



BE PAYMENT READY

USING YOUR TERMINAL

For Dynamic Currency Conversion
on the Moneris® iCT250,
iWL220, and iWL255



BE PAYMENT READY

For more information
and assistance:

Web: moneris.com/support

Toll-free: **1-866-319-7450**

Record your Moneris merchant ID here:

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Important: Read First

This guide assumes that:

- Your terminal has been set up and configured successfully, and that you are able to process financial transactions.
- If this is not the case, refer to the *Setting up Your Terminal* section of the Moneris **Reference Guide** included in your Welcome Kit, and follow the instructions for setting up and configuring the terminal to communicate with the Moneris host.
- You have contacted Moneris to add the Dynamic Currency Conversion feature to your merchant account.

Introduction

Dynamic Currency Conversion (DCC) is a feature that allows your customer to see the cost of a transaction in both Canadian dollars and in a foreign currency when that customer pays with a foreign Visa® or Mastercard® credit or debit card. DCC adds value to each transaction by displaying real-time, on-the-spot currency conversions. It allows your international customers to pay in Canadian dollars or in their own currency.

For example, a customer from the United States makes a purchase in your store. When that customer pays with their US dollar Visa or Mastercard, they will be able to see the total purchase amount in US dollars as well as Canadian dollars and then select the currency they prefer.

This guide provides you with instructions on how to use DCC on your terminal so that you can obtain the maximum benefit from this feature.

Enabling DCC

Once you sign up for DCC, Moneris will activate the feature on your merchant account. You must reinitialize your terminal with the Moneris host in order to start using DCC. To reinitialize your terminal, refer to the *Using Your Terminal* section of the Moneris **Reference Guide** included in your Welcome Kit.

Cards supported

DCC is available for these cards only:

- Visa and Mastercard credit cards issued in a foreign currency
- Visa and Mastercard pre-paid credit cards issued in a foreign currency
- Visa and Mastercard debit cards issued in a foreign currency

For the purpose of this document, all references to credit cards also include foreign Visa and Mastercard debit cards.

Currencies supported

Moneris supports 90 foreign currencies. For a complete list, please visit moneris.com/currencylist or contact Moneris Customer Care at **1-866-319-7450**.

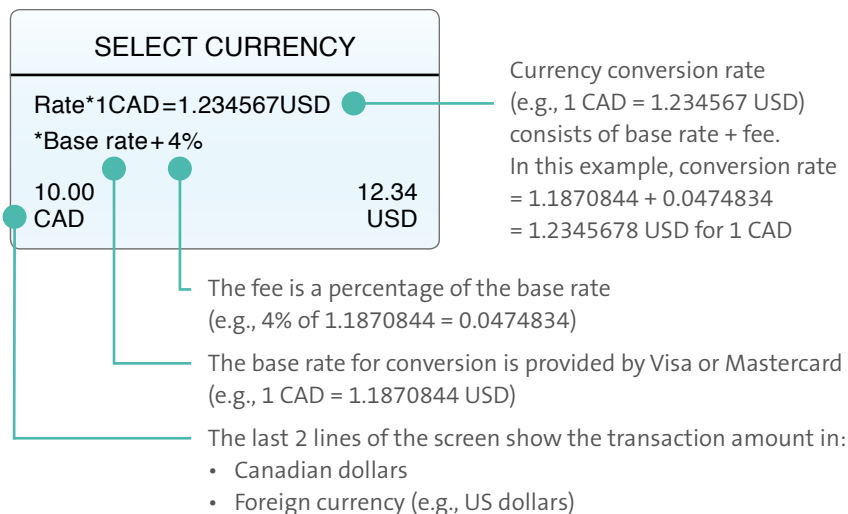
DCC cardholder prompts

When DCC is enabled, there are specific prompts to which the cardholder must respond, either on the terminal, or on the PINpad if applicable.

When a foreign credit card is entered on the terminal, the SELECT CURRENCY screen appears:



- The currency conversion rate is shown on the first line after the screen title.
- The asterisk after the word 'Rate' directs you to the corresponding asterisk on the second line where there is an explanation of how the conversion rate is calculated.
- The last two lines show the transaction amount in Canadian and foreign currency.

The example below provides more details:



Prompts on the terminal

The following DCC cardholder prompts appear on the terminal. The currency will vary depending on the card.

Cardholder prompt	Cardholder action
<pre> SELECT CURRENCY Rate*1CAD = 0.720317EUR *Base rate + 4% 10.00 CAD 7.20 EUR </pre>	<p>The cardholder selects the currency:</p> <ul style="list-style-type: none"> • To choose Canadian dollars, presses the function key below the Canadian dollar amount • To choose the foreign currency, presses the function key below the foreign dollar amount
<pre> PURCHASE 7.20 EUR-OK? FRANCAIS </pre>	<p>At the PURCHASE confirmation screen, the cardholder is prompted to confirm the transaction amount and their choice of currency.</p> <p>The cardholder uses the terminal keypad:</p> <ul style="list-style-type: none"> • To continue the transaction, presses the green  key. • To cancel the transaction, presses the red  key.

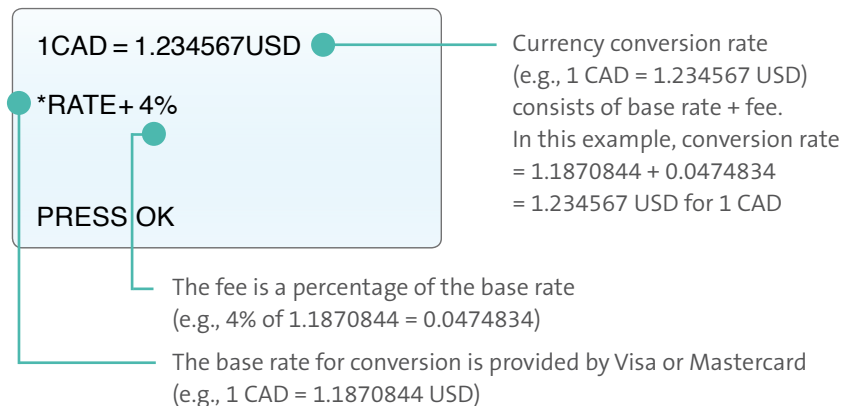
Prompts on the PINpad

This section applies only to the iCT250 terminal when an iPP320 PINpad is connected to the terminal.

When a foreign card is entered on the PINpad (or on the terminal), the currency information screen appears (as shown on page 6):

- The currency conversion rate is shown on the first line.
- On the second line, there is an asterisk followed by an explanation of how the conversion rate is calculated.

The example below provides more details:



The following DCC cardholder prompts appear on the PINpad. The currency will vary depending on the card.

Cardholder prompt	Cardholder action
<p>1CAD=0.720317EUR *RATE + 4% PRESS OK</p>	<p>The cardholder presses the green key to accept the conversion rate and to continue the transaction.</p>
<p>PRESS F1 – 10.00 CAD OR F4 – 7.20 EUR</p>	<p>The cardholder selects the currency:</p> <ul style="list-style-type: none"> To choose Canadian dollars, presses F1 OR To choose the foreign currency, presses F4
<p>PURCHASE 7.20 EUR-OK?</p>	<p>At the PURCHASE confirmation screen, the cardholder is prompted to confirm the transaction amount and their choice of currency.</p> <p>The cardholder uses the PINpad keypad:</p> <ul style="list-style-type: none"> To continue the transaction, presses the green key. To cancel the transaction, presses the red key.

DCC Transactions

General guidelines for DCC

Follow these guidelines to ensure that DCC works smoothly on your terminal.

Method of card entry: The cardholder must swipe or insert their card. If both of these methods fail, you may manually enter the card number. Contactless entry (tap) is not supported for DCC transactions.

Mandatory customer selection: When prompted to select a currency, the cardholder must respond by using the keys on the terminal (or the external PINpad if applicable). You must not select for the cardholder or influence them to choose one currency over another.

Card present only: The cardholder must be present to choose a currency. This means that Mail Order/Telephone Order (MOTO) transactions are not supported for DCC.





Training mode: DCC is available on your terminal's training mode. For training purposes, the foreign currency will always display as Japanese yen (JPY).

Notes:

- All instructions begin at the PURCHASE ENTER AMOUNT screen, also known as the READY screen.
- The instructions are shown with the minimum steps required to perform the transaction. If you have enabled optional settings, you may see additional prompts on the screen.
- If you are using the optional external PINpad on the iCT250, the cardholder prompts will appear on the PINpad. This means you will not have to pass the terminal to the cardholder to obtain their input. The cardholder will select the currency of their choice on the external PINpad.






Purchase


Purchase of goods or services. (If you are using an iCT250 with an iPP320 PINpad, refer to the Purchase and Pre-auth procedure on page 14).

1. Key in the purchase amount in Canadian dollars and press the green  key.
The SWIPE/INSERT/TAP CARD prompt appears.
2. You or the cardholder swipes or inserts the card on the terminal.
 - The PLEASE WAIT message appears briefly while the terminal communicates with the Moneris host to obtain the conversion rate for the currency of the foreign credit card.
 - The CUSTOMER PRESS OK TO CONTINUE prompt appears.
3. Pass the terminal to the cardholder.
4. The cardholder presses the green  key to continue.
The SELECT CURRENCY screen appears.
5. The cardholder selects one of the currencies displayed on the terminal:
 - To select Canadian dollars, presses the function key below the Canadian dollar amount.
 - To select the foreign currency, presses the function key below the foreign dollar amount. The amount/currency confirmation screen appears.
 - a. The cardholder presses the green  key to accept the amount and currency displayed.
The RETURN TO CLERK message appears.
6. The cardholder returns the terminal to you.
7. Press the green  key on the terminal to continue.
The terminal displays PROCESSING then APPROVED.
8. Process receipts (see page 17).

Partially approved Purchase

A purchase using a pre-paid credit card where the value on the pre-paid card is less than the purchase amount.

1. Process the Partial Approval.
 - a. Key in the purchase amount in Canadian dollars and press the green  key.
The SWIPE/INSERT/TAP CARD prompt appears.
 - b. You or the cardholder swipes or inserts the card on the terminal.
 - The PLEASE WAIT message appears briefly while the terminal communicates with the Moneris host to obtain the conversion rate for the currency of the foreign pre-paid credit card.
 - The CUSTOMER PRESS OK TO CONTINUE prompt appears.
 - c. Pass the terminal to the cardholder.
 - d. The cardholder presses the green  key to continue.
The SELECT CURRENCY screen appears.
 - e. The cardholder selects one of the currencies displayed on the terminal:
 - To select Canadian dollars, presses the function key below the Canadian dollar amount.
 - To select the foreign currency, presses the function key below the foreign dollar amount.
 - The purchase confirmation screen appears.
The cardholder presses the green  key to accept the amount and currency displayed.
The RETURN TO CLERK message appears.
 - f. The cardholder returns the terminal to you.
 - g. Press the green  key on the terminal to continue.
 - h. The terminal displays the PARTIAL APPROVED 9.99 CCC PRESS OK screen, where 9.99 represents the amount approved and CCC is the foreign currency (e.g., CNY).
 - i. Press the green  key to acknowledge the partial approval.
The PASS TO CUSTOMER PRESS OK TO CONTINUE prompt appears.

- j. Pass the terminal to the cardholder.
- k. The cardholder presses the green  key to continue.
The PARTIAL APPROVED 9.99 CCC CANCEL / OK screen appears.
- l. The cardholder selects **OK** to acknowledge the partial approval amount (or selects CANCEL to cancel the transaction).
The terminal displays the AMOUNT DUE (the transaction amount that is still outstanding) along with the RETURN TO CLERK prompt. The cardholder returns the terminal to you.

- m. Press the green  key to continue.

The terminal displays the AMOUNT DUE in Canadian dollars, along with 2 payment options: CR/DB (Credit/Debit) and CASH.

2. Process the remaining balance.

- a. Ask the cardholder how they would like to pay for the remaining balance. Depending on their response, select CR/DB or CASH on the terminal.
- b. The PARTIAL APPROVED 9.99 CCC message appears for a few seconds to indicate that the transaction has been approved. The terminal prints the receipt(s) for the partially approved Purchase.
- c. Process receipts (see page 17).
- d. Based on the tender type the cardholder specified in step 2a, do one of the following:
 - If the cardholder presents a foreign credit card, refer to *Purchase* on page 8 in this guide and begin at step 2.
 - If the cardholder presents any debit card or a Canadian credit card, refer to *Purchase* in the *Using Your Terminal* section of the Moneris **Reference Guide**.
 - If the cardholder presents another foreign pre-paid credit card, return to step 1b on page 9.
 - If the cardholder presents cash, proceed to step 3.

3. Process receipts (see page 17).




Refund

A Refund credits a customer's account.

Note: Process refunds using the same currency as the original purchase transaction. Refer to the cardholder copy of the receipt or your own copy.



Note: The Refund amount will be less than the original purchase amount for two reasons: the fee paid by the cardholder for the DCC service is not refunded, and the currency conversion rate may fluctuate.

Note: To refund a partially approved purchase, use the TOTAL PAID amount on the Partial Approval receipt.



1. Press the  key, select **TRANSACTIONS**, and then select **REFUND**.
 - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
2. Key in the transaction amount in Canadian dollars, and press the green  key.
The ENTER ORIGINAL AUTHORIZATION # prompt appears.
3. Key in the 6-digit AUTH# from the original transaction receipt, and press the green  key.
The SWIPE/INSERT/TAP CARD prompt appears.
4. Swipe or insert the card on the terminal.
5. The terminal recognizes that the card is a foreign credit card and displays the DCC REFUND? prompt.
6. Choose one of the following options:
 - If the original transaction was processed in a foreign currency, select **YES**.
 - If the original transaction was processed in Canadian currency (or you don't know whether the original transaction was processed in Canadian currency), select **NO**.
7. The terminal displays PLEASE WAIT, PROCESSING, then APPROVED.
8. Process receipts (see page 17).

Pre-Authorization


Authorization if the final Purchase amount is unknown (e.g., hotel or car rental).

1. Press the  key, select **TRANSACTIONS**, and then select **PRE-AUTH**.
2. Key in the amount of the pre-auth in Canadian dollars and press the green  key.
The SWIPE OR INSERT CARD prompt appears.
3. You or the cardholder swipes or inserts the card on the terminal.
 - The PLEASE WAIT message appears briefly while the terminal communicates with the Moneris host to obtain the conversion rate for the currency of the foreign credit card.

The CUSTOMER PRESS OK TO CONTINUE prompt appears on the terminal.

4. Pass the terminal to the cardholder.
5. The cardholder presses the green  key to continue.
The SELECT CURRENCY screen appears.
6. The cardholder selects one of the currencies displayed on the terminal:
 - To select Canadian dollars, presses the function key below the Canadian dollar amount.
 - To select the foreign currency, presses the function key below the foreign dollar amount. The amount/currency confirmation screen appears.
 - a. The cardholder presses the green  key to accept the amount and currency displayed.

The RETURN TO CLERK message appears.

7. The cardholder returns the terminal to you.
8. Press the green  key on the terminal to continue.
The terminal displays PROCESSING then APPROVED.
9. Process receipts (see page 17).

Note: When the final Purchase amount is known, you must perform a PRE-AUTH ADVICE for the final amount using the same card number (see Void and Pre-Auth Advice on page 13).










Void and Pre-Auth Advice


The steps to perform these transactions are the same for both Canadian credit cards and foreign credit cards. If needed, refer to the *Using Your Terminal* section of the Moneris **Reference Guide** included in your Welcome Kit.

Use the same currency as the original transaction.

Advice with voice authorization number (Force Post)




A Force Post transaction completes a voice-authorized purchase.

1. Press the  key, select **TRANSACTIONS**, and then select **P-A ADVICE**.
The FIND ORIGINAL TRANSACTION? prompt appears.
2. Press the  /  key to select **NO**.
The ENTER AMOUNT prompt appears.
3. Key in the total purchase amount, including tip, and press the green  key.
The ENTER ORIGINAL AUTHORIZATION # prompt appears.
4. Key in the voice authorization number written on your paper sales draft and press the green  key.
The ENTER CARD NUMBER prompt appears.
5. Key in the card number and press the green  key.
The ENTER EXPIRY DATE [MMYY] prompt appears.
6. Key in the expiry date of the card and press the green  key.
 - If the ENTER ADMIN PASSWORD prompt appears, key in your admin password.
 - If the SWIPE ADMIN CARD prompt appears, swipe your POS Admin card.The DCC ADVICE? prompt appears.
7. Press the  /  key to select **NO**. Voice-authorized transactions do not support DCC.
The terminal displays PLEASE WAIT, PROCESSING, then APPROVED.

8. Process receipts (see page 17).
9. The terminal returns to the FIND ORIGINAL TRANSACTION? prompt.
 - To go back to the READY screen, press the red  key twice.
 - To process another Forced Post, return to step 2.

Purchase and Pre-auth: Using an iCT250 terminal with an iPP320 PINpad

Follow these instructions for Purchase or Pre-authorization transactions if you are using the iCT250 terminal with the optional external iPP320 PINpad. If your terminal does not have a PINpad attached, follow the *Purchase* transaction on page 8 or the *Pre-authorization* transaction on page 12.


1. Start the transaction on the terminal.
 - For Purchase: Key in the purchase amount in Canadian dollars and press the green  key.
 - For Pre-authorization: Press the  key, select **TRANSACTIONS** then **PRE-AUTH**, enter the pre-auth amount in Canadian dollars, and press the green  key.


The SWIPE/INSERT/TAP CARD prompt appears on the PINpad.

2. The cardholder swipes or inserts the card on the external PINpad.
 - The PLEASE WAIT message appears briefly on the terminal and on the PINpad while the terminal communicates with the Moneris host to obtain the conversion rate for the currency of the foreign credit card.

The currency conversion rate screen appears on the PINpad.

Note: When cardholder input is required on the PINpad, the terminal displays *CONTINUE ON PINPAD*.

3. The cardholder presses the green  key to accept the rate, then selects one of the displayed currencies:
 - To select Canadian dollars, presses **F1** on the PINpad.
 - To select the foreign currency, presses **F4** on the PINpad. The amount/currency confirmation screen appears.

- a. The cardholder presses the green  key to accept the amount and currency displayed.
4. The PINpad returns to the WELCOME/BONJOUR screen while the terminal displays PROCESSING then APPROVED.
5. Process receipts (see page 17).




Refund: Using an iCT250 terminal with an iPP320 PINpad

Follow this Refund procedure if you are using the iCT250 terminal with the optional external iPP320 PINpad. If your terminal does not have a PINpad attached, follow the *Refund* transaction on page 11.

Note: Process refunds using the same currency as the original purchase transaction. Refer to the cardholder copy of the receipt or your own copy.

Note: The Refund amount will be less than the original purchase amount for two reasons: the fee paid by the cardholder for the DCC service is not refunded, and the currency conversion rate may fluctuate.

Note: To refund a partially approved purchase, use the TOTAL PAID amount on the Partial Approval receipt.

1. On the terminal, press the  key, select **TRANSACTIONS** then **REFUND**.
 - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
2. Key in the transaction amount in Canadian dollars and press the green  key. The ENTER ORIGINAL AUTHORIZATION # prompt appears.
3. Key in the 6-digit AUTH# from the original transaction receipt, and press the green  key. The SWIPE/INSERT/TAP CARD prompt appears on the external PINpad.
4. You or the cardholder swipes or inserts the card on the terminal or on the external PINpad. The DCC REFUND? prompt appears on the terminal.

5. Choose one of the following options:

- If the original transaction was processed in a foreign currency, select **YES**.
- If the original transaction was processed in Canadian currency (or you don't know whether the original transaction was processed in Canadian currency), select **NO**.

6. The terminal displays PLEASE WAIT, PROCESSING, then APPROVED.

7. Process receipts (see page 17).

Receipts

Signing credit card receipts

Merchant copy

Always retain this copy for your records, but note:

- If a signature line is printed, obtain the cardholder's signature.
- You do not need to obtain a signature if any of the following messages are printed:
 - VERIFIED BY PIN
 - NO SIGNATURE REQUIRED

Cardholder copy

Give this copy to the customer, but note:

- If a merchant signature line is printed, sign this copy.

Receipt samples

In addition to the standard transaction fields, receipts for DCC transactions print currency information, as shown in these Purchase samples.

Purchase receipt – Merchant copy

MERCHANT NAME MERCHANT ADDRESS MERCHANT CITY & PROVINCE	
CARD	0000*****0000
CARD TYPE	A0A0A0A0A0A0
DATE	0000 / 00 / 00
TIME	0000 00 : 00 : 00
RECEIPT NUMBER	A00000000-000-000-000-0
PURCHASE	
AMOUNT	\$000,000.00
TIP	\$000,000.00
TOTAL	\$000,000.00
RATE*	
1 CAD = 0.0000000 CCC	
*BASE RATE + 0%	
SELECTED TRANS CURRENCY	
[] CAD	
TOTAL	\$000,000.00
[X] CCC	
TOTAL	\$000,000.00
PURCHASE TOTAL	
\$000,000.00 CCC	
I HAVE BEEN OFFERED A CHOICE OF PAYMENT CURRENCIES. THIS CURRENCY CONVERSION SERVICE IS OFFERED BY THIS MERCHANT.	
APPROVED	
AUTH# A0A0A0	00-000
THANK YOU	
CARDHOLDER NAME	
CARDHOLDER WILL PAY CARD ISSUER ABOVE AMOUNT PURSUANT TO CARDHOLDER AGREEMENT.	
MERCHANT COPY	

Card number
 Transaction date YYYY / MM / DD
 Transaction type
 Printed if a tip is entered
 Currency information:
 • Conversion rate where CCC represents the foreign currency
 • Fee for conversion
 • Transaction amount shown in both currencies
 • X to indicate currency selected by cardholder
 Total amount and currency of the transaction
 This statement appears for Visa transactions only. The cardholder acknowledges the statement by signing the merchant copy of the receipt or by entering a PIN on the terminal/PINpad.
 Cardholder signature (if signature line is printed)

Legend

*** = masked characters
 000 = numeric characters
 AAA = alphabetic characters
 A0A = alphanumeric characters

Purchase receipt – Cardholder copy

MERCHANT NAME MERCHANT ADDRESS MERCHANT CITY & PROVINCE	
CARD	*****0000
CARD TYPE	A0A0A0A0A0A0
DATE	0000 / 00 / 00
TIME	0000 00 : 00 : 00
RECEIPT NUMBER	A00000000-000-000-000-0
PURCHASE	
AMOUNT	\$000,000.00
TIP	\$000,000.00
TOTAL	\$000,000.00
RATE*	
1 CAD = 0.0000000 CCC	
*BASE RATE + 0%	
SELECTED TRANS CURRENCY	
[] CAD	
TOTAL	\$000,000.00
[X] CCC	
TOTAL	\$000,000.00
PURCHASE TOTAL	
\$000,000.00 CCC	
I HAVE BEEN OFFERED A CHOICE OF PAYMENT CURRENCIES. THIS CURRENCY CONVERSION SERVICE IS OFFERED BY THIS MERCHANT.	
APPROVED	
AUTH# A0A0A0	00-000
THANK YOU	
CARDHOLDER WILL PAY CARD ISSUER ABOVE AMOUNT PURSUANT TO CARDHOLDER AGREEMENT.	
CARDHOLDER COPY	
IMPORTANT – RETAIN THIS COPY FOR YOUR RECORDS	

Card number
 Transaction date YYYY / MM / DD
 Transaction type
 Printed if a tip is entered
 Currency information:
 • Conversion rate where CCC represents the foreign currency
 • Fee for conversion
 • Transaction amount shown in both currencies
 • X to indicate currency selected by cardholder
 Total amount and currency of the transaction
 This statement appears for Visa transactions only. The cardholder acknowledges the statement by signing the merchant copy of the receipt or by entering a PIN on the terminal/PINpad.

Legend

*** = masked characters
 000 = numeric characters
 AAA = alphabetic characters
 A0A = alphanumeric characters

DCC Reporting

There are 2 reports designed specifically for DCC. Both reports can be printed using admin code shortcuts:

- For the Daily DCC TXN Report, use admin code 86
- For the Daily DCC Rate Look-up Report, use admin code 87

Daily DCC TXN Report (Admin 86)

This report shows the number of approved purchase, refund, and void transactions for each foreign currency that was selected for at least one approved transaction in the current batch. You can print the report for the current date or specify a different date. Follow these steps:

1. From the READY screen, press the **FN#** key twice.
 2. Key in **86** and press the green **GO** key.
 - If the SWIPE ADMIN CARD prompt appears, swipe your POS Admin card.
- The date entry screen appears.
3. Do one of the following:
 - To view the DCC transactions for a specific date, enter the desired date as 4 digits (MMDD) or as 6 digits (YYMMDD).
 - To view the DCC transactions for the current date, simply press the green **GO** key.

The screen displays PRINTING while the report prints.

Sample: Daily DCC TXN Report

DAILY DCC TXN REPORT	
TERMINAL	00000000
MERCHANT NAME	
MERCHANT ADDRESS	
MERCHANT CITY & PROVINCE	
BATCH # 000	
DAILY DCC TXN	MM/DD
CCC	
PURCHASE	000
REFUNDS	000
CORRECT	000
NET TTL	000
CCC	
PURCHASE	000
REFUNDS	000
CORRECT	000
NET TTL	000
END OF REPORT	
YYYY / MM / DD MM:SS	

Terminal ID

Report name and date requested

Currency information:

- CCC represents the foreign currency processed
- Number of approved purchases, refunds, voids (CORRECT) by currency
- Total number of approved transactions by currency

Transaction information is printed for each foreign currency successfully processed

Date and time of printing

Daily DCC Rate Look-up Report (Admin 87)

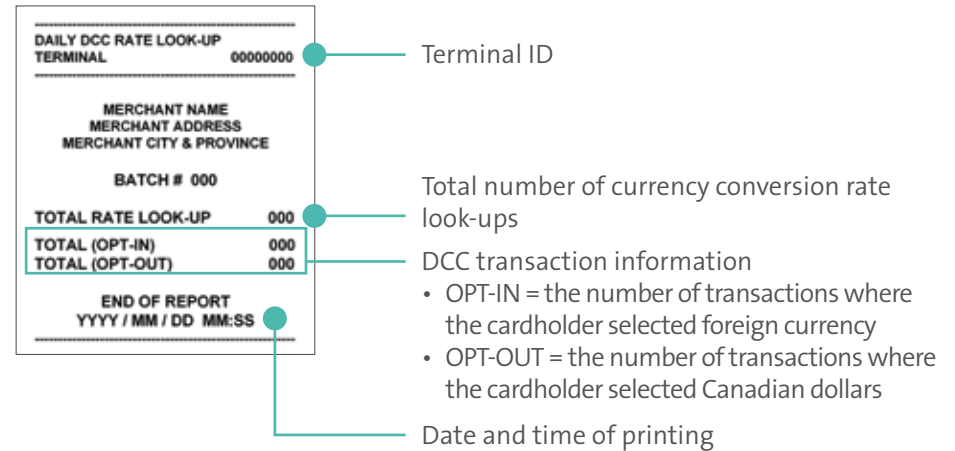
For the DCC transactions in the current batch, this report shows:

- the total number of currency rate look-ups;
- the number of transactions where the cardholder selected the foreign currency (i.e., OPT-IN);
- the number of transactions where the cardholder selected Canadian dollars (i.e., OPT-OUT).

To print the report, follow these steps:

1. From the READY screen, press the **[F1]** key twice.
2. Key in **87** and press the green **[GO]** key.
 - If the SWIPE ADMIN CARD prompt appears, swipe your POS Admin card. The date entry screen appears.
3. Do one of the following:
 - To view the DCC transactions for a specific day, enter the desired date as 4 digits (MMDD) or as 6 digits (YYMMDD).
 - To view the DCC transactions for today, simply press the green **[GO]** key.The screen displays PRINTING while the report prints.



Sample: Daily DCC Rate Look-up Report





The image shows a sample of a Daily DCC Rate Look-up Report printed on a terminal. The report is enclosed in a rectangular border. Callouts with teal lines and dots point to specific parts of the report: 'Terminal ID' points to the 'TERMINAL 00000000' field; 'Total number of currency conversion rate look-ups' points to the 'TOTAL RATE LOOK-UP 000' line; 'DCC transaction information' points to the 'TOTAL (OPT-IN) 000' and 'TOTAL (OPT-OUT) 000' lines; and 'Date and time of printing' points to the 'END OF REPORT YYYY / MM / DD MM:SS' line.

DAILY DCC RATE LOOK-UP	
TERMINAL	00000000
MERCHANT NAME	
MERCHANT ADDRESS	
MERCHANT CITY & PROVINCE	
BATCH # 000	
TOTAL RATE LOOK-UP	000
TOTAL (OPT-IN)	000
TOTAL (OPT-OUT)	000
END OF REPORT	
YYYY / MM / DD MM:SS	



Troubleshooting DCC transactions

If an error message appears, first press the green  key or the red  key to clear the message then retry the transaction. If the error message reappears and is listed in the table below, follow the instructions in the table. If the problem is still not resolved, call Moneris Customer Care toll-free at **1-866-319-7450**.

Error messages on the terminal

Message	Solution
DECLINED INVALID TRANSACTION	<p>The currency rate look-up has failed. Choose one of the options below:</p> <ul style="list-style-type: none">To re-send the rate look-up request, press the green  key. The terminal displays PLEASE WAIT while waiting to receive the currency information.To cancel the transaction completely, press the red  key. The terminal returns to the READY screen. You may now start a new transaction.

Error messages on the PINpad

Message	Solution
CANNOT PROCESS INVALID TRANS	<p>The currency rate look-up has failed. Choose one of the options below:</p> <ul style="list-style-type: none">To re-send the rate look-up request, press the green  key. The terminal displays PLEASE WAIT while waiting to receive the currency information.To cancel the transaction completely, press the red  key. The terminal returns to the READY screen. You may now start a new transaction.

Merchant support

If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit moneris.com/support to:
 - download the Moneris *Reference Guide*
 - consult the Moneris *WebHelp* for detailed information on all of the options available on your terminal and how to enable them
- For a complete list of foreign currencies supported by Moneris, please visit moneris.com/currencylist.
- To view additional DCC reports, log in to Merchant Direct® at moneris.com/mymerchantdirect.
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper.
- Visit moneris.com/insights for business and payment news, trends, customer success stories, and quarterly reports & insights.

Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) at **1-866-319-7450**. We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct® at moneris.com/mymerchantdirect.



BE PAYMENT READY

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