1

Monday 4th May — Welcome
Last Update: Unavailable

Payments

POSitiveSvc Version: 0.00.17.3719 (PAXSTORE)
POSitive Version: 1.00.04.3725

Select **Payments.**

2

WELCOME
Enter User Credentials
USER ID

PASSWORD

☐ Save Credentials

1	2	3	CANCEL
4	5	6	DEL
7	8	9	DONE
ALPHA	0	000	

Enter user ID: 1234
Enter password: 1234

3

WELCOME
Enter User Credentials
USER ID
1234

****

☑ Save Credentials

1	2	3	CANCEL
4	5	6	DEL
7	8	9	DONE
ALPHA	0	000	

Tick the **Save Credentials** tickbox.

4

Enter New Password
New Password

1	2	3	CANCEL
4	5	6	DEL
7	8	9	DONE
00	0	000	

Enter a numerical password
of your choice.

5

Re-Enter New Password
New Password

1	2	3	CANCEL
4	5	6	DEL
7	8	9	DONE
00	0	000	

Re-enter the new
password.

1

Select the **ADMIN MENU.**

2

Choose the **USER MANAGER** menu option.

3

Choose **CHANGE PASSWORD.**

4

Enter User ID Please
User ID

Enter the user ID: 1234

5

Enter Existing Password
Password

Enter existing password: 1234 or your chosen password.

6

Enter New Password
New Password

Enter the new password.

7

Re-Enter New Password
New Password

Re-enter the new password.

1

Tuesday 24th March

Connection Type: Wi-Fi
Signal Strength:
100% Excellent Signal

MAIN MENU   ADMIN MENU

SALE   REFUND   PRE-AUTH

COMPLETION   TEST ACQUIRING CONNECTION   CARD NOT PRESENT

REPRINT MANAGER   REVERSAL

Select the **ADMIN MENU.**

2

Monday 4th May

User ID: Manager

MAIN MENU   ADMIN MENU

SYSTEM INFO   SUBMIT TRANSACTIONS   Z REPORT (END OF DAY)

X REPORT (END OF SHIFT)   HISTORY REPORT   REPRINT Z REPORT

REVERSAL   USER MANAGER

Choose the **USER MANAGER** menu option.

3

Monday 4th May

Connection Type: Wi-Fi
Signal Strength:
100% Excellent Signal

MAIN MENU   USERS

USER REPORT   ADD USER   DELETE USER

CHANGE PASSWORD   RESET PASSWORD

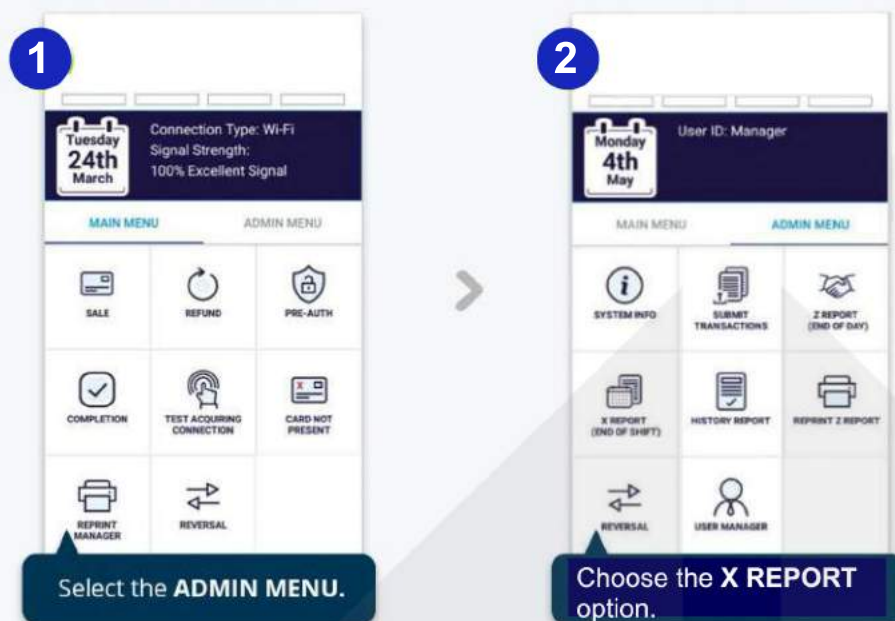Choose **RESET PASSWORD.**

4

Enter User ID Please

User ID

1	2	3	CANCEL
4	5	6	DEL
7	8	9	DONE
00	0	000	

Enter the user ID: 1234 reset the password.

1

Select the **ADMIN MENU.**

2

Choose the **X REPORT** option.

Notes on using the ADMIN MENU:

1. The X REPORT will produce a list of all transactions processed in the Terminal during the day since the last overnight update. It can be requested by the practice manager to help reconcile transactions to the practice accounts during or at the end of a shift. Requesting an X REPORT will not change the transaction processing and you may request more than one X REPORT if necessary.

2. The Z REPORT will also produce a summary report of all transactions processed in the Terminal during the day but will close the day's processing and submit the transaction batch to the payments processor. All transactions after the Z Report will be put into the next processing batch. The Z REPORT should only be requested in agreement with Head Office.

3. At the end of day the Terminal will automatically switch over to the next day's processing and reset. All transactions will be batched each 24 hours on an automatic cycle. Upgrades to the software and polling of information are performed remotely. Please leave the terminal switched on and connected to the network.

4. Alternatively, please note when a terminal is reconnected after being disconnected it may perform update routines before normal operation is enabled. Prolonged disconnection may mean the terminal requires a reset and password authorisation - in case of problems please contact the support centre or call the help desk number on the terminal.

1

Tuesday 24th March
Connection Type: Wi-Fi
Signal Strength:
100% Excellent Signal

MAIN MENU   ADMIN MENU

SALE   REFUND   PRE-AUTH

COMPLETION   TEST ACQUIRING CONNECTION   CARD NOT PRESENT

REPRINT MANAGER   REVERSAL

Select the **SALE** menu option.

2

Sale

Enter Amount

Amount
5.00

1	2	3	CANCEL
4	5	6	DEL
7	8	9	DONE
00	0	000	

Enter the sale amount and press **DONE**.

3

Sale
5.00

Please Tap
Swipe Or Insert

CANCEL   CARD NOT PRESENT

Tap, swipe or insert the card.

4

Sale

Amount:
5.00

Enter Pin
PIN#

1	2	3	✕
4	5	6	←
7	8	9	↵
	0		

Enter PIN and press the green button.

5

Sale
Processing
Transaction
(Please Wait)

The transaction is processed.

6

Printing

Please Wait

The receipts then print automatically.

7

Printing

Remove
Cardholder Copy

OK

A cardholder copy is printed first & then a merchant copy.

8

Please Remove Card

Please remove the card.

1

Connection Type: Wi-Fi
Signal Strength:
100% Excellent Signal

Tuesday 24th March

MAIN MENU   ADMIN MENU

SALE   REFUND   PRE-AUTH
COMPLETION   TEST ACQUIRING CONNECTION   CARD NOT PRESENT
REPRINT MANAGER   REVERSAL

Select the **SALE** menu option.

2

Sale

Enter Amount

Amount
5.00

1 2 3 CANCEL
4 5 6 DEL
7 8 9
00 0 000 DONE

Enter the sale amount and press **DONE**.

3

Sale
5.00

Please Tap
Swipe Or Insert

CANCEL   CARD NOT PRESENT

Select
CARD NOT PRESENT.

4

SECURE ENTRY

Please Enter

Card Number

Expiry Date   MM/YY

1 2 3 CANCEL
4 5 6 DEL
7 8 9 DONE
00 0 000

Enter the card number and expiry date.

5

SECURE ENTRY

Please Enter

CSC

1 2 3 CANCEL
4 5 6 DEL
7 8 9 DONE
00 0 000

Enter the CSC number.

6

Print Cardholder Copy?

YES

NO

Choose **YES** or **NO** to print cardholder receipt.

7

Printing

Remove
Cardholder Copy

OK

Tear off the cardholder copy.

1

Connection Type: Wi-Fi
Signal Strength:
100% Excellent Signal

Tuesday 24th March

MAIN MENU   ADMIN MENU

SALE   REFUND   PRE-AUTH

COMPLETION   TEST ACQUIRING   CARD NOT
               CONNECTION   PRESENT

REPRINT   REVERSAL
MANAGER

Select the **REFUND** menu option.

2

Refund

Enter Amount
                              Amount
                              10.00

1	2	3	CANCEL
4	5	6	DEL
7	8	9	
00	0	000	DONE

Enter the amount you would like to refund.

3

Refund
10.00

Please Tap
Swipe Or Insert

CANCEL   CARD NOT
                PRESENT

Please tap, swipe, or insert card.

4

Refund

Amount:
      10.00
Enter Pin
      PIN#

1	2	3	×
4	5	6	←
7	8	9	↵
	0		

Enter PIN and press the green button.

5

Refund
Processing
Transaction
(Please Wait)

The refund is processed.

6

Refund

Authorised

Refund is authorised.

7

Printing

Please Wait

The receipt is printed.

8

Printing

Remove
Cardholder Copy

OK

Tear off the cardholder copy.

9

Please Remove Card

Please remove the card.

1

Tuesday 24th March

Connection Type: Wi-Fi
Signal Strength:
100% Excellent Signal

MAIN MENU   ADMIN MENU

SALE   REFUND   PRE-AUTH

COMPLETION   TEST ACQUIRING CONNECTION   CARD NOT PRESENT

REPRINT MANAGER   REVERSAL

Select the **REFUND** menu option.

2

Refund

Enter Amount

Amount
10.00

1	2	3	CANCEL
4	5	6	DEL
7	8	9	DONE
00	0	000	

Enter the amount you would like to refund.

3

Refund
10.00

Please Tap
Swipe Or Insert

CANCEL   CARD NOT PRESENT

Select
CARD NOT PRESENT.

4

SECURE ENTRY

Please Enter

Card Number
**** **** **** ****

Expiry Date   MM/YY

1	2	3	CANCEL
4	5	6	DEL
7	8	9	DONE
00	0	000	

Enter the card number and expiry date.

5

SECURE ENTRY

Please Enter

CSC

1	2	3	CANCEL
4	5	6	DEL
7	8	9	DONE
00	0	000	

Enter the CSC number.

6

Refund

Authorised

Refund is authorised.

7

Print Cardholder Copy?

YES

NO

Choose **YES** or **NO** to print cardholder receipt.

8

Printing

Remove Cardholder Copy

OK

Tear off the cardholder copy.

1

Tuesday 24th March — Connection Type: Wi-Fi / Signal Strength: 100% Excellent Signal

MAIN MENU   ADMIN MENU

SALE   REFUND   PRE-AUTH

COMPLETION   TEST ACQUIRING CONNECTION   CARD NOT PRESENT

REPRINT MANAGER   REVERSAL

Select the **REPRINT MANAGER** menu option.

2

Tuesday 24th March — User ID: Manager

REPRINT   ADMIN MENU

REPRINT LAST   REPRINT NUMBER

Press **REPRINT LAST** to print the last payment's receipt.

3

Reprint
Which Copy is Required?

BOTH

MERCHANT ONLY

CUSTOMER ONLY

CANCEL

Choose which receipt is required.

HOW TO REPRINT **A SPECIFIC RECEIPT**

1

Tuesday 24th March — Connection Type: Wi-Fi / Signal Strength: 100% Excellent Signal

MAIN MENU   ADMIN MENU

SALE   REFUND   PRE-AUTH

COMPLETION   TEST ACQUIRING CONNECTION   CARD NOT PRESENT

REPRINT MANAGER   REVERSAL

Select the **REPRINT MANAGER** menu option.

2

Tuesday 24th March — User ID: Manager

REPRINT   ADMIN MENU

REPRINT LAST   REPRINT NUMBER

Select **REPRINT NUMBER.**

3

Please Enter
Receipt Number
Number

1	2	3	CANCEL
4	5	6	DEL
7	8	9	DONE
00	0	000	

Enter the receipt number and press **DONE.**

4
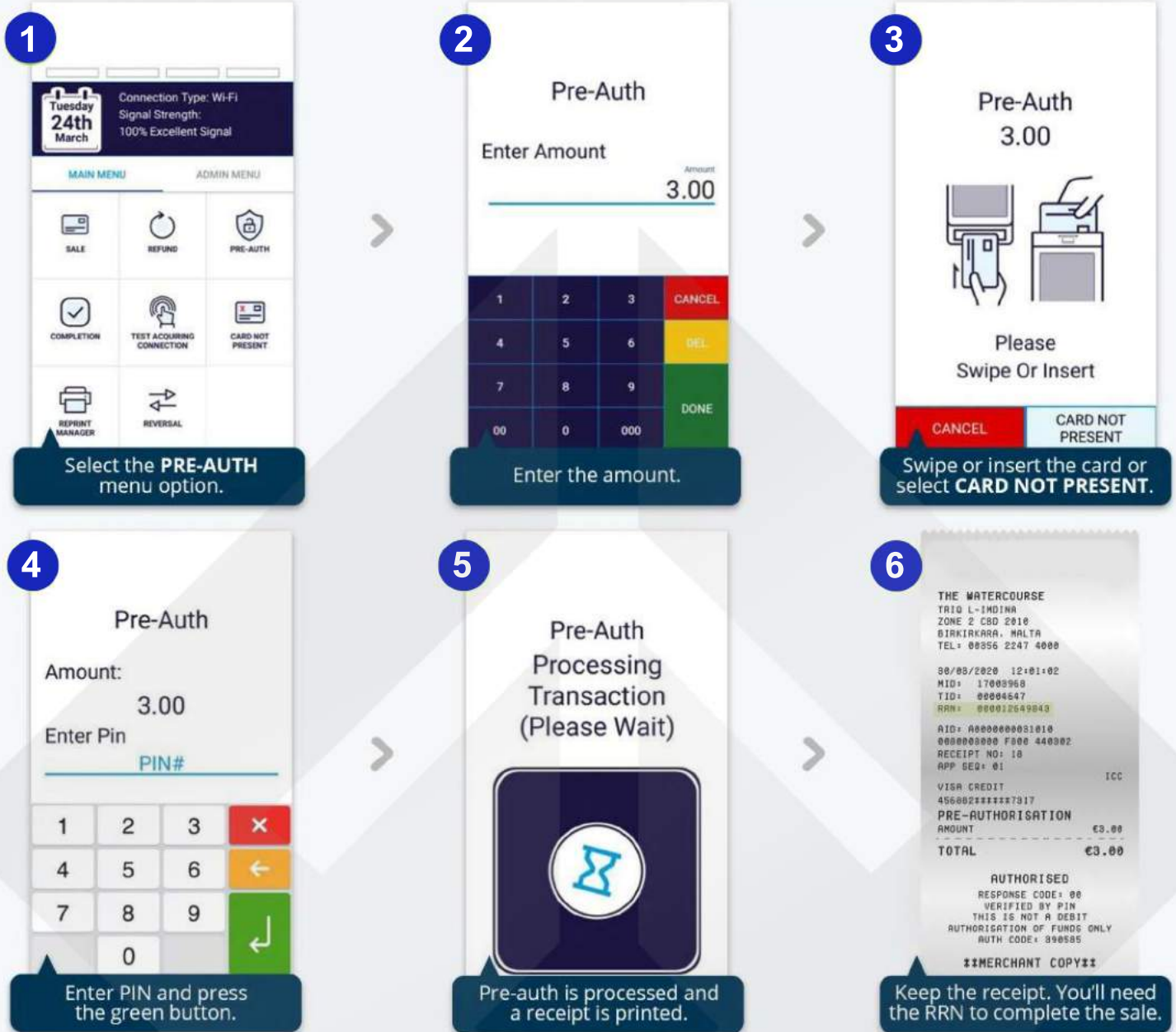
Reprint
Which Copy is Required?

BOTH

MERCHANT ONLY

CUSTOMER ONLY
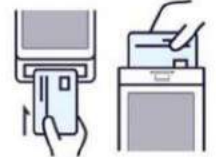
CANCEL

Choose which receipt is required.

1

Tuesday
24th
March

Connection Type: Wi-Fi
Signal Strength:
100% Excellent Signal

MAIN MENU   ADMIN MENU

SALE   REFUND   PRE-AUTH

COMPLETION   TEST ACQUIRING CONNECTION   CARD NOT PRESENT

REPRINT MANAGER   REVERSAL

Select the **PRE-AUTH**
menu option.

2

Pre-Auth

Enter Amount

Amount
3.00

1	2	3	CANCEL
4	5	6	DEL
7	8	9	
00	0	000	DONE

Enter the amount.

3

Pre-Auth
3.00

Please
Swipe Or Insert

CANCEL   CARD NOT PRESENT

Swipe or insert the card or
select **CARD NOT PRESENT**.

4

Pre-Auth

Amount:
3.00
Enter Pin
PIN#

1	2	3	✕
4	5	6	←
7	8	9	↵
	0		

Enter PIN and press
the green button.

5

Pre-Auth
Processing
Transaction
(Please Wait)

Pre-auth is processed and
a receipt is printed.

6

THE WATERCOURSE
TRIQ L-IMDINA
ZONE 2 CBD 2010
BIRKIRKARA, MALTA
TEL: 00356 2247 4000

30/08/2020 12:01:02
MID: 17003968
TID: 00064647
RRN: 000012649843

AID: A0000000031010
0000000000 F000 440302
RECEIPT NO: 18
APP SEQ: 01
                        ICC
VISA CREDIT
456002xxxxxx7317
PRE-AUTHORISATION
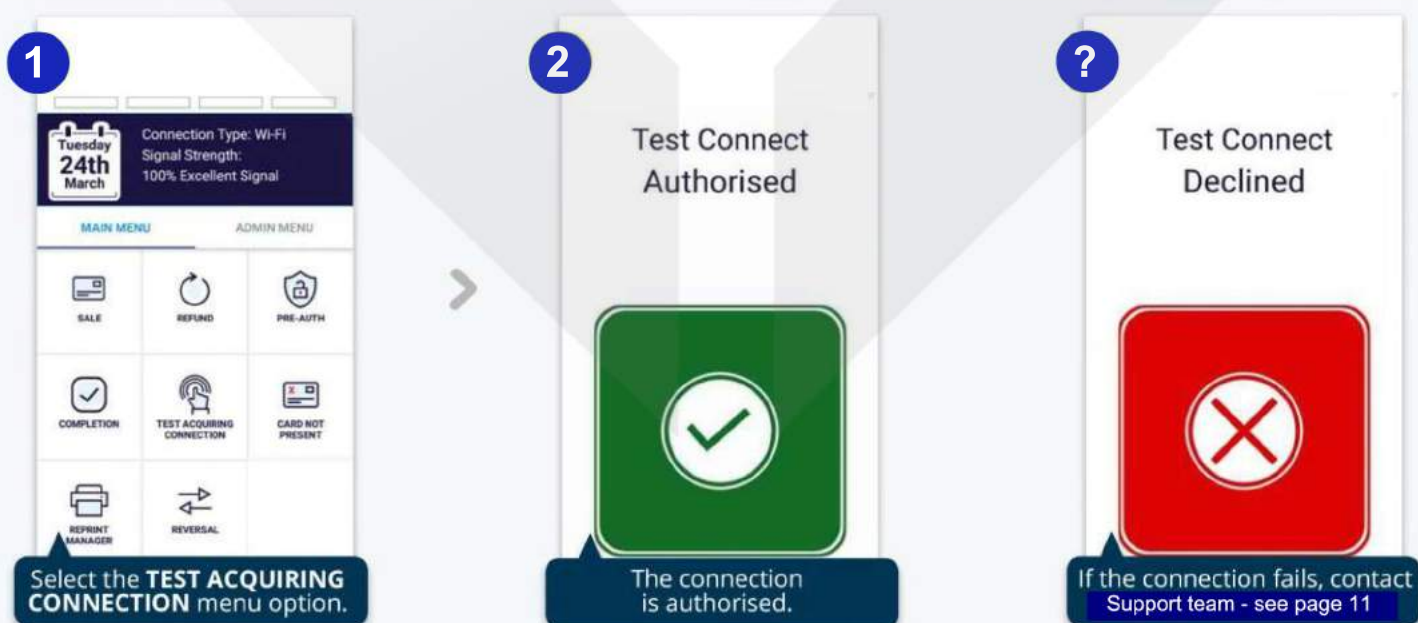AMOUNT   €3.00

TOTAL   €3.00

AUTHORISED
RESPONSE CODE: 00
VERIFIED BY PIN
THIS IS NOT A DEBIT
AUTHORISATION OF FUNDS ONLY
AUTH CODE: 390585

MERCHANT COPY

Keep the receipt. You'll need
the RRN to complete the sale.

1 Select the **COMPLETION** menu option.

2 Enter the pre-auth amount and press **DONE**.

Please Enter Total Pre-Auth Amount
Amount 3.00

3 Enter completion amount & press **DONE**.

Completion
Enter Amount
Amount 3.00

4 Enter the RRN code found on the pre-auth receipt.

COMPLETION
Enter Last RRN Code
000012649843

5 Completion is authorised & 2 receipts are printed.

Completion
Authorised

HOW TO TEST **ACQUIRING CONNECTION**

1 Select the **TEST ACQUIRING CONNECTION** menu option.

2 The connection is authorised.

Test Connect
Authorised

? If the connection fails, contact Support team - see page 11

Test Connect
Declined

HOW TO **REVERSE A TRANSACTION**

1

Select the **REVERSAL** menu option.

2

Reversal
Please Choose

REVERSE LAST

Press the **REVERSE LAST** button.

3

Reversal

Enter Amount

Amount
00.00

1	2	3	CANCEL
4	5	6	DEL
7	8	9	DONE
00	0	000	

Enter the amount & press **DONE**. A receipt is printed.

HOW TO **SUBMIT TRANSACTIONS**

1

Select the **ADMIN MENU**.

2

Stored Transactions: 0

Tap **SUBMIT TRANSACTIONS** to submit queued payments.

NEED **HELP?**

If you need assistance, please contact the support team: