



QUICK REFERENCE GUIDE

V240M – ENGAGE

Verifone V240m Engage terminal



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

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

Credit cards (swiped) <ul style="list-style-type: none">• May not allow cash back.• May not do a balance.• Does not ask for a PIN.• Does ask for random card numbers of PAN.	Debit cards (swiped) <ul style="list-style-type: none">• May allow cash back.• May do a balance enquiry.• May not ask for budget.• Does ask for a PIN.
CHIP card (, MasterCard, Visa - EMV) <ul style="list-style-type: none">• Customer must enter PIN if the terminal prompts for PIN.• 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.• The CHIP may ask to confirm that application, press ENTER.• May allow cash back.	
All Cards <ul style="list-style-type: none">• The POS will print a receipt with Declined or Approved.• If voice approval is allowed, then the terminal will display:<ul style="list-style-type: none">◦ 'Please contact your bank' for authorization.• Enter the Supervisor PIN.	

- Enter the authorizations code exactly as provided by the bank.
- If the transaction is approved, receipt is printed. Please remember that the receipt must be signed if required.

General Transaction Flow

- Press # key or tap the transact menu icon on the screen.
- A list of transactions is displayed for selection.
- Select Purchase.
- Enter the amount for Goods Purchase, and then Press OK. (O)
- Enter your cashier number if the terminal asks for cashier.
- If enabled, enter the reference number to print on the receipts.
- If enabled, enter the invoice number to print on the receipts.
- The Terminal displays **Please Pass to Customer**.
- The Total Amount is displayed on the Tap, Insert or Swipe, card screen.
- Card is tapped, inserted, or swiped.
- After communications with the Host, the transaction is approved or declined.
- The terminal displays **Please Remove Card**.
- The terminal displays **'Would you like a Receipt'**.
 - Press OK to print the receipt. (Or cancel to skip)
 - An Approved Receipt is printed for the Customer.
- If the transaction is declined, a declined receipt is printed.
- The Terminal displays **'Please tear off the receipt and return the device'**. Press OK. (O). Receipt is printed for the Merchant.

A) Swipe a Card

Following on from the General Transaction flow:

- Swipe the card.
- Where the card has more than 1 account linked, the terminal will display Cheque, Savings or Credit.
- Select the correct account.
- Card Validation is performed, Card and account rules are checked.
- *Continue as per General Transaction Flow*

B) Insert a CHIP card

Following on from the General Transaction flow.

- If you swipe a CHIP card, the POS will prompt you to insert the car.
- Insert the chip card, **chip** side up, chip first into POS terminal.
- Where the card has more than 1 application linked, the terminal will display an Account Selection screen, select the appropriate account.

- Card Validations performed, card and account rules are checked

C) TAP a Card

Following on from the General Transaction flow:

- Contactless Purchase transactions will be approved online.
- Transactions below the Customer Verification Limit (depending on Card Issuer) will not request Customer verification (PIN or signature request).
- If the card has been used and too many taps approved, the card will stop the contactless Purchase and ask for **Swipe/Insert**. The request is approved online.

D) Manual PAN Entry

- Press * key OR tap the Menu icon from the main screen. Select Merchant, then select Manual.
- If enabled, the enter Operator (Cashier or Attendant) ID
- Enter supervisor ID and then Enter the Supervisor PIN
- Terminal displays all transactions that manual card entry is allowed

Initiating a transaction

Enter a Purchase Amount on the default idle screen, this will start a Purchase. You can also press # key OR tap the transactions menu icon on the screen for a list of transactions. The following transaction list will be displayed:

Transaction screen



Scroll up and down on the transaction menu using the touch screen for additional transactions

Transactions Available

1.1. Purchase

1.1.1 Press # key OR tap the Transactions icon on the screen for a list of transactions. Select Purchase

1.1.2 If cashiers are enabled, enter the Cashier (User) id

1.1.3 If your cashier requires a PIN, enter the cashier's PIN

1.1.4 Enter the amount to purchase, Press OK (○) (unless it was already entered on the idle screen)

1.1.5 If requested enter the reference number to print on the receipt

1.1.6 If requested enter the invoice number to print on the receipt

1.1.7 Displays 'Please Pass to Customer'

1.1.8 **"Tap, Swipe or Insert card"** is displayed with the Total Amount to pay

1.1.9 The card is now inserted, swiped, or tapped.

1.1.10 If there is more than one account linked to the card, the customer will be presented with the option to select the correct account

1.1.11 If a credit card is used and if budget is allowed on this card, then a screen is displayed to select Budget period (only for amounts over R300.00)

The amount must be greater than the minimum budget amount of R300.00

If budget was selected, then select the budget period 3 to 60 months on the screen, after which the confirm screen will be displayed.

1.1.12 If this card requires a PIN it will request a PIN and show the Amount on screen

1.1.13 Customer must enter his PIN and Press OK (○)

1.1.14 The POS terminal will connect for authorisation

1.1.15 The POS terminal will display the following on the screen: **'Connecting'** then **'Authorising'**.

- The POS will show a turning dial at the bottom while it is waiting for a response. After communications with the Host, the transaction is successfully APPROVED or DECLINED.
- The terminal displays **'Would you like a receipt?'**

1.1.16 Press OK (○) to print the receipt, or Cancel to skip.

An Approved Receipt is printed for the Customer

1.1.17 The Terminal displays 'Please tear off the receipt and return the device'

1.1.18 A Merchant copy is printed, tear this off and allow the customer to sign it, if a signature is required

Supervisor signature is required on the receipt for this override.

If the transaction is declined, please read the reason on the slip. If the problems persist please contact Customer Support (0861 338 767).

1.2. Purchase with Cash

The only difference between a Purchase with Cashback, and a Purchase, is the Cash amount is asked for.

1.2.1 Press the # key, OR tap the Transaction icon on the screen, Select Purchase with Cash back

1.2.2 If cashiers are enabled, Enter the Cashier (User) id

1.2.3 If your cashier requires a PIN, enter the cashier's PIN

- 1.2.4 Call for override. Press OK (○). Enter the Supervisor ID and PIN to authorize this.
- 1.2.5 Enter the Purchase amount and cash back amount, then Press OK (○)
- 1.2.6 If requested, enter the reference number to print on receipt
- 1.2.7 If requested, enter the invoice number to print on the receipt
- 1.2.8 Displays **'Please Pass to Customer'**

Follow the transaction flow as from 1.1.8 under the Purchase

1.3. Refund

- 1.3.1 Press the # key OR tap the Transaction icon, for transaction list. Select Refund
- 1.3.2 If cashiers are enabled, Enter the Cashier (User) id
- 1.3.3 If your cashier requires a PIN, enter the cashiers PIN
- 1.3.4 Call for override. Press OK (○). Enter the Supervisor ID and PIN to authorize this transaction
- 1.3.5 Enter the amount to be Refunded, Select OK or Press OK (○)
- 1.3.6 If requested, enter the reference number to print on receipt
- 1.3.7 If requested, enter the invoice number to print on the receipt
- 1.3.8 Displays **'Please Pass to Customer'**

Follow the transaction flow as from 1.1.8 under the Purchase



*Note there are refunds limits on how many refunds and to what value you are allowed per batch, per day. If this value has been exceeded you will not be allowed to continue. Call your Call Centre for help
PLEASE NOTE: This transaction is not supported by contactless*

1.4 Reverse OR Correction

- 1.4.1 Press the # key OR tap the Transaction icon, for transaction list. Select Correction
 - 1.4.2 If cashiers are enabled, Enter Cashier (User) id
 - 1.4.3 If your cashier requires a PIN, enter the cashiers PIN
 - 1.4.4 Call for override. Press OK (○). Enter the Supervisor ID and PIN to authorise this
 - 1.4.5 Enter Auth code
 - 1.4.6 Displays **'Please Pass to Customer'**
 - 1.4.7 'Swipe, or Insert card' is displayed, with the Total Amount to be reversed
 - 1.4.8 Card is inserted or swiped
 - 1.4.9 Enter Card PIN if it requires a PIN
 - 1.4.10 Where the card has more than 1 account linked (called an application for EMV Chip card), the terminal displays an Account Select the appropriate account on the screen.
- IF this card is not the same as the last transaction on the terminal, then you cannot reverse, the terminal displays; TRANSACTION NOT FOUND
- 1.4.11 Will reverse the transaction, for this card/PAN
 - 1.4.12 The POS will show you information on the screen; 'Connected' followed by 'Authorising ' After communications with the Host, the transaction is successfully APPROVED or DECLINED
 - 1.4.13 Press OK (○) to print the receipt, or Cancel to skip. An Approved Receipt is printed for the Customer
 - 1.4.14 The Terminal displays 'Please tear off the receipt and return the device'

1.4.15 Merchant copy is printed, tear this off and allow the customer to sign it, if a signature is required. Please note: Supervisor signature is required on the receipt for this override.

1.5. Voice Approval or Voice Override

1.5.1 Press the # key OR tap the Transaction icon, for transaction list. Select Voice Approval or Voice Override

1.5.2 If cashiers are enabled, Enter the Cashier (User) id

1.5.3 If your cashier requires a PIN, enter the cashiers PIN

1.5.4 Call for override. Press OK (O). Enter the Supervisor ID and PIN to authorize this

1.5.5 Enter the amount to purchase, Press OK (O)

1.5.6 If requested, enter the reference number to print on the receipt

1.5.7 If requested, enter the invoice number to print on the receipt

1.5.8 Enter the authorization code, which was received from the bank over the phone approval.

1.5.9 Displays **'Please Pass to Customer'**

1.5.10 'Swipe, or Insert card' is displayed, with the Total Amount to be approved.

1.5.11 Card is inserted or swiped

1.5.12 Where the card has more than 1 account linked (called an application for EMV Chip card), the terminal displays an Account. Select the appropriate account on the screen

1.5.13 The POS will show you that it is APPROVED.

The terminal displays **'Please Remove Card'**

The terminal displays 'Would you like a receipt?'

1.5.14 Press OK (O) to print the receipt, or Cancel to skip.

An Approved Receipt is printed for the Customer

1.5.15 The terminal displays 'Please tear of the receipt and return the device'

1.5.16 Merchant copy is printed, tear this off and allow the customer to sign it - if a signature is required

Supervisor signature is required on the receipt for this override.

On the receipt the following is printed: VOICE APPROVAL OBTAIN CARD IMPRINT
Ensure a scratch copy of the embossed card number is taken on the receipt.

If the Card cannot be read, please refer to the **Manual PAN Entry** transaction process.



Please note *This transaction is not supported by contactless*

1.6. Balance Enquiry

1.6.1 Press the # key OR tap the Transaction icon, for transaction list. Select Balance enquiry

1.6.1 Call for override. Press OK (O). Enter the Supervisor ID and PIN to authorize.

1.6.2 the terminal displays; Please Pass to Customer

1.6.3 'Tap, Swipe, or Insert card' is displayed

1.6.4 After communications with the Host, a screen is displayed confirming if the transaction is successful, and displaying the Balance to the Customer

Follow the transaction flow as from **1.1.8** under the Purchase

1.6.5 The balance is displayed on the screen before it will return to the Idle Screen
Press OK (○) to return to the Idle screen

1.7 Pre-Authorise/Pre Auth

1.7.1 Press the # key OR tap the Transaction icon, for transaction list. Select Pre authorise/Pre Auth

1.7.2 Enter the amount to Pre Authorise

1.7.3 If cashiers are enabled, Enter the Cashier (User) id

1.7.4 If your cashier requires a PIN, enter the cashiers PIN

1.7.5 If requested, enter the reference number to print on the receipt

1.7.6 If requested, enter the invoice number to print on the receipt

1.7.7 Displays **'Please Pass to Customer'**

1.7.8 Swipe, or Insert card' is displayed, with the Total Amount to Pre authorise

1.7.9 Card is inserted or swiped

1.7.10 The Customer will be prompted to enter a PIN, Card holder enters PIN

1.7.11 Where the card has more than 1 account linked (called an application for EMV Chip card), the terminal displays an Account Select screen. Select the appropriate account on the screen

1.7.12 The POS will show you information on the screen; 'Connecting' and 'Authorising'

1.7.15 Press OK (○) to print the receipt. An Approved Receipt is printed for the Customer

1.7.16 The Terminal displays 'Please tear off the receipt and return the device

1.7.17 Merchant copy is printed, tear this off and allow the customer to sign it - if a signature is required.



Please note: The customer must keep this slip, as this has the authorisation number that is needed for his transaction completions.

1.8. Pre Auth Completion/ Auth Completion

1.8.1 Press the # key OR tap the Transaction icon, for transaction list. Select Pre Auth Completion

1.8.2 If cashiers are enabled, Enter the Cashier (User) id

1.8.3 If your cashier requires a PIN, enter the cashiers PIN

1.8.4 Enter the amount for completion and Press OK (○)



If the amount is NOT within 15% greater than the original transaction value, then INVALID amount is displayed

1.8.5 If requested, enter the reference number to print on the receipt

1.8.6 If requested, enter the invoice number to print on the receipt

1.8.7 Enter the authorisation code, which was received from the bank and printed on the pre authorise you want to complete.

1.8.8 Displays 'Please Pass to Customer'

1.8.9 Card is inserted or swiped

1.8.10 The Customer will be prompted to enter a PIN, Card holder enters PIN

1.8.11 Where the card has more than 1 account linked (called an application for EMV Chip card), the terminal displays an Account Select screen. Select the appropriate account on the screen.



PLEASE NOTE: If this card is not the same as the transaction on the terminal, then you cannot complete this transaction, the terminal displays NO TRANSACTION FOUND

- 1.8.14 The terminal will show you that the transaction is APPROVED
- 1.8.15 Press OK (○) to print the receipt, or Cancel to skip. An Approved Receipt is printed
- 1.8.16 Terminal displays 'Would you like a receipt'
- 1.8.17 Please tear off receipt and return device
- 1.8.18 Merchant copy is printed
- 1.8.19 Tear this off and allow the customer to sign

1.9. Cash Withdrawal

- 1.9.1 Press the # key or tap the Transaction icon and select Cash Withdrawal
- 1.9.2 If cashiers are enabled, Enter the Cashier (User) id
- 1.9.3 If your cashier requires a PIN, enter the cashiers PIN
- 1.9.4 Enter the Cash amount to purchase, Press OK (○)
Follow the transaction flow as from 1.1.8 under the Purchase

1.10. Pre Auth Cancel

- 1.10.1 Press the # key OR tap the Transaction icon, Select Pre Auth Cancel
- 1.10.2 If cashiers are enabled, Enter the cashier ID
- 1.10.3 If your cashier requires a PIN, enter the cashiers PIN
- 1.10.4 Call for override. Press OK (○). Enter the Supervisor ID and PIN to authorize this
- 1.10.5 'Swipe, or Insert card' is displayed, with the Total Amount to be approved. Card is inserted, swiped or tapped
- 1.10.6 The Customer will be prompted to enter a PIN, Card holder enters PIN
- 1.11.7 Where the card has more than 1 account linked (called an application for EMV Chip card), the terminal displays an Account Select screen. Select the appropriate account on the screen
- 1.10.8 Select the Transaction from a list
- 1.10.9 Enter the authorisation code, which was received from the bank and printed on the pre authorise you want to complete
- 1.10.10 The Terminal will show you that the transaction is APPROVED
Press OK (○) to print the receipt. An Approved Receipt is printed for the Customer.
- 1.10.11 The Terminal displays 'Please tear off the receipt and return device.'
- 1.10.12 Merchant copy is printed, tear this off and allow the customer to sign it - if a signature is required.