Dashen Bank S.C / E-Banking Services Dept.

FREQUENTLY ASKED QUESTIONS

at Merchant Locations

 BANKING

 Dashen Bank

The right choice for success

1.How can I make the POS ready for Transaction?

- Check whether the telephone line is plugged into the POS terminal if it is currently working properly or not by plugging in to the telephone apparatus and hear the tone. Check if the screen is active if the connectivity is TCP/IP or wireless.
- If the telephone line works properly then plug the line at its proper place on the modem or power cable at its proper "line in" and "line out" part which ever you are using.
- Check if the power cable is plugged and the POS is getting power.
- Check whether the proper thermal paper (rolling paper) is available and make sure that it is inserted in its proper position as per the terminal type.
- Continue the transaction

2.What Should I do if the POS window says "Out of Paper"?

- If the screen says out of paper, it means either it has finished the rolling paper or the paper is not properly inserted.   Since improper insertion of the paper will lead to duplicate transaction processing and over deduction of customers account if due care has not been taken. However, if the screen remains saying 'out of paper' having the paper properly inserted, unplug the power cable from the power house and plug it in again.

3.What should I do if the POS window shows "no base unit" message?

- If you see the above message on the POS window unplug the power cable from the power house and plug it again. Then the normal window will appear.

4.What should I do if the POS window shows "Xtreme Monitor" or "Xplore Monitor" or "Securrap Monitor"?

- Adjust it using the following step

  i. Press Menu key until you will find 'Load Program'
  ii.Press Enter Key and you find Select Program Dashen
  iii.Again press Enter key then it is ready for another transaction.

5.What does communication failure mean when the POS continuously prints 'Communication failure' without trying to dial to the main system?

- In this case, check the connectivity if it is properly plugged, the terminal is using telephone line TCP/IP connectivity or the signal around if the terminal is using with GPRS connectivity. Then, if it is properly plugged and still the response is the same, there might be technical error which needs the support of technical staff. Use the 24/7 help desk telephone number which is listed at the back of this leaflet to ask for help to ask for help.

6.What does communication failure mean when the POS prints "Communication failure" after counting to connect by dialing to the main system?

- It is an indication of failure on network line and the line may not support data communication or the line is disconnected somewhere. This time check on the telephone line and fix. Resetting the terminal might help for GPRS (wireless) connectivity.

7.What are the negative consequences of improper or wrong type insertion of rolling paper?

- If the rolling paper is inserted with wrong position or with wrong type of rolling paper it prints a white paper and will lead to duplicate deduction from the cardholder account since you can't see whether it is charged or not.

8.What does "Security Breach", "Temper Detected" message on the POS window mean?

- If the terminal has the above message on its screen, the terminal is damaged and has to be replaced by a new one. This usually happens when the terminal fails and improperly handled.

9.What would happen if Portable POS terminal is not sufficiently charged?

- If the terminal is portable(wireless), the terminal has to be charged for sometimes before processing transaction.If the Key pad is not sufficiently charged, the transaction will be terminated without giving authorization receipt but deducting from the cardholder's account. This will lead to duplicate transaction.

10.What can I do to get additional copies of receipt from the terminal?

- Receipt copies are usually needed when they are lost or when the transaction is processed with improperly inserted Rolling Paper. If you find out that the rolling paper is wrongly inserted, then amend it and try to get copies of the receipt using the following steps.

  i. Press Menu key and you will see "operator"

  ii. Press Enter key and select no. 3 which says "Reprint Receipt"

  iii. If you want to print the last receipt, select no. 1 which says "Last Receipt". However, if you need to print receipt other than the last one, select no. 2 which says "Specific Receipt" and insert the receipt number that you want to print.

Note: Receipt can only be reprinted if you do not process end of day using the POS.

11. What does Authorization failed mean?

- If the printed message states that the authorization failed with its respective response code, it is neither from the POS nor the Telephone line. The reason for the decline of the transaction is according to the reason code printed on the message. Refer to the frequent response codes and their interpretation below:.

Frequently Occurred Response Codes with Interpretations

S. No.	Response Codes	Interpretations
1	050	General Decline, Contact Help Desk
2	051	Expired Card
3	052	PIN tries exceeded (advice the cardholder to memorize his / her PIN.
4	054	Contact Help Desk
5	055	Invalid Transaction, Contact Help Desk
6	057	Lost or Stolen Card, Retain the card with you and contact Help Desk
7	059	Restricted Card, communicate Help Desk
8	061	No Positive Balance Forwarded, Contact Help Desk
9	067	Ivalid Transaction Date, contact Help Desk
10	070	Communicate Help Desk
11	074	Unable to Authorize Update the working key using the following step and try again, ■ Press Menu key and you will see operator ■ Press enter and then press no. 5 which is download key and continue until the message "working key updated" appears on the screen If not successful, contact help Desk
12	076	Insufficient fund, Try lesser amount
13	078	Duplicate transaction, Contact Help Desk
14	095	Cardholder requested transaction amount over the daily limit. Try again within the daily limit
15	100	General Decline, contact help desk
16	200	Invalid Account
17	909	Capture Card. Retain the card with you and contact help desk

If you obtain response codes other than the above listed and if you have any inquiries related to the system, please contact Help Desk Service using the following Telephone Lines.