# mada

# User Guide

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# 1. NUMBER KEYPAD USAGE



 CANCEL KEY for CANCEL the Transaction Or EXITING MENU.

 CLEAR KEY is used to clear wrongly entered data.

 ENTER KEY is used for performing a Transaction or ENTERING MENU.

## 2. OPERATOR'S TRANSACTIONS

### 2.1 PURCHASE

A data capture transaction that debits a card holder's account in exchange for goods or services.

### PROCEDURE - 1

Swipe/Insert Card directly into terminal at idle screen to perform the transaction.

### PROCEDURE - 2

1. Select "PURCHASE" from mada menu.

2. At this Screen, you can either "Swipe/Insert card" or User can press "ENTER" key to perform manual entry.

   Example: mada Card

3. If "ENTER" key pressed, it will ask for "CARD NUMBER" to enter it in terminal key pad

   Example: 476173004430010

4. Then it will ask for "EXPIRY DATE" of customer's card. Enter the "EXPIRY DATE" as same as specified in card but without "/"

   Example: 1218

5. Enter the "PURCHASE AMOUNT" and then press "ENTER KEY"

   Example: SAR 50.00

6. At this screen ask customer to enter his/her secret "PIN NUMBER" and then press "ENTER" to finish the Transaction.

   Example: 1234

7. When the transaction gets completed, the receipt will be printed in terminal as below.

**Sample Receipt:**

| مقهى ع<br>CAFE EIN<br>شارع التخصصي , الرياض<br>TAKHASSUSI STREET, RIYADH<br>18/02/2015                          15:02:45<br>BSFB 650999000911 6355134055010001<br>5411  000001           181502450001<br>مدى<br>mada                                         شراء<br>PURCHASE<br>476173******0010              12/18<br>مبلغ الشراء<br>٥٠,٠٠ ريال<br>PURCHASE AMOUNT<br>SAR 50.00<br>مقبولة<br>APPROVED<br>تم التحقق من الرقم السري للعميل<br>CARDHOLDER PIN VERIFIED<br>١٢٣٤٥٦            رمز الموافقة<br>APPROVAL CODE         123456<br>18/02/2015              15:02:48<br>شكراً لاستخدامكم مدى<br>Thank you for using mada<br>يرجي الاحتفاظ بالإيصال<br>PLEASE RETAIN RECEIPT<br>** نسخة العميل **<br>**CUSTOMER COPY**<br>DIPPED   000 A0000002281010 0000009000<br>E800    80   440302  945A5E17781A520C | مقهى ع<br>CAFE EIN<br>شارع التخصصي , الرياض<br>TAKHASSUSI STREET, RIYADH<br>18/02/2015                          15:02:45<br>BSFB 650999000911 6355134055010001<br>5411  000001           181502450001<br>مدى<br>mada                                         شراء<br>PURCHASE<br>476173******0010              12/18<br>مبلغ الشراء<br>٥٠,٠٠ ريال<br>PURCHASE AMOUNT<br>SAR 50.00<br>مقبولة<br>APPROVED<br>تم التحقق من الرقم السري للعميل<br>CARDHOLDER PIN VERIFIED<br>١٢٣٤٥٦            رمز الموافقة<br>APPROVAL CODE         123456<br>18/02/2015              15:02:48<br>شكراً لاستخدامكم مدى<br>Thank you for using mada<br>يرجي الاحتفاظ بالإيصال<br>PLEASE RETAIN RECEIPT<br>** نسخة التاجر **<br>**RETAILER COPY**<br>DIPPED   000 A0000002281010 0000009000<br>E800    80   440302  945A5E17781A520C |
|---|---|

## 2.2 PURCHASE WITH CASH BACK

A purchase transaction where the amount of the transaction represents both the value of the goods (or services) and of a cash amount requested by the Card holder. The amount of the cash portion is identified in the transaction data as a separate item. This service is available only for local "mada cards".

## PROCEDURE - 1

Insert Card directly into the Terminal when the Terminal is at Idle Screen to perform the transaction.

**PROCEDURE - 2**

1. Select "PURCHASE" from mada menu.

2. For "PURCHASE WITH CASHBACK" you must "INSERT" the CARD into the Terminal and note that CARD SWIPE is not allowed.

   Example: mada card

3. Enter the "PURCHASE AMOUNT" and then press "ENTER"

   Example: SAR500.00

4. If Customer needs "CASHBACK" Amount, Enter the PURCHASE AMOUNT" and press "ENTER" then give the "CASHBACK AMOUNT".

   Example: SAR100.00

5. At this screen ask customer to enter his/her Secret "PIN NUMBER" and then Press "ENTER" to complete the transaction.

   Example: 1234

6. Once the transaction gets completed, the Receipt for that transaction will be printed in Terminal.

**Receipt:**



مقهى ع
**CAFE EIN**
شارع التخصصي , الرياض
TAKHASSUSI STREET, RIYADH
18/02/2015                    15:03:55
BSFB 650999000911 6355134055010001
5411  000002        181503350001
مدى
mada
شراء مع مبلغ نقدي
PURCHASE WITH CASBACK
476173******0010              12/18
مبلغ الشراء
٥٠٠,٠٠ ريال
المبلغ النقدي
١٠٠,٠٠ ريال
**المبلغ الإجمالي**
٦٠٠,٠٠ ريال
PURCHASE AMOUNT
                              SAR 500.00
CASHBACK AMOUNT
                              SAR 100.00
**TOTAL AMOUNT**
                              SAR 600.00
مقبونة
**APPROVED**
تم التحقق من الرقم السري للعميل
CARDHOLDER PIN VERIFIED
العميل يوقع بالأسفل
CUSTOMER SIGN BELOW
X_____
أوافق على الخصم من حسابي للمبلغ
DEBIT MY ACCOUNT FOR THE AMOUNT
**APPROVAL CODE**            123456
18/02/2015                   15:03:58
شكرًا لاستخدامكم مدى
Thank you for using mada
يرجي الاحتفاظ بالإيصال
PLEASE RETAIN RECEIPT
** نسخة التاجر **
**RETAILER COPY**
DIPPED   000 A0000002281010 0000009000
E800    80   440302  C6CE93DD4B635BFA

مقهى ع
**CAFE EIN**
شارع التخصصي , الرياض
TAKHASSUSI STREET, RIYADH
18/02/2015                    15:03:55
BSFB 650999000911 6355134055010001
5411  000002        181503350001
مدى
mada
شراء مع مبلغ نقدي
PURCHASE WITH CASBACK
476173******0010              12/18
مبلغ الشراء
٥٠٠,٠٠ ريال
المبلغ النقدي
١٠٠,٠٠ ريال
**المبلغ الإجمالي**
٦٠٠,٠٠ ريال
PURCHASE AMOUNT
                              SAR 500.00
CASHBACK AMOUNT
                              SAR 100.00
**TOTAL AMOUNT**
                              SAR 600.00
مقبونة
**APPROVED**
تم التحقق من الرقم السري للعميل
CARDHOLDER PIN VERIFIED
العميل يوقع بالأسفل
CUSTOMER SIGN BELOW
X_____
أوافق على الخصم من حسابي للمبلغ
DEBIT MY ACCOUNT FOR THE AMOUNT
**APPROVAL CODE**            123456
18/02/2015                   15:03:58
شكرًا لاستخدامكم مدى
Thank you for using mada
يرجي الاحتفاظ بالإيصال
PLEASE RETAIN RECEIPT
** نسخة العميل **
**CUSTOMER COPY**
DIPPED   000 A0000002281010 0000009000
E800    80   440302  C6CE93DD4B635BFA

## 2.3 PURCHASE WITH CONTACTLESS CARD

A data capture transaction that debits a card holder's account in exchange for goods or services. For Contactless Card, Amount should be greater than 1 SAR and should be less than a limited amount defined by TMS ( configuration file of the host ) .

**PROCEDURE - I**

1. Tap the Contactless card over the terminal screen to perform transaction.



**PROCEDURE – II**

1. Select "PURCHASE" from mada menu and input Purchase Amount using number key and then Press "ENTER"

   Example: SAR 50.00



2. Then Swipe/Insert/Float Card into the Terminal.
   Example: mada Card

3. Once the transaction is completed, Terminal will print receipt for the Transaction.
   **Receipt**

| مقهى ع | مقهى ع |
|---|---|
| CAFE EIN | CAFE EIN |
| شارع التخصصي ، الرياض | شارع التخصصي ، الرياض |
| TAKHASSUSI STREET, RIYADH | TAKHASSUSI STREET, RIYADH |
| 18/02/2015          15:04:45 | 18/02/2015          15:04:45 |
| BSFB 650999000911 6355134055010001 | BSFB 650999000911 6355134055010001 |
| 5411   000003       181504450001 | 5411   000003       181504450001 |
| مدى | مدى |
| mada | mada |
| شراء | شراء |
| PURCHASE | PURCHASE |
| 476173******0010          12/18 | 476173******0010          12/18 |
| مبلغ الشراء | مبلغ الشراء |
| ٥٠,٠٠  ريال | ٥٠,٠٠  ريال |
| PURCHASE AMOUNT | PURCHASE AMOUNT |
| SAR 50.00 | SAR 50.00 |
| مقبولة | مقبولة |
| APPROVED | APPROVED |
| ٠١٢٣٤٥          رمز الموافقة | ٠١٢٣٤٥          رمز الموافقة |
| APPROVAL CODE          012345 | APPROVAL CODE          012345 |
| 18/02/2015          15:04:48 | 18/02/2015          15:04:48 |
| شكرًا لاستخدامكم مدى | شكرًا لاستخدامكم مدى |
| Thank you for using mada | Thank you for using mada |
| يرجى الاحتفاظ بالإيصال | يرجى الاحتفاظ بالإيصال |
| PLEASE RETAIN RECEIPT | PLEASE RETAIN RECEIPT |
| ** نسخة التاجر** | ** نسخة العميل ** |
| **RETAILER COPY** | **CUSTOMER COPY** |
| CONTACTLESS 000  A0000002281010  0000000000 | CONTACTLESS 000  A0000002281010  0000000000 |
| E800    40  1F0300  B7A350CEF1D0B72C | E800    40  1F0300  B7A350CEF1D0B72C |

## 2.4 REVERSAL

Reversal can only be done for the last purchase of transaction within 60 seconds. A Reversal advice shall be used to null, if the effects of a previous financial or authorization transaction. mada expects to receive a Reversal advice from the terminal when a transaction does not complete successfully.

1. Select "REVERSAL" from mada menu.

2. Enter "Merchant Passcode" and then press "ENTER"

   Example: 1234

3. Once transaction gets completed, receipt will be printed.

   **Receipt**

| مقهى ع | مقهى ع |
|---|---|
| **CAFE EIN** | **CAFE EIN** |
| شارع التخصصي , الرياض | شارع التخصصي , الرياض |
| TAKHASSUSI STREET, RIYADH | TAKHASSUSI STREET, RIYADH |
| 18/02/2015                  15:05:45 | 18/02/2015                  15:05:45 |
| BSFB 650999000911 6355134055010001 | BSFB 650999000911 6355134055010001 |
| 5411   000004        181510450001 | 5411   000004        181510450001 |
| مدى | مدى |
| mada | mada |
| عملية معكوسه | عملية معكوسه |
| REVERSAL | REVERSAL |
| 476173******0010              12/18 | 476173******0010              12/18 |
| المبلغ الملغي | المبلغ الملغي |
| ٦٠٠,٠٠ ريال | ٦٠٠,٠٠ ريال |
| **REVERSAL AMOUNT** | **REVERSAL AMOUNT** |
| SAR 600.00 | SAR 600.00 |
| مستلمة | مستلمة |
| **ACCEPTED** | **ACCEPTED** |
| ١٢٣٤٥٦              رمز الموافقة | ١٢٣٤٥٦              رمز الموافقة |
| APPROVAL CODE              123456 | APPROVAL CODE              123456 |
| 18/02/2015                  15:05:48 | 18/02/2015                  15:05:48 |
| شكرًا لاستخدامكم مدى | شكرًا لاستخدامكم مدى |
| Thank you for using mada | Thank you for using mada |
| يرجي الاحتفاظ بالايصال | يرجي الاحتفاظ بالايصال |
| PLEASE RETAIN RECEIPT | PLEASE RETAIN RECEIPT |
| ** نسخة التاجر ** | ** نسخة العميل ** |
| **RETAILER COPY** | **CUSTOMER COPY** |
| DIPPED   400  A0000002281010 0000009000 | DIPPED   400  A0000002281010 0000009000 |
| E800     80    440302  27325C21A330BB04 | E800     80    440302  27325C21A330BB04 |

## 2.5 ADVICE

Follow-up to an approved pre-authorization purchase transaction. It is initiated after the Cardholder received the purchased goods or services. The amount entered in this transaction supersedes that entered in the pre-authorization purchase.

1. Select "ADVICE" from mada menu.



2. "Swipe/Insert" the Card into the Terminal.

   Example: VISA Card



3. Instead of Inserting Card and if "ENTER KEY" is Pressed, it will ask for Card Number. Enter Card Number manually, and then press "ENTER"

   Example: 476173053430010



4. At this screen you have to enter the "EXPIRY DATE" of Customer's Card as below without "/" and press "ENTER"

   Example: 1218

5. Enter Authorization Code by using number key and then press "ENTER" to continue.

   Example: 1234

6. Enter the "ADVICE AMOUNT" and then press "ENTER".

   Example: SAR 50.00

7. Once the transaction gets completed, the receipt for "ADVICE" Transaction will be printed.
   **RECEIPT:**

مقهى ع
CAFE EIN
شارع التخصصي ، الرياض
TAKHASSUSI STREET, RIYADH
18/02/2015                    15:06:35
BSFB 650999000911 6355134055010001
5411   000005          181512350001
فيزا
VISA CREDIT
إشعار بالشراء
PURCHASE ADVICE
476173******0010                12/18
مبلغ الإشعار
٥٠,٠٠  ريال
PURCHASE ADVICE AMOUNT
                           SAR 50.00
مقبولة
APPROVED
١٢٣٤٥٦          رمز الموافقة
APPROVAL CODE           123456
18/02/2015              15:06:40
شكرًا لاستخدامكم مدى
Thank you for using mada
بالإيصال الاحتفاظ يرجى
PLEASE RETAIN RECEIPT
**تسخة العميل **
**RETAILER COPY**
DIPPED   000  A0000000031010  0000009000
0000

مقهى ع
CAFE EIN
شارع التخصصي ، الرياض
TAKHASSUSI STREET, RIYADH
18/02/2015                    15:06:35
BSFB 650999000911 6355134055010001
5411   000005          181512350001
فيزا
VISA CREDIT
إشعار بالشراء
PURCHASE ADVICE
476173******0010                12/18
مبلغ الإشعار
٥٠,٠٠  ريال
PURCHASE ADVICE AMOUNT
                           SAR 50.00
مقبولة
APPROVED
١٢٣٤٥٦          رمز الموافقة
APPROVAL CODE           123456
18/02/2015              15:06:40
شكرًا لاستخدامكم مدى
Thank you for using mada
بالإيصال الاحتفاظ يرجى
PLEASE RETAIN RECEIPT
**تسخة العميل **
**CUSTOMER COPY**
DIPPED   000  A0000000031010  0000009000
0000

## 2.6 CASH ADVANCE

A manual cash disbursement, typically obtained at Bank's branch.
This option is only available for international credit card, mada is not supporting.

1. Select "CASH ADVANCE" from mada menu.

2. "Swipe/Insert" Customer's Card into the Terminal.

   Example: VISA Card

3. Enter the "ADVANCE AMOUNT", and then press "ENTER" to continue.

   Example: SAR 50.00

4. Ask Customer to enter his/her secret "PIN NUMBER" then press "ENTER" again.

   Example: 1234

5. Once Transaction get processed and Receipt for the "CASH ADVANCE" will be printed.

**Receipt:**

مقهى ع
**CAFE EIN**
شارع التخصصي ، الرياض
TAKHASSUSI STREET, RIYADH
18/02/2015                    15:07:35
BSFB 650999000911 6355134055010001
5411  000006        181507350001
فيزا

**VISA CREDIT**
سلفة نقدية

CASH ADVANCE
476173******0010              12/18
مبلغ السلفة النقدية

٥٠,٠٠ ريال
**CASH ADVANCE AMOUNT**
**SAR 50.00**
مقبولة
**APPROVED**
تم التحقق من الرقم السري للعميل
CARDHOLDER PIN VERIFIED
١٢٣٤٥٦        رمز الموافقة
APPROVAL CODE                 123456
18/02/2015                    15:07:40
شكراً لاستخدامكم مدى
Thank you for using mada
يرجي الاحتفاظ بالايصال
PLEASE RETAIN RECEIPT
** نسخة التاجر **
**RETAILER COPY**
DIPPED   000 A0000000031010 0000009000
E800     80   420300  2E7BB298A646D732

مقهى ع
**CAFE EIN**
شارع التخصصي ، الرياض
TAKHASSUSI STREET, RIYADH
18/02/2015                    15:07:35
BSFB 650999000911 6355134055010001
5411  000006        181507350001
فيزا

**VISA CREDIT**
سلفة نقدية

CASH ADVANCE
476173******0010              12/18
مبلغ السلفة النقدية

٥٠,٠٠ ريال
**CASH ADVANCE AMOUNT**
**SAR 50.00**
مقبولة
**APPROVED**
تم التحقق من الرقم السري للعميل
CARDHOLDER PIN VERIFIED
١٢٣٤٥٦        رمز الموافقة
APPROVAL CODE                 123456
18/02/2015                    15:07:40
شكراً لاستخدامكم مدى
Thank you for using mada
يرجي الاحتفاظ بالايصال
PLEASE RETAIN RECEIPT
**نسخة العميل **
**CUSTOMER COPY**
DIPPED   000 A0000000031010 0000009000
E800     80   420300  2E7BB298A646D732

## 2.7 AUTHORIZATION

Authorization transactions are used within the network to request authorization and approval for funds without applying the transaction to the Cardholder's account and to request authorization from the Card Issuer Bank where the final outcome is not known at the time of authorization is granted.

1. Select "AUTHORIZATION" from mada menu.

2. Swipe/Insert customer card into terminal.

   Example: VISA card

3. If the Card number is entered manually it will prompt to enter the customer's card "EXPIRY DATE" as below but without "/" and press "ENTER"

   Example: 1218

4. Enter Authorization Amount, and then press "ENTER"

   Example: SAR 50.00

5. Ask Customer to Enter his/her secret "PIN NUMBER" and then press "ENTER"

   Example:1234



6. Once the Transaction get completed Receipt for "AUTHORIZATION" Transaction will be printed.

**Receipt:**



مقهى ع
CAFE EIN
شارع التخصصي , الرياض
TAKHASSUSI STREET, RIYADH
18/02/2015                          15:08:25
BSFB 650999000911 6355134055010001
5411  000007         181520250001
                                          فيزا
VISA CREDIT
                                      تفويض
AUTHORIZATION
476173******0010                   12/18
مبلغ التفويض
ريال  ٥٠,٠٠
AUTHORIZATION AMOUNT
                              SAR 50.00
                                      مقبولة
APPROVED
تمّ التحقق بتوقيع العميل
CARDHOLDER PIN VERIFIED
رمز الموافقة               ١٢٣٤٥٦
APPROVAL CODE                  123456
18/02/2015                          15:08:30
شكراً لاستخدامكم مدى
Thank you for using mada
يرجى الاحتفاظ بالإيصال
PLEASE RETAIN RECEIPT
** نسخة التاجر **
**RETAILER COPY**
DIPPED  000  A0000000031010  0000009000
E800    80   040302  98CE98742D359D48

مقهى ع
CAFE EIN
شارع التخصصي , الرياض
TAKHASSUSI STREET, RIYADH
18/02/2015                          15:08:25
BSFB 650999000911 6355134055010001
5411  000007         181520250001
                                          فيزا
VISA CREDIT
                                      تفويض
AUTHORIZATION
476173******0010                   12/18
مبلغ التفويض
ريال  ٥٠,٠٠
AUTHORIZATION AMOUNT
                              SAR 50.00
                                      مقبولة
APPROVED
تمّ التحقق بتوقيع العميل
CARDHOLDER PIN VERIFIED
رمز الموافقة               ١٢٣٤٥٦
APPROVAL CODE                  123456
18/02/2015                          15:08:30
شكراً لاستخدامكم مدى
Thank you for using mada
يرجى الاحتفاظ بالإيصال
PLEASE RETAIN RECEIPT
** نسخة العميل **
**CUSTOMER COPY**
DIPPED  000  A0000000031010  0000009000
E800    80   040302  98CE98742D359D48

## 2.8 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. It requires the Card holder to enter the PIN and also requires the retailer's supervisor password and the retailer's signature. Customer should have Receipt copy of Purchase transaction.

RRN: Number of customer's purchase receipt.

1. Select "REFUND" from mada menu.

2. Swipe/Insert Customer Card into the terminal.

   Example: mada card

3. Enter Merchant Password using number keys and then press ENTER KEY.

   Example: 1234

4. Terminal will ask to enter RRN number of previous successful purchase transaction.

5. Enter "REFUND AMOUNT" using number keys and then press ENTER key.

   Example: SAR50.00

6. Ask the customer to enter his/her secret "PINNUMBER" and then press "ENTER"KEY

   Example: 1234



7. Transaction will process and Receipt will be printed.

### Receipt:



مقهى ع
**CAFE EIN**
شارع التخصصي , الرياض
TAKHASSUSI STREET, RIYADH
18/02/2015                    15:09:25
BSFB 650999000911  6355134055010001
5411   000008          181520250001

مدى
mada
إسترداد
REFUND
476173******0010              12/18
المبلغ المسترد

٥٠،٠٠ ريال
REFUND AMOUNT
                         SAR 50.00
مقبولة
**APPROVED**
تم التحقق من الرقم السري للعميل
CARDHOLDER PIN VERIFIED
البائع يوقع بالاسفل
RETAILER SIGN BELOW
X_____
أوافق على إضافة المبلغ لحساب العميل
CREDIT CUSTOMER ACCOUNT FOR THE AMOUNT
١٢٣٤٥٦                  رمز الموافقة
**APPROVAL CODE**              123456
18/02/2015                    15:09:30
شكرًا لاستخدامكم مدى
Thank you for using mada
يرجى الاحتفاظ بالايصال
PLEASE RETAIN RECEIPT
** نسخة التاجر **
**\*\*RETAILER COPY\*\***
DIPPED  000  A0000002282010  0000009000
E800    80   440302  89418B1E8EEDEF67

مقهى ع
**CAFE EIN**
شارع التخصصي , الرياض
TAKHASSUSI STREET, RIYADH
18/02/2015                    15:09:25
BSFB 650999000911  6355134055010001
5411   000008          181520250001

مدى
mada
إسترداد
REFUND
476173******0010              12/18
المبلغ المسترد

٥٠،٠٠ ريال
REFUND AMOUNT
                         SAR 50.00
مقبولة
**APPROVED**
تم التحقق من الرقم السري للعميل
CARDHOLDER PIN VERIFIED
البائع يوقع بالاسفل
RETAILER SIGN BELOW
X_____
أوافق على إضافة المبلغ لحساب العميل
CREDIT CUSTOMER ACCOUNT FOR THE AMOUNT
١٢٣٤٥٦                  رمز الموافقة
**APPROVAL CODE**              123456
18/02/2015                    15:09:30
شكرًا لاستخدامكم مدى
Thank you for using mada
يرجى الاحتفاظ بالايصال
PLEASE RETAIN RECEIPT
** نسخة العميل **
**\*\*CUSTOMER COPY\*\***
DIPPED  000  A0000002282010  0000009000
E800    80   440302  89418B1E8EEDEF67

### 3. SUPERVISOR OPERATIONS

1. Press "ENTER" then number key "7"or Choose "MERCHANT" from MENU

2. Enter merchant password using number key, and then press "ENTER" KEY

   Example: 1234

3. If the merchant enter wrong password, it will display invalid password.

4. And it will ask Re-Enter the merchant password, now input the correct password using number keys then press "ENTER" KEY.

5. Merchant can do all the below operations, if the given password matched with original password.

### 3.1 DUPLICATE COPY

1. In Merchant Menu→DUPLICATE→ENTER KEY.

2. It will print Duplicate copy of the last Success Transaction.

### 3.2 RECONCILIATION
The POS Terminal Reconciliation process calculates the counts and amounts of the transactions processed by the terminal. The terminal then sends the figures to the mada to check if they match mada's view on what is processed during the business day. A manual cash disbursement, typically obtained at a bank's Branch.

1. In Merchant Menu→RECONCILITION→ENTER KEY.

2. After settlement gets processed, it will print Reconciliation receipt.
   User can use hot key to access the reconciliation by pressing "#" key from the idle menu.

**Receipt:**

```
                    مقهى ع
                    CAFE EIN
              شارع التخصصي . الرياض
         TAKHASSUSI STREET, RIYADH
18/02/2015                    23:58:25
BSFB 650999000911  6355134055010001
5411   000009
                              موازنة
RECONCILIATION
                    المجاميع متوافقة
TOTALS MATCHED
***************************************
                    امريكان اكسبرس
AMERICAN EXPRESS
                    <لايوجد عمليات>
<NO TRANSACTIONS>
***************************************
                          مايسترو
MAESTRO
                    <لايوجد عمليات>
<NO TRANSACTIONS>
***************************************
                      ماستر كارد
MASTERCARD
                    <لايوجد عمليات>
<NO TRANSACTION>
***************************************
                          مدى
mada
                      خادم مدى
mada host
```

| نوع العملية<br>TXN TYPE | العدد<br>COUNT | المبلغ بالريال<br>AMOUNT IN SAR |
|---|---|---|
| المدين إجمالي<br>TOTAL DB | 1 | 500.00 |
| الدائن إجمالي<br>TOTAL CR | 0 | 0.00 |
| النقدي المبلغ<br>C/B CASH | - | 0.00 |
| نقدية سلفة<br>C/ADV | - | 0.00 |
| تفويض<br>AUTH | 1 | - |
| المجموع<br>TOTALS | 2 | 500.00 |

```
                    جهاز نقطة البيع
POS TERMINAL
```

| نوع العملية<br>TXN TYPE | العدد<br>COUNT | المبلغ بالريال<br>AMOUNT IN SAR |
|---|---|---|
| المدين إجمالي<br>TOTAL DB | 1 | 500.00 |
| الدائن إجمالي<br>TOTAL CR | 0 | 0.00 |
| النقدي المبلغ<br>C/B CASH | - | 0.00 |
| نقدية سلفة<br>C/ADV | - | 0.00 |
| تفويض<br>AUTH | 1 | - |
| المجموع<br>TOTALS | 2 | 500.00 |

```
               تفاصيل جهاز نقطة البيع
POS TERMINAL DETAILS
```

| نوع العملية<br>TXN TYPE | العدد<br>COUNT | المبلغ بالريال<br>AMOUNT IN SAR |
|---|---|---|
| شراء (ب)<br>P/OFF | 0 | 0.00 |
| شراء (ا)<br>P/ON | 1 | 500.00 |
| نقدية مبلغ مع شراء<br>C/B PUR | 0 | 0.00 |
| عملية معكوسة<br>REVERSAL | 0 | 0.00 |
| استرداد<br>REFUND | 0 | 0.00 |
| اكتمال<br>COMP | 0 | 0.00 |

```
***************************************
                            فيزا
VISA
                    <لايوجد عمليات>
<NO TRANSACTIONS>
***************************************
18/02/2015                    23:58:28
               شكرًا لاستخدامكم مدى
             Thank you for using mada
              يرجى الاحتفاظ بالايصال
             PLEASE RETAIN RECEIPT
                  ** نسخة التاجر **
                  **RETAILER COPY**
```

## 3.3 SNAPSHOT TOTAL

The supervisor can perform this operation at any time to print the total without resetting the total.

1. In Merchant Menu→SNAPSHOT TOTAL→ENTER KEY.

2. It will print terminal Transaction total without Reset.

### Receipt:



مقهى ع
**CAFE EIN**
شارع التخصصي . الرياض
TAKHASSUSI STREET, RIYADH
18/02/2015                                    15:20:25
BSFB  650999000911  6355134055010001
5411

أرصدة لحظية
SNAPSHOT BALANCE

المجاميع مقدمة
TOTALS PROVIDED
========================================
امريكان اكسبرس
AMERICAN EXPRESS
«لايوجد عمليات»
<NO TRANSACTIONS>
========================================
مايسترو
MAESTRO
«لايوجد عمليات»
<NO TRANSACTIONS>
========================================
ماستر كارد
MASTERCARD
«لايوجد عمليات»
<NO TRANSACTION>
========================================
مدى
mada

جهاز نقطة البيع
POS TERMINAL

| نوع العملية<br>TXN TYPE | العدد<br>COUNT | المبلغ بالريال<br>AMOUNT IN SAR |
|---|---|---|
| المدين إجمالي<br>TOTAL DB | 1 | 500.00 |
| الدائن إجمالي<br>TOTAL CR | 0 | 0.00 |
| النقدي المبلغ<br>C/B CASH | - | 0.00 |
| نقدية سلفة<br>C/ADV | - | 0.00 |
| تفويض<br>AUTH | 1 | - |
| المجموع<br>TOTALS | 2 | 500.00 |

تفاصيل جهاز نقطة البيع
POS TERMINAL DETAILS

| نوع العملية<br>TXN TYPE | العدد<br>COUNT | المبلغ بالريال<br>AMOUNT IN SAR |
|---|---|---|
| شراء (ب)<br>P/OFF | 0 | 0.00 |
| شراء (ا)<br>P/ON | 1 | 500.00 |
| نقدية مبلغ مع شراء<br>C/B PUR | 0 | 0.00 |
| عملية معكوسة<br>REVERSAL | 0 | 0.00 |
| استرداد<br>REFUND | 0 | 0.00 |
| اكتمال<br>COMP | 0 | 0.00 |

========================================
فيزا
VISA
«لايوجد عمليات»
<NO TRANSACTIONS>
========================================
18/02/2015                                    15:20:25
شكرًا لاستخدامكم مدى
Thank you for using mada
يرجى الاحتفاظ بالايصال
PLEASE RETAIN RECEIPT
** نسخة التاجر **
**RETAILER COPY**

## 3.4 RUNNING TOTALS

The supervisor should perform this operation at the end of each shift, so the total will be reset and a fresh account starts for the next shift.

1. In Merchant Menu➔RUNNING TOTAL➔ENTER KEY.

2. It will Print terminal Transaction total and will do reset.

### Receipt

```
                مقهى ع
              CAFE EIN
          شارع التخصصي , الرياض
      TAKHASSUSI STREET, RIYADH
18/02/2015                   15:20:25
BSFB  650999000911  6355134055010001
5411
                              أرصدة جارية
 RUNNING BALANCE
                             المجاميع مقدمة
 TOTALS PROVIDED
 ************************************
                           امريكان اكسبرس
 AMERICAN EXPRESS
                         <لايوجد عمليات>
 <NO TRANSACTIONS>
 ************************************
                                مايسترو
 MAESTRO
                         <لايوجد عمليات>
 <NO TRANSACTIONS>
 ************************************
                             ماستر كارد
 MASTERCARD
                         <لايوجد عمليات>
 <NO TRANSACTION>
 ************************************
                                    مدى
 mada
                          جهاز نقطة البيع
 POS TERMINAL
```

| نوع العملية<br>TXN TYPE | العدد<br>COUNT | المبلغ بالريال<br>AMOUNT IN SAR |
|---|---|---|
| المدين إجمالي<br>TOTAL DB | 1 | 500.00 |
| الدائن إجمالي<br>TOTAL CR | 0 | 0.00 |
| النقدي المبلغ<br>C/B CASH | - | 0.00 |
| نقدية سلفة<br>C/ADV | - | 0.00 |
| تفويض<br>AUTH | 1 | - |
| المجموع<br>TOTALS | 2 | 500.00 |

```
                     تفاصيل جهاز نقطة البيع
 POS TERMINAL DETAILS
```

| نوع العملية<br>TXN TYPE | العدد<br>COUNT | المبلغ بالريال<br>AMOUNT IN SAR |
|---|---|---|
| شراء (ب)<br>P/OFF | 0 | 0.00 |
| شراء (ا)<br>P/ON | 1 | 500.00 |
| نقدية مبلغ مع شراء<br>C/B PUR | 0 | 0.00 |
| عملية معكوسة<br>REVERSAL | 0 | 0.00 |
| استرداد<br>REFUND | 0 | 0.00 |
| اكتمال<br>COMP | 0 | 0.00 |

```
 ************************************
                                    فيزا
 VISA
                         <لايوجد عمليات>
 <NO TRANSACTIONS>
 ************************************
18/02/2015                   15:20:25
              شكراً لاستخدامكم مدى
          Thank you for using mada
            يرجى الاحتفاظ بالايصال
          PLEASE RETAIN RECEIPT
             ** نسخة التاجر **
            **RETAILER COPY**
```

### 3.5 HISTORY MENU

1. In Merchant Menu→HISTORY MENU→ENTER KEY

2. Merchant can see all the transactions.

3. Merchant will search TXN by Amount and Date.

### 3.6 CHANGE PASSWORD

1. In Merchant Menu→CHANGE PWD→ENTER KEY.

2. Merchant can change default password to his/her own secret password to access merchant menu.

3. Supervisor password can also change from default to his/her own secret password to perform reconciliation.

4. Enter OLD password (Current password) using number pad, then press ENTER KEY.

   Example: 1234

5. Enter NEW password using number pad. Then press ENTER key.

   Example: 2222

6. It will display on the screen "Password has been changed" once get changed.

## 3.7 TERMINAL INFO

1. In Merchant Menu→TERMINAL INFO→ENTER KEY

2. It will print the system information and version.

## 3.8 PAPER REQUEST

1. In Merchant Menu→PAPER REQUEST→ENTER KEY.

2. The Terminal will send Paper Request to Vendor Host.

## 4. RETRIEVAL REFERENCE NUMBER

**Retrieval Reference Number** or **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. This Data Element is mandatory for all financial transaction and reversal operation. The **RRN** should always be printed in full on the POS receipt.

**Receipt:**

## 7. TURN ON/OFF PROCEDURE

If the terminal is equipped with charging batteryduring first time use, please connect the power adaptor and charge the battery for 3 hours.

### POWER PLUG MODE

If the Terminal connected with Power and it will be always Power ON mode and the screen will not go on Power Saver Mode.
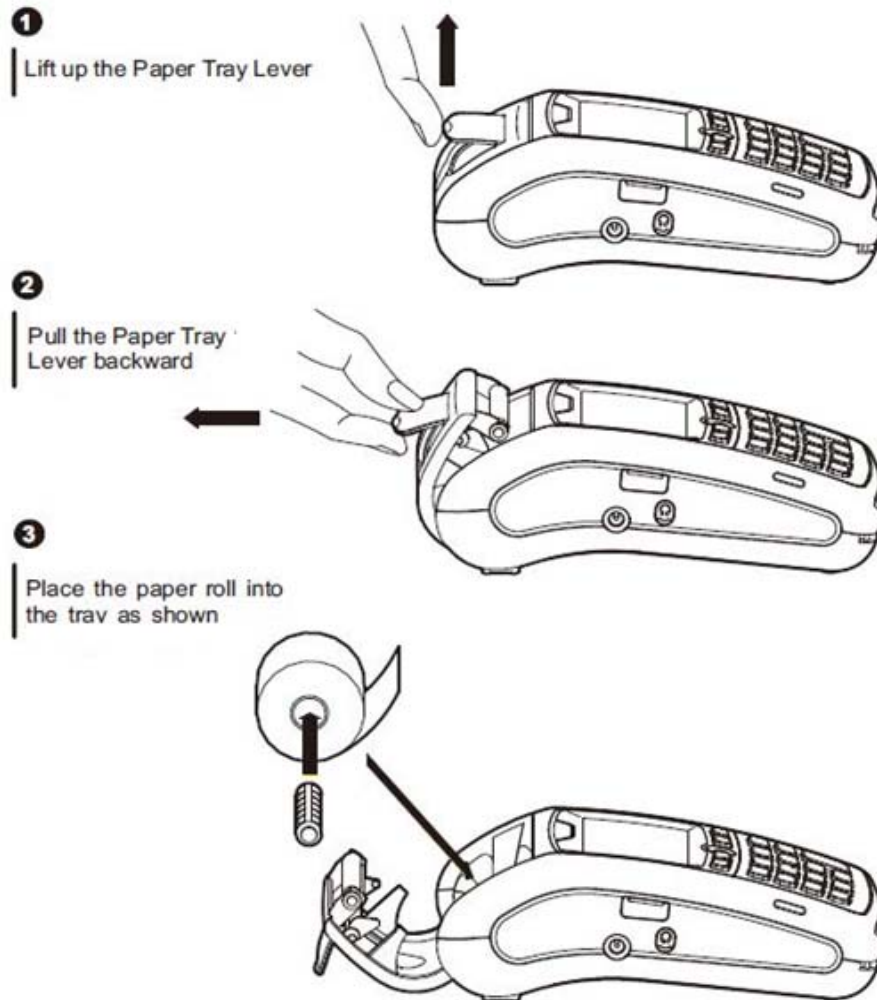
### POWER UNPLUG MODE

If the Terminal Working on Battery,

**To Power ON:** Just press the Power on button to power on the Terminal

**To Power OFF:** Press the Power Button, it will show 3 Options and select 2$^{nd}$ Option to Power OFF.

Note: Terminal will go into sleep mode after 255 seconds ( in case of no power connected – running under battery ), Press any key to wake up and Terminal display the Idle screen.

## 8. RECEIPT PAPER INSTALLATION

**①** Lift up the Paper Tray Lever

**②** Pull the Paper Tray Lever backward

**③** Place the paper roll into the tray as shown

## 9. General Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section are included to assist the user. If the problem persists after you have followed the guidelines or if the problem does not appear to be covered by these guidelines, call the Helpdesk.

**Blank Display**
When the terminal LCD screen does not show correct or clear readable information:
- Check the terminal battery level. Ensure it is not empty, if so please charge it.

## Printer Does Not Print

If the printer does not work properly:
- Check to make sure the paper roll cover is properly latched.
- If the terminal shows "PAPER OUT" message on screen. Open the paper roll cover and install a new roll of printer paper.
- If the problem persists, call your Helpdesk.

## Printer Paper Jam

If paper jams inside the printer:
- Press the latch over the terminal to open the paper roll cover.
- Remove the damaged paper from the paper roll and clear the feed mechanism.
- Re-install the roll of printer paper, as described in Changing the Paper Roll.
- Check the paper loading instructions on the Installation guide.
- If the problem persists, contact the Helpdesk.

## Keypad Does Not Respond

If the keypad does not respond properly:
- Check the LCD screen. If it displays the wrong character or nothing at all when you press a key, reboot the terminal.
- If pressing the ENTER key does not perform the expected action, refer to the usual transactions section of this Manual to ensure that you are entering the data for that application correctly.
- Has the keypad had any spillages recently, and are the keys sticking at all? If so please try cleaning the keypad with a damp cloth as this could help.
- If the problem persists, call your Helpdesk

10. T1000 GPRS Communication Problems

T1000 terminal communicates over the GPRS network using the same networks as a mobile phone.

**Signal Gauge.** In the left corner of the terminal display there is a signal gauge which shows the strength of the signal. If this is on 1 or 2 bars it is possible that the terminal will have problems trying to transact. If possible move to an area where the signal is stronger.

**Transactions on the Move.** If you use the terminal while on the move it is possible that you can lose connection with the GPRS network and the transaction will have difficulties in completing as a result.

**Enclosed Spaces**. If you use the terminal in enclosed spaces such as basements, office complexes etc., you may experience difficulty in obtaining a GPRS connection and processing transactions. The strength of the GPRS signal in such environments can be limited. Try to ascertain these problem areas and not use the terminal here.

**Battery Information**

The Lithium Ion Battery used to power the T1000 terminal is not sent out fully charged. Please charge this battery for 3 hours prior to use. Whenever the terminal is not in use it is advisable that the power lead is connected so the battery is re-charged whenever possible.

**Life**. With the battery fully charged the terminal can complete approx. 500 simultaneous transactions subject to network signal strength and condition of the battery pack. Note that if the terminal is in an idle state battery power is still required.

**Power Save.** If the terminal is not used for a certain period of time user can perform the following,

Either

1. Press POWER key and select SLEEP mode to save battery, it can be reactivated again the POWER key.
   Or,

2. Press POWER key and select POWER OFF to switch off the terminal and it can be reverted back to ON by pressing the same POWER key.

**Extra Battery.** If you find that the terminal is being used at Conferences, Shows etc., where there is little or no access to a power source it is worth considering purchasing an extra battery.

## 11. RESPONSE CODE

| CODE | DESCRIPTION | ACTION |
|------|-------------|--------|
| 000 | Approved | Approve |
| 001 | Honor with identification | Approve |
| 003 | Approved (VIP) | Approve |
| 007 | Approved, update ICC | Approve |
| 087 | Offline Approved (Chip only) | Approve |
| 089 | Unable to go On-line. Off-line approved (Chip only) | Approve |
| 100 | Do not honor | Decline |
| 101 | Expired card | Decline |
| 102 | Suspected fraud (To be used when ARQC validation fails) | Decline |
| 103 | Card acceptor contact acquirer | Decline |
| 104 | Restricted card | Decline |
| 105 | Card acceptor call acquirer's security department | Decline |
| 106 | Allowable PIN tries exceeded | Decline |
| 107 | Refer to card issuer | Decline |
| 108 | Refer to card issuer's special conditions | Decline |
| 109 | Invalid merchant | Decline |
| 110 | Invalid amount | Decline |
| 111 | Invalid card number | Decline |
| 112 | PIN data required | Decline |
| 114 | No account of type requested | Decline |
| 115 | Requested function not supported | Decline |
| 116 | Not sufficient funds | Decline |
| 117 | Incorrect PIN | Decline |
| 118 | No card record | Decline |
| 119 | Transaction not permitted to cardholder | Decline |
| 120 | Transaction not permitted to terminal | Decline |
| 121 | Exceeds withdrawal amount limit | Decline |
| 122 | Security violation | Decline |
| 123 | Exceeds withdrawal frequency limit | Decline |
| 125 | Card not effective | Decline |
| 126 | Invalid PIN block | Decline |
| 127 | PIN length error | Decline |
| 128 | PIN key synch error | Decline |
| 129 | Suspected counterfeit card | Decline |
| 182 | Invalid date (Visa 80) | Decline |
| 183 | Cryptographic error found in PIN or CVV (Visa 81) | Decline |
| 184 | Incorrect CVV (Visa 82) | Decline |

| 185 | Unable to verify PIN (Visa 83) | Decline |
|-----|--------------------------------|---------|
| 188 | Offline declined | Decline |
| 190 | Unable to go online – Offline declined | Decline |
| 200 | Do not honor | Decline |
| 201 | Expired card | Decline |
| 202 | Suspected fraud (To be used when ARQC validation fails) | Decline |
| 203 | Card acceptor contact acquirer | Decline |
| 204 | Restricted card | Decline |
| 205 | Card acceptor call acquirer's security department | Decline |
| 206 | Allowable PIN tries exceeded | Decline |
| 207 | Special conditions | Decline |
| 208 | Lost card | Decline |
| 209 | Stolen card | Decline |
| 210 | Suspected counterfeit card | Decline |
| 400 | Accepted | Accepted |
| 902 | Invalid transaction | Decline |
| 903 | Re-enter transaction | Decline |
| 904 | Format error | Decline |
| 906 | Cutover in process | Decline |
| 907 | Card issuer or switch inoperative | Decline |
| 908 | Transaction destination cannot be found for routing | Decline |
| 909 | System malfunction | Decline |
| 910 | Card issuer signed off | Decline |
| 911 | Card issuer timed out | Decline |
| 912 | Card issuer unavailable | Decline |
| 913 | Duplicate transmission | Decline |
| 914 | Not able to trace back to original transaction | Decline |
| 915 | Reconciliation cutover or checkpoint error | Decline |
| 916 | MAC incorrect (permissible in 1644) | Decline |
| 917 | MAC key sync | Decline |
| 918 | No communication keys available for use | Decline |
| 919 | Encryption key sync error | Decline |
| 920 | Security software/hardware error – try again | Decline |
| 921 | Security software/hardware error – no action | Decline |
| 922 | Message number out of sequence | Decline |
| 923 | Request in progress | Decline |
| 940 | Unknown terminal | Decline |
| 942 | Invalid Reconciliation Date | Decline |