

ANZ POS TURBO™ 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 (where applicable) or press **<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** processing, select account type:
<-> for **CHQ**, **<▼>** for **SAV** or **<▲>** for **CR**.
- 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. Once verified 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

[^] 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 Turbo™ 2 Merchant Operating Guide for further information.

HOW TO PROCESS TRANSACTIONS



Insert chip card



Swipe magnetic stripe card



Tap contactless card or Smartphone

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 **Contactless** processing, customer should tap their Contactless card or Smartphone within 4cm of the terminal screen and follow the terminal prompts to complete the transaction.
 - For **Swipe** or **Insert** processing, select account type:
<—> for CHQ, <▼> for SAV or <▲> for CR
- Have customer enter their PIN if applicable, 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, and press <ENTER> on the 'SIGNATURE VERIFIED?' screen
- Press <ENTER> to print customer copy.

Please contact ANZ Merchant Services on 1800 039 025 if you require Manual Processing assistance.

LAST TRANSACTION - COPY

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

PRINTING TOTALS REPORT

- Press <ENTER> until the "ANZ EFTPOS MENU" screen appears. Press the <▼> button to go to "REPORT" Press <ENTER> or press the number associated to it to select it
- Select "TOTAL" by pressing the number associated to it
 - SUB – Press <—> for Sub Totals Report (Broken down by card type - including AMEX and Diners)
 - SUM – Press <▼> for Summary Totals Report

(Complete Summary Total – excluding AMEX & Diners)

- LAST – Press <▲> for Last Settlement Summary Total Report (excludes AMEX and Diners transactions)
- Press <ENTER> on "TOTALS" screen to prompt to "SHIFT TOTALS" screen
 - SHFT – Press <—> then <ENTER> to close off shift & print report
 - LAST – Press <▼> 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 09:00 pm (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 <▼> button to go to the "REPORT" Menu. Press <ENTER> or press the number associated to it to select "REPORT"
- Press <▼> until the "SETTLEMENT" option appears. Press <ENTER> or press the number associated to it to select it
- Terminal will proceed to settlement and a settlement receipt will be printed.

CLEARING ELECTRONIC FALL BACK (EFB) TRANSACTIONS

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

- To clear EFB transactions press <Func> 8, 8, <ENTER> <ENTER> <ENTER>
- Terminal will clear all EFB transactions.

Note: The terminal will prompt if Authorisation is required for EFB transactions. Obtain Authorisation by contacting the relevant Authorisation Centre. The terminal will be clearing EFB transactions automatically after being in idle for a certain amount of time.

CONFIGURING COMMUNICATION MODE

If you require your terminal to change communication modes between GPRS, Dial-up and IP, 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
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/frozen screen), 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>**. "ANZ Initialisation Approved" should display on the terminal.
Press **<Clear>** to go to Main Screen.

The terminal is now ready to process transactions.

If the above steps are unsuccessful, switch off the power at the power point. Leave the power off for 5 minutes. Ensure cables are securely connected. Switch on power at the power point. Repeat steps 2 & 3. If unsuccessful please contact ANZ Merchant Services on 1800 039 025 for further assistance.

Note: For Dial Up terminals only – If you are experiencing a 'No Line' message on your terminal, you will need to test your PSTN (Phone Line) by plugging a telephone into the wall socket & dialling 1800031002. If you do not hear a fax sound you may need to fault your line to your phone service provider.

INSTALLING A PAPER ROLL

- When the paper roll is nearing the end, a red line will appear on the paper, this indicates that the paper roll must be replaced.
- Open the paper compartment by pulling the cover towards the rear of the terminal
- Insert the paper roll in the compartment
- Pull the paper end up to the top of the terminal and hold it 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.

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 business partners 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.