Quick Reference Guide

PAX A920 Range

Merchant ID: _____

Terminal ID: _____

BOI Payment Acceptance
globalpayments

PAX
Empowering Digital Payments

Carrying out a transaction

Regular Card Sale

- ► Tap the screen to initiate a card transaction
- ► Enter the sale amount and click submit
- ► The terminal will ask to **"Place the Card Near the contactless Card Reader or Insert card"**

Contactless Card Sale

- ► For Contactless Payment - Tap the card or phone off the top of the terminal, at the printer location
- ► For Chip & Pin Payment - Insert the card.
  You will be prompted to input your PIN number and press Submit.
  - • Display will show the authorisation response and the Merchant receipt prints.
  - • When Print Customer copy option appears, press yes to print a receipt for the card holder.

Cashback (Max. €100)

If this function is activated, the card holder can withdraw cash from their card.

After the card is read by the terminal the following additional steps occur:

- ► Terminal prompts for Cashback when card is inserted
- ► Ask the customer if they would like to avail of Cashback
- ► The Cardholder can select **Yes** or **No** on the display
- ► If yes, enter the amount of Cashback required and press **submit.**
- ► The Cashback amount will be added to the Sale amount for Authorisation.

MOTO (Mail Order / Telephone Order)

If your business receives orders by Internet, mail or telephone, you can process card transactions by enabling the MOTO service. This allows you to process transactions without the cardholder and their card being present in your place of business.

To carry out a MOTO transaction:

- ▶ Tap the screen to initiate a card transaction
- ▶ Enter the sale amount and press **submit**
- ▶ The terminal will ask to **"Place the Card Near the contactless Card Reader or Insert card"**
- ▶ On the bottom right of the display you will see a keypad symbol,   tap this symbol to key in the card details.
- ▶ Key in the card number and press **submit.**
- ▶ Enter valid expiry date (Format MMYY) and press **submit.**
- ▶ The Terminal will display two options:
  1. Mail Order.
  2. Telephone Order.
- ▶ For Mail Order (for orders where no CVV is provided as part of the payment)
  - ➢ Select **Mail Order** option.
- ▶ For Telephone Order
  - ➢ Select **Telephone Order** option.
  - ➢ Enter CVV number and press submit.
- ▶ Display will show the authorisation response and the Merchant receipt prints.
- ▶ When **Print Customer copy** option appears, press yes to print a receipt for the card holder.

DCC Card Sale

- ▶ After the card is accepted by the terminal the following additional steps occur:
- ▶ The terminal prompts acceptance of DCC and ask to Select transaction currency
- ▶ Ask the cardholder if they wish to pay in the card issued currency, or the local currency, the details are clearly displayed on the terminal including exchange rate and mark-up.
- ▶ The Cardholder can chose their preferred option, and the payment will proceed to authorisation

Refunds

Performing a refund

- ▶ Press the menu button located at the top-right of the screen ≡
- ▶ Select the **Refund** option from the Menu
- ▶ Display shows **Currency Change Yes/No?**
- ▶ Select **No**, and enter refund amount and press submit to continue
- ▶ When prompted, tap/insert or Key in the card details
- ▶ Enter the **administration password** if prompted

DCC Refund

- ▶ Press the menu button located at the top-right of the screen ≡
- ▶ Select the **Refund** option from the Menu
- ▶ Display shows **Currency Change Yes/No?**
- ▶ Select **Yes** option
- ▶ Select currency from the **Choose Currency** list.
- ▶ Enter the transaction amount in the terminal currency (terminal currency amount can be found on the receipt) and select **submit**
- ▶ Enter the exchange rate (exchange rate can be found on the receipt) and press **submit**
- ▶ Enter the amount in the card currency (card currency can be found on the receipt) and press **submit**.
- ▶ Display shows **Full Amount Refund** on screen, press confirm to continue.
- ▶ When prompted, tap/insert or key in the card details
- ▶ Enter the a**dministration password** if prompted

Voiding a Transaction

► Press the menu button located at the top-right of the screen ☰

► Select the **VOID** option from the Menu

► Enter the receipt number and press submit (The amount voided must match the full amount from the receipt number you have entered)

► Display will show **Transaction Voided** and the Merchant receipt prints.

► When Print Customer copy option appears, press **yes** to print a receipt for the card holder.

Reprinting Additional Reports

Reprint last receipt

► Press the menu button located at the top-right of the screen ☰

► Select **Receipt Copy** option

► Select **Receipt**

► Enter the receipt number and press **submit**

► Receipt copy will print

Reprint Last Settlement report

► Press the menu button located at the top-right of the screen ☰

► Select **Receipt Copy** option

► Select **Settlement**

► Last Settlement copy will print

Terminal Power On/Off

▸ The terminal can be powered off by pressing the power-button ⏻ located on the right side of the terminal for 2 seconds. The terminal will show the option to **restart** or **power off**, select **Power Off**

▸ To Power on the device, press the power button ⏻ on the right side of the device for 2 seconds. The device will boot-up.

For Restaurant and Hotel/Guesthouse functionality, please contact our customer support team.

Passwords

Passwords can be added to refunds and settlements if required.
Note: If password on settlement has been enabled, the report function will be moved to the Administrator Menu.

Terminal Rolls

To find out information about terminal roll sizes and costs please visit
www.shop4rolls.ie/BOIPA

Chargebacks

Card transactions are sometimes disputed by the cardholder or the card issuing bank, for example goods not received, transaction not recognised or authorised. When this happens we may contact you requesting further information.

If you are not able to supply the information requested by us or in the time scales we specify then it is likely that this may turn into a chargeback which you may be held liable for, even if you have proof that the transaction was genuine.

Where there is a valid chargeback we will write to you to let you know and BOIPA will debit your nominated bank account with the value of the disputed transaction, quoting the same unique reference number as in the chargeback letter. Our **Managing Chargebacks Guide** can be found in the **Merchant Resources** section of our website.

Contactless

Contactless is an increasingly popular method of payment and all BOIPA POS terminals have contactless functionality. Contactless cards enable purchases under €50 to be completed by tapping the card over a Contactless reader on the enabled terminal. This improves customer payment experience, speeds up transactions and helps retailers to remove cash from their business.

Apple Pay/ Google Pay

All BOIPA terminals support Apple and Google pay. To pay, the customer just holds their Apple or Android device near the contactless terminal reader with their finger on Touch ID.

Dynamic Currency Conversion

DCC is an easy and simple way to offer your international customers transparent payment solutions. DCC allows customers with international debit/credit cards the opportunity to pay in their own currency rather than in the local currency where they are making the purchase.

What are the benefits of offering DCC?

- ► Cardholders know exactly how much they are spending without the need to figure out currency conversions

- ► DCC allows full transparency on foreign exchange rates

- ► Adding DCC to your terminal is completely FREE

- ► Improved customer service for international customers

- ► Earn a rebate from each DCC transaction that you process

Cards Accepted

PCI Compliance

In order to protect your business from the threat of card fraud each BOI Payment Acceptance customer may be requested to attest, or certify, their PCI DSS compliance on an annual basis.

In partnership with Sysnet we have created a Simple PCI DSS online portal which will guide you through the stages of becoming PCI DSS compliant. By validating your compliance through the portal you can avoid the fines, fees and reputational damage associated with a breach. In line with our transparent pricing there is no fee for becoming PCI compliant.

BOIPA Simple PCI DSS – 3 Step Approach

1. Merchants logon to the Simple PCI DSS Portal and answer some questions

2. Merchants are assisted in understanding how to protect their business

3. Merchants will finally be asked to validate and confirm their compliance

If further information on PCI DSS is required please refer to the **Simple PCI DSS** Guide in the **PCI section** of the BOIPA website.

Gift Cards

BOIPA terminals accept One4All and From Me2You gift cards. In order to accept the gift cards you simply contact the gift card companies and they will walk you through the setup. You will need your Merchant ID to enable your account. The gift cards will process like any other transaction and payments may also be accepted through your website. The gift card transactions will be reported on your card terminals or website.

How do I perform a gift card sale?

Insert your card and enter your PIN or swipe the card through the magnetic stripe reader and follow the instructions on the card terminal. If the card is not accepted please contact the relevant gift card companies to ensure the Merchant ID is correctly setup. Funds will be received as usual. If you wish to have POS merchandise and window decals please contact the gift card companies directly.

Business Resource Centre

The Business Resource centre is an online portal set up to help you monitor your account. In the BRC you can view daily transaction details, statements and monthly account billing.

In order to access your account you will need to create a Username and Password. On successfully signing up to BOIPA you will receive a welcome email from our customer support team. This email will provide details of your customer number. You need your customer number and the last 4 digits of your bank account in order to create a BRC account. If you need further information regarding the Business Resource Centre please refer to our BRC guide on the BOIPA website.

You can log into the BRC through the homepage on the BOIPA website (www.BOIPA.com) by clicking the sign in button on the top right.

To Log into Your BRC

1 Click Sign in

More Information

If you require further information please take a look at the
Merchant Resources section on our website **www.BOIPA.com**

Or you can contact our Customer Support team on **1800 806 670**

or email **support@boipa.com**