**Verifone**

**Getting started with your terminal**

Here are some top tips for getting started with your NAB Merchant terminal. The key functions that you’ll need are outlined on the Quick Reference Guide that comes with your terminal. Please keep this close by with the terminal so it is on hand.

In this video we’ll cover the following key functions you'll need on the first day with your NAB EFTPOS Verifone terminal:

1. How to complete a purchase/sale;
2. How to void last transaction;
3. How to process a refund; and
4. How to reprint a receipt.

First we'll show you **how to complete a sale:**

1. From the home screen enter the sale amount and press ENTER

2. Ask your customer to TAP, INSERT or SWIPE their card

3. If your customer's card has a chip or swipe function, ask them to select their account type: Cheque, Savings or Credit

4. Ask your customer to enter their PIN and press ENTER

Note: Contactless cards don’t require a PIN or signature for amounts under $100. Some cards allow bypass of the PIN and ask for a signature

5. Once approved:

• Remove the card if inserted

• Verify signature if applicable and press ‘Yes’

• Press ‘Yes’ to print a customer receipt if required

If you’ve made a mistake and need to **cancel your last transaction performed**:

1. Press the Menu button on the home screen.

2. Select 16. Other Transactions and press Select.

3. Select 1. Void and press Select.

4. Enter the merchant password and press OK. Note that a void transaction won't appear on your Merchant Statement, Settlement report or your customer's cardholder statement.

With sales transactions, you may also need to do sale refunds.

Please note that there’s a daily refund limit of $2,000 and a limit of $1,000 for a single transaction.

Refunds should only be performed on the same card that was used for the original transaction. For security reasons, you should change your merchant password regularly.

**How to process a refund:**

1. Select the Menu button on the home screen.

2. Choose ‘2 Refund’ and press ‘Select’.

3. Enter your merchant password and press OK. If you’ve forgotten your password, contact the Merchant Service Centre on 1300 369 852.

4. Enter the refund amount and press ‘OK’.

5. Ask your customer to swipe or insert their card and select their account type: Cheque, Savings or Credit (CHQ, SAV or CR) then press ‘OK’.

6. Your customer will need to enter their PIN and sign the receipt

7. Remove your customer’s card if inserted and press ‘Yes’ after you’ve verified their signature.

8. Once the refund has been approved, press ‘Yes’ to print your customer's receipt.

9. Your customer will receive their refund within four business days for Visa, MasterCard and EFTPOS transactions and up to five business days for UnionPay cards.

If you run out of paper during a sales transaction, you may need to re-print the last receipt for your customer.

**How to re-print a receipt for the last processed transaction**:

1. Press the ‘\*’ button.

2. Choose ‘72’ and press ‘Select’.

5. Select ‘Yes’ on the confirmation screen.  
 *<A duplicate merchant receipt will print for the last transaction>*

6. Select ‘Yes’ or ‘No’ to print a duplicate customer receipt.

At the end of the day you may wish to re-print a specific transaction to balance your books. To re-print a receipt for a past transaction within the same settlement period.

1. Press the ‘\*’ button.

2. Choose ‘22’ and press ‘Select’.

3. Use the up and down arrow on the touch screen to find the transaction

4. Once found, press ‘OK’

5. Press ‘SELECT’ to reprint the receipt