How to use Mastercard's PDQs with Comtrex

This is a quick guide how use the Mastercard Datacash PDQs with Comtrex.

There are 3 types of transactions you can process, Sales Card holder present, Sale Card holder Not Present and a Refund Card holder Present. Currently at the time of writing this guide (August 2017) we can not do refunds with Card holder not present.

Sales Transaction

Once Chip N Pin sales button has been pressed on POS 2100 (The button name and location can be different on every POS system)

1. Welcome screen on PED will display if there are no checks sent from the POS.
2. Tender screen on POS 2100, this can be adjusted down in step 5 & 6 for split payments.
3. First check will show straight away.
4. Any other check other that the first you need to press the red [Cancel] button to refresh the screen.
5. You'll be asked if you want to adjust the amount, this can only go down for when you need to perform split payments. Red [Cancel] button to continue or the green [Enter] to adjust. (If you try to increase the amount here it will not change as you are not allowed to take a card payment more than the bill amount.)
6. Just enter in the amount the card holder wants to process on their card.
7. This Tip option is configurable in two ways on or off and asking for adjust an amount or the suggested percentages as shown here. the amount at the Top is the check amount.
8. If you select to a gratuity amount to enter you do it on this screen.
9. Confirm the Tip amount with the [Enter] button.
10. Insert, tap or swipe the credit/debit card, the card will tell the PED is it must be inserted if swiped.
11. Card holder to enter PIN if required
12. A quick Processing message will show and automatically proceed.
13. Then authorising process message will show and automatically proceed.
14. Approved or Declined message will be given and ask to remove card.
15. The Merchant copy will print
16. The PED will ask if has printed OK. Red [Cancel] to print again or green [Enter] to continue.
17. The Customer copy will print
18. The PED will ask if has printed OK. Red [Cancel] to print again or green [Enter] to continue.
19. The Bill with then close on POS.

Total Due £22.44

New Due £0.00

| £23.00 |
| £5.00 |
| £10.00 |
| £20.00 |
| £50.00 |

Enter Amount
PDQ (Integrated)

£22.44

7	8	9
4	5	6
1	2	3
0	00	.
CLEAR		ENTER

1. Tbl 5   Chk 14

1. Tbl 1   Chk 15
2. Tbl 2   Chk 16

Amount: GBP27.00
Modify Amount?
ENTER for Yes
CANCEL for No

Enter Amount:
£_0.00

£27.00 Add Gratuity?

1. None
2. 10.00% (£2.70)
3. 12.50% (£3.38)
4. 15.00% (£4.05)
5. Enter amount

Gratuity:
£_0.00

Accept Gratuity?
(£1.00)
Press ENTER / CANCEL

Tran Amt   £28.00
Present or Insert Card

VISA CREDIT
£28.00
Enter PIN
****

Processing

Authorising
Please Wait

Approved
Please Remove
Card

Printing

Printed?
Press ENTER / CANCEL

Printing

Printed?
Press ENTER / CANCEL

Sales Transaction CNP (Card holder Not Present)

Once Chip N Pin CNP (Customer Note Present) sales button has been pressed on POS 2100 (The button name and location can be different on every POS system)

1. Standing top screen on PED
2. Tender screen on POS 2100, this can be adjusted down in step 5 & 6 for split payments.
3. First check will show straight away.
4. Any other check other that the first you need to press the red [Cancel] button to refresh the screen.
5. Enter in the card number manually and Press [Enter].
6. Enter in the Expiry date and Press [Enter].
7. Enter in the Security code that is on the back of the card and Press [Enter].
8. Enter in the numbers that are in the Postcode that the card is registered to and Press [Enter].
9. Enter in the numbers that are in the address (building number and flat number) that the card is registered to and Press [Enter].
10. The Merchant copy will print
11. The PED will ask if has printed OK. Red [Cancel] to print again or green [Enter] to continue.
12. The Customer copy will print
13. The PED will ask if has printed OK. Red [Cancel] to print again or green [Enter] to continue.

(2)

Total Due	£22.44	**Enter Amount**
New Due	£0.00	**PDQ (Integrated)**

£22.44

| £23.00 |
| £5.00 |
| £10.00 |
| £20.00 |
| £50.00 |

7	8	9
4	5	6
1	2	3
0	00	.
CLEAR		ENTER

(3)

1.Tbl 5   Chk 14

(4)

1.Tbl 1   Chk 15
2.Tbl 2   Chk 16

(5) Enter Card No:

(6) Enter Expiry (MMYY)

(7) CV2:

(8) Postcode digits:

(9) Address digits:

(10) Printing

(11) Printed?
Press ENTER / CANCEL

(12) Printing

(13) Printed?
Press ENTER / CANCEL

Refund

To do a refund you first need to start a Refund check on POS with Items on it, the refund button is usually on the Manager screen and the top of the screen will show that the bill is a refund transaction, you can not do this with any items or service charge on the new check.

1. Select the check as normal.
2. Inser, Swipe or tap card.
3. A quick Processing message will show
4. Authorising Message will then show
5. An Approced or declined message will finalling show and asks to remove the card.
6. It will print the Merchant copy.
7. The PED will ask if has printed OK. Red [Cancel] to print again or green [Enter] to continue.
8. The Customer copy will then print
9. The PED will ask if has printed OK. Red [Cancel] to print again or green [Enter] to continue.
10. The Bill with then close on POS