

ANZ POS TURBO™ PLUS

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

- Enter the details of the purchase through your Point of Sale Software until the EFTPOS screen displays "PRESENT CARD AMT"
- Tap, insert or swipe customer's 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*. The screen will display an "APPROVED" or "DECLINED" message
 - 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
- 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 is less than or equal to \$100.

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

HOW TO PROCESS TRANSACTIONS



REFUNDS

- Enter refund details into the POS system until EFTPOS screen displays “PRESENT CARD RFND”
- 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** 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
- Verify customer’s signature if required. If it matches with the signature on the reverse of the customer’s card, 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.

CLEARING ELECTRONIC FALLBACK (EFB) 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>
- Terminal will clear all unprocessed transactions.

Note: The terminal will prompt you if authorisation is required for EFB transactions. Obtain authorisation by contacting the relevant Authorisation Centre. Please refer to ANZ POS Turbo Plus™ Merchant Operating Guide for further information

CONFIGURING COMMUNICATION MODE

Please contact your Point of Sale (POS) System provider for further information on how to switch the POS communication mode to terminal 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.

INITIALISATION REQUIRED

If the terminal is displaying “Init Required”, press <Func> 8, 7, <ENTER> <ENTER>. If the terminal still displays “Init Required” follow the steps below:

- Disconnect the power connection cable from the multi-com adaptor and wait 30 seconds
- Reconnect the cable at the multi-com adaptor and wait for the terminal to revert to the “Init Required” screen
- Press <Func> 8, 7, <ENTER> <ENTER> on the terminal

The terminal will start initialising, taking approximately 1 - 2 minutes to complete. If “Init Required” is still appearing, please call ANZ Merchant Services on 1800 039 025 for further assistance.

CONFIGURING PRINTER

The ANZ POS Turbo™ Plus terminal provides the option to use the local printer. Please contact your Point of Sale system provider for further information on how to switch your external printer to the terminal printer.

SETTLEMENT

ANZ offers same day settlement, every day. For ANZ business account holders, funds are available on the same day for transactions settled before 09:00pm (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.

REPLACEMENT TERMINAL INSTALLATION TIPS

Please only follow the instructions when installing replacement terminals. This guide should not be used for new terminal installation. Contact your IT support team or ANZ Merchant Services for new installation instructions.

Plug in the terminal using one of the two connections below

USB CABLE



SERIAL CABLE



- Once the terminal is connected, press **<Func>** 1, 1, 1, 1, 2, 2, 2, 7 **<ENTER>** **<ENTER>**
- Press the **<▼>** or **<▲>** buttons to cycle between COMO, & USB Salve connections
- Once the correct connection is selected, press **<ENTER>**, press **<ENTER>** again under Protocol

The terminal should now display "CONFIG REQUIRED".

- Press **<Func>** 9, 9, 0, 5 **<ENTER>** **<ENTER>**
- The terminal should now display "Swipe merchant card". Swipe your green Terminal ID Card. If you do not have this, press **<CLEAR>** and manually key in the terminal ID, then press **<ENTER>**
- Keep pressing **<ENTER>** until the terminal returns to the main screen
- Press **<Func>** 2, 4, 6, 8 **<ENTER>** **<ENTER>** and wait until the terminal returns to the main screen
- You will now need to call ANZ Merchant Services on 1800 039 025 to activate your terminal - please have your activation/reference number on hand
- Press **<Func>** 8, 7, **<ENTER>** **<ENTER>**
- The screen will display "INITIALISING PLEASE WAIT". Once complete, the terminal will return to the home screen and is ready to process transactions.

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.

PC EFTPOS SUPPORT

PC EFTPOS provides the software that allows communication between your point of sale software and the terminal / modem. Their Helpdesk is available:

Monday to Friday :	8:30am – 10:00pm (Sydney time),
Saturday:	10:00am – 5:00pm (Sydney time)
Sunday :	10:00am -3:00pm. (Sydney time)
PC- EFTPOS:	www.pceftpos.com
Telephone:	02 9998 9800

Note: The PC EFTPOS support will include public holidays with the exception of Good Friday, Easter Sunday, Anzac Day, Christmas Day and Boxing Day.

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.