Verifone

how can we help you?

process transactions on your **Speedpoint®** device

This manual will guide you in performing transactions on your Speedpoint® device. All our Speedpoint® devices are able to process any Visa, MasterCard, UnionPay International, Amex, Diners Club, Private Label and Loyalty, credit, debit or cheque cards including chip and pin cards, magnetic stripe cards, fleet and contactless cards. Our Speedpoint® devices are also enabled to process Cashback and eWallet transactions.

*Association Agreements with Amex, Diners and Private Label's must be set up directly.
First National Bank Limited – a subsidiary of the FirstRand Group, South Africa

First National Bank

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Bank card rules

Debit cards

- Allow Cash Advance transactions.
- Do not allow refunds (alternative means must be used for refunds).

Chip & PIN cards (EMV) *Europay, MasterCard, Visa*

- EMV cards include debit, cheque and credit cards. If a Chip & PIN card is linked to more than one account, the cardholder will need to select **'Cheque'** or **'Savings'** and press **'Enter'** to confirm the account.

All cards

- Cardholder receipts will no longer print automatically from the Speedpoint® device.
- The cardholder receipt will only print if requested.
- The Speedpoint® device will automatically print a merchant receipt showing whether the transaction has been approved or declined.
- If the transaction has been declined a reason for the decline will be displayed on the receipt.

Contactless

- Contactless acceptance has been enabled on all Speedpoint® devices for purchase transactions.
- The Speedpoint® device will prompt the cardholder for a PIN if it is required.

T's & C's apply

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Terminal troubleshooting **Index**

- Communication Errors.
- Hotcard/Parameters and Settlement/Banking Issues.
- Authorisation Issues.
- Manual SIM swap.
- Hotcard / Code 10 / Hold and Call.
- Cash withdrawal/Purchase with cash/eWallet transactions not available.
- Screen or keyboard is stuck.
- Printing Issues.
- Faulty terminal.

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Troubleshooting

Speedpoint® device tries to connect but a communication timeout error occurs:

Desktop Speedpoint® device:

- Check that the power cable of the radio pad/modem is plugged in and is not damaged.
- Check that the phone connections and radio pad/modem are plugged in correctly.
- Check that the phone line is working.
- Check the radio pad signal (check the signal lights on the modem).

Mobile Speedpoint® device:

- Check the GPRS signal (check the signal strength displayed on the Speedpoint® device).
- If these problems persist, contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**
-

'Communication failure' message displays on the screen:

If there is no response from the host, the Speedpoint® device will automatically reverse the transaction. The reversal will be sent the next time the Speedpoint® device connects to the host.

Troubleshooting

Hotcard/Parameters and Settlement/Banking Issues:

When "**Hotcards file old**" is displayed, connection fails and parameters cannot download, and/or settlement fails follow these steps:

1 Press * on the home screen.

2 Press 2 for '**Card Processing**'.

3 Press 1 for '**Operator**'.

    3.1 Press 3 for '**Batch Transmission**' to bank the Speedpoint® device.

    3.2 Press 4 for '**Update Parameters and Hotcard**'.

'Authorisation failed' message displays on the screen:

Below this message on the receipt, a reason for decline will be displayed.
If this message is still unclear, contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838** and select option 1.

Troubleshooting

How to perform a manual SIM swap:

Applicable to VX 675 Speedpoint® devices only

- Press *.
- Press 1 for 'System'.
- Press 3 for 'Connections'.
- Enter Manager ID and press **'Enter'.**
- Enter Manager PIN and press **'Enter'.**
- Press 3 for 'GPRS Setup'.
- Press 3 for 'Switch SIM'.

A 'Hotcard'/'Code 10'/'Hold and Call' message displays on the screen or is printed on the receipt:

- The transaction has been declined because this card has been reported lost/stolen, and could be fraudulent.
- Call the **FNB Authorisations Centre** on **0242 435 050 / 050 158 0838** and say 'I have a code 10 authorisation request'. Then follow the instructions given to you over the phone.
- Do not make the call if you feel your **life will be put in danger.**

Troubleshooting

Cash advance / Purchase + Cashback /eWallet transactions not available.

- Separate agreements need to be signed in order to have access to Cash Advance / Purchase + Cashback/ eWallet transaction options.

- Please contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**
- for assistance.

Screen or keyboard is stuck:

- Please contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**
- and select option 4 for the technical department.

If you are experiencing a problem when printing:

- Check that there is enough paper in the Speedpoint® device.

- Ensure that the paper roll is correctly inserted.

- Check that the paper closure lid is properly closed.

- If the problem persists refer to your Speedpoint® **'How to Guide'** or contact the **FNB Merchant Services Help Desk** won **0242 435 050 / 050 158 0838**

Troubleshooting

Your Speedpoint® device is faulty when:

- It will not read any cards when they are inserted or swiped.

- It will not power up.

- The screen displays an error message.

- The keypad will not react.

- Should you be unsure, please contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**

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User Management **Index**

> Add a user.

> Delete a user.

> Change Manager / Supervisor PIN.

> Enabling a reference number.

User Management

Add a user:

1 Press *.

2 Press 1 for System.

3 Press 4 for User Management.

4 Enter Manager ID
and press **'Enter'.**

5 Enter Manager PIN
and press **'Enter'.**

6 Press 1 for Add user.

Add a user

Delete a user

Change Manager /
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Next

User Management

Delete a user:

1 Press *.

2 Press 1 for System.

3 Press 4 for User Management.

4 Enter Manager ID
and press **'Enter'.**

5 Enter Manager PIN
and press **'Enter'.**

6 Press 2 to Delete user.

User Management

Change Manager / Supervisor PIN:

1 Press *.

2 Press 1 for System.

3 Press 4 for User Management.

4 Enter Manager ID and press **'Enter'.**

5 Enter Manager PIN and press **'Enter'.**

6 Press 4 for Pin change.

User Management

Enabling a reference number:

1 Press *.

2 Press 2 for Card processing.

3 Press 1 for Operator.

4 Press 5 for Settings.

5 Press Reference number.

6 Press 1 for Enabling reference number.

Enter the **reference number** during the transaction when prompted by Speedpoint® device.

Checklist to follow at the end of every day

1 Leave the Speedpoint® device powered up and plugged in at night. Every evening at the same time, the terminal will perform an automatic settlement for all transactions processed that day.

1.2 If a settlement was unsuccessful, the Speedpoint® device will try to reconnect three times after which a **'Settlement failed'** message will be printed.

1.3 In order to manually bank/settle the Speedpoint® device:
- Press *.
- Press 2 for Card processing.
- Press 1 for Operator.
- Select '**Batch transmission**' (Shortcut: Press **'Enter'** on the home screen and select **'Batch Transmission'**).

2 Check the end of day batch report every day.

3 If there are any new parameters for the Speedpoint® device, these will be downloaded automatically.

3.1 If the parameter download is unsuccessful a **'Parameter download failed'** message will be printed.

3.2 To manually download parameters:
- Press *.
- Press 2 for Card Processing.
- Press 1 for Operator.
- Select **'Update parameters'**. (Shortcut: Press **'Enter'** on the home screen and select **'Update Parameters'**).

4 Check that the parameter report has been printed every day.

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- Bank card rules
- Troubleshooting
- User Management
- Daily processes to complete
- Retail transaction options
- Forecourt transaction options
- Workshop transaction options
- Contact Us

Retail transaction options

Purchase | Purchase including tip | Refund | Reverse last

Balance Enquiry | Cash Advance | Purchase + Cashback | eWallet

Purchase:

1 To initiate the transaction, enter transaction amount and press **'Enter'.**

2 The screen will display a **'Pass terminal to the client'** message.

3 Cardholder must tap/swipe/ insert card.

4 For credit cards, if a budget option is allowed, the screen will prompt the cardholder to select Budget or Straight. If Budget is selected, select the period from 3 to 60 months, after which a confirmation screen will appear.

5 Cardholder must enter PIN and press **'Enter'** (if required).

6 Cardholder will be prompted to remove the card from the Speedpoint® device.

7.1 Approved transaction:
If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

7.2 Declined transaction:
If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**

Press # on the home screen to view the list of **available transactions.**

| Purchase | Purchase including tip | Refund | Reverse last | Balance Enquiry | Cash Advance | Purchase + Cashback | eWallet |

Purchase including tip:

Relevant for restaurant environments only.

1 To initiate the transaction, enter purchase amount and press **'Enter'.**

2 Enter the tip amount and press **'Enter'.**

3 Enter table number and press **'Enter'.**

4 Enter waiter number and press **'Enter'.** (If waiter option has been set up)

5 Enter waiter PIN and press **'Enter'.** (If waiter option has been set up)

6 The screen will display a **'Pass terminal to client'** message.

7 Cardholder must tap/swipe/insert card.

8 For credit cards, if a budget option is allowed, the screen will prompt the cardholder to select budget or straight. If budget is selected, select the period from 3 to 60 months, after which a confirmation screen will appear.

9 Cardholder must enter PIN and press **'Enter'** (if required).

10 Cardholder will be prompted to remove the card from the Speedpoint® device.

11.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

11.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

Refund:

1 Press #.

2 Select the **'Refund'** option.

3 Enter refund amount and press **'Enter'.**

4 Enter supervisor ID and press **'Enter'.**

5 Enter supervisor PIN and press **'Enter'.**

6 The screen will display a **'Pass terminal to client'** message.

7 Cardholder must swipe/ insert card.

8 Cardholder must enter PIN and press **'Enter'** (if required).

9 Cardholder will be prompted to remove the card from the Speedpoint® device.

10.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

10.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

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Reverse last:

The 'Reverse last' option can only be used to reverse the very last transaction performed on the Speedpoint® device.

1 Press #.

2 Select the **'Reverse last'** option.

3 Enter supervisor ID and press **'Enter'.**

4 Enter supervisor PIN and press **'Enter'.**

5 The screen will display a **'Pass terminal to client'** message.

6 Cardholder must tap/swipe/ insert card.

7 Cardholder is prompted to enter the exact purchase amount to be reversed and press **'Enter'**.

8 Cardholder must enter PIN and press **'Enter'** (if required).

9 Cardholder will be prompted to remove the card from the Speedpoint® device.

10.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

10.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

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Balance Enquiry:

Available for selected cards only.

1 Press #.

2 Select the **'Balance enquiry'** option.

3 Enter supervisor ID and press **'Enter'.**

4 Enter supervisor PIN and press **'Enter'.**

5 The screen will display a **'Pass terminal to client'** message.

6 Cardholder must tap/swipe/insert card.

7 Cardholder must enter PIN and press **'Enter'** (if required).

8 The Speedpoint® device. will display the cardholder's balance on the screen.

9 If a card was inserted the cardholder will be prompted to remove the card from the Speedpoint® device.

10 No receipt will print.

Purchase

Purchase including tip

Refund

Reverse last

Balance Enquiry

Cash Advance

Purchase + Cashback

eWallet

Cash Advance:

Cash Advance is not available on credit cards.

1 Press #.

2 Select the **'Cash Advance'** option.

3 Enter the Cash Advance amount and press **'Enter'.**

4 Enter the supervisor ID and press **'Enter'.**

5 Enter the supervisor PIN and press **'Enter'.**

6 The screen will display a **'Pass terminal to client'** message.

7 Cardholder must swipe/insert/tap card.

8 Cardholder must enter PIN and press **'Enter'** (if required).

9 Cardholder will be prompted to remove the card from the Speedpoint® device.

10.1 **Approved transactions:**
If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

10.2 **Declined transactions:**
If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

Purchase + Cashback

1 Press #.

2 Select the **'Purchase + Cashback'** option.

3 Enter purchase amount and press **'Enter'**.

4 Enter Cashback amount and press **'Enter'**.

5 Enter supervisor ID and press **'Enter'**.

6 Enter supervisor PIN and press **'Enter'**.

7 The screen will display a **'Pass terminal to client'** message.

8 Cardholder must tap/swipe/insert card.

9 Cardholder must enter PIN and press **'Enter'** (if required).

10 Cardholder will be prompted to remove the card from the Speedpoint® device.

11 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

12 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

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eWallet Purchase

eWallet Cash Advance

eWallet Purchase + Cashback

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eWallet Purchase

1 Press **'Enter'** on the home screen.

2 Select the **'eWallet'** option.

3 Select **'Purchase'** and press **'Enter'.**

4 Enter transaction amount and press **'Enter'.**

5 The screen will display a **'Pass terminal to client'** message.

6 The screen will display an **'Enter cell phone number'** message; customer must enter cell phone number.

7 The screen will display an **'Enter one time PIN'** message; customer must enter the OTP.

8.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Customer will be prompted to return the Speedpoint® device.

8.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

eWallet Cash Advance:

Cash Advance is not available on credit cards.

1 Press **'Enter'** on the home screen.

2 Select the **'Cash Advance'** option and press **'Enter'.**

3 Enter the Cash Advance amount and press **'Enter'.**

4 The screen will display a **'Pass terminal to client'** message.

5 The screen will display an **'Enter cell phone number'** message; customer must enter cell phone number.

6 The screen will display an **'Enter one time PIN'** message; customer must enter the OTP.

7.1 Approved transactions:
If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

7.2 Declined transactions:
If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

eWallet Purchase

eWallet Cash Advance

eWallet Purchase + Cashback

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eWallet Purchase + Cashback

1 Press **'Enter'** on the home screen.

2 Select the **'eWallet'** option and press **'Enter'.**

3 Select the **'Purchase with Cashback'** option and press **'Enter'.**

4 Enter purchase amount and press **'Enter'.**

5 Enter Cashback amount and press **'Enter'.**

6 The screen will display a **'Pass terminal to client'** message.

7 The screen will display an **'Enter cell phone number'** message; customer must enter cell phone number.

8 The screen will display an **'Enter one time PIN'** message; customer must enter the OTP.

9.1 **Approved transactions:**
If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

9.2 **Declined transactions:**
If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

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- > Bank card rules
- > Troubleshooting
- > User Management
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- > Retail transaction options
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- > Workshop transaction options
- > Contact Us

Forecourt transaction options

Purchase > | Refund > | Reverse last > | Balance Enquiry >

Cash Advance > | Purchase + Cashback > | eWallet > |

Purchase:

1 To initiate the transaction, enter transaction amount and press **'Enter'.**

2 Select from the options available on the screen: **Fuel only, Fuel and Oil, Oil Only.**

If **'Fuel'** is selected, select the relevant fuel option and press **'Enter'.**

If **'Fuel and Oil'** is selected, select the relevant fuel option and press **'Enter'.**
Enter the oil Rand Value amount and press **'Enter'.**

If **'Oil Only'** is selected, select the relevant fuel option and press **'Enter'.**

3 The screen will display a **'Pass terminal to the client'** message.

4 Cardholder must tap/swipe/ insert card.

5 For credit cards, if a budget option is allowed, the screen will prompt the cardholder to select Budget or Straight. If Budget is selected, select the period from 3 to 60 months, after which a confirmation screen will appear.

6 Cardholder must enter PIN and press **'Enter'** (if required).

7.1 Approved transaction:
If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

7.2 Declined transaction:
If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

8 Cardholder will be prompted to remove the card from the Speedpoint® device.

Press # on the home screen to view the list of **available transactions.**

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Refund:

1 Press #.

2 Select the **'Refund'** option.

3 Enter refund amount and press **'Enter'.**

4 Enter supervisor ID and press **'Enter'.**

5 Enter supervisor PIN and press **'Enter'.**

6 The screen will display a **'Pass terminal to client'** message.

7 Cardholder must swipe/insert card.

8 Cardholder must enter PIN and press **'Enter'** (if required).

9 Cardholder will be prompted to remove the card from the Speedpoint® device.

10.1 **Approved transactions:**
If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

10.2 **Declined transactions:**
If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

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Reverse last:

The 'Reverse last' option can only be used to reverse the very last transaction performed on the Speedpoint® device.

1 Press #.

2 Select the **'Reverse last'** option.

3 Enter supervisor ID and press **'Enter'.**

4 Enter supervisor PIN and press **'Enter'.**

5 The screen will display a **'Pass terminal to client'** message.

6 Cardholder must tap/swipe/ insert card.

7 Cardholder will be prompted to remove the card from the Speedpoint® device.

8 Cardholder must enter PIN and press **'Enter'** (if required).

9 Cardholder will be prompted to remove the card from the Speedpoint® device.

10.1 **Approved transactions:**
If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

10.2 **Declined transactions:**
If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

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Balance Enquiry:

Available for selected cards only.

1 Press #.

2 Select the **'Balance enquiry'** option.

3 Enter supervisor ID and press **'Enter'**.

4 Enter supervisor PIN and press **'Enter'**.

5 The screen will display a **'Pass terminal to client'** message.

6 Cardholder must tap/swipe/ insert card.

7 Cardholder must enter PIN and press **'Enter'** (if required).

8 The Speedpoint® device. will display the cardholder's balance on the screen.

9 If a card was inserted the cardholder will be prompted to remove the card from the Speedpoint® device.

10 No receipt will print.

| Purchase | Refund | Reverse last | Balance Enquiry | Cash Advance | Purchase + Cashback | eWallet |

Cash Advance:

Cash Advance is not available on credit cards.

1 Press #.

2 Select the **'Cash Advance'** option.

3 Enter the Cash Advance amount and press **'Enter'**.

4 Enter the supervisor ID and press **'Enter'**.

5 Enter the supervisor PIN and press **'Enter'**.

6 The screen will display a **'Pass terminal to client'** message.

7 Cardholder must swipe/insert/tap card.

8 Cardholder must enter PIN and press **'Enter'** (if required).

9 Cardholder will be prompted to remove the card from the Speedpoint® device.

10.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

10.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

| Purchase | Refund | Reverse last | Balance Enquiry | Cash Advance | Purchase + Cashback | eWallet |

Purchase + Cashback

1 Press #.

2 Select the **'Purchase + Cashback'** option.

3 Enter purchase amount and press **'Enter'.**

4 Enter Cashback amount and press **'Enter'.**

5 Select from the options available on the screen: **Fuel only, Fuel and Oil, Oil Only.**

If **'Fuel'** is selected, select the relevant fuel option and press **'Enter'.**

If **'Fuel and Oil'** is selected, select the relevant fuel option and press **'Enter'.** Enter the oil Rand Value amount and press **'Enter'.**

If **'Oil Only'** is selected, select the relevant fuel option and press **'Enter'.**

6 Enter supervisor ID and press **'Enter'.**

7 Enter supervisor PIN and press **'Enter'.**

8 The screen will display a **'Pass terminal to client'** message.

9 Cardholder must tap/swipe/ insert card.

10 Cardholder must enter PIN and press **'Enter'** (if required).

11 Cardholder will be prompted to remove the card from the Speedpoint® device.

12.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

12.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

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eWallet Purchase

eWallet Cash Advance

eWallet Purchase + Cashback

eWallet Purchase

1 Press **'Enter'** on the home screen.

2 Select the **'eWallet'** option.

3 Select **'Purchase'** and press **'Enter'.**

4 Enter transaction amount and press **'Enter'.**

5 The screen will display a **'Pass terminal to client'** message.

6 The screen will display an **'Enter cell phone number'** message; customer must enter cell phone number.

7 The screen will display an **'Enter one time PIN'** message; customer must enter the OTP.

8.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Customer will be prompted to return the Speedpoint® device.

8.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the customer will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

eWallet Purchase

eWallet Cash Advance

eWallet Purchase + Cashback

eWallet Cash Advance:

Cash Advance is not available on credit cards.

1 Press **'Enter'** on the home screen.

2 Select the **'Cash Advance'** option and press **'Enter'.**

3 Enter the Cash Advance amount and press **'Enter'.**

4 The screen will display a **'Pass terminal to client'** message.

5 The screen will display an **'Enter cell phone number'** message; customer must enter cell phone number.

6 The screen will display an **'Enter one time PIN'** message; customer must enter the OTP.

7.1 **Approved transactions:**
If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

7.2 **Declined transactions:**
If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

eWallet Purchase

eWallet Cash Advance

eWallet Purchase + Cashback

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eWallet Purchase + Cashback

1 Press **'Enter'** on the home screen.

2 Select the **'eWallet'** option and press **'Enter'.**

3 Select the **'Purchase with Cashback'** option and press **'Enter'.**

4 Enter purchase amount and press **'Enter'.**

5 Enter Cashback amount and press **'Enter'.**

6 The screen will display a **'Pass terminal to client'** message.

7 The screen will display an **'Enter cell phone number'** message; customer must enter cell phone number.

8 The screen will display an **'Enter one time PIN'** message; customer must enter the OTP.

9.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

9.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

Verifone

- Bank card rules
- Troubleshooting
- User Management
- Daily processes to complete
- Retail transaction options
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Workshop transaction options

Purchase

Refund

Reverse last

Balance Enquiry

Cash Advance

Purchase + Cashback

eWallet

Purchase:

1 To initiate the transaction, enter transaction amount and press **'Enter'.**

2 Select from the product offerings available on the screen and press **'Enter'**

3 Add additional products one by one if required

4 The screen will display a **'Pass terminal to the client'** message.

5 Cardholder must tap/swipe/ insert card.

6 For credit cards, if a budget option is allowed, the screen will prompt the cardholder to select Budget or Straight.

If Budget is selected, select the period from 3 to 60 months, after which a confirmation screen will appear.

Cardholder must enter PIN and press **'Enter'** (if required).

7.1 Approved transaction:
If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

7.2 Declined transaction:
If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

8 Cardholder will be prompted to remove the card from the Speedpoint® device.

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| Purchase | Refund | Reverse last | Balance Enquiry | Cash Advance | Purchase + Cashback | eWallet |

Refund:

1 Press #.

2 Select the **'Refund'** option.

3 Enter refund amount and press **'Enter'.**

4 Enter supervisor ID and press **'Enter'.**

5 Enter supervisor PIN and press **'Enter'.**

6 The screen will display a **'Pass terminal to client'** message.

7 Cardholder must swipe/ insert card.

8 Cardholder must enter PIN and press **'Enter'** (if required).

9 Cardholder will be prompted to remove the card from the Speedpoint® device.

10.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

10.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

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Purchase | Refund | Reverse last | Balance Enquiry | Cash Advance | Purchase + Cashback | eWallet

Reverse last:

The 'Reverse last' option can only be used to reverse the very last transaction performed on the Speedpoint® device.

1 Press #.

2 Select the **'Reverse last'** option.

3 Enter supervisor ID and press **'Enter'.**

4 Enter supervisor PIN and press **'Enter'.**

5 The screen will display a **'Pass terminal to client'** message.

6 Cardholder must tap/swipe/ insert card.

7 Cardholder is prompted to enter the exact purchase amount to be reversed and press **'Enter'**.

8 Cardholder must enter PIN and press **'Enter'** (if required).

9 Cardholder will be prompted to remove the card from the Speedpoint® device.

10.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

10.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

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| Purchase | Refund | Reverse last | Balance Enquiry | Cash Advance | Purchase + Cashback | eWallet |

Balance Enquiry:

Available for selected cards only.

1 Press #.

2 Select the **'Balance enquiry'** option.

3 Enter supervisor ID and press **'Enter'.**

4 Enter supervisor PIN and press **'Enter'.**

5 The screen will display a **'Pass terminal to client'** message.

6 Cardholder must tap/swipe/ insert card.

7 Cardholder must enter PIN and press **'Enter'** (if required).

8 The Speedpoint® device. will display the cardholder's balance on the screen.

9 If a card was inserted the cardholder will be prompted to remove the card from the Speedpoint® device.

10 No receipt will print.

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Next

| Purchase | Refund | Reverse last | Balance Enquiry | Cash Advance | Purchase + Cashback | eWallet |

Cash Advance:

Cash Advance is not available on credit cards.

1 Press #.

2 Select the **'Cash Advance'** option.

3 Enter the Cash Advance amount and press **'Enter'**.

4 Enter the supervisor ID and press **'Enter'**.

5 Enter the supervisor PIN and press **'Enter'**.

6 The screen will display a **'Pass terminal to client'** message.

7 Cardholder must swipe/insert/tap card.

8 Cardholder must enter PIN and press **'Enter'** (if required).

9 Cardholder will be prompted to remove the card from the Speedpoint® device.

10.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

10.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

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| Purchase | Refund | Reverse last | Balance Enquiry | Cash Advance | Purchase + Cashback | eWallet |

Purchase + Cashback

1. Press #.

2. Select the **'Purchase + Cashback'** option.

3. Enter purchase amount and press **'Enter'.**

4. Enter Cashback amount and press **'Enter'.**

5. Select from the product offerings available on screen and press **'Enter'.**

6. Add additional products one by one if required.

7. Enter supervisor ID and press **'Enter'.**

8. Enter supervisor PIN and press **'Enter'.**

9. The screen will display a **'Pass terminal to client'** message.

10. Cardholder must tap/swipe/ insert card.

12. Cardholder must enter PIN and press **'Enter'** (if required).

13. Cardholder will be prompted to remove the card from the Speedpoint® device.

14.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

14.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

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| Purchase | Refund | Reverse last | Balance Enquiry | Cash Advance | Purchase + Cashback | eWallet |

eWallet Purchase

eWallet Cash Advance

eWallet Purchase + Cashback

eWallet Purchase

1 Press **'Enter'** on the home screen.

2 Select the **'eWallet'** option.

3 Select **'Purchase'** and press **'Enter'.**

4 Enter transaction amount and press **'Enter'.**

5 The screen will display a **'Pass terminal to client'** message.

6 The screen will display an **'Enter cell phone number'** message; customer must enter cell phone number.

7 The screen will display an **'Enter one time PIN'** message; customer must enter the OTP.

8.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Customer will be prompted to return the Speedpoint® device.

8.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the customer will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

eWallet Cash Advance:

Cash Advance is not available on credit cards.

1 Press **'Enter'** on the home screen.

2 Select the **'Cash Advance'** option and press **'Enter'.**

3 Enter the Cash Advance amount and press **'Enter'.**

4 The screen will display a **'Pass terminal to client'** message.

5 The screen will display an **'Enter cell phone number'** message; customer must enter cell phone number.

6 The screen will display an **'Enter one time PIN'** message; customer must enter the OTP.

7.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

7.2 **Declined transactions:** If the transaction has been declined, a **'Declined'** message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk** on **0242 435 050 / 050 158 0838**.

eWallet Purchase + Cashback

1 Press **'Enter'** on the home screen.

2 Select the **'eWallet'** option and press **'Enter'.**

3 Select the **'Purchase with Cashback'** option and press **'Enter'**.

4 Enter purchase amount and press **'Enter'.**

5 Enter Cashback amount and press **'Enter'.**

6 The screen will display a **'Pass terminal to client'** message.

7 The screen will display an **'Enter cell phone number'** message; customer must enter cell phone number.

8 The screen will display an **'Enter one time PIN'** message; customer must enter the OTP.

9.1 **Approved transactions:** If transaction has been approved a **'Would you like a receipt'** message will be displayed on the screen.

Press **'Enter'** to print a client receipt.

If **'Enter'** is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

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For more information, contact us:

FNB Merchant Services Help Desk: **0242 435 050 / 050 158 0838**

Supervisor / Manager ID and PIN

A **manager** and **supervisor ID and PIN** will be provided by the field technician when the Speedpoint® device is installed.