



INGENICO iWL25X

2018 Paymark Software
Operating Manual



Version
1.0

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DOCUMENT OWNER:

All changes to this document must be approved and signed off before release by the Marketing Manager.

REVISION RECORD

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1 INTRODUCTION

This document serves as a comprehensive guide to the operation of Skyzer's Ingenico iWL25X EFTPOS terminal in New Zealand.

2 HARDWARE OVERVIEW

2.1 The INGENICO iWL25X Terminal

The Ingenico iWL25x terminal consists of the following elements:

The iWL25x Terminal Handset:



The iWL200 cradle that comes with the iWL25x terminal provides the charging connection.



The power adapter that connects the terminal to a 5VDC supply via 240VAC power outlet:



Lithium-ion battery that connects to iWL25x terminal.



2.1.1 Features of the iWL25X



Figure 1 – Features of the Ingenico iWL255

2.1.2 The iWL25x Keyboard

The keyboard is comprised of the 0 to 9 keys. They are used for data entry (amount, PIN and manual card number entry).

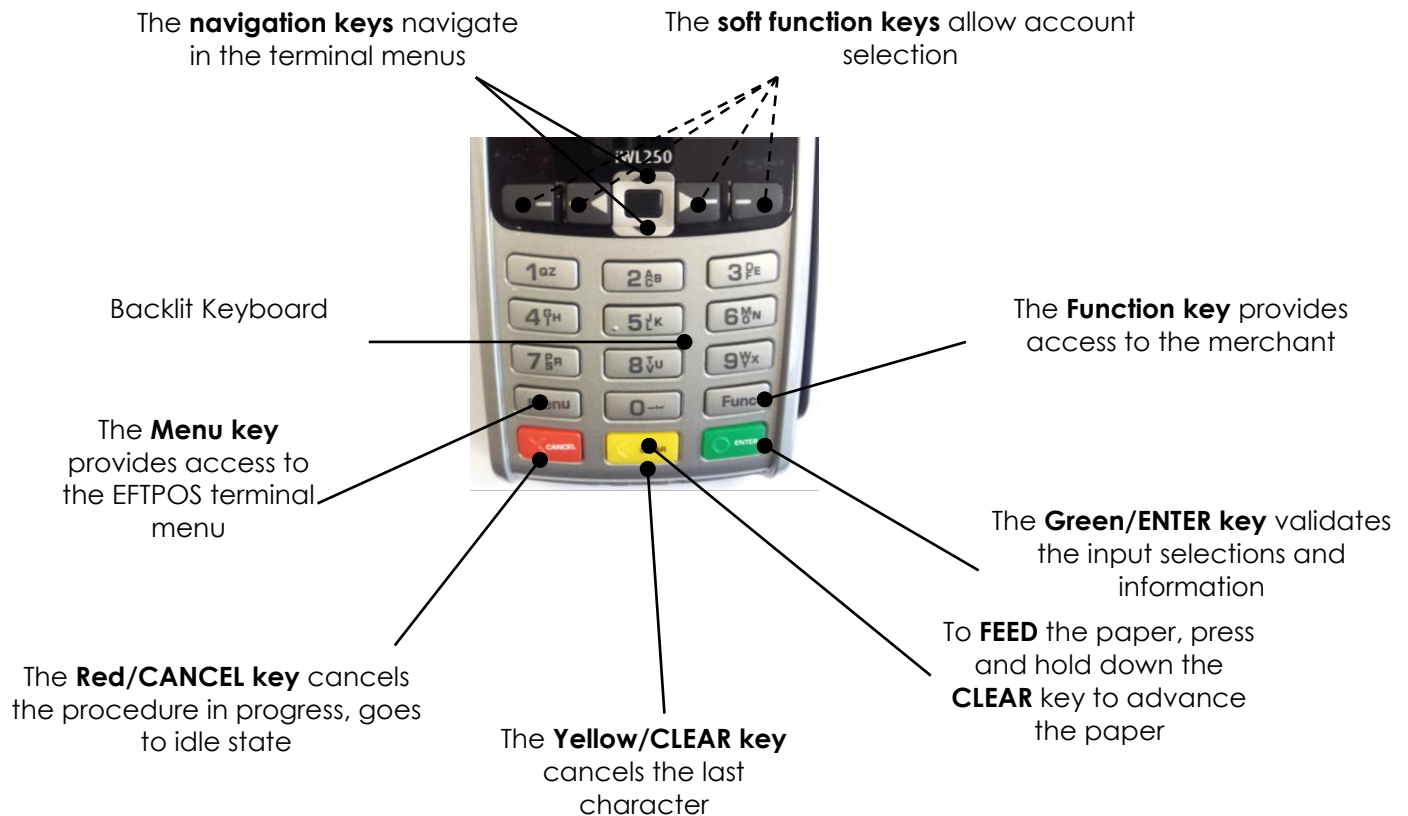


Figure 2 – Keyboard of Ingenico iWL25X

The keyboard layout consists of:

- Keyboard (0 through 9)/
- Red/CANCEL/NO key/
- Yellow/CLEAR/NO key/
- Green/ENTER/YES input key/
- MENU key/
- FUNC (Function) key/
- Soft function keys/Navigation keys located directly under the display to allow the user to select alternate options on the display.

Green/ENTER Key

The ENTER key is used to signal the end of a data entry sequence or a YES response to a question.

Yellow/CLEAR Key

The CLEAR key is used to clear data that has been entered incorrectly or to signal a NO response to a question.

This is also used to **FEED** the paper on the receipt printer by pressing and holding down the CLEAR key.

Red/CANCEL Key

The CANCEL key is used to cancel the current action and return to the previous display or in some instances to the main display.

FUNC Key

The FUNCTION key is used to enter the function menu.

MENU Key

The MENU key is used to access EFTPOS terminal menus.

'Soft' Function Keys

These are the four keys located just below the display screen. They are controlled by the software and their function changes depending on the prompts displayed on the bottom line of the display. The function of these keys is displayed on the bottom line when they are available for use.

Alphanumeric Key Entry

The alphanumeric keys are grouped in the following way.

1 Q Z <space> ? - q z	2 A B C a b c	3 D E F d e f
4 G H I g h i	5 J K L j k l	6 M N O m n o
7 P R S p r s	8 T U V t u v	9 W X Y w x y
MENU	0 . , # * % \$ & @ () / + = _	FUNC

To enter an alpha letter, first press the corresponding number key and then press the **FUNC** key to scroll through the alpha letters for that key.

2.1.3 Card Reader

Magnetic Stripe Card

The card can be read either from bottom to top or from top to bottom, with the stripe facing the terminal. Use a regular movement in order to ensure a reliable card read.



Smart Card (IC Card)

Insert the card horizontally with the metallic chip facing upwards and leave in position throughout the transaction.

Only remove the card when prompted by the terminal.



Contactless Card

Bring the card firmly up to the active zone above the display (at about 1cm). Keep the card close to the display during the transaction.

Your contactless terminal has a row of four status lights that are visible on display.

- When a contactless transaction is started the first (left hand) status light will be steadily; this indicates that the contactless display is in use but a card is not being read.
- When the contactless card is presented to the contactless active zone during a transaction the second, third and fourth status lights will be lit in turn. The card read is successful all four status lights are lit and the confirmation tone is heard.



2.1.4 Installing Paper Roll

- Open the paper compartment by lifting the catch located at the rear of the terminal and pull the cover to the rear of the terminal.



- Insert the paper roll into the compartment, following the directions shown on the below picture.



- Pull the paper up to the top of the terminal.
- Maintain the paper and close the cover.
- Press simultaneously on both upper corners of the paper compartment, as shown by red arrows below, until it clips into position.



2.1.5 Installing the Battery

- Turn the terminal over and unclip the cover by pushing on the clips with your nails as shown by the arrows in the picture.



- Take out the battery pack which is included in the box and locate the battery's connector beside the battery compartment.
- Plug the battery pack connector into the socket, making sure it clicks into place, as shown.



- Place the battery pack into its compartment.
- Check that the wires are flat and close the cover.



2.1.6 Power ON Terminal

To power on iWL25X terminal, simply press the **ENTER/Green Key**.



2.1.7 Power OFF Terminal

To power off iWL25X terminal, simply press and hold down the **CLEAR/Yellow** and **FUNC** key together. Ensure the terminal is not connected to the charger and off the base when perform this function.



2.1.8 iWL255 Base Configuration Charging

Charging Base

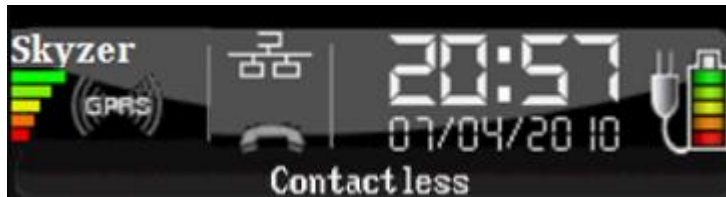
- Plug the power supply's DC connection into the power socket on the charging base as shown below.
- Connect the power supply unit to the mains network and switch on.
- Place terminal on the charging base to initiate the battery charging process.

Power Socket



2.1.9 Communication Icon Status for GPRS and 3G

When GPRS communications is enabled, the status of the modem is displayed on the top left hand side



Is displayed when terminal is powered-on to indicate GPRS communications is supported.



As terminal attempts to register with the mobile communications provider this icon is displayed.



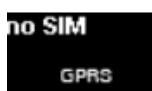
When terminal registers with the network provider it will display this icon.

In addition to the "GPRS" icons the network name of the mobile communications provider is also displayed e.g. Vodafone



A GPRS signal strength indicator is also displayed.

Other GPRS conditions that may be displayed:



SIM card not detected.



SIM card locked and entry of code is required.

2.1.10 iWL252 Bluetooth Base Configuration

There is one base design used for docking the iWL series terminal. The iWL bases bring comfort, efficiency and robustness to the merchant thanks to its design made for an ultra-fast docking.

The iWL25x base range is composed of 3 designs:

- Charging only base
- Ethernet and Dial up Modem base
- Bluetooth base



Figure 3 – Feature of iWL252 Base

2.1.11 Bluetooth Communication Icon Status

Ingenico IWL252 terminals support Bluetooth communications to pass and receive data with a base. To provide the status of the Bluetooth link, the following icons will be displayed in segment 2 of the status header



If terminal exceeds maximum operating range from its Base, the Bluetooth link is broken, and only this icon will be displayed.



When Terminal is within range of its Base and Bluetooth link has been interrupted, this icon is displayed until connection is re-established.



When Terminal registers with the Network provider it will display this icon.

Note: Bluetooth Connectivity complies with Bluetooth v2.1 EDR (Enhanced Data Rate) – Class 1. Operating range is subject to site location and prevailing conditions: Indoor, up to 70m typically; Outdoor, up to 250m with clear line of sight.

In addition to the red and blue Bluetooth status icons, segment 2 also displays the Base Name, up to 9 alphanumeric characters above the “B”.



A signal strength indicator is also displayed

2.1.12 Power Icon

The header also provides the status of battery condition and mains power connection when an iWL terminal is on or off its Base. Explanation of some of the icons provided below.

The power plug  icon is only displayed with the battery when terminal is:

- on its Base, or
- Receiving power from the USB connection when off the Base.

1. Battery not installed



2. Battery fully discharged



3. Battery is partially charged Or charging up



4. Battery is fully charged



3 ADMINISTRATION

3.1 Passwords

The following passwords are used for configuration and testing:

FUNCTION	
DESCRIPTION	PASSWORD
Enable/Disable Surcharge	8
Enable/Disable Credit Account Prompt	11 and then 8099
Adjust timeout at PRESENT/INSERT OR SWIPE CARD prompt	12
Display Battery Status	20
* TETRA ONLY - Activate/Deactivate WIFI Support	71
* TETRA ONLY WIFI SSID Setup	72
Display Serial Number (last 8 digits)	74
Restart Terminal	FUNC + CLEAR or 86
RKI Configuration	7418 – Opt 5
RKI Initialization	87 then 6987
Upload EOVS/Contactless Transactions	88
Terminal Application Version	99
Enable / Disable Extra Charges (Hospitality only)	100
Reset Terminal Management System Download	1234
Terminal Management System Configuration	2467
Terminal Management System Download	2468
Reset GPRS Link	3823
EFTPOS Configuration	3824
Configure Receipt Header and Footer	3825
Enable/disable Activata	4001
Activata Merchant Configuration	4824
SKYLink - Interface Type	6628
SKYLink - Interface Com Port	6629
*iWL ONLY - Bluetooth Terminal/Base Pairing and Un-pairing Functions	0 and then 6988
Enable/disable Terminal Functions	7415
Merchant Configuration	7418 <ul style="list-style-type: none"> ➤ Activate/deactivate Multi Merchant Opt 3 ➤ Configure Merchant Name Opt 4 ➤ RKI Configuration Opt 5 ➤ Master Memory Reset Opt 8
* TETRA Only - Activate/deactivate contactless	7418 – Opt 7

Reset Single Merchant Configuration	9902
Diagnostics	9904
Training Mode	9999
Pure Commerce CSE Connection Test	3025700
Pure Commerce CSE BIN Range Download	3025701
Pure Commerce CSE Rates Table Download	3025702
Pure Commerce CSE Configuration	3025703
Print Pure Commerce CSE Rates Table	3025705
Pure Commerce CSE Memory Reset	3025706
Enable/Disable Pure Commerce	3025707

3.2 Shortcut Keys


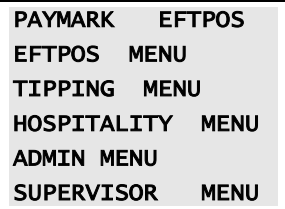


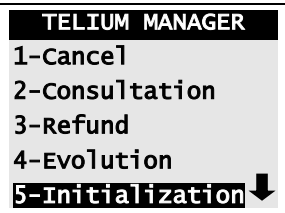
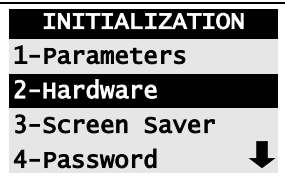
Shortcut keys have been programmed on the Ingenico terminals for easy and quick access to frequently used menus. To access these menus, press the following keys on the terminal from the idle screen.

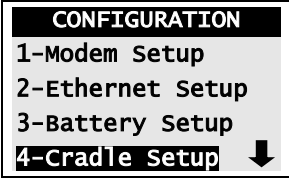

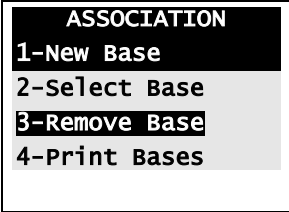
Description	Shortcut Key
PURCHASE	F1
CASHOUT	F2
REFUND	F3
LOGON	F4
Print Pending Transaction List	0
Duplicate Receipt	3
Restart Terminal	FUNC + Clear

4 IWL 252 Bluetooth Terminal/Base Pairing and Un-pairing Functions

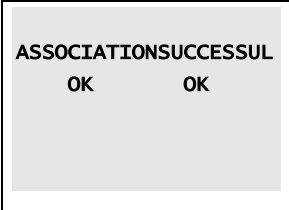
The iWL252 Bluetooth terminal requires pairing, or associating with its base before use. When paired, the terminal must be returned and correctly positioned on its base. A terminal that has been paired to a base can only be re-assigned to a new base when it is unpaired, or disassociated from its original base.

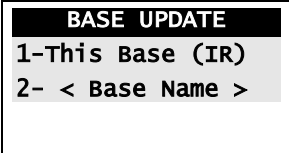
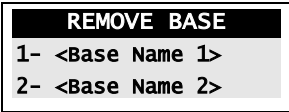

Note: The base must be powered-on to perform the pairing and un-pairing functions

Step	Terminal Display	Comment
1.0		Press MENU
2.0		Enter 0 (Zero) Key
3.0		Key in 6988 or 62624371 followed by ENTER
4.0		Press 0 (Zero) to select TELIUM MANAGER NOTE: DO NOT SELECT ANY OTHER FUNCTIONS
5.0		Press 5 to select INITIALIZATION NOTE: DO NOT SELECT ANY OTHER FUNCTIONS
6.0		Press 2 to select HARDWARE NOTE: DO NOT SELECT ANY OTHER FUNCTIONS

- 7.0  Press **4** to select **CRADLE SETUP**
- 8.0  Press **1** to select **ASSOCIATION**
- 9.0 

Pairing Base
Press **1** to select **NEW BASE** to associate terminal with that base



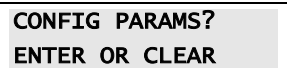
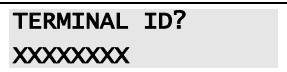
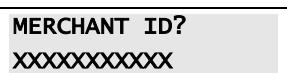

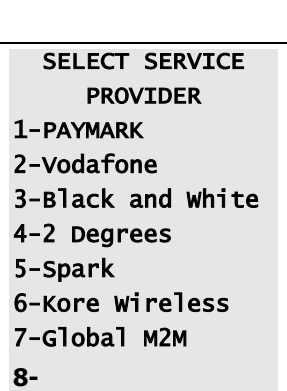


Unpairing Base
To disassociate terminal from a base, select option **3 – 'REMOVE BASE'**. Proceed with step 12.0
- 10.0  On selecting '**NEW BASE**' option, the terminal will immediately perform association with that base. The terminal will display the outcome of the association attempt.

Press **ENTER**.
- 11.0  When the terminal is successfully associated with a base, the terminal will prompt for '**BASE UPDATE**' menu. Select option **1**; the base that the terminal is newly associated with to configure the base i.e. Modem configuration.
- 12.0  If '**REMOVE BASE**' was selected, the terminal will display the name of the bases it is associated with. Select the name of the base to disassociate from followed by **ENTER**.
- 13.0  Press the **CANCEL** key unless and until you exit out from the menu and return to idle screen.

5 SET UP

5.1 IWL255 EFTPOS Configuration

The EFTPOS Configuration option enables the terminal to be configured to operate as an EFTPOS terminal and must be done before the terminal can process transactions.




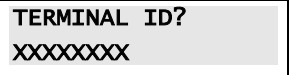
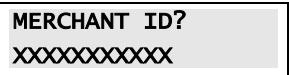

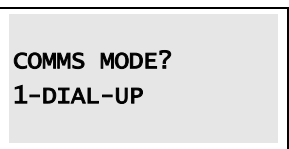


Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 3824 and press ENTER .
3.0		ENTER to configure the parameters or CLEAR to cancel and exit to idle prompt.
4.0		This parameter specifies the Terminal ID assigned by Paymark. Key in the 8 digit terminal ID and press ENTER .
5.0		This parameter specifies the Merchant ID assigned by Paymark. Merchant ID will be automatically configured once terminal ID is keyed in. Press ENTER to confirm the merchant ID is correct and if not, it can be manually over written.
6.0		This parameter specifies the Network International Identifier (by default 001) that the terminal uses to route messages to Paymark. Press ENTER .
7.0		This parameter specifies the GPRS service Provider. By default 1 is selected for Paymark SIM card. Press ENTER. These options are pre-configured and automatically configure the terminal to different SIM providers. Option 8- Allows you to manually configure the APN. Please proceed with step 8.0 to configure the APN details for the SIM card been used.
8.0		<u>Only applicable if option 8 is selected on Step 7.0.</u> Configure the APN of the of the SIM card been used.
9.0		This parameter specifies the GPRS USERNAME . By default this field will be blank. Press ENTER .

- | | | |
|------|---|---|
| 10.0 | PRIMARY
HOST PORT
33876 | This parameter specifies the GPRS Primary Port Number of Paymark network. By default the host port number is set to 33876 . Press ENTER . |
| 11.0 | SECONDARY
HOST PORT
33876 | This parameter specifies the GPRS Secondary Port Number of Paymark network. By default the host port number is set to 33876 . Press ENTER . |
| 12.0 | USE DNS Y/N
1-YES 2-NO | Press the corresponding number key and press ENTER to set for DNS or IP

Option 1 – to allow the terminal to use Paymark DNS address. Option 1 is selected by default. |
| 13.0 | GPRS Primary
HOST DNS
gprs.paymark.co.nz | This parameter specifies the Paymark Primary DNS address. By default, it is set to gprs.paymark.co.nz . Press ENTER |
| 14.0 | GPRS Secondary
Host DNS
gprs2.paymark.co.nz | This parameter specifies the Paymark Secondary DNS address. By default, it is set to gprs2.paymark.co.nz . Press ENTER |
| 15.0 | USE DNS Y/N
2-NO | Option 2 – to allow the terminal to use Paymark IP address. |
| 16.0 | GPRS Primary
HOST IP ADDRESS
117.120.35.3 | This parameter specifies the GPRS Primary IP address. By default, it is set to 117.120.35.3 . Press ENTER . |
| 17.0 | GPRS Secondary
HOST IP ADDRESS
117.120.33.3 | This parameter specifies the GPRS Secondary IP Address. By default, it is set to 117.120.33.3 . Press ENTER . |
| 18.0 | SAVE CONFIG Y/N | Terminal prompts to save configuration. Press ENTER to save configuration on the terminal or CLEAR to exit and return to idle screen. |
| 19.0 | START GPRS Y/N | Terminal prompts to start GPRS link. Press ENTER to start GPRS or CLEAR to exit without starting GPRS link to Paymark. |

5.2 IWL252 Bluetooth EFTPOS Configuration

The EFTPOS Configuration option enables the terminal to be configured to operate as an EFTPOS terminal and must be done before the terminal can process transactions.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 3824 and press ENTER .
3.0		ENTER to configure the parameters or CLEAR to cancel and exit to idle prompt.
4.0		This parameter specifies the Terminal ID assigned by Paymark. Key in the 8 digit terminal ID and press ENTER .
5.0		This parameter specifies the Merchant ID assigned by Paymark. Key in the 11 digit merchant ID and press ENTER .
6.0		This parameter specifies the Network International Identifier (by default 001) that the terminal uses to route messages to Paymark. Press ENTER .
7.0		Select the preferred COMMS mode by pressing the corresponding number key. By default 1-DIAL-UP is always selected. Press 1 for Dial-up configuration followed by ENTER and proceed with the configuration.
8.0		Press 2 for TCP-IP/Dialup as backup configuration followed by ENTER and proceed with the configuration.
9.0		Press 3 for TCP-IP configuration followed by ENTER and proceed with the configuration.

5.2.1 Dial-Up Configuration

- | | | |
|-----|---|---|
| 1.0 | QUICK DIAL?
1-YES 2-NO | This parameter sets up the speed of the terminal to dial. By default is selected as 1-YES or press 2-NO to disable quick dial. |
| 2.0 | DIAL MODE?
1-TONE
2-PULSE
3-TONE/BLIND
4-PLUSE/BLIND | <p>This parameter sets up the way that the terminal dials. Select the preferred mode by pressing the corresponding number key.</p> <p>1 = Tone - is the default setting.</p> <p>In the default dial mode setting 1 (Tone), the terminal uses DTMF tones to dial the number, but only after detecting a valid NZ dial tone. If a valid dial tone isn't detected, "Transmission Error" will be displayed.</p> <p>2 = Pulse Dial – this communication setting is used for the older PABX systems and is rarely used nowadays.</p> <p>3 = Tone/Blind Dial – this is the same as Tone dial, however the modem ignores the health of the dial tone on the line and simply dials the configured phone number to call the host. This is used where the quality of the dial tone is low.</p> <p>4 = Pulse/Blind Dial – this communication setting is used for the older PABX systems and is rarely used nowadays.</p> |
| 3.0 | PABX?
1A
or
1w | <p>Press ENTER to bypass if no PABX prefix is required.</p> <p>This parameter specifies the PABX numbers that the terminal dials to access an outside line.</p> <p>Note: The terminal pauses for 1 second after dialling if a control character 'A' is inserted or to pauses for couple of seconds after dialling if a control character 'W' is inserted after the PABX number. To insert a control character 'A' or 'W', press the corresponding number key and then the FUNC key.</p> <p>To remove a PABX number from the PABX field, press 1 and then press FUNC key until space is displayed followed by ENTER.</p> |
| 4.0 | HOST PHONE NO?
08797 | <p>This parameter specifies the phone number of Paymark network to dial to. By default, the host phone number is set as 08797. Press ENTER.</p> <p>NOTE: If the merchant has the Toll Bar on the site, then key in this phone number 1797 to obtain connectivity to Paymark network.</p> |
| 5.0 | SAVE CONFIG Y/N | <p>Terminal prompts to save configuration. Press ENTER to save configuration on the terminal or CLEAR to exit and return to idle screen.</p> |

5.2.2 TCP-IP with Dial Backup Configuration

- | | | |
|-----|--|---|
| 1.0 | IP PRIMARY
HOST PORT
33876 | This parameter specifies the Primary TCP/IP Port Number of Paymark network. Press ENTER . |
| 2.0 | IP SECONDARY
HOST PORT
33876 | This parameter specifies the Secondary TCP/IP Port Number of Paymark network. Press ENTER . |
| 3.0 | ENABLE DHCP Y/N
1-YES 2-NO | <p>Press the corresponding number key and press ENTER to set the IP address for the terminal.</p> <p>Option 1 – to allow the terminal to dynamically obtain its IP address and proceed with step 7.0. Option 1 is selected by default.</p> <p>Option 2 – to enter in static IP address for the terminal and proceed with step 4.0</p> |
| 4.0 | QUICK DIAL?
1-YES 2-NO | This parameter sets up the speed of the terminal to dial. By default is selected as 1-YES or press 2-NO to disable quick dial. |
| 5.0 | DIAL MODE?
1-TONE
2-PULSE
3-TONE/BLIND
4-PLUSE/BLIND | <p>This parameter sets up the way that the terminal dials. Select the preferred mode by pressing the corresponding number key.</p> <p>1 = Tone - is the default setting.</p> <p>In the default dial mode setting 1 (Tone), the terminal uses DTMF tones to dial the number, but only after detecting a valid NZ dial tone. If a valid dial tone isn't detected, "Transmission Error" will be displayed.</p> <p>2 = Pulse Dial – this communication setting is used for the older PABX systems and is rarely used nowadays.</p> <p>3 = Tone/Blind Dial – this is the same as Tone dial, however the modem ignores the health of the dial tone on the line and simply dials the configured phone number to call the host. This is used where the quality of the dial tone is low.</p> <p>4 = Pulse/Blind Dial – this communication setting is used for the older PABX systems and is rarely used nowadays.</p> |
| 6.0 | PABX?
1A
or
1W | <p>Press ENTER to bypass if no PABX prefix is required.</p> <p>This parameter specifies the PABX numbers that the terminal dials to access an outside line.</p> <p>Note: The terminal pauses for 1 second after dialling if a control character 'A' is inserted or to pauses for couple of seconds after dialling if a control character 'W' is inserted after the PABX number. To insert a control character 'A' or 'W', press the corresponding number key and then the FUNC key.</p> <p>To remove a PABX number from the PABX field, press 1 and then press FUNC key until space is displayed followed by ENTER.</p> |
| 7.0 | HOST PHONE NO?
08797 | <p>This parameter specifies the phone number of Paymark network to dial to. By default, the host phone number is set as 08797. Press ENTER.</p> <p>NOTE: If the merchant has the Toll Bar on the site, then key in this phone number 1797 to obtain connectivity to Paymark network.</p> |

- 8.0 **USE DNS Y/N**
1-YES 2-NO Press the corresponding number key and press **ENTER** to set for DNS or IP
Option 1 – to allow the terminal to use Paymark DNS address. **Option 1 is selected by default.**
- 9.0 **IP Primary**
HOST DNS
direct.paymark.co.nz This parameter specifies the Paymark Primary DNS address. By default, it is set to **direct.paymark.co.nz**. Press **ENTER**
- 10.0 **IP Secondary**
Host DNS
direct2.paymark.co.n This parameter specifies the Paymark Secondary DNS address. By default, it is set to **direct2.paymark.co.nz**. Press **ENTER**
- 11.0 **USE DNS Y/N**
2-NO **Option 2** – to allow the terminal to use Paymark IP address.
- 12.0 **IP Primary**
HOST IP ADDRESS
117.120.34.110 This parameter specifies the Primary Host IP Address. By default, it is set to **117.120.34.110**. Press **ENTER**.
- 13.0 **IP Secondary**
HOST IP ADDRESS
117.120.32.110 This parameter specifies the Secondary Host IP Address. By default, it is set to **117.120.32.110**. Press **ENTER**.
- 14.0 **SAVE CONFIG Y/N** Terminal prompts to save configuration. Press **ENTER** to save configuration on the terminal or **CLEAR** to exit and return to idle screen.
- 15.0 **START TCP-IP Y/N** Terminal prompts to start TCP-IP link. Press **ENTER** to start the link or **CLEAR** to exit without starting.

5.2.3 TCP-IP Configuration

- | | | |
|------|---|--|
| 1.0 | IP PRIMARY
HOST PORT
33876 | This parameter specifies the Primary TCP/IP Port Number of Paymark network. Press ENTER . |
| 2.0 | IP SECONDARY
HOST PORT
33876 | This parameter specifies the Secondary TCP/IP Port Number of Paymark network. Press ENTER . |
| 3.0 | ENABLE DHCP Y/N
1-YES 2-NO | Press the corresponding number key and press ENTER to set the IP address for the terminal.

Option 1 – to allow the terminal to dynamically obtain its IP address and proceed with step 7.0. Option 1 is selected by default.


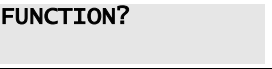

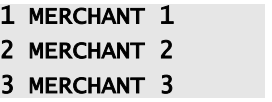
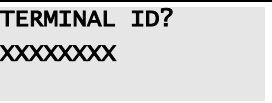
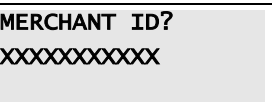
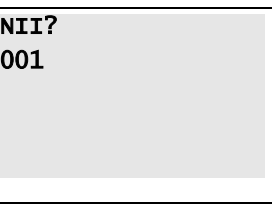
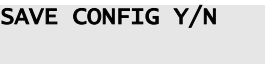
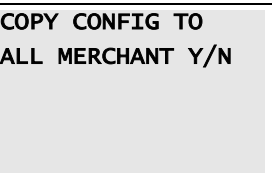
Option 2 – to enter in static IP address for the terminal and proceed with step 4.0 |
| 4.0 | USE DNS Y/N
1-YES 2-NO | Press the corresponding number key and press ENTER to set for DNS or IP

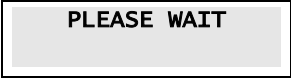
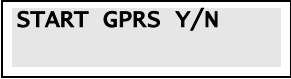

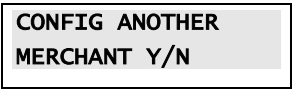
Option 1 – to allow the terminal to use Paymark DNS address. Option 1 is selected by default. |
| 5.0 | IP Primary
HOST DNS
direct.paymark.co.nz | This parameter specifies the Paymark Primary DNS address. By default, it is set to direct.paymark.co.nz . Press ENTER |
| 6.0 | IP Secondary
Host DNS
direct2.paymark.co.n | This parameter specifies the Paymark Secondary DNS address. By default, it is set to direct2.paymark.co.nz . Press ENTER |
| 7.0 | USE DNS Y/N
2-NO | Option 2 – to allow the terminal to use Paymark IP address. |
| 8.0 | IP Primary
HOST IP ADDRESS
117.120.34.110 | This parameter specifies the Primary Host IP Address. By default, it is set to 117.120.34.110 . Press ENTER . |
| 9.0 | IP Secondary
HOST IP ADDRESS
117.120.32.110 | This parameter specifies the Secondary Host IP Address. By default, it is set to 117.120.32.110 . Press ENTER . |
| 10.0 | SAVE CONFIG Y/N | Terminal prompts to save configuration. Press ENTER to save configuration on the terminal or CLEAR to exit and return to idle screen. |
| 11.0 | START TCP-IP Y/N | Terminal prompts to start TCP-IP link. Press ENTER to start the link or CLEAR to exit without starting. |

5.3 EFTPOS Configuration for Multi Merchant

For a multi-merchant terminal each merchant has its own configuration.

Prior to configuring the terminal for multi-merchant, refer to page 35 to setup the required number of active merchants on the terminal. Once assigned then proceed with the following steps to configure the terminal for multi merchant.








Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 3824 and press ENTER .
3.0		ENTER to configure the parameters, CLEAR to cancel and exit to idle prompt.
4.0		Select the corresponding number on the terminal to select the Merchant to proceed with configuration followed by ENTER .
5.0		This parameter specifies the Terminal ID that Paymark assigns to the terminal. Press ENTER .
6.0		This parameter specifies the Merchant ID assigned by Paymark. Press ENTER .
7.0		This parameter specifies the Network International Identifier (by default 001) that the terminal uses to route messages to Paymark. Press ENTER . Proceed with the EFTPOS configuration as normal for the preferred communication method.
8.0		Terminal prompts to save configuration. Press ENTER to save configuration on the terminal or CLEAR to exit and return to idle screen.
9.0		This feature allows the merchant to copy the configuration from COMMS mode and below to the entire active merchants if communicating through same medium. Press ENTER to copy the current configuration to the entire active merchants or CLEAR to cancel and proceed with configuring each merchant for its required COMMS mode.

- 10.0  **PLEASE WAIT** will be displayed while copying the current merchant configuration to the other active merchants.
- 11.0  Terminal prompts to start GPRS link. Press **ENTER** to start GPRS or **CLEAR** to exit without starting GPRS link to Paymark
- 12.0  **GPRS STARTING PLEASE WAIT** will be displayed while the terminal restarts the GPRS link.
- 13.0  Press **ENTER** to proceed with the configuration of the next merchant or **CLEAR** to cancel and exit out from the merchant configuration.

5.4 Multi-Merchant Configuration


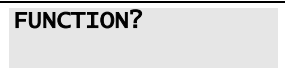


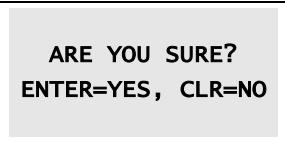
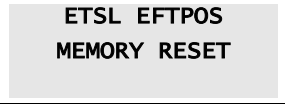

This function is used to configure the terminal for Multi-merchant operation. The terminal can support up to 8 Merchants.

NOTE: After activating the Multi-Merchant configuration, please return to EFTPOS configuration for Multi-Merchant **Function 3824** to enter the Terminal and Merchant ID's for the active merchants.

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 7418 , press ENTER
3.0		Terminal is now in configuration mode. Go to following steps to proceed or press CANCEL to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
4.0		<p><u>Press 3 to Set Active Merchants</u></p> <p>Enter the number (from 1 – 8) for each individual merchant you wish to activate and press ENTER</p> <p>Example: To activate merchants 1 to 5, enter 12345</p>
5.0		Terminal is now in configuration mode. Go to following steps to proceed or press CANCEL to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
6.0		<p><u>Press 4 to Set Merchant Name</u></p> <p>To change the merchant name, use the numeric keypad then the FUNC key to access the alpha characters. Press ENTER to advance to the next merchant name</p>
7.0		Terminal is now in configuration mode. Go to following steps to proceed or press CANCEL to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity






5.4.1 Master Memory Reset

This function allows the merchant to reset the memory of the entire active merchants on the terminal.

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 7418 , press ENTER
3.0		Terminal is now in configuration mode. Go to following steps to proceed or press CANCEL to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
4.0		<u>Press 8 to Delete Terminal Configuration</u> To delete the Terminal Configuration of the entire active merchants, press ENTER or CLEAR to return to MULTI MERCHANT SETUP screen.
4.1		Press ENTER to proceed with deleting the entire active merchant's terminal configuration or CLEAR to return to MULTI MERCHANT SETUP screen.
4.2		This message will be displayed on the terminal for few seconds when resetting the memory to factory default.
5.0		Terminal is now in configuration mode. Press CANCEL to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity

5.4.2 To Deactivate Multi-Merchant Configuration

This function allows the merchant to deactivate multi-merchants on the terminal if not required.

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 7418 , press ENTER
3.0		Terminal is now in configuration mode. Go to following steps to proceed or press CANCEL to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
4.0		<p><u>Press 3 to Deactivate Active Merchants</u></p> <p>Terminal will display with all active merchants that was previous configured. To deactivate multi-merchant from the terminal, key in the active merchant number that the merchant desire to have active followed by the ENTER. This will result in deactivating the other active merchants on the terminal. Example: To deactivate merchants 2 to 5, enter the merchant number 1 to have active and other active merchants will be deactivated.</p>
5.0		Terminal is now in configuration mode. Press CANCEL to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity

5.5 Contactless

All new Contactless cards include the latest advanced security features required by the payment card industry. Payments are processed through the same secure Visa/MasterCard technology as Chip and PIN transactions.

Contactless transactions are covered by the same fraud protection as Chip and PIN transactions. Contactless also offers an extra level of security by allowing the customer to retain control of their card at all times, preventing behind the counter fraud from taking place.

Payments are made via radio wave communication between the customer's contactless credit card and the contactless device; contactless cards have an antenna embedded in the card plastic.

By simply holding the contactless card within a few centimetres of the contactless device, at the point of sale, the card is detected and the chip in the card is powered on. This allows a wireless communication link to be established between the card and the reader enabling the transfer of information which takes less than half a second to complete.

As soon as the transaction is complete, the contactless device will display a row of four green lights, indicating that the contactless card can be moved away from the reader.


Ingenico terminals are fully compatible with the global EMV standards, as well as Visa's PayWave and MasterCard's PayPass.

Contactless card processing is fast, secure and convenient, no more fumbling for change or traditional card reading to hold up queues.

5.5.1 Contactless Configuration

This function allows the merchant to activate the contactless functionality on the iWL250 device.



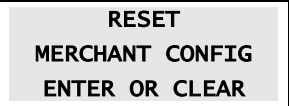
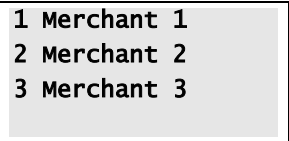

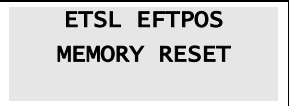
Perform the following steps to enable contactless.

Step	Terminal Display	Description
1.0		Press F (MENU)
2.0	<pre>PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU</pre>	Press 0 (Zero) key
3.0	<pre>ENTER PASSWORD?</pre>	Enter 6988 followed by ENTER
4.0	<pre>FUNCTIONS 0 - TELIUM MANAGER</pre>	Press 0 (Zero) to select TELIUM MANAGER NOTE: DO NOT SELECT ANY OTHER FUNCTIONS
5.0	<pre>TELIUM MANAGER 1-Cancel 2-Consultation 3-Refund 4-Evolution 5-Initialization ↓</pre>	Press 5 to select Initialization NOTE: DO NOT SELECT ANY OTHER FUNCTIONS
6.0	<pre>INITIALIZATION 1 - Parameters 2 - Hardware 3 - Password 4 - Header 5 - Beep on Key</pre>	Press 1 to select Parameters NOTE: DO NOT SELECT ANY OTHER FUNCTIONS

- 7.0
- | INITIALIZATION | |
|-----------------|--|
| Date and time | |
| Language | |
| Terminal Number | |
| Currency | |
| Pabx | |
| Pinpad | |
| Contactless | |
| Swipe | |
| Serial Number | |
| Network Access | |
| Cash Connection | |
| T.M.S | |
- Press the down arrow key until **Contactless** is highlighted. Press **ENTER** to access the function.
- 8.0
- | CONTACTLESS | |
|-------------|----------------------------------|
| NO | <input type="radio"/> |
| YES | <input checked="" type="radio"/> |
- Press the down arrow key to select **YES** to enable contactless functionality on the terminal or **NO** to disable the contactless functionality on the terminal.
- 9.0
- | SERIAL LINK | |
|-----------------|----------------------------------|
| Internal | <input checked="" type="radio"/> |
| COM0 | <input type="radio"/> |
| USB | <input type="radio"/> |
- Press the down arrow key to select **INTERNAL** to have the contactless functionality enabled on followed by **ENTER**
- 10.0
- | INITIALIZATION | |
|-----------------|--|
| Date and time | |
| Language | |
| Terminal Number | |
| Currency | |
| Pabx | |
| Pinpad | |
| Contactless | |
| Swipe | |
| Serial Number | |
| Network Access | |
| Cash Connection | |
| T.M.S | |
- Press the **CANCEL** key to exit out from this menu
- 11.0
- | PRINT PARAM. RECEIPT? | |
|-----------------------|--|
| | |
- Terminal will prompt to **PRINT PARAM. RECEIPT?** Press **ENTER** to print off the receipt or **CANCEL** to exit to idle screen without printing of the receipt.

5.6 Single Merchant Memory Reset Configuration

This function allows the merchant configuration to be reset to factory default values.

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 9902 and press ENTER .
3.0		Press ENTER to reset the merchant configuration or CLEAR to cancel and return to idle screen.
4.0		Only applicable with Multi-Merchant setup. Select the corresponding number on the terminal to select the Merchant followed by ENTER .
5.0		Terminal displays PLEASE WAIT while retrieving the default merchant configuration.
6.0		Terminal prompts ETSL EFTPOS MEMORY RESET while resetting the merchant configuration and returns to idle.

NOTE: The above function is performed to delete the configuration for the selected merchant only.





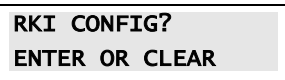

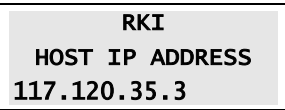


5.7 Remote Key Injection (PKMS)

The Ingenico iWL250 terminal supports Remote Key Injection technology to enable automated injection of security keys from Paymark.

5.7.1 Remote Key Injection (PKMS) Configuration







This function is used to configure the Remote Key Injection operation and can be performed through GPRS mode.

GPRS RKI Configuration

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 7418 , press ENTER
3.0		Terminal is now in configuration mode. Go to following Steps to proceed or Press CANCEL to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
4.0		Select option 5 for RKI configuration by pressing the corresponding number key.
5.0		Press ENTER to proceed with the RKI configuration or CLEAR to cancel and exit to idle screen
6.0		This parameter specifies the Network International Identifier that the terminal uses to route messages to Paymark. Press ENTER .
7.0		This parameter specifies the RKI HOST IP ADDRESS of the Paymark, where it will be connecting to download the keys. By default, the RKI (PKMS) Host IP Address is set as 117.120.35.3 .
8.0		This parameter specifies the RKI HOST PORT of the Paymark, where it will be connecting to download the keys. By default, the RKI (PKMS) Host Port is set as 7540 .
9.0		Terminal is now in configuration mode. Press CANCEL to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity

5.7.2 Remote Key Injection (PKMS) Initialisation

This function allows the Paymark security keys to be injected into the terminal through the following steps below.




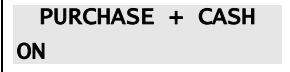


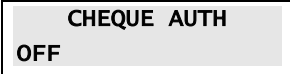





Step	Terminal Display	Description
1.0		Press FUNC
2.0		Key in 87 and press ENTER
3.0		Key in 6987 and press ENTER
4.0		Terminal starts to download remote keys into the terminal from the Paymark host.
5.0		Terminal has begun to download the keys into the terminal.
6.0		RKI logon was successful to download the keys to the terminal.

After a successful RKI (PKMS) key injection into the terminal, a merchant logon can be initiated and successfully completed with an ACCEPTED response, the terminal is ready to process transaction.

5.8 Enable/Disable Terminal Functions

This menu allows certain terminal functions to be enabled or disabled as required.

NOTE: To enable or disable any function in the terminal, press the **F1** key (left soft key on the terminal) to toggle between **ON** and **OFF** and to scroll back to the previous function, press the **CLEAR** key.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Key in 7415 followed by ENTER
3.0		Press F1 to enable or disable the CASH OUT function followed by ENTER .
4.0		Press F1 to enable or disable the PURCHASE + CASH function followed by ENTER .
5.0		Press F1 to enable or disable the CONTACTLESS RECEIPT function followed by ENTER .
6.0		Press F1 to enable or disable the PRE-PRINTING function followed by ENTER . By default the Pre-printing is disabled.
7.0		Press F1 to enable or disable the CHEQUE AUTHORISATION function followed by ENTER .
8.0		Press F1 to enable or disable the INSTANT TIPPING function followed by ENTER .
9.0		Press F1 to enable or disable the CREDIT CARD HOSPITALITY function followed by ENTER .
10.0		Press F1 to enable or disable the CUSTOMER COPY function followed by ENTER . This function enables the merchant to print only merchant copy receipt
11.0		Press F1 to enable or disable the PROMPT CUSTOMER COPY function followed by ENTER . This function gives the merchant an option to print both merchant and customer copy or just a merchant copy.
12.0		Press F1 to enable or disable the ALERT DECLINE function followed by ENTER .

13.0



INTERFACED
OFF


Press **F1** to enable or disable the **INTERFACED** function followed by **ENTER**.

NOTE: Reseller's are no longer required to contact Skyzer Technologies to obtain SKYLink interface License key.

5.9 Configure Receipt Header and Footer

This function allows the merchant to customize the receipt merchant name and address lines.

NOTE: The footer line will only be printed off on customer copy of the receipt.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0	FUNCTION?	Enter 3825 , press ENTER
3.0	CONFIG RECEIPT HEADER & FOOTER? ENTER OR CLEAR	Press ENTER to configure the parameters or CLEAR to cancel and return to idle screen
4.0	ERASE EXISTING HEADER & FOOTER? ENTER OR CLEAR	Only applicable if header and footer was previously configured Press ENTER to erase the existing header and footer that were previously configured on the terminal or CLEAR to keep the previous configuration and make minor alteration to the header and footer.
5.0	MERCHANT NAME XXXXXXXXXXXXXXXXXX	This parameter specifies the Merchant Name. It can be configured by entering the desired Merchant Name use the numeric keypads then the FUNC key to access the alpha characters then press ENTER Note: Up to 20 characters can be entered per line.
6.0	ADDRESS LINE 1 XXXXXXXXXXXXXXXXXX	This parameter specifies the address in which you would like to appear on printed receipt. It can be configured by entering desired address use the numeric keypads then the FUNC key to access the alpha characters then press ENTER NOTE: Two address lines can appear on printed receipt Example: Address Line 1 - 1066 COOKS RD
7.0	ADDRESS LINE 2 XXXXXXXXXXXXXXXXXX	This parameter specifies the address in which you would like to appear on printed receipt. It can be configured by entering desired use the numeric keypads then the FUNC key to access the alpha characters then press ENTER Example: Address Line 2 - PENROSE
8.0	FOOTER LINE 1 XXXXXXXXXXXXXXXXXX	This parameter allows up to ten lines of text to be printed at the bottom of the cardholder's copy of the receipt. It can be configured by entering desired footer use the numeric keypads then the FUNC key to access the alpha characters then press ENTER
9.0	FOOTER LINE 2 XXXXXXXXXXXXXXXXXX	Prompts will be shown for successive footer lines.

NOTE: To centre text – begin the line by adding the required number of spaces before keying in text. To insert a space, press **1** followed by the function **FUNC** key 5 times for a single space. Repeat until required numbers of spaces have appeared.

Refer below for **Alphanumeric Key Entry** guide.



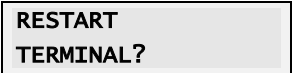
The alphanumeric keys are grouped in the following way.

1 Q Z <space> ? – q z	2 A B C a b c	3 D E F d e f
4 G H I g h i	5 J K L j k l	6 M N O m n o
7 P R S p r s	8 T U V t u v	9 W X Y w x y
MENU	0 . , # * % \$ & @ () / + = _	FUNC

To enter an alpha letter, first press the corresponding number key, and then press the **FUNC** key to scroll through the alpha letters for that key.


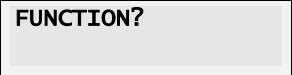
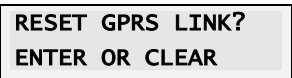
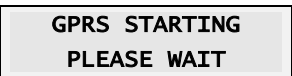
5.10 Restart Terminal

This function allows the merchant to restart the terminal by following the steps below:

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 86 and press ENTER .
3.0		Press ENTER to restart the terminal or CLEAR to cancel and return to idle screen.

5.11 Reset GPRS Link

This function allows the merchant to reset GPRS link.

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 3823 and press ENTER
3.0		Press ENTER to select to reset GPRS link or CLEAR to exit and return to idle screen.
4.0		Resets the GPRS link and then returns to idle screen.

6 SKYLINK

6.1 1 and 2 Way Interface Link

Ingenico terminals have been certified to link directly for interfacing as 1 or 2 way on approved POS system by Skyzer Technologies.




Please contact Skyzer Technologies to obtain a list of Accredited POS Vendor List for interfacing.

6.2 SKYLink Interface Type

This function provided the option for the interface link that Ingenico terminal supports.

Perform the steps below to select the appropriate interface type.



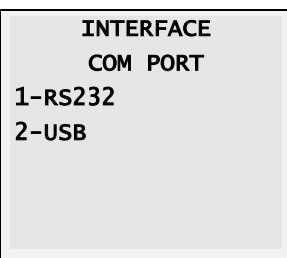

NOTE: Please ensure that INTERFACED is enabled through FUNC 7415 prior to selecting interface type.

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 6628 and press ENTER
3.0		<p>Press the corresponding number key to select the appropriate interface type followed by ENTER key.</p> <p>1-SKYZER (supports 2 way interface link. Also supports Quest (V-Touch and Versa Term) POS system as 1 way link)</p> <p>2-LEGACY (supports 1 way interface link for TOWA model. Please see accredited POS Vendor List for models)</p> <p>3-CASIO (Supports 1 way interface link for Casio models)</p> <p>4-SHARP (Supports 1 way interface link for Sharp models. Please note that Sharp POS system is not compatible currently with ICT/iWL terminals)</p>

6.3 SKYLink Interface Com Port

This function allows selecting the com port type to have the interface link operate on.

Perform the steps below to select the com port type on the ingenico terminal.

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 6629 and press ENTER
3.0		Press the corresponding number key to select the appropriate interface com port type followed by ENTER key. 1-RS232 (This will be selected if the interface link will be communicating via serial cable) 2-USB (This will be selected if the interface link will be communicating via USB cable. Please ensure to load the Telium USB driver to allow the communication to take place via USB cable)
4.0		Press ENTER to reset the interface com port or CLEAR to exit out without resetting the interface com port.


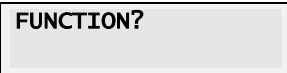
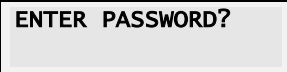

NOTE: In the event if the POS system is not communicating with the terminal, please perform the above steps to reset the interface link and com port. Repeat the same steps again to set it up with correct settings and save the changes. After that, restart the terminal by pressing and holding down the **FUNC + CLEAR** key for 2 seconds. This will reset the interface link and start communicating with the POS system.

7 CREDIT ACCOUNT PROMPT

7.1 Disable Credit Account Prompt


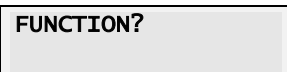
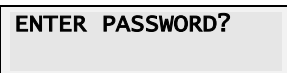

This function allows merchant to disable the credit account prompt from displaying at the account selection screen.

Note: This will apply to merchants that support debit cards only.

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 11 and press ENTER
3.0		Enter the password 8099 followed by ENTER .
4.0		Press ENTER to disable credit account or CLEAR to exit out without disabling the credit account. Terminal will return to idle screen afterwards.

7.2 Enable Credit Account Prompt

This function allows merchant to enable the credit account prompt from displaying at the account selection screen.

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 11 and press ENTER
3.0		Enter the password 8099 followed by ENTER .
4.0		Press ENTER to Enable credit account or CLEAR to exit out without enabling the credit account. Terminal will return to idle screen afterwards.

8 TERMINAL MANAGEMENT SYSTEM (TMS)


The terminal can be configured to receive software updates from the Skyzer TMS. This feature is provided solely to allow the terminal to be remotely upgraded.

8.1 TMS Configuration


TMS Configuration must be completed to enable the terminal to download software upgrades via Dialup, Broadband and GPRS.

TMS is not available over dial-up

8.1.1 TCP/IP (Broadband) Configuration


Step	Terminal Display	Comment
1.0		Press FUNC
2.0	FUNCTION?	Enter 2467 and press ENTER .
3.0	TMS CONFIG ENTER OR CLEAR	Press ENTER to configure the TMS parameters, CLEAR to cancel and exit to idle prompt.
4.0	TMS TERMINAL ID? XXXXXXXX	This parameter specifies the TMS Terminal ID which is by default the last 8 digits of the terminal serial number.
6.0	TMS NII 201	This parameter specifies the Network International Identifier that the terminal uses to route messages to TMS. Press ENTER .
7.0	TMS URL www.skyzertms.co.nz	This parameter specifies the TMS URL. By default is set to www.skyzertms.co.nz . Press ENTER .
8.0	PRIMARY HOST IP ADDRESS 202.180.114.12	This parameter specifies the Primary Host IP Address. By default it is set to 202.180.114.12 . Press ENTER .
9.0	PRIMARY HOST PORT 3200	This parameter specifies the Primary Host Port number. By default is set to 3200 . Press ENTER .
10.0	SAVE CONFIG Y/N	Press ENTER to save the configuration or CLEAR to exit without saving configuration.

8.1.2 GPRS Configuration

Step	Terminal Display	Comment
1.0		Press FUNC
2.0	FUNCTION?	Enter 2467 and press ENTER .
3.0	TMS CONFIG ENTER OR CLEAR	Press ENTER to configure the TMS parameters, CLEAR to cancel and exit to idle prompt.
4.0	TMS TERMINAL ID? XXXXXXXX	This parameter specifies the TMS Terminal ID which is by default the last 8 digits of the terminal serial number.
6.0	TMS NII 201	This parameter specifies the Network International Identifier that the terminal uses to route messages to TMS. Press ENTER .
7.0	TMS URL www.skyzertms.co.nz	This parameter specifies the TMS URL. By default is set to www.skyzertms.co.nz . Press ENTER .
8.0	PRIMARY HOST IP ADDRESS 202.180.114.12	This parameter specifies the Primary Host IP Address. By default is set to 202.180.114.12 . Press ENTER .
9.0	PRIMARY HOST PORT 3200	This parameter specifies the Primary Host Port number. By default is set to 3200 . Press ENTER .
9.0	APN? paymarkfreedom.co.nz	This parameter specifies the Access Point Name of the Paymark network or any third party SIM card which has been configured for.
10.0	SAVE CONFIG Y/N	Press ENTER to save the configuration or CLEAR to exit without saving configuration.

8.2 TMS Download


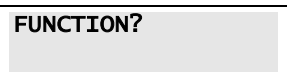
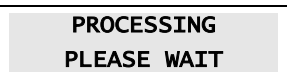
This function allows the merchant to initiate the download of the updated software for the terminal.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0	FUNCTION?	Enter 2468 and press ENTER .
3.0	TMS LOGON? ENTER OR CLEAR	ENTER to download upgraded software or CLEAR to cancel and return to the idle screen.
4.0	TMS ACTION CONNECTING	Establishing the link between the terminal and the TMS host.
5.0	TMS ACTION LOGON	The terminal logs on to the TMS host.
6.0	TMS ACTION PLEASE WAIT	The terminal briefly displays "PLEASE WAIT" and then starts to download the application software on the terminal.
7.0	TMS ACTION FILE DOWNLOAD NZXXXXXXXXXX XXXXXX/XXXXXX	The terminal starts to download the first application software.
8.0	TMS ACTION FILE DOWNLOAD NZXXXXXXXXXX XXXXXX/XXXXXX	The terminal starts to download the second application software.

NOTE: When the terminal has finished downloading the application, the terminal will then restart itself.

8.3 Reset TMS Download

This function allows the merchant to reset the TMS download if the download was failed on the previous attempt.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 1234 and press ENTER .
3.0		Terminal is resetting the TMS download and returns to the idle screen.

NOTE: Upon completion of the reset TMS download, perform **FUNC 2467** to begin EFTPOS application software download again.

9 PURE COMMERCE CURRENCY SELECT EFTPOS (CSE)

Pure Commerce CSE enables your payment terminal to recognize foreign cards automatically and presents your clients with the option to pay in their accustomed or foreign currency.

Ingenico terminals now provide the option for currency selection when paying at the point of sale.

The terminal will use the same merchant number for the transaction, whether performed in the cardholders' currency or in local currency (i.e. NZD). All transactions will be settled together by the terminal for that merchant, but the Card Acquirer will take care of splitting these transactions as required.

The BNZ CSE application will provide two options,

- Chip card transactions
- Magnetic stripe transactions

9.1 CurrencySelect EFTPOS Supported Currencies





CurrencySelect (EFTPOS) is available in 12 currencies and you can accept any international Visa or MasterCard credit card issued in the country of one of these currencies. The available currencies are Australian Dollar (**AUD**), Canadian Dollar (**CAD**), Chinese Yuan (**CNY**), Euro (**EUR**), Hong Kong Dollar (**HKD**), Japanese Yen (**JPY**), Korean Won (**KRW**), Singapore Dollar (**SGD**), South African Rand (**ZAR**), Swiss Franc (**CHF**), UK Pound (**GBP**) and US Dollar (**USD**).

9.2 Enable/Disable Pure Commerce CSE

This function allows the merchant to enable and disable the Pure Commerce CSE application on the terminal.





Enable Pure Commerce CSE Application

Perform the steps below to Enable Pure Commerce CSE application.


Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 3025707 and press ENTER .
3.0		ENABLE DCC will be displayed. Press ENTER
4.0		DCC application has now been activated.

Disable Pure Commerce CSE Application

Perform the steps below to disable Pure Commerce CSE application.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 3025707 and press ENTER .
3.0		DISABLE DCC will be displayed. Press ENTER
4.0		DCC application has now been deactivated.

9.3 Pure Commerce CSE Configuration

Step	Terminal Display	Comment
1.0		Press FUNC
2.0	FUNCTION?	Enter 3025703 and press ENTER .
3.0	CONFIG PARAMS? ENTER OR CLEAR	ENTER to configure the parameters or CLEAR to cancel and exit to idle prompt.
4.0	TERMINAL ID? XXXXXXXX	This parameter specifies the Pure Commerce CSE Terminal ID assigned by Pure Commerce. By default the BNZ CSE terminal ID will be same as the Paymark terminal ID
5.0	MERCHANT ID? XXXXXXXXXXXX	This parameter specifies the DCC Merchant ID assigned by Pure Commerce. By default the Pure Commerce CSE merchant ID will be same as the Paymark Merchant ID
6.0	PRIMARY HOST IP ADDRESS 210.50.6.12	This parameter specifies the Primary Host IP Address for Pure Commerce CSE. Press ENTER . By Default it is set to 210.50.6.12
7.0	PRIMARY HOST PORT 6880	This parameter specifies the Primary Host Port for Pure Commerce CSE. Press ENTER . Be default it is set to 6880
8.0	SECONDARY HOST IP ADDRESS 210.50.6.12	This parameter specifies the Secondary Host IP Address for Pure Commerce CSE. Press ENTER . By Default it is set to 210.50.6.12
9.0	SECONDARY HOST PORT 6880	This parameter specifies the Secondary Host Port for Pure Commerce CSE. Press ENTER . By default it is set to 6880
10.0	USER NAME skzyerprod01	A default username has be preset for Skyzer terminals By default it is set to skzyerprod01
11.0	PASSWORD *****	The default password is preset to x79F0vQh
12.0	SAVE CONFIG Y/N	Press ENTER to save the changes or clear to exit out with saving

13.0




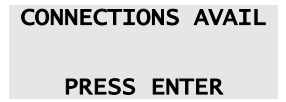


Restart the terminal by pressing and holding down the **FUNC + CLEAR** key together for 2 seconds. Once the terminal has been restarted, it will then synchronise the Pure Commerce CSE and EFTPOS application together to communicate and display currency selection when international card is been used.

9.4 Pure Commerce CSE Connection Test





This function will be used to check the connection between the terminals to Pure Commerce CSE host.

Perform the steps below for connection test.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 3025700 and press ENTER .
3.0		Terminal is checking the connection with the host.
4.0		Press the ENTER key on the terminal to exit to the idle screen





9.5 Pure Commerce CSE BIN Table Download

This function downloads the BIN table from Pure Commerce CSE host. This will be downloaded every 6 days.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 3025701 and press ENTER .
3.0		Terminal is downloading the BIN range.
4.0		Press the ENTER key on the terminal to exit to the idle screen


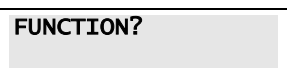

9.6 Pure Commerce CSE Rates Table Download

This function downloads the exchange rates table from Pure Commerce CSE host for different countries currency that are supported on the terminal. The rates will be updated on the terminal at hourly basis.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 3025702 and press ENTER .
3.0		Terminal is downloading the current rates table.
4.0		Press the ENTER key on the terminal to exit to the idle screen



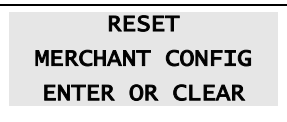
9.7 Print Pure Commerce Rates Table

This function prints of the current exchange rates from the terminal for operator's knowledge.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 3025705 and press ENTER .
3.0		Terminal will print the current exchange rates on the terminal. Note: Terminal will display Rates table Expired if the rates has not been updated

9.8 Pure Commerce CSE Configuration Reset

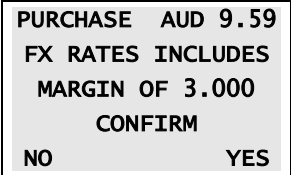
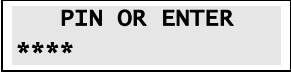


This function resets currency select configuration to default settings.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 3025706 and press ENTER .
3.0		Press ENTER to RESET MERCHANT CONFIG or CLEAR/CANCEL to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity

9.9 PURE COMMERCE CSE PURCHASE TRANSACTION

To perform a **Pure Commerce CSE purchase** transaction, follow the steps below or **press F1 key** for quick access:

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until EFTPOS MENU is shown on the display. Press the corresponding number key or ENTER to access EFTPOS menu.
2.0	EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND	Press the corresponding number key or down arrow key to select PURCHASE to perform a purchase transaction.
3.0	PURCHASE AMOUNT? \$XX.XX	Key in the purchase amount and press ENTER
4.0	PRESENT / INSERT OR SWIPE CARD \$XX.XX	Card holder should Present / Insert or Swipe their card
5.0	AWAITING ACCOUNT	The terminal prompts AWAITING ACCOUNT on the terminal. Advise the cardholder to select the account type on the pinpad.
6.0	ACCOUNT \$XX.XX CHQ SAV CR F1 F2 F3 F4	The cardholder presses the corresponding soft key to select their account type. Example: Press F4 to select CREDIT
7.0	PURCHASE NZ\$XX.XX SELECT CURRENCY NZD AUD USD MORE F1 F2 F3 F4	Select the currency displayed or press MORE for more currency option. This will be displayed when the transaction is been performed through swipe using Magnetic Stripe card. Example: PRESS F2 for AUD currency If the card has been inserted, proceed with step 8.0
8.0	PURCHASE AUD 9.44 NZD 10.00 RATE 1.0581245 SELECT CURRENCY NZD AUD	Advise the cardholder to select the currency they wish to process the transaction with

- 9.0  Customer is displayed with the FX rates. Customer needs to confirm to proceed with the home currency or NZD by selecting YES or NO on the terminal by pressing the corresponding keys
- 10.0  Advise cardholder to enter their PIN or press **ENTER** to bypass the PIN number
- 11.0  **PROCESSING NOW** will be displayed on the terminal while processing the transaction.
- 12.0  Transaction has been **ACCEPTED** with PIN entry and prints the transaction receipt.

9.10 Pure Commerce CSE Purchase Transaction Receipt Format

```

SKYZER TECHNOLOGIES
61E HUGO JOHNSTON DR
PENROSE

*-----EFTPOS-----*
TERMINAL    00901355
TIME       30SEP14 13:10
TRAN      000156  CREDIT
VISA
CARD        ... .0000
AUTH
PURCHASE      $10.00
RATE      1.05847000042
Includes      Commission
Of              3

TOTAL          AUD 9.44
Transaction    Currency

I DECLARE THAT I
HAVE BEEN GIVEN A
CHOICE OF PAYMENT
CURRENCY. I AGREE
TO PAY THE ABOVE
TOTAL AMOUNT, AND
UNDERSTAND THAT
THE CHOICE OF
CURRENCY IS FINAL

THIS SERVICE IS
SUPPLIED BY BNZ

ACCEPTED
*-----*
MERCHANT COPY

```

10 OPERATION OF TERMINAL

10.1 Merchant Logon

To initiate a Merchant logon, follow the steps below or press the **F4** key to perform a logon:

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until SUPERVISOR MENU is shown on the display. Press the corresponding number key or ENTER to access supervisor menu.
2.0	SUPERVISOR MENU 1.XTRA 2.LOGON 3.DUPLICATE RECEIPT	Press the corresponding number key or down arrow key to select LOGON to perform a merchant logon.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3 4 ALL MERCHANTS	Only applicable with Multi-Merchant setup. Press the corresponding number or down arrow key on the terminal to select the Merchant followed by ENTER . Press CANCEL to exit from the menu.
4.0	PROCESSING NOW	PROCESSING NOW will be displayed
5.0	ACCEPTED	ACCEPTED will be displayed when the terminal has made the connection with Paymark network.
6.0	PROCESSING XX OF XX	Terminal will start downloading required files from Paymark where XX represents the number of files currently being downloaded.

10.2 Pending Reversal

Prior to removing a terminal from a merchant's site, or reprogramming it with a new merchant ID, it is important to perform a logon to ensure there are no pending reversals stored on the terminal.

To clear any pending reversals stored on the terminal, simply initiate a merchant logon.

Stored pending reversals must be cleared from the terminal in order that all stored transaction data can be processed through the host.

Until stored pending reversals are cleared, it will not be possible to access the merchant configuration menu and new merchant details will not be accepted by the terminal.

For quick view, terminal will display the type of transaction stored on the top right hand side of the screen. If it is a reversal that needs to be uploaded the terminal will display "**R**" and if there are pending transaction (EOV, TIP, HOSPO) terminal will display "**xxx**" indicating the number of pending transaction stored on the terminal. To print the pending transaction list, press "**0**" key from the idle screen.



10.3 Expired Stored Pre-Authorisation Transactions

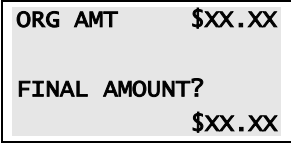



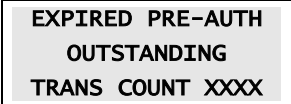
If the terminal supports pre-authorisations such as Hospitality transactions, then the terminal provides functionality for merchants to manage the stored pre-authorisations.

When the pre-authorised transactions are executed, a pre-defined retention period is set by default to 7 days, when at that time the transactions will be recalled and displayed after a successful merchant logon is initiated for the merchant to review and take action i.e. process completion.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until SUPERVISOR MENU is shown on the display. Press the corresponding number key or ENTER to access supervisor menu.
2.0	SUPERVISOR MENU 1.XTRA 2.LOGON 3.DUPLICATE RECEIPT	Press the corresponding number key or down arrow key to select LOGON to perform a merchant logon.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3 4 ALL MERCHANTS	<u>Only applicable with Multi-Merchant setup.</u> Select the corresponding number on the terminal to select the Merchant followed by ENTER . Press CLEAR or CANCEL to select a different merchant.
4.0	PROCESSING NOW	PROCESSING NOW will be displayed.
5.0	ACCEPTED	ACCEPTED will be displayed when the terminal has made a successful connectivity with Paymark and prints of the receipt.
6.0	EXPIRED PRE-AUTH TRANS COUNT XXXX VIEW TRANS Y/N	Press ENTER to view the expired pre-auth transactions that are stored on the terminal and proceed with completing them or CLEAR to not view the transaction and proceed with step 21.0.

EXPIRED STORED HOSPITALITY TRANSACTION

7.0	TRAN XXXXXX AUTH XXXXXX CARD XXXXX...XXXX TOTAL AMT NZ\$XX.XX REQUIRED TRANS.Y/N	Transaction details are displayed. Press ENTER to retrieve the current transaction to proceed with completion or CLEAR to proceed with next transaction. NOTE: The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.
-----	--	--

- 8.0  Key in the amount to be finalised then press **ENTER**. This can be greater or lesser than the authorised amount.
NOTE: If ENTER is pressed without entering the final amount, the transaction will be finalised for zero dollars.
- 9.0  Terminal beings to print of the receipts for the cardholder to sign to accept the final amount entered.
- 10.0  **PROCESSING NOW** will be displayed on the terminal while processing the transaction.
- 11.0  Once the transaction is successfully processed to Paymark network, terminal will display **ACCEPTED**.
- 12.0  Terminal advises merchant the total number of outstanding expired stored transaction on terminal. Press **ENTER** to return to idle screen.

10.4 Surcharge



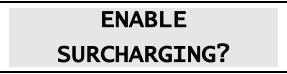
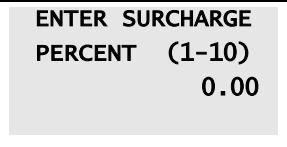
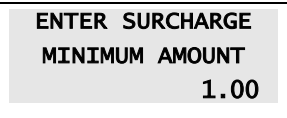
This functionality allows the merchant to apply a Credit card surcharge to the cardholder for goods and services paid by credit card.

10.5 EFTPOS Configuration for Credit Card Surcharging

This function allows the merchant to enable or disable the credit card surcharge on the terminal.




10.5.1 Enable Credit Card Surcharging

Perform the steps below to enable credit card surcharge.

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 8 and press ENTER
3.0		Press ENTER to enable Surcharging.
4.0		This parameter specifies the credit card surcharge percent to apply for credit card transaction. Please enter surcharge percent between 1 and 10 with 2 decimal points. Press ENTER
5.0		This parameter specifies minimum amount to have to apply the credit card surcharge. Press ENTER .

10.5.2 Disable Credit Card Surcharging



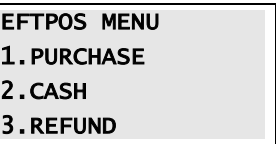
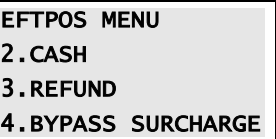
Perform the steps below to disable credit card surcharge.

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 8 and press ENTER
3.0		Press ENTER to disable credit card surcharge or CLEAR for credit card surcharge configuration.

10.5.3 Bypass Surcharge

This function allows the merchant to bypass the surcharge if they do not wish to surcharge the cardholder.


Perform the steps below to bypass surcharge transaction.



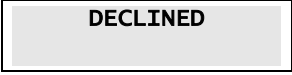
Step	Terminal Display	Description
1.0		Press Menu
2.0		Press 1 to select EFTPOS MENU
3.0		Use down arrow key to scroll down to BYPASS SURCHARGE or Press 4 to select BYPASS SURCHARGE
4.0		Press 4 to select BYPASS SURCHARGE

10.5.4 Credit Card Surcharge Transaction Process

This function allows the merchant to bypass the surcharge if they do not wish to surcharge the cardholder.

Perform the steps below to bypass surcharge transaction.

Step	Terminal Display	Description
1.0		Press Menu
2.0	<div> PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU </div>	<p>Press MENU key and then scroll through using down arrow key until EFTPOS MENU is shown on the display.</p> <p>Press the corresponding number key or ENTER to access EFTPOS menu.</p>
3.0	<div> EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND </div>	Press the corresponding number key or down arrow key to select PURCHASE to perform a purchase transaction.
4.0	<div> PURCHASE AMOUNT? \$XX.XX </div>	Key in the purchase amount and press ENTER .
5.0	<div> PRESENT / INSERT OR SWIPE CARD \$XX.XX </div>	Present or Swipe or Insert the cardholder's card.
6.0	<div> AMOUNT \$XX.XX CHQ SAV CR F1 F2 F3 F4 </div>	<p>The cardholder presses the corresponding soft key to select their account type.</p> <p>Example: Press F4 to select CREDIT</p>
7.0	<div> TRANS INCLUDES SURCHARGE OF \$X.XX PRESS ENTER TO ACCEPT </div>	Press ENTER to accept surcharge or CANCEL/CLEAR to decline the transaction
8.0	<div> AWAITING PIN </div>	The terminal prompts AWAITING PIN on the terminal. Advise the cardholder to key in their PIN on the pinpad.
9.0	<div> CHQ-PIN \$XX.XX **** </div>	The cardholder keys in their PIN number followed by ENTER .

- 10.0  **PROCESSING NOW** will be displayed on the terminal and pinpad.
- 11.0  Transaction has been **ACCEPTED** with PIN entry and prints the transaction receipt.
- 12.0  Transaction has been **DECLINED** with PIN entry and prints the transaction receipt.

10.6 Purchase Transaction

To perform a **purchase** transaction, follow the steps below or **press F1 key** for quick access:

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until EFTPOS MENU is shown on the display. Press the corresponding number key or ENTER to access EFTPOS menu.
2.0	EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND	Press the corresponding number key or down arrow key to select PURCHASE to perform a purchase transaction.
3.0	PURCHASE AMOUNT? \$XX.XX	Key in the purchase amount and press ENTER
4.0	CASH OUT AMOUNT? \$XX.XX	Only applicable if the CASH OUT is turned on. Press ENTER to bypass the "CASH OUT" or enter the cash withdrawal amount followed by the ENTER key. NOTE: Cash amounts must be multiples of the minimum currency increment (10 cents).
5.0	PRESENT / INSERT OR SWIPE CARD	Card holder should Present / Insert or Swipe their card
6.0	AWAITING ACCOUNT	The terminal prompts AWAITING ACCOUNT on the terminal. Advise the cardholder to select the account type on the pinpad.
7.0	ACCOUNT \$XX.XX CHQ SAV CR F1 F2 F3 F4	The cardholder presses the corresponding soft key to select their account type. Example: Press F1 to select CHQ
8.0	AWAITING PIN	The terminal prompts AWAITING PIN on the terminal. Advise the cardholder to key in their PIN on the pinpad.
9.0	CHQ-PIN \$XX.XX ****	The cardholder keys in their PIN number followed by ENTER .
10.0	PROCESSING NOW	PROCESSING NOW will be displayed on the terminal and pinpad.

11.0  Transaction has been **ACCEPTED** with PIN entry and prints the transaction receipt.

12.0  Transaction has been **DECLINED** with PIN entry and prints the transaction receipt.

10.7 Contactless Purchase Transaction

The contactless solution supports Purchase transaction only.

When executing the Purchase transaction, perform the following steps.

10.7.1 Up to the CVM (Card Verification Method) Limit of \$80





Any contactless transaction that is executed up to the CVM limit of \$80 will be processed offline.

Step	Terminal Display	Description
1.0	<div> EFTPOS MENU 1. PURCHASE 2. CASH 3. REFUND </div>	Select PURCHASE transaction by pressing 1 key Example: Press F1 key to select a purchase transaction.
2.0	<div> PURCHASE AMOUNT? \$XX.XX </div>	Key in the purchase amount and press ENTER
3.0	<div> CASH OUT AMOUNT? \$XX.XX </div>	<p>Only applicable if the CASH OUT is turned on.</p> <p>Press ENTER to bypass the "CASH OUT" or enter the cash withdrawal amount followed by the ENTER key.</p> <p>NOTE: Cash amounts must be multiples of the minimum currency increment (10 cents). If the cash amount is keyed in, then the transaction won't be process through contactless as Cash Out is not supported.</p>
4.0	<div> PRESENT / INSERT OR SWIPE CARD \$XX.XX </div>	Card holder should Present / Insert or Swipe their card
5.0	<div> Present card \$XX.XX </div>	This parameter will be displayed on the PIN pad screen to advise the cardholder to tap the card to proceed with the transaction.
6.0	<div> PROCESSING NOW </div>	This parameter will be displayed on the contactless and terminal screen to advise the cardholder and merchant the transaction is been process.
7.0	<div> ACCEPTED </div>	Terminal and Contactless reader will display ACCEPTED if the transaction was successful.
8.0	<div> DECLINED </div>	Terminal and Contactless reader will display DECLINED if the transaction was unsuccessful.

10.7.2 Above the CVM (Card Verification Method) Limit of \$80

Any contactless transaction that is executed above the CVM limit of \$80 will be processed online with a PIN or Signature.

Step	Terminal Display	Description
1.0	<div>EFTPOS MENU</div> <div>1. PURCHASE</div> <div>2. CASH</div> <div>3. REFUND</div>	Select PURCHASE transaction by pressing 1 key Example: Press F1 key to select a purchase transaction.
2.0	<div>PURCHASE AMOUNT?</div> <div>\$XX.XX</div>	Key in the purchase amount and press ENTER
3.0	<div>CASH OUT AMOUNT?</div> <div>\$XX.XX</div>	Only applicable if the CASH OUT is turned on. Press ENTER to bypass the "CASH OUT" or enter the cash withdrawal amount followed by the ENTER key. NOTE: Cash amounts must be multiples of the minimum currency increment (10 cents). If the cash amount is keyed in, then the transaction won't be process through contactless as Cash Out is not supported.
4.0	<div>PRESENT / INSERT</div> <div>OR SWIPE CARD</div> <div>\$XX.XX</div>	Card holder should Present / Insert or Swipe their card
5.0	<div>Present card</div> <div>\$XX.XX</div>	This parameter will be displayed on the PIN pad screen to advise the cardholder to tap the card to proceed with the transaction.
6.0	<div>PROCESSING NOW</div>	This parameter will be displayed on the contactless and terminal screen to advise the cardholder and merchant the transaction is been process.
7.0	<div>PIN OR ENTER</div>	Terminal will display PIN OR ENTER. Ask cardholder to key in their PIN and proceed with step 8.0 or press ENTER for Signature transaction and proceed with step 11.0.
8.0	<div>AWAITING PIN</div>	Contactless Reader will wait for the cardholder to proceed the transaction through PIN or Signature.
9.0	<div>PROCESSING NOW</div>	This parameter will be displayed on the contactless and terminal screen to advise the cardholder and merchant the transaction is been process.
10.0	<div>ACCEPTED</div>	Terminal and Contactless reader will display ACCEPTED if the transaction was successful.
11.0	<div>DECLINED</div>	Terminal and Contactless reader will display DECLINED if the transaction was unsuccessful.



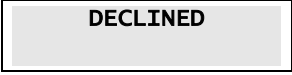
- 12.0  **SIGN RECEIPT** will be displayed on both terminal and contactless screen. Tear the receipt off and ask the cardholder to sign receipt.
- 13.0  Verify the cardholder's signature with the signature on the back of the card. If the signature matches:
Press **ENTER** to accept and proceed with step 13.0
If not, press **CLEAR** to decline and proceed with step 14.0
- 14.0  **SIG ACCEPTED** will be displayed on both terminal and contactless screen. The merchant presses the **ENTER** key to accept the cardholder's signature after signature matches with the card.
- 15.0  **SIG DECLINED** will be displayed on both terminal and contactless screen. The merchant presses the **CLEAR** key to decline the cardholder's signature after signature fails to match with the card.

10.8 Cash Out Transaction

EFTPOS allows the merchant to give cash to a cardholder, in order to lower the amount of cash held on site. A **CASH** transaction transfers funds equivalent to the amount of cash withdrawn from the cardholders account to the merchants account.

To perform **CASH OUT** transaction using a debit card (i.e. cheque or savings account), follow the steps below:

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until EFTPOS MENU is shown on the display. Press the corresponding number key or ENTER to access supervisor menu.
2.0	EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND	Press the corresponding number key or down/up arrow key to select CASH to perform cash out transaction.
3.0	CASH OUT AMOUNT? \$XX.XX	Enter the cash withdrawal amount followed by ENTER NOTE: Cash amounts must be multiples of the minimum currency increment (10 cents)
4.0	PRESENT / INSERT OR SWIPE CARD \$XX.XX	Card holder should Present / Insert or Swipe their card
5.0	AWAITING ACCOUNT	The terminal prompts AWAITING ACCOUNT on the terminal. Advise the cardholder to select the account type on the pinpad.
6.0	ACCOUNT \$XX.XX CHQ SAV CR F1 F2 F3 F4	The cardholder presses the corresponding soft key to select their account type. Example: Press F1 to select CHQ
7.0	AWAITING PIN	The terminal prompts AWAITING PIN on the terminal. Advise the cardholder to key in their PIN on the pinpad.
8.0	CHQ-PIN \$XX.XX ****	The cardholder to keys in their PIN number followed by ENTER .

- 9.0  **PROCESSING NOW** will be displayed on the terminal and pinpad.
- 10.0  Transaction has been **ACCEPTED** with PIN entry and prints the transaction receipt.
- 11.0  Transaction has been **DECLINED** with PIN entry and prints the transaction receipt.

10.9 Refund Transaction

The terminal can be used to refund a previous sale. If it is necessary for a cardholder to return goods then the terminal can be used to give the cardholder a **REFUND**. This transaction transfers funds from the merchant's account to the cardholder's account.

To perform a **REFUND** transaction, follow the steps below:

NOTE: The merchant requires a **Merchant Refund Card** to perform a refund transaction.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until EFTPOS MENU is shown on the display. Press the corresponding number key or ENTER to access supervisor menu.
2.0	EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND	Press the corresponding number key or down/up arrow key to select REFUND to perform a Refund transaction.
3.0	MERCHANT CARD	Swipe the Merchant Card on the terminal.
4.0	AWAITING MER PIN	Terminal prompts AWAITING MER PIN on the terminal.
5.0	MERCHANT PIN?	Key in the Merchant PIN number followed by ENTER on the pinpad
6.0	REFUND AMOUNT? \$XX.XX	Enter the refund amount followed by the ENTER
7.0	PRESENT / INSERT OR SWIPE CARD \$XX.XX	Card holder should Present / Insert or Swipe their card
8.0	AWAITING ACCOUNT	The terminal prompts AWAITING ACCOUNT on the terminal. Advise the cardholder to select the account type on the pinpad.

- 9.0

ACCOUNT		\$XX.XX	
CHQ	SAV	CR	
F1	F2	F3	F4

 The cardholder presses the corresponding soft key to select their account type.
Example: **Press F4 to select CR**
- 10.0

AWAITING PIN

 The terminal prompts **AWAITING PIN** on the terminal. Advise the cardholder to key in their PIN on the pinpad.

For PIN Entry Transaction

- 11.0

PIN OR ENTER

 The cardholder keys in their PIN number followed by **ENTER**
- 12.0

PROCESSING NOW

PROCESSING NOW will be displayed on the terminal and pinpad.
- 13.0

ACCEPTED

 Transaction has been **ACCEPTED** with PIN entry and prints the transaction receipt.
- 14.0

DECLINED

 Transaction has been **DECLINED** with PIN entry and prints the transaction receipt.

For Signature Transaction

- 15.0

PIN OR ENTER

 The cardholder presses the **ENTER** to proceed with Signature transaction.
- 16.0

PROCESSING NOW

PROCESSING NOW will be displayed on the terminal and pinpad.
- 17.0

SIGN RECEIPT

SIGN RECEIPT will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.
- 18.0

SIGNATURE OK? Y/N
ENTER=YES, CLR=NO

 Verify the cardholder's signature with the signature on the back of the card. If the signature matches:
Press **ENTER** to accept and proceed with step 17.0
If not, press **CLEAR** to decline and proceed with step 18.0
- 19.0

SIG ACCEPTED

SIG ACCEPTED will be displayed on both terminal and pinpad screen. The merchant presses the **ENTER** key to accept the cardholder's signature after signature matches with the card.
- 20.0

SIG DECLINED

SIG DECLINED will be displayed on both terminal and pinpad screen. The merchant presses the **CLEAR** key to decline the cardholder's signature after signature fails to match with the card.

10.10 Card Not Present Transaction

Credit Card numbers can be entered manually, simply by entering the card number into the keypad when required transaction has been selected.

Example: **Purchase, Refund, Tipping Authorisation, Hospitality Authorisation and Top-up Authorisation.**

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until EFTPOS MENU is shown on the display. Press the corresponding number key or ENTER to access EFTPOS menu.
2.0	EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND	Press the corresponding number key or down arrow key to select PURCHASE to perform a purchase transaction.
3.0	PURCHASE AMOUNT? \$XX.XX	Key in the purchase amount and press ENTER
4.0	PRESENT / INSERT OR SWIPE CARD	Rather than swiping or inserting card, press dot(.) key
5.0	CARD NUMBER: XXXXXXXXXXXXXXXXXXXX	Terminal will then prompt for the card number to be manually entered. Key in the card number as advised by cardholder and press ENTER .
6.0	EXPIRY <MMYY>: XXXX	Enter the expiry date as advised by the cardholder. Ensure that numbers are in month/year format. Key in expiry date and press ENTER .
7.0	CSC ON CARD Y/N	Terminal will prompt whether card has a CSC (Card Security Code = a 3-4 digit number on back of card.) Ask the cardholder to advice of the CSC number. If YES , press ENTER to select 'YES' to key in the Card Security Code number and proceed with step 6.0 or CLEAR to select 'NO' and proceed with step 7.0.
8.0	ENTER CSC CODE	If YES is selected, key in the CSC code as advised by the cardholder followed by ENTER .

- 9.0

SELECT REASON
1. NOT ON CARD
2. CANNOT READ
3. CUST ADVISED

 If **NO** is selected, choose the appropriate reason by pressing the corresponding number key.
- 10.0

PURCHASE AMOUNT?
\$0.00

 Terminal will prompt for Purchase Amount.
Key in the purchase amount followed by **ENTER**.
- 11.0

SELECT TYPE
1. MOTO
2. UNSECURE ECOM

 Select the Transaction Type by pressing the corresponding number key:
1. MOTO (Mail order Telephone Order)
2. Unsecure ECOM (Electronic Commerce .e.g. Internet)
If **1** is pressed, then follow through to step 11.0.
If **2** is pressed, then follow through to step 12.0
- 12.0

1. SINGLE
2. RECURRING
3. INSTALLMENT
4. UNKNOWN

 Select option by pressing the corresponding number key:
1. SINGLE
2. RECURRING
3. INSTALLMENT
4. UNKNOWN
- 13.0

AWAITING ACCOUNT

 The terminal prompts **AWAITING ACCOUNT** on the terminal.
- 14.0

ACCOUNT	\$XX.XX		
CHQ	SAV	CR	
F1	F2	F3	F4

 Press the corresponding soft key to select their account type.
Example: **Press F4 to select CR**
- 15.0

PROCESSING NOW

PROCESSING NOW will be displayed on the terminal and pinpad.
- 16.0

SIGN RECEIPT

SIGN RECEIPT will be displayed on both terminal and pinpad screen. Tear the receipt off.
- 17.0

SIGNATURE OK? Y/N
ENTER=YES, CLR=NO

 Press **ENTER** to accept the transaction and proceed with step 18.0 or **CLEAR** to decline and proceed with step 19.0
- 18.0

SIG ACCEPTED

SIG ACCEPTED will be displayed on both terminal and pinpad screen.
- 19.0

SIG DECLINED

SIG DECLINED will be displayed on both terminal and pinpad screen.

10.11 Card Not Present Refund Transaction

This function allows the merchant to perform a refund transaction on the terminal when the card is not present.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until EFTPOS MENU is shown on the display. Press the corresponding number key or ENTER to access EFTPOS menu.
2.0	EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND	Press the corresponding number key or down arrow key to select REFUND to perform a refund transaction.
3.0	MERCHANT CARD	Swipe the Merchant Card on the terminal.
4.0	AWAITING MER PIN	Terminal prompts AWAITING MER PIN on the terminal.
5.0	MERCHANT PIN?	Key in the Merchant PIN number followed by ENTER on the pinpad
6.0	REFUND AMOUNT? \$XX.XX	Key in the refund amount and press ENTER
7.0	PRESENT / INSERT OR SWIPE CARD	Rather than swiping or inserting card, press dot(.) key
8.0	CARD NUMBER: XXXXXXXXXXXXXXXXXXXX	Terminal will then prompt for the card number to be manually entered. Key in the card number as advised by cardholder and press ENTER .
9.0	EXPIRY <MMYY>: XXXX	Enter the expiry date as advised by the cardholder. Ensure that numbers are in month/year format. Key in expiry date and press ENTER .


- 10.0
- | |
|--------------------|
| SELECT TYPE |
| 1. MOTO |
| 2. UNSECURE ECOM |
- Select the Transaction Type by pressing the corresponding number key:
1. MOTO (Mail order Telephone Order)
 2. Unsecure ECOM (Electronic Commerce .e.g. Internet)
- If **1** is pressed, then follow through to step 10.0.
If **2** is pressed, then follow through to step 11.0
- 11.0
- | |
|----------------|
| 1. SINGLE |
| 2. RECURRING |
| 3. INSTALLMENT |
| 4. UNKNOWN |
- Select option by pressing the corresponding number key:
1. SINGLE
 2. RECURRING
 3. INSTALLMENT
 4. UNKNOWN
- 12.0
- | |
|-------------------------|
| AWAITING ACCOUNT |
|-------------------------|
- The terminal prompts **AWAITING ACCOUNT** on the terminal.
- 13.0
- | | | | |
|----------------|----------------|----|----|
| ACCOUNT | \$XX.XX | | |
| CHQ | SAV | CR | |
| F1 | F2 | F3 | F4 |
- Press the corresponding soft key to select their account type.
Example: **Press F4 to select CR**
- 14.0
- | |
|-----------------------|
| PROCESSING NOW |
|-----------------------|
- PROCESSING NOW** will be displayed on the terminal and pinpad.
- 15.0
- | |
|---------------------|
| SIGN RECEIPT |
|---------------------|
- SIGN RECEIPT** will be displayed on both terminal and pinpad screen. Tear the receipt off.
- 16.0
- | |
|--------------------------|
| SIGNATURE OK? Y/N |
| ENTER=YES, CLR=NO |
- Press **ENTER** to accept the transaction and proceed with step 18.0 or **CLEAR** to decline and proceed with step 19.0
- 17.0
- | |
|---------------------|
| SIG ACCEPTED |
|---------------------|
- SIG ACCEPTED** will be displayed on both terminal and pinpad screen.
- 18.0
- | |
|---------------------|
| SIG DECLINED |
|---------------------|
- SIG DECLINED** will be displayed on both terminal and pinpad screen.

10.12 EMV Chip Card Transaction

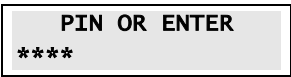




An EMV chip/smart card is a plastic payment card with an embedded microprocessor.

When processing EMV chip card transactions, merchants and cardholders have the choice of either a PIN or signature transaction. The iCT250 terminal supports pin bypass should this function be required.

Step	Terminal Display	Description									
1.0	<div> PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU </div>	Press MENU key and then scroll through using down arrow key until EFTPOS MENU is shown on the display. Press the corresponding number key or ENTER to access EFTPOS menu.									
2.0	<div> EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND </div>	Press the corresponding number key or down arrow key to select PUR to perform a purchase transaction.									
3.0	<div> PURCHASE AMOUNT? \$XX.XX </div>	Key in the purchase amount and press ENTER									
4.0	<div> CASH OUT AMOUNT? \$0.00 </div>	Only applicable if the CASH OUT is turned on. Press ENTER to bypass "CASH OUT"									
5.0	<div> PRESENT / INSERT OR SWIPE CARD </div>	Insert the cardholder's chip card into the chip card reader at the front of the terminal. NOTE: The chip card must remain in the terminal until the ' REMOVE CARD ' prompt is displayed. If the card is removed too early the transaction will be cancelled.									
6.0	<div> AWAITING ACCOUNT </div>	The terminal prompts AWAITING ACCOUNT on the terminal. Advise the cardholder to select their account type on the pinpad.									
7.0	<div> <table border="1"> <tr> <td colspan="2">ACCOUNT</td> <td>\$XX.XX</td> </tr> <tr> <td>CHQ</td> <td>SAV</td> <td>CR</td> </tr> <tr> <td>F1</td> <td>F2</td> <td>F3 F4</td> </tr> </table> </div>	ACCOUNT		\$XX.XX	CHQ	SAV	CR	F1	F2	F3 F4	The cardholder presses the corresponding soft key to select their account type. Example: Press F4 to select CR
ACCOUNT		\$XX.XX									
CHQ	SAV	CR									
F1	F2	F3 F4									
8.0	<div> AWAITING PIN </div>	The terminal prompts AWAITING PIN on the terminal. Advise the cardholder to key in their PIN on the pinpad.									

- 9.0  The cardholder keys in their PIN number and proceeds with step 9.0 or presses **ENTER** to proceed with the Signature step 14.0.

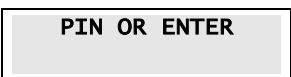



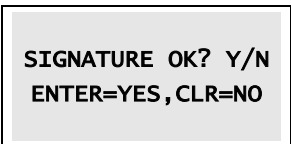


For PIN Entry Transaction

- 10.0  The cardholder to keys in their PIN number followed by **ENTER**.
- 11.0  **PROCESSING NOW** will be displayed on the terminal and pinpad.
- 12.0  Remove card from the chip card reader.
NOTE: If no action is taken within 7 seconds, the terminal will proceed with printing of the receipts and **REMOVE CARD** prompt will display again.
- 13.0  Transaction has been **ACCEPTED** with PIN entry and transaction receipt is printed.
- 14.0  Transaction has been **DECLINED** with PIN entry and transaction receipt is printed.

For Signature Transaction

NOTE: If the cardholder cannot remember their PIN or does not have a PIN, then the merchant has the option to accept a signature transaction.

Complete steps 1-6 of the transaction process first

- 15.0  The cardholder to press **ENTER** on the pinpad to proceed with a Signature transaction.
- 16.0  **PROCESSING NOW** will be displayed on the terminal and pinpad.
- 17.0  Remove card from the chip card reader.
NOTE: If no action is taken within 7 seconds, the terminal will proceed with printing of the receipts and **REMOVE CARD** prompt will display again.
- 18.0  **SIGN RECEIPT** will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.
- 19.0  Verify the cardholder's signature with the signature on the back of the card. If the signature matches:
Press **ENTER** to accept and proceed with step 20.0
If not, press **CLEAR** to decline and proceed with step 21.0
- 20.0  **SIG ACCEPTED** will be displayed on both the terminal and pinpad screen.
- 21.0  **SIG DECLINED** will be displayed on both the terminal and pinpad screen.

10.13 Credit Card Tipping Transaction

This function allows the merchant to add a TIP amount to a credit card transaction.

10.13.1 Tipping Authorisation

This transaction requests the approval for the Purchase to proceed. The transaction is not a financial transaction, but verifies that the cardholder has the funds available for the intended purchase. If approved, the authorised amount is held until the purchase is completed.

Step	Terminal Display	Description
1.0	<div> TIPPING 1.AUTHORISATION 2.TIP ADJUST 3.UTIL </div>	Press ENTER to scroll through the menu options until the TIPPING menu is shown on the display. Press 1 to select AUTHORISATION .
2.0	<div> PURCHASE AMOUNT? \$X.XX </div>	Enter the Purchase amount to process the transaction and press ENTER
3.0	<div> PRESENT / INSERT OR SWIPE CARD </div>	Card holder should Present / Insert or Swipe their card
4.0	<div> AWAITING ACCOUNT </div>	The terminal waits on the account selection from the cardholder on the pinpad.
5.0	<div> ACCOUNT \$XX.XX CHQ SAV CR </div>	The pinpad will prompt for account selection. Ask the cardholder to select the CR account on the pinpad. NOTE: If the card used has only one account type which is credit, the terminal will process the transaction without prompting to select account type. However, if a transaction is executed using Chip Card, then all the account type will be displayed for cardholder to select their account type from.
8.0	<div> PROCESSING NOW </div>	PROCESSING NOW will be displayed on the terminal and pinpad while processing the transaction.
9.0	<div> SIG REQUIRED </div>	SIG REQUIRED will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign the receipt.
10.0	<div> SIGNATURE OK? Y/N ENTER=YES, CLR=NO </div>	Verify the cardholder's signature with the signature on the back of the card. If the signature matches: Press ENTER to accept or if not, press CLEAR to decline
11.0	<div> SIG ACCEPTED </div>	SIG ACCEPTED will be displayed on both the terminal and pinpad screen.
12.0	<div> SIG DECLINED </div>	SIG DECLINED will be displayed on both the terminal and pinpad screen.

NOTE: All credit card tipping transactions will be processed as a signature based transaction. As domestic cards are set to require PIN in the future, Credit Card Tipping transactions may receive declined responses confusing merchant and cardholder alike. Where transactions are declined due to issues with card holder verification, it is recommended that merchants use the Purchase with Tip transaction instead of Credit Card Tipping.

There are changes for the maximum amount for the credit card tipping as below:

- 120% is the maximum amount for Credit Card Tipping
- 20% is the Tip amount that can be added.

10.13.2 Tip Transactions

Adding or adjusting the tip amount to a transaction.

Step	Terminal Display	Description
1.0	<div>TIPPING</div> <div>1.AUTHORISATION</div> <div>2.TIP ADJUST</div> <div>3.UTIL</div>	Press ENTER to scroll through the menu options until the TIPPING menu is shown on the display. Press 2 to select TIP ADJUST .
2.0	<div>RETRIEVE BY</div> <div>1. TRANS NUMBER</div> <div>2. CARD NUMBER</div> <div>3. AUTH NUMBER</div> <div>4. PURCHASE AMOUNT</div> <div>5. TIP AMOUNT</div> <div>6. TOTAL AMOUNT</div>	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve the stored transaction. Example: 1 for TRANS NUMBER NOTE: The option 5 TIP AMOUNT will not work if that particular transaction does not have the TIP amount entered. Once the transaction has got the TIP amount added, then the merchant will be able to retrieve the transaction through TIP amount.
3.0	<div>ENTER TRAN NUM</div>	Enter transaction number which can be obtained from the receipt. Example: 000001
4.0	<div>PLEASE WAIT</div>	Terminal will display PLEASE WAIT while retrieving the selected transaction from the terminal.
5.0	<div>TRAN XXXXXX</div> <div>AUTH XXXXXX</div> <div>CARD XXXXXX...XXXX</div> <div>TOTAL AMT NZ\$XX.XX</div> <div>REQUIRED TRANS. Y/N</div>	Transaction details are displayed. Press ENTER to select that transaction and proceed through step 6.0. Press CLEAR to exit and return to step 2.0.
6.0	<div>PUR \$XX.XX</div> <div>TIP \$0.00</div> <div>TOTAL \$XX.XX</div> <div>ADJUST TIP Y/N</div>	To add or adjust the TIP amount: Press ENTER to proceed with adding/adjusting the TIP amount or Press CLEAR to exit and return to Step 2.0

- 7.0
- TIP AMT \$0.00
NEW TIP AMOUNT?
 \$XX.XX
- The TIP amount will be displayed as \$0.00 if not previously entered. Key in the **TIP AMOUNT** that has been specified by the cardholder then followed by **ENTER**.
- 8.0
- TIP \$XX.XX
AMT CORRECT Y/N
- Press **ENTER** if the Tip amount entered is correct or **CLEAR** to cancel the Tip amount and return to the previous screen to re-enter correct amount.
- NOTE:** The terminal is to limit the total amount of the purchase completion to a maximum of **120%** of the value of the accepted authorization i.e. the **TIP** amount cannot exceed **20%** of the authorised amount.
- 9.0
- TIP ACCEPTED
- TIP amount has been accepted.
- 10.0
- RETRIEVE BY
1. TRANS NUMBER
2. CARD NUMBER
3. AUTH NUMBER
4. PURCHASE AMOUNT
5. TIP AMOUNT
6. TOTAL AMOUNT
- Repeat **steps 2-9** to finalize any remaining tip transactions or press **CLEAR** to return to idle screen.

10.13.3 Tipping Utilities

There are three functions under the Tipping Utility menu, as follows:

10.13.4 Void Tip

This function allows the merchant to void a Credit Card Tipping transaction.

Note: When voiding TIP, the entire TIP transaction will be voided.

Step	Terminal Display	Description
1.0	<div>TIPPING</div> <div>1.AUTHORISATION</div> <div>2.TIP ADJUST</div> <div>3.UTIL</div>	Press ENTER to scroll through the menu options until the TIPPING menu is shown on the display. Press 3 to select UTIL .
2.0	<div>SELECT FUNCTION</div> <div>1. VOID TIP</div> <div>2. UPLOAD</div> <div>3. PRINT</div>	Select the desired function by pressing the corresponding number key. Example: Select 1 to perform VOID TIP FUNCTION .
3.0	<div>RETRIEVE BY</div> <div>1. TRANS NUMBER</div> <div>2. CARD NUMBER</div> <div>3. AUTH NUMBER</div> <div>4. PURCHASE AMOUNT</div> <div>5. TIP AMOUNT</div> <div>6. TOTAL AMOUNT</div>	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve the stored transaction. Example: 1 for TRANS NUMBER
4.0	<div>ENTER TRAN NUMBER</div>	Enter the transaction number which can be obtained from the receipt. Example: 000001
5.0	<div>PLEASE WAIT</div>	Terminal will display PLEASE WAIT while retrieving the selected transaction.
6.0	<div>TRAN XXXXXX</div> <div>AUTH XXXXXX</div> <div>CARD XXXXXX...XXXX</div> <div>TOTAL AMT NZ\$XX.XX</div> <div>REQUIRED TRANS. Y/N</div>	Transaction details are displayed. Press ENTER to select that transaction and proceed through step 7.0. Press CLEAR to exit and return to step 3.0.
7.0	<div>CANCEL?</div> <div>TIP TRANSACTION</div>	Press ENTER to cancel the TIP Transaction and follow through step 8.0 Press CLEAR to exit and return to TIPPING menu.
8.0	<div>PLEASE WAIT</div>	Void TIP Transaction is processing

9.0

PRINTING

'Transaction Void' receipt is printed.

10.13.5 Uploading Tip Transactions

This function is used by the merchant to transmit all stored credit card tip transactions.

Step	Terminal Display	Description
1.0	<div style="border: 1px solid black; padding: 5px;"> TIPPING 1. AUTHORISATION 2. TIP ADJUST 3. UTIL </div>	Press ENTER to scroll through the menu options until the TIPPING menu is shown on the display. Press 3 to select UTIL .
2.0	<div style="border: 1px solid black; padding: 5px;"> SELECT FUNCTION 1. VOID TIP 2. UPLOAD 3. PRINT </div>	Select the desired function by pressing the corresponding number key. Example: Select 2 to perform UPLOAD FUNCTION .
3.0	<div style="border: 1px solid black; padding: 5px;"> TIP TRANSACTIONS TOTAL \$XX.XX TOTAL OK? Y/N </div>	Displays the total tip transactions that are currently stored on the terminal. (NOTE: Check to see if the Total Amount matches the Total Amount of your tip transaction receipts) If the TOTAL is correct, press ENTER to upload the stored TIP transactions and if the TOTAL is not correct, press CLEAR to exit and proceed with step 6.0
4.0	<div style="border: 1px solid black; padding: 5px; text-align: center;"> PROCESSING NOW X OF XX </div>	PROCESSING NOW X OF XX displays while uploading the stored tip transactions and once finished, returns to idle screen. Example: Processing 1 of 10, etc.
5.0	<div style="border: 1px solid black; padding: 5px; text-align: center;"> TRANSMISSION COMPLETE </div>	Once all the transactions are sent, the screen will display "TRANSMISSION COMPLETE"
6.0	<div style="border: 1px solid black; padding: 5px; text-align: center;"> VIEW TRANS Y/N </div>	Press ENTER to view transactions to modify the tip transaction amounts of the stored advices or CLEAR to exit and return to idle screen.

NOTE: If the terminal is in the process of uploading the stored tip transactions to Paymark network and merchant wishes to use the EFTPOS terminal, they can interrupt the upload by simply swiping the card at any stage where it may take few seconds before terminal prompts **"TEMPORARILY HALT TRANSMISSION Y/N"**. The merchant can then press **ENTER** to halt the upload transmission and perform a transaction or **CLEAR** to proceed with uploading stored tip transactions.

10.13.6 Printing Tips

This function allows the merchant to print the pending tip transactions individually that are currently stored on the terminal.




Step	Terminal Display	Description
1.0	<div> TIPPING 1. AUTHORISATION 2. TIP ADJUST 3. UTIL </div>	Press ENTER to scroll through the menu options until the TIPPING menu is shown on the display. Press 3 to select UTIL .
2.0	<div> SELECT FUNCTION 1. VOID TIP 2. UPLOAD 3. PRINT </div>	Select the desired function by pressing the corresponding number key. Example: Select 3 to perform PRINT FUNCTION .
3.0	<div> RETRIEVE BY 1. TRANS NUMBER 2. CARD NUMBER 3. AUTH NUMBER 4. PURCHASE AMOUNT 5. TIP AMOUNT 6. TOTAL AMOUNT </div>	Select the desired search criteria by pressing the corresponding number to retrieve and print the pending tip transaction. Example: 1 for TRAN NUMBER
4.0	<div> ENTER TRAN NUM </div>	Enter the transaction number which can be obtained from the receipt. Example: 000001
5.0	<div> PLEASE WAIT </div>	Terminal will display PLEASE WAIT while retrieving the stored transaction.
6.0	<div> TRAN XXXXXX AUTH XXXXXX CARD XXXXXX....XXXX TOTAL AMT NZ\$XX.XX REQUIRED TRANS. Y/N </div>	Details of selected transaction are displayed. Press ENTER to print the pending transaction. Press CLEAR to exit and return to previous screen.
7.0	<div> PRINTING </div>	Pending tip transaction receipt is being printed.

10.14 Instant Tipping Transaction

This function allows a merchant to accept a tip through a debit or credit card on a purchase transaction.

NOTE: The new maximum amount percentage has been changed from 140% to 130% where 30% is the tip amount.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until EFTPOS MENU is shown on the display. Press the corresponding number key or ENTER to access EFTPOS menu.
2.0	EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND	Press the corresponding number key or down arrow key to select PURCHASE to perform a purchase transaction.
3.0	PURCHASE AMOUNT? \$XX.XX	Key in the purchase amount and press ENTER .
4.0	DO YOU WISH TO ADD A TIP Y/N	DO YOU WISH TO ADD A TIP Y/N will be displayed on the terminal. Cardholder shall advise by pressing the ENTER key for YES , to a tip and proceed with step 5.0 or CLEAR key for NO , not to add a tip and proceed with step 7.0.
5.0	TIP AMOUNT? \$XX.XX	Staff member will enter the tip amount and press ENTER .
7.0	CASH OUT AMOUNT? \$0.00	Only applicable if the CASH OUT is turned on. Press ENTER to bypass the "CASH OUT" or enter the cash withdrawal amount followed by the ENTER key. NOTE: Cash amounts must be multiples of the minimum currency increment (10 cents).
8.0	PRESENT / INSERT OR SWIPE CARD	Card holder should Present / Insert or Swipe their card
9.0	ACCOUNT \$XX.XX CHQ SAV CR F1 F2 F3 F4	The cardholder presses the corresponding soft key to select their account type. Example: F1 for CHQ or F2 for SAV
10.0	CHQ-PIN \$10.00 ****	The cardholder keys in their PIN number followed by ENTER .

- 11.0  **PROCESSING NOW** will be displayed on the terminal.
- 12.0  Transaction has been **ACCEPTED** and prints off transaction receipt.
- 13.0  Transaction has been **DECLINED** and prints off transaction receipt.

10.15 Credit Card Hospitality Transaction



This function allows the merchant to perform hospitality transactions.

10.15.1 Hospitality Card Status Check

This transaction requests a check that the card is valid. It is not a preauthorisation and does not guarantee any available funds and does not store in the terminal.

The card status check may be used on any card type and is performed online.

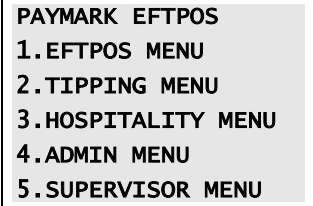
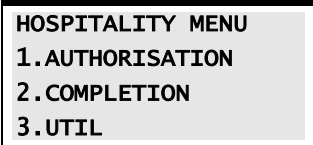
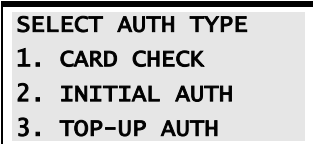

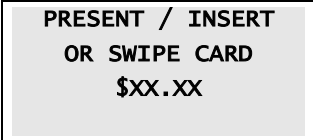

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until HOSPITALITY MENU is shown on the display. Press the corresponding number key or ENTER to access HOSPITALITY menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press the corresponding number key or down arrow key to select AUTHORISATION to perform a pre-authorisation transaction.
3.0	SELECT AUTH TYPE 1. CARD CHECK 2. INITIAL AUTH 3. TOP-UP AUTH	Press 1 to select CARD CHECK
4.0	PRESENT / INSERT OR SWIPE CARD \$0.00	Card holder should Present / Insert or Swipe their card
5.0	AWAITING ACCOUNT	The terminal prompts AWAITING ACCOUNT on the terminal. Advise the cardholder to select their account type on the pinpad.
6.0	ACCOUNT CHQ SAV CR F1 F2 F3 F4	The cardholder presses the corresponding soft keys to select the account type. NOTE: If the card used has only one account type which is credit, the terminal will process the transaction without prompting to select account. However, if a transaction is executed using Chip Card, then all the account type will be displayed for cardholder.
7.0	AWAITING PIN	The terminal prompts AWAITING PIN on the terminal. Advise the cardholder to key in their pin on the pinpad.
8.0	PIN OR ENTER ****	The pinpad will now prompt for PIN entry or SIGNATURE . Ask the cardholder to either enter their PIN number on the pinpad or press ENTER for SIGNATURE .
9.0	PROCESSING NOW	PROCESSING NOW will be displayed on the terminal and pinpad while processing the transaction.

- 10.0  Transaction has been **ACCEPTED** for **PIN entry** and prints the transaction receipt.
- 11.0  Transaction has been **DECLINED** for **PIN entry** and prints the transaction receipt.

10.15.2 Hospitality Authorisation

This transaction requests the approval for the Purchase to proceed. The transaction is not a financial transaction, but verifies that the cardholder has the funds available for the intended purchase. If approved, the authorised amount is held until the purchase is completed.

NOTE: Stored Hospitality Pre-authorisation transactions will automatically auto delete 30 days after time the transaction was first initiated or updated (i.e. Top-up).

Step	Terminal Display	Description
1.0		Press MENU key and then scroll through using down arrow key until HOSPITALITY MENU is shown on the display. Press the corresponding number key or ENTER to access HOSPITALITY menu.
2.0		Press the corresponding number key or down arrow key to select AUTHORISATION to perform a pre-authorisation transaction.
3.0		Press 2 to select INITIAL AUTH
4.0		Enter the Purchase amount and press ENTER .
5.0		Card holder should Present / Insert or Swipe their card
6.0		The terminal prompts AWAITING ACCOUNT on the terminal. Advise the cardholder to select their account type on the pinpad.

- 7.0
- | | | | |
|---------|-----|---------|----|
| ACCOUNT | | \$XX.XX | |
| CHQ | SAV | CR | |
| F1 | F2 | F3 | F4 |
- The cardholder presses the corresponding soft keys to select the account type.
NOTE: If the card used has only one account type which is credit, the terminal will process the transaction without prompting to select account. However, if a transaction is executed using Chip Card, then all the account type will be displayed for cardholder.
- 8.0
- | |
|--------------|
| AWAITING PIN |
|--------------|
- The terminal prompts **AWAITING PIN** on the terminal. Advise the cardholder to key in their pin on the pinpad.
- 9.0
- | |
|--------------|
| PIN OR ENTER |
| **** |
- The pinpad will now prompt for **PIN entry** or **SIGNATURE**. Ask the cardholder to either enter their **PIN number** on the pinpad or press **ENTER** for **SIGNATURE**.
- 10.0
- | |
|----------------|
| PROCESSING NOW |
|----------------|
- PROCESSING NOW** will be displayed on the terminal and pinpad while processing the transaction.
- 11.0
- | |
|----------|
| ACCEPTED |
|----------|
- Transaction has been **ACCEPTED** for **PIN entry** and prints the transaction receipt.
- 12.0
- | |
|----------|
| DECLINED |
|----------|
- Transaction has been **DECLINED** for **PIN entry** and prints the transaction receipt.
- 13.0
- | |
|--------------|
| SIGN RECEIPT |
|--------------|
- SIGN RECEIPT** will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.
- 14.0
- | |
|-------------------|
| SIGNATURE OK? Y/N |
| ENTER=YES, CLR=NO |
- Verify the cardholder's signature with the signature on the back of the card. If the signature matches:
 Press **ENTER** to accept and proceed with **step 15.0**
 If not, press **CLEAR** to decline and proceed with **step 16.0**
- 15.0
- | |
|--------------|
| SIG ACCEPTED |
|--------------|
- SIG ACCEPTED** will be displayed on both the terminal and pinpad screen. The merchant presses **ENTER** to accept the cardholder's signature after verifying signature with the card.
- 16.0
- | |
|--------------|
| SIG DECLINED |
|--------------|
- SIG DECLINED** will be displayed on both the terminal and pinpad screen. The merchant presses **CLEAR** to decline the cardholder's signature after verifying signature with the card.

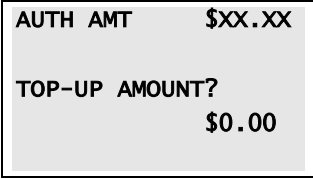



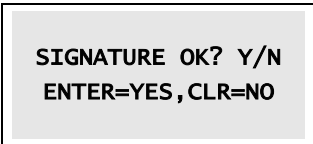
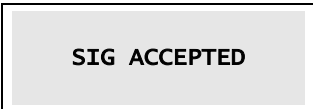

10.15.3 Hospitality Top-Up Authorisation

An additional Preauthorisation request may be sent if the preauthorised value needs to be increased to cover additional goods or services. The period of authorisation will also be extended by 30 days from the current date.

There is no limitation to the number of preauthorisation top ups for the life of the transaction.

The preauthorisation top up must not be stored independently within the terminal. Accepted preauthorisation top ups must update the authorised amount of the original preauthorisation transaction.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until HOSPITALITY MENU is shown on the display. Press the corresponding number key or ENTER to access HOSPITALITY menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press the corresponding number key or down arrow key to select AUTHORISATION .
3.0	SELECT AUTH TYPE 1. CARD CHECK 2. INITIAL AUTH 3. TOP-UP AUTH	Press 3 to perform Top-Up Authorisation transaction.
4.0	RETRIEVE BY 1. TRAN NUMBER 2. CARD NUMBER 3. AUTH NUMBER 4. INITIAL AUTH AMT 5. FUNDS ON HOLD	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction. Example: 1 for TRAN NUMBER
5.0	ENTER TRAN NUM	Enter the transaction number which can be obtained from the receipt. Example: 000001
6.0	TRAN XXXXXX AUTH XXXXXX CARD XXXXXX...XXXX TOTAL AMT NZ\$XX.XX REQUIRED TRANS. Y/N	Details of selected transaction are displayed. Press ENTER to print the pending transaction. Press CLEAR to exit and return to previous screen. NOTE: The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.

- 7.0  Key in the amount to be finalised then press **ENTER**. This can be greater or lesser than the authorised amount.
- 8.0  **PRINTING** will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount.
- 9.0  **PROCESSING NOW** will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction.
- 10.0  **SIGN RECEIPT** will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.
- 11.0  Verify the cardholder's signature with the signature on the back of the card. If the signature matches:
Press **ENTER** to accept and proceed with **step 12.0**
If not, press **CLEAR** to decline and proceed with **step 13.0**
- 12.0  **SIG ACCEPTED** will be displayed on both the terminal and pinpad screen. The merchant presses **ENTER** to accept the cardholder's signature after verifying signature with the card.
- 13.0  **SIG DECLINED** will be displayed on both the terminal and pinpad screen. The merchant presses **CLEAR** to decline the cardholder's signature after verifying signature with the card.

10.15.4 Hospitality Completion Transaction

This transaction is a Purchase completion, which provides notification that the authorised purchase has completed. By utilising this combination of transactions, the merchant is provided with the ability to make an authorisation for the anticipated end value that approves the validity of the card and availability of funds.

The approval and other transaction details are stored in the memory of the terminal for later use. Use of a parameter to recall the pre-authorised transaction in the terminal creates a completion message without necessarily requiring their customer to present their card again.

NOTE: Prior to completing the transaction, add any extra charges to the transaction for the goods and/or services used by the customer which hasn't been declared.

10.15.5 Hospitality Partial Completion Transaction

The cardholder has received an agreed portion of the goods or services. This indicates that there will be more transactions to follow. This transaction is required for merchants that support multiple completion transactions.





Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until HOSPITALITY MENU is shown on the display. Press the corresponding number key or ENTER to access HOSPITALITY menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press the corresponding number key or down arrow key to select COMP to perform a completion on a pre-authorised transaction.
3.0	RETRIEVE BY 1. TRAN NUMBER 2. CARD NUMBER 3. AUTH NUMBER 4. INITIAL AUTH AMT 5. FUNDS ON HOLD	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction. Example: 1 for TRANS NUMBER
4.0	ENTER TRAN NUM	Enter the transaction number which can be obtained from the receipt. Example: 000001

- 5.0
- | | |
|-----------------|---------------|
| TRAN | XXXXXX |
| AUTH | XXXXXX |
| CARD | XXXXXX...XXXX |
| TOTAL AMT | NZ\$XX.XX |
| REQUIRED TRANS. | Y/N |
- Details of selected transaction are displayed.
Press **ENTER** to print the pending transaction.
Press **CLEAR** to exit and return to previous screen.
NOTE: The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.
- 6.0
- | | |
|-----------------|---------|
| AUTH AMT | \$XX.XX |
| PARTIAL AMOUNT? | \$0.00 |
- Key in the partial amount to be finalised followed by **ENTER**.
- 7.0
- | |
|----------|
| PRINTING |
|----------|
- PRINTING** will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount.
- 8.0
- | |
|----------------|
| PROCESSING NOW |
|----------------|
- PROCESSING NOW** will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction.
- 9.0
- | |
|--------------|
| SIGN RECEIPT |
|--------------|
- SIGN RECEIPT** will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.
- 10.0
- | |
|-------------------|
| SIGNATURE OK? Y/N |
| ENTER=YES, CLR=NO |
- Verify the cardholder's signature with the signature on the back of the card. If the signature matches:
Press **ENTER** to accept and proceed with **step 11.0**
If not, press **CLEAR** to decline and proceed with **step 12.0**
- 11.0
- | |
|--------------|
| SIG ACCEPTED |
|--------------|
- SIG ACCEPTED** will be displayed on both the terminal and pinpad screen. The merchant presses **ENTER** to accept the cardholder's signature after verifying signature with the card.
- 12.0
- | |
|--------------|
| SIG DECLINED |
|--------------|
- SIG DECLINED** will be displayed on both the terminal and pinpad screen. The merchant presses **CLEAR** to decline the cardholder's signature after verifying signature with the card.

10.15.6 Hospitality Final Completion Transaction

The cardholder has received all the goods or services. This indicates that no more transactions are expected. This transaction is required for all merchants that support preauthorisation transactions.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until HOSPITALITY MENU is shown on the display. Press the corresponding number key or ENTER to access HOSPITALITY menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press the corresponding number key or down arrow key to select COMP to perform a completion on a pre-authorised transaction.
3.0	RETRIEVE BY 1. TRAN NUMBER 2. CARD NUMBER 3. AUTH NUMBER 4. INITIAL AUTH AMT 5. FUNDS ON HOLD	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction. Example: 1 for TRAN NUMBER
4.0	ENTER TRAN NUM	Enter the transaction number which can be obtained from the receipt. Example: 000001
5.0	TRAN XXXXXX AUTH XXXXXX CARD XXXXXX...XXXX TOTAL AMT NZ\$XX.XX REQUIRED TRANS. Y/N	Details of selected transaction are displayed. Press ENTER to print the pending transaction. Press CLEAR to exit and return to previous screen. NOTE: The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.
6.0	AUTH AMT \$XX.XX FINAL AMOUNT? \$0.00	Key in the amount to be finalised then press ENTER . This can be greater or lesser than the authorised amount.
7.0	PRINTING	PRINTING will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount.
8.0	PROCESSING NOW	PROCESSING NOW will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction.

- 9.0  **SIGN RECEIPT** will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.
- 10.0  **SIGNATURE OK? Y/N**
ENTER=YES, CLR=NO Verify the cardholder's signature with the signature on the back of the card. If the signature matches:
Press **ENTER** to accept and proceed with **step 11.0**
If not, press **CLEAR** to decline and proceed with **step 12.0**
- 11.0  **SIG ACCEPTED** will be displayed on both the terminal and pinpad screen. The merchant presses **ENTER** to accept the cardholder's signature after verifying signature with the card.
- 12.0  **SIG DECLINED** will be displayed on both the terminal and pinpad screen. The merchant presses **CLEAR** to decline the cardholder's signature after verifying signature with the card.

10.15.7 Pure Commerce CSE Hospitality Final/Partial Completion Transaction

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until HOSPITALITY MENU is shown on the display. Press the corresponding number key or ENTER to access HOSPITALITY menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press the corresponding number key or down arrow key to select COMP to perform a completion on a pre-authorised transaction.
3.0	RETRIEVE BY 1. TRANS NUMBER 2. CARD NUMBER 3. AUTH NUMBER 4. PURCHASE AMOUNT 5. TOTAL AMOUNT	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction. Example: 1 for TRAN NUMBER
4.0	ENTER TRANS NUM	Enter the transaction number which can be obtained from the receipt. Example: 000001
5.0	TRAN XXXXXX AUTH XXXXXX CARD XXXXXX...XXXX TOTAL AMT NZ\$XX.XX REQUIRED TRANS. Y/N	Details of selected transaction are displayed. Press ENTER to print the pending transaction. Press CLEAR to exit and return to previous screen. NOTE: The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.
6.0	ORG AMT \$XX.XX FINAL/PARTIAL AMOUNT? \$0.00	Key in the final or partial amount to be finalised followed by ENTER .
7.0	PURCHASE NZ\$XX.XX SELECT CURRENCY NZD AUD USD MORE F1 F2 F3 F4	Select the currency displayed or press MORE for more currency option. This will be displayed when the transaction is been performed through swipe using Magnetic Stripe card. Example: PRESS F2 for AUD currency If the card has been inserted, proceed with step 8.0

- | | | |
|------|--|--|
| 8.0 | PURCHASE AUD 9.44
NZD 10.00
RATE 1.0581245
SELECT CURRENCY
NZD AUD | Advise the cardholder to select the currency they wish to process the transaction with |
| 9.0 | PURCHASE AUD 9.59
FX RATES INCLUDES
MARGIN OF 3.000
CONFIRM
NO YES | Customer is displayed with the FX rates. Customer needs to confirm to proceed with the home currency or NZD by selecting YES or NO on the terminal by pressing the corresponding keys |
| 10.0 | PRINTING | PRINTING will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount. |
| 11.0 | PROCESSING NOW | PROCESSING NOW will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction. |
| 9.0 | SIGN RECEIPT | SIGN RECEIPT will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt. |
| 10.0 | SIGNATURE OK? Y/N
ENTER=YES, CLR=NO | Verify the cardholder's signature with the signature on the back of the card. If the signature matches:
Press ENTER to accept and proceed with step 11.0
If not, press CLEAR to decline and proceed with step 12.0 |
| 11.0 | SIG ACCEPTED | SIG ACCEPTED will be displayed on both the terminal and pinpad screen. The merchant presses ENTER to accept the cardholder's signature after verifying signature with the card. |
| 12.0 | SIG DECLINED | SIG DECLINED will be displayed on both the terminal and pinpad screen. The merchant presses CLEAR to decline the cardholder's signature after verifying signature with the card. |

10.15.8 CSE Hospitality Final/Partial Completion Transaction Receipt Format

SKYZER TECHNOLOGIES
61E HUGO JOHNSTON DR
PENROSE

-----EFTPOS-----

TERMINAL 00901355

TIME 06Feb18 13:10

TRAN 000156 CREDIT

VISA

CARD0000

AUTH

AUTH \$10.00

RATE 1.05847000042

Includes Commission
of 3.000

TOTAL AUD 9.44

Transaction Currency

I DECLARE THAT I
HAVE BEEN GIVEN A
CHOICE OF PAYMENT
CURRENCY. I AGREE
TO PAY THE ABOVE
TOTAL AMOUNT, AND
UNDERSTAND THAT
THE CHOICE OF
CURRENCY IS FINAL

THIS SERVICE IS
SUPPLIED BY BNZ

ACCEPT WITH SIG

PREPAID CURRENCY CAR

MERCHANT COPY

10.15.9 Hospitality Utilities

Under Hospitality Utility menu, the following function:





10.15.10 Hospitality Cancellation Transaction

Preauthorised cancellation transactions are designed to be used if a preauthorised transaction will not be completed.

The pre authorisation cancellation should be used if:

- the cardholder cancels
- the transaction has expired (30 days since approved preauthorisation or last top up)
- the merchant cannot deliver goods or services

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until HOSPITALITY MENU is shown on the display. Press the corresponding number key or ENTER to access HOSPITALITY menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press 3 to select UTIL .
3.0	SELECT FUNCTION 1. VOID 2. EXTRA CHARGES 3. CARD CHECK	Press 1 to select VOID
4.0	RETRIEVE BY 1. TRAN NUMBER 2. CARD NUMBER 3. AUTH NUMBER 4. INITIAL AUTH AMT 5. FUNDS ON HOLD	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction. Example: 1 for TRAN NUMBER
5.0	ENTER TRAN NUM	Enter the transaction number which can be obtained from the receipt. Example: 000001
6.0	TRAN XXXXXX AUTH XXXXXX CARD XXXXXX...XXXX TOTAL AMT NZ\$XX.XX REQUIRED TRANS. Y/N	Details of selected transaction are displayed. Press ENTER to print the pending transaction. Press CLEAR to exit and return to previous screen. NOTE: The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.

- 7.0  To cancel the hospitality pre authorisation transaction, press the **ENTER** key.
- 8.0  **PRINTING** will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount.
- 9.0  **PROCESSING NOW** will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction.
- 10.0  **ACCEPTED** will be displayed to indicate the pre authorisation transaction was cancelled successfully.




10.15.11 Hospitality Delayed (Extra Charges) Completion

This functionality is used for additional charges after the final completion.



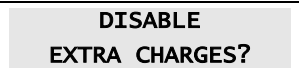
10.15.12 Enable/Disable Delayed (Extra Charges) Completion

The below function will be performed to enable and disable delayed (extra charges) completion.

Enable Delayed (Extra Charges)

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 100 and press ENTER .
3.0		Press ENTER to enable the extra charges or CLEAR to cancel and exit to idle prompt.

Disable Delayed (Extra Charges)

Step	Terminal Display	Comment
1.0		Press FUNC
2.0		Enter 100 and press ENTER .
3.0		Press ENTER to disable the extra charges or CLEAR to cancel and exit to idle prompt.

10.15.13 Hospitality Delayed (Extra Charges) Completion

If there are additional charges to be applied after the final completion, the delayed (extra charges) completion can be performed.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until HOSPITALITY MENU is shown on the display. Press the corresponding number key or ENTER to access HOSPITALITY menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press 3 to select UTIL .
3.0	SELECT FUNCTION 1. VOID 2. EXTRA CHARGES 3. CARD CHECK	Press 2 to select EXTRA CHARGES
4.0	RETRIEVE BY 1. TRAN NUMBER 2. CARD NUMBER 3. AUTH NUMBER	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction. Example: 1 for TRAN NUMBER
5.0	ENTER TRAN NUM	Enter the transaction number which can be obtained from the receipt. Example: 000001
6.0	TRAN XXXXXX AUTH XXXXXX CARD XXXXXX...XXXX TOTAL AMT NZ\$XX.XX REQUIRED TRANS. Y/N	Details of selected transaction are displayed. Press ENTER to print the pending transaction. Press CLEAR to exit and return to previous screen. NOTE: The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.
7.0	PURCHASE AMOUNT? \$0.00	Key in the amount to charge followed by ENTER .
8.0	PRINTING	PRINTING will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount.
9.0	PROCESSING NOW	PROCESSING NOW will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction.

10.0

**ACCEPTED**

ACCEPTED will be displayed to indicate the pre authorisation transaction was cancelled successfully.

10.16 Cheque Verification Authorisation

A Cheque Verification transaction allows the merchant to authorise a cheque, to verify that the cheque is valid for cheque payments.

NOTE: This function must first be activated by request through the company called TeleCheck.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until EFTPOS MENU is shown on the display. Press the corresponding number key or ENTER to access EFTPOS menu.
2.0	EFTPOS MENU 1.PUR 2.CASH 3.RFND 4.CHQ	Press the corresponding number key or down arrow key to select CHQ to perform a cheque verification transaction.
3.0	CHQ SERIAL # ? XXXXXX	Key in the cheque serial number and press ENTER
4.0	CHQ BRANCH # ? XXXXXX	Key in the cheque branch number and press ENTER
5.0	CHQ ACCOUNT # ? XXXXXX	Key in the cheque account number and press ENTER
6.0	PURCHASE AMOUNT? \$0.00	Key in the purchase amount and press ENTER
7.0	PROCESSING NOW	PROCESSING NOW will be displayed on the terminal and PIN pad while communicating with the host and the transaction is being processed.
8.0	ACCEPTED XXXXXX PRESS ENTER	If the transaction is accepted then the terminal and PIN pad will display ACCEPTED followed by the authorization ID number. NOTE: The terminal beeps and requires the merchant to press ENTER for the completion of the transaction and returns to idle screen.
9.0	DECLINED XXXXXX PRESS ENTER	If the transaction is declined then the terminal and PIN pad will display DECLINED followed by the authorization ID number. NOTE: The terminal beeps and requires the merchant to press ENTER for the completion of the transaction and returns to idle screen.

NOTE: There is no receipt printed for this transaction since the only requirement is for the merchant to obtain approval for the cheque. The response message stays on the display until the merchant presses **ENTER**

10.17 Merchant Administration Functions

The following standard merchant administration functions are available:

NOTE: When set up as a multi-merchant device, the terminal will first prompt for the selection of the particular merchant for each of the administration functions above.

10.17.1 Terminal Totals

This function allows the merchant to determine the total count and amount of all accepted transactions supported by the terminal since the totals were last reset by the merchant.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until ADMIN MENU is shown on the display. Press the corresponding number key or ENTER to access ADMIN menu.
2.0	ADMIN MENU 1.TOTAL 2.INQUIRY 3.CUTOVER	Press the corresponding number key or down arrow key to select TOTL to perform a shift totals.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3	<u>Only applicable with Multi-Merchant setup.</u> Select the corresponding number on the terminal to select the Merchant followed by ENTER .
4.0	PRINTING	Totals will be printed immediately.
5.0	RESET TOTALS? ENTER=YES, CLR=NO	The user will be prompted whether the totals should be reset. - If YES is selected, the terminal will return to idle and totals will have been reset. (To check this, repeat steps 1-2. Totals should all appear as \$0.00 on the printout.) - If NO is selected, terminal will return to idle without resetting the totals. (To check this, repeat steps 1-2. Totals should remain the same.)

10.17.2 Terminal Totals with Instant Tip

This function allows the merchant to determine the total count and amount of all accepted transactions supported by the terminal since the totals were last reset by the merchant.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until ADMIN MENU is shown on the display. Press the corresponding number key or ENTER to access ADMIN menu.
2.0	ADMIN MENU 1.TOTAL 2.INQUIRY 3.CUTOVER	Press the corresponding number key or down arrow key to select TOTAL to perform a shift totals.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3	<u>Only applicable with Multi-Merchant setup.</u> Select the corresponding number on the terminal to select the Merchant followed by ENTER .
4.0	PRINTING	Totals will be printed immediately. NOTE: This will include the instant tip amounts under purchase that were performed for merchant's knowledge.
5.0	RESET TOTALS? ENTER=YES, CLR=NO	The user will be prompted whether the totals should be reset. - If YES is selected, the terminal proceed to step 5.0 with totals to be reset. (To check this, repeat steps 1-2. Totals should all appear as \$0.00 on the printout.) - If NO is selected, terminal will return to idle without resetting the totals. (To check this, repeat steps 1-2. Totals should remain the same.)
6.0	PRINT TIP REPORT AND RESET?	The user will be prompted whether print the tip report and reset. - If YES is selected, the terminal proceed with totals to be reset and print off the instant tip report for the merchant outlining the number of tip transactions that were performed. - If NO is selected, terminal will return to idle without resetting the totals.

10.17.3 Terminal Totals with Credit Card Surcharging

This function allows the merchant to determine the total count and amount of all accepted surcharging transactions supported by the terminal since the totals were last reset by the merchant.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until ADMIN MENU is shown on the display. Press the corresponding number key or ENTER to access ADMIN menu.
2.0	ADMIN MENU 1.TOTAL 2.INQUIRY 3.CUTOVER	Press the corresponding number key or down arrow key to select TOTAL to perform a shift totals.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3	<u>Only applicable with Multi-Merchant setup.</u> Select the corresponding number on the terminal to select the Merchant followed by ENTER .
4.0	PRINTING	Totals will be printed immediately. NOTE: This will include the surcharging amounts under purchase that were performed for merchant's knowledge.
5.0	RESET TOTALS? ENTER=YES, CLR=NO	The user will be prompted whether the totals should be reset. - If YES is selected, the terminal proceed to step 5.0 with totals to be reset. (To check this, repeat steps 1-2. Totals should all appear as \$0.00 on the printout.) - If NO is selected, terminal will return to idle without resetting the totals. (To check this, repeat steps 1-2. Totals should remain the same.)

10.17.4 Settlement Inquiry

This function is used by the merchant to retrieve either the current subtotals or historical settlement information from Paymark.

NOTE: Settlement inquiry data can be retrieved retrospectively to a maximum of 14 days.

Step	Terminal Display	Description
1.0	<div> PAYMARK EFTPOS 1. EFTPOS MENU 2. HOSPITALITY MENU 3. ADMIN MENU 4. SUPERVISOR MENU </div>	<p>Press MENU key and then scroll through using down arrow key until ADMIN MENU is shown on the display.</p> <p>Press the corresponding number key or ENTER to access ADMIN menu.</p>
2.0	<div> ADMIN MENU 1. TOTAL 2. INQUIRY 3. CUTOVER </div>	Press the corresponding number key or down arrow key to select INQ to perform a settlement inquiry.
3.0	<div> 1 Merchant 1 2 Merchant 2 3 Merchant 3 </div>	<p>Only applicable with Multi-Merchant setup.</p> <p>Select the corresponding number on the terminal to select the Merchant followed by ENTER.</p>
4.0	<div> SELECT OPTION XX/XX OTHER </div>	<p>- Press F1 to initiate a settlement inquiry for the current settlement period (date will be shown). Proceed with step 4.0.</p> <p>- Press F4 to enter a date for a different settlement period. Proceed with step 4.1</p>
4.1	<div> DATE – DDDMMYYYY XX/XX/XXXX </div>	Enter date for which you would like to make a settlement inquiry, ensuring that date is entered in DDDMMYYYY format. Press ENTER when correct date has been entered, CLEAR if you wish to re-enter date, CANCEL if you wish to cancel settlement inquiry.
5.0	<div> PROCESSING NOW </div>	<p>PROCESSING NOW will be displayed on the terminal while processing to retrieve the transaction.</p> <p>NOTE: Terminal will prompt for any stored Tip Transactions and/or Electronic Offline Voucher to be transmitted. Press ENTER to transmit or CLEAR to proceed with settlement cutover.</p>
6.0	<div> TRANS. COMPLETE </div>	Settlement inquiry record is printed.

NOTE: Any expired stored Hospitality, EOv offline and/or Contactless transactions, will be prompted to upload when Settlement Inquiry is performed. To upload these stored transactions at that time, press **ENTER** or **CLEAR** to cancel upload and proceed with Settlement Inquiry.

10.17.5 Settlement Cutover

This function allows the merchant to settle the current settlement period and to cut over to a new settlement period. This can only be performed successfully when the terminal is within the 'settlement window' defined by Paymark for the particular merchant and terminal.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until ADMIN MENU is shown on the display. Press the corresponding number key or ENTER to access ADMIN menu.
2.0	ADMIN MENU 1.TOTAL 2.INQUIRY 3.CUTOCER	Press the corresponding number key or down arrow key to select CUT to perform a settlement cutover.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3	Only applicable with Multi-Merchant setup. Select the corresponding number on the terminal to select the Merchant followed by ENTER .
4.0	CUTOVER NOW? ENTER=YES, CLR=NO	Press ENTER to initiate a settlement cutover or CLEAR to cancel and return to the previous state. NOTE: Terminal will prompt for any stored Tip Transactions and/or Electronic Offline Voucher to be transmitted. Press ENTER to transmit or press CLEAR to proceed with settlement cutover.
5.0	PROCESSING NOW	PROCESSING NOW will be displayed on the terminal while processing the transaction.
6.0	TRANS. COMPLETE	Settlement cutover record is printed.

NOTE: Any expired stored Hospitality, EOv offline and/or Contactless transactions, will be prompted to upload when Settlement Cutover is performed. To upload these stored transactions at that time, press **ENTER** or **CLEAR** to cancel upload and proceed with Settlement Cutover.

10.17.6 Duplicate Receipt

This function causes the terminal to print a duplicate of the receipt generated as a result of the last cardholder transaction. This function is used if the original receipt is damaged or illegible. A financial transaction reprint receipt should still be available after a non-financial transaction is completed or after a second or subsequent acquirer transaction.

This function can also be accessed through shortcut key by pressing **3** from idle screen.

Step	Terminal Display	Description
1.0	<div> PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU </div>	Press MENU key and then scroll through using down arrow key until SUPERVISOR MENU is shown on the display. Press the corresponding number key or ENTER to access SUPERVISOR menu.
2.0	<div> SUPERVISOR MENU 1.XTRA 2.LOGON 3.DUPLICATE </div>	Press the corresponding number key or down arrow key to select DUPLICATE to reprint a duplicate transaction receipt.
3.0	<div> 1 Merchant 1 2 Merchant 2 3 Merchant 3 </div>	Only applicable with Multi-Merchant setup. Select the corresponding number on the terminal to select the Merchant followed by ENTER .
4.0	<div> PRINTING </div>	Prints the last cardholder transaction.

10.18 Electronic Offline Vouchers (EOV)

This function allows the terminal to accept offline transactions in the event of a communications failure with Paymark or the banking network.

Only Purchase transactions can be accepted in EOV mode. A pre-set limit is in place for both the number of transactions accepted per card and the amount of the purchase.

All the transaction details are held on the terminal until connectivity with Paymark has been restored, at which time all EOV transactions will be uploaded to the Paymark network. During the course of the upload, a receipt will automatically be printed for any stored transactions that are declined.

This function is only available where a merchant has bank approval to accept EOV transactions.

The following notes relate to the operation to the terminal's EOV operation:

- Only Purchase transactions can be accepted in EOV mode.
- Both debit and credit cards can be used for purchase transactions in EOV mode.
- A pre-set limit is in place for both the number of transactions accepted per card and the purchase amount.
- 'EFTPOS OFFLINE' is displayed on the screen of the ICT2XX if an IPP280 or IPP310 pinpad is attached.
- If the terminal is a multi-merchant unit, 'EFTPOS OFFLINE' will be displayed on screen at the Merchant selection prompt and the PAYMARK EFTPOS menu prompt will be changed to EFTPOS OFFLINE to indicate terminal is in the EOV mode.
- Purchase transactions are held in the memory of the terminal until connectivity with the host has been restored.
- The terminal will attempt a logon every ten minutes to check the network status, alternatively a manual log on can be performed by the merchant.
- For all swipe card transactions processed in EOV mode, the cardholder will be prompted to sign the merchant copy of the receipt, whereas chip card transactions could require the cardholder to enter their PIN. If the correct PIN is entered, the transaction will be accepted and the cardholder does not sign the EFTPOS receipt.
- Manual PAN (MANPAN) entry is not permitted in the EOV mode.
- If a transaction other than a Purchase is attempted whilst in EOV mode, the terminal will respond with the error message: "INVALID OFFLINE TRANSACTION".

- AMEX (American Express) or JCB card – these are not supported in EOVS mode.

NOTE: Under PCI compliance, merchant needs to keep the cardholder's data/receipts in a safe and secure location manner. Our recommendation would be to keep all these data/receipts locked in the cash drawer.

10.18.1 Notification of EOVS Mode

When a terminal receives two consecutive network errors, such as Transmission Error, System Faults or Failed to clear a pending transaction, the terminal will then prompt “**PROCESS TRANSACTION OFFLINE? Y/N**” If **YES/ENTER** is selected, the terminal will then go into EOVS mode and process the failed transaction in offline mode and is stored in the terminal memory. Any subsequent transactions executed will be stored in the terminal memory as an EOVS transaction. If **NO/CLEAR** is selected, the terminal will go into EOVS mode without processing the failed transaction. All the swipe card transaction executed in EOVS mode will always require Signature, whereas chip card transactions could require the cardholder to enter PIN to accept the transaction.

10.18.2 To Exit Out of EOVS Mode



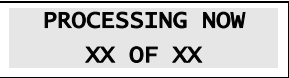
To exit out of EOVS mode, simply perform a merchant logon (page 69) and if the terminal is successful in re-establishing connectivity to Paymark network, an ACCEPTED merchant logon receipt will be printed.

If the terminal fails the merchant logon, then the terminal will still operate in the EOVS mode.

10.18.3 Upload Electronic Offline Transactions

Once the terminal has re-established connectivity to Paymark network, it will automatically start to upload the stored electronic offline transaction in batches of five with two minutes interval until all has been uploaded to Paymark network.



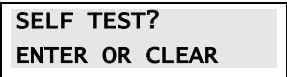
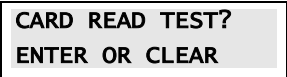


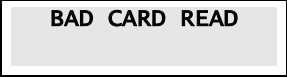
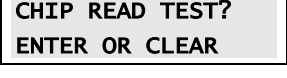

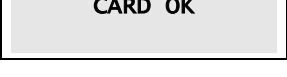
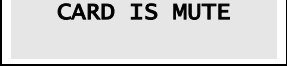

If required, the merchant can also perform this function to manually upload any electronic offline transactions stored on the terminal to Paymark network.

Step	Terminal Display	Description
1.0		Press FUNC.
2.0		Enter 88 and press ENTER.
3.0		The terminal starts to upload the stored offline transactions which were stored on the terminal.

NOTE: If the terminal is in the process of uploading the offline transactions to Paymark network and merchant wishes to use the EFTPOS terminal, they can interrupt the upload by simply swiping the card at any stage where it may take few seconds before terminal prompts "TEMPORARILY HALT TRANSMISSION Y/N". The merchant can then press **ENTER** to halt the upload transmission and perform a transaction or **CLEAR** to proceed with uploading offline transactions.

11 DIAGNOSTICS

This function allows the merchant to perform diagnostic functions to aid in the maintenance of the terminal.

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 9904 , press ENTER .
3.0		Press ENTER to continue with the self test CLEAR to cancel and return to idle prompt.
4.0		Press ENTER to start CARD READ TEST , CLEAR to bypass CARD READ TEST or CANCEL to cancel and return to idle prompt.
4.1		Swipe a magnetic stripe card through the magnetic stripe card reader. Press ENTER or CLEAR to go to chip read test.
4.2		Displays if the terminal is successful to read the magnetic stripe data.
4.3		Displays if the terminal is unable to read the magnetic stripe data.
5.0		Press ENTER to start CHIP READ TEST , CLEAR to bypass CHIP READ TEST or CANCEL to cancel and return to idle prompt.
5.1		Insert the chip card into the chip card reader slot in the terminal. Press ENTER or CLEAR to go to keyboard test.
5.2		Displays if the terminal is successful to read the chip card contact.
5.3		Displays if the terminal is unable to read the chip card contact.
5.4		Remove card from the chip card reader slot.

- 6.0 **KEYBOARD TEST?
ENTER OR CLEAR** Press **ENTER** to start **KEYBOARD TEST**, **CLEAR** bypass **KEYBOARD TEST** or **CANCEL** to cancel the function and return to idle prompt.
- 6.1 **TO EXIT TEST
PRESS CLEAR KEY** Press **CLEAR** to exit and perform display test.
- 6.2 **XXXXXX** The terminal echoes the keys as the merchant presses them on the terminal. If **CLEAR** is pressed, terminal exits out from the keyboard test.
- 7.0 **DISPLAY TEST?
ENTER OR CLEAR** Press **ENTER** to perform a display test, **CLEAR** to bypass the display test, **CANCEL** to cancel the function and return to idle prompt.
- 7.1 **[REDACTED]** Screen should display this during display test. Press **ENTER** or **CLEAR** to go onto next test, **CANCEL** to return to idle prompt.
- 8.0 **PRINTER TEST?
ENTER OR CLEAR** Press **ENTER** to perform **PRINTER TEST**, **CLEAR** to bypass **PRINTER TEST** or **CANCEL** to cancel the function and return to idle prompt.
- 8.1 **PRINTING** Terminal will print a test receipt immediately when **ENTER** key is pressed.
- 9.0 **COMMS TEST?
ENTER OR CLEAR** **ENTER** to start **COMMS TEST**, **CLEAR** to bypass **COMMS TEST** or **CANCEL** to cancel the function and return to idle prompt.
- 9.1 **PROCESSING NOW** If **COMMS** test is performed, terminal screen will display **PROCESSING NOW** and then will return with response.
- 9.2 **ACCEPTED
PRESS ENTER** Terminal screen will display **ACCEPTED** if **COMMS** test is successful. Press **ENTER**.

11.1 Extra Terminal Functions

The terminal provides extra terminal functions which are accessible from the Supervisor menu.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press MENU key and then scroll through using down arrow key until SUPERVISOR MENU is shown on the display. Press the corresponding number key or ENTER to access SUPERVISOR menu.
2.0	SUPERVISOR MENU 1.XTRA 2.LOGON 3.DUPLICATE	Press the corresponding number key or down arrow key to select XTRA to access terminal functions.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3	Only applicable with Multi-Merchant setup. Select the corresponding number on the terminal to select the Merchant followed by ENTER .
4.0	TERMINAL FUNCTIONS	Select desired function from option table listed below by pressing the corresponding number key to activate chosen option. Example: To print stored transactions totals, press 0 key

NOTE: Upon completion of desired function, terminal will return to idle screen. Repeat steps 1-3 if required.

Press #	Terminal Display	Description
---------	------------------	-------------

PRESS 0: Print Stored Transaction Totals

PRINTING	Terminal will display PRINTING and will print a record of all stored transactions awaiting transmission in the terminal.
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PRESS 1: Terminal Restart

RESTART TERMINAL?	Press ENTER to restart the terminal CANCEL to return to idle prompt. If ENTER key is pressed, terminal will restart and soon return to idle prompt.
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PRESS 2: Display KVC and print Terminal Configuration

PRINTING	Terminal will display KVC and prompt to PRINT CONFIG Y/N. Press ENTER to print off the terminal configuration report or CLEAR to exit and return to idle screen.
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PRESS 3: Print EMV or CTL Public Keys

PRINT
1. EMV PUBLIC KEYS
2. CTL PUBLIC KEYS

Press **1** to print off the EMV public keys or **2** to print off the CTL public keys.

PRINTING

Displays while printing the check sum value of all EMV or CTL public keys stored within the terminal. If the terminal has no stored EMV public keys then it will display "NO PUBLIC KEYS" and "NO CTL KEYS" if no stored CTL public keys.

PRESS 4: Print EMV Enable Applications or CTL Configurations

PRINT
1. EMV APPS
2. CTL CONFIG

Press **1** to print off the current enabled EMV Application Identifiers (AIDs) or **2** to print off the CTL configuration records.

PRINTING

Displays while printing a list of all the currently enable EMV Application Identifiers (AIDs) or CTL configuration records supported by the terminal. If the terminal has no EMV applications it will display "NO EMV APPS" and "NO CTL RECORDS" if no CTL configuration records.

PRESS 5: Print Pending Transactions

**PRINT PENDING
TRANS.**
SELECT OPTION
1. PRINT ALL
**2. PRINT HOSP
TRANS**
3. PRINT TIP TRANS

Press 1 to print all the pending transactions that are stored on the terminal or 2 to print off a specific Hospitality transaction or 3 to print off a specific Tipping transaction.

PRINTING

PRINTING displays while printing the pending transactions. If the terminal has no pending transactions it will display "NO PENDING TRANSACTIONS".

PRESS 6: Print Last EMV Transaction

PRINTING

PRINTING displays while printing the last EMV transaction. If the terminal has no EMV transactions it will display "NO EMV TRANSACTIONS".

PRESS 7: Print Card Prefix Table

PRINTING

PRINTING displays while printing Card Prefix Table.
Terminal returns to admin menu.

PRESS 8: To change Date and Time of the terminal

DATE – DDMYY 19/01/09
TIME – HHMMSS 12:49


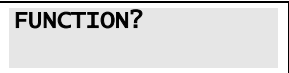
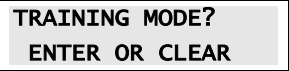

To change the **Date**, enter the day, month and the year on the keyboard and press **ENTER**

To change the **Time**, enter the hour and minutes on the keyboard and press **ENTER**

NOTE: When the Merchant logon is accepted, the current date and time are automatically updated on the terminal.

11.2 Training Mode

The terminal has a training mode that can be toggled through the following steps:

Step	Terminal Display	Description
1.0		Press FUNC
2.0		Enter 9999 , press ENTER
3.0		Press ENTER to enter Training Mode, or CLEAR to exit Training Mode
4.0		The terminal briefly displays "PLEASE WAIT" and then returns to the idle prompt

When the terminal is in training mode, a large indication will appear on the display that the terminal is currently in training mode. To exit Training Mode, repeat steps 2 and 3.

NOTE: Before the terminal can operate in training mode, the terminal, merchant ID's must be configured and the functions that you would like to demonstrate on. Once the terminal is in the training mode, transactions can be executed. When executing transaction in the training mode, the amount will be the response code for the transaction, principally the "cent" area. For example, if a transaction has been executed for an amount of \$1.00 or \$1.08, the transaction will be accepted, where 00 is for ACCEPTED response code and 08 is for SIGN ACCEPTED. Any other amount in the "cent" area will result the transaction to decline.

Ensure that any pending transactions that are stored on the terminal have been settled before exiting the training mode.

11.3 Additional Features of the Terminal

11.3.1 Decline Alert

To notify the merchant of a declined transaction the terminal will beep, displaying 'declined' and a receipt will not be printed until the merchant presses enter.

11.3.2 Full Message Encryption

Merchants and cardholders can have confidence in the benefits of increased security standards with full message encryption, allowing the secure transmission of EFTPOS transactions across wireless or internet communications links.

11.3.3 Customer Copy Receipt

Merchants now have the option available to print or not a customer copy receipt.

11.3.4 Communication

The Ingenico iWL252 terminal allows the choice of two communication method as below:

- Broadband
- Dial up

Terminal can also be configured to have the broadband as primary and having the Dialup as redundancy link.

The Ingenico iWL255 terminal will only communicate via GPRS/3G.

12 SAFETY AND MAINTENANCE

12.1 Cleaning of the Terminal

First of all, unplug all the wires from the terminal.

- DO NOT allow any water to enter inside the case. Remove any dust, accumulated dirt or grime from the case using a damp cloth.
- DO NOT use solvents, cleaning fluids or abrasives. These materials could damage the plastic housing and any exposed contacts.
- DO NOT clean the electrical connections.
- DO NOT put anything into the slot of the smart card reader.

12.2 General Safety Information

This equipment has been designed and manufactured to meet international safety standards but, like any electrical apparatus, due care must still be taken:

- Do read and understand the instructions before using the equipment
- DO NOT expose this apparatus to rain or moisture. This product is approved for indoor use only. Where necessary, use a protection cover that prevents ingress of water.
- DO NOT remove any screws or non-operator accessible covers.
- DO NOT insert any metallic objects.
- DO NOT allow liquid to spill into the terminal's openings.
- DO NOT allow anything to rest on the power or telecom cords and ensure that all cables are routed to prevent damage or accidental contact.
- DO NOT continue to operate the equipment if you are in any doubt about it working normally, or if it is damaged in any way. Withdraw the mains plug and consult your service agent.

12.3 Battery Information

Your terminal is supplied with a removable, rechargeable battery. This battery recharges when the terminal is connected to the charger unit.

Following installation, the battery charge status is indicated by the battery icon found in the top right hand corner of the terminal display.

When you charge the battery for the first time, it should be charged until full capacity is indicated. This may take from 4 to 16 hours.

New terminals are dispatched with some charge present. Transactions can be performed providing the terminal is connected to the charger unit so that it can continue charging.

One of these Battery Status Symbols will be displayed depending on the charge in the battery and whether the handset is on the Base.

Battery low



Battery fully charged (off base)



If the battery symbol shows empty, and the terminal displays a **“Battery Low”** warning then you should recharge the terminal battery as soon as possible for a minimum of 6 hours.

DO NOT attempt to use your terminal without its battery pack.

DO NOT attempt to open the battery pack. There are no user-serviceable components.

DO NOT remove the battery pack from the terminal for extended periods of time.

DO NOT discard old or broken battery packs. Return them to your terminal supplier for correct recycling.

DO NOT leave on constant charge as this will have a degrading effect on the batteries life span.

12.4 Wet Cover

To help minimise risk of dust or water ingress to the terminal, the use of a wet cover guard is recommended.

Contact your Skyzer Reseller Channel Manager

12.5 External Power Supply

- Only an Ingenico approved power supply (CE Marked) specified for use with this terminal must be used.
- Operate only from a power source as specified on the Power Supply Unit.

12.6 Paper Size

The paper roll size is 58mm width and 40mm diameter max.

12.7 Operating Environment

The operating temperature range for this device is between 5°C and 45°C.

Contact Details



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