

ADMIN TRANSACTIONS

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 **ADMIN** then **o** then **1** then **OK**.
2. If prompted, key in the User Password and press **OK**. The "Retain Settings?" prompt appears.
3. Select **F1** to keep all parameters set as they are. The "Clear Storage" prompt appears within 60 seconds.
4. Select **F3** to keep all stored transactions. The "READY PLEASE LOGON" prompt appears when the re-initialization is complete.
5. Follow the *Logon* instructions (see below).

Logon

If the "READY PLEASE LOGON" prompt appears, you must log on before you can perform transactions on the terminal.

1. Press **ADMIN** then **o** then **2** then **OK**.
2. If prompted, key in the User Password and press **OK**.
3. The "SWIPE CARD" prompt appears when the Logon is complete.

Logoff

To ensure unauthorized transactions cannot be processed, your terminal should be logged off at the end of your shift. If the terminal displays the "SWIPE CARD" prompt, you must log off to secure the terminal.

1. Press **ADMIN** then **o** then **3** then **OK**.
2. If prompted, key in the User Password and press **OK**.
3. The "READY PLEASE LOGON" prompt appears when the Logoff is complete.

Mobile 8100 Keypad

F1, F2, and F3	selects function displayed directly above button, and scrolls through information
ADMIN	starts Administrative functions, and selects alphabetic characters.
CAN/ANN	clears data or cancels a transaction.
CORR	backspace through data on the screen.
OK/ENTER/ ENTRÉE	confirms data, and selects menu items.
Alphanumeric Keys	key in numbers and (with the ADMIN key) letters and punctuation.
PAPER FEED	advances the receipt paper in the printer.

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END OF DAY FUNCTIONS

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 steps:

- A. Print a **Stored Transactions Listing** by batch (see below): At step 3 select **F1** to sort by batch then press **ENTER** to print the current batch.
- B. Process a **Close Batch** (see below).
- C. Confirm that the *Terminal Batch Totals* report (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.

Stored Transaction Listing

1. Press **ADMIN** then **6** then **o** then **OK**.
2. If prompted, key in the User Password and press **OK**.
3. Select the sorting method for the report:
Press **F1** to sort by batch.
Press **F3** to sort by date.
4. Enter the batch number or the date and press **OK** or Simply press **OK** to print the current batch or date. The Stored Transaction Listing begins printing within 60 seconds followed by the *Terminal Batch Totals* report.
5. The "SWIPE CARD" prompt appears when the report is finished printing.

Close Batch

1. Press **ADMIN** then **9** then **9** then **OK**.
2. If prompted, key in the User Password and press **OK**. The *Current Batch Total* report begins printing with in 60 seconds. When the report stops printing, the "CLOSE EXIT" prompt appears.
3. Press **F1** to close the batch and have funds deposited to your account.
4. The terminal finishes printing the *Current Batch Total* report. The "SWIPE CARD" prompt appears when the report is finished printing and the Close Batch is complete.

Admin Codes

Press ADMIN then enter the Code and press **OK** OR press the function key.

Function	Code
CHANGE LANGUAGE between English and French	F1 key
PRINT CONFIGURATION PARAMETERS prints a list of the current configuration	16
PRINT HELP LIST prints complete list of ADMIN codes	40
RF STATUS disconnects the terminal from the network and displays the signal status	44

TROUBLESHOOTING

Try these suggestions. If the problem persists call the Moneris Help Desk.

TERMINAL DISPLAY	PROBLEM AND RESOLUTION
ALREADY COMPLETE	The Pre-Auth transaction has already been completed. - Check the authorization number and try the Advice again.
CDMA SHUT DOWN IN PROGRESS	The terminal is entering Sleep Mode. - Press OK then wait for the terminal to finish its self-test.
COMM ERROR 401 COMM ERROR	Communication with the Moneris Host has failed. - Wait for Moneris Host to come back on-line then try the transaction again.
COMM ERROR 403 CONNECTION LOST	- If possible, move to an area with better coverage
COMM ERROR 406 NO NETWORK RESP	- Press the CAN/ANN key then wait for the terminal to restart.
DECLINED - RETRY TERMINAL TIMEOUT	The operator or customer took too long to key in a response. - Retry the transaction.
INVALID XXXXX PLEASE RETRY	The value (credit card number or date or criteria code) is incorrect. - Check the value and reenter it.
KEY ERROR CALL HELP CENTRE	The security check performed on the debit transaction failed. - Press CAN/ANN and contact Moneris for assistance.
LOCKED XXXX CALL HELP CENTRE	An incorrect password has been entered 5 times in a row. - Note the unlock number (XXXX) and contact Moneris for assistance.
TRANSACTION NOT FOUND	No transactions match the criteria selected. - Check the criteria and try again.

For Assistance
and ordering additional supplies call the:
Moneris Help Desk
Toll-free 1-877-550-5553
24 hours a day, 7 days a week

Moneris Merchant Number

Moneris Terminal Number

Mobile Identification Number (MIN)

Moneris
SOLUTIONS

Moneris
Mobile
8100

Quick Reference Guide

For Credit & Debit Transactions



For More Information

- For detailed instructions on other transactions and reports (e.g. Multiple Terminal Reporting), and terminal configuration information, refer to the Moneris Mobile 8100 Merchant Operating Manual. Go to www.moneris.com/merchant/manuals/index.html and select **Mobile 8100**.
- To download additional copies of this Quick Reference Guide go to www.moneris.com/merchant/qrguides/ and select **Mobile 8100**.

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MOBILE 8100 FINANCIAL TRANSACTIONS

All instructions in this Guide begin at the “SWIPE CARD” prompt.

To access this prompt when the terminal is in Sleep Mode (i.e. the terminal screen is blank), press **OK**.

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.

Credit/Debit Purchase

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

Swipe the customer’s credit or debit card to begin the transaction then follow the prompts on the terminal.

- NOTES:
- For Debit Purchases and For Credit Purchases with Tip Entry enabled: At the “Enter Amount” prompt, key in the amount and press **OK** then press **OK** again to confirm the amount then hand the terminal to the cardholder.
 - If the “Tip Amount” prompt appears, the cardholder can add a tip amount to the debit or credit purchase: Key in the tip amount and press **OK** OR simply press **OK** to leave the value as \$0.00.

Credit/Debit Correction

Purchase Correction (PCOR): cancels the original credit or debit Purchase.

Refund Correction (RCOR): cancels the original credit or debit Refund

IMPORTANT: The Correction must be performed in the same batch on the same day as the original transaction. Neither the original nor the corrected transaction will appear on the cardholder’s statement.

To begin the transaction, press **F3** then **F3** again then press:

- **F1** for a Purchase Correction OR
- **F2** for a Refund Correction

Then follow the prompts on the terminal.

- NOTES:
- The Original Authorization Number is the 6-digit AUTH# on the original receipt.
 - The amount to be corrected must equal the full amount of the original transaction.
 - For a Credit Purchase Correction: you sign the receipt.
 - For a Credit Refund Correction: have the customer sign the receipt.

Credit/Debit Refund

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

Press **F2** to begin the transaction then follow the prompts on the terminal.

- NOTES:
- For Debit Purchases, press **OK** once to enter the amount then press **OK** again to confirm the amount before handing the terminal to the customer.
 - For Credit Refunds, the Original Authorization Number is the 6-digit AUTH. # on the Purchase receipt.
 - For Credit Refunds, you sign the receipt.

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 **F3** then **F1** to 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 **F3** then **F2** to select Advice then **F1** to find the original transaction and follow the prompts on the terminal.

NOTE: The SEQUENCE # of the original transaction is the last six digits of the RCPT # on the Pre-auth receipt.

Helpful Hints

- If prompted, key in the User Password and press **OK**.
- If prompted to enter an Invoice Number:
 - key in the value then press **OK** or
 - simply press **OK** to leave this field blank.
- Keep the Merchant copy of the receipt.
- After the Merchant copy of the receipt prints, press **OK** to print the Cardholder copy.
- Press **OK** then **F3** to complete the transaction.

REPORTING FUNCTIONS

Reprint Last Transaction/Report

There are two ways to reprint transaction receipts and reports:

- Press **ADMIN** then **F2** to print a duplicate copy of the most recently printed receipt or report.
- Select **F1** (Reprint) at the end of a transaction to print an additional copy of the receipt.

Transaction Inquiry

Produces a list of transactions that match the selected criteria. The list can be printed or viewed on the terminal display.

1. Press **ADMIN** then **6** then **6** then **OK**.
2. At the following prompts, key in the criteria and press **OK**, or simply press **OK** to select all.
 - Card Type (see *Card Type Codes* below)
 - Card Number
 - Transaction Amount
 - Transaction Type (see *Transaction Type Codes* below)
 - Transaction Date
3. Select **F1** to print the list. When printing is finished, the terminal returns to the SWIPE CARD prompt.

OR
Select **F3** to display the list. Press **F1** to scroll up and **F2** to scroll down through the list. Press **CAN** to return to the SWIPE CARD prompt.

Transaction Inquiry Report Codes

Card Type	Transaction Type
American Express = A	Advice = A
Debit = D	Pre-Authorization = PA
Diners Club = DI	Purchase = P
enRoute = E	Purchase Correction = PC
MasterCard = M	Refund = R
VISA = V	Refund Correction = RC

Current Batch Total Report

1. Press **ADMIN** then **9** then **9** then **OK**.
2. The *Current Batch Total* report begins printing within 60 seconds. When the report stops printing, the **CLOSE EXIT** prompt appears.
3. Press **F3** to finish printing the report and exit without closing the batch.
4. The “SWIPE CARD” prompt appears when the *Current Batch Total* report is finished printing.

HARDWARE USE

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.

Wireless Signal Status

Credit and debit transactions can only be processed when the Mobile 8100 is located within the coverage area of the wireless network. The wireless service information is indicated at the top of the display whenever the terminal is powered on.

INFORMATION	DISPLAYED
Communications Network	- If network has not been found, “Network Search” is displayed in the top left corner - When the network is found, the network name is displayed, e.g., “Bell Mobility”
Modem Status	If the terminal is connected to the network, “Modem Online” appears in the top right corner instead of the signal strength bars.
Signal Strength	- If the terminal is disconnected from the network, the signal strength bars are displayed in the top right corner. The bars indicate signal quality percentages 5%, 20%, 35%, 50%, 65%, 85% and 100%. - Use ADMIN 44 to check signal strength.

Battery Use

The Mobile 8100 is powered by a removable Ni-MH battery. Do **NOT** power off the terminal unless absolutely necessary.

Battery Charging

The battery charges while it is on the recharging base and is NOT in use.

The thunderbolt (⚡) is displayed in the top right corner when the terminal is seated correctly on the charging base.

There are two types of charging base:

- Base Charger (plugs into wall socket)
- Car Charger (plugs into car lighter or wall socket)

Battery Strength

There are 3 levels of battery strength. If the battery is:

- beginning to run low, the printer slows down.
- low, the low battery sign appears. Complete the current transaction then recharge or swap the battery.
- too low to perform a transaction, the low battery sign flashes and the terminal beeps. Recharge or swap the battery before processing any transactions.