



*e<sup>N</sup>-COUNTER 400 TERMINAL (Phase II)*

*Version 2.04*

***MERCHANT OPERATING MANUAL***

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# CHAPTER 1: Introducing e<sup>N</sup>-Counter 400

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## 1.1: Merchant & Terminal Information

Merchant Name: \_\_\_\_\_

Merchant Location: \_\_\_\_\_

Moneris Merchant Number: 0030 \_\_\_\_\_

Initialization Telephone Number: \_\_\_\_\_

### **Contact Moneris Merchant Services for:**

Information and Assistance with

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

**Available 24 Hours A Day, 7 Days A Week.**

### **Contact Moneris Authorization for:**

- Voice authorizations
- Code 10

Central Canada: 1-800-268-8281

Eastern Canada: 1-800-361-8720

Western Canada: 1-800-663-3631

### 1.1.1: Terminal Supplies

To order paper rolls, ribbons and cleaning cards (used to clean the Magnetic Stripe Reader on the terminal), contact one of the following authorized suppliers:

MAINTECH INDUSTRIES:	1-800-268-5120
MAXWELL MEDIA PRODUCTS:	1-800-561-6406
SHERATON ROLL PRODUCTS:	1-800-661-1425
WEDGE PAPER PRODUCTS LTD:	ENGLISH: 1-888-933-4336 FRENCH: 1-888-933-4337
JL PAPER ROLLS & RIBBONS:	1-800-363-4873

## 1.2: About Your System

Your e<sup>N</sup>-Counter 400 is a stand-beside dial-up debit and credit system that includes a terminal, a PINPad (if you process Interac Direct Payment/Debit transactions), and a printer. It connects to the Point of Sale (POS) payment service provided by Moneris Solutions.

In the rare event that you encounter any problems using e<sup>N</sup>-Counter 400, read the appropriate section of this documentation (use the *Index* for a quick find) or consult the list of error messages and troubleshooting hints in *Appendix B*. If the problem persists, contact Merchant Services for immediate and professional help.

### 1.2.1: Your Terminal

Your terminal can be set-up to accept and process:

- Credit Cards: VISA, MasterCard, American Express (AMEX), JCB, and Diners Club/enRoute
- Interac Direct Payment/Debit Cards
- Cheque Verification: Telecheck or Vericheck
- Purchasing Cards
- E-Commerce and Mail/Telephone Orders
- Tip on Debit Purchase Transactions

### Terminal Keypad Functions

KEY	EXPLANATION
1) NUMERIC KEYS 0-9	Use these to key in a numeric response to a prompt. The decimal automatically inserts on the dollar amount entered. Example: \$145.27 - enter 14527.
2) *	Use this key to scroll down.
3) #	Use this key to scroll up.
4) CLEAR	Use this key to reset the terminal or cancel the transaction being processed.
5) BACKSPACE	Use this key to delete the last alphanumeric character entered.
6) ALPHA	Use this key to access alphabetic characters. Press the numeric key that contains the desired letter and then the ALPHA key; continue to press the ALPHA key until the desired letter displays on the terminal.
7) FUNC/ENTER	Use this key to accept displayed data. Use this key in combination with the numeric keys to process administrative and financial transactions.
<b>Note:</b> To clear all data entered, press * and BACKSPACE together.	

### 1.2.2: Your PINPad

This is required with your e<sup>N</sup>-Counter 400 terminal if it is set up to process debit transactions. The PINPad that comes with your terminal consists of a keypad and a display window for prompts and messages.

**Note:** Since your customer's PIN (Personal Identification Number), required for all Debit transactions, is confidential, it does not display on your terminal. Please respect your customer's privacy when they enter their PIN.

### PINPad Keypad Functions

KEYS	EXPLANATION
1) CHQ	Use this key to select a chequing account.
2) SAV/EP	Use this key to select a savings account.
3) CANCEL/ANNUL	Use this key to cancel a transaction.
4) ALPHANUMERIC KEYS	Use these keys to enter a confidential Personal Identification Number (PIN).
5) CORR	Use this key to clear the displayed data and re-enter information or, if no data has been input, to revert to the previous prompt.
6) OK	Use this key to approve the amount, PIN, and transaction.

### 1.2.3: Your Printer

Your system may come with a Scribe 612 printer. The printer connects to the terminal and to a power outlet. It provides:

- Transaction records on one-part paper; however, it can print multiple copies of the transaction record.
- Journal listings of transactions, totals, etc.

**Note:** *Retain your copy of all approved credit and debit receipts for one year.*

## 1.3: Taking Care of Your System

- Avoid spilling liquids on components.
- Do not expose components to extreme temperatures.
- To maintain the warranty on your equipment, obtain your paper rolls and printer ribbons only from the Authorized Paper Suppliers listed in “Terminal Supplies” at the beginning of this chapter.
- For instructions on changing paper and ribbons, refer to your printer manual.
- If the equipment fails, contact Moneris Merchant Services.
- Avoid unnecessary movement of the terminal to prevent accidental disconnection of any of the cables.

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

# CHAPTER 2: *Knowing Your Terminal Features and Procedures*

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Your e<sup>N</sup>-Counter 400 terminal comes equipped with features that make it efficient and easy to use. Some of these features are standard while others are optional (they can be activated or deactivated as required).

## **2.1: Standard Features And Procedures**

The standard features of e<sup>N</sup>-Counter 400 include:

### **POS Administrative Card**

The POS Administrative (Admin) Card is required to access some terminal functions and complete some financial transactions against your deposit account.

You're solely responsible for the security and care of the Admin Card at all times. If your Admin Card is lost or stolen (or if you suspect it is lost or stolen), call Moneris Merchant Services immediately.

All financial transactions completed with an Admin Card are subject to the guidelines of the *Debit Card Merchant Agreement* entered into with Moneris. The Agreement contains important provisions regarding your responsibility for Admin Card security and your liability for financial transactions made with an Admin Card.

### **Cardholder Conflicts**

Do not attempt to resolve or compensate Debit Cardholder disputed transactions. Refer Cardholders to their Financial Institution.

### **Code 10 Authorization**

If you feel that a customer, card or transaction is suspicious and needs investigating, call the Moneris Authorization Centre (see Section 1.1 for contact numbers), and state that the call is a Code 10. This will immediately alert the operator without alarming your customer. The operator will ask you some "Yes/No" questions and then provide instructions. Here are some examples of situations in which you should call for a Code 10:

- If the signature on the card and the signature on the purchase receipt do not seem to match.
- If the card has been tampered with.

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

### **Pre-Authorization**

Use the Pre-Authorization (Pre-Auth) transaction to obtain verification and place a hold on a Credit Card's "open to buy". This transaction does not result in a charge to the cardholder or a deposit to your account unless an Advice transaction is processed. Traditionally, Pre-Auth transactions are used in hotel, restaurant and car rental environments where the final amount of the sale is unknown.

### **PAN Fraud Check**

To reduce the fraudulent use of credit cards, the terminal prompts the operator to manually enter the last four digits of the card number. The PAN Fraud Check then compares the number entered to the information contained in the card's magnetic stripe to ensure they match.

### **Terminal Security**

To minimize the risk of unauthorized transactions being processed through your terminal after business hours, log the terminal off at the end of each business day. Refer to "Logging Off (03)" in *Chapter 3* of this manual.

At the start of the next business day, log on to your terminal. Refer to "Logging On (02)" in *Chapter 3* of this manual.

Your POS Admin Card is required to log on to your terminal.

### **Stored Credit & Debit Transactions**

Your e<sup>N</sup>-Counter 400 terminal can store up to 500 approved Credit and Debit transaction records. The oldest transaction drops off once the terminal memory reaches capacity. If your terminal is replaced, the memory cannot be transferred to the new terminal and is therefore lost. Refer to "Printing Stored Transactions (60)" and "Performing Transaction Inquiry (66)" in *Chapter 3* of this manual. To clear your terminal's stored transaction memory, refer to "Initialization (01)" in *Chapter 3* of this manual.

### Reprint Transaction

To reprint the last transaction after the terminal has returned an **Approved** prompt, press FUNC/ENTER and key in 1 for REPRINT. The word \*DUPLICATE\* will be printed on the top and bottom lines of the receipt.

### Training Mode

Your e<sup>N</sup>-Counter 400 terminal is able to simulate Credit and Debit card financial transactions in Training Mode. Transactions processed in Training Mode will not affect your customer's accounts or your business accounts. Financial settlement does **NOT** occur for transactions processed while your terminal is in Training Mode. Refer to "Switching Training Mode ON/OFF (05)" in *Chapter 3* of this manual.

## 2.2: Optional Features

The following features are optional and can be activated or deactivated in your terminal.

### Balanced Prompt

This feature enables your terminal to *flag* you during Close Batch Transaction (99), if your account is out of balance. It is used solely for your "in house" record keeping and is not reported to Moneris. This feature is activated in Admin function 08, "Configuring Your Terminal," in *Chapter 3* of this manual.

### Invoice Number

This feature enables you to key in an Invoice Number with every Credit and Debit financial transaction. An Invoice Number can be from 1 to 7 digits or letters. If this feature is activated, you have the option of entering an Invoice Number with every transaction or bypassing it by pressing FUNC/ENTER when prompted. This feature is activated in Admin function 08, "Configuring Your Terminal," in *Chapter 3* of this manual.

### Optional Signature Line On Credit Card Transactions

This feature enables you to turn the Cardholder Signature Line OFF or ON for all Credit transactions. This option should only be turned OFF in business environments where a Credit Card is not physically present, e.g. Mail/Telephone Order and E-Commerce businesses. This feature is activated in Admin function 08, "Configuring Your Terminal", in *Chapter 3* of this manual.

### **Tip On Debit Purchase Transaction**

This feature enables you to customize your terminal to allow customers the option of adding a tip amount to debit purchase transactions. It is traditionally used in restaurant environments. You must have eN-Crypt 1200 PINPads to enable your terminal to process Tip On Debit. This feature is enabled in Admin function 08, “Configuring Your Terminal”, in *Chapter 3* of this manual.

### **Pre-Authorization As Default Transaction**

Depending on your business (for example, car rental, restaurant or hotel), your terminal can be configured to process Pre-Authorization (instead of Purchase) as the default transaction. When this is configured, the terminal processes a Pre-Authorization (Pre-Auth) when a credit card is swiped at the idle prompt. This function is set at the Moneris Host (upon your request) and is downloaded to your terminal during initialization.

### **Purchasing Cards**

If this feature is downloaded to your terminal and activated, the Customer Reference Number (if entered) will be printed on every Purchasing Card transaction receipt.

The terminal will prompt for tax amounts; if you do not wish to key in the tax amounts, enter 0 at each tax prompt.

This feature is activated in Admin function 08, “Configuring Your Terminal”, in *Chapter 3* of this manual.

### **Third Party Card Processing**

This feature enables you to process Third Party Cards (e.g. JCB, Diners/eNRoute). Contact your Moneris Sales Representative for further details. Third Party processing parameters are set up using Admin functions 10 and 11. Refer to “Setting Up Third Party Host” and “Setting Up Third Party Card” in *Chapter 3* of this manual.

### **E-Commerce and Mail/Telephone Order Processing**

Your terminal is capable of processing e-commerce, mail order and telephone order financial transactions. You can enable both or either one while configuring your terminal in Admin function 08. See *Chapter 3* of this manual.

### Clerk Subtotalling

This feature provides you with the option of obtaining Subtotals for one clerk or a group of clerks on one or more terminals. This feature is activated using Admin functions 81, 82, 83 and 84; refer to *Chapter 3*.

Clerk IDs must be enabled and Clerk ID numbers must be entered in order to use Clerk Subtotalling.

**Note:** *Clerk Subtotals must be cleared manually on a regular basis (weekly is recommended). If they are 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.*

### Clerk ID

Clerk IDs, which are entered in the terminal and retained on Moneris's Host, enable you to obtain financial totals and the number of transactions processed on all of your terminals by a specific Clerk or group of Clerks. Refer to Admin function 83, "Setting Up Clerk Subtotalling", in *Chapter 3* of this manual.

### Group Clerk Subtotals Reporting

More than one Clerk ID can be defined as a Group (GRP) when they share common starting characters (Pre-fix). The number of common starting characters in a group can vary from 1 to 5. For example, Clerk IDs 1, 11, 111, can be entered as a Group with the Pre-fix 1. All Clerk IDs that begin with the number 1 are reported as a group. Refer to Admin function 82, "Performing a Clerk Subtotalling Inquiry", in *Chapter 3* of this manual.

### Multiple Terminal Reporting

**Multiple Terminal Closing** - You can perform a Close Batch on one terminal or a group of terminals (attached to the same merchant number) through one transaction at any of your terminals. This feature is activated using Admin functions 80 and 85; refer to *Chapter 3* of this manual.

**Multiple Deposit Totals** - This transaction provides you with the grand totals of all closed batches for the day. Use this transaction if you close your terminals more than once per day.

The Multiple Terminal Report transaction (Admin function 85) does not compare totals stored in the terminal's memory with totals stored at Moneris's Host Computer. Therefore, ensure that your receipts balance to the total of your Multiple Terminal Report.

**Note:** *The standard Close Batch transaction (Admin function 99) does compare terminal totals stored in the terminal's memory with totals stored at Moneris's Host.*

### Terminal ID

This is used to identify individual terminals at one merchant location. Enter respective Terminal IDs of 1 to 6 characters, using numbers or letters. The same Terminal ID can not be used for more than one terminal. You can identify up to 100 different Terminal IDs. (This would require 100 different terminals).

### 2.3: Keystroke Quick List

The following is a quick guide to the various key combinations used on the terminal keypad to process various transactions and functions. Memorize them and you're on your way to easy and fast processing experiences.

Transaction/Function	Keystroke Combination
<b>Administrative Transactions</b>	
Initialization	Press '01' , then <FUNC/ENTER>
Logon	Press '02' , then <FUNC/ENTER>
Logoff	Press '03' , then <FUNC/ENTER>
Terminal Language	Press '04' , then <FUNC/ENTER>
Enable/Disable Training Mode	Press '05' , then <FUNC/ENTER>
Terminal Configuration	Press '08' , then <FUNC/ENTER>
Setting up Cheque Auth	Press '09' , then <FUNC/ENTER>
Setting up Third Party Host	Press '10' , then <FUNC/ENTER>
Setting up Third Party Card	Press '11' , then <FUNC/ENTER>
Setting up Printer	Press '14' , then <FUNC/ENTER>
Setting up Dial Communication	Press '15' , then <FUNC/ENTER>
Printing Configuration Parameters List	Press '16' , then <FUNC/ENTER>
Printing Help List	Press '40' , then <FUNC/ENTER>
Printing Stored Transactions	Press '60' , then <FUNC/ENTER>
Transaction Inquiry	Press '66' , then <FUNC/ENTER>
Deposit Totals Inquiry	Press '77' , then <FUNC/ENTER>
Setting Up Multiple Terminal Reports	Press '80' , then <FUNC/ENTER>
Setting Up Default Clerk ID	Press '81' , then <FUNC/ENTER>
Clerk Subtotals Inquiry	Press '82' , then <FUNC/ENTER>
Setting Up Clerk Subtotalling	Press '83' , then <FUNC/ENTER>
Maintaining Clerk ID	Press '84' , then <FUNC/ENTER>
Multiple Terminal Reporting	Press '85' , then <FUNC/ENTER>
Merchant Subtotals Inquiry	Press '95' , then <FUNC/ENTER>
Close Batch	Press '99' , then <FUNC/ENTER>
Reprint Reports	Press <FUNC/ENTER> , then '*'

<b>Transaction/Function</b>	<b>Keystroke Combination</b>
<b>Financial Transactions</b>	
Purchase	Press <FUNC/ENTER> , then '1'
Purchase Correction	Press <FUNC/ENTER> , then '4'
Pre-Authorization	Press <FUNC/ENTER> , then '2'
Advice	Press <FUNC/ENTER> , then '5'
Refund	Press <FUNC/ENTER> , then '3'
Refund Correction	Press <FUNC/ENTER> , then '6'
Cheque Authorization	Press <FUNC/ENTER> , then '#'
<b>Terminal Keypad Functions</b>	
Cancelling transactions	Press <CLEAR>
Reprinting transaction receipt	Press <FUNC/ENTER>, then '1'
Deleting entire content of data field	Press '*' and <BACKSPACE> together
Scrolling up	Press '#' (when display allows scrolling)
Scrolling down	Press '*' (when display allows scrolling)



## CHAPTER 3: Configuring Your Terminal

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When you receive your terminal, you need to set it up to operate easily and effectively. e<sup>N</sup>-Counter 400 comes programmed with 25 Administrative (Admin) functions that simplify your point of sale processing. The Admin functions outlined below help you to configure your terminal for optimal service.

The functions are arranged in order of anticipated use.

### 3.1: Setting Up Dial Communications (15)

The first thing to do to get your terminal functioning is to set up the parameters for dial communication between your terminal and Moneris Host, as well as with a Third Party Host, if you process Third Party Cards.

To set up the dial communication, first power up your terminal and then follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
READY	Key in 15 then, press FUNC/ENTER.  <b>Note:</b> <i>If you have initialized your terminal, the idle prompt will be SWIPE CARD.</i>
DIAL PREFIX	If your telephone system requires a prefix to dial out, key in the prefix (e.g. 9) and press FUNC/ENTER.
PRIM LINE SPEED 1200 - 1      300 - 3	To select 300, key in 3. To select 1200, key in 1. To retain the existing setting, press FUNC/ENTER. The factory default is set to 1200.
BKUP LINE SPEED 1200 - 1      300 - 3	To select 300, key in 3. To select 1200, key in 1. To retain the existing setting, press FUNC/ENTER. The factory default is set to 1200.
LINE AVAIL CHK? YES - 1      NO - 2	To select YES, key in 1. To select NO, key in 2 (The terminal will not check for an available line prior to attempting to call.) To retain the existing setting, press FUNC/ENTER. The factory default is set to YES.
ENTER TONE SPEED 0	To select the default, press FUNC/ENTER; <b>OR</b> To select another speed, key in a value and press FUNC/ENTER to continue. 0 = 10 tones per second (tps) (fast) 1 = 7.7 tps 2 = 4 tps (slow) The factory default is 0 and should only be changed if instructed by Moneris.

TERMINAL DISPLAY	OPERATOR ACTIONS
STABILIZ. TIMER? 0.25	To select the default, press FUNC/ENTER; <b>OR</b> To select another value, key in a value and press FUNC/ENTER. Range is 0.25 - 5.00 seconds. The factory default is 0.25 and should only be changed if instructed by Moneris.
CALL PROGRESS? YES - 1 NO - 2	To select the default, press FUNC/ENTER. The factory default is YES and should only be changed if instructed by Moneris.
READY	

### 3.2: Initializing Your Terminal (01)

This transaction establishes the first communication link between your terminal and the Moneris Host. This is not performed on a daily basis; however, from time to time Moneris Merchant Services may ask you to Re-initialize your terminal (see “Terminal Re-initialization”, Section 3.2.2).

#### 3.2.1: Terminal Initialization

To initialize your terminal, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
READY	Key in 01, then press FUNC/ENTER.
ENTER TERM ID	Key in the 8-digit Terminal ID (located on the underside of your eN-Counter 400 terminal, prefixed with 47) and press FUNC/ENTER.
ENTER MERCH ID	Key in the 13-digit Merchant Number (supplied to you by Moneris; see Section 1.1, “Merchant and Terminal Information”) and press FUNC/ENTER.
ENTER PRINTER ID	Key in the Printer ID (located on the bottom of the Printer, prefixed with 97) and press FUNC/ENTER.
ENTER PHONE NO	Key in the Moneris Host phone number and press FUNC/ENTER (see Section 1.1, “Merchant and Terminal Information”).
DIALING	The terminal is dialing the Moneris Host.
SENDING RECEIVING PROCESSING	Transaction is in progress, please wait.
<b>If Initialization is successful, the following prompt appears:</b>	
PLEASE LOGON	
<b>If Initialization fails, the following prompts appear:</b>	
INITIALIZE ERROR RETRYING TRANS	Please wait. The terminal is retrying the initialization transaction.

TERMINAL DISPLAY	OPERATOR ACTIONS
SENDING RECEIVING PROCESSING	Transaction is in progress, please wait.
FAILED TO INIT CONTACT HELP CTR	The second initialization attempt has failed. Please contact Moneris Merchant Services. Press CLEAR to return to the idle prompt.
READY	
PLS INITIALIZE	Follow the Initialization process again. If Initialization fails again, call Moneris Merchant Services.

### 3.2.2: Terminal Re-initialization

To re-initialize your terminal, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
READY	Key in 01, then press FUNC/ENTER.
RETAIN SETTINGS? YES - 1      NO - 2	To retain values previously entered, key in 1. (The terminal will process an initialization and return to the idle prompt, PLEASE LOGON.) To change or view values previously entered and initialize the terminal, key in 2.
ENTER TERM ID	To retain the displayed Terminal ID, press FUNC/ENTER; <b>OR</b> Key in the 8-digit Terminal ID and press FUNC/ENTER.
ENTER MERCH ID	To retain the displayed Merchant ID, press FUNC/ENTER; <b>OR</b> Key in the 13-digit Merchant Number and press FUNC/ENTER.
ENTER PRINTER ID	To retain the displayed Printer ID, press FUNC/ENTER; <b>OR</b> Key in the Printer ID and press FUNC/ENTER.
ENTER PHONE NO	To retain the displayed phone number press FUNC/ENTER; <b>OR</b> Key in the Moneris Host phone number and press FUNC/ENTER.
DIALING	Transaction in progress, please wait.
CLEAR STORAGE? YES - 1      NO - 2	To clear financial transactions held in the terminal's memory, key in 1. To retain financial transactions held in the terminal's memory, key in 2.
PLEASE LOGON	

TERMINAL DISPLAY	OPERATOR ACTIONS
<b>If Re-initialization fails, the following prompt appears:</b>	
PLS INITIALIZE	Follow the Reinitialization process again. If Re-initialization fails again, contact Moneris Merchant Services.

### 3.3: Logging On (02)

This transaction is required in the following instances:

- When your terminal is first set up.
- To logon to your terminal after it has been “logged off”.
- Whenever your terminal is re-initialized.

To log on to your terminal, follow the procedure below:

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

TERMINAL DISPLAY	OPERATOR ACTIONS
PLEASE LOGON	Key in 02, then press FUNC/ENTER.
SWIPE ADMIN CARD	Swipe POS Admin Card.
DIALING SENDING RECEIVING PROCESSING	Transaction in progress, please wait.
SWIPE CARD	

### 3.4: Setting Up Terminal Language (04)

This transaction is used to set the default language for the terminal. The language on the PINPad is determined by the code on the swiped card. Terminal language can be changed at any time while the terminal is logged on.

To set the terminal language, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 04, then press FUNC/ENTER.
ENG - 1      FRENCH - 2	To select English, key in 1. To select French, key in 2. The factory default is English.
<b>If 1 (ENG) is selected:</b>	
SWIPE CARD	
<b>If 2 (FRENCH) is selected:</b>	
PASSER CARTE	

### 3.5: Configuring Your Terminal (08)

Before you can use your terminal, you need to configure it to perform the necessary functions.

You can also use this function if you have already configured your terminal but want to change some of the options. To keep the current settings for the options you do not want to change, just press FUNC/ENTER at the prompt.

To configure your terminal, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 08, then press FUNC/ENTER.
PRE-AUTH TIP LN? YES - 1 NO - 2	To print a tip line on Pre-authorized transaction receipts, key in 1. If you do not require a tip line, key in 2. The factory default is set to YES.
PLEASE WAIT	Please wait while the terminal determines which SPED device type (PINPad) is attached to the terminal.
TIP ENTRY? YES - 1 NO - 2	To process Tip On Debit transactions, key in 1. Otherwise, key in 2.  <b>Note:</b> This prompt only displays if the PINPad attached to the terminal is an eN-Crypt 1200.
SIGNATURE LINE? YES - 1 NO - 2	To print a signature line on credit purchase transaction receipts, key in 1. If you do not require a signature line, key in 2. The default is set to YES.
INVOICE NUMBERS? YES - 1 NO - 2	To enable the option of entering an invoice number with financial transactions, key in 1. Otherwise, key in 2. The default is set NO.
BALANCED PROMPT? YES - 1 NO - 2	To force the terminal to prompt "Totals Balanced?" after each Closed Batch for reporting purposes only, key in 1. To bypass the "Totals Balanced?" prompt at the end of each Closed Batch transaction, key in 2. The default is set to NO.
PURCHASING CARD? YES - 1 NO - 2	To capture and send Purchasing Card information to the Moneris Host, key in 1. Otherwise, key in 2 and go to E-COMM TRANS. The default is set to NO.

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
<b>If 1 (YES) was selected for PURCHASING CARD</b>	
TAX TYPE PST? YES - 1 NO - 2	Select YES if you collect Provincial Sales Tax and Goods and Services Tax or NO if you don't.
TAX TYPE HST? YES - 1 NO - 2	Select YES if you collect Harmonized Sales Tax or NO if you don't.
TAX TYPE GST? YES - 1 NO - 2	Select YES if you collect Goods and Services Tax only or NO if you don't.
TAX TYPE QST? YES - 1 NO - 2	Select YES if you collect Provincial Sales Tax and Goods and Service Tax in the province of Quebec or NO if you don't.
<b>If PST was selected above</b>	
MERCHANT GST NO	Enter applicable GST number and press FUNC/ENTER.
MERCHANT PST NO	Enter applicable PST number and press FUNC/ENTER to return to idle prompt.
<b>If HST was selected above</b>	
MERCHANT GST NO	Key in applicable HST number and press FUNC/ENTER to return to idle prompt.
<b>If GST was selected above</b>	
MERCHANT GST NO	Enter applicable GST number and press FUNC/ENTER to return to idle prompt.
<b>If QST was selected above</b>	
MERCHANT GST NO	Enter applicable GST number and press FUNC/ENTER.
MERCHANT QST NO	Enter applicable QST number and press FUNC/ENTER to return to ready prompt.
<b>If 2 (NO) was selected for PURCHASING CARD</b>	
E-COMM TRANS YES - 1 NO - 2	If you want to process e-commerce transactions on your terminal, key in 1. If not, key in 2. The default is NO.
<b>If 1 (YES) was selected for E-COMM TRANS:</b>	
ENCRYPT TRANS 1 NON-ENCRYPTED 2	If your transactions will be encrypted (Verisign or Entrust etc.), key in 1. If your transactions will not be encrypted, key in 2. The default is NON-ENCRYPTED.
MAIL/TEL ORDERS? YES - 1 NO - 2	If you want your terminal to process mail/telephone order transactions, key in 1. If not, key in 2. The default is NO.
SWIPE CARD	

### 3.6: Setting Up Your Printer (14)

After configuring your terminal, you need to set up your printer to enable printing of transaction records.

To set up your printer, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 14, then press FUNC/ENTER.
<b>If the terminal is Credit Only:</b>	
PRINTER REQUIRED? YES - 1 NO - 2	To set up printer, key in 1. If you don't want to set up printer, key in 2.  <b>Note:</b> <i>If NO is selected, the terminal will display data on the terminal screen.</i>
PRINTER TYPE SCRIBE - 1 EPSON - 2	Key in 1 if you are using an eN-Scribe 612. Key in 2 if you are using an Epson printer. The default is set to 1.
NO OF COPIES	Key in 1, 2, or 3 depending on the number of copies of the transaction record that you want to print. The default is set to 2. This provides a Merchant copy and a Cardholder copy of the receipt.
TRAILER MESSAGE YES - 1 NO - 2	If you want to print a trailer message at the end of the transaction record, key in 1. If you don't want a trailer message, key in 2.  <b>Note:</b> <i>A trailer message is any message that you want to appear on your receipts, e.g. "Thank You". Use the ALPHA key to access the alphabet after pressing the number key.</i>  <b>Note:</b> <i>To review the trailer message, exit this function and print the Configuration Parameters List (Admin function 16).</i>
<b>If YES was selected</b>	
ENGLISH TRAILER 1	Enter the first part of the trailer message desired and press FUNC/ENTER; <b>OR</b> Press FUNC/ENTER to accept the default setting or the existing trailer message.
ENGLISH TRAILER 2	Enter the second part of the trailer message desired and press FUNC/ENTER; <b>OR</b> Press FUNC/ENTER to accept the default setting or the existing trailer message.
FRENCH TRAILER 1	Enter the first part of the trailer message desired and press FUNC/ENTER; <b>OR</b> Press FUNC/ENTER to accept the default setting or the existing trailer message.

TERMINAL DISPLAY	OPERATOR ACTIONS
FRENCH TRAILER 2	Enter the second part of the trailer message desired and press FUNC/ENTER; <b>OR</b> Press FUNC/ENTER to accept the default setting or the existing trailer message.
SWIPE CARD	

### 3.7: Printing a Help List (40)

Use this function to print a list of all transaction types and administrative terminal functions you have configured on your terminal.

To print a Help List, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 40, then press FUNC/ENTER.
PRINTING	Please wait.
SWIPE CARD	

### 3.8: Setting Up Cheque Authorization (09)

Use this function to set up communication information if you subscribe to a Cheque Authorization Service.

All required information is provided by the Cheque Authorization Company.

To set up Cheque Authorization (Cheque Auth), follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 09, then press FUNC/ENTER.
ENTER TERM ID	Key in the Terminal ID provided by the Cheque Authorization Company and press FUNC/ENTER.  <b>Note:</b> <i>The terminal ID cannot be more than 20 characters.</i>
CHQ SERVICE TYPE T - 1      V - 2	For Telecheck, key in 1. For Vericheck, key in 2.
PRIMARY PHONE NO	Key in the telephone number (including area code) provided by the Cheque Authorization Company and press FUNC/ENTER.
PRIM NETWORK ID	Key in the Network ID provided by the Cheque Authorization Company and press FUNC/ENTER.

TERMINAL DISPLAY	OPERATOR ACTIONS
PRIM LINE SPEED 1200 - 1      300 - 3	To select 1200, key in 1. To select 300, key in 3. To retain existing setting, press FUNC/ENTER. The factory default is set to 1200.
BACKUP PHONE NO	Key in the Backup phone number provided by the Cheque Authorization Company and press FUNC/ ENTER. <b>OR</b> Press FUNC/ENTER if not applicable and return to the idle prompt.
<b>If a Backup Phone Number was entered</b>	
BACKUP NETWORK ID	Key in the Backup Network ID provided by the Cheque Authorization Company and press FUNC/ ENTER.
BKUP LINE SPEED 1200 - 1      300 - 3	To select 1200, key in 1. To select 300, key in 3. To retain existing setting, press FUNC/ENTER. The factory default is set to 1200.
SWIPE CARD	

### 3.9: Setting Up Third Party Hosts (10)

Use this transaction to set up communication parameters for processing to a Third Party Host.

To set up Third Party Host, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 10, then press FUNC/ENTER.
ENTER HOST NO.	Key in 1 and press FUNC/ENTER to set up details for the 1st host. Key in 2 and press FUNC/ENTER to set up details for the 2nd host, etc. (The terminal accepts host numbers 1-9).
HOST TYPE/BCE? YES - 1    NO - 2	Key in 1 if your Third Party Host operates with BCE format. (The terminal displays ENTER MERCH ID.) Key in 2 if your Third Party Host doesn't operate BCE format.
<b>If 2 (NO) is selected:</b>	
HOST TYPE/VISA1? YES - 1    NO - 2	Key in 1 if your Third Party Host operates with VISA1 format. (The terminal displays the ENTER MERCH ID prompt). If NO is selected, HOST TYPE/BCE is displayed again. A host type must be selected.

## Configuring Your Terminal

TERMINAL DISPLAY	OPERATOR ACTIONS
ENTER MERCH ID	Key in your alphanumeric Merchant ID provided by your Third Party Processor and press FUNC/ENTER <b>OR</b> Press FUNC/ENTER to retain the displayed ID.
PRIMARY PHONE NO.	Key in the phone number (with area code and prefix if applicable) for your Third Party Host and press FUNC/ENTER.
PRIM NETWORK ID	Key in the 8-digit Network ID provided by your Third Party Processor and press FUNC/ENTER. If not applicable, press FUNC/ENTER.
PRIM LINE SPEED? 1200 - 1      300 - 3	To select 1200, key in 1. To select 300, key in 3. To retain existing setting, press FUNC/ENTER. The factory default is set to 1200.
BACKUP PHONE NO.	Key in the Backup phone number (with area code and prefix if required) provided by your Third Party Processor and press FUNC/ENTER. If not applicable, press FUNC/ENTER to continue.
BACKUP NETWRK ID	Key in the Network ID provided by your Third Party Host and press FUNC/ENTER. If not applicable, press FUNC/ENTER.
BKUP LINE SPEED? 1200 - 1      300 - 3	To select 1200, key in 1. To select 300, key in 3. To retain existing setting, press FUNC/ENTER. The factory default is set to 1200.
REG PRE-AUTH - 1 HOTEL/RENTAL - 2	If you operate a restaurant or do not process Pre-authorized transactions, key in 1. If you operate a Hotel or Car Rental business, Press 2.  <b>Note:</b> <i>This prompt does not display if the Third Party Host is configured for VISA1 protocol.</i>
ENTER HOST NO.	Key in the next host number if you are using more than one Third Party Host. (The terminal displays the HOT TYPE/BCE? prompt.) Press the CLEAR key to return to the idle prompt.
SWIPE CARD	

### 3.10: Setting Up Third Party Cards (11)

Use this transaction to enter parameters for cards (other than Credit and Debit cards) that are to be processed by a Third Party Host.

All the information required in this set up is provided by the Third Party Processor (referred to as the Third Party Host).

**Note:** Admin function 10 (Setting Up Third Party Host) must be completed prior to beginning Admin function 11.

To set up a Third Party Card, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 11, then press FUNC/ENTER.
ENTER CARD NAME	Use the # or * keys to scroll up or down the defined card names. When the Card Name you want appears, press FUNC/ENTER; <b>OR</b> Key in the card name provided by the Third Party Host (use the alphanumeric and ALPHA keys) and press FUNC/ENTER.
<b>If the name keyed in has already been defined</b>	
MODIFY - 1    CLEAR - 2	To make changes to the selected card's parameters, key in 1. To select a different card without making changes to the selected card's parameters, key in 2. (The ENTER CARD NAME prompt appears.)
ENTER HOST NO	Key in a host number (1-9) and press FUNC/ENTER.  <b>Note:</b> This field identifies the host number, (defined in Admin function 10) that processes the card.
BIN RANGE 1 - LOW	Key in the lowest limit of BIN Range #1 and press FUNC/ENTER.
BIN RANGE 1 - HIGH	Key in the highest limit of BIN Range #1 and press FUNC/ENTER.
BIN RANGE 2 - LOW	If applicable, key in the lowest limit of BIN Range #2 and press FUNC/ENTER <b>OR</b> If not applicable, press FUNC/ENTER to continue.
BIN RANGE 2 - HIGH	If applicable, key in the highest limit of BIN Range #2 and press FUNC/ENTER <b>OR</b> If not applicable, press FUNC/ENTER to continue.
BIN RANGE 3 - LOW	If applicable, key in the lowest limit of BIN Range #3 and press FUNC/ENTER <b>OR</b> If not applicable, press FUNC/ENTER to continue.
BIN RANGE 3 - HIGH	If applicable, key in the highest limit of BIN Range #3 and press FUNC/ENTER <b>OR</b> If not applicable, press FUNC/ENTER to continue.

TERMINAL DISPLAY	OPERATOR ACTIONS
VERIFY MOD - 10? YES - 1 NO - 2	If Mod 10 check is required, key in 1. If Mod 10 check is not required, key in 2.
DRAFT CAPTURE? YES - 1 NO - 2	If you have arranged for electronic deposit with the Third Party Host, key in 1. If you have arranged for “Authorization Only” with the Third Party Host, key in 2. If NO is selected a receipt will not be printed.  <b>Note:</b> <i>This prompt is skipped for hosts configured with VISA1 protocol.</i>
ENTER CARD NAME	Press the CLEAR key to return to idle prompt <b>OR</b> key in the next Third Party Card name and repeat the process.
SWIPE CARD	

### 3.11: Setting Up Multiple Terminal Reporting (80)

Use this function to enable or disable Multiple Terminal Reporting on each terminal, to set the Terminal Name, and allow Named Terminals to process Close Batch (99) transactions. Performing an Admin function 80 transaction allows you to configure the following options:

- Multiple Terminal Deposit Totals, which allows you to obtain, by Terminal Name, deposit totals for any or all terminals attached to a Merchant ID. This does not compare Host and terminal totals (unlike Close Batch).
- Multiple Terminal Batch Closing, which allows you to close, by Terminal Name, any or all terminals attached to the same Merchant ID. This does not compare Host and terminal totals (unlike Close Batch, Admin function 99).

To enable or disable Multiple Terminal Transactions, follow the procedure below:

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

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 80, then press FUNC/ENTER.
SWIPE ADMIN CARD	Swipe the POS Admin Card.
MULTI TERM TRANS YES - 1 NO - 2	To enable Multiple Terminal Reporting, key in 1. To disable Multiple Terminal Reporting, key in 2 (dialing begins).
MERCH TERM NAME	To name your terminal, key in 1 - 6 alphanumeric characters and press FUNC/ENTER. To retain the displayed name, press FUNC/ENTER. To change the displayed name, key in the new name over the displayed name and press FUNC/ENTER.

TERMINAL DISPLAY	OPERATOR ACTIONS
ADMIN 99 ALLOWED? YES - 1 NO - 2	To enable closing the terminal individually with Admin function 99 (Close Batch), key in 1. To prevent closing the terminal individually, key in 2. (The terminal can only be closed using Admin function 85, Multiple Terminal Reporting.)
DIALING SENDING RECEIVING PROCESSING	Transaction processing, please wait.
<b>If the displayed MERCH TERM NAME was retained</b>	
DUPLICATE TERMINAL NAME	Press CLEAR to return to the idle prompt.
SWIPE CARD	

### 3.12: Setting Up Clerk Subtotalling (83)

Use this transaction to set up and change Clerk Subtotalling parameters. Clerk Subtotalling maintains two types of totals by card type for all Clerk IDs:

- Count Total which is the number of transactions, e.g. Debit Count.
- \$ Value which is the dollar value of the transactions, e.g. Debit \$ Value.

Clerk Subtotalling is independent of the terminal on which it is processed. A clerk's Subtotals (within a specific Merchant Number) can be obtained regardless of which terminal (or terminals) their transactions were processed on.

If you enable Clerk Subtotalling and do not enable Prompt Clerk ID, you must set up a Default Clerk ID using Admin function 81 (Setting Up a Default Clerk ID).

#### Setting the Clerk ID Entry Method

You must select how the Clerk ID is entered. You have two options:

- set the Clerk ID to Default on a specific terminal, OR
- prompt for the entry of the Clerk ID at the start of every transaction, in one of two ways:
  - manually keying in the ID number, OR
  - swiping a magnetic stripe card.

### Guidelines for Magnetic Stripe Cards with Clerk IDs

It is the merchant's responsibility to obtain Magnetic Stripe Cards.

The standard for these cards is "ISO/IEC 7813 Identification cards - Financial Transaction Cards".

The ID can be extracted from either Track 1 or Track 2 and your terminal must be set up accordingly.

There are several manufacturers of Magnetic Stripe Cards. The following are just a few:

- SCS-Security Card Systems Inc.
- NBS-National Business Systems
- B. A. Custom Cards
- Bicybec

Provide the Card Manufacturer with the following information:

- Track 1 & 2 (Uses the last 6 digits of the first field on the track).
- Name (Uses the first 6 characters of the name field on track 1).

### Zeroing Clerk Subtotals

Clerk Subtotals must be cleared on a regular basis. Clerk Subtotals can be cleared manually by the Clerks themselves or restricted to use of the POS Admin Card.

If the Clerk Subtotals are allowed to accumulate, they will be cleared automatically by the Moneris Host. When a card type's Count Total reaches 10,000 transactions, that card type's Count Total and \$ Value are automatically reset to zero by the Moneris Host.

To set up Clerk Subtotalling, follow the procedure below:

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

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 83, then press FUNC/ENTER.
SWIPE ADMIN CARD	Swipe your POS Admin Card.
ENTER MERCH ID	Key in your merchant number provided by Moneris and press FUNC/ENTER.
CLERK SUBTOTAL? YES - 1      NO - 2	To activate Clerk Subtotalling, key in 1. To deactivate Clerk Subtotalling, key in 2.

TERMINAL DISPLAY	OPERATOR ACTIONS
<b>If 1 (YES) was selected:</b>	
PROMPT CLERK ID? YES - 1      NO - 2	To configure the terminal to prompt for Clerk ID entry prior to every transaction, key in 1. To configure the terminal to skip the prompt for Clerk ID entry, key in 2.  <b>Note:</b> <i>If you select 2, the terminal will return to the idle prompt. Proceed to Admin function 81 to set the DEFAULT CLERK ID.</i>
CLK ENTRY CARD - 1 MANUAL - 2    BOTH - 3	To configure the terminal to prompt for Clerk ID entry by swipe card only, key in 1 and press FUNC/ENTER. To configure the terminal to prompt for manual Clerk ID entry only, key in 2 and press FUNC/ENTER. (The ZERO TOTALS? prompt appears.) To configure the terminal to accept Clerk ID entry by either method, key in 3 and press FUNC/ENTER.
<b>If 1 (CLK ENTRY CARD) or 3 (BOTH) is selected:</b>	
LOCATION? TRK2 - 1 TRK1 - 2    NAME - 3	Key in 1, 2 or 3 and FUNC/ENTER depending on the location of the Clerk ID data information provided by card manufacturer. To keep the current setting and continue, press FUNC/ENTER.
ZERO TOTALS? YES - 1    NO - 2	To allow Clerks to reset their Subtotals to zero during Admin 82, key in 1 and press FUNC/ENTER. To prevent Clerks from resetting their Subtotals to zero during Admin 82, key in 2 and press FUNC/ENTER. (Clerk's Subtotals can only be reset to zero with the use of the POS Admin Card.) The factory default is YES.  <b>VERY IMPORTANT:</b> <i>Be sure to clear Clerk Subtotals at least once a week as the Moneris Host will clear them automatically when Card Type Count Totals reach 10,000.</i>
SWIPE CARD	
<b>If 2 (NO) was selected for CLERK SUBTOTAL</b>	
SWIPE CARD	

### 3.13: Maintaining Clerk IDs (84)

Use Admin function 84 to add or remove Clerk IDs on the Host.

Because Clerk IDs are maintained on Moneris Host, all terminals attached to the same Merchant ID number can access any Clerk ID. If a terminal is replaced, the Clerk ID does not have to be re-entered.

**Note:** *The addition and removal of Clerk IDs is controlled by you and may have a direct impact on Clerk Subtotal reports. Therefore, Moneris is unable to*

*guarantee accurate reporting between Clerk Subtotals and totals reported in your Close Batch transactions.*

### Clerk ID Parameters

- Clerk IDs can be 1 to 6 characters (numbers or letters) long.
- A maximum of 20 Clerk IDs can be added or removed in one process.
- A maximum of 255 (two hundred and fifty-five) Clerk IDs are supported per merchant number.

### Clerk ID Groups

Clerk IDs that share common starting characters (prefix) can be defined as a Group. The number of common starting characters in a Group can vary from 1 to 5. For example, Clerk IDs 1, 11, 111, can be entered as a Group with the prefix 1. All Clerk IDs that begin with the number 1 are reported as a group. Refer to Admin function 82, “Performing Clerk Subtotalling Inquiry”.

### 3.13.1: Adding Clerk IDs

To add Clerk IDs, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 84, then press FUNC/ENTER.
SWIPE ADMIN CARD	Swipe POS Admin Card.
ADD CLERK ID? YES - 1 NO - 2	To add a Clerk ID, key in 1.
ENTER CLERK ID	Swipe the Clerk Card to be added <b>OR</b> Key in the Clerk ID to be added and press FUNC/ ENTER
ADD CLERK ID? YES - 1 NO - 2	To add additional Clerk IDs, key in 1. (The terminal returns to the ADD CLERK ID? prompt.) To proceed to the next prompt, key in 2.  <b>Note:</b> <i>To add more Clerk IDs, continue keying in 1 at this prompt. Once all required Clerk IDs have been added, key in 2.</i>
REMOVE CLERK ID? YES - 1 NO - 2	To process the request, key in 2.
DIALING SENDING RECEIVING PROCESSING	Transaction processing, please wait.
SWIPE CARD	

### 3.13.2: Removing Clerk IDs

To remove Clerk IDs, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 84, then press FUNC/ENTER.
SWIPE ADMIN CARD	Swipe POS Admin Card.
ADD CLERK ID? YES - 1 NO - 2	To remove a Clerk ID, key in 2.
REMOVE CLERK ID? YES - 1 NO - 2	To remove a Clerk ID, key in 1.
ENTER CLERK ID	Swipe the Clerk Card to be removed <b>OR</b> Key in the Clerk ID to be removed and press FUNC/ ENTER
REMOVE CLERK ID? YES - 1 NO - 2	To remove additional Clerk IDs, key in 1. (The terminal returns to the ENTER CLERK ID prompt.) To process the request, key in 2.  <b>Note:</b> <i>To remove more Clerk IDs, continue keying in 1 at this prompt. Once all required IDs have been removed, key in 2.</i>
DIALING SENDING RECEIVING PROCESSING	Transaction processing, please wait.
SWIPE CARD	

### 3.14: Setting Up a Default Clerk ID (81)

Use this function to set up a default Clerk ID. Prior to setting up a default Clerk ID ensure:

- the PROMPT CLERK ID? option is set to NO in Admin function 83 (Setting Up Clerk Subtotalling).
- The Clerk ID was previously entered in Admin function 84 (Maintaining Clerk ID).

To set up default Clerk ID, follow the procedure below:

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

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 81, then press FUNC/ENTER.
ENTER CLERK ID	Key in the Default Clerk ID number and press FUNC/ENTER <b>OR</b> Swipe the Default Clerk Card.
SWIPE CARD	

### 3.15: Printing a Configuration Parameters List (16)

Use this transaction to print a list of your terminal’s settings including the software version.

**Note:** *As a precaution, in case your terminal ever requires replacing, we recommend you perform Admin function 16 once your terminal is set up. Staple the printout of your parameters to this manual for future reference.*

To print the Configuration Parameters List follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 16, then press FUNC/ENTER.
PRINTING	Please wait.
SWIPE CARD	

### 3.16: Switching Training Mode ON and OFF (05)

Use this transaction to train employees on Credit and Debit transactions in a simulated environment.

Training mode can only be accessed on terminals that have been configured, initialized and logged on.

While in Training Mode, the PINPad displays the prompt “WELCOME/ BONJOUR TRAINING”. Receipts from transactions processed in Training Mode have three lines with the text “\* TRAINING \* TRAINING \* TRAINING \*” in white text on black boxes.

**Note:** *Ensure that you exit Training Mode prior to processing actual financial transactions. Transactions processed in Training Mode will not affect your accounts, nor will it affect your customers’ accounts.*

**To Switch On Training Mode:**

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 05, then press FUNC/ENTER.
CLEAR TRAIN TOT? YES - 1 NO - 2	To clear training memory, key in 1. To retain training memory, key in 2.
TRAIN - SWIPE CARD	The device may now be used to simulate live Credit and Debit transactions. The transactions will not be captured and there will not be any financial impact on your account.

Once training has been completed, Training Mode must be exited or real customer transactions will not be validated.

**To Switch Off Training Mode:**

TERMINAL DISPLAY	OPERATOR ACTIONS
TRAIN - SWIPE CARD	Press 05, then FUNC/ENTER key.
SWIPE CARD	The terminal is now ready for regular transaction processing.

### 3.17: Performing a Transaction Inquiry (66)

Use this function to print (or view on the terminal screen) a list of all or selected approved financial transactions held in the terminal’s memory in the order in which they were processed. You can print (or view) transactions by:

- Clerk ID (Clerk ID must be set up before performing this transaction. See “Setting Up Clerk Subtotalling”, Admin function 83.)
- Card type (VISA, MasterCard, Third Party Card, Debit).
- Card number.
- Amount.
- Transaction code (Purchase, Refund, Pre-Auth, etc.).
- Transaction date.

This transaction does not provide terminal totals. For terminal totals, perform Admin function 60, “Printing Stored Transactions”.

**Note:** *The terminal’s memory retains up to 500 transactions. When capacity is reached, the oldest transaction drops from memory as new ones are added.*

When your terminal is replaced, its memory is not transferred to the new terminal. This will have no financial impact on your Business Account.

To perform a transaction inquiry, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 66, then press FUNC/ENTER.
ENTER CLERK ID	To obtain a list of stored transactions for a specific Clerk ID, key in the Clerk ID and press FUNC/ENTER. To report transactions for all Clerk IDs, or if there are no Clerk IDs defined, press FUNC/ENTER.  <b>Note:</b> <i>This prompt only displays if Clerk Subtotalling is enabled in Admin function 83.</i>

TERMINAL DISPLAY	OPERATOR ACTIONS
ENTER CARD TYPE	To select a specific card, key in the card type (using the alphanumeric and ALPHA keys): A = American Express    JC = JCB D = Debit                    M = MasterCard DI = Diners                 V = VISA and press FUNC/ENTER. To select all card types, press FUNC/ENTER.  <b>Note:</b> For Third Party Cards, the first two characters of the card name are used.
ENTER CARD NO	To list all stored transactions for a specific card number, key in the card number (not less than 4 digits or more than 19 digits) and press FUNC/ENTER <b>OR</b> To select all card numbers, press FUNC/ENTER.
ENTER AMOUNT	To list all transactions processed for a specific amount, key in that amount and press FUNC/ENTER. To select all transaction amounts, press FUNC/ENTER.
ENTER TRANS CODE	To select a specific transaction type, key in the type (using the alphanumeric and ALPHA keys): P = Purchase    PC = Purchase Correction R = Refund      RC = Refund Correction A = Advice      PA = Pre-Authorization and press FUNC/ENTER. To select all transaction types, press FUNC/ENTER.
DATE (YY)MMDD	Key in date (YY)MMDD (YY is optional) to list transactions processed on a particular date and press FUNC/ENTER. To select all dates, just press FUNC/ENTER.
PRT - 1    DISPLAY - 2	To print the transactions selected above, key in 1. To display the selected transactions, key in 2.
<b>If 1 (PRT) is selected, the following prompts appear:</b>	
PROCESSING PRINTING	Please wait. The report is printing.
<b>If 2 (DISPLAY) is selected, the following prompts appear:</b>	
PROCESSING	Please wait. The report is being generated.
START OF RECORDS	Use the # key to scroll up and the * key to scroll down through the transaction information as it appears on the terminal display. (See below for a description of the information in the order in which it appears.) This information is displayed for each transaction in the order the transactions occurred.
#####	Card Number
P    \$###.##	Trans Type    Transaction Amount
XXX	Account Type

TERMINAL DISPLAY	OPERATOR ACTIONS
##### #####	Authorization Number Receipt Number
X MMDD/HHMM	Card Type Date/Time
END OF RECORDS	After the last transaction has been displayed, this prompt appears. Press CLEAR to return to the idle prompt.
SWIPE CARD	

### 3.18: Printing Stored Transactions (60)

Use this function to print a list of all approved Credit and Debit financial transactions by batch or by date. The terminal's totals are part of this report.

**Note:** *The terminal's memory retains up to 500 transactions. When capacity is reached, the oldest transaction drops from memory.*

To print a list of stored transactions, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 60, then press FUNC/ENTER.
ENTER CLERK ID	To obtain a list of stored transactions for a specific Clerk, key in the Clerk ID. To report transactions for all Clerk IDs or if there are no Clerk IDs defined, press FUNC/ENTER.  <b>Note:</b> <i>This prompt only appears if CLERK SUBTOTAL? and PROMPT CLERK ID are both set to YES in Admin 83.</i>
BATCH - 1 DATE - 2	To list transactions in a specific batch, key in 1. To list transactions on a specific date, key in 2.
<b>If 1 (BATCH) was selected</b>	
ENTER BATCH NO	Key in batch number and press FUNC/ENTER. For the current open batch, press FUNC/ENTER.
<b>If 2 (DATE) was selected</b>	
DATE (YY)MMDD	Key in the date, YYMMDD (YY is optional), and press FUNC/ENTER. For the current date, press FUNC/ENTER.
PROCESSING	Please wait. The terminal is searching for matching transactions.
<b>If no matching transactions are found</b>	
TRANS NOT FOUND PLEASE RETRY	Confirm the specifications keyed in are valid and try the transaction again.
<b>If matching transactions are found</b>	
PRINTING	Please wait.
SWIPE CARD	

### 3.19: Performing a Clerk Subtotals Inquiry (82)

Perform a Clerk Subtotals Inquiry (a CSI) to obtain totals by card type for an individual clerk or a group of clerks, and to reset totals to zero.

The Clerk Subtotals Inquiry produces two types of totals by card type for selected Clerk IDs:

- Count Total which is the number of transactions, e.g. Debit Count.
- \$ Value which is the dollar value of the transactions, e.g. Debit \$ Value.

A Clerk Subtotals Inquiry can be requested from any terminal for transactions performed on it and any other terminal associated with the same Merchant ID.

#### Zeroing Clerk Subtotals

Clerk Subtotals must be reset to zero on a regular basis (Moneris recommends weekly). If they are allowed to accumulate, they will be cleared automatically by the Moneris Host. When a card type's Count Total reaches 10,000 transactions, that card type's Count Total and \$ Value are automatically reset to zero by the Moneris Host.

Individual clerks can use the SINGLE CLK option to reset to their own Subtotals to zero if the ZERO TOTALS options in Admin 83 has been set to YES (1).

Use the MULTIPLE CLK option to reset Subtotals for one clerk, a group of clerks or all clerks at once, if the ZERO TOTALS option has been set to NO (2). This transaction requires the POS Admin Card.

#### 3.19.1: Performing a CSI for a Single Clerk

Follow this procedure to obtain Subtotals for an individual clerk if the ZERO TOTALS option in Admin function 83 is set to YES (1).

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 82, then press FUNC/ENTER.
SINGLE CLK - 1 MULTIPLE CLKS - 2	To obtain a Subtotal listing for an individual clerk, key in 1.
ZERO CLK TOTALS? YES - 1 NO - 2	To reset Clerk Subtotals to zero after printing the Clerk Subtotals Report, key in 1. To continue accumulating Clerk Subtotals after printing the Clerk Subtotals Report, key in 2.
ENTER CLERK ID	Key in the Clerk ID and press FUNC/ENTER <b>OR</b> Swipe the Clerk Card.

TERMINAL DISPLAY	OPERATOR ACTIONS
DIALING SENDING RECEIVING PROCESSING	Transaction is being processed. Please wait.  <b>Note:</b> <i>If there is no record, the Host will return "NO ACTIVITY". Press CLEAR to return to the idle prompt.</i>
PRINTING	The report is printing, please wait.  <b>Note:</b> <i>If the terminal is Credit Only and the PRINTER REQUIRED? option in Admin 14 is set to NO (2), this message will not appear. The totals will be displayed on the terminal.</i>
SWIPE CARD	

### 3.19.2: Performing a CSI for a Specific Clerk using a POS Admin Card

Follow this procedure to obtain Subtotals for a specific clerk if the ZERO TOTALS option in Admin function 83 is set to NO (2).

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

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 82, then press FUNC/ENTER.
SINGLE CLK - 1 MULTIPLE CLKS - 2	To obtain Subtotals for single clerk, key in 2.  <b>Note:</b> <i>You must select 2 (MULTIPLE CLKS) in order to access the prompt to SWIPE ADMIN CARD. Only after swiping the Admin Card can you perform a CSI for a specific clerk.</i>
SWIPE ADMIN CARD	Swipe the POS Admin Card.
ZERO CLK TOTALS? YES - 1 NO - 2	To reset Clerk Subtotals to zero after printing the Clerk Subtotals Report, key in 1. To continue accumulating Clerk Subtotals after printing the Clerk Subtotals Report, key in 2.
CLERK - 1 GRP - 2 ALL - 3	To obtain Subtotals for an individual clerk, key in 1 and press FUNC/ENTER.
ENTER CLERK ID	Key in the Clerk ID and press FUNC/ENTER <b>OR</b> Swipe the Clerk Card.
CLERK - 1 GRP - 2 PROCESS LIST - 3	To process the transaction, key in 3 <b>OR</b> Press FUNC/ENTER.
DIALING SENDING RECEIVING PROCESSING	Transaction is being processed. Please wait.  <b>Note:</b> <i>If there is no record, the Host will return "NO ACTIVITY". Press CLEAR to return to the idle prompt.</i>

TERMINAL DISPLAY	OPERATOR ACTIONS
PRINTING	The report is printing, please wait.  <b>Note:</b> <i>If the terminal is Credit Only and the PRINTER REQUIRED? option in Admin 14 is set to NO (2), this message will not appear. The totals will be displayed on the terminal.</i>
SWIPE CARD	

### 3.19.3: Performing a CSI for Multiple Clerks

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

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 82, then press FUNC/ENTER.
SINGLE CLK - 1 MULTIPLE CLKS - 2	To obtain Subtotal listings for multiple clerks, key in 2.
SWIPE ADMIN CARD	Swipe POS Admin Card.
ZERO CLK TOTALS? YES - 1            NO - 2	To reset Clerk Subtotals to zero after printing the Clerk Subtotals Report, key in 1. To accumulate Clerk Subtotals after printing the Clerk Subtotals Report, key in 2.
CLERK - 1 GRP - 2    ALL - 3	To obtain Subtotal listings for a number of specific clerks, key in 1 and press FUNC/ENTER.
ENTER CLERK ID	Enter the first Clerk ID and press FUNC/ENTER.
CLERK - 1    GRP - 2 PROCESS LIST - 3	To continue entering Clerk IDs, key in 1.
ENTER CLERK ID	Enter the next Clerk ID and press FUNC/ENTER.
CLERK - 1    GRP - 2 PROCESS LIST - 3	To continue entering Clerk IDs, key in 1. To process and print list, key in 3.
DIALING SENDING RECEIVING PROCESSING	Transaction is being processed. Please wait.  <b>Note:</b> <i>If there are no records, the Host will return "NO ACTIVITY". Press CLEAR to return to idle prompt.</i>
PRINTING	Report printing, please wait.  <b>Note:</b> <i>If the terminal is Credit Only and the PRINTER REQUIRED? option in Admin 14 is set to NO (2), this message will not appear. The totals will be displayed on the terminal.</i>
SWIPE CARD	

### 3.19.4: Performing a CSI for Groups of Clerks

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

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 82, then press FUNC/ENTER.
SINGLE CLK - 1 MULTIPLE CLKS - 2	To obtain Subtotal listings for a group of clerks, key in 2.
SWIPE ADMIN CARD	Swipe POS Admin Card.
ZERO CLK TOTALS? YES - 1      NO - 2	To reset Clerk Subtotals to zero after printing the Clerk Subtotals Report, key in 1. To accumulate Clerk Subtotals after printing the Clerk Subtotals Report, key in 2.
CLERK - 1 GRP - 2    ALL - 3	To obtain Subtotal listings for a group of clerks, key in 2 and press FUNC/ENTER.
ENTER GRP PREFIX	Key in the Group Prefix and press FUNC/ENTER.
CLERK - 1    GRP - 2 PROCESS LIST - 3	To continue entering Group Prefixes, key in 2. To process the transaction, key in 3.
DIALING SENDING RECEIVING PROCESSING	Transaction is being processed. Please wait.  <b>Note:</b> If there are no records, the Host will return "NO ACTIVITY". Press CLEAR to return to idle prompt.
PRINTING	Report printing, please wait.  <b>Note:</b> If the terminal is Credit Only and the PRINTER REQUIRED? option in Admin 14 is set to NO (2), this message will not appear. The totals will be displayed on the terminal.
SWIPE CARD	

### 3.19.5: Performing a CSI for All Clerks

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

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 82, then press FUNC/ENTER.
SINGLE CLK - 1 MULTIPLE CLKS - 2	To obtain Subtotals for all clerks, key in 2.
SWIPE ADMIN CARD	Swipe POS Admin Card.
ZERO CLK TOTALS? YES - 1    NO - 2	To reset Clerk Subtotals to zero after printing the Clerk Subtotals Report, key in 1. To continue accumulating Clerk Subtotals after printing the Clerk Subtotals Report, key in 2.
CLERK - 1 GRP - 2    ALL - 3	To obtain Subtotals for all clerks, key in 3.

TERMINAL DISPLAY	OPERATOR ACTIONS
DIALING SENDING RECEIVING PROCESSING	Transaction is being processed. Please wait.  <b>Note:</b> <i>If there are no records, the Host will return “NO ACTIVITY”. Press CLEAR to return to idle prompt.</i>
PRINTING	Report printing, please wait.  <b>Note:</b> <i>If the terminal is Credit Only and the PRINTER REQUIRED? option in Admin 14 is set to NO (2), this message will not appear. The totals will be displayed on the terminal.</i>
SWIPE CARD	

### 3.20: Performing a Deposit Totals Inquiry (77)

Use Admin function 77 to close your Batch if you do so more than once a day; it reports the grand totals of all closed batches processed that day on the same terminal. This transaction does not produce totals for Third Party Card types.

To perform a Deposit Totals Inquiry, follow the procedure below.

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 77, then press FUNC/ENTER.
ENTER CLERK ID	Key in the Clerk ID of the clerk whose total you want to review.
DIALING SENDING RECEIVING PROCESSING	Transaction is being processed. Please wait.
PRINTING	Report printing, please wait.  <b>Note:</b> <i>If the Printer Required setting is NO, this message will not appear. The totals will appear on the terminal display</i>
SWIPE CARD	

### 3.21: Performing a Merchant Subtotals Inquiry (95)

Use Admin function 95 to obtain the count and dollar value of financial transactions in the current batch (i.e. the group of transactions processed through your terminal since the last batch was closed). This transaction reports totals stored on the Moneris Host.

To perform a Merchant Subtotals Inquiry, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 95, then press FUNC/ENTER.
ENTER CLERK ID	Key in the Clerk ID whose current batch you want to review.
MERCH SUBTOTALS ALL - 1 BY HOST - 2	To review all Merchant Subtotals, key in 1 (dialing begins). To review only a specific Subtotal, key in 2.  <b>Note:</b> <i>This prompt only displays if there is a Third Party Host configured to the terminal.</i>
<b>If BY HOST (2) was selected:</b>	
MONERIS HOST? YES - 1 NO - 2	To review Subtotals on the Moneris Host, key in 1 (dialing begins). To review Subtotals on other hosts, key in 2.
OTHER HOST n? YES - 1 NO - 2	Key in 1 to accept the number displayed. Key in 2 to move to the next host number. Press FUNC/ENTER to process.  <b>Note:</b> <i>'n' stands for the Third Party Host number (configured in Admin function 11). The hosts that have been configured will display in sequence.</i>
DIALING SENDING RECEIVING PROCESSING	Transaction processing, please wait.
PRINTING	Report printing, please wait.  <b>Note:</b> <i>If the Printer Required setting is NO, this message will not appear. The totals will appear on the terminal display.</i>
SWIPE CARD	

### 3.22: Processing a Multiple Terminal Report (85)

Use this function to perform Deposit Totals reports and Close Batch (Admin function 99) from a single terminal for all terminals attached to the same Merchant Number. The totals are reported by card type and can be for individual terminals or groups of terminals.

To process a Multiple Terminal Report, follow the procedure below:

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

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 85, then press FUNC/ENTER.
SWIPE ADMIN CARD	Swipe POS Admin Card.
CLOSE BATCHES? YES - 1 NO - 2	To close one or more terminals, key in 1. To avoid closing any terminal, key in 2.
GET DEPOSIT TLS? YES - 1 NO - 2	To print Grand Totals of all previously closed batches for the day, key in 1. To continue without getting Deposit Totals, key in 2.  <b>Note:</b> <i>If your terminal(s) is closed more than once per day, key in 1 to report the Grand Total of the closed batches.</i>
NAME - 1 GROUP - 2 ALL - 3	To close a specific terminal, key in 1. To close a group of terminals, key in 2. To close all terminals attached to your Merchant Number, key in 3. (Dialing begins.)
<b>If 1 (NAME) was selected:</b>	
MERCH TERM NAME	Key in the name of terminal (defined in Admin function 80) and press FUNC/ENTER.
<b>If 2 (GROUP) was selected:</b>	
ENTER GRP PREFIX	Key in the group prefix and press FUNC/ENTER.
NAME - 1 GROUP - 2 PROCESS LIST - 3	To close a specific terminal, key in 1. (The terminal returns to the MERCH TERM NAME prompt.) To close another group of terminals, key in 2. (The terminal returns to the ENTER GRP PREFIX prompt.) To process the report, key in 3 or press FUNC/ENTER.
DIALING SENDING RECEIVING PROCESSING	Transaction processing, please wait.

TERMINAL DISPLAY	OPERATOR ACTIONS
PRINTING	Report printing, please wait.  <b>Note:</b> <i>If the Printer Required setting is NO, this message will not appear. The totals will appear on the terminal display</i>
SWIPE CARD	

### 3.23: Performing a Close Batch Transaction (99)

Use this function to close your current batch of transactions and obtain the number and dollar value of Debit and Credit transactions processed through your terminal since the last Closed Batch. This function also prints a Merchant Current Batch Totals from the hosts configured to the terminal.

This transaction compares totals stored in the terminal's memory to totals held on the Moneris Host. If a discrepancy is found, your terminal will report 'BANK AND TERMINAL TOTALS DO NOT MATCH'. If this occurs, contact Moneris Merchant Services on the next business day for assistance.

**Note:** *Deposits to your business account will not be made unless this function is performed; close your batch at least once per day to receive value for processed transactions. Batches closed prior to your daily closing time are processed by Moneris that same day.*

To perform a Close Batch transaction, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 99, then press FUNC/ENTER.
ENTER CLERK ID	Key in the Clerk ID.  <b>Note:</b> <i>This prompt displays only if PROMPT CLERK ID is set to YES and CLERK ENTRY is set to Manual or Both in Admin function 83.</i>
CLOSE BATCH ALL - 1 BY HOST - 2	To close all batches, key in 1 (dialing begins). To close batches by host, key in 2 (see below).
MONERIS HOST? YES - 1 NO - 2	To close Moneris Host batches, key in 1. To close Third Party Host batches, key in 2.
OTHER HOST n? YES - 1 NO - 2	To accept the number displayed, key in 1. To move to the next host number, key in 2. To process the report, press FUNC/ENTER. Dialing begins.  <b>Note:</b> <i>'n' stands for a Third Party Host number. The hosts configured will display in sequence.</i>

TERMINAL DISPLAY	OPERATOR ACTIONS
DIALING SENDING RECEIVING PROCESSING	Transaction processing. Please wait.
PRINTING	The Host totals are printing. Please wait.
TOTALS BALANCED? YES - 1 NO - 2	<p>If your totals match the Host totals printed on the report, key in 1. If your totals do not match the Host totals printed on the report, key in 2.</p> <p><b>Note:</b> <i>This prompt displays if BALANCED PROMPT is enabled in Admin function 08. Your selection is printed on the report. If your totals are not balanced, call Moneris Merchant Services.</i></p>
CLOSE - 1 EXIT - 2	<p>To Close your batch and deposit to your business account, key in 1. To exit without Closing your batch, key in 2.</p>
PRINTING	Report is printing. Please wait while the report is completed.
SWIPE CARD	

### 3.24: Logging Off (03)

Use this function to log off your terminal from the Host. Financial transactions cannot be processed on your terminal when it is logged off. For security reasons, each terminal should be logged off at the end of each business day (after an Admin function 99, 'Close Batch', transaction has been completed).

To log off your terminal, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Key in 03, then press FUNC/ENTER.
DIALING SENDING RECEIVING PROCESSING	Transaction in progress, please wait.
PLEASE LOGON	

# CHAPTER 4: Processing Debit Financial Transactions

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Debit financial transactions involve the use of the cardholder's Debit card. These transactions also involve a compulsory swipe of the debit card on the terminal. Therefore, the cardholder must be present for a Debit transaction to be processed.

This chapter outlines the procedures for processing Debit financial transactions including Purchase, Purchase Correction, Refund, and Refund Correction.

## 4.1: Processing Debit Purchase Transactions

This transaction electronically authorizes and captures Debit card purchases. Settlement to your business account occurs electronically for all closed batches.

In addition to basic Debit purchase processing, the Tip on Debit option can be enabled when configuring your terminal in Admin function 08. Tip on Debit gives the customer the opportunity to add a tip amount to the purchase total. The customer keys in the value of the tip on the pinpad.

### Processing Debit Purchases

To process Debit purchase transactions (without Tip on Debit enabled), follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS	CUSTOMER ACTIONS ON PINPAD
SWIPE CARD	Swipe the customer's debit card.	
ENTER CLERK ID	Key in the Clerk ID and press FUNC/ENTER or swipe the Clerk Card. <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin 83.</i>	PINPad displays PURCHASE.
ENTER INVOICE NO	Key in the Invoice Number and press FUNC/ENTER. <b>Note:</b> <i>This only appears if you enable 'Invoice Number' in Admin 08.</i>	PINPad displays PURCHASE.
ENTER AMOUNT	Key in the amount of the purchase (without the decimal point) and press FUNC/ENTER.	PINPad displays PURCHASE.

## Processing Debit Financial Transactions

TERMINAL DISPLAY	OPERATOR ACTIONS	CUSTOMER ACTIONS ON PINPAD
*\$###,###.## CONT. ON PINPAD	Give the PINPad to the customer.	1.Press OK to accept the total cost of the purchase. 2.Select CHQ or SAV. 3.Key in the PIN and press OK. <b>Note:</b> Press CORR to return to the previous prompt or re-enter the PIN. Press CANCEL at any time to abort the transaction.
DIALING	Return the debit card to the customer.	PINPad displays PLEASE WAIT FOR MESSAGE
APPROVED ##### ENTER TO CONT.	Please wait while the Merchant Copy of the receipt prints. Press FUNC/ENTER to continue.	PINPad displays APPROVED-THANKS OBTAIN CARD
PRINTING	Please wait while the Cardholder Copy of the receipt prints.	
APPROVED ##### PROVIDE RECORD	Provide the Cardholder Copy to your customer and retain the Merchant Copy for your records. Press CLEAR to return to the idle prompt.	
SWIPE CARD		PINPad displays WELCOME/BONJOUR

### Processing Tip on Debit Purchases

To process Debit purchases with Tip enabled, follow the procedure below.

**Note:** The Tip amount must be less than the Purchase amount. If the customer enters a Tip amount equal to or great than the Purchase amount, a 'PLEASE RETRY' prompt appears on the PINPad then returns to the 'TIP AMOUNT' prompt. An 'INVALID AMOUNT' prompt appears on the terminal until the customer has entered a valid tip amount on the PINPad.

## Processing Debit Financial Transactions

TERMINAL DISPLAY	OPERATOR ACTIONS	CUSTOMER ACTIONS ON PINPAD
SWIPE CARD	Swipe the customer's debit card.	
ENTER CLERK ID	Key in the Clerk ID and press FUNC/ENTER or swipe the Clerk Card. <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin 83.</i>	PINPad displays PURCHASE.
ENTER INVOICE NO	Key in the Invoice Number and press FUNC/ENTER. <b>Note:</b> <i>This only appears if you enable 'Invoice Number' in Admin 08.</i>	PINPad displays PURCHASE.
ENTER AMOUNT	Key in the amount of the purchase (without the decimal point) and press FUNC/ENTER.	PINPad displays PURCHASE.
*\$###,###.## CONT. ON PINPAD	Give the PINPad to the customer.	<ol style="list-style-type: none"> <li>1.Press OK to accept the purchase amount.</li> <li>2.Key in the desired tip amount (without the decimal point) and press OK <b>OR</b> Press OK to skip to the next prompt.</li> <li>3.Press OK to accept total cost of purchase and tip.</li> <li>4.Select CHQ or SAV.</li> <li>5.Key in the PIN and press OK.</li> </ol> <p><b>Note:</b> <i>Press CORR to return to the previous prompt, to re-enter to tip amount or to re-enter the PIN.</i></p> <p><i>Press CANCEL at any time to abort the transaction.</i></p>
DIALING	Return the debit card to the customer.	Terminal displays 'PLEASE WAIT FOR MESSAGE'
APPROVED ##### ENTER TO CONT.	Please wait while the Merchant Copy of the receipt prints. Press FUNC/ENTER to continue.	PINPad displays APPROVED-THANKS OBTAIN CARD
PRINTING	Please wait while the Cardholder Copy of the receipt prints.	
APPROVED ##### PROVIDE RECORD	Provide the Cardholder Copy to your customer and retain the Merchant Copy for your records. Press CLEAR to return to the idle prompt.	
SWIPE CARD		PINPad displays WELCOME/BONJOUR

## 4.2: Processing Debit Purchase Correction Transactions

Use this procedure to correct a Debit Purchase transaction that was entered incorrectly. Process this transaction for the entire amount of the original Purchase transaction and then re-process the Purchase correctly.

To process a Debit Purchase Correction, follow the procedure below:

**Note:** *Your POS Admin card is required to complete a Purchase Correction transaction.*

TERMINAL DISPLAY	OPERATOR ACTIONS	CUSTOMER ACTIONS ON PINPAD
SWIPE CARD	Press FUNC/ENTER then key in 4.	
SWIPE ADMIN CARD	Swipe the POS Admin card.	
PURCHASE CORR SWIPE CARD	Swipe the customer's debit card.	
ENTER CLERK ID	Key in the Clerk ID and press FUNC/ENTER or swipe the Clerk Card. <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin 83.</i>	PINPad displays PURCH.CORRECTION
ENTER INVOICE NO	Key in the Invoice Number and press FUNC/ENTER. <b>Note:</b> <i>This only appears if you enable 'Invoice Number' in Admin 08.</i>	PINPad displays PURCH.CORRECTION
ENTER ORIG AUTH#	Key in the Authorization Number from the Purchase transaction being corrected and press FUNC/ENTER.	PINPad displays PURCH.CORRECTION
ENTER AMOUNT	Key in the amount of the Purchase transaction to be corrected (without the decimal point) and press FUNC/ENTER.	PINPad displays PURCH.CORRECTION
*\$###,###.## CONT. ON PINPAD	Give the PINPad to the customer.	1.Press OK to accept the purchase correction amount. 2.Select CHQ or SAV. 3.Key in the PIN and press OK. <b>Note:</b> <i>Press CORR to return to the previous prompt or to re-enter the PIN. Press CANCEL at any time to abort the transaction.</i>
DIALING	Return the debit card to the customer.	PINPad displays PLEASE WAIT FOR MESSAGE

## Processing Debit Financial Transactions

TERMINAL DISPLAY	OPERATOR ACTIONS	CUSTOMER ACTIONS ON PINPAD
APPROVED ##### ENTER TO CONT.	Please wait while the Merchant Copy of the receipt prints. Press FUNC/ENTER to continue.	PINPad displays APPROVED-THANKS OBTAIN CARD
PRINTING	Please wait while the Cardholder Copy of the receipt prints.	
APPROVED ##### PROVIDE RECORD	Provide the Cardholder Copy to your customer and retain the Merchant Copy for your records. Press CLEAR to return to the idle prompt.	
SWIPE CARD		PINPad displays WELCOME/BONJOUR

### 4.3: Processing Debit Refund Transactions

You may need to make the occasional refund. Use this procedure to refund the full or partial value of a Debit Purchase transaction.

To process a Debit Refund, follow the procedure below:

**Note:** *Your POS Admin card is required to complete a Refund Transaction.*

TERMINAL DISPLAY	OPERATOR ACTIONS	CUSTOMER ACTIONS ON PINPAD
SWIPE CARD	Press FUNC/ENTER then, key in 3.	
SWIPE ADMIN CARD	Swipe the POS Admin card.	
REFUND SWIPE CARD	Swipe the customer's debit card.	
ENTER CLERK ID	Key in the Clerk ID and press FUNC/ENTER or swipe the Clerk Card. <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin 83.</i>	PINPad displays REFUND.
ENTER INVOICE NO	Key in the Invoice Number and press FUNC/ENTER. <b>Note:</b> <i>This only appears if you enable 'Invoice Number' in Admin 08.</i>	PINPad displays REFUND.
ENTER AMOUNT	Key in the amount to be refunded (without the decimal point) and press FUNC/ENTER.	PINPad displays REFUND.

## Processing Debit Financial Transactions

TERMINAL DISPLAY	OPERATOR ACTIONS	CUSTOMER ACTIONS ON PINPAD
*\$###,###.## CONT. ON PINPAD	Give the PINPad to the customer.	1.Press OK to accept the refund amount. 2.Select CHQ or SAV. 3.Key in PIN and press OK. <b>Note:</b> Press <i>CORR</i> to return to the previous prompt or to re-enter the PIN. Press <i>CANCEL</i> at any time to abort the transaction.
DIALING	Return the debit card to the customer.	PINPad displays PLEASE WAIT FOR MESSAGE
APPROVED ##### ENTER TO CONT.	Please wait while the Merchant Copy of the receipt prints. Press FUNC/ENTER to continue.	PINPad displays APPROVED-THANKS OBTAIN CARD
PRINTING	Please wait while the Cardholder Copy of the receipt prints.	
APPROVED ##### PROVIDE RECORD	Provide the Cardholder Copy to your customer and retain the Merchant Copy for your records. Press CLEAR to return to the idle prompt.	
SWIPE CARD		PINPad displays WELCOME/BONJOUR

### 4.4: Processing Debit Refund Correction Transactions

Processing a refund incorrectly is not the end of the world. Use this procedure to correct a Debit Refund transaction that was entered incorrectly. Process this transaction for the entire amount of the original refund and then re-process the Refund correctly.

To process a Debit Refund Correction, follow the procedure below:

**Note:** Your POS Admin card is required to complete a Refund Correction transaction.

TERMINAL DISPLAY	OPERATOR ACTIONS	CUSTOMER ACTIONS ON PINPAD
SWIPE CARD	Press FUNC/ENTER then key in 6.	
SWIPE ADMIN CARD	Swipe the POS Admin card.	
REFUND CORR SWIPE CARD	Swipe the customer's debit card.	

## Processing Debit Financial Transactions

TERMINAL DISPLAY	OPERATOR ACTIONS	CUSTOMER ACTIONS ON PINPAD
ENTER CLERK ID	Key in the Clerk ID and press FUNC/ENTER or swipe the Clerk Card. <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin 83.</i>	PINPad displays REF. CORRECTION.
ENTER INVOICE NO	Key in the Invoice Number and press FUNC/ENTER. <b>Note:</b> <i>This only appears if you enable 'Invoice Number' in Admin 08.</i>	PINPad displays REF. CORRECTION.
ENTER ORIG AUTH #	Key in the Authorization Number from the Refund transaction being corrected and press FUNC/ENTER.	PINPad displays REF. CORRECTION.
ENTER AMOUNT	Key in the amount of the Refund transaction to be corrected (without the decimal point) and press FUNC/ENTER.	PINPad displays REF. CORRECTION.
*\$###,###.## CONT. ON PINPAD	Give the PINPad to the customer.	1.Press OK to accept the refund correction amount. 2.Select CHQ or SAV. 3.Key in PIN and press OK. <b>Note:</b> <i>Press CORR to return to the previous prompt or to re-enter the PIN. Press CANCEL at any time to abort the transaction.</i>
DIALING	Return the debit card to the customer.	PINPad displays PLEASE WAIT FOR MESSAGE.
APPROVED ##### ENTER TO CONT.	Please wait while the Merchant Copy of the receipt prints. Press FUNC/ENTER to continue.	PINPad displays APPROVED-THANKS OBTAIN CARD
PRINTING	Please wait while the Cardholder Copy of the receipt prints.	
APPROVED ##### PROVIDE RECORD	Provide the Cardholder Copy to your customer and retain the Merchant Copy for your records. Press CLEAR to return to the idle prompt.	
SWIPE CARD		PINPad displays WELCOME/BONJOUR



# CHAPTER 5: Processing Credit Financial Transactions

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Your terminal processes financial transactions for all the major credit cards. This chapter outlines the procedures for processing various credit financial transactions: Purchase, Purchase Correction, Refund, Refund Correction, Pre-Authorization (Pre-Auth), and Advice.

## 5.1: Processing Credit Purchase Transactions

This transaction electronically authorizes and captures Credit card purchases. Settlement to your business account occurs electronically for all closed batches.

There are two methods of entering the Credit card information into the terminal:

- swiping the card through a Magnetic Stripe Reader (MSR).
- manually keying in the card number and expiry date.

When a Credit card is swiped through the terminal's MSR, the terminal prompts for the last four digits of the credit card (called a PAN Fraud Check). To avoid chargebacks ensure that the last four digits of the Cardholder's card are entered correctly.

If the MSR fails to read the card, the Credit card number can be entered manually into the terminal. Take an imprint of the card as backup, ensuring that the account number and expiry date are legible, and have the customer sign the imprint.

If the terminal is down and the dollar value of the transaction is below your floor limit, you can complete a Purchase transaction using a paper Sales Draft.

### 5.1.1: Processing Swiped Credit Purchase Transactions

To process a swiped Credit purchase, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Swipe the customer's credit card.
LAST 4 DIGITS	Key in the last four digits of the customer's card number and press FUNC/ENTER.
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID. <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin 83.</i>

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
ENTER INVOICE NO	Key in the Invoice Number.  <b>Note:</b> <i>This only appears if you enable 'Invoice Number' in Admin 08.</i>
ENTER AMOUNT	Key in the amount of the purchase (without the decimal point) and press FUNC/ENTER
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	Have the customer sign this copy and retain it for your records. Press FUNC/ENTER to continue.
PRINTING	Please wait while the Cardholder Copy prints.
APPROVED ##### PROVIDE RECORD	Give the customer the Cardholder Copy. Press CLEAR to return to idle prompt.
SWIPE CARD	

### **5.1.2: Processing Credit Purchase Transactions Manually**

To process a manual Credit purchase, follow the procedure below:

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
SWIPE CARD	Press FUNC/ENTER and then key in 1.
PURCHASE SWIPE CARD	Manually key in the card number and press FUNC/ENTER.
ENTER EXP DATE	Key in the expiry date MMY and press FUNC/ENTER.
REG - 1 E-COMM - 2 MAIL/TEL ORDER - 3	To process a regular transaction, key in 1.  <b>Note:</b> <i>This only appears if you enable E-Comm Trans or Mail/Tel Orders or both in Admin function 08.</i>
TAKE IMPRINT	Take an imprint of the card.
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID.  <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin function 83.</i>

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
ENTER INVOICE NO	Key in the Invoice Number.  <b>Note:</b> <i>This only appears if you enable Invoice Number in Admin function 08.</i>
ENTER AMOUNT	Key in the amount of the purchase and press FUNC/ENTER.
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	Have the customer sign this copy and retain it for your records. Press FUNC/ENTER to continue.
PRINTING	Please wait while the Cardholder Copy prints.
APPROVED ##### PROVIDE RECORD	Give the customer the Cardholder Copy. Press CLEAR to return to idle prompt.
SWIPE CARD	

### **5.1.3: Processing Back-up Credit Purchase Transactions**

Use the following procedure to complete a Credit Purchase transaction when you have System or Hardware Problems.

1. Prepare a paper Sales Draft complete with:

- An **imprint** of the Credit Card. (The Card Number, Issue/Expiry Date and Cardholder Name must be legible.)
- The Transaction date.
- The Authorization number:

If the amount of the transaction exceeds your “Downtime floor limit” (established by the applicable Credit Card Company), obtain a “Voice Authorization” by calling the appropriate Credit Card Authorization Centre (e.g., Contact the MasterCard Authorization Centre for MasterCard transactions, etc.) Record the Voice Authorization Number on the Sales Draft.

- The Cardholder’s signature:

Have the cardholder sign the Sales Draft. Compare the signature on the Sales Draft to the one on the signature panel of the card. (Immediately report differences in signature and name to the Voice Authorization Department of the applicable Credit Card Company.)

2. Provide the cardholder with their copy of the Sales Draft and retain the Merchant Copy for your records.
3. Contact Moneris Merchant Services to report the problem.
4. Once your e<sup>N</sup>-Counter 400 terminal is operational, manually enter the Purchase transactions that occurred while your terminal was not available through the terminal as Advice transactions. Refer to 'Processing Advice Transactions' in this manual.

### 5.2: Processing Credit Purchase Correction Transactions

Use this procedure to correct a Purchase transaction that was entered incorrectly. Process the transaction for the entire amount of the original incorrect purchase, then re-enter the purchase correctly. If both transactions are processed in the same batch, this cancels the original.

To process a Credit Purchase Correction, follow the procedure below.

**Note:** *Your POS Admin card is required to process a correction transaction.*

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Press FUNC/ENTER then, key in 4.
SWIPE ADMIN CARD	Swipe your POS Admin Card.
PURCHASE CORR SWIPE CARD	Swipe the customer Credit card or key in the card number and press FUNC/ENTER.
<b>If the card was swiped</b>	
LAST 4 DIGITS	Key in the last four digits of the customer's card number and press FUNC/ENTER.
<b>If the card number was keyed in</b>	
ENTER EXP. DATE	Key in the expiry date MMY and press FUNC/ENTER.
REG - 1    E-COMM - 2 MAIL/TEL ORDER - 3	To process a regular transaction, key in 1.  <b>Note:</b> <i>This only appears if you enable E-Comm Trans or Mail/Tel Orders or both in Admin function 08.</i>
TAKE IMPRINT	Take an imprint of the customer card ensuring the card number, expiry date and cardholder name are clearly readable.
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID.  <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin function 83.</i>
ENTER INVOICE NO	Key in the invoice number from the receipt.  <b>Note:</b> <i>This only appears if you enable Invoice Number in Admin function 08.</i>

TERMINAL DISPLAY	OPERATOR ACTIONS
ENTER ORIG AUTH #	Key in the original Authorization Number from the Purchase transaction and press FUNC/ENTER.
ENTER AMOUNT	Key in the entire amount of the Purchase transaction to be corrected (without the decimal point) and press FUNC/ENTER.
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	Retain the Merchant Copy for your records. Press FUNC/ENTER to continue.
PRINTING	Please wait while the Cardholder Copy prints.
APPROVED ##### PROVIDE RECORD	Sign this copy of the receipt and give it to your customer. Press CLEAR to return to idle prompt.
SWIPE CARD	

### 5.3: Processing Credit Refund Transactions

You may need to make the occasional refund. Use this procedure to refund the full or partial value of a Purchase transaction.

To process a Credit refund, follow the procedure below:

**Note:** Your POS Admin card is required to complete a Refund transaction.

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Press FUNC/ENTER, then key in 3.
SWIPE ADMIN CARD	Swipe your POS Admin Card.
REFUND SWIPE CARD	Swipe customer credit card or key in number and press FUNC/ENTER.
<b>If the card was swiped</b>	
LAST 4 DIGITS	Key in the last four digits of the customer's card number and press FUNC/ENTER.
<b>If the card number was keyed in</b>	
ENTER EXP. DATE	Key in the expiry date MMY and press FUNC/ENTER.

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
REG - 1 E-COMM - 2 MAIL/TEL ORDER - 3	To process a regular transaction, key in 1.  <b>Note:</b> <i>This only appears if you enable E-Comm Trans or Mail/Tel Orders or both in Admin function 08.</i>
TAKE IMPRINT	Take an imprint of the customer card ensuring the card number, expiry date and cardholder name is clearly readable.
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID.  <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin function 83.</i>
ENTER INVOICE NO	Key in the invoice number from the receipt.  <b>Note:</b> <i>This only appears if you enable Invoice Number in Admin function 08.</i>
ENTER ORIG AUTH #	Key in original Authorization Number from the Purchase transaction and press FUNC/ENTER.
ENTER AMOUNT	Key in amount of the transaction being refunded (without the decimal point) and press FUNC/ENTER.
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	Retain the Merchant Copy for your records. Press FUNC/ENTER to continue.
PRINTING	Please wait while the Cardholder Copy prints.
APPROVED ##### PROVIDE RECORD	Sign this copy of the receipt and give it to your customer. Press CLEAR to return to idle prompt.
SWIPE CARD	

### **5.4: Processing Credit Refund Correction Transactions**

Processing a Credit Card Refund incorrectly is not the end of the world. Use this procedure to correct a Refund transaction that was entered incorrectly. Process this transaction for the entire amount of the original Refund and then re-enter the Refund correctly. If both the Refund and the Correction transactions are processed in the same batch, this transaction cancels the Refund.

## Processing Credit Financial Transactions

To process a Credit Refund Correction, follow the procedure below:

**Note:** Your POS Admin card is required to complete a Refund Correction transaction.

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Press FUNC/ENTER then, key in 6.
SWIPE ADMIN CARD	Swipe ADMIN Card.
REFUND CORR SWIPE CARD	Swipe customer credit card or key in number and press FUNC/ENTER.
<b>If the card was swiped</b>	
LAST 4 DIGITS	Key in the last four digits of the customer's card number and press FUNC/ENTER.
<b>If the card number was keyed in</b>	
ENTER EXP. DATE	Key in expiry date MMY and press FUNC/ENTER.
REG - 1 E-COMM - 2 MAIL/TEL ORDER - 3	To process a regular transaction, key in 1. <b>Note:</b> This only appears if you enable E-Comm Trans or Mail/Tel Orders or both in Admin function 08.
TAKE IMPRINT	Take an imprint of the customer card ensuring the card number, expiry date and cardholder name is clearly readable.
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID. <b>Note:</b> This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin function 83.
ENTER INVOICE NO	Key in the invoice number from the receipt. <b>Note:</b> This only appears if you enable Invoice Number in Admin function 08.
ENTER ORIG AUTH #	Key in original Authorization Number from the Purchase transaction and press FUNC/ENTER.
ENTER AMOUNT	Key in the entire amount of the Purchase transaction to be corrected (without the decimal point) and press FUNC/ENTER.
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	Retain the Merchant Copy for your records. Press FUNC/ENTER to continue.

TERMINAL DISPLAY	OPERATOR ACTIONS
PRINTING	Please wait while the Cardholder Copy prints.
APPROVED ##### PROVIDE RECORD	Sign this copy of the receipt and give it to your customer. Press CLEAR to return to idle prompt.
SWIPE CARD	

## 5.5: Processing Pre-Authorization Transactions

Use the Pre-Authorization (Pre-Auth) procedure to obtain authorization for a Purchase transaction where the final dollar value of the transaction is unknown (e.g., in a restaurant environment where a tip may be added afterwards).

This function provides authorization ONLY and **does not** capture the transaction for deposit. Refer to Section 5.6.1, “Processing Pre-Auth Completion Transactions” to complete and capture the transaction.

### 5.5.1: Processing Regular Pre-Auth Transactions

To process a regular Pre-Auth, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Press FUNC/ENTER then, key in 2.
PREAUTHORIZATION SWIPE CARD	Key in the customer card number and press FUNC/ENTER or swipe the customer’s credit card.
<b>If the card was swiped</b>	
LAST 4 DIGITS	Key in the last four digits of the customer’s card number and press FUNC/ENTER.
<b>If the card number was keyed in</b>	
ENTER EXP. DATE	Key in expiry date MMY and press FUNC/ENTER.
REG - 1 E-COMM - 2 MAIL/TEL ORDER - 3	To process a regular transaction, key in 1. <b>Note:</b> <i>This only appears if you enable E-Comm Trans or Mail/Tel Orders or both in Admin function 08.</i>
TAKE IMPRINT	Take an imprint of the customer card ensuring the card number, expiry date and cardholder name is clearly readable.
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID. <b>Note:</b> <i>This only appears if you enable ‘Prompt Clerk ID’ and set ‘Clerk Entry’ to Manual or Both in Admin function 83.</i>

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
ENTER INVOICE NO	Key in the invoice number.  <b>Note:</b> <i>This only appears if you enable Invoice Number in Admin function 08.</i>
ENTER AMOUNT	Key in amount to be authorized (without the decimal point) and press FUNC/ENTER.
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	Have the customer sign this copy and retain it for your records. Press FUNC/ENTER to continue.
PRINTING	Please wait while the Cardholder Copy prints.
APPROVED ##### PROVIDE RECORD	Give the customer the Cardholder Copy. Press CLEAR to return to idle prompt.
SWIPE CARD	

### **5.5.2: Processing Pre-Auth As Default Transactions**

If your terminal is configured to process E-Commerce (E-Comm) and Mail /Telephone Order (MOTO) transactions, you can do so with Pre-Auth as the default transaction.

To process a Pre-Auth when Pre-Auth is set as the default transaction, follow the procedure below:

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
PA - SWIPE CARD	Swipe credit card.
LAST 4 DIGITS	Key in the last four digits of the credit card and press FUNC/ENTER.
ENTER CLERK ID	Key in the Clerk ID and press FUNC/ENTER or swipe the Clerk Card.  <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin function 83.</i>
ENTER INVOICE NO	Key in the invoice number and press FUNC/ENTER.  <b>Note:</b> <i>This only appears if you enable Invoice Number in Admin function 08.</i>

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
ENTER AMOUNT	Key in amount to be authorized (without the decimal point) and press FUNC/ENTER.
DIALING	Please wait.
APPROVED ##### PROVIDE RECORD	Press CLEAR to return to idle prompt.
PA - SWIPE CARD	

## 5.6: Processing Advice Transactions

You can use the Advice transaction to accomplish two objectives:

- Complete a Pre-Authorization transaction.
- Complete a Voice Authorized transaction.

**Note:** *If the amount of the final transaction is substantially less than the Pre-Auth amount, contact the Authorization Department of the appropriate Credit Card company and ask them to release the amount previously authorized against the Cardholder’s “open to buy”.*

### 5.6.1: Processing Pre-Auth Completion Transactions

Use this procedure to complete a Pre-Authorization (Pre-Auth) transaction previously processed on your terminal. This transaction results in settlement.

To process a Pre-Auth Completion, follow the procedure below:

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
SWIPE CARD	Press FUNC/ENTER then, key in 5.
ADVICE FIND ORIG? YES - 1 NO - 2	To find the original Pre-Auth transaction, key in 1. To re-enter the original Pre-Auth transaction information, key in 2. (See Section 5.6.2, “Processing Voice Authorized Completion Transactions”.)
<b>If 1 (YES) was selected:</b>	
ORIG. SEQ. NO.	Key in the last 6 digits of the Receipt Number and press FUNC/ENTER. (Do not include the dash from the Pre-Auth Transaction Receipt.)
##### ENTER TO CONT	Press FUNC/ENTER to confirm the credit card number displayed is correct and continue the transaction. Press CLEAR to cancel the transaction and return to the idle prompt.
REG - 1 E-COMM - 2 MAIL/TEL ORDER - 3	To process a regular transaction, key in 1.  <b>Note:</b> <i>This only appears if you enable E-Comm Trans or Mail/Tel Orders or both in Admin function 08.</i>

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
<p>OLD CK ID - ##### ENTER NEW CLK ID</p>	<p>Press FUNC/ENTER to accept the displayed Clerk ID. To enter a different Clerk ID, swipe the Clerk Card or key in the Clerk ID number and press FUNC/ENTER.</p> <p><b>Note:</b> <i>This prompt only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin function 83.</i></p>
<p>OLD \$###,###.## ENTER NEW AMOUNT</p>	<p>Press FUNC/ENTER to accept original authorized amount. To enter a different amount, key in the new amount and press FUNC/ENTER.</p>
<p>*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####</p>	<p>Please wait, transaction is processing.</p>
<p>PRINTING</p>	<p>Please wait while the Merchant Copy prints.</p>
<p>APPROVED ##### ENTER TO CONT.</p>	<p>If your customer signed the original Pre-Auth transaction receipt, they are not required to sign the Advice receipt. However, you must retain one copy of both the Pre-Auth and Advice receipts. Press FUNC/ENTER to continue.</p>
<p>PRINTING</p>	<p>Please wait while the Cardholder Copy prints.</p>
<p>APPROVED ##### PROVIDE RECORD</p>	<p>Press CLEAR to return to idle prompt.</p>
<p>SWIPE CARD</p>	

**5.6.2: Processing Voice Authorized Completion Transactions**

If, due to terminal or system problems, you could not process a transaction at the time of the sale, you can call Voice Authorization to have that transaction approved verbally. Be sure to get an imprint of the card that clearly shows the card number and expiry date. (See *Section 5.1.3*, “Processing Back-up Credit Purchase Transactions”.)

Use the Advice transaction to complete Voice Authorized Credit transactions when the terminal or system problem has been corrected. This procedure captures the transaction for settlement.

## Processing Credit Financial Transactions

To process an Advice transaction, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Press FUNC/ENTER then, key in 5.
ADVICE FIND ORIG? YES - 1 NO - 2	To re-enter the information from the original Pre-Auth transaction, key in 2.
ADVICE SWIPE CARD	Key in the customer card number and press FUNC/ENTER or swipe the customer's credit card.
<b>If the card was swiped</b>	
LAST 4 DIGITS	Key in the last four digits of the customer's card number and press FUNC/ENTER.
<b>If the card number was keyed in</b>	
ENTER EXP. DATE	Key in expiry date MMY and press FUNC/ENTER.
REG - 1 E-COMM - 2 MAIL/TEL ORDER - 3	To process a regular transaction, key in 1.  <b>Note:</b> <i>This only appears if you enable E-Comm Trans or Mail/Tel Orders or both in Admin function 08.</i>
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID and press FUNC/ENTER.  <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin function 83.</i>
ENTER INVOICE NO	Key in the invoice number and press FUNC/ENTER.  <b>Note:</b> <i>This only appears if you enable Invoice Number in Admin function 08.</i>
ORIG. AUTH. NO.	Key in the authorization number from the Pre-Auth receipt and press FUNC/ENTER.
ENTER AMOUNT	Key in the final amount to be authorized (without the decimal point) and press FUNC/ENTER.
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	If your customer signed the original Pre-Auth transaction receipt, they are not required to sign the Advice receipt. However, you must retain one copy of both the Pre-Auth and Advice receipts. Press FUNC/ENTER to continue.
PRINTING	Please wait while the Cardholder Copy prints.

## Processing Credit Financial Transactions

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TERMINAL DISPLAY	OPERATOR ACTIONS
APPROVED ##### PROVIDE RECORD	Press CLEAR to return to idle prompt.
SWIPE CARD	



# CHAPTER 6: *Processing E-Commerce & Mail/ Telephone Order Financial Transactions*

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Your terminal can process E-Commerce (E-Comm) and Mail/Telephone Order (MOTO) transactions. This function must be enabled using Admin function 08 (see *Chapter 3*).

E-Comm and MOTO transactions can only be performed using Credit Cards. Your terminal does not process Third Party Cards, Debit Cards and Cheque Authorization for E-Comm and MOTO transactions.

E-Comm and MOTO transactions can only be performed if the information is keyed in because it is assumed that the cardholder will not be there. If the Credit Card is swiped, the E-Comm and MOTO only prompts will not appear.

This chapter outlines the procedures for processing E-Comm and MOTO purchase transactions.

## 6.1: Processing E-Commerce Purchase Transactions

To process E-Commerce transactions when both E-Comm and MOTO transactions are enabled, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Press FUNC/ENTER, then key in 1.
PURCHASE SWIPE CARD	Key in the card number and press FUNC/ENTER.
ENTER EXPIRY DATE	Key in expiry date (MMYY) and press ENTER.
REG - 1      E-COMM - 2 MAIL/TEL ORDER - 3	To select e-commerce processing, key in 2.
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID.  <i>Note: This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin 83.</i>
ENTER INVOICE NO	Key in the Invoice Number.  <i>Note: This only appears if you enable 'Invoice Number' in Admin 08.</i>
ENTER AMOUNT	Key in purchase amount and press FUNC/ENTER.

TERMINAL DISPLAY	OPERATOR ACTIONS
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	Retain this copy for your records. Press FUNC/ENTER to continue.
PRINTING	Please wait while the Cardholder Copy prints.
APPROVED ##### PROVIDE RECORD	You may wish to send this copy to your customer. Press CLEAR to return to idle prompt.
SWIPE CARD	

## 6.2: Processing Mail/Telephone Order Purchase Transactions

To process Mail/Telephone Order transactions when both E-Comm and MOTO transactions are enabled, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Press FUNC/ENTER, then key in 1.
PURCHASE SWIPE CARD	Key in card number and press FUNC/ENTER.
ENTER EXPIRY DATE	Key in expiry date (MMYY) and press ENTER.
REG - 1      E-COMM - 2 MAIL/TEL ORDER - 3	To select mail/tel order processing, key in 3.
SINGLE - 1    RECUR - 2 MORE - 3	To process a single transaction, key in 1. (Proceed to 'Enter Clerk ID' prompt.) To process a recurring transaction, key in 2. (Proceed to 'Enter Clerk ID' prompt.) To view other options, key in 3.
<b>If 3 (MORE) is selected</b>	
INSTALLMENT - 1 OTHER - 2    MORE - 3	To process a transaction for an installment payment, key in 1. (Proceed to 'Enter Clerk ID' prompt.) To process any other type of transaction, key in 2. (Proceed to 'Enter Clerk ID' prompt.) To return to the 'SINGLE - 1 RECUR - 2 MORE - 3' prompt, key in 3.
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID.  <i>Note: This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin 83.</i>

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
ENTER INVOICE NO	Key in the Invoice Number.  <i>Note: This only appears if you enable 'Invoice Number' in Admin 08.</i>
ENTER AMOUNT	Key in purchase amount and press FUNC/ENTER.
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	Retain this copy for your records. Press FUNC/ENTER to continue.
PRINTING	Please wait while the Cardholder Copy prints.
APPROVED ##### PROVIDE RECORD	You may wish to send this copy to your customer. Press CLEAR to return to idle prompt.
SWIPE CARD	

### **6.3: Processing Only E-Commerce Purchase Transactions**

To process E-Comm transactions when your terminal is configured to process only regular and E-Comm transactions, follow the procedure below:

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
SWIPE CARD	Press FUNC/ENTER, then key in 1.
PURCHASE SWIPE CARD	Key in the card number and press FUNC/ENTER.
ENTER EXPIRY DATE	Key in the expiry date (MMYY) and press FUNC/ENTER.
E-COMMERCE TRANS? YES - 1 NO - 2	To process an e-commerce transaction, key in 1.
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID.  <i>Note: This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin 83.</i>
ENTER INVOICE NO	Key in the Invoice Number.  <i>Note: This only appears if you enable 'Invoice Number' in Admin 08.</i>
ENTER AMOUNT	Key in purchase amount and press ENTER.

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	Retain this copy for your records. Press FUNC/ENTER to continue.
PRINTING	Please wait while the Cardholder Copy prints.
APPROVED ##### PROVIDE RECORD	You may wish to send this copy to your customer. Press CLEAR to return to idle prompt.
SWIPE CARD	

### **6.4: Processing Only Mail/Telephone Order Purchase Transactions**

To process a Mail/Telephone Order (MOTO) transaction when your terminal is configured to process only regular and MOTO transactions, follow the procedure below:

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
SWIPE CARD	Press FUNC/ENTER, then key in 1.
PURCHASE SWIPE CARD	Key in the card number and press FUNC/ENTER.
ENTER EXPIRY DATE	Key in the expiry date (MMYY) and press FUNC/ENTER.
MAIL/TEL ORDER YES - 1 NO - 2	To select MOTO processing, key in 1.
SINGLE - 1 RECUR - 2 MORE - 3	To process a single transaction, key in 1. (Proceed to 'Enter Clerk ID' prompt.) To process a recurring transaction, key in 2. (Proceed to 'Enter Clerk ID' prompt.) To view other options, key in 3.
<b>If 3 (MORE) is selected</b>	
INSTALLMENT - 1 OTHER - 2 MORE - 3	To process a transaction for an installment payment, key in 1. (Proceed to 'Enter Clerk ID' prompt.) To process any other type of transaction, key in 2. (Proceed to 'Enter Clerk ID' prompt.) To return to the 'SINGLE - 1 RECUR - 2 MORE - 3' prompt, key in 3.

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID.  <i>Note: This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin 83.</i>
ENTER INVOICE NO	Key in the Invoice Number.  <i>Note: This only appears if you enable 'Invoice Number' in Admin 08.</i>
ENTER AMOUNT	Key in purchase amount and press FUNC/ENTER.
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	Retain this copy for your records. Press FUNC/ENTER to continue.
PRINTING	Please wait while the Cardholder Copy prints.
APPROVED ##### PROVIDE RECORD	You may wish to send this copy to your customer. Press CLEAR to return to idle prompt.
SWIPE CARD	

## 6.5: Other E-Comm & MOTO Financial Transactions

Your terminal can process any financial credit transactions for E-Comm and MOTO as long as E-Comm and/or MOTO are enabled in Admin function 08 (see *Chapter 3*). This includes Purchase Corrections, Refunds, Refund Corrections, Pre-Authorizations, and Advice transactions.

To process financial transactions other than purchases for E-Comm and MOTO, use the procedures in *Chapter 5* and select either E-COMM or MAIL/TEL ORDER when prompted.



# CHAPTER 7: Processing Cheque Authorization

---

## 7.1: Obtaining Cheque Authorization

We almost always use plastic now. Yet, you can still use your terminal to process Cheque Authorizations (Cheque Auth) for the few customers who still want to use cheques. If you subscribe to a cheque authorization service you can use this procedure to electronically obtain approval from the Cheque Authorization Company.

Your terminal must be configured to process Cheque Auth in Admin function 09 before you can process this transaction.

**Note:** *A credit card or a valid driver's licence is required to process cheque authorization.*

### 7.1.1: Processing Cheque Auth With a Driver's License

To process cheque authorization with a valid driver's license, follow the procedure below.

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Press FUNC/ENTER, then key in #.
LICENCE - 1 CARD - 2	To use a Driver's Licence, key in 1.
DRIVERS LICENCE	Key in the Driver's Licence number (using the alphanumeric and the ALPHA keys) and press FUNC/ENTER.
ENTER PROV/STATE	Key in the 2-digit Province/State Code and press FUNC/ENTER.
ENTER AMOUNT	Key in the amount of the cheque and press FUNC/ENTER.
DIALING	Please wait. The terminal dials the Cheque Auth Company for authorization.
APPROVED #####	Record the authorization number on the back of the Cheque that has been authorized. Press CLEAR to return to the idle prompt.
SWIPE CARD	

### 7.1.2: Processing Cheque Auth With a Credit Card

To process cheque authorization with a credit card, follow the procedure below:

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
SWIPE CARD	Press FUNC/ENTER, then key in #.
LICENCE - 1      CARD - 2	To use a credit card number, key in 2.
ENTER ACCOUNT NO	Swipe the credit card (the terminal displays the ENTER AMOUNT prompt) <b>OR</b> Key in the credit card number and press FUNC/ENTER.
<b>If the card number is entered manually AND Cheque Auth service is Vericheck:</b>	
ENTER EXP. DATE	Key in the 4-digit (MMYY) expiry date and press FUNC/ENTER.
<b>If the card number is entered manually AND Cheque Auth service is Telecheck:</b>	
ENTER ID TYPE	Key in the 2-character ID Type and press FUNC/ENTER. (Telecheck will provide this information.)
ENTER AMOUNT	Key in the amount of the cheque and press FUNC/ENTER.
DIALING	Please wait. The terminal dials the Cheque Auth Company for authorization.
APPROVED #####	Record the authorization number on the back of the Cheque that has been authorized. Press CLEAR to return to the idle prompt.
SWIPE CARD	

## CHAPTER 8: *Balancing & Settling Your Account*

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Your terminal is programmed to **close and deposit funds** electronically into your business account in one of the following two ways:

- Batch Closing.
- Non-batch Closing.

### 8.1: Batch Closing

We recommend that you process a Close Batch transaction at least once each day at the end of your business day. Most merchants use this option; to change options, contact your Moneris Sales Representative.

You can close your batches by processing either:

- Admin function 99 - Close Batch **OR**
- Admin function 85 - Multiple Terminal Batch Reporting.

Once you have initiated the batch closing at the Host, regardless of which Admin function you use, the transaction occurs in two parts. The first part of a Close Batch transaction compares the approved transaction totals held in the memory of your terminal with the totals stored in the Moneris Host. The second part of a Close Batch transaction deposits the appropriate funds into your business account. This occurs automatically once your terminal and the Host totals are balanced.

If, during the first part of the Close Batch, the two totals do not match, the terminal prints “BANK AND TERMINAL TOTAL DO NOT MATCH”. If this happens, follow the procedure below to balance your terminal before closing your batch.

1. Perform an Admin function 60, Printing Stored Transactions. Ensure you select by BATCH.
2. Compare all copies of your approved receipts with the journal printout.
  - If you have a paper copy of an APPROVED CREDIT transaction that does not appear on the Stored Transaction Journal:  
**For Credit Purchase transactions:**  
Use the Advice function to process the transaction. Refer to “Processing Advice Transactions” in *Chapter 5* of this manual.  
**For Credit Refund and Credit Correction transactions:**  
Repeat the transaction manually.
  - If a CREDIT transaction has been duplicated by the system:  
Complete the Close Batch transaction and contact Moneris Merchant Services the next business day for assistance in correcting this problem.

- If a DEBIT transaction error appears on the journal printout:  
You cannot correct this in your terminal. In order to process a Debit correction transaction, the Cardholder must be present to input their personal identification number (PIN) on the pinpad. Once the customer has left your premises, you can no longer complete any debit transactions using their debit card number. For assistance in correcting Debit transaction errors, contact Moneris Merchant Services on the next business day.

### 8.2: Non-Batch Closing

A Non-Batch Close transaction is performed by the Moneris Host to close your current batch automatically at the end of each business day. This includes any transactions in your current batch that have been processed by the Moneris Host.

**Note:** *Transactions that have been processed by a Third Party Host will not be closed out by the Moneris Host. You must perform a Close Batch (Admin function 99 or 85) to close out a Third Party Host.*

You can obtain your terminal's sub-totals at any time during the day and at the end of your business day (i.e. before 11:00 P.M. local time) by performing Admin function 95.

You can print a detailed listing of all approved transactions processed in your terminal for the day by performing Admin function 60.

In the event of a missing deposit, a transaction error or a disputed transaction, contact Moneris Merchant Services within 30 days of the transaction date.

# APPENDIX A: Processing Purchasing Card Financial Transactions

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## A.1: Processing Purchasing Card Purchase Transactions

Your customer may have a Purchasing Card (used for business-to-business purchases) instead of a Credit Card. Use the procedure below to process a Purchase transaction using a Purchasing Card.

A Purchasing Card can be swiped through the Magnetic Stripe Reader (MSR) or keyed in manually just like a regular Credit Card. See *Chapter 5* of this manual for instructions on processing keyed-in transactions.

To process a Purchase transaction with a Purchasing Card, follow the procedure below:

TERMINAL DISPLAY	OPERATOR ACTIONS
SWIPE CARD	Swipe the customer's Purchasing card.
LAST 4 DIGITS	Check the last four digits of the number displayed on the terminal against the number embossed on the card. <b>Note:</b> <i>This is a PAN Fraud check device.</i>
ENTER CLERK ID	Swipe the Clerk Card or key in the Clerk ID. <b>Note:</b> <i>This only appears if you enable 'Prompt Clerk ID' and set 'Clerk Entry' to Manual or Both in Admin function 83.</i>
ENTER INVOICE NO	Key in the Invoice Number. <b>Note:</b> <i>This only appears if you enable Invoice Number in Admin function 08.</i>
ENTER AMOUNT	Enter the amount of the purchase (without the decimal point) and press FUNC/ENTER.
ENTER XXX AMOUNT	Key in the dollar value of the tax type indicated and press FUNC/ENTER. <b>Note:</b> <i>XXX stands for the tax type chosen in Admin function 08.</i>
REFERENCE NUMBER	Key in the customer's reference number and press FUNC/ENTER.

<b>TERMINAL DISPLAY</b>	<b>OPERATOR ACTIONS</b>
*\$#####.## DIALING SENDING RECEIVING PROCESSING APPROVED #####	Please wait, transaction is processing.
PRINTING	Please wait while the Merchant Copy prints.
APPROVED ##### ENTER TO CONT.	Have the customer sign this copy and retain it for your records. Press FUNC/ENTER to continue.
PRINTING	Please wait while the Cardholder Copy prints.
APPROVED ##### PROVIDE RECORD	Give the customer the Cardholder Copy. Press CLEAR to return to idle prompt.
SWIPE CARD	

## **A.2: Other Purchasing Card Financial Transactions**

Your terminal can process all types of financial transactions (including E-Commerce and Mail/Telephone Order transactions) using Purchasing Cards if Purchasing Cards are enabled in Admin function 08 (see *Chapter 3*).

To process other financial transactions (Refund, Purchase Correction, and Refund Correction) for Purchasing Cards, follow the procedures in *Chapter 5* and key in the Tax Amount and Reference Number when prompted. (The prompts will appear after you have keyed in the purchase amount.)

## *APPENDIX B: Error Messages and Troubleshooting*

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Listed below are possible error messages that may be displayed on the e<sup>N</sup>-Counter 400 terminal. Please review the possible solutions to specific problems before contacting Moneris Merchant Services for assistance.

If you do need to call Moneris Merchant Services, please have your Moneris Merchant number available before calling.

The hints provided here will also help you use your terminal with ease. Please review them before calling Moneris Merchant Services.

### **B.1: Terminal Error Messages**

Your terminal may display error messages as a result of invalid administrative and financial transactions. Error messages may also indicate a general error or communication problems. There is no reason to worry about these error messages; they are listed below with suggestions on how to deal with them. If any of the solutions outlined below do not resolve the issue, call Moneris Merchant Services.

#### **B.1.1: General Error Messages**

<b>TERMINAL MESSAGE</b>	<b>SOLUTION</b>
CANCELLED	<ul style="list-style-type: none"><li>• Retry transaction.</li></ul>
CLERK ID NOT SET	<ul style="list-style-type: none"><li>• Check that Clerk Subtotalling (Admin 83) is not enabled.</li><li>• Check that Clerk ID (Admin 83) is disabled.</li><li>• Check that Default Clerk ID (Admin 81) is not set.</li></ul>
NOTHING TO PRINT	<p>There is no data to print from the last transaction.</p> <ul style="list-style-type: none"><li>• Press CLEAR to return to the idle prompt.</li></ul>
TRANS NOT ALLOWED	<p>This is the result of invalid data entry.</p> <ul style="list-style-type: none"><li>• Retry transaction.</li></ul>

**B.1.2: Administrative Error Messages**

<b>TERMINAL MESSAGE</b>	<b>SOLUTION</b>
BANK AND TERMINAL TOTALS DON'T MATCH	The totals stored on the Moneris Host do not match the totals on your terminal. <ul style="list-style-type: none"> <li>• Contact Moneris Merchant Services on the next business day for assistance.</li> </ul>
DECLINED	Press CLEAR to return to the idle prompt.
DUPLICATE TERMINAL NAME	Press CLEAR to return to the idle prompt.
FAILED TO INIT CONTACT HELP CTR	<ul style="list-style-type: none"> <li>• Still stay cool but call Moneris Merchant Services.</li> <li>• Press CLEAR to return to the idle prompt.</li> </ul>
FAILED TO INIT MERCH ID ERROR	<ul style="list-style-type: none"> <li>• Press CLEAR to return to the idle prompt.</li> <li>• Retry transaction. (Be sure to enter the correct Merch ID).</li> </ul>
FAILED TO INIT PRINTER ID ERROR	<ul style="list-style-type: none"> <li>• First, check that you keyed in the correct Printer ID.</li> <li>• Then, contact Moneris Merchant Services for printer replacement.</li> </ul>
INITIALIZE ERROR RETRYING TRANS	<ul style="list-style-type: none"> <li>• Just stay cool and watch! (It's not all the time that you get the chance to do this).</li> </ul>
INVALID ENTRY	This is a result of Third Party Card BIN range differences (Admin 11). <ul style="list-style-type: none"> <li>• Retry the transaction.</li> <li>• Call Third Party Authorization.</li> </ul>
INVALID ENTRY MIN - 0.25 MAX - 5.00	This is a result of an invalid value entered for the Stabilization timer (Admin 15). <ul style="list-style-type: none"> <li>• Re-enter the Stabilization timer value, using a value that falls within the range provided. (Range = 0.25 to 5.00).</li> </ul>
INVALID ENTRY PLEASE RE-ENTER	This is a result of Admin function 66 invalid data. <ul style="list-style-type: none"> <li>• Retry the transaction.</li> </ul>
MERCH ID ERROR	<ul style="list-style-type: none"> <li>• Re-enter the Merchant ID (Admin 01).</li> <li>• If problem persists, call Moneris Merchant Services.</li> </ul>
NO ACTIVITY	Press CLEAR to return to the idle prompt.
NO MATCH FOUND	Press CLEAR to return to the idle prompt.
NO MATCH PINPAD CONTACT HELP CTR	Serial Number of PINPad does not match Serial Number held on Moneris Host. <ul style="list-style-type: none"> <li>• Contact Moneris Merchant Services for PINPad replacement.</li> </ul>
PIN REQUIRED	Press CLEAR to return to the idle prompt.
PLS INITIALIZE	<ul style="list-style-type: none"> <li>• Initialize your terminal (Admin 01).</li> </ul>
TERM DATA ERROR CONTACT HELP CTR	<ul style="list-style-type: none"> <li>• Press CLEAR to return to the idle prompt.</li> <li>• Call Moneris Merchant Service.</li> </ul>

**B.1.3: Financial Error Messages**

<b>TERMINAL MESSAGE</b>	<b>SOLUTION</b>
CANCEL - 1    RETRY - 2	This displays when customer enters invalid data through the PINPad. <ul style="list-style-type: none"> <li>• Tell the customer to either: select 1 to cancel the transaction, or select 2 to retry the transaction.</li> </ul>
ALREADY COMPLETE	This displays if an Advice has already been processed for a Pre-Auth transaction. <ul style="list-style-type: none"> <li>• If in doubt, check the sequence number (the last 6 digits of the receipt number) and try again.</li> </ul>
BAD RESPONSE	This displays if the response from Third Party Host is invalid. <ul style="list-style-type: none"> <li>• Contact the Third Party Host help desk.</li> </ul>
CARD NOT SUPPORTED	<ul style="list-style-type: none"> <li>• Check that you are swiping the right type of card for the transaction (Debit card for Debit transaction) and retry the transaction.</li> </ul>
CARD PROBLEM PLEASE REPLY	<ul style="list-style-type: none"> <li>• Swipe the card again.</li> <li>• If swipe fails, key in Credit card or Purchasing card number manually.</li> <li>• If it is a Debit card, accept another form of payment.</li> </ul>
CHECK PINPAD	This displays as a result of communication failure between the terminal and the PINPad. <ul style="list-style-type: none"> <li>• Check the PINPad connection.</li> <li>• If problem persists, call Moneris Merchant Services for diagnosis and replacement if necessary.</li> </ul>
EXCEEDS AMOUNT	This displays if the credit refund amount is greater than the refund limit set at Moneris Host. <ul style="list-style-type: none"> <li>• Contact Moneris Merchant Services.</li> </ul>
INVALID CARD NO PLEASE REPLY	This displays if an invalid credit card number is keyed in manually. <ul style="list-style-type: none"> <li>• Check the number and retry the transaction.</li> <li>• If the above fails, ask for another form of payment.</li> </ul>
INVALID DATE PLEASE RE-ENTER	<ul style="list-style-type: none"> <li>• Re-enter the date, making sure the month field is between 1 and 12 and the day field is between 1 and 31.</li> </ul>
INVALID EXP DATE PLEASE RE-ENTER	<ul style="list-style-type: none"> <li>• Re-enter the expiry date of the credit card, making sure that the month field is between 1 and 12.</li> </ul>

TERMINAL MESSAGE	SOLUTION
MISMATCHED	This is displayed if there is PAN Fraud Check error. <ul style="list-style-type: none"> <li>• Check the last 4 digits of the credit card and retry the transaction.</li> <li>• If this fails again, call the Moneris Authorization Centre.</li> </ul>
TERMINAL TIMEOUT	This displays when the time allotted for a particular PINPad transaction runs out. <ul style="list-style-type: none"> <li>• Press CLEAR to return to idle prompt and re-process the transaction.</li> </ul>
TRANS NOT FOUND PLEASE RETRY	This displays during an Advice transaction. <ul style="list-style-type: none"> <li>• Check the sequence number (the last 6 digits of the receipt number) again to make sure you entered it correctly.</li> <li>• If you try again and it fails, the transaction probably does not exist. Call Moneris Merchant Services.</li> </ul>
SYSTEM PROBLEM PLEASE RETRY	<ul style="list-style-type: none"> <li>• Stay cool and retry the transaction.</li> <li>• If the problem persists, contact Moneris Merchant Services.</li> </ul>
SYSTEM PROBLEM RETRYING	<ul style="list-style-type: none"> <li>• Just stay cool and let the system sort itself out. It's that easy!</li> </ul>

### B.1.4: Communication Error Messages

TERMINAL MESSAGE	SOLUTION
COMM ERROR 401	<ul style="list-style-type: none"> <li>• Press CLEAR to return to idle prompt and retry the transaction.</li> </ul>
COMM ERROR 402 HOST DISCONNECT	<ul style="list-style-type: none"> <li>• Press CLEAR to return to idle prompt and retry the transaction.</li> </ul>
COMM ERROR 403 CONNECTION LOST	<ul style="list-style-type: none"> <li>• Press CLEAR to return to idle prompt and retry the transaction.</li> </ul>
COMM ERROR 405 NO ENQ FROM HOST	<ul style="list-style-type: none"> <li>• Press CLEAR to return to idle prompt and retry the transaction.</li> </ul>
COMM ERROR 406 NO NETWORK RESP	<ul style="list-style-type: none"> <li>• Press CLEAR to return to idle prompt and retry the transaction.</li> </ul>
LINE NOT AVAIL	<ul style="list-style-type: none"> <li>• Check the phone line to make sure it is properly connected <b>OR</b></li> <li>• Wait a little and retry the transaction.</li> </ul>
TERMINAL TIMEOUT	This displays when the Host fails to respond to a request. <ul style="list-style-type: none"> <li>• Press CLEAR to return to the idle prompt and retry the transaction.</li> </ul>

### B.2: Helpful Hints

#### B.2.1: Balancing

##### Clerk Subtotalling And Multiple Terminal Reporting

- Clerk Subtotal Inquiry (Admin function 82) does not zero out the clerk's totals until the next financial transaction for that clerk is processed. This prevents problems if the printer did not print the inquiry: the information is not deleted so it can be printed again.
- If a Clerk works part-time or is on vacation, their totals can be set to zero by re-entering their Clerk ID via Admin function 84. Entering a Clerk ID that has already been entered sets that Clerk's Subtotals to zero.
- When printing either a multiple Clerk Subtotals report or a Multiple Terminal Report, ensure that there is sufficient paper in the printer as these reports may be quite long.
- If the Terminal Name is changed in Admin function 80, the previously entered Name is deleted.
- If your terminal is replaced, you must re-enter the Terminal Name in Admin function 80.

#### B.2.2: Hardware

##### Switching Terminal Language Between French and English

- To change the terminal's operating language, process Admin function 04. The language may be changed at any time.

##### Reprint a Transaction

- Press FUNC/ENTER while the approval number is still on the terminal display. Select REPRINT = 1 to print another copy.

### B.3: Troubleshooting

#### B.3.1: Balancing

##### If Batch Is Not Balanced

- Close the batch and contact Moneris Merchant Services on the next business day for assistance.

##### Warning Messages For Clerk Subtotalling And Multiple Terminal Reporting

- If you attempt to perform a Multiple Terminal Batch Close while a financial transaction is in progress on a terminal that is part of the Multiple Terminal Batch Close Group, the following message will be printed on the Admin function 85 printout:

TERMINAL 47##### (NNNNNN) CANNOT BE CLOSED AT THIS TIME. PLEASE TRY AGAIN.

- If you attempt to perform a Multiple Terminal Deposit Totals inquiry while a financial transaction is in progress on a terminal that is part of that Multiple Terminal Deposit Total Group, the following message will be printed on the Admin function 85 printout:

TERMINAL 47##### (NNNNNN) CANNOT BE ACCESSED AT THIS TIME. PLEASE TRY AGAIN

### **B.3.2: Communication**

#### **Communication Problems Using A Datapac 3101 Dial Line**

- Verify that the information keyed in Admin function 01 and Admin function 15 were keyed correctly - refer to *Chapter 3* of this manual.

### **B.3.3: Hardware Problems**

#### **Terminal Displays Blank Screen**

- Ensure all power connections are plugged in tightly.
- Unplug the power cord and re-plug it into the electrical outlet.
- Try plugging the device into a different electrical outlet.
- Contact Moneris Merchant Services for assistance if problem persists.

#### **PINPad Displays Blank Screen**

- Ensure the cable is plugged in securely into the back of the pinpad and the slot labelled "PINPAD" in the terminal.
- Unplug and re-plug the PINPad cable into the terminal and the pinpad.

#### **Forwarding Printer Paper**

- The printer must be off-line (the ready light must be out) before the line feed will forward the printer paper.

#### **No Lights On Printer**

- Ensure power switch is on.
- Check power connections on the printer.
- Check if there is power in the electrical outlet

### **‘Paper Low’ Light Lit On Printer**

- Check the paper roll. If the paper is low or has run out, put a new paper roll in the printer.
- If the paper roll is not low, contact the Moneris Merchant Services. The printer may require replacement.

### **‘Ready’ Light Flashing On Printer**

- Remove and reset the printer ribbon and check for paper jams.

### **If Printer Does Not Print**

- If you are unable to print a customer receipt, contact Moneris Merchant Services to report the problem and process the transaction as follows:

**For Debit transactions.** Process the transaction through your terminal and manually prepare a receipt (in duplicate) with full details including:

- Date of the transaction.
- Amount of transaction.
- Cardholder’s card number.
- The account type selected (Chequing or Savings).

Provide one copy of the receipt to your customer and retain one copy for your records; **OR**

Reverse the transaction and accept another form of payment.

**For Credit transactions.** Process the transaction through your terminal and manually prepare a Sales Draft with full details, including:

- An **imprint** of the Credit Card (Account number, Issue/Expiry Date and Cardholder Name must be legible)
- Date of transaction
- Amount of transaction
- Cardholder signature
- Authorization number

Provide one copy of the Sales Draft to your customer and retain one copy for your records; **OR**

Reverse the transaction and accept another form of payment.

**Note:** *If you processed transactions through your terminal when your printer was not working, **DO NOT** process them again when your printer is back in operation.*

### Rotary To Touch-Tone

- Unplug the power cord from the terminal and plug it back in, **OR**
- Press and hold “CLEAR” key for three seconds to reboot the terminal. In remote sites you may be required to enter a “P” in “ENTER LOCAL PBX PREFIX” in Admin function 08 - refer to *Chapter 3* of this manual.

### Touch-Tone To Rotary

- Unplug the power cord from the terminal and plug it back in, **OR**
- Press and hold “CLEAR” key for three seconds to reboot the terminal. In remote sites you may be required to enter a “P” in “ENTER LOCAL PBX PREFIX” in Admin function 08 - refer to *Chapter 3* of this manual.

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