

Merchant Operating Manual



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Schlumberger MagIC™ 9000

Merchant Operating Manual

Merchant Name: _____

Merchant Location: _____

Merchant ID Number: **0030** _____



MERCHANT SUPPORT INFORMATION

TERMINAL ASSISTANCE

For technical information or assistance with:

- problems with equipment
- processing financial transactions
- processing non-financial transactions
- terminal set-up – wireless RF network problems

Contact INTERPOS at **1-877-550-5553**

The hours of operation are 7 days a week, 24 hours daily.

For financial information or assistance with:

- balancing your terminal
- security features – merchant responsibility or liability concerns
- settlement processing
- VISA merchant supplies

Contact Moneris Merchant Customer Service
toll free at **1-800-268-8644**

VISA VOICE AUTHORIZATION

Central Canada	1-800-268-8281
Eastern Canada	1-800-361-8720
Western Canada	1-800-663-3631

PAPER SUPPLIERS

To order your thermal paper rolls and cleaning cards (used to clean the magnetic stripe reader on the terminal) contact the following AUTHORIZED supplier:

Maintech Industries	1-800-268-5120
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SECTION 1

**About
Your
Terminal**

**Schlumberger
MagIC™ 9000**

ABOUT YOUR TERMINAL

The MagIC 9000 terminal is a stand-alone programmable Point of Sale (POS) terminal capable of reading both magnetic stripe cards (Credit/Debit) and Smart (IC) Cards.

UNPACKING YOUR TERMINAL

CONTENTS:

- ▶ The Schlumberger MagIC™ 9000 terminal.
- ▶ 2 NiCd batteries.
- ▶ Wall mount power adapter for charging the NiCd batteries.
- ▶ Two rolls of thermal calculator roll paper. (2 1/4" x 80' – 1 7/8 diameter)
- ▶ Holster.
- ▶ Schlumberger MagIC™ 9000 Manual and Quick Reference Guide.

HOW TO LOAD PAPER:

- ▶ Open the paper compartment cover.
- ▶ Remove the empty paper roll.
- ▶ Position the new paper roll with the leading edge feeding from the bottom of the roll toward the front of the unit.
- ▶ Pull paper out about an 1" from serrated cutter. Close the cover and test the operation of the printer by pressing paper CHQ key.

BATTERY CHARGING PROCEDURE:

- ▶ Connect the battery charger to AC power using the supplied AC adapter to the battery charger. You will know the charger is receiving AC power when the light is RED after a battery is inserted into the charger. The battery will be charged when the light turns GREEN.
- ▶ After unpacking it is important to provide an initial charge (not to exceed 12 hours). This conditioning cycle is required for the battery pack to reach full capacity quickly.
- ▶ After a full charge the terminal in normal usage is expected to provide 50 or more transactions before a recharge is required. Slow printing usually indicates the battery is low. In normal use the recharge time is 1-2 hours.

IMPORTANT *Make sure that you use the correct AC power adapter supplied with the terminal. Many adapters can appear similar and will plug into the terminal but will not work properly causing erratic behavior, poor charging or even damage to the unit.*

Special Tips – For better battery life:

For longer lasting battery life please try and set the print contrast at a lower level. The higher the number the darker the print. The darker the print the greater the drain on the battery. Factory setting is around 5. Some customers find a 4 setting will be sufficient for their needs. Please test out the number that will best suit your needs. *See Section 7, page 63.*

TECHNICAL SPECIFICATIONS

FEATURES:

- ▶ Magnetic card reader, ISO 1 and ISO 2 tracks decoding.
- ▶ 20 key, backlit tactile feedback keyboard with audible tone and colour coding.
- ▶ Battery backed-up calendar and clock.
- ▶ RS232 communications channel.
- ▶ Multi-application operating system allows each application to be downloaded independently of all others.
- ▶ Logical and physical security.

NETWORK

The terminal is equipped with an RF modem for exchanging data over the following network:

- ▶ MOBITEK

Understanding the Wireless Signal Status.

Remote (wireless) credit and debit transactions can only be processed when the terminal is located within the coverage area of the wireless network. The wireless service signal quality is indicated in the display. *See page 14 – Signal Strength Indicator.*

POWER SUPPLY

The power adapter is used for charging the NiCd batteries.

- ▶ Power input voltage : 120V AL
- ▶ Power input frequency : 60Hz 22W
- ▶ Power output : 12V DC 1A

OPERATING ENVIRONMENT

- ▶ Operating temperature : 5° to 40° C
- ▶ Humidity : 5% to 90% RH, with no condensation.

EQUIPMENT CARE AND CLEANING

- ▶ Avoid spilling liquids on components.
- ▶ Do not expose components to adverse temperatures or other environmental conditions such as rain and snow.
- ▶ Clean the terminal with a soft cloth moistened with a mild detergent solution.
- ▶ Never spray cleaning solution directly onto the terminal as drips may enter the unit.
- ▶ Do not use Isopropyl Alcohol based cleaning products.
- ▶ To maintain the warranty on equipment, use only authorized paper suppliers.
- ▶ For equipment failure contact INTERPOS.
- ▶ You are responsible for any loss or damage to a terminal including fire, theft, breakage due to carelessness etc.
- ▶ Any additional hardware accessories must be approved by the manufacturer of the terminal.

IMPORTANT *Misuse of equipment could result in replacement liability. Please refer to your terminal lease agreement.*

TERMINAL DESCRIPTION

WHAT THE TERMINAL DOES

The terminal can be set-up to accept and process credit, debit cheque and cash transactions including:

- ▶ Credit Cards – VISA, MasterCard, American Express (AMEX), and Diners Club/enRoute.
- ▶ Interac Direct Payment/Debit Cards.
- ▶ If you accept Debit Cards, your terminal acts as a **PIN Pad**.

DISPLAY

Standard 4 line x 16 character LCD graphic display, with back lighting.

KEYPAD

20 keys, back lighting, with the following DIRECT ACCESS FUNCTION KEYS referred to in this manual as SOFTKEYS:

- ▶ ← ↑ ↓ →: These keys allow you to scroll up, down or to the next or previous menu and can also be programmed to perform various functions.
- ▶ CHQ – PAPER FEED: Performs a 10mm paper feed.
- ▶ OK: To confirm the data entered or displayed.
- ▶ CANCEL/ANNUL: To cancel the current function and return the terminal to Main Menu.
- ▶ CORR: To correct any invalid data entry.
- ▶ FCN: To access the terminal Main Function Menu.

MODEM

The Modem facilitates data exchange over a radio network.

PRINTER

The built-in-printer is a high-speed thermal printer (10 lines per second) and graphics compatible and provides the following:

- ▶ Two transaction records on thermal paper; one copy is for your customer and the second copy is for your records.
- ▶ Journal listings of transactions, totals, etc.

IMPORTANT *Retain your copy of all approved Credit and Debit Card receipts for **one year**.*

THE MAGNETIC STRIPE CARD READER

Your terminal is equipped with a bi-directional magnetic stripe reader located immediately at the bottom of the display. The magnetic stripe on the card should face down and to the rear of the terminal. The card should be swiped at uniform speed and pressure, ensuring that the card remains in contact with the bottom of the track throughout the entire swipe action.

SMART CARD READER (FOR FUTURE USE)







Your terminal is equipped with a smart card reader slot at the side of the terminal.

Schlumberger MagIC™ 9000

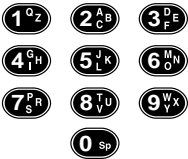


DATA ENTRY KEYPAD

The terminal keypad consists of a row of data entry keys along the right side of the terminal, and numeric/alpha keys are set up similar to the keys on a telephone. The software controls the ability of the keys to act as NUMBERS or LETTERS. This means some screens have been programmed to allow numeric entry and/or alpha entry.

KEY		EXPLANATION
FCN		This blue key allows you to access the MAIN MENU.
CANC ANNUL		This red key allows you to cancel any data already entered or use this key to return to a previous menu(s).
CORR		This yellow key allows you to to erase any information in a data entry field that appears on the screen.
OK		This green key allows you to confirm user entered data or accept any displayed information on the screen.
CHQ		This blue key advances paper through the integrated printer. This key is also used in the Debit Card financial transaction as well as scrolling between alpha characters on the keypad if alpha is enabled.
SAV		This blue key is used in the Debit Card financial transactions.

NUMERIC KEYS 0-9 ALPHABETIC KEYS



To enter a numeric response to a prompt. The decimal automatically inserts on dollar amount entered.











Example: \$145.27 – enter 14527

To access an alphabetic character, press the number key containing the character and the **CHQ** key (if alpha enabled – see **ALP** under *Softkeys on page 7*) repeat until the desired letter/character is displayed.

For example: to get to 'C' press the number 2 (the letter A appears) then the **CHQ** key twice to get to the letter C. When moving onto the next letter, just press the appropriate numeric value.

DIRECT ACCESS FUNCTION KEYS – SOFTKEYS

Under the MagIC 9000 idle prompt screen there are a set of programmable keys that are known as Softkeys. These are the left arrow key, the up arrow key, the down arrow key and the right arrow key. Each one of these keys allow you to scroll up, down or to the next or previous menus and can also be programmed to perform various functions. On some of these softkeys a short description will appear on the display screen directly above of the softkey itself. Sometimes two or more softkeys may perform the same function. In that case the function description will extend across the keys.

SOFTKEY		EXPLANATION
ADM		This softkey invokes the main system function menu that allows you to configure your terminal hardware, perform internal system functions, print the internal configuration of the unit and power the unit off (<i>see ADM MENU STRUCTURE page 9</i>).
OTH		This softkey invokes the main banking and local administration function menu that allows you to LOGON, LOGOFF or initialize to Moneris, close the batch locally or remotely to Moneris, print out special internal reports and perform other internal admin functions (<i>see OTH MENU STRUCTURE page 10</i>).
RET		This softkey invokes the main financial transaction menu that allows you to perform a purchase, refund, pre auths and other financial transactions (<i>see RET MENU STRUCTURE page 11</i>).
BS		This softkey allows you to backspace through any data you have entered. IMPORTANT: This function will perform a destructive backspace.
CAN		This softkey allows you to cancel out of a screen. This key works similar to the CANC key on the right side of the key pad.
COR		This softkey allows you to correct the last entry you have just made. This key works similar to the CORR key on the right side of the key pad.
ALP		This softkey allows the entry of alpha characters on the screen.
NUM		This softkey allows the entry of numeric characters on the screen.
SPE		This softkey allows the entry of special characters like #,& etc. on the screen.
OK		This softkey behaves similar to the OK key on the right side of the keypad.

Moneris



SOLUTIONS

SECTION 2

Main Menu Structure

Schlumberger
MagIC™ 9000

MAIN MENU STRUCTURE

FCN

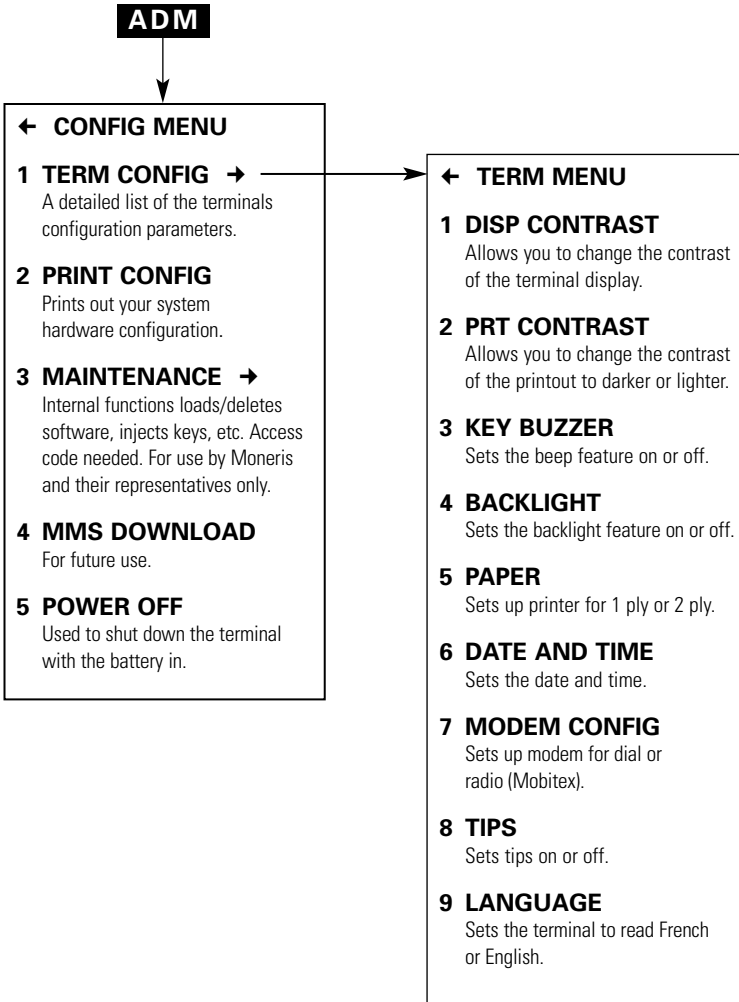
This blue key allows you to access the MAIN MENU. From the Main Menu you can access all the terminal features and functions by using the Softkeys.

MAIN MENU



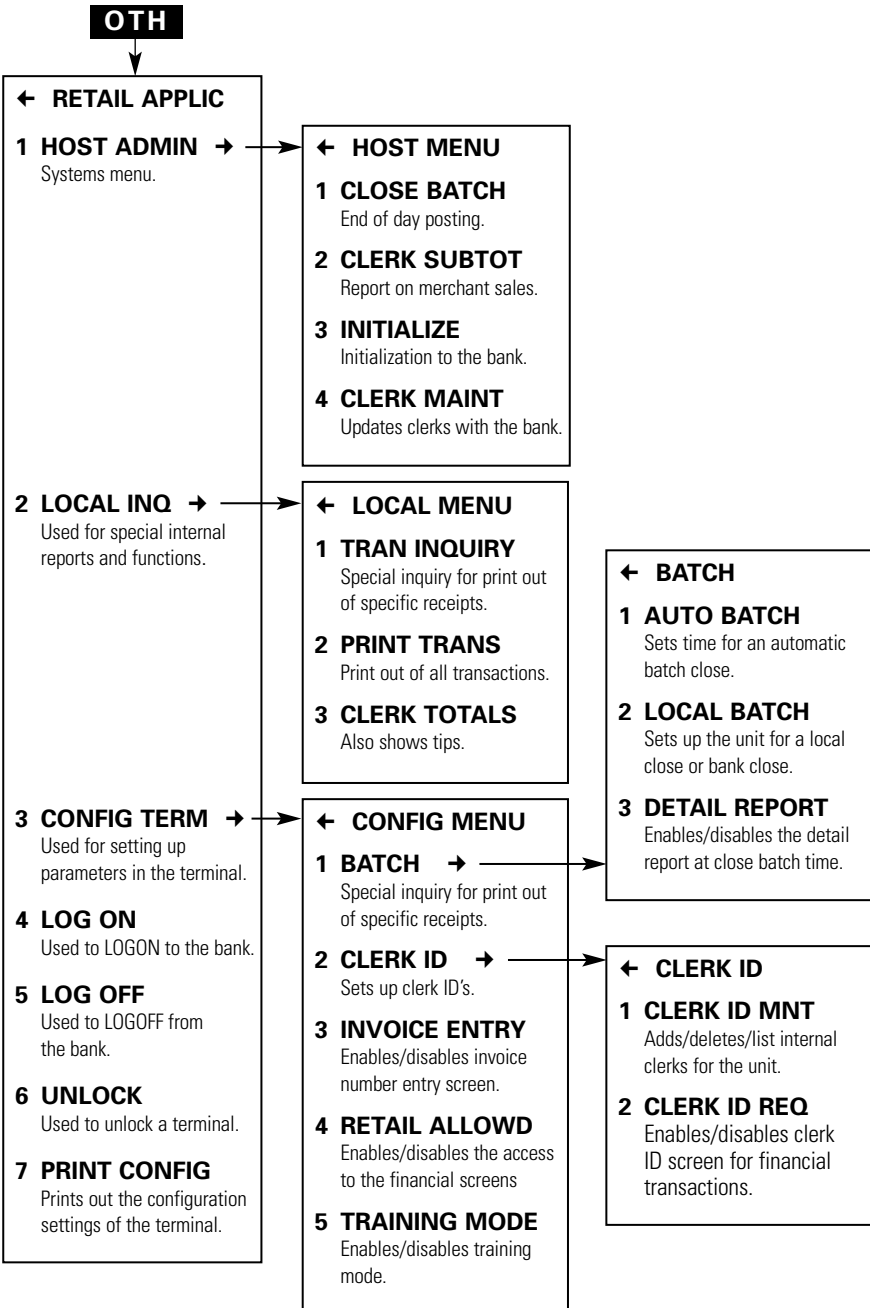
ADM MENU STRUCTURE (Hardware and Software functions)

Use the ← Softkey to access ADM. See Section 7 – ADMINISTRATION OPTIONS pages 61 –71.



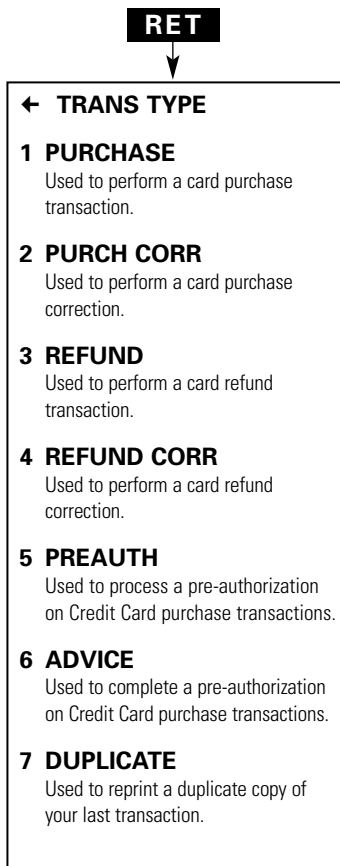
OTH MENU STRUCTURE (Banking and Other Functions)

Use the ↓ Softkey to access OTH. See Section 4 – RETAIL APPLICATION pages 17–38.



RET MENU STRUCTURE (Main Financial Transactions)

Use the → Softkey to access RET. See Section 4 – PROCESSING CREDIT CARD TRANSACTIONS page 39 –50 and PROCESSING DEBIT CARD TRANSACTIONS pages 51 –60.



SECTION 3

**Operating
Features
and
Procedures**

**Schlumberger
MagIC™ 9000**

OPERATING FEATURES & PROCEDURES

The MagIC 9000 terminal has special features that allow it to be flexible and provide the merchant with specific information.

FEATURES

The basic terminal functions are features related to the operation of the terminal. Basic operating functions include:

- ▶ Pre-authorization on Credit Card transactions
- ▶ Tip Processing
- ▶ Invoice Number
- ▶ Power Off
- ▶ Signal Strength Indicator
- ▶ Star Burst Indicator (communications)
- ▶ Unlock Feature
- ▶ Passwords and Clerk/User ID's
- ▶ Enable and Disable Options
- ▶ Training Mode
- ▶ Reprint Transaction
- ▶ Print Configuration

PRE-AUTHORIZATION ON CREDIT CARD TRANSACTIONS

This feature enables you to customize your terminal to process a pre-authorization on Credit Card purchase transactions traditionally used in restaurant environments. *See Section 5, page 47.*

TIP PROCESSING

This function can be enabled when processing Debit and Credit Card transactions. When tip is enabled the customer is prompted to enter a tip amount after the original sale price. The customer receipt includes the subtotal amount, tip amount and total sales amount. *See Section 7, page 68.*

INVOICE NUMBER

This feature enables you to enter an INVOICE number with every Credit and Debit Card transaction. An invoice number can be from 1 to 8 numbers or letters. If this feature is activated, you have the option of entering an INVOICE NUMBER with every transaction or bypassing it by pressing OK. *See Section 4, page 33.*

POWER OFF

This feature allows you to turn off the terminal with the battery in. If terminal will not power back up, place in base station which was supplied when you first received the MagIC 9000. *See Section 7, page 71.*

SIGNAL STRENGTH INDICATOR

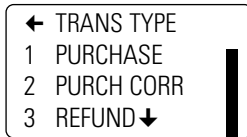
This feature displays a bar at the right side of the screen to indicate the signal strength of the communications. This feature is only active for Mobitex and the 900 mhz hand held units. The bar for the Mobitex unit will indicate the Wireless network signal strength. The bar for the RF (900 MHZ) unit indicates the signal strength to the MagIC 9000 RF base station.

FOR THE RF (900 MHZ) UNIT

The number at the top of the bars indicates the Base channel the unit is hooked up to. It has up to 6 channels. There can be up to 5 distinct bars displayed. Two or more bars indicate a strong signal strength.

FOR THE MOBITEX UNIT

There is no number at the top of the bar. The bar is not broken up into individual bars. There is only one continuous bar that changes in height as the signal strength gets stronger. Usually a bar of a 1/8 " in height should begin to give you a connection to the Wireless network.



STAR BURST INDICATOR

This feature displays a small box with a star shaped object in the middle. This BOX is displayed on the top right side of the screen to indicate the POS unit is sending information to the Bank. A BLANK BOX indicates the Bank is communicating to the unit.



UNLOCK FEATURE

This feature is set up to unlock a terminal. This Unlock feature is required because once a user has attempted to enter an invalid password 5 times in a row the unit will lock itself out from any further transaction processing.

CLERK ID'S AND PASSWORDS

Under the Clerk ID Maintenance (*see Section 4, page 31*) the merchant can establish Clerk ID'S and Passwords. This feature allows the merchant to:

1. Limit access within the unit to specific individuals. Certain administration features under the OTH functions need a supervisor or MANAGER ID and Password to be accessed.
2. Certain transactions such as Refund, Refund Correction and Purchase Correction need a MANAGER PASSWORD to be processed.
3. If totals are being kept and the Clerk ID REQ feature is enabled the CLERK ID must be entered before a financial transaction is performed. This includes a purchase, refund, correction, a pre-auth or advice.

ENABLE AND DISABLE OPTIONS

This feature involves various screens and prompts as described in this manual. These screens allow you to turn certain features ON (enable) or OFF (disable).

TRAINING MODE

Your MagIC 9000 terminal is able to simulate **CREDIT** and **DEBIT CARD** financial transactions in "TRAINING MODE". Transactions processed in training mode will not affect your customer's accounts or your business accounts. Financial settlement does **NOT** occur for transactions processed while your terminal is in training mode. *See Section 4, page 34.*

REPRINT TRANSACTION

Allows you to reprint the last transaction after you return to the MAIN MENU. Press the → arrow to select RET, use the ↑ ↓ to select DUPLICATE and press OK. The word *DUPLICATE* will be printed on the top and bottom lines of the receipt.

PRINT CONFIGURATION

ADM – This feature prints out the date, time and information about Software and Hardware. *See Section 7, page 70.*

OTH – This feature prints out the date, time, what features have been set on or off and your ECR ID and Merchant ID. *See Section 4, page 38.*

SHORT RANGE CONFIGURATION

This procedure will enable you to configure your Schlumberger MagIC 9000 Short Range device. *See Section 8, Appendix – pages 73, 74.*

PROCEDURES

- ▶ Debit Card Disputes
- ▶ Code 10 Authorization
- ▶ Securing Your Terminal
- ▶ Stored Credit and Debit Transactions

DEBIT CARDHOLDER DISPUTES

Merchants should not attempt to resolve or compensate Debit cardholder disputed transactions. Direct the cardholder to their financial institution.

CODE 10 AUTHORIZATION

If you feel that a customer, card or transaction is suspicious and needs investigating call the Visa authorization centre and ask for a Code 10. This will immediately alert the operator without alarming your customer. The operator will ask you some “YES/NO” questions and then provide instructions. Here are some examples of situations in which you would call for a Code 10.

- ▶ If the signature on the card and the signature on the POS receipt, do not seem to match.
- ▶ If the card has been tampered with.
- ▶ If the name on the card is inconsistent with the person’s gender.
- ▶ If the customer is purchasing an unusual number of expensive items.
- ▶ If the customer’s purchases seem randomly selected, with little regard for size, quality or value.
- ▶ If the customer seems nervous, or signs slowly with uncertainty.

SECURING YOUR TERMINAL

To minimize the risk of unauthorized transactions being processed through your (the merchant’s) terminal after business hours, LOGOFF the terminal at the end of each business day (after a CLOSED BATCH transaction). *See Section 4, page 36.*
At the start of the next business day, LOGON to your terminal. *See Section 4, page 35.*

STORED CREDIT & DEBIT TRANSACTIONS

Your MagIC 9000 terminal can store 500 APPROVED Credit and Debit transaction records. The terminal will clear out all transactions in memory when a Close Batch is performed.

IMPORTANT *IT IS ADVISED/RECOMMENDED THAT YOU PRINT TRANS DETAILS BEFORE CLOSING BATCH.*

SECTION 4

**Operating
Your
Terminal**

**Schlumberger
MagIC™ 9000**

OPERATING YOUR TERMINAL

WHO SHOULD USE THIS MANUAL

In a typical retail environment, a USER may be a *cashier or clerk* and the MANAGER may be the *owner*. This section explains how to do basic banking operations such as initializing, special internal reports, logging on and logging off.

- ▶ **TERMINAL USERS.** This guide explains how to use the terminals transaction processing features. *See Section 5, page 39 and Section 6, page 51.*
- ▶ **TERMINAL MANAGER.** This guide provides information on how to configure the terminal operating features such as the modem and backlighting options, (*See Section 7, page 61*) debit and credit transaction functions and others. It also explains how to run close batch and balance reports.
- ▶ Sales personnel and mobility dealers who distribute terminals to merchants and need to know how to configure and operate the terminals.

RETAIL APPLICATION MENU

Press the OTH key on the Main Menu to show the RETAIL APPLICATION screen.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← RETAIL APPLIC	
1 HOST ADMIN →	<i>See HOST MENU below, pages 17-22</i>
2 LOCAL INQ →	<i>See LOCAL INQUIRY FUNCTIONS pages 23-26.</i>
3 CONFIG TERM →	<i>See CONFIG TERMINAL pages 27-34</i>
4 LOG ON	<i>See page 35</i>
5 LOG OFF	<i>See page 36</i>
6 UNLOCK	<i>See page 37</i>
7 PRINT CONFIG	<i>See page 38</i>

HOST ADMINISTRATION MENU

Used for end of day financial reporting and POS initialization. To access this sub-menu press the OTH key on the Main Menu to show the RETAIL APPLICATION screen then press 1 or use the ↑ and ↓ arrows to highlight 1 HOST ADMIN and press OK.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← HOST MENU	
1 CLOSE BATCH	<i>See page 18</i>
2 CLERK SUBTOT	<i>See page 19</i>
3 INITIALIZE	<i>See pages 20, 21</i>
4 CLERK MAINT	<i>See page 22</i>

CLOSE BATCH

Used for end of day financial reporting and POS system initialization.

IMPORTANT *ONCE A CLOSE BATCH IS PERFORMED ALL POSTED TRANSACTIONS WILL BE DELETED FROM THE TERMINAL'S MEMORY. MAKE SURE YOU HAVE PRINTED YOUR DETAILS.* Enable Detail Report to print, see Section 4 page 30.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 1 HOST ADMIN → 2 LOCAL INQ → 3 CONFIG TERM →↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 HOST ADMIN and press OK.
MANAGER ID ENTER ID 0000	Enter Manager ID and press OK.
BS ALP SPE	
ENTER PW ENTER MANAGER PW 00000	Enter Manager Password and press OK.
← HOST MENU 1 CLOSE BATCH 2 CLERK SUBTOT 3 INITIALIZE ↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 CLOSE BATCH and press OK.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is now communicating with the Moneris host.
← HOST MENU 1 CLOSE BATCH 2 CLERK SUBTOT 3 INITIALIZE ↓	Press CANC twice to return to Main Menu.

CLERK SUBTOT

Used for reporting sales by clerk as stored by the terminal. Information only and does not effect the Bank deposits.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 1 HOST ADMIN → 2 LOCAL INQ → 3 CONFIG TERM →↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 HOST ADMIN and press OK.
MANAGER ID ENTER ID 0000	Enter Manager ID and press OK.
BS ALP SPE	
ENTER PW ENTER MANAGER PW 00000	Enter Manager Password and press OK.
← HOST MENU 1 CLOSE BATCH 2 CLERK SUBTOT 3 INITIALIZE ↓	Press 2 or use the ↑ and ↓ arrows to highlight 2 CLERK SUBTOT and press OK.
DEL DETAIL ? NO OR YES	Press ← NO to get a print out of type of card sale (Credit or Debit), purchases, refunds, corrections etc. made by each Clerk.
NO YES	Press → YES to delete all transactions made by Clerk.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is now communicating with the Moneris host.
← HOST MENU 1 CLOSE BATCH 2 CLERK SUBTOT 3 INITIALIZE ↓	Press CANC twice to return to Main Menu.

INITIALIZATION

This procedure initializes your POS terminal to the POS system so you can perform financial transactions. If you do not perform an initialization you cannot perform any of the financial transactions. You should only perform this function when you first receive the terminal. This function may also be performed at the request of Moneris Solutions. For example if you need to change banking information or add new card types.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 1 HOST ADMIN → 2 LOCAL INQ → 3 CONFIG TERM →↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 HOST ADMIN and press OK.
MANAGER ID ENTER ID 0000	Enter Manager ID and press OK.
BS ALP SPE	
ENTER PW ENTER MANAGER PW 00000	Enter Manager Password and press OK.
BS ALP SPE	
← HOST MENU 1 CLOSE BATCH 2 CLERK SUBTOT 3 INITIALIZE ↓	Press 3 or use the ↑ and ↓ arrows to highlight 3 INITIALIZE and press OK.
RETAIN PARM = NO NO OR YES	Press ← NO the first time you are initializing. Press → YES for all other times you are initializing.
NO YES	
MERCHANT ID ID 1234567890123	Press the CORR KEY. Enter your MERCHANT ID and press OK. Use the BS key (backspace) to correct data if needed.
BS ALP SPE	
IMPORTANT <i>If the MERCHANT ID is correct press OK to accept and go to the next step.</i>	

INITIALIZATION ...continued

TERMINAL DISPLAY	OPERATOR'S ACTIONS
<p>TERMINAL ID [REDACTED]</p> <p>ID</p> <p>12345678</p> <p>BS [REDACTED] [REDACTED] [REDACTED]</p>	<p>Terminal ID can not be changed. Press OK to continue.</p>
<p>END OF DAY [REDACTED]</p> <p>TIME HHMM?</p> <p>0000</p> <p>BS [REDACTED] [REDACTED] [REDACTED]</p>	<p>To perform an AUTOMATIC end of day (Close Batch) set the specified time by entering hours and minutes. Time based on a 24 hour clock. If zeroes entered the Close Batch must be performed manually. <i>See Section 4, page 28.</i></p>
<p>PRT DETAIL = YES [REDACTED]</p> <p>NO OR YES</p> <p>NO [REDACTED] [REDACTED] YES [REDACTED]</p>	<p>Press → YES – for printing details at Close Batch.</p>
<p>IMPORTANT <i>Selecting NO at Close batch will not print out details. Because Close Batch clears all transactions (if you are re-initializing) you will LOSE the ability to print the transactions just posted. If you need a printout press YES or print out at the LOCAL INQ menu BEFORE YOU PERFORM A CLOSE BATCH. (see page 18)</i></p>	
<p>PLEASE WAIT ATTENDRE MESSAGE</p>	<p>Terminal is now communicating with the Moneris host. <i>See Section 3, page 14</i> for an explanation of the various communication information (bar and star burst) that appear on your screen.</p>
<p>INIT COMPLETE PLEASE LOGON</p>	<p>Initialization is complete. The USER or MANAGER are now required to LOGON to the POS system. Press CANC twice to return to Main Menu.</p>

CLERK MAINTENANCE

IMPORTANT CLERK ID'S AND PASSWORDS MUST BE SET-UP IN CLERK ID MAINTENANCE FIRST. See Section 4, page 31.

This function must be performed to upload the internal clerk information to Moneris. This should be performed after each Initialization.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 1 HOST ADMIN → 2 LOCAL INQ → 3 CONFIG TERM →↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 HOST ADMIN and press OK.
MANAGER ID ENTER ID 0000	Enter Manager ID and press OK.
BS ALP SPE	
ENTER PW ENTER MANAGER PW 00000	Enter Manager Password and press OK.
← HOST MENU 2 CLERK SUBTOT ↑ 3 INITIALIZE 4 CLERK MAINT	Press 4 or use the ↑ and ↓ arrows to highlight 4 CLERK MAINT and press OK.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is now communicating with the Moneris host.
← HOST MENU 2 CLERK SUBTOT ↑ 3 INITIALIZE 4 CLERK MAINT	Press CANC twice to return to Main Menu.

LOCAL INQUIRY MENU

Used for special internal reports and functions. To access this sub-menu press the OTH key on the Main Menu to show the RETAIL APPLICATION screen then press 2 or use the ↑ and ↓ arrows to highlight LOCAL INQ and press OK.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← LOCAL MENU	
1 TRAN INQUIRY	<i>See page 24</i>
2 PRINT TRANS	<i>See page 25</i>
3 CLERK TOTALS	<i>See page 26</i>

TRAN INQUIRY

Used to reprint a specific receipt from a previous sale. This can be useful if you want to reprint a receipt in case of a paper jam or the customer requires another copy.

IMPORTANT ONCE A CLOSE BATCH IS PERFORMED ALL POSTED TRANSACTIONS WILL BE DELETED FROM THE TERMINAL'S MEMORY. MAKE SURE YOU HAVE PRINTED YOUR DETAILS. Enable Detail Report to print, see Section 4 page 30.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 1 HOST ADMIN → 2 LOCAL INQ → 3 CONFIG TERM →↓	Press 2 or use the ↑ and ↓ arrows to highlight 2 LOCAL INQ and press OK.
MANAGER ID ENTER ID 0000	Enter Manager ID and press OK.
BS ALP SPE	
ENTER PW ENTER MANAGER PW 00000	Enter Manager Password and press OK.
BS ALP SPE	
← LOCAL MENU 1 TRAN INQUIRY 2 PRINT TRANS 3 CLERK TOTALS	Press 1 or use the ↑ and ↓ arrows to highlight 1 TRAN INQUIRY and press OK.
TRX INQUIRY	Press ← arrow to select ACN to inquire by card number. Press ↑ arrow to select AUT to inquire by auth. code. Press ↓ arrow to select NXT to scroll to next transaction. Press → arrow to select PRN to print receipt.
ACN AUT NXT PRN	
SELECT ACCOUNT MANUAL ACCOUNT	Enter card number and press OK.
BS ALP SPE	
AUTH CODE? ORIG AUTH CODE	Enter auth. code found on the receipt and press OK.
BS ALP SPE	The NXT and PRN keys only work if you have found a transaction using the ACN or AUT keys.

PRINT TRANS

Used to print all transactions the terminal has made in the current Open Batch.

IMPORTANT *ONCE A CLOSE BATCH IS PERFORMED ALL POSTED TRANSACTIONS WILL BE DELETED FROM THE TERMINAL'S MEMORY. MAKE SURE YOU HAVE PRINTED YOUR DETAILS. Enable Detail Report to print, see Section 4 page 30.*

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 1 HOST ADMIN → 2 LOCAL INQ → 3 CONFIG TERM →↓	Press 2 or use the ↑ and ↓ arrows to highlight 2 LOCAL INQ and press OK.
MANAGER ID ENTER ID 0000	Enter Manager ID and press OK.
BS ALP SPE	
ENTER PW ENTER MANAGER PW 00000	Enter Manager Password and press OK.
← LOCAL MENU 1 TRAN INQUIRY 2 PRINT TRANS 3 CLERK TOTALS	Press 2 or use the ↑ and ↓ arrows to highlight 2 PRINT TRANS and press OK.
PRINTING PLEASE WAIT	Terminal is now printing.
DEL DETAIL ? NO OR YES	Press ← ↑ to select NO to leave sales data to reprint. Press → ↓ to select YES to delete sales data.
NO YES	
← LOCAL MENU 1 TRAN INQUIRY 2 PRINT TRANS 3 CLERK TOTALS	Press CANC twice to return to Main Menu.

CLERK TOTALS

Used to print out all sales including tips for all clerks entered into the system.

IMPORTANT *ONCE A CLOSE BATCH IS PERFORMED ALL POSTED TRANSACTIONS WILL BE DELETED FROM THE TERMINAL'S MEMORY. MAKE SURE YOU HAVE PRINTED YOUR DETAILS.* Enable Detail Report to print, see Section 4 page 30.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 1 HOST ADMIN → 2 LOCAL INQ → 3 CONFIG TERM →↓	Press 2 or use the ↑ and ↓ arrows to highlight 2 LOCAL INQ and press OK.
MANAGER ID ENTER ID 0000 BS ALP SPE	Enter Manager ID and press OK.
ENTER PW ENTER MANAGER PW 00000 [] [] [] []	Enter Manager Password and press OK.
← LOCAL MENU 1 TRAN INQUIRY 2 PRINT TRANS 3 CLERK TOTALS	Press 3 or use the ↑ and ↓ arrows to highlight 3 CLERK TOTALS and press OK.
PRINTING PLEASE WAIT	Terminal is now printing.
← LOCAL MENU 1 TRAN INQUIRY 2 PRINT TRANS 3 CLERK TOTALS	Press CANC twice to return to Main Menu.

CONFIGURING TERMINAL MENUS

Config Terminal allows the user to set up certain parameters such as Auto Batch time, type of Batch Close, clerks and manager ID's, invoice entry screens, access to retail screens and the set up of training mode. To access this sub-menu press the OTH key on the Main Menu to show the RETAIL APPLICATION screen then press 3 or use the ↑ and ↓ arrows to highlight CONFIG TERM. and press OK

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← CONFIG MENU	
1 BATCH →	See page 28-30
2 CLERK ID →	See page 31-32
3 INVOICE ENTRY	See page 33
4 RETAIL ALLOWED	See page 33
3 TRAINING MODE	See page 34

BATCH MENU

Used by the the merchant to set up special features for the CLOSE BATCH process. To access this sub-menu after you have accessed CONFIG TERM press 1 or use the ↑ and ↓ arrows to highlight BATCH and press OK.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← BATCH	
1 AUTO BATCH	See page 28
2 LOCAL BATCH	See page 29
3 DETAIL REPORT	See page 30

CLERK ID MENU

Used by the the merchant to set up Clerks ID's, control what the clerks have access too and enables or disables Clerk ID entry screens used at the financial transactions. To access this sub-menu after you have accessed CONFIG TERM press 2 or use the ↑ and ↓ arrows to highlight CLERK ID and press OK.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← CLERK ID	
1 CLERK ID MNT	See page 31
2 CLERK ID REQ	See page 32

AUTO BATCH

Used to set up a special time during the day when the unit can automatically Close Batch to the bank or perform a local close. Can also be set when Initializing.

IMPORTANT *ONCE A CLOSE BATCH IS PERFORMED ALL POSTED TRANSACTIONS WILL BE DELETED FROM THE TERMINAL'S MEMORY. MAKE SURE YOU HAVE PRINTED YOUR DETAILS.* Enable Detail Report to print, see Section 4 page 30.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 1 HOST ADMIN → 2 LOCAL INQ → 3 CONFIG TERM →↓	Press 3 or use the ↑ and ↓ arrows to highlight 3 CONFIG TERM and press OK.
MANAGER ID ENTER ID 0000	Enter Manager ID and press OK.
BS ALP SPE	
ENTER PW ENTER MANAGER PW 00000	Enter Manager Password and press OK.
← CONFIG MENU 1 BATCH → 2 CLERK ID → 3 INVOICE ENTRY ↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 BATCH and press OK.
← BATCH 1 AUTO BATCH 2 LOCAL BATCH 3 DETAIL REPORT	Press 1 or use the ↑ and ↓ arrows to highlight 1 AUTO BATCH and press OK.
END OF DAY TIME HHMM? 0000	ENTER 0000 (ZEROS) to disable the Auto batch feature OR press CORR to clear out 0000 or previously set time and enter new time (hours, mins.) in a 24 hour format to establish a special time for the Batch Close to be performed automatically or press OK.
BS	
← BATCH 1 AUTO BATCH 2 LOCAL BATCH 3 DETAIL REPORT	Press CANC three times to return to Main Menu.

LOCAL BATCH (Not Recommended)

Used to perform a Close Batch at the terminal level only and NOT Close Batch to the Bank.

IMPORTANT *ONCE A CLOSE BATCH IS PERFORMED ALL POSTED TRANSACTIONS WILL BE DELETED FROM THE TERMINAL'S MEMORY. MAKE SURE YOU HAVE PRINTED YOUR DETAILS. Enable Detail Report to print, see Section 4 page 30.*

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 1 HOST ADMIN → 2 LOCAL INQ → 3 CONFIG TERM →↓	Press 3 or use the ↑ and ↓ arrows to highlight 3 CONFIG TERM and press OK.
MANAGER ID ENTER ID 0000	Enter Manager ID and press OK.
BS ALP SPE	
ENTER PW ENTER MANAGER PW 00000 █ █ █ █ █	Enter Manager Password and press OK.
← CONFIG MENU 1 BATCH → 2 CLERK ID → 3 INVOICE ENTRY ↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 BATCH and press OK.
← BATCH 1 AUTO BATCH 2 LOCAL BATCH 3 DETAIL REPORT	Press 2 or use the ↑ and ↓ arrows to highlight 2 LOCAL BATCH and press OK.
LOCAL BATCH = YES NO OR YES	Press ← NO to allow the Close Batch to reconcile and communicate to the POS system. Press → YES to set up the terminal for internal closing with no communication to the POS system at Close Batch time. (NOT RECOMMENDED)
NO YES	
← BATCH 1 AUTO BATCH 2 LOCAL BATCH 3 DETAIL REPORT	Press CANC three times to return to Main Menu.

DETAIL REPORT

Enable or Disable the printing of the detail listing of transactions with the Close Batch process.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 1 HOST ADMIN → 2 LOCAL INQ → 3 CONFIG TERM →↓	Press 3 or use the ↑ and ↓ arrows to highlight 3 CONFIG TERM and press OK.
MANAGER ID ENTER ID 0000	Enter Manager ID and press OK.
BS ALP SPE	
ENTER PW ENTER MANAGER PW 00000	Enter Manager Password and press OK.
← CONFIG MENU 1 BATCH → 2 CLERK ID → 3 INVOICE ENTRY ↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 BATCH and press OK.
← BATCH 1 AUTO BATCH 2 LOCAL BATCH 3 DETAIL REPORT	Press 3 or use the ↑ and ↓ arrows to highlight 3 DETAIL REPORT and press OK.
PRT DETAIL = YES NO OR YES	Press NO to Disable and not print a report at Close Batch. Press YES to Enable a detail report of all transactions processed to be printed at Close Batch time.
NO YES	
← BATCH 1 AUTO BATCH 2 LOCAL BATCH 3 DETAIL REPORT	Press CANC three times to return to Main Menu.

CLERK ID MAINTENANCE

ADD DELETE LIST Clerks, Supervisors and Managers on the unit. To access this sub-menu after you have accessed CONFIG TERM press 2 or use the ↑ and ↓ arrows to highlight CLERK ID and press OK.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← CLERK ID 1 CLERK ID MNT 2 CLERK ID REQ	Press 1 or use the ↑ and ↓ arrows to highlight 1 CLERK ID MNT and press OK.
EMPLOYEE MAINT SELECT	Press CAN ← to Exit.
CAN ADD DEL LST	
EMPLOYEE MAINT SELECT	Press ADD ↑ to add a NEW CLERK.
CAN ADD DEL LST	
EMPLOYEE MAINT ENTER ID 0000	Enter 1 to 4 digit code for NEW CLERK ID.
BS ALP SPE	
EMPLOYEE MAINT PASSWORD 00000	Enter 1 to 5 digit code for NEW CLERK PASSWORD.
BS ALP SPE	
EMPLOYEE MAINT SECURITY LEVEL 00000	Press CLK ↑ for First level of security. This lowest level only allows certain financial transactions. Press SUP ↓ for Second level of security. At this time allows full access similar to Manager level. Will be used for future access control as specified by users. Press MAN → for Third level of security. Full access.
CAN CLK SUP MAN	
EMPLOYEE MAINT SELECT	Press DEL ↓ to delete an EXISTING CLERK. Follow prompts. (opposite of adding) Press LST → to print out a list of all CLERKS along with their ID and level of security.
CAN ADD DEL LST	
← CLERK ID 1 CLERK ID MNT 2 CLERK ID REQ	After any of the above procedures press CANC four times to return to Main Menu.

CLERK ID REQUIRED

Enables or Disables the entry for a CLERK ID at the financial screens. To access this sub-menu after you have accessed CONFIG TERM press 2 or use the ↑ and ↓ arrows to highlight CLERK ID and press OK.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← CLERK ID 1 CLERK ID MNT 2 CLERK ID REQ	Press 2 or use the ↑ and ↓ arrows to highlight 2 CLERK ID REQ and press OK.
ID REQRD ? = YES NO OR YES	Press NO to disable. Clerk does not have to enter ID. Press YES to enable. Clerk must enter ID number for every transaction processed. This feature is important for internal clerk reporting.
NO YES	
← CLERK ID 1 CLERK ID MNT 2 CLERK ID REQ	Press CANC three times to return to Main Menu.

INVOICE ENTRY

Enable or Disable the entry for an INVOICE # to be added to a transaction. To access this sub-menu press the OTH key on the Main Menu to show the RETAIL APPLICATION screen then press 3 or use the ↑ and ↓ arrows to highlight CONFIG TERM. and press OK.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← CONFIG MENU 1 BATCH → 2 CLERK ID → 3 INVOICE ENTRY ↓	Press 3 or use the ↑ and ↓ arrows to highlight 3 INVOICE ENTRY and press OK.
INVOICE ? = NO NO OR YES	Press NO to Disable – no action to be taken. Press YES to Enable – will ask for an Invoice Number to be entered at prompt. The Invoice Number will be printed on receipts and reports. This feature is useful for internal reconciliation of receipts or press OK.
NO YES	
← CONFIG MENU 1 BATCH → 2 CLERK ID → 3 INVOICE ENTRY ↓	Press CANC twice to return to Main Menu.

RETAIL ALLOWED

Enable or Disable the access to the Retail Screens (Purchase, Refunds etc.) This is useful if the Credit and Debit application is used by another application to process a financial transaction. Therefore the RET screens will not be available for use. To access this sub-menu press the OTH key on the Main Menu to show the RETAIL APPLICATION screen then press 3 or use the ↑ and ↓ arrows to highlight CONFIG TERM. and press OK.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← CONFIG MENU 2 CLERK ID → ↑ 3 INVOICE ENTRY 4 RETAIL ALLOWD ↓	Press 4 or use the ↑ and ↓ arrows to highlight 4 RETAIL ALLOWD and press OK.
RETAIL KEY ? = YES NO OR YES	Press NO to Disable – no action to be taken. Press YES to Enable – this option is for terminals that have other applications processing the financial transactions.
NO YES	
← CONFIG MENU 2 CLERK ID → ↑ 3 INVOICE ENTRY 4 RETAIL ALLOWD ↓	Press CANC twice to return to Main Menu.

TRAINING MODE

Enable or Disable Training Mode within the unit. Enabling Training Mode can help train your staff without updating any real files at Moneris. Before you can begin Training Mode you must perform an Initialization first. *See Section 4, page 20, 21.*

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 1 HOST ADMIN → 2 LOCAL INQ → 3 CONFIG TERM →↓	Press 3 or use the ↑ and ↓ arrows to highlight 3 CONFIG TERM and press OK.
MANAGER ID ENTER ID 0000 BS ALP SPE	Enter Manager ID and press OK.
ENTER PW ENTER MANAGER PW 00000 [] [] [] []	Enter Manager Password and press OK.
← CONFIG MENU 3 INVOICE ENTRY ↑ 4 RETAIL ALLOWD 5 TRAINING MODE	Press 5 or use the ↑ and ↓ arrows to highlight 5 TRAINING MODE and press OK.
TRAINING MD = NO NO OR YES NO YES	Press NO to Disable – no action to be taken. Press YES to Enable – will set the terminal to Training Mode.
← CONFIG MENU 3 INVOICE ENTRY ↑ 4 RETAIL ALLOWD 5 TRAINING MODE	Press CANC twice to return to Main Menu.

LOGGING ON TO YOUR TERMINAL – LOGON

The Manager or User logs onto the terminal at the beginning of their day or shift. This allows you to enter a sale, refund etc. A LOGON can only be performed after an Initialization has been completed.

IMPORTANT *Password is required to process this transaction.*

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 2 LOCAL INQ → ↑ 3 CONFIG TERM → 4 LOG ON ↓	Press 4 or use the ↑ and ↓ arrows to highlight 4 LOG ON and press OK.
ID ENTER ID 0000	Enter Manager ID and press OK.
BS ALP SPE	
ENTER PW PASSWORD 00000	Enter Manager Password and press OK.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is now communicating with the Moneris host.
LOGON APPROVED	Press CANC twice to return to Main Menu.

LOGGING OFF YOUR TERMINAL – LOGOFF

Financial transactions cannot be processed on your terminal when it has been LOGGED OFF. For security reasons, each terminal should be LOGGED OFF at the end of each business day (after a CLOSED BATCH transaction) or if the terminal is left unattended for any length of time.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select OTH.
ADM OTH RET	
← RETAIL APPLIC 3 CONFIG TERM → ↑ 4 LOG ON 5 LOG OFF ↓	Press 5 or use the ↑ and ↓ arrows to highlight 5 LOG OFF and press OK.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is now communicating with the Moneris host.
LOG OFF APPROVED	Press CANC to return to Main Menu.

UNLOCK

The Unlock feature is protected by a special password system that is controlled by the INTERPOS help desk. The merchant must contact the Help desk to perform the Unlock.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ← arrow to select OTH.
ADM OTH RET	
← CONFIG MENU 5 LOG OFF ↑ 6 UNLOCK 7 PRINT CONFIG	Press 6 or use the ↑ and ↓ arrows to highlight 6 UNLOCK and press OK.
1189 ACCESS CODE ■■■■	Once you select the Unlock feature the access code screen will appear. At this point you must contact the INTERPOS Help Desk. The help desk will ask you for the number at the top left corner. From this number the help desk will establish a password for you. Enter this password and press the OK key the unit will then unlock itself.
← CONFIG MENU 5 LOG OFF ↑ 6 UNLOCK 7 PRINT CONFIG	Press CANC to return to Main Menu.

PRINT CONFIGURATION (OTH)

Prints out the ECR ID, Merchant ID and shows which features are enabled.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ← arrow to select OTH.
ADM OTH RET	
← CONFIG MENU 5 LOG OFF ↑ 6 UNLOCK 7 PRINT CONFIG	Press 7 or use the ↑ and ↓ arrows to highlight 7 PRINT CONFIG and press OK.
<i>SAMPLE ONLY</i> CONFIGURATION DATE : 01/01/31 TIME : 15.11:50 ECR ID : 86147237 MERCH ID : 00300100999651 MGR ID : 9999 EOD : 0000 PRT DETAIL : YES INVOICE : NO CLERK ID : YES RETAIL KEY : YES LOCAL BATCH : NO	Terminal will print out a CONFIGURATION report.
← CONFIG MENU 5 LOG OFF ↑ 6 UNLOCK 7 PRINT CONFIG	Press CANC to return to Main Menu.

SECTION 5

**Processing
Credit
Card
Transactions**

**Schlumberger
MagIC™ 9000**

PROCESSING CREDIT CARD TRANSACTIONS

BEFORE YOU BEGIN

IMPORTANT BEFORE ANY PURCHASE OR ANY OTHER FINANCIAL TRANSACTION CAN BEGIN THE MERCHANT MUST HAVE PERFORMED ALL THE FOLLOWING TASKS.

- ▶ Perform an INITIALIZATION to the POS system. This should only be done at start-up or on special request. *See Section 4, pages 20, 21.*
- ▶ Perform a LOGON to the POS system. Needs a valid ID and Password at the Manager level. *See Section 4, page 35.*
- ▶ Perform a CLERK ID MAINTENANCE to add at least one Clerk ID and Password. This ID should be set to a Manager level. *See Section 4, page 31.*

TRANSACTION MENU

The TRANSACTION MENU contains all the functions a Manager or a Clerk need to process Credit card transactions. Press the RET key on the Main Menu to show the TRANS TYPE screen.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TRANS TYPE	
1 PURCHASE	<i>See page 43</i>
2 PURCH CORR	<i>See page 44</i>
3 REFUND	<i>See page 45</i>
4 REFUND CORR	<i>See page 46</i>
5 PREAUTH	<i>See page 47</i>
6 ADVICE	<i>See pages 48, 49</i>
7 DUPLICATE	<i>See page 50</i>

PROCESSING CREDIT CARD TRANSACTIONS – OPTIONS

The following features are NOT SHOWN in SECTION 5 – PROCESSING CREDIT CARD TRANSACTIONS. They can be Enabled or Disabled at anytime.

INVOICE PROMPT

Will appear *after* USER ID is entered, if ENABLED. See Section 4, page 33.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
INVOICE ? NUMBER 12345678 BS ALP SPE	Enter Invoice Number up to 8 characters. Press OK.

TIP AMOUNT PROMPT

Will appear *after* AMOUNT is entered, if ENABLED. See Section 7, page 68.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
TIP AMOUNT 0.00 \$ CAN \$\$\$ %%% OK	Press ↑ \$\$\$ to enter a dollar amount. Press ↓ %%% to enter a percentage of amount. When finished press OK.

TRANSACTION MENU (Shortcut)

To make it easier to follow we have gone straight to the Trans Type Menu for all the pages in PROCESSING CREDIT CARD TRANSACTIONS. We hope you find this helpful.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ↓ arrow to select RET.
ADM OTH RET	
← TRANS TYPE 1 PURCHASE 2 PURCHASE CORR 3 REFUND ↓	Follow instructions on the next pages.

PRINTED RECEIPTS

There is a time delay between the two receipts, which gives the user enough time to tear off the first copy. To print out the second copy immediately press any key.

PURCHASE – BACK UP PROCEDURES FOR PROCESSING TRANSACTIONS

Use the following procedure to complete a purchase transaction when you are unable to process the transaction through your terminal due to **system hardware problems**.

1. Prepare a paper sales draft with full details, including:
 - ▶ An **imprint** of the Credit card (account number, issue/expiry date and cardholder name must be legible).
 - ▶ Date of transaction.
 - ▶ Cardholder signature.
 - ▶ Authorization number*.

IMPORTANT **If the amount of the transaction exceeds your “DOWNTIME FLOOR LIMIT” established by the applicable Credit card company, obtain a “VOICE AUTHORIZATION” by calling the appropriate Credit card authorization centre (e.g. contact MasterCard authorization centre for MasterCard transactions etc.).*

2. Once the cardholder has signed the manual sales draft, compare the signature to that located on the signature panel of the card. (Immediately report discrepancies with signature and name to the voice authorization department of the applicable Credit card company).
3. Provide the cardholder with their copy of the manual prepared receipt and retain the “MERCHANT COPY” for your records.

Once your MagIC 9000 terminal is operational, the purchase transactions, which occurred while your terminal was not available, can be manually entered through the MagIC 9000 terminal as ADVICE transactions, *see Section 5, page 48*.

**Contact INTERPOS at 1-800-550-5553
to report a hardware problem.**

PURCHASE – BACK UP PROCEDURES FOR PROCESSING TRANSACTIONS

Use the following procedure to complete a purchase transaction when you are unable to process the transaction through your terminal when a **customer card cannot be read through magnetic stripe reader**.

1. Manually key in card details including account number, issue/expiry date and sale amount.
2. Prepare a paper sales draft with full details, including:
 - ▶ An **imprint** of the Credit card (account number, issue/expiry date and cardholder name must be legible).
 - ▶ Date of transaction.
 - ▶ Cardholder signature.
 - ▶ Authorization number.
3. Once the cardholder has signed the manual sales draft, compare the signature to that located on the signature panel of the card. (Immediately report discrepancies with signature and name to the voice authorization department of the applicable Credit card company).
4. Provide the cardholder with their copy of the manually prepared receipt and retain the **MERCHANT COPY** for your records.

PURCHASE

This transaction electronically authorizes and captures Credit Card purchases. Settlement to your business account occurs electronically for all "CLOSED" batches. If you are making a PURCHASE ONLY, you can swipe the card at the idle prompt. This will take you directly to the first of the purchase screens bypassing the MAIN MENU *and* TRANS TYPE selection screens.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 PURCHASE and press OK.
ID ENTER USER ID 0000 BS ALP SPE	Enter your USER ID and press OK. (This is an optional screen and will display only if Clerk ID is Enabled. <i>See Section 4, page 32.</i>)
AMOUNT 0.00 \$ CAN OK	Enter purchase amount. Press → OK or OK key to accept amount. Press ← CAN or CANC key to cancel transaction.
AMOUNT OK ? 0.00 \$ CAN COR YES	Confirm the purchase amount. Press → YES or OK key to confirm amount. Press ↑ ↓ COR or CORR key to change amount. Press ← CAN or CANC key to cancel transaction.
PURCHASE SWIPE CARD GLISSEZ CARTE CAN	For MANUAL Credit Card number entry simply enter the number in this screen then enter expiry date when prompted. This applies only to Credit cards. Press ← CAN or CANC key to cancel transaction.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is connecting to Moneris and processing your transaction.
APPROVED PRINTING	Customer to sign both copies of receipt. Provide one copy to your customer and retain one copy for your records.
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press CANC to return to Main Menu.

PURCHASE CORRECTION

Use this transaction to correct a purchase transaction that was entered incorrectly. Process this transaction for the entire amount of the original purchase transaction.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press 2 or use the ↑ and ↓ arrows to highlight 2 PURCH CORR and press OK.
ID ENTER USER ID 0000 BS ALP SPE	Enter your USER ID and press OK.
ENTER P/W ENTER MANAGER PW 0000 [] [] [] []	IMPORTANT <i>MANAGER PASSWORD is required to complete a purchase correction.</i> Enter your PASSWORD and press OK.
ORIG AUTH CODE AUTH CODE ? 000000 BS ALP SPE	Enter the original authorization number on receipt. Press OK.
AMOUNT 0.00 \$ CAN OK	Enter purchase correction amount. Press → OK or OK key to accept amount. Press ← CAN or CANC key to cancel transaction.
AMOUNT OK ? 0.00 \$ CAN COR YES	Confirm the purchase correction amount. Press → YES or OK key to confirm amount. Press ↑ ↓ COR or CORR key to change amount. Press ← CAN or CANC key to cancel transaction.
PURCHASE CORR SWIPE CARD GLISSEZ CARTE CAN [] [] []	For MANUAL Credit Card number entry simply enter the number in this screen then enter expiry date when prompted. This applies only to Credit cards. Press ← CAN or CANC key to cancel transaction.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is connecting to Moneris and processing your transaction.
APPROVED PRINTING	Customer to sign both copies of receipt. Provide one copy to your customer and retain one copy for your records.
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press CANC to return to Main Menu.

REFUND

Use this transaction to refund the full or partial value of a purchase transaction.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press 3 or use the ↑ and ↓ arrows to highlight 3 REFUND and press OK.
ID ENTER USER ID 0000 BS ALP SPE	Enter your USER ID and press OK. (This is an optional screen and will display only if Clerk ID is Enabled. <i>See Section 4, page 32.</i>)
ENTER P/W ENTER MANAGER PW 0000 [] [] [] []	IMPORTANT <i>MANAGER PASSWORD is required to complete a purchase correction.</i> Enter your PASSWORD and press OK.
ORIG AUTH CODE AUTH CODE? 000000 BS ALP SPE	Enter the original authorization number on receipt. Press OK.
AMOUNT 0.00 \$ CAN OK	Enter refund amount. Press → OK or OK key to accept amount. Press ← CAN or CANC key to cancel transaction.
AMOUNT OK ? 0.00 \$ CAN COR YES	Confirm the refund amount. Press → YES or OK key to confirm amount. Press ↑ ↓ COR or CORR key to change amount. Press ← CAN or CANC key to cancel transaction.
REFUND SWIPE CARD GLISSEZ CARTE CAN [] [] []	For MANUAL Credit Card number entry simply enter the number in this screen then enter expiry date when prompted. This applies only to Credit cards. Press ← CAN or CANC key to cancel transaction.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is connecting to Moneris and processing your transaction.
APPROVED PRINTING	Customer to sign both copies of receipt. Provide one copy to your customer and retain one copy for your records.
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press CANC to return to Main Menu.

REFUND CORRECTION

Use this transaction to correct a refund transaction that was entered incorrectly. Process this transaction for the entire amount of the original refund transaction.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TRANS TYPE 2 PURCH CORR ↑ 3 REFUND 4 REFUND CORR ↓	Press 4 or use the ↑ and ↓ arrows to highlight 4 REFUND CORR and press OK.
ID ENTER USER ID 0000 BS ALP SPE	Enter your USER ID and press OK. (This is an optional screen and will display only if Clerk ID is Enabled. <i>See Section 4, page 32.</i>)
ENTER P/W ENTER MANAGER PW 0000 [] [] [] []	IMPORTANT <i>MANAGER PASSWORD is required to complete a purchase correction.</i> Enter your PASSWORD and press OK.
ORIG AUTH CODE AUTH CODE ? 000000 BS ALP SPE	Enter the original authorization number on receipt. Press OK.
AMOUNT 0.00 \$ CAN [] [] OK	Enter refund correction amount. Press → OK or OK key to accept amount. Press ← CAN or CANC key to cancel transaction.
AMOUNT OK ? 0.00 \$ CAN COR YES	Confirm the refund correction amount. Press → YES or OK key to confirm amount. Press ↑ ↓ COR or CORR key to change amount. Press ← CAN or CANC key to cancel transaction.
REFUND CORR SWIPE CARD GLISSEZ CARTE CAN [] [] []	For MANUAL Credit Card number entry simply enter the number in this screen then enter expiry date when prompted. This applies only to Credit cards. Press ← CAN or CANC key to cancel transaction.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is connecting to Moneris and processing your transaction.
APPROVED PRINTING	Customer to sign both copies of receipt. Provide one copy to your customer and retain one copy for your records.
← TRANS TYPE 2 PURCH CORR ↑ 3 REFUND 4 REFUND CORR ↓	Press CANC to return to Main Menu.

PRE-AUTHORIZED TRANSACTION

Use this transaction to obtain authorization for a purchase transaction where the final dollar value of the transaction is unknown. (e.g.) In a restaurant environment, a tip may be added. This function provides authorization ONLY and does not CAPTURE the transaction for deposit.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TRANS TYPE 3 REFUND ↑ 4 REFUND CORR 5 PREAUTH ↓	Press 5 or use the ↑ and ↓ arrows to highlight 5 PREAUTH and press OK.
ID ENTER USER ID 0000 BS ALP SPE	Enter your USER ID and press OK.
AMOUNT 0.00 \$ CAN OK	Enter purchase amount. Press → OK or OK key to accept amount. Press ← CAN or CANC key to cancel transaction.
AMOUNT OK ? 0.00 \$ CAN COR YES	Confirm the purchase amount. Press → YES or OK key to confirm amount. Press ↑ ↓ COR or CORR key to change amount. Press ← CAN or CANC key to cancel transaction.
PRE AUTHORIZE SWIPE CARD GLISSEZ CARTE CAN	For MANUAL Credit Card number entry simply enter the number in this screen then enter expiry date when prompted. This applies only to Credit cards. Press ← CAN or CANC key to cancel transaction.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is connecting to Moneris and processing your transaction.
APPROVED PRINTING	Customer to sign both copies of receipt. Provide one copy to your customer and retain one copy for your records.
← TRANS TYPE 3 REFUND ↑ 4 REFUND CORR 5 PREAUTH ↓	Press CANC to return to Main Menu.

COMPLETING A PRE-AUTHORIZED TRANSACTION – ADVICE

Use an advice transaction to complete a PRE-AUTHORIZED TRANSACTION still in the terminal memory. This CAPTURES the transaction for settlement.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TRANS TYPE 4 REFUND CORR ↑ 5 PREAUTH 6 ADVICE ↓	Press 6 or use the ↑ and ↓ arrows to highlight 6 ADVICE and press OK.
ID ENTER USER ID 0000 BS ALP SPE	Enter your USER ID and press OK.
PREAUTH INQ AUTH # CARD	Press ← ↑ AUTH # to complete a PREAUTH using just the AUTH NUMBER of the PREAUTH.
ORIG AUTH CODE ? AUTH CODE ? BS ALP SPE	Enter the original authorization number on receipt. Press OK.
DISPLAYS ALL THE PREAUTH INFO	PREAUTH information requested is displayed. IF CORRECT press OK and terminal will connect to the Bank and print out two copies of receipt. IF INCORRECT press CANC and re-enter manually.
NEW AMOUNT 0.00 \$ CAN OK	Enter new purchase amount. Press → OK or OK key to accept amount. Press ← CAN or CANC key to cancel transaction.
AMOUNT OK? 0.00 \$ CAN COR YES	Confirm the purchase amount. Press → YES or OK key to confirm amount. Press ↑ ↓ COR or CORR key to change amount. Press ← CAN or CANC key to cancel transaction.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is connecting to Moneris and processing your transaction.
APPROVED PRINTING	Customer to sign both copies of receipt. Provide one copy to your customer and retain one copy for your records.
← TRANS TYPE 4 REFUND CORR ↑ 5 PREAUTH 6 ADVICE ↓	Press CANC to return to Main Menu.

ADVICE TRANSACTION

Use this transaction to complete a Credit card purchase that you were unable to process due to system or terminal problems. This CAPTURES the transaction for settlement.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TRANS TYPE 4 REFUND CORR ↑ 5 PREAUTH 6 ADVICE ↓	Press 6 or use the ↑ and ↓ arrows to highlight 6 ADVICE and press OK.
ID ENTER USER ID 0000 BS ALP SPE	Enter your USER ID and press OK.
PREAUTH INQ AUTH # CARD	Press ↓ → CARD and continue to follow screens for REGULAR ADVICE to process the ADVICE.
ORIG AUTH CODE AUTH CODE ? BS ALP SPE	Enter the original authorization number on receipt. Press OK.
AMOUNT 0.00 \$ CAN OK	Enter purchase amount. Press → OK or OK key to accept amount. Press ← CAN or CANC key to cancel transaction.
AMOUNT OK? 0.00 \$ CAN COR YES	Confirm the purchase amount. Press → YES or OK key to confirm amount. Press ↑ ↓ COR or CORR key to change amount. Press ← CAN or CANC key to cancel transaction.
ADVICE SWIPE CARD GLISSEZ CARTE CAN	For MANUAL Credit Card number entry simply enter the number in this screen then enter expiry date when prompted. This applies only to Credit cards. Press ← CAN or CANC key to cancel transaction.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is connecting to Moneris and processing your transaction.
APPROVED PRINTING	Customer to sign both copies of receipt. Provide one copy to your customer and retain one copy for your records.
← TRANS TYPE 4 REFUND CORR ↑ 5 PREAUTH 6 ADVICE ↓	Press CANC to return to Main Menu.

DUPLICATE

Use to print a duplicate copy of your last transaction or last journal listing.
Makes two copies.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TRANS TYPE 5 PREAUTH ↑ 6 ADVICE 7 DUPLICATE	Press 7 or use the ↑ and ↓ arrows to highlight 7 DUPLICATE and press OK.
PRINTING DUPLICATE RCPT	No action taken. Will print out two additional receipts of last transaction or last journal (example: Close Batch, Trans Inquiry etc.) with the word DUPLICATE centered on the top and bottom of the printout.
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press CANC to return to Main Menu.

SECTION 6

Processing
Debit
Card
Transactions

Schlumberger
MagIC™ 9000

PROCESSING DEBIT CARD TRANSACTIONS

BEFORE YOU BEGIN

IMPORTANT BEFORE ANY PURCHASE OR ANY OTHER FINANCIAL TRANSACTION CAN BEGIN THE MERCHANT MUST HAVE PERFORMED ALL THE FOLLOWING TASKS.

- ▶ Perform an INITIALIZATION to the POS system. This should only be done at start-up or on special request. *See Section 4, pages 20-21.*
- ▶ Perform a LOGON to the POS system. Needs a valid ID and Password at the Manager level. *See Section 4 pages 35.*
- ▶ Perform a CLERK ID MAINTENANCE to add at least one Clerk ID and Password. This ID should be set to a Manager level. *See Section 4, pages 31.*

TRANSACTION MENU

The TRANSACTION MENU contains all the functions a Manager or a Clerk need to process Debit card transactions. Press the RET key on the Main Menu to show the TRANS TYPE screen.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TRANS TYPE	
1 PURCHASE	<i>See page 53</i>
2 PURCH CORR	<i>See pages 54, 55</i>
3 REFUND	<i>See pages 56, 57</i>
4 REFUND CORR	<i>See pages 58, 59</i>
5 PREAUTH	<i>Not applicable to Debit Card</i>
6 ADVICE	<i>Not applicable to Debit Card</i>
7 DUPLICATE	<i>See page 60</i>

PROCESSING DEBIT CARD TRANSACTIONS – OPTIONS

The following features are NOT SHOWN in SECTION 6 – PROCESSING DEBIT CARD TRANSACTIONS. They can be Enabled or Disabled at anytime.

INVOICE PROMPT

Will appear *after* USER ID is entered, if ENABLED. See Section 4, page 33.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
INVOICE ? NUMBER 12345678 BS ALP SPE	Enter Invoice Number up to 8 characters. Press OK.

TIP AMOUNT PROMPT

Will appear *after* AMOUNT is entered, if ENABLED. See Section 7, page 68.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
TIP AMOUNT 0.00 \$ CAN \$\$\$ %%% OK	Press ↑ \$\$\$ to enter a dollar amount. Press ↓ %%% to enter a percentage of amount. When finished press OK.

TRANSACTION MENU

To make it easier to follow we have gone straight to the Trans Type Menu for all the pages in PROCESSING DEBIT CARD TRANSACTIONS. We hope you find this helpful.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU ADM OTH RET	Press → arrow to select RET.
← TRANS TYPE 1 PURCHASE 2 PURCHASE CORR 3 REFUND ↓	Follow instructions on the next pages.

PRINTED RECEIPTS

There is a time delay between the two receipts, which gives the user enough time to tear off the first copy. To print out the second copy immediately press any key.

PURCHASE

This transaction electronically authorizes and captures Debit Card purchases. Settlement to your business account occurs electronically for all "CLOSED" batches. If you are making a PURCHASE ONLY, you can swipe the card at the idle prompt. This will take you directly to the first of the purchase screens bypassing the MAIN MENU *and* TRANS TYPE selection screens.

TERMINAL DISPLAY	OPERATOR'S ACTIONS	CUSTOMER'S ACTIONS
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 PURCHASE and press OK.	
ID ENTER USER ID 0000 BS ALP SPE	Enter your USER ID and press OK. (This is an optional screen and will display only if Clerk ID is Enabled. See Section 4, page 32.)	
AMOUNT 0.00 \$ CAN OK	Enter purchase amount. Press → OK or OK key to accept amount. Pass the terminal to customer.	
AMOUNT OK ? 0.00 \$ CAN COR YES		Confirm the purchase amount. Press → YES or OK key to confirm amount.
PURCHASE SWIPE CARD GLISSEZ CARTE CAN		Swipe Debit card.
SELECT ACCOUNT SELECT CHEQUE SAVING		Press ← or ↑ for chequing. Press ↓ or → for savings. Press OK.
PURCHASE ENTER PIN + OK PIN =		Enter PIN number and press OK. Return terminal to clerk.
PLEASE WAIT ATTENDRE MESSAGE	Terminal is connecting to Moneris and processing your transaction.	
APPROVED PRINTING	Provide one copy to your customer and retain one copy for your records.	
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press CANC to return to Main Menu.	

PURCHASE CORRECTION

Use this transaction to correct a purchase transaction that was entered incorrectly. Process this transaction for the entire amount of the original purchase transaction.

TERMINAL DISPLAY	OPERATOR'S ACTIONS	CUSTOMER'S ACTIONS
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press 2 or use the ↑ and ↓ arrows to highlight 2 PURCH CORR and press OK.	
ID ENTER USER ID 0000 BS ALP SPE	Enter your USER ID and press OK.	
ENTER P/W ENTER MANAGER PW 0000 BS ALP SPE	IMPORTANT <i>MANAGER PASSWORD is required to complete a purchase correction.</i> Enter your PASSWORD and press OK.	
ORIG AUTH CODE AUTH CODE ? 000000 BS ALP SPE	Enter the original authorization number on receipt. Press OK.	
AMOUNT 0.00 \$ CAN OK	Enter purchase correction amount. Press → OK or OK key to accept amount. Pass the terminal to customer.	
AMOUNT OK ? 0.00 \$ CAN COR YES	Confirm the purchase correction amount. Press → YES or OK key to confirm amount.	
PURCHASE CORR SWIPE CARD GLISSEZ CARTE CAN	Swipe Debit card.	
SELECT ACCOUNT SELECT CHEQUE SAVING	Press ← or ↑ for chequing. Press ↓ or → for savings. Press OK.	
PURCHASE CORR ENTER PIN + OK PIN =	Enter PIN number and press OK. Return terminal to clerk.	

...continued

PURCHASE CORRECTION ...continued

TERMINAL DISPLAY	OPERATOR'S ACTIONS	CUSTOMER'S ACTIONS
PLEASE WAIT ATTENDRE MESSAGE	Terminal is connecting to Moneris and processing your transaction.	
APPROVED PRINTING	Provide one copy to your customer and retain one copy for your records.	
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press CANC to return to Main Menu.	

REFUND

Use this transaction to refund the full or partial value of a purchase transaction.

TERMINAL DISPLAY	OPERATOR'S ACTIONS	CUSTOMER'S ACTIONS
<p>← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓</p>	<p>Press 3 or use the ↑ and ↓ arrows to highlight 3 REFUND and press OK.</p>	
<p>ID ENTER USER ID 0000 BS ALP SPE</p>	<p>Enter your USER ID and press OK.</p>	
<p>ENTER P/W ENTER MANAGER PV 0000 BS ALP SPE</p>	<p>IMPORTANT <i>MANAGER PASSWORD is required to complete a purchase correction.</i> Enter your PASSWORD and press OK.</p>	
<p>ORIG AUTH CODE AUTH CODE ? 000000 BS ALP SPE</p>	<p>Enter the original authorization number on receipt. Press OK.</p>	
<p>AMOUNT 0.00 \$ CAN OK</p>	<p>Enter refund amount. Press → OK or OK key to accept amount. Pass the terminal to customer.</p>	
<p>AMOUNT OK ? 0.00 \$ CAN COR YES</p>	<p>Confirm the refund amount. Press → YES or OK key to confirm amount.</p>	
<p>REFUND SWIPE CARD GLISSEZ CARTE CAN</p>	<p>Swipe Debit card.</p>	
<p>SELECT ACCOUNT SELECT CHEQUE SAVING</p>	<p>Press ← or ↑ for chequing. Press ↓ or → for savings. Press OK.</p>	
<p>REFUND ENTER PIN + OK PIN =</p>	<p>Enter PIN number and press OK. Return terminal to clerk.</p>	

...continued

REFUND...continued

TERMINAL DISPLAY	OPERATOR'S ACTIONS	CUSTOMER'S ACTIONS
PLEASE WAIT ATTENDRE MESSAGE	Terminal is connecting to Moneris and processing your transaction.	
APPROVED PRINTING	Provide one copy to your customer and retain one copy for your records.	
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press CANC to return to Main Menu.	

REFUND CORRECTION

Use this transaction to correct a refund transaction that was entered incorrectly. Process this transaction for the entire amount of the original refund transaction.

TERMINAL DISPLAY	OPERATOR'S ACTIONS	CUSTOMER'S ACTIONS
← TRANS TYPE 2 PURCH CORR ↑ 3 REFUND 4 REFUND CORR ↓	Press 4 or use the ↑ and ↓ arrows to highlight 4 REFUND CORR and press OK.	
ID ENTER USER ID 0000 BS ALP SPE	Enter your USER ID and press OK.	
ENTER P/W ENTER MANAGER PW 0000 [] [] [] []	IMPORTANT <i>MANAGER PASSWORD is required to complete a purchase correction.</i> Enter your PASSWORD and press OK.	
ORIG AUTH CODE AUTH CODE ? 000000 BS ALP SPE	Enter the original authorization number on receipt. Press OK.	
AMOUNT 0.00 \$ CAN [] [] OK	Enter refund correction amount. Press → OK or OK key to accept amount. Pass the terminal to customer.	
AMOUNT OK ? 0.00 \$ CAN COR YES	Confirm the refund correction amount. Press → YES or OK key to confirm amount.	
REFUND CORR SWIPE CARD GLISSEZ CARTE CAN [] [] []	Swipe Debit card.	
SELECT ACCOUNT SELECT CHEQUE SAVING	Press ← or ↑ for chequing. Press ↓ or → for savings. Press OK.	
REFUND CORR ENTER PIN + OK PIN =	Enter PIN number and press OK. Return terminal to clerk.	

...continued

REFUND CORRECTION...continued

TERMINAL DISPLAY	OPERATOR'S ACTIONS	CUSTOMER'S ACTIONS
PLEASE WAIT ATTENDRE MESSAGE	Terminal is connecting to Moneris and processing your transaction.	
APPROVED PRINTING	Provide one copy to your customer and retain one copy for your records.	
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press CANC to return to Main Menu.	

DUPLICATE

Use to print a duplicate copy of your last transaction or journal listing.
Makes two copies.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TRANS TYPE 5 PREAUTH ↑ 6 ADVICE 7 DUPLICATE	Press 7 or use the ↑ and ↓ arrows to highlight 7 DUPLICATE and press OK.
PRINTING DUPLICATE RCPT	No action taken. Will print out two additional receipts of last transaction or last journal (example: Close Batch, Trans Inquiry etc.) with the word DUPLICATE centered on printout.
← TRANS TYPE 1 PURCHASE 2 PURCH CORR 3 REFUND ↓	Press CANC to return to Main Menu.

Moneris



SOLUTIONS

SECTION 7

Administration Options

**Schlumberger
MagIC™ 9000**

ADMINISTRATION OPTIONS

ADMINISTRATION MENU

The ADM MENU is a collaboration of procedures that set up various hardware and software functions for the terminal. Press the ADM key on the Main Menu to show the CONFIG MENU screen.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← CONFIG MENU	
1 TERM CONFIG →	See <i>TERM CONFIG</i> below, pages 61-69
2 PRINT CONFIG	See page 70
3 MAINTENANCE →	For internal use only.
4 MMS DOWNLOAD	For future use.
5 POWER OFF	See page 71

TERMINAL CONFIGURATION MENU

Terminal Configuration is a detailed list of the terminal's configuration parameters. To access this sub-menu press the ADM key on the Main Menu to show the CONFIG MENU screen then press 1 or use the ↑ and ↓ arrows to highlight 1 TERM CONFIG and press OK.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
← TERM MENU	
1 DISP CONTRAST	See page 62
2 PRT CONTRAST	See page 63
3 KEY BUZZER	See page 64
4 BACKLIGHT	See page 65
5 PAPER	See page 66
6 DATE AND TIME	See page 67
7 MODEM CONFIG	For internal use only.
8 TIPS	See page 68
9 LANGUAGE	See page 69

TERMINAL CONFIGURATION

DISPLAY CONTRAST

This function changes the appearance of the display and makes the information easier to read. Display Contrast sets the display colour between black and white. Contrast setting can be set between 0-15. For best results, set Display Contrast to 09.

IMPORTANT *More power is used by the battery when the higher setting (number) is used for a darker display contrast.*

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN.
MAIN MENU	Press ← arrow to select ADM.
ADM OTH RET	
← CONFIG MENU 1 TERM CONFIG → 2 PRINT CONFIG 3 MAINTENANCE → ↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 TERM CONFIG and press OK.
← TERM MENU 1 DISP CONTRAST 2 PRT CONTRAST 3 KEY BUZZER ↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 DISP CONTRAST and press OK.
CONTRAST = 09	The display shows the default value for contrast set to 09. To decrease the contrast, press ← ↑ keys for ---. To increase the contrast, press ↓ → keys for ++++. Press OK.
--- ++++	
← TERM MENU 1 DISP CONTRAST 2 PRT CONTRAST 3 KEY BUZZER ↓	Press CANC twice to return to Main Menu.

PRINTER CONTRAST

This function controls the printer setting to dark or light print. Printer Contrast setting can be set between 0-15. For best results, set Printer Contrast to 05.

IMPORTANT *More power is used by the battery when the higher setting (number) is used for a darker printout.*

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN.
MAIN MENU	Press ← arrow to select ADM.
ADM OTH RET	
← CONFIG MENU 1 TERM CONFIG → 2 PRINT CONFIG 3 MAINTENANCE →↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 TERM CONFIG and press OK.
← TERM MENU 1 DISP CONTRAST 2 PRT CONTRAST 3 KEY BUZZER ↓	Press 2 or use the ↑ and ↓ arrows to highlight 2 PRT CONTRAST and press OK.
CONTRAST = 05	The display shows the default value for contrast set to 05. To decrease the contrast, press ← key for ---. To increase the contrast, press → key for +++.
--- TEST +++	For a TEST PRINT, press either ↑ or ↓ key. When you have adjusted the print to your satisfaction press OK.
← TERM MENU 1 DISP CONTRAST 2 PRT CONTRAST 3 KEY BUZZER ↓	Press CANC twice to return to Main Menu.

KEY BUZZER

This function controls the keys "beeping" when being touched. The display below shows the default value for beep set to YES.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN.
MAIN MENU	Press ← arrow to select ADM.
ADM OTH RET	
← CONFIG MENU 1 TERM CONFIG → 2 PRINT CONFIG 3 MAINTENANCE →↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 TERM CONFIG and press OK.
← TERM MENU 1 DISP CONTRAST 2 PRT CONTRAST 3 KEY BUZZER ↓	Press 3 or use the ↑ and ↓ arrows to highlight 3 KEY BUZZER and press OK.
BEEP = YES	Press ← NO to have no sound when keys are touched. Press → YES to have a "beeping" sound when keys are touched. To TEST the "beep" in YES mode, press either ↑ or ↓ key. When finished press OK.
NO TEST YES	
← TERM MENU 1 DISP CONTRAST 2 PRT CONTRAST 3 KEY BUZZER ↓	Press CANC twice to return to Main Menu.

BACKLIGHT

Used to set the keypad light ON or OFF. If ON the keypad lights up when you touch any key on the terminal. The display below shows the default value for Backlight set to YES.

IMPORTANT *More power is used by the battery when the Backlight is on.*

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN.
MAIN MENU	Press ← arrow to select ADM.
ADM OTH RET	
← CONFIG MENU 1 TERM CONFIG → 2 PRINT CONFIG 3 MAINTENANCE →↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 TERM CONFIG and press OK.
← TERM MENU 2 PRT CONTRAST ↑ 3 KEY BUZZER 4 BACKLIGHT ↓	Press 4 or use the ↑ and ↓ arrows to highlight 4 BACKLIGHT and press OK.
BACKLIGHT = YES	Press ← ↑ NO to have no backlight on keypad when keys are touched. Press ↓ → YES to have a backlit keypad when keys are touched. When finished press OK.
NO YES	
← TERM MENU 2 PRT CONTRAST ↑ 3 KEY BUZZER 4 BACKLIGHT ↓	Press CANC twice to return to Main Menu.

PAPER

This function allows the merchant to print 1 or 2 receipts on 1 ply or 2 ply paper. The display below shows the default value for paper set to SINGLE.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN.
MAIN MENU	Press ← arrow to select ADM.
ADM OTH RET	
← CONFIG MENU 1 TERM CONFIG → 2 PRINT CONFIG 3 MAINTENANCE → ↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 TERM CONFIG and press OK.
← TERM MENU 3 KEY BUZZER ↑ 4 BACKLIGHT 5 PAPER ↓	Press 5 or use the ↑ and ↓ arrows to highlight 5 PAPER and press OK.
PAPER = SINGLE	Press ← ↑ DOUBLE to print 1 receipt. Press ↓ → SINGLE to print 2 receipts. When finished press OK.
DOUBLE SINGLE	
← TERM MENU 3 KEY BUZZER ↑ 4 BACKLIGHT 5 PAPER ↓	Press CANC twice to return to Main Menu.

DATE AND TIME

This function is optional since the POS system will update date and time as soon as you perform your first transaction to the bank. May be useful with other merchant applications.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN.
MAIN MENU	Press ← arrow to select ADM.
ADM OTH RET	
← CONFIG MENU 1 TERM CONFIG → 2 PRINT CONFIG 3 MAINTENANCE →↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 TERM CONFIG and press OK.
← TERM MENU 4 BACKLIGHT ↑ 5 PAPER 6 DATE AND TIME ↓	Press 6 or use the ↑ and ↓ arrows to highlight 6 DATE AND TIME and press OK.
NUMERIC DATE (DDMMYY) 090800	Example: if you want the date to read Aug. 9, 2000 enter 09 for (DD) day, 08 for (MM) month and 00 (YY) for year (090800). Press OK.
BS BS BS BS	
NUMERIC TIME (HHMMSS) 152535	The time is based on a 24 clock. Example: if you want the clock to read 3:25:35 pm enter 15 for (HH) hour, 25 for (MM) minutes and 35 for (SS) seconds (152535). Press OK.
BS BS BS BS	
← TERM MENU 4 BACKLIGHT ↑ 5 PAPER 6 DATE AND TIME ↓	Press CANC twice to return to Main Menu.

TIPS

Enables or Disables tip entry.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN.
MAIN MENU	Press ← arrow to select ADM.
ADM OTH RET	
← CONFIG MENU 1 TERM CONFIG → 2 PRINT CONFIG 3 MAINTENANCE → ↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 TERM CONFIG and press OK.
← TERM MENU 6 DATE AND TIME ↑ 7 MODEM CONFIG 8 TIPS ↓	Press 8 or use the ↑ and ↓ arrows to highlight 8 TIPS and press OK.
TIPS = NO	Press ← ↑ NO to have no TIP prompt show. Press ↓ → YES to have the terminal to show a TIP prompt in Credit and Debit card transactions. The printout will include the subtotal amount, TIP amount and the total sales amount on the receipt.
NO YES	
← TERM MENU 6 DATE AND TIME ↑ 7 MODEM CONFIG 8 TIPS ↓	Press CANC twice to return to Main Menu.

SELECTING THE LANGUAGE

The terminal has been configured to include both English and French language prompts. You can switch languages before or after you LOGON.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN.
MAIN MENU	Press ← arrow to select ADM.
ADM OTH RET	
← CONFIG MENU 1 TERM CONFIG → 2 PRINT CONFIG 3 MAINTENANCE →↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 TERM CONFIG and press OK.
← TERM CONFIG 7 MODEM CONFIG 8 TIPS 9 LANGUAGE →	Press 9 or use the ↑ and ↓ arrows to highlight LANGUAGE and press → arrow or press OK.
← SEL LANGUAGE 1 ENGLISH 2 FRENCH	Press 1 or use the ↑ and ↓ arrows to highlight ENGLISH and press OK. Press 2 or use the ↑ and ↓ arrows to highlight FRENCH and press OK.
← TERM CONFIG 7 MODEM CONFIG 8 TIPS 9 LANGUAGE →	Press CANC twice to return to Main Menu.

PRINT CONFIGURATION (ADM)

Prints out the various software and hardware levels of the terminal.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN.
MAIN MENU	Press ← arrow to select ADM.
ADM OTH RET	
← CONFIG MENU 1 TERM CONFIG → 2 PRINT CONFIG 3 MAINTENANCE →↓	Press 2 or use the ↑ and ↓ arrows to highlight 2 PRINT CONFIG and press OK.
<i>SAMPLE ONLY</i> CONFIGURATION 09/08/00 15.25 TERMINAL 01 SERIAL : 0000000000 –HARDWARE– MEMORY : 1024K TRANSMISSION : RADIO PROM : 128K SEC KEYBOARD : YES –SOFTWARE– OS CRC DFBA VERSION 3.20 <i>ETC.</i>	Terminal will print out a CONFIGURATION report.
← CONFIG MENU 1 TERM CONFIG → 2 PRINT CONFIG 3 MAINTENANCE →↓	Press CANC to return to Main Menu.

POWER OFF

Used to Power Off the hand set so the battery will not be drained.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN.
MAIN MENU	Press ← arrow to select ADM.
ADM OTH RET	
← CONFIG MENU 3 MAINTENANCE →↑ 4 MMS DOWNLOAD → 5 POWER OFF	Press 5 or use the ↑ and ↓ arrows to highlight 5 POWER OFF and press OK. TERMINAL WILL TURN OFF. Press FCN to turn on.

SECTION 8

**Appendix:
Short Range**

**Index:
Quick
Find**

**Schlumberger
MagIC™ 9000**

APPENDIX

SHORT RANGE CONFIGURATION

- ▶ The communication mode for the devices is 3101/Dial.
- ▶ There can be up to 3 terminals assigned per Base Station.
- ▶ For effective communication to the base station, the terminals should not be more than 75 meters from the base station.

TERMINAL DISPLAY	OPERATOR'S ACTIONS
WAITING TRANSACTION	Press FCN
MAIN MENU	Press ← arrow to select ADM.
ADM OTH RET	
← CONFIG MENU 1 TERM CONFIG → 2 PRINT CONFIG 3 MAINTENANCE →↓	Press 1 or use the ↑ and ↓ arrows to highlight 1 TERM CONFIG and press OK.
← TERM CONFIG 7 MODEM CONFIG 8 TIPS 9 LANGUAGE →	Press 7 or use the ↑ and ↓ arrows to highlight 7 MODEM CONFIG and press OK.
DIAL = RADIO	Press →↓ DIAL and press OK.
RADIO DIAL	
NUMERIC BASE NUMBER 1?	Key in the 5 digit Base Station No. found on the Bar Code label on the bottom of the Base Station and press OK.
BS 	
NUMERIC BASE NUMBER 2?	Key in the 5 digit Base Station No. found on the Bar Code label on the bottom of the Base Station if Second Base Station required and press OK.
BS 	
NUMERIC TERM? 1	Key in either 1, 2 or 3 depending on the number of terminals and press OK.
BS 	

...continued

APPENDIX

SHORT RANGE CONFIGURATION...continued

TERMINAL DISPLAY	OPERATOR'S ACTIONS
CONNECTION...	Terminal is trying to connect. Please wait.
PHONE NUMBER PREFIX	If the phone system uses a PBX enter the prefix and press OK.
BS [] [] []	
DIAL = TONE BASE NUMBER 1	Press ← or ↑ to select PULSE and press OK. Press ↓ or → to select TONE and press OK.
PULSE TONE	
WAIT = TONE	Press ← or ↑ to select YES and press OK. Press ↓ or → to select NO and press OK.
YES NO	
PRE DIAL = YES	Press ← or ↑ to select YES if you want PRE DIALING and press OK. Press ↓ or → to select NO and press OK.
YES NO	
← TERM MENU 5 PAPER ↑ 6 DATE AND TIME 7 MODEM CONFIG ↓	Press CANC twice to return to Main Menu.

IMPORTANT Please INITIALIZE the Terminal as shown on Pages 20 and 21.

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