

NAB EFTPOS

Verifone Countertop & Mobile



Quick Reference Guide

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



How to complete a Sale

1. From the home screen enter the purchase amount then press OK
2. Ask customer to TAP, INSERT or SWIPE their card
3. For contactless cards, amounts under \$100 do not require a PIN. Just tap and go
4. For chip and swipe cards, ask customer to select their account type: Cheque, Savings, Credit
5. Customer enters PIN and presses OK, or just OK to print a receipt to sign
6. Once approved remove card if inserted, check signature if applicable and press YES to print a customer receipt if required

How to process a Refund

1. Press the MENU button on the home screen and SELECT 2 Refund
2. Enter your merchant password and press OK
3. Enter the refund amount and press OK
4. Ask customer to INSERT or SWIPE their card
5. Ask customer to select their account type: Cheque, Savings, Credit
6. Customer enters PIN and removes card
7. Once approved, press YES to print a customer receipt if required

Reprint Receipt

1. Press the MENU button on the home screen
2. Enter **18** for Function List then SELECT
3. Enter **72** then SELECT to reprint receipt for the last transaction

For a specific receipt from the current settlement period:

1. Press the MENU button on the home screen
2. Enter **9** for Review & Reprint then SELECT
3. Enter the last 6 digits of the RRN on the receipt and press OK
4. Check the receipt details on the screen then press OK
5. SELECT **1**. Re-print

How to print a Transaction Listing

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

1. Press the MENU button on the home screen
2. Enter **17** for Transaction Listing then press SELECT
3. SELECT **1** All Transactions to print the report
4. Press YES if TXN Listing printed properly or NO to reprint

Print Settlement totals (Pre-Settlement and Last Settlement)

This will reprint the total value of the transactions at Last Settlement, or from the last settlement until the current time (Pre-Settlement)

1. Press the MENU button on the home screen and SELECT 6. Settlement
2. SELECT 2. Pre-Settlement then YES to Do pre-settlement NAB?
3. SELECT 3. Last Settlement then YES to Do last settlement NAB?

Settlement

There are two options available to settle your EFTPOS terminal. The terminal can either be settled manually by the operator or it can be configured so that the terminal settles automatically at a selected time every day.

Option 1: Manual Settlement

1. Press the MENU button on the home screen and SELECT 6. Settlement
2. SELECT 1. Settlement. Press YES to perform a settlement

Option 2: Automatic Settlement

The terminal will automatically settle every day at the time selected

1. Press the MENU button on the home screen and SELECT 6. Settlement
2. SELECT 5. Auto Settle Setup
3. Press ENABLE if you want the terminal to automatically settle every day at a set time
4. Press ENABLE if you require a printed transaction listing with your settlement
5. Enter the settlement time in 24hr format and press OK
6. Press YES to confirm auto settlement start time
7. Enter 3 for Auto Settle retry attempts then press OK

How to Change your Merchant Password

1. Press the MENU button on the home screen
2. Enter 15 for Password Change then press SELECT
3. SELECT 1. Merchant Password
4. Enter existing password then press OK (if you have forgotten your password call the Merchant Service Centre)
5. Enter a new password then press OK
6. Enter the new password again to confirm then press OK

How to Order Receipt Rolls

Each order will deliver 20 rolls within 2-5 business days. Repeat these steps to order more rolls.

1. Press the MENU button on the home screen
2. Enter 10 for Stationery Order then press SELECT
3. Press YES to order receipt rolls