

## Processing Void Transactions

(This can only be done up to end of day processing.  
Call 1-888-220-9942 if a refund is required)

Use the Report screen to void a purchase.

1. At the Main Menu, tap **Reports**. Enter the password found on the underside of the terminal then tap **OK**.
2. Tap the transaction you want to void. If needed, tap the **"All Transactions"** dropdown menu and select the type of transaction you are looking for. You can also tap **Scan** to scan the QR code from a receipt, or tap **Search** to look for the transaction to be voided.
3. Transaction details will appear. Verify transaction then tap **Void**.
4. For debit transactions follow prompts on the screen and pass terminal to the customer.
5. Once the Void is approved, terminal will print two receipts – keep merchant copy for your records.

**Note: VOID feature does NOT work with debit transactions using Tap. Please call 1-888-220-9942 to have a refund processed.**

## Change Receipt Paper Roll

1. Receipt printer is located on top of the unit. Lift printer latch up to release the printer cover.
2. Pull cover back to expose paper compartment.
3. Insert the roll in the compartment with the loose end rolling from the bottom and towards you.
4. Unroll enough paper to extend 3cm past the top of printer cover.
5. Close cover and press to snap it back into place



**IF THE PAPER IS INSTALLED BACKWARDS  
YOUR PRINTOUTS WILL BE BLANK**

## Troubleshooting Tips

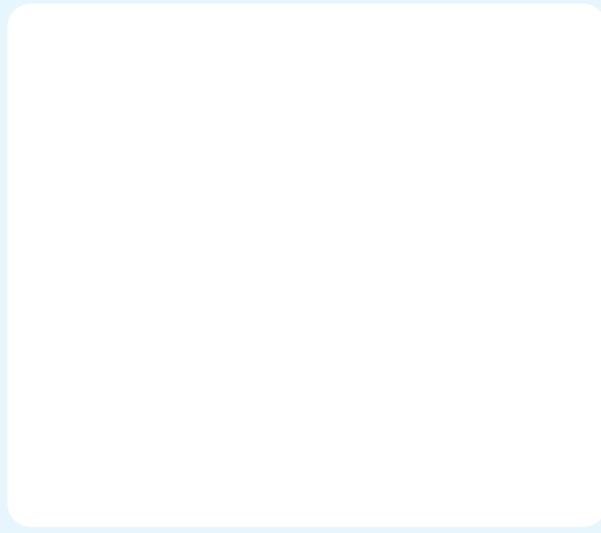
For a 4G connection, follow these steps:

1. Tap **OK** to clear the error message.
2. Swipe down from the top of the screen if needed to reveal the status bar. Check the battery charge level and charge the battery as required.
3. Confirm that the terminal is connected to a 4G/LTE network by checking for the presence of **4G** or **LTE** in the status bar.
4. Check the signal strength (number of bars) of the connection. It is best to have at least 2 bars to communicate with Moneris.
5. Restart terminal. Press and hold the power button for three seconds until a menu appears. Tap Restart.

**Power saving mode:** If there is no activity on the terminal for several minutes, the display screen will darken then shut down to save battery power. To wake up the screen, briefly press the power  button.

**Blank receipts and reports:** The paper roll is installed backward. To re-install the paper roll, refer to "Change Receipt Paper Roll".

## Contact info:



# SCHOLASTIC BOOK FAIR

## Moneris® Go Plus Handheld Wireless Terminal Instructions



### Front of terminal

- A Printer
- B Contactless reader
- C Front camera
- D Magnetic Stripe Reader
- E Touch screen display
- F Chip card reader



### Rear of terminal

- G Rear camera (scans QR codes)
- H Metal contacts



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## Power On:

1. Locate the thin power  button on the left side of the terminal.
2. To power on the terminal, press and hold the power button for three seconds until the screen turns on.  
**To maintain battery charge, dock terminal on the charging base when not in use.**

## Power Off:

1. Ensure that the terminal is not connected to a power source. Press power  button for three seconds.
2. A screen will appear with five options. Select **Power Off**. The screen will display "Shutting down..." – and power off.

## Moneris GO Application

### Signing in:

1. Tap the **Username** field and enter the username found on the **underside of the terminal** (green label–case sensitive)
2. Select the **Remember Me** checkbox. This saves your username so you won't need to enter it again the next time you sign in.
3. Tap **Sign In**. The application will sign you in and display the default transaction screen.

## Process Sale Transactions

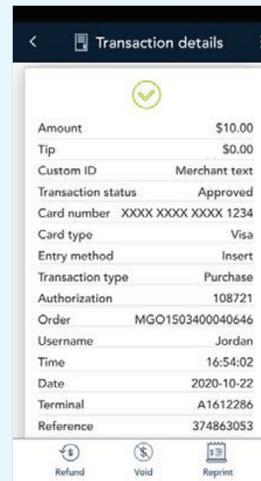
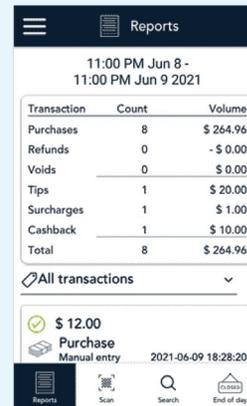
1. Start at the **Purchase** screen. This is the default transaction. If your terminal is at a different screen, tap the Main Menu  icon, then tap **Transactions**.
2. Use the on-screen numeric keypad to enter the purchase amount, then tap the OK  key.
3. Pass the terminal to your customer so they can respond to the customer prompts.
4. Insert Chip, Tap or Swipe.

Once the purchase is approved, the terminal will print two receipts – keep the merchant copy for your records.



## Reprinting Receipts

1. Tap the Main menu  icon, tap Reports.
2. When prompted for a password, enter the one found on the **underside of the terminal** (green label–case sensitive), then tap **OK**.
3. On the Reports screen, tap the transaction for which you want to reprint the receipts. **You can also tap Scan to scan the QR code from a receipt, or tap Search to look for the transaction.**
4. When the transaction details appear, tap **Reprint**.
5. Once printed tap the Back  icon in the title bar to return to the previous screen, then tap the Main menu  icon, then tap **Transactions** to return to the default transaction screen.



## End of Day Process

1. Tap the Main menu  icon.
2. From the Main menu, tap **Reports**. The Reports screen will appear.
3. When prompted for a password, enter the one found on the **underside of the terminal** (green label–case sensitive), then tap **OK**.
4. At the bottom of the screen, tap **End of Day**.
5. Tap **Terminal**. Wait for terminal to search
6. Tap **CURRENT** (Highlighted Selection)
7. Tap the Additional Options  icon
8. Tap the **Print** icon to print the report.

**Please note:** You **MUST** run an **END OF DAY REPORT** at the end of each day.

Keep the daily **END OF DAY REPORTS** to assist with manually summarizing your wireless Total Sales at the end of your Fair. The wireless unit will **NOT** run a summarized report automatically.

