

MO/TO

User Manual



mypos.com

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Description

MO/TO Transactions are performed by manually entering the card details (PAN and expiry date) on the myPOS terminal by the merchant. This type of manual entry can be performed for every type of transaction – payment, pre-authorization and refund.

Conditions and limitations

- MO/TO transactions are available only for merchants which are verified (have standard myPOS accounts) and subject to additional evaluation by myPOS Europe Ltd.
- Each evaluation is conducted on an individual basis.
- The Cardholder needs to give prior consent to the merchant that s/he agrees to be charged with this type of transaction.
- The cardholder provides the merchant with the PAN and the expiry date of the card.

How it works

Merchant that would like to use the option for MO/TO transactions need to be:

- Verified as myPOS Client (standard procedure for verification of myPOS;)
- Approved for this type of functionality by myPOS;

In order to apply for MO/TO you should fill in the application form in your myPOS account. A team of experts will review whether your request is eligible for the service. You will be notified of the outcome in the next few days. Once you're approved for MO/TO you should update the device software from "Check for update" option in the device SETTINGS menu.

When a MO/TO transaction is performed at the terminal, the operator of the terminal should:

- Select MANUAL CARD ENTRY/ MOTO menu
- Select the type of transaction (sale, preauthorization, refund)
- Enter the amount
- Enter the card number and the expiry date of the card

Password can be set for MO/TO functionality by the merchant, if he wants to. This can be done through the merchants account, under Devices section. Select device, scroll down, choose Settings, under Allow MOTO checkbox, select Set password.

Terminal software

By default, there is no MO/TO menu in the terminal software. The menu is available only to merchants who are approved with MO/TO functionality. After confirmation of approval merchant must update the software of the devices in order to access MANUAL CARD ENTRY (MO/TO) menu.

Manual card entry (MO/TO)

After entering the MANUAL CARD ENTRY (MO/TO) menu, the following options are available (fig.1)

MO/TO PAYMENT

Merchant enters an amount. (fig. 2)

Next screen asks for full 16-digit PAN number, followed by the expiry date of the card. (fig. 3 and 4)

When the information is successfully submitted, the sale will be processed.

Two identical receipts are printed if the transaction is approved (on the myPOS Combo) – for merchant and customer. (fig. 5)

Please note that the SMS or email receipt can be send later at any time from Transactions details in your myPOS account or at the sale from myPOS Go and Mini device.

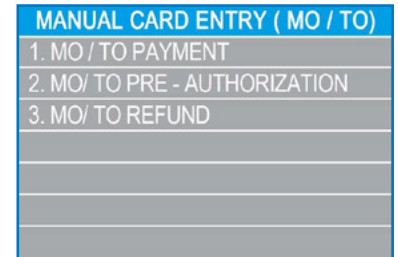
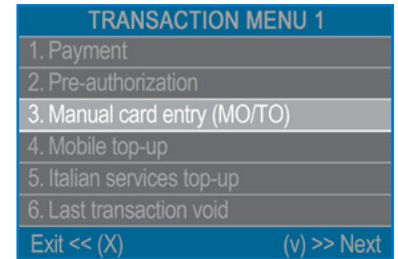


fig. 1

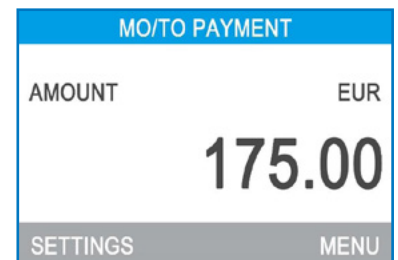


fig. 2



fig. 3

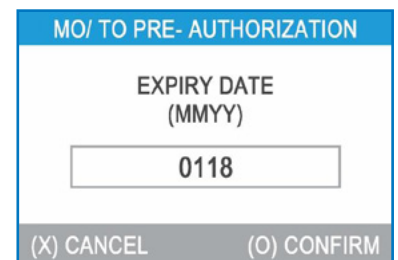


fig. 4



fig. 5

MO/TO PRE-AUTHORIZATION

MO/TO Pre-Authorization is performed only to block a certain amount on the Card with the idea to complete the transaction at a later stage. It can be later completed or cancelled from the Pre-Authorization menu by entering the pre-authorization code. Amount for pre-authorization has to be entered (fig. 6 through 9). The terminal prints a receipt - valid for myPOS Combo (fig. 10)

The pre-authorization can be completed or cancelled from the Pre-Authorization menu (fig. 11 and 12).

Please note that only three types of businesses are eligible to use Pre-Authorization: hotels, car rentals and cruise lines. If you are operating such business and would like to use the functionality, please send a request to help@mypos.com. Once you're approved, you will receive an email confirmation and Pre-Authorization will be available after a software update (SETTINGS – Check for update).

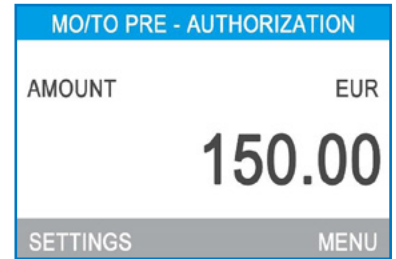


fig. 6



fig. 7

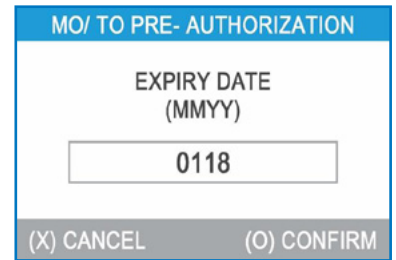


fig. 8

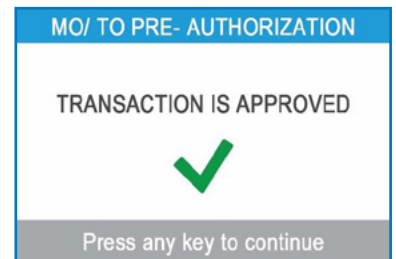


fig. 9

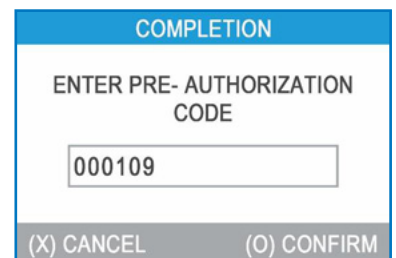


fig. 11



fig. 10

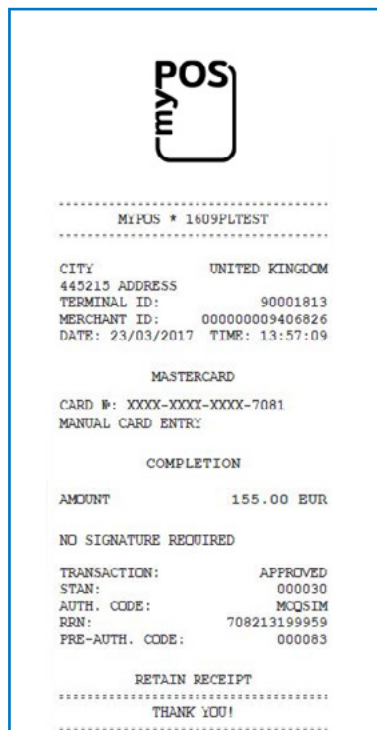


fig. 12

MO/TO REFUND

MO/TO Refund is a cardholder not present refund. The Refund amount is entered, followed by the 16-digit PAN that was originally used for the transaction, together with the expiry date. Transaction will then be refunded.

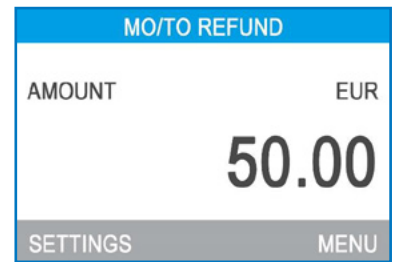


fig. 13



fig. 14

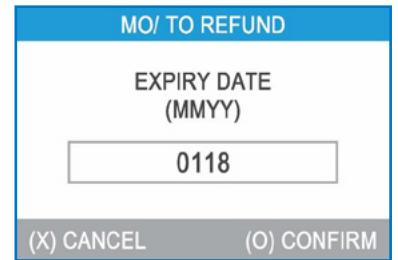


fig. 15

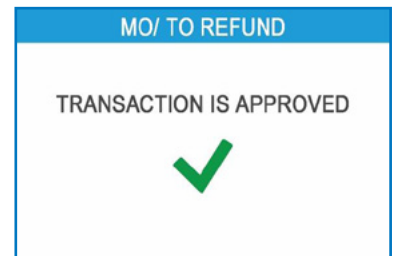


fig. 16