



# 123SEND

making card payment **mobile**

## 123 SEND MOBILE CREDIT CARD TERMINAL - QUICK REFERENCE GUIDE



**Please read this guide FULLY before using a 123 SEND terminal.**

If you need your password please call 123 Send on 0870 20 30 123 (option 2 – during office hours) and quote your merchant number. Keep this password CONFIDENTIAL!

This quick reference guide contains **IMPORTANT** information regarding:

### 1. STARTING UP YOUR 123 SEND TERMINAL

- To switch the terminal on, press the **Power Key** situated at the bottom left of the keypads (always use this key). To turn your terminal off, use the **same** key.
- Your terminal will boot up and register with the Vodafone or o2 network before displaying UK the appropriate network at the bottom of the screen.
- **Check the signal strength on the terminal before starting a transaction** – This is located to the left of the UK Vodafone or o2, at the bottom of the screen. 1 or more bars are required to perform an on-line transaction.
- If there is no signal strength it may be because you are out of range. In this situation, if you are unable to make a transaction, you should revert back to your paper fallback facility.

### 2. PROCESSING SALES & REFUNDS

#### Sale – with customer present (Magnetic Strip)

- Swipe the card through the slot above the screen (in either direction), with the magnetic strip facing down and towards the screen.
- The card type will be confirmed (i.e Maestro, Visa Credit etc), and you will be prompted to enter the SALE AMOUNT, including pence, and then press the **green OK** key. For a £10.00 sale you would enter **1000**

**If you make a mistake entering the amount, press the yellow Arrow key, above to the green OK key, to delete the amount and start again.**

- When you're connected, you will see the message '**CONNECTION MADE**', the Authorisation code if accepted will be displayed, then YOUR copy of the receipt will be printed for the customer to sign.
- You will then be prompted to check, and then accept or reject the signature. Select either **F1** for NO or **F4** for YES,
- The customer's copy of the receipt will print, and your terminal will return to the main transaction menu.

### Sale – with customer present (using chip reader)

- Insert the customer's card in card reader with chip upwards and inserted first. Follow the on screen prompts and press the **green OK** key. If a PIN is requested, the customer must enter their PIN code.
- **NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE**
- After the customer has entered their PIN code and pressed OK, they will be prompted to return the terminal to you.
- The terminal will dial out to the Acquirer for authorisation.
- The terminal will display the Authorisation Code (if a transaction is NOT authorised, follow the on screen instructions)
- The terminal will print the merchant receipt.

**IF THE CUSTOMER DOES NOT KNOW THEIR PIN NUMBER PLEASE REFER TO THE RED LEAFLET INCLUDED IN YOUR PACK.**

### Sale – with customer not present

- Press the menu button and then **F1** for mail order to access the sale menu.
- Press **F4** to select SALE.
- The terminal will provide on screen instructions to process a Customer Not Present transaction. **Remember to press the green OK button after each set of information entered.**

### Refunds

- Press the menu button and then F1 for mail order to access the sale menu.
- Press F1 to select refund
- The terminal will provide on screen instructions to process a Customer Not Present transaction. **Remember to press the green OK button after each set of information entered**

**REFERRAL** – Sometimes, your terminal will respond with a REFERRAL message. You must call **0845 7 600 500** to obtain the AUTH CODE.

**DECLINE** – If STREAMLINE detects a problem with the customer's card, two DECLINED receipts will print, one for YOU and one for your CUSTOMER.

### 3.END OF DAY REPORTS (Reconciliation)

\*\* At the end of each day, you **MUST** process an end of day report, or 'Reconciliation'. This should be done during your '**BANKING WINDOW**'. To find out when this is, please contact Streamline.

- Press the MENU key TWICE and Select REPORTS by pressing F1 key.
- Enter your PASSWORD and press the **green OK** key.
- Select F2 for BANKING.
- Acquirers – Select **F1** for ALL if you process AMEX or DINERS as well, otherwise Select **F4** for SINGLE.
- The terminal will confirm you request a total for the Relevant Acquirer and press OK to select. The terminal will print off your total transactions for the day, and then return to the main screen.

### 4. BATTERY INFORMATION

It's important you maintain your battery properly in order to gain its optimum performance. The charging of your battery should take approximately 4 hours.

### 5. PRINTER ROLLS, - please note: till rolls can only be ordered during office hours Mon – Fri, 9am – 5.30pm

Towards the end of the paper roll, a 'red mark' will appear. Change the roll **immediately**.

- Push back the paper housing cover and Push down the lever to loosen the roller. Remove any remaining roll if it's not completely out.
- Insert the new roll between the clips making sure the paper is facing the correct direction. Un-stick the paper at start of new roll and put end underneath the roller. Pull up the print roller lever (**2 CLICKS**) to lower the print roller and hold the paper in place.
- Press the paper feed button which is to the left of the **GREEN OK** button.
- Close the paper housing by pressing behind the paper roll.

**To order printer rolls call 123 Send on 0870 2030 123 – Option 2**

### 6. HELPDESK SUPPORT

If you need support with your terminal please call our helpdesk on the number below:

<b>123 SEND LTD - HELPDESK SUPPORT</b>		
<b>0870 2030 123 – OPTION 1</b>		
<b>8am-8pm Mon-Fri</b>	<b>9am-5pm Sat</b>	<b>10am-4pm Sun</b>