

Everything you need to know about the Move/5000 ...at your fingertips



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What's in the box?

1. Move/5000 terminal

2. Battery

3. Charger base OR direct connect charging cable

4. Power supply

5. Receipt rolls

6. Card acceptance sticker

7. Point of sale wobblers

Contact

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



Handy information

This guide has been developed to help you install and use your Bendigo Bank Move/5000 terminal. Please get to know the content before starting the device.

Need help? Bendigo Bank is here to help with your MOVE 5000 device!

Technical Support for your Bendigo Bank Mobile device:

Before contacting the Merchant Helpdesk please ensure you have your Terminal ID (TID) ready. This can be found on your terminal receipts. Please also note any specific errors you may have noticed which will assist our helpdesk with resolving your query.

Contact our merchant helpdesk: 1800 334 702 / Select Option 1 – EFTPOS

Technical Support for your Bendigo Bank Integrated device:

Before contacting the Merchant Helpdesk please ensure you have your Terminal ID (TID) ready. This can be found on your terminal receipts. Please also note any error that may appear on your POS (Point of Sale) so our support staff can assist you with your query.

Contact our merchant helpdesk: 1800 334 702 / Select Option 1 – EFTPOS

For further assistance including information on transaction enquiries:

For additional support in transaction related queries or assistance in obtaining secure passwords for your terminal including Refund, VOID, Terminal and Settlement passwords.

Contact our Bendigo Bank Merchant Support Desk: 1300 132 741

Please note that secure passwords can only be provided to signatories on the merchant account.

Need more help?

Bendigo Bank also has a range of online video tutorials available to help walk you through using your new MOVE 5000 device.

Visit our On-line Merchant Support page for more information:

<https://www.bendigobank.com.au/merchant-support>



Use only the power supply included with your Move/5000 to ensure best performance and safety.

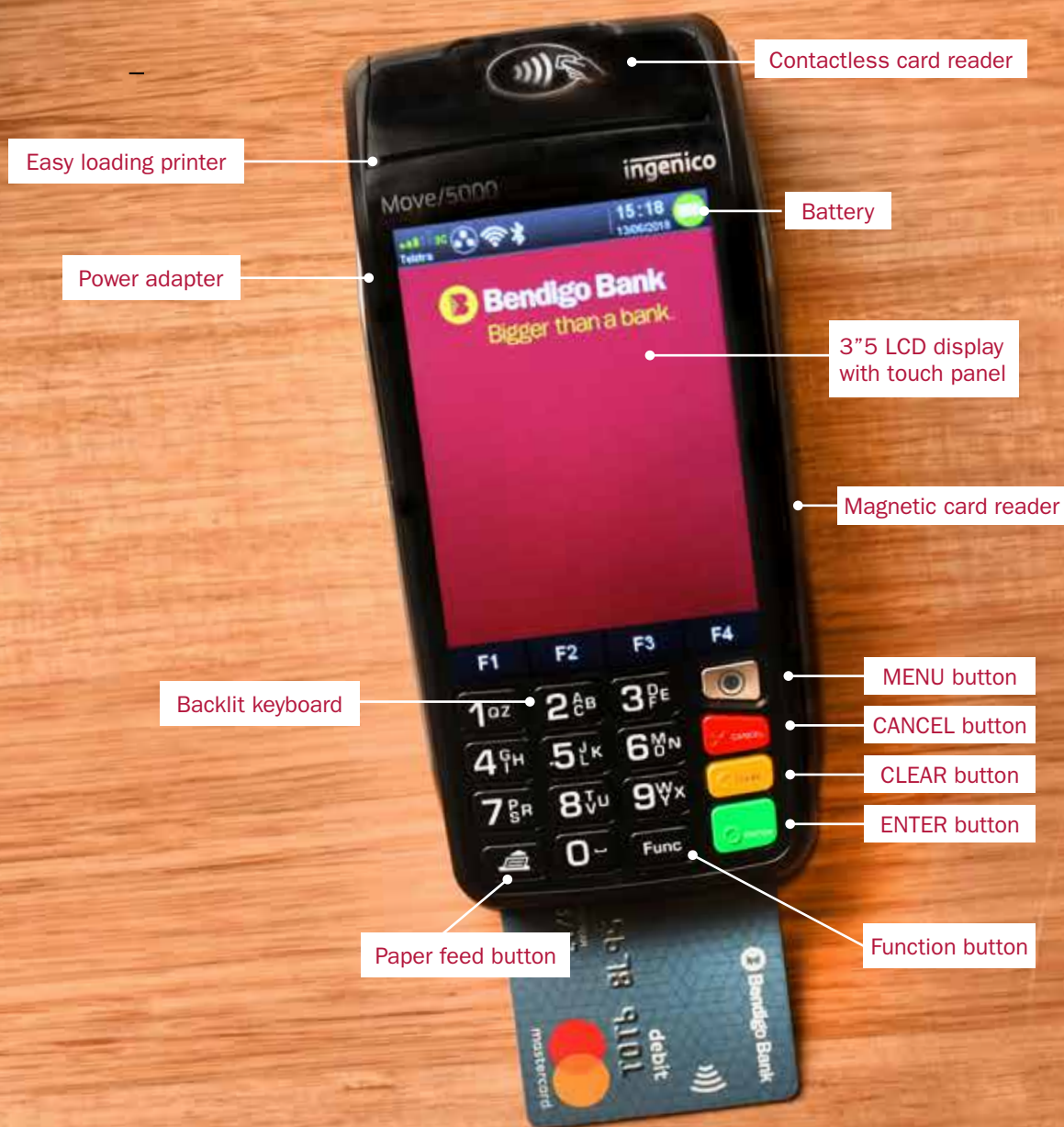


Maintenance should only be provided by an Ingenico authorised technician.



Failure to comply with these instructions will void the manufacturer's responsibility.

Your Move/5000



The power supply unit provided with your Move/5000 is designed specifically for Ingenico terminals. Do not use any other power supply. The use of a power supply with apparently similar voltage/current characteristics may damage your terminal.



Keep the packaging. It must be re-used whenever the terminal is shipped.

Getting started

Install the battery

- Ensure the terminal is not plugged into the power supply.
- Unclip the battery's trap door.
- Take out the battery pack.
- Locate the battery pack connector beside the battery compartment.
- Plug in the battery pack connector and verify that it locks.
- Place the battery pack in its compartment.
- Close the battery compartment trap door.
- Reset the clip to lock the trap door.

Charge the battery

Plug your Move/5000 base into the power supply. Charge the battery for 16 hours on initial start up by placing the terminal on its base. Check if the battery symbol is flashing to indicate that the battery is charging.

The battery will charge to full capacity in four hours and 50% capacity in 1.5 hours. A fully charged battery will last 450 transactions, printing and with backlight activated. In its sleeping state, the device is operational for up to 150 hours when connected via GPRS link.



Insert or replace receipt roll

- Open the paper compartment by lifting the catch located at the rear of the terminal and pull the catch backwards to open.
- Insert the receipt roll in the compartment.
- Pull the paper to the top of the terminal.
- Hold the paper and close the lid.
- Press both corners of the paper flap simultaneously until it clicks into position.
- To test the paper is loaded correctly press the paper feed button on the bottom left corner of the keypad.

To test printing

- Press the MENU button.
- Press 4 Terminal.
- Press 2 Logon.
- If the paper does not feed or print correctly, remove the paper roll, turn the paper roll over to reload and try again.



Basic functions

POWER ON

Hold green ENTER button for two seconds.

POWER OFF

Remove terminal from powered base or direct power and hold down the FUNC and CLEAR buttons together for two seconds.

To wake the terminal out of sleep mode, press ENTER.



Tap, insert and swipe

Magnetic stripe payments

The card can be read from either bottom to top, or top to bottom, with the magnetic stripe facing the terminal. Use a smooth movement to ensure a reliable card reading.

Smart card payments

Insert the card horizontally with the chip facing upwards. Leave the card in the terminal throughout the transaction.

Contactless payments

Tap the card at the top of the terminal, leaving the card close to the reader during the transaction. Four LEDs will light up during the transaction.



Making sales



If using the Move/5000 as an integrated device, a sale is initiated from your POS system. Refer to your POS user manual for further detail on how to initiate a sale.



Make sure the paper roll is correctly inserted before using the device.



In the event of card failure, clean or wipe the chip or stripe with a cloth to remove any dirt before a second attempt.

1. Touch the screen to activate or press ENTER.
2. Enter the amount and press ENTER.
3. If cash out is required, enter in the amount and press ENTER. If not, simply press ENTER.
NOTE: Cash out is not available on 'contactless' or 'credit' transactions.
4. For information on tipping, see page 12.
5. The terminal will prompt to present a card:
 - a. For contactless cards.
 - i. Have the cardholder present the card at the top of the terminal until the four indicator bars illuminate green and the terminal sounds a beep.
 - ii. The transaction will default to a 'CREDIT' selection.
 - iii. Ask the cardholder to enter their PIN if required.
 - b. For chip cards or magnetic stripe only cards.
 - i. Insert the chip card into the terminal as far as it will go and leave it there. For magnetic stripe only cards, swipe the card down the side of the terminal.
 - ii. Ask the cardholder to insert or swipe their card.
 - iii. Ask the cardholder to select their account type by pressing CHEQUE, SAVINGS or CREDIT.
 - iv. Ask the cardholder to enter their PIN and press ENTER.
6. The transaction is then processed and a copy of the merchant's receipt is printed.
7. To print a cardholder copy, select YES after the transaction has been approved.

Tips

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

1. Enter the amount and press ENTER.
2. The terminal will ask to add a tip, or press ENTER to continue with no tip.
3. Enter the tip amount and press ENTER.
4. Review the sale total and press ENTER.
5. Ask the cardholder to tap, swipe or insert their card.
6. If prompted, ask the cardholder to select their account – CHEQUE, SAVINGS or CREDIT.
7. The transaction is then processed and a copy of the merchant's receipt is printed.
8. To print a cardholder copy, select YES after the transaction has been approved.

Refunds



If using the Move/5000 as an integrated device, a refund is initiated from your POS system. Refer to your POS user manual for further detail on how to initiate a refund.

1. Press the MENU key.
2. Select TRANSACTION.
3. Select REFUND.
4. Enter the refund amount.
5. Enter your refund password and press ENTER.
6. The terminal will prompt to present a card.
 - a. For contactless cards.
 - i. Have the cardholder present the card at the top of the terminal until the four indicator bars illuminate green and the terminal sounds a beep.
 - ii. The transaction will default to a 'CREDIT' selection.
 - iii. Ask the cardholder to enter their PIN if required.
 - b. For chip cards or magnetic stripe only cards.
 - i. Insert the chip card into the terminal as far as it will go and leave it there. For magnetic stripe only cards, swipe the card down the side of the terminal.
 - ii. Ask the cardholder to insert or swipe their card.
 - iii. Ask the cardholder to select their account type by pressing CHEQUE, SAVINGS or CREDIT.
 - iv. Ask the cardholder to enter their PIN and press ENTER.
7. The terminal will then process the transaction and print the merchant's copy of the receipt.
8. Remove the card when prompted.
9. Verify the cardholder's signature and press YES or NO.
10. Press YES to print a customer copy of the receipt if required.

Review/Reprint Receipts

Review

1. Press the MENU key.
2. Select BATCH.
3. Select REVIEW BATCH.
4. Select F1 for PREV, F2 for NEXT or F3 for last invoice to find the transaction required.
5. Select for more information on the transaction.

Reprint

1. Press the MENU key.
2. Select PRINT.
3. Select TRANSACTIONS.
4. Select LAST – a copy of the customer receipt for the last transaction is then printed.

Reprint with invoice number

1. Press the MENU key.
2. Select PRINT.
3. Select TRANSACTIONS.
4. Select INVOICE.
5. Enter the invoice number and press ENTER.

Transaction listing

1. Press the MENU key.
2. Select PRINT.
3. Select REPORTS.
4. Select AUDIT – PLEASE NOTE: This will print the entire list of transactions since the last settlement.
OR
Select SUMMARY: This will print a sub totals list since the last settlement.

Settlements

Bendigo Bank offers a range of settlement options. You are 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-settlements

1. Press the MENU key.
2. Select BATCH.
3. Select BATCH TOTALS.
4. If prompted press NO to return to the home screen or press YES to print a list of all individual transactions for the day.

 **This function does not settle the terminal for the day.**

Manual settlement

1. Press the MENU key.
2. Select BATCH.
3. Select SETTLE.
4. Enter settlement password.
5. If prompted press NO to return to the home screen or press YES if you want to print a list of all individual transactions for the day.

Terminal-initiated auto settlement

You can nominate a time to settle which is stored in the terminal. Each day at this time the terminal will dial in to our system and process the settlement automatically. A detailed receipt will be printed for your records.

1. Press the FUNC key.
2. Press 13 on the keypad and press ENTER.
3. Select ENTER to change the time.
4. Enter your preferred time in the 24-hour format and press ENTER.
5. The updated time is displayed.
6. Press CANCEL to finish.

Forced settlement

If the terminal has not been settled by 11pm 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.

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

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 must 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.



If using the Move/5000 as an integrated device, a pre-authorisation is initiated from your POS system. Refer to your POS user manual for further detail on how to initiate and complete a pre-authorisation.

Pre-authorisation (card present)

1. Press the MENU key.
2. Select TRANSACTION.
3. Select PRE-AUTH.
4. Enter the amount and press ENTER.
5. Ask the cardholder to insert or swipe their card (contactless is not available for pre-authorisation).
6. Ask the cardholder to enter their PIN and press ENTER.
7. The terminal will process the transaction and print the merchant's copy of the receipt.
8. Press YES to print a customer copy of the receipt if required.
9. Remove the card.

When card is not present

1. Press the MENU key.
2. Select TRANSACTION.
3. Select PRE-AUTH.
4. Enter the amount and press ENTER.
5. At card present screen manually enter card number using the keyboard and press ENTER.
6. Enter CARD EXP and press ENTER.
7. Enter CVV and Press ENTER (If CVV not available press ENTER and select of of the options listed)
8. Enter TERMINAL PASSWORD and press ENTER.
9. Press ENTER to confirm.
10. Press YES to print a customer copy if required.

Completion

1. Press MENU.
2. Press TRANSACTION.
3. Press COMPLETION.
4. Enter AMOUNT and press ENTER.
5. ENTER Approval Code from the original transaction and press ENTER.
6. Enter TERMIAL PASSWORD and press ENTER.
7. Enter INV NUMBER and press ENTER.
8. Confirm AMOUNT.
9. Press ENTER to CONFIRM AMOUNT.
10. Press ENTER to comfirm completion.
11. Yes to print customer copy of receipt if required.

Cancellation

1. Press MENU.
2. Press TRANSACTION.
3. Press PRE-AUTH CANCELLATION.
4. Enter APPROVAL CODE listed on receipt.
5. Print 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.

1. Press the MENU key.
2. Select TRANSACTION.
3. Select MOTO.
4. Enter the amount and press ENTER.
5. Enter the cardholder's card number and press ENTER.
6. Enter the card expiry date and press ENTER.
7. Press the number that corresponds to the order type.
8. Press ENTER to confirm the MOTO transaction.
9. The terminal will process the transaction and print the merchant's copy of the receipt.
10. Press YES to print a customer copy of the receipt if required.



Automatic Surcharging

Bendigo Bank merchants have the ability to set an automatic surcharge for customers paying by debit or credit cards. The surcharge amount can be set as a fixed rate or a percentage depending on your requirements. Automatic Surcharging is limited to no more than \$2 for a fixed fee or 5% for a percentage amount per card type.

Before applying surcharging you should ensure your customers are aware of the extra charge and the surcharge rate – this can be done by displaying in store notices.

Customers can choose to pay the card fee or use another form of payment such as cash. The customer will also have the option on the terminal screen not to accept the surcharge and cancel the transaction.

Note: Automatic Surcharging is not available when your MOVE 5000 is integrated with your POS.

To enable merchant surcharging

1. Press MENU
2. Select TERMINAL
3. Select SURCHARGING
4. Press F1 to ENABLE surcharging. Terminal screen will now display SURCHARGING ENABLED - Press ENTER to continue
5. Select Card Type you wish to apply surcharge to. Use F2 and F3 to toggle between options and press ENTER
6. Select 1. FIXED FEE if you wish to apply a fixed fee per card transaction or Select 2. PERCENTAGE OF TOTAL to apply a percentage surcharge to card transactions.
7. Enter the Percentage Rate or Fixed Fee as required and press ENTER. Press ENTER again to confirm
8. Repeat this process for all cards as needed.
9. Once all fees have been applied as needed press CANCEL from the SELECT ISSUER screen and you will be prompted to PRINT REPORT. Press ENTER to print a surcharge report or press CANCEL to return to home screen.

To disable merchant surcharging:

1. Press MENU
2. Select TERMINAL
3. Select SURCHARGING
4. Press F4 for DISABLE then press ENTER



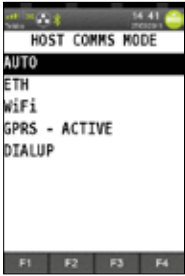


Void transactions

The following procedure can only be used on credit card transactions. A void can only be processed prior to the transaction being settled. Once the transaction has been settled, you must process a refund.

1. Press the MENU key.
2. Select BATCH.
3. Select VOID.
4. Enter INV number and press ENTER.
5. ENTER void password and press ENTER.
6. Press ENTER to confirm amount.
7. Press ENTER to confirm void.

Enable AUTO COMMS FALLBACK

Auto comms fallback is an ideal solution if you are running your terminal on 3G but also have an active Wi-Fi/IP area that could be utilized in the rare occurrence of an 3G outage. In the event of a 3G outage your terminal would automatically switch across to your active Wi-Fi area and you can continue to transact. Before proceeding with setting up AUTO COMMS, you will be required to configure Wi-Fi into your device - refer instructions on page 24

Step	Display	Description
1		From the HOME Screen: 1. Press  2. Select 4. TERMINAL 3. Select 4. HOST COMMS
2		From the HOST COMMS MODE screen, select AUTO and press  button. Press F2 or F3 on the screen to toggle between the options. AUTO COMMS fallback is now enabled.
3	LOGON SUCCESS	The terminal will automatically attempt connection to the 3G network as its primary communications method. To confirm the terminal is connected successfully, from the HOME screen: 4. Press  button 5. Select 4. TERMINAL 6. Select 2. LOGON The terminal will print a receipt, on the bottom of the receipt it will note LOGON SUCCESS
4		Your terminal is now ready to go!

MANUAL COMMUNICATIONS CHANGE:



You may have a requirement to run your terminal on a particular comms method depending on how your site is set up. Bendigo Bank allows you to choose from the following methods to run your terminal.

1. 3G
2. Wi-Fi
3. IP/Ethernet

All Bendigo Bank devices are pre-configured with 3G, however before switching to Wi-Fi or IP/Ethernet you will be required to configure your device – please refer to the instructions on pages 23 – 28.

Once configuration has been completed, to choose your preferred comms:

From the **HOME SCREEN**:

1. Press 
2. Select 4. **TERMINAL**
3. Select 4. **HOST COMMS**
4. Select nominated comms method and press 
Press **F2** and **F3** on the screen to toggle between options

To confirm terminal is connected successfully, from the **HOME** screen:




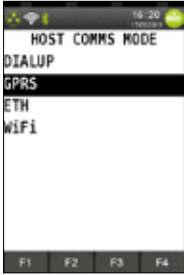


1. Press  button
2. Select 4. **TERMINAL**
3. Select 2. **LOGON**

The terminal will print a receipt, on the bottom of the receipt it will note **LOGON SUCCESS**

Configuring your device to 3G

If you choose to configure your device on 3G you will need to:




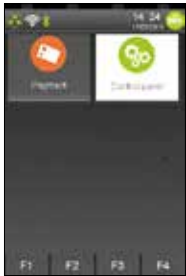



- Ensure that there is a good 3G signal in the area. Your mobile phone will be a good indicator of the signal strength. As some businesses have 'dead spots', it's recommended you walk your phone to any area where you wish to take sales to ensure there is good coverage.






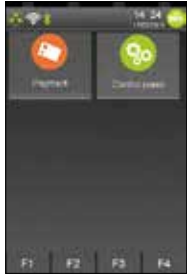


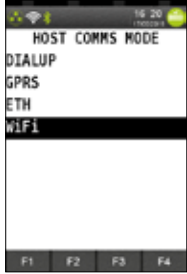





Step	Display	Description
1		<p>From the HOME Screen:</p> <ol style="list-style-type: none"> 1. Press  button 2. Select 4. TERMINAL 3. Select 4. HOST COMMS and press 
2		<p>From the HOST COMMS MODE screen, select GPRS and press  button.</p> <p>Press F2 or F3 on the screen to toggle between the options.</p> <p>The terminal will return to the HOME screen.</p>
3	LOGON SUCCESS	<p>To confirm the terminal is logged on:</p> <p>From the HOME screen:</p> <ol style="list-style-type: none"> 1. Press the  button. 2. Select 4. TERMINAL 3. Select 2. LOGON <p>Terminal will print receipt, on the bottom of the receipt it will note LOGON SUCCESS.</p>
4		Your terminal is now ready to go!

How to configure WI-FI

If you are planning to configure your device on Wi-Fi you will need:

- To know the Wi-Fi network and appropriate password that you are trying to connect to.
- Ensure the Wi-Fi area you are connecting to has the necessary coverage and signal strength. We recommend connecting your smart phone to the Wi-Fi and confirming that you have coverage in all areas of where you wish to take sales.

Step	Display	Description
1		From the HOME screen: 1. Press the  button 2. Select 4. TERMINAL 3. Select 3. OTHERS 4. Select 3. MANAGER MENU 5. Enter your password which will be '1234' and press  button
2		Your terminal will now bring up a series of menus that can be used via the touchscreen as shown. Press CONTROL PANEL .
3		Press TERMINAL SETTINGS .
4		Press COMMUNICATION MEANS .
5		Press WI-FI






6		<p>Press SCAN NETWORKS.</p> <p>Select the Wi-Fi area that you would like to connect your terminal to.</p>
7		<p>Enter the password for the Wi-Fi area using the touchscreen keypad and press  button.</p> <p>Note: You can change the font size, or switch to the number keypad by pressing the  or  button on the screen.</p> <p>Once password has been accepted the terminal will display 'NEW PROFILE OK'.</p>
8		<p>Press  button until the terminal returns to the screen shown.</p> <p>You will need to wait around 30 seconds for the terminal to time out and return to the EFTPOS screen.</p>
9		<p>Terminal will return to the HOME screen.</p> <ol style="list-style-type: none"> 1. Press the  button 2. Select 4. TERMINAL 3. Select 4. HOST COMMS
10		<p>From the HOST COMMS MODE screen, select [WiFi] and press  button.</p> <p>Press  or  on the screen to toggle between the options.</p>
11		<p>To confirm the terminal is logged on, from the HOME screen:</p> <ol style="list-style-type: none"> 1. Press the  button 2. Select 4. TERMINAL 3. Select 2. LOGON 4. Terminal will print a receipt, on the bottom of the receipt it will note LOGON SUCCESS. <p>Your terminal is now ready to go!</p>



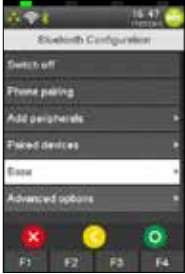


How to configure IP (Ethernet)

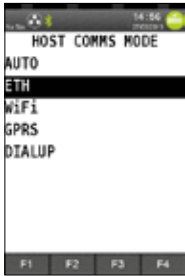

If you are planning to configure your device on IP (Ethernet) you will need:

- A working Ethernet service
- Power to be plugged directly into the underside of the terminal base
- An Ethernet cable to connect the terminal base to your modem/data point as below:
- Place your terminal onto the base and you are ready to begin!



Step	Display	Description
1		<p>From the home screen:</p> <ol style="list-style-type: none"> 1. Press the  button 2. Select 4. TERMINAL 3. Select 3. OTHERS 4. Select 3. MANAGER MENU 5. Enter your password which will be '1234' and press 
2		<p>Your terminal will now bring up a series of menus that can be used via the touchscreen as shown.</p> <p>Press CONTROL PANEL.</p>
3		<p>Press TERMINAL SETTINGS.</p>

4		Press COMMUNICATION MEANS .
5		Press BLUETOOTH .
6		Press BASE .
7		Press ASSOCIATION . Press NEW BASE . Terminal will briefly display NEW ASSOCIATION SUCCESSFUL and then perform a complete reboot.
8		Terminal will return to the HOME screen after reboot. From here: 1. Press MENU button 2. Select 4. TERMINAL 3. Select 4. HOST COMMS

9		<p>From the HOST COMMS MODE screen, select [ETH] and press ENTER button</p> <p>Press F2 or F3 on the screen to toggle between the options</p>
7	LOGON SUCCESS	<p>To confirm the terminal is logged on:</p> <ol style="list-style-type: none"> 1. Press the  button 2. Select 4. TERMINAL. 3. Select 2. LOGON 4. Terminal will print a receipt, on the bottom of the receipt it will note LOGON SUCCESS.
8		Your terminal is now ready to go!

Need more help?

Call the Bendigo Bank Helpdesk on **1800 334 702**

Safety

Lithium cell

The Move/5000 is fitted with an internal lithium cell that can only be accessed by a qualified technician.

Battery

The Move/5000 is fitted with a battery specially designed for this terminal.

Ensure the appropriate chargers and batteries are used.

Do not short-circuit the battery.

Do not attempt to open the battery container.

Dispose of used batteries appropriately (see page 22).

Electrical power outlet

The electrical outlet must be installed near the equipment and easily accessible.

SAM1/SAM2/SIM1/(SAM4/SIM2) readers' compartment

The trap door for the battery and SIM/SAM readers is located underneath the terminal and must be in place during the normal operation of the terminal. See page 19 for removal of SAM1, SAM2, and SIM.

On aeroplanes

The handset must be switched off by removing the battery pack from the terminal when on an aeroplane.

Explosion areas

Certain regulations restrict the use of radio equipment in areas such as chemical plants and fuel depots. Please comply with these regulations. The terminal should be protected by a specially fitting and certified cover, which can be obtained by contacting Merchant Services on **1300 132 741**.

Electronic health appliances

The terminal is a radio transferrer, which may interfere with health appliances such as hearing aids, pacemakers, hospital equipment and so on. The equipment manufacturer or a doctor can provide appropriate advice.

Security

The Move/5000 fulfils current applicable PCI PITS security requirements.

Upon receipt of your terminal, check for signs of tampering of equipment. It is strongly advised that these checks are performed regularly.

Please check that:

- The keyboard is firmly in place.
- There is nothing connected to any part of the terminal or associated equipment such as the chip card reader.

Checks such as these provide warning of any unauthorised modifications to your terminal.

The terminal is able to detect if it has been tampered with and will alert you with the message “Alert! Interruption!”. Further use of the terminal will not be possible. If this message appears, please contact the Merchant Help Desk on **1800 334 702** immediately.

Please ensure that access to the terminal is limited to staff. The terminal must never be left in a location where it could be tampered with, stolen or replaced with another device.

Standards

CE marking

The CE marking indicates that the Move/5000 complies with the requirements of the European Directive 1995/5/EC of 9 March 1999 on Radio and Telecommunications Terminal Equipment for:

- The protection of health and safety of the user and any other person.
- The protection requirements of electromagnetic compatibilities that comply with harmonised standards.

Environment (WEEE, batteries and packaging)

This product is labelled in accordance with European Directives 2002/96/EC concerning Waste Electrical and Electronic Equipment (WEEE) and 2006/66/EC concerning Batteries and Accumulators. These provisions require producers and manufacturers to be liable for return, treatment and recycling upon end of life of equipment and batteries.



This symbol means that WEEE and waste batteries must not be thrown away but collected separately and recycled.

Ingenico ensures that efficient collection and recycling schemes are set up for waste equipment and batteries according to the local regulations. Please contact your retailer for more detailed information about compliance for disposing old products and used batteries. Packaging waste must also be collected separately to ensure proper disposal and recycling.

Troubleshooting

If the terminal does not turn on:

- Check that the battery is charged or connected.
- Please note that a fully discharged battery can take a long charging time to recover.
- Connect the terminal to power or put it on its base.

Card is not being read:

- Clean or wipe the chip or stripe with a cloth to remove any dirt before a second attempt.
- Check that the card was swiped correctly, with the magnetic stripe facing the terminal.
- Swipe the card again in a smooth motion.
- Verify that the magnetic stripe is not damaged, bent or cracked.
- Ensure the card is inserted correctly and removed only after the transaction is performed.

The receipt is not printed:

- Check the presence and positioning of the paper roll.
- Ensure that thermal paper is being used.
- Turn the receipt paper over to the other side as it only prints on one side.

Transaction codes

Transaction declined codes			
Code	Transaction status	Description	Action required
100	Declined	Do not honour	Seek another form of payment from the cardholder. Advise them to contact their bank.
101	Declined	Expired card	Seek another form of payment from the cardholder. Advise them to contact their bank.
103	Declined	Card acceptor - contact acquirer	Contact the Merchant Help Desk on 1800 334 702 for assistance. Seek alternate form of payment from the cardholder.
104	Declined	Restricted card	Seek another form of payment from the cardholder. Advise them to contact their bank.
106	Declined	Exceed PIN tries	Seek another form of payment from the cardholder. Advise them to contact their bank.
107	Declined	Refer to card issuer. Authorisation is required on transaction	Seek another form of payment from the cardholder for debit cards.
108	Declined	Refer to card issuer. Special conditions	Seek another form of payment from the cardholder. Advise them to contact their bank.
109	Declined	Invalid merchant	If the card being used is AMEX/ Diners/ JCB, the terminal has not been linked properly at AMEX/ Diners/ JCB. If the card is an overseas card, another form of payment should be requested.
110	Declined	Invalid account	Attempt transaction again. If it fails again seek another form of payment from the cardholder. Advise them to contact their bank.
111	Declined	Invalid card number (no such number)	If manually entering card number, attempt transaction again. Seek another form of payment from the cardholder. Advise them to contact their bank.
113	Declined	Unacceptable transaction fee	Seek another form of payment from the cardholder. Advise them to contact their bank.
114	Declined	No account of requested type	Check correct account type was selected and retry transaction. If this fails, seek another form of payment.
115	Declined	Function not supported	Check correct account type was selected and retry transaction. If this fails, seek another form of payment.
116	Declined	Insufficient funds	Seek another form of payment from the cardholder. Advise them to contact their bank.
117	Declined	Incorrect PIN	Advise cardholder to retry the transaction. If this fails, seek another form of payment from the cardholder. Advise them to contact their bank.
118	Declined	No card record	Seek another form of payment from the cardholder. Advise them to contact their bank.

119	Declined	Transaction not permitted	Seek another form of payment from the cardholder. Advise them to contact their bank.
120	Declined	Invalid transaction for terminal	If the card being used is AMEX/Diners/JCB, the terminal may not be linked properly at AMEX/Diners/JCB. Seek another form of payment from the cardholder. Advise them to contact their bank.
121	Declined	Exceed max withdrawal limit	Seek another form of payment from the cardholder. Advise them to contact their bank.
123	Declined	Exceed withdrawal frequency limit	Seek another form of payment from the cardholder. Advise them to contact their bank.
124	Declined	Transaction can not be completed	Contact the Merchant Help Desk on 1800 334 702. Reset the terminal and retry the transaction. If this fails, seek another form of payment from the cardholder.
200	Declined	Do not honour pick-up card	Remove card from customer and contact the issuing bank. This should only be done if it is safe to do so. If not, try to obtain the card number and contact the issuer.
201	Declined	Expired card	Seek another form of payment from the cardholder. Advise them to contact their bank.
202	Declined	Suspected fraud	Seek another form of payment from the cardholder. Advise them to contact their bank.
203	Declined	Card acceptor - contact acquirer	Seek another form of payment from the cardholder. Advise them to contact their bank.
204	Declined	Restricted card	Seek another form of payment from the cardholder. Advise them to contact their bank.
205	Declined	Card acceptor - contact acquirer security	Seek another form of payment from the cardholder. Advise them to contact their bank.
206	Declined	Exceed PIN tries	Seek another form of payment from the cardholder. Advise them to contact their bank.
207	Declined	Pick up card. Special condition	Remove card from customer and contact the issuing bank. This should only be done if it is safe to do so. If not, try to obtain the card number and contact the issuer.
208	Declined	Pick-up lost card	Remove card from customer and contact the issuing bank. This should only be done if it is safe to do so. If not, try to obtain the card number and contact the issuer.
209	Declined	Pick-up stolen card	Remove card from customer and contact the issuing bank. This should only be done if it is safe to do so. If not, try to obtain the card number and contact the issuer. If you believe fraud is taking place merchant should also contact the police.
301	Declined	File up not supported by receiver	Seek another form of payment from the cardholder. Advise them to contact their bank.
302	Declined	No record on file	Seek another form of payment from the cardholder. Advise them to contact their bank.

304	Declined	File field edit error	Seek another form of payment from the cardholder. Advise them to contact their bank.
305	Declined	File locked out	Seek another form of payment from the cardholder. Advise them to contact their bank.
306	Declined	File action not successful	Seek another form of payment from the cardholder. Advise them to contact their bank.
902	Declined	Invalid transactions	If the card is from overseas, request another form of payment. If the card was a credit card, ensure no PIN has been entered. Ensure the correct account type was selected for the transaction. If the transaction still fails, seek another form of payment.
903	Declined	Re-enter transaction	Attempt transaction again.
904	Declined	Format error	Reset the device then attempt the transaction again. If this fails, seek another form of payment.
905	Declined	Acquirer not supported	The card is not allowed at this terminal. If the card being used is AMEX/ Diners/ JCB, the terminal may not have been linked properly at AMEX/ Diners/ JCB. Seek another form of payment.
906	Declined	Cut over in progress	Switch ending a day's business and starting the next. The transaction can be retried at a later stage.
907	Declined	Issuer/ switch is inoperative	Retry transaction. If this fails, process the transaction as per offline transaction procedures or seek another form of payment.
908	Declined	Financial institution can't be found for routing	Seek another form of payment from the cardholder. Advise them to contact their bank.
909	Declined	Suspected malfunction	Attempt transaction again.
911	Declined	Card issuer timed out	Retry transaction.
915	Declined	Cut over/ Reconciliation error	Contact Help Desk on 1800 334 702. Reset the terminal and retry the transaction. If this fails, seek another form of payment.
921	Declined	No action required	Attempt transaction again.
960	Declined	MAC error	Contact the Merchant Help Desk on 1800 334 702 for assistance. Terminal will be powered off and on again. If the terminal reset fails, seek another form of payment.

Contacts

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 stationery

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**, and select option 2.

bendigobank.com.au

Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo, VIC 3550. ABN 11 068 049 178. AFSL 237879. BEN 30MS043
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