



XENTA

Global Canada

Operators Guide

Version 2.01

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Customer Help Desk

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Paper Orders

Call Toll Free: 1-866-324-7585

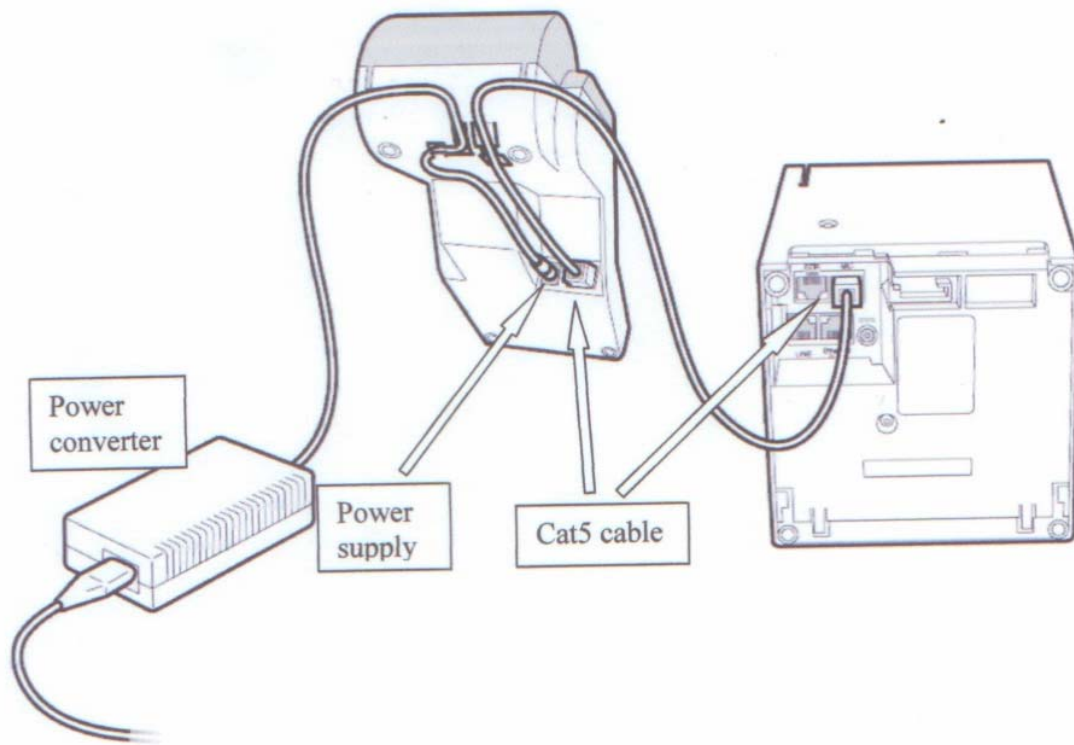
Or

Email: supplies@bnasmartpayment.com.

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Installation of the Xenta Merchant Pinpad Unit



1. Plug power supply into wall outlet and confirm power when the green light is illuminated on the power converter
2. Using the supplied Cat5 cable, attach the Merchant unit to the Xenta as shown
3. Inset the power supply as shown into the back of the Merchant unit.

Main Screen (LOGO screen)

Once the Application Selector and all other applications are activated on the terminal, the Application Selector will display the main "LOGO" screen. The prompts displayed at the bottom of the screen give access to navigate the menus of the terminal or to perform transactions.

Typical LOGO screen display



In this case the terminal is displaying two prompts (more can be displayed depending on how many applications are set up in the terminal); these are **SYS** (system) and **PMT** (payment).

The "option" you select will access different menus.

The **SYS** option sets specific functions as needed by the Device and the Helpdesk, the **PMT** option performs the sales merchant's financial functions and activates options.

1 MENUS

1.1 SYS (system) PROMPT

In this option there are five menu selections available, User Menu, Technical Menu, **Connectivity** Version and Reboot.

Note: The selections Technical menu and Reboot should be performed under the guidance of Helpdesk personnel only.

1 User Menu

- 1 Menu Sequence
- 2 Terminal Config
- 3 Terminal Test
- 4 Internal Clock
- 5 Battery & Signals
- 6 What am I

2 Technical Menu

(Only accessible via Helpdesk)

3 Connectivity

- 1 Ping
- 2 Port Test
- 3 Cable Detect

4 Version

5 Reboot

(Only to be used with Helpdesk assistance)

MENUS

1.2 **SYS** (system) PROMPT

In this option there are 5 menu selections available, User Menu, Technical Menu, Connectivity, Version and Reboot.

Note: The selections Technical menu and Reboot should be performed under the guidance of Helpdesk personnel only.

1 User Menu

- 1 Menu Sequence
- 2 Terminal Config
- 3 Terminal Test
- 4 Internal Clock
- 5 Battery & Signals
- 6 What am I

2 Technical Menu

(Only accessible via Helpdesk)

3 Connectivity

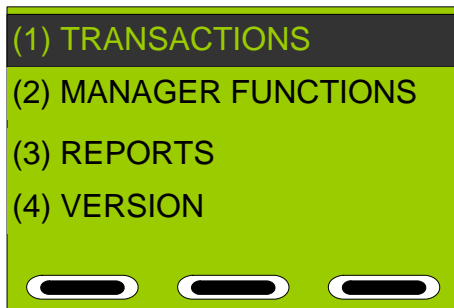
- 1 Ping
- 2 Port Test
- 3 Cable Detect

4 Version

5 Reboot

(Only to be used with Helpdesk assistance)

1.3 PMT (payment) PROMPT



Note: Under the payment option there are four selections available.

1 Transactions: This selection handles all transactions.

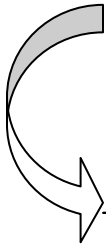
2 Manager Functions: This selection accesses specific functions that either configure the terminal to handle various options or to perform functions for administrative requirements such as reporting, end of day closing, initialization of specific parameters etc.

3 Reports: This selection handles all reports.

1.4 TRANSACTIONS MENUS (under PMT prompt)

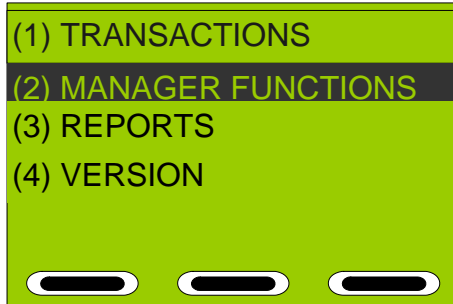
The following set of menu functions are used in the generation and maintenance of financial transactions.

- (1) PURCHASE
- (2) REFUND
- (3) PRE-AUTH
- (4) ADVICE
- (5) VOID
- (6) CORRECTIONS
- (7) DUPLICATE - reprint last receipt generated or print a receipt by BNA number
- (8) INVOICE INQUIRY
- (9) SPECIAL TRANSACTION



- (1) SPLIT PAYMENT
- (2) TAB or on ACCOUNT
- (3) DEFFERED TRANS
- (4) INSTALMENT TRANS
- (5) OFFLINE PURCHASE
- (6) OFFLINE PRE-AUTH
- (7) OUT OF COV. TXN
- (8) KEY CHANGE
- (9) NAVISTRAN KEY XCH

1.5 MANAGER FUNCTIONS MENU



1- Manager FUNCTIONS

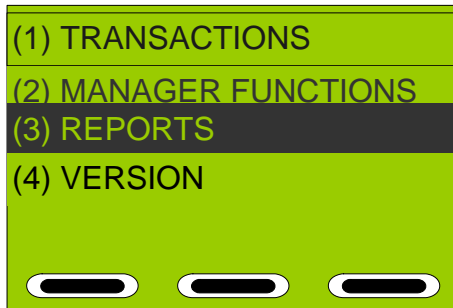
- 1 Close Batch**
- 2 Initialization**
- 3 Print term Data**
- 4 Print Previous Batch**
- 5 Help Desk**
- 6 Batch Maintenance**
- 7 Help Desk**

2- App Setup

- 1 Merchant Option**
- 2 Trans Setup**
- 3 Processor Setup**



1.6 REPORTS

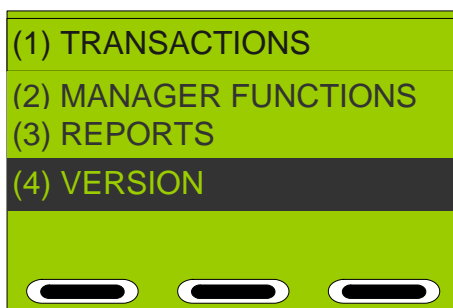


3- REPORTS

- 1 **Batch Report**
- 2 **Clerk Report**
- 3 **Shift Detail**
- 4 **Card Report**

1.7 VERSION



4- VERSION It shows you the latest version of the App





PERFORMING TRANSACTIONS

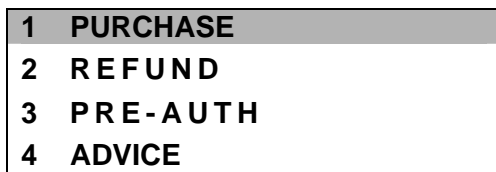


1.8 PURCHASE



To start a transaction at LOGO screen, press the  button under **PMT** then select **TRANSACTIONS** by pressing the  button. If the terminal is set up for CARD SWIPE then the transaction assigned will begin by swiping the card through the reader. I.E. PURCHASE will begin when a card is swiped.

Note: You can press the corresponding number to get to the function quickly, or if the function you wish to use is already highlighted press the  button.

Pressing the  button at many of the screens will cancel the transaction and return to the menu screen.



Doing a PURCHASE transaction

Highlight **PURCHASE** then press the  button or press the  button.

Use the Soft prompts arrow keys below the screen to move up and down the menu screen.



Note: If the terminal is set-up to require Clerk Ids then the next screen to appear will require the input of a Clerk Id.




Also:

If the terminal is set-up for Security IDs then you will have to input the Security ID and PASSWORD before continuing.



Entering an AMOUNT

Enter the **AMOUNT** (Decimal point is fixed).

Press the  button to accept the amount or the  button can be used to correct the amount. The  button can be used at anytime to cancel the transaction.



SWIPE CARD
GLISSEZ LA CARTE




▼ **MANUAL**



Swipe Card

SWIPE CARD with MAG-STRIPE down and facing you.

MANUAL entry is for CREDIT transactions only.

To enter the card number manually, press the LEFT  button under **MANUAL**, then enter the card number and press . Next enter the expiry date (MMYY) and press . **NOTE:** *If AMOUNT OK option is enabled then the next screen will appears. It will always appear for DEBIT transactions*

Cardholder



PURCHASE: \$XX.XX
OK?

▼ **YES** | **NO** ▼



Confirmation of AMOUNT

Press the LEFT  button under **YES OR**  to confirm amount.

Pressing the RIGHT  button under **NO** or  will return to the AMOUNT screen.

FOR DEBIT ONLY

Cardholder SELECT
CHEQUING/ SAVINGS

▼ **Chequing** | **Savings** ▼

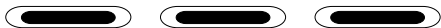


Select Account


Press the LEFT  button for Chequing.

Pressing the RIGHT  button for Savings.

Cardholder
ENTER PIN & OK



Enter PIN

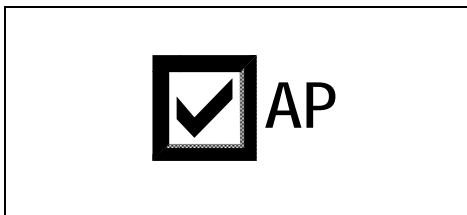
Enter your PIN and press .

END OF DEBIT



Communications

This icon appears and the green LED will start to flash when terminal is in communications mode with the processing host.



Status of transaction

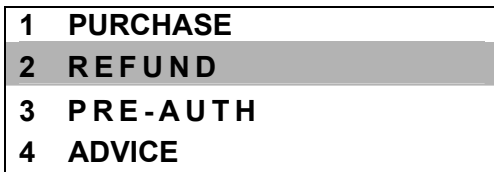
An approved transaction will display this screen.



Printing


Appears when the receipt header starts printing.

1.9 REFUND



Doing a REFUND

At LOGO screen select PMT then TRANSACTIONS then

press the  button or highlight REFUND and then

press the  button.

Use the Soft prompts arrow keys below the screen to move up and down the menu screen.






Entering ORIG. AUTH Number

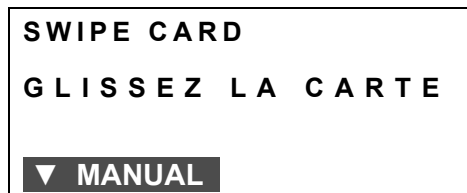
Enter the AUTH# from the original receipt on this screen.
NOT A REQUIRED FIELD

Then press the  button to proceed.



Entering an AMOUNT

Enter the amount for the refund and press .






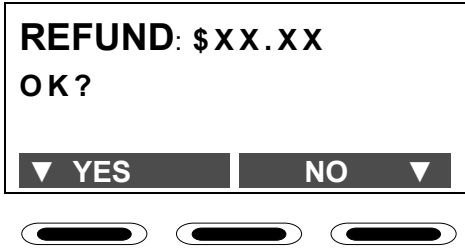
Swipe Card

SWIPE CARD with MAG-STRIPE down and facing you.

MANUAL entry is for CREDIT transactions only.





To enter the card number manually, press the LEFT  button under **MANUAL**, then enter the card number and press . Next enter the expiry date (MMYY) and press . **NOTE:** *If AMOUNT OK option is enabled then the next screen will appears. It will always appear for DEBIT transactions.*

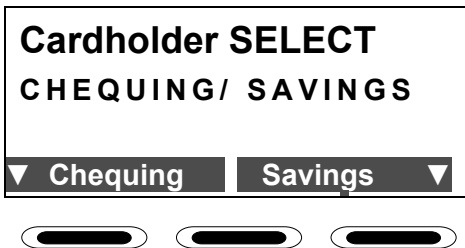


Confirmation of AMOUNT

Press the LEFT  button under **YES** OR  to confirm amount.

Pressing the RIGHT  button under **NO** or  will return to the AMOUNT screen.

FOR DEBIT ONLY




Select Account

Press the LEFT  button for Chequing.

Pressing the RIGHT  button for Savings.



Enter PIN

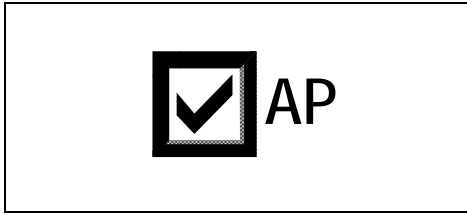
Enter your PIN and press .

END OF DEBIT



Communications

This icon appears and the green LED will start to flash when terminal is in communications mode with the processing host.



Status of transaction

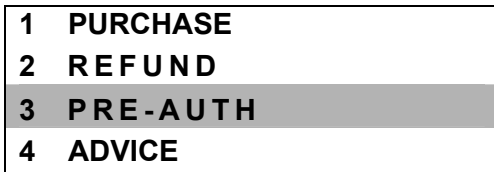
An approved transaction will display this screen.





Printing

Appears when the receipt header starts printing.

1.10 PRE-AUTH



Doing a PRE-AUTH Transaction

At LOGO screen select PMT then select TRANSACTIONS then press the  button or highlight PRE-AUTH then press the  button.




ADD / LIST / DELETE and EXIT

To start a PRE-AUTH select **ADD**.

LIST will show all open PRE-AUTH transactions.

DELET will delete a selected transaction.






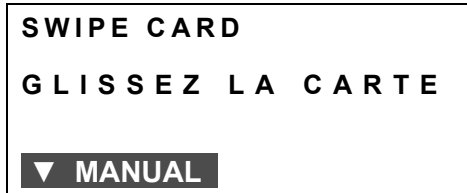
Use  to leave the PRE-AUTH screen.



Entering an AMOUNT

Enter purchase **AMOUNT** (Decimal point is fixed).

Press the  button to accept the amount or the  button can be used to correct the amount. The  button can be used at anytime to cancel the transaction.






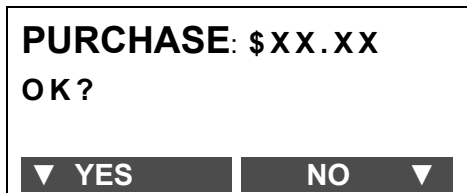
Swipe Card

SWIPE CARD with MAG-STRIPES down and facing you.


MANUAL entry is for CREDIT transactions only.





To enter the card number manually, press the LEFT  button under **MANUAL**, then enter the card number and press . Next enter the expiry date (MMYY) and press . **NOTE:** *If AMOUNT OK option is enabled then the next screen will appear. It will always appear for DEBIT transactions.*



Confirmation of AMOUNT

Press the LEFT  button under **YES OR**  to confirm amount.

Pressing the RIGHT  button under **NO** or  will return to the AMOUNT screen.



Communications

This icon appears and the green LED will start to flash when terminal is in communications mode with the processing host.



Status of transaction

An approved transaction will display this screen.

PRINTING



Printing

Appears when the receipt header starts printing.

1.11 ADVICE

- 1 PURCHASE
- 2 REFUND
- 3 PRE-AUTH
- 4 **ADVICE**


Completing a PRE-AUTH using ADVICE

Highlight **ADVICE** then press the  button or press the  button.






ENTER BNA #

BNA #


Enter the **BNA #** that appears on the original PRE-AUTH receipt then press the  button to proceed.


BNA:xxxx
Auth:xxx
SEQ:xxx Amt:xxx

▼ CONFIRM
RETRY ▼

Confirmation of Input

Press the LEFT  button under **CONFIRM** to confirm receipt information.




Pressing the RIGHT  button under **RETRY** will take you back to the enter BNA # number screen.

AMOUNT

\$XX.XX

Entering an AMOUNT

Enter purchase **AMOUNT** (Decimal point is fixed).

Press the  button to accept the amount or the  button can be used to correct the amount. The  button can be used at anytime to cancel the transaction.

ENTER TIP \$\$

x . x x



▼ PERCENT %






Entering TIP AMOUNT or PERCENTAGE

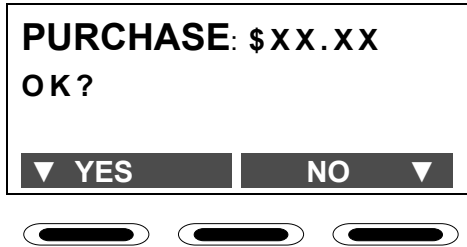
Enter **TIP** amount.

If you wish to enter a percentage press the  button under **PERCENT%** and a similar screen will appear where you can enter the tip by percentage. Press the  button to complete the entry at either screen.


Note: If using TIPS the next screen will allow for entering TIPS in dollar amount or percentage. Percent is selected by pressing the arrow button under the PERCENT prompt displayed on screen.



Note: Pressing the  button will skip this part of the transaction if tipping is not desired.

Note: This screen will only appear if TIP OPTION is ENABLED. (See MERCHANT OPTIONS under APP SETUP to enable or disable the TIP OPTION).



Confirmation of AMOUNT

Press the LEFT  button under **YES** OR  to confirm amount.

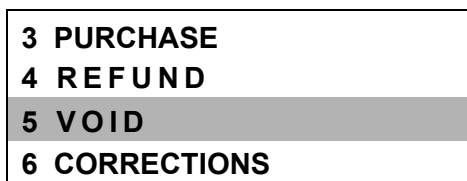
Pressing the RIGHT  button under **NO** or  will return to the AMOUNT screen.





Completion of Transaction

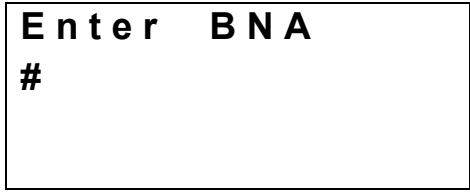
Appears when the receipt header starts printing.


1.12 VOID





Performing a VOID (CREDIT ONLY)

Highlight **VOID** then press the  button or press the  button.



Entering a BNA Number
 Enter the BNA # on this screen.
 Then press the  button to proceed.





Confirmation of Input Press the LEFT  button under **CONFIRM** to confirm receipt information. Pressing the RIGHT  button under **RETRY** will take you back to the enter BNA # number screen.



Completion of Transaction
 Appears when the receipt header starts printing.

1.13 CORRECTIONS



Performing CORRECTIONS (Credit Only)
 Highlight **CORRECTIONS** then press the  button or press the  button.

After correcting the transaction; a receipt, indicating what was corrected, will be printed.

PRINTING

Completion of Transaction



Completion of the transaction begins when the receipt header starts printing.

The terminal is now dialling and connecting to the processor.

1.14 DUPLICATE

- 6 CORRECTIONS
- 7 **DUPLICATE**
- 8 INVOICE INQUIRY
- 9 SPECIAL TRANS

Printing DUPLICATE of a Receipt

Highlight **DUPLICATE** then press the  button or press the  button.


This function reprints the last transaction receipt or a previous receipt.


PRINT PREV. RECEIPT

▼ YES NO ▼



PRINTING A PREVIOUS RECEIPT

Press the LEFT  button under **YES** to print customer or merchant copy.

Pressing the RIGHT  button under **NO** will take you to the next screen.

ENTER BNA
#

PRINTING A PREVIOUS RECEIPT


Enter the BNA # on this screen.


Then press the  button to proceed.

BNA:xxxx
Auth:xxx
SEQ:xxx Amt:xxx
▼ CONFIRM RETRY ▼



Confirmation of RECEIPT


Press the LEFT  button under **CONFIRM** to confirm contract information.


Pressing the RIGHT  button under **RETRY** will take you back to the enter BNA # screen.

SELECT RCPT TYPE	
▼ MERCHANT	CUSTOMER ▼



CHOOSING RECEIPT TO PRINT

Press the LEFT  button under **MERCHANT** to print MERCHANT copy.

Pressing the RIGHT  button under **CUSTOMER** will print the CUSTOMER copy

PRINTING



Printing

Appears when the receipt header starts printing.

1.15 INVOICE INQUIRY

6 CORRECTIONS
7 DUPLICATE
8 INVOICE INQUIRY
9 SPECIAL TRANS


Printing

Highlight **INVOICE INQUIRY** then press the  button or press the  button.

This function prints the requested transaction receipt.

INVOICE	
FCT	

ENTER THE INVOICE NO

Enter the invoice no (press the LEFT  button under FCT to change it to alphabet if needed).


Press the  button.




BNA: 123	Amt:0.00	
Auth:000073,MC 7777		
Invoice no: 444		
PRINT	NEXT	EXIT

CHOOSING RECEIPT TO PRINT

Press the LEFT  button under **Print** to print the invoice.

Press the Middle  button under **NEXT** to see the next invoice.

Press the Right  button under **EXIT** to exit the menu.



1.16 PERFORMING SPECIAL TRANS

1. SPLIT PAYMENT
2. TAB or on ACCOUNT
3. DEFFERED TRANS
4. INSTALMENT TRANS
5. OFFLINE PURCHASE
6. OFFLINE PRE-AUTH
7. KEY CHANGE
8. NAVISTRAN KEY XCH

NOTE: In the portable GPRS units the OUT OF COV. TXN option will appear as menu item #7 and KEY CHANGE will be #8 followed by NAVISTRAN KEY XCH at #9.

1.16.1 SPLIT PAYMENT

Use this selection to split a transaction into 2 or more equal or unequal payments.

1.16.2 TAB or on ACCOUNT

This transaction is useful for accumulating purchases and paying at later I.E. a Coffee truck or Tool Merchant.

1.16.3 DEFERRED AND INSTALMENT

Both of these transactions deal with payment made at a later date. The difference being that INSTALMENTS would be used for reoccurring payments.

1.16.4 OFFLINE TRANSACTIONS

Offline transactions are used when extreme communications errors are persistent. They would involve the User phoning for a verbal Auth Number from the CREDIT card Company and entering it when prompted by the terminal screen. They can then be processed as usual and will settle when the BATCH is closed.

1.16.5 KEY CHANGE

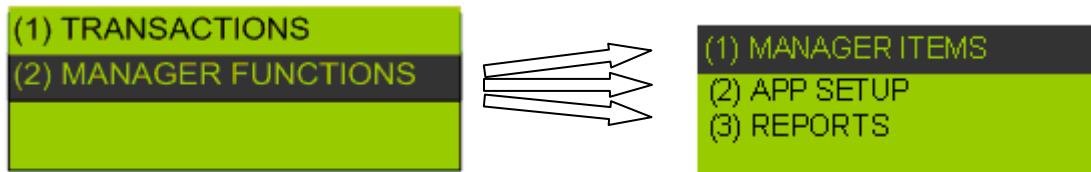
Key Change is used to synchronize the terminal with the processing Host and to verify that the POS device is properly KEY INJECTED and recognized by the HOST.

1.16.6 NAVISTRAN KEY XCH

All transactions on the BNA POS terminal are encrypted by a key entered into the device at the time the Merchant file is loaded. The key is exchanged when ever BATCH CLOSE is run. From time to time the Navistran Host will require a key change and this transaction will perform that function.

2 USING THE MANAGER FUNCTIONS

2.1 MANAGER FUNCTIONS MENU



2.1.1 Manager Items Menu

1. **CLOSE BATCH:** Closes batch with the processor, generally done at the end of day.
2. **INITIALIZATION:** Allows the merchant to initialize the main parameters such as Merchant number, address information, store numbers and other, permanent data. Initialize also allows for multi-merchant data.
3. **PRINT TERM DATA:** Will be used to print the terminal parameters to aid the Helpdesk in resolving problems.
4. **Print Prev. Batch** Used to reprint the last batch record to be produced on the terminal.
5. **HELP DESK:** Allows the terminal to delete a bad transaction, allows the merchant to remove a specific merchant data base, can reset the merchant to their original counters and allows the user to change the file sizes.
6. **Batch Maintenance:** Allows ??????.
7. **Order Paper:** Allows?????????.

Note: Options # 2, 3 & 5 must be done with helpdesk assistance only.

2.1.2 MANAGER ITEMS

2.1.2.1 CLOSE BATCH

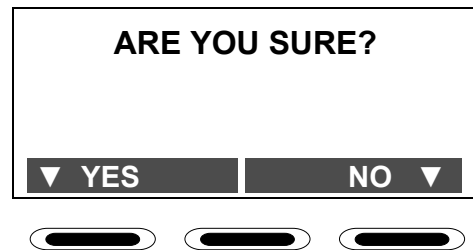
At LOGO screen; select PMT

Select (2) MANAGER FUNCTIONS

Select (1) MANAGER ITEMS

Select (1) CLOSE BATCH

Answer YES when prompted "Are you sure"



2.1.2.2 HELP DESK

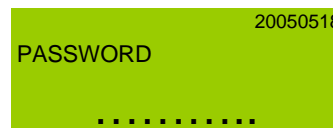
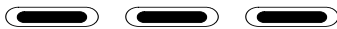
At LOGO screen; select PMT

Select (2) MANAGER FUNCTIONS

Select (1) MANAGER ITEMS

Select (5) HELP DESK

Answer YES when PLEASE CALL HELPDESK prompted



At this point the Customer will be prompted for a PASSWORD; the PASSWORD is generated by using the date displayed on the screen. The Password is generated from a special algorithm only know to the Help Desk.

2.1.2.2.1 Increase Batch Size

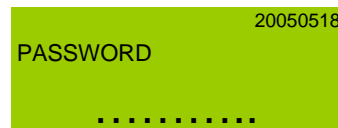
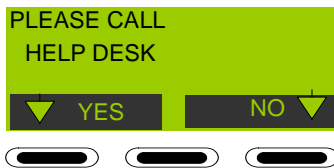
At LOGO screen; select PMT

Select (2) MANAGER FUNCTIONS

Select (1) MANAGER ITEMS

Select (5) HELP DESK

Answer YES when PLEASE CALL HELPDESK prompted



At this point the Customer will be prompted for a PASSWORD; the PASSWORD is generated by using the date displayed on the screen.

Under the HELPDESK menu in PMT application, there are seven options to choose from;

1. DELETE RECORD
2. REMOVE MERCHANT
3. RESET CURRENT MERCHANT
4. CHG BATCH SIZE
5. CHG PREAUTH SIZE
6. NAVISTRAN KEY XCH
7. NAVISTRAN CERT XCH

The first option is used when a corrupt record is in the PMT batch and causing a BATCH CLOSE failure error. The failed batch will produce a report that gives the BNA number of the corrupted record. When DELETE RECORD is selected the next screen to display will be;

ENTER BNA #

This number can be found on the BATCH FAILURE report.

BNA:xxxx	Auth:xxx
SEQ:xxx	Amt:xxx
▼ CONFIRM	RETRY ▼

Confirm that this is the record.



A receipt will be printed with all the details of the record that was deleted and will indicate that it has been deleted. CREDIT transaction record can be re-entered as an OFFLINE purchase using the CARD number, EXPIRY date and AUTH # from the DELETED transaction record. After entering the OFFLINE PURCHASE the Merchant can rerun the BATCH CLOSE.

Number 2. REMOVE MERCHANT and Number 3. RESET CUR MERCHANT can only be used with BNA Helpdesk assistance. These two options can seriously affect a Merchants' ability to do transactions.

Both #2 and # 3 have safe guards built in that allow the user to back out of the menu without executing the option **BUT** caution should always be exercised.

#4 CHNG BATCH SIZE and #5 CHNG PREAUTH SIZE, function in exactly the same way. When selected, the next screen to appear will be;

NUMBER OF R E C O R D
—

Enter the number of records that the file size needs to be expanded to, I.E. 600.

ARE YOU SURE?	
▼ YES	NO ▼

Answer YES.



**ORGANIZING DATA FILE
PLEASE WAIT**

This screen will display for the amount of time it takes to increase the file size. (May be as long as one minute)

Once file re-sizing is complete a receipt will print out. It contains some important data for the Merchant.

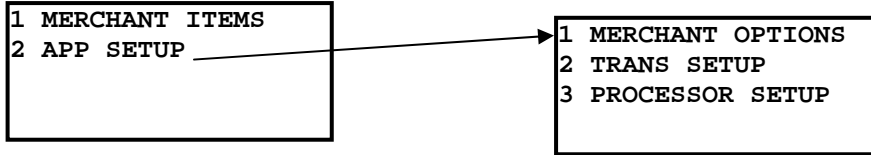
***** Change File Size : XXXXX.bat/pre Old File Size : xxx New File Size : xxx Number of Record Read :xxx Number of Record write :xxx *****	<p>← Merchant parameters file name and type</p> <p>← Old file size</p> <p>← New file size requested</p> <p>← Number of records in the file</p> <p>← Number of records rewritten to the file</p>
---	---

The number of records read and written should always be the same. Once completed the terminal will ready to use and the new file size will become permanent.

2.1.3 APP SETUP

Below is the menu for **APP SETUP**.

Display



<p>1 MERCHANT OPTIONS Allows the user to enable or disable various functions. CLERK FUNCTION*, SHIFT FUNCTION*, INVOICE FUNCTION, TRAINING MODE, AVS OPTION, CVV OPTION,</p>
<p>2 TRANS SETUP Allows the user the ability to enable or disable various transactions plus more. Examples: CREDIT, DEBIT, DEFAULT (*), *Note this function has more sub menus.</p>
<p>3 PROCESSOR SETUP Set phone numbers or IP addresses.</p>

2.1.3.1 MERCHANT OPTIONS

MERCHANT OPTIONS can be ENABLED and DISABLED by using the MERCHANT OPTIONS menu selection. An example is shown below. These steps are used to enable or disable any option.

2.1.3.1.1 AVAILABLE OPTIONS


MENUS;

- (1) TIP FUNCTION
- (2) CLERK FUNCTION
- (3) SHIFT FUNCTION
- (4) INVOICE FUNCTION
- (5) TRAINING MODE
- (6) AVS OPTION
- (7) CVV OPTION
- (8) PRE-DIAL OPTION
- (9) DUPLICATE TXN OPT
- (0) MORE OPTIONS
 - (1) LANE NUMBER
 - (2) CUSTOMER NAME
 - (3) MULTIMERCHANT
 - (4) CUSTOMER COPY
 - (5) MIN. AMOUNT
 - (6) AMOUNT OK
 - (7) SHOW AMOUNT
 - (8) PRINT RECEIPT
 - (9) TXN LOOP
 - (0) MORE OPTIONS
 - (1) PRINT LOGO
 - (2) OUT OF COV. OPT.
 - (3) SAVE AS OFFLINE
 - (4) MERCHANT LANGUAGE
 - (5) MAX TXN AMOUNT
 - (6) MAX SUM REFUND

2.1.3.1.2 OPTION EXAMPLE



1 TIP FUNCTION
2 CLERK FUNCTION
3 SHIFT FUNCTION
4 INVOICE FUNCTION


Setting TIP FUNCTION

Highlight **INVOICE OPTION** then press the  button or press the corresponding numeric button.

TIP OPTION:	
ENABLED	
▼ ENABLED	DISABLED ▼

ENABLE or DISABLE

Press the LEFT  button under **ENABLED** to enable the function or press the RIGHT  button under **DISABLED** to disable the function.



When the OPTION has been set to desired mode press the  button to exit.



2.1.3.1.3 LANE NUMBER


7 PREDIAL OPTION
8 DUPLICATE TXN OPT
9 LANE NUMBER
0 MORE OPTIONS

Setting LANE NUMBER

Highlight **LANE NUMBER** then press the  button or press the  button.

PLEASE INPUT LANE #

Input LANE NUMBER

Enter the desired LANE NUMBER (0-9999) then press the  button.



NOTE: *The number you entered will appear behind the word Terminal, on all receipts.*

2.1.3.1.4 CLERK FUNCTION

Note: To reach SPECIAL FUNCTION menu, select PMT then option (2) MANAGER FUNCTIONS next select (2) APP SETUP then (1) MERCHANT OPTIONS.

- 2 CLERK FUNCTION
- 3 SHIFT FUNCTION
- 4 INVOICE FUNCTION
- 5 TRAINING MODE



Setting CLERK FUNCTION

Highlight **CLERK FUNCTION** then press the  button or press the  button.

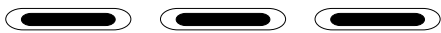
2.1.43.1.1 CLERK OPTION

- 1 CLERK OPTION
- 2 CLERK EDIT OPT.
- 3 CLERK MAINTENANCE
- 4 SECURITY MAINT.




Setting CLERK OPTION

Highlight **CLERK OPTION** then press the  button or press the  button.

- CLERK OPTION:**
ENABLED
▼ **ENABLED** **DISABLED** ▼



ENABLE or DISABLE

Press the LEFT  button under **ENABLED** to enable the function or press the RIGHT  button under **DISABLED** to disable the function. If the function is already in the desired mode press the  button.

2.1.4.1.1 CLERK MAINTENANCE

1 CLERK OPTION
2 CLERK EDIT OPT.
3 CLERK MAINTENANCE
4 SECURITY MAINT.

Setting CLERK MAINTENANCE

Highlight **CLERK MAINTENANCE** then press the  button or press the  button.

CLERK MAINTENANCE

ADD LIST Delet



ADD / LIST / DELETE and EDIT CLERK

To start a CLERK ID select **ADD**.

LIST will show all clerks.

DELET will delete a selected clerk.

ENTER: CLERK ID

XXXX

Entering a CLERK ID

Enter your **CLERK ID** (up to 4 characters).

Press the  button to accept.

ENTER PASSWORD:

XXXXXX

Entering a CLERK ID

Enter your **PASSWORD** (up to 5 characters).

Press the  button to accept.


CLERK LEVEL

▼ ASSOCIA
SUPERVI ▼

MANAGER ▼





Selecting CLERK LEVEL

Select the **CLERK LEVEL** by pressing the  button under desired choice (ASSOCIATE, SUPERVISOR or MANAGER)

2.1.4.1.2 SECURITY MAINTENANCE


1	CLERK OPTION
2	CLERK EDIT OPT.
3	CLEK MAINTENANCE
4	SECURITY MAINT.

Selecting SECURITY MAINTENANCE


Highlight **SECURITY MAINT.** then press the  button or press the  button.

OPERATION	LvL	PSWD
PURCHASE	A	YES
REFUND	A	NO
PRE-AUTH	A	NO

Setting SECURITY MAINTENANCE

Highlight the transaction type (i.e. PURCHASE) that you wish to change then press the RIGHT  button under **PSWD** to alternate between **YES** and **NO**.



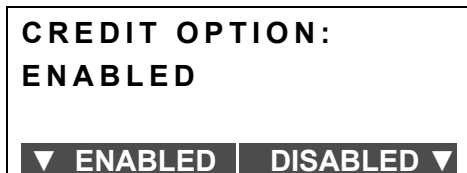
To change security levels press the  button under **LvL** and choose **A** (ASSOCIATE), **S** (SUPERVISOR) or **M** (MANAGER)

2.1.4.2 TRANS SETUP



- (1) EBT
- (2) CREDIT
- (3) DEBIT
- (4) CASH
- (5) CASHBACK
- (6) CASHBACK SERVICE
- (7) SERVICE FEE
- (8) DEFAULT
- (9) CLOSE BATCH REPORT

The EBT, CREDIT, DEBIT and CASH are OPTIONS that can be enabled or disabled.

Example:



ENABLE or DISABLE

Press the LEFT  button under **ENABLED** to enable the function or press the RIGHT  button under **DISABLED** to disable the function.

If the function is already in the desired mode press the

 button.

2.1.4.3 DEFAULT OPTION

At LOGO screen; select PMT

Select (2) MANAGER FUNCTIONS

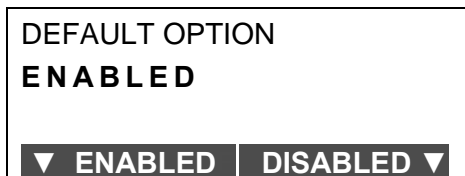
Select (2) APP SETUP


Select (2) TRANS SETUP

Select (8) DEFAULT

Two menu items are displayed; (1) DEFAULT OPTION

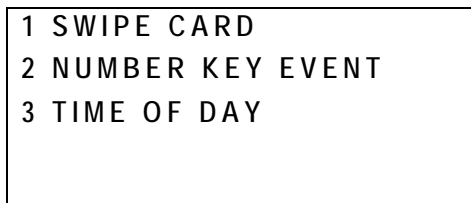
(2) DEFAULT EDIT



After the option is ENABLED the screen will return to the ENABLE/DISABLE screen, press the  button to exit.



Next select (2) DEFAULT EDIT, the screen will display 3 menu items as follows;



2.1.4.3.1 STARTING A TRANSACTION AT WITH A CARDSWIPE

Ensure that DEFAULT OPTION is ENABLED. Then select DEFAULT EDIT. Then select SWIPE CARD.

The screen will display a list of transactions that can be started with CARDSWIPE

- (1) PURCHASE
- (2) REFUND
- (3) PRE-AUTH
- (4) ADVICE
- (5) VOID
- (6) CORRECTIONS
- (7) DUPLICATE
- (8) CLOSE BATCH

Highlight the choice I.E. PURCHASE and hit OK. The chosen transaction will now star when a card is swiped through the reader.

2.1.4.3.2 STARTING A TRANSACTION WITH NUMBER KEY

Ensure that DEFAULT OPTION is ENABLED. Then select DEFAULT EDIT. Then select NUMBER KEY EVENT. A list of the PIN PAD numbers will be displayed. Select the key number you wish to use then push OK.

The screen will display a list of transactions that can be started with CARDSWIPE

- (1) PURCHASE
- (2) REFUND
- (3) PRE-AUTH
- (4) ADVICE
- (5) VOID
- (6) CORRECTIONS
- (7) DUPLICATE
- (8) CLOSE BATCH

Highlight the choice I.E. PURCHASE and hit OK. The chosen transaction will now star when the chosen key is pushed at LOGO screen.

2.1.4.3.3 AUTOMATIC BATCH CLOSE

The third option under DEFAULT EDIT,

```
1 SWIPE CARD
2 NUMBER KEY EVENT
3 TIME OF DAY
```

Select (3) TIME OF DAY then select (1) New Timer, the next screen will allow for time entry, it must be done using **24 hr** clock mode.

I.E. 11:00 PM would be entered as 2300.

```
INPUT TIME HHMM
```

After the time is entered press the OK button. The next screen will display 3 items

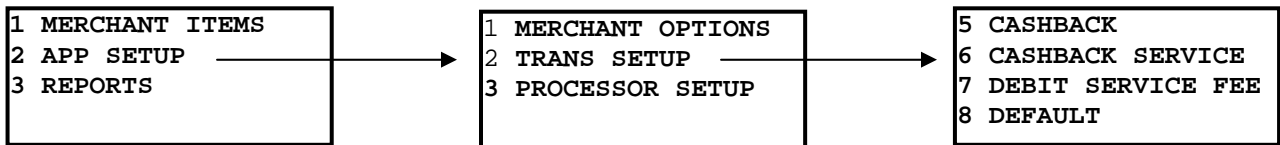
```
1 23:00 CLOSE BATCH
2 NEW TIMER
3 EXIT
```

If an incorrect time is entered or the time needs to be changed then select (1) 23:00 CLOSE BATCH, you will be prompted to delete the old time. After it has been deleted follow the steps for entering the time as above.

If correct time is entered push the CANC button to exit.

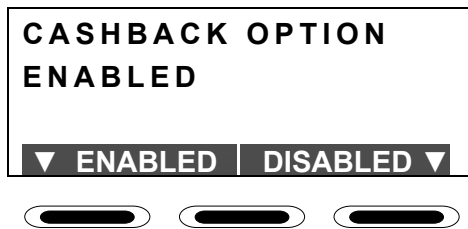
2.2 DEBIT OPTIONS

There are several DEBIT set up functions available. The options are accessed through the APP SETUP menu selection. At LOGO screen select PMT, select MANAGER FUNCTIONS (You must enter a password to access the MANAGER FUNCTIONS menu), then select APP SETUP and then select TRANS SETUP.






2.2.1 CASHBACK OPTION(Debit Only)

Select CASHBACK option then press OK.



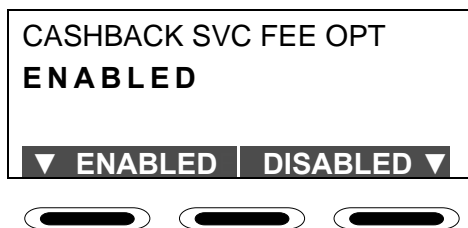
ENABLE or DISABLE

Press the LEFT  button under **ENABLED** to enable the function or press the RIGHT  button under **DISABLED** to disable the function.



If the function is already in the desired mode press the  button.

2.2.2 CASHBACK SERVICE(Debit Only)

The CASHBACK SERVICE option allows the Merchant to set a FEE that will be charged for CASHBACK transactions. After selecting CASHBACK from the menu the following screens will be displayed;




ENABLE or DISABLE

Press the LEFT  button under **ENABLED** to enable the function or press the RIGHT  button under **DISABLED** to disable the function.




ENTER CASHBACK
SERVICE FEE


0.00

ENTER SERVICE FEE amount
Enter the desired amount for the fee and then push  button.

CASHBACK SVC FEE OPT
ENABLED

▼ **ENABLED** | **DISABLED** ▼




  



After the FEE is entered the screen will return to the ENABLE/DISABLE screen, press the  button to exit.

2.2.3 DEBIT SERVICE FEE

DEBIT SVC FEE OPT
ENABLED

▼ **ENABLED** | **DISABLED** ▼


  

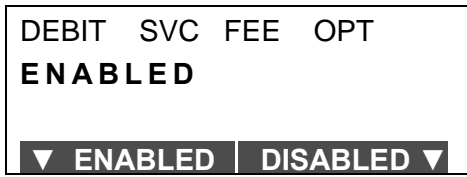
ENABLE or DISABLE
Press the LEFT  button under **ENABLED** to enable the function or press the RIGHT  button under **DISABLED** to disable the function.


The DEBIT SERVICE FEE option allows the Merchant to set a FEE that will be charged for DEBIT transactions. After selecting CASHBACK from the menu the following screens will be displayed;

ENTER DEBIT
SERVICE FEE

0.00

ENTER SERVICE FEE amount
Enter the desired amount for the fee and then push  button.



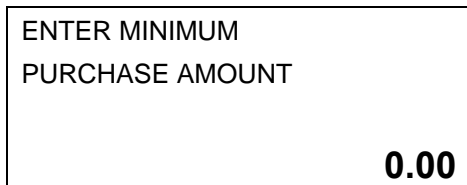
After the FEE is entered the screen will return to the ENABLE/DISABLE screen, press the  button to exit.




The DEBIT SERVICE FEE option works in conjunction with the MIN. AMOUNT option.

At LOGO screen; select PMT

- Select (2) MANAGER FUNCTIONS
- Select (2) APP SETUP
- Select (1) MERCHANT OPTIONS
- Select (0) MORE OPTIONS
- Select (5) MIN. AMOUNT



ENTER MINIMUM AMOUNT

Enter the desired amount that will be used to initiate the MIN. AMOUNT FEE, I.E. 3.00, when a transaction of 3.00 or less is input for payment, then the service fee will be added. Push  button to exit.

2.3 PROCESSOR SETUP PSTN

1 MANAGER ITEMS
2 APP SETUP
3 PROCESSOR SETUP

At LOGO screen; select PMT

Select (2) MANAGER FUNCTIONS

Select (2) APP SETUP

Select (3) PROCESSOR SETUP

1 FINANCIAL HOST
2 SETTLEMENT HOST
3 CECKAUTH HOST
4 NAVISKEY HOST

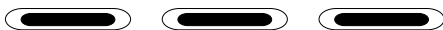
When one of the 4 items is selected the next screen will display 2 choices;

1 PSTN
2 ETHERNET

Choosing PSTN will take you into the menu for changing the phone number that the terminal will use to communicate to the HOST.

SELECT PHONE #
1800999999

ADD EDIT CLEAR



ADD / EDIT/ CLEAR and DELET


To change a phone number select EDIT by pushing the ARROW button under EDIT

ADD will enter a second phone number

Clear can be used to clear the data entered on the screen.

ENTER PHONE #

18009999999

Use the  button on the PIN PAD to remove the existing phone number. Then enter the new number and push OK. When the screen returns to the SELECT PHONE # screen again push OK.

ARE YOU SURE?

▼ YES NO ▼

Select YES



CHANGE BAUD RATE?

2 4 0 0

▼ YES NO ▼

Select NO Then push CANC button to exit.



This will set the new phone number to be used by a DIAL UP terminal.

2.4 PROCESSOR SETUP ETHERNET

1 MANAGER ITEMS
2 APP SETUP
3 PROCESSOR SETUP

At LOGO screen; select PMT

Select (2) MANAGER FUNCTIONS

Select (2) APP SETUP

Select (3) PROCESSOR SETUP

1 FINANCIAL HOST
2 SETTLEMENT HOST
3 CECKAUTH HOST
4 NAVISKEY HOST


When one of the 4 items is selected the next screen will display 2 choices;

1 PSTN
2 ETHERNET

Choosing ETHERNET will take you into the menu for changing the IP address that the terminal will use to communicate to the HOST.

CHANGE HOST?
NDC1.NAVISTRAN.COM
▼ YES NO ▼

Select YES to change

Use the  button on the PIN PAD to remove the existing IP address, then enter the new address.

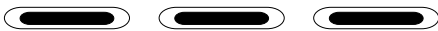


ENTER HOSTNAME:
NDC1.NAVISTRAN.COM


After the new IP address has been centered push ok, the next screen will ask about the port number you wish to use.

CHANGE PORT?
7 7 7 5
▼ YES NO ▼

Select YES



ENTER PORT #:
7775

Use the  button on the PIN PAD to remove the existing PORT #, and then enter the new PORT #.

2.5 REPORTS

At LOGO screen; select PMT

Select (2) MANAGER FUNCTIONS

Select (3) REPORTS

There is a large amount of reports available for the Merchant to use in the REPORTS menu.

- (1) BATCH REPORTS
- (2) CLERK REPORTS
- (3) SHIFT DETAILS
- (4) CARD REPORTS

Under BATCH REPORTS; (1) BATCH SUMMARY

(2) BATCH DETAIL

(3) BATCH BALANCE

BATCH SUMMARY will print a report detailing amounts by card type.

BATCH DETAIL will print a report that duplicates a BATCH CLOSE report.

BATCH BALANCE will print more detail than BATCH SUMMARY but less than BATCH DETAIL.

Under CLERK REPORTS (1) TOTAL ALL CLERKS

(2) TOTAL BY CLERK

(3) CLERK DETAILS

Under SHIFT REPORTS, the user is prompted to enter the SHIFT NUMBER they have set up in the OPTIONS MENUS. The report will detail all transaction done in that time period.

CARD REPORTS generate reports by CARD TYPE or ALL CARDS and show the details of all transactions done by the card.