EFTPOS Merchant Facilities

—

Quick Reference Guide
Move2500/Move5000

SUNCORP BANK

How to Use this Guide

This handy Quick Reference Guide has been designed to give you step-by-step, easy-to-follow instructions on how to correctly use your Suncorp Bank EFTPOS terminal. Simply go to the appropriate section, which has been tabbed for your convenience, and follow the user-friendly advice. There's also a Troubleshooting section to help you out with common problems, and a list of contacts to call if you need a helping hand or further information.

Thank you for choosing Suncorp Bank EFTPOS. We look forward to helping you receive, pay and boost your revenue with our smart payment solutions.

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Contact Details

Here are some handy contact numbers to help make using your Suncorp Bank EFTPOS terminal as easy as possible.

Contact Details

Merchant Terminal Faults

1800 836 055 (24 hours a day, 7 days a week)

Please have the following information ready:
— merchant number
— terminal number

Other Merchant Enquiries (Account Queries/Changes)

13 11 75 (Monday to Friday 8:30am – 5:00pm AEST except Brisbane public holidays)

Please have the following information ready:
— merchant number
— terminal number

Manual Authorisations – Visa and MasterCards

1300 301 221 (24 hours a day, 7 days a week)

Please have the following information ready:
— merchant number
— card details – card number, expiry date
— transaction amount

Manual Authorisations – Debit Cards

1800 836 055 (24 hours a day, 7 days a week)

Please have the following information ready:
— merchant number
— terminal number
— transaction amount

Chargeback Queries

13 11 75 (Monday to Friday 8:30am – 5:00pm AEST except Brisbane public holidays)

Please have the following information ready:
— your name
— merchant number
— case number
— nature of query

American Express

1300 363 614

Stationery Ordering

Stationery can be ordered either on your EFTPOS terminal or by placing an online order on Suncorp Banks' website www.suncorpbank.com.au. See section on ordering stationery in this Quick Reference Guide.

Terminal Overview

The Terminal Overview provides information on the functionality of the buttons on your EFTPOS Terminal and how to initiate a transaction.

Move 2500 Keyboard Layout

Move 5000 Keyboard Layout

Turning the Terminal ON and OFF

Turning the terminal OFF

— Press the Func and Clear button on the terminal simultaneously.

Turning the terminal ON

— Press the Enter button or place the terminal in the docking station connected to power.

Accessing the Menu

Mobile EFTPOS Terminal (Move5000)	Countertop EFTPOS Terminal (Move2500)
Press the MENU button on the right hand side of the terminal below the screen	Press the MENU button on the right hand side of the terminal below the screen

Changing the Terminal Communications Method (Move 5000 only)

Set up WiFi:

1. From the home screen press FUNC and type 100, then Enter.
2. If WiFi is currently off select Enable, otherwise select Scan Network.
3. Select your WiFi network.
4. Using on screen keypad, enter WiFi password then press Enter. New Profile OK will display before returning to Wifi Menu.
5. Ensure WiFi icon turns green. If so press Cancel until back at home screen, then press FUNC and type 110, then Enter to ensure Logon is Approved.

If Wifi icon remains white, see below to update password.

Change WiFi Password:

1. From the home screen press FUNC and type 100, then Enter
2. Select Advanced Networks
3. Select My networks
4. Select relevant Wifi network
5. Select Update
6. At Access Point Visibility, press Enter
7. At Security Type, press Enter
8. Using on screen keypad, enter WiFi password then Enter. Modify Profile OK will display before returning to My network screen.
9. Ensure WiFi icon turns green. If so press Cancel until back at home screen, then press FUNC and type 110, then Enter to ensure Logon is Approved.

Enable Auto Comms:

Auto comms when enabled will allow your terminal to switch automatically between different communications methods where available e.g. Ethernet connection, mobile SIM and mobile WiFi

1. From the home screen press FUNC and type 6, then Enter
2. Use F2 and F3 to move the cursor up and down the list and Select AUTO.

Once Auto comms is selected "Active" will display on the list against the comms method currently being used.

To disable Auto Comms, select any option except for AUTO.

Ways to Process Transactions

Cards can be processed on the EFTPOS terminal in the following ways:

— Tap using the Contactless Functionality

Tap the contactless-enabled card against the contactless sign on the printer cover. Apple Pay, Google Pay, Samsung Pay and other "Pays" are accepted in the same manner as contactless enabled cards.

— Insert using the chip

Hold the card face-up with the chip towards the EFTPOS terminal; insert the card as far as it will go into the chip reader on the EFTPOS terminal. The card must remain in the EFTPOS terminal until prompted to remove the card. If there is an error reading the chip on the customer's card, the EFTPOS terminal may prompt you to swipe the card.

— Swipe using the magnetic stripe

  Hold the card upside-down with the magnetic stripe facing inwards, swipe the card smoothly through the card reader of the EFTPOS terminal. If you swipe a chip card through the EFTPOS terminal, you will be prompted to insert the card into the chip reader on the EFTPOS terminal.

Contactless Functionality

Your customer's card must have the following symbol to use the Contactless Functionality.

Processing transactions using Contactless Functionality

— Dependent on the issuer rules, the customer will not be required to enter a PIN or sign the receipt if the transaction is under $100.

— If the transaction is over $100, the customer will be required to enter a PIN or sign the merchant receipt.

— Apple Pay, Google Pay, Samsung Pay and other "Pays" transactions can also be processed on the EFTPOS terminal.

The Suncorp Bank EFTPOS terminal has the ability to process the following Credit/Charge Cards:

— MasterCard.
— Visa.
— American Express.
— JCB Cards.

Processing of American Express and JCB charge card transactions can only occur once you obtain Suncorp Bank's approval and you have entered into separate agreements with these specific organisations. Please advise Suncorp Bank of the establishment numbers for each organisation and your intent to process charge card transactions through your Suncorp Bank terminal.

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Transaction Processing Retail

This section outlines Suncorp Bank EFTPOS Terminal functions that are specifically relevant to Retail merchants including newsagents, convenience stores, supermarkets and pharmacies, as well as Professional Practices.

Debit Card Purchase

— Type in the Sale Amount.
— Press Enter.
— The screen will display PRESENT CARD - Prompt the customer to Tap, Insert or Swipe their card.*
— If the screen displays - Select the account type – request the customer to make this selection.
— The terminal will ask the customer to type in their PIN and press Enter.
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt and press Enter or Yes to print the customer receipt (if required).
— Ensure that the transaction receipt says 'APPROVED'.
— Hand the Customer Copy receipt to the customer (if required).

*Dependent on functionality available on the customer's card.

Debit Card Purchase with Cash Out

— Type in the Sale Amount.
— Press the Cash button.
— Type in the Cash Amount.
— Press Enter.
— Prompt the customer to Tap, Insert or Swipe their card.*
— If the screen displays - Select the account type – request the customer to make this selection.
— The terminal will ask the customer to type in their PIN and press Enter.
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt and press Enter or Yes to print the customer receipt (if required).
— Ensure that the transaction receipt says 'APPROVED'.
— Hand the Customer Copy receipt to the customer (if required) with the cash.

*Dependent on functionality available on the customer's card.
Remember to clearly display your Cash out Policy.
Cash out cannot be performed on a Credit card.

Debit Card Cash Out Only

- Press the MENU button from the Home screen.
- Select 1 for Transaction.
- Select Cash out.
- Type in the Cash out amount.
- Press Enter.
- Prompt the customer to Tap, Insert or Swipe their card.*
- If the screen displays - Select the account type – request the customer to make this selection.
- The terminal will ask the customer to type in their PIN and press Enter.
- If Approved, the terminal will print the merchant receipt.
- Remove the merchant receipt and press Enter or Yes to print the customer receipt (if required).
- Ensure that the transaction receipt says 'APPROVED'.
- Hand the Customer Copy receipt to the customer (if required).

Cash out cannot be performed on a Credit Card.
Remember to clearly display your Cash out Policy.
*Dependent on the functionality available on the customer's card.

Credit Card/Charge Card Purchase

- Type in the Sale Amount.
- Press Enter.
- The screen will display PRESENT CARD - Prompt the customer to Tap, Insert or Swipe their card.*
- If the screen displays -Select the account type - request the customer to make this selection.
- The terminal will ask the customer to type in their PIN number and press Enter or press Enter for the customer to sign the receipt (if prompted to do so).
- If Approved, the terminal will print the merchant receipt.
- Remove the merchant receipt, hand to the customer to sign the receipt (if prompted to do so by the terminal).**
- Press Enter or Yes to print the customer receipt (if required).
- Ensure that the transaction receipt says 'APPROVED'.
- Hand the Customer Copy receipt to the customer (if required).

*Dependent on the functionality available on the customers card.
**Always verify the customer's signature if not a PIN transaction.

Refund

— Press the MENU button from the Home screen.
— Select 1 for Transaction.
— Select Refund.
— Type in the Refund Amount.
— Press Enter.
— Type in your Refund password.
— Press Enter.
— Prompt the customer to Tap, Insert or Swipe their card.*
— Select the account type - request the customer to make this selection (if prompted to do so).
— The terminal will ask the customer to type in their PIN number and press Enter or press Enter for the customer to sign the receipt.
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt, hand to the customer to sign the receipt (if prompted to do so by the terminal).**
— Ensure that the transaction receipt says 'APPROVED'***.
— Press Enter or Yes to print the customer receipt (if required).
— Hand the Customer Copy receipt to the customer (if required).

*Dependent on functionality available on the customers card.
**Always verify the signature if not a PIN transaction, press Enter to confirm the signature.
***If the refund transaction declines you can request another card or offer an alternative form of refund.
Do not disclose your Refund password to any unauthorised people.

MOTO (Mail Order / Telephone Order) transaction**

Follow these steps when a Mail or Telephone Order is received (Cardholder is not present at the time of sale)

— Press the MENU button from the Home screen.
— Select 1 for Transaction.
— Select MOTO.
— Type in the Amount.
— Press Enter.
— Type in the full card number.
— Press Enter.
— Type in the Expiry Date.
— Press Enter.
— Type in CCV number from the card (last 3 digits on the back of the card*- if available and requested by the terminal).

— Press Enter.
— Select one of the following 2 options:
    1. Telephone Order
    2. Mail Order
— Confirm the amount, press Enter for Yes or Cancel button for No.
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt.
— Press Enter or Yes to print the customer receipt (if required).
— Ensure that the transaction receipt says 'APPROVED'.

*Visa and MasterCard Credit Cards.
**If the cardholder is present and their card cannot be tapped, inserted or swiped request an alternate payment method.
This function can only be performed using Credit Cards.
This functionality is only available if enabled on your merchant profile.

Void

— Press the MENU button from the Home screen.
— Select 3 for Batch.
— Select 5 for Void.
— Type in the invoice number of the transaction to be voided.
— Press Enter.
— Type in your Void password.
— Press Enter.
— The terminal will ask you to confirm the Transaction to be Voided.
— Press the Enter button for Yes or Cancel button for No.
— The terminal will print you a merchant receipt indicating the VOIDED sale.
— The terminal will display - Verify Signature Correct?
— Press the Enter or Yes button to confirm the signature is correct.
— Press the Enter or Yes button to print a customer receipt (if required).

Do not disclose your Void password to any unauthorised people.
Only Credit card transactions can be voided.
A voided transaction will not appear on the merchant statement, cardholder statement or settlement report.
You can only void a transaction that is in the current day's batch and it can only be voided prior to settlement.

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Transaction Processing Restaurant

This section outlines Suncorp Bank EFTPOS Terminal functions that are specifically relevant to Restaurant and Café merchants utilising the tipping functionality.

The tipping functionality must be enabled on your terminal profile.

Debit Card Purchase

- Type in the Sale Amount.
- Press the Tip button if required.
- The terminal will ask if you would like to enter a Tip, press the Yes or No button.
- Type in the Tip Amount or select the default % shortcut key (or press Enter if no tip is to be entered).
- Press Enter.
- The terminal will ask you to confirm the Total.
- Press the Enter button for Yes or Cancel button for No.
- The screen will display PRESENT CARD-Prompt the customer to Tap, Insert or Swipe their card.*
- If the screen displays - Select the account type – request the customer to make this selection.
- The terminal will ask the customer to type in their PIN and press Enter.
- If Approved, the terminal will print the merchant receipt.
- Remove the merchant receipt and press Enter or Yes to print the customer receipt (if required).
- Ensure that the transaction receipt says 'APPROVED'.
- Hand the Customer Copy receipt to the customer (if required).

If User ID has been enabled on your terminal, the terminal will request a User ID to be entered, after the transaction amount has been entered.
Tips must be entered at the time of the transaction.
*Dependent on functionality available on the customer's card.

Debit Card Purchase with Cash Out

- Type in the Sale Amount.
- Press the Cash button.
- Type the cash amount and select the Tip button if required or press Enter.
- The terminal will ask if you would like to enter a Tip, press the Yes or No button.
- Type in the Tip Amount or select the default % shortcut key (or press Enter if no tip is to be entered).
- Press Enter.
- The terminal will ask you to confirm the Total.
- Press the Enter button for Yes or Cancel button for No.
- The screen will display Tap, Insert or Swipe Card-Prompt the customer to Insert or Swipe their card.*
- If the screen displays - Select the account type – request the customer to make this selection.
- The terminal will ask the customer to type in their PIN and press Enter.
- If approved the terminal will print the merchant receipt.
- Remove the merchant receipt and press Enter or Yes to print the customer receipt (if required).
- Ensure that the transaction receipt says 'APPROVED'.
- Hand the Customer Copy receipt to the customer (if required) with the cash.

If User ID has been enabled on your terminal, the terminal will request a User ID to be entered after the cash amount has been entered.
Remember to clearly display your Cash out Policy.
Cash out cannot be performed on a Credit card.
*Dependent on functionality available on the customer's card.

Debit Card Cash Out Only

— Press the MENU button the Home screen.
— Select 1 for Transaction.
— Select Cash out.
— Type in the Cash out amount.
— Press Enter.
— Prompt the customer to Tap, Insert or Swipe their card.*
— Select the account type – request the customer to make this selection.
— The terminal will ask the customer to type in their PIN and press Enter.
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt and press Enter or Yes to print the customer receipt (if required).
— Ensure that the transaction receipt says 'APPROVED'.
— Hand the Customer Copy receipt to the customer (if required).

Cash out cannot be performed on a Credit Card.
If User ID has been enabled on your terminal, the terminal will request a User ID to be entered after the cash amount has been entered.
Remember to clearly display your Cash out Policy.
*Dependent on the functionality available on the customer's card.

Credit Card/Charge Card Purchase

— Type in the Sale Amount.
— Press the Tip button if required.
— The terminal will ask if you would like to enter a Tip, press the Yes or No button.
— Type in the Tip Amount or select the default % shortcut key.
— Press Enter.
— The terminal will ask you to confirm the Total.
— Press the Enter button for Yes or Cancel button for No.
— The screen will display PRESENT CARD - Prompt the customer to Tap, Insert or Swipe their card.*
— Select the account type – request the customer to make this selection.
— The terminal will ask the customer to type in their pin number and press Enter or press Enter for the customer to sign the receipt (if prompted to do so).
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt, hand to the customer to sign the receipt (if prompted to do so by the terminal).**
— Press Enter or Yes to print the customer receipt (if required).
— Ensure that the transaction receipt says 'APPROVED'.
— Hand the Customer Copy receipt to the customer (if required).

If User ID has been enabled on your terminal, the terminal will request a User ID to be selected after the transaction amount has been entered.
*Dependent on functionality available on the customer's card.
**Always verify the customer's signature if not a PIN transaction, press Enter to confirm the signature.

Split Bill

Split bill functionality is automatically included as part of any sale transaction. Once the sale amount has been entered the option to Split Bill will appear on the bottom right hand side of the screen.

- Type in the full Sale Amount
- Press Split Bill button
- Enter share amount to be paid
- Select Tip button if required or Enter
- Terminal will display share amount and Tip if entered
- Press the Enter button to confirm
- The terminal will display EFTPOS or CASH, select the payment option the customer wishes to use.
- If EFTPOS is selected, complete the card payment. A merchant and customer receipt will print.
- If CASH is selected, enter the amount of cash received, and if required, the terminal will advise how much change is due to customer. Press Enter to confirm.
- The terminal will now display the original sale amount and remaining balance due.
- Press Enter to repeat the above process until full original amount has been paid.

Refund

— Press the MENU button from the Home screen.
— Select 1 for Transaction.
— Select Refund.
— Type in the Refund Amount.
— Press Enter.
— Type in your Refund password.
— Press Enter.
— Prompt the customer to Tap, Insert or Swipe their card.*
— Select the account type - request the customer to make this selection (if prompted to do so).
— The terminal will ask the customer to type in their PIN number and press Enter or press Enter for the customer to sign the receipt.**
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt, hand to the customer to sign the receipt (if prompted to do so by the terminal).**
— Ensure that the transaction receipt says 'APPROVED'***.
— Press Enter or Yes to print the customer receipt (if required).
— Hand the customer copy receipt to the customer (if required).

If User ID has been enabled on your terminal, the terminal will request a User ID to be selected after entering the refund password.

*Dependent on functionality available on the customer's card.
**Always verify the signature if not a PIN transaction, press Enter to confirm the signature.
***If the refund transaction declines you can request another card or offer an alternative form of refund.
Do not disclose your Refund password to any unauthorised people.

MOTO (Mail Order/Telephone Order) transaction**

Follow these steps when a Mail or Telephone Order is received (Cardholder is not present at the time of sale)

— Press the MENU button from the Home screen.
— Select 1 for Transaction.
— Select MOTO.
— Type in the Sale Amount.
— Press Enter.
— Type in the full card number.
— Press Enter.
— Type in the Expiry Date.
— Press Enter.
— Type in CCV number from the card (last 3 digits on the back of the card* - if available and requested by the terminal).

— Press Enter.
— Select one of the following 2 options:
    1. Telephone Order
    2. Mail Order
— Confirm the amount, press Enter for Yes or Cancel button for No.
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt.
— Press Enter or Yes to print the customer receipt (if required).
— Ensure that the transaction receipt says 'APPROVED'.

*Visa and MasterCard Credit Cards
**If the card holder is present and their card cannot be tapped, inserted or swiped request an alternate payment method.
If User ID has been enabled on your terminal, the terminal will request a User ID to be entered after the transaction amount has been entered.
This function can only be performed using Credit Cards.
This functionality is only available if enabled on your merchant profile.

Void

— Press the MENU button from the Home screen.
— Select 3 for Batch.
— Select 5 for Void.
— Type in the invoice number for the transaction to be voided.
— Press Enter.
— Type in your Void password.
— Press Enter.
— The terminal will ask you to confirm the Transaction to be Voided.
— Press the Enter button for Yes or Cancel button for No.
— The terminal will print you a merchant receipt indicating the VOIDED sale.
— The terminal will display - Verify Signature Correct?
— Press the Enter or Yes button to confirm the signature is correct.
— Press the Enter or Yes button to print a customer receipt (if required).

Do not disclose your Void password to any unauthorised people.
Only Credit card transactions can be voided.
A voided transaction will not appear on the merchant statement, cardholder statement or settlement report.
You can only void a transaction that is in the current day's batch and it can only be voided prior to settlement.

Enable User ID

— Press Func from the Home screen.
— Type in 57 and press Enter.
— Type in the Terminal password.
— Press Enter.
— When prompted Tip report activate?
— Press Enter.

Each transaction will request an User ID.

Disable User ID

— Press Func from the Home screen.
— Type in 57 and press Enter.
— Type in the Terminal password.
— Press Enter.
— When prompted Tip report deactivate?
— Press Enter.

Transactions will no longer prompt for an User ID.

User ID Tip Report

— Press Func from the Home screen.
— Type in 58 and press Enter.

The terminal will prompt you “Clear Tip Totals” Select Enter if you would like to clear the totals or Cancel if you don’t.

The report will print a summary of the Sales and Tips per User ID.

Transaction Processing Hospitality/Accommodation/ Pre-Authorisation

This section outlines Suncorp Bank EFTPOS Terminal functions that are specifically relevant to merchants in the Hospitality/Accommodation industry and allows for pre-authorisations to be performed. Pre-authorisation is only available on credit card.

Debit Card Purchase

— Type in the Sale Amount.
— Press Enter.
— The screen will display PRESENT CARD - Prompt the customer to Tap, Insert or Swipe their card.*
— If the screen displays -Select the account type – request the customer to make this selection.
— The terminal will ask the customer to type in their PIN and press Enter.
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt and press Enter or Yes to print the customer receipt (if required).
— Ensure that the transaction receipt says 'APPROVED'.
— Hand the Customer Copy receipt to the customer (if required).

*Dependent on functionality available on the customers card.

Debit Card Purchase with Cash Out

— Type in the Sale Amount.
— Press the Cash button.
— Type in the Cash Amount.
— Press Enter.
— Prompt the customer to Tap, Insert or Swipe their card.*
— If the screen displays - Select the account type – request the customer to make this selection.
— The terminal will ask the customer to type in their PIN and press Enter.
— If approved the terminal will print the Merchant receipt.
— Remove the merchant receipt and press Enter or Yes to print the customer receipt (if required).
— Ensure that the transaction receipt says 'APPROVED'.
— Hand the Customer Copy receipt to the customer (if required) with the cash.

*Dependent on functionality available on the customers card.
Remember to clearly display your Cash out Policy.
Cash out cannot be performed on a Credit card.

Debit Card Cash Out Only

- Press the MENU button from the Home screen.
- Select 1 for Transaction.
- Select Cash out.
- Type in the Cash out amount.
- Press Enter.
- Prompt the customer to Tap, Insert or Swipe their card.*
- If the screen displays - Select the account type – request the customer to make this selection.
- The terminal will ask the customer to type in their PIN and press Enter.
- If Approved, the terminal will print the merchant receipt.
- Remove the merchant receipt and press Enter or Yes to print the customer receipt (if required).
- Ensure that the transaction receipt says 'APPROVED'.
- Hand the Customer Copy receipt to the customer (if required).

Cash out cannot be performed on a Credit Card.
Remember to clearly display your Cash out Policy.
*Dependent on the functionality available on the customer's card.

Credit Card/Charge Card Purchase

- Type in the Sale Amount.
- Press Enter.
- The screen will display PRESENT CARD - Prompt the customer to Tap, Insert or Swipe their card.*
- If the screen displays - Select the account type - request the customer to make this selection.
- The terminal will ask the customer to type in their PIN number and press Enter or press Enter for the customer to sign the receipt (if prompted to do so).
- If Approved, the terminal will print the merchant receipt.
- Remove the merchant receipt, hand to the customer to sign the receipt (if prompted to do so by the terminal).**
- Press Enter or Yes to print the customer receipt (if required).
- Ensure that the transaction receipt says 'APPROVED'.
- Hand the Customer Copy receipt to the customer (if required).

*Dependent on the functionality available on the customer's card.
**Always verify the customer's signature if not a PIN transaction, press Enter to confirm the signature.

Refund

— Press the MENU button from the Home screen.

— Select 1 for Transaction.

— Select Refund.

— Type in the Refund Amount.

— Press Enter.

— Type in you Refund password.

— Press Enter.

— Prompt the customer to Tap, Insert or Swipe their card.*

— Select the account type - request the customer to make this selection (if prompted to do so).

— The terminal will ask the customer to type in their PIN number and press Enter or press Enter for the customer to sign the receipt.

— If Approved, the terminal will print the merchant receipt.

— Remove the merchant receipt, hand to the customer to sign the receipt (if prompted to do so by the terminal).**

— Ensure that the transaction receipt says 'APPROVED'***.

— Press Enter or Yes to print the customer receipt (if required).

— Hand the Customer Copy receipt to the customer (if required).

*Dependent on functionality available on the customer's card.
**Always verify the signature if not a PIN transaction, press Enter to confirm the signature.
***If the refund transaction declines you can request another card or offer an alternative form of refund.
Do not disclose your Refund password to any unauthorised people.

MOTO (Mail Order / Telephone Order) transaction**

Follow these steps when a Mail or Telephone Order is received (Cardholder is not present at the time of sale)

- Press the MENU button from the Home screen.
- Select 1 for Transaction.
- Select MOTO.
- Type in the Sale Amount.
- Press Enter.
- Type in the full card number.
- Press Enter.
- Type in the Expiry Date.
- Press Enter.
- Type in CCV number from the card (last 3 digits on the back of the card* - if available and requested by the terminal).
- Press Enter.
- Select one of the following 2 options:
  1. Telephone Order
  2. Mail Order
- Confirm the amount, press Enter for Yes or Cancel button for No.
- If Approved, the terminal will print the merchant receipt.
- Remove the merchant receipt.
- Press Enter or Yes to print the customer receipt (if required).
- Ensure that the transaction receipt says 'APPROVED'.

*Visa and MasterCard Credit Cards.
**If the card holder is present and their card cannot be tapped, inserted or swiped request an alternate payment method. This function can only be performed using Credit Cards.
This functionality is only available if enabled on your merchant profile.

Void

— Press the MENU button from the Home screen.

— Select 3 for Batch.

— Select 5 for Void.

— Type in the invoice number of the transaction to be voided.

— Press Enter.

— Type in your Void password.

— Press Enter.

— The terminal will ask you to confirm the Transaction to be Voided.

— Press the Enter button for Yes or Cancel button for No.

— The terminal will print you a merchant receipt indicating the VOIDED sale.

— The terminal will display - Verify Signature Correct?

— Press the Enter or Yes button to confirm the signature is correct.

— Press the Enter or Yes button to print a customer receipt (if required).

Do not disclose your Void password to any unauthorised people.
Only Credit card transactions can be voided.
A voided transaction will not appear on the merchant statement, cardholder statement or settlement report.
You can only void a transaction that is in the current days batch and it can only be voided prior to settlement.

Pre-Authorisation - Initial

Use this to place an initial hold on funds. The pre-auth amount should not be excessive and should be representative of the likely final charge. Do not use pre-auth to validate a card number by processing a small value transaction. Use the Card Verify transaction for this purpose.

- Press the MENU button from the Home screen.
- Select 1 for Transaction.
- Select Pre-Auth.
- Type in the Pre-Auth Amount.
- Press Enter.
- Prompt the customer to Tap, Insert or Swipe their card if they are present. If not, manually enter the card number.*
  - If the customer is present-the terminal may ask the customer to type in their PIN number and press Enter.
  - If the cardholder is not present-the terminal will request you confirm the amount, if the amount is correct, press Enter.
- If Approved, the terminal will print the merchant receipt.
- Remove the merchant receipt. The receipt will include the expiry date for the pre-auth and the approval code.
- Press Enter or Yes to print the customer receipt (if required).
- Ensure that the transaction receipt says 'APPROVED'.
- Hand the Customer Copy receipt to the customer (if required).

* This functionality is only available if enabled on your merchant profile.
Please note that a completion still needs to be processed to finalise the transaction before the pre-auth expiry date.

Pre-Authorisation - Completion

Use this to finalise a pre-authorisation and charge your customer the final amount owing.

— Press the MENU button from the Home screen.

— Select 1 for Transaction.

— Select Pre-Auth

— Select Complete.

— Enter Terminal password.

— Press Enter.

— Type in the Approval code. (The Approval Code is located on the Initial Pre-Auth receipt). The approval code may be alphanumeric. To change from a number to the corresponding letter on the number key, press the number and then the Func key to scroll through and select the required letter.

— The terminal will display the amount of the pre-auth and card number used. Press Enter. to confirm details are correct.

— Type amount for Pre-Auth completion. Note: the amount of the initial pre-auth can be adjusted at this step without the need to do a separate adjustment pre-auth.

— Press Enter.

— The terminal will prompt the operator to confirm the transaction.

— Press Enter.

— The terminal will print the Merchant Receipt.

— Remove the Merchant Receipt and press Enter to print the customer receipt (if required).

Pre-Authorisation – Adjust

Use this to increase or decrease the amount of an outstanding pre-authorisation.

— Press the MENU button from the Home screen.
— Select 1 for Transaction.
— Select Pre-Auth.
— Select Adjust.
— Type in the Approval code. (The approval code is located on the Initial Pre-Auth receipt). The approval code may be alphanumeric. To change from a number to the corresponding letter on the number key, press the number and then the Func key to scroll through and select the required letter.
— Press Enter.
— The terminal will display the amount of the last pre-auth and card number used.
— Press Enter to confirm details are correct.
— Enter the new amount for the pre-auth. The terminal will display the old pre-auth amount, the new pre-auth amount and the amount of the adjustment.
— Press Enter.
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt.
— Press Enter or Yes to print the customer receipt (if required).
— Ensure that the transaction receipt says 'APPROVED'.
— Hand the Customer Copy receipt to the customer (if required)

Pre-Authorisation – Cancel

Use this to cancel an outstanding pre-authorisation and release the funds back to the cardholder.

— Press the MENU button from the Home screen.
— Select 1 for Transaction.
— Select Pre-Auth.
— Select Cancel.
— Type in the Approval code. (The approval code is located on the Initial Pre-Auth receipt)
— Press Enter.
— The terminal will display the amount of the last pre-auth and card number used.
— Press Enter to confirm details are correct.
— The terminal will request confirmation to cancel pre-auth, press Enter to confirm.
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt.
— Press Enter or Yes to print the customer receipt (if required).
— Ensure that the transaction receipt says 'APPROVED'.
— Hand the Customer Copy receipt to the customer (if required)

Pre-Authorisation – Card Verify

Use this when you want to validate that a card is valid but not place a hold on funds. Required if you want to later process a No Show transaction.

— Press the MENU button from the Home screen.
— Select 1 for Transaction.
— Select Pre-Auth.
— Select Card Verify.
— Prompt the customer to Insert, Tap or Swipe their card if they are present. If not, manually enter the card number.*
— If Approved, the terminal will print the merchant receipt.
— Remove the merchant receipt, hand to the customer to sign the receipt if prompted.
— Press Enter or Yes to print the customer receipt (if required).
— Ensure that the transaction receipt says 'APPROVED'.
— Hand the Customer Copy receipt to the customer (if required)

*This functionality is only available if enabled on your merchant profile.

Pre-Authorisation – No Show

Use this when you want to charge a customer for failing to turn up for a booking. A card verify transaction must have been processed at the time of the booking to allow a no show transaction to be processed.

- Press the MENU button from the Home screen.
- Select 1 for Transaction.
- Select Pre-Auth.
- Select No Show.
- Enter the Approval code located on the Card Verify receipt.
- The terminal will display the card verify card number used.
- Enter the penalty amount for the no show transaction.
- If Approved, the terminal will print the merchant receipt.
- Press Enter or Yes to print the customer receipt (if required).
- Ensure that the transaction receipt says 'APPROVED'.
- Hand the Customer Copy receipt to the customer (if required)

Pre-Authorisation – Inquiry

Use this function when you want to check the amounts that have been processed for a preauth or no show enquiry

- Press the MENU button from the Home screen.
- Select 1 for Transaction.
- Select Pre-Auth.
- Select Inquiry.
- Select either Pre-Auth Inq or No Show Inq
- Enter the Approval code located on the Pre-Auth or Card Verify receipt.
- The terminal will display the details for Pre-Auth or Card Verify.

Pre-Authorisation – Summary

This will print a report of all outstanding authorisations or card verify requests.

- Press the MENU button from the Home screen.
- Select 1 for Transaction.
- Select Pre-Auth.
- Select Summary.

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Electronic Fallback (EFB) Processing

This section explains how Electronic Fallback is enabled on your terminal and the steps specific to processing EFB transactions.

Electronic Fallback (EFB) Processing

Electronic Fallback (EFB) processing allows you to process transactions on your EFTPOS terminal when:

— A communications time-out occurs

— The card issuer is not available.

You will know that your terminal is offline when the following occurs:

— The terminal may request an authorisation number to process a transaction. You must call the authorisation helpdesk on 1300 301 221 to obtain an authorisation code to finalise the transaction.

— The transaction receipt will show Approved T08 and the terminal will prompt for the customers signature.

The terminal will automatically switch to fallback mode to allow you to continue to accept transactions where the card has been inserted or the magnetic strip swiped. Contactless transactions are not available for EFB processing to protect against fraud.

The transactions are stored in the terminal and uploaded for processing when the communications are restored. You can store up to 100 transactions in the terminal.

There are few key differences to note when processing EFB transactions:

— A floor limit applies to all EFB transactions. The floor limit is included in your letter of offer. For credit card transactions that are over the credit card floor limit, you MUST enter an authorisation number which is obtained by calling the Helpdesk on 1300 301 221 or you can ask your customer for an alternate method of payment.

— Cheque/Savings account transactions exceeding your debit card floor limit are not permitted and will be declined. Ask your customer for an alternative method of payment.

— You MUST NOT "split" a transaction into smaller amounts to by-pass your floor limit. This could result in a chargeback that you would be liable for.

— A signature is required on all EFB transactions. You must compare the signature against the signature on the card and confirm it matches before you accept the transaction. If the signature does not match, or the card does not have a signature, you must reject the transaction and request an alternate method of payment.

— Some cards have a pre-configured offline Transaction limit which may prevent the transaction being processed up to your floor limit and the transaction will be declined. In these cases you can ask your customer for an alternative method of payment.

Once the terminal can reconnect to the bank, transactions will begin to be cleared from the terminal. We recommend that all transactions are cleared before performing a settlement otherwise you will not receive payment for all transactions.

If transactions are stored in the terminal the number preceded by the letter R will appear on the top left of the idle screen e.g. R0011. Contact the Helpdesk on 1800 836 055 for assistance to clear any stored transactions.

Manual Transaction Processing

This section explains how to process fallback Vouchers if your electronic Suncorp Bank EFTPOS Terminal is faulty.

Manual Transaction Processing

Fallback Vouchers should only be used to process a transaction when your electronic Suncorp Bank EFTPOS Terminal is faulty and cannot be used to process the transaction.

Faulty EFTPOS Terminals should immediately be reported to our Merchant Terminal Fault Helpdesk on 1800 836 055.

If your phone lines are faulty please contact 1800 836 055 to change your communication to broadband (if available) or contact 13 11 75 to arrange a modification to a Mobile EFTPOS terminal.

Do not process a Fallback Transaction Voucher under the following circumstances:

— Your EFTPOS Terminal has declined the transaction.
— The cardholder's card is faulty.
— The cardholder's card is invalid.
— The cardholder's card is expired.
— There is a card number error.

In the above circumstances request an alternate method of payment.

Processing a Fallback Transaction Voucher

The Card must be embossed to process a Fallback Transaction Voucher (the cardholder name and number should be raised).

Before proceeding with the transaction ensure that:

— The card presented by the customer does not appear damaged or altered.
— The name on the card presented by the customer is appropriate to the customer e.g. a masculine name on a card presented by a female is questionable.
— The printing on the card presented by the customer should look professional.
— The validity dates on the card presented by the customer should be current (a card can only be used from the first day of the 'valid from' month to the last day of the 'until end' month).
— The card presented by the customer contains security features such as a hologram, signature panel and CVC (three digits on or next to the signature panel on the back of the card). The card should have a 3-dimensional appearance.
— A signature appears in the signature panel of the customer's card and should not appear to have been altered.

Accepting payment via a Fallback Transaction Voucher

Only original Fallback Transaction Vouchers from Suncorp Bank should be used. Photocopied Fallback Transaction Vouchers and/or Fallback Transaction Vouchers provided by other financial institutions should not be used.

- Phone 1300 301 221 to obtain an authorisation for all Visa/Master card transactions that are over your floor limit.
- Phone 1800 836 055 to obtain an authorisation for all Debit card transactions that are over your floor limit.
- If the transaction is approved, record the authorisation number provided on the Fallback Transaction Voucher.
- Insert the customer's card into the imprinter and place a Fallback Transaction Voucher on top of the card. Make an imprint.
- Ensure that the imprinted details, both merchant and cardholder information are clear (full card numbers and expiry date).
- Remove and discard the cover sheet and first layer of carbon from the Fallback Transaction Voucher.
- Complete the Fallback Transaction Voucher in full, including the final amount.
- Request that the customer sign the Fallback Transaction Voucher.
- Compare the customer signature on the back of the card to that on the Fallback Transaction Voucher.
- Once the transaction is successfully completed, hand the customer the yellow Cardholder's Copy from the Fallback Transaction Voucher.
- Maintain the green Merchant's Copy from the Fallback Transaction Voucher for your records for a minimum of thirteen months.

Processing Fallback Transaction Vouchers

To receive the funds for your Fallback Transaction Vouchers you must take the white Bank copies of the Fallback Transaction Voucher to your local Branch within three business days from the date of the transaction.

To deposit your fallback vouchers:

— Place a Merchant Summary Voucher onto your imprinter.

— Make an imprint.

— Ensure that your Merchant number and trading name are clear.

— Remove and discard the cover sheet and first layer of carbon from the Fallback Transaction Voucher.

— Complete the Merchant Summary Voucher.

— Place the Bank copies of the Fallback Transaction Vouchers and the Bank copy of the Merchant Summary Voucher into a Merchant Summary Envelope.

— Ensure the Merchant Summary Envelope is completed in full.

— Take the Merchant Summary Envelope to a local Suncorp Bank Branch who will forward the envelope to Suncorp Bank's Electronic Banking Centre for processing.

Do not include American Express or JCB vouchers or cards as Suncorp Bank cannot process these card types from Fallback Transaction Vouchers.

Merchant Functions

This section outlines the functions you require your Suncorp Bank EFTPOS Terminal to perform for your business, as well as practical information about the operation of the terminal itself.

Ordering Stationery

Two easy ways to order.

1. Through your EFTPOS Terminal*.
   - Press MENU button from the Home screen.
   - Type in 4 for Terminal.
   - Type in 3 for Others.
   - Type in 4 for Stationery Order.
   - Select the number of rolls required in multiples of 10 and press Enter.

The terminal will print a receipt confirming your order has been sent.

Please note: A maximum of 60 paper rolls can be ordered per day via the terminal, if the merchant attempts to order additional rolls the screen will display “Declined, already ordered”. Additional order quantities and prices are available on the website.

*Merchants that are part of a Multi Merchant facility should always order stationary via the website as per option 2 below.

2. Via our website
   - Go to www.suncorpbank.com.au/business/merchant-services/existing-customers/stationery-order.
   - Complete the order and click ‘submit’.

You will receive instant confirmation that your order has been received, and your stationery will be delivered in five to seven business days.

Please note: Manual voucher stationery ordering is only available via our website.

Batch Totals

- Press the MENU button from the Home screen.
- Select 3 for Batch.
- Select 4 for Batch Totals.

The Batch Totals will be printed.

Audit and Summary Report

- Press the MENU button from the Home screen.
- Press 2 for Print.
- Press 2 for Reports.
- Press 1 for Audit or 2 for Summary.
- Select the date for report to be printed.

The report will be printed.

Where a surcharge is applied to transactions, the audit report will break down the total sales and surcharge amounts collected.

Receipt Reprint

- Press the MENU button from the Home screen.
- Select 2 for Print.
- Select 1 for Transactions.
- Select 1 for the Last Transaction or 2 for Invoice.
- If 2 for Invoice was selected, type in the invoice number and press Enter.
- Select 1 for Merchant receipt, Select 2 for Customer receipt or 3 for both Merchant and Customer receipts.

Only transactions that are in the terminal since the last settlement can be reprinted.

Last Settlement Reprint

- Press the MENU button from the Home screen.
- Select 3 for Batch.
- Select 2 for Last Settlement.

The last successful terminal initiated settlement will be reprinted.

Manual Settlement

- Press the MENU button from the Home screen.
- Select 3 for Batch.
- Select 1 for Settle.
- Type in the Settlement Password.
- Press Enter.

The terminal will settle the transactions since the last settlement. Ensure that the settlement says 'Settlement Confirmed'. Please remember, your terminal can only settle once in a 24 hour period.

Surcharging

If surcharging is enabled on your terminal, after the customer has selected their account type the terminal will prompt for the surcharge to be accepted. This is an optional feature that can be disabled by contacting the helpdesk if required. Please note however that you have an obligation to notify your customer of any surcharge that you apply to a transaction.

It is important to remember that if your terminal is swapped out to check that the surcharging values have been downloaded correctly to the new terminal. Use the steps below to update if required.

The surcharge amounts must not exceed the reasonable cost of acceptance and values should be entered inclusive of GST.

Surcharging is not applicable to the Taxi application.

Setting Surcharging

— Press the MENU button from the Home screen.

— Select 4 for Terminal.

— Select 5 for Surcharging.

— Select Enable (on the Move 5000 - F1, on the Move 2500 - select the button under the word Enable).

— Press Enter.

Select Issuer will be displayed. Select each issuer and set the surcharging percentage/ amount. On the Move 5000 the F2 button is used to tab down to the next issuer.

Mastercard - Select percentage of total.

— Enter the surcharge percentage amount.

— Press Enter.

— Press Enter to confirm.

VISA - Select percentage of total.

— Enter the surcharge percentage amount.

— Press Enter.

— Press Enter to confirm.

EFTPOS Debit - Select percentage of total or Fixed Fee depending on your pricing plan.

— Enter the surcharge amount.

— Press Enter.

— Press Enter to confirm.

AMEX - Select percentage of total.

— Enter the surcharge percentage amount.

— Press Enter.

— Press Enter to confirm.

JCB - Select percentage of Total

— Enter the surcharge percentage amount.

— Press Enter.

— Press Enter to confirm.

Once completed the terminal will prompt - Print Report?

— Press Enter to print the report displaying the latest surcharging percentages and amounts. Make sure these are correct.

Taxi Application

The Taxi Application is only available on the Move 5000 terminal.

Prior to processing transactions the Driver ID, Vehicle No and ABN must be set.

Set Driver ID

- Press the MENU button from the Home screen.
- Select 5 for Taxi.
- Press Enter to select Driver ID.
- Type in an alphanumeric Drivers ID up to eight characters in length.
- Press Enter.

Set Vehicle No

- Highlight Vehicle No by tapping the option on the screen.
- Type in an alphanumeric Vehicle No. up to eight characters in length.
- Press Enter.

Set ABN

- Highlight ABN by tapping the option on the screen.
- Type in the 11 character ABN.
- Press Enter.

Once set, cancel out of the menu to the Home screen to begin processing transactions.

Changing the Service Fee

The service fee is set to 5% including GST. If you require this to be changed follow the steps below.

If the terminal is replaced due to a fault the replacement terminal will need to be reprogrammed with the service fee if it is not 5% including GST.

- Press the MENU button from the Home screen.
- Select 5 for Taxi.
- Highlight Service Fee by tapping the option on the screen.
- Press Enter.
- Type in the Taxi password - (This can be obtained by calling technical support).
- Press Enter.
- Type in the Surcharge which needs to be multiplied by 100, if you want 2%, type in 200.
- Press Enter.

Replacing the Paper Roll

Before you can process transactions that require a receipt or record, you *must* install paper in the printer.

The EFTPOS terminals use a roll of single-ply, thermal-sensitive paper.

A pink *out-of-paper* indicator line appears on the edge of the paper approximately 18 inches before the end of the roll. After this line appears, there is enough paper remaining on the roll to conclude at least one transaction.

CAUTION: Store thermal paper in a dry, dark area. Handle thermal paper carefully: impact, friction, temperature, humidity, and oils affect the colour and storage characteristics of the paper.

Move2500 terminal

— 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 in the compartment.
— Pull the paper up to the top of the terminal and hold it in this position.
— Maintain the paper and close the lid.
— Press simultaneously on both upper corners of the paper flap, until it clips in position.

Move5000 terminal

- 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 in the compartment.
- Pull the paper up to the top of the terminal.
- Maintain the paper and close the lid.
- Press simultaneously on both upper corners of the paper flap, until it clips in position.

Changing the Passwords

- Press Func from the Home screen.
- Type in 32 and press Enter.
- Select the password to be changed:
  1. Void
  2. Refund
  3. Settle
  4. Terminal.
- Type existing password and press Enter.
- Type new password and press Enter (password must be 4 digits).
- Type new password again to confirm and press Enter.
- A confirmation message will be displayed.

Alternatively, you can call 13 11 75 to change your terminal password.

Multi Merchant Functionality

Multi merchant enables up to eleven merchant facilities to be loaded on one terminal. When processing any transactions, once the amount is entered the terminal will prompt you to select the merchant on which you would like to process the transaction. Select the merchant and continue with the transaction.

Terminal Response Messages

00 The transaction has been approved.

01 Refer the cardholder to the issuing bank.

04 Call the card issuing bank.

05 The issuing bank has chosen not to honour the transaction.

08 Approved with signature, ensure the signature on the card is matched to that on the transaction receipt.

12 The transaction being attempted is invalid.

14 The card number is invalid.

31 The issuing bank is not supported by the current terminal software.

38 The number of PIN tries has been exceeded.

39 The incorrect account type is selected, retry the transaction selecting the correct account type.

41 Call the issuing bank.

43 Call the issuing bank.

51 Another form of payment is required. Do not use a fallback voucher.

54 Card is expired.

55 Invalid PIN entered.

61 Cardholder has exceeded the maximum daily withdrawal limit on their card. Another form of payment (cash, cheque) is required. Do not use a fallback voucher.

91 The issuing bank is not available. Communication lines are down.

Fraud Prevention Tips

The security of your Suncorp Bank EFTPOS Terminal is of the utmost importance to your business. Here are some handy tips to avoid fraudulent transactions and chargebacks.

Security & Chargeback Tips

- Ensure your premises are secure to prevent the processing of unauthorised transactions when unattended.
- During business hours, limit access to this equipment to authorised personnel only.
- Unauthorised transactions are a liability for your business.
- Always check the merchant receipt to ensure that:
  - the correct transaction type has been processed,
  - the merchant receipt says Approved, and
  - the amount is correct.

What is a Chargeback?

A chargeback can occur when a cardholder disputes a transaction processed on their card.

How to Avoid Receiving Chargebacks

When accepting credit cards face to face

- Never manually enter the card details if the card doesn't work when tapping, inserting or swiping. Ask the cardholder for another form of payment.
- Check the expiry date on the card.
- Check that all cards have a hologram or a holographic magnetic stripe and that it looks three-dimensional.
- Check the authorisation response. Take appropriate action for the specific response.
- Request a signature if prompted by the terminal. Have the cardholder sign the transaction receipt in front of you.
- Check the signature. Be sure that the signature on the card matches the one on the transaction receipt.
- Ensure all details on transaction receipts are clear and legible.
- Ensure transaction receipts are stored in date and card number order.
- Retain all transaction receipts and or documentation pertaining to a credit card transaction for a minimum of 13 months from the date of transaction in a secure location.
- Register your Business Information and Logo with Mastercard
  - Chargebacks can occur because a cardholder does not recognise a merchant. Registering your business information and logo with Mastercard's Logo Microsite allows participating banks to display that info for their cardholders in their digital banking applications. This can benefit merchants by reducing disputes for valid transactions where the cardholder doesn't recognise the charge and increases the merchants brand presence each time the cardholder views a purchase.
  - To register free of charge go to https://logo.ethoca.com

Remember, if in doubt you can always ask your customer for another form of payment.

When accepting credit cards for Mail / Telephone Order (MOTO).

Warning Signs.

Beware of Internet, mail/telephone and e-mail orders with any combination of the following characteristics.

- Larger than normal orders: because stolen cards or account numbers have a limited life span, criminals need to maximise the size of their purchase.
- Orders shipped to a single address but made on multiple cards.
- Check for multiple transactions on one card or similar cards with a single shipping address.
- Rushed orders or overnight shipping: criminals want fraudulently obtained items as soon as possible for the quickest possible resale and aren't concerned about the extra delivery charges.
- Orders from Internet addresses that make use of free e-mail services: these e-mail services involve no billing relationships, and often neither an audit trail nor verification that a legitimate cardholder has opened the account.
- Orders shipped to an international address.
- People committing fraud will often use fake overseas addresses.
- Never send cash via Western Union to pay for the delivery of a credit card sale.
- If a sale seems too good to be true, then it probably is.
- Always obtain an authorisation when the cardholder is not present.
- Consider establishing a purchasing limit for all new customers. The limit can be based on an average of the purchase price of the most popular product sold. Or request a deposit in cash as a gesture of good faith.

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Troubleshooting

Your Suncorp Bank EFTPOS Terminal is extremely easy to operate. However, if you do experience problems, here are some handy hints to help you get back on track quickly.

If you still have difficulties, please call Merchant Terminal Faults on 1800 836 055 (24 hours a day, 7 days a week), and have your merchant number ready.

Terminal Care	Please remember to keep the terminal clean and away from heat, dust, liquid and food.
Blank Screen	Ensure that all terminal power cable connections and power supply outlets are connected and operational.
Communications Error	Check all terminal phone cable connections and phone supply outlets. Connect the phone line to a telephone to check for dial tone and cable quality. Clear any message bank on the line. Disconnect call waiting. Has the telephone line recently changed to or from a PABX system? If so, the terminal will require a software upgrade.
Card Reader Problems	Ensure that the card is being swiped in the right direction for the magnetic stripe. Try swiping the card in both upwards and downwards directions. Ensure that the card is being swiped at a fast enough speed. Try using a Cleaner Card from your stationery kit to clean the card reader
Printing Problems	Ensure that paper is in the printer. Check for a paper jam. Check that the paper is coming from underneath the roll and not from over the top. Ensure that the printer cover is properly locked in place.
Terminal displays: "Settlement unsuccessful".	The machine has already settled within the last 24 hour period. The machine is trying to settle *Automatically* or *Manually* outside of the settlement window.
"Why does my Settlement Summary Combine Daily figures"	"A Settlement rollover" has occurred. The machine hasn't been settled on a previous trading day. Please check your nominated bank account for settlement and if any concerns then contact Suncorp Bank Merchant Services on 13 11 75.
What happens if my terminal is turned off during the allotted settlement time?	The terminal won't settle. The terminal will re-attempt an automatic settlement once it is switched back on. If 24 hours have passed since the last successful settlement, Suncorp Bank will automatically settle the terminal. A settlement slip will not be printed but the funds will be credited to your nominated back account.
My settlement summary receipt has not printed.	Reprint the settlement summary Press the MENU button from the Home screen. Select 3 for Batch. Select 2 for Last Settlement. The last successful terminal initiated settlement will be reprinted

How to contact us

Call
13 11 75

Online
suncorpbank.com.au

Local
Branch

SUNCORP BANK

Suncorp Bank (Norfina Limited ABN 66 010 831 722)

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