

# Hypercom Dial-Up/Countertop GPRS/Mobile GPRS Quick Reference Guide

THE FOLLOWING HELP DESK'S AND AUTHORISATION CENTRE'S ARE AVAILABLE TO YOU  
24 HOURS A DAY, 7 DAYS A WEEK.

## St.George Electronic Banking Service Centre

Service and Sales Support Help Desk (including stationery orders)	1300 650 977
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## Touch Help Desk

For General Touch Enquiries	1300 305 066
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## Authorisations - For Fall Back Purposes Only

Cardlink Authorisation Centre (credit cards only)	1300 301 831
EFTPOS Help Desk (debit cards only)	1300 650 977
American Express Authorisations	1300 363 614
Diners Club Authorisations	1800 331 112
JCB Authorisations	1300 363 614

## Getting Started

Refer to the Dial Up and Countertop GPRS Merchant Operating Guide or the Mobile GPRS Merchant Operating Guide for more detailed instruction and introductory information, including:

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

## General Information

Terms used in this guide	<b>PRESS</b> – Press the key described. <b>SELECT</b> – Press the soft key next to the option displayed on the screen.
Cancelling a terminal operation	To <b>cancel</b> the current operation, press the red <b>CANCEL</b> key. To <b>step back</b> through an operation, press the yellow <b>CLEAR</b> key.
Printing customer receipts	During a transaction there may be an option to select <b>YES</b> or <b>NO</b> to print a customer receipt – you should always provide a customer receipt unless the customer elects not to receive one.
Locking/Unlocking the terminal	To <b>lock terminal</b> : Press <b>FUNCTION</b> , followed by 22 and press <b>ENTER</b> . Key in any four digit password and press <b>ENTER</b> . To <b>unlock terminal</b> : Key in the password used to lock the terminal and press <b>ENTER</b> .
Passwords	<b>Refund Password</b> : The owner or authorised contact can contact the Helpdesk to establish or change this password. <b>Note</b> : Passwords can be changed, at any time, by the owner or authorised contact only, by calling the Helpdesk or by using the password change function on the terminal.



## Processing Transactions

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

## Processing Transactions (continued)

<p><b>Processing a completion</b></p> <ul style="list-style-type: none"> <li>• Approved pre-auth merchants only</li> <li>• Credit or charge cards only</li> </ul>	<ol style="list-style-type: none"> <li>1. Press <b>FUNCTION</b>.</li> <li>2. Key in 3 and press <b>ENTER</b>.</li> <li>3. Key in the ROC number from the Pre-Authorisation receipt and press <b>ENTER</b>. OR: press <b>ENTER</b>. <ul style="list-style-type: none"> <li>• If you keyed in the ROC number and pressed <b>ENTER</b>, go to step 4.</li> <li>• If you pressed <b>ENTER</b> only, go to step 5.</li> </ul> </li> <li>4. The Pre-Authorisation details will be displayed. Press <b>ENTER</b> to confirm details.</li> <li>5. Key in the completion amount and press <b>ENTER</b>.</li> <li>6. If prompted, key in the authorisation number from the Pre-Authorisation receipt.</li> <li>7. If you keyed the authorisation number, Insert/Swipe the customer's card [or key in the card number, expiry date, CCV (if available) and press <b>ENTER</b> for manual entry].</li> <li>8. Press <b>ENTER</b> to confirm the completion amount.</li> <li>9. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, select <b>YES</b> or press <b>ENTER</b>. Otherwise select <b>NO</b> or press <b>CANCEL</b> (this will cancel the transaction).</li> <li>10. Select <b>YES</b> or press <b>ENTER</b> to print a customer receipt, otherwise select <b>NO</b> or press <b>CANCEL</b>.</li> </ol>
<p><b>Completing a tip adjustment</b></p> <ul style="list-style-type: none"> <li>• Approved tipping merchants only</li> <li>• Credit or charge cards only</li> </ul>	<ol style="list-style-type: none"> <li>1. Press <b>FUNCTION</b>.</li> <li>2. Key in 9 and press <b>ENTER</b>.</li> <li>3. Key in the ROC number from the transaction receipt and press <b>ENTER</b>.</li> <li>4. The original transaction details will be displayed, press <b>ENTER</b> to confirm.</li> <li>5. Key in the total amount of the transaction, i.e. Sale plus Tip, and press <b>ENTER</b>.</li> <li>6. Press <b>ENTER</b>, to confirm the total transaction amount.</li> <li>7. Select <b>YES</b> or press <b>ENTER</b> to print a merchant receipt, otherwise select <b>NO</b> or press <b>CANCEL</b>.</li> </ol>

## Transaction Reporting

<p><b>Reprinting the last transaction</b></p>	<ol style="list-style-type: none"> <li>1. Press <b>FUNCTION</b>.</li> <li>2. Key in 6 and press <b>ENTER</b>.</li> <li>3. Key in 1 and press <b>ENTER</b>.</li> <li>4. Receipt will print.</li> </ol>
<p><b>Reprinting a specific transaction</b></p>	<ol style="list-style-type: none"> <li>1. Press <b>FUNCTION</b>.</li> <li>2. Key in 6 and press <b>ENTER</b>.</li> <li>3. Key in 2 and press <b>ENTER</b>.</li> <li>4. Key in the ROC number of the transaction required and press <b>ENTER</b>.</li> <li>5. Receipt will print.</li> </ol>
<p><b>Printing a subtotals report</b></p>	<ol style="list-style-type: none"> <li>1. Press <b>REPORTS</b>.</li> <li>2. Key in 2 and press <b>ENTER</b>.</li> <li>3. Subtotal report will print.</li> </ol>
<p><b>Manual terminal settlement</b></p> <ul style="list-style-type: none"> <li>• Not applicable for auto settlement</li> <li>• Not available between 9:30pm and 11:00pm (AEST)</li> </ul>	<ol style="list-style-type: none"> <li>1. Press <b>FUNCTION</b>.</li> <li>2. Key in 8 and press <b>ENTER</b>.</li> <li>3. Key in 1 and press <b>ENTER</b>.</li> <li>4. Confirm settlement is required by selecting <b>YES</b>, or press <b>ENTER</b>.</li> <li>5. Settlement report will print and totals will be reset.</li> </ol>

## Glossary of Common Terms

<b>CCV Number (Card Check Value)</b>	An additional security feature used in transactions where the card number is entered manually, for example when the cardholder is not present (MOTO or ECOM).
<b>Charge Card</b>	American Express® (AMEX), Diners Club or Japanese Credit Bureau (JCB).
<b>Credit Card</b>	MasterCard® or Visa®.
<b>Debit (EFTPOS) Card</b>	A card that gives the customer access to a cheque account or savings account. The customer must be present when accessing these account types. Details cannot be hand-keyed into an EFTPOS terminal.
<b>Electronic Fall Back (EFB)</b>	The ability to continue performing transactions on the terminal when communication with the host has been lost.
<b>GSM/GPRS</b>	The wireless communications network used to connect a mobile EFTPOS terminal.
<b>Manual Fall Back</b>	The use of a manual 'click clack' imprinter as a back-up, when an electronic terminal is not working.
<b>Merchant (ID) Number</b>	An eight digit number used to identify your business and obtain an authorisation code for credit card transactions. This number is unique to your business, and can be found on any of the following: <ul style="list-style-type: none"> <li>• A receipt from your terminal</li> <li>• Your merchant statement</li> <li>• The metal plate on your manual imprinter</li> </ul>
<b>Multi Merchant</b>	One of a number of merchants who have individual merchant agreements with the Bank and transact business through one shared terminal.
<b>ROC Number</b>	The 'Record of Charge' number found on your terminal receipt.
<b>Terminal (ID) Number</b>	An eight digit number that identifies your EFTPOS terminal. The Terminal ID can be found on any transaction receipt or report printed from your terminal.

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