

A920 Terminal

Quick Reference Guide



Sale (Retail Merchant)

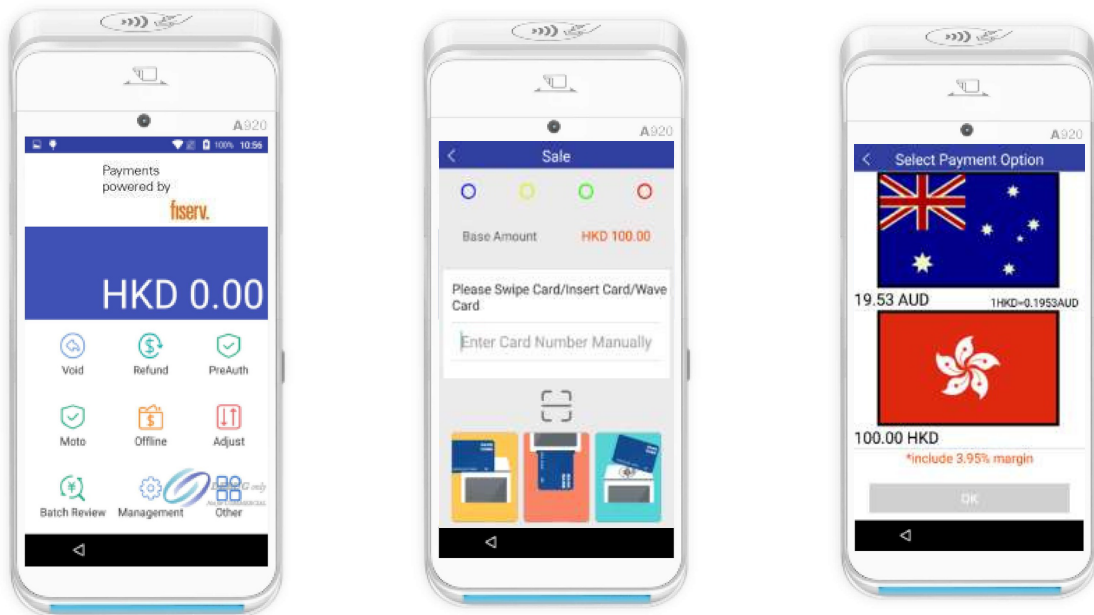
1. Input amount and press **OK**.
2. Insert/swipe/wave/input card number.
3. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
4. Terminal will print out receipt.
5. Press **PRINT** or **CANCEL** to complete the transaction.

Sale (Foreign Cards – Dynamic Currency Conversion DCC)

DCC function is only available to merchants who have activated the service

1. Input amount and press **OK**.
2. Insert/swipe/wave/input card number.
3. If a foreign card is use, the customer can choose the currency for the transaction on screen by pressing the corresponding country flag, then press **OK**.
4. Terminal will print out receipt.
5. Press **PRINT** or **CANCEL** to complete the transaction.


Screen flows of the DCC transaction:




Sale (Tip entry)

- | | |
|---|---|
| 1. Input amount and press OK . | 4. Once the transaction is completed, ask the customer to sign on the screen, then press ENTER . |
| 2. Input tip and press OK . | 5. Terminal will print out receipt. |
| 3. Insert/swipe/wave/input card number. | 6. Press PRINT or CANCEL to complete the transaction. |

Tip Adjustment


- | | |
|--|---|
| 1. Press  in main menu. | 4. Enter new total and press OK to confirm amount. |
| 2. Press ADJUST and input password. | 5. Press PRINT or CANCEL to complete the transaction. |
| 3. Enter original invoice number and press ENTER . | |

Void


- | | |
|--|---|
| 1. Press  in main menu. | 5. Insert/swipe/wave or input card number (for CUP only). |
| 2. Press VOID and input password. | 6. Once the transaction is completed, ask the customer to sign on the screen, then press ENTER . |
| 3. Enter original invoice number. | 7. Press PRINT or CANCEL to complete the transaction. |
| 4. Press OK . | |

IPP Sale (SCB Only)


Minimum purchase amount – SGD 500.00

- | | |
|--|---|
| 1. Press  in main menu. | 5. Insert / swipe / wave card number |
| 2. Press Others . | 6. Select the IPP tenure for the transaction (06 mths, 12 mths etc.) |
| 3. Select Instalment . | 7. Once the transaction is completed, ask the customer to sign on the screen, then press ENTER . |
| 4. Enter Base amount and press ENTER . | 8. Press PRINT or CANCEL to complete the transaction. |


Refund

1. Press  in main menu.
2. Press **REFUND** and enter refund amount, then press **OK**.
3. Enter refund password.
4. Insert/swipe/wave/input card number.
5. Input RRN (for CUP only).
6. Input auth code (for CUP only).
7. Enter PIN (for CUP only).
8. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
9. Press **PRINT** or **CANCEL** to complete the transaction.


Offline Sale

1. Press  in main menu.
2. Press **OFFLINE SALE**.
3. Insert/swipe/wave/input card number.
4. Enter base amount.
5. Enter PIN.
6. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
7. Press **PRINT** or **CANCEL** to complete the transaction.


Settlement

1. Press  in main menu.
2. Choose **MANAGEMENT** → **SETTLEMENT** and input settlement password.
3. Select **ALL** or payment type(s).
4. Press **SETTLE**.
5. Print settlement report.
6. Option to print settled details.
7. Option to print failed details.
8. TMK download (for CUP only).


Pre-Auth

- | | |
|--|---|
| 1. Press  in main menu. | 4. Insert/swipe/wave/Input card number. |
| 2. Choose PRE-AUTH → PRE-AUTH . | 5. Once the transaction is completed, ask the customer to sign on the screen, then press ENTER . |
| 3. Enter base amount. | 6. Press PRINT or CANCEL to complete the transaction. |


Pre-Auth Cancel

- | | |
|--|---|
| 1. Press  in main menu. | 4. Insert/swipe/wave/input card number. |
| 2. Choose PRE-AUTH → PRE-AUTH CANCEL . | 5. Once the transaction is completed, ask the customer to sign on the screen, then press ENTER . |
| 3. Enter approval code. | 6. Press PRINT or CANCEL to complete the transaction. |


Pre-Auth Comp

- | | |
|--|---|
| 1. Press  in main menu. | 5. Enter base amount. |
| 2. Choose PRE-AUTH → PRE-AUTH COMP . | 6. Insert/swipe/wave/input card number. |
| 3. Enter approval code and invoice number. | 7. Once the transaction is completed, ask the customer to sign on the screen, then press ENTER . |
| 4. Choose completion scheme. | 8. Press PRINT or CANCEL to complete the transaction. |


Comp Cancel

1. Press  in main menu.
2. Choose **PRE-AUTH → COMP CANCEL**.
3. Enter invoice number and press **OK**.
4. Once the record is displayed, press **OK**.
5. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
6. Press **PRINT** or **CANCEL** to complete the transaction.

Void Refund

1. Press  in main menu.
2. Choose **OTHER → VOID REFUND**.
3. Input password.
4. Enter original transaction number.
5. Press **OK**.
6. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
7. Press **PRINT** or **CANCEL** to complete the transaction.

Batch Review

1. Press  in main menu.
2. According to the payment type(s) you choose, you can view transaction details and total.
3. According to the transaction you choose, you can then void, adjust, and reprint.