First Data
Mobile integrated EFTPOS terminal

User Guide
for Ingenico MOVE/5000 terminal

First Data
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Get to know your terminal
Get to know your terminal

Introduction

Your First Data EFTPOS terminal allows you to accept credit, debit and charge card transactions electronically as a means of payment. Customers can access their cheque, savings or credit accounts for purchases and refunds. Customers can also request cash out from cheque and savings accounts.

Terminal location and PIN privacy

The physical location of an EFTPOS terminal is important in protecting a customer’s PIN privacy.

When your new terminal is installed or relocated within the premises, you must take care to ensure:

› the EFTPOS terminal is in a position that allows the customer to enter their PIN so it cannot be observed by employees or other customers

› the EFTPOS PIN pad has an adequate length of terminal connection cord to allow customers to enter their PIN privately

› if in a fixed position, the EFTPOS PIN pad has not been placed at an angle or height that prevents customers from shielding their PIN entry

› the placement of mirrors and other reflective materials do not allow the customer’s PIN entry to be observed through reflection

› security cameras can’t make a visual record of a customer’s PIN entry.

You should communicate these guidelines to any staff members that process EFTPOS transactions using the First Data terminal. It is also important to remind staff members that customers should never be asked to disclose a PIN.

Terminal ownership

All physical equipment provided to the merchant by First Data remains the property of First Data. This can include but is not limited to EFTPOS terminals, PIN pads, power packs, phone line cables and any additional hardware provided at the time of installation.
Your terminal layout

Your First Data mobile integrated EFTPOS terminal is supplied with:

- Power pack
- Contactless card reader
- 3G modem
- Docking/Base station
# Using the keypad

<table>
<thead>
<tr>
<th>Image</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Menu" /></td>
<td>The grey <strong>Menu</strong> key on the keypad accesses different application menus.</td>
</tr>
<tr>
<td><img src="image" alt="Cancel" /></td>
<td>The red <strong>Cancel</strong> key on the keypad cancels the procedure in process.</td>
</tr>
<tr>
<td><img src="image" alt="Clear" /></td>
<td>The yellow <strong>Clear</strong> key on the keypad cancels the last character.</td>
</tr>
<tr>
<td><img src="image" alt="Enter" /></td>
<td>The green <strong>Enter</strong> key on the keypad validates input and powers on the terminal.</td>
</tr>
<tr>
<td><img src="image" alt="Func" /></td>
<td>The <strong>Function</strong> button on the keypad is used to perform advanced functions on the terminal.</td>
</tr>
</tbody>
</table>

- **F2**: F2 on the touchscreen scrolls down menu options.
- **F3**: F3 on the touchscreen scrolls up menu options.
## Basic functions

<table>
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<th>Function</th>
<th>Instructions</th>
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<td>Power on</td>
<td>Press the green <strong>Enter</strong> key on the keypad</td>
</tr>
<tr>
<td>Power off</td>
<td>Remove the terminal from its base and any power source.                Press and hold the <strong>Func</strong> and yellow <strong>Clear</strong> keys together</td>
</tr>
<tr>
<td>Cancel an action</td>
<td>Press the red <strong>Cancel</strong> button on the keypad</td>
</tr>
<tr>
<td>Idle state</td>
<td>The terminal will return to the Home screen if there is no activity for 60 seconds</td>
</tr>
</tbody>
</table>
Integration with your Point of Sale (POS)

The First Data EFTPOS terminal can integrate with your Point of Sale (POS) to process credit, debit and charge card transactions. When the card payment option is selected, the POS integration software provided by PC-EFTPOS, interacts with the First Data EFTPOS terminal to process the transaction. The outcome of the transaction is then automatically updated in your POS solution, making it easy for you to reconcile the payments and shorten payment processing time.

First Data EFTPOS terminals are designed to work with your PC-EFTPOS-certified POS system. The POS system sends the total amount to the First Data EFTPOS terminal to finalise the payment.

For all transaction types, the merchant initiates the transaction on the POS system and follows the system prompts displayed on the POS screen. The customer follows the prompts displayed on the terminal to process the payment.

Your First Data EFTPOS terminal and base are paired via Bluetooth. This enables the terminal to continue to operate normally when it is separated from the base. Integrated mode also automatically switches to 3G if connection is lost.

You can also choose to have all transaction receipts printed directly from your POS system or have the terminal print the transaction receipt.
Get to know your terminal

Transaction processing options

The First Data EFTPOS terminal has a chip card reader, a magnetic stripe reader and an integrated contactless reader for processing transactions.

**Chip Card Reader**

All chip cards must be inserted into the chip card reader located in front of the terminal below the keyboard.

› Insert the credit card into the card reader with the gold contact pad facing upward.

› Leave the chip card in the reader until the transaction is completed.

› Remove the card when prompted by the terminal.

› The terminal screen prompts will guide you through the transaction process.

**Chip Card Reader**

The contactless reader is located on top of the receipt roll around the display.

› If the card is capable of performing a contactless transaction, place the card over the contactless reader.

› When the terminal is powered on, the first LED will blink on and off while the terminal is in Idle/Ready state.

› All 4 status LEDs will be illuminated from the time the card reader is activated until completion of the contactless transaction.

**Magnetic Stripe Reader**

The magnetic stripe card reader is located on the right hand side of the terminal.

If the card does not have a chip or contactless capability, you can process transactions by swiping the magnetic stripe through the terminal. The magnetic stripe should face down and against the side of the terminal.
Loading receipt paper

Lift latch up
Open the printer cover by gently pulling the printer cover’s latch, then lift the cover away from the printer.

Pull cover open

Load a roll of thermal paper into the printer.
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 until it clips into position.
Use the serrated bar to tear off any excess paper.

Correct paper position

IMPORTANT

Always store thermal paper for your terminal in a dry, dark area.
Handle thermal paper carefully. Impact, friction, temperature, humidity and oils can affect the colour and storage characteristics of the paper.
Never load a roll of paper that has folds, wrinkles, tears or holes at the edges of the print area.

Please call our Stationary Partner Milmar on 1300 664 660 for all stationery orders.
Communication setup
Terminal communication configuration will be completed during the install process. All communication options are available on new terminals and it is possible to switch communication configurations. If required, please contact the Merchant helpdesk on 1800 243 444 if you need assistance.

The First Data EFTPOS terminal has the following communication options available:

- Broadband internet (Ethernet setup)
- Broadband internet (Wi-Fi setup)
- Mobile 3G
- Integrated — PC EFTPOS (USB and Rs232 connectivity with 3G backup)
- Bluetooth (pair base to terminal)
Broadband internet (Ethernet setup)

Please ensure you have Broadband Internet available at your merchant site and have a First Data supplied Ethernet cable. Please contact your Internet service provider to help set up Broadband Internet if not available. Please ensure the terminal and base have been paired for Bluetooth (refer section Bluetooth Setup (pair base to terminal) page 19).

**Step 01**
Plug the Ethernet cable into the back of the base

**Step 02**
Press the *Menu* key

**Step 03**
Press 4 to select *Terminal*

**Step 04**
Press 4 to select *Host Comms*

**Step 05**
Select *ETH* to switch the communications option to Ethernet
Broadband internet (Wi-Fi setup)

Please ensure you have access to a Wi-Fi network. Please contact your Internet service provider to help set up if not available. Please ensure the terminal and base have been paired for Bluetooth (refer section Bluetooth Setup (pair base to terminal) page 19).

Step 01
Press the Menu key

Step 02
Press 4 to select Terminal

Step 03
Press 3 to select Others

Step 04
Press 3 to select Manager Menu

Step 05
Enter terminal password and press Enter

Step 06
Tap Control panel
Communication setup

**Step 07**
Tap *Terminal settings*

**Step 08**
Tap *Communication means*

**Step 09**
Tap *Wi-Fi*

**Step 10**
Tap *Scan networks* to find available hotspots

**Step 11**
Select the required network

**Step 12**
Use the keypad to enter the password for the selected Wi-Fi hotspot, then tap the green button to **Enter**

**Step 13**
When the password is entered correctly the message **New Profile** displays. The Wi-Fi symbol in the status header of the terminal displays green.
Bluetooth setup (pair base to terminal)

**Step 01**
Press the Menu key

**Step 02**
Press 4 to select Terminal

**Step 03**
Press 3 to select Others

**Step 04**
Press 3 to select Manager Menu

**Step 05**
Enter terminal password and press Enter

**Step 06**
Tap Control panel

Note: Your password will be set up at the time of terminal install. If you’re unsure of your password please contact the Merchant Helpdesk on 1800 243 444.
**Communication setup**

**Step 07**
Tap **Communication means**

**Step 08**
Tap **Bluetooth**

**Step 09**
Tap **Base**

**Step 10**
Tap **Association**

**Step 11**
Tap **New base**

**Step 12**
A message displays on the terminal to warn that the terminal will reboot

**Step 13**
The idle screen redisplayes with the Bluetooth symbol in the status header of the terminal
Switching communication options

**Step 01**
Press the Menu key

**Step 02**
Press 4 to select Terminal

Note: There will be a slight delay while the terminal connects to the new communication network.

**Step 03**
Press 3 to select Host Comms

**Step 04**
Use the F2 and F3 buttons to scroll to the communication option and press Enter
Communication setup

Communication status

Header bar

When the terminal is powered on, the screen displays a status **Header bar** consisting of 4 segments:

- **Segment 1:** indicates status of 3G connectivity and signal strength if enabled
- **Segment 2:** displays Ethernet status
- **Segment 3:** shows status of Bluetooth or Wi-Fi connectivity and signal strength if enabled
- **Segment 4:** provides terminal information such as System Date and Time, Power and Battery conditions

3G

When GPRS communications is enabled, the status of the modem is displayed in segment 1:

- ![3G Icon](image)
  - Is displayed when the terminal is powered on to indicate 3G communications is supported.
- ![Terminal Registering](image)
  - As the terminal attempts to register with the mobile communications provider this icon is displayed.
- ![3G Signal](image)
  - When terminal registers with the network provider it will display this icon. A 3G signal strength indicator is also displayed.
- ![No SIM](image)
  - Other 3G conditions that may be displayed: SIM card not detected; SIM card locked and entry of code is required.

Ethernet

The status of 'Ethernet' communications is displayed in segment 3 of the status header:

- ![Ethernet Configured](image)
  - Ethernet is configured but not enabled
- ![Ethernet Enabled](image)
  - Ethernet communications enabled
Bluetooth

The First Data EFTPOS terminal supports Bluetooth communications to pass and receive data with the base/docking station.

To provide the status of the Bluetooth link, the following icons will be displayed in the status header:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>If the terminal exceeds maximum operating range from its base this icon will be displayed to indicate the Bluetooth link is broken</td>
</tr>
<tr>
<td>![Icon]</td>
<td>When the terminal is within range of its base and the Bluetooth link has been interrupted, this icon will be displayed until the connection is re-established.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>When the terminal has established a Bluetooth link with its base this icon will be displayed.</td>
</tr>
</tbody>
</table>

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

How to complete a sale

**Step 01**
Enter the sale amount from idle / home screen and press Enter

**Step 02**
Ask customer to Tap, Insert or Swipe their card

**Step 03**
When prompted by terminal, ask customer to select their account type: Cheque, Savings or Credit

**Step 04**
When prompted allow customer to enter their Pin and press Enter

*Note: Contactless transactions do not require a PIN or signature for amounts under $100.*

**Step 05**
Once approved remove card if inserted and press Yes to print a customer receipt if requested.
Cash out transaction

Customers may choose to get cash out by using your terminal to debit their cheque or savings account with or without making a purchase. Cash out is not allowed on a credit card account or contactless transaction.

A sale with cash-out transaction is shown as one total item in the settlement report and on the monthly merchant statement.

Cash out is an optional feature. You may enable or disable this feature by completing the form found at firstdata.com.au/forms-and-guides.

Cash out transaction with purchase

**Step 01**
Enter Sale amount directly from the home screen and press Enter

**Step 02**
Enter the cash out amount and press Enter

**Step 03**
Ask customer to Insert or Swipe their card
Operating your EFTPOS Terminal

Step 04
Ask customer to select an account

Step 05
Ask customer to enter their PIN and press Enter

Step 06
An Approved acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically

Step 07
Ask customer to remove their card

Step 08
Press Yes to print the customer receipt if required
Cash out only transaction

**Step 01**
Press the **Menu** key

**Step 02**
Press 1 to select **Transaction**

**Step 03**
Press 2 to select **Cash Out**

**Step 04**
Enter the cash amount and press **Enter**

**Step 05**
Ask customer to insert or swipe their card

**Step 06**
Ask customer to select an account
Step 07
Ask customer to enter their PIN and press Enter

Step 08
An Approved acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically

Step 09
Ask customer to remove their card

Step 10
Press Yes to print the customer receipt if required
Tipping

Tipping is an optional feature and you may enable and disable this feature by completing the form found at firstdata.com.au/forms-and-guides.

**Step 01**
Enter sale amount directly from the home screen and press Enter

**Step 02**
Enter the tip amount and press Enter

**Step 03**
Review the total amount and press Enter

**Step 04**
Ask customer to tap, insert or swipe their card

**Step 05**
Ask customer to select an account

**Step 06**
Ask customer to enter their PIN and press Enter
Step 07
An Approved acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically.

Step 08
Ask customer to remove their card.

Step 09
Press **Yes** to print the customer receipt if required.
How to process a refund

A refund transaction can be used for any:

› Returned goods purchased that is accepted under your returns policy
› Services that are terminated or cancelled
› Incorrect amount charged

Step 01
Press Menu key on the home screen, and press 1 for Transaction

Step 02
Press 3 for Refund

Step 03
Enter refund amount and press Enter
Operating your EFTPOS Terminal

Step 04
Enter your refund password and press Enter

Note: Your password will be set up at the time of terminal install. If you’re unsure of your password please contact the Merchant Helpdesk on 1800 243 444.

Step 05
Ask customer to insert or swipe their card.

Step 06
Ask customer to select their account type: Cheque, Savings or Credit

Step 07
Ask customer to enter their PIN and press Enter

Step 08
An Approved acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically

Note: Even if a PIN is entered, a signed receipt will still be required.
Void last transaction

This function allows the last transaction performed to be cancelled. This is an optional feature and you may enable and disable this feature by completing the form found at firstdata.com.au/forms-and-guides.

A void can only be performed on a credit card transaction. A refund is the equivalent process for debit transactions. You can only void a transaction prior to performing a settlement on your terminal (this includes forced settlement). There will be no record of the transaction and its void on your customer’s bank account. This is because the transaction is deleted before the bank can complete it and no funds are removed from your customer’s account. The transaction and void will also not appear on your terminal settlement summary for the same reason. A record of the voided transaction will only appear on your transaction list report. If you have already settled your terminal, the incorrect transaction must be refunded and re-processed.

Note: Please refer to your POS Vendor Point of Sale manual on how to initiate this transaction at the POS if in integrated mode.

**Step 01**
Press **Menu** key

**Step 02**
Press 3 for **Batch**

**Step 03**
Press 5 to select **Void**
Operating your EFTPOS Terminal

**Step 04**  
Enter Void password

**Step 05**  
An acknowledgement will be displayed

**Step 06**  
Press Enter to print the customer receipt if required

Note: Your Void password will be set up at the time of terminal install. If you’re unsure of your password please contact the Merchant Helpdesk on 1800 243 444.
Pre-Authorisation processing

The pre-authorisation function allows you to authorise and hold funds on a customer’s credit card for a period of up to seven days. A pre-authorisation will not debit a customer’s account until a completion transaction is processed at a later date. Each ‘transaction’ consists of two parts: the pre-authorisation and the completion. This facility is only available for use in certain industries, such as hotels or lodgings.

It is important to retain the Pre-Authorisation merchant receipt as the pre-authorisation completion cannot be completed without the Approval Code from the receipt.

Part one: Pre-authorisation

A pre-authorisation transaction requests verification from a customer’s card-issuing bank for the full value of the purchase. The customer’s bank will issue a successful pre-authorisation request with a 6-digit authorisation number.

Part two: Completion

The Completion transaction is used to process the Customer’s final payment where a Pre-Authorisation was processed earlier. When processing the completion request, use the following data to retrieve the pre-authorisation transaction:

- the six-digit authorisation number
- the invoice number and amount
- the card number or date.

The amount of the completion request may not exceed the pre-authorisation request by more than 15%. If it does, the transaction will be declined. When a completion transaction is successful, its value will be included in the end-of-day settlement to your merchant account.

Pre Authorisation is an optional feature and you may enable and disable this feature by completing the form found at firstdata.com.au/forms-and-guides.

Note: Please refer to your POS Vendor Point of Sale manual on how to initiate this transaction at the POS if in integrated mode.
Processing a pre-authorisation transaction

**Step 01**
Press **Menu** key

**Step 02**
Press 1 for **Transaction**

**Step 03**
Press 4 to select **Pre-Auth**

**Step 04**
Enter the pre-authorisation amount and press **Enter**

**Step 05**
Ask the customer to insert or swipe their card

**Step 06**
Ask customer to enter their PIN and **Enter**, or press **Enter** to sign
**Step 07**  
An **Approved** acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically.

**Step 08**  
Ask the customer to sign the receipt if required.  
You will need to verify your customers’ signature.  
Press **Yes** if the signature matches.

**Step 09**  
Press **Yes** to print the customer receipt if required.

---

Print customer copy?  

Yes  
No
Operating your EFTPOS Terminal

Processing a pre-authorisation completion

Step 01
Press Menu key

Step 02
Press 1 for Transaction

Step 03
Press 5 to select Completion

Step 04
Enter the completion amount and press Enter

Step 05
Enter the 6 digit Approval Code from the merchant receipt and press Enter

Step 06
Enter the terminal password

Note: Your password will be set up at the time of terminal install. If you’re unsure of your password please contact the Merchant Helpdesk on 1800 243 444.
If the pre-auth transaction is not found on the terminal, the customer’s credit card will be required.

a. Ask the customer to insert or swipe their card.

b. Enter the last 8 digits of the RRN from the merchant receipt and press Enter.

c. Enter the pre-auth date from the receipt in DD/MM format and press Enter.
Surcharge

The First Data EFTPOS terminal can add a surcharge to every contact and contactless transaction processed. The surcharge can be either a fixed dollar amount ($1.00 per transaction, for example) or it can be a percentage of the total transaction (2%, for example).

If required, the method of calculation and the surcharge amount can be different for different card types. The surcharge amount is always displayed on the customer and merchant receipts.

Customers should be made aware of the surcharge before the transaction is entered into. The customer will have the option on the terminal screen to not accept the surcharge and cancel the transaction. Note: Surcharge must be added to the total amount for refund transactions.

Note: Please refer to your POS Vendor Point of Sale manual on how to initiate this transaction at the POS if in integrated mode.

Enabling/disabling surcharge

**Step 01**
Press Menu key

**Step 02**
Press 4 for Terminal

**Step 03**
Press 5 for Surcharging
Operating your EFTPOS Terminal

**Step 04**
Press F1 to enable

**Step 05**
Surcharging is enabled
Operating your EFTPOS Terminal

Surcharge (card acceptance setup)

**Step 01**
Press **Menu** key

**Step 02**
Press 4 for **Terminal**

**Step 03**
Press 5 for **Surcharging**

**Step 04**
Press **Enter**

**Step 05**
Use F2 and F3 buttons to scroll to Issuer, press **Enter**

**Step 06**
Press 1 to enter Fixed Fee or 2 to enter a Percentage
**Step 07a**
Enter the fixed fee of the total rate, and press **Enter**

**Step 07b**
Or enter the percentage of the total rate, and press **Enter**

**Step 08**
Press **Enter** to confirm the value entered

**Step 09**
The value entered will display in the Select Issuer screen. Repeat steps 5 to 8 for each card or account type, to apply a surcharge value. Press **Cancel** to exit menu.

**Step 10**
Press OK to print surcharge summary receipt or **Cancel** to exit
Mail Order Telephone Order (MOTO)

This function is for use when processing card payments for orders received by mail or telephone (card not present).

Mail order and telephone order (MOTO) merchants are authorised to manually key credit card transactions. The terminal will automatically default to ‘Credit’ as the account type whenever you manually enter card numbers. Should you attempt to manually key a debit card number, the terminal will reject the transaction. The MOTO process is similar to a normal purchase (or refund) that involves manually entering card details. MOTO transactions do not incur a surcharge. However, as the physical card and customer are not present at the point of sale, you should gather and record as much customer information as possible before processing a MOTO transaction.

MOTO is an optional feature and you may enable and disable this feature by completing the form found at firstdata.com.au/forms-and-guides.

Note: Please refer to your POS Vendor Point of Sale manual on how to initiate this transaction at the POS if in integrated mode.

**Step 01**
Press Menu key

**Step 02**
Press 3 for Batch

**Step 03**
Press 6 to select MOTO
Step 04
Enter the sale amount and press Enter

Step 05
Commence entering the customers card number

Step 06
Complete entering the customers card number and press Enter

Step 07
Enter the card expiry date receipt in the MMYY format and press Enter

Step 08
Select MOTO type and press Enter to confirm

Step 09
An acknowledgement displays once the sale has been approved and the merchant receipt will print

MOTO
SALE: $0.00
ENTER AMOUNT

MOTO
$25.00
Enter card

MOTO TYPE?
1. TELEPHONE ORDER
2. MAIL ORDER
3. INTERNET ORDER

ENTER CCV
1234
Step 10
An acknowledgement displays once the sale has been approved and the merchant receipt will print.

Step 11
Press Yes to print the customer receipt if required.

Print customer copy?

Yes  No
Dynamic Currency Conversion (DCC) allows you to offer a customer the option to pay in their ‘home’ currency (for Visa and MasterCard credit transactions only).

When the card is presented to the terminal, the terminal will determine whether it is eligible for DCC and if so, will automatically prompt the merchant by loading the DCC particulars onto the screen.

A typical DCC transaction process:

› International cardholder presents a Visa or MasterCard for payment
› The EFTPOS terminal determines whether the card presented for payment is an international card.
› If it is, determine whether the card falls into one of the eligible currencies for DCC.
› Obtain an exchange rate.
› Display the pertinent details on the screen as per below:
  • The AUD amount
  • The exchange rate
  • Any fees/margins/commissions being applied
  • The equivalent amount in the cardholder’s home currency

Merchant and cardholder receipts will be generated as usual, however, additional information will be printed on the receipt in accordance with the scheme requirements. It is therefore mandatory to provide the cardholder their copy of the receipt for a DCC transaction.

DCC is an optional feature and you may enable and disable this feature by completing the form found at firstdata.com.au/forms-and-guides.
Operating your EFTPOS Terminal

**Step 01**
Enter sale amount from idle / home screen and press Enter.

**Step 02**
Ask the customer to tap, insert or swipe their card.

**Step 03**
Ask customer to select their account type: Cheque, Savings or Credit.

**Step 04**
Ask Customer to select between AUD or Home currency.

You may pay for this transaction in your home currency.

Exchange rate 1 AUD = 1.0413 SGD
Includes margin 3%

Please choose the transaction currency

- AUD 6.00
- SGD 6.25

**Step 05**
Ask customer to enter their PIN or press Enter.

**Step 06**
An Approved acknowledgement displays once the sale has been successfully processed.
Operating your EFTPOS Terminal

Step 07
If the PIN was by-passed, ask the customer to sign the receipt. You will need to verify your customers’ signature.

Press Yes if the signature matches.

Verify Signature

Correct?

Yes  No

Your First Data Merchant Solutions EFTPOS terminal DCC receipt will look like this.

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merchant ID</td>
<td>42298512345678</td>
</tr>
<tr>
<td>Terminal ID</td>
<td>12345678</td>
</tr>
<tr>
<td>User</td>
<td>01</td>
</tr>
<tr>
<td>INV No</td>
<td>000123</td>
</tr>
<tr>
<td>STAN</td>
<td>001234</td>
</tr>
<tr>
<td>Account Type</td>
<td>Credit</td>
</tr>
<tr>
<td>VISA</td>
<td>12/16</td>
</tr>
<tr>
<td>Sale Amount</td>
<td>AUD $100.00</td>
</tr>
<tr>
<td>Exchange Rate USD/AUD</td>
<td>0.8306</td>
</tr>
<tr>
<td>% Margin Included</td>
<td>3.00</td>
</tr>
<tr>
<td>Transaction Currency</td>
<td>USD</td>
</tr>
<tr>
<td>Amount USD</td>
<td>83.06</td>
</tr>
<tr>
<td>Auth ID</td>
<td>123456</td>
</tr>
<tr>
<td>RRN</td>
<td>1234560000001</td>
</tr>
</tbody>
</table>

I have been offered a choice of Currencies including AUD and agreed to pay in USD.

The service to pay in your own Currency is offered by FDI.

This transaction is based on REUTERS WHOLESALE INTERBANK Exchange rate.

Approved 08
Signature Accepted
Operating your EFTPOS Terminal

How to print last receipt

This function allows a duplicate receipt to be printed for the last transaction (either approved or declined).

**Step 01**
Press **Menu** key on the home screen

**Step 02**
Press 2 for **Print**

**Step 03**
Press 1 for **Transaction**

**Step 04**
Press 1 for **Last** to reprint receipt for the last transaction
Reprint specific transaction record (invoice)

This function allows a duplicate receipt to be printed for a specific approved transaction from the current batch.

**Step 01**
Press **Menu** key on the home screen

**Step 02**
Press 2 for **Print**

**Step 03**
Press 1 for **Transaction**

**Step 04**
Press 2 for **Invoice**

**Step 05**
Enter Invoice Number from receipt

**Step 06**
The receipt will print
Settlement

Settlement can be initiated manually or automatically and the net total amount for the settlement day will be credited to the nominated bank account you have provided First Data.

You can initiate settlement manually via the terminal menu any time before 21:00 AEST (AEDT). You can also request to configure your EFTPOS terminal to automatically settle any time between 03:01 and 21:00 AEST (AEDT) time only.

If you do not complete settlement using one of these methods, your EFTPOS terminal will prompt you to manually settle when processing the first transaction after 18.00 local time.

You can perform multiple settlements a day at any time, but the first settlement of the day will be the only settlement processed that day.

If you want to change your automatic settlement time please visit the merchant support page (firstdata.com.au/forms-and-guides) to download a form and email your request.

Note: Please refer to your POS Vendor Point of Sale manual on how to initiate this transaction at the POS if in integrated mode.

The First Data EFTPOS terminal offers the following Settlement functions:

1) Manual Settlement
2) Last Settlement
3) View Batch Details
4) Batch Totals

Manual settlement

**Step 01**
Press **Menu** key

![First Data Terminal](image1)

**Step 02**
Press 3 for **Batch**

![Choose Option Menu](image2)

1. TRANSACTION
2. PRINT
3. BATCH
4. TERMINAL

**Step 03**
Press 1 to select **Settle**. The settlement receipt will print.

![Settle Menu](image3)

1. SETTLE
2. LAST SETTLEMENT
3. REVIEW BATCH
4. BATCH TOTALS
5. VOID
Print settlement totals (pre-settlement)

This function prints a listing of all transactions performed after the last settlement time until the current time. A pre-settlement does not settle the terminal.

Note: This function is only supported in Standalone mode.

**Step 01**
Press Menu key

**Step 02**
Press 3 for Batch

**Step 03**
Press 4 to select Batch. A pre-settlement receipt prints which lists the batch totals.

**Step 04**
Press 4 to select Batch. A pre-settlement receipt will print.

**Step 05**
Press Yes to print a transaction list. A transaction list prints that lists all individual transactions.
Print settlement totals (last settlement)

The Last Settlement function will print the total value of transactions in the last settlement period.

Note: This function is only supported in Standalone mode.

**Step 01**
Press **Menu** key

**Step 02**
Press 3 for **Batch**

**Step 03**
Press 2 for **Last Settlement**
Operating your EFTPOS Terminal

View Batch details on the screen

The Review Batch function allows you to review transactions in the current batch.

Note: This function is only supported in Standalone mode.

**Step 01**
Press **Menu** key

**Step 02**
Press 3 for **Batch**

**Step 03**
Press 3 to select **Review Batch**
Batch totals

The Batch Totals function prints the total value of transactions that have occurred since the last settlement.

**Step 01**
Press **Menu** key

**Step 02**
Press 3 for **Batch**

**Step 03**
Press 4 for **Batch Totals**

Transaction list

By default, the Transaction Listing does not print automatically at the time of settlement. This applies to both automatic and manual settlement. This function enables you to display a prompt at the time of settlement to print the Transaction Listing.

*Note: When the Transaction Listing printout prompt is turned on, if you are not there at the time of settlement to select yes or no to print, the Transaction Listing will automatically print after 1 – 2 minutes.*

*Note: This function is not available on your First Data EFTPOS terminal when your terminal is integrated with your POS.*
How to enable transaction list

**Step 01**
Press the **Func** key

**Step 02**
Enter 14 using the PIN pad and press **Enter**

**Step 03**
Press **Enter** to turn on the prompt to print the Transaction Listing

**Step 04**
The prompt is turned on. Press **Cancel** to exit.
How to print the transaction list

**Step 01**
Press **Menu** key on the home screen

**Step 02**
Press 2 for **Print**

**Step 03**
Press 2 for **Reports**

**Step 04**
Press 1 for **Audit**
Offline transaction processing

Offline transactions are those your terminal approves without contacting the card issuer. The approved transactions are forwarded to the issuer at a later stage. Offline transactions are allowed for a number of reasons outlined below.

Card rules

Certain transactions are considered low risk and do not need to be authorised online. Transactions in this category are known as off-host transactions. Below is a list of off-host transaction responses:

- \( Y_1 = \) offline approved
- \( Z_1 = \) offline declined
- \( Y_3 = \) unable to go online approved offline
- \( Z_3 = \) unable to go online and declined offline

Electronic fallback

If approved by First Data, your EFTPOS terminal can be configured for electronic fallback mode. The First Data EFTPOS terminal will enter electronic fallback mode if there is a problem transmitting the transaction to the card issuer. This could be due to a communications error or due to the issuer being unavailable.

These transactions are known as electronic fallback (EFB) transactions. All EFB transactions require signature confirmation and will be approved with a response code of “08 Approved with signature”.

Transactions above the floor limit will prompt the user to enter an authorisation number. You can obtain an authorisation for EFB transactions by contacting the helpdesk on 1800 243 444. Please note that in EFB mode, the terminal may prompt the customer to enter their PIN and provide their signature. In all cases, please follow the prompts on your terminal.

Electronic fallback is an optional feature and you may enable and disable this feature by completing the form found at firstdata.com.au/forms-and-guides.
Change merchant password

Note: This password change feature will change your refund password only.

**Step 01**

Press **Func** key

**Step 02**

Enter 90 on the PIN pad and press **Enter** key

**Step 03**

Press **Enter** key to change password

**Step 04**

Enter current password and press **Enter** key

**Step 05**

Enter new password and press **Enter** key

**Step 06**

Enter new password again and press **Enter** key
Step 07

A successful confirmation message will be displayed
Additional terminal functions

Below are the additional functions you can complete on your First Data EFTPOS terminal.

*Note: These are only available on the terminal in standalone mode.*

### Step 01
Press the **Func** key

### Step 02
Press corresponding function number from table below

### Step 03
Press **Enter**

<table>
<thead>
<tr>
<th>Function Number</th>
<th>Function name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>View Batch</td>
<td>Allows you to display the “Number” and “Total Amount” of Sales, Refunds, Tips and Cash-out transactions performed in the current settlement batch period</td>
</tr>
<tr>
<td>5</td>
<td>Display Transaction Totals</td>
<td>Allows you to view a specific transaction in the current batch by entering the invoice number</td>
</tr>
<tr>
<td>8</td>
<td>View Batch Number</td>
<td>Prints the tip report for any tipped transactions processed since the last report was produced</td>
</tr>
<tr>
<td>21</td>
<td>View Transaction By Invoice Number</td>
<td>Provides details of transactions performed in the current settlement period</td>
</tr>
<tr>
<td>70</td>
<td>Reprint Last Settlement</td>
<td>Provides details of transaction totals grouped by transaction type and card type</td>
</tr>
<tr>
<td>71</td>
<td>Reprint Last Settlement from Host</td>
<td>Provides details of transactions performed in the current settlement period</td>
</tr>
<tr>
<td>72</td>
<td>Reprint Last Transaction Record</td>
<td>Provides details of transactions performed in the current settlement period</td>
</tr>
<tr>
<td>73</td>
<td>Reprint Specific Transaction Record</td>
<td>Provides details of transactions performed in the current settlement period</td>
</tr>
<tr>
<td>74</td>
<td>View Host Totals</td>
<td>Provides details of transactions performed in the current settlement period</td>
</tr>
<tr>
<td>75</td>
<td>View Transaction List</td>
<td>Provides details of transactions performed in the current settlement period</td>
</tr>
<tr>
<td>120</td>
<td>Display auto settlement time</td>
<td>Provides details of transactions performed in the current settlement period</td>
</tr>
</tbody>
</table>
Where to get help

Visit the ‘Client Support’ page at firstdata.com.au

The site is equipped to keep you up to date with tips and articles, forms and guides, security and fraud prevention information and so much more.

or call 24/7 —
Service and support 1800 242 444
Stationery 1300 664 660
Fraud and risk support 1800 372 838

Keep your merchant ID number handy when you call, this can help speed up your enquiry.

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