This manual will guide you in performing transactions on your Speedpoint® device. All our Speedpoint® devices are able to process any Visa, Mastercard, UnionPay International, *Amex, *Diners Club, Private Label and Loyalty, credit, debit or cheque cards including chip and pin cards, magnetic stripe cards, fleet and contactless cards. Our Speedpoint® devices are also enabled to process Cashback and eWallet transactions.

* Association Agreements with Amex, Diners and Private Label’s must be set up directly.
Bank card rules

Debit cards

- Allow Cash Advance transactions.
- Do not allow refunds (alternative means must be used for refunds).

Chip & PIN cards (EMV) Europay, Mastercard, Visa

- EMV cards include debit, cheque and credit cards. If a Chip & PIN card is linked to more than one account, the cardholder will need to select ‘Cheque’ or ‘Savings’ and press ‘Enter’ to confirm the account.

All cards

- Cardholder receipts will no longer print automatically from the Speedpoint® device.
- The cardholder receipt will only print if requested.
- The Speedpoint® device will automatically print a merchant receipt showing whether the transaction has been approved or declined.
- If the transaction has been declined a reason for the decline will be displayed on the receipt.

Contactless

- Contactless acceptance has been enabled on all Speedpoint® devices for purchase transactions.
- The Speedpoint® device will prompt the cardholder for a PIN if it is required.
Terminal troubleshooting Index

- Communication Errors.
- Hotcard/Parameters and Settlement/Banking Issues.
- Authorisation Issues.
- Hotcard / Code 10 / Hold and Call.
- Cash Advance / Purchase + Cashback / eWallet transactions not available.
- Screen or keyboard is stuck.
- Printing Issues.
- Faulty terminal.
Troubleshooting

Speedpoint® device tries to connect but a communication timeout error occurs:

Desktop Speedpoint® device:

- Check that the power cable of the radio pad/modem is plugged in and is not damaged.
- Check that the phone connections and radio pad/modem are plugged in correctly.
- Check that the phone line is working.
- Check the radio pad signal (check the signal lights on the modem).

Mobile Speedpoint® device:

- Check the GPRS signal (check the signal strength displayed on the Speedpoint® device).
- If these problems persist, contact the FNB Merchant Services Help Desk on 087 575 0012.

‘Communication failure’ message displays on the screen:

If there is no response from the host, the Speedpoint® device will automatically reverse the transaction. The reversal will be sent the next time the Speedpoint® device connects to the host.
Troubleshooting

Hotcard/Parameters and Settlement/Banking Issues:

When "Hotcards file old" is displayed, connection fails and parameters cannot download, and/or settlement fails follow these steps:

1. Press F.
2. Select 'FNB'.
3. Select 'Operator'.
4. Select 'Batch Update'.
5. Select 'Full Parameter Update'.

‘Authorisation failed’ message displays on the screen:

Below this message on the receipt, a reason for decline will be displayed. If this message is still unclear, contact the FNB Merchant Services Help Desk on 087 575 0012 and select option 1.
Troubleshooting

A ‘Hotcard’/‘Code 10’/‘Hold and Call’ message displays on the screen or is printed on the receipt:

- The transaction has been declined because this card has been reported lost/stolen, and could be fraudulent.

- Call the FNB Authorisations Centre on 011 369 2888 and say ‘I have a code 10 authorisation request’. Then follow the instructions given to you over the phone.

- Do not make the call if you feel your life will be put in danger.

Cash advance / Purchase + Cashback /eWallet transactions not available.

- Separate agreements need to be signed in order to have access to Cash Advance / Purchase + Cashback/ eWallet transaction options.

- Please contact the FNB Merchant Services Help Desk on 087 575 0012 for assistance.
Troubleshooting

Screen or keyboard is stuck:

- Please contact the FNB Merchant Services Help Desk on 087 575 0012 and select option 4 for the technical department.

If you are experiencing a problem when printing:

- Check that there is enough paper in the Speedpoint® device.
- Ensure that the paper roll is correctly inserted.
- Check that the paper closure lid is properly closed.
- If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.

Your Speedpoint® device is faulty when:

- It will not read any cards when they are inserted or swiped.
- It will not power up.
- The screen displays an error message.
- The keypad will not react.
- Should you be unsure, please contact the FNB Merchant Services Help Desk on 087 575 0012.
User Management Index

- Add a user.
- Delete a user.
- Change Manager / Supervisor PIN.
- Enabling a reference number.
Add a user:

1. Press 'F' button.
2. Select 'FNB'.
3. Select 'Managers Menu'.
4. Enter Supervisor PIN.
5. Select 'Manager Cashiers'.
6. Select 'Add Cashier'.
7. Enter Cashier number.
8. Enter Cashier name.
9. Enter a PIN for the Cashier.
10. Enter the PIN again.
11. Press 'Enter' (green button) to add the user.
Delete a user:

1. Press ‘F’ button.

2. Select ‘FNB’.

3. Select ‘Managers Menu’.

4. Enter Supervisor PIN.

5. Select ‘Manager Cashiers’.


7. Enter Cashier number.

8. Press ‘Enter’ (green button) to delete the user.
Press 'F' button.

Select 'FNB'.

Select 'Managers Menu'.

Enter Supervisor PIN.

Select 'Change PIN'.

Select the PIN type you would like to change from the following options:
• Supervisor PIN
• Refund PIN
• Manager PIN

Enter new PIN.

Enter new PIN again.

PIN is now changed.
Enabling / disabling a reference number:

1. Press ‘F’ button.
2. Select ‘FNB’.
3. Select ‘Managers Menu’.
4. Enter Supervisor PIN.
5. Select ‘Local Set Up’.
6. Select ‘Get Invoice Number’.
7. Select ‘Enable entry/disable entry’.

Enter the reference number during the transaction when prompted by Speedpoint® device.
Checklist to follow at the end of everyday

1. Leave the Speedpoint® device powered up and plugged in at night. Every evening at the same time, the terminal will perform an automatic settlement for all transactions processed that day.

1.1. If a settlement was unsuccessful, the Speedpoint® device will try to reconnect three times after which a **Settlement failed** message will be printed.

1.2. In order to manually bank/settle the Speedpoint® device:
   - Press ‘F’ button.
   - Select ‘FNB’.
   - Select ‘Operator’.
   - Select ‘Batch Upload’.

2. Check the end of day batch report everyday.

3. If there are any new parameters for the Speedpoint® device, these will be downloaded automatically.

3.1. If the parameter download is unsuccessful a **Parameter download failed** message will be printed.

3.2. To manually download parameters:
   - Press ‘F’ button.
   - Select ‘FNB’.
   - Select ‘Operator’.
   - Select ‘Parameter Update’.
   - Select ‘Partial/Full’ or ‘Reload’.

4. Check that the parameter report has been printed everyday.
### Retail Transaction Options

<table>
<thead>
<tr>
<th>Purchase</th>
<th>Purchase including tip</th>
<th>Refund</th>
<th>Reverse last</th>
<th>Balance Enquiry</th>
<th>Cash Advance</th>
<th>Purchase + Cashback</th>
<th>eWallet</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Purchase:**

1. To initiate the transaction press 'Enter' (green button).
2. Select 'Purchase' and press 'Enter'.
3. Enter transaction amount and press 'Enter'.
4. The screen will display a 'Pass terminal to the cardholder' message.
5. Cardholder must tap/swipe/insert card.
6. For credit cards, if a budget option is allowed, the screen will prompt the cardholder to select Budget or Straight. If Budget is selected, select the period from 3 to 60 months, after which a confirmation screen will appear.
7. Cardholder must enter PIN and press 'Enter' (if required).

**Approved transaction:**

If transaction has been approved a 'Would you like a receipt' message will be displayed on the screen. Press 'Enter' to print a client receipt.

If 'Enter' is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

**Declined transaction:**

If the transaction has been declined, a 'Declined' message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.

Cardholder will be prompted to remove the card from the Speedpoint® device.
Purchase including tip:
Relevant for restaurant environments only.

1. To initiate the transaction press 'Enter' (green button).
2. Select ‘Purchase’ and press ‘Enter’.
3. Enter transaction amount and press ‘Enter’.
4. Enter the tip amount and press ‘Enter’.
5. Enter waiter number and press ‘Enter’. (If waiter option has been set up)
6. Enter waiter PIN and press ‘Enter’. (If waiter option has been set up)
7. The screen will display a ‘Pass terminal to client’ message.
8. Cardholder must tap/swipe/insert card.
9. For credit cards, if a budget option is allowed, the screen will prompt the cardholder to select budget or straight. If budget is selected, select the period from 3 to 60 months, after which a confirmation screen will appear.
10. Cardholder must enter PIN and press ‘Enter’ (if required).
11. Cardholder will be prompted to remove the card from the Speedpoint® device.
12.1 Approved transactions: If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
Press ‘Enter’ to print a client receipt.
12.2 Declined transactions: If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
**Retail transaction options**

### Refund:
1. Press 'Enter' (green button) on the home screen.
2. Select the 'Refund' option.
3. Enter refund amount and press 'Enter'.
4. Enter Refund PIN and press 'Enter'.
5. The screen will display a 'Pass terminal to cardholder' message.
6. Cardholder must swipe/insert card.
7. Cardholder must enter PIN and press 'Enter' (if required).

### Approved transactions:
If transaction has been approved a 'Would you like a receipt' message will be displayed on the screen.
- Press 'Enter' to print a client receipt.
- If 'Enter' is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

### Declined transactions:
If the transaction has been declined, a 'Declined' message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.

Cardholder will be prompted to remove the card from the Speedpoint® device.
Reversal:
The ‘Reversal’ option can only be used to reverse the very last transaction performed on the Speedpoint® device.

1. Press ‘Enter’ (green button) on the home screen.
2. Select the ‘Reversal’ option.
3. Enter Supervisor PIN and press ‘Enter’.
4. The screen will display a ‘Pass terminal to cardholder’ message.
5. Cardholder must swipe/insert card.
6. Cardholder must enter PIN, select the respective account and press ‘Enter’.

**Approved transactions:**
If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.

7. Press ‘Enter’ to print a client receipt.

If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

**Declined transactions:**
If the transaction has been declined, a ‘No reversal found’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

8. Cardholder will be prompted to remove the card from the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
**Retail transaction options**

**Balance Enquiry:**
Available for selected cards only.

1. Press 'Enter' (green button) on the home screen.
2. Select the ‘Balance enquiry’ option.
3. The screen will display a ‘Pass terminal to cardholder’ message.
4. Cardholder must swipe/insert card.
5. Cardholder must select the respective account and press 'Enter'.
6. Cardholder must enter PIN and press 'Enter' (if required).
7. The Speedpoint® device will display the cardholder’s balance on the screen.
8. If a card was inserted the cardholder will be prompted to remove the card from the Speedpoint® device.
9. No receipt will print.

**Purchase**
- Purchase including tip

**Refund**

**Reverse last**

**Balance Enquiry**

**Cash Advance**

**Purchase + Cashback**

**eWallet**
The screen will display a ‘Pass terminal to cardholder’ message. 

1. Press ‘Enter’ (green button) on the home screen.
2. Select the ‘Cash Advance’ option.
3. Enter the Cash Advance amount and press ‘Enter’.
4. Enter Supervisor PIN and press ‘Enter’.
5. The screen will display a ‘Pass terminal to cardholder’ message.
6. Cardholder must swipe/insert/tap card.
7. Cardholder must enter PIN and press ‘Enter’ (if required).

Approved transactions:
If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.

Press ‘Enter’ to print a client receipt.

If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

Declined transactions:
If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.

Cash Advance:
Cash Advance is not available on credit cards.

9. Cardholder will be prompted to remove the card from the Speedpoint® device.
**Retail transaction options**

**Purchase + Cashback**

1. Press ‘Enter’ (green button) on the home screen.
2. Select the ‘Purchase + Cashback’ option.
3. Enter purchase amount and press ‘Enter’.
4. Enter Cashback amount and press ‘Enter’.
5. Enter Supervisor PIN and press ‘Enter’.
6. The screen will display a ‘Pass terminal to cardholder’ message.
7. Cardholder must tap/swipe/insert card.
8. Cardholder must enter PIN and press ‘Enter’ (if required).

**Approved transactions:**

- If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
- Press ‘Enter’ to print a client receipt.
- If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

**Declined transactions:**

- If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.
- The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.

Cardholder will be prompted to remove the card from the Speedpoint® device.
eWallet

eWallet Purchase

eWallet Cash Advance

eWallet Purchase + Cashback
eWallet Purchase

1. Press ‘Enter’ (green button) on the home screen.
2. Select the ‘eWallet’ option.
4. Enter transaction amount and press ‘Enter’.
5. Enter Supervisor PIN and press ‘Enter’.
6. The screen will display a ‘Pass terminal to client’ message.
7. The screen will display an ‘Enter cell phone number’ message; customer must enter cell phone number.
8. The screen will display an ‘Enter one time PIN’ message; customer must enter the OTP.

Approved transactions:
If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.

Press ‘Enter’ to print a client receipt.

If ‘Enter’ is not selected, only a merchant receipt will print. Customer will be prompted to return the Speedpoint® device.

Declined transactions:
If the transaction has been declined, a ‘Declined’ message will appear on the screen and the customer will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
Select the 'Cash Advance' option and press 'Enter'.

Press 'Enter' (green button) on the home screen.

Select the 'eWallet' option.

Select the 'Cash Advance' option and press 'Enter'.

Enter the Cash Advance amount and press 'Enter'.

Enter Supervisor PIN and press 'Enter'.

The screen will display a 'Pass terminal to client' message.

The screen will display an 'Enter cell phone number' message; customer must enter cell phone number.

The screen will display an 'Enter one time PIN' message; customer must enter the OTP.

Approved transactions: If transaction has been approved a 'Would you like a receipt' message will be displayed on the screen.

Press 'Enter' to print a client receipt.

If 'Enter' is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

Declined transactions: If the transaction has been declined, a 'Declined' message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
Retail transaction options

**eWallet Purchase + Cashback**

1. Press ‘Enter’ (green button) on the home screen.
2. Select the ‘eWallet’ option and press ‘Enter’.
3. Select the Purchase + Cashback option and press ‘Enter’.
4. Enter purchase amount and press ‘Enter’.
5. Enter Cashback amount and press ‘Enter’.
6. Enter Supervisor PIN and press ‘Enter’.
7. The screen will display a ‘Pass terminal to client’ message.
8. The screen will display an ‘Enter cell phone number’ message; customer must enter cell phone number.
9. The screen will display an ‘Enter one time PIN’ message; customer must enter the OTP.

**Approved transactions:**

- If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
- Press ‘Enter’ to print a client receipt.
- If ‘Enter’ is not selected, only a merchant receipt will print.

**Declined transactions:**

- If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.
- The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
Forecourt Transaction Options
**Forecourt transaction options**

**Purchase:**
1. To initiate the transaction press ‘Enter’ (green button).
2. Select ‘Purchase’ and press ‘Enter’.
3. Enter transaction amount and press ‘Enter’.
4. Enter ‘Litres’ amount and press ‘Enter’ (green button).
5. The screen will display a ‘Pass terminal to the client’ message.
6. Cardholder must tap/swipe/insert card.
7. For credit cards, if a budget option is allowed, the screen will prompt the cardholder to select Budget or Straight. If Budget is selected, select the period from 3 to 60 months, after which a confirmation screen will appear.
8. Cardholder must enter PIN and press ‘Enter’ (if required).
9. Approved transaction:
   - If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
   - Press ‘Enter’ (green button) to print a client receipt.
   - If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.
10. Declined transactions:
    - If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device. The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
    - Cardholder will be prompted to remove the card from the Speedpoint® device.
Refund:

1. Press ‘Enter’ (green button).
2. Select the ‘Refund’ option.
3. Enter refund amount and press ‘Enter’.
4. Enter refund PIN and press ‘Enter’.
5. The screen will display a ‘Pass terminal to client’ message.
6. Cardholder must swipe/insert card.
7. Cardholder must enter PIN and press ‘Enter’ (if required).
8. Cardholder will be prompted to remove the card from the Speedpoint® device.
9.1 Approved transactions:
   If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
   Press ‘Enter’ to print a client receipt.
   If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.
9.2 Declined transactions:
   If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.
   The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
Reversal:
The ‘Reversal’ option can only be used to reverse the very last transaction performed on the Speedpoint® device.

1. Press ‘Enter’ (green button).
2. Select the ‘Reversal’ option.
3. Enter supervisor PIN and press ‘Enter’.
4. The screen will display a ‘Pass terminal to client’ message.
5. Cardholder must tap/swipe/insert card.
6. Cardholder is prompted to enter the exact purchase amount to be reversed and press ‘Enter’.
7. Cardholder must enter PIN and press ‘Enter’ (if required).
8. Cardholder will be prompted to remove the card from the Speedpoint® device.

Approved transactions:
If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
Press ‘Enter’ to print a client receipt.

Declined transactions:
If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.

Cardholder must enter PIN and press ‘Enter’ (if required).

If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.
**Balance Enquiry:**
Available for selected cards only.

1. Press ‘Enter’ (green button).
2. Select the ‘Balance enquiry’ option.
3. Enter supervisor ID and press ‘Enter’.
4. Enter supervisor PIN and press ‘Enter’.
5. The screen will display a ‘Pass terminal to client’ message.
6. Cardholder must tap/swipe/insert card.
7. Cardholder must enter PIN and press ‘Enter’ (if required).
8. The Speedpoint® device will display the cardholder’s balance on the screen.
9. If a card was inserted the cardholder will be prompted to remove the card from the Speedpoint® device.
10. No receipt will print.
Enter the supervisor PIN and press ‘Enter’. The screen will display a ‘Pass terminal to client’ message.

Cardholder must enter PIN and press ‘Enter’ (if required).

Cardholder must swipe/insert/tap card.

Cardholder will be prompted to remove the card from the Speedpoint® device.

Approved transactions:
If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.

Press ‘Enter’ to print a client receipt.

If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

Declined transactions:
If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.

Cash Advance:
Cash Advance is not available on credit cards.

1. Press ‘Enter’ (green button).
2. Select the ‘Cash advance’ option.
3. Enter the Cash Advance amount and press ‘Enter’.
4. Enter the supervisor PIN and press ‘Enter’.
5. The screen will display a ‘Pass terminal to client’ message.
6. Cardholder must swipe/insert/tap card.
7. Cardholder must enter PIN and press ‘Enter’ (if required).
8. Cardholder will be prompted to remove the card from the Speedpoint® device.
9.1 Approved transactions:
If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.

Press ‘Enter’ to print a client receipt.

If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

9.2 Declined transactions:
If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
**Forecourt transaction options**

**Purchase + Cashback**

1. Press ‘Enter’ (green button).
2. Select the ‘Purchase + Cashback’ option.
3. Enter purchase amount and press ‘Enter’.
4. Enter Cashback amount and press ‘Enter’.
5. Enter ‘Litres’ amount and press ‘Enter’ (green button).

Select from the options available on the screen.

- Press 1 for Petrol,
- 2 for Diesel,
- 3 for Oil.

Press 1 to add a product and
2 to delete a product.

Once you are happy with your selection, press ‘Enter’.

6. Enter supervisor PIN and press ‘Enter’.
7. The screen will display a ‘Pass terminal to client’ message.
8. Cardholder must tap/swipe/insert card.
9. Cardholder must enter PIN and press ‘Enter’ (if required).
10. Cardholder will be prompted to remove the card from the Speedpoint® device.
12.1 **Approved transactions:**

If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.

Press ‘Enter’ to print a client receipt.

12.2 **Declined transactions:**

If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
eWallet Purchase

eWallet Cash Advance

eWallet Purchase + Cashback
**Forecourt transaction options**

**eWallet Purchase**

1. Press ‘Enter’ (green button) on the home screen.
2. Select the ‘eWallet’ option.
4. Enter ‘Litres’ amount and press ‘Enter’ (green button).
   
   Select from the options available on the screen.
   Press 1 for Petrol, 2 for Diesel, 3 for Oil.
   
   Press 1 to add a product and 2 to delete a product.
   
   Once you are happy with your selection, press ‘Enter’.
5. Enter Supervisor PIN and press ‘Enter’.
6. Enter transaction amount and press ‘Enter’.
7. The screen will display a ‘Pass terminal to client’ message.
8. The screen will display an ‘Enter cell phone number’ message; customer must enter cell phone number.
9. The screen will display an ‘Enter one time PIN’ message; customer must enter the OTP.
10.1 **Approved transactions:**

   If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
   
   Press ‘Enter’ to print a client receipt.
   
   If ‘Enter’ is not selected, only a merchant receipt will print. Customer will be prompted to return the Speedpoint® device.
10.2 **Declined transactions:**

   If the transaction has been declined, a ‘Declined’ message will appear on the screen and the customer will be prompted to return the Speedpoint® device.
   
   The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
Select the ‘Cash Advance’ option and press ‘Enter’.
Press ‘Enter’ (green button) on the home screen.
Select eWallet and press ‘Enter’.
Select the ‘Cash Advance’ option and press ‘Enter’.
Enter the Cash Advance amount and press ‘Enter’.
Enter Supervisor PIN and Select ‘Enter’.
The screen will display a ‘Pass terminal to client’ message.
The screen will display an ‘Enter cell phone number’ message; customer must enter cell phone number.
The screen will display an ‘Enter one time PIN’ message; customer must enter the OTP.
Approved transactions:
If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
- Press ‘Enter’ to print a client receipt.
- If ‘Enter’ is not selected, only a merchant receipt will print.
Cardholder will be prompted to return the Speedpoint® device.

Declined transactions:
If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.
The reason for the decline will appear on the receipt.
- If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.

Forecourt transaction options

- eWallet Cash Advance:
  Cash Advance is not available on credit cards.

1. Press ‘Enter’ (green button) on the home screen.
2. Select eWallet and press ‘Enter’.
3. Select the ‘Cash Advance’ option and press ‘Enter’.
4. Enter the Cash Advance amount and press ‘Enter’.
5. Enter Supervisor PIN and Select ‘Enter’.
6. The screen will display a ‘Pass terminal to client’ message.
7. The screen will display an ‘Enter cell phone number’ message; customer must enter cell phone number.
8. The screen will display an ‘Enter one time PIN’ message; customer must enter the OTP.

Approved transactions:
If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
- Press ‘Enter’ to print a client receipt.
- If ‘Enter’ is not selected, only a merchant receipt will print.
Cardholder will be prompted to return the Speedpoint® device.

Declined transactions:
If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.
The reason for the decline will appear on the receipt.
- If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.

- eWallet Purchase
- eWallet Cash Advance
- eWallet Purchase + Cashback
Forecourt transaction options

**eWallet Purchase + Cashback**

1. Press ‘Enter (green button)’ on the home screen.
2. Select the ‘eWallet’ option and press ‘Enter’.
3. Select the ‘Purchase with Cashback’ option and press ‘Enter’.
4. Enter purchase amount and press ‘Enter’.
5. Enter Cashback amount and press ‘Enter’.
6. Enter ‘Litres’ amount and press ‘Enter’ (green button).

Select from the options available on the screen.
Press 1 for Petrol, 2 for Diesel, 3 for Oil.

Press 1 to add a product and 2 to delete a product.

Once you are happy with your selection, press ‘Enter’.

7. Select Supervisor PIN and select ‘Enter’.
8. The screen will display a ‘Pass terminal to client’ message.
9. The screen will display an ‘Enter cell phone number’ message; customer must enter cell phone number.
10. The screen will display an ‘Enter one time PIN’ message; customer must enter the OTP.

Approved transactions:
If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.

Press ‘Enter’ to print a client receipt.

If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

Declined transactions:
If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
<table>
<thead>
<tr>
<th>Purchase</th>
<th>Refund</th>
<th>Reverse last</th>
<th>Balance Enquiry</th>
<th>Cash Advance</th>
<th>Purchase + Cashback</th>
<th>eWallet</th>
</tr>
</thead>
</table>

Workshop Transaction Options
**Workshop**

**Transaction Options**

### Purchase:

1. To initiate the transaction press 'Enter' (green button).
2. Select Purchase and press 'Enter'.
3. Enter transaction amount and press 'Enter'.
4. Select from the product offerings available on the screen and press 'Enter'.
5. Add additional products one by one if required.
6. The screen will display a 'Pass terminal to the client' message.
7. Cardholder must tap/swipe/insert card.
8. For credit cards, if a budget option is allowed, the screen will prompt the cardholder to select Budget or Straight. If Budget is selected, select the period from 3 to 60 months, after which a confirmation screen will appear. Cardholder must enter PIN and press 'Enter' (if required).

#### Approved transaction:

If transaction has been approved a 'Would you like a receipt' message will be displayed on the screen.

Press 'Enter' to print a client receipt.

If 'Enter' is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

### Declined transaction:

If the transaction has been declined, a 'Declined' message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the **FNB Merchant Services Help Desk on 087 575 0012**.

Cardholder will be prompted to remove the card from the Speedpoint® device.
**Refund:**

1. Press ‘Enter’ (green button).

2. Select the ‘Refund’ option.

3. Enter refund amount and press ‘Enter’.

4. Enter refund PIN and press ‘Enter’.

5. The screen will display a ‘Pass terminal to client’ message.

6. Cardholder must swipe/insert card.

7. Cardholder must enter PIN and press ‘Enter’ (if required).

8. Cardholder will be prompted to remove the card from the Speedpoint® device.

9. Approved transactions: If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.

   Press ‘Enter’ to print a client receipt.

   If ‘Enter’ is not selected, only a merchant receipt will print.

10. Declined transactions:

    If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

    The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
Reversal:
The ‘Reversal’ option can only be used to reverse the very last transaction performed on the Speedpoint® device.

1. Press ‘Enter’ (green button).
2. Select the ‘Reverse last’ option.
3. Enter supervisor PIN and press ‘Enter’.
4. The screen will display a ‘Pass terminal to client’ message.
5. Cardholder must tap/swipe/insert card.
6. Cardholder is prompted to enter the exact purchase amount to be reversed and press ‘Enter’.
7. Cardholder must enter PIN and press ‘Enter’ (if required).
8. Cardholder will be prompted to remove the card from the Speedpoint® device.
9.1 Approved transactions: If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
   - Press ‘Enter’ to print a client receipt.
   - If ‘Enter’ is not selected, only a merchant receipt will print.
9.2 Declined transactions: If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.
   - The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
Enter supervisor PIN and press 'Enter'.

No receipt will print.

The screen will display a 'Pass terminal to client' message.

Cardholder must tap/swipe/insert card.

Cardholder must enter PIN and press 'Enter' (if required).

The Speedpoint® device will display the cardholder's balance on the screen.

If a card was inserted the cardholder will be prompted to remove the card from the Speedpoint® device.

Balance Enquiry:
Available for selected cards only.

1. Press 'Enter' (green button).
2. Select the 'Balance enquiry' option.
3. Enter supervisor PIN and press 'Enter'.
4. The screen will display a 'Pass terminal to client' message.
5. Cardholder must tap/swipe/insert card.
6. Cardholder must enter PIN and press 'Enter' (if required).
7. The Speedpoint® device will display the cardholder's balance on the screen.
8. If a card was inserted the cardholder will be prompted to remove the card from the Speedpoint® device.
9. No receipt will print.
Enter the supervisor PIN and press 'Enter'.
The screen will display a 'Pass terminal to client' message.
Cardholder must enter PIN and press 'Enter'. (if required).
Cardholder must swipe/insert/tap card.
Cardholder will be prompted to remove the card from the Speedpoint® device.

Approved transactions:
If transaction has been approved a 'Would you like a receipt' message will be displayed on the screen.
Press 'Enter' to print a client receipt.
If 'Enter' is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

Declined transactions:
If the transaction has been declined, a 'Declined' message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.
The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.

Cash Advance:
Cash Advance is not available on credit cards.

1. Press 'Enter' (green button).
2. Select the 'Cash Advance' option.
3. Enter the Cash Advance amount and press 'Enter'.
4. Enter the supervisor PIN and press 'Enter'.
5. The screen will display a 'Pass terminal to client' message.
6. Cardholder must swipe/insert/tap card.
7. Cardholder must enter PIN and press 'Enter' (if required).
Purchase + Cashback

1. Press ‘Enter’ (green button).
2. Select the ‘Purchase + Cashback’ option.
3. Enter purchase amount and press ‘Enter’.
4. Enter Cashback amount and press ‘Enter’.
5. Select from the product offerings available on screen and press ‘Enter’.
6. Add additional products one by one if required.
7. Enter supervisor PIN and press ‘Enter’.
8. The screen will display a ‘Pass terminal to client’ message.
9. Cardholder must tap/swipe/insert card.
10. Cardholder must enter PIN and press ‘Enter’ (if required).
11. Cardholder will be prompted to remove the card from the Speedpoint® device.
12. Approved transactions:
   - If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
   - Press ‘Enter’ to print a client receipt.
   - If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

Declined transactions:
- If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.

The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
eWallet Purchase

eWallet Cash Advance

eWallet Purchase + Cashback
**Workshop**

**Transaction Options**

### eWallet Purchase

1. Press ‘Enter’ (green button) on the home screen.
2. Select the ‘eWallet’ option.
4. Enter supervisor PIN and press ‘Enter’.
5. The screen will display a ‘Pass terminal to client’ message.
6. The screen will display an ‘Enter cell phone number’ message; customer must enter cell phone number.
7. The screen will display an ‘Enter one time PIN’ message; customer must enter the OTP.

### Approved transactions:

- **If transaction has been approved** a ‘Would you like a receipt’ message will be displayed on the screen.
- Press ‘Enter’ to print a client receipt.
- If ‘Enter’ is not selected, only a merchant receipt will print.

### Declined transactions:

- If the transaction has been declined, a ‘Declined’ message will appear on the screen and the customer will be prompted to return the Speedpoint® device.
- The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
eWallet Cash Advance:
Cash Advance is not available on credit cards.

1. Press ‘Enter’ (green button) on the home screen.
2. Select eWallet and press ‘Enter’.
3. Select the ‘Cash Advance’ option and press ‘Enter’.
4. Enter the Cash Advance amount and press ‘Enter’.
5. The screen will display a ‘Pass terminal to client’ message.
6. The screen will display an ‘Enter cell phone number’ message; customer must enter cell phone number.
7. The screen will display an ‘Enter one time PIN’ message; customer must enter the OTP.

Approved transactions:
If transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen.
Press ‘Enter’ to print a client receipt.
If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

Declined transactions:
If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device.
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Workshop Transaction Options

**eWallet Purchase + Cashback**

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2. Select the ‘eWallet’ option and press ‘Enter’.
3. Select the ‘Purchase with Cashback’ option and press ‘Enter’.
4. Select from the product offerings available on the screen and press ‘Enter’. Add additional products one by one if required.
5. Enter Cashback amount and press ‘Enter’.
6. The screen will display a ‘Pass terminal to client’ message.
7. The screen will display an ‘Enter cell phone number’ message; customer must enter cell phone number.
8. The screen will display an ‘Enter one time PIN’ message; customer must enter the OTP.

**Approved transactions:**
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The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
For more information, contact us:

FNB Merchant Services Help Desk: **087 575 0012**
FNB Authorisation Centre: **011 369 2888**

Supervisor/Manager ID and PIN

The field technician will assist in setting up the supervisor/manager PIN when the Speedpoint® device is installed.