



Bank of Melbourne

# Dial-up EFTPOS & Mobile EFTPOS

## Quick Reference Guide

The following Help Desks and Authorisation Centres 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
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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 603 266
American Express Authorisations	1300 363 614
Diners Club Authorisations	1800 331 112
JCB Authorisations	1300 363 614

### Getting started

Refer to the EFTPOS Merchant Operating Guide for more detailed instruction and introductory information, including: <ul style="list-style-type: none"> <li>Keypad Layout</li> <li>Paper Loading Instructions</li> <li>Card Inserting/Swiping Hints</li> <li>Passwords</li> </ul>
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### General information

Terms used in this guide	<b>Press</b> - Press the key described. <b>Select</b> - Press the soft key or hot key below the option displayed on-screen.
Cancelling a terminal operation	<b>To cancel</b> the current operation, press the red <b>CANCEL</b> key. <b>To delete</b> the last character entered, or step back 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	<b>To lock terminal:</b> Press <b>FUNC</b> , followed by <b>4</b> and press <b>ENTER</b> , then <b>ENTER</b> to confirm. <b>To unlock terminal:</b> At the Terminal Locked, Unlock? prompt, press <b>ENTER</b> and key in the terminal password and press <b>ENTER</b> .
Passwords	<b>Settlement Password:</b> Default password is the last 4 digits of your merchant ID. <b>Terminal Password:</b> Default password is the last 4 digits of your merchant ID. <b>Refund Password:</b> The owner or authorised contact can contact the Helpdesk to establish or change this password. <b>Note:</b> All passwords can be changed, at any time, by the owner or authorised contact only, by calling the Help desk.

## 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 the 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, press <b>ENTER</b>. Otherwise press <b>CANCEL</b>.</li><li>7. Press <b>ENTER</b> to print the customer receipt.</li></ol>
<p><b>Processing a cash only transaction</b></p> <ul style="list-style-type: none"><li>• Cheque and savings accounts only</li></ul>	<ol style="list-style-type: none"><li>1. Press <b>ENTER</b> until CASH is displayed on the screen.</li><li>2. Select <b>CASH</b>.</li><li>3. Key in the \$ value and press <b>ENTER</b>.</li><li>4. Insert/Swipe customer's card.</li><li>5. Select the account type.</li><li>6. Have customer enter PIN and press <b>ENTER</b>.</li><li>7. Press <b>ENTER</b> to print the customer receipt.</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>ENTER</b> until MOTO or ECOM is displayed on the screen.</li><li>2. Select <b>MOTO</b> or <b>ECOM</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. Press <b>ENTER</b> to print the customer receipt (if required).</li></ol>
<p><b>Processing a refund</b></p>	<ol style="list-style-type: none"><li>1. Press <b>ENTER</b> until RFND is displayed on the screen.</li><li>2. Select <b>RFND</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 the 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, press <b>ENTER</b>. Otherwise press <b>CANCEL</b>.</li><li>9. Press <b>ENTER</b> to print the customer receipt.</li></ol>
<p><b>Processing a pre-authorisation</b></p> <ul style="list-style-type: none"><li>• Approved pre-authorised merchants only</li><li>• Credit or charge cards only</li></ul>	<ol style="list-style-type: none"><li>1. Press <b>ENTER</b> until AUTH is displayed on the screen.</li><li>2. Select <b>AUTH</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 the <b>terminal password</b> 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, press <b>ENTER</b>. Otherwise press <b>CANCEL</b>.</li><li>7. Press <b>ENTER</b> to print the customer receipt (if required).</li></ol>

## Processing Transactions continued

<p><b>Processing a checkout</b></p> <ul style="list-style-type: none"><li>• Approved pre-authorised merchants only</li><li>• Credit or charge cards only</li></ul>	<ol style="list-style-type: none"><li>1. Press <b>ENTER</b> until C/O is displayed on the screen.</li><li>2. Select <b>C/O</b>.</li><li>3. Key in the <b>terminal password</b> and press <b>ENTER</b>.</li><li>4. 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 5.</li><li>• If you pressed <b>ENTER</b> only, go to step 6.</li></ul></li><li>5. The Pre-Authorisation details will appear. Press <b>ENTER</b> to confirm details.</li><li>6. Key in the approval code from the Pre-Authorisation receipt and press <b>ENTER</b>.</li><li>7. Key in the checkout amount and press <b>ENTER</b>.</li><li>8. If you keyed the approval code, Insert/Swipe the customer's card [or key in the card number, expiry date, CCV (if available) and the <b>terminal password</b> and press <b>ENTER</b> for manual entry].</li><li>9. Press <b>ENTER</b> to confirm the checkout amount.</li><li>10. Have customer enter PIN (if required) and/or press <b>ENTER</b>.</li><li>11. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, press <b>ENTER</b>. Otherwise press <b>CANCEL</b>.</li><li>12. Press <b>ENTER</b> to print the customer receipt (if required).</li></ol>
<p><b>Completing a tip adjustment</b></p> <ul style="list-style-type: none"><li>• Approved pre-authorised merchants only</li><li>• Credit or charge cards only</li></ul>	<ol style="list-style-type: none"><li>1. Press <b>ENTER</b> until TIP is displayed on the screen.</li><li>2. Select <b>TIP</b>.</li><li>3. Key in the <b>terminal password</b> and press <b>ENTER</b>.</li><li>4. Key in the ROC number from the transaction receipt and press <b>ENTER</b>.</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></ol>

## Transaction Reporting

<p><b>Reprinting the last transaction</b></p>	<ol style="list-style-type: none"><li>1. Press <b>FUNC</b>.</li><li>2. Key in <b>72</b> and press <b>ENTER</b>.</li><li>3. Receipt will print.</li></ol>
<p><b>Reprinting a specific transaction</b></p>	<ol style="list-style-type: none"><li>1. Press <b>FUNC</b>.</li><li>2. Key in <b>73</b> and press <b>ENTER</b>.</li><li>3. Key in the ROC number of the transaction required and press <b>ENTER</b>.</li><li>4. Receipt will print.</li></ol>
<p><b>Printing a subtotals report</b></p>	<ol style="list-style-type: none"><li>1. Press <b>ENTER</b> until SUB is displayed on the screen.</li><li>2. Select <b>SUB</b>.</li><li>3. Subtotal report will print.</li></ol>
<p><b>Manual terminal settlement</b></p> <p>Not applicable for auto settlement Not available between 9.30pm and 11.00pm (EST).</p>	<ol style="list-style-type: none"><li>1. Press <b>ENTER</b> until SETL is displayed on the screen.</li><li>2. Select <b>SETL</b>.</li><li>3. Key in the <b>settlement password</b> and press <b>ENTER</b>.</li><li>4. Settlement report will print and totals will be reset.</li></ol>

## Glossary of Common Terms

<b>CCV Number</b>	This is an additional security feature that should be used in transactions where the cardholder is not present (MOTO or ECOM). Refer to your EFTPOS Merchant Operating Guide for more information.
<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 either a cheque or savings account. The customer must be present when accessing these account types, i.e. details cannot be manually entered into the terminal.
<b>Fall Back Transaction</b>	Performed using the manual back-up 'click clack' imprinter when the electronic terminal is not working. It is important that a manual authorisation be obtained for all transactions which are greater than your floor limit.
<b>Merchant (ID) Number</b>	An 8 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 located on any of the following: <ul style="list-style-type: none"><li>• any receipt from your terminal</li><li>• your merchant statement</li><li>• the metal plate on your manual imprinter (last 8 digits only)</li></ul>
<b>MOTO or ECOM Transactions</b>	Any transaction that is initiated by mail or over the telephone and the card is not present to swipe through the terminal. This functionality is only available to approved merchants. eCommerce transactions are those initiated over the internet.
<b>ROC Number</b>	This is the 'Record of Charge' number, printed on each transaction receipt.
<b>Terminal (ID) Number</b>	An 8 digit number that identifies your EFTPOS terminal. The terminal ID can be found on any receipt from your terminal, including the settlement report.

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# Bank of Melbourne

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