CIMB BANK | GHL | Hotel Chip & PIN Transaction Procedures

AUTH ONLY

Terminal Display	User- Action
GTWC Bal Inq (F1) GTWC Redeem (F2) Auth Only (F3) ↓ Offline (F4)	1. Press 'more' button to go to next menu and press (F3) for Auth Only
Auth Only (F1)(F2)(F3)(F4) Amt: RM 100.00	2. Key in amount and press ENTER
Auth Only Insert/Swipe/Enter Card No: (F1)(F2)(F3)(F4)	3. Insert credit card
Auth Only RM 100.00 (F1)(F2)(F3)(F4) Enter PIN	4. Cardholder to key in PIN and press ENTER
Sale VISA (F1)(F2)(F3)(F4) Receiving	5. Terminal communicating with host
Sale (F1)(F2)(F3)(F4) Printing...	6. Transaction approved. Receipt printed out (Merchant copy)
Sale Yes (F1) No (F2)(F3)(F4) Print Cust Copy	7. Select (F1) Yes to print customer copy

OFFLINE

Terminal Display	User- Action
GTWC Bal Inq (F1) GTWC Redeem (F2) Auth Only (F3) ↓ Offline (F4)	1. Press 'more' button to go to next menu and press (F4) for Offline
Offline (F1)(F2)(F3)(F4) Amt: RM 100.00	2. Key in amount and press ENTER
Offline Insert/Swipe/Enter Card No: (F1)(F2)(F3)(F4)	3. Insert same credit card use for Auth Only
Offline Appr code: XXXXXX (F1)(F2)(F3)(F4)	4. Cardholder to key in APPROVAL CODE and press ENTER
Sale VISA (F1)(F2)(F3)(F4) Receiving	5. Terminal communicating with host
Sale (F1)(F2)(F3)(F4) Printing...	6. Transaction approved. Receipt printed out (Merchant copy)
Sale Yes (F1) No (F2)(F3)(F4) Print Cust Copy	7. Select (F1) Yes to print customer copy

VOID

Terminal Display	User- Action
Sale + Cash (F1) Loyalty (F2) Void (F3) Settlement (F4)	1. Press 'more' button to go to next menu and press (F3) for Void
Void Prev (F1) Host: CIMB Next (F2) Slct (F3) Exit (F4)	2. Press (F3) to select host 'CIMB'
Void (F1)(F2)(F3)(F4) Merch password	3. Key in password and press ENTER
Void (F1)(F2)(F3)(F4) Trace #:	4. Key in receipt invoice no and press ENTER
Void Prev (F1) VISA Next (F2) Sale Slct (F3) XXXXXXXXXXXX Exit (F4) RM 10.00	5. Press (F3) to select
Void (F1)(F2)(F3)(F4) VISA Sale xxxxxxxxxxxxxx RM 10.00 Enter to Confirm	6. Press ENTER to confirm
Void (F1)(F2)(F3)(F4) Transaction Approved	7. Transaction approved and print merchant copy
Void Yes (F1) No (F2)(F3)(F4) Print Cust Copy	8. Select (F1) Yes to print customer copy

SETTLEMENT

Terminal Display	User- Action
Sale + Cash (F1) Loyalty (F2) Void (F3) Settlement (F4)	1. Press 'more' button to go to next menu and press (F4) for Settlement
Settlement Yes (F1) No (F2)(F3)(F4) All Host?	2. Press (F1) for Settlement all host.
Settlement (F1)(F2)(F3)(F4) Merch password:	3. Key in password and press ENTER
Settlement (F1)(F2)(F3)(F4) Processing...	4. Communicating with host for processing
(F1)(F2)(F3)(F4) Printing...	5. Printing settlement report

NOTE:

* DO NOT ACCEPT DEBIT CARD FOR AUTH ONLY. ONLY CREDIT CARD CAN BE USED.