



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
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

The following Help Desk is available to you Monday to Friday 8.30am to 10.00pm (AEST) and Saturday to Sunday 10.00am to 3.00pm (AEST).

PC-EFTPOS Help Desk	
For General PC-EFTPOS Enquiries	1300 305 066

Getting started

Refer to the PC-EFTPOS i5100 Merchant Operating Guide or the PC-EFTPOS i3070 Merchant Operating Guide for more detailed instruction and introductory information, including:

- Keypad Layout
- Transaction Procedures
- Card Inserting/Swiping Hints

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.

Processing Transactions

If the i5100 terminal is in standalone-lite mode, then the purchase amount is entered on the terminal and not on the POS interface. Settlement and all other functions are done on the i5100 terminal as the terminal is not connected to the POS. (Standalone-lite mode is not available on an i3070 terminal.)

<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. Initiate a purchase transaction on the POS. 2. If cash is required, enter this amount on the POS. 3. Insert/Swipe customer's card. 4. Select the account type. 5. Have the customer enter their 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, press YES on the POS. Otherwise press NO on the POS (this will cancel the transaction).
<p>Processing a cash only transaction</p> <ul style="list-style-type: none"> • Cheque and savings accounts only 	<ol style="list-style-type: none"> 1. Initiate a cash only transaction on the POS. 2. Insert/Swipe customer's card. 3. Select the account type. 4. Have the customer enter their PIN and press ENTER.
<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. Initiate a MOTO or ECOM transaction on the POS. 2. Enter the card number and card expiry date on the POS. 3. Enter the CCV (if available) on the POS and press ACCEPT. 4. Press ENTER to confirm the amount.
<p>Processing a refund</p>	<ol style="list-style-type: none"> 1. Initiate a refund transaction on the POS. 2. Insert/Swipe customer's card. 3. Select the account type. 4. Have the customer enter their PIN (if required) and press ENTER. 5. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, press YES on the POS. Otherwise press NO on the POS (this will cancel the transaction).
<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. Initiate a pre-authorisation transaction on the POS. 2. Insert/Swipe customer's card [or press FUNC and key in the card number, expiry date, CCV (if available) and press ENTER for manual entry]. 3. Have the customer enter their PIN (if required) and/or press ENTER. 4. If signature is required: Have the customer sign the receipt. If the signature matches the signature on the card, press YES on the POS. Otherwise press NO on the POS (this will cancel the transaction).

Processing Transactions – Continued

<p>Processing a completion</p> <ul style="list-style-type: none"> • Approved pre-auth merchants only • Credit or charge cards only 	<ol style="list-style-type: none"> 1. Initiate a completion transaction on the POS. 2. Key in the ROC number from the Pre-Authorisation receipt and press ACCEPT. OR: Press ACCEPT. <ul style="list-style-type: none"> • If you keyed in the ROC number and pressed ACCEPT, go to step 3. • If you pressed ACCEPT only, go to step 5. 3. The Pre-Authorisation details will be displayed. Press YES to confirm details. 4. Have the customer sign the receipt. If the signature matches the signature on the card, press YES on the POS. Otherwise press NO on the POS (this will cancel the transaction). (No further steps required for this method.) 5. Key in the authorisation number from the Pre-Authorisation receipt and press ACCEPT. 6. Insert/Swipe customer's card [or press FUNC and key in the card number, expiry date, CCV (if available) and press ENTER for manual entry. 7. Have the customer enter their 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, press YES on the POS. Otherwise press NO on the POS (this will cancel the transaction).
<p>Completing a tip adjustment</p> <ul style="list-style-type: none"> • Approved tipping merchants only • Credit or charge cards only 	<ol style="list-style-type: none"> 1. Initiate a tip adjustment transaction on the POS. 2. Key in the ROC number from the original transaction receipt and press ACCEPT. 3. The transaction details will be displayed. Press YES to confirm details.

Transaction Reporting

<p>Reprinting the last transaction</p>	<ol style="list-style-type: none"> 1. Initiate a duplicate receipt on the POS. 2. The last transaction receipt will be printed.
<p>Printing a pre-settlement report</p>	<p>Initiate a pre-settlement on the POS. Pre-settlement report will print and totals will not be reset.</p>
<p>Manual terminal settlement</p> <ul style="list-style-type: none"> • Not applicable for auto settlement • Not available between 9.30pm and 11.00pm (AEST) 	<ol style="list-style-type: none"> 1. Initiate a settlement on the POS. 2. Settlement report will print and totals will be reset.
<p>Reprinting the last settlement</p>	<ol style="list-style-type: none"> 1. Initiate a last settlement on the POS. 2. Settlement report will print and totals will be reset.

Glossary of Common Terms

CCV Number	This is an additional security feature that should be used in transactions where the cardholder is not present (MOTO or ECOM). Refer to your PC-EFTPOS Merchant Operating Guide for more information.
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 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.
Fall Back Transaction	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.
Merchant (ID) Number	<ul style="list-style-type: none"> • 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 located on any of the following: • an EFTPOS receipt printed from your POS or terminal • your merchant statement • the metal plate on your manual imprinter (last eight digits only)
MOTO or ECOM Transactions	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.
POS	Point of Sale is the PC or cash register that the i3070/i5100 terminal is connected to.
ROC Number	This is the 'Record of Charge' number, printed on each transaction receipt.
Terminal (ID) Number	An eight digit number that identifies your EFTPOS terminal. The terminal ID can be found on any transaction receipt or EFTPOS report printed from your POS or terminal.

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Bank of Melbourne

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