n-genius Verifone

Using POS, Troubleshooting and General Information



SELECT THE POS TERMINAL MODEL







LIST OF ISSUES IN VERIFONE

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HOME







Ensure Battery is Above 30% charge



Move the machine where there is good Network and restart; wait for the Network



If there is no network even after following above steps; please contact Help Desk for support



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MACHINE NOT TURNING ON

Step 🚺

Check the Battery Level and Ensure it is above 30% of charge



Check the Adapter and Cables are properly connected to POS and there is power supply from the Socket



Wait for 10 to 15 mins and if the machine is still not turning on, log a complaint in Help Desk



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MACHINE SHUTTING DOWN



Check the Battery Level and Ensure it is above 30% of charge



If the machine is shutting down even after charging, log a call with Help Desk, to upgrade the POS Application to the latest Version









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BAC





TROUBLESHOOTING STEPS UNABLE TO GENERATE Z-REPORT Step Ensure Battery is Above 30% charge Step Move the machine where there is good Network and restart; wait for the Network 2 Step Try performing the Z-Report 3 Step If the machine is still not printing; please log a complaint with Help Desk.





RESPONSE CODES WITH DESCRIPTION

- Approved Transaction is successful
- 05 Pin Tries Exceeded Multiple wrong PIN Entry
- 31 Card Not supported Card not Supported
- 41 Please Call Lost Card Lost Card
- 43 Please Call Capture Card **Stolen Card**
- 51 Declined **Declined by the Card Issuing Bank**
- 54 Expired Card Card is expired and cannot be used anymore
- 55

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Incorrect Pin – Declined by the Card Issuing Bank

- Txn not allowed Declined by the Card Issuing Bank
- 59 Suspected Fraud Be cautious and do not accept anymore payments
- 62 Restricted Card Not enabled for international transaction
- 91

58

- Issuer or Switch Inoperative Issuing Bank server is down, try again later
- 99 Communication Error Contact your Relationship Manager



WHAT IS THE TRANSACTION FLOW



N>

NEXT

WHAT ARE THE TYPES OF CARDS





HOME BACK NEXT

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DO'S AND DON'TS

- Do not accept declined transactions.
- Do not split a declined transaction into smaller amounts.
- Be on the alert for counterfeit cards. Check the chip on the card to ensure that it is embedded in the card and not protruding on the surface. You can conduct a simple test by running your finger across the surface of the chip.
- Customers who present a card not in their name and when questioned advise that it is their partner's or friend's card.
- If the customer does not cooperate or the details do not match, do not proceed with the transaction and ask for another form of payment.
- In the event that a customer or transaction appears suspicious, before deciding whether or not to proceed with the transaction, the staff member should contact your Relationship Manager.
- Do not handover the POS terminal to the cardholder in order to conduct the transaction, the POS terminal should be operated by the Merchant or Merchant authorized staff only at all times.

BACK

HOME

NEXT



BEWARE!!!

- X Do not accept declined transactions. Do not split a declined transaction into smaller amounts.
- X Customers appear nervous or anxious or hurry you at closing time.
- Customers make indiscriminate purchases possibly with a newly valid card without regard to size, style, color or price.
- Customers purchase a large item and insist on taking it with them, refusing delivery.
- Customers who are quick to take the card back from you preventing you from checking the security features.

- X Customers who choose an item in store and tell you that they will phone through a card number and provide a delivery address.
- X Customers who will make numerous purchases under your floor limit.
- X Customers who ask you to manually key a transaction providing the card number from memory, a slip of paper or an old sales voucher.
- X Customers who need to see the card in order to sign the sales receipt.
- Multiple cards presented. Be wary of customers who give you more than two card numbers, or try to split the order.



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BEWARE!!! (CONT'D)

- Look at the decline codes on the POS terminal when a transaction rejects, does the code indicate the card is lost or stolen? If so retain the card. Is the card number valid? If not do not proceed with the transaction or accept another card.
- X Do not lower the amounts, split sales or accept card after card.
- X Be mindful of overseas orders.
- X Never conduct third party processing.
- Store your customer's information securely. Ensure all your computer systems are password protected and data maintained on databases should be encrypted.

- Ensure all paper records are securely stored with restricted access. Never store the CVV2/CVC2 or full card track data. Report all security incidents.
- Train your staff. Ensure your staffs are aware and vigilant of potential fraudsters.
- X Be aware of what your staffs are processing. Staff has been found to be involved in fraudulent activity. Look out for staff refunding to their own credit cards or storing unnecessary customer information.
- X Be extra cautious on high risk transactions including: card not present, manually keyed, no authorization obtained or fallback transactions.





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SALE

- 1. Startup Screen when the device is switched on.
- 2. Select the sale command and input the amount.
- 3. The customer is given the option to insert/swipe/tap their card.
- 4. At this stage, prompt the customer to enter their PIN.
- 5. The terminal sends the transaction to Network for processing.
- 6. If the transaction is approved, the green tick is displayed with an option to print different receipts.
- 7. If the transaction is declined, an option to print different receipts is displayed.
- 8. The receipt will be printed as shown.







DCC - SALE

- 1. Startup Screen when the device is switched on.
- 2. You (the merchant) select the sale command and input the amount.
- 3. The customer is given the option to insert/swipe/tap their card.
- 4. For international cards and depending on the card scheme, the screen will display both the local currency and the currency where the card is issued.
- 5. If the card-holder opts for their home currency, this screen is displayed for them to enter their card PIN.
- 6. If the card-holder opts for the local currency this screen is displayed for them to enter their card PIN.
- 7. The terminal sends the transaction to Network for processing.
- If the transaction is approved, the green tick is displayed with an option to print different receipts.
- 9. If the transaction is declined, the red cross is displayed with an option to print different receipts.
- 10. The receipt will be printed as shown.



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Customer comes to cashier with products to be purchased through Alipay Cashier selects Alipay on the N-Genius terminal

3

- After Alipay selection the terminal asks for amount. After amount is entered, terminal will display a QR code
- Customer opens up Alipay app on his/her mobile phone & scans the QR code displayed on N-Genius terminal

4

Payment is approved, trxn successful message will display on screen & trxn slip can be generated







VOID

- 1. Startup Screen when the device is switched on.
- 2. Enter the Receipt/Invoice Number be Voided.
- 3. The terminal sends the transactions to Network for processing.
- 4. If the transaction is approved, the green tick is displayed with an option to print different receipts.
- 5. If the transaction is declined, the red cross is displayed with an option to print different receipts.
- 6. The receipt will be printed as shown.
- 7. Note: The Void can be performed only before the Z-Report on same day.



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TRANSACTION HISTORY & REPRINT

- 1. From the main screen, click the drop-down menu at the top right of the action bar.
- 2. Select Transaction History for a list of transactions to be displayed.
- 3. Once you click on the transaction that must be reprinted, the screen shown here will be displayed.
- 4. The duplicate receipt will be printed, as shown here.
- 5. Note: The reprint of any transaction can only be taken before performing the Z-Report



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END OF DAY

- 1. From the main screen, click the drop-down menu at the top right of the action bar.
- Two functions to do every day.
 X Read is print shift, but do not zero totals.
 Z Read is print shift, and zero totals to end it.
- The two button options are ON/OFF Transaction Data ON: includes transactions in report.
 Scheme Data ON: gives totals broken down by scheme.
- 4. Note: The reprint of any transaction can only be taken before performing the Z-Report



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SALE

- 1. Startup Screen when the device is switched on.
- 2. Select the sale command and input the amount.
- 3. The user is given the option to insert/swipe/tap their card.
- 4. At this stage, prompt the customer to enter their PIN.
- 5. The terminal sends the transaction to Network for processing.
- 6. If the transaction is approved, the slip will be generated with approval code
- If the transaction is declined, slip will be generated with respective error message.
- 8. The receipt will be printed as shown.



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Network)	Network)	International Payment Solutions
International Payment Solutions	International Payment Solutions PLEASE SELECT THE CURRENCY	NETWORK INTERNATIONAL
HANDOVER THE TERMINAL TO CARDHOLDER FOR CURRENCY	Press 1 - GBP 0.02	PURCHASE VOID MERCHANT #: 081127480150 TERRINAL #: 10118817 SUDURCE #: 0402 BATCH-MOST : DECC MASTER
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DCC SALE

- Startup Screen when the device is switched 1. on.
- 2. Select the sale command and input the amount.
- The user is given the option to insert/swipe/tap 3. their card.
- 4. At this stage, prompt the customer to choose to pay in their local currency or AED and enter the PIN.
- 5. The terminal sends the transaction to Network for processing.
- If the transaction is approved, the slip will be 6. generated with approval code
- 7. If the transaction is declined, slip will be generated with respective error message.
- 8. The receipt will be printed as shown.



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F&B (TIER 1)

- 1. Insert / Swipe the card.
- 2. Enter amount.
- 3. Enter Tip amount (If there is tip, enter amount / If there is NO tip, press enter button).
- 4. Enter PIN number.
- 5. The terminal sends the transaction to Network for processing.
- 6. If the transaction is approved, the slip will be generated with approval code
- 7. If the transaction is declined, slip will be generated with respective error message.
- 8. The receipt will be printed as shown.



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F&B (TIER 2)

- 1. Insert / Swipe the card.
- 2. Enter amount.
- 3. Enter PIN number.
- 4. The terminal sends the transaction to Network for processing.
- 5. If the transaction is approved, the slip will be generated with approval code
- 6. If the transaction is declined, slip will be generated with respective error message.
- 7. The receipt will be printed as shown.



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AUTH CODE : 490552

TIP COMPLETION

- 1. Incomplete word will show on the screen.
- 2. Startup Screen when the device is switched on.
- 3. Select TIP comp and enter sequence number.
- 4. Confirm the transaction and enter the new amount.
- 5. The terminal sends the transaction to Network for processing.
- 6. If the transaction is approved, the slip will be generated with approval code
- 7. If the transaction is declined, slip will be generated with respective error message.
- 8. The receipt will be printed as shown.



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Network Metadowa PRE-AUTH ENTER AMOUNT 1.00





PRE – AUTH

- 1. Insert / Swipe the card.
- 2. Enter Pre Auth amount.
- 3. Enter PIN number.
- 4. The terminal sends the transaction to Network for processing.
- 5. If the transaction is approved, the slip will be generated with approval code
- 6. If the transaction is declined, slip will be generated with respective error message.
- 7. The receipt will be printed as shown.



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AUTH COMPLETION

- 1. Startup Screen when the device is switched on.
- 2. Select Auth Comp command and enter new amount.
- 3. Enter original Pre Auth amount.
- 4. Enter Auth Code.
- 5. The user is given the option to insert/swipe/tap their card.
- 6. The terminal sends the transaction to Network for processing.
- 7. If the transaction is approved, the slip will be generated with approval code
- 8. If the transaction is declined, slip will be generated with respective error message.
- 9. The receipt will be printed as shown.



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VOID

1.00

73700

- 1. Startup Screen when the device is switched on.
- Select the Void command. 2.
- 3. Enter sequence number.
- The terminal sends the transaction to 4 Network for processing.
- If the transaction is approved, the slip 5. will be generated with approval code
- 6. If the transaction is declined, slip will be generated with respective error message.
- 7. The receipt will be printed as shown.



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REPRINT

- 1. Startup Screen when the device is switched on.
- Select the Reprint command. 2.
- 3. Enter sequence number.
- The receipt will be printed as shown. 4.

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NETWORK INT'L

PD BOX 4487 DUBAI UAE DATE :13/04/2020 TIME :19:21 AUTH ONLY 001104253018 MERCHANT # : 10002138 TERMINAL # : 1883 SEQUENCE # : NI BATCH-HOST : VISA 4788 3999 9997 3700 SOURCE : (1) EXPIRY : 0524 EXCHANGE AL ANSARI : DHS 1.00 AMOUNT DUPLICATE AUTH CODE : 419161 SHIS TRANSACTION HAS VERIFIED BY PON DURING

Network) International Payment Solution

NETWORK INT'L

PO BOX 4487 DUBAI UME DATE :13-04/2020 TIPE :19:21 AUTH ONLY MERCHANT II : 001104253018 TERMINAL # : 10002138 SEQUENCE II : 1883 BATCH-HOST : VISA **** **** **** 3700 SOURCE : (1) EXPIRY : XXXX EXCHANCE/AL ANSART : DHS 1.00 AMOUNT DUPLICATE AUTH CODE :419161 THINK YOU PLEASE COPE AGAIN



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REPRINT F1 X REPORT F2	Network >
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X - REPORT

- 1. Startup Screen when the device is switched on.
- 2. Select the X- report command.
- 3. Choose either detail / summary.
- 4. The receipt will be printed as shown.



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Z – REPORT

- 1. Startup Screen when the device is switched on.
- 2. Select the Z Report command.
- 3. Press Enter button to confirm.
- 4. The receipt will be printed as shown.



CUSTOMER SUPPORT



Please note these important numbers:

Help Desk (24/7) : 800 444 8 POS Support : +971 4 316 0182 / +971 4 316 018 83 Paper Roll : +971 4 316 0221

For any other inquiries, please email our customer support at NIAuth@network.ae

