

ANZ POS Move™

Quick Reference Guide

Software version 8.45

NAVIGATING THE TERMINAL

MENU	Press to enter the application menus
F2	Scroll down through menu items
F3	Scroll up through menu items
CLEAR	Deletes entered numbers or letters
CANCEL	Cancels transactions and returns to idle screen
ENTER	Confirm information that has been typed into the terminal

BASIC FUNCTIONS

POWER ON	Hold <ENTER> button for 3 seconds
POWER OFF	Remove terminal from powered base or direct power and hold down the <FUNC> and <CLEAR> buttons together for 3 seconds
WAKE UP	To wake up press <ENTER>



ANZ Merchant Services Support

1800 039 025

Credit Card Authorisation Centre

1800 999 205

Debit Card Authorisation Centre

1800 039 025

Stationery

anzworldline.com.au or 1800 039 025

PC -EFTPOS Support (Integrated)

www.pceftpos.com.au or 02 9998 9800

HOW TO PROCESS TRANSACTIONS



Insert chip card



Swipe magnetic stripe card



Tap contactless card, smartphone or wearables

SALES

Standalone

Press **<ENTER>** if the terminal is in 'sleep mode' to bring up the idle screen

Key in sale amount and press **<ENTER>**

Key in cash out amount (if required) or press **<ENTER>**

Tap, Insert or Swipe card on 'PRESENT CARD' screen - For Swipe or Insert card processing select account type

Have customer enter their PIN or press **<ENTER>** for customer to sign the merchant copy where required

Where required, verify the customer's signature with the signature on the reverse of the customer's card. If signatures match, press **<ENTER>**

Press **<ENTER>** to print customer copy

Integrated

Initiate the transaction via POS system until the EFTPOS screen displays 'PRESENT CARD'

REFUNDS

Standalone

Press **☉** & then select TRANSACTION

Select REFUND

Enter refund amount then press **<ENTER>**

Type Merchant Password then press **<ENTER>**

Tap, Insert or Swipe card on 'PRESENT CARD' screen - For Swipe or Insert card processing select account type

Have customer enter their PIN or press **<ENTER>** for customer to sign the merchant copy where required

Where required, verify the customer's signature with the signature on the reverse of the customer's card. If signatures match, press **<ENTER>**

Press **<ENTER>** to print customer copy

Integrated

Initiate the transaction via POS system until the EFTPOS screen displays 'PRESENT CARD'

MAIL / TELEPHONE ORDER TRANSACTIONS (MOTO)

Standalone

Press <ENTER> if the terminal is in 'sleep mode' to bring up the idle screen

Key in sale amount and press <ENTER>

Key in cash out amount (if required) or press <ENTER>

Key in the Card Number and press <ENTER>

Key in the Expiry Date and press <ENTER>

Press <Clear> on the "CARD PRESENT?" screen

Key in the CCV and press <ENTER>

On the "MOTO TYPE?" screen, press <F2> (scroll down) or <F3> (scroll up) to select **TELEPHONE ORDERS** or **MAIL ORDER**.

Transaction will be authorised, and a receipt will be printed.

Integrated



Initiate the transaction via POS system until the EFTPOS screen displays 'PRESENT CARD'

SETTLEMENT

ANZ Worldline Payment Solutions offers same day settlement, every day.*

* For ANZ business account holders, funds are available on the same day for online transactions, processed through the terminal and settled before 09:00 pm (Melbourne time). For non-ANZ business account holders, for online transactions processed through the terminal, ANZ Worldline Payment Solutions will transfer the funds to the merchant's bank on the following business day and the availability of the funds will be determined by the merchant's bank. For transactions processed offline or via Paper Merchant Vouchers, these settlement times do not apply.

CHARGING THE TERMINAL BATTERY

- 1 Place the terminal on the base by securely connecting the terminal to the docking connector on the base.
- 2 The terminal should display  in the upper right corner of the terminal screen.
- 3 Connect the other end of base power supply to the main power outlet on the wall.
- 4 Check that the charging symbol  has been added to the power icon displayed on the upper right corner of the terminal screen. This will indicate that the terminal is connected into the power outlet and amount of charge held in the battery.
- 5 Ensure the charging cable is always plugged into the back of the base.

HOW TO LOAD PRINTER PAPER

A red line will appear on the paper, indicating that the paper roll must be replaced. To re-load a new roll:

- 1 Open the paper compartment by lifting the catch located at the rear of the terminal below the contactless symbol and pull the cover towards the rear of the terminal.
- 2 Insert the paper roll (diameter 40mm) in the compartment.
- 3 Pull the paper up to the top of the terminal and hold in position.
- 4 Maintain the paper roll position and press the lid closed until it clips into position.

Note: Ensure paper roll is always loaded in the terminal for the terminal to function.

TERMINAL FAULTS – SELF-HELP

If your terminal is experiencing technical issues:

Blank Screen / Stuck Screen

- 1 Place terminal on charging base and hold down <FUNC> + <CLEAR>. The terminal will power down and reboot.
- 2 Press <FUNC> 110 then <ENTER> 'Logon Approved' should display on the terminal.

If unsuccessful please contact ANZ Worldline Payment Solutions on 1800 039 025 for further assistance.

No/Weak Signal Strength

- 1 Place terminal on charging base and hold down <FUNC> + <CLEAR>. The terminal will power down and reboot.
- 2 Press <FUNC> 110 then <ENTER> 'Logon Approved' should display on the terminal.

If unsuccessful, please contact ANZ Worldline Payment Solutions on 1800 039 025 for further assistance.

Note: When terminal is not connected to the base, it can be switched off by pressing and holding the <FUNC> and <CLEAR> keys together. To turn on press the <ENTER> key.

TERMINAL SECURITY

Please ensure that the terminal is placed in a secure location enabling the cardholder to use the keypad without being observed by security cameras, CCTV devices or by any other person.

Only authorised ANZ employees are permitted to install or perform maintenance of your terminal.



CONTACTLESS PAYMENTS

A great payment experience for your customers

Contactless payments are becoming more and more popular. With the phone at the center of everyday life, tap to pay mobile payments are fast becoming another convenient way for customers to pay.

Mobile payments work the same way as contactless cards for customer payments across

all contactless terminals. Customers simply add their eligible cards to their compatible devices and then use it to tap and pay.

Things you and your staff need to know

Below are some steps you can follow to ensure your staff and customers have a seamless payment experience:

- Ensure your terminal is easily accessible to customers.
- Always let the customer present their card or smart device as they may need to hold the device to authenticate transactions.
- Initially, customers may take a little longer with their payment transactions as they find the 'sweet spot' with their device.
- For transactions over \$100, customers may be prompted to enter their PIN into the terminal. Always follow the terminal prompts when processing transactions.

If you're not already accepting contactless payments, contact us on 1800 039 025 to find out more on how we can upgrade your device today.

Scenarios you might encounter

Contactless payments can be made using a range of products in market:

- Plastic Cards
- Smart Phones
- Wearables

Mobile payments give you and your customers the processing speed of contactless transactions.

Worldline Australia Pty Ltd

ABN 50 645 073 034

ANZ Worldline Payment Solutions means Worldline Australia Pty Ltd ACN 645 073 034 ("Worldline"), the provider of merchant solutions under the Merchant Agreement. Worldline is not an authorised deposit taking institution (ADI) and entry into the Agreement is neither a deposit nor liability of ANZ or any of its related bodies corporate (together "ANZ Group"). Neither ANZ nor any other member of the ANZ Group stands behind or guarantees Worldline. Item No. AW2034 03.2022 WZ117733 200.0012.02_AUS_EN/03.2022