Need help?
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 available at moneris.com/support, 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.

Enroll in Merchant Direct®

Merchant Direct is the Moneris online tool for accessing all of your merchant reports, including end-of-day reports. To sign up for Merchant Direct, follow these steps.

*Note:* If you have already enrolled for Merchant Direct, you do not have to enroll again.

2. In the top right area of the screen, click Login and select Merchant Direct.
3. Click Online Enrolment.
4. Fill in the fields in the online form to complete your enrolment.
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 terminal’s Reference Guide available at moneris.com/support.

Cards supported

DCC is available for the following 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, and may extend onto the second line when necessary.
- 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:

![SELECT CURRENCY Screen]

- **Currency conversion rate** (e.g., 1 CAD = 1.234567 USD) consists of base rate + fee.
  - In this example, conversion rate
  - $ = 1.1870844 + 0.0474834
  - = 1.2345678 USD for 1 CAD

- The fee is a percentage of the base rate (e.g., 4% of 1.1870844 = 0.0474834)

- The base rate for conversion is provided by Visa or MasterCard
  - (e.g., 1 CAD = 1.1870844 USD)

- The last 2 lines of the screen show the transaction amount in:
  - Canadian dollars
  - Foreign currency (e.g., US dollars)
Prompts on the terminal
The following DCC cardholder prompts appear on the terminal. The currency will vary depending on the card.

<table>
<thead>
<tr>
<th>Cardholder prompt</th>
<th>Cardholder action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SELECT CURRENCY</strong></td>
<td>The cardholder selects the currency:</td>
</tr>
</tbody>
</table>
| Rate $1CAD = 0.720317EUR  
*Base rate + 4%  
10.00  
CAD  
7.20  
EUR |  
- 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. |
| **PURCHASE**  
7.20 EUR-OK?  
FRANCAIS | At the PURCHASE confirmation screen, the cardholder is prompted to confirm the transaction amount and their choice of currency. The cardholder uses the terminal keypad:  
- 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 credit card is entered on the PINpad (or on the terminal), the currency information screen appears:  
- 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:

1CAD = 1.234567USD  
*Rate + 4%  
PRESS OK

Currency conversion rate:  
(e.g., 1 CAD = 1.234567 USD) consists of base rate + fee.  
In this example, conversion rate:  
= 1.1870844 + 0.0474834  
= 1.234567 USD for 1 CAD

The fee is a percentage of the base rate  
(e.g., 4% of 1.1870844 = 0.0474834)  
The base rate for conversion is provided by Visa or MasterCard  
(e.g., 1 CAD = 1.1870844 USD)
The following DCC cardholder prompts appear on the PINpad. The currency will vary depending on the card.

<table>
<thead>
<tr>
<th>Cardholder prompt</th>
<th>Cardholder action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1CAD=0.720317EUR</strong></td>
<td>The cardholder presses the green key to accept the conversion rate and to continue the transaction.</td>
</tr>
<tr>
<td><em>RATE + 4%</em>*</td>
<td></td>
</tr>
<tr>
<td>PRESS OK</td>
<td></td>
</tr>
</tbody>
</table>

- The cardholder selects the currency:
  - To choose Canadian dollars, presses **F1**.
  - To choose the foreign currency, presses **F4**.

| PRESS                      |                                                                                   |
| F1 – 10.00 CAD OR F4 – 7.20 EUR |                                                                                   |

At the PURCHASE confirmation screen, the cardholder is prompted to confirm the transaction amount and their choice of currency.

The cardholder uses the PINpad keypad:

- 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.

**Note:** Manual card entry will only be allowed on terminals where a manual card entry password has been configured and manual card entry has been enabled. Refer to your terminal’s Reference Guide for information on configuring the password and enabling manual card entry.

**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 12.)

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.

6. 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.


**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.
   f. The cardholder presses the green key to accept the amount and currency displayed.
      The RETURN TO CLERK message appears.
   g. The cardholder returns the terminal to you.
   h. Press the green key on the terminal to continue.
   i. 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 chosen by the cardholder (e.g. CNY).
   j. Press the green key to acknowledge the partial approval.
      The PASS TO CUSTOMER PRESS OK TO CONTINUE prompt appears.
k. Pass the terminal to the cardholder.
l. The cardholder presses the green key to continue.

The PARTIAL APPROVED 9.99 CCC CANCEL/OK screen appears.
m. 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.
n. 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 14).
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 7 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 terminal’s Reference Guide.
   - If the cardholder presents another foreign pre-paid credit card, return to step 1b on page 8.
   - If the cardholder presents cash, proceed to step 3.

3. Process receipts (see page 14).
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 **Admin** / **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.
   - The terminal recognizes that the card is a foreign credit card and displays the DCC REFUND? prompt.
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.
   - The terminal displays PLEASE WAIT, PROCESSING, then APPROVED.
6. Process receipts (see page 14).

Pre-authorization

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

1. Press the **Admin** / **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 enters 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.

7. The cardholder presses the green key to accept the amount and currency displayed.
   The RETURN TO CLERK message appears.

8. The cardholder returns the terminal to you.

9. Press the green key on the terminal to continue.
   The terminal displays PROCESSING then APPROVED.


**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 below).

---

**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 terminal’s Reference Guide available at moneris.com/support.

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 Admin key, select TRANSACTIONS, and then select P-A ADVICE.
   The FIND ORIGINAL TRANSACTION? prompt appears.

2. Press the function key to select NO.
   The ENTER AMOUNT prompt appears.

3. Key in the original 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.
   - When the ENTER MAN ENT PASSWORD prompt appears, key in your manual card entry password and press the green key.
   - If the SWIPE ADMIN CARD prompt appears, swipe your POS Admin card.
   The DCC ADVICE? prompt appears.
7. Press the function / key to select NO. Voice-authorized transactions do not support DCC.
   The terminal displays PLEASE WAIT, PROCESSING, then APPROVED.

8. Process receipts (see page 14).

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 Force Post, return to step 2.

Purchase and Pre-auth: Using an iCT250 terminal with 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 7 or the Pre-authorization transaction on page 10.

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 Admin 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.

4. The cardholder presses the green key to accept the amount and currency displayed.
   - The PINpad returns to the WELCOME/BONJOUR screen, while the terminal displays PROCESSING then APPROVED.

5. Process receipts (see page 14).

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 10.

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: To refund a partially approved purchase, use the TOTAL PAID amount on the Partial Approval receipt.
1. On the terminal, press the Admin 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.
   The terminal displays PLEASE WAIT, PROCESSING, then APPROVED.
6. Process receipts (see page 14).
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**

<table>
<thead>
<tr>
<th>Field Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card number</td>
<td>**********0000</td>
</tr>
<tr>
<td>Transaction date</td>
<td>YYYY / MM / DD</td>
</tr>
<tr>
<td>Transaction type</td>
<td>Printed if a tip is entered</td>
</tr>
<tr>
<td>Currency information:</td>
<td></td>
</tr>
<tr>
<td>Conversion rate</td>
<td>where CCC represents the foreign currency</td>
</tr>
<tr>
<td>Fee for conversion</td>
<td></td>
</tr>
<tr>
<td>Transaction amount shown in both currencies</td>
<td></td>
</tr>
<tr>
<td>X to indicate currency selected by cardholder</td>
<td></td>
</tr>
<tr>
<td>Total amount and currency of the transaction</td>
<td></td>
</tr>
<tr>
<td>This statement appears for Visa transactions only.</td>
<td>The cardholder acknowledges the statement by signing the merchant copy of the receipt or by entering a PIN on the terminal/PINpad.</td>
</tr>
<tr>
<td>Cardholder signature</td>
<td>(if signature line is printed)</td>
</tr>
</tbody>
</table>

Legend:
- **...** = masked characters
- **000** = numeric characters
- **AAA** = alphabetic characters
- **AOA** = alphanumeric characters
Purchase receipt – Cardholder copy

**Legend**
- * = masked characters
- 000 = numeric characters
- AAA = alphabetic characters
- AOA = alphanumeric characters

- **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**

---

**I HAVE BEEN OFFERED A CHOICE OF PAYMENT CURRENCIES. THIS CURRENCY CONVERSION SERVICE IS OFFERED BY THIS MERCHANT.**

**APPROVED**

AUTH# A00A00 00-000
THANK YOU

CARDHOLDER WILL PAY CARD ISSUER ABOVE AMOUNT PURSUANT TO CARDHOLDER AGREEMENT.

CARDHOLDER COPY
IMPORTANT – RETAIN THIS COPY FOR YOUR RECORDS

---

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.
DCC Reporting

There are two 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 Admin [Admin Key] key twice.
2. Key in 86 and press the green [Print] 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 four digits (MMDD) or as six digits (YYMMDD).
   - To view the DCC transactions for the current date, simply press the green [Print] key.

   The screen displays PRINTING while the report prints.
**Sample: Daily DCC TXN Report**

![Daily DCC TXN Report](image)

**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 Admin key twice.
2. Key in **87** and press the green 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 four digits (MMDD) or as six digits (YYMMDD).
   - To view the DCC transactions for today, simply press the green \( \text{key}. \)
   
   The screen displays PRINTING while the report prints.

**Sample: Daily DCC Rate Look-up Report**
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

<table>
<thead>
<tr>
<th>Error message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>DECLINED INVALID TRANSACTION</td>
<td>The currency rate look-up has failed. Choose one of the options below:</td>
</tr>
<tr>
<td></td>
<td>▪ To re-send the rate look-up request, press the green key. The terminal displays PLEASE WAIT while waiting to receive the currency information.</td>
</tr>
<tr>
<td></td>
<td>▪ To cancel the transaction completely, press the red key. The terminal returns to the READY screen. You may now start a new transaction.</td>
</tr>
</tbody>
</table>

Error messages on the PINpad

<table>
<thead>
<tr>
<th>Error message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>CANNOT PROCESS INVALID TRANS</td>
<td>The currency rate look-up has failed. Choose one of the options below:</td>
</tr>
<tr>
<td></td>
<td>▪ To re-send the rate look-up request, press the green key. The terminal displays PLEASE WAIT while waiting to receive the currency information.</td>
</tr>
<tr>
<td></td>
<td>▪ To cancel the transaction completely, press the red key. The terminal returns to the READY screen. You may now start a new transaction.</td>
</tr>
</tbody>
</table>
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 for your terminal;
  - 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, 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.

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