

A Short Guide to POS OPERATION

This user short guide serves as a quick reference for the merchant staff to be used together with the POS operation manual. It should be placed at an easily accessible place near the POS terminal.

- Before proceeding, check whether the telephone Cable and power cables are plugged in properly to the POS terminal. Then, if the telephone line works properly, plug the line at its proper place as indicated in the manual.
- Verify the validity of the card, currently Dashen Bank accepts American Express, Visa, MasterCard and Unionpay Cards for payments at the merchant outlets.
- Check whether the terminal receipt paper (rolling paper) is available and make sure that it is inserted in its proper position.
- There are two kinds of cards based on the technology they use to store cardholder data. There are chip (smart card) based and Magnetic Stripe (mag-strip) based. However, a card can have both chip and magnetic stripe, with the priority being given to the chip during transaction processing.

Purchase for chip cards

- Inserting the card with chip facing up
- When inserted, different transaction option will be displayed
- Press F1 to purchase, then enter sales amount and press enter button.
- Pass the terminal to Cardholder in order to enter his/her PIN
- Wait until the machine generates first transaction receipt (Merchant receipt).
- Then press any key to print customer copy.

Purchase for mag-stripe cards

- Swipe the card and
- Insert last four numbers on the front of the card
- Press F1 to purchase, enter sales amount
- Pass the terminal to the cardholder to enter the PIN.
- Wait until the terminal generates first transaction receipt (Merchant receipt).
- Then press any key to print customer copy.



Refund

This transaction is only allowed for supervisor who has a supervisor PIN.

- Insert/swipe card
- Press F3
- Enter the Approval code(AP) which is found in the purchase receipt .
- Enter Supervisor Name press Enter button,
- Enter Supervisor PIN press Enter button
- Enter refund amount and press Enter button
- Pass the terminal to cardholder to enter PIN.
- Wait until the terminal generates first transaction receipt (Merchant receipt).
- Then press any key to print customer copy.

Reversal

- Insert / swipe card
- Press F2
- Confirm Reverse Last TXN, press enter button.
- Enter Supervisor Name press Enter button
- Enter Supervisor Pin press Enter button
- Pass the terminal to cardholder to enter pin if it has a pin.
- Wait until the terminal generates first transaction receipt (Merchant receipt).
- Then press any key to print customer copy.

Reprint Receipt

Receipt copies are usually needed when they are lost or when the transaction is processed with improperly inserted Rolling Paper.

- Press F2 and you will get reprint receipt at number "8"
- Press number 8 and select receipt type
- If you want to print the last receipt select no. "1" which says 'Last Receipt'.
- If you need to print receipt other than the last one, select no. "2" which says 'Specific Receipt' and insert the receipt number you want to print.

Reports

- Press F2
- Press Number 4, Detail report
- Press number 5, Summary report

For More Information Call:

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