User Guide
for countertop and mobile terminals

First Data
EFTPOS
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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.

Settlement

You can initiate settlement manually via the terminal menu any time before 1730 local time. You can also configure your EFTPOS terminal to automatically settle any time between 0001 and 1800 local time.

If you want to change your settlement terminal cut off time to allow for longer trading hours, please visit the merchant support page to download a form and email your request.

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 1800 local time.

You can perform multiple settlements a day at any time, but the first settlement of the day (after 0301 and before 1730) will be the only settlement processed that day. You can obtain totals for transactions processed after the first settlement through the reports function on the terminal menu.
Get to know your terminal

Your terminal layout

First Data countertop EFTPOS terminal

- Receipt printer
- Integrated contactless card reader lights. (Contactless reader is embedded behind screen)
- Colour touch screen terminal display
- Magnetic stripe card reader
- Alpha/numeric keys
- Power on/off and cancel key
- Back key
- Enter key
- Chip card reader
Your terminal layout

First Data mobile EFTPOS terminal

- Receipt printer
- Integrated contactless card reader lights. (Contactless reader is embedded behind screen)
- Colour touch screen terminal display
- Magnetic stripe card reader
- Alpha/numeric keys
- Power on/off and cancel key
- Back key
- Enter key
- Chip card reader
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. All chip cards must be inserted into the chip card reader as shown below.

› Insert the credit card into the card reader with the gold contact pad facing upward, as shown below.
› Leave the chip card in the reader until the transaction is completed and the terminal prompts you to remove it.
› The terminal screen prompts will guide you through the transaction process.

If the card is capable of performing a contactless transaction, place the card over the contactless reader, as shown below.

If the card does not have a chip or contactless capability, you can process transactions by swiping the magnetic stripe through the terminal.

Smart card reader — The integrated circuit card (ICC) reader is located at the bottom end. Please make sure that the gold ICC contact pad is facing upward when inserting the card into the slot.

Magnetic card reader — The card reader slot is on the right side of the terminal. With the magnetic stripe facing [inwards], slide the card in either direction through the slot without stopping. If the card swipe fails, check the position of the magnetic stripe and slide the card again.

Contactless card reader — The contactless card reader antenna is embedded behind the display and PIN pad. The reader’s lights will show blue when the terminal is powered on to indicate the reader is working normally. To process a contactless payment, place the contactless card near the card reader antenna during a transaction.
Installing the privacy shield

You can choose to add a privacy shield to the terminal to provide customers with additional security when entering their PIN.

Remove the adhesive tab around the privacy shield.

Carefully place the privacy shield’s adhesive side around the keypad.
Loading receipt paper

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

02 — Load a roll of thermal paper into the printer.

03 — Ensure the roll will feed out of the terminal so that the print side of the paper faces the operator.

04 — Close the cover by pressing down evenly on both side tabs, or by pressing on the centre of the printer cover.

05 — Use the serrated bar to tear off any excess paper.

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 First Data on 1300 664 660 for all stationery orders.
Switching the terminal on and off

To switch the terminal on:

› Connect the power supply cable to the power pack and plug it into the terminal.
› Connect the telephone cable or Ethernet cable and switch the terminal’s power on at the wall.
› Hold down the red X key until the screen is formatting
› When powered on, your terminal will display the application main screen before returning to the idle state.

Do not disconnect your terminal’s power supply or communication line unless instructed to do so by the Help Desk. The terminal is now ready for operation.

To switch the terminal off, hold down the red X key until you are prompted with the power off option on the screen.
Communications setup

First Data countertop EFTPOS terminal

The First Data EFTPOS terminal is capable of processing transactions through a broadband Internet connection as well as a standard phone line.

IP/Broadband

Please contact the helpdesk on 1800 243 444 to activate your First Data countertop EFTPOS terminal for transactions over a broadband connection.

To use the First Data countertop EFTPOS terminals over a broadband connection, you will need to have Internet access and a router that has at least one spare Ethernet port for each terminal you use.

Your router will need to have dynamic host configuration protocol (DHCP) turned on. If your router does not support DHCP, please contact the helpdesk on 1800 243 444 to configure your terminal for use with a static IP address. If your connection has a firewall in place, you will need to open ports 4108 and 443.

To connect the terminal to your broadband internet connection:

› Ensure that Ethernet cabling is available where the terminal is going to be installed.
› Plug an Ethernet cable into the Ethernet port on the back of the terminal and connect the cable’s other end to the router.
› Once the Ethernet cable connects the First Data countertop EFTPOS terminal with your router, the lights on the back of the terminal next to the Ethernet port should flash to indicate a connection.
› If the lights fail to turn on, there is no connection between the First Data countertop EFTPOS terminal and your router. Please check your cable and router to restore connectivity.
Below is an example of a possible network configuration that the EFTPOS terminal can use to process transactions over IP/broadband Internet.

Dial-up

Your countertop EFTPOS terminal features a phone cable input that allows you to connect your terminal using a regular dial-up phone line.

To process transactions using a standard phone line, simply connect from the communication port on your First Data EFTPOS terminal directly to a telephone wall jack.

If the broadband connection fails and the terminal is configured for a dial-up connection, it will automatically switch to dial-up mode.
First Data mobile EFTPOS terminal

Installing the SIM card

The mobile EFTPOS terminal comes with a pre-installed SIM card, so you should not need to install a SIM. If you are instructed to remove the SIM by the helpdesk, please use the following reinstallation steps.

Turn your mobile EFTPOS terminal off before replacing the SIM card.

There are four SIM slots on the left side of the device.

Insert the SIM card in the appropriate slot.

Make sure the SIM card is inserted in the correct direction, as shown.
Connecting to WiFi

The First Data mobile EFTPOS terminal comes with the option of WiFi capability. To connect to your local WiFi network, the following steps should be performed:

WiFi Settings

Step 01: Select Admin

Step 02: Select Next

Step 03: Select WiFi

Step 04: Expand the first tree node

Instructions continue on next page ›
Get to know your terminal

**Step 05**
Expand the WiFi node

**Step 06**
Select the required field node

**Step 07**
To edit the current value, select the text field at the bottom of the screen

**Step 08**
Use the virtual keyboard to enter the required value and press the OK button next to the Space Bar button to accept the current change

**Step 09**
Press the main Ok button to save all the changes made, or press cancel to retain the original values.

Once you have made the necessary changes, restart the device. It may take up to two minutes for the WiFi connection to be established once power is restored.
Below is a table detailing the various options available in the terminal’s WiFi setup.
Note: To connect to a WiFi network, you usually only need to fill out the ‘SSID’ and ‘Key’ values.

<table>
<thead>
<tr>
<th>SSID</th>
<th>Name of wireless connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>AdHoc</td>
<td>False (default)</td>
</tr>
<tr>
<td></td>
<td>True</td>
</tr>
<tr>
<td>WiFiMode</td>
<td>1 – MD5</td>
</tr>
<tr>
<td></td>
<td>2 – PEAP</td>
</tr>
<tr>
<td></td>
<td>3 – TLS (default)</td>
</tr>
<tr>
<td>Encryption</td>
<td>0 – Disable</td>
</tr>
<tr>
<td></td>
<td>1 – WEP</td>
</tr>
<tr>
<td></td>
<td>2 – TKIP</td>
</tr>
<tr>
<td></td>
<td>3 – AES (default)</td>
</tr>
<tr>
<td>Authentication</td>
<td>0 – Open</td>
</tr>
<tr>
<td></td>
<td>1 – Shared</td>
</tr>
<tr>
<td></td>
<td>2 – WPA_PSK</td>
</tr>
<tr>
<td></td>
<td>3 – WPA</td>
</tr>
<tr>
<td></td>
<td>4 – WPA_PSK (default)</td>
</tr>
<tr>
<td></td>
<td>5 – WPA2</td>
</tr>
<tr>
<td>Key</td>
<td>Authentication key</td>
</tr>
<tr>
<td>DN</td>
<td>WPA domain name (optional)</td>
</tr>
<tr>
<td>UN</td>
<td>WPA user name (optional)</td>
</tr>
<tr>
<td>CAKEY</td>
<td>WPA CA key (optional)</td>
</tr>
<tr>
<td>PWD</td>
<td>WPA password over DES encryption (optional)</td>
</tr>
</tbody>
</table>
Operating your EFTPOS terminal
Purchase transaction

This section describes how to complete a purchase transaction.

Note: Your terminal can be configured with three frequently used functions or 'hot keys'. Refer to page 76 for further details.

TIP
You can perform a purchase transaction in three simple steps.

Simply start keying in the transaction amount from either the idle screen (the main screen) or when the terminal is in ‘screen saver’ mode and the terminal will recognise that you are undertaking a basic purchase transaction.

This means if the purchase is performed as a contactless transaction, you can perform a transaction by following the steps:

Step 1 – Type the purchase amount  Step 2 – Present/tap the card  Step 3 – Print the customer’s receipt

Select ‘Purchase’ from the main screen. If it is configured as a hot key. (Refer to page 76 for details.)

Alternatively, if ‘Purchase’ is not a configured hot key, select ‘Transaction’, then select ‘Purchase’ from the transaction list.

Key in the purchase amount and press the green ENTER key on the keypad.

Key in the cash out amount if required.
Operating your EFTPOS terminal

Step 05
Key in the tip amount if required.

Step 06
Insert, tap or swipe the card.
Note: If the value for a contactless transaction is $100 or greater, the terminal will prompt the customer to enter a PIN or insert their card.

Step 07
Select the account type.

Step 08
Confirm the transaction amount.

Purchase: $$.$$
Total: $$.$$
Operating your EFTPOS terminal

Step 09

PIN or Sign?

Ask the customer if they would prefer to enter their PIN or sign the receipt. Press 'PIN' or 'Signature' accordingly.

Step 10

EFTPOS in progress. Please wait

This screen indicates the terminal is attempting to process the transaction. The screen will update to reflect the status, eg 'APPROVED'.

Step 11

Approved

If the transaction is 'APPROVED' this screen will appear.

Step 12

〈STATUS〉
〈MESSAGE〉

If the transaction is 'DECLINED' this screen will appear with an audible double beep sound to draw attention to the screen.〈MESSAGE〉 is optional depending on the reason for the declined transaction.
Step 13

Customer copy?

If the customer requires a copy of the receipt, press the green ‘thumbs up’ button.
If the customer does not require a copy of the receipt, press the red ‘thumbs down’ button.

Step 14

Remove card

If the customer used a chip card to process the transaction, you can now remove the chip card.

IMPORTANT

Please ensure that you check the transaction is approved before completing the sale. Hand the customer their copy of the transaction record, their card and any cash out requested. If a transaction is declined, tell the customer the reason, advise them to contact their bank if required and seek an alternative form of payment.
Example of a purchase transaction record

<table>
<thead>
<tr>
<th>MERCHANT ID</th>
<th>4229851 2345678</th>
</tr>
</thead>
<tbody>
<tr>
<td>TERMINAL ID</td>
<td>12345678</td>
</tr>
<tr>
<td>USER</td>
<td>01</td>
</tr>
<tr>
<td>INV NO</td>
<td>000012</td>
</tr>
<tr>
<td>STAN</td>
<td>000034</td>
</tr>
<tr>
<td>ACCOUNT TYPE</td>
<td>SAVINGS</td>
</tr>
<tr>
<td>4221(s)</td>
<td>10/15</td>
</tr>
<tr>
<td>PURCHASE</td>
<td>$80.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$80.00</td>
</tr>
<tr>
<td>AUTH ID</td>
<td>00321</td>
</tr>
<tr>
<td>RRN</td>
<td>1234560 00034</td>
</tr>
<tr>
<td>APPROVED</td>
<td>00</td>
</tr>
</tbody>
</table>

Note: Graphic will only print on the customer copy of the receipt.
Purchase transaction with a credit card

This section describes how to complete a transaction using a credit card.

**Step 01**
- Select 'Purchase' from the main screen if it is configured as a hot key.
  (Refer to page 70 for details.)

**Step 02**
- Alternatively, if 'Purchase' is not a configured hot key, select 'Transaction', then select 'Purchase' from the transaction list.

**Step 03**
- Key in the purchase amount and press the green ENTER key on the keypad.
  - $0.00

**Step 04**
- Key in the tip amount if required.
  - $0.00
Insert, tap or swipe the card.
Note: the value for a contactless transaction is $100 or greater, the terminal will prompt the customer to enter a PIN or insert their card.

Select the ‘Credit’ account type.

Confirm the transaction amount.

Ask the customer if they would prefer to enter their PIN or sign the receipt. Press ‘PIN’ or ‘Signature’ accordingly.

Instructions continue on next page ›
Step 09

EFTPOS in progress.
Please wait

This screen indicates the terminal is attempting to process the transaction.

Step 10

Customer copy?

If the customer requires a copy of the receipt, press the green 'thumbs up' button.
If the customer does not require a copy of the receipt, press the red 'thumbs down' button.

Step 11

Remove card

If the customer used a chip card to process the transaction, you can now remove the chip card.
Example of a credit card record

<table>
<thead>
<tr>
<th>MERCHANT ID</th>
<th>4229851 2345678</th>
</tr>
</thead>
<tbody>
<tr>
<td>TERMINAL ID</td>
<td>12345678</td>
</tr>
<tr>
<td>USER</td>
<td>01</td>
</tr>
<tr>
<td>INV NO</td>
<td>000012</td>
</tr>
<tr>
<td>STAN</td>
<td>000034</td>
</tr>
<tr>
<td>ACCOUNT TYPE</td>
<td>SAVINGS</td>
</tr>
<tr>
<td>VISA</td>
<td>12345678</td>
</tr>
<tr>
<td>PURCHASE</td>
<td>$35.00</td>
</tr>
<tr>
<td>SURCHARGE</td>
<td>$3.50</td>
</tr>
<tr>
<td>SURCHARGE GST</td>
<td>$0.35</td>
</tr>
<tr>
<td>SUB-TOTAL</td>
<td>AUD $38.85</td>
</tr>
<tr>
<td>TIP</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
<tr>
<td>SIGNATURE</td>
<td></td>
</tr>
<tr>
<td>AUTH ID</td>
<td>00321</td>
</tr>
<tr>
<td>RRN</td>
<td>1234560 00034</td>
</tr>
<tr>
<td>APPROVED</td>
<td>08</td>
</tr>
</tbody>
</table>

**Note:** Graphic will only print on the customer copy of the receipt.
‘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.

As the owner of the business, you may choose whether or not to provide this additional facility to customers.

Cash out transaction with a purchase

To process a cash out transaction with a purchase, simply follow the steps outlined on page 24 of this guide under ‘Purchase transaction’.

Cash out–only transaction

You may process a ‘cash out’ transaction without a purchase by following these steps.

Select ‘Cashout’ from the main screen if it is configured as a hot key. (Refer to page 70 for details.)

Alternatively, if ‘Cashout’ is not a configured hot key, select ‘Transaction’, then select ‘Cashout’ from the transaction list.
Operating your EFTPOS terminal

Step 03

Key in the amount of cash required and press the green ENTER key on the keypad.

Cash: $0.00

Step 04

Insert, tap or swipe the card.

Note: the value for a contactless transaction is $100 or greater, the terminal will prompt the customer to enter a PIN or insert their card.

Step 05

Select either the 'Cheque' or 'Savings' account type.

Step 06

Confirm the transaction amount.

Cash: $$.$$
Total: $$.$$

Instructions continue on next page ➤
Operating your EFTPOS terminal

**Step 07**

$NN.NN
Enter PIN

Ask the customer to key in their PIN.

**Step 08**

EFTPOS in progress.
Please wait

This screen indicates the terminal is attempting to process the transaction.

**Step 09**

Customer copy?

If the customer requires a copy of the receipt, press the green ‘thumbs up’ button.
If the customer does not require a copy of the receipt, press the red ‘thumbs down’ button.

**Step 10**

Remove card

If the customer used a chip card to process the transaction, you can now remove the chip card.

**IMPORTANT**

Please ensure that you check the transaction is approved before completing the sale. Hand the customer their copy of the transaction record, their card and any cash out requested. If the transaction is rejected, the terminal will display an error message giving the reason. Communicate this reason with the customer.
Example of a cash out transaction record

First Data

XXXX Merchant
123 Sydney Street
North Sydney NSW 2060

Merchant Copy

28 OCT 2015 16:00:22

MERCHAND ID 42298512345678
TERMINAL ID 12345678
USER 01

INV NO 000012
STAN 000034
ACCOUNT TYPE SAVINGS

DEBIT $80.00

CASH-OUT $80.00
TOTAL AUD $80.00

AUTH ID 00321
RRN 123456000034

APPROVED 00

Note: Graphic will only print on the customer copy of the receipt.
Refund transaction

You can use the refund function when customers are returning goods and to reverse keying errors made by operators.

**IMPORTANT** — If you are reversing an error, ensure the full amount of the transaction is refunded before the purchase is reprocessed with the correct amount.

**Step 01**
Select ‘Refund’ from the main screen if it is configured as a hot key.
(Refer to page 70 for details.)

**Step 02**
Alternatively, if ‘Refund’ is not a configured hot key, select ‘Transaction’, then select ‘Refund’ from the transaction list.

**Step 03**
Supervisor NN
Key in your user ID and press the green ENTER key on the keypad if prompted.

**Step 04**
Password XXXX
Key in your password and press the green ENTER key on the keypad if prompted.
Step 05
Key in the refund amount and press the green ENTER key on the keypad.

$0.00
Enter Refund Amount

Step 06
Insert, tap or swipe the card.
Note: the value for a contactless transaction is $100 or greater, the terminal will prompt the customer to enter a PIN or insert their card.

Step 07
Select the account type.

Step 08
Confirm the transaction amount.

Refund: $$.$$
Total: $$.$$
Operating your EFTPOS terminal

Step 09

PIN or Sign?

Ask the customer if they would prefer to enter their PIN or sign the receipt. Press ‘PIN’ or ‘Signature’ accordingly.

Step 10

$NN.NN
Enter PIN

Ask the customer to key in their PIN.

Step 11

EFTPOS in progress.
Please wait

This screen indicates the terminal is attempting to process the transaction.

Step 12

Customer copy?

If the customer requires a copy of the receipt, press the green ‘thumbs up’ button. If the customer does not require a copy of the receipt, press the red ‘thumbs down’ button.
Step 13

Remove card

If the customer used a chip card to process the transaction, you can now remove the chip card.

Example of a refund transaction record

First Data
XXXX Merchant
123 Sydney Street
North Sydney NSW 2060

Merchant Copy
28 OCT 2015 16:00:22

MERCHAND ID: 4229851 2345678
TERMINAL ID: 12345678
USER: 01

INV NO: 000012
STAN: 000034
ACCOUNT TYPE: Credit

VISA
..........4221(s)

REFUND: $35.00
TOTAL: $35.00

AUTH ID: 00321
RRN: 1234560 00034
APPROVED: 08

SIGNATURE

AUTH ID: 1234560
RRN: 1234560 00034
APPROVED: 08
APPROVED WITH SIGNATURE

Note: Graphic will only print on the customer copy of the receipt.
Reprint last receipt

This section describes how to reprint the last receipt printed.

**Step 01**
Select 'Admin'.

**Step 02**
Select 'Receipts'.

**Step 03**
Select ‘Merchant’, ‘Customer’ or ‘Settlement’ to re-print the most recent receipt.
Select ‘Search’ to look for other receipts.

**Step 04**
Select the required transaction from the list or press the ‘Back’ button to return to the main receipt screen.
Cancel transaction

A transaction may be cancelled at any time before the customer presses the green ENTER key or OK for the PIN entry.

Pressing the red CANCEL key will cancel the transaction and return the terminal to its idle state.

Once a customer has entered their PIN and pressed ENTER, the transaction has been completed and you will need to perform a refund or void transaction if the customer needs to alter their purchase.
Other transaction types

Pre-authorisation

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.

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.

**IMPORTANT**

The card issuer determines how long the pre-authorisation value is ‘held’ against the customer’s account. This period of time is typically three to five days. After this, the authorisation request expires and the business needs to issue a new pre-authorisation request to begin the transaction again.

Part two: completion

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.
Processing a pre-authorisation transaction

**Step 01**
Select ‘**Auth**’ from the main screen if it is configured as a hot key. (Refer to page 68 for details.)

**Step 02**
Alternatively, if ‘**Auth**’ is not a configured hot key, select ‘**Transaction**’, then select ‘**Auth**’ from the transaction list.

**Step 03**
$0.00
**Enter Amount PREAUTH**
Key in the pre-authorisation amount and press ENTER.

**Step 04**
Insert, tap or swipe the card or manually enter the card details

Instructions continue on next page >
Step 05

PreAuth $$.$$  
Total: $$.$$  

Select the green ‘thumbs up’ button if the pre-authorisation amount is correct or the red ‘thumbs down’ button if you wish to cancel the transaction.

Step 06

PIN or Sign?

Ask the customer if they would prefer to enter their PIN or sign the receipt. Press ‘PIN’ or ‘Signature’ accordingly.

Step 07

EFTPOS in progress.  
Please wait

This screen indicates the terminal is attempting to process the transaction.

Step 08

Customer copy?

If the customer requires a copy of the receipt, press the green ‘thumbs up’ button.
If the customer does not require a copy of the receipt, press the red ‘thumbs down’ button.
#### Example of a pre-authorisation transaction record

**First Data**

XXXX Merchant  
123 Sydney Street  
North Sydney NSW 2060

**Merchant Copy**

28 OCT 2015 16:00:22

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>MERCHANT ID</td>
<td>4229851 2345678</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>000012</td>
</tr>
<tr>
<td>STAN</td>
<td>000034</td>
</tr>
<tr>
<td>ACCOUNT TYPE</td>
<td>Credit</td>
</tr>
<tr>
<td>MASTERCARD</td>
<td>10/15</td>
</tr>
<tr>
<td>PRE-AUTH</td>
<td>$355.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>AUD $355.00</td>
</tr>
<tr>
<td>AUTH ID</td>
<td>00321</td>
</tr>
<tr>
<td>RRN</td>
<td>1234560 00034</td>
</tr>
<tr>
<td>APPROVED</td>
<td>08</td>
</tr>
<tr>
<td>APPROVED WITH</td>
<td>SIGNATURE</td>
</tr>
</tbody>
</table>

*Note: Graphic will only print on the customer copy of the receipt.*
Processing a completion transaction from a pre-authorisation

**Step 01**
Select ‘Checkout’ from the main screen if it is configured as a hot key. (Refer to page 68 for details.)

**Step 02**
Alternatively, if ‘Checkout’ is not a configured hot key, select ‘Transaction’, then select ‘Checkout’ from the transaction list.

**Step 03**
Select an existing pre-authorised transaction from the list.

**Step 04**
Press the green ‘thumbs up’ button if the transaction details are correct.

- Auth ID: NNNNNN
- Inv #: NNNNNN
- Card: NNNN
- Amount: $$.$$
- Date: dd/mm/yyyy
Operating your EFTPOS terminal

**Step 05**

$0.00
Enter Amount
Checkout

Key in the Checkout amount and press ENTER.

**Step 06**

$0.00
Tip Addition

Key in the tip amount and press ENTER.

**Step 07**

Insert, tap or swipe the card.

**Step 08**

Select the account type.

**Step 09**

Checkout: $$.$$
Tip: $$.$$n
Total: $$.$$n

Select the green 'thumbs up' button if the total amount is correct, the red 'thumbs down' button if you wish to cancel the transaction, or 'Back' if you wish to re enter the amount details.

**Step 10**

PIN or Sign?

Ask the customer if they would prefer to enter their PIN or sign the receipt. Press 'PIN' or 'Signature' accordingly.
Step 11

EFTPOS in progress.
Please wait

This screen indicates the terminal is attempting to process the transaction.

Step 12

Customer copy?

If the customer requires a copy of the receipt, press the green ‘thumbs up’ button.
If the customer does not require a copy of the receipt, press the red ‘thumbs down’ button.

Example of a processing a transaction completion record

**First Data**

XXXX Merchant
123 Sydney Street
North Sydney NSW 2060

**Merchant Copy**

28 OCT 2015 16:00:22

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>MERCHANT ID</td>
<td>4229851 2345678</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>000012</td>
</tr>
<tr>
<td>STAN</td>
<td>000034</td>
</tr>
<tr>
<td>ACCOUNT TYPE</td>
<td>Credit</td>
</tr>
<tr>
<td>MASTERCARD</td>
<td>10/15</td>
</tr>
<tr>
<td>CHECKOUT</td>
<td>$355.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>AUD $355.00</td>
</tr>
</tbody>
</table>

**SIGNATURE**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTH ID</td>
<td>00321</td>
</tr>
<tr>
<td>RRN</td>
<td>1234560 00034</td>
</tr>
<tr>
<td>APPROVED</td>
<td>T08*</td>
</tr>
<tr>
<td>APPROVED WITH SIGNATURE</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Graphic will only print on the customer copy of the receipt.
Mail order/telephone order (MOTO)

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. 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.

Select ‘MOTO’ from the main screen if it is configured as a hot key. (Refer to page 68 for details.)

Alternatively, if ‘MOTO’ is not a configured hot key, select ‘Transaction’, then select ‘MOTO’ from the transaction list.

Instructions continue on next page ›
Step 03
Select ‘Purchase’ or ‘Refund’ as the transaction type.

Step 04
Key in the purchase or refund amount and press ENTER.

Step 05
Key in the card number and press ENTER.

Step 06
Key in the expiry date on the card and press ENTER.

Step 07
Key in the CCV number on the back of the card and press ENTER.

Step 08
Press green ‘thumbs up’ button to confirm the amount or the red ‘thumbs down’ button to cancel it.
Step 09

**EFTPOS in progress. Please wait**

This screen indicates the terminal is attempting to process the transaction.

Step 10

**Customer copy?**

If the customer requires a copy of the receipt, press the green ‘thumbs up’ button.

If the customer does not require a copy of the receipt, press the red ‘thumbs down’ button.

Example of a MOTO transaction record

**First Data**

XXXX Merchant
123 Sydney Street
North Sydney NSW 2060

**Merchant Copy**

28 OCT 2015 16:00:22

<table>
<thead>
<tr>
<th>MERCHAND ID</th>
<th>42298512345678</th>
</tr>
</thead>
<tbody>
<tr>
<td>TERMINAL ID</td>
<td>12345678</td>
</tr>
<tr>
<td>INV NO</td>
<td>000012</td>
</tr>
<tr>
<td>ACCOUNT TYPE</td>
<td>Credit</td>
</tr>
<tr>
<td>MASTERCARD</td>
<td>........4221(s)</td>
</tr>
<tr>
<td></td>
<td>10/15</td>
</tr>
<tr>
<td>MOTO PURCHASE</td>
<td>$99.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>AUD $99.00</td>
</tr>
<tr>
<td>APPROVED</td>
<td>00</td>
</tr>
</tbody>
</table>

**Note:** Graphic will only print on the customer copy of the receipt.
Operating your EFTPOS terminal

An electronic commerce interface (ECI) transaction occurs when a customer orders goods or services from a merchant via a web-based interface or e-commerce platform and the customer and their card are not present at the merchant outlet. The merchant must key the card number into the terminal to process the purchase or refund transaction.

The process is similar to a normal purchase (or refund) with manual entry of card details. 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 an ECI transaction.

Electronic commerce interface (ECI)

An ECI transaction occurs when a customer orders goods or services from a merchant via a web-based interface or e-commerce platform and the customer and their card are not present at the merchant outlet. The merchant must key the card number into the terminal to process the purchase or refund transaction.

The process is similar to a normal purchase (or refund) with manual entry of card details. 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 an ECI transaction.

Select ‘ECI’ from the main screen if it is configured as a hot key. (Refer to page 70 for details.) Alternatively, if ‘ECI’ is not a configured hot key, select ‘Transaction’, then select ‘ECI’ from the transaction list.

Enter Amount

$0.00

Enter Amount ECI-Purchase

ENTER
Step 05
Key in the card number and press ENTER.

Step 06
Key in the expiry date on the card and press ENTER.

Step 07
Key in the CCV number on the back of the card and press ENTER.

Step 08
Press green ‘thumbs up’ button to confirm the amount or the red ‘thumbs down’ button to cancel it.

Step 09
This screen indicates the terminal is attempting to process the transaction.

Step 10
If the customer requires a copy of the receipt, press the green ‘thumbs up’ button. If the customer does not require a copy of the receipt, press the red ‘thumbs down’ button.
Example of a ECI transaction record

<table>
<thead>
<tr>
<th>MERCHANT ID</th>
<th>42298512345678</th>
</tr>
</thead>
<tbody>
<tr>
<td>TERMINAL ID</td>
<td>12345678</td>
</tr>
<tr>
<td>USER</td>
<td>01</td>
</tr>
<tr>
<td>INV NO</td>
<td>000012</td>
</tr>
<tr>
<td>STAN</td>
<td>004322</td>
</tr>
<tr>
<td>ACCOUNT TYPE</td>
<td>Credit</td>
</tr>
<tr>
<td>VISA</td>
<td>........4221(s)</td>
</tr>
<tr>
<td></td>
<td>10/15</td>
</tr>
<tr>
<td>ECI</td>
<td></td>
</tr>
<tr>
<td>PURCHASE</td>
<td>$15.00</td>
</tr>
<tr>
<td>SURCHARGE</td>
<td>$1.50</td>
</tr>
<tr>
<td>SURCHARGE GST</td>
<td>$0.15</td>
</tr>
<tr>
<td>TOTAL</td>
<td>AUD $16.65</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>SIGNATURE</td>
<td></td>
</tr>
<tr>
<td>AUTH ID</td>
<td>00321</td>
</tr>
<tr>
<td>RRN</td>
<td>123456000034</td>
</tr>
<tr>
<td>APPROVED</td>
<td>08</td>
</tr>
<tr>
<td>APPROVED WITH</td>
<td></td>
</tr>
<tr>
<td>SIGNATURE</td>
<td></td>
</tr>
</tbody>
</table>

Note: Graphic will only print on the customer copy of the receipt.
Void

There are some cases where either the merchant or the customer makes a mistake during the payment process and don’t realise until the transaction has completed. In these instances, it is too late to cancel or reverse the transaction and the transaction must be voided instead.

The void function may need to be used if:
› the customer uses an incorrect card
› the merchant enters an incorrect amount
› the merchant accidentally adds a tip to an incorrect transaction.

When this occurs, the merchant needs to void the incorrect transaction and process a new one.

**IMPORTANT** — 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. For more information, refer to the refund process on page 31 of this guide.
Operating your EFTPOS terminal

Step 01
Select 'Void' from the main screen if it is configured as a hot key. (Refer to page 76 for details.)

Step 02
Alternatively, if ‘Void’ is not a configured hot key, select ‘Transaction’, then select ‘Void’ from the transaction list.

Step 03
Select the transaction you need to void.

Step 04
Press the green ‘thumbs up’ button if the transaction details are correct.

Step 05
EFTPOS in progress. Please wait

This screen indicates the terminal is attempting to process the transaction.

Step 06
Signature Required
Signature OK

If requested, verify the customer’s signature.
Operating your EFTPOS terminal

**Step 07**

Customer copy?

If the customer requires a copy of the receipt, press the green ‘thumbs up’ button. If the customer does not require a copy of the receipt, press the red ‘thumbs down’ button.

---

**Example of a void transaction record**

![Example Receipt](image)

First Data

XXXXX Merchant
123 Sydney Street
North Sydney NSW 2060

Merchant Copy

28 OCT 2015 16:00:22

---

**MERCHAND ID** 42298512345678
**TERMINAL ID** 12345678
**USER** 01

**INV NO** 000012
**STAN** 004322
**ACCOUNT TYPE** Credit

**VISA** ..\ldots..4221(s) 10/15

**VOID**

**PURCHASE** $55.00
**TOTAL** AUD $55.00

---

**SIGNATURE**

**AUTH ID** 00321
**RRN** 12345600034

**APPROVED** T08*

APPROVED WITH SIGNATURE

---

**Note:** Graphic will only print on the customer copy of the receipt.
Administration functions

Settlements

The settlement function provides a “Settlement Summary” receipt that summarises EFTPOS transactions taken as at the current settlement date.

The net total amount on the receipt will be credited to the nominated bank account you have provided to First Data.

Important — We recommend that you perform a settlement each day. If you do not, a settlement will automatically be ‘forced’ by First Data between 1730 and 1800 local time.

You can perform a settlement by following the steps below.

Step 01
Select ‘Settlement’ from the main screen if it is configured as a hot key. (Refer to page 76 for details.)

Step 02
Alternatively, if ‘Settlement’ is not a configured hot key, select ‘Transaction’, then select ‘Settlement’ from the transaction list.

Step 03
The terminal will display the settlement processing status on the screen.
Example of a settlement record

<table>
<thead>
<tr>
<th><strong>First Data</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>XXXX Merchant</td>
</tr>
<tr>
<td>123 Sydney Street</td>
</tr>
<tr>
<td>North Sydney NSW 2060</td>
</tr>
<tr>
<td><strong>Merchant Copy</strong></td>
</tr>
<tr>
<td>28 OCT 2015 16:00:22 to 29 OCT 2015 16:00:22</td>
</tr>
<tr>
<td><strong>BANK TOTALS</strong></td>
</tr>
<tr>
<td><strong>MERCHANT ID</strong></td>
</tr>
<tr>
<td><strong>TERMINAL ID</strong></td>
</tr>
<tr>
<td><strong>SALES</strong></td>
</tr>
<tr>
<td><strong>REFUNDS</strong></td>
</tr>
<tr>
<td><strong>CASH OUT</strong></td>
</tr>
<tr>
<td><strong>ADJUSTS</strong></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
</tr>
<tr>
<td><strong>TERMINAL TOTALS</strong></td>
</tr>
<tr>
<td><strong>MERCHANT</strong></td>
</tr>
<tr>
<td><strong>MERCHANT ID</strong></td>
</tr>
<tr>
<td><strong>TERMINAL ID</strong></td>
</tr>
<tr>
<td><strong>DEBIT</strong></td>
</tr>
<tr>
<td><strong>PUR 005</strong></td>
</tr>
<tr>
<td><strong>CSH 002</strong></td>
</tr>
<tr>
<td><strong>REF 001</strong></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
</tr>
</tbody>
</table>

**MASTERCARD**
PUR 007 ................................. $47.88
TOTAL ................................. AUD $38.43

**VISA**
PUR 008 ................................. $32.17
TOTAL ................................. AUD $32.17

**TOTAL DEBIT/CREDIT**
PUR 020 ................................. $117.30
CSH 002 ................................. $8.32
REF 001 ................................. ($7.14)
TOTAL ................................. AUD $118.48

**AMEX**
PUR 002 ................................. $14.30
TOTAL ................................. AUD $14.30

**Note:** Graphic will only print on the customer copy of the receipt.
Tip addition

If a customer needs to add a tip after completing the original transaction, your First Data terminal allows you to add tips using the tip addition function.

A tip can only be added to a credit card purchase transaction and is limited to 25% of the transaction amount.

**Step 01**
Select ‘tip addition’ from the main screen if it is configured as a hot key. (Refer to page 70 for details.)

**Step 02**
Alternatively, if ‘Purchase’ is not a configured hot key, select ‘Transaction’, then select ‘tip addition’ from the transaction list.

**Step 03**
Select the transaction to which the tip will be added.

**Step 04**
Press the green ‘thumbs up’ button if the transaction details are correct.
50  Operating your EFTPOS terminal

Step 05

$0.00
Verify Amount

Confirm purchase amount and press ENTER.

Step 06

$0.00
Enter Amount Tip

Key in the tip amount and press ENTER.

Step 07

Purchase: $$.$$
Tip: $$.$$ 
Total: $$.$$ 

Press the green ‘thumbs up’ button to continue or the red ‘thumbs down’ button to cancel the tip.

Step 08

EFTPOS in progress.
Please wait

This screen indicates the terminal is attempting to process the transaction.

Step 09

Customer copy?

If the customer requires a copy of the receipt, press the green ‘thumbs up’ button. If the customer does not require a copy of the receipt, press the red ‘thumbs down’ button.
Example of a tip addition transaction record

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>PURCHASE</td>
<td>$35.00</td>
</tr>
<tr>
<td>TIP</td>
<td>$2.00</td>
</tr>
<tr>
<td>SURCHARGE</td>
<td>$3.50</td>
</tr>
<tr>
<td>SURCHARGE GST</td>
<td>$0.35</td>
</tr>
<tr>
<td>TOTAL</td>
<td>AUD $40.85</td>
</tr>
</tbody>
</table>

**Note:** Graphic will only print on the customer copy of the receipt.
GlobalChoice Dynamic Currency Conversion

GlobalChoice DCC is offered to your Visa and MasterCard international cardholders when making their purchase on the First Data EFTPOS terminal. When the card is presented to the terminal, the terminal will determine whether the card is a candidate to offer DCC and if so, will automatically prompt the merchant by loading the DCC particulars onto the screen.

A typical DCC transaction flow therefore reflects:

› 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 EFTPOS screen as per below

<table>
<thead>
<tr>
<th>The AUD amount</th>
<th>$100.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>The equivalent amount in the cardholder's home currency</td>
<td>USD 83.06</td>
</tr>
<tr>
<td>The exchange rate</td>
<td>RATE 0.8306</td>
</tr>
<tr>
<td>Any fees/margins/commissions being applied</td>
<td>FX RATE INCLUDES 3% MARGIN</td>
</tr>
<tr>
<td>DCC</td>
<td>NO</td>
</tr>
</tbody>
</table>

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.
Mastercard example

The base amount, the exchange rate and the total amount which will appear on the card holder's statement will be displayed.

At this point, the card holder may accept the rate and continue with the DCC transaction, or may decline the rate and process the transaction without DCC.

Merchant Receipt for Mastercard and non VISA (i.e. default receipt)

DCC rate, DCC currency and DCC Total inserted into the standard receipt

Customer Receipt for Mastercard and non VISA (i.e. default receipt)

Note: printing of this receipt is mandatory; the customer/merchant will not be prompted as to whether they require a copy.
VISA example

The base amount, the exchange rate and the total amount which will appear on the card holder’s statement will be displayed.

In addition, for VISA only, there is the addition of a FEES entry. This is the foreign exchange markup percentage (e.g. 3%) incorporated in the quoted exchange rate.

At this point, the card holder may accept the rate and continue with the DCC transaction, or may decline the rate and process the transaction without DCC.

Merchant Receipt for VISA

The DCC exchange rate, the foreign exchange markup percentage, the transaction currency and the DCC Total are inserted into the standard receipt.

Customer Receipt for VISA (i.e. default receipt)

Note: printing of this receipt is mandatory; the customer/merchant will not be prompted as to whether they require a copy.
Example of DCC transaction records

VISA

First Data

XXXX Merchant
123 Sydney Street
North Sydney NSW 2060

Merchant Copy
08 MAR 2017 13:44:36

<table>
<thead>
<tr>
<th>MERCHANT ID</th>
<th>TERMINAL ID</th>
<th>USER</th>
<th>INV NO</th>
<th>STAN</th>
<th>ACCOUNT TYPE</th>
<th>SALE AMOUNT</th>
<th>EXCHANGE RATE CHF/AUD</th>
<th>% MARGIN INCLUDED</th>
<th>TRANSACTION CURRENCY</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>4229851 2345678</td>
<td>12345678</td>
<td>01</td>
<td>000011</td>
<td>000034</td>
<td>CREDIT</td>
<td>AUD $100.00</td>
<td>0.7550</td>
<td>3.00</td>
<td>CHF</td>
<td>75.50</td>
</tr>
</tbody>
</table>

KAREN MATCHBOX
402730...005(S)

SALE AMOUNT: AUD $100.00
EXCHANGE RATE CHF/AUD: 0.7550
% MARGIN INCLUDED: 3.00
TRANSACTION CURRENCY: CHF
AMOUNT: 75.50

RRN 1234560 00034

Signature

1234560 00034

I have been offered a choice of currencies including AUD and agreed to pay in CHF.

The service to pay in your own currency is offered by First Data

This transaction is based on REUTERS WHOLESALE INTERBANK exchange rate.

APPROVED 00

Customer Copy
08 MAR 2017 13:44:36

<table>
<thead>
<tr>
<th>MERCHANT ID</th>
<th>TERMINAL ID</th>
<th>USER</th>
<th>INV NO</th>
<th>STAN</th>
<th>ACCOUNT TYPE</th>
<th>SALE AMOUNT</th>
<th>EXCHANGE RATE CHF/AUD</th>
<th>% MARGIN INCLUDED</th>
<th>TRANSACTION CURRENCY</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>4229851 2345678</td>
<td>12345678</td>
<td>01</td>
<td>000011</td>
<td>000034</td>
<td>CREDIT</td>
<td>AUD $100.00</td>
<td>0.7550</td>
<td>3.00</td>
<td>CHF</td>
<td>75.50</td>
</tr>
</tbody>
</table>

KAREN MATCHBOX
402730...005(S)

SALE AMOUNT: AUD $100.00
EXCHANGE RATE CHF/AUD: 0.7550
% MARGIN INCLUDED: 3.00
TRANSACTION CURRENCY: CHF
AMOUNT: 75.50

RRN 1234560 00034

Retain this copy for Statement verification
### Mastercard (and any other card)

**First Data**

XXXX Merchant

123 Sydney Street
North Sydney NSW 2060

**Merchant Copy**

08 MAR 2017 13:44:36

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>MERCHANT ID</td>
<td>4229851 2345678</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>000012</td>
</tr>
<tr>
<td>STAN</td>
<td>000035</td>
</tr>
<tr>
<td>ACCOUNT TYPE</td>
<td>CREDIT</td>
</tr>
<tr>
<td>MASTERCARD</td>
<td>A0000000004101002 MASTERCARD ... 4221(i) 12/16</td>
</tr>
<tr>
<td>SALE AMOUNT</td>
<td>AUD $100.00</td>
</tr>
<tr>
<td>EXCHANGE RATE EUR/AUD</td>
<td>0.6960</td>
</tr>
<tr>
<td>TRANSACTION CURRENCY AMOUNT</td>
<td>EUR 69.60</td>
</tr>
</tbody>
</table>

x Signature

RRN 1234560 00034

APPROVED 00

---

**First Data**

XXXX Merchant

123 Sydney Street
North Sydney NSW 2060

**Customer Copy**

08 MAR 2017 13:44:36

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>MERCHANT ID</td>
<td>4229851 2345678</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>000012</td>
</tr>
<tr>
<td>STAN</td>
<td>000035</td>
</tr>
<tr>
<td>ACCOUNT TYPE</td>
<td>CREDIT</td>
</tr>
<tr>
<td>MASTERCARD</td>
<td>A0000000004101002 MASTERCARD ... 4221(i) 12/16</td>
</tr>
<tr>
<td>SALE AMOUNT</td>
<td>AUD $100.00</td>
</tr>
<tr>
<td>EXCHANGE RATE EUR/AUD</td>
<td>0.7550</td>
</tr>
<tr>
<td>TRANSACTION CURRENCY AMOUNT</td>
<td>EUR 69.60</td>
</tr>
</tbody>
</table>

RRN 1234560 00034

APPROVED 00

Retain this copy for
Statement verification
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 First Data
ACe Acceptance

Your terminal supports the eftpos Australia ACe chip for both contact and contactless transactions which provides consumers with more payment choices and improves security. When an eftpos Australia Ace chip is presented at the terminal, the available application names for that cardholder’s card will be shown instead of the cheque, savings and credit options. This allows the cardholder to choose the account themselves similar to the example screen below.

Note: Application names and order can vary depending on the card.
Reports

You can generate the following reports from the Reports menu.

Shift report

The shift report shows each of the following details for each merchant terminal accessible to the user requesting the report:

› the shift user from the start date to the end date is printed along with their ID or name
› the new shift user from the end date is printed with their ID or name
› the EFTPOS totals provide a summary of all purchases (including tips), cash out transactions and refunds per user. The summary shows the number of occurrences and the subtotal amounts
› The report then details a pre-authorisation summary for each user. The summary shows the number of occurrences and the subtotal amount. This includes all pre-authorisation transactions regardless if they’ve been checked out or not.
› The report details each user’s tip summary last. This shows the number of occurrences and the subtotal amount.

If the user is attached to or selects multiple merchants, the report will include all merchants in the same printout. Only the first merchant’s details will display the report header.

Settlement report

The settlement report contains three separate sub-reports, as follows:

› the subtotal report displays the subtotals for purchases, cash outs and refunds for each card type (non-charge cards), purchases, tips, a summary of pre-authorisation transactions and a summary of electronic fallback transactions in the current period (i.e. since the last settlement).
› the last settlement report displays the totals for purchases, cash outs and refunds for each card type (non-charge cards), purchases, tips, cash outs and refunds for charge cards, a summary of pre-authorisation transactions and a summary of electronic fallback transactions in the last settlement.
› the previous settlement report displays the totals for purchases, cash outs and refunds for each card type (non-charge cards), purchases, tips, cash outs and refunds for charge cards, a summary of pre-authorisation transactions and a summary of electronic fallback transactions during the previous settlement period.

When the settlement report is printed for all merchants, it will contain one section for each merchant accessible to the user who initiates the tip report function.
Operating your EFTPOS terminal

Training mode is useful for showing new staff how to use the terminal to process transactions. When in this mode, any card transactions will not be submitted for processing or added to the terminal amount totals.

Before the terminal can be placed in training mode, you must perform a settlement to clear out any existing transactions. The terminal will remain in training mode until the mode is cancelled, even if the power is turned off. When in training mode, the status bar on the idle screen will display (TRAINING).

All reporting functions are available when operating in training mode. All transactions conducted in training mode will be deleted once training mode is turned off.

Daily report

The daily report displays:

› debit totals for all card types
› totals per card type (non-charge cards) – a summary of all purchases, cash outs and refunds, with the number of occurrences and the sub total amounts for each transaction type
› totals per charge card type – a summary of all purchases, tips, cash outs and refund transactions, with the number of occurrences and the sub total amounts for each transaction type
› a pre-authorisation summary for all card types.

Transaction report

The transaction report displays selected approved transactions stored in the terminal. Online transactions are stored until settlement except for pre-authorisation transactions, which are kept for seven calendar days.

Other terminal functionality

Training mode
Step 01
Select ‘Admin’. The status bar will now show the status as (TRAINING).

Step 02
Select ‘Next’. Press the green ‘thumbs up’ button to turn on training mode or ‘Back’ to return to the Admin menu.

Step 03
Select ‘Training Mode’.

Step 04
Training off

Step 05
Training
The status bar will now show the status as (TRAINING).
Surcharging

The First Data EFTPOS terminal can add a surcharge to every 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).

To enable your terminal for surcharging, please contact the helpdesk on 1800 243 444.

If required, the method of calculation and the surcharge amount can be different for different card types. For example, you could set the terminal to charge all debit cards a set amount per transaction (such as a $1.00 surcharge) and all credit cards could incur a 2% surcharge.

As shown below, the surcharge amount is always displayed on the customer and merchant receipts. You can configure your terminal to automatically calculate the GST on surcharge amounts.

Note: Graphic will only print on the customer copy of the receipt.
Customer receipt marketing message

Your First Data EFTPOS terminal allows you to add a marketing message to the bottom of every customer receipt.

Merchants can use this to make their customers aware of any special deals or discounts.

You can see an example of the customer receipt marketing message function in the receipt below.

Please contact the helpdesk on 1800 243 444 to add a marketing message to your customer receipts.

---

**First Data**

XXXX Merchant  
123 Sydney Street  
North Sydney NSW 2060  

Merchant Copy

28 OCT 2015 16:00:22

| MERCHANT ID | 4229851 2345678 |
| TERMINAL ID | 12345678 |
| INV NO | 000012 |
| STAN | 000034 |
| ACCOUNT TYPE | Credit |

**VISA**  
.......4221(s)  
10/15

**PURCHASE**  
$200.00

**SURCHARGE**  
$4.00

**SURCHARGE GST**  
$0.40

**TIP**  

**TOTAL**  

**SIGNATURE**

**RRN**  
1234560 00034

**APPROVED**  
08

**GET 15% OFF ALL BAR FOOD AND SNACK ON MONDAYS, TUESDAYS AND WEDNESDAYS**

**OPENING HOURS 6AM – 10PM 7 DAYS**

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**Note:** Graphic will only print on the customer copy of the receipt.
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, outline 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:

- **Y1** = offline approved
- **Z1** = offline declined
- **Y3** = unable to go online and approved offline
- **Z3** = 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.
Multi-merchant capability

The First Data terminal lets you manage multiple merchant accounts on a single terminal. This functionality is particularly useful on premises where there are multiple businesses sharing space and each has their own merchant facility.

Multi-merchant capability allows:

› users to be attached to one or all merchant accounts enabled on the terminal
› different configuration for each merchant account on the terminal for settings such as security, reporting and screen layout.

Multi-merchant capability is not a standard feature enabled on the First Data terminal.
Hot keys

There are three programmable hot keys that can be set to execute certain functions from the terminal's idle screen. Hot keys provide faster access to frequently used functions.

Hot key assignment options

Once assigned, pressing a function's hot key will have the same effect as selecting its equivalent key from the Transaction menu. The following functions can be assigned as hot keys.

- Cashout
- Checkout
- Purchase-ECI
- Purchase-MOTO
- Pre-auth
- Purchase
- Refund
- Settlement
- Tip-addition
- Void

Configuration of hot keys is controlled centrally by First Data and cannot be changed on a terminal.
User management

First Data terminals can support multiple users. Each user can be flagged as either a SUPERVISOR or USER and can be associated with one or more merchants. You can set the following attributes within the context of a user/merchant configuration.

› Trading Name (the merchant’s name)
› Cashout
› Pre-auth
› Purchase
› Purchase cash
› Purchase tip
› Refund
› Tip
› Void

User configuration is controlled centrally by First Data and cannot be changed on a terminal.
Shift change

Users can use the shift change function to manage shifts and obtain reports for each shift.

The user who changes the shift becomes the default user for transactions or operations that do not require user authentication.

Use the following steps to manage shifts and obtain shift reports using the shift change function.

Step 01
Select ‘Admin’.

Step 02
Select ‘Next’.

Step 03
Select ‘Shift’.

Step 04
Key in your user ID and press ENTER.
Step 05
Key in your password and press ENTER.

User Password
****

Step 06
Select the green ‘thumbs up’ button.

Step 07
Select the Merchant, if prompted.

Step 08
Select ‘User’ to print shift totals by user.
Select ‘Card’ to print shift totals by card.
Where to get help

First Data client support

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

Service and support  1800 243 444
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.