



The following Help Desk's and Authorisation Centre's are available to you 24 hours a day, 7 days a week.

Bank of Melbourne Electronic Banking Service Centre	
Service and Sales Support Help Desk (including stationery orders)	1300 603 266
Touch Help Desk	
For General Touch Enquiries	1300 305 066
Authorisations - For fall back purposes only	
Cardlink Authorisation Centre (credit cards only)	1300 301 831
EFTPOS Help Desk (debit cards only)	1300 603 266
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	PRESS - Press the key described. SELECT - Press the soft key next to the option displayed on the screen.
Cancelling a terminal operation	To cancel the current operation, press the red CANCEL key. To step back through an operation, press the yellow CLEAR key.
Printing customer receipts	During a transaction there may be an option to select YES or NO 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 lock terminal: Press FUNCTION , followed by 22 and press ENTER . Key in any four digit password and press ENTER . To unlock terminal: Key in the password used to lock the terminal and press ENTER .
Passwords	Refund Password: The owner or authorised contact can contact the Help Desk to establish or change this password. Note: Passwords can be changed, at any time, by the owner or authorised contact only, by calling the Help Desk or by using the password change function on the terminal.

Processing Transactions

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

Processing Transactions – Continued

Processing a completion

- Approved pre-auth merchants only
- Credit or charge cards only

1. Press **FUNCTION**.
2. Key in 3 and press **ENTER**.
3. Key in the ROC number from the Pre-Authorisation receipt and press **ENTER**.
OR: press **ENTER**.
4. If you keyed in the ROC number and pressed **ENTER**, go to step 4.
5. If you pressed **ENTER** only, go to step 5.
6. The Pre-Authorisation details will be displayed. Press **ENTER** to confirm details.
7. Key in the completion amount and press **ENTER**.
8. If prompted, key in the authorisation number from the Pre-Authorisation receipt.
9. 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 **ENTER** for manual entry].
10. Press **ENTER** to confirm the completion amount.
11. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, select **YES** or press **ENTER**. Otherwise select **NO** or press **CANCEL** (this will cancel the transaction).
12. Select **YES** or press **ENTER** to print a customer receipt, otherwise select **NO** or press **CANCEL**.

Completing a tip adjustment

- Approved tipping merchants only
- Credit or charge cards only

1. Press **FUNCTION**.
2. Key in 9 and press and **ENTER**.
3. Key in the ROC number from the transaction receipt and press **ENTER**.
4. The original transaction details will be displayed, press **ENTER** to confirm.
5. Key in the total amount of the transaction, i.e. Sale plus Tip, and press **ENTER**.
6. Press **ENTER**, to confirm the total transaction amount.
7. Select **YES** or press **ENTER** to print a merchant receipt, otherwise select **NO** or press **CANCEL**.

Transaction Reporting

Reprinting the last transaction

1. Press **FUNCTION**.
2. Key in 6 and press **ENTER**.
3. Key in 1 and press **ENTER**.
4. Receipt will print.

Reprinting a specific transaction

1. Press **FUNCTION**.
2. Key in 6 and press **ENTER**.
3. Key in 2 and press **ENTER**.
4. Key in the ROC number of the transaction required and press **ENTER**.
5. Receipt will print.

Printing a subtotals report

1. Press **REPORTS**.
2. Key in 2 and press **ENTER**.
3. Subtotal report will print.

Manual terminal settlement

- Not applicable for auto settlement
- Not available between 9.30pm and 11.00pm (AEST).

1. Press **FUNCTION**.
2. Key in 8 and press **ENTER**.
3. Key in 1 and press **ENTER**.
4. Confirm settlement is required by selecting **YES**, or press **ENTER**.
5. Settlement report will print and totals will be reset.

Glossary of Common Terms

CCV Number (Card Check Value)	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).
Charge Card	American Express® (AMEX), Diners Club or Japanese Credit Bureau (JCB).
Credit Card	MasterCard® or Visa®.
Debit (EFTPOS) Card	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.
Electronic Fall Back (EFB)	The ability to continue performing transactions on the terminal when communication with the host has been lost.
GSM/GPRS	The wireless communications network used to connect a mobile EFTPOS terminal.
Manual Fall Back	The use of a manual 'click clack' imprinter as a back-up, when an electronic terminal is not working.
Merchant (ID) Number	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"> • A receipt from your terminal • Your merchant statement • The metal plate on your manual imprinter
Multi Merchant	One of a number of merchants who have individual merchant agreements with the Bank and transact business through one shared terminal.
ROC Number	The 'Record of Charge' number found on your terminal receipt.
Terminal (ID) Number	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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Bank of Melbourne

Information contained in this brochure was correct at time of printing (June 2011) and is subject to change.

Bank of Melbourne - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 ACL 233714.

BOM04036 06/11