

Gallery Los Olivos 1st Data Card Reader Instructions

GLO Merchant ID: 359 200 349 884 (no spaces)

1st Data Help Desk: (800) 211 - 2711

Basic Operations

Sale:

Your customer may offer a card for payment in one of three ways: (Visa or Master Card only; debit is OK.)

- 1) By swiping the card through the magnetic stripe reader;
- 2) By tapping a contactless card/phone -- Not set up yet]; or
- 3) By inserting a "chip card" (one with an embedded chip) into the slot at the front of the terminal or PIN pad.

"Chip card" is also known as "EMV" card.

This "home" screen tells you most of what you need to know.



Terminal "FD 130 Duo"
(This unit faces the sitter.
It has no place to insert
a chipped card.)

Pin Pad model FD 35
(This unit faces the customer.
The sitter never deals with it.
It is for the customer to insert the
chipped card or input the pin number
for a debit card transaction)

To record a sale:

- 1) From the home screen, press "Sale". [Customer can also simply insert a chipped card or swipe an older card.]
- 2) Enter the amount.
- 3) Your customer swipes, or inputs their card;
or you input the card number.

(Note: A chip card must remain in the chip card reader throughout the duration of the sale.)

- 4) If prompted, select "Credit" or "Debit".
- 5) Your terminal (card swiper) or PIN pad may prompt your customers to enter their PIN.
- 6) The receipt will automatically print out for your customer.

Refunding or Voiding a transaction:

Use “Void” if it is the same day as the sale.

Use “Refund” if the sale was a previous day.

To issue a credit to the cardholder’s account for goods or services follow the steps below:

- 1) Press “Other”.
- 2) Select “Refund” or “Void”
- 3) Enter the amount.
- 4) Your customer swipes, taps or inputs their card, or you input the card number.
- 5) Select “Credit”.
- 6) Receipt will automatically print out for your customer.

To **Reset the Modem**, turn it off for 20 seconds and then back on.



There are occasionally messages on the credit card terminal’s Home screen that the IP address is no longer valid or it otherwise cannot reach the internet. To cure this problem, reset the modem. After it has been turned off and then back on, it will take a little while for the three green lights of the modem to come on. They all must be one. There may be some flickering.

For more information on how to use the GLO 1st Data FD130 DUO terminal, go to https://www.firstdata.com/demos/terminal_demos/FD130_Demo.html .

Note that a telephone sale is a “Manual” sale in the list of topics on the above URL.