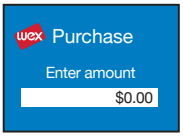
WEX STANDALONE TERMINAL QUICK REFERENCE GUIDE

This guide is designed as a quick reference and should be kept close to your WEX terminal. For more detail on using the terminal, please refer to the WEX Standalone Terminal Merchant Operating Guide which can be accessed via your merchant login at motorpass.com.au.

For further assistance contact WEX Merchant Services: **1300 130 113** or **merchants@wexaustralia.com**

Purchase

1. Key the total $ amount of purchase into the Purchase screen and press **Enter**.





2. Swipe customer card (upside down, stripe facing the terminal).
3. Select products by pressing the numeric keys followed by the **Enter** key.
4. Key the $ amount for the product and press **Enter**.
5. For wetstock products only, key the litres for the product and press **Enter**.
6. To cancel entry of a product, press **Cancel** until prompted to delete the product.
7. To list all products added so far, press the F3 key from the product selection menu. Use the F1 and F2 arrow keys to select a product to edit (Press **Enter**) or Delete (press **Cancel**). Press F3 again to exit the list.
8. Continue adding products until the product total equals the total purchase amount entered in the purchase screen.
9. Once the purchase total is reached, the total transaction amount will display on the PIN entry screen.
10. Customer keys PIN and presses **Enter** If there is no PIN set, the customer presses **Enter** as appropriate for the card.
11. Key the odometer and/or reference, if prompted, then press **Enter**.
12. Verify the rego on the vehicle matches the rego on the card if prompted.
13. If an authorisation number is prompted, you will need to contact WEX Merchant Services to obtain a number. Key the auth code and press **Enter**.
14. If a signature is not required for the transaction, a customer receipt will automatically print followed by a merchant copy receipt.
15. If a signature is required, the printer automatically prints a merchant copy of the receipt which the customer is required to sign.
16. Confirm the signature matches the signature on the card by pressing **Enter** for Yes or **Cancel** for No. A customer receipt will then print.



Terminal Keypad

Refund

1. Press F3 and then 2 **Enter**.
2. If prompted, key the Merchant Password and press **Enter**.
3. Key the $ amount of the refund and press **Enter**.
4. Swipe customer card (upside down, stripe facing the terminal)
5. Follow **Purchase** steps 3 – 8 for product selection.
6. Key Odometer and press **Enter**.
7. Key Reference and press **Enter**.
8. If an authorisation number is prompted, contact WEX Merchant Services to obtain a number. Key the auth code and press **Enter**.
9. Customer keys PIN and presses **Enter**.
10. If there is no PIN set, the customer presses **Enter**.
11. Follow **Purchase** steps 14 -16 to complete the transaction.

Offline Transactions

1. In the event the terminal cannot communicate with the host, a message will be displayed "Process transaction offline Yes/NO".
2. Press Enter to proceed or Cancel to cancel the transaction and print a declined receipt.
3. Offline transactions will always prompt for odo and ref. If required, these may be bypassed without data entry by pressing **Enter**.
4. Offline transactions proceed as for a **Purchase** with signature required.

Settlement

1. Press F3 then press 4 **Enter** and then 2 **Enter**.
2. The terminal will display "Processing Settlement – Please Wait".
3. A settlement report will print showing settlement totals for each acquirer (WEX and bank).
4. If settlement has already occurred for a day, the terminal will show "SETTLE ALREADY TAKEN".

Shift Total

1. Press F3 then press 4 **Enter** and then 1 **Enter**.
2. You may reset the shift totals or leave the current shift open and continue to add transaction amounts to the current shift. When prompted to reset shift totals, press **Enter** for Yes or **Cancel** for No.
3. If a new shift is started, enter a shift ID using the numeric keypad. Press **Enter**.
4. The terminal will print out the purchase and refund totals and a net total for each card type by product (product shows for WEX transactions only) for approved transactions since the last shift total reset. The receipt will show Reset or Not Reset depending on your selection.

Product Price Change
Wetstock Only

*A price can only be changed for a product that is set to ON. Setting the product price as 999.9 will turn the product OFF.

1. Press F3 then press 4 **Enter**, 5 **Enter**, 2 **Enter**.
2. Key the merchant password and press **Enter**.
3. To navigate to the product you wish to change the price of, key the product category number and press **Enter**. Key the product number and press **Enter**.
4. Key the new price in CPL to one decimal place. Press **Enter**.
5. The terminal will display the next product. Key a new price and Press **Enter** or just press **Enter** to move to the next product.
6. Keep pressing **Enter** to scroll through all products.
7. The price review will be completed after all products have been cycled through. You may exit the product price review at any time by pressing **Cancel**. This will save all prices changed.
8. A report will print showing the product status (ON or OFF) and the old price and new price.

IMPORTANT: Please ensure your WEX terminal is connected to Power and Phoneline/Ethernet connection exclusive to the WEX terminal at all times. This is to ensure all transactions, updates and logons are able to be completed successfully.

wex motorpass motorcharge

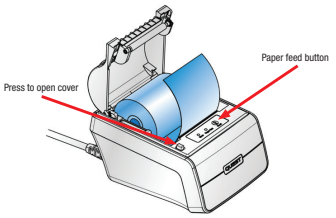
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Products on and off

1. Press F3 then press 4 **Enter**, 5 **Enter** 1 **Enter**.
2. Use the F1 and F2 arrow keys to navigate the product list. The arrow will show the current product group of product.
3. Use the **Enter** key as a toggle to enable and disable an entire groups. Disabled groups will be indicated by an ×. Enabled groups are indicated by a ✓.
4. To enable and disable individual products, locate the product group and then press F3 to open the product group.
5. Use the F1 and F2 keys to navigate the products in the group. Toggle products on and off by pressing the **Enter** key.
6. Press **Cancel** once you have finished setting products.
7. Ensure you have set prices for enabled wetstock products (see above section on **Product Price Change**).
8. To verify that your products are set up correctly, you may print out a product list by pressing 3 **Enter** from the Product Config menu.

Loading Paper

1. Open the plastic cover on the printer by pressing button as shown below.
2. Place the paper roll in the printer as shown. Ensure the roll is feeding from the bottom.
3. Pull a little paper out so that it will protrude from the covered area.
4. Close the cover and click shut by pressing in the middle of the cover (near the paper exit), not at either edge.
5. Press the Feed button on the printer to check the paper is feeding correctly.
6. Tear off any excess paper by tearing on the built-in tear bar.
7. Paper can be ordered from WEX Merchant Services.



Thermal Printer

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Terminal Messages and Errors

Below is a brief description of the most common errors you may see on your terminal. If you encounter these, please try the solution suggested and if that fails call WEX Merchant Services. Please have the following information ready when you call:

- WEX Motorpass or Motorcharge Merchant Number
- A brief explanation of your problem or query
- Terminal ID
- Merchant Site Name
- Any error message details

ERROR CODE RANGE	CODE MEANING	ACTION
00-99	Responses from the card issuer: • Declined <ERROR CODE> • Declined Lost Card • Declined Stolen Card • Declined Product Restriction	• Obtain another form of payment from the customer. • Contact WEX Merchant Services • Advise the customer to contact WEX Client Services
C0-C9, CA-CE	Communication errors. Terminal cannot communicate with the host to authorise transaction.	• The terminal may enter Offline mode for continued operation (see process transaction offline below). • Reboot the terminal by holding down the Cancel key and pressing 8. This will do a reboot and re-logon. • Check connections between the terminal and the printer. • Check cables are connected to the printer and comms line connections for both internet and dial up fall back are working. • Check that the dial up line is not being shared with other devices. The line should not have call waiting enabled. Check for dial tone. • Contact WEX Merchant Services to check the host communications links are available. • Speak to your communications link provider if the above steps do not resolve the issue.
S0-S9, SA-SW	• Card or transaction data incorrectly entered (for manual PAN entry). • Card cannot be read/card damaged. • Transaction limits exceed. • Terminal timeout. • Card expired. • Transaction type not allowed for the card. • Card type not accepted by terminal. • Transaction cancelled by the operator.	• Re-tender and enter the correct card details. • Ask the customer for another form of payment. • Card read errors: **For Card Swipe:** Ensure that you are swiping cards correctly. The black magnetic strip on the card should face down and inward, toward the keypad and must be inserted from the top of the terminal. Ensure that the whole magnetic strip is swiped through the terminal from top to bottom. **For Chip Insertion:** Insert the card fully. Do not dip (insert then remove) the card. Leave inserted until prompted by the terminal to remove the card. **For Contactless/Tap:** Hold the card close enough to the terminal until a beep is heard. The four green lights on the contactless reader will light up when the card is read and the terminal screen will move to the next prompt in the transaction. **Check the Card Reader:** Test the card reader by swiping other cards to ensure the problem is not a defective card.
H0-H9, HA-HZ	• EFTPOS messaging errors.	• Contact WEX Merchant Services for support.
J0-J7, JA-JY	• EFTPOS messaging errors.	• Reboot the terminal by holding down the **Cancel** key and pressing 8. This will do a reboot and re-logon. • Contact WEX Merchant Services for support.
Process Transaction Offline?	Communication errors. Terminal cannot communicate with the host to authorise transaction.	• Try to re-establish a connection by performing a manual logon – press F3, 4 **Enter**, 1 **Enter**. • Offline (SAF/EFB) transactions are only available when enabled on the terminal, and only for certain card types. Offline transactions may be completed if communication fails. Offline transactions will be uploaded to the host once communication is re-established. Be sure to check the following details when in offline mode: • Product Restrictions • Check the manual hot card list/warning bulletin • Is signature required?
Printer error light Printer paper out light	• Paper is out. • Paper is jammed. • Cover is not closed. • Printer not communicating with the terminal.	• Check there is paper in the printer. If the roll is nearly finished, replace it with a new roll. • Clear any paper jams. Make sure you are using paper supplied by WEX or paper that meets the specifications included in the QP1 Thermal Printer User Guide. • Check that printer cover is closed. Press the cover in the middle near the paper exit to click the cover closed. Do not push on the outer edges of the cover. • Check the cable between the printer and terminal is connected securely.
Terminal will not power up, reboots spontaneously during use or is experiencing other hardware failures.	• Power not connected • Hardware fault. • Incorrect power supply being used.	• The terminal derives power from the printer. Check that the printer power supply is connected. • Check that the power supply originally provided with the terminal is being used. • Call WEX Merchant Services to obtain the password to run diagnostic tests on the terminal. • WEX Merchant Services will arrange a replacement terminal to be swapped out to you if the problem is a hardware fault.

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