

Using the Commonwealth Bank EFTPOS terminal with QuickPOS

This special supplement shows you how to set up and use QuickPOS with the Commonwealth Bank's EFTPOS terminal.

It shows you what you need to set up with QuickPOS and the related hardware. It then shows you what to do.

Introduction

This guide shows you how to set up QuickPOS to work with the KeyCorp EFTPOS terminal. It also includes steps on how to carry out basic EFTPOS tasks in QuickPOS.

To communicate with the Commonwealth Bank, you will need to use the KeyCorp K74 EFTPOS Controller modem, You can have an approved technician install it within your computer unit or install this as an external device.

Setting up

What you need before setting up

- 9 pin to 25 pin, female to female adapter (modem cable) You can purchase this from most electronic stores such as Dick Smith and Tandy.
- Spare COM port on your PC.
- Card Acceptor Identification Code (CAIC) and Card Acceptor Terminal Identification Code (CATID). These can be obtained from your bank.

Setting up the hardware

Set up the following devices:

- Receipt printer in QuickPOS to replace the COM2000 EFTPOS printer functionality.

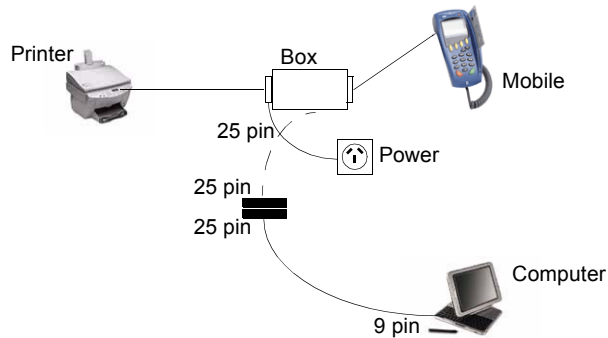
Removing the KeyCorp EFTPOS terminal from use

Before beginning, shut down your PC and remove the cable from the back of the K24 printer.

To remove the need for the EFTPOS printer and use your standard printer to produce receipts, you will need a 9 pin to 25 pin female to female adaptor.

1. Disconnect the printer cable from the KeyCorp EFTPOS printer and connect it to the 9-25 pin female to female cable.

2. Connect the other end of this cable to a spare 9 pin COM port on your PC as shown in the following diagram.



You should retain your EFTPOS printer, even though it is not required when your system is set up as above.

Electronic Cash Register mode

After the initial setup, the EFTPOS terminal may default to Printer mode. You will need to change this to "ECR" mode (Electronic Cash Register).

1. From the EFTPOS printer press the blue F key to access the function menu.
2. Select Special Function and then 3.
3. Enter your six digit password and then click **OK**.
(You can obtain your password from your terminal provider.)
4. Enter Port Setup, Option 3.
5. Enter Device Select, Option 1.
6. Select ECR, which is the left hand key (coloured yellow).
7. Enter CLR, and CLR again.

The device displays a Ready mode to accept EFTPOS transactions from QuickPOS.

Note: The modem unit has an incoming line connection and Handset connection. Therefore, be aware that the line may be operating other devices such as fax or telephone.

QuickPOS

Now that your hardware is ready to support the EFTPOS terminal, you need to set up three items in QuickPOS:

- KeyCorp EFTPOS terminal
- PC Keyboard
- POS Keyboard

KeyCorp EFTPOS terminal

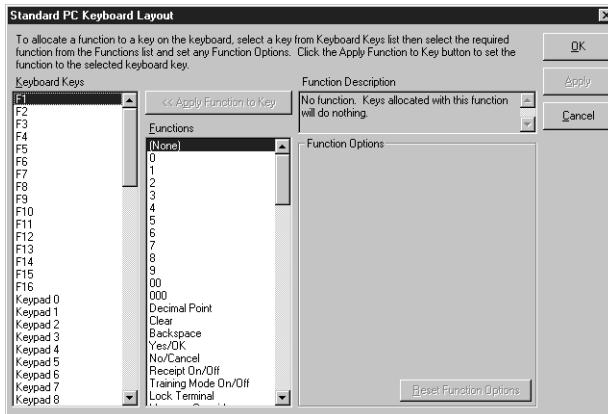
1. Choose **Tool menu > Options** from the QuickPOS menu bar.
2. Select the EFTPOS tab.
QuickPOS displays the *EFTPOS* tab on the *Options* window.
3. Select from the **Type** drop-down menu "KeyCorp K71li Keypay (V3.22) for Comm2000".
4. Choose from the **Connect to** drop-down menu the communications port that is connected to the KeyCorp EFTPOS terminal.
You may also like to change the text captions that appear in the Captions for combo box.
5. Click *Settings*.
6. Enter your merchant CAIC and CATID codes supplied by the Commonwealth Bank. Note that these must be correct as incorrect settings may stop your EFTPOS system working properly.
7. Click *OK*.
8. Click *Apply* to save and continue making changes to this window. Otherwise, click *OK* to save and close this window.

PC Keyboard

You need to assign the EFTPOS function to a keyboard key.

1. Choose **Tools menu > Options**.
2. Select the Keyboard tab.
3. Click *Design PC Keyboard Layout*.

QuickPOS displays the *Standard PC Keyboard Layout* window.



4. Select a keyboard key from the Keyboard Keys column.
5. Select Tender EFT from the Functions column.
6. Click **Use EFTPOS** in the Tender *EFT Options* on the right.
7. Click **<<Apply Function to Key**.
8. Set the Function options to suit your business requirements. Refer to page 7 for a detailed explanation.
9. Click **OK** to exit the *PC Keyboard Key Function* window.
10. Click **OK** to save and close the *Layout* window.

Note: If a function is already assigned to the key you select, QuickPOS highlights this function in the Function list. This means you will need to assign the Tender EFT function to another key. You can identify keys without assigned functions because they are shown as "None".

If a key is already allocated for manual EFT Tender transactions select this key to make adjustments to the function options. Alternatively, select another key for automated EFT transactions.

POS Keyboard

You may need to assign the EFTPOS function to a POS key.

1. Choose **Tools menu > Options**.
2. Select the Keyboard tab.
3. Choose a POS Keyboard type from the **Type** drop-down menu and then click **Design POS Keyboard Layout**.

QuickPOS displays a layout of the keyboard map.

4. Click the *POS Functions* radio button.
QuickPOS displays the POS functions already assigned to the keyboard.
5. Choose an appropriate key labelled (None) and double click this to set up the EFT Tender function.

A key labelled (None) indicates that the key has no POS function allocated to it.

6. Select the POS Functions list "Tender EFT".
7. Click the option **Use EFTPOS**.
8. Apply the function to the key by clicking **Apply**.
9. Set the Function options to suit your requirements. Refer to page 7 for an explanation of what these allow you to do.
10. Click **OK** to exit the *POS Keyboard Key Function* window.
11. Click **OK** to save and close the *[Keyboard] Layout* window.

Function Options

When you apply the EFT Tender to a key from the *POS Keyboard Key Function* or *Standard PC Keyboard Layout* windows, a series of function options appear at the right hand side of the window. The following table explains each option.

Note: MOTO and E-COM options do not apply for the KeyCorp EFTPOS terminal.

Function Name	What it does
Caption	Text entered here is displayed on screen and printed on receipts and reports when using the Tender EFT key.
Open the Cash Drawer	Select this if you want the cash drawer to open with this Tender EFT transaction.
Compulsory Amount Tender	Select this to force the operator to enter the payment amounts before pressing the Tender EFT key.
Entered amount must be rounded	Select this option to enforce a rounded amount to be entered when using this function.
Enforce receipt Print	Select this to have QuickPOS force the Tender EFT transaction to print a receipt regardless of whether the Receipt On/Off function is turned off.
Enforce Invoice Print	Select this to have QuickPOS force the Tender EFT transaction to print an invoice.
Print Duplicate Receipt	Select this option to have QuickPOS print a duplicate receipt for this Tender EFT transaction.
Use EFTPOS	Select this to have QuickPOS look for an integrated EFTPOS terminal and pass the transaction amount to the Ingenico/Westpac terminal. If an EFTPOS terminal is not configured for this QuickPOS computer the option is ignored and the transaction treated as a manual EFT Tender.
MOTO	Applies to Ingenico/Westpac terminals only.
ECOM	Applies to Ingenico/Westpac terminals only.

Function Name	What it does
Minimum Amount	Select this option to set the minimum sale amount allowed to perform a Tender EFT transaction. 0.00 indicates that there is no minimum amount.
Payment Item	This option is required to record the transaction in QuickBooks. A default EFT payment item is created in QuickBooks during installation of QuickPOS Administrator.
Allow Cash Out	<p>Select this option to allow the operator to give cash out to customers who wish to withdraw money from their account. The following options must be set up to record the transaction in QuickBooks. Click Cash Out Options to set up the following:</p> <p><i>Caption:</i> Text entered here is displayed on screen as well as printed on receipts and reports when the Tender EFT key is used</p> <p><i>Round Cash Out Amount:</i> Select this for QuickPOS to enforce a rounded cash out amount to be entered.</p> <p><i>Asset Account Decreased:</i> As Cash Out transactions reduce the cash in hand from the register the amount must be tracked in QuickBooks. Click this button to display a list of accounts to select from. Highlight the appropriate account and select OK.</p> <p>NOTE: Accounts are created in QuickBooks when QuickPOS Administrator is first opened. If you do not have an appropriate account already set up in QuickBooks, QuickPOS recommends 'Cash Register Funds' account to be selected from the list.</p> <p><i>Asset Account Increased:</i> As Cash Out transactions increase the amount of un-deposited funds, the amount must be tracked in QuickBooks for bank reconciliation purposes. Click this button to display a list of accounts to select from. Highlight the appropriate account and select OK</p> <p>NOTE: Accounts are created in QuickBooks when QuickPOS Administrator is first opened. If you do not have an appropriate account already set up in QuickBooks, QuickPOS recommends 'Undeposited Funds' account to be selected from the list</p> <p><i>Maximum Cash Out:</i> Set the maximum amount of cash that can be given out to customers.</p> <p><i>Minimum Amount of Sale:</i> Set the purchase amount before cash can be withdrawn.</p>

Special Note about logon

The EFTPOS terminal is normally left in an active "Ready" state at all times. However, you may choose to shut down QuickPOS at the end of each day and restart it without having to initiate a new EFTPOS logon.

If power to the EFTPOS terminal is disconnected, you will need to re-establish a connection between the terminal and QuickPOS. You will know that reconnection is necessary when the EFTPOS terminal displays a "logon required" message.

You can log on as follows.

1. In QuickPOS choose **Tool menu > Options** and click the *EFTPOS* tab.
2. Tick the Perform an EFTPOS Terminal Logon check box and click **Apply**, then **OK**.

QuickPOS displays the following messages: *The EFTPOS terminal is logging on to the EFTPOS network, please wait.* This is followed by *Software check.* Finally, QuickPOS prints a logon report to the receipt printer.

Performing EFT Tender Transactions

Now that you've set up your KeyCorp EFTPOS terminal and PC, POS or Touch keyboard, it's easy to carry out an EFT Tender transaction!

The following section shows you how to carry out some basic EFT Tender transactions in QuickPOS.

Note that when we refer to actions on 'the Terminal', we mean actions on the KeyCorp EFTPOS terminal. All other user or system actions are carried out in QuickPOS, which we assume you have up and running before following these instructions.

Debit Card

1. Enter the amount (\$) of the sale into QuickPOS by entering or scanning the product that is being purchased.
2. Select the Tender EFT key for the amount to be sent to the terminal.
3. Swipe the customer's card on the Terminal, select an account.
4. Get the customer to enter his/her personal PIN.
5. Press OK.
6. Confirm that the transaction on the terminal has been approved by pressing the **OK** button in QuickPOS.

Credit Card

1. Enter the amount (\$) of the sale into QuickPOS by entering or scanning the product that is being purchased.
2. Select the Tender EFT key for the amount to be sent to the terminal.
3. Swipe the customer's card on the Terminal, select an account.
4. Get the customer's signature.
5. Confirm that the customer has entered their signature by pressing OK/YES on the QuickPOS key pad.

Technical Reference

If you are not sure computer COM1 settings are correct, the following instructions provide guidance on ensuring COM1 is set up correctly. Verify the settings using the following steps.

1. Make sure your computer is running and open at the desktop.
2. Double click **My Computer**.
3. Double click the **Control Panel** icon.
4. Double click the **System** icon.
5. Click the **Device Manager** tab.
6. Double click on Ports (COM & LPT).
7. Click **Properties**.
8. Click the *Port Settings* tab.

9. Ensure the following port settings are selected:

Bits per second	9600
Data bits	8
Parity	None
Stop bits	1
Flow Control	Xon/Xoff

10. Click **OK**.

Troubleshooting

EFTPOS terminal does not communicate with QuickPOS

1. Check that connectors, adapters and cables are attached firmly and correctly.
2. Check to see the Commonwealth Bank network is "live".
A message requesting that you use vouchers normally appears on your terminal when the network is down. However, you can confirm this occurrence by contacting the Commonwealth Bank Help Desk.
3. Check to see that the line is active by either using a fax or phone connected to the K74 EFTPOS Communication Controller in the Handset port.

Removing the KeyCorp EFTPOS Terminal

The following steps show you how to disconnect the KeyCorp EFTPOS Terminal from QuickPOS.

1. Reset the device to printer mode.
2. Disconnect the cable connection on your computer's COM1 port.
3. Reconnect the cable to the EFTPOS stand-alone printer.

Note: If the K74 Modem and junction box are installed within your computer, an approved technician is required to remove these

components.
