



## auctionpay Retail Mode Guide

Retail terminals are stand alone units that allow you to swipe a debit or credit card, enter in a dollar amount and print out receipts without the use of a bidder number.

### Terminal Set Up and Shut Down

#### Set Up

- Plug the power cord into the “PWR” port on the back of terminal and then into the power outlet

#### Shut Down

- Unplug the power cord from the “PWR” port on the back of the terminal (all data will be saved)

### Transactions

#### Retail Sale

- Swipe card
- Key in purchase amount [Enter]
- Merchant receipt prints, press [OK] or [Enter]
- Customer receipt prints

**Manual Card Entry** – if the terminal is unable to read the card, the card can be manually entered.

- Key in the card number, press [Enter]
- Key in expiration date, press [Enter]
- Key in purchase amount, press [Enter]
- Merchant receipt prints, press [OK] or [Enter]
- Customer receipt prints

**Voids** – (Deletes Transaction Data); this function can also be used to clear any test data residing in the terminal.

- Press [Voids]
- Key in Invoice #, press [Enter]
- “Void this transaction?”, press [Yes] or [Enter]
- Merchant receipt prints, press [OK] or [Enter]
- Customer receipt prints

**Adjustments** – Allows user to override the current dollar amount in the terminal and replace it with a new amount.

- Press [Adjustment]
- Key in the invoice #, press [Enter]
- “Enter Amount”, key in dollar amount, press [Enter]
- Merchant receipt prints, press [OK] or [Enter]
- Customer receipt prints

**Credit Report** (Print out before powering down a terminal with live data); a list by invoice number including card holder name, type of card, card number, expiration date, and dollar amount.

- Press [More] [Reports] [Credit]

**Totals Report** – a list of the number of transactions with a dollar total.

- Press [More] [Reports] [Totals]

### **Sending Charges to the Bank**

Charges are sent from the Auctionpay Retail terminal to the bank for processing by using the [Settle] function.



When using multiple Retail terminals, charges must be sent to the bank on one terminal at a time. Sending the charges to the bank simultaneously will result in error.

- Power up the Retail terminal
- Insert provided phone cord into the “LINE” port in the back of the terminal
- Insert the other end of the phone cord into a dedicated analog phone line
- On the terminal press [More] [Settle]
- “Upload Now?” press [Yes]
- “Do you need to dial 9 or other prefix?”, press [Yes] or [No] as appropriate
- If [Yes] is selected, the terminal will prompt “Type Dialing Prefix”, key in appropriate number and press [Enter]. If [No] is selected, the terminal will go to the step below.
- The terminal will prompt “Correct?” with the total amount to be transmitted, press [Yes] or [No] as appropriate.
- If [No] is selected because the total is incorrect, the charges will not be sent to the bank.
- Upon selecting [Yes], the terminal will begin transmitting payment transactions. Once the transmission is complete, the terminal will generate a Banking report showing all approved and declined charges.
- Repeat settlement for each Retail terminal



Typically fax, modem, and home phone lines are dedicated analog lines; however, standard office extensions are usually not.

### **Declines**

Refer to the Declines tab in the Quick Start Guide or visit [www.greatergiving.com](http://www.greatergiving.com) for instructions on how to obtain authorization codes and resubmit declines.