F.A.Q - Comtrex integration with Mastercard's Datacash

This is a quick FAQ regarding operational points.

As a reference POS refers to Comtrex and PED (Pin Entry Device) refers to the PDQ machine.

Can you split a check?

Yes, you can split a check by just adjusting the amount on the PED when it asks "Modify Amount?".

If you adjust the amount on the PED, it will give the remaining amount left still to pay ready for the next card transaction, adjust again and process the next card and repeat as necessary.

If you do not wish to continue paying with a card and switch to paying with say cash, then you need to press [Cancel] on the PED until the Welcome or check list is displayed, this should be 2 or 3 cancels presses.

When processing a payment the question asked to "Modify Amount?", you need to press [Cancel] to proceed, why?

This is a simple yes or no answer and the PED will automatically proceed once answered, the green [Enter] button = yes and the red [Cancel] button = no.

Can you record cash payments on the PED, so you do not need to go back to the POS?

No, Mastercard doesn't have this ability.

If you pick up the wrong check you need to back to the POS.

Correct, if you cancel the transaction on the PED it will tell the POS that it has cancelled allowing you use other forms of payments. If this is done in error you need to resubmit the payment from the POS to the PEDs.

Can you submit a card transaction from one POS terminal take payment and then take another payment on another POS terminal?

Yes, as long there is no payment in waiting on the POS you can open the bill on all terminals.

Can you cancel a check on the PED from the POS?

Yes, as long as the check doesn't have a payment mid transaction, which from the press of the [Enter] button on the PIN screen until the customer printout is confirmed printed.

Can you process a transaction without go through the POS?

No, transactions must start from the POS.

The bill I sent to the PEDs isn't showing in the list, why?

Only the first check will show on the PED automatically, any other check that you want to see you need to press the red [Cancel] button to refresh the list.

Also note that once a check is collected on a PED it will then not show on the other PEDs.