



Move5000*

Quick Reference Guide

Keyboard details and functionality

- The functions key accesses the different application menus
- The red key cancels the procedure in progress
- The yellow key cancels the last character
- The green key validates input selections and information. It is also used to switch on the terminal.
- The feed key will eject the thermal paper a few centimeters over the tear line if pressed for more than two seconds

*The Move5000 device is equipped with a touch panel that allows you to capture functions and menus by using your finger or a stylus.

First Data®

Move5000

Quick Reference Guide

(Terminal is touch-screen capable. All selections are made by touching the options on screen).



SALE (Retail merchant)

1. Press **⊙**.
2. Select **SALE** at main menu.
3. Input amount and press **○**.
4. Insert/Swipe/Tap Card/Input Card#.
5. Once transaction is completed, ask customer to sign on the screen or press **○**.
6. Terminal will print out merchant's copy receipt.
7. Terminal will prompt to print customer's copy.
8. Press **○** to print out the customer's copy or press **✕** to exit.

SALE (Restaurant merchant)

1. Press **⊙**.
2. Select **SALE** at main menu.
3. Input amount and press **○**.
4. Input Tips or press **○** to pass.
5. Insert/Swipe/Tap Card/Input Card#.
6. Once transaction is completed, ask customer to sign on the screen or press **○**.
7. Terminal will print out merchant's copy receipt.
8. Terminal will prompt to print customer's copy.
9. Press **○** to print out the customer's copy or press **✕** to exit.

SALE (TIPS entry)

1. Press **⊙**.
2. Select **SALE** at main menu.
3. Input amount and press **○**.
4. Input Tips or press **○**.
5. Insert/Swipe/Tap Card/Input Card#.
6. Once transaction is completed, ask customer to sign on the screen or press **○**.
7. Terminal will print out merchant's copy receipt.
8. Terminal will prompt to print customer's copy.
9. Press **○** to print out the customer's copy or press **✕** to exit.

TIPS ADJUSTMENT

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| <ol style="list-style-type: none"> 1. Press ⊙. | <ol style="list-style-type: none"> 6. Input Tip Amount and press ○. |
| <ol style="list-style-type: none"> 2. Select TIPS ADJUST at main menu. | <ol style="list-style-type: none"> 7. Press ○ to confirm amount. |
| <ol style="list-style-type: none"> 3. Input amount and press ○. | <ol style="list-style-type: none"> 8. Once transaction is completed, terminal will print out the TIP Adjust Sale receipt. |
| <ol style="list-style-type: none"> 4. Select Search record method: TRACE#/PAN/INVOIC#/TRANSACTION AMOUNT. | <ol style="list-style-type: none"> 9. Terminal will prompt to print customer's copy. |
| <ol style="list-style-type: none"> 5. Press ○ to confirm selection. | <ol style="list-style-type: none"> 10. Press ○ to print out the customer's copy or press ✖ to exit. |

VOID

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| <ol style="list-style-type: none"> 1. Press ⊙. | <ol style="list-style-type: none"> 5. Press ○ to confirm amount. |
| <ol style="list-style-type: none"> 2. Select VOID at main menu. | <ol style="list-style-type: none"> 6. Once transaction is completed, terminal will print out the merchant's copy receipt. |
| <ol style="list-style-type: none"> 3. Input amount and press ○. | <ol style="list-style-type: none"> 7. Terminal will prompt to print customer's copy. |
| <ol style="list-style-type: none"> 4. Input Invoice#, then press ○. | <ol style="list-style-type: none"> 8. Press ○ to print out the customer's copy or press ✖ to exit. |

REFUND

(Please note that Refund function is only available for selected merchants).

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| <ol style="list-style-type: none"> 1. Press ⊙. | <ol style="list-style-type: none"> 6. Once transaction is completed, ask customer to sign on the screen or press ○. |
| <ol style="list-style-type: none"> 2. Select REFUND at main menu. | <ol style="list-style-type: none"> 7. Terminal will print out merchant's copy receipt. |
| <ol style="list-style-type: none"> 3. Input amount and press ○. | <ol style="list-style-type: none"> 8. Terminal will prompt to print customer's copy. |
| <ol style="list-style-type: none"> 4. Insert/Swipe/Tap Card/Input Card#. | <ol style="list-style-type: none"> 9. Press ○ to print out the customer's copy or press ✖ to exit. |

OFFLINE SALE

(Please note that Offline function is only available for selected merchants).

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| <ol style="list-style-type: none"> 1. Press ⊙. | <ol style="list-style-type: none"> 7. Touch the screen to switch to # & Alphabet keyboard. |
| <ol style="list-style-type: none"> 2. Select OFFLINE at main menu. | <ol style="list-style-type: none"> 8. Press ○. |
| <ol style="list-style-type: none"> 3. Input password and press ○. | <ol style="list-style-type: none"> 9. Once transaction is completed, ask customer to sign on the screen or press ○. |
| <ol style="list-style-type: none"> 4. Input amount and press ○. | <ol style="list-style-type: none"> 10. Terminal will print out merchant's copy receipt. |
| <ol style="list-style-type: none"> 5. Insert/Swipe/Tap Card/Input Card#. | <ol style="list-style-type: none"> 11. Terminal will prompt to print customer's copy. |
| <ol style="list-style-type: none"> 6. Input the Auth code. | <ol style="list-style-type: none"> 12. Press ○ to print out the customer's copy or press ✖ to exit. |

SETTLEMENT

(Merchants are advised to choose 'Settle all hosts' for their own convenience.)

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| <ol style="list-style-type: none"> 1. Press ⊙. | <ol style="list-style-type: none"> 5. (SETTLE ALL HOSTS selected) – Terminal will print out the settlement receipt for all card types. |
| <ol style="list-style-type: none"> 2. Scroll and select SETTLEMENT. | <ol style="list-style-type: none"> 6. (SETTLE BY HOST selected) – Select host type. |
| <ol style="list-style-type: none"> 3. Input password and press ○. | <ol style="list-style-type: none"> 7. Terminal will only settle and print out the specific host settlement receipt. |
| <ol style="list-style-type: none"> 4. Select SETTLE ALL HOSTS or SETTLE BY HOST. | |

PRE-AUTH

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| <ol style="list-style-type: none"> 1. Press ⊙. | <ol style="list-style-type: none"> 6. Once transaction is completed, ask customer to sign on the screen or press ○. |
| <ol style="list-style-type: none"> 2. Select PRE-AUTH at main menu. | <ol style="list-style-type: none"> 7. Terminal will print out merchant's copy receipt. |
| <ol style="list-style-type: none"> 3. Select PRE-AUTH. | <ol style="list-style-type: none"> 8. Terminal will prompt to print customer's copy. |
| <ol style="list-style-type: none"> 4. Input amount and press ○. | <ol style="list-style-type: none"> 9. Press ○ to print out the customer's copy or press ✗ to exit. |
| <ol style="list-style-type: none"> 5. Insert/Swipe/Tap/Input Card#. | |

PRE-AUTH COMPLETION (for VISA®/MASTERCARD®/JCB)

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| <ol style="list-style-type: none"> 1. Press ⊙. | <ol style="list-style-type: none"> 7. Input Invoice number and press ○. |
| <ol style="list-style-type: none"> 2. Select PRE-AUTH at main menu. | <ol style="list-style-type: none"> 8. Insert/Swipe/Tap Card/Input Card#. |
| <ol style="list-style-type: none"> 3. Select PRE-AUTH COMP (VM/J/D/A). | <ol style="list-style-type: none"> 9. Once transaction is completed, ask customer to sign on the screen or press ○. |
| <ol style="list-style-type: none"> 4. Input the Pre-Auth amount and press ○. | <ol style="list-style-type: none"> 10. Terminal will print out merchant's copy receipt. |
| <ol style="list-style-type: none"> 5. Input the new amount and press ○. | <ol style="list-style-type: none"> 11. Terminal will prompt to print customer's copy. |
| <ol style="list-style-type: none"> 6. Input the Auth code and press ○. | <ol style="list-style-type: none"> 12. Press ○ to print out the customer's copy or press ✗ to exit. |

PRE-AUTHCOMP (for CUP)

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| <ol style="list-style-type: none"> 1. Press ⊙. | <ol style="list-style-type: none"> 7. Input Invoice number and press ○. |
| <ol style="list-style-type: none"> 2. Select PRE-AUTH at main menu. | <ol style="list-style-type: none"> 8. Insert/Swipe/Tap Card/Input Card#. |
| <ol style="list-style-type: none"> 3. Select PRE-AUTHCOMP CUP. | <ol style="list-style-type: none"> 9. Once transaction is completed, ask customer to sign on the screen or press ○. |
| <ol style="list-style-type: none"> 4. Input the Pre-Auth amount and press ○. | <ol style="list-style-type: none"> 10. Terminal will print out merchant's copy receipt. |
| <ol style="list-style-type: none"> 5. Input the new amount and press ○. | <ol style="list-style-type: none"> 11. Terminal will prompt to print customer's copy. |
| <ol style="list-style-type: none"> 6. Input the Auth code and press ○. | <ol style="list-style-type: none"> 12. Press ○ to print out the customer's copy or press ✗ to exit. |

VOID PRE-AUTH

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| <ol style="list-style-type: none"> 1. Press ⊙. | <ol style="list-style-type: none"> 8. Input Invoice number and press ○. |
| <ol style="list-style-type: none"> 2. Select PRE-AUTH at main menu. | <ol style="list-style-type: none"> 9. Insert/Swipe/Tap Card/Input Card#. |
| <ol style="list-style-type: none"> 3. Select VOID PRE-AUTH. | <ol style="list-style-type: none"> 10. Once transaction is completed, ask customer to sign on the screen or press ○. |
| <ol style="list-style-type: none"> 4. Input the Pre-Auth amount and press ○. | <ol style="list-style-type: none"> 11. Terminal will print out merchant's copy receipt. |
| <ol style="list-style-type: none"> 5. Input Auth code and press ○. | <ol style="list-style-type: none"> 12. Terminal will prompt to print customer's copy. |
| <ol style="list-style-type: none"> 6. Touch the screen to switch to # & Alphabet keyboard. | <ol style="list-style-type: none"> 13. Press ○ to print out the customer's copy or press ✗ to exit. |
| <ol style="list-style-type: none"> 7. Press ○. | |

INSTALMENT (IPP)

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| <ol style="list-style-type: none"> 1. Press ⊙. | <ol style="list-style-type: none"> 7. Insert/Swipe/Tap Card/Input Card#. |
| <ol style="list-style-type: none"> 2. Select INSTALMENT at main menu. | <ol style="list-style-type: none"> 8. Once transaction is completed, ask customer to sign on the screen or press ○. |
| <ol style="list-style-type: none"> 3. Select INSTALMENT SALE. | <ol style="list-style-type: none"> 9. Terminal will print out merchant's copy receipt. |
| <ol style="list-style-type: none"> 4. Select the SCB PLANS/NON-SCB PLANS. | <ol style="list-style-type: none"> 10. Terminal will prompt to print customer's copy. |
| <ol style="list-style-type: none"> 5. Select the month plan. | <ol style="list-style-type: none"> 11. Press ○ to print out the customer's copy or press ✗ to exit. |
| <ol style="list-style-type: none"> 6. Input the amount and press ○. | |

REPRINT LAST TRANSACTION

1. Press **⊙**.
2. Scroll and select **MERCHANT**.
3. Select **REPRINT**.
4. Select the **LAST TRANSACTION**.
5. Terminal reprint last transaction receipt (merchant copy).
6. Terminal will prompt to print customer's copy.
7. Press **○** to print out the customer's copy or press **✖** to exit.

REPRINT SPECIFIC TRANSACTION

1. Press **⊙**.
2. Scroll and select **MERCHANT**.
3. Select **REPRINT**.
4. Select the **ANY TRANSACTION**.
5. Input Invoice # and press **○**.
6. Terminal print selected transaction receipt.
7. Terminal will prompt to print customer's copy.
8. Press **○** to print out the customer's copy or press **✖** to exit.

REPRINT LAST SETTLEMENT RECEIPT

1. Press **⊙**.
2. Scroll and select **MERCHANT**.
3. Select **REVIEW**.
4. Select the **LAST SETTLEMENT**.
5. Terminal will print out the last settlement.

VIEW ANY TRANSACTION (by Trace #)

1. Press **⊙**.
2. Scroll and select **REPRINT**.
3. Select **REVIEW**.
6. Select the **TRACE NUMBER**.
7. Input Trace Number (TRC Number) and press **○**.

VIEW ANY TRANSACTION (by Invoice#)

1. Press **⊙**.
2. Scroll and select **MERCHANT**.
3. Select **REVIEW**.
4. Select the **INVOICE NUMBER**.
5. Input Invoice Number (INV No.) and press **○**.

VIEW ANY TRANSACTION (by Amount)

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| <ol style="list-style-type: none"> 1. Press ⊙. <hr/> <ol style="list-style-type: none"> 2. Scroll and select MERCHANT. <hr/> <ol style="list-style-type: none"> 3. Select REVIEW. <hr/> | <ol style="list-style-type: none"> 4. Select the TRANSACTION AMOUNT. <hr/> <ol style="list-style-type: none"> 5. Input amount and press ○. <hr/> |
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VIEW ANY TRANSACTION (by Card#)

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| <ol style="list-style-type: none"> 1. Press ⊙. <hr/> <ol style="list-style-type: none"> 2. Scroll and select MERCHANT. <hr/> <ol style="list-style-type: none"> 3. Select REVIEW. <hr/> | <ol style="list-style-type: none"> 4. Select PAN. <hr/> <ol style="list-style-type: none"> 5. Input card # and press ○. <hr/> |
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PRINT OUT DETAIL REPORT

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| <ol style="list-style-type: none"> 1. Press ⊙. <hr/> <ol style="list-style-type: none"> 2. Scroll and select MERCHANT. <hr/> <ol style="list-style-type: none"> 3. Select REPORT. <hr/> | <ol style="list-style-type: none"> 4. Select DETAIL. <hr/> <ol style="list-style-type: none"> 5. Select the host at Select Host menu. <hr/> <ol style="list-style-type: none"> 6. Terminal will print out detail Report. <hr/> |
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PRINT OUT SUMMARY REPORT

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| <ol style="list-style-type: none"> 1. Press ⊙. <hr/> <ol style="list-style-type: none"> 2. Scroll and select MERCHANT. <hr/> <ol style="list-style-type: none"> 3. Select REPORT. <hr/> <ol style="list-style-type: none"> 4. Select the SUMMARY. <hr/> | <ol style="list-style-type: none"> 5. Select the ALL HOSTS or BY HOST at Select Report Option menu. <hr/> <ol style="list-style-type: none"> 6. If select BY HOST, select the host at Select Host menu. <hr/> <ol style="list-style-type: none"> 7. Terminal will print out summary report for all hosts or a specific host (depending on selection). <hr/> |
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PRINT OUT BATCH TOTAL

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| <ol style="list-style-type: none"> 1. Press ⊙. <hr/> <ol style="list-style-type: none"> 2. Scroll and select MERCHANT. <hr/> <ol style="list-style-type: none"> 3. Select BATCH TOTAL. <hr/> | <ol style="list-style-type: none"> 4. Select HOST/GRAND TOTAL. <hr/> <ol style="list-style-type: none"> 5. Press ○ to print out or press ✕ to exit. <hr/> |
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