more than one payment type. For example, if the total amount due is \$50 then \$30 can be paid with a credit transaction and \$20 can be paid with cash.

When the terminal displays the 'Balance Due \$###.##' message followed by the 'Press OK key' prompt:

A. Press **OK**.

The 'Select Payment For Balance Due' prompt appears.

B. Use the functions keys to select the payment type:

for payment by debit or credit card, select DbCr.

for payment by gift card, select Gift.

for payment by cash, select Cash.

for payment by split tender, select Splt.

The terminal displays 'Approved' or 'Tear Receipt' and prints the customer copy of the receipt then displays 'Press OK key'.

C. Press **OK** to print the merchant copy of the receipt.

D. If you selected:

DbCr: The terminal begins a purchase transaction (debit or credit) beginning at the 'Swipe or Enter Card' prompt.

Gift: The terminal begins a gift card purchase transaction beginning at the 'Swipe or Enter Card' prompt.

Cash: The transaction is complete.

Splt: The terminal begins a purchase transaction (debit or credit) beginning at the 'Swipe or Enter Card' prompt.

The transaction is completed when the balance due is \$0.

6.1.3 Voiding an Ernex Gift or Loyalty Transaction

The transaction voids a gift or loyalty card transaction.

IMPORTANT: This transaction must be performed in the same batch and for the same amount as the original transaction.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Void (you may need to scroll to the next menu screen).

The 'Password' prompt appears.

3. Key in the manager's password and press OK.

The 'Swipe or Enter Card' prompt appears.

4. Swipe the gift or loyalty card.

If the 'Enter CVC' prompt appears, key in the CVC number and press OK.

If the 'Clerk ID' prompt appears, key the clerk ID and press OK.

The 'Ernex Ref Number' prompt appears.

5. Key in the original reference number from the gift card or loyalty card transaction receipt and press OK.

If the 'Invoice Number' prompt appears, key in the invoice number and press OK.

The terminal displays 'Approved' and prints the customer copy of the receipt then displays the 'Press OK key' prompt.

6. Press **OK** to print the merchant copy of the receipt and return to the Gift & Loyalty transactions menu.

6.1.4 Ernex Card Inquiry

Display or print a Moneris gift card or loyalty card balance and expiry date.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Card Inquiry (you may need to scroll to the next menu screen).

The 'Swipe or Enter Card' prompt appears.

3. Swipe the gift card or loyalty card.

OR

Key in the gift card number or the loyalty card number and press OK.

The terminal displays the last four digits of the card number.

If the 'Enter CVC' prompt appears, key in the CVC number and press OK.

If the 'Clerk ID' prompt appears, key in the clerk ID and press OK.

The 'Card Inquiry 000 Inquiry Complete' prompt appears.

4. Press OK

The terminal displays the Card Balance and Card Status then the 'Press OK key' prompt.

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5. Press OK.

The 'Print Receipt?' prompt appears.

6. To print the receipt, select Yes.

OR

To skip printing the receipt, select No.

The terminal returns to the Gift & Loyalty transactions menu.

6.1.5 Reprinting an Ernex Receipt

Prints a duplicate of a gift or loyalty receipt.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the reprint key (second purple key from the right)

3. Select the receipt you wish to print:

To print the most recent receipt:

a. Select Last Receipt.

To print an earlier receipt:

a. Select Any Receipt.

The 'Ernex Ref Number' prompt appears.

b. Key in the reference number and press OK.

4. The terminal re-prints the customer copy of the receipt.

Note: The card number on the reprinted receipt will be masked, i.e. only the last four digits will be printed in the clear. For example, *****1234.

6.2 Gift Card Transactions

6.2.1 Ernex Purchase with a Gift Card

Sale of goods or services using a Moneris gift card.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Purchase.

The 'Total Amount' prompt appears.

3. Key in the total amount and press OK.

The 'Swipe or Enter Card' prompt appears.

4. Swipe the gift card

OR

Key in the gift card number and press OK.

If the 'Password' prompt appears, key in the manager password and press OK.

The 'Enter CVC' prompt appears.

5. Key in the CVC number at and press OK.

If the 'Clerk ID' prompt appears, key in the clerk ID and press OK.

If prompted, key in the additional transaction information and press OK.

If the 'Invoice Number' prompt appears, key in the invoice number and press OK.

The terminal displays 'Approved' and prints the customer copy of the receipt.

If the terminal displays 'Balance Due \$###.##', follow the Split Tender instructions to complete the transaction.

The 'Press OK key' prompt appears.

7. Press OK to print the merchant copy of the receipt and return to the Gift & Loyalty transactions menu.

6.2.2 Deactivate an Ernex Gift Card

Deactivate a Moneris gift card.

IMPORTANT: Once the gift card is deactivated, it can never be used again.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Deactivate (you may need to scroll to the next menu screen).

The 'Swipe or Enter Card' prompt appears.

3. Swipe the gift card.

The terminal displays the last four digits of the card number then the 'Enter CVC' prompt appears.

4. Key in the CVC number and press **OK**.

If the 'Clerk ID' prompt appears, key in the clerk ID and press **OK**.

If prompted, key in the additional transaction information and press **OK**.

If the 'Invoice Number' prompt appears, key in the Invoice number and press **OK**.

The terminal displays 'Approved' and prints the customer copy of the receipt then displays 'Press OK key'.

5. Press OK to print the merchant copy of the receipt.

The 'Transfer Balance to New Card' prompt appears.

6. To move the remaining balance to a new gift card:

IMPORTANT: A balance can be transferred only from and to variable amount gift cards.

a. Select Yes.

b. Proceed with the step 3 in the Activation instructions using the new gift card.

To deactivate the card and delete the balance:

a. Select No.

The gift card can no longer be used.

The terminal returns to the Gift & Loyalty transactions menu.

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6.2.3 Ernex Refund with a Gift Card

Refund a gift card transaction. This credits a cardholder's gift card for a previous gift card transaction.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Refund.

The 'Total Amount' prompt appears.

3. Key in the refund amount and press OK.

The 'Swipe or Enter Card' prompt appears.

4. Swipe the gift card.

The 'Enter CVC' prompt appears.

5. Key in the CVC number and press OK.

If the 'Clerk ID' prompt appears, key in the clerk ID and press OK.

If prompted, key in the additional transaction information and press OK.

The 'Ernex Ref Number' prompt appears.

6. Key in the original reference number from the Gift Card transaction receipt and press OK. OR press OK to leave this blank.

If the 'Invoice Number' prompt appears, key in the invoice number and press OK.

The terminal displays 'Approved' and prints the customer copy of the receipt then displays the 'Press OK key' prompt.

7. Press OK to print the merchant copy of the receipt and return to the Gift & Loyalty transactions menu.

6.3 Loyalty Card Transactions

6.3.1 Ernex Purchase with a Loyalty Card

Accumulation of loyalty points with purchase by credit card, debit card or cash; or with a credit pre-auth, completion or advice.

IMPORTANT: When to awards points for a Pre Auth transaction:

- Award points when you perform a PRE AUTH if you know that you will NOT have the loyalty card available later when you perform the pre-auth completion.

- Award points when you perform the PRE AUTH COMPLETION if you know that you WILL have the loyalty card available at that time.

Before you process this transaction, complete the purchase, pre-auth, completion or advice transaction.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Purchase.
The 'Total Amount' prompt appears.

3. Key in the total amount and press OK.

Note: Consult your manager to determine the dollar amount to be entered (e.g., before taxes or including tip amount) to award points.

The 'Swipe or Enter Card' prompt appears.

4. Swipe the loyalty card
OR

Key in the card number and press OK.

If the 'Clerk ID' prompt appears, key in the clerk ID and press OK.

If prompted, key in the additional transaction information and press OK.

If the 'Benefit Amt' prompt appears, key in the benefit amount to be rewarded and press OK.

If the 'Invoice Number' prompt appears, key in the invoice number and press OK.

The terminal displays 'Approved' and prints the customer copy of the receipt then the 'Press OK key' prompt appears.

5. Press OK to print the merchant copy of the receipt and return to the Gift & Loyalty transactions menu.

6.3.2 Deactivate an Ernex Loyalty Card

Deactivate a Moneris loyalty card.

IMPORTANT: Once the loyalty card is deactivated, it can never be used again.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Deactivate (you may need to scroll to the next menu screen).

The 'Swipe or Enter Card' prompt appears.

3. Swipe the loyalty card.

OR

Key in the loyalty card number and press OK.

The terminal displays the last four digits of the card number.

If the 'Clerk ID' prompt appears, key in the clerk ID and press OK.

If prompted, key in the additional transaction information and press OK.

If the 'Invoice Number' prompt appears, key in the Invoice number and press OK.

The terminal displays 'Approved' and prints the customer copy of the receipt then displays 'Press OK key'.

4. Press OK to print the merchant copy of the receipt.

The terminal returns to the Gift & Loyalty transactions menu.

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6.3.3 Ernex Refund with a Loyalty Card

This removes points from a cardholder's account. It should be used when a purchase that qualified for points is refunded.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Refund.

The 'Total Amount' prompt appears.

3. Key in the refund amount and press OK.

The 'Swipe or Enter Card' prompt appears.

4. Swipe the loyalty card.

OR

Key in the card number and press OK.

If the 'Clerk ID' prompt appears, key in the clerk ID and press OK.

If prompted, key in the additional transaction information and press OK.

If the 'Benefit Amt' prompt appears, key in the benefit amount from the original Loyalty card transaction receipt and press OK.

The 'Ernex Ref Number' prompt appears.

5. Key in the original reference number from the Loyalty card transaction receipt and press OK

OR

Press OK to leave this blank.

If the 'Invoice Number' prompt appears, key in the invoice number and press OK.

The terminal displays 'Approved' and prints the customer copy of the receipt then displays the 'Press OK key' prompt.

6. Press OK to print the merchant copy of the receipt and return to the Gift & Loyalty transactions menu.

6.3.4 Ernex Redemption with a Loyalty Card

Payment for goods and services using a Moneris loyalty card.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Redemption.

The 'Swipe or Enter Card' prompt appears.

3. Swipe the loyalty card.

OR

Key in the card number and press OK.

If the 'Clerk ID' prompt appears, key in the clerk ID and press OK.

If prompted, key in the additional transaction information and press OK.

The 'Enter Amount' prompt appears.

4. Key in the total amount and press OK.

If the 'Invoice Number' prompt appears, key in the invoice number and press OK.

The terminal displays 'Approved' and prints the customer copy of the receipt.

If the terminal displays Balance Due...

The terminal displays the 'Press OK key' prompt.

5. Press OK to print the merchant copy of the receipt and return to the Gift & Loyalty transactions menu.

6.4 The Menu Feature in Ernex

6.4.1 The Ernex Gift & Loyalty Transactions Menu

This menu allows you to select the type of Ernex transaction you wish to process.

The transactions are listed here in the order they appear on the menu. Some items may not appear on the terminal until a specific feature is enabled.

Ernex Gift & Loyalty Transactions Menu

MM/DD/YY	HH:MM	
		Use this transaction to:
	Purchase	perform a gift card purchase or a loyalty card purchase
	Refund	perform a gift card refund or a loyalty card refund
	Redemption	perform a loyalty card redemption
	Activate/Load	activate a gift card OR load additional value on a gift card
	Deactivate	deactivate a gift card or loyalty card, OR transfer a balance from one gift card to another
	Card Inquiry	display or print the balance and expiry date of a gift card or a loyalty card
	Void	void any gift card or loyalty card transaction
	Clerk Admin	add and delete Clerk IDs to your gift or loyalty program
	Setup	configure gift & loyalty program parameters

For instructions on navigating through the menus, refer to The Menu Feature section.

To access the transactions menu, from the applications menu:

1. Select GIFT & LOYALTY.

The Ernex Gift & Loyalty transactions menu appears.

6. The Ernex Programs

6.4.2 The Ernex Reports Menu

The Ernex Reports Menu Items

MM/DD/YY	HH:MM	
		Trans List
		Trans Inquiry
		Clerk Subtotals
		Batch Close
		Config List

This allows you to:

print a list of all Ernex transactions in the terminal memory

print the Transaction Inquiry report

print a list of totals for one or more clerks (only active if clerk IDs are configured)

close the Ernex Batch

print a list of the current settings for each parameter

To access the Ernex Reports menu from the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the Ernex transactions menu appears.

2. Press the REPORTS key (first purple key on the right).

The Ernex Reports menu appears.

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

6.4.3 The Ernex Gift & Loyalty Set Up Menu

This menu allows you to set values for a number of Ernex parameters on your terminal.

The parameters are listed in the order they appear on the menu. Some items may not appear on the terminal until a specific feature is enabled.

The Ernex Setup Menu Items

MM/DD/YY	HH:MM	
		Printer
		Merchant
		Comm
		IP Hosts
		Terminal
		Initialization
		About
		Date/Time
		Demo

This allows you to:

configure the Ernex receipt format

configure a variety of Ernex features

Do Not Use

Do Not Use

configure a variety of Ernex features

initialize the terminal to the Ernex host

displays Ernex application version information (press **OK** to exit)

Do Not Use

enter and exit Ernex Demo Mode

To access the Ernex Setup menu from the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the Ernex transactions menu appears.

2. Select Setup. (You may need to scroll through the menu items.)

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The first Ernex Setup menu screen appears.

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

6.5 Ernex Admin Transactions

6.5.1 Ernex Batch Close

This function closes a Moneris gift and/or loyalty card batch on the terminal and the Ernex host and prints a detailed transaction report.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the reports key (first purple key on the right).

The Ernex Reports menu appears.

3. Select Batch Close (you may need to scroll through the menu items).

If the 'Clerk ID' prompt appears, key in the clerk ID and press **OK**.

The terminal communicates with the Ernex host then the 'Print Details Report?' prompt appears.

4. To include details for each transaction in the batch summary report, select Yes. This produces the same report as a Transaction Inquiry performed for all transactions in the current batch.

OR

To print only totals in the batch summary report, select No.

The terminal prints the batch summary report, communicates with the Ernex host then returns to the Reports main menu.

5. Press the CANC ANNUL key to return to the Gift & Loyalty main menu.

6.5.2 Initialization to the Ernex Host

This function sends information about the terminal to the Ernex Host and receives additional parameters and information from the Host. If you are setting up your terminal for the first time, follow the First Initialization instructions below.

If changes have been made to your Ernex configuration or your Ernex account, the terminal may display 'Initialization Required' or the Service Centre may call and ask you to re-initialize your terminal. Follow the Re-initialization instructions below.

6. The Ernex Programs

6.5.2.1 First Initialization

This function **MUST** be performed once, after completing configuration, in order to use your terminal to process gift card or loyalty card transactions.

From the applications menu:

1. Select GIFT & LOYALTY.
The message "Activating App..." is displayed then the transactions menu appears.
2. Select Setup (you may need to scroll to the next menu screen).
The "Password:" entry screen appears.
3. Key in the manager password and press **OK**.
The first SETUP menu screen appears.
4. Select Initialization (you may need to scroll to the next menu screen).
The Ernex Term ID prompt appears.
5. Key in the Ernex Terminal ID and press OK.
The terminal completes the initialization and returns to the Setup menu.
6. Press **CANC ANNUL** to return to the Gift & Loyalty menu.

6.5.2.2 Re-initialization

If changes have been made to your Ernex configuration or your Ernex account, the terminal may display 'Initialization Required' or the Service Centre may call and ask you to re-initialize your terminal.

1. Select GIFT & LOYALTY.
2. Select Setup (you may need to scroll to the next menu screen).
The "Password:" entry screen appears.
3. Key in the manager password and press **OK**.
The first SETUP menu screen appears.
4. Select Initialization (you may need to scroll to the next menu screen).

If the 'Batch Not Empty Close Batch?' prompt appears:

select Yes to close the Ernex batch
OR
select No to leave the Ernex batch open.

The Ernex Term ID prompt appears.

5. Press OK to continue.
The terminal completes the initialization and returns to the Setup menu.
6. Press **CANC ANNUL** to return to the Gift & Loyalty menu.

6.6 Ernex Reports

6.6.1 Transaction List for Ernex Transactions

This report displays or prints Moneris gift and/or loyalty card transactions stored on the terminal in the current batch without closing the batch.

From the applications menu:

1. Select GIFT & LOYALTY.
The message "Activating App..." is displayed then the transactions menu appears.
2. Press the reports key (first purple key on the right).
The Ernex Reports menu appears.
3. Select Trans List.

If the 'Clerk ID' prompt appears, key in the clerk ID and press OK.

The 'Print by Date or Batch?' prompt appears.

4. Choose the selection method:

By Date

- a. Select Date.
The 'Date' prompt appears.
 - b. Key in the date and press OK.
- OR
Press OK for all dates.

By Batch Number

- a. Select Batch Number.
The 'Batch Num' prompt appears.
 - b. Key in the batch number (5 numeric digits) and press OK.
- OR
Press OK for all batches

If the 'Print Totals Only' prompt appears:

- Select Yes to print just the terminal batch totals OR
Select No to print the transaction details as well as the terminal batch totals.

The terminal prints the Stored Transactions report.

5. Press **CANC ANNUL** to return to the Gift & Loyalty main menu.

6.6.2 Transaction Inquiry for Ernex Transactions

This report displays or prints details of Moneris gift and/or loyalty card transactions in the current batch without closing the batch.

From the applications menu:

1. Select GIFT & LOYALTY.
The message "Activating App..." is displayed then the transactions menu appears.
2. Press the reports key (first purple key on the right).
The Ernex Reports menu appears.

6. The Ernex Programs

3. Select Trans Inquiry.

If the 'Clerk ID' prompt appears, key in the clerk ID and press OK.

The 'All' prompt appears.

4. To print all transactions for all cards:

a. Select All.

The 'Card #' prompt appears.

b. Press OK for all cards.

To scroll through the list of cards and select a transaction:

a. Scroll through the list:

To scroll forwards, select Next.

To scroll backwards, select Prev.

b. When the correct transaction is displayed, press OK to select it.

To retrieve information about a specific card number.

a. Select Slct.

The 'Card #' prompt appears.

b. Key in the gift or loyalty card number and press OK.

To return to the Reports menu.

Select Exit.

The 'Enter Amount' prompt appears.

5. Key in a dollar amount and press OK.

OR

Press OK for all amounts.

The 'Date' prompt appears.

6. Key in the date and press OK.

OR

Press OK for all dates.

The 'Select option' prompt appears.

7. To view information on the terminal, select View and scroll through the information:

To scroll forwards, select Next.

To scroll backwards, select Prev.

To print the transaction information, select Print.

The terminal prints the report and returns to the Reports main menu.

To return to the Reports menu, select Cncl.

8. Press the **CANC ANNUL** key to return to the Gift & Loyalty menu.

6.6.3 Clerk Subtotals Report for Ernex Transactions

This report displays or prints the totals of all Moneris gift and/or loyalty transaction types for one or more clerk IDs in the current batch without closing the batch.

IMPORTANT: Clerk IDs must be added to your merchant account on the Ernex host before this report can be generated.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the reports key (first purple key on the right).

The Ernex Reports menu appears.

3. Select Clerk Subtotals.

If the 'Clerk ID' prompt appears, key in the clerk ID and press OK.

The 'Zero Clerk totals' prompt appears.

4. To reset clerk totals to zero (0) upon completion of the report, select Yes.

OR

To continue accumulating clerk totals upon completion of the report, select No.

The 'Select Clerks' prompt appears.

5. To print subtotals for one Clerk:

- a. Select One.
- b. Key in the Clerk ID and press OK.

To print subtotals for a group of Clerks:

- a. Select Grp.
- b. Key in the group ID and press OK.

To print subtotals for more than one Clerk:

- a. Select List.
- b. Key in the clerk ID and press OK.
The 'Add more' prompt appears.
- c. Select Yes to add more clerks to the list
OR
Select No to finish the list and print the report.

To print subtotals for all clerks:

- a. Select All.

6. The terminal prints the report and returns to the Reports main menu.

7. Press **CANC ANNUL** key to return to the Gift & Loyalty menu.

6. The Ernex Programs

6.6.4 Configuration List for Ernex

When you have finished configuring the gift and/or loyalty program on your terminal, perform this function in order to have a printed record of the terminal's parameters.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the reports key (first purple key on the right).

The Ernex Reports menu appears.

3. Select Config List.

The terminal prints the report and returns to the Reports main menu.

4. Press the CANC ANNUL key to return to the Gift & Loyalty menu.

6.7 Ernex Configuration

6.7.1 Ernex Printer and Receipt Parameters

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Prmpt Beep Delay

Number of seconds to wait after beeping and displaying the 'Tear Receipt; Press OK key' message before printing the customer receipt

key in number of seconds and press **OK** (120 = default)

Pre-print

sets the terminal to begin printing the receipt header before the transaction is complete.

Off

On = Default

Enable Printer

turn the printer on or off

On = Default

Off (results in the "printer disabled" message any time a report should be printed or "Printer Error" any time a financial transaction is attempted)

Number of Copies

set the number of receipts printed for each transaction

0 COPY - no receipts are printed

1 COPY- prints the customer copy

2 COPIES - prints the customer copy and the merchant copy = Default

2 COPIES OPTN - prints the customer copy and prompts for confirmation to print the merchant copy

3 COPIES - prints the customer copy, the merchant copy and a duplicate of the merchant copy

3 COPIES OPTN - prints the customer copy and the merchant copy and prompts for confirmation to print a duplicate of the merchant copy

6.7.2 Ernex Merchant Parameters

Displays the parameters in the Edit Format menu

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Merchant ID

your Moneris merchant ID

key in the numeric Merchant ID assigned by Moneris and press **OK**

Moneris Term ID

your Moneris terminal ID

key in numeric terminal ID assigned by Moneris and press **OK**

Ernex Term ID

your Ernex terminal ID

key in the 8-digit terminal ID assigned by Ernex and press **OK**

Rct Hdr 1 to 7

the seven lines of text that appear at the top of the receipt

key in alphanumeric text (max. 40 characters) and press **OK**

Footer 1 to 6

the six lines of text that appears at the bottom of the receipt

key in alphanumeric text (max. 40 characters) and press **OK**

Seq #

Not Editable

AutoClos Time

this parameter is updated to match the host each time the Gift & Loyalty application is initialized

HHMMSS (230000 = default)

Auto Close Tries

number of times the terminal tries to perform an automatic batch close

key in a 2-digit numeric value (displayed in seconds, e.g. 60 = 60 seconds) and press **OK** (3 = default)

Auto Close Delay

amount of time the terminal waits between attempts to perform an automatic batch close

6. The Ernex Programs

key in a 2-digit numeric value and press **OK** (10 = default)

Auto Close Opt

determines whether the terminal will attempt an automatic batch close each day or the batch must be closed manually

No - you must perform a batch close manually = default

Yes - the terminal will automatically attempt to close each day

Benefit Amt Prmpt

Not Editable

Coupon Validation

enables or disables coupon validation

No = default

Yes

Amt Verification

enables or disables the verification prompt for the amount entered during an Ernex gift and/or loyalty transaction

No = default

Yes

6.7.3 Ernex Communications Parameters

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Pri Auth Phone

Do Not Use

Sec Auth Phone

Do Not Use

Baud Rate

Do Not Use

Blind Dial

Do Not Use

Device Type

the Ernex device type

key in the 2-digit alphanumeric device type assigned by Moneris or Ernex and press **OK**

To key in alphabetic characters, refer to "Entering Alphabetic Characters and Punctuation".

Dial Type

Do Not Use

Backup Support

Do Not Use

Num Retries

Do Not Use

Reversal Retries

Do Not Use

6.7.4 Ernex Terminal Parameters

For instructions on navigating through the menus and editing parameters, refer to The Menu Feature section.

Clrk/Srvr Mode

enables the **Clerk Id:** prompt. If Clerk Totals and Clerk ID input are supported, select Prompt.

None (0) = default

Prompt (2)

Terminal Beep

turn the key beep on or off

Off

On = default

PABX Code

Do Not Use

Demo Mode

For information on demo mode, refer to "Ernex Demo Mode".

Off = default

On

Man Inv Prompt

Enable/disable the prompt for Manual entry of an Invoice number during Ernex gift and/or loyalty transactions. Entry at the prompt is not required and can be bypassed by pressing **OK**.

Off = default

On

Ernex Route Code

Routing Identifier for the Ernex Host provided by Ernex or Moneris

key in the two-digit numeric value and press OK

6. The Ernex Programs

Language

sets the terminal display language

English = default

French

6.7.5 Adding Clerk IDs to the Ernex Gift & Loyalty Application

Use this function to add clerk IDs to be used when processing gift and loyalty transactions.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Clerk Admin. (You may need to scroll through the menu items.)

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The CLERK ADMIN menu appears.

3. Select Add Clerk to add a clerk ID.

The "Clerk ID:" entry screen appears.

4. Key in the Clerk ID to be added and press **OK**. (Refer to "Entering alphabetic characters and punctuation")

The Clerk Added message appears then "Clerk ID:" entry screen re-appears.

To continue adding Clerk IDs, repeat step 5.

You can add a maximum of 20 Clerk IDs at one time.

Once 20 Clerk IDs have been entered for addition, the terminal communicates with the host to add the Clerk IDs to the Host.

5. When all the Clerk IDs have been entered for addition, press **CANC ANNUL**.

The "Send to Host?" selection screen appears.

6. Select Yes and send the Clerk IDs to the host for addition.

The terminal communicates with the host then displays APPROVED and beeps.

7. Press **OK** to return to the CLERK ADMIN menu.

8. Press **CANC ANNUL** to return to the Gift & Loyalty transactions menu.

6.7.6 Deleting Clerk IDs from the Ernex Gift & Loyalty Application

Use this function to remove clerk IDs so they can no longer be used when processing gift and loyalty transactions.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Clerk Admin. (You may need to scroll through the menu items.)

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The CLERK ADMIN menu appears.

3. Select Delete Clerk to delete a clerk ID.

The "Clerk ID:" entry screen appears.

4. Key in the Clerk ID to be removed and press **OK**. (Refer to "Entering alphabetic characters and punctuation")

The Clerk Deleted message appears then "Clerk ID:" entry screen re-appears.

To continue deleting Clerk IDs, repeat step 5.

5. When all the Clerk IDs have been entered for addition, press **CANC ANNUL**.

The "Send to Host?" selection screen appears.

6. Select Yes and send the Clerk IDs to the host for deletion.

The terminal communicates with the host then displays APPROVED and beeps.

7. Press **OK** to return to the CLERK ADMIN menu.

8. Press **CANC ANNUL** to return to the Gift & Loyalty transactions menu.

6.8 Ernex Demo Mode

Demo Mode allows you and your employees to practice performing gift and loyalty transactions on your Moneris terminal without affecting your terminal total amounts, your financial accounts and your customers' accounts.

Note: Demo Mode is only available if you close your terminal batches on the terminal. If your terminal uses system close, you cannot use Demo mode.

While the terminal is in Demo mode:

- DEMO is printed at the top of each receipt and report
- There is no transaction maximum however, demo transactions for more than \$10 will produce a decline message.
- Transaction amounts equal to or greater than \$1.00 will produce a Balance Due message with an amount due of \$1.00.
- all gift and loyalty transactions are supported

6.8.1 Entering Demo Mode in Ernex

Note: Demo mode can only be activated on terminals that have been configured and initialized to the Ernex host.

IMPORTANT: You must close the current Ernex batch before you can enter Demo mode. Do NOT clear the batch.

IMPORTANT: Ensure that you exit Demo Mode before processing actual gift or loyalty transactions. Transactions processed in Demo Mode will NOT affect your terminal totals, Ernex accounts and customers' accounts.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the Ernex transactions menu appears.

2. Select Setup. (You may need to scroll through the menu items.)

If the "Password:" entry screen appears,
key in the manager password and press **OK**.


6. The Ernex Programs

The Setup menu appears.

3. Select Demo. (You may need to scroll through the menu items.)
The "Demo Mode" selection screen appears.

4. Select On.

The terminal displays DEMO MODE ON then the SETUP menu re-appears with the DEMO

icon () displayed on the left side of the screen.

5. Press CANC ANNUL two times to return to the Gift & Loyalty transactions menu.
The Ernex gift and/or loyalty application is now in Demo mode.

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

6.8.2 Exiting Demo Mode in Ernex

IMPORTANT: Ensure that you exit Demo Mode before processing actual gift or loyalty transactions. Transactions processed in Demo Mode will NOT affect your terminal totals, Ernex accounts and customers' Ernex accounts.

From the applications menu:

1. Select GIFT & LOYALTY.

The message "Activating App..." is displayed then the Ernex transactions menu appears.

2. Select Setup. (You may need to scroll through the menu items.)

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The Setup menu appears.


3. Select Demo. (You may need to scroll through the menu items.)
The "Demo Mode" selection screen appears.

4. Select Off.

The "Batch Not Empty Clear Batch" message appears.

5. Select Yes to clear the demo batch so it does not affect totals of real Ernex transactions.

The terminal displays DEMO MODE OFF then the SETUP menu re-appears. The DEMO

icon () is no longer displayed on the screen.

6. Press CANC ANNUL two times to return to the Gift & Loyalty transactions menu.
The terminal is no longer in Demo mode.

IMPORTANT: Ensure that you exit Demo Mode before processing actual gift or loyalty transactions. Transactions processed in Demo Mode will NOT affect your terminal totals, Ernex accounts and customers' Ernex accounts.

7 Admin Transactions

7.1 Log On

If the "Host Logon Required" prompt appears, you must log on before you can perform transactions on the terminal.

1. Press the **OK** key at the transactions menu.
The first CONFIGURATION menu screen appears.
2. Select Host Logon. (You may need to scroll through the menu items.)
The Password: entry screen appears.
3. Enter the Manager password and press **OK**.
The terminal communicates with the Moneris host, displays "Logon Successful" then returns to the transactions menu.
The terminal is now ready to process transactions.

If this is your first time using the terminal, use the Demo Mode to practice performing transactions.

Note: To ensure unauthorized transactions cannot be processed, the terminal should be logged off at the end of the business day.

7.2 Log Off

To ensure unauthorized transactions cannot be processed, your terminal should be logged off at the end of the business day.


1. Press the **OK** key at the transactions menu.
The first CONFIGURATION menu screen appears.
2. Select Host Logoff. (You may need to scroll through the menu items.)
The terminal communicates with the Moneris host, displays "Logoff Successful" then returns to the transactions menu.
To process transactions again, the terminal must be logged on.

7.3 Demo Mode

Demo Mode allows you and your employees to practice operating the Moneris Vx810 Duet terminal without affecting your terminal total amounts, your financial accounts and your customers' accounts.

Note: Demo Mode is only available if you close your terminal batches on the terminal. If your terminal uses system close, you cannot use Demo mode.

While the terminal is in Demo mode:

- The DEMO icon () is displayed on the left side of the screen on all menus (except the applications menu).

7. Admin Transactions

- All financial transaction types that are supported on your terminal can be performed in Demo mode.
- All financial transactions will be approved.
- The message APPROVED DEMO will be displayed on the screen.
- All transactions will be stored in the terminal's memory while you remain in Demo mode.
- All receipts for demo transactions and reports on demo totals will have a DEMO banner printed across the top of them.
- The initial transaction amount must be \$1.00 or less.
- If you wish to add a tip to the Purchase amount, the tip amount must be \$1.00 or less.
- If you select or key in a Cashback amount during a Debit Purchase, only \$1.00 is added to the transaction amount regardless of which Cashback amount is selected or keyed in.
- If you change parameters values while the terminal is in demo mode, those changes will not be cleared when you exit Demo mode. Parameter values affect the way the terminal works in both live mode and demo mode. Any changes you make in demo mode will also affect the way terminal works when you perform live transactions.
- If you power off the terminal while it is in Demo mode, it will still be in Demo mode the next time you power up the terminal.

7.3.1 Transactions Available in Demo Mode

Most transactions can be practiced in Demo mode on the terminal. Refer to the tables below for a complete list.

- Financial Transactions by Card Type
- Reporting Functions
- Administrative Functions
- Shortcuts

Transactions that cannot be performed do not appear on the terminal screen while in Demo Mode.

The terminal can NOT perform a Batch Close in Demo mode. You can clear transactions from the Demo batch by using the Batch Clear function while in Demo mode or by selecting Yes at the "Clear Batch" prompt when you exit Demo mode.

Note: Demo transactions are limited to a maximum amount of \$1.00.
If Tip Entry is enabled, the maximum tip amount in Demo Mode is \$1.00.
If Cashback is enabled, the maximum Cashback amount in Demo Mode is \$1.00.
The maximum final total amount (purchase + tip + Cashback) is \$3.00.

Financial Transactions by Card Type

Most financial transactions are available regardless of the type of card used, however Purchasing Cards (i.e., Corporate cards) cannot be used while in Demo Mode.

TRANSACTION	CREDIT	DEBIT
Purchase	Swipe or Insert	Swipe or Insert
Refund	Swipe or Insert	Swipe or Insert
Pre-authorization	Swipe or Insert	n/a
Completion	With Sequence #	n/a
Delete Pre Auth	With Sequence # With Card #	n/a
Advice	With Voice Auth #	n/a
Correction	Swipe or Insert	Swipe or Insert

Functions

REPORTING FUNCTIONS	ADMIN FUNCTIONS	SHORTCUTS
Stored Tran Rpt Deposit Totals Clerk SubTotals Multi Terminal Merch SubTotals Terminal Parms Terminal Stats EMV Param Rpt EMV Diagnostics Pre-Auth Rpt	Reprint Demo Batch Review Batch Clear	3 = Paper feed 6 = Quick Setup 9 = Cash Receipt OK = Configuration menu * = Applications menu

The following SET UP functions should NOT be used in Demo Mode although they are available:

- Printer
- Comm
- Host
- Merchant IDs
- IP Hosts
- Date/Time

7. Admin Transactions

7.3.2 Entering Demo Mode

Note: Demo mode can only be activated on terminals that have been configured, initialized and logged on.

IMPORTANT: You must close the current batch before you can enter Demo mode. Do NOT clear the batch.

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

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press **OK** to display the CONFIGURATION menu.

The first screen of the Configuration menu appears.

3. Select Setup.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The SETUP menu appears.

4. Select Demo.

The "Demo Mode" selection screen appears.

5. Select On.

If the "Batch Not Empty Clear Batch" message appears, the terminal has transactions in terminal memory.

- Select No. The TRANS CANCELLED message appears.


- Press **OK** to return to the SETUP menu then press **CANC ANNUL** two times to return to the transactions menu.

- Perform a batch close then try entering Demo mode again.

Do NOT select Yes. If you do, the batch will be deleted and you will lose all transactions in the batch in the terminal memory. You will be unable to close that batch and will be out of balance with the Moneris host.

The terminal displays DEMO MODE ON then the SETUP menu re-appears with the DEMO

**D
E
M
O**

icon () displayed on the left side of the screen.

6. Press **CANC ANNUL** two times to return to the transactions menu.

The terminal is now in Demo mode.

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

7.3.3 Exiting Demo Mode

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

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press **OK** to display the CONFIGURATION menu.

The first screen of the Configuration menu appears.

3. Select Setup.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The SETUP menu appears.

4. Select Demo.

The "Demo Mode" selection screen appears.

5. Select Off.

If the "Batch Not Empty Clear Batch" message appears,
the terminal has Demo transactions in terminal memory. Select **Yes**. The terminal
displays BATCH DELETED and all Demo transactions in the terminal memory are
deleted.

The DEMO MODE OFF message is displayed then the SETUP menu re-appears WITHOUT
the DEMO icon displayed on the left side of the screen.

6. Press CANC ANNUL two times to return to the Debit & Credit transactions menu.

IMPORTANT: 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.

8 Reports

8.1 Clerk Subtotalling Reports

8.1.1 Clerk Subtotals Report for All Clerks

This report includes totals from the Moneris Host for all Clerk IDs associated with your merchant ID. Transaction type totals are sorted by Card Type and grand totals are sorted by transaction type by Clerk ID.

Note: You can also perform a Clerk Subtotals Report for one clerk or a list of clerks.

IMPORTANT: Clerk IDs must be added to your merchant account on the Moneris host before this report can be generated.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the REPORTS key (first purple key on the right).

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The first REPORTS menu screen appears.

3. Select Clerk SubTotals.

The "Clerk Id:" entry screen appears.

4. Key in an asterisk (*) and press **OK**.

The "Add Another Clerk?" selection screen appears.

5. Select No.

The "Clear Totals?" selection screen appears.

6. Select No.

IMPORTANT: Clerk Subtotals must be cleared 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.

The terminal communicates with the Moneris host then prints the Clerk Sub Totals report and returns to the first REPORTS menu screen.

7. Press **CANC ANNUL** to return to the transactions menu.

8.1.2 Clerk Subtotals Report for One Clerk or a List of Clerks

This report includes totals from the Moneris Host for one or a list of clerks. Transaction type totals are sorted by Card Type and grand totals are sorted by transaction type by Clerk ID.

Note: You can also perform a Clerk Subtotals Report for all clerks.

IMPORTANT: Clerk IDs must be added to your merchant account on the Moneris host before this report can be generated.

From the applications menu:

8. Reports

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the REPORTS key (first purple key on the right).

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The first REPORTS menu screen appears.

3. Select Clerk SubTotals.

The "Clerk Id:" entry screen appears.

4. Key in the Clerk ID and press **OK**. (Refer to "Entering alphabetic characters and punctuation".)

Note: You must enter a Clerk ID.

The "Add Another Clerk?" selection screen appears.

5. To print sub-totals for only one clerk ID, select No.

To print sub-totals reports for more than one specific clerk ID, select Yes then repeat steps 4 and 5 for each additional clerk ID.

The "Clear Totals?" selection screen appears.

6. Select No.

IMPORTANT: Clerk Subtotals must be cleared 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.

The terminal communicates with the Moneris host then prints the Clerk Sub Totals report and returns to the first REPORTS menu screen.

7. Press **CANC ANNUL** to return to the transactions menu.

8.2 The Configuration Parameters Report

When you have finished configuring your terminal, perform this function in order to have a printed record of the terminal's parameters. Included on the print-out are:

- software revision number (Application ID)
- terminal identification information (Terminal Serial #:)
- features enabled from the CONFIGURATION menu, including Terminal Parameters, Debit Parameters and Tip Parameters
- receipt setup (under Receipt Parameters)
- communications parameters (under Dial Parameter and Ethernet Parameters)

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the right-most purple key on the keypad to select the REPORTS menu.

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The first REPORTS menu screen appears.

3. Press the left-most purple key on the keypad to select the down arrow.

The second REPORTS menu screen appears.

4. Select Terminal Parm.s.
The terminal prints the Parameters Report and returns to the second REPORTS menu screen.
5. Press **CANC ANNUL** to return to the transactions menu.

8.3 EMV Parameters Report

This function prints a list of EMV parameters and their values by EMV card record number.

From the applications menu:

1. Select **DEBIT & CREDIT**.
The message "Activating App..." is displayed then the transactions menu appears.
2. Press the **REPORTS** key (first purple key on the right).
If the "Password:" entry screen appears, key in the manager password and press **OK**.
The first **REPORTS** menu screen appears.
3. Select **EMV Param Rpt** (you may need to scroll to the next menu screen).
The terminal prints the EMV Parameters Report and returns to the first **REPORTS** menu screen.
4. Press **CANC ANNUL** to return to the transactions menu.

8.4 Batch Totals Report

This report is printed as part of the Batch Close transaction, however it can be printed without closing the batch.

From the applications menu:

1. Select **DEBIT & CREDIT**.
The message "Activating App..." is displayed then the transactions menu appears.
2. Select **Batch Close** (you may need to scroll to the next menu screen).
If the "Password:" entry screen appears, key in the manager password and press **OK**.
The **Close Type?** prompt appears.
3. Select **Single**.
The terminal communicates with the Moneris Host then prints the **BATCH TOTALS** report.
The "Prt Stored Trans?" prompt appears.
4. Select **No**.
The "Close Batch?" prompt appears.
5. Select **No**.
The message "Batch Close Failed" is printed on the report and displayed on the screen then the terminal returns to the transactions menu.

8.5 Deposit Totals Report

The Deposit Totals report provides totals for all transactions in closed batches (i.e., batches that have been closed but have not yet been settled) on the same date that this report is printed. It includes transaction type totals by card type from the Moneris Host and grand totals by transaction type.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the REPORTS key (first purple key on the right).

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The first REPORTS menu screen appears.

3. Select Deposit Totals.

The terminal communicates with the Moneris host.

If the terminal displays "APPROVED", press **OK**.

The terminal prints the Deposit Totals report and returns to the first REPORTS menu screen.

4. Press **CANC ANNUL** to return to the transactions menu.

8.6 Merchant Subtotals Report

This report contains information about the transactions stored in the current batch on the Moneris host. It prints transaction type totals sorted by card type and grand totals sorted by transaction type. It does **not** close the batch.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the REPORTS key (first purple key on the right).

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The first REPORTS menu screen appears.

3. Select Merch SubTotals. (You may need to scroll through the menu items.)

The terminal communicates with the Moneris host.

If the terminal displays "APPROVED", press **OK**.

The terminal prints the Merchant Subtotals report and returns to the second REPORTS menu screen.

4. Press **CANC ANNUL** to return to the transactions menu.

8.7 Private Label Transactions on Reports

Private Label transactions appear as a separate card type on all reports that include credit card transactions including:

- Stored Transactions List
- Deposit Total Inquiry
- Clerk Subtotals Inquiry
- Multiple Terminal Report
- Merchant Subtotals Report
- Batch Review Report

8.8 Stored Transactions Report

This report contains information about the transactions in the terminal's memory. It prints a detailed list of all transactions in the terminal's memory sorted by date and it prints transaction type totals sorted by card type and grand totals sorted by transaction type.

Note: This report does not include pre-auth transactions. These transactions are listed in the Pre-Auth report.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the REPORTS key (first purple key on the right).

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The first REPORTS menu screen appears.

3. Select Stored Tran Rpt.

The "Report Period:" selection screen appears.

4. To print transactions and totals for a specific date:

- a. Select Date.

The "Date (YYYYMMDD):" entry screen appears.

- b. Key in the date and press **OK**.

To print all transactions and totals:

- a. Select All.

The terminal prints the Stored Transactions report and returns to the first REPORTS menu screen.

5. Press **CANC ANNUL** to return to the transactions menu.

8.9 Pre Auth Transactions Report

This report lists all open Pre Auth transactions (i.e. all Pre Auth transactions that have **not** been completed) in the terminal memory.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Pre Auth.

The Pre Auth menu appears.

3. Select Pre-Auth Rpt.

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The terminal prints the Pre Auth Transactions report and returns to Pre Auth menu.

4. Press **CANC ANNUL** to return to the transactions menu.

9 End-of-Day Procedure

IMPORTANT: At the end of each business day you must process a Batch Close transaction in order to have the funds from your POS transactions deposited to your business account.

Note: If your merchant account is set up to close your batches automatically, simply print a Merchant Sub-totals Report at the end of each business day. If you wish, you may also perform a Batch Clear transaction.

You will need to perform two tasks:

1. Perform a Batch Close for a single terminal.

If Multi-Terminal Reporting is enabled, perform a Multi-Terminal Batch Close for one or more named terminals.

2. Compare the totals on the Batch Totals report and the Stored Transactions report printed during the Batch Close.

IMPORTANT: If the totals do not match, call the Moneris Merchant Service Centre for reconciliation assistance.

9.1 Batch Close

At the end of each business day you must process a Batch Close transaction in order to have the funds from your POS transactions deposited to your business account.

Note: If your merchant account is set up to close your batches automatically, simply print a Merchant Sub-totals Report at the end of each business day. If you wish, you may also perform a Batch Clear transaction.

Chip card totals are rolled into the card totals; they do not appear as a separate card type.

Note: To close multiple terminals at one time, refer to "[Multi-Terminal Reporting](#)".

Note: To print the Batch Totals report without closing the batch, refer to "[Printing a Stored Transactions Report](#)".

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Batch Close. (You may need to scroll through the menu items.)

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The Close Type? prompt appears.

3. Select Single.

If the "Delete Pre-Auth?" prompt appears:

to delete all open (uncompleted) pre auth transactions, select Yes.

to retain all open pre auth transactions, select No.

The terminal communicates with the Moneris Host then prints the BATCH TOTALS report.

The "Prt Stored Trans?" prompt appears.

4. Select Yes to print the Stored Transactions report.

The "Report Period:" prompt appears.

9. End-of-Day Procedure

5. To print the transactions for a specific date, select Date then key in the date (YYYYMMDD) and press **OK**.

To print all transactions in the batch, select ALL.

The terminal prints the Stored Transactions report then the "Close Batch?" prompt appears.

6. Confirm that the totals on the Batch Totals report match the totals on the Stored Transactions report.

7. If the totals match, select Yes to close the current batch and have funds deposited to your account.

If the totals do not match, select No.

The message "Batch Close Failed" is printed on the report and displayed on the screen.

The Batch Close is cancelled and funds are NOT deposited to your account. If you perform the Batch Close transaction again later and select Yes, the funds will be deposited at that time.

8. The terminal communicates with the Moneris Host again, prints the Batch Close report and returns to the transaction menu.

9.2 Batch Clear

This function is primarily used by System Close merchants to clear the batch in the terminal memory. A system close is initiated by the Moneris Host and clears the batch on the host but not on the terminal. If the batch on the terminal is never cleared, any totals reports that rely on the terminal batch will continue to increment each day.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Batch Clear. (You may need to scroll through the menu items.)

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The "Clear Batch?" selection screen appears.

3. Select Yes.

Note: If you select No, the terminal returns to the transactions menu without clearing the batch.

The terminal clears the batch and returns to the transactions menu.

9.3 Batch Review

This report displays details for all transactions that match the criteria you select. The displayed transactions can be voided, a Transaction Inquiry report can be printed for all matching transactions or a duplicate receipt can be printed for the currently displayed transaction.

Criteria are:

- Clerk ID (Clrk)
- Amount (Amt)
- Card Number (Acct)
- Sequence Number (Seq#)

The following transaction details are displayed:

- Sequence #
- Card Type
- Transaction Type
- Card Number
- Transaction Amount

Note: This function does NOT include Pre Auth transactions. You must use the Pre-Auth Report to review Pre Auth transactions.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Select Batch Review. (You may need to scroll through the menu items.)

If the "Password:" entry screen appears,
key in the manager password and press **OK**.

The "Retrieve By" selection screen appears.

3. Select the criteria type you wish to use to search through the batch.

Clrk => key in a clerk ID used for the transaction you're looking for and press **OK**.
OR simply press **OK** to select all transactions.

Amt => key in the amount of the transaction you're looking for and press **OK**

Acct => key in the last 4 digits of the card number used for the transaction and press **OK**

Seq# => key in the sequence number of the transaction and press **OK**. OR simply press **OK** to select all transactions.

The terminal displays the following information for the first transaction that matches the criteria:

Seq#:
Card Name
Transaction Type
Card Number
Amount

4. Select the action you wish to perform.

Corr => perform a Correction on that transaction

Prev => move back to the previous transaction that matches the criteria

Next => move forward to the next transaction that matches the criteria

Prnt => print the details displayed on the screen in the Transaction Inquiry report format.

Or press the Reprint key, to reprint the merchant copy of the receipt for the displayed transaction.

5. To return to the transactions menu, press **CANC ANNUL** two times.

9.4 Multi-terminal Reports

9.4.1 Multi-Terminal Batch Close for All Terminals

This function does not compare totals stored in the terminal memory to totals stored on the Moneris Host. Therefore, ensure your receipts balance to the total of the Deposit Totals Report (selected in step 5) or print a Stored Transactions Report on each of the terminals selected.

Note: You can also perform a Multi-Terminal Batch Close for one or more terminals by name.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the right-most purple key on the keypad to select the REPORTS menu.

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The first REPORTS menu screen appears.

3. Select Multi Terminal.

The "Terminal Name:" entry screen appears.

4. Key in an asterisk (*) and press **OK**.

The "Add Another Terminal?" selection screen appears.

5. Select No.

The "Deposit Totals:" selection screen appears.

6. Select Yes.

The terminal communicates with the Moneris host then prints a Multi Terminal report for all terminal names associated with your merchant ID and returns to the first REPORTS menu screen.

7. Press **CANC ANNUL** to return to the transactions menu.

9.4.2 Multi-Terminal Batch Close for One Terminal Name or a List of Terminal Names

This function does not compare totals stored in the terminal memory to totals stored on the Moneris Host. Therefore, ensure your receipts balance to the total of the Deposit Totals Report (selected in step 5) or print a Stored Transactions Report on each of the terminals selected.

Note: You can also perform a Multi-Terminal Batch Close for all terminals.

IMPORTANT: You must know the terminal name in order to perform this function.

From the applications menu:

1. Select DEBIT & CREDIT.

The message "Activating App..." is displayed then the transactions menu appears.

2. Press the right-most purple key on the keypad to select the REPORTS menu.

If the "Password:" entry screen appears, key in the manager password and press **OK**.

The first REPORTS menu screen appears.

3. Select Multi Terminal.

The "Terminal Name:" entry screen appears.

4. Key in the terminal name to be used in the Multi-terminal report and press **OK**. (Refer to "Entering alphabetic characters and punctuation".)

Note: You must enter a Terminal Name.

The "Add Another Terminal?" selection screen appears.

5. To print sub-totals reports for more than one specific terminal name, select Yes then repeat steps 4 and 5 for each additional terminal name.

Note: You may select up to 20 terminals by name to process at one time. When you enter the twentieth terminal name, the terminal automatically processes the list then returns to the MULT TERM menu. You can then add additional terminals.

To print sub-totals for only one terminal name or when you have finished adding terminals, select No. The "Deposit Totals:" selection screen appears.

6. Select Yes.

The terminal communicates with the Moneris host then prints the Multi Terminal report and returns to the first REPORTS menu screen.

7. Press **CANC ANNUL** to return to the transactions menu.

10 Troubleshooting

Assistance can be accessed in a number of ways. You can:

- refer to other Moneris Vx810 Duet documentation
- call the Moneris Merchant Contact Centre

10.1 Additional Documentation

To download additional documentation, visit the Downloads page on our website at www.moneris.com/index.php?context=/onlineservice/downloads/qrg_manual

- For a copy of the *Moneris Vx810 Duet Quick Reference Guide*, under Reference Guide(s) > Wired, select "Vx810 Duet"
- For a printable PDF file of this Operating Manual, under Merchant Manual(s) > Wired, select "Vx810 Duet Operating Manual".
- For a copy of the *Moneris Merchant Operating Manual*, under Merchant Manual(s) > Other, select "Merchant Operating Manual".

10.2 Telephone Assistance

WHEN YOU NEED:

- to order POS stationary supplies including printer rolls
- to resolve balancing issues
- to solve problems with your terminal
- to report a Code 10 situation
- assistance changing your terminal configuration
- Credit Voice Authorizations

PLEASE CONTACT:

Moneris Merchant Service Centre

1-866-319-7450

toll-free

24 hours a day, 7 days a week

10.3 Troubleshooting

If your terminal is not working properly and an error message appears on the screen, go to the list of Error Messages and locate the message you see on the terminal. If the problem appears to be with the hardware, go to the list of Hardware Problems and locate the symptom. Then, review the possible problems and try the suggested solution.


Note: Please keep any receipts printed during problem transactions. The Service Centre representative may require information that appears on the receipts.

If this does not resolve the problem, contact the Moneris Merchant Service Centre for assistance.

10.4 Error Messages on the Moneris Vx810 Duet Terminal

A message will appear on the display if an error occurs. In the table below, find the error message that appears on the terminal and try the solution. If the error message re-appears, contact the Moneris Merchant Service Centre for assistance.

All error messages are listed in alphabetical order (regardless of their cause).AS

ERROR MESSAGE	PROBLEM & SOLUTION
Card Not Supported	<p>The type of card swiped on the terminal does not match the card type selected at the READY screen. For example, a Debit card was swiped during a Credit Pre-auth transaction or an Ernex Gift Card was swiped for an Ernex Loyalty Card transaction.</p> <p>Try swiping the card again.</p> <p>If this message reappears, press CANC ANNUL to cancel the transaction and retry the debit or credit transaction.</p> <p>-OR-</p> <p>Your merchant account with Moneris is not set up to accept the card type that was swiped.</p> <p>Request another form of payment then contact the Moneris Merchant Service Centre to discuss how to add that payment type to your merchant account.</p>
Card Swipe Error	<p>There is a problem with the magnetic stripe on the card that was swiped.</p> <p>Try swiping the card again, this time more slowly or quickly, or from front of the terminal to the back.</p> <p>If the message reappears:</p> <ul style="list-style-type: none"> - for credit card with stripe – key in the card number. - for credit card with chip – swipe the card - for debit card with stripe or chip – request another form of payment.
CommServer Not Responding to VMAC	<p>The Ethernet cable was connected to the base and the wall jack while you configured the static IP parameters.</p> <p>Power off then power on the terminal (leave the Ethernet cable connected to the base and the wall jack).</p>
COMMSVR ENTRY PASSWORD -----	<p>The "2" key was pressed when the terminal was at the applications menu (e.g. attempting to key in a dollar value of \$20.00 or another value that includes a 2).</p> <p>Press CANC ANNUL to return to the applications menu.</p>
	<p>This symbol appears when the terminal is in Demo Mode.</p> <p>Exit Demo Mode to remove the symbol from the display.</p>

ERROR MESSAGE	PROBLEM & SOLUTION
EMPTY BATCH	<p>If you attempt a Pre Auth Completion but there are no uncompleted pre auths in the terminal memory, the Empty Batch message appears.</p> <p>Press OK to return to the Pre Auth menu.</p>
ERR READ CARD NO.	<p>There is a problem with the magnetic stripe on the card that was swiped.</p> <p>Try swiping the card again, this time more slowly or quickly, or from front of the terminal to the back.</p> <p>If the message reappears:</p> <ul style="list-style-type: none"> - for credit card with stripe – key in the card number. - for credit card with chip – swipe the card - for debit card with stripe or chip – request another form of payment.
EXPIRED CARD	<p>The expiry date on the card that was swiped has passed.</p> <p>Request another form of payment.</p>
HOST LOGON REQUIRED	<p>The terminal has been logged off to protect it from attempts to perform unauthorized transactions.</p> <p>Perform a Logon transaction.</p>
INIT REQUIRED	<p>When this message is displayed at the top of the screen (alternating with the date and time), the Moneris host is requesting a re-initialization of the terminal.</p>
Invalid Date	<p>The date entered is not a valid date.</p> <p>The date must be entered in the MMY format and must be a valid calendar date, e.g. 1409 is not a valid date.</p> <p>Check the date and re-enter it when the prompt re-appears.</p>
Invalid Password	<p>The password entered does not match the manager's password.</p> <p>Press CANC ANNUL then re-enter the manager password and press OK.</p>
Inv# is 7 char max Press OK key	<p>The Private Label card or Purchasing card used for this transaction only supports invoice numbers with a maximum of 7 characters. The invoice number keyed in earlier in the transaction was longer than 7 characters.</p> <p>Press OK. The "Invoice #:" entry screen appears.</p> <p>Check the invoice number, enter the correct number of characters and press OK to continue the transaction.</p>

10. Troubleshooting

ERROR MESSAGE	PROBLEM & SOLUTION
Invalid Acct No.	<p>During a swiped credit card transaction, the digits entered as the last four of the credit card do not match the last four digits of the card number encoded on the card's magnetic stripe.</p> <p>Check the card number and re-enter the last four digits when the "Last 4 digits:" prompt re-appears.</p> <p>If the prompt reappears, contact the Moneris Merchant Service Centre for assistance.</p>
Line Busy	<p>Check if the phone line is shared with another piece of equipment, e.g. a fax machine.</p> <p>If it is, disconnect the other piece of equipment to leave the line free for the terminal and try the transaction again.</p> <p>OR</p> <p>Check if a prefix is required to dial out.</p> <p>If it is, set the PABX code to the required prefix then try the transaction again.</p>
Must Settle Soon	<p>The terminal batch file is nearly full.</p> <p>Perform a Batch Clear transaction to empty the batch file.</p>
NO ACTIVITY	<p>There are no transactions associated with that clerk ID.</p> <p>OR</p> <p>That Clerk ID does not exist.</p> <p>Check the Clerk ID and try the Clerk Subtotals report again.</p>
No Aid ...	<p>If this message appears when the terminal is powering up, press OK to continue or wait 45 seconds for the terminal to continue on its own.</p>
No Chip CD On Pre Auth Please Remove Card	<p>Your terminal is not configured to process Pre Auth transactions using a chip card and a chip card has been inserted during a Pre Auth transaction.</p> <p>Remove the chip card, press CANC ANNUL to return to the transaction menu and perform a Purchase transaction with the chip card.</p>
No Line	<p>The terminal cannot detect a dial communications line.</p> <p>Check that all communications cables are connected to the base and the wall jack correctly. If they are, check the phone line for dial tone.</p> <p>Check that the phone line is an analog dial line. The terminal will not work on a digital phone line or on VoIP.</p> <p>Try the transaction again. If the message reappears, unplug and replug the power cable at the power source.</p>
No Match	<p>The information you have used to find a transaction in memory can not be found.</p> <p>Check the information and try again.</p>

ERROR MESSAGE	PROBLEM & SOLUTION
No Network Connection	Check the communications cable to ensure it is connected to the terminal and the wall jack.
Out of Range	<p>The Cashback amount requested exceeds the maximum Cashback value set on the terminal.</p> <p>Ask the cardholder to key in an amount lower than the maximum amount when the "Cash: " prompt re-appears.</p> <p>If this error message appears on a regular basis, consider increasing the Cashback limit set on the terminal.</p> <p>OR</p> <p>If this message appears while the terminal is in Demo mode, ensure the amount of the transaction plus Cashback is \$1.00 or less, and the tip is \$1.00 or less.</p>
Paper Out	<p>A problem has been detected with the printer.</p> <p>Open the printer and check that:</p> <ul style="list-style-type: none"> - there is paper in the printer - the paper feed is clear. - the paper roll is seated correctly. <p>Close the printer lid and ensure that it is closed completely.</p> <p>If the problem is fixed: The printer will finish printing the receipt or report that was in progress and complete the transaction.</p> <p>If the problem is not fixed: Press OK. The terminal will complete the transaction. Fix the problem then reprint the transaction.</p> <p>Note: Transactions should not be performed until the printer problem is fixed.</p>
PHONE NUM FLDS EMPTY	<p>The terminal has attempted to dial out but the phone number parameters are empty. If this message occurs during:</p> <ul style="list-style-type: none"> - a financial transaction, call the Moneris Merchant Service Centre for assistance. - a Batch Close transaction, perform a Re-initialization then try the transaction again.
PRINTER ERR	Open the printer, check that there is a paper roll and that the roll is loaded properly then close the printer.
READ CARD ERR	<p>There is a problem with the magnetic stripe on the card that was swiped.</p> <p>Try swiping the card again, this time more slowly or quickly, or from front of the terminal to the back.</p> <p>If the message reappears:</p> <ul style="list-style-type: none"> - for credit card with stripe – key in the card number. - for credit card with chip – swipe the card - for debit card with stripe or chip – request another form of payment.

10. Troubleshooting

ERROR MESSAGE	PROBLEM & SOLUTION
Record Not Found	<p>The information you have used to find a transaction in memory can not be found.</p> <p>Check the information and try again.</p>
Refund Limit Exceeded	<p>The total value of refunds performed today is greater than your daily refund limit.</p> <ul style="list-style-type: none"> - Call the Moneris Merchant Service Centre for a temporary increase. Please have the original purchase receipt available for reference.
RETRY TRAN?	<p>Select YES to retry the transaction. The terminal will try to send the transaction to the Moneris Host using the card data already entered.</p> <p>Select NO to return to the transactions menu.</p>
SETTLE FAILED	<p>The connection with the Moneris host was lost during the batch close function and the settlement was not completed.</p> <ul style="list-style-type: none"> - Try the Batch Close again. If the batch totals are \$0, print a Deposit Totals report and a Stored Transactions report then call the Moneris Merchant Service Centre.
SYSTEM PROBLEM	<p>This message will be followed by one of the three following messages:</p> <ul style="list-style-type: none"> - TCP INIT ERR: ##### - TCP RECV ERR: ##### - TCP SEND ERR: ##### <p>A communication error has occurred.</p> <p>Call the Moneris Merchant Service Centre and give the agent the four-digit number.</p>
TABLE FULL	<p>You have tried to add too many Clerk IDs or Terminal Names.</p> <p>You can add a maximum of 255 different Clerk IDs and 100 different Terminal Names.</p>
TCP INIT ERR: #####	Refer to the SYSTEM PROBLEM error message.
TCP RECV ERR: #####	Refer to the SYSTEM PROBLEM error message.
TCP SEND ERR: #####	Refer to the SYSTEM PROBLEM error message.
TIP ERROR	<p>The cardholder has keyed in a tip amount that is greater than the standard percentage or a tip percentage that is not defined in the terminal.</p>
TRANS CANCELLED	<p>The CANC ANNUL key was pressed during the transaction.</p> <ul style="list-style-type: none"> - If the cardholder pressed the CANC ANNUL key, ask the cardholder to return the PIN Pad/terminal. - Press OK to display the merchant prompts and print the merchant copy of the cancelled receipt. - Retry the transaction.

ERROR MESSAGE	PROBLEM & SOLUTION
TRANS NOT ALLOWED	<p>You have attempted to perform a transaction that is either not configured on your terminal or not set up in your merchant account.</p> <p>If this appears during a Batch Close transaction, your merchant account is set up to close your batches automatically. Simply print a Merchant Sub-totals report at the end of each business day.</p> <p>Call the Moneris Merchant Service Centre for assistance.</p>
VIVO ENTRY PASSWORD -----	<p>The "8" key was pressed when the terminal was at the applications menu (e.g. attempting to key in a dollar value of \$8.00 or another value that includes an 8).</p> <p>Press CANC ANNUL to return to the applications menu.</p>

10.5 Ernex Error Messages on the Moneris Vx810 Duet Terminal

A message will appear on the display if an error occurs in the Gift & Loyalty application. In the table below, find the error message that appears on the terminal and try the solution. If the error message re-appears, contact the Moneris Merchant Service Centre for assistance.

Additional error messages can be found in the "Error Messages on the Moneris Vx810 Duet Terminal" section.

All error messages are listed in alphabetical order (regardless of their cause).

ERROR MESSAGE	PROBLEM & SOLUTION
811 SYSTEM ERROR PLEASE TRY LATER	<p>The connection with the host was lost during the transaction processing and the transaction was not completed.</p> <p>Call the Moneris Merchant Service Centre.</p>
Batch Balance – NO	<p>If this message is printed on the batch summary report during an Ernex Batch Close, contact the Moneris Merchant Service Centre the next business day for reconciliation assistance.</p>
CARD NOT IN BIN RANGE	<p>The card type you swiped cannot be used for that transaction type.</p> <p>OR</p> <p>Your merchant account is not set up to accept the card type that was swiped.</p> <p>Request another form of payment.</p>

10. Troubleshooting

ERROR MESSAGE	PROBLEM & SOLUTION
CARD READ ERROR	<p>There is a problem with the magnetic stripe on the card that was swiped.</p> <p>Try swiping the card again, this time more slowly or quickly, or from front of the terminal to the back.</p> <p>If the message reappears request another form of payment.</p>
ERROR IN PRINTING	<p>Open the printer, check that there is a paper roll and that the roll is loaded properly then close the printer.</p>
NO MATCH FOUND	<p>The information you have used to find a transaction in memory can not be found.</p> <p>Check the information and try again</p>
NOT A LOYALTY CARD	<p>The card swiped (or card number entered) during a Redemption transaction is not a loyalty card.</p> <p>Check the card and try again.</p>

10.6 Hardware Problems

If terminal does not display an error message but is not functioning correctly, review this list of hardware problems to find suggested solutions.

HARDWARE PROBLEM	SOLUTION
Communication problems are happening intermittently.	Contact the Moneris Merchant Service Centre for assistance.
Chip cards can not be processed.	If the card entry prompt is "Swipe Card" and the terminal won't accept inserted chip cards (i.e. it beeps and remains at "Swipe Card" when a chip card is inserted), contact the Moneris Merchant Service Centre for assistance.
Display screen is blank	<p>Ensure that the power cable is firmly connected to the power port on the Duet base and the wall jack.</p> <p>If the display is still blank, contact the Moneris Merchant Service Centre for assistance.</p>
Display lighting is too bright or too dark	<p>The contrast setting is too high or too low.</p> <p>Check the contrast setting and increase or decrease it to work with the lighting at the terminal location.</p>

10. Troubleshooting

HARDWARE PROBLEM	SOLUTION
Magnetic Stripe Card reader won't read cards.	<p>Try swiping the card more quickly or more slowly or from the front of the reader towards the back.</p> <p>Try swiping a different card. If this card can be read, the problem is with the first card. Request another form of payment.</p> <p>Use a Head Cleaning Card to clean the card reader (a.k.a. the magnetic stripe reader or MSR). Contact the Moneris Merchant Service Centre if you need Head Cleaning Cards.</p> <p>If the card reader still won't read cards, contact the Moneris Merchant Service Centre for assistance.</p>
Nothing is possible on the terminal after initial communications configuration is completed: not initialization, not transactions	Contact the Moneris Merchant Service Centre for assistance.
Printer Jam	<p>Open the printer and check that:</p> <ul style="list-style-type: none">- the paper feed is clear.- the paper roll is seated correctly. <p>Close the printer lid and ensure that it is closed completely.</p> <p>When the problem is fixed, the printer will finish printing the receipt or report that was in progress. If necessary, reprint the transaction.</p> <p>Note: Debit transactions cannot be performed until the printer problem is fixed. Credit transactions can be performed manually if necessary.</p>