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SERVIPAY SARL

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Your key numbers:

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User Guide

S P I R E t e r m i n a l s S P w 5 0 , S P w 6 0 and S P w 7 0

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SERVIPAY

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MAKE A SALE

1. Insert the card into the reader. The reader will recognise the card type (VISA, Mastercard, Vpay, etc.) and display it on the screen.

2. Enter the amount then press the GREEN BUTTON. E.g. for 20 euros, enter 2000.

3. The customer enters his/her PIN code and confirms it by pressing the GREEN BUTTON. If the transaction is accepted, the acceptance code will be displayed on the screen and the terminal will print out the retailer's receipt.

4. Take your retailer's receipt then press the GREEN BUTTON. The terminal will then print out the customer's receipt. Take the customer's receipt and the bank card.

If you make an error when entering data, you can correct it by pressing the YELLOW BUTTON. You can also cancel the entire transaction by pressing the RED BUTTON

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CANCEL A SALE

1. Select MENU MAIN on the main screen.

2. Select: 1. New trans

3. Select: 3. Cancel.

4. Enter the security code 0000 (optional).

5. Enter the number of the invoice to be cancelled.

6. The terminal will display the receipt number and the amount to be cancelled.

7. If the amount corresponds, select YES by pressing the GREEN BUTTON. If the transaction is cancelled, the terminal will print out the retailer's receipt.

8. If you press the GREEN BUTTON, the terminal will also print out the customer's receipt.

Transactions can no longer be cancelled once the closure is complete.

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MAKE A REFUND

1. Select MENU MAIN on the main screen.

2. Select: 1. New trans

3. Select: 2. Refund.

4. Enter the security code 0000 (optional).

5. Enter the amount to be recredited to the customer.

6. Insert the customer's card into the reader.

7. The terminal will connect to the network, request authorisation and print out a retailer's receipt only.

8. If you press the GREEN BUTTON, the terminal will also print out the customer's receipt.

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CLOSE THE DAY

1. Select MENU MAIN on the main screen.

2. Select: 2. Report.

3. Select: 1. Close.

4. Enter the security code 0000 (optional).

5. The terminal will show you the total sales volume. Validate it by pressing the

GREEN BUTTON.

6. The terminal will show you the total refund volume. Validate it by pressing the GREEN BUTTON.

7. The terminal will transfer all of the day's transactions to the purchaser. This operation may take a couple of minutes.

You can also set up an automatic closure to replace this manual operation. In this case, the transactions will be transferred at a specific time each day provided the terminal is switched on and connected to the network.

PRINT A COPY

1. Select MENU MAIN on the main screen.

2. Select: 3. Reports.

3. Select: 3. Reprint.

4. Choose between: 1. to reprint the last transaction or: 2. to reprint an invoice (if you have the invoice number). Confirm the operation by pressing the GREEN BUTTON.

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DISTANCE SALE

1. Select: MENU MAIN on the main screen.

2. Select: 1. New trans

3. Select: 1. Sale.

4. Enter the transaction amount then press the GREEN BUTTON.

5. As the customer is not with you and you do not have his/her card, enter the 16-digit card number then press the GREEN BUTTON.

6. Enter the expiry date in the format MMYY.
   e.g. 0916 then press the GREEN BUTTON.

7. The terminal will ask you if the cardholder is present. Select NO by pressing the YELLOW BUTTON.

8. The terminal will ask you if you have the CVV code (the 3-digit code on the back of the card). If you do, press 1. If you don't, press 9.

9. If you pressed 1, you need to enter the 3-digit CVV code then validate it by pressing the GREEN BUTTON.

10. The terminal will ask for the customer's address, you can skip this step by pressing the GREEN BUTTON.

11. The terminal will ask for the customer's postcode, you can skip this step by pressing the GREEN BUTTON.

12. The terminal will connect to the network, request authorisation and print out a retailer's receipt only.