



## HOW DO I KNOW IF THERE ARE STORED EOVS TRANSACTIONS?

1. Press the scroll button  until PRINT UTILITY is displayed
2. Select PRINT UTILITY
3. Select STORED TOTALS\*

The report printed will indicate the number of Electronic Offline Vouchers and the total amount stored. After pressing the stored totals button, if the message “No Pending Trans” or “Empty Batch” is displayed, then there are no stored transactions (including EOVS transactions).  
 NOTE: Printing stored totals will print a summary that includes EOVS, Contactless offline, EMV offline, credit card tipping, hospo auth, and reversals.

## HOW DO I PRINT ALL THE STORED EOVS TRANSACTIONS?

1. Press the scroll button  until PRINT UTILITY is displayed
2. Select PRINT UTILITY
3. Select PENDING ALL\*

The report will print each individual transaction. It is recommended to check the stored totals report prior to selecting PENDING ALL to determine the number of stored transactions. Otherwise, a large number of transactions could be printed and the process cannot be stopped once started.  
 NOTE: Printing all stored transactions will print any stored EOVS, Contactless offline, EMV offline, credit card tipping, hospo auth, and reversal receipts currently stored in the terminal.

## HOW DO I UPLOAD / TRANSMIT EOVS TRANSACTIONS TO THE NETWORK?

The terminal will automatically upload / transmit EOVS transactions once it re-establishes the connection with the EFTPOS network by the terminal performing a successful automatic logon or the operator performing a successful manual logon. If required, a manual upload can be done.

1. Press the scroll button  until UTILITY is displayed
2. Select UTILITY
3. Select UPLOAD OFFLINE\*

If the terminal has no stored EOVS transactions the terminal will display “NO OFFLINE TRANS TO UPLOAD”.

When uploading EOVS transactions the terminal will display “PROCESSING X OF XX”, where: X is the number of transactions transmitted since the start of EOVS upload and XX is the total number of transactions to be uploaded.

If there are a large number of transactions to be uploaded and the operator wishes to use the EFTPOS terminal, they can interrupt the upload by pressing the Cancel  key (the terminal may take several seconds to respond to the cancel key), it will then prompt the operator to confirm the halting of the upload when the upload is able to be halted.

If an EOVS transaction is declined, a declined receipt will be printed. This means the transaction will not be credited to your merchant account. Resolution of such transactions then needs to be managed directly with your acquiring bank.

NOTE: Uploading transactions will only upload EOVS, contactless offline, EMV offline and reversals. The remainder(credit card tipping and hospo) will not be uploaded and need to be processed through the Tipping / Hospo menu.

## TURNING ON

There are two ways to power up the terminal

1. Either connect the power cord / place into the charging cradle
- OR
2. Press and hold the GREEN  button for approx 5 seconds until the terminal beeps and the screen lights up

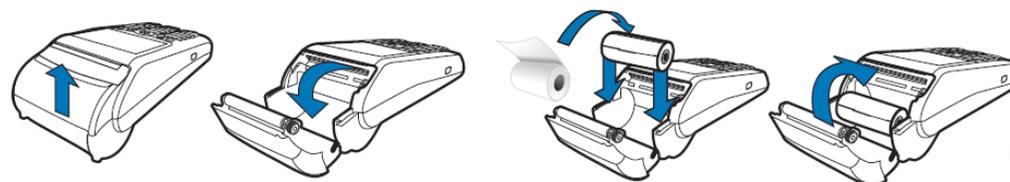


## TURNING OFF

1. Unplug the power cord or pick up the terminal off the charging base
2. Press and hold the RED  button for approx 5 seconds until the terminal stops beeping and the screen changes to display SHUTTING DOWN.

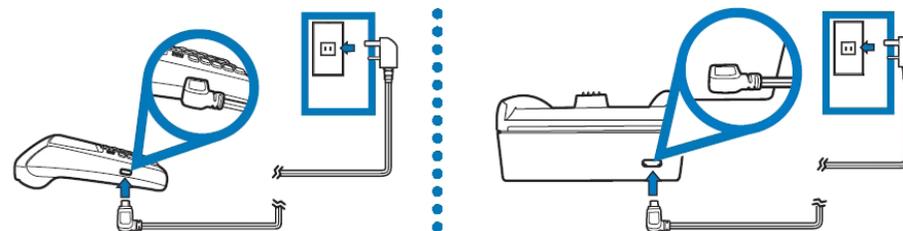


## REPLACING PAPER



NOTE: Paper feeds from the bottom

## CHARGING



## PURCHASE WITH PIN

1. Press 1 for PURCHASE\*
2. Type amount of purchase and press ENTER
3. Present customer card
4. Customer selects account and enters PIN

## PURCHASE + CASH WITH PIN

1. Press 2 for PURCHASE + CASH\*
2. Type amount of purchase and press ENTER
3. Type amount of cash out and press ENTER
4. Present customer card
5. Customer selects account and enters PIN

## CASH OUT WITH PIN

1. Press 3 for CASH OUT\*
2. Type amount of cash out and press ENTER
3. Present customer card
4. Customer selects account and enters PIN

## PRINT LAST RECEIPT

1. Press the Scroll button until REPRINT RECEIPT is shown
2. Select REPRINT RECEIPT
3. Select LAST RECEIPT\*

## LOG ON

1. Press 4 for LOG ON\*

## PURCHASE WITH SIGNATURE

1. Press 1 for PURCHASE\*
2. Type amount of purchase and press ENTER
3. Present customer card
4. Customer selects CREDIT then ENTER
5. Customer signs receipt
6. Check signature
7. Select YES or NO for signature verification

## CONTACTLESS PURCHASE

1. Press 1 for PURCHASE\*
2. Type amount of purchase and press ENTER
3. Present customer card
4. Transaction will either complete or prompt customer to enter PIN or sign receipt before completing

## SETTLEMENT CUTOVER

1. Press the Scroll button until SETTLEMENT is shown
2. Select SETTLEMENT
3. Select CUTOVER\*
4. Select YES to confirm cutover

## REFUND

1. Press the Scroll button until REFUND is shown
2. Select REFUND\*
3. Swipe Merchant Card
4. Type Merchant PIN and press ENTER
5. Type amount to refund and press ENTER
6. Present Customer Card
7. Customer selects account and either PIN or SIGNATURE

## CONTACTLESS

### What is a Contactless transaction?

A contactless transaction is where the card holder taps their card against the terminal's screen next to the contactless logo. When the cardholder taps their contactless card, the terminal will beep and the 4 LEDs will light up to indicate a good read. What happens next is determined by the card, where the terminal will prompt for one of the below:

- Signature required
- PIN Entry
- None of the above (ie: no cardholder verification)

Depending on the card configuration, the transaction could be approved either online or offline. For offline transactions they are stored in the terminal and sent to the network when the terminal is idle.

## ELECTRONIC OFFLINE VOUCHERS - EOVS

### What is an Electronic Offline Voucher?

Electronic Offline Vouchers (EOV) enable your business to continue processing EFTPOS transactions even if you lose connectivity to your EFTPOS network. Connectivity can be lost for a number of reasons, the most common being broadband or telephone network faults. EOVS transactions are stored in the terminal until connectivity is restored and the transactions are uploaded.

## PROCESSING TRANSACTIONS IN EOVS MODE

EOVS will be automatically offered on the terminals. This will be indicated by the message **PROCESS TRANSACTION OFFLINE Y/N?** If you select YES then the terminal will attempt to process offline. If you select NO, the terminal aborts and returns to the idle screen.

After the first transaction has failed the following process will occur if the second transaction also fails with a transmission error:

**Swipe Card transaction** – When the second transmission error receipt has been printed, the terminal will prompt to process the transaction offline. If the operator chooses:

- "YES", then the transaction will be processed offline without the need to re-swipe the card
- "NO", then the terminal will return to the idle screen

**Chip Card transaction** – When the second transmission error receipt has been printed the terminal will return to the idle screen. Starting the third transaction will cause the terminal to prompt to process the transaction offline.

### Key EOVS Facts

Only card present Purchase transactions are permitted while the terminal is in EOVS mode. No other transactions are permitted.

Most debit and credit cards will be able to be processed and approved when the terminal is in EOVS mode, but the terminal will have to perform a series of risk management processes in order to approve the transaction. E.g. Only one transaction per card.

Swipe card transactions will always request the card holder to sign the receipt, whereas chip card transactions could require the card holder to enter their PIN. If the correct PIN is entered, the transaction will be accepted and the card holder does not sign the EFTPOS receipt.

AMEX (American Express) or JCB card – these are not supported in EOVS mode.

## HOW DO I GET OUT OF EOVS MODE?

Perform a manual logon. If the terminal is able to re-establish a connection an accepted logon receipt will be printed.

1. Press 4 for LOG ON\*

If the manual logon fails then contact your reseller / support number on what to do next.

**Until EOVS transactions have uploaded you must ensure no changes are made to your terminal otherwise these transactions can be lost.**

\* Note: If you are using a Multi-merchant terminal then you will have to select the merchant and press Slct key.