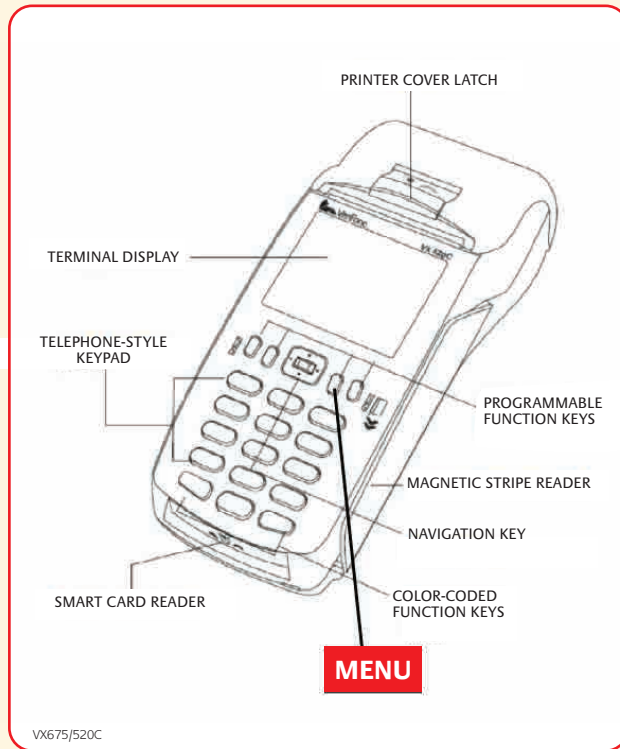


TERMINAL FEATURES



FIXING PAPER ROLL

How to Load Printer Paper

- Open the paper compartment by lifting the latch located at the rear of the terminal and pull the cover to the rear of the terminal
- Pull the paper up to the top of the terminal and hold in position
- Maintain the paper roll position and close the lid
- Press the top of the lid in the centre until it clips into position.



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TRANSACTION PROCESSING

TYPES OF TRANSACTIONS

1) PURCHASE TRANSACTION

Using the Point of Sale Terminal for Non-Chip Cards & Contactless Cards

- Swipe/Insert the card on the Point of Sale Terminal
- Terminal will prompt to enter amount <Enter Amount>
- Press <Enter> the Green Button
- If Terminal will prompt <Enter Pin>
- Ask the Cardholder to enter the 4 digits (PIN Number).
- Press <Enter> the Green Button
- Wait till the <Auth Code> is displayed at the end of the slip copy printed from Point of Sale Terminal.
- Tear off the Receipt. If <PIN> not entered then obtain cardholder's signature
- Press any key to obtain the second Purchase Receipt Copy.

2) VOID TRANSACTION

- Press <Menu> Button
- Select Number <2> on the Keypad
- Enter Receipt Number (Normally 6 digits)
- Terminal will display information such as Receipt Number, Amount, Card Number
- Press Enter <Green Key> to confirm "YES" or Press cancel <Red Key> for "NO".

3) REFUND

- Press <Menu> Button
- Select Number <3> on the Keypad
- Enter the Amount
- Swipe/Insert/ Tap Card
- Enter <Auth code> (6 digit)
- Press <Enter>
- Wait for Charge slip

4) PRE-AUTH

- Press <Menu> Button
- Select Number <4> on the Keypad
- Swipe/Insert/ Tap Card
- Enter the Amount
- Terminal will prompt to <Enter Pin>
- Ask the Cardholder to enter the 4 digits <PIN Number>.
- Wait for Charge slip

(Important Note: All PRE-AUTH transactions have to be completed if any, to receive daily settlement.)

5) PRE-AUTH COMPLETION

- Press <Menu> Button Twice
- Select Number <1> on the Keypad
- Swipe/Insert/ Tap Card
- Enter the Amount (the amount that was requested for PRE-AUTH)
- Enter the total amount
- Wait for the Authorisation Code
- Terminal will prompt to <Enter Pin>
- Ask the Cardholder to enter the 4 digits <PIN Number>.
- Wait for Charge slip

6) PRE-RECEIPT

- Press <Menu> Button Twice
- Select Number <2> on the Keypad
- Swipe/Insert/ Tap Card
- Terminal will prompt to enter amount <Enter Amount>
- Terminal will prompt to <Enter Pin>
- Ask the Cardholder to enter the 4 digits <PIN Number>.
- Wait for Charge slip

7) PRE-RECEIPT COMPLETION

- Press <Menu> Button Twice
- Select Number <3> on the Keypad
- Enter Receipt Number (Normally 6 digits) & Press <Enter>
- Verify <Amount>, <Card Number>
- Press <Green> for YES & <Red> for NO
- Enter Total Amount (Sale+Tip)
- Wait for Charge slip

8) SETTLEMENT

- Press <Menu> Button Twice
- Select Number <4> on the Keypad
- <Batch Settle>

9) REPRINT

- Press <Menu> Button Thrice
- Select Number <1> on the Keypad
- Enter Receipt Number (Normally 6 digits) & Press <Enter>
- Verify <Amount>, <Card Number>
- Press <Green> for YES & <Red> for NO

10) REPORTS

- Press <Menu> Button Thrice
- Select Number <2> on the Keypad
- Press <1> for Summary of Transactions
- Press <2> for Detailed Transactions

11) MOTO

- Press <Menu> Button Four times
- Select Number <1> on the Keypad
- Terminal will prompt to enter amount <Enter Amount>
- Enter <Card Number>
- Enter <Card Expiry Date>
- Wait for Charge slip

NOTE:

Prior to use the card on the POS Terminal, if you receive a card that looks suspicious or if you feel that the person presenting the card is not displaying a normal behaviour, you are requested to call RAKBANK on 04 2913355

FEW ERROR MESSAGES

- 1 Not Sufficient Fund- Not sufficient money on the Card Holder account. Do not accept the card.
- 2 Do not Honour- This means, the card is blocked for some reason. Do not accept the card.
- 3 Pickup / Stolen Card- Do not accept the card.
- 4 System Malfunction- The system is down, merchant has to call the bank for further clarification.
- 5 Issuer Switch in-operative- This message comes when Card Issuing Bank's system is down. Do not accept the card.
- 6 Socket Fail- Please Restart POS terminal, if you are getting the same problem call our partner Etisalat on 8009111.
- 7 Incomplete Tip- Please complete the Pre-Receipt transaction and then proceed for batch settlement.
- 8 Switch Off- Press and hold Red Key however ensure the power cable is disconnected.
- 9 Switch On- Press and hold Green Key
- 10 Check SIM Signal/ Connecting / Timed Out

There could be the signal issue at the location. Just try changing the location of the terminal and the signal should be restored.

BATTERY LEVEL

There is an indicator led on the POS Terminal; if it is green, the POS terminal can be used for doing the transaction. If the light is red; battery level is low and may not be used for any transaction. To check the battery level accurately; you may have to restart the POS terminal. As soon as POS terminal switches on; it displays the battery level.