ANZ WORLDLINE
Payment Solutions

Worldline Move 5000

Quick Reference Guide

NAVIGATING THE TERMINAL

MENU	Press to enter the application menus
CLEAR	Deletes entered numbers or letters
CANCEL	Cancels transactions and returns to home screen
OK	Confirm information that has been typed into the terminal, in some models the green button is **ENTER**

BASIC FUNCTIONS

POWER ON	Hold **<OK>** or **<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 **<OK>** or **<ENTER>**



1. Contactless Reader
2. Printer
3. Magnetic Card Reader
4. Menu
5. Cancel
6. Clear
7. OK or ENTER
8. Function Key
9. Chip Card Reader
10. Paper Feed

ANZ Worldline Payment Solutions Support
1800 039 025

Stationery
anzworldline.com.au or
1800 039 025

Linkly Support (Integrated)
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

Processing a Sale

1	Key in the purchase amount and press **<OK>** or **<ENTER>** **Note:** If tipping is enabled, the terminal will prompt to enter tip amount
2	Allow the customer to key in tip amount in AUD and press **<OK>** or **<ENTER>**. If customer does not want to tip, they can bypass by pressing **<OK>** or **<ENTER>** **Note:** If surcharges apply, they will show here
3	Verify the sale + tip amount is correct (without the surcharges) and accept by pressing **<OK>** or **<ENTER>**
4	Have the customer tap, insert or swipe their card on 'PRESENT CARD' screen – For Swipe or Insert card processing have the customer select account type
5	If prompted, have the customer enter their PIN
6	The terminal will display a **Transaction OK** or **Transaction DECLINED message**. If the transaction has been declined, notify the customer, advise them to contact their card issuer and provide an alternative form of payment
7	Transaction is approved and merchant receipt is printed
8	Press **<1>** to print the customer copy or **<2>** to return to the home screen.

Processing a Sale With Cash Out

1	Press **<Menu>**
2	Select **Transactions**
3	Select **Purchase w Cash Out**
4	Key in the total amount (purchase + Cash Out) and press **<OK>** or **<ENTER>**
5	Key in Cash Out amount and press **<OK>** or **<ENTER>**
6	Verify the amount is correct and accept by pressing **<OK>** or **<ENTER>** **Note:** The total 'Sale with Cash' amount is displayed on the PRESENT CARD screen. If surcharges apply, it will show that too
7	Have the customer insert or swipe their card. Chip cards are to be inserted and left in the chip card reader. Magnetic stripe cards are to be swiped through the magnetic stripe card reader **Note:** Cash Out is not supported on contactless card processing
8	Have the customer select the account by pressing the number keys to select **CHQ** or **SAV**
9	Have the customer enter their PIN then press **<OK>** or **<ENTER>**

10	The terminal will display a **Transaction OK** or **Transaction DECLINED** message. If the transaction has been declined, notify the customer, advise them to contact their card issuer and provide an alternative form of payment
11	Transaction is approved and merchant receipt is printed
12	Press **<1>** to print the customer copy or **<2>** to return to the home screen.

Processing a Cash Out Transaction

Cash Out is not supported on contactless

To perform card security checks, please refer to Section 6 Fraud Minimisation of the Worldline Move 5000 Merchant Operating Guide for further information.

1	Press **<MENU>**
2	Select **Transaction**
3	Select **Cash Out**
4	Key in the amount and press **<OK>** or **<ENTER>**
5	Have the customer insert or swipe their card. Chip cards are to be inserted and left in the chip card reader. Magnetic stripe cards are to be swiped through the magnetic stripe card reader **Note:** Cash Out is not supported on contactless card processing.
6	Have the customer select the account by pressing the number keys to select **CHQ** or **SAV**
7	Have the customer enter their PIN then press **<OK>** or **<ENTER>**
8	The terminal will display a **Transaction OK** or **Transaction DECLINED** message. If the transaction has been declined, please notify the customer, advise them to contact their card issuer and provide an alternative form of payment
9	Transaction is approved and merchant receipt is printed
10	Press **<1>** to print the customer copy or **<2>** to return to the home screen.

REFUND

Refunds are transactions that will allow you to process customers' returned goods purchased from you, or for services terminated or cancelled.

Processing a Refund Transaction

1	Press **<MENU>**
2	Select **Transaction**
3	Select **Refund**
4	PINpad prompts to enter the Merchant password. Enter the password and press **<OK>** or **<ENTER>**
5	Key in the refund amount and press **<OK>** or **<ENTER>**
6	Enter original receipt / transaction date as (YYYYMMDD), then press **<OK>** or **<ENTER>**
7	Have the customer insert or swipe their card. Chip cards are to be inserted and left in the chip card reader. Magnetic stripe cards are to be swiped through the magnetic stripe card reader. When a card is swiped or inserted, the PINpad prompts the card holder to select account type
8	Terminal prompt refund amount
9	Merchant either accepts **<OK>** or **<ENTER>**, or declines **<STOP>**
10	The terminal will display a **Transaction OK** or **Transaction DECLINED** message. If the transaction has been declined, please notify the customer, advise them to contact their card issuer and provide an alternative form of payment
11	Transaction is approved and merchant receipt is printed
12	Then terminal prints "Customer Copy" with a line for merchant signature.

REVERSALS

A reversal allows you to refund the last transaction completed, however this may not apply if the transaction has been cleared.

Processing a Reversal Transaction

1	Press **<MENU>**
2	Select **Transaction**
3	Select **Reversal**
4	PINpad prompts to enter the Merchant password. Enter the Password and press **<OK>** or **<ENTER>**
5	The terminal prompt amount "based on last transaction including any additional tip and surcharge if were applied before"
6	Verify and select **<OK / ENTER>** or **<STOP>**
7	The terminal will display a **Transaction OK** or **Transaction DECLINED** message. If the transaction has been declined, please notify the customer, advise them to contact their card issuer and provide an alternative form of payment
8	Transaction is approved and merchant receipt is printed
9	Press **<1>** to print the customer copy or **<2>** to return to the home screen.

SETTING UP YOUR TERMINAL

How To Connect To A Wi-Fi Network

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

1	Press **<MENU>**
2	Select **Settings**
3	Select **Setup Network**
4	Select **Comm Types**
5	Select **WLAN**
6	Select **manage network**
7	Select **New access point**
8	Select **Scan for Aps**
9	Select the required network
10	Use the onscreen keypad to enter the password for the selected Wi-Fi network
11	When the password is entered correctly. The Wi-Fi symbol in the status header of the terminal will turn green.

How To Connect Through SIM

1	Press **<MENU>**
2	Select **Settings**
3	Select **Setup Network**
4	Select **Comm Types**
5	Select **Mobile Net**
6	Select **SIM Card Selection**
7	Select the required network – always go with Optus first During a comms fallback, you can contact Merchant support to get a one-time password to select Telstra
8	When the SIM is set up correctly, the 4G symbol in the status header of the terminal will turn green.

MERCHANT PASSWORD

The Merchant Password is used to process Refunds and (where authorised) other keyed in transactions on Worldline Move 5000 Standalone devices, details of these transactions can be found in your Merchant Operating Guide.

If you need to change your password, contact Merchant Support on 1800 039 025.

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 9:00 pm (Melbourne Time) or at any other time specified in your Merchant Agreement. 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.

Settlement times (including settlement times for same-day settlement into an ANZ bank account) will be the same or slightly later in the day than your current settlement time.

There will be additional requirements for your terminal to settle. For settlement to occur, you must ensure that your terminal(s) is switched on and that communications are active from your current settlement time.

Daily Closing Balance/Final Balance

This is the final balance of the day or end of day balance and initiates the transmission of all transactions to the host system as well the daily closing and printing totals.

Once your day of trading is complete, perform a daily closing balance

To perform a daily closing, follow the steps below

1	Press **<MENU>**
2	Select **Balances**
3	Select **Daily Closing**
4	Terminal prompts "Data Transmission PMS is running"
5	Terminal prints the final balance.

To receive same day settlement (where applicable) you must ensure that your terminal(s) is switched on and that communications are active from your current settlement time.

Transaction Log Info

This function provides a printout of all the transactions processed in a settlement

1	Press **<MENU>**
2	Select **Queries**
3	Select **TRX log info**
4	Terminal prints a detailed 1 shift of settlement records (including declined and approved transactions). **Note:** if no transactions have been performed yet during the shift, the terminal will print "Transaction Log is empty".

Print Last Ticket

This functionality provides a copy of the last receipt /report that was printed. i.e. if the last functionality performed on a terminal was purchase, using this functionality will allow you to print a copy of that purchase receipt. If the last functionality performed on the terminal was to print a report e.g. daily totals, then using this functionality will allow to print a copy of that report.

1	Press **<MENU>**
2	Select **Queries**
3	Select **Print Last Ticket**
4	Terminal prints a copy of the last receipt or report.

Daily Totals

The Daily Totals report lists the Sales, Cash Out, Refund and Totals of the settlement (excluding AMEX, JCB & Diners Club International® and Discover Network®) for the current settlement period.

1	Press **<MENU>**
2	Select **Queries**
3	Select **Daily Counter**
4	Terminal prints Daily Counter report The report shows total and breaks it down by brand, and by transaction type. **Note:** if no transactions have been performed yet during the shift, the terminal will print "No Transaction".

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.

TERMINAL FAULTS – SELF-HELP

If your terminal is experiencing technical issues:

Return Terminal to base

1 Press **<1>**, the terminal will clear the transaction and return to home screen.

This is a preventative measure to ensure that the customer cannot change the message shown until the terminal is returned by the customer to the merchant.

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

Note: When terminal is not connected to the base or power, it can be switched off by pressing and holding the **<FUNC>** and **<CLEAR>** keys together. To turn on press the **<OK>** or **<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 Worldline Payment Solutions employees or contractors are permitted to install or perform maintenance of your terminal.



ANZ WORLDLINE
Payment Solutions

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