



RETAIL

Spire™ SPw60, SPw70, SPc50

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Retail Sale

1. Enter the Sale amount directly at the MAIN MENU screen and press 'Enter'.
2. The Terminal will prompt to 'Touch, Insert or Swipe' the card.

NOTE: the 'Touch' option will only display if the Sale amount entered is less than the maximum transaction value set out for a contactless transaction. Otherwise the terminal will simply prompt to 'Swipe or Insert' the card.

3. **Contactless transactions:** request the cardholder to present their card to the contactless reader. An audible beep will sound indicating that the transaction has been successful.

NOTE: cardholder verification may be required (PIN or Signature)

Chip and PIN transactions: request the cardholder to insert their card into the terminal device.

4. Request the cardholder to enter their PIN into the terminal device and press 'Enter'.
5. Remove merchant receipt by tearing.
6. If required, obtain and verify the cardholder's signature on the merchant receipt.
7. Select 'Enter' and the cardholder receipt is printed.

For how to deal with referrals please see the Referrals section

NOTE: Contactless transactions are limited to a max. transaction value which is set by the card issuer

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.

Refund

1. Press the key directly below the MAIN MENU, select '1' on the keypad to enter the NEW TRANS menu, and select '2' to enter the REFUND menu.
2. Enter the Refund password, if applicable (the default password is 0000).
3. Enter the Refund amount and press 'Enter'.
4. The Terminal will prompt to 'Touch, Insert or Swipe' the card.

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NOTE: the 'Touch' option will only display if the Refund amount entered is less than the maximum transaction value set out for a contactless transaction. Otherwise the terminal will simply prompt to 'Swipe or Insert' the card.

5. **Contactless transactions:** request the cardholder to present their card to the contactless reader. An audible beep will sound indicating that the transaction has been successful.

NOTE: cardholder verification may be required (PIN or Signature)

Chip and PIN transactions: request the cardholder to insert their card into the terminal device.

6. Remove the merchant receipt by tearing.
7. If required, obtain and verify the cardholder's signature on the merchant receipt.
8. Press 'Enter' and remove the customer receipt by tearing.

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. Press the key directly below the MAIN MENU, select '2' 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

Retail Sale with Currency Conversion (DCC)

1. Enter the Sale amount directly at the MAIN MENU screen and press 'Enter'.
2. The Terminal will prompt to 'Touch, Insert or Swipe' the card.

NOTE: the 'Touch' option will only display if the Sale amount entered is less than the maximum transaction value set out for a contactless transaction. Otherwise the terminal will simply prompt to 'Swipe or Insert' the card.

3. **Contactless transactions:** request the cardholder to present their card to the contactless reader. An audible beep will sound indicating that the transaction has been successful.

NOTE: the option for currency conversion will not be offered on Contactless transactions.

Chip and PIN transactions: request the cardholder to insert their card into the terminal device.

Keyed transactions: key in the card number and the card expiry date.

4. Does the cardholder wish to pay in their home currency? (Yes/No)/Print rate.

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

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5. To accept the currency conversion (DCC), select ENTER.
6. If the currency conversion is declined, another option to convert is provided. Select 'Yes' to continue without converting the currency, or 'Convert' to convert the transaction currency to the cardholder's currency.
7. If a chip card, hand the terminal to the cardholder to enter their PIN.
8. Remove merchant receipt by tearing.
9. If required, obtain and verify the cardholder's signature on the merchant receipt. Select 'Enter' and finally the cardholder receipt is printed.

DCC Refund

1. Press the key directly below the MAIN MENU, select '1' on the keypad to enter the NEW TRANS menu, and select '2' to enter the REFUND menu.
2. Enter the refund password, if applicable (the default password is '0000').
3. Enter the Refund amount and press 'Enter'.
4. Insert Chip Card into the chip reader, swipe the card or key the card number into the terminal. If keying the card number, you will be asked for the card Expiry Date also.
5. Confirm if the Refund is a DCC REFUND (Yes/No)?

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

6. Does the cardholder wish to be refunded in their home currency - (Yes/No)/Print rate.
7. Confirm the Refund amount by selecting 'Enter'.
8. Remove the merchant receipt by tearing.
9. If required, obtain and verify the cardholder's signature on the merchant receipt. Press enter and remove the customer receipt by tearing.

