more than money

NAB EFTPOS Mobile Terminal Guide

Ingenico Release 0.11.05

Your NAB EFTPOS MOBILE Terminal



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This guide is for NAB merchants who have signed the Merchant Agreement General Terms and Conditions. Please make yourself familiar with the contents of this guide and do not hesitate to contact NAB should you have any further queries.

NAB is here to help you with your NAB EFTPOS Mobile terminal 24 hours a day, 7 days a week.

Technical Support for NAB EFTPOS Mobile terminals

Before contacting the NAB Merchant Service Centre in regard to any error message, please write down all the error information as well as your merchant and terminal numbers so your query can be quickly resolved.

Call Merchant Service Centre **1300 369 852**

Select **Option 1** (not connected to computer)

Then

Select **Option 1** (Ingenico Move 5000 terminal)

Technical Support for NAB EFTPOS Mobile terminals integrated with your POS

Before contacting the NAB Integrated Help Desk please have your terminal and merchant numbers ready. If your query is error related, write down the error information displayed on the terminal or your Point of Sale (POS) so your query can be quickly resolved.

Call NAB Integrated Help Desk **1300 369 852**

Select **Option 2** (terminal connected to computer)

Then

Select **Option 1** (technical issues)

For Authorisations

American Express **1300 363 614**

For POS Software – NAB EFTPOS Mobile terminals integrated with your POS

Contact your POS Vendor

Sales Enquiries

1300 EFTPOS (1300 338 767)

8am – 6pm Monday to Friday

Fraud Related Enquiries

1300 668 046

8am – 5pm Monday to Friday

Lost or Stolen Cards

Call the above authorisation line appropriate for the card type used (credit or debit).

Ask for extension 500

Service Response Time

It is NAB's intent to replace a faulty terminal:

- within 4 business hours in metropolitan areas.
- within 24 business hours for country areas
- within 72 business hours for remote areas.

Merchant Details

Please insert your details here for quick reference.

EB Merchant No. _____

Terminal No. _____

Store No. _____

Getting to know your
NAB EFTPOS Mobile terminal



Getting to know your
NAB EFTPOS Mobile terminal (continued)

Using the Touchscreen

The NAB EFTPOS Mobile terminal has a colour touchscreen. Navigating using the touchscreen is easy and intuitive for your customers. Simply follow the prompts and tap the option on the screen to make a selection.

Using the Keypad



The **Menu** button is used to access the terminal menu options



The **CONTINUE** button on the keypad is used to accept a selected option highlighted or to accept data entry.

This button is also used to power on the terminal



The **CLEAR** button on the keypad is used for clearing entered data or moving back to the previous screen



The **Cancel** button on the keypad is used to Cancel the current function and return to the Home screen



The **Function** button on the keypad is used to perform certain advanced functions on the terminal



Press [▼] on the touchscreen to scroll **down** the menu options



Press [▲] on the touchscreen to scroll **up** the menu options

Basic Functions

Power on
Press the green **CONTINUE** key

Power off
Remove the terminal from its base and any power source.
Press and hold the **Func** and yellow **CLEAR** keys together

Cancel an action
Press the red **Cancel** button

Change terminal passwords
Contact the Merchant Service Centre

Idle State
If there is no activity on the terminal for 60 seconds, the terminal will return to the Home screen

Contactless
Tap & Go

The NAB EFTPOS Mobile terminal comes ready with the capability to accept Contactless credit card payments, commonly referred to as ‘tap and go’. Your customer’s chip card must have the following symbol in order to use the Contactless feature.



What are the advantages of Contactless capability?

Quick and easy to use – simply tap the chip card on the landing zone, where the following icon displays at the top of the terminal.



Customers should follow the prompts on the terminal. Contactless transactions may be approved without a PIN for lower-value purchases; however, the terminal may request a PIN or other verification depending on the card, issuer, transaction amount and payment method used.

Printing the customer receipt is optional regardless of the transaction amount.

Understanding your NAB EFTPOS Mobile terminal integrated with your POS

NAB EFTPOS Mobile terminals integrate with your Point of Sale (POS) solution to process credit, debit and charge card transactions. When the card payment option is selected, the POS integration software provided by LINKLY, interacts with the NAB EFTPOS Mobile terminal to process the transaction. The outcome of the transaction is then automatically updated in your POS solution, making it easy for you to reconcile the payments and shorten payment processing time.

Using NAB EFTPOS Mobile terminals with a POS

NAB EFTPOS Mobile terminals are designed to work with your LINKLY-certified POS system. The POS system sends the total amount to the NAB EFTPOS Mobile terminal to finalise the payment.

The solution can be configured to work with different types of communications depending on your environment. These include:

- 4G
- Broadband Internet via Ethernet
- Broadband Internet via Wi-Fi

Your NAB EFTPOS Mobile terminal and base are paired via Bluetooth. This enables the terminal to continue to operate normally when it is separated from the base.

You can also choose to have all transaction receipts printed directly from your POS system or have the terminal print out the transaction receipt.

Processing transactions with a NAB EFTPOS Mobile terminal integrated with your POS

Your NAB EFTPOS Mobile terminal is integrated with your Point of Sale (POS) system.

For all transaction types, the merchant initiates the transaction on the POS system and follows the system prompts displayed on the POS screen. The customer follows the prompts displayed on the terminal to process the payment.

Considerations

Cardholder verification requirements depend on the card entry method, card issuer, payment scheme and terminal prompts.

Customers may be required to enter their PIN or complete another form of verification.

Where prompted by the terminal, signature verification may also be required.

If the signature does not match that on the card, you need to decline the transaction. The terminal will produce a declined receipt.

As for all transactions types, if a transaction is declined, your customer may need to provide another form of payment to complete the transaction.

For any transaction errors or issues, please refer to your POS manual, or call the NAB Integrated Helpdesk.

Understanding your
NAB EFTPOS Mobile terminal

Your NAB EFTPOS Mobile terminal can be configured to work with different types of communications depending on your environment. These include:

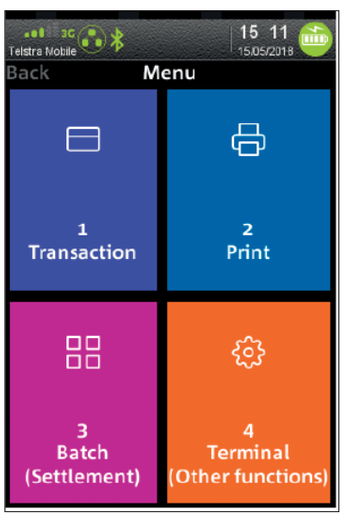
- 4G
- Broadband Internet via Ethernet
- Broadband Internet via Wi-Fi

The NAB EFTPOS Mobile terminal and base are paired via Bluetooth. This enables the terminal to continue to operate normally when it is separated from the base.

Navigating the Menu

To access the Menu, press the **Menu** button.

There are 4 main menu items
Tap to select a menu option.



Processing transactions using your NAB EFTPOS Mobile terminal

All cards can be used on the terminal using:

- Tap (using the contactless feature)
- Insert (using the chip), or
- Swipe (using the magnetic stripe)

NAB EFTPOS
Mobile Multi-Merchant terminals

The NAB EFTPOS Mobile terminal can support multiple merchants. This allows multiple merchants to process transactions on one terminal with separate settlements for each individual merchant.

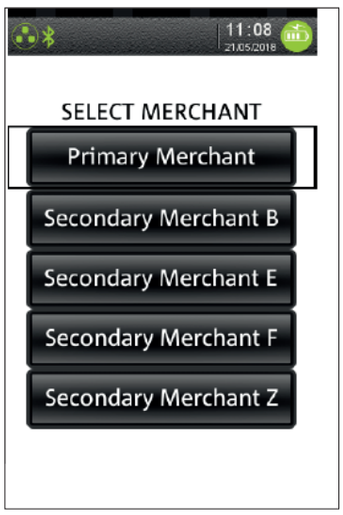
If your terminal supports multiple merchants, then there must be a Primary merchant identified. The Primary merchant is the merchant to whom the terminal is provided under the Merchant Agreement and who is responsible for the terminal rental.

The additional merchants who use the terminal are the Secondary merchants. A Secondary merchant has been granted the use of the terminal by the Primary merchant.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

Processing transactions on a terminal that supports multiple merchants

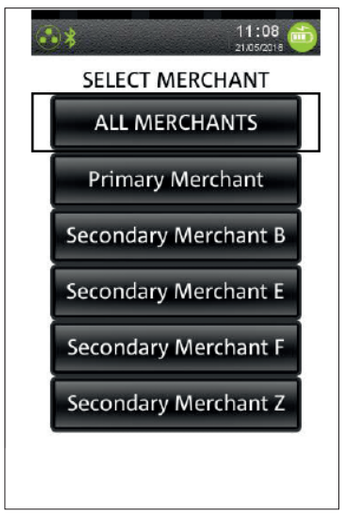
When you process transactions on a terminal that supports multiple merchants, the **SELECT MERCHANT** screen displays, prompting you to select the relevant merchant.



If the merchant you require is not displayed on the screen, scroll down / up using touch screen on PIN pad to move between previous and next screen.

Tap the name of the required merchant on the screen and continue with the transaction as described in this guide.

Some functions (such as Log on or Manual Settlement) that display the **SELECT MERCHANT** screen, provide an option on this screen to select **All Merchants**.



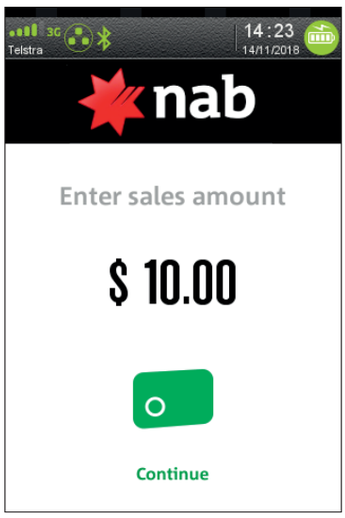
Tap **ALL MERCHANTS** when you want to perform the function for all merchants on the terminal at once.

NAB EFTPOS Mobile Sale – Tap

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

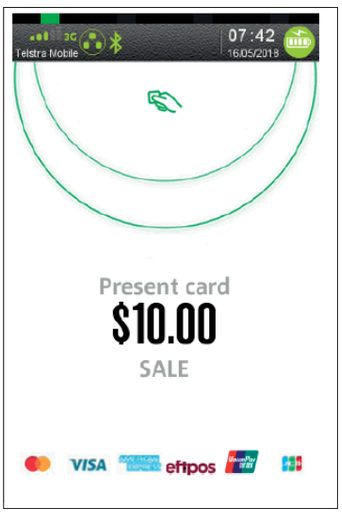
Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



Step 2

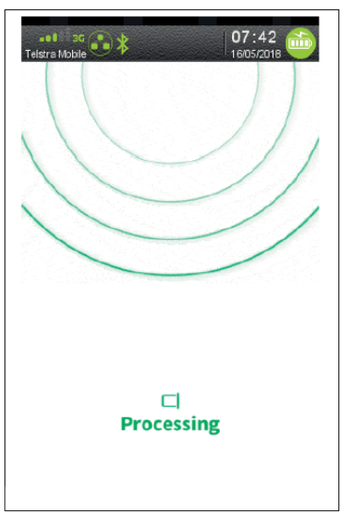
Ask customer to **TAP** their card



Ensure your customer holds their card over the contactless logo until all four bars 'light up' and the terminal sounds a beep. This will only take a few seconds.

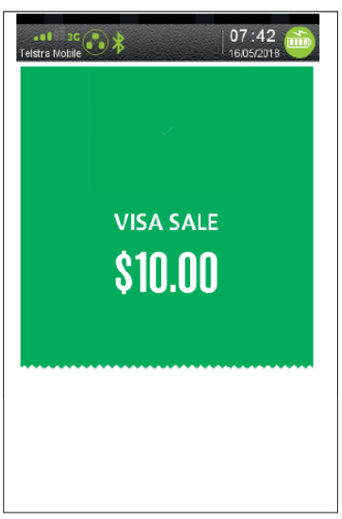
Step 3

Processing message is displayed



Step 4

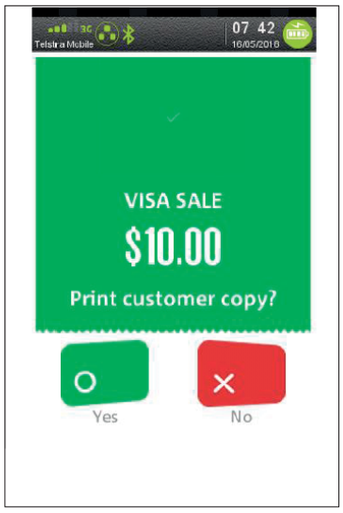
An acknowledgement displays once the sale has been approved and the merchant receipt option to print is displayed.



NAB EFTPOS Mobile Sale
– Tap (continued)

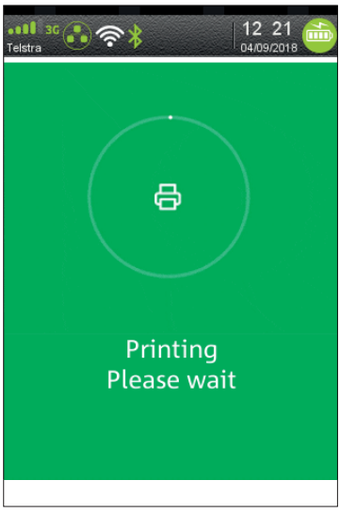
Step 5

Press **Yes** to print the customer receipt copy if required



Step 6

Printing message is displayed

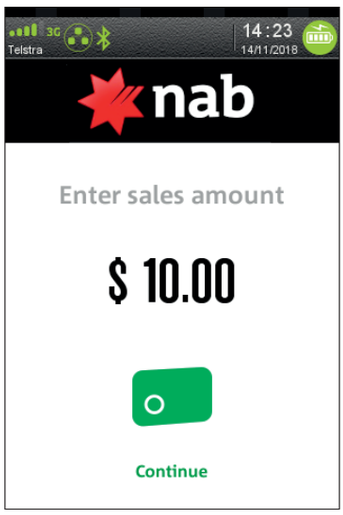


NAB EFTPOS Mobile Sale – Insert/Swipe Using PIN

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

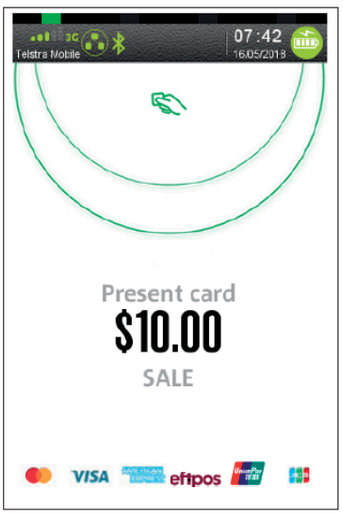
Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



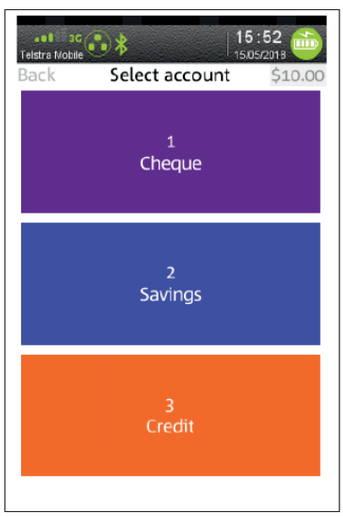
Step 2

Ask customer to **INSERT/SWIPE** their card



Step 3

Ask customer to select their **account**



Step 4

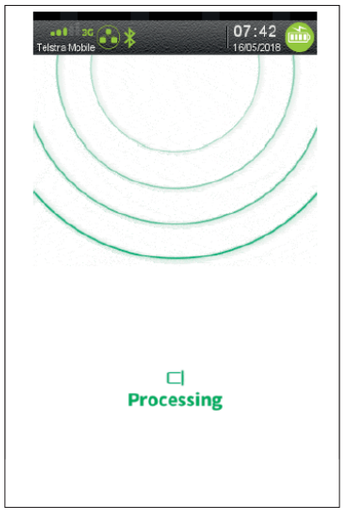
Ask customer to enter their **PIN**



NAB EFTPOS Mobile Sale
– Insert/Swipe Using PIN (continued)

Step 5

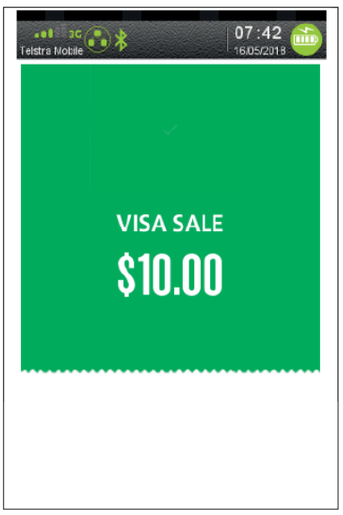
Processing message is displayed



Step 6

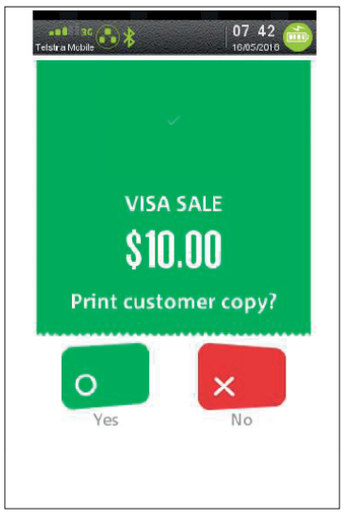
An acknowledgement displays once the sale has been approved and the merchant receipt will print.

Remove card from the terminal if inserted



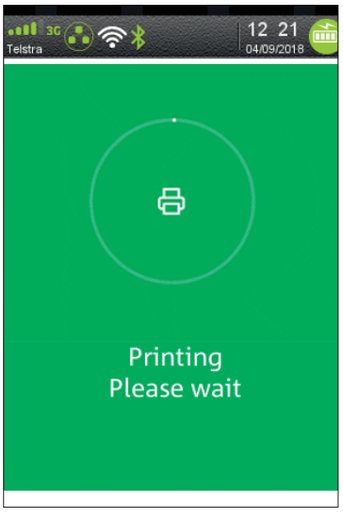
Step 7

Press **Yes** to print the customer receipt if required



Step 8

Printing message is displayed

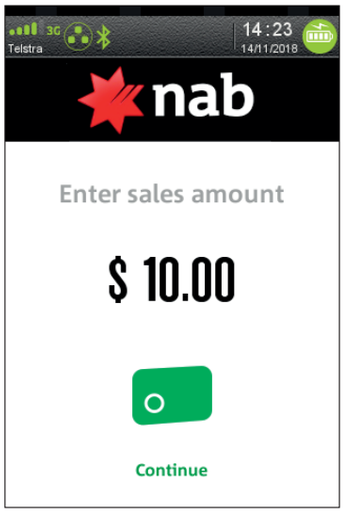


NAB EFTPOS Mobile Sale
– Insert/Swipe Using Signature

Signature verification is typically only used for overseas-issued cards where prompted by the terminal.
Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



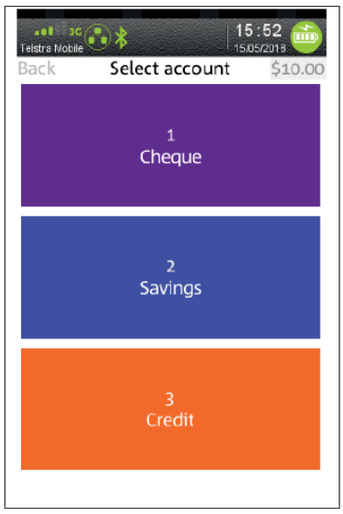
Step 2

Ask customer to **INSERT/SWIPE** their card



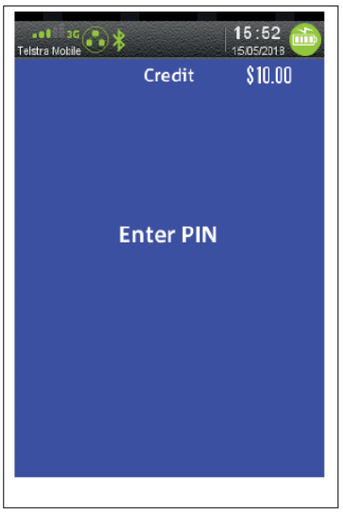
Step 3

Ask customer to select an **account**



Step 4

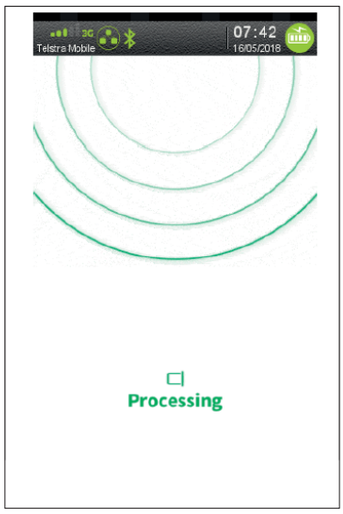
Ask customer to enter their PIN



NAB EFTPOS Mobile Sale
– Insert/Swipe Using Signature (continued)

Step 5

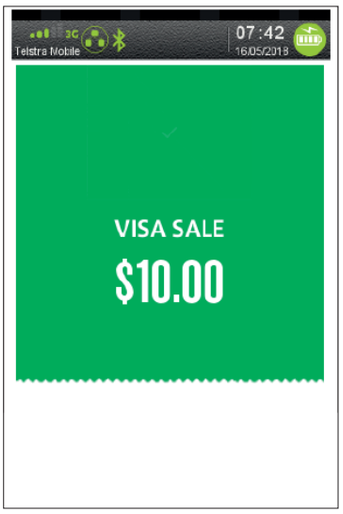
Processing message is displayed



Step 6

An acknowledgement displays once the sale has been approved and the merchant receipt with signature request will print.

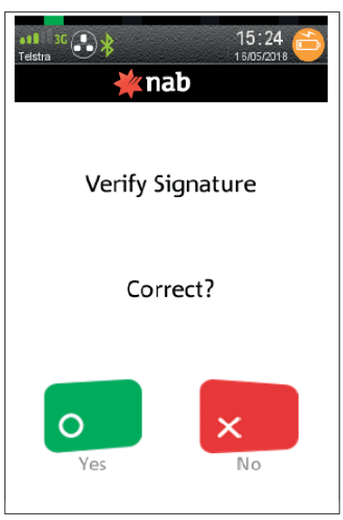
Remove card from the terminal if inserted



Step 7

Ask customer to sign the receipt.

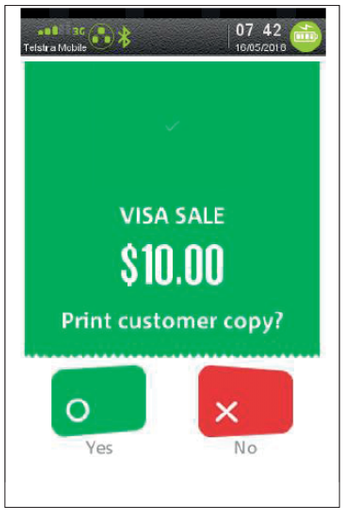
You will need to **verify your customer's signature** with the signature on the card. If this is correct, press **Yes**



NAB EFTPOS Mobile Sale – Insert/Swipe Using Signature (continued)

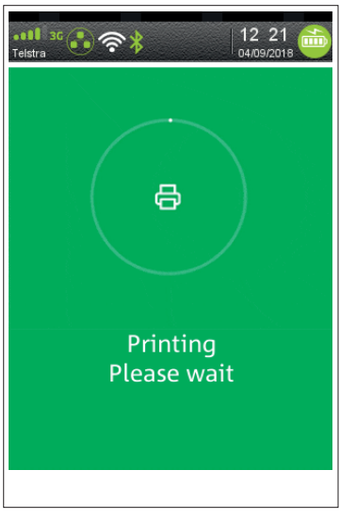
Step 8

Press **Yes** to print the customer receipt if required.



Step 9

Printing message is displayed.



NAB EFTPOS Mobile Sale with Cash-Out

The cash-out function is only available on debit (cheque and savings) accounts for EFTPOS transactions.

It is an optional feature that you may enable or disable by contacting the Merchant Service Centre.

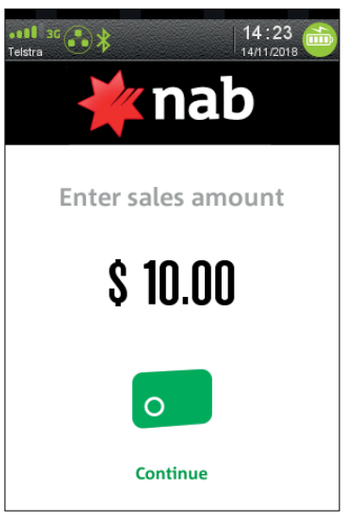
If you have enabled the cash-out feature, an additional screen will display after you enter the sale amount.

A sale with cash-out transaction is shown as one total item in the settlement report and on the monthly merchant statement.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

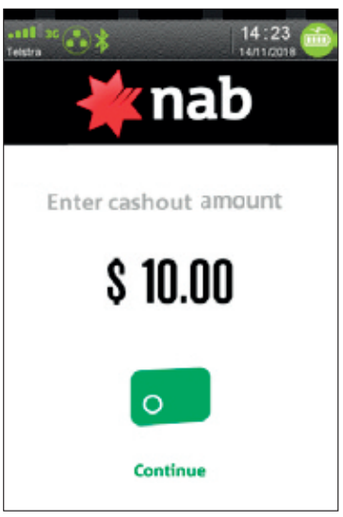
Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



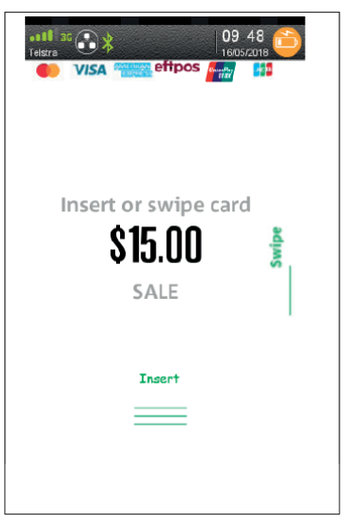
Step 2

Enter the **cash out amount** and press **CONTINUE**



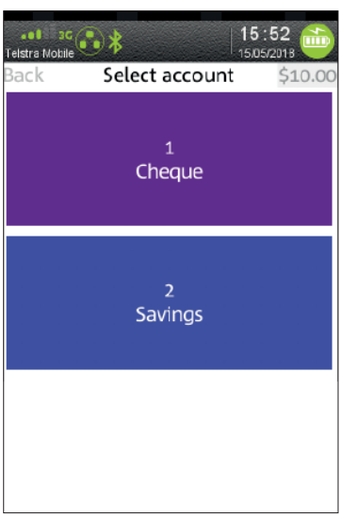
Step 3

Ask customer to **TAP, INSERT or SWIPE** their card.
Note: The terminal may prompt you to **INSERT** or **SWIPE**, if **TAP** option failed



Step 4

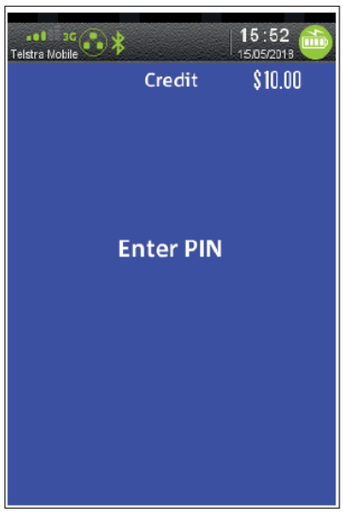
Ask customer to select an **account**



NAB EFTPOS Mobile Sale with Cash-Out (continued)

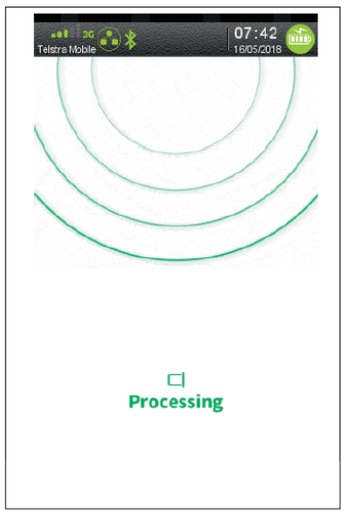
Step 5

Ask customer to enter the PIN



Step 6

Processing message is displayed

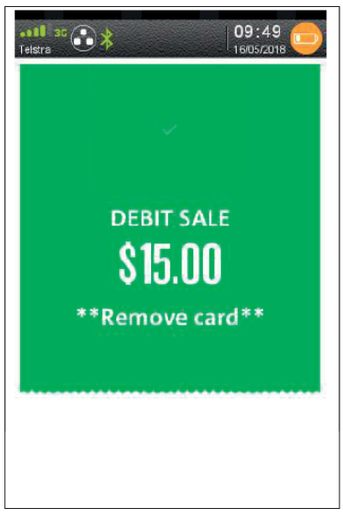


NAB EFTPOS Mobile Sale with Cash-Out (continued)

Step 7

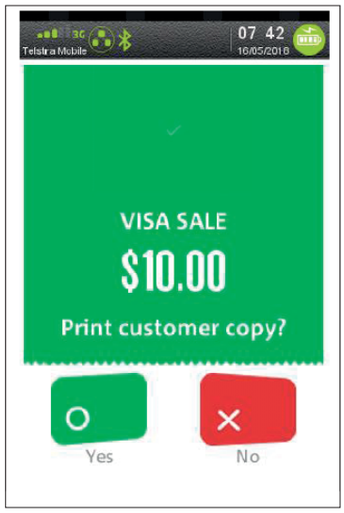
An “Approved” acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically.

Ask customer to remove their card if inserted.



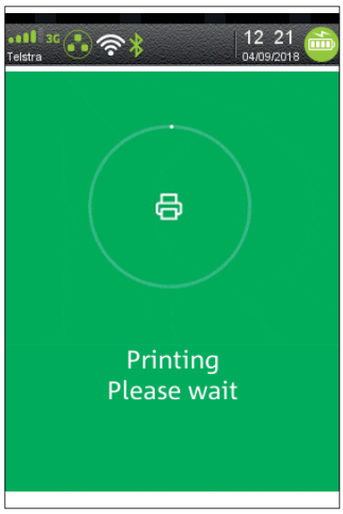
Step 8

Press **Yes** to print the customer receipt if required



Step 9

Printing message is displayed



NAB EFTPOS Mobile Sale with Tip

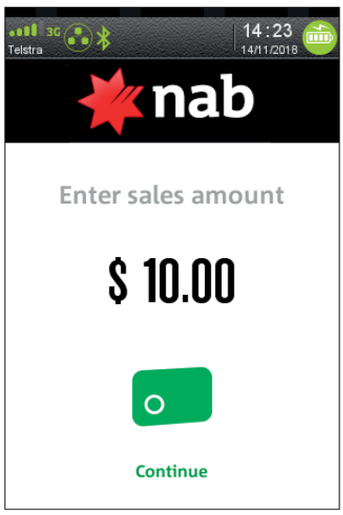
The Tip Amount screen will only display if the tipping feature has been enabled. You may enable or disable the tipping feature by contacting the Merchant Service Centre.

A sale with tip transaction is shown as one total item in the settlement report and on the monthly merchant statement.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

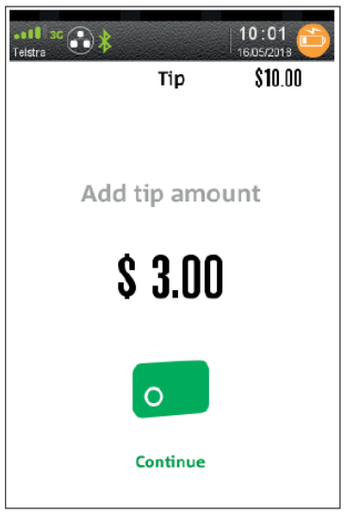
Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



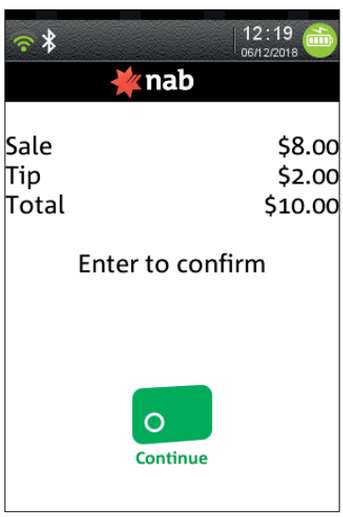
Step 2

Enter the **tip amount** and press **CONTINUE**



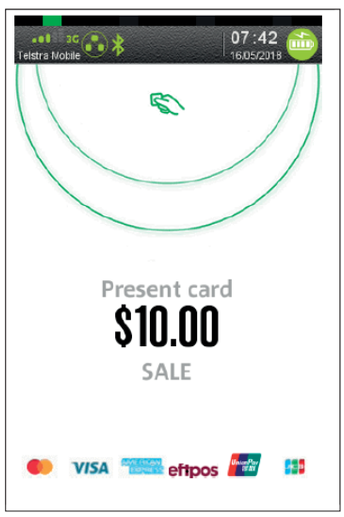
Step 3

Review the **total amount** and press **ENTER**



Step 4

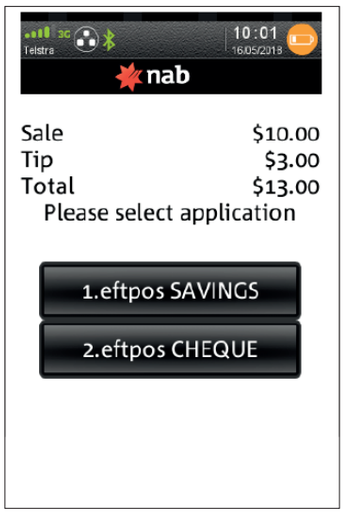
Ask customer to **TAP** their card



NAB EFTPOS Mobile Sale with Tip (continued)

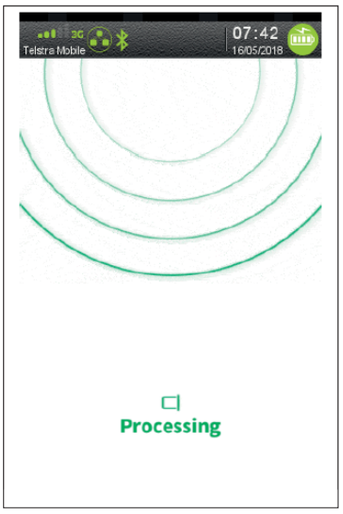
Step 5

Ask customer to select an **account**



Step 6

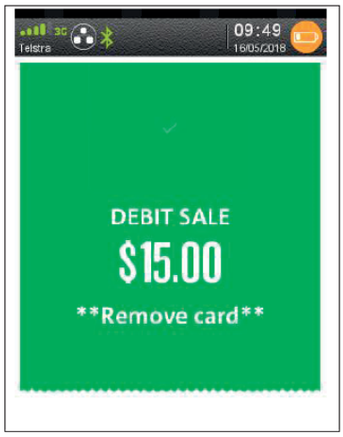
Processing message is displayed



Step 7

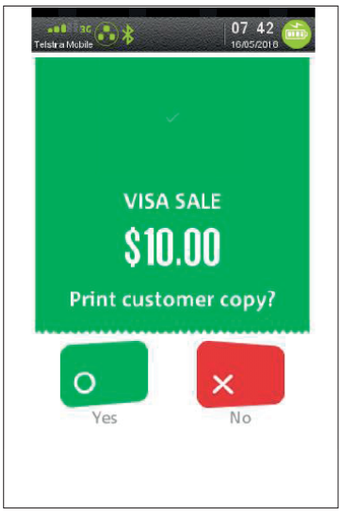
An acknowledgement displays once the sale has been approved and the merchant receipt will print

Remove card from the terminal, if inserted



Step 8

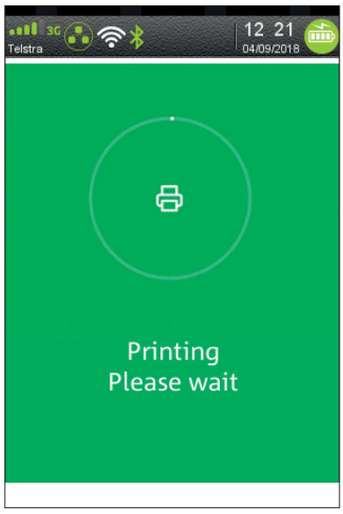
Press **Yes** to print the customer receipt if required.



NAB EFTPOS Mobile Sale with Tip (continued)

Step 9

Printing message is displayed



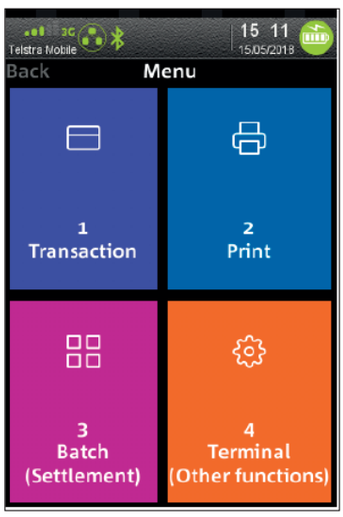
NAB EFTPOS Mobile
Cash-Out Only

The cash-out feature is available on debit (cheque and savings) accounts only for EFTPOS transactions. It is an optional feature that you may enable or disable by contacting the Merchant Service Centre.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

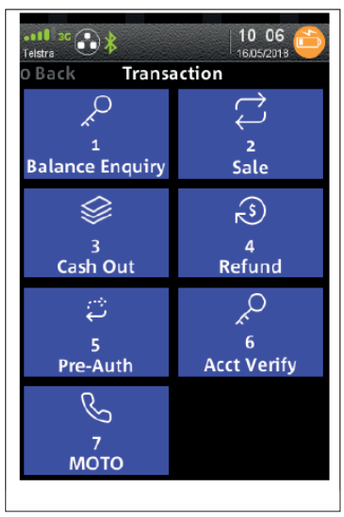
Step 1

Press **1** in the **Menu** to select Transaction



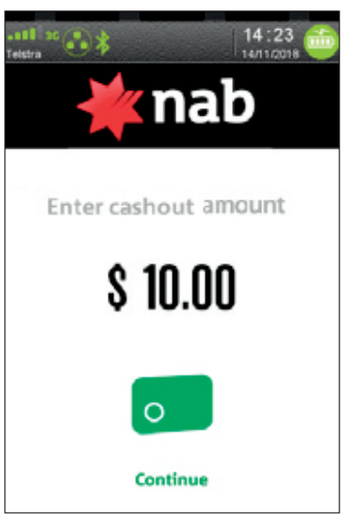
Step 2

Press **3** to select Cash Out



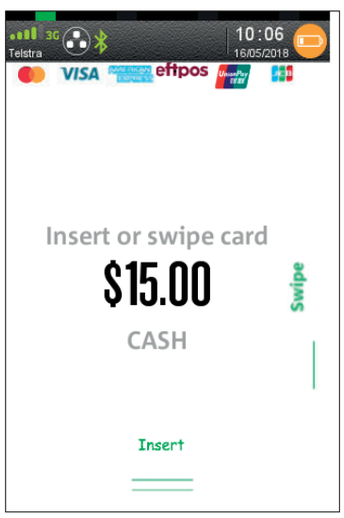
Step 3

Enter the **cash amount**



Step 4

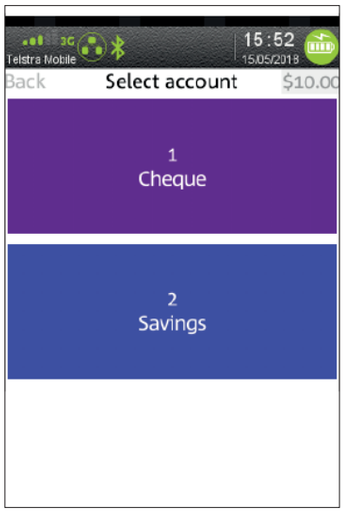
Ask customer to **INSERT/SWIPE** their card



NAB EFTPOS Mobile
Cash-Out Only (continued)

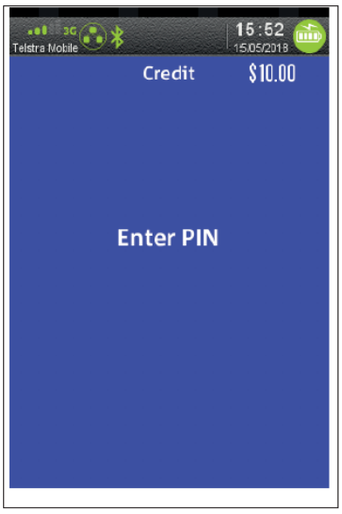
Step 5

Ask customer to select an **account**



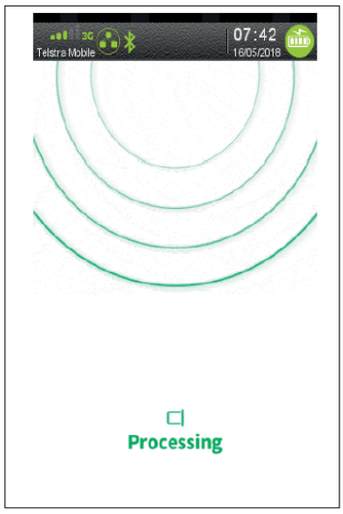
Step 6

Ask customer to enter the **PIN**



Step 7

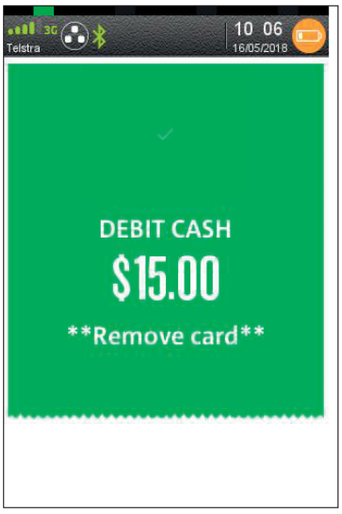
Processing message is displayed



Step 8

An “Approved” acknowledgement displays once the cash-out has been successfully processed and the merchant receipt will print automatically

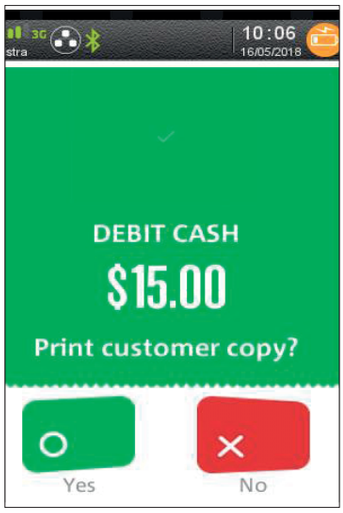
Ask customer to remove their card if inserted.



NAB EFTPOS Mobile
Cash-Out Only (continued)

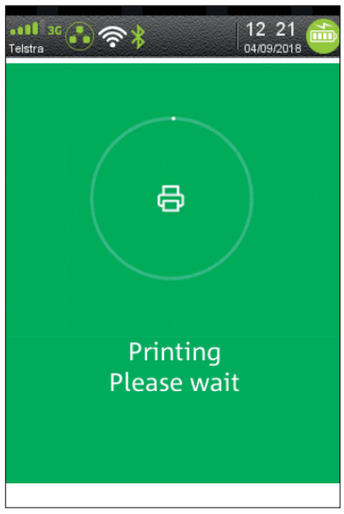
Step 9

Press **Yes** to print the customer receipt if required.



Step 10

Printing message is displayed



NAB EFTPOS Mobile
Refunds

A ‘Refund’ transaction is used to reverse a ‘Sale’ transaction that has already been settled by the Bank. Both the original ‘Sale’ and the ‘Refund’ transactions will appear on the Customer’s account statement.

The Refund feature is optional. You may enable or disable the Refund feature by contacting the Merchant Service Centre. Transaction and terminal refund limits apply.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

Step 1

Press **1** in the **Menu** to select Transaction



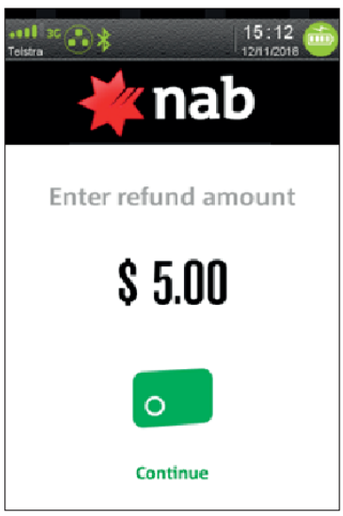
Step 2

Press **4** to select Refund



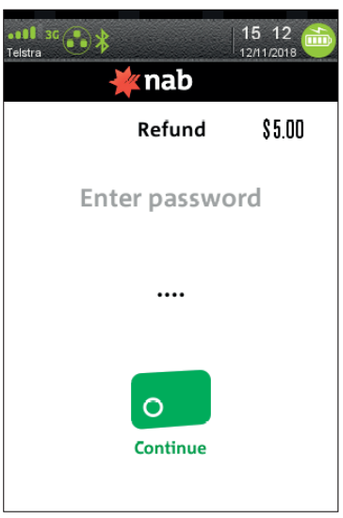
Step 3

Enter the **refund amount**



Step 4

Enter your **refund password**

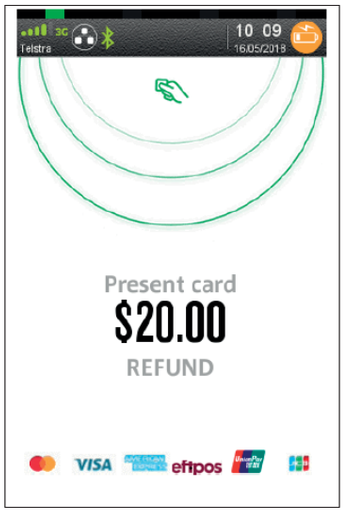


Note: Entering an incorrect refund password multiple times will result in refunds being locked. Contact the Merchant Service Centre to unlock Refunds.

NAB EFTPOS Mobile Refunds (continued)

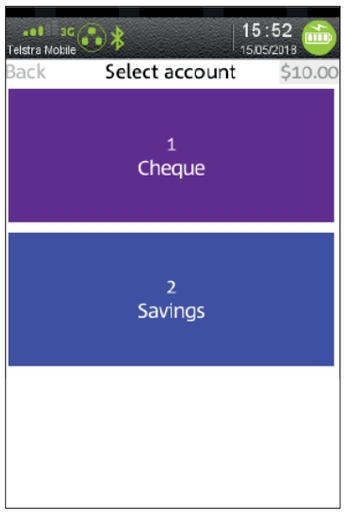
Step 5

Ask customer to **TAP** their card



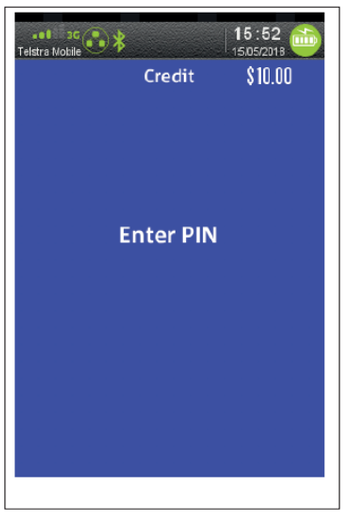
Step 6

Ask customer to select an **account**



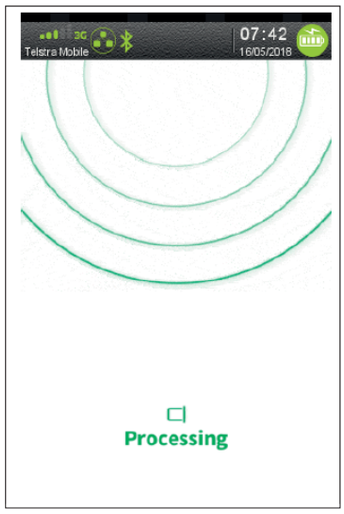
Step 7

Ask customer to enter their PIN



Step 8

Processing message is displayed

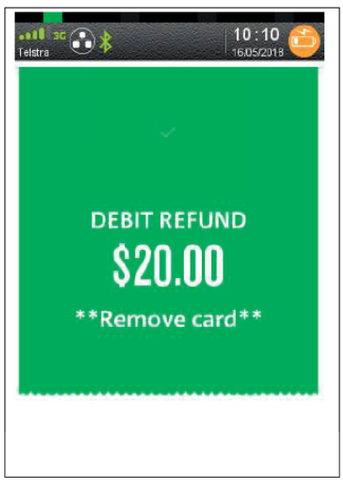


NAB EFTPOS Mobile Refunds (continued)

Step 9

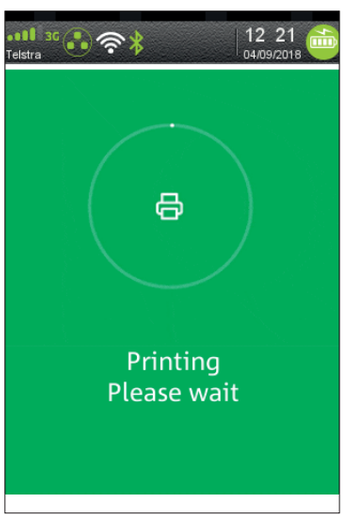
An acknowledgement displays once the refund has been approved and the merchant receipt with signature request will print

Remove card from the terminal if inserted.



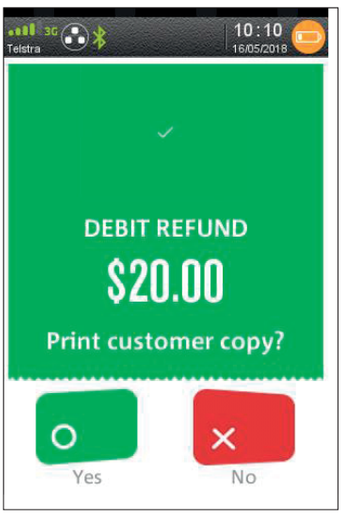
Step 11

Printing message is displayed



Step 10

Press **Yes** to print the customer receipt if required



The customer will generally receive the refund within 2 to 4 business days for Visa, Mastercard and EFTPOS transactions and up to 5 business days for UnionPay cards.

Note:
For your protection against fraud, please ensure your passwords are changed regularly

Always compare the signature on the card with the signature on the receipt

You should always tap or insert the card through the terminal rather than key entering the card information to reduce your exposure to fraudulent transactions.

NAB EFTPOS Mobile
Review Details of the Last Transaction

This function allows you to review the details of the last transaction processed on the terminal screen before you proceed to print a duplicate receipt.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

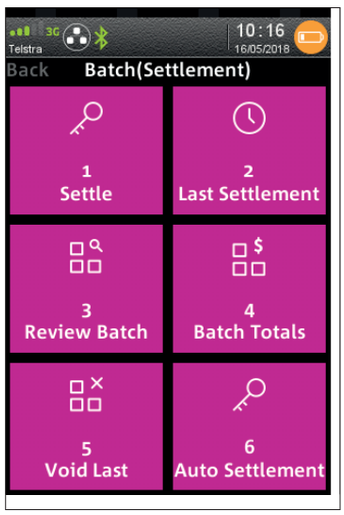
Step 1

Press **3** in the **Menu** to select Batch



Step 2

Press **3** to select Review Batch



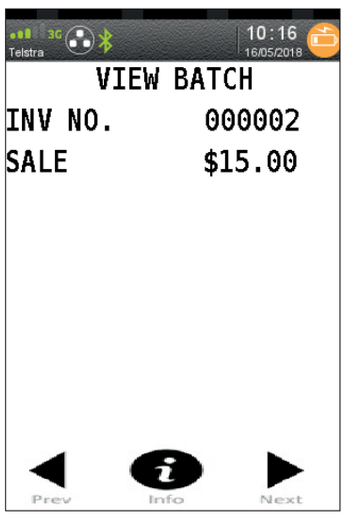
Step 3

Scanning batch details message is displayed



Step 4

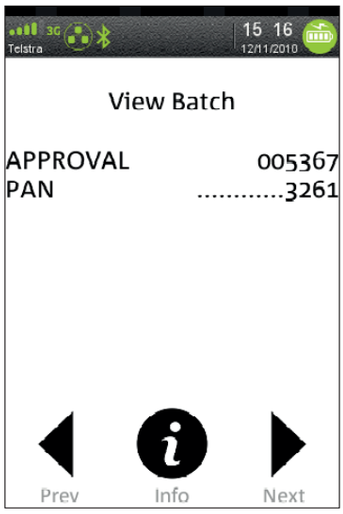
The details of the last transaction is displayed



NAB EFTPOS Mobile
Review Details of the Last Transaction (continued)

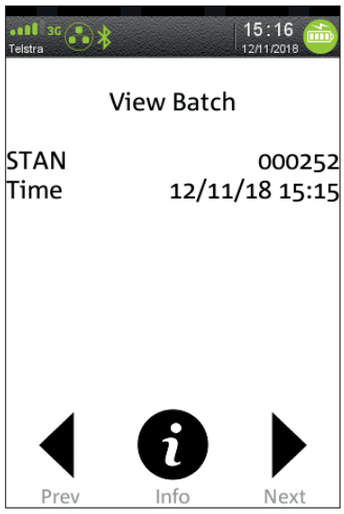
Step 5

View batch more information



Step 6

View batch more information (cont.)



NAB EFTPOS Mobile
Re-print Receipt for the Last Transaction

This function allows you to print a duplicate receipt for the last transaction processed.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

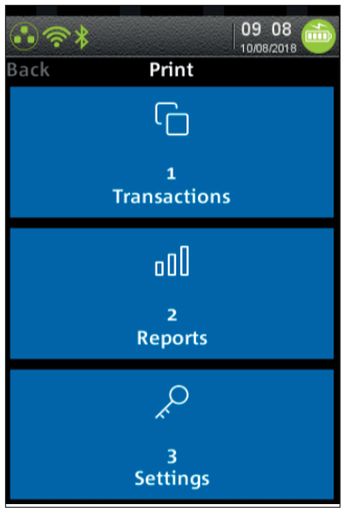
Step 1

Press **2** in the **Menu** to select Print



Step 2

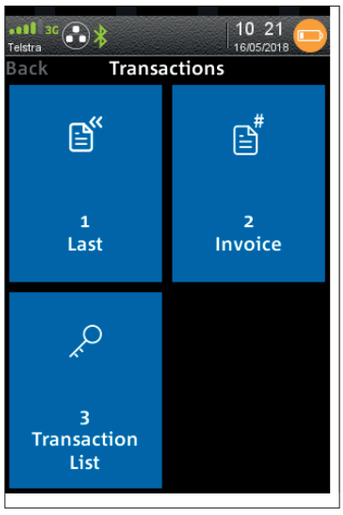
Press **1** to select Transactions



Step 3

Press **1** to select Last

A duplicate Customer receipt for the last transaction will print



NAB EFTPOS Mobile
Re-print Receipt for Past Transactions with Invoice Number

This function allows you to print a duplicate receipt for a particular transaction (invoice number) within the same settlement period.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

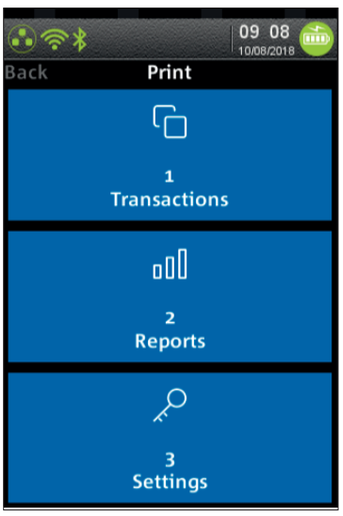
Step 1

Press **2** in the Menu to select Print



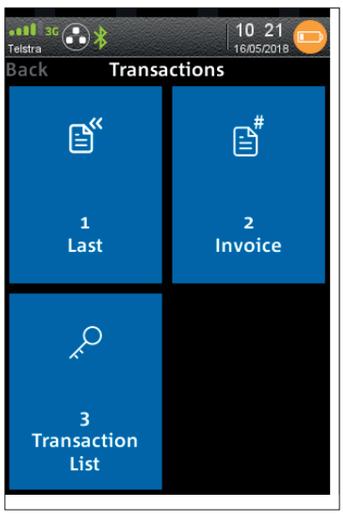
Step 2

Press **1** to select Transactions



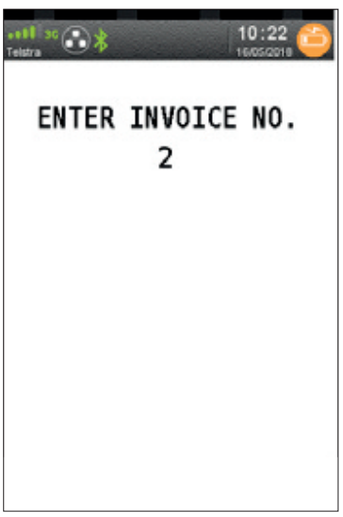
Step 3

Press **2** to select **I**nvoice



Step 4

Enter the **invoice number**



NAB EFTPOS Mobile
Re-print Receipt for Past Transactions with Invoice Number (continued)

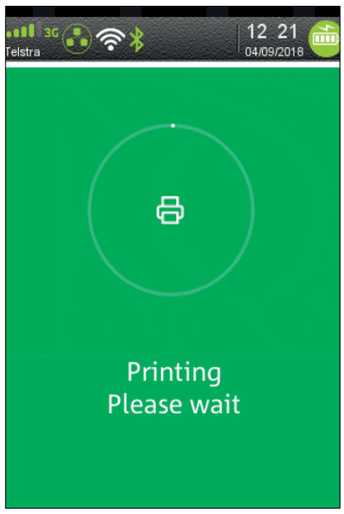
Step 5

Scanning batch details message display



Step 6

Printing message is displayed



NAB EFTPOS Mobile
Print Transaction Listing

This function provides a print out of all transactions processed since the last settlement.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

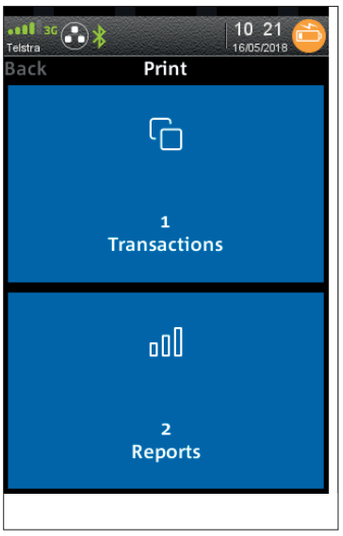
Step 1

Press **2** in the **Menu** to select Print



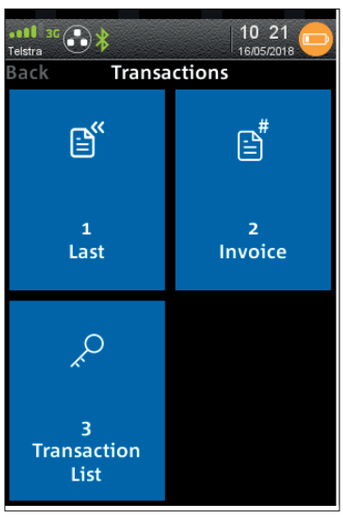
Step 2

Press **1** to select Transactions



Step 3

Press **3** to select Transaction list



Step 4

Scanning batch details message is displayed



NAB EFTPOS Mobile
Print Settlement Totals – Pre-Settlement

This function prints a listing of all transactions performed after the last settlement time until the current time.
A pre-settlement does not settle the terminal

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

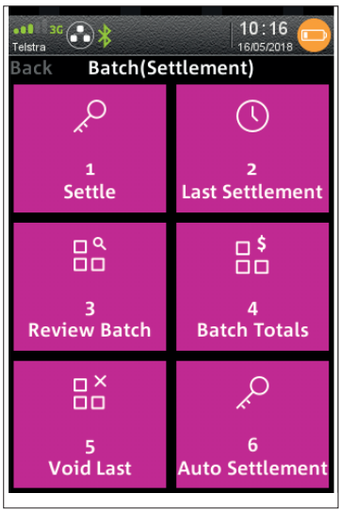
Step 1

Press **3** in the **MENU** to select Batch



Step 2

Press **4** to select Batch Totals



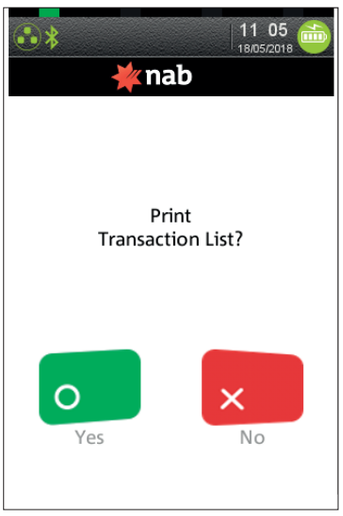
Step 3

Scanning batch details message is displayed



Step 4

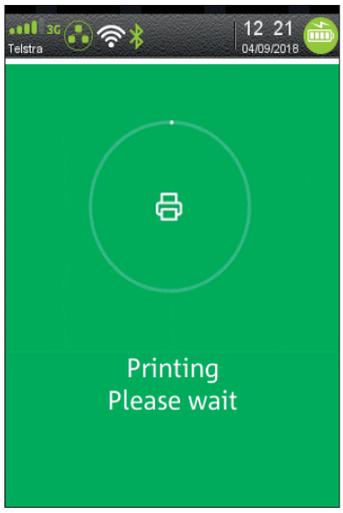
Press **Yes** to print a transaction list of all individual transactions



NAB EFTPOS Mobile
Print Settlement Totals – Pre-Settlement (continued)

Step 5

Printing message is displayed



NAB EFTPOS Mobile
Print Settlement Totals – Last Settlement

This function will reprint the total value of the transactions by card type at Last Settlement.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

Step 1

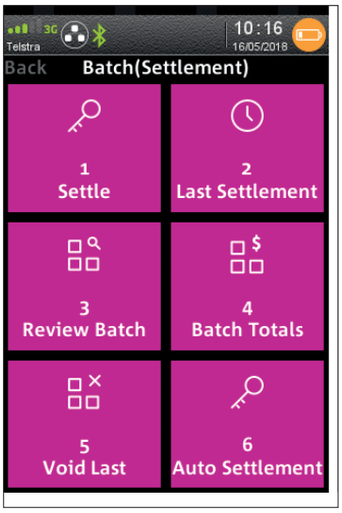
Press **3** in the **Menu** to select Batch



Step 2

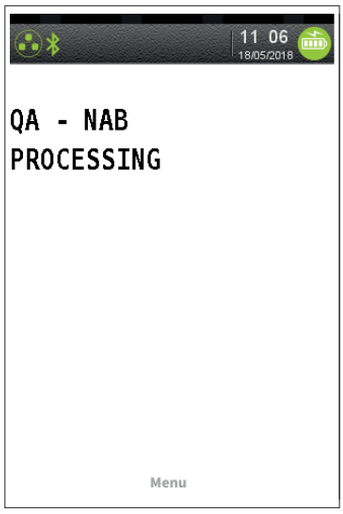
Press **2** to select Last Settlement

The last settlement receipt prints automatically.



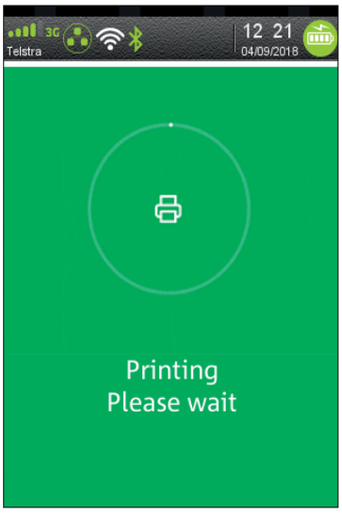
Step 3

QA NAB processing message displays



Step 4

Printing message is displayed



NAB EFTPOS Mobile
Manual Settlement

This function allows you to manually close the batch and settle for the day.

Note: Your terminal will settle automatically at 9:30pm AEST daily, unless a manual settlement is performed. You can also set your terminal to automatically settle at a time that suits you. To do this, refer to *NAB EFTPOS Mobile Automatic Settlement Time Set-up* on page 78.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

Step 1

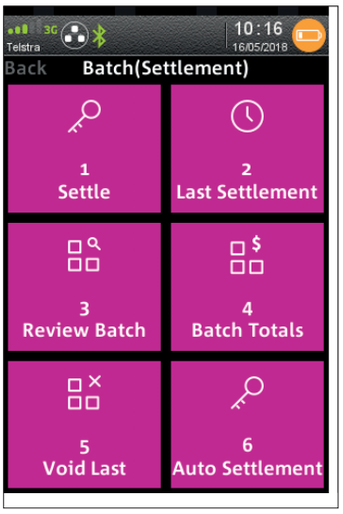
Press **3** in the **Menu** to select Batch



Step 2

Press **1** to select Settle

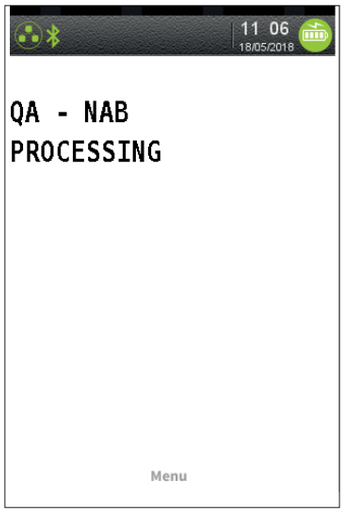
The settlement process commences and when successfully processed, the settlement receipt will print.



NAB EFTPOS Mobile
Manual Settlement (continued)

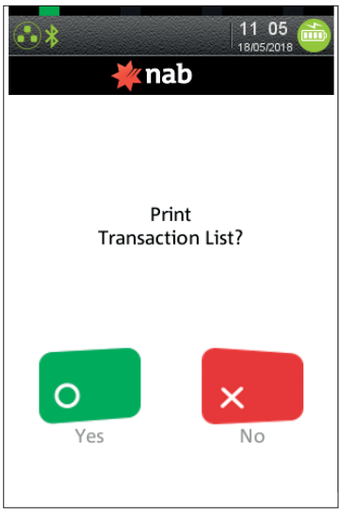
Step 3

QA NAB processing message is displayed.



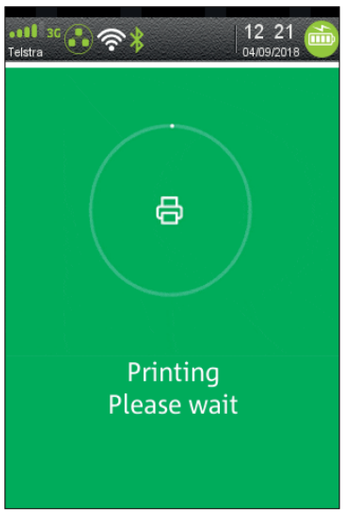
Step 4

Press **Yes** to print a transaction list of all individual transactions



Step 5

Printing message is displayed



NAB EFTPOS Mobile
Pre-Authorisation

The Pre-Authorisation feature is optional. You may enable or disable this feature by contacting the Merchant Service Centre. Pre-Authorisation is used to reserve a value amount on a cardholder's account. The value amount is generally held for up to 7 days depending on the cardholder's financial institution.

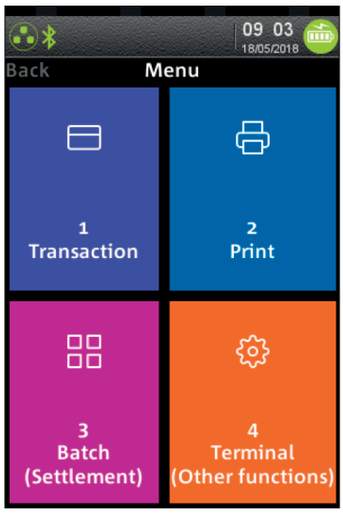
The funds held are not debited from the cardholder's account until final payment, a Pre-Authorisation Completion, is processed. It is important to retain the Pre-Authorisation merchant receipt as the Pre-Authorisation completion cannot be completed without the Approval Code from the receipt.

Pre-Authorisations are available for credit cards only.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

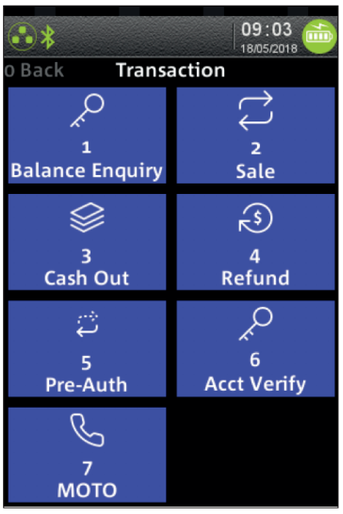
Step 1

Press **1** to select **'Transaction'**



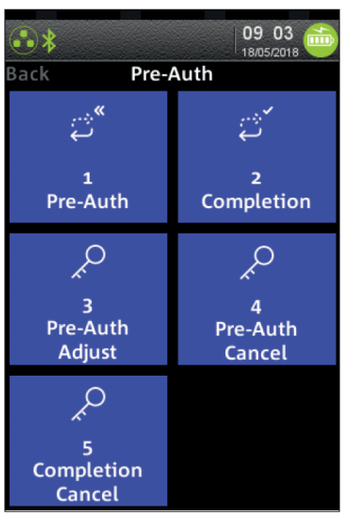
Step 2

Press **5** to select **'Pre-Auth'**



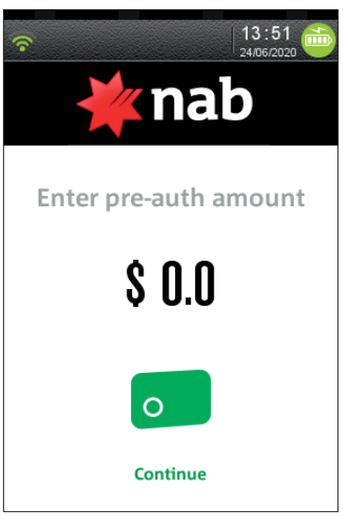
Step 3

Press **1** to select **'Pre-Auth'**



Step 4

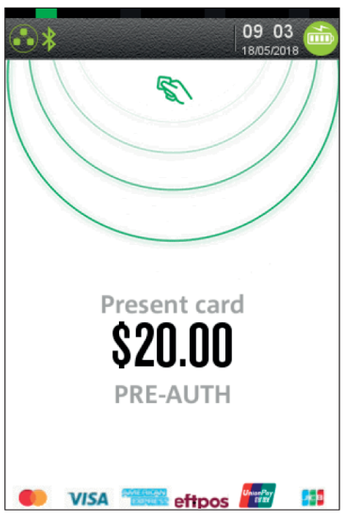
Enter the Pre-Authorisation amount



NAB EFTPOS Mobile Pre-Authorisation (continued)

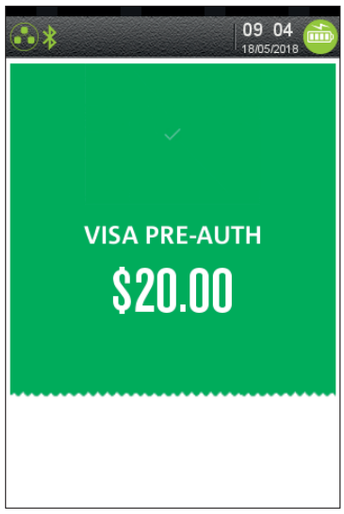
Step 5

Ask customer to **TAP**, **INSERT** or **SWIPE** their card



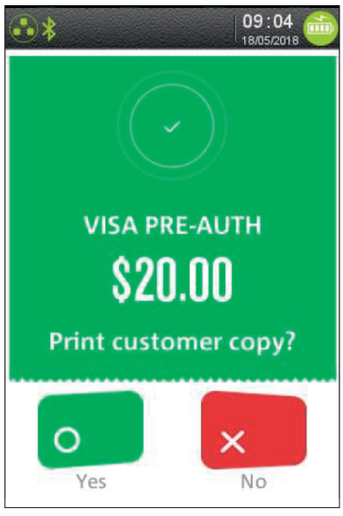
Step 6

An Approved acknowledgement displays once the Pre-Authorisation has been processed successfully and the merchant receipt will print automatically.



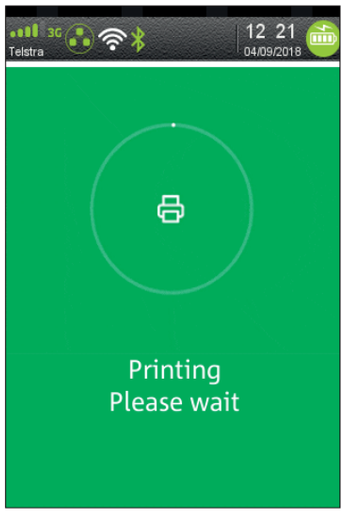
Step 7

Press **Yes** to print the customer receipt if required.



Step 8

Printing message is displayed



NAB EFTPOS Mobile
Pre-Authorisation Completion – Visa & Mastercard

The Pre-Authorisation Completion process looks up the original Pre-Authorisation record, confirms the transaction value and puts the Pre-Authorisation payment through as a transaction.

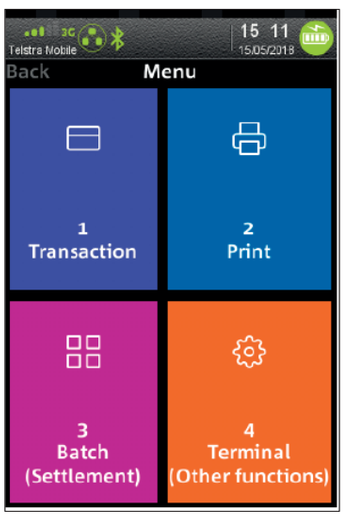
A Pre-Authorisation Completion transaction generally must be performed between 2 to 14 days from when the Pre-Authorisation was processed. This period is dependent on the type of business you operate.

The value amount is generally held for up to 7 days on Pre-Authorisation, depending on the cardholder's financial institution.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

Step 1

Press the **Menu** button then press 1 to select **'Transaction'** in the **Menu**



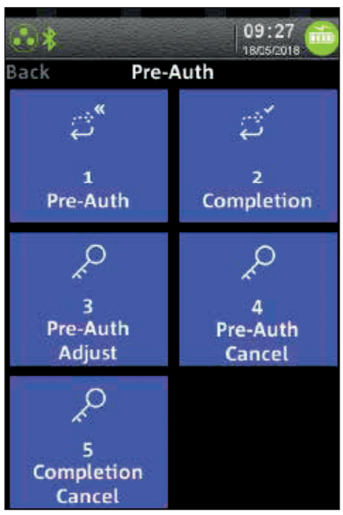
Step 2

Press 5 to select **'Pre-Auth'**



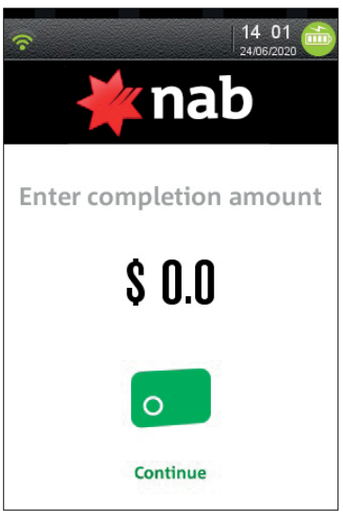
Step 3

Press 2 to select **'Completion'**



Step 4

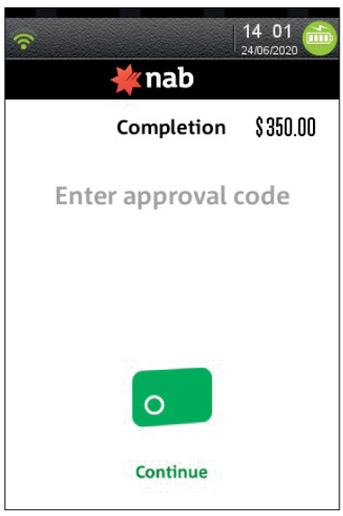
Enter the **Pre-Authorisation completion** amount



NAB EFTPOS Mobile Pre-Authorisation Completion - Visa & Mastercard (continued)

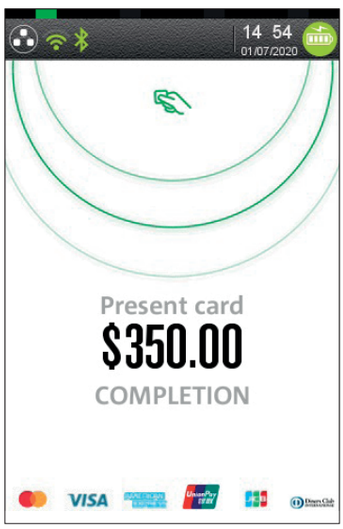
Step 5

Enter the 6 digit **APPROVAL CODE** from the merchant receipt



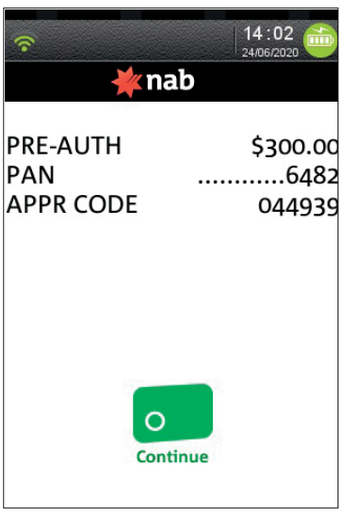
Step 6a

Ask customer to **TAP**, **INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



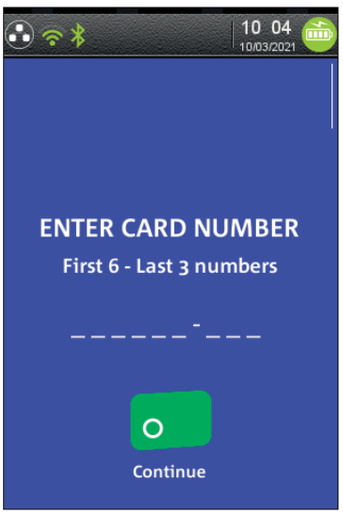
Step 6

If the Pre-Authorisation transaction is not found on the terminal, proceed to Step 6a. Otherwise proceed to Step 7.



Step 6b

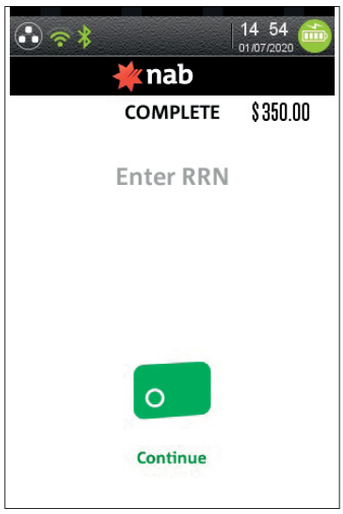
For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**



NAB EFTPOS Mobile Pre-Authorisation Completion - Visa & Mastercard (continued)

Step 6c

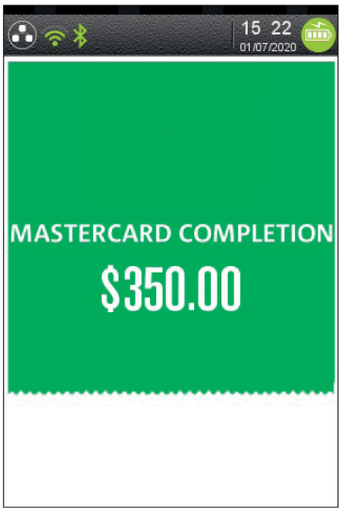
Enter the **RRN** from the Pre-Authorisation merchant receipt and press **ENTER**



Some terminals may skip step based on merchant MCC classified.

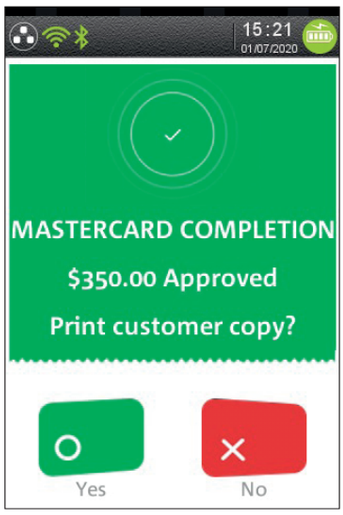
Step 7

An Approved acknowledgement displays once the Pre-Authorisation has been processed successfully and the merchant receipt will print automatically.



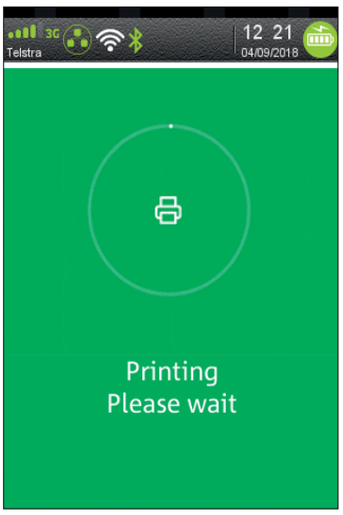
Step 8

Press **Yes** to print the customer receipt if required.



Step 9

Printing message is displayed



NAB EFTPOS Mobile
Pre-Authorisation Adjust – Visa & Mastercard

(This functionality is not available to all merchants.)

The Pre-Authorisation adjustment feature is optional and is available on request if you are a merchant operating in the following business types (aka Merchant Category Code (MCC) list):

- Eating places and restaurants
- Drinking places, bars, taverns, nightclubs etc
- Local and suburban commuter passenger transportation, including ferries
- Passenger railways and bus lines
- Recreational service miscellaneous (aircraft rental) and recreational service miscellaneous (bicycle rental)
- Motorcycle rental, boat rental equipment rental and motor home rental
- Trailer park or campground
- Amusement parks, circuses, carnivals, and fortune tellers
- Cruise lines
- Lodging merchants
- Vehicle rental
- Card absent taxicabs and limousines

The Pre-Authorisation adjustment process looks up the original Pre-Authorisation record and allows the authorisation value to be changed (up or down).

The funds held are not debited from the cardholder's account until final payment, a Pre-Authorisation completion, is processed. It is important to retain the Pre-Authorisation adjustment merchant receipt as the Pre-Authorisation completion cannot be completed without the Approval Code from the receipt.

Pre-Authorisation adjustment is available for credit cards only.

Note: This feature is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

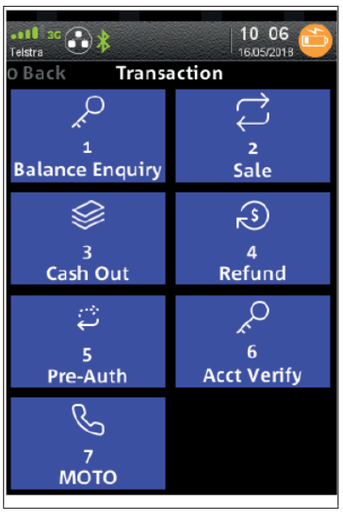
Step 1

Press the **Menu** button then press 1 to select **'Transaction'** in the **Menu**



Step 2

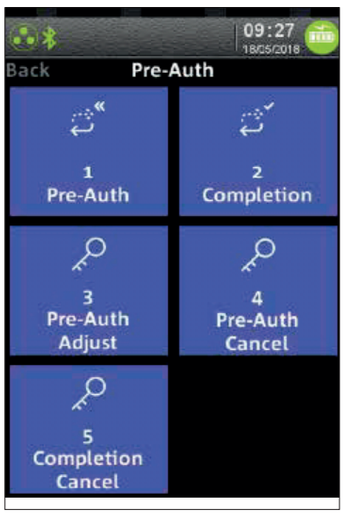
Press 5 to select **'Pre-Auth'**



NAB EFTPOS Mobile
Pre-Authorisation Adjust – Visa & Mastercard (continued)

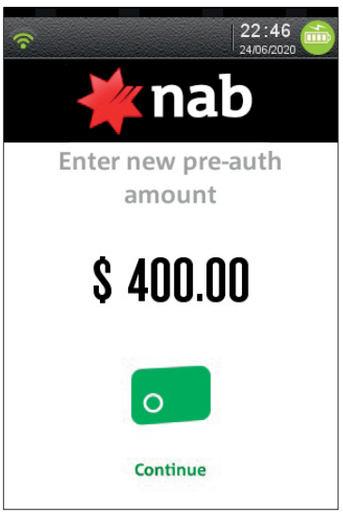
Step 3

Press 3 to select **'Pre-Auth Adjust'**



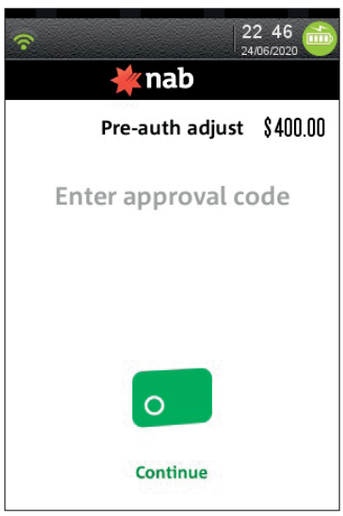
Step 4

Enter the new Pre-Authorisation amount and press **ENTER**



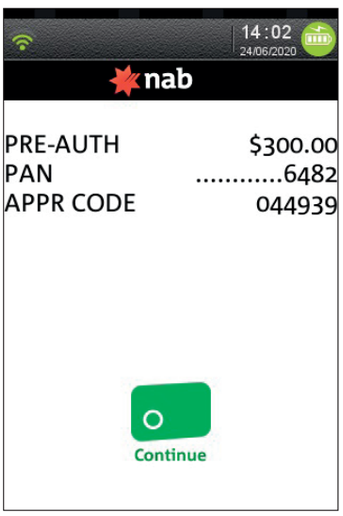
Step 5

Enter the 6 digit **APPROVAL CODE** from the original Pre-Authorisation merchant receipt and press **ENTER**



Step 6

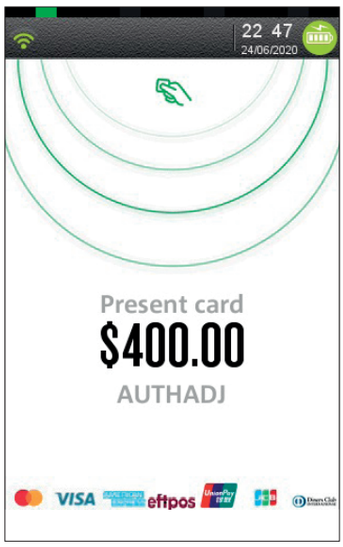
If the Pre-Authorisation transaction is not found on the terminal, proceed to Step 6a. Otherwise proceed to Step 7.



NAB EFTPOS Mobile
Pre-Authorisation Adjust – Visa & Mastercard (continued)

Step 6a

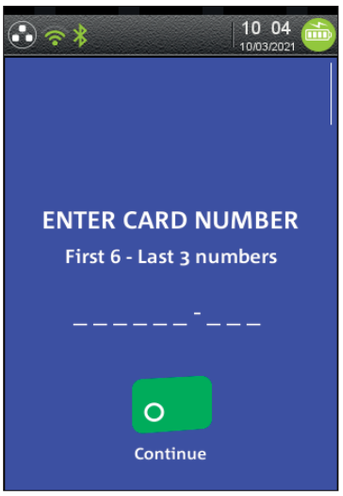
Ask customer to **TAP**, **INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



If Pre-Authorisation transaction is not found on Terminal then this Step 6a is displayed. Otherwise, proceed to Step 7

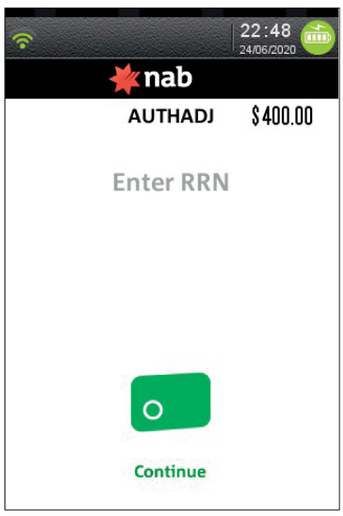
Step 6b

For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**



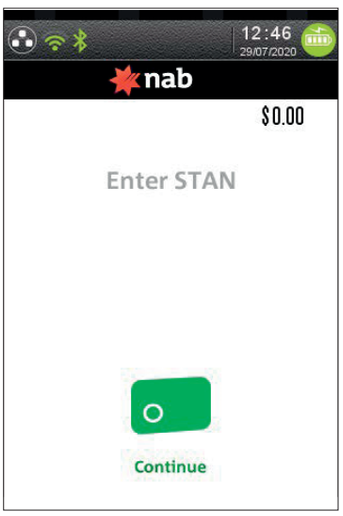
Step 6c

Enter the **RRN** from the Pre-Authorisation merchant receipt and press **ENTER**



Step 6d

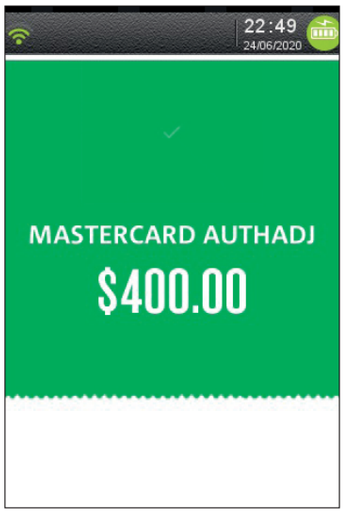
Enter the **STAN** from the pre-authorisation merchant receipt and press **ENTER**



NAB EFTPOS Mobile
Pre-Authorisation Adjust - Visa & Mastercard (continued)

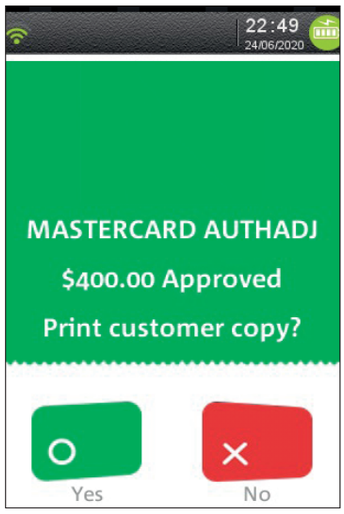
Step 7

An Approved acknowledgement displays once the pre-authorisation adjustment has been processed successfully and the merchant receipt will print automatically.



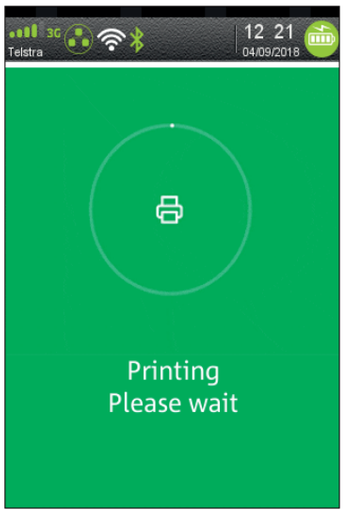
Step 8

Press **Yes** to print the customer receipt if required.



Step 9

Printing message is displayed.



NAB EFTPOS Mobile
Pre-Authorisation Cancel – Visa & Mastercard

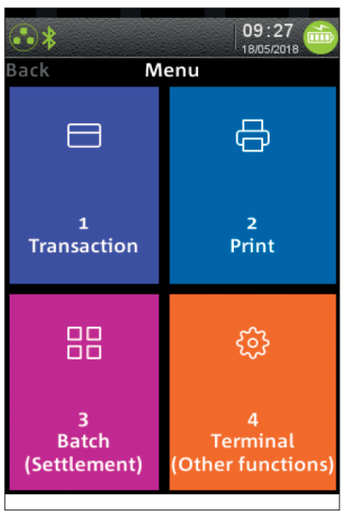
Pre-Authorisation Cancel is optional and available on request if you are a merchant listed in Merchant Category Codes.

The Pre-Authorisation Cancel process looks up the original Pre-Authorisation record and allows the authorisation to be Cancelled.

These transactions will be passed on to the cardholder's financial institution to remove hold on any funds associated with the original Pre-Authorisation

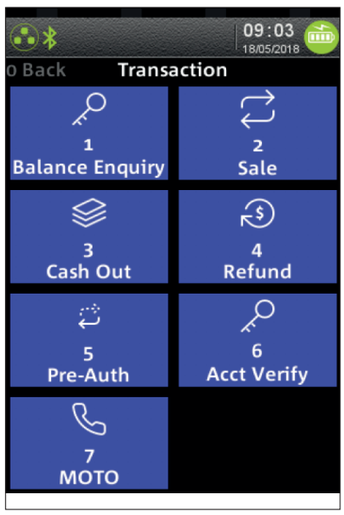
Step 1

Press the **Menu** button then press 1 to select **'Transaction'** in the **Menu**



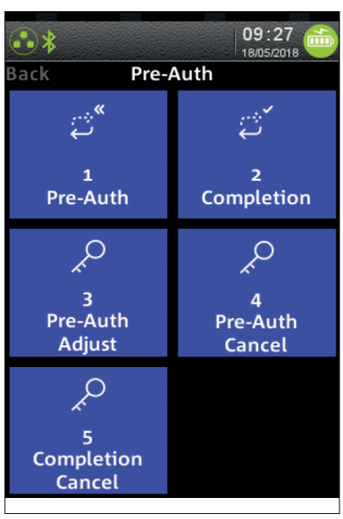
Step 2

Press **5** to select **'Pre-Auth'**



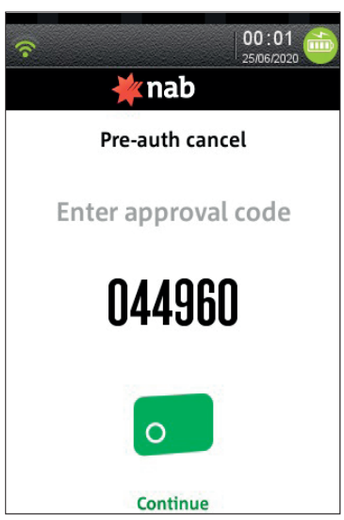
Step 3

Press **4** to select **'Pre-Auth Cancel'**



Step 4

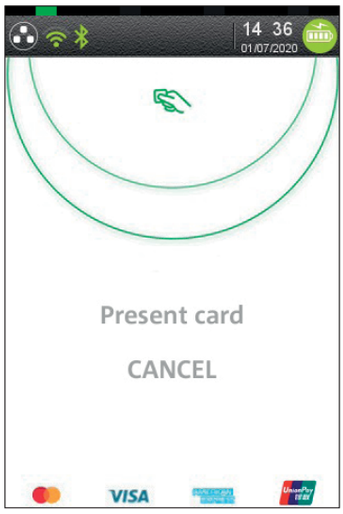
Enter the 6 digit **APPROVAL CODE** to be Cancelled from the merchant receipt



NAB EFTPOS Mobile Pre-Authorisation Cancel – Visa & Mastercard (continued)

Step 5

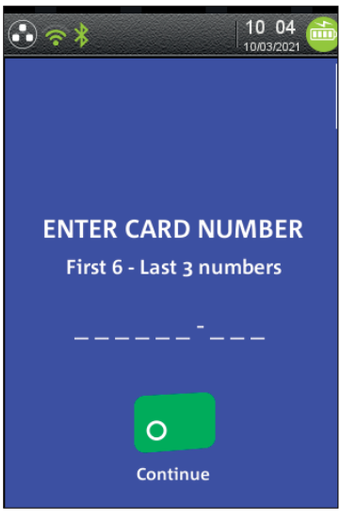
Ask customer to **TAP**, **INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



If Pre-Authorisation transaction is not found on Terminal then this Step 5 is displayed. Otherwise, proceed to Step 6

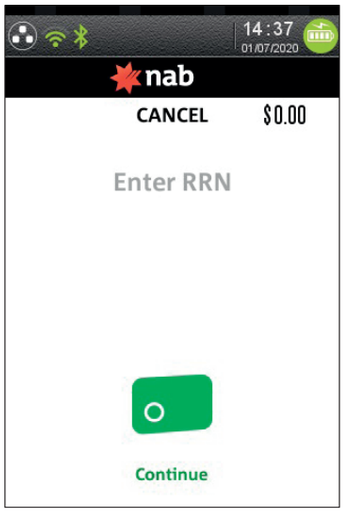
Step 5a

For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**



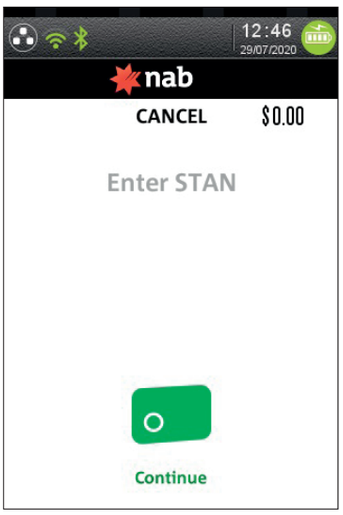
Step 5b

Enter the **RRN** from the Pre-Authorisation merchant receipt and press **ENTER**



Step 5c

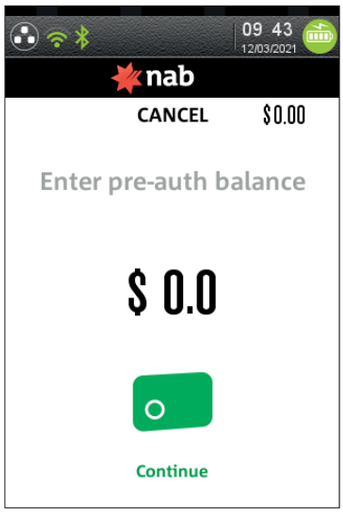
Enter the **STAN** from the Pre-Authorisation merchant receipt and press **ENTER**



NAB EFTPOS Mobile
Pre-Authorisation Cancel - Visa & Mastercard (continued)

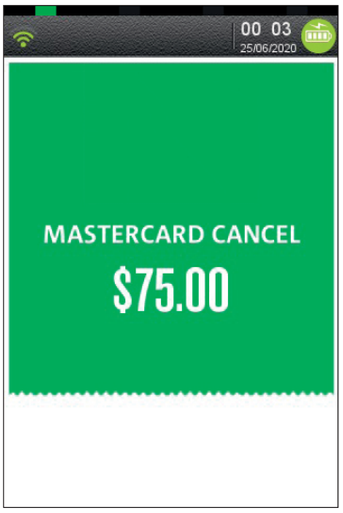
Step 5d

Enter the **Pre-Auth Balance** from the pre-authorisation merchant receipt and press **ENTER**



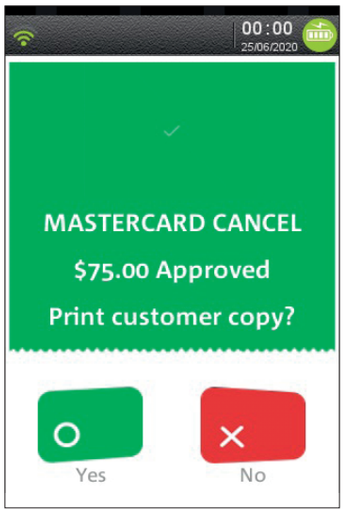
Step 6

An acknowledgement displays once the transaction has been cancelled successfully and the merchant receipt will print automatically.



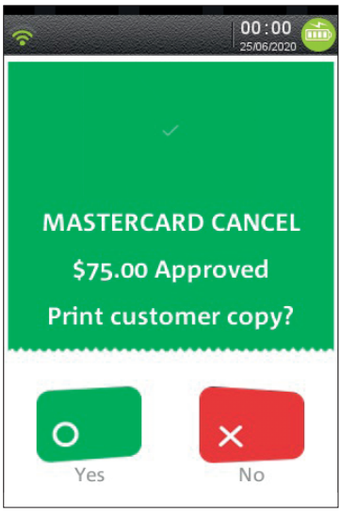
Step 7

Press **Yes** to print the customer receipt if required.



Step 8

Printing message is displayed



NAB EFTPOS Mobile
Pre-Authorisation – UPI, JCB & Amex

The Pre-Authorisation feature for UPI, JCB & Amex is optional. You may enable or disable this feature by contacting the Merchant Service Centre.

Pre-Authorisation is used to reserve a value amount on a cardholder's account. The value amount is generally held for up to 7 days depending on the cardholder's financial institution.

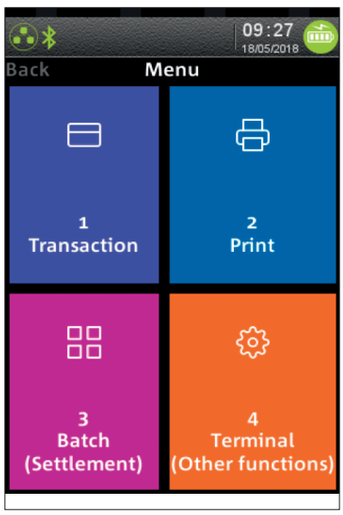
The funds held are not debited from the cardholder's account until final payment, a Pre-Authorisation Completion is processed. It is important to retain the Pre-Authorisation merchant receipt as the Pre-Authorisation completion cannot be completed without the Approval Code from the receipt.

Pre-Authorisations are available for credit cards only.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

Step 1

Press the **Menu** button then press 1 to select **'Transaction'** in the **Menu**



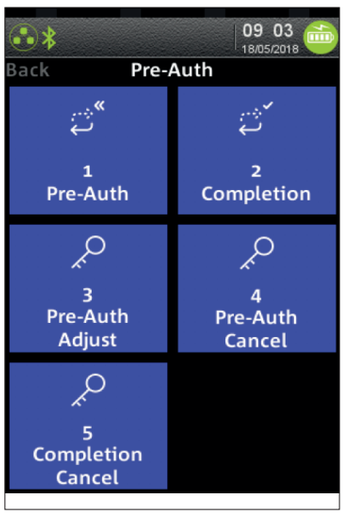
Step 2

Press **5** to select **'Pre-Auth'**



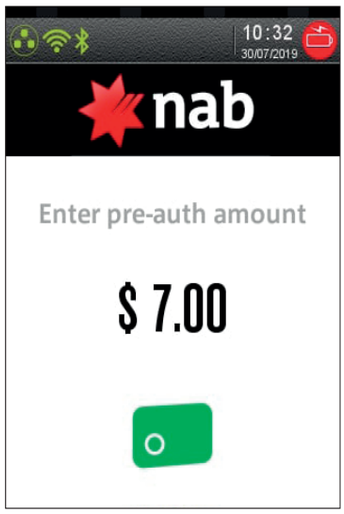
Step 3

Press **1** to select **'Pre-Auth'**



Step 4

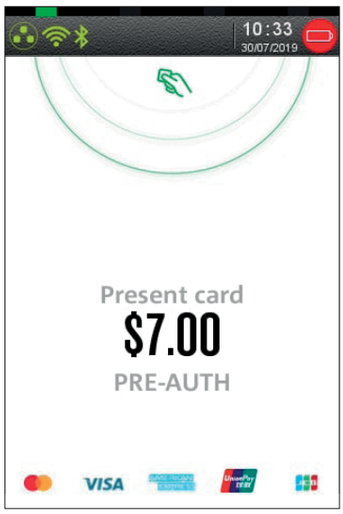
Enter the Pre-Authorisation amount



NAB EFTPOS Mobile Pre-Authorisation – UPI, JCB & Amex (continued)

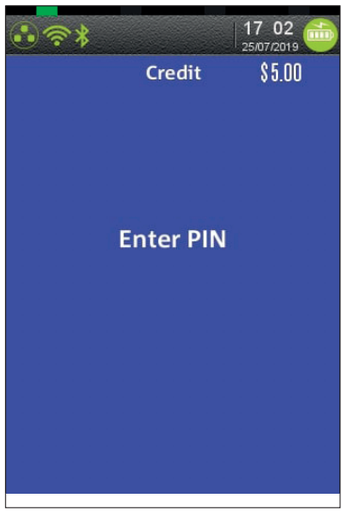
Step 5

Ask customer to **TAP, INSERT or SWIPE** their card



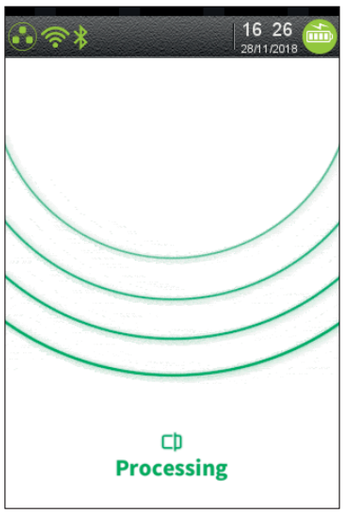
Step 5a

PIN Prompt appears for some cards when swiped. User can bypass by pressing Enter key.



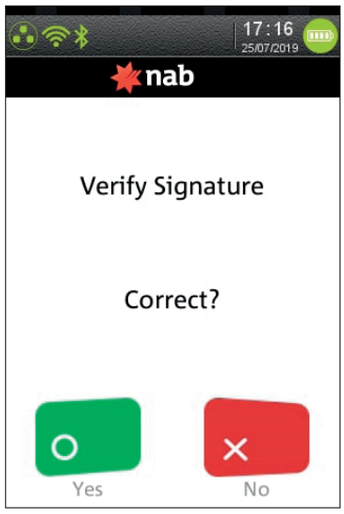
Step 6

Processing message is displayed



Step 6a

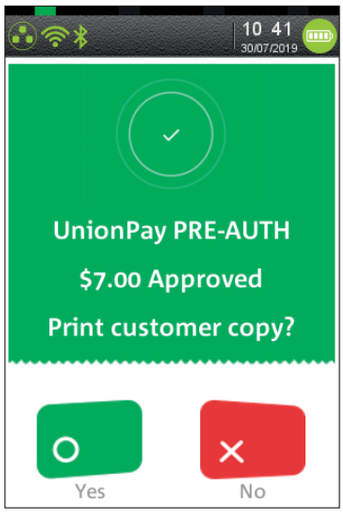
Prompt appears if the card was Inserted/Swiped and the card verification method is 'signature verification'.



NAB EFTPOS Mobile Pre-Authorisation – UPI, JCB & Amex (continued)

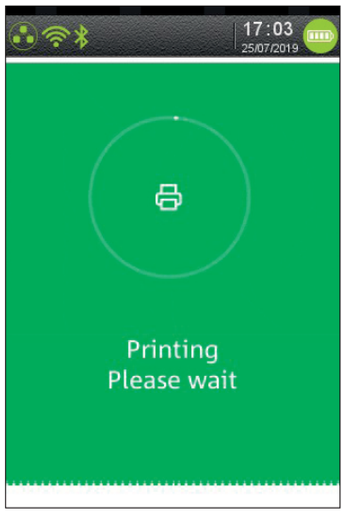
Step 7

Press **Yes** to print the customer receipt if required.



Step 8

Printing message displays



NAB EFTPOS Mobile
Pre-Authorisation Completion – UPI, JCB & Amex

The Pre-Authorisation Completion process looks up the original Pre-Authorisation record, confirms the transaction value and puts the Pre-Authorisation payment through as a transaction.

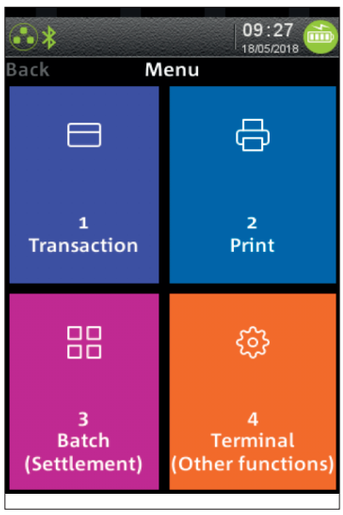
A Pre-Authorisation Completion transaction generally must be performed between 2 to 14 days from when the Pre-Authorisation was processed. This period is dependent on the type of business you operate.

The value amount is generally held for up to 7 days on Pre-Authorisation, depending on the cardholder's financial institution.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

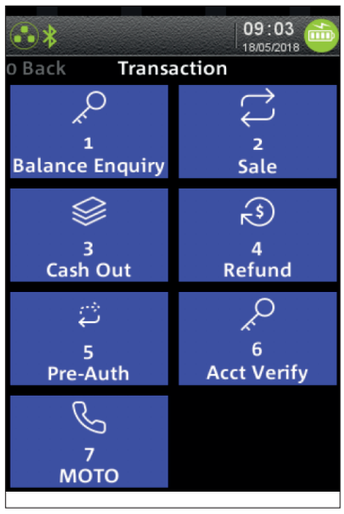
Step 1

Press the **Menu** button then press 1 to select **'Transaction'** in the **Menu**



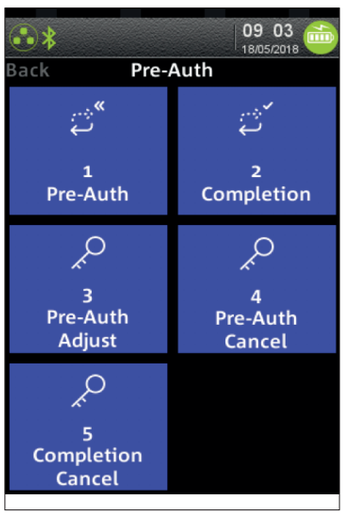
Step 2

Press **5** to select **'Pre-Auth'**



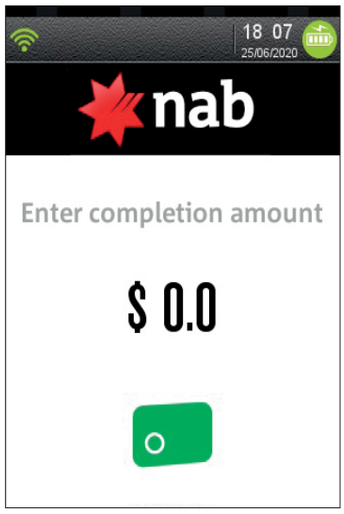
Step 3

Press **2** to select **'Completion'**



Step 4

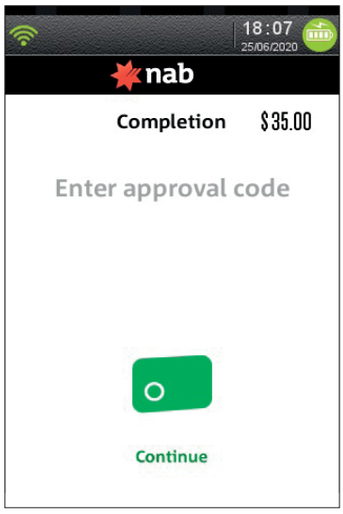
Enter the **Pre-Authorisation completion** amount



NAB EFTPOS Mobile Pre-Authorisation Completion – UPI, JCB & Amex (continued)

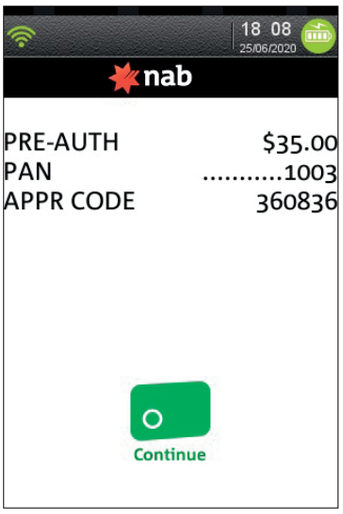
Step 5

Enter the 6 digit **APPROVAL CODE** from the merchant receipt



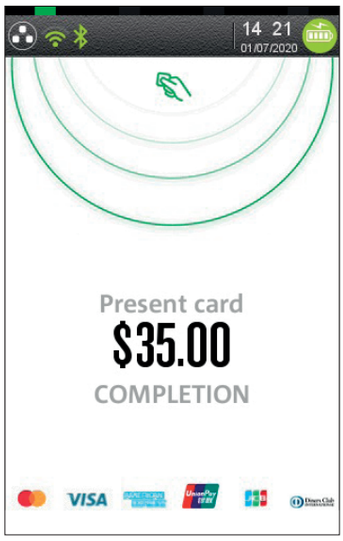
Step 6

If the Pre-Authorisation transaction is not found on the terminal, proceed to Step 6a. Otherwise proceed to Step 7.



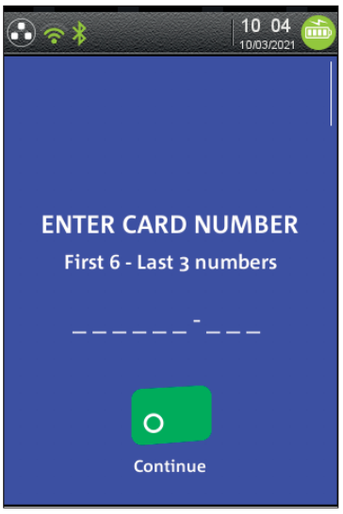
Step 6a

Ask customer to **TAP**, **INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



Step 6b

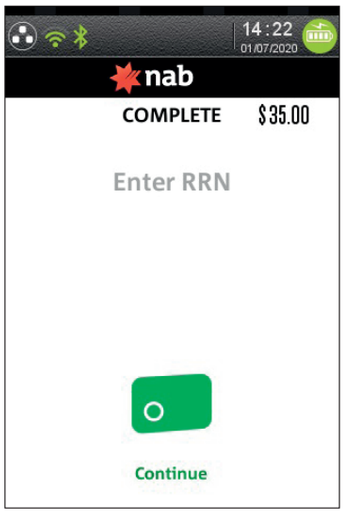
For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**



NAB EFTPOS Mobile Pre-Authorisation Completion – UPI, JCB & Amex (continued)

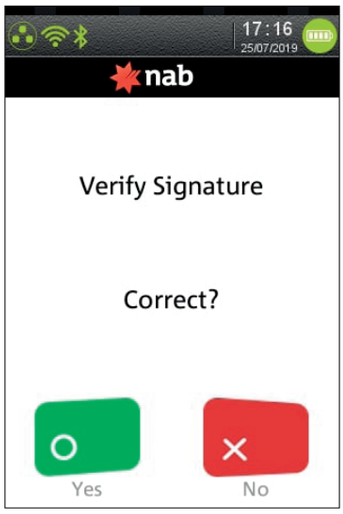
Step 6c

Enter the **RRN** from the Pre-Authorisation merchant receipt and press **ENTER**



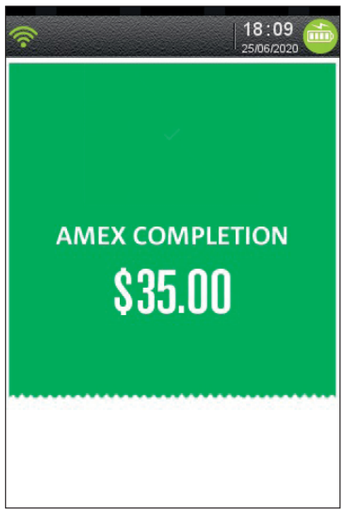
Step 7a

Some cards may prompt for 'Verify Signature' when Inserted/ Swiped.



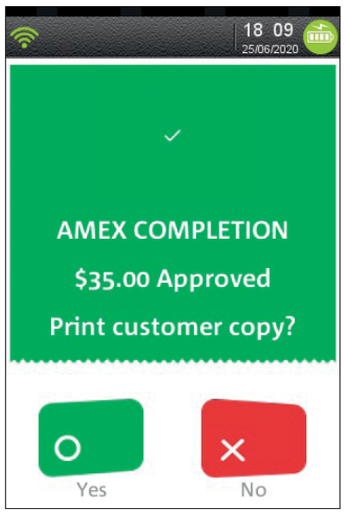
Step 7

An Approved acknowledgement displays once the Pre-Authorisation has been processed successfully and the merchant receipt will print automatically.



Step 8

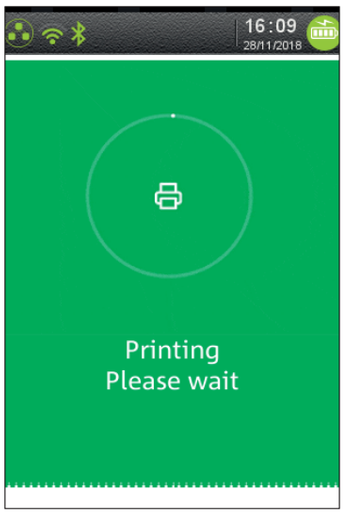
Press **Yes** to print the customer receipt if required.



NAB EFTPOS Mobile Pre-Authorisation Completion – UPI, JCB & Amex (continued)

Step 9

Printing message displays



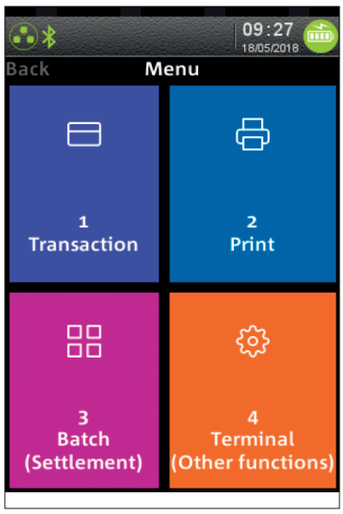
NAB EFTPOS Mobile
Pre-Authorisation Completion Cancel – UPI only

Pre-Authorisation Completion Cancel is applicable to UPI only. It reverses a Pre-Authorisation transaction which has been completed.

The Completion Cancellation transaction will be passed on to the cardholder's financial institution to remove hold on any funds associated with the original completion.

Step 1

Press the **Menu** button then press 1 to select **'Transaction'** in the **Menu**



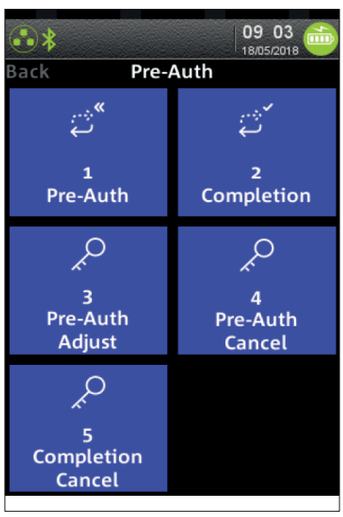
Step 2

Press **5** to select **'Pre-Auth'**



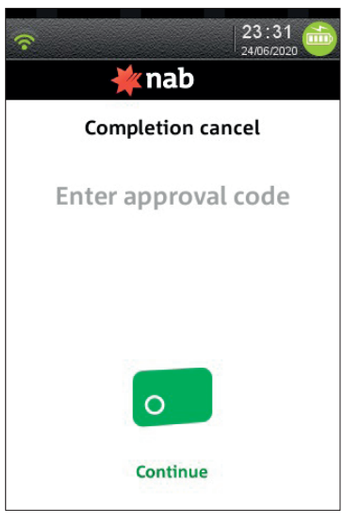
Step 3

Press **5** to select **'Completion Cancel'**



Step 4

Enter the 6 digit **APPROVAL CODE** from the merchant receipt

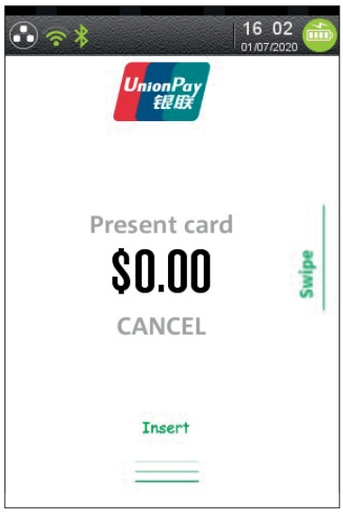


NAB EFTPOS Mobile
Pre-Authorisation Completion Cancel – UPI only (continued)

Step 5

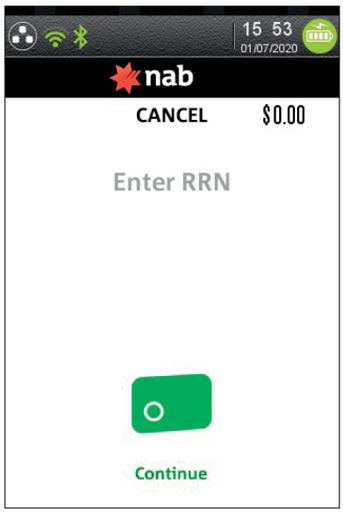
If Pre-Authorisation transaction is not found on Terminal then this Step 5 is displayed, Otherwise proceed to Step 6.

Ask customer to **TAP**, **INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



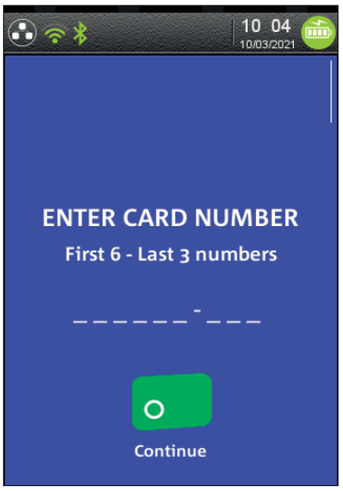
Step 5b

Enter the RRN from the Pre-Authorisation merchant receipt and press **ENTER**



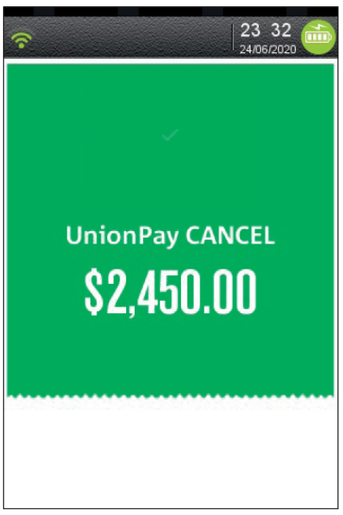
Step 5a

For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**



Step 6

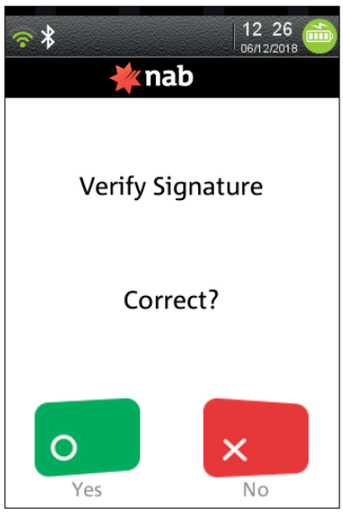
An Approved acknowledgement displays once the Cancellation has been processed successfully and the merchant receipt will print automatically.



NAB EFTPOS Mobile
Pre-Authorisation Completion Cancel – UPI only (continued)

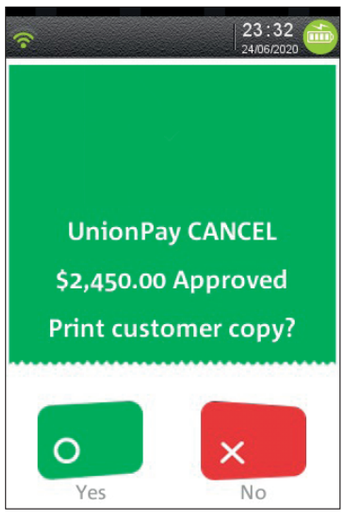
Step 7

Ask customer to sign the receipt. You will need to **verify your customer's signature** with the signature on the card. If this is correct, press **Yes**



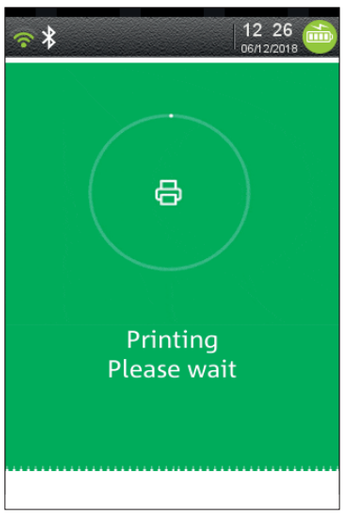
Step 8

Press Yes to print the customer receipt if required



Step 9

Printing message displays



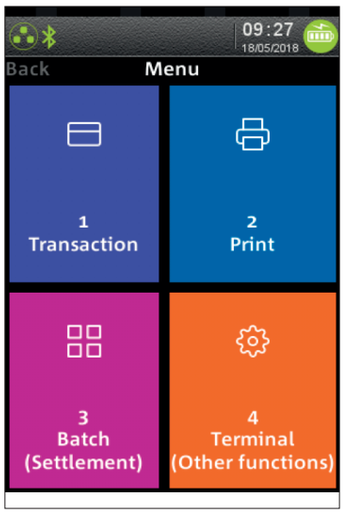
NAB EFTPOS Mobile
Pre-Authorisation Cancel – UPI only

The Pre-Authorisation Cancel CUP process looks up the original Pre-Authorisation record and allows the authorisation to be Cancelled.

These transactions will be passed on to the cardholder's financial institution to remove hold on any funds associated with the original Pre-Authorisation.

Step 1

Press the **Menu** button then press 1 to select **'Transaction'** in the **Menu**



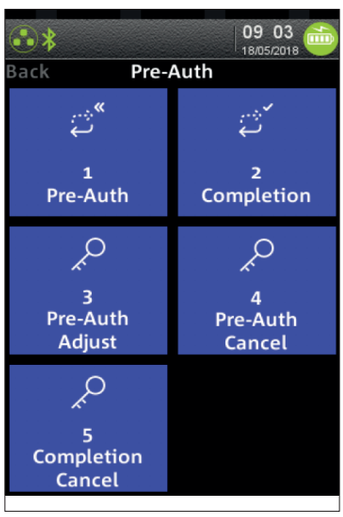
Step 2

Press **5** to select **'Pre-Auth'**



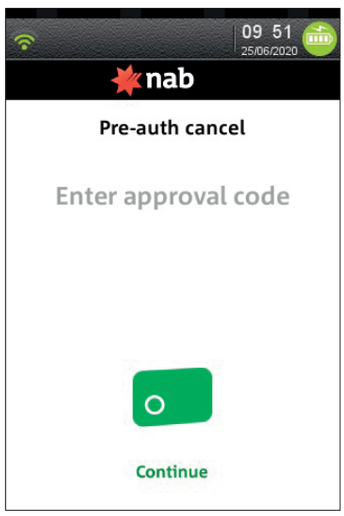
Step 3

Press **4** to select **'Pre-Auth Cancel'**



Step 4

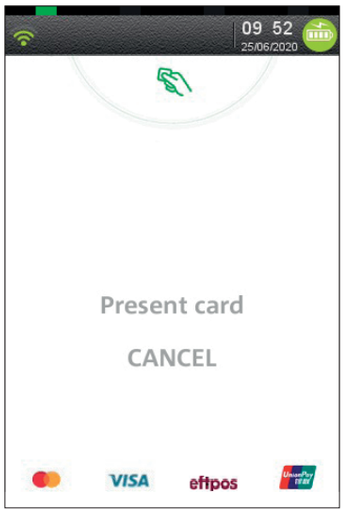
Enter the 6 digit **APPROVAL CODE** to be Cancelled from the merchant receipt



NAB EFTPOS Mobile Pre-Authorisation Cancel – UPI only (continued)

Step 5

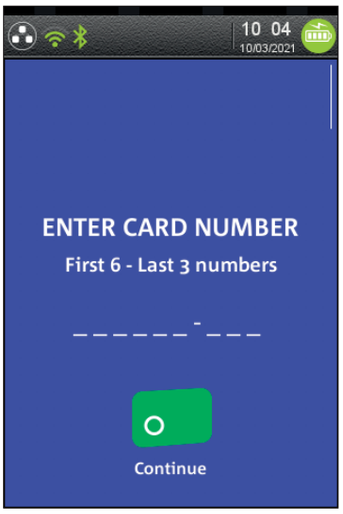
Ask customer to **TAP**, **INSERT** or **SWIPE** their card or **MANUALLY KEY** in Customer Card Number if card is not present



If Pre-Authorisation transaction is not found on Terminal then this Step 5 is displayed. Otherwise, proceed to Step 6

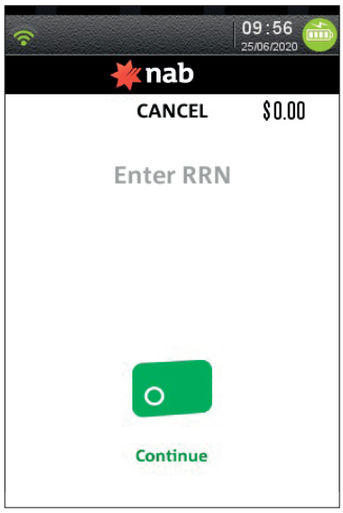
Step 5a

For Manual Card Entry payment method, enter the First 6 and Last 3 digits of the card number and press **ENTER**



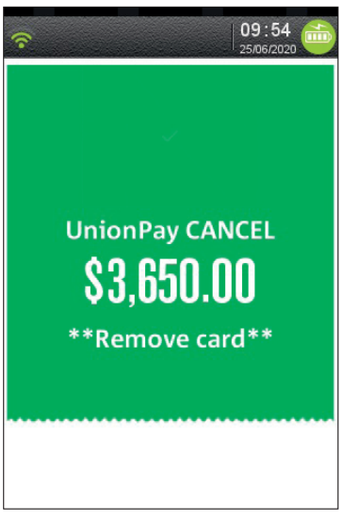
Step 5b

Enter the **RRN** from the Pre-Authorisation merchant receipt and press **ENTER**



Step 6

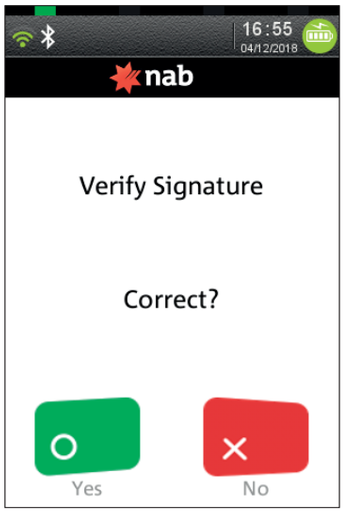
An Approved acknowledgement displays once the Cancellation has been processed successfully and the merchant receipt will print automatically.



NAB EFTPOS Mobile
Pre-Authorisation Cancel – UPI only (continued)

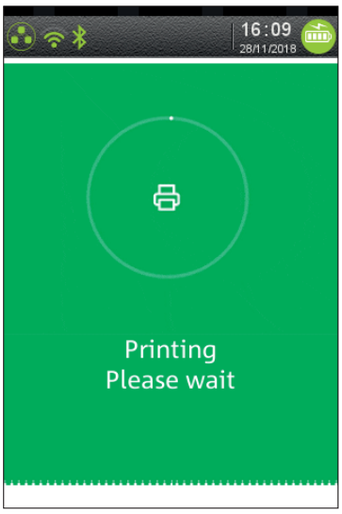
Step 7

Ask customer to sign the receipt. You will need to **verify your customer's signature** with the signature on the card. If this is correct, press **Yes**



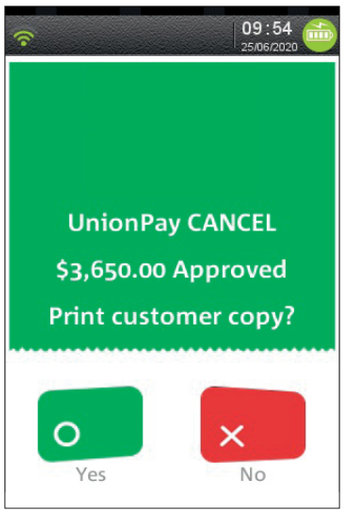
Step 8

Printing message displays



Step 9

Press **Yes** to print the customer receipt if required.

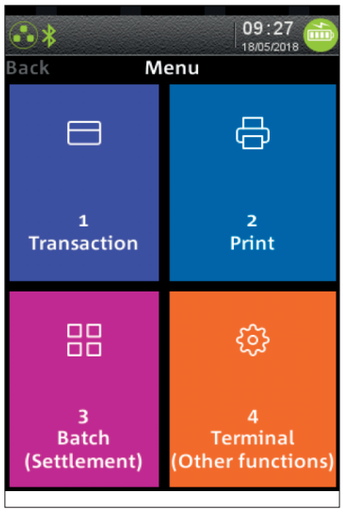


NAB EFTPOS Mobile
Account Verify

The Account Verify feature validates a card without having to process a Pre-Authorisation transaction or Sale transaction. This transaction will not debit or place a hold on any cardholder funds.

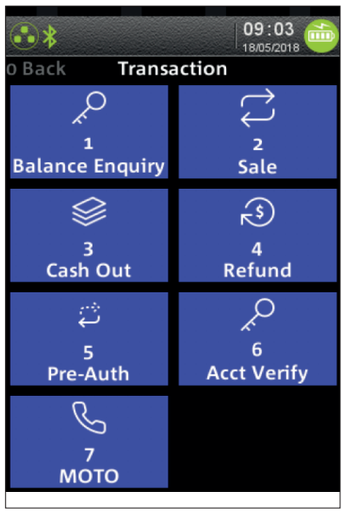
Step 1

Press the **Menu** button then press 1 to select **'Transaction'** in the **Menu**



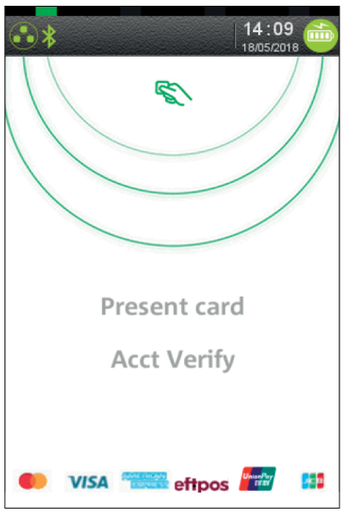
Step 2

Press **6** to select **'Acct Verify'**



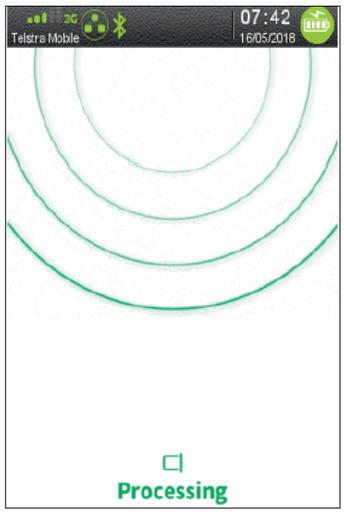
Step 3

Ask customer to **TAP** their card



Step 4

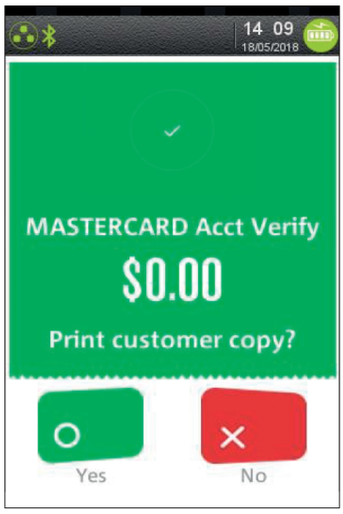
Processing message is displayed



NAB EFTPOS Mobile Account Verify (continued)

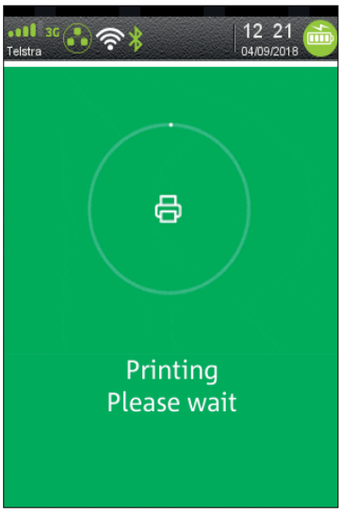
Step 5

Press **Yes** to print the customer receipt if required.



Step 6

Printing message is displayed



NAB EFTPOS Mobile
MOTO

This function is for use when processing card payments for orders received by mail or telephone or initiated over the internet (ECOM).

MOTO transactions can be processed on credit or charge cards only.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

Step 1

Press 1 in the **Menu** to select **Transaction**



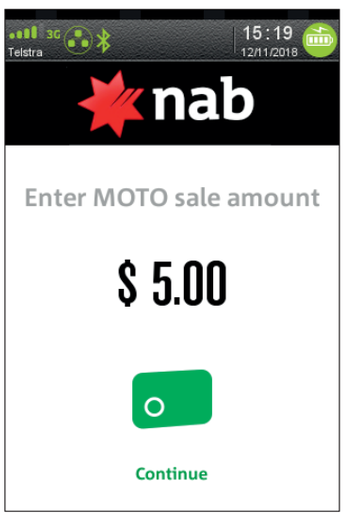
Step 2

Press **7** to select **MOTO**



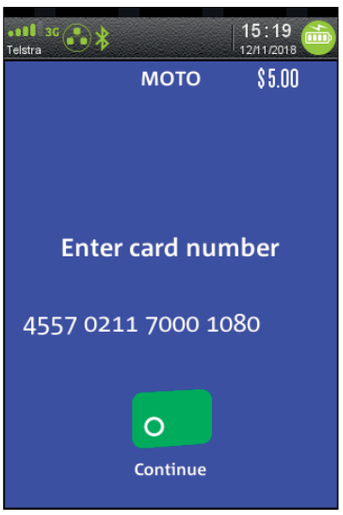
Step 3

Commence entering the customer's **card number**



Step 4

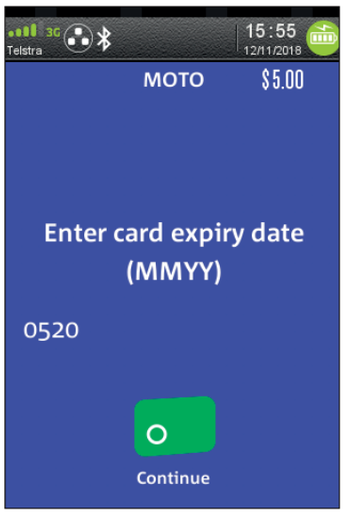
Complete entering the customer's **card number**, and press **CONTINUE**



NAB EFTPOS Mobile MOTO (continued)

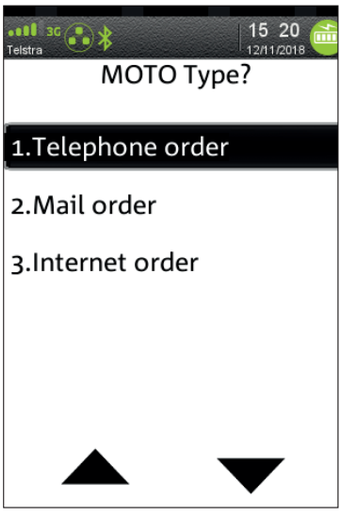
Step 5

Enter the **card expiry date** in **MMYY** format



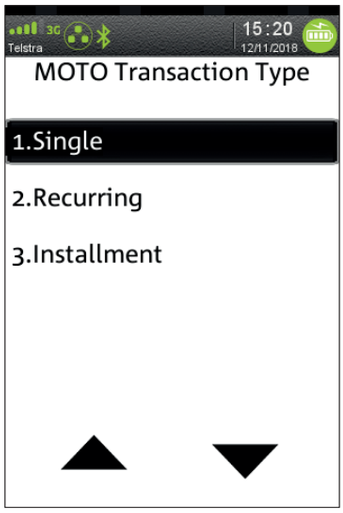
Step 6

Press the corresponding number to select **type of order**



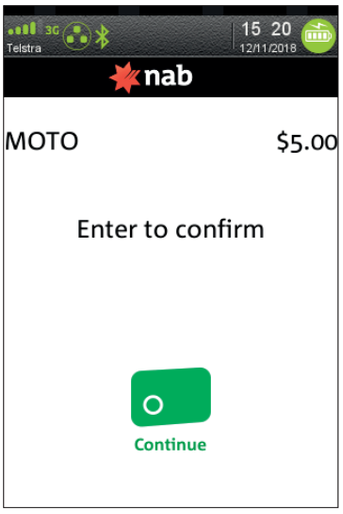
Step 7

Press the corresponding number to select **frequency of transaction**



Step 8

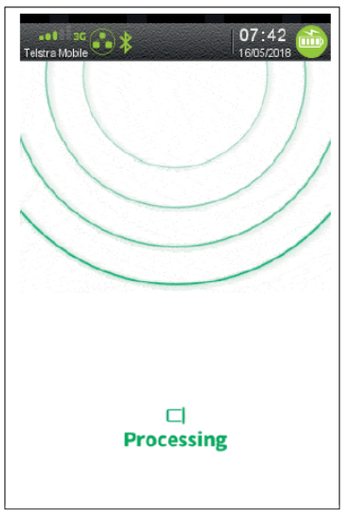
Confirm the **MOTO** transaction



NAB EFTPOS Mobile MOTO (continued)

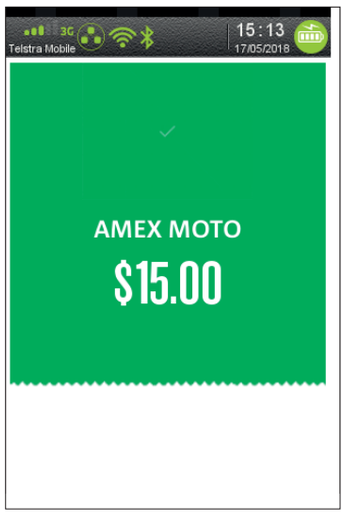
Step 9

Processing message is displayed



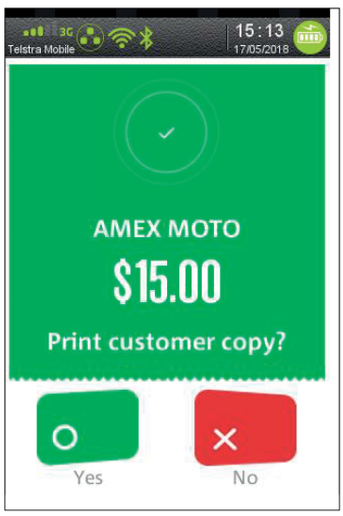
Step 10

An acknowledgement displays once the sale has been approved and the merchant receipt will print.



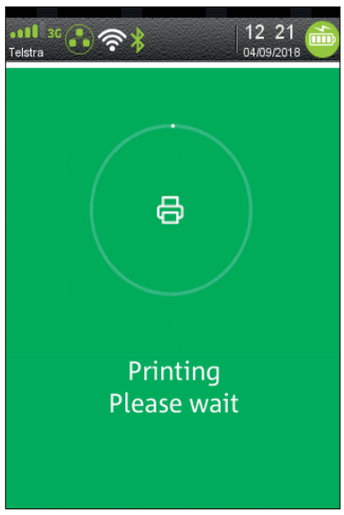
Step 11

Press **Yes** to print the customer receipt if required.



Step 12

Printing message displays.



NAB EFTPOS Mobile
Manual Key Entry

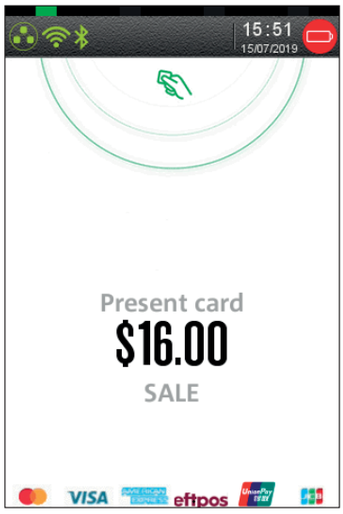
The manual key entry function is only available if approved by NAB. To submit a request for this function, contact the Merchant Service Centre.

It is recommended that merchants do not manually enter card details without first attempting to tap or insert the card in the card readers. Using this function will require customer signature verification.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

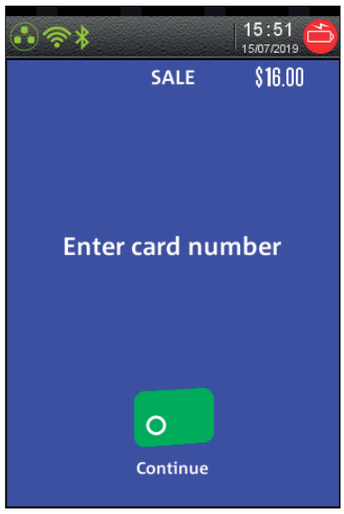
Step 1

Card number entry is triggered when user starts keying on the PIN pad rather than Swiping, Inserting or Tapping.



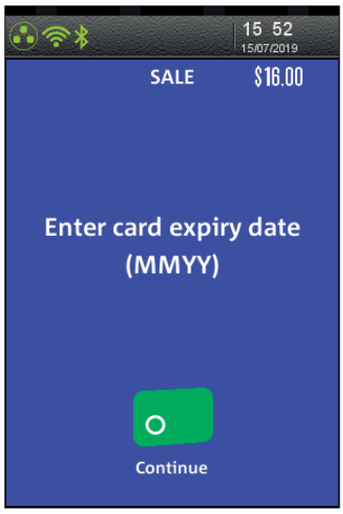
Step 2

Key in card number.



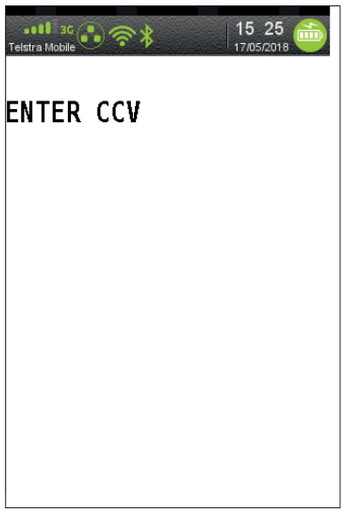
Step 3

Enter the **card expiry date** in **MMYY** format



Step 4

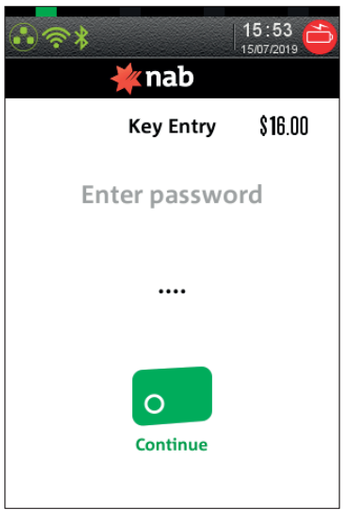
Enter the **CCV number** from the card and press **ENTER**



NAB EFTPOS Mobile
Manual Key Entry (continued)

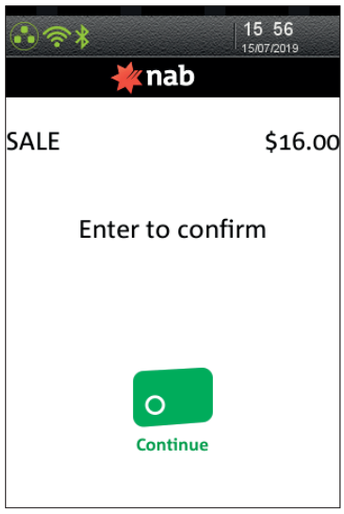
Step 5

If Key Entry password is setup (via FUNC 32 option 5) then user will be prompted to enter the Key Entry password. Note the Key Entry password is blank by default in which case this step would be skipped.



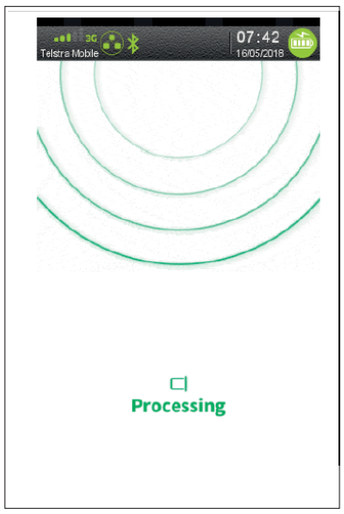
Step 6

Press **ENTER** to confirm the transaction



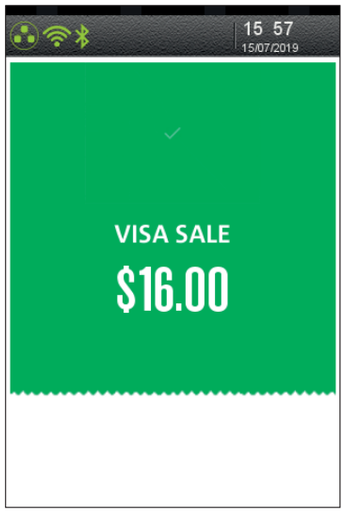
Step 7

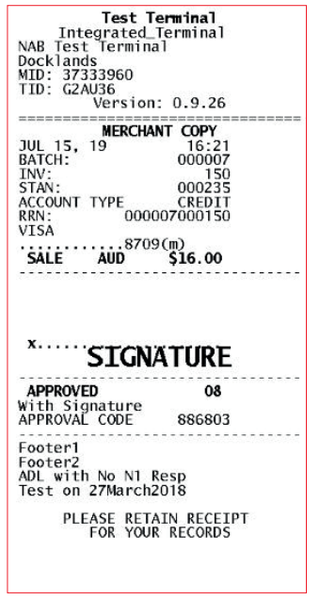
Processing message is displayed



Step 8

An acknowledgement displays once the sale has been approved and the merchant receipt with signature request will print





```
          Test Terminal
      Integrated_Terminal
NAB Test Terminal
Docklands
MID: 37333960
TID: G2AU36
          Version: 0.9.26
================================
          MERCHANT COPY
JUL 15, 19              16:21
BATCH:                  000007
INV:                       150
STAN:                   000235
ACCOUNT TYPE            CREDIT
RRN:              000007000150
VISA
..........8709(m)
 SALE     AUD        $16.00
--------------------------------


x.....SIGNATURE
--------------------------------
 APPROVED                  08
With Signature
APPROVAL CODE          886803
--------------------------------
Footer1
Footer2
ADL with No N1 Resp
Test on 27March2018

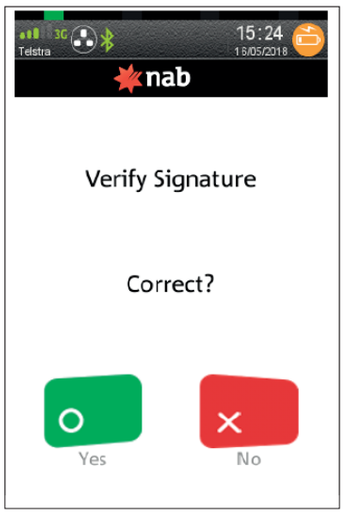
      PLEASE RETAIN RECEIPT
         FOR YOUR RECORDS
```

NAB EFTPOS Mobile
Manual Key Entry (continued)

Step 9

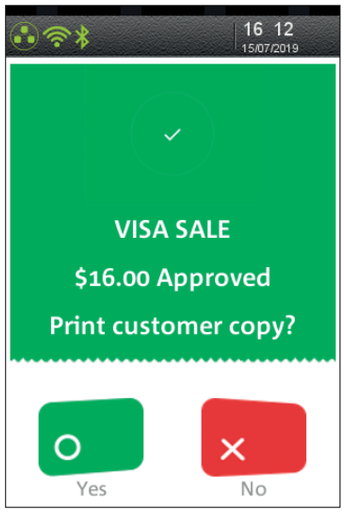
Ask customer to sign the receipt.

You will need to **verify your customer's signature** with the signature on the card. If this is correct, press **Yes**



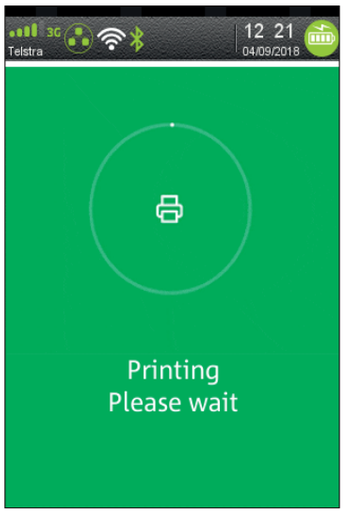
Step 10

Press **Yes** to print the customer receipt if required.



Step 11

Printing message displays



Step 12

If print customer receipt requested then the below sample receipt is printed.



```
          Test Terminal
      Integrated_Terminal
NAB Test Terminal
Docklands
MID: 37333960
TID: G2AU36
          Version: 0.9.26
================================
          CUSTOMER COPY
JUL 15, 19            16:21
BATCH:              000007
INV:                   150
STAN:               000235
ACCOUNT TYPE        CREDIT
RRN:          000007000150
VISA
..........8709(m)
 SALE    AUD      $16.00
--------------------------------
 APPROVED              08
With Signature
APPROVAL CODE       886803
--------------------------------
Footer1
Footer2
ADL with No N1 Resp
Test on 27March2018

      PLEASE RETAIN RECEIPT
         FOR YOUR RECORDS
```

NAB EFTPOS Mobile
Void Last

This function allows the last transaction performed to be Cancelled. This is an optional feature and you may enable or disable this feature by contacting the Merchant Service Centre.

A void last transaction will not appear on the Merchant Statement, Settlement report or on the cardholder's statement.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

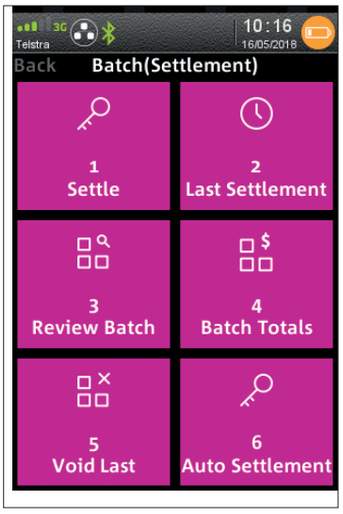
Step 1

Press **3** in the **Menu** to select **Batch**



Step 2

Press **5** to select **Void Last**



Step 3

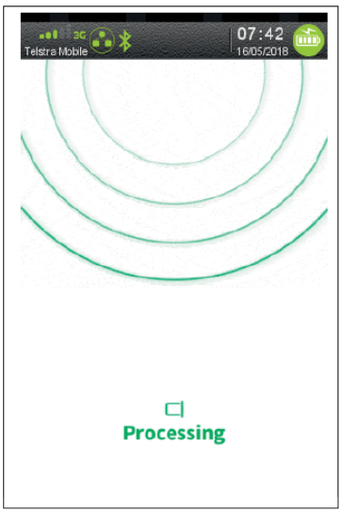
Review the transaction details and press **ENTER** to confirm



The merchant copy of the voided receipt will print automatically.

Step 4

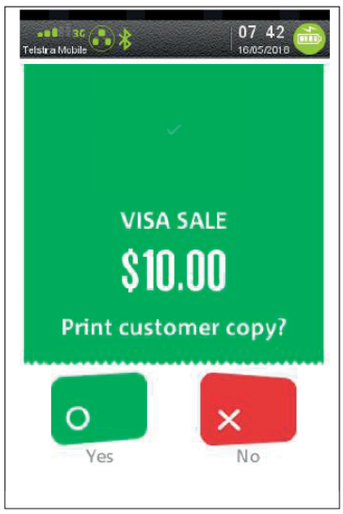
Processing message displays



NAB EFTPOS Mobile
Void Last (continued)

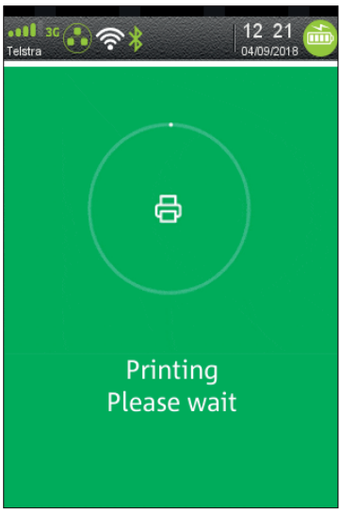
Step 5

Press **YES** to print the customer receipt if required.



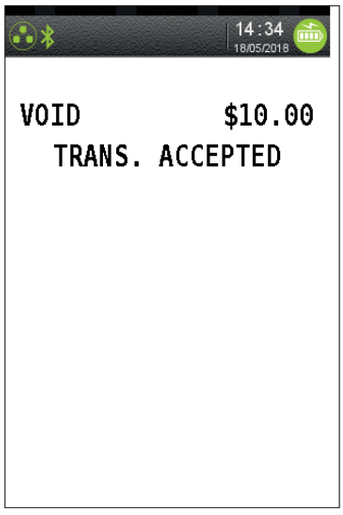
Step 6

Printing message displays



Step 7

VOID transaction accepted



Configuration on the NAB EFTPOS Mobile terminal

There are several functions and settings that you can set directly on the terminal.

These settings enable you to:

- Change how certain functions work (such as changing the time that automatic settlement begins for the terminal, or prompting for a transaction listing printout at settlement)
- Change values used on the terminal (such as changing your merchant password)
- Change the communication method your terminal uses
- Configure password for certain types of transactions.

NAB EFTPOS Mobile
Automatic Settlement Time Set-up

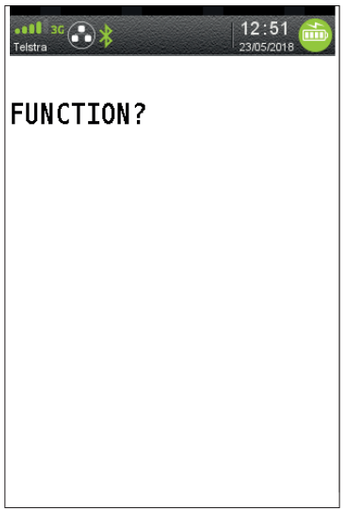
This function allows you to set-up the terminal to automatically settle every day at a preferred time that you specify.

The terminal must be switched on for automatic settlement to occur. For overnight settlements, it is recommended the terminal remains on its charging base.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

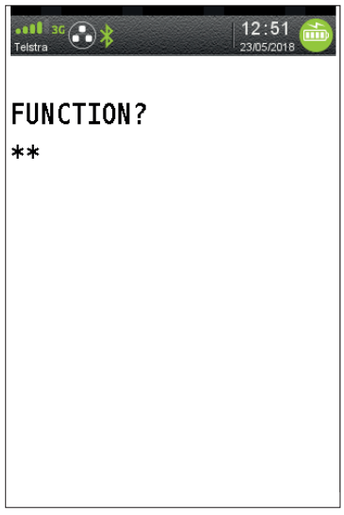
Step 1

Press the **Func** key



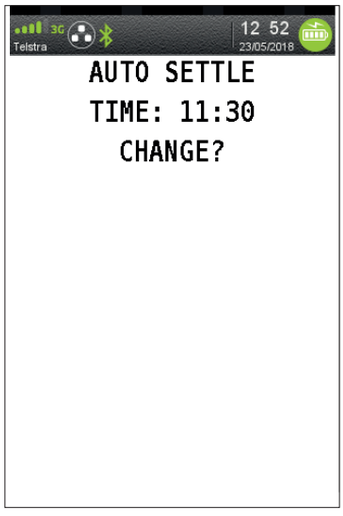
Step 2

Enter **13** using the PIN pad and press **ENTER**



Step 3

Press **ENTER** to change the time



Step 4

Enter the new time in the 24 hour **HH:MM** format, and press **ENTER**



NAB EFTPOS Mobile
Automatic Settlement Time Set-up (continued)

Step 5

The **new settlement time** displays



Step 6

Press **Cancel** to exit

NAB EFTPOS Mobile
Transaction Listing Printout

By default, the Transaction Listing does not print automatically at the time of settlement. This applies to both automatic and manual settlement.

This function enables you to display a prompt at the time of settlement to print the Transaction Listing.

Note: When the Transaction Listing printout prompt is turned on, if you are not there at the time of settlement to select **yes** or **no** to print, the Transaction Listing will automatically print after 1 – 2 minutes.

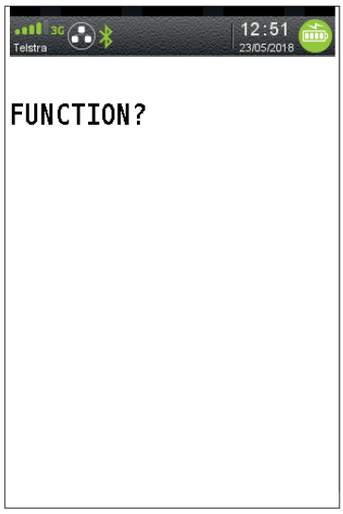
Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

NAB EFTPOS Mobile
Transaction Listing Printout – Turn Prompt On

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

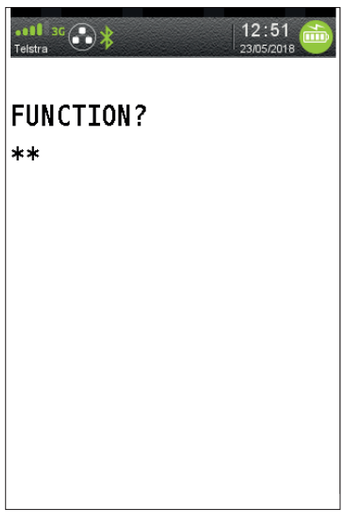
Step 1

Press the **Func** key



Step 2

Enter **14** using the PIN pad and press **ENTER**



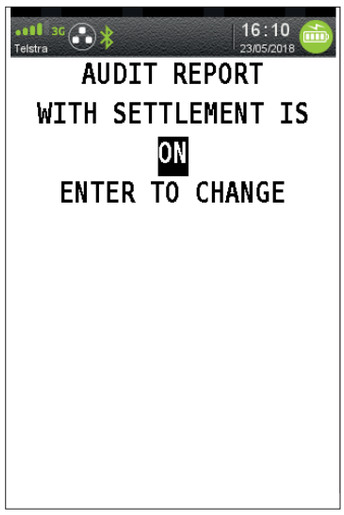
Step 3

Press **ENTER** to change the Transaction Listing prompt from OFF to ON



Step 4

The prompt is turned ON. Press **Cancel** to exit

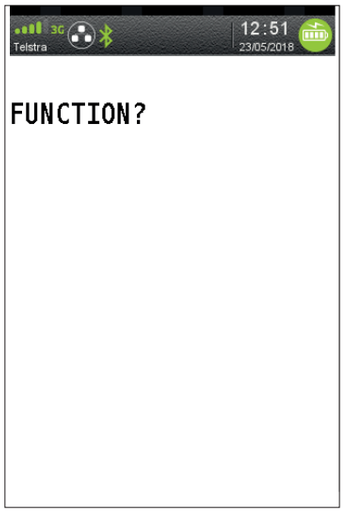


NAB EFTPOS Mobile
Transaction Listing Printout – Turn Prompt Off

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

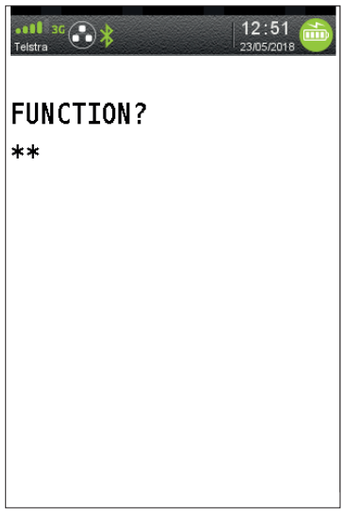
Step 1

Press the **Func** key



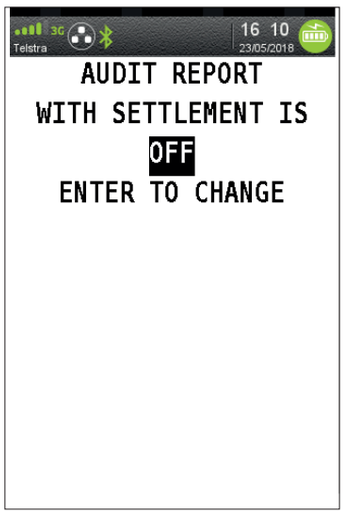
Step 2

Enter **14** using the PIN pad and press **ENTER**



Step 3

Press **ENTER** to change the Transaction Listing prompt from ON to OFF



Step 4

The prompt is turned OFF. Press **Cancel** to exit

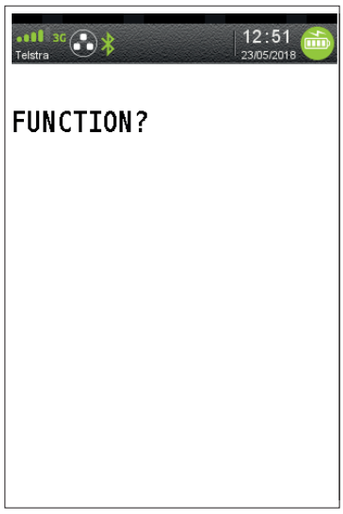


NAB EFTPOS Mobile
Start Shift

This function will start a shift, reprint the total value of the transactions by card type at Last Settlement.
Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

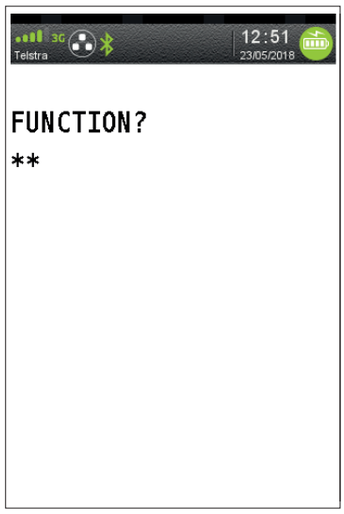
Step 1

Press the **Func** key



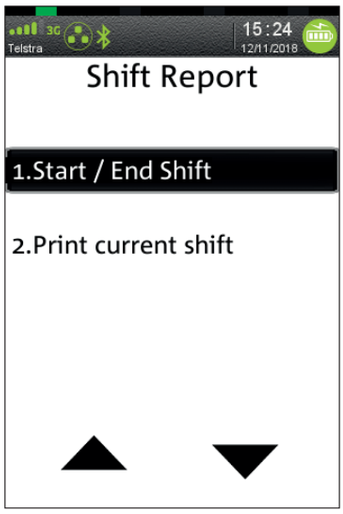
Step 2

Enter **63** using the PIN pad and press **ENTER**



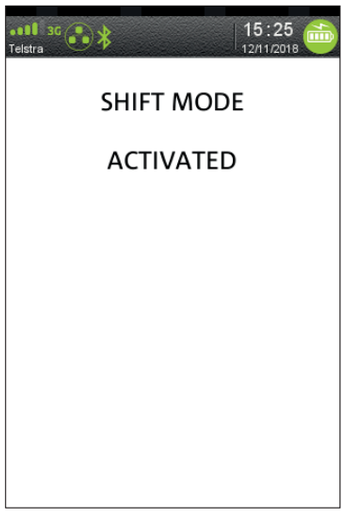
Step 3

Press **1** to select Start/ End Shift



Step 4

The screen shows Shift mode has been activated

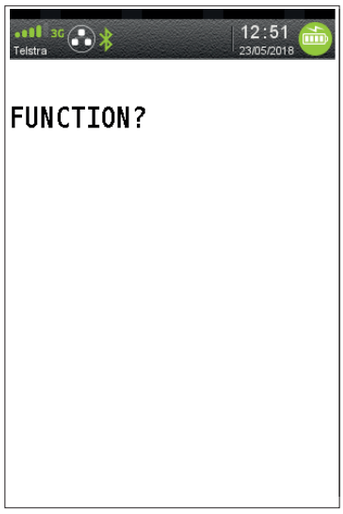


NAB EFTPOS Mobile
End Shift

This function will end a shift, print shift totals and deactivate shift mode.
Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

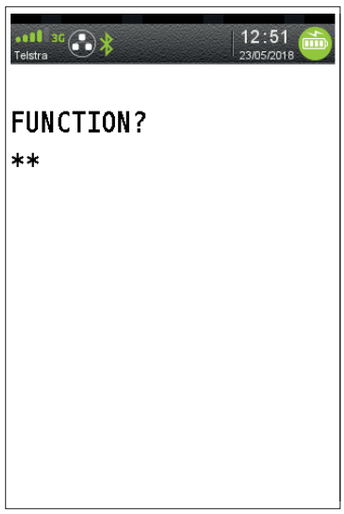
Step 1

Press the **Func** key



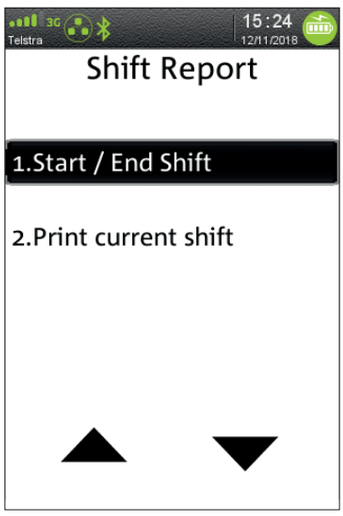
Step 2

Enter **63** using the PIN pad and press **ENTER**



Step 3

Press **1** to select Start / End Shift



Step 4

Scanning batch details message displays



NAB EFTPOS Mobile End Shift (continued)

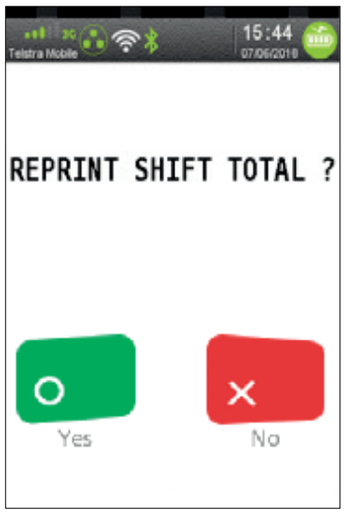
Step 5

Report printing



Step 6

Reprint shift total



Step 7

Clear shift totals



Step 8

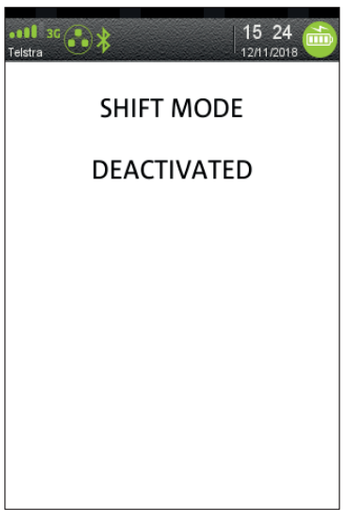
Shift cleared



NAB EFTPOS Mobile End Shift (continued)

Step 9

Shift mode deactivated

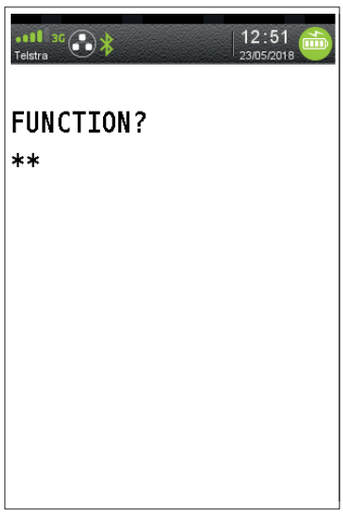


NAB EFTPOS Mobile
Print Current Shift Totals

This function will print current shift totals without ending the shift.
Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

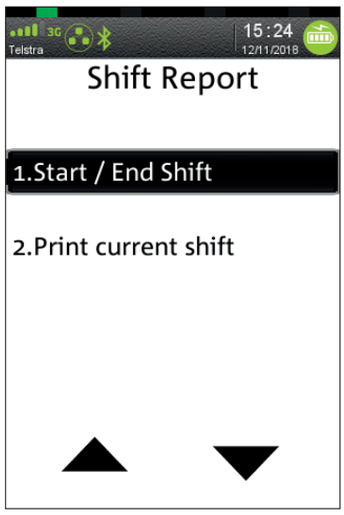
Step 1

Enter **63** using the PIN pad



Step 2

Press **2** to Print current shift totals



Step 3

Scanning batch details message displays



Step 4

Print current shift totals

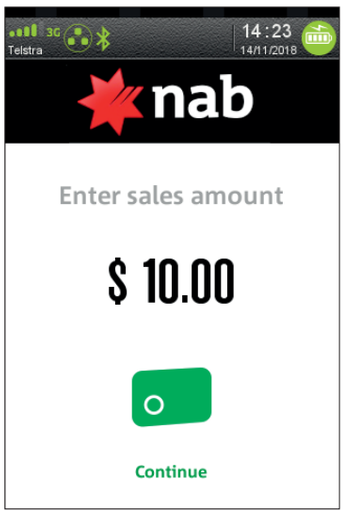


NAB EFTPOS Mobile
Sale – Transaction Failed

Transactions can be declined for several reasons. Refer to the message on the screen for the possible scenarios.

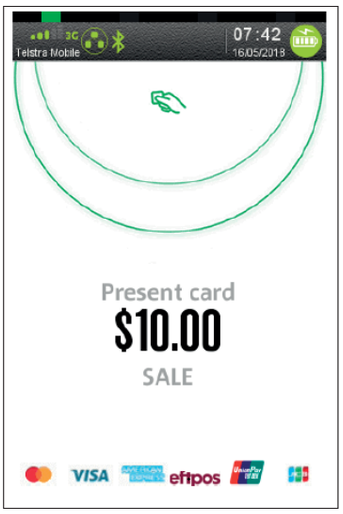
Step 1

Enter the **sale amount** directly on the screen and press **CONTINUE**



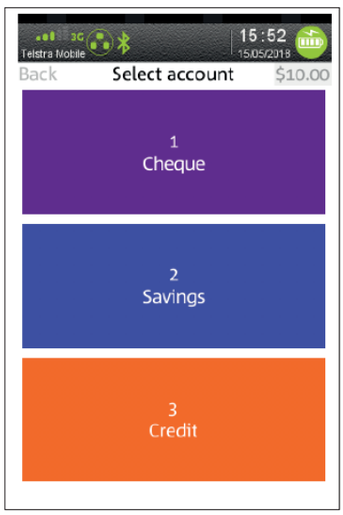
Step 2

Ask customer to **TAP** their card



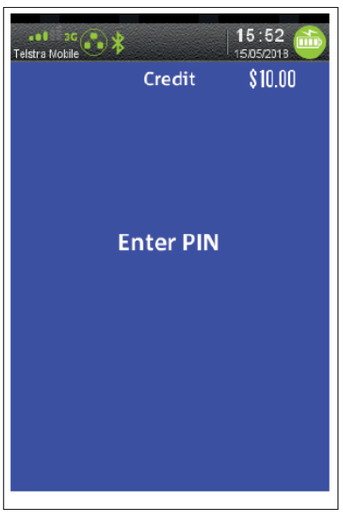
Step 3

Ask customer to select their **account**



Step 4

Ask customer to enter their **PIN**

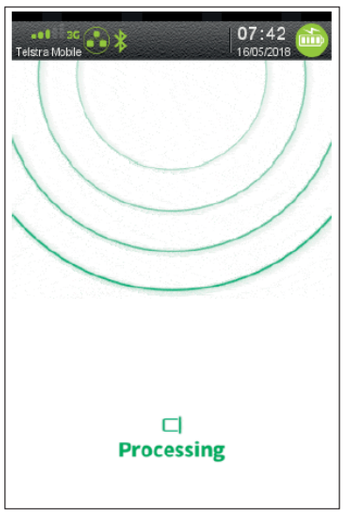


NAB EFTPOS Mobile
Sale – Transaction Failed (continued)

Transactions can be declined for several reasons. Refer to the message on the screen for the possible scenarios.

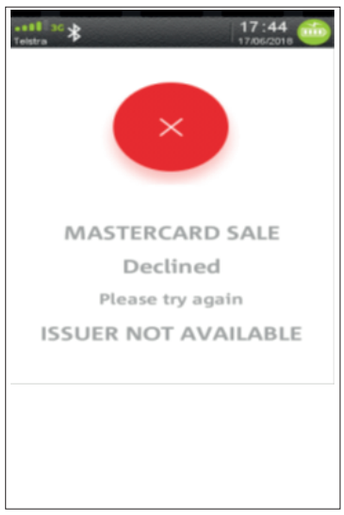
Step 5

Processing message displays



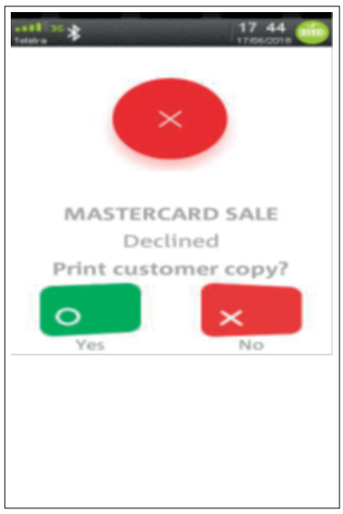
Step 6

Transaction failed – DECLINED



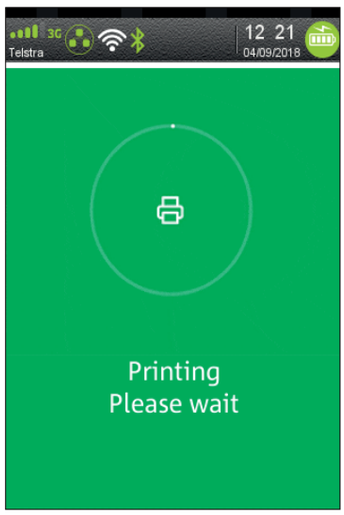
Step 7

Press **YES** to print the customer receipt if required.



Step 8

Printing message displays



NAB EFTPOS Mobile
Change Refund Password

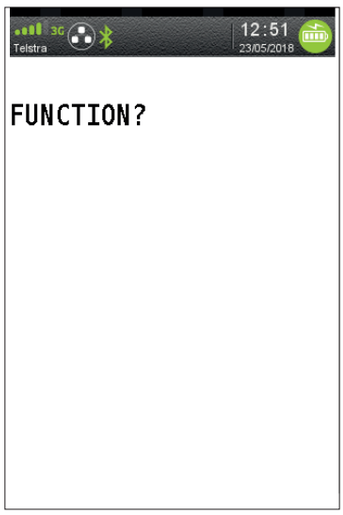
This function allows you to change the Refund password. This password change feature will change your refund password only.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

If the terminal shows refunds are locked you will need to contact the Merchant Service Centre to unlock and reset the refund password.

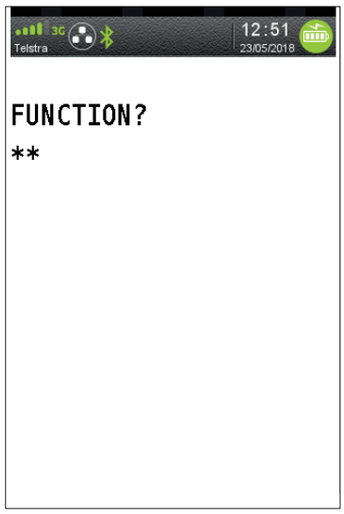
Step 1

Press the **Func** key



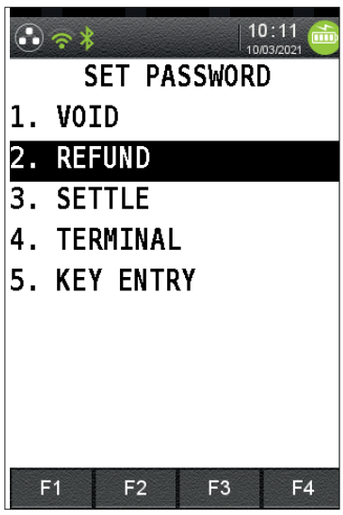
Step 2

Enter **32** using the PIN pad and press **ENTER**



Step 3

Select 2 **REFUND** and press **ENTER**



Step 4

Enter the **current password** and press **ENTER**



NAB EFTPOS Mobile
Change Refund Password (continued)

Step 5

Enter the **new password** and press **ENTER**



Step 6

Enter the **new password again** and press **ENTER**



Step 7

A confirmation message displays when successful.

Press **CANCEL** to exit menu



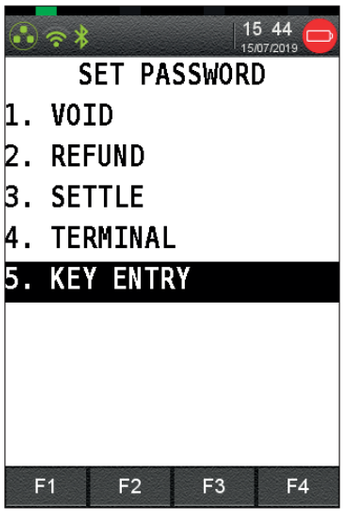
NAB EFTPOS Mobile
Manual Key Entry Password Setup

As the merchant you will have the ability to add a layer of security by setting a Key Entry password on your terminal via FUNC 32 Option 5. When the password is set then whenever the Manual Key Entry transaction is performed the password will be prompted prior to completing the transaction entry. When password is not setup then the Manual Key Entry transaction will complete without the password prompt.

Below are the steps to setup password for KEY ENTRY. The same steps are applicable to the other functions password setup.

Step 1

Click FUNC > Enter 32 then press Enter.
After that Enter 5 then press Enter.



Step 2

User will be prompted to enter old password. If password was never set before then leave blank and press **ENTER**.



Step 3

If old password is invalid then the following error is displayed where user can re-enter or Cancel out.



Step 4

User will be prompted to enter new password.



Nab Eftpos Mobile
Manual Key Entry Password Setup (continued)

Step 5

User will be prompted to re-enter new password.



Step 6a

If the re-enter New Key Entry password is the same as the one in step **4** then the following screen is displayed



Step 6

If the Re-enter New Key Entry password does not match with the one in step **4** then the following screen is displayed



Communication Options

In addition to Mobile 4G connectivity, the following communication options are available on NAB EFTPOS Mobile terminals:

- Broadband internet via Ethernet
- Broadband internet via Wi-Fi

Merchants must have:

- Broadband capability set up in store according to the communication requirements for the terminal (refer to *Requirements for different communication options on NAB EFTPOS Mobile terminals* on page 100).

The terminal must have:

- Been set up for the communication options that may be used by the terminal
- Been paired with the base to allow Bluetooth to work with broadband internet communication

Contact the Merchant Service Centre or Integrated Help Desk to assist with setting up the terminal for a new communication method or pairing the terminal and base for Bluetooth.

Once the initial set up has been completed, the merchant can switch between the communication options on the terminal at any time as required.

Requirements for Different Communication Options on NAB EFTPOS Mobile Terminals

All communication options come configured on new terminals and when a new terminal is installed, it will be set up to operate on either 4G Mobile (GPRS) or the merchant's preferred communications option that already exists in store.

It is possible to switch to a different communications option after the terminal has been installed, provided that the facility has been set up in store according to the terminal requirements. When these facilities are available in the store, the merchant may initially need assistance from the Merchant Service Centre or Integrated Help Desk to ensure that any specific configuration settings required for that store are set up for the terminals.

What you need to know about each communication option

Option	Communicates with NAB using…	What you need to use this option	Limitations with this option	Who can use this option
4G Mobile	A Telstra 4G SIM card, much like a mobile phone	A Telstra 4G SIM card – your terminal already has this	4G black spots	Everyone. Available in store and on the road with 4G coverage on the Telstra Mobile Network
Broadband Internet via Ethernet	The internet, using an Ethernet cable	A router^ with an internet connection and an Ethernet cable. If using a store network, you need to plug the terminal base in via an Ethernet cable #See note below re Firewall/ security filtering and network configuration requirements		Everyone with internet access This is the fastest option for transacting
Broadband Internet via Wi-Fi	The internet, using a Wi-Fi hotspot	Wi-Fi hotspot and Password #See note below re Firewall/ security filtering and network configuration requirements	Connecting to a public Wi-Fi network may impact transaction processing	Everyone with internet access plus a Wi-Fi hotspot

^ The merchant should contact their Internet provider to help them set up Broadband Internet or dial up facilities in store. NAB does not provide routers or assistance with setting up Internet access in store.

For Broadband Internet Ethernet and Wi-Fi connection, you need to configure your network:

- to enable DHCP
- WPA2 secured network – Wi-Fi only
- if your outbound internet connection is filtered via a firewall or any other security appliance, update your security appliance or firewall to allow traffic to the following URL and Port Numbers:
  - **URL:** prodnabposna3000.nab.com.au **Port:** 7000-7034
  - **URL:** www.nabtms.com **Port:** 443, 7020-7021, 7040

Switch to a Different Communication Option

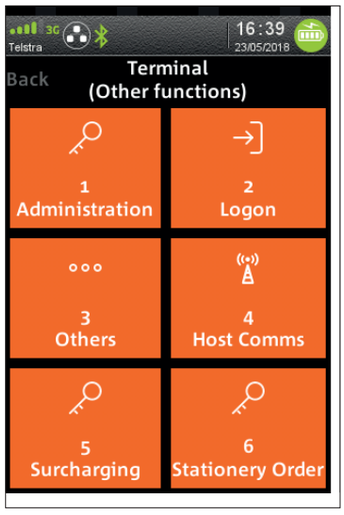
Step 1

Press **4** in the **Menu to** select Terminal



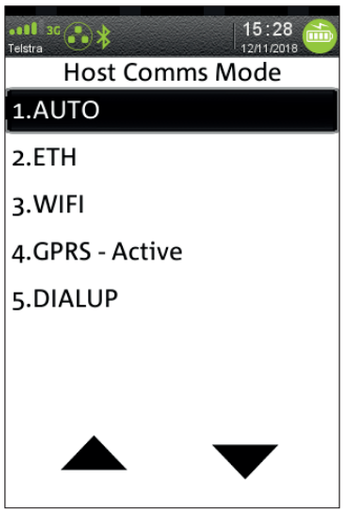
Step 2

Press **4** to select Host Comms



Step 3

Use the **arrow** buttons to scroll to the communication option and press ENTER



Note: There will be a slight delay while the terminal connects to the new communication network.

Pair the Terminal and Base for Bluetooth

The terminal and base must be paired for Bluetooth before dial up or internet communication options can be set up on the terminal.

To Check if the Base and Terminal are Already Paired

Step 1

Check for the Bluetooth symbol in the status header bar at the top of the terminal screen



- If the Bluetooth symbol is displayed but shows grey, go to step 2.
- If the Bluetooth symbol is not displayed at all, it indicates that you may need to update the version of the software on your terminal. Contact the Merchant Service Centre or Integrated Help Desk for help with this.

Step 2

Remove the terminal from the base, then check if the Bluetooth symbol shows green.

- If the Bluetooth symbol shows green, it indicates that the terminal is currently communicating with a base via Bluetooth. This means the terminal is paired with the base.
- If the Bluetooth symbol remains grey, go to step 3.

Step 3

Check that the power to the base is turned on and that the power cable is connected correctly.

Step 4

Return the terminal to the base and check the power symbol on the terminal screen to check that it is charging.

Step 5

Remove the terminal from the base again and check if the Bluetooth symbol shows green.

- If the Bluetooth symbol still remains grey, it may indicate that the terminal is not paired with the base for Bluetooth. Contact the Merchant Service Centre or Integrated Help Desk for help with pairing the terminal and the base.

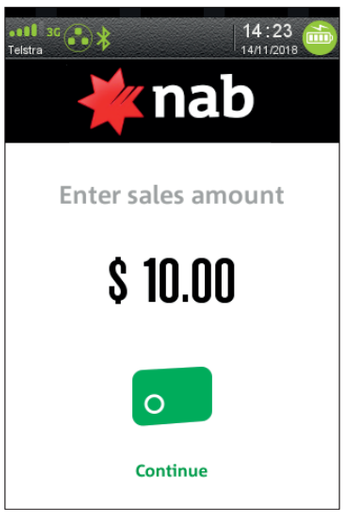
Pair the Terminal and Base for Bluetooth (continued)

To Pair the Terminal and the Base for Bluetooth

When you contact the Merchant Service Centre for help to pair the terminal and base for Bluetooth, they will help you to work through the following steps.

Step 1

Check for the Bluetooth symbol in the status header bar at the top of the terminal screen



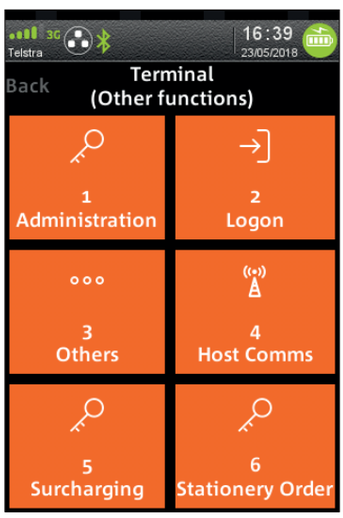
Step 2

Press **4** to select Terminal



Step 3

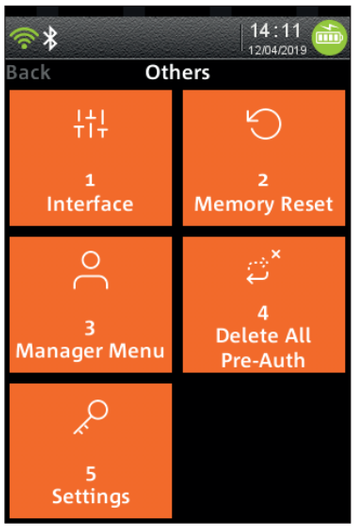
Press **3** to select Others



Pair the Terminal and Base for Bluetooth (continued)

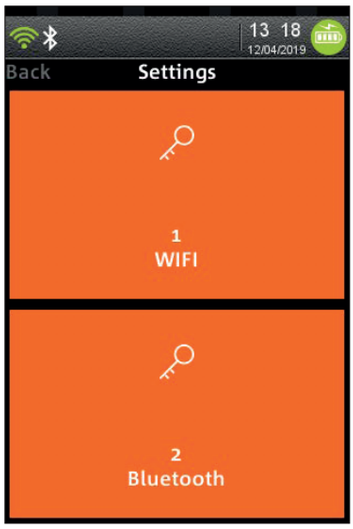
Step 4

Select **Settings** on the touch screen or press the number on the keypad.



Step 5

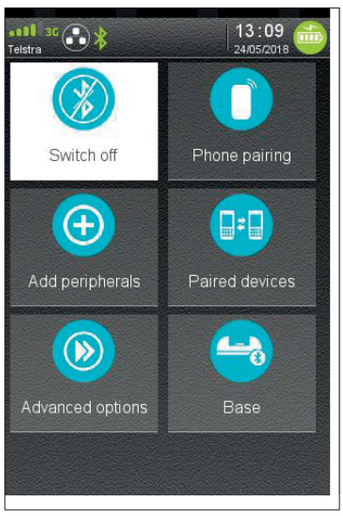
Select 2 **Bluetooth** on the touch screen or press the number on the keypad.



Pair the Terminal and Base for Bluetooth (continued)

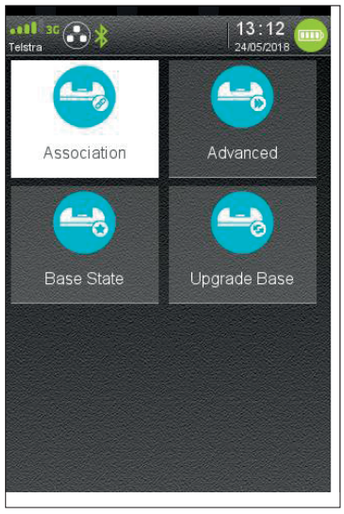
Step 6

Tap **Base**



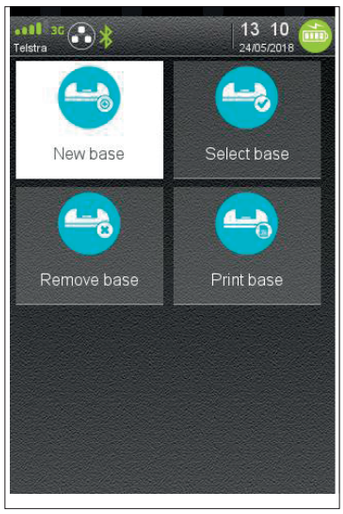
Step 7

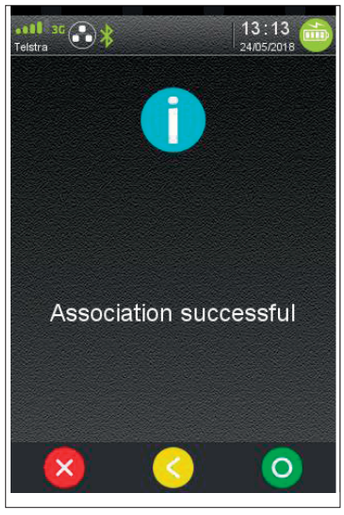
Tap **Association**



Step 8

Tap **New Base**



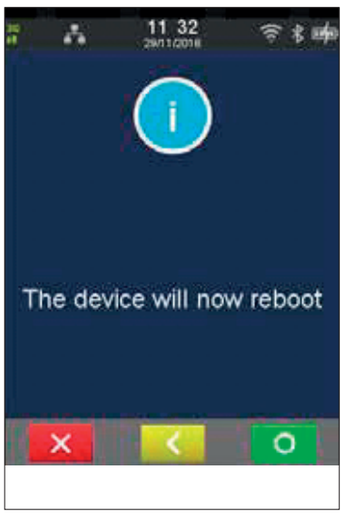


- If the base and terminal are paired successfully, the **Association Complete** confirmation message displays. Go to the next step.
- If the base and terminal are not paired successfully, the **Association Incomplete** message displays. If this occurs, repeat all of the above steps to pair the base and terminal for Bluetooth.

Pair the Terminal and Base for Bluetooth (continued)

Step 10

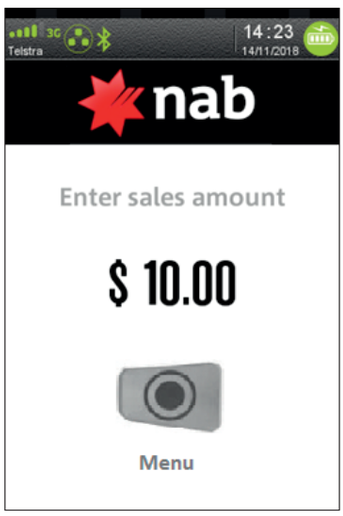
A message displays on the terminal to warn that the terminal will reboot



The terminal reboots automatically.

Step 14

The Idle screen redisplays with the Bluetooth symbol in the status header bar of the terminal.



Set Up the Terminal for Broadband Internet via Ethernet Communication

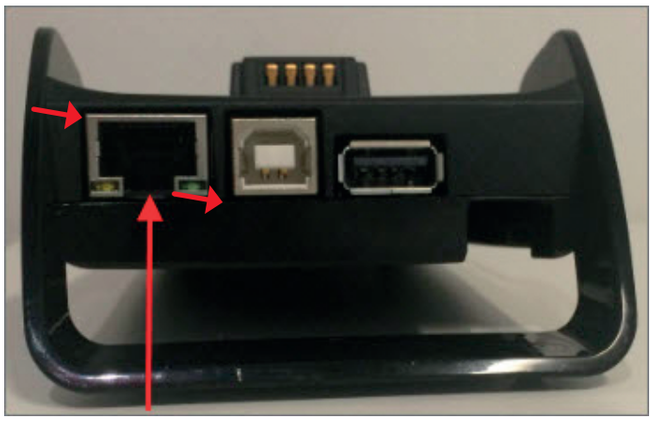
The merchant must have Broadband Internet available in store and have an Ethernet cable.

If the merchant does not have Broadband Internet available, the merchant must speak to their telephone provider to help them set this up.

Make sure that the base and terminal have been paired for Bluetooth (refer to *Pair the terminal and base for Bluetooth* on page 97).

Step 1

Plug the Ethernet cable into the back of the base



Step 2

On the terminal, press the **Menu** button then press **4** for Terminal, then **4** for Host Comms, then select ETH to switch the communications option to Ethernet (refer to *Switch to a Different Communication Option* on page 96).

Set Up The Terminal For Broadband Internet Via Wi-Fi Communication

The merchant must have access to a Wi-Fi hotspot.

If the merchant does not have access to a Wi-Fi hotspot, the merchant must speak to their telephone provider to help them set this up.

Make sure that the base and terminal have been paired for Bluetooth (refer to *Pair the terminal and base for Bluetooth* on page 97).

Call the Merchant Service Centre to help direct you through the steps to set up the terminal for Broadband Internet via Wi-Fi.

Below steps walk through the Manager's menu to set the Wi-Fi. In release 8.30D a shortcut menu path is now available through Terminal->Others->Settings->Wi-Fi

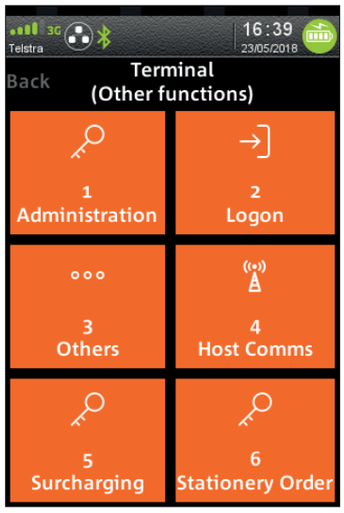
Step 1

Press **4** in the **Menu** to select Terminal



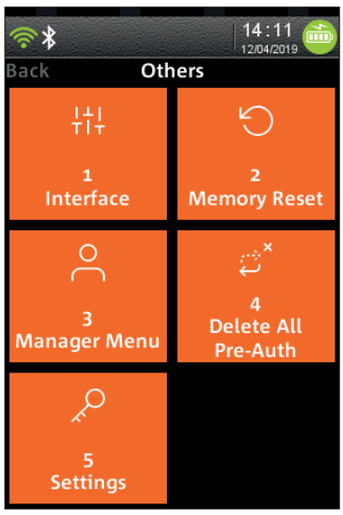
Step 2

Press **3** to select Others



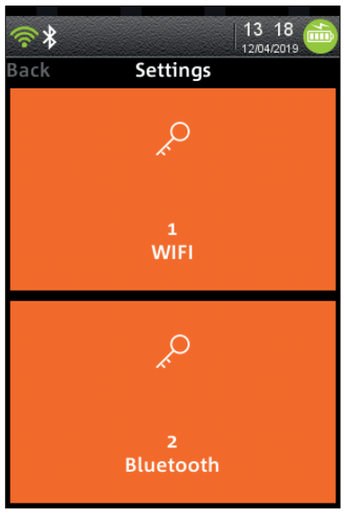
Step 3

Select **Settings** from the menu.



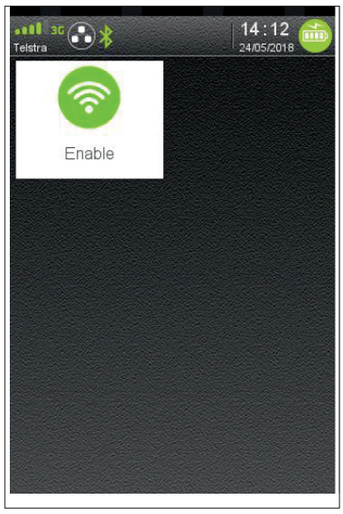
Step 4

Select **Wi-Fi** from the menu



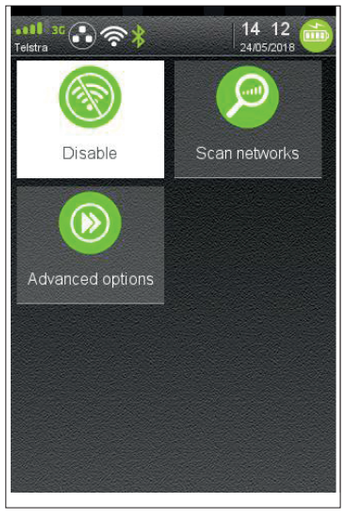
Step 5

Tap **Enable**



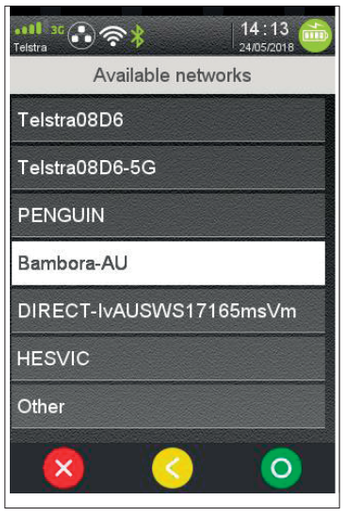
Step 6

Tap **Scan networks** to find available hotspots



Step 7

Select the required network



Step 8

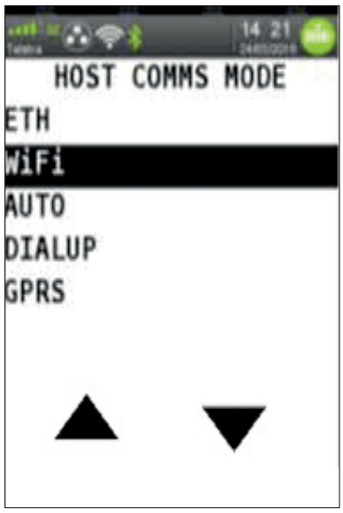
Use the onscreen keypad to enter the password for the selected Wi-Fi hotspot, then tap the green button to Enter.



When the password is entered correctly the message New Profile displays. The Wi-Fi symbol in the status header of the terminal displays green.

Step 9

On the terminal, press the **Menu** button then press **4** for Terminal, then 4 for Host Comms, then select Wi-Fi to switch the communications option to **Wi-Fi**.



Additional PIN pad Functions

Below are the additional functions you can complete on the PIN pad

Note: These functions are not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

Step 1

Press the **Func** key

Step 2

Press the corresponding **function number**

Step 3

Press **ENTER**.

The relevant function will display on the PIN pad

Function	Description
1	View Batch
5	Display Transaction Totals
8	View Batch Number
13	Change Auto Settlement Time
14	Audit Report with Settlement
15	Receipt printing - merchant copy
16	Receipt printing - customer copy
21	View Transaction By Invoice Number
32	Manage Password
58	Print Tip Report
70	Reprint Last Statement
71	Reprint Last Statement from Host
72	Reprint Last Transaction Record
73	Reprint Specific Transaction Record
74	View Host Totals
75	View Transaction List
102	Download latest TMS configurations to Terminal
103	Download software to Terminal
120	Display auto settlement time

Stationery Order
(Ordering Receipt Rolls)

You may order receipt rolls directly from your terminal. The stationery order will be sent after a logon or the next financial transaction. You will receive an order of 20 rolls within 2-5 business days.

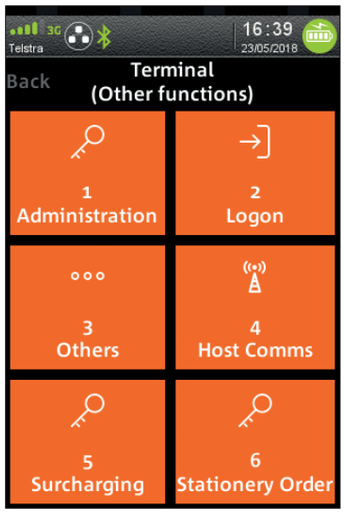
Step 1

Press **4** in the **Menu** to select **Terminal**



Step 2

Press **6** to select the **Stationery Order**



Step 3

Press **ENTER** to order receipt rolls



Step 4

A message displays to confirm the order has been submitted



Changing the Receipt Roll

Step 1

Open the paper compartment by lifting the catch located at the top of the contactless landing zone, and pull the cover to the rear of the terminal

Lift catch up

Pull cover open



Step 2

Insert the paper roll into the compartment, as shown below



Step 3

Pull the paper up towards the top of the terminal

Step 4

Maintain the paper and close the cover

Step 5

Press simultaneously on both upper corners of the contactless landing zone, as shown by red arrows below, until it clips into position



Step 6

If required, press the **Feed** key on the keypad to advance the paper

Common Error Messages

Below are some common error messages that may appear on your terminal that you can resolve

Message	Description	Action to take
Declined	Card is not supported	Decline transaction. Advise customer that the card cannot be accepted by the terminal, and obtain another form of payment
Operator timeout	The terminal has reached an inactivity time out	The transaction is Cancelled. Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction
Signature error	Transaction has been Cancelled due to signature mismatch	Obtain another form of payment
Transaction cancelled	Transaction has been deliberately Cancelled	Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction
Card expired	An expired card has been presented for payment	Decline transaction. Advise customer that the card has expired, and obtain another form of payment
Batch full	The transaction batch is full and the terminal is unable to accept further transactions	Decline transaction. Perform manual settlement and retry the transaction
Invalid number	Card presented has failed a check when it was read by the terminal	Decline the transaction. Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction. If the error persists, advise customer the card number is invalid and obtain another form of payment
No response	Communication error, no response from host	Decline the transaction. Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction.
Power failed	No power to PIN pad	Remove terminal from base, and turn off terminal. Ensure all cables are plugged in properly, and turn on the terminal again. Ensure the battery symbol is flashing (i.e. the terminal is charging). Retry the transaction
No signal/ network error	No GPRS signal, or terminal is unable to detect the signal	Decline the transaction. Restart the terminal and check for the GPRS signal on the status bar
System error	This is a terminal configuration issue	Call the Merchant Service Centre for help to resolve the issue

Contact the Merchant Service Centre to resolve any other error codes. The numbers to call are noted on page 4.

Enable Auto-Comms Fallback

Terminal set as 'AUTO' in the Host Comms mode menu will automatically use another comm mode if the preferred one cannot connect to the host (Connex). The priority order of preferred comm fall back mode will be as set in the menu: Ethernet, Wi-Fi, GPRS and Dial Up.
Note: The options for GPRS and Dial Up are obsolete. Avoid setting terminals to these comms mode.

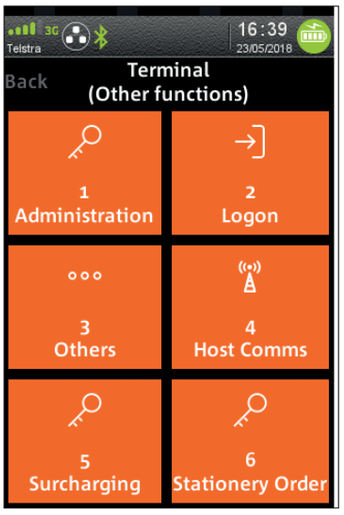
Step 1

Press **4** in the **Menu** to select **Terminal**



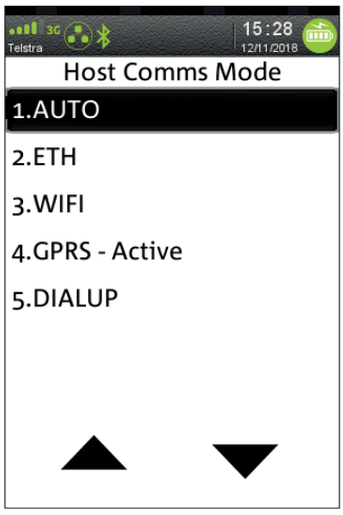
Step 2

Press **4** to select the **Host Comms**



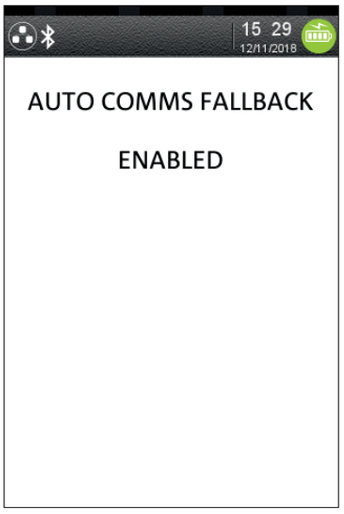
Step 3

Press **ENTER** or **1** to proceed



Step 4

Auto comms fallback enabled message displays



Enable Auto-Comms Fallback (continued)

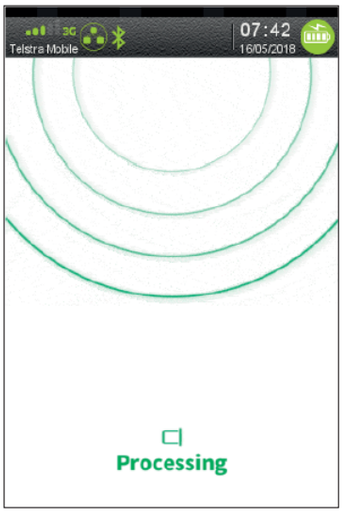
Step 5

Press **YES** to recheck comms available



Step 6

Processing message displays



Step 7

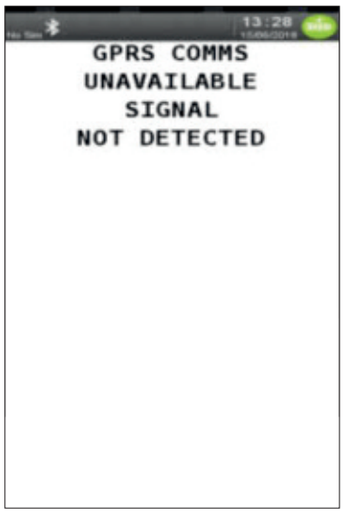


Step 8



Enable Auto-Comms Fallback (continued)

Step 9



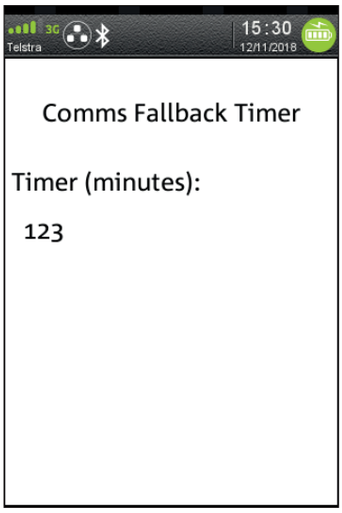
Step 10



Step 11

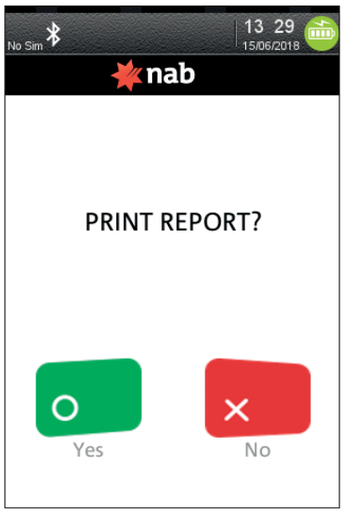


Step 12



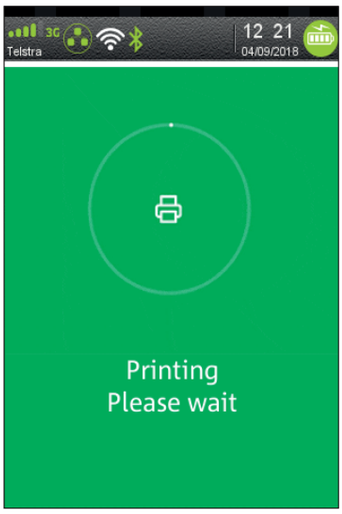
Step 13

Press YES to print comms fallback report



Step 14

Printing message displays



Merchant Choice Routing (MCR)

Merchant Choice Routing (MCR) allows a merchant's terminal to send contactless transactions (purchases and refunds only) from Multi-Network Scheme Debit Cards through EFTPOS rather than Visa or Mastercard networks.

Terminal can be configured to route either or both Mastercard/Visa scheme transactions based on a set transaction amount limit. Transaction amount above the limit will be routed to EFTPOS otherwise will be routed to Mastercard/Visa.

Merchant Choice Routing Visa and/or Mastercard Debit transactions may lead to reduced transaction processing costs (scheme and interchange fees) however not all merchants may see a benefit in enabling Merchant Choice Routing. Fees, charges, card mix and other factors can change over time, so it is your responsibility to assess ongoing whether Merchant Choice Routing is suitable for you.

Refer to your NAB Transactional Sales Specialist or contact the Merchant Service Centre to enable MCR.

Electronic Fallback Procedure

Visa, Mastercard and EFTPOS chip floor limit rules have changed. A generic floor limit to allow the card chip to approve transaction without communicating with the NAB system or the Card Issuer system, no longer applies.

All transactions are processed by the terminal communicating with the NAB system and the Card Issuer system. In the event either of these systems is unavailable the terminal, if enabled, may resort to Electronic Fall Back (EFB) transaction processing.

The number of transactions processed as EFB will be displayed at the bottom left corner of terminal as #nnnn where:

indicates a pending reversal transaction (will be blank if no reversal)

nnnn is the number of transactions (will be blank if no pending transaction to send to NAB)

These transactions will be sent to NAB when communication between terminal and NAB is restored.

When the terminal decides to process a transaction as EFB it may prompt for an approval authorisation code to be entered on the terminal.

You will need to cancel the transaction and request another form of payment.

Termination of EFTPOS Merchant Service

Should you elect to terminate your EFTPOS merchant service with NAB, you will need to call the Merchant Service Centre to arrange for all terminals, printers, power packs and cabling to be picked up from you. You will also need to return your imprinter and any unused stationery.

A fee may be charged for early termination/closure or where all equipment is not returned to NAB.

Failure to complete this process will see fees continue to be charged to your account until completion.

Fees will be charged in accordance with the Merchant Agreement and Letter of Offer. Terminal rental fees are charged per calendar month or part thereof. There are no refunds or pro rata calculation of terminal rental fees should you return a terminal or terminate your Merchant Agreement part way through a billing period.

Notes

Notes

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