NAB EFTPOS TERMINAL

QUICK REFERENCE GUIDE (INGENICO MOVE5000)

Please keep this guide with your terminal for easy reference

For EFTPOS terminal help, call the Merchant Services Centre on 1300 369 852 or refer to the online User Guide at www.nab.com.au/ingenico

NAVIGATING THE TERMINAL

Power on: Press the green ENTER key

Power off: Remove the terminal from its base and any power source. Press and hold the Func and yellow CLEAR keys together

Menu: Press the grey menu key with ⦿ symbol

Navigate the menu: Press the arrows (▲ ▼) to scroll up and down the touch screen, or press the menu item number on the keypad

Cancel an action: Press the red CANCEL key

Change terminal passwords: Contact the Merchant Services Centre on the number above

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How to complete a Sale

From the home screen enter the sale amount and press ENTER to continue

Ask customer to TAP, INSERT or SWIPE their card

For chip and swipe cards, ask customer to select their account type: Cheque, Savings or Credit

Ask customer to enter their PIN and press ENTER

Note: Contactless cards do not require a PIN or signature for amounts under $100. Some cards allow bypass of PIN and ask for a signature

Once approved:
• remove card if inserted
• verify signature if applicable and press Yes
• press Yes to print a customer receipt if required

How to re-print a Receipt

Press MENU key on the home screen, and press 2 for Print, then 1 for Transactions

Last transaction receipt:
Press 1 for Last to reprint receipt for the last transaction

Specific receipt from the current settlement period:
Press 2 for Invoice

Enter invoice number (from merchant receipt), and press ENTER

How to process a Refund

Press MENU key on the home screen, and press 1 for Transactions, then 4 for Refund

Enter your refund password and press ENTER

Ask customer to INSERT or SWIPE their card

Ask customer to select their account type: Cheque, Savings or Credit

On PIN prompt, ask customer to press ENTER to print the refund receipt to sign Note: Even if a PIN is entered, a signed receipt will still be required

Once approved:
• remove card if inserted
• verify signature and press Yes
• press Yes to print a customer receipt

How to print a Transaction List

This will print a list of all transactions processed since the last settlement

Press MENU key on the home screen, and press 2 for Print, then press 2 for Reports, then press 1 for Audit and enter password

Pre-settlement and Last Settlement

Press MENU key on the home screen, and press 3 for Batch

Pre-settlement totals:
Press 4 for Batch Totals
Note: This will print the total value of transactions that have occurred since the last settlement

Press Yes to print a Transaction List if required

Last settlement totals:
Press 2 for Last Settlement
Note: This will print the total value of transactions in the last settllement period

View Batch details on the screen:
Press 3 for Review Batch

Settlement

You can perform settlement using the terminal by performing the steps below. Alternatively, the terminal will automatically settle at around 9:30pm EST daily

Press MENU key on the home screen, and press 3 for Batch, then 1 for Settle

Press Yes to print a Transaction List if required

To set up the terminal for automatic settlement at a time other than 9pm EST:
Press Func, then 13 and ENTER. Press ENTER to change time displayed. Type new automatic settlement time and ENTER. Press CANCEL to exit Note: the new automatic settlement time takes effect the next working day

ADDITIONAL FUNCTIONS

Press the Func key, the Function Number and ENTER to perform the following PINPad functions

Function No.	Description	Function No.	Settlement
5	Display Transaction Totals Continue to press ENTER to view all totals, such as Sales, Refunds, Tips etc	58	Print Tip Report Note: This is only available if your terminal is configured to accept Tips.
8	View Batch Number	120	Display auto settlement time
21	View Transaction By Invoice Number		

CHANGING THE PAPER ROLL

Step 1

Open the paper compartment by lifting the catch located at the top of the contactless landing zone and pull down the cover to the rear of the terminal

Step 2

Insert paper roll into the compartment as shown

Step 3

Pull the paper up towards the top of the terminal. Hold the paper and close the cover. Press simultaneously on both upper corners of the contactless landing zone, until it clips into position. If required, press the Feed key on the keypad to advance the paper