

ANZ POS MOBILE™ 2

QUICK REFERENCE GUIDE

ANZ Merchant Services Support 1800 039 025
Credit Card Authorisation Centre 1800 999 205
Debit Card Authorisation Centre 1800 039 025
Stationery www.anz.com/merchantconnect
or 1800 039 025



PURCHASES

- Key in purchase amount on idle screen and press **<ENTER>**
 - Key in cash out amount (if required) or **<ENTER>** to continue
 - Confirm total amount is correct and press **<ENTER>**
 - Tap, Insert or Swipe card on 'PRESENT CARD AMT' screen
 - If a **contactless** card or Smartphone is presented, customer should tap their contactless card or Smartphone within 4cm of the terminal screen and follow the terminal prompts to complete the transaction*. An 'APPROVED' or 'DECLINED' message will be displayed on the terminal.
 - For **Swipe** or **Insert** card processing: select account type:
<←> for **CHQ**, **<▼>** for **SAV** or **<▲>** for **CR** or select application type[#]:
1 for **Visa Debit**, **2** for **eftpos SAV** or **3** for **eftpos CHQ**
 - Have customer enter their PIN[^] or press **<ENTER>** for customer to sign the merchant copy if required
 - Verify the customer's signature with the signature on the reverse of the customer's card. If signatures match, press **<ENTER>** on 'SIGNATURE VERIFIED?' screen
 - Press **<ENTER>** to print customer copy.
- * This only applies if the total transaction amount is less than or equal to \$100.
[#] Application type names and order can vary depending on the Card that is used.
[^] If low value payment function has been switched on, PIN entry will not be required for a credit purchase transaction that is equal to or less than the respective scheme's low value payment limit. Please refer to ANZ POS Mobile™ 2 Merchant Operating Guide for further information.

HOW TO PROCESS TRANSACTIONS



REFUNDS

- Press <ENTER> until the 'ANZ EFTPOS MENU' screen appears. Press the <▼> key to go to 'REFUND' and then press <ENTER> or press the number associated to it to select it
- Swipe your ANZ EFTPOS & multiPOS merchant card (Terminal ID Card)
- Enter refund amount then press <ENTER>
- Confirm amount then press <ENTER>
- Tap, Insert or Swipe customer's card on 'PRESENT CARD RFND' screen
- For **Swipe** or **Insert** card processing:
select account type:
<—> for **CHQ**, <▼> for **SAV** or <▲> for **CR**
or select application type*:
1 for **Visa Debit**, **2** for **eftpos SAV** or
3 for **eftpos CHQ**
- Have customer enter their PIN if applicable or press <ENTER> for customer to sign the merchant copy if required
- Verify the customer's signatures with the signature on the reverse of the customer's card. If signatures match, please press <ENTER> on 'SIGNATURE VERIFIED?' screen
- Press <ENTER> to print customer copy.

Application type names and order can vary depending on the Card that is used.

LAST TRANSACTION – COPY

- Press <ENTER> until the 'ANZ EFTPOS MENU' screen appears. Press the <▼> key to go to "SUPERVISOR" menu and then press <ENTER> or press the number associated to it to select it
- Press <▼> key to go to 'COPY' and then press <ENTER> or press the number associated to it to select 'COPY' option

PRINTING TOTAL REPORTS

- Press <ENTER> until the 'ANZ EFTPOS MENU' screen appears. Press the <▼> key to go to 'REPORTS' and then press <ENTER> or press the number associated to it to select it
- Select 'TOTAL' by pressing the number associated to it
 - SUB TOTALS: press the number associated to it to select the Sub Totals Report (displayed by card type – including AMEX & Diners)
 - SUMMARY TOTALS: Press <▼> key to go to 'SUMMARY TOTALS' option and then press <ENTER> or press the number associated to

it to select 'SUMMARY TOTALS' Report (Complete Summary Total – excluding AMEX & Diners)

- LAST TOTALS : Press <▼> key to go to 'LAST TOTALS' option and then press <ENTER> or press the number associated to it for Last Settlement Summary Total Report
- SHIFT TOTALS: press <▼> key to go to 'SHIFT TOTALS' option and then press <ENTER> or press the number associated to it
- SHIFT – press <▼> key to go to 'SHIFT TOTALS' option and press <ENTER> or press the number associated to it, then press <ENTER> to close off shift & print report
- LAST – press <▼> key to go to 'SHIFT TOTALS' option and press <ENTER> or press the number associated to it, then <ENTER> to print last shift totals

SETTLEMENT

ANZ offers same day settlement, every day. For ANZ business account holders, funds are available on the same day for transactions settled before 9,00pm (Melbourne time) For non-ANZ business account holders, ANZ transfers the funds to the merchant's bank on the following business day and the availability of the funds will be determined by the merchant's bank.

- Press <ENTER> until the 'ANZ EFTPOS MENU' screen is displayed. Press the <▼> key to go to 'REPORT' menu then press <ENTER> or press the number associated to it to select it
- Press <▼> button until 'SETTLEMENT' is displayed and press <ENTER> or press the associated number to select it
 - Select SUB TOTALS by pressing <▼> button and press <ENTER> or the number associated to it, then Subtotal will be printed. Or
 - Select SUMMARY TOTALS by pressing the <▼> button and press <ENTER> or the number associated to it to print Summary total. Terminal will proceed to settlement and settlement receipt will be printed.

CLEARING ELECTRONIC FALL BACK TRANSACTIONS

If you see an asterisk (*) displayed on your screen, please follow this process to clear stored transactions.

- To clear EFB transactions press <Func> 8, 8, <ENTER> <ENTER> <ENTER>



Note: The terminal will clear EFB transactions automatically after being in idle mode for a certain amount of time.

CHARGING THE TERMINAL BATTERY

- Place the base on a clear, flat surface near the mains power outlet.
- Place the terminal on the base by securely connecting the terminal to the docking connector on the base
- Connect the base power supply to the base socket as shown below



Example of connecting base power supply to the base socket

- Connect the other end of base power supply to the main power outlet on the wall
- Check that the plug symbol  is displayed on the upper right hand side of the terminal screen indicating that the terminal is connected into the power outlet
- Check that the battery symbol  is flashing or moving on the terminal screen indicating that charging is in progress.

HOW TO LOAD PRINTER PAPER

A red line will appear on the paper, indicating that the paper roll must be replaced. To re-load a new roll:

- Open the paper compartment by lifting the catch located at the rear of the terminal and pull the cover to the rear of the terminal
- Insert the paper roll (diameter 40mm) in the compartment
- Pull the paper up to the top of the terminal and hold in position
- Maintain the paper roll position and close the lid
- Press the top of the lid in the centre until it clips into position

Note: do not tamper with or remove the terminal housing

CONFIGURING COMMUNICATION MODE

If you require your terminal to change communication modes between 3G, WIFI, IP or Dial-Up, please follow the steps below.

1. Press **<Func>** 9, 9, 0, 5 and then press **<ENTER>**
2. At "Swipe Merchant Card" Press **<ENTER>**
3. Press **<ENTER>** to go to "COMMS MODE" Screen
4. Press 1 to select Dial-up communication mode Press 6 to select GPRS communication mode Press 7 to select IP communication mode
5. Press **<ENTER>** until the ANZ main screen appears

How to Connect to WIFI Network:

Note: To connect to WIFI, ensure the Primary Comms Mode on the terminal is set to 7 – IP

1. Press the right arrow key on the terminal
 2. At Utility Function, type in 82077
 3. Select Networks
 4. Select New Network to scan for available networks
 5. Select Automatic Scan
 6. Select your desired network
 7. Enter the WIFI password by using the letters and numbers on the keypad and press ENTER
- Note:** For special characters, press '0' repeatedly until you see the desired character
8. The terminal will now display WIFI Network Connected
 9. On the top left corner of the screen the WIFI Network will display.
6. Press **<Func>** 2, 4, 6, 8 **<ENTER><ENTER>**. "TMS Logon Successful" should display on the terminal.
 7. Press **<Func>** 8, 7 **<ENTER><ENTER>**. "ANZ Initialisation Approved" should display on the terminal.

TERMINAL FAULTS – SELF HELP

If your terminal is experiencing technical issues (e.g. blank screen/screen is stuck) attempt the following steps:

1. Press **<Func>** 8, 6 **<ENTER><ENTER>**. The terminal will Power Reset.
2. Press **<Func>** 2, 4, 6, 8 **<ENTER><ENTER>**. "TMS Logon Successful" should display on the terminal.
Press **<Clear>** to go to Main Screen.
3. Press **<Func>** 8, 7 **<ENTER><ENTER>**. "Initialisation Approved" should display on the terminal.
Press **<Clear>** to go to Main Screen. The terminal is now ready to process a transaction.

If unsuccessful please contact ANZ Merchant Services on 1800 039 025 for further assistance.

Note: when terminal is not connected to the base, it can be switched off by pressing and holding the **<Func>** and **<Clear>** key together. To turn on press **<ENTER>** key.

TERMINAL SECURITY

Please ensure that the terminal is placed in a secure location enabling the cardholder to use the keypad without being observed by security cameras, CCTV devices or by any other person.

Only authorised ANZ employees are permitted to install or perform maintenance of your terminal.



ANZ CONTACTLESS PAYMENTS

A GREAT PAYMENT EXPERIENCE FOR YOUR CUSTOMERS.

Contactless payments are becoming more and more popular. With the phone at the centre of everyday life, tap to pay mobile payments are fast becoming another convenient way for customers to pay.

Mobile payments work the same way as contactless cards for customer payments across all contactless terminals. Customers simply add their eligible cards to their compatible devices and then use it to tap and pay.

THINGS YOU AND YOUR STAFF NEED TO KNOW.

Below are some steps you can follow to ensure your staff and customers have a seamless payment experience;

- Ensure your terminal is easily accessible to customers.
- Always let the customer present their card or smart device as they may need to hold the device to authenticate transactions.
- Initially, customers may take a little longer with their payment transactions as they find the 'sweet spot' with their device.
- For transactions over \$100, customers may be prompted to enter their PIN into the terminal. Always follow the terminal prompts when processing transactions.

If you're not already accepting contactless payments, contact us on 1800 086 325 to find out more on how we can upgrade your device today.

SCENARIOS YOU MIGHT ENCOUNTER

Contactless payments can be made using a range of products in market:

- Plastic Cards
- Smart Phones
- Wearables

Mobile payments give you and your customers the processing speed of contactless transactions.