

User Manual

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CCV MOBILE





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1 INTRODUCTION

1.1 The CCV Mobile payment terminal

The VX 680 payment terminal allows you to process transactions with payment cards, loyalty cards and customer cards. The payment terminal is future-proof and conforms to the latest national security standards as well as the EMV standard. The EMV standard was developed by the credit card companies Europay, MasterCard, Visa and JCB to prevent payment card fraud. The security of the transaction process is enhanced because the payment terminal reads the EMV chip on the payment card, rather than a magnetic strip.

1.2 Parties facilitating the transaction process

This User Manual makes frequent reference to the different parties involved in the processing of transactions. An overview of these parties is provided below.



Party	Explanation
Payment terminal supplier	You purchased your payment terminal from a payment terminal supplier (in this case CCV).
Cashier	The cashier operates the payment terminal during the transaction.
Card holder	The card holder is the person to whom you charge an amount for a product or service. The card holder also operates the payment terminal during the transaction.
Mobile data communications provider	Your transaction data are sent to a transaction processor via a GPRS connection. For this purpose, your payment terminal has been equipped with a GPRS modem and a Subscriber Identity Module (SIM) card.
Transaction processor	The transaction processor forwards the transaction data to acquirers for further processing. Acquirers are banks or credit card companies.
Acquirer	The acquirer contacts the issuer of the payment card to check if the payment card transaction can be processed.
Issuer of payment card	Payment cards are usually issued by a bank or financial institution. Payment cards are used by card holders to carry out transactions.



2 INSTALLATION OF PAYMENT TERMINAL

2.1 Components supplied

If the payment terminal was delivered as a plug & play pack, you should have received the following components.

Ove	erview of components supplied	d
1	VX 680 payment terminal	Both you and the card holder operate the payment terminal in order to carry out a transaction.
2	Power supply cable	You can plug the power supply into a wall socket (230 Volt) using the power supply cable.
3	Power supply	Connect the power supply to the power supply cable and the power supply adapter.
4	Power supply adapter	Using the power supply adapter, you can connect the power supply to the payment terminal.
5	Battery	The battery supplies power to the payment terminal. Important: Make sure the battery is fully charged when you use it for the first time. This will extend the life of the battery. Subsections 8.2.2 and 8.2.3 describe how you can charge the battery using the power supply or the base station.
6	Subscriber Identity Module (SIM) card	You must install a SIM card in the payment terminal to enable the terminal to communicate. Refer to section 2.3 for instructions on installing the SIM card.



2.2 Installation guidelines

The Dutch Payments Association (*Betaalvereniging Nederland*) is an organisation that aims to maintain and improve the security of electronic payment transactions in the Netherlands. In order to enhance the security of such transactions, the Association has drawn up the following guidelines concerning the use of the card reader:

- Make sure that the payment card is never out of the card holder's sight.
- You should always let the card holder insert the card in the chip card reader or swipe it through the magnetic card reader.
- If it is not practicable for the card holder to insert or swipe the payment card, you should make sure the card holder is watching while you insert the card in the chip card reader or swipe it through the magnetic card reader.

2.2.1 Environmental factors

Environmental factors can affect the operation of the equipment. You must therefore take them into consideration when installing the equipment. Your payment terminal will operate correctly under the following environmental conditions:

- Ambient temperature between 0 and 50°C
- Relative atmospheric humidity between 5 and 85%

Avoid:

- Shocks and vibrations
- Direct sunlight and heat-emitting objects
- Excessive heat and dust
- Oil and dirt
- Water and condensate
- Installing the terminal near objects that cause excessive power fluctuations and/or generate electromagnetic fields
- Thick walls may affect the payment terminal's ability to send and receive data

2.3 Installation of equipment

Place a SIM card with the chip facing downward in the designated slot and connect the battery. **Important:** Make sure the battery is fully charged when you use the payment terminal for the first time (see section 8.2).





2.4 Data communication

The VX 680 payment terminal is a mobile terminal and communicates by means of a SIM card via a GPRS connection. An Internet connection is required to forward transaction data to an acquirer for processing. You also need it to communicate with the CCV Terminal Management System, so that new software can be installed on your payment terminal, for instance.

2.4.1 View current communication settings

Complete the following steps to view the current communication settings of your payment terminal:



Press the menu symbol
 to open the menu.



2. Select DISPLAY INFO.



3. Select COMMUNICATION.

COMMUNICATION				
GSM:	GPRS			
PROVIDER:	Vodafone NL			
SIM:	203542010126910			
SIGNAL:	56%			
APN: M2N	I.PINNEN.VODAFO			

- 4. The following information is displayed on screen:
- Mobile data communications provider
- SIM card number
- Signal strength
- Access Point Name (APN)

The Access Point Name identifies the external network that can be accessed by the payment terminal.



3 WORKING WITH THE PAYMENT TERMINAL

3.1 Overview of payment terminal



Cor	Components of payment terminal						
1	Touchscreen	Messages, menu options and symbols are displayed on the touchscreen, depending on the actions performed. You can operate the payment terminal by touching the required menu option or symbol.					
2	Privacy shield	The privacy shield is a protective shield around the keypad. The card holder can use this shield and his/her own hand to hide the payment terminal's keypad from view when entering the PIN code. This reduces the risk of third parties observing the entry of the code.					
3	Chip card reader	The card holder can insert a payment card in the chip card reader to conduct a transaction. The card must always be inserted in the card reader with the chip facing up and towards the payment terminal.					
4	Magnetic card reader	The card holder can swipe his/her payment card through the magnetic card reader to conduct a transaction. The card must always be swiped through the card reader with the magnetic strip facing down and towards the payment terminal.					



3.2 Operating the payment terminal

You can use the keypad and the touchscreen to operate the payment terminal. Symbols and menu options are displayed on the touchscreen, depending on the actions performed. You can operate the payment terminal by touching the required menu option or symbol. Section 3.3 provides more information about the user interface of the payment terminal.



Кеур	Keypad of payment terminal					
1	Numeric keys	You can use the numeric keys to enter data, e.g. a transaction amount. The numeric keys have also been pre-programmed for the entry of letters and punctuation marks (see subsection 3.2.1). The card holder can use the numeric keys to enter a PIN code.				
2	Asterisk key <*>	You can use this key to enter a number of pre-programmed punctuation marks. Refer to subsection 3.2.1 for more information about entering punctuation marks.				
3	Hash key <#>	You can use this key to enter a number of pre-programmed punctuation marks. Refer to subsection 3.2.1 for more information about entering punctuation marks.				
4	<stop> key</stop>	Press the red <stop> key to cancel an action. For instance, you can press <stop> to cancel a transaction.</stop></stop>				
5	<corr> key</corr>	Press the yellow <corr> key to correct numbers, letters or punctuation marks after entry. You can also use this key to change the settings of your payment terminal.</corr>				
6	<ok> key</ok>	Press the green <ok> key to confirm entered data or an action. The card holder can use this key to approve the transaction amount and the PIN code, for instance.</ok>				

A number of keys have a symbol in relief for the benefit of blind and visually impaired users.

Кеу	Symbol in relief
<5>	Dot (.)
<stop> key</stop>	Cross (X)
<corr> key</corr>	Vertical line ()
<ok> key</ok>	Circle (O)



3.2.1 Entering letters and punctuation marks

Only numbers are printed on the keys of your payment terminal. However, the numeric keys have also been pre-programmed for the entry of letters and punctuation marks. Press the corresponding numeric key one or multiple times to enter a letter or punctuation mark.

Key to	to Number of times that key must be pressed														
be pressed	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	1	Q	Z		q	z	1								
2	2	А	В	С	а	b	с	2							
3	3	D	E	F	d	е	f	3							
4	4	G	Н	I	g	h	i	4							
5	5	J	К	L	j	k	I	5							
6	6	М	N	0	m	n	0	6							
7	7	Р	R	S	р	r	s	7							
8	8	Т	U	V	t	u	V	8							
9	9	W	Х	Y	W	х	у	9							
0	0	-	space	+	0										
*	*	3	£	"	()	<	>	[]	_	{	}	~	*
#	#	!	?	:	;	@	=	&	/	١	%	\$		^	#

If you want to enter the word 'PIN', for instance, you can do so as follows:

- P Press numeric key 7 twice
- I Press numeric key 4 four times
- N Press numeric key 6 three times

3.3 User interface of the payment terminal

3.3.1 Start screen

The screen shown below is displayed when the payment terminal is inactive.





3.3.2 Menu screen

	.ntl G0 1 16:41	⇒ 2∮ ≣ ⊅	
	MAIN MENU	× +	Title bar The title bar displays the
Menu list	DISPLAY INFO	₽	name of the menu. Press
The menu list displays all the available menu options.	MERCHANT MENU		previous menu, or press
	SERVICE MENU	Þ	screen.
	COPY RECEIPT	•	
Navigation bar The navigation bar displays navigation symbols if the menu list contains more options than can be displayed on screen. Press one of these symbols to scroll through the menu list		X	

If the payment terminal menu is opened, the following screen is displayed.

3.3.3 Card holder screens

During a transaction, both you and the card holder must perform actions on the payment terminal. The background colour of the screen changes to blue if an action has to be performed. In the two screens shown below, for instance, the card holder must insert his/her payment card and select a payment method.



about the available functions.



3.4 Symbols

3.4.1 Function symbols and navigation symbols

Symbol	Function
	Opens the main menu.
U	This symbol indicates that the terminal has not yet been activated. Press the symbol to activate the terminal (see subsection 3.6.1).
2	This symbol indicates that the terminal has been activated. Press the symbol to deactivate the terminal (see subsection 3.6.2).
=	Changes the language used in the payment terminal display to English, French or German.
	Print a copy receipt of the most recent transaction. You can use this feature for up to five minutes after the transaction is completed. After this period, the copy receipt is deleted from the payment terminal memory.
	Manual entry of payment card details.
	Scroll to the first line in the menu.
	Scroll up one line.
	Scroll down one line.
T	Scroll to the last line in the menu.
4	Go back to a previous menu.
×	Exit the menu.

3.4.2 Battery status indicators

Symbol	Definition
	No battery present
p p	Battery almost empty, capacity is less than 5%
	Battery capacity between 5% and 20%
	Battery capacity between 21% and 40%
	Battery capacity between 41% and 60%
	Battery capacity between 61% and 80%
	Battery capacity between 81% and 100%



3.4.3 Network status indicators

Symbol	Definition
	Modem not registered in network
	Modem registered in network, but signal strength is poor
	Moderate signal strength
1411	Sufficient signal strength
141	Good signal strength
	Excellent signal strength
	There is a problem with the modem or SIM card; no communication is possible

3.4.4 Status indicators for external power supply

Symbol	Definition
	The terminal is not connected to the external power supply
:⊪ /	The terminal is connected to the external power supply
⊐∎ 2∮	The terminal is connected to the external power supply and the battery is being recharged



3.5 Merchant password

Access to the merchant menu of the payment terminal is protected by a password. You must also enter this merchant password in order to perform certain actions, for instance to activate the terminal.

Important: The default merchant password is 99999. We advise you to change the merchant password to prevent abuse of your payment terminal by third parties.

Complete the following steps to change the merchant password:



Important: It is not possible to change the default password to a non-secure password such as 12345 or 11111. Once you have changed the password, you cannot change it back to the default value (99999).



3.6 Activating and deactivating the payment terminal

Complete the following steps to activate the payment terminal:

- 1. Press the <OK> key until the display lights up. This may take some time.
- 2. Activate the payment terminal (refer to subsection 3.6.1) in order to carry out transactions.

Complete the following steps to deactivate the payment terminal:

- 1. Deactivate the payment terminal (refer to subsection 3.6.2)
- 2. Press the <STOP> key until the display no longer lights up. This may take some time.

3.6.1 Activating the terminal

The payment terminal must be activated at the start of business. This procedure will open a new financial reporting period. The terminal keeps track of all transactions that you carry out and records them in financial reports.

Complete the following steps to activate the payment terminal:



PROTECTED ITEM
MERCHANT PASSWORD:

2. Enter the merchant password and confirm by pressing <OK>.



 The terminal has now been activated. You can now carry out transactions on the payment terminal.

3.6.2 Deactivating the terminal

You must deactivate the payment terminal at the close of business. The financial reporting period will be closed.

Complete the following steps to deactivate the payment terminal:



PROTECTED ITEM

MERCHANT PASSWORD:

2. Enter the merchant password and confirm by pressing <OK>.



3. The payment terminal is now deactivated. The terminal will automatically print the financial reports of all transactions completed during the period.

Important: Which reports are printed depends on the settings of your payment terminal. You can change the report settings yourself (see section 6.4). The printer roll may run out while the reports are being printed. In that case you must replace the printer roll and print the reports again.



3.7 Sleep mode

To save energy, the payment terminal will switch off the background lighting of the display after one hour of inactivity and go into sleep mode. You can reactivate the terminal by pressing <OK>. If you do not press <OK>, the payment terminal will switch off automatically after another hour has passed.

If you want to change the sleep mode time settings of the payment terminal, please contact the CCV Service Center.

3.8 Use of payment cards

The type of card determines whether the holder should insert or swipe the card.



A payment card with an embedded EMV chip must be inserted in the chip card reader. The card must be inserted in the chip card reader with the chip facing up and towards the payment terminal.



A payment card with a magnetic strip must be swiped through the magnetic card reader. The card must be swiped through the magnetic card reader with the magnetic strip facing down and towards the payment terminal.

3.9 Replacing a printer roll

Complete the following steps to replace a printer roll. Always be careful during this procedure! The cutting edge is sharp and the printer may be hot.



1. Press the release button and open the printer cover. Remove the old printer roll.



2. Insert the new printer roll as indicated in the above photograph. Make sure to leave a strip of paper sticking out and close the printer cover. Tear off the strip of paper along the cutting edge.



4 CARRYING OUT TRANSACTIONS

4.1 **Overview of transaction types**

Your payment terminal supports several different transaction types. However, not all transaction types are supported by all payment cards. The acquirer and the type of payment card determine which types of transactions you can carry out.

Important: Contact your acquirer if you are unable to carry out a transaction with a particular type of payment card.

Overview of transaction types	
Sale	The card holder pays using a payment card.
Cancellation	Cancellation of a previous transaction.
Cash advance	The card holder withdraws cash at a point-of-sale terminal.
Reservation	Reservation of a specific amount of money for a specific period of time.
Sale after reservation	Complete a sale following an earlier reservation.
Refund	Refunding money to a card holder when a product is returned.
Sale referral	A transaction in which you enter an authorisation code that you have obtained by telephone.
Cash advance after referral	The card holder withdraws cash at a point-of-sale terminal. During this transaction, an authorisation code must be entered which has been obtained by telephone.
Card check	Contacting the card issuer to check if the payment card is still valid.
Extra reservation	Increase a previously reserved amount.



4.2 Sale

You carry out a sale when a card holder pays you using a payment card.

Complete the following steps to carry out a sale:

SALE OTHER TRX	SALE AMOUNT EUR 0,00	TOT EUR 0,01 YOUR CARD PLEASE
1. Select SALE.	 Enter the amount and confirm by pressing <ok>. Hand the payment terminal to the card holder.</ok> 	3. The card holder inserts the payment card in the chip card reader or swipes it through the magnetic card reader.
SALE TOT EUR 0,01 ENTER PIN + OK PIN	APPROVED REMOVE CARD	PLEASE RETURN UNIT TO ATTENDANT
 The card holder enters his/her PIN code and approves the transaction by pressing <ok>.</ok> 	5. The card holder removes the payment card.	 The card holder returns the payment terminal to you. Press <ok>.</ok>
TRANSACTION OK		

7. The sale is now successfully completed.



4.2.1 Manual credit card transactions

You can carry out manual credit card transactions on the payment terminal. Because you enter the card details manually, no card needs to be inserted during the transaction.

Important: You may need the CVC2 code during the transaction. This is a three- or four-digit code which is usually printed on the back of the card.

Complete the following steps to carry out a manual credit card transaction:



Important: Are you carrying out a transaction with a chipless credit card (card holder does not need to enter a PIN code)? In that case, the terminal will automatically print two copy receipts immediately after the transaction. One copy is for the card holder and the other is for your records. Always make sure that the card holder signs the copy for your records.



4.3 Cancellation

You can cancel a previous transaction if necessary.

Important: You need an authorisation code to cancel a previous transaction. The authorisation code is printed on the copy receipt of the transaction you wish to cancel. See the next page for an example of a copy receipt with an authorisation code.

Complete the following steps to carry out a cancellation:



1. Select OTHER TRX.





|--|

MERCHANT PASSWORD:



3. Enter the merchant password and confirm by pressing <OK>.

CANCELLATION

CANCELLATION	
AMOUNT EUR 0,00	

4. Enter the amount and confirm by pressing <OK>.



7. The card holder inserts the payment card in the chip card reader or swipes it through the magnetic card reader.



5. Select the transaction type that you wish to cancel.

CANCELLATION

TOT EUR 0,01

OK?

The card holder must

the transaction.

press <OK> to approve

8.







9. The card holder removes the payment card.



PLEASE RETURN UNIT TO ATTENDANT	TRANSACTION OK	
 The card holder returns the payment terminal to you. Press <ok>.</ok> 	11. The cancellation successfully co	n is now mpleted.
Journa CCV Hollar Westervoorts 6827 AT A Terminal: CT380071 Merchant: 423600707814 Period: 2166 Transaction: 00000002 MASTERCARD (A00002301 Card: xxxxxxxx6015 Card Sequence Nr: 00 Valid thru: 30/04/14 RESERVATION Date: 14/06/2012 11:05 Auth. Code: 425544 ◀	al nd B.V. sedijk 55 rnhem	Authorisation code
Total:	EUR 0,01	
YOU HAV	/E PAID	



4.4 Reservation

You can reserve an amount for a specific period of time.

Important: The amount you can reserve and the duration of the reservation period depend on the acquirer and the payment card.

Complete the following steps to carry out a reservation:



Important: You need an authorisation code to actually complete the sale at a later time, based on the earlier reservation. You can find the authorisation code on the copy receipt which is printed after the reservation has been completed. See section 4.3 for an example of a copy receipt with an authorisation code.



4.5 Sale after reservation

If you reserved an amount for a specific period of time, you must complete the actual sale at a later time.

Important: You need an authorisation code to complete this transaction. You can find the authorisation code on the copy receipt of the previously completed reservation. See section 4.3 for an example of a copy receipt with an authorisation code.

Complete the following steps to complete a sale after a reservation:



- 1. Select OTHER TRX.
- TRANSACTION CANCELLATION RESERVATION SALE AFTER RESERV. REFUND
- 2. Select SALE AFTER RESERV.



 Enter the amount and confirm by pressing <OK>.

SALE AFTER RESERV.	
AUTHORISATION CODE	

 Enter an authorisation code and confirm by pressing <OK>.



 The card holder inserts the payment card in the chip card reader or swipes it through the magnetic card reader.



6. The card holder must press <OK> to approve the transaction.



7. The card holder removes the payment card.



 The card holder returns the payment terminal to you. Press <OK>.



9. The sale after reservation is now successfully completed.



5 PAYMENT CARDS

You can accept a number of different payment cards on your payment terminal. You must conclude a contract with an acquirer for each payment card you wish to accept. An acquirer is a party that facilitates payment card transactions on your payment terminal.

You yourself can select the acquirers you wish to conclude a contract with. For instance, at any time you can switch to another acquirer that charges lower rates. To do so you must allocate a card (e.g. MasterCard) to the acquirer of your choice.

5.1 Viewing settings

You can print a card allocation report to gain an overview of the payment cards currently accepted by your payment terminal, and the acquirer to which each card is allocated.

We advise you always to print out a card allocation report and check it after you have changed the payment card settings.

Complete the following steps to print a card allocation report:



Press the menu symbol
 to open the menu.

	X
DISPLAY INFO	
MERCHANT MENU	
SERVICE MENU	
COPY RECEIPT	

2. Select MERCHANT MENU.

PROTECTED ITEM	
MERCHANT PASSWORD:	

 Enter the merchant password and confirm by pressing <OK>.





- 4. Select REPORTS.
- 5. Select C-TAP.

C-TAP	Х
FINANCIAL	
PARAMETERS	
STATUS	

6. Select PARAMETERS.

PARAMETERS	X
TERMINAL	
PER ACQUIRER	
BRAND RELATIONS	

7. Select BRAND RELATIONS. The terminal will now print the card allocation report.

See the next page for an example of a card allocation report.





5.2 Changing settings

The table below lists the various changes you can make to the payment card settings, and the information you need to make each change. The table also states the subsection in this document where you can find detailed instructions on carrying out the change concerned.

Change	Required information	Subsection
Accepting a payment card	 Merchant ID of acquirer Transaction processor (CCV, Equens or Atos Worldline) 	5.2.1
Terminating acceptance of a payment card	You do not need any specific information to make this change.	5.2.2
Allocating a payment card to a different acquirer while retaining the current transaction processor	 Merchant ID of acquirer Current transaction processor (CCV, Equens or Atos Worldline) 	5.2.3
Allocating a payment card to a different acquirer and a different transaction processor	 Merchant ID of acquirer New transaction processor (CCV, Equens or Atos Worldline) 	5.2.1

5.2.1 Adding a payment card

Important: You need the Merchant ID for the payment card in order to carry out this change. You also need to know which transaction processor will process the transactions. If you do not have this information at your disposal, please contact your acquirer.

Complete the following steps to add a payment card:



4. Select CONFIGURE.



2. Select MERCHANT MENU.



5. Select C-TAP.



3. Enter the merchant password and confirm by pressing <OK>.



6. Select EDIT RELATIONS.



SELECT ACQUIRER	X
CCV	
Equens host	
AWL NL	

7. Select the transaction processor to which you wish to link the payment card.



10. This message appears on screen if the card you selected is already allocated to a transaction processor.

> Press <OK> to allocate the card to the new transaction processor.

EDIT RELATIONS	X
ADD BRAND	
DELETE BRAND	
CHANGE MERCHANT ID	

8. Select ADD BRAND.

ADD BRAND

1234

MERCHANT ID

11. Press <CORR>.



9. Select the payment card you wish to add on your payment terminal.

ADD BRAND
MERCHANT ID
(1234)

 Enter the Merchant ID you received from the acquirer, and confirm by pressing <OK>.

ADD BRAND	×
UnionPay	
PRLI	
CCVCard	
AMEX	

13. Press the cross symbol to return to the start screen.

If the card has been successfully added, the payment terminal will print a receipt with the message: 'ACQUIRER PARAMETER SESSION SUCCEEDED'.

Important: If you did not succeed in adding the payment card, the Merchant ID may be unknown to the transaction processor. Always contact the acquirer first to check if the Merchant ID has been activated. If the Merchant ID has been activated, you should check if you have entered the Merchant ID correctly. You can do so by printing a card allocation report and checking the Merchant ID (see section 5.1).



5.2.2 Deleting a payment card

Important: You must deactivate the terminal (see subsection 3.6.2) before deleting a payment card.

Complete the following steps to delete a payment card:



If the card has been successfully added, the payment terminal will print a receipt with the message: 'ACQUIRER PARAMETER SESSION SUCCEEDED'. If the receipt states 'ACQUIRER PARAMETER SESSION FAILED', please contact the CCV Service Center.



5.2.3 Changing the Merchant ID for a payment card

Important: You must deactivate the terminal (see subsection 3.6.2) before changing the Merchant ID for a payment card.

Complete the following steps to change the Merchant ID for a payment card:







If the Merchant ID for the card has been successfully changed, the payment terminal will print a receipt with the message: 'ACQUIRER PARAMETER SESSION SUCCEEDED'.

Important: If you did not succeed in adding the payment card, the Merchant ID may be unknown to the transaction processor. Always contact the acquirer first to check if the Merchant ID has been activated. If the Merchant ID has been activated, you should check if you have entered the Merchant ID correctly. You can do so by printing a card allocation report and checking the Merchant ID (see section 5.1).



6 FINANCIAL REPORTS

6.1 Types of financial reports

Your payment terminal keeps track of the transactions completed during a specific period (day or shift). This period starts when you activate the terminal, and ends when you deactivate the terminal. The terminal will print the following financial reports (depending on the settings):

Financial reports	
E-Journal	If the E-Journal is printed, a copy receipt is printed of every transaction completed during the period. Important: The payment terminal will only print the E-Journal if the E-Journal feature has been activated on the terminal (see subsection 6.4.1).
Totals report	The totals report is a report listing the period totals of all transactions that you completed during the period, specified according to transaction type and card type.

6.2 Automatically printing reports when the terminal is deactivated

The payment terminal automatically prints reports when you deactivate the terminal (see subsection 3.6.2). Which reports are printed depends on the settings of your payment terminal.



6.3 **Printing interim reports**

Do you want to print an interim report before the end of the period? The subsections below describe how to print an interim totals report and an interim E-Journal, respectively.

6.3.1 Printing an interim totals report

Complete the following steps to print an interim totals report:



Press the menu symbol
 to open the menu.



2. Select MERCHANT MENU.

PROTECTED ITEM
MERCHANT PASSWORD:

 Enter the merchant password and confirm by pressing <OK>.

MERCHANT MENU	\times
REPORTS	
FUNCTIONS	
CONFIGURE	

Select REPORTS.

4.



5. Select TERMINAL.



6. Select FINANCIAL.



- 7. Select CURRENT PERIOD.
- CURRENT PERIOD GENERAL PER ACQUIRER
 - REPORT. The terminal will now print the totals report.

See the next page for an example of an interim totals report.







6.3.2 Printing an interim E-Journal

Important: The E-Journal is deleted from the terminal's memory after printing.

Complete the following steps to print an interim E-Journal:







2. Select MERCHANT MENU.

	×
REPORTS	
FUNCTIONS	
CONFIGURE	

4. Select REPORTS.



5. Select TERMINAL.



PROTECTED ITEM

MERCHANT PASSWORD:



- Select E-JOURNAL. The terminal will now print the E-Journal. See the next page for an example of an E-Journal.
- E-JOURNAL PRINTED

AGAIN? [STOP] / [OK]

- Press <STOP> if the E-Journal has been printed.
- E-JOURNAL IS DELETED
- The screen will display the following message: 'E-JOURNAL IS DELETED'.





6.4 Report settings

The E-Journal feature on your payment terminal is activated by default. As standard, the payment terminal will print one receipt upon completion of a transaction. The second receipt (i.e. the copy receipt for your records) is temporarily saved in the payment terminal memory. The terminal will automatically print all copy receipts when you deactivate the terminal.

You can activate and deactivate the E-Journal feature yourself. The subsections below provide detailed instructions on activating and deactivating the E-Journal feature.

6.4.1 Activating the E-Journal feature

In order to activate the E-Journal feature, you must:

- Enter the maximum number of transactions to be saved in the E-Journal memory
- Define the 'threshold', i.e. the number of transactions when you want to receive a warning that the E-Journal memory is almost full

Complete the following steps to activate the E-Journal feature:



Press the menu symbol
 to open the menu.

MAIN MENU	
Y INFO	DISPL
ANT MENU	MERC
E MENU	SERV
ECEIPT	COPY
	0011

2. Select MERCHANT MENU.

PROTECTED ITEM
MERCHANT PASSWORD:

 Enter the merchant password and confirm by pressing <OK>.

MERCHANT MENU	\times
REPORTS	
FUNCTIONS	
CONFIGURE	

4. Select CONFIGURE.

	\times
TERMINAL	
C-TAP	

5. Select TERMINAL.

TERMINAL	×
COMMUNICATION	
MERCHANT PASSWORD	
E-JOURNAL	

6. Select E-JOURNAL.





7. Select MAX TRX ENTRIES.



- MAX TRX ENTRIES
- 0 (0)
- 8. Press <CORR>.

	E-JOURNAL
м	AX TRX ENTRIES
(0)
9.	Enter the maximum number of transactions to be saved in the E-

Journal memory, and confirm by pressing <OK>. Important: You can

save up to 500 transactions in the E-Journal memory.



10. Select THRESHOLD ALM. FULL.

<u>E-JOURNAL</u>
THRESHOLD ALM. FULL 0 (0)

11. Press <CORR>.

E-JOURNAL THRESHOLD ALM. FULL (0)

12. Enter the 'threshold' number of transactions when the terminal should issue a warning that the E-Journal memory is almost full, and confirm by pressing <OK>.

CHANGE E-JOURNAL SUCCESSFUL

13. If the E-Journal feature has been successfully activated, the following message will appear on screen: 'CHANGE E-JOURNAL SUCCESSFUL'.



6.4.2 Deactivating the E-Journal feature

You can deactivate the E-Journal feature by entering zero as the maximum number of transactions to be saved in the E-Journal memory.

Complete the following steps to deactivate the E-Journal feature:

SALE OTHER TRX	MAIN MENU DISPLAY INFO MERCHANT MENU SERVICE MENU COPY RECEIPT	PROTECTED ITEM MERCHANT PASSWORD:
 Press the menu symbol to open the menu. 	2. Select MERCHANT MENU.	 Enter the merchant password and confirm by pressing <ok>.</ok>
MERCHANT MENU REPORTS FUNCTIONS CONFIGURE	C-TAP	TERMINAL COMMUNICATION MERCHANT PASSWORD E-JOURNAL
4. Select CONFIGURE.	5. Select TERMINAL.	6. Select E-JOURNAL.
E-JOURNAL MAX TRX ENTRIES THRESHOLD ALM. FULL	E-JOURNAL MAX TRX ENTRIES 500 (500)	E-JOURNAL MAX TRX ENTRIES (500)
7. Select MAX TRX ENTRIES.	8. Press <corr>.</corr>	9. Enter zero (0) and confirm by pressing <ok>.</ok>
CHANGE E-JOURNAL SUCCESSFUL		

10. If the E-Journal feature has been successfully deactivated, the following message will appear on screen: CHANGE 'E-JOURNAL SUCCESSFUL'.

Important: If the message 'E-JOURNAL MEMORY NOT EMPTY / FIRST DELETE OR PRINT' appears on screen, you must first print the E-Journal (see subsection 6.3.1) or delete the E-Journal (see section 6.5).



6.5 Deleting the E-Journal

You can delete the E-Journal without printing it.

Complete the following steps to delete the E-Journal:





2. Select MERCHANT MENU.

	X
TERMINAL	
C-TAP	

5. Select TERMINAL.

PROTECTED ITEM	
MERCHANT PASSWORD:	

- 7. Enter the merchant password and confirm by pressing <OK>.
- <u>E-JOURNAL</u> E-JOURNAL IS DELETED
- 8. The E-Journal has now been deleted.





 Scroll down and select DELETE E-JOURNAL.



7 OPTIONAL FEATURES

7.1 Overview of optional features

Your payment terminal offers a number of optional features. You can have some of these features activated by the CCV Service Center, while others are only available if permitted by the acquirer.

Feature	Description	Availability
Dynamic Currency Conversion	With Dynamic Currency Conversion, you can offer foreign customers the option of paying in their own currency.	If permitted by acquirer
Transaction reference	This feature allows you to assign a reference (e.g. a number or description) to a particular transaction while the transaction is being carried out. The reference is then stated on the copy receipt.	Activation by CCV Service Center
Employees	The Employees feature provides insight into the transactions completed by your employees during a shift.	Activation by CCV Service Center
	 After the close of business, the terminal can print a report specifying the transaction totals according to the employee(s) who completed the transactions. The copy receipt will state the name of the employee who completed the transaction. An employee can also print a report of the transactions he/she has completed. 	

7.2 Instruction cards for optional features

Instruction cards for optional features are available on our website www.ccv.nl, Service, Handleidingen.

Important: The instruction cards are only available in Dutch!



8 MAINTENANCE AND TECHNICAL PROBLEMS

8.1 Cleaning the payment terminal

In order to extend the service life of your equipment, it is advisable to clean your payment terminal regularly. This depends on the number of transactions you carry out and the environment in which the payment terminal has been installed.

For instance, if you notice that the performance of the card readers is deteriorating, you can use the special-purpose cleaning cards to clean the readers.

A special cleaning set is available for cleaning the payment terminal. The cleaning set includes the following items:

- Anti-static and anti-bacterial cleaning pads
- A cleaning card for the chip card reader
- A cleaning card for the magnetic card reader

Chapter 9 describes how you can order the cleaning set and other supplies.



8.1.1 Cleaning the payment terminal



Thoroughly wipe the housing, keypad and screen of the payment terminal with a cleaning pad. Pay particular attention to the keys. As with computer keyboards and telephones, the keys may contain a lot of bacteria as a result of regular use over a long period of time.

8.1.2 Cleaning the chip card reader



1. Insert the cleaning card in the chip card reader of the payment terminal.



 Keep hold of the dark-grey section of the card with one hand as depicted in the above photograph. Then move the transparent section back and forth several times with your other hand.



8.1.3 Cleaning the magnetic card reader



Swipe the cleaning card through the magnetic card reader of the payment terminal. Hold the cleaning card in an upright position and swipe at a constant speed. The cleaning card has two cleaning strips on both sides. The best result is obtained when you swipe the cleaning card through the magnetic card reader twice, without turning the card over.

8.2 **Payment terminal battery**

The payment terminal is powered by a lithium-ion battery and can be used as a mobile terminal. The number of transactions you can complete on a fully charged battery depends on the following factors:

- The period of time before the payment terminal goes into 'sleep mode' (default setting: 1 hour)
- Signal strength: the payment terminal consumes less energy if coverage is good

8.2.1 Charging the battery

It takes approximately six hours to recharge an empty battery. You can recharge the battery using the power supply or the base station.

Observe the following guidelines to extend the life of the battery:

- Do not use the battery when the capacity has fallen below 10%
- Do not recharge the battery until the capacity has fallen below 30%
- Make sure that the payment terminal is not connected to the power supply or a base station when the battery is fully charged
- If you do not expect to use the battery for a period of one month or more, make sure the battery is charged to 40% of its total capacity. Remove the battery from the payment terminal and store it in a dark, clean and dry place at room temperature (approximately 20°C).



8.2.2 Recharging the battery using the power supply

Connect the terminal as shown below if you want to recharge the battery using the power supply.



Plug into wall socket (230 Volt)



8.2.3 Recharging the battery using the base station

You can purchase a base station for the payment terminal. You can place the payment terminal on the base station when it is not being used. The base station will recharge the payment terminal battery. Complete the following steps to connect the payment terminal to the base station:



Plug into wall socket (230 Volt)

1. Connect the base station as shown above.



2. Place the payment terminal on the base station as shown above.



8.3 Calibrating the battery

You can calibrate the battery to make sure that the battery status indicator on the payment terminal indicates the actual capacity of the battery.

Important: You should only calibrate the battery when you are replacing the payment terminal battery, or if you have noticed that the battery status indicator does not indicate the battery's actual capacity.

If you want to calibrate the battery as a preventive measure, we advise you to do so not more than once every three months. The battery calibration procedure can take 10 to 30 hours. You cannot use the payment terminal during this period.

Complete the following steps to calibrate the battery:



screen: 'SUCCESSFUL'.



8.4 **Periodic software version control**

Your payment terminal will periodically contact the CCV Terminal Management System for version control purposes. This procedure is carried out automatically and at night. The Terminal Management System checks the version of the payment terminal software. If a new software version is available, it is installed on the payment terminal. If the version control procedure has been successful, the terminal will print a receipt with the message 'CONFIGURATION SUCCESSFUL'.

Important: The payment terminal can only communicate with the Terminal Management System if it is connected to the power supply or the base station. The version control procedure will only be carried out if the payment terminal is connected to the power supply or the base station.

8.5 What to do in the event of faults / technical problems

This section describes what you can do to resolve any faults or technical problems that may occur.

Problems with reading payment cards:

- As a test, try to complete a transaction for one euro cent (€ 0.01) using another payment card. You should preferably use a payment card issued by another bank. If the test transaction is successful, this may be an indication that the card holder's payment card is not working properly. If the test transaction is unsuccessful, there may be a problem involving the card reader of the payment terminal.
- You can reset the payment terminal by interrupting the power supply for approx. 15 seconds. To do so, you must first switch off the payment terminal and then remove the battery.

Communication problems:

- You can reset the payment terminal by interrupting the power supply for approx. 15 seconds. To do so, you must first switch off the payment terminal and then remove the battery.
- Remove the SIM card from the payment terminal and clean it with a dry, clean cloth. Place the SIM card back in the payment terminal and try to carry out a transaction.
- Remove the SIM card from the payment terminal and place it in a mobile telephone without a SIM lock. To test coverage, try to send a text message with this phone.
- Contact your mobile data communications provider to check if they can detect a problem (e.g. a faulty SIM card).

If none of the preceding steps were successful in resolving the problem, please contact the CCV Service Center for technical support.

Important: Make sure that you have the TMS Terminal ID or payment terminal code to hand. This will enable our staff to assist you more quickly. The next page describes where you can find this information.



8.5.1 Looking up the TMS Terminal ID and payment terminal code

The TMS Terminal ID is the identification number of your payment terminal in the CCV Terminal Management System. You can look up the TMS Terminal ID in your payment terminal.

Complete the following steps to look up the TMS Terminal ID:

SALE OTHER TRX	MAIN MENU DISPLAY INFO MERCHANT MENU SERVICE MENU COPY RECEIPT	DISPLAY INFO CUSTOMER SERVICE TERMINAL COMMUNICATION HW INFO
 Press the menu symbol to open the menu. 	2. Select DISPLAY INFO	D. 3. Select TERMINAL.
TERMINALTMS TID:CSL001CONF TYPE:VX680NLSWCONF VERS.:09.19SOFTW VERS.:09.19PINPAD VERS.:031214/06/201210:50:374.Write down the TMS Terminal ID (CSL001 in this example).		
If you are unable to look up the also refer to the payment term terminal code is printed on the transactions.	e TMS Terminal ID, you can ninal code. The payment e copy receipts of the	Merchant's Copy CCV Holland B.V. Westervoortsedijk 55 6827 AT Arnhem
Payme (57320	nt terminal code 11 in this example)	Terminal: 573201 Merchant: 0019832
		Period: 2241 Transaction: 02000473
		MAESTRO (A0000000044571) ING Card: xxxxxxxxxxxx2317 Card Sequence Nr: 08 Valid thru: 31/07/14
		SALE Date: 01/06/2012 10:09 Auth. Code: 534960
		TOTAL: EUR 0,01
		YOU HAVE PAID



9 SUPPLIES FOR THE PAYMENT TERMINAL

9.1 Ordering supplies

You can order supplies for your payment terminal in several different ways:

- Ordering online: www.ccv.nl, Web Shop
- Ordering by telephone: +31 88 228 9849
- Ordering on your payment terminal (printer rolls only)

9.2 Ordering printer rolls on your payment terminal

You can order printer rolls directly on your payment terminal.

Complete the following steps to order printer rolls on your payment terminal:



Important: You can order a maximum of 200 printer rolls per order.

When you order printer rolls using your payment terminal, you are authorizing CCV to debit the amount due from your account number as known to CCV. Your order will be delivered to the physical location of your payment terminal. Please check if the address details are correct on the receipt that is printed after you have placed your order.



10 TERMS AND DEFINITIONS

Term	Definition
Acquirer	A payment institution or bank that receives and processes transactions. An acquirer also issues information required for the acceptance of transactions.
Acquirer Merchant ID	The Merchant ID for a payment card. You need this number to accept a payment card on your payment terminal.
Acquirer parameter session	A communication session with the acquirer host for the purpose of retrieving acquirer parameters for your payment terminal. These parameters determine which cards are accepted by your terminal and how the terminal handles these cards.
Authorisation code	A unique code that you are required to enter when carrying out the following transaction types: cancellation, sale after reservation, sale referral, extra reservation, and cash advance after referral.
Card allocation report	A report listing the types of payment cards accepted by your payment terminal, and specifying the transaction processor(s) to which these payment cards are allocated.
Card holder	A person to whom you charge money for a specific product and/or service, and who pays for that product and/or service with a payment card.
Currence	An organisation that certifies data communication providers with respect to transactions with 'Chipknip' stored-value cards.
CVC2 code	A three- or four-digit code printed on the front or back of a payment card for security purposes.
Dutch Payments Association	The Dutch Payments Association (<i>Betaalvereniging Nederland</i>) organises collective activities in the national payment system on behalf of its members. The Association's members are providers of payment services in the Dutch market, i.e. banks, payment institutions and electronic money institutions. The Association coordinates the collective activities of its members in the area of infrastructure, standards and shared product features. These activities are aimed at ensuring an effective, secure, reliable and efficient payment system.
Dynamic IP address	An automatically assigned IP address that can change over time.
E-Journal	A financial report consisting of copy receipts of all transactions completed during a specific period.
EMV standard	An international standard for payment transactions and cash advances using payment cards.
Ethernet connection	A connection used to interconnect devices in a network. Your payment terminal must be connected to the Internet via an Ethernet connection.
Internet Service Provider	An organisation that provides facilities to private individuals and/or enterprises for the purpose of connecting a computer or other device to the Internet.
Merchant password	A password that restricts access to the merchant menu and that must be entered to perform specific actions.
Static IP address	An assigned IP address that is not subject to change over time.
Terminal Management System	A system for the management and maintenance of payment terminals.
TMS Terminal ID	A unique payment terminal identification number that serves as a key providing access to the CCV Terminal Management System.
Totals report	A financial report listing the totals for all transactions carried out during a particular period, specified according to transaction processor, type of payment card and transaction type.



Term	Definition
Transaction processor	The party to which transaction data are sent in accordance with the Common Terminal Acquirer Protocol (C-TAP). The transaction processor then forwards the transaction data to the correct acquirer for further processing.



11 CONTACT INFORMATION

11.1 CCV phone numbers

11.2

CCV Service Center (reporting faults and ordering supplies) Ordering supplies online www.ccv.nl, Web Shop	+31 88 228 9849
CCV Sales Department	+31 88 228 9870
CCV opening hours	
CCV office hours:	
Monday through Friday	8:30 – 17:00 hrs
CCV Service Center:	
Monday through Friday	7:00 – 22:00 hrs
Saturday	8:00 – 18:00 hrs
Sunday	9:00 – 17:30 hrs

N.B.: The 24-hour service is only available for technical problems that need to be resolved urgently.

11.3 CCV general address details

CCV Holland B.V. P.O. Box 9226 NL-6800 KH Arnhem The Netherlands

T +31 88 228 9911

- F +31 88 228 9900
- E info@nl.ccv.eu
- I www.ccv.nl

11.4 Acquirer phone numbers

European Merchant Services (EMS)	+31 20 660 3120
B+S Card Service	+31 20 428 8737
American Express	+31 20 504 8333
Bank Card Company (BCC)	+32 22 05 85 85
China UnionPay	+31 30 283 7333
Citibank	+32 27 74 55 55
ConCardis	+49 69 79 22 22 28
Diners Club	+31 20 654 5524
JCB	+31 30 283 7333
OmniPay	+31 30 283 7333
PaySquare	+31 30 283 7333
YourGift Cards	+31 10 240 9259