

## **MAKING THE TERMINAL 'LIVE' OR 'DEMO' (STAFF TRAINING)**

**DEMO** mode allows you to train your staff without purchasing products. **DEMO** mode prints "NOT FOR SALE" at the top of each voucher. Once you have finished training, change the mode to **LIVE** to begin selling products.

1. Call **Now Prepay** to obtain the default Manager and Clerk passwords for your terminal.
2. **Power the Terminal ON.**
3. Enter a Manager Password.
4. Select "**Settings**" by using down key and pressing the [F2] key or "5" key.
5. Press [F3] key or "3" key to change **DEMO** or **LIVE** mode.

## **SELECTING TERMINAL LANGUAGE**

1. Enter a Manager Password and press the [OK] key.
2. Press the [F2] or "5" key to select "**Settings**".
3. Press the [F3] key or "6" key to toggle between *French* and *English*.  
**Important:** This function does not select the language printed on the vouchers. This is configured at the Now Prepay server.

## **SELLING A PREPAID PIN**

1. Enter a Clerk Password and press the [OK] key.
2. Select desired category by pressing the corresponding key.
3. Select desired product by pressing the corresponding key.
4. Select the desired PIN value by pressing the corresponding key.
5. If the Multi-Print feature is on, enter the quantity of vouchers desired.
6. If Pre-Print is used, the UPC barcode prints
7. Select "**Yes**" to continue the transaction and print the voucher(s). Otherwise select "**No**" to cancel the transaction. **Note:** A 60 second time-out cancels the transaction if no key is pressed.
8. Obtain the voucher(s) and provide to the customer.
9. Select "**Yes**" or "**No**" to confirm the voucher printed okay.

**Note:** If select "No", Re-print or Display are shown on the screen

## **SELLING POINT OF SALE ACTIVATION (POSA) PRODUCTS**

1. Enter a Clerk Password and press the [OK] key
2. Swipe the POSA card.
3. Follow the instructions on the terminal.
4. If Pre-Printing is used, the UPC barcode prints.
5. Select "**Yes**" to continue the transaction and print the voucher(s). Otherwise select "**No**" to cancel the transaction. **Note:** A 60 second time-out cancels the transaction if no key is pressed.
6. Obtain the confirmation voucher and provide to the customer.
7. Select "**Yes**" or "**No**" to confirm the voucher printed okay.

## **SELLING DIRECT TOP-UP PRODUCTS (E.G. BOOST PAYGO RTR)**

1. Enter your Clerk Password and press the [OK] key
2. Select desired category by pressing the corresponding key.
3. Select desired product by pressing the corresponding key.
4. Enter the requested information (e.g. telephone or account number). Press the [OK] key
5. Enter the Amount to add to the account. Press the [OK] key
6. If Pre-Printing is used, the UPC barcode prints (if applicable). Tear off the UPC for scanning and obtain payment from customer.
7. Select "**Yes**" to continue the transaction and print the voucher(s). Otherwise select "**No**" to cancel the transaction. **Note:** A 60 second time-out cancels the transaction if no key is pressed.
8. Obtain the confirmation voucher and provide to the customer.
9. Select "**Yes**" or "**No**" to confirm the voucher printed okay.

## **HOW TO ADD A CLERK, REPORT OR MANAGER**

The application supports up to 20 clerks and 10 managers.

1. Enter a Manager Password.
2. Select "**Access**" by pressing the [F3] key or "3" key.
3. Select [F1] or "1" key "**Add Clerk**" option to add a Clerk; or select [F2] or "2" key "**Add Reporter**" option to add a Report; or select [F3] or "3" key "**Add Manager**" for add a Manager. The POS displays the next available ID and instructions. Press the [OK] key next to permit password creation.
4. Enter 3 trailing digits after the displayed ID and press the [OK] key.
5. To Validate, enter full password (beginning with the clerk or manager ID) and press the [OK] key.

## **HOW TO REMOVE AN ID**

1. Enter a Manager Password.
2. Select Delete ID by scroll the down arrow key and pressing the [F1] or "4" key.
3. Enter clerk or reporter or manager ID and press the [OK] key.

## **HOW TO CHANGE A PASSWORD**

It is strongly recommended that once you are familiar with the terminal's operation that you change the default passwords for Manager, Reporter and Clerk to passwords of your choice to prevent unauthorized terminal use.

1. Enter Manager Password.
2. Select "**Access**" by pressing the [F3] key or "3" key.
3. Select the down arrow to view next menu.
4. Select "**Modif.Password**" by pressing the [F2] key or "5" key.
5. Enter ID and your old password and press the [OK] key.
6. Enter new password and press the [OK] key.
7. Validate new password and press the [OK] key.

## NEW PRODUCT DOWNLOADS

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1. Enter Manager Password and press the **[OK]** key.
2. Select **"Updates"** by using the down key and pressing the **[F1]** key or **"4"** key. Check to ensure the terminal is in **LIVE** mode. If in **DEMO**, follow "How to Begin Making the Terminal 'Live'" to make a change.
3. Select New Product by pressing the **[F1]** key or **"1"** key. This allows the terminal to contact the server and update the product menu.

## HOW TO GENERATE REPORTS

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1. Enter Manager Password.
2. Select **"Reports"** by pressing the **[F1]** key or **"1"** key.
3. Select **"End of day"** option to obtain a report of today's transactions by pressing the **[F1]** key or **"1"** key.

### Other Reports

- Select **"Reconciliation Report"** by pressing the **[F2]** key or **"2"** key to obtain a reconciliation report with the total transactions during a period of time. Enter the period start date/time and end date/time.
- Select **"Clerk Report"** by pressing the **[F3]** or **"3"** to obtain the transactions made by a specific clerk ID. Enter a clerk ID and the period start date/time and end date/time.
- Select **"Detailed Report"** by scrolling down and pressing the **[F1]** key or **"4"** key. Enter the period start date/time and end date/time.

## HOW TO PRINT AN INVOICE

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1. Enter a Manager Password. Press the **[OK]** key.
2. Select **"Reports"** by pressing the **[F1]** key or **"1"** key.
3. Select **"Current Invoice"** by scroll down to Invoices and pressing the **[F2]** key or **"5"** key to retrieve the most recent invoice.
4. Select **"Previous Invoice"** by pressing **[F3]** key or **"6"** key to retrieve an older invoice. If selecting an older invoice, **enter the period, "End Date"**. Press the **[OK]** key.
5. The terminal contacts the server and retrieves the invoice.

## HOW TO COLLECT A FAVORITE PRODUCT

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1. Enter a Clerk Password and press the **[OK]** key.
2. Press the **[F1]** or **"1"** key to select **"Favorite Products"**.
3. Press the **[F1]** or **"1"** key to select **"Add Favorites"**.
4. Select desired product by pressing the corresponding key.

## HOW TO UNLOCK THE TERMINAL

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The terminal locks when an incorrect ID and password is entered 20 times in a row. To unlock the terminal, enter Manager Password. Only a valid Manager Password will unlock the terminal.

## CUSTOMER SUPPORT

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We're here to help:

<b>Tel:</b>	1-800-253-2111
<b>Fax:</b>	1-888-713-7351
<b>Email:</b>	support@paymentsource.ca
<b>Web:</b>	paymentsource.ca