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# NAB EFTPOS Mobile Terminal Guide

**Ingenico Release 0.10.03**

# Your NAB EFTPOS MOBILE Terminal



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This guide is for NAB merchants who have signed the Merchant Agreement General Terms and Conditions. Please make yourself familiar with the contents of this guide and do not hesitate to contact NAB should you have any further queries.

NAB is here to help you with your NAB EFTPOS Mobile terminal 24 hours a day, 7 days a week.

### **Technical Support for NAB EFTPOS Mobile terminals**

Before contacting the NAB Merchant Service Centre in regard to any error message, please write down all the error information as well as your merchant and terminal numbers so your query can be quickly resolved.

**Call Merchant Service Centre    1300 369 852**

Select **Option 1** (not connected to computer)

Then

Select **Option 1** (Ingenico Move 5000 terminal)

### **Technical Support for NAB EFTPOS Mobile terminals integrated with your POS**

Before contacting the NAB Integrated Help Desk please have your terminal and merchant numbers ready. If your query is error related, write down the error information displayed on the terminal or your Point of Sale (POS) so your query can be quickly resolved.

**Call NAB Integrated Help Desk    1300 369 852**

Select **Option 2** (terminal connected to computer)

Then

Select **Option 1** (technical issues)

### **For Authorisations**

American Express    **1300 363 614**

## **For POS Software – NAB EFTPOS Mobile terminals integrated with your POS**

Contact your POS Vendor

### **Sales Enquiries**

**1300 EFTPOS (1300 338 767)**

8am – 6pm Monday to Friday

### **Fraud Related Enquiries**

**1300 668 046**

8am – 5pm Monday to Friday

### **Lost or Stolen Cards**

Call the above authorisation line appropriate for the card type used (credit or debit).

Ask for extension 500

### **Service Response Time**

It is NAB's intent to replace a faulty terminal:

- within 4 business hours in metropolitan areas.
- within 24 business hours for country areas
- within 72 business hours for remote areas.

### **Merchant Details**

Please insert your details here for quick reference.

EB Merchant No. \_\_\_\_\_

Terminal No. \_\_\_\_\_

Store No. \_\_\_\_\_

# Getting to know your NAB EFTPOS Mobile terminal



# Getting to know your NAB EFTPOS Mobile terminal (continued)

## Using the Touchscreen

The NAB EFTPOS Mobile terminal has a colour touchscreen. Navigating using the touchscreen is easy and intuitive for your customers. Simply follow the prompts and tap the option on the screen to make a selection.

## Using the Keypad



The **Menu** button is used to access the terminal menu options



The **CONTINUE** button on the keypad is used to accept a selected option highlighted or to accept data entry.

This button is also used to power on the terminal



The **CLEAR** button on the keypad is used for clearing entered data or moving back to the previous screen



The **Cancel** button on the keypad is used to Cancel the current function and return to the Home screen



The **Function** button on the keypad is used to perform certain advanced functions on the terminal



Press [▼] on the touchscreen to scroll **down** the menu options



Press [▲] on the touchscreen to scroll **up** the menu options

## Basic Functions

### Power on

Press the green **CONTINUE** key

### Power off

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

### Cancel an action

Press the red **Cancel** button

### Change terminal passwords

Contact the Merchant Service Centre

### Idle State

If there is no activity on the terminal for 60 seconds, the terminal will return to the Home screen

# Contactless Tap & Go

The NAB EFTPOS Mobile terminal comes ready with the capability to accept Contactless credit card payments, commonly referred to as 'tap and go'. Your customer's chip card must have the following symbol in order to use the Contactless feature.



## What are the advantages of Contactless capability?

Quick and easy to use – simply tap the chip card on the landing zone, where the following icon displays at the top of the terminal.



If the sale is less than \$100, there is no need for your customer to enter a PIN or sign the merchant receipt when using a plastic card, for card holder using their mobile devices follow the prompt on the terminal as PIN may not always be required.

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

Printing the customer receipt is optional regardless of the transaction amount.



# Understanding your NAB EFTPOS Mobile terminal integrated with your POS

NAB EFTPOS Mobile terminals integrate with your Point of Sale (POS) solution to process credit, debit and charge card transactions. When the card payment option is selected, the POS integration software provided by LINKLY, interacts with the NAB EFTPOS Mobile terminal to process the transaction. The outcome of the transaction is then automatically updated in your POS solution, making it easy for you to reconcile the payments and shorten payment processing time.

## Using NAB EFTPOS Mobile terminals with a POS

NAB EFTPOS Mobile terminals are designed to work with your LINKLY-certified POS system. The POS system sends the total amount to the NAB EFTPOS Mobile terminal to finalise the payment.

The solution can be configured to work with different types of communications depending on your environment. These include:

- 4G / 3G
- Broadband Internet via Ethernet
- Broadband Internet via WiFi

Your NAB EFTPOS Mobile terminal and base are paired via Bluetooth. This enables the terminal to continue to operate normally when it is separated from the base.

You can also choose to have all transaction receipts printed directly from your POS system or have the terminal print out the transaction receipt.

## Processing transactions with a NAB EFTPOS Mobile terminal integrated with your POS

Your NAB EFTPOS Mobile terminal is integrated with your Point of Sale (POS) system.

For all transaction types, the merchant initiates the transaction on the POS system and follows the system prompts displayed on the POS screen. The customer follows the prompts displayed on the terminal to process the payment.

## Considerations

Transactions completed using an Australian-issued card need to be approved by a PIN. Some transactions, such as Refunds, may prompt for a signature.

Transactions completed using an internationally-issued card may need to be approved by a signature.

If the signature does not match that on the card, you need to decline the transaction. The terminal will produce a declined receipt.

As for all transactions types, if a transaction is declined, your customer may need to provide another form of payment to complete the transaction.

For any transaction errors or issues, please refer to your POS manual, or call the NAB Integrated Helpdesk.

# Understanding your NAB EFTPOS Mobile terminal

Your NAB EFTPOS Mobile terminal can be configured to work with different types of communications depending on your environment. These include:

- 4G / 3G
- Broadband Internet via Ethernet
- Broadband Internet via WiFi

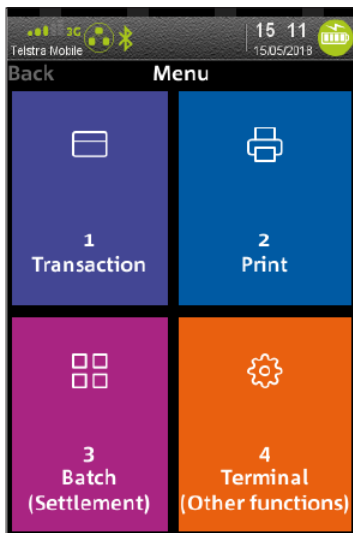
The NAB EFTPOS Mobile terminal and base are paired via Bluetooth. This enables the terminal to continue to operate normally when it is separated from the base.

## Navigating the Menu

To access the Menu, press the **Menu** button.

There are 4 main menu items

**Tap to select a menu option.**



## Processing transactions using your NAB EFTPOS Mobile terminal

**All cards can be used on the terminal using:**

- Tap (using the contactless feature)
- Insert (using the chip), or
- Swipe (using the magnetic stripe)

# NAB EFTPOS

## Mobile Multi-Merchant terminals

The NAB EFTPOS Mobile terminal can support multiple merchants. This allows multiple merchants to process transactions on one terminal with separate settlements for each individual merchant.

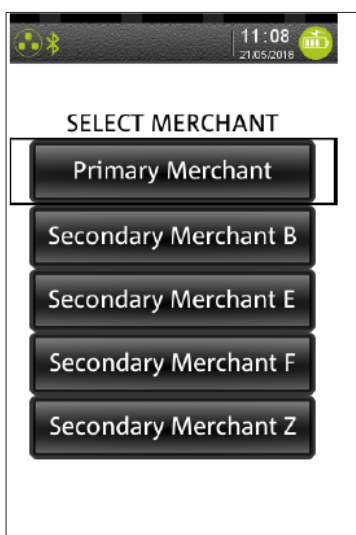
If your terminal supports multiple merchants, then there must be a Primary merchant identified. The Primary merchant is the merchant to whom the terminal is provided under the Merchant Agreement and who is responsible for the terminal rental.

The additional merchants who use the terminal are the Secondary merchants. A Secondary merchant has been granted the use of the terminal by the Primary merchant.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

### Processing transactions on a terminal that supports multiple merchants

When you process transactions on a terminal that supports multiple merchants, the **SELECT MERCHANT** screen displays, prompting you to select the relevant merchant.



If the merchant you require is not displayed on the screen, scroll down / up using touch screen on PINPad to move between previous and next screen.

Tap the name of the required merchant on the screen and continue with the transaction as described in this guide.

Some functions (such as Log on or Manual Settlement) that display the **SELECT MERCHANT** screen, provide an option on this screen to select **All Merchants**.



Tap **ALL MERCHANTS** when you want to perform the function for all merchants on the terminal at once.

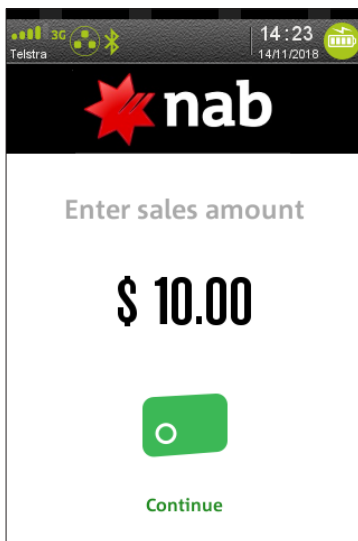
# NAB EFTPOS Mobile Sale

## – Tap

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

### Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



### Step 2

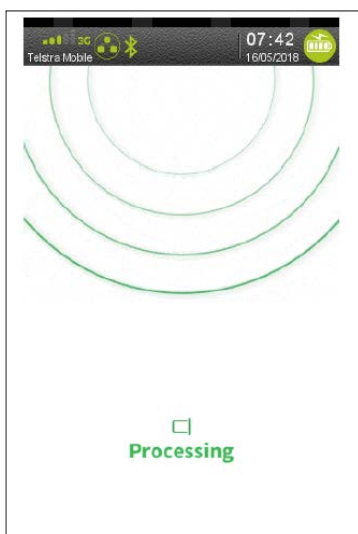
Ask customer to **TAP** their card



Ensure your customer holds their card over the contactless logo until all four bars 'light up' and the terminal sounds a beep. This will only take a few seconds.

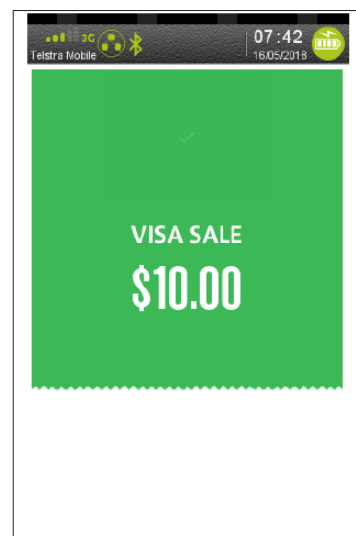
### Step 3

Processing message is displayed



### Step 4

An acknowledgement displays once the sale has been approved and the merchant receipt option to print is displayed.

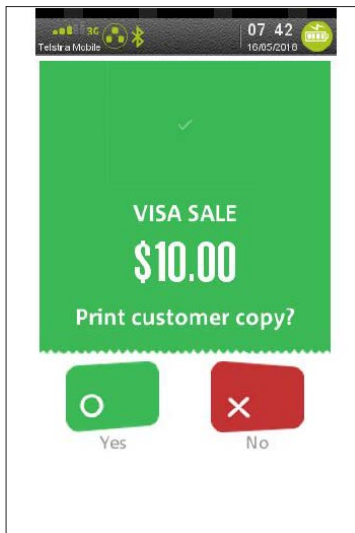


# NAB EFTPOS Mobile Sale

## – Tap (continued)

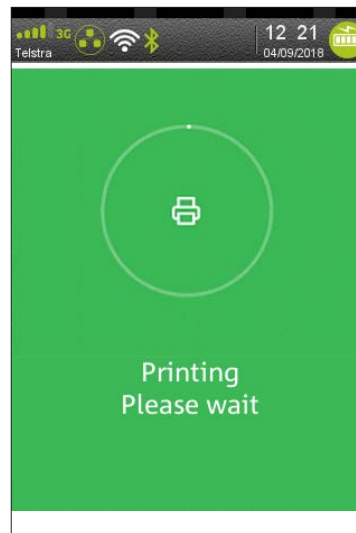
### Step 5

Press **Yes** to print the customer receipt copy if required



### Step 6

Printing message is displayed



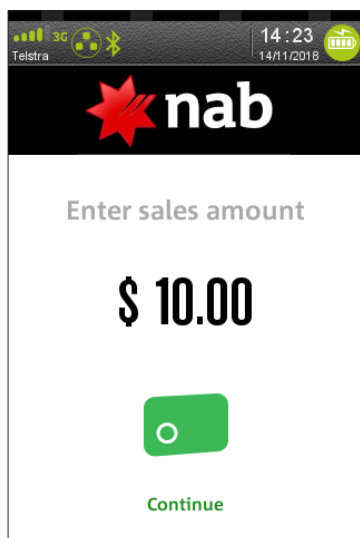
# NAB EFTPOS Mobile Sale

## – Insert/Swipe Using PIN

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

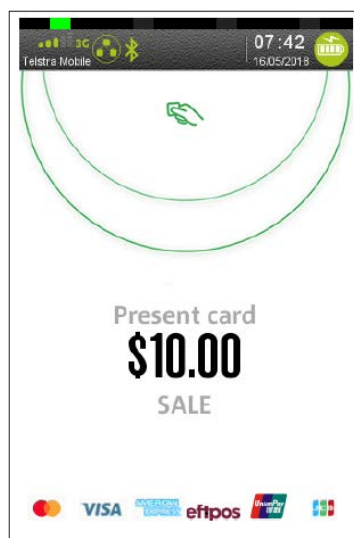
### Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



### Step 2

Ask customer to **INSERT/SWIPE** their card



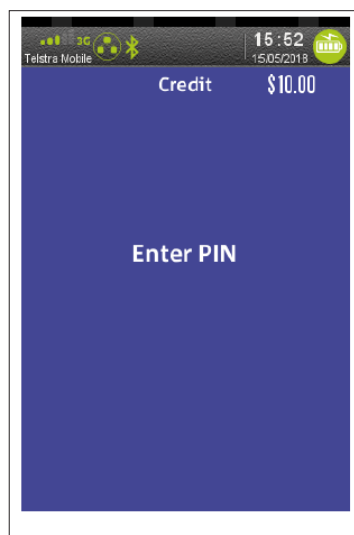
### Step 3

Ask customer to select their **account**



### Step 4

Ask customer to enter their **PIN**

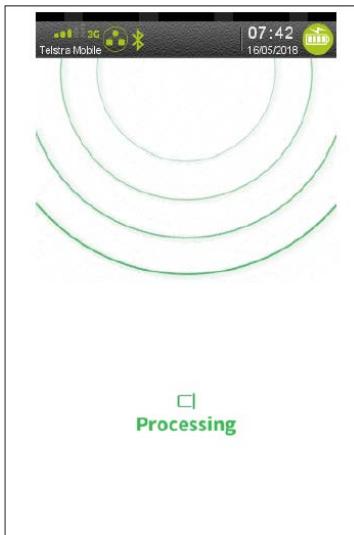


# NAB EFTPOS Mobile Sale

## – Insert/Swipe Using PIN (continued)

### Step 5

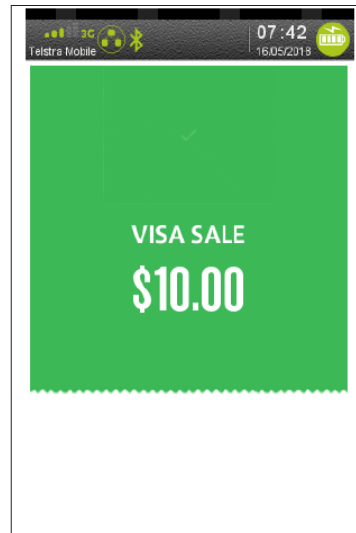
Processing message is displayed



### Step 6

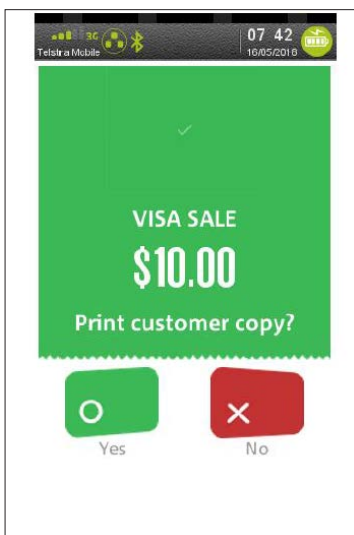
An acknowledgement displays once the sale has been approved and the merchant receipt will print.

Remove card from the terminal if inserted



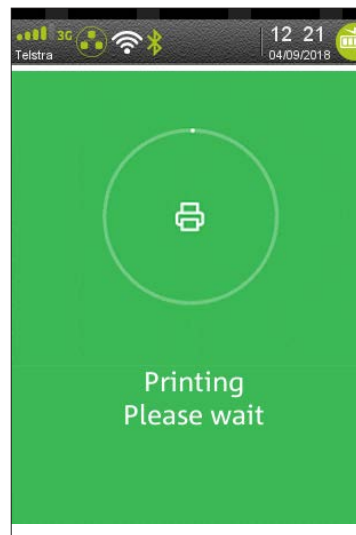
### Step 7

Press **Yes** to print the customer receipt if required



### Step 8

Printing message is displayed



# NAB EFTPOS Mobile Sale

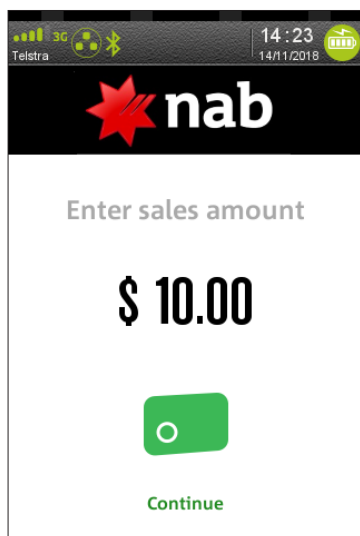
## – Insert/Swipe Using Signature

The signature option is only available for cards issued overseas.

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

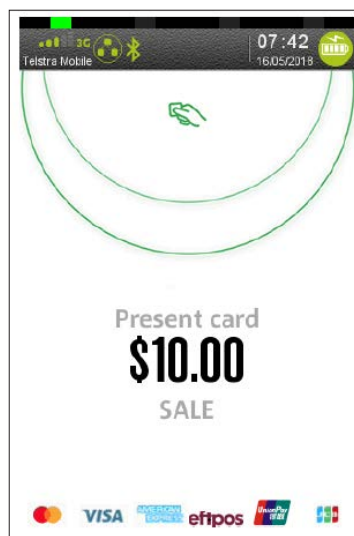
### Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



### Step 2

Ask customer to **INSERT/SWIPE** their card



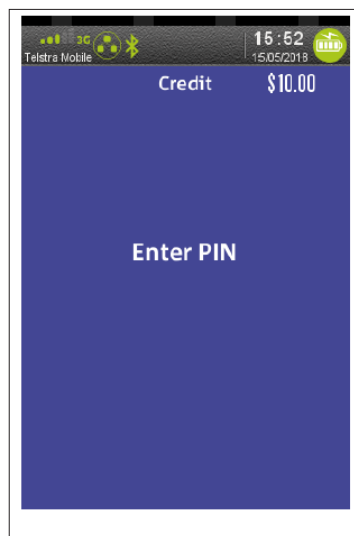
### Step 3

Ask customer to select an **account**



### Step 4

Ask customer to enter their PIN



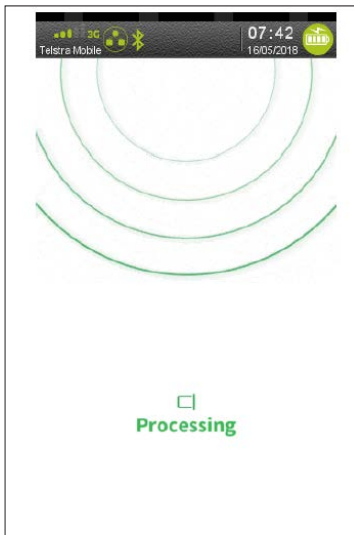


# NAB EFTPOS Mobile Sale

## – Insert/Swipe Using Signature (continued)

### Step 5

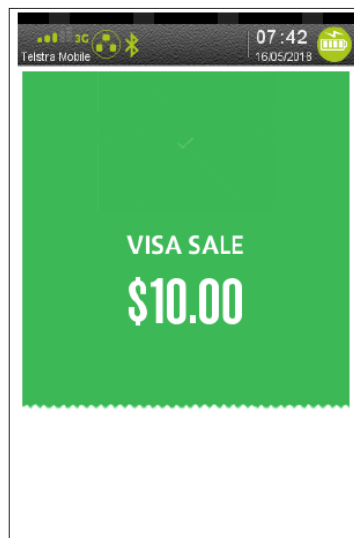
Processing message is displayed



### Step 6

An acknowledgement displays once the sale has been approved and the merchant receipt with signature request will print.

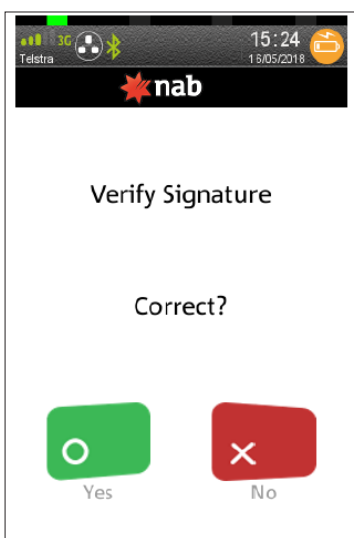
Remove card from the terminal if inserted



### Step 7

Ask customer to sign the receipt.

You will need to **verify your customer's signature** with the signature on the card. If this is correct, press **Yes**

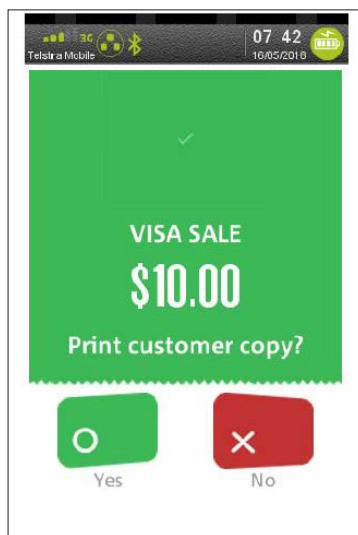


# NAB EFTPOS Mobile Sale

## – Insert/Swipe Using Signature (continued)

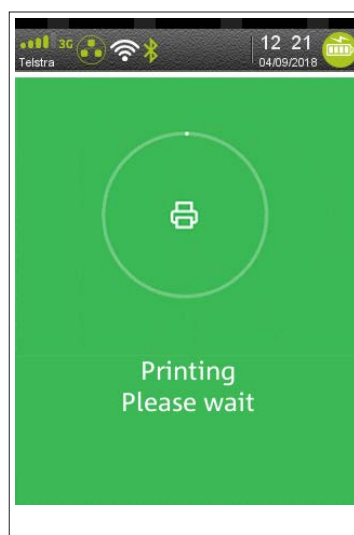
### Step 8

Press **Yes** to print the customer receipt if required.



### Step 9

Printing message is displayed.



# NAB EFTPOS Mobile Sale with Cash-Out

The cash-out function is only available on debit (cheque and savings) accounts for EFTPOS transactions.

It is an optional feature that you may enable or disable by contacting the Merchant Service Centre.

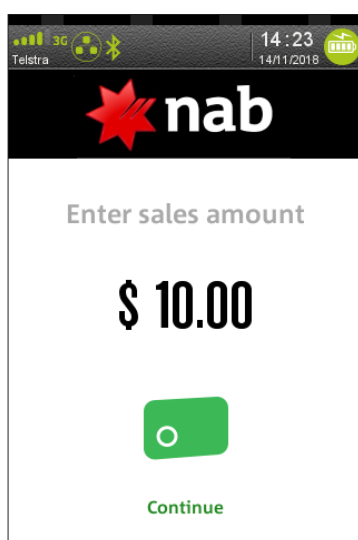
If you have enabled the cash-out feature, an additional screen will display after you enter the sale amount.

A sale with cash-out transaction is shown as one total item in the settlement report and on the monthly merchant statement.

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

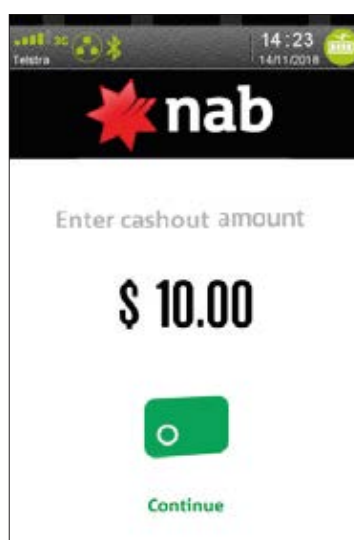
## Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



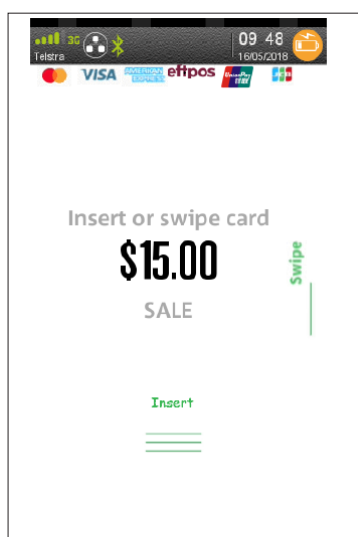
## Step 2

Enter the **cash out amount** and press **CONTINUE**



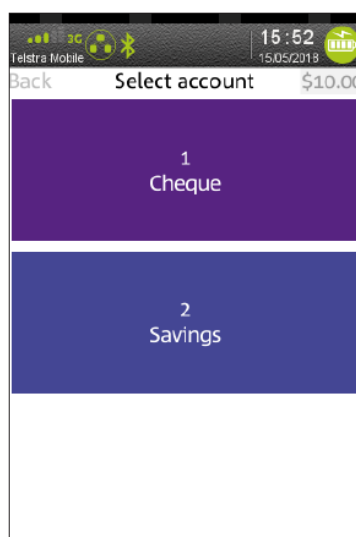
## Step 3

Ask customer to **INSERT** or **SWIPE** their card



## Step 4

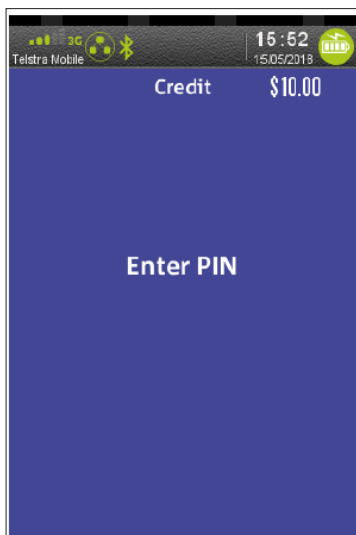
Ask customer to select an **account**



# NAB EFTPOS Mobile Sale with Cash-Out (continued)

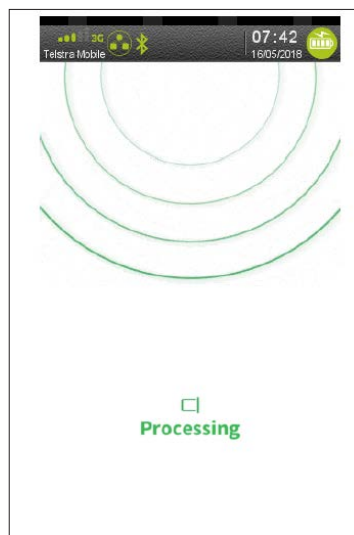
## Step 5

Ask customer to enter the PIN



## Step 6

Processing message is displayed

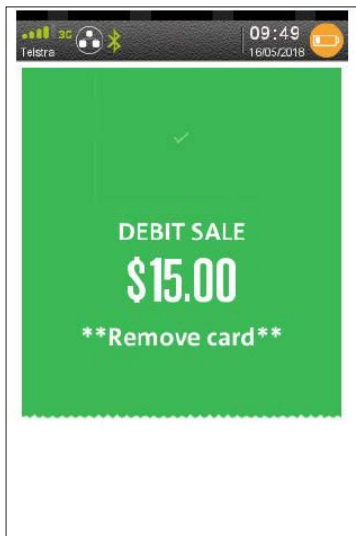


# NAB EFTPOS Mobile Sale with Cash-Out (continued)

## Step 7

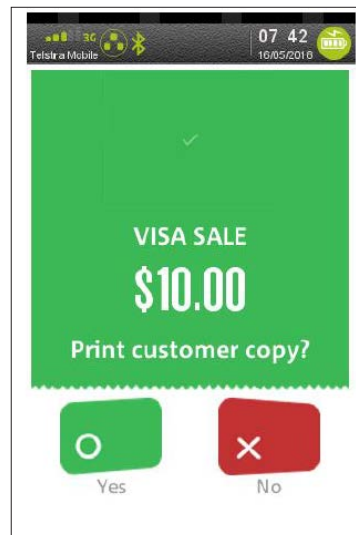
An “Approved” acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically.

Ask customer to remove their card if inserted.



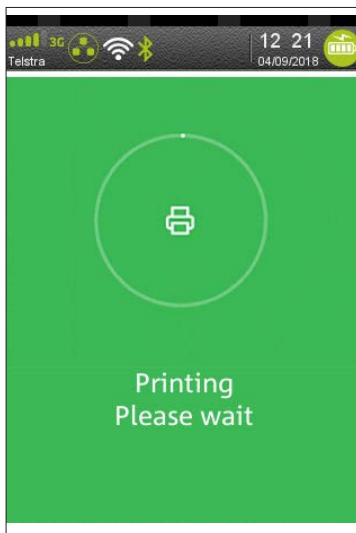
## Step 8

Press **Yes** to print the customer receipt if required



## Step 9

Printing message is displayed



# NAB EFTPOS Mobile Sale with Tip

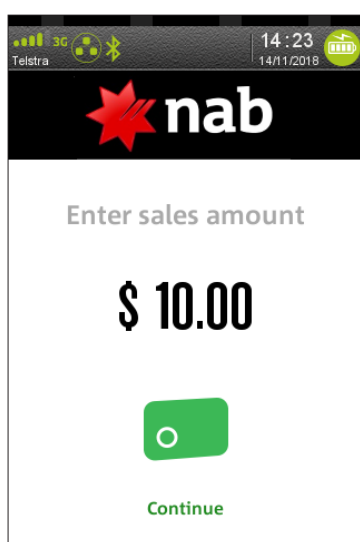
The Tip Amount screen will only display if the tipping feature has been enabled. You may enable or disable the tipping feature by contacting the Merchant Service Centre.

A sale with tip transaction is shown as one total item in the settlement report and on the monthly merchant statement.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

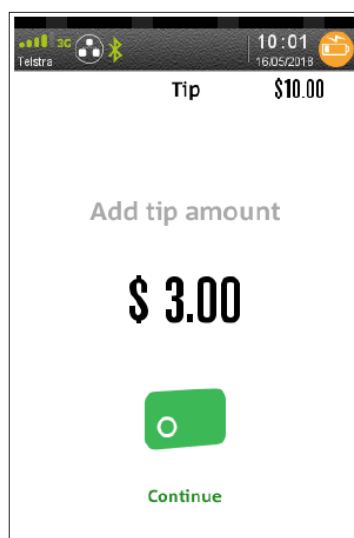
## Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



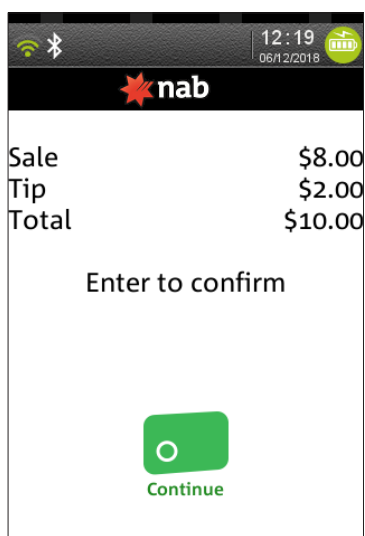
## Step 2

Enter the **tip amount** and press **CONTINUE**



## Step 3

Review the **total amount** and press **ENTER**



## Step 4

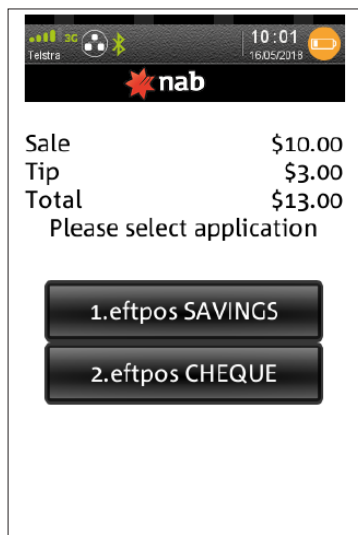
Ask customer to **TAP** their card



# NAB EFTPOS Mobile Sale with Tip (continued)

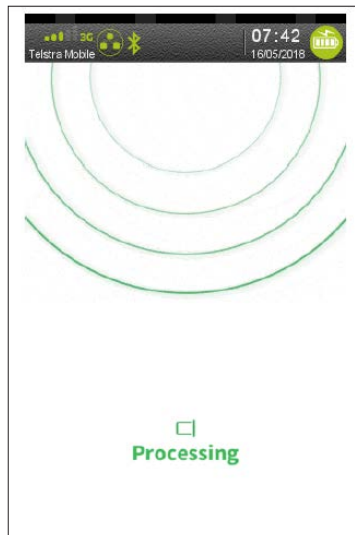
## Step 5

Ask customer to select an **account**



## Step 6

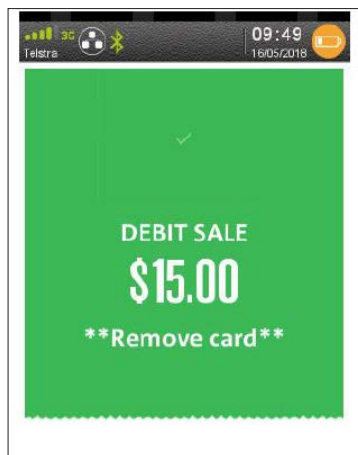
Processing message is displayed



## Step 7

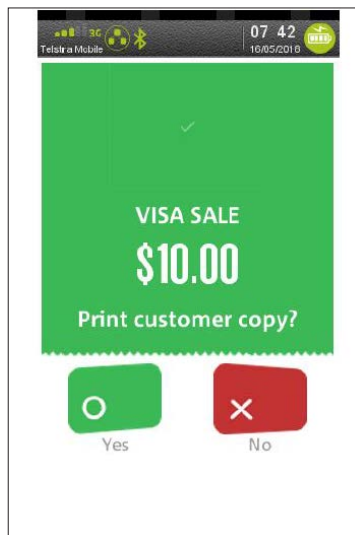
An acknowledgement displays once the sale has been approved and the merchant receipt will print

Remove card from the terminal, if inserted



## Step 8

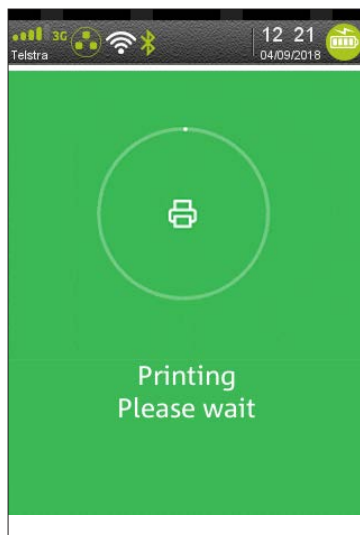
Press **Yes** to print the customer receipt if required.



# NAB EFTPOS Mobile Sale with Tip (continued)

## Step 9

Printing message is displayed





# NAB EFTPOS Mobile

## Cash-Out Only

The cash-out feature is available on debit (cheque and savings) accounts only for EFTPOS transactions. It is an optional feature that you may enable or disable by contacting the Merchant Service Centre.

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

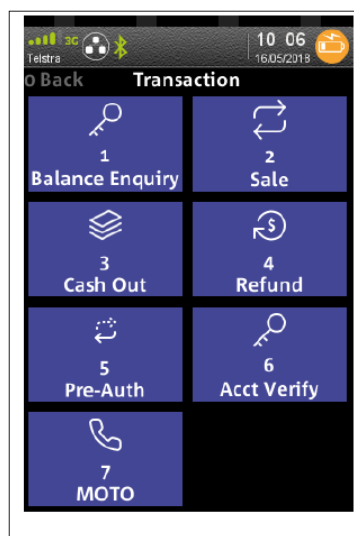
### Step 1

Press **1** in the **Menu** to select Transaction



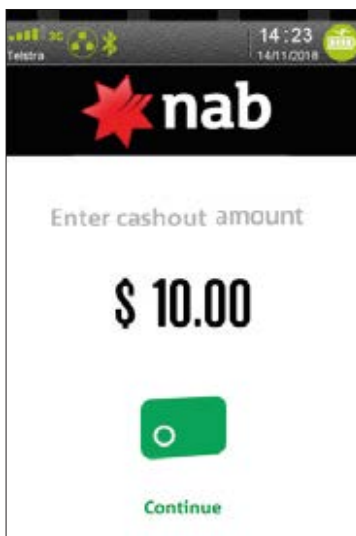
### Step 2

Press **3** to select Cash Out



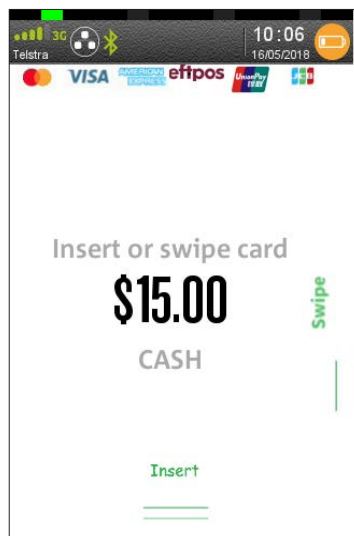
### Step 3

Enter the **cash amount**



### Step 4

Ask customer to **INSERT** or **SWIPE** their card

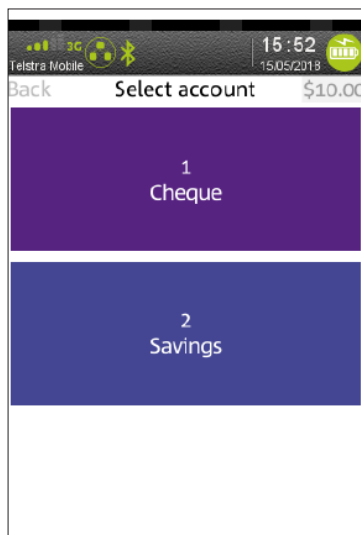


# NAB EFTPOS Mobile

## Cash-Out Only (continued)

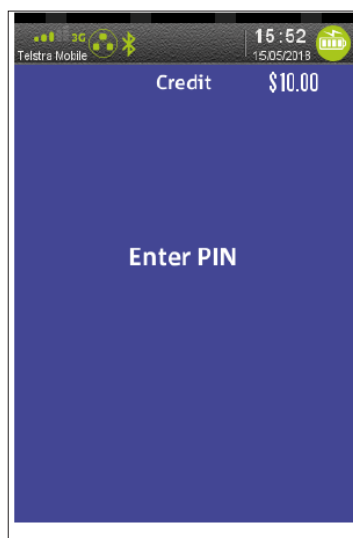
### Step 5

Ask customer to select an **account**



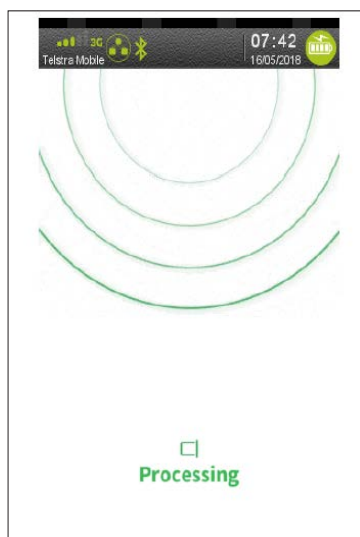
### Step 6

Ask customer to enter the **PIN**



### Step 7

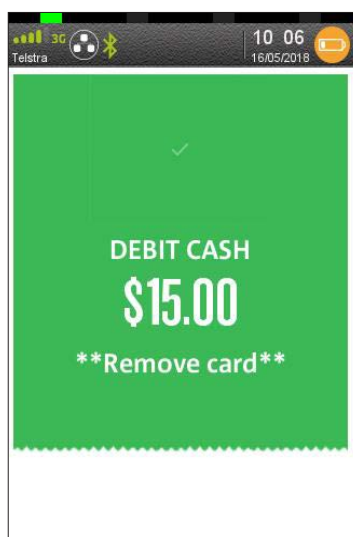
Processing message is displayed



### Step 8

An “Approved” acknowledgement displays once the cash-out has been successfully processed and the merchant receipt will print automatically

Ask customer to remove their card if inserted.

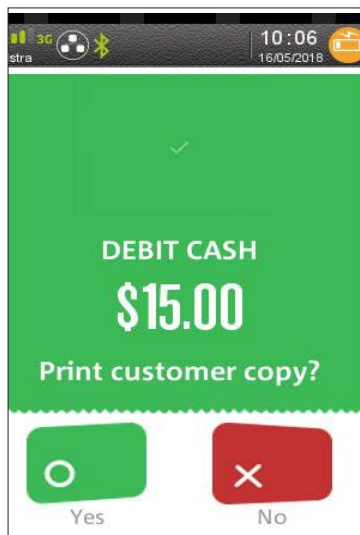


# NAB EFTPOS Mobile

## Cash-Out Only (continued)

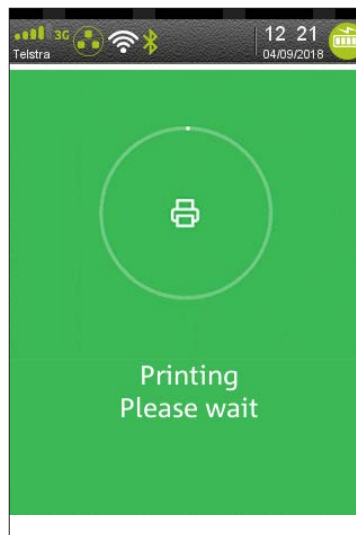
### Step 9

Press **Yes** to print the customer receipt if required.



### Step 10

Printing message is displayed



# NAB EFTPOS Mobile Refunds

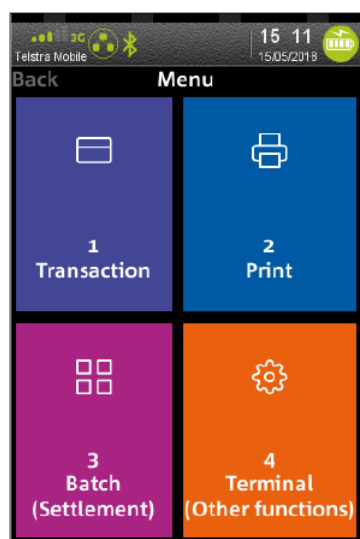
A 'Refund' transaction is used to reverse a 'Sale' transaction that has already been settled by the Bank. Both the original 'Sale' and the 'Refund' transactions will appear on the Customer's account statement.

The Refund feature is optional. You may enable or disable the Refund feature by contacting the Merchant Service Centre. Transaction and terminal refund limits apply.

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

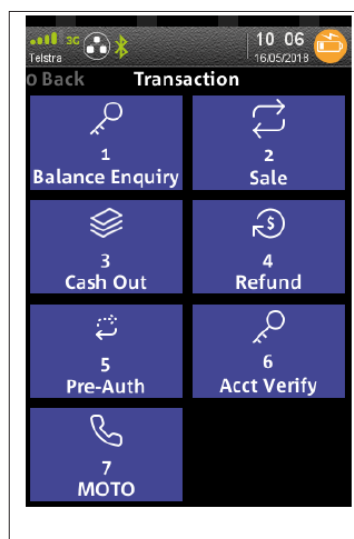
## Step 1

Press **1** in the **Menu** to select Transaction



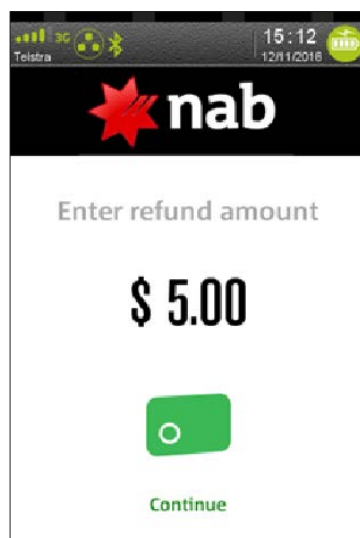
## Step 2

Press **4** to select Refund



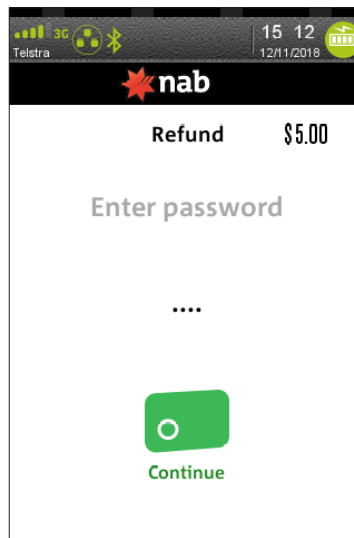
## Step 3

Enter the **refund amount**



## Step 4

Enter your **refund password**

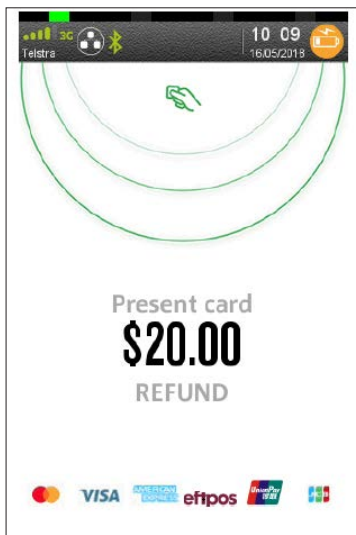


**Note:** Entering an incorrect refund password multiple times will result in refunds being locked. Contact the Merchant Service Centre to unlock Refunds.

# NAB EFTPOS Mobile Refunds (continued)

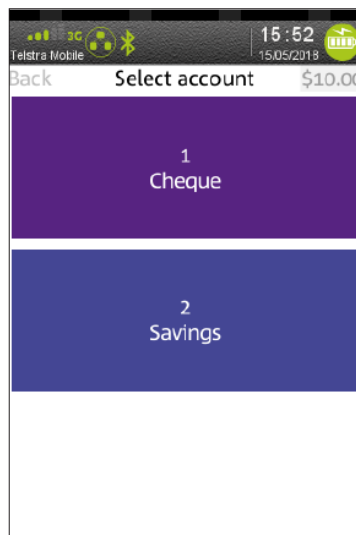
## Step 5

Ask customer to **TAP** their card



## Step 6

Ask customer to select an **account**



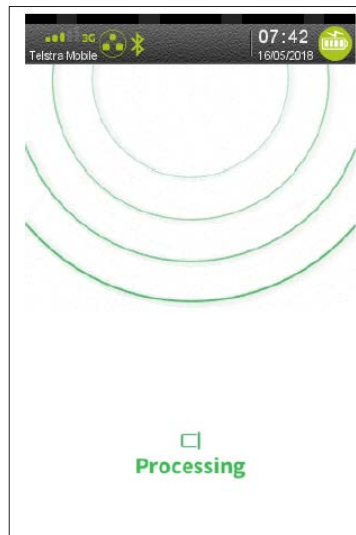
## Step 7

Ask customer to enter their PIN



## Step 8

Processing message is displayed

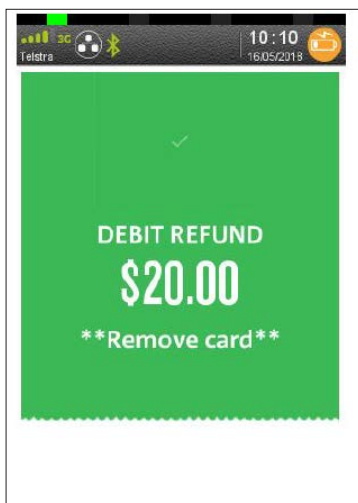


# NAB EFTPOS Mobile Refunds (continued)

## Step 9

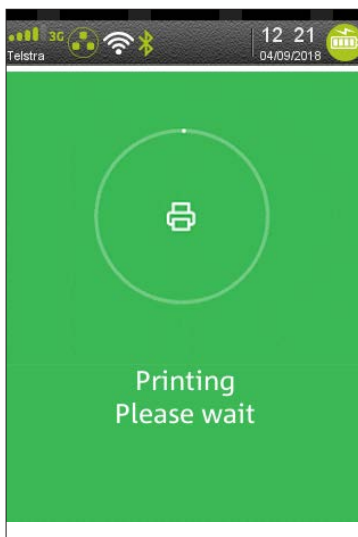
An acknowledgement displays once the refund has been approved and the merchant receipt with signature request will print

Remove card from the terminal if inserted.



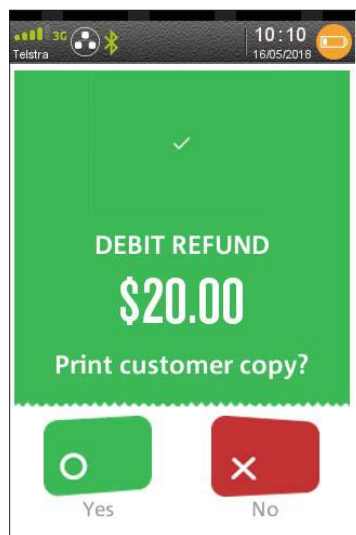
## Step 11

Printing message is displayed



## Step 10

Press **Yes** to print the customer receipt if required



The customer will receive the refund within 2 to 4 business days for Visa, Mastercard and EFTPOS transactions and up to 5 business days for UnionPay cards.

### Note:

For your protection against fraud, please ensure your passwords are changed regularly

Always compare the signature on the card with the signature on the receipt

You should always swipe or insert the card through the terminal rather than key entering the card information to reduce your exposure to fraudulent transactions.

# NAB EFTPOS Mobile

## Review Details of the Last Transaction

This function allows you to review the details of the last transaction processed on the terminal screen before you proceed to print a duplicate receipt.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

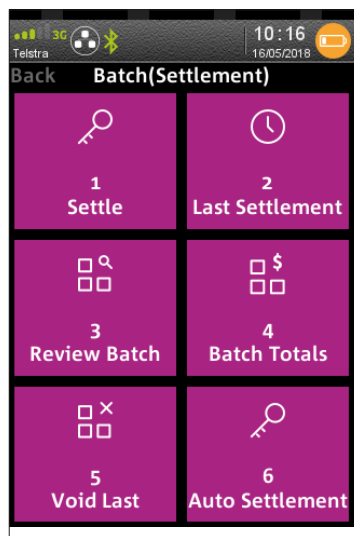
### Step 1

Press **3** in the **Menu** to select Batch



### Step 2

Press **3** to select Review Batch



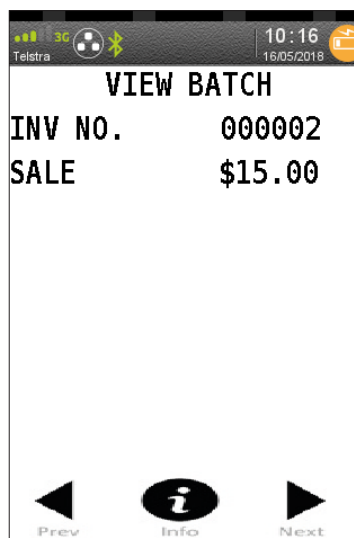
### Step 3

Scanning batch details message is displayed



### Step 4

The details of the last transaction is displayed

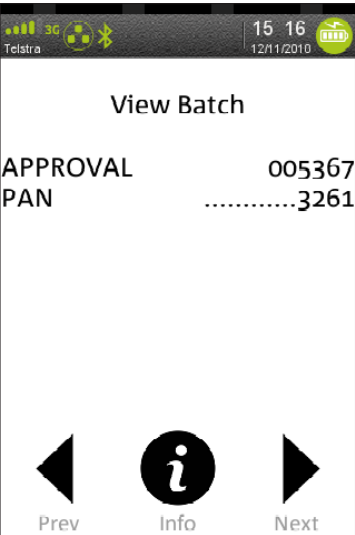


# NAB EFTPOS Mobile

## Review Details of the Last Transaction (continued)

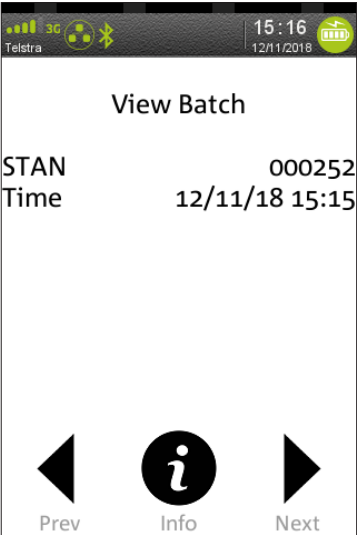
### Step 5

View batch more information



### Step 6

View batch more information (cont.)





# NAB EFTPOS Mobile

## Re-print Receipt for the Last Transaction

This function allows you to print a duplicate receipt for the last transaction processed.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

### Step 1

Press **2** in the **Menu** to select Print



### Step 2

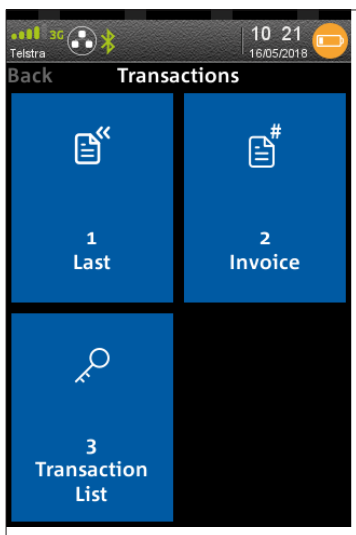
Press **1** to select Transactions



### Step 3

Press **1** to select Last

A duplicate Customer receipt for the last transaction will print



# NAB EFTPOS Mobile

## Re-print Receipt for Past Transactions with Invoice Number

This function allows you to print a duplicate receipt for a particular transaction (invoice number) within the same settlement period.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

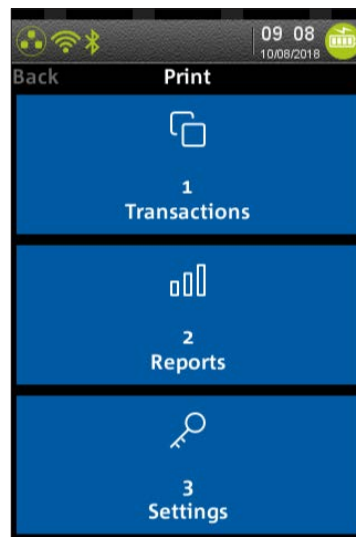
### Step 1

Press **2** in the Menu to select Print



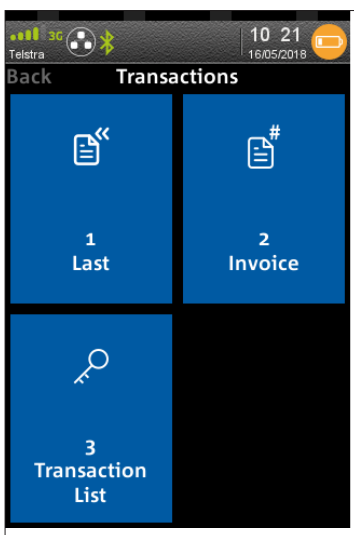
### Step 2

Press **1** to select Transactions



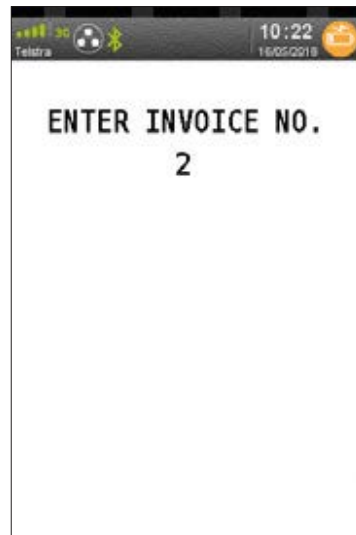
### Step 3

Press **2** to select Invoice



### Step 4

Enter the **invoice number**



# NAB EFTPOS Mobile

## Re-print Receipt for Past Transactions with Invoice Number (continued)

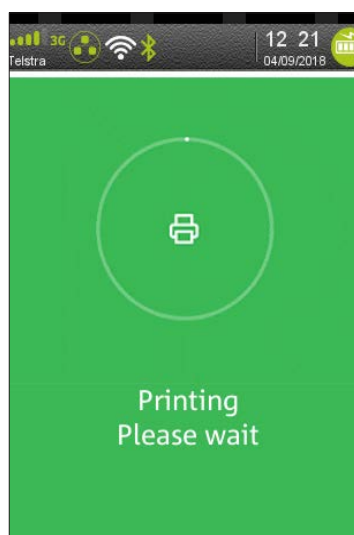
### Step 5

Scanning batch details message display



### Step 6

Printing message is displayed



# NAB EFTPOS Mobile

## Print Transaction Listing

This function provides a print out of all transactions processed since the last settlement.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

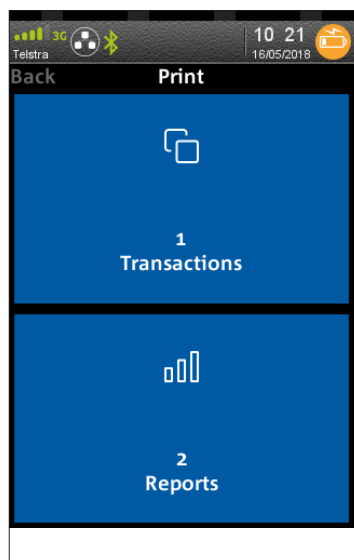
### Step 1

Press **2** in the **Menu** to select Print



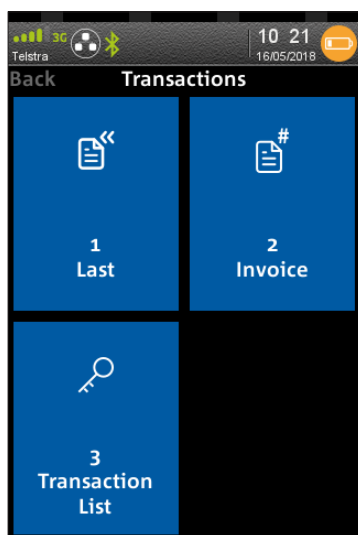
### Step 2

Press **1** to select Transactions



### Step 3

Press **3** to select Transaction list  
The transaction



### Step 4

Scanning batch details message is displayed



# NAB EFTPOS Mobile

## Print Settlement Totals – Pre-Settlement

This function prints a listing of all transactions performed after the last settlement time until the current time.  
A pre-settlement does not settle the terminal

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

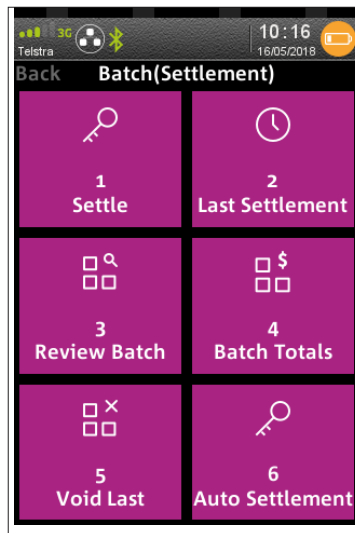
### Step 1

Press **3** in the **MENU** to select Batch



### Step 2

Press **4** to select Batch Totals



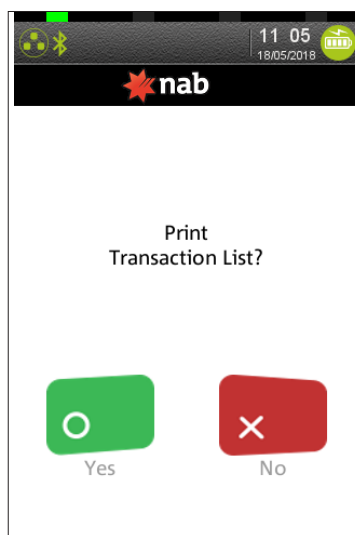
### Step 3

Scanning batch details message is displayed



### Step 4

Press **Yes** to print a transaction list of all individual transactions

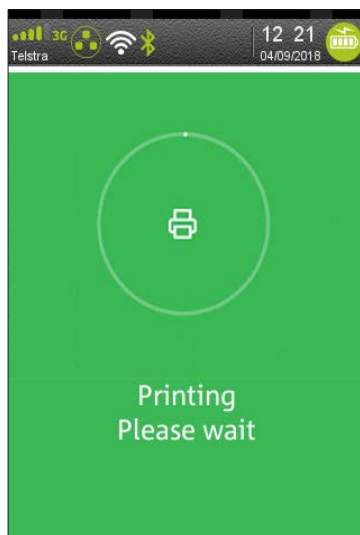


# NAB EFTPOS Mobile

## Print Settlement Totals – Pre-Settlement (continued)

### Step 5

Printing message is displayed



# NAB EFTPOS Mobile

## Print Settlement Totals – Last Settlement

This function will reprint the total value of the transactions by card type at Last Settlement.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

### Step 1

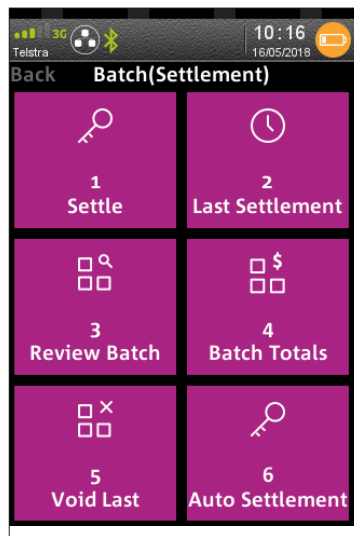
Press **3** in the **Menu** to select Batch



### Step 2

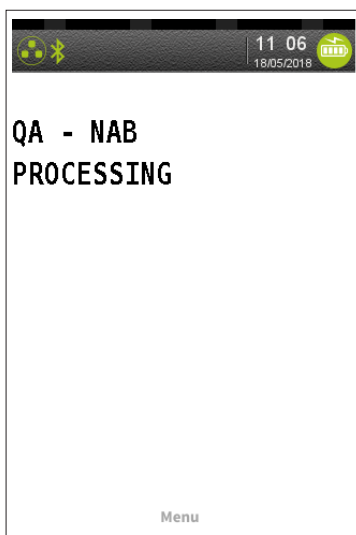
Press **2** to select Last Settlement

The last settlement receipt prints automatically.



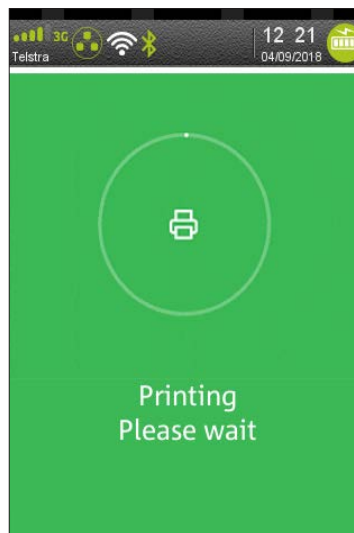
### Step 3

QA NAB processing message displays



### Step 4

Printing message is displayed



# NAB EFTPOS Mobile

## Manual Settlement

This function allows you to manually close the batch and settle for the day.

**Note:** Your terminal will settle automatically at 9:30pm AEST daily, unless a manual settlement is performed. You can also set your terminal to automatically settle at a time that suits you. To do this, refer to *NAB EFTPOS Mobile Automatic Settlement Time Set-up* on page 88.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

### Step 1

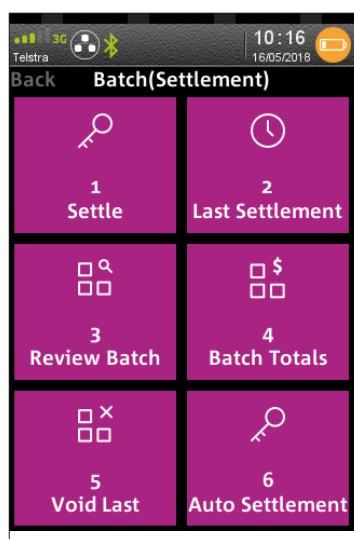
Press **3** in the **Menu** to select Batch



### Step 2

Press **1** to select Settle

The settlement process commences and when successfully processed, the settlement receipt will print.



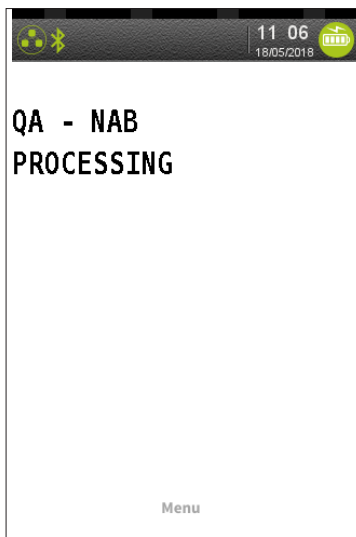


# NAB EFTPOS Mobile

## Manual Settlement (continued)

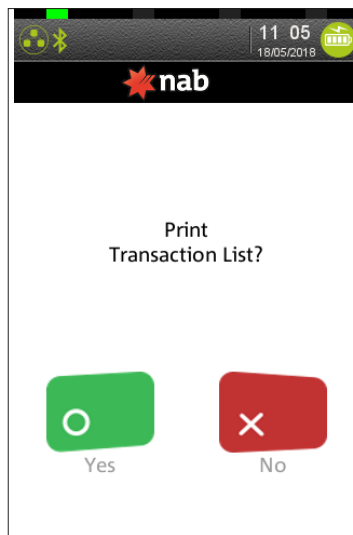
### Step 3

QA NAB processing message is displayed.



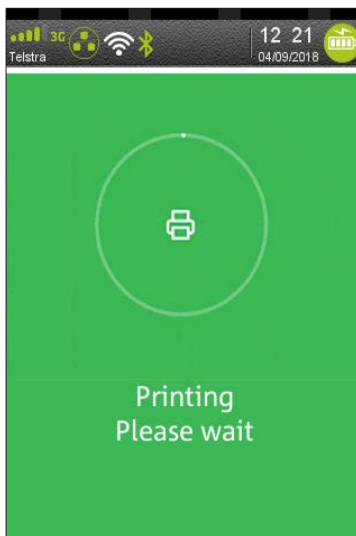
### Step 4

Press **Yes** to print a transaction list of all individual transactions



### Step 5

Printing message is displayed



# NAB EFTPOS Mobile

## Pre-Auth Authorisation

The Pre-Auth Authorisation feature is optional. You may enable or disable this feature by contacting the Merchant Service Centre. Pre-Auth Authorisation is used to reserve a value amount on a cardholder's account. The value amount is generally held for up to 7 days depending on the cardholder's financial institution.

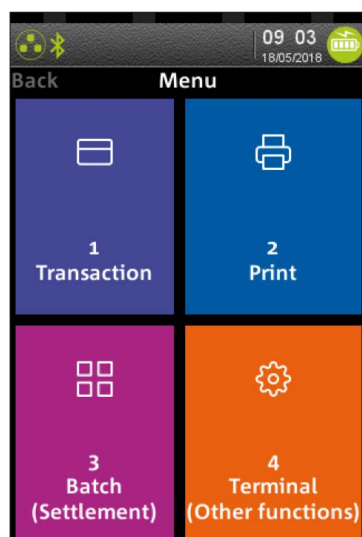
The funds held are not debited from the cardholder's account until final payment, a Pre-Auth Authorisation Completion, is processed. It is important to retain the Pre-Auth Authorisation merchant receipt as the Pre-Auth Authorisation completion cannot be completed without the Approval Code from the receipt.

Pre-Auth Authorisations are available for credit cards only.

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

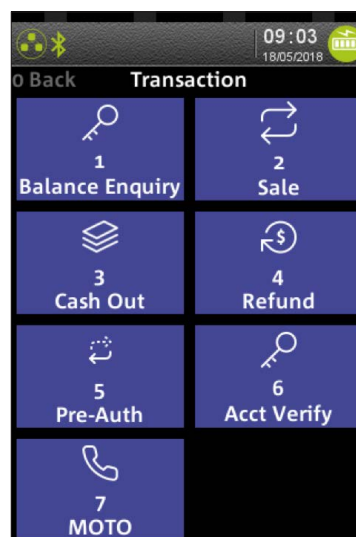
### Step 1

Press **1** in the **Menu** to select '**Transaction**'



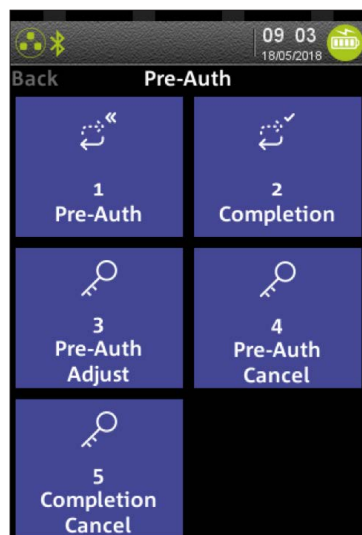
### Step 2

Press **5** to select '**Pre-Auth**'



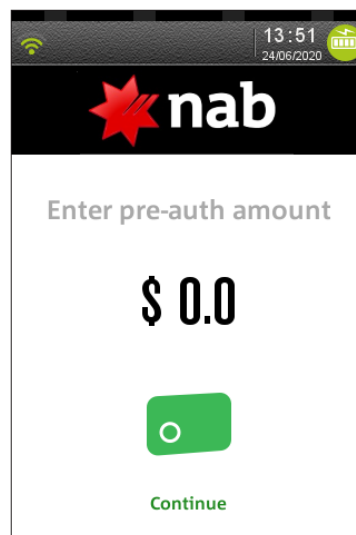
### Step 3

Press **1** to select '**Pre-Auth**'



### Step 4

Enter the Pre-Auth Authorisation amount

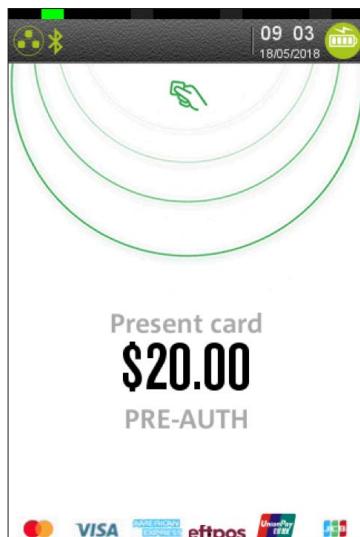


# NAB EFTPOS Mobile

## Pre-Authorisation (continued)

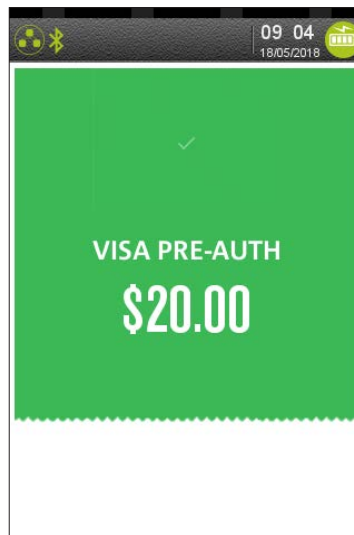
### Step 5

Ask customer to **TAP, INSERT** or **SWIPE** their card



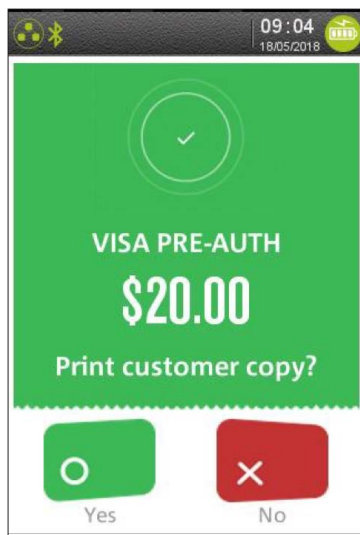
### Step 6

An Approved acknowledgement displays once the Pre-Authorisation has been processed successfully and the merchant receipt will print automatically.



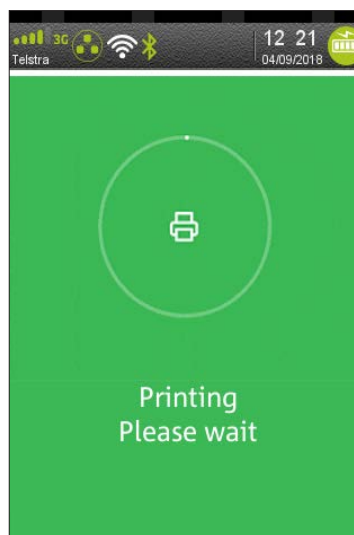
### Step 7

Press **Yes** to print the customer receipt if required.



### Step 8

Printing message is displayed



# NAB EFTPOS Mobile

## Pre-Authorisation Completion – Visa & Mastercard

The Pre-Authorisation Completion process looks up the original Pre-Authorisation record, confirms the transaction value and puts the Pre-Authorisation payment through as a transaction.

A Pre-Authorisation Completion transaction generally must be performed between 2 to 14 days from when the Pre-Authorisation was processed. This period is dependent on the type of business you operate.

The value amount is generally held for up to 7 days on Pre-Authorisation, depending on the cardholder's financial institution.

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

### Step 1

Press the **Menu** button then press 1 to select '**Transaction**' in the **Menu**



### Step 2

Press 5 to select '**Pre-Auth**'



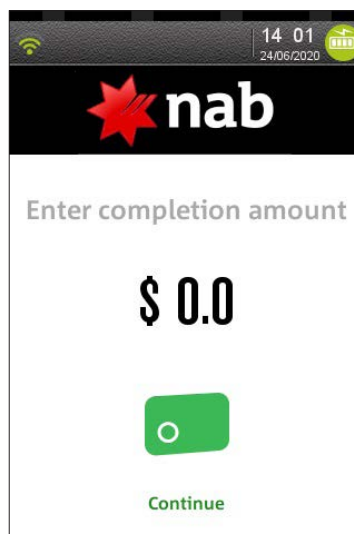
### Step 3

Press 2 to select '**Completion**'



### Step 4

Enter the **Pre-Authorisation completion** amount

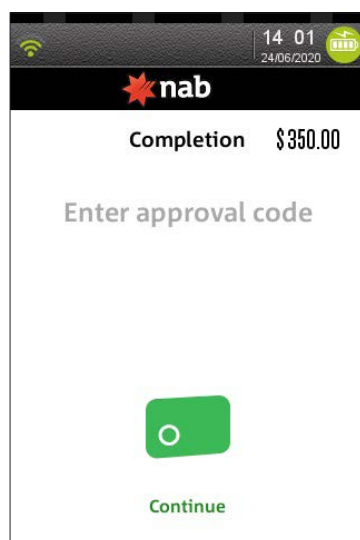


# NAB EFTPOS Mobile

## Pre-Authorisation Completion – Visa & Mastercard (continued)

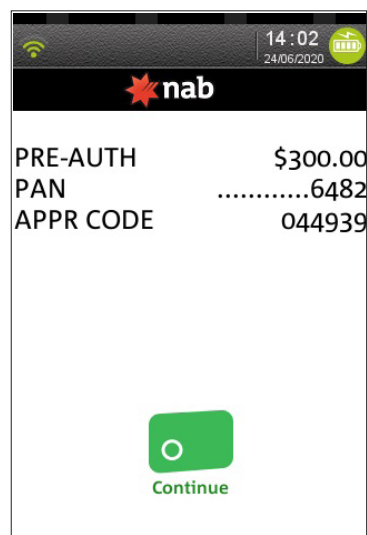
### Step 5

Enter the 6 digit **APPROVAL CODE** from the merchant receipt



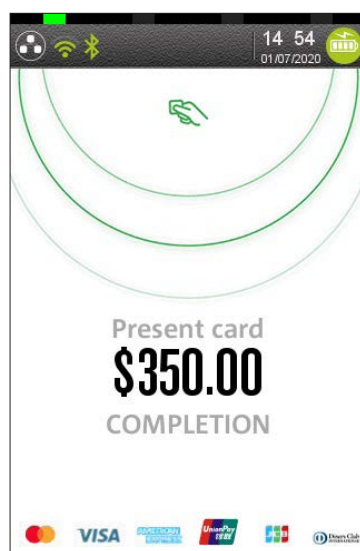
### Step 6

If the Pre-Authorisation transaction is not found on the terminal, proceed to Step 6a. Otherwise proceed to Step 7.



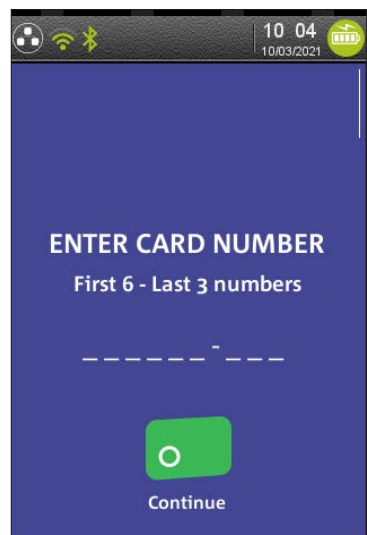
### Step 6a

Ask customer to **TAP, INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



### Step 6b

For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**

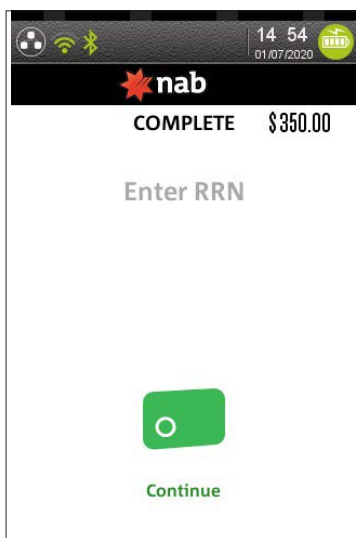


# NAB EFTPOS Mobile

## Pre-Authorisation Completion – Visa & Mastercard (continued)

### Step 6c

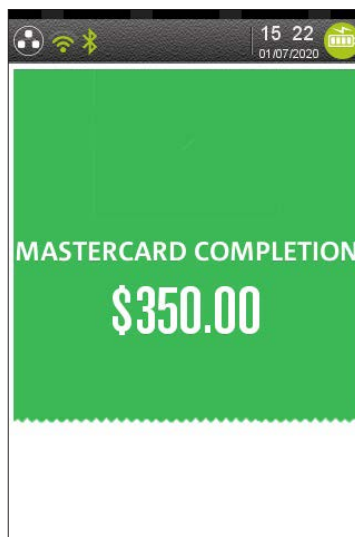
Enter the **RRN** from the Pre-Authorisation merchant receipt and press **ENTER**



Some terminals may skip step based on merchant MCC classified.

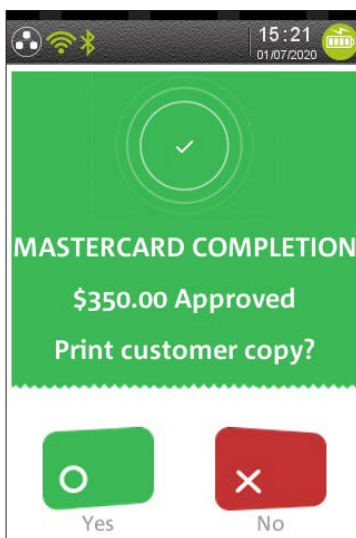
### Step 7

An Approved acknowledgement displays once the Pre-Authorisation has been processed successfully and the merchant receipt will print automatically.



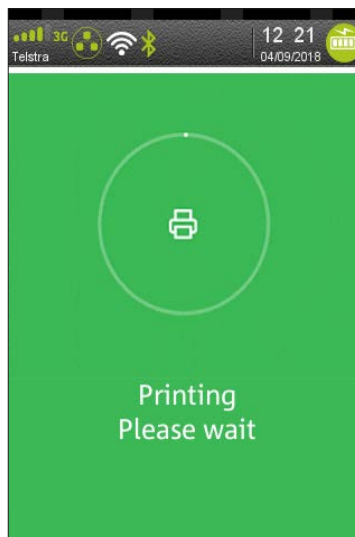
### Step 8

Press **Yes** to print the customer receipt if required.



### Step 9

Printing message is displayed



# NAB EFTPOS Mobile

## Pre-Authorisation Adjust – Visa & Mastercard

**(This functionality is not available to all merchants.)**

The Pre-Authorisation adjustment feature is optional and is available on request if you are a merchant operating in the following business types (aka Merchant Category Code (MCC) list):

- Eating places and restaurants
- Drinking places, bars, taverns, nightclubs etc
- Local and suburban commuter passenger transportation, including ferries
- Passenger railways and bus lines
- Recreational service miscellaneous (aircraft rental) and recreational service miscellaneous (bicycle rental)
- Motorcycle rental, boat rental equipment rental and motor home rental
- Trailer park or campground
- Amusement parks, circuses, carnivals, and fortune tellers
- Cruise lines
- Lodging merchants
- Vehicle rental
- Card absent taxicabs and limousines

The Pre-Authorisation adjustment process looks up the original Pre-Authorisation record and allows the authorisation value to be changed (up or down).

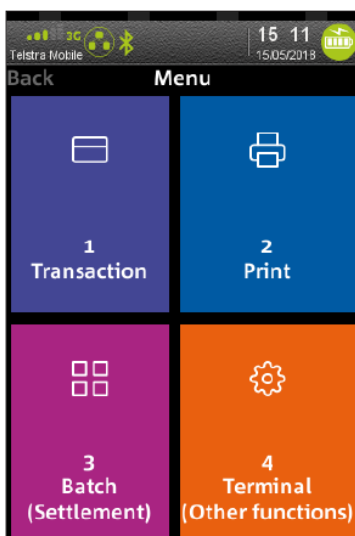
The funds held are not debited from the cardholder's account until final payment, a Pre-Authorisation completion, is processed. It is important to retain the Pre-Authorisation adjustment merchant receipt as the Pre-Authorisation completion cannot be completed without the Approval Code from the receipt.

Pre-Authorisation adjustment is available for credit cards only.

**Note:** This feature is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

### Step 1

Press the **Menu** button then press 1 to select '**Transaction**' in the **Menu**



### Step 2

Press 5 to select '**Pre-Auth**'

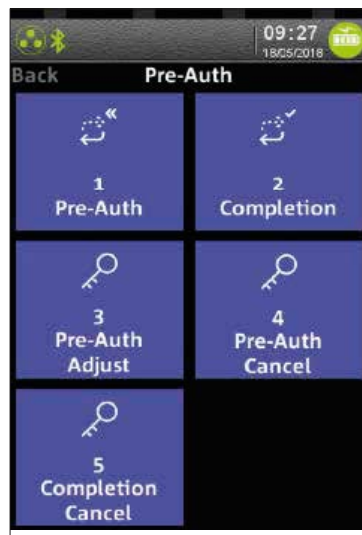


# NAB EFTPOS Mobile

## Pre-Authorisation Adjust – Visa & Mastercard (continued)

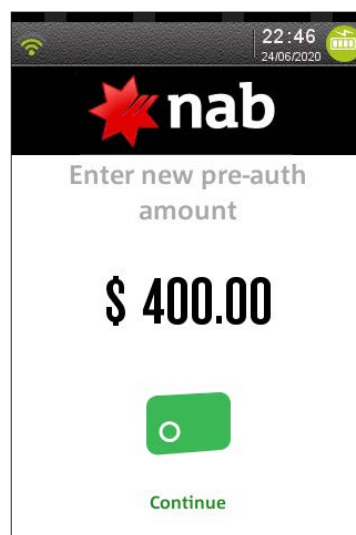
### Step 3

Press 3 to select ‘Pre-Auth Adjust’



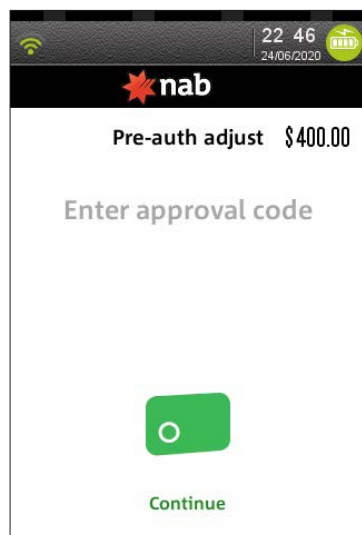
### Step 4

Enter the new Pre-Authorisation amount and press **ENTER**



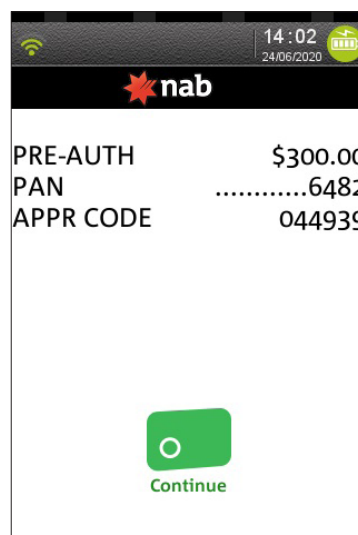
### Step 5

Enter the 6 digit **APPROVAL CODE** from the original Pre-Authorisation merchant receipt and press **ENTER**



### Step 6

If the Pre-Authorisation transaction is not found on the terminal, proceed to Step 6a. Otherwise proceed to Step 7.



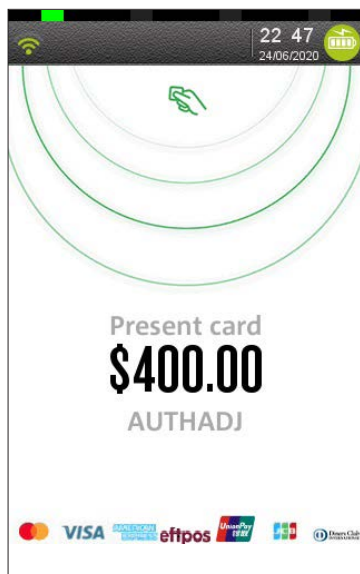


# NAB EFTPOS Mobile

## Pre-Authorisation Adjust – Visa & Mastercard (continued)

### Step 6a

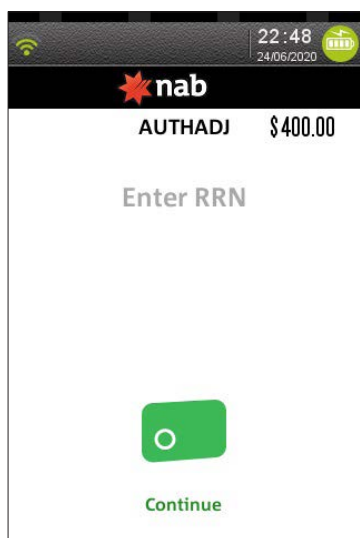
Ask customer to **TAP, INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



If Pre-Authorisation transaction is not found on Terminal then this Step 6a is displayed. Otherwise, proceed to Step 7

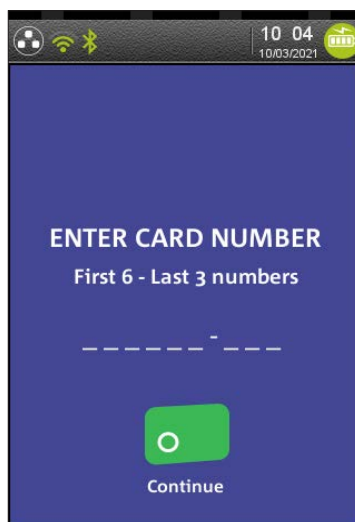
### Step 6c

Enter the **RRN** from the Pre-Authorisation merchant receipt and press **ENTER**



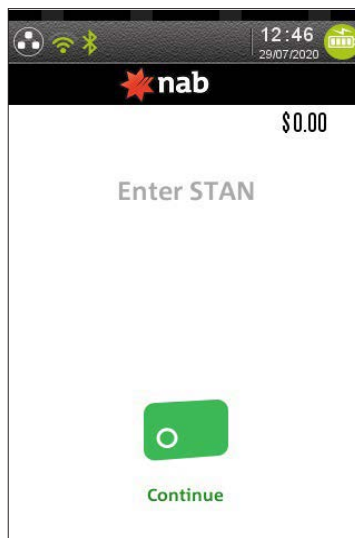
### Step 6b

For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**



### Step 6d

Enter the **STAN** from the pre-authorisation merchant receipt and press **ENTER**

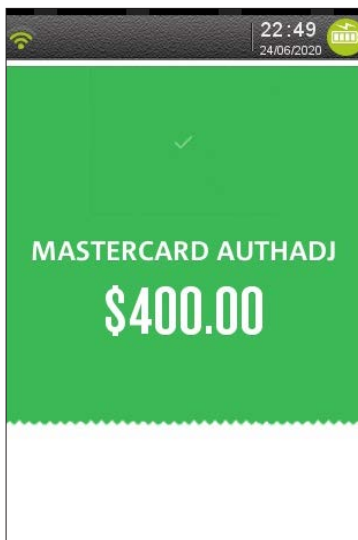


# NAB EFTPOS Mobile

## Pre-Authorisation Adjust – Visa & Mastercard (continued)

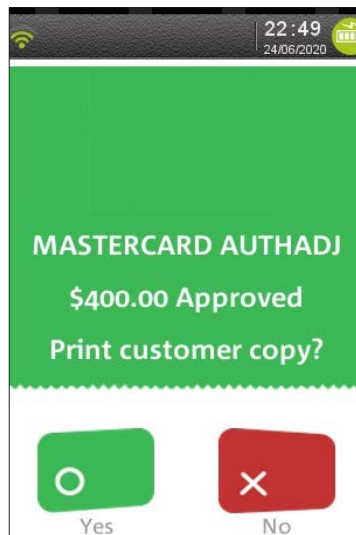
### Step 7

An Approved acknowledgement displays once the pre-authorisation adjustment has been processed successfully and the merchant receipt will print automatically.



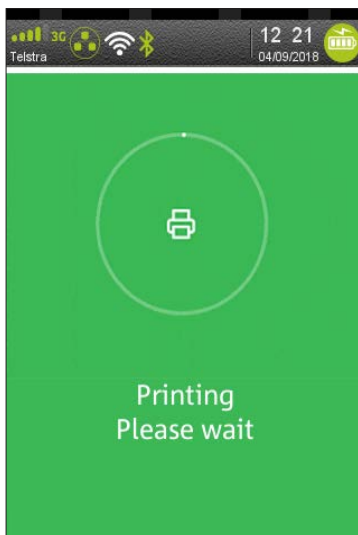
### Step 8

Press **Yes** to print the customer receipt if required.



### Step 9

Printing message is displayed.



# NAB EFTPOS Mobile

## Pre-Authorisation Cancel – Visa & Mastercard

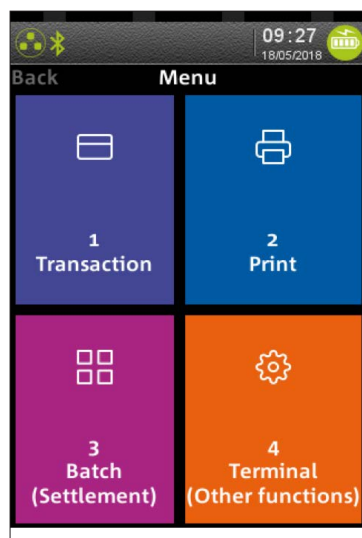
Pre-Authorisation Cancel is optional and available on request if you are a merchant listed in Merchant Category Codes.

The Pre-Authorisation Cancel process looks up the original Pre-Authorisation record and allows the authorisation to be Cancelled.

These transactions will be passed on to the cardholder's financial institution to remove hold on any funds associated with the original Pre-Authorisation

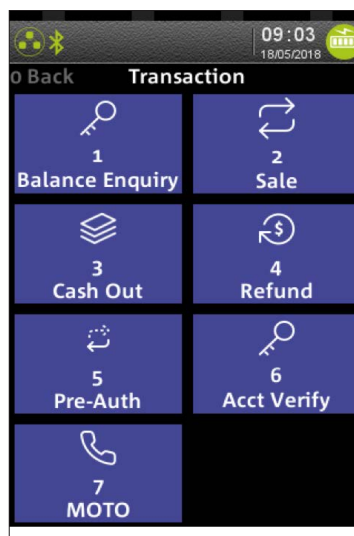
### Step 1

Press the **Menu** button then press 1 to select '**Transaction**' in the **Menu**



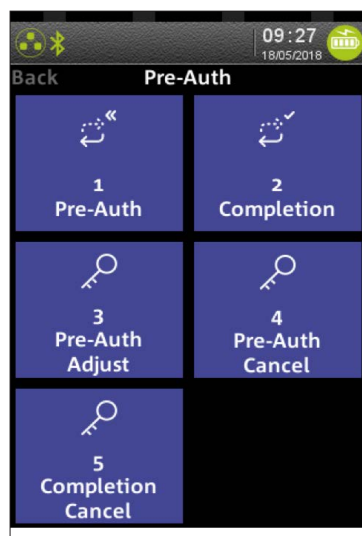
### Step 2

Press **5** to select '**Pre-Auth**'



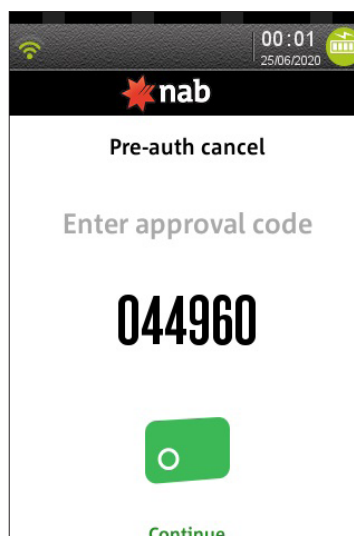
### Step 3

Press **4** to select '**Pre-Auth Cancel**'



### Step 4

Enter the 6 digit **APPROVAL CODE** to be Canceled from the merchant receipt

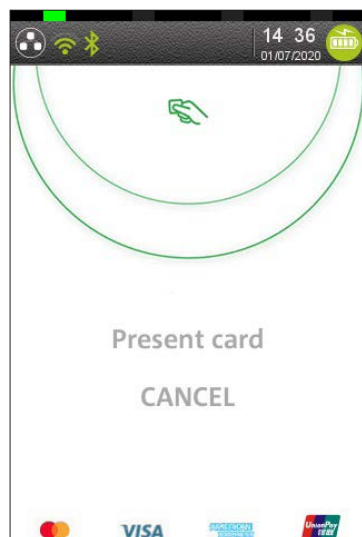


# NAB EFTPOS Mobile

## Pre-Authourisation Cancel – Visa & Mastercard (continued)

### Step 5

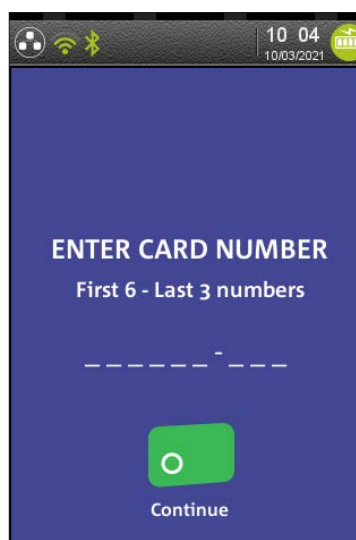
Ask customer to **TAP, INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



If Pre-Authourisation transaction is not found on Terminal then this Step 5 is displayed. Otherwise, proceed to Step 6

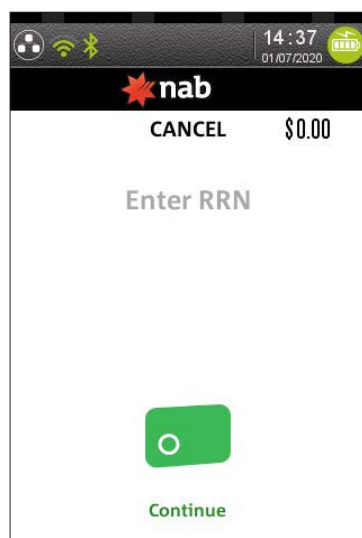
### Step 5a

For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**



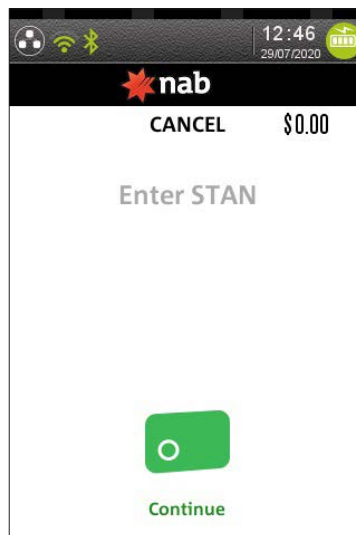
### Step 5b

Enter the **RRN** from the Pre-Authourisation merchant receipt and press **ENTER**



### Step 5c

Enter the **STAN** from the Pre-Authourisation merchant receipt and press **ENTER**

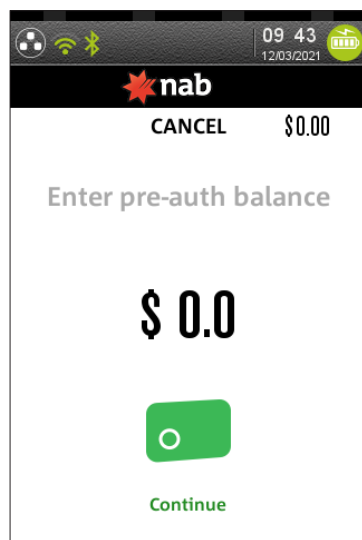


# NAB EFTPOS Mobile

## Pre-Authorisation Cancel – Visa & Mastercard (continued)

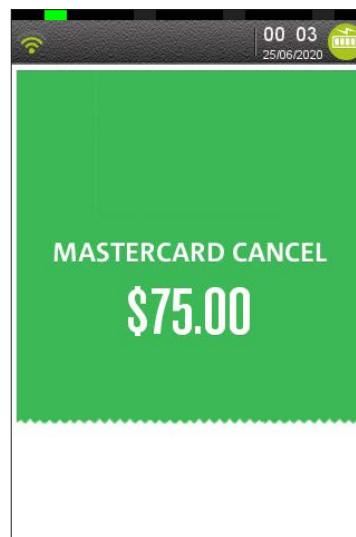
### Step 5d

Enter the **Pre-Auth Balance** from the pre-authorisation merchant receipt and press **ENTER**



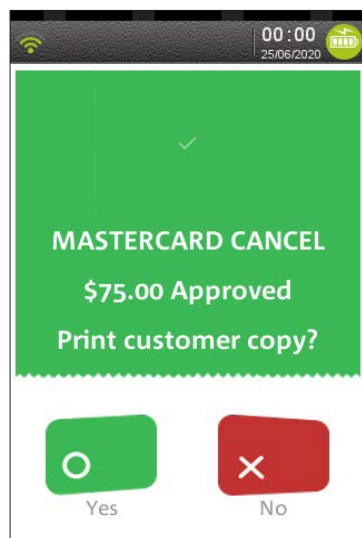
### Step 6

An acknowledgement displays once the transaction has been cancelled successfully and the merchant receipt will print automatically.



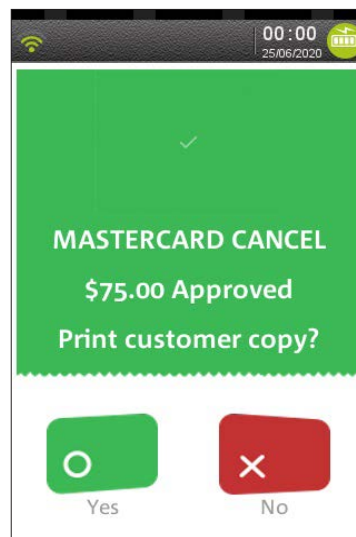
### Step 7

Press **Yes** to print the customer receipt if required.



### Step 8

Printing message is displayed



# NAB EFTPOS Mobile

## Pre-Authorisation – UPI, JCB & Amex

The Pre-Authorisation feature for UPI, JCB & Amex is optional. You may enable or disable this feature by contacting the Merchant Service Centre.

Pre-Authorisation is used to reserve a value amount on a cardholder's account. The value amount is generally held for up to 7 days depending on the cardholder's financial institution.

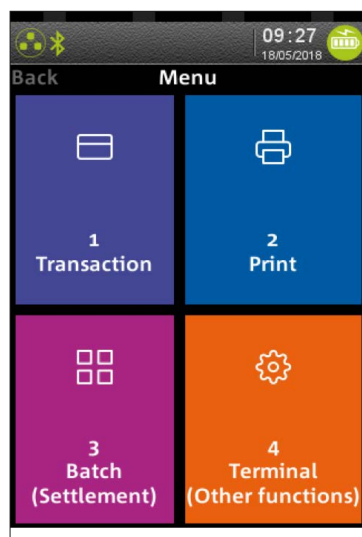
The funds held are not debited from the cardholder's account until final payment, a Pre-Authorisation Completion is processed. It is important to retain the Pre-Authorisation merchant receipt as the Pre-Authorisation completion cannot be completed without the Approval Code from the receipt.

Pre-Authorisations are available for credit cards only.

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

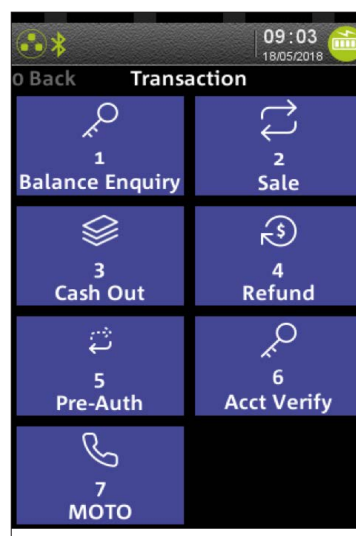
### Step 1

Press the **Menu** button then press 1 to select '**Transaction**' in the **Menu**



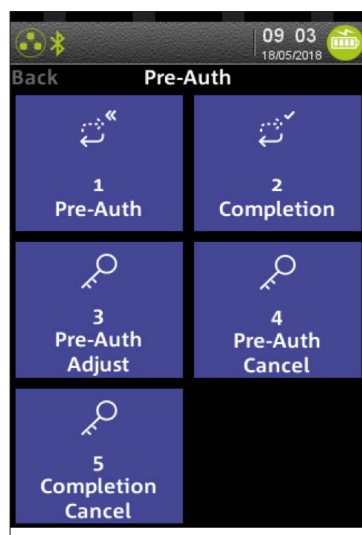
### Step 2

Press **5** to select '**Pre-Auth**'



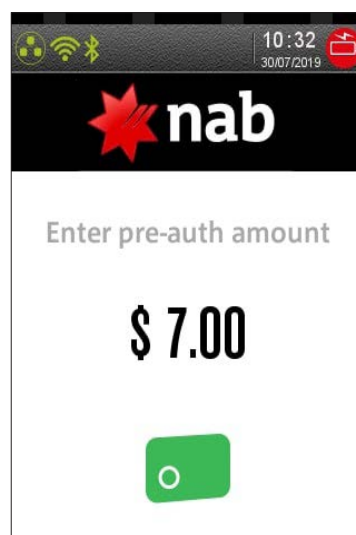
### Step 3

Press **1** to select '**Pre-Auth**'



### Step 4

Enter the Pre-Authorisation amount

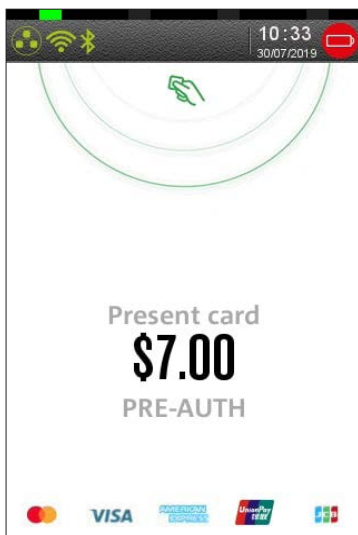


# NAB EFTPOS Mobile

## Pre-Authorisation – UPI, JCB & Amex (continued)

### Step 5

Ask customer to **Tap, Insert or Swipe** their card



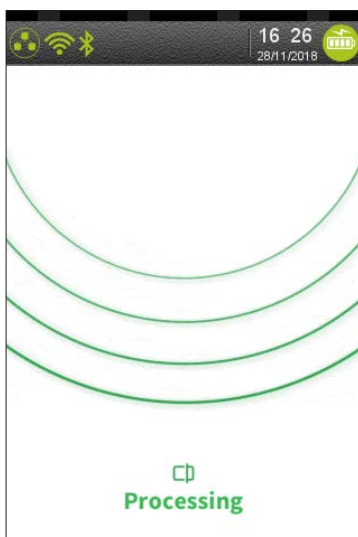
### Step 5a

PIN Prompt appears for some cards when swiped. User can bypass by pressing Enter key.



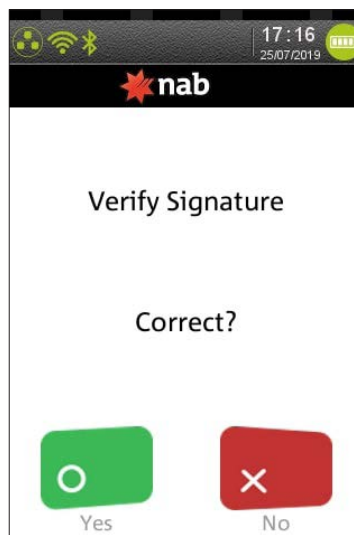
### Step 6

Processing message is displayed



### Step 6a

Prompt appears if the card was Inserted/Swiped and the card verification method is 'signature verification'.

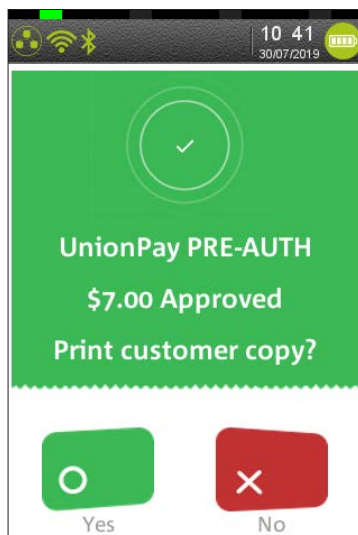


# NAB EFTPOS Mobile

## Pre-Authorisation – UPI, JCB & Amex (continued)

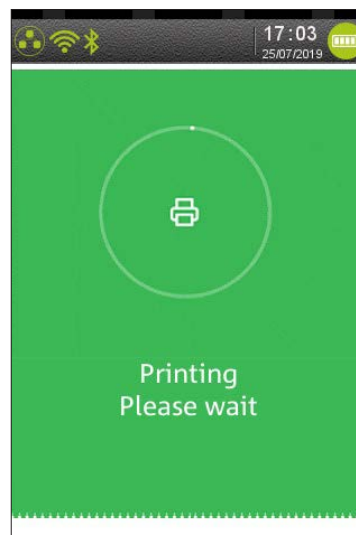
### Step 7

Press **Yes** to print the customer receipt if required.



### Step 8

Printing message displays





# NAB EFTPOS Mobile

## Pre-Auth Authorisation Completion – UPI, JCB & Amex

The Pre-Auth Authorisation Completion process looks up the original Pre-Auth Authorisation record, confirms the transaction value and puts the Pre-Auth Authorisation payment through as a transaction.

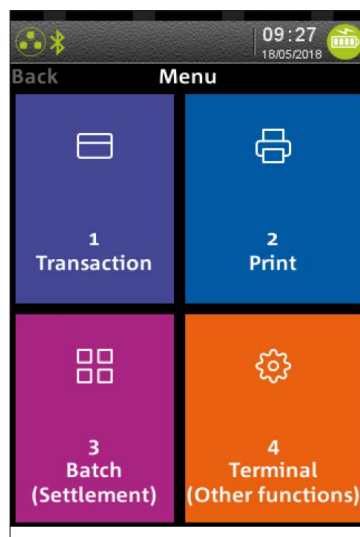
A Pre-Auth Authorisation Completion transaction generally must be performed between 2 to 14 days from when the Pre-Auth Authorisation was processed. This period is dependent on the type of business you operate.

The value amount is generally held for up to 7 days on Pre-Auth Authorisation, depending on the cardholder’s financial institution.

**Note:** This function is available on NAB EFTPOS

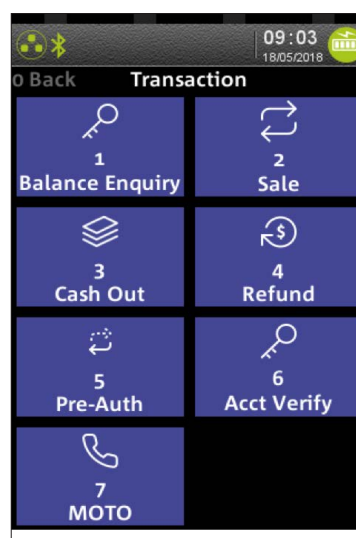
### Step 1

Press the **Menu** button then press 1 to select **‘Transaction’** in the **Menu**



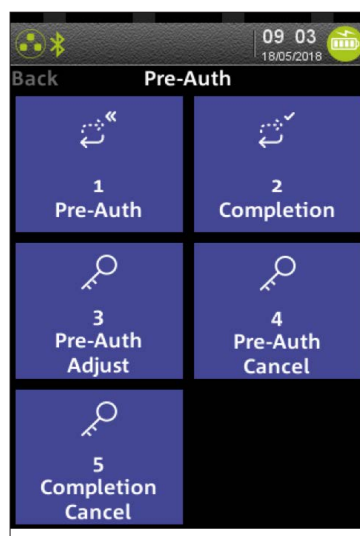
### Step 2

Press **5** to select **‘Pre-Auth’**



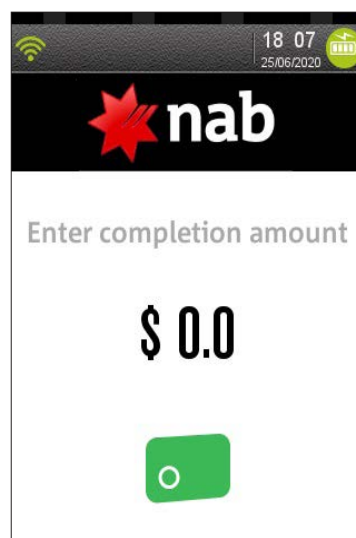
### Step 3

Press **2** to select **‘Completion’**



### Step 4

Enter the **Pre-Auth Authorisation completion** amount

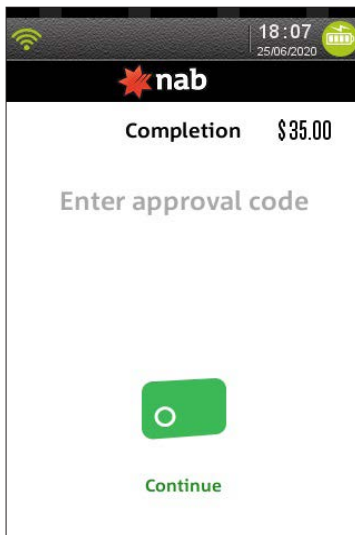


# NAB EFTPOS Mobile

## Pre-Authorisation Completion – UPI, JCB & Amex (continued)

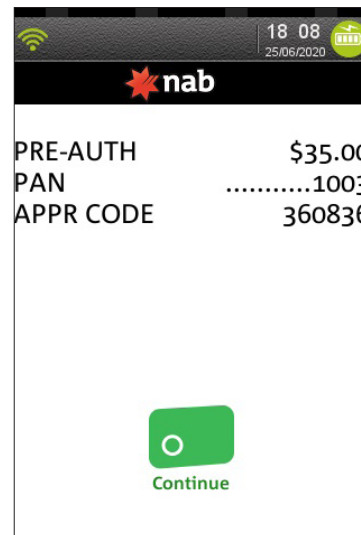
### Step 5

Enter the 6 digit **APPROVAL CODE** from the merchant receipt



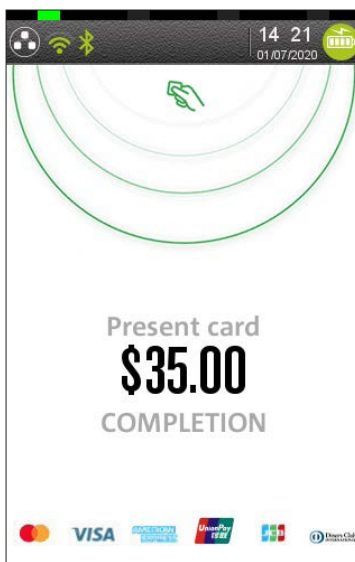
### Step 6

If the Pre-Authorisation transaction is not found on the terminal, proceed to Step 6a. Otherwise proceed to Step 7.



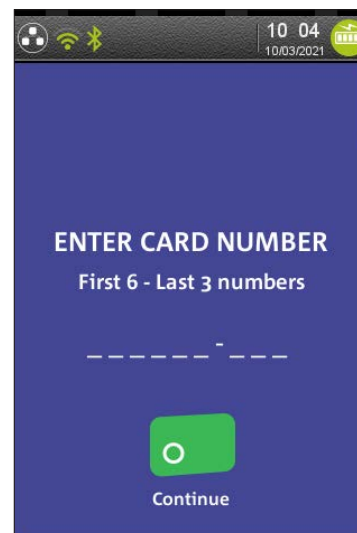
### Step 6a

Ask customer to **TAP, INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



### Step 6b

For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**

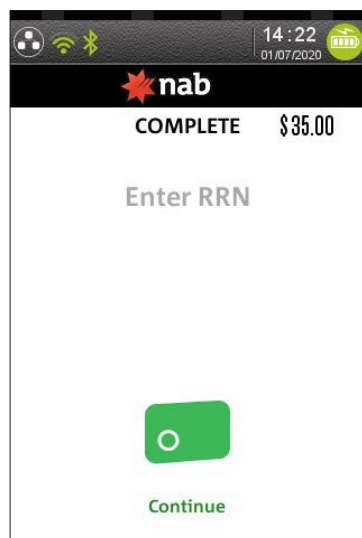


# NAB EFTPOS Mobile

## Pre-Authorisation Completion – UPI, JCB & Amex (continued)

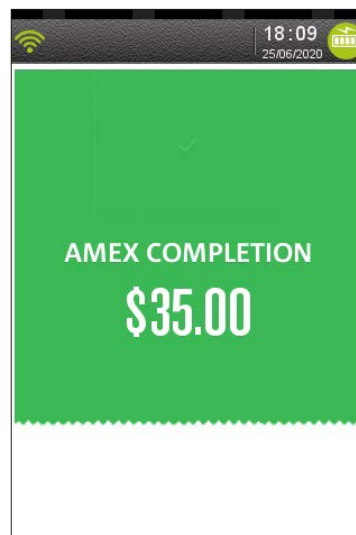
### Step 6c

Enter the **RRN** from the Pre-Authorisation merchant receipt and press **ENTER**



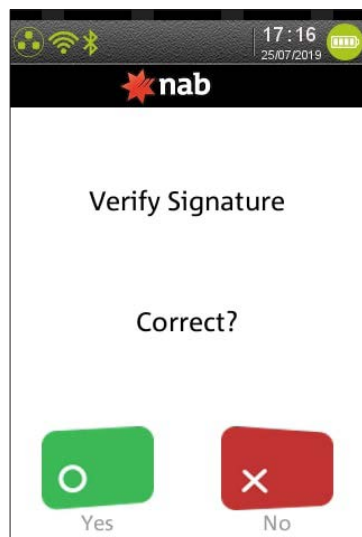
### Step 7

An Approved acknowledgement displays once the Pre-Authorisation has been processed successfully and the merchant receipt will print automatically.



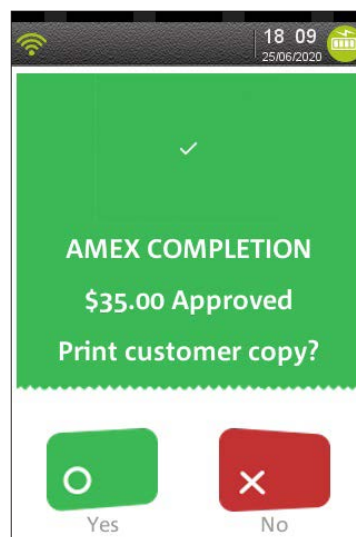
### Step 7a

Some cards may prompt for 'Verify Signature' when Inserted/ Swiped.



### Step 8

Press **Yes** to print the customer receipt if required.

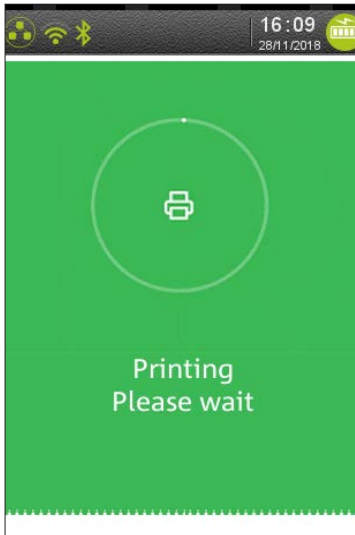


# NAB EFTPOS Mobile

## Pre-Authorisation Completion – UPI, JCB & Amex (continued)

### Step 9

Printing message displays



# NAB EFTPOS Mobile

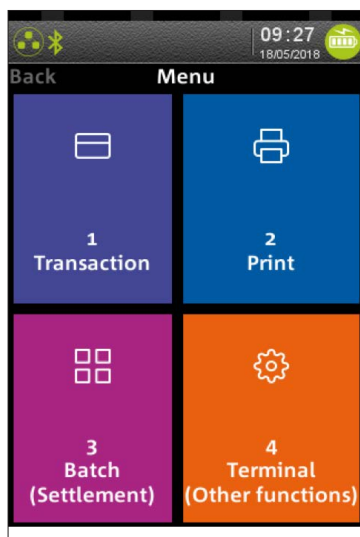
## Pre-Authorisation Completion Cancel – UPI only

Pre-Authorisation Completion Cancel is applicable to UPI only. It reverses a Pre-Authorisation transaction which has been completed.

The Completion Cancellation transaction will be passed on to the cardholder's financial institution to remove hold on any funds associated with the original completion.

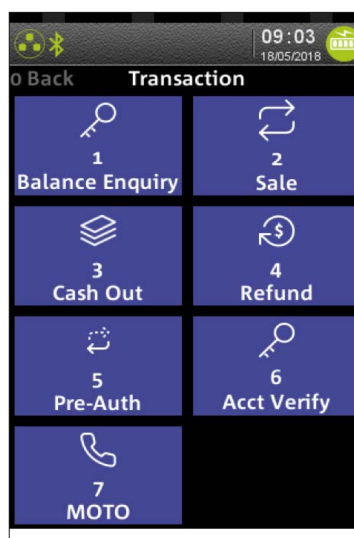
### Step 1

Press the **Menu** button then press 1 to select '**Transaction**' in the **Menu**



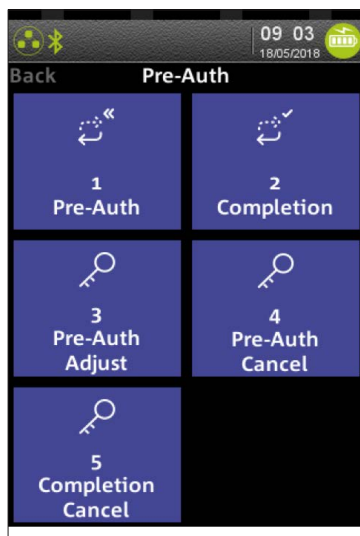
### Step 2

Press **5** to select '**Pre-Auth**'



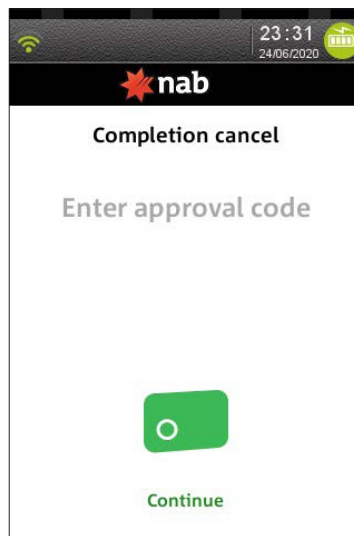
### Step 3

Press **5** to select '**Completion Cancel**'



### Step 4

Enter the 6 digit **APPROVAL CODE** from the merchant receipt



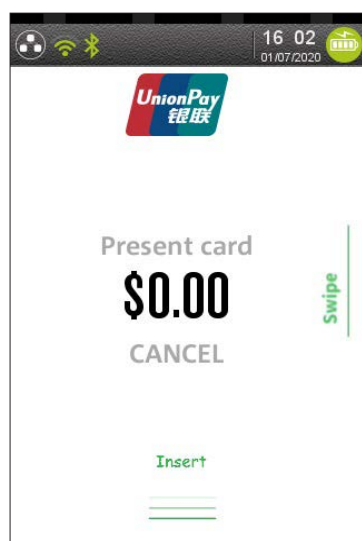
# NAB EFTPOS Mobile

## Pre-Authorisation Completion Cancel – UPI only (continued)

### Step 5

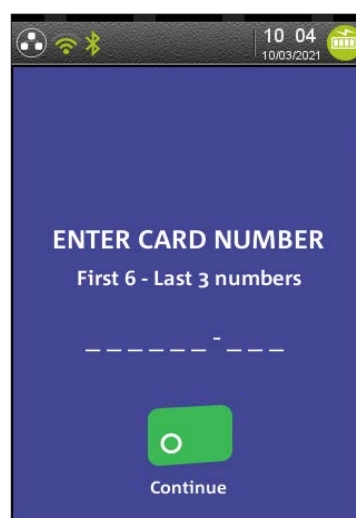
If Pre-Authorisation transaction is not found on Terminal then this Step 5 is displayed, Otherwise proceed to Step 6.

Ask customer to **TAP, INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



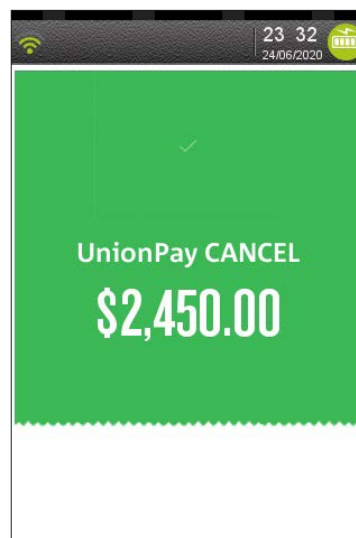
### Step 5a

For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**



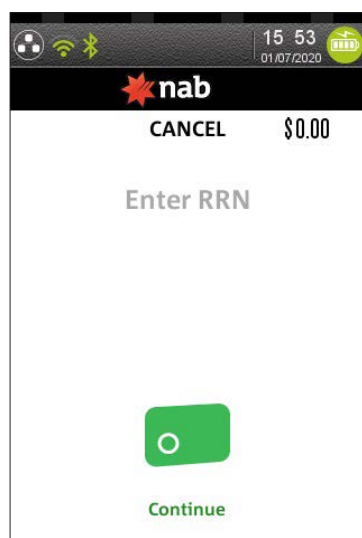
### Step 6

An Approved acknowledgement displays once the Cancellation has been processed successfully and the merchant receipt will print automatically.



### Step 5b

Enter the RRN from the Pre-Authorisation merchant receipt and press **ENTER**

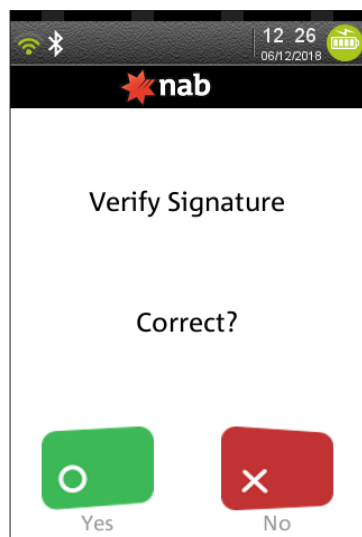


# NAB EFTPOS Mobile

## Pre-Authourisation Completion Cancel – UPI only (continued)

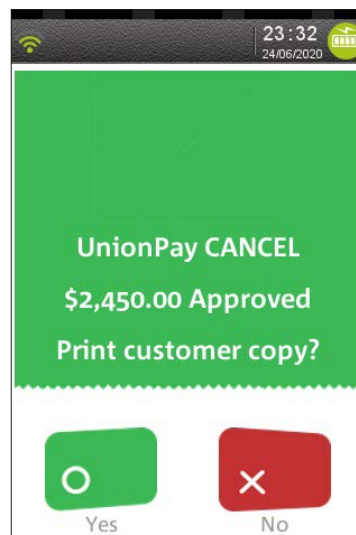
### Step 7

Ask customer to sign the receipt. You will need to **verify your customer's signature** with the signature on the card. If this is correct, press **Yes**



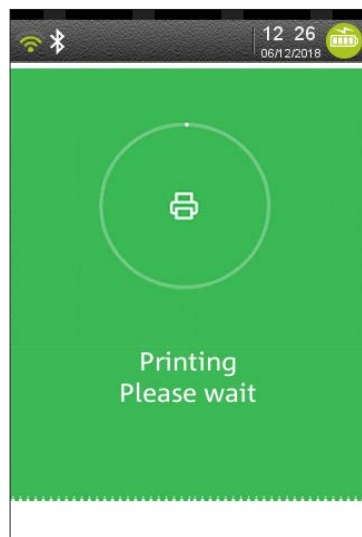
### Step 8

Press Yes to print the customer receipt if required



### Step 9

Printing message displays



# NAB EFTPOS Mobile

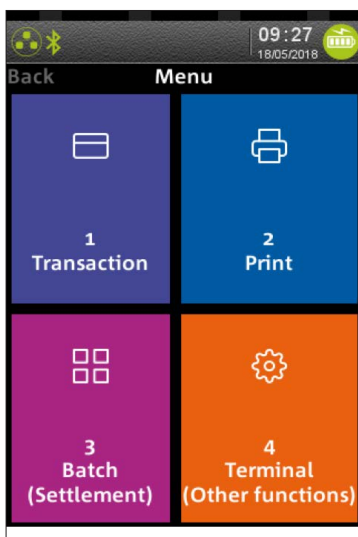
## Pre-Authorisation Cancel – UPI only

The Pre-Authorisation Cancel CUP process looks up the original Pre-Authorisation record and allows the authorisation to be Cancelled.

These transactions will be passed on to the cardholder’s financial institution to remove hold on any funds associated with the original Pre-Authorisation.

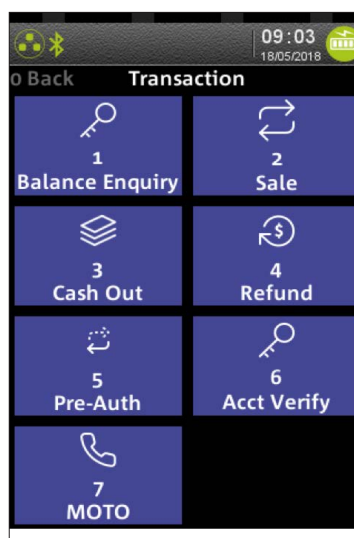
### Step 1

Press the **Menu** button then press 1 to select ‘**Transaction**’ in the **Menu**



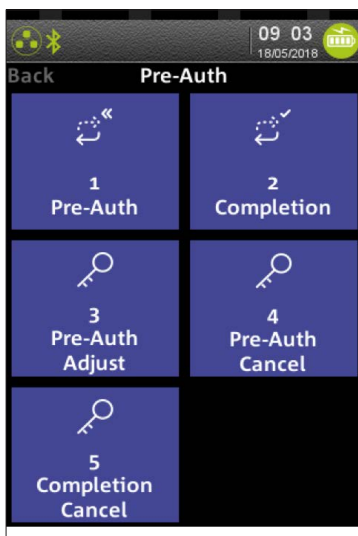
### Step 2

Press **5** to select ‘**Pre-Auth**’



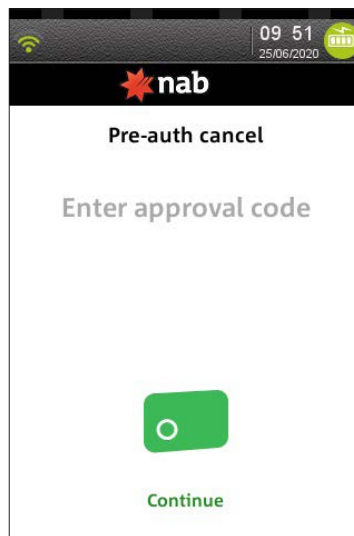
### Step 3

Press **4** to select ‘**Pre-Auth Cancel**’



### Step 4

Enter the 6 digit **APPROVAL CODE** to be Canceled from the merchant receipt



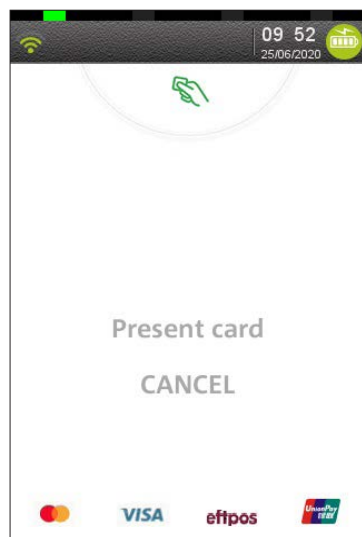


# NAB EFTPOS Mobile

## Pre-Authourisation Cancel – UPI only (continued)

### Step 5

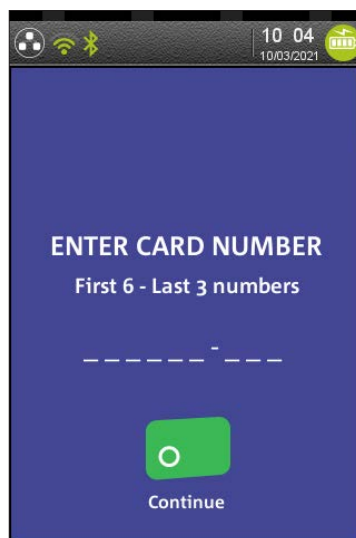
Ask customer to **TAP, INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



If Pre-Authourisation transaction is not found on Terminal then this Step 5 is displayed. Otherwise, proceed to Step 6

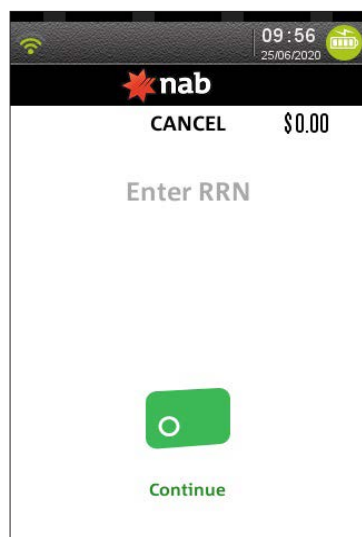
### Step 5a

For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**



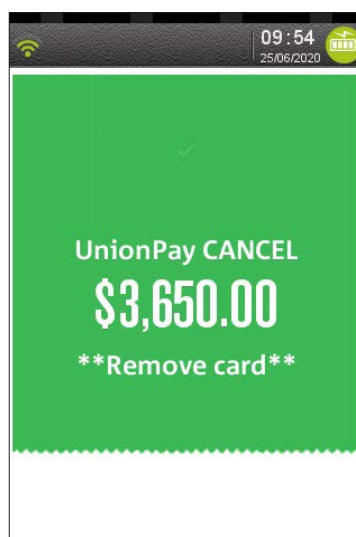
### Step 5b

Enter the **RRN** from the Pre-Authourisation merchant receipt and press **ENTER**



### Step 6

An Approved acknowledgement displays once the Cancellation has been processed successfully and the merchant receipt will print automatically.

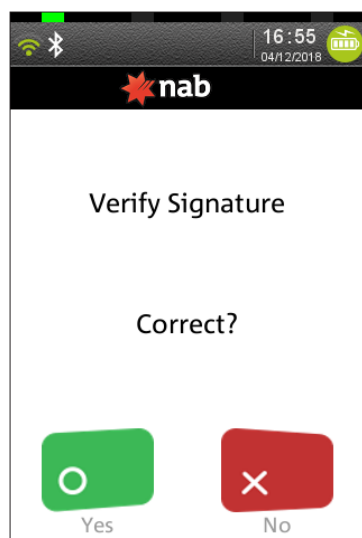


# NAB EFTPOS Mobile

## Pre-Authourisation Cancel – UPI only (continued)

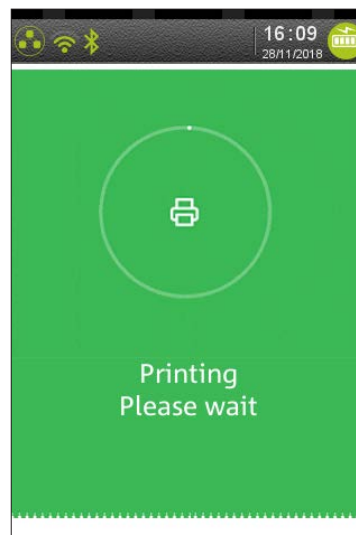
### Step 7

Ask customer to sign the receipt. You will need to **verify your customer's signature** with the signature on the card. If this is correct, press **Yes**



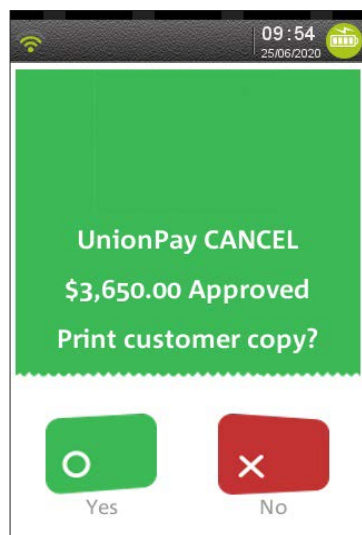
### Step 8

Printing message displays



### Step 9

Press **Yes** to print the customer receipt if required.



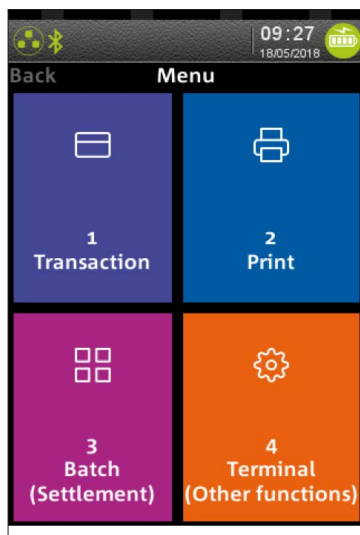
# NAB EFTPOS Mobile

## Account Verify

The Account Verify feature validates a card without having to process a Pre-Authorisation transaction or Sale transaction. This transaction will not debit or place a hold on any cardholder funds.

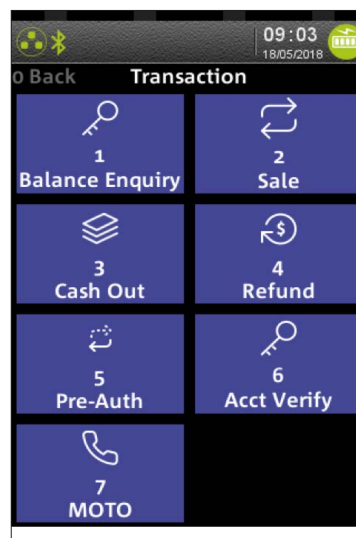
### Step 1

Press the **Menu** button then press 1 to select '**Transaction**' in the **Menu**



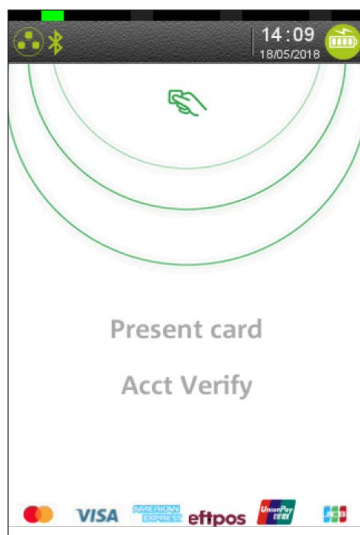
### Step 2

Press **6** to select '**Acct Verify**'



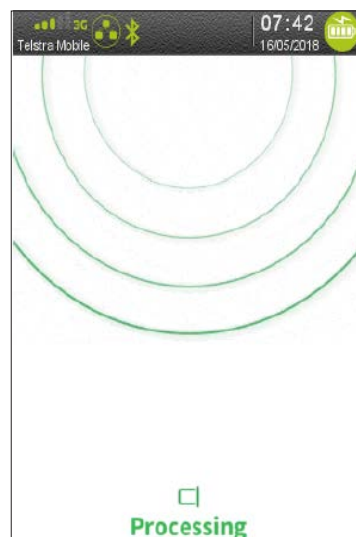
### Step 3

Ask customer to **TAP** their card



### Step 4

Processing message is displayed

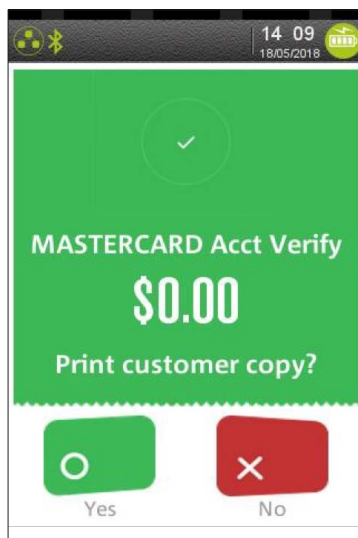


# NAB EFTPOS Mobile

## Account Verify (continued)

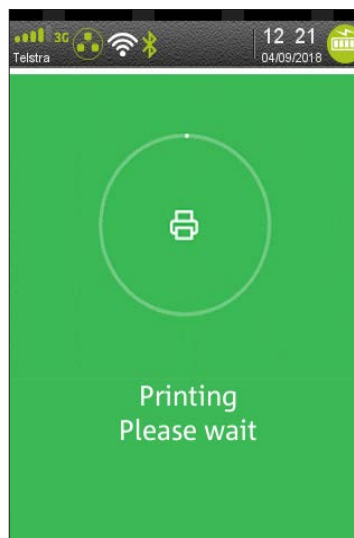
### Step 5

Press **Yes** to print the customer receipt if required.



### Step 6

Printing message is displayed



# NAB EFTPOS Mobile

## MOTO

This function is for use when processing card payments for orders received by mail or telephone or initiated over the internet (ECOM).

MOTO transactions can be processed on credit or charge cards only.

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

### Step 1

Press 1 in the **Menu** to select **Transaction**



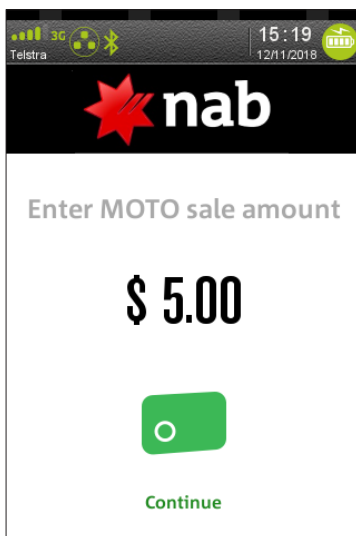
### Step 2

Press **7** to select **MOTO**



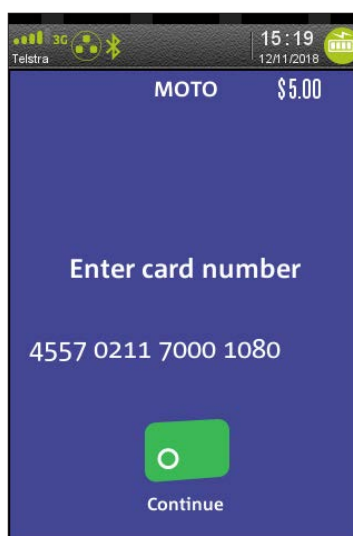
### Step 3

Commence entering the customer's **card number**



### Step 4

Complete entering the customer's **card number**, and press **CONTINUE**

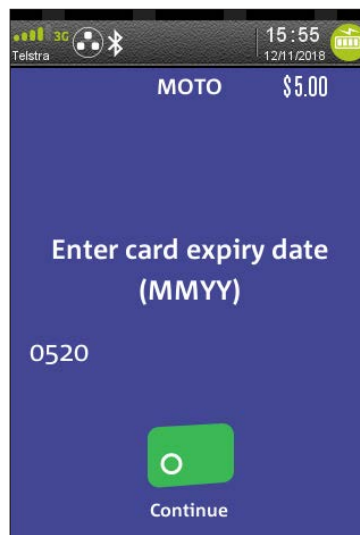


# NAB EFTPOS Mobile

## MOTO (continued)

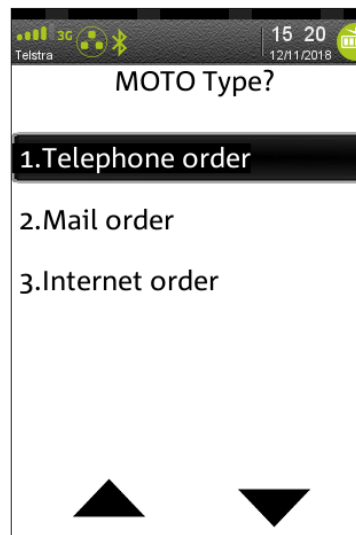
### Step 5

Enter the **card expiry date**  
in **MMYY** format



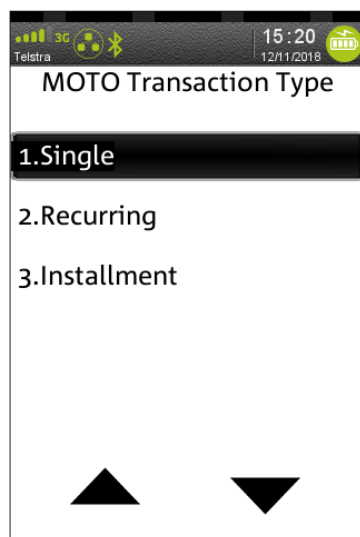
### Step 6

Press the corresponding number  
to select **type of order**



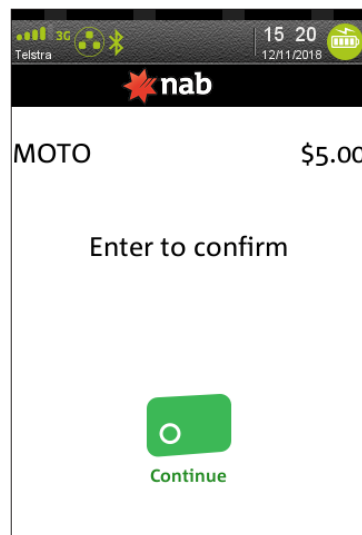
### Step 7

Press the corresponding number to select  
**frequency of transaction**



### Step 8

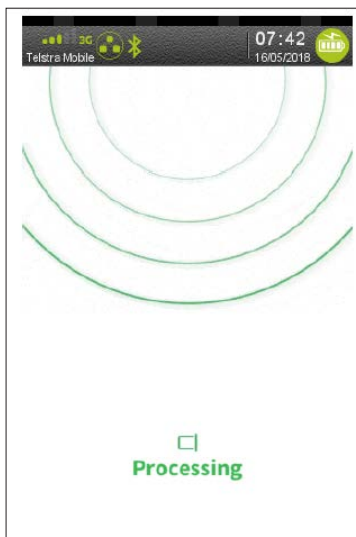
Confirm the **MOTO** transaction



# NAB EFTPOS Mobile MOTO (continued)

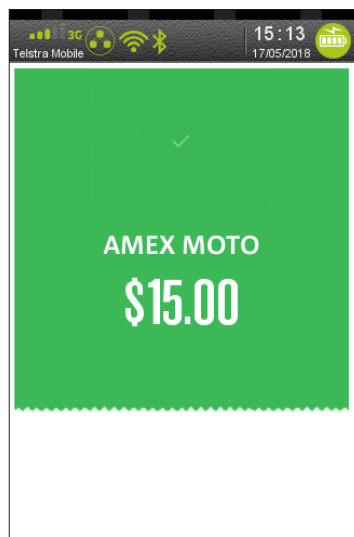
## Step 9

Processing message is displayed



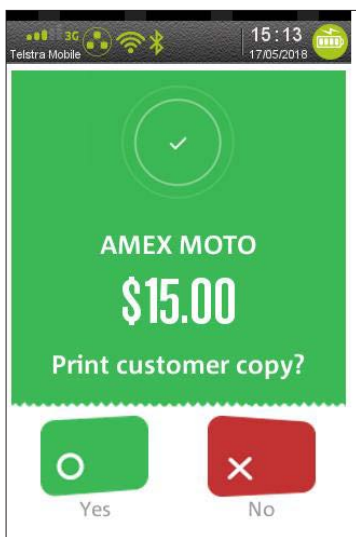
## Step 10

An acknowledgement displays once the sale has been approved and the merchant receipt will print.



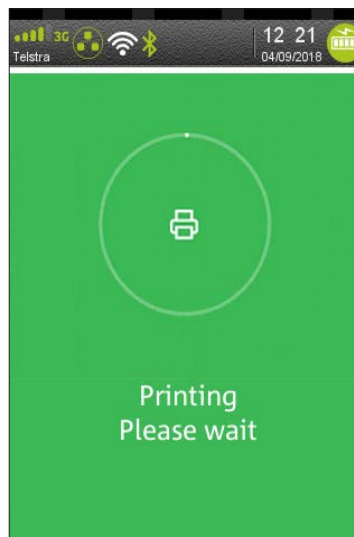
## Step 11

Press **Yes** to print the customer receipt if required.



## Step 12

Printing message displays.



# NAB EFTPOS Mobile

## Manual Key Entry

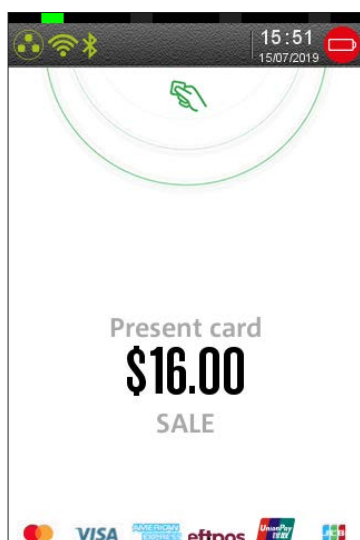
The manual key entry function is only available if approved by NAB. To submit a request for this function, contact the Merchant Service Centre.

It is recommended that merchants do not manually enter card details without first attempting to swipe or insert the card in the card readers. Using this function will require customer signature verification, and any surcharge that has been set on the terminal will apply to the sale.

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

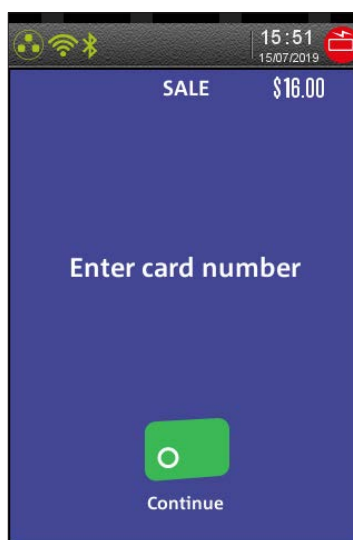
### Step 1

Card number entry is triggered when user starts keying on the PIN pad rather than Swiping, Inserting or Tapping.



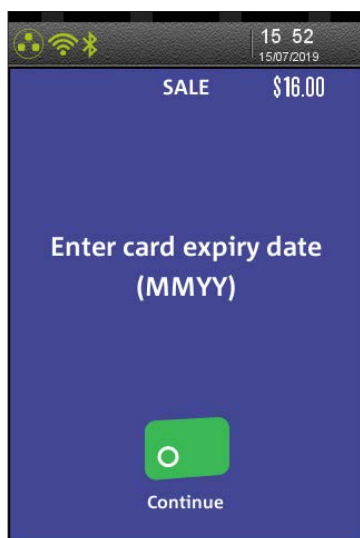
### Step 2

Key in card number.



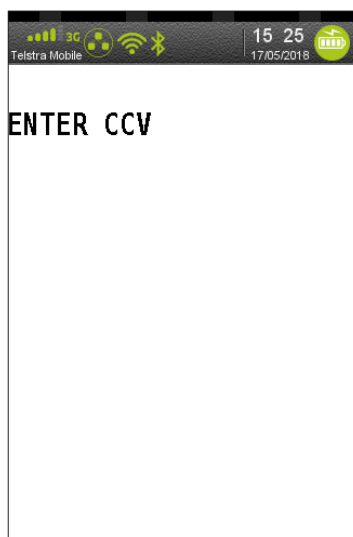
### Step 3

Enter the **card expiry date** in **MMYY** format



### Step 4

Enter the **CCV number** from the card and press **ENTER**



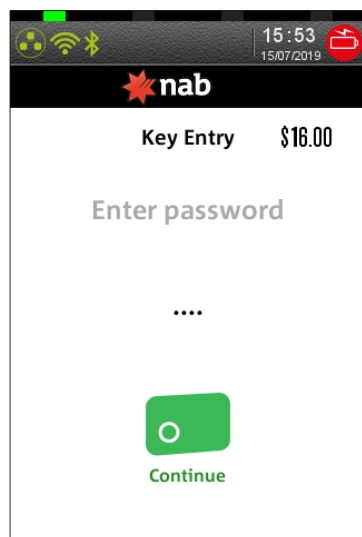


# NAB EFTPOS Mobile

## Manual Key Entry (continued)

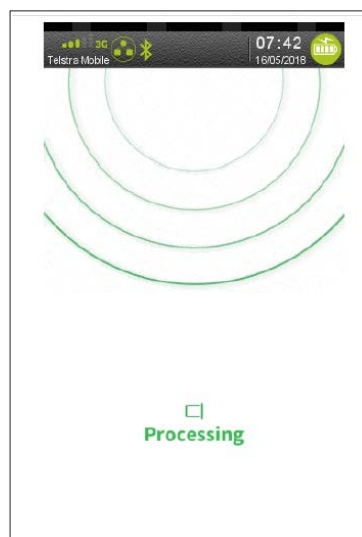
### Step 5

If Key Entry password is setup (via FUNC 32 option 5) then user will be prompted to enter the Key Entry password. Note the Key Entry password is blank by default in which case this step would be skipped.



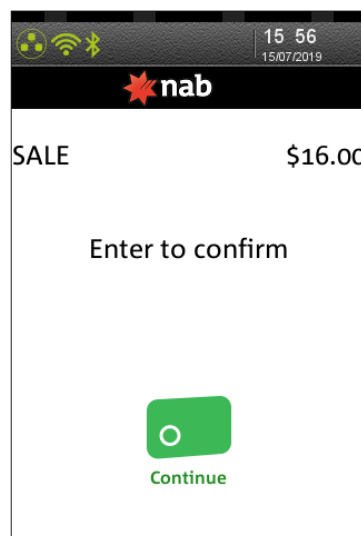
### Step 7

Processing message is displayed



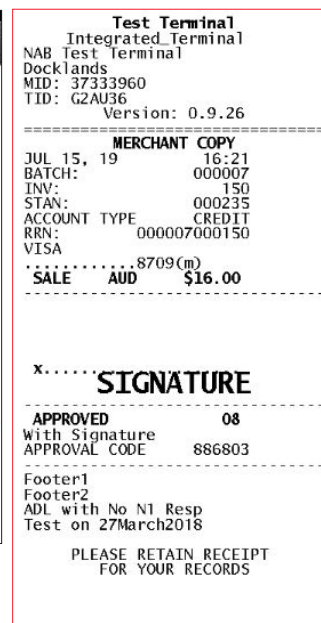
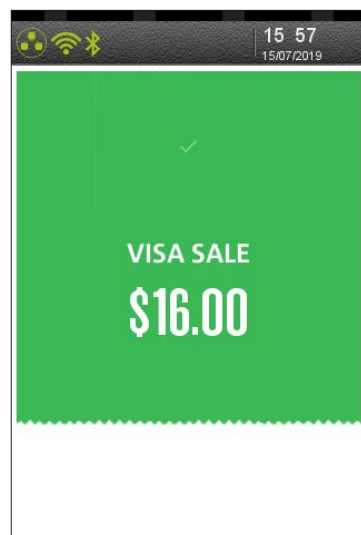
### Step 6

Press **ENTER** to confirm the transaction



### Step 8

An acknowledgement displays once the sale has been approved and the merchant receipt with signature request will print



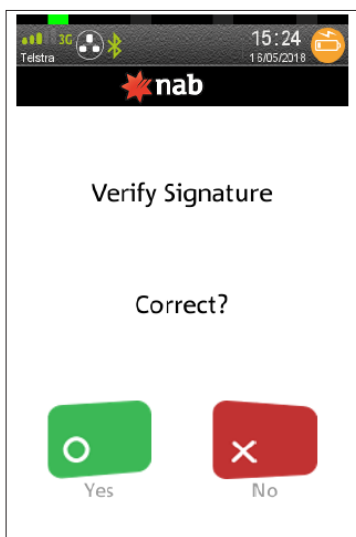
# NAB EFTPOS Mobile

## Manual Key Entry (continued)

### Step 9

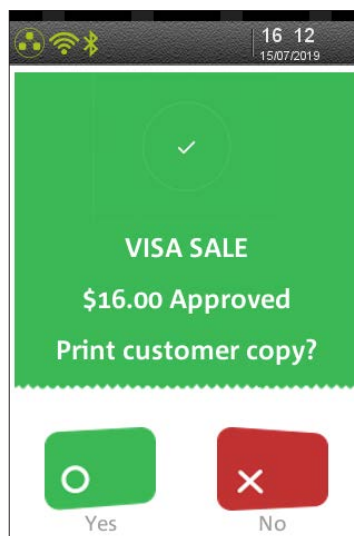
Ask customer to sign the receipt.

You will need to **verify your customer's signature** with the signature on the card. If this is correct, press **Yes**



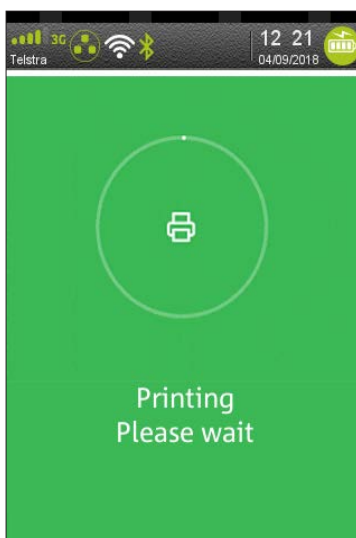
### Step 10

Press **Yes** to print the customer receipt if required.



### Step 11

Printing message displays



### Step 12

If print customer receipt requested then the below sample receipt is printed.



# NAB EFTPOS Mobile

## Void Last

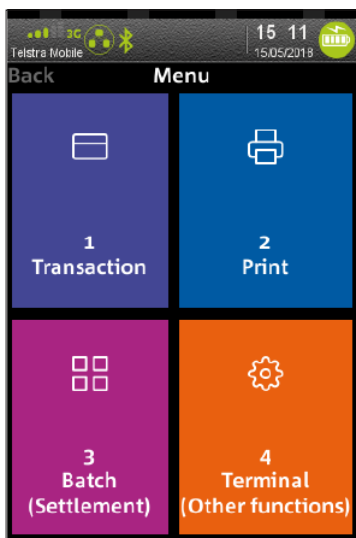
This function allows the last transaction performed to be Cancelled. This is an optional feature and you may enable or disable this feature by contacting the Merchant Service Centre.

A void last transaction will not appear on the Merchant Statement, Settlement report or on the cardholder's statement.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

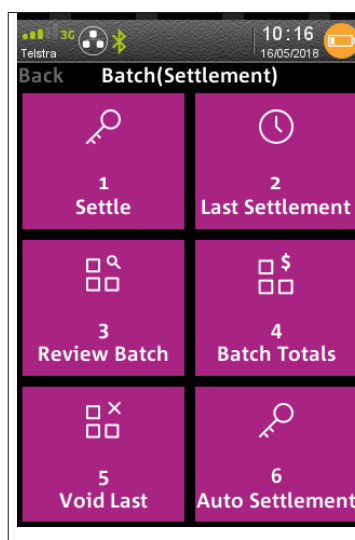
### Step 1

Press **3** in the **Menu** to select **Batch**



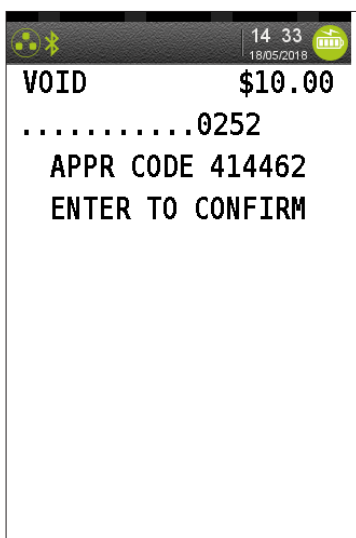
### Step 2

Press **5** to select **Void Last**



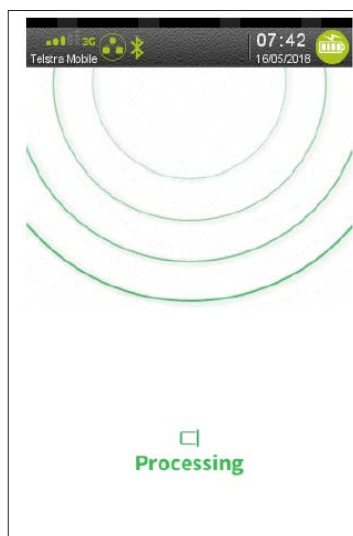
### Step 3

Review the transaction details and press **ENTER** to confirm



### Step 4

Processing message displays



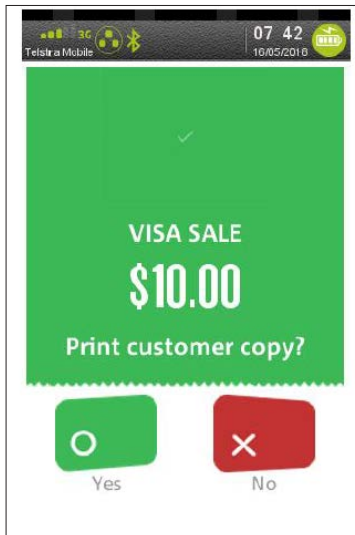
The merchant copy of the voided receipt will print automatically.

# NAB EFTPOS Mobile

## Void Last (continued)

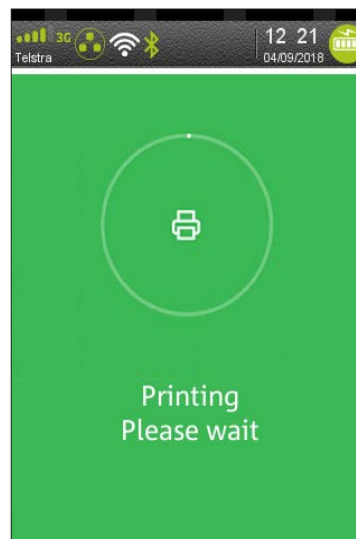
### Step 5

Press **YES** to print the customer receipt if required.



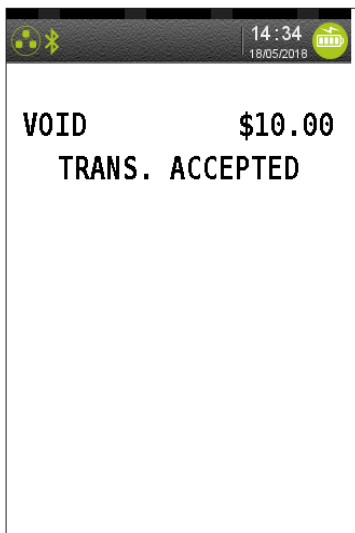
### Step 6

Printing message displays



### Step 7

**VOID** transaction accepted



# Configuration on the NAB EFTPOS Mobile terminal

There are several functions and settings that you can set directly on the terminal.

These settings enable you to:

- Change how certain functions work (such as changing the time that automatic settlement begins for the terminal, or prompting for a transaction listing printout at settlement)
- Change values used on the terminal (such as changing your merchant password)
- Change the communication method your terminal uses
- Turn some functionality on or off (such as charging a surcharge for certain credit card transactions)
- Configure password for certain types of transactions.

# NAB EFTPOS Mobile

## Automatic Settlement Time Set-up

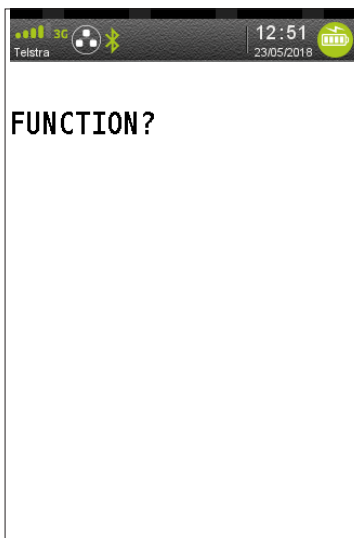
This function allows you to set-up the terminal to automatically settle every day at a preferred time that you specify.

The terminal must be switched on for automatic settlement to occur. For overnight settlements, it is recommended the terminal remains on its charging base.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

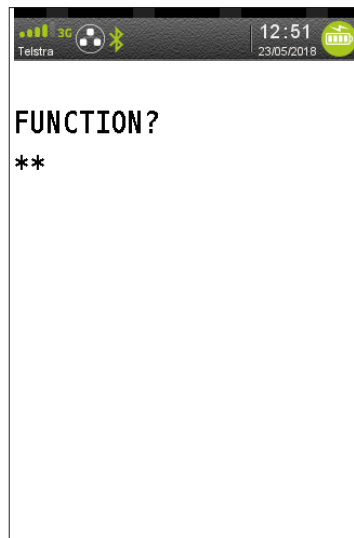
### Step 1

Press the **Func** key



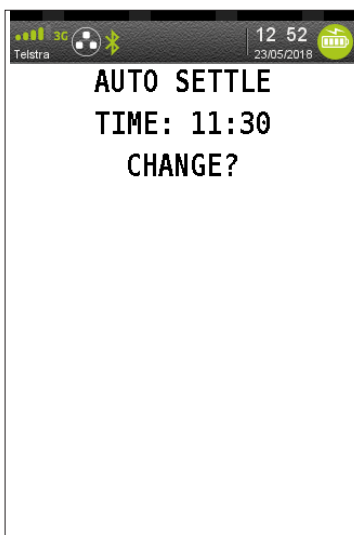
### Step 2

Enter **13** using the PINpad and press **ENTER**



### Step 3

Press **ENTER** to change the time



### Step 4

Enter the new time in the 24 hour **HH:MM** format, and press **ENTER**

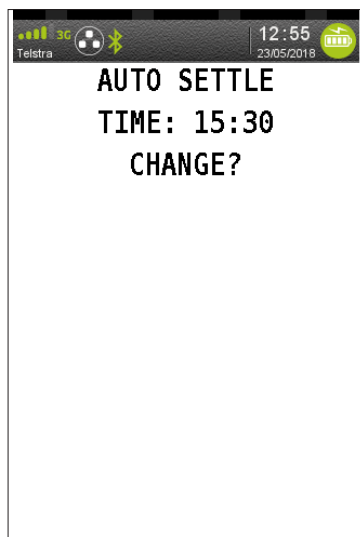


# NAB EFTPOS Mobile

## Automatic Settlement Time Set-up (continued)

### Step 5

The **new settlement time** displays



### Step 6

Press **Cancel** to exit

# NAB EFTPOS Mobile

## Transaction Listing Printout

By default, the Transaction Listing does not print automatically at the time of settlement. This applies to both automatic and manual settlement.

This function enables you to display a prompt at the time of settlement to print the Transaction Listing.

Note: When the Transaction Listing printout prompt is turned on, if you are not there at the time of settlement to select **yes** or **no** to print, the Transaction Listing will automatically print after 1 – 2 minutes.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.



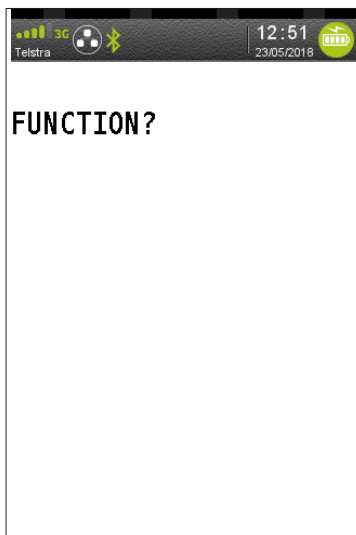
# NAB EFTPOS Mobile

## Transaction Listing Printout – Turn Prompt On

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

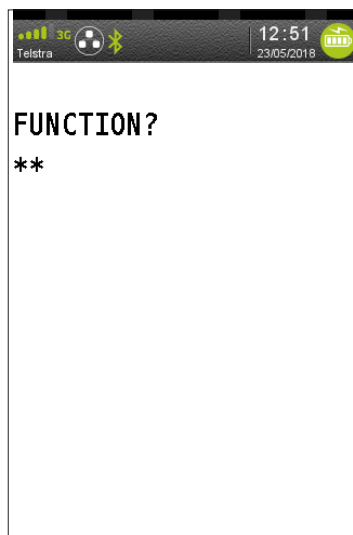
### Step 1

Press the **Func** key



### Step 2

Enter **14** using the PINpad and press **ENTER**



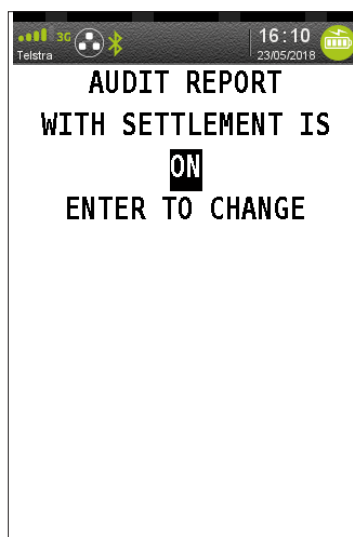
### Step 3

Press **ENTER** to turn off the prompt to print the Transaction Listing



### Step 4

The prompt is turned on. Press **Cancel** to exit



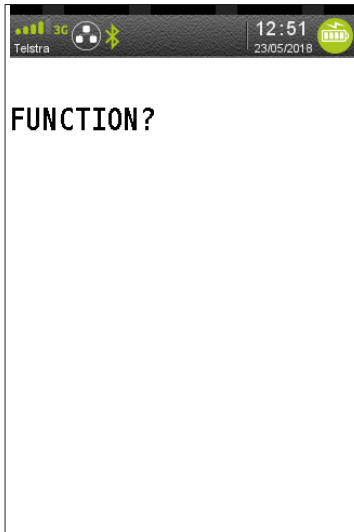
# NAB EFTPOS Mobile

## Transaction Listing Printout – Turn Prompt Off

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

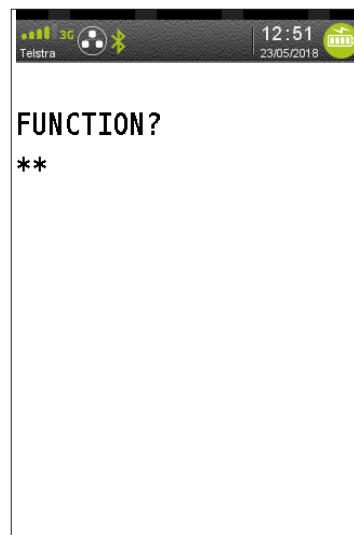
### Step 1

Press the **Func** key



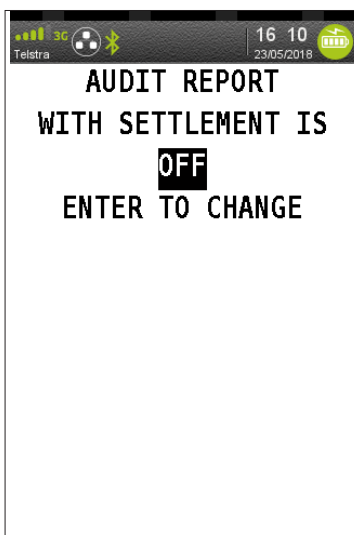
### Step 2

Enter **14** using the PINpad and press **ENTER**



### Step 3

Press **ENTER** to turn off the prompt to print the Transaction Listing



### Step 4

The prompt is turned off. Press **Cancel** to exit



# NAB EFTPOS Mobile

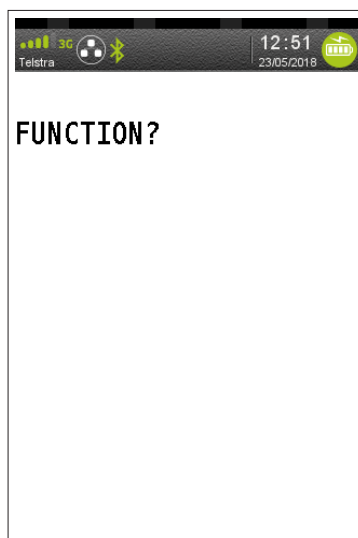
## Start Shift

This function will start a shift reprint the total value of the transactions by card type at Last Settlement.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

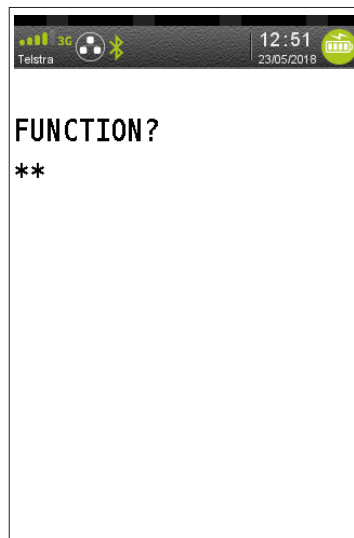
### Step 1

Press the **Func** key



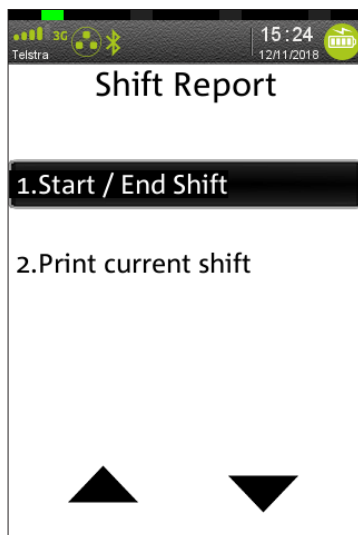
### Step 2

Enter **63** using the PINpad and press **ENTER**



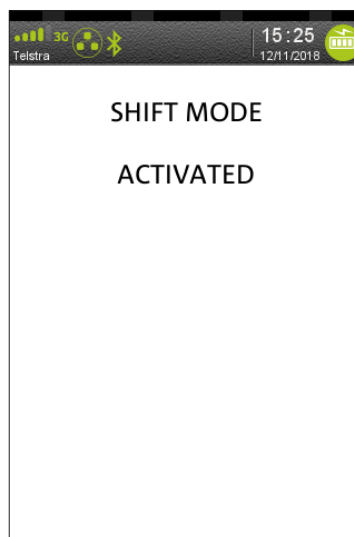
### Step 3

Press **1** to select Start/ End Shift



### Step 4

The screen shows Shift mode has been activated



# NAB EFTPOS Mobile

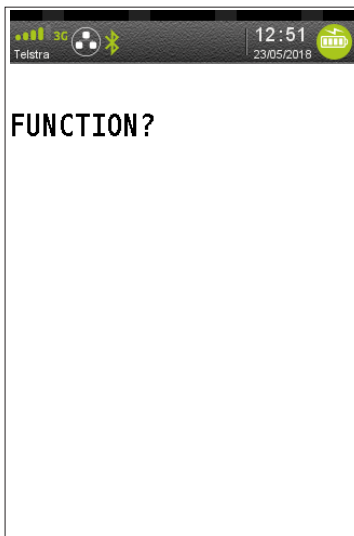
## End Shift

This function will end a shift, print shift totals and deactivate shift mode.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

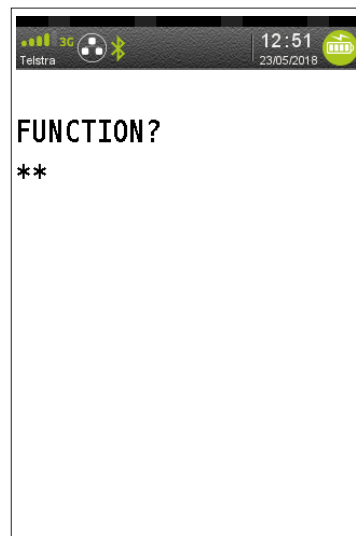
### Step 1

Press the **Func** key



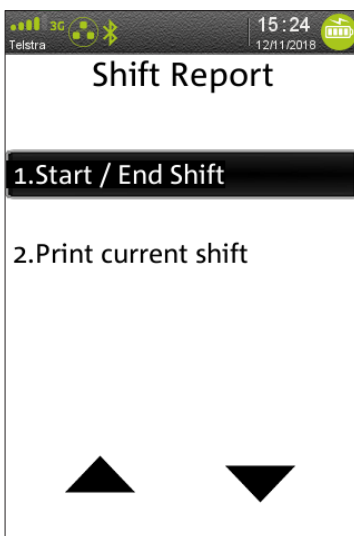
### Step 2

Enter **63** using the PINpad and press **ENTER**



### Step 3

Press **1** to select Start / End Shift



### Step 4

Scanning batch details message displays

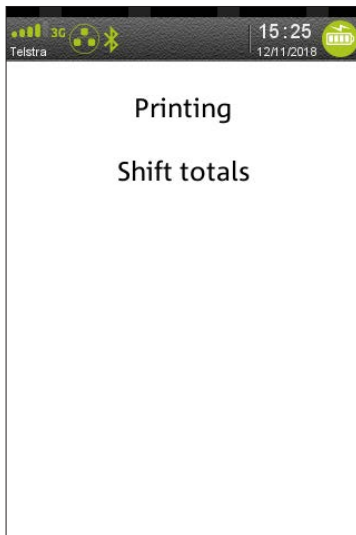


# NAB EFTPOS Mobile

## End Shift (continued)

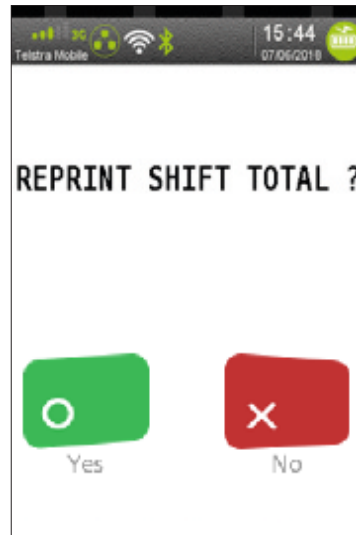
### Step 5

Report printing



### Step 6

Reprint shift total



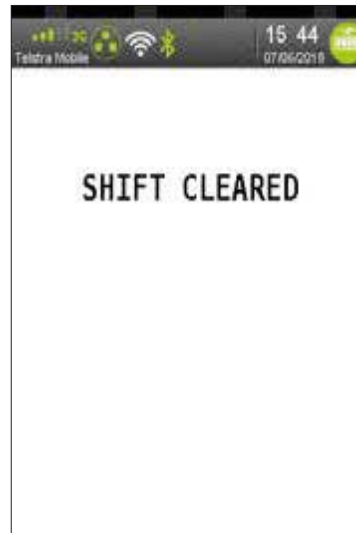
### Step 7

Clear shift totals



### Step 8

Shift cleared

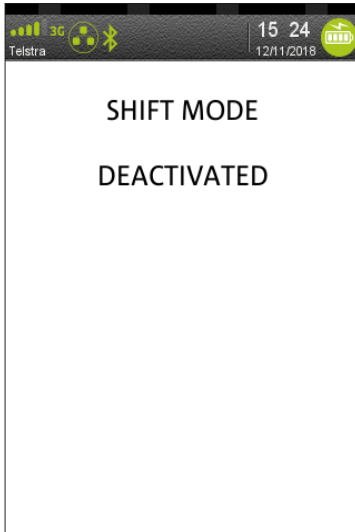


# NAB EFTPOS Mobile

## End Shift (continued)

### Step 9

Shift mode deactivated



# NAB EFTPOS Mobile

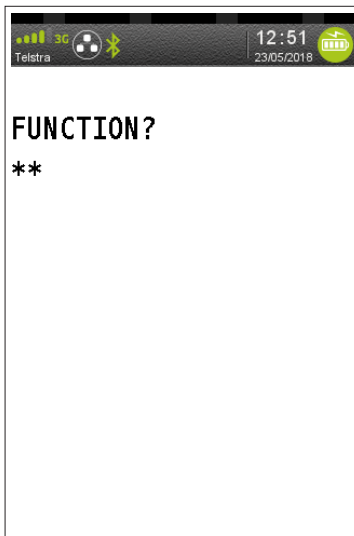
## Print Current Shift Totals

This function will print current shift totals without ending the shift.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

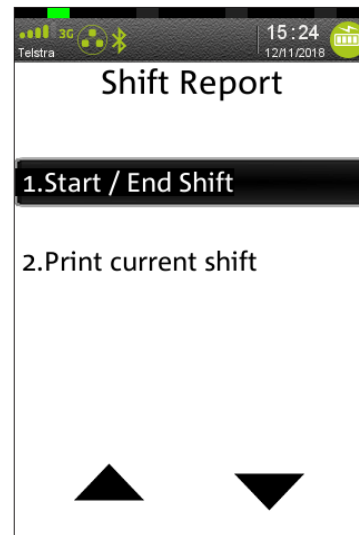
### Step 1

Enter **63** using the PINpad



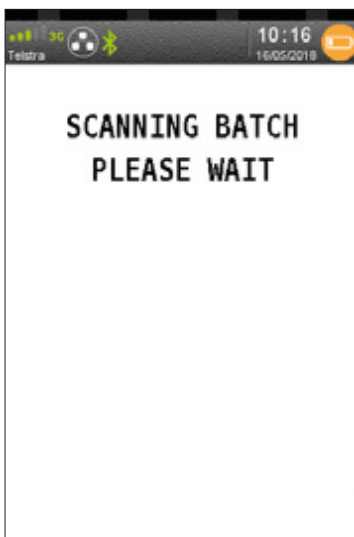
### Step 2

Press **2** to Print current shift totals



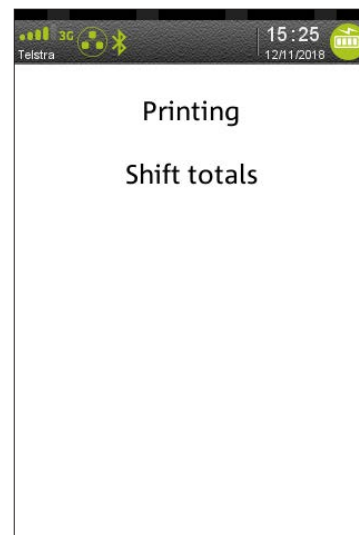
### Step 3

Scanning batch details message displays



### Step 4

Print current shift totals



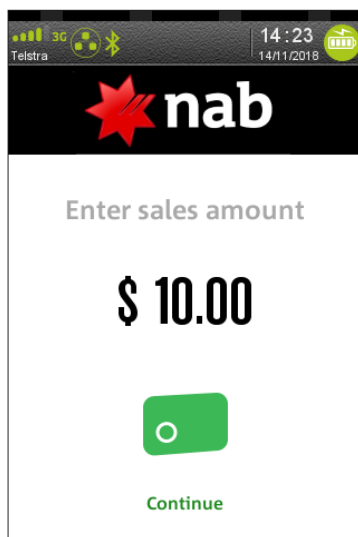
# NAB EFTPOS Mobile

## Sale – Transaction Failed

Transactions can be declined for several reasons. Refer to the message on the screen for the possible scenarios.

### Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



### Step 2

Ask customer to **TAP** their card



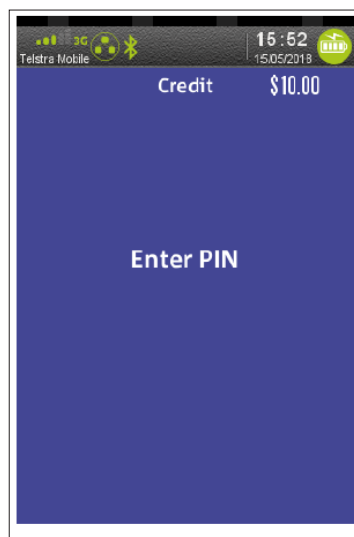
### Step 3

Ask customer to select their **account**



### Step 4

Ask customer to enter their **PIN**





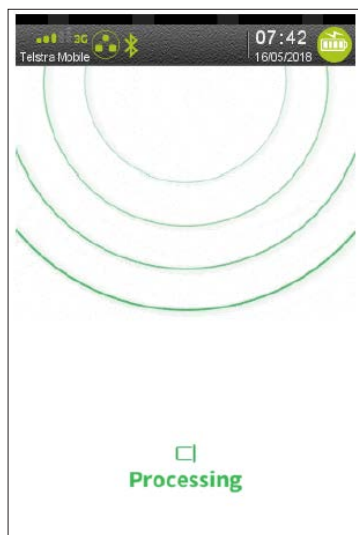
# NAB EFTPOS Mobile

## Sale – Transaction Failed (continued)

Transactions can be declined for several reasons. Refer to the message on the screen for the possible scenarios.

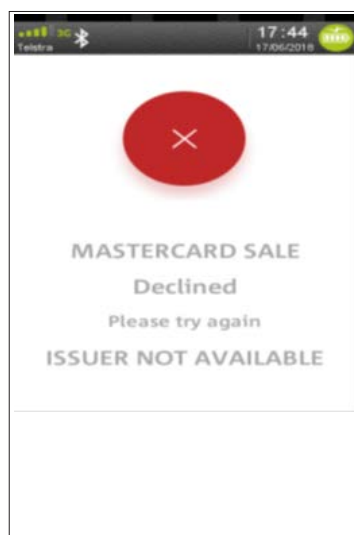
### Step 5

Processing message displays



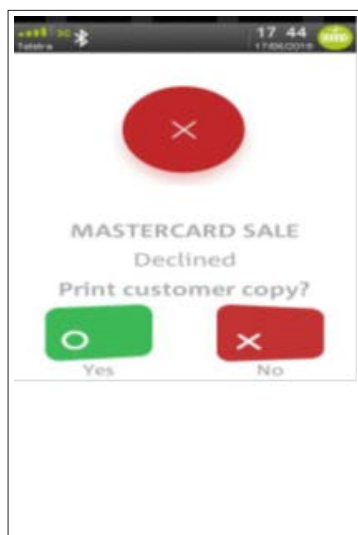
### Step 6

Transaction failed – DECLINED



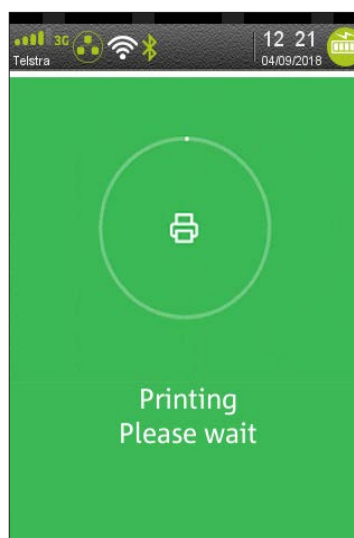
### Step 7

Press **YES** to print the customer receipt if required.



### Step 8

Printing message displays



# NAB EFTPOS Mobile

## Surcharge

Merchants have the ability to charge customers an additional fee for paying by debit or credit cards – surcharging. The surcharge can be either a fixed fee or a percentage fee based on the value of the transaction.

A surcharge fixed fee amount that is greater than \$3 or a percentage amount greater than 15% is prohibited by the terminal.

If you do decide to charge customers a fee for paying by a debit or credit card you will need to make sure you do not act in a misleading or deceptive way.

You should ensure customers are aware of:

- The extra charge, and
- The surcharge rate before the transaction is entered into.

This can be done in many ways, including in-store notices or prominent messages on bills. Customers can choose whether to pay the card fee or to use another form of payment, for example cash. The customer will have the option on the terminal screen to not accept the surcharge and Cancel the transaction.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

# NAB EFTPOS Mobile

## Surcharge – Turn On/Off

**Note:** : This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

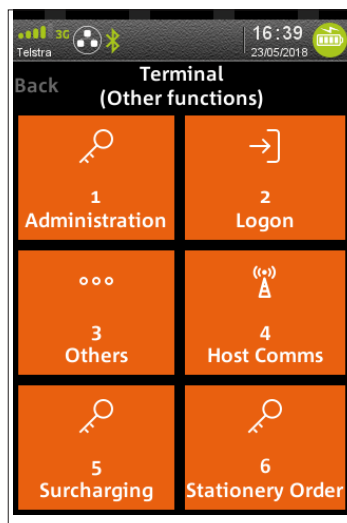
### Step 1

Press the Menu button then press 4 to select **'Terminal'** in the Menu



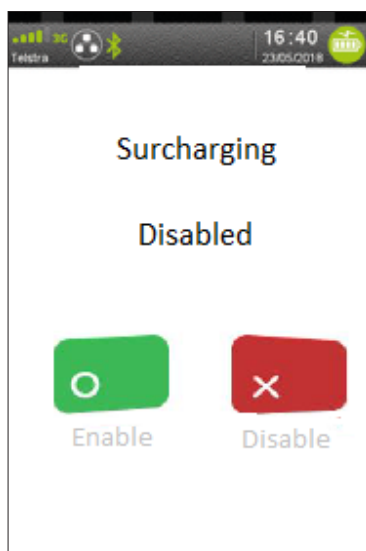
### Step 2

Press **5** to select Surcharging



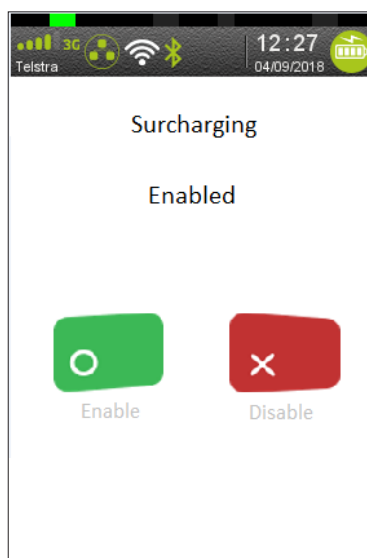
### Step 3

Select the **'Enable'** button then press **'Enter'** key to continue



### Step 4

Surcharging is enabled. Press **Cancel**



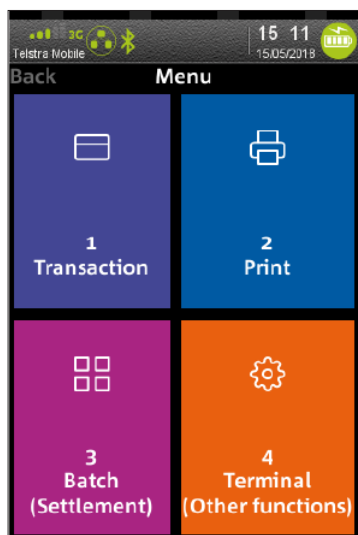
# NAB EFTPOS Mobile

## Surcharge – Card Acceptance Set-up

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

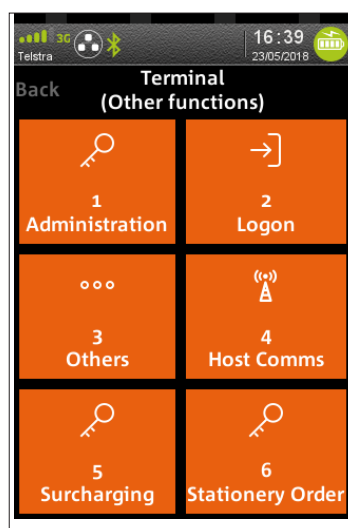
### Step 1

Press **4** in the **Menu** to select Terminal



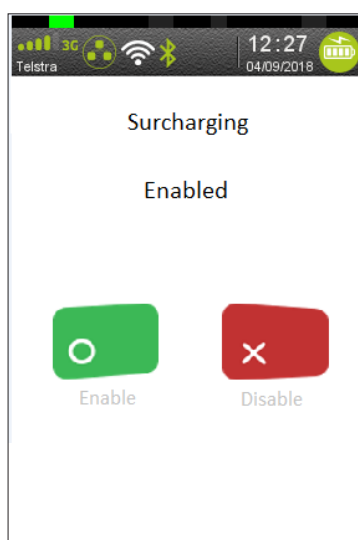
### Step 2

Press **5** to select Surcharging



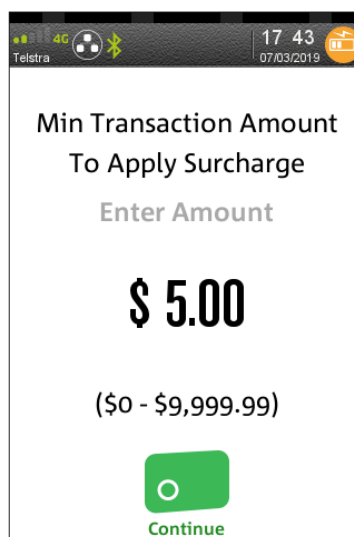
### Step 3

Press **ENTER**



### Step 4

Entered Surcharge Min Transaction amount



# NAB EFTPOS Mobile

## Surcharge – Card Acceptance Set-up (continued)

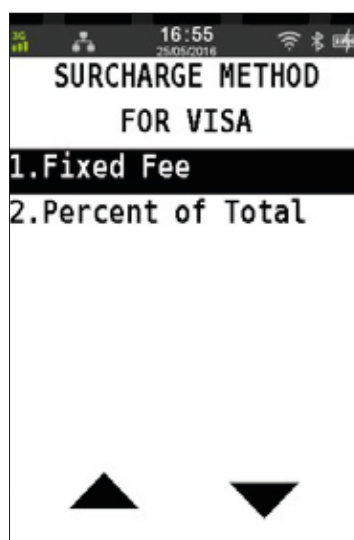
### Step 5

Use the arrows to select the issuer and press **ENTER**



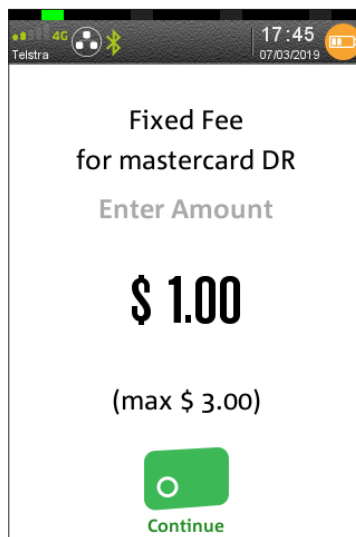
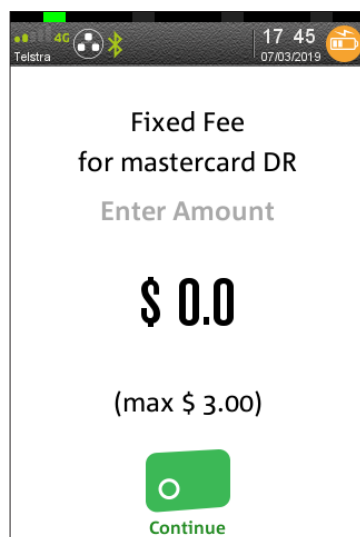
### Step 6

Press **1** to enter a Fixed Fee or **2** to enter a Percentage of the Total



### Step 7

Enter Fixed fee surcharge amount for each transaction amount, as this surcharge method was chosen in previous step.



# NAB EFTPOS Mobile

## Surcharge – Card Acceptance Set-up (continued)

### Step 8

Press **ENTER** to confirm the value entered

mastercard DR

Fixed Fee \$ 1.00

Percentage 0.00%

Continue

### Step 9

The value entered will display in the Select Issuer screen.

Repeat steps 5 to 8 for each card or account type, to apply a surcharge value.

Press **Cancel** to exit menu

Select Issuer

1. mastercard DR \$ 1.00

2. mastercard CR NONE

3. VISA DR NONE

4. VISA CR NONE

5. eftpos Debit NONE

6. AMEX NONE

7. Diners NONE

### Step 10

Press **OK** to print Surcharge configurations setup or **Cancel** to exit

PRINT REPORT?

Yes No

### Surcharge Configurations Setup

Note: Surcharge amount will be shown on every transaction receipt

<b>National Australia Bank</b> Test Terminal Integrated Terminal NAB Test Terminal Docklands Australia MID: 37333960 TID: E1AU35 07/03/19 17:50:59		<b>EFTPOS FROM NAB</b> QA Test Terminal Suite 1 3 Minna Close Belrose NSW 2085 Australia MID: 34709592 TID: E21437 Version: 0.8.27C
<b>SURCHARGE</b> mastercard DR 2.00% mastercard CR NONE VISA DR 2.50% VISA CR NONE eftpos Debit NONE AMEX NONE Diners NONE JCB NONE UPI Credit NONE UPI Debit NONE		<b>MERCHANT COPY</b> APR 11, 19 16:36 BATCH: 000003 SETTLE DATE: 12/04/19 INV: 000031 STAN: 000031 ACCOUNT TYPE CREDIT RRN: 000003000013 MASTERCARD A0000000041010 ANZ MasterCard .....9943(c) SALE AUD \$16.00 SURCHRG AUD \$1.00 TOTAL AUD \$17.00 APPROVED 00 APPROVAL CODE 005443 TC: 404FD1D39E764CC7 APSN:00 ATC:1B2B A Surcharge of inc. GST was applied PLEASE RETAIN RECEIPT FOR YOUR RECORDS

# NAB EFTPOS Mobile

## Change Refund Password

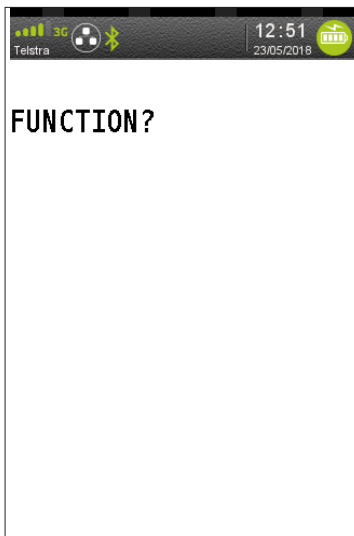
This function allows you to change the Refund password. This password change feature will change your refund password only.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

If the terminal shows refunds are locked you will need to contact the Merchant Service Centre to unlock and reset the refund password.

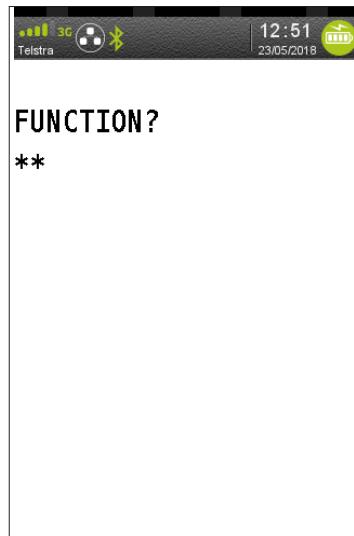
### Step 1

Press the **Func** key



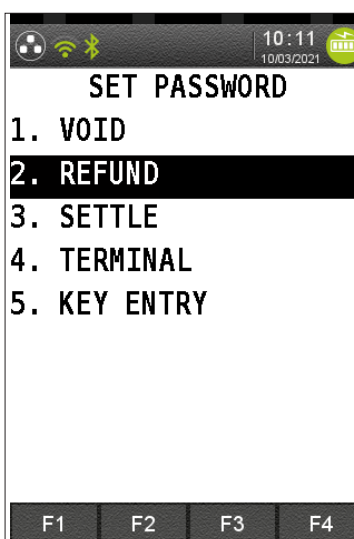
### Step 2

Enter **32** using the PINpad and press **ENTER**



### Step 3

Select **2 REFUND** and press **ENTER**



### Step 4

Enter the **current password** and press **ENTER**



# NAB EFTPOS Mobile

## Change Refund Password (continued)

### Step 5

Enter the **new password** and press **ENTER**



### Step 6

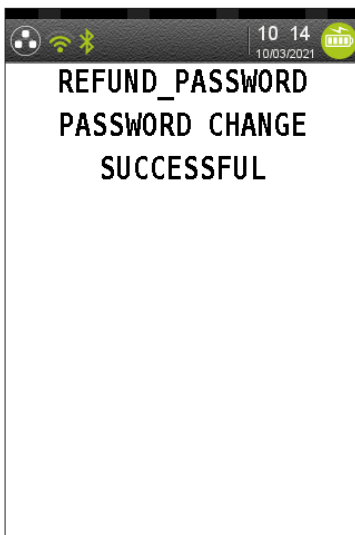
Enter the **new password again** and press **ENTER**



### Step 7

A confirmation message is displays when successful.

Press **CANCEL** to exit menu





# NAB EFTPOS Mobile

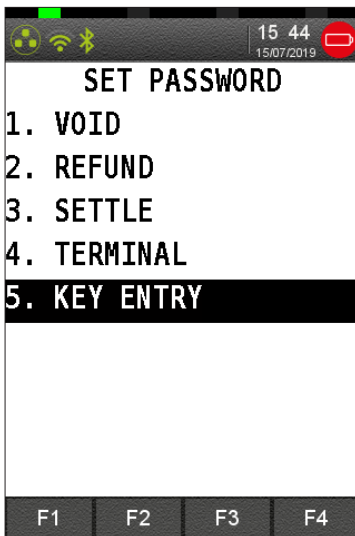
## Manual Key Entry Password Setup

As the merchant you will have the ability to add a layer of security by setting a Key Entry password on your terminal via FUNC 32 Option 5. When the password is set then whenever the Manual Key Entry transaction is performed the password will be prompted prior to completing the transaction entry. When password is not setup then the Manual Key Entry transaction will complete without the password prompt.

Below are the steps to setup password for KEY ENTRY. The same steps are applicable to the other functions password setup.

### Step 1

Click FUNC > Enter 32 then press Enter.  
After that Enter 5 then press Enter.



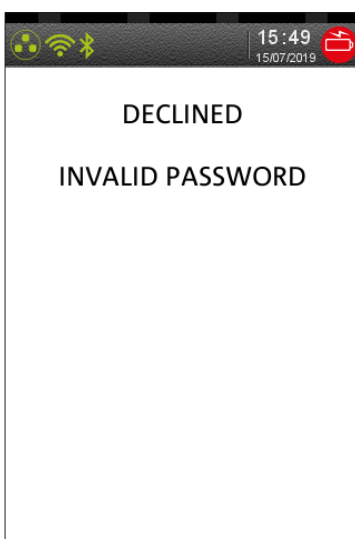
### Step 2

User will be prompted to enter old password. If password was never set before then leave blank and press **ENTER**.



### Step 3

If old password is invalid then the following error is displayed where user can reenter or Cancel out.



### Step 4

User will be prompted to enter new password.



# NAB EFTPOS Mobile

## Manual Key Entry Password Setup (continued)

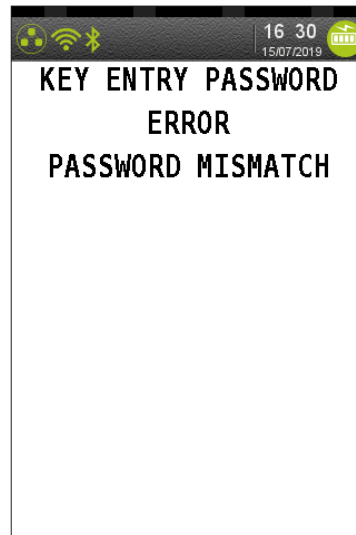
### Step 5

User will be prompted to re enter new password.



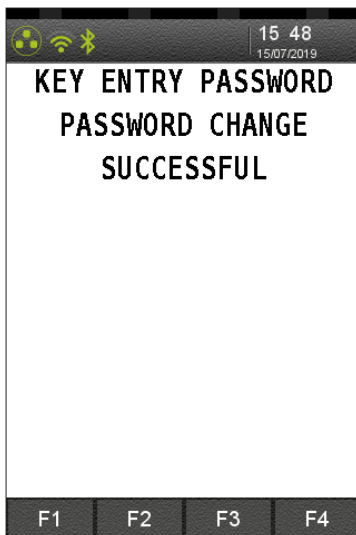
### Step 6

If the Re enter New Key Entry password does not match with the one in step 4 then the following screen is displayed



### Step 6a

If the Re enter New Key Entry password is the same as the one in step 4 then the following screen is displayed



# Communication Options

In addition to Mobile 4G/3G connectivity, the following communication options are available on NAB EFTPOS Mobile terminals:

- Broadband internet via Ethernet
- Broadband internet via Wi-Fi

Merchants must have:

- Broadband capability set up in store according to the communication requirements for the terminal (refer to *Requirements for different communication options on NAB EFTPOS Mobile terminals* on page 100).

The terminal must have:

- Been set up for the communication options that may be used by the terminal
- Been paired with the base to allow Bluetooth to work with broadband internet communication

Contact the Merchant Service Centre or Integrated Help Desk to assist with setting up the terminal for a new communication method or pairing the terminal and base for Bluetooth.

Once the initial set up has been completed, the merchant can switch between the communication options on the terminal at any time as required.

# Requirements for Different Communication Options on NAB EFTPOS Mobile Terminals

## Requirements for Different Communication Options on NAB EFTPOS Mobile Terminals

All communication options come configured on new terminals and when a new terminal is installed, it will be set up to operate on either 4G/3G Mobile (GPRS) or the merchant's preferred communications option that already exists in store.

It is possible to switch to a different communications option after the terminal has been installed, provided that the facility has been set up in store according to the terminal requirements. When these facilities are available in the store, the merchant may initially need assistance from the Merchant Service Centre or Integrated Help Desk to ensure that any specific configuration settings required for that store are set up for the terminals.

### What you need to know about each communication option

Option	Communicates with NAB using...	What you need to use this option	Limitations with this option	Who can use this option
<b>4G/3G Mobile</b>	A Telstra 4G/3G SIM card, much like a mobile phone	A Telstra 4G/3G SIM card – your terminal already has this	4G/3G black spots	Everyone. Available in store and on the road with 4G/3G coverage on the Telstra Mobile Network
<b>Broadband Internet via Ethernet</b>	The internet, using an Ethernet cable	A router <sup>^</sup> with an internet connection and an Ethernet cable.  If using a store network, you need to plug the terminal base in via an Ethernet cable  #See note below re Firewall/ security filtering and network configuration requirements		Everyone with internet access  This is the fastest option for transacting
<b>Broadband Internet via Wi-Fi</b>	The internet, using a Wi-Fi hotspot	Wi-Fi hotspot and Password  #See note below re Firewall/ security filtering and network configuration requirements	Connecting to a public Wi-Fi network may impact transaction processing	Everyone with internet access plus a Wi-Fi hotspot

<sup>^</sup> The merchant should contact their Internet provider to help them set up Broadband Internet or dial up facilities in store. NAB does not provide routers or assistance with setting up Internet access in store.

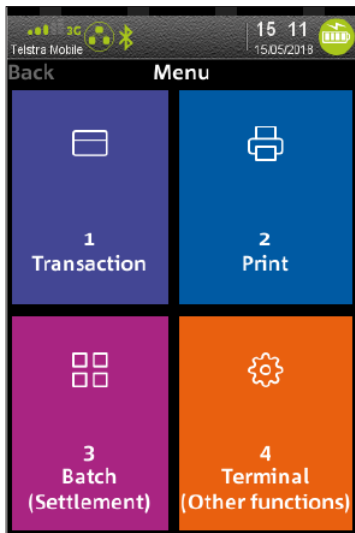
# For Broadband Internet Ethernet and Wi-Fi connection, you need to configure your network:

- to enable DHCP
- WPA2 secured network – Wi-Fi only
- if your outbound internet connection is filtered via a firewall or any other security appliance, update your security appliance or firewall to allow traffic to the following URL and Port Numbers:
  - **URL:** prodnabposna3000.nab.com.au **Port:** 7000-7034
  - **URL:** www.nabtms.com **Port:** 443, 7020-7021, 7040

# Switch to a Different Communication Option

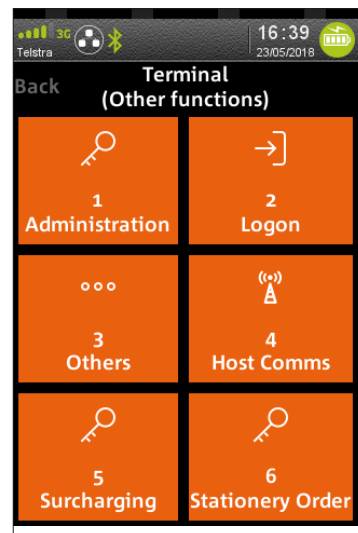
## Step 1

Press **4** in the **Menu** to select Terminal



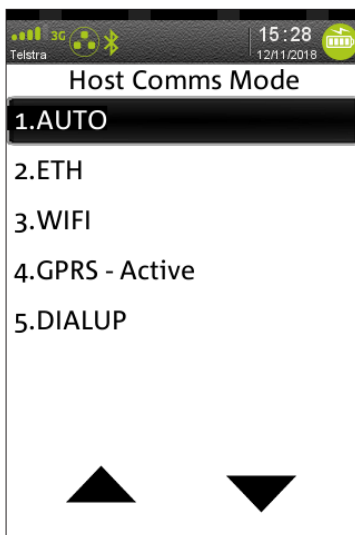
## Step 2

Press **4** to select Host Comms



## Step 3

Use the **arrow** buttons to scroll to the communication option and press ENTER



**Note:** There will be a slight delay while the terminal connects to the new communication network.

# Pair the Terminal and Base for Bluetooth

The terminal and base must be paired for Bluetooth before dial up or internet communication options can be set up on the terminal.

## To Check if the Base and Terminal are Already Paired

### Step 1

Check for the Bluetooth symbol in the status header bar at the top of the terminal screen



- If the Bluetooth symbol is displayed but shows grey, go to step 2.
- If the Bluetooth symbol is not displayed at all, it indicates that you may need to update the version of the software on your terminal. Contact the Merchant Service Centre or Integrated Help Desk for help with this.

### Step 2

Remove the terminal from the base, then check if the Bluetooth symbol shows green.

- If the Bluetooth symbol shows green, it indicates that the terminal is currently communicating with a base via Bluetooth. This means the terminal is paired with the base.
- If the Bluetooth symbol remains grey, go to step 3.

### Step 3

Check that the power to the base is turned on and that the power cable is connected correctly.

### Step 4

Return the terminal to the base and check the power symbol on the terminal screen to check that it is charging.

### Step 5

Remove the terminal from the base again and check if the Bluetooth symbol shows green.

- If the Bluetooth symbol still remains grey, it may indicate that the terminal is not paired with the base for Bluetooth. Contact the Merchant Service Centre or Integrated Help Desk for help with pairing the terminal and the base.

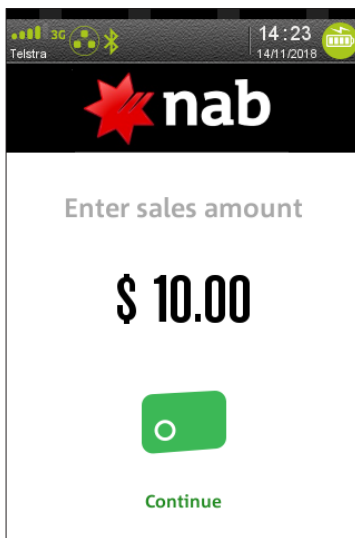
# Pair the Terminal and Base for Bluetooth (continued)

## To Pair the Terminal and the Base for Bluetooth

When you contact the Merchant Service Centre for help to pair the terminal and base for Bluetooth, they will help you to work through the following steps.

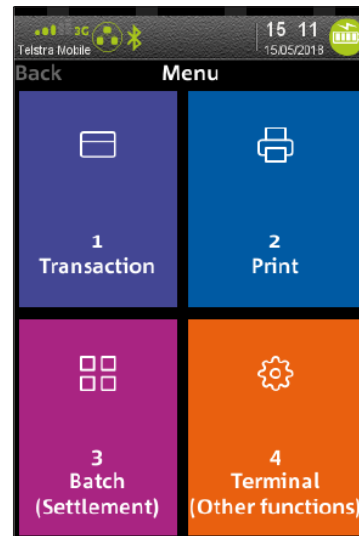
### Step 1

Check for the Bluetooth symbol in the status header bar at the top of the terminal screen



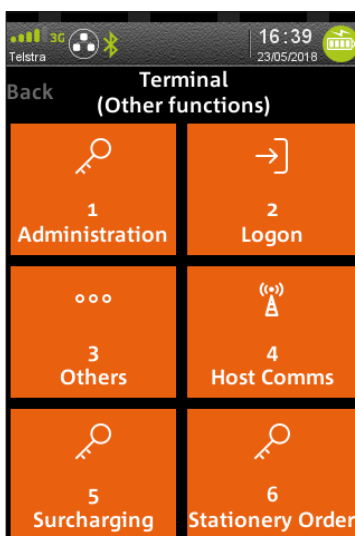
### Step 2

Press **4** to select Terminal



### Step 3

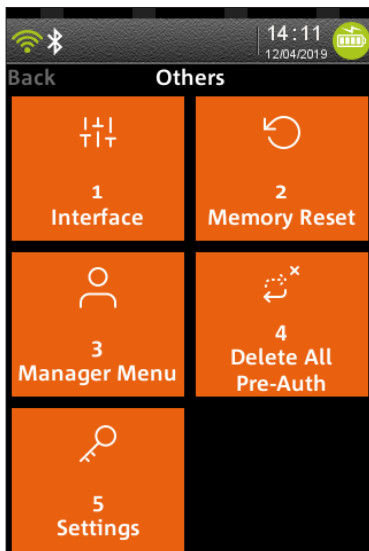
Press **3** to select Others



# Pair the Terminal and Base for Bluetooth (continued)

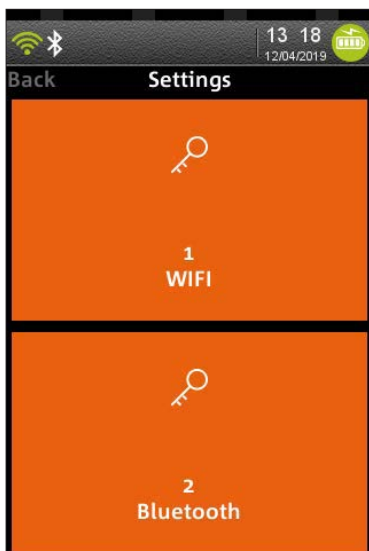
## Step 4

Select **Settings** on the touch screen or press the number on the keypad.



## Step 5

Select 2 **Bluetooth** on the touch screen or press the number on the keypad.

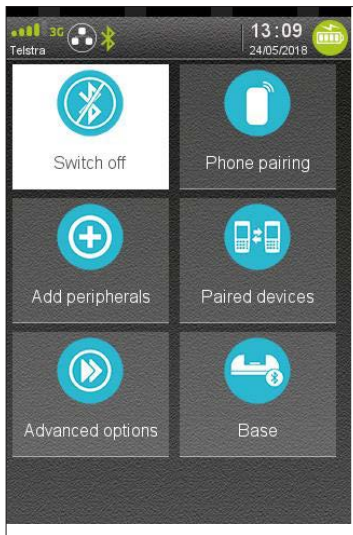




# Pair the Terminal and Base for Bluetooth (continued)

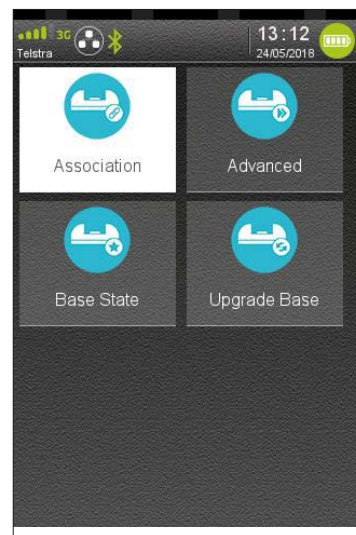
## Step 6

Tap **Base**



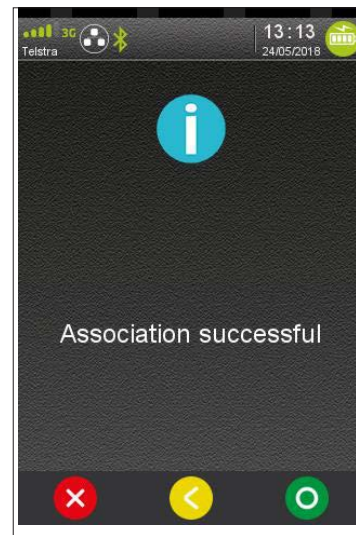
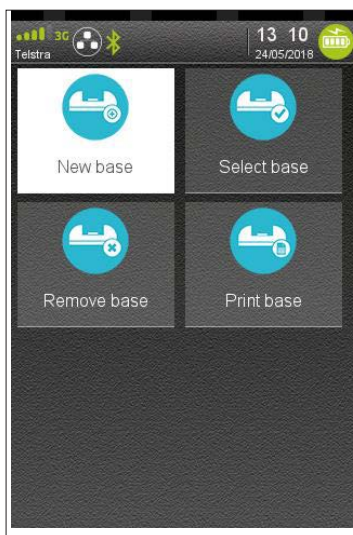
## Step 7

Tap **Association**



## Step 8

Tap **New Base**



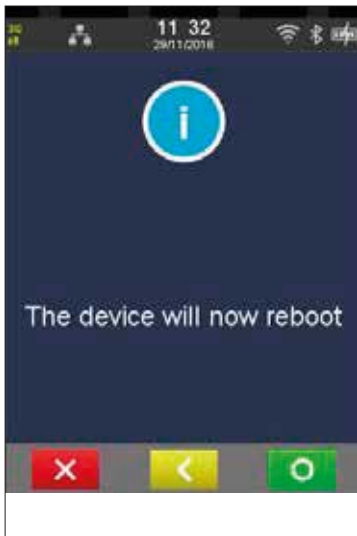
- If the base and terminal are paired successfully, the **Association Complete** confirmation message displays. Go to the next step.
- If the base and terminal are not paired successfully, the **Association Incomplete** message displays. If this occurs, repeat all of the above steps to pair the base and terminal for Bluetooth.

# Pair the Terminal and Base for Bluetooth (continued)

## Step 10

A message displays on the terminal to warn that the terminal will reboot

This message is displayed only on terminals with release 0.3 X and 0.5 X. Not applicable to terminals running 0.7 X release



The terminal reboots automatically.

## Step 14

The Idle screen redisplay with the Bluetooth symbol in the status header bar of the terminal.



# Set Up the Terminal for Broadband Internet via Ethernet Communication

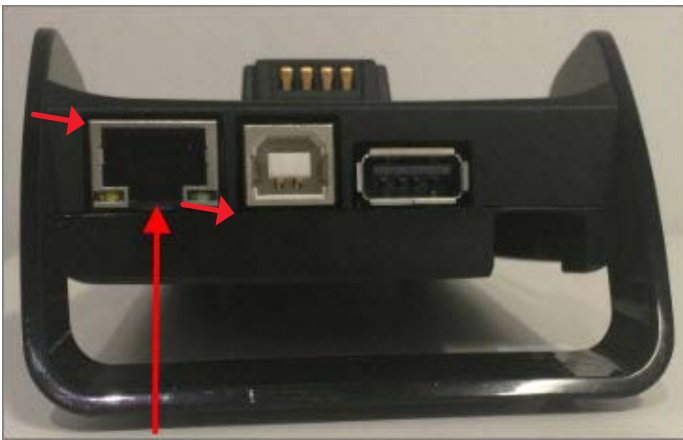
The merchant must have Broadband Internet available in store and have an Ethernet cable.

If the merchant does not have Broadband Internet available, the merchant must speak to their telephone provider to help them set this up.

Make sure that the base and terminal have been paired for Bluetooth (refer to *Pair the terminal and base for Bluetooth* on page 102).

## Step 1

Plug the Ethernet cable into the back of the base



## Step 2

On the terminal, press the **Menu** button then press **4** for Terminal, then **4** for Host Comms, then select ETH to switch the communications option to Ethernet (refer to *Switch to a Different Communication Option* on page 106).

# Set Up The Terminal For Broadband Internet Via Wi Fi Communication

The merchant must have access to a Wi-Fi hotspot.

If the merchant does not have access to a Wi-Fi hotspot, the merchant must speak to their telephone provider to help them set this up.

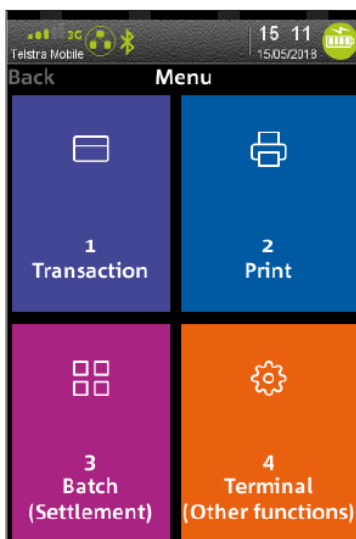
Make sure that the base and terminal have been paired for Bluetooth (refer to *Pair the terminal and base for Bluetooth* on page 107).

Call the Merchant Service Centre to help direct you through the steps to set up the terminal for Broadband Internet via Wi-Fi.

Below steps walk through the Manager's menu to set the WiFi. In release 8.30D a shortcut menu path is now available thorough Terminal->Others->Settings->WiFi

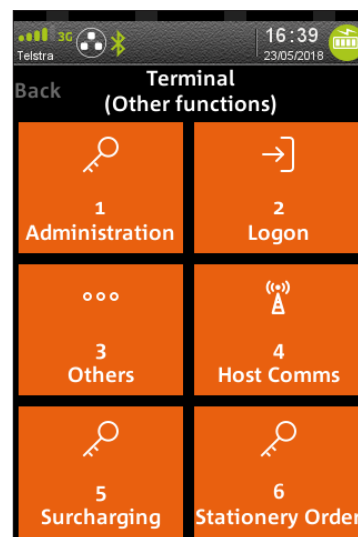
## Step 1

Press **4** in the **Menu** to select Terminal



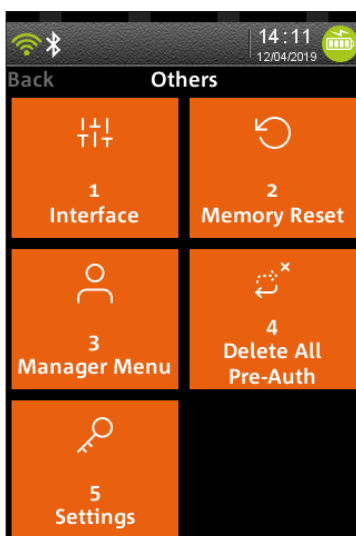
## Step 2

Press **3** to select Others



## Step 3

Select **Settings** from the menu.



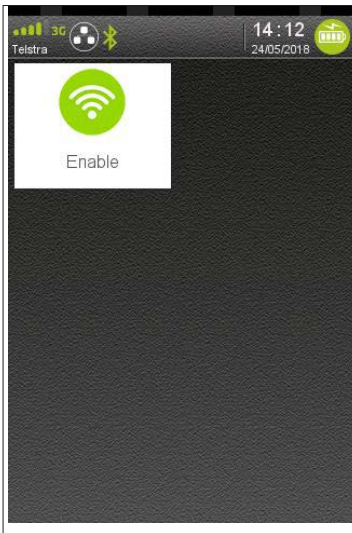
## Step 4

Select **Wifi** from the menu



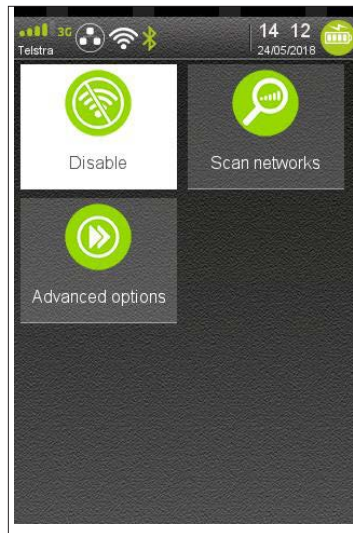
## Step 5

Tap **Enable**



## Step 6

Tap **Scan networks** to find available hotspots



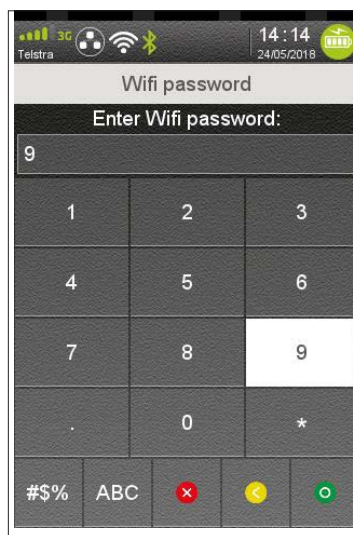
## Step 7

Select the required network



## Step 8

Use the onscreen keypad to enter the password for the selected Wi-Fi hotspot, then tap the green button to Enter.



## Step 9

On the terminal, press the **Menu** button then press **4** for Terminal, then 4 for Host Comms, then select Wi-Fi to switch the communications option to **WIFI**.



When the password is entered correctly the message New Profile displays. The Wi-Fi symbol in the status header of the terminal displays green.

# Additional PINPad Functions

**Below are the additional functions you can complete on the PINPad**

**Note:** These functions are not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

## Step 1

Press the **Func** key

## Step 2

Press the corresponding **function number**

## Step 3

Press **ENTER**.

The relevant function will display on the PINPad

Function	Description
1	View Batch
5	Display Transaction Totals
8	View Batch Number
13	Change Auto Settlement Time
14	Audit Report with Settlement
15	Receipt printing - merchant copy
16	Receipt printing - customer copy
21	View Transaction By Invoice Number
32	Manage Password
58	Print Tip Report
70	Reprint Last Statement
71	Reprint Last Statement from Host
72	Reprint Last Transaction Record
73	Reprint Specific Transaction Record
74	View Host Totals
75	View Transaction List
102	Download latest TMS configurations to Terminal
103	Download software to Terminal
120	Display auto settlement time

# Stationery Order (Ordering Receipt Rolls)

You may order receipt rolls directly from your terminal. The stationery order will be sent after a logon or the next financial transaction. You will receive an order of 20 rolls within 2-5 business days.

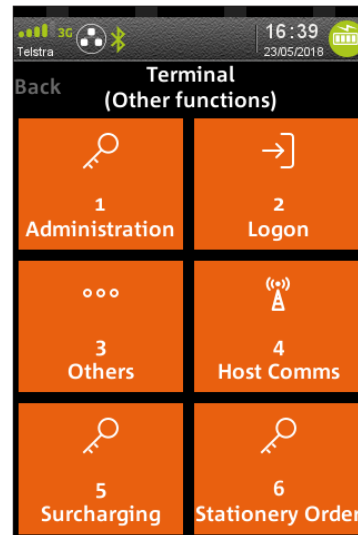
## Step 1

Press **4** in the **Menu** to select **Terminal**



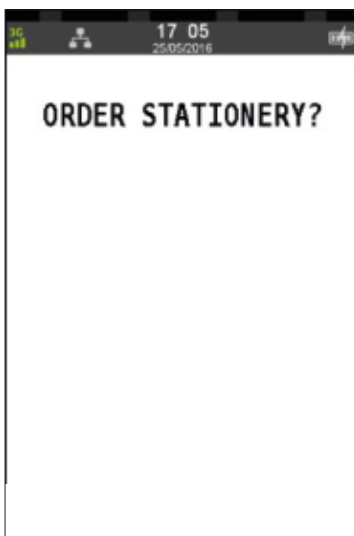
## Step 2

Press **6** to select the **Stationery Order**



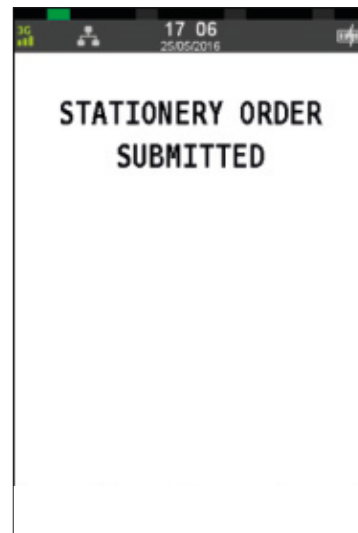
## Step 3

Press **ENTER** to order receipt rolls



## Step 4

A message displays to confirm the order has been submitted





# Changing the Receipt Roll

## Step 1

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



## Step 2

Insert the paper roll into the compartment, as shown below



## Step 3

Pull the paper up towards the top of the terminal

## Step 4

Maintain the paper and close the cover

## Step 5

Press simultaneously on both upper corners of the contactless landing zone, as shown by red arrows below, until it clips into position



## Step 6

If required, press the **Feed** key on the keypad to advance the paper



# Common Error Messages

**Below are some common error messages that may appear on your terminal that you can resolve**

Message	Description	Action to take
Declined	Card is not supported	Decline transaction.  Advise customer that the card cannot be accepted by the terminal, and obtain another form of payment
Operator timeout	The terminal has reached an inactivity time out	The transaction is Cancelled.  Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction
Signature error	Transaction has been Cancelled due to signature mismatch	Obtain another form of payment
Transaction cancelled	Transaction has been deliberately Cancelled	Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction
Card expired	An expired card has been presented for payment	Decline transaction.  Advise customer that the card has expired, and obtain another form of payment
Batch full	The transaction batch is full and the terminal is unable to accept further transactions	Decline transaction.  Perform manual settlement and retry the transaction
Invalid number	Card presented has failed a check when it was read by the terminal	Decline the transaction.  Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction. If the error persists, advise customer the card number is invalid and obtain another form of payment
No response	Communication error, no response from host	Decline the transaction.  Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction.
Power failed	No power to PINpad	Remove terminal from base, and turn off terminal. Ensure all cables are plugged in properly, and turn on the terminal again. Ensure the battery symbol is flashing (i.e. the terminal is charging).  Retry the transaction
No signal/ network error	No GPRS signal, or terminal is unable to detect the signal	Decline the transaction.  Restart the terminal and check for the GPRS signal on the status bar
System error	This is a terminal configuration issue	Call the Merchant Services Centre for help to resolve the issue

Contact the Merchant Services Centre to resolve any other error codes. The numbers to call are noted on page 4.

# Enable Auto-Comms Fallback

Terminal set as 'AUTO' in the Host Comms mode menu will automatically use another comm mode if the preferred one cannot connect to the host (Connex). The priority order of preferred comm fall back mode will be as set in the menu: Ethernet, WiFi, GPRS and Dial Up.

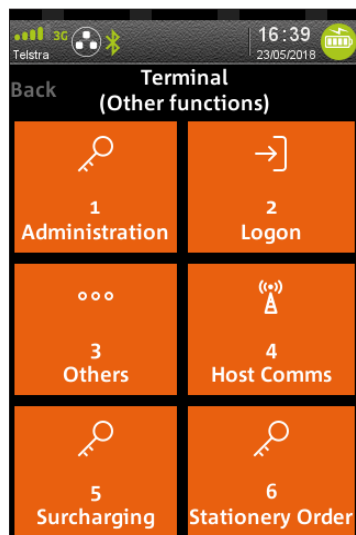
## Step 1

Press **4** in the **Menu** to select **Terminal**



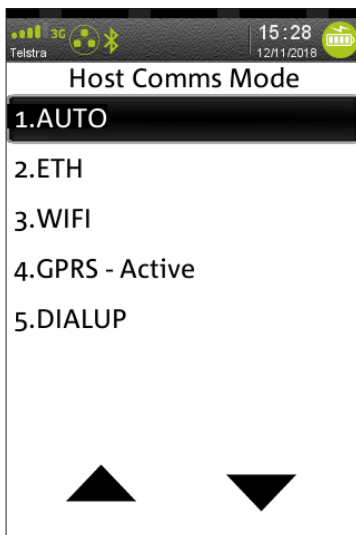
## Step 2

Press **4** to select the **Host Comms**



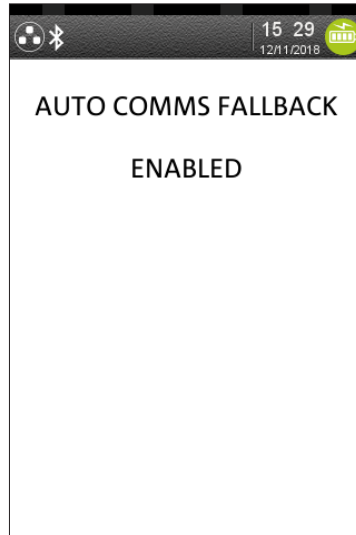
## Step 3

Host Comms mode selection displays



## Step 4

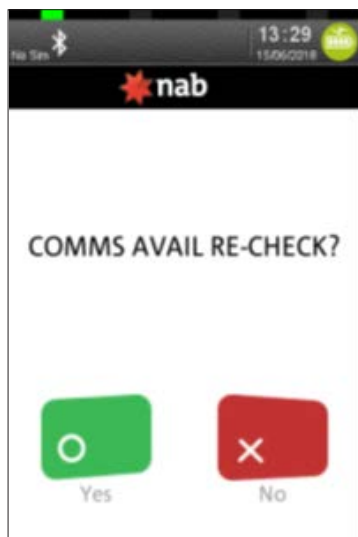
Auto comms fallback enabled message displays



# Enable Auto-Comms Fallback (continued)

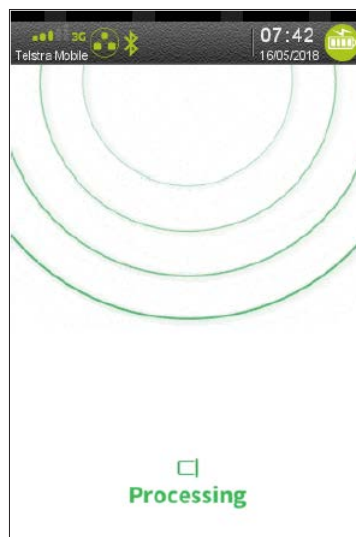
## Step 5

Press **YES** to recheck comms available



## Step 6

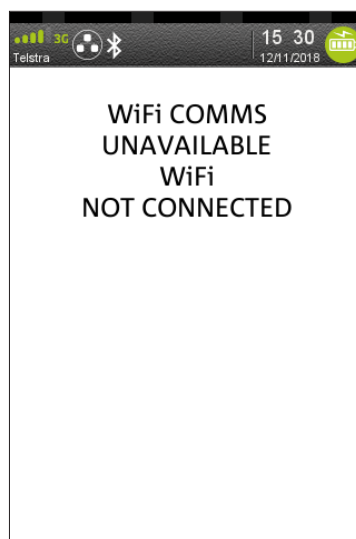
Processing message displays



## Step 7

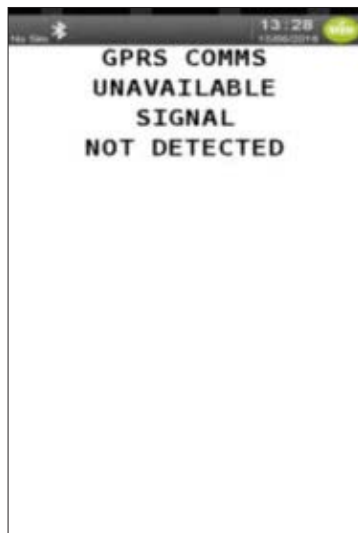


## Step 8



# Enable Auto-Comms Fallback (continued)

## Step 9



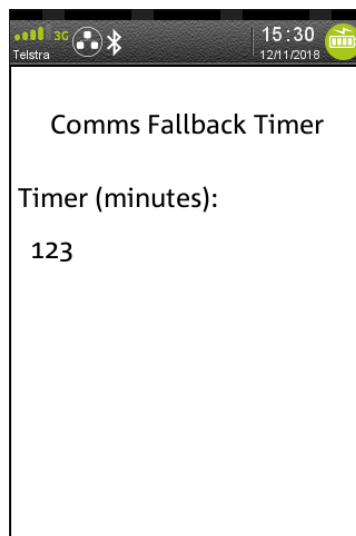
## Step 10



## Step 11

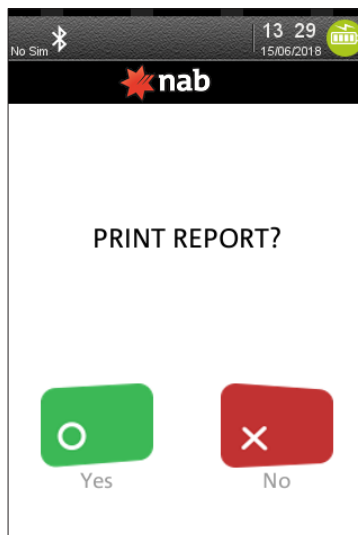


## Step 12



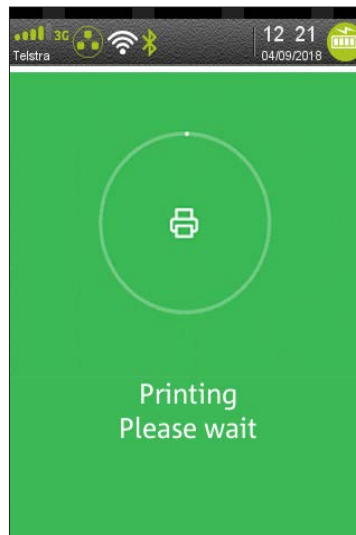
### Step 13

Press YES to print comms fallback report



### Step 14

Printing message displays



# Merchant Choice Routing (MCR)

Merchant Choice Routing (MCR) allows a merchant's terminal to send contactless transactions (purchases and refunds only) from Multi-Network Scheme Debit Cards through EFTPOS rather than Visa or Mastercard networks.

Terminal can be configured to route either or both Mastercard/Visa scheme transactions based on a set transaction amount limit. Transaction amount above the limit will be routed to EFTPOS otherwise will be routed to Mastercard/Visa.

Merchant Choice Routing Visa and/or Mastercard Debit transactions may lead to reduced transaction processing costs (scheme and interchange fees) however not all merchants may see a benefit in enabling Merchant Choice Routing. Fees, charges, card mix and other factors can change over time, so it is your responsibility to assess ongoing whether Merchant Choice Routing is suitable for you.

Refer to your NAB Transactional Sales Specialist or contact the Merchant Service Centre to enable MCR.

# Electronic Fallback Procedure

Visa, Mastercard and EFTPOS chip floor limit rules have changed. A generic floor limit to allow the card chip to approve transaction without communicating with the NAB system or the Card Issuer system, no longer applies.

All transactions are processed by the terminal communicating with the NAB system and the Card Issuer system. In the event either of these systems is unavailable the terminal, if enabled, may resort to Electronic Fall Back (EFB) transaction processing.

The number of transactions processed as EFB will be displayed at the bottom left corner of terminal as #nnnn where:

# indicates a pending reversal transaction (will be blank if no reversal)

nnnn is the number of transactions (will be blank if no pending transaction to send to NAB)

These transactions will be sent to NAB when communication between terminal and NAB is restored.

When the terminal decides to process a transaction as EFB it may prompt for an approval authorisation code to be entered on the terminal.

You will need to cancel the transaction and request another form of payment.

# Termination of EFTPOS Merchant Service

Should you elect to terminate your EFTPOS merchant service with NAB, you will need to call the Merchant Service Centre to arrange for all terminals, printers, power packs and cabling to be picked up from you. You will also need to return your imprinter and any unused stationery.

A fee may be charged for early termination/closure or where all equipment is not returned to NAB.

Failure to complete this process will see fees continue to be charged to your account until completion.

Fees will be charged in accordance with the Merchant Agreement and Letter of Offer. Terminal rental fees are charged per calendar month or part thereof. There are no refunds or pro rata calculation of terminal rental fees should you return a terminal or terminate your Merchant Agreement part way through a billing period.



## Notes

[illegible]

## Notes

[illegible]

