MELLON
GROUP OF COMPANIES

ProCredit Bank
One other bank

- Ingenico DESK/3200
- Ingenico DESK/2600
- Ingenico DESK/3500
- Ingenico MOVE/2500

INTEGRATION WITH AADE

AADE INTEGRATION

INSTRUCTIONS: ECR – EFTPOS FOR INGENICO TETRA TERMINALS

Contents

Introduction

After the remote upgrade of each business's active EFTPOS terminals (which is performed under the responsibility of the Payment Service Providers), the businesses will be notified of this by AADE. Subsequently, they will be required to carry out the integration with the Cash Register with the assistance of an ECR technician.

The steps that the ECR technician will follow in order to complete the integration between the Cash Register (ECR) and the EFTPOS terminal are described in detail below

Understanding / Summary of the Integration

For the effective execution of the integration process, it is necessary to understand certain technical terms. In the summary that follows, these terms are explained in detail.

EFTPOS terminals belonging to the first implementation category communicate with the network through an Ethernet/LAN cable.

The business's cash register and the EFTPOS terminal must be connected to the same network, as communication between them is achieved through the IP address of the terminal.

IP Address

- Every device connected to any network, including the EFTPOS terminal, is assigned an IP address — a numerical or alphanumeric address that is unique to that specific device within that specific network.

- Devices locate, send, and exchange information with other connected devices using the IP address, which is exactly how the EFTPOS terminal communicates with the Cash Register.

It should be noted that the default IP address configuration of the EFTPOS terminal is not set as static (Static IP — meaning it does not remain the same), but as dynamic (Dynamic IP — meaning it changes with every router/device restart or periodically by the provider every few days).

To establish a stable connection between the two devices and prevent the communication from “dropping” shortly afterward, it is recommended to change the EFTPOS IP address from dynamic to static.

The procedure for changing the IP address varies for each Ingenico EFTPOS model, depending on the Ingenico “family” of terminals to which each type belongs.
Below is the categorization of Ingenico EFTPOS models by “family.”

Terminal Types

The two major Ingenico terminal ‘families’ included in the first implementation are Tetra and Telium. This guide provides the configuration steps for Tetra type terminals: DESK/xxxx and MOVE/xxxx.

DESK/3200

DESK/3500

DESK/2600

MOVE/2500

Once the terminal’s IP address has been changed from dynamic to static, allowing message exchange with the Cash Register, the technician must enter the business’s Tax Identification Number (TIN) into the EFTPOS terminal and activate the integration.

Activating the integration will modify the terminal’s initial home screen, and it will no longer be possible to perform or manually enter a debit transaction directly on the terminal — transactions will only be initiated from the Cash Register.

Once the terminal is registered on the Cash Register, using its newly assigned static IP address, a Communication Check (ECHO INIT) will be performed. The terminal will then connect to Esend to retrieve the required Master Key.

After this, and following the payment mapping process from the Cash Register, the integration will be successfully completed.

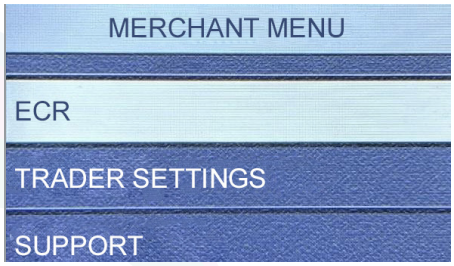
Part 1: Integration

Step 1: IP Configuration

Change to STATIC IP

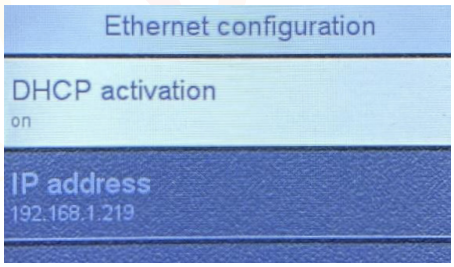
By default, your terminal is configured with a dynamic IP (DHCP). Switching to a static IP must be done manually through the Merchant Menu, following the steps described below:

1. Protocol, go to the 'MERCHANT MENU' and select the new submenu titled 'ECR' (ΦΗΜ) by pressing the green button located at the bottom right of your terminal.

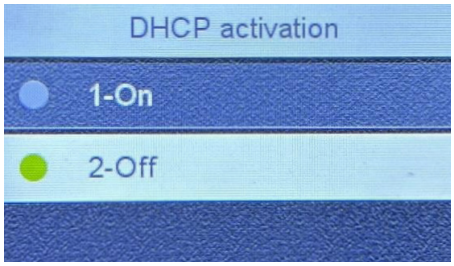


2. In the submenu 'CONNECT TO ECR', you will find the option 'NETWORK SETTINGS'. Select it and press the green button again.

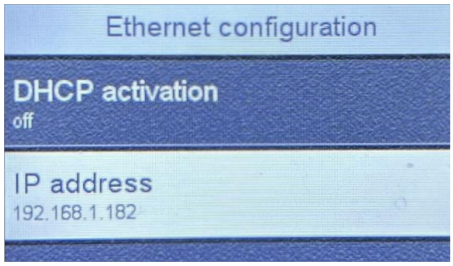
3. The first option displayed in the 'Ethernet Configuration' submenu is 'DHCP activation'. Select it and press the green button to confirm.



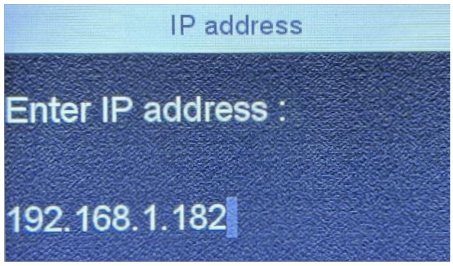
4. Next, change the default option '1 On' to '2 Off' in order to switch the IP setting from dynamic to static.



5. Once the previous step is completed, your terminal will automatically return to the previous menu, 'Ethernet configuration'. Select the second option, 'IP address.



5. Depending on your company's instructions, enter the desired IP address (see below) using the terminal's keypad.



Depending on your provider, in the Network Settings you must also change the Gateway address field. Except for a few specific cases, the following apply:

- Nova: 192.168.1.254
- Vodafone: 192.168.2.1
- Cosmote: 192.168.1.1

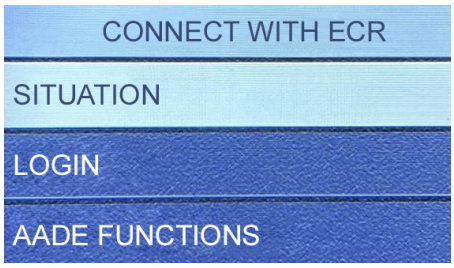
View/Retain DHCP IP

Changing to a static IP is not mandatory. The AADE connection can also operate with a dynamic IP, provided that the terminal's new IP is recorded in the cash register each time it changes (see section: IP Address).

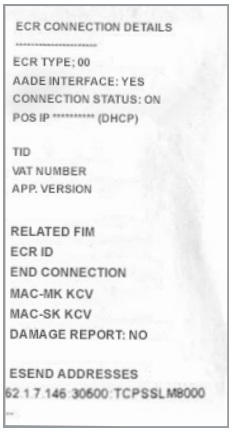
To check the terminal's IP at the given moment and record it in the cash register, follow the steps below:

1. In the MERCHANT MENU, a new option called "FIM" now appears due to the AADE protocol. Select it and press the green button.

2. In the "CONNECT TO FIM" menu, select "STATUS" and press the green button.



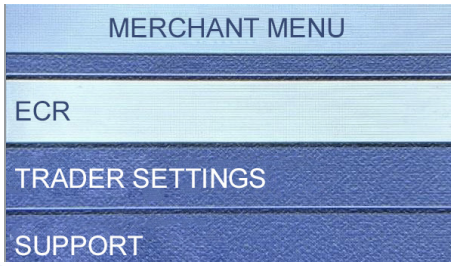
3. The terminal prints out the information (see image on the right), which constitutes the terminal's FIM connection details. The terminal's IP address is clearly shown, along with its type (DHCP or STATIC respectively).



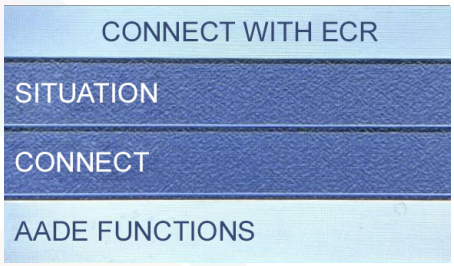
Step 2: VAT Number Entry

The next step in the integration process involves entering the merchant's VAT number into the terminal. To complete this, follow the steps below:

1. From the MERCHANT MENU, select the "FIM" submenu and press the green button.



2. In the "CONNECT TO FIM" submenu that appears, select "AADE FUNCTIONS" and press the green button.



3. In the "AADE FUNCTIONS" submenu, select "AADE CONNECTION" and press the green button.

4. In the "AADE CONNECTION" submenu, select "ENTER VAT NUMBER" and press the green button.

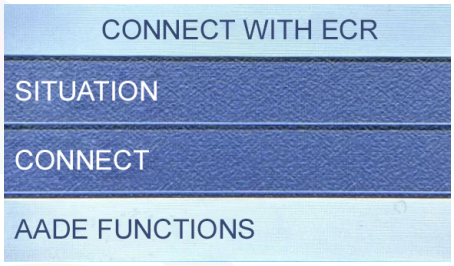
5. Enter the merchant's nine digit VAT number exactly as it appears in the system, and press the green button.

Step 3: Connection Activation

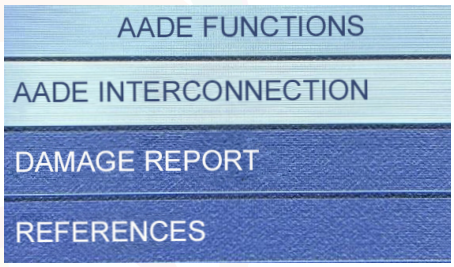
Once the merchant's VAT number has been successfully entered, the final step on the terminal's side is to activate the connection. The steps are as follows:

1. From the MERCHANT MENU, select the "FIM" submenu and press the green button.

2. In the "CONNECT TO FIM" submenu that appears, select "AADE FUNCTIONS" and press the green button.



3. In the "AADE FUNCTIONS" submenu, select "AADE CONNECTION" and press the green button.



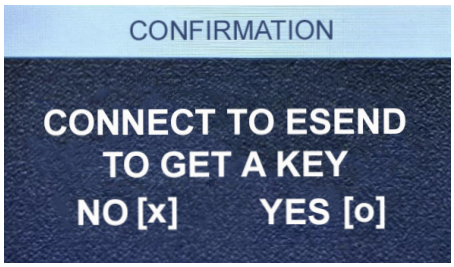
4. In the "AADE CONNECTION" submenu, select "ACTIVATION" and press the green button.

As mentioned at the beginning, once the AADE connection activation is completed, the terminal's home screen will change, and it will no longer be possible to initiate or manually enter a card transaction directly from the POS. Transactions will only be possible through the Cash Register.

Step 4: Communication Check / ECHO INIT

In this step, the FIM technician registers the EFTPOS in the Cash Register by entering 4000 in the Cash Register's Port field. Once the registration is completed, a Communication Check follows.

During the communication check process, the following message will appear on the terminal screen:



Select YES [o] using the green button on the bottom right of your terminal. With this step, the integration process will be successfully completed.

Part 2: New Terminal Menu

Delayed Transactions

After the successful completion of the Cash Register and EFTPOS integration process, delayed transactions can now be performed. Delayed transactions refer to pre-loaded receipts from the cash register whose execution on the EFTPOS terminal did not occur immediately.

When delayed transactions are executed from the Cash Register, these transactions appear in a new submenu called “FIM RECEIPT SELECTION” within the terminal’s Transactions Menu.

- There is a twenty four hour time window for the merchant to complete each transaction. Pre loaded receipts that are not completed within this time window are automatically deleted.

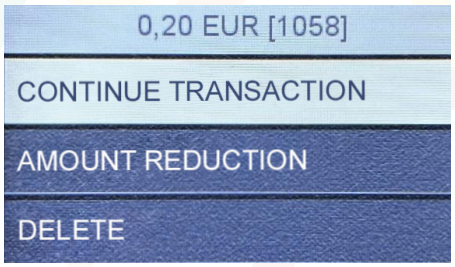
- The maximum number of pending pre loaded receipts is twenty. When twenty receipts are already pending and you attempt to initiate a new delayed transaction from the Cash Register, an ERROR message will appear on the register. In order to send a new transaction, you must delete or complete one of the existing twenty receipts.

Execution of a Delayed Transaction

From the Transactions Menu (Right dash or right dot depending on the POS model), select the “FIM RECEIPT SELECTION” submenu, where all pre loaded receipts will be displayed in the following format: [AMOUNT] [FIM RECEIPT NUMBER].

You can navigate through the menu using the arrow keys, and by pressing the green button you can select up to ten pre loaded receipts at a time.

After selecting one or more receipts, pressing the yellow button will display a new menu with the following options: “CONTINUE TRANSACTION”, “AMOUNT REDUCTION”, “DELETE”.

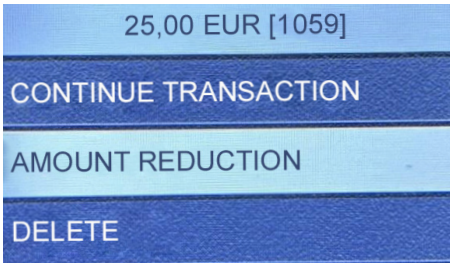


Continue Transaction

By selecting “CONTINUE TRANSACTION” with the green button, you choose the full amount, which can be settled using one of the following options: “PURCHASE”, “PRE-AUTH COMPLETION”, or “MOTO TRANSACTION”, depending on the parameters configured on each terminal.

Amount Reduction

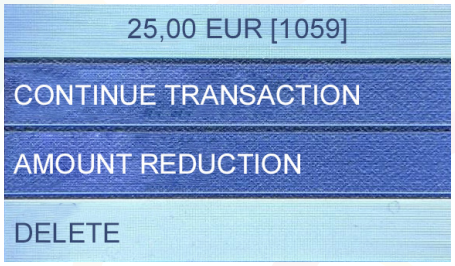
By selecting “AMOUNT REDUCTION,” you can choose a partial amount of the specific pre-loaded receipt to be settled (by entering the desired amount).



The selected amount can be settled using one of the following options: “PURCHASE”, “PRE-AUTH COMPLETION”, or “MOTO TRANSACTION”, depending on the parameters configured on each terminal.

Delete

By selecting “DELETE,” the specific receipt(s) are permanently removed from the terminal, and they cannot be recovered.



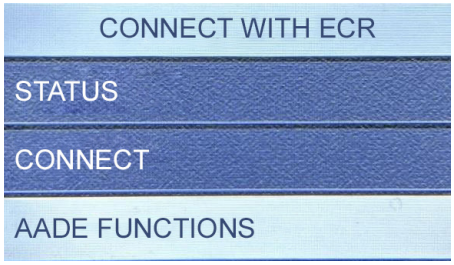
Fault Report

In case a malfunction occurs, you can “unlock” your terminal’s keypad so that debit transactions can be performed directly on the device again.

To “unlock” the terminal, visit the AADE website and submit a malfunction report. The ability to perform debit transactions is available for a limited period of time, determined by AADE based on the type of malfunction. Once the malfunction has been reported to AADE, follow the steps below on your terminal:

1. From the MERCHANT MENU, select the “FIM” submenu and press the green button.

2. Next, select “AADE FUNCTIONS” and press the green button.



3. Select “FAULT REPORT” and then select “FAULT REPORT” again, and press the green button.

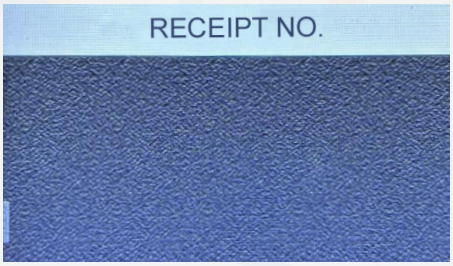
If the report is successful, the terminal will print a message in the following format:

SUCCESSFUL FAULT REPORT

POS OPEN FOR 12 min

As mentioned above, the time period during which the terminal will be able to perform debit transactions is determined by AADE.

- In the case of an Infrastructure Fault, where the Cash Register is operating normally, you are required to manually enter the corresponding Cash Register receipt number into the POS during the transaction.



Fault Restoration

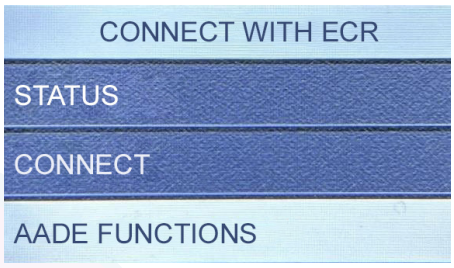
- If the malfunction is resolved before the time period specified by AADE, the terminal will automatically lock upon receiving the first command from the Cash Register.

- If the malfunction has not been resolved by the end of the allotted time period, the terminal will lock, and the merchant must submit a new fault report on the AADE website in order to unlock the terminal again.

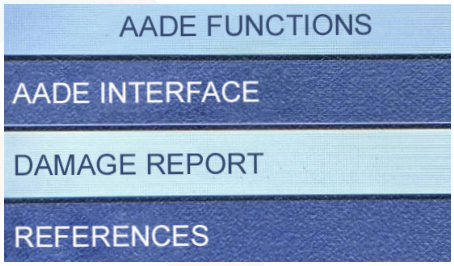
In all cases, the merchant must report the restoration in Esend by following the steps below:

1. From the MERCHANT MENU, select the "FIM" submenu and press the green button.

2. In the "CONNECT TO FIM" submenu that appears, select the third option, "AADE FUNCTIONS," and press the green button.



3. In the "AADE FUNCTIONS" submenu, select "FAULT REPORT" and press the green button.



4. Finally, select "RESTORATION REPORT" and press the green button.