



## Fast Facts

Please place this leaflet alongside your terminal as a quick guide to how to start the various types of transactions. For more detailed information please refer to the User Guide.

If your terminal is configured to accept **CONTACTLESS** payments it will always expect you to enter the transaction amount first, the following sections of this leaflet detail this type of transaction flow.

If your terminal is **NOT** configured for Contactless payments it will expect the Customer to insert their card into the terminal to start the transaction. You should then enter the transaction amount and follow the prompts displayed by the terminal.

### Chip and PIN Transactions

- At the **READY** prompt key in amount and press **ENTER**.
- The customer should insert their chip card into the terminal (or PINpad if there is a PINpad attached to the terminal).
- The customer should enter their PIN number and then press **ENTER**.
- The customer should **NOT** remove the card until prompted to do so or the transaction will be void.

*Follow the terminal prompts to complete the transaction.*

### Magnetic Stripe (Swiped) Transactions

- Key in amount and press **ENTER**.
- Swipe the customers card through the terminal (or PINpad if there is a PINpad attached to the terminal).

*Follow the terminal prompts to complete the transaction.*

### Transactions with Gratuity (Tips)

*(This facility is only available to certain types of business)*

- Key in the amount of the sale and press **ENTER**.

*Follow the terminal prompts to complete the transaction.*

### Contactless Transactions

- At the **READY** prompt key in amount and press **ENTER**.
- The customer should present their card against the Contactless symbol on the terminal (or PINpad if there is a PINpad attached to the terminal).

### Chip and Signature Transactions

- At the **READY** prompt key in amount and press **ENTER**.
- The customer should insert their chip card into the terminal (or PINpad if there is a PINpad attached to the terminal).
- The customer should remove their card and pass to you to check their signature.

*Follow the terminal prompts to complete the transaction.*

### Mail or Telephone Orders

- At the **READY** prompt key in amount and press **ENTER**.
- Key in customer card number and press **ENTER**.
- Key in expiry date and press **ENTER**.
- Is the Customer Present? Select **NO**.
- Key in Security Code and press **ENTER**.
- You may also be asked to enter the Numerics from the Post Code and the first five digits of the address, if so key these into the terminal and press **ENTER**.

*Follow the terminal prompts to complete the transaction.*



### Incorrect PIN Entry

If the customer has incorrectly entered their PIN number three times, the PIN will be locked and the customer must contact their card issuer for advice on how to unlock their PIN.



### PIN Bypass

Bypass may be used if the customer has attempted to enter their PIN unsuccessfully or if they forget their PIN number. The Bypass function will allow the transaction to progress as a Signature transaction. The Bypass function will only be allowed for a limited period of time. If using Bypass, press the **MENU** key when the customer is asked to enter their PIN. Now follow the terminal prompts.



### Common Prompts

PROMPT	POSSIBLE CAUSE	REMEDY
<b>CALL AUTH CENTRE</b>	Assistance required	Call the Authorisation Centre on the number displayed by the terminal.  Once you have spoken to the Authorisation Centre press the GREEN ENTER button and follow the prompts displayed by the terminal.
<b>CALL HELPDESK</b>	Assistance required	Please contact your helpdesk.
<b>FAULTY CARD</b>	The card has not been inserted into the reader or swiped correctly	Insert or swipe the card again. If the problem persists key enter the card details.
<b>NOT AUTHORISED</b>	The card issuer has declined to authorise the transaction	Ask the customer to pay by some other means and press the YELLOW CLEAR button.
<b>REFERRAL B</b>	Assistance required	Call the Authorisation Centre on the number displayed by the terminal. When the call is answered quote Referral B.
<b>ROUTINE CHECK. INSERT OR SWIPE.</b>	Occasionally the card will require an additional routine security check for a contactless transaction	Process the card as Chip and PIN.



### Banking

Banking must be carried out at the end of each business day.

Press **MENU** twice and press **ENTER** to select Totals.  
Press **ENTER** again to select End of Day.  
Swipe the Supervisor card.  
The terminal may display additional prompts. If so, press **ENTER** until the terminal starts to print the Banking report.

**If you experience difficulties with your terminal,  
please contact your Helpdesk**

Please be near the terminal when you call and have the following ready:

Your Merchant Number (as shown on your terminal display)

Your Terminal Supervisor card