

EFTPOS Professional Dial-Up/Countertop GPRS/Mobile GPRS Quick Reference Guide



Westpac Merchant Business Solutions

Service and Sales Support Help Desk (including stationery orders)	1800 029 749
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Authorisations

Manual Credit Card Authorisations (MasterCard/Visa)	132 415
Cardholder Behaving Suspiciously	132 415 Extension 500
American Express Authorisations	1300 363 614
JCB Authorisations	1300 363 614
Diners Club Authorisations	1800 331 112

Getting started

Refer to the Eftpos Professional/Eftpos Professional Mobile User Guide for more detailed instruction and introductory information, including:

- Keypad Layout;
- Paper Loading Instructions;
- Card Inserting/Swiping Hints;

General information

Terms used in this guide	PRESS – Press the key described. SELECT – Press the soft key next to the option displayed on the screen.
Cancelling a terminal operation	To cancel the current operation, press the red CANCEL key. To step back through an operation, press the yellow CLEAR key.
Printing customer receipts	During a transaction there may be an option to select YES or NO to print a customer receipt – you should always provide a customer receipt unless the customer elects not to receive one.
Locking/Unlocking the terminal	To lock terminal: Press FUNCTION , followed by 22 and press ENTER . Key in any four digit password and press ENTER . Confirm by selecting YES , or press ENTER . To unlock terminal: Key in the password used to lock the terminal and press ENTER .
Multi Merchant terminal	If your terminal is set up as a multi merchant facility the transaction flow will vary slightly from the procedure outlined in the Sections below. You will be asked to select the name of the merchant to which the transaction/report belongs, and some reports require a multi merchant password.

Processing Transactions

<p>Processing a purchase</p> <ul style="list-style-type: none">• May include cash out and/or tips (if enabled)• Cash out available on cheque and savings accounts only	<ol style="list-style-type: none">1. Key in \$ value and press ENTER.2. If cash is required, key in \$ value and press ENTER. Or: Press ENTER.3. Insert/Swipe customer's card.4. Select account type and press ENTER.5. If tip is required, key in \$ value and press ENTER. Or: Press ENTER.6. If prompted, confirm the total value by selecting YES, or pressing ENTER.7. Have customer enter PIN (if required) and/or press ENTER.8. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, select YES or press ENTER. Otherwise select NO or press CANCEL (this will cancel the transaction).9. Select YES, or press ENTER, to print a customer receipt, otherwise select NO or press CANCEL.
<p>Processing a cash only transaction</p> <ul style="list-style-type: none">• For cheque/savings accounts only	<ol style="list-style-type: none">1. Press ENTER.2. Press 2 and ENTER.3. Key in \$ value and press ENTER.4. Insert/Swipe customer's card.5. Select account type.6. Have customer enter PIN and press ENTER.7. Select YES, or press ENTER, to print a customer receipt, otherwise select NO or press CANCEL.
<p>Processing a MOTO/ECOM transaction</p> <ul style="list-style-type: none">• Approved MOTO/ECOM merchants only• Credit or charge cards only	<ol style="list-style-type: none">1. Press FUNCTION.2. Press 1 and ENTER.3. Key in the \$ value and press ENTER.4. Key in the card number, and press ENTER.5. Key in the card expiry date, and press ENTER.6. If prompted, key in the CCV number (if available) and/or press ENTER.7. Press ENTER to confirm amount.8. Select YES, or press ENTER to print a merchant receipt, otherwise select NO or press CANCEL.9. Select YES, or press ENTER, to print a customer receipt, otherwise select NO or press CANCEL.
<p>Processing a refund</p>	<ol style="list-style-type: none">1. Press FUNCTION.2. Press 4 and ENTER.3. Key in the refund password and press ENTER.4. Key in the refund \$ value and press ENTER.5. Insert/Swipe the customer's card (or key in the card number, expiry date, CCV and press ENTER).6. Select account type.7. Have customer enter PIN (if required) and/or press ENTER.8. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, select YES or press ENTER. Otherwise select NO or press CANCEL (this will cancel the transaction).9. Select YES, or press ENTER, to print a customer receipt, otherwise select NO or press CANCEL.

Processing Transactions continued

<p>Voiding a transaction</p> <ul style="list-style-type: none">• Credit or charge cards only	<ol style="list-style-type: none">1. Press FUNCTION.2. Press 5 and ENTER.3. Key in the ROC number on the receipt of the transaction to be voided and press ENTER.4. Key in the void password and press ENTER.5. Select transaction or press ENTER to confirm the correct transaction.6. Confirm the Inv/ROC no. to be voided by selecting YES, or pressing ENTER.7. If prompted, have the customer sign the receipt, verify signature and press ENTER (a signature is not a necessity for a void). If customer is not present, press ENTER to confirm void.8. Select YES, or press ENTER to print a customer receipt, otherwise select NO or press CANCEL.
<p>Processing a pre-authorisation</p> <ul style="list-style-type: none">• Credit or charge cards only	<ol style="list-style-type: none">1. Press FUNCTION.2. Press 2 and ENTER.3. Key in pre-authorisation \$ value and press ENTER.4. Insert/Swipe the customer's card (or key in the card number, expiry date, CCV and press ENTER).5. Have customer enter PIN (if required) and/or press ENTER.6. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, select YES or press ENTER. Otherwise select NO or press CANCEL (this will cancel the transaction).7. Select YES, or press ENTER, to print a customer receipt, otherwise select NO or press CANCEL.
<p>Processing a completion</p> <ul style="list-style-type: none">• Credit or charge cards only• Can be processed using either the Inv/ROC number, or the Authorisation ID, from the Pre-Authorisation receipt	<ol style="list-style-type: none">1. Press FUNCTION.2. Press 3 and ENTER.3. Key in the Inv/ROC number from the Pre-Authorisation receipt and press YES or press ENTER.<ul style="list-style-type: none">• If you keyed in the Inv/ROC number and pressed Enter, go to STEP 4.• If you pressed Enter only, go to STEP 5.4. The Pre-Authorisation details will appear. Press ENTER to confirm details.5. Key in the Completion amount and press ENTER.6. If prompted, key in the Auth ID from the Pre-Authorisation receipt.7. If you key in the Auth ID, Insert/Swipe the customer's card through the card reader (or key in the card number, expiry date, CCV and press ENTER).8. If tip is required, key in \$ value and press Enter. Or: Press ENTER.9. If prompted, press ENTER to confirm the checkout amount.10. Have the customer sign the receipt. If the signature matches the signature on the card, select YES or press ENTER. Otherwise select NO or press CANCEL (this will cancel the transaction).11. Select YES, or press ENTER, to print a customer receipt, otherwise select NO or press CANCEL.
<p>Completing a tip adjustment</p> <ul style="list-style-type: none">• Credit or charge cards only	<ol style="list-style-type: none">1. Press FUNCTION.2. Press 9 and ENTER.3. Key in the Inv/ROC number from the transaction receipt and press ENTER.4. The transaction details will display, press ENTER to confirm.5. Key in the total amount of the transaction, i.e. Sale plus Tip, and press ENTER.6. Select YES or press ENTER, to confirm the total transaction amount.7. Select YES, or press ENTER, to print a receipt, otherwise select NO or press CANCEL.

Transaction Reporting

Reprinting the Last Transaction <ul style="list-style-type: none"> • Password for selected merchant is required for multi-merchant terminals 	<ol style="list-style-type: none"> 1. Press FUNCTION. 2. Press 6 and ENTER. 3. Press 1 and ENTER. 4. Receipt will print.
Reprinting a specific transaction <ul style="list-style-type: none"> • Password for selected merchant is required for multi-merchant terminals 	<ol style="list-style-type: none"> 1. Press FUNCTION. 2. Press 6 and ENTER. 3. Press 2 and ENTER. 4. Key in the Inv/ROC number of the transaction required and press ENTER. 5. Receipt will print.
Printing a subtotals report <ul style="list-style-type: none"> • Password for selected merchant is required for multi-merchant terminals 	<ol style="list-style-type: none"> 1. Press REPORTS. 2. Press 2 and ENTER. 3. The Subtotal report will print.
Manual terminal settlement <ul style="list-style-type: none"> • Not applicable for auto settlement • Not available between 21:30 and 23:00 Sydney time • Password for selected merchant is required for multi-merchant terminals 	<ol style="list-style-type: none"> 1. Press FUNCTION. 2. Press 8 and ENTER. 3. Press 1 and ENTER. 4. Confirm you wish to settle by selecting YES, or by pressing ENTER. 5. Settlement report will print and totals will be reset.

Glossary of Terms

Credit Card	May be either a MasterCard or Visa card (also known as the "Card Schemes").
Debit (EFTPoS) Card	Gives the customer access to either a cheque or savings account. The customer must be present when accessing these account types, i.e. details cannot be manually entered into the terminal.
Charge Card	American Express (AMEX), Diners Club or Japanese Credit Bureau (JCB) cards.
Manual Transaction	Performed using the manual back-up 'click clack' imprinter when the electronic terminal is not working. It is important that a manual authorisation be obtained for all credit card transactions which are greater than your floor limit.
Merchant (ID) Number	An 8 digit number used to obtain an authorisation code for credit card transactions. This number is unique to your terminal, and can be located on any of the following: A receipt from your terminal. Your merchant statement. The metal plate on your manual imprinter (the last 8 digits)
Terminal ID	An 8 digit number assigned to your EFTPoS terminal by Westpac. This number identifies your terminal to the bank. The terminal ID can be found on a receipt from your terminal, including the Settlement docket.
MOTO Transactions	Any transaction that is initiated by mail or over the telephone and the card is not present to swipe through the terminal. This functionality is only available to approved merchants. eCommerce transactions are those initiated over the internet.
CCV Number	The 3 digit CCV number is printed in the signature panel of the back of MasterCard and Visa cards immediately following the 16 digit card number. This is an additional security feature that should be used in transactions where the cardholder is not present (MOTO or eCommerce).
ROC Number	This is the 'Record of Charge' number, printed on each transaction receipt.

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