1. How to Perform a Sale Transaction

Processing sale transactions on your ANZ POS Turbo is simple and easy.

Before processing any transactions, please refer to the Fraud Minimisation section in your Merchant Operating Guide.

- At the 'Swipe or Insert Card' idle screen, check to see if the customer's card being presented for the transaction has a chip. If it does, insert the card into the chip reader located at the bottom of the Terminal and leave it in there for the duration of the transaction. If it does not, swipe the customer's card through the magnetic stripe reader

- The screen should now display 'Purchase Amount?' Key in the value of the purchase and press **ENTER**

- The screen will then prompt 'Cash out Amount?' Enter the Cash Out amount if required or press **ENTER** to continue. (Please note: Cash Out is only available on Cheque and Savings accounts. Please contact ANZ Merchant Services if you would like to disable this feature)

- When the Terminal screen displays 'Total Amount?' check that the value displayed is correct and press **ENTER** to confirm

- The screen will then prompt 'Select Account CHQ SAV CR'. Select the button for the corresponding account. For instance, press the **SAV** key if a Savings account is required

- The screen will then display the total transaction value and prompt 'Key PIN'. If the account type selected is Cheque or Savings, have the customer enter in their PIN. For Credit Cards, have the cardholder enter their PIN if they have one and press **ENTER**, or simply press **ENTER** if no PIN is required

If the customer has entered a PIN:

- The Terminal will display 'Processing Please Wait'. The Terminal will display 'Approved' for a successful transaction or 'Declined' if the transaction failed. You should always check for an 'Approved' message before completing the sale. The Terminal will also prompt for the card to be removed if the Chip reader is being used

- The screen will display 'Customer Copy? Ask your customer if they would like a copy of the receipt and, if so, press **ENTER** to print a copy of the transaction record for the customer, or if no receipt is required, press **CLEAR** to return to the idle screen

If the customer has not entered a PIN:

- The Terminal will print a signature record and the screen will display 'Signature Required'. If the Chip reader is in use, remove the card when prompted, and have the customer sign the Signature Record and compare it to the signature on the reverse of the customer's card

- The screen will then display 'Signature Verified'. If the signatures match, press **ENTER**. Press **CANCEL** if they don't. (Please Note: If the signatures do not match, decline the transaction and refer the customer back to their card issuer and seek an alternative form of payment)

2. How to perform a Refund transaction

Please note: to complete a refund, you will need the 'ANZ multiPOS and EFTPOS Merchant Card' which would have been delivered to you in the mail. The refund **must be** credited onto the same card to which the purchase was completed on.

- When the Terminal is in idle mode, press **ENTER** to scroll through the menu until the 'ANZ EFTPOS PUR CASH REF' screen appears. Select Refund by pressing the **CR** key

- The Terminal will now prompt 'Swipe Merchant Card'. Swipe your ANZ multiPOS and EFTPOS Merchant Card through the magnetic stripe reader

- Key in the refund amount and press **ENTER**

- The screen will display the refund amount. Verify the amount is correct and press **ENTER** to confirm

- When the screen displays 'Swipe or Insert Card', check to see if the card being presented for the refund has a Chip. If it does, insert the card into the Chip reader, or swipe the card in the magnetic stripe reader if it does not

- Select the appropriate account that the refund is being credited to. For instance, if the refund was to be credited to a Cheque account, the **CHQ** key would need to be pressed

- Have the customer enter their PIN if applicable, or just press **ENTER** to confirm the amount

- The Terminal will display 'Processing Please Wait'. A signature record is printed if a PIN has not been entered. Have the customer sign this, and compare it to the reverse of the customer's card. If the signatures match, press **ENTER** to proceed, or **CANCEL** to exit the transaction. The Terminal will display an Approved or Declined message, pending on the response. (Please Note: if the signatures don't match, please decline the transaction and refer the customer back to their issuing bank. Then contact ANZ Merchant Services on 1800 039 025 available 24/7 for more assistance)

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3. How to initiate a manual settlement

Settlement transfers the value of the day's transactions to your bank account. Settlement can only occur once per day. The Terminal will automatically settle at 9pm (AEST), or you can manually settle the Terminal by following these steps.

- When the Terminal is in idle mode, press **ENTER** until the 'ANZ EFTPOS TOTL DETL SETL' screen appears
- Select the 'Settlement' option by pressing the **CR** key
- Select 'Sub Totals' by pressing the **CHQ** key, or Summary Totals by pressing the SAV key
- The Terminal will begin to dial through to ANZ. This may take a few minutes
- If you selected 'Sub Totals', the Terminal will generate a sub totals report prior to completing settlement. If you selected 'Summary Totals', the Terminal will generate a summary report prior to completing settlement
- Once settlement is complete, the screen will display 'Approved'

4. How to process a Tip transaction

Please note: The tipping function must be enabled on your Terminal for this feature to operate. Please contact ANZ Merchant Services on 1800 039 025 available 24/7 to enquire or activate this feature. Tipping is also only applicable to credit purchase transactions. You must process and clear all stored tip transactions on the same day prior to settlement.

- When the Terminal screen is in idle mode, press **ENTER** to scroll through the menu until the 'Tipping' screen appears
- Select 'Tip' by pressing the **CHQ** key
- The screen will now prompt for a 'Recall No?' Key in the four digit recall number located at the bottom of the transaction receipt, then press **ENTER**
- The screen should now prompt for a 'Server ID'. The tipping feature on this Terminal allows for the allocation of tips to different staff members via a Server ID. The Server ID must be between 01 and 20. Enter 01 if a separate ID is not required
- The Terminal will then display the amount of the original purchase transaction. Press **ENTER** to confirm the amount, or **CLEAR** to return to the 'Recall No' screen
- The screen will now display 'TIP Amount'. Key in the tip amount nominated then press **ENTER**
- Press **ENTER** to print the tipping receipt, concluding the tipping transaction. You may process another tip by entering in another recall number, or simply press **CANCEL** to return to the Tipping menu

5. How to print a Server Tip report

The Server Tip report lists all the tip transactions and provides a tip totals report for the selected Server ID made since the last settlement.

- When the Terminal is in idle mode, press **ENTER** until the 'Tipping' screen is displayed
- Select the 'Server ID' option by pressing the **SAV** key
- The screen should now display 'Server ID'. Key in the two-digit Server ID applicable. The Server ID must be between 01 and 20
- The Terminal will then print out a copy of the selected report
- Press **CLEAR** to return to the idle screen

6. How to print a TIP Totals report

The Tip Totals report lists all the tip transactions and tip totals for each server made since the last settlement.

- When the Terminal screen is in idle mode, press **ENTER** until 'Tipping' is displayed
- Select the 'Totals' option by pressing the **CR** key to produce a Tip Totals report
- When printing has completed, the Terminal will return to the tipping menu. Press **CLEAR** to return to the idle screen

For more information or assistance with your ANZ EFTPOS Terminal, please contact ANZ Merchant Services on 1800 039 025, available 24 hours a day, 7 days a week.

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