

Quick Reference Guide for Rewards Card Transactions

Your Moneris Merchant Number is:



Initialize Your Terminal

To initialize your terminal:

1. Press **ADMIN**.
2. Scroll down using **F1** to select ERNEX and press **OK**.
3. Scroll down using **F1** to select SETUP and press **OK**.
4. Press **OK** to select INITIALIZATION.
5. The 'ENTER ERNEX TERMINAL ID' prompt appears. Press **OK** to accept the displayed terminal ID OR Key in the Ernex terminal ID and press **OK**.
6. The "CLEAR TERMINAL STORAGE?" prompt appears. Press **F3** (NO) to keep the Rewards Cards records OR Press **F1** (YES) to clear the Rewards Cards records from the terminal's memory.
7. Press **Can/Ann** to return to the idle prompt.

Troubleshooting

If one of the following error messages appears, follow the instructions to continue the transaction. As a general rule, when an error message appears, press **OK** or **Can/Annul** to clear the message, then retry the transaction. If the problem is not resolved, call the Moneris Merchant Service Centre.

CARD NOT IN BIN RANGE

- The card type you swiped cannot be used for that transaction type (e.g. a Rewards Cards cannot be used for a redemption transaction).
- Your merchant account is not set up to accept the card type that was swiped. Request another form of payment.

CARD READ ERROR

- There is a problem with the magnetic stripe on the swiped card.
- Try swiping the card again, this time more slowly or quickly, or from the front of the terminal to the back.
- If the message reappears request another form of payment.

COMM ERROR

- Ensure the SIM card is inserted correctly then retry the transaction.
- Call the Moneris Merchant Service Centre.

NO MATCH FOUND

- The information you have used to find a transaction in memory cannot be found.
- Check the information and try again.

ERROR IN PRINTING

- Open the printer, check that there is a paper roll and that the roll is loaded properly, then close the printer.

For Assistance call the
Moneris Merchant Service Centre
Toll-free **1-866-319-7450**

To Print A Transaction Inquiry

This report lists specific Ernex transactions by card type, card number, transaction amount or transaction date. To print:

1. Press **ADMIN**.
2. Scroll down using **F1** to select ERNEX and press **OK**.
3. Scroll down using **F1** to select REPORT FUNCS and press **OK**.
4. Scroll down using **F1** to select TRANS INQUIRY and press **OK**.
5. The 'SWIPE ADMIN CARD' prompt appears. Swipe the Admin card.
6. If prompted, key in Clerk ID and press **OK**
OR press **OK** to select all clerk IDs.
7. The 'CARD TYPE' prompt appears. Scroll down using **F1** to select specific card type and press **OK**
OR press **OK** to select all card types.
8. The 'CARD NUMBER' prompt appears. Key in card number and press **OK**
OR
Press **OK** to bypass.
9. The 'TRANSACTION AMOUNT' appears. Key in transaction amount and press **OK**
OR press **OK** to bypass.
10. The 'DATE (YY)MMDD' prompt appears. Key in transaction date and press **OK**
OR press **OK** to bypass.
11. The 'PRINT OR DISPLAY' prompt appears.
12. Press **F1** to print selected transactions and return to idle prompt
OR
Press **F3** to display transaction details.
13. Scroll up/down using **F1/F3** to select individual transaction and press **OK** to display transaction details.
14. Press **F1** to go to the previous screen
OR
Press **F3** to re-print the transaction receipt.
15. Press **Can/Ann** to return to the idle prompt.

Close Batch (must be completed daily)

To close batch and settle transactions with the Ernex host:

1. Press **ADMIN**.
2. Scroll down using **F1** to select ERNEX and press **OK**.
3. Scroll down using **F1** to select REPORT FUNCS and press **OK**.
4. Press **OK** to select CLOSE BATCH.
5. If prompted, key in Clerk ID and press **OK**.

Activation

Rewards Cards are activated before reaching the merchant; therefore, there is no required 'Activate' process.

Points Redemption

The Moneris Loyalty Program utilizes auto-redemption; there is no redemption transaction at the terminal.

Deactivation

Please note that once a card has been deactivated it can never be used again. To deactivate a Rewards Card:

1. Press **ADMIN**.
2. Press **F1** to select ERNEX and press **OK**.
3. Scroll down using **F1** to select DEACTIVATION and press **OK**.
4. Swipe the Rewards Card.
5. If prompted, key in Clerk ID and press **OK**.
6. If prompted, input additional transaction information and press **OK**.
7. The 'Approved' prompt appears. Press **OK** to print the cardholder copy of the receipt.
8. The 'Approved' prompt remains onscreen. Press **OK** or **Can/Ann** to return to the idle prompt.

To Print Stored Ernex Transactions

This report lists all approved Ernex transactions by batch or date. To print:

1. Press **ADMIN**.
2. Scroll down using **F1** to select ERNEX and press **OK**.
3. Scroll down using **F1** to select REPORT FUNCS and press **OK**.
4. Scroll down using **F1** to select TRANS LIST and press **OK**.
5. The 'SWIPE ADMIN CARD' prompt appears. Swipe the Admin card.
6. If prompted, key in Clerk ID, press **OK** OR
7. Press **OK** for all Clerk IDs.
8. Press **F1** to print transactions by DATE
The 'DATE (YY)MMDD' prompt appears. Key in desired date and press **OK**
OR
Press **OK** for current date.
OR Press **F3** to print transactions by BATCH
The 'BATCH NUMBER' prompt appears. Key in batch number and press **OK**
OR Press **OK** for current batch.
9. The 'PRINT TOTALS ONLY?' prompt appears. Press **F1** (YES) to print batch totals
OR Press **F3** (NO) to print batch totals & transaction details.

Points Accumulation With Cash Purchase

To add points to a Rewards Card when a customer pays by cash:

1. Press **ADMIN**.
2. Scroll down using **F1** to select ERNEX and press **OK**.
3. Press **OK** to select PURCHASE.
4. The 'SWIPE OR ENTER CARD' prompt appears. Swipe Rewards Card or key in the card number and press **OK**.
5. If prompted, key in Clerk ID and press **OK**.
6. The 'ENTER TOTAL AMOUNT' prompt appears. Key in the total transaction amount and press **OK**.
7. The 'Approved' prompt appears. Press **OK** to print the cardholder copy of the receipt.
8. The 'Approved' prompt appears. Press **OK** or **Can/Ann** to return to the idle prompt.

Points Accumulation With A Credit or Debit Card Purchase

To add points to a Rewards Card when a customer is paying with a credit or debit card:

1. Proceed with financial transaction.
2. The 'UPDATE POINTS TO ANOTHER CARD?' prompt appears. Press **F1** (YES).
3. The 'SWIPE OR ENTER CARD' prompt appears. Swipe Rewards Card or key in the card number and press **OK**.
4. The 'Approved' prompt appears. Press **OK** to print the cardholder copy of the receipt.
5. The 'Approved' prompt appears. Press **OK** or **Can/Ann** to return to the idle prompt.

Void

This will void a transaction in a current open batch and must be for the same amount as the original transaction. To void:

1. Press **ADMIN**.
2. Scroll down using **F1** to select ERNEX and press **OK**.
3. Scroll down using **F1** to select VOID and press **OK**.
4. The 'SWIPE ADMIN CARD' prompt appears. Swipe the Admin card.
5. The 'SWIPE OR ENTER CARD' prompt appears. Swipe Rewards Card or key in the card number and press **OK**.
6. If prompted, key in Clerk ID and press **OK**.
7. The 'ERNEX REFERENCE NUMBER' prompt appears. Key in Ernex reference number (printed at the bottom of the Pre-Authorization receipt) and press **OK**.
8. The 'Approved' prompt appears. Press **OK** to print the cardholder copy of the receipt.
9. The 'Approved' prompt remains onscreen. Press **OK** or **Can/Ann** to return to the idle prompt.

Refund (with credit or debit card)

To remove points from a Rewards Card when a customer is having money refunded to a credit or debit card:

1. Proceed with financial transaction.
2. The 'UPDATE POINTS TO ANOTHER CARD?' prompt appears. Press **F1** (YES).
3. The 'SWIPE OR ENTER CARD' prompt appears. Swipe Rewards Card or key in the card number and press **OK**.
4. The 'ENTER ERNEX REFERENCE NUMBER' prompt appears. Key in Ernex reference number and press **OK**.
5. The 'Approved' prompt appears. Press **OK** to print the cardholder copy of the receipt.
6. The 'Approved' prompt appears. Press **OK** or **Can/Ann** to return to the idle prompt.

Refund (with cash)

To remove points from a Rewards Card when a customer is receiving a cash refund:

1. Press **ADMIN**.
2. Scroll down using **F1** to select ERNEX and press **OK**.
3. Scroll down using **F1** to select REFUND and press **OK**.
4. The 'SWIPE OR ENTER CARD' prompt appears. Swipe Rewards Card or key in the card number and press **OK**.
5. If prompted, key in Clerk ID and press **OK**.
6. The 'ENTER TOTAL AMOUNT' prompt appears. Enter the refund amount in case of a partial refund and press **OK** OR Press **OK** without entering the refund amount for a full refund.
7. The 'Approved' prompt appears. Press **OK** to print the cardholder copy of the receipt.
8. The 'Approved' prompt appears. Press **OK** or **Can/Ann** to return to the idle prompt.

Balance Lookup

To find the points balance on a Rewards Card:

1. Press **ADMIN**.
2. Scroll down using **F1** to select ERNEX and press **OK**.
3. Scroll down using **F1** to select CARD INQUIRY and press **OK**.
4. The 'SWIPE OR ENTER CARD' prompt appears. Swipe Rewards Card or key in card number and press **OK**.
5. If prompted, key in Clerk ID and press **OK**.
6. The 'INQUIRY COMPLETE' prompt appears. Press **OK**.
7. The 'CARD BALANCE <amount> PRESS OK' prompt appears. Press **OK**.
8. The 'PRINT RECEIPT?' prompt appears. Press **F1** (YES) to print a receipt and return to idle prompt OR Press **F3** (NO) to skip and return to idle prompt.

Pre-Authorization With A Credit Card

To add points to a Rewards Card with a pre-authorization transaction:

1. Press **ADMIN**.
2. From the Main Menu press **OK** to select **TRANSACTIONS**.
3. Scroll down using **F1** to select PRE-AUTH and press **OK**.
4. Proceed with financial transaction.
5. The 'UPDATE POINTS TO ANOTHER CARD?' prompt appears. Press **F1** (YES).
6. The 'SWIPE OR ENTER CARD' prompt appears. Swipe Rewards Card or key in the card number and press **OK**.
7. If prompted, key in Clerk ID and press **OK**.
8. The 'Approved' prompt appears. Press **OK** to print the cardholder copy of the receipt.
9. The 'Approved' prompt appears. Press **OK** or **Can/Ann** to return to the idle prompt.

Advice

To add points to a Rewards Card when a customer is paying with a credit card:

1. Press **ADMIN**.
2. From the Main Menu press **OK** to select **TRANSACTIONS**.
3. Scroll down using **F1** to select P-A ADVICE and press **OK**.
4. The 'FIND ORIGINAL TRANSACTION' prompt appears. Press **F3** (NO).
5. Proceed with financial transaction.
6. The 'UPDATE POINTS TO ANOTHER CARD?' prompt appears. Press **F1** (YES).
7. The 'SWIPE OR ENTER CARD' prompt appears. Swipe Rewards Card or key in the card number and press **OK**.
8. The 'ERNEX REFERENCE NUMBER' prompt appears. Key in Ernex reference number (printed at the bottom of the Pre-Authorization receipt) and press **OK**.
9. The 'Approved' prompt appears. Press **OK** to print the cardholder copy of the receipt.
10. The 'Approved' prompt appears. Press **OK** or **Can/Ann** to return to the idle prompt.

Pre-Auth Completion

The Pre-Authorization Completion must be completed on the terminal that the original Pre-Auth was done on. To perform a Pre-Auth Completion:

1. Press **ADMIN**.
2. Press **TRANSACTIONS**.
3. Press **P-A ADVICE**. FIND ORIGINAL TRANSACTION prompt appears.

Find Original Yes? (this will result in a pre-auth completion)

- a. Press **F1**.
- b. Key in 6 digit sequence number (i.e.: receipt number = X00000000-123-456-789-0, 6-digit sequence number = 456789), then press **OK**.
- c. Compare card number on screen (last 16 digits) to card number on Pre-Auth receipt.

Card Number Match?

- i. Press **OK**.
- ii. Enter Clerk ID/Promo Code/Invoice number(s) if applicable.
- iii. Press **OK** if amount showing is correct, or key in total amount (i.e.: with tip included) then press **OK**.
- iv. Once approved, if cardholder still present press **OK** to print Cardholder receipt. If cardholder not present, press **CAN/ANN** to avoid printing cardholder copy.
- v. Press **OK** to return to ready.

No Card Number March?

- i. Press **CANCEL** and retry transaction.

Find Original No?

1. Press **F3**.
2. Key in card number then **OK**.
3. Key in expiry date then **OK**.

Sears Card?

Enter 1215 for expiry date

4. Enter Clerk ID/Promo Code/Invoice number(s) if applicable
5. Enter auth number then press **OK**.
6. Key in total amount then press **OK**.
7. Once approved, if cardholder present press **OK** to print Cardholder receipt. If cardholder not present, press **CAN/ANN** to avoid printing cardholder copy.
8. Press **OK** to return to READY.