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📖 Technical Document

Ingenico MOVE 5000 Terminal

User Guide

@ the speed of life®

What Are You Looking For?

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Introduction

Your EFTPOS terminal from Fiserv allows 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 cannot make a visual record of a customer's PIN entry

Communicate these guidelines to staff members who process EFTPOS transactions using the 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 Fiserv remains the property of Fiserv. 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 mobile integrated EFTPOS terminal is supplied with:

→ Power pack

→ Contactless card reader

→ 3G/4G modem

→ Docking/Base station

Integrated Contactless Reader

Receipt Printer

Magnetic Stripe Reader

Menu

Cancel

Clear

Enter

Chip Reader

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Using the Keypad

The grey **Menu** key on the keypad accesses different application menus

The red **Cancel** key on the keypad cancels the procedure in process

The yellow **Clear** key on the keypad cancels the last character

The green **Enter** key on the keypad validates input and powers on the terminal

The **Function** button on the keypad is used to perform advanced functions on the terminal

F2 F2 on the touchscreen scrolls down menu options

F3 F3 on the touchscreen scrolls up menu options

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Basic Functions

Power on   Press the green **Enter** key on the keypad

Power off   Remove the terminal from its base and any power source
                      Press and hold the **Func** and yellow **Clear** keys together

Cancel an   Press the red **Cancel** button on the keypad
action

Idle state   The terminal will return to the home screen if there is no activity for
                      60 seconds

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Integration With Your Point-of-Sale (POS)

The EFTPOS terminal can integrate with your POS to process credit, debit and charge card transactions. When the card payment option is selected, the POS integration software provided by Linkly (formerly PC EFTPOS), interacts with the 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.

EFTPOS terminals are designed to work with your Linkly (formerly PC EFTPOS)-certified POS system. The POS system sends the total amount to the 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 EFTPOS terminal and base are paired through Bluetooth. This enables the terminal to continue to operate normally when it is separated from the base.

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

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Transaction Processing Options

The 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

Contactless 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 four 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.

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Loading Receipt Paper

Lift latch up

Pull cover open

Open the printer cover by gently pulling the printer cover's latch, then lift the cover away from the printer.

Correct paper position

→ 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

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 Merchant help desk 1800-234-444 for stationery orders.

Terminal communication configuration will be completed during the installation process. All communication options are available on new terminals and it is possible to switch communication configurations.

If required, please contact the Merchant help desk on 1800-243-444 if you need assistance.

The EFTPOS terminal has the following communication options available:

→ Broadband internet (Ethernet Set-Up)

→ Broadband internet (Wi-Fi Set-Up)

→ Mobile 4G/3G

→ Integrated – Linkly (formerly PC EFTPOS) (USB and Rs232 connectivity with 4G/3G backup)

→ Bluetooth (pair base to terminal)

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Broadband Internet (Ethernet Set-Up)

Please ensure you have broadband internet available at your merchant site and have an Ethernet cable supplied by Fiserv. 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 Set-Up** (pair base to terminal) page 19).

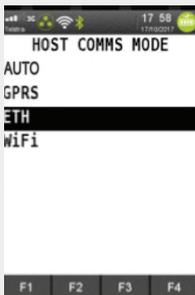### Step **1**

Plug the Ethernet cable into the back of the base.

Step **2**

Press the **Menu** key.

Step **3**

Press 4 to select **Terminal**.
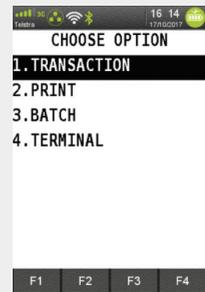
Step **4**

Press 4 to select **Host Comms**.

Step **5**

Select **ETH** to switch the communications option to Ethernet.

Note: If Ethernet was not setup during technician visit at time of install, please contact Merchant Services at 1800-243-444 and select terminal support for guidance on steps to setup Ethernet.

Broadband Internet (Wi-Fi Set-Up)

Please ensure you have access to a Wi-Fi network. Please contact your internet service provider to help Set-Up if not available.
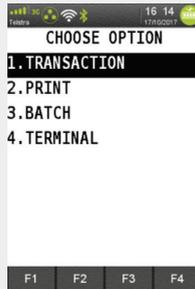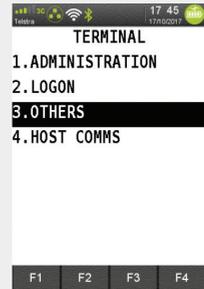
Step 1

Press the **Menu** key.
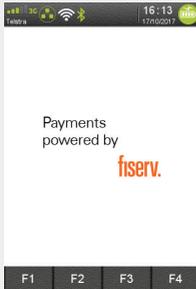
Step 2

Press 4 to select **Terminal**.

Step 3

Press 3 to select **Others**.

Step 4

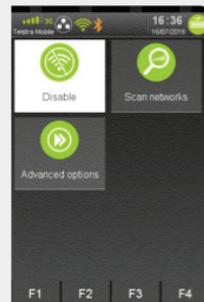Press 4 to select **4. Settings**.

Step 5

Choose Option

1. Wi-Fi

2. Bluetooth

Press 1 for Wi-Fi.

Step 7

Select **Scan networks** to find available hotspots.

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Step **8**

Select the required network.

Step **9**

Use the keypad to enter the Password for the selected Wi-Fi hotspot, then tap the green button to **Enter**.
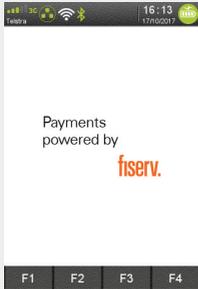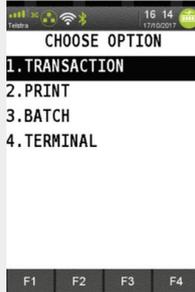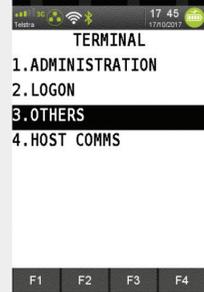

Step **10**

When the Password is entered correctly, the message "New Profile OK" displays. The Wi-Fi symbol in the status header of the terminal will turn green.

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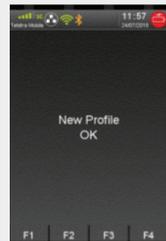
Bluetooth Set-Up (Pair Base to Terminal)

Step **1**

Press the **Menu** key.

Step **2**

Press 4 to select **Terminal**.

Step **3**

Press 3 to select **Others**.

Step **4**

Press 4 to select **4. Settings**.

Step **5**

Choose Option

1. Wi-Fi

2. Bluetooth

Press 2 for Bluetooth.

Step **8**

Select **Base**.

Note: Your password will be set up at the time of terminal installation. If you're unsure of your password, please contact the Merchant help desk at 1800-243-444.

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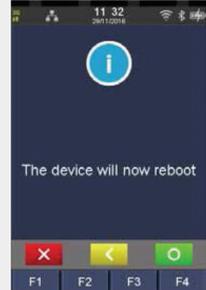
Step 9

Select **Association**.

Step 10

Select **New base**.

Step 11

A message displays on the terminal to warn that the terminal will reboot.

Step 12

The idle screen re-displays with the Bluetooth symbol in the status header of the terminal.
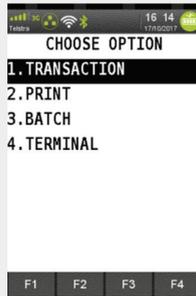
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Switching Communication Options

Step **1**

Press the **Menu** key.

Step **2**

Press 4 to select
Terminal.

Step **3**

Press 4 to select
Host Comms.

Step **4**

Use the **F2** and **F3**
buttons to scroll to the
communication option
and press Enter.

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

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Communication Status

Header Bar

When the terminal is powered on, the screen displays a status header bar consisting of four segments:

→ Segment 1: Indicates status of 4G/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

4G/3G

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

	Is displayed when the terminal is powered on to indicate 4G/3G communications is supported.
	As the terminal attempts to register with the mobile communications provider, this icon is displayed.
	When the terminal registers with the network provider, it will display this icon. A 4G/3G signal strength indicator is also displayed.
	Other 4G/3G conditions that may be displayed: SIM card not detected; SIM card locked and entry of code is required.

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Ethernet

The status of 'Ethernet' communications is displayed in Segment 3:

	Ethernet is configured but not enabled.
	Ethernet communications enabled.

Bluetooth

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

The status of the Bluetooth will be displayed in the status header:

	If the terminal exceeds the maximum operating range from its base, this icon will be displayed to indicate the Bluetooth link is broken.
	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 reestablished.
	When the terminal has established a Bluetooth link with its base, this icon will be displayed.

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.
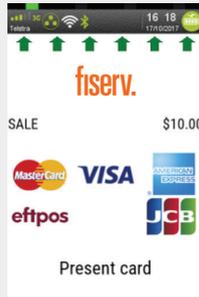
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How to Complete a Sale

Step 1

Enter the sale amount from idle/home screen and press **Enter.** If cash out on a sale is enabled, a CASH button will appear. If TIP is enabled, a TIP button will appear.
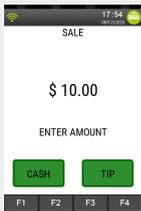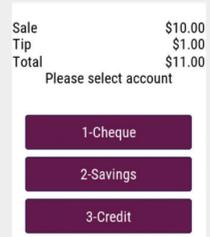
Step 2

Ask customer to **Tap, Insert or Swipe** their card.

Step 3

If prompted ask customer to select their account type: **Cheque, Savings or Credit**.

Step 4

If 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 5

Once approved, remove card if inserted and press **Yes** to print a customer receipt, if requested.

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Sale and Cash Out Transactions

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.

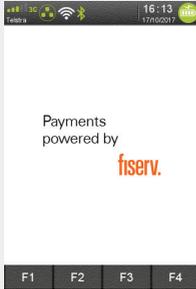Cash out is an optional feature. You may enable or disable this feature by contacting Merchant Services at 1800-243-444.

Step 1

To include Cash Out with a Purchase, enter the sale amount from idle/home screen and press Enter. If cash out on a sale is enabled, a CASH button will appear. Press the CASH button.

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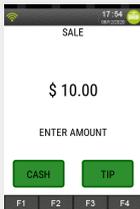
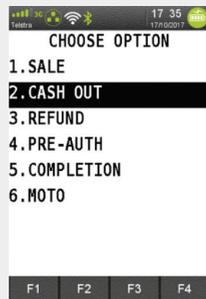# Cash Out Only Transaction

Step 1

Press the Menu key.

Step 2

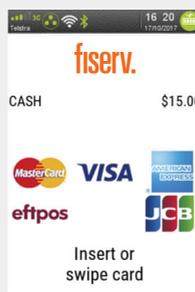Press 1 to select Transaction.
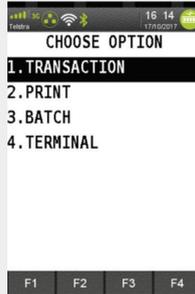
Step 3

Press 2 to select Cash Out.
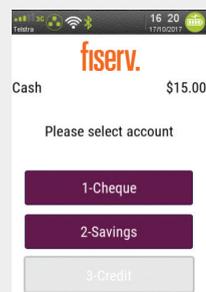
Step 4

Enter the cash amount and press Enter.

Step 5

Ask customer to insert or swipe their card.

Step 6

Ask customer to select an account.

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Step 7

Ask customer to enter their PIN and press **Enter**.

Step 8

An **Approved** acknowledgement displays once the sale has been successfully processed and the merchant receipt will be printed automatically.

Step 9

Ask customer to remove their card.

Step 10

Press **Yes** to print the customer receipt, if required.

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Tipping

Tipping is an optional feature. You may enable and disable this feature by contacting Merchant Services at 1800-243-444.
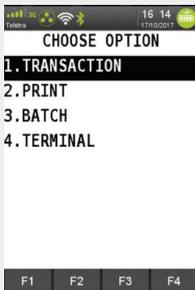
How to Process a Refund

A refund transaction can be used for any of the following instances:

→ Returned goods purchased that is accepted under your returns policy

→ Services that are terminated or cancelled
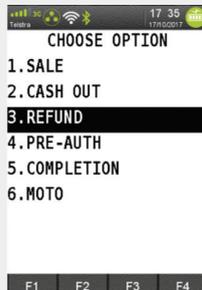
→ Incorrect amount charged

Step 1

Press **Menu** key on the home screen, and press 1 for **Transaction**.

Step 2

Press 3 for **Refund**.

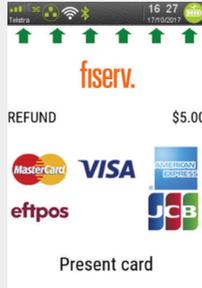### Step 3

Enter refund amount and press **Enter**.

Step **4**
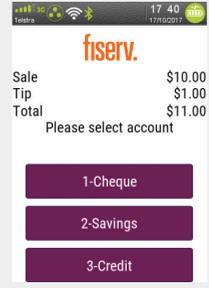
Enter your refund password and press **Enter**.

Step **5**

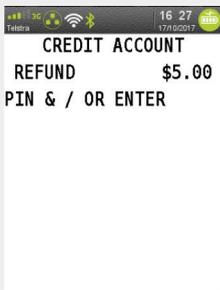Ask customer to insert or swipe their card.

Step **6**

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

Note: Your password will be set up at the time of terminal installation. If you are unsure of your password, please contact the Merchant help desk at 1800-243-444.

Step **7**

Ask customer to enter their PIN and press **Enter**.

Step **8**

An **Approved** acknowledgement displays once the sale has been successfully processed and the merchant receipt will be printed automatically.

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

Void Transaction

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 it is void in 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 POS manual on how to initiate this transaction at the POS, if in integrated mode.
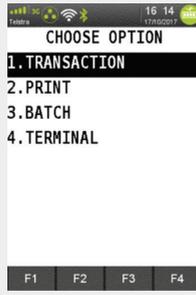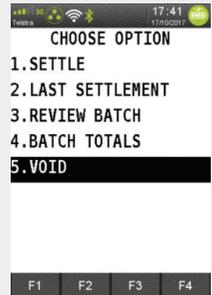
Step **1**

Press **Menu** key.

Step **2**

Press 3 for **Batch**.

Step **3**

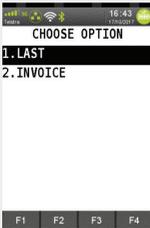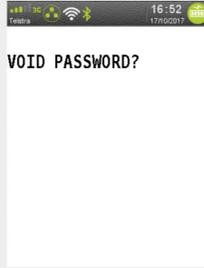Press 5 to select **Void**.

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Step **4**

Void

Enter INV No.
and press **Enter**.

Merchant to enter the
invoice number from the
receipt for the transaction
they want to void.

Step **5**

Enter Void password.

Step **6**

An acknowledgement
will be displayed.

Step **7**

Press **Yes** to print
the customer receipt,
if required.

Your Void password will be set-up at the time of terminal installation. If you are unsure of your
password, please contact the Merchant help desk at 1800-243-444.

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Preauthorisation Processing

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

It is important to retain the preauthorisation merchant receipt as the preauthorisation completion cannot be completed without the Approval Code from the receipt.

Part One: Preauthorisation

A preauthorisation 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 preauthorisation request with a six-digit authorisation number.

Part Two: Completion

The Completion transaction is used to process the customer's final payment where a preauthorisation was processed earlier. When processing the completion request, use the following data to retrieve the preauthorisation 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 preauthorisation request by more than 15 percent. If it does, the transaction will be declined. When a completion transaction is successful, the value will be included in the end-of-day settlement to your merchant account.

Preauthorisation is an optional feature. You may enable and disable this feature by contacting Merchant Services at 1800-243-444.

Note: Please refer to your POS Vendor POS manual on how to initiate this transaction at the POS, if in integrated mode.
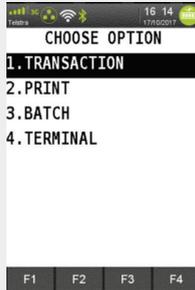
Processing a Preauthorisation Transaction
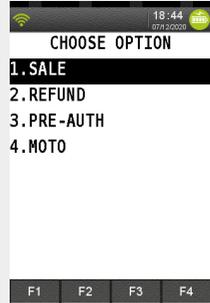
Step **1**

Press **Menu** key.

Step **2**

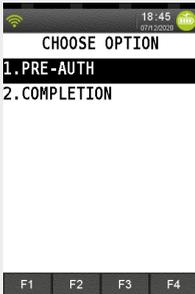Press 1 for **Transaction**.

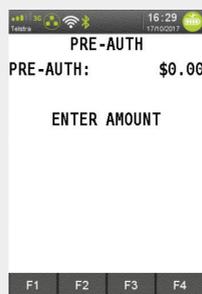
Step **3**

Press 3 to select **Pre-Auth**.

Step **4**

In the Pre-Auth/ Completion submenu, Press 1 for Pre-Auth.

Step **5**

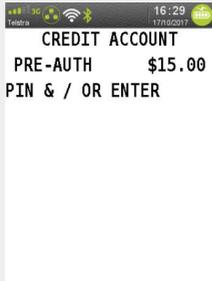Enter the preauthorisation amount and press **Enter**.

Step **6**

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

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Step 7

Ask customer to enter their PIN and **Enter**, or press **Enter** to sign.

```
••ıll 3C ⚛ 📶 ⚡        16:29 🔋
Telstra                 17/10/2017
    CREDIT ACCOUNT
 PRE-AUTH      $15.00
 PIN & / OR ENTER
```

Step 8

An **Approved** acknowledgement displays once the sale has been successfully processed and the merchant receipt will be printed automatically.
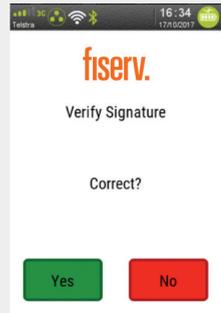
```
••ıll 3C ⚛ 📶 ⚡        16:52 🔋
Telstra                 17/10/2017

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      MASTERCARD
         SALE

         ✔
```

Step 9

Ask the customer to sign the receipt if required.

You will need to verify your customers' signature.

Press **Yes**, if the signature matches.

```
••ıll 3C ⚛ 📶 ⚡        16:34 🔋
Telstra                 17/10/2017

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     Verify Signature

        Correct?

   [ Yes ]    [ No ]
```

Step 10

Press **Yes** to print the customer receipt, if required.

```
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   Print customer copy?

   [ Yes ]    [ No ]
```

Processing a Preauthorisation Completion

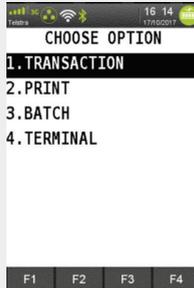### Step 1

Press **Menu** key.
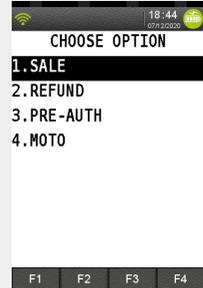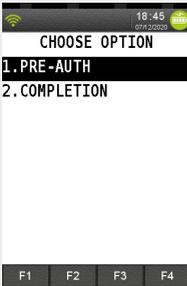
Step 2

Press 1 for **Transaction**.

Step 3

Press 3 for Pre-Auth.

Step 4

Press 2 to select **Completion**.

Step 5

Enter the completion amount and press **Enter**.

Step 6

Enter the six, digit **Approval Code** from the merchant receipt and press **Enter**.

Note: Your password will be set-up at the time of terminal installation. If you are unsure of your password, please contact the Merchant help desk at 1800-243-444.

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Step 7

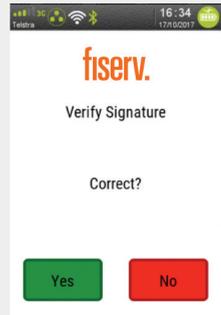Enter the terminal password.

Step 8

Press **Enter** to confirm key and the merchant receipt will be printed automatically.

Step 9

Ask the customer to sign the receipt, if required

You will need to verify your customers' signature.

Press **Yes**, if the signature matches.

Step 10

Press **Yes** to print the customer receipt, if required.

If the preauthorisation transaction is not found in the terminal, the customer's credit card will be required.

a. Ask the customer to insert or swipe their card

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

c. Enter the preauthorisation date from the receipt in DD/MM format and press **Enter**

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Surcharge

The 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 (two percent, 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 informed of the surcharge before the transaction is entered.
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

Surcharging is an optional feature. You may enable and disable this feature by contacting Merchant Services at 1800-243-444.
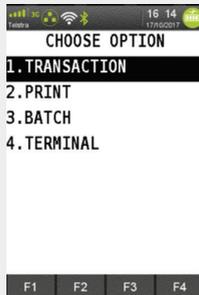
Surcharge Report
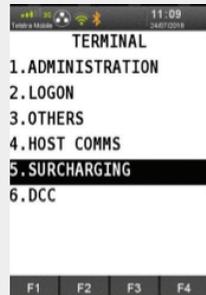
Step 1

Press **Menu** key.

Step 2

Press 4 for **Terminal**.

Step 3

Press 5 for **Surcharging**.

Step 4

Press **OK**.

Step 5

Press **OK** to print surcharge summary receipt or **Cancel** to exit.

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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 is an optional feature. You may enable and disable this feature by contacting Merchant Services at 1800-243-444.

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

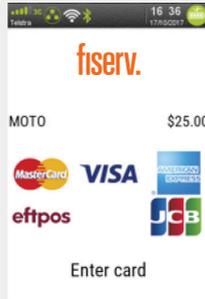| Step **1**	Step **2**	Step **3**
Press **Menu** key.	Press 1 for Transaction.	Press 4 for MOTO.

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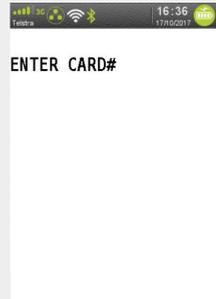## Step **4**

Enter the sale amount and press **Enter**.

Step **5**
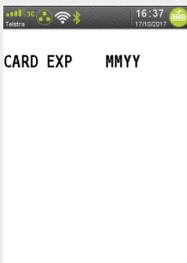
Commence entering the customer's card number.

Step **6**

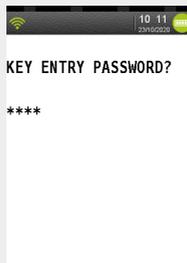Complete entering the customer's card number and press **Enter**.

Step **7**

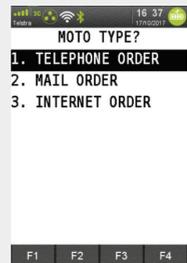Enter the card expiry date receipt in the MMYY format and press **Enter**.

Step **8**

Key Entry Password?

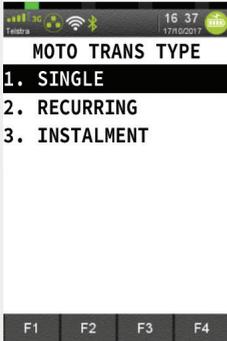Merchant will be prompted for this if it has been set-up on the TMS for their terminal.

Step **9**

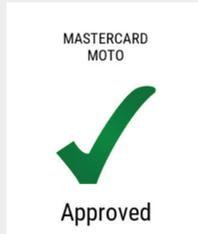Select MOTO type and press **Enter** to confirm.

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Step **10**

Select whether the MOTO is a One-Off (Single), Recurring or Instalment type.

Step **11**

An acknowledgement displays once the sale has been approved and the merchant receipt will be printed.

Step **12**

Press **Yes** to print the customer receipt, if required.

Dynamic Currency Conversion (DCC)

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. You may enable and disable this feature by contacting Merchant Services at 1800-243-444.
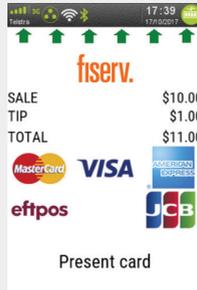
Step **1**

Enter sale amount from idle/home screen and press **Enter**. If cash out on a sale is enabled, a CASH button will appear.
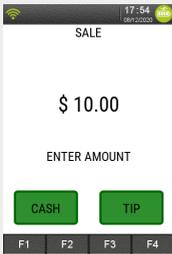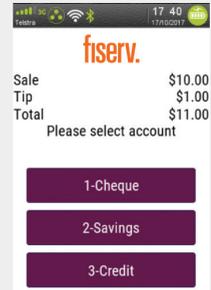

Step **2**

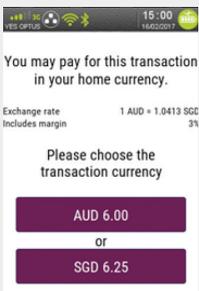Ask the customer to tap, insert or swipe their card.

Step **3**

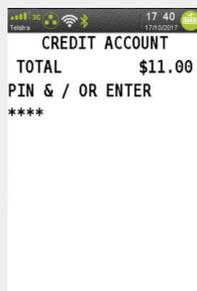Ask customer to select their account type: **Cheque, Savings or Credit**.

Step **4**

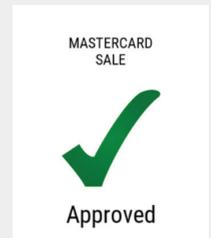Ask Customer to select between **AUD** or **Home currency**.

Step **5**

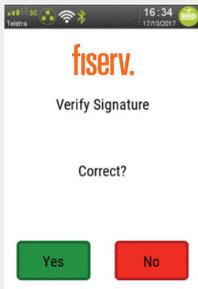Ask customer to enter their PIN or press **Enter**.

Step **6**

An **Approved** acknowledgement displays once the sale has been successfully processed.

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Step **7**

If the PIN was bypassed, ask the customer to sign the receipt. You will need to verify your customers' signature.

Press **Yes**, if the signature matches.

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

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Fiserv Merchant Solutions

Customer Copy

Date and Time

MERCHANT ID	42298512345678
TERMINAL ID	12345678
USER	01
INV NO	000123
STAN	001234
ACCOUNT TYPE	CREDIT

VISA
....000(s)   12/16

SALE AMOUNT	AUD	$100.00
EXCHANGE RATE USD/AUD		0.8306
% MARGIN INCLUDED		3.00
TRANSACTION CURRENCY		USD
AMOUNT	USD	83.06

AUTH-ID   123456
RRN   123456000001

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

How to Print Last Receipt

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

Step 1

Press **Menu** key on the home screen.

Step 2

Press 2 for **Print**.

Step 3

Press 1 for **Transaction**.

Step 4

Press 1 for **Last** to reprint receipt for the last transaction.

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Reprint Specific Transaction Record (Invoice)

This function allows a duplicate receipt to be printed for a specific approved transaction from the current batch.
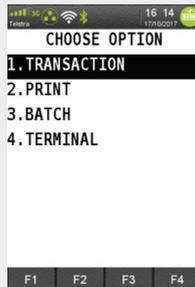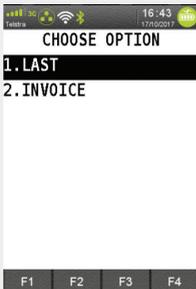
Step 1

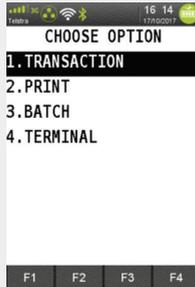Press **Menu** key on the home screen.
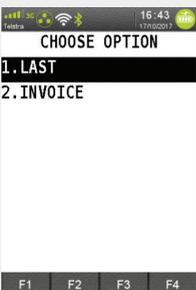
Step 2

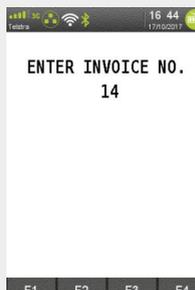Press 2 for **Print**.

Step 3

Press 1 for **Transactions**.

Step 4

Press 2 for **Invoice**.

Step 5

Enter **Invoice Number** from receipt.

Step 6

The receipt will be printed.

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 Fiserv.

Fiserv automatically settles transactions daily at 21:00 (AEST/AEDT). If you request for an earlier settlement cutover time (allowed settlement cutover time is between 03:00 AEST/AEDT and 21:00 AEST/AEDT), an Automatic Settlement will occur at the nominated time.

If you want to tailor your settlement terminal cut-off time to allow for longer trading hours, please contact the call centre at 1800-243-444.
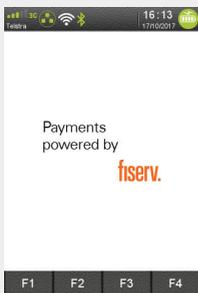
The EFTPOS Terminal Offers the Following Settlement Functions:

1) Manual Settlement

2) Last Settlement

3) View Batch Details

4) Batch Totals

Manual Settlement

Step **1**

Press **Menu** key.

Step **2**

Press 3 for **Batch**.
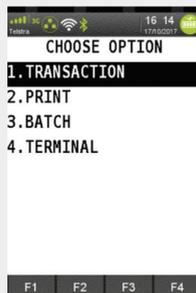
Step **3**

Press 1 to **select** Settle. The settlement receipt will be printed.

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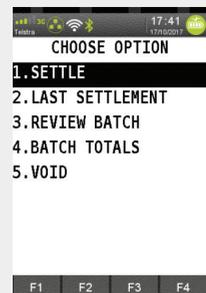
Print Settlement Totals (Pre-Settlement)

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 **1**

Press **Menu** key.

Step **2**

Press 3 for **Batch**.
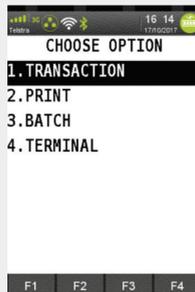
Step **3**

Press 4 to select **Batch Totals**.

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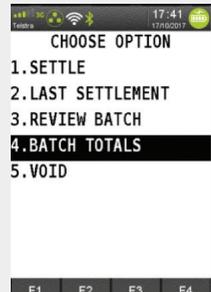
Print Settlement Totals (Last Settlement)

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 **1**
Press **Menu** key.

Step **2**
Press 3 for **Batch**.

Step **3**
Press 2 for **Last Settlement**.

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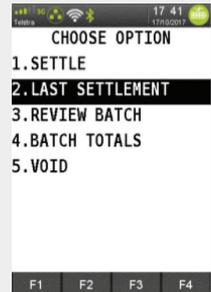
View Batch Details on the Screen

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

Note: This function is only supported in Standalone mode.

Step 1
Press **Menu** key.

Payments
powered by
fiserv.

Step 2
Press 3 for **Batch**.

CHOOSE OPTION
1.TRANSACTION
2.PRINT
3.BATCH
4.TERMINAL
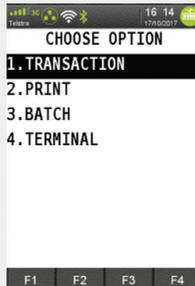
Step 3
Press 3 to select **Review Batch**.

CHOOSE OPTION
1.SETTLE
2.LAST SETTLEMENT
3.REVIEW BATCH
4.BATCH TOTALS
5.VOID
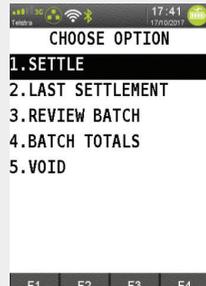
Step 4
Press F3 under "INFO" to view these three screens.

VIEW BATCH
INV NO.   000033
SALE $10.10

PREV NEXT INFO

Step 5
Press F2 to go to next transaction.

Press F1 to go back to the previous transaction.

VIEW BATCH
APPROVAL 587358
...........0011

PREV NEXT INFO
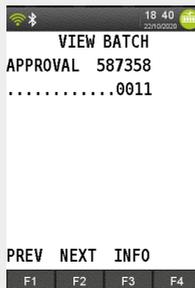
Step 6
Press INFO/F3 to view each transaction in detail.

VIEW BATCH
STAN: 000011
22/10/20 18:01

PREV NEXT INFO

Batch Totals

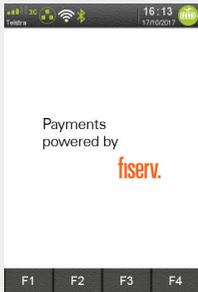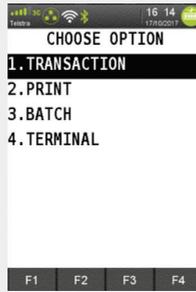The Batch Totals function prints the total value of transactions that have occurred since the last settlement.

Step 1
Press **Menu** key.

Step 2
Press 3 for **Batch**.
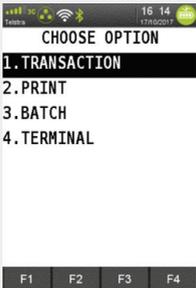
Step 3
Press 4 for **Batch Totals**.
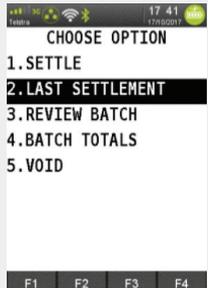
Transaction List

By default, the Transaction Listing does not print automatically at the time of settlement. This applies to 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 be printed after one to two minutes.

Note: This function is not available on your EFTPOS terminal when your terminal is integrated with your POS.

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How to Enable Transaction List

Step 1

Press the **Func** key.

Step 2

Enter 14 using the PIN pad and press **Enter**.

Step 3

Press **Enter** to turn on the prompt to print the Transaction Listing.

Step 4

The prompt is turned on. Press **Cancel** to exit.

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How to Print the Transaction List

Step 1

Press Menu key on the home screen.

Step 2

Press 2 for Print.

Step 3

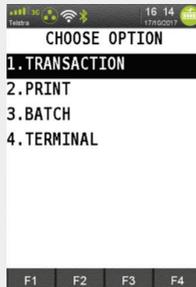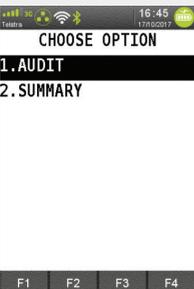Press 2 for Reports.

Step 4

Press 1 for Audit.

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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:

Y1 = Offline approved

Z1 = Offline declined

Y3 = Unable to go online approved offline

Z3 = Unable to go online and declined offline

Electronic Fallback

If approved by Fiserv, your EFTPOS terminal can be configured for electronic fallback mode. The 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 help desk at 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. You may enable and disable this feature by contacting Merchant Services at 1800-243-444.

Additional Terminal Functions

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

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

Step **1**	Step **2**	Step **3**
Press the **Func** key.	Press corresponding function number from table below.	Press **Enter**.

Function Number	Function Name	Description
1	View Batch	
5	Display Transaction Totals	Allows you to display the "Number" and "Total Amount" of Sales, Refunds, Tips and Cash-out transactions performed in the current settlement batch period
8	View Batch Number	Allows you to view the current Batch Number
21	View Transaction By Invoice Number	Allows you to view a specific transaction in the current batch by entering the invoice number
58	Print Tip Report	Print the tip report for any tipped transactions processed since the last report was produced
70	Reprint Last Settlement	Print the last settlement report
71	Reprint Last Settlement From Host	Print the last settlement report from the Host (requires settlement password)
72	Reprint Last Transaction Record	Print a duplicate of the last transaction that was either approved or declined
73	Reprint Specific Transaction Record	Print a duplicate of the last approved transaction from the current batch
74	View Host Totals	Provides details of transaction totals grouped by transaction type and card type
75	View Transaction List	Provides details of transactions performed in the current settlement period
120	Display Auto Settlement Time	Displays the next auto settlement date and time

Connect With Us

For more information about
Ingenico Move 5000 Terminal:

📞 1800-243-444/1800-372-838

✈ merchantservicesAU@
firstdata.com

🌐 merchants.fiserv.com/en_au

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Customer & Channel Management and
Insights & Optimization. Our solutions
help clients deliver financial services at the
speed of life to enhance the way people
live and work today.

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