



Mail Order / Telephone Order

Spire™ SPw60, SPw70, SPc50

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Mail / Telephone Order Sale

1. Select '1' on the keypad to initiate a MOTO SALE transaction.
2. Enter the Card number and Expiry date and press 'Enter'.
3. Indicate if the CVV2 number is:
 - Skip - If selected, enter address (AVS) details and press enter
 - Present – enter card security code (CVV2) and press enter. Then enter address (AVS) details
 - Illegible - If selected, terminal will prompt for address (AVS) details
 - Absent - If selected, terminal will prompt for address (AVS) details
4. Enter the Sale amount.
5. Select 'Enter' to accept AVS response displayed on screen.
6. Remove merchant receipt by tearing.
7. Press enter and remove the cardholder receipt by tearing.

Mail / Telephone Order Sale with Currency Conversion (DCC)

1. Select '1' on the keypad to initiate a MOTO SALE transaction.
2. Enter the Card number and Expiry date and press 'Enter'.
3. Indicate if the CVV2 number is:
 - Skip - If selected, enter address (AVS) details and press enter
 - Present – enter card security code (CVV2) and press enter. Then enter address (AVS) details
 - Illegible - If selected, terminal will prompt for address (AVS) details
 - Absent - If selected, terminal will prompt for address (AVS) details

4. Enter the Sale amount.

Cardholder must be given the choice of accepting DCC or paying in the local currency

5. Does the cardholder wish to pay in their home currency? (Yes/No)/Print rate
6. To accept the conversion, select enter.
7. Select 'Enter' to accept AVS response displayed on screen.
8. Remove merchant receipt by tearing.
9. Press enter and remove the cardholder receipt by tearing.

For referrals go to the referrals section

Mail / Telephone Order Refund

1. Select '2' on the keypad to initiate a MOTO REFUND transaction.
2. Enter the Refund password, if applicable (default password is '0000')
3. Enter the Card number and expiry date and press 'Enter'.
4. Enter the Refund amount and press enter.
5. Remove the merchant receipt by tearing.
6. Press enter and remove the customer receipt by tearing.

Mail / Telephone Order Refund with Currency Conversion

1. Select '2' on the keypad to initiate a MOTO REFUND transaction.
2. Enter the Refund password (if applicable - the default password is '0000').
3. Enter the Card number and expiry date and press 'Enter'.
4. Enter the Refund amount and press enter.
5. Confirm if the Refund is a DCC Refund (Yes/No)?

Note: The refund must be completed in the same currency as the original sale transaction

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6. Enter the REFUND amount and press enter.
7. Does the cardholder wish to be refunded in their home currency (Yes/No)/Print rate.
8. Remove the merchant copy receipt by tearing.
9. Press enter and remove the customer copy receipt by tearing.

Referrals

1. If the terminal displays the referral screen during a sale transaction, contact the AUTHORISATION CENTRE to get an authorisation approval code.
2. The transaction will automatically cancel and the terminal will revert to the MAIN MENU.
3. Once you have received a voice authorisation and have the authorisation code, repeat the transaction using the FORCED SALE method (see below).

Force Sale/Offline Mode

1. Press the key directly below the MAIN MENU, select '1' on the keypad to enter the NEW TRANS menu, followed by '4' to enter the FORCE menu.
2. Insert chip card, swipe or key the card number into the terminal. If keying, you will need to enter the Expiry Date also.
3. Enter the amount and press 'Enter'.
4. The terminal will prompt to key in the AUTHORISATION CODE.

NOTE: to enter alpha characters, select the '#' key then press the specific key stroke quickly to enter alpha characters. The '#' key will need to be selected again to return to number format.

5. If a chip card, hand the terminal to the cardholder to enter their PIN.
6. Remove merchant receipt by tearing.
7. If required, obtain and verify the cardholder's signature on the merchant receipt.

8. Press 'Enter' and finally a cardholder receipt is printed.

Void

1. Press the key directly below the MAIN MENU, select '1' on the keypad to enter the NEW TRANS menu, and select '3' on the keypad to enter the VOID menu.
2. Enter the Void password, if applicable (the default password is '0000').
3. Enter the invoice number of the original sale receipt and confirm the amount to be voided by pressing 'Enter'.
4. If activated on your terminal, confirm if the reason for voiding the transaction is due to suspected fraud.
5. Remove merchant receipt by tearing and press 'Enter'.
6. If required, obtain and verify the cardholder's signature on the merchant receipt.
7. Remove the customer receipt by tearing.

Batch/End of Day

1. Select '4' to access the BATCH menu and then select '1' to print an End of Day report.
2. Enter your password, if applicable (the default password is 0000).
3. Totals are displayed. Press 'Yes' to confirm sale and refund totals.
4. The terminal prints a GBOK report on successful End of Day.

If End of Day fails, please call customer service

