

# Jade Core EFT<sup>SM</sup>

## INSTRUCTION

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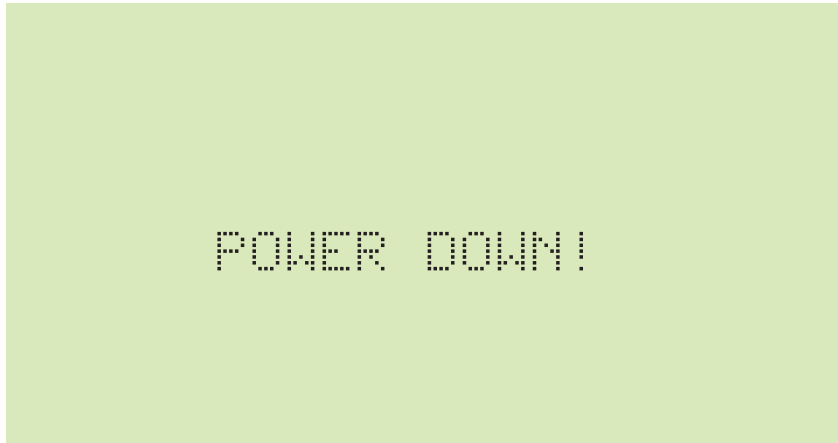
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# Chapter 1: On & Off, In & Out

## SWITCHING ON

Press [F4] and hold down for about one second until you have heard short click. Release the button and wait until the main menu appears.



## SWITCHING OFF

Press [F4] and hold down for about three seconds until message “POWER DOWN!” starts flashing. Although the operation of switching off can be performed at any moment of processing, it is recommended to do this from the main menu by pressing [CANCEL], confirming the decision, waiting for message “SAFE TO SWITCH OFF”, and eventually pressing [F4].

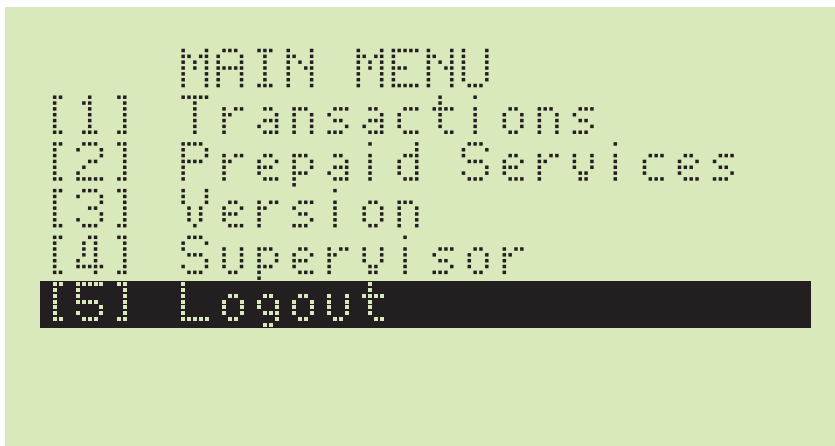


## LOGGING IN

There are three types of users: Cashier, Supervisor and Technician. Basic transactions, balance enquiries, prepaid vouchers distribution

– can be performed by cashiers. Terminal setup, reporting, reprinting, invoicing, ordering – can be done by supervisor only. Technician (one only) may access everything and make any change to the data files.

The above presented screen will allow you to log into the system. You enter your user name as well as password and press [ENTER]. There is another way of logging in. Do not type your name, but press [ENTER] immediately. The list of all users will appear and you will be able to select one of the listed users. Your password must be always entered.



## LOGGING OUT

To protect your private data, and disallow others to perform transactions on your behalf, you must log out after finishing each processing session. Return to the main menu and select the “[4] Logout” option.

After 30 seconds of being idle, the terminal will perform “Logout” on its own. The value of the timeout can be altered. Select menu option “Supervisor > Setup > Terminal” and edit the “Timeout” line. There are two numbers in the line separated by comma. The first number defines the timeout and may be positive, equal zero, or negative.

Timeout zero switches off logging out – you have to make manual logout to finish a session.

Negative timeout causes logout after each transaction. It is recommended to use that option at a restaurant with many waiters sharing one terminal.

# Chapter 2: Screen Layouts

## OPERATING MENUS

```
          PRODUCTS
[2]  Vodago R19
[3]  Vodago R29
[4]  Vodago R39
[5]  Vodago R49
[6]  Vodago R59
[7]  Vodago R69
```

All menus are created in accordance with the same screen layout principles. The topmost line, in uppercase mode, displays the title of a menu, and will not be scrolled. The last line is always empty, to give space for information and error messages. Lines from 2 to 7 list menu options. The options are numbered – the numbers can be used as selection mean. If number of options is greater than 6, the menu will be scrolled up and down.

Initially, the cursor of the menu is placed in the first line. Press [DN] or [UP] to change position of the cursor. You may also place cursor by number. Then, press [ENTER] to activate your selection, or press [CANCEL] to return to the parent menu.

## DIALOG SCREENS

```
Terminal Setup
=====
Model      | JadeAireX1_
Serial    |
Phone     |
Timeout   |
```

Questions are asked in groups by the terminal application. They are displayed aligned to the bottom, with omission of the last line, which is reserved for messages. You must answer each question and press [ENTER] to proceed to the next one.

There are three types of answers: numbers, text, and passwords. While typing text, you must press a button several times to get the required letter. There is half-second delay in moving cursor to the next place. It can be speeded up by pressing [RT]. You may also switch to lowercase mode by pushing [DN], or return to uppercase mode by pushing [UP].

## **INFORMATION MESSAGES**



PIN Encrypted

Information messages are displayed by the terminal application in the eighth (bottom) line of screen with left alignment. The message will stay for few seconds, and then disappear. The time of displaying can be shortened by pressing any key.

## **ERROR MESSAGES**



Setup Failed

Error messages are displayed by the terminal application in the eighth (bottom) line of screen with right alignment. The messages are flashing in one-second cycle. They will stay for few seconds, and then disappear. The time of displaying can be shortened by pressing any key.

# Chapter 3: Transacting

## SWIPING CARD



Swipe a Card

You may swipe a card, if you see the message “Swipe a Card”. The magnetic stripe of the card must face away. The card should be swiped neither too slow nor too fast. If your move from left to right has not been successful, try the move in the opposite direction.

Successful operation of swiping will result in displaying the additional request to enter the last four digits of the card number. Type carefully, as you have only three tries. If all the tries have failed, you will see the error “59” message slip “Suspected Fraud!”.

The operation of swiping can be cancelled by pressing the [CANCEL] button. An error message slip will be printed.

You can also enter the card number manually. To do this, start typing the number while seeing “Swipe a Card”.

## MANUAL PAN ENTRY

If you begin to enter the card number, the “Enter PAN” dialog screen will be displayed. Finish typing and press [ENTER]. In the event of manual PAN entry, an additional information will be requested.

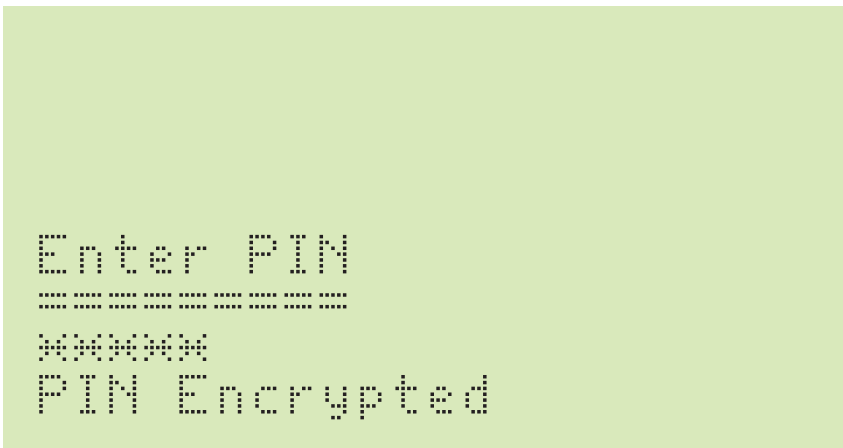
The “Auth ID” must be obtained from the issuer of the card. Phone the bank. The code may contain either 6 or 9 characters.



The expiry date must be entered in the exact format embossed on the card.

The CCV number is printed on the back side of the card. Look for the 3-digit number.

### ENTERING PIN



In the event of swiping a PIN-based card (e.g. Maestro, Elctron), you will be asked to enter the PIN. It has to be done by the owner of the card. Therefore, the terminal must be handed over to the owner, who should be instructed to enter the PIN, press [ENTER] and pass the terminal back to you. The “PIN Encrypted” message will appear for a short while.

## ENTERING AMOUNT



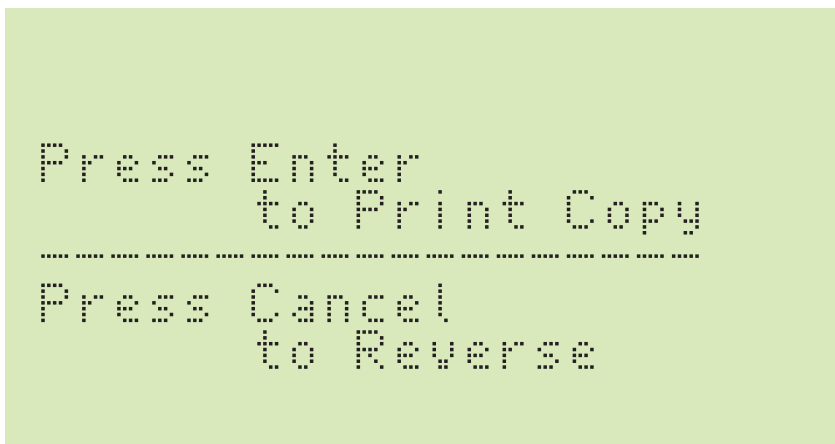
There are three possibilities of entering the amount of the transaction: (1) amount only, (2) amount and tip, (3) amount and budget period. The procedure of capturing the amount accepts digits only, but shows the amount with the decimal dot.

If the entered tip is bigger than 25% of the main amount, you will be asked to type the tip again. Your second answer will be accepted always.

The budget period must be specified in numbers of months, e.g. 6, 12, 24, 36. To ask for straight transaction, simply press [ENTER] while asked for the budget period.

The procedure of entering the amount will not accept the amount equal to "R0.00".

## CONFIRMATION



When the transaction has been approved by a bank, and merchant receipt has been printed, there is ten seconds long moment of the reversal option. You have three options: (1) to press [CANCEL] and reverse the whole transaction; (2) to press [ENTER] in your acceptance; (3) to wait 10 seconds for automatic confirmation.



# Chapter 4: Receipt Layout

```
LOGO  
Date: 2005/04/01  
Time: 20:27:27  
JadeAire Term: 04120017  
Retrieval Ref: ABCD12100001  
  
ERROR MESSAGE  
Cancelled!  
  
Error Code: -1
```

## ERROR SLIP

Abnormal flow of a transaction results in printing of an error slip. The slip explains what happened, gives the error code, and prints (if the terminal has been properly configured) the Help Desk telephone number.

There are three types of error codes:

- (1) bank responses – number from “00” to “99”;
- (2) switching problems – letter and number;
- (3) internal terminal errors – negative numbers.

Please refer to the complete list of errors attached to the end of “Jade Core EFT<sup>SM</sup> Instruction”.

```
LOGO  
  
COMPANY NAME  
* Road Name  
Suburb  
Code  
  
PURCHASE  
MERCHANT COPY  
  
SWIPE CARD PAYMENT  
Date: 2005/03/23  
Time: 11:40:28  
Terminal ID: 000000001  
Credit Card  
Card Number: 1234123412342319  
Expiry Date: 0906  
  
Amount: R1.11  
  
Retrieval Ref.No: ABCD121000002  
Authorisation ID: 341802  
  
Signed by: _____  
Mrs. A. Surname
```

## MERCHANT RECEIPT

The merchant copy of the receipt is printed firstly, and contains dotted line, where a client must sign. Tear off the receipt and present to the client. Please always check if the printed information is correct.

If there is any problem with the printer, you will have the option to reverse the transaction.

## CUSTOMER RECEIPT

LOGO

COMPANY NAME

# Road Name  
Suburb  
Code

PURCHASE

CLIENT COPY

SWIPE CARD PAYMENT

Date: 2005/03/23

Time: 11:40:28

Terminal ID: 00000001

Credit Card

Card Number: \*2319

Expiry Date: 0906

Amount: R1.11

Retrieval Ref.No: ABCD121000003

Authorisation ID: 341802

THANK YOU

It is a copy of the first receipt, with the following differences.

- (1) There is the statement saying that the receipt has been printed for the customer (“CLIENT COPY”).
- (2) There is no dashed line and space for signature.

## REPRINTING

The operation of reprinting can be performed by supervisor only. The last approved transaction will be printed again, but the “REPRINT” message will be added to the receipt.

# Chapter 5: Supervising

```

SUPERVISOR
[1] Setup
[2] Current
[3] Report
[4] Reprint
[5] EOD Online
[6] Technician

```

## MENU "SUPERVISOR"

Select the menu option "[5] Supervisor" from the main menu and login to the system by specifying your user name and password. If you are a cashier, but you have to perform one of supervisor's functions, please call your supervisor and ask for help.

```

Reconciliation
=====
From |20050610180001
To   |2005061116__

```

## RECONCILIATION

Select the "[5] EOD Online" from the "SUPERVISOR" menu. The dialog screen will allow you to enter the "From" date and time as well as the "To" date and time. The default value of the starting moment is "18:00:01" of the previous day, and the default value of the ending moment is the current date and time or "18:00:00". You may edit the values, using the same syntax. While entering time you may leave empty space, which will be padded with zeros.

```
REPORT
[1] Terminal
[2] Shop
[3] Users
[4] Hosts
[5] Transactions
[6] Trans Copy
```

Select the “[3] Report” from the “SUPERVISOR” menu. The above-presented menu will be shown, and give you the chance to decide what you would like to print:

- terminal configuration;
- shop details;
- users list;
- hosts list;
- current transactions file;
- backup of the transactions file.

In each case the requested information will be printed. Check if everything is right. If not, you will select the “[1] Setup” option of the “SUPERVISOR” menu, to correct errors.

Transactions are registered in the file. If number of transactions exceeds 100, you will be warned and the terminal will print a report, the current file of transactions will be backed up, and deleted.

The same operation can be initiated by selection “[5] Transactions” from the “REPORT” menu. The backup of the transactions file, will be printed, if you select “[6] Trans Copy” from the “REPORT” menu.

```
      SETUP
[1] Terminal
[2] Shop
[3] Users
[4] Hosts
```

Select the “[1] Setup” option from the “SUPERVISOR” menu. The above-presented menu will appear.

The first option “[1] Terminal” will allow you to correct information about: terminal model, serial number, SIM phone number, and timeout in seconds.

The second option “[2] Shop” will allow you to edit: your company name, type of the business (nothing, “TIP”, “BUDGET”), and three lines of your physical address.

The third option “[3] Users” has three sub-options: “Add User”, “Del User”, “Edit User”. To add a new user, you will specify: user name, password, type (“C” – cashier, “S” – supervisor), full name, and contact number. To delete a user, you will enter the user name. You should not delete yourself, or the technician. You can edit your own details by selecting “[3] Edit User”.

The fourth option “[4] Hosts” has three sub-options: “Add Host”, “Del Host”, “Edit Host”. To add a new host, you will specify: host name, terminal ID, RRN No, TCP/IP, port number. To delete a host, you will enter the host name. You can edit the current host details by selecting “[3] Edit Host”.

## CHECKING THE CURRENT STATUS

```
CURRENT
[1] Receipt
[2] Transactions
[3] Trans Copy
```

Select the “[2] Current” option from the “SUPERVISOR” menu.  
The above menu will offer the three following options:

- the last printed receipt;
- the file of transactions;
- the backup of the transactions file.

The status will be displayed on screen. The current transactions file will not be deleted, and the backup file will not be created.

# Appendix: Error Codes

## Bank Response Codes

00	Approved or completed successfully
01	Refer to card issuer
02	Refer to card issuer, special condition
03	Invalid merchant
04	Pick-up card
05	Do not honor
06	Error
07	Pick-up card, special condition
08	Honor with identification
09	Request in progress
10	Approved, partial
11	Approved, VIP
12	Invalid transaction
13	Invalid amount
14	Invalid card number
15	No such issuer
16	Approved, update track 3
17	Customer cancellation
18	Customer dispute
19	Re enter transaction
20	Invalid response
21	No action taken
22	Suspected malfunction
23	Unacceptable transaction fee
24	File update not supported
25	Unable to locate record
26	Duplicate record
27	File update edit error
28	File update file locked
30	File update failed
31	Bank not supported
32	Completed partially
33	Expired card, pick-up
34	Suspected fraud, pick-up
35	Contact acquirer, pick-up
36	Restricted card, pick-up
37	Call acquirer security, pick-up
38	PIN tries exceeded, pick-up
39	No credit account
40	Function not supported
41	Lost card

## Traderoot Switch Problems

A0	Invalid Terminal / Merchant
A1	No Events available
A2	No Breakdown Levels available
A3	Authorize Unsuccessful - Insufficient Inventory
A4	Authorize Unsuccessful - Could not locate inventory
A5	Advice Unsuccessful - Invalid Transaction ID
A6	Advice Unsuccessful - Velocity Amount Exceeded
A7	Advice Unsuccessful - Velocity Lines Exceeded
A8	Issuer or Switch Inoperative
A9	Routing Error
AA	Message Decode Error
AB	System Malfunction
AC	Response Received Too Late
AD	Refer to extended response code in message
AE	Message Sequence Error.
AF	Gateway Authorization Failure
B0	Functionality Not Supported
B1	Invalid Issue Confirmation Reference
B2	No Reconciliation Entries Found for given date-time range

## Terminal Specific Codes

-1	Cancelled Operation
-2	Connection Error
-3	Communication Error
-4	Framing Error
-5	Timeout Error
-6	Overflow
-7	No Privileges
-8	Encryption Error
-9	Authorization Error

- 42 No universal account
- 43 Stolen card
- 44 No investment account
- 51 Not sufficient funds
- 52 No check account
- 53 No savings account
- 54 Expired card
- 55 Incorrect PIN
- 56 No card record
- 57 Transaction not permitted to cardholder
- 58 Transaction not permitted on terminal
- 59 Suspected fraud
- 60 Contact acquirer
- 61 Exceeds withdrawal limit
- 62 Restricted card
- 63 Security violation
- 64 Original amount incorrect
- 65 Exceeds withdrawal frequency
- 66 Call acquirer security
- 67 Hard capture
- 68 Response received too late
- 75 PIN tries exceeded
- 77 Intervene, bank approval required
- 78 Intervene, bank approval required for partial amount
- 90 Cut-off in progress
- 91 Issuer or switch inoperative
- 92 Routing error
- 93 Violation of law
- 94 Duplicate transaction
- 95 Reconcile error
- 96 System malfunction
- 97 Cancelled by Operator
- 98 Exceeds cash limit