



## **QUICK REFERENCE GUIDE**

**TIMPA X**

**FORECOURT TERMINALS**

## Timpa X Forecourt Terminals User Guide



## We support you every step of the way

**24/7 Contact Centre support:** When contacting the Support Contact Centre, please request a ticket or reference number for follow-up purposes.

- Card Connect Merchants: 0861 338 767
- Investec Merchants: 0861 000 016

### Authorisation Centres:

- ABSA: 0860 100 018

**WhatsApp support:** 081 809 1092

**Email enquiries:** card@connected.co.za

## Basic information

### User IDs and Pin (Cashier, Supervisor & Manager)

- Default user accounts will be provided by the Field technician when the device is installed.  
\* Technician to assist in adding new user accounts according to the merchant's request.

### Problems when Printing

- Check there is paper in the POS,
- Ensure the paper roll is correctly inserted.
- Check the paper closure lid is closed.
- Contact Customer Support (0861 338 767)

### Hold and Call / Hot Card

- This card is reported **lost/stolen**, this could be a fraudulent card
- Call Authorizations centre on how to proceed.

## Basic allowed card transactions

<b>Credit cards (swiped)</b> <ul style="list-style-type: none"><li>• May not allow cash back.</li><li>• May not do a balance.</li><li>• Does not ask for a PIN.</li><li>• Does ask for random card numbers of PAN.</li></ul>	<b>Debit cards (swiped)</b> <ul style="list-style-type: none"><li>• May allow cash back.</li><li>• May do a balance enquiry.</li><li>• May not ask for budget.</li><li>• Does ask for a PIN.</li></ul>
<b>CHIP card</b> (MasterCard, Visa - EMV) <ul style="list-style-type: none"><li>• Customer must enter PIN if the terminal prompts for PIN.</li><li>• Can be a Debit or Credit card. If your CHIP card has more than one account, then 'Select your application' will be shown. Please select the correct account type.</li><li>• The CHIP may ask to confirm that application, press ENTER.</li><li>• May allow cash back.</li></ul>	
<b>All Cards</b> <ul style="list-style-type: none"><li>• The POS will print a receipt with Declined or Approved.</li><li>• If voice approval is allowed, then the terminal will display:<ul style="list-style-type: none"><li>◦ <b>'Please contact your bank'</b> for authorization.</li></ul></li><li>• Enter the Supervisor PIN.</li><li>• Enter the authorizations code exactly as provided by the bank.</li><li>• If the transaction is approved, receipt is printed. Please remember that the receipt must be signed if required.</li></ul>	

All transactions are online transactions, there is no need for hot card lists downloaded to terminal level.

## Other POS device problems and how to fix them

- Terminal does not respond to any touching on the screen
  - Long press the Power button for the terminal to switch off
  - Switch terminal on again and retry
  - If the problem persists, please contact Customer Support
- Communication failure
  - The original transaction will automatically be reversed. Please note a response code starting with the letters X or Z indicates a communications failure
  - If the communication failure problem persists, please contact Customer Support

## General Transaction Flow

- **Forecourt Purchase**
  - Start transaction by pressing (.) button left of the (0) button
  - If presented with a menu option, select **Forecourt**
  - Select **Purchase**
  - Select the product dispensed, e.g. Unleaded 95
  - Enter the amount as displayed on the Pump
  - Enter the volume dispensed
    - The terminal will calculate if the amount entered and the volume dispensed are correct.
    - If not, the terminal will display **Price discrepancy, please retry**
    - Please ensure the values entered are correct
  - The terminal will prompt if additional products must be added, e.g. additional fuel or oil
  - Press **No** if no other products are required
  - The terminal will prompt for a card to be presented
  - If a **Fleet** card is used, the attendant will be prompted if the usage is for **Private** or **Business**
  - The attendant will then be prompted to enter the Kilometres
  - The transaction will be sent online to be approved
  - If a **Garage** card or normal Debit/Credit card is presented, the transaction will proceed as usual
  - A receipt will be printed, with a space where the customer can sign, the attendant can sign, and the vehicle's registration details can be filled in
- **Workshop Purchase**
  - Start transaction by pressing (.) button left of the (0) button
  - If presented with a menu option, select **Workshop**
  - Select **Purchase**
  - Select the ITEM to purchase from the list presented
  - Enter the AMOUNT for the product
  - Enter the QUANTITY of the product
  - The terminal will prompt if additional products must be added.

- Press **Yes** for additional products, or **No** if no additional products are required
  - On presentation of a card, the terminal will prompt for **Invoice number**
  - Please enter the invoice number for which this workshop purchase is done
  - If a **Fleet** card is used, the attendant will be prompted if the usage is for **Private** or **Business**
  - The attendant will then be prompted to enter the Kilometres
  - The transaction will be sent online to be approved
  - A receipt will be printed, with a space where the customer can sign, the attendant can sign, and the vehicle's registration details can be filled in
- **Automatic Settlement and Download of Parameters**
    - Once a day the terminal will perform an automatic batch upload and settlement, as well as automatic download of parameters
    - To facilitate this, please leave the terminal powered up, and the external comms, where applicable, powered up as well
    - Please check the Automatic Settlement every day
    - If the terminal was unsuccessful in completing the Automatic Settlement or Download of Parameters, a receipt to this effect will be printed
    - Please contact Customer Support if the terminal does not do the Automatic Settlement and Parameter Download if plugged in
- **Entering Forecourt Product Prices**
    - When new fuel prices are announced, the Manager or Supervisor must alter the prices of the Forecourt Products
    - The Forecourt Product prices are altered as follows:
      - From the idle screen, press ENTER
      - Select Applications
      - Select Manager Menu
      - Select Terminal Options
      - Select Forecourt Prices
      - Terminal will prompt "Apply new prices with immediate effect?"
      - If the price change is to be applied with immediate effect, select "Yes", otherwise "No"
      - If "No" is selected, enter the date on which the price change will take effect
      - All the products are now listed
      - Select each product and enter the new retail price per litre of the product
      - When all prices are entered, exit to the previous screen
      - Select Auto Calc Litres
      - If the attendant must enter both the amount, and number of litres pumped, select Disable

- If only the amount is to be entered, select Enable. In this case the number of litres is auto calculated
- To verify the product prices, from the Idle screen, press ENTER
- Select Applications
- Select Manager Menu
- Select Terminal Setup
- Select Print Setup
- Forecourt prices will be part of the setup printout

## Additional information

- General

- Terminal displays USAGE EXCEEDED
  - If a card has been used more than once in a 10 minute period, the terminal will display USAGE EXCEEDED
  - The Supervisor or Manager must override this transaction
  - Select either Supervisor or Manager on the screen and enter the correct PIN
  - Proceed with the transaction
- Refund transaction – ONLY allowed on Credit Cards and SOME Debit Cards – Swipe and Chip
  - Press the (.) button on the screen and select REFUND
  - Continue with the transaction as usual
  - The transaction will be approved offline
- Reprint of Batch Report
  - Press ENTER on the idle screen
  - Select APPLICATIONS
  - Select MANAGER MENU and enter the PIN when prompted
  - Select PRINT REPORTS
  - Select REPRINT BANK SLIP
  - Select the correct slip to reprint
- Reprint of Transaction Receipt
  - In some instances, the merchant wants to reprint a receipt, for instance when the paper roll finished during a transaction. To reprint the receipt, please do the following steps:
    - Press ENTER on the idle screen
    - Select APPLICATIONS
    - Select REPRINT SLIP (The option will only appear if there are successful transactions in the current batch)
    - Select the correct slip to reprint
    - Manager or Supervisor PIN is needed for this reprint