Raiffeisen Bank

Payment
To be performed
The screen displays
"Purchase"

1. Press ENTER
2. Enter the payment amount
3. Press ENTER

Invite the customer to insert or tap a card/mobile device

The screen will show "Transaction Approved" or "Transaction Declined". Save the receipt

✓ Invite the customer to sign the receipt if there is a field for the cardholder's signature

Void
To be performed
before the "Settlement"

1. Press "0"
2. Select "Void"

1. Enter receipt number
2. Press ENTER (the number is indicated on the payment receipt in the "RECEIPT" column)

Save the receipt

👤 If a password is requested, check with a senior cashier / administrator

Refund
To be performed
before the "Reconciliation"

1. Press "0"
2. Select "Refund"
3. Enter the refund amount
4. Press ENTER

Invite the customer to insert or tap a card/mobile device

The screen will show "Transaction Approved" or "Transaction Declined". Save the receipt

👤 If a password is requested, check with a senior cashier / administrator

Copy of receipt
To be performed
before the "Settlement"

1. Press #
2. Select "Receipt copy"

Select "Last receipt" or "Receipt by number"

The terminal will print a receipt

🔍 The number of the receipt is indicated on the receipt in the "RECEIPT" column

Reports
To be performed
before the "Reconciliation"

1. Press #
2. Select "Reports"

Select the type of report: "Short" or "Full"

The terminal will print a report

📄 Short - all transactions are grouped by card type. Full - all transactions are shown separately

Settlement
Mandatory operation at the end of the business day

1. Press #
2. Select "Service" > "Settlement"

Press ENTER

The terminal will print a report with transactions since the last settlement

⚠ Without a settlement, the money will not be transferred to the account

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❓ **What to check on the receipt**
To make sure the transaction is correct, check:
- type of transaction ("Payment", "Cancel" or "Refund")
- amount
- transaction status ("Approved" or "Declined")

🚨 **Authorization by code 10**
If there is a suspicion that a **fraudster** is making the payment, it is necessary to:
- call the bank's customer service
- respond in a calm voice to the employee's questions and follow the employee's instructions

👤 **Bank's Customer Service**
8 800 700-99-98

Tell the operator:
- TIN of the company
- terminal number (as shown on the receipt)
After that, describe the situation.

Simple. Precise.
Competent.

What to do if errors occur during transactions

Raiffeisen Bank

Reason for the error	Error code Printed on the receipt	Action
Communication error	CE, Z3	Reboot the terminal by power. If the terminal works through your SIM card, check your balance and Internet access. If the problem is not solved, please contact Technical Support of Raiffeisenbank JSC
Incorrect PIN code	55	Ask the customer to enter the correct PIN code
Invalid amount	13	Please contact Technical Support of Raiffeisenbank JSC and inform them that you have received the response "Invalid amount". Then follow the instructions of the bank employee
Insufficient funds	51	Let the customer know that there are not enough funds on the card. If the customer has any questions, recommend that he/she contacts his/her bank
Not allowed by the customer's bank	05, 06, 57, 62, 91	Perform the operation again. In case of repeated refusal, recommend the customer to contact his/her bank. For codes 57 and 62 recommend contacting customer's bank without repeating the operation
Attempts to input PIN code exceed number of input attempts allowed	38, 75	Inform the customer that the number of attempts to enter the PIN code has been exceeded. Encourage the customer to contact his/her bank
Refuse to perform the transaction	04, 07, 41, 43, 14, 15	It is forbidden to make repeated transactions on the card. If the customer will present other cards for payment, contact the Technical Support of Raiffeisenbank JSC. For codes 04, 07, 41 and 43 perform "Authorization by code 10"
Terminal is locked	96	Please contact Technical Support of Raiffeisenbank JSC to clarify the reasons for blocking and the possibility of unblocking the terminal
The card has expired	54	Let the customer know that the validity has expired. Suggest to pay by another card

For all errors not mentioned in this instruction, please contact Raiffeisenbank Technical Support 8 800 700-99-98

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