st.george start something

EFTPOS Now

A Quick Reference Guide
to help you get started
with your terminal

Effective date: February 2024

You've got questions? We've got time to talk.

Merchant Support Centre and Order Stationery Online

🖥 stgeorge.com.au/merchantsupport

Merchant Helpdesk

Service, Sales and Support, Terminal Difficulties, Stationery Orders.

📞 1300 650 977
(available 24/7)

Handy hint: Have your Merchant and Terminal numbers ready so we can assist you promptly.

🖥 stgeorge.com.au/eftposnow

Credit Card Authorisation

📞 1300 301 831
(available 24/7)

Accessibility support

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS you can register by visiting **accesshub.gov.au/about-the-nrs**

Visit **stgeorge.com.au/accessibility** for further information on our accessible products and services for people with disability.

This simple guide gives you all the basic steps to set up and use your terminal to start accepting payments.

Getting Started

Your terminal arrives charged and ready for use.

How to turn on your terminal

Hold the Power button down for approximately 3 seconds until the terminal turns on.

Terminal layout

USB-C charging port

Status bar

Magnetic stripe reader

Contactless card reader

Navigation bar

Paper compartment door

Headphone jack

Power/Accessibility mode button

Volume buttons

Chip card reader

Navigation icons and keys

Status icons

Bluetooth enabled

Bluetooth enabled, connected to base

Aeroplane mode

4G Mobile signal

Wi-Fi

SIM Card

Battery charging

Battery level

Notification icons

Warning/Attention

Important information

Download/Update in progress

Quick settings icons

App launcher

Torch

Auto rotate

Edit

Settings

Navigation keys

Recent apps

Home/Payment app

Back

Menu

More options

Expand

Collapse

Add reference

Important: You can return to the payment screen at any time by pressing the Back ⬑ and/or Home 🏠 keys.

How to load a paper roll

1 Open the paper roll compartment by holding the terminal base securely and lifting the sides of the paper compartment door upwards and back.

2 Place a paper roll in the compartment. Ensure that the paper end is feeding under the roll and towards the terminal screen, as shown above.

3 Hold the end of the paper then close the compartment door until it clicks securely back into position.

Important: The paper roll is thermal-sensitive and will only print on one side.

How to activate your terminal

If your terminal has been installed by a technician, it will already be activated ready for use.

If your terminal has been sent to you (via satchel), you'll need to activate it before you can use it.

Please call the Merchant Helpdesk to activate your terminal.

1300 650 977 (available 24/7).

Terminal Communication

Wi-Fi

Wi-Fi can be set up from the Status Bar at the top of the touch screen or through the Android Settings.

To access the Wi-Fi settings from the Status Bar.

1 Swipe down from the top of the screen to view the status icons.

2 Press and hold the Wi-Fi icon ❦. The Wi-Fi settings will open.

3 Turn Wi-Fi On and select the relevant network from the available Wi-Fi networks.

4 Enter the network password and select **CONNECT.**

Processing a Transaction

Purchases

Insert   **Swipe**   **Tap**

1 From the amount-entry screen, use the touch screen to enter the purchase amount, e.g., $25 = 2500.

2 Select **Purchase**.

3 The cardholder may tap, insert, or swipe their card; or tap their payment-enabled smart device.

4 If the cardholder has inserted or swiped their card, they will be prompted to select their account type.

5 The cardholder will be required to enter their PIN or sign (if required) to complete the transaction.

6 If a signature is required, the cardholder must sign using their finger directly on the touch screen.

7 Select **Yes, Approve** to confirm that the signature matches the signature on the back of the card; or select **No** to cancel the transaction.

8 Keep the merchant copy of the receipt for your records.

9 The terminal will prompt for a customer copy of the receipt to be printed or emailed.

Important: Always check the receipt to confirm the transaction has been approved before completing the transaction. Retain your copy of the terminal receipts for a minimum of 18 months.

Refunds

1 From the amount-entry screen, use the touch screen to enter the refund amount, e.g. $25 = 2500.

2 Select **Other**.

3 Select **Refund**.

4 Enter the Manager passcode.

5 Select **Card or Mobile**.

6 The cardholder may tap, insert, or swipe their card; or tap their payment-enabled smart device.

7 If the cardholder has inserted or swiped their card, they will be prompted to select their account type.

8 The cardholder will be required to enter their PIN and/or sign (if required) to complete the transaction.

9 If a signature is required, the cardholder must sign using their finger directly on the touch screen.

10 Select **Yes, Approve** to confirm that the signature matches the signature on the back of the card; or select **No** to cancel the transaction.

11 Keep the merchant copy of the receipt for your records.

12 The terminal will prompt for a customer copy of the receipt to be printed or emailed.

Important: Always check the receipt to confirm the transaction has been approved before completing the transaction. Retain your copy of the terminal receipts for a minimum of 18 months.

Settlement Totals

Settlement is the process that's completed so you can be paid for your transactions.

Auto settlement

The terminal will automatically settle every day at your nominated auto settlement time. A default auto settlement time will be assigned if you haven't chosen an auto settlement time.

The terminal must be turned on to complete an auto settlement. If your terminal can't complete an auto settlement, we'll conduct the settlement on your behalf.

If you wish to change your auto settlement time, contact the Merchant Helpdesk.

Manual settlement

You may perform a manual settlement at any time throughout the day – before the auto settlement occurs. However, settlements can't be processed between 9:30 pm and 11:00 pm (Sydney time).

1 Select the menu icon ≡ located at the top left of the amount-entry screen.

2 Select **Settings**.

3 Select **Account**.

4 Select **Settlement**.

5 Select **Settle Now**, this will trigger the manual settlement.

6 The settlement report will be displayed on the screen and printed.

Important: You can only perform a settlement once a day, before 9:30 pm (Sydney time). A settlement done after 11:00 pm will be processed as a settlement for the next day.

Settlement history

1 Select the menu icon ≡ located at the top left of the amount-entry screen.

2 Select **Reports**.

3 Select **Settlement History**.

4 Select the required date.

5 The requested settlement will be displayed on the screen. Select **Print**, if required.

Settlement enquiry

1 Select the menu icon ≡ located at the top left of the amount-entry screen.

2 Select **Reports**.

3 Select **Settlement Enquiry**.

4 The current settlement totals (since your last settlement) will be displayed on the screen. Select **Print**, if required.

Transaction Reports

Reprint receipt

You can search, view, reprint or email receipts for transactions processed in the past 14 days. A transaction may also be referred to as an Order.

1 Select the menu icon ≡ located at the top left of the amount-entry screen.

2 Select **Transaction History**.

3 The Transaction History will be displayed and organised by transaction date and time.

4 You can scroll up and down the screen to locate the required transaction.

5 Select the required transaction.

6 Select **Receipt**.

7 Select **Merchant Copy** or **Customer Copy**.

8 Select **Print** or **Email**.

Transaction history

You can view, print or email a history of your transactions for the past 14 days.

1 Select the menu icon ≡ located at the top left of the amount-entry screen.

2 Select **Transaction History**.

3 The Transaction History will be displayed and organised by transaction date and time.

4 You can scroll up and down the screen to locate the required date.

5 Select the printer icon next to the required date to view an expanded transaction history for that day.

6 Select **Print** or **Email** if required.

Transaction search

You can search transactions using advanced search options.

1 Select the menu icon ☰ located at the top left of the amount-entry screen.

2 Select **Search Transactions**.

There are 3 ways a search can be performed.

1 **Search bar**
- Enter the last 4 digits of the card, or the full STAN in the search bar. STAN is a six-digit ID number found on the receipt.
- Select **View**.
- All transactions that meet the search criteria will be displayed.
- Select the required transaction.
- Select **Receipt**.
- Select **Merchant Copy** or **Customer Copy**.
- Select **Print** or **Email**.

2 **Card search**
- Select the card icon in the search bar.
- Tap, insert or swipe the card to start the search.
- Select **View**.
- Select the required transaction.
- Select **Receipt**.
- Select **Merchant Copy** or **Customer Copy**.
- Select **Print** or **Email**.

3 **Advanced search**
- Select **Advanced Search**.
- Search criteria includes amount, date range or transaction type and more.
- Tap in the required field.
- Use the onscreen keypad to enter the values.
- Repeat this for other search criteria, if required.
- Select **Search**.
- Select the required transaction.
- Select **Receipt**.
- Select **Merchant Copy** or **Customer Copy**.
- Select **Print** or **Email**.

Passcodes

Your terminal has the ability to limit and protect transactions and functionality such as refund, MOTO (Mail Order and Telephone Order), settlements and more, by using passcodes. The passcode levels available are Manager and Cashier.

Manager passcode:

- Always required to process Refunds.
- Can be used for MOTO transactions if you have full or $100 security limit.

Cashier passcode:

- Required to process MOTO transactions if you have full or $100 security limit.

Other terminal functions where you can either use the Manager or Cashier passcode include:

- terminal settings
- settlement
- settlement history and settlement enquiry.

Change your passcodes

Use this process if you need to change your Manager passcode or change or reset your Cashier passcode.

Important: The current Manager passcode is required to change both the Manager passcode and the Cashier passcode.

1   Select the menu icon ☰ located at the top left of the amount-entry screen.

2   Select **Settings**.

3   Select **Security**.

4   Enter the current Manager passcode and press **Enter**.

5   Select **Passcode management**.

6   Select **Manager** or **Cashier**.

7   Enter the current Manager passcode and press **Enter**.

8   Enter the new Manager or Cashier passcode and press **Enter**.

9   Re-enter the new Manager or Cashier passcode and press **Enter**.

Reset your manager passcode

Use this process if you've forgotten your Manager passcode.

1   Select the menu icon ≡ located at the top left of the amount-entry screen.

2   Select **Settings**.

3   Select **Security**.

4   Select the More options icon ⋮ at the top right of the screen.

5   Select **Switch to Admin**.

6   Contact the Merchant Helpdesk to get the current Admin passcode.

7   Enter the Admin Passcode and press **Enter**.

8   Enter the new Manager passcode and press **Enter**.

9   Re-enter the new Manager passcode and press **Enter**.

Important: You must ensure your passcodes are kept secure at all times and that you don't disclose them to anyone. You must take reasonable steps to prevent access to your passcodes, if you make any record of them, and ensure they are reasonably disguised. When you suspect that your passcodes may have been compromised you must change or reset them immediately. Changing your passcodes regularly may help prevent unauthorised access to your merchant facility.

Troubleshooting

Hardware Faults	Action
Blank Screen – the terminal isn't turning on.	1. Ensure that the battery charge state is not below the critically low level. The terminal will not work if there is insufficient charge remaining in the battery. 2. Connect the terminal to a power source for at least 5 minutes. 3. Hold the power button down for approximately 3 seconds until the terminal turns on. 4. If the problem persists, call the Merchant Helpdesk.
The touch screen isn't responding.	1. Turn off the terminal for 10 seconds. 2. Turn the terminal on again. 3. Retry the transaction. 4. If the problem persists, call the Merchant Helpdesk.
Paper jam or printing errors.	1. Remove the paper roll from the compartment to check that there's no paper caught. 2. If the existing paper roll is damaged in any way, replace it with a new roll. 3. Paper rolls are thermal-sensitive and will only print on one side. Make sure the paper roll is loaded correctly. 4. Check that the paper compartment door is closed securely. 5. If the problem persists, call the Merchant Helpdesk.