globalpayments

Mobile Processing Solutions

Quick Reference Guide

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060721

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Welcome to Global Payments Mobile Processing Solutions

Thank you for choosing Global Payments' Mobile Processing Solutions. This document contains important information about this product.

Information About the Mobile Transaction Terminal (MTT)

Before using the Global Payments' Mobile Processing Solutions here's what the keys do on the MTT:

The back of the MTT is used as a PIN Pad for Debit transactions.

PIN Pad

The printer is used for printing receipts.

Important Keys
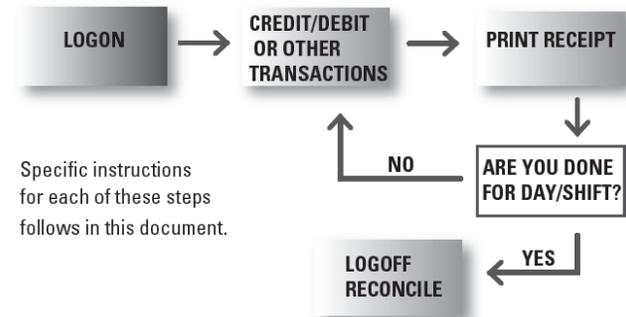
A description of the keys is listed below:

Power On/Off: Press and hold down the Cancel/Power key for 1 second.

Navigation: Press the Up and Down control keys to highlight desired menu option.

Cancel/Exit: Select Cancel or press Cancel/Power to display previous screen.

Transaction Flow

The following flowchart illustrates the daily process for using the Global Payments Mobile Processing Solutions.

LOGON → CREDIT/DEBIT OR OTHER TRANSACTIONS → PRINT RECEIPT

Specific instructions for each of these steps follows in this document.

NO

ARE YOU DONE FOR DAY/SHIFT?

LOGOFF RECONCILE

YES

1. You must log on to establish communications.
2. Process transactions.
3. At the end of day/shift, log off to reconcile, upload and offline transactions, and clear the transactions for the next day/shift.

Support Information

For support, please call the help desk toll-free at 1-800-457-2638. For current information on network coverage, go to:

http://onlinecare.cingular.com/support/maps.do

Logon

1. From the main phone menu, press **Left Control** twice and select **OK**.
2. Press **Right Control** to select **Logon** and wait for initialization.
3. Press **Right Control** to connect to the network and select **OK**.

Network Signal
Strength: 4 of 5
Connect?
Cancel | OK
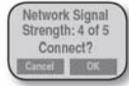
4. Menu redisplays briefly. Wait a few seconds for verification. When logon is complete, **Logged On** displays briefly and then the **Transactions** menu displays.

Credit Card Sale

1. From the **Transactions** menu, press **Right Control** to select **Sale**.
2. If cash receipt is enabled, from the **Select Payment Type** menu, press **Right Control** to select **Credit**.
3. Swipe the customer's card.

Please swipe
your card...

4. Enter the amount of the sale. (No decimal; for $20.00 enter 2000).

123
Enter Amount
2000
Clear | OK

5. To confirm the amount, press **Right Control** to select **OK**.

Confirm Amount:
20.00 USD
OK

6. If printer is attached, press **Right Control** to select **OK** to print the merchant copy of the receipt. Otherwise, press **Cancel/Power**.

Sale#3 Approved
Auth# 16525
Print receipt?
OK

7. If printer is attached, from **Print Receipt** menu, select **Customer Copy** to print customer's receipt. Otherwise, select **Main Menu** and press **Select**.
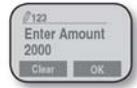
Return (Refund)

A full or partial Refund adjustment of a previously Reconciled Sale.

1. From the **Transactions** menu, select **Other Transactions**.
2. From the **Transactions** menu, select **Return**.
3. Swipe the customer's card.

Please swipe
your card…

4. Enter the amount of the return. (No decimal; for $20.00 enter 2000).

Enter Amount
2000
Clear | OK

5. To confirm the amount, press **Right Control** to select **OK**.

Confirm Amount:
20.00 USD
OK

6. If printer is attached, press **Right Control** to select **OK** to print the merchant copy of the receipt. Otherwise, press **Cancel/Power**.

Sale#3 Approved
Auth#16525
Print receipt?
OK
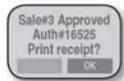
Void

Cancels a previously approved transaction in the current batch.

1. From the **Transactions** menu, select **Other Transactions**.
2. From the **Transactions** menu, select **Void**.
3. Prompts for **Enter AdminCode**. Enter your 3-digit code and select **OK**.

Enter AdminCode
123
Clear | OK

4. Prompts for **Enter SysAdminPwd**. Enter your 4-digit admin password and select **OK**.

Enter SysAdminPwd
123
Clear | OK

5. Prompts for **Enter transaction sequence number**. Enter the sequence number (from the receipt) for the transaction you wish to void and select **OK**.

Enter transaction
sequence number
Clear | OK

6. Confirm the amount of the transaction and select **OK**.

Confirm Amount:
20.00 USD
OK

7. If printer is attached, select **OK** to print the merchant copy of the receipt. Otherwise, press **Cancel/Power**.

Cash Receipt

Prints a receipt for a transaction a cash sale. Refer to page 9 for instructions on how to setup up cash receipts.

1. From the **Select Payment Type** menu, select **Cash**.

2. Enter the amount of the cash sale. (No decimal; for $20.00 enter 2000).

3. To confirm the amount, press **Right Control** to select **OK**.

4. Cash receipt prints.

Authorize Only

Verifies that funds are available for the sale but is not captured in the batch or reconciled at end of day.

Force

Adds a transaction to the current batch after you receive a phone authorization. Usually results for a referral or downtime condition.

Reconcile

Closes the current batch of transactions.

Upload

Transmits offline transactions to Global Payments without reconciling.

Debit Card Sale

Refer to page 12 for instructions on how to enable debit transactions and cash back.

1. From the **Transactions** menu, press **Right Control** to select **Sale**.

2. From the **Transactions** menu, scroll to Debit and press **Right Control** to select **Debit**.

3. Swipe the customer's card.

4. Enter the amount of the sale. (No decimal; for $20.00 enter 2000).

5. To confirm the amount, press **Right Control** to select **OK**.

6. If Cash Back is enabled, enter the cash back amount. (No decimal; for $20.00 enter 2000) and press **Right Control** or just press **Right Control** to select no cash back.

7. To confirm the new amount, press **Right Control** to select **OK**.

8. Hand the MTT to the customer for PIN Entry (the PIN pad is on the back of the MTT). After the customer enters the PIN, he/she must press the green ENT key to enter.

9. Press **Right Control** to select **OK** to print the merchant copy of the receipt (no signature line required on PIN debit).

10. From **Print Receipt** menu, select **Customer Copy** to print customer's receipt.

Inquiries

You can perform the following inquiry transactions from the **Inquiry** menu:

Transaction List

A list of all transactions in the current batch.

Last Transaction

Displays information on the last transaction and prompts to print a receipt.

Print

Searches for a specific transaction to reprint a receipt.

Total Info

Displays the total number of transactions and how many were approved and declined.

Clear Transactions

This is a password-protected function that clears the entire batch of transactions without reconciling.

✓Note: Do not perform this function unless specifically told to do so by the Help Desk.

Logoff

Logging off includes reconciliation so log off at the end of the business day.

1. From the **Transactions** menu, select **Logoff**.

2. If there are any offline transactions in the MTT, you are prompted to upload and print receipts for them. After printing receipts, select **Done**. The Reconcile function begins automatically and closes the batch of offline and online transactions. Select **OK** to print the Reconciliation Report and select **Done** when finished.

3. To complete Logoff, select **OK**.

Setup Functions

Debit Setup

In order to do Debit transactions, you must be set up for Debit at Global Payments and the MTT must be properly configured.

There are 2 setup options for Debit.

1. From the **POS Setup** menu, scroll down to **App Settings** and choose **Select**.

2. Scroll down to **App Settings(2)** and choose **Select**.

3. To enable/disable Debit: Choose **Select** to enable or disable Debit. The option toggles between enable and disable.

4. To enable/disable Cash Back: Choose **Select** to enable or disable Cash Back. The option toggles between enable and disable.

Cash Receipt Setup

1. From the **Logon** menu, press **Right Control** to select **Setup**.
2. From the **Setup** menu, select **POS Setup**.
3. Enter the Admin password and select **OK**.
4. Scroll down to **App Setting** and choose **Select**.
5. Press **Right Control** to select **App Settings (1)**.
6. Scroll down to **Enable Cash Receipts** and choose **Select**.
7. When **Complete** displays, press **Right Control** and select **OK**.

Offline Mode

If the MTT is temporarily out of range of coverage and cannot communicate, you can enter transactions in offline mode, store them, and then upload them when you are back in range.

✓ **Note**: Offline transactions are run at the merchant's risk. Final authorization does not occur until transactions are uploaded or reconciled.

To put the MTT in offline mode:

1. From the **Transactions** menu, select **Go Offline Mode**.

To put the MTT in online mode:

1. From the **Transactions** menu, select **Go Online Mode**.

✓ **Note**: If you are in offline mode, you must first put the MTT in online mode, then Logoff and reconcile.