1. HOW TO USE THE EFTPOS MACHINE

2.1 Using the Touch Screen.

The EFTPOS 1 terminal has a colour touch screen. To navigate using the touch screen, follow the prompts and press the option on the screen to make a selection.

2.2 Keyboard Layout.

Key Title	Symbol	Key Purpose
Enter		This button on the terminal keypad is used to accept data entry or proceed with a function and is the same as using the SELECT or OK buttons displayed on the touch screen. This button is also used to power on the terminal when held down for 10 seconds.
Clear/Back		This button on the terminal keypad is used for clearing entered data or moving back to the previous screen and is the same as using the CLEAR or BACK buttons displayed on the touch screen.
Cancel		This button on the terminal keypad is used to cancel the current function and return to the home screen and is the same as using the CANCEL or NO buttons displayed on the touch screen. This button is also used to power off the terminal when held down for 10 seconds.

Processing payments
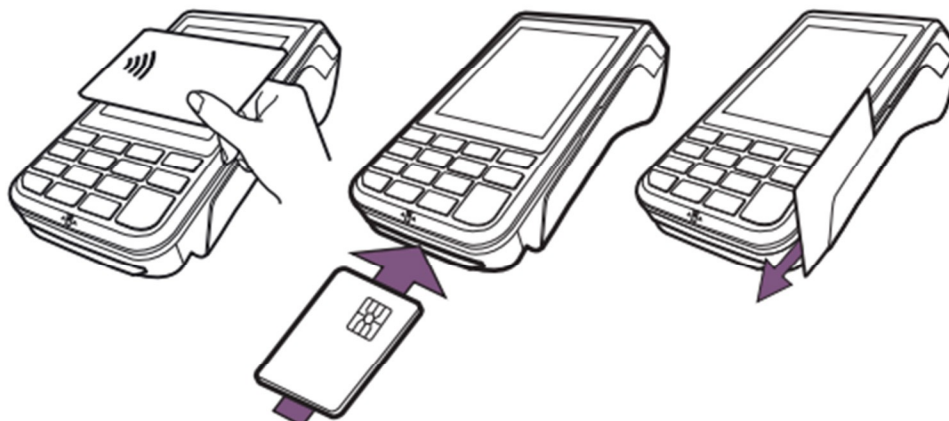
1. Enter the purchase amount, for example $45 = 4500 and press accept amount on screen or the ⏎ key to proceed.

2. The terminal will now prompt you to either tap, swipe or insert the customer's card depending on the card's capabilities.

3. For contactless transactions, ask the customer to hold their card to the screen for processing. The screen will advise if the transaction has been approved or declined and the terminal will print a receipt.

4. If the customer has chosen to swipe or insert their card, the terminal will prompt you to select the account type the customer wants to use.

5. The cardholder can now enter their Personal Identification Number (PIN) or sign (where available) and press ⏎ to complete the transaction.

6. The screen will advise if the transaction has been approved or declined and the terminal will print a receipt.

3.6 Cancelling a Transaction.

| ❌ Cancel Key	To cancel a transaction during processing, press the ⏎ key on the terminal.
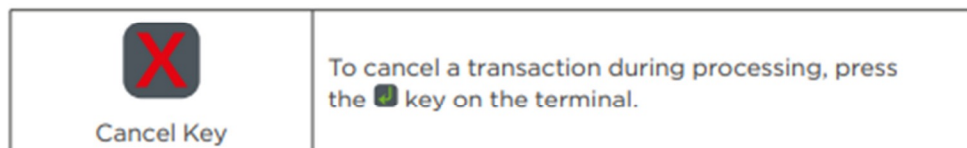
Notes:

- Receipts: While it is not vital, please keep receipts printed from the machine (in case of terminal failure – unlikely). But you can tear them off and provide to customer if they want one.
- Refunds: The EFTPOS terminals have the refund capability turned off. If you need to issues refunds please do this from cash floats (as relevant), or email Rob Graham-Smith (treasurer@queenscliffslsc.org.au) with the relevant person's email address and a description of the refund and he will arrange a transfer to their bank account.
- Connectivity: The EFTPOS terminals have a SIM card inside and will work within mobile phone range. Terminals will be tested at all locations prior to the State Titles, but please refer to troubleshooting page if you have issues.

  Note: You should not need to turn the terminal on or off. It will be turned on and fully charged when you collect it

Charging your terminal
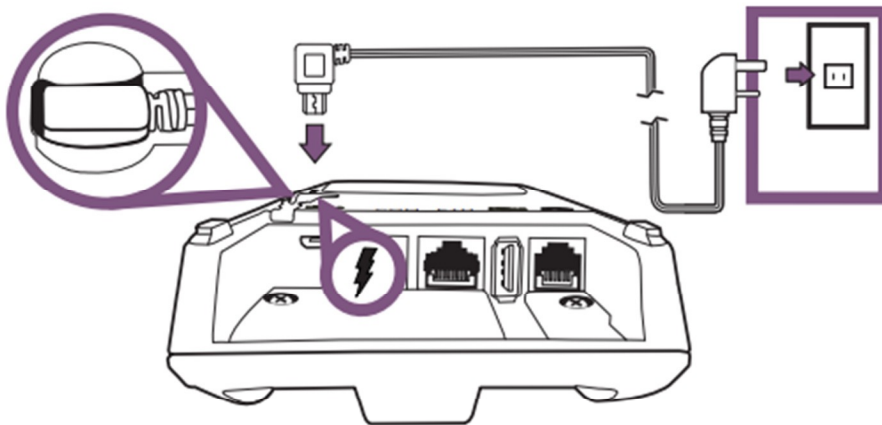
Please note: Your terminal arrives charged and ready for use.

Ensure your terminal base is connected to a power source and place your terminal on the base to charge. Battery symbol will display 🔋 once charging and your terminal will turn on automatically.

Turning your terminal on and off.

i. To turn the terminal on, press and hold the green 🟢 button for 10 seconds.

ii. To turn the terminal off, press and hold the red ❌ button for 10 seconds.

Loading paper
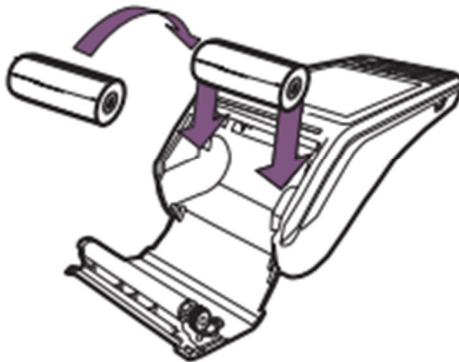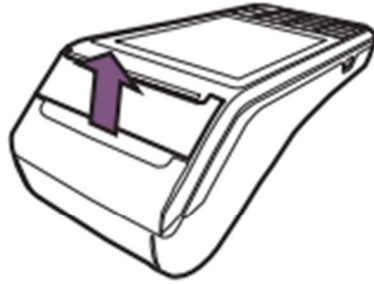
1. On the top of your terminal, lift and open the black paper compartment latch.

2. Position the paper roll with the end of the roll protruding from underneath the roll towards the terminal screen.

3. Pull paper out slightly and close the cover.

4. To print a sample receipt, navigate through the main menu to the reprint receipt option. (Only available after a transaction has been processed).

Note: Terminal may not function when paper rolls run out. Spare rolls are located in calico bags with cash (relevant locations) or will be provided to team leaders with terminals when issued.

Troubleshooting

Hardware Fault	Action
No response from the terminal	1. Ensure that the power cable is securely connected to the terminal 2. Power off the terminal for 10 seconds 3. Power on the terminal 4. Retry the transaction 5. Call Merchant Help Desk if the problem persists.
Terminal not reading cards	1. Re-insert/swipe the card 2. If there is still no response from the card reader power off the terminal for 10 seconds 3. Power on the terminal 4. Attempt transaction again 5. Call Merchant Help Desk if the problem persists.
Paper/printing faults	1. Remove the paper roll from the printer to ensure that there is no paper caught 2. If the existing paper roll is damaged in any way then replace this with a new roll 3. If the problem continues then power off the terminal for 10 seconds 4. Power on the terminal 5. To print a sample receipt, navigate through the main menu to the reprint receipt option 6. If the problem persists, call the Merchant Help Desk.

2.5 Manual Start and Shutdown.

i) Terminal Start-up:

When placed on the base, the EFTPOS 1 terminal will automatically turn on. To turn on the terminal manually, hold the ⏎ key down for 10 seconds until the start-up screen is displayed on the terminal.

ii) Terminal Shutdown:

Hold the ✖ key down for 10 seconds until the terminal displays the shutdown verification screen. Keep holding the ✖ key until the EFTPOS 1 terminal shuts down (the terminal must be unplugged from the power supply or removed from the base before attempting a manual shut down).

Note:

Please call Robert Graham-Smith in first instance if problems can't be solved: 041 254 925, or Westpac Merchant Help Desk: 1800 029 749

We have spare terminals at the club, and many locations will have two or more terminals for use in emergency which can be swapped if required.