

ANZ POS Plus™ 2

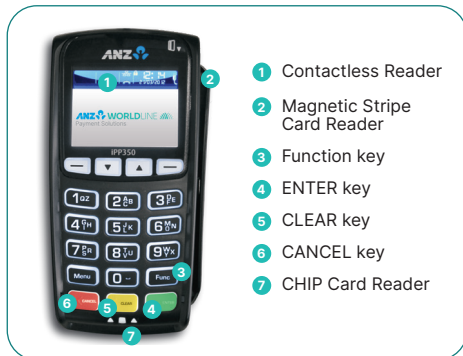
Quick Reference Guide

PURCHASES

- 1 Initiate transaction via Point of Sale (POS) system until the EFTPOS screen displays "PRESENT CARD AMT".
- 2 Tap, Insert or Swipe customer's card on "PRESENT CARD AMT" screen.
 - If a **contactless** card or Smartphone is presented, customer should tap their contactless card or Smartphone within 4cm of the terminal screen and follow the terminal prompts to complete the transaction*. The screen will display an "APPROVED" or "DECLINED" message.
 - For **Swipe** or **Insert** card processing:
select account type: <—> for **CHQ**, <▼> for **SAV** or <▲> for **CR**.
or select application type: 1 for **Visa Debit**, 2 for **eftpos SAV** or 3 for **eftpos CHQ**.
- 3 Have customer enter their PIN or press <ENTER> for customer to sign the merchant copy if required, then verify the customer's signature. If it matches with the signature on the reverse of the customer's card, please press <ENTER> on "SIGNATURE VERIFIED?" screen.
- 4 Press <ENTER> to print customer copy.

* Note: This only applies if the total transaction amount is less than or equal to \$100.

*Note: Application type names and order can vary depending on the Card that is used.



ANZ Worldline Payment Solutions 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

HOW TO PROCESS TRANSACTIONS



Insert chip card



Swipe magnetic stripe card



Tap contactless card, smartphone or wearables

REFUNDS

- 1 Enter Refund details into the POS system until EFTPOS screen displays "PRESENT CARD RFND".
- 2 Tap, Insert or Swipe customer's card on "PRESENT CARD RFND" screen.
 - For contactless processing, customer should tap their contactless card or Smartphone within 4cm of the terminal screen and follow the terminal prompts to complete the transaction.
 - For **Swipe** or **Insert** card processing:
select account type: <—> for CHQ, <▼> for SAV or <▲> for CR
or select application type*: 1 for Visa Debit, 2 for eftpos SAV or 3 for eftpos CHQ.
- 3 Have the customer enter their PIN if applicable, or press <ENTER> for the customer to sign the merchant copy if required. Verify the customer's signature with the signature on the reverse of the customer's card, and press <ENTER> on the "SIGNATURE VERIFIED?" screen.
- 4 Press <ENTER> to print a customer copy.

* Application type names and order can vary depending on the Card that is used.

MAIL / TELEPHONE ORDER TRANSACTIONS (MOTO)

- 1 Enter the purchase details through your POS until the EFTPOS screen displays "PRESENT CARD AMT".
- 2 Press <Func>.
- 3 Key in the Card Number and press <ENTER>.
- 4 Key in the Expiry Date and press <ENTER>.
- 5 Select Type MOTO by pressing <▼>.
- 6 Select the order type. For **MAIL ORDERS** press <—> or for **TELEPHONE ORDERS** press <▼>.
- 7 Press the <—> key for Single transaction, <▼> for Instalment or <▲> for Recurring transaction.
- 8 If the terminal prompts for a Verification Number, key in the 3 digit verification number located on the back of the card and press <ENTER>.
- 9 Transaction will be authorised and a receipt will be printed.

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 (AEST). 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.

CLEARING ELECTRONIC FALL BACK (EFB) TRANSACTIONS

If you see an asterisk (*) displayed on your screen, please follow the process below to clear stored transactions:

- 1 To clear EFB transactions press <FUNC> 8, 8, <ENTER> <ENTER> <ENTER>.
- 2 Terminal will clear all EFB transactions.

Note: The terminal will clear EFB transactions automatically after being idle for a certain amount of time.

The terminal will prompt if Authorisation is required for EFB transactions. Obtain Authorisation by contacting the relevant Authorisation Centre.

REPLACEMENT TERMINAL INSTALLATION TIPS

Please only follow the instructions when installing replacement terminals. This guide should not be used for new terminal installation. Contact your IT support team or ANZ Worldline Payment Solutions for new installation instructions.

Plug in the terminal using one of the two connections below

USB CABLE



SERIAL CABLE



- 1 Once the terminal is connected, press <Func> 1, 1, 1, 2, 2, 7 <ENTER> <ENTER>.
- 2 Press the <▼> or <▲> buttons to cycle between the COM0(serial) and USB connections.
- 3 Once the correct connection is selected, press <ENTER>, press <ENTER> again under Protocol.

The terminal should now display 'CONFIG REQUIRED'.

- 1 Press <Func> 9, 9, 0, 5 <ENTER> <ENTER>.
- 2 The terminal should now display 'Swipe merchant card'. Swipe your respective green ANZ multiPOS and EFTPOS Merchant Card (Terminal ID Card). If you do not have this, press <CLEAR> and manually key in the Terminal ID, then press <ENTER>.
- 3 Keep pressing <ENTER> until you get back to the main screen.
- 4 Press <Func> 2, 4, 6, 8 <ENTER> <ENTER> and wait until it goes back to the main screen.
- 5 Press <Func> 8, 7, <ENTER> <ENTER>.
- 6 The screen will display 'Initialising Please Wait'. Once complete, the terminal will return to the home screen and is ready to process transactions.

*Note: if the screen does not display "Initialising Please Wait", please contact ANZ Worldline Payment Solutions on 1800 039 025 for further assistance. Have your activation/reference number handy.

INIT REQUIRED

If the terminal is displaying 'Init Required', press <Func> 8, 7, <ENTER> <ENTER>. If the terminal again displays 'Init Required', follow the steps below:

- 1 Disconnect the cable from the back of the terminal and wait 30 seconds.
- 2 Reconnect the cable at the back of the terminal and wait for the terminal to revert to the 'Init Required' screen.
- 3 Press <Func> 8, 7, <ENTER> <ENTER> on the terminal.

The terminal will start initialising, taking approx. 1 - 2 minutes to complete. If 'Init Required' still appears, please call ANZ Worldline Payment Solutions on 1800 039 025 for further assistance.

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 Worldline Payment Solutions business partners are permitted to install or perform maintenance of your terminal.

LINKLY SUPPORT

Linkly provides the software that allows communication between your point of sale software and the terminal / modem. Their helpdesk is available:

Monday to
Friday : 8:30am – 10:00pm (Sydney time)
Saturday: 10:00am – 5:00pm (Sydney time)
Sunday : 10:00am – 3:00pm (Sydney time)

Linkly: www.linkly.com.au
Telephone: 02 9998 9800

Note: Linkly support is available on public holidays with the exception of Good Friday, Easter Sunday, Anzac Day, Christmas Day and Boxing Day.

CONTACTLESS PAYMENTS

A great payment experience for your customers

Contactless payments are becoming more and more popular. With the phone at the centre 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. AW2012 03.2022 WZ117733 200.0033.02_AUS_EN/03.2022