











Xplorer online Terminal

Your User Guide at a Glance

Processing a Refund

TERMINAL DISPLAY	ACTION	DESCRIPTION
DATE TIME		Repeatedly press LEFT ARROW UP key until refund appears. Press number alongside.
REFUND READ CARD		Insert the CARDHOLDER'S card.
READ SUPERVISOR CARD		Swipe through the Supervisor Card.
REFUND AMOUNT .00		Key in the amount in pence (i.e. 1545 for £15.45) then press ENTER .
REFUND 15.45 CNL=NO ENT=YES		Press ENTER to confirm amount.
CARD HOLDER CONFIRM REFUND 15.45 CNL=NO ENT=YES		Hand TERMINAL to CARDHOLDER and ask them to confirm amount by pressing ENTER .
ENTER PIN -- CNL= CORR ENT=OK		The CARDHOLDER enters their PIN and presses ENTER . (For mistakes press CNL and rekey.)
THANK YOU DO NOT REMOVE CARD . PLEASE RETURN HANDSET MERCHANT PRESS ENTER		You should now press ENTER and your MERCHANT COPY of receipt will now print. The TERMINAL will now dial out for Authorisation.
CALL AUTHORISATION CENTRE ENTER		(If the TERMINAL shows 'Call Authorisation Centre' please refer to your Terminal User Guide, and press ENTER to hold the transaction while you phone.)
REMOVE CARD		Remove the card and tear off MERCHANT COPY of the receipt.
REMOVE RECEIPT PRESS ENTER		Press ENTER . CARDHOLDER's COPY will print. Remove receipt.
DATE TIME		Check that the transaction has been verified and not declined or cancelled. Hand the card and receipt to the CARDHOLDER.

Some important **Do's** and **Dont's**

Please keep your Supervisor Card in a safe place.

Be sure to have plenty of Streamline terminal tally rolls in stock. NCR is a Streamline approved supplier and can be contacted on 0800 289 666 or visit **streamline.com**

Ensure your handset is replaced onto the charging cradle at night. Your terminal software is updated automatically by us, via your phone line on a monthly basis.

Please check with us first, regarding compatibility, if you intend to change your telephone system or to move your terminal to another site.

Avoid pulling the paper roll from the printer. Always use 'Paper Feed' if it is a feature of your terminal.








Avoid tipping the terminal down or at an angle as this could cause the paper to jam.

Please remember: You do not need to return the handset to the charging cradle to complete a transaction. The whole transaction should take place in front of your customer.













STREAMLINE HELPDESK 0845 7 61 62 63

Open Monday to Friday 8am-8pm, Saturday 9am-6pm, Sunday 10am-4pm,
Bank Holidays 9am-5pm.





Processing a chip and PIN Sale

TERMINAL DISPLAY	ACTION	DESCRIPTION
DATE TIME		Insert the CARDHOLDER'S CARD into the reader.
SALE AMOUNT .00		Key in the amount in pence (i.e. 1545 for £15.45) and press ENTER .
SALE 15.45 CLEAR=NO ENTER=YES		Press ENTER to confirm amount.
CARD HOLDER CONFIRM AMOUNT 15.45 CNL=NO ENT=YES		Hand the TERMINAL to the CARDHOLDER. The CARDHOLDER then confirms the amount by pressing ENTER .
ENTER PIN -- CNL= CORR ENT=OK		CARDHOLDER keys in their PIN (Correct mistakes with CNL) and presses ENTER .
THANK YOU DO NOT REMOVE CARD PLEASE RETURN HANDSET MERCHANT PRESS ENT		You press ENTER . The TERMINAL will now dial out for Authorisation.
CALL AUTHORISATION CENTRE ENTER		(If the TERMINAL shows 'Call Authorisation Centre' please refer to your Terminal User Guide, and press ENTER to hold the transaction while you phone.)
REMOVE CARD		Remove card.
REMOVE RECEIPT PRESS ENTER		Remove receipt. Press ENTER . CARDHOLDER'S COPY will now print.
DATE TIME		Check the transaction has been verified and not declined or cancelled. The transaction is now complete.

Processing a Mail Order/Telephone Order Sale

TERMINAL DISPLAY	ACTION	DESCRIPTION
DATE TIME		Press the RIGHT ARROW UP key. Select MOTO sale by pressing the number alongside.
SALE CNL=NO ENT=YES		Confirm the sale by pressing ENTER .
KEY CARD NUMBER		Key in card the number and press ENTER . You may be prompted for additional info (i.e. start date/issue no, etc).
ENTER SECURITY CODE		Key in the last 3 or 4 numbers from the security code on back of the card. Press ENTER .
ENTER NUMBERS FROM POSTCODE		Key in the numbers from the CARDHOLDER'S postcode . (i.e. 75 for SS7 5DE.) Press ENTER .
ENTER ADDRESS NUMBER		Key in the numbers from the CARDHOLDER'S address . (i.e. 412 for 4a, 12 High St , when no house number leave blank.) Press ENTER .
SALE AMOUNT .00		Key in the amount in pence (i.e. 1545 for £15.45). Press ENTER .
SALE 15.45 CLEAR=NO ENTER=YES		Press ENTER to confirm.
REMOVE RECEIPT PRESS ENTER		Your MERCHANT receipt will print and the TERMINAL will now dial out for Authorisation. Remove receipt. Press ENTER . CARDHOLDER'S receipt will print.
CALL AUTHORISATION CENTRE		(If the TERMINAL shows 'Call Authorisation Centre' please refer to your Terminal User Guide, and press ENTER to hold the transaction while you phone.)
DATA MATCHED ENTER		The results of the AVS / CV2 security checks are displayed. See MOI if unsure of results. Decide whether to accept the transaction. Press ENTER twice to accept.
DATE TIME		Check that the transaction has been verified and not declined or cancelled. The Transaction is now complete.

Producing a Reconciliation Report

TERMINAL DISPLAY	ACTION	DESCRIPTION
DATE TIME		Ensure that the paper roll is not going to run out before undertaking Reconciliation.
1. TOTALS 2. MOTO SALE/REF	 	Press the RIGHT ARROW UP key. The Totals Menu will appear. Press 1 for TOTALS.
1. BANKING 2. X TOTALS 3. Z TOTALS 4. END OF SHIFT		Press 1 for BANKING.
READ SUPERVISOR CARD		Swipe through the Supervisor Card and press ENTER to confirm.
DIALLING STREAMLINE		The TERMINAL will print the Reconciliation Report, dialling out to acquirers.
DATE TIME		After printing the report, the TERMINAL reverts to the DATE/TIME screen. Tear off and keep the Reconciliation Report.

Important

- If you have any queries regarding your reconciliation, call **STREAMLINE RECONCILIATIONS** on **0845 7616263** on the NEXT working day, selecting Option 1. This is to ensure that Streamline has received your totals from the system.

- You will have a **BANKING WINDOW** (the time when your reconciliation should be completed). If you do not know what this is or want to change your slot contact the **STREAMLINE HELPDESK** on **0845 7616263**, selecting Option 5.