

## BNA TERMINAL REFERENCE GUIDE GLOBAL CANADA



### PURCHASE

#### At LOGO screen,

- 1- Swipe card OR
  - a) Select **PMT**
  - b) Select **(1) TRANSACTIONS**
  - c) Select **PURCHASE**
- 2- Enter any prompts i.e. CLERK ID, Invoice
- 3- Enter Amount and Tip (if required)
- 4- Swipe or enter manually **–if not swiped at Logo**
- 5- Confirm Amount – if prompted
- 6- Select Checking or Savings (if Debit)
- 7- Enter PIN (if Debit)
- 8 – Receipt will print

### REFUND/CREDIT

#### At LOGO screen

- 1- Select **PMT**
- 2- Select **(1) TRANSACTIONS**
- 3- Select **REFUND**
- 4- Enter any prompts i.e. clerk, Invoice, Passwords
- 6- Enter Amount, Tip(if required)
- 7-Swipe or enter manually
- 8- If Debit select Checking/savings and enter PIN
- 9- APPROVED will appear
- 10- Receipt will print

### Manual Entry

When prompted to swipe please select the “MANUAL” soft prompt key.

- 1- Select **”Credit”**
- 2- Enter Card Number
- 3- Enter Expiry date

- Continue with normal process

### PRE-AUTH

#### At LOGO screen

- 1- Swipe card OR
  - a) Select **PMT**
  - b) Select **(1) TRANSACTIONS**
  - c) Select **Pre Auth**
- 2- Enter any prompts i.e. clerk, Invoice, Passwords
- 3- Enter Amount
- 4- Swipe or enter manually **–if not swiped at Logo**
- 5- Confirm Amount - if prompted
- 6 – Receipt will print

### COMPLETING THE PRE-AUTH

#### At LOGO screen

- 1- Select **PMT**
- 2- Select **(1) TRANSACTIONS**
- 3- Select **ADVICE**
- 4- Enter any prompts i.e. clerk, Invoice, Passwords
- 5- Enter BNA # from original PRE-AUTH ticket
- 6- Confirm transaction info
- 7- Follow prompts for inputs (e.g. Amount, tip etc.)
- 8- Receipt will print

### VOID

#### At LOGO screen

- Select **PMT**  
Select **(1) TRANSACTIONS**
- 1 Select **VOID**
  - 2 Enter any prompts i.e. CLERK ID, Invoice, Passwords
  - 3 Enter BNA # from original receipt
  - 4 Confirm transaction data
  - 5 Receipt will print

### CLOSE BATCH

#### At LOGO screen

- 1- Select **PMT**
- 2- Select **(2) MANAGER FUNCTIONS**
- 4- Enter PASSWORD**
- 5- Select **(1) MANAGER ITEMS**
- 6- Select **CLOSE BATCH** and answer YES
- 7- Terminal will begin and send to HOST
- 8- Report will start printing after  
BATCH SUCESSFUL

### DUPLICATE RECEIPT

#### At LOGO screen

- 1- Select **PMT**
- 2- Select **(1) TRANSACTIONS**
- 3- Select **DUPLICATE**
- 4- Answer **YES** for previous receipt or  
**NO** to print a receipt from earlier in the Batch
- 5- Enter the **BNA** number on original receipt
- 6- Confirm that it is the correct transaction
- 7- Select **MERCHANT** or **CUSTOMER** copy
- 8- The receipt you have chosen will print  
**NOTE**; the receipt will say it is a duplicate copy

### Print Previous Batch

#### At LOGO screen

- Select **PMT**  
- Select **(4) Print Previous Batch**

#### *For older Version*

#### At LOGO screen

- Select **PMT**
- 1- Select Manager Functions(password required)
  - 2- Select Manager Items
  - 3- Select Print Previous Batch

# Welcome

Thank you for choosing BNA.

Listed below are some important numbers you will require

These numbers will allow you to address situations that may arise in your day to day use of your BNA POS device.

**NOTE:** If you did not purchase your equipment from BNA please call your Sales Agent directly.

ENQUIRY TYPE	DESCRIPTION	INFORMATION YOU WILL NEED	NUMBER TO CALL	HOURS
<b>Financial issues</b>	Out-of balances Transaction Confirmation Deposit Confirmation	1.) Terminal ID 2.) Date 3.) Amount	<b>GPS</b> <b>1-800-461-6682</b>	9am-5pm E.T. Mon. to Fri
<b>Customer Service</b>	Retrievals/Chargeback Statement enquiries (fees, rates, charges...)	1.) Case# 2.) Card# 3.) Transaction Date & Amount	<b>GPC Visa &amp; MC Inquiries:</b> <b>1-800-263-2970</b>	7/24/365
<b>Authorization</b>	Visa and M/C Auth#	1.) Merchant# 2.) Card # 3.) Expiry Date & Amount	<b>GPC</b> <b>Visa 1-800-268-8241</b> <b>M/C 1-800-361-8355</b>	7/24/365
<b>Authorization</b>	AMEX		<b>Amex 1-800-528-5200</b>	7/24/365
<b>Accounting</b>	Missing money issues Billing disputes	1.) Date 2.) Amount 3.) Card type	<b>GPC Visa &amp; MC Inquiries:</b> <b>1-800-263-2970</b>	7/24/365
<b>BNA issues</b>	Paper supplies	1.) Amount 2.) Payment type	<b>905 726-9753</b> <b>ext 102</b>	9am-5pm E.T. Mon. to Fri.

Information update :

<b>Terminal ID</b>	
<b>Merchant ID</b>	
<b>Debit ID</b>	