# Table of Contents

## CHAPTER 1. INTRODUCTION

1.1 Getting Started ................................................................................................................. 1  
1.2 What's New ...................................................................................................................... 1  
1.3 Learning About the Terminal ........................................................................................... 1  
1.4 Caring for your Moneris Hardware .................................................................................. 2  
  1.4.1 Caring for the Terminal ..................................................................................... 2  
  1.4.2 Caring for the Base ............................................................................................ 2  

## CHAPTER 2. FEATURES AND PROCEDURES

2.1 Standard Features ............................................................................................................. 3  
  2.1.1 Language Selection for Display, Receipts and Reports ..................................... 3  
  2.1.2 Card Information Security ............................................................................... 4  
  2.1.3 Communications Status ............................................................................... 4  
  2.1.4 Demo Mode ....................................................................................................... 5  
2.2 The Menu Feature ............................................................................................................ 5  
  2.2.1 The Applications Menu ...................................................................................... 7  
  2.2.2 The Transactions (DEBIT & CREDIT) Menu ................................................... 8  
  2.2.3 The Pre Auth Menu ............................................................................................ 9  
  2.2.4 The Reports Menu ............................................................................................ 10  
  2.2.5 The Configuration Menu ................................................................................. 12  
  2.2.6 The Setup Menu ............................................................................................... 13  
  2.2.7 Terminal Parameters (Edit Terminal Menu) ................................................... 14  
  2.2.8 Receipt Parameters Menu (Edit PCT) ............................................................ 18  
  2.2.9 Merchant Parameters (Edit Format Menu) ..................................................... 20  
  2.2.10 Dial Communications Parameters (Edit CPT Menu) .................................... 23  
  2.2.11 Moneris Host Parameters (Edit Hosts Menu) ............................................... 24  
  2.2.12 Additional Merchant Parameters (Edit MIT Menu) ...................................... 25  
  2.2.13 Ethernet Communication Parameters (Edit ECT Menu) ............................... 26  
  2.2.14 Cashback Parameters (Cashback Menu) ......................................................... 28  
  2.2.15 Menu and Editing Parameters (Menu Config Menu) ...................................... 28  
2.3 Optional Features ........................................................................................................... 33  
  2.3.1 NSR Transactions ............................................................................................ 34  
  2.3.2 Surcharge on Debit Transactions .................................................................... 34  
  2.3.3 Chip Cards ...................................................................................................... 35  
  2.3.4 Contactless Cards ............................................................................................ 36
CHAPTER 3. THE MONERIS VX810 HARDWARE ................................................................. 55
3.1 The Moneris Vx810 Duet Terminal ......................................................................... 55
3.2 Setting up the Terminal ............................................................................................ 55
3.3 The Vx810 Communications Base .......................................................................... 56
3.4 The Communications Cables ................................................................................. 56
3.4.1 The Dial Communications Cable ...................................................................... 56
3.4.2 The Ethernet Communications Cable ............................................................... 57
3.5 The Terminal Keypad ............................................................................................. 57
3.5.1 Alphanumeric Keys .......................................................................................... 58
3.5.2 The Function Keys ........................................................................................... 58
3.6 The Magnetic Stripe Card Reader ........................................................................... 59
3.7 The Chip Card Reader ............................................................................................ 60
3.8 The Integrated Printer ............................................................................................ 60
3.9 The External PINpad ............................................................................................. 61
3.9.1 Setting up the External PINpad ...................................................................... 61
3.9.2 Transactions with the External PINpad ............................................................ 62
3.10 The Modular Contactless Reader .......................................................................... 63
3.10.1 Contactless Transactions Allowed .................................................................. 63
3.10.2 Maximum Contactless Dollar Value (CDV) ................................................... 63

CHAPTER 4. CONFIGURING YOUR TERMINAL ............................................................. 65
4.1 Configuring Your Terminal .................................................................................... 65
4.2 Using Quick Setup .................................................................................................. 66
4.2.1 Options for Each Parameter ........................................................................... 66
4.2.2 Parameters ....................................................................................................... 66
4.3 Configuring Communications .............................................................................. 67
4.3.1 Configuring Dial Communications .................................................................. 67
4.3.2 Configuring Dynamic IP Communications ..................................................... 69
4.3.3 Configuring Static IP Communications ............................................................ 70
4.4 Configuring Dial Backup Support for IP ............................................................... 71
4.4.1 Dial Communications as Automatic Backup for IP ....................................... 71
4.4.2 Other Backup Support Options ...................................................................... 71
4.5 Configuring Your Merchant ID and Terminal ID .................................................... 72
4.6 Configuring the External PINpad .......................................................................... 72
4.7 Configuring Surcharge ......................................................................................... 73
4.7.1 Enabling Surcharge ....................................................................................... 73
4.7.2 Surcharge Amount .......................................................................................... 73
4.7.3 Surcharge Min Limits ...................................................................................... 74
4.7.4 Surcharge Max Limits ..................................................................................... 74
4.8 Configuring the Modular Contactless Reader ....................................................... 75
4.9 Disabling Manual Entry on Credit Cards............................................................. 75
4.9.1 The Edit Cards Screen Matrix ......................................................................... 76
4.10 Configuring Password Protection on Manual Entry ............................................. 76
4.10.1 Enabling the Manual Entry Password Feature .............................................. 76
4.10.2 Disabling Password Protection on Manual Entry ........................................... 77
4.11 Configuring Receipt Printing ............................................................................. 77
4.11.1 Enable the Printer .......................................................................................... 77
4.11.2 Configure Receipt Headers and Footers ...................................................... 77
4.11.3 Enable Large Amount Printing ..................................................................... 78
4.11.4 Enable Printing of Customer Copies ............................................................ 78
4.11.5 Enable Re-Printing of Merchant Copies ...................................................... 78
4.11.6 Configure the Print Prompt Beep Delay ...................................................... 78
4.12 Configuring Tip Processing ............................................................................... 78
4.12.1 Basic Tip Processing .................................................................................... 78
4.12.2 Enhanced Tip Processing ............................................................................. 79
4.12.3 Gratuity Guidelines Printing on Pre-Authorization Receipts .......................... 79
4.12.4 Tip Percentage on Purchases ...................................................................... 79
4.13 Configuring the Cashback Feature ................................................................... 80
4.13.1 Cashback Amount Prompting on Debit Transactions ................................. 80
4.13.2 Changing Cashback Amounts ..................................................................... 80
4.13.3 Setting the Cashback Limit ......................................................................... 80
4.14 Configuring Clerk ID Prompting and Clerk Sub-Totalling .................................. 81
4.14.1 Clerk ID Prompting ..................................................................................... 81
4.14.2 Using a Default Clerk ID ........................................................................... 81
4.14.3 Clerk Sub-Totalling ..................................................................................... 81
4.14.4 Adding Clerk IDs (including the Default Clerk ID) .................................... 81
4.14.5 Deleting Clerk IDs ..................................................................................... 82
4.15 Configuring Invoice Number Prompting ............................................................ 83
4.16 Configuring Multi-Terminal Reporting ............................................................... 83
4.16.1 Adding a Terminal Name ............................................................................ 83
4.16.2 Deleting a Terminal Name ......................................................................... 84
4.17 Configuring Private Label Cards ...................................................................... 84
4.18 Configuring Corporate Cards ........................................................................... 84
4.18.1 Enabling the Corporate Card Feature .......................................................... 84
CHAPTER 5.  FINANCIAL TRANSACTIONS ......................................................... 87

5.1 Card and Transaction Types ................................................................. 87
5.2 Transaction General Guidelines ......................................................... 88
5.3 Card Entry Options ......................................................................... 88
   5.3.1 Magnetic Stripe Cards - Swipe .................................................. 88
   5.3.2 Chip Cards - Insert .................................................................. 88
   5.3.3 Contactless Cards - Tap ........................................................... 88
   5.3.4 Manual Entry ........................................................................... 89
5.4 Transaction Procedures .................................................................... 89
5.5 Processing a Purchase ..................................................................... 90
5.6 Processing a Refund ....................................................................... 90
5.7 Processing a Correction (Void) ....................................................... 91
5.8 Processing a Pre-Authorization ....................................................... 92
5.9 Processing a Pre-Authorization Completion ..................................... 92
5.10 Processing a Pre-Authorization Deletion ....................................... 94
5.11 Partial Approval ............................................................................. 95
   5.11.1 Partial Approval Purchase on the Terminal ............................. 96
   5.11.2 Partial Approval Purchase using the External PINpad ......... 97
   5.11.3 Partial Approval Correction (Void) ......................................... 98
   5.11.4 Partial Approval Receipt Examples ....................................... 99
   5.11.5 Partial Approval Refund ......................................................... 105
   5.11.6 Partial Approval Transaction Scenarios ................................. 105
   5.11.7 Performing Balance Inquiries on Pre-paid Credit Cards ....... 107
   5.11.8 Cancelling Partial Approval Transactions ............................ 108
5.12 Processing an Advice ..................................................................... 109
5.13 Transacting a Purchase on a Corporate Card ............................. 109
5.14 Transacting a Payment on a Private Label Card .......................... 111
5.15 Manually Processing Credit Transactions .................................. 112
   5.15.1 Manually Processing Credit Transactions UNDER the Floor Limit 112
   5.15.2 Manually Processing Credit Transactions OVER Floor Limit 113

CHAPTER 6.  ADMIN TRANSACTIONS ......................................................... 115

6.1 Logging On ..................................................................................... 115
6.2 Logging Off .................................................................................. 115
CHAPTER 7. REPORTS ................................................................................................. 121
  7.1 Stored Transactions Report......................................................................... 121
  7.2 Merchant SubTotals Report ...................................................................... 122
  7.3 Clerk Subtotal Report ............................................................................... 122
      7.3.1 For One or More Clerks ................................................................. 122
      7.3.2 For All Clerks .............................................................................. 123
  7.4 Deposit Totals Report ............................................................................... 123
  7.5 Multi-Terminal Deposit Totals Report....................................................... 124
  7.6 Pre Auth Transactions Report ................................................................. 124
  7.7 Tip Report ............................................................................................... 125
  7.8 Batch Totals Report .................................................................................. 125
  7.9 The Terminal Parameters Report ............................................................ 126
  7.10 The EMV Parameters Report ................................................................. 126
  7.11 Private Label Card Transactions on Reports ........................................... 127
  7.12 The Batch History Report ........................................................................ 127

CHAPTER 8. THE MONERIS GIFT & LOYALTY PROGRAMS................................. 129
  8.1 Enabling Gift & Loyalty Programs ............................................................ 129
  8.2 Gift Card Transactions ............................................................................. 129
      8.2.1 Processing a Purchase with a Gift Card ........................................ 129
      8.2.2 Entering a Tip Amount on a Gift Card Purchase ......................... 130
      8.2.3 Deactivate a Moneris Gift Card ..................................................... 132
      8.2.4 Processing a Refund with a Gift Card ............................................ 133
  8.3 Loyalty Card Transactions ......................................................................... 134
      8.3.1 Processing a Purchase with a Loyalty Card (Point Accumulation) .... 134
      8.3.2 Deactivate a Moneris Loyalty Card ................................................. 135
      8.3.3 Processing a Refund with a Loyalty Card ...................................... 135
      8.3.4 Processing a Redemption with a Loyalty Card ............................... 136
  8.4 Loyalty Pre Auth......................................................................................... 137
      8.4.1 Loyalty Pre-Authorization ............................................................... 137
      8.4.2 Processing a Pre-Authorization Completion with Loyalty ............. 137
      8.4.3 Processing a Loyalty Pre-Authorization Deletion .......................... 138
1. **Introduction**

1.1 **Getting Started**

You must prepare your terminal before you process transactions:

1. [Set up the hardware](#).
2. [Configure the terminal](#).
3. [Initialize the terminal](#).
4. [Log on to the Moneris host](#).

Once the terminal is ready to use, practice performing transactions in [Demo Mode](#) to ensure that any errors made while learning to perform transactions do not affect your business account.

1.2 **What's New**

Here is a list of what's new in version 4.20:

- support for [contactless Discover Zip](#) cards
- support for [Partial Approval transactions](#) with pre-paid credit cards
- [Balance Inquiry](#) on pre-paid credit cards
- [Pre-authorization with Loyalty transactions](#)
- [Batch History Report](#)
- [Credit Pre-dial](#)
- [Debit Pre-dial](#)
- [Surcharge on Debit Transactions](#) (with configurable limits)
- [Enhanced Terminal Security via Manager Passwords](#)
- [Batch Reclaim](#)
- new hotkey combination for [terminal language](#) setting
- [readability improvements](#) to Sequence # on receipts.

1.3 **Learning About the Terminal**

The Moneris Vx810 Duet is an all-in-one POS solution consisting of the lightweight Vx810 terminal, incorporating a display screen and keypad that connects to the Duet base containing the printer and communications hardware. The Duet can be operated with two optional devices: an external PINpad and a modular contactless reader.

The display screen displays prompts for you to respond to as well as other prompts for the customer. During transactions that require customer input, you will need to pass the PINpad back and forth so that you and the customer can view prompts and respond to them using the keypad.

The Vx810 Duet supports magnetic stripe and chip cards for debit and credit transactions, contactless cards for credit (and some debit) transactions, and magnetic stripe cards for purchasing card transactions.
1. Introduction

To introduce you to the terminal:

- Moneris Vx810 Duet Hardware
- Features and Procedures
- Demo Mode
- The Menu Feature

1.4 Caring for your Moneris Hardware

Proper care of your terminal and base will help ensure uninterrupted service. Here are some recommendations for maintaining the hardware in good working order:

**IMPORTANT: Misuse of equipment can result in replacement liability.**

- DO clean the hardware components with a dry or slightly damp cloth rinsed in a mild soap solution.
- Do NOT use solvents, detergents, cleaning fluids or abrasives on any of the hardware components.
- Avoid spilling liquids on components.
- Do NOT expose components to extreme temperatures.

1.4.1 Caring for the Terminal

Clean the Magnetic Stripe Reader (MSR) periodically; using a Moneris POS cleaning card. These cards can be ordered online at shopmoneris.com or by phone at 1-866-421-1666.

**Note:** Do NOT use the MSR cleaning card in the Chip Card Reader.

It is recommended that merchants obtain their POS stationery and paper rolls from Moneris to ensure that these supplies comply with the applicable specifications. Contact the Moneris Merchant Service Centre to obtain additional supplies for your terminal or order online at shopmoneris.com.

Load the paper into the printer correctly.

1.4.2 Caring for the Base

Avoid unnecessary movement of the base to prevent accidental disconnection of the power cables.

**IMPORTANT: You must use the exact power adaptor provided with the terminal by Moneris Solutions. Failure to do so may affect the operability of, or cause damage to the terminal and Moneris Solutions shall have no liability whatsoever for a failure to follow these instructions.**
2. **Features and Procedures**

The Vx810 Duet terminal can be set up to access and process a variety of transactions for a variety of card types. The terminal supports magnetic stripe and chip cards for debit and credit transactions, contactless cards for credit (and some debit) transactions, and magnetic stripe cards for purchasing card transactions.

2.1 **Standard Features**

These features are available and enabled on all Moneris Vx810 Duet terminals.

- Language selection
- Card information security
- Communications status
- Menu-driven interface
- Demo Mode

2.1.1 **Language Selection for Display, Receipts and Reports**

The Moneris Vx810 Duet supports two language selections: 1) Merchant Language and 2) Customer Language.

**Merchant Language**

**Supported languages:**
- English
- French

**Used to:**
- Display merchant prompts
- Print merchant copies of receipts
- Print reports

**Initial setting:**
- Set on the Moneris host.

**Changing the language:**
- The Merchant Language can be changed at any time. For details, see [Selecting the Terminal Language](#).

**Customer Language**

**Supported languages:**
- English
- French
2. Features and Procedures

Used to:
- Display customer prompts
- Print copies of customer receipts

Initial setting:
- Default is set by the Merchant Language but is set for each individual transaction based on the Language Code on the customer's card.

Changing the language:
- If the Language Code is not present on the customer's card or if the code is neither English nor French, the customer is prompted to select either English or French. For details, see Selecting the Terminal Language.

2.1.2 Card Information Security

To reduce the risk of fraudulent card use, masking and/or truncation are applied to card numbers and expiry dates printed on receipts and reports.

Masking replaces a card's numbers (except for the last 4) with *'s. For example, the card number 1234 5678 9012 3456 is printed as ************3456.

If a card number is truncated, only the last 4 digits are printed. For example, the card number 1234 5678 9012 3456 would appear as 3456.

Card Numbers on Receipts

Numbers of debit, credit, gift, and loyalty cards are always masked on both Merchant and Customer copies of transaction receipts.

*Note: Each Moneris Gift Card program and Moneris Loyalty program can have its own card masking rules that are configured on the Moneris host.*

Card Numbers on Reports

Card numbers are truncated on all reports containing transaction details.

Reports that require the manager password, e.g. Batch Review, display the entire card number but the resulting report prints the truncated card number.

Expiry Date on Receipts

The credit card expiry date is not printed on receipts for credit card transactions.

Expiry Date on Reports

The credit card expiry date is printed in full on all reports containing transaction details.

2.1.3 Communications Status

The terminal connects to the Moneris host each time you begin a transaction (it does not make any noise when it attempts to connect). As the terminal communicates with the Moneris host, it displays "Processing" to indicate that the transaction is proceeding correctly. If there is a problem with the communications, an error message will appear.
2. Features and Procedures

2.1.4 Demo Mode

Demo Mode allows you and your employees to practice operating the Moneris Vx810 Duet terminal WITHOUT affecting your terminal total amounts, your financial accounts or your customers’ accounts.

Note: Demo Mode is available only if you close your terminal batches on the terminal (Merchant Close). If your terminal uses System Close, you cannot use Demo Mode. (See Processing a Batch Close.)

While the terminal is in Demo Mode:

- The DEMO icon is displayed on the left side of the screen on all menus (except the applications menu).
- All financial transaction types that are supported on your terminal can be performed in Demo mode.
- All financial transactions will be approved and the message APPROVED DEMO will be displayed on the screen.
- All transactions will be stored in the terminal’s memory while you remain in Demo mode.
- All receipts for demo transactions and reports on demo totals will have a DEMO banner printed across the top of them.
- The initial transaction amount must be $1.00 or less.
- If you wish to add a tip to the Purchase amount, the tip amount must be $1.00 or less.
- If you select or key in a Cashback amount during a Debit Purchase, only $1.00 is added to the transaction amount regardless of which Cashback amount is selected or keyed in.
- If you change parameters values while the terminal is in demo mode, those changes will not be cleared when you exit Demo mode. Parameter values affect the way the terminal works in both live mode and demo mode. Any changes you make in demo mode will also affect the way terminal works when you perform live transactions.
- If you power off the terminal while it is in Demo mode, it will still be in Demo mode the next time you power up the terminal.

For instructions on using Demo Mode, see:

- Transactions Available in Demo Mode
- Entering Demo Mode
- Exiting Demo Mode

2.2 The Menu Feature

All transactions and functions can be accessed through menus and sub-menus starting at the applications menu.

Navigating through menus:

To scroll down:

- Select the icon (press the left-most purple key) to move down to the next menu screen.
2. Features and Procedures

To scroll up:
1. Press the yellow CORR key to change the direction of the arrow on the display screen.

2. Select the icon (press the left-most purple key) to move up to the next menu screen.

To select an item:
- Press the function key beside the menu item (e.g., on the transactions menu, press F1 to select Purchase).

Navigating through parameters:
To move to the next feature:
- Select Next.

To move back to the last feature displayed:
- Select Previous.

Changing the value of a parameter:
1. Select Edit.
2. Select Next to scroll through the values and select Select to select a displayed value.
   OR
   Key in a new value and press the green OK key.
3. Select Next to move to the next feature.

When you are finished making changes:
1. Select Exit. The "Save Changes?" prompt appears.
2. Select OK. The menu re-appears.

Icons displayed on the menus:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Indicates:</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>CommServer is being used for Ethernet communications</td>
</tr>
</tbody>
</table>
2. Features and Procedures

2.2.1 The Applications Menu

The applications menu gives you access to the applications available on the terminal. When the terminal is not performing any transactions or functions and has been idle for a pre-set period of time, it displays the applications menu.

The applications are listed here in the order they appear on the menu.

<table>
<thead>
<tr>
<th>MM/DD/YY</th>
<th>HH:MM</th>
<th>F1</th>
<th>F2</th>
<th>F3</th>
<th>F4</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEBIT &amp; CREDIT</td>
<td></td>
<td></td>
<td>GIFT &amp; LOYALTY</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To access the applications menu from any screen:

- Press the * (asterisk) key.

  *Note: For instructions on navigation through the menus, see The Menu Feature.*

  IMPORTANT: If the "Change Password" menu appears, refer to Setting the Terminal's Manager Password for instructions.
2. Features and Procedures

2.2.2 The Transactions (DEBIT & CREDIT) Menu

This transactions menu allows you to select the type of transaction you want to process. The menu also provides access to the **CONFIGURATION** menu (press the green **OK** key) and to the **REPORTS** menu (press the first **purple** key on the right).

The transactions are listed here in the order they appear on the menu. Some items may not appear on the terminal until a specific feature is enabled.

<table>
<thead>
<tr>
<th>MM/DD/YY</th>
<th>HH:MM</th>
<th>Select this menu item to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase</td>
<td></td>
<td>process a Credit or Debit Purchase</td>
</tr>
<tr>
<td>Pre Auth</td>
<td></td>
<td>open the Pre Auth menu</td>
</tr>
<tr>
<td>Refund</td>
<td></td>
<td>process a Credit or Debit Refund</td>
</tr>
<tr>
<td>Advice</td>
<td></td>
<td>process a Credit Advice</td>
</tr>
<tr>
<td>Correction</td>
<td></td>
<td>process a Credit or Debit Correction (void)</td>
</tr>
<tr>
<td>Balance Inq</td>
<td></td>
<td>performs a balance inquiry on a pre-paid credit card</td>
</tr>
<tr>
<td>Batch Close</td>
<td></td>
<td>process a Batch Close</td>
</tr>
<tr>
<td>Batch Review</td>
<td></td>
<td>search for a transaction in the open batch</td>
</tr>
<tr>
<td>Batch Clear</td>
<td></td>
<td>clear the batch on the terminal - do not use unless instructed to do so by Moneris Merchant Service Centre</td>
</tr>
<tr>
<td>Batch Reclaim</td>
<td></td>
<td>reclaim the batch on the terminal</td>
</tr>
</tbody>
</table>

**The Transactions Menu**

To access the transactions (DEBIT & CREDIT) menu:
- On the **applications menu**, select **DEBIT & CREDIT**.

To return to the applications menu:
- Press the * (asterisk) key.

*Note: For instructions on navigation through the menus, see The Menu Feature.*
2. Features and Procedures

2.2.3 The Pre Auth Menu

This menu allows you to select the type of pre-authorization transaction you wish to process.

The transactions are listed here in the order they appear on the menu.

<table>
<thead>
<tr>
<th>Pre Auth</th>
<th>Select this menu item to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre Auth</td>
<td>process a Pre-Authorization</td>
</tr>
<tr>
<td>Completion</td>
<td>process a Pre-Authorization Completion</td>
</tr>
<tr>
<td>Del PreAuth</td>
<td>process a Pre-Authorization Deletion</td>
</tr>
<tr>
<td>Pre-Auth Rpt</td>
<td>print the Pre-Auth Transactions Report</td>
</tr>
</tbody>
</table>

To access the Pre Auth menu:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.

2. Select Pre Auth.

To return to the applications menu:

- Press the red CANC ANNUL key then press the * (asterisk) key.

   *Note: For instructions on navigation through the menus, see The Menu Feature.*
2. Features and Procedures

2.2.4 The Reports Menu

This menu allows you to produce a variety of reports containing information about transactions stored in the terminal memory, transactions stored on the Moneris host and the configuration of the terminal.

The terminal must be initialized before this menu can be accessed.

The reports are listed in the order they appear on the menu. Some items may not appear on the terminal until a specific feature is enabled.

<table>
<thead>
<tr>
<th>REPORTS</th>
<th>This report contains:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stored Tran</td>
<td>a list of all transactions in the terminal memory</td>
</tr>
<tr>
<td>Deposit Totals</td>
<td>a list of deposit totals by card and transaction type</td>
</tr>
<tr>
<td>Clerk Subtotal</td>
<td>a list of totals for one or more clerks (only active if clerk IDs are configured)</td>
</tr>
<tr>
<td>Batch History</td>
<td>the totals for all transactions in up to seven closed batches</td>
</tr>
<tr>
<td>Multi Terminal</td>
<td>a Deposit Totals report for one or more terminals</td>
</tr>
<tr>
<td>Merch SubTotal</td>
<td>a list of totals in the current batch by card and transaction type</td>
</tr>
<tr>
<td>Tip Report</td>
<td>a list of tip activity for the current batch by clerk and period (only active if Clerk and Tip Processing are enabled)</td>
</tr>
<tr>
<td>TerminalParms</td>
<td>a list of the current settings for each parameter</td>
</tr>
<tr>
<td>Terminal Stats</td>
<td>a list of the number of occurrences of error situations</td>
</tr>
<tr>
<td>EMV Param Rpt</td>
<td>a list of chip program parameters by card type</td>
</tr>
<tr>
<td>EMV Diagnostics</td>
<td>prints the data on the last transaction if a chip card was used</td>
</tr>
<tr>
<td>VCS Ext. Error</td>
<td>Comm Server error log (displays on the screen only)</td>
</tr>
</tbody>
</table>

*The REPORTS Menu*
To access the REPORTS menu:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. Press the REPORTS key (first purple key on the right).

To return to the applications menu:

- Press the red CANC ANNUL key then press the * (asterisk) key.

*Note: For instructions on navigation through the menus, see The Menu Feature.*
2. Features and Procedures

2.2.5 The Configuration Menu

This menu allows you to configure a number of features and procedures and perform administrative functions.

The parameters and functions are listed in the order they appear on the menu.

<table>
<thead>
<tr>
<th>CONFIGURATION</th>
<th>Select this menu item to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setup</td>
<td>configure parameters on the terminal</td>
</tr>
<tr>
<td>Servers</td>
<td>configure server/clerk IDs</td>
</tr>
<tr>
<td>Terminal Name</td>
<td>configure multi-terminal names</td>
</tr>
<tr>
<td>Menus/Keys</td>
<td>configure password level on menus</td>
</tr>
<tr>
<td>Set Language</td>
<td>set the display language</td>
</tr>
<tr>
<td>Initialize</td>
<td>initialize the terminal to the Moneris host</td>
</tr>
<tr>
<td>Host Logon</td>
<td>log the terminal on to the Moneris host</td>
</tr>
<tr>
<td>Host Logoff</td>
<td>log the terminal off of the Moneris host</td>
</tr>
<tr>
<td>About</td>
<td>display application version information (press the green OK key to exit)</td>
</tr>
<tr>
<td>Help</td>
<td>display technical support phone number, Application ID, Processor and Terminal ID</td>
</tr>
<tr>
<td>Contrast</td>
<td>increase or decrease the contrast of the display (The display changes immediately.)</td>
</tr>
<tr>
<td>PinPad App Dld</td>
<td>Do not use this feature.</td>
</tr>
</tbody>
</table>

To access the CONFIGURATION menu:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. On the transactions menu, press the green OK key.
To return to the applications menu:

- Press the red CANCEL key then press the * (asterisk) key.

*Note: For instructions on navigation through the menus, see The Menu Feature.*

### 2.2.6 The Setup Menu

This menu allows you to set values for a number of parameters on your terminal. The parameters are listed in the order they appear on the menu. Some items may not appear on the terminal until a specific feature is enabled.

<table>
<thead>
<tr>
<th>SETUP</th>
<th>Select this menu item to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demo</td>
<td>Enter and exit Demo Mode</td>
</tr>
<tr>
<td>Printer</td>
<td>Configure the receipt format</td>
</tr>
<tr>
<td>Terminal</td>
<td>Configure a variety of features on the terminal</td>
</tr>
<tr>
<td>Merchant</td>
<td>Configure a variety of merchant-related features</td>
</tr>
<tr>
<td>Comm</td>
<td>Configure dial communications-related parameters</td>
</tr>
<tr>
<td>Host</td>
<td>Configure additional communications type parameters</td>
</tr>
<tr>
<td>Merchant IDs</td>
<td>Configure additional receipt parameters</td>
</tr>
<tr>
<td>IP Hosts</td>
<td>Do Not Use</td>
</tr>
<tr>
<td>Lock Kbd</td>
<td>Do Not Use</td>
</tr>
<tr>
<td>Date/Time</td>
<td>Do Not Use</td>
</tr>
<tr>
<td>Cashback</td>
<td>Configure Cashback parameters</td>
</tr>
<tr>
<td>Edit Cards</td>
<td>Do Not Use</td>
</tr>
</tbody>
</table>

**The Setup Menu**

To access the Setup menu:

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." is displayed, then the transactions menu appears.
2. At the transactions menu, press the green OK key to display the CONFIGURATION menu.
3. Select Setup.
4. At the "Password:" prompt, key in the manager_password and press the green OK key.
2. Features and Procedures

To return to the applications menu:

- Press the red CANC ANNUL key then press the * (asterisk) key.

  *Note: For instructions on navigation through the menus, see The Menu Feature.*

2.2.7 Terminal Parameters (Edit Terminal Menu)

The Edit Terminal menu allows you to edit Terminal parameters.

Transactions menu (DEBIT & CREDIT) > CONFIGURATION menu (press the green OK key) >
Setup menu > Terminal > Edit Terminal menu

  *Note: For instructions on navigation through the menus, see The Menu Feature.*

**IMPORTANT:** Do Not Edit the parameters in this menu unless directed by Moneris. Only some of the menu's parameters are listed below. You can ignore all other parameters.

**Tip% nn.nn**

Sets a predetermined percentage of tip automatically added to Purchase transaction amounts (0-9999). If set to 0 (default) no tip is added.

  Key in a percentage and press the green OK key.

**Tip Processing**

Enables/disables tip prompting on Purchase, Pre-Authorization Completion and Advice transactions.

Enables/disables printing of the tip line on Pre-Authorization transaction receipts.

- None (default)
- On - Prompt

**Sug Tip% 1 nn**

default = 15

**Sug Tip% 2 nn**

default = 20

**Sug Tip% 3 nn**

default = 25

The **Sug Tip% 1 nn, Sug Tip% 2 nn and Sug Tip% 3 nn** parameters determine up to three suggested tip amounts for gratuity guidelines printed on Pre-Authorization receipts.

  *Note: The Tip Processing and Gratuity Guide? parameters must be enabled.*

The parameters also determine the suggested tip amounts displayed when Enhanced Tip Processing is enabled (EnhancedTipProc parameter is set to On).

  *Note: If all three parameters are set to 0, selecting % on Enhanced Tip Processing prompts the customer to key in a % amount (if an external PINpad is connected to your terminal, the options still appear showing 0%). The Gratuity Guide? parameter does not need to be enabled to use Enhanced Tip Processing.*

  Key in a percentage and press the green OK key.
2. Features and Procedures

Manager Pwd

Changes the manager password.

Key in password and press the green OK key.

Clrk/Srvr Mode

Enables/disables the Clerk Id: prompt.

0 - None (default - disables)
2 - Prompt (enables)

Note: If the Use Def. Clrk? parameter is enabled, the prompt is disabled.

Idle Timeout

Sets the number of seconds the error message is displayed before the terminal returns the "Swipe or Insert Card" prompt.

Key in number of seconds and press the green OK key.

SurChg Amount

The amount of the surcharge fee to be added to Debit purchase transactions.

The SurChg Option must be enabled and the Surchrg Msg Eng must be configured.

Key in the surcharge amount that will be added to transactions (max. 4 digits, e.g., 100 = $1.00. 50 = $0.50) and press the green OK key. This amount includes cents.

SurChg Option

Sets the transactions types to which the surcharge fee is applied.

The SurChg Amount must also be set and the Surchrg Msg Eng must be configured.

None
Debit Cash Only (only on debit purchases that include a cashback amount)
Debit (all debit purchase transactions)

SurChg Min Limit

Sets the minimum dollar amount to which surcharge can apply (e.g. 0001 = $1.00). This amount excludes cents.

Note: The minimum value allowed is 0001.

Key in the Surcharge Min Limit and press the green OK key.

SurChg Max Limit

Sets the maximum dollar amount to which surcharge can apply (e.g. 5000 = $5000.00). This amount excludes cents.

Note: The maximum value allowed is 9999.

Key in the Surcharge Max Limit and press the green OK key.
2. Features and Procedures

PINpad Type

Configures the PINpad type, if one is connected to the terminal.

IPP - Standalone mode (default).

External XPI - An external PINpad is connected.

None - No PINpad type set. Do not use.

*Note:* You must power down and then restart the terminal after switching the PINPad Type between IPP and External XPI.

PABX Code

Sets the value of the PABX prefix that must be dialled to access an outside line.

Key in the prefix (min. 1, max. 4 alphanumeric characters) and press the green OK key.

*Note:* This value is listed as the "PABX Access Code" on the Terminal Parameters Report.

Histories Limit

Do Not change this parameter unless directed to do so by Moneris.

Show CB Choices

Enables/disables the display of debit transaction Cashback pre-set amounts on the terminal and, if applicable, the external PINpad. On the terminal, the customer can also select Other to key an amount of their choice.

No - the customer must key in a cashback amount.

Yes - pre-set amounts are displayed for selection by the customer (default).

*Note:* The CashBack Option parameter must be enabled. The desired pre-set amounts are configured via the Amt 1, Amt 2 and Amt 3 parameters.

Default Curr

Do Not change this parameter unless directed to do so by Moneris.

Manual Entry

Enables or disables manual entry of credit card numbers at the "Swipe or Insert Card" prompt, or the "Swipe, Insert or Tap Card" prompt.

OFF - Turns off manual card entry for the terminal. All credit cards must be swiped, tapped or inserted.

ON - Enables manual card entry for the terminal on credit card transactions

Disable - Disables the overall manual entry function, but enables individual card types to be configured to allow manual entry.

*Note:* Card types can be configured in the Edit Cards menu.

Idle Time Fmt

Sets the time format of the clock displayed on the transactions menu.

12 Hr (e.g. 02:24pm)

24 Hr (e.g. 14:24)
2. Features and Procedures

**Terminal Beep**
Enables/disables key beeping.
- **On** (default)
- **Off**

**Process Tax**
Enables/disables tax amount prompting on Purchasing Card transactions (the "xST Amt: $" prompt).
- **On**
- **Off** (default)

*Note:* You must enable the Commercial on? parameter. The Tax Type (xST) parameter is configured on the Moneris host.

**Training Settle?**
Enables/disables settlement during Demo Mode.
- **On**
- **Off** (default)

**Manual Password**
Enables/disables the manager password prompt when a card number is manually entered during a transaction.
- **On** (password prompt is displayed)
- **Off** (default - no password required)

**CashBack Option**
Enables/disables the Cashback Option on Debit transactions.
- **On**
- **Off** (default)

*Note:* The Show CB Choices parameter must be enabled. You can configure the pre-set cashback amounts (Amt 1, Amt 2, and Amt 3) that are displayed for selection by the customer. You can also configure the maximum dollar amount the customer can request as cashback (Amt Limit).

**Merch Password**
Do Not change this parameter unless directed to do so by Moneris.

**Commercial on?**
Enables/disables processing of Purchasing Cards (a.k.a., Commercial Cards or Corporate Cards).
- **On**
- **Off** (default)
2. Features and Procedures

Gratuity Guide?

Enables/disables printing of three suggested tip amounts on Pre-Authorization receipts.

On

Off (default)

*Note: The Tip Processing parameter must be enabled. You can configure the amounts via the three Sug Tip% parameters.*

Debit Predial

Debit Pre-dial enables the terminal to begin dialling the host before data is entered by the cardholder during a Purchase, as a way to speed up dial transactions.

On (default)

Off

Support PartAuth

Enables/disables support for Partial Approval transactions.

On (default)

Off

2.2.8 Receipt Parameters Menu (Edit PCT)

The Edit PCT menu allows you to edit Printer parameters.

Transactions menu (DEBIT & CREDIT) > CONFIGURATION menu (press the green OK key) > Setup menu > Printer > Edit PCT menu

*Note: For instructions on navigation through the menus, see The Menu Feature.*

IMPORTANT: Do Not Edit the parameters in this menu unless directed by Moneris. Only some of the menu's parameters are listed below. You can ignore all other parameters.

Header Line 2 to 5

The third through sixth lines of text that appears after your merchant name and address at the top of the receipt. You may also edit the Header Line 1 and Header Line 6 parameters

Key in alphanumeric text (max. 40 characters) and press the green OK key.

Footer 1 to 3

The text that appears at the bottom of the receipt. You may also edit the Footer 4 parameter.

Key in alphanumeric text (max. 40 characters) and the green OK key.
2. Features and Procedures

**Customer Copy**

Determines whether to print a Cardholder copy of the receipt along with the Merchant copy.

- **None** - no Cardholder copy prints
- **Confirm** - "Prt Cust Cpy" prompts for confirmation to print Customer copy (YES/NO)
- **Automatic** - automatically prints the Cardholder copy (default)

*Note:* For debit transactions, if you set the Customer Copy parameter to “None”, only the Merchant copy of the receipt initially prints. But if you perform a reprint receipt, the Cardholder copy is printed.

*Note:* On signatureless transactions, the Cardholder copy may or may not be printed depending on the card being used and how your terminal is configured.

**Reprint Merch Copy**

Determines whether a Merchant copy of the receipt is printed in addition to the Cardholder copy when **Reprinting Receipts**.

- **None** - only the Cardholder copy prints (default)
- **Confirm** - "Reprint Last Merchant Cpy" prompts for confirmation to reprint the Merchant copy (YES/NO)
- **Automatic** (both the Merchant copy and the Cardholder copy will print)

*Note:* On Signatureless Transactions, only the Cardholder copy is printed when **Reprinting Receipts** regardless of the Reprint Merch Copy setting.

**Prompt Beep Delay**

Number of seconds to wait after beeping and displaying the "Tear Receipt; Press OK key" message before printing the customer receipt.

Key in number of seconds and press the green **OK** key.

Default = 120 seconds.

**Enable Printer**

Enables/disables the printer.

- **On** (default)
- **Off**

*Note:* Selecting **Off** results in the "printer disabled" message any time a report should be printed or "Printer Error" any time a financial transaction is attempted.

**Large Amt Print**

Determines whether to print double-wide characters for amount lines, the Sequence number and the Original Auth #.

- **On** (default)
- **Off**
2. Features and Procedures

2.2.9 Merchant Parameters (Edit Format Menu)

Use the Edit Format menu to edit Merchant parameters.

Transactions menu (DEBIT & CREDIT) > CONFIGURATION menu (press the green OK key) > Setup menu > Merchant > Edit Format menu

*Note: For instructions on navigation through the menus, see *The Menu Feature.*

**IMPORTANT:** Do Not Edit the parameters in this menu unless directed by Moneris. Only some of the menu's parameters are listed below. You can ignore all other parameters.

**Term Id**

The Moneris Terminal ID.

Key in the Terminal ID and press the green **OK** key.

**Merch Num.**

Your Moneris Merchant ID.

Key in the Merchant ID and press the **OK** key.

**Default Clerk**

The **Clerk ID** that will be used for all transactions when the **Use Def. Clrk?** parameter is enabled.

Key in the **alphanumeric** Clerk ID and press the green **OK** key.

**GST Tax Reg #**

**QST Tax Reg #**

**PST Tax Reg #**

**HST Tax Reg #**

Your tax registration number for the tax type.

Key in your **alphanumeric** tax registration number and press the green **OK** key.

**Tax Type**

The type of tax you are required to apply to all purchases.

- **No Tax** (default)
- **HST**
- **GST Only**
- **PST/GST**
- **QST/GST**
2. Features and Procedures

*Master FPS Rcpt*

The merchant-level parameter that controls merchant and customer receipt printing for "Fast Payment". For more information, see NSR Transactions.

- **Disable** - Do not use
- **None** (default) - no receipts would be printed
- **Prompt Customer** - the "Prt Cust Copy" prompt will display before printing a Cardholder copy of the receipt - the merchant can select Yes or No.
- **Customer Only** - automatically prints a Customer copy of the receipt - does not print the Merchant copy.
- **Merchant Only** - automatically prints a Merchant copy of the receipt - does not print the Cardholder copy.
- **Both - Confirm** - automatically prints the Merchant copy of the receipt - the "Prt Cust Copy" prompt will display before printing a Customer copy of the receipt - the merchant can select Yes or No.
- **Both - Auto** - automatically prints the Merchant copy of the receipt. The "Tear receipt" prompt appears before automatically printing the Cardholder copy.

*EnhancedTipProc*

Enables/disables the Enhanced Tip Processing feature.

- **On**
- **Off** (default)

*TipNone*

Enables/disables the display of the No Tip option on Enhanced Tip Processing.

- **On**
- **Off** (default)

*Ask Inv Num?*

Enables/disables the Invoice #: prompt.

- **On**
- **Off** (default)
2. Features and Procedures

Chip on PreAuth

Enables/disables the use of chip cards for Pre-Authorization transactions. This parameter does not affect the use of magnetic stripe cards for Pre-Authorization transactions.

- On
- Off (default)

*Note: Many chip cards require a PIN instead of a signature from the cardholder. If a chip and PIN card is used during a Pre-Authorization, the cardholder MUST be present to enter their PIN during the transaction. For this reason, some businesses may wish to disable the use of chip cards for Pre-Authorization transactions. If the Chip on Preauth parameter is set to Off, the "Swipe Card" prompt appears instead of the "Swipe or Insert Card" prompt during a Pre-Authorization and you can swipe the card even if it is a chip card.*

DispEMVPreAuth

Do Not change this parameter unless directed to do so by Moneris.

Use Def. Clerk?

Enables/disables the automatic use of the Default Clerk ID.

- On
- Off (default)

*Note: The Default Clerk parameter must be configured.*
2.2.10 Dial Communications Parameters (Edit CPT Menu)

Use the Edit CPT menu to edit dial communications parameters.

Transactions menu > CONFIGURATION menu (press the green OK key) > Setup menu > Comm > Edit CPT menu

Note: For instructions on navigation through the menus, see The Menu Feature.

IMPORTANT: Some parameters cannot be edited unless the terminal batch is empty. If the "Edit Not Allwd Batch Not Empty" message appears, perform a Batch Close transaction then try editing the parameter again.

Pri Auth Phone

The Moneris phone number is automatically loaded into this parameter during initialization.

If blank, key in the Moneris authorization phone number and press the green OK key.

Sec Auth Phone

The Moneris phone number is automatically loaded into this parameter during initialization.

Pri Sett Phone

The Moneris phone number is automatically loaded into this parameter during initialization.

Sec Sett Phone

The Moneris phone number is automatically loaded into this parameter during initialization.

Pri Init Phone

The Moneris initialization phone number.

If blank, key in the Moneris initialization phone number and press the green OK key.

Sec Init Phone

This is the same value as Pri Init Phone.

Baud Rate

Sets the data transmission rate of the dial modem.

- 300 BAUD
- 1200 BAUD (default)
- 2400 BAUD
- 4800 BAUD
- 9600 BAUD
- 14400 BAUD

Mdm FastConnect

Do Not change this parameter unless directed by Moneris.
2. Features and Procedures

Blind Dial

Allows the terminal to dial without checking for a dial tone.

On
Off (default)

Dial Type

Sets the dial type.

Tone (default)
Pulse

2.2.11 Moneris Host Parameters (Edit Hosts Menu)

Use the Edit Hosts menu to edit Moneris host parameters.

Transactions menu > CONFIGURATION menu (press the green OK key) > Setup menu > Host > Edit Hosts menu

Note: For instructions on navigation through the menus, see The Menu Feature.

IMPORTANT: Some parameters cannot be edited unless the terminal batch is empty. If the "Edit Not Allwd Batch Not Empty" message appears, perform a Batch Close transaction then try editing the parameter again.

Comm Link Type

Sets the primary communication type.

Dial - sets dial as the primary communications type
CommServer - sets Ethernet as the primary communications type (default)
Alternate Dial - Do Not Use
ECRi - Do Not Use

Backup Support

If the terminal is configured for Ethernet communications, this parameter can be used to switch the terminal to dial communication if Ethernet communication is not available.

Note: The dial communications cable must be connected to the Duet base and a functioning telephone line before the terminal can successfully use dial communication as a backup.

None - If Ethernet communication is not available, the terminal cannot process transactions (default).
Auto Backup - If Ethernet communication is not available, the terminal will display "IP Connection Failed" then automatically attempt to use the dial line to communicate with the Moneris host.
Prompt Backup - If Ethernet communication is not available, the terminal will display "Use Backup Com Confirm". Select Yes to have the terminal attempt to use the dial line to communicate with the Moneris host OR select No to cancel the transaction. The "IP Connection Failed" message appears, then the terminal display the transactions menu.
2. Features and Procedures

**Switch Backup** - Moneris does NOT recommend using this setting. If Ethernet communication is not available, the terminal will switch to dial communication and stay on dial communications until this parameter is changed to None, Auto Backup or Prompt Backup.

**Use Backup** - The terminal will always use dial communication.

**Settle Comm Type**
Sets the primary communication type for settlement. This must match the [Comm Link Type](#) parameter value.

- **Dial** - sets dial as the primary communications type
- **CommServer** - sets Ethernet as the primary communications type
- **Alternate Dial** - Do Not Use
- **ECRi** - Do Not Use

**Card Imprt**
Enables/disables the [Imprint Card Press OK Key](#) prompt. This prompt may appear during a Purchase or Refund transaction.

- Key in 0 to turn the feature off
- Key in 1 to turn the feature on

**Credit Predial**
Enables/disables the [credit.pre.dial](#) feature.

- **On**
- **Off (Default)**

### 2.2.12 Additional Merchant Parameters (Edit MIT Menu)

Use the Edit MIT menu to edit additional merchant-related parameters.

Transactions menu (DEBIT & CREDIT) > CONFIGURATION menu (press the green OK key) > Setup menu > Merchant IDs > Edit MIT menu

*Note: For instructions on navigation through the menus, see [The Menu Feature](#).*

**IMPORTANT:** Do Not Edit the parameters in this menu unless directed by Moneris. Only some of the menu's parameters are listed below. You can ignore all other parameters.

**Merchant Number**
Do Not Change.

**Header Line 1**
First line of text that appears after your merchant name and address at the top of receipts. You can also edit the [Header Lines 2 through 5](#) parameters.

- Key in [alphanumeric text](#) (max. 40 characters) and press the green OK key.
2. Features and Procedures

**Header Line 6**

Second line of text that appears after your merchant name and address at the top of receipts. You can also edit the **Header Lines 2 through 5** parameters.

Key in alphanumeric text (max. 40 characters) and press the green **OK** key.

**Footer 4**

Last line of text that appears at the bottom of receipts. You can also edit the **Footer Lines 1 through 3** parameters.

Key in alphanumeric text (max. 40 characters) and press the green **OK** key.

### 2.2.13 Ethernet Communication Parameters (Edit ECT Menu)

Use the Edit ECT menu to display the Ethernet communications parameters.

Transactions menu (DEBIT & CREDIT) > CONFIGURATION menu (press the green OK key) > Setup menu > IP Hosts > Edit ECT

*Note: For instructions on navigation through the menus, see The Menu Feature.*

**IMPORTANT: Do Not Edit** the parameters in this menu unless directed by Moneris. Only some of the menu's parameters are listed below. You can ignore all other parameters.

**Record Title**

Do Not Edit.

**Pri Auth URL**

The URL is automatically loaded into this parameter during **Initialization**.

**Pri Auth Port**

The port number is automatically loaded into this parameter during **Initialization**.

**Sec Auth URL**

The URL is automatically loaded into this parameter during **Initialization**. This is the same value as **Pri Auth URL**.

**Sec Auth Port**

The port number is automatically loaded into this parameter during **Initialization**. This is the same value as **Pri Auth Port**.

**Pri Sett URL**

The URL is automatically loaded into this parameter during **Initialization**. This is the same value as **Pri Auth URL**.

**Pri Sett Port**

The port number is automatically loaded into this parameter during **Initialization**. This is the same value as **Pri Auth Port**.
2. Features and Procedures

*Sec Sett URL*

The URL is automatically loaded into this parameter during Initialization. This is the same value as *Pri Auth URL*.

*Sec Sett Port*

The port number is automatically loaded into this parameter during Initialization. This is the same value as *Pri Auth Port*.

*CA Cert. File*

Do Not Edit.

*SSL Client Auth*

Do Not Edit.

*Client Cert File*

Do Not Edit.

*Client Key File*

Do Not Edit.

*Client Password*

Do Not Edit.

*Txn Timeout Sec*

Do Not Edit.

*Txn Send Buf Siz*

Do Not Edit.

*Txn Recv Buf Siz*

Do Not Edit.

*Host Username*

Do Not Edit.

*Host Pwd*

Do Not Edit.

*Init Func*

Do Not Edit.

*DeInit Func*

Do Not Edit.
2. Features and Procedures

SSL Enabled
Do Not Edit

2.2.14 Cashback Parameters (Cashback Menu)

Use the Cashback menu to configure parameters related to the Cashback feature.

Transactions menu (DEBIT & CREDIT) > CONFIGURATION menu (press the green OK key) >
Setup menu > Cashback menu

Note: For instructions on navigation through the menus, see The Menu Feature.

Amt 1 ($10)
default = $10

Amt 2 ($20)
default = $20

Amt 3 ($30)
default = $30

Determine the dollar amounts displayed on the terminal when the customer selects the Cashback option on Debit transactions. The value displayed in brackets (e.g., "$10") is the parameter’s current setting.

Select the parameter, key in the new dollar value (must be a multiple of 10) then press the green OK key.

Note: The Cashback feature must be enabled (Cashback Option parameter set to On). Each Amt parameter has an allowable range, which is displayed when editing. The range is calculated based on the dollar amounts of the other Amt parameters.

Hint: If you are increasing the amounts, start with Amt 3 then Amt 2 then Amt 1 to avoid overlapping ranges.

Amt Limit ($40)
default = $40

The maximum dollar amount customers can request (key in) if they do not select a pre-set Cashback amount. The value displayed in brackets ($40) is the parameter's current setting.

Select the parameter, key in the new dollar value (must be a multiple of 10) then press the green OK key.

Note: The Cashback feature must be enabled (Cashback Option parameter set to On). The maximum value for this parameter is $990.

2.2.15 Menu and Editing Parameters (Menu Config Menu)

The Menu Config menu allows you to determine the menu items that are displayed and which of these require the manager password for access.

Transactions menu (DEBIT & CREDIT) > CONFIGURATION menu (press the green OK key) >
Menus/Keys > Menu Config menu
Note: For instructions on navigation through the menus, see The Menu Feature.

IMPORTANT: Some parameters cannot be edited unless the terminal batch is empty. If the "Edit Not Alwld Batch Not Empty" message appears, perform a Batch Close then try editing the parameter again.

There is one parameter that helps define what menu options appear: **Display on Menu** indicates whether or not the option will be displayed on the menu. A value of **Yes** means the option will be visible on the terminal's menu; a value of **No** will hide the option.

**Password Level** indicates whether or not the manager password is required to edit the menu option. A value of **None** means that no manager password is required to access the menu option; a value of **Manager** means the manager password is required for access.

Display on Menu options:
- Yes
- No

Password-Level options:
- None
- Manager

**Main Menu/Keys**
Select **Slct** to display and edit the following sub-items:

**Set Language**
- Password Level

**REPRINT**
- Password Level

**REPORTS**
- Password Level

**Quick Setup**
- Password Level

**Cash Receipt**
- Password Level

**Purchase**
- Display on Menu
- Password Level

**Pre Auth**
- Display on Menu
- Password Level

**Refund**
- Display on Menu
- Password Level
2. Features and Procedures

Mail/Phone
   Display on Menu
   Password Level

Advice
   Display on Menu
   Password Level

Payment
   Display on Menu
   Password Level

Correction
   Display on Menu
   Password Level

Balance Inq
   Display on Menu
   Password Level

Batch Close
   Display on Menu
   Password Level

Batch Review
   Display on Menu
   Password Level

Batch Clear
   Display on Menu
   Password Level

Batch Reclaim
   Display on Menu
   Password Level

CONFIGURATION

Select Slect to display and edit the following sub-items:

Setup
   Display on Menu
   Password Level

Servers
   Display on Menu
   Password Level
2. Features and Procedures

Terminal Name
  Display on Menu
  Password Level

Menus/Keys
  Display on Menu
  Password Level

Set Language
  Display on Menu
  Password Level

Initialize
  Display on Menu
  Password Level

Host Logon
  Display on Menu
  Password Level

Host Logoff
  Display on Menu
  Password Level

Contrast
  Display on Menu
  Password Level

SETUP
Select Select to display and edit the following sub-items:

Cashback
  Display on Menu
  Password Level

Edit Tables
  Display on Menu
  Password Level

Pre Auth
Select Select to display and edit the following sub-items:

Pre-Auth Rpt
  Display on Menu
  Password Level
2. Features and Procedures

The following items cannot be edited:

- Quick Setup
- Phone
- Terminal
- Communications
- Merchant
- REPRINT
- REPORTS
- CONFIGURE SERVER
- DOWNLOAD
- TERM DOWNLOAD
- Terminal Name
2.3 Optional Features

These features may be available on your terminal depending on the configuration of your Merchant ID on the Moneris host. If a feature is available on your terminal and you want to use it, you must enable and configure it. If you do not want to use a feature, you can disable it.

Contact the Moneris Merchant Service Centre to discuss these options and determine whether changes to your Merchant ID configuration are required in order to enable them.

**IMPORTANT:** Some of these programs require agreements with a service provider other than Moneris Solutions. Please ensure that the necessary agreements are in place before attempting to enable those programs on the terminal.

- Chip Cards
- Contactless Cards
- Signatureless Transactions
- Tip Processing
- Cashback (Debit transactions)
- Clerk IDs and Clerk Sub-totalling
- Invoice Number Prompting
- Manual Card Entry
- Personalized receipts
- PAN Fraud Control
- Manager Password
- Password Protection Manual Card Entry
- Multi-Terminal Reporting
- Private Label Cards
- Corporate Cards
- Moneris Gift Program
- Moneris Loyalty Program
- Surcharge on Debit transactions
- Partial Approval
- Balance Inquiry on Pre-paid Credit Cards
- NSR Transactions
- Debit Pre-dial
- Credit Pre-dial
2. Features and Procedures

2.3.1 NSR Transactions

NSR is a Visa program that are designed to offer cardholders a fast method for making purchases by swiping their payment card without requiring the cardholder to sign the Merchant copy of the receipt.

*Note: NSR is applicable to swiped credit purchases only. It does not apply to manual entry, chip and contactless entry, nor to additional prompting like Tip or Cashback.*

2.3.2 Surcharge on Debit Transactions

A surcharge can be applied to Debit Purchase transactions with or without cashback (where the card has been swiped or inserted on the terminal (or external PINpad, if equipped). The surcharge amount will be added to the total amount displayed on the screen after all other amounts have been entered (e.g. Tip, Cashback). The table below illustrates how this might work in practice.

<table>
<thead>
<tr>
<th>Debit Transaction Amount</th>
<th>Tip Amount</th>
<th>Cashback Amount</th>
<th>Surcharge Amount</th>
<th>Total Amount Displayed</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10.00</td>
<td>$1.00</td>
<td>$10.00</td>
<td>$0.50</td>
<td>$21.50</td>
</tr>
<tr>
<td>$10.00</td>
<td>$1.00</td>
<td>$0.00</td>
<td>$0.50</td>
<td>$11.50</td>
</tr>
<tr>
<td>$10.00</td>
<td>$0.00</td>
<td>$10.00</td>
<td>$0.50</td>
<td>$20.50</td>
</tr>
<tr>
<td>$10.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.50</td>
<td>$10.50</td>
</tr>
</tbody>
</table>

*Configure the Surcharge parameters in the Edit Terminal menu.*

Surcharge is applicable to the following debit transactions:

- Purchase
  - Swiped
  - Inserted

Surcharge is NOT applicable to the following debit transactions:

- Refund
- Correction
- Purchase
  - Tapped (Contactless)
  - A transaction that is below the *minimum amount* or above the *maximum amount* that you have configured.

*Note: Surcharge is not applicable to credit transactions.*
2. Features and Procedures

2.3.3 Chip Cards

Cards with a chip in them, called "chip cards," must be inserted into the chip card reader and left in the reader for the entire transaction. The terminal will prompt you when it is time to remove the chip card from the chip card reader.

Chip cards can be customized by the card issuer to have different applications and methods of verifying the cardholder, so different chip cards may have different prompts. Some prompt for a PIN (like a debit card), while others prompt for a signature on the receipt (like a stripe credit card).

If the chip card prompts for a PIN, the cardholder must enter their PIN. If the PIN is wrong, they will be prompted to retry. If they forget their PIN, cancel the transaction, request another form of payment and direct the cardholder to contact the card issuer.

Note: Not all chip card types are currently supported. If you insert an unsupported chip card, you will be prompted to swipe the card.

Note: If you swipe a supported chip card, you will be prompted to insert the chip card.

If the transaction cannot be completed with the chip card, request another form of payment, and tell the cardholder to contact the card issuer.

As a best practice, always look for "VERIFIED BY PIN" on the Merchant copy of the receipt.

If "VERIFIED BY PIN" appears, no signature is required.

If a signature line appears, the cardholder must sign the receipt.

Identifying a Chip Card

Every time a cardholder presents a card:

Look for the chip

[front side] [back side]
2. Features and Procedures

2.3.4 Contactless Cards

If an optional modular contactless reader is connected to the Vx810 Duet terminal and your merchant account is configured for it, you can process transactions with contactless cards. Customers can simply tap or wave their card in front of a contactless reader and a transaction is completed in seconds with no signature verification or PIN entry.

The Vx810 Duet supports four Contactless Programs: Visa payWave, MasterCard PayPass, American Express ExpressPay, Discover Zip and Interac Flash.

To process a transaction with a contactless card, look for the Visa payWave, MasterCard PayPass, American Express ExpressPay, Discover Zip or Interac Flash logo. When prompted, the customer taps the card on the contactless reader where the Contactless logo is located.

The card does not need to touch the reader but must be within 0.5 in. (1.1 cm) of it. The card must be tapped or waved by itself (e.g., the customer cannot leave the card in their wallet and wave it in front of the reader).

If the card does not work or is unsupported:

- If the card is also a chip card, insert it into the chip card reader.
- If that doesn’t work, try swiping the card on the magnetic stripe card reader (look for the magnetic stripe).

To set up the modular contactless reader, see The Modular Contactless Reader.

2.3.5 Balance Inquiry

The Balance Inquiry transaction communicates with the card issuer to look up the outstanding balance of a prepaid credit card. The balance is displayed on the terminal's display screen, and there is an option to print a receipt.

Note: For balance inquiry, only one receipt copy (Cardholder copy) is printed, regardless of the number of copies that have been configured to print.

Note: The balance inquiry is intended to be seen only by the cardholder.
2. Features and Procedures

2.3.6 Signatureless Transactions

A "signatureless" transaction is a swiped or tapped Purchase for which a cardholder signature is not required because the Purchase amount is at or below the card's maximum Signatureless Dollar Value (SDV). Depending on the card type and how your terminal is configured, receipts may or may not print for a signatureless transaction.

*Note:* Signatureless transactions for swiped purchases apply only when a customer uses a swipe-only card, not when the customer is instructed to swipe a chip or contactless card.

**Maximum Signatureless Dollar Value (SDV)**

To determine the maximum SDV for a card, print an EMV Parameters Report and locate the Contactless CVM Limit parameter under the report's section for the card. An SDV of 9999 means there is no maximum limit.

See Signing Credit Card Receipts.

2.3.7 Tip Processing

Tip Processing on the Vx810 Duet has a number of features.

**Basic Tip Processing**

You can configure the terminal to prompt customers for a tip amount on Purchase, Pre-Authorization Completion and Advice transactions. If the customer enters a tip amount greater than 0, the amount is printed on the receipt below the base amount. For tip amount entry by customers on receipts, Basic Tip Processing prints a blank tip line below the base amount on Pre-Authorization receipts.

*Note:* Tip Processing is skipped on Signatureless Transactions.

**Enhanced Tip Processing**

This feature gives customers the option of keying in a dollar amount or a percentage when prompted for a tip on Purchases. If a customer opts for a percentage, the terminal displays up to three pre-configured, selectable percentage amounts. You can also configure your terminal to give customers a No Tip option.

*Note:* On Pre-Authorizations and Pre-Authorization Completions, Enhanced Tip Processing works the same way as Basic Tip Processing.

**Gratuity Guidelines**

You can configure the terminal to print suggested tip amounts on the Merchant copy of Pre-Authorization receipts. The tip amounts are calculated on the base amount using three pre-configured percentage amounts.

**Tip Percentage on Purchases**

You can configure your terminal to automatically add a pre-set Tip Percentage to all Purchase transactions. Tip Percentage is calculated on the base amount and printed on the receipt.

*Note:* Tip Percentage is skipped on Signatureless Transactions.

IMPORTANT: On magnetic stripe credit cards, the tip is added automatically WITHOUT customer acceptance.

For customer tip entry procedures, see Entering a Tip Amount.

To configure Tip Processing, see Configuring Tip Processing.
2. Features and Procedures

2.3.8 Cashback

This feature gives your customers the option of withdrawing cash from their debit account when they make a purchase at your place of business. You provide the cash to your customer and your business account is reimbursed for the amount of the Cashback when the Batch Close transaction is processed. Cashback is available only on Debit Purchases.

IMPORTANT: The Cashback option is not available for contactless debit (Interac Flash) transactions.

When customers choose to receive cash back, the terminal prompts them to:

- select a pre-set Cashback amount,
- manually key in another amount, or
- skip Cashback altogether.

Your terminal is configured with three pre-set Cashback amounts ($10, $20, $30), but you can change these to amounts of your choice. Your terminal is also configured with a Cashback limit that is applied when customers manually key an amount instead of selecting a pre-set amount ($40), but you can change it to an amount of your choice.

Note: When an external PINpad is connected to your terminal, the customer is offered the pre-set Cashback limit as a fourth selectable amount.

For Cashback customer entry procedures, see Entering a Cashback Amount.
To configure the Cashback feature on the terminal, see Configuring Cashback.

2.3.9 Clerk ID Prompting and Clerk Sub-Totalling

This feature allows you to set up individual Clerk IDs on your terminal. Clerk IDs are unique identifiers that a terminal operator keys in when prompted each time he/she performs a transaction.

This allows you to produce Clerk Sub-Totals Reports that track financial totals and number of transactions by clerk. Using this feature also allows you to produce Tip Reports in order to track tip activity by individual clerk.

Each Clerk ID can have one to six alphanumeric characters (punctuation and special characters are not allowed). A maximum of 255 Clerk IDs can be added for one Merchant ID. Once Clerk IDs are set up and associated with your Merchant ID, they can be used on any handheld terminal that has been configured using your Merchant ID.

IMPORTANT: Clerk Subtotals must be cleared on a regular basis (weekly is recommended). If not, the Moneris host will automatically clear the totals when the number of transactions for a card type processed by a Clerk ID reaches 10,000.

Default Clerk ID

A default Clerk ID can be set up on your terminal to be automatically used on all transactions (no Clerk ID prompting). When this feature is enabled, all transactions performed on that terminal will be added to the Default Clerk IDs totals regardless of which operator performs the transaction.

For the Clerk ID prompting procedure, see Entering the Clerk ID.
To configure Clerk Mode on your terminal, see Configuring Clerk Mode.
2. Features and Procedures

2.3.10 Invoice Number Prompting

This feature enables a prompt to key in an Invoice Number for every Credit and Debit financial transaction. If this feature is enabled, you have the option of entering an Invoice Number or bypassing the prompt by simply pressing the green OK key when the prompt appears.

The Invoice Number can be up to 10 characters long and any combination of alphabetic and numeric characters (punctuation and special characters are not allowed).

If a Private Label Card or a Purchasing Card is used, the Invoice Number can be up to 7 characters long and you cannot bypass prompt.

For Invoice Number Prompting procedures, see Entering an Invoice Number.
To enable Invoice Number Prompting, see Configuring Invoice Number Prompting.

2.3.11 Personalized Receipts

You can configure your terminal to print receipts with personalized headers and footers. You can configure up to six headers and four footers. The language in which receipt text is printed is based on your terminal’s Language Selection configuration.

You can also configure your terminal to print receipts with double-wide characters for amount lines and the Sequence Number and Approval Code lines.

In addition, you can configure your terminal to determine whether a Cardholder copy of the receipt after the Merchant copy on credit non-EMV (non-chip) transactions.

To configure your terminal’s receipt printing, see Configuring Receipt Printing.

2.3.12 PAN Fraud Control

To reduce the fraudulent use of credit cards, this security feature prompts you to key in the last four digits of a credit card number after the card has been swiped. PAN Fraud Check then compares the keyed-in digits to the information contained in the card’s magnetic stripe or chip to confirm that the numbers are valid. If the numbers are invalid, the transaction cannot continue.

This feature is enabled on the Moneris host.

For PAN Fraud Control procedures, see Responding to Basic Transaction Prompts.

2.3.13 The Manager Password

The Manager Password restricts access to various terminal functions as well as financial transactions that impact your financial account (e.g. refunds and voids).

The first time the DEBIT & CREDIT application is selected in the applications menu, the terminal will prompt to program a manager password. See Setting the Terminal’s Manager Password for more information.

IMPORTANT: You, the merchant, are solely responsible for the security of the Manager Password at all times. If your Manager Password is compromised, change the password immediately.

There are a number of factors that affect whether the terminal prompts for a Manager Password, including how the terminal is set up on the Moneris host and how you have configured the use of passwords on the terminal.
2. Features and Procedures

Note: On some functions, the "Password:" prompt may still appear regardless of your terminal’s configuration.

To change the Manager Password, see Changing the Manager Password.

To configure the use of passwords on your terminal, see Menu and Editing Parameters (Menu Config Menu).

IMPORTANT: If the manager password is entered incorrectly five times in a row, the terminal will lock and be unable to perform transactions. To unlock the terminal, contact the Moneris Merchant Service Centre and request a "password reset".

2.3.14 Manual Card Entry Feature

This feature controls the ability to manually enter card numbers for specific credit card types. By default, all card types that you accept are capable of being manually keyed in on the terminal. It is now possible to disable manual credit card entry for some card types, while leaving others enabled. It works in tandem with the Password Protection on Manual Card Entry feature.

Note: Once a card type has been exempted from manual entry, a user who attempts to manually key in a card number on the terminal will be prompted SWIPE ONLY. The external PINpad will not accept any manual entry.

For more information on disabling card types from manual card entry, refer to Disabling Manual Entry on Credit Cards.

2.3.15 Password Protection on Manual Card Entry Feature

This feature is used during manual credit card entry. Once the card number and expiry date have been typed, the terminal will prompt for the manager password before proceeding to complete the transaction. It works in tandem with the Manual Card Entry Feature. If you allow credit card numbers to be manually keyed into the terminal, you can password protect that feature to prevent unauthorized keypad entry during a transaction.

IMPORTANT: This feature is only applicable to Credit Card transactions where the card number is manually entered. It is not applicable to Debit, swiped, tapped or Chip Card transactions.

When password protection on manual card entry is enabled, the transaction flow will proceed in the following order:

1. Perform the purchase transaction.
2. At the card prompt screen (Swipe, Tap or Insert Card) enter the full PAN card number on the numeric keypad.
3. Enter the card expiry date. At this point, the terminal prompts for the manager password.
4. Enter the manager password.
5. Enter the CVV number on the back of the card.
6. The terminal will proceed with the online transaction.

If the Manual Entry Password feature is disabled, the transaction flow is slightly different and is described in the Purchase topic.

To configure the password protection on manual card entry, see Configuring Password Protection on Manual Entry.
2. Features and Procedures

2.3.16 Multi-Terminal Reporting

If you have more than one terminal associated with your Merchant Number operating in one location, Multi-Terminal Reporting allows you to perform a Batch Close and print a Deposit Totals Report on all your terminals or a sub-set of the terminals from a single terminal.

In order to use Multi-Terminal Reporting, you must set up a Terminal Name on each terminal you want to include in the function. At any time, you can add a new Terminal Name or delete a Terminal Name.

IMPORTANT: When doing a multi-terminal Batch Close and running the Multi-Terminal Deposit Totals Report, totals are cleared on the terminal on which the functions are performed, but are NOT cleared on the other associated terminals.

To configure Multi-Terminal Reporting, see Configuring Multi-Terminal Reporting.

To use Multi-Terminal Reporting, see Processing a Multi-Terminal Batch Close and Multi-Terminal Deposit Totals Report.

2.3.17 Terminal Names

If you have more than one terminal operating in one location, you can use this feature to identify individual terminals by assigning a unique alphanumeric name to each terminal.

If you are using Multi-Terminal Batch Close, a Terminal Name must be assigned to each terminal you want to include in the Multi-Terminal Reporting and Batch Close processes.

To enable Multi-Terminal reporting and add/delete Terminal Names, see Configuring Multi-Terminal Reporting.

2.3.18 Private Label Cards

The Private Label feature allows you to offer your customers a credit card that can be used exclusively in your store or stores.

Purchases

All standard financial transactions can be processed using a Private Label Card. For example, a Private Label Card Purchase transaction follows the same steps as a regular credit card Purchase with one possible additional step: the "Promo Code:" prompt may appear. Promo codes (or promotion codes) are supplied to you by the Private Label Card Issuer.

Payments

There is one transaction that is unique to Private Label Cards. The Payment transaction is used to apply a dollar amount towards the balance on a cardholder's Private Label Card.

Reporting

Private Label Card transactions appear as a separate card type on all reports that include credit card transactions.

To configure Private Label Cards on the terminal, see Configuring Private Label Cards.

To transact a Payment on a Private Label Card, see Transacting a Payment on a Private Label Card.
2. Features and Procedures

2.3.19 Corporate Cards

Corporate Cards (also known as Purchasing Cards) are a special type of credit card that provides enhanced reporting data to help cardholders with cost allocation, tax compliance and account reconciliation.

If the terminal is configured to accept Corporate Cards, it prompts for a Customer Reference Number and tax amounts when a Corporate Card is entered on a transaction. The Customer Reference Number and tax amounts are printed on receipts and also appear on the cardholder's monthly statement from the Corporate Card issuer.

To enable and configure this feature, see Configuring Corporate Cards.

To transact a Purchase on a Corporate Card, see Transacting a Purchase on a Corporate Card.

2.3.20 Credit Pre-dial

Credit Pre-dial enables the terminal to begin dialling the host before data is entered by the cardholder during a Purchase, as a way to speed up dial transactions. By default this feature is disabled.

*Note: This feature is not applicable to merchants using Ethernet (IP) communications.*

*Note: Do not enable this feature if you are using multiple transaction features such as tip processing and cashback, as it will initiate multiple calls to the host, thereby slowing down the overall transaction.*

To enable credit pre-dial:

- Set the Credit Predial feature to On.

To disable credit pre-dial:

- Set the Credit Predial feature to Off.

2.3.21 Debit Pre-dial

Debit Pre-dial enables the terminal to begin dialling the host before data is entered by the cardholder during a Purchase, as a way to speed up dial transactions. By default this feature is enabled.

*Note: This feature is not applicable to merchants using Ethernet (IP) communications.*

*Note: Do not enable this feature if you are using multiple transaction features such as tip processing and cashback, as it will initiate multiple calls to the host, thereby slowing down the overall transaction.*

To enable Debit Pre-dial:

- Set the Debit Predial parameter to On.

To disable Debit Pre-dial:

- Set the Debit Predial parameter to Off.
2. Features and Procedures

2.3.22 The Moneris Gift & Loyalty Programs

The Moneris Gift & Loyalty programs allow you to offer your customers an electronic card-based program that is activated and processed through the Moneris Vx810 Duet terminal. There are two programs available:

- **Gift Cards**: allows you to offer your customers stored-value gift cards for pre-defined dollar values as well as variable-value cards and rechargeable cards. This is available for small businesses as the Moneris Gift Card program and as a customized program for national chains.

- **Loyalty Points**: allows you to reward customer loyalty by awarding points based on the dollar value of purchases a cardholder makes. This is available for small businesses as the Moneris Loyalty Card program and as a customized program for national chains.

All transactions, administrative and configuration functions begin at the GIFT & LOYALTY transactions menu.

For program information on the Moneris Gift & Loyalty programs, please consult:

- your program manager.
- the Using Your Terminal for Gift guide (available for free download at moneris.com/guides).
- the Using Your Terminal for Loyalty guide (available for free download at moneris.com/guides).
2. Features and Procedures

2.4 Procedures

Listed below are some of the more common procedures followed on the Vx810 Duet.

For other, more specific procedures, see Financial Transactions, Admin Transactions, Reports, End-of-Day Procedure and Demo Mode Transactions.

- Powering up the terminal
- Setting the Terminal's Manager Password
- Powering down the terminal
- Loading paper in the printer
- Selecting the terminal language
- Taking a manual imprint of a credit card

- Transaction prompts:
  - Responding to basic transaction prompts
  - Entering a tip amount
  - Entering a Cashback amount on a debit transaction
  - Entering the Clerk ID
  - Entering an Invoice number

- Receipts:
  - Finding a transaction's Sequence and Orig.Auth numbers
  - Signing credit card receipts
  - Reprinting a receipt
  - Printing a cash receipt

- Entering alphabetic characters and punctuation
- Cancelling a transaction
- Cancelling a report

- Terminal security:
  - Changing the manager password
  - Requesting a Code 10 Authorization
  - Dealing with disputed debit transactions

- Balance Inquiries on pre-paid credit cards
2. Features and Procedures

2.4.1 Setting the Terminal's Manager Password

When the terminal is powered on for the first time and DEBIT & CREDIT is selected from the applications menu, the terminal will prompt to configure the manager password. Follow the steps below to initially configure the terminal's manager password.

1. From the applications menu, select DEBIT & CREDIT. The "Change Password" menu appears.

2. At the "New Password:" prompt, **key in a password to be used as your manager password** and press the green OK key.

   *Note: The password can be 5 - 10 digits long and must consist of numbers only.*

   **IMPORTANT:** If the manager password is entered incorrectly five times in a row, the terminal will lock and be unable to perform transactions. It is vital that you enter a password that you will be able to remember. To unlock the terminal, contact the Moneris Merchant Service Centre and request a "password reset".

   The "Confirm:" prompt appears.

3. Re-key the manager password and press the green OK key. The applications menu reappears.

   *Note: It is possible to change the manager password at any time. See Changing the Manager Password for more information.*

2.4.2 Powering Up the Vx810 Duet

The Moneris Vx810 Duet terminal does not have an ON/OFF switch.

![The Vx810 Duet 2-part Power Cable](image)

**IMPORTANT:** You must use the exact power adaptor and cable provided with the terminal by Moneris Solutions. Failure to do so may affect the operability of, or cause damage to, the terminal.
2. Features and Procedures

To power up (or turn on) the terminal:

1. Plug the power adaptor cable into the power port (/icon) on the base.
2. Plug the other end of the power cable into a power source e.g. a wall jack or a power bar.

The terminal is ready when the applications menu appears.

*Note:* For power up instructions when an external PINpad is connected to the terminal, see The External PINpad.

2.4.3 Powering Down the Vx810 Duet

The Moneris Vx810 Duet terminal does not have an ON/OFF switch.

To power down (or turn off) the terminal, simply unplug the power cable from the power source, e.g. the wall jack or a power bar.

The screen will go blank and the backlight will turn off.

*Note:* See Powering Up the Terminal.

2.4.4 Loading Paper in the Integrated Printer

To load a paper roll into the terminal:

1. Open the paper well at the.
2. Remove the paper roll that is in the paper well.
3. Prepare the new paper roll: Loosen the glued leading edge of paper and unwind the paper roll past any glue residue on the paper, or remove the protective strip.
4. Place the new paper roll into the paper well with the loose end unrolling from the bottom of the roll towards the front of the base.
5. Pull the loose end of the paper towards the front of the base at least one inch (2.2 cm) past the metal teeth at the front of the paper well. Make sure any glue residue on the paper role is past the cutting teeth of the printer.
6. Close the printer lid and press firmly on it to ensure that it is securely latched.
7. Tear off the loose end of the paper by pulling it down then sideways across the metal teeth.

8. Select **DEBIT & CREDIT** and then press the 3 key to feed paper through the printer and ensure it is working properly.

9. Press the * (asterisk) key to return to the applications menu.

   The printer is ready to print again.

   **Note:** If the printer ran out of paper in the middle of a receipt or report, you may be able to reprint the receipt or report.

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**Paper Storage Suggestions**

When stored, thermal receipt paper should not be exposed to:

- Vinyl, plastics, adhesives, shrink-wraps, wet-toner copies or certain carbon papers
- Office light, UV light
- High humidity (above 65% relative humidity)
- Temperatures above 25 degrees Celsius (77 degrees Fahrenheit)

Try to keep the paper in a dark, dry, climate-controlled place.

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### 2.4.5 Selecting the Terminal Language

The text on the terminal display, receipts and reports can be in one of two languages: English and French. One language can be selected for the merchant and another for the customer.

**Selecting the Merchant Language**

The Merchant Language is used on merchant terminal prompts, the merchant copy of receipts and reports. The language is initially set on the Moneris host but it can be changed anytime through the **CONFIGURATION menu**. There are two ways of accessing the Set Language menu: from the **CONFIGURATION menu** or by using a **Hotkey shortcut**.

**IMPORTANT:** The language can be changed only **AFTER the terminal's first initialization**.

To change the Merchant Language from the **CONFIGURATION menu**:

1. On the applications menu, select **DEBIT & CREDIT**.
   The transactions menu appears.
2. Press the green **OK** key to access the **CONFIGURATION menu**.
3. Scroll down and select **Set Language**.
4. Select **ENG** (English) or **FRN** (French).
5. Press the red **CANC ANNUL** key then press the * (asterisk) key to return to the applications menu.

To change the Merchant Language using the **Hotkey shortcut**:

1. On the applications menu, select **DEBIT & CREDIT**.
   The transactions menu appears.
2. Press the second purple key on the left.
   The Set Language menu appears.
2. Features and Procedures

3. Select ENG (English) or FRN (French).
   The transactions menu reappears.

Selecting the Customer Language

The Customer Language is used on customer terminal prompts and customer copies of receipts. By default, the language is the same as the Merchant Language but is set for each individual transaction based on the Language Code on the customer's card. When the terminal detects the code on the customer's card, it switches to that language for the duration of the transaction. When the transaction is complete, the terminal reverts to the Merchant Language.

If a Language Code is not present on the card or if it is neither English nor French, the terminal prompts the customer to select either English or French.

To change the Customer Language on the terminal:

1. You or the customer swipes or inserts the card.
2. At the "Select Language" prompt, the customer selects ENG or FRN.
   The selected language is used for the duration of the transaction.

To change the Customer Language on the PINpad:

1. The customer swipes or inserts the card.
2. At the "SELECT" prompt, the customer selects ENGLISH or FRENCH.
   The selected language is used for the duration of the transaction.

2.4.6 Taking a Manual Imprint of a Credit Card

If the "Imprint Card Press OK Key" prompt appears:

1. Take an imprint of the customer's credit card using the imprinter and the appropriate paper Sales Draft (e.g. a Visa Purchase paper sales draft for a Purchase on a Visa card).

   IMPORTANT: Ensure that the Card Number, Issue Date, Expiry Date and Cardholder Name are legible.

2. Print the transaction date and amount on the paper sales draft.

   Note: If the transaction amount is over your Merchant Floor Limit, call the Moneris Credit Voice Authorization number to obtain a Voice Authorization Number for the transaction and record the Voice Authorization Number on the paper sales draft.

3. To process a Purchase, have the cardholder sign the sales draft. Ensure the signature matches the signature on the card. If not, contact the Moneris Merchant Service Centre.
   OR
   To process a Refund, sign the sales draft yourself.

4. Provide the customer with the Cardholder copy of the Sales Draft and retain the Merchant copy for your records.

5. Press the green OK key to continue the transaction.
2. Features and Procedures

2.4.7 Finding a Transaction's Sequence and Orig Auth Numbers

**Sequence Number**

The Sequence Number is printed on the receipt for all transactions. A transaction's Sequence Number is the first 6 of the last 7 digits of the Seq # printed on the receipt.

For example, if the Seq # on a receipt is 000-123456-0, the Sequence Number is 123456.

The Sequence Number is used to select transactions from the terminal memory to process Corrections, Pre-Authorization Completions and Pre-Authorization Deletions, to reprint receipts and to use the Batch Review function.

To process a Pre-Authorization Completion or Deletion:

- Use the Sequence Number printed on the Pre-Authorization receipt.

*Note: If you do not have the Pre-Authorization receipt, print the Pre-Auth Transactions Report to obtain the Pre-Authorization's Sequence Number.*

To process a Correction (transaction void):

- Use the Sequence Number printed on the receipt of the transaction you want to void.

*Note: If you do not have the original receipt, use the Batch Review function to obtain the Sequence Number of the transaction you want to void.*

**Orig Auth #**

The Orig Auth # is printed on the receipt for all transactions. A transaction's Orig Auth # is the 6-digit Appr Code printed on the receipt (e.g., 654321).

The Orig Auth # is used to select transactions from the terminal memory to process Refunds.

To process a Refund:

- Use the Orig Auth # (Appr Code) on the receipt of the transaction you want to refund.
2. Features and Procedures

2.4.8 Signing Credit Card Receipts

General Guidelines

- If a signature line appears on the Merchant copy of a receipt, the cardholder must sign the receipt.
- If **NO SIGNATURE REQUIRED** or **VERIFIED BY PIN** appears on the Merchant copy of a receipt, a signature is not required.
- If a signature line appears on the Cardholder copy of a receipt, you (the merchant) must sign the receipt.
- The merchant's signature may sometimes be required on a Cardholder copy (for **Refund** and **Purchase Correction** transactions for some card programs).

Signatureless Transactions

A "signatureless" transaction is a swiped or tapped Purchase for which a cardholder signature is not required because the Purchase amount is at or below the card's maximum **Signatureless Dollar Value** (SDV). Depending on the card type and how your terminal is configured, receipts may or may not print for a signatureless transaction.

To configure receipt printing, see Configuring Receipt Printing.

**Note:** Signatureless transactions for swiped purchases apply only when a customer uses a swipe-only card, not when the customer is instructed to swipe a chip or contactless card.

2.4.9 Reprinting Receipts

This function prints a duplicate Cardholder copy of a receipt.

**Note:** To have the function print the Merchant copy of a receipt as well as the Cardholder copy, enable the **Reprint Merch Copy** parameter (see Configuring Receipt Printing).

**Note:** For debit transactions, if you set the **Customer Copy** parameter to “None”, only the Merchant copy of the receipt initially prints. But if you perform a reprint receipt, the Cardholder copy is printed.

To reprint a receipt:

1. On the **applications menu**, select **DEBIT & CREDIT**.
   The message "Activating App..." is displayed, then the **transactions menu** appears.

2. Press the **REPRINT** key (second purple key from the right).
   The REPRINT menu appears.

3. Choose one of the following:
   - To reprint the Cardholder copy of the last transaction receipt, select **Last Receipt**.
   - **OR**
   - To reprint a different receipt, select **Any Receipt**, key in the transaction's **Sequence Number** and press the green **OK** key.

   The terminal prints the Cardholder copy of the receipt.
2. Features and Procedures

Note: On Signatureless Transactions, only the Cardholder copy is printed regardless of the Reprint Merch Copy setting.

- If the "Reprint Last Merchant Cpy" prompt appears:
  - Select Yes to print the Merchant copy of the receipt.
  - OR
  - Select No to return directly to the transactions menu.

2.4.10 Printing a Cash Receipt

Use this function to print a receipt for a cash purchase.

To print a cash receipt:

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." is displayed, then the transactions menu appears.
2. Press 9 to print a cash receipt. If the "Clerk Id:" prompt appears, key in your Clerk ID and press the green OK key. The "Amount: $" prompt appears.
3. Key in the amount of the purchase and press the green OK key.
   - If the "Tip: $0.00" prompt appears:
     - The customer can key in a tip amount and press the green OK key.
     - OR
     - You can press the green OK key to print a Tip line and Total line on the cash receipt.
4. The receipt prints and returns to the transactions menu.
2. Features and Procedures

2.4.11 Entering Alphabetic Characters and Punctuation

**Alphabetic Characters**

To key in alphabetic characters:

1. Press the number key with the character you want to display.
2. Press the **ALPHA** key repeatedly until the character appears on the screen.

For example, to key in `THANK YOU`:

<table>
<thead>
<tr>
<th>To key in this text:</th>
<th>Press these keys on the keypad:</th>
</tr>
</thead>
<tbody>
<tr>
<td>T</td>
<td>8 ALPHA</td>
</tr>
<tr>
<td>H</td>
<td>4 ALPHA ALPHA</td>
</tr>
<tr>
<td>A</td>
<td>2 ALPHA</td>
</tr>
<tr>
<td>N</td>
<td>6 ALPHA ALPHA</td>
</tr>
<tr>
<td>K</td>
<td>5 ALPHA ALPHA</td>
</tr>
<tr>
<td>[space]</td>
<td>0 ALPHA ALPHA</td>
</tr>
<tr>
<td>Y</td>
<td>9 ALPHA ALPHA ALPHA</td>
</tr>
<tr>
<td>O</td>
<td>6 ALPHA ALPHA ALPHA</td>
</tr>
<tr>
<td>U</td>
<td>8 ALPHA ALPHA</td>
</tr>
<tr>
<td>[period]</td>
<td>1 ALPHA ALPHA ALPHA</td>
</tr>
</tbody>
</table>

*Note: Use the yellow **CORR** key to delete characters one at a time.*

**Punctuation and Special Characters**

Press the following keys followed by **ALPHA** to render the following characters:

<table>
<thead>
<tr>
<th>KEY</th>
<th>CHARACTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>. (period or dot) \ (backslash)</td>
</tr>
<tr>
<td>2</td>
<td>~ (tilde)</td>
</tr>
<tr>
<td>3</td>
<td>%</td>
</tr>
<tr>
<td>4</td>
<td>@ (at sign)</td>
</tr>
<tr>
<td>5</td>
<td>/ (slash)</td>
</tr>
<tr>
<td>6</td>
<td>?</td>
</tr>
<tr>
<td>7</td>
<td>[</td>
</tr>
<tr>
<td>8</td>
<td>]</td>
</tr>
</tbody>
</table>
2. Features and Procedures

<table>
<thead>
<tr>
<th>KEY</th>
<th>CHARACTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>{</td>
</tr>
</tbody>
</table>
| *   | * (asterisk)  
      | , (comma)     |
      | ' (apostrophe) |
      | " (quotation mark) |
      | }         |
| 0   | - (hyphen)  
      | (space)      |
      | +          |
      | &          |
| #   | # (pound or number sign)  
      | =          |
      | :          |
      | $          |
      | ^          |

Note: Punctuation and special characters are not allowed for Clerk IDs and Invoice Numbers.

2.4.12 Cancelling a Transaction

Note: Once the terminal has begun communicating with the Moneris host, i.e., once the "Processing" message is displayed, the transaction can no longer be cancelled.

To cancel a transaction:

- Press the red CANC ANNUL key.

The terminal prints the Merchant copy of the receipt with TRANS CANCELLED on it, and if configured, prints the Cardholder copy of the receipt with TRANS CANCELLED on it, and then returns to the transactions menu.

2.4.13 Cancelling a Report

To cancel a report:

1. Press the red CANC ANNUL key.
   - If the report has begun printing, the terminal stops printing the report and returns to the REPORTS menu.

   Note: The Terminal Parameters report continues to print until the report is finished.

2. Press the red CANC ANNUL key to return to the transactions menu.
2. Features and Procedures

2.4.14 Changing the Manager Password

To change the Manager Password:

1. On the applications menu, select DEBIT & CREDIT.
   The transactions menu appears.
2. Press the green OK key to access the CONFIGURATION menu.
3. Select Setup, key in the current manager password and press the green OK key.
4. Select Terminal.
5. Select Next until "Manager Pwd" appears.
6. Select Edit, key in your new password and press the green OK key.
   
   Note: The password must be 5-10 digits long and must consist of numbers only.
7. Select Exit then select the green OK key to save changes.
8. Press the red CANC ANNUL key then press the * (asterisk) key to return to the applications menu.

See The Manager Password and Setting the Terminal's Manager Password.

2.4.15 Requesting a Code 10 Authorization

During a transaction, if you feel that a customer, card or transaction is suspicious and needs investigating, call the Moneris Merchant Service Centre and state that the call is a Code 10. This will alert the Moneris agent without alarming your customer. The operator will ask you some "Yes/No" questions and then provide instructions.

Reasons for calling in a Code 10 include:

- the signature on the credit card does not seem to match the signature on the receipt.
- the card appears to have been tampered with.
- the name on the card is inconsistent with the person’s gender.
- the customer is purchasing an unusual number of expensive items.
- the customer’s purchases seem randomly selected, with little regard for size, quality or value.
- the customer seems nervous or signs slowly with uncertainty.

2.4.16 Dealing With Disputed Debit Transactions

Do not attempt to resolve or compensate a cardholder for a disputed Debit transaction. Refer the Cardholder to their Financial Institution.
3. The Moneris Vx810 Hardware

3.1 The Moneris Vx810 Duet Terminal

The terminal consists of:

- a hand-held terminal with:
  - an integrated PINpad
  - a backlit display
  - a keypad
  - a magnetic stripe reader
  - a chip card reader
- a communications base with:
  - an integrated printer
  - ports for communications and peripherals
  - a power port
- an optional external PINpad
- an optional modular contactless reader

3.2 Setting up the Terminal

Follow these three steps to set up the terminal hardware:

1. Connect the power cable to the base.
2. Connect the communications cable(s) to the base.
3. Check the printer for paper:
   a. From the applications menu, select DEBIT & CREDIT.
   b. Press the 3 key to see if paper appears.

Note: If no paper appears, load a paper roll in the printer.
3. The Moneris Vx810 Hardware

3.3 The Vx810 Communications Base

The Ports on the Vx810 Communications Base

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Use for the dial communications cable.</td>
</tr>
<tr>
<td>10BaseT</td>
<td>Use for the Ethernet communications cable.</td>
</tr>
<tr>
<td>🔌</td>
<td>DO NOT USE</td>
</tr>
<tr>
<td>⚡</td>
<td>Use for the power adaptor cable.</td>
</tr>
<tr>
<td>RS232</td>
<td>Use for the external PINpad.</td>
</tr>
</tbody>
</table>

3.4 The Communications Cables

The Vx810 Duet supports two types of communication, dial and IP, and has a separate port on the Duet base for each type of communications cable.

3.4.1 The Dial Communications Cable

The Dial Communications Cable
3. The Moneris Vx810 Hardware

1. Plug one end of the dial communications cable into the dial port ( ) on the base.
2. Plug the other end of the dial communications cable into an analog telephone wall jack.

3.4.2 The Ethernet Communications Cable

1. Plug one end of the Ethernet communications cable into the 10BaseT port on the base.
2. Plug the other end of the Ethernet communications cable into an Ethernet wall jack or a router.

When the terminal is not performing any transactions or functions, and has been idle for a pre-set period of time, the terminal will display the applications menu.

3.5 The Terminal Keypad

The terminal keypad contains alphanumeric keys and function keys.
3. The Moneris Vx810 Hardware

3.5.1 Alphanumeric Keys

These keys allow you to enter amounts for transactions text for receipt messages. Some alphanumeric keys also act as function keys (see below).

3.5.2 The Function Keys

<table>
<thead>
<tr>
<th>KEY NAME</th>
<th>ALLOWS YOU TO...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>F1 to F4</strong></td>
<td>select the option displayed on the right-hand side of the display screen beside the function key</td>
</tr>
</tbody>
</table>

**Purple Keys**

- **Arrow Key**
  - scroll down or up (press the yellow **CORR** key to toggle between scrolling up and down)
  - The first purple key on the left, located under the arrow icon (↓ or ↑).

- **Reprint Key**
  - launch the **REPRINT menu**
  - The second purple key from the right.

- **Reports Key**
  - launch the **REPORTS menu**
  - The first purple key on the right.

- **ALPHA**
  - enter alphabetic characters for personalized receipt text, Clerk IDs, etc.
  - Located in the middle of the row of purple keys.

- **CANC ANNUL**
  - cancel a transaction
  - return to the transaction menu after completing a transaction
  - return to the previous menu when performing administrative functions
  - The red key located at the bottom left of the keypad.

- **CORR**
  - clear the last character or number entered (by the cardholder or the merchant)
  - return to the previous cardholder prompt if no value is currently displayed for the cardholder prompt
  - clear the value displayed when a prompt is first displayed
  - change the direction of the arrow icon above the 1st purple function key.
  - The yellow key located at the bottom centre of the keypad.
3. The Moneris Vx810 Hardware

<table>
<thead>
<tr>
<th>KEY NAME</th>
<th>ALLOWS YOU TO...</th>
</tr>
</thead>
</table>
| OK       | • confirm the data input is complete.  
           • confirm the data displayed is correct.  
           • display the CONFIGURATION menu if pressed when the terminal is at the transactions menu.  
           The green key located at the bottom right of the keypad. |
| 3        | advance the paper in the printer. |
| 6        | access the Quick Setup menu. |
| 9        | print a Cash Receipt. |
| * (asterisk) | return to the applications menu. |

3.6 The Magnetic Stripe Card Reader

The Magnetic Stripe Reader (MSR) is located in a slot on the right-hand side of the terminal. When a payment card is swiped, the MSR reads the information encoded on the card's magnetic stripe.

To swipe a card, the magnetic stripe must be down and facing towards the terminal.

Cards can be swiped from the back of the terminal forwards, or from the front of the terminal backwards.
3. The Moneris Vx810 Hardware

3.7 The Chip Card Reader

The chip card reader is located in a slot in the front of the terminal. When a chip card is inserted, the chip card reader reads the information on the card's chip (e.g., whether to prompt for PIN or print a signature line on the receipt).

To correctly insert the chip card into the chip card reader:

1. Ensure that:
   - the card is facing up
     AND
   - the chip is closest to chip card reader slot on the terminal.
2. Slide the card into the chip card reader slot until the card stops sliding in.

![Inserting a Chip Card into the Chip Card Reader]

**IMPORTANT:** Leave the chip card in the reader for the entire transaction.

3. When the "Remove Card" prompt appears, pull the card gently out of the chip card reader.

3.8 The Integrated Printer

A thermal printer is integrated into the Moneris 810 Duet base. It prints black text on white, one-part thermal paper.

To order additional paper rolls, see [Assistance](#). To load a paper roll in the printer, see [Loading Paper in the Printer](#).
3. The Moneris Vx810 Hardware

3.9 The External PINpad

If you ordered the optional Vx810 external PINpad, please confirm that you have received the PINpad and the attached PINpad power cable.

If an optional Vx810 external PINpad is connected to the Vx810 Duet and your merchant account is configured for it, customers must use the PINpad during transactions requiring their input to key in information while you keep the terminal in front of you.

3.9.1 Setting up the External PINpad

Before you start, please ensure the Vx810 terminal is powered off.

1. Locate the PINpad cable (attached to the external PINpad).
3. The Moneris Vx810 Hardware

2. Plug the RS232 connector into the RS232 port on the back of the terminal base. Plug the power connector into the power port (/socket) on the back of the base in the unlock position. Turn the plug counter-clockwise to put it in the lock position.

3. Locate the power cable and the power adaptor cable. Plug the power cable into the power adaptor cable. Plug the other end of the power adaptor cable into the power port box in the middle of the PINpad power cable. Insert the connector at a right angle to the box then turn it counter-clockwise to lock it in place.

4. Plug the other end of the power cable into a power source.

Recommendations: Always plug the power cable into the power source last to avoid power surges. Use a power bar with surge protection where possible.

IMPORTANT: You must use the exact power adaptor and cables provided by Moneris Solutions to work with the Moneris Vx810 terminal and PINpad. Failure to do so may affect the operability of or cause damage to the equipment.

5. The terminal is ready when the applications menu appears and the external PINpad displays the "WELCOME/BONJOUR" screen.

3.9.2 Transactions with the External PINpad

1. Begin the transaction on the Vx810 Duet terminal.

2. When "Swipe Card:" appears on the terminal, pass the PINpad to the customer for card entry (see Procedures).

3. When "Wait for PINpad" appears on the terminal, the customer follows the prompts on the PINpad.
4. When "Approved OK to Continue" appears on the terminal, retrieve the PINpad, press the green OK key on the terminal and complete the transaction on the terminal following the prompts.

3.10 The Modular Contactless Reader

If an optional modular contactless reader is connected to the Vx810 Duet terminal and your merchant account is configured for it, you can process contactless transactions. In a contactless transaction, the customer taps a contactless card on the contactless reader instead of swiping or inserting it.

*Note:* If an optional external PINpad is connected to the Vx810 Duet, the contactless reader is connected to the PINpad instead of to the terminal.

3.10.1 Contactless Transactions Allowed

Contactless cards can be tapped on a contactless reader for credit Purchases and Refunds only if the amount is at or below the maximum Contactless Dollar Value (CDV).

3.10.2 Maximum Contactless Dollar Value (CDV)

To determine the maximum CDV for a card, print the EMV Parameters Report and locate the Contactless Trans Limit parameter under the report's record for the card. A CDV of 9999 means there is no maximum limit.
4. Configuring Your Terminal

4.1 Configuring Your Terminal

Your Vx810 Duet terminal can be set up to accept and process a variety of cards including debit cards, credit cards, Private Label credit cards, and corporate (a.k.a. purchasing) credit cards. The terminal can also be set up to support gift card programs and loyalty programs.

Before you begin using your terminal to process transactions, you must configure it, inputting any special values and parameters needed for the options you want to use. Before you start, ensure you have the following information available:

- your Merchant ID
- your Terminal ID

To configure your terminal:

1. Configure the communications parameters.
2. Configure your Merchant ID and Terminal ID.
3. If applicable, configure the optional external PINpad.
4. If applicable, configure the optional modular contactless reader.
5. Select the standard features and the optional features you intend to use on the terminal.
6. Configure the selected features:
   - Receipt printing
   - Tip Processing
   - Cashback
   - Clerk IDs and Clerk Sub-Totalling
   - Invoice Prompting
   - Multi-Terminal Reporting
   - Private Label Cards
   - Corporate Cards
   - Surcharge

   Note: Some terminal parameters can be edited using the Quick Setup menu.

7. Initialize your terminal.
4. Configuring Your Terminal

4.2 Using Quick Setup

The Quick Setup menu provides quick access to a number of popular terminal configuration parameters. See the list of parameters below.

To access Quick Setup:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. From the transactions menu, press 6.
   The "Password:" prompt appears.
3. Key in the manager password and press the green OK key.
   The first Quick Setup menu appears.

4.2.1 Options for Each Parameter

- View (display and edit parameters)
- Print (print a list of parameters in the sub-menu and their current values)

4.2.2 Parameters

These parameters can also be found on other menus. For instructions on editing the parameters, refer to the section for the menu indicated in parentheses beside the parameter.

Scroll back to the previous parameter by pressing the Prev key, or scroll to the next parameter by pressing the Next key. Press the Edit key to edit the displayed parameter. Press the Exit key to exit back to the previous menu. Press the red CANC ANNUL key once to return to the Quick Setup menu. Press the red CANC ANNUL key twice to return to the transactions menu.

Phone

- PABX Code (also found in the Edit Terminal menu)
- MONC Primary (also found in the Edit CPT menu as Pri Auth Phone)
- MONC Secondary (also found in the Edit CPT menu as Sec Auth Phone)
- MONC Settle (also found in the Edit CPT menu as Pri Sett Phone)
- MONC Sec. Settle (also found in the Edit CPT menu as Sec Sett Phone)
- Blind Dial (also found in the Edit CPT menu)

Terminal

- Manager Pwd (also found in the Edit Terminal menu)
- Tip Processing (also found in the Edit Terminal menu)
- Clrk/Srvr Mode (also found in the Edit Terminal menu)
- Customer Copy (also found in the Receipt Parameters menu)
- Header Line 2 to 5 (also found in the Receipt Parameters menu and the Edit MIT menu)
- Terminal Beep (also found in the Edit Terminal menu)
- Multi Merch - Do Not change this parameter unless directed to do so by Moneris.
4. Configuring Your Terminal

- Merch Password (also found in the Edit Terminal menu - Do Not change this parameter unless directed to do so by Moneris.)

Merchant
- MONC Term Id (also found in the Edit Format menu)
- MONC Merch Num (also found in the Edit Format menu)
- Header Line 1 & 6 (also found in the Receipt Parameters menu)
- Merchant Pswd (also found in the Edit Merchant IDs menu - Do Not change this parameter unless directed to do so by Moneris.)
- Master FPS Rcpt (also found in the Edit Merchant menu)

Communications
- Do Not Use

4.3 Configuring Communications

The terminal can communicate with the Moneris host over Ethernet and Dial communications.

- Dial communications
- IP communications with Dynamic addressing
- IP communications with Static addressing
- Dial backup support for IP communications

IMPORTANT: You must contact Moneris before changing from one communication type to another. Changes may be required on the Moneris host to allow the terminal to communicate successfully using the new communications type.

4.3.1 Configuring Dial Communications

If your terminal will communicate with the Moneris host over a standard analog telephone line, you will need to set up these parameters.

WARNING: Due to data security issues, terminals using dial communications must use a true analog phone line connecting to a public switched telephone network. Analog telephone adaptors (ATAs) and digital phone service over IP communications (e.g. VoIP) must NOT be used as an alternative to dial communications.

Moneris recommends installing a dedicated telephone line for the terminal to ensure transactions are processed quickly and reliably. Sharing the line with another device (e.g. a fax machine) can cause communication problems. Line splitters and filters are not recommended.

Note: The Dial Communications cable must be connected before attempting to communicate with the Moneris host.

1. Ensure the dial cable is connected to the base and an analog telephone wall jack.
4. Configuring Your Terminal

2. Set the **Comm Link Type** parameter:
   a. On the **applications menu**, select **DEBIT & CREDIT**.
      The message "Activating App..." is displayed, then the transactions menu appears.
   b. Press the green **OK** key to access the CONFIGURATION menu.
   c. Select **Setup**, key in the **manager password** and press the green **OK** key.
   d. Scroll down and select **Host**.
      "Comm Link Type" appears on the Edit Hosts menu.
   e. Make sure **Comm Link Type** is set to **Dial**. If yes, skip to step g. If no, proceed to step f.
   f. Select **Edit**, select **Next** until **Dial** appears then select **Slet**.
   g. Select **Exit**. If prompted to save changes, select **OK**.
   h. Press the red **CANC ANNUL** key then press the * (asterisk) key to return to the applications menu.

3. If you need to dial a prefix (e.g., a 9) to connect to an outside line:
   a. On the **applications menu**, select **DEBIT & CREDIT**.
      The message "Activating App..." is displayed, then the transactions menu appears.
   b. Press the green **OK** key to access the CONFIGURATION menu.
   c. Select **Setup**, key in the **manager password** and press the green **OK** key.
   d. Scroll down and select **Terminal**.
   e. Select **Next** until "**PABX Code**" appears.
   f. Select **Edit**, key in the prefix number (e.g., 9) then press the green **OK** key.
   g. Select **Exit** then select **OK** to save changes.
   h. Press the red **CANC ANNUL** key then press the * (asterisk) key to return to the applications menu.

4. Enter the initialization phone number:
   a. On the **applications menu**, select **DEBIT & CREDIT**.
      The message "Activating App..." is displayed, then the transactions menu appears.
   b. Press the green **OK** key to access the CONFIGURATION menu.
   c. Select **Setup**, key in the **manager password** and press the green **OK** key.
   d. Scroll down and select **Comm** then select **Next** until "Pri Init Phone" appears.
   e. Select **Edit**, key in the initialization phone number as follows then press the green **OK** key.

<table>
<thead>
<tr>
<th>If your merchant number begins with:</th>
<th>Key in:</th>
</tr>
</thead>
<tbody>
<tr>
<td>00301</td>
<td>1-888-699-7299</td>
</tr>
<tr>
<td>00302</td>
<td>1-888-358-8602</td>
</tr>
<tr>
<td>00304</td>
<td>1-888-332-8433</td>
</tr>
</tbody>
</table>

   f. Select **Exit** then select **OK** to save changes.
   g. Press the red **CANC ANNUL** key, then press the * (asterisk) key to return to the applications menu.
4. Configuring Your Terminal

4.3.2 Configuring Dynamic IP Communications

If your terminal will communicate with the Moneris host over the Internet using Public IP with dynamic IP addressing, you will need to set up these parameters.

**IMPORTANT:** Consult the IP Readiness Checklist to ensure proper network configuration. The IP Readiness Checklist is available for free download at [moneris.com/checklist](http://moneris.com/checklist).

**Note:** If the terminal is configured to use Ethernet communications and dial backup is available, when Ethernet communication is not available the terminal will attempt to use dial communications.

**Note:** The terminal's MAC address can be found on the yellow sticker on the bottom of the Duet base.

1. Ensure the Ethernet cable is connected to the base and the wall jack.

2. Set the Comm Link parameters:
   a. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." is displayed, then the transactions menu appears.
   b. Press the green OK key to display the CONFIGURATION menu.
   c. Select Setup, key in the manager password and press the green OK key.
   d. Scroll down and select Host.
   e. Scroll to the following parameters and edit them:
      - **Comm Link Type** - set to "CommServer".
      - **Settle Comm Type** - set to "CommServer".
      - If you wish to configure dial backup, set the Backup Support parameter to "Auto Backup" or "Prompt Backup". If dial is set up as backup, the terminal will attempt to use dial communications when Ethernet communication is not available.
   f. Select Exit then select OK to save changes.
   g. Press the red CANC ANNUL key then press the * (asterisk) key to return to the applications menu.

3. Set the dynamic IP Settings parameters:
   a. While the applications menu is displayed, press the 2 key.
   b. Key in the Comm Server password (123456) and press the green OK key.
   c. Press the Ethernet Config key (0) then select IP. "IP Settings" appears.
   d. Select Edit then select DHCP.
   e. Select Exit then select Yes to save changes.

CommServer restarts and the terminal reboots back to the applications menu.
4. Configuring Your Terminal

4.3.3 Configuring Static IP Communications

If your terminal will communicate with the Moneris host over the Internet using Public IP with static IP addressing, you will need to set up these parameters.

**IMPORTANT:** Consult the IP Readiness Checklist to ensure proper network configuration. The IP Readiness Checklist is available for free download at [moneris.com/checklist](http://moneris.com/checklist).

Note: If the terminal is configured to use Ethernet communications and dial backup is available, when Ethernet communication is not available the terminal will attempt to use dial communications.

Note: The terminal's MAC address can be found on the yellow sticker on the bottom of the Duet base.

1. Disconnect the **Ethernet cable** from the **base** BEFORE completing these steps.

2. Set the Comm Link parameters:
   a. On the **applications menu**, select **DEBIT & CREDIT**. The message "Activating App..." is displayed, then the transactions menu appears.
   b. Press the green **OK** key to display the **CONFIGURATION** menu.
   c. Select **Setup**, key in the **manager password** and press the green **OK** key.
   d. Scroll down and select **Host**.
   e. Scroll to the following parameters and edit them:
      - **Comm Link Type** - set to "CommServer".
      - **Settle Comm Type** - set to "CommServer".
      - If you wish to configure dial backup, set the **Backup Support** parameter to "Auto Backup" or "Prompt Backup". If dial is set up as backup, the terminal will attempt to use dial communications when Ethernet communication is not available.
   f. Select **Exit** then select **OK** to save changes.
   g. Press the red **CANC ANNUL** key then press the * (asterisk) key to return to the applications menu.

3. Set the static IP Settings parameters.
   a. At the applications menu, press the 2 key.
   b. Key in the **Comm Server** password (**123456**) and press the green **OK** key.
   c. Press the Ethernet Config key (**enido**) then select **IP**. "IP Settings" appears.
   d. Select **Edit** then select **Static**.
   e. If your Ethernet network requires the parameters listed below, perform steps f and g for each parameter. Otherwise skip to step h.
   f. Select **Next** to view these parameters.
4. Configuring Your Terminal

g. Select Edit to key in the address for each of these parameters. To key in a period (.), press the number 1 key then the ALPHA key. Contact your Internet Service Provider (ISP) to determine the addresses.

- IP Address
- Subnet Mask
- Gateway IP Add
- DNS1 IP Address
- DNS2 IP Address (your Ethernet network may not require this parameter)

h. Select Exit then select Yes to save changes. CommServer restarts and the terminal reboots back to the applications menu.

4. Reconnect the Ethernet cable to the base and the wall jack.

4.4 Configuring Dial Backup Support for IP

4.4.1 Dial Communications as Automatic Backup for IP

With this configuration, the terminal will automatically attempt to use dial communications when Ethernet communications is not available.

*Note:* Moneris recommends configuring your terminal for dial backup in the event that Ethernet communication suffers an outage.

1. Finish setting up communications for IP (dynamic or static).
2. Plug in the dial cable and follow the steps for Dial Setup under Configuring Dial Communications.

   *Note:* Dial communications must be configured for Dial Backup to work.

3. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.

4. Press the green OK key to access the CONFIGURATION menu.
5. Select Setup, key in your manager password and press the green OK key.
6. Scroll down and select Host.
7. Select Next until “Backup Support” appears.
8. Select Edit, select Next until “Auto Backup” appears, then select Slet.
9. Select Exit, then select OK to save changes.
10. Press the red CANC ANNUL key then press the * (asterisk) key to return to the applications menu.

4.4.2 Other Backup Support Options

None - Dial backup is disabled (default)
Prompt Backup - The terminal prompts for confirmation before attempting dial
Switch Backup - Do Not Use
Use Backup - Do Not Use
4. Configuring Your Terminal

4.5 Configuring Your Merchant ID and Terminal ID

To configure your Merchant ID and Terminal ID:

1. On the applications menu, select DEBIT & CREDIT. "Activating App" appears followed by the transactions menu.
2. Press the green OK key to access the CONFIGURATION menu.
3. Select Setup, key in the manager password and press the green OK key.
4. Scroll down and select Merchant.
   "Term Id" appears.
5. Select Edit, key in the Terminal ID (the eight-digit number starting with 28 found on the back of the terminal, e.g. 28123456) and press the green OK key.
6. Select Next until "Merch Num" appears.
7. Select Edit, key in your 13-digit Moneris Merchant ID (e.g. 0030212345678) and press the green OK key.
   
   Note: Your Moneris Merchant ID was provided to you when Moneris contacted you to confirm your terminal order. If you currently have a 9-digit merchant number beginning with a 1, 2 or 4, simply add 0030 to the beginning (i.e., 123456789 becomes 0030123456789).
8. Select Exit, then select OK to save changes.
9. Press the red CANC ANNUL key, then press the * (asterisk) key to return to the applications menu.

4.6 Configuring the External PINpad

If you have set up an external PINpad for use with your terminal, follow the instructions below to configure it on your terminal.

IMPORTANT: You must configure the external PINpad on your terminal BEFORE you initialize your terminal for the first time.

To configure the external PINpad:

1. On the applications menu, select DEBIT & CREDIT.
   "Activating App" appears followed by the transactions menu.
2. Press the green OK key to access the CONFIGURATION menu.
3. Select Setup, key in your manager password and press the green OK key.
4. Select Terminal.
   "Tip % nn.nn" appears on the Edit Terminal menu.
5. Select Next until "PINPad Type" appears.
6. Select Edit, then select Next until "External XPI" appears.
7. Select Slct.
8. Select Exit and then select OK to save changes.
9. Press the red CANC ANNUL key, then press the * (asterisk) key to return to the applications menu.

   Note: You must power down and then restart the terminal after switching the PINPad Type between IPP and External XPI.
4. Configuring Your Terminal

4.7 Configuring Surcharge

Surcharge parameters are configured on the SETUP menu. There are four surcharge parameters which must be configured:

- **SurChg Option** must be set to "Debit" or "Debit Cash Only"
- **Surchg Amount** must be set to a valid amount (a value greater than zero or blank)
- **Surchg Min Limits** set the minimum transaction limit to which surcharge is applied
- **Surchg Max Limits** set the maximum transaction limit to which surcharge is applied.

4.7.1 Enabling Surcharge

To enable Surcharge on debit transactions:

Set the SurChg Option:

- To have surcharge apply to all debit transactions (with or without cashback), select **Debit**.
- OR
- To have surcharge apply to debit transactions (with cashback only), select **Debit Cash Only**.

4.7.2 Surcharge Amount

To set the dollar amount that will be applied as a surcharge:

1. In the Edit Terminal menu, select **SurChg Amount** and press **Edit**.
2. At the "New:" prompt, key in a numeric value to be charged.
3. Press the green **OK** key.

The Edit Terminal menu appears.

*Note: The amount entered includes cents.*

<table>
<thead>
<tr>
<th>To charge this amount:</th>
<th>Key in this value:</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.50</td>
<td>50</td>
</tr>
<tr>
<td>$1.50</td>
<td>150</td>
</tr>
<tr>
<td>$3.00</td>
<td>300</td>
</tr>
</tbody>
</table>
4. Configuring Your Terminal

4.7.3 Surcharge Min Limits

To set the minimum transaction amount to which surcharge will apply:

1. In the Edit Terminal menu, select SurChg Min Limit and press Edit.
2. At the "New:" prompt, key in a numeric minimum limit.
3. Press the green OK key.
   The Edit Terminal menu appears.

   **Note:** The amount entered excludes cents.

<table>
<thead>
<tr>
<th>To exempt this transaction amount and above:</th>
<th>Key in this value:</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.00</td>
<td>1</td>
</tr>
<tr>
<td>$5.00</td>
<td>5</td>
</tr>
<tr>
<td>$20.00</td>
<td>20</td>
</tr>
</tbody>
</table>

   **Note:** This minimum value includes the amount entered. For example, if your minimum value entered is $1.00, transactions $1.00 and above will have a surcharge applied. Any amount $0.99 and lower will not have the surcharge applied.

4.7.4 Surcharge Max Limits

To set the maximum transaction amount to which surcharge will apply:

1. In the Edit Terminal menu, select SurChg Max Limit and press Edit.
2. At the "New:" prompt, key in a numeric minimum limit.
3. Press the green OK key.
   The Edit Terminal menu appears.

   **Note:** The amount entered excludes cents.

<table>
<thead>
<tr>
<th>To exempt up to this transaction amount:</th>
<th>Key in this value:</th>
</tr>
</thead>
<tbody>
<tr>
<td>$50.00</td>
<td>50</td>
</tr>
<tr>
<td>$100.00</td>
<td>100</td>
</tr>
<tr>
<td>$2000.00</td>
<td>2000</td>
</tr>
</tbody>
</table>

   **Note:** This maximum value includes the amount entered. For example, if your maximum value entered is $20.00, transactions up to and including $20 will have a surcharge applied. Any amount higher than $20.01 will not have the surcharge applied.
4. Configuring Your Terminal

4.8 Configuring the Modular Contactless Reader

If you have an optional modular contactless reader for use with your terminal or external PINpad, note the following:

*Note: If you wish to use the modular contactless reader, it needs to be enabled on the Moneris host. Once enabled on the host, you need to re-initialize your terminal.*

4.9 Disabling Manual Entry on Credit Cards

The Manual Card Entry Feature gives merchants the ability to enable or disable manual entry of specific credit card types. By default all credit card types are set to Yes, which means they are able to be manually keyed in on the terminal.

*Note: This procedure is only applicable if the master setting (Manual Entry) is set to 'Disable' in the Edit Terminal menu. If the Manual Entry is set to 'On' or 'Off', it removes the necessity to perform this set of instructions.*

But if you want to disable manual credit card entry on specific card types (while leaving others enabled), follow the instructions below:

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." appears followed by the transactions menu.
2. Press the green OK key to enter the CONFIGURATION menu.
3. Select SETUP.
4. When prompted, enter the manager password and press the green OK key.
5. Scroll down to select Edit Cards.
6. In the Edit Cards screen, select Next to display card type that you wish to change.
7. Select Slct to select it. Refer to the matrix below to determine which card type to select.
8. Select Next until "Manual Entry" is the displayed option.
9. Select Edit to edit the card type.
10. Select No to disable manual entry for this card type.
11. Select Exit then select OK to save the changes.
12. Repeat steps 7 - 11 again as necessary to disable manual entry of specific card types.

Once manual entry on certain card types has been prevented, a clerk or cardholder who tries to manually key in a card number will be presented with a prompt that says "Swipe Only". The user is only allowed to swipe, insert or tap their credit card.

If manual entry on a card type is left enabled (the default) and the Password Protection on Manual Card Entry feature is also enabled, the user will be prompted for the manager password.
4. Configuring Your Terminal

4.9.1 The Edit Cards Screen Matrix

Use the table below to understand the syntax of what is displayed in the Edit Cards screen.

<table>
<thead>
<tr>
<th>Value on the Screen</th>
<th>Card Type it Represents</th>
</tr>
</thead>
<tbody>
<tr>
<td>#X/XX</td>
<td>Card Number/Total Cards (e.g. #3/21)</td>
</tr>
<tr>
<td>UK</td>
<td>System card type - Do not use</td>
</tr>
<tr>
<td>P</td>
<td>Do not use</td>
</tr>
<tr>
<td>V</td>
<td>Visa</td>
</tr>
<tr>
<td>M</td>
<td>MasterCard</td>
</tr>
<tr>
<td>AX</td>
<td>American Express</td>
</tr>
<tr>
<td>C1</td>
<td>JCB</td>
</tr>
<tr>
<td>DC</td>
<td>Discover</td>
</tr>
<tr>
<td>NO</td>
<td>Novus</td>
</tr>
<tr>
<td>C1</td>
<td>JCB</td>
</tr>
<tr>
<td>CS</td>
<td>Citi</td>
</tr>
<tr>
<td></td>
<td>if left blank, unused</td>
</tr>
</tbody>
</table>

4.10 Configuring Password Protection on Manual Entry

When a user manually enters a credit card number on the terminal, the device can challenge for the manager password. Follow the instructions below to enable or disable password protection for manual card entry.

*Note: This feature is enabled by default.*

4.10.1 Enabling the Manual Entry Password Feature

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." appears followed by the transactions menu.
2. Press the green OK key to enter the CONFIGURATION menu.
3. Select Setup.
4. When prompted, enter the manager password and press the green OK key.
5. In the Setup menu, select Terminal.
4. Configuring Your Terminal

6. In the Edit Terminal menu, select Next until "Manual Password" is the displayed option.

7. Select Edit.

8. In the Edit Terminal - Manual Password section, select On. This will return you to the previous Edit Terminal screen.

9. Select Exit then select OK to save changes.

At this point, the terminal will prompt for the manager password when a clerk or a cardholder manually keys in a credit card number on the terminal.

IMPORTANT: Moneris strongly recommends using the default value of "On" to help reduce the risk of fraudulent transactions which can later be disputed and charged back.

Note: Manual card entry can only be performed on the terminal. The external PINpad's number keys are inactive, but audible when pressed.

4.10.2 Disabling Password Protection on Manual Entry

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." appears followed by the transactions menu.

2. Press the green OK key to enter the CONFIGURATION menu.

3. Select Setup.

4. When prompted, enter the manager password and press the green OK key.

5. In the Setup menu, select Terminal.

6. In the Edit Terminal menu, select Next until "Manual Password" is the displayed option.

7. Select Edit.

8. In the Edit Terminal - Manual Password section, select Off. This will return you to the previous Edit Terminal screen.

9. Select Exit then select OK to save changes.

At this point, there is no longer password protection on manual card entry. The terminal will not prompt for the manager password when a clerk or a cardholder manually keys in a credit card number on the terminal.

4.11 Configuring Receipt Printing

There are several parameters you can edit to configure what your receipts will look like and how they will print.

4.11.1 Enable the Printer

Use the Enable Printer parameter to enable/disable the integrated printer. The printer is enabled by default.

4.11.2 Configure Receipt Headers and Footers

Use these parameters to configure the lines of text you want to appear at the top of your receipts: Header Line 1, Header Line 2 to 5, and Header Line 6.
4. Configuring Your Terminal

Use these parameters to configure the lines of text you want to appear at the bottom of your receipts: Footer 1 to 3, Footer 4.

All the parameters are blank by default.

4.11.3 Enable Large Amount Printing

Use the Large Amt Print parameter to enable/disable printing of double-wide characters for amount lines and the Sequence number and Approval Code lines (see Finding Sequence and Orig Auth Numbers). The feature is enabled by default.

4.11.4 Enable Printing of Customer Copies

Use the Customer Copy parameter to enable/disable and configure printing of Customer copies of receipts from non-chip transactions. By default, the terminal is configured to print Customer copies automatically.

4.11.5 Enable Re-Printing of Merchant Copies

Use the Reprnt Merch Copy parameter to enable/disable and configure re-printing of Merchant copies of receipts in addition to Customer copies. Re-printing of Merchant copies is disabled by default.

4.11.6 Configure the Print Prompt Beep Delay

Use the Prompt Beep Delay parameter to configure the number of seconds you want the terminal to wait before printing the Cardholder copy after beeping and displaying the "Tear Receipt; Press OK key" prompt.

For receipt-related procedures, see Finding Sequence and Orig Auth Numbers, Signing Credit Card Receipts, Reprinting Receipts and Printing a Cash Receipt.

4.12 Configuring Tip Processing

Note: Do not enable Tip Processing if you are using Dial Communications and have enabled the Debit Pre-dial feature.

4.12.1 Basic Tip Processing

To enable Basic Tip Processing:

1. Set the Tip Processing parameter to On - Prompt.
2. Set the Tip % nn.nn parameter to 0.

Note: Tip Processing is skipped on Signatureless Transactions.
4. Configuring Your Terminal

4.12.2 Enhanced Tip Processing

*Note:* On Pre-Authorizations and Pre-Authorization Completions, Enhanced Tip Processing works the same way as Basic Tip Processing.

To enable Enhanced Tip Processing:
1. Set the EnhancedTipProc parameter to *On*.
2. Set the Tip Processing parameter to *On - Prompt*.

**IMPORTANT:** Basic Tip Processing must be enabled in order for Enhanced Tip Processing to work.

To enable the No Tip option:
1. Make sure Enhanced Tip Processing is enabled.
2. Set the TipNone parameter to *On*.

To configure the suggested tip percentage amounts:
1. Make sure Enhanced Tip Processing is enabled.
2. Set any of the Sug Tip% 1 nn, Sug Tip% 2 nn and Sug Tip% 3 nn parameters to the desired percentage amount (e.g., for 15%, key in 15).

*Note:* If all three parameters are set to 0, the customer is prompted to enter a percentage amount if he/she selects the percentage option on tip prompting. If an external PINpad is connected to your terminal, the options still appear showing 0%.

4.12.3 Gratuity Guidelines Printing on Pre-Authorization Receipts

To enable printing of Gratuity Guidelines:
2. Set all of the Sug Tip% 1 nn, Sug Tip% 2 nn and Sug Tip% 3 nn parameters to a value greater than 0 (e.g., for 15%, 20% and 30%, key in 15, 20 and 30).
3. Set the Tip Processing parameter to *On - Prompt*.

*Note:* Both the Enhanced Tip Processing feature and the Gratuity Guidelines feature make use of the Sug Tip% parameters when enabled. However, these features operate independently of each other, and you do not need to enable Gratuity Guidelines to use Enhanced Tip Processing.

4.12.4 Tip Percentage on Purchases

To configure Tip Percentage:
1. Set the Tip %.nn.nn parameter to a value greater than 0 (e.g., for 15%, key in 1500).
2. Set the Tip Processing parameter to *On - Prompt*.

*Note:* Tip Percentage is skipped on Signatureless Transactions.
4. Configuring Your Terminal

IMPORTANT: On transactions with magnetic stripe credit cards, tip is automatically added WITHOUT customer confirmation.

For Tip Processing customer entry procedures, see Entering a Tip Amount.

4.13 Configuring the Cashback Feature

4.13.1 Cashback Amount Prompting on Debit Transactions

Note: Do not enable Cashback prompting if you are using Dial Communications and have enabled the Debit Pre-dial feature.

To enable Cashback prompting:
1. Set the CashBack Option parameter to On.
2. Make sure the Show CB Choices parameter is set to On.

IMPORTANT: The Cashback option is not available for contactless debit (Interac Flash) transactions.

4.13.2 Changing Cashback Amounts

To change the pre-set Cashback amounts:
1. Set any of the Amt 1, Amt 2 and Amt 3 parameters to new amounts of your choice.
2. Make sure the CashBack Option parameter is set to On.

Note: The choice of manually keying in another Cashback amount is not available when an external PINpad is connected to your terminal. The available selections on the PINpad are four pre-set non-configurable amounts. When an external PINpad is connected to your terminal, the customer is offered the pre-set Cashback limit (Amt Limit) as a fourth selectable amount.

4.13.3 Setting the Cashback Limit

To change the pre-set Cashback limit:
- Set the Amt Limit parameter to a new amount of your choice.

For Cashback customer entry procedures, see Entering a Cashback Amount.
4. Configuring Your Terminal

4.14 Configuring Clerk ID Prompting and Clerk Sub-Totalling

4.14.1 Clerk ID Prompting

To enable the Clerk ID prompt:

- Set the Clrk/Srvr Mode parameter to Prompt.

For the Clerk ID prompting procedure, see Entering the Clerk ID.

4.14.2 Using a Default Clerk ID

To automatically use the same Clerk ID for all transactions (no ID prompting):

1. Set the Clrk/Srvr Mode parameter to None.
2. Add the Clerk ID to your terminal.
4. Set the Default Clerk parameter to the Clerk ID added in step 2.

Note: Clerk ID prompting must be disabled in order to use a default Clerk ID. Before setting a Clerk ID as the default, you must add it to your terminal.

IMPORTANT: If you have more than one terminal, use must configure the Default Clerk ID on each terminal individually.

4.14.3 Clerk Sub-Totalling

To enable Clerk Sub-Totalling on your terminal to produce Clerk Sub-Total Reports:

1. Set the Clrk/Srvr Mode parameter to Prompt.
2. Add Clerk IDs as needed.

To delete Clerk IDs added to your terminal:

- See Deleting Clerk IDs.

4.14.4 Adding Clerk IDs (including the Default Clerk ID)

Use this function to add the Clerk IDs to be associated with your Merchant ID. The terminal must communicate with the Moneris host in order to complete this function.

The Clerk IDs you enter here can be entered at the "Clerk Id" prompt during transactions and will be used in Clerk Subtotals Reporting.

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. Press the green OK key to display the CONFIGURATION menu.
4. Configuring Your Terminal

   If the "Password:" entry screen appears, key in the manager password and press the green OK key.
   The CONFIGURE SERVER menu appears.

4. Select Add Server to add a clerk ID.
   The "Clerk ID:" prompt appears.

5. Key in the Clerk ID to be added and press the green OK key. For help, see Entering Alpha Characters and Punctuation.
   The "Clerk ID:" prompt re-appears.
   • To continue adding Clerk IDs, repeat step 5. You can add a maximum of 20 Clerk IDs at one time.
     Once 20 Clerk IDs have been entered for addition, the terminal communicates with the Moneris host to add the Clerk IDs to the Host.

6. When all the Clerk IDs have been entered for addition, press the red CANC ANNUL key.
   The "Send to Host" prompt appears.

7. Select Yes to send the Clerk IDs to the Moneris host for addition.
   The terminal communicates with the Moneris host then displays "APPROVED" and beeps.

8. Press the green OK key to return to the CONFIGURE SERVER menu.
9. Press the red CANC ANNUL key twice to return to the transactions menu.

Note: Clerk IDs can also be deleted.

4.14.5 Deleting Clerk IDs

Use this function to remove Clerk IDs associated with your Merchant ID. The terminal must communicate with the Moneris host in order to complete this function.

The Clerk IDs you remove here can no longer be entered at the "Clerk Id" prompt during transactions and cannot be used in Clerk Subtotal Reports.

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.

2. Press the green OK key to display the CONFIGURATION menu.

   If the "Password:" prompt appears, key in the manager password and press the green OK key.
   The CONFIGURE SERVER menu appears.

4. Select Delete Server to delete a Clerk ID.
   The "Clerk ID:" prompt appears.

5. Key in the Clerk ID to be removed and press the green OK key. For help, see Entering Alpha Characters and Punctuation.
   The "Clerk ID:" prompt re-appears.
   • To continue removing Clerk IDs, repeat step 5. You can remove a maximum of 20 Clerk IDs at one time.

   Once 20 Clerk IDs have been entered for removal, the terminal communicates with the Moneris host to remove the Clerk IDs from the host.

6. When all the Clerk IDs have been entered for removal, press the red CANC ANNUL key.
   The "Send to Host" prompt appears.

7. Select Yes to send the Clerk IDs to the Moneris host for removal.
   The terminal communicates with the Moneris host then displays "APPROVED" and beeps.
8. Press the green OK key to return to the CONFIGURE SERVER menu.
9. Press the red CANC ANNUL key twice to return to the transactions menu.

Note: Clerk IDs can also be added on the terminal.

4.15 Configuring Invoice Number Prompting

When Invoice Number Prompting is enabled, your terminal prompts you for an Invoice Number during Credit Card and Debit transactions ("Invoice Id:").

To enable Invoice Number Prompting:

- Set the Ask Inv Num? parameter to On.

For Invoice Number Prompting procedures, see Entering an Invoice Number.

4.16 Configuring Multi-Terminal Reporting

To use Multi-Terminal Reporting, you must set up a Terminal Name on each terminal you want to include in the multi-terminal Batch Close and reporting process (see Processing a Batch Close and Multi-Terminal Deposit Totals Report). You can delete a Terminal Name at any time.

4.16.1 Adding a Terminal Name

Use this function to set up a Terminal Name associated with your Merchant Number on a terminal you want to include in Multi-Terminal Reporting. The terminal must communicate with the Moneris host in order to complete this function.

1. On the applications menu of the terminal for which you want to add a name, select DEBIT & CREDIT. The message "Activating App..." is displayed, then the transactions menu appears.

2. Press the green OK key to display the CONFIGURATION menu.

3. Select Terminal Name.

   If the "Password:" prompt appears, key in the manager password and press the green OK key. The Terminal Name menu appears.

4. Select Add Terminal to add the terminal name.

   The "Terminal Name:" prompt appears.

5. Key in the terminal name for this terminal and press the green OK key. For help, see Entering Alpha Characters and Punctuation.

   The "Send to Host?" prompt appears.

6. Select Yes to send the terminal name to the Moneris host to be added to and associated with your Merchant Number.

   The terminal communicates with the Moneris host then displays "APPROVED" and beeps.

7. Press the green OK key to return to the Term Name Config menu.

8. Press the red CANC ANNUL key twice to return to the transactions menu.
4. Configuring Your Terminal

4.16.2 Deleting a Terminal Name

Use this function to delete a terminal's Terminal Name, disassociate the name from your Merchant Number and make the terminal no longer available for Multi-Terminal Reporting. The terminal must communicate with the Moneris Host in order to complete this function.

1. On the applications menu of the terminal whose name you want to delete, select DEBIT & CREDIT. The message "Activating App..." is displayed, then the transactions menu appears.
2. Press the green OK key to display the CONFIGURATION menu.
3. Select Terminal Name. If the "Password:" prompt appears, key in the manager password and press the green OK key.
4. Select Del Terminal to delete the terminal name. The "Delete Now?" prompt appears.
5. Select Yes to send the terminal name to the Moneris host to be deleted from and disassociated with your Merchant Number. The terminal communicates with the Moneris host then displays "APPROVED" and beeps.
6. Press the green OK key to return to the Term Name Config menu.
7. Press the red CANC ANNUL key twice to return to the transactions menu.

Note: See Adding a Terminal Name.

4.17 Configuring Private Label Cards

The terminal does not require additional configuration in order to process Private Label credit cards. However, before using Private Label cards you must:

- Contact Moneris to obtain a list of Private Label card Issuers.
- Contact the Private Label card Issuer and arrange for service from them.
- Notify Moneris that you will be using this service to ensure that your terminal's initialization parameters are updated on the Moneris host.

- Re-Initialize your terminal.

4.18 Configuring Corporate Cards

4.18.1 Enabling the Corporate Card Feature

To enable the terminal to accept Corporate Cards:

- Set the Commercial On? parameter to On.
4. Configuring Your Terminal

4.18.2 Enabling Tax Amount Prompting

To enable the terminal to prompt for a tax amount on Corporate Card transactions:

1. Set the Commercial On? parameter to On.
2. Set the Process Tax parameter to On.
3. Configure the applicable tax type and tax registration number as shown below.

4.18.3 Configuring Tax Type and Tax Registration Numbers

When you enable the terminal to prompt for a tax amount on Corporate Card transactions, you need to configure the type of tax you are required to charge (based on your geographic location) and the related Tax Registration Number(s). This configuration determines the type of tax the terminal prompts for and the number that appears on customer monthly statements.

To configure Tax Type and Tax Registration Numbers:

1. Set the Commercial On? parameter to On.
2. Set the Process Tax parameter to On.
3. Set the Tax Type parameter to the applicable tax type.
4. In one or more of the Tax Type parameters, key in the tax registration number as appropriate.

To process a Purchase on a Corporate Card, see Transacting a Purchase on a Corporate Card.

4.19 Initializing Your Terminal

This function sends information about the terminal to the Moneris host and receives additional parameters and information from the Host. The instructions below are for initializing your terminal the FIRST time. For instructions on performing subsequent initializations, see Re-Initializing Your Terminal.

IMPORTANT: If you have set up an optional external PINpad for use with your terminal, you must configure it on the terminal BEFORE following the initialization instructions below.

To initialize your terminal:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. Configure the Terminal ID and your Merchant ID in the terminal (see Configuring Your Merchant and Terminal IDs).
3. Initialize the terminal:
   a. On the applications menu, select DEBIT & CREDIT.
   b. Press the green OK key to access the CONFIGURATION menu.
   c. Scroll down and select Initialize.
   d. When "Retain IDs?" appears, select Yes.
   e. When "Transmitting...", "Receiving..." and "Please wait" appear on the terminal, please wait while the terminal communicates with Moneris. When the initialization is finished, "Init Successful" appears then the transactions menu appears.
   f. If you have set up and configured an external PINpad, "WELCOME/BONJOUR" appears on the PINpad.
4. Configuring Your Terminal

4. Do a Host Logon:
   a. On the transactions menu, press the green OK key to access the CONFIGURATION menu.
   b. Scroll down and select Host Logon.
   c. Key in the manager password and press the green OK key. "Logon Success" appears then the transactions menu appears.

5. Press the * (asterisk) key to return to the applications menu.

Your terminal is now ready to process transactions.
5. **Financial Transactions**

5.1 **Card and Transaction Types**

A financial transaction involves the transfer of funds between a cardholder's account and your own business account. For example, a credit card Purchase transaction moves funds from the credit cardholder's account to your business account, and a debit card Refund moves funds from your business account to the debit cardholder's chequing or savings account.

The Moneris Vx810 Duet Point of Sale terminal can process various financial transactions on a number of card types. The matrix below displays the supported card types and the transactions each card type supports.

<table>
<thead>
<tr>
<th>Transaction/Card Type</th>
<th>Magnetic Stripe Cards</th>
<th>Chip Cards</th>
<th>Contactless Cards</th>
<th>Private Label Cards</th>
<th>Pre-paid credit cards</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Debit</td>
<td>Credit</td>
<td>Debit</td>
<td>Credit</td>
<td>Debit/Credit</td>
</tr>
<tr>
<td>Purchase</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Refund</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Correction (Void)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Pre-Authorization</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Pre-Authorization Completion</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Pre-Authorization Deletion</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Advice</td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Payment</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>Balance Inquiry</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
</tbody>
</table>

**IMPORTANT:** It is the merchant's responsibility to ensure that proper card processing procedures are followed at all times. Please refer to your Merchant manuals and the Terms & Conditions of your Merchant Agreement for details.

The Moneris Merchant Operating Manual, covering credit card procedures, is available for free download at [moneris.com/manuals](http://moneris.com/manuals). Scroll down to the 'Other' section and select "Merchant Operating Manual".
5. Financial Transactions

5.2 Transaction General Guidelines

When performing financial transactions, follow these general guidelines:

1. Determine the transaction to be processed (i.e., Purchase, Refund, etc.).
2. Establish the means of payment (i.e., debit or credit).
3. Identify the card entry method and enter the card data on the POS device accordingly (see Card Entry Options).
4. Follow the terminal prompts (see Transaction Procedures).
5. Process receipts (see Signing Credit Card Receipts).

Note: Terminal prompts may vary depending on variables such as terminal setup, merchant setup and card type.

5.3 Card Entry Options

5.3.1 Magnetic Stripe Cards - Swipe

- Look for the magnetic stripe on the back of the card.
- When "Swipe Card:", "Insert or Swipe Card:" or "Swipe, Tap, or Insert Card:" appears on the terminal or PINpad, swipe the card on the magnetic stripe reader and follow the prompts.

5.3.2 Chip Cards - Insert

- Look for the chip on the card.
- When "Swipe Card:" or "Insert or Swipe Card:" appears on the terminal or PINpad, you or the customer inserts the card in the chip card reader.

Note: If an optional external PINpad is connected to the Vx810 Duet, the card must be inserted in the external PINpad's chip card reader.

- When prompted, the customer keys in his/her PIN.
- The chip card must remain inserted in the reader until the "Remove Card" prompt appears on the display.

Note: Unless the device prompts otherwise, do not swipe a chip card even if it has a magnetic stripe.

5.3.3 Contactless Cards - Tap

- Look for the Visa payWave, MasterCard PayPass, Discover Zip, American Express ExpressPay or Interac Flash logo on the card.
- When "Swipe, Tap, or Insert Card:" appears on the terminal or PINpad, the customer taps the card on the modular contactless reader.

Note: The card does not need to touch the reader but must be within 0.5 in. (1.1 cm) of it. The card must be tapped by itself (i.e., not in a wallet).
5. Financial Transactions

- If the card does not work or is unsupported, try inserting it in the chip card reader (if it is a chip card) or swiping the card on the terminal.

5.3.4 Manual Entry

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

1. When "Swipe Card:" or "Insert or Swipe Card:" appears on the terminal or external PINpad, have the cardholder hand you their card.
2. On the terminal keypad, key in the credit card number and expiry date.
3. If prompted for a password, enter the manager password.
4. Key in the CVV number on the back of the card.

See Manually Processing Credit Card Transactions.

5.4 Transaction Procedures

Follow the procedures in this section to process these transactions:

- Purchase
- Refund
- Correction
- Pre-Authorization
- Pre-Authorization Completion
- Pre-Authorization Deletion
- Advice
- Purchase on a Corporate Card
- Payment on a Private Label (Purchasing) Card
- Manual Credit Transactions
- Partial Approval Purchase on the Terminal
- Partial Approval Purchase using the External PINpad
- Partial Approval Refund
- Partial Approval Correction
- Balance Inquiries
- Cancelling a Partial Approval Transaction
5. Financial Transactions

5.5 Processing a Purchase

Follow the procedure below to process the sale of goods using a debit or credit card.

To process a Purchase:

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." appears followed by the transactions menu.
2. To begin the transaction, select Purchase. If the "Password:" prompt appears, key in the manager password and press the green OK key. The "Amount: $ 0.00" prompt appears.
3. Key in the Purchase amount and press the green OK key. The "Swipe or Insert Card:" prompt appears.
4. Swipe or insert the card. For more information, refer to Card Entry Options.
5. Follow the prompts on the terminal.
   • If prompted for a Clerk ID ("Clerk Id:"), see Entering the Clerk ID.
   • If prompted for an Invoice Number ("Invoice Id:"), see Entering an Invoice Number.
   • If prompted for Tip Entry, see Entering a Tip Amount.
   • If prompted for a password during manual card entry, see Password Protection on Manual Card Entry.
   • If prompted for a Cashback amount ("Cashback?") , see Entering a Cashback Amount.
6. Process receipts (see Personalized Receipts and Signing Credit Card Receipts).

Note: If processing the Purchase on a Private Label Card, you may be prompted for a Promo Code. To process a Purchase on a Corporate Card, see Processing a Purchase on a Corporate Card.

For details on basic prompts, see Responding to Basic Transaction Prompts.

5.6 Processing a Refund

Follow the procedure below to credit a customer's account for a previous debit or credit Purchase.

To process a Refund:

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." appears followed by the transactions menu.
2. To begin the transaction, select Refund. If the "Password:" prompt appears, key in the manager password and press the green OK key. The "Amount: $ 0.00" prompt appears.
3. Key in the Refund amount and press the green OK key. The "Orig Auth #:" prompt appears.
4. Key in the 6-digit Appr Code printed on the original receipt and press the green OK key (see Finding Sequence and Orig Auth Numbers).

   Note: If you do not have the Appr Code, press the green OK key to bypass the prompt.

   The "Swipe, Tap or Insert Card:" prompt appears.
5. Swipe, tap or insert the card. For more information, refer to Card Entry Options.
6. Follow the remaining prompts on the terminal.
5. Financial Transactions

- If prompted for a Clerk ID ("Clerk Id:"), see Entering the Clerk ID.
- If prompted for an Invoice Number ("Invoice Id:"), see Entering an Invoice Number.
- If prompted for a password during manual card entry, see Password Protection on Manual Card Entry.

7. Process receipts (see Personalized Receipts and Signing Credit Card Receipts).

**Note:** If processing the Refund on a Private Label Card, you may be prompted for a Promo Code.

For details on basic prompts, see Responding to Basic Transaction Prompts.

5.7 Processing a Correction (Void)

Follow the procedure below to correct (void) a previous Purchase or Refund transaction processed on a debit or credit card.

**Note:** The correction MUST be performed in the same batch as the original transaction.

**IMPORTANT:** You cannot perform a Correction on a Contactless Purchase or Refund.

To process a Correction:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." appears followed by the transactions menu.

2. To begin the transaction, select Correction.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
   - If prompted for a Clerk ID ("Clerk Id:"), see Entering the Clerk ID.
     The "Correct Last" prompt appears.

3. Choose one of the following:
   - To correct the last transaction performed on the terminal:
     a. Select Yes.
     b. Select Yes again to confirm the displayed transaction is the one you want to correct.
   OR
   - To correct a different transaction:
     a. Select No.
     The "Retrieve By" prompt appears.
     b. To retrieve the transaction by Sequence Number, select Seq#. The "Seq Number" prompt appears.
     Key in the 6-digit Sequence Number printed on the original receipt and press the green OK key (see Finding Sequence and Orig Auth Numbers).

   OR
   - To retrieve the transaction by card number, select Acct#. The "Last 4 digits:" prompt appears. Key in the last four digits of the card number and press the green OK key.

4. Select Yes to confirm the displayed transaction is the one you want to correct.

5. Follow the remaining prompts on the terminal.
   - If prompted for an Invoice Number ("Invoice Id:"), see Entering an Invoice Number.

6. Process receipts (see Personalized Receipts and Signing Credit Card Receipts).
5. Financial Transactions

Note: If processing the Correction on a Private Label Card, you may be prompted for a Promo Code.

For details on basic prompts, see Responding to Basic Transaction Prompts.

5.8 Processing a Pre-Authorization

Follow the procedure below to authorize a temporary amount when the final amount of a credit card Purchase is not known.

To process a Pre-Authorization:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." appears followed by the transactions menu.
2. To begin the transaction, select Pre Auth.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
3. On the Pre Auth menu, select Pre Auth again.
   The "Amount: $ 0.00" prompt appears.
4. Key in the Pre-Authorization amount and press the green OK key.
   If prompted for an Invoice Number ("Invoice #:"), see Entering an Invoice Number.
   The "Swipe Card" or "Swipe or Insert Card:" prompt appears.
5. Swipe or insert the card. For more information, refer to Card Entry Options.
6. Follow the prompts on the terminal.
   • If prompted for a Clerk ID ("Clerk Id:"), see Entering the Clerk ID.
   • If prompted for a password during manual card entry, see Password Protection on Manual Card Entry.
7. Process receipts (see Personalized Receipts and Signing Credit Card Receipts).
   Note: If Tip Processing is enabled, a blank Tip line is printed on the receipt below the base amount. If a signature line is printed on the Pre-Authorization receipt, the cardholder MUST sign the receipt.
8. When the final amount of the purchase is known, process a Pre-Authorization Completion for the final amount using the same card number.
   Note: If processing the Pre-Authorization on a Private Label Card, you may be prompted for a Promo Code.

For details on basic prompts, see Responding to Basic Transaction Prompts.

5.9 Processing a Pre-Authorization Completion

Follow the procedure below to complete a Pre-Authorization once the final amount is known.

Note: A Completion must be performed on the same terminal using the same card number. The card does not need to be present.

To process a Pre-Authorization Completion:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." appears followed by the transactions menu.
2. To begin the transaction, select Pre Auth.
3. On the Pre Auth menu, select **Completion**. The "Seq Number:" prompt appears.

4. Key in the 6-digit Sequence Number printed on the Pre-Authorization transaction’s receipt and press the green **OK** key (see Finding Sequence and Orig Auth Numbers).
   - If the message "No Record Found" appears, repeat step 2.

   The terminal displays the following information about the Pre-Authorization:
   
   Seq#:
   Card Name
   Transaction Type
   Card Number
   Amount

5. Compare the displayed information to the Pre-Authorization's receipt. If the information matches, select **Yes** to proceed. To cancel the Completion, select **No**.

   **Note:** If the displayed Pre-Authorization is not the one you want, select **Next** to display the next Pre-Authorization in the terminal memory. Repeat until the transaction you want is displayed.

   - If prompted for a Clerk ID ("Clerk Id:"), see Entering the Clerk ID.

   The Pre-Authorization Completion amount is displayed and the "New Amt:" prompt appears.

6. Do one of the following:
   - To change the Pre-Authorization amount, key in the new amount and press the green **OK** key.
   - To continue the transaction with the original amount, press the green **OK** key.
   - To release the funds, key in an amount of $0.00 and press the green **OK** key.

   **Note:** If Tip Processing is enabled and the cardholder has entered a tip amount on the Pre-Authorization receipt's Tip line and you want the Tip amount printed on a separate line on the Completion's receipt, press the green **OK** key to key in the amount at the Tip prompt, as shown below.

   The "Amount OK:" prompt appears.

7. If the amount is correct, select **Yes**. Proceed to step 8.
   - OR
   - If the amount is incorrect, select **No**.

   The "Amount Error" prompt displays and Merchant and Cardholder cancellation receipts print. The terminal returns to the Pre Auth menu. Repeat steps 3 - 7 as necessary.

8. Follow the remaining prompts on the terminal.
   - If prompted for Tip Entry, see Entering a Tip Amount. If you chose to print the Tip amount on a separate line (step 4) above, key in this amount at the Tip prompt.


   **Note:** If processing the Pre-Authorization Completion on a Private Label Card, you may be prompted for a Promo Code.

   For details on basic prompts, see Responding to Basic Transaction Prompts.
5. Financial Transactions

5.10 Processing a Pre-Authorization Deletion

Follow the procedure below to delete a Pre-Authorization in the terminal memory before it is completed.

To process a Pre-Authorization Deletion:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." appears followed by the transactions menu.

2. To begin the transaction, select Pre Auth.

3. On the Pre Auth menu, select Del PreAuth.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
   The "Retrieve By" prompt appears.

4. Select the method to retrieve the Pre-Authorization you want to delete:
   - To retrieve by Sequence Number:
     a. Select Seq #.
     b. Key in the 6-digit Sequence Number printed on the Pre-Authorization transaction’s receipt and press the green OK key (see Finding Sequence and Orig Auth Numbers). If the message "No Record Found" appears, repeat step 3.
       OR
       Press the green OK key to retrieve the first pre-auth transaction in the batch.
   OR
   - To retrieve by Account Number:
     a. Select Acct.
     b. Key in the last 4 digits of the credit card number and press the green OK key.
       The terminal displays the following information about the Pre-Authorization:

       Seq#:
       Card Name
       Transaction Type
       Card Number
       Amount

5. Compare the displayed information to the Pre-Authorization's receipt. If the information matches, select Yes to proceed. To cancel the Deletion, select No.

   Note: If the displayed Pre-Authorization is not the one you want, select Next to display the next Pre-Authorization in the terminal memory. Repeat until the transaction you want is displayed.

   The terminal displays the "PreAuth Deleted" prompt, then returns to the Pre Auth menu.

6. Press the red CANC ANNUL key to return to the transactions menu.

   Note: If processing the Pre-Authorization Deletion on a Private Label Card, you may be prompted for a Promo Code.

For details on basic prompts, see Responding to Basic Transaction Prompts.
5.11 Partial Approval

Partial Approval involves a transaction with a pre-paid credit card and a balance due. The terminal can approve a Purchase using a pre-paid credit card for an amount that is less than the total purchase amount due.

Partial Approval is supported by the following issuers:

- Visa
- MasterCard
- American Express
- Discover

Pre-paid Credit Cards

Pre-paid credit cards are sometimes referred to as "gift cards", but for the purposes of clarity, this document will refer to them as pre-paid credit cards. These cards are loaded with a pre-defined value that can be used during a Purchase transaction to pay for all or part of the transaction.

Pre-paid credit cards are issued by the following issuers:

- Visa
- MasterCard
- American Express
- Discover

Partial Approval Purchase Transactions

Partial Approval Purchase transactions behave similarly to a regular swiped credit card Purchase transaction. However, they can differ, depending upon if you are performing the transaction on a stand-alone terminal, or on a terminal with the external PINpad.

Learn more about:

- Partial Approval Purchase Transactions
- Partial Approval Purchase Transactions with the External PINpad

Partial Approval Correction Transactions

As with other regular credit and debit transactions, it is possible to perform corrections on Partial Approval Purchase and Refund Transactions:

- Partial Approval Correction (Void)
- Partial Approval Refund

Partial Approval Receipt Examples

Refer to the Partial Approval Receipts topic to view illustrations of the different receipts for the different transactions involving Partial Approval.

Partial Approval Transaction Scenarios

Refer to the Partial Approval Transaction Scenarios topic to review some practical examples of how different cards are used in the various Partial Approval transactions.
5. Financial Transactions

Balance Inquiries

It is possible to perform a balance inquiry on pre-paid credit cards.

5.11.1 Partial Approval Purchase on the Terminal

Follow the procedure below to process a Partial Approval Purchase using a pre-paid credit card.

To process a Partial Approval Purchase:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." appears followed by the transactions menu.

2. To begin the transaction, select Purchase.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
   The "Amount:" prompt appears.

3. Key in the Purchase amount and press the green OK key.
   The "Swipe, Tap or Insert Card:" prompt appears.

4. Swipe the pre-paid credit card on the terminal.
   The terminal processes the Partial Approval transaction. The terminal displays "Partial Appr $###.##
   Customer Press OK to Continue".

5. Pass the terminal to the customer. The customer presses the green OK key.
   The terminal displays "Partial Appr $###.## Yes No". The cardholder is required to acknowledge the
   Partial Approval by pressing Yes or No.

   • If the customer presses Yes to confirm the Partial Approval, proceed to step 6.
     The terminal displays "Amount Due $###.## Return to Clerk".
   
   • If the customer presses No to decline the transaction, refer to the Cancelling Partial Approval
     Transactions procedure.

6. The customer presses OK and returns the terminal to the clerk.
   The terminal displays "Partial Appr $###.## Yes No".

7. Press Yes to confirm the Partial Approval purchase.
   The Merchant Copy prints.

8. Tear the receipt and press OK.
   The Customer Copy prints.

9. Tear the receipt and press OK.
   The terminal displays "Amount Due $###.## DbCr Cash".

10. Inform the customer of the balance due and enquire as to how they wish to pay the outstanding balance.
    Choose one of the following:

    • If the customer wishes to use another pre-paid credit card, press DbCr and proceed back to step 4 in
      these instructions.

    • If the customer wishes to pay cash or cheque for the remainder of the transaction, select Cash. Proceed
      to step 14.

    • If the customer wishes to pay with a credit or debit card, press DbCr and proceed to step 11.

11. The "Total: $###.## Swipe, Tap or Insert Card:" prompt appears.

12. Swipe, tap or insert the credit or debit card.

13. Follow the prompts on the terminal.

   • If prompted for a Clerk ID ("Clerk Id:"), see Entering the Clerk ID.
5. Financial Transactions

- If prompted for an Invoice Number ("Invoice Id:"), see Entering an Invoice Number.
- If prompted for Tip Entry, see Entering a Tip Amount.
- If prompted for a password during manual card entry, see Password Protection on Manual Card Entry.
- If prompted for a Cashback amount ("Cashback?"), see Entering a Cashback Amount.

14. Process receipts (see Personalized Receipts and Signing Credit Card Receipts).

5.11.2 Partial Approval Purchase using the External PINpad

Follow the procedure below to process a Partial Approval Purchase using a pre-paid credit card.

**To process a Partial Approval Purchase:**

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." appears followed by the transactions menu.
2. To begin the transaction, select Purchase. If the "Password:" prompt appears, key in the manager password and press the green OK key. The "Amount:" prompt appears.
3. Key in the Purchase amount and press the green OK key. The "Swipe, Tap or Insert Card:" prompt appears on the external PINpad. The "Swipe Card:" prompt appears on the terminal.
4. Swipe the pre-paid credit card on the terminal. The terminal communicates with the host. The terminal displays "Wait for PINpad". The PINpad displays "Partial Appr $###.## Yes No". The cardholder is required to acknowledge the Partial Approval Purchase.
5. On the external PINpad, the cardholder can do one of the following:
   - Have the cardholder acknowledge the Partial Approval by selecting Yes. The external PINpad displays "Amount Due $###.##". Proceed to step 6.
     - If the customer selects No, or presses the CANC/ANNUL key, refer to the "Cancelling a Partial Approval Transaction" topic.
6. The terminal displays "Partial Appr $###.## Yes No". Press Yes.
9. Inform the customer of the balance due and enquire as to how they wish to pay the outstanding balance. Choose one of the following:
   - If the customer wishes to use another pre-paid credit card, press DbCr and proceed back to step 4 in these instructions.
   - If the customer wishes to pay cash or cheque for the remainder of the transaction, select Cash. Proceed to step 12.
   - If the customer wishes to pay with a credit or debit card, press DbCr and proceed to step 10.
10. Swipe, tap or insert the card on the terminal external PINpad. For more information, refer to Card Entry Options.
11. Follow the prompts on the terminal.
   - If prompted for a Clerk ID ("Clerk Id:"), see Entering the Clerk ID.
5. Financial Transactions

- If prompted for an Invoice Number ("Invoice Id:"), see Entering an Invoice Number.
- If prompted for Tip Entry, see Entering a Tip Amount.
- If prompted for a password during manual card entry, see Password Protection on Manual Card Entry.
- If prompted for a Cashback amount ("Cashback?"), see Entering a Cashback Amount.

12. Process receipts (see Personalized Receipts and Signing Credit Card Receipts).

5.11.3 Partial Approval Correction (Void)

This transaction is used only when a Partial Approval Purchase or a Partial Approval Refund transaction was entered incorrectly and needs to be cancelled.

Note: The correction MUST be processed for the amount of each partial approval within the overall Purchase or Refund transaction, and it must be performed in the same batch as the original transaction. For example, if the overall transaction was $57.75 and two pre-paid credit cards were used for $25 each, then you would need to perform three Purchase Voids; two for $25 each and a third for the remaining $7.75. See the "Partial Approval Transaction Scenarios" topic for more information.

To process a Correction:

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." appears followed by the transactions menu.

2. To begin the transaction, select Correction. If the "Password:" prompt appears, key in the manager password and press the green OK key.
   - If prompted for a Clerk ID ("Clerk Id:"), see Entering the Clerk ID. The "Correct Last" prompt appears.

3. Choose one of the following:
   - To correct the last transaction performed on the terminal:
     a. Select Yes.
     b. Select Yes again to confirm the displayed transaction is the one you want to correct.
   OR
   - To correct a different transaction:
     a. Select No.
        The "Retrieve By" prompt appears.
     o To retrieve the transaction by Sequence Number:
        i. Select Seq#. The "Seq Number" prompt appears.
        ii. Key in the 6-digit Sequence Number printed on the original receipt and press the green OK key (see Finding Sequence and Orig Auth Numbers).
     OR
        o To retrieve the transaction by card number:
           i. Select Acct#. The "Last 4 digits:" prompt appears.
           ii. Key in the last 4 digits of the card number and press the green OK key.
     b. Select Yes to confirm the displayed transaction is the one you want to correct.
4. Follow the remaining prompts on the terminal.
   • If prompted for an Invoice Number ("Invoice Id:"), see Entering an Invoice Number.
5. Process receipts (see Personalized Receipts and Signing Credit Card Receipts).
6. Repeat steps 2 - 5 to correct (void) the other portions of the transaction.

   **Note:** When voiding the other portions of the Partial Approval transaction, be sure to follow step 3b and elect to void a different transaction. Search for the transaction by **Seq#** or **Acct#** and browse for it. Selecting **Yes** at the "Correct Last" prompt will correct your previous correction.

### 5.11.4 Partial Approval Receipt Examples

Click one of the links below to view a receipt example.

- Partial Approval Purchase - Merchant Copy
- Partial Approval Purchase - Customer Copy
- Partial Approval Cancellation - Merchant Copy
- Partial Approval Cancellation - Customer Copy
- Balance Inquiry - Customer Copy
5. Financial Transactions

Partial Approval Purchase - Merchant Copy

This receipt prints after a Partial Approval Purchase transaction has been processed.

1. Transaction type.
2. Masked pre-paid credit card number.
3. Transaction total amount.
4. Partially approved amount (paid by the pre-paid credit card).
5. Remaining amount due to be paid by another tender type (e.g. pre-paid credit card, credit or debit card, or cash).
6. Sequence number.
   Note: The six underlined digits are used to process Refunds and Voids.
7. Six-digit approval code.
8. Partial Approval confirmation message.
9. Signature line for cardholder’s signature.
Partial Approval Purchase - Customer Copy

This receipt prints after a Partial Approval Purchase transaction has been processed.

1. Transaction type.
2. Masked pre-paid credit card number.
3. Transaction total amount.
4. Partially approved amount (paid by the pre-paid credit card).
5. Pre-paid card balance.
   Note: This line only prints when Amex pre-paid credit cards are used.
6. Remaining amount due to be paid by another tender type (e.g. pre-paid credit card, credit or debit card, or cash).
7. Sequence number.
   Note: The six underlined digits are used to process Refunds and voids.
8. Six-digit approval code.

Back to top ^
5. Financial Transactions

**Partial Approval Cancellation - Merchant Copy**

This receipt prints after a Partial Approval transaction has been **cancelled**.

---

1. **Transaction type.**
2. **Masked pre-paid credit card number.**
3. **Transaction total amount.**
4. **Sequence number used for Refunds and Corrections.**
5. **Cancellation confirmation message.**

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**Back to top ^**
Partial Approval Cancellation - Customer Copy

This receipt prints after a Partial Approval transaction has been cancelled.

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Transaction type.</td>
</tr>
<tr>
<td>2</td>
<td>Masked pre-paid credit card number.</td>
</tr>
<tr>
<td>3</td>
<td>Transaction total amount.</td>
</tr>
<tr>
<td>4</td>
<td>Pre-paid card balance.</td>
</tr>
<tr>
<td></td>
<td>Note: This line only prints when Amex pre-paid credit cards are cancelled.</td>
</tr>
<tr>
<td>5</td>
<td>Sequence number used for Refunds and Corrections.</td>
</tr>
<tr>
<td>6</td>
<td>Cancellation confirmation message.</td>
</tr>
</tbody>
</table>
5. Financial Transactions

Balance Inquiry - Customer Copy

The Balance Inquiry receipt prints after a balance inquiry has been performed on the terminal.

**Note:** For balance inquiry, only one receipt copy (Cardholder copy) is printed, regardless of the number of copies that have been configured to print.

```
Merchant Name

Address 1
City, Prov/State
Header Line 1
Header Line 5

Term ID: 12345678

Balance Inquiry

xxxxxxxxxxx1234
CARD NAME: Entry Method: X

Balance: $###.##

YYYY/MM/DD   HH:MM:SS
Seq #: 123-456789-0
Appr Code: 123456
Resp Code: 08/000

APPROVED
Thank You

Customer Copy
- IMPORTANT -
retain this copy for your record

Merchant Footer 4
```

1. Transaction type.
2. Masked pre-paid credit card number.
3. Total outstanding card balance.
5. Financial Transactions

5.11.5 Partial Approval Refund

A Partial Approval Purchase transaction can be refunded.

**Note:** A Refund transaction may be processed for individual portions within the overall Partial Approval Purchase transaction. For example, if the overall transaction was $57.75 and two pre-paid credit cards were used for $25 each, and a debit card was used for the remaining $7.75, but the customer only wanted one of the pre-paid credit cards refunded, you can process the Refund just on that one card using the Sequence Number or Card Number. See the "Partial Approval Transaction Scenarios" topic for more information.

**Note:** If you wish to remove the transaction entirely because it was incorrectly entered, perform a Partial Approval Correction (Void).

To process a Refund on a Partial Approval Purchase:

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." appears followed by the transactions menu.
2. To begin the transaction, select Refund. If the "Password:" prompt appears, key in the manager password and press the green OK key. The "Amount: $ 0.00" prompt appears.
3. Key in the Refund amount for the desired portion of the Partial Approval Purchase and press the green OK key. The "Orig Auth #:" prompt appears.
4. Key in the 6-digit Appr Code printed on the original receipt and press the green OK key (see Finding Sequence and Orig Auth Numbers). Note: If you do not have the Appr Code, press the green OK key to bypass the prompt.
5. Swipe, tap or insert the card. For more information, refer to Card Entry Options.
6. Follow the remaining prompts on the terminal.
   - If prompted for a Clerk ID ("Clerk Id:"), see Entering the Clerk ID.
   - If prompted for an Invoice Number ("Invoice Id:"), see Entering an Invoice Number.
   - If prompted for a password during manual card entry, see Password Protection on Manual Card Entry.
7. Process receipts (see Personalized Receipts and Signing Credit Card Receipts).
8. Repeat steps 2 - 7 as required to refund additional portions of the Partial Approval Purchase transaction.

5.11.6 Partial Approval Transaction Scenarios

Partial Approval Transactions involve one or more pre-paid credit cards and a balance due that needs to be paid by another tender type. Therefore any transaction involving Partial Approval can be quite different from standard transactions involving single credit/debit/gift/loyalty cards.

The scenarios listed below were designed to illustrate the amounts being processed through the terminal. Each scenario contains two examples:

- **Part A:** using one pre-paid credit card and one other credit card. A Moneris Loyalty Card was also used - to keep it simple, points ratio is 1 to 1.
- **Part B:** using two pre-paid credit cards and one debit card.
5. Financial Transactions

**Scenario 1 - Partial Approval Purchase**

In this scenario, the cardholder is making a purchase for a total of $75.00.

<table>
<thead>
<tr>
<th>Part</th>
<th>Total Transaction Amount Due</th>
<th>Card One Type and Payment Amount</th>
<th>Card Two Type and Payment Amount</th>
<th>Card Three Type and Payment Amount</th>
<th>Moneris Loyalty Card - Points Added</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>$75.00</td>
<td>Pre-paid Credit Card: $25</td>
<td>Credit Card: $50</td>
<td>N/A</td>
<td>75</td>
</tr>
<tr>
<td>B</td>
<td>$75.00</td>
<td>Pre-paid Credit Card: $25</td>
<td>Pre-paid Credit Card: $35</td>
<td>Debit Card: $15</td>
<td>N/A</td>
</tr>
</tbody>
</table>

After the first pre-paid credit card is used, the terminal continues to prompt for payment until the total amount due is charged. Part A requires two cards to be charged. If the cardholder also has a Loyalty Card, they can add points at the end of the purchase by following the Loyalty Purchase guidelines. Part B requires three cards to be charged.

**Scenario 2 - Partial Approval Purchase Correction**

In this scenario, the original Partial Approval Purchase transaction (using the Purchase example above) was entered incorrectly and needs to be voided.

<table>
<thead>
<tr>
<th>Part</th>
<th>Total Transaction Amount to be Voided</th>
<th>Card One Type and Payment Amount</th>
<th>Card Two Type and Payment Amount</th>
<th>Card Three Type and Payment Amount</th>
<th>Moneris Loyalty Card - Points Voided</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>$75.00</td>
<td>Pre-paid Credit Card: -$25</td>
<td>Credit Card: -$50</td>
<td>N/A</td>
<td>- 75</td>
</tr>
<tr>
<td>B</td>
<td>$75.00</td>
<td>Pre-paid Credit Card: -$25</td>
<td>Pre-paid Credit Card: -$35</td>
<td>Debit Card: -$15</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Unlike a regular Correction transaction (which requires a single card being voided for a single amount), the Partial Approval Correction requires one void for each card used in the transaction. For Part A, two credit card voids were performed. Once the transaction is completely voided, a separate Loyalty Refund will also be required. Part B required three separate voids to correct the transaction.
5. Financial Transactions

Scenario 3 - Partial Approval Full Refund

In this scenario, the cardholder has changed their mind and returned their purchase (using the Purchase example above) for a full refund.

<table>
<thead>
<tr>
<th>Part</th>
<th>Total Transaction Amount to be Refunded</th>
<th>Card One Type and Payment Amount</th>
<th>Card Two Type and Payment Amount</th>
<th>Card Three Type and Payment Amount</th>
<th>Moneris Loyalty Card - Points Refunded</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>$75.00</td>
<td>Pre-paid Credit Card: -$25</td>
<td>Credit Card: - $50</td>
<td>N/A</td>
<td>- 75</td>
</tr>
<tr>
<td>B</td>
<td>$75.00</td>
<td>Pre-paid Credit Card: -$25</td>
<td>Pre-paid Credit Card: - $35</td>
<td>Debit Card: - $15</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Unlike a regular Purchase Refund transaction (which requires a single card being refunded for a single amount), the Partial Approval Refund may require one refund for each card used in the transaction (based on the cardholder's requirements). For Part A, two credit card refunds were performed. Once the transaction is completely refunded, a separate Loyalty Refund will also be required. Part B required three separate refunds to correct the transaction.

Scenario 4 - Partial Approval Partial Refund

In this scenario, the cardholder has changed their mind about one of the pre-paid credit cards used, and returned a portion of their purchase (using the Purchase example above) for a refund onto the pre-paid credit card.

<table>
<thead>
<tr>
<th>Part</th>
<th>Total Amount of Pre-paid card to be Refunded</th>
<th>Card One Type and Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>$25.00</td>
<td>Pre-paid Credit Card: -$25</td>
</tr>
<tr>
<td>B</td>
<td>$35.00</td>
<td>Pre-paid Credit Card: -$35</td>
</tr>
</tbody>
</table>

Unlike a regular Purchase Refund transaction (which requires a single card being refunded for a single amount), the Partial Approval Refund may require one refund for each card used in the transaction (based on the cardholder's requirements). For Parts A & B, one pre-paid credit card refund was performed. The rest of the transaction remained intact.

5.11.7 Performing Balance Inquiries on Pre-paid Credit Cards

From the transactions menu:

1. Scroll down and select Balance Inq.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
   The "Swipe, Tap or Insert Card:" prompt appears.

2. Swipe the pre-paid credit card on the terminal. The card will be queried for its available balance.
   When the transaction completes, the terminal (or external PINpad, if equipped) displays "Balance: $###.##".
5. Financial Transactions

3. Press the green OK key.
   The terminal then displays "Prt Cust Cpy".

4. Select Yes to print a cardholder copy of the Balance Inquiry receipt. Hand the receipt to the cardholder.
   Note: The balance inquiry is intended to be seen only by the cardholder.
OR
   Select No.

The terminal returns to the transactions menu.

Note: For balance inquiry, only one receipt copy (Cardholder copy) is printed, regardless of the number of copies that have been configured to print. If the receipt does not print the first time, repeat steps 1 - 4 again (perform another Balance Inquiry).

5.11.8 Cancelling Partial Approval Transactions

A Partial Approval transaction can be cancelled on the terminal or, if an external PINpad is attached, from the PINpad. A cancelled Partial Approval transaction does not impact the value stored on the pre-paid credit card.

Cancelling a Partial Approval on the Terminal

The cardholder has the ability to cancel a Partial Approval transaction on the terminal. During the transaction, the merchant passes the terminal to the cardholder. It is at this point that the transaction can be cancelled.

To cancel a Partial Approval transaction on the terminal:

1. At the "Partial Appr $###.## Yes No" prompt, select No or press the red CANC/ANNUL key.
   The terminal displays "Amount Error" then "TRANS CANCELLED Return to Clerk"

2. The terminal prints a merchant and cardholder receipt that displays "PARTIAL APPR CANCELLED" and returns to the transactions menu.

Cancelling a Partial Approval on the External PINpad

The cardholder has the ability to cancel a Partial Approval transaction on the external PINpad. During the transaction, the PINpad requires cardholder input to acknowledge the Partial Approval. It is at this point the transaction can be cancelled. The rest of the time, the keypad will not accept input because it is waiting on merchant input on the terminal.

To cancel a Partial Approval transaction on the external PINpad:

1. At the "Partial Appr $###.## Yes No" prompt, press the red CANC/ANNUL key.
   The PINpad displays "CANCELLED" then "TRANS CANCELLED"

2. Press the green OK key on the terminal.
   The Merchant and Customer copies of the cancellation receipts print and the terminal returns to the transactions menu.

   OR

1. At the "Partial Appr $###.## Yes No" prompt, press the red CANC/ANNUL key.
   The terminal and PINpad display "NOT COMPLETED".

2. The terminal prints a merchant and cardholder receipt that displays "PARTIAL APPR CANCELLED" and returns to the transactions menu.
5. Financial Transactions

5.12 Processing an Advice

Follow the procedure below to complete a voice-authorized Purchase on a credit card.

To process an Advice:
1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." appears followed by the transactions menu.
2. To begin the transaction, select Advice. If the "Password:" prompt appears, key in the manager password and press the green OK key.
3. At the "Amount:" prompt, key in the transaction amount and press the green OK key.
   • If prompted for a Clerk ID ("Clerk Id:"), see Entering the Clerk ID.
   • If prompted for an Invoice Number ("Invoice Id:"), see Entering an Invoice Number.
4. Follow the terminal prompts below:
   a. At the “Auth #:” prompt, key in the Voice Authorization Number that you wrote on the paper sales draft when you called the Moneris Merchant Service Centre for Voice Authorization and press the green OK key.
      • If the "Invoice #:" prompt appears:
         o Key in the invoice number.
         o Press the green OK key to bypass the prompt.
   b. At the “Account #:” prompt, key in the card number and press the green OK key.
   c. At the “Exp Date (MMYY):” prompt, key in the card’s expiry date and press the green OK key.
      • If prompted for a password during manual card entry, see Password Protection on Manual Card Entry.
5. Follow the remaining terminal prompts.
   • If prompted for Tip Entry, see Entering a Tip Amount.
6. Process receipts (see Personalized Receipts and Signing Credit Card Receipts).

For details on basic prompts, see Responding to Basic Transaction Prompts.

5.13 Transacting a Purchase on a Corporate Card

Follow the procedure below to transact a Purchase on a Corporate Card. Corporate Cards are also referred to as Purchasing Cards.

Note: If Tip Entry has been enabled for credit cards, the cardholder must perform some of the steps. The bold text below indicates the additional steps required for a Corporate card transaction.

To transact a purchase on a Corporate Card:
1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." appears followed by the transactions menu.
2. Select Purchase. If the "Password:" prompt appears, key in the manager password and press the green OK key. The "Amount: $ 0.00" prompt appears.
5. Financial Transactions

3. Key in the amount of the purchase and press the green OK key.
   - If prompted for a Clerk ID, ("Clerk Id:"), key in your Clerk ID and press the green OK key.
   - If prompted for an Invoice Number ("Invoice #:"), key in the Invoice Number (max. 7 alphanumeric characters) and press the green OK key, or simply press the green OK key to leave this blank.

The "Swipe or Insert Card:" prompt appears.

4. Do one of the following:
   - Swipe the credit card on the terminal.
     - If the "Last 4 Digits:" prompt appears, key in the last 4 digits of the card number and press the green OK key.
   OR
   - Manually process the transaction:
     a. Key in the card number.
        The "Exp Date (MMYY):" prompt appears.
     b. Key in the card's expiry date and press the green OK key.
     - If prompted for a password during manual card entry, see Password Protection on Manual Card Entry.
        The "Validation Code:" prompt appears.
     - If the "Imprint Card Press OK Key" prompt appears, you must take a manual imprint of the credit card. For help, see Taking a Manual Imprint of a Credit Card.
     c. Key in the validation code found on the back of the card and press the green OK key.
        - If you do not have the validation code, press the green OK key and, when the "Code present?" prompt appears, select No.
        - If the "Customer Press OK To Continue" prompt appears, the cardholder must respond to the cardholder prompts. For help, see Entering a Tip Amount.
     - If the "Select Language" prompt appears, select ENGL for English or select FREN for French.
        The cardholder receipt will be printed in the selected language.

The xST Amt: entry screen appears.

5. Key in the tax amount and press the green OK key, or simply press the green OK key to leave this blank.

The "Reference #:" entry screen appears.

6. Key in the customer reference number (max. 16 alphanumeric characters) and press the green OK key, or simply press the green OK key to leave this blank.
   - If the "Promo Code:" prompt appears, key in the promotion code (max. 6 alphanumeric characters) supplied to you by the Private Label card provider and press the green OK key, or simply press the green OK key to leave this blank.

   Note: If the yellow CORR key is pressed during promotion code entry, it erases the right most character one at a time. The terminal will beep and remain at the "Promo Code:" prompt if all input characters are erased.

The terminal communicates with the Moneris host.

7. Please wait while the terminal processes the transaction.
   The "APPROVED" message appears.
   The "Tear Receipt Press OK Key" message is displayed while the merchant receipt is printed then terminal begins beeping.
5. Financial Transactions

8. Tear off the Merchant copy of the receipt and give it to the cardholder to sign.

9. Press the green **OK** key to stop the beeping and print the Cardholder copy of the receipt, or simply press the red **CANC ANNUL** key to stop the beeping and return to the transactions menu.
   - If the Cardholder copy of the receipt is printed, give the Cardholder copy of the receipt to the cardholder then press the green **OK** key to return to the transactions menu.

5.14 Transacting a Payment on a Private Label Card

This transaction allows a cardholder to make a payment towards the balance on their Private Label credit card.

**To transact a payment on a Private Label card:**

1. On the **applications menu**, select **DEBIT & CREDIT**. The message "Activating App..." appears followed by the **transactions menu**.

2. Select **Payment**. If the "Password:" prompt appears, key in the **manager password** and press the green **OK** key. The "Amount: $0.00" prompt appears.

3. Key in the amount of the payment and press the green **OK** key.
   - If prompted for a Clerk ID, ("Clerk Id:"), key in your **Clerk ID** and press the green **OK** key.
   - If prompted for an Invoice Number ("Invoice #:"), key in the **Invoice Number** (max. 7 alphanumeric characters) and press the green **OK** key, or simply press the green **OK** key to leave this blank.

The "Swipe or Insert Card:" prompt appears.

4. Choose one of the following:
   - Swipe the private label credit card on the terminal.
     - If the "Last 4 Digits:" prompt appears, key in the last four digits of the card number and press the green **OK** key.
   - OR
   - Manually process the transaction:
     a. Key in the card number. The "Exp Date (MMYY):" prompt appears.
     b. Key in the card's expiry date and press the green **OK** key. The "Validation Code:" prompt appears.
        - If the "Imprint Card Press OK Key" prompt appears, you must take a manual imprint of the credit card. For help, see **Taking a Manual Imprint of a Credit Card**.
        - If you do not have the validation code, press the green **OK** key and, when the "Code present?" prompt appears, select **No**.
        - If the "Select Language" prompt appears, select **ENGL** for English or select **FREN** for French. The cardholder receipt will be printed in the selected language.
        - If the "Promo Code:" entry screen appears, key in the **promotion code** (max. 6 alphanumeric characters) supplied to you by the Private Label card provider and press the green **OK** key, or simply press the green **OK** key to leave this blank.

The terminal communicates with the Moneris host.
5. Financial Transactions

5. Please wait while the terminal processes the transaction. The APPROVED message appears. The "Tear Receipt Press OK Key" message is displayed while the merchant receipt is printed then terminal begins beeping.

6. Tear off the Merchant copy of the receipt and give it to the cardholder to sign.

7. Press the green OK key to stop the beeping and print the Cardholder copy of the receipt, or simply press the red CANC ANNUL key to stop the beeping and return to the transactions menu.
   - If the Cardholder copy of the receipt is printed, give the cardholder copy of the receipt to the cardholder then press the green OK key to return to the transactions menu.

5.15 Manually Processing Credit Transactions

In order to process Credit Purchases and Refunds manually you must have a paper sales draft for the card type (e.g. a VISA sales draft for a purchase on a VISA card) and an imprinter. Contact the Moneris Merchant Service Centre to obtain these supplies if you do not have them.

**IMPORTANT:** Debit transactions CANNOT be processed manually.

To manually process a credit card transaction:

Use one of the following procedures to complete a Credit Purchase or Refund transaction when the terminal is down:

- If the transaction amount is *less* than your floor limit, see [Manual Credit Transaction Under Floor Limit](#).
- If the transaction amount is *higher* than your floor limit, [Manual Credit Transaction Over Floor Limit](#).

*Note:* Floor limits are established by Moneris. Contact your Moneris account manager for more information.

5.15.1 Manually Processing Credit Transactions UNDER the Floor Limit

If the terminal is down, report the problem to the Moneris Merchant Service Centre then follow these instructions to process the transaction manually.

*Note:* In order to process Credit Purchases and Refunds manually you must have a paper sales draft for the card type (e.g. a VISA sales draft for a purchase on a VISA card) and an imprinter. Contact the Moneris Merchant Service Centre to obtain these supplies if you do not have them.

**While the terminal is down:**

- [Take an imprint](#) of the customer's Credit Card.

**When the terminal is functioning properly again:**

1. Process a [Purchase](#) or [Refund](#) transaction on the terminal for the amount on the sales draft. You will need to key in the card number, expiry date and validation code (3 or 4 digit V-code on the back of the credit card).
2. Attach the Merchant copy of the terminal's receipt to the Merchant copy of the Sales Draft and retain the two copies for your records.
5.15.2 Manually Processing Credit Transactions OVER Floor Limit

If the terminal is down, report the problem to the Moneris Merchant Service Centre then follow these instructions to process the transaction manually.

Note: In order to process Credit Purchases manually you must have a paper sales draft for the card type (e.g. a VISA sales draft for a purchase on a VISA card) and an imprinter. Contact the Moneris Merchant Service Centre to obtain these supplies if you do not have them.

While the terminal is down:

1. Take an imprint of the customer's credit card.
2. Call the Moneris Merchant Service Centre to obtain a Voice Authorization Number for the transaction and record the Voice Authorization Number on the paper sales draft.

When the terminal is functioning properly again:

1. Process an Advice transaction on the terminal for the amount on the sales draft. You will need to key in the card number, expiry date, validation code (3 or 4 digit V-code on the back of the credit card) and Voice Authorization Number.
2. Attach the Merchant copy of the terminal's receipt to the Merchant copy of the Sales Draft and retain the two copies for your records.
6. Admin Transactions

The following Admin Transactions are available:

- **Logging On**
- **Logging Off**
- **Re-Initializing the Terminal**
- **Batch Reclaim**
- **Demo Mode**
  - **Demo Mode Transactions**
  - **Entering Demo Mode**
  - **Exiting Demo Mode**

### 6.1 Logging On

If the "Host Logon Required" prompt appears, you must log on before you can perform transactions on the terminal.

**To log on to the terminal:**

1. On the **applications menu**, select **DEBIT & CREDIT**. The **transactions menu** appears.
2. Press the green **OK** key to access the **CONFIGURATION** menu.
3. Scroll down and select **Host Logon**.
4. At the "Password:" prompt, key in the **manager password** and press the green **OK** key.
   The terminal communicates with the Moneris host, displays "Logon Success" and then returns to the transactions menu.

The terminal is now ready to process transactions. If this is your first time using the terminal, use the **Demo Mode** to practice performing transactions.

**Note:** To ensure unauthorized transactions cannot be processed, the terminal should be **logged off** at the end of the business day.

### 6.2 Logging Off

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

**To log off the terminal:**

1. On the **applications menu**, select **DEBIT & CREDIT**. The **transactions menu** appears.
2. Press the green **OK** key to access the **CONFIGURATION** menu.
3. Scroll down and select **Host Logoff**.
   The terminal communicates with the Moneris host, displays "Logoff Success" then returns to the transactions menu.
6. Admin Transactions

*Note:* There is a short delay before the transactions menu appears. Press the green **OK** key to go directly to the transactions menu.

*Note:* To process transactions again, the terminal must be **logged on**.

### 6.3 Re-Initializing the Terminal

This function sends information about the terminal to the Moneris host and receives additional parameters and information from the Host.

If changes have been made to your terminal configuration or your merchant account, the terminal may display 'Init Required' or the Service Centre may call and ask you to re-initialize your terminal.

**To re-initialize the terminal:**

1. On the **applications menu**, select **DEBIT & CREDIT**.
   The message "Activating App..." is displayed, then the **transactions menu** appears.
2. Press the green **OK** key to display the **CONFIGURATION menu**.
3. Scroll down and select **Initialize**.
   If the "Password:" prompt appears, key in the **manager password** and press the green **OK** key.
4. At the "Retain ID?" prompt, select **Yes**.
   The terminal communicates with the Moneris host (this may take a few minutes). When the initialization is complete, the transactions menu re-appears.
5. If the "Host Logon Required" prompt appears, log on to the terminal.

*Note:* For instructions on initializing your terminal the first time, see **Initializing Your Terminal**.

### 6.4 Batch Reclaim

The batch possesses a certain amount of memory to store transaction data. Batch Reclaim is a process by which **System Close merchants** can manage the size of the batch. Once the batch reaches a certain number of transactions, the first transactions in the batch can be moved to make room in the batch for newer transactions.

The Batch Reclaim function on the transactions menu enables a merchant to choose when to allow the terminal to move transactions.

*Note:* Batch Reclaim should only be performed by merchants whose account is configured for **System Close**. Merchants who are configured for **Merchant Close** should perform their normal end of day processes instead of using the Batch Reclaim function.

*Note:* The terminal displays two messages to notify merchants that the batch is getting close to full. "Must Settle Soon" is displayed twice then the "Batch Full" message is displayed when the batch becomes filled with transaction data.

**IMPORTANT:** When the "Batch Full" message is displayed, Merchant Close merchants must perform a Merchant **Batch Close** to remove the batch.

**IMPORTANT:** If you are a System Close merchant and you see the "Batch Full" message, then this would be the proper time to initiate a Batch Reclaim, even if it is not the end of your day.
6. Admin Transactions

Follow the instructions below to begin the Batch Reclaim:
1. On the transactions menu, scroll down and select **Batch Reclaim**.
   The "Password:" prompt appears.
2. Enter the **manager password** and press the green **OK** key.
   The BatchReclaim screen appears.
3. Select **Yes** to enable the Batch Reclaim process.
   The terminal processes the command and returns to the transactions menu.

6.5 Demo Mode Transactions

Most transactions can be practiced in **Demo Mode** on the terminal (see **Entering Demo Mode** and **Exiting Demo Mode**).

- Financial Transactions by Card Type
- Reporting Functions
- Administrative Functions
- Shortcuts

Transactions that cannot be performed do not appear on the terminal screen while in Demo Mode.

The terminal CANNOT perform a Batch Close in Demo mode. You can clear transactions from the Demo batch by using the Batch Clear function while in Demo mode or by selecting **Yes** at the "Clear Batch" prompt when you exit Demo Mode.

**Note:** Demo transactions are limited to a maximum amount of $1.00.
   If **Tip Processing** is enabled, the maximum tip amount in Demo Mode is $1.00.
   If **Cashback** is enabled, the maximum Cashback amount in Demo Mode is $1.00.
   The maximum final total amount (purchase + tip + cashback) is $3.00.

Financial Transactions

Most financial transactions are available regardless of the type of card used, however Purchasing Cards (i.e., Corporate Cards) cannot be used while in Demo Mode.

- Purchase
- Refund
- Correction
- Pre-Authorization
- Pre-Authorization Completion
- Pre-Authorization Deletion
- Advice
6. Admin Transactions

Functions

<table>
<thead>
<tr>
<th>Reporting Functions</th>
<th>Admin Functions</th>
<th>Shortcuts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stored Tran Rpt</td>
<td>Reprint</td>
<td>3 = Paper feed</td>
</tr>
<tr>
<td>Deposit Totals</td>
<td>Demo</td>
<td>6 = Quick Setup</td>
</tr>
<tr>
<td>Clerk SubTotals</td>
<td>Batch</td>
<td>9 = Cash Receipt</td>
</tr>
<tr>
<td>Multi Terminal</td>
<td>Review</td>
<td></td>
</tr>
<tr>
<td>Merch SubTotals</td>
<td>Batch Clear</td>
<td></td>
</tr>
<tr>
<td>Terminal Parms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Terminal Stats</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMV Param Rpt</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMV Diagnostics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pre-Auth Rpt</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The following Setup functions should NOT be used in Demo Mode although they are available:

- Printer
- Comm
- Host
- Merchant IDs
- IP Hosts
- Date/Time

6.5.1 Entering Demo Mode

*Note: Demo Mode can be activated only on terminals that have been configured, initialized and logged on.*

**IMPORTANT:** You must close the current batch before you can enter Demo Mode. Do NOT clear the batch.

**IMPORTANT:** Ensure that you exit Demo Mode before processing actual financial transactions. Transactions processed in Demo Mode will NOT affect your terminal totals, financial accounts or customer accounts.

To enter Demo Mode:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. Press the green OK key to display the CONFIGURATION menu.
3. Select Setup.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
6. Admin Transactions

4. On the Setup menu, select **Demo**.

5. At the "Demo Mode" prompt, select **On**.
   - If the "Batch Not Empty Clear Batch" message appears, the terminal has transactions in terminal memory and you must follow the steps below:
     a. Select **No**. The "TRANS CANCELLED" message appears.
     b. Press the green **OK** key to return to the Setup menu, then press the red **CANC ANNUL** key two times to return to the transactions menu.
     c. Perform a **Batch Close**, then try entering Demo Mode again.

   **IMPORTANT:** Do NOT select Yes. If you do, the batch will be deleted and you will lose all transactions in the batch in the terminal memory. You will be unable to close that batch and will be out of balance with the Moneris host.

6. Press the red **CANC ANNUL** key two times to return to the transactions menu.

   **IMPORTANT:** Ensure that you **exit Demo Mode** before processing actual financial transactions. Transactions processed in Demo Mode will not affect your terminal totals, financial accounts and customers’ accounts.

6.5.2 Exiting Demo Mode

   **IMPORTANT:** Ensure that you exit Demo Mode before processing actual financial transactions. Transactions processed in Demo Mode will **NOT** affect your terminal totals, financial accounts and customers’ accounts.

**To exit Demo Mode:**

1. On the **applications menu**, select **DEBIT & CREDIT**.
   The message "Activating App..." is displayed, then the transactions menu appears.

2. Press the green **OK** key to display the **CONFIGURATION** menu.

3. Select **Setup**.
   If the "Password:" prompt appears, key in the **manager password** and press the green **OK** key.

4. On the Setup menu, select **Demo**.

5. At the "Demo Mode" prompt, select **Off**.
   - If the "Batch Not Empty Clear Batch" message appears, the terminal has Demo transactions in terminal memory and you must do the following:
     a. Select **Yes**.
        The terminal displays "BATCH DELETED" and all Demo transactions in the terminal memory are deleted.

   The "DEMO MODE OFF" message is displayed, then the Setup menu re-appears WITHOUT the DEMO icon displayed on the left side of the screen.

6. Press the red **CANC ANNUL** key two times to return to the transactions menu.

   **IMPORTANT:** All transactions performed on the terminal as of this point will be in normal mode and **WILL** affect your terminal totals, your financial accounts and your customers’ accounts.
7. Reports

The following reports are available:

- Stored Transactions
- Merchant Sub-Totals
- Clerk Sub-Totals (one or more clerks OR all clerks)
- Deposit Totals
- Multi-Terminal Deposit Totals
- Pre-Auth Transactions
- Tip
- Batch Totals
- Terminal Parameters
- EMV Parameters
- Private Label Card Transactions on Reports
- Batch History

7.1 Stored Transactions Report

This report prints a detailed list of all transactions for the current batch in the terminal's memory, sorted by date. The report also prints transaction type totals sorted by card type and grand totals sorted by transaction type.

Note: This report does not include Pre-Authorization transactions. These transactions are listed in The Pre-Auth Transactions Report.

Note: Interac Flash transactions are included in the Interac transaction totals.

To print the Stored Transactions Report:

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." is displayed, then the transactions menu appears.
2. Press the REPORTS key (first purple key on the right). If the "Password:" prompt appears, key in the manager password and press the green OK key.
3. Select Stored Tran. The " Rpt Period:" prompt appears.
4. Choose one of the following:
   - To print transactions and totals for a specific date:
     a. Select Date.
     b. At the "Date (YYYYMMDD):" prompt, key in the date and press the green OK key.
   - To print all transactions and totals:
     o Select All.

The terminal prints the Stored Transactions report and returns to the REPORTS menu.
5. Press the red CANC ANNUL key to return to the transactions menu.
7. Reports

7.2 Merchant SubTotals Report

This report prints totals of all transaction types in the current batch on the Moneris host. Transaction type totals are sorted by card type and grand totals are sorted by transaction type. The report does NOT close the batch.

*Note:* Interac Flash transactions are included in the Interac transaction totals.

To print the Merchant SubTotals Report:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. Press the REPORTS key (first purple key on the right).
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
3. Scroll down and select Merch Subtotal.
   The terminal communicates with the Moneris host.
4. If the terminal displays "APPROVED", press the green OK key.
   The terminal prints the report and returns to the REPORTS menu.
5. Press the red CANC ANNUL key to return to the transactions menu.

7.3 Clerk Subtotal Report

This report prints totals for all transactions in the current batch for one or more Clerk IDs. This report collects its information from the Moneris host. Clerk sub-totals remain in memory, even when a batch is closed and deleted. The steps below include the option of resetting the clerk sub-totals to zero. Transaction type totals are sorted by card type and grand totals are sorted by transaction type, by Clerk ID.

*IMPORTANT:* Clerk IDs must be set up for your merchant account on the Moneris host before this report can be used (see Clerk Mode).

*Note:* Interac Flash transactions are included in the Interac transaction totals.

7.3.1 For One or More Clerks

To print the Clerk Subtotal Report for one or more Clerks:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. Press the REPORTS key (first purple key on the right).
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
3. Select Clerk Subtotal.
4. At the "Clerk Id:" prompt, key in the Clerk ID and press the green OK key.
   *Note:* You must enter a Clerk ID.
   The "Add Another Clerk?" prompt appears.
5. Choose one of the following:
   • To print sub-totals only for the keyed-in Clerk ID, select No.
   OR
   • To print sub-totals for more Clerk IDs, select Yes then repeat steps 4 and 5 for each additional Clerk ID.
6. At the "Clear Totals" prompt, select No.
The terminal communicates with the Moneris host, then prints the report and returns to the REPORTS menu.

7. Press the red CANC ANNUL key to return to the transactions menu.

IMPORTANT: Clerk Subtotals must be cleared on a regular basis (weekly is recommended). If not, the Moneris host will automatically clear the totals when the number of transactions for a card type within a Clerk ID reaches 10,000.

7.3.2 For All Clerks

To print the Clerk Subtotals Report for all Clerks:

1. On the applications menu, select DEBIT & CREDIT.
The message "Activating App..." is displayed, then the transactions menu appears.

2. Press the REPORTS key (first purple key on the right).
   If the "Password:" prompt appears, key in the manager password and press the green OK key.

3. Select Clerk Subtotal.

4. At the "Clerk Id:" prompt, press the * (asterisk) key then press the green OK key.
The "Add Another Clerk?" selection screen appears.

5. At the "Add Another Clerk?" prompt, select No.

6. At the "Clear Totals?" prompt, select No.
The terminal communicates with the Moneris host then prints the report and returns to the first REPORTS menu screen.

7. Press the red CANC ANNUL key to return to the transactions menu.

IMPORTANT: Clerk Subtotals must be cleared on a regular basis (weekly is recommended). If not, the Moneris host will automatically clear the totals when the number of transactions for a card type within a Clerk ID reaches 10,000.

7.4 Deposit Totals Report

This report prints totals for all transactions in closed batches on the Moneris host. Transaction type totals are sorted by card type and grand totals are sorted by transaction type.

To print the Deposit Totals Report:

1. On the applications menu, select DEBIT & CREDIT.
The message "Activating App..." is displayed, then the transactions menu appears.

2. Press the REPORTS key (first purple key on the right).
   If the "Password:" prompt appears, key in the manager password and press the green OK key.

3. On the REPORTS menu, select Deposit Totals.
The terminal communicates with the Moneris host.

4. If the terminal displays "APPROVED", press the green OK key.
The terminal prints the report and returns to the REPORTS menu.

5. Press the red CANC ANNUL key to return to the transactions menu.
7. Reports

7.5 Multi-Terminal Deposit Totals Report

This report prints totals for all transactions in closed batches on the Moneris host, for all terminals. Transaction type totals are sorted by Terminal Name then by card type; overall transaction type totals are sorted by card type; grand totals are sorted by transaction type.

IMPORTANT: Terminal Names must be set up for your merchant account on the Moneris host before this report can be used (see Configuring Multi-Terminal Reporting).

Note: Interac Flash transactions are included in the Interac transaction totals.

To print the Multi-Terminal Deposit Totals Report:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. Press the REPORTS key (first purple key on the right).
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
3. Select Multi Terminal.
   The "Terminal Name:" prompt appears.
4. Choose one of the following:
   • To print the report for a specific terminal, key in the Terminal Name, press the green OK key and proceed to step 5.
   OR
   • To print the report for all terminals, press the * (asterisk) key, press the green OK key and proceed to step 6.
5. At the "Add Another Terminal?" prompt, select Yes, repeat step 4 until you have added all the desired terminals (maximum 20) then press No.
6. At the "Deposit Ttls" prompt, select Yes.
   The terminal prints the report and returns to the REPORTS menu.
7. Press the red CANC ANNUL key to return to the transactions menu.

7.6 Pre Auth Transactions Report

This report prints details of all open Pre-Authorization transactions in the terminal memory (i.e., Pre-Authorizations that have not been completed).

To print the Pre Auth Transactions Report:

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. Select Pre Auth.
3. At the Pre Auth menu, select Pre-Auth Rpt.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
   The terminal prints the report and returns to Pre Auth menu.
4. Press the red CANC ANNUL key to return to the transactions menu.
7. Reports

7.7 Tip Report

This report prints tip activity for a given Clerk or for all Clerks, for a given date or for the current batch. Clerk totals are sorted by card type and totalled for all cards; overall totals for all Clerks are sorted by card type and totalled for all cards.

**IMPORTANT:** Tip Processing must be enabled and Clerk IDs must be set up for your merchant account on the Moneris host before this report can be used (see Tip Processing and Clerk Mode).

**To print the Tip Report:**

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. Press the REPORTS key (first purple key on the right).
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
3. On the REPORTS menu, scroll down and select Tip Report.
   The "Clerk Rpt Opt" prompt appears.
4. At the "Clerk Rpt Opt" prompt, choose one of the following:
   - To print the report for a specific Clerk, select One and proceed to step 5.
   - OR
   - To print the report for all Clerks, select All and proceed to step 6.
5. At the "Clerk Id:" prompt, key in the Clerk ID and press the green OK key.
6. At the "Rpt Period:" prompt, choose one of the following:
   - To print the report for a specific date, select Date and, at the "Date (YYYYMMDD):" prompt, key in the date and press the green OK key.
   - OR
   - To print the report for all tip activity in the current batch, select All.
   The terminal prints the report and returns to the REPORTS menu.
7. Press the red CANC ANNUL key to return to the transactions menu.

7.8 Batch Totals Report

This report is printed as part of the Merchant Batch Close process but can be printed WITHOUT closing the batch.

**Note:** Interac Flash transactions are included in the Interac transaction totals.

**To print the Batch Totals Report:**

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. Scroll down and select Batch Close.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
3. At the "Close Type?" prompt, select Sngl.
   The terminal communicates with the Moneris host and prints the Batch Totals section of the Batch Close Report.
4. At the "Prt Stored Trans?" prompt, select No.
5. At the "Close Batch?" prompt, select **No**. The terminal displays a "Close Failed" message, finishes printing the Batch Totals report with the message on it and returns to the transactions menu.

### 7.9 The Terminal Parameters Report

This report provides a printout of the current parameter configuration on the terminal. Included in the printout are:

- software revision number (Application ID),
- terminal identification information (Terminal Serial #),
- PINpad configuration,
- features enabled from the CONFIGURATION menu, including Terminal Parameters, Debit Parameters and Tip Parameters,
- tip processing setup (Tip Parameters),
- receipt setup (Receipt Parameters) and
- communications parameters (Dial Parameters and Ethernet Parameters).

**To print the Terminal Parameters Report:**

1. On the **applications menu**, select **DEBIT & CREDIT**. The message "Activating App..." is displayed, then the **transactions menu** appears.
2. Press the **REPORTS** key (first purple key on the right). If the "Password:" prompt appears, key in the **manager password** and press the green **OK** key.
3. On the **REPORTS** menu, select **Terminal Parms**. The terminal prints the report and returns to the **REPORTS** menu.
4. Press the red **CANC ANNUL** key to return to the transactions menu.

   *Note: If a Contactless reader is attached to the external PINpad, it will appear in this report at "None".*

### 7.10 The EMV Parameters Report

This report prints a list of EMV parameters and their values by EMV card record number.

**To print the EMV Parameters Report:**

1. On the **applications menu**, select **DEBIT & CREDIT**. The message "Activating App..." is displayed, then the **transactions menu** appears.
2. Press the **REPORTS** key (first purple key on the right). If the "Password:" prompt appears, key in the **manager password** and press the green **OK** key.
3. On the **REPORTS** menu, scroll down and select **EMV Param Rpt**. The terminal prints the report and returns to the **REPORTS** menu.
4. Press the red **CANC ANNUL** key to return to the transactions menu.
7.11 Private Label Card Transactions on Reports

Private Label Card transactions appear as a separate card type on all reports that include credit card transactions including:

- Stored Transactions
- Merchant Sub-Totals
- Clerk Sub-Totals
- Deposit Total
- Multi-Terminal Deposit Totals
- Batch Review

7.12 The Batch History Report

This report enables merchants to print the totals for all transactions for up to seven closed batches. The report's data is collected from locally stored transaction totals information from the terminal.

To print the Batch History Report:

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." is displayed, then the transactions menu appears.
2. Press the REPORTS key (first purple key on the right). If the "Password:" prompt appears, key in the manager password and press the green OK key.
3. Select Batch History. The "Rpt Period:" prompt appears.
4. Choose one of the following:
   - To print batch totals for a specific date:
     a. Select Date.
     b. At the "Settlement Date:" prompt, key in the date (in MMDDYY format) and press the green OK key.
   - To print all transactions and totals:
     o Select All.
   The terminal prints the Batch History report and returns to the REPORTS menu.
5. Press the red CANC ANNUL key to return to the transactions menu.
8. **The Moneris Gift & Loyalty Programs**

The Moneris Gift & Loyalty programs allow you to offer your customers an electronic card-based program that is activated and processed through the Moneris Vx810 Duet terminal. There are two programs available:

- **Gift Cards**: allows you to offer your customers stored-value gift cards for pre-defined dollar values as well as variable-value cards and rechargeable cards. This is available for small businesses as the Moneris Gift Card program and as a customized program for national chains.

- **Loyalty Points**: allows you to reward customer loyalty by awarding points based on the dollar value of purchases a cardholder makes. This is available for small businesses as the Moneris Loyalty Card program and as a customized program for national chains.

All transactions, administrative and configuration functions begin at the **GIFT & LOYALTY transactions menu**.

For program information on the Moneris Gift & Loyalty programs, please consult:

- your program manager.
- the Using Your Terminal for Gift guide (available for free download at moneris.com/guides).
- the Using Your Terminal for Loyalty guide (available for free download at moneris.com/guides).

### 8.1 Enabling Gift & Loyalty Programs

To enable a Gift & Loyalty program on your terminal:

1. Contact Moneris Solutions.

   **Note:** If you wish to have a gift or loyalty program set up for a national chain, you will also need to contact Moneris.

2. Initialize the terminal to the Moneris host.

3. Key in the Gift & Loyalty parameter values:
   a. Key in the Moneris merchant ID, Moneris terminal ID and Gift & Loyalty (Ernex) terminal ID.
   b. Key in the Moneris device type.

4. Initialize the terminal to the Moneris host.

### 8.2 Gift Card Transactions

#### 8.2.1 Processing a Purchase with a Gift Card

Follow the procedure below to process the sale of goods or services using a Moneris gift card.

**To process a Purchase with a gift card:**

1. On the applications menu, select GIFT & LOYALTY. The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Select Purchase. The "Total Amount" prompt appears.

3. Key in the total amount and press the green OK key. The "Accept amount?" prompt appears.
8. The Moneris Gift & Loyalty Programs

4. Select Yes to proceed.
   The "Swipe or Enter Card" prompt appears. Proceed to step 5.
   OR
   Select No.
   The "Total Amount" prompt appears. Repeat step 3.

5. Swipe the gift card OR key in the gift card number and press the green OK key.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
   The "Enter CVC" prompt appears.

6. Key in the CVC number and press the green OK key.
   • If the "Clerk ID" prompt appears, key in the clerk ID and press the green OK key.
   • If the "Info" prompt appears, key in the additional transaction information (optional) and press the green OK key.
   • If prompted for Tip Entry, see Entering a Tip Amount on a Gift Card Purchase to complete the purchase.
   • If the "Invoice Number" prompt appears, key in the invoice number and press the green OK key.
   The terminal displays "Approved" for 20 seconds, or until you press the green OK key, and then prints the Cardholder copy of the receipt.
   • If the terminal displays "Balance Due $###.##", follow the Gift or Loyalty Card Transaction With a Balance Due instructions to complete the transaction.

7. Press the green OK key to print the Merchant copy of the receipt and return to the GIFT & LOYALTY transactions menu.

8.2.2 Entering a Tip Amount on a Gift Card Purchase

   Note: To configure Gift & Loyalty gift card Tip Processing, see Configuring Tip Processing for Moneris Gift Cards.

   Note: When tipping is enabled for Gift & Loyalty, and the Gift & Loyalty application starts the Debit & Credit application to pay a balance due, the tip prompt will not reappear for the debit/credit transaction.

Basic Tip Processing

   If Basic Tip Processing is enabled on the terminal, the customer is prompted as shown below to add a tip amount on gift card purchases.

   To enter a tip on a gift card purchase with Basic Tip Processing enabled:
   1. The "Tip: $0.00" prompt appears on the terminal.
   2. Pass the terminal to the customer, who will follow the prompts.
   3. The customer can do one of the following:
      • The customer keys in a tip amount to add to the transaction and presses the green OK key to continue the transaction with the tip added.
      o If "Excess Tip" appears, the tip percentage added exceeds the maximum allowed. Use the yellow CORR key to remove the value, and then re-enter a lower percentage.
8. The Moneris Gift & Loyalty Programs

- If the "Invoice Number" prompt appears, you must key in the invoice number, press the green OK key, and then return the terminal to the customer.

The "Accept Total?" prompt appears.

OR

- The customer presses the green OK key without keying in a tip amount and the transaction continues with no tip added.

  - If the "Invoice Number" prompt appears, you must key in the invoice number, press the green OK key, and then return the terminal to the customer.

The "Accept Total?" prompt appears.

4. Click Yes to accept the total.

  - The terminal displays "Approved" for 20 seconds, or until you press the green OK key, and then prints the Cardholder copy of the receipt.

  - If the terminal displays "Balance Due $###.##", follow the Gift or Loyalty Card Transaction With a Balance Due instructions to complete the transaction.

5. Press the green OK key to print the merchant copy of the receipt and return to the GIFT & LOYALTY transactions menu.

Enhanced Tip Processing

If Enhanced Tip Processing is enabled on the terminal, the customer is prompted as shown below to add a tip amount on gift card purchases.

To enter a tip on a gift card purchase with Enhanced Tipping enabled:

1. The "Tip Type:" prompt appears on the terminal.
2. Pass the terminal to the customer, who will follow the prompts.
3. The customer can do one of the following:

   - The customer selects %.

     - If suggested percentages appear (up to three) with an Other selection, the customer selects the desired tip percentage OR selects Other, keys in a tip percentage and then presses the green OK key to continue the transaction with the tip added accordingly.

     - If no tip percentages have been configured on the terminal, the "Tip %:" prompt appears, and the customer keys in a tip percentage and then presses the green OK key to continue the transaction with the tip added.

     - If "Excess Tip" appears, the tip percentage added exceeds the maximum allowed. Use the yellow CORR key to remove the value, and then re-enter a lower percentage.

     - If the "Invoice Number" prompt appears, you must key in the invoice number, press the green OK key, and then return the terminal to the customer.

     The "Accept Total?" prompt appears.

   OR

   - The customer selects $.

     At the "Tip:" prompt, the customer keys in a tip amount and then presses the green OK key to continue the transaction with the tip added.
8. The Moneris Gift & Loyalty Programs

- If "Excess Tip" appears, the tip amount added exceeds the maximum allowed value. Use the yellow CORR key to remove the amount, and then re-enter a lower tip.
- If the "Invoice Number" prompt appears, you must key in the invoice number, press the green OK key, and then return the terminal to the customer.

The "Accept Total?" prompt appears.

OR

- The customer selects No Tip (selection is available only if the No Tip option is enabled on the terminal) and the transaction continues with no tip added.

The "Accept Total?" prompt appears.

4. Click Yes to accept the total.

The terminal displays "Approved" for 20 seconds, or until you press the green OK key, and then prints the Cardholder copy of the receipt.

- If the terminal displays "Balance Due $###.##", follow the Gift or Loyalty Card Transaction With a Balance Due instructions to complete the transaction.

The "Press OK key" prompt appears.

5. Press the green OK key to print the Merchant copy of the receipt and return to the GIFT & LOYALTY transactions menu.

8.2.3 Deactivate a Moneris Gift Card

Follow the procedure below to deactivate a Moneris gift card.

IMPORTANT: Once the gift card is deactivated, it can never be used again.

To deactivate a Moneris gift card:

1. On the applications menu, select GIFT & LOYALTY.

The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Select Deactivate.

The "Swipe or Enter Card" prompt appears.

3. Swipe the gift card OR key in the gift card number.

The terminal displays the last four digits of the card number then the "Enter CVC" prompt appears.

4. Key in the CVC number and press the green OK key.

- If the "Clerk ID" prompt appears, key in the clerk ID and press the green OK key.
- If prompted, key in the additional transaction information and press the green OK key.
- If the "Invoice Number" prompt appears, key in the Invoice number and press the green OK key.

The terminal displays "Approved" and prints the Cardholder copy of the receipt then displays "Press OK key".

5. Press the green OK key to print the Merchant copy of the receipt.

The "Transfer Balance to New Card?" prompt appears.

6. Choose one of the following:

- To move the remaining balance to a new gift card:
  a. Select Yes.
  b. Proceed with step 3 in the Activation instructions using the new gift card.
8. The Moneris Gift & Loyalty Programs

IMPORTANT: The balance can be transferred to an existing variable-value, reloadable gift card or applied when activating a new variable-value, reloadable or non-reloadable gift card. The balance cannot be transferred to fixed-value cards or active, non-reloadable gift cards.

OR

• To deactivate the card and delete the balance:
  o Select No.
  The gift card can no longer be used.

The terminal returns to the GIFT & LOYALTY transactions menu.

8.2.4 Processing a Refund with a Gift Card

Follow the procedure below to refund a gift card transaction. This credits a cardholder’s gift card for a previous gift card transaction.

To process a Refund with a gift card:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Select Refund.
   The "Total Amount" prompt appears.

3. Key in the refund amount and press the green OK key.
   The "Swipe or Enter Card" prompt appears.

4. Swipe the gift card.
   The "Enter CVC" prompt appears.

5. Key in the CVC number and press the green OK key.
   • If the "Clerk ID" prompt appears, key in the clerk ID and press the green OK key.
   • If prompted, key in the additional transaction information and press the green OK key.
   The "Ernex Ref Number" prompt appears.

6. Key in the original reference number from the Gift Card transaction receipt and press the green OK key.
   OR
   Press the green OK key to leave this blank.
   • If the "Invoice Number" prompt appears, key in the invoice number and press the green OK key.

   The terminal displays "Approved" and prints the Cardholder copy of the receipt then displays the "Press OK key" prompt.

7. Press the green OK key to print the Merchant copy of the receipt and return to the GIFT & LOYALTY transactions menu.
8. The Moneris Gift & Loyalty Programs

8.3 Loyalty Card Transactions

8.3.1 Processing a Purchase with a Loyalty Card (Point Accumulation)

Follow the procedure below to process an accumulation of loyalty points with a purchase by credit card, debit card or cash; or with a credit pre-auth, completion or advice.

**To process a purchase with a loyalty card:**

1. Complete the purchase, pre-auth, completion or advice transaction that will accumulate points.
2. On the applications menu, select GIFT & LOYALTY. The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.
3. Select Purchase. The "Total Amount" prompt appears.
4. Key in the total amount and press the green OK key. The "Accept amount?" prompt appears.
   
   **Note:** Consult your manager to determine the dollar amount to be entered (e.g., before taxes or including tip amount) to award points.
5. Select Yes to proceed. The "Swipe or Enter Card" prompt appears. Proceed to step 6.
   OR
   Select No. The "Total Amount" prompt appears. Repeat step 4.
6. Swipe the loyalty card.
   OR
   Key in the card number and press the green OK key.
   • If the "Clerk ID" prompt appears, key in the clerk ID and press the green OK key.
   • If prompted, key in the additional transaction information and press the green OK key.
   • If the "Benefit Amount" prompt appears, press the green OK key to confirm the amount displayed OR key in the benefit amount to be rewarded and then press the green OK key.
   
   **Note:** Depending on the Loyalty Program configuration, the benefit amount prompt can differ.
   
   **Note:** The benefit amount must be equal to or less than the Total Amount value.
   • If the "Invoice Number" prompt appears, key in the invoice number and press the green OK key.
7. Press the green OK key to print the Merchant copy of the receipt and return to the GIFT & LOYALTY transactions menu.
8. The Moneris Gift & Loyalty Programs

8.3.2 Deactivate a Moneris Loyalty Card

Follow the procedure below to deactivate a Moneris loyalty card.

IMPORTANT: Once the loyalty card is deactivated, it can never be used again.

To deactivate a loyalty card:

1. On the applications menu, select GIFT & LOYALTY. The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.
2. Select Deactivate. The "Swipe or Enter Card" prompt appears.
3. Swipe the loyalty card. OR
   Key in the loyalty card number and press the green OK key. The terminal displays the last four digits of the card number.
   • If the "Clerk ID" prompt appears, key in the clerk ID and press the green OK key.
   • If prompted, key in the additional transaction information and press the green OK key.
   • If the "Invoice Number" prompt appears, key in the Invoice number and press the green OK key.
   The terminal displays "Approved" and prints the Cardholder copy of the receipt then displays "Press OK key".
4. Press the green OK key to print the Merchant copy of the receipt and returns to the GIFT & LOYALTY transactions menu.

8.3.3 Processing a Refund with a Loyalty Card

Follow this procedure to remove points from a cardholder’s account when a purchase that qualified for points is refunded.

To process a Refund with a loyalty card:

1. On the applications menu, select GIFT & LOYALTY. The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.
2. Select Refund. The "Total Amount" prompt appears.
3. Key in the refund amount and press the green OK key. The "Swipe or Enter Card" prompt appears.
4. Swipe the loyalty card. OR
   Key in the card number and press the green OK key.
   • If the "Clerk ID" prompt appears, key in the clerk ID and press the green OK key.
   • If prompted, key in the additional transaction information and press the green OK key.
   • If the "Benefit Amt" prompt appears, key in the benefit amount from the original loyalty card transaction receipt and press the green OK key.
   • If the "Benefit Amt" prompt appears, key in the benefit amount to be refunded from the original loyalty card transaction receipt and press the green OK key. (Note: The refund benefit amount cannot exceed the benefit amount from the original loyalty card transaction receipt.)
   The "Ernex Ref Number" prompt appears.
8. The Moneris Gift & Loyalty Programs

5. Key in the original reference number from the loyalty card transaction receipt and press the green OK key. OR
   Press the green OK key to leave this blank.
   • If the "Invoice Number" prompt appears, key in the invoice number and press the green OK key.
   The terminal displays "Approved" and prints the Cardholder copy of the receipt, then the "Press OK key" prompt appears.

6. Press the green OK key to print the Merchant copy of the receipt and return to the GIFT & LOYALTY transactions menu.

8.3.4 Processing a Redemption with a Loyalty Card

Follow the procedure below to process a payment for goods and services using a Moneris loyalty card.

To process a Redemption with a loyalty card:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Select Redemption.
   The "Swipe or Enter Card" prompt appears.

3. Swipe the loyalty card.
   OR
   Key in the card number and press the green OK key.
   • If the "Clerk ID" prompt appears, key in the clerk ID and press the green OK key.
   • If prompted, key in the additional transaction information and press the green OK key.
   For a Redemption by Dollars transaction, the "Enter Amount" prompt appears. For a Redemption by Points transaction, the "Number of Points" prompt appears.

4. For a Redemption by Dollars transaction, key in the total dollar amount and press the green OK key.
   • If the "Invoice Number" prompt appears, key in the invoice number and press the green OK key.
   • The terminal displays "Approved" and prints the customer copy of the receipt, then the "Press OK key" prompt appears.

   Note: If the terminal displays a "Balance Due" message, follow the steps in Gift or Loyalty Card Transaction With a Balance Due.
   OR
   For a Redemption by Points, key in the number of points to be redeemed and press the green OK key.
   • If the "Invoice Number" prompt appears, key in the invoice number and press the green OK key.
   The terminal displays "Approved" and prints the Cardholder copy of the receipt, then the "Press OK key" prompt appears.

5. Press the green OK key to print the Merchant copy of the receipt and return to the GIFT & LOYALTY transactions menu.
8. The Moneris Gift & Loyalty Programs

8.4 Loyalty Pre Auth

8.4.1 Loyalty Pre-Authorization

Much like credit card Pre-Authorizations, it is possible to allocate Loyalty points on a Pre-Authorization transaction and award Loyalty points on a Pre-Authorization Completion transaction. It is also possible to delete a Loyalty Pre-Authorization from the terminal memory (in the event that the credit card Pre-Authorization is deleted).

Perform a Loyalty Pre-Authorization when:

- The cardholder wishes to accumulate Loyalty points, but the final amount of the credit card purchase is not known, thus the final amount of points to be earned is also unknown (for example, when the cardholder is picking up a vehicle at a car rental agency).

  Note: The Loyalty card is not required to be present when the completion is performed.

Perform a Loyalty Pre-authorization Completion when:

- A Loyalty Pre-authorization has been previously processed.
- The final amount of the original credit card purchase is now known and the cardholder is settling up.

  Note: The Loyalty card does not need to be present when the completion is performed.

8.4.2 Processing a Pre-Authorization Completion with Loyalty

Follow the procedure below to complete a Loyalty Pre-Authorization once the final amount is known.

1. Perform the Pre-Authorization Completion on the terminal.
2. Press the * (asterisk) key to return to the applications menu.
3. Select GIFT & LOYALTY.
   The GIFT & LOYALTY transactions menu appears.
4. Select Pre Auth.
   The Pre Auth menu appears.
5. Select Completion.
   The "Ernex Ref Number:" prompt appears.
6. Key in the Ref # printed on the bottom of the Loyalty Pre Auth receipt and press the green OK key.
   The Completion menu appears. The dollar amount and card number of the Loyalty Pre-Authorization transaction is visible on the screen.
7. Do one of the following:
   - To complete the displayed pre-authorized transaction, select Yes.
   - To complete a different pre-authorized transaction, select No. The "Ernex Ref Number:" prompt appears. Repeat step 6 again.
   - To scroll forwards through the list of pre-authorized Loyalty cards, press Next. Once you find the desired transaction, select Yes.
   - To scroll backwards through the list of pre-authorized Loyalty cards, press Prev. Once you find the desired transaction, select Yes.
   The "New Amount:" prompt appears.
8. The Moneris Gift & Loyalty Programs

8. Do one of the following:

- To accept the displayed amount (the total amount from the original Loyalty Pre-Authorization transaction), press the green OK key
  OR
- Key in a new amount at the "New Amount:" prompt and press the green OK key.
  - If the "Clerk ID" prompt appears, key in the clerk ID and press the green OK key.
  - If prompted, key in the additional transaction information and press the green OK key.
  - If the "Benefit Amount" prompt appears, press the green OK key to confirm the amount displayed OR key in the benefit amount to be rewarded and then press the green OK key.
  - If the "Bonus Code" prompt appears, enter the appropriate bonus code and press the green OK key. Consult your manager if you are unsure what to enter.

  Note: Depending on the Loyalty Program configuration, the benefit amount prompt can differ.

  Note: The benefit amount must be equal to or less than the Total Amount value.
  - If the "Invoice Number" prompt appears, key in the invoice number and press the green OK key. The "Amount Prompt" appears.

9. Press the green OK key.
   The terminal communicates with the Moneris host.
   When the Loyalty Pre-Authorization Completion transaction finishes, the terminal displays "000 Approved" and the Cardholder copy of the receipt prints.

10. Tear the receipt and press the green OK key.
    The Merchant copy of the receipt prints. The terminal returns to the Loyalty Pre Auth menu.

11. Press the red CANC ANNUL key to return to the GIFT & LOYALTY transactions menu.

12. Press the * (asterisk) key to return to the applications menu.

8.4.3 Processing a Loyalty Pre-Authorization Deletion

Follow the procedure below to delete a Loyalty Pre-Authorization in the terminal memory before it is completed.

To process a Loyalty Pre-Authorization Deletion:
1. On the applications menu, select GIFT & LOYALTY.
2. On the GIFT & LOYALTY transactions menu, select Pre Auth.
3. On the Loyalty Pre Auth menu, select Del Pre Auth.

  Note: If the "Batch Empty" message appears, it means there are no outstanding Pre-Authorizations to delete.

- If the "Password:" prompt appears, key in the manager password and press the green OK key.
  The "Retrieve By" prompt appears.
4. Select the method to retrieve the Loyalty Pre-Authorization you want to delete:
   - To retrieve by Ernex Reference Number:
     a. Select **Ref**.
        The "Ernex Ref Number:" prompt appears.
     b. Key in the **Ref #** printed on the Loyalty Pre-Authorization transaction’s receipt and press the green **OK** key (see Finding Sequence and Orig Auth Numbers). If the message "No Record Found" appears, repeat step 3.
   OR
   - To retrieve by Account Number:
     a. Select **Acct**.
     b. Key in the last 4 digits of the Loyalty card number and press the green **OK** key.

The terminal displays the following information about the Loyalty Pre-Authorization:

```
Ref #:
Amount
Card Number
```

5. Compare the displayed information to the Pre-Authorization’s receipt. Do one of the following:
   - If the information matches, select **Yes**. Proceed to step 6.
   - If the information does not match, press **Next** to scroll through the list of pre-authorized Loyalty cards.
     Press **Yes** once the correct information is displayed. Proceed to step 6.
   - To cancel the Deletion, select **No**. The Loyalty Pre Auth menu appears.

The terminal displays "PreAuth Deleted" and returns to the Loyalty Pre Auth menu.

6. Press the red **CANC ANNUL** key to return to the GIFT & LOYALTY transactions menu.

### 8.4.4 Processing a Pre-Authorization with Loyalty

Follow the procedure below to allocate Loyalty points to a Loyalty card for a temporary amount when the final amount of a credit card Purchase is not known.

**Note:** Loyalty points will not be awarded until the transaction is completed.

**To process a Pre-authorization with Loyalty:**

1. Perform the credit [Pre-authorization](#) transaction on the terminal.
2. Press the * (asterisk) key to return to the applications menu.
3. Select **GIFT & LOYALTY**.
   The GIFT & LOYALTY transactions menu appears.
4. Select **Pre Auth**.
   The Pre Auth menu appears.
5. Select **Pre Auth**.
   The "Total Amount:" prompt appears.
6. Key in the pre-authorized amount and press the green **OK** key. To determine the amount, refer to the **Amount : $** line on the Pre Auth receipt.
   The "Accept amount:" prompt appears.
8. The Moneris Gift & Loyalty Programs

7. Do one of the following:
   • Press Yes to accept the pre-authorized amount. Proceed to step 8.
     OR
   • Press No. Repeat step 6 and 7 again.
     The "Swipe or Enter Card:" prompt appears.

8. Swipe the Loyalty card on the terminal or manually key in the card number and press OK.
   • If the "Clerk ID" prompt appears, key in the clerk ID and press the green OK key.
   • If prompted, key in the additional transaction information and press the green OK key.
   • If the "Benefit Amount" prompt appears, press the green OK key to confirm the amount displayed OR
     key in the benefit amount to be rewarded and then press the green OK key.
   • If the "Bonus Code" prompt appears, enter the appropriate bonus code and press the green OK key.
     Consult your manager if you are unsure what to enter.

     Note: Depending on the Loyalty Program configuration, the benefit amount prompt can differ.

     Note: The benefit amount must be equal to or less than the Total Amount value.
   • If the "Invoice Number" prompt appears, key in the invoice number and press the green OK key.
     The "Amount Prompt" appears.

9. Press the green OK key.
   The terminal communicates with the Moneris host.
   When the transaction completes, the terminal displays "000 Approved" and the Cardholder copy of the
   receipt prints.

10. Tear the receipt and press the green OK key.
    The Merchant copy of the receipt prints. The terminal returns to the Loyalty Pre Auth menu.

11. Press the red CANCEL key to return to the GIFT & LOYALTY transactions menu.

12. Press the * (asterisk) key to return to the applications menu.

8.4.5 Loyalty Pre Auth Transactions Report

This report prints a list of outstanding (not completed) Moneris Loyalty Pre-Authorizations within the current
batch.

It includes the following information:
• Loyalty Program name
• Loyalty card number
• the pre-authorized dollar amount
• transaction date/time stamp
• "Ernex Ref Number" (to be used for Loyalty Pre-Authorization Completions and Deletions).

To print the Pre Auth Transactions report:
1. From the GIFT & LOYALTY transactions menu, select Pre Auth.
   The Pre Auth menu appears.
8. The Moneris Gift & Loyalty Programs

2. Select **PreAuth Report**.
The "Password:" prompt appears.

3. Enter the **manager password** and press the green **OK** key.
The report prints.

   *Note: This report does not print Loyalty Pre-Authorizations that have been completed.*

8.5 Gift & Loyalty Transactions

8.5.1 Activating Gift or Loyalty Cards and Loading Value on Gift Cards

Follow the procedure below to activate a new Moneris gift or loyalty card.

For gift cards, the procedure is also used to load an initial balance on a new gift card or increase the balance on an existing gift card.

**To activate or load additional value on a Moneris gift or loyalty card:**

1. On the **applications menu**, select **GIFT & LOYALTY**.
The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Select **Activate/Load**.
The "Swipe or Enter Card" prompt appears.

3. Swipe the gift or loyalty card OR key in the loyalty card number and press the green **OK** key.
The terminal displays the last four digits of the card number.
   - If the "Enter CVC" prompt appears, key in the CVC number and press the green **OK** key.
   - If the "Clerk ID" prompt appears, key in the clerk ID and press the green **OK** key.
   - If prompted, key in the additional transaction information and press the green **OK** key.
   - If the "Enter Amount" prompt appears, key in the dollar amount to be loaded on the card and press the green **OK** key.
   - If the "Invoice Number" prompt appears, key in the Invoice number and press the green **OK** key.

The terminal displays first displays "Approved" and then the "Activate/Load another card?" prompt appears.

4. Do one of the following:
   - Select **Yes** to activate or load additional cards.
     Repeat step 3 for the next card.
     OR
   - Select **No** to proceed.

For loyalty cards, the card is activated and the procedure is complete. For gift cards, the terminal displays "Balance Due" and then the "Press OK Key" prompt appears.

5. For gift cards, follow the **Gift or Loyalty Transaction With a Balance Due** instructions to complete the transaction.
8. The Moneris Gift & Loyalty Programs

8.5.2 Gift or Loyalty Card Transaction With a Balance Due

Gift card purchases, activations, and reloads can be paid for with more than one payment type to cover transactions where there is a balance due. For example, if the total amount due is $50 and a gift card has only $30 remaining on it, the balance due of $20 can be paid for with cash.

*Note: When tipping is enabled for Gift & Loyalty and the Gift & Loyalty application starts the Debit & Credit application to pay a balance due, the tip prompt will not reappear for the debit/credit transaction.*

When the terminal displays the "Balance Due $###.##" message followed by the "Press OK key" prompt:

1. Press the green OK key.

The "Select Payment For Balance Due" prompt appears.

2. Use the function keys to select the payment type:
   - For payment by debit or credit card, select DbCr.
   - For payment by gift card, select Gift.
   - For payment by cash, select Cash.

The terminal displays "Approved" or "Tear Receipt" and prints the Cardholder copy of the receipt then displays the "Press OK key" prompt.

3. Press the green OK key to print the Merchant copy of the receipt.

4. If you selected:
   - DbCr: The terminal begins a purchase transaction (debit or credit) beginning at the "Amount: $0.00" prompt.
   - Gift: The terminal begins a gift card purchase transaction beginning at the "Total Amount: $0.00" prompt.
   - Cash: The transaction is complete.

The transaction is completed when the balance due is $0.

8.5.3 Voiding a Gift or Loyalty Transaction

Follow the procedure below to void a gift or loyalty card transaction.

*IMPORTANT: This transaction must be performed in the same batch and for the same amount as the original transaction.*

To void a Gift & Loyalty transaction:

1. On the applications menu, select GIFT & LOYALTY.

   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Select Void.

   The "Password:" prompt appears.

3. Key in the manager password and press the green OK key.

   The "Swipe or Enter Card" prompt appears.

4. Swipe the gift or loyalty card.

   - If the "Enter CVC" prompt appears, key in the CVC number and press the green OK key.
   - If the "Clerk ID" prompt appears, key the clerk ID and press the green OK key.
8. The Moneris Gift & Loyalty Programs

The "Ernex Ref Number" prompt appears.

5. Key in the original reference number from the gift card or loyalty card transaction receipt and press the green OK key.
   - If the "Invoice Number" prompt appears, key in the invoice number and press the green OK key.
   The terminal displays "Approved" and prints the Cardholder copy of the receipt, then the "Press OK key" prompt appears.

6. Press the green OK key to print the Merchant copy of the receipt and return to the GIFT & LOYALTY transactions menu.

8.5.4 Gift or Loyalty Card Inquiry

Display or print a Moneris gift card or loyalty card balance and card status.

To process a gift or loyalty card inquiry:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Select Card Inquiry.
   The "Swipe or Enter Card" prompt appears.

3. Swipe the gift card or loyalty card.
   OR
   Key in the gift card number or the loyalty card number and press the green OK key.
   The terminal displays the last four digits of the card number.
   - If the "Enter CVC" prompt appears, key in the CVC number and press the green OK key.
   - If the "Clerk ID" prompt appears, key in the Clerk ID and press the green OK key.
   The "Card Inquiry 000 Inquiry Complete" prompt appears.

4. Press the green OK key.
   The terminal displays the Card Balance and Card Status then the "Press OK key" prompt.

5. Press the green OK key.
   The "Print Receipt?" prompt appears.

6. Do one of the following:
   - To print the receipt, select Yes.
   - OR
   - To skip printing the receipt, select No.
   The terminal returns to the GIFT & LOYALTY transactions menu.

8.5.5 Reprinting a Gift or Loyalty Receipt

This function prints a duplicate of a gift or loyalty receipt.

To reprint a Gift or Loyalty receipt:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Press the reprint key (second purple key from the right).
8. The Moneris Gift & Loyalty Programs

3. Select the receipt you wish to print:
   • To print the most recent receipt:
     o Select Last Receipt.
   • To print an earlier receipt:
     a. Select Any Receipt. The "Ernex Ref Number" prompt appears.
     b. Key in the reference number and press the green OK key.

4. The terminal reprints the Cardholder copy of the receipt and returns to the Reprints menu.

5. Press the red CANC ANNUL key to return to the GIFT & LOYALTY transactions menu.

   **Note:** The card number on the reprinted receipt will be masked, i.e., only the last four digits will be printed. For example, ***************1234. Each Moneris Gift & Loyalty program can have its own card masking rules that are configured on the Moneris host.
8. The Moneris Gift & Loyalty Programs

8.6 The Gift & Loyalty Menu Feature

8.6.1 The Gift & Loyalty Transactions Menu

This menu allows you to select the type of Gift & Loyalty transaction you wish to process. The transactions are listed here in the order they appear on the menu. Some items may not appear on the terminal until a specific feature is enabled.

Click on the links in the table below to go to the appropriate instructions.

<table>
<thead>
<tr>
<th>MM/DD/YY HH:MM</th>
<th>Use this transaction to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase</td>
<td>perform a gift card purchase or a loyalty card purchase</td>
</tr>
<tr>
<td>Pre Auth</td>
<td>perform a Loyalty Pre-Authorization, Pre-Authorization Completion or a Pre-Authorization Deletion transaction with loyalty cards OR generate a Pre Auth report</td>
</tr>
<tr>
<td>Refund</td>
<td>perform a gift card refund or a loyalty card refund</td>
</tr>
<tr>
<td>Redemption</td>
<td>perform a loyalty card redemption</td>
</tr>
<tr>
<td>Activate/Load</td>
<td>activate a gift card OR load additional value on a gift card</td>
</tr>
<tr>
<td>Deactivate</td>
<td>deactivate a gift card or loyalty card, OR transfer a balance from one gift card to another</td>
</tr>
<tr>
<td>Card Inquiry</td>
<td>display or print the balance and status of a gift card or a loyalty card</td>
</tr>
<tr>
<td>Void</td>
<td>void any gift card or loyalty card transaction</td>
</tr>
<tr>
<td>Clerk Admin</td>
<td>add and delete Clerk IDs to your gift or loyalty program</td>
</tr>
<tr>
<td>Setup</td>
<td>configure gift &amp; loyalty program parameters</td>
</tr>
</tbody>
</table>

GIFT & LOYALTY Transactions Menu

To access the GIFT & LOYALTY transactions menu:

- On the applications menu, select GIFT & LOYALTY.

The message “Activating App...” is displayed, then the GIFT & LOYALTY transactions menu appears.

Note: For instructions on navigating through the menus and editing parameters, see The Menu Feature.
8. The Moneris Gift & Loyalty Programs

8.6.2 The Gift & Loyalty Reports Menu

This menu allows you to print a number of Gift & Loyalty reports.

Click on a report name in the table below to go to the appropriate instructions.

<table>
<thead>
<tr>
<th>MM/DD/YY</th>
<th>HH:MM</th>
<th>Select this menu item to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trans List</td>
<td></td>
<td>print a list of all Gift &amp; Loyalty transactions in the terminal memory</td>
</tr>
<tr>
<td>Trans Inquiry</td>
<td></td>
<td>print the Transaction Inquiry report</td>
</tr>
<tr>
<td>Clerk Subtotals</td>
<td></td>
<td>print a list of totals for one or more clerks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(only active if clerk IDs are configured)</td>
</tr>
<tr>
<td>Batch Close</td>
<td></td>
<td>close the Gift &amp; Loyalty Batch</td>
</tr>
<tr>
<td>Config List</td>
<td></td>
<td>print a list of the current settings for each parameter</td>
</tr>
<tr>
<td>Tip Totals</td>
<td></td>
<td>print a list of the current tip totals for one or more clerks</td>
</tr>
</tbody>
</table>

*Gift & Loyalty Reports Menu*

To access the Gift & Loyalty Reports menu:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Press the REPORTS key (first purple key on the right).

*Note: For instructions on navigating through the menus and editing parameters, see The Menu Feature.*
8. The Moneris Gift & Loyalty Programs

8.6.3 The Gift & Loyalty Setup Menu

This menu allows you to set values for a number of Gift & Loyalty parameters on your terminal. The parameters are listed in the order they appear on the menu. Some items may not appear on the terminal until a specific feature is enabled.

Click on a setup option type in the table below to go to the appropriate instructions.

<table>
<thead>
<tr>
<th>MM/DD/YY HH:MM</th>
<th>Select this menu item to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printer</td>
<td>configure the Gift &amp; Loyalty receipt format</td>
</tr>
<tr>
<td>Merchant</td>
<td>configure a variety of Gift &amp; Loyalty features</td>
</tr>
<tr>
<td>Comm</td>
<td>Do Not Use</td>
</tr>
<tr>
<td>IP Hosts</td>
<td>Do Not Use</td>
</tr>
<tr>
<td>Terminal</td>
<td>configure a variety of Gift &amp; Loyalty features</td>
</tr>
<tr>
<td>Initialization</td>
<td>initialize the terminal to the Moneris host</td>
</tr>
<tr>
<td>About</td>
<td>displays Gift &amp; Loyalty application version information (press the green OK key to exit)</td>
</tr>
<tr>
<td>Date/Time</td>
<td>Do Not Use</td>
</tr>
<tr>
<td>Demo</td>
<td>enter and exit Gift &amp; Loyalty Demo Mode</td>
</tr>
</tbody>
</table>

**Gift & Loyalty Setup Menu**

To access the Gift & Loyalty Setup menu:

1. On the applications menu, select GIFT & LOYALTY. The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.
2. Select Setup. If the "Password:" prompt appears, key in the manager password and press the green OK key.

*Note: For instructions on navigating through the menus and editing parameters, see The Menu Feature.*
8. The Moneris Gift & Loyalty Programs

8.7 Gift & Loyalty Admin Transactions

8.7.1 Gift & Loyalty Batch Close

This function closes a Moneris gift and/or loyalty card batch on the terminal and the Moneris host, and prints a detailed transaction report.

To close a Gift & Loyalty batch:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.
2. Press the REPORTS key (first purple key on the right).
   The Reports menu appears.
3. Select Batch Close.
   If the "Clerk ID" prompt appears, key in the Clerk ID and press the green OK key.
   The terminal communicates with the Moneris host then the "Print Details Report?" prompt appears.
4. Choose one of the following batch summary options:
   - To include details for each transaction in the batch summary report, select Yes. This produces the same report as a Transaction Inquiry performed for all transactions in the current batch.
   - To print only totals in the batch summary report, select No.

   The terminal prints the batch summary report, communicates with the Moneris host then returns to the Reports main menu.
5. Press the red CANC ANNUL key to return to the GIFT & LOYALTY transactions menu.

8.7.2 Initialization to the Moneris Host

This function sends information about the terminal to the Moneris host and receives additional parameters and information from the host. If you are setting up your terminal for the first time, follow the First Initialization instructions below.

If changes have been made to your Gift & Loyalty configuration or your Gift & Loyalty account, the terminal may display "Initialization Required" or the Service Centre may call and ask you to re-initialize your terminal.

Follow the Re-Initialization instructions below.

First Initialization

This function MUST be performed once, after completing configuration, in order to use your terminal to process gift card or loyalty card transactions.

To perform the first Gift & Loyalty initialization on your terminal:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.
2. Select Setup.
   The "Password:" prompt appears.
3. Key in the manager password and press the green OK key.
4. On the Setup menu, select Initialization.
   The "Ernex Term ID" prompt appears.
5. Key in the Gift & Loyalty (Ernex) Terminal ID and press the green OK key.
The terminal completes the initialization and returns to the Setup menu.
6. Press the red CANC ANNUL key to return to the GIFT & LOYALTY transactions menu.

**Re-Initialization**

If changes have been made to your Gift & Loyalty configuration or your Gift & Loyalty account, the terminal may display 'Initialization Required' or the Service Centre may call and ask you to re-initialize your terminal.

**To re-initialize your terminal:**

1. On the applications menu, select GIFT & LOYALTY.
The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.
2. Select Setup.
The "Password:" prompt appears.
3. Key in the manager password and press the green OK key.
4. Select Initialization.
   - If the "Batch Not Empty Close Batch?" prompt appears:
     - Select Yes to close the Gift & Loyalty batch.
     OR
     - Select No to leave the Gift & Loyalty batch open.
   - The "Ernex Term ID" prompt appears.
5. Press the green OK key to continue.
The terminal completes the initialization and returns to the Setup menu.
6. Press the red CANC ANNUL key to return to the GIFT & LOYALTY transactions menu.

**8.8 Gift & Loyalty Reports**

**8.8.1 Gift & Loyalty Transaction List**

This report displays or prints Moneris gift and/or loyalty card transactions stored on the terminal in the current batch without closing the batch.

**To display a list of Gift & Loyalty transactions:**

1. On the applications menu, select GIFT & LOYALTY.
The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.
2. Press the REPORTS key (first purple key on the right).
The Reports menu appears.
3. Select Trans List.
   If the "Clerk ID" prompt appears, key in the Clerk ID and press the green OK key.
The "Print by Date or Batch?" prompt appears.
8. The Moneris Gift & Loyalty Programs

4. Choose the selection method:
   - By Date:
     a. Select **Date**.
        The "Date" prompt appears.
     b. Key in the date and press the green **OK** key.
        **OR**
        Press the green **OK** key for all dates.
   - By Batch Number:
     a. Select **Batch Number**.
        The "Batch Num" prompt appears.
     b. Key in the batch number (5 numeric digits) and press the green **OK** key.
        **OR**
        Press the green **OK** key for all batches
   - If the "Print Totals Only" prompt appears:
     o Select **Yes** to print just the terminal batch totals.
        **OR**
     o Select **No** to print the transaction details as well as the terminal batch totals.

The terminal prints the list of Gift & Loyalty transactions.

5. Press the red **CANC ANNUL** key to return to the GIFT & LOYALTY transactions menu.

8.8.2 Gift & Loyalty Transaction Inquiry

This report displays or prints details of Moneris gift and/or loyalty card transactions in the current batch *WITHOUT* closing the batch.

**To print a Transaction Inquiry for Gift & Loyalty transactions:**

1. On the **applications menu**, select **GIFT & LOYALTY**.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Press the **REPORTS** key (first purple key on the right).
   The Reports menu appears.

3. Select **Trans Inquiry**.
   If the "Clerk ID" prompt appears, key in the Clerk ID and press the green **OK** key.
   The "All" prompt appears.

   **Note:** If the *manager password* is entered, the gift and loyalty card numbers in the report are displayed in full. If the password is bypassed (press the red **CANC ANNUL** key), the card numbers will be **masked**, i.e., only the last four digits will be **printed**. For example, *************1234.

4. Do one of the following:
   - To retrieve all transactions for all gift and loyalty cards:
     a. With the **All** prompt displayed, press the green **OK** key.
        The "Card #:" prompt appears.
     b. Press the green **OK** key for all cards.
        The "Enter Amount:" prompt appears. Proceed to step 5.
8. The Moneris Gift & Loyalty Programs

- To retrieve information for a specific card type:
  a. Scroll through the list of card type descriptions.
     • To scroll forwards, select Next.
     • To scroll backwards, select Prev.
  b. When the correct card type description is displayed, press the green OK key.
     The "Enter Amount:" prompt appears. Proceed to step 5.

- To retrieve information about a specific card number.
  a. Select Slct.
     The "Card #" prompt appears.
  b. Key in the gift or loyalty card number and press the green OK key.
     The "Enter Amount:" prompt appears. Proceed to step 5.

- To return to the Reports menu.
  o Select Exit.
     The Reports menu appears.

5. Key in a dollar amount and press the green OK key.
   OR
   Press the green OK key for all amounts.
   The "Date:" prompt appears.

6. Key in the date and press the green OK key.
   OR
   Press the green OK key for all dates.
   The "Select option" prompt appears.

7. Choose one of the following:
   • To print the transaction information, select Print.
     The terminal prints the report and returns to the Reports menu.
   • To view information on the terminal, select View and scroll through the information.
     o To scroll forwards, select Next.
     o To scroll backwards, select Prev.
   • To return to the Reports menu, select Cncl.

8. Press the red CANC ANNUL key to return to the GIFT & LOYALTY transactions menu.

8.8.3 Clerk Subtotals Report for Gift & Loyalty Transactions

This report displays or prints the totals of all Moneris gift and/or loyalty transaction types for one or more clerk IDs in the current batch without closing the batch.

To print the Clerk Subtotals report for transactions:
1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Press the REPORTS key (first purple key on the right).
   The Reports menu appears.
8. The Moneris Gift & Loyalty Programs

3. Select Clerk Subtotals.
   If the "Clerk ID" prompt appears, key in the Clerk ID and press the green OK key.
   The "Zero Clerk totals" prompt appears.

4. To reset clerk totals to zero (0) upon completion of the report, select Yes.
   OR
   To continue accumulating clerk totals upon completion of the report, select No.

   The "Select Clerks" prompt appears.

5. Choose one of the following print options:
   • To print subtotals for one clerk:
     a. Select One.
     b. Key in the Clerk ID and press the green OK key.
   • To print subtotals for a group of clerks:
     a. Select Grp.
     b. Key in the group ID and press the green OK key.
   • To print subtotals for more than one clerk:
     a. Select List.
     b. Key in the clerk ID and press the green OK key.
     The "Add more?" prompt appears.
     c. Select Yes to add more clerks to the list.
        OR
        Select No to finish the list and print the report.
   • To print subtotals for all clerks:
     o Select All.

6. The terminal prints the report and returns to the Reports menu.

7. Press the red CANC ANNUL key to return to the GIFT & LOYALTY transactions menu.

8.8.4 Configuration List for Gift & Loyalty

When you have finished configuring the gift and/or loyalty program on your terminal, print the Gift & Loyalty Configuration List to have a printed record of the terminal’s Gift & Loyalty parameters.

To print the Gift & Loyalty Configuration list:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Press the REPORTS key (first purple key on the right).
   The Reports menu appears.

3. Select Config List.
   The terminal prints the report and returns to the Reports menu.

4. Press the red CANC ANNUL key to return to the GIFT & LOYALTY transactions menu.
8. The Moneris Gift & Loyalty Programs

8.8.5 Gift and Loyalty Tip Totals Report

This report prints Moneris gift and/or loyalty tip activity for a selected Clerk or for all Clerks, for a given date or for the current batch.

IMPORTANT: Tip Processing must be enabled and the Tip Total Report parameter set to "On" before this report can be generated.

If you use Clerk IDs, the report shows the individual clerk totals, grouped by Gift Program card types and then followed by the clerk's totals across all gift card types. When there are multiple clerks, the final section of the report shows the Overall Clerk Totals.

If you are not using Clerk IDs, the report shows the totals grouped by Gift Program card types followed by the Overall Totals, and the Clerk ID related prompts do not appear in the following procedure.

To print the Tip Totals report for transactions:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Press the REPORTS key (first purple key on the right).
   The Reports menu appears.

3. Select Tip Totals.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.

   Note: If you are not using Clerk IDs, the terminal prints the report showing all tip activity in the current batch and returns to the REPORTS menu. Proceed to step 7.

4. If The "Clerk Rpt Opt" prompt appears, do one of the following.
   • To print the report for a specific Clerk, select One and proceed to step 5.
     OR
   • To print the report for all Clerks, select All and proceed to step 6.

5. At the "Clerk Id:" prompt, key in the Clerk ID and press the green OK key.
   The "Rpt Period:" prompt appears.

6. At the "Rpt Period:" prompt, choose one of the following:
   • To print the report for a specific date, select Date and, at the "Date (MMDDYYYY):" prompt, key in the date and press the green OK key.
     OR
   • To print the report for all tip activity in the current batch, select All.

   The terminal prints the report and returns to the Reports menu.

7. Press the red CANC ANNUL key to return to the GIFT & LOYALTY transactions menu.
8. The Moneris Gift & Loyalty Programs

8.9 Gift & Loyalty Configuration

8.9.1 Gift & Loyalty Printer and Receipt Parameters

Use the Printer selection on the Gift & Loyalty Setup menu to configure Gift & Loyalty printer and receipt parameters.

Transactions menu (GIFT & LOYALTY) > Setup menu > Printer

*Note: For instructions on navigating through the menus, see *The Menu Feature*.

**Prompt Beep Delay**

Number of seconds to wait after beeping and displaying the "Tear Receipt; Press OK key" message before printing the customer receipt.

Key in number of seconds and press the green OK key (120 = default).

**Pre-print**

Sets the terminal to begin printing the receipt header before the transaction is complete.

- Off
- On = Default

**Enable Printer**

Turns the printer on or off.

- On = Default
- Off (results in the "Printer Disabled" message any time a report should be printed or the "Printer Error" message any time a financial transaction is attempted)

**Number of Copies**

Sets the number of receipts printed for each transaction.

- 0 COPY - no receipts are printed
- 1 COPY - prints the Cardholder copy
- 2 COPIES - prints the Cardholder copy and the Merchant copy = Default
- 2 COPIES OPTN - prints the Cardholder copy and prompts for confirmation to print the Merchant copy
- 3 COPIES - prints the Cardholder copy, the Merchant copy and a duplicate of the Merchant copy
- 3 COPIES OPTN - prints the Cardholder copy and the Merchant copy and prompts for confirmation to print a duplicate of the Merchant copy

8.9.2 Gift & Loyalty Merchant Parameters

Use the Merchant selection on the Gift & Loyalty Setup menu to configure Gift & Loyalty Merchant parameters.

Transactions menu (GIFT & LOYALTY) > Setup menu > Merchant

*Note: For instructions on navigating through the menus, see *The Menu Feature*. 
8. The Moneris Gift & Loyalty Programs

**Merchant ID**

Your Moneris Merchant ID.

Key in the **numeric Merchant ID** assigned to you by Moneris and press the green **OK** key.

**Moneris Term ID**

Your Moneris Terminal ID (the eight-digit number starting with 28 found on the back of the terminal, e.g. 28123456).

Key in the **numeric Terminal ID** assigned to you by Moneris and press the green **OK** key.

**Ernex Term ID**

Your Moneris Gift & Loyalty (Ernex) Terminal ID.

Key in the **Ernex Terminal ID** (maximum 8-digits) assigned to you by Moneris and press the green **OK** key.

**Rct Hdr 1 to 7**

The seven lines of text that appear at the top of receipts.

Key in **alphanumeric text** (max. 40 characters) and press the green **OK** key.

**Footer 1 to 6**

The six lines of text that appear at the bottom of receipts.

Key in **alphanumeric text** (max. 40 characters) and press the green **OK** key.

**Seq #**

Cannot be edited.

**AutoClos Time**

This parameter is updated to match the host each time the GIFT & LOYALTY application is **initialized**.

HHMMSS (230000 = default)

**Auto Close Tries**

The number of times the terminal tries to perform an automatic batch close.

Key in a 2-digit numeric value (displayed in seconds, e.g. 60 = 60 seconds) and press the green **OK** key (3 = default).

**Auto Close Delay**

The amount of time the terminal waits between attempts to perform an automatic batch close.

Key in a 2-digit numeric value and press the green **OK** key (10 = default).
8. The Moneris Gift & Loyalty Programs

Auto Close Opt
Determines whether the terminal will attempt an automatic batch close each day or the batch must be closed manually.

**No** - you must perform a batch close manually (default).

**Yes** - the terminal will automatically attempt to close each day.

Coupon Validatn
Enables or disables coupon validation.

**No** (default)

**Yes**

Amt Verification
Enables or disables the verification prompt for the amount entered during a gift and/or loyalty transaction.

**No** (default)

**Yes**

8.9.3 Gift & Loyalty Communications Parameters
Use the **Comm** selection on the Gift & Loyalty Setup menu to configure Gift & Loyalty communications parameters.

Transactions menu (GIFT & LOYALTY) > Setup menu > Comm

**Note:** For instructions on navigating through the menus, see The Menu Feature.

Pri Auth Phone
Do Not Use

Sec Auth Phone
Do Not Use

Baud Rate
Do Not Use

Blind Dial
Do Not Use

Device Type
The Moneris device type

Key in the 2-digit alphanumeric device type assigned by Moneris and press the green **OK** key.

**Note:** For help on keying in alphabetic characters, see Entering Alpha Characters and Punctuation.
8. The Moneris Gift & Loyalty Programs

**Dial Type**
Do Not Use

**Backup Support**
Do Not Use

**Num Retries**
Do Not Use

**Reversal Retries**
Do Not Use

**Response Timeout**
The period (in seconds) a terminal will wait for a response from the host prior to timing out.

Key in a two digit numeric value into this field and press the green **OK** key.

**Fast Connect**
Enables/disables modem initialization.

- **Off**
- **On** (default)

### 8.9.4 Gift & Loyalty Terminal Parameters
Use the **Terminal** selection on the Gift & Loyalty Setup menu to configure Gift & Loyalty terminal parameters.

Transactions menu (GIFT & LOYALTY) > Setup menu > Terminal

*Note: For instructions on navigating through the menus, see [The Menu Feature](#).*

**Clerk/Srvr Mode**
Enables or disables the "Clerk ID:" prompt. If Clerk Totals and Clerk ID input are supported, select **Prompt**.

- **None** *(default)*
- **Prompt**

**Terminal Beep**
Turns the key beep on or off.

- **Off**
- **On** *(default)*

**PABX Code**
Do Not Use
8. The Moneris Gift & Loyalty Programs

**Demo Mode**

Turns Gift & Loyalty Demo Mode on or off.
- Off (default)
- On

**Man Inv Prompt**

Enables or disables the "Invoice Number" prompt during gift and/or loyalty transactions. Entry at the prompt is not required and can be bypassed by pressing the green OK key. The Invoice Number can be a maximum of 9 digits.
- Off (default)
- On

**Ernex Route Code**

Do Not Use.

**Language**

Sets the terminal display language.
- English (default)
- French

**Tip Processing**

Enables or disables the "Tip Processing" prompt.
- None (default)
- Basic Tip (The customer can enter a dollar tip amount)
- Enhanced Tip Processing (Allows the customer to choose between entering the tip as a dollar amount or a percentage)

*Note: For information on configuring Basic or Enhanced tip processing, see Configuring Tip Processing for Moneris Gift Cards.*

**Sug Tip% 1 nn**

Suggested tip % amount #1 if Enhanced Tip Processing is enabled (see Tip Processing above). To set 10%, enter 10. This parameter applies to Enhanced Tip Processing only (see Tip Processing above).

Default = 0 (no % amount set and the option does not appear on the terminal screen)

*Note: Suggested tip options appear on the terminal screen only if their associated parameter has a value set.*

**Sug Tip% 2 nn**

Suggested tip % amount #2 if Enhanced Tip Processing is enabled (see Tip Processing above). To set 15%, enter 15.

Default = 0 (no % amount set and the option does not appear on the terminal screen)
8. The Moneris Gift & Loyalty Programs

**Sug Tip% 3 nn**
Suggested tip % amount #3 if Enhanced Tip Processing is enabled (see Tip Processing above). To set 20%, enter 20.

Default = 0 (no % amount set and the option does not appear on the terminal screen)

**TipNone**
Indicates if the "No Tip" option appears if Enhanced Tip Processing is enabled (see Tip Processing above).

- Off (default)
- On

*Note: This parameter can only be changed when the Batch is empty.*

**Excess Tip nn%**
Sets the maximum tip percentage that a customer can enter. This parameter applies to Enhanced Tip Processing only (see Tip Processing above).

Default = 30 (30%)

**Tip Total Report**
Enables or disables the Tip Totals report.

- Off (default)
- On

*Note: This parameter can only be changed when the Batch is empty.*

**MaxTipAmt**
Sets the maximum dollar amount when a $ tip amount is entered for Basic Tip or Enhanced Tip Processing (see Tip Processing above). To set a maximum tip amount of $50.50, enter 5050. The last two digits represent the cents.

Default = 0 (no upper limit)

**Maximum Products**
Sets the maximum number of product codes that are able to be entered on the terminal during a Gift & Loyalty Purchase or Redemption transactions.

Enter a numeric value one to four digits in length (e.g. 1 - 9999).

8.9.5 Adding Clerk IDs to the Moneris Gift & Loyalty Application

Follow the procedure below to add Clerk IDs to be used when processing gift and loyalty transactions.

To add a Clerk ID to the Gift & Loyalty application:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Select Clerk Admin.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
   The Clerk Admin menu appears.
8. The Moneris Gift & Loyalty Programs

3. Select **Add Clerk** to add a clerk ID.
   The "Clerk ID:" prompt appears.

4. Key in the Clerk ID to be added and press the green **OK** key. For help, see *Entering Alpha Characters and Punctuation*.
   The "Clerk Added" message appears then the "Clerk ID:" prompt re-appears.
   - To continue adding Clerk IDs, repeat step 5 as needed. You can add a maximum of 20 Clerk IDs at one time.

   **Note:** Once 20 Clerk IDs have been entered for addition, the terminal returns to the CLERK ADMIN menu.

5. When all the Clerk IDs have been entered for addition, press the red **CANC ANNUL** key.
   The terminal returns to the Clerk Admin menu.

6. Press the red **CANC ANNUL** key to return to the GIFT & LOYALTY transactions menu.

   **Note:** Clerk IDs can also be deleted.

8.9.6 Deleting Clerk IDs from the Moneris Gift & Loyalty Application

Use this function to remove Clerk IDs so they can no longer be used when processing gift and loyalty transactions.

**To delete a Clerk ID from the Gift & Loyalty application:**

1. On the **applications menu**, select **GIFT & LOYALTY**.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Select **Clerk Admin**.
   If the "Password:" prompt appears, key in the **manager password** and press the green **OK** key.
   The CLERK ADMIN menu appears.

3. Select **Delete Clerk** to delete a clerk ID.
   The "Clerk ID:" prompt appears.

4. Key in the Clerk ID to be removed and press the green **OK** key. For help, see *Entering Alpha Characters and Punctuation*.
   The "Clerk Deleted" message appears then "Clerk ID:" entry screen re-appears.
   - To continue deleting Clerk IDs, repeat step 4 as needed.

5. When all the desired Clerk IDs have been deleted, press the red **CANC ANNUL** key.
   The terminal returns to the CLERK ADMIN menu.

6. Press the red **CANC ANNUL** key to return to the GIFT & LOYALTY transactions menu.

   **Note:** Clerk IDs can also be added.

8.9.7 Configuring Tip Processing for Moneris Gift Cards

Follow the appropriate procedure below to configure Basic or Enhanced tip processing for Moneris gift cards.

**Basic Tip Processing**

Basic Tipping allows the customer to enter a tip as a dollar amount.

**To enable Basic Tip Processing:**

1. Set the **Tip Processing** parameter to **Basic Tip**.
2. If required, set the **MaxTipAmt** parameter to the maximum dollar amount allowed for a tip. The default is 0 (no upper limit).

**Enhanced Tip Processing**

Enhanced Tipping allows the customer to choose between entering the tip as a dollar amount or a percentage.

**To enable and configure Enhanced Tip Processing:**
1. Set the **Tip Processing** parameter to **Enhanced Tip**.
2. To enable the No Tip option, set the **TipNone** parameter to **On**.
3. To configure up to three suggested tip percentage amounts, set the **Sug Tip% 1 nn**, **Sug Tip% 2 nn** and **Sug Tip% 3 nn** parameters to the desired percentage amounts (e.g., for 15%, key in 15).

   **Note:** If all three parameters are set to 0 (no % amount set), the suggested tip amount options do not appear on the terminal screen and the customer must manually enter the percentage amount.
4. To set the maximum dollar amount allowed for a tip, configure the **MaxTipAmt** parameter. The default is 0 (no upper limit).
5. To set the maximum tip percentage a customer can enter, configure the **Excess Tip nn%** parameter. The default is 30 (30%).

### 8.10 Gift & Loyalty Demo Mode

Demo Mode allows you and your employees to practice performing gift and loyalty transactions on your Moneris terminal WITHOUT affecting your terminal total amounts, your financial accounts and your customers’ accounts.

**Note:** Demo Mode is only available if you close your terminal batches on the terminal. If your terminal uses system close, you cannot use Demo mode.

While the terminal is in Demo mode:

- DEMO is printed at the top of each receipt and report
- There is no transaction maximum, however, demo transactions for more than $10 produce a decline message.
- Transaction amounts equal to or greater than $1.00 produce a "Balance Due" message with an amount due of $1.00.
- All gift and loyalty transactions are supported

**Note:** To use Demo Mode, see [Entering Gift & Loyalty Demo Mode](#) and [Exiting Gift & Loyalty Demo Mode](#).
8. The Moneris Gift & Loyalty Programs

8.10.1 Entering Gift & Loyalty Demo Mode

**Note:** Demo mode can only be activated on terminals that have been configured and initialized to the Moneris host.

IMPORTANT: You must close the current Gift & Loyalty batch before you can enter Demo mode. Do NOT clear the batch.

IMPORTANT: Ensure that you exit Demo Mode before processing actual gift or loyalty transactions. Transactions processed in Demo Mode will NOT affect your terminal totals, Gift & Loyalty accounts or customers’ accounts.

To enter Gift & Loyalty Demo Mode:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Select Setup.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
   The Setup menu appears.

3. Select Demo.
   The "Demo Mode" prompt appears.

4. Select On.

   The terminal displays "DEMO MODE ON" then the Setup menu re-appears with the DEMO icon (DEMO) displayed on the left side of the screen.

5. Press the red CANCEL key two times to return to the GIFT & LOYALTY transactions menu.

   IMPORTANT: Ensure that you exit Demo Mode before processing actual gift or loyalty transactions. Transactions processed in Demo Mode will not affect your terminal totals, Gift & Loyalty accounts or customers’ accounts.

8.10.2 Exiting Gift & Loyalty Demo Mode

IMPORTANT: Ensure that you exit Demo Mode before processing actual gift or loyalty transactions. Transactions processed in Demo Mode will NOT affect your terminal totals, Gift & Loyalty accounts or customers’ accounts.

To exit Gift & Loyalty Demo Mode:

1. On the applications menu, select GIFT & LOYALTY.
   The message "Activating App..." is displayed, then the GIFT & LOYALTY transactions menu appears.

2. Select Setup.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
   The Setup menu appears.

3. Select Demo.
   The "Demo Mode" prompt appears.

4. Select Off.
   The "Batch Not Empty Clear Batch" message appears.
8. The Moneris Gift & Loyalty Programs

5. Select Yes to clear the demo batch so it does not affect totals of real Gift & Loyalty transactions.

The terminal displays "DEMO MODE OFF" then the Setup menu re-appears. The DEMO icon (ﾛ) is no longer displayed on the screen.

6. Press the red CANC ANNUL key two times to return to the GIFT & LOYALTY transactions menu.

IMPORTANT: Ensure that you exit Demo Mode before processing actual gift or loyalty transactions. Transactions processed in Demo Mode will NOT affect your terminal totals, Gift & Loyalty accounts or customers’ accounts.
9. **End-of-Day Procedure**

The end-of-day process comprises a number of procedures:

- **Batch Close**
- **Batch Clear**
- **Batch Review**
- **Multi-Terminal Batch Close**

9.1 **Processing a Batch Close**

Moneris has two types of settlement:

- **Merchant Close** - You are responsible for Batch Close at the end of each day.
- **System Close** - Moneris automatically closes your batch at the end of the day.

*Note: To close multiple terminals at once, see Multi-Terminal Batch Close.*

*Note: To print the Batch Totals report without closing the batch, see The Batch Totals Report.*

9.1.1 **Merchant Close**

If your merchant account is set up for Merchant Close, 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: Process a Batch Close Transaction**

1. On the applications menu, select DEBIT & CREDIT. The message "Activating App..." is displayed, then the transactions menu appears.

2. Scroll down and select **Batch Close**. If the "Password:" prompt appears, key in the manager password and press the green OK key.

3. At the "Close Type?" prompt, select **Sngl**. The terminal communicates with the Moneris host then prints the Batch Totals section of the Batch Close Report.

4. At the "Prt Stored Trans?" prompt, select Yes to print the **Stored Transactions Report**.

5. At the "Rpt Period:" prompt:
   - To print the transactions for a specific date, select **Date**, key in the date at the "Date (YYYYMMDD):" prompt then press the green OK key.
   - OR
   - To print all transactions in the batch, select **All**.

The terminal prints the Stored Transactions Report and the "Close Batch?" prompt appears.
9. End-of-Day Procedure

**Step 2: Confirmation**

When the "Close Batch?" prompt appears, check that the totals on the Batch Totals Report match the totals on the printed Stored Transactions Report.

- If they match, select **Yes** to close the batch. The terminal finishes printing the Batch Close Report and returns to the transactions menu.
- If they do NOT match, select **No** to cancel the Batch Close process and call Moneris the next business day for reconciliation assistance.

*Note: If you don’t make a selection at the "Close Batch?" prompt within two minutes, the terminal will beep three times then return to the transactions menu without closing the batch.*

**IMPORTANT:** If swapping your terminal (i.e. you have contacted Moneris and asked to swap one of your terminals for a newer one supplied by Moneris), please perform a Batch Close to ensure that there are no transaction totals left on the device.

9.1.2 System Close

If your account is set up for System Close settlement, Morris 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.**

**Step 2: Print a Merchant Sub-Totals Report.**

*IMPORTANT: The Merchant Sub-Totals Report must be printed before 11:00 p.m. local time.*

**Step 3: Confirmation**

Confirm that the totals on the Merchant Sub-Totals Report match the totals on the Stored Transactions Report. If they do not match, contact Moneris within 30 days for reconciliation assistance.

9.2 Processing a Batch Clear

This function is primarily used by System Close merchants to clear the batch in the terminal memory. A system close is initiated by the Moneris host and clears the batch on the host but not on the terminal. If the batch on the terminal is never cleared, any totals reports that rely on the terminal batch will continue to increment each day.

**To process a Batch Clear:**

1. On the applications menu, select **DEBIT & CREDIT**.
   The message "Activating App..." is displayed, then the transactions menu appears.
2. Scroll down and select **Batch Clear**.
   If the "Password:" prompt appears, key in the manager password and press the green **OK** key.
3. At the "Clear Batch?" prompt, select **Yes**.
   The terminal clears the batch and returns to the transactions menu.

*Note: If you select No, the terminal returns to the transactions menu without clearing the batch.*
9.3 Processing a Batch Review

The Batch Review process retrieves transactions in the current batch by using the following retrieval methods:

- Clerk ID (Clerk)
- Transaction Amount (Amt)
- Last 4 Digits of the Card Number (Acct)
- Sequence Number (Seq#)

Once the transaction is retrieved, you can print a Transaction Inquiry, reprint the Merchant copy of the receipt, or correct (void) the transaction.

*Note:* To use the Clerk ID retrieval method, you must enable Clerk ID Prompting. The method is not available if the **Default Clerk ID** option is enabled.

*Note:* This function does NOT include Pre-Authorization transactions. To review these transactions, you must print a Pre-Auth Transactions Report.

To process a Batch Review:

1. On the **applications menu**, select **DEBIT & CREDIT**. The message "Activating App..." is displayed, then the **transactions menu** appears.

2. Scroll down and select **Batch Review**. If the "Password:" prompt appears, key in the manager password and press the green **OK** key.

3. At the "Retrieve By" prompt, select the method you want to use to retrieve transactions:
   - **Clerk** => key in the transaction Clerk ID and press the green **OK** key.
   - **Amt** => key in the transaction amount press the green **OK** key.
   - **Acct** => key in the last 4 digits of the transaction card number and press the green **OK** key.
   - **Seq#** => key in the transaction Sequence Number and press the green **OK** key. To review the first transaction in the batch, press the green **OK** key.

   The terminal displays the following information for the first transaction that matches the criteria:
   - **Seq#**:
   - Card Name
   - Transaction Type
   - Card Number
   - Amount

4. Select the action you want to perform:
   - **Corr** => perform a **Correction** on that transaction
   - **Prev** => move back to the previous transaction that matches the criteria
   - **Next** => move forward to the next transaction that matches the criteria
   - **Prnt** => print the details displayed on the screen in the Transaction Inquiry report format

   OR

   Press the **REPRINT** key (2nd purple key from the right) to reprint the Merchant copy of the displayed transaction's receipt.

5. Press the red **CANC ANNUL** key twice to return to the applications menu.
9. End-of-Day Procedure

9.4 Processing a Multi-Terminal Batch Close

This feature allows you to close batches by Terminal Name (i.e., on one or more terminals) or on all terminals from another terminal.

This function does NOT compare totals stored in the terminal memory to totals stored on the Moneris host. Therefore, you should check that your receipts balance with the Batch Totals printed on the Multi-Terminal Batch Close Report. You can also check the balance by printing a Stored Transactions Report on each terminal included in the Batch Close.

**IMPORTANT:** A Multi-Terminal Batch Close can be performed only for terminals that are added to and associated with your Merchant Number on the Moneris host (see Adding a Terminal Name).

9.4.1 By Terminal Name

You can process a Batch Close on one or more terminals by selecting the appropriate Terminal Name(s). You must therefore know the Terminal Name of the terminal whose batch you want to close.

**To process a Batch Close on one or more terminals by Terminal Name:**

1. On the applications menu, select DEBIT & CREDIT.
   The message "Activating App..." is displayed then the transactions menu appears.
2. Scroll down and select Batch Close.
   If the "Password:" prompt appears, key in the manager password and press the green OK key.
3. At the "Close Type?" prompt, select Mult.
4. At the "Terminal Name:" prompt, key in the name of the terminal and press the green OK key.
   The "Add Another Terminal?" prompt appears.
5. Choose one of the following:
   - To include more terminals in the Batch Close, select Yes then repeat steps 4 and 5 for each additional terminal to create the Batch Close process list. After you finish adding terminals, select No.
   - OR
   - To include only the terminal selected in step 4, select No.

**IMPORTANT: To close the batch for the terminal in use, you must add its Terminal Name to the Batch Close process list.**

**Note:** You can include up to 20 terminals in a Batch Close. When you enter the 20th Terminal Name, the terminal automatically processes the Batch Close on them and returns to the "Add Another Terminal?" prompt. You can then add more terminals as above or select No to complete the Batch Close.

The terminal communicates with the Moneris host then prints the Batch Totals section of the Multi-Terminal Batch Close Report.

6. At the "Batch Close?" prompt, select Yes.
   The terminal communicates with the Moneris host to close the batch, finishes printing the report with the Batch Close section and returns to the REPORTS menu.
7. Press the red CANC ANNUL key to return to the transactions menu.
9.4.2 For All Terminals

You can process a Batch Close on all terminals associated with your Merchant Number on the Moneris host.

**To process a Batch Close on all terminals:**

1. On the **applications menu**, select **DEBIT & CREDIT**.
   The message "Activating App..." is displayed then the **transactions menu** appears.

2. Scroll down and select **Batch Close**.
   If the "Password:" prompt appears, key in the **manager password** and press the green **OK** key.

3. At the "Close Type:" prompt, select **Mult**.

4. At the "Terminal Name:" prompt, press the * (asterisk) key and then press the green **OK** key.

5. At the "Add Another Terminal?" prompt, select **No**.

6. At the "Batch Close?" prompt, select **Yes**.
   The terminal communicates with the Moneris host to close the batch, finishes printing the report with the Batch Close section and returns to the REPORTS menu.

7. Press the red **CANC ANNUL** key to return to the transactions menu.
10. Troubleshooting

If your terminal is not working properly and an error message appears on the screen, go to the list of Error Messages and locate the message you see on the terminal. If the problem appears to be with the hardware, go to the list of Hardware Problems and locate the symptom. Then, review the possible problems and try the suggested solution.

Note: Please keep any receipts printed during problem transactions. The Service Centre representative may require information that appears on the receipts.

If this does not resolve the problem, contact the Moneris Merchant Service Centre for assistance.

10.1 Error Messages on the Moneris Vx810 Duet Terminal

A message will appear on the display if an error occurs. In the table below, find the error message that appears on the terminal and try the solution. If the error message re-appears, contact the Moneris Merchant Service Centre for assistance.

All error messages are listed in alphabetical order (regardless of their cause).

<table>
<thead>
<tr>
<th>ERROR MESSAGE</th>
<th>PROBLEM &amp; SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjust Not Allow</td>
<td>You cannot perform a Correction (void) on a Contactless Purchase or Refund.</td>
</tr>
<tr>
<td>APP EXPIRED</td>
<td>The application on the contactless card is expired.</td>
</tr>
<tr>
<td></td>
<td>Request another form of payment.</td>
</tr>
<tr>
<td>BATCH FULL</td>
<td>The batch is full.</td>
</tr>
<tr>
<td></td>
<td>• If your account is configured for System Close, perform a Batch Reclaim now.</td>
</tr>
<tr>
<td></td>
<td>• If your account is configured for Merchant Close, perform your normal end of day process now, even though it might not be the end of your day.</td>
</tr>
<tr>
<td>Batch Reclaim Not Required</td>
<td>You tried to perform a Batch Reclaim, but your batch is not yet near capacity.</td>
</tr>
<tr>
<td></td>
<td>Press the green OK key to return to the transactions menu.</td>
</tr>
<tr>
<td>CARD BLOCKED</td>
<td>The contactless card was blocked.</td>
</tr>
<tr>
<td></td>
<td>Request another form of payment.</td>
</tr>
<tr>
<td>Card Fail Insert or Swipe</td>
<td>There was an error reading the contactless card.</td>
</tr>
<tr>
<td></td>
<td>Insert or swipe the same card or another card.</td>
</tr>
<tr>
<td>Card Fail</td>
<td>There was an error reading the contactless card.</td>
</tr>
<tr>
<td></td>
<td>Request another form of payment.</td>
</tr>
</tbody>
</table>
## 10. Troubleshooting

<table>
<thead>
<tr>
<th>ERROR MESSAGE</th>
<th>PROBLEM &amp; SOLUTION</th>
</tr>
</thead>
</table>
| CARD NOT SUPPORTED     | The type of card swiped on the terminal does not match the card type selected at the READY screen. For example, a Debit card was swiped during a Credit Pre-Authorization transaction or a Gift Card was swiped for a Loyalty Card transaction.  
Try swiping the card again.  
If this message reappears, press the red **CANC ANNUL** key to cancel the transaction and retry the transaction.  
-OR-  
Your merchant account with Moneris is not set up to accept the card type that was swiped.  
Request another form of payment.  
If desired, contact the Moneris Merchant Service Centre to discuss how to add the card type to your merchant account. |
| CARD REMOVED           | The chip card was removed before the end of the transaction.  
Refer to "TRANS CANCELLED OK to Continue" in this table for more information.                                                              |
| CARD SWIPE ERROR       | There is a problem with the magnetic stripe on the card that was swiped.  
Try swiping the card again, this time more slowly or quickly, or from front of the terminal to the back.  
If the message reappears:  
• for credit card with stripe – key in the card number.  
• for debit card with stripe or chip – request another form of payment.                                                                 |
| CD NOT SUPPORTED       | The type of contactless card tapped is not supported by the contactless reader.  
OR  
The contactless card was tapped too fast.  
Retry the tap - if the same error occurs, request another form of payment.                                                                     |
| Chip Malfunction Use Mag Stripe | There was an error reading the chip card.  
Remove the card and retry the transaction. If the message reappears, swipe the card.                                                      |
| CHIP CARD SWIPED       | A chip-enabled card was swiped.  
Insert the card in the chip card reader and resume the transaction.                                                                               |
| CommServer Not Responding to VMAC | The Ethernet cable was connected to the base and the wall jack while you configured the static IP parameters.  
**Power off** then **power** on the terminal (leave the Ethernet cable connected to the base and the wall jack). |
## 10. Troubleshooting

<table>
<thead>
<tr>
<th>ERROR MESSAGE</th>
<th>PROBLEM &amp; SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMMSVR ENTRY PASSWORD</td>
<td>The 2 key was pressed when the terminal was at the applications menu (e.g. attempting to key in a dollar value of $20.00 or another value that includes a 2). Press the red CANC ANNUL key to return to the applications menu.</td>
</tr>
<tr>
<td>DEMO</td>
<td>This symbol appears when the terminal is in Demo Mode. <strong>Exit Demo Mode</strong> to remove the symbol from the display.</td>
</tr>
<tr>
<td>Empty Batch</td>
<td>There are no transactions in the current open batch OR If you attempt a Pre Auth Completion but there are no uncompleted pre authorizations in the terminal memory, the Empty Batch message appears. Press the green OK key to return to the Pre Auth menu.</td>
</tr>
<tr>
<td>ERR READ CARD NO.</td>
<td>There is a problem with the magnetic stripe on the card that was swiped. Try swiping the card again, this time more slowly or quickly, or from front of the terminal to the back. If the message reappears: • for credit card with stripe – key in the card number. • for credit card with chip – swipe the card. • for debit card with stripe or chip – request another form of payment.</td>
</tr>
<tr>
<td>EXCEEDS LIMIT INSERT OR SWIPE</td>
<td>The transaction amount is over the contactless card's maximum Contactless Dollar Value (CDV). Insert or swipe the same card or another card.</td>
</tr>
<tr>
<td>EXCEEDS REFUND LIMIT</td>
<td>The total value of refunds performed today is greater than your daily refund limit. Call the Moneris Merchant Service Centre for a temporary increase. Please have the original purchase receipt available for reference.</td>
</tr>
<tr>
<td>Exc Refund Limit</td>
<td>The total value of refunds performed today is greater than your daily refund limit. Call the Moneris Merchant Service Centre for a temporary increase. Please have the original purchase receipt available for reference.</td>
</tr>
<tr>
<td>EXPIRED CARD</td>
<td>The expiry date on the card that was swiped has passed. Request another form of payment.</td>
</tr>
</tbody>
</table>
## 10. Troubleshooting

<table>
<thead>
<tr>
<th>ERROR MESSAGE</th>
<th>PROBLEM &amp; SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOST LOGON REQUIRED</td>
<td>The terminal has been logged off to protect it from attempts to perform unauthorized transactions. Perform a Logon transaction.</td>
</tr>
<tr>
<td>Init Failed 0xx</td>
<td>If the prompt reappears, contact the Moneris Merchant Service Centre for assistance.</td>
</tr>
<tr>
<td>INIT REQUIRED</td>
<td>When this message is displayed at the top of the screen (alternating with the date and time), the Moneris host is requesting a re-initialization of the terminal.</td>
</tr>
<tr>
<td>Insert on PINpad</td>
<td>A chip card was inserted in the terminal chip reader when there is an external PINpad attached. Insert the card in the PINpad chip reader.</td>
</tr>
<tr>
<td>INVALID ACCNT NO.</td>
<td>During a swiped credit card transaction, the digits entered as the last four of the credit card do not match the last four digits of the card number encoded on the card's magnetic stripe. Check the card number and re-enter the last four digits when the &quot;Last 4 digits:&quot; prompt re-appears. If the prompt reappears, contact the Moneris Merchant Service Centre for assistance.</td>
</tr>
<tr>
<td>INVALID CARD</td>
<td>An invalid card type was used. Use another card or request another form of payment.</td>
</tr>
<tr>
<td>INVALID DATE</td>
<td>The date entered is not a valid date. The date must be entered in the MMYY format and must be a valid calendar date, e.g. 1409 is not a valid date. Check the date and re-enter it when the prompt re-appears.</td>
</tr>
<tr>
<td>Invalid Password</td>
<td>Press the red CANC ANNUL key, then re-enter the manager password and press the green OK key.</td>
</tr>
<tr>
<td>Inv# 7 char max Press OK key</td>
<td>The Private Label card or Purchasing card used for this transaction only supports invoice numbers with a maximum of 7 characters. The invoice number keyed in earlier in the transaction was longer than 7 characters. Press the green OK key. The &quot;Invoice #:&quot; entry screen appears. Check the invoice number, enter the correct number of characters and press the green OK key to continue the transaction.</td>
</tr>
<tr>
<td>LINE BUSY</td>
<td>Check if the phone line is shared with another piece of equipment, e.g. a fax machine. If it is, disconnect the other piece of equipment to leave the line free for the terminal and try the transaction again. OR Check if a prefix is required to dial out. If it is, set the PABX code to the required prefix then try the transaction again.</td>
</tr>
<tr>
<td>ERROR MESSAGE</td>
<td>PROBLEM &amp; SOLUTION</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Must Insert Card</td>
<td>A chip-enabled card was swiped. Insert the card in the chip card reader and resume the transaction.</td>
</tr>
</tbody>
</table>
| Must Settle Soon                  | Your batch is very nearly at capacity.  
  - If your account is configured for System Close, perform a Batch Reclaim now.  
  - If your account is configured for Merchant Close, perform your normal end of day process now, even though it might not be the end of your day. |
| NO ACTIVITY                       | There are no transactions associated with that clerk ID.  
  OR  
  That Clerk ID does not exist.  
  Check the Clerk ID and try the Clerk Subtotals report again.                                                                                      |
| No Chip CD On Pre Auth Please Remove Card | Your terminal is not configured to process Pre Auth transactions using a chip card and a chip card has been inserted during a Pre Auth transaction. Remove the chip card, press the red CANC ANNUL key to return to the transactions menu and perform a Purchase transaction with the chip card. |
| NO LINE                           | The terminal cannot detect a dial communications line.  
  1. Check that all communications cables are connected to the base and the wall jack correctly. If they are, check the phone line for dial tone.  
  2. Check that the phone line is an analog dial line. The terminal will not work on a digital phone line or on VoIP.  
  3. Try the transaction again. If the message reappears, unplug and replug the power cable at the power source. |
| NO MATCH                          | The information you have used to find a transaction in memory can not be found. Check the information and try again.                                                                                                    |
| No Merch ID Match Any Key to Exit | This message may occur during initialization. Check the Merchant ID displayed on the terminal against your records to ensure you have the correct value entered. Re-enter the value and try initializing again.               |
| No Ppad SN Match Any Key to Exit  | This message may occur during initialization.  
  If the prompt reappears, contact the Moneris Merchant Service Centre for assistance.                                                                     |
| NO NETWORK CONNECTION             | Check the communications cable to ensure it is connected to the terminal and the wall jack.                                                                                                                         |
| NOT COMPLETED                     | The contactless card transaction was not completed. A "Not Completed" receipt is printed. Retry the transaction. If the contactless transaction fails again, request another form of |
## 10. Troubleshooting

<table>
<thead>
<tr>
<th>ERROR MESSAGE</th>
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</tr>
</thead>
</table>
| Out of Range  | The Cashback amount requested exceeds the maximum cashback value set on the terminal.  
Ask the cardholder to key in an amount lower than the maximum amount when the "Cash:" prompt re-appears.  
If this error message appears on a regular basis, consider increasing the cashback limit set on the terminal.  
OR  
The total amount of the transaction, including the amount, tip and Cashback, exceeds $999,999.99.  
Ask the cardholder to key in lower amounts when prompted.  
OR  
If this message appears while the terminal is in Demo mode, ensure the amount of the transaction plus Cashback is $1.00 or less, and the tip is $1.00 or less. |
| Paper Out     | A problem has been detected with the printer.  
Open the printer and check that:  
• there is paper in the printer  
• the paper feed is clear  
• the paper roll is seated correctly.  
Close the printer lid and ensure that it is closed completely.  
If the problem is fixed:  
The printer will finish printing the receipt or report that was in progress and complete the transaction.  
If the problem is not fixed:  
Press the green OK key. The terminal will complete the transaction. Fix the problem then reprint the transaction.  
*Note: Transactions should not be performed until the printer problem is fixed.* |
| PHONE NUM FLDS EMPTY | The terminal has attempted to dial out but the phone number parameters are empty. If this message occurs during:  
• a financial transaction, call the Moneris Merchant Service Centre for assistance.  
• a Batch Close transaction, perform a Re-initialization then try the transaction again. |
| PIN CANCELLED or PIN Cancelled | This message occurs:  
• when a customer removes their chip card at the “Enter PIN & OK” prompt  
• when a customer presses the CANC ANNUL key at the “Enter PIN & OK” prompt |
<table>
<thead>
<tr>
<th>ERROR MESSAGE</th>
<th>PROBLEM &amp; SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Refer to “TRANS CANCELLED OK to Continue” in this table for more information.</td>
</tr>
<tr>
<td>PRINTER ERR</td>
<td>Open the printer, check that there is a paper roll and that the roll is loaded properly then close the printer.</td>
</tr>
<tr>
<td>PRESENT 1 CARD</td>
<td>Two or more contactless cards were detected in the range of the contactless reader. Request the customer to use one contactless card only.</td>
</tr>
</tbody>
</table>
| READ CARD ERR         | There is a problem with the magnetic stripe on the card that was swiped. Try swiping the card again, this time more slowly or quickly, or from front of the terminal to the back. If the message reappears:  
  - for credit card with stripe – key in the card number.  
  - for credit card with chip – swipe the card.  
  - for debit card with stripe or chip – request another form of payment. |
| RECORD NOT FOUND      | The information you have used to find a transaction in memory can not be found. Check the information and try again.                                                      |
| REFUND LIMIT EXCEEDED | The total value of refunds performed today is greater than your daily refund limit. Call the Moneris Merchant Service Centre for a temporary increase. Please have the original purchase receipt available for reference. |
| RETRY TRAN?           | Select YES to retry the transaction. The terminal will try to send the transaction to the Moneris host using the card data already entered. Select NO to return to the transactions menu. |
| SETTLE FAILED         | The connection with the Moneris host was lost during the batch close function and the settlement was not completed. Try the Batch Close again. If the batch totals are $0, print a Deposit Totals report and a Stored Transactions report then call the Moneris Merchant Service Centre. |
| SYSTEM PROBLEM        | This message will be followed by one of the three following messages:                                                                                                      
  - TCP INIT ERR: ####  
  - TCP RECV ERR: ####  
  - TCP SEND ERR: ####  
  A communication error has occurred. Call the Moneris Merchant Service Centre and give the agent the four-digit number. |
| TABLE FULL            | You have tried to add too many Clerk IDs or Terminal Names.                                                                                                              |
## 10. Troubleshooting

<table>
<thead>
<tr>
<th>ERROR MESSAGE</th>
<th>PROBLEM &amp; SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>You can add a maximum of 255 different Clerk IDs and 100 different Terminal Names.</td>
<td></td>
</tr>
<tr>
<td>TAP NOT ACCEPTED INSERT OR SWIPE</td>
<td>A contactless error occurred during the transaction. Insert or swipe the same card or another card.</td>
</tr>
<tr>
<td>TCP Error # ####</td>
<td>There has been a communication error with the host, most likely due to firewall configuration. Check that the router and hub/switch (if any) are correctly configured. Please refer to the Moneris IP Readiness Checklist available at moneris.com/checklist.</td>
</tr>
<tr>
<td>TCP INIT ERR: # ####</td>
<td>Refer to the SYSTEM PROBLEM error message.</td>
</tr>
<tr>
<td>TCP RECV ERR: # ####</td>
<td>Refer to the SYSTEM PROBLEM error message.</td>
</tr>
<tr>
<td>TCP SEND ERR: # ####</td>
<td>Refer to the SYSTEM PROBLEM error message.</td>
</tr>
<tr>
<td>TERMINAL LOCKED Call Service Centre MM/DD/YY Unlock Number: nnnn</td>
<td>You have locked your terminal by attempting more than 5 invalid password entries. Call the Moneris Merchant Service Centre and quote the date and Unlock Number to the agent to unlock the terminal.</td>
</tr>
<tr>
<td>TIP ERROR</td>
<td>The cardholder has keyed in a tip amount that is greater that the standard percentage or a tip percentage that is not defined in the terminal.</td>
</tr>
</tbody>
</table>
| TRANS CANCELLED OK to Continue | This message occurs:  
- when a customer removes their chip card at the “Enter PIN & OK” prompt  
- when a customer presses the **CANC ANNUL** key at the “Enter PIN & OK” prompt  
  1. Press the green **OK** key on the terminal twice to print the Customer and Merchant copy of the cancelled receipt.  
  2. Retry the transaction. |
| TRANS NOT ALLOWED | You have attempted to perform a transaction that is either not configured on your terminal or not set up in your merchant account. If this appears during a **Batch Close** transaction, your merchant account is set up to close |
10. Troubleshooting

<table>
<thead>
<tr>
<th>ERROR MESSAGE</th>
<th>PROBLEM &amp; SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>your batches automatically. Simply print a Merchant Sub-totals report at the end of each business day.</td>
</tr>
<tr>
<td></td>
<td>Call the Moneris Merchant Service Centre for assistance.</td>
</tr>
<tr>
<td>USE MAG STRIPE ON TERMINAL</td>
<td>Your terminal is configured for Visa Debit Opt Out and you have attempted to perform a Visa Debit transaction. The message appears when you remove the card from the terminal after you receive a &quot;Card Not Accepted&quot; message and then press the green OK key at the &quot;Remove Card&quot; prompt.</td>
</tr>
<tr>
<td></td>
<td>Press the red CANC ANNUL key and request another form of payment.</td>
</tr>
<tr>
<td>VIVO ENTRY PASSWORD</td>
<td>The &quot;8&quot; key was pressed when the terminal was at the applications menu (e.g. attempting to key in a dollar value of $8.00 or another value that includes an 8).</td>
</tr>
<tr>
<td></td>
<td>Press the red CANC ANNUL key to return to the applications menu.</td>
</tr>
</tbody>
</table>

10.2 Gift & Loyalty Error Messages on the Vx810 Duet Terminal

A message will appear on the display if an error occurs in the GIFT & LOYALTY application. In the table below, find the error message that appears on the terminal and try the solution. If the error message re-appears, contact the Moneris Merchant Service Centre for assistance.

Additional error messages can be found in Error Messages on the Vx810 Duet Terminal.

<table>
<thead>
<tr>
<th>ERROR MESSAGE</th>
<th>PROBLEM &amp; SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>811 SYSTEM ERROR PLEASE TRY LATER</td>
<td>The connection with the host was lost during the transaction processing and the transaction was not completed.</td>
</tr>
<tr>
<td></td>
<td>Call the Moneris Merchant Service Centre.</td>
</tr>
<tr>
<td>Batch Balance – NO</td>
<td>If this message is printed on the batch summary report during an Gift &amp; Loyalty Batch Close, contact the Moneris Merchant Service Centre the next business day for reconciliation assistance.</td>
</tr>
<tr>
<td>Batch Full</td>
<td>The Gift &amp; Loyalty batch is full and needs to be closed before any more transactions can be processed.</td>
</tr>
<tr>
<td>Card Not Supported</td>
<td>Your merchant account is not configured to accept the gift or loyalty card that was entered.</td>
</tr>
<tr>
<td></td>
<td>If desired, contact the Moneris Merchant Service Centre to discuss how to add the card type to your merchant account.</td>
</tr>
</tbody>
</table>
| CARD NOT IN BIN RANGE | The card type you swiped cannot be used for that transaction type. OR
10. Troubleshooting

<table>
<thead>
<tr>
<th>ERROR MESSAGE</th>
<th>PROBLEM &amp; SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your merchant account is not set up to accept the card type that was swiped. Request another form of payment.</td>
<td></td>
</tr>
<tr>
<td>CARD READ ERROR</td>
<td>There is a problem with the magnetic stripe on the card that was swiped. Try swiping the card again, this time more slowly or quickly, or from front of the terminal to the back. If the message reappears request another form of payment.</td>
</tr>
<tr>
<td>Close Batch Failed</td>
<td>The connection with the host has been lost during batch close. Check the connections and try another batch close.</td>
</tr>
<tr>
<td>ERROR IN PRINTING</td>
<td>Open the printer, check that there is a paper roll and that the roll is loaded properly then close the printer.</td>
</tr>
<tr>
<td>Invalid Card Length</td>
<td>The card number entered or swiped is greater or less than the predefined limits for the card type. Check the number and try swiping/keying in again.</td>
</tr>
<tr>
<td>Must Swipe Gift Card</td>
<td>The terminal does not allow for manual entry of gift cards. Swipe the card instead.</td>
</tr>
<tr>
<td>NO MATCH FOUND</td>
<td>The information you have used to find a transaction in memory can not be found. Check the information and try again.</td>
</tr>
<tr>
<td>No Manual Entry</td>
<td>The current transaction does not allow manual entry of the card number. Swipe the card instead.</td>
</tr>
<tr>
<td>NOT A LOYALTY CARD</td>
<td>The card swiped (or card number entered) during a Redemption transaction is not a loyalty card. Check the card and try again.</td>
</tr>
<tr>
<td>Printer Error</td>
<td>Open the printer, check that there is a paper roll and that the roll is loaded properly then close the printer.</td>
</tr>
<tr>
<td>Record Not Found</td>
<td>You have attempted to retrieve a reference or account number that is not in the current batch. Check the number and try re-entering it.</td>
</tr>
<tr>
<td>Void Not Allowed</td>
<td>You tried to void a transaction that has already been voided.</td>
</tr>
</tbody>
</table>

10.3 Solving Hardware Problems

If terminal does not display an error message but is not functioning correctly, review this list of hardware problems to find suggested solutions.

<table>
<thead>
<tr>
<th>HARDWARE PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 10. Troubleshooting

<table>
<thead>
<tr>
<th>HARDWARE PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication problems are happening intermittently.</td>
<td>Contact the Moneris Merchant Service Centre for assistance.</td>
</tr>
<tr>
<td>Chip cards cannot be processed.</td>
<td>If the card entry prompt is &quot;Swipe Card&quot; and the terminal won’t accept inserted chip cards (i.e. it beeps and remains at &quot;Swipe Card&quot; when a chip card is inserted), contact the Moneris Merchant Service Centre for assistance.</td>
</tr>
<tr>
<td>Display screen is blank</td>
<td>Ensure that the <strong>power cable</strong> is firmly connected to the power port on the <strong>Duet base</strong> and the wall jack. If the display is still blank, contact the Moneris Merchant Service Centre for assistance.</td>
</tr>
<tr>
<td>Display lighting is too bright or too dark</td>
<td>The contrast setting is too high or too low. Check the <strong>contrast setting</strong> and increase or decrease it to work with the lighting at the terminal location.</td>
</tr>
<tr>
<td>Magnetic Stripe Card reader won't read cards.</td>
<td>Try swiping the card more quickly or more slowly, or from the front of the reader towards the back. Try swiping a different card. If this card can be read, the problem is with the first card. Request another form of payment. Use a Head Cleaning Card to clean the card reader (a.k.a. the magnetic stripe reader or MSR). Contact the Moneris Merchant Service Centre if you need Head Cleaning Cards. If the card reader still won't read cards, contact the Moneris Merchant Service Centre for assistance.</td>
</tr>
<tr>
<td>Leftmost LED on the contactless reader is not lit up.</td>
<td>Check that the modular <strong>contactless reader</strong> is securely connected to the terminal or to the top of the Vx810 PINpad.</td>
</tr>
<tr>
<td>Nothing is possible on the terminal after initial communications configuration is completed: not initialization, not transactions</td>
<td>Contact the Moneris Merchant Service Centre for assistance.</td>
</tr>
<tr>
<td>Printer Jam</td>
<td>Open the <strong>printer</strong> and check that:</td>
</tr>
<tr>
<td></td>
<td>• the paper feed is clear.</td>
</tr>
<tr>
<td></td>
<td>• the paper roll is seated correctly.</td>
</tr>
<tr>
<td></td>
<td>Close the printer lid and ensure that it is closed completely.</td>
</tr>
</tbody>
</table>
10. Troubleshooting

<table>
<thead>
<tr>
<th>HARDWARE PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>When the problem is fixed, the printer will finish printing the receipt or report that was in progress. If necessary, reprint the transaction.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Debit transactions cannot be performed until the printer problem is fixed. Credit transactions can be performed manually if necessary.</td>
</tr>
</tbody>
</table>

10.4 Additional Documentation

Additional documentation for the Vx810 Duet can be accessed in a number of ways:

- On performing transactions and end-of-day procedures, please refer to the *Moneris Vx810 Duet Using Your Terminal* guide shipped with your hardware. Visit [moneris.com/guides](http://moneris.com/guides) to download a free PDF copy.
- On setting up your terminal, please refer to the *Moneris Vx810 Duet Setting up Your Terminal* guide also shipped with your hardware. Visit [moneris.com/installation](http://moneris.com/installation) to download a free PDF copy.
- For access to a webhelp copy of this PDF, please refer to the *Moneris Vx810 Duet Webhelp* accessible at [moneris.com/manuals](http://moneris.com/manuals).

10.5 Merchant Direct Secure Message Centre

Log in to [Merchant Direct](http://Merchant Direct) and use the Message Centre to send a secure message directly to the Moneris Merchant Service Centre.

10.6 Telephone Assistance

Contact Telephone Assistance when you need:

- to order POS stationary supplies including printer rolls
- to resolve balancing issues
- to solve problems with your terminal
- to report a Code 10 situation
- assistance changing your terminal configuration
- [Credit Voice Authorizations](http://Credit Voice Authorizations)

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*Please Contact the Moneris Merchant Service Centre*

Toll free 1-866-319-7450
10. Troubleshooting

24 hours a day, 7 days a week