



QUICK REFERENCE GUIDE

TIMPA X TERMINALS

Timpa X Terminals User Guide



TIMPA X

TAP • INSERT • SWIPE

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
- Mercantile Bank: 0861 625 288

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)	Debit 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.	<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:	

- '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.

All transactions will dial online for approval, with the exception of a Refund transaction, which will approve offline.

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

- **Swipe Card**
 - Swipe the card on the idle screen
 - If an EMV Chip card is swiped, the terminal will prompt the merchant to insert the card
 - Select the account, followed by the requested transaction
 - Enter the amount
 - Proceed with the transaction
- **Insert a CHIP card**
 - The card is inserted with the CHIP facing up and towards the terminal
 - If the CHIP is unreadable, the terminal will conduct a Fallback transaction
 - The merchant will be prompted to swipe the card, and the transaction will continue as a normal magnetic stripe transaction
 - Proceed with the transaction
 - At the conclusion of the transaction, the CHIP card is allowed to approve or decline the transaction

- If the CHIP card declines the transaction, the terminal will automatically reverse the original transaction. This reversal will be sent online the next time when the terminal connects to the host
- The terminal will prompt the user when to remove the card
- **Manual PAN entry**
 - Press the (.) button on the screen
 - Select the transaction
 - Enter the amount and press ENTER
 - Select OTHER on the screen
 - Select option MANUAL if present
 - Enter Card PAN
 - Enter CVV value on the back of the card
 - Select the correct account type
 - Proceed with the transaction
- **Contactless Transaction**
 - Press (.) button on the screen
 - Select the transaction
 - Enter the amount and press ENTER
 - Tap the card on the terminal as directed
 - Proceed with the transaction
- **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

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
 - Auth Override

- If the transaction is declined, but may be manually authorised, an authorisation code must be obtained from the Bank Call centre
 - Press the (.) button on the screen and select AUTH OVERRIDE
 - Manager PIN is prompted for
 - Present the card, and verify transaction date
 - The 9 digit auth code obtained from the Bank will be prompted for. This must be entered correctly for the transaction to complete
 - Proceed with the transaction
- Budget Purchase
 - A budget purchase is only allowed on Credit Card Accounts
 - Swipe or Insert card, or enter PAN manually
 - When the amount is entered, and is above the Budget limit, you are prompted to select either Budget or Straight
 - When you selected budget, you are presented with the budget period menu
 - Select the correct period
 - Proceed with the transaction
- Refund transaction – ONLY allowed on Credit 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
- Balance Enquiry transaction
 - Press the (.) button on the screen and select BALANCE ENQUIRY
 - Continue with the transaction as usual
 - The cardholder balance will be displayed on the screen
- Purchase and Cash transaction
 - Press the (.) button on the screen and select PURCHASE+CASHBACK
 - Enter the Purchase amount and press ENTER
 - Enter the Cash portion and press ENTER
 - Continue with the transaction as usual
- Cash Withdrawal transaction
 - Press the (.) button on the screen and select CASH WITHDRAWAL
 - Enter the amount to withdraw and press ENTER
 - Continue with the transaction as usual
- 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
 - Select the correct slip to reprint
 - Manager or Supervisor PIN is needed for this reprint