



USER GUIDE - Verifone Vx520, Vx820 Duet

Switching between Eftpos & Activata Application

1. When you are on Eftpos Menu, press ACTIVATA to go to Activata menu
2. When you are on Activata Menu, you can press * to go back to Eftpos menu

Logging on to Eftpos

1. Press LOG ON from the Eftpos menu

Logging on to Activata

1. Press ENTER (when you are on the Activata Application)
2. Press ADMIN MENU
3. Press 1. LOGON

Reprinting receipt

1. Press Enter
2. Press 3. REPRINT RECEIPT

Voiding mobile top-up and Compass phone card transactions on IVR

1. Phone 0800 960 000 and select option 2 from the menu
2. When prompted, enter your Activata account number and press #
3. Enter your 4 digit account PIN and press #
4. Enter the transaction number and press #
5. Enter the last two digits of your terminal ID and press #
6. Wait while the transaction details are read back to you
7. Press 1 to confirm the details are correct

Selling mobile top ups

1. Press ENTER
2. Select 1.VOUCHERS
3. Select Voucher Type
4. Select Voucher denominations and press enter

Selling phone cards

1. Swipe the phone card through the terminal's mag-stripe reader
2. select ISSUE or select RECHARGE
3. If this is an ISSUE transaction, select the desired amount from the options displayed
4. If this is a RECHARGE, key in the desired amount, which can be from \$1 to \$50 and rounded to the nearest 5c and then press ENTER. To load a value greater than \$50, perform 2 transactions.
5. Terminal displays 'Recharge Completed' or 'Declined'
6. To print your copy of the receipt, select YES when prompted, else press NO

Settlement Cutover

1. Press [Enter] [4] [2] for 'Activata Settlement Cutover'
2. Press [down arrow key] [Settlement] for 'Eftpos Settlement Cutover'

PAYMENT FIRST

For your security, ensure you receive confirmed payment BEFORE processing any Activata transaction.