TD

Freedom V
Merchant Guide

TD

CONTENTS

WELCOME TO TD MERCHANT SERVICES

We're glad you've decided on a TD Merchant Services Freedom V terminal. These merchant materials give you helpful information about your equipment and TD Merchant Services. Most importantly, they tell you how to contact us with any questions you may have.

CALL CENTER INFORMATION

Please call the TD Merchant Services Help Desk at 1-800-363-1163. We would be happy to answer any questions you may have.

Authorization:
24 hours a day, seven days a week

Printer/Stationery Supplies:
Monday - Friday, 8 a.m. - 5 p.m. ET

Terminal Inquiries:
24 hours a day, seven days a week

General Merchant Inquiries:
Monday - Friday, 8 a.m. - 8 p.m. ET

PRINTER/STATIONERY SUPPLIES

Please arrange payment for printer supplies directly with your supplier by Visa, MasterCard, or C.O.D. Reorder forms are included with each shipment of printer supplies. Order printer/stationery supplies by calling 1-800-363-1163.

POINT OF SALE PROMOTIONAL MATERIALS

For Visa, order these by calling 1-800-363-1163.

For *Interac* Direct Payment, we've included a starter kit with your terminal. Order additional materials by calling 1-800-363-1163.

THE PURPOSE OF THIS GUIDE

This guide provides instruction on the use and functionality of the Freedom V terminal using credit card, *Interac** Direct Payment* transactions, as well as additional accepted card types. It also provides general administrative guidelines with respect to both credit and debit.

The provision of Visa⁺ and/or *Interac* Direct Payment merchant services to you (the user) by TD Merchant Services is governed by the Merchant Services Agreement and any other agreement(s) that govern the services that we may provide to you. The use of the Freedom V terminal with respect to the provision of merchant services by a third party is governed by any agreement(s) with such third party.

CHIP CARDS (SMART CARDS)

As you may know, chip-enabled cards and terminals are being introduced throughout the retail and financial services industry across Canada because they help enhance the security of electronic point-of-sale debit and credit card transactions and provide faster, more efficient customer service at the checkout.

The new generation of smarter credit and debit cards – Chip cards - are coming to Canada and can now be accepted by your Chip-enabled Freedom V terminal. Chip cards are embedded with a microchip that can securely store encrypted information such as a cardholder's account number, Personal Identification Number (PIN) and credit limits.

With your new Chip-enabled Freedom V terminal from TD Merchant Services, you can now process transactions for Chip credit and debit cards issued by financial institutions in Canada and around the world.

You can still also continue to use your new Chip enabled terminals to process magnetic stripe transactions for credit and debit cards without chips.

PROTECTING CARDHOLDER PRIVACY

Remember you have a responsibility to protect your customers from possible credit card fraud by maintaining the confidentiality of their personal information. Visa requires that merchants protect cardholders' account and transaction information including cardholder names, account numbers and information embossed, encoded or appearing on Visa cards ("information") in accordance with the Visa *Account Information Security Standards*. You may not use Information for any purpose except to complete transactions authorized by the cardholder. Information must be stored in a secure area and only authorized staff should be given access to the Information. Information must be destroyed and rendered unreadable before it is discarded. If you make arrangements with any third party for the purpose of collecting, processing or storing information you must have a written contract with the third party which requires compliance with the Visa *Account Information Security Standards*. You must allow TD Merchant Services or Visa to inspect your premises and ensure that we can inspect the premises of any third party to verify that Information is securely stored and processed. The Visa *Account Information Security Standards Manual* is available at www.visa.com or for further information please contact TD Merchant Services.

PROTECTING YOURSELF FROM CREDIT CARDHOLDER FRAUD

This terminal is designed to further protect us from cardholder fraud. The Freedom V terminal can accept both magnetic stripe and chip enabled credit cards. The terminal is equipped with a Smart Card reader to read chip enabled cards and a magnetic stripe reader to read magnetic stripe cards. When the credit card is inserted into the Smart Card reader, the cardholder may be asked to enter a pin number or sign a receipt. For magnetic stripe transactions, please verify the credit card number and signature on the credit card against the merchant copy of the receipt. When the credit card is swiped using the magnetic stripe on the terminal, the cardholder number and expiry date automatically appear on the screen or the terminal will prompt for the last 4 digits of the card number to be entered. The terminal will not proceed with the transaction until the **OK** (green) key is pressed or the digits are entered. This allows the merchant time to verify that the numbers on the screen match the numbers embossed on the card. **Take the time to do this verification. Always take the time to verify that the cardholder's signature on the receipt matches the signature on the reverse of the card.**

WHEN TO CALL FOR CARDHOLDER AUTHORIZATION

- **Whenever the message CALL FOR AUTH is seen** - Do not attempt the transaction again. Press the **OK** (green) or **CANC** (red) key and call for a voice authorization immediately.

- **For magnetic stripe transactions, when the card number on the screen does not match the number embossed on the card** - Press the **CANC** (red) key and call for a voice authorization immediately. Request a CODE 10 authorization. In this situation, you may be dealing with a fraudulent card and CODE 10 will alert the financial institution to this possibility.

- **When the cardholder signature on the receipt does not match the signature on the reverse of the card** - Call for a voice authorization. Request a CODE 10 authorization. The financial institution will be able to advise whether or not the correct individual is using the card. They will also tell you how to proceed.

- **Whenever you have any doubts about the validity of a card or a transaction, do not hesitate to call for authorization.**

WHEN TO USE YOUR IMPRINTER

You must use your imprinter in each of the following situations.

- **If you are unable to swipe the card through the terminal due to a problem with the card's magstripe** - Key in the transaction manually, take an imprinted draft for the cardholder's signature, indicate the transaction details in the imprinted copy and staple the printer receipt to the signed copy.

- **If your printer is not working** - Take an imprinted draft for the cardholder's signature and indicate the transaction details on the imprinted copy.

- **If the system is down, the terminal does not ask for an authorization number and you receive a telephone authorization** - For magnetic stripe transactions, take an imprinted draft, note all transaction details on the draft. When the system becomes available, enter all manually imprinted transactions using the **FORCE POST MENU OPTION**, and staple all printed transactions to the imprinted sales drafts.

STORING CARDHOLDER RECEIPTS

Users are responsible for retaining all receipts to respond to cardholder inquiries.

These steps should help to conveniently store receipts.

1. Keep receipts in a secure place for at least one year. Envelopes arranged by date in a secured filing cabinet can work well.

2. Transaction receipts should be stored in a dark, secure area with limited access.

3. If you have several terminals use a separate envelope for each terminal.

4. For VISA transactions, file and store receipts for at least one year.

5. For Direct Payment transactions, store receipts as long as you retain cash register tapes.

6. If we need a receipt copy, send it to us within 8 days. Retain a copy of the receipt for your records.

For further information on your responsibilities to secure Cardholders' information please see page 2. The required storage and response times apply for TD Merchant Services only and may vary by financial institution.

DEBIT TRANSACTIONS DISPUTES

A customer, who complains regarding an alleged erroneous debit card transaction, must be referred to his/her own financial institution to correct the problem. User will be responsible for any attempt to make debit card account corrections and will not be reimbursed if a cash refund is provided to the customer.

OVERVIEW

The Freedom V terminal provides automatic credit card and debit card authorizations, and draft capture. The integrated printer provides cardholder receipts and printed reports for all balancing transactions. The magnetic stripe reader is used by the merchant to swipe a debit or credit card during a transaction. The terminal Smart Card reader is used by the merchant in integrated mode to insert a chip credit or debit card during a transaction. The optional PIN pad is used by the cardholder during a debit or credit card transaction to swipe (magnetic stripe) or insert (chip) their card, select their account/application and enter their PIN (Personal Identification Number) (if applicable).

Cardholder transactions are processed by selecting a transaction type, inserting the chip card in the Smart Card reader; swiping the card through the magnetic stripe reader; or manually keying in a credit card, and entering the transaction information. If the card is manually entered a manual imprint of the credit card is required.

All of the available transactions are described in the color coded Quick Reference Guides and this Merchant Guide.

TERMINAL SECURITY

The Freedom V terminal is capable of being used for unauthorized transactions including unauthorized debits to the merchant's account. It is the merchant's responsibility to take whatever steps are necessary to keep the terminal and any user IDs or passwords secure and to prevent unauthorized use. In any event, the merchant will be liable for any unauthorized use of the terminal or any user IDs or passwords.

Security can be placed on particular transaction types by request through the TD Merchant Services Help Desk.

There are several levels of user security in the terminal:

NO SECURITY
This option requires no action by the user on initial setup. This option means that the terminal is not setup to use IDs. It is the default setting for the terminal, and will allow access to almost every area of the terminal. Transaction descriptions will specify if security access is mandatory.

Users that choose to use no security, still have the option to setup a store/manager override ID and/or password to access areas of the terminal that have a mandatory requirement for supervisor password.

MEDIUM SECURITY
This option allows the user to setup supervisors and operators with an ID in ID Setup. Supervisors also require a password to be setup.

HIGH SECURITY
This option allows the user to set up supervisors and operators with an ID and password in ID Setup.

CHANGING PARAMETER VALUES

The terminal has the option of changing some parameter values directly inside it. It is recommended that all changes are called into the TD Merchant Services Help Desk and that they are downloaded if possible, so that

the system values are in synch with the values stored on the terminal. If the values are not updated on the system and the terminal is fully downloaded again, they will have to be manually adjusted each time.

TRANSACTION STORAGE

The terminal stores up to 10 business days of detailed transactions and 45 days of totals. The terminal can store a maximum of 999 transactions per batch.

REPLACING A PAPER ROLL

To open the printer, grasp the back of the terminal and pull it upwards and away from the terminal. Replace the paper.

To close the printer cover, pull the cover upwards, pull it forwards (toward the terminal) until it is resting on the paper, then push it down until it clicks.

THE TERMINAL

FRONT VIEW

SIDE VIEW

CHARGER REAR VIEW
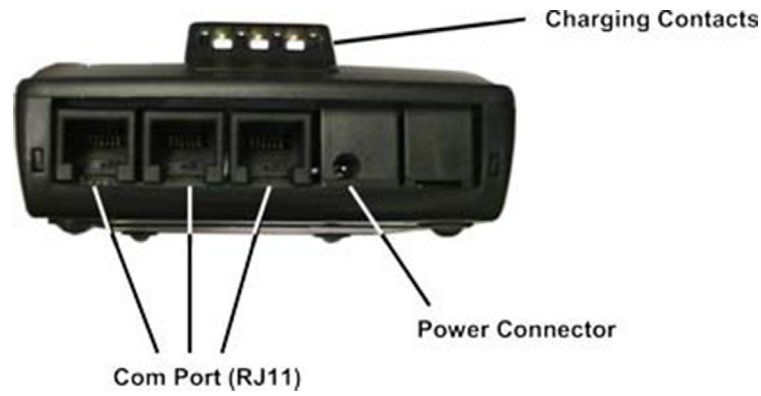
IDLE SCREEN

The TD logo is displayed in the center of the screen. The date and time are displayed on the top left of the screen. At the bottom of the screen, the functions associated with the function keys are displayed above each key.

If the terminal is in sleep mode, it will display the TD logo surrounded by a box on the screen (bottom left above).

To return to the idle screen, press the CANC key, until it is displayed.

STANDARD
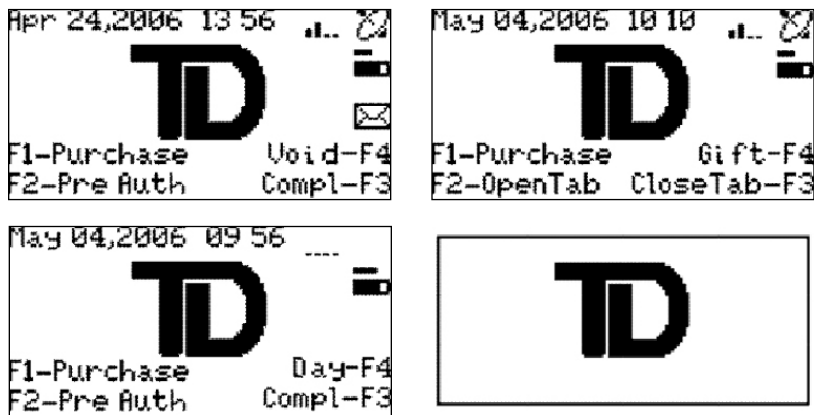
If the terminal is connected to the tower, it will display ⌬ to the right of the date and time along with the signal strength ▪▪▪▪. The battery icon ▬▯ will indicate the charge level of the terminal. If the terminal is charging it will display a moving bar above the battery icon ▬▯. If there is Priority Mail waiting to be read on the terminal, it will display a letter icon below the battery icon.

BLUETOOTH
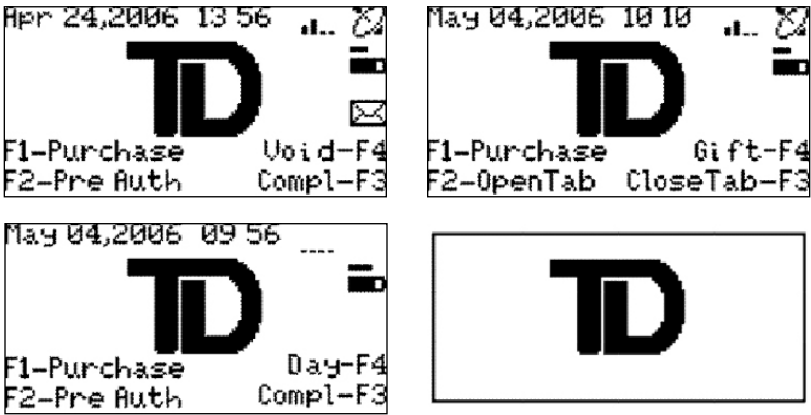
If the terminal is connected to the tower, it will display ⌬ to the right of the date and time along with the signal strength ▪▪▪▪. The battery icon ▬▯ will indicate the charge level of the terminal. If the terminal is charging it will display a moving bar above the battery icon ▬▯. If there is Priority Mail waiting to be read on the terminal, it will display a letter icon below the battery icon.

FUNCTION KEYS

F1
Used as the Purchase short cut key from the idle screen, or in response to a prompt. Used to page up in the menu selection screens.

F2
Used as the Pre-Auth or Open Tab short cut key from the idle screen, or in response to a prompt.

F3
Used as the Pre-Auth Completion or Close Tab (by invoice number) short cut key from the idle screen, or in response to a prompt.

F4
Used to select the Gift card transactions, a split payment transaction, a loyalty transaction, a void transaction or the Business Day Menu (Day) depending on the option displayed. To change the option displayed, please contact the TD Merchant Services Help Desk at 1-800-363-1163. Used to page down in the menu selection screens.

COMMAND KEYS

F KEY
Used as the Main Menu short cut key from the idle screen, or in response to a prompt. Used to switch between Alpha and Numeric modes for data entry.

CANC (RED KEY)
Used to interrupt and terminate the current transaction, function or warning message (except financial transactions) and return to the previous screen or the idle screen.

CORR (YELLOW KEY)
Used to delete all previous characters entered during data entry.

OK (GREEN KEY)
Used as a shortcut key to the Transaction menu from the idle screen. This Key is used to complete data entry keying sequences. Also used to acknowledge warning/information messages. It will print a duplicate copy of a transaction receipt when pressed at the authorization status screen.

DOT COMMA KEY
Used during data entry to enter a dot (period) or a comma. Used in combination with the CORR key to power off the terminal.

NAVIGATION BUTTONS

UP ARROW KEY
Used to scroll up screens within a menu or transaction listing line by line.

DOWN ARROW KEY
Used to scroll down screens with a menu or transaction listing line by line.

MORE DATA ARROWS

▲

Used to indicate that other menu options or data are available. They can be accessed by pressing the UP navigation button or the F1 key.

◆

Used to indicate that other menu options or data are available. They can be accessed by pressing the UP or DOWN navigation buttons or the F1 or F4 keys.

▼

Used to indicate that other menu options or data are available. They can be accessed by pressing the DOWN navigation button or the F4 key.

PAPER FEED KEY

If the terminal is powered off, this key powers on the terminal. In all other modes this key will advance the paper in the printer.

When the terminal is at the idle screen and voice support is activated on the terminal, this key activates the speed dial directory and the voice menu option. **(Standard only)**

ALPHA AND SPECIAL CHARACTERS

To enter an alpha character in either lower case or upper case, press the F key, then press the numeric key until the correct alpha character appears. Upper case characters will appear before lower case characters e.g. pressing the F key then pressing the 2 key 6 times will display the following characters in the following order:

A B C a b c

Pressing the key more than 6 times will repeat the display of the characters in the same order. If the key is not pressed quickly enough, and the letter appears again, the CORR key can be used to make corrections.

To enter a space or special character, press the F key (alpha mode) and then press the zero key two times. To access other special characters, press the F key (alpha mode) and then press the zero key 3 times, and a menu will appear with the following characters:
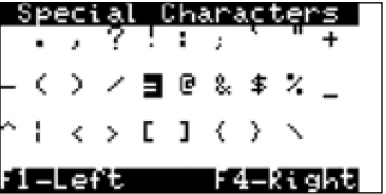
When the screen appears, navigate using the up and down navigation buttons, F1 and F4, or press CANC to exit without choosing a character.

TERMINAL MENU STRUCTURE

There are 2 ways to access the menu from the idle screen:

- **F Key**
  This key will access the Main Menu of the terminal.
- **OK Key**
  This key will access the default Transaction Menu of the terminal.

TRANSACTION MENU

- **Purchase**
- **Pre-Auth / Open Tab**
- **Incremental Auth /Top Up Tab**
- **Invoice Tab**
- **Pre-Auth Compl / Close Tab**
- **Void**
- **Refund**
- **Phone/Mail Purchase**
- **Force Post**
  - **Purchase**
  - **Pre-Auth / Open Tab**
  - **Incremental Auth**
  - **Phone/Mail Purchase**

MAIN MENU	LEVEL 2	LEVEL 3
Business Day	**Start/End of Day**	**Start of Day** **End of Day**
	Host Transaction	**Batch Subtotals** **Batch Close** **Send Offline (Standard only)**
	Business Day Reports	**Terminal Detail** **Terminal Balancing** **Day Subtotals** **Operator Detail** **Operator Balancing** **Pre-Auth / Tab Status** **Open Pre-Auth / Tab** **Tip Totals** **Outstanding SAF** **Cashback Totals**
	Batch Reports	**Terminal Detail** **Terminal Balancing**
	Customized Reports	**Transaction Details** **Totals** **Pre-Auth / Tab Status**
Gift Card	**(Options vary by Gift Card Program)**	
Split Payment		
Loyalty	**(Other options vary by Loyalty Program)**	
Receipt Reprint	**Last Receipt**	**Merchant Copy** **Customer Copy**
	Past Receipt	
Transaction Recall	**Trace #** **Detail** **Amount** **Account #** **Invoice #**	
	Pre-Auth Open	**Invoice #** **Detail**
Admin Function	**Logon / Logoff**	
	ID Setup	**Add** **Change Password** **View&Delete** **ID Report**
	Reset Invoice # **ISP Connect/Discon**	
	Connection Setup	**Connection Type (Bluetooth only)**
	Parameter Download	**Host 1 Params** **Host 2 Params**
	Training Mode	**Enter** **Exit**
	Reset Date/Time	
	Configuration Report	**Communications** **Customization** **Host 1 Settings** **Host 2 Settings** **Card BIN Ranges** **EMV**

Software Download
Diagnostics
System Info   **Report**

Priority Mail   **Check Mail**
                           Read Messages
                           Delete Inbox Message
                           Delete All Messages

Customization   **Receipt Banner**
                           Language
                           User ID/Password
                           Authority Setup   **Start of Day**
                                                        End of Day
                                                        Manual Account #
                                                        Batch Reports
                                                        Business Day Reports
                                                        Customized Reports
                                                        ISP Info
                                                        Gift Card
                                                        Priority Mail

                           Cashback
                           Auto Wakeup (Bluetooth
                           **   only)**

Service (Standard only)   **Speed Dial Directory**
* (from idle screen for
**   Voice Menu)**

** (from idle screen for   **Speed Dial**
**   Voice Menu) (Standard**   **Dial Maintenance**   **Insert Entry**
**   only)**   **Delete Entry**
                                                               Edit Entry
                           Manual Dial

FOLLOWING THE TRANSACTION FLOW

This section explains the transaction flow used in this manual and in the Quick Reference Guides. The flow starts on the top left side and is read down the windows and messages in the first column. If a message in square brackets appears in the column that is being read and its condition is met, go to the next column on the right to see the next set of windows.

( ):   Messages in these brackets require action by the user

[ ]:   Messages in these brackets indicate a condition that must be met for other messages to appear. The screens/information that follow this condition will be indented from the main section.

Screens/information that appear in the left column of the page will always appear to the user, while optional screens will appear on the middle or right columns.

Example: Transaction Flow

```
Purchase
VISA CREDIT

$2.00 OK?
```
                                                        This is a constant screen.

(To confirm amount, press OK)

```
Purchase
VISA CREDIT

Tip Option

F1-%               F4-$
F2-No Tip
```

[Tip Option]   **This is an optional condition.**

ADMINISTRATIVE FUNCTIONS

ID SETUP

ADD
Allows a user with a supervisor ID to add another supervisor or operator to the terminal. A maximum of 25 supervisors and 100 operators can be stored in the terminal. IDs and passwords are restricted to a maximum of 3 digits.

Menu Access   F   Admin Function   ID Setup   Add

```
     Add ID
     New ID
      ---
```

```
     Add ID
        Name
   Tr■_____

     Alpha
```

```
     Add ID

Select Authority Level

F1-Oper      F4-Super
```
(Select user level for ID entered)

```
     Add ID

   New Password
      ***
```
This screen is displayed if the supervisor level is chosen

```
     Add ID
Re-Enter New Password
      ---
```

```
     Add ID

   New ID Added
```

CHANGE PASSWORD
Allows a user to change their password.

Menu Access   F   Admin Function   ID Setup   Change Password

```
  Change Password
        ID
       ---
```

```
  Change Password
     Password
       ■_
```

```
  Change Password
   New Password
       ■_
```

```
  Change Password
Re-Enter New Password
       ---
```

```
  Change Password
  Password Changed
```

VIEW & DELETE
Allows a supervisor to view a list of all IDs currently set up in the terminal. While the list is displaying there is an option to delete any of the IDs. To delete an ID, use the up and down navigation buttons to select an ID. When the ID is highlighted, press the OK key and follow the prompts.

Menu Access   F   Admin Function   ID Setup   View & Delete

```
   View&Delete
  Supervisor ID
      ---
```

```
   View&Delete
     Password
      ---
```

```
   View&Delete
111
888 Tr
```

```
   View&Delete

  Delete ID 111

F1-Yes        F4-No
```

```
   View&Delete

   ID Deleted
```

ID REPORT
Allows a supervisor to print a report of all IDs currently set up in the terminal and their security level.

Menu Access   F   Admin Function   ID Setup   ID Report

LOGON/LOGOFF

Allows a user to logon or logoff of the terminal.

Menu Access   F   Admin Function   Logon/Logoff

DOWNLOADS

HOST 1
Downloads the terminal setup from TD Host 1. If this download is not successful, the terminal will not function until a successful download is performed.

Menu Access   F   Admin Function   Parameter Download   Host 1 Params

HOST 2
Downloads terminal information from TD Host 2. A partial download requires a call to a TD Merchant Services Help Desk operator for information to be downloaded. Performing a partial download without calling TD Merchant Services Help Desk will not download any information. Full downloads will pull all information currently stored at the Host for the terminal.

Menu Access   F   Admin Function   Parameter Download   Host 2 Params

RESET INVOICE NUMBER TO 1

Allows the supervisor to reset the value of the invoice number to 1 for automatic invoicing. This function cannot be performed in the middle of a batch. The batch must be closed, or have no transactions performed yet.

Menu Access   F   Admin Function   Reset Invoice #

SYSTEM INFO

Displays the software pack, version numbers of the application, security application and operating system within the terminal.

Menu Access   F   Admin Function   F4   F4   System Info

RESET DATE/TIME

Allows the user to reset the time in the terminal by communicating with Host 1. If the date and time are incorrect in the terminal and cannot be reset, no financial transactions can be performed.

Menu Access   F   Admin Function   F4   Date/Time Reset

CONFIGURATION REPORTS

These reports are for parameters stored in the terminals. These parameters are populated by a download.

Menu Access   F   Admin Functions   Configuration Reports   Communication

COMMUNICATION
Provides a report on the terminal communication settings.

CUSTOMIZATION
Provides a report on the terminal customization settings.

HOST 1 SETTING
Provides a report on the parameters downloaded to the terminal from Host 1.

HOST 2 SETTING
Provides a report on the parameters downloaded to the terminal from Host 2.

CARD BIN RANGES
Provides a report on the card BINs that are used by the terminal.

EMV
Provides a report on the EMV (chip card) settings that are used by the terminal.

CUSTOMIZATION MENU

Menu Access   F   Customization

LANGUAGE

Allows the supervisor to specify the default language of the terminal. The supervisor can use the scroll keys to select the options and press OK to accept.

USER ID/PASSWORD

Allows the supervisor to manage how his/her staff enter their operator IDs into the terminal. The supervisor can enable/disable the use of their staff entering operator IDs, or enable the use of passwords with operator IDs.

CASHBACK

Allows the supervisor to enable/disable debit cashback and set the values required for this option.

AUTO WAKEUP (BLUETOOTH ONLY)

Allows the supervisor to enable/disable the auto wakeup feature of the device.

AUTHORITY SETUP

Menu Access   F   Customization   Authority Setup

START OF DAY
Specifies whether a supervisor ID/password is required to access the start of day function.

END OF DAY
Specifies whether a supervisor ID/password is required to access the end of day function.

MANUAL ACCOUNT
Specifies whether a supervisor ID/password is required to enter credit card numbers manually.

BATCH REPORTS
Specifies whether a supervisor ID/password is required to access the batch reports. Does not impact the End of Day transaction.

BUSINESS DAY REPORTS
Specifies whether a supervisor ID/password is required to access the business day reports. Does not impact the End of Day transaction.

CUSTOMIZED REPORTS
Specifies whether a supervisor ID/password is required to access the customization menu.

GIFT CARD
Specifies whether a supervisor ID/password is required to enter the gift card menu.

PRIORITY MAIL
Specifies whether a supervisor ID/password is required to access the priority mail menu.

RECEIPT SETUP

RECEIPT BANNER

This option specifies a customized advertising message that will be printed at the end of the customer's receipt. There is a maximum of 26 characters across for single font, 20 characters across for double font, and up to a maximum of 9 lines. The font size is single by default on the terminal, however it can be switched to double on the terminal only.

Important: It is the user's responsibility to ensure that the advertising message complies with applicable laws. By using this feature, the user agrees that they are solely responsible for and TD Bank Financial Group will not be responsible for their advertising messages.

Note: To activate, after a Host 2 download, select YES and press the OK key until the menu reappears.

If the message is changed to double font and the line is more than 20 characters long, it will be truncated

Menu Access   F   Customization   Receipt Banner

Transaction Flow


```
      Receipt Banner
          Print
      Receipt Banner?

   F1-Yes         F4-No
```

[YES Selected]


```
      Receipt Banner
      # Of Print Lines
       For The Receipt
          (1-9)
            5
```



```
   Receipt Banner          Receipt Banner
      Line 1                   Line 1
     Font Size           --------------------
  F1-Single F4-Double
```
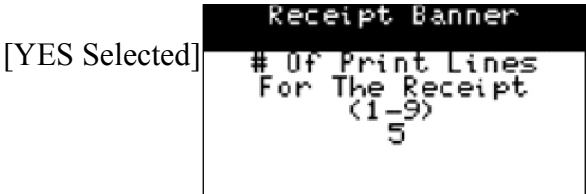
(The above 2 screens are repeated for the number of lines specified for

the receipt)

TRAINING MODE


```
May 04,2006 10 23
Training  TD
F1-Purchase    Void-F4
F2-OpenTab  CloseTab-F3
```

Training mode allows a supervisor to sign in and train another user on the functions of the terminal without impacting any live transactions or totals on the terminal.

Menu Access   F   Admin Function   Training Mode

Note: The [icon] icon on the top left of the screen will display only if the TCP/IP connection is active when entering training mode. Accessing the ISP Connect/Disconn menu option in training mode will not be allowed. (Bluetooth only)

The following menu options will not function during training mode:

Admin (the menu option can be accessed, but the different options will not work)
Customization
Priority Mail
Value Adds
Split Payment

All other menu options are available during training mode.

Any debit card can be used during training mode, with any 4 digit PIN.

On exiting training mode, all transactions, totals and reports done in this mode will be erased; i.e. they will not be stored.

BUSINESS DAY FUNCTIONS

START/END OF DAY

Menu Access   F   Business Day Start/End of Day

START OF DAY
Opens the business day of the terminal. No financial transactions can be processed until a Start of Day has been completed.

END OF DAY
Closes the business day of the terminal. Sends any stored transactions (SAFs), sends a batch close transaction and prints selected reports.

Important: This transaction must be performed at the end of each business day.

```
End Of Day

Close Business Day?

F1-Yes          F4-No
```

```
Supervisor ID
■_
```

```
Password
---
```

[Authority Override]

```
End Of Day
Day Cannot Be Closed
With Open Pre-Auths
Complete Pre-Auths
Now?
```
[Close Batch - Pre-Auth Open - Off] `F1-Yes          F4-No` or

```
End Of Day
Day Cannot Be Closed
With Open Tabs.
Close Tabs Now?

F1-Yes          F4-No
```

```
End Of Day
Open Pre-Auths Exist
Complete Pre-Auths
Now?
```
[Close Batch - Pre-Auth Open - On] `F1-Yes          F4-No`

```
Batch Subtotal

Sending
Please Wait
..
```

```
Close Batch

Sending
Please Wait
...
```

[Manual Batch Close Activated]

```
End Of Day
Printing
Business Day
Terminal Balancing
Report
```

```
End Of Day
Printing
Business Day
Terminal Detail
Report
```

[End of Day Reports Selected]

(A screen will display for each report type specified to be printed at the end of day)

```
End Of Day

End Of Business Day
Completed
```

HOST TRANSACTIONS

Menu Access   F   Business Day Host Transaction

BATCH SUBTOTALS
Communicates with the host to verify that the totals at the Host match those on the terminal for the current batch.

Note: This function is not necessary for merchants on Auto Batch Close.

BATCH CLOSE
Communicates with the host to close off the current batch of transactions

Note: This function is not necessary for merchants on Auto Batch Close.

SEND OFFLINE
Sends any transaction done in Offline Mode to the Host for authorization.

Important: This function automatically turns on the modem when selected. The terminal must be in a modem active area in order to be used. Once the function is completed the modem will be deactivated automatically.

REPORTS

There are several report options available in this terminal. Reports can be made on detailed transactions for the current business day and the previous business day.

Menu Access   F   Business Day   Business Day Reports

BUSINESS DAY REPORTS
These reports are for transactions performed in the current business day regardless of the number of batches that were closed.

TERMINAL DETAIL
Provides a report by card type on the details of the transactions done in the current business day.

TERMINAL BALANCING
Provides a report on the overall totals by card type for the transactions done within the current business day.

DAY SUBTOTALS
Provides a report on the overall subtotals by card type for the transactions done within the current business day.

OPERATOR DETAIL
Provides a report by operator ID and by card type on the details of the transactions done in the current business day.

OPERATOR BALANCING
Provides a report by operator ID on the overall totals by card type for the transactions done within the current business day.

PRE-AUTH / TAB STATUS
Provides a report on the status of all transactions initiated by a pre-auth / tab transaction.

OPEN PRE-AUTH/OPEN TAB
Provides a report on all pre-auth / tab transactions that have not been completed.

TIP TOTALS
Provides a report by operator ID on all tips obtained from transactions on the terminal.

OUTSTANDING SAF
Provides a report on all stored transactions that have not been sent to the Host for settlement.

CASHBACK TOTALS
Provides a report on the total Cashback amount processed through the terminal.

BATCH REPORTS

These reports are for transactions performed within the current batch.

Menu Access   F   Business Day   Batch Reports

TERMINAL DETAIL
Provides a report by card type on the details of the transactions done within the current batch.

TERMINAL BALANCING
Provides a report on the overall totals by card type for the transactions done within the current batch.

CUSTOMIZED REPORTS

These reports are for transactions performed in all business days currently stored in the terminal. The user selects the dates and times that they wish to report on. The ending date and time cannot be past midnight (23:59) of the current day.

Menu Access   F   Business Day   Customized Reports

TERMINAL DETAIL
Provides a report by card type on the details of the transactions done in the terminal. A maximum of 10 days of detailed transactions can be accessed for the report.

TOTALS
Provides a report by card type on the totals of the transactions done in the terminal. A maximum of 45 days of totals can be accessed for the report.

PRE-AUTH STATUS/TAB STATUS
Provides a report on the status of all transactions initiated by a pre-auth / tab transaction.

FINANCIAL TRANSACTIONS

This section contains the screen flow for all chip financial transactions.

PURCHASE

Places a charge on a customer's card. If the information was obtained by mail or by phone, please see the Magnetic Stripe Transactions section for the processing of Phone/Mail Purchase transactions.

Menu Access   F1   or   OK   Purchase   or   Swipe/Insert at idle

Transaction Flow

[Authority Override]

```
┌──────────────────────┐   ┌──────────────────────┐
│                      │   │                      │
│    Supervisor ID     │   │      Password        │
│      ■_              │   │       ---            │
│                      │   │                      │
└──────────────────────┘   └──────────────────────┘
```
(Enter the ID, press OK)   (Enter the password, press OK)

[Op ID Activated, No ID Logged On]

```
┌──────────────────────┐
│      Purchase        │
│     Operator ID      │
│       ■_             │
│                      │
└──────────────────────┘
```
(Enter the ID, press OK)

[Password]

```
┌──────────────────────┐
│      Purchase        │
│      Password        │
│       ■_             │
│                      │
└──────────────────────┘
```
(Enter the password, press OK)

[Manual Invoice Number Entry]

```
┌──────────────────────┐
│      Purchase        │
│      Invoice #       │
│      ---------       │
│                      │
└──────────────────────┘
```
(Enter the invoice number, press OK)

```
┌──────────────────────┐
│      Purchase        │
│       Amount         │
│    $___,__0.0█       │
│                      │
└──────────────────────┘
```
(Enter the amount, press OK)

```
        Purchase
      TURN UNIT
       TOWARDS
      CUSTOMER
```

```
        Purchase
   Swipe/Insert Card or
     Enter Account #
   ■_____
          $2.00
```

(Card is inserted/swiped/entered)
Important: Do not remove the card.

```
        Purchase
   4524000000000000
   Exp. Date MMYY 0906
    Verify Card Info
   Press OK to Continue
```

[Swiped Credit Card]

(Press OK if the account number
is correct or CANC to exit)

```
      Purchase              Purchase
  Enter Expiry Date    Manual Imprint Of
       MMYY            Card Is Required
       __/__
                       Press OK to Continue
```

[Manual Credit Card Entry]

(Enter the expiry date, press   (Imprint card. Press OK to
OK)   continue)

```
        Purchase
    Enter CVD From
      The Card
        ----
```

(Enter the 3 or 4 digit code printed
at the back of the card. Press OK
to bypass)

```
        Purchase
         Achat
      Use/Utiliser
   CREDITO DE VISA?

   F1-Oui/Yes  F4-Non/No
```

[Chip Application Selection]

(Press F1 to accept the application
or F4 to exit)
Note: If multiple applications, use
up and down arrow keys to
select the application.

[Chip Cardholder Language]

```
        Purchase
         Achat
    Select Language
     Sélect. lang.

   F1-English  F4-Franç.
```

(Customer selects language)

[Amt. Confirmation Required]

```
        Purchase
      VISA CREDIT

      $2.00 OK?
```

(Confirm amount, press OK)

[Customer Selected Cashback]

```
        Purchase
      Confirmation
   Purchase    $12.55
   Cashback    $10.00
   Total       $22.55
         OK?
```

(Select the amount of the cashback,
press OK to continue)

```
        Purchase
      Confirmation
   Purchase    $12.55
   Cashback    $10.00
   Total       $22.55
         OK?
```

[Tip Option]

```
        Purchase
      VISA CREDIT

      Tip Option

   F1-%            F4-$
```

```
      Purchase              Purchase
    VISA CREDIT           VISA CREDIT
    Tip Amount          Enter Tip Percent
                              (%)
    $_,__1.52                10■
```
or

(Enter the amount of the tip,   (Enter the percentage of
press OK. Press CORR to   the tip, press OK. Press
return to the previous screen)   CORR to return to the
                                     previous screen)

```
           Purchase
          VISA CREDIT
     Purchase      $15.24
     Tip            $1.52
     Total         $16.76

             OK?
```
(Press OK to confirm)

[Chip/Debit PIN Required]

```
     Enter PIN and OK

           ****
```
(Cardholder enters PIN, press OK)

[Debit Transaction]

```
           Purchase

        Select Account

    F1-CHQ         F4-SAV
```
(Select account)

[Faulty Chip - Fallback]

```
           Purchase

         Chip Error
        Use Mag Stripe
```
(Customer removes the card
and turns the unit to the
operator)

```
           Purchase

        Swipe Card or
       Enter Account #
    _____
```
(Swipe card or manually enter
card number and press OK)

[Swiped Credit Card]

```
           Purchase
      4524000000000000
      Exp. Date MMYY 0906
        Verify Card Info
      Press OK to Continue
```
(Press OK if the account number
is correct or CANC to exit)

[Manual Credit Card Entry]

```
       Purchase
   Enter Expiry Date
        MMYY
        __/__
```
(Enter the expiry date, press
OK)

```
       Purchase

  Manual Imprint Of
  Card Is Required

 Press OK to Continue
```
(Imprint card. Press OK
to continue)

```
       Purchase
    Enter CVD From
       The Card
        ____
```
(Enter the 3 or 4 digit code printed
at the back of the card. Press OK
to bypass)

[Invalid CVD - Operator Decision]

```
       Purchase
    CVD Validation
        Failed!

   Decline Transaction?
   F1-Yes        F4-No
```
(An invalid CVD response was received
from the issuer. Select F1 to decline the
transaction or F4 to accept)

[Supervisor Override]

```
     Supervisor ID
         ■_
```
(Enter the ID, press OK)

[Invalid CVD - Declined]

```
       Purchase

    Not Completed
        Due to
      Invalid CVD
```

[NSR - Customer Receipt]

```
       Purchase
      VISA CREDIT
        Approved
      Total: $2.00

    Print Receipt?

   F1-Yes        F4-No
```
(Select F1 to print the customer
receipt, F4 to bypass)

```
      Purchase
    VISA CREDIT

      Approved
    Total: $2.00
```

[Chip Integrated PIN Pad]

```
      Purchase
    VISA CREDIT

      Approved

    Remove Card
  Turn Unit To Operator
```

(Customer removes the card and
turns the unit to the operator)

PRE-AUTH / OPEN TAB

Authorizes a customer's card for an amount to be finalized at a later time.

This transaction does not place any charges on the customer's card, it holds the amount from their available credit for a future completion / close.

Note: If a pre-authorized transaction is not completed within 10 calendar days, the transaction will be dropped from the terminal, and will require reauthorization. Reauthorization is subject to the cardholder's current available credit.

Tab transactions must be closed before an End of Day can be performed.

Menu Access   F2   or   OK   Pre-Auth/Open Tab

Transaction Flow

```
    Supervisor ID
       ■_
```
```
       Password
        ---
```

[Authority Override]

(Enter the ID, press OK)   (Enter the password, press

OK)

```
      Pre-Auth

     Operator ID
        ■_
```

[Op ID Activated, No ID Logged On]

(Enter the ID, press OK)

```
      Pre-Auth

      Password
        ---
```

[Password]

(Enter the password, press OK)

```
      Pre-Auth

      Invoice #
     ---------
```

[Manual Invoice Number Entry]

(Enter the invoice number, press OK)

```
      Pre-Auth

       Amount
    $___,__0.0■
```
or
```
      Open Tab

       Amount
    $___,_50.00
```

(Enter the amount, press OK)

```
        Open Tab
      TURN UNIT
      TOWARDS
      CUSTOMER
```

```
      Pre-Auth              Open Tab
       Préaut.             Créer une note
 Swipe/Insert Card or    Swipe/Insert Card or
    Enter Account #          Enter Account #
 ■_____        ■_____

      $16.90                  $50.00
```
or

(Card is inserted/swiped/entered)
Important: Do not remove the card.

```
      Pre-Auth                Open Tab
 4524000000015387       4524000000015445
 Exp. Date MMYY 0906    Exp. Date MMYY 0906
   Verify Card Info       Verify Card Info
 Press OK to Continue   Press OK to Continue
```
[Swiped Credit Card]   or
(Press OK if the account number is correct or CANC to exit)

```
      Pre-Auth                Pre-Auth
 Enter Expiry Date       Manual Imprint Of
      MMYY                Card Is Required
      __/__
                        Press OK to Continue
```
[Manual Credit Card Entry]
(Enter the expiry date, press   (Imprint card. Press OK to
 OK)   continue)

```
      Pre-Auth
 Enter CVD From
   The Card
   ____
```
(Enter the 3 or 4 digit code printed
 at the back of the card. Press OK
 to bypass)

```
             Open Tab
           Créer une note
          Use/Utiliser
        CREDITO DE VISA?

        F1-Oui/Yes   F4-Non/No
```
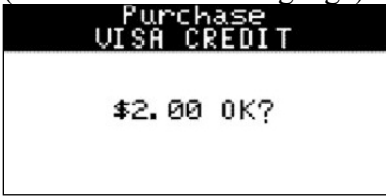[Chip Application Selection]
(Press F1 to accept the application
or F4 to exit)
Note: If multiple applications, use
up and down arrow keys to select.

```
      Pre-Auth                Open Tab
       Préaut.             Créer une note
 Select Language        Select Language
 Sélect. lang.          Sélect. lang.

 F1-English   F4-Franç  F1-English   F4-Franç
```
[Chip Cardholder Language]   or
(Customer selects language)

```
      Pre-Auth                Open Tab
     VISA CREDIT            VISA CREDIT

      $16.90 OK?             $50.00 OK?
```
[Amt. Confirmation Required]   or
(Confirm amount, press OK)

```
           Enter PIN
```
[PIN Required]
(Customer enters PIN, press OK)

```
             Open Tab
          Chip Error
        Use Mag Stripe
```
[Faulty Chip - Fallback]
(Customer removes the card
 and turns the unit to
 the   operator)

```
      Open Tab                Pre-Auth
 Swipe Card or          Swipe Card or
 Enter Account #        Enter Account #
 _____     ■_____
```
or
(Swipe card or manually enter card number, press OK)

[Swiped Credit Card]

```
      Pre-Auth
┌─────────────────────┐
│ 4524000000015445    │
│ Exp. Date MMYY 0906 │
│   Verify Card Info  │
│                     │
│ Press OK to Continue│
└─────────────────────┘
```
or
```
      Open Tab
┌─────────────────────┐
│ 4524000000015445    │
│ Exp. Date MMYY 0906 │
│   Verify Card Info  │
│                     │
│ Press OK to Continue│
└─────────────────────┘
```
(Press OK if the account number is correct or CANC to exit)

[Manual Credit Card Entry]

```
      Open Tab
┌─────────────────────┐
│  Enter Expiry Date  │
│       MM/YY         │
│       ■_/__         │
│                     │
└─────────────────────┘
```
(Enter the expiry date, press OK)

```
      Open Tab
┌─────────────────────┐
│  Manual Imprint Of  │
│  Card Is Required   │
│                     │
│ Press OK to Continue│
└─────────────────────┘
```
(Imprint card. Press OK to continue)

```
      Open Tab
┌─────────────────────┐
│   Enter CVD From    │
│     The Card        │
│      ----           │
│                     │
└─────────────────────┘
```
(Enter the 3 or 4 digit code printed at the back of the card. Press OK to bypass)

```
   Pre-Auth
  VISA CREDIT
┌──────────────┐
│              │
│ Please Wait  │
│     .        │
│              │
└──────────────┘
```
or
```
   Open Tab
┌──────────────┐
│              │
│  Receiving   │
│ Please Wait  │
│     .        │
└──────────────┘
```

[Card With Signature]

```
   Pre-Auth
  VISA CREDIT
┌──────────────┐
│              │
│  Approved    │
│ Total: $16.90│
│              │
└──────────────┘
```
or
```
   Open Tab
  VISA CREDIT
┌──────────────┐
│              │
│  Approved    │
│ Total: $50.00│
│              │
└──────────────┘
```

[Card with PIN]

```
   Pre-Auth
  VISA CREDIT
┌──────────────────┐
│                  │
│    Approved      │
│                  │
│  Remove Card     │
│Turn Unit To Operator│
└──────────────────┘
```
or
```
   Open Tab
  VISA CREDIT
┌──────────────────┐
│                  │
│    Approved      │
│                  │
│  Remove Card     │
│Turn Unit To Operator│
└──────────────────┘
```
(Customer removes the card and turns the unit to the operator)

INCREMENTAL PRE-AUTH / TOP UP TAB

Authorizes a customer's card for an additional amount above the original pre-authorized amount. Example; original pre-authorized/tab amount is $46.00, the incremental auth / top up tab is $20.00, the new pre-auth / tab amount is $66.00.

This transaction does not place any charges on the customer's card, it holds the amount from their available credit for a future completion / close. A card is not required to be present to process the transaction.

Note: If a pre-authorized transaction is not completed within 10 calendar days, the transaction will be dropped from the terminal, and will require reauthorization. Reauthorization is subject to the cardholder's current available credit.

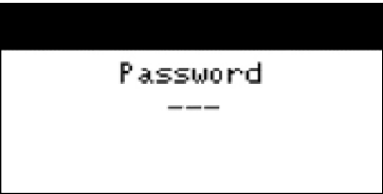Tab transactions must be closed before an End of Day can be performed.

Menu Access   OK   Incremental Auth/Top Up Tab

Transaction Flow

[Authority Override]

```
   Supervisor ID
┌──────────────┐
│              │
│    ■_        │
│              │
└──────────────┘
```
(Enter the ID, press OK)

```
     Password
┌──────────────┐
│              │
│    ---       │
│              │
└──────────────┘
```
(Enter the password, press OK)

[Op ID Activated, No ID Logged On]

```
  Incremental Auth
┌──────────────┐
│              │
│  Operator ID │
│    ---       │
│              │
└──────────────┘
```

[Password]

```
  Incremental Auth
┌──────────────┐
│              │
│   Password   │
│    ---       │
│              │
└──────────────┘
```
(Enter the password, press OK)

```
  Incremental Auth
┌──────────────┐
│              │
│  Invoice #   │
│  --------    │
│              │
└──────────────┘
```
or
```
   Top Up Tab
┌──────────────┐
│              │
│  Invoice #   │
│  --------    │
│              │
└──────────────┘
```
(Enter invoice number, press OK)

Incremental Auth

No Match

[Invoice Number Not Found]

(Press CANC to return to the invoice screen)

Incremental Auth

Amount
$___,__0.0_

or

Top Up Tab

Amount
$___,__0.0_

(Enter the incremental pre-auth / top up tab amount, press OK)

Incremental Auth

476173******0010
Authorized $26.90
Increment $50.00
Total $76.90

OK to Continue

or

Top Up Tab

476173******0010
Authorized $50.00
Increment $50.00
Total $100.00

OK to Continue

(Confirm amount, press OK to accept)

[Total Pre-Auth/Tab Over Maximum Limit]

Incremental Auth

476173******0010
Original $16.90
Final $76.90
Increment Over Limit
Full Auth Required

(Press CANC, process a full authorization)

Incremental Auth

Auth # 010070
Total $10.00

or

Top Up Tab

Auth # 021370
Total $20.00

INVOICE TAB

This transaction provides the cardholder with the final amount of their tab. The terminal will print a receipt for the cardholder. The cardholder will have to sign the merchant's copy of the receipt and will have an opportunity to include a tip. A card is not required to be present to process the transaction.

This transaction does not place any charges on the customer's card.

Note: Tab transactions must be invoiced before they can be closed.

Menu Access   OK   Invoice Tab

Transaction Flow

[Authority Override]

Supervisor ID
■_

(Enter the ID, press OK)

Password

(Enter the password, press OK)

[Op ID Activated, No ID Logged On]

Invoice Tab

Operator ID

Invoice Tab

Password

[Password]

(Enter the password, press OK)

Invoice Tab

Invoice #

(Enter invoice number, press OK)

Invoice Tab

Total Purchase
$___,_98.2_

(Enter the final amount to be billed to the cardholder. Press OK)
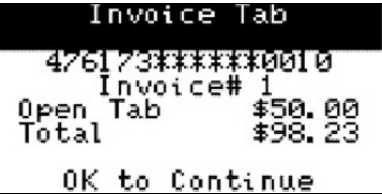
```
    Invoice Tab
  476173******0010
      Invoice# 1
 Open Tab      $50.00
 Total         $98.23

   OK to Continue
```
(Confirm amount, press OK to accept)

[Total Invoice Over Maximum Limit]

```
    Invoice Tab
  452400******5445
 Original      $5.00
 Final        $10.00

 Increment Over Limit
  Full Auth Required
```
(Press CANC, process a
full authorization)
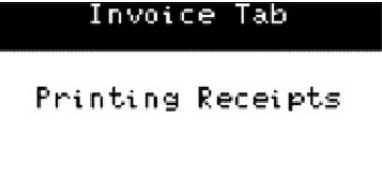
```
    Invoice Tab


  Printing Receipts


```
(Ask customer to sign the merchant
 receipt)

PRE-AUTH COMPLETION / CLOSE TAB

Completes a pre-auth transaction or closes a tab transaction. This transaction places a charge on the customer's card. A card is not required to be present to process the transaction.

The pre-authorization transaction can be completed with a tip or a final transaction amount. A zero dollar amount may also be entered for the final amount to void the original pre-auth transaction.

The tab transaction can be closed with a tip amount.

Note: Tab transactions must be invoiced before they can be closed.

Menu Access   F3   or   OK   Pre-Auth Completion / Close Tab

Transaction Flow
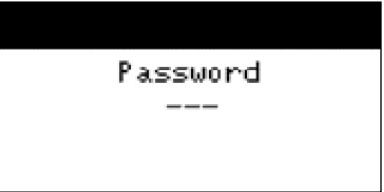
[Authority Override]

```
  Supervisor ID
     ■_
```
```
    Password
     ---
```
(Enter the ID, press OK)   (Enter the password, press OK)

[Op ID Activated, No ID Logged On]

```
 Pre-Auth Completion
    Operator ID
      ■_
```
(Enter the ID, press OK)

[Password]

```
    Close Tab

    Password
     ---
```
(Enter the password, press OK)
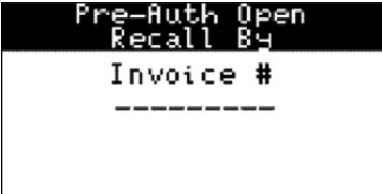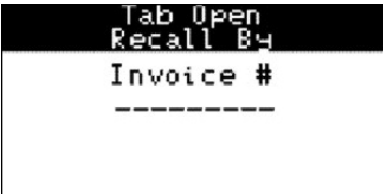
```
    Tab Open
   Recall By
   Invoice #
   ---------
```
or
```
  Pre-Auth Open
   Recall By
   Invoice #
   ---------
```
(Enter invoice number, press OK)

[Invoice Tab Not Completed]
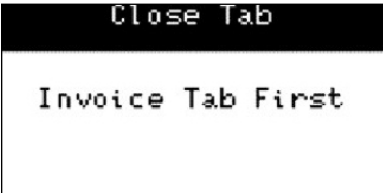
```
    Close Tab

  Invoice Tab First

```
(Tab must be invoiced first,
 press CANC to exit)

```
Pre-Auth Open
   Recall By
476173******0010
060504 122012 010039
Invoice # 18
ID-222      $16.90
```

(Transaction details displayed. Press
 OK to continue processing the
 transaction)

[Completion With Tip Off]

```
Pre-Auth Completion

   New Amount
$___,_19.00
```

[Tab / Completion With Tip On]

```
Pre-Auth Completion

   Tip Amount
  $_,_50.00
```
or
```
Close Tab

   Tip Amount
  $_,_50.00
```

(Enter tip amount, press OK)

[Final Amount Within Limits]

```
Pre-Auth Completion
476173******0010
Original    $16.90
Increment   $15.00
Final       $19.00

OK to Continue
```
or
```
Close Tab
476173******0010
Purchase    $98.23
Tip         $50.00
Final      $148.23

OK to Continue
```

(Confirm amount, press OK)

[New Amount Exceeds Limit]

```
Pre-Auth Completion
452400******5445
Original    $25.00
Final       $50.00

Increment Over Limit
Full Auth Required
```

(Press CANC, process as
 a purchase)

[Pre-auth / Tab + Tip Exceeds Limit]

```
Close Tab
Amount Exceeds
The Allowed Limit
Supervisor ID
   ---
```

(Enter supervisor ID, press OK)

```
Close Tab
$148.23 Exceeds
The Allowed Limit
  Please confirm
  OK / Canc
```

(To accept, press OK. To return
 to the tip screen, press CANC.)

```
Close Tab

  Password
   ---
```

(Enter password, press OK)

```
Close Tab

  Processing
  Tab Close
```
or
```
Pre-Auth Completion

  Processing
  Pre-Auth Completion
```

[Transactions Settled]

```
Tab Open
   Recall By
All Transactions
Have Been Settled
Send Them Now?

F1-Yes       F4-No
```

(Press F1 to send the transactions
to the host.)

```
Sending SAFs

  Receiving
  Please Wait
```

VOID

Voids a chip transaction done within the current batch. A card is not required to be present to process the transaction.

Note: If a supervisor voids an operator's purchase that includes a tip, the void will be logged under the supervisor's ID in the terminal reports, and the tip amount will be deducted from the operator's tips.

For debit transactions, the account type must be the same as the original transaction for the void to process.

Menu Access   Void - F4   or   OK   Void

Transaction Flow

[Authority Override]

```
┌──────────────────────┐
│     Supervisor ID    │
│          ■_          │
│                      │
└──────────────────────┘
```
(Enter the ID, press OK)

```
┌──────────────────────┐
│      Password        │
│        ---           │
│                      │
└──────────────────────┘
```
(Enter the password, press OK)

[Op ID Activated, No ID Logged On]

```
┌──────────────────────┐
│         Void         │
│      Operator ID     │
│         ---          │
│                      │
└──────────────────────┘
```
(Enter the ID, press OK)

[Password]

```
┌──────────────────────┐
│         Void         │
│       Password       │
│         ■_           │
│                      │
└──────────────────────┘
```
(Enter the password, press OK)

```
┌──────────────────────┐
│         Void         │
│       Trace #        │
│      ■_____          │
│                      │
└──────────────────────┘
```
(Enter trace number from original transaction, press OK)

```
┌──────────────────────┐
│         Void         │
│   010028 Open Tab    │
│   476173******0010   │
│  05-04-2006 11:28:09 │
│   Invoiced $11.00    │
│ F1-Void      F4-Back │
└──────────────────────┘
```
(Transaction details are displayed on the screen. Press F1 to accept, press F4 to return to the trace number screen)

```
┌──────────────────────┐
│     Void Open Tab    │
│                      │
│      Transaction     │
│       Completed      │
│                      │
└──────────────────────┘
```

REFUND
Returns money to the cardholder's account.

Menu Access   OK   Refund

Transaction Flow

[Authority Override]

```
 Supervisor ID
      ■_
```
(Enter the ID, press OK)

```
  Password
    ---
```
(Enter the password, press OK)

[Op ID Activated, No ID Logged On]

```
    Refund
  Operator ID
      ■_
```
(Enter the ID, press OK)

[Password]

```
    Refund
   Password
     ■_
```
Enter the password, press OK)

[Manual Invoice Number Entry]

```
    Refund
  Invoice #
  _____
```
(Enter the invoice number, press OK)

```
    Refund
    Amount
  $___,__0.0■
```
(Enter the amount, press OK)

```
    Refund
  TURN UNIT
   TOWARDS
  CUSTOMER
```

```
    Refund
    Remise
Swipe/Insert Card or
   Enter Account #
■_____
     $12.54
```
(Card is inserted/swiped/entered)
Important: Do not remove the card.

[Swiped Credit Card]

```
    Refund
 4524000000000000
Exp. Date MMYY 0906
  Verify Card Info
Press OK to Continue
```
(Press OK if the account number
  is correct or CANC to exit)

[Manual Credit Card Entry]

```
    Refund
 Enter Expiry Date
      MMYY
      __/__
```
(Enter the expiry date, press
OK)

```
    Refund
 Manual Imprint Of
 Card Is Required
Press OK to Continue
```
(Imprint card. Press OK to
continue)

```
    Refund
 Enter CVD From
   The Card
    ----
```
(Enter the 3 or 4 digit code printed
  at the back of the card. Press OK
  to bypass)

[Chip Application Selection]

```
    Refund
    Remise
    Use/Utiliser
  CREDITO DE VISA?

F1-Oui/Yes   F4-Non/No
```
(Press F1 to accept the application
or F4 to exit)
Note: If multiple
applications, use up and
down arrow keys to select
the application.

[Chip Cardholder Language]

```
    Refund
    Remise
  Select Language
  Sélect. lang.

F1-English   F4-Franç
```
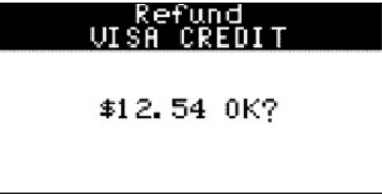
```
      Refund
   VISA CREDIT

    $12.54 OK?
```

(Confirm amount, press OK)

(Customer selects language)

```
        Refund

    Select Account

F1-CHQ          F4-SAV
```

[Debit Transaction]

```
   Enter PIN and OK

        ****
```

[PIN Required]

(Customer enters PIN, press OK)

```
        Refund

     Chip Error
    Use Mag Stripe
```

[Faulty Chip - Fallback]

(Customer removes the
card and turns the unit
to the operator)

```
        Refund

     Swipe Card or
    Enter Account #
   ------------------
```

(Swipe card or manually enter
 card number and press OK)

```
        Refund

   4524000000000000
   Exp. Date MMYY 0906
    Verify Card Info
   Press OK to Continue
```

[Swiped Credit Card]

(Press OK if the account number
is correct or CANC to exit)

[Manual Credit Card Entry]

```
        Refund
   Enter Expiry Date
        MMYY
        __/__
```

(Enter the expiry date, press OK.)

```
        Refund

   Manual Imprint Of
   Card Is Required

  Press OK to Continue
```

(Imprint card. Press OK to
  continue.)

```
        Refund
   Enter CVD From
      The Card
        ----
```

(Enter the 3 or 4 digit code printed
 at the back of the card. Press OK
 to bypass)

```
      Refund
   VISA CREDIT

    Approved
   Total: $12.54
```

[Integrated PIN Pad]

```
      Refund
   VISA CREDIT

    Approved

    Remove Card
   Turn Unit To Operator
```
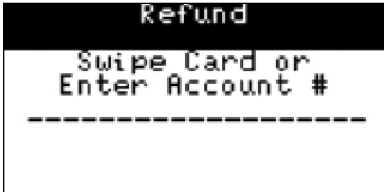
(Customer removes the card and
 turns the unit to the operator)

PHONE/MAIL PURCHASE

Processes a purchase transaction received by phone or mail order. This transaction is used when the card is not present for the transaction. For this reason cards can only be manually entered for this transaction.

Note: Phone/Mail Purchase transactions have a greater risk of chargeback because a signed and imprinted transaction record is not obtained from the customer.

Menu Access   OK   Phone/Mail Purchase

Transaction Flow

[Authority Override]

```
┌──────────────────────┐
│  Supervisor ID       │
│  ■_                  │
│                      │
│                      │
└──────────────────────┘
```
(Enter the ID, press OK)

```
┌──────────────────────┐
│  Password            │
│  ---                 │
│                      │
│                      │
└──────────────────────┘
```
(Enter the password, press OK)

```
┌──────────────────────┐
│ Phone/Mail Purchase  │
│      Amount          │
│  $___,_12.3█         │
│                      │
└──────────────────────┘
```
(Enter the amount, press OK)

```
┌──────────────────────┐
│ Phone/Mail Purchase  │
│  Enter Account #     │
│  ------------------  │
│      $12.35          │
└──────────────────────┘
```
(Enter the card number, press OK)

```
┌──────────────────────┐
│ Phone/Mail Purchase  │
│  Enter Expiry Date   │
│      MMYY            │
│      --/--           │
└──────────────────────┘
```
(Enter the expiry date, press OK)

```
┌──────────────────────┐
│ Phone/Mail Purchase  │
│  Enter CVD From      │
│     The Card         │
│      ----            │
└──────────────────────┘
```
(Enter the 3 or 4 digit code printed at the back of the card. Press OK to bypass)

[Op ID Activated, No ID Logged On]

```
┌──────────────────────┐
│ Phone/Mail Purchase  │
│  Operator ID         │
│  ■_                  │
│                      │
└──────────────────────┘
```
(Enter the ID, press OK)

[Password]

```
┌──────────────────────┐
│ Phone/Mail Purchase  │
│  Password            │
│  ■_                  │
│                      │
└──────────────────────┘
```
(Enter the password, press OK)

[Manual Invoice Number Entry]

```
┌──────────────────────┐
│ Phone/Mail Purchase  │
│  Invoice #           │
│  ----------          │
│                      │
└──────────────────────┘
```
(Enter the invoice number, press OK)

```
┌──────────────────────┐
│ Phone/Mail Purchase  │
│     Sending          │
│   Please Wait        │
│      .               │
└──────────────────────┘
```

FORCE POST

Note: Transactions processed through this menu function require a previously acquired authorization number.

PURCHASE
Process a purchase which has received a voice authorization

Menu Access   OK   Force Post   Purchase

Transaction Flow

[Authority Override]

```
┌──────────────────────┐
│█████████████████████│
│   Supervisor ID      │
│        ■_            │
│                      │
└──────────────────────┘
```
(Enter the ID, press OK)

```
┌──────────────────────┐
│█████████████████████│
│    Password          │
│      ___             │
│                      │
└──────────────────────┘
```
(Enter the password, press OK)

```
┌──────────────────────┐
│     Purchase         │
│    Amount            │
│ $___,_12.3█          │
│                      │
└──────────────────────┘
```
(Enter the amount, press OK)

```
┌──────────────────────┐
│     Purchase         │
│  Swipe Card or       │
│  Enter Account #     │
│ ──────────────────   │
│      $12.35          │
└──────────────────────┘
```
(Swipe card or manually enter card number and press OK)

[Swiped Credit Card]

```
┌──────────────────────┐
│     Purchase         │
│ 4524000000000000     │
│ Exp. Date MMYY 0906  │
│   Verify Card Info   │
│ Press OK to Continue │
└──────────────────────┘
```
(Press OK if the account number is correct or CANC to exit)

[Manual Credit Card Entry]

```
┌──────────────────────┐
│     Purchase         │
│ Enter Expiry Date    │
│      MMYY            │
│      __/__           │
│                      │
└──────────────────────┘
```
(Enter the expiry date, press OK)

```
┌──────────────────────┐
│     Purchase         │
│ Manual Imprint Of    │
│  Card Is Required    │
│ Press OK to Continue │
└──────────────────────┘
```
(Imprint card. Press OK to continue)

[Manual Invoice Number Entry]

```
┌──────────────────────┐
│     Purchase         │
│   Invoice #          │
│   _____          │
│                      │
└──────────────────────┘
```
(Enter the invoice number, press OK)

```
┌──────────────────────┐
│     Purchase         │
│  Authorization #     │
│   ■_____           │
│                      │
└──────────────────────┘
```
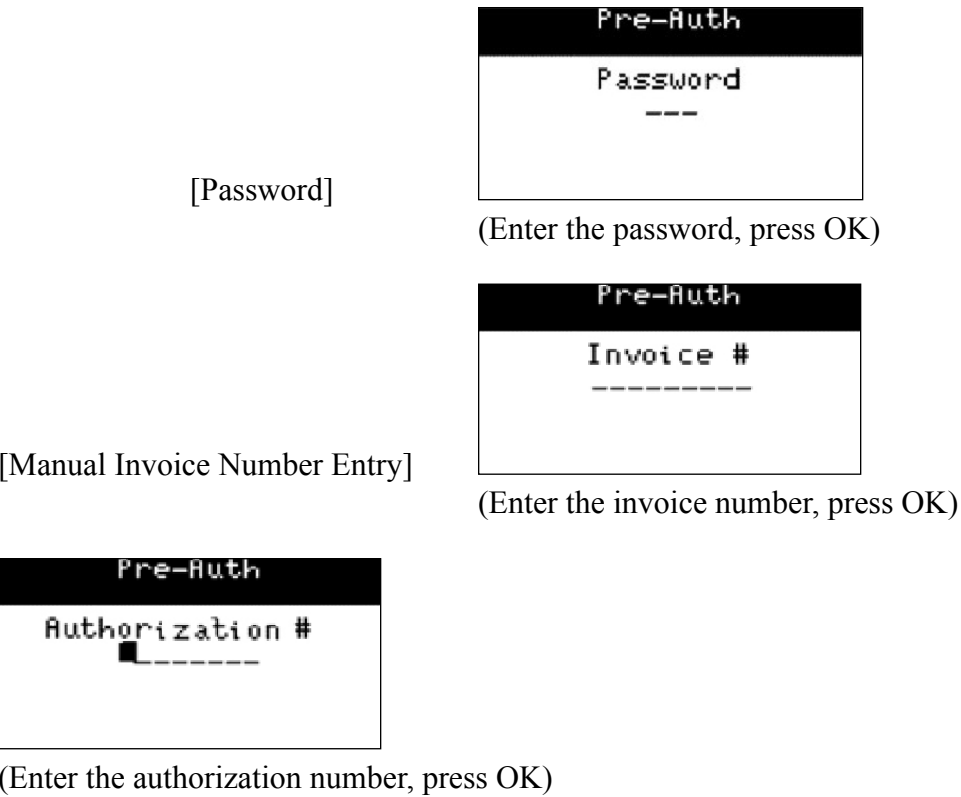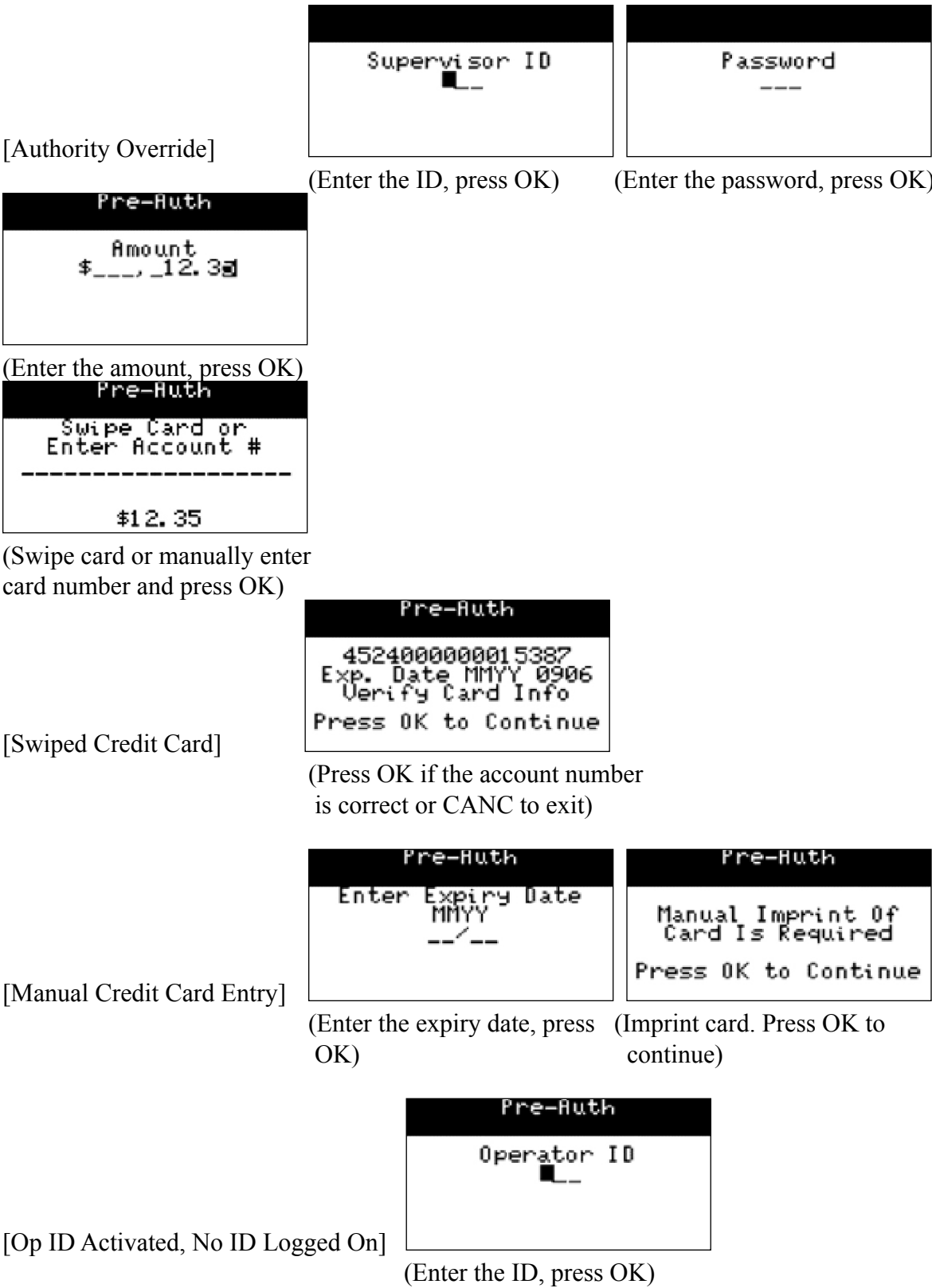(Enter the authorization number, press OK)

PRE–AUTH

Processes a pre-authorization transaction which has received a voice authorization.

Menu Access   OK   Force Post   Pre-Auth/Open Tab

Transaction Flow

[Authority Override]

```
+------------------------+
|     Supervisor ID      |
|          ■_            |
|                        |
+------------------------+
```
(Enter the ID, press OK)

```
+------------------------+
|       Password         |
|         ---            |
|                        |
+------------------------+
```
(Enter the password, press OK)

```
+------------------------+
| Pre-Auth               |
|        Amount          |
|     $___,_12.35        |
|                        |
+------------------------+
```
(Enter the amount, press OK)

```
+------------------------+
| Pre-Auth               |
|     Swipe Card or      |
|    Enter Account #     |
| ------------------     |
|       $12.35           |
+------------------------+
```
(Swipe card or manually enter card number and press OK)

[Swiped Credit Card]

```
+------------------------+
|      Pre-Auth          |
|  4524000000015387      |
|  Exp. Date MMYY 0906   |
|   Verify Card Info     |
|  Press OK to Continue  |
+------------------------+
```
(Press OK if the account number is correct or CANC to exit)

[Manual Credit Card Entry]

```
+------------------------+
|      Pre-Auth          |
|  Enter Expiry Date     |
|        MMYY            |
|        __/__           |
+------------------------+
```
(Enter the expiry date, press OK)

```
+------------------------+
|      Pre-Auth          |
|  Manual Imprint Of     |
|   Card Is Required     |
|  Press OK to Continue  |
+------------------------+
```
(Imprint card. Press OK to continue)

[Op ID Activated, No ID Logged On]

```
+------------------------+
|      Pre-Auth          |
|      Operator ID       |
|          ■_            |
|                        |
+------------------------+
```
(Enter the ID, press OK)

[Password]

```
+------------------------+
| Pre-Auth               |
|       Password         |
|         ---            |
|                        |
+------------------------+
```
(Enter the password, press OK)

[Manual Invoice Number Entry]

```
+------------------------+
| Pre-Auth               |
|       Invoice #        |
|      ---------         |
|                        |
+------------------------+
```
(Enter the invoice number, press OK)

```
+------------------------+
|      Pre-Auth          |
|    Authorization #     |
|      ■_____          |
|                        |
+------------------------+
```
(Enter the authorization number, press OK)

PHONE/MAIL PURCHASE
Processes a phone/mail purchase which has received a voice authorization.

Menu Access   OK   Force Post   Phone/Mail Purchase

Transaction Flow

[Authority Override]

```
Supervisor ID
   ■_
```
(Enter the ID, press OK)

```
Password
  ---
```
(Enter the password, press OK)

```
Phone/Mail Purchase
   Amount
$___,_12.3█
```
(Enter the amount, press OK)

```
Phone/Mail Purchase
   Enter Account #
-------------------
       $12.35
```
(Enter the card number, press OK)

```
Phone/Mail Purchase
  Enter Expiry Date
       MMYY
       --/--
```
(Enter the expiry date, press OK)

```
Phone/Mail Purchase
   Enter CVD From
     The Card
      ----
```
(Enter the 3 or 4 digit code printed
  at the back of the card. Press OK
  to bypass)

[Op ID Activated, No ID Logged On]

```
Phone/Mail Purchase
   Operator ID
      ■_
```
(Enter the ID, press OK)

[Password]

```
Phone/Mail Purchase
    Password
      ■_
```
(Enter the password, press OK)

[Manual Invoice Number Entry]

```
Phone/Mail Purchase
    Invoice #
    ---------
```
(Enter the invoice number, press OK)

```
Phone/Mail Purchase
  Authorization #
      ■_____
```
(Enter the authorization number, press OK)

TRANSACTION RECALL

This function allows the recall of a transaction by entering either the transaction amount, account number, invoice number or a trace number. Once a transaction is recalled there will be options to either void the transaction (if applicable), or do a Pre-Auth completion if it is a Pre-Auth transaction. Voids and completions cannot be done on debit transactions. Supervisors have the option to recall a particular ID or all IDs. Operators can select one ID or all, but will only be able to view their own transactions.

Note: Receipts are not printed for any Pre-Auth Completion transactions initiated from this menu.

Voids can only be processed if the original transaction is in the current batch.

Menu Access   F   Transaction Recall

Transaction Flow

Select Display or Print

DETAIL
Recalls the details of all transactions done within the current business day.

AMOUNT
Recalls transactions done within the current business day based on the amount of the transaction.

ACCOUNT
Recalls transactions done within the current business day based on the card number of the transaction.

INVOICE
Recalls transactions done within the current business day based on the invoice number of the transaction.

TRACE
Recalls transactions done within the current business day based on the sequence number of the transaction.

PRE-AUTH/OPEN TAB

INVOICE
Recalls open pre-authorized transactions within the current business day based on the invoice number. Allows a completion to be done on the transaction.

DETAIL
Recalls open pre-authorized transactions within the current business day based on the transaction details.

RECEIPT REPRINT

LAST RECEIPT
Menu Access   F   Receipt Reprint   Last Receipt

Transaction Flow

Select Same Language or Other Language

MERCHANT COPY
Reprints the merchant receipt of the last successful financial transaction in the same or other language of the original transaction.

CUSTOMER COPY
Reprints the customer receipt of the last successful financial transaction in the same or other language of the original transaction.

PAST RECEIPT
Reprints the merchant receipt of a financial transaction done within the last 10 days.
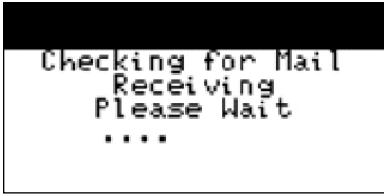
Menu Access   F   Receipt Reprint   Past Receipt

PRIORITY MAIL

CHECK MAIL

Allows the user to download mail from the mail server.

Menu Access   F   Priority Mail   Check Mail

Transaction Flow

```
Checking for Mail
     Receiving
    Please Wait
    . . . .
```

READ MESSAGES

Allows the user to read messages downloaded from the mail server.

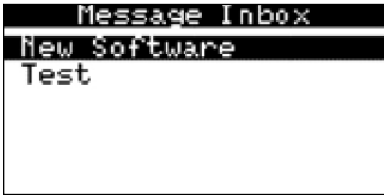**Menu Access**   F   Priority Mail   Read Messages

Transaction Flow

```
   Message Inbox
*New Software
*Test
```

```
<New Software>
There is a new
application software
for you to download.
It will take
approximately 10
mins.
```

(Use the up and down arrow keys to
 navigate, and OK to select a message)

DELETE INBOX MESSAGE

Allows a supervisor to delete a single message from the inbox.

Menu Access   F   Priority Mail   Delete Inbox Message

Transaction Flow

```
   Priority Mail

  Supervisor ID
      ---
```

```
   Priority Mail

     Password
     ■_
```

```
   Message Inbox
New Software
Test
```

(Use the up and down arrow keys
to navigate, and OK to select a
message for deletion)

```
   Message Inbox
New Software
```

(Press cancel if no more messages to delete)

DELETE ALL MESSAGES

Allows a supervisor to delete all messages in the inbox.

Menu Access   F   Priority Mail   Delete All Messages

Transaction Flow

```
   Priority Mail

  Supervisor ID
      ---
```

```
   Priority Mail

     Password
     ■_
```

```
   Priority Mail

   Mail deleted
```

BALANCING YOUR TRANSACTIONS

YOUR BALANCING WINDOW

Your balancing window is set into the system to reflect the time of the day you are most likely to do an End of Day. Depending on the time that has been chosen for your balancing window you will receive same or next business day deposit for Visa and debit card totals.

You are required to do an End of Day every day. If the End of Day is done after your balancing window all deposits to Visa, debit, and other card will be put forward to the next business day.

If an End of Day is not done, totals will remain in the terminal and are added to the following day's transactions. They will accumulate until an End of Day is done.

BALANCING STEPS

There is one simple step to balancing your terminal: an End of Day transaction. The End of Day consists of the following steps: **One -** closing the terminal to deposit all card totals to the appropriate accounts, **Two -** printing business day totals by card type and **Three -** printing all reports specified for the End of Day Reports.

VOICE FUNCTIONALITY (STANDARD ONLY)

This terminal is capable of placing and receiving phone calls with the use of an earbud. This service also comes with optional voice mail.

Note: TD Bank Financial Group will not be liable for any additional costs arising from the use of telephone functionality. Billing for the telephone functionality will be sent directly from Bell Mobility.

     If a phone call is made to the terminal at the same time that a transaction is being processed, the call will automatically be sent to voice mail (if available).

MAKE A PHONE CALL USING SPEED DIAL

From the idle screen press the '*' key, then press the numeric code for the phone number e.g. *5 or select from the list by pressing the UP/Down arrow keys and press OK.

MAKE A PHONE CALL USING MANUAL DIAL

From the idle screen press the '*' key until the Voice Menu appears, select Manual Dial, then type in the phone number that you wish to dial and press OK.

HOW TO ANSWER AN INCOMING CALL

An incoming call can only be accepted at the idle screen or sleep mode. On receiving a call, the terminal will make a ringing sound and have a flashing telephone on the screen. To answer the call, press the '*'. If the terminal is in the main menu, voice menu or powered off, the call will be sent to voice mail (if available) or will generate a busy signal to the caller.

TO SEND AN INCOMING CALL TO VOICE MAIL

If you receive a call on your terminal but do not wish to answer right away, the call can be sent to voice mail (if available) without waiting for the terminal to transfer it To do this, press the CANC or OK key while the terminal is ringing.

ADDING TO, DELETING FROM OR EDITING THE SPEED DIAL LIST

From the idle screen press the '*' key until the Voice Menu appears, then select Dial Maintenance. Select the function that you wish to perform by using the UP/DOWN arrow keys and press OK.

ACCESSING YOUR VOICE MAIL

Dial your phone number, when the operator comes on, press '#', enter your voice mail password then press '#'.

CALLING FOR HELP

Dialing 611 on the terminal will put you through to the TD Merchant Services Help Desk.
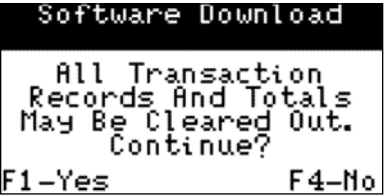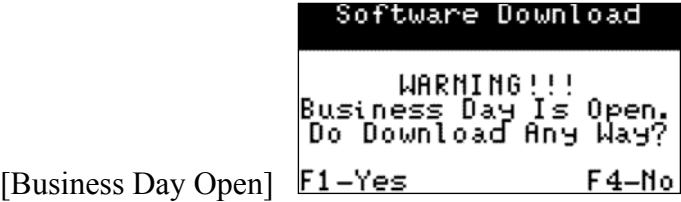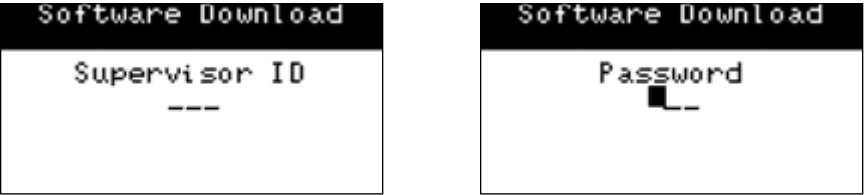
REMOTE SOFTWARE DOWNLOAD (BLUETOOTH ONLY)

This function allows the terminal to download a new software application from a remote host without the need for a technician on site. If the download is not completed successfully, the software will not be installed. Once the download is completed the software will be installed after a reboot of the terminal.

Note: The terminal must remain on the base for the complete download.

Important: The merchant might not be able to access any previous data on the terminal once the application is installed, including any outstanding pre-auths or tabs. It is highly recommended that the merchant print any reports for outstanding transactions that cannot be completed right away, as they will need to reenter these transactions when the new application is installed. Host 2 and Host 1 downloads are required after the software has been installed.

Menu Access   F   Admin Function   Software Download

Transaction Flow

```
 Software Download          Software Download

   Supervisor ID               Password
       ---                        █_
```

```
 Software Download

      WARNING!!!
 Business Day Is Open.
 Do Download Any Way?
[Business Day Open]  F1-Yes         F4-No
```

```
 Software Download

   All Transaction
  Records And Totals
  May Be Cleared Out.
      Continue?
 F1-Yes         F4-No
```

If NO is selected, the terminal will reboot and can be used. If YES is selected, the terminal will download the new software. Once the software is successfully downloaded, it will prompt the user to press OK to reboot the terminal.

Complete a Host 2, than a Host 1 download, follow the menu options described on page 17. After the download, the terminal can be used.

TRANSACTION FLOW TERMINAL MESSAGES

$ Limit Exceeded

The limit for the cardholder has been exceeded. The cardholder should contact their branch.

Amount $0.00 Not Allowed

An amount other than $0.00 must be entered to process this function.

Bad Communication

The terminal has detected a communication failure. Press the CANC key to end the transaction and retry it.

Batch Cannot Be Closed With Open Pre-Auths

A batch close was attempted while there were open Pre-Auth transactions, and this function had been disabled. Close the open Pre-Auth transactions in the terminal so that the batch can be closed.

Batch Cannot Be Closed With Open Tabs

A batch close was attempted while there were open Tab transactions, and this function had been disabled. Close the open Tab transactions in the terminal so that the batch can be closed.

Business Day Already Started

A Start of Business Day transaction was attempted after the day was already started. Either do an End of Day transaction or continue to process transactions for the current business day.

Cannot Process

The merchant cannot process this transaction. Please contact the TD Merchant Services Help Desk.

Card Not Set Up

The card cannot be used. The cardholder should contact their branch.

Card Use Limited

The card has been restricted.

Card Removed Too Soon Try Again

Press Cancel. Attempt the transaction again, do not remove the card until told to do so by the terminal.

Cashback Amount Exceeds Limit

The cashback amount selected is greater than the maximum limit set by the merchant. Please enter a lesser amount.

Check Printer

There is a problem with the printer. If the printer is out of paper, place a new roll in the printer. If not call Help Desk for assistance.

Cheq Not Set Up

Cardholder does not have a chequing account set up to be accessed by the debit card service.

Chip Error Use Mag Stripe

Chip Card cannot be read. Customer removes the card, turns the unit to the operator. Follow the prompts on the terminal.

Close Batch Failed End of Business Day Not Complete

The terminal request to close the batch was unsuccessful, therefore the End of Day transaction was not successfully completed. Retry the End of Day transaction.

Close Batch Now

The maximum number of transactions allowed per batch has been reached and no more financial transactions can be done. Perform the batch close transaction now.

Close Batch Soon

The maximum number of transactions allowed per batch is being approached. A batch close transaction should be done soon.

End of Business Day Already Completed

An End of Day transaction is being attempted after an End of Day has already been processed.

End of Business Day Process Cancelled

The End of Day Transaction was cancelled.

Excess PIN Tries

The cardholder has been declined due to too many incorrect PIN tries. The cardholder should contact their branch.

Faulty Card

The magnetic stripe reader was unable to read the card stripe. Retry the swipe, enter the card manually using the manual procedures or use another card.

Function Not Allowed

A function has been selected that is not allowed at the terminal.

ID Already Exists

The ID entered is already in the terminal. Please use another ID.

ID Table Empty

You are trying to view the ID list, but there are no IDs in the terminal.

Input Must Be At Least 1 Character

The OK key was pressed, and no data was entered. Please enter data, or press CANC to exit.

Input Must Be At Least 3 Characters

The OK key was pressed, and less than 3 characters were entered. Please enter at least 3 characters, or press CANC to exit.

Input Must Be At Least 9 Characters

The OK key was pressed, and less than 9 characters were entered. Please enter at least 9 characters, or press CANC to exit.

Input Must Be Greater Than Zero

Zero was entered for the number of payments in a Deferred/Equal Payment. Please enter a value greater than zero.

Input Not In Valid Range

The value that was entered is not within the range specified for this transaction. Please reenter the data, or press CANC to exit.

Internal Error

There is a problem with the application in the terminal. Write down the complete message and contact the TD Merchant Services Help Desk.

Invalid Account

The card number entered was not valid. Check the card number and reenter it, or enter another card number.

Invalid Card

The card number entered has not passed a validity check.

Invalid Date

The date entered is not in the right format or has incorrect data. Please reenter the date, or press CANC to exit.

Invalid Expiry Date

The expiry date entered is not in the right format or has incorrect data. Please reenter the date as MM/YY, or press CANC to exit.

Invalid ID

The ID entered does not exist. Please enter another ID. If the number entered is the assigned number, check with the supervisor.

Invalid Password

The password entered is not valid for this Supervisor. Please reenter the password.

Invalid User

The ID entered does not exist. Please enter another ID. If the number entered is the assigned number, check with the supervisor.

Last Transaction Cannot Be Voided

The last transaction was not a valid transaction for voiding. Please select another transaction.

Lost Carrier

The terminal cannot connect to the tower. Press the CANC key to end the transaction and retry it.

No Last Receipt Available

A reprint of the last receipt was attempted however there was no receipt available for the last transaction.

No Match

A transaction cannot be found with the given criteria.

No Response From Host

The terminal timed out waiting for a response from the host. Press the CANC key to end the transaction and retry the transaction.

No Transactions Found

A supervisor has requested a transaction list, or a report, however there are no transactions to be listed or reported.

No Transactions Found For The Given ID

An operator has requested a detailed transaction list, however there are no transactions with his ID to be listed.

Not Accepted

Card type is not allowed at the terminal or the card has expired.

Not Accepted Use Mag Stripe

Chip transaction is not accepted. Process transaction using the card's magnetic stripe.

Not Allowed Before Start Of Day

An attempt was made to do a financial transaction before a Start of Day procedure was performed. Do a Start of Day transaction first, then proceed.

Not Allowed Remove Card

An attempt was made to process a transaction using the card's Chip. Ask customer to remove their card and process the transaction using the card's magnetic stripe.

Not Allowed To Change Invoice # Method With Open Batch

An attempt was made to change the invoice # method (manual, automatic) while there were transactions in the current batch. Close the batch, and then change the invoice # method immediately.

Not Allowed To Change Invoice # Method With Open Pre-Auths

An attempt was made to change the invoice # method (manual, automatic) while there were open pre-auth transactions. Close the pre-auths, close the batch and then change the invoice # method immediately.

Not Allowed To Reset Invoice # With Open Batch

To reset the invoice number, the current business day/batch must be empty or closed.

Not Allowed To Reset Invoice # With Open Pre-Auths

To reset the invoice number, all Pre-Auths must be completed.

Not Completed

A transaction was cancelled by the cardholder or a terminal download was requested but was not successful. Retry the download once more if still unsuccessful, contact the Help Desk.

Not Completed Remove Card

A transaction was cancelled by the cardholder. The customer should remove their card.

Not Completed Obtain Card

The transaction did not complete successfully. The customer should obtain their card.

Number Not In The Range 1 – 9

The number entered is not in the acceptable range. Please reenter the number.

Number Not In The Range 1 – 4

The number entered is not in the acceptable range. Please reenter the number.

Obtain Card

This message reminds a cardholder to obtain their card after a debit transaction is completed.

Option Not Allowed

An option was selected that was not allowed on the terminal.

Parameter Init & Dwnld Cancelled

The user has cancelled a request to initialize the terminal and download the parameters.

Passwords Do Not Match

Password verification has failed because the reentered password is not the same as the password just entered.

Perform Parameter Download First

A function/transaction has been attempted before a parameter download has been completed.

PIN Error - Retry

The cardholder has entered the wrong PIN. Please enter it again.

Please Try Again

The transaction could not be completed. Try again. If the problem persists, call the TD Merchant Services Help Desk.

Processing…

The terminal is busy performing a function.

Processing Error

Cardholder cancelled a chip transaction at the PIN pad.

Processing Error Re-select Application

Press Cancel. Ask customer to press OK to re-select their application.

Receipt Not Available Press OK/Cancel

A debit transaction has been initiated, but the printer is not able to print a receipt. The customer has the option to proceed without the receipt being printed, or to cancel the transaction.

Reset Date & Time From The Menu

The terminal needs to verify the correct date and time with the host. Reset the date and time from the menu of the terminal.

Sav Not Set Up

Cardholder does not have a savings account set up to be accessed by the debit card service.

Service Not Allowed

A process was selected that was not allowed to be performed on this terminal.

System Error Contact Help Desk

A problem has been detected on the terminal. Call the Help Desk with the details of what was being done on the terminal and the error number.

Tab Already Invoiced

The user is attempting to invoice a tab transaction that has already been invoiced.

Tab Already Closed

The user is attempting to close a tab transaction that has already been closed.

Transaction Cancelled

The user canceled the selected transaction.

Transaction Already Completed

The user is attempting to complete a pre-authorization transaction that has already been completed.

Transaction Not Allowed

A debit card transaction has been swiped on a credit only transaction or vice versa. A transaction was attempted that was not allowed at the terminal.

Transactions Remaining Will Send Later

Not all of the SAFs could be sent to the Host. They will be sent with the next on-line transaction.

Transaction Type Not Allowed At Host. Call Help Desk.

The transaction attempted is not set up for this terminal. Contact Technical Support

Usage Exceeded

The cardholder has exceeded the number of transactions allowed in the same time period.

TD Merchant Services