



# **CALL CENTRE INFORMATION**

Please call the TD Merchant Solutions 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

# **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:**

Monday – Friday, 8 a.m. – 5 p.m. ET

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MERCHANT INFORMATION
Merchant Name
Merchant Number



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# Section 1 Responsibilities

With TD Generation, like any other Point of Sale (POS) product, the merchant is responsible for various security requirements to ensure cardholder privacy to prevent fraud. This section will cover what you as a merchant must do to ensure that your system is safe and secure.

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# Welcome to TD Merchant Solutions

## The Purpose of This Guide

This is a new and exciting product that offers new functionality for you, the merchant. The following materials will provide helpful information about the equipment, its features and TD Merchant Solutions. Please ensure you read this guide so that you become familiar with the capabilities of the TD Generation and how it can support your business needs.

This guide provides instruction on the use and functionality of the TD Generation 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 Interac Direct Payment. The provision of Visa+, MasterCard and/or Interac Direct Payment merchant services to you (the user) by TD Merchant Solutions 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 TD Generation terminal with respect to the provision of merchant services by a third party is governed by any agreement(s) with such third party.

## Legend

### Important Icons

The exclamation mark and the light bulb can be found throughout this guide. Be sure to read these warnings and helpful tips when you see them as they provide important information when using the TD Generation package.



Important Information



Helpful tip

## **Terminology**

There are a few terms we use in the guide that you should know to optimize your interactions with the TD Generation package.

**Portal -** This is the touch-enabled terminal used by the merchant. It has both a touchscreen and a touchpad.

**PINPad** - This keypad device is primarily used by the customer to enter their Personal Identification Number (PIN) and confirm transactions.

**Idle screen -** This is the default screen on the Portal when it isn't in use and has the TD logo displayed on it.

**Desktop screen** - This is the screen after the Idle screen. It contains the icons for the most commonly used transactions.

**Main Menu screen -** This is the screen after the Desktop screen. It contains the icons for less commonly used transactions.

## **Navigation on the Portal**

Navigation is simple with the touchscreen; a simple finger swipe will move you forward or backward one screen at a time.

### How do I access the...

## **Desktop screen?**

From the Idle screen:

- Tap the **Unlock** icon.
   OR
- Tap **OK**.

#### Main Menu screen?

From the Desktop screen:

• Place your finger on the right side of the touchscreen and swipe it to the left.

# **Protecting Cardholder Privacy**

As a merchant, you have a responsibility to protect your customers from possible credit card fraud by maintaining the confidentiality of their personal information. The industry requires that merchants protect cardholder's account and transaction information including:

- Names
- Account numbers, CVD/CID/CVV, etc., the three-digit data printed on the back of Visa and MasterCard or the four-digit data appearing on the front of an Amex card
- Information embossed, encoded or appearing on Visa cards ("information") in accordance with the Visa Account Information Security Standards

You may not use this information for any purpose except to complete transactions authorized by the card issuer.

All information must be:

- Stored in a secure area
- Accessible by only authorized staff
- 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 that is in compliance with the Visa Account Information Security Standards.
- You must allow TD Merchant Solutionsor 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 <a href="https://www.visa.com">www.visa.com</a> or under security information at <a href="https://www.mastercard.com">www.mastercard.com</a>. For further information, please
  contact TD Merchant Solutions.

## How should I store cardholder receipts?

The following are guidelines that you should use when storing cardholder receipts:

- Users are responsible for retaining all receipts to respond to cardholder inquiries.
- Keep receipts in a secure place for at least one year. Envelopes arranged by date in a secured filing cabinet can work well.
- Transaction receipts should be stored in a dark, secure area with limited access.
- If you have several terminals use a separate envelope for each terminal.
- For VISA transactions, file and store receipts for at least one year.
- For Direct Payment transactions, store receipts as long as you retain cash register tapes.
- If we need a receipt copy, please send it to us within eight days and retain a copy for your records.
- The required storage and response times are for TD Merchant Solutions only and may vary by financial institution.



 Thermal Paper Receipts cannot be stored in plastic coated products or exposed to direct heat/cold sources.

## How can I secure my TD Generation product?

The TD Generation terminal is able to perform unauthorized transactions including debits to the merchant's account due to fraudulent usage. It's the merchant's responsibility to take whatever steps are necessary to secure the terminal, any user IDs or passwords 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 Solutions Help Desk. See Section 6 – Administration and Configuration for more information.

Terminal security can be modified. There are two settings of user security in the terminal. They are:

### No Security

This is the default setting and requires no action by the merchant on initial setup. This option means that the payment system is not setup to use unique IDs. Merchants that choose to use no security still have the option to setup a store/manager override ID and password to access areas of the terminal that have a mandatory requirement for supervisor password.



This is the default setting and it will allow access to almost every function of the terminal.

#### Security

This option allows the user to setup supervisors and operators with an ID login in ID Setup. The supervisor setup requires you to create a password. You can activate this by going to Main Menu -> **Control Panel** -> Logon Method. See *Section 6 – Administration and Configuration* for more information.

## How can I secure force post and call for authorization transactions?

There are two more ways to further reduce fraudulent transactions on your terminal. They are:

## Force post fraud prevention

You can now enable/disable or password protect force post transactions on your terminal. If a force post transaction occurs the terminal will either:

- Disabled State that the transaction is not allowed and a different payment method is required.
- 2. Password protected Request a supervisor to enter their password.

Call the TD Merchant Solutions Help Desk to enable or modify this setting.

## Call for authorization fraud prevention

You can now enable/disable call for authorization transactions. Call the TD Merchant Solutions Help Desk to enable or modify this setting.

# Overview

The TD Generation terminal provides automatic credit /debit card authorizations and draft capture. The integrated printer prints cardholder and merchant receipts and printed reports for balancing transactions. The PIN pad is used by the cardholder during a debit/credit card transaction to insert/swipe/tap their card, select his account and enter their PIN (Personal Identification Number). The Generation PINPad has three readers: contact chip, contactless chip and magnetic stripe.

- The magnetic stripe reader is used by merchant to swipe a debit/credit card during a transaction. The merchant may need to swipe the card for the customer.
- The contact chip reader used by the customer to insert a chip enabled debit/credit card.
- The contactless reader is used by customer to tap a contactless debit/credit card.

Cardholder transactions are processed by selecting a transaction type, inserting or swiping the card through the card 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 this guide.



 If a signature is required for a credit card transaction, always verify that the cardholder's signature on the receipt matches the signature on the reverse of the card.

# How many transactions are stored and for how long?

The terminal can store up to 10 business days of detailed transactions and 45 days of totals and store a maximum of 999 transactions per batch and 1500 transactions per business day. As well, the Portal/PINPad can have multiple batches stored on it.

When do I call for cardholder authorization?		
Whenever	Action	
the <b>CALL FOR AUTH</b> message is seen. (No comm error seen)	<ol> <li>Don't attempt the transaction again.</li> <li>Press the <b>OK</b> (O) or <b>CANC</b> (X) key and call for a voice authorization immediately.</li> </ol>	
the <b>CALL FOR AUTH</b> message is seen. (Comm error seen)	<ol> <li>Try again the transaction again.         OR</li> <li>Tap the <b>OK</b> or <b>CANC</b> key and call for a voice authorization.</li> </ol>	
the card number on the screen does not match the number embossed on the card.	<ol> <li>Press the CANC (X) key and call for a voice authorization immediately.</li> <li>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.</li> </ol>	
the cardholder signature on the receipt does not match the signature on the reverse of the card.	<ol> <li>Call for a voice authorization.</li> <li>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.</li> </ol>	
you have any doubts about the validity of a card or a transaction.	<ol> <li>Call for a voice authorization.</li> <li>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.</li> </ol>	

When do I use my imprinter?		
Whenever	Action	
you're unable to use the cards chip or swipe the card through the terminal due to a problem with the card's magstripe.	<ol> <li>Key in the transaction manually.</li> <li>Take an imprinted draft for the cardholder's signature.</li> <li>Indicate the transaction details in the imprinted copy and staple the printer receipt to the signed copy.</li> </ol>	
your printer is not working.	<ol> <li>Take an imprinted draft for the cardholder's signature.</li> <li>Indicate the transaction details on the imprinted copy.</li> </ol>	
the system is down, the terminal does not ask for an authorization number and you receive a telephone authorization.	<ol> <li>Take an imprinted draft.</li> <li>Note all transaction details on the draft.</li> <li>Call for authorization.</li> <li>When the system becomes available, enter all manually imprinted transaction by going to: Desktop-&gt; Main Menu -&gt; Debit/Credit -&gt; Force Post, then staple all printed transactions to the imprinted sales draft(s).</li> </ol>	

# What do I do if there is a dispute over a debit transaction?

If a customer questions an alleged erroneous debit card transaction, they must be referred to their own financial institution to correct the problem. The merchant 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.

# **Summary**

After reading this section you now know how to:

- Identify the different components
- Protect cardholder privacy
- Protect yourself from credit cardholder fraud
- Address debit card transaction disputes

In the next section you'll learn about what comes in your TD Generation Welcome Kit.





# Section 2 Welcome Kit Contents

Now that you know what your responsibilities are as a merchant regarding the TD Generation package, you should review what's contained in the Welcome Kit.

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What do I do if I want to order more components (paper, etc.)?	10
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# TD Generation Welcome Kit Contents

What is always provided?		
Portal with power/data cable (shown) with power pack (not shown)	PINPad with power/data cable (shown)	Guides and Supplies
		Merchant Guide Quick Reference Guide Paper Rolls (4)

## What do I need to provide for the TD Generation product?

You are responsible for providing either a:

- Dial-up Internet connection, or a
- DHCP (Dynamic IP) Internet connection

If you ever decide to change your Internet service provider, ensure that your new connection is also DHCP; otherwise the TD Generation product will not function properly. If the only option is to have a static connection, you must install a TD router in order for the TD Generation product to function properly. If you're unsure about your Internet connection, or need to request a router, please contact TD Merchant Solutions Help Desk at **1-800-363-1163**.

# What do I do if I want to order more components (paper, etc.)?

If something is missing from your welcome kit or you require TD Generation supplies for your business, please contact TD Merchant Solutions Help Desk at **1-800-363-1163** and follow the prompts to place an order.

# Summary

After reading this section you should:

- Know what comes in your Welcome Kit:
  - o Portal
  - o PINPad
  - Merchant Guide
  - Ouick Reference Guide
  - o Paper rolls (4)
- How to order supplies

In the next section you'll learn more about each of the components mentioned in this section.





# Section 3 **Introducing TD Generation**

In this section you will learn about the Portal and PINPad components and how they work together.

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Summary

## The TD Generation

The TD Generation product is a new way for you to do business through the Portal and the PINPad. For your convenience, please see the table below for more information on each device and how it's used.

## The Portal versus the PINPad

#### The Portal:

- Used by the merchant
- Has a touchscreen and touchpad for navigation and data entry
- The merchant "taps" the icons on the touchscreen and the keys on the touchpad
- The merchant initiates transactions by entering the transaction type and dollar amount on the Portal



#### The PINPad:

- Used by the customer (primarily)
- Used for card entry (swipe/insert/tap)
- Has a keypad for data entry there is no navigation functionality on the PINPad
- The customer "presses" the keys on the PINPad
- The customer selects the payment method (credit, debit, gift card, etc.) on the PINPad once the transaction is initiated



# The TD Generation Portal

The Portal includes a built-in:

- Touchscreen (colour)
- Touchpad
- Speaker
- Printer

The Portal allows you, the merchant, to initiate customer transactions by entering the transaction type and dollar amount. Any customer interaction then takes place on the PINPad.

### **Portal Overview**

The Portal is comprised of touchscreen and a touchpad for you to monitor/modify and enter values into the TD Generation product.

On the touchscreen you will see various icons and screens (Idle, Desktop and Main Menu) that display all the information that you need to initiate and complete transactions.

#### 2.

The touchpad will be your primary method of inputting transaction data.

#### Paper Advance Key 3.

Tap this key to advance the paper roll.

#### 4.

**Lock Key**Tap this key to log off the current user. This should not be confused with the Unlock icon on the touchscreen.

#### **Command Keys** 5.

Tap these keys to:

- Cancel an entry (CANC/ANNUL),
- Return to previous screen/make a correction (CORR)
- Submit your entry (**OK**)

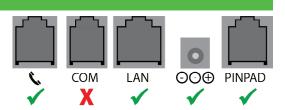


#### **Portal Ports**

On the back of the Portal there's a black cover. Under this cover are five ports. Only the four of them are used. They are the TELEPHONE port, LAN port, POWER port (denoted by three circles) and the PINPAD

Normally, you shouldn't access this panel, but if the Help Desk requests that you check your data cable or power cable, this is where you would access them.

The **COM** port is currently not used.



#### **Portal Icons**

Below is a list of important touchscreen icons that you will see on the Portal.



#### **Help System**

Tap this icon to access the Help System screen. It contains system information and troubleshooting tips for the TD Generation product. This icon is present on all screens.



#### Time

The current time is displayed. Tap the time to access time, month and date with the option to use the calendar option to view future months or years. The time is present on all screens.



#### **Control Panel**

Tap this icon to access customization options for the TD Generation product. This icon is present on the *Desktop* and *Main Menu* screens.



## Internet (Connected)

This icon indicates that your Portal is connected to the Internet and in communication with the financial transaction servers. Tap this icon to pull up the Internet connection information such as IP address, Netmask, etc. This icon is present on all screens.



## Internet (Disconnected)

This icon indicates that your Portal is **not** connected to the Internet and **cannot** communicate with the financial transaction servers. This icon is present on all screens.



**PINPad Disconnected**This icon indicates that the customer PINPad is disconnected from the Portal. If you see this icon, confirm that the PINPad cord is securely inserted into the **PINPAD** port on the back of the Portal and that the COM cable is securely inserted into the **COM** port on the back of the PINPad. This icon contains no information. This icon is present on all screens.



#### Mail

An envelope icon indicates whether you have an email waiting. A supervisor ID and password may be required to access it.



#### Unlock

Tap the **Unlock** icon from the Idle screen to access the Desktop screen where your transaction icons are. An ID and password may be required. This icon is present on the *Idle* screen.



#### **Back Arrow**

Tap the **Back Arrow** icon to go back to the previous screen. This icon is present on the *Help, Control Panel* and some transaction screens.

3 4

16:20

2

## **Idle Screen**

The default screen is called the Idle screen. This screen displays important information and different ways to access the Portal's functionality via icons. You will see the following information:

1. Help System Icon

Tap the **Help System** icon in the top-left corner of the screen to access system info and basic trouble-shooting.

## 2. Current Time

The current time is displayed. Tap the **time** to access time, month and date with the option to use the calendar option to view future months or years.

3. Internet Status (Connected or Disconnected) Icon
This is an indicates whether your terminal is properly connected to the

This icon indicates whether your terminal is properly connected to the Internet. If it isn't you'll see a red circle with a white dash overlaid over the connection icon.

#### 4. PINPad disconnected Icon

This icon indicates that the customer PINPad is disconnected from the Portal. You will only see this if there's a PINPad connection problem.

#### Unlock Icon

Tap the **Unlock** icon to access the Desktop screen where your transaction icons are. An ID and password may be required to log in.

## **Desktop Screen**

From the Idle screen, tap the **Unlock** icon and the *Desktop* screen appears. You can tell it's the *Desktop* screen as its name is along the left side of the screen. Also, the **Control Panel** (3) icon appears along the top of the screen.

#### Navigation

Like many touchscreen smart phones currently on the market, a simple finger swipe will move you forward or backward one screen.

When navigating from screen to screen, you can see how many are available to you, and which you're viewing, by the number of grey and white dots along the top of the screen. White represents which screen you're viewing and the grey show the other screens accessible to you. In the case here you're on the first screen of three.



#### Customization

The *Desktop* screen displays up to nine icons that represent that various options on the terminal. The first three icons on the *Desktop* screen (Purchase, Void and Day Close) are fixed and cannot be changed or moved. The remaining six icon positions can be filled with other icons that are commonly used by you.

Your available options are:

- Phone / Mail Purchase
- Cash Purchase
- Pre-Auth / Open Tab
- Incremental Auth / Top Up Tab
- Invoice Tab
- Debit/Credit

- Pre-Auth Completion / Close Tab
- Gift Card Redeem
- Loyalty Award
- Force Post Purchase
- Last Receipt



- To have any of any these options added to your terminal's desktop, please contact the TD Merchant Solutions Help Desk at 1-800-363-1163.
- At this time you cannot have more than nine icons on the Desktop screen. If you have more than nine icons, the remaining icons will be found on the Main Menu screen(s).

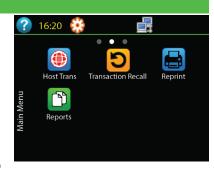
## **Menu Screen**

To enter the *Main Menu* screen, go to the *Desktop* screen and then swipe the screen to the left. Its name is displayed along the left side of the screen.

This screen displays icons that aren't used as much as the *Desktop* screen icons.

- Debit / Credit
- Gift Card
- Lovalty
- Cash Transaction
- Host Transactions
- Transaction Recall
- Reprint

- Air Miles
- Reports
- Priority Mail
- Admin
- Service (TD Technicians only)



#### Customization

Main Menu screen customization is not available as its contents are set.



There may be more than one Main Menu screen on your terminal. The number of screens will
depend on the number of icons used on the Portal. If there are more than nine used there will
be more than one Main Menu screen. In the case here you're on the second screen of three.

## **Help System Screen**

You will see this screen if you tap the **Help System** icon. A blue menu appears and its name is displayed along the left side of the screen. This screen displays the help and system options for the product.

#### 1 Device Info

This option provides basic information that is useful when contacting Help Desk.

#### 2. Contact Helpdesk

This option provides the Help Desk's phone number.

## 3. Test Communications

This option will determine if your TD Generation product is able to communicate properly with the necessary servers.



#### Control Panel Screen

You will see this screen if you tap the **Control Panel** icon. An orange menu appears with its name is displayed along the left side of the screen. This screen displays the Control Panel options to customize the Portal.

These options are covered in detail in *Chapter 6 – Administration and Configuration*.



# The TD Generation PINPad

The Customer PINPad is the customer component of the TD Generation package. It includes built-in:

Colour screen

Speaker

Numeric/command keypad

Customers use it to accept transactions, insert or swipe their payment card (debit, credit, gift, loyalty, etc.) and enter any security codes for transactions.

**Note:** In some rare cases you, the merchant, will use the PINPad to enter information such as when entering the CVD number on a manual credit card purchase.

#### **PINPad Overview**

The PINPad is comprised of a display screen and the various keys that a customer will use to complete financial transactions. Below is an overview of the PINPad keys.

1. Option Keys

Use the option keys to make onscreen selections or choices.

2. Magnifying Glass Key

This button is reserved for future functionality.

3. Speaker Volume Key

Press this key to adjust the speaker volume on the PINPad.

**Note:** If you want to adjust the Portal's volume, you must do so through the **Speaker Volume** option under Portal's **Control Panel** icon.

4. Command Kevs

Use these keys to:

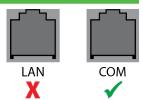
- Cancel an entry (red X),
- Return to previous screen/make a correction (yellow <) or</li>
- Submit your selection (green O)



## **PINPad Ports**

On the bottom of the PINPad there's a plastic panel. Under this panel are two ports. Only the right one, the **COM** port, is currently used. The COM cord also serves as a power cord when connected to the Portal.

Normally you shouldn't access this panel, but if the Help Desk requests that you check your data cable or power cable, this is where you would access them from.



# **Summary**

After reading this section you should:

- Know the difference between the Portal and the PINPad and their respective roles
- Understand the different ports and their connections on the Portal and PINPad
- Understand the components on the Portal (touchscreen versus touchpad)
- Be able to access and navigate the Portal's Desktop, Main Menu, Control Panel and Help System screens
- Understand the different icons located on the Portal's touchscreen
- Know what icons can be customized on the Desktop screen

In the next section you'll learn about the financial transactions that can be performed on the Portal and PINPad.





# Section 4 Financial Transactions

Now that you know what each of the TD Generation components do, it's time to learn about how to use it in day-to-day business situations.

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# Using the TD Generation

## How do I read the financial transaction instructions?

The transactions are laid out in sections to help you find where the transaction icon/menu is located on the Portal and then explains how to perform it. The following is an explanation on how to navigate the transaction tables in this guide.

## Title of the transaction

Description of the transaction.

- Helpful tip
- Important information

#### **NAVIGATION**

on the Portal screen.



Desktop -> Main Menu -> Cash Trans -> Cash Purchase

on the PINPad screen.

The Navigation pane shows you how to locate the desired transaction. The bolded step is the last icon in the process – in this case Cash Trans(action). Its icon is also located to the left for your reference. Anything appearing after the bolded entry is a menu option that you would enter after selecting the icon

the step.

would enter a	ifter selecting the icon.	
PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
This column will show you what will be seen	This column will show you what will be seen	This column will show <b>what you must do</b> to proceed and explain any specifics required to perform

**Note:** Each screen (Portal and PINPad) shows the transaction being performed at the top of the screen as well such as Purchase, Purchase Credit Card, Void, etc.

A green shaded step (as seen below) shows which device an activity in the **EXPLANATION** column is performed on: Portal, PINPad or a choice between the two.

Portal Activity	PINPad Activity

#### OPTIONAL/DEPENDENT STEP

There are two reasons why you may see a light grey box like this:

- 1. This is an optional step. Some transactions may have optional steps depending on the circumstances or configuration of your system (tips, cash back, etc.).
- 2. This step is dependent upon a previous choice. A good example of this is whether the customer swipes/inserts their credit card versus you manually entering the card information.

**Note:** This light grey box may also refer you to another transaction that has the steps already listed. They are comprised of multiple steps and would make transactions too long to include them in every procedure that offers them. A good example of this is an Air Miles transaction.

If you see steps in a white box like this, it means that they're mandatory and are part of the optional/dependent step.

# **Performing Common and Optional Transactions**

Some transactions will only be seen if your system has certain options enabled, or if you or the customer select a certain option during a transaction. Due to this, these have been called out here and are referred to throughout Section 4 – Financial Transactions.

## **Common Transactions**

These transactions are payment methods available on the TD Generation product. You may see some or all of the following transactions. For example, you may not see the option to tap a credit or debit card as a method of payment. It depends upon whether this functionality is enabled on your TD Generation Portal/PINPad

## How do I process an insert credit card transaction?

This is used for processing transactions where the customer has used the PINPad to insert their chipenabled, credit card.

,		
PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
PIN Entry	Enter PIN and press OK.	Customer enters their <b>PIN</b> and presses <b>OK</b> .
1		

# How do I process a swipe credit card transaction?

This is used for processing transactions where the customer has used the PINPad to swipe the magnetic strip on their credit card.

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
PIN Entry	Enter PIN and press OK.	Customer enters their <b>PIN</b> and presses <b>OK</b> .
		This transaction is similar to a tapped debit or credit card. Unless there is a problem, it will complete the transaction and then print the receipt.

## How do I process an insert/swipe debit card transaction?

This is used for processing transactions where the customer has used the PINPad to swipe or insert their debit card.

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Account Selection	Select Account	The customer selects where the funds will be drawn from:
		CHEQUING
		• SAVINGS
PIN Entry	Enter PIN and Press OK.	Customer enters their <b>PIN</b> and presses <b>OK</b> .
		The terminal begins the authorization process.
\$XX.XX	Cash: \$XX.XX	Customer removes their debit card.
Approved	Total: \$XX.XX	
	Approved	

# How do I process a tap credit/debit card transaction?

This is used for processing transactions where the customer taps their credit or debit card on the reader. This transaction option may not be activated on your TD Generation product. Availability is determined at the time of installation.



- You will only see this transaction option if the total transaction amount is \$50.00 or less.
- This option does not appear for transactions initiated by Manual Entry.

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Please Wait	Please Wait	Customer taps their contactless-enabled debit/ credit card on the PINPad screen.
		This transaction is similar to a swiped credit card. Unless there is a problem, it will complete the transaction and then print the receipt.

## How do I process a manual credit card transaction?

This is used for processing transactions where the customer must have their credit card information manually entered by you, the Merchant.

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
XXXXXXX	XXXXXXX	Enter the <b>account number</b> and press <b>OK</b> .
Enter Account #	Enter Account #	This can be up to 16 digits in length.
On PIN Pad		
XXXXXXX	XXXXXXX	Enter the <b>expiry date</b> and press <b>OK</b> .
Enter Expiry Date	Enter Expiry Date	This is four digits in length.
On PIN Pad	MM/YY	
XXXXXXX	XXXXXXX	You select one of the following:
Manual Imprint Of	Please Wait	<ul> <li>NO (Transaction will be cancelled)</li> </ul>
Card Is Required		• YES
Continue?		
XXXXXXX	XXXXXXX	Enter the CVD number and tap OK.
Enter CVD From Card	Please Wait	It can be up to four digits in length. This is an optional step depending on your settings.

## **Optional Transactions**

These transactions are dependent upon which functions are enabled on your TD Generation product. You may see none, one, some or all of the following transactions. If you would like to enable one, some or all of these functions on your TD Generation product, please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

## How do I use supervisor override codes?

Supervisor override codes are IDs and passwords used to access restricted transactions. Your terminal may require a Supervisor Override code to proceed with any transaction.

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Enter Supervisor ID	Please Wait	Enter <b>Supervisor ID</b> and tap <b>OK</b> .
Enter Supervisor Pass- word	Please Wait	Enter <b>Supervisor Password</b> and tap <b>OK</b> .

## How do I create manual invoice numbers?

Your terminal may require an Invoice Number to proceed with any financial transaction. You would see these steps if you're required to manually enter this information.

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Invoice #	Please Wait	Enter the <b>invoice number</b> in the format required by your business and tap <b>OK</b> .
		This is an optional setting depending upon whether automatic invoice numbers is turned off.
		To have this set or changed, call the TD merchant Help Desk at <b>1-800-363-1163</b> .

# How do I process a tip?

Some businesses aren't associated with tips (retail, movie theatres, etc.) so this option will only be seen if tips are enabled on your TD Generation product.

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Tip Option	Tip Option 1. 10% (\$XX.XX)	The customer selects the tip desired tip option (1, 2, 3, 4 or 5).
	2. 20% (\$XX.XX) 3. 30% (\$XX.XX) 4. Other amount	Options 1, 2 and 3 are fixed percentage amounts that calculate the dollar value in the bracket beside the percentage. It can also show as pre-set dollar values.
	5. No tip	These amounts (dollar or percentage values) are set up at the time of installation.
		Option 4 allows the customer to select a percentage or dollar tip option and then enter a customized amount.
		To have this set or changed, call the TD Merchant Help Desk at <b>1-800-363-1163</b> .
OPTION 4		
	THE COSTOMER CHOSE OF	TION 4 FOLLOW THESE STEPS
Tip Option	Tip Option	The customer has two tip choices:
		\$ for a dollar value tip
		<ul> <li>% for a percentage tip</li> </ul>
		If the customer doesn't want to leave a tip, they still must select an option, but then enter a zero.
Tip Amount	Tip Amount	Customer enters the <b>tip</b> and presses <b>OK</b> .
Purchase \$XX.XX	Purchase \$XX.XX	Customer confirms that the amount is correct:
Tip \$XX.XX	Tip \$XX.XX	• NO
Cashback \$XX.XX (Optional)	Cashback \$XX.XX (Optional)	• YES
Total \$XX.XX	Total \$XX.XX	
	OK?	

## How do I process a cashback?

This is an option available to customers when, during a debit card transaction, they can request to add an extra amount to the purchase price and receive the added amount in cash. This option will only be seen if cashback is enabled on your TD Generation product.

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Cash Back	Cash Back?	The customer decides if they want Cashback:  NO YES
Cashback/Amount Selection/Entry	Select Cashback	The customer selects a cashback amount from the options on screen:  • \$ XX.XX  • \$ XX.XX  • \$ XX.XX  OR  • Enter a dollar value  The cashback amounts displayed can be customized or be set to manual entry.  To have this set or changed, call the TD Merchant Help Desk at 1-800-363-1163.
Purchase \$XX.XX	Purchase \$XX.XX	Customer confirms that the amount is correct:
Tip \$XX.XX (Optional) Cashback \$XX.XX Total \$XX.XX	Tip \$XX.XX Cashback \$XX.XX (Optional) Total \$XX.XX OK?	YES  You will only see the tip option if it is enabled on your TD Generation product.

# How do I manually enter a gift card? (Optional)

This is used for processing transactions where the customer must have their gift card information manually entered by the Merchant. This option will only be seen if gift cards are enabled on your TD Generation product.

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Enter Account #	Please Wait	Enter the account number and tap OK.
		This can be up to 21 digits in length.

# How do I process a manual loyalty card transaction? (Optional)

This is used for processing transactions where the customer must have their loyalty card information manually entered by the Merchant. This option will only be seen if loyalty cards are enabled on your TD Generation product.

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Enter Account #	Please Wait	Enter the <b>account number</b> and tap <b>OK</b> .
		This can be up to 21 digits in length.
Enter Expiry Date	Please Wait	Enter the <b>expiry date</b> and tap <b>OK</b> .
MM/YY		It can be up to four digits in length.

## How do I process a split payment?

This is used for processing transactions where the customer decides to pay their bill with two or more payment types. To enable this feature, please call TD Merchant Solutions Help Desk at

#### 1-800-363-1163.

PROMPT	DATA	EXPLANATION
Enter Payment Amount	Enter the <b>payment amount</b>	Enter the partial payment amount.
\$XX.XX	and press <b>OK</b> .	
Payment: \$XX.XX	Select the <b>back arrow</b> or <b>OK</b> .	If correct, select <b>OK</b> . Otherwise, select
Balance Due: \$XX.XX		the <b>back arrow.</b>
Credit / Debit Card	Select the payment method and	The customer selects how they are
Gift Card (Optional)	press <b>OK</b> .	paying for the partial amount.
Cash		Gift card appears only if you accept them.
Payment Method	Select the <b>back arrow</b> or <b>YES</b> .	If the amount and payment type are
Payment Amount		correct select <b>YES</b> . Otherwise, select the <b>back arrow</b> .
\$XX.XX		the back arrow.

# **Performing Financial Transactions**

## How do I know the difference between purchase types?

The most common transaction that you'll be performing on the terminal is a purchase. Depending on your type of business you may use one or both of the purchase options. The different options are:

**Purchase:** This purchase occurs when the customer is physically present in your store at the time of the transaction and uses the terminal. Some examples of this are grocery stores, restaurants, etc.

**Phone/Mail Purchase:** This purchase occurs when the customer is not present in your store and either mails in or phones in their order. A mail order/telephone business would use this option.



- Ensure that you use the correct purchase option otherwise incorrect transaction codes will be sent to the issuers.
- If you receive an error message at any time, please refer to Section 7 Troubleshooting.

# How do I process a credit card purchase?

This transaction is used for processing credit card purchases. This transaction can include any of the following special steps:

- Air Miles
- Tip

#### **NAVIGATION**



Desktop -> Purchase

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		This amount will be the total of the entire purchase including taxes and discounts.
Payment Amount	Select <b>SPLIT</b> or <b>PAY</b> .	If the customer is paying the entire amount with one payment select <b>PAY</b> . Otherwise, select <b>SPLIT</b> .

#### SPLIT PAYMENT

If your transaction requires the steps for split payments, please refer to "How do I process a split payment?" on page 31 30?

#### AIR MILES

If your transaction requires the steps for air miles, please refer to the air miles section of *How do I process a* cash purchase with Air Miles? on page 38

Customer to Confirm \$XX.XX

Amount \$XX.XX OK? Customer confirms that the amount is correct:

- NO
- YES

#### TIP

If your transaction requires the steps for tips, please refer to page 28

\$XX.XX

Manual Entry

\$XX.XX Insert/Swipe Card/ Tap Insert/Swipe/Tap Card (PINPad)
Manual Entry (Portal)

Insert/Swipe Card/ Tap Card

Insert/Swipe Card/ Tap Card

The customer decides how they will use their credit card.

#### INSERT/SWIPE CREDIT CARD

If your transaction requires the steps for insert/swipe a credit card, please refer to page 26

#### TAP CREDIT CARD

If your transaction requires the steps to tap a credit card, please refer to page 26

## MANUAL CREDIT CARD ENTRY

If your transaction requires the steps to manually enter a credit card, please refer to page 27

<Credit Card Company> \$XX.XX Approved <Credit Card Company> \$XX.XX Approved

You have two options:

- **REPRINT** the receipt
- **FINISH** and complete the transaction

The receipts print and the transaction is now complete.

If there is a balance owing, return to the payment amount screen.

## How do I process a debit card purchase?

This transaction is used for processing credit card purchases. This transaction can include any of the following optional steps:

- Air Miles
- Tip
- Cashback

## NAVIGATION



## Desktop -> Purchase

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		This amount will be the total of the entire purchase including taxes and discounts.

Payment Amount	Select <b>SPLIT</b> or <b>PAY</b> .	If the customer is paying the entire amount with one payment select <b>PAY</b> . Otherwise, select <b>SPLIT</b> .
	CDLIT D	AYMENT
If your t	· · ·	os for split payments, please refer to
you. c		payment?" on page 31 29?
	AIR MILES (SWIP	E/MANUAL/SKIP)
If your transaction require	s the steps for air miles, ple cash purchase with a	ase refer to the air miles section of <i>How do I process a</i> air miles? on page 38
Customer to Confirm	Amount	Customer confirms that the amount is correct:
\$XX.XX	\$XX.XX OK?	• NO
	OK:	• YES
		IP
If your	transaction requires the ste	eps for tips, please refer to page 28
\$XX.XX	\$XX.XX	The customer decides how they will use their
Insert/Swipe Card/ Tap	Insert/Swipe Card/ Tap	debit card.
Card	Card	Insert/Swipe/Tap Card (PINPad)
	TAP DEE	BIT CARD
If your transa	action requires the steps to	tap a debit card, please refer to page 26
If your transactio		E DEBIT CARD rt/swipe a debit card, please refer to page 26
	CASH	BACK
If your tra	insaction requires the steps	for cashback, please refer to page 28
\$XX.XX	Cash: \$XX.XX	You have two options:
Approved	Total: \$XX.XX	REPRINT the receipt
	Approved	FINISH and complete the transaction
		You will only see the Cash: \$XX.XX entry on the screen if the customer selected cashback. It will reflect how much money that they received.
		The receipts print and the transaction is now complete.
		If there is a balance owing, return to the payment amount screen.

## How do I process a phone or mail purchase?

This transaction is used for processing purchases when the card information is obtained by phone or mail.

## NAVIGATION



Desktop -> Phone/Mail Purchase

OR

Desktop -> Main Menu -> **Debit/Credit** -> Phone/Mail Purchase

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		This amount will be the total of the entire purchase including taxes and discounts.

AIR MILES  If your transaction requires the steps for air miles, please refer to the air miles section of How do I process a cash purchase with air miles? on page 38		
Enter Account #	Enter Account #	Enter the <b>account number</b> and press <b>OK</b> .
On PIN Pad		This can be up to 16 digits in length.
Enter Expiry Date	Enter Expiry Date	Enter the <b>expiry date</b> and press <b>OK</b> .
On PIN Pad	MM/YY	
Enter CVD From Card	Please Wait	Enter the CVD number and tap OK.
		This can be up to four digits in length and found on the back of the credit card.
		This is an optional step depending on your settings.
\$XX.XX	\$XX.XX	You have two options:
Auth XX.XX	Approved	REPRINT the receipt
		FINISH and complete the transaction
		The receipts print and the transaction is now complete.

## How do I force post a phone or mail purchase?

This option is used when a purchase isn't logged in the terminal, but you've received an authorization code or called and received verbal authorization to proceed. If you want to disable or protect force posts with a supervisor password, please call TD Merchant Solutions Help Desk at **1-800-363-1163**.

## NAVIGATION



Desktop -> Main Menu -> **Debit/Credit** -> Force Post -> Phone/Mail Purchase

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		This amount will be the total of the entire purchase including taxes and discounts.
AIR MILES  If your transaction requires the steps for air miles, please refer to the air miles section of How do I process a cash purchase with air miles? on page 38		
Enter Account #	Enter Account #	Enter the <b>account number</b> and press <b>OK</b> .
On PIN Pad		This can be up to 16 digits in length.
Enter Expiry Date	Enter Expiry Date	Enter the <b>expiry date</b> and press <b>OK</b> .
On PIN Pad	MM/YY	This can be up to four digits in length.
\$XX.XX Auth # (Auth Code)	Please Wait	
Autii # (Autii Code)		

\$XX.XX	\$XX.XX	You have two options:
Auth XX.XX	Approved	REPRINT the receipt
		FINISH and complete the transaction
		The receipts print and the transaction is now complete.

# How do I process a refund?

This transaction is used to process store returns and refund the purchase to the customers' credit card.

## NAVIGATION



Desktop -> Main Menu -> **Debit/Credit** -> Refund

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION	
Invoice #	Please Wait	Enter the <b>invoice number</b> and tap <b>OK</b> .	
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .	
\$XX.XX			
AIR MILES  If your transaction requires the steps for air miles, please refer to the air miles section of How do I process a cash purchase with air miles? on page 38			
\$XX.XX	\$XX.XX	The customer decides how they will use their	
Insert/Swipe Card/ Tap Card	Insert/Swipe Card/ Tap Card	card.  • Insert/Swipe/Tap Card (PINPad)	
Caru	Caru	Manual Entry (Portal)	
		If it must be manually entered, the merchant must select this option on the Portal.	
INSERT/SWIPE CREDIT/DEBIT CARD  If your transaction requires the steps to Insert/Swipe a credit/debit card, please refer to page 26			
TAP CREDIT/DEBIT CARD  If your transaction requires the steps to tap a credit/debit card, please refer to page 26			
MANUAL CREDIT CARD ENTRY  If your transaction requires the steps to manually enter a credit card, please refer to page 27			
\$XX.XX	\$XX.XX	You have two options:	
Approved	Approved	REPRINT the receipt	
		FINISH and complete the transaction	
		The receipts print and the transaction is now complete.	

## How do I void a transaction?

This option is used to remove a previously entered transaction from the terminal.

#### **NAVIGATION**



Desktop -> **Void** and then select one of the following:

• Cash purchase

- Cash refund
- Phone/Mail purchase
- Pre-Auth / Open Tab
- Pre-Auth Completion / Close Tab
- Incremental Auth / Top Up Tab
- Purchase
- Refund

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Enter Trace #	Please Wait	Enter the <b>Trace #</b> from the receipt of the transaction to be voided and tap <b>OK</b> .
Trace# ##	Please Wait	Confirm the transaction to be cancelled:
Transaction Type		• NO
<credit #="" card=""></credit>		• YES
<date> <time></time></date>		
\$X.XX INV: ##		
ID: Auth: #######		
\$XX.XX	\$XX.XX	You have two options:
Approved	Approved	REPRINT the receipt
		<ul> <li>FINISH and complete the transaction</li> </ul>
		The receipts print and the transaction is now complete.

# Pre-Authorizations and Tabs (Optional)

Depending on your business, you may use the Tab or the Pre-Authorization transactions. These transactions are very similar with only a few minor differences.

## What is a tab?

This transaction generally used by bars and restaurants to open and monitor a customer's tab over the course of their visit to the merchant's place of business. The tab option has four steps:

- Increment (Optional depends if the customer wishes to increase the tab amount)
- Invoice
- Close (with Tip and without Tip)

## What is a pre-authorization?

This transaction is generally used by hotels, restaurants that deliver food and car rental agencies. Essentially the merchant would verify that the customer's credit card has the room for the amount of the purchase before the true transaction amount is charged at a later time. The pre-authorization option has three steps:

- Open
- Increment (Optional depends if the customer wishes to increase the pre-authorization amount)
- Close (with Tip and without Tip)

## How do I pre-authorize a transaction or open a tab?

This transaction is used to reserve funds on the cardholder account that will be settled at a later time by a pre-authorization or tab.



• If the transaction is used in a situation where a customer is running a tab, then the terminal scheme should be set to Tab instead of Pre-Auth. You must call the TD Merchant Solutions Help Desk to make this change.

## **NAVIGATION**



Desktop -> **Pre-Authorization** or **Open Tab** 

OR

Desktop -> Main Menu -> Debit/Credit -> Pre-Authorization or Open Tab

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION	
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .	
		This amount will be the total of the entire purchase including taxes and discounts.	
	AIR MILES (SWIP	E/MANUAL/SKIP)	
If your transaction	n requires the steps for Air	Miles, please refer to the Air Miles section of	
Hov	v do I process a cash purch	ase with Air Miles? on page 38	
\$XX.XX	\$XX.XX	The customer decides how they will use their	
Insert/Swipe Card/ Tap	Insert/Swipe Card/ Tap	card.	
Card	Card	Insert/Swipe/Tap Card (PINPad)	
Manual Entry		Manual Entry (Portal)	
		If it must be manually entered, the merchant must select this option on the Portal.	
INSERT/SWIPE CREDIT/DEBIT CARD			
If your transaction requires the steps to Insert/Swipe a credit/debit card, please refer to page 26			
TAP CREDIT/DEBIT CARD			
If your transaction	If your transaction requires the steps to tap a credit/debit card, please refer to page 26		
	MANUAL CRED	OIT CARD ENTRY	
If your transaction	requires the steps to manu	ally enter a credit card, please refer to page 27	
\$XX.XX	\$XX.XX	You have two options:	
Approved	Approved	REPRINT the receipt	
		• <b>FINISH</b> and complete the transaction	
		The receipts print and the transaction is now complete.	

## How do I increase a pre-authorized amount or top up a tab?

This transaction is used to reserve additional funds on the cardholder's account for a pre-authorization or tab.

#### **NAVIGATION**



Desktop -> Incremental Authorization or Top Up Tab OR

Desktop -> Main Menu -> **Debit/Credit** -> Incremental Authorization or Top Up Tab

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Invoice #	Please Wait	Enter the <b>invoice number</b> and tap <b>OK</b> .
		The invoice number is called Inv # on the original authorization/open tab receipt.
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		
<credit card="" number=""></credit>	Please Wait	Confirm that the amount is correct:
Authorized XX.XX		• NO
Increment XX.XX		• YES
Total XX.XX		
OK?		
\$XX.XX	• \$XX.XX	You have two options:
Auth # #####	<ul><li>Auth # #####</li></ul>	• <b>REPRINT</b> the receipt
		• <b>FINISH</b> and complete the transaction
		The Incremental Authorization or Top Up Tab receipt prints with the added amount.

## How do I invoice a tab?

This transaction is used to invoice a customer's tab. This transaction is not used for pre-authorizations.

#### **NAVIGATION**



Desktop -> Invoice Tab

OR

Desktop -> Main Menu -> **Debit/Credit** -> Invoice Tab

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION	
Invoice #	Please Wait	Enter the <b>invoice number</b> and tap <b>OK</b> .	
		The invoice number is called Inv # on the original open tab receipt.	
AIR MILES (SWIPE/MANUAL)			
If your transaction requires the steps for Air Miles, please refer to the Air Miles section of			
How do I process a cash purchase with Air Miles? on page 38			
Total Purchase	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .	
\$XX.XX		This amount will be the total of the entire purchase including taxes and discounts.	

<pre><credit card="" number=""> Invoice # Open Tab XX.XX Total XX.XX OK?</credit></pre>	Please Wait	Confirm that the amount is correct:  NO YES
\$XX.XX Approved	\$XX.XX Approved	The receipts print and the transaction is now complete.
γρριονέα	Арргоved	The customer can add a tip (if available) and must sign their receipt.

## How do I complete a pre-authorization or close a tab with tip?

This transaction is used to close an existing customer's pre-authorization or tab and leave a tip.

#### **NAVIGATION**



Desktop -> Pre-Authorization Completion or Close Tab

Desktop -> Main Menu -> **Debit/Credit** -> Pre-Authorization Completion or Close Tab

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Invoice #	Please Wait	Enter the <b>invoice number</b> and tap <b>OK</b> .  The invoice number is called Inv # on the original open tab receipt.
Enter new amount \$##.##	Please Wait	Enter the n <b>ew amount</b> and tap <b>OK</b> .
TIP If your transaction requires the steps for tips, please refer to page 28		
Credit Card Number Invoice # Authorized XX.XX Increment XX.XX Total XX.XX OK?	Please Wait	Confirm that the amount is correct:  NO YES
Transaction Completed	Please Wait	You have two options:  • REPRINT the receipt • FINISH and complete the transaction

## How do I complete a pre-authorization or close a tab without tip?

This transaction is used to close an existing customer's pre-authorization or tab and not leave a tip.

## NAVIGATION



Desktop -> **Pre-Authorization Completion** or **Close Tab** 

Desktop -> Main Menu -> **Debit/Credit** -> Pre-Authorization Completion or Close Tab

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Invoice #	Please Wait	Enter the <b>invoice number</b> and tap <b>OK</b> .
		The invoice number is called Inv # on the original open tab receipt.
New Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		This amount will be the total of the entire purchase including taxes and discounts.
<credit card="" number=""></credit>	Please Wait	Confirm that the amount is correct:
Invoice #		• NO
Authorized XX.XX		• YES
Increment XX.XX		
Total XX.XX		
OK?		
Transaction	Please Wait	The receipts print and the transaction is now
Completed		complete.

# Air Miles (Optional)

## How do I process a cash purchase with Air Miles? (Optional)

This option is used for processing a purchase that will reward the customer with Air Miles.



- Your head office will provide you with any information regarding the Air Miles offers that you're
  offering, such as: base offers, multipliers and/or bonus offers.
- You will only see this functionality if your terminal is configured for Air Miles.
- If the customer doesn't have Air Miles then just process the purchase transaction through your cash register.

#### **NAVIGATION**



Desktop -> Main Menu -> Cash Trans -> Cash Purchase

OR

Desktop -> Cash Purchase

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		This is the total amount of the purchase.
Swipe AIR MILES Card	Swipe AIR MILES Card	The customer decides how they will use their card. To enter the card account, choose between:
		Swipe (PINPad)
		Manual Entry (Portal)
	MANUA	L ENTRY
You will only see		LENTRY the manual entry option in the previous step

Select Base Offer <offer 1=""> <offer 2=""></offer></offer>	Please Wait	Tap the applicable <b>base offer</b> to the customer's purchase.  Base offers depend upon how much money the customer spends in your business. There can be
		any number of offers visible. It depends on how many your business allows.
<offer #=""> Enter Net Amount</offer>	Please Wait	Enter the <b>purchase amount</b> to have this base offer applied to it and tap <b>OK</b> .
		Depending on the purchase, some or the entire purchase amount may be applied to Air Miles rewards.
		For example, at a pharmacy, Air Miles may only be applied to prescriptions, not sundries. You would enter the total of their prescription purchase here.
Select Multiplier Factor	Please Wait	Tap the appropriate <b>multiplier</b> .
(optional)		This screen allows you to apply the appropriate multiplier to the Air Miles accrued for this offer.

<sup>\*</sup> If your business offers multiple base offers you will be returned to the first base offer screen and the previously selected base offer will now have an asterisk (\*) beside it. You can select another applicable base offer or tap **DONE** to continue to the next step.

'	·		
ENTER BONUS OFFER			
You'll	You'll see these options if your business has bonus offers available		
Enter Bonus Offer Code	Please Wait	Enter the <b>bonus offer</b> for this offer and tap <b>OK</b> .	
		Bonus codes are based on a number of products purchased that have an Air Mile reward attached to them.	
		For example, a carton of milk earns one Air Mile. (Optional)	
Code = <code></code>	Please Wait	Enter the <b>quantity</b> tap <b>OK</b> .	
Enter Quantity (optional)		Allows a quantity to be entered for the bonus code. If more bonus codes must be entered, tap <b>OK</b> and you will return to the bonus code prompts.	
at 10 1 1 CC	10: 1 1 66 1	20.1	

<sup>\*</sup> If your business offers multiple bonus offer codes you will be returned to the bonus code offer screen. You can enter another applicable base offer or tap  $\mathbf{OK}$  to continue to the next step.

MANUAL OVERRIDE			
You'll see these options i	You'll see these options if your business has a manual override of the points on a bonus code offer		
Enter Supervisor ID	Please Wait	Enter <b>Supervisor ID</b> and tap <b>OK</b> .	
Enter Supervisor Pass- word	Please Wait	Enter <b>Supervisor Password</b> and tap <b>OK</b> .	
Manual Override Enter Bonus Points	Please Wait	Enter the Air Miles points to be awarded to the customer (up to 999) and tap <b>OK</b> .	
		OR	
		Enter nothing and tap <b>OK</b> to award no points.	
\$ XX.XX	\$ XX.XX	The total purchase amount will be displayed.	
Transaction Completed	Transaction Completed		

## How do I process a cash refund with Air Miles? (Optional)

This option is used for processing a refund that will reward the customer with Air Miles.

- All the information that you require for this procedure is on the receipt. You will need the:
  - o Dollar amount per Air Miles offer
  - o Base offer information
  - Base offer multiplier
  - o Bonus offer
  - o Bonus offer number



- You will only see this functionality if your terminal is configured for Air Miles.
- If the customer doesn't have Air Miles then just process the refund transaction through your cash register.

#### NAVIGATION



Desktop -> Main Menu -> Cash Trans -> Cash Refund

PORTAL PROMPT PINPAD PROMPT FYPLANATION

OR

Desktop -> Cash Refund

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		This is the total amount of the refund.
Swipe AIR MILES Card	Swipe AIR MILES Card	The customer decides how they will use their card. To enter the card account, choose between:
		• Swipe (PINPad)
		Manual Entry (Portal)
		Use the Air Miles account that was used for the original purchase.
	MANUA	L ENTRY
You will only see	this option if you selected	the manual entry option in the previous step
Enter Air Miles Account	Please Wait	Enter the <b>Air Miles account number</b> and tap <b>OK</b> .
		This is an 11 digit number.
Select Base Offer <offer 1=""></offer>	Please Wait	Tap the applicable <b>base offer</b> to the customer's purchase.
<offer 2=""></offer>		Select the base offer for the amount that is being refunded.
<offer #=""> Enter Net Amount</offer>	Please Wait	Enter the <b>refund amount</b> to have this base offer applied to it and tap <b>OK</b> .
		Enter the amount that is being refunded under this base offer.
Select Multiplier Factor	Please Wait	Tap the appropriate <b>multiplier</b> .
(optional)		Enter the multiplier that is used for this base offer.
# 1C   1   CC	16: 1 1 66	

<sup>\*</sup> If your business offers multiple base offers you will be returned to the first base offer screen and the previously selected base offer will now have an asterisk (\*) beside it. You can select another applicable base offer or tap **DONE** to continue to the next step.

#### **ENTER BONUS OFFER**

You'll see these options if your business has bonus offers available

Enter Bonus Offer Code	Please Wait	Enter the <b>bonus offer</b> for this offer and tap <b>OK</b> . Bonus codes are based on a number of products purchased that have an Air Mile reward attached to them.  For example, a carton of milk earns one Air Mile. (Optional)
Code = <code> Enter Quantity (optional)</code>	Please Wait	Enter the <b>quantity</b> tap <b>OK</b> .  If more bonus codes must be entered, press OK and you will return to the bonus code prompts.

<sup>\*</sup> If your business offers multiple bonus offer codes you will be returned to the bonus code offer screen. You can enter another applicable base offer or tap **OK** to continue to the next step.

screen. For ear enter another appreadic base one of tap of the continue to the next step.			
MANUAL OVERRIDE			
You'll see these options i	You'll see these options if your business has a manual override of the points on a bonus code offer		
Enter Supervisor ID	Please Wait	Enter <b>Supervisor ID</b> and tap <b>OK</b> .	
Enter Supervisor Pass- word	Please Wait	Enter <b>Supervisor Password</b> and tap <b>OK</b> .	
Manual Override Enter Bonus Points	Please Wait	Enter the Air Miles points to be awarded to the customer (up to 999) and tap OK.  OR	
		Enter nothing and tap OK to award no points.	
\$ XX.XX	\$ XX.XX	The total refund amount will be displayed.	
Transaction Completed	Transaction Completed		

# Gift Cards (Optional)





Gift cards are an optional feature on the TD Generation product. If your business offers gift cards, then there are special transactions for using them. When performing any gift card transactions, you must use the **Gift Card** or the **Gift Card Redeem** icon. Listed below are the current gift card types that the TD Generation terminal accepts and the available transactions.

#### TD and Givex

Activation Cancel Increment
Balance Adjustment Certificate Registration Post Auth
Balance Inquiry Forced Cashback Redemption

Balance Transfer Forced Pre-Auth Transaction Cashout



Each transaction type has the option for a Supervisor Override.

## How do I activate a gift card?

This transaction creates an account and loads an amount onto the card.



• Ensure that you offset the cost of the gift card with a financial transaction (i.e. debit, credit card or cash).

 This transaction cannot be used to add more money to an already activated gift card – only a new inactivated gift card.

## **NAVIGATION**



Desktop -> Main Menu -> Gift Card -> Activation

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		Enter how much you want to add to the new gift card.
Customer to Confirm	Amount Confirmation	Confirm that the amount is correct:
\$XX.XX	\$XX.XX	• NO
	OK?	• YES
\$XX.XX	\$XX.XX	To enter the card account, choose between:
Swipe Gift Card	Swipe Gift Card	Insert/Swipe (PINPad)
		Manual Entry (Portal)
	MANUAL GIFT	CARD ENTRY
If your transacti	on requires the steps for ma	nual gift card entry, please refer to page 29
\$XX.XX	\$XX.XX	You have two options:
Auth # #####	Approved	REPRINT the receipt
Approved		FINISH and complete the transaction
		The receipts print and the transaction is now complete.

## How do I redeem a gift card?

This allows a cardholder to pay for goods or services with the funds available on an accepted gift card.

## NAVIGATION



Desktop -> **G.C. Redeem** 

OR

Desktop -> Main Menu -> Gift Card -> Gift Card Redeem

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		
Customer to Confirm	Amount Confirmation	Confirm that the amount is correct:
\$XX.XX	\$XX.XX	• NO
	OK?	• YES
\$XX.XX	\$XX.XX	To enter the card account, choose between:
Swipe Gift Card	Swipe Gift Card	<ul> <li>Insert/Swipe (PINPad)</li> </ul>
		Manual Entry (Portal)
MANUAL GIFT CARD ENTRY		
If your transaction requires the steps for manual gift card entry, please refer to page 29		

BALANCE REMAINING			
If there's a balance owing you will be prompted for the balance			
\$XX.XX	\$XX.XX	The customer's gift card did not have enough funds to cover the entire transaction and a	
Auth #	Partially/Approved	balance is left owing.	
Partially/Approved		j	
Amount Due: \$XX.XX	Please Wait	Select a payment type:	
Select Payment Type		• Cash	
		Credit/Debit	
		Gift Card	
		Select how the customer would like to pay the balance. Note that the customer must pay off the remaining balance with <b>one</b> of these options.	
	CA	SH	
If your tr	If your transaction requires the steps for cash option in the previous step		
Operator To Collect	Please Wait	When finished collecting cash press <b>CONTINUE</b> .	
Cash Amount \$XX.XX		Customer and merchant receipts print. The receipt shows any outstanding balance.	
CREDIT CARD			
If your transa	ection requires the steps for	credit card entry, please refer to page 26	
		CARD	
This transaction	This transaction is just like any other gift card purchase – follow the gift card steps above		
\$XX.XX	\$XX.XX	You have two options:	
Auth # #####	Approved	REPRINT the receipt	
Approved		FINISH and complete the transaction	
		The receipts print and the transaction is now complete.	

# How do I create a manual gift card number?

This transaction generates a gift card number on the receipt to be used in place of a physical gift card.

## NAVIGATION



Desktop -> Main Menu -> **Gift Card** -> Gift Certificate Register

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		Enter how much will be placed on the gift certificate.
Customer to Confirm	Amount Confirmation	Confirm that the amount is correct:
\$XX.XX	\$XX.XX	• NO
	OK?	• YES

\$XX.XX	\$XX.XX	You have two options:
Auth # ######	Approved	REPRINT the receipt
Approved		FINISH and complete the transaction
		The receipts print and the transaction is now complete.

# How do I check a gift card's balance?

This transaction allows a cardholder to check the balance on their gift card.

## NAVIGATION



Desktop -> Main Menu -> Gift Card -> Balance Inquiry

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Swipe Gift Card	Swipe Gift Card	To enter the card account, choose between:
		Insert/Swipe (PINPad)
		Manual Entry (Portal)
MANUAL GIFT CARD ENTRY  If your transaction requires the steps for manual gift card entry, please refer to page 29		
Auth ##	Approved	The receipt prints showing the gift card balance. The transaction is now complete.

# How do I provide a customer their gift card balance in cash?

This transaction allows the cardholder to receive cash for an available value on the gift card.

## **NAVIGATION**



Desktop -> Main Menu -> Gift Card -> Forced Cash back

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		
Customer to Confirm	Amount Confirmation	Confirm that the amount is correct:
\$XX.XX	\$XX.XX	• NO
	OK?	• YES
\$XX.XX	\$XX.XX	To enter the card account, choose between:
Swipe Gift Card	Swipe Gift Card	<ul> <li>Insert/Swipe (PINPad)</li> </ul>
		Manual Entry (Portal)
MANUAL GIFT CARD ENTRY		
If your transaction requires the steps for manual gift card entry, please refer to page 29		

\$XX.XX	\$XX.XX	You have two options:
Auth # #####	Approved	REPRINT the receipt
Approved		FINISH and complete the transaction
		The receipt prints showing new balance of the gift card after the forced cash back. Provide the cash back to the customer. The transaction is now complete.

## How do I increase/decrease the balance of a gift card?

This transaction allows you to increase the value loaded on the gift card.



Always offset the cost of the gift card with a financial transaction (i.e. debit, credit card or cash) when adding funds.

## **NAVIGATION**



Desktop -> Main Menu -> Gift Card -> Increment

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION	
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .	
\$XX.XX		This is the amount that you want to adjust the Gift Card balance by.	
Customer to Confirm	Amount Confirmation	Confirm that the amount is correct:	
\$XX.XX	\$XX.XX	• NO	
	OK?	• YES	
\$XX.XX	\$XX.XX	To enter the card account, choose between:	
Swipe Gift Card	Swipe Gift Card	<ul> <li>Insert/Swipe (PINPad)</li> </ul>	
		Manual Entry (Portal)	
MANUAL GIFT CARD ENTRY			
If your transaction requires the steps for manual gift card entry, please refer to page 29			
\$XX.XX	\$XX.XX	You have two options:	
Auth # #####	Approved	REPRINT the receipt	
Approved		<ul> <li>FINISH and complete the transaction</li> </ul>	
		The receipts print and the transaction is now complete.	

## How do I transfer the balance from one gift card to another?

This transaction allows a cardholder to transfer a balance from one gift card to another.

## NAVIGATION



Desktop -> Main Menu -> Gift Card -> Balance Transfer

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION	
Swipe Original Gift Card	Swipe Original Gift Card	Enter the card account you want to transfer funds from.	
		Insert/Swipe (PINPad)	
		Manual Entry (Portal)	
	MANUAL GIFT	CARD ENTRY	
If your transacti	on requires the steps for ma	nual gift card entry, please refer to page 29	
Swipe New Gift Card	Swipe New Gift Card	Enter the card account you want to transfer funds to.	
		Insert/Swipe (PINPad)	
		Manual Entry (Portal)	
MANUAL GIFT CARD ENTRY			
If your transacti	on requires the steps for ma	nual gift card entry, please refer to page 29	
\$XX.XX	\$XX.XX	You have two options:	
Auth # #####	Approved	REPRINT the receipt	
Approved		FINISH and complete the transaction	
		The receipts print and the transaction is now complete.	

# How do I void a gift card transaction?

This option allows you to void a gift card transaction that was done in error.

## NAVIGATION



Desktop -> Main Menu -> **Gift Card** -> Cancel

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION	
Enter Transaction Trace Number	Please Wait	Enter the <b>transaction trace number</b> and tap <b>OK</b> .	
		You can find this information on the receipt in question.	
Swipe Gift Card	Swipe Gift Card	To enter the card account, choose between:	
		Insert/Swipe (PINPad)	
		Manual Entry (Portal)	
MANUAL GIFT CARD ENTRY			
If your transaction	on requires the steps for ma	anual gift card entry, please refer to page 29	
Gift Card #########	Please Wait	Confirm that the amount is correct:	
Tran#: #		• NO	
OK?		• YES	
\$XX.XX	\$XX.XX	You have two options:	
Auth # #####	Approved	REPRINT the receipt	
Approved		FINISH and complete the transaction	
		The receipts print and the transaction is now complete.	

## How do I reserve funds on a gift card?

This transaction allows you to place a hold on available funds on the gift card. This essentially creates a pre-authorization on a gift card.

#### **NAVIGATION**



Desktop -> Main Menu -> **Gift Card** -> Forced Pre-Auth

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION	
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .	
\$XX.XX			
Customer to Confirm	Amount Confirmation	Confirm that the amount is correct:	
\$XX.XX	\$XX.XX	• NO	
	OK?	• YES	
\$XX.XX	\$XX.XX	To enter the card account, choose between:	
Swipe Gift Card	Swipe Gift Card	<ul> <li>Insert/Swipe (PINPad)</li> </ul>	
		Manual Entry (Portal)	
MANUAL GIFT CARD ENTRY			
If your transaction requires the steps for manual gift card entry, please refer to page 29			
\$XX.XX	\$XX.XX	You have two options:	
Auth # ######	Approved	REPRINT the receipt	
Approved		<ul> <li>FINISH and complete the transaction</li> </ul>	
		The receipts print and the transaction is now complete. The customer must sign the merchant's receipt.	

# How do I charge a customer's gift card after reserving funds?

This transaction charges the final amount after reserving funds on a gift card. It's essentially closing a pre-authorization on a gift card. See page 35 for more information on pre-authorizations.

## NAVIGATION



Desktop -> Main Menu -> Gift Card -> Post Auth

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Enter Transaction	Please Wait	Enter the <b>Trace</b> # and tap <b>OK</b> .
Trace #		This is located on the Pre-Auth receipt.
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
\$XX.XX		
Customer to Confirm	Amount Confirmation	Confirm that the amount is correct:
\$XX.XX	\$XX.XX	• NO
	OK?	• YES

Auth # ####	\$XX.XX	You have two options:
Approved	Approved	REPRINT the receipt
		<ul> <li>FINISH and complete the transaction</li> </ul>
		The receipts print and the transaction is now complete. The customer must sign the merchant's receipt.

## What do I do if a transaction type isn't available in the gift card menu?

If this is the case, then please call the TD Merchant Solutions Help Desk at **1-800-363-1163** to have it added.

# **Loyalty Cards (Optional)**

Loyalty cards are an optional feature on the TD Generation product. If your business offers loyalty cards, then there are special transactions for using them. When performing any transactions with a loyalty card, you must use the Loyalty Card icon.

Depending on the type of loyalty card being used, you will see different available transactions. Givex is currently the only loyalty card type that TD Generation accepts.

#### Givex

Award Cancel Redemption

Balance Inquiry Enable / Disable



• Each transaction type has the option for a Supervisor override.

## How do I award points to a customer?

This transaction allows the customer to assign points to the customers loyalty account.

#### **NAVIGATION**



Desktop -> Main Menu -> Loyalty -> Award

OR

Desktop -> Loyalty Award

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Swipe Card	Swipe Card	Enter the gift card that you want to transfer funds from.
		• Insert/Swipe (PINPad)
		Manual Entry (Portal)
MANUAL LOYALTY CARD ENTRY		
If your transaction	requires the steps to manua	ally enter a loyalty card, please refer to page 29
Amount	Please Wait	Enter the <b>dollar amount</b> and tap <b>OK</b> .
Enter # of Units	Please Wait	Enter the <b>number of units purchased</b> associated with the code and tap <b>OK</b> .
Enter Promotion Code	Please Wait	Enter the <b>promotion code</b> and tap <b>OK</b> .
		This can be up to 21 digits in length.

Approved	Approved	You have two options:
Amount \$XX.XX		REPRINT the receipt
Accrued XX		FINISH and complete the transaction
Balance XXX		The receipts print and the transaction is now complete. The receipt shows how many points have been awarded.

## How do I redeem points from a loyalty card?

This transaction allows the customer to use their loyalty points to pay for goods or services.

## NAVIGATION



Desktop -> Main Menu -> Loyalty -> Redemption

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Swipe Card	Swipe Card	Enter the gift card that you want to transfer funds from.
		Insert/Swipe (PINPad)
		Manual Entry (Portal)
MANUAL LOYALTY CARD ENTRY  If your transaction requires the steps to manually enter a loyalty card, please refer to page 29		-
Enter Points	Please Wait	Enter the <b>number of points to redeem</b> and tap <b>OK</b> .
Redeemed: ##	Approved	You have two options:
Balance: ####		REPRINT the receipt
		FINISH and complete the transaction
		The receipts print and the transaction is now complete. The receipt shows the loyalty card balance.

## How do I check the balance of a customer's loyalty card?

This transaction allows a customer to check their points balance.

## NAVIGATION



Desktop -> Main Menu -> Loyalty -> Balance Inquiry

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION	
Swipe Card	Swipe Card	To enter the card account, choose between:	
		<ul> <li>Insert/Swipe (PINPad)</li> </ul>	
		Manual Entry (Portal)	
MANUAL LOYALTY CARD ENTRY			
If your transaction requires the steps to manually enter a loyalty card, please refer to page 29			

Balance: ####	Approved	You have two options:
		REPRINT the receipt
		FINISH and complete the transaction
		The receipts print and the transaction is now complete. The receipt shows the loyalty card balance.

## How do I void a loyalty transaction?

This transaction allows you to correct a mistake on the last loyalty transaction performed.

## NAVIGATION



Desktop -> Main Menu -> Loyalty -> Cancel

PORTAL PROMPT	PINPAD PROMPT	EXPLANATION
Transaction <xxxxxxxxx< th=""><th>Idle Screen</th><th>Confirm that the amount is correct:</th></xxxxxxxxx<>	Idle Screen	Confirm that the amount is correct:
Auth # ######		• NO • YES
<gift card="" number=""></gift>		· 115
OK?		
MANUAL LOYALTY CARD ENTRY  If your transaction requires the steps to manually enter a loyalty card, please refer to page 29		
Balance: ####	Approved	You have two options:
		REPRINT the receipt
		<ul> <li>FINISH and complete the transaction</li> </ul>
		The receipts print and the transaction is now complete. The receipt shows the loyalty card balance.

## What do I do if a transaction type isn't available in the loyalty?

Please call the TD Merchant Solutions Help Desk at 1-800-363-1163 to have it added.

# **Summary**

After reading this section you should be able to:

- Navigate to the Desktop and Main Menu screens to perform all the transactions on your terminal
- Perform the correct purchase transaction (Purchase vs. Phone/Mail Purchase)
- Perform other financial transactions regarding customer pre-authorizations, tabs, gift cards and more

Now that you know how to perform transactions you can now learn how to use the reporting features.



# Section 5 **Reporting**

This section will teach you how to access and run the report features on the TD Generation product.

Using the TD Generation	54
Performing Optional Transactions	
Printing Reports	
Creating Air Miles Reports (Optional)	
Creating Gift Card Reports (Optional)	
Summary	61

# Using the TD Generation

All the transactions that you need can be accessed on the *Desktop* or the *Main Menu* screens and these can be accessed in various ways and the following are how you access them on the Portal.

## How do I read the transaction instructions?

The transactions are laid out in sections to help you find where the transaction icon/menu is located on the Portal and then explains how to perform it. The following is an explanation on how to navigate the transaction tables in this guide.

## Title of the transaction

Description of the transaction.

- Helpful tip
- Important information

#### **NAVIGATION**



Desktop -> Main Menu -> Reports -> Business Day Reports

The Navigation pane shows you how to locate the desired transaction. The bolded step is the last icon in the process – in this case **Reports**. Its icon is also located to the left for your reference. Anything appearing after the bolded entry is a menu option that you would enter after selecting the icon.

PORTAL PROMPT	DATA	EXPLANATION
This column will show you what will be seen on the screen.	This column will show what you must enter to proceed.	This column will provide an explanation or mention additional information that is required or beneficial to the step.

#### OPTIONAL/DEPENDENT STEP

There are two reasons why you may see a light grey box like this:

- 1. This is an optional step. Some transactions may have optional steps depending on the circumstances or configuration of your system (tips, cash back, etc.).
- 2. This step is dependent upon a previous choice. A good example of this is whether the customer swipes/inserts their credit card versus you manually entering the card information.

**Note:** This light grey box may also refer you to another transaction that has the steps already listed. They are comprised of multiple steps and would make transactions too long to include them in every procedure that offers them. A good example of this is the Air Miles steps.

If you see steps in a white box like this, it means that they're mandatory and are part of the optional/dependent step.

# **Performing Optional Transactions**

How do Luce supervisor override codes?

Some transactions will only be seen if your system has certain options enabled and you'll become familiar with these optional transactions very quickly. Due to this, these optional processes have been called out here and are referred to throughout Section 5 – Reporting.

now do i use supervise	or override codes.	
Supervisor override codes are IDs and passwords used to access restricted transactions. Your terminal may require a Supervisor Override code to proceed with any transaction.		
PORTAL PROMPT	DATA	EXPLANATION
Enter Supervisor ID	Enter the <b>Supervisor ID</b> and	This is a five digit number.

Enter Supervisor Password Enter the Supervisor Password This is a seven digit number. word and press OK.

press OK.

# **Printing Reports**

The following reporting options are split into two different groups, **Business Day** and **Customized**. You will have access to all of the Business Day reports, but you may not have access to some or all of the Customized reports. If you have any questions about adding customized reports to your Portal please call TD Merchant Solutions Help Desk at **1-800-363-1163**.

**Note:** Please ensure you have adequate paper in the portal prior to running your reports.

## **Business Day Reports**

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

#### NAVIGATION



Desktop -> Main Menu -> **Reports** -> Business Day Reports and then select one of the following:

- Terminal Detail
- Terminal Balancing
- Business Day Subtotals
- Operator Detail
- Operator Balancing
- Pre-Auth / Tab Status

- Open Pre-Auth / Tab
- Tip Totals
- Outstanding SAF
- Cashback Totals
- Discount Totals

## PORTAL PROMPT DATA EXPLANATION

## **TERMINAL DETAIL**

You will only see this option if you selected Terminal Detail

Select Report Option

Select your report delivery method:

ethod:

• DISPLAY

PRINT

This report provides details on the transactions

- By card type
- For current business day

#### **TERMINAL BALANCING**

You will only see this option if you selected Terminal Balancing

Select Report Option

Select your report delivery method:

DISPLAY

PRINT

This report provides details on the transactions

- By card type
- For current business day

#### **BUSINESS DAY SUBTOTALS**

You will only see this option if you selected Business Day Subtotals

Enter Operator ID

Or Enter 0 For All Operators

Select one of the following:

Operator ID

• 0

and press OK.

This report provides details on the transactions

- By operator ID
- For current business day

	OPERATOR DETAIL		
You will of Enter Operator ID Or Enter 0 For All Operators	only see this option if you selected C Select one of the following:  • Operator ID  • 0 and press OK.	Operator Detail  This report provides details on the transactions  • By card type (including gift card totals and details)  • By operator ID  • For current business day	
Select Report Option	Select your report delivery method:  • DISPLAY  • PRINT  OPERATOR BALANCING		
You will on Enter Operator ID Or Enter 0 For All Operators	lly see this option if you selected Op Select one of the following:  Operator ID  O and press OK.	<ul> <li>This report provides details on the transactions</li> <li>By card type (including gift card totals and details)</li> <li>By operator ID</li> <li>For current business day</li> </ul>	
Select Report Option	Select your report delivery method:  • DISPLAY • PRINT		
You will only	<b>PRE-AUTH / TAB STATUS</b> y see this option if you selected Pre-	Auth / Tab Status	
Enter Operator ID Or Enter 0 For All Operators	Select one of the following:  • Operator ID  • 0 and press OK.	This report provides the status of all Pre-Auth/Tab transactions for the current business day	
Select Report Option	Select your report delivery method:  • DISPLAY • PRINT		
OPEN PRE-AUTH / TAB You will only see this option if you selected Open Pre-Auth / Tab			
Enter Operator ID Or Enter 0 For All Operators	Select one of the following:  Operator ID  O and press OK.	This report provides details on all Pre-Auth/Tab transactions that have not been completed.	
Select Report Option	Select your report delivery method:  • DISPLAY  • PRINT		

TIP TOTALS  You will only see this option if you selected Tip Totals			
Enter Operator ID Or Enter 0 For All Operators	Select one of the following:  Operator ID  O and press OK.	This report provides the totals of all tips obtained from transactions (including gift cards and cash) in the current business day on the terminal by operator ID.	
Select Report Option	Select your report delivery method:  • DISPLAY • PRINT		
You will or	<b>OUTSTANDING SAF</b> nly see this option if you selected C	outstanding SAF	
Select Report Option	Select your report delivery method:  • DISPLAY • PRINT	This report provides details on all stored transactions that have not been sent to the Host for settlement.	
You will o	CASHBACK TOTALS nly see this option if you selected C	Cashback Totals	
Select Report Option	Select your report delivery method:  • DISPLAY • PRINT	Total of all cashbacks for the current business day.	
DISCOUNT TOTALS  You will only see this option if you selected Discount Totals			
Select Report Option	Select your report delivery method:  • DISPLAY • PRINT	Total of all discounts for the current business day.	

## **Batch Reports**

These reports are for all transactions performed since the last Batch Close / Day Close. This is generally used when you have multiple shifts using the same terminal. This allows you to pull reports at the end of a particular shift that acts like a shift close function. It closes the batch at the Host but it does not close the day on the terminal. Then it prints off a report showing transactions done on it since the last Day Close.

## **NAVIGATION**



Desktop -> Main Menu -> **Reports** -> Batch Reports and then select one of the following:

	Detail Balancing	
PORTAL PROMPT	DATA	EXPLANATION
	<b>BATCH DET.</b> You will only see this option if yo	· ·· <del>· -</del>
Select Batch	Select one of the folk • PREV • CURRENT	owing:  This report provides details on the transactions:  By card type  For current or previous batch

Select Report Option	Select your report delivery method:  • DISPLAY • PRINT	
You	<b>BATCH BALANCING</b> will only see this option if you selected B	atch Balancing
Select Batch	Select one of the following:  • PREV  • CURRENT	This report provides details on the transactions:  By card type For current or previous batch
Select Report Option	Select your report delivery method:  • DISPLAY • PRINT	

## **Customized Reports**

These reports are for all transactions performed for the business days currently stored in the terminal.

## **NAVIGATION**



Desktop -> Main Menu -> **Reports** -> Customized Reports and then select one of the following:

**EXPLANATION** 

- Tran Detail
- Totals
- Pre-Auth / Tab Status

## PORTAL PROMPT DATA

#### TRAN DETAIL

You will only see this option if you selected Tran Detail

This report provides details on the transactions done on the terminal:

- By card type
- Detailed transactions can be accessed for a maximum of 10 days

#### TOTALS

You will only see this option if you selected Totals

This report provides details on the totals:

- By transaction type
- By card type
- Totals can be accessed for a maximum of 45 days

## **CUSTOMIZED DETAIL**

You will only see this option if you selected Customized Detail

This report provides the status of all transactions done on the terminal

- By Pre-Auth/Tab transaction
- For current business day

Once you select the report, follo	ow these instructions.	
Enter Operator ID Or Enter 0 For All Operators	Select one of the following:  • Operator ID  • 0 and press OK.	This report provides the totals of all tips obtained from transactions in the current business day on the terminal by operator ID.
From Date / Time MM/DD/YY – HH:MM	Enter the following:  • Date • Hour and press OK.	Enter the date and time that you want the batch balancing report to start from.
To Date / Time MM/DD/YY – HH:MM	Enter the:  • Date/Time and press OK.	Enter the date and time that you want the batch balancing report to end at.
Select Report Option	Select your report delivery method:  • DISPLAY  • PRINT	The report will display on the screen or printed.

# **Creating Air Miles Reports (Optional)**

Air Miles cards are an optional feature on the TD Generation product. If your business offers Air Miles rewards, then there are special transactions for using them.

## **Air Miles Reports**

These reports are for transactions performed with Air Miles cards. This option is only visible if the terminal you're using is allowed to perform Air Miles transactions.

#### **NAVIGATION**



Desktop -> Main Menu -> **Air Miles** -> then select one of the following:

- Parameter Report
- Day Totals Report

#### PORTAL PROMPT DATA EXPLANATION

#### PARAMETER REPORT

You will only see this option if you selected Parameter Report

This report provides details on the existing Air Miles parameters:

- Base offers
- Bonus codes
- Once you select**Parameters Report** it will automatically print. There is no option to view it on the screen.

#### **DAY TOTALS REPORT**

You will only see this option if you selected Day Totals Report

This report provides details on Air Miles transactions for the current business day:

- Base miles awarded
- Bonus miles awarded
- Once you selectDay Totals Report it will automatically print. There is no option to view it on the screen

# **Creating Gift Card Reports (Optional)**

Gift cards are an optional feature on the TD Generation product. If your business offers gift cards, then there are special transactions for using them.

## **Gift Card Reports**

These reports are for transactions performed with Gift Cards. This option is only visible if the terminal you're using is allowed to perform Gift Card transactions.

#### NAVIGATION



Desktop -> Main Menu -> **Reports** -> Gift Card Reports and then select one of the following:

- Totals
- Details
- Customized Totals
- Customized Details

PORTAL PROMPT	DATA	EXPLANATION	
TOTALS			
	You will only see this option if you selec	ted Totals	
Select Batch	Select one of the following:  • PREV	This report provides details on the overall totals and counts of the gift card transactions:	
	• CURRENT	By transaction	
		For current business day	
Select Report Option	Select your report delivery method:		
	<ul> <li>DISPLAY</li> </ul>		
	• PRINT		
	DETAILS		
	You will only see this option if you select	ted Details	
Select Report Option	Select your report delivery method:	This report provides details on the gift card transactions:	
	<ul> <li>DISPLAY</li> </ul>	<ul> <li>For current business day</li> </ul>	
	• PRINT		

You w	<b>CUSTOMIZED TOTALS</b> ill only see this option if you selected Cus	tomized Totals	
Enter Date (MM/DD/YYYY)	Enter the <b>Date</b> and pres <b>s OK</b> .	This report provides the status of all transactions done on the Portal  By transaction  For current business day	
Select Report Option	Select your report delivery method:  • DISPLAY • PRINT		
CUSTOMIZED DETAILS  You will only see this option if you selected Customized Details			
Enter Date (MM/DD/YYYY)	Enter the <b>Date</b> and pres <b>s OK</b> .	This report provides the status of all transactions done on the Portal  • For current business day	
Select Report Option	Select your report delivery method:  • DISPLAY • PRINT		

# **Summary**

After reading this section you should be able to:

- Navigate to the Desktop and Main Menu screens to access all the report options on your Portal
- Run all the reports available on your Portal

In the next section, you will learn how to administer and configure your Portal to your business preferences.



# Section 6 **Administration and Configuration**

This section will cover the administration and configuration features on the terminal.

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# Using the TD Generation

All the transactions that you need can be accessed on the *Desktop* or the *Main Menu* screens and these can be accessed in various ways and the following are how you access them on the portal.

## How do I read the transaction instructions?

The transactions are laid out in sections to help you find where the transaction icon/menu is located on the Portal and then explains how to perform it. The following is an explanation on how to navigate the transaction tables in this guide.

#### Title of the transaction

Description of the transaction.

- Helpful tip
- Important information

#### NAVIGATION



Desktop -> Control Panel -> User Management

The Navigation pane shows you how to locate the desired transaction. The bolded step above is the last icon in the process – in this case **Control Panel**. Its icon is also located to the left for your reference. Anything appearing after the bolded entry is a menu option that you would enter after selecting the icon.

PORTAL PROMPT	DATA	EXPLANATION
This column will show you what will be seen on the Portal screen.	This column will show what you must enter to proceed.	This column will provide an explanation or mention additional information that is required or beneficial to the step.

#### OPTIONAL/DEPENDENT STEP

There are two reasons why you may see a light grey box like this:

- 1. This is an optional step. Some transactions may have optional steps depending on the circumstances or configuration of your system (tips, cash back, etc.).
- 2. This step is dependent upon a previous choice. A good example of this is whether the customer swipes/inserts their credit card versus you manually entering the card information.

**Note:** This light grey box may also refer you to another transaction that has the steps already listed. They are comprised of multiple steps and would make transactions too long to include them in every procedure that offers them. A good example of this is an Air Miles transaction.

If you see steps in a white box like this, it means that they're mandatory and are part of the optional/dependent step.

## **Performing Optional Transactions**

Some transactions will only be seen if your system has certain options enabled and you'll become familiar with these optional transactions very quickly. Due to this, these optional processes have been called out here and are referred to throughout Section 6 – Administration and Configuration.

## How do I use supervisor override codes?

Supervisor override codes are IDs and passwords used to access restricted transactions. Your terminal may require a Supervisor Override code to proceed with any transaction.

PORTAL PROMPT	DATA	EXPLANATION
Enter Supervisor ID	Enter the <b>Supervisor ID</b> and press <b>OK</b> .	This is a five digit number.

Enter Supervisor Password Password Password OK.	upervisor This is a seven digit number. and press
---	---

## **Business Day Functions**

To start a business day, log onto a terminal that has had the Day Close function performed on it. Depending on the logon method, it may be as simple as a user performing transactions to entering a logon ID and password.

Closing the business day is important as it:

- Sends any stored transactions (SAFs)
- Closes open batches
- Prints selected reports
- Starts a new business day on the PINPad

## **Your Balancing Window**

Your balancing window is set into the system to reflect the time of the day you are most likely to do a **Close Day**. If your **Close Day** is done before your balancing window closes, you'll receive same or next business day deposit for Visa, MasterCard and debit card totals. If it's done after this, all deposits to Visa, MasterCard, debit, and other cards will be forwarded to the next business day.

## How do I cash out a gift card batch? (Optional)

If you use gift cards on your TD Generation product, you must perform this before you perform a business day close. This transaction the equivalent of a business day close but only for gift cards transactions.



- If you don't do this any gift card transactions will not be forwarded and reconciled.
- Be sure to do this before closing your day as gift card information may be "zeroed" out.

#### **NAVIGATION**



Desktop -> Main Menu -> Gift Card -> Transactions Cash Out

PORTAL PROMPT	DATA	EXPLANATION
Cash Out?	Confirm that you want to cash out:	-
	• NO	
	• YES	
Auth # #### Approved	Select your report delivery method:	
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	<ul> <li>DISPLAY</li> </ul>	
	• PRINT	

## How do I perform a day close on a terminal?

You must close your business day on **each terminal** in order to maintain accurate records and balance your accounts. If by chance some transactions are still outstanding, such as a tab or a pre-authorization, you will be required to complete them before continuing with the day close.



- You should perform day close at the end of every business day to ensure that your financial records are up to date and void transactions are processed properly.
- A day close will be performed on your terminal automatically every three to five business days if one isn't performed sooner.

#### NAVIGATION



Desktop -> Close Day

PORTAL PROMPT	DATA	EXPLANATION
Close Business Day?	Confirm that you want to continue:  NO YES	If a lot of transactions have been conducted during the day, this process may take awhile. Once the process is started, ensure no one interrupts it by processing any transactions or pressing any buttons on the terminal in question.
Printing	Select your report delivery method:	Depending on how you set up your Day Close, certain reports will print. See Which reports can
<report name=""></report>	DISPLAY	I customize for my end of day reporting? as to what reports can be printed at this time.
Report	• PRINT	what reports can be printed at this time.
Business Day Closed		
Software Download		
Will Start as		
Instructed By Host		
Please Keep Power On!		
Please Wait		
This May Take		
More Than		
10 Minutes		

# Which reports can I customize for my end of day reporting?

The following reports can be enabled or disabled for automatic printing during the **Day Close** transaction. To do this, you must contact the TD Help Desk at **1-800-363-1163**. For more information regarding Business Day Reports, please see *Section 5 – Reporting*.

PORTAL PROMPT	DATA	EXPLANATION
Host Balancing Report	Enabled/Disabled	This report prints the Host and Terminal net amounts, transaction counts and the difference between the terminal and the host for the current batch.
Terminal Details Report	Enabled/Disabled	This report prints transaction records' details per card type for the current business day.

Operator Detail Report	Enabled/Disabled	This report prints transaction details per card type and for individual operators.
Terminal Balancing Report	Enabled/Disabled	This report prints sales, returns and net totals per card type for the current business day.
Operator Balancing Report	Enabled/Disabled	This report prints sales, returns and net totals per card type for the current business day for individual operator.
Pre-Auth/Tab Status Report	Enabled/Disabled	This report prints the amounts and the status of all pre-auth (tab) transactions per operator ID for the current business day.
Open Pre-Auth/Tab Report	Enabled/Disabled	This report prints all the open pre-auth (tab) transactions per operator ID for the current business day.
Tip Totals Report	Enabled/Disabled	This report prints tip totals per operator ID for the current business day.
Cashback Totals Report	Enabled/Disabled	This report prints the terminal's cashback total amount for the current business day.
TD Discount Report	Enabled/Disabled	This report prints the terminal's total TD discount amount for the current business day.
Gift Card Totals Report	Enabled/Disabled	This report prints gift card totals per operator ID for the current business day.
Gift Card Details Report	Enabled/Disabled	This report prints gift card transaction details since the last gift card batch close.

# Administering Your Terminal

## How do I manage the users on a terminal?

The first step to administering your terminal(s) is to create users. The two types of users available are Supervisor and Operator. Supervisors can affect changes and access all merchant functionality on the terminal. Operators can perform any function on the terminal that is allowed to them by the terminal configuration.

This option allows you to manage your terminal users by:

- Adding users
- Changing their passwords
- Removing users
- Displaying or printing a list of existing users



- The terminal can hold up to 100 Supervisors and Operators.
- To add a user you'll need to use the on screen keyboard. To learn how to use this, go to Appendix E – Entering Alpha-Numeric Characters.
- Supervisor is the highest level that can be granted and has access to various administration functions. Be aware of who you grant this access to.
- You may be asked to enter the Supervisor ID and password to access some of these functions.

# NAVIGATION



Desktop -> **Control Panel** -> User Management and select one of the following:

- Add user
- Change password
- Remove user
- User list

Enter New User Name   Enter the User Name and tap OK.  Enter New Password   Enter the Password and tap OK.  Enter New Password   Enter the Password and tap OK.  Enter New Password   Enter the Password and tap OK.  Enter New Password   Enter the Password and tap OK.  Enter New Password   Enter the Password and tap OK.  Enter New Password   Re-enter the Password   Finish determines what level of access the user will have. Be cautious about who you assign Supervisor level access to.  New User Added        CHANGE PASSWORD   You will only see this option if you selected Change Password  Enter ID   Enter the User ID that you want to change the password and tap OK.  Enter Password   Enter the old password and tap OK.  Re-enter New Password   Enter the new password and tap OK.  Re-enter New Password   Re-enter the new password and tap OK.  Resenter New Password   Re-enter the new password and tap OK.  Finish determines what level of access the user will have. Be cautious about who you assign Supervisor level access to.  Finish determines what level of access the user will have. Be cautious about who you assign Supervisor level access to.  Finish determines what level of access the user will have. Be cautious about who you assign Supervisor level access to.  Finish determines what level of access the user will have. Be cautious about who you assign Supervisor level access to.  Finish determines what level of access the user will have. Be cautious about who you assign Supervisor to delete.  Finish the User ID that you wish to delete.  Finish the User ID that you wish to delete the user that is logged into this terminal. You cannot delete the user that is logged into this terminal.  Finish the user that you want to remove the user:  Finish the User ID that you want to remove the user:  Finish the User ID that you want to remove the user:  Finish the User ID that you want to remove the user:  Finish the User ID that you want to remove the user:  Finish the User ID that you want to remove the user:  Finish the User ID	PORTAL PROMPT	DATA	EXPLANATION		
Enter New User ID  Enter the User ID and tap OK.  Enter New Password  Enter the Password and tap OK.  Re-enter New Password  Re-enter the Password  Select OPERATOR or SUPER.  Select Authority Level  Select OPERATOR or SUPER.  This determines what level of access the user will have. Be cautious about who you assign Supervisor level access to.  New User Added   CHANGE PASSWORD You will only see this option if you selected Change Password  Enter ID  Enter the User ID that you want to change the password and tap OK.  Enter Password  Enter the old password and tap OK.  Re-enter New Password  Enter the new password and tap OK.  Re-enter New Password  Re-enter the new password  Re-enter the new password  The password can be up to 7 digits in length.   REMOVE USER You will only see this option if you selected Remove User  User List  Tap the User ID that you wish to delete a user from the terminal. You cannot delete the user that is logged into this terminal.  Remove ID ###?  Confirm that you want to remove the user:  NO  YES					
Enter New Password  Enter the Password and tap OK.  Re-enter New Password  Re-enter New Password  Re-enter the Password  Re-enter the Password  Select Authority Level  Select OPERATOR or SUPER.  This determines what level of access the user will have. Be cautious about who you assign Supervisor level access to.  New User Added   CHANGE PASSWORD  You will only see this option if you selected Change Password  Enter ID  Enter the User ID that you want to change the password and tap OK.  Enter Password  Enter the new password and tap OK.  Re-enter New Password  Re-enter the new password and tap OK.  Re-enter New Password  Re-enter the new password  Re-enter the new password  Re-enter the new password  Allows a Supervisor to delete a user from the terminal. You cannot delete the user that is logged into this terminal.  Remove ID ###?  Confirm that you want to remove the user:  NO  YES	Enter New User Name		The User Name can be up to 13 digits in length.		
Re-enter New Password  Select Authority Level  Select OPERATOR or SUPER.  Select OPERATOR or SUPER.  This determines what level of access the user will have. Be cautious about who you assign Supervisor level access to.  THANGE PASSWORD  You will only see this option if you selected Change Password  Enter ID  Enter the User ID that you want to change the password for and tap OK.  Enter Password  Enter the old password and tap OK.  Re-enter New Password  Re-enter the new password and tap OK.  Re-enter New Password  Re-enter the new password and and tap OK.  Password Changed  The password can be up to 7 digits in length.  The passw	Enter New User ID	Enter the <b>User ID</b> and tap <b>OK</b> .	The User ID can be up to 5 digits in length.		
Select Authority Level  Select OPERATOR or SUPER.  This determines what level of access the user will have. Be cautious about who you assign Supervisor level access to.  New User Added   CHANGE PASSWORD You will only see this option if you selected Change Password  Enter ID  Enter the User ID that you want to change the password for and tap OK.  Enter Password  Enter the old password and tap OK.  New Password  Enter the new password and tap OK.  Re-enter New Password  Re-enter the new password and and tap OK.  Password Changed   REMOVE USER You will only see this option if you selected Remove User  User List  Tap the User ID that you wish to delete.  Tap the User ID that you wish to delete the user that is logged into this terminal.  Remove ID ###?  Confirm that you want to remove the user:  NO YES	Enter New Password		The password can be up to 7 digits in length.		
Access the user will have. Be cautious about who you assign Supervisor level access to.  New User Added	Re-enter New Password	Re-enter the <b>Password</b> .			
CHANGE PASSWORD You will only see this option if you selected Change Password  Enter ID  Enter the User ID that you want to change the password for and tap OK.  Enter Password  Enter the old password and tap OK.  New Password  Enter the new password and tap OK.  Re-enter New Password  Re-enter the new password and and tap OK.  Password Changed   REMOVE USER You will only see this option if you selected Remove User  User List  Tap the User ID that you wish to delete.  Confirm that you want to remove the user:  NO YES	Select Authority Level	Select <b>OPERATOR</b> or <b>SUPER</b> .	access the user will have. Be cautious about who you assign		
Enter ID Enter the User ID that you want to change the password for and tap OK.  Enter Password Enter the old password and tap OK.  Enter Password Enter the new password and tap OK.  Re-enter New Password Re-enter the new password and tap OK.  Password Changed  REMOVE USER You will only see this option if you selected Remove User  User List Tap the User ID that you wish to delete.  Remove ID ###? Confirm that you want to remove the user:  • NO • YES	New User Added				
Enter ID Enter the User ID that you want to change the password for and tap OK.  Enter Password Enter the old password and tap OK.  New Password Enter the new password and tap OK.  Re-enter New Password Re-enter the new password and tap OK.  Password Changed					
to change the password for and tap OK.  Enter Password  Enter the old password and tap OK.  New Password  Enter the new password and tap OK.  Re-enter New Password  Re-enter the new password  Re-enter the new password  Re-enter the new password   REMOVE USER  You will only see this option if you selected Remove User  User List  Tap the User ID that you wish to delete a user from the terminal. You cannot delete the user that is logged into this terminal.  Remove ID ###?  Confirm that you want to remove the user:  • NO • YES	You will only	see this option if you selected Chan	ge Password		
tap OK.  New Password  Enter the new password and tap OK.  Re-enter New Password  Re-enter the new password and tap OK.   Resword Changed   REMOVE USER  You will only see this option if you selected Remove User  User List  Tap the User ID that you wish to delete.  Tap the User ID that you wish to delete the user that is logged into this terminal.  Remove ID ###?  Confirm that you want to remove the user:  NO YES	Enter ID	to change the password for and			
tap <b>OK</b> . digits in length.  Re-enter New Password Re-enter the <b>new password</b> and tap <b>OK</b> .  Password Changed  REMOVE USER You will only see this option if you selected Remove User  User List Tap the User ID that you wish to delete. Allows a Supervisor to delete a user from the terminal. You cannot delete the user that is logged into this terminal.  Remove ID ###? Confirm that you want to remove the user:  • NO • YES	Enter Password				
Allows a Supervisor to delete a user from the terminal. You cannot delete the user that is logged into this terminal.  Remove ID ###?  Confirm that you want to remove the user:  NO  YES	New Password	Enter the <b>new password</b> and tap <b>OK</b> .	The password can be up to 7 digits in length.		
REMOVE USER You will only see this option if you selected Remove User  User List  Tap the User ID that you wish to delete.  Allows a Supervisor to delete a user from the terminal. You cannot delete the user that is logged into this terminal.  Remove ID ###?  Confirm that you want to remove the user:  NO  YES	Re-enter New Password				
You will only see this option if you selected Remove User  User List  Tap the User ID that you wish to delete.  Allows a Supervisor to delete a user from the terminal. You cannot delete the user that is logged into this terminal.  Remove ID ###?  Confirm that you want to remove the user:  NO  YES	Password Changed				
User List  Tap the User ID that you wish to delete.  Allows a Supervisor to delete a user from the terminal. You cannot delete the user that is logged into this terminal.  Remove ID ###?  Confirm that you want to remove the user:  • NO • YES		REMOVE USER			
to delete.  a user from the terminal. You cannot delete the user that is logged into this terminal.  Remove ID ###?  Confirm that you want to remove the user:  • NO • YES	You will o	nly see this option if you selected Re	move User		
remove the user:  • NO • YES	User List		a user from the terminal. You cannot delete the user that is		
· · · · · · · · · · · · · · · · · · ·	Remove ID ###?	remove the user:  • NO			
User Removed	User Removed				

USER LIST  You will only see this option if you selected User List		
Display or Print?	Tap <b>DISPLAY</b> or <b>PRINT</b> .	A list of all User IDs, User Names and their Authority Level will appear on the portal or be printed off.

# How do I change the logon method for a terminal?

This option allows a supervisor to select method in which users can logon. The logon method will determine what sort of information is required for users to logon to the terminal.

#### **NAVIGATION**



Desktop -> **Control Panel** -> Logon Method and select one of the following:

- ID And Password
- ID Only
- No Logon

	,	
PORTAL PROMPT	DATA	EXPLANATION
ID And Password	Tap one of the following	The most secure is ID and
ID Only	options:	Password. The least secure is No Logon.
No Logon	<ul> <li>ID And Password</li> </ul>	209011.
	• ID Only	
	No Logon	
Logon Method Set To		The screen will display what method that you selected.
<selected logon="" method=""></selected>		method that you selected.

# How do I download software to my terminal?

This function allows the terminal to download a new software application from the TD remote host without the need for a technician on site.



- The device must remain powered on for the full process.
- You must close your business day on the terminal before downloading software.
- A software download can also be initiated via a notification. In this case, the software may be downloaded in the background within a defined time window (scheduled download).
- A software download must be done separately for each terminal.

#### **NAVIGATION**



Desktop -> Control Panel -> Software Download

PORTAL PROMPT	DATA	EXPLANATION
Please Keep The Terminal Powered On During The Upgrade process	Tap <b>CONTINUE</b> to proceed.	The download begins. Don't interrupt the download once it has begun as this may cause your TD generation product to stop working.

Download Completed. Terminal Will Shutdown To Complete The Upgrade.	 The Portal will printout a report once the download is completed.
Software Upgrade in Progress Do Not Turn Off The Terminal	 Terminal reboots to the Idle screen. The download is complete.

# How do I download new parameters to the terminal?

This option downloads parameters from the TD Hosts for the operation of the terminal.

# NAVIGATION



Desktop -> **Control Panel** -> Parameter Download -> Host 1 Download or Host 2 Download

PORTAL PROMPT	DATA	EXPLANATION
Host 1 Download Host 2 Download	Tap one of the following options:  • Host 1 Download  • Host 2 Download	Host 1 Download Use this option if you want to update anything dealing with financial information such as:  • Card types  • Transaction types  • Interac keys
		Host 2 Download Use this option if you want to update anything dealing with non-financial information such as:  • Gift cards • Loyalty cards
You will on	HOST 1 DOWNLOAD ly see this option if you selected Hos	t 1 Download
Start Download?	Confirm that this is correct:  NO YES	
Host 1 Download Completed		

#### **HOST 2 DOWNLOAD**

You will only see this option if you selected Host 2 Download

Full or Partial Download?

Tap one of the following options:

You have an option to do a full or partial download.

• FULL

PARTIAL to the termina

**Full:** Pulls down all information to the terminal. **Partial:** Only pulls down information changed by Help Desk.

Download Completed!

Default Supervisor ID

#####

**Default Supervisor Password** 

#######

# How do I download the Air Miles parameters? (Optional)

This option downloads the Air Miles parameters to the terminal.



- You will only see the Air Miles icon if you have that functionality enabled on your system.
- The device must remain powered on for the full process.
- A parameter download must be done separately for each terminal.

#### **NAVIGATION**



Desktop -> Main Menu Screen -> Air Miles -> Parameter Download

PORTAL PROMPT	DATA	EXPLANATION
		The terminal will immediately begin to download any new Air Miles parameters to the terminal that this procedure is performed on.

# How do I upload the Air Miles transactions? (Optional)

This option uploads the Air Miles transactions from a terminal. This can be done at any time during the business day, but is also performed during the business day close.



- You will only see the Air Miles icon if you have that functionality enabled on your system.
  - The device must remain powered on for the full process.
- A parameter download must be done separately for each terminal.

#### **NAVIGATION**



Desktop -> Main Menu Screen -> Air Miles -> Transaction Upload

PORTAL PROMPT	DATA	EXPLANATION
		The terminal will immediately begin to upload any Air Miles transactions that have been done since the last day close.

# How do I access priority mail?

Priority Mail is used to send important information to the merchant and should be checked daily. If there is any mail waiting for you, there will be an envelope icon in the top-right corner of the screen.

#### **NAVIGATION**



Desktop -> Main Menu -> **Priority Mail** and select one of the following:

- Check Mail
- Read Messages
- Delete Inbox Messages
- Delete All Messages

PORTAL PROMPT	DATA	EXPLANATION		
	CHECK MAIL			
	You will only see this option if	you selected Check Mail		
		Allows a user to download mail from the mail server.		
	READ MES	SAGES		
	You will only see this option if y	ou selected Read Messages		
		Allows the user to read mes- sages downloaded from the mail server.		
	DELETE INBOX MESSAGES			
Y	You will only see this option if you selected Delete Inbox Messages			
		Allows a supervisor to delete a single message from the inbox. Once deleted they cannot be retrieved.		
DELETE ALL MESSAGES				
You will only see this option if you selected Delete All Messages				
		Allows a supervisor to delete all messages in the inbox. Once deleted they cannot be retrieved.		

# How do I perform a date/time sync?

This option corrects the date and time on the terminal by communicating with the TD host.

## **NAVIGATION**



Desktop -> Control Panel -> Date/Time Sync

PORTAL PROMPT	DATA	EXPLANATION
Connecting Please Wait		The terminal creates a connection to the server and syncs date and time information.

## How do I reset the invoice number on a terminal?

This option allows you to reset your invoice number that will be displayed on your receipts. If you select this option the invoice number is reset to "1".

#### NAVIGATION



Desktop -> Main Menu Screen -> Admin -> Reset Invoice #

PORTAL PROMPT	DATA	EXPLANATION
Reset Invoice # to '1'?	Confirm that this is correct:	
	• NO	
	• YES	
Invoice # Reset		The Invoice number has been reset to 1.

#### How do I recall a transaction?

This option recalls a transaction so that you can view, void or complete/close it.

## **NAVIGATION**



Desktop -> Main Menu -> **Transaction Recall** and select one of the following:

- Recall By Trace #
- Recall By All
- Recall By Amount
- Recall By Account #
- Recall By Invoice #
- Recall By Pre-Auth/Open Tab by Inv #
- · Recall By All Open Pre-Auths

PORTAL PROMP	Т	DATA	EXPLANATION	
	RECALL BY TRACE # You will only see this option if you selected Recall By Trace #			
Enter Trace #		Enter the <b>trace number</b> that you want to recall and tap <b>OK</b> .		
RECALL ALL  You will only see this option if you selected Recall All				
Card Number \$XX.XX	Card Type Date	Tap the desired transaction.	If you only see/have one entry, proceed to the final step.	
RECALL BY AMOUNT  You will only see this option if you selected Recall By Amount				

Enter Amount	Enter the dollar amount and tap OK.			
	RECALL BY ACCOUNT #  You will only see this option if you selected Recall By Account #			
Swipe Card		To enter the card account, choose between:  • Swipe	This will display any transactions done on this terminal by the card. Go to the last step.	
		<ul> <li>Manual Entry</li> </ul>		
	You will only see	MANUAL CREDIT CARD ENTRY e this option if you selected Manual (		
Enter Account	#	Enter the <b>card account number</b> and tap <b>OK</b> .	This can be up to 16 digits in length.	
Card Number \$XX.XX	Card Type Date	Tap the <b>desired transaction</b> .	If you only see/have one entry, proceed to the final step.	
	You will only	RECALL BY INVOICE # y see this option if you selected Recal	ll By Invoice #	
Enter Invoice #		Enter the <b>invoice number</b> that you want to recall and tap <b>OK</b> .	If your invoice # contains alphanumeric characters, see <i>Appendix E</i> for information on how to enter them.	
		OPEN TAB/PRE-AUTHORIZATION		
You will only see this option if you selected Recall Open Tab/Pre-Authorization By Inv #				
Enter Invoice #		Enter the <b>invoice number</b> that you want to recall and tap <b>OK</b> .	If your invoice # contains alphanumeric characters, see <i>Appendix E</i> for information on how to enter them.	
		ALL OPEN TABS/ PRE-AUTHORI		
	You will only see this option if you selected Recall All Open Tab/Pre-Authorization			
Card Number \$XX.XX	Card Type Date	Tap the desired transaction and tap OK.	If you only see/have one entry, proceed to the final step.	
Trace # XX	Transaction Type	Select one of the following	<b>VOID</b> cancels the transaction.	
Card Number Date \$XX.XX Auth: XXXXX	Card Type Time Invoice Number	<ul><li>vold</li><li>completion</li></ul>	<b>COMPLETION</b> closes all Preauths or Open Tabs.	

# **Configuring Your Terminal**

# How do I start training mode?

This option 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. While in this mode the word DEMO will be displayed in the background of the PINPad screen and a Training Mode banner will be printed on all receipts and reports.

While in Training Mode you'll be unable to:



- Perform any configuration changes
- Perform any transactions with chip cards
- Print accurate gift card reports as you can't modify this data

#### NAVIGATION



Desktop -> Control Panel -> Training Mode

PORTAL PROMPT	DATA	EXPLANATION
Enter Training Mode?	Select one of the following:  • NO	Selecting <b>NO</b> will cancel your Training Mode request.
	• YES	
You are in Training Mode		To exit Training Mode, repeat the above steps. The message <i>Training Mode Ended</i> will appear and word DEMO will be removed from the background on the <i>Desktop</i> and <i>Main Menu</i> screens.

# How do I adjust the Portal speaker volume?

Allows a user to increase or decrease the volume by 10% increments using the left or right navigation keys.

#### NAVIGATION



Desktop -> Control Panel -> Speaker Volume

PORTAL PROMPT	DATA	EXPLANATION
##%	Select one of the following:	With each tap:
	• -	<ul> <li>The volume will change by 10%.</li> </ul>
	·	<ul> <li>The screen value will change by 10% increments.</li> </ul>
		<ul> <li>You will hear a beep to indicate you how loud the new volume setting is.</li> </ul>

# How do I adjust the PINPad speaker volume?

Allows a user to increase or decrease the volume by 10% increments using the left or right navigation keys.

#### NAVIGATION



Press the **Speaker** key on the PINPad.

PINPAD PROMPT	DATA	EXPLANATION
##%	Select one of the following:	With each press of the button:
	• -	<ul> <li>The volume will change by 10%.</li> </ul>
	·	<ul> <li>The screen value will change by 10% increments.</li> </ul>
		<ul> <li>You will hear a beep to indicate you how loud the new volume setting is.</li> </ul>

## How do I set up a receipt banner on a terminal?

This option allows you to add a short slogan or advertising to the bottom of all receipts printed from a terminal. The banner can be up to nine lines in length. The character options are alpha-numeric with a single or double font-size option.



- The receipt banner must be added to each terminal that you want to use it on.
- The more lines you add to the banner, the more paper will be used when you print a receipt.
- If you print a large number of receipts daily, your paper usage may be significantly higher than what you're accustomed to.



• It's your responsibility to ensure that the content of any banner message complies with all applicable laws. By using this feature, you agree that you are solely responsible for any advertising messages displayed on the terminal.

#### **NAVIGATION**



Desktop -> Main Menu -> Admin -> Receipt Banner

PORTAL PROMPT	DATA	EXPLANATION
Set Receipt Banner?	Select one of the following:  • NO	The normal-sized font has a 26 character limit.
	• YES	The double-sized font has a 20 character limit.
		Set the number to zero if you wish to remove the banner.
# Of Print Lines For The Receipt (1 – 9)	Enter the number of lines and tap <b>OK</b> .	Set the number to zero if you wish to remove the banner.

Line # Font Size	Select one of the following:  SINGLE DOUBLE	This selects the height of the text.  The normal-sized font has a 26 character limit.  The double-sized font has a @@@ character limit.
Line #	Enter your receipt banner message. When finished tap <b>OK</b> .	See Appendix E - How to Enter Alpha-Numeric Characters for more info.

This step will repeat as many times as you selected receipt banner lines. Once you're finished entering the receipt banner, tap **OK**, without entering a new character to complete the entry.

## How do I set up voice prompts on a terminal?

The terminal has the ability to verbally provide certain audible prompts for the customer. The following voice prompts are available:

- Present Card
- Transaction Completed
- Remove Card
- Thank You For Your Business

#### NAVIGATION



- These are optional and you can request these to be enabled by the Help Desk.
- You must call in to the Help Desk to have this feature enabled (1-800-363-1163).

PROMPT	DATA	EXPLANATION
Present Card		These are the voice prompts that
Transaction Completed		the customer will hear.
Remove Card		
Thank You For Your Business		

# How do I change the display language to English/French?

This option allows a supervisor to change the language of a terminal to English or French.

#### NAVIGATION



Desktop -> Main Menu -> Control Panel -> Language

PORTAL PROMPT	DATA	EXPLANATION
English	Tap the desired <b>language</b> .	
Francais		

# What functions can only be enabled/disabled by Help Desk?

The following settings are available, but you must call the TD Merchant Solutions Help Desk at **1-800-363-1163** to enable them.

PORTAL PROMPT	SETTINGS	EXPLANATION
Application Scheme	Pre-Auth Tab	Call in.
Invoice Number	On Off	Call in.
Invoice Entry Method	Automatic Manual	Call in.
Purchase with Tip	Enabled/Disabled	Call in.
Receipt Order	Merchant Copy First Customer Copy First	Call in.
Receipt Banner	Enabled/Disabled	Call in or do it yourself.  A nine line customizable message printed at the bottom of the receipts.
Pre-Auth/Open Tab Receipt	Print Don't Print	Call In.
Pre-Auth Completion / Close Tab Receipt	Print Don't Print	Call In.
NSR Merchant Receipt	Never Print Print with Customer copy Always Print	Call In.
Declined Credit Receipt	Print Don't Print	Call in.
Pre-Auth Completion with Tip	Enabled/Disabled	Call in.  Enabled The transaction will prompt for a tip to be added to the pre-authorized amount.  Disabled The transaction will request for the final amount of the transaction to be entered.
Close Batch with Pre-Auth Open	Enabled/Disabled	Call in.
Pre-Auth Days	10, 15, 20 25, 30	The number of days that a pre-auth can be stored in the terminal before being deleted.  The default is 10 days, any value higher than 10 requires approval from TD Merchant Solutions.  If you want this value to be changed to greater than 10 days, you must call in.
Cashback Prompt	Enabled/Disabled	Call in.
Cashback Type	Preset Merchant Entered	Call in.

Maximum Cash back Amount	Enter Value	Call in.
Preset Cashback 1	Enter Value	Call in.
Preset Cashback 2	Enter Value	Call in.
Preset Cashback 3	Enter Value	Call in.
Auto Logoff Timer	Enabled/Disabled	Call in.

What functions can be protected by a supervisor password?			
The following functions can be Supervisor protected.			
PORTAL PROMPT SETTINGS EXPLANATION			
Manual Account Number Entry	Enabled/Disabled	Enables/disables Supervisor protection on this function.	
Business Day Reports	Enabled/Disabled	See above.	
Batch Reports	Enabled/Disabled	See above.	
Customized Reports	Enabled/Disabled	See above.	
Day Close	Enabled/Disabled	See above.	
Priority Mail	Enabled/Disabled	See above.	
Gift Card Reports	Enabled/Disabled	See above.	

# Summary

After reading this section you should be able to:

- Manage users, the logon method and download software updates
- Configure and print the terminal's basic settings

In the next section, you will learn how to troubleshoot any problems that you may encounter with your TD Generation package.





# Section 7 **Troubleshooting**

This section will cover basic TD Generation package troubleshooting steps that you should perform before contacting Help Desk. If you don't find the error message or problem that you're encountering in this section, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.

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# **Troubleshooting Your Terminal**

With any equipment, sometimes there will be a problem. With the TD Generation terminal, error messages are displayed on screen with a short description.

## What error messages could I see on the terminal?

Below is a list of error messages that you could see on the terminal screen and the actions required to resolve them.



- Some errors are easily identifiable and can be resolved by you immediately. Others will require that you contact the TD Merchant Help Desk at 1-800-363-1163.
- Some error codes may require you to call Help Desk. These will have an cicon in the **Action Required** column. Be sure to follow the instructions in the **Action Required** column before calling Help Desk.

"A" EDDOD CODEC	EVEL ANATION -	ACTION DECLUBED
"A" ERROR CODES	EXPLANATION	ACTION REQUIRED
Already In Training Mode	The user tried to enter Train- ing mode when they were already in it.	Either proceed with Training Mode or repeat the steps and exit Training Mode.
Amount \$0.00 Not Allowed	An amount higher than 0.00 must be entered.	Please enter a new amount and press <b>OK</b> .
"B" ERROR CODES	EXPLANATION	ACTION REQUIRED
Bad Communication	Terminal detected a communication failure after the transaction is initiated.	Check your connections and retry the transaction. Verify that your Internet connection or phone line is working. If the problem persists contact the Help Desk.
Bad Communication Press CANC key And Try Again	Terminal detected a com- munication failure after the transaction was initiated.	Press <b>Cance</b> l and try again.
Batch Cannot Be Closed With Open Pre-Auths	The terminal is configured so that Pre-authorized Transactions must be completed before a Batch Close can be performed.	Please complete all open Pre-Auth transactions, then close the batch.
Batch Cannot Be Closed With Open Tabs	The terminal is configured so that Open Tabs must be com- pleted before a Batch Close can be performed.	Please complete all open Tab transactions, then close the batch.
Business Day Full Close Business Day Now	The terminal has reached the maximum number of transactions that can be accumulated	A Day Close must be processed to allow the terminal to continue processing.
	tor a business day.	Once this message is displayed only administrative transactions and Pre-auth completions / Close Tab transactions can be performed.
"C" ERROR CODES	EXPLANATION	ACTION REQUIRED
Cannot Reset Invoice # to 1 When Set to Manual	The terminal has invoice number entry set to manual entry, and this option is not allowed in this mode.	Please contact the Help Desk if you wish to change the entry mode to automatic.
With Open Tabs  Business Day Full Close Business Day Now  "C" ERROR CODES Cannot Reset Invoice #	The terminal is configured so that Open Tabs must be completed before a Batch Close can be performed.  The terminal has reached the maximum number of transactions that can be accumulated for a business day.  EXPLANATION  The terminal has invoice number entry set to manual entry, and this option is not	A Day Close must be processed to allow the terminal to continu processing.  Once this message is displayed administrative transactions and Pre-auth completions / Close Tal transactions can be performed.  ACTION REQUIRED  Please contact the Help Desk if y wish to change the entry mode

Card Error Please Try Again	The terminal failed to read the chip on the inserted card.	Remove the card and try reinsert- ing it, ensuring that it is entered correctly.  If the problem persists, please ask the card holder for another form of payment.
Card Error Please Try Again	The terminal failed to read the chip on the inserted card.	Remove the card and try inserting it again.
Card Error Use Magnetic Stripe	The terminal failed to read the chip on the inserted card.	Remove the card from the chip reader and swipe it through the magnetic strip reader.
Card Removed Too Soon Try Again	The chip card was removed from the terminal before the transaction was completed.	Process the transaction again, while instructing the cardholder not to remove the card until instructed by the terminal.
Cashback Amount Exceeds Limit	The cashback amount entered exceeds the maximum allowed for this terminal.	Please enter another amount within the cashback limit.
Check Printer	The printer is not ready for printing.	Verify that the printer has paper and that the cover is closed properly.
Close Batch Failed End Of Business Day Not Complete	The terminal failed to complete a Batch Close transaction during the Day Close.	Retry the Day Close transaction.  If the problem persists please contact the Help Desk.
Close Batch Soon	The terminal has almost reached the maximum number of transactions that can be accumulated for a batch.	A Batch Close must be processed before the next 20 transactions to allow the terminal to continue processing.
Close Business Day Soon	The terminal has almost reached the maximum number of transactions that can be accumulated for a business day.  OR  The Day Close transaction has reached the maximum number of days that it can be left open.	A Day Close must be processed as soon as possible to allow the terminal to continue processing.
Customer to Insert Chip Card	The cardholder attempted to swipe a chip card on the terminal.	Please insert the card into the chip reader on the terminal.
"D" ERROR CODES	EXPLANATION	ACTION REQUIRED
Day Cannot Be Closed With Open Pre-Auths	The terminal is configured so that Pre-authorized Transactions must be completed before a Day Close can be performed.	Please complete all open Pre-Auth transactions, then close the day.

Day Cannot Be Closed With Open Tabs	The terminal is configured so that Open Tab Transactions must be completed before a Batch Close can be performed.	Please complete all open Open Tab transactions, then close the Day.
Download Host 1 Parameter First	The terminal requires a Host 1 Parameter Download to be performed.	Download the Host 1 Parameter.
Download Full Host 2 Params First	The terminal requires a full Host 2 Parameter Download to be performed.	Download the Host 2 Parameter.
"E" ERROR CODES	EXPLANATION	ACTION REQUIRED
End of Business Day Already Completed	The Day Close transaction has already been completed successfully.	
End of Day Process Cancelled	The Day Close transaction was cancelled.	-
"F" ERROR CODES	EXPLANATION	ACTION REQUIRED
Faulty Card	The card was swiped too slowly.	Try swiping the card faster.
Function Not Allowed	The function selected is not setup for this terminal.	If you require the function, please contact the Help Desk. 🔪
"H" ERROR CODES	EXPLANATION	ACTION REQUIRED
Host 1 Download Not Completed	The terminal attempted a Host 1 Download and it was not completed successfully.	Try the Host 1 Download again.  If the problem persists, please contact the Help Desk.
Host 2 Download Not Completed	The terminal attempted a Host 2 Download and it was not completed successfully.	Try the Host 2 Download again.  If the problem persists, please contact the Help Desk.
"I" ERROR CODES	EXPLANATION	ACTION REQUIRED
ID Already Exists	The ID entered already exists on the terminal.	Please enter another ID.
ID Table Empty	There are no IDs defined in the terminal.	-
Inbox Empty	There are no messages in the Mail Inbox.	-
Input Must Be At Least 1 Character	No data was entered in a required field.	Please enter at least 1 character.
Input Must Be At Least 3 Characters	Less than 3 characters were entered.	Please enter at least 3 characters.
Input Must Be At Least 9 Characters	Less than 9 characters were entered.	Please enter at least 9 characters.
Input Must Be Greater Than Zero	Value entered must be greater than zero.	Please enter a value greater than zero.

Input Not In Valid Range	The data entered was not within the required values.	Please reenter the data.
Internal Error Call Help Desk AAAAAAAAAAAAAA NNNNNNNNNNNNNN CCCCCCCCC	The terminal has encountered a fatal error.  AA stands for component name NN stands for application information CC stands for error code	Please contact the Help Desk and provide the information on the screen.
Invalid Account #	The card used failed a security check or the card number length is invalid for the card type.	Enter the card again, if the problem persists ask the cardholder for another form of payment.
Invalid Date	The date entered on the terminal is not valid or occurs in the future.	Please enter a valid date.
Invalid Expiry Date	The expiry date on the card is invalid.	Please enter a valid expiry date.  OR  Ask the customer for a different card.
Invalid ID	The user ID was not found on the terminal.	Enter a valid ID.
Invalid ID/Password	The ID/Password combination entered does not match any in the terminal's record.	Re-enter or try another ID/password.
Invalid Password	The password is not valid for the User ID entered.	Re-enter the password or try another ID.
Invalid Time	The time entered is not valid.	Please enter a valid time.
Invoice Tab First	The Close Tab transaction has been attempted on a Tab that hasn't been invoiced.	Process an Invoice Tab transaction for the invoice number entered.
"L" ERROR CODES	EXPLANATION	ACTION REQUIRED
Limit Reached! Upload AIR MILES From Menu!	The terminal has reached the maximum number of Air Miles transactions that can be held.	Process an Air Miles Transaction Upload.
"M" ERROR CODES	EXPLANATION	ACTION REQUIRED
Maximum # of Entries Reached	The maximum number of User IDs (100) has been reached.	To enter additional IDs, some IDs will have to be deleted.
"N" ERROR CODES	EXPLANATION	ACTION REQUIRED
No Match	A match cannot be found for the data entered or selected.	Please retry or enter new data.
No Response From Host	Terminal times out the host response.	Press <b>CANC (X)</b> key And Try Again. If the problem persists contact the Help Desk.
No Transactions Found	A transaction cannot be found with the criteria entered.	Please enter new data.
Not Accepted	The card type entered is not supported on this terminal.	Please select another card.
	0.7	

Ni-t AtI	The condition in the Color	Continue also second and the state of the
Not Accepted Use Magnetic Stripe	The card was inserted, but the terminal does not have the card type defined for chip.	Swipe the card on the terminal.  If the card type is supposed to be setup for chip, please contact the Help Desk.
Not Allowed	The transaction selected is not setup for this terminal or it is not allowed with the card being used.	Try another card type.  If the transaction is supposed to be setup for the terminal, please contact the Help Desk.
Not Allowed To Reset Inv# with Open Batch	An attempt was made to reset the invoice number, however the batch was open.	Please close the batch and then Reset the Invoice #.
Not Allowed To Reset Invoice # With Open Pre-Auths	An attempt was made to reset the invoice number however there are open pre-auths in the terminal.	Please complete the pre-auths and then Reset the Invoice #.
Not Allowed With Trans Outstanding	A function cannot be run if there are any transactions outstanding (pre-auth, trans- actions in the open batch, etc.).	Please process the outstanding transactions then try the function again.
Not Available	The item requested is not available.	Please make another selection.
Not Completed	The attempted transaction or function did not complete successfully.	Re-attempt the transaction or function. If the problem persists please contact the Help Desk.
Number Not In The Range 1 – 9	The input # does not fall in the range of print lines allowed for the receipt banner.	Please enter a valid number.
Number Not In The Range 1 — 65535	The entered host port number is not in a valid range.	Please enter a valid number.
Not In Training Mode	If the user is not in training mode and tries to exit it.	
"P" ERROR CODES	EXPLANATION	ACTION REQUIRED
Passwords Do Not Match	The password confirmation does not match the original password entered.	Please re-enter the password confirmation.
PINPad Has Been Replaced! Host 1 Parameter Download Is Required!	The terminal has detected that the PINPad has been replaced.	If a technician has not been onsite to replace the PINPad, please contact the Help Desk to report suspected tampering.
Processing Error	The terminal encountered an error when trying to process a chip transaction.	Try the action again. If the problem persists ask for another form of payment.  If the problem occurs on multiple chip cards, please contact the Help Desk.

"R" ERROR CODES	EXPLANATION	ACTION REQUIRED
Receipt Not Printed! Imprint Card and Complete Sales Draft Manually	The transaction was approved however the terminal is unable to print a receipt.	Manually imprint the card, record the authorization code and have the customer sign the receipt.
Reset Date And Time From Main Menu	The terminal requires the date to be synchronized with the host date and time.	Perform the Date/Time Sync function on the terminal.
"S" ERROR CODES	EXPLANATION	ACTION REQUIRED
System Error Contact Help Desk	The terminal has encountered a system error.	Please call the Help Desk immediately to have your terminal replaced.
"T" ERROR CODES	EXPLANATION	ACTION REQUIRED
Tab Already Closed	Close Tab transaction is attempted on an open tab transaction that has already been closed.	
Tab Already Invoiced	Invoice Tab transaction is attempted on a transaction that has already been invoiced.	
Transaction Already Voided	Void transaction is attempted on a transaction that has already been voided.	
Transaction Already Completed	Pre-auth completion is attempted on a pre-auth that has already been completed.	
Transaction Cancelled	The transaction has been cancelled by the user.	
Transaction Not Allowed	The transaction type is not supported for the card entered.	Please select another card type or transaction.

What hardware error me	essages could I see on the terminal?
HARDWARE PROBLEM	SOLUTION/ACTION REQUIRED
Chip cards cannot be processed	<ol> <li>Try inserting a different card. If this card can be read, the problem is with the first card.</li> </ol>
	<ol> <li>Use a Cleaning Card to clean the card reader. If you need cleaning cards, contact the TD Help Desk to purchase.</li> </ol>
	3. If problem persists, contact the TD Help Desk. 📞
Display screen is blank	<ol> <li>Ensure that the power cable is firmly connected to the power port and the wall jack.</li> <li>If problem persists, contact the TD Help Desk.</li> </ol>
Display lighting is too bright or too dark	<ol> <li>The contrast setting is too high or too low. Check the contrast setting and increase or decrease it to work with the lighting at the terminal location.</li> <li>If problem persists, contact the TD Help Desk.</li> </ol>
Bad Communication Press CANC key And Try Again	<ol> <li>Terminal detected a communication failure after the transaction was initiated.</li> <li>Press Cancel and try again.</li> </ol>

Magnetic Stripe Card reader won't read cards.	<ol> <li>Try swiping the card more quickly or more slowly or from the front of the reader towards the back.</li> </ol>
	<ol><li>Try swiping a different card. If this card can be read, the problem is with the first card.</li></ol>
	3. Request another form of payment.
	<ol> <li>Use a Cleaning Card to clean the card reader. If you need cleaning cards, contact the TD Help Desk to purchase.</li> </ol>
	5. If problem persists, contact the TD Help Desk. 🔇
Printer does not print	<ol> <li>Ensure there is paper in the device; if yes, ensure the paper roll is inserted correctly.</li> <li>If problem persists, contact the TD Help Desk.</li> </ol>
Printer Jam	<ol> <li>Open the printer and check that the paper feed is clear and that the paper roll is seated correctly.</li> </ol>
	2. Close the printer lid and ensure that it is closed completely.
	3. If problem persists, contact the TD Help Desk. 🔇
Voice Prompts not working	1. Contact the TD Help Desk. 📞

# How do I access the terminal information?

This option displays the Terminal ID of the device, the software version installed and the date it was installed or upgraded.

## **NAVIGATION**



Desktop -> Main Menu -> Control Panel -> System Information

PORTAL PROMPT	DATA	EXPLANATION
Display or Print?	The user selects <b>DISPLAY</b> or <b>PRINT</b> .	This option will display or print the following information:  Device Serial # Application Release Date Release Status System Software Version O/S EMV Kernel Version Security Software Version Free DRAM

# How do I purge transaction data?

This option allows a Supervisor to clear all records from the terminal for specific transaction types.



- You should never do this without contacting Help Desk first and only perform this at their request
- When this is performed you will lose all the data contained within that specific terminal including transactions and the transactions history.

#### NAVIGATION



Desktop -> Control Panel -> Purge Transaction Data

PORTAL PROMPT	DATA	EXPLANATION
All Records Will be Cleared	Confirm that this is correct :	The terminal will now purge this
Continue?	• NO	data.
	• YES	

# How do I run configuration reports?

This option allows you to print a report that shows which configurable options have been enabled on a specific terminal.



- Generally this option is used when calling into Help Desk.
- It is also a good way to ensure that all your terminals have the same settings.

#### **NAVIGATION**



Desktop -> Control Panel -> Configuration Reports

PORTAL PROMPT	DATA	EXPLANATION
Communications	Tap the <b>desired report</b> .	Select the configuration report
Host 1 Settings		you want to print.
Host 2 Settings		
Card BIN Ranges		
EMV Parameters		
EMV Public Keys		
Print Configuration Report?	Select one of the following:	The selected report prints.
	• NO	
	• YES	

#### What do I do if I see the Internet Disconnected icon?



This icon will only appear on the terminal screen when there's a communication problem between the terminal and the router or port that it's connected to. This can be caused when:

- the Internet cable becomes unseated from your router or damaged
- your Internet service is down

Please perform the following:

- 1. Is your Internet connection working properly?
  - a. If it isn't working, contact your Internet service provider.
  - b. If it is working correctly, proceed to **Step 2**.
- 2. Is your Internet cable connected properly? To check this, unplug and plug back it in the Internet cable on the router and/or modem.
  - a. If it is now working, you've resolved the problem.
  - b. If it still isn't working correctly, proceed to **Step 3**.
- Is your modem/router working correctly? To verify that this isn't the problem, reboot your modem/ router.
  - a. If it is now working, you've resolved the problem.
  - b. If it still isn't working correctly, proceed to **Step 4**.
- 4. If it still isn't working, please call the TD Merchant Solutions Help Desk at 1-800-363-1163.

#### What do I do if I see the PINPad Disconnected icon?



This icon will only appear on the portal screen when there's a communication problem between the portal and the PINPad. This can be caused when the PINPad cable is damaged or there is a poor connection.

If the cable is damaged (frayed, protective case is cracked or broken, etc.), please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

# Contacting Help Desk

To contact TD Merchant Solutions Help Desk, please call us at 1-800-363-1163.

# Summary

After reading this section you should be able to perform basic troubleshooting on:

- Terminals
- Common error codes and hardware problems

You should now have all the knowledge you need to use the terminal in your day to day business.





# **Appendices**

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# Appendix A – Changing the Paper Roll

The frequency in which you have to change terminal paper rolls will depend on the frequency that you use your terminal for business. If you notice that the receipts start to show a red line along the edge, this means that the paper roll is running out and should be changed soon.

#### How do I change the terminal paper?

Changing the paper roll is easy and shouldn't take you long at all. To change the paper roll, just follow these instructions:

- 1. On the terminal you will see a tab along the left side just above where the paper comes out.
- 2. Press the tab. You will hear a click and a panel will open on the top of the terminal.
- 3. Open the panel so that you have access to the paper chamber. Remove the empty paper roll tube.
- 4. Unwrap a new paper roll and place it in the paper chamber so that the loose end of the paper feeds up from under the paper roll towards you.
- 5. Pull out enough paper from the chamber so that it can touch the top of the terminal screen.
- Press down on the panel so that it clicks shut and there is a bit of loose paper sticking out from the chamber.

The paper has been replaced and you can now continue with your day to day use of the terminal.



You can roll our more paper from the terminal by pressing Paper Feed. Every time you press
the key about 1cm of paper will spool out.

## How do I store terminal paper?

**All terminal paper should be stored in a cool, dry, dark, place**. Improperly stored paper could produce illegible receipts or cause paper jams when printing receipts or reports.

#### How do I order more terminal paper?

If you want to order more paper for your terminals, please contact us at **1-800-363-1163** and we'll help you with your resupply options.

# Appendix B - Equipment Care

#### How do I use the Portal touchscreen?

- Tap the touchscreen gently. Using excessive force may damage it or affect its sensitivity.
- Don't use sharp or hard objects on it as you may damage it.

#### How do I clean the Portal and PINpad?

- Ensure that the Portal and PINPad are cleaned routinely with a damp cloth so that spills don't get into the inner workings.
- Use TD-approved Cleaning Cards for the chip and magnetic card readers.

#### How do I store the Portal and PINPad?

- Don't place the Portal or PINPad on a magnetized pad this will cause them to malfunction.
- The terminal must not be stored in temperatures below 0° Celsius or temperatures above 50° Celsius.

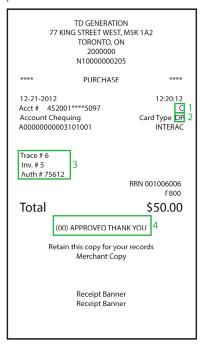
# Appendix C – Reading the Receipt

#### **Credit Card Receipt**

## Debit Card Receipt

The information that you'll use the most is noted on the receipts below.





#### 1 - Transaction Type

C - Online chip card transaction

**CN** – Chip card NSR transactions

**CO** – Offline chip card transaction

**M** – Manually entered mag card transactions

**MC** – Manually entered fallback of chip card transaction

RF - RFID card transaction

**S** – Swiped mag card transactions

**SC** – Swiped fallback of chip card transaction. However, if this transaction is qualified as an NSR transaction, it prints SN

**SN** – Swiped NSR transactions

#### 3 - Transaction Info

**Trace #** – Used in recalling the transaction on the terminal Invoice # - The invoice number that is associated with this transaction

**Auth #** – The authorization number associated with this transaction

#### 2 - Card Type

AM - American Express

**DP** - Debit

**DS** - Discover/Diners

HB - Hudson's Bay

MC – MasterCard

PV - Visa Debit

RC - RCS

SR - Sears

VI - Visa

**ZL** - Zellers

#### 4 - Approval

\*\*\* Always ensure that the transaction was approved. \*\*\*

Note: If you use operator names, they will now be printed on a gift card and loyalty card receipts.

# Appendix D – Lost or Stolen Equipment

# What if my device has been stolen?

If your device has been lost or stolen, please:

- Contact the TD Merchant Solutions Help Desk immediately to report the incident.
- Contact the police to file a report.

## What should I do when the police arrive regarding the stolen device?

If a police officer arrives on site to take your equipment please record the following:

- Officer's name
- Officer's jurisdiction
- Officer's contact information
- Stolen device's serial number

The officer should provide you with a:

Report number

After obtaining the above from the officer, please contact the TD Merchant Solutions Help Desk and provide this information so that you can receive a replacement device. See below for an easy to use information card to record the required information.

Stolen Device Information Card		
Police Information		
Name		
Jurisdiction		
<b>Contact Information</b>	PH#	EXT #
	FAX#	
	Email	
Report Number		
Device Information		
Stolen Device Serial Number		

Feel free to photocopy this form for your personal use and records.

# Appendix E – Entering Alpha-Numeric Characters

# How do I enter alpha-numeric characters?

It's very easy to enter numerical data into the terminal. You just use the Portal's touchpad or PINPad. But, what happens when you want to enter alpha-numeric data or special characters (@, &, \*)? In these cases you must enter this information on the Portal with an onscreen keyboard. To do this, we'll use the **Add User** function under the **Control Panel** icon. In the example below, you will create a user called **Marc 123\***.

Please note that it's easier to create User Names that are your employee's actual name. This will help you when you want to administer the list as your will be able to recognize names more easily than employee numbers.



• Creating a receipt banner will also require you to enter alpha-numeric information.

#### **NAVIGATION**



Desktop -> Main Menu -> Control Panel -> User Management -> Add User

#### INSTRUCTIONS

 Like most touchscreen applications a lowercase keyboard will appear.



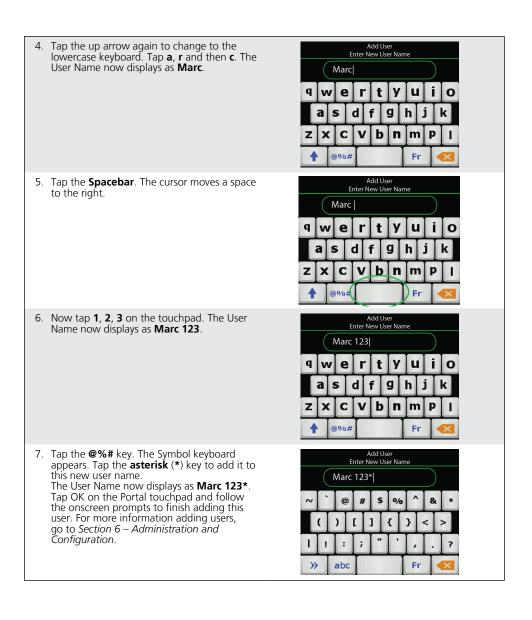
SCREEN

First, tap the up arrow (caps lock key) in the bottom-left corner. The uppercase keyboard appears.



Tap M. An M will appear above the keyboard.









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