

ASB Merchant Services. Electronic Offline Vouchers (EOV).

What is an electronic offline voucher?

Electronic Offline Vouchers (EOV) enable your business to continue processing EFTPOS transactions, even if your EFTPOS terminal loses connectivity. Connectivity can be lost for a number of reasons, the most common being telecommunications network faults.

With EOV, your business does not have to come to a standstill should EFTPOS connectivity be lost. Even while offline, transactions can still be processed through your terminal in a safe and secure manner when EOV has been enabled, making zip zap vouchers a thing of the past.

How do I use my terminal when it is in EOV mode?

Being loaded for EOV will change the message presented on the IDLE screen of your EFTPOS terminal:

Before	Now
SWIPE CARD	SWIPE OR INSERT CARD

There will also be different instructions for inserting scheme debit chip cards instead of swiping:

Before	Now
Card is swiped through the card reader and transaction processed as per usual.	<p>If you see a chip on the card, insert the card into the chip reader (if the card is swiped through the card reader you will be prompted to INSERT THE CARD into the chip reader).</p> <p>Follow the instructions prompted by the terminal until instructed to remove the chip card.</p>

If you swipe or insert an EFTPOS card when connectivity to your EFTPOS terminal is lost, then a message will appear on your EFTPOS terminal screen advising that the terminal is offline. You'll then receive an option to continue with the transaction or not.

Depending on your terminal type the 'terminal offline' message will either appear:

1. Once (at the first transaction since entering offline mode) or;
2. Before every offline transaction.

When connectivity to the Paymark network is re-established you can complete a manual logon by selecting LOGON from the terminal menu. If you do not notice that connectivity is restored, the terminal will try to logon itself when a card is swiped or inserted. Once you have received a LOGON ACCEPTED message, you can process transactions as per usual, and the terminal will attempt to begin automatically uploading the stored EOV transactions.

This may not always be successful at that time due to network congestion. If this is the case, you can try a manual upload of stored EOV transactions. The process for manual uploads is specific for each terminal type and you should refer to your terminal user guide for instructions.

For any further information, call the Paymark Customer Care Helpdesk on **0800 PAYMARK** (0800 729 627) or send an email to **support@paymark.co.nz**.