Moneris

BE PAYMENT READY

Moneris® iWL255

Reference Guide



08/18



Need help?

Web: moneris.com/support-iWL255

Toll-free: 1-866-319-7450

Record your Moneris merchant ID here:

_____

Contents

Setting up Your Terminal 5

Before you get started 6

Hardware setup 8

Charging the battery 9

Communications setup 12
- Confirming the status indicators 12
- Configuring the APN setting 13
- Communications troubleshooting 14
- Installing or re-installing the SIM card 15
- Other issues 16

Initialization and logon 17
- Charging the battery after first initialization/logon 17

Enabling the admin password for manual entry protection 18

Additional options 19
- Printing the contactless logo on contactless transaction receipts 19
- Enabling Tip Entry, Cashback, or Invoice Number 19
- Changing printer options 19
- Changing the terminal language 20
- Enabling loyalty and gift cards 20
  - Enabling tip entry (gift cards) 20

Using Your Terminal 22

Moneris iWL255 23
- Terminal keys and hardware 24

Wireless communication 26
- 3G status indicators 26
- Signal strength indicator 26

Battery use 27
- Helpful hints 27
- Battery status indicators 27
- Stand-by mode 28
- Power on 28
- Power off 28

Card types 29
- Magnetic stripe card 29
- Chip card 29
- Contactless card 29

Cardholder verification 30

Cardholder verification methods (CVM) 30
Cardholder verification limit 30

Card entry options 31
Insert: Chip cards 31
Wave/Tap: Contactless cards 31
Contactless Transaction Limit (CTL) 32
Swipe: Magnetic stripe cards 32
Manual card entry 32

Transactions 33
General guidelines 33
Admin code shortcuts 33
Purchase [100] 34
Partially approved Purchase 34
Refund [101] / VOID–Purchase [106] / VOID–Refund [107] 34
Pre-Authorization [102] 34
Cheque Authorization [105] 35
Advice using Sequence Number [103] / Force Post [103] 35
Advice List [109] 35
Balance Inquiry [110] 36
Prompts without tip entry 36
Merchant prompts: Purchases/Pre-Auths/Refunds/Voids 36
Merchant prompts: Cheque Authorizations 38
Merchant prompts: Advices/Force Posts 38
Customer prompts 40
Prompts with tip entry 42
Merchant prompts: Purchase with tip enabled 42
Customer prompts on the terminal: Purchase with tip entry enabled 43

Receipts 46
Signing credit card receipts 46
Reprinting receipts 46
Card masking 46
Contactless transactions 47
Receipts 47
Pre-Auth receipt 47
Original receipt 47
Partial Approval receipt 48

Reports 49
Masking on reports 49
Reprint merchant receipt [66] 49
Clerk subtotals report [82] 49
Current batch totals report [99] 50
Merchant sub-totals report [95] 50
Pre-auth list [62] 50
Balance inquiry report [94] 51
Configuration report [16] 51

Tip totals report [96] 51
Admin functions **52**
Logon [02] 52
Logoff [03] 52
Re-initialization [01] 52
End-of-day process **53**
Merchant close 53
System close 54
Troubleshooting **55**
Error messages 55
Equipment issues 58
Merchant support **60**

This page left blank intentionally.

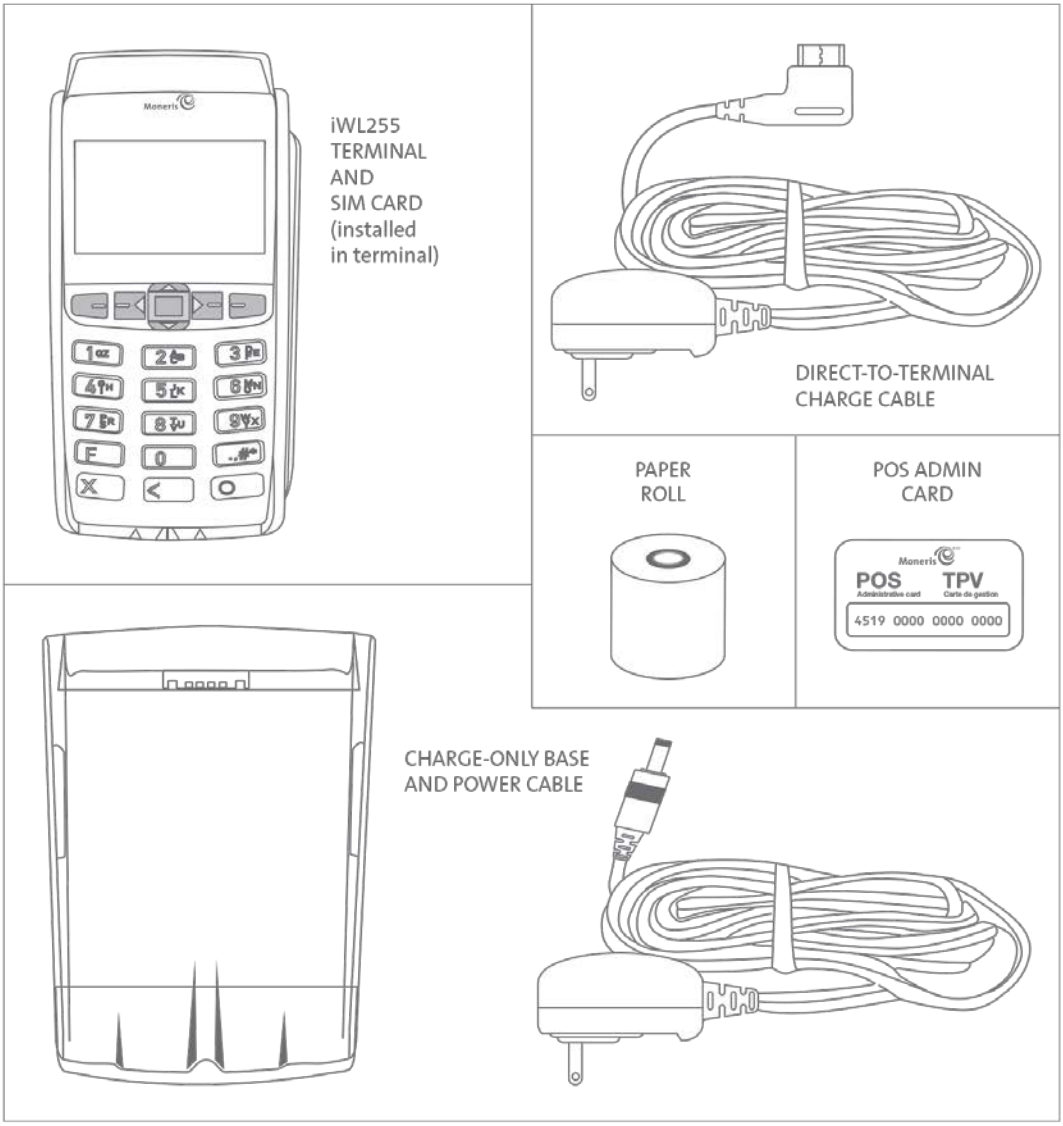
Setting up your terminal

In this section, we go over everything you need to know to set up your Moneris iWL255.

You can also view our setup videos online at **moneris.com/support-iWL255**.

Before you get started

1. Please confirm that you received the following items in your Welcome Kit.



2. Make sure you have the following information:

   - Your 13-digit Moneris **Merchant ID** (found in your Useful Information email).
   - Settlement responsibility (found in your Useful Information email): **System Close** (Moneris closes your batch at the end of each day) or **Merchant Close** (you are responsible for closing your batch at the end of each day).
   - The name of your wireless network provider (found in your Order confirmation email from Moneris).
   - Optional features e.g. **gift cards**, **loyalty cards**, **Ernex Terminal ID** (found in your Moneris Gift & Loyalty Welcome letter).

   If any of the above required elements are missing, please call Moneris Customer Care toll-free at **1-866-319-7450**.

3. Proceed to *Hardware setup* on page 8.

Hardware setup

Follow these instructions to set up your terminal hardware.

1 Remove the protective film (if applicable)

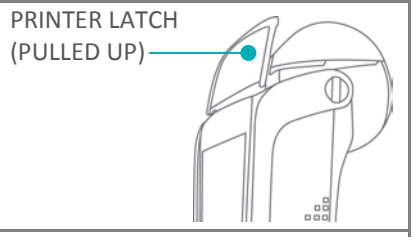
a. If your iWL255 terminal has a protective film covering the display screen, peel the film off.

Hint: *Peel from the top right to the bottom left corner.*

b. Go to step 2 “Install the paper roll” below.

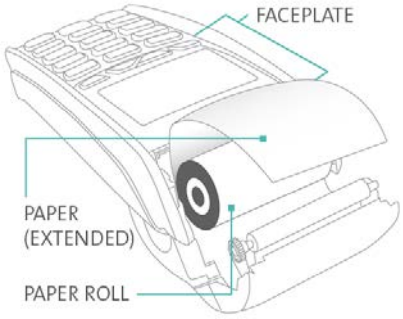
2 Install the paper roll

a. Lift the printer latch up, and then pull back to open the lid and expose the paper well.



b. Insert the paper roll into the paper well with the loose end unrolling from the bottom of the roll towards the front of the terminal.

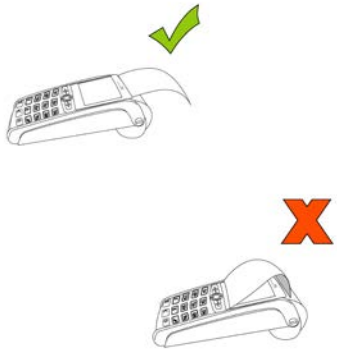
c. Unroll enough paper to extend at least one inch (2.5 cm) past the faceplate.



d. Close the lid, and press down to snap it back into place so that the extended paper is pressed securely between the closed lid and the top of the faceplate.

Note: *The paper should unroll back over the top of the printer, not unroll over the faceplate.*

Note: *To advance the paper from the printer when the lid is closed, you must press and hold down the yellow key when the terminal is powered on. DO NOT attempt to manually advance the paper by pulling it as this will damage the printer.*



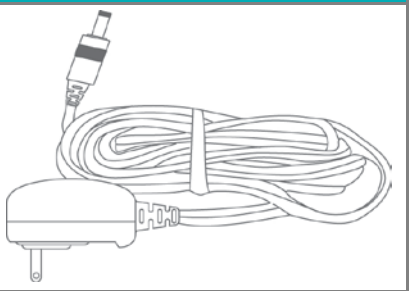
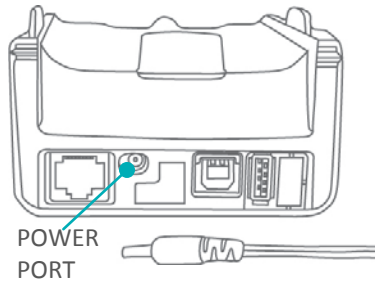
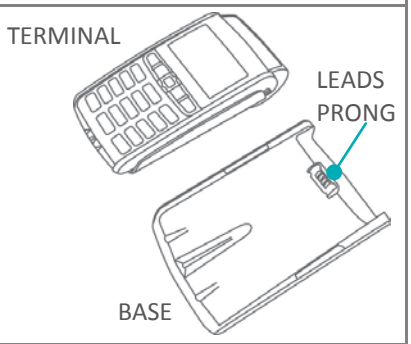
e. Proceed to *Charging the battery* on page 9.

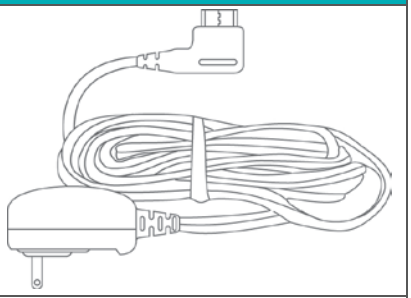
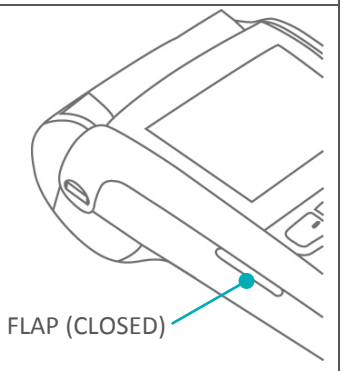
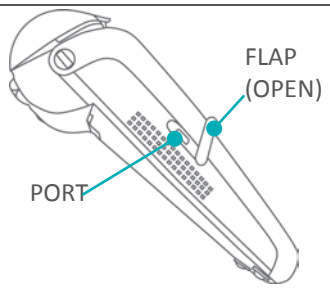
Charging the battery

1. Charge the terminal's internal battery using one of the following methods:
   - Charge-only base (see below)
   - Direct-to-terminal charge cable (see page 10)

Recommendations: *Always plug the power cable into the power source last to avoid power surges. Use a power bar equipped with surge protection where possible. Do not use the power cable from your existing terminal, as it may damage your new terminal.*

Important: You must use the exact power adaptor and cables provided by Moneris to work with the Moneris iWL255 terminal and base. Failure to do so may affect the operability of, or cause damage to, the equipment.

Use the charge-only base	
a. Locate the base's power cable.	
b. Insert the power cable connector into the small circular port (power) at the back of the base. ***Note:*** *The back of your base may not appear exactly as depicted here. The ports, except the power port, may not be visible or may be capped.* c. Plug the other end of the cable into a working power outlet.	
d. Dock the terminal on the base. Ensure that the contacts slot on the underside of the terminal fits securely over the leads prong on the base.	
e. When the terminal powers on, proceed to step 2 on page 11.	

Using the direct-to-terminal charge cable	
a. Locate the direct-to-terminal charge cable.	
b. Locate the small flap on the left side of the terminal.	
c. Gently lift and then shift the flap aside to expose the micro-USB port.	
d. Insert the direct-to-terminal cable connector into the port.	
e. Plug the other end of the cable into a working power outlet.	
f. When the terminal powers on, proceed to step 2 on page 11.	

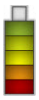
2. Wait for TERMINAL SETUP REQUIRED to appear. (This should take about 60 seconds.)
3. Locate the **Battery icon** appearing at the top of the terminal screen in the header:



Note: *Some or all of the five bars in the icon may be grey depending on the battery's current charge level. The other icons appearing in the header may be different on your terminal depending on the wireless carrier that your terminal is currently configured to use.*

4. Wait for the Battery icon to indicate a charge of 100% (when this happens, all five bars in the icon will be coloured, and the bars will cease to blink). This may take about three hours.

Note: *The "plug" portion of the icon displays only if the terminal is connected to an external power source.*

Terminal IS CONNECTED to external power source	Terminal IS NOT CONNECTED to external power source
 CHARGE LEVEL: 100%	 CHARGE LEVEL: 100%

5. Once the battery is fully charged, you may undock the terminal from the base (or disconnect the direct-to-terminal charge cable if used) before continuing the rest of the setup procedures.
6. Proceed to *Communications setup* on page 12.

Communications setup

Your terminal must be configured to communicate with the Moneris host.

Depending on your mobile network provider, do one of the following:

- If your SIM card uses the "**Bell**" network, proceed to *Configuring the APN setting* on page 13.
- If not (i.e., your SIM card uses a network other than "Bell"), no change is required to the default APN setting. Proceed to *Confirming the status indicators* below.
- If you are not sure which network the SIM card is using, refer to your Confirmation email from Moneris, then follow one of the appropriate steps above.

Confirming the status indicators

1. Confirm that the following three icons (a, b, and c) appear at the top of your terminal's screen:



a — **Signal Strength Indicator bars**: A minimum of three bars should appear. (The number of bars will vary depending on the signal strength in your area. The maximum number is five.)

b — **3G icon**, coloured green or grey.

c — **Handset icon**, coloured green and angled or coloured grey and horizontal.

2. Do one of the following depending on what appears on your screen:
   - If you have confirmed that the screen icons appear as described in step 1, proceed to *Initialization and logon* on page 17.
   - If your screen icons look different and/or a 3G FAILED... error message appeared during the APN setup (Bell users), or “No SIM” appears, see *Communications Troubleshooting* on page 14.

Tips for moving through the menus

- Press the  key to answer “yes” to any questions or to scroll down.
- Press the  key to answer “no” or to scroll up.
- Press the green  key to select a menu item or finish entering information and move on to the next step.

Configuring the APN setting

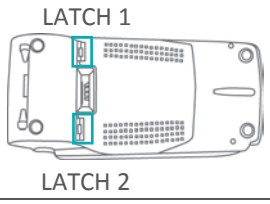
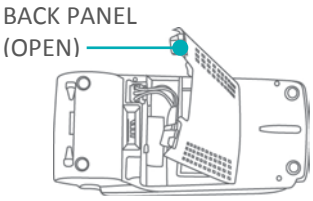
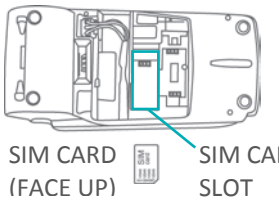
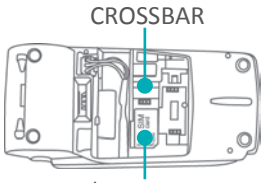
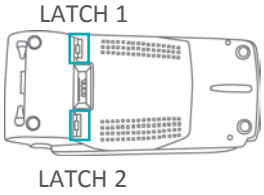
1. Press the Admin  key twice.
2. When ENTER ADMIN CODE appears, key in **12**, and press the green  key.
3. When the 3G SETUP menu appears, press the green  key to select **APN**.
4. Scroll down to **MONBLPUB**, and press the green  key.
5. When the 3G SETUP menu appears, press the red  key.
6. When CONNECTING 3G PLEASE WAIT appears, wait while the terminal connects to the 3G wireless network.
7. Do one of the following:
   - If 3G CONNECTED PRESS OK appears, press the green  key. Go to step 8.
   - If a 3G FAILED... message appears, press the green  key. See *Communications Troubleshooting* on page 14.
8. When REINITIALIZATION REQUIRED appears, proceed to *Confirming the status indicators* on page 12.

Communications troubleshooting

Error Message	Solution
3G FAILED NO SIM	The SIM card has been installed incorrectly or hasn't been installed at all. ***Note:*** *The text "NO SIM" will also appear on your screen header as shown here:*  See the solution in the *Other issues* table on page 16.
3G FAILED PPP ERROR	There is a mismatch between the installed SIM card and the APN being used. For Bell carrier setup: 1. Repeat the *Configuring the APN setting* steps on page 13. 2. If this does not work, follow the solution in the *Other issues* table on page 16. For other carrier setup (i.e., carrier other than Bell): 1. Follow the solution in the *Other issues* table on page 16.
3G FAILED CONNECTION TIMEOUT	The terminal could not establish a connection to the 3G network in the allotted time. See the 3G FAILED PPP ERROR solution above.
3G FAILED UNKNOWN ERROR	See the 3G FAILED PPP ERROR solution above.

Installing or re-installing the SIM card

Follow these steps, as applicable, to install or re-install the SIM card, or to identify the wireless network provider printed on the card.

Install the SIM card	
1. Locate the SIM card if it is not yet installed. 2. Take note of the name of the wireless network carrier printed on the SIM card.	 SIM CARD (FACE UP)
3. Locate the two latches on the back panel.	
4. Simultaneously press down on both latches and pull them back to detach the panel.	
5. Locate the SIM card slot (labelled "SIM"), and position the SIM card so that the name of the wireless network carrier is face up.	
6. Slide the SIM card (face up) into the slot so that the card sits securely under the crossbar.	
7. Close the back panel, and press down near the latches until the panel snaps back into place.	

Other issues

Issue	Solution
The text NO SIM appears in the upper left corner on the screen header. OR **One or more of the terminal's status indicators do not appear as shown on page 12, and the terminal cannot connect to the 3G network.**	1. Undock the terminal from the base if used, or disconnect the direct-to-terminal charge cable if connected to the terminal. 2. Press the Admin key twice, key in **49**, and press the green key. 3. When POWER OFF TERMINAL? appears, press the key to select **YES**. 4. Remove the SIM card. Refer to *Installing or re-installing the SIM card* on page 15. 5. Ensure that the SIM card is the one that was packaged with your terminal and the authorized carrier's name is printed on the card. 6. Reinstall the SIM card once you have confirmed that it is the correct card. 7. Press the green key to power on the terminal. 8. Wait for TERMINAL SETUP REQUIRED (or REINITIALIZATION REQUIRED) to appear. 9. Continue in *Confirming the status indicators* steps on page 12.

Initialization and logon

Before processing any transactions, you must initialize your terminal with the Moneris host and log on.

1. Press the Admin key twice, key in **01**, and press the green key.
2. When MERCHANT ID appears, key in your current 13-digit merchant ID, and press the green key.
3. When PHONE NUMBER appears, simply press the green key.
4. Wait while the terminal communicates with the Moneris host. Over the next few moments, the screen will display SENDING, RECEIVING, and PROCESSING.
   - If SWIPE ADMIN CARD appears, swipe one of the POS Admin cards (provided with your new terminal).
5. Wait while the terminal communicates with the Moneris host to log on.
6. If the initialization and logon are successful, the terminal screen should display PURCHASE ENTER AMOUNT. This will always be your main screen (i.e., the READY screen) when your terminal is ready to be used:
7. To advance the paper from the printer, you must press and hold down the yellow key when the terminal is powered on.

   Note: *Once the paper roll is installed and the printer lid is closed, DO NOT attempt to manually advance the paper by pulling it as this will damage the printer.*
8. Before using your terminal, read the *Charging the battery after first initialization/logon* section below.
9. Your terminal is ready to process transactions.

Charging the battery after first initialization/logon

1. To extend your terminal's battery life, note the following:
   - Full charging time after depletion of the initial charge is approximately 3 hours.
   - Every one or two months allow the battery to discharge completely thereby forcing the terminal to shut down. (The message LOW BATTERY!!! DOCK TERMINAL will appear just before shutdown.)

2. For information on battery management, refer to page 27.

Enabling the admin password for manual entry protection

The ENABLE PSWD? parameter protects the manual entry of card information on the terminal keypad. By default, a POS Admin card (shipped with your terminal) must be swiped any time card information is manually entered in order to continue the transaction. Moneris recommends that you change this parameter by setting up an admin password to be entered instead of swiping the POS Admin card. To change this parameter and set up an admin password, follow these steps.

1. Decide on your password:
   - It must be 5 to 10 numbers.
   - You cannot use consecutive numbers such as 12345 or 98765, or repeating numbers such as 22233.
   - You will have 60 seconds to enter it.
2. From the READY screen, press the Admin key twice, key in **22**, and press the green key.
3. When SWIPE ADMIN CARD appears, swipe your POS Admin card.

   The ENABLE PSWD? prompt appears.
4. Select **YES** by pressing the key.

   The ENTER NEW 5-10 DIGIT ADMIN PSWD prompt appears.

   Note: *You have 60 seconds to enter the password.*
5. Key in the password you decided on in step 1, and press the green key.

   The RE-ENTER NEW ADMIN PASSWORD prompt appears.
6. Key in the password again and press the green key.

   The message ADMIN PASSWORD SET UP SUCCESSFULLY appears briefly on the terminal, followed by the SECURITY menu.
7. To return to the READY screen, press the red key twice.

For instructions on how to change the password after you have set it up or what to do if the password is locked, refer to the ***iWL255 Long-Range Mobile Operating Manual*** in WebHelp format at **moneris.com/support-iWL255**.

Now you can proceed to configure optional functions on the terminal that control its behavior.

Additional options

There are several options that you can choose to enable on your terminal to enhance its functionality.

Note: *All instructions in this section begin at the terminal's READY screen.*

Printing the contactless logo on contactless transaction receipts

When this feature is enabled, the contactless logo will be printed on all contactless transaction receipts.

1. Press the Admin key twice, key in **08**, and press the green key.
2. Scroll up to **CTLS LOGO**, and press the green key.
3. Scroll to **ENABLE**, and press the green key.
4. Press the red key twice to return to the READY screen.

Enabling Tip Entry, Cashback, or Invoice Number

1. Press the Admin key twice, key in **08**, and press the green key.
2. Scroll down to the option that you want to enable (e.g. **TIP ENTRY**, **CASH BACK**, or **INVOICE NUMBER**), and press the green key.
   - If you are enabling tip entry, follow these additional steps:
   a. Scroll to a tip entry type (**TIP BY AMOUNT** or **TIP BY PERCENT** or **TIP BY $ AND %**), and press the green key.
   b. Press the red key once, and then go to step 4.
3. Enable the option by pressing the key (**YES**).
4. Press the red key twice to return to the READY screen.

Note: *To change the default values for the tip and cash back options, or to enable enhanced tip prompting, refer to the* **iWL255 Long-Range Mobile Operating Manual** *in WebHelp format at* **moneris.com/support-iWL255**.

Changing printer options

The printer is set up to automatically print the second receipt 10 seconds after it prints the first receipt.

Note: *If you don't want to wait, simply press the green key to print the second receipt immediately.*

To change this setting:

1. Press the Admin key twice, key in **14**, and press the green key.
2. Scroll down to **PRINT DELAY**, and press the green key.
3. Key in the number of seconds that the printer should wait before automatically printing the second receipt. Press the green key.

Note: *If you key in **99**, the printer will always wait until the green key is pressed before printing the second receipt.*

4. Press the green key to return to the PRINTER CFG menu.
5. Press the red key twice to return to the READY screen.

Note: *Shop for point-of-sale supplies and paper online at **shop.moneris.com**.*

Changing the terminal language

1. Press the Admin key twice, key in **04**, and press the green key.
2. Scroll to a language, and press the green key.
3. Press the red key twice to return to the READY screen.

Enabling loyalty and gift cards

Didn't order a loyalty program and gift cards but would like to find out more? Please call us at **1-866-319-7450**.

1. Press the Admin key twice, key in **310**, and press the green key.
2. Press the green key to select **ENABLE ERNEX**.
3. Press the key to select **YES**.
4. Press the green key to select **INITIALIZATION**.
5. Key in the Ernex Terminal ID (found in your Moneris Gift & Loyalty Welcome Letter) and press the green key.
6. Wait while the terminal communicates with the Moneris host.
   - If CLEAR TERMINAL STORAGE? appears, press the key to select **YES**.
7. The READY screen appears.
8. Your terminal is ready to process loyalty card and gift card transactions. For instructions on performing:
   - gift card transactions, refer to the ***Moneris iWL255 Gift Card Program Reference Guide***.
   - loyalty card transactions, refer to the ***Moneris iWL255 Loyalty Programs Reference Guide***.

Enabling tip entry (gift cards)

1. Press the Admin key twice, key in **310**, and press the green key.
2. Scroll down to **TIP ENTRY**, and press the green key.
3. Press the key to select **YES**.
4. Press the red key to return to the READY screen.

Note: *To change the default values for tip entry, or to enable enhanced tip prompting for gift cards, refer to the* **iWL255 Long-Range Mobile Operating Manual** *in WebHelp format at **moneris.com/support-iWL255**.*

Using your terminal

In this section, we go over everything you need to know to use your Moneris iWL255, including how to perform transactions and end-of-day processes.

Moneris iWL255

Use this handheld, all-in-one terminal to process transactions at the point of sale (POS).

When prompted, you (and sometimes your customer) will key in information on the terminal. If your customer is required to key in information, pass the terminal to the customer. When the customer has finished keying in the information, retrieve the terminal and complete the transaction.



Terminal keys and hardware

1 Function keys 

- Move through the menu items on the display.
- Select the option displayed above the key: e.g. if YES displays above the  key, press that key to select YES. If ▲ displays above the  key, press that key to scroll up.
- To select an item, scroll through the list until the item is highlighted (e.g. LOGON vs. LOGON), and then press the green  key.

2 Power Off key 

- Press only at the READY screen displaying a $0.00 amount. When POWER OFF TERMINAL? appears, select **YES** to power off (the terminal must be off the base).

3 Alphanumeric keys

- Key in numbers, letters and punctuation (with the **Admin** key).

4 Admin key 

- Go to the MAIN MENU from the READY screen.
- Select letters and punctuation (with alphanumeric keys).

5 Red **Cancel** key 

- Cancel a transaction.
- Move back one menu at a time.

6 Yellow **Correct** key/**Paper feed** key 

- Clear displayed data one character at a time.
- Press key (hold down) to advance the receipt paper in the printer

7 Green **OK** key 

- Accept displayed data.
- Submit data.
- Select highlighted menu item.

8 Direct-to-Terminal Charge Cable Port (lift flap)

9 Printer

- To advance receipt paper, see label 6 above

10 Keypad

11 Magnetic stripe reader

12 Chip reader

13 Display screen/Contactless reader (internal)

Note: *If the terminal's backlight dims (keys lose their bright glow), press any key. The keys function even if the backlight is dimmed.*

Wireless communication

The iWL255 Long-Range Mobile terminal uses long-range wireless communications to send and receive information to and from the Moneris host. The communications indicators (described below) display in the terminal's on-screen info header:



3G status indicators

Icon	Description
	Terminal is configured to connect to the authorized carrier's 3G wireless network.
	Connection to wireless network established.

To test 3G wireless communication:

1. While the terminal is powered on, confirm that the 3G status icons listed above are displayed.

   Note: *Periodically the two icons may be coloured grey and display like this:* 
   You may still process transactions if this happens.

2. Confirm that there is sufficient signal strength (see *Signal strength indicator* table below).

Signal strength indicator

Icon	Description
	**5 bars:** Terminal is receiving a very strong signal from the network and can process transactions.
	**4 bars:** Terminal is receiving a strong signal from the network and can process transactions.
	**3 bars:** Terminal is receiving a good signal from the network and can process transactions.
	**2 bars:** Terminal is receiving a signal from the network and can process transactions but may take longer to complete them.
	**1 bar:** The terminal is receiving a weak signal and may not be able to process transactions and/or print receipts.
	0 bars: The terminal is not receiving any signal and CANNOT process transactions.

Battery use

To maintain battery charge, use any method below:

- **Direct-to-terminal charge cable:** Connect this cable to the side port (see page 10), and plug the other end into a working power outlet.
- **Charge base:** Dock the terminal on a powered base.

Helpful hints

- Check the battery charge level (see icons below) before use.
- Power off the terminal when not in use or being charged.

Battery status indicators

The battery icon displays in the info header. The icon reflects the battery charge status/charge level.

Terminal connected to external power source	
	The "**plug**" portion of the battery icon appears when the terminal is connected to an external power source.

Battery charge level					
The coloured bars blink (one level at a time) when the battery is charging.					
					
100% charge or less	80% charge or less	60% charge or less	40% charge or less	20% charge or less [1]	0% charge[2]

[1] Recharge the battery as soon as possible. The terminal may power off. (Data will not be lost if this happens.)

[2] The terminal will power off unless connected to a power source. (Data will not be lost if the terminal powers off.)

Stand-by mode

The terminal goes into Standby mode (the white backlight turns off) when it has not been used for a set time period. To exit this mode, press any key.

Power on

Press the green  key. If the terminal does not power on, connect it to a power source.

Power off

1. Ensure that the terminal is not connected to a power source.
2. From the READY screen, press the Admin  key twice, key in **49**, and press the green  key.

   The POWER OFF TERMINAL? prompt appears.
3. Press the  key to select **YES**.

Card types

The Moneris iWL255 supports the following card types and formats. These card types are not mutually exclusive. A single card can include a magnetic stripe, a chip, and contactless functionality.

Magnetic stripe card

- A card with a magnetic stripe
- The card is swiped on the magnetic stripe reader

Chip card

- A card with a chip
- The card is inserted into the chip card reader

Contactless card

- In this guide, the term “contactless card” includes:
  - a card with contactless functionality; supported card brands include: Visa®, Mastercard®, American Express®, Discover®, and *Interac*®
  - a mobile device, such as a smartphone, tablet or smartwatch
  - other contactless-enabled items such a key fob or a mobile tag
- The card is tapped on the contactless reader.
- All contactless card formats and any related software are the responsibility of the cardholder (e.g., downloading a digital app from their financial institution).
- Cardholders with a mobile device (e.g., smartphone) are responsible for loading their card information into their digital wallet.

Cardholder verification

Cardholder verification methods (CVM)

Many transactions require cardholder verification. This means your customer must provide proof that they are the valid cardholder by performing one of the cardholder verification methods below. The terminal will prompt your customer (or you) for the appropriate CVM.

When verification is required, follow these general guidelines:

- For a transaction where a card is swiped, the cardholder signs the merchant copy of the receipt.
- For a transaction where a card is inserted, the cardholder enters their PIN on the terminal. In some cases, the cardholder may need to sign the merchant copy of the receipt.
- For a transaction where a card is tapped, the cardholder signs the merchant copy of the receipt.
- For a transaction where a mobile device is tapped, the cardholder enters their passcode on their mobile device. If the cardholder has already entered their passcode, they will not be prompted again during the transaction.

Cardholder verification limit

- This is the maximum dollar amount for performing a **tapped credit** transaction without cardholder verification.
- To determine the cardholder verification limit for a card, print a Configuration Report (see instructions on page 51). Look near the end of the report for the **CVM LIMITS** section, then look under each card type for the **DOMESTIC CVM LIMIT**.
- If the final transaction amount is greater than the limit specified (in the case of Visa, equal to or greater than) then the cardholder must perform one of the cardholder verification methods outlined on page 30.
- In most cases, this limit does not apply to:
  - Credit transactions where the card is swiped or inserted
  - *Interac* Debit transactions where the card is swiped or inserted

  These transactions require cardholder verification regardless of the transaction amount.

Card entry options

Insert: Chip cards



1. SWIPE OR INSERT CARD or SWIPE/INSERT/TAPCARD displays on the terminal.
2. Either you or the customer inserts the card into the terminal's chip reader.

   Note: *Unless the terminal prompts otherwise, do not swipe a chip card even if the card has a magnetic stripe.*
3. The customer may be prompted to key in a PIN.
4. The chip card must remain inserted until the REMOVE CARD prompt displays.

Wave/Tap: Contactless cards



1. SWIPE/INSERT/TAP CARD displays on the terminal.
2. The customer taps their card over the icon that appears on the display screen.

   Note: *The customer does not need to enter a PIN on the terminal. However, if the customer is using a mobile device, they may be directed to enter a passcode on their smartphone or tablet.*
3. Note the following:
   - Your merchant account must be configured for contactless functionality.
   - Only Purchases, Refunds, and Balance Inquiries can be processed using a contactless card.
   - The transaction amount must be equal to or less than the maximum Contactless Transaction Limit set for the card (see below).
   - The card must be within 0.5 in. (1.3 cm) of the screen, but it does not have to touch it.
   - The card must be tapped or waved by itself (the customer cannot leave the card in their wallet and wave it in front of the screen).

Contactless Transaction Limit (CTL)

For each card type, there is a limit on the dollar value that can be processed as a contactless transaction.

- **Credit Cards (and some Debit cards):** To determine the CTL for a card, print a Configuration Report (see instructions on page 51). Look near the end of the report for the **CVM LIMITS** section, then look under each card type for the **DOMESTIC TXN LIMIT**. If this limit shows a value of '9999', then there is no contactless limit.

  Note: *If a contactless credit card is tapped for an amount that exceeds its maximum CTL, the terminal will display CONTACTLESS TRANSACTION LIMIT EXCEEDED (see message on page 56).*

- **Mobile Devices:** For Mastercard, look for the **MC-M TXN LIMIT**. If this limit shows a value of '9999', then there is no contactless limit for Mastercard on mobile devices. For all other cards, use the DOMESTIC TXN LIMIT as specified above.

- ***Interac*** **Flash Cards:** The maximum CTL is determined by the card and does not appear on any report.

  Note: *If an Interac Flash card is tapped for an amount that exceeds its maximum CTL, the terminal will display TAP FAILED PLEASE INSERT OR SWIPE CARD (see message on page 57).*

Swipe: Magnetic stripe cards

1. SWIPE CARD or SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD displays on the terminal.
2. Swipe the card on the terminal's magnetic stripe reader.

   Note: *If the card has a chip and the terminal is enabled to read chip cards, the card must be inserted into the chip reader.*



Manual card entry

If all available card entry methods fail, you may manually enter the card number for credit cards and some chip debit cards.

1. SWIPE CARD or SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD displays on the terminal.
2. Key in the card number on the terminal, and press the green key.
3. Key in the card's expiry date (MMYY) on the terminal, and press the green key.
   - If ENTER ADMIN PASSWORD appears, key in your admin password and press the green key.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card on the terminal.
   - If TAKE MANUAL IMPRINT OF CARD AND PRESS OK appears, take a manual imprint of the card, and press the green key.

Transactions

All instructions in this section begin at the READY screen. To access the READY screen from any other screen, press the red  key repeatedly until the READY screen appears.

General guidelines

1. Before processing transactions, ensure that the wireless signal strength is at a sufficient level (see *Signal strength indicator* on page 26).
2. Determine the transaction to be processed (e.g., Purchase or Refund).
3. Establish the means of payment (credit or debit).
4. Enter the card data on the terminal (see pages 31 - 32).
5. Follow the prompts* (see pages 34 - 43).
6. Process receipts (see pages 46-48).

**Prompts may vary depending on variables such as terminal setup, merchant setup and card type.*

Note: *Some debit cards may display Cashback and/or Account Selection and PIN prompts after the terminal has been returned to you; hand the terminal back to the customer to respond to these prompts.*

Admin code shortcuts

To bypass scrolling through menus to select a transaction, use the Admin codes to jump directly to a transaction. Admin codes can be found in this section in square brackets beside the transaction name (e.g. **Logon [02]** means the Admin code for logging on is **02**).

To use an Admin code:

1. Press the Admin  key until ENTER ADMIN CODE appears.
2. Key in the Admin code, and press the green  key.

   The transaction appears.

To print a list of all Admin codes:

1. Press the Admin  key until ENTER ADMIN CODE appears.
2. Key in **40**, and press the green  key.

   The list is printed.

Purchase [100]

Credit or debit purchase of goods or services.

1. If PURCHASE is the default, key in a Purchase amount. (If PURCHASE is not the default: Press the Admin key, select **TRANSACTIONS**, select **PURCHASE**, and then key in a Purchase amount.)
2. Press the green key.
3. Follow the merchant prompts:
   - If tip entry is disabled, follow the merchant prompts table on page 36.
   - If tip entry is enabled, follow the merchant prompts table on page 42.

Partially approved Purchase

A Partial Approval of a purchase transaction occurs when a cardholder pays for a purchase with a pre-paid credit card but the value on the pre-paid card is less than the purchase amount.

The amount on the pre-paid card is approved, i.e. part of the total purchase amount is approved. Prompts are displayed indicating how much of the purchase amount is still owed (e.g. AMOUNT DUE $5.00). That amount can then be paid by another tender type, e.g. a credit or debit card.

Refund [101] / VOID–Purchase [106] / VOID–Refund [107]

A Refund credits a customer's account. A Void cancels the original Purchase or Refund.

Note: *Credit card Voids must be processed in the same batch as the original transaction.*

1. Press the Admin key, select **TRANSACTIONS**, and then select the transaction (**REFUND** or **VOID-PURCHASE** or **VOID-REFUND**).
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
2. Key in the transaction amount, and press the green key.
3. Follow the merchant prompts table on page 36.

   Note: *To refund or void a partially approved purchase, use the TOTAL PAID amount on the Partial Approval receipt. See page 48.*

Pre-Authorization [102]

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

1. If PRE-AUTH is the default, key in a Pre-Auth amount. (If PRE-AUTH is not the default: Press the Admin key, select **TRANSACTIONS**, select **PRE-AUTH**, and then key in a Pre-Auth amount.)
2. Press the green key.
3. Follow the merchant prompts table on page 36.

   Note: *When the final Purchase amount is known, you must perform an Advice for the final amount using the same card number (see* Advice options *starting on page 35).*

Cheque Authorization [105]

1. Press the Admin key, select **TRANSACTIONS**, and select **CHEQUE AUTH**.
2. Do one of the following:
   - To do the authorization by credit card, select **CREDIT CARD**.
   - To do the authorization by driver's licence, select **DRIVERS LICNCE**.
3. Key in the cheque amount, and press the green key.
4. Follow the merchant prompts table on page 38.
5. On the cheque, record the 8-digit APPROVED number then press the green key.

   Note: *Receipts are not printed. ID types and province/state codes are provided by the authorization service.*

Advice using Sequence Number [103] / Force Post [103]

An Advice transaction completes or cancels a Pre-Auth. A Force Post transaction completes a voice-authorized purchase.

Note: *The Advice transaction must be processed on the same terminal as the original Pre-Auth.*

1. Press the Admin key, select **TRANSACTIONS**, and then select **P-A ADVICE**.
2. Follow the merchant prompts table on page 38.
3. After processing an Advice, the terminal returns to the FIND ORIGINAL TRANSACTION? prompt.
   - To go back to the READY screen, press the red key twice.
   - To process another Advice, return to step 2.

Advice List [109]

Completes or cancels a Pre-Auth from a list.

Note: *The Advice List (P-A ADVICE LST) will appear only if Tip Reporting is enabled. The Advice must be processed on the same terminal as the original Pre-Auth.*

1. Press the Admin key, select **TRANSACTIONS**, and then select **P-A ADVICE LST**.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
   - If ENTER CLERK ID appears: To narrow the search by Clerk ID, key in a clerk ID, and press the green key. Otherwise, press the green key for retrieval regardless of Clerk ID.
2. When ENTER AMOUNT or DATE or BATCH NUMBER appears: To narrow the scope of your search, key in the required data, and then press the green key. Otherwise, for retrieval regardless of the specified prompt, simply press the green key without entering the required data.
3. Scroll to the Pre-Auth that you want to complete or cancel (e.g., "PA1234 $#.##"), and press the green key.
4. Press the key (**COMPL**), and follow the merchant prompts table on page 38.

5. After processing an Advice:
    - To go back to the READY screen, press the red key twice.
    - To process another Advice:
        - From the ENTER AMOUNT screen, return to step 2, or
        - From the list of Pre-Auth transactions, return to step 3.

Balance Inquiry [110]

Prints a cardholder receipt indicating the dollar value available on a pre-paid credit card.

1. Press the Admin key, select **TRANSACTIONS**, and then select **BAL INQUIRY**.
2. Follow the prompts but note:
    - The terminal only prints one copy of the balance inquiry receipt: the cardholder copy.
    - The balance is not displayed on the screen, only an APPROVED message.

Prompts without tip entry

Merchant prompts: Purchases/Pre-Auths/Refunds/Voids

This table lists in order of appearance the prompts (and the actions to take for each) that you might see on the terminal during a Purchase with tip entry disabled, Pre-Auth, Refund, or Void. For a *Purchase with tip entry enabled*, refer to page 42.

Note: *Only some of the prompts listed below will appear for any one transaction.*

Merchant prompt	Merchant action(s)
ENTER CLERK ID	Key in your Clerk ID, and press the green key.
ENTER INVOICE NO	Key in an alphanumeric identifier, and press the green key, or simply press the green key to bypass.
ENTER ORIGINAL AUTHORIZATION #	Key in the 6-digit AUTH# from the original transaction receipt (see page 47), and press the green key.
SWIPE CARD or **SWIPE OR INSERT CARD** or **SWIPE/INSERT/TAP CARD**	Enter the card on the terminal (see pages 31-32 for options).
ENTER LAST 4 DIGITS	Key in the last four digits of the card number, and press the green key.
ENTER EXPIRY DATE [MMYY]	Key in the card's expiry date (MMYY), and press the green key.
SWIPE ADMIN CARD	Swipe your POS Admin card.

Merchant prompt	Merchant action(s)
REGULAR **MAIL/TEL**	▪ If cardholder is present: Press the green key to select **REGULAR**. ▪ If cardholder is not present: Scroll to **MAIL/TEL**, and press the green key.
SINGLE **RECURRING** **INSTALLMENT** **OTHER**	Scroll to the option that best describes the transaction, and press the green key.
TAKE MANUAL IMPRINT OF CARD AND PRESS OK	Take a manual imprint of the card, and press the green key.
SELECT **<Application name>** **YES NO**	▪ To select the displayed application: Press the key (**YES**). ▪ To view the next available application on the card: Press the key (**NO**).
<Application name> **-OK?** **YES NO**	To use the displayed application, press the key (**YES**).
ENTER ORIGINAL AUTHORIZATION #	Key in the 6-digit AUTH# found on the original transaction receipt (see page 47), and press the green key.
CUSTOMER **PRESS OK** **TO CONTINUE**	Pass the terminal to the cardholder (see *Customer prompts on terminal* on page 40. If tip entry is enabled, see page 43).
RETURN TO CLERK	Press the green key on the terminal to continue.
APPROVED **########**	Press the green key, and process any receipt that prints (see page 46).
PARTIAL APPROVED **$000.00** **PRESS OK**	Press the green key on the terminal to continue.
AMOUNT DUE **$00.00** **CR/DB CASH**	▪ If cardholder would like to pay a balance due by credit or debit, press the key (**CR/DB**). ▪ If they would like to pay by cash, press the key (**CASH**).
UPDATE POINTS **TO LOYALTY CARD?** **YES NO**	Refer to the ***Moneris iWL255 Loyalty Programs Reference Guide***.

Merchant prompts: Cheque Authorizations

This table lists in order of appearance the prompts on the terminal (and the actions to take for each) for this transaction.

Merchant prompt	Merchant action
ENTER DRIVERS LICENCE NUMBER	Key in the cheque-holder's driver's licence number, and press the green key.
ENTER PROVINCE OR STATE CODE	Key in the cheque-holder's 2-digit province/state code, and press the green key.
ENTER BIRTH DATE (YYMMDD)	Key in the cheque-holder's birth date (YYMMDD), and press the green key.
SWIPE CARD	Enter the card on the terminal (see page 32 for options).
ENTER LAST 4 DIGITS	Key in the last four digits of the card number, and press the green key.
ENTER EXPIRY DATE [MMYY]	Key in the card's expiry date (MMYY), and press the green key.
SWIPE ADMIN CARD	Swipe your POS Admin card.
APPROVED ########	Go back to *Cheque Authorization* on page 35, and continue at step 5 of that procedure.

Merchant prompts: Advices/Force Posts

This table lists in order of appearance the prompts (and the actions to take for each) that you might see on the terminal during an Advice or Force Post.

Note: *Only some of the prompts listed below will appear for any one transaction.*

Merchant prompt	Merchant action
FIND ORIGINAL TRANSACTION? YES NO	▪ To do an Advice: Press the key (**YES**). ▪ To do a Force Post: Press the key (**NO**).
ENTER ORIGINAL SEQUENCE NUMBER	Key in the 6-digit portion of the RECEIPT NUMBER found on the Pre-Auth receipt (see *Pre-Auth Receipt* on page 47), and press the green key.
1234567890123456 PRESS [OK]	Press the green key to confirm the displayed card number.

Merchant prompt	Merchant action
ENTER AMOUNT **$#.##**	**Advice**: ▪ To complete the Pre-Auth: Key in the amount written on the Total line (sum of the printed Pre-Auth amount plus written Tip amount if any (see *Pre-Auth Receipt* on page 47, and press the green key. ▪ To cancel the Pre-Auth: Press the yellow key (this enters $0.00), and press the green key. **IVR Auth:** ▪ Key in the authorized transaction amount, and press the green key.
ENTER ORIGINAL AMOUNT **$#.##**	**Advice:** ▪ To complete the Pre-Auth: Key in the printed Pre-Auth amount found on the receipt (see *Pre-Auth Receipt* on page 47), and press the green key. ▪ To cancel the Pre-Auth: Press the yellow key (this enters $0.00), and press the green key. **IVR Auth:** ▪ Key in the authorized transaction amount, and press the green key.
ENTER TIP AMOUNT **$0.00**	**Advice:** ▪ Key in the amount written on the Tip line (see *Pre-Auth Receipt* on page 47), and press the green key. **IVR Auth:** ▪ Key in the authorized Tip amount, and press the green key.
FINAL AMOUNT **$#.##-OK?**	Press the green key to continue.
ENTER CLERK ID	Key in your Clerk ID, and press the green key; or To accept the displayed ID, simply press the green key.
ENTER INVOICE NO	Key in an alpha/numeric identifier, and press the green key; or To bypass this prompt, simply press the green key.
ENTER ORIGINAL AUTHORIZATION #	Key in the (IVR) Auth # written on your paper sales draft, and press the green key.
ENTER CARD NUMBER	Key in the card number, and press the green key.

Merchant prompt	Merchant action
ENTER EXPIRY DATE [MMYY]	Key in the card's expiry date (MMYY), and press the green key.
SWIPE ADMIN CARD	Swipe your POS Admin card.
REGULAR MAIL/TEL	▪ If cardholder is present: Press the green key to select **REGULAR**. ▪ If cardholder is not present, scroll to **MAIL/TEL**, and press the green key.
SINGLE RECURRING INSTALLMENT OTHER	Scroll to the option that best describes the transaction, and press the green key.
ENTER INVOICE NO	Key in an alpha/numeric identifier, and press the green key; or To bypass this prompt, simply press the green key.
APPROVED #########	Press the green key, and process any receipts that print (see page 46).
FIND ORIGINAL TRANSACTION? **YES NO**	▪ To process next Advice: Press the key (**YES**). ▪ To return to READY screen: Press the key (**NO**), then press the red key.
TRANSACTION NOT FOUND	Press the green key to return to the READY screen. (There are no other Pre-Auths stored in the terminal's memory.)
USE LOYALTY INFO FROM PRE-AUTH? **YES NO**	Refer to the ***Moneris iWL255 Loyalty Programs Reference Guide***.

Customer prompts

This table lists in order of appearance the prompts (and the actions to take for each) that your customer might see on the terminal during a transaction when tip entry is disabled. For a *Purchase with tip entry enabled*, refer to page 43.

Note: *Only some of the prompts listed below will appear for any one transaction.*

Customer prompt	Customer action
CUSTOMER PRESS OK TO CONTINUE	Presses the green key.
SELECT LANGUAGE ENGLISH FRANCAIS	▪ For English prompts: Presses the key (**ENGLISH**). ▪ For French prompts: Presses the key (**FRANCAIS**).

Customer prompt	Customer action
SELECT **<Application name>** **YES NO**	▪ To select the displayed application: Presses the key (**YES**). ▪ To view the next available application: Presses the key (**NO**).
<Application name> **-OK?**	Presses the key (**YES**) to use the displayed application.
CASH BACK? **YES NO**	▪ To receive cash back: Presses the key (**YES**). ▪ For no cash back: Presses the key (**NO**).
SELECT CASH BACK **$AA $BB $CC**	Presses the (**$AA**) or (**$BB**) or (**$CC**) key to select a displayed amount.
SELECT CASH BACK **$AA $BB OTHER**	▪ To select a displayed amount: Presses the key (**$AA**) or the key (**$BB**). ▪ To select another amount: Presses the key (**OTHER**), keys in amount, then presses the green key.
PURCHASE **$#.##-OK?**	Presses the green key to confirm the displayed amount.
SELECT ACCOUNT **CHEQUING SAVINGS**	▪ For chequing: Presses the key (**CHEQUING**). ▪ For savings: Presses the key (**SAVINGS**).
ENTER PIN & OK	Keys in their Personal Identification Number and presses the green key.
RETURN TO CLERK	Returns the terminal to you (see RETURN TO CLERK prompt on page 37).
APPROVED **########**	Returns the terminal to you (see APPROVED ######## prompt on page 37).
PARTIAL APPROVED **$000.00** **CANCEL OK**	▪ To confirm the transaction: Presses the key (**OK**). ▪ To cancel the partial approval on their pre-paid card: Presses the key (**CANCEL**).
AMOUNT DUE **$000.00** **PRESS OK**	Presses the green key to confirm the amount due on a partial approval purchase.
CARD BALANCE **$000.00** **PRESS OK**	Presses the green key to acknowledge the card balance. ***Note:*** *The remaining balance is displayed during a Partial Approval transaction if the pre-paid card allows this.*
REMOVE CARD	Removes their card from chip reader and returns the terminal to you (see APPROVED ######## prompt on page 37).

Prompts with tip entry

When tip entry is enabled on the terminal, the order of prompts is revised to display customer prompts, including tip entry, in a more efficient way for the customer. Follow the tables below when performing a purchase transaction with tipping enabled. For Purchase with tipping disabled, see page 36 for merchant prompts and page 40 for customer prompts.

Merchant prompts: Purchase with tip enabled

This table lists in order of appearance the prompts (and the actions to take for each) that you might see on the terminal during a Purchase with tip entry enabled.

Note: *Only some of the prompts listed below will appear for any one transaction.*

Merchant prompt	Merchant action
ENTER CLERK ID	Key in your Clerk ID, and press the green key.
ENTER INVOICE NO	Key in an alpha/numeric identifier, and press the green key; or To bypass this prompt, simply press the green key.
CUSTOMER PRESS OK TO CONTINUE	Pass the terminal to the cardholder (see *Customer prompts on terminal* on page 43).
ENTER LAST 4 DIGITS	Key in the last four digits of the card number, and press the green key.
ENTER EXPIRY DATE [MMYY]	Key in the card's expiry date (MMYY), and press the green key.
REGULAR MAIL/TEL	▪ If cardholder is present: Press the green key to select **REGULAR**. ▪ If cardholder is not present: Scroll to **MAIL/TEL**, and press the green key.
SINGLE RECURRING INSTALLMENT OTHER	Scroll to the option that best describes the transaction, and press the green key.
TAKE MANUAL IMPRINT OF CARD AND PRESS OK	Take a manual imprint of the card, and press the green key.
RETURN TO CLERK	Press the green key on the terminal to continue.
APPROVED ########	Press the green key, and process any receipt that prints (see page 46).

Merchant prompt	Merchant action
PARTIAL APPROVED **$000.00** **PRESS OK**	Press the green key on the terminal to continue.
AMOUNT DUE **$00.00** **CR/DB CASH**	If cardholder would like to pay the balance due: ▪ by credit or debit, press the key (**CR/DB**). ▪ by cash, press the key (**CASH**).
UPDATE POINTS **TO LOYALTY CARD?** **YES NO**	Refer to the ***Moneris iWL255 Loyalty Programs Reference Guide***.

Customer prompts on the terminal: Purchase with tip entry enabled

This table lists in order of appearance the prompts (and the actions to take for each) that your customers might see on the terminal during a Purchase when tipping is enabled.

Note: *Only some of the prompts listed below will appear for any one transaction.*

Customer prompt	Customer action
CUSTOMER **PRESS OK** **TO CONTINUE**	Presses the green key. OR To change the language to French, presses the key (**FRANCAIS**).
PURCHASE **$#.##-OK?**	Presses the green key to confirm the displayed amount.
ADD TIP? **YES NO**	▪ To proceed with entering a tip, presses the key (**YES**). ▪ To bypass tipping, presses the key (**NO**).
ENTER TIP OR **PRESS OK** **AA% OTHER**	▪ To enter preset %: Presses the key (**AA%**). ▪ To enter different Tip amount: Presses the key (**OTHER**). ▪ To bypass entering Tip: Presses the green key.
ENTER TIP OR **PRESS OK** **PERCENT AMOUNT** **% $**	▪ To enter Tip: Presses the key (**%**) or the key (**$**). ▪ To bypass entering Tip: Presses the green key.
ENTER TIP **PERCENTAGE** **AA%**	Keys in a percentage (or nothing at all), then presses the green key.
ENTER TIP AMOUNT **$0.00**	Keys in a dollar amount (or nothing at all), then presses the green key.

Customer prompt	Customer action
SELECT TIP **1 - AA%=$0.00** **2 - BB% = $0.00** **3 - CC% = $0.00** **4 - OTHER**	▪ To select the highlighted preset %: Presses the green key. ▪ To select a different pre-set %: Scrolls to the desired % and presses the green key. ▪ To enter a different amount: Scrolls to **OTHER** and presses the green key.
PURCHASE **$#.##-OK?**	Presses the green key to confirm the displayed amount.
SWIPE OR INSERT CARD / GLISSER OU INSERER CARTE	Swipes or inserts the card.
SWIPE/INSERT/TAP CARD GLISSER, INSERER, OU PRESENTER CARTE	Swipes, inserts, or taps the card. Customer may also tap their mobile device (e.g. smartphone) or other mobile format.
SELECT LANGUAGE **CHOISIR LANGUE** **ENGLISH FRANCAIS**	▪ For English prompts: Presses the key (**ENGLISH**). ▪ For French prompts: Presses the key (**FRANCAIS**).
SELECT **<Application name>** **YES NO**	▪ To select the displayed application: Presses the key (**YES**). ▪ To view the next available application: Presses the key (**NO**).
<Application name> **-OK?**	Presses the key (**YES**) to use the displayed application.
CASH BACK? **YES NO**	▪ To receive cash back: Presses the key (**YES**). ▪ For no cash back: Presses the key (**NO**).
SELECT CASH BACK **$AA $BB $CC**	Presses the (**$AA**) or (**$BB**) or (**$CC**) key to select a displayed amount.
SELECT CASH BACK **$AA $BB OTHER**	▪ To select a displayed amount: Presses the key (**$AA**) or the key (**$BB**). ▪ To select another amount: Presses the key (**OTHER**), keys in amount, then presses the green key.
PURCHASE **$#.##-OK?**	Presses the green key to confirm the displayed amount.
SELECT ACCOUNT **CHEQUING SAVINGS**	▪ For chequing: Presses the key (**CHEQUING**). ▪ For savings: Presses the key (**SAVINGS**).
ENTER PIN & OK	Keys in their Personal Identification Number and presses the green key.

Customer prompt	Customer action
RETURN TO CLERK	Returns the terminal to you (see RETURN TO CLERK prompt on page 42).
APPROVED ########	Returns the terminal to you (see APPROVED ######## prompt on page 42).
PARTIAL APPROVED **$000.00** **CANCEL OK**	▪ To confirm the transaction: Presses the  key (**OK**). ▪ To cancel the partial approval on their pre-paid card: Presses the  key (**CANCEL**).
AMOUNT DUE **$000.00** **PRESS OK**	Presses the green  key to confirm the amount due on a partial approval purchase.
CARD BALANCE **$000.00** **PRESS OK**	Presses the green  key to acknowledge the card balance. ***Note:*** *The remaining balance is displayed during a Partial Approval transaction if the pre-paid card allows this.*
REMOVE CARD	Removes their card from chip reader and returns the terminal to you (see APPROVED ######## prompt on page 42).

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.

Reprinting receipts

Reprint last customer receipt or last report [29]

Prints a duplicate of the last printout.

1. Press the Admin *,# key, select **ADMIN**, and select **REPRINT**.
   The receipt or report prints.

Reprint merchant receipt

See *Reprint merchant receipt* on page 49.

Card masking

To reduce the risk of fraudulent card use, masking and truncation are applied to card numbers printed on receipts. Masking replaces a card's numbers with asterisks (e.g., **********1234).

Truncation prints only the last 4 digits of a card (e.g., 1234). The expiry date is not printed on any copy of any receipt.

Contactless transactions

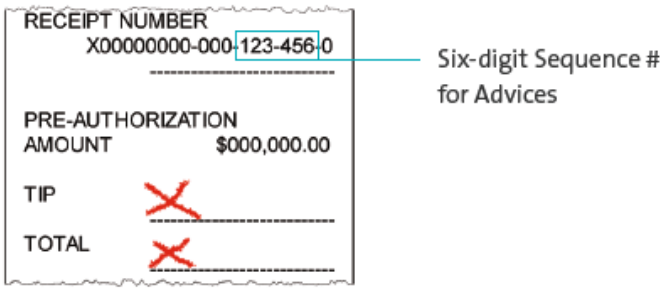
Receipts can be suppressed for tapped credit transactions that do not require cardholder verification. Refer to printer configuration in the ***Moneris iWL255 Long-Range Mobile Operating Manual*** in WebHelp format located at **moneris.com/support-iWL255**.

Receipts are always printed for *Interac* Flash transactions.

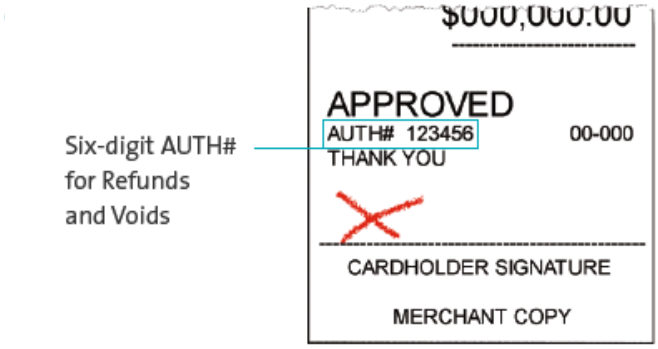
Receipts

These sample receipts will help you to locate the sequence number (for Advices) or the authorization number (for refunds and voids).

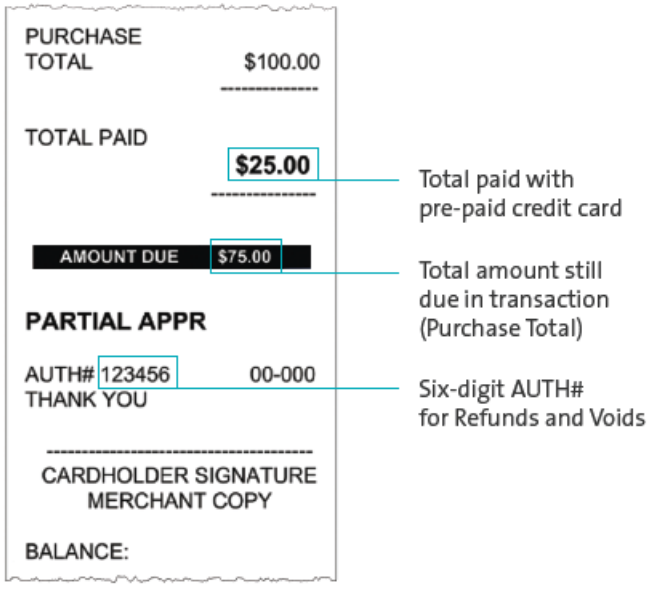
Pre-Auth receipt



Original receipt



Partial Approval receipt



Reports

Masking on reports

To reduce the risk of fraudulent card use, masking and/or truncation is applied to card numbers printed on reports. The expiry date is not printed.

Reprint merchant receipt [66]

Prints a duplicate of the Merchant Copy receipt.

1. Press the Admin key, select **REPORTS**, and select **TRANS INQUIRY**.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
   - If ENTER CLERK ID appears, key in your Clerk ID, and press the green key.
2. Identify the transaction (follow the prompts).
   - When PRINT OR DISPLAY? appears, press the key (**DISPLAY**), scroll to the transaction, and press the green key. Then press the key (**REPRINT**).

Clerk subtotals report [82]

Prints transactions by Clerk ID for one, a group, or all clerks. Transactions are grouped by type and itemized under card type. Grand total amount(s) also appear for each Clerk ID.

Note: *Clerk Subtotalling must be enabled.*

1. Press the Admin key, select **REPORTS**, and select **CLERK INQUIRY**.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
2. Select the number of clerks to include:
   - For one clerk, press the key (**SINGLE**). When ENTER CLERK ID appears, key in a Clerk ID, and press the green key.
   - For a specific group of clerks, press the key (**MULTIPLE**), then select **GROUP**. When ENTER GROUP ID TO BE PROCESSED appears, key in the Group ID and press the green key, then select **PROCESS LIST**.
   - For all clerks, press the key (**MULTIPLE**) then select **ALL CLERKS**.

   The report prints, and the READY screen appears.

Current batch totals report [99]

Prints a report listing transactions by card type for the current batch (terminal) without closing the batch. Grand totals by transaction type are also included in the report.

1. Press the Admin key, select **REPORTS**, then select **CLOSE BATCH**.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
   - If ENTER CLERK ID appears, key in your Clerk ID, and press the green key.

   CLOSE BATCH appears, and then the report prints.
2. When CLOSE BATCH? appears, press the key (**NO**) to finish printing without closing the batch.

   The report prints, and the READY screen appears.

Merchant sub-totals report [95]

Prints a list of transaction type totals by card type for the current batch from the Moneris host. Grand totals by transaction type are also included.

1. Press the Admin key, select **REPORTS**, and select **MERCH SUBTOTAL**.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
   - If ENTER CLERK ID appears, key in your Clerk ID, and press the green key.

   The report prints, and the READY screen appears.

Pre-auth list [62]

Prints a list of Pre-Auths and identifies open Pre-Auths that need to be completed or cancelled.

1. Press the Admin key, select **REPORTS**, then select **PRE-AUTH LIST**.
2. When SWIPE ADMIN CARD appears, swipe your POS Admin card, or press the green key to continue.
   - If ENTER CLERK ID appears, key in your Clerk ID, and press the green key.
3. Select **OPEN** or **CLOSED** (for completed or cancelled Pre-Auths) or **BOTH** (for both types).

   PRINT DATE OR BATCH? appears.
4. To print the report by date, press the key (**DATE**). To print the report by batch, press the key (**BATCH**).
5. To print the current date or batch, press the green key. To select a specific date or batch, key in a date or batch number, and press the green key.

   The report prints, and the READY screen appears.

Balance inquiry report [94]

Prints the number of balance inquiries by card type for the current batch. A grand total of inquiries is displayed at the bottom of the report.

1. Press the Admin key, select **REPORTS**, and select **BAL INQ REPORT**.
2. When SWIPE ADMIN CARD appears, swipe your POS Admin card.

   The report prints and the READY screen appears.

Configuration report [16]

This report lists terminal parameters and values.

1. From the READY screen, press the Admin key twice, key in **16**, and press the green key.
2. When PRINT TRAILER MESSAGES? appears, press the key (**NO**).

   The report prints.

Tip totals report [96]

Prints a summary of Tip amounts entered on the terminal for transactions in a specified batch or a specified date range.

Note: *If Clerk Subtotalling is enabled, Tip amounts are summarized by Clerk ID.*

1. Press the Admin key, select **REPORTS**, then select **TIP TOTALS**.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
   - If ENTER CLERK ID appears:
     - to print the Tip total for a specific clerk, key in a Clerk ID;
     - to print Tip totals for all clerks, press the green key.

   The PRINT DATE OR BATCH? prompt appears.
2. For totals by date, press the key (**DATE**); for totals by batch, press the key (**BATCH**).
   - If **DATE** is selected:
     a. When START DATE appears, key in the start date (YYMMDD), and press the green key.
     b. When START TIME appears, key in the start time (HHMM, 24-hour clock), and press the green key.
     c. When END DATE appears, key in the end date (YYMMDD), and press the green key.
     d. When END TIME appears, key in the end time (HHMM, 24-hour clock), and press the green key.
   - If **BATCH** is selected, key in the batch number, and press the green key.

   The report prints, and the READY screen appears.

Admin functions

Logon [02]

If PLEASE LOGON appears, you are required to log on.

1. Press the Admin key, select **ADMIN**, then select **LOGON**.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.

   The READY screen appears within 60 seconds.

Logoff [03]

To ensure unauthorized transactions cannot be processed, log off your terminal at the end of each business day.

1. Press the Admin key, select **ADMIN**, then select **LOGOFF**.

   The PLEASE LOGON prompt appears within 60 seconds.

Re-initialization [01]

Moneris Customer Care may ask you to re-initialize your terminal if changes have been made to it or your merchant account.

1. Press the Admin key, select **CONFIGURATION**, then select **INITIALIZATION**.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
   - If RETAIN CURRENT MERCH SETTINGS? appears, press the key (**YES**) to keep all parameters set as they are.
   - If MERCHANT ID appears, simply press the green key.
   - If PHONE NUMBER appears, simply press the green key.
2. Wait while the terminal communicates with the Moneris host.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card to log on.
3. When the READY screen appears on the terminal, it is ready to process transactions.

End-of-day process

Merchant close

If your merchant account is set up for Merchant Close settlement, you must process a Batch Close transaction in order to have the funds from your POS transactions deposited to your business account. Here's how:

Step 1: Print a stored transactions report [60]

1. Press the Admin key, select **REPORTS**, and select **TRANS LIST**.
2. When SWIPE ADMIN CARD appears, swipe your POS Admin card, or press the green key to continue.
   - If ENTER CLERK ID appears, key in a Clerk ID and press the green key to print totals for that Clerk ID, or simply press the green key to print totals for all Clerk IDs.

   The PRINT DATE OR BATCH? prompt appears.
3. Press the key (**BATCH**) to print the report by Batch.
4. Press the green key to print the report for the current batch.

   The PRINT TOTALS ONLY? prompt appears.
5. Press the key (**YES**) to print only the Terminal Batch Totals (including the Cashback total).

   The report prints, and the READY screen appears.

Step 2: Process a close batch transaction [99]

1. Press the Admin key, select **REPORTS**, and select **CLOSE BATCH**.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
   - If ENTER CLERK ID appears, key in your Clerk ID, and press the green key.

   CLOSE BATCH appears, and then the report prints.
2. When CLOSE BATCH? appears, press the key (**YES**) to close the batch and have funds deposited to your account.

   The terminal finishes printing the report and returns to the READY screen.

Step 3: Confirmation

Confirm that the totals on the Stored Transactions report (printed in step 1) match the totals on the Batch Totals report (printed in step 2). If they do not match, call Moneris Customer Care toll-free at **1-866-319-7450** the next business day for reconciliation assistance.

System close

If your merchant account is set up for System Close settlement, Moneris automatically closes your batch for you at the end of each day. You must verify transaction totals on a daily basis. Here's how:

Step 1: Print a stored transactions report [60]

See page 53.

Step 2: Print a merchant subtotals report [95]

See page 50.

Note: *The Merchant Subtotals report must be printed before 11:00 p.m. local time.*

Step 3: Confirmation

Confirm that the totals on the stored transactions report (printed in step 1) match the totals on the merchant subtotals report (printed in step 2). If they do not match, call Moneris Customer Care toll-free at **1-866-319-7450** within 30 days for reconciliation assistance.

Troubleshooting

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

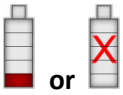
Message	Solution
3G FAILED CONNECTION TIMEOUT	The terminal could not connect to the authorized carrier's wireless signal within the allotted time. Press the green key and retry the transaction.
3G FAILED NO SIM	The SIM card has been removed or is malfunctioning. 1. Power off the terminal. 2. Re-install the SIM card (see page 15). 3. Power on the terminal.
3G FAILED UNKNOWN ERROR	An unsupported or unauthorized SIM card has been installed, or the currently installed SIM card is malfunctioning or is registered to an account that has been rendered inactive by the authorized carrier.
CARD BLOCKED REMOVE CARD	The chip card cannot be used. Ask for another form of payment.
CARD NOT SUPPORTED PLEASE RETRY	Try swiping the card again. If this message reappears, request another form of payment.
CARD PROBLEM	Retry the transaction. If the message reappears: ▪ If credit card was swiped: Key in the card number. ▪ If debit card was swiped: Request another form of payment. ▪ If card was inserted: Swipe the card.
CARD REMOVED	The chip card was removed during the transaction. 1. Retrieve the terminal. 2. Press the green key until the READY screen appears. 3. Retry the transaction.

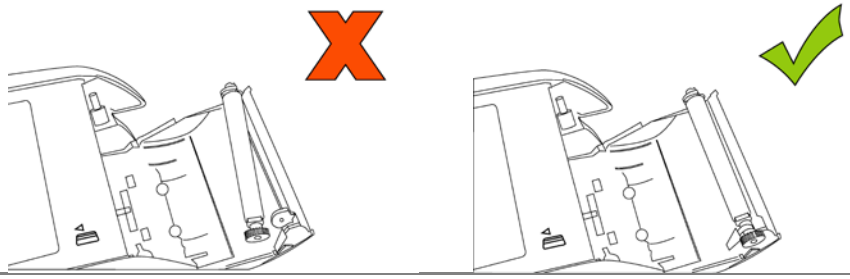
Message	Solution
CHECK PHONE THEN TAP AGAIN	The customer's mobile device (e.g. smartphone) requires a response. The customer performs the following actions: 1. Checks their mobile device and responds to any prompts displayed there, e.g. they may need to enter a passcode on their mobile device. 2. Presses the green key on the terminal or waits for the SWIPE/INSERT/TAP CARD prompt to re-appear. 3. Taps the mobile device again.
CHECK PRINTER	1. Open the printer, and ensure that a paper roll is inside and that it is properly inserted. 2. Close the printer lid. 3. If required, press and hold down the yellow key to advance the paper to the desired length.
CONTACTLESS TRANSACTION LIMIT EXCEEDED	If the card has a chip, insert it into the chip reader; if the card does not have a chip, swipe the card.
CUSTOMER — INSERT CARD INTO READER	Insert the chip card into the chip card reader.
DECLINED BY CARD	The chip card has declined the transaction. 1. Retrieve the terminal and remove the chip card. 2. Press the green key until the READY screen appears. 3. Request another form of payment.
DECLINED – RETRY TRANSACTION?	1. Press the key (**YES**). 2. Retry the transaction.
DO A PURCHASE WITH CHIP CARD	The chip card cannot be used for a Pre-Auth transaction because the terminal is not configured to allow this. 1. Retrieve the terminal and remove the chip card. 2. Press the green key until the READY screen appears. 3. Perform a Purchase instead.
ERROR 40#	Communication error. 1. Press the green key to return to the READY screen. 2. Retry the transaction.
INVALID CARD TYPE	The card that was swiped cannot be used for this transaction. Ask for another card and retry.

Message	Solution
INVALID ENTRY	In Training mode, ensure the transaction, Cashback, or Tip amount is $1.00 or less (max. total: $3.00).
LOW BATTERY!!! **DOCK TERMINAL**	The battery charge is too low. Connect the terminal directly to a power source (via the charge cable) or dock the terminal on a powered base.
NO SUPPORTED APPLICATIONS **REMOVE CARD**	▪ **If card was inserted:** Remove card from the chip reader, and swipe it when prompted. ▪ **If card was tapped:** If the card has a chip, insert it into the chip reader; if there is no chip, swipe the card.
NOT ACCEPTED **REMOVE CARD**	1. Remove the chip card from the chip reader. 2. When prompted: ▪ for credit cards: swipe the card on the magnetic stripe reader; ▪ for debit cards: ask for another form of payment.
NOT COMPLETED **RETURN TO CLERK**	1. Press the red  key to display the communications error. 2. When the READY screen appears, retry the transaction again.
REFUND LIMIT EXCEEDED	The total value of Refunds performed today is greater than your daily Refund Limit. Contact Moneris for a temporary increase in your daily Refund Limit. Please have the original Purchase receipt available for reference.
REINITIALIZATION REQUIRED	Re-Initialize the terminal. See page 52.
SWIPE ADMIN CARD	You have manually entered a card number and expiry date while Manual Card Entry with Admin protection is enabled. Swipe your POS Admin card to continue the transaction.
TAP FAILED **PLEASE INSERT** **OR SWIPE CARD**	If the card has a chip, insert it into the chip reader; if the card does not have a chip, swipe it.
TIME-OUT **or** **RETRY TERMINAL** **TIME-OUT**	The customer took too long to respond to the prompts. 1. Retrieve the terminal. 2. Press the red  key. 3. When the READY screen appears, try the transaction again.

Message	Solution
TIP IS NOT SUPPORTED FOR MAIL/TEL	Do not enter a tip during a Mail Order/Telephone Order (MOTO) transaction. 1. Press the green key (or wait for the terminal) to return to the purchase amount confirmation screen. 2. Respond to the prompts but, this time, do not enter a tip when the tip prompt appears. Simply leave it blank and press the green key to continue.
TRANSACTION NOT FOUND	The terminal cannot find a matching transaction. This message appears for three seconds then the terminal returns to the previous prompt.

Equipment issues

Issue	Solution
You need to advance receipt paper from the printer.	While the terminal is powered on, press and hold down the yellow key until the paper advances to the desired length. ***Note:*** *If the lid is closed, DO NOT attempt to manually pull the paper from the printer as this will damage the printer.*
The battery isn't charging.	If the battery is not fully charged, do one of the following: ▪ **Direct-to-Terminal Charge Cable:** Ensure that the cable is connected securely to the terminal and plugged into a working power outlet. ▪ **Charge Base:** Ensure the terminal is securely docked on a powered base (the base's power cable must be connected to a working power outlet).
One of these battery icons appears:  **or**	The battery needs to be recharged.
The  **icon's "3G" text is coloured grey. The handset icon is also grey and appears to "hang up" like this:** **.**	The terminal has been disconnected from the wireless network (this may happen occasionally). You may continue to perform transactions as normal. The terminal will reconnect when it attempts to communicate with the Moneris host (if required) to process a transaction.
The display screen is blank.	The terminal is powered off. Press the green key. If power is not restored, connect the terminal to a power source. If this does not work, call Moneris Customer Care.

Issue	Solution
HOST CONNECTION FAILED	Call Moneris Customer Care.
The receipt paper is coming out of the printer but nothing is printed on it.	The paper roll is incorrectly installed in the paper well. Ensure that when the paper unrolls, it unrolls towards the top of the terminal over the printer. If the paper unrolls over the display screen, remove the paper roll from the paper well and place the roll back inside the well so that the paper unrolls over the printer. See page 8 for instructions.
The paper well won't close.	The printer paper roller may have popped out of place. Press gently but firmly on the loose end of the printer roller to pop it back into place. Then close the printer lid. 

Merchant support

At Moneris, help is always here for you 24/7.

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-iWL255** to:
  - watch the ***iWL255 Setup and Installation*** video
  - download additional copies of this guide and other resources
  - consult the ***Moneris iWL255 WebHelp*** for detailed information on all of the options available on your terminal and how to enable them
- 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) toll-free 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**.



MONERIS, MONERIS BE PAYMENT READY & Design and MERCHANT DIRECT are registered trade-marks of Moneris Solutions Corporation. VISA is a trademark owned by Visa International Service Association and used under license. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. INTERAC is a registered trade-mark of Interac Inc. DISCOVER is a registered trade-mark of Discover Financial Services. AMERICAN EXPRESS is a registered trade-mark of American Express Company. All other marks or registered trade-marks are the property of their respective owners.

© 2018 Moneris Solutions Corporation, 3300 Bloor Street West, Toronto, Ontario, M8X 2X2. All Rights Reserved. This document shall not wholly or in part, in any form or by any means, electronic, mechanical, including photocopying, be reproduced or transmitted without the authorized consent of Moneris Solutions Corporation. This document is for informational purposes only. Neither Moneris Solutions Corporation nor any of its affiliates shall be liable for any direct, indirect, incidental, consequential or punitive damages arising out of use of any of the information contained in this document. Neither Moneris Solutions Corporation or any of its affiliates nor any of our or their respective licensors, licensees, service providers or suppliers warrant or make any representation regarding the use or the results of the use of the information, content and materials contained in this document in terms of their correctness, accuracy, reliability or otherwise.

Your gift card processing is governed by your agreement for gift card services with Moneris Solutions Corporation. Your loyalty card processing is governed by your agreement for loyalty card services with Moneris Solutions Corporation. Your credit and/or debit card processing is governed by the terms and conditions of your agreement(s) for merchant credit/debit card processing services with Moneris Solutions Corporation. It is your responsibility to ensure that proper card processing procedures are followed at all times. Please refer to the ***Moneris Merchant Operating Manual*** (available at: **moneris.com/support**) and the terms and conditions of your applicable agreement(s) for credit/debit processing or other services with Moneris Solutions Corporation for details.

iWL255 Ref-EN (08/18)