



Using POS, Troubleshooting and General Information



SELECT THE POS TERMINAL MODEL



n-genius™

[How to Operate N-Genius](#)

[CLICK HERE](#)

[Troubleshoot](#)

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[Support - Contact Info](#)

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VeriFone®

[How to Operate VeriFone](#)

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[Troubleshoot](#)

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[General Information & Best Practices
for usage on all POS Models](#)

[CLICK HERE](#)

LIST OF ISSUES IN N-GENIUS

1. GPRS & NETWORK ISSUE

[CLICK HERE](#)

2. MACHINE SHUTTING DOWN

[CLICK HERE](#)

3. MACHINE NOT PRINTING

[CLICK HERE](#)

4. MACHINE SLOW OR HANGING

[CLICK HERE](#)

5. MACHINE TAMPERED

[CLICK HERE](#)

6. UNABLE TO GENERATE Z-REPORT

[CLICK HERE](#)

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LIST OF ISSUES IN VERIFONE

1. GPRS & NETWORK ISSUE

 [CLICK HERE](#)

2. MACHINE NOT TURNING ON

 [CLICK HERE](#)

3. MACHINE NOT PRINTING

 [CLICK HERE](#)

4. MACHINE SLOW OR HANGING

 [CLICK HERE](#)

5. MACHINE TAMPERED/GO FILE NOT FOUND

 [CLICK HERE](#)

6. MUST DO SETTLE/UNABLE TO GENERATE Z-REPORT

 [CLICK HERE](#)

Verifone



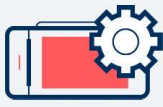
TROUBLESHOOTING STEPS



GPRS OR NETWORK ISSUE

- Step 1** Ensure Battery is Above 30% charge
- Step 2** Move the machine where there is good Network and restart; wait for the Network
- Step 3** If there is no network even after following above steps; please contact Help Desk for support

TROUBLESHOOTING STEPS



MACHINE NOT TURNING ON

- Step 1** Check the Battery Level and Ensure it is above 30% of charge
- Step 2** Check the Adapter and Cables are properly connected to POS and there is power supply from the Socket
- Step 3** Wait for 10 to 15mins and if the machine is still not turning on, log a complaint in Help Desk

TROUBLESHOOTING STEPS



MACHINE SHUTTING DOWN

- Step 1** Check the Battery Level and Ensure it is above 30% of charge
- Step 2** If the machine is shutting down even after charging, log a call with Help Desk, to upgrade the POS Application to the latest Version

TROUBLESHOOTING STEPS



MACHINE NOT PRINTING

- Step 1** Check Paper Roll Cover is properly fixed
- Step 2** Ensure Paper roll is inserted properly.
- Step 3** Check the Battery Level and Ensure it is above 30% of charge
- Step 4** If the machine is still not printing; please log a complaint with Help Desk.

TROUBLESHOOTING STEPS



MACHINE SLOW WHILE TRANSACTION OR HANGING

- Step 1** Turn off the Device
- Step 2** Remove the Battery and Re-insert.
- Step 3** Put the machine on Charge and wait for 15-20mins
- Step 4** Turn on the Device and move device to an area with good network coverage
- Step 5** If the issue persists; log a complaint with Help Desk

TROUBLESHOOTING STEPS



MACHINE TAMPERED

Step 1 Reboot the Device

Step 2 If the machine is still displaying as Tampered, turn off the Device and log a complaint with Help Desk

TROUBLESHOOTING STEPS



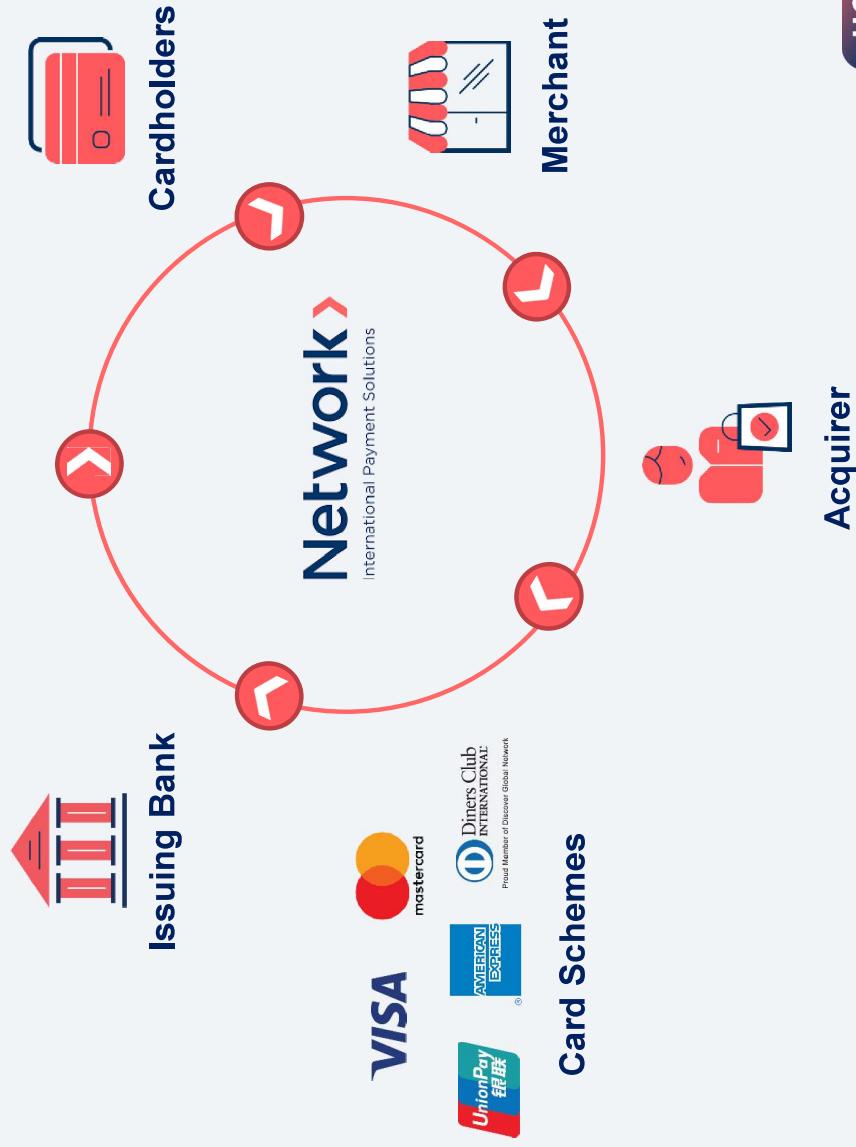
UNABLE TO GENERATE Z-REPORT

- Step 1** Ensure Battery is Above 30% charge
- Step 2** Move the machine where there is good Network and restart; wait for the Network
- Step 3** Try performing the Z-Report
- Step 4** If the machine is still not printing; please log a complaint with Help Desk.

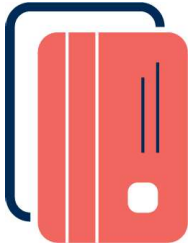
RESPONSE CODES WITH DESCRIPTION

00	Approved – Transaction is successful	58	Txn not allowed - Declined by the Card Issuing Bank
05	Pin Tries Exceeded – Multiple wrong PIN Entry	59	Suspected Fraud - Be cautious and do not accept anymore payments
31	Card Not supported – Card not Supported	62	Restricted Card – Not enabled for international transaction
41	Please Call - Lost Card – Lost Card	91	Issuer or Switch Inoperative – Issuing Bank server is down, try again later
43	Please Call - Capture Card – Stolen Card	99	Communication Error – Contact your Relationship Manager
51	Declined – Declined by the Card Issuing Bank		
54	Expired Card – Card is expired and cannot be used anymore		
55	Incorrect Pin – Declined by the Card Issuing Bank		

WHAT IS THE TRANSACTION FLOW



WHAT ARE THE TYPES OF CARDS



CARD WITH CHIP



SWIPE CARD /
CARDS WITHOUT CHIP



CONTACTLESS CARD

DO'S AND DON'TS

- ✓ Do not accept declined transactions.
- ✓ Do not split a declined transaction into smaller amounts.
- ✓ Be on the alert for counterfeit cards. Check the chip on the card to ensure that it is embedded in the card and not protruding on the surface. You can conduct a simple test by running your finger across the surface of the chip.
- ✓ Customers who present a card not in their name and when questioned advise that it is their partner's or friend's card.
- ✓ If the customer does not cooperate or the details do not match, do not proceed with the transaction and ask for another form of payment.
- ✓ In the event that a customer or transaction appears suspicious, before deciding whether or not to proceed with the transaction, the staff member should contact your Relationship Manager.
- ✓ Do not handover the POS terminal to the cardholder in order to conduct the transaction, the POS terminal should be operated by the Merchant or Merchant authorized staff only at all times.

BEWARE!!!

-  Do not accept declined transactions. Do not split a declined transaction into smaller amounts.
-  Customers appear nervous or anxious or hurry you at closing time.
-  Customers make indiscriminate purchases possibly with a newly valid card without regard to size, style, color or price.
-  Customers purchase a large item and insist on taking it with them, refusing delivery.
-  Customers who are quick to take the card back from you preventing you from checking the security features.

-  Customers who choose an item in store and tell you that they will phone through a card number and provide a delivery address.
-  Customers who will make numerous purchases under your floor limit.
-  Customers who ask you to manually key a transaction providing the card number from memory, a slip of paper or an old sales voucher.
-  Customers who need to see the card in order to sign the sales receipt.
-  Multiple cards presented. Be wary of customers who give you more than two card numbers, or try to split the order.

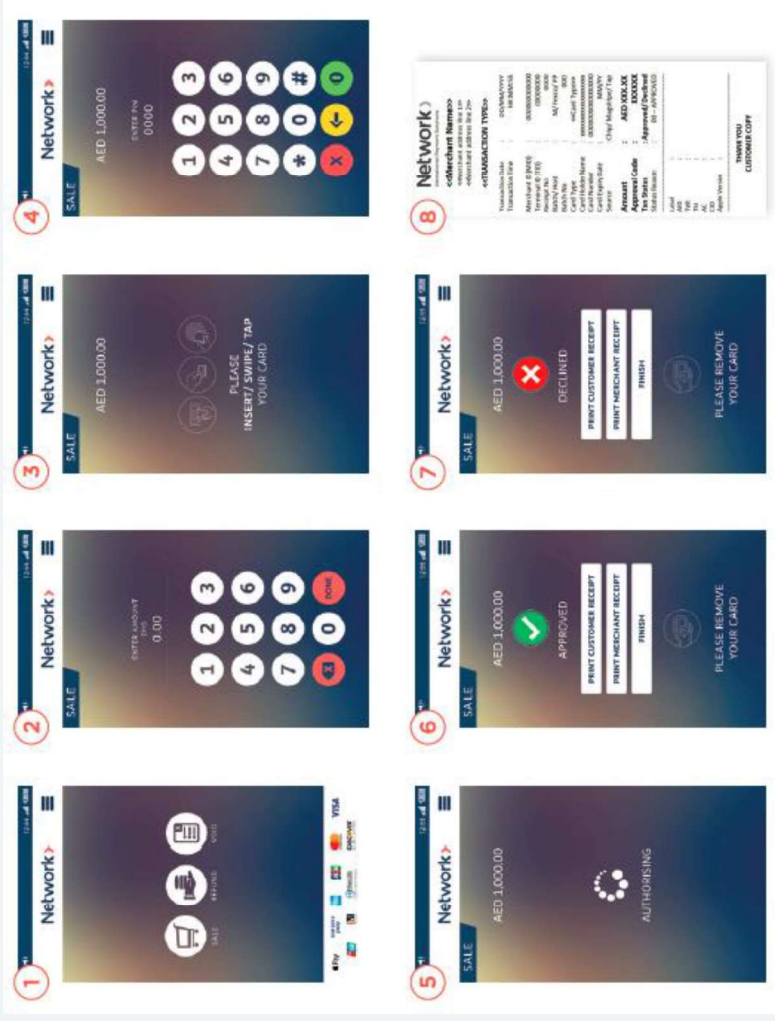
BEWARE!!! (CONT'D)

-  Look at the decline codes on the POS terminal when a transaction rejects, does the code indicate the card is lost or stolen? If so retain the card. Is the card number valid? If not do not proceed with the transaction or accept another card.
-  Do not lower the amounts, split sales or accept card after card.
-  Be mindful of overseas orders.
-  Never conduct third party processing.
-  Store your customer's information securely. Ensure all your computer systems are password protected and data maintained on databases should be encrypted.

-  Ensure all paper records are securely stored with restricted access. Never store the CVV2/CVC2 or full card track data. Report all security incidents.
-  Train your staff. Ensure your staffs are aware and vigilant of potential fraudsters.
-  Be aware of what your staffs are processing. Staff has been found to be involved in fraudulent activity. Look out for staff refunding to their own credit cards or storing unnecessary customer information.
-  Be extra cautious on high risk transactions including: card not present, manually keyed, no authorization obtained or fallback transactions.

N-GENIUS – HOW TO USE

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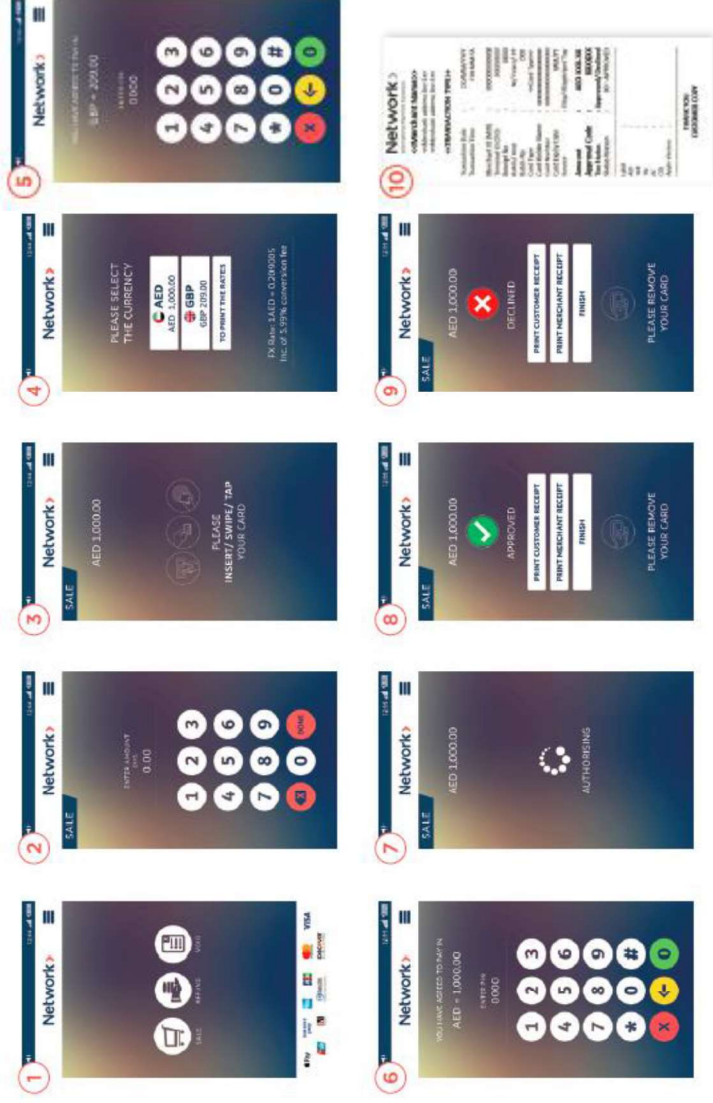


SALE

1. Startup Screen when the device is switched on.
2. Select the sale command and input the amount.
3. The customer is given the option to insert/swipe/tap their card.
4. At this stage, prompt the customer to enter their PIN.
5. The terminal sends the transaction to Network for processing.
6. If the transaction is approved, the green tick is displayed with an option to print different receipts.
7. If the transaction is declined, an option to print different receipts is displayed.
8. The receipt will be printed as shown.

N-GENIUS – HOW TO USE

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DCC - SALE

1. Startup Screen when the device is switched on.
2. You (the merchant) select the sale command and input the amount.
3. The customer is given the option to insert/swipe/tap their card.
4. For international cards and depending on the card scheme, the screen will display both the local currency and the currency where the card is issued.
5. If the card-holder opts for their home currency, this screen is displayed for them to enter their card PIN.
6. If the card-holder opts for the local currency this screen is displayed for them to enter their card PIN.
7. The terminal sends the transaction to Network for processing.
8. If the transaction is approved, the green tick is displayed with an option to print different receipts.
9. If the transaction is declined, the red cross is displayed with an option to print different receipts.
10. The receipt will be printed as shown.

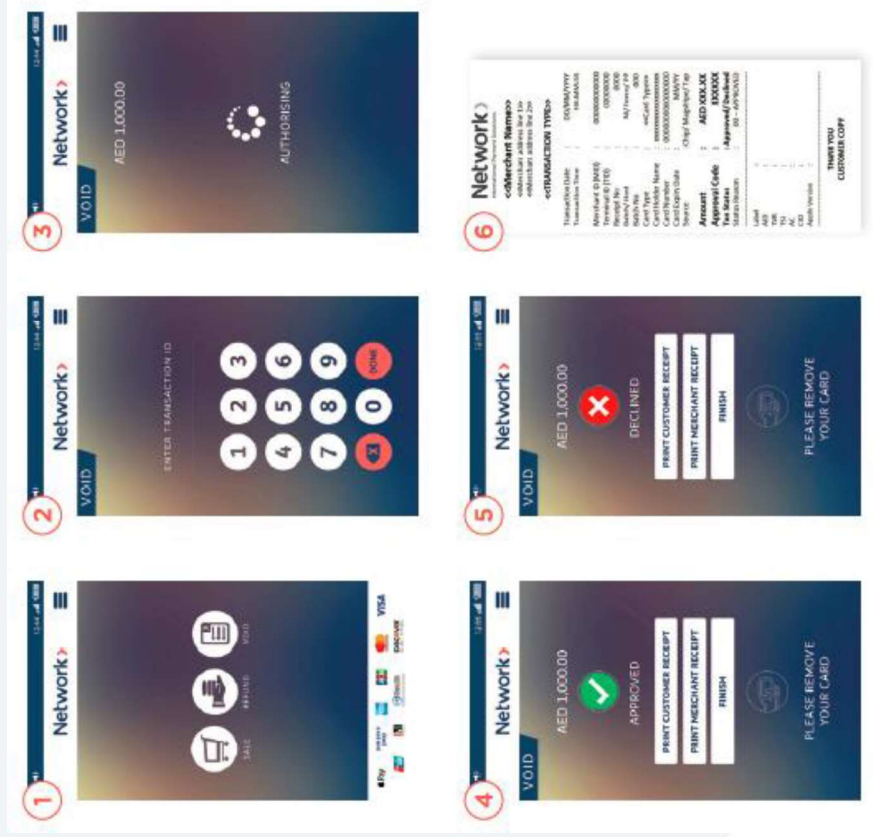
N-GENIUS – HOW TO USE



- 1 Customer comes to cashier with products to be purchased through Alipay
- 2 Cashier selects Alipay on the N-Genius terminal
- 3 After Alipay selection the terminal asks for amount. After amount is entered, terminal will display a QR code
- 4 Customer opens up Alipay app on his/her mobile phone & scans the QR code displayed on N-Genius terminal
- 5 Payment is approved, txn successful message will display on screen & txn slip can be generated



N-GENIUS – HOW TO USE



VOID

1. Startup Screen when the device is switched on.
2. Enter the Receipt/Invoice Number be Voided.
3. The terminal sends the transactions to Network for processing.
4. If the transaction is approved, the green tick is displayed with an option to print different receipts.
5. If the transaction is declined, the red cross is displayed with an option to print different receipts.
6. The receipt will be printed as shown.
7. Note: The Void can be performed only before the Z-Report on same day.



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N-GENIUS – HOW TO USE

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The screenshots illustrate the steps to view and reprint a transaction:

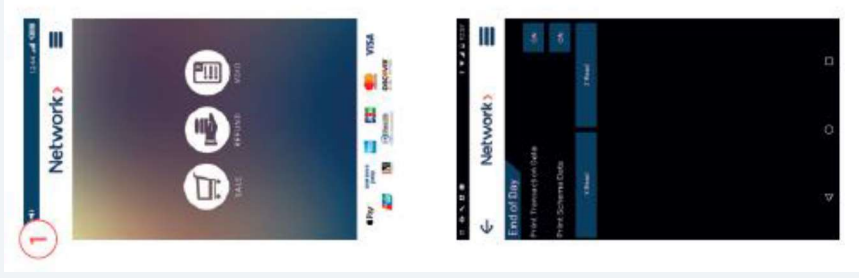
- 1. Main Menu:** The app shows a 'Network' header and a menu with icons for 'SALE', 'REFUND', 'VOID', and 'VOID'.
- 2. Transaction History:** A table titled 'Transaction History' displays a list of transactions with columns for 'Seq', 'Type', 'Seq/Time', 'Status', and 'Value'. A red circle highlights the 'Action' column.
- 3. Transaction Details:** The app shows details for a specific transaction, including 'Merchant #', 'Terminal #', 'Batch #', 'Card Type', 'Card Number', 'Card Expiry Date', 'Cardholder Name', 'Approval Code', 'Approval/Decline', and 'Test Status'. A red circle highlights the 'Reprint' button.
- 4. Reprint Confirmation:** The app shows a confirmation screen with the text 'Reprint Confirmation' and a 'Reprint' button. A red circle highlights the 'Reprint' button.

TRANSACTION HISTORY & REPRINT

1. From the main screen, click the drop-down menu at the top right of the action bar.
2. Select Transaction History for a list of transactions to be displayed.
3. Once you click on the transaction that must be reprinted, the screen shown here will be displayed.
4. The duplicate receipt will be printed, as shown here.
5. Note: The reprint of any transaction can only be taken before performing the Z-Report

N-GENIUS – HOW TO USE

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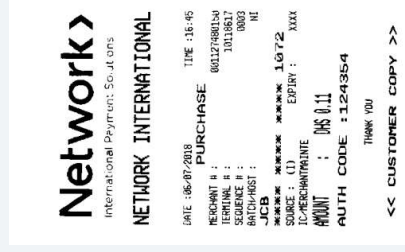
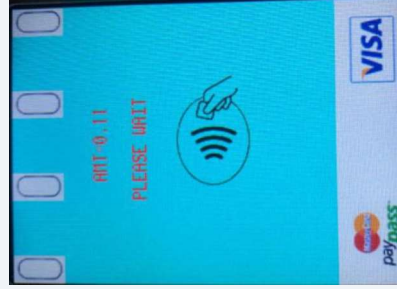
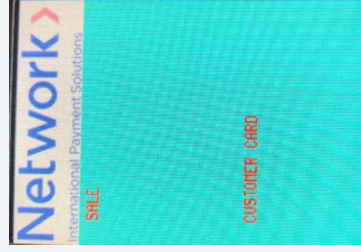
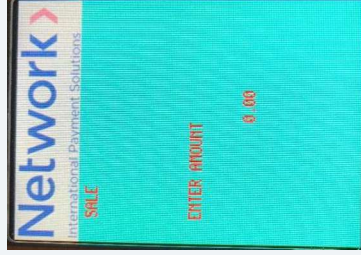
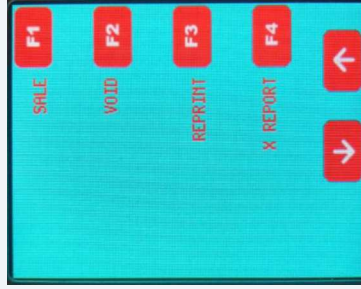


END OF DAY

1. From the main screen, click the drop-down menu at the top right of the action bar.
2. Two functions to do every day.
X Read is print shift, but do not zero totals.
Z Read is print shift, and zero totals to end it.
3. The two button options are ON/OFF
Transaction Data ON: includes transactions in report.
Scheme Data ON: gives totals broken down by scheme.
4. Note: The reprint of any transaction can only be taken before performing the Z-Report

VERIFONE – HOW TO USE

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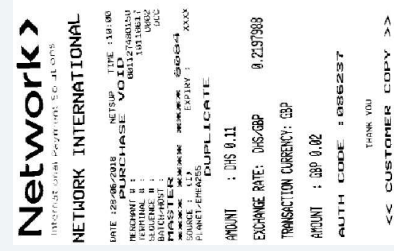
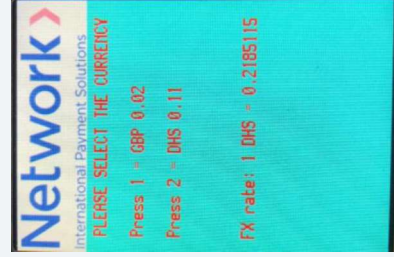
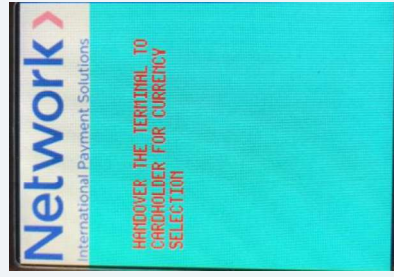
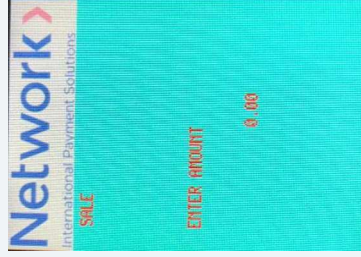
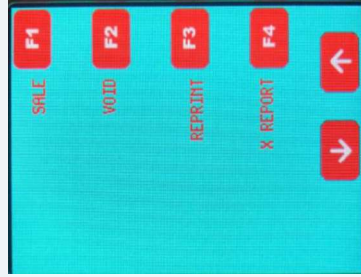


SALE

1. Startup Screen when the device is switched on.
2. Select the sale command and input the amount.
3. The user is given the option to insert/swipe/tap their card.
4. At this stage, prompt the customer to enter their PIN.
5. The terminal sends the transaction to Network for processing.
6. If the transaction is approved, the slip will be generated with approval code
7. If the transaction is declined, slip will be generated with respective error message.
8. The receipt will be printed as shown.

VERIFONE – HOW TO USE

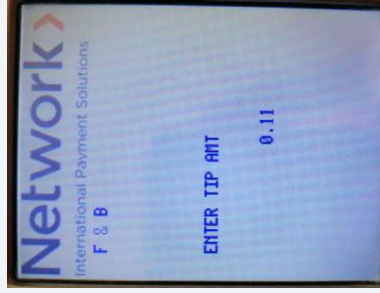
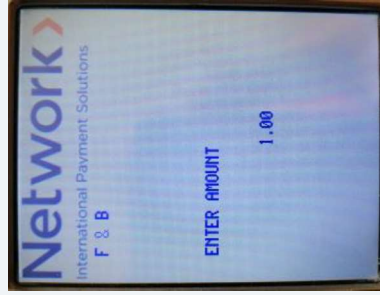
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DCC SALE

1. Startup Screen when the device is switched on.
2. Select the sale command and input the amount.
3. The user is given the option to insert/swipe/tap their card.
4. At this stage, prompt the customer to choose to pay in their local currency or AED and enter the PIN.
5. The terminal sends the transaction to Network for processing.
6. If the transaction is approved, the slip will be generated with approval code
7. If the transaction is declined, slip will be generated with respective error message.
8. The receipt will be printed as shown.

VERIFONE – HOW TO USE



F&B (TIER 1)

1. Insert / Swipe the card.
2. Enter amount.
3. Enter Tip amount (If there is tip, enter amount / If there is NO tip, press enter button).
4. Enter PIN number.
5. The terminal sends the transaction to Network for processing.
6. If the transaction is approved, the slip will be generated with approval code
7. If the transaction is declined, slip will be generated with respective error message.
8. The receipt will be printed as shown.



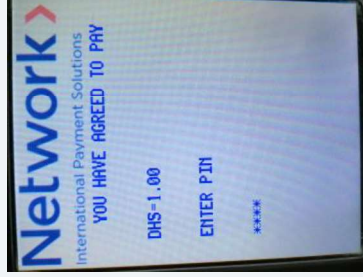
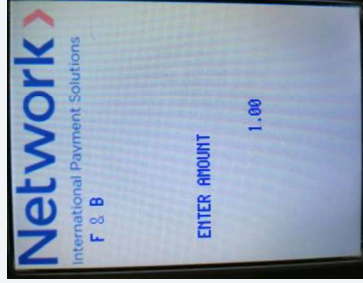
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HOME

BACK

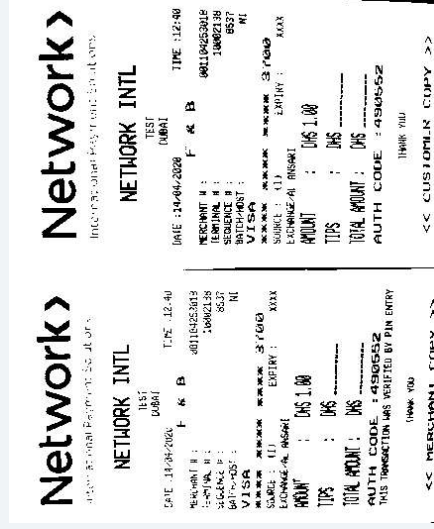
NEXT

VERIFONE – HOW TO USE



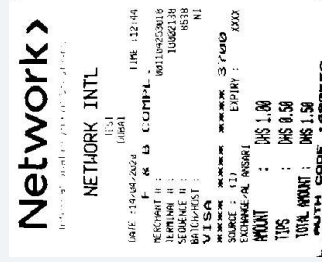
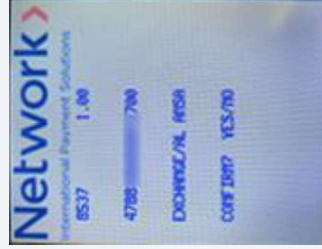
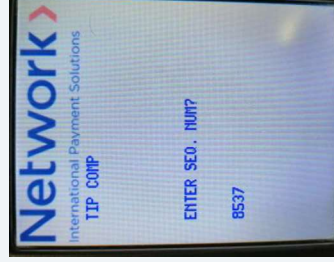
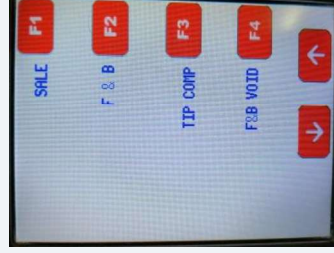
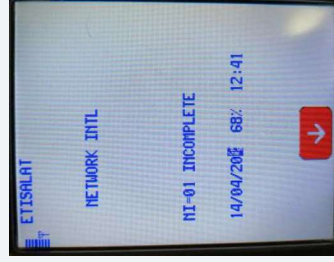
F&B (TIER 2)

1. Insert / Swipe the card.
2. Enter amount.
3. Enter PIN number.
4. The terminal sends the transaction to Network for processing.
5. If the transaction is approved, the slip will be generated with approval code
6. If the transaction is declined, slip will be generated with respective error message.
7. The receipt will be printed as shown.



VERIFONE – HOW TO USE

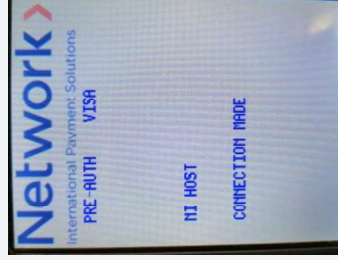
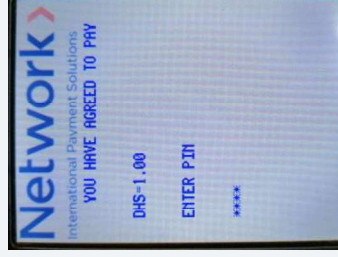
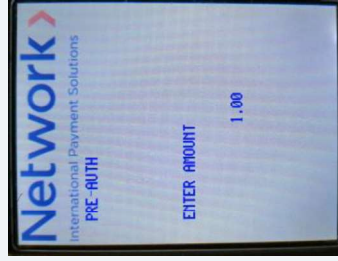
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TIP COMPLETION

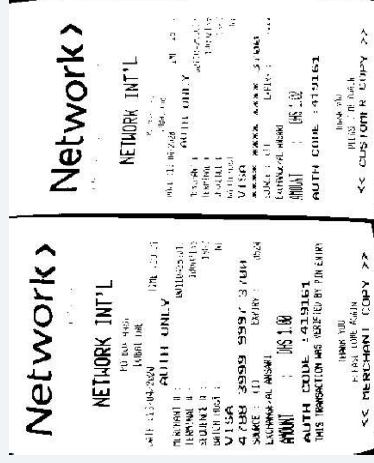
1. Incomplete word will show on the screen.
2. Startup Screen when the device is switched on.
3. Select TIP comp and enter sequence number.
4. Confirm the transaction and enter the new amount.
5. The terminal sends the transaction to Network for processing.
6. If the transaction is approved, the slip will be generated with approval code
7. If the transaction is declined, slip will be generated with respective error message.
8. The receipt will be printed as shown.

VERIFONE – HOW TO USE



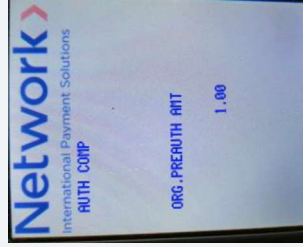
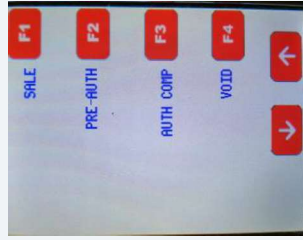
PRE – AUTH

1. Insert / Swipe the card.
2. Enter Pre – Auth amount.
3. Enter PIN number.
4. The terminal sends the transaction to Network for processing.
5. If the transaction is approved, the slip will be generated with approval code
6. If the transaction is declined, slip will be generated with respective error message.
7. The receipt will be printed as shown.



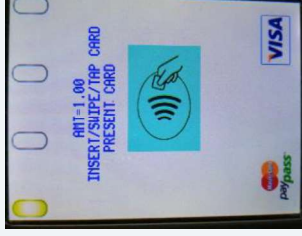
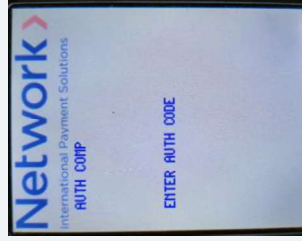
VERIFONE – HOW TO USE

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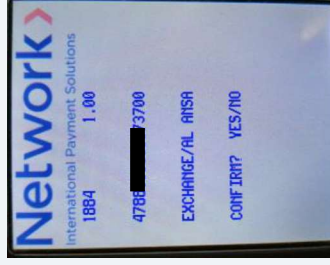
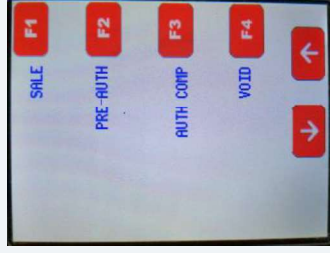
AUTH COMPLETION

1. Startup Screen when the device is switched on.
2. Select Auth Comp command and enter new amount.
3. Enter original Pre – Auth amount.
4. Enter Auth Code.
5. The user is given the option to insert/swipe/tap their card.
6. The terminal sends the transaction to Network for processing.
7. If the transaction is approved, the slip will be generated with approval code
8. If the transaction is declined, slip will be generated with respective error message.
9. The receipt will be printed as shown.



VERIFONE – HOW TO USE

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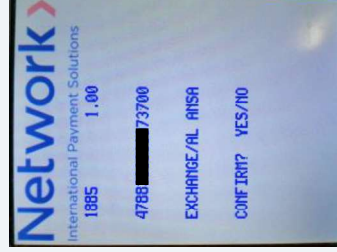
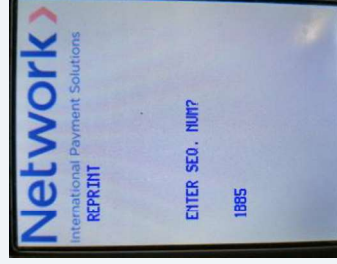
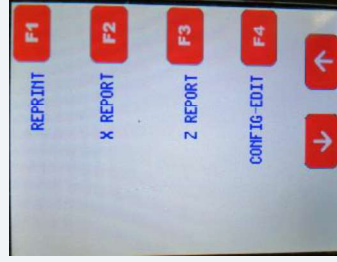
VOID

1. Startup Screen when the device is switched on.
2. Select the Void command.
3. Enter sequence number.
4. The terminal sends the transaction to Network for processing.
5. If the transaction is approved, the slip will be generated with approval code
6. If the transaction is declined, slip will be generated with respective error message.
7. The receipt will be printed as shown.



VERIFONE – HOW TO USE

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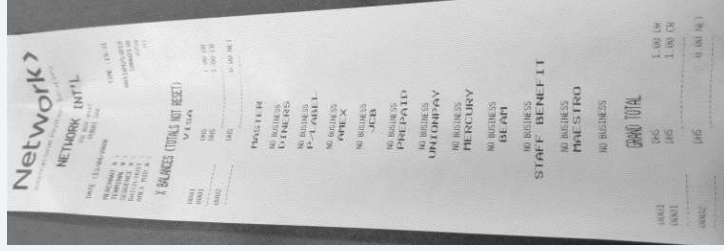
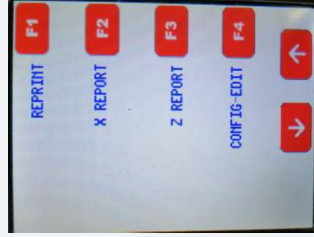
REPRINT

1. Startup Screen when the device is switched on.
2. Select the Reprint command.
3. Enter sequence number.
4. The receipt will be printed as shown.



VERIFONE – HOW TO USE

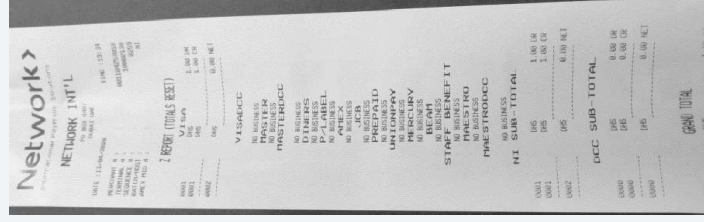
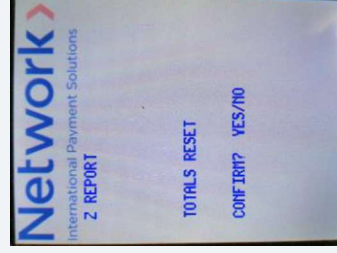
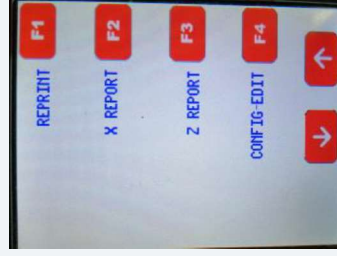
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X - REPORT

1. Startup Screen when the device is switched on.
2. Select the X- report command.
3. Choose either detail / summary.
4. The receipt will be printed as shown.





Z - REPORT

1. Startup Screen when the device is switched on.
2. Select the Z – Report command.
3. Press Enter button to confirm.
4. The receipt will be printed as shown.

CUSTOMER SUPPORT

Network>
International Payment Solutions

Please note these important numbers:

Help Desk (24/7) : 800 444 8

POS Support : +971 4 316 0182 / +971 4 316 018 83

Paper Roll : +971 4 316 0221

For any other inquiries, please email our customer support at NIAuth@network.ae

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