

Using the Westpac Supplement with QuickPOS

This special supplement shows you how to set up and use QuickPOS with Westpac integrated EFTPOS terminals.

Firstly, you need to set up the Ingenico/Westpac terminal and then your PC and QuickPOS keyboards. You will then be able to perform EFT tender transactions.

Setting Up

What you will need before setting up QuickPOS

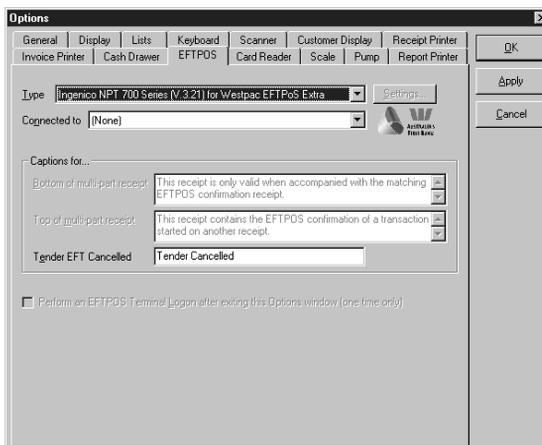
- Spare 9 pin/COM port in your PC
- Cable required to connect the Terminal to the PC (supplied by Westpac)
- Receipt printer
- Ingenico/Westpac terminal
- POS Keyboard function - Tender EFT

Ingenico/Westpac Terminal

Note: You need to configure a receipt printer for QuickPOS before setting up an Ingenico/Westpac terminal. (You can do this in **QuickPOS > Tools menu > Options** and clicking the *Receipt* tab.) Click the drop-down menu to select the type of printer. Click to select the port it is connected to on your PC, then click **Apply**.

1. Choose **Tool menu > Options** from the QuickPOS menu bar.
2. Select the *EFTPOS* tab.

QuickPOS displays the *EFTPOS* tab on the Options window.

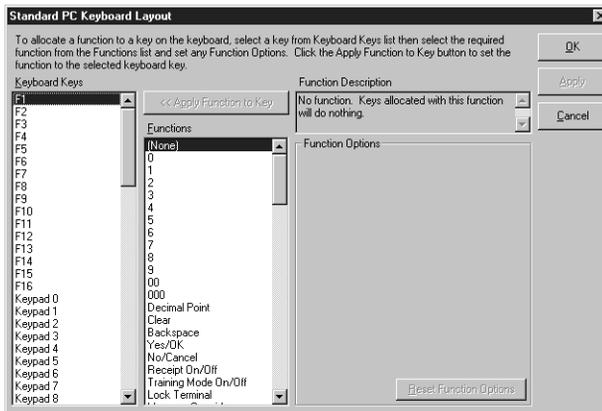


3. Select from the **Type** drop-down menu 'Ingenico NPT 700 Series (V3.21) for Westpac EFTPoS Extra'.
4. Choose from the **Connect to** drop-down menu the communications port that is connected to the Ingenico/Westpac terminal.
You do not need to complete other fields on this window as they do not apply to the Ingenico/Westpac model. However, note that text in the *Tender EFT Cancelled* field prints on receipts if an EFT Tender payment is cancelled.
5. Click **Apply** to save and continue making changes to this window. Otherwise click **OK** to save and close this window.

You need to assign the EFTPOS function to a keyboard key.

1. Choose **Tools menu > Options**.
2. Select the *Keyboard* tab.
3. Click **Design PC Keyboard Layout (POS or Touch)**.

QuickPOS displays the Standard PC Keyboard Layout window



4. Select a key in the Keyboard Keys list.
5. Select Tender EFT from the Functions column.
6. Tick the Use EFTPOS option.
7. Click **<<Apply Function to Key**.
8. Set the Function options to suit your business requirements. Refer to page 4 for a detailed explanation.

9. Click **OK** to exit the PC Keyboard Key Function window.

10. Click **OK** to save and close the Layout window.

Note: If a key is already allocated for manual EFT Tender transactions select this key to make adjustments to the function options.

If a store needs both the function to enter Mail/Telephone Order (MOTO) or E-commerce (ECOM) transactions and the function to swipe cards, create multiple EFT Tender keys each with different settings as required.

If not already set up, you will also need to allocate keys to the POS functions Yes/OK and No/Cancel. Refer to the User Guide for further detail.

Function Options

When you apply Tender EFT to a key, a series of function options appear at the right hand side of the window. The following table explains each option.

Function Name	What it does
Caption	Text entered here is displayed on screen and printed on receipts and reports when using the Tender EFT key.
Open the Cash Drawer	Select this if you want the cash drawer to open with this Tender EFT transaction.
Compulsory Amount Tender	Select this to force the operator to enter the payment amounts before pressing the Tender EFT key.
Entered amount must be rounded	Select this option to enforce a rounded amount to be entered when using this function.
Enforce receipt Print	Select this to have QuickPOS force the Tender EFT transaction to print a receipt regardless of whether the Receipt On/Off function is turned off.
Enforce Invoice Print	Select this to have QuickPOS force the Tender EFT transaction to print an invoice.

Function Name	What it does
Print Duplicate Receipt	Select this option to have QuickPOS print a duplicate receipt for this Tender EFT transaction.
Use EFTPOS	Select this to have QuickPOS look for an integrated EFTPOS terminal and pass the transaction amount to the Ingenico/Westpac terminal. If an EFTPOS terminal is not configured for this QuickPOS computer the option is ignored and the transaction treated as a manual EFT Tender.
MOTO	<p>Applies to Ingenico/Westpac terminals and used when processing Mail/Telephone Order (MOTO) transactions.</p> <p>Select this if you wish the Tender EFT function to prompt for a card number and expiry date to be entered manually on the Terminal.</p> <p>This option is ignored and the transaction treated as a manual EFT Tender if an EFT-POS terminal is not configured for this QuickPOS computer.</p> <p>You should only use this function if the bank has approved you as a MOTO merchant.</p> <p>NOTE: If a store needs both the function to enter Mail/Telephone Order (MOTO) transactions and the function to swipe cards, create multiple EFT Tender keys each with different settings as required.</p> <p>Also, if MOTO is selected for a Tender EFT key, cash out cannot be selected in conjunction with this option.</p>

Function Name	What it does
ECOM	<p>Applies to Ingenico/Westpac terminals only and is used when processing e-commerce (ECOM) transactions.</p> <p>Select this option if you wish the Tender EFT function to prompt for a card number and expiry date to be entered manually on the Terminal.</p> <p>This option is ignored and the transaction treated as a manual EFT Tender if an EFT-POS terminal is not configured for this Quick-POS computer.</p> <p>You should only use this function if the bank has approved you as an ECOM merchant.</p> <p>NOTE: If a store needs both the function to enter ecommerce transactions and the function to swipe cards, create multiple EFT Tender keys, each with different settings as required.</p> <p>Also, if ECOM is selected for a Tender EFT key, cash out cannot be selected in conjunction with this option.</p>
Minimum Amount	<p>Select this option to set the minimum sale amount allowed to perform a Tender EFT transaction. 0.00 indicates that there is no minimum amount.</p>
Payment Item	<p>This option is required to record the transaction in QuickBooks. A default EFT payment item is created in QuickBooks during installation of QuickPOS Administrator.</p>

Function Name	What it does
Allow Cash Out	<p>Select this option to allow the operator to give cash out to customers who wish to withdraw money from their account. The following options must be set up to record the transaction in QuickBooks. Click Cash Out Options to set up the following:</p> <p><i>Caption:</i> Text entered here is displayed on screen as well as printed on receipts and reports when the Tender EFT key is used</p> <p><i>Round Cash Out Amount:</i> Select this for QuickPOS to enforce a rounded cash out amount to be entered.</p> <p><i>Asset Account Decreased:</i> As Cash Out transactions reduce the cash in hand from the register the amount must be tracked in QuickBooks. Click this button to display a list of accounts to select from. Highlight the appropriate account and select OK.</p> <p>NOTE: Accounts are created in QuickBooks when QuickPOS Administrator is first opened. If you do not have an appropriate account already set up in QuickBooks, QuickPOS recommends 'Cash Register Funds' account to be selected from the list.</p> <p><i>Asset Account Increased:</i> As Cash Out transactions increase the amount of undeposited funds, the amount must be tracked in QuickBooks for bank reconciliation purposes. Click this button to display a list of accounts to select from. Highlight the appropriate account and select OK</p> <p>NOTE: Accounts are created in QuickBooks when QuickPOS Administrator is first opened. If you do not have an appropriate account already set up in QuickBooks, QuickPOS recommends 'Undeposited Funds' account be selected from the list</p> <p><i>Maximum Cash Out:</i> Set the maximum amount of cash that can be given out to customers.</p> <p><i>Minimum Amount of Sale:</i> Set the purchase amount before cash can be withdrawn.</p>

Performing EFT Tender Transactions

Now that you've set up your Ingenico/Westpac terminal and keyboard, it's easy to carry out an EFT Tender transaction!

The following section shows you how to carry out some basic EFT Tender transactions in QuickPOS.

Note that when we refer to actions on 'the Terminal', we mean actions on the Ingenico/Westpac terminal. All other user or system actions are carried out in QuickPOS, which we assume you have up and running before following these instructions.

EFTPOS Sale (no cash out)

1. Enter the items to be purchased as usual and then press the Tender EFT key to accept payment by EFTPOS.
QuickPOS transmits the sale amount to the Terminal.
2. Follow the instructions displayed on the Terminal, such as swiping the card and selecting the account type.
3. Once the Terminal indicates the amount is approved, press Yes/OK on QuickPOS key pad to complete the Tender EFT transaction.
4. If the bank declines the transaction through the Terminal, press No/Cancel QuickPOS key pad.

You may select another form of payment or press Cancel on the QuickPOS key pad (if available) to cancel the sale altogether.

EFTPOS Sale (with cash out)

1. Enter the items to be purchased as usual until you reach the purchase total.
2. Enter an amount equal to the purchase total + required cash out, then press Tender EFT on the QuickPOS key pad.

E.g. If the sale comes to \$10.00 and the customer requires \$20.00 cash out, enter \$30.00 and press Tender EFT on the QuickPOS keypad.

QuickPOS transmits the sale amount to the Terminal.

3. Follow the instructions displayed on the Terminal, such as swiping the card and selecting the account type.
4. Once the Terminal indicates the amount is approved, press Yes/OK on QuickPOS key pad to complete the Tender EFT transaction.
5. If the bank declines the transaction through the Terminal, press No/Cancel QuickPOS keypad.

You may select another form of payment or press Cancel on the QuickPOS key pad (if available) to cancel the sale altogether.

EFTPOS Refund

Note: EFTPOS Refund is a separate type of transaction to ‘Cash Out, Reversed’. If you need to reverse a cash out transaction, refer to the steps on page 11.

1. Click **Refund** on the QuickPOS key pad and then enter the product to be returned. Repeat this for each product as required.
2. Press Tender EFT on the QuickPOS keypad to perform the refund.
3. Follow the prompts on the Terminal for steps like entering the refund password, swiping the card and selecting the account type.
4. Once the Terminal indicates the amount is approved, press Yes/OK on QuickPOS keypad to complete the Tender EFT transaction.

Split Tender Sale (no cash out)

1. Enter the items to be purchased as usual.

Tip: When making a split tender payment, enter the different tender types first so that you leave the Tender EFT to last. The left over amount is then calculated automatically and transferred to the Terminal. Follow the Terminal prompts for swiping the card and selecting the account type.

2. Follow the Terminal prompts for swiping the card and selecting the account type

3. Once the Terminal indicates the amount is approved, press Yes/OK on QuickPOS keypad to complete the Tender EFT transaction.
4. If the bank declines the transaction through the Terminal, press No/Cancel QuickPOS keypad.

You may select another form of payment or press Cancel on the QuickPOS keypad (if available) to cancel the sale altogether.

Split Tender Sale (with cash out)

1. Enter the items to be purchased as usual, leaving Tender EFT to the end.

Remember for split tender sale that you need to enter the different tender types first so that you can leave the Tender EFT to the end. The remaining amount is then transferred to the Terminal.

2. Enter an amount for EFTPOS so that the amount equals the purchase portion + required cash out. Next press Tender EFT on the QuickPOS key pad.

E.g. The sale comes to \$20.00 and the customer is paying \$10.00 by cheque and \$10 by Tender EFT but also requires \$50.00 cash out. Therefore, you will enter \$60.00 then press the Tender EFT key.

3. Once the Terminal indicates the amount is approved, press Yes/OK on QuickPOS keypad to complete the Tender EFT transaction. You may also select another form of payment if required to complete the sale.

4. If the bank declines the transaction through the Terminal, press No/Cancel QuickPOS keypad.

You may select another form of payment or press Cancel on the QuickPOS keypad (if available) to cancel the sale altogether.

Cash Out (no purchase required)

1. Enter the amount of cash out required then press the Tender EFT key QuickBooks transmits the amount the Terminal.
2. Follow the Terminal prompts for swiping the card and selecting the account type.

3. Once the Terminal indicates the amount is approved, press Yes/OK on the QuickPOS keypad to complete the Tender EFT transaction.
4. If the bank declines the transaction through the Terminal, press No/Cancel QuickPOS keypad.

You may select another form of payment or press Cancel on the QuickPOS keypad (if available) to cancel the sale altogether.

Cash Out, Reversed

Note: Cash Out, Reverse is a separate type of transaction to EFTPOS Refund. If you need to refund a product, refer to steps on page 9.

1. Press Refund on the QuickPOS keypad and enter the amount of 'cash out' to be reversed. Then press Tender EFT.
QuickPOS transmits the sale amount to the Terminal.
2. Follow the instructions displayed on the Terminal, such as swiping the card and selecting the account type.
3. Once the Terminal indicates the amount is approved, press Yes/OK on the QuickPOS keypad to complete the Tender EFT transaction.

EFTPOS MOTO Sale

1. Enter the items to be purchased as usual then press (MOTO) Tender EFT on the QuickPOS key pad to process the payment by EFTPOS.
QuickPOS transmits the sale amount to the Terminal.
2. Follow the instructions displayed on the Terminal, such as swiping the card and selecting the account type.
3. Once the Terminal indicates the amount is approved, press Yes/OK on the QuickPOS keypad to complete the Tender EFT transaction.
4. If the bank declines the transaction through the Terminal, press No/Cancel QuickPOS keypad.

You may select another form of payment or press Cancel on the QuickPOS keypad (if available) to cancel the sale altogether.

EFTPOS ECOM Sale

1. Enter the items to be purchased as usual then press (ECOM) Tender EFT on the QuickPOS key pad to process the payment by EFTPOS. QuickPOS transmits the sale amount to the Terminal.
2. Follow the instructions displayed on the Terminal, such as swiping the card and selecting the account type.
3. Once the Terminal indicates the amount is approved, press Yes/OK on the QuickPOS keypad to complete the Tender EFT transaction.
4. If the bank declines the transaction through the Terminal, press No/Cancel QuickPOS keypad.

You may select another form of payment or press Cancel on the QuickPOS keypad (if available) to cancel the sale altogether.

EFTPOS Time Out

After you press Tender EFT on the QuickPOS key pad, the Terminal sits in a waiting mode for approximately 45 seconds until the user responds to the prompts. If there is no activity within that period the Terminal cancels the transaction that was sent to its pin pad.

If this happens:

- The operator will need to press No/Cancel on the QuickPOS key pad to cancel the Tender EFT and press the Tender EFT key to send the amount to the Terminal again.

Similarly, if an EFT Tender transaction is cancelled on QuickPOS before the timeout period expires, it's necessary to press 'Cancel' on the Terminal as well.