

# ANZ POS Move™

## Quick Reference Guide

Software version 10.18

### NAVIGATING THE TERMINAL

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

### BASIC FUNCTIONS

|                  |   |
|------------------|---|
| <b>POWER ON</b>  | Hold <ENTER> button for 3 seconds   |
| <b>POWER OFF</b> | Remove terminal from powered base or direct power and hold down the <FUNC> and <CLEAR> buttons together for 3 seconds |
| <b>WAKE UP</b>   | 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](http://anzworldline.com.au) or

1800 039 025

#### Linkly Support (Integrated)

[www.linkly.com.au](http://www.linkly.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

To process cash out, press **CASH** on the terminal touchscreen and key in the cash out amount, otherwise 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 Point of Sale (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 Point of Sale (POS) system until the EFTPOS screen displays 'PRESENT CARD'

## MERCHANT PASSWORD


The Merchant Password is used to process Refunds, Mail Order Telephone Order (MOTO) and Hand Key transactions on ANZ POS Move Standalone devices and can be changed by following the below steps.

### Changing a Merchant Password

- 1 Press **<FUNC> 90** and then press **<ENTER>**
- 2 Terminal displays a list of options to set the password. Selecting **REFUND** will allow you to set the password for refunds and selecting **KEY ENTRY** will allow you to set the password for Hand Key/MOTO. For further information about passwords, please refer to your Merchant Operating Guide.
- 3 Press the **F2** and **F3** touchscreen buttons to scroll to **REFUND** or **KEY ENTRY** and press **ENTER** to change the password
- 4 Type in existing 4-digit password and press **<ENTER>**
- 5 Type in new 4-digit password and press **<ENTER>**
- 6 Verify password by re-entering and press **<ENTER>**

## SETTLEMENT

ANZ Worldline Payment Solutions offers same day settlement, every day. For ANZ business account holders, funds are available on the same day for transactions settled before 9.00pm (Melbourne time). For non-ANZ business account holders, ANZ Worldline Payment Solutions transfers 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.

- 1 Press  & then select **BATCH**
- 2 Select **SETTLE**
  - Select **SUMMARY TOTALS** for a settlement report which shows the Sales, Cashout, Refund and Totals (excluding AMEX & Diners)
  - Select **SUB TOTALS** to print a settlement report which shows a breakdown of all cards accepted (including AMEX & Diners)


**Note:** The above steps only apply to standalone. To process settlement on an integrated device you will need to initiate it via your Point of Sale (POS) system.

## PRINT LAST SETTLEMENT

- 1 Press  & then **BATCH**
- 2 Select **LAST SETTLEMENT** to print last settlement report


**Note:** The above steps only apply to standalone. To print settlement reports on an integrated device you will need to initiate it via your Point of Sale (POS) system.

## PRINT PRE-SETTLEMENT REPORT

- 1 Press  & then **BATCH**
- 2 Select **TOTALS**
  - Select **SUMMARY TOTALS** for a settlement report which shows the Sales, Cashout, Refund and Totals (excluding AMEX & Diners)
  - Select **SUB TOTALS** to print a settlement report which shows a breakdown of all cards accepted (including AMEX & Diners)

**Note:** The above steps only apply to standalone. To print settlement reports on an integrated device you will need to initiate it via your Point of Sale (POS) system.

## PRINT LAST TRANSACTION – COPY

- 1 Press  & then **PRINT**
- 2 Select **TRANSACTIONS**
- 3 Select **LAST**

**Note:** The above steps only apply to standalone. To print a last transaction receipt on an integrated device you will need to initiate it via your Point of Sale (POS) system.

## 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.

## 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.

## HOW TO CONNECT TO A WIFI NETWORK

To connect to a WiFi network please follow the steps below:

- 1 Press **<FUNC> 6** and **<ENTER>**
- 2 Press **<F2>** (scroll down) or **<F3>** (scroll up) to select WiFi and then press **<ENTER>**
- 3 The terminal will return to idle screen
- 4 Press  & select **TERMINAL**
- 5 Select **OTHERS**
- 6 Select **SETTINGS**
- 7 Select **WiFi**
- 8 Using the touchscreen press the **Enable** icon
- 9 Press the **Scan Networks** icon
- 10 The terminal will display 'Scanning' before displaying a list of the available WiFi networks
- 11 Select the WiFi network you wish to connect to by using the touchscreen
- 12 Type in the WiFi password using the touchscreen and then press **<ENTER>**
- 13 The terminal will briefly display 'New Profile OK'
- 14 Press **<CANCEL>** to return to the main screen
- 15 The WiFi symbol at the top of the terminal should turn from white to green indicating that it has successfully connected to the WiFi network

## 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.

On 15 December 2020 Australia and New Zealand Banking Group Limited announced that it was setting up a partnership with Worldline SA to provide leading payments technology and merchant services in Australia.

The joint venture formed by ANZ and Worldline SA is known as ANZ Worldline Payment Solutions and aims to give merchant customers in Australia access to Worldline SA's market-leading payments technology and future innovations. ANZ Worldline Payment Solutions commenced operations on the 1st April, 2022.

Pairing Worldline SA's global leadership with ANZ's local expertise and existing relationships, ANZ Worldline Payment Solutions aims to offer fast, reliable and secure point-of-sale and online payment acceptance for merchants and their customers in Australia, and strives to deliver a suite of competitive products and an innovative roadmap to help your business grow.

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.

[anzworldline.com.au](http://anzworldline.com.au)

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