



Canadian Debit Notes

- Canadian Debit is only supported with the VeriFone SC5000 PIN pad.
- Canadian Debit is only supported with Global Payments.
- Canadian Debit is enabled in X-Charge by selecting the SC5000 as the current PIN pad.
- The Merchant ID for Canadian debit is tied to the PIN pad. For example, if a merchant has 2 POS stations, they would have a total of 3 Merchant ID's: one credit card Merchant ID and one MID for each SC5000. The MID for the SC5000 is the Serial Number on the bottom of the device. To enter the SC5000 MID into X-Charge, open the X-Charge Server, go to the Merchant tab, add a merchant and enter "70" + the last six digits of the S/N on the bottom of the PIN pad. A typical MID would be "70452648." No transaction folder is necessary, so select "IP Only" to avoid this option.
- Debit Purchase and Debit Return are supported by Canadian debit. These transactions cannot be voided.
- Two receipts are required for the Canadian debit transactions (not credit card transactions): one for the merchant and one for the customer. The configuration for how many receipts to print is left to the merchant/installer, as some receipt printers are impact with carbon and some are not.
- If no receipts are configured to be printed (0 copies) then a copy of the receipt is displayed for the clerk so that the information can be manually copied/written for the customer.
- English and French are supported, and the language depends on the card that is being used. The PIN pad prompts and the receipts display the appropriate language. If the language cannot be determined, the receipt will print with both English and French. It is also allowed to print receipts with both English and French. The X-Charge Client program (what the user sees) is displayed only in English, and French is not a required.
- Receipts are printed for both approved and declined transactions.
- The receipt format is very specific and follows strict guidelines provided by Global Canada. Changes to this receipt format are not possible.
- Communication with the PIN pad is required before and after the transaction is completed. If the PIN pad cannot be communicated with after the transaction is completed, then the transaction is reversed and the appropriate receipt is printed.
- The SC5000 should not be stored unplugged as the internal battery will eventually go dead. If this happens, the device will be unusable until it is returned to Global for repair.