



BE PAYMENT READY

Moneris Core[®] Countertop Desk/5000

Using your Terminal



(October 2019)



BE PAYMENT READY

Need help?

Web: www.moneris.com/support-desk5000

Toll-free: [1-866-319-7450](tel:1-866-319-7450)

Record your Moneris merchant ID here:

Contents

Setting up your terminal	3
Moneris Core® Desk/5000 terminal	4
Terminal keys and hardware	5
On-screen buttons	6
Navigating the terminal	6
Touch screen interaction	6
Start up	7
Getting to the Main menu	7
Main menu	8
Security prompts	9
Locking the screen	10
Card entry options	11
Insert: Chip cards	11
Wave/Tap: Contactless cards	11
Swipe: Magnetic stripe cards	11
Transactions	12
Transaction guidelines	12
Processing purchase transactions when your Internet connection is down	13
Purchase - debit/credit	14
Partially approved Purchase	15
Balance inquiry on pre-paid credit cards	15
Refund - debit/credit	16
Void	17
Pre-authorization	18
Completion	19
Merchant prompts	20
Purchase and pre-authorization	20
Refund	21
Void	21
Customer prompts	22
Purchase and Pre-authorization	22
Refund	24
Void	25
Receipts	26
Processing receipts from a transaction	26
Customer copy	26
Merchant copy	26
Reprinting receipts	27
Reprint both customer and merchant receipt for the last transaction	27
Reprint both customer and merchant receipt for a previous transaction	27
Receipt examples	28
Original receipt	28
Partial approval receipt	29
Signing a credit card receipt	29

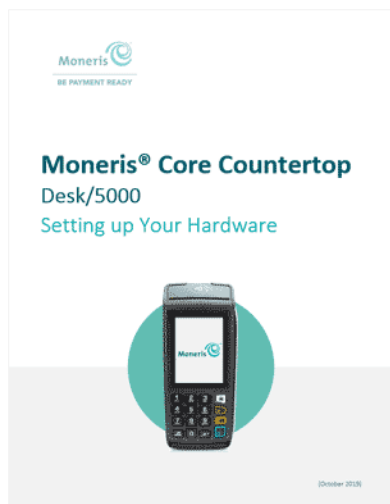
Card masking	29
Reports	30
Merchant Direct reporting	30
Transaction reports	30
Clerk totals report.....	30
Terminal totals report.....	31
Transaction Details report	31
Pre-Authorization report	32
Tip totals report.....	32
Settings reports	33
Basic terminal report	33
Enhanced report	33
End of day process.....	34
System close	34
Merchant close	35
Troubleshooting.....	36
Error messages on the Desk/5000 terminal.....	36
Equipment issues.....	38
Other issues	38
Merchant support	39

Setting up your terminal

If you have not already set up your terminal hardware and software, refer to the guides below.

Set up your terminal hardware

To set up your terminal hardware, refer to the **Moneris Core® Desk/5000 Setting up Your Hardware** guide available at moneris.com/support-desk5000.



Set up your terminal software

To set up your terminal software, refer to the **Moneris Core® Desk/5000 Setting up Your Software** guide available at moneris.com/support-desk5000.









Moneris Core® Desk/5000 terminal

Use this handheld, all-in-one terminal and PINpad to process transactions at the point of sale (POS).

Both you and your customer will enter information and respond to prompts on the terminal. When directed on screen, pass the terminal to the customer. When the customer has finished, they will pass the terminal back to you as directed on screen. Respond to the prompts to complete the transaction.





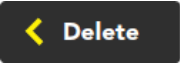







Terminal keys and hardware

Label	Terminal key or hardware	Use this key or hardware element to:
1	Menu key 	Go to the <u>Main menu</u> .
2	Red key 	Cancel a transaction or function. (Same as tapping the Cancel button on the display screen)
3	Yellow key 	Delete one or more characters in a data field. (Same as tapping the Delete button on the display screen)
4	Green key 	Accept or submit data. (Same as tapping the OK button on the display screen)
5	Paper feed key 	Advance the receipt paper.
6	Printer	Print receipts and reports.
7	Keypad	Enter numerical data. To enter a period or other punctuation, use the punctuation  key.
8	Magnetic stripe reader	Read card information when a card is <u>swiped</u> .
9	Chip reader	Read card information when a chip card is <u>inserted</u> .
10	Display screen	Displays information.
11	Contactless reader (internal)	Read card information when a card is <u>tapped</u> .

On-screen buttons


The screen of your terminal is touch sensitive, like a smartphone. You can move around the application and choose options by touching the appropriate element on screen. Here are the most common icons and buttons that you should be familiar with.

Screen element	Action performed:
 Main menu icon	Go to the Main menu. Note: You can also touch the  key on the terminal keypad to perform the same action.
 Cancel	Cancel a transaction and return to the Purchase screen. Note: You can also press the red  key on the terminal keypad to perform the same action.
 Delete	Delete one or more characters in a data-entry field. Note: You can also press the yellow  key on the terminal keypad to perform the same action.
 OK	<ul style="list-style-type: none">Submit the data shown on-screen. For example, tap OK to indicate the transaction amount is correct.Accept/confirm the choice or information displayed on-screen. Note: You can also press the green  key on the terminal keypad to perform the same action.
 Back	Go back to the previous screen/menu.
 Help icon	To view the website address of the Moneris support page for your terminal.

Navigating the terminal

Touch screen interaction

Your Moneris terminal features a color touch screen.



- To access a function displayed on screen (for example, a button, a menu, a field), simply use your finger to tap the item on the screen, or if a number is displayed beside the button text (for example ) press that number on the terminal keypad.
- To view content (for example, a menu or report) that extends past the bottom of the screen, swipe up. Swipe down to go back to the top of the screen.
- The Main menu includes two screens. Swipe left to view screen 2. Swipe right to go back to screen 1.

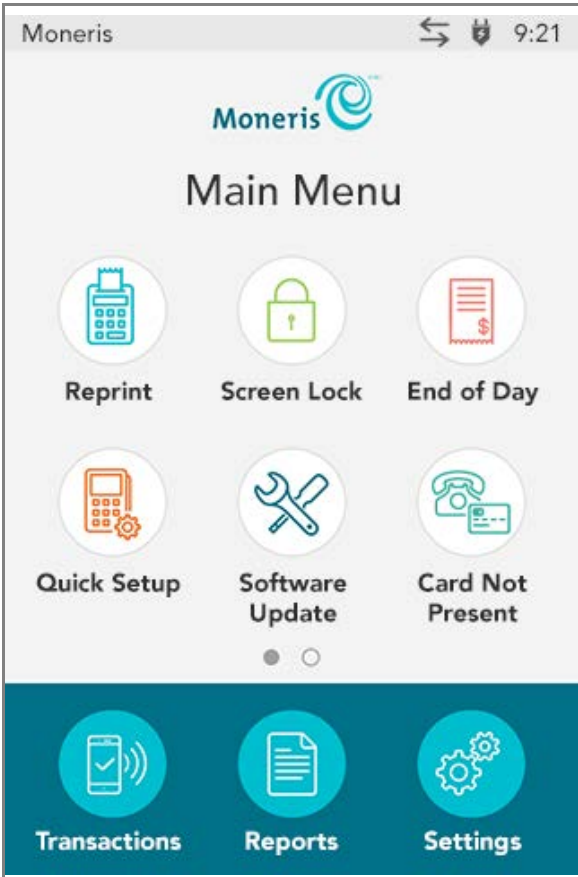
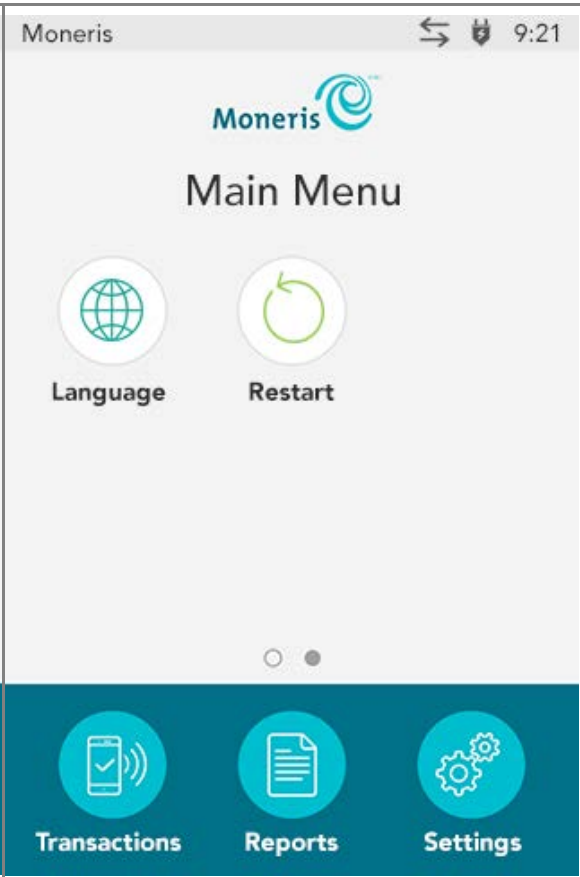
Start up

When the terminal starts up (after your initial setup), it will go directly to the Purchase screen. However, there may be one or more security prompts (refer to page 9) that appear before you see the Purchase screen.

Getting to the Main menu












You can access all of the terminal functions from the Main menu. To get to the Main menu, use one of these methods:

- tap the Main Menu  icon on the screen (if it is available)
- press the Menu  key on the keypad

	
<i>Main menu screen 1</i> Swipe left to view screen 2.	<i>Main menu screen 2</i> Swipe right to return to screen 1.
<i>If the “Card Not Present” function is disabled, the icon for “Card Not Present” will not appear on the Main menu. You will see the Language icon instead.</i>	

Main menu


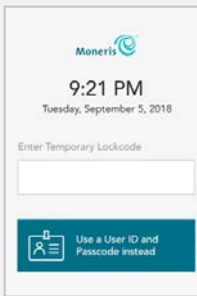
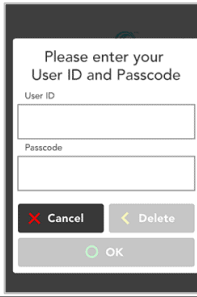

To navigate to the Main menu, see [Getting to the Main menu](#) on page 7.

Menu item	Use this menu to:
 Reprint	Reprint the last receipt or another receipt. Go to Reprinting receipts on page 27.
 Screen Lock	Lock the screen using a temporary lock code. Go to Locking the screen on page 10.
 End of Day	Close your batch and print batch reports. Go to End of day process on page 34.
 Quick Setup	Launch the Quick Setup procedure to set up your terminal. Go to “Edit your settings using the Quick Setup menu” in the Desk/5000 Setting up Your Software guide available at moneris.com/support-desk5000 .
 Software Update	Display the Software Update menu. You can check for software updates, sync your settings with the Moneris cloud, or sync all functions with the Moneris host. For more information, go to the Desk/5000 Online Operating Manual available at moneris.com/support-desk5000 .
 Card Not Present	<p>Turn on or off the ability to process financial transactions when the customer’s card is not present; for example, email and telephone orders.</p> <p>For more information, go to the Desk/5000 Online Operating Manual at moneris.com/support-desk5000.</p> <p><i>Note: If this function is off, the icon will not appear on the main menu.</i></p>
 Language	<p>Set the language of the terminal to French or English.</p> <p>Tap the icon, select a language, and tap Save.</p>
 Restart	Restart the terminal. Tap Restart and then tap OK at the confirmation prompt. The terminal will restart itself and then display the default transaction which is usually the Purchase transaction.
 Transactions	Display the Transactions menu. Go to the Transactions section on pages 12-25 for transaction guidelines and instructions for each procedure.
 Reports	Display the Reports menu to run reports on transactions or on settings. Go to Reports on page 30.
 Settings	Display the Settings menu. For information and instructions for all settings, go to the Desk/5000 Online Operating Manual available at moneris.com/support-desk5000 .

Security prompts

You may see various security prompts before you are able to process transactions and access functions. Some examples include the screen saver (idle screen), the temporary lockcode prompt, the user ID/passcode prompt, and the Clerk ID prompt.

Review the table below on how to respond to each prompt.

Screen image	Prompt	Action
	Screen saver showing the date and time (idle screen)	The application has timed out. Tap the screen or press any key to continue.
	Enter Temporary Lock code	This screen appears if you locked the terminal using a temporary lock code. To unlock, enter your temporary lock code. You can also tap Use a User ID and Passcode instead . See below.
	Please enter your User ID and Passcode	To use protected menus and transactions, you must identify yourself by user ID and passcode. <ol style="list-style-type: none">1. Tap the User ID field and enter your user ID.2. Tap the Passcode field and enter your passcode.3. Tap OK.
	Enter Clerk ID	Key in your clerk ID, then tap OK . To set up clerk IDs, refer to the <i>Moneris Core Desk/5000 Setting up Your Software</i> at moneris.com/support-desk5000 .

Locking the screen

In order to prevent unauthorized use, Moneris recommends locking the terminal screen when:

- your terminal is unattended, for example, when you are away from the cash register area;
- your business is closed. Leave the terminal powered on and lock the screen.

To lock the screen:

1. Think of a lock code you will remember (using 4 to 10 digits).
 - You cannot use 3 or more consecutive numbers (such as **1236**) or 3 or more repeating numbers (such as **11125**).
2. On the Main menu, tap **Screen Lock**.

The “Please enter a temporary lock code for this device” prompt appears.
3. Enter the lock code you determined in step 1, then tap **OK**.

The screen is locked.

To unlock the screen:

- enter the same lock code you used to lock the screen, or
- enter your user ID and passcode.

Card entry options

Insert: Chip cards



1. The screen displays “Tap, insert, or swipe”.
2. The customer inserts the card into the terminal’s chip reader.
Note: Unless the device prompts otherwise, do not swipe a chip card even if the card has a magnetic stripe.
3. The customer may be prompted to key in a PIN.
4. The chip card must remain inserted until the screen displays “Please remove your card”.

Wave/Tap: Contactless cards



1. The screen displays “Tap, insert, or swipe”.
2. The customer taps their card over the contactless reader icon which is located above the display screen.
Note: The card must be tapped or waved by itself (the customer cannot leave the card in their wallet and wave it over the contactless reader).
Note: If the customer is using a mobile device, they may be directed to enter a passcode on their smartphone or tablet.

3. Note the following:
 - Your merchant account must be configured for contactless functionality.
 - Only Purchases, Refunds, and Balance Inquiries can be processed using a contactless card.
 - The transaction amount must be equal to or less than the contactless transaction limit set for the card. If the amount is greater than the contactless limit for the card, when the customer taps their card, the terminal displays “Limit exceeded” followed by “Insert or swipe”. To complete the transaction for the same amount, the customer inserts or swipes their card.

Swipe: Magnetic stripe cards




1. The screen displays “Tap, insert, or swipe”.
2. The customer swipes the card on the terminal’s magnetic stripe reader.
Note: If the card has a chip, the card must be inserted into the terminal’s chip reader.

Transactions

Transaction guidelines

To process financial transactions, follow these general guidelines.

1. Make sure you are connected to Moneris. Look for **LAN** or the network connection icon  in the notification area at the top of the screen. If the connection icon is **red**, refer to the connection error messages on page 36.
2. Determine which transaction you want to process (for example, Purchase, Refund, Void, Pre-authorization, Completion, among others).
3. Start the transaction on the terminal and follow the prompts on screen. For instructions, see pages 14-19.
 - If prompted, pass the terminal to your customer so they can respond to the customer prompts (see pages 22).
 - If card entry is required to complete the transaction, the customer enters their card using tap, insert, or swipe.
 - The merchant prompts and the customer prompts may vary depending on:
 - the transaction type (for example, Purchase or Refund)
 - the payment type (for example, credit or debit)
 - the method of card entry (for example, insert, swipe, or tap)
 - any features you have turned on (for example, tipping or cashback)
4. Process any printed receipts (see page 26).

Processing purchase transactions when your Internet connection is down

If your Internet connection is down, you can still process some credit card purchase transactions on your terminal using an optional feature called Store and Forward (SAF). Store and Forward processing allows you to continue to accept purchase transactions even when the terminal is unable to connect to the Moneris host. SAF purchases are stored securely on the terminal and are automatically forwarded to Moneris once the host connection is available.

To request Store and Forward, contact Moneris in order to understand the risks and restrictions around this feature. Carefully review the statement below before requesting and using SAF.

Please note that Store and Forward is an optional feature which will allow you to process transactions which are not authorized by the issuing bank at the time you submit the transaction for acceptance by the bank. For that reason, SAF carries increased risks and if you enable the feature you will be agreeing to assume these risks, including that you may not receive settlement funds for some of these transactions because the cards may not have sufficient funds available, the cards may be blocked, stolen or fraudulently used, the stored transactions data on the terminals may be lost or damaged, you may exceed the capacity of the terminals to store transactions, etc. Additionally, many safety features cannot be used for such transactions and this increases the risk of chargebacks with limited or no remedies available for the merchant, even if chip and PIN are used. You should only use store and forward if you are prepared to assume these risks and you are allowed to do so by the Card Brand Rules and Regulations. It is your responsibility to monitor how your terminals are used and you are fully liable for all transactions processed using store and forward.

Notification before performing a SAF purchase transaction

The steps for performing a SAF purchase are the same as a regular credit purchase, with two additional steps. The terminal will prompt you before performing a SAF transaction. At the prompt, you can cancel the transaction or proceed. Before deciding to proceed with performing the SAF transaction, Moneris advises you to exercise caution in considering the customer's credit card, the customer's behavior, and the transaction amount, among other factors in order to identify and minimize potential fraud. If you decide to proceed, you must enter your user ID and passcode each time you perform a SAF purchase.

To view the terminal prompt associated with the SAF feature, go to Merchant prompts ("Your terminal is currently offline! You can...") on page 20.

Purchase - debit/credit

Follow these steps to process a Purchase transaction when the customer pays with a debit or credit card.

1. Start at the **Purchase - Enter amount** screen. This is the terminal's default screen.
 - Respond to any security prompts (see page 9) that appear.
 - If your terminal is at a different screen, go to the Main menu, tap **Transactions**, then tap **Purchase**.
2. Key in the amount of the purchase and tap **OK**.
 - Respond to any merchant prompts (see page 20) that appear. The terminal may ask for an invoice number and other information.
3. When prompted, pass the terminal to your customer so they can respond to the customer prompts.
 - If tip entry is turned on (refer to “Setting up your terminal” on page 3), the customer enters a tip (or no tip).

The “Tap, insert or swipe” prompt appears, showing the final total and the cards you accept.

4. The customer enters their card on the terminal. Depending on the type of card, they can tap, insert, or swipe it.
 - The customer responds to any additional customer prompts, including prompts related to cashback, foreign exchange, and PIN entry among others (see page 22).


The “Processing your request” message appears.

5. Once the transaction is approved, the “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **1 Email**, **2 Text**, **3 Print**, and **4 None**.

Note: You can choose which receipt options customers will see. (Refer to Receipt Settings in the **Desk/5000 Setting up Your Software** guide at moneris.com/support-desk5000.)

6. The customer selects a receipt format (or no receipt) by tapping one of the options on screen or by pressing the corresponding number on the keypad.

The “Transaction Complete/Please pass terminal back to clerk” prompt appears.

7. The customer passes the terminal back to you. Press the green  key to continue, if needed.
8. When “Transaction Approved” appears, tap **OK**.
9. Process any printed receipts (see page 26).

Note: A customer signature is always required for UnionPay transactions, so the merchant copy of the receipt is always printed. Ask the customer to sign the merchant copy of the receipt.

Partially approved Purchase

A Partial Approval of a purchase transaction occurs when the customer pays for a purchase with a pre-paid credit card but the value on the pre-paid card is less than the purchase amount.

Pre-paid cards include:

- A credit card (such as Visa or Mastercard) loaded with a specific value.
- A gift card from a specific store.

When presented with a pre-paid card:

1. Follow the Purchase transaction (see page 14).

IMPORTANT! Process any pre-paid cards first -- the customer may have more than one.

2. The terminal approves the partial amount tendered on the pre-paid card, then displays to the customer and to the merchant the amount still owing. For example:

Amount approved \$10.00

Amount due \$20.50

3. Tap **OK** to accept the partial approval.

The amount due can be paid by another tender type, e.g. another pre-paid card, a credit card, a debit card, or cash.

4. Follow the merchant prompts on screen for each tender type offered by the customer until the full purchase amount is paid.
5. Process any printed receipts (see page 26).

Balance inquiry on pre-paid credit cards

Use the Balance Inquiry procedure to allow customers to check the balance on a pre-paid credit card.

1. From the Main menu, tap **Transactions**, then tap **Balance Inquiry**.
2. As prompted on screen, pass the terminal to your customer so they can respond to the customer prompts.

The “Tap, insert or swipe” screen appears.

3. The customer enters their card on the terminal. Depending on the type of card, they can tap, insert, or swipe as described in Card entry options on page 11).
4. The customer responds to any customer prompts, such as PIN entry.

The terminal displays the card balance on the screen.

5. The customer views the balance on screen.

To print the balance, the customer taps **Print** or presses 1 on the keypad.

Note: *Respect the customer's privacy. Do not look at the balance, whether printed or on screen. The terminal prints only one copy of the receipt, the customer copy.*

6. After viewing or printing the balance, the customer taps **OK** to end the balance inquiry.
7. The screen prompts the customer to return the terminal to you.

The customer passes the terminal to you.

8. Tap **OK** to continue.

Refund - debit/credit

A refund credits a customer's account. You can refund the whole amount of a purchase transaction or a portion of the amount.

1. From the Main menu, tap **Transactions**, then tap **Refund**.

- Respond to any security prompts (see page 9) that appear.

The Refund screen appears.

2. Key in the amount of the refund and tap **OK**.

- Respond to any merchant prompts (see page 21) that appear. The terminal may ask for an invoice number and other information.

The terminal prompts you to "Enter the authorization number of the transaction that is to be refunded".

3. Key in the 6-digit authorization number found on the Purchase receipt, and tap **OK**. See original receipt example on page 28.

- If you do not have the receipt or the authorization number, simply tap **OK** to continue without entering a value.

4. Pass the terminal to your customer so they can respond to the customer prompts.

The "Tap, insert or swipe" prompt appears, showing the total refund and the cards you accept.

5. The customer enters their card on the terminal. Depending on the type of card, they can tap, insert, or swipe it.


- The customer responds to any customer prompts (see page 24).

The "Processing your request" message appears.

6. Once the transaction is approved, the "How would you like your receipt?" prompt appears, showing the customer the available options for receiving a receipt: **1 Email**, **2 Text**, **3 Print**, and **4 None**.

7. The customer selects a receipt format (or no receipt) by tapping one of the options on screen or by pressing the corresponding number on the keypad.

The "Transaction Complete/Please pass terminal back to clerk" prompt appears.

8. The customer passes the terminal back to you. Press the green  key to continue, if needed.

9. When "Transaction Approved" appears, tap **OK**.

10. Process any printed receipts (see page 26).

Note: A customer signature is always required for UnionPay transactions; therefore the merchant copy of the receipt is always printed. Ask the customer to sign the merchant copy of the receipt.

Void

Perform a void when a transaction has been entered incorrectly and needs to be cancelled and re-done.

- The whole transaction will be voided -- you cannot perform a partial void.
- Only transactions in the current batch can be voided. For example, if the purchase transaction that you want to void is in a batch that is already closed, perform a refund instead.
- To void a pre-authorization, perform a completion for \$0 (see page 19).

1. From the Main menu, tap **Transactions**, then tap **Void**.

- Respond to any security prompts (see page 9) that appear.

The **Void** menu appears.

2. Follow the instructions in **one** of the columns in the table below.

Void last transaction	Search for transaction to void
a. Tap Void last transaction . The terminal displays the last completed transaction that can be voided.	a. Tap Search for transaction to void . b. When prompted, enter the sequence number of the transaction you want to void. To locate the sequence number, see receipt sample on page 28. The terminal searches the current batch and displays the transaction(s) that match the sequence number you entered.
b. Tap OK to void the transaction. <ul style="list-style-type: none">▪ To cancel the Void operation, tap Cancel.	c. Tap the appropriate transaction on the screen to proceed with voiding it. If there is only one transaction, simply tap OK . <ul style="list-style-type: none">▪ To enter a different sequence number, tap Back.▪ To cancel the Void operation and return to the Purchase - Enter amount screen, tap Cancel.

3. When prompted, pass the terminal to your customer so they can respond to the customer prompts.

The “Insert or swipe” prompt appears, showing the total void amount and the cards you accept.

4. The customer enters their card on the terminal.


- The customer responds to any customer prompts (see page 24).

The “Processing your request” message appears.

5. Once the transaction is approved, the “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **1 Email**, **2 Text**, **3 Print**, and **4 None**.

6. The customer selects a receipt format (or no receipt) by tapping one of the options on screen or by pressing the corresponding number on the keypad.

The “Transaction Complete/Please pass terminal back to clerk” prompt appears.

7. The customer passes the terminal back to you. Press the green  key to continue, if needed.

8. Process any printed receipts (see page 26).

Pre-authorization

Perform a credit card pre-authorization if the final Purchase amount is unknown (for example, car rental or hotel stay).

1. From the Main menu, tap **Transactions**, then **Pre-Authorized Transactions**, then **Pre-authorization**.
 - Respond to any security prompts (see page 9) that appear.
2. Key in the amount you want to pre-authorize and tap **OK**.
 - Respond to any merchant prompts (see page 20) that appear. The terminal may ask for an invoice number and other information.
3. Pass the terminal to your customer so they can respond to the customer prompts.
4. At the “Insert or swipe” prompt, the customer visually confirms the pre-authorization amount.
5. The customer enters their card on the terminal. Depending on the type of card, they can insert or swipe it.


Note: *Tapping the card is not allowed for pre-authorization.*

- The customer responds to any additional customer prompts, including prompts related to foreign exchange and PIN entry among other scenarios (see page 22).

The “Processing your request” message appears.

6. Once the transaction is approved, the “How would you like your receipt?” prompt appears, showing the customer the options for receiving a receipt: **1 Email**, **2 Text**, **3 Print**, and **4 None**.
7. The customer selects a receipt format (or no receipt) by tapping one of the options on screen or by pressing the corresponding number on the keypad.

The “Transaction Complete/Please pass terminal back to clerk” prompt appears.

8. The customer passes the terminal back to you. Press the green  key to continue, if needed.
9. When “Transaction Approved” appears, tap **OK**.
10. Process any printed receipts (see page 26).

Note: *A customer signature is always required for UnionPay transactions; therefore the merchant copy of the receipt is always printed. Ask the customer to sign the merchant copy of the receipt.*

If the customer swiped their card, obtain the customer signature on the merchant copy of the receipt, then tap **OK** as indicated on screen.

Completion

Perform this transaction to:

- complete a pre-authorization when the final purchase amount is known (for example, at the end of a hotel stay, or when a rental car is returned);
- cancel a pre-authorization that is no longer needed.

1. From the Main menu, tap **Transactions**, then **Pre-Authorized Transactions**, then **Completion**.

- Respond to any security prompts (see page 9) that appear.

The terminal prompts you to “Please enter the sequence number of the pre-authorized transaction you would like to complete”.

2. Enter the 6-digit sequence number from the receipt of the pre-authorization transaction (see page 28), then tap **OK**.

The terminal displays any matching transactions.

3. Tap the pre-authorization transaction you wish to complete or cancel. If only one pre-authorization was found, go directly to step 4.

- If there are no matching transactions:
 - Tap **Back** to re-enter the sequence number; or
 - Tap **Cancel** to cancel the completion process.

4. The terminal prompts you to “Please enter the completion amount”.

5. Do one of the following:

- To complete the pre-authorization, enter the final purchase amount and tap **OK**.
- To cancel the pre-authorization and release the pre-authorized funds, enter a single zero then tap **OK**.

The “Processing your request” message appears.

6. When “Transaction Approved” appears, tap **OK**.


7. Process any printed receipts (see page 26).

Merchant prompts

For security related screens, including clerk ID, refer to security prompts (see page 9).

Purchase and pre-authorization

This table shows, in order of appearance, the merchant prompts that you would see on the terminal during a financial transaction if the applicable feature is enabled. Only some of the prompts will appear for any single transaction.

Merchant prompt	Merchant action
Your terminal is currently offline! You can cancel this transaction or press OK to proceed and we will store the details and send the transaction once the terminal is online	<p>This prompt appears if your account is set up for store and forward (SAF) processing and if your terminal is unable to connect to the Moneris host. For more information, go to Processing transactions when your Internet connection is down.</p> <ul style="list-style-type: none">▪ Tap Cancel to cancel the transaction. You will need to re-establish a connection to Moneris in order to process transactions. Go to "Cannot connect to host" in the Troubleshooting section on page 36. <p>Tap OK to proceed with SAF processing. If the transaction is eligible for SAF, the terminal will store it and then send it to Moneris once the connection is restored.</p>
Please enter invoice number, if applicable.	<p>This prompt appears if your terminal is set up to ask for an invoice number.</p> <ul style="list-style-type: none">▪ To enter a numeric invoice number, use the number keys on the terminal's keypad.▪ To enter an alphanumeric invoice number, tap the invoice number field. A virtual keyboard appears. Use the virtual keyboard to enter the number and letters, then tap the Enter icon.▪ To bypass the invoice prompt, simply tap OK without entering a value.
Please pass the terminal to your customer	<p>Pass the terminal to your customer so they can respond to the customer prompts.</p>
Amount due \$NN.NN Tender type?	<p>This screen appears during a partial approval transaction where the customer used a pre-paid card to pay for a portion of the total amount. The terminal prompts you to ask the customer for their next form of payment to complete the purchase.</p> <ul style="list-style-type: none">▪ If the customer offers another card, tap Cards.▪ If the customer offers cash, tap Cash.▪ If the customer is unable to pay, tap Cancel to cancel the transaction.
Please pass terminal back to the clerk	<p>You may see this prompt when the customer passes the terminal back to you. Press the green  key to continue.</p>

Refund

Merchant prompt	Merchant action
Please enter invoice number, if applicable.	<p>This prompt appears if your terminal is set up to ask for an invoice number.</p> <ul style="list-style-type: none">▪ To enter a numeric invoice number, use the number keys on the terminal's keypad.▪ To enter an alphanumeric invoice number, tap the invoice number field. A virtual keyboard appears. Use the virtual keyboard to enter the number and letters, then tap the Enter icon.▪ To bypass the invoice prompt, simply tap OK without entering a value.
Enter the authorization number of the transaction that is to be refunded	<p>Enter the authorization number of the transaction you want to void.</p> <p>To locate the authorization number, refer to the original receipt sample (see page 28).</p>
Please pass the terminal to your customer	<p>Pass the terminal to the customer. The customer will respond to the customer prompts then pass the terminal back to you.</p>

Void

Merchant prompt	Merchant action
Enter the sequence number of the transaction that is to be voided	<p>This screen appears if you selected Search for transaction to void from the Void menu.</p> <p>Enter the sequence number of the transaction you want to void.</p> <p>To locate the sequence number, refer to the original receipt sample (refer to page 28).</p>
Please pass the terminal to your customer	<p>Pass the terminal to the customer. The customer will respond to the customer prompts then pass the terminal back to you.</p>
Transaction Approved	<p>Tap OK to print any receipts.</p>

Customer prompts



If the “Please pass the terminal to your customer” prompt appears, pass the terminal to your customer so they can respond to their prompts.

This table shows, in order of appearance, the prompts that a customer would see on the terminal during a financial transaction. The prompts will depend on the transaction being processed and on the features you have enabled.

Purchase and Pre-authorization



Customer prompt	Customer action
Would you like to leave a tip?	<p>This screen appears when the tip feature is turned on.</p> <p>There are 4 possible tip options the customer can choose, depending on how you have set up tip entry (refer to Tip Settings in the <i>Desk/5000 Setting up Your Software</i> guide at moneris.com/support-desk5000).</p> <ul style="list-style-type: none">▪ Pre-set tip percentages. For example, 15%, 20%, 25%. Customer taps the desired percentage.▪ No tip. Customer taps the No Tip button on screen or presses 1 on the keypad.▪ Tip as a specific dollar amount. The customer taps the \$ button or presses 2 on the keypad, then enters the tip amount in dollars and cents.▪ Tip as a specific percentage amount. The customer taps the % button or presses 3 on the keypad, then enters the tip amount as a percentage of the bill.
Ready to pay? Tap, insert or swipe	<p>The customer <u>taps, inserts, or swipes</u> their card. The customer may also tap their mobile device (a smartphone, for example) or other mobile format.</p>
Which language would you like to proceed in? Dans quelle langue souhaitez-vous continuer?	<p>This screen appears after the customer enters their credit or debit card on the terminal.</p> <p>The customer taps 1 English or 2 Français on screen, or presses the corresponding number on the keypad.</p> <p>The language they select will be used on screen for the rest of the customer prompts and on the customer copy of the receipt.</p> <p>If the language code on the card is not readable, or the language code is neither English nor French, the terminal will display the customer prompts in the same language as the merchant prompts.</p>

Customer prompt	Customer action
<p>Which application would you like to use?</p>	<p>This screen appears for chip cards when more than one payment application (for example, debit and credit) is available on the chip.</p> <ol style="list-style-type: none"> The customer taps one of the applications from the list of available applications. <p>The Confirm application screen appears with two options, No and OK.</p> <ol style="list-style-type: none"> The customer responds to the confirmation screen. <ul style="list-style-type: none"> To proceed with the selected application, the customer taps OK. To return to the list of applications, the customer taps No.
<p>Would you like cashback?</p>	<p>This screen appears when the cashback feature is turned on and the customer pays with a supported debit card or pre-paid credit card.</p> <p>Note: For Visa and Mastercard, the card must be inserted into the terminal.</p> <p>There are 5 possible cashback options the customer can choose, depending on how you have set up cashback.</p> <ul style="list-style-type: none"> Up to 3 pre-set cashback amounts. For example, \$40, \$60, \$100. The customer taps the desired cashback amount. No cashback. The customer taps the No Cashback button or presses 1 on the keypad. A different dollar amount. The customer taps the \$ icon or presses 2 on the keypad, then enters the desired cashback amount in dollars then taps OK. The dollar amount must in increments of \$10.
<p>There is a surcharge for this transaction. Would you like to proceed?</p>	<p>This screen appears when the customer uses an <i>Interac</i> debit card and you have turned on surcharge fees on the terminal. The customer responds to the two choices:</p> <ul style="list-style-type: none"> To accept the surcharge, the customer taps Yes. To cancel the transaction, the customer taps No.
<p>Which account would you like to use?</p>	<p>This screen appears when the customer uses an <i>Interac</i> debit card.</p> <p>The customer taps 1 Chequing or 2 Savings on screen, or presses the corresponding number on the terminal keypad.</p>
<p>Which currency would you like to pay in?</p>	<p>This screen appears when the Dynamic Currency Conversion (DCC) feature is turned on and the customer swiped or inserted a foreign Visa or Mastercard debit or credit card.</p> <p>The screen displays the exchange rate and the fee for DCC service, as well as the purchase total in two currencies, Canadian dollars and the currency of the card, for example:</p> <p style="text-align: center;">1 \$ N.NN CAD 2 £ N.NN GBP</p> <p>The customer taps their preferred currency on screen, or presses the corresponding number on the terminal keypad.</p>



Customer prompt	Customer action
Please enter your PIN	<p>This prompt appears if the customer inserts their card into the terminal's chip reader.</p> <p>The customer enters their PIN, then taps OK on screen. They can also key in their PIN on the terminal's keypad and then press the green  key.</p> <p>Note: Please respect the cardholder's privacy, and encourage them to protect their PIN.</p>
Processing your request. Please do not remove your card	<p>This message appears when the terminal is processing the payment request.</p> <p>The sentence "Please do not remove your card" appears only if the customer inserted a chip card into the terminal.</p>
Approved. Please remove card	<p>The transaction has been approved. The customer removes their chip card from the card reader.</p>
Amount Approved \$NN.NN Amount due \$NN.NN	<p>This screen appears when the customer used a pre-paid card to pay for a portion of the total amount.</p> <ul style="list-style-type: none"> ▪ To accept the partial approval, tap OK. ▪ To cancel the transaction, tap Cancel.
How would you like your receipt? 1 Email, 2 Text, 3 Print, and 4 None	<p>The customer selects a receipt format by tapping one of the options on screen or by pressing the corresponding number on the keypad.</p>
Payment approved	<p>Moneris has approved the payment.</p>
Please pass terminal back to clerk	<p>The customer passes the terminal back to you.</p> <p>Press the green  key to continue.</p>

Refund

Customer prompt	Customer action
Refund total \$NN.NN Tap, insert or swipe	<p>The customer taps, inserts, or swipes their card. The customer may also tap their mobile device (a smartphone, for example) or other mobile format.</p> <p>For UnionPay cards, only swipe is allowed.</p>
Which currency would you like your refund in?	<p>This screen appears when the Dynamic Currency Conversion feature is turned on and the customer paid for the original purchase using a foreign Visa or Mastercard debit or credit card.</p> <p>The screen displays the refund total in two currencies, Canadian dollars and the currency of the card, for example:</p> <p>1 \$ N.NN CAD</p> <p>2 £ N.NN GBP</p> <p>The customer taps their preferred currency on screen, or presses the corresponding number on the terminal keypad.</p>

Customer prompt	Customer action
Please enter your PIN	<p>This prompt appears for Refunds only if the customer is using an <i>Interac</i> debit card or a UnionPay debit card.</p> <p>The customer enters their PIN, then taps OK on screen. They can also key in their PIN on the terminal's keypad and then press the green  key.</p> <p>Note: Please respect the cardholder's privacy, and encourage them to protect their PIN.</p>
How would you like your receipt? 1 Email, 2 Text, 3 Print, and 4 None	The customer selects a receipt format by tapping one of the options on screen or by pressing the corresponding number on the keypad.
Please pass the terminal back to the clerk	<p>The customer passes the terminal back to you.</p> <p>Press the green  key continue.</p>

Void

Customer prompt	Customer action
Insert or swipe	The customer inserts or swipes their card. Tap is not allowed.
Which account would you like to use?	The customer taps 1 Chequing or 2 Savings , or presses the corresponding number keys on the keypad.
Please enter your PIN	The customer uses the keypad to enter their PIN, then presses the green  key.
Please pass terminal back to clerk	<p>The customer passes the terminal back to you.</p> <p>Press the green  key continue.</p>

Receipts

Processing receipts from a transaction

Customer copy

The customer has up to 4 options for receiving a receipt: **1 Email**, **2 Text**, **3 Print**, and **4 None**, depending on how you have set up the receipt options. For all receipt settings, refer to “Receipt settings” in the **Desk/5000 Setting up Your Software** guide at moneris.com/support-desk5000.

Customer option	Merchant action
1 Email	No action required. Moneris does not store the customer's email address. This means the customer will have to enter their email address each time they wish to receive a receipt by email.
2 Text	No action required. Moneris does not store the customer's cell phone number. This means the customer will have to enter their cell phone number each time they wish to receive a receipt by text.
3 Print	The customer copy of the receipt will print on the terminal, followed by a 3-second pause which you can change. The pause allows you time to tear off the receipt before the merchant copy begins printing. Give the customer copy to the customer, but note: <ul style="list-style-type: none">▪ If a merchant signature line is printed, sign this copy before giving it to the customer.
4 None	No action required.

Merchant copy

The merchant copy of the receipt prints after the cardholder copy. Always keep the merchant copy for your records, but note:

- If indicated on screen, ask the customer to sign your copy of the receipt, then tap OK.
Note: For UnionPay transactions, always obtain the customer's signature on the merchant copy of the receipt.
- You do not need to obtain a signature if any of these messages are printed:
 - VERIFIED BY PIN
 - NO SIGNATURE REQUIRED

Reprinting receipts

Reprint both customer and merchant receipt for the last transaction

1. From the Main menu, tap **Reprint**.
 - Respond to any security prompts (see page 9) that appear.
 - The Reprint menu appears.
2. Tap **Reprint last receipt**.

The terminal prints the customer copy of the receipt, then pauses (to allow you to tear off the customer copy) before printing the merchant copy.

Reprint both customer and merchant receipt for a previous transaction

1. From the Main menu, tap **Reprint**.
 - Respond to any security prompts (see page 9) that appear.

The Reprint menu appears.
2. Tap **Search for receipt to reprint**.

The Reprint search screen appears.
3. Tap one or more of the three search fields and key in a value to search for a transaction:
 - sequence number;
 - last 4 digits of the card number;
 - transaction date.
4. After entering your search term(s), tap **OK** to continue.

The terminal displays all transactions that match your search criteria.

 - If the results extend past the screen, swipe up to see more.

To perform another search, tap **Back**.

To cancel the search and return to the idle screen, tap **Cancel**.
5. Tap the transaction for which you want to print the receipts.

The terminal prints the customer copy of the receipt, then pauses (to allow you to tear off the customer copy) before printing the merchant copy.

Receipt examples

These example receipts will help you to locate the authorization number (for refunds) or the sequence number (for Void and Completion).

Original receipt

MERCHANT NAME
MERCHANT ADDRESS
CITY PROV

Purchase — **A**

MMM DD,YYYY HH:MM:SS

CARD *****0000 — **B**
INVOICE # 0A0A0A0A0A
TID: 00000000 Entry: Chip (C)
Sequence: 000 000 — **C**
Authorization: 000000 Response: 00-000 — **D**
Batch: 000 Clerk: 000

Amount \$000,000.00 — **E**
Tip \$000,000.00 — **F**

Total **\$000,000.00** — **G**

< EMV DATA LINE 1 >
< EMV DATA LINE 2 >

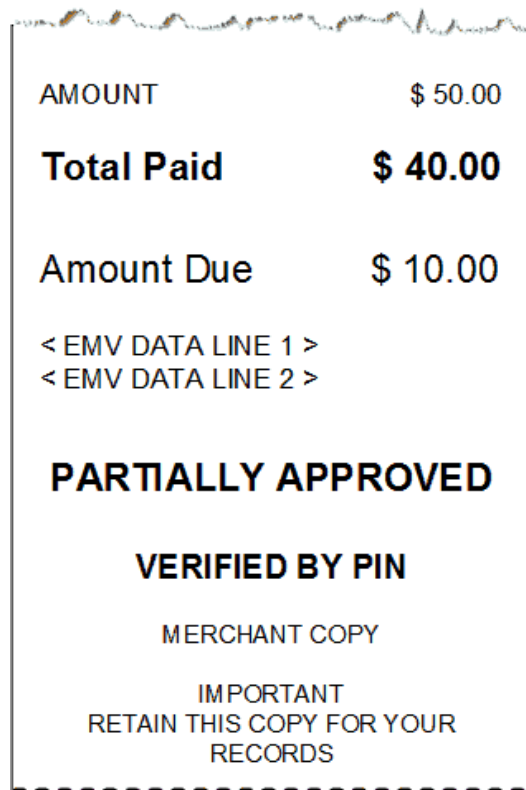
Approved
VERIFIED BY PIN

Important: Retain this copy for your record

Merchant copy

Item	Description
A	Transaction type. For example, Purchase, Refund, Pre-authorization.
B	Card type and card number. Examples of card type include Visa, Mastercard, and American Express. The card number is masked — an asterisk is printed in place of the card number except for the last four numbers.
C	Sequence number. Use this number to process a Void or a Completion.
D	Authorization number. Use this number to process a Refund.
E	Amount. This is the dollar amount of the transaction.
F	Tip. This line appears if you have tipping turned on.
G	Total. This is the total sale amount including any tip.

Partial approval receipt



AMOUNT \$ 50.00

Total Paid \$ 40.00

Amount Due \$ 10.00

< EMV DATA LINE 1 >
< EMV DATA LINE 2 >

PARTIALLY APPROVED

VERIFIED BY PIN

MERCHANT COPY

IMPORTANT
RETAIN THIS COPY FOR YOUR
RECORDS

Signing a credit card receipt



Total \$000,000.00

Approved – Thank You

X _____
CARDHOLDER WILL PAY CARD ISSUER
ABOVE AMOUNT PURSUANT TO
CARDHOLDER AGREEMENT

MERCHANT COPY

Card masking

When printed on receipts, all card numbers are masked except for the last 4 digits. Masking replaces a card's numbers with asterisks (e.g., *****1234). The expiry date is not printed on any copy of any receipt. These measures help to prevent fraud.

Reports

There are many reports that can be viewed (and printed) on your terminal. These reports contain:

- transaction details and transaction totals by various search criteria;
- terminal settings and logs.

To view the Reports menu: From the Main menu, tap **Reports**, then **Transactions** or **Settings**.

Merchant Direct reporting

In addition to viewing reports on your Moneris terminal, you can also view reports online by logging into Merchant Direct. (For enrolment instructions, refer to the *Desk/5000 Setting up Your Software* guide at moneris.com/support-desk5000.) Merchant Direct allows you to view and download transaction reports by batch, date, clerk ID, and device number. You can also view and download standard monthly merchant reports and special reports. To login:

1. Go to moneris.com.
2. In the top, right area of the screen, click **Login**.
3. From the dropdown list, select **Merchant Direct**.
4. Enter your user ID and password.

Transaction reports

When card numbers are printed on reports, the card numbers are masked or truncated. Masking replaces a card's numbers with asterisks (e.g., *****1234). Truncation prints only the last 4 digits of a card (e.g., 1234). The expiry date is not printed on reports. These measures help to prevent fraud.

Clerk totals report

Generate this report to see transaction totals for one or more individual clerks or for all clerks.

1. On the Main menu, tap **Reports > Transaction Reports > Clerk Totals**.
 - Respond to any security prompts (see page 9) that appear.

The terminal may display **Processing your request, please wait** while it connects to the Moneris host to retrieve the list of clerks.
2. Select the clerks to be included in the report:
 - For one or more individual clerks, tap the associated toggle to include them; OR
 - For all clerks, tap the toggle for **All Clerks**. This will deselect the individual clerks.
3. Tap **OK** to generate the report.
4. The terminal displays the report on screen.
 - If the report extends past the screen, swipe up to see more.
 - To print the report, tap **Print**, or press 1 on the terminal keypad.
 - To view the report for a different clerk or set of clerks, tap **Back**.
 - To clear the screen and return to the **Transactions Reports** menu, tap **OK**.

Terminal totals report

Generate this report to see transaction totals for the current batch or for a specific date. The totals are broken down by card brand with a grand total at the end.

Note: Transaction totals are cleared when your batch is closed. If you need the transaction totals report, be sure to print it before batch close.

1. On the Main menu, tap **Reports > Transaction Reports > Terminal Totals**.

- Respond to any security prompts (see page 9) that appear.

The **Terminal Totals** search screen appears.

2. Tap the **Select Type** field to display the drop-down list, then tap the type of search you wish to perform.

- By date: Tap **Date** to see totals for a specific date.

To enter or change the date, tap the date field, key in a new date using the terminal keypad, then tap **OK**.

- By batch: Tap **Entire Batch** to see totals for the current batch.

3. Tap **OK** to generate the report.

4. The terminal displays the report on screen.

- If the report extends past the screen, swipe up to see more.
- If no totals or transactions are displayed, there were no transactions approved on the date specified or the current batch may be empty.

To print the report, tap **Print**, or press 1 on the terminal keypad.

To change the type of search, tap **Back**.

To clear the screen and return to the **Transaction Reports** menu, tap **OK**.

Transaction Details report

Generate this report to see details for all transactions stored on the terminal in the current batch or all transactions processed on a specific date.

Note: Transaction details are cleared when your batch is closed. If you need the transaction report, be sure to print it before batch close.

This report also prints the transaction totals at the end of the transaction details. If you wish to see the totals only, generate the Terminal Totals report (see page 31).

1. On the Main menu, tap **Reports > Transaction Reports > Transaction Details**.

- Respond to any security prompts (see page 9) that appear.

The **Transaction Details** search screen appears.

2. Tap the **Select Type** field to display the drop-down list, then tap the type of search you wish to perform.

- By date: Tap **Date** to see transaction details for a specific date.

To enter or change the date, tap the date field and key in a new date using the terminal keypad, then tap **OK**.

- By batch: Tap **Entire Batch** to see details for all the transactions in the current batch.

3. Tap **OK** to generate the report.
4. The terminal displays the report on screen.
 - If the report extends past the screen, swipe up to see more.
 - If no transactions are found, there were no transactions approved on the date specified or the current batch may be empty.

To print the report, tap **Print**, or press 1 on the terminal keypad.

To change the type of search, tap **Back**.

To clear the screen and return to the **Transaction Reports** menu, tap **OK**.

Pre-Authorization report

Generate this report to view open pre-authorization transactions. These pre-authorizations have not yet been completed or cancelled.

1. On the Main menu, tap **Reports > Transaction Reports > Pre-Authorizations**.

The terminal displays any open pre-authorizations found.

- If the report extends past the screen, swipe up to see more.

To print, tap **Print** or press 1 on the terminal keypad.

To clear the screen and return to the **Transactions Reports** menu, tap **OK**.

Tip totals report

Generate this report to see tip totals in the current batch for a specific date or for the entire batch. You can request tip totals for one or more individual clerks or for all clerks.

Note: *Tip totals are cleared when your batch is closed. If you need the tip totals report, be sure to print it before batch close.*

1. On the Main menu, tap **Reports > Transaction Reports > Tip Totals**.

- Respond to any security prompts (see page 9) that appear.

The **Tip Totals** search screen appears.

2. Tap the **Select Type** field to display the drop-down list, then tap the type of search you wish to perform.

- Tap **Date** to see tip totals for transactions processed on a specific date in the current batch.

To enter or change the date, tap the date field, key in a new date using the terminal keypad, and tap **OK**.

- Tap **Entire Batch** to see tip totals for all transactions in the current batch.

3. Tap **OK** to continue.

The terminal displays the list of all clerks.

4. Select the clerks to be included in the report:

- For one or more individual clerks, tap the associated toggle to include them; OR
- For all clerks, tap the toggle for **All Clerks**.

5. Tap **OK** to generate the report.

The terminal displays the report on screen.

- If the report extends past the screen, swipe up to see more.

To print the report, tap **Print**, or press 1 on the terminal keypad.

To view the report for a different clerk or set of clerks, tap **Back**.

To clear the screen and return to the “Transactions” reports menu, tap **OK**.

Settings reports

View or print these reports to identify the settings on your terminal.

Basic terminal report

Use this report to find out basic information about your terminal, including the terminal ID, merchant ID, and the version of the software.

1. On the Main menu, tap **Reports, Settings Reports**, then **Basic Terminal**.

- Respond to any security prompts (see page 9) that appear.

The terminal displays the Basic Terminal report.

2. View the report and print it if you wish.

To print, tap **Print** or press 1 on the keypad.

To clear the screen and go back to the **Settings Reports** menu, tap **OK**.

Enhanced report

Use this report to find out detailed information about your terminal settings.

1. On the Main menu, tap **Reports, Settings Reports**, then **Enhanced Terminal**.

- Respond to any security prompts (see page 9) that appear.

The terminal displays the Terminal Configuration report.

2. View the report and print it if you wish.

To print, tap **Print** or press 1 on the keypad.

To clear the screen and go back to the **Settings Reports** menu, tap **OK**.

End of day process

Debit and credit transactions processed on your terminal are stored in a batch. In order for Moneris to transfer the funds from those transactions into your business account, the batch must be closed. There are two ways to close a batch: system close and merchant close.

System close

If your account is set up for system close, Moneris automatically closes your batch for you at the end of each day. If you would like to verify your totals for the day, follow these instructions.

1. View the Host Totals report.

Note: *The Host Totals report must be accessed before 11:00 p.m. local time, that is, before Moneris closes your batch. You can also view (and download) the host totals report online starting at 7 a.m. the next day by logging into the Merchant Direct web portal and selecting **Daily Transaction Report Menu**, then **Daily Batch Summary Report**.*

- a. From the Main menu, tap **End of Day**, then **Host Totals**.

The terminal communicates with the Moneris Host to obtain the batch totals recorded on the host.

- b. To print the report, tap **Print** or press **1** on the keypad.
- c. Tap **OK** to return to the End of Day menu.
- d. Compare the Moneris Host totals with your receipts or other business records. If you determine there are discrepancies with the Host Totals report, continue with the steps below. Otherwise, no further action is needed.

2. View the Transaction Details report to find the missing transaction(s).

- a. On the End of Day menu, tap **Transaction Details**.


The Transaction Details search screen appears.

- b. Tap **Select Type**, then **Entire Batch**, then tap **OK**.

The terminal displays the details of the last 500 transactions, together with transaction totals, as recorded on the terminal.

- c. For each missing transaction, locate the date, time, dollar amount, and the last 4 digits of the card number.

3. Call Moneris Customer Care toll-free at **1-866-319-7450**, now or the next business day, to obtain assistance with reconciliation.

- a. When listening to the options on the telephone menu, select "Financial Inquiry". We will ask you for the information gathered in step 2c. You can read it from the Transaction Details report screen.
- b. After speaking to Moneris, if the terminal still displays the Transaction Details report, press the yellow  key twice to return to the End of Day menu.

Merchant close

If you do not wish to have your batch closed automatically each day, contact Moneris Customer Care toll-free at **1-866-319-7450** to discuss merchant close. If your account is set up for merchant close, you must verify transaction totals and close the batch yourself using the terminal.


To find out more about merchant close, go to the ***Desk/5000 Online Operating Manual*** available at moneris.com/support-desk5000.

Troubleshooting

Error messages on the Desk/5000 terminal

A message will appear on the screen if an error occurs. In the table below, find the error message that appears on the terminal and try the solution. If the error message re-appears, contact Moneris Customer Care for assistance. Refer to [Merchant support](#) on page 39 for contact information.

All error messages are listed in alphabetical order.

Error message	Problem and solution
Cannot connect to host	<p>The terminal cannot establish a connection to the Moneris host or cloud.</p> <ol style="list-style-type: none">1. Tap OK or press the green  key to clear the error message.2. Make sure that the Ethernet cable is securely plugged into the ETH port on the multi-port box. If needed, refer the <i>Moneris Core Desk/5000 Setting up Your Hardware</i> guide.3. Make sure that the router and hub/switch (if any) are working. Refer to the <i>Moneris Ethernet Readiness Checklist</i> to confirm that messages from the terminal to the Moneris host can pass through your firewall.4. Confirm that your network is working:<ul style="list-style-type: none">▪ Public Internet: Contact your Internet Service Provider (ISP) for help.▪ Corporate network: Contact your corporate help desk to make sure your terminal can access the Moneris host.5. Restart your terminal. At the <u>Main menu</u>, swipe left to view the second panel of the Main menu, then tap Restart. Tap OK at the confirmation prompt.
Cannot connect to cloud	Go to error message “Cannot connect to host” above.
No clerks configured	<p>You attempted to generate a report organized by clerk ID, but the terminal did not find any clerks to report on.</p> <ul style="list-style-type: none">▪ Tap Back to revise your search.▪ Tap Cancel to cancel the report.▪ To display your existing clerk IDs, refer to “Clerk settings” in the <i>Moneris Desk/5000 Setting up Your Software</i> guide at moneris.com/support-desk5000.
Please make sure your device is connected to the Internet.	Go to error message “Cannot connect to host” above.
Sorry, we're unable to close your batch. / Batch Close Fail Please try again at another time.	<p>This message appears if you tried to close your batch but the terminal was unable to reach the Moneris host.</p> <p>Try closing the batch later. If the error message re-appears, refer to error message "Cannot connect to host" (see above).</p>

Error message	Problem and solution
Sorry, we're unable to obtain your Clerk list. Please try again at another time.	This message appears if you requested a report organized by clerk ID but the terminal was unable to reach the Moneris host to obtain the clerk information. Try generating the report later. If the error message re-appears, refer to error message "Cannot connect to host" (see above).
Sorry, we're unable to obtain your totals. Please try again at another time.	This message appears if you tried to close your batch or tried to generate a totals report but the terminal was unable to reach the Moneris host. Try closing the batch or generating the report later. If the error message re-appears, refer to error message "Cannot connect to host" (see above).
There were no clerks found based on your criteria.	Select another clerk ID or select all clerks to complete the operation.
We're unable to connect.	Go to error message <u>Cannot connect to host</u> above.

Equipment issues

If the terminal does not display an error message but is not functioning correctly, review this list of equipment issues to find suggested solutions.

Issue	Solution
Blank receipts and reports The terminal appears to be printing receipts and reports but the paper is blank.	The paper roll is installed backward. To re-install the paper roll, refer to “Install the paper roll” in the <i>Moneris Core Desk/5000 Setting up Your Hardware</i> guide at moneris.com/support-desk5000 .

Other issues

Issue	Solution
Terminal does not allow you to manually enter card numbers.	The option to manually key in the card number is not available for card present (face-to-face) transactions. If tapping, inserting, and swiping the card all fail, ask the customer for another card or other form of payment. If the customer is not present at your business location (for example, Internet orders, telephone orders), you can perform a card-not-present transaction. To find out more, go to the <i>Desk/5000 Online Operating Manual</i> available at moneris.com/support-desk5000 .

Merchant support

If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit www.moneris.com/support-desk5000 to:
 - download additional copies of this guide and other resources;
 - consult the ***Moneris Desk/5000 Online Operating Manual*** in WebHelp format to understand all the options on your terminal and how to use them.
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit insights.moneris.com for business and payment news, trends, customer success stories, and quarterly reports & insights

Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) toll-free at [1-866-319-7450](tel:1-866-319-7450). We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct® at moneris.com/mymerchantdirect.



BE PAYMENT READY

MONERIS, MONERIS BE PAYMENT READY & Design and MERCHANT DIRECT are registered trade-marks of Moneris Solutions Corporation. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. INTERAC is a registered trade-mark of Interac Inc. AMERICAN EXPRESS is a registered trade-mark of American Express Company. VISA is a trademark owned by Visa International Service Association and used under license. All other marks or registered trade-marks are the property of their respective owners.

© 2019 Moneris Solutions Corporation, 3300 Bloor Street West, Toronto, Ontario, M8X 2X2. All Rights Reserved. This document shall not wholly or in part, in any form or by any means, electronic, mechanical, including photocopying, be reproduced or transmitted without the authorized consent of Moneris Solutions Corporation. This document is for informational purposes only. Neither Moneris Solutions Corporation nor any of its affiliates shall be liable for any direct, indirect, incidental, consequential or punitive damages arising out of use of any of the information contained in this document. Neither Moneris Solutions Corporation or any of its affiliates nor any of our or their respective licensors, licensees, service providers or suppliers warrant or make any representation regarding the use or the results of the use of the information, content and materials contained in this document in terms of their correctness, accuracy, reliability or otherwise.

Your gift card processing is governed by your agreement for gift card services with Moneris Solutions Corporation. Your loyalty card processing is governed by your agreement for loyalty card services with Moneris Solutions Corporation. Your DCC processing is governed by your agreement for Dynamic Currency Conversion services with Moneris Solutions Corporation. Your credit and/or debit card processing is governed by the terms and conditions of your agreement(s) for merchant credit/debit card processing services with Moneris Solutions Corporation. It is your responsibility to ensure that proper card processing procedures are followed at all times. Please refer to the **Moneris Merchant Operating Manual** (available at: moneris.com/support) and the terms and conditions of your applicable agreement(s) for credit/debit processing or other services with Moneris Solutions Corporation for details.

Desk/5000 Using your terminal guide EN (October 2019)