

## Sektor Payments Ltd

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<b>Revision History</b>	<b>Revision Title</b>	<b>Date</b>
Revision 1	Vx510 Operations Guide	
Revision 2	Vx510 Ops Guide Modified	24 April 2007
Revision 3	Vx510 Ops Guide Single and Multi Merchant combined	20 December 2007
Revision 4	Vx510 Ops Guide 6.0/ EOVI instructions included	05 August 2008
Revision 5	Vx510 Ops Guide Hospitality/ Tipping included	06 March 2009
Revision 6	Vx510 Operations Guide – Rebranded Sektor	03 August 2009

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## 1.0 Standard Eftpos Operation

ETSL Specification 6.0, software versions ETSLNZ7002>

### PURCHASE WITH DEBIT CARD

(Or Purchase with a Credit Card where customer enters a PIN)

1. Swipe customer card \*
2. Type amount of purchase and press ENTER (green) key
3. Customer selects account and enters PIN

### PURCHASE WITH CREDIT CARD

(Without entering a PIN)

1. Swipe customer card \*
2. Type amount of purchase and press ENTER (green) key
3. Customer presses CREDIT account key then ENTER (green) key
4. Customer signs receipt
5. Check signature
6. Press YES or NO for signature verification

### PURCHASE + CASH WITH DEBIT CARD

1. Press PURCHASE + CASH key \*
2. Swipe customer card
3. Type amount of purchase and press ENTER (green) key
4. Enter amount of cash and press ENTER (green) key
5. Customer selects account and enters PIN

### SETTLEMENT CUTOVER

1. Press the Scroll button until Settlement is shown on display.
2. Press Settlement key
3. Press Cutover key \*
4. Press Yes key to confirm cutover

### CASH OUT WITH DEBIT CARD

1. Press CASH OUT key \*
2. Swipe customer card
3. Type amount of cash and press ENTER (green) key
4. Customer selects account and enters PIN

### SETTLEMENT INQUIRY

1. Press the Scroll button until Settlement is shown on display.
2. Press Settlement key
3. Press Inquiry key \*
4. Press key for current day's Settlement Window, or Other key for another day's Settlement Window.
5. If Other key pressed, enter date (DDMMYYYY) and press ENTER (green) key

### LOG ON

1. Press the Scroll button until Logon is shown on display. \*
2. Press Logon key

### REFUND

1. Press the Scroll button until Refund is shown on display.
2. Press Refund key \*
3. Swipe Merchant Card
4. Type Merchant PIN
5. Swipe Customers Card
6. Type amount to refund and press ENTER (green) key
7. Customer selects account and enters PIN

### PRINT LAST CARDHOLDER RECEIPT

1. Press the Scroll button until Reprint Receipt is shown on display.
2. Press Reprint Receipt key \*

**\* Note: If you are using a Multi-merchant terminal then you will have to select the appropriate merchant and press the Slet key.**

## 1.1 Standard Eftpos Operation

ETSL Specification 5.1, software versions ETSLNZ5003 – ETSLNZ5008

### PURCHASE WITH DEBIT CARD

(Or Purchase with a Credit Card where customer enters a PIN)

1. Swipe customer card \*
2. Type amount of purchase and press ENTER (green) key
3. Customer selects account and enters PIN

### PURCHASE WITH CREDIT CARD

(Without entering a PIN)

1. Swipe customer card \*
2. Type amount of purchase and press ENTER (green) key
3. Customer presses CREDIT account key then ENTER (green) key
4. Customer signs receipt
5. Check signature
6. Press YES or NO for signature verification

### PURCHASE + CASH WITH DEBIT CARD

1. Press PURCHASE + CASH key \*
2. Swipe customer card
3. Type amount of purchase and press ENTER (green) key
4. Enter amount of cash and press ENTER (green) key
5. Customer selects account and enters PIN

### SETTLEMENT CUTOVER

1. Press the Scroll button until Settlement is shown on display.
2. Press Settlement key
3. Press Cutover key \*
4. Press Yes key to confirm cutover

### CASH OUT WITH DEBIT CARD

1. Press CASH OUT key \*
2. Swipe customer card
3. Type amount of cash and press ENTER (green) key
4. Customer selects account and enters PIN

### SETTLEMENT INQUIRY

1. Press the Scroll button until Settlement is shown on display.
2. Press Settlement key
3. Press Inquiry key \*
4. Press key for current day's Settlement Window, or Other key for another day's Settlement Window.
5. If Other key pressed, enter date (DDMMYYYY) and press ENTER (green) key

### LOG ON

1. Press the Scroll button until Logon is shown on display. \*
2. Press Logon key

### REFUND

1. Press the Scroll button until Refund is shown on display.
2. Press Refund key \*
3. Swipe customer card
4. Type amount to refund and press ENTER (green) key
5. Swipe Merchant Card
6. Type Merchant PIN
7. Customer selects account and enters PIN

### PRINT LAST CARDHOLDER RECEIPT

1. Press the Scroll button until Reprint Receipt is shown on display.
2. Press Reprint Receipt key \*

**\* Note: If you are using a Multi-merchant terminal then you will have to select the appropriate merchant and press the Slct key.**

## 1.2 Standard Eftpos Operation & Information

- Paper Roll Size for the Vx510 is **57mm wide and 47mm Diameter**.
- If the terminal requests the card to be inserted after a swipe, the merchant must select the same transaction type as performed when swiping card. (*Example: Select Credit Card Tip and swipe card. Terminal requests “insert card”. Select Credit Card Tip again and insert card.*)  
Note: Inserting the card without selecting transaction type will default to a purchase transaction.
- If you are processing loyalty cards such as AA Rewards, Fly Buys, etc. please process as a PURCHASE WITH CREDIT CARD (Without entering a PIN) transaction.
- Electronic Offline Voucher (EOV) Information:
  - EOV must be pre-approved by your bank to operate.
  - If a loss of communications occurs, the terminal might revert to offline mode. The terminal will prompt the merchant to allow processing offline. Once offline the terminal will display OFFLINE on the left side of the screen.
  - From then on the merchant will be asked if they would like to transact offline.
  - If processed with signature, merchant must verify the signature with respect to the card.
  - Once communications has been restored the terminal will then process all transactions online.
  - After communications have been restored the terminal will upload all stored EOV transactions.

### KEYS ON KEYBOARD

Scroll Key – Top left purple key  
 Clear Key – Red **X** key, bottom left  
 Backspace Key – Yellow **←** key, bottom row  
 Enter Key – Green **↵** key, bottom right  
 Paper Feed – No 3 key when at idle prompt

## 2.0 Hospitality Guide

Credit Cards ONLY

### AUTHORISATION TRANSACTION

1. Press the Scroll button until Hospitality is shown on display.
2. Press Hospitality key
3. Press Auth key \*
4. Swipe customers card
5. Type amount to authorise and press ENTER (green) key
6. Customer selects Credit account and either enters PIN (optional) or presses ENTER (green) key

### EXTRA CHARGES

1. Press the Scroll button until Hospitality is shown on display.
2. Press Hospitality key
3. Press the Scroll button until Extra Charges is shown on display.
4. Press Extra Charges key \*
5. Type in credit card number and press ENTER (green) key
6. Type in credit card expiry date and press ENTER (green) key
7. Select MOTO option
8. Type Extra Charges amount and press ENTER (green) key
9. Press Credit

### TOP UP TRANSACTION

1. Press the Scroll button until Hospitality is shown on display.
2. Press Hospitality key
3. Press Top Up key \*
4. Swipe customers card
5. Type Top Up amount and press ENTER (green) key
6. Customer selects Credit account and either enters PIN (optional) or presses ENTER (green) key

### HOSPITALITY SPECIAL NOTES

#### TOP UP TRANSACTION

1. A top up transaction should be performed if the customers account exceeds the total of current authorisation and top ups.

#### FINALISE TRANSACTION

1. If the customer has paid by different means, a finalise transaction must be preformed with an amount of \$0.00

#### EXTRA CHARGES

1. Extra Charges transaction is done once the customer has left and where the FINALISE TRANSACTION has been completed.

#### AUTHORISE TRANSACTION

1. Every authorised transaction must be finalised.

### FINALISE TRANSACTION

1. Press the Scroll button until Hospitality is shown on display.
2. Press Hospitality key
3. Press Finalise key \*
4. Press Inv# key
5. Type invoice number as on receipt and press ENTER (green) key
6. Press Yes key
7. Type amount of finalised account and press ENTER (green) key
8. Customer signs receipt

**\* Note: If you are using a Multi-merchant terminal then you will have to select the appropriate merchant and press the Slet key.**

## 3.0 Tipping Guide

Credit Cards ONLY

### CREDIT CARD TIP

Initial Transaction

1. Press the Scroll button until Credit Card Tip is shown on display.
2. Press Credit Card Tip key \*
3. Swipe customer card
4. Type amount of purchase and press ENTER (green) key
5. Customer / Merchant presses CREDIT account key
6. Verify signature

### MANUAL UPLOAD OF PENDING CREDIT CARD TIP TRANSACTIONS

This will upload all stored tipping transactions

1. Press the Scroll button until Tip Functions is shown on display.
2. Press Tip Functions key
3. Press Upload key
4. Press Tip key \*
5. Press Yes key

### TIP ADDING / ADJUSTMENT

1. Press the Scroll button until Tip Functions is shown on display.
2. Press Tip Functions key
3. Press Tip Adjust key \*
4. Press Inv# key
5. Type Invoice Number as on receipt
6. Press Adj key
7. Type the TIP amount and press ENTER (green) key
8. Press Exit key
9. Press Clear key

### PRINT STORED TOTALS & TIPS OF PENDING CREDIT CARD TIP TRANSACTIONS

(To be done before upload or settlement cutover)

1. Press the Scroll button until Tip Functions is shown on display.
2. Press Tip Functions key
3. Press the Scroll button until Print Utility is shown on display.
4. Press Print Utility key
5. Press Stored Totals key \*

### VOID CREDIT CARD TIP TRANSACTION

(This voids complete purchase including tips)

1. Press the Scroll button until Tip Functions is shown on display.
2. Press Tip Functions key
3. Press Void Tip key\*
4. Press Inv# key
5. Type Invoice Number as on receipt
6. Press Yes key
7. Press Clear key (after receipts printed)

### SETTLEMENT CUTOVER

This will only occur if tipping transactions are stored

1. Press the Scroll button until Settlement is shown on display.
2. Press Settlement key
3. Press Cutover key \*
4. Press Yes key to confirm cutover
5. Press Yes key if you wish to upload all credit card tipping transactions

**\* Note: If you are using a Multi-merchant terminal then you will have to select the appropriate merchant and press the Slct key.**