



TRANSELECT+ (T55)

MERCHANT OPERATING MANUAL

*Produced by MONERIS SOLUTIONS AND NCR
For Terminal Software Version 2.40 and Greater*

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CHAPTER 1: ABOUT YOUR TERMINAL

The Transelect terminal is a POINT OF SALE (POS) payment service provided by Moneris Solutions and NCR. The Transelect equipment consists of a terminal, a printer, and a PIN Pad which connect to Moneris Solutions and NCR hosts. To accept INTERAC Direct Payment/Debit cards, a PIN Pad device connects to the terminal. The terminal can be programmed to accept Credit cards and/or debit cards. In addition you may use the Transelect+ terminal to perform cheque authorization services and other card services, such as loyalty programs. The service enables you to accept and automatically process customer payments by:

- VISA, MasterCard, American Express (AMEX), Discover,
- Diners Club/enRoute, or Private Label Credit Cards as applicable.
- INTERAC Direct Payment (Debit cards issued by certain financial institutions in Canada.)
- Cheque verification - TeleCheque, Telecredit, or Veri-Cheque

Transelect+ automates payment and refund processing to improve customer service and operating efficiency. Funds move electronically to your business bank account.

1.1: EQUIPMENT CARE

- Avoid spilling liquids on components.
Note: *Misuse of equipment could result in replacement liability.*
- Do not expose components to extreme temperatures.
- To ensure the warranty on equipment, use only Authorized Paper suppliers listed below for Paper and Printer ribbons
- For instructions on changing paper and ribbons refer to your printer manual.
- For equipment failure call the Moneris Merchant Contact Centre.
- Avoid unnecessary movement of the terminal to prevent accidental disconnection of any of the cables.

1.2: TERMINAL KEY BOARD FUNCTION

KEY	EXPLANATION
A,B,C	Use these keys to respond to prompts in various transactions. The arrows below the A,B,C keys allows you to SCROLL sideways or up and down when there is additional information to view.
ADMIN	This key is pressed prior to any administrative function.
ADVICE	To complete a Pre-Authorized Credit transaction.
ALPHABETIC	To access an alphabetic character, press the number key containing the character and the ARROW DOWN key, repeat until the desired letter is displayed on the terminal.
ARROW DOWN	To access alphabetic characters on the keyboard and the functions listed below the keys.
CANCEL/EXIT	To reset the terminal to the ready state after completing a transaction, or to Cancel a transaction already in progress.
CHQ AUTH	To obtain an authorization on a cheque. This service must first be set up by NCR.
DELETE	To delete the last character entered on the keyboard.
ENTER	Press on completion of input and in response to the terminal's display.
NUMERIC	To enter a numeric response to a prompt. The decimal automatically inserts on dollar amount KEYS 0-9 Entered. Example: \$145.27 - enter 14527
PP LANG	Press the s (ARROW DOWN) key and then the PP LANG key to change the language on the PIN Pad from English to French and vice versa.
PRE-AUTH	Press for preliminary authorization of available funds (Credit Card Transaction only).
PURCHASE	If the magnetic strip is not working on a Credit Card, press the PURCHASE key prior to manually entering the Credit Card Number.
PUR VOID/(CORR)	To reverse a purchase processed incorrectly.
REFUND	Press REFUND key prior to processing a refund transaction.
REF VOID(CORR)	To reverse a refund processed incorrectly.
RETRY	To re-try certain declined transactions.
T LANG	Press the s (ARROW DOWN) key and then the T LANG key to change the language on the terminal from English to French and vice versa.

CHAPTER 2: INTRODUCTION

2.1: POS ADMINISTRATIVE (ADMIN) CARD

The POS Administrative (ADMIN) Card is used to permit authorized personnel to access various terminal functions and complete various financial transactions against the merchant's deposit account. If you (the merchant) accept only credit cards, a POS Administrative Card may not be required.

The merchant is solely responsible for the security, care and safe preservation of each POS Administrative Card at all times. If a POS Administrative Card is lost or stolen (or if the merchant suspects it is lost or stolen) the merchant must call Moneris Solutions right away.

All financial transactions completed with a POS Administrative Card are governed by the merchants' Debit Card Merchant Agreement with Moneris Solutions. The Agreement contains important provisions regarding merchant's responsibility for POS Administrative Card security etc. and the merchant's liability for financial transactions made with a POS Administrative Card.

2.2: AIR MILES - OVERVIEW

The AIR MILES application allows participating merchants to automate processing of AIR MILES transactions. All AIR MILES data is entered in the terminal and transmitted electronically to NCR. The chain wide data is captured and transferred to Loyalty Management Group (LMG) for final processing and settlement.

Two types of AIR MILES awards can be issued by the merchant; namely "Base Miles" and "Bonus Miles". Base Miles are awarded on total Purchase whereas Bonus Miles (also known as "Co-op Miles") represents promotional product offer awards that are co-sponsored by the merchant's selected suppliers.

AIR MILES can be awarded on Cash, Cheque, Debit and Credit Card transactions, including Private Label cards.

2.3: AIR MILES - FEATURES

- AIR MILES card number can be entered manually or by swipe of card
- Card number validation is done instantly by the terminal
- Options for "Base Miles"
- sales tax included or removed
- multiply factor (allows for miles to be multiplied up to 9 times)

- programmable dollar plateaus for first and subsequent mile awards.
- Options for “Bonus Miles”
- head office control over “Bonus Miles” and “Co-op Codes”
- up to 14 preset “Bonus Miles” award levels maintained in terminal
- up to 20 active “Co-Op Codes” during each promotion period
- optional use of “Quantity” multiplier
- Supervisor password protected access
- Weekly AIR MILES transaction Register with “manual card entry” indicator

2.4: AIR MILES - RECORDS TRANSFER

All AIR MILES transactions are transmitted from the POS terminal by either Datapac 3201 or Datapac 3101(dial up) communication.

When using Datapac 3201 line, all transactions are immediately sent to the host. When using 3101 (Dial Up) line, transactions are sent to the host with the next Credit transaction or when closing the terminal’s batch (ADMIN 99). For transmitting “stand alone” AIR MILES transactions in a “dial up” environment, refer to Section 7 - ADMIN 71 of this manual.

2.5: CREDIT CARDS

Credit cards processed through your Transelect+ terminal are electronically routed for authorization and when approved are automatically captured for deposit to your current account. A transaction record is printed for each transaction processed through the Transelect+. For an approved transaction the customer signs the Customer Transaction Record (receipt), one copy is to be given to the customer and other copy is to be retained by you (for a declined transaction, a reason code is displayed on the terminal and is printed (in red) on the Customer Transaction Record). Settlement for both you and your customer is done electronically replacing the need to prepare a paper Sales Draft Voucher and a deposit to your bank account.

Note: *If the terminal was unable to read the Magnetic Stripe on the Customer’s Card and you have entered the card number manually, an imprint of the card must be taken to avoid potential chargebacks. Please retain the imprinted sales draft with your copy of the Customer Transaction Record (receipt) which is produced by the Transelect+ printer.*

2.6: CARDHOLDER CONFLICTS

Merchants should not attempt to resolve or compensate Credit or Debit Cardholder disputed transactions. Direct the Cardholder to their own Financial Institution.

2.7: INTERAC DIRECT PAYMENT (IDP) / DEBIT CARDS

INTERAC Direct Payment (IDP) / Debit cards are issued by certain financial institutions in Canada. When a customer presents a Debit card in payment for a purchase, they provide authorization to Debit their selected bank account by entering their PIN (Personal Identification Number) on the PIN Pad (the entry of a PIN is the customer's electronic signature).

Approved Debit transactions (an authorization number is printed on the Customer Transaction Record (receipt)) are not subject to chargeback to your account.

Settlement between merchant and the cardholder is completed electronically replacing the need for you to prepare bank account.

2.8: PASSWORDS

Passwords are required to access various CREDIT CARD parameters setting. Call the Moneris Merchant Contact Centre if you do not know your password.

2.9: PIN PAD FUNCTIONS

If you accept IDP (Debit cards), a PIN Pad is connected to the Transelect+ terminal. The PIN Pad consists of a display window for prompts and messages, and a key pad. The customer uses the PIN Pad to:

Approve the amount and transaction type by pressing OK.

Select the account type, either Chequing or Savings. The customer may only access their primary accounts.

Enter their confidential personal identification number (PIN) to approve/validate a transaction.

Note: *Since the personal identification number is confidential, it does not display on the PIN Pad or terminal. Please respect your customers' privacy when they are entering their PIN codes.*

2.10: PRE-AUTHORIZATION TRANSACTIONS

Use the Pre-Authorization transaction to obtain an authorization "only" against a Credit card account "open to buy"; This transaction does not result in a charge to the cardholder or a deposit to your account. This transaction is traditionally used in Hotel, Restaurant, and Car Rental environments where the final amount of the sale is unknown.

To process a Pre-Authorization transaction, refer to Section 4, Pre-Authorization Transaction of this manual.

To complete a Pre-Authorized or Voice Authorized transaction and process a charge against a Credit Card, refer to Section 4, COMPLETING A PRE-AUTHORIZED TRANSACTION or ADVICE TRANSACTION of this manual.

If you wish to obtain a listing of all Pre-Authorized transactions that have not been completed, perform an ADMIN 65, PRINT PRE-AUTH TRANSACTIONS (refer Section 7). If you find that you have processed a Pre-Authorization on a Credit Card and the cardholder decides not to complete the transaction using their Credit card and you want to remove the transaction from ADMIN 65, process a COMPLETING A PRE-AUTHORIZATION ADVICE TRANSACTION for \$00.00.

Note: *If the amount of the Pre-Authorization was substantial, you should contact the Voice Authorization Department of the appropriate Credit Card Company and advise them to release the amount previously authorized back to the cardholders “open to buy”*

2.11:PRINTER FUNCTION

The printer connects to the terminal and to a power outlet. The printer provides:

- Transaction records on two-part paper; one copy is for your customer, the other copy is for your records.
- Journal listings of transactions, totals, etc.

2.12:PRINTER PROBLEMS

If your printer is not working and you are unable to print a customer receipt, call the Moneris Merchant Contact Centre to report the problem and process the transaction as follows:

For Debit transactions - process the transaction through your terminal and manually prepare a duplicate receipt 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 receipt to your customer and retain one copy for your records.

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

2.13:STORED CREDIT & DEBIT TRANSACTIONS

Your Transelect terminal can store 500 APPROVED Credit and Debit transaction records. Once the transactions in the terminal's memory reach capacity, the oldest transaction drops off. If your terminal is replaced, it's memory cannot be transferred to the replacement terminal and is therefore lost.

Refer Section 7 - PRINT OUT OF STORED TRANSACTIONS - ADMIN 60 and TRANSACTION INQUIRY - ADMIN 66.

To clear your terminals stored transaction memory, refer to the Initialization Function - ADMIN 01.

2.14:TERMINAL SUPPLIES

To order Paper Rolls, Ribbons and Cleaning Cards (used to clean the Magnetic Stripe Reader on terminal), contact one of the following AUTHORIZED suppliers:

MAINTECH INDUSTRIES 1-800-268-5120

MAXWELL MEDIA PRODUCTS 1-800-561-6406

WEDGE PAPER PRODUCTS LTD 1-888-933-4336 (ENGLISH), 1-888-933-4337 (FRENCH)

To order additional VISA Paper Supplies (Sales Drafts, Credit Vouchers) call the Moneris Merchant Contact Centre.

2.15:TRAINING MODE

Your Transelect+ terminal is able to simulate DEBIT CARD transactions in a "training mode" which does not affect customers' accounts or your business accounts. No financial settlement occurs for training transactions - refer ADMIN 05.

Note: *Training mode is NOT available for Credit Card Transactions.*

2.16:QUATRO DEVICE (for use in Datapac 3201 environments only)

The Quatro device is a communications controller that serves as a gateway between the terminals and the external (Datapac 3201) leased-line network and is used in an LAN environment. The LAN enables up to 16 point-of-sale terminals to share a leased-line.

CHAPTER 3: BALANCING & CLOSING YOUR TERMINAL

3.1: DEPOSIT PROCEDURES

Your terminal has been setup to close and deposit funds electronically into your business account, by following the three step procedures below.

Merchants are required to close their terminal batch of transactions at least once per day by following the procedures below.

3.1.1: ADMIN 95 - Print Merchant Sub Totals

(Refer to Section 7 in this manual for more details.)

This function prints a detailed list that include the number of transactions and dollar value processed through your terminal and held on Moneris's Host Computer.

When verifying Terminal receipts balance with your terminal totals reported, if there is a discrepancy, proceed to find the missing or duplicate transaction by printing an ADMIN 60

3.1.2: ADMIN 60 - Print the Stored Transaction Journal

(Refer to Section 7 in this manual for more details.)

Select by batch, compare all copies of your (approved) receipts with the printed journal report.

- For Credit Card transactions Only - If you have a copy of an APPROVED CREDIT receipt that is not appearing on the Stored Transaction Journal, repeat the transaction by manually entering Card and Transaction details using the ADVICE transaction (for Purchase transactions)
- Debit Card transactions cannot be corrected in your terminal once the Cardholder has left your premises: For problems balancing Debit transactions, call the Moneris Merchant Contact Centre on the next business day for assistance in correcting the problem.

Once you are ready to close your terminal, proceed as follows

3.1.3: ADMIN 99 - BATCH CLOSING

(Refer to Section 7 in this manual for more details.)

BALANCING & CLOSING YOUR TERMINAL

The first part of the Close Batch Transaction reports the total of Debit transactions that will be deposited to your business account. If the Debit transactions held in the terminals memory do not match the total of transactions held on the Moneris Solutions' Host, the terminal will print "MONERIS AND TERMINAL TOTAL DO NOT MATCH". If this happens, call the Moneris Customer Contact Centre the following day.

The second part of the Close Batch Transaction reports the total of Credit transactions that will be deposited to your business account. Once the terminal has been closed, you can no longer access transactions which were stored in the Stored Transaction Journal - ADMIN 60.

Note: *In the event of a missing deposit or a transaction error/dispute, call the Moneris Merchant Contact Centre within 30 days.*

CHAPTER 4: PROCESSING CREDIT TRANSACTIONS

4.1: PURCHASE: CREDIT CARD

When the Credit card is passed through the terminal, the card number appears on the terminal display. To avoid FRAUD, verify the number displayed on the terminal with the number embossed on the card. If they differ, contact the Moneris Solutions Authorization Department immediately.

Note: *Payment is electronically deposited to your business account upon "Batch Close".*

TERMINAL DISPLAY:	OPERATOR'S ACTION:
READY SWIPE CUSTOMER CARD	Slide customer card (Magnetic stripe down and to the right)
If the card reader in the terminal cannot read the customer card, manually enter the details of the Credit card as follows: (an imprint of the Credit card is required, account # and expiry date must be legible)	
READY SWIPE CUSTOMER CARD	press PURCHASE key, enter the card number and press ENTER
ENTER EXPIRY DATE MMY	enter EXPIRY DATE and press ENTER
CARD HOLDER #	ENTER AMOUNT Enter amount of Purchase (without decimal point) and press ENTER
DIALING CALL ANSWERED SENDING / RECEIVING PRINTING SENDING COLLECT	
A## \$\$. \$\$	(Authorization # and dollar value of transaction)
Customers to sign Customer Transaction Record (receipt), provide one copy of receipt to the customer and retain copy for your records.	
	Press CANCEL key
READY SWIPE CUSTOMER CARD	

Note: *Refer to "QUICK REFERENCE KEYING GUIDE" for information/ assistance on processing AIR MILES or Frequent Buyer points (when applicable).*

4.2: PURCHASE VOID (CORRECTION): CREDIT CARD

Use this transaction to correct a Purchase transaction previously entered and approved in the same batch. If the batch that the original Purchase was processed in has been closed, process a Refund transaction to correct the Purchase.

Note: *This transaction cancels the original Purchase Transaction.*

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press PUR VOID (/CORR) key
PURCHASE VOID SWIPE CUSTOMER CARD	Swipe customer card (Magnetic stripe down and to the right).
If the card reader in the terminal cannot read the customer's card, manually enter the details of the Credit card as follows:	
READY SWIPE CUSTOMER CARD	Press the PUR VOID (/CORR) key, enter the card number and press ENTER
ENTER EXPIRY DATE MMY	Key in the expiry date and press ENTER
ORIGINAL INVOICE #	Key in the Original Invoice Number (from the original Purchase transaction receipt) (Numbers MUST match).
PURCHASE VOID ENTER AMOUNT	Enter Purchase amount to be corrected (without decimal point) and press ENTER
CALL ANSWERED SENDING / RECEIVING PRINTING SENDING COLLECT	Wait for processing.
V ## \$\$. \$\$	(Invoice reference # and dollar value of transaction)
	Press CANCEL key
READY SWIPE CUS- TOMER CARD	

Note: *Refer to "QUICK REFERENCE KEYING GUIDE" for information/ assistance on processing AIR MILES or Frequent Buyer points (when applicable).*

4.3: REFUND: CREDIT CARD

Use this transaction to refund the value of a Purchase transaction. Your merchant account will be Debited and the Cardholder's account will be Credited.

TERMINAL DISPLAY:	OPERATOR'S ACTION:
READY SWIPE CUSTOMER CARD	Press REF (REFUND) key
REFUND SWIPE CUSTOMER CARD	Swipe customer card (Magnetic stripe down and to the right).
If the card reader in the terminal cannot read the customer's card, manually enter the details of the Credit card as follows:	
READY SWIPE CUSTOMER CARD	Press REF (REFUND) enter the card number and press ENTER
ENTER EXPIRY DATE MMYY	enter EXPIRY DATE and press ENTER
CARD HOLDER # ORIGINAL/INVOICE #	If original invoice # is not available, enter any 7 digit # beginning with 2 and press ENTER.
REFUND ENTER AMOUNT	Enter amount to be Refunded (without decimal point) and press ENTER.
CALL ANSWERED SENDING / RECEIVING SENDING COLLECT	
C ## \$\$.\$	(Authorization # and dollar value of transaction)
	Press CANCEL key
READY SWIPE CUS- TOMER CARD	

Note: Refer to "QUICK REFERENCE KEYING GUIDE" for information/ assistance on processing AIR MILES or Frequent Buyer points (when applicable).

4.4: REFUND VOID (CORRECTION): CREDIT CARD

Use this procedure to correct a Refund transaction previously entered and approved in the same batch.

Note: *This transaction cancels the original Refund Transaction.*

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press REF VOID (/CORR) key
REFUND VOID SWIPE CUSTOMER CARD	Swipe customer card (mag stripe down and to the right)
If the card reader in the terminal cannot read the customer's card, manually enter the details of the Credit card as follows:	
READY SWIPE CUSTOMER CARD	press REF VOID(/CORR) key, enter the card number and press ENTER
ENTER EXPIRY DATE MMY	enter EXPIRY DATE and press ENTER
CARD HOLDER # ORIGINAL INVOICE #	Enter original invoice# (Numbers MUST match) and press ENTER.
REFUND VOID ENTER AMOUNT	Enter Refund amount to be corrected (without decimal point) and press ENTER.
DIALING CALL ANSWERED SENDING/RECEIVING SENDING COLLECT	
C# # \$\$.\$	(Invoice # and dollar value of transaction)
	Customer to sign Customer Transaction Record (receipt), provide one copy of receipt to the customer and retain copy for your records.
	Press CANCEL key
READY SWIPE CUS- TOMER CARD	

Note: *Refer to "QUICK REFERENCE KEYING GUIDE" for information/ assistance on processing AIR MILES or Frequent Buyer points (when applicable).*

4.5: VOICE AUTHORIZATION: CREDIT CARD

Use the following procedure to complete a Purchase transaction when you are unable to process the transaction through the Transelect+ terminal due to Downtime.

When the amount of the transaction exceeds your “Downtime floor limit” established by the applicable Credit Card Company, obtain a “Voice” approval by calling the appropriate Credit Card Authorization Centre (e.g. Contact Mastercard Authorization Centre for Mastercard transactions etc....) **and follow the following five steps:**

Note: *If the amount of the transaction is less than your “downtime floor limit” for the specific card type “VOICE” Approval (authorization) is not required. However, the following steps must be taken.*

1. Prepare a paper Sales Draft with full details, including:
 - An imprint of Credit Card (Account number, Issue/Expiry Date and Cardholder Name must be legible)
 - date of transaction
 - authorization number (not required if transaction amount is below floor limit)
 - cardholder signature
2. Once the cardholder has signed the Visa Sales Draft, compare this signature to that located on the signature panel of the card. (Discrepancies in signature/name should be immediately reported to the Voice Authorization Department of the applicable Credit Card Company.
3. Provide the cardholder with their copy of the receipt and retain the “Merchant copy” for your records.
4. Call the Moneris Merchant Contact Centre to report the terminal problem (telephone number listed in the front of this manual).
5. Once your Transelect+ terminal is operational, manually prepared transaction which occurred during the downtime should be key entered through the terminal as “ADVICE” transactions. For processing ADVICE transactions, refer to ADVICE TRANSACTION section of this manual.

4.6: PRE-AUTHORIZATION TRANSACTION: CREDIT TRANSACTIONS ONLY

Use this transaction to verify (obtain authorization only) that the amount of the transaction is available on a Credit card. Refer “Completing a Pre-Authorization transaction” to deposit funds to your account.

Note: *Your terminal should have been previously set up to process “Pre-Authorized transactions” refer ADMIN 81 - PRE-AUTHORIZATION TRANSACTION SET UP*

TERMINAL DISPLAY:	OPERATOR’S ACTION:
READY SWIPE CUSTOMER CARD	press PRE AUTH key
PRE-AUTHORIZATION SWIPE CUSTOMER CARD	Swipe customer card (Magnetic stripe down and to the right).
If the card reader in the terminal cannot read the customer’s card, manually enter the details of the Credit card as follows:	
READY SWIPE CUSTOMER CARD	press PRE-AUTH key, enter card number and press ENTER
ENTER EXPIRY DATE MMY	enter EXPIRY DATE and press ENTER
CARD HOLDER #	
ENTER AMOUNT	Enter amount to be authorized (without decimal point) and press ENTER
DIALING CALL ANSWERED SENDING / RECEIVING PRINTING SENDING COLLECT	
I## \$\$.\$\$*	(Authorization # and dollar value of transaction is displayed)
	Customer to sign Customer Transaction Record (receipt), provide one copy of receipt to the customer and retain copy for your records.
*Note: If “uplift” was added in Pre-Auth Transaction Set-up Admin 81, uplift % will be included in authorized amount. Actual dollar value (not including uplift) will be printed on Customer Transaction Record (receipt).	
	Press CANCEL key
READY SWIPE CUSTOMER CARD	

Note: *Refer to "QUICK REFERENCE KEYING GUIDE" for information/ assistance on processing AIR MILES or Frequent Buyer points (when applicable).*

4.7: COMPLETING A PRE-AUTHORIZED TRANSACTION: CREDIT TRANSACTION ONLY

Use this transaction to complete a “Pre-Authorized transaction” previously approved on your Transelect+ terminal.

TERMINAL DISPLAY:	OPERATOR’S ACTION:
READY SWIPE CUSTOMER CARD	press ADVICE key
FIND ORIGINAL? YES - A NO - C	Enter A
ENTER INVOICE NO. OF ORIGINAL TRANS	Enter “INVOICE NO” from original “Pre-Authorized Transaction Record” (receipt)
XXXXXXXXXX PRESS ENTER TO CONT	Cardholder number is displayed, to continue press ENTER.
ORIG.AMT \$XX.XX	Press A on the terminal keyboard to process the transaction for the original dollar ACCEPT? CHANGE? amount authorized. Press C on the terminal keyboard to change the original dollar amount authorized.
ENTER NEW AMOUNT	Enter total value of transaction including gratuity (without decimal point) and press ENTER
DIALING CALL ANSWERED SENDING/RECEIVING PRINTING SENDING COLLECT	
APPROVED	If original Pre-Authorized transaction receipt was signed by the customer, the customer is not required to sign the “ADVICE” receipt. However you must retain one copy of each Customer Transaction Record (receipts).
Note: To CANCEL a previous Pre-Authorized transaction, process an “Advice” transaction for \$00.00. Otherwise, the original Pre-Authorized transaction will continue to appear on your Admin 65 listing.	
	Press CANCEL key
READY SWIPE CUSTOMER CARD	

4.8: ADVICE TRANSACTION: CREDIT TRANSACTIONS ONLY

Use this transaction to complete Purchase transactions that you were unable to process due to System or Terminal down time.

TERMINAL DISPLAY:	OPERATOR'S ACTION:
READY SWIPE CUSTOMER CARD	press ADVICE key
FIND ORIGINAL? YES - A NO - C	Enter C
ADVICE SWIPE CUSTOMER CARD	Enter Cardholder number and press ENTER
ENTER EXPIRY DATE MMY	Enter Expiry Date and press ENTER
AUTHORIZATION #	Enter Authorization obtained from "Voice Authorization" and press ENTER. In the event that the original Purchase transaction was not authorized (transaction amount below floor limit), enter the date when the original transaction was made (DDMMYY) and press ENTER.
ADVICE ENTER AMOUNT	Enter Purchase amount (without decimal point) and press ENTER.
APPROVED	

CHAPTER 5: PROCESSING DEBIT TRANSACTIONS

5.1: PURCHASE: DEBIT CARD

Payment for a purchase transaction Debits the cardholder's deposit account and Credits the funds to your business bank account.

TERMINAL DISPLAY:	OPERATOR'S ACTION:	CUSTOMER ACTION:
READY SWIPE CUSTOMER CARD	Swipe customer card (CARD # CANNOT BE ENTERED MANUALLY)	
PURCHASE ENTER AMOUNT	Enter the amount of the Purchase (without decimal point) and press ENTER	
	Hand PIN Pad to customer	Press OK to approve transaction type and Amount of transaction.
		Select Chequing or Savings.
		Enter PIN # and press OK
DIALING RETURN CARD	Return card to customer	
CALL ANSWERED SENDING/RECEIVING PROCESSING	Please wait	
APPROVED*****	Provide one copy of the Customer Transaction Record (receipt) to the Customer and retain copy for your records. Press CANCEL key	APPROVED is displayed on the PIN Pad.
READY SWIPE CUSTOMER CARD		

Note: Refer to "QUICK REFERENCE KEYING GUIDE" for information/ assistance on processing AIR MILES or Frequent Buyer points (when applicable).

PROCESSING DEBIT TRANSACTIONS

5.2: PURCHASE VOID (CORRECTION): DEBIT CARD

Use this procedure to correct a Purchase transaction previously entered and approved. Purchase Correction Credits the cardholder's account and Debits your account. Your Administrative card is required to process this transaction.

TERMINAL DISPLAY:	OPERATOR'S ACTION:	CUSTOMER ACTION:
READY SWIPE CUSTOMER CARD	Press PUR VOID (OR CORR) key	
PURCHASE VOID SWIPE CUSTOMER CARD	Swipe Customer card (CARD # CANNOT BE ENTERED MANUALLY)	
PURCHASE VOID SWIPE ADMIN CARD	Swipe ADMIN CARD	
ENTER ORIGINAL AUTHORIZATION #	Enter Authorization # of transaction being voided/corrected and press ENTER	
PURCHASE VOID ENTER AMOUNT	Enter the amount of the Purchase transaction being Voided/Corrected (without decimal point) and press ENTER	
	Hand PIN Pad to customer	Press OK to approve transaction type and Amount of transaction
		Select Chequing or Savings
		Enter PIN # and Press OK
DIALING RETURN CARD	Return card to customer	
CALL ANSWERED SENDING/RECEIVING PROCESSING	Please wait	
APPROVED*****	Provide one copy of the Customer Transaction Record (receipt) to the Customer and retain copy for your records.	
	Press CANCEL key	
READY SWIPE CUSTOMER CARD		

Note: Refer to "QUICK REFERENCE KEYING GUIDE" for information/assistance on processing AIR MILES or Frequent Buyer points (when applicable).

5.3: REFUND: DEBIT CARD

Use this procedure to refund the value of a purchase transaction. A Refund transaction Credits the customer's bank account and Debits your business bank account. Your Administrative card is required to process this transaction.

TERMINAL DISPLAY:	OPERATOR'S ACTION:	CUSTOMER ACTION:
READY SWIPE CUSTOMER CARD	Press REF (REFUND) key	
REFUND SWIPE CUSTOMER CARD	Swipe customer card (CARD # CANNOT BE ENTERED MANUALLY)	
PURCHASE VOID SWIPE ADMIN CARD	Swipe ADMIN card	
REFUND ENTER AMOUNT	Enter the amount of the transaction being refunded (without the decimal point) and press ENTER (partial amount of original purchase may be refunded)	
	Hand PIN Pad to customer	Press OK to approve transaction type and Amount of transaction
		Select Chequing or Savings
		Enter PIN # and Press OK
DIALING RETURN CARD	Return card to customer	
ANSWERED SENDING/RECEIVING PROCESSING	Please wait	
APPROVED*****	Provide one copy of the Customer Transaction Record (receipt) to the Customer and retain copy for your records.	
	Press CANCEL key	
READY SWIPE CUSTOMER CARD		

Note: Refer to "QUICK REFERENCE KEYING GUIDE" for information/ assistance on processing AIR MILES or Frequent Buyer points (when applicable).

PROCESSING DEBIT TRANSACTIONS

5.4: REFUND VOID (CORRECTION): DEBIT CARD

Use this procedure to correct a refund transaction previously entered and approved. Refund Correction creates a Debit to the cardholder's account and Credits your business account. Your Administrative card is required to process this transaction.

TERMINAL DISPLAY:	OPERATOR ACTION:	CUSTOMER ACTION:
READY SWIPE CUSTOMER CARD	Press REF VOID key	
REFUND VOID SWIPE CUSTOMER CARD	Swipe customer card (CARD # CANNOT BE ENTERED MANUALLY)	
REFUND VOID SWIPE ADMIN CARD	Swipe ADMIN card	
ENTER ORIGINAL AUTHORIZATION #	Enter the Authorization # of the transaction being voided/cor- rected	
REFUND VOID ENTER AMOUNT	Enter the amount of the Refund transaction being Voided/Cor- rected (without decimal point) and press ENTER	
	Hand PIN Pad to customer	Press OK to approve transaction type and amount of transaction.
		Select Chequing or Savings
		Enter PIN # and Press OK
DIALING RETURN CARD	Return card to customer	
CALL ANSWERED SENDING/RECEIVING PROCESSING	Please wait	
APPROVED*****	Provide one copy of the Cus- tomer Transaction Record (receipt) to the Customer and retain copy for your records.	
	Press CANCEL key	
READY SWIPE CUSTOMER CARD		

Note: Refer to "QUICK REFERENCE KEYING GUIDE" for information/ assistance on processing AIR MILES or Frequent Buyer points (when applicable).

CHAPTER 6: CHEQUE AUTHORIZATION

6.1: OBTAINING AUTHORIZATION

If you subscribe to a cheque authorization service you may use this transaction to electronically obtain approval from the Cheque Authorization Company.

TERMINAL DISPLAY:	OPERATOR ACTION:
READY SWIPE CUSTOMER CARD	Press CHQ AUTH key
CHEQUE AUTHORIZATION	Enter identification as instructed by your Cheque Authorization Company e.g. Driver Licence or Credit Card press ENTER. Use Shift key (s) for Alpha characters
PROVINCE CODE	Enter two digit Province Code and press ENTER Use Shift Key (s) for Alpha characters
TRANS NUMBER	Enter 4 digit numeric cheque transaction number as instructed by your cheque authorization company
CHEQUE AUTHORIZATION ENTER AMOUNT	Enter Cheque amount and press ENTER
DIALING	PLEASE WAIT
APPROVED ###	Record Authorization number on the back of the Cheque being authorized
	press CANCEL

CHEQUE AUTHORIZATION

CHAPTER 7: ADMINISTRATION FUNCTIONS

7.1: INITIALIZATION - ADMIN 01

ADMIN 01 establishes the initial communication link between your terminal and the Moneris Host. It is not necessary to perform this function on a daily basis, however, from time to time you may be requested by the Moneris Merchant Contact Centre to "INITIALIZE" your terminal.

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Enter 01 and press ENTER
RE INITIALIZE? YES - A NO - C	Press A - to retain values previously entered (terminal will process transaction) Press C - to change values previously entered.
NOTE: Periodically Moneris may require you to re-initialize your terminal.	
ENTER TERMINAL ID	Enter terminal ID (located on the underside of your Transelect+ terminal, prefixed with 55.....)and press ENTER. (If correct Terminal ID is displayed correctly, press ENTER to proceed).
ENTER MERCHANT ID	Enter merchant number (see inside cover of Transelect+ manual) and press ENTER (If correct Merchant ID is displayed correctly, press ENTER to proceed)
ENTER PRINTER ID	Enter printer ID (# is located on the bottom of the printer, prefixed with 92.....) and press ENTER (If correct Printer ID is displayed correctly, press ENTER to proceed)
ENTER PHONE NUMBER	Enter the Moneris Host's phone number and press ENTER
DIALING SENDING/RECEIVING PROCESSING	Please wait
DO YOU WISH TO CLEAR STORAGE YES - A NO - C	Press A - to clear the terminals memory Press C - to retain stored Debit transaction held in terminals' memory.
Note: A maximum of 500 Debit transactions can be retained in the terminal's memory.	
READY SWIPE CUSTOMER CARD	

7.2: LOG ON (DEBIT) - ADMIN 02

ADMIN 02 is required if you process IDP/Debit Card Transactions in the following instances;

- when your terminal is first set up
- whenever you "Initialization" your terminal.
- if your terminal has been "logged off"

Your Administrative Card is required to process this transaction.

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Enter 02 and press ENTER
LOGON SWIPE ADMIN CARD	Swipe ADMIN card
DIALING PLEASE WAIT CALL ANSWERED SENDING/RECEIVING PROCESSING	Please Wait
READY SWIPE CUSTOMER CARD	

7.3: LOG OFF (DEBIT) - ADMIN 03

Use ADMIN 03 to LOG OFF of your terminal. For security reasons you may wish to shut down the terminal at close of business day. (The ADMIN card is required to LOG ON - ADMIN 02)

Note: *This use of this function is optional and can be used at your discretion.*

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Enter 03 and press ENTER
DIALING PLEASE WAIT CALL ANSWERED SENDING/RECEIVING PROCESSING	Please Wait
READY PLEASE LOGON	

7.4: TRAINING MODE - ADMIN 05 (DEBIT TRANSACTIONS ONLY)

Use ADMIN 05 to train employees with simulated INTERAC Direct Payment/Debit Card transactions.

Note: ADMIN 05 Training Mode only provides "Debit Card" training.

It is important to ensure you exit Training Mode prior to processing actual Customer Transactions. Your terminal must be logged-on prior to accessing ADMIN 05.

7.4.1: To Enter Training Mode

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Enter 05 and press ENTER
CLEAR TRAINING TOTALS? YES - A NO - C	Press A to Clear Training Memory Press C to retain Training Memory
READY FOR TRAINING SWIPE CUSTOMER CARD	

The device may now be used to simulate live Debit transactions. The transactions will not be captured and there will be no financial impact to your account.

7.4.2: To Exit Training Mode

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY FOR TRAINING SWIPE CUSTOMER CARD	Press ADMIN
ENTER ADMIN CODE	Enter 05 and press ENTER
READY SWIPE CUSTOMER CARD	

Transactions processed in training mode will not effect customer or merchant accounts. Once training has been completed, TRAINING MODE must be "exited" or real customer transactions will not be validated. The terminal is ready for regular customer transactions ONLY when the terminal display reads "READY SWIPE CUSTOMER CARD".

7.5: DEBIT TERMINAL CONFIGURATION - ADMIN 08

Use this function only when advised by a Moneris Solutions Representative. ADMIN 08 is used to configure your terminal with information which identifies you to the Moneris Host computer.

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN key
Enter ADMIN CODE	08 and press ENTER
ENTER LAN ID*	<p>If this terminal is not on a LAN connection, press DELETE and ENTER.</p> <p>If terminal is LAN connected, enter LAN ID. The first terminal connected to the LAN is ID "20". This terminal is known as the "MASTER." All other terminals connected are referred to as SLAVES. The next terminal ID after the MASTER would be 21. You can have up to 16 terminals connected to a LAN.</p> <p>The numbering system used is as follows; MASTER - 20 SLAVES - 21, 22, 23, 24, 25, 26, 27, 28, 29, 2A, 2B, 2C, 2D, 2E, 2F.</p>
<p>Note: LAN refers to Local Area Network in house wiring used to support certain types of Datapac 3201 communication</p>	
ENTER # OF LAN TERMINALS	Enter the number of terminals to be connected to the LAN. This prompt only appears on the MASTER terminal.
<p>Note: For terminals connected to a LAN, the IVI QUATRO (Q1000) device must be used. Please ensure that the QUATRO is powered up and connected to the DataPac (3201) line prior to powering up the terminals. If a LAN ID is entered in duplicate (in error), the QUATRO will not operate. In this situation, re-initialize the terminal and enter the correct LAN ID. If a communication problem persists, reset the Quatro (unplug and plug back in)</p>	
ENTER POLL CODE	If you are using a DATAPAC 3201 line, a poll code is required. Enter the poll code and press ENTER. If a poll code is not required, press DELETE and ENTER.
<p>Note: The QUATRO can have up to 5 poll codes configured. If using more than one poll code, the standard configuration is 3 or 4 LAN ID's (terminals) per poll code.</p>	
ENTER LOCAL PBX PREFIX	If your telephone system requires a prefix to dial out (i.e.: 9), Enter the pre-fix # and press ENTER; if not, press DELETE and ENTER
ENTER LONG DISTANCE PBX PREFIX	If your telephone system requires a prefix to dial out (i.e.: 9), Enter the pre-fix # and press ENTER; if not, press DELETE and ENTER
TONE DIAL SPEED	Press ENTER to retain existing Value (factory setting for this field is "0")

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
CALL PROGRESS CHECK YES - A NO - C	Press A This option checks for noise on the line and busy tones that may end the call prematurely. The line is not checked when turned off.
STABILIZATION TIMER	Press ENTER (Factory setting is .06)
ENTER CONCENTRATOR ID (only required if using a line concentrator)	Press DELETE and ENTER
DATAPAC 3101 YES-A NO-C	Press A if this terminal is operating in a "dial up" communication mode. Press C if the terminal is connected in a "polled" (DataPac 3201) communication mode and a poll code was previously entered
PRIMARY LINE SPEED 300 - A 1200 - C	Press C
BACKUP LINE SPEED 300 - A 1200 - C	Press C
LINE AVAILABLE CHECK YES - A NO - C	Press A - Under standard conditions Press C - if this device shares the line with other communication devices or if you experience problems with your phone line.
PRINTER TYPE EPSON YES - A NO - C P250 YES - A NO - C STAR YES - A NO - C	Press A for the Epson Printer Press C to select another type of printer (Moneris configurations are usually Epson).

7.6: LIST OF TERMINAL FUNCTIONS - ADMIN 40

Use this function to print a list of all administrative functions configured in your terminal.

TERMINAL DISPLAY:	OPERATOR'S ACTION:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Enter 40 and press ENTER
PRINTING	
READY SWIPE CUSTOMER CARD	

7.7: PRINTOUT OF STORED TRANSACTIONS - ADMIN 60

Use ADMIN 60 to print a listing of all "approved" transactions by batch or by date. Credit transactions are available prior to closing an open batch. Debit transactions are stored in the terminal's memory (the last 500 transactions are stored).

TERMINAL DISPLAY:	OPERATOR'S ACTION:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Enter 60 and press ENTER
PRINT STORED DB - A CR - B BOTH-C	Enter A for a listing Debit transactions only Enter B for a listing of Credit transactions only Enter C for a listing of Debit and Credit transactions
SELECT BY BATCH - A SELECT BY DATE - C	Enter A for a print out of transactions in a specific batch Enter C for a print out of transactions on a specific date
ENTER BATCH NUM- BER	Enter batch # and press ENTER If A was selected For the current open Batch, just press ENTER. ENTER DATE (MMDD) Enter date (MMDD) and press ENTER If C was selected For the current date, just press ENTER
PRINTING	
READY SWIPE CUSTOMER CARD	

7.8: PRIVATE LABEL CARD PAYMENT - ADMIN 61

Use this transaction to process a payment on a PRIVATE LABEL CARD.

TERMINAL DISPLAY:	OPERATOR'S ACTION:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Enter 61 and press ENTER
PAYMENT SWIPE CUS- TOMER CARD	Swipe Customer card or manually enter Card number and press ENTER
ENTER EXPIRY DATE MMY	Enter expiry date printed on Card and press ENTER

TERMINAL DISPLAY:	OPERATOR'S ACTION:
PAYMENT ENTER AMOUNT	Enter payment amount (without decimal point) and press ENTER
CALL ANSWERED, SENDING RECEIVING PRINTING SENDING COLLECT	Please wait.
P## \$\$.\$\$	Authorization number and dollar value of transaction is displayed on the terminal

7.9: PRIVATE LABEL VOID PAYMENT - ADMIN 62

Use this transaction to VOID/CORRECT a payment processed on a PRIVATE LABEL CARD.

Note: *The original payment must have been processed in the same batch as the Void.*

TERMINAL DISPLAY:	OPERATOR'S ACTION:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Enter 62 and press ENTER
VOID PAYMENT SWIPE CUSTOMER CARD	Swipe Customer card or manually enter and press ENTER
ENTER EXPIRY DATE MMY	Enter expiry date printed on Card and press ENTER
ORIG INVOICE NO	Enter Invoice number from the Payment transaction and press ENTER.
DIALING CALL ANSWERED SENDING RECEIVING PRINTING SENDING COLLECT	Please wait.
P## \$\$.\$\$	Authorization number and dollar value of Void transactions is displayed on terminal.

7.10:PRINT PRE-AUTH TRANSACTIONS - ADMIN 65 (CREDIT TRANSACTIONS ONLY)

Use this transaction to print a listing of all outstanding Pre-Authorized CREDIT transactions that have not been deposited through an "advice" transaction. The terminal will store the last 500 approved Debit and Pre-Authorized transactions. Your Supervisor Password is required to process this transaction.

To cancel an approved Pre-authorization, process an "Advice" transaction for \$00.00. Otherwise, the original Pre- Authorized transaction will continue to appear on your Admin 65 listing.

TERMINAL DISPLAY:	OPERATOR'S ACTION:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Enter 65 and press ENTER
SUPERVISOR PASSWORD	Enter your password and press ENTER
PRINTING	
READY SWIPE CUSTOMER CARD	

7.11:TRANSACTION INQUIRY - ADMIN 66 (DEBIT TRANSACTIONS ONLY)

Use ADMIN 66 to review "Debit" transactions held in the terminal memory. You can review specific transactions one at a time or several, by using the scroll keys. The terminal memory retains up to 500 transactions. When capacity is reached, the oldest transaction drops from memory.

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Enter 66 and press ENTER
ENTER CARD TYPE	Press Enter to view list of all Debit card transactions.
ENTER CARD NUMBER	Enter the card number to list transactions processed on a particular card and press ENTER or just press ENTER to select all card numbers.

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
ENTER AMOUNT	Enter the amount of the transaction to list all transactions processed for that particular amount and press ENTER or just press ENTER to select all amounts.
ENTER CODE FOR TRANS	Enter type of transaction code (listed below) to list a particular type of transaction processed and press ENTER or just press ENTER to select all transaction types. P=Purchase, PC=Purchase Correction/Void, R=Refund, RC=Refund Correction.
ENTER TRANSACTION	Enter date (MMDD) to list transactions processed on a particular date and press or just press ENTER for all transactions.
END OF RECORDS	Press CANCEL key
READY SWIPE CUSTOMER CARD	

7.12:CREDIT COMM PARAMETER SELECT - ADMIN 70

Use this function only when advised by a Moneris Solutions or NCR Representative. ADMIN 70 - is used to set up the terminal's communication environment and identifies you to NCR's Host Computer for Credit transactions. Your Supervisor Password is required to process this transaction.

You can check RBA screen option 11 in order to get the terminal programming parameters.

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN
ENTER ADMIN CODE	Enter 70 and press ENTER
SUPERVISOR PASSWORD	Enter your password and press ENTER
TERMINAL ID	Enter your 12 digit Terminal ID and press ENTER (provided by NCR)
MAX OFFLINE CREDIT STORED 00	Enter 00 and press ENTER
COMM TYPE 3101 PRIVATE 3101 PUBLIC 3201 LEASED LINE	Use the scroll key to select appropriate communication type and press ENTER (If 3201 leased line selected, skip to "POLL CODE")

ADMINISTRATION FUNCTIONS

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
LINE SPEED	Use the scroll key to select 300 or 1200 baud line and press ENTER Select 300 if 3101 PRIVATE was selected above Select 1200 if 3101 PUBLIC was selected above
PHONE NUMBER	Enter phone number assigned by NCR and press ENTER (if applicable include area code and 1-800)
Note: <i>If pre-fix is required, enter in ADMIN 08</i>	
RESPONSE TIME 40	Press 40 and press ENTER
CONNECT TIME 6	Press 6 and press ENTER
DISCONNECT TIME 4	Press 4 and press ENTER
ACQUISITION TIME 35	Press 35 and press ENTER
HOST ADDRESS	Enter your eight digit host address and press ENTER (provided by NCR) Or press ENTER (only required if 3101 PUBLIC was selected above in "COMM TYPE")
PRE DIAL	Use the scroll key to select YES or NO Use NO when AIR MILES feature is enabled. Use YES when Air Miles feature is disabled.
POLL CODE	Enter 2 digit POLL CODE and press ENTER If not required, press DELETE and ENTER (provided by Moneris Solutions if required) Note: <i>Only required when using "3201 LEASED LINE" communication.</i>
POLL RESP TIME 30	Enter 30 and press ENTER If not required, press DELETE and ENTER Note: <i>Only required when using "3201 LEASED LINE" communication.</i>
POLL DELAY TIME 30	Enter 30 and press ENTER If not required, press DELETE and ENTER Note: <i>Only required when using "3201 LEASED LINE" communication</i>
READY SWIPE CUSTOMER CARD	

7.13:SPECIAL CARD SUPPORT - ADMIN 71

Use this function only when advised to by your Head Office or representative of Moneris Solutions or NCR. ADMIN 71 is used to setup the required parameters for processing AIR MILES and Frequent Buyer Cards. Your Supervisor Password is required to process this transaction.

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN
ENTER ADMIN CODE	Press 71 and press ENTER
SUPERVISOR PASSWORD	Enter your password and press ENTER
SPECIAL CARD SUP- PORT AIR MILES FREQUENT BUYER DISABLED	Using the SCROLL Key toggle between and press ENTER If DISABLED was selected, no further action is required. If AIR MILES or FREQUENT BUYER was selected, refer below:
If AIR MILES WAS SELECTED	
MULTIPLY FAC. ENABLE	Using the SCROLL Key toggle between YES and NO, press ENTER when required prompt is displayed. This field enables you to multiply AIR MILES rewarded to your customer.
MULTIPLY FACTOR	Enter a number between 1 - 5 and press ENTER AIR MILES points will be multiplied by the number entered in this field, above prompt would have been set to YES.
MAX MILE RECORDS STORED 75	Enter the number of AIR MILES records that are to be stored in the terminals memory prior to being electronically submitted and press ENTER. Note: <i>Recommended storage is twenty (20), as stored transactions will be transmitted with the next Credit card transaction and could impact response time.</i>
COOP CODE ENABLE	Using the SCROLL Key toggle between YES and NO, press ENTER when required prompt is displayed.
QUANTITY ENABLE	Using the SCROLL Key toggle between YES and NO, press ENTER when required prompt is displayed.
FIRST MILE PLATEAU ###	Press ENTER to retain current setting displayed or change as desired and press ENTER (enter a number between 000 and 999)

ADMINISTRATION FUNCTIONS

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
SUB. MILE PLATEAU ###	Press ENTER to retain current setting displayed or change as desired and press ENTER (enter a number between 000 and 999)
MAX FQ BUYER RECORDS STORED ###	Press ENTER to retain current setting displayed or change as desired and press ENTER (enter a number between 000 and 999)
CARD DESCRIPTION	Enter the name of the Frequent Buyer Card. (The name will be printed on the Customer Transaction Record if applicable) Maximum # of characters is 14.
<p>Note: To enter Alpha Characters use the numeric key pad, (to enter a space, use the "3") and scroll using the shift "s" (ARROW DOWN) key until character required is displayed on the screen, proceed with entering the remaining characters of your message.</p>	
LOW RANGE	Enter the LOWEST number of the Frequent Buyer card account number range (BIN range) and fill all remaining digits with "0" and press ENTER. Entry must be 12 digits long.
HIGH RANGE	Enter the HIGHEST number of the Frequent Buyer card account number ranges (BIN range) and fill all remaining digits with "9" and press ENTER. Entry must be 12 digits long.
CARD LENGTH	Press ENTER to retain current setting, to change, enter new card length and press ENTER.
CHECK DIGIT VERIFY	Using the SCROLL Key toggle between YES and NO, press ENTER when required prompt is displayed.
CHECK EXPIRY DATE	Using the SCROLL Key toggle between YES and NO. Enter YES if the Frequent Buyer Card has an expiry date. Enter NO if the Frequent Buyer Card does not have an expiry date.
READYSWIPE CUSTOMER CARD	

7.14:PRINT CREDIT TERMINAL CONFIGURATIONS - ADMIN 73

Use this function only when advised by a Moneris Solutions or NCR Representative. ADMIN 73 is used to print a list of current Credit Parameters set in your terminal. Your Supervisor Password is required to process this transaction.

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN
ENTER ADMIN CODE	Press 73 and ENTER
SUPERVISOR PASSWORD	Enter your password and press ENTER
PARAMETER LIST	(List will be printed)
READY SWIPE CUSTOMER CARD	

7.15:AIR MILES BONUS TABLE SET UP - ADMIN 74

Use this function to setup "Co-op" Codes in your terminal. Your Supervisor Password is required to process this transaction. Refer to your Head Office for instructions on configuring this function.

7.16:AIR MILES TAX METHOD SETUP - ADMIN 75

Use this function to setup Tax Calculations. Your Supervisor Password is required to process this transaction. Refer to your Head Office for instructions on configuring this function.

7.17:CREDIT RECEIPT SET UP - ADMIN 76

Use this function to set:

- Trailer message - this message will be printed on the bottom of all Customer Transaction Records
- Merchant name and Civic Address - the name and address entered in this function will appear on the top of Customer Transaction Record (receipt) for CREDIT Transactions ONLY. Call the Moneris Merchant Contact Centre prior to altering Merchant Name and Address below.

Your Supervisor Password is required to process this transaction.

ADMINISTRATION FUNCTIONS

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN
ENTER ADMIN CODE	Press 76 and press ENTER
SUPERVISOR PASS- WORD	Enter your password and press ENTER
TRAILER ENABLE	Using the SCROLL Key toggle between YES and NO Select Yes to enter a TRAILER MESSAGE (this message will be printed on the bottom of the Customer Transaction Record) Select NO if you do not want a trailer message, (skip the next two prompts).
TRAILER MESSAGE 1	Enter line 1 of the message that is to be printed on the bottom of the Customer Transaction Record and press ENTER (1 to 40 alpha/numeric characters). Note: <i>To enter Alpha Characters use the numeric key pad, (to enter a "space", use the "3") and scroll using the shift "s" (ARROW DOWN) key until character required is displayed on the screen, proceed with entering the remaining characters of your message</i>
TRAILER MESSAGE 2	Enter line 2 of the message that is to be printed on the bottom of the Customer Transaction Record and press ENTER (1 to 40 alpha/numeric characters).
MERCHANT NAME	Enter your Merchant name that is to appear on the top line of the Customer Transaction Record and press ENTER (1 to 40 alpha/numeric characters).
ADDRESS LINE 1	Enter your Merchant Address that is to appear on the 2nd line of the Customer Transaction Record and press ENTER (1 to 40 alpha/numeric characters).
CITY, PROV.	Enter the City and Province that is to appear on the 3rd line of the Customer Transaction Record and press ENTER (1 to 40 alpha/numeric characters).
ZIP TEL NO	Enter your Merchant Postal Code and Telephone Number (telephone number optional) that is to appear on the 4th line of the Customer Transaction Record and press ENTER (1 to 40 alpha/numeric characters). Note: <i>The above four fields will be printed on Credit Transactions ONLY</i>
READY SWIPE CUSTOMER CARD	

7.18:CREDIT CARD RANGE SET-UP - ADMIN 78

Your Supervisor Password is required to process this transaction.

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN
ENTER ADMIN CODE	Press 78 and press ENTER
SUPERVISOR PASSWORD	Enter your password and press ENTER
ENTRY NUMBER	Enter the entry number of the card type you are currently working on and press ENTER
CARD TYPE	Enter the card type code for the card type you are entering and press ENTER
CARD DESCRIPTION	Enter the name of the card type you are entering and press ENTER
LOW RANGE	Enter the low range of the bin of the card type you are entering and press ENTER
HIGH RANGE	Enter the high range of the bin of the card type you are entering and press ENTER
CARD LENGTH	Enter the card length of the card type you are entering and press ENTER
CHECK DIGIT VERIFY	Press ENTER
FLOOR LIMIT	Leave at 0 and press ENTER
PAYMENT ALLOWED	Yes or no - depends on the card type
ADDITIONAL CARD DATA	Yes or no - depends on the card type
READY SWIPE CUSTOMER CARD	
ADDITIONAL CARD DATA	
ENTER FIRST PROMPT	Contact NCR for further details.
ENTER LENGTH	Contact NCR for further details.
LOW RANGE	Contact NCR for further details.
HIGH RANGE	Contact NCR for further details.
ENTER SECOND PROMPT	Contact NCR for further details.
ENTER LENGTH	Contact NCR for further details.
LOW RANGE	Contact NCR for further details.
HIGH RANGE	Contact NCR for further details.
READY SWIPE CUSTOMER CARD	

7.19:PRE-AUTHORIZATION TRANSACTION SET UP - ADMIN 81

Use this transaction if your establishment requires "Tip Processing" (e.g. Restaurants) or Pre-Authorization (e.g. Hotel, Car Rentals) where you require "authorization" for an estimated amount and the final amount of the transaction is not yet known. Refer Section 4 of this manual for instructions on processing a Pre-authorization transaction. Your Supervisor Password is required to process this transaction.

Note: *Pre-Authorization applies only to Credit Card Transactions.*

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Enter 81 and ENTER
SUPERVISOR PASSWORD	Enter your password and press ENTER
PRE-AUTH SAVE RECALL	Using the SCROLL key toggle between YES and NO. Enter YES if you wish to process Pre-Auth Transactions.
PRE-AUTH TIP LINE?	Using the SCROLL key toggle between YES and NO. Enter YES if you require TIP processing.
PERCENTAGE UPLIFT	The percentage entered in this field will be added to the dollar value of "Pre-Authorized" transactions (e.g. % = value of anticipated tips), however it will NOT be printed on Customer Transaction Record (receipt). Note: <i>Most Credit Card Plans anticipate a 20% uplift on Pre-Authorized transactions.</i>
READY SWIPE CUSTOMER CARD	

7.20:DEBIT DEPOSIT TOTALS - ADMIN 90

Use this inquiry to obtain a total listing of all closed Debit Card batches for the day.

Note: *This Function will not report Credit Card or Air Miles Totals.*

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN
ENTER ADMIN CODE	Press 90 and press ENTER
DIALING/RECEIVING PROCESSING	
PRINT - A DISPLAY - C	Press A to obtain a printed list of all Debit deposit totals for the day. (Total of all closed batches for today) Press C to display all Debit deposit totals for the day Use SCROLL keys to display information
PRINTING	
READY SWIPE CUSTOMER CARD	

7.21:MERCHANT SUB TOTALS - ADMIN 95

Use this Inquiry to obtain the number and dollar value of Debit, Credit and Air Miles transactions processed through your terminal that day. If you have more than one terminal, take an inquiry on each terminal and add the net totals together to obtain the balance for deposit to your business account.

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Press 95 and press ENTER
DIALING CALL ANSWERED SENDING/RECEIVING PRINTING	
READY SWIPE CUSTOMER CARD	

7.22:CLOSE BATCH - ADMIN 99

ADMIN 99 - use this function to close your batch of transactions and obtain the number and dollar value of Debit, Credit and Air Miles transactions processed through your terminal since the last closed batch. Batches closed prior to the daily closing time are processed by Moneris Solutions that day. If your terminal totals do not match, call the Moneris Merchant Contact Centre on the next business day for assistance.

Note: *Your terminal must be logged-on in order to Close Debit Transactions.*

TERMINAL DISPLAY:	OPERATOR'S ACTIONS:
READY SWIPE CUSTOMER CARD	Press ADMIN key
ENTER ADMIN CODE	Press 99 and press ENTER
PRINTING	The printer will provide the number and amounts of all transactions in the current batch. If one of the Host Systems (Moneris or NCR) is not available to close, a message will be printed. You should then try again later.
DIALING, CALL ANSWERED SENDING/RECEIVING BATCH CLOSED	

Note: *Credit Totals (Processed by NCR) -- When the batch is closed, stored transactions are cleared from your terminals memory and can no longer be viewed. Ensure terminal totals match prior to closing your batch. Review ADMIN 95 and complete any corrections prior to closing your terminal.*

Note: *Debit transactions (Processed by Moneris Solutions) are not cleared from the terminal memory during the batch close. The terminal stores up to 500 transactions. Once 500 transactions have been reached the oldest transactions drop off as new ones are added to the stored count.*

CHAPTER 8: ERROR MESSAGES & HELPFUL HINTS

8.1: ERROR MESSAGES

Listed below are possible solutions for specific problems and should be reviewed prior to calling the Moneris Solutions Contact Centre for assistance.

MESSAGE	RESOLUTION
MONERIS AND TERMINAL TOTALS DON'T MATCH	The totals stored in the Moneris Host do not match your terminal's totals. Call the Moneris Solutions Contact Centre on the next business day for assistance.
BLANK DISPLAY	Unplug and re-plug the power cord from both the terminal and electrical outlet. Try plugging the device into a different electrical outlet. Ensure all power connections are plugged in tightly. Call the Moneris Solutions Contact Centre for assistance.
CDLL REBOOT REQUIRED	Terminal must be replaced, call the Moneris Solutions Contact Centre for assistance.
CHECK PRINTER	Check all connections on both the printer and device - Ensure the ready light is ON - Ensure the paper is not jammed. Ensure the printer ribbon is not jammed, try testing the printer by holding the line feed button down and powering the printer off/on.
COMM ERROR XXX (XXX = Numeric)	Check all the connections. If your terminal is connected to a regular "dial" telephone line, ensure there is a dial tone. Ensure there is no other equipment using the phone line (i.e.: modem/fax/extension). Repeat transaction. Call the Moneris Solutions Contact Centre for assistance.
REFER CALL	Contact the appropriate Authorization Department for the Card Plan, example, VISA, to obtain a voice authorization. Once authorized, process an "ADVICE TRANSACTION" refer Section 4 of this manual.
TERMINAL TIMEOUT (DECLINED RETRY)	The PIN Pad is waiting for a response, the customer has not entered the final "OK" within the time allotted.

LINE NOT AVAILABLE:

- Ensure that the phone cord is plugged in tight at both the device and wall jack - Ensure nothing else is using the phone line (i.e.: modem/fax/extension)
- Try plugging a regular phone to the phone jack to ensure there is a dial tone.
- Verify telephone number entered in the terminal (via Admin 01).

- When using a DataPac 3201 line (high speed line), you can determine if your terminal is polling the Moneris Host (for Debit transactions) when there is a on the top line of the terminal display, for NCR (for Credit transactions) there will be a on the bottom line of the terminal display.
- If you are using a DataPac 3201 line and the above 's are not displayed on ensure the "LEASED LINE" cable in your terminal and the lease line cable at the outlet are plugged in securely. Call the Moneris Solutions Contact Centre if the problem persists.
- If you are using a Quatro (LAN), and your terminal is polling, the word "READY" will be flashing on your terminal display window. If "READY" is not flashing, check all connections including Quatro and call the Moneris Solutions Contact Centre if the problems persists.

ON PRINTER

- Turn printer off (power switch), unplug and re-plug all printer and device connections turn the printer back on.

8.2: HELPFUL HINTS

BATCH NOT BALANCED

- Close the batch out of balance and call the Moneris Solutions Contact Centre on the next business day for assistance.

FORWARDING PRINTER PAPER

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

FRENCH TO ENGLISH

- To change the terminal's operating language, press s and the T LANG

ENGLISH TO FRENCH

- The terminal's operating language may be changed as often as you desire.

REPRINTING A TRANSACTION

- Press ENTER while the approval number is still on the terminal display

ROTARY TO TOUCH TONE

- Unplug the power cord from the terminal and plug it back in or press the "ENTER" and "7" keys at the same time. Proceed to Admin 08 and enter a "T" in "ENTER LOCAL PBX PREFIX"

TOUCH TONE TO ROTARY

- Unplug the power cord from the terminal and plug it back in or press the "ENTER" and "7" keys at the same time. Proceed to Admin 08 and enter a "P" in "ENTER LOCAL PBX PREFIX"

NO LIGHTS ON PRINTER

- Check power connections on the printer. Check to ensure that there is power in the electrical outlet - ensure power switch is on.

PAPER LOW LIGHT ON

- Check paper roll, if not low, call the Moneris Merchant Contact Centre as the printer may have to be replaced.

QUATRO IS NOT WORKING

- If the QUATRO has lost power, unplug and plug and plug back in. The QUATRO will reset itself within 5-10 minutes.

READY LIGHT FLASHING

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

