

TD Generation Quick Reference Guide



For the TD Generation:

- All-In-One
- HSPA
- Wi-Fi
- and with PINPad



Who uses this guide?

This guide is for merchants who accept UnionPay credit and/or debit cards. It must be used in conjunction with the merchant guide for the following TD Generation terminals:

- TD Generation All in One
- TD Generation All in One (Wi-Fi)
- TD Generation All in One (HSPA)
- TD Generation with PINPad

What are the accepted UnionPay payment methods?

UnionPay cards can be used for the following payment methods:

- Insert/Swipe (credit and debit)
- Manual entry (credit only)

What UnionPay transactions can I perform?

The terminal can perform the following transactions with UnionPay cards.

Transaction	Allowed
Purchase	✓
Phone/Mail Order	✓
Pre-Authorization/Tab	✓
Tip	✓
Refund	✓
Void (Purchase/Refund)	✓
Cashback	-
Force Post	-

What are UnionPay card differences?

UnionPay cards have a different purchase transaction flow on the terminal. For the following transactions, use this guide.

- Credit card purchase (insert/swipe/manual entry)
- Debit card purchase (insert/swipe)

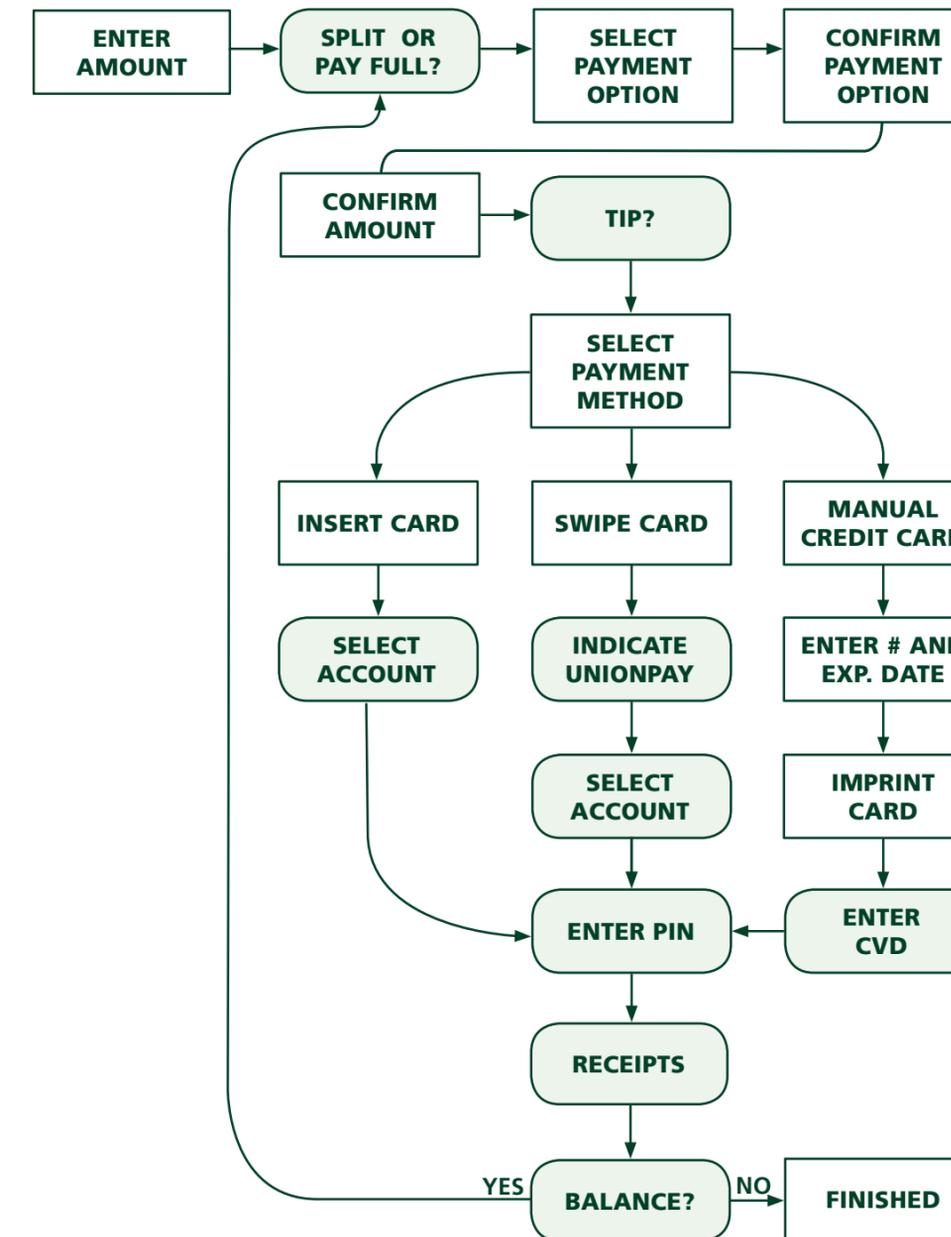
Refer to your merchant guide for all other accepted transactions when using a UnionPay card.

Co-branded card transactions

To ensure that you are paid for co-branded card transactions, you must select the proper card brand when prompted. For example, when a customer uses a co-branded UnionPay/Visa card you must always indicate that the card type is UnionPay; not Visa.

Purchases for UnionPay cards

Use the following instructions whenever you make a purchase with a UnionPay credit or debit card. The green steps are optional or have more information on the following panel.



SPLIT OR PAY FULL?

Will the cardholder pay the entire amount of their purchase with one payment (**PAY**) method or multiple payments (**SPLIT**)? For every split payment there will be an amount confirmation screen.

TIP?

The cardholder decides if they are going to leave a tip. You will only see this option if tips are enabled on your terminal.

SELECT ACCOUNT

UnionPay debit cardholders may be prompted to enter account type, but this is an optional step.

INDICATE UNIONPAY

Indicate that the card is **UNIONPAY**. Be sure to verify card info such as account number and expiry date.

ENTER PIN

The customer may be prompted for their PIN but they can bypass this. If UnionPay requires a PIN for the transaction, the PIN screen will reappear and the customer *must* enter it and press **OK**. If they don't the transaction will be cancelled.

ENTER CVD

If there is no CVD, or it is illegible, leave the CVD blank and press **OK**. Then select the option that better describes why you didn't enter the CVD.

RECEIPTS

If there is signature line printed on the receipt, the customer must sign this. The card type will show as **UP** for UnionPay transactions.

BALANCE?

If the customer has a balance owing for their purchase then they will be requested to select another payment method and follow the process as usual until the purchase is completely paid for.

Pre-authorizations and Tabs

Incremental authorizations and tab top ups are not available to UnionPay cardholders. If a pre-authorization or tab limit must be increased the existing one must be cancelled and a new pre-authorization or tab must be created.