Payment Terminal

Quick Start Guide
Global Payments Desk/5000 and Desk/5000 Multi-Merchant

Power

To connect the Global Payments Countertop – Desk/5000 to power:
1. Plug the power supply into the power port on the magic box kit.
2. Plug the other end of the power supply into a surge protector attached to an electrical outlet.

To connect the Global Payments Countertop – Desk/5000 to a telephone line:
1. Plug one end of the telephone cord into the phone port on the magic box kit.
2. Plug the other end of the telephone cord into a telephone jack.

To connect the Global Payments Countertop – Desk/5000 to Ethernet:
1. Plug one end of the Ethernet cable into the ETH port on the magic box kit.
2. Plug the other end of the Ethernet cable into an Ethernet jack.

Terminal ON/OFF

When the terminal is connected to the power supply, it will automatically power up, initiate an application check and then enter the home screen. To power off the Countertop – Desk/5000, simply disconnect the power supply from the electrical outlet.

Administrator ID & Password

Your terminal is pre-programmed with a default administrator ID name of "**1**", please call Global Payments Customer Care at 1-800-263-2970. to set up your personalized admin password.

Performing a Sale Transaction

1. Tap **Sale** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then press Sale.
2. Select **Merchant** and enter merchant password (**multi-merchant only)**
3. Enter the clerk ID and password (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Key in the transaction amount and press **[Enter]**.
6. Terminal displays "Pass Terminal to Customer," the cardholder presses **[1]-Yes/Oui** to confirm the transaction amount. Press **[2]- No/Non** to cancel transaction.
7. If tip is enabled, the customer can select either **[1]-Tip percentage**, **[2]-Tip amount**, or **[3]-No Tip**. If tip percentage is selected, the cardholder then can select one of three pre-set tip percentage options, or select Other to key in a specific tip percentage and press **[Enter]** to confirm. If a tip amount is selected, the cardholder can enter the dollar amount for the tip and press **[Enter]** to confirm.
8. The cardholder presses **[1]-Accept** to confirm the total amount, presses **[2]-No/Non** to change.
9. Terminal displays "$ Amount" "Tap/Insert/Swipe" "Taper/Inserer/Glisser"
10. The cardholder taps the card on the reader/inserts the chip card/swipes the card.
11. If the card is inserted, the cardholder follows the EMV prompts displayed on the terminal screen and then enters the PIN.
12. If the card is swiped, follow the prompts on the screen to enter the last 4 digits of the card number and CVV/CVC (if enabled).
13. If the credit card is issued outside Canada and the terminal is enabled with HomeCurrencyPay (HCP) dynamic currency conversion, cardholders should follow the HCP prompts displayed to select whether

they want to pay in their home currency amount or Canadian dollar.

14. The terminal communicates with Global Payments, then displays "Pass Terminal to Merchant."
15. Once the transaction is complete, the merchant copy of the receipt is printed, Press **[Enter]** to print the customer copy of the receipt.

Performing a Return Transaction

1. Tap **Return** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then tap Return.
2. Enter manager ID and password and press **[Enter]**.
3. Enter the total return amount (including tip and cashback) and press **[Enter]**.
4. Terminal displays "Pass Terminal to Customer" terminal displays "$ Amount" "Tap/Insert/Swipe" "Taper/Inserer/Glisser"
5. The cardholder taps the card on the reader/inserts the chip card/swipes the card.

> NOTE: Debit cards cannot be manually entered.

6. If the card is inserted, the terminal displays "Confirm Amount" press **[1]–Yes** to confirm **[2]–No** to cancel the transaction.
7. The cardholder selects **[CHQ]** or **[SAV]**.
8. The cardholder enters PIN, presses **[Enter]**. terminal displays "Pass Terminal to Merchant"
9. Terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
10. Press **[Enter]** to print the customer copy of the receipt.

Performing a Settlement (Closing the Terminal)

It is highly recommended to perform a settlement at least once per day.

1. Tap the **Settlement** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then press Settlement.
2. Enter the manager ID and password and press **[Enter]**.
3. Select **[1]–Yes** to close the current batch or **[2]–No** to cancel if you do not wish to settle at this time.
4. The terminal communicates with Global Payments to close the batch.
5. Once the transaction is complete, a Close Batch Settlement report is printed, giving the status of the close batch operation. Confirm the receipt displays "Batch ### Closed" to verify that the settlement is complete.
6. Terminal displays "Print Settlement Report", press **[Enter]**.

> **CAUTION:** If the terminal displays "Out of Balance" at the end of the settlement procedure, please contact Global Payments Customer Care: 1–800–599–6491 – Tech option 3

> **NOTE:** Auto Settle function is available on your terminal. To activate Auto Settle, please contact Global Payments Customer Care: 1–800–599–6491 – Tech option 3

Full instructions can be found at: https://www.globalpaymentsinc.com/en-ca/campaigns/canada/desjardins/support