

## Re-initialization

Moneris Merchant Services may ask you to re-initialize your terminal if changes have been made to your terminal or your merchant account.

1. Press **Menu** then **Admin** then scroll down and select **Host Initialization**.  
The "Retain Current Merchant Settings?" prompt appears.
2. Select **Yes** to keep all parameters set as they are.  
The "Do You Wish to Clear Storage?" prompt appears within 60 seconds.
3. Select **No** to keep all stored transactions.  
The "Ready Please Logon" prompt appears within 10 seconds.
4. Follow the **Logon** instructions below.

## Logon

If the "Ready Please Logon" prompt appears, you must log on before you can perform transactions on the terminal.

1. Press **Menu** then **Logon**
2. If prompted, swipe your POS Admin Card.
3. The Idle screen appears within 30 seconds.

## Logoff

To ensure unauthorized transactions cannot be processed, your terminal should be logged off at the end of the business day.

1. Press **Menu** then **Admin** then select **Logoff**.
2. The "Ready Please Logon" prompt appears within 60 seconds.

## Touchscreen Buttons

?	Access context-sensitive on-line help
Menu	logged on: go to Financial Transactions menu logged off: go to Administrative Transactions menu
Lang	Change language on PINPad and terminal
Finan	Go to Financial Transactions menu
Admin	Go to Administrative Transactions menu
Config	Go to Terminal Configuration menu
Term	Change language of text displayed on terminal touchscreen
Lang	Change language of text displayed on terminal touchscreen
Exit	Return to Idle screen or previous screen
Clear	Clear all text from text box.
↔↑↓	Scroll through text
Del	Delete single characters from text box
Enter	Accept displayed data or finish keying data
Calculator	Go to on-screen calculator

At the end of each business day you must process a **Close Batch** transaction in order to have the funds from your POS transactions deposited to your business account. This transaction also prints a **Current Batch Totals** report listing the batch totals for each transaction type and card type. You will need to perform three tasks:

- A. Print **Stored Transactions** by batch (see below):  
At step 3 select **Batch by Card Type** to print the current **batch**.
- B. Process a **Close Batch** (see below).
- C. Confirm that the **Terminal Batch Totals** (printed in step A.) matches the **Current Batch Totals** report (printed in step B.). If they do not match, call Moneris the next business day for reconciliation assistance.

## Print Stored Transactions

1. Press **Menu** then **Admin** then scroll down and select **Print Stored Transactions**.
2. If the "Enter Clerk ID" prompt appears, you can print this report for  
one clerk: key in the Clerk ID and press **Enter**.  
all clerks: simply press **Enter**.  
The "Select Print Mode" prompt appears.
3. Select the sorting method for the printed report.
4. If you select **Batch** or **Batch by Card Type**:  
Press **Enter** to print the current batch OR  
Key in the Batch Number and press **Enter**.  
If you select **Date** or **Date by Card Type**:  
Key in the date and press **Enter**.
5. The terminal displays "Print Stored Transactions" while the report prints then returns to the Idle screen.

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

## Close Batch

1. Press **Menu** then **Admin** then select **Close Batch**.
2. If prompted, key in the Clerk ID and press **Enter**.  
The terminal displays "Close Batch" then the **Current Batch Total** report begins printing.  
When the report stops printing, the "Select Close?" prompt appears.
3. Select **Yes** to close the batch and have funds deposited to your account.
4. The terminal displays "Close Batch" while the report finishes printing then returns to the Idle screen.

## Troubleshooting

If one of the following error messages appears:  
**Card Not Allowed or Card Type Not Allowed or Invalid Card:**

- Ensure the card is the correct type (e.g. debit card for debit).

**Card Problem Please Retry or Card Not Supported:**

- Swipe the card again. If the message reappears: for a credit card, key in the card number manually; for a debit card, request another form of payment (e.g. cash or credit).

**Exceeds Refund Transaction Limit**

- You have attempted to perform a Debit Refund for an amount greater than your limit. Call for a temporary increase.

**Comm Error ###:**

- Press **Exit** to return to the Idle screen. Wait for a moment then try again. If the message reappears, check all the cable connections then try the transaction again.

**Connection Failed:**

- Check all the cables to ensure everything is plugged in tightly.
- **Public IP:** Contact your ISP for assistance.
- **Private IP:** Call the Moneris Merchant Service Centre.
- **Corporate WAN:** Call your corporate help desk to confirm that the Corporate WAN is functioning properly.

**For equipment failure:**

- Check all the cables to ensure everything is plugged in tightly.
- Call the Moneris Merchant Service Centre.

## Helpful Hints

- If the screen-saver comes on (i.e. the display goes blank), touch the display once. The screen that was displayed when the screen-saver came on re-appears.
- Use a pencil eraser or your fingertip on the touchscreen. Do NOT use anything pointed. It may damage the screen.

For Technical Assistance call the Moneris Merchant Service Centre  
Toll-free **1-866-319-7450**.

For more information, please visit us at  
[www.moneris.com](http://www.moneris.com).

Record your IP Communication parameters here for reference:

## Quick Reference Guide For Debit and Credit Card Procedures

Your Moneris Merchant Number is:



## For More Information

- For detailed instructions and information on additional features, (e.g. Multiple Terminal Reporting) download the Moneris Solutions 3100IP Merchant Operating Manual. Go to [www.moneris.com/merchant/manuals/index.html](http://www.moneris.com/merchant/manuals/index.html) and select 3100IP
- To download additional copies of this QRG go to [www.moneris.com/merchant/qrguides/](http://www.moneris.com/merchant/qrguides/) and select 3100IP

## PINPad Options:

PINSmart



PINPad II



All instructions in this Guide begin at the Idle screen. To access the Idle screen from any other screen, press the Exit button repeatedly until the Idle screen appears.

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. MasterCard and VISA Merchant Manuals are available for free download at [www.moneris.com/merchant/manuals/index.html](http://www.moneris.com/merchant/manuals/index.html)

### Credit/Debit Purchase

*Sale of a good or service using a credit or debit card.*

To begin the transaction:

**with PINSMART:** Key in the amount of the Purchase and press **Enter**.

**with PINPAD II:** Swipe the customer's card. Then follow the prompts on the terminal (and pinpad for Debit transactions or if Tip Entry is enabled).

NOTE:

- **with PINSMART:** If the "Tip Amount" prompt appears, the cardholder can add a tip to the debit or credit purchase. Key in the tip amount and press **Enter** or simply press **Enter** to leave the value as \$0.00.

### Credit/Debit Void

**Purchase Void:** cancels the original credit or debit Purchase  
**Refund Void:** cancels the original credit or debit Refund

**IMPORTANT:** The Void MUST be performed in the same batch as the original transaction. Neither the original nor the void transaction will appear on the cardholder's statement.

To begin the transaction, press **Menu** then select: **Purchase Void** OR **Refund Void**.

Then follow the prompts on the terminal (and pinpad for Debit transactions).

NOTES:

- The amount of the void must equal the full amount of the original Purchase or Refund.
- The Original Authorization Number is the 6-digit AUTH. # on the original receipt.
- For a Credit Purchase Void: you sign the Cardholder copy.
- For a Credit Refund Void: the customer signs the Merchant copy.

### Helpful Hints

- Once the transaction type is selected:
  - **with PINSMART,** key in the amount of the transaction and press **Enter** then swipe the card.
  - **with PINPAD II,** swipe the customer's card then key in the amount and press **Enter**.
- If prompted to enter an Invoice Number:
  - key in the value and press **ENTER** or
  - simply press **ENTER** to leave this field blank.
- Press **Next Copy** to print the Cardholder copy.
- Press **Exit** to return to the Idle screen.

### Credit/Debit Refund

*Credits a cardholder's account for a previous credit or debit purchase.*

Press **Menu** then select **Refund** to begin the transaction. Then follow the prompts on the terminal (and pinpad for Debit transactions).

NOTES:

- The Original Authorization Number is the 6-digit AUTH. # on the original receipt.
- For a Credit Refund: You sign the Cardholder copy.

### Credit Pre-Authorization & Advice

*If the final amount of a credit Purchase is not known, do NOT perform a Purchase transaction. Instead, perform a Pre-Authorization for the current purchase amount.*

1. Press **Menu**, select **Pre-Authorization** then follow the prompts on the terminal.

*When the final amount of the purchase is known, perform a Purchase Advice for the final amount using the same card number.*

2. Press **Menu**, select **Advice**, select **Yes** then follow the prompts on the terminal.

NOTE:

- The Sequence Number is the last six digits of the Receipt Number on the Pre-auth receipt.

### Credit Force Post

*Completes a Voice Authorized Purchase on a Credit Card.*

1. Press **Menu**, then select **Advice** to begin the transaction. The "Advice Find Original?" prompt appears.
2. Select **No** then follow the prompts on the terminal.

NOTE:

- At the "Enter Original Authorization Number" prompt, key in the Voice Authorization Number that you wrote on the paper sales draft when you called for Voice Authorization.

### Cheque Authorization

*Contacts a cheque auth service that verifies whether a cheque should be accepted based on the customer's identification.*

Press **Menu** then select **Cheque Authorization** to begin the transaction then follow the prompts on the terminal.

NOTES:

- For credit card ID, the list of 2-digit ID types is provided by the cheque auth service.
- For driver's licence, the list of 2-character Province codes is provided by the cheq auth service.
- Write the Approved # on the cheque.

### Private Label Card Transactions

Refer to the *Purchase, Refund, Void, Pre-authorization & Advice*, and *Force Post* instructions to perform Private Label card transactions.

NOTE:

- If prompted to enter a Promo Code:
- key in the value press **ENTER** or
  - simply press **ENTER** to leave this field blank.

### Private Label Payment & Payment Void

**Payment:** allows a cardholder to make a payment towards the balance on their private label credit card.

**Payment Void:** reverses a private label card Payment made in error.

To begin the transaction, press **Menu** then select:

**Payment** OR **Payment Void**  
Then follow the prompts on the terminal.

NOTE:

- For Payment Void: the original authorization number is the AUTH. # on the Payment receipt.

### Rewards Purchase & Refund

**Rewards Purchase:** calculates and applies points to a reward cardholder's account.

**Rewards Refund:** removes points from a reward cardholder's account. It is used when goods or services are returned.

To begin the transaction, press **Menu** then select:

**Reward Purchase** OR **Reward Refund**  
Then follow the prompts on the terminal.

NOTE:

- If prompted to enter the Reference Number or Sale Item Number, key in the value and press **ENTER** or simply press **ENTER** to leave this field blank.

### Reprint Last Transaction/Report

1. Press **Menu** then **Reprint**.
2. The terminal prints a "DUPLICATE" copy of the most recent receipt or report then returns to the Idle screen.

NOTE:

- Not available if the **Reprint** button is greyed out.

### Merchant Subtotals Report

1. Press **Menu** then **Admin** then select **Merchant Subtotals**.
2. If prompted, key in the Clerk ID and press **Enter**.
3. The terminal displays "Merchant Subtotals" while the report prints then returns to the Idle screen.

### Current Batch Totals Report

1. Press **Menu** then **Admin** then select **Close Batch**.
2. If prompted, key in the Clerk ID and press **Enter**. The terminal displays "Close Batch" and the **Current Batch Total** report begins printing. When printing stops, the "Select Close?" prompt appears.
3. Select **No** to finish printing without closing the batch.
4. The terminal finishes printing the *Current Batch Total* report and returns to the Idle screen.

### Clerk Subtotals Report

1. Press **Menu** then **Admin** then select **Clerk Subtotals**. The "Select Single or Multiple Clerks?" prompt appears.
2. For One Clerk:
  - a. Select **Single Clerk**
  - b. Key in the Clerk ID and press **Enter**.
 For Multiple Clerks:
  - a. Select **Multiple Clerks**
  - b. If prompted, swipe your POS Admin Card.
  - c. To select a specific group of Clerk IDs, select **Group** OR  
To select all Clerk IDs, select **All**
  - d. If prompted, key in the group prefix and press **ENTER** then select **Process List**.
3. The terminal prints the *Clerk Subtotals* report and returns to the Idle screen.

### Rewards Reports

To begin the a Rewards report, press **Menu** then **Admin** then scroll down and select the report:

**Reward Daily Totals Report**  
**Reward Transaction Report**  
**Reward SAF Transact Report**