WEX TERMINAL
QUICK REFERENCE GUIDE

This guide is designed as a quick reference and should be kept close to your terminal.

WEX Merchant Support: **1300 130 113**

Purchase

1. Press **PURCHASE** (F2).
2. Swipe customer card (Upside-down, stripe facing terminal).
3. Select product by pressing relevant numeric keys (1-9) – refer to Product Guide for category breakdown.
4. Enter $ amount, then press **green enter** key.
5. Enter litres (for fuel products), then press **green enter** key.
6. Terminal will give summary of transaction: (Example)

MOTORPASS
PAN 600230********** 1234
EXP (MM/YY): 0220
PRODUCT UNLEADED
AMOUNT $50.00
VOLUME L 50.00

Press **purple** key to confirm or cancel
NO **CONFIRM?** **YES**
7. Terminal now displays the function keys: **OK** (F1) **ADD** (F2) **EXIT** (F3)
Press **ADD** (F2) if the entry of another product is required; and follow steps 3-7 above.
Press the **OK** (F1) button if the entry of another product is not required.
8. Terminal will give summary of transaction and prompt for PIN: (Example)

MOTORPASS
PAN 600230********1234
EXP (MM/YY): 0220
PRODUCT UNLEADED
TOTAL $ 50.00

ENTER **PIN** or **OK**
9. If a PIN is set on the card the customer must enter a PIN. If no PIN is set for the card the customer should press OK.
10. Terminal will attempt to connect to WEX host system to approve transaction, checking of floor limits and card limits will automatically occur.
11. If prompted for an odometer and/or reference, then you will need to enter these details.
12. If an authorisation number is needed, you will need to obtain and enter an authorisation number into terminal.
13. Terminal will print Merchant Copy and, if a PIN was not entered, either prompt for signature confirmation or ask if customer receipt is needed (non signature cards).
NO **SIGNATURE MATCHES?** **YES**
14. If NO is selected, the terminal will cancel the transaction. Press the **green enter** key to print the customer copy.

Refund

1. Press **MERCHANT OPTIONS** (F3) enter Password, press **green enter** key.
2. Press **purple** key under arrow to scroll.
3. Press **REFUND** (F3).
4. Swipe customer card (Upside-down, stripe facing terminal).
5. Please follow steps 3-10 and then 12 14 of a purchase transaction.

Settlement

1. Press **MERCHANT OPTIONS** (F3) enter Password, press **green Enter** key.
2. Press **SETTLEMENT** (F2).
3. Terminal will display – **PROCESSING**
4. Once settlement has been completed, terminal will print a Settlement report for both Motorpass & Motorcharge.
* (Please note that should a Settlement Report not print, this will indicate the settlement was unsuccessful).

Shift Total

1. Press **MERCHANT OPTIONS** (F3) enter password, press **green Enter** key.
2. Press **SHIFT TOTAL** (F4).
3. Terminal will show message:
Print shift totals will clear previous batch totals.
NO **CONFIRM?** **YES**
Press YES – Terminal will print Shift Total report. If NO transactions terminal shows
NO BATCH TRANS
Terminal will still print out a Shift total report but there will be no value.
When 9 or less products are turned on, these products can be shown, with no need to select Category or Type. Please call WEX to set option up.

Price Change

1. Press **MERCHANT OPTIONS** (F3) enter password, press **green enter** key.
2. Press **purple** key under arrow to scroll.
3. Press **PRICE CHANGE** (F2).
4. Update cents per litre for each product, press **green enter** key to proceed to the next product (only products turned on will appear in the price change).
* To change the price press the **yellow Clear** key to delete current price then enter new price.
*The **red Cancel** key can be used at any time to exit from the Price Change and save changes.
*Entering the price as "9999" will turn the product off.
5. Terminal will print Product Price List with old and new prices.

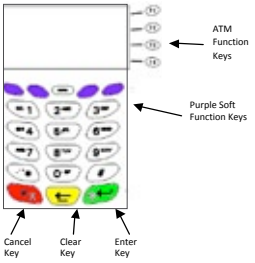
Product On/Off

1. Press **MERCHANT OPTIONS** (F3) enter password, press **green enter** key.
2. Press **purple** key under arrow to scroll.
3. Press **PRODUCT ON/OFF** (F1).
4. Select product you wish to turn on/off to toggle between the two by using the Product aligned with the appropriate function key F1, F2, F3 or F4.
5. Scroll down/up by using the left most **purple** key. *When 9 or less products are turned on, these products can be shown with no need to select Category or Type. Please call WEX to set up option.

Loading Paper

1. Press down on button located on the side of terminal to unlatch paper roll cover, then lift cover up and back.
2. Remove and lift out any partial roll of paper in printer tray.
3. Loosen glued leading edge of the new paper roll and unwind paper past any glue residue.
4. Hold the roll so paper feeds from the bottom of roll.
5. Place paper roll into the paper tray.
6. Pull paper up past glue residue from printer tray.
7. Close paper roll cover gently until if clicks shut.
8. The asterisk (*) key is used to feed the paper.

Terminal Keypad



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motorpass motorcharge

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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 Merchant Support

• GO OFFLINE?	**Offline transactions are only available when enabled on the terminal and only for certain card types.** Offline transactions may be completed if communication fails. You will need to check the following details: • Product restrictions • Is a signature required? • Check the manual hot card list Offline transactions will be sent to the WEX Host with your next online transaction, logon or settlement once the communication for the terminal is re-established.
• CONNECT FAIL! • NOT CONNECTED • COMMS ERROR • NO LINE	Reset terminal by disconnecting power supply from base of terminal and reconnect or replace the telephone/IP cable with a cable you know is working correctly. **Dial up** – Ensure terminal is not sharing line with another device such as modems, fax machine, telephone or another terminal. Ensure call waiting is not active on the telephone line. Check the telephone line connections and for a dial tone on the telephone line. **IP** – Contact your service provider/network administrator to confirm your IP details. Refer to the WEX Merchant Operating Handbook for further details on communication faults and action steps.
• SCREEN BLANK	Check the power connections. Remove and reapply power to reset terminal.
• NOT PRINTING • PAPER JAM	Check if the printer is out of paper and that the roll is properly installed. Refer to the loading paper section on the reverse/other side of this guide.
• DECLINED – [ERROR CODE] • DECLINED – LOST CARD • DECLINED – STOLEN CARD	Obtain another form of payment from customer. Contact WEX Merchant Support Advise customer to contact WEX Client Services

WEX Merchant Support

Please call at the time of the transaction if you are unable to fix the problem or require further assistance. You will need to provide the following information:

- Motorpass or Motorcharge Merchant Number
- Merchant Site Name
- Terminal ID
- A brief explanation of your problem or query
- The exact terminal message (if appropriate)

WEX Merchant Support 1300 130 113

IMPORTANT

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