

TIP PROCESSING

This terminal can be set up to process tips on Debit/Credit card transactions. This feature is turned **ON/OFF** in the **ADMIN 08** function by following the terminal prompts.

When a transaction is processed with "Tip On" the additional prompt for the cardholder appears as follows:

- Customer to confirm transaction amount by pressing **OK**.
- Customer to enter the tip amount and press **OK**.
- Customer to press **OK** to confirm total with tip included.

**DEBIT/CREDIT CARD
CLOSE BATCH**

Perform this function at least once per day (usually at the end of your business day).

Step 1. Press **ADMIN**.

2. Enter **99** and press **OK**. The terminal will print a report with the totals of all transactions processed in that batch.
3. Press **CLOSE (F1)** if you are balanced or **EXIT (F3)** and refer to balancing section below.
4. Your terminal now displays:
...SWIPE CARD OR
PURCH REF OTHR

BALANCING

If an out of balance condition is reported when closing your batch (on your printout) select **EXIT** (refer to step 3 in Close Batch procedures above) without closing.

To locate the difference, perform an **ADMIN 60** function as follows:

Step 1. Press **ADMIN**.

2. Enter **60** and press **OK**.
3. The terminal will then prompt select by **SUCCESS (F1)** or **FAIL (F3)**.
 - If Success was selected the terminal will print all Approved transactions,
 - If Fail was selected the terminal will print all Declined and Not Completed transactions.
4. The terminal will then prompt enter **BATCH (F1)** or **DATE (F3)**.
 - If Batch was selected the terminal will then prompt to enter batch number, for the current batch press **OK**.
 - If Date was selected the terminal will then prompt to enter the date, for the current date just press **OK**.

TERMINAL INITIALIZATION

This function (re)establishes parameter settings between the merchant's POS terminal and your Bank.

Step 1. Press **ADMIN**.

2. Enter **01** and press **OK**.
3. Retain Current Merchant Settings?
Select one of the following:
YES (F1) – to retain current merchant number
NO (F3) – to review and/or change existing merchant number.
4. Upon successful completion you will be prompted **CLEAR STORAGE?** Select one of the following:
YES (F1) – to clear stored transactions held in the terminals memory.
NO (F3) – to retain stored financial transactions held in terminals memory.
5. The terminal will now display **READY PLEASE LOGON**

TERMINAL LOGON

Step 1. Press **ADMIN**.

2. Enter **02** and press **OK**.
3. Enter password, which contains 4-8 digits and press **OK**.
4. Enter **EMP ID** and press **OK**.
5. Enter **EMP NAME** and press **OK**.

TERMINAL LOGOFF

Financial transactions cannot be processed when the terminal has been logged off. For security reasons, you should "logoff" your terminal at the end of each business day.

Step 1. Press **ADMIN**.

2. Enter **03** and press **OK**.
3. Terminal will now display **READY PLEASE LOGON**

To download additional copies of this Quick Reference Guide go to www.moneris.com/merchant/qrguides and open the PDF file **ivimobileqrg.pdf**

For **Technical Assistance** Contact
Soft Tracks Service Bureau
1-800-574-7221

Quick Reference Guide

For Debit Card & Credit Card Procedures

Your VISA Merchant Number is

Your MasterCard Merchant Number is



CREDIT CARD TRANSACTIONS

PURCHASE

- Step 1.** Swipe customer card.
- If card cannot be swiped press **PURCH (F1)**
 - Enter the card number and press **OK**.
 - Enter the expiry date and press **OK**.
- 2.** Enter purchase amount (e.g. 2500 = \$25.00) and press **OK**.
- 3.** Terminal will display **Approved, Declined or Cancelled**.
- 4.** Terminal will print one receipt automatically, press **ENTER** for another copy. Customer to sign a copy which you retain for your own record, customer gets other copy as receipt.
- 5.** Press **CAN** to exit and return to the prompt:
...SWIPE CARD OR
PURCH REF OTHR

IMPORTANT: IF YOUR CUSTOMER'S CARD CANNOT BE READ THROUGH THE TERMINAL YOU MUST TAKE AN IMPRINT OF THE CARD & RETAIN THE CUSTOMER'S SIGNED, IMPRINTED SALES DRAFT WITH THE (MERCHANT) RECEIPT FROM THE POS TERMINAL. REFER TO BACKUP PROCEDURES IN YOUR MANUAL.

REFUND (If enabled)

- Step 1.** Press the **REF (F2)** key.
- 2.** Enter password, which contains 4-8 digits.
- 3.** Swipe customers card.
If card cannot be swiped:
- Enter the card number and press **OK**.
 - Enter the expiry date and press **OK**.
- 4.** Enter original Authorization number or 999999 and press **OK**.
- 5.** Enter amount to be refunded (e.g. 2500 = \$25.00) press **OK**.
- 6.** Terminal will display **Approved, Declined or Cancelled**.
- 7.** Terminal will print one receipt automatically, press **ENTER** for another copy. Merchant to sign a copy and give to customer, retain other copy for your own record.
- 8.** Press **CAN** to exit and return to the prompt:
...SWIPE CARD OR
PURCH REF OTHR

PURCHASE/REFUND CORRECTION (If enabled)

- Step 1.** Press the **OTHR (F3)** button until you see **PCOR** (Purchase Correction) or **RCOR** (Refund Correction) appear on the display then press the corresponding key.
- 2.** Enter Password, which contains 4-8 digits.
- 3.** Swipe Customer Card.
If card cannot be swiped:
- Enter the card number and press **OK**.
 - Enter the expiry date and press **OK**.
- 4.** Enter Original Authorization number and press **OK**.
- 5.** Enter the entire amount of the transaction being corrected (e.g. 2500 = \$25.00) and press **OK**.
- 6.** Terminal will display **Approved, Declined or Cancelled**.
- 7.** Terminal will print one receipt automatically, press **ENTER** for another copy. Merchant to sign a copy and give to customer, retain other copy for your own record.
- 8.** Press **CAN** to exit and return to the prompt:
...SWIPE CARD OR
PURCH REF OTHR

DEBIT CARD TRANSACTIONS

PURCHASE

- Step 1.** Swipe Customer card.
- 2.** Enter Amount and press **OK**.
- 3.** Press **OK** and pass terminal to the customer to follow prompts.
- Customer to confirm transaction amount by pressing **OK**.
 - Customer to select the appropriate account **CHQ (F1)** or **SAV (F3)**
 - Customer to enter their **PIN** and press **OK**.
- 4.** Return card to customer.
- 5.** Terminal will display **Approved, Declined or Cancelled**. Then take the terminal back from customer.
- 6.** Terminal will print one receipt automatically, press **ENTER** for another copy. Provide one copy of receipt to customer and retain a copy for your record.
- 7.** Press **CAN** to exit and return to the prompt:
...SWIPE CARD OR
PURCH REF OTHR

REFUND (If enabled)

- Step 1.** Press the **REF (F2)** button.
- 2.** Enter Password, which contains 4-8 digits.
- 3.** Swipe Customer Card.
- 4.** Enter the amount to be refunded and press **OK**.
- 5.** Press **OK** and pass terminal to the customer to follow prompts.
- Customer to confirm transaction amount by pressing **OK**.
 - Customer to select the appropriate account **CHQ (F1)** or **SAV (F3)**.
 - Customer to enter their **PIN** and press **OK**.
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PURCHASE/REFUND CORRECTION (If enabled)

- Step 1.** Press the **OTHR (F3)** button until you see **PCOR** (Purchase Correction) or **RCOR** (Refund Correction) appear on the display then press the corresponding key.
- 2.** Enter Password, which contains 4-8 digits.
- 3.** Swipe Customer Card.
- 4.** Enter Original Authorization number and press **OK**.
- 5.** Enter the entire amount of the transaction being corrected (e.g. 2500 = \$25.00) and press **OK**.
- 6.** Press **OK** and pass terminal to the customer to follow prompts.
- Customer to confirm transaction amount by pressing **OK**.
 - Customer to select the appropriate account **CHQ (F1)** or **SAV (F3)**.
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- 9.** Terminal will print one receipt automatically, press **ENTER** for another copy. Provide one copy of receipt to customer and retain a copy for your record.
- 10.** Press **CAN** to exit and return to the prompt:
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