



Terminal User Guide

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About this Guide

This handbook has been written to assist use of the Ulster Bank Xplorer Electronic Funds Transfer Point of Sale (EFTPoS) terminal. It explains the terminal's facilities and provides an introduction to transactions.

For information on how to install and initialise the Ulster Bank Xplorer terminal, please refer to the *Terminal Installation and Setup Guide*.

The Ulster Bank Xplorer components should have been installed, connected to the services and setup by a qualified installation engineer, who would have initialised the terminal for operation and may also have provided basic training.

About the Terminal

The Ulster Bank Xplorer comprises three main components:

- Combined Card Reader, PIN Pad and Printer.
- Charging Cradle
- Base Station incorporating a Communications Module.

The terminal is used by the merchant to carry out debit and credit card transactions. The merchant does not have to take vouchers to the bank to get paid and it is not necessary to ring the card company for approval of transactions above an agreed floor limit as the terminal manages this automatically. The only time a merchant would need to call for approval is if the terminal refers the transaction to the card company (this is called a Voice Referral).

The terminal's key pad facility is used by customers to enter their PIN, when their Chip card is enabled for PIN verification.

The terminal prints two receipts: a **MERCHANT COPY** receipt and a **CUSTOMER COPY** receipt.

The Ulster Bank Xplorer terminal is programmed to store totals of the business transacted with each card type and is able to print reports of these totals. These reports will help with balancing the till at the end of each day and checking against bank statements.

Terminal Operating Modes

The terminal can operate in either Online or Polled mode. The mode is determined by agreement between the merchant and Ulster Bank. Terminals operate in the same mode for all card schemes. There are some slight differences in the terminal operation depending on the mode.

Online mode

Transactions are sent to Ulster Bank at the time they are carried out.

Polled mode

Transactions are collected overnight by Ulster Bank telephoning to and polling the terminal.

Polled mode terminals must be able to accept incoming calls during the night. Please make sure that the telephone line being used is capable of accepting calls directly. This is especially important if the line is from a switchboard. Failure to do this may cause a delay in the merchant being paid for transactions that have been carried out using the terminal.

Note



Whether in Online or Polled mode, when not in use the terminal must be placed on the Charging Cradle which must remain powered ON. The Base Station must be powered ON and be connected to a telephone line at all times.

Care of The Terminal

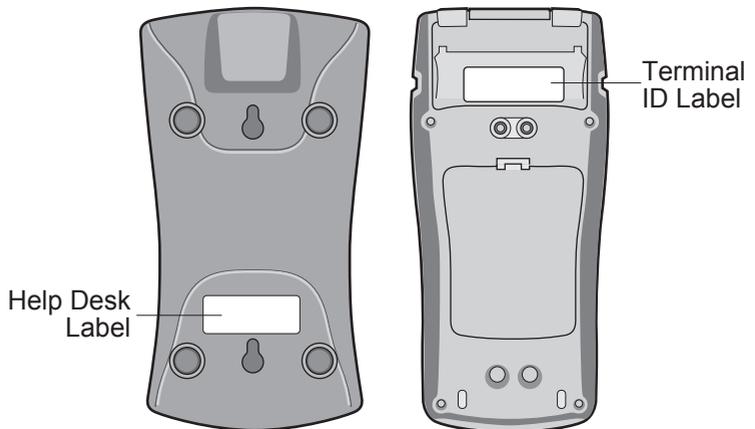
Be careful not to spill liquids on any of the terminal's components. Cleaning agents or water must NOT be used as this may cause damage to the components. Any damage incurred will be the responsibility of the merchant and repair or replacement costs will subsequently be charged to the merchant.

Keeping Receipts

Copies of all receipts should be kept in a safe place (preferably in date order) for a minimum period of eighteen months.

Terminal Identification and Helpdesk Information

The terminal's serial number (TID) is printed on a label on the back of the Pin Pad Cardreader below the bar code. Details of the Helpdesk telephone number can be found on the Charging Cradle base.



Supervisor Card

This card is needed to carry out Refund transactions, Training and to utilise the Supervisor Option facilities. If your Supervisor Card is lost or damaged, please contact the Helpdesk.

Printer Paper Rolls

To order paper rolls, please contact the helpdesk on 01 7025845. For information about replacing paper rolls, please refer to *The Terminal's Printer* section in the following chapter.

Using the Ulster Bank Xplorer

The Ulster Bank Xplorer is an easy to hold portable card reader and POS transaction terminal. Battery powered, it communicates using Bluetooth® wireless technology with the Xplorer Base Station, a Mobile Telephone or other suitable Bluetooth® capable device. It requires the Xplorer Charging Cradle, supplied with the terminal.

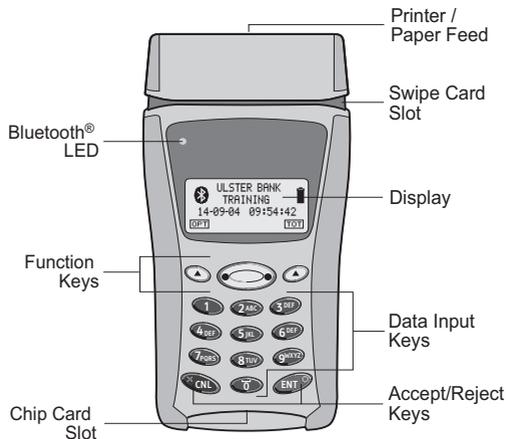
Approximately once a month, the terminal will call the Terminal Management System (TMS) to inform it of any operational problems and receive any program or configuration updates. This call will be made automatically outside normal trading hours and therefore it is important to leave the terminal on the charging cradle which must be powered ON.

It is also important to check that the Xplorer Base Unit, to which it is paired, is powered ON and connected to a telephone line, and that any equipment sharing the same telephone line has the handset properly replaced.

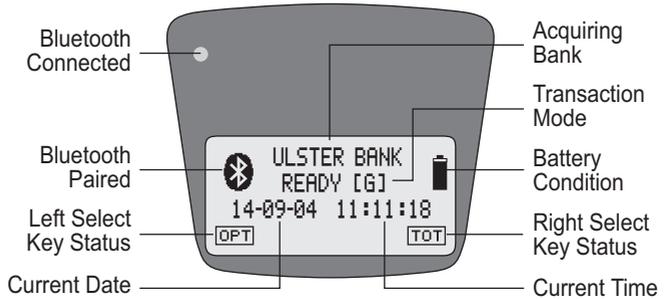
Failure to comply will lead to:

- An unpolled terminal where action will be required,
- Delayed credits,
- Reconciliation issues.

Main Features



The Ulster Bank Xplorer Display



When the Ulster Bank Xplorer has been initialised and paired to an Xplorer Base Station, the default display will be the **READY** state.

Display Icons and Symbols



Terminal is paired with an Xplorer Base Station.



Terminal is paired with another Bluetooth® device.



State of charge of the battery.



Press  for Standard Options Menu.



Press  for **TOTALS**, **MOTO** and **HOTEL** options.



Press  to decline or cancel.



Press  to accept or enter.



Terminal is configured for Gratuities.

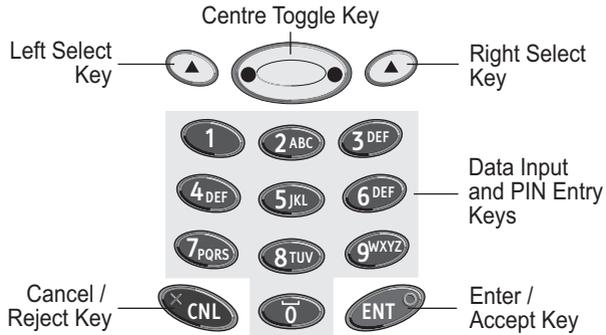


Terminal is set up for Manual Poll.



Terminal is set up for Gratuities and Manual Poll.

The Ulster Bank Xplorer Keys



Entering and Correcting Data

Enter numbers by pressing the appropriate keys. Pressing  cancels the complete entry to re-enter from the start. When entering data under Supervisor Options, press  to delete individual characters.

 on the display indicates numeric input required. If letters need to be inserted,  will appear on the display. To toggle between numbers and letters, press .

Swiping a Card

With the magnetic stripe facing down and towards you as illustrated, run the edge of the card along the base of the card reader slot and swipe at an even speed. The card may be swiped from left to right or right to left.



Inserting a Chip Card

Chip cards should be inserted as illustrated with the chip facing up and into the card reader.



If a Chip card is swiped, the Ulster Bank Xplorer will request that the same card is inserted into the Chip card reader.



Note: The card **MUST** remain inserted until the terminal prompts for the card to be removed. If the card is removed prematurely, the transaction will be cancelled and the terminal will display the following:





The terminal will then print a **CANCELLED** or **VOID** receipt and the transaction will have to be restarted.



Note: If the Ulster Bank Xplorer fails three times to read the Chip card, the display will change:

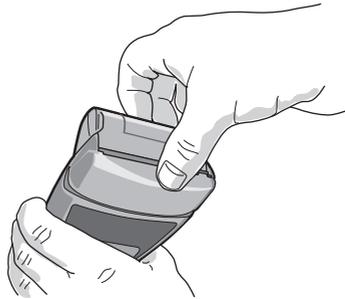


Swipe the card as shown in the previous section.

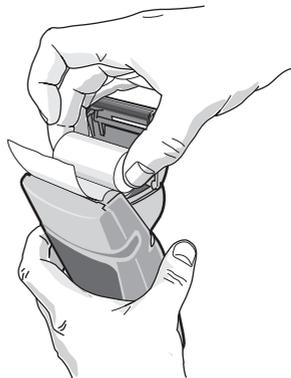
The Terminal's Printer

The Ulster Bank Xplorer terminal is supplied with one printer roll installed. When a red line appears on the paper roll, it must be replaced. Do not allow the paper to run out completely as you may not be able to complete the transaction. To replace the paper roll:

- 1 Hold the terminal securely in one hand.



- 2 With the other hand, using two fingers, lift the printer cover release as illustrated. Fully open the printer cover.
- 3 Lift out the old paper roll and discard.



- 4 Unroll 75 mm and holding the new paper roll as illustrated, carefully drop into the paper well.

- 5 Holding the paper and terminal as illustrated, close the printer cover and push firmly until it locks.



- 6 Tear off the exposed paper.
The Ulster Bank Xplorer is ready for use.

Battery Management

To ensure optimum performance, the Ulster Bank Xplorer terminal's battery must always be properly and adequately charged.

Although the battery is removable, it is not necessary to remove the battery under normal conditions. To improve long term battery performance, the Ulster Bank Xplorer terminal supports intelligent battery charging, eliminating a need for repetitive boost and trickle charging. Even when placed on the Xplorer Battery Charger, the battery will not take a charge unless it falls below its set threshold.

Whenever possible and when not in use, the Ulster Bank Xplorer terminal should be placed on the Xplorer Battery Charger. In any case, in polled mode it must be left on the charger outside normal trading hours to ensure that the terminal's polling and banking functions can be undertaken.



Note: If the Ulster Bank Xplorer terminal is not placed on the Xplorer Battery Charger overnight, it cannot be polled and funds will not be transferred to the Merchant's account.

Standby Mode

When the Ulster Bank Xplorer terminal is not being used and has not been placed on the Xplorer Battery Charger, after 10 seconds it will go into Standby Mode and the following display will appear:



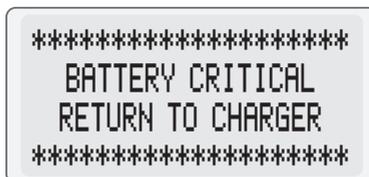
This prolongs battery life. Press any key to reactivate the terminal.

Low Battery

If the battery charge level falls below the default charge threshold, there will be a warning beep and the following display will appear:



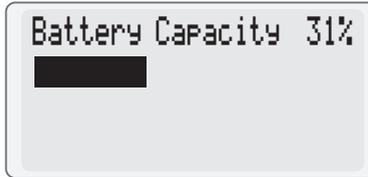
The terminal will only be able to undertake approximately five transactions before the battery charge level becomes critical. Place the Ulster Bank Xplorer terminal onto the Xplorer Charging Cradle as soon as possible.



The terminal will become disabled. It must be placed onto the charging cradle immediately and should not be used for at least two hours.

Checking Battery Level (off Charging Cradle)

- 1 Press  continuously until **BATTERY OPTIONS** appears.
- 2 Select **BATTERY OPTIONS**, a display similar to the following will appear:

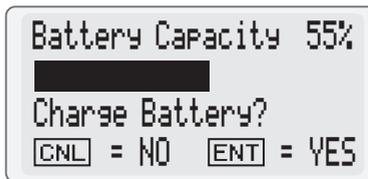


The terminal will return to the **READY** state after 2 seconds.

Prolonged Use without Charging

If the Ulster Bank Xplorer is required for use away from power for prologed periods, the battery may be force charged to full power beforehand.

- 1 Make sure the Ulster Bank Xplorer is properly seated on the charging cradle and that the Xplorer Charging Cradle LED is lit.
- 2 Press  continuously until **BATTERY OPTIONS** appears.
- 3 Select **BATTERY OPTIONS**, a display similar to the following will appear:



- 4 Press  to Charge Battery.

The terminal display will return to the **READY** state and the battery icon will indicate that it is charging. When the battery icon shows full, the terminal may be removed from the Charging Cradle and is ready for use.

Use this section and the transaction examples given in the next section as a guide for training staff to use the Ulster Bank Xplorer.

The Training Facility

The terminal has a training facility for transactions and banking. Using the training mode will not affect any live transactions or the end of day routines.

Training mode



To put the Ulster Bank Xplorer into **TRAINING** mode:

- 1 Swipe the Supervisor card quickly and firmly through the card reader with the magnetic strip facing towards you.
- 2 Select the option **CHANGE MODE** by pressing **1**.
- 3 Press **CNL** to deselect **OPERATIONAL** mode.
- 4 Press **ENT** to select **TRAINING** mode.



When the terminal is in **TRAINING** mode, transactions will not be processed. To undertake training on specific transaction types, refer to the *Example Transactions* section.



Note: If the terminal display shows **READY** the terminal is live for operation. When in training mode, the terminal display will show **TRAINING**.

Checking Signatures

The Ulster Bank Xplorer terminal has a built-in thermal printer which prints two receipts: a **MERCHANT COPY** and a **CUSTOMER COPY**.

When carrying out transactions:

- Ensure the customer signs the **MERCHANT COPY** when PIN not used.
- Match with the signature on the card.
- Press .
- Give **CUSTOMER COPY** receipt.



Note: If the signature and/or card number do not match, contact the Card Authorisation Centre immediately and follow the instructions provided.

Duplicate Receipts

To print a duplicate receipt:

- 1 Keep pressing  until **DUPLICATE PRINT** appears.
- 2 Select **DUPLICATE PRINT** by pressing the number alongside.
The **MERCHANT COPY** receipt will reprint.
- 3 Press . The **CUSTOMER COPY** receipt will reprint.

Returning to Operational Mode

Once training is complete the Ulster Bank Xplorer must be returned to Operational mode. Any training transactions undertaken whilst in **TRAINING** mode will not have effected the live amounts paid into the Merchant's bank.

To put the Ulster Bank Xplorer back into Operational mode:



- 1 Swipe the Supervisor card quickly and firmly through the card reader with the magnetic strip facing towards you.
- 2 Select **CHANGE MODE** from the menu by pressing .
- 3 Press  to deselect **TRAINING** mode.
- 4 Press  to select **OPERATIONAL** mode.

Your Ulster Bank Xplorer is now **READY** to carry out live transactions.

To practice using the Ulster Bank Xplorer, use the following examples. Make sure the terminal is in **TRAINING** mode. All of the example transactions given below start from the **TRAINING** prompt

Notes:



Transactions such as Cashback, CashAdvance, MOTO, Gratuity and Hotel Mode need to be specially configured and are not available on all terminals.

If a Chip card is swiped, the Ulster Bank Xplorer will request that the same card is inserted into the Chip card reader.

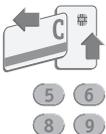
If you are unsure of the stage you are at in any transaction, you can cancel and restart the transaction by pressing .

Sale with Signature



Note: Transactions can be cancelled at any time up until the signature has been approved.

From the **TRAINING** prompt:



- 1 Swipe the customer's card, or insert a Chip card
- 2 Key in the sale amount in pence (e.g. 1545 for €15.45c), press .
- 3 Press  again to confirm the amount.

In Operational Mode, the terminal may dial out for authorisation. If you are asked to contact the Card Authorisation Centre, see *Voice Referral* in the *Help* section.



Note: If authorisation was required, the terminal will display the Authorisation Code. If the transaction is NOT authorised after dialing out, refer to the *Help* section.

The **MERCHANT COPY** receipt will print.



- 4 Tear off the **MERCHANT COPY** receipt, ask the Customer to sign it.
- 5 If inserted, remove the customer's Chip card.
- 6 Press , the **CUSTOMER COPY** receipt will print.
- 7 Tear off the **CUSTOMER COPY** receipt.
- 8 Check the signature and card number, if correct press , if not correct press  and refer to the *Help* section.



Note: Look at the receipt to make sure that the transaction has not been **DECLINED** or **CANCELLED** before giving the customer the goods or services.

- 9 Give the **CUSTOMER COPY** receipt and return the card.

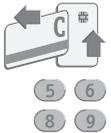
Sale + Cashback with Signature



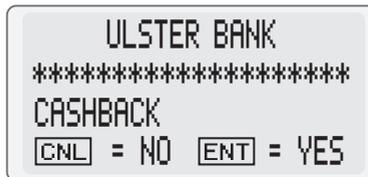
This would only be used for a Debit Card with a Sale transaction.



Note: Transactions can be cancelled at any time up until the signature has been approved.



- 1 Swipe the customer's card, or insert a Chip card.
- 2 Key in the sale amount in pence (e.g. 1545 for €15.45c), press .



- 3 Press  to confirm Cashback.

```

      ULSTER BANK
*****
CASHBACK
Amount          .00
  
```



- 4 Key in the cash amount in pence (e.g. 2000 for £20.00). Press .

```

      ULSTER BANK
*****
TOTAL          35.45
[CNL] = NO  [ENT] = YES
  
```

- 5 Confirm the total amount with the customer and press  again.

In Operational Mode, the terminal may dial out for authorisation. If you are asked to contact the Card Authorisation Centre, see *Voice Referral* in the *Help* section.



Note: If authorisation was required, the terminal will display the Authorisation Code. If the transaction is NOT authorised after dialing out, refer to the *Help* section.

The **MERCHANT COPY** receipt will print.

- 6 If inserted, remove the customer's Chip card.
- 7 Tear off the **MERCHANT COPY** receipt and ask the customer to sign the receipt.
- 8 Press , a **CUSTOMER COPY** receipt will print.
- 9 Tear off the **CUSTOMER COPY** receipt.
- 10 Check the signature and card number, if correct press , if not correct press  and refer to the *Help* section.

Sig.



Note: Look at the receipt to make sure that the transaction has not been **DECLINED** or **CANCELLED** before giving the customer the goods or services.

- 11 Give the **CUSTOMER COPY** receipt, the cash, and return the card.

Card Refund with Signature

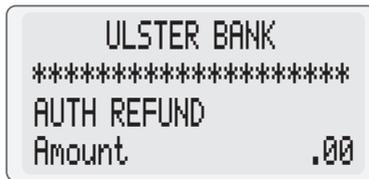


Note: Transactions can be cancelled at any time up until the signature has been approved.

- 1 Press  until **REFUND** appears.
- 2 Select **REFUND** by pressing the number alongside.



- 2 Swipe the customer's card, or insert the Chip card.
- 3 Swipe the Supervisor card.



- 4 Key in the amount in pence (e.g. 1324 for €13.24c), press .
- 5 Press  again to confirm the amount.

In Operational Mode, the terminal may dial out for authorisation. If you are asked to contact the Card Authorisation Centre, see *Voice Referral* in the *Help* section.



Note: If authorisation was required, the terminal will display the Authorisation Code. If the transaction is NOT authorised after dialing out, refer to the *Help* section.

The **MERCHANT COPY** receipt will print.

Sig.

- 6 If inserted, remove the Customer's Chip card.
- 7 Tear off the **MERCHANT COPY** receipt and ask the customer to sign the receipt.
- 8 Press , the **CUSTOMER COPY** receipt will print.
- 9 Tear off the **CUSTOMER COPY** receipt.
- 10 Check the signature and card number, if correct press , if not correct press  and refer to the *Help* section.



Note: If the terminal does not ask you to check the signature, look at the receipt to make sure that the transaction has not been **DECLINED** or **CANCELLED**.

The customer's card will be credited with the refund.

- 11 Give the **CUSTOMER COPY** receipt and return the card.

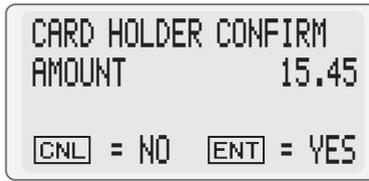
Chip Card Sale with PIN



Note: Transactions can be cancelled at any time up until the customer's PIN has been accepted.



- 1 At the **TRAINING** prompt, insert the customer's Chip card.
- 2 Key in the sale amount in pence (e.g. 1545 for €15.45c), press .
- 3 Press  again to confirm the amount.



- Hand the terminal to the customer and ask them to confirm the amount by pressing .

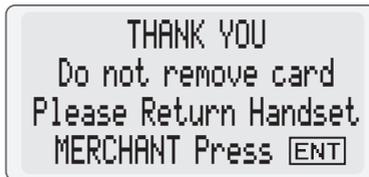
The customer will see the following:



- Ask the customer to enter their PIN (1234 for training), press  to confirm it has been entered correctly, and return the terminal.

Note: If the customer forgets their PIN, refer to *Chip Card Bypass Pin Facility*.

Note: If the customer makes a mistake entering their PIN, they can press  to delete any numbers entered incorrectly.



- Press , the **MERCHANT COPY** receipt will print.

In Operational Mode, the terminal may dial out for authorisation. If you are asked to contact the Card Authorisation Centre, see *Voice Referral* in the *Help* section.



Note: If authorisation was required, the terminal will display the Authorisation Code. If the transaction is NOT authorised after dialing out, refer to the *Help* section.

- 7 Remove the customer's Chip card.
- 8 Tear off the **MERCHANT COPY** receipt.
- 9 Press , the **CUSTOMER COPY** receipt will print.
- 10 Tear off the **CUSTOMER COPY** receipt.



Note: Look at the receipt to make sure that the transaction has not been **DECLINED** or **CANCELLED** before giving the customer the goods or services.

- 11 Give the **CUSTOMER COPY** receipt and return the card.

Chip Card Sale + Cashback with PIN



This would only be used for a Debit Card with a Sale transaction.



Note: Transactions can be cancelled at any time up until the customer's PIN has been accepted.



- 1 At the **TRAINING** prompt, insert the customer's Chip card.
- 2 Key in the sale amount in pence (e.g. 1545 for €15.45c), press .



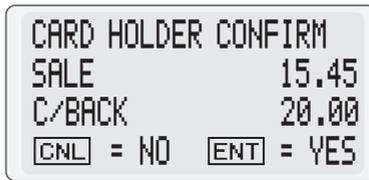
- 3 Press  to confirm Cashback.



- 4 Key in the cash amount in pence (e.g. 2000 for €20.00), press .



- 5 Confirm the total amount and press  again.



- 6 Hand the terminal to the customer and ask them to confirm the amount by pressing . The customer will see the following:



- 7 Ask the customer to enter their PIN (1234 for training), press  to confirm it has been entered correctly, and return the terminal.



Note: If the customer forgets the PIN, refer to *Chip Card Bypass Pin Facility*.



Note: If the customer makes a mistake entering their PIN, they can press  to delete any numbers entered incorrectly.

THANK YOU
Do not remove card
Please Return Handset
MERCHANT Press 

- 8 Press , the **MERCHANT COPY** receipt will print.

In Operational Mode, the terminal may dial out for authorisation. If you are asked to contact the Card Authorisation Centre, see *Voice Referral* in the *Help* section.



Note: If authorisation was required, the terminal will display the Authorisation Code. If the transaction is NOT authorised after dialing out, refer to the *Help* section.

- 9 Remove the Chip card.
- 10 Tear off the **MERCHANT COPY** receipt.
- 11 Press , a **CUSTOMER COPY** receipt will print.
- 12 Tear off the **CUSTOMER COPY** receipt.

Note: Look at the receipt to make sure that the transaction has not been **DECLINED** or **CANCELLED** before giving the customer the goods or services.

- 13 Give the customer the cash, the **CUSTOMER COPY** receipt, and return the card.

Chip Card Refund with PIN

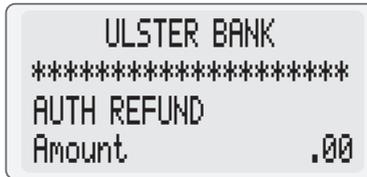


Note: Transactions can be cancelled at any time up until the customer's PIN has been accepted.

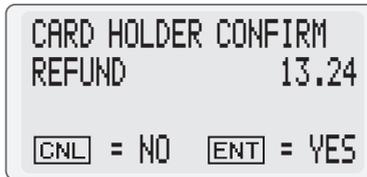
- 1 Keep pressing  until **REFUND** appears.
- 2 Select **REFUND** by pressing the number alongside.



- 3 Insert the customer's Chip card
- 4 Swipe the Supervisor card.



- 5 Key in the amount in pence (e.g. 1324 for €13.24c), press .
- 6 Press  again to confirm the amount.



- 7 Hand the terminal to the customer and ask them to confirm the amount by pressing .

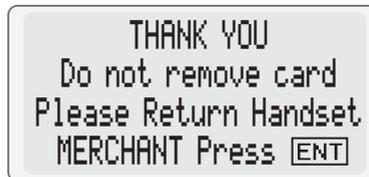
The customer will see the following:



- 8 Ask the customer to enter their PIN (1234 for training), press  to confirm it has been entered correctly, and return the terminal.

Note: If the customer forgets the PIN, refer to *Chip Card Bypass Pin Facility*.

Note: If the customer makes a mistake entering their PIN, they can press  to delete any numbers entered incorrectly.



- 9 Press , the **MERCHANT COPY** receipt will print.

In Operational Mode, the terminal may dial out for authorisation. If you are asked to contact the Card Authorisation Centre, see *Voice Referral* in the *Help* section.



Note: If authorisation was required, the terminal will display the Authorisation Code. If the transaction is NOT authorised after dialing out, refer to the *Help* section.

- 10 Remove the customer's Chip card.
- 11 Tear off the **MERCHANT COPY** receipt.
- 12 Press , the **CUSTOMER COPY** receipt will print.



- 13 Tear off the **CUSTOMER COPY** receipt.

Note: Look at the receipt to make sure that the transaction has not been **DECLINED** or **CANCELLED**.

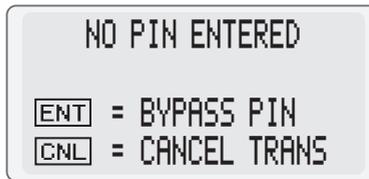
- 14 The refund will be credited to the customer's card. Give the **CUSTOMER COPY** receipt, and return the card.

Chip Card Bypass PIN Facility



This would only be used for a Chip card transaction when the cardholder has forgotten their PIN or incorrectly entered their PIN three times during a transaction. To use the **BYPASS PIN** facility, at the point in the transaction of the PIN entry failure ask the cardholder to return the terminal, then:

- 1 Press  to access the **BYPASS PIN** facility. (The transaction may be cancelled at this stage by pressing .)



- 2 Press , a **MERCHANT COPY** will print.

In Operational Mode, the terminal may dial out for authorisation. If you are asked to contact the Card Authorisation Centre, see *Voice Referral* in the *Help* section.



Note: If authorisation was required, the terminal will display the Authorisation Code. If the transaction is NOT authorised after dialing out, refer to the *Help* section.

- 3 Remove the customer's Chip card.
- 4 Tear off the **MERCHANT COPY** receipt, ask the customer to sign it.



- 5 Press , the **CUSTOMER COPY** receipt will print.
- 6 Tear off the **CUSTOMER COPY** receipt.
- 7 Check the signature with the card and press .



Note: Look at the receipt to make sure that the transaction has not been **DECLINED** or **CANCELLED**.

- 8 Return the Chip card with the **CUSTOMER COPY** receipt.

Mail Or Telephone Order (MOTO) Transactions



MOTO is only available to merchants who wish to accept mail and telephone transactions and have this agreement made in advance with their bank. In addition to the normal key entry 'Customer Present' facility, MOTO provides a facility without the requirement for signature verification and prints a receipt clearly stating **CARDHOLDER NOT PRESENT**.



Note: The Merchant is liable for all MOTO transactions and therefore should ensure that all details required are obtained from the customer, and confirmed.

Mail or Telephone Order Sale

- 1 Press .
- 2 Select **MOTO SALE/REFUND** by pressing the number alongside.



- 3 Press  to confirm **SALE**.
- 4 Key in the card number, check the number is correct, press .





If the card number is keyed incorrectly, use to delete single characters or press to start again. This applies to all entries from here on.

- 5 Key in the card expiry date as MMY and press .
- 6 If requested, enter the **VALID FROM** date as MMY, press .
- 7 If requested enter the **ISSUE NUMBER**.
- 8 At **ENTER SECURITY CODE**, ask the customer for the number printed on the signature strip of their card, enter this and press .
- 9 If requested to **ENTER NUMBERS FROM POST CODE**, ask the customer for their postcode and just enter the numbers (for example for SL4 6QT enter 46) and press .
- 10 If requested to **ENTER ADDRESS NUMBER**, enter all of the customer's house numbers (for example for Flat 4a, 12 Main Street enter 412), press .
- 11 Key in the **SALE** amount in pence (e.g. 1473 for €14.73c), press .
- 12 Press to confirm, the **MERCHANT COPY** receipt will print.
If online authorisation is required, the terminal will dial out. If the sale is NOT authorised after dialling out, please refer to the *Help* section.
- 13 Tear off the **MERCHANT COPY** receipt, check all details and amount. The receipt has **CARDHOLDER NOT PRESENT** printed at the top.
The keyed security and address data is checked; the result is displayed on the terminal and on the **MERCHANT COPY** receipt. Any response must be acknowledged by pressing and at **ACCEPT TRANSACTION?** you must either press to accept or to cancel the transaction.
- 14 Press , the **CUSTOMER COPY** receipt will print.
- 15 Tear off the **CUSTOMER COPY** receipt.



Mail or Telephone Order Refund

- 1 Press .
- 2 Select **MOTO SALE/REFUND** by pressing the number alongside.
- 3 Press  to select **REFUND**.



- 4 Press  to confirm **REFUND**.
- 5 Key in the card number, check the number is correct, press .

If the card number is keyed incorrectly, use  to delete single characters or press  to start again. This applies to all entries from here on.
- 6 Key in the card expiry date as MMY and press .
- 7 If requested, enter the **VALID FROM** date as MMY, press .
- 8 If requested enter the **ISSUE NUMBER**.
- 9 Swipe the Supervisor Card.
- 10 At **ENTER SECURITY CODE**, ask the customer for the number printed on the signature strip of their card, enter this and press .
- 11 If requested to **ENTER NUMBERS FROM POST CODE**, ask the customer for their postcode and just enter the numbers (for example for SL4 6QT enter 46) and press .
- 12 If requested to **ENTER ADDRESS NUMBER**, enter all of the customer's house numbers (for example for Flat 4a, 12 Main Street enter 412), press .





- 13 Key in the **REFUND** amount in pence (e.g. 1473 for €14.73c), and press .
- 14 Press  to confirm, the **MERCHANT COPY** receipt will print.
If online authorisation is required, the terminal will dial out. If the sale is NOT authorised after dialling out, please refer to the *Help* section.
- 15 Tear off the **MERCHANT COPY** receipt, check all details and amount. The receipt has **CARDHOLDER NOT PRESENT** printed at the top.
The keyed security and address data is checked; the result is displayed on the terminal and on the **MERCHANT COPY** receipt. Any response must be acknowledged by pressing  and at **ACCEPT TRANSACTION?** you must either press  to accept or  to cancel the transaction.
- 16 Press , the **CUSTOMER COPY** receipt will print.
- 17 Tear off the **CUSTOMER COPY** receipt.

Gratuity Transactions

This would typically be for a Restaurant Sale. A Gratuity Transaction allows the Merchant to record tips or gratuities. The terminal must be set up for Polled Operation by agreement with the Bank. The **[G]** on the display confirms the Ulster Bank Xplorer is in Gratuity Mode.

Whether the customer's card is swiped, inserted or the number keyed in, the sale amount is entered by the merchant and any gratuity amount is entered by the cardholder. When a PIN is not used for verification, the receipt is printed containing an area where the cardholder can sign.

There are two kinds of Gratuity transactions on the Xplorer terminal:

- Magnetic Stripe (swipe) or Chip card with signature verification, and
- Chip card with PIN verification.

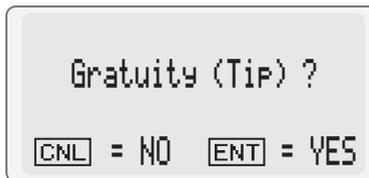
Swipe or Chip Card with Signature



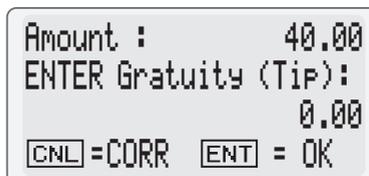
Note: You can cancel a transaction at any time by pressing .



- 1 At the **TRAINING** prompt, insert the Chip card, swipe the magnetic stripe card or press , select **KEY CARD NUMBER**, press  and key in the card number.
- 2 Key in the amount in pence (e.g. 4000 for €40.00c), press .
- 3 Press  again to confirm the amount.
- 4 Hand the terminal to the customer and ask them to confirm the amount by pressing .



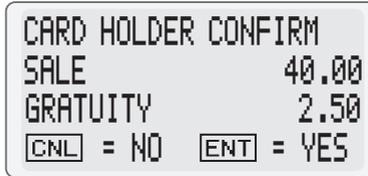
- 5 The cardholder will be asked whether they wish to add a gratuity. They should press  to add a gratuity and  if not.





- 6 Only if the cardholder wishes to add a gratuity will they be asked to enter the amount. They should key in the amount in pence (e.g. 250 for €2.50c) and press .

If an error is made, the customer can press  to correct it.



- 7 Both amounts will be displayed. The customer should press  again to confirm the amounts to be charged and return the terminal.
- 8 In Operational Mode, the terminal may dial out for authorisation. If you are asked to contact the Card Authorisation Centre, see *Voice Referral* in the *Help* section.



Note: If authorisation was required, the terminal will display the Authorisation Code. If the transaction is NOT authorised after dialing out, refer to the *Help* section.

The **MERCHANT COPY** receipt will print.

- 9 Tear off the **MERCHANT COPY** receipt.
- 10 If inserted, remove the customer's Chip card.
- 11 Ask the Cardholder to sign the **MERCHANT COPY** receipt.
- 12 Press , the **CUSTOMER COPY** receipt will print.
- 13 Tear off the **CUSTOMER COPY** receipt.
- 14 Check the signature and card number, if correct press , if not correct press  and refer to the *Help* section.



Note: Look at the receipt to make sure that the transaction has not been **DECLINED** or **CANCELLED**.

- 15 Give the card back with the **CUSTOMER COPY** receipt.

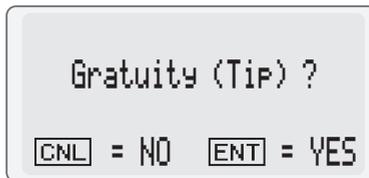
Chip Card with PIN



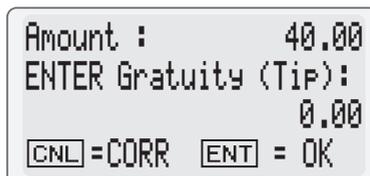
Note: You can cancel a transaction at any time by pressing .



- 1 At the **TRAINING** prompt, insert the Chip card.
- 2 Key in the amount in pence (e.g. 4000 for €40.00c), press .
- 3 Press  again to confirm the amount.
- 4 Hand the Xtreme IT key pad to the cardholder and ask them to confirm the amount by pressing .

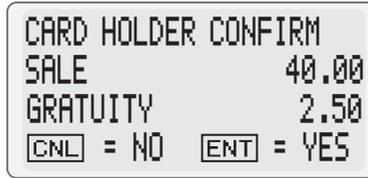


- 5 The cardholder will be asked whether they wish to add a gratuity. They should press  to add a gratuity and  if not.



- 6 Only if the cardholder wishes to add a gratuity will they be asked to enter the amount. They should key in the amount in pence (for example 250 for €2.50c) and press .

If an error is made, the customer can press  to correct it.



- 7 The cardholder should enter their PIN (1234 for training), press  and return the key pad.

If the PIN is entered three times incorrectly or the customer has forgotten their PIN, see *Chip Card Bypass PIN Facility.*)

- 8 Press , the **MERCHANT COPY** receipt will print.

In Operational Mode, the terminal may dial out for authorisation. If you are asked to contact the Card Authorisation Centre, see *Voice Referral* in the *Help* section.



Note: If authorisation was required, the terminal will display the Authorisation Code. If the transaction is NOT authorised after dialing out, refer to the *Help* section.

- 9 Remove the customer's Chip card.
- 10 Tear off the **MERCHANT COPY** receipt.
- 11 Press , the **CUSTOMER COPY** receipt will print.
- 12 Tear off the **CUSTOMER COPY** receipt.



Note: Look at the receipt to make sure that the transaction has not been **DECLINED** or **CANCELLED**.

- 13 Give back the card with the **CUSTOMER COPY** receipt.

Hotel Mode

Hotel Mode may only be configured in Polled Operation. If configured, the terminal allows Pre-Authorisation, Top Up Authorisation and Completion transactions to be performed without the customer's card being available.

Pre-Authorisation is carried out when the Guest books the room or checks in. Pre-authorisation is used to ensure a Cardholder has sufficient funds in their account to cover the estimated final bill.

For example, if the Guest is planning to stay for two nights at a nightly rate of €90, pre-authorisation to the value of €180 would be carried out. If authorised, the resulting authorisation code will be used for the Completion transaction when the Cardholder checks out.

Top Up Authorisation is required if the Cardholder's bill exceeds the original pre-authorisation by 15% or more, and is used to ensure that they have sufficient funds in their account to cover the additional charge. For example, if the Guest decides to stay an extra night, a Top-up authorisation for the additional €90 would be carried out.

Completion is carried out when the Guest checks out. This should only be used if the Guest wishes to pay their bill with the same card used for Pre-Authorisation. It confirms the final amount charged to the cardholder. The latest authorisation code obtained for the Cardholder and the final transaction amount are entered, and receipts are printed. If the guest pays by any means other than with the original card, it is a normal Sale transaction.

Note: Authorisation using Hotel Mode requires that the customer's card number should be keyed in. If the customer's card is available for Pre Authorisation, Top Up Authorisation or Completion, the standard Authorisation process should be used by pressing , then selecting the **AUTHORISATION** menu.

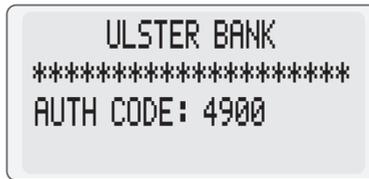


Pre-Authorisation



- 1 Press .
- 2 Press to select **HOTEL MODE**.
- 3 Press to select **PRE AUTH**.
- 4 Key in the customer's card number, expiry date and issue number (if required).
- 5 Key the amount in pence (e.g. 12000 for €120.00c), press .
- 6 Press again to confirm the amount.

The Xplorer terminal will dial out for authorisation.



The terminal will display the Authorisation code and print the **MERCHANT COPY** receipt. If the transaction is NOT authorised after dialling out, please refer to the Help section.

- 7 Tear off the **MERCHANT COPY** receipt.
- 8 Keep the **MERCHANT COPY** receipt to refer to for a Top Up Authorisation or Completion transaction.



Note: This transaction will not have been charged to the customer's card.



Top Up Authorisation



Note: The customer does not need to be present for Top Up Authorisation.



- 1 Press .
- 2 Press  to select **HOTEL MODE**.
- 3 Press  to select **TOP UP**.
- 4 Key in the customer's card number, expiry date and issue number (if required).
- 5 Key the amount in pence (e.g. 6000 for €60.00c), press .
- 6 Press  again to confirm the amount.

The Xplorer terminal will dial out for authorisation.

The terminal will display the Authorisation code



and print the **MERCHANT COPY** receipt. If the transaction is NOT authorised after dialling out, please refer to the Help section.

- 7 Tear off the **MERCHANT COPY** receipt.
- 8 Keep the **MERCHANT COPY** receipt to refer to for the Completion transaction.

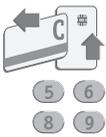


Note: This transaction will not have been charged to the customer's card.

Completion with Signature



Note: The customer and the original card must be present for this Completion transaction; if not refer to *Completion - Customer Not Present* at the end of this section or undertake a normal sale transaction.



- 1 Press and then select **AUTHORISATION**.
- 2 Select **COMPLETION** by pressing the number alongside.
- 3 Swipe the customer's card, or insert a CHIP card.
- 5 Key in the total amount (e.g. 24000 for €240.00c), press .
- 6 Press again to confirm the amount.



- 7 Key in the **AUTH CODE** from the Pre-Authorisation or the Top-up Authorisation Receipt (whichever is the latest), press .

A **MERCHANT COPY** receipt for the complete sale value will print.



- 8 Tear off the **MERCHANT COPY** receipt, ask the customer to sign it.
- 9 If inserted, remove customer's Chip card.
- 10 Press , the **CUSTOMER COPY** receipt will be printed.
- 11 Tear off the **CUSTOMER COPY** receipt.
- 12 Check the signature with the card and press .



Note: If the terminal does not ask you to check the signature, look at the receipt to make sure that the transaction has not been **DECLINED** or **CANCELLED**.

- 13 Give the **CUSTOMER COPY** receipt and return the card.

Completion with PIN



Note: The customer must be present for this Completion transaction; if not refer to *Completion - Customer Not Present* at the end of this section..



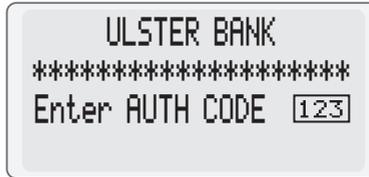
- 1 Press and then select **AUTHORISATION**.
 - 2 Select **COMPLETION** by pressing the number alongside.
 - 3 Insert the customer's Chip card.
 - 4 Key in the total amount (e.g. 24000 for €240.00c), press .
 - 5 Press again to confirm the amount.
 - 6 Hand the Xplorer terminal to the customer to confirm the amount by pressing .
 - 7 Ask the customer to key in their PIN (1234 for training), press and return the terminal.
 - 8 Press , the **MERCHANT COPY** receipt will print.
 - 9 Key in the **AUTH CODE** from the Pre-Authorisation or the Top-up Authorisation Receipt (whichever is the latest), press .
- Note:** Look at the receipt to make sure that the transaction has not been **DECLINED** or **CANCELLED**.
- The Xplorer terminal will dial out for authorisation and display a new authorisation code.
- 10 Remove the customer's Chip card.
 - 11 Press , the **CUSTOMER COPY** receipt will be printed.
 - 12 Tear off the **CUSTOMER COPY** receipt.
 - 13 Give the **CUSTOMER COPY** receipt and return the card.



Completion - Customer not Present

Use this procedure if the cardholder is not present when a Completion transaction is undertaken:

- 1 Press
- 2 Press to select **HOTEL MODE**.
- 3 Press to select **COMPLETION**.
- 4 Key in the customer's card number, expiry date and issue number (if required).
- 5 Key the total amount in pence (e.g. 6000 for €60.00c), press .
- 6 Press again to confirm the amount.



- 7 Key in the **AUTH CODE** from the Pre-Authorisation or the Top-up Authorisation Receipt (whichever is the latest), press .
A **MERCHANT COPY** receipt for the complete sale value will print.
- 8 Tear off the **MERCHANT COPY** receipt.
- 9 Press , the **CUSTOMER COPY** receipt will print.
- 10 Tear off the **CUSTOMER COPY** receipt.



Note: This transaction will be charged to the customer's card.

Example Receipts

Sale Only - Swipe or Chip Card with Signature

Merchant Copy

```
*****  
** MERCHANT COPY **  
Merchant Name  
Merchant Address 1  
Merchant Address 2  
  
Merchant ID M21000002 T17796326 Terminal ID  
14-09-04 15:05  
Card Type VISA  
Card Number 4511130006803821  
Expiry Date 09/05 (S) R0024 Transaction Number  
TOTAL SALE 15.45 € Card Swiped  
  
Please debit my account  
with the total amount.  
PLEASE SIGN BELOW  
  
.....  
Authorisation AUTH CODE: 707989 Space for  
Cardholder's Signature
```

Customer Copy

```
*****  
** CUSTOMER COPY **  
Merchant Name  
Merchant Address 1  
Merchant Address 2  
  
Transaction Date M21000002 T17796326 Transaction Time  
14-09-04 15:05  
Truncated Card Number *****3821  
09/04 (S) R0024  
TOTAL SALE 15.45 € Sale Amount  
  
Please debit my account  
with the total amount.  
AUTH CODE: 707989  
PLEASE RETAIN RECEIPT  
THANK YOU
```

Sale + Cashback - Chip with PIN

Merchant Copy

```

** MERCHANT COPY **
Merchant Name
Merchant Address 1
Merchant Address 2

Merchant ID M21000002 T17796326 Terminal ID
14-09-04 15:29
Card Number VISA DEBIT
4547423005939612
Valid From / Expires Dates 01/11/03 - 31/10/05 (I) Chip Card inserted
R0042 Transaction Number

Card Issue Issue 1
SALE 15.45 € Sale Amount
CASHBACK 20.00 € Cashback Amount
TOTAL 35.45 €

Please debit my account
with the total amount.
Cardholder PIN verified PIN Accepted
AUTH CODE: 4582793
IC Data (TVR) TC 75AE0125E817BA02

```

Customer Copy

```

** CUSTOMER COPY **
Merchant Name
Merchant Address 1
Merchant Address 2

Transaction Date M21000002 T17796326 Transaction Time
14-09-04 15:29
Truncated Card Number VISA DEBIT
*****9612
01/11/03 - 31/10/05 (I) Chip Card inserted
R0042

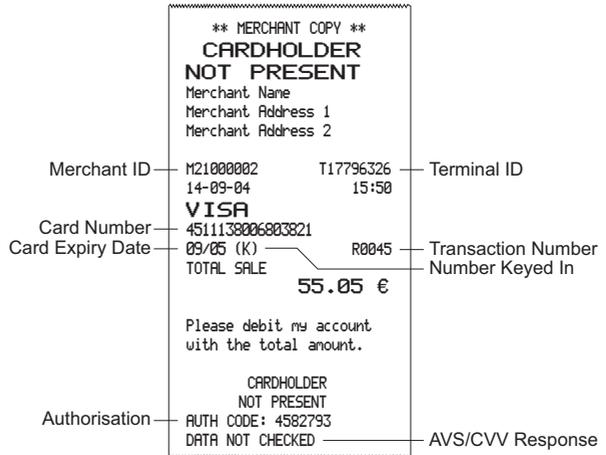
Issue 1
SALE 15.45 €
CASHBACK 20.00 €
TOTAL 35.45 € Total Charge Amount

Please debit my account
with the total amount.
AUTH CODE: 4582793
PLEASE RETAIN RECEIPT
THANK YOU

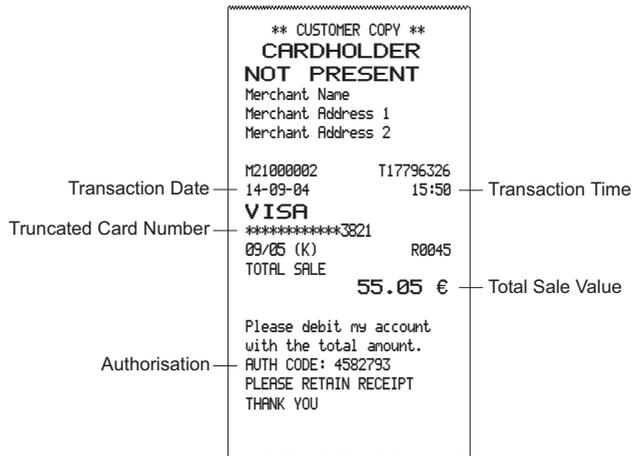
```

MOTO Sale - Cardholder not Present

Merchant Copy



Customer Copy



Sale + Gratuity

Swipe or Chip Card with Signature

```
***** MERCHANT COPY *****
Merchant Name
Merchant Address 1
Merchant Address 2

Merchant ID M21000002 T17796326 Terminal ID
            14-09-04 15:05

Card Type VISA
Card Number 4511138006803821
Expiry Date 09/04 (5) R0031 Transaction Number
SALE Card Swiped
            41.55 € Sale Amount

GRATUITY (TIP) 4.15 € Gratuity Amount

TOTAL 45.70 €

Please debit my account
with the total amount.
PLEASE SIGN BELOW

.....
AUTH CODE: 603201
```

Chip Card with PIN

```
***** MERCHANT COPY *****
Merchant Name
Merchant Address 1
Merchant Address 2

Merchant ID M21000002 T17796326 Terminal ID
            14-09-04 15:05

Card Type VISA
Card Number 4511138006803821
Valid From / Expiry Dates 01/09/03 - 30/09/05 (1) Chip Card Inserted
            R0031 Transaction No

SALE 41.55 € Sale Amount

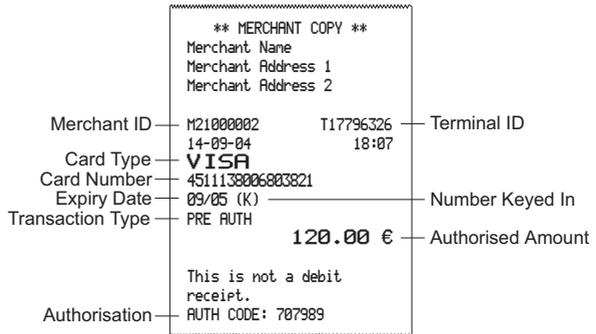
GRATUITY (TIP) 4.15 € Gratuity Amount

TOTAL 45.70 €

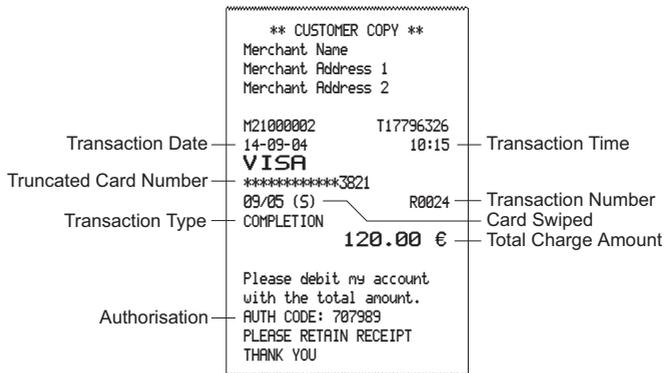
Please debit my account
with the total amount.
Cardholder PIN verified
AUTH CODE: 603201 PIN Accepted
TC 7D1CB7F480EB2D68
```

Hotel Mode Sale - Pre Auth and Completion

Pre Auth - Cardholder not Present



Completion - Cardholder Present



End of Day Operations

This section covers the **X Totals**, **End of Shift**, **Z Totals**, **BANKING** and **RECONCILIATION** reports that are generated by the Ulster Bank Xplorer.

General

The Ulster Bank Xplorer can produce the following levels of control totals:

In Polled Operation:

- **X Totals.** This prints the totals of transactions since the last END OF SHIFT Totals or Z Totals (whichever was last undertaken) without clearing the totals.
- **END OF SHIFT.** This prints the totals of transactions since the last END OF SHIFT or Z Totals (whichever was last undertaken) and then clears the X and END OF SHIFT totals.
- **Z Totals.** This prints the totals of transactions since the last Z Totals and clears the totals.
- **BANKING.** This prints an End of Day report of the transactions the card companies will process.

In Online Operation:

- **X Totals.** This prints the totals of transactions since the last END OF SHIFT Totals or Z Totals (whichever was last undertaken) without clearing the totals.
- **END OF SHIFT.** This prints the totals of transactions since the last END OF SHIFT or Z Totals (whichever was last undertaken) and then clears the X and END OF SHIFT totals.
- **Z Totals.** This prints the totals of transactions since the last Z Totals and clears the totals.
- **RECONCILIATION** This prints a Reconciliation report of the transactions the card companies will process.

In each case, the Ulster Bank Xplorer will generate totals of the number and value of sales and refunds per card type. The time span or course of events that constitutes X, END OF SHIFT, Z and Banking Totals can be defined by the Merchant, but it is important that the Merchant actions at least one Banking or Reconciliation report each business day.

When your Ulster Bank Xplorer terminal is polled, all transactions are collected up to the latest Banking operation before polling.

Merchants can complete as many X totals as needed within a Banking or Reconciliation period. Banking or Reconciliation must be carried out at the end of the period - if this is not completed, monies cannot be collected from a customer and this will mean a delay in the Merchant receiving payment.

Printing Totals



Note: The terminal should be placed on the charging cradle (which should be powered ON) when undertaking any End of Day operation.



Note: DO NOT undertake ANY totals report if your paper roll is about to run out. If the paper runs out during any of these functions, you may not be able to print a second copy of the report.

X Totals

This feature allows you to print a report of the card schemes totals for all transactions performed since the last END OF SHIFT or Z Totals report (whichever was last undertaken) without clearing the totals. An X Total report may be printed at any time.



- 1 Press  and then . The **TOTALS** menu will be displayed.
- 2 Select **X Totals** from the menu.
- 3 Swipe the Supervisor card

The terminal will print the **X Totals REPORT**.

- 4 Tear off the **X Totals REPORT** and keep for your records.

END OF SHIFT

This feature allows the Operator or Supervisor to print out the totals of the transactions undertaken since the last **END OF SHIFT** or **Z** totals (whichever was last undertaken), and then clears the X Totals and END OF SHIFT totals.

To print an **END OF SHIFT REPORT**:

- 1 Press  and then . The **TOTALS** menu will be displayed.
- 2 Select **END OF SHIFT** from the menu.
- 3 Swipe the Supervisor card



The terminal will print the **END OF SHIFT REPORT**.

- 4 Tear off the **END OF SHIFT REPORT** and keep for your records.

Z Totals

Z Totals prints a report of the card schemes totals of all Merchant transactions performed since the last **Z Totals REPORT**. All totals are the transactions after the last **Z Totals**. The terminal then resets these totals to zero.

This Z Totals report would be printed at the end of the trading day.



Note: DO NOT perform **Z Totals** if the paper roll is about to run out. If the paper runs out during this function you may not be able to get a second copy of the report and the information will be lost.

To print a **Z Totals REPORT**:

- 1 Press  and then . The **TOTALS** menu will be displayed.
- 2 Select **Z Totals** from the menu.
- 3 Swipe the Supervisor card.



The terminal will print the **Z Totals REPORT**.

- 4 Tear off the **Z Totals REPORT** and keep for your records.

Banking – Polled Mode

BANKING prints an End of Day report of the card scheme totals of all transactions performed since the last Banking report was printed.

The Ulster Bank Xplorer terminal then resets these totals. This report should be printed at the end of each trading day. The totals are then retrieved by the bank when the terminal is polled each night. A report will be printed to confirm that the terminal has been polled.



Note: If you have not undertaken **BANKING** at the end of each day, when the terminal is polled at night, the Xplorer terminal will force **BANKING**.

On terminals configured for Auto End of Day, a **BANKING** report may be forced five minutes before the polling window opens.



Note: The terminal should be placed on the Charging Cradle which must be powered ON when undertaking any End of Day operation.



Note: DO NOT perform a **BANKING** or **TOTALS** report if the paper roll is about to run out. If the paper runs out during this function you will NOT be able to print a second copy of the report.



- 1 Press  and then . The **TOTALS** menu will be displayed.
- 2 Select **BANKING** from the menu.
- 3 Swipe the Supervisor card.
- 4 Press  to confirm the **RECONCILIATION**.

The terminal will go online and after a few minutes will print the **RECONCILIATION REPORT**.

- 5 Tear off the **RECONCILIATION REPORT** and keep for your records.

Banking – Online Mode

Banking in Online mode prints a reconciliation report of the card scheme's totals of all transactions performed since the last **RECONCILIATION REPORT** was printed. The Ulster Bank Xplorer moves the Current Session Totals to Previous Session Totals and resets Current Totals when the session has changed. This report would usually be printed at the end of each trading day.

A **RECONCILIATION REPORT** lists **RECONCILIATION TOTALS**, **SESSION TOTALS** and totals for each of the card schemes.



Note: Check that the paper roll is not about to run out before undertaking **RECONCILIATION**. However, if the paper does run out during this function, provided no other transaction has taken place, you may be able reprint a copy of the report by pressing  twice and then selecting **DUPLICATE PRINT**.



Note: In Online mode, **RECONCILIATION** should only be undertaken within the Merchant's previously defined 'banking window'.

To carry out banking and print a **RECONCILIATION REPORT**:

- 1 Press  and then . The **TOTALS** menu will appear.
- 2 Press  until it displays **RECONCILIATION**.
- 3 Select **RECONCILIATION**.
- 4 Swipe the Supervisor card.
- 5 Press  to confirm the **RECONCILIATION**.

The terminal will start printing the **RECONCILIATION REPORT** and then dial out to the acquirers.

- 6 Tear off the **RECONCILIATION REPORT** and keep for your records.



Example Reports

Banking Online Mode

		RECONCILIATION REPORT		Report Type
		Merchant Name		
		Merchant address 1		
		Merchant address 2		
Merchant No.	M21000002	T17478816		Terminal ID
Transaction Date	14-03-04	10:54		Transaction Time
		RECONCILIATION TOTALS		Sub Report
		2	33.90 CR	
		5	346.47 DR	
		TOTAL	312.57 DR	
		From/To: R0046-R0052		
		TOTALS AGREE		
			
		SESSION TOTALS		Sub Report
		PREVIOUS		
No. of Refund Transactions	0	0.00	CR	
No. of Sales Transactions	1	14.45	DR	
		TOTAL	14.45 DR	
		CASHBACK	2.00	
Transaction Number Range	From: R0042-R0042			
		CURRENT		
		2	33.90 CR	
		6	446.47 DR	
		TOTAL	412.57 DR	Summary Totals
		CASHBACK	45.00	
		From/To: R0044-R0052		
			
Card Type	VISA			
		PREVIOUS		
		0	0.00 CR	
		0	0.00 DR	
		TOTAL	0.00 DR	
		CURRENT		
No. of Refund Transactions	0	0.00	CR	Credit Amount
No. of Sales Transactions	1	68.79	DR	Debit Amount
		TOTAL	68.79 DR	
		LASER		
		PREVIOUS		
		0	0.00 CR	
		0	0.00 DR	
		TOTAL	0.00 DR	
		CURRENT		
		1	12.40 CR	
		1	92.40 DR	
		TOTAL	80.00 DR	
		CASHBACK	20.00	
		VISA DEBIT		
		PREVIOUS		
			
		TOTAL		
		100.00	DR	
		100.00	DR	
		COMPLETED		
		ULSTER BANK		

Banking
Polled Mode (with Gratuities)

		END OF DAY REPORT		Report Type
		Merchant Name		
		Merchant address 1		
		Merchant address 2		
Merchant No.	M21000002	T17796326		Terminal ID
Transaction Date	14-09-04	11:18		Transaction Time
ULSTER BANK				
		PREVIOUS		
		0	0.00 CR	
		0	0.00 DR	
		TOTAL	0.00 CR	Summary Totals
		CURRENT		
Total No. of Refund Transactions	1	30.00 CR		
Total No. of Sales Transactions	37	2776.74 DR		
		TOTAL	2776.74 DR	
		GRATUITY TOTAL	420.44	Total Gratuities
			
Transaction Number Range	From/To R0015-R0019		
			
Card Type	Visa			
		PREVIOUS		
		0	0.00 CR	
		0	0.00 DR	
		TOTAL	0.00 DR	Summary of Visa Totals
		CURRENT		
No. of Visa Refund Transactions	0	0.00 CR		
No. of Visa Sales Transactions	5	314.50 DR		
		TOTAL	314.50 DR	
		MasterCard		
		PREVIOUS		
		0	0.00 CR	
		0	0.00 DR	
		TOTAL	0.00 DR	
		CURRENT		
		0	0.00 CR	
		15	1110.30 DR	
		TOTAL	1110.30 DR	
		Laser		
		PREVIOUS		
		0	0.00 CR	
		0	0.00 DR	
		TOTAL	0.00 DR	
		CURRENT		
		0	0.00 CR	
		1	392.70 DR	
		TOTAL	392.70 DR	

```

.....
Merchant Name
Merchant address 1
Merchant address 2

M942500002          T17478816
14-09-04             11:24

AMEX

PREVIOUS
  0                0.00 CR
  0                0.00 DR
TOTAL              0.00 CR

CURRENT
  1                45.00 CR
  4                195.51 DR
TOTAL              150.51 DR
.....
GRATUITY TOTAL      20.01
.....
From/To R0015-R0019
.....

AMEX
PREVIOUS
  0                0.00 CR
  0                0.00 DR
TOTAL              0.00 DR

CURRENT
  1                45.00 CR
  4                195.51 DR
TOTAL              150.51 DR
.....

```

```

.....
Merchant Name
Merchant address 1
Merchant address 2

M774700002          T17478816
14-09-04             11:24

Diners

PREVIOUS
  0                0.00 CR
  0                0.00 DR
TOTAL              0.00 CR

CURRENT
  1                45.00 CR
  6                287.20 DR
TOTAL              242.20 DR
.....
GRATUITY TOTAL      37.20
.....
From/To R0015-R0019
.....

Diners
PREVIOUS
  0                0.00 CR
  0                0.00 DR
TOTAL              0.00 DR

CURRENT
  1                45.00 CR
  6                287.20 DR
TOTAL              242.20 DR
.....

```

X Totals

X Totals Shift		Report Type
REPORT		
Merchant Name		
Merchant address 1		
Merchant address 2		
Merchant No.	M00000002	T17478816 Terminal ID
Transaction Date	14-09-04	10:49 Transaction Time
ULSTER BANK		
No. of Refund Transactions	1	30.00 CR
No. of Sales Transactions	2	80.00 DR
TOTAL		50.00 DR
Transaction Number Range	From/To R0015-R0019	
TOTALS NOT RESET		Confirmation of Non Initialisation
.....		
Card Type	MasterCard	
CURRENT		
No. of Refund Transactions	0	0.00 CR
No. of Sales Transactions	1	50.00 DR
TOTAL		50.00 DR
Visa Debit		
CURRENT		
	1	30.00 CR
	0	0.00 DR
TOTAL		30.00 CR
Laser		
CURRENT		
	0	0.00 CR
	1	30.00 DR
TOTAL		30.00 DR
.....		

Note:



Z Totals and End Of Shift Totals are set out similar to X Totals shown above.

Supervisor Options

By swiping the Supervisor card from the **READY** state the following options are available:

CHANGE MODE	Switches the Ulster Bank Xplorer terminal between operational and training mode.
Dial Prefix	The Ulster Bank Xplorer is programmed with the telephone numbers required assuming it is connected to a direct outside telephone line. If the terminal is connected to a telephone exchange the prefix and control codes need to be stored.
RESET MAC/BAL	Resets the Message Authentication Code and/or balance totals for an acquirer. This should only be carried out in conjunction with the Helpdesk.
CALL TMS	The Ulster Bank Xplorer terminal dials the Terminal Management System for Merchant and Card Company details or for software update.
RETRY LOGON	Enables logon to Acquirers that failed during initialisation when in Online mode.
TEL MEMORY 0-9	Allows storing of 10 telephone numbers into memory location. Some numbers will have been stored during the configuration setup and should not be changed.
Edit TIME	Changes the Ulster Bank Xplorer terminal's time.
PRINT STORED	Lists all off-line transactions waiting to be sent when in Online Mode.
Edit VAT	Allows you to enter and print a VAT number and the percentage value on the receipt.

Edit COURTESY

Allows the standard Courtesy message sent by the TMS to be changed. Note if new details are sent by the TMS the Courtesy message will be overwritten.

RESET APACS50

Allows reset of password used in APACS50 transmissions (Applies to terminals in Polled Mode).

Extended MENU

A password protected menu to allow printing or resetting of the Ulster Bank Xplorer terminal's configuration. Options under this menu can only be used with the assistance of the Helpdesk who will provide you with a password.

Extended MENU Options:

PRINT DATASETS

CLEAR ALL

PRINT CODES

RECOVER POLL

EXIT PROGRAM

TRANSAX

Allows the Transax function to be activated or deactivated.

On the next few pages are the user configurable Supervisor Options.



Note: Some options could result in the temporary loss of use of the terminal's functions and may require the assistance of the Helpdesk.

Dial Prefix

The Ulster Bank Xplorer terminal is automatically programmed with the telephone numbers required, assuming it is connected to a direct telephone line. If the terminal is connected to a PABX exchange, the dial prefix and pause (if required) will need to be stored.



- 1 From the **READY** state, Swipe the Supervisor card.
- 2 If necessary, press repeatedly until **Dial prefix** is displayed.
- 3 Select **Dial prefix** by inserting the number alongside.
- 4 Press if your terminal is plugged into a direct telephone line or press if it is connected to a telephone exchange.

If was pressed, **ENTER TELEPHONE PREFIX** will be displayed.



- 5 Insert the outside line dial prefix (**0 to 9**) and press . The following will display:

```

ULSTER BANK
*****
DIAL PAUSE REQD
[CNL] = NO [ENT] = YES
  
```

- 6 If the telephone exchange requires a dial pause before dialling a number, press otherwise press .

If was pressed, the terminal will assign a delay of four seconds. It will then be set up and ready for use.

Call TMS

If the configuration or software for your terminal requires updating, the Help Desk will ask you to Call TMS. To do this:



- 1 From the **READY** state, swipe the Supervisor card.
- 2 If necessary, press  until it displays **CALL TMS**.
- 3 Select **CALL TMS** by inserting the number alongside.

The terminal will dial the Support Centre, download any new or updated program files and return the terminal to the **READY** state.

Tel Memory 0-9



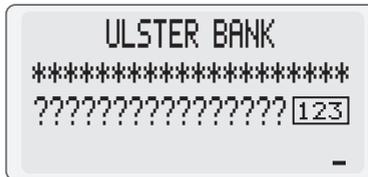
Note: Some important telephone numbers are pre installed. Do NOT change these numbers as the terminal may not be able to go on-line during transactions.

You may store telephone numbers in any of the spare memory slots:

To store telephone numbers:



- 1 From the **READY** state, swipe the Supervisor card.
- 2 Press  until it displays **TEL MEMORY 0-9**.
- 3 Select a number for the telephone number slot.
- 4 Press  to confirm the number slot



Make sure that it shows a series of question marks. This indicates that there is no pre-stored number.



- 5 Key in the telephone number without spaces. Press .
- 6 Press  again to store the number.
The terminal will revert to the **READY** state.

Edit Time



This allows you to change the time on the Ulster Bank Xplorer terminal.



- 1 From the **READY** state, swipe the Supervisor card.
 - 2 Press  repeatedly until it displays **Edit TIME**.
 - 3 Select **Edit TIME** by pressing the number alongside.
The Xplorer terminal will display the current time.
 - 4 Press  to clear the current time.
 - 5 Key the correct time in the format hh:mm and press .
- The terminal will revert to the **READY** state.

Edit VAT



This option allows you to enter and print your VAT number and a disclaimer message on the Customer's receipt.

- 1 From the **READY** state, swipe the supervisor card.
 - 2 Press  repeatedly until it displays **Edit VAT**.
 - 3 Select **Edit VAT** by inserting the number alongside.
 - 4 Key in your VAT Registration number and press .
- Note:** To add a space between the numbers, select  to change to alphabetic input and press , select  again to return to numeric input.



- 5 Accept the current rate by pressing , or key in the new percentage value and press again.

The terminal will revert to the **READY** state.

Each time you undertake a Sale or Refund transaction, the Ulster Bank Xplorer terminal will print your VAT number and a disclaimer message.

Edit Courtesy



- 1 From the **READY** state, swipe the Supervisor card.
- 2 Press repeatedly until it displays **Edit COURTESY**.
- 3 Select **Edit COURTESY** by inserting the number alongside.
- 4 Press to clear an existing message.

Press to toggle between numbers and letters.



- 5 Key in your courtesy message up to a maximum of 16 characters including spaces, e.g. THANK YOU.
- 6 Press to confirm your courtesy message.

The terminal will revert to the **READY** state.



Note: The courtesy message will be printed at the bottom of every sale or refund receipt, but when a new configuration is downloaded this message may be overwritten by the default message.

Sometimes during transactions, the Ulster Bank Xplorer will show an error message or print an error report.

Listed below are some of the error messages you might see. If in any doubt, please call your Helpdesk.

Display Messages

BAD MAC	Only in Online Mode. The security coding is not recognised by the acquiring host. Contact the Helpdesk.
CALL AUTH CENTRE	The terminal will give you a telephone number of the Authorisation Centre for you to call on a normal telephone.
CANCELLED	The terminal has confirmed that you have cancelled the transaction.
CARD ERROR READ AGAIN	The terminal failed to read the contents of the magnetic stripe when you swiped the card. Re-swipe the card. If the message reappears, try swiping the card in the opposite direction. After three failed attempts the terminal will request that you key in the card number manually, if permitted by the card company.
CARD ERROR TRY AGAIN	The terminal failed to read the contents on the Chip when you inserted the customer's card. Re-insert the card. After three failed attempts the terminal will request that you swipe the card, if permitted by the card company.
CARD EXPIRED	The customer's card has gone past its valid date. Ask the customer for the new card and start the transaction again. If the customer does not have the new card, ask for a different method of payment.

CARD INVALID

The details on the card are not correct for the type of card. Ask for a different method of payment.

CONNECT PHONE LINE
PRESS ENTER

Your Ulster Bank Xplorer terminal has not yet been installed. Refer to the *Installation and Setup Guide*.

DIALLING
SUPPORT CENTRE

Your terminal is dialling the Terminal Management System (TMS) computer to receive configuration or program update, or to send logon or terminal diagnostic information.

DIALLING
SORRY FOR DELAY

The acquirer host computer or the Terminal Management System (TMS) computer may be busy.

END OF DAY
INCOMPLETE

The terminal is in Polled mode and **BANKING** has not been completed. After this prompt, the terminal automatically completes an **End of Day REPORT**.

Enter
AUTH CODE

If the transaction is accepted by the Authorisation Centre, key in the authorisation code given and press .

EXPIRES MM/YY

Enter the expiry date printed on the Customer's card.

ISSUE NUMBER

Enter the issue number printed on the Customer's card.

KEY CARD NUMBER

There has been a problem with swiping the card. Key in the card number then check it is correct on the display. If the card number is correct, press .

LINE BUSY retry

The acquirer host or Terminal Management System (TMS) may be busy. Press  to redial or press  to dial later. Check the phone connection and contact the Helpdesk if the problem continues.

LINE ERROR	Your terminal has detected a fault with the telephone line. Check that the terminal is properly connected to the telephone socket and that any devices sharing the line are not in use or off hook.
MODEM ERROR	The terminal detected a fault with the modem. Power the terminal off and on. If the problem persists, call the Helpdesk.
MEMORY FULL	The terminal is in Polled Mode and there is only enough memory for a Banking. Complete the Banking and call the Helpdesk to request your terminal be polled.
MEMORY LOW	The terminal is in Polled Mode and the memory capacity is low. You may still complete a few transactions. Finish BANKING and then call the Helpdesk to request your terminal be polled.
NOT AUTHORISED	The transaction has not been authorised. Ask for another method of payment.
PREVALID CARD	The Customer card is new and the 'valid from date' has not been reached. Ask the customer if they have their old card and restart the transaction. Otherwise ask for an alternative method of payment.
PRINTER FAIL CALL HELP DESK	The terminal has detected a fault with the printer. Power off the terminal and then on. If the problem persists, contact the Helpdesk.
READ SUPERVISOR CARD	The terminal is requesting the Supervisor card to be swiped. Swipe the Supervisor card quickly and firmly through the card reader with the magnetic strip facing towards you.

READY [G]

The terminal is in Gratuity mode.

READY [P]

The terminal is in Manual Poll mode and awaiting for the polling host to dial in.

REMOVE CARD

A Chip card transaction is completed or the card has not been recognised. If a card is not recognised, the terminal will generate an error message.

Remove Receipt
Press ENT

The terminal has printed a **MERCHANT COPY** of the receipt. Tear off the receipt and ask the customer to sign it. Press  and the terminal will print a **CUSTOMER COPY** receipt for the transaction.

REQUEST INVALID

This type of transaction is not allowed for this type of card. Ask for another form of payment.

SALE
READ CARD

Swipe or insert the customer's card.

SIGNATURE VALID?

Check the customer's signature on the **MERCHANT COPY** receipt with that on the customer's card. If the signature is valid press  to complete the transaction; if not, press  and the terminal will cancel the transaction.

TRAINING

The terminal is in Training mode.

USE MAG STRIPE
READ CARD

The terminal has failed to read a Chip card after three attempts. Swipe the card instead.

VALID FROM MM/YY

Enter the start date printed on the Customer's card.

VOICE REFERRAL

Call the Authorisation Centre using a normal telephone.



Note: If there is any message that you don't understand, please contact the Helpdesk.

Troubleshooting

Problem:

The Ulster Bank Xplorer display panel is blank.

Possible causes / solutions:

The Xplorer Charging Cradle may not be powered. Check the charging cradle cable is properly connected and is plugged into the mains socket. If the charging cradle LED is not lit, plug something else into the socket outlet, such as a lamp. If the lamp does not light, ask an electrician to check the wiring in the socket outlet. If the lamp lights, check the fuse on the plug. If the charging cradle LED is still not lit and the battery will not charge, please contact the Helpdesk.

The Xplorer battery may not be charging. Check that the charging cradle LED is lit. Carefully remove the battery pack and reinstall it. Place the Ulster Bank Xplorer terminal on the charging cradle and if after a few minutes the display is still blank, contact the Helpdesk.

Problem:

The Ulster Bank Xplorer displays **CONNECT PHONE LINE** display.

Possible cause / solution:

The Ulster Bank Xplorer terminal needs to be initialised. Refer to the *Installation and Setp Guide*.

Problem

The message: **CALL TMS FAILED CODE 130** printed.

Possible cause / solution:

There is an error with the dial code. Check that you have not incorrectly inserted a dial prefix; From the **READY** state, swipe the Supervisor card, select **Dial prefix** and correct. If the problem persists, please contact the Helpdesk.

Notes

Ulster Bank Xplorer Terminal Features



Key to Symbols Used

Transaction Type Symbols

No Card Required	
Any Card Type	
Magnetic Stripe Card	
CHIP Card	
Cashback or Cash Advance	
Customer's Signature Required	
Customer's PIN Required	

Instruction Symbols

Read Customer's Card	
Swipe Supervisor Card	
Insert CHIP Card	
Key in Amount, Numbers or Letters	
Customer to Key in PIN	
Read Note or Useful Tip	

Helpdesk

01 702 5845

Mon-Fri	08:00 - 20:00
Sat	09:00 - 18:00
Sun	10:00 - 16:00
Holidays	09:00 - 17:00

Merchant ID:

Terminal ID:

