Everything you need to know about the D210e ...at your fingertips

Bendigo Bank

Contents

What's in the box?

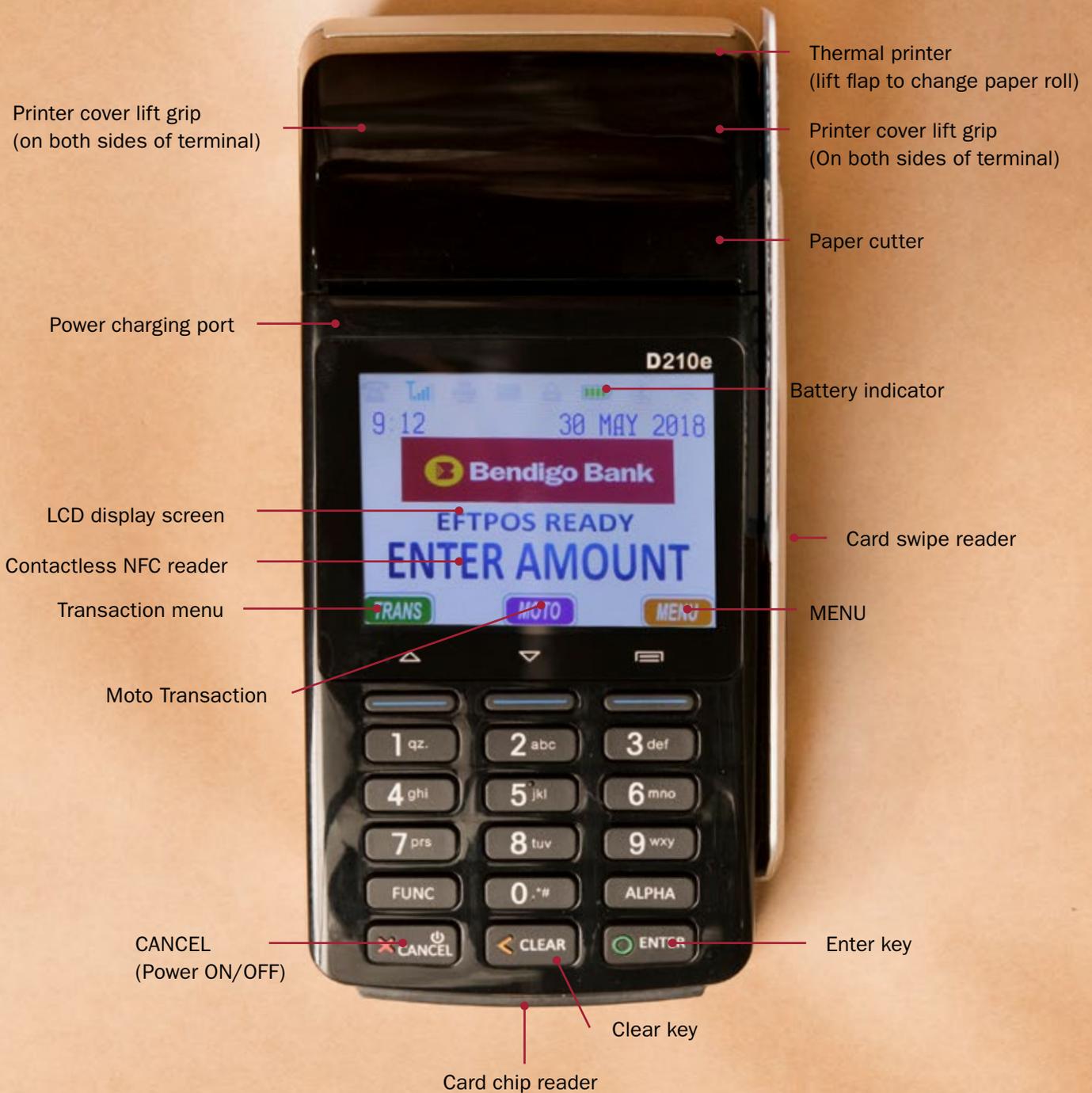Everything you need to start processing electronic transactions.

1. The terminal

2. Battery

3. Charger base OR direct connect charging cable

4. Power supply

5. Jug cord

6. Receipt rolls

7. Card acceptance sticker

8. Point of sale wobbler

Contact

Merchant Services on **1300 132 741** if any of the items are not included in your product package.

Basic functions

Thermal printer
(lift flap to change paper roll)

Printer cover lift grip
(on both sides of terminal)

Printer cover lift grip
(On both sides of terminal)

Paper cutter

Power charging port

D210e

Battery indicator

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Bendigo Bank

EFTPOS READY
ENTER AMOUNT

LCD display screen

Card swipe reader

Contactless NFC reader

TRANS   MOTO   MENU

Transaction menu

MENU

Moto Transaction

1 qz.	2 abc	3 def
4 ghi	5 jkl	6 mno
7 prs	8 tuv	9 wxy
FUNC	0 .*#	ALPHA
CANCEL	CLEAR	ENTER

CANCEL
(Power ON/OFF)

Enter key

Clear key

Card chip reader

[!!!] **Switch the D210e power on/off by pressing and holding the power button (CANCEL button) for 3 seconds.**

[!!!] **The D210e terminal battery requires regular mains charging, much like a mobile phone. The battery charge can last up to 8 hours depending on frequency of use.**

Getting started

Power ON/OFF

a) Power ON: Insert power adapter lead or the charged battery. Press and hold the power button (CANCEL button) for 3 seconds until the LCD screen backlight comes on.
If terminal is turned on successfully, the PAX logo will appear on screen and a beep will sound.

b) Power OFF: Press and hold the power button (CANCEL button) for three seconds until the message "POWER OFF?" appears, then press ENTER for Yes or any other key for No. The EFTPOS terminal is turned off when the screen goes blank.

To insert or replace receipt paper

1. Lift the printer cover flap by pressing firmly on both sides of the cover and lift the cover up towards the back.

2. To load a new paper roll, ensure the tongue of the paper is feeding up from underneath the roll and close the lid firmly leaving the tongue of paper sticking out above the cutting blade.

3. To test that the printer paper is loaded correctly:

   a. Press MENU.

   b. Press 4 to select MANUAL LOGON.

   c. The terminal will load and print a receipt.

   d. If no printing appears on the paper, please remove the printer paper and turn it around and try again.

Tearing a receipt from the terminal

After the receipt is printed, hold the end of the receipt keeping an angle of 45 degrees between receipt and the cutter of the terminal and swiftly tear off the receipt towards the screen.

Getting started

Magnetic stripe card

When a user swipes a magnetic stripe card along the slot, the magnetic stripe side of the card should be facing the body of the terminal. Bi-directional swiping is supported.

It is recommended to swipe cards starting from the top to bottom or left to right of the terminal at a constant speed.

IC card (smart chip)

The IC card must be facing up when being used. Gently insert the card in order to avoid any physical damage to the card or the the IC slot of the terminal. If the IC card is successfully read by the terminal, the IC card icon will display at the top of the LCD display screen towards the screen.

Contactless transactions

The contactless card reader is located on the terminal screen and lights on the screen will flash for contactless enabled transactions.

The cardholder should present their card on the terminal screen and wait for a beep to confirm a successful transaction.

[!!!] When not in use, the screen backlight will automatically turn off to put the terminal in power saving mode.

[!!!] The terminal will automatically exit this mode when it receives a transaction request. To enter/exit power saving mode manually, press any button and the screen will light up ready for use.

Handy info

1. Handle with care so you do not damage electric wires or the power adapter. If electric wires, plugs or the power adapter are damaged, please do not use the terminal and contact the Merchant Help Desk on **1800 334 702.**

2. Do not leave the terminal for extended periods in direct sunlight, humid, hot, or dusty environments.

3. Keep the terminal and charging accessories away from liquids and do not charge if the adaptor cable is dirty or wet.

4. Take care when inserting or removing charging cables. Do not use if the power cable is faulty as this may result in increased risk of power issues, overheating or terminal damage.

5. If the terminal is defective or any of the parts become overheated please turn off immediately and contact the Merchant Help Desk on **1800 334 702.**

6. When installing the paper roll, please be aware of the cutter within paper well.

Battery care

1. Charge indoors using a PAX charger, in a cool and well ventilated area.

2. Do not take apart the battery.

3. Do not short circuit the battery.

4. Keep the battery away from sources of heat, dust and liquid.

5. Do not squeeze, puncture or put the battery into liquid or near fire.

6. If failure happens such as heating, distortion or other damage, please change to a new battery. Contact the Merchant Help Desk on **1800 334 702** for assistance.

7. Please dispose of old or damaged batteries safely.

8. It is recommended by the manufacturer to change to a new battery every 2 years.

9. To remove the battery, remove the screw from the back and pull out from the bottom edge.

10. When inserting the battery, do not force into place. Seat bottom of battery firmly into the well and push down until it clicks into place.

Making sales

Your D210e EFTPOS terminal supports three different payment methods:

1. Contactless

2. Magnetic stripe

3. Chip and PIN

Purchases

1. Enter the amount and press ENTER.

2. If cash out is required enter in the amount and press ENTER. If not, simply press ENTER to continue. NOTE: Cash out if not available on 'Contactless' or 'Credit' transactions.

3. The terminal screen will show the transaction amount and prompt the cardholder to present their card. If the blue indicator flashes then the contactless option is ready and available.

4. The cardholder taps, inserts or swipes their card.

For contactless

1. If the blue indicator lights up, then contactless payment is an option.

2. Ask the cardholder to tap their card or smartphone.

3. If the card is incorrectly read or placed before the terminal is ready, the red indicator will flash and the screen will display PLEASE REMOVE CARD or PLEASE PRESENT CARD AGAIN.

4. Remove card and wait for the blue indicator before trying to present the card again.

5. When you hear the BEEP remove the card and follow the prompts on screen.

6. If the transaction amount is under the threshold then the transaction will process automatically.

7. If it's above the threshold, the cardholder will be prompted for their PIN to complete the transaction.

8. The transaction will be approved or declined and merchant receipt printed.

9. Follow the prompts on the screen.

10. Press YES to print a customer copy if required.

For chip cards and magnetic stripe cards

1. Insert or swipe card

2. Ask the cardholder to select their account (if available) using the PREV or NEXT button, then press ENTER.

3. Cardholder will be prompted to enter their PIN.

4. Transaction will be approved or declined and merchant receipt printed.

5. Follow the prompts on the screen.

6. Press YES to print a customer copy if required.

Tips

Tipping must be approved by Bendigo Bank prior to having the functionality enabled.

[!!!] Cash out is not available on 'Contactless' or 'Credit' transactions.

1. Enter the purchase amount and press ENTER.

2. Ask the cardholder to enter the tip amount and press ENTER or press ENTER to continue without tip.

3. Proceed with the normal purchase transaction process outlined on page 9.

Cash out

[!!!] Cash out is not available on 'Contactless' or 'Credit' transactions.

1. Press TRANS.

2. Select CASH.

3. Enter the purchase amount and press ENTER.

4. Ask the cardholder to insert or swipe their card.

5. Ask the cardholder to enter their PIN and press ENTER.

6. Transaction will be approved or declined and merchant receipt printed.

7. Press YES to print a customer copy if required.

Refunds

Refunds must be approved by Bendigo Bank prior to having the functionality enabled.

1. Press TRANS.

2. Select REFUND.

3. Enter the refund amount and press ENTER.

4. Enter refund password and press ENTER.

5. Ask the cardholder to tap, insert or swipe their card.

6. If prompted ask the cardholder to select their account – CHQ, SAV or CRD.

7. If prompted ask the cardholder to enter their PIN and press ENTER.

8. Transaction will be approved or declined and merchant receipt printed.

9. Terminal will prompt to confirm signature is approved.

10. Press YES to print a customer copy if required.

MOTO

The Bendigo Bank MOTO function is used when processing card payments for orders received by mail or telephone or initiated over the internet. To enable this functionality, contact Merchant Operations on **1300 132 741**.

1. Press the MOTO key.

2. Enter the cardholder's card number and press ENTER.

3. Enter the CCV number from the back of the card and press ENTER (if CCV is not available, select a reason why from the list displayed).

4. Enter the expiry date and press ENTER.

5. Select relevant situation from the options menu and press ENTER.

6. Select transaction type and press ENTER.

7. Enter purchase amount and press ENTER.

8. Transaction will be approved or declined and merchant receipt printed.

9. Will prompt for Signature OK?

10. Press YES to print a customer copy if required.

MOTO Refunds

Refunds must be approved by Bendigo Bank prior to having the functionality enabled.

1. Press Menu.
2. Press 8 to select CREDIT TRANS.
3. Press 7 to select KEY CARD NO.
4. Enter the cardholder's card number and press ENTER.
5. Enter the CCV number from the back of the card and press ENTER (if CCV is not available, select a reason why from the list displayed).
6. Enter the expiry date and press ENTER.
7. Select relevant situation from the options menu
8. Select transaction type
9. Select REFUND
10. Enter refund amount and press ENTER.
11. Enter refund password and press ENTER.
12. Will prompt for Signature OK?
13. Select CRD account.
14. Transaction will be approved or declined and merchant receipt printed.
15. Press YES to print a customer copy if required.

Pre-authorisation

Check In

Pre-authorisation transactions are only available to merchants within specific Merchant Category Codes and must be approved by Bendigo Bank prior to being enabled. The following procedure outlines the steps to be taken when carrying out a pre-authorisation on a credit or charge card.

Important

Pre-authorised transactions are not available on the D210e where the card is not present.

A pre-authorisation does not mean that an actual purchase transaction has taken place. It's a way of checking that the card being presented has enough credit available to be able to purchase the goods or services. The funds will be placed on hold for a period of three to nine days, depending on the cardholder's issuing bank.

The terminal will store the pre-authorisation record for seven days to allow completion of the pre-authorisation process. After this period, either a new pre-authorisation or a new purchase transaction must be processed.

When performing a pre-authorisation completion, the final value mst be within 15% of the original amount. If the value to be processed exceeds this margin, a new purchase transaction must be processed. If this occurs, it is best practice to contact the cardholder's issuing bank to notify them that the original pre-authorisation amount is no longer required to be held.

Pre-authorisation

1. Press TRANS.
2. Select AUTHORISE
3. Enter the transaction amount and press ENTER.
4. Ask the cardholder to insert or swipe their card (contactless is not available for pre-authorisation).
5. Ask the cardholder to select their account using the PREV or NEXT button, then press ENTER.
6. Ask the cardholder to enter their PIN and press ENTER.
7. Transaction will be approved or declined and merchant receipt printed.
8. Press YES to print a customer copy if required.

Pre-authorisation

Finalise / check out

1. Press TRANS.

2. Select BATCH.

3. Select FINALISE.

4. Select INVOICE, STAN or AMOUNT option and press ENTER.

5. Enter search [parameter] from the pre-authorisation merchant receipt and press ENTER.

6. Confirm correct receipt by pressing ENTER.

7. Enter adjustment password and press ENTER.

8. Enter final transaction amount and press ENTER.

9. Transaction will be approved with signature or declined and merchant receipt printed.

10. Check signature and keep receipt for your records.

Cancellation

1. Press TRANS.

2. Select BATCH.

3. Select AUTH CANCEL.

4. Select INVOICE, STAN or AMOUNT option and press ENTER.

5. Enter search parameter from the pre-authorisation merchant receipt and press ENTER,.

6. Confirm correct receipt by pressing ENTER.

7. Enter ADJUSTMENT PASSWORD and press ENTER.

8. Transaction will be canceled with an option to print a Customer Receipt.

Manual log on and off

Log on

1. Press MENU.
2. Press 4 to select MANUAL LOGON.
3. The terminal will connect to the payments network and display LOGON RECEIPT.
4. Check bottom of receipt to confirm LOG ON SUCCESSFUL.

Log off

1. Press MENU.
2. Press 3 to select LOGOFF.
3. The terminal will log off.

NOTE: The terminal will require manual logon before further transactions can be processed.

Reprinting receipts

1. Press MENU.
2. Press 1. REPRINT.
3. Select YES to reprint last transaction receipt.
4. Select NO to search receipts since last settlement.
5. Select INVOICE, STAN, AMOUNT or VIEW ALL and press ENTER.
6. Enter search [parameter] from the pre-authorisation merchant receipt and press ENTER.
7. When you locate the transaction, press ENTER to print.

Settlements

Merchant settlement options

Bendigo Bank offers a range of settlement options. You're required to choose the most suitable option for your business. Some options are only suitable for particular merchants.

[!!!] Make sure the terminal is plugged in and connected to the network to perform settlements.

Pre-settlement

1. Press Menu.
2. Press 2 to select TOTALS.
3. Press 2 to select SUB-TOTALS.
4. Terminal will print a receipt with pre-settlement figures.

Manual settlement

To process a manual settlement on the D210e terminal:

1. Press MENU.
2. Press 2 to select TOTALS.
3. Press 1 to select SETTLEMENT.
4. Enter SETTLEMENT PASSWORD.
5. Terminal will display Batch Totals – select YES to settle.
6. Press NO to proceed with settlement and to print settlement report only.
   Only press YES if you want to print the entire transaction list.

Terminal-initiated auto settlement

Our recommendation is that you perform a manual settlement on the terminal at the completion of your day's trade (NOTE: this must be performed prior to 11:45pm AEST/AEDT).

Forced settlement

If the terminal has not been settled by 11:45pm AEST/AEDT, our system will generate a forced settlement. A settlement receipt will be printed when the terminal next connects to the network. The funds will not include any transactions stored in the terminal, such as tips, reversals and offline transactions. These will be included in the next day's settlement.

UnionPay

UnionPay is the preferred card for Chinese tourists and students, so they'll be on the look-out for retailers that accept it. To enable UnionPay on your D210e, contact Merchant Services on **1300 720 356**.

Get in touch

Get in touch with Merchant Services at
merchantservices@bendigoadelaide.com.au,
or contact:

Merchant Help Desk (for terminal troubleshooting)	1800 334 702 24 hours a day 7 days a week
Merchant Services (for transaction enquiries)	1300 132 741 8:30am-5.00pm AEST Monday to Friday

To order stationary

Collect your EFTPOS rolls from your nearest
Bendigo Bank branch, or if you are unable
to access a branch, call Merchant Operations
on **1300 132 741**.