

INGENICO 5110 & 7910 TERMINAL SUPPLEMENTARY TERMINAL OPERATOR GUIDE v2.59

EFTPOS PLUS & EFTPOS MOBILE



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Important Notes

This guide is to be used as a supplementary guide to the existing Ingenico 5110 Terminal Operator Reference Guide V2.0.

This guide outlines the additional functionality now available on the Ingenico 5110 and the Ingenico 7910 terminals.

The EFTPOS LITE and EFTPOS PLUS solutions use the Ingenico 5110 terminal, while the EFTPOS MOBILE solution uses the Ingenico 7910. However, all three solutions have almost identical merchant interfaces (i.e. the way you move through a transaction on the terminal).

The additional functionality in this supplementary guide is only available on the EFTPOS PLUS and EFTPOS MOBILE solutions.

A merchant on an EFTPOS LITE facility that requires any of the additional functionality contained within this guide will need to be upgrade to EFTPOS PLUS.

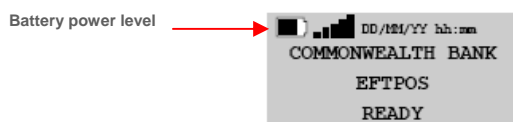
EFTPOS MOBILE – using the terminal

The EFTPOS MOBILE terminal is an Ingenico 7910 device. It operates on the Optus GPRS network and allows you to capture credit and debit card transactions electronically.

Charging the battery

To recharge the EFTPOS MOBILE battery, plug the external power supply cable into the terminal via the connector located at the top of the terminal (as shown in figure below). The terminal comes with a 7.2V Lithium Ion battery pack, which is fully chargeable within approximately 4 hours. The EFTPOS MOBILE terminal is equipped with an intelligent charge system that monitors the current coming in and out of the battery pack, thereby avoiding permanent fast charging that damages the battery.

The terminal display will show a scrolling bar to indicate when charging is in progress.



Paper loading

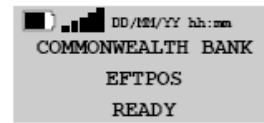
The EFTPOS MOBILE terminal comes with a high-speed built-in thermal printer, with paper-end detection. Loading the paper is easy, just:

- (i) Open the paper compartment cover by pressing the button (located above the screen).
- (ii) Position the paper roll with the end of the paper coming from underneath the roll at the side nearest the screen.
- (iii) Pull the paper out slightly and close the cover (the paper does not need to be fed through any rollers).
- (iv) Press the paper FEED button to check if the paper is feeding properly.

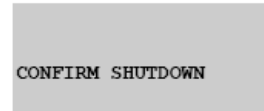


Switching the terminal on and off

To power up the terminal, press the green 'OK' button. The terminal will attempt to register the SIM card onto the mobile GPRS Network. Once the terminal has successfully connected, the terminal will display the idle screen and is READY for use.



To power down the terminal, press the red 'Cancel' button. The terminal will ask you to CONFIRM SHUTDOWN. Press the green 'OK' button to continue shutting down (or press the red 'Cancel' button to return to the idle screen).



Sleep mode

Because the terminal is mobile and needs to conserve battery, an important feature integrated into the terminal is a "sleep" mode. If there has been no activity on the terminal for longer than the "standby time-out" period of 10 minutes, then the terminal will switch to sleep mode and the screen will go blank. When in this mode, press the green 'OK' button to "wake" the terminal.

The default standby time-out period of 10 minutes is configurable and can be extended out to 9999 seconds (approximately 166 minutes). Requests to change the standby time-out period should be made through the Commonwealth Bank Technical Helpdesk (1800 022 966). Please note that as a result of extending the standby time-out period, more battery power will be used and the battery will last for a shorter length of time before it requires charging again.

Processing transactions

For instructions on how to process debit and credit card transactions please refer to the Ingenico 5110 Terminal Operator Reference Guide provided. Pages 10-18 of the guide cover purchase, cash out, refund and "Store and Forward" transactions. However, please note that the Currency Conversion service outlined in these pages is not available on the 7910 EFTPOS MOBILE terminal.

Settlement options

The Ingenico 7910 mobile terminal will not support 'Automatic Settlement'. You will need to manually settle your terminal at the end of each trading day. You should complete the manual settlement before 9.45pm AEST, which is the Bank's settlement cut-off time.

Multi-merchant

Multi-merchant processing allows a number of merchants to operate using the same terminal and each merchant's transactions will be credited directly to their own nominated bank account. Alternatively, multi-merchant processing can be used by a single merchant who needs to separate business activities.

Multi-merchant functionality is available on both the EFTPOS PLUS and EFTPOS MOBILE terminals.

Multi-merchant allows transactions to be processed to a Generic Merchant Account and up to 9 nominated bank accounts. Like some other functionality, the additional multi-merchant screens will only appear on your terminal if you have applied for this functionality and it has been activated by the Bank.

Please note: If you have any of the following additional functionality activated, it can only be processed in conjunction with the multi-merchant functionality on the generic merchant number – Merchant '0':

- Dynamic Currency Conversion (DCC) transactions;
- Charge Cards (American Express, Diners and JCB); and
- PayPass transactions.

Terminal Display	Response
<p style="text-align: center;">COMMONWEATH BANK EFTPOS READY</p>	Swipe the customer's card through the card reader.
<p>1. DR SMITH 2. DR JONES 3. DR BROWN NEXT</p>	Select the name of the merchant you want to process the transaction for. If the name does not appear on this screen press the yellow option key below NEXT for further merchant names.
<p style="text-align: center;">SELECT TRANS TYPE</p> <p>PUR CASH REF</p>	Select the type of transaction to be processed PUR = Purchase, CASH = Cash Out, REF = Refund
<p style="text-align: center;">PURCHASE</p> <p style="text-align: right;">\$0.00</p> <p style="text-align: center;">ENTER AMOUNT CASH</p>	Enter the amount of the purchase and select OK. If cash out is required select the yellow option key under CASH. Follow the terminal prompts as normal.

Pre-authorisation

How to perform a pre-authorisation transaction on a credit card

Pre-authorisation is only available for credit card transactions on the EFTPOS PLUS and EFTPOS MOBILE terminals.

A pre-authorisation transaction checks that there are funds available on the customer's credit card and puts a hold on these funds. No actual funds are debited from the customer's card account until the transaction is 'completed'.

Please Note: A pre-authorisation on a customer's card cannot be cancelled in the terminal. However, if a transaction is not 'completed', the customer's card issuing bank will drop the hold after approximately 5-7 business days.

Terminal Display	Response
COMMONWEALTH BANK EFTPOS READY AUTH XPOS MANUAL	Select the yellow option key below AUTH to start a pre-authorisation transaction.
1. PRE-AUTHORISATION 2. COMPLETION SELECT OPTION	Press 1 to select a pre-authorisation transaction. Note: If using multi-merchant you will be prompted to select a merchant before moving to the next step.
SWIPE CARD OR ENTER CARD NO	Swipe the card, or manually enter the card number, then select OK.
PRE-AUTHORISATION: \$0.00 ENTER AMOUNT AND OK	Enter the transaction amount and select OK.
AUD \$X.XX EXCH RATE X.XXXX CCC \$XX.XX SELECT 1=AUD 2=CCC	<p>This prompt appears if you have currency conversion activated on your terminal and the card swiped is an overseas card in a currency that the terminal has an up-to-date exchange rate for.</p> <p><CCC> is the 3 digit currency code, e.g. USD for American dollars.</p> <p>In accordance with international card scheme rules you <u>must give cardholders the choice</u> of paying in Australian dollars or their local currency. Select number 1 or 2 for the currency of choice.</p> <p>Note: Currency Conversion is not available on EFTPOS MOBILE</p>
PRE-AUTH REQUEST IN PROGRESS PLEASE WAIT	The pre-authorisation transaction is being processed.

<p>APPROVED WITH SIGNATURE</p> <p>PRINTING PLEASE WAIT</p>	<p>The Merchant Copy of the pre-authorisation receipt will print and ask for the customer's signature. Get the customer to sign the receipt.</p>
<p>SIGNATURE REQUIRED</p> <p>SIGNATURE VALID?</p> <p>NO YES</p>	<p>Select YES if their signature matches the one on the back of the credit card.</p> <p>Note: If NO is selected, the transaction is cancelled and a receipt prints with 'Failed Signature'.</p>
<p>APPROVED WITH SIGNATURE</p> <p>PRINTING PLEASE WAIT</p>	<p>The pre-authorisation has been approved. A pre-authorisation receipt will print showing "Authorisation Only".</p> <p>Note: You will need to retain the receipt as it has a unique 'Auth No' (authorisation number) printed on it, which is used to complete the transaction.</p>

Completing a pre-authorisation transaction

To get the value for a pre-authorisation transaction credited to your settlement account you will need to follow the steps below to 'complete' the transaction.

Terminal Display	Response
<p>COMMONWEALTH BANK EFTPOS READY</p> <p>AUTH XPOS MANUAL</p>	<p>Select the yellow option key below AUTH to start a pre-authorisation transaction.</p>
<p>1. PRE-AUTHORISATION 2. COMPLETION</p> <p>SELECT OPTION</p>	<p>Press 2 Completion.</p>
<p>MANAGER PASSWORD</p> <p>*****</p> <p>ENTER CODE & OK</p>	<p>Enter Manager Password and press OK.</p>
<p>SWIPE CARD OR ENTER CARD NO.</p>	<p>Swipe or manually enter the card number and select OK.</p> <p>Note: If using multi-merchant you will be prompted to select a merchant before moving to the next step.</p>

<p>AUD \$X.XX</p> <p>EXCH RATE X.XXXX</p> <p>CCC \$XX.XX</p> <p>SELECT 1=AUD 2=CCC</p>	<p>This prompt appears if you have currency conversion activated on your terminal and the card swiped is an overseas card in a currency that the terminal has an up-to-date exchange rate for.</p> <p><CCC> is the 3 digit currency code, e.g. USD for American dollars.</p> <p>In accordance with international card scheme rules you <u>must give cardholders the choice</u> of paying in Australian dollars or their local currency. Select number 1 or 2 for the currency of choice.</p> <p>Note: Currency Conversion is not available on EFTPOS MOBILE</p>
<p>PURCHASE: CR</p> <p> \$XX.XX</p> <p>ENTER AMOUNT & OK</p>	<p>Enter the amount you want to debit from the customer's card account.</p>
<p>PRE-AUTHORISATION AUTH</p> <p>NUMBER:</p> <p> #####</p> <p>ENTER NUMBER AND OK</p>	<p>Enter the 'Auth No' from the pre-authorisation receipt and press OK. You will find the Auth No a few lines above the signature panel on the pre-authorisation receipt.</p>
<p>DATE: DD/MM/YYYY</p> <p>DATE: #####</p> <p>ENTER DATE AND OK</p>	<p>Enter the 'Date' from the pre-authorisation receipt and press OK. You will find Date above the Auth No on the pre-authorisation receipt.</p>
<p>TIME: HH:MM</p> <p>TIME: ##:##</p> <p>ENTER TIME AND OK</p>	<p>Enter the 'Time' from the pre-authorisation receipt and press OK. You will find the time on the same line as the date on the pre-authorisation receipt.</p>
<p>XXXXXX</p> <p>DD/MM/YY \$XX.XX</p> <p>PRESS OK TO ACCEPT</p>	<p>The terminal displays the Auth No, Date and Amount you have entered. To process the completion press OK.</p>
<p>ACCEPTED #####</p>	<p>Your completion transaction has been approved. A completion receipt will print showing "Received for Processing".</p>
<p>CUSTOMER COPY?</p> <p>NO YES</p>	<p>Select YES if you would like to print a customer receipt.</p>

Please Note: When you are completing a pre-authorisation transaction and tipping is enabled on your terminal, the completion receipt will have a tip line printed on it to allow the customer to add a tip. You have 1 hour, or until settlement (whichever comes first), to add this tip to the completion transaction. After this time the transaction will be processed for the original purchase amount only. For more details, see the "Completing credit and charge card tip transactions" section featured later in this guide.

Tipping

Tipping can be enabled on both the EFTPOS PLUS and EFTPOS MOBILE terminals. Tipping will allow your customers to add a tip (gratuity) to the sale amount when paying with a debit, credit or charge card (American Express, Diners or JCB).

The process for adding tips to debit card transactions is different to that for credit and charge cards so please read the following instructions carefully. At the end of your trading day, you will need to complete a 'Batch Upload' before settling your terminal, to ensure that you get the value for the card transactions and any related tips. For more details see the "Batch Upload" section later in this guide.

Processing debit card tip transactions

When processing a tip transaction on a debit card there is an additional step to the normal debit card purchase transaction process, which gives your customer the opportunity to enter a tip amount directly into the terminal.

Terminal Display	Response
COMMONWEALTH BANK EFTPOS READY AUTH XPOS MANUAL	Swipe the customer's card.
SELECT TRANS TYPE PUR CASH REF	Select the type of transaction to be processed PUR = Purchase, CASH = Cash Out, REF = Refund
PURCHASE \$0.00 ENTER AMOUNT CASH	Enter the amount of the purchase and select OK. If cash out is also required, select the yellow option key under CASH.
PURCHASE TOTAL: \$XX.XX CHQ SAV CR	Ask the customer to select their account (CHQ or SAV).
PURCHASE SAV TOTAL: \$XX.XX TIP: \$XX.XX ENTER AMOUNT	The customer enters the tip amount.
PURCHASE SAV \$XX.XX ENTER PIN	The customer enters their PIN number.

Processing credit and charge card tip transactions

Tip transactions on credit and charge cards are processed in the same way as standard credit and charge card purchase transactions except for one key difference; the terminal will print a tip line on the purchase receipt to allow your customers to add a tip to the sale amount. After your customer has written a tip amount onto the purchase receipt, you will then need to enter the tip amount manually into the terminal to 'complete' the transaction.

After you have added tips to your credit and charge card transactions you **MUST** complete a 'Batch Upload' (before settling your terminal) to send the transactions to the Bank ready for processing.

Tips can be adjusted (added or changed) on the credit and charge card transactions stored in your terminal, right up until you complete a Batch Upload. However, if you have adjusted a tip transaction and subsequently process a new sale (i.e. purchase or refund transaction) on the terminal, you will not be able to go back to make any further adjustments to these 'completed' tips. You can still add tips to any transactions that have not yet been adjusted.

Note: We recommend that you adjust all your tips together at the end of your trading day just prior to completing a batch upload and settling your terminal.

Completing credit and charge card tip transactions

Process the credit or charge card transaction using the normal purchase transaction process (refer to the Ingenico 5110 Terminal Operator Reference Guide). If your customer writes a tip amount onto your Merchant Copy of the purchase receipt, you will need to follow the steps below to add the tip to the original purchase amount and 'complete' the transaction.

Please Note: If you want to amend a tip that you have already entered follow the same steps outlined below.

Terminal Display	Response
COMMONWEALTH BANK EFTPOS READY AUTH XPOS MANUAL	Press the blue function key.
1. EFTPOS 2. TERMINAL	Select 1 EFTPOS.
1. DUPLICATE RECEIPT 2. TOTALS 3. SPECIAL FUNCTIONS MORE	Select the yellow function key below MORE.
4. TRAINING 5. TIP ADJUSTMENTS	Select 5 Tip Adjustments.

<p>MANAGER PASSWORD *****</p> <p>ENTER CODE & OK</p>	<p>Enter Manager Password and press OK.</p>
<p>1. ADD TIPS 2. ST STORED TRANS 3. BATCH UPLOAD MORE</p>	<p>Select 1 Add Tips.</p>
<p>ENTER TIP NO. ####</p> <p>ENTER NUMBER AND OK</p>	<p>Enter the 'Tip No' (Tip Number) from the purchase receipt and press OK. You will find the 'Tip No' above the signature panel at the bottom of the purchase receipt.</p>
<p>AUD \$X.XX EXCH RATE X.XXXX CCC \$XX.XX</p> <p>SELECT 1=AUD 2=CCC</p>	<p>This prompt appears if you have currency conversion activated on your terminal and the card swiped is an overseas card in a currency that the terminal has an up-to-date exchange rate for. <CCC> is the 3 digit currency code, e.g. USD for American dollars. In accordance with international card scheme rules you <u>must give cardholders the choice</u> of paying in Australian dollars or their local currency. Select number 1 or 2 for the currency of choice. Note: Currency Conversion is not available on EFTPOS MOBILE</p>
<p>PURCHASE: \$XX.XX TIP: \$0.00</p> <p>ENTER AMOUNT AND OK</p>	<p>Enter the 'Tip Amt' (Tip Amount) that the customer has written onto the purchase receipt and press OK. Note: if you are amending the tip amount, enter the new tip value and this will save over the incorrect tip amount.</p>
<p>TIP ACCEPTED</p>	<p>Your tip transaction has been 'completed'. No receipt will be printed. Note: Once you have entered all your tips you can complete a Batch Upload to send your transactions to the Bank ready for processing.</p>

Batch Upload

After completing your credit and charge card tip transactions you must perform a Batch Upload to ensure that your tip transactions are sent to the Bank so that they will be included in your end-of-day settlement.

Tip transactions will remain in your terminal (even after settlement) for a period of up to 36 hours waiting for a Batch Upload to be completed. If you do not complete a Batch Upload within 36 hours, your tip transactions will automatically be sent to the Bank for processing, whether they have had a tip added or not (i.e. where a tip has not been adjusted the transaction will be processed for the original transaction amount).

Terminal Display	Response
COMMONWEALTH BANK EFTPOS READY AUTH XPOS MANUAL	Press the blue function key.
1. EFTPOS 2. TERMINAL	Select 1 EFTPOS.
1. DUPLICATE RECEIPT 2. TOTALS 3. SPECIAL FUNCTIONS MORE	Select the yellow function key below MORE.
4. TRAINING 5. TIP ADJUSTMENTS	Select 5 Tip Adjustments.
MANAGER PASSWORD ***** ENTER CODE & OK	Enter Manager Password and press OK.
1. ADD TIPS 2. ST STORED TRANS 3. BATCH UPLOAD MORE	Select 3 Batch Upload.
BATCH UPLOAD COMPLETE	The Batch Upload has been completed and your transactions have been sent to the Bank ready for processing. You will get value for these transactions once the terminal is settled.

Tip menu functions

There are 5 options to choose from in your terminal's Tip Adjustments menu.

Menu Item	Functionality
1. ADD TIPS	This option allows you to add your customer's tip (or change a tip that has been incorrectly added) to the credit or charge card transaction.
2. LIST STORED TRANS	This option will print a list of all current credit and charge card transactions that you can add a tip to or adjust. This report, known as a "Tipping Transaction List", allows you to confirm that your tips have been added correctly <u>before</u> completing a Batch Upload.
3. BATCH UPLOAD	A Batch Upload sends all stored credit and charge card tip transactions to the Bank ready for processing (whether a tip has been added or not). Once the Batch Upload has been completed, no further adjustments can be made to your tips.
4. DELETE TIP TXN	This option deletes the TOTAL purchase transaction value along with the tip if one has been added.
5. TIP TOTALS	If you have Server ID enabled on your terminal, you can print either a Tip Totals Report or Tip Server Report (after completing a Batch Upload). The reports break down tip transactions by tip number, amount and Server ID.

To get to the Tip Adjustment menu on your terminal, follow the steps below.

Terminal Display	Response
<p style="text-align: center;">COMMONWEALTH BANK EFTPOS READY AUTH XPOS MANUAL</p>	Press the blue function key.
<p>1. EFTPOS 2. TERMINAL</p>	Select 1 EFTPOS.
<p>1. DUPLICATE RECEIPT 2. TOTALS 3. SPECIAL FUNCTIONS MORE</p>	Select yellow function key below MORE. Note: If you select 2 Totals you will get the option to print 3 Cumulative Totals report or 4 Shift Totals report.
<p>4. TRAINING 5. TIP ADJUSTMENTS</p>	Select 5 Tip Adjustments.
<p>1. ADD TIPS 2. LIST STORE TRANS 3. BATCH UPLOAD MORE</p>	Select the number of the option required, or the yellow function key below MORE.
<p>4. DELETE TIP TXN 5. TIP TOTALS BACK</p>	Select the number of the option required. If you choose 5 Tip Totals you will get the option to choose between 1 Server Tips (Server Tip Report) or 2 Server Totals (Tip Totals Report)

Tip Reporting

Tipping Transaction List

The Tipping Transaction List will print all credit and charge card transactions stored in the terminal that are able to have tips added.

This report can be printed to confirm that you have adjusted your tips correctly prior to completing the Batch Upload. You cannot print this report once the Batch Upload has been completed.

Server Tip Report and Tip Totals Report

The Tip Totals and Server Tip Reports are only available on terminals where 'Server ID' is activated. Server ID is an optional feature that allows you to track tip transactions by individual server (or waiter) in your business. The Server ID feature (also known as 'Multiple Operators') can be activated by the Bank upon request. If 'Server ID' is enabled users are prompted to enter a 2 digit server number during transactions.

Both reports must be printed after your Batch Upload has been completed, but before the terminal is settled. The reports can be used in conjunction with your transaction receipts to confirm your daily settlement total.

The Tip Totals and Server Tip Reports show the tip details of each debit, credit and charge card transaction (whether a tip has been added or not) sorted in Tip Number order. The key difference between the two reports is that the Server Tip Report only shows the tip details of a particular Server ID, while the Tip Totals Report lists the transactions of all Servers.

Tip Transaction List

COMMONWEALTH BANK EFTPOS RETAILER NAME RETAILER ADDRESS		
TERMINAL:	12345678	
REFERENCE:	654321	
TIPPING TRANSACTION LIST		
TIP NO.	TXN AMT	TIP AMT
0001	\$20.00	\$2.00
0002	\$30.00	\$0.00
0003	\$20.00	\$0.00
0004	\$50.00	\$5.00
0005	\$36.50	\$3.50
28 MAR 2008		11:40

Server Tip Report

COMMONWEALTH BANK EFTPOS RETAILER NAME RETAILER ADDRESS		
TERMINAL:	12345678	
SERVER:	01	
SERVER TIP REPORT		
FROM:	27 MAR 2008	
UNTIL:	28 MAR 2008	
TIP NO.	TIP AMT	
0001	\$2.00	
0002	\$0.00	
0004	\$5.00	
TOTALS	0003	\$7.00
28 MAR 2008		11:48

Tip Totals Report

COMMONWEALTH BANK EFTPOS RETAILER NAME RETAILER ADDRESS		
TERMINAL:	12345678	
REFERENCE:	654321	
TIP TOTALS REPORT		
FROM:	27 MAR 2008	
UNTIL:	28 MAR 2008	
TIP NO.	SERVER	TIP AMT
0001	01	\$2.00
0002	01	\$0.00
0003	02	\$0.00
0004	01	\$5.00
0005	02	\$3.50
TOTALS		
01	0003	\$7.00
02	0002	\$3.50
TOTAL	0005S	\$10.50
28 MAR 2008		11:48

Shift Totals Report and Cumulative Totals Report

Debit card transactions with tips are sent directly to the Bank at the time the purchase transaction is processed. This means that debit card transactions and debit card tips will appear on the Shift Totals and Cumulative Totals Reports immediately after the transaction is processed (i.e. even before a Batch Upload is completed).

However, your credit and charge card transactions along with any tips that have been added, are stored in your terminal until a Batch Upload is completed (which will send the transactions off to the Bank to be processed for value). Therefore, the credit and charge card transactions and their related tips will only appear on your Shift Totals and Cumulative Totals Report after you have completed the Batch Upload, but before your terminal is settled.

Shift Totals Report

COMMONWEALTH BANK EFTPOS RETAILER NAME RETAILER ADDRESS		
TERMINAL:	12345678	
REFERENCE:	654321	
SHIFT TOTALS		
FROM:		
27 MAR 2008	11:52	
UNTIL:		
28 MAR 2008	11:48	
	NO.	AMOUNT
PUR	0010	\$276.50
CSH/O	0002	\$20.00
TIPS	0003	\$10.50
REFND	0001	\$15.00
TOTAL EFT		\$292.00

VOUCHER	0000	\$0.00
TIP TOTALS		
01	0003	\$7.00
02	0002	\$3.50
28 MAR 2008		11:48

Cumulative Totals Report

COMMONWEALTH BANK EFTPOS RETAILER NAME RETAILER ADDRESS		
TERMINAL:	12345678	
REFERENCE:	654321	
CUMULATIVE TOTALS		
28 MAR 2008	11:48	
	NO.	AMOUNT
PUR	0010	\$276.50
CSH/O	0002	\$20.00
TIPS	0003	\$10.50
REFND	0001	\$15.00
TOTAL EFT		\$292.00

DR CARD	0004	\$140.00
CR CARD	0006	\$152.00
TOTAL BANK		\$292.00
CHARGE CARD TOTALS		
AMEX	0000	\$0.00
DINERS	0000	\$0.00
JCB	0000	\$0.00
OTHER	0000	\$0.00

VOUCHER/SAF		
	0000	\$0.00

28 MAR 2008		11:48

1800 022 966

24 hours, 7 days

[commbank.com.au](https://www.commbank.com.au)

