QUICK REFERENCE GUIDE

HYPERCOM

مدى
mada

شركة الحمراني العالمية المحدودة
Alhamrani Universal Company Limited

INDUSTRY
Retail, Hotel and Restaurant

APPLICATION
AU POS MADA Application

TERMINAL
Hypercom T/M series

Contents

Icon/Image	FUNCTION
	SIDE BUTTONS – press to scroll down and up
	TOGGLE BUTTONS – press to toggle language
	HOME BUTTONS – application selection
X	**CANCEL** – press to immediately stop the current activity and return to the idle screen.
<	**CLEAR** – press to stop the current activity and restart the current activity, such as entering a password.
O	**ENTER** – press to confirm and continue with the activity in progress.

Key Functions

Press the keys beneath the display to navigate your terminal's menus.

Operator's Transactions	To Initiate
Purchase * A data capture transaction that debits a cardholder's account in exchange for goods or services.	Enter the amount on Ready display then swipe or insert the card then key-in PIN, and then press ENTER.
Purchase with Cashback * A purchase where the amount of the transaction represents both the value of the goods or services and of a cash amount requested by the cardholder.	Press New Trans>Purchase> Purchase+Cash. Enter Purchase and Cashback amount. Swipe or insert card, key-in PIN then press ENTER.
Reversal * Initiated by the retailer as cancel transaction to reverse the previous purchase transaction. Reversal time limit of 60 seconds.	After approved transaction, and on Ready display, while still counting down press CANCEL.
Authorization * Online check of a cardholder's account before a purchase is made. Subject to acquirer Bank.	Press New Trans>Authorization. Enter amount then press ENTER. Swipe or insert card.
Purchase Advice * Follow-up to an approved pre-authorization purchase transaction. The amount entered in this transaction supersedes that entered in the pre-authorization purchase. The completion of the authorization. Subject to acquirer bank.	Press New Trans>Purchase Advice. Enter amount then press ENTER. Swipe or insert card, key-in approval auth code, then press ENTER.
Cash Advance * A manual cash disbursement. Subject to acquirer bank.	Press New Trans>Cash Advance. Enter amount then press ENTER. Swipe or insert card.

Supervisor Operations	To Initiate
Refund * A data capture transaction that is initiated by the Retailer to credit the cardholder for a refund of goods or services, and to debit the retailer's account accordingly.	Press New Trans>Refund. Enter amount. Swipe or insert card, key-in password, enter RRN, key-in PIN then press ENTER.
Reconciliation * The supervisor should select this operation at the end of day, so that the totals will be validated against the bank totals since the last reconciliation operation.	Press Main Menu>Batch> Reconcile, key-in password then press ENTER.
Snapshot Balances * The supervisor can perform this operation at any time to print the totals without resetting the totals.	Press Main Menu>Batch> Snapshot.
Running Balances * The supervisor should perform this operation at the end of each shift, so the totals will be reset and a fresh account starts for the next shift.	Press Main Menu>Batch> Running.
Password Change * The supervisor can perform this operation at any time to change the merchant password.	Press Merchant Function 90, enter old password, enter new password twice, and then press ENTER.

3

Important Information

- ✓ REVERSAL transaction is always OFFLINE.
- ✓ No REVERSAL transaction for International Card Scheme (ICS).
- ✓ PURCHASE ADVICE transaction is always OFFLINE.
- ✓ PURCHASE with CASH BACK is only for SPAN chip card.
- ✓ CASH ADVANCE is not allowed for SPAN, MAESTRO and ELECTRON.

Sample Receipt and Retrieval Reference Number (RRN)

RRN is a 12 alphanumeric character reference supplied by the system retaining the original source information and used to assist in locating that information or a copy of it. RRN should always be printed in full on the POS receipt.

Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.

1 · Printer Cover

2 · Drop Paper Roll · Pull Receipt Paper

Unstick the end of the new roll. Leaving the end free, hold the paper roll and carefully place into the printer compartment.

Holding the free end of the paper and your terminal, close the printer cover carefully and push firmly until it locks. Pull and tear paper against the paper receipt guide.

3 · Paper Receipt Guide

MESSAGE	DESCRIPTION
PAPER OUT	Displayed when paper failure has been detected by the terminal.
WAITING FOR LINE / LINE IDLE	The telephone line is engaged or disconnected.
CARD ERROR	The card is swiped incorrectly, or the card reader is defective.
CARD FAIL	Displayed when the chip card has been inserted through the chip reader and no data is detected on the card.
TRAN NOT ALLOWED FOR CARD SCHEME / CARD SCHEME NOT SUPPORTED / UNSUPPORTED CARD	Displayed when an attempt has been made to process a transaction which is not allowed by the bank card scheme represented by card account number.
MANUAL ENTRY NOT ALLOWED	Manually entered card numbers are not allowed in this operation.
RETRY PIN / INCORRECT PIN / WRONG PIN	Displayed when an incorrect PIN has been entered.
EXPIRED CARD	The card is already expired, or the expiry date is incorrectly entered.
CARD BLOCKED	Displayed when the card is blocked.
PIN BLOCKED	Displayed when the offline PIN has been blocked.
TRIES LEFT : XX	Displayed when an offline PIN has been incorrectly entered. XX is the number of tries remaining.
AMOUNT / TRANS EXCEEDED	Displayed when the merchant attempted a transaction where the amount exceeded the upper limit for card scheme.
USER CANCELLED	Transaction cancelled by merchant.
CARD DECLINED	Transaction declined by card.
SETTLEMENT REQUIRED	Displayed when the terminal requires reconciliation.
RECONCILIATION UNSUCCESSFUL	Indicates that reconciliation at the terminal has successfully been completed but the terminal is out-of-balance.