

hobex

MANUAL

**TELIUM
IWL & ICT**

Version 2, June 2013

PAYMENT SYSTEMS

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GENERAL

1.1. TERMINAL



Terminal:

- (1) Paper tray
- (2) Magnetic strip reader
- (3) Keypad
- (4) ■-button (confirm)
- (5) ■-button (correction)
- (6) Chip reader
- (7) ■-button (cancel)
- (8) [F]-button
- (9) Control panel *
- (10) Screen

*This panel is different in the device types IWL and ICT, and that is why both are dealt with separately.

IWL Control panel:



[F1] Purchase

[F2] ▼ Button

ICT Control panel:



[F3] ▲ Button

[F4] Menu

1.2. CHANGING PAPER ROLL

The terminal comes with a thermal printer that guarantees easy handling. Make sure when changing the paper roll that it is thermal paper. If you are a **hobex**-direct debit customer, **hobex**-paper rolls with printed direct debit text on the back must be used for legal reasons.



1. Lift lever (red marking) and fold cover back to open the cover.



2. Remove and dispose of the rest of the paper roll.



3. Insert paper roll as shown.



4. Leave one to two centimetres of the paper roll sticking out and press gently to close cover.

NB: **hobex**-Paper rolls can be ordered directly by phone or in the **hobex**-PartnerNet and are guaranteed Bisphenol A free.

If the thermal paper is properly stored, i.e. at an ambient temperature of 18 °C - 25°C and relative humidity of maximum 40 - 60 % and away from the light, legibility of the writing is guaranteed for at least 7 years.

The life cycle of the thermal paper is affected by the following factors:

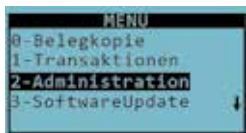
- Long exposure to temperatures above 40 °C or direct sunlight
- Storage in a damp or wet environment over a long period
- Contact with plasticisers(contained in PVC foils, file covers, etc)
- Contact with oils, grease, alcohol or aggressive chemicals

2.1. CONNECTION TEST

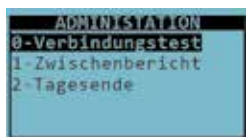
A connection test can be used to detect whether the connection can be set up between the terminal and the data centre.



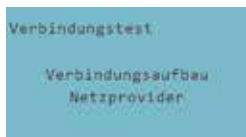
1. Press menu **[F4]**



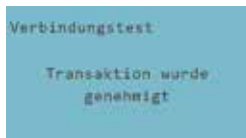
2. with ▼ **[F2]** select "Administration" (or press button **[2]**)
press **■**



3. with ▼ **[F2]** select "Connection test" (or press button **[0]**)
press **■**



4. The terminal now carries out the connection test



5. Receipt is printed. If the text **„Resp: 007 Admin TX genehmigt“** can be seen on this, then the connection test was successful.

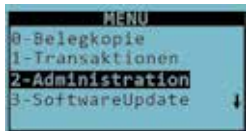
2.2. END OF DAY / CLOSING BATCH

With the function end of day, all transactions done since the last end of day are listed and the posting list is reset to zero again.

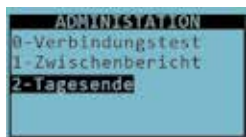
This function can also be done automatically upon request. More information on the possibilities of automatic end of day can be obtained via the **hobex** technical hotline.



1. Press menu **[F4]**



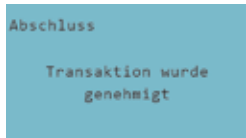
2. with ▼ **[F2]** select "Administration" (or press button **[2]**)
press **■**



3. with ▼ **[F2]** select "End of day" (or press button **[2]**)
press **■**



4. The terminal now runs the end of day and transfers and direct debit postings not yet transferred.



5. Receipt is printed.

2.2. END OF DAY / CLOSING BATCH

```
Sporthotel
Max Mustermann
Wedelweg 42
1234 Schneebergen
-----
21.12.2012      08:15:42
0000008      0015      000042
HÄNDLERBELEG
-----
Terminal: AH000042
Beleg #:      H000021
ABSCHLUSS
MAESTRO
Anzahl Bezahlt:      2
Summe:               42.00
.....
Zwischensumme
Anzahl Bezahlt:      2
Summe:               42.00
.....
VISA
Anzahl Bezahlt:      20
Summe:               150.00
Anzahl Gutschrift:   1
Summe:               40.00
.....
MASTERCARD
Anzahl Bezahlt:      20
Summe:               385.00
.....
Zwischensumme
Anzahl Bezahlt:      40
Summe:               535.00
Anzahl Gutschrift:   1
Summe:               40.00
.....
TERMINAL
Anzahl Bezahlt:      42
Summe:               577.00
Anzahl Gutschrift:   1
Summe:               40.00
.....
Admin TX genehmigt
Summen abgeglichen
-----
Version 01.98 DT:0/0
```

You will find the following areas on your closing:

1. Number, individual totals and sub-total of all transactions with debit cards (e.g.: Maestro or VPay) since the last end of day
2. Number, individual totals and sub-total of all transactions with credit cards (e.g.: Mastercard, Visa, JCB, Diners or American Express) since the last end of day
3. Overall number and overall total of all transactions since the last end of day
4. The message „**Summen abgeglichen**“ if the end of day was successful.
IMPORTANT:
If the end of day is not done correctly, hobex cannot process the transactions contained therein or release them for transfer. Make sure it is done correctly!

2.3. INTERIM REPORT

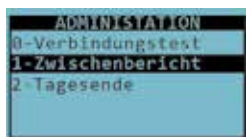
The interim report prints out a list of all transactions since the last end of day. However, unlike with the end of day, the posting list is not reset to zero. I.e. in a further interim report, without an end of day in between, the transactions that are listed on the previous interim report are also listed.



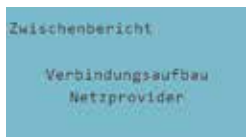
1. Press menu **[F4]**



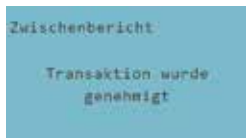
2. with ▼ **[F2]** select "Administration" (or press button **[2]**)
press **■**



3. with ▼ **[F2]** select "Interim report" (or press button **[1]**)
press **■**



4. The terminal now runs the interim report



5. Receipt is printed.

2.4. RECEIPT COPY

A receipt copy can only be created for the last printed receipt. This also includes a receipt of a cancellation, end of day or connection test.



1. Press menu **[F4]**



2. with ▼ **[F2]** select "Receipt copy" (or press button **[0]**)
press **■**



3. Receipt is printed.

TRANSACTIONS

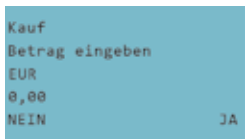
3.1. BANK CARDS WITH ELECTRONIC DIRECT DEBIT SYSTEM (ELV)

This function is activated if the terminal-ID starts with „AHE“:

With this function, **only transactions with bank cards from Austria and Germany** can be carried out.



1. Swipe card through the magnetic strip reader
Magnetic strip of the card points to terminal



2. Input amount in €-cent
(so for 1.00 €, input 100)
press

3. Merchant receipt is printed
Have it signed by customer

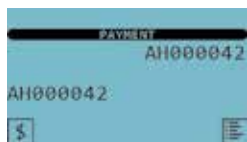
Compare customer's signature with back of card
Signatures must be identical



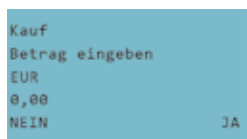
4. with ▼ **[F2]** select language (DE=German, EN=English)
press to print customer receipt
or
press to avoid printing a customer receipt

3.2. BANK CARDS AND CREDIT CARDS EMV

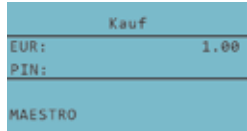
Transactions with bank cards or credit cards, please proceed as described below.



1. Place card in the chip reader
Chip of the card pointing forward and up



2. Input amount in €-cent
(so for 1.00 €, input 100)
press



3. Card holder inputs PIN (if necessary – is specified by the terminal)
press



4. For successful transactions without a PIN, the merchant receipt must be signed by the customer on the signature line.

Compare customer's signature with back of card
Signatures must be identical



5. with ▼ **[F2]** select language (DE=German, EN=English)
press to print customer receipt
or
press to avoid printing a customer receipt

TRANSACTIONS

3.3. CONTACTLESS PAYMENT (NFC - OPTIONAL)

NFC cards (Near Field Communication) come with the function for contactless payment. NFC transactions can only be done with NFC-enabled terminals. If NFC transactions are supported by the terminal, they can be carried out as follows.



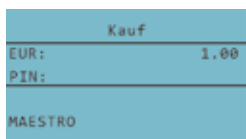
1. Press purchase button **[F1]**



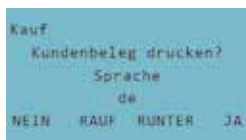
2. Input amount in €-cent (so for 1.00 €, input 100) press



3. Hold NFC card to the NFC symbol approx. 1 to 2 cm distance until all 4 LEDs light up and you hear a signal tone.



4. Card holder inputs PIN (if necessary – is specified by the terminal) press



5. with ▼ **[F2]** select language (DE=German, EN=English) press to print customer receipt or press to avoid printing a customer receipt

NB:
If the NFC card is used several times, a PIN may be requested.

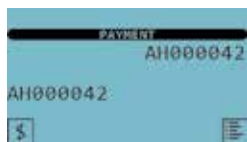
TRANSACTIONS

3.4. MAIL ORDER / TELEPHONE ORDER MO/TO (OPTIONAL)

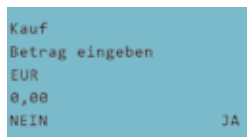
A manual transaction can only be done with a credit card.

This requires: credit card number, expiry date of the card and optionally the CVC2/CVV2 code (this 3-digit number can be found on the back of the card beside the signature field).

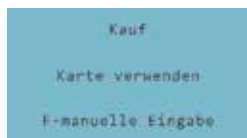
Please note the legal conditions in the contract for distance sale for credit cards.



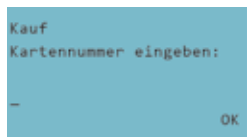
1. Press purchase button **[F1]**



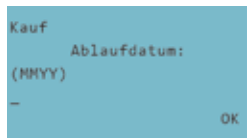
2. Input amount in €-cent
(so for 1.00 €, input 100)
press **■**



3. press **[F]** for manual input



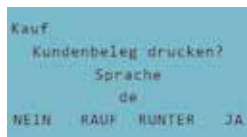
4. input card number
press **■**



5. Input expiry date in the format MMY
press **■**



6. Input CVC2/CVV2 code (this 3-digit number can be found on the back of the card beside the signature field)
press **■**

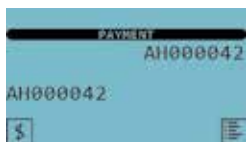


7. with ▼ **[F2]** select language (DE=German, EN=English)
press **■** to print customer receipt
or
press **■** to avoid printing a customer receipt

TRANSACTIONS

3.5. CREDIT ON CREDIT CARD

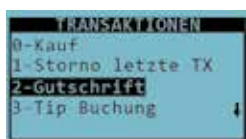
Credit can be put on a credit card only if the preceding payment, for which a credit note should be created, was also done via this credit card.



1. Press menu **[F4]**



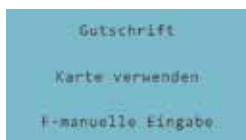
2. with ▼ **[F2]** select "Transactions" (or press button **[1]**)
press **█**



3. with ▼ **[F2]** select "Credit" (or press button **[2]**)
press **█**



4. Input amount in €-cent
(so for 1.00 €, input 100)
press **█**



5. Stick card in
or
press **[F]** for manual input of card number

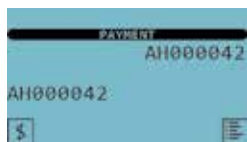


6. with ▼ **[F2]** select language (DE=German, EN=English)
press **█** to print customer receipt
or
press **█** to avoid printing a customer receipt

TRANSACTIONS

3.6. PRE-AUTHORISATION WITH CREDIT CARD (OPTIONAL)

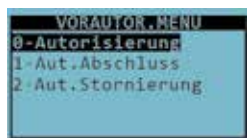
With a pre-authorisation, an amount is “reserved” before the actual transaction. This ensures that this amount is in any case available on the final transaction. A pre-authorisation remains valid for a specific period (max. 30 days) and then lapses automatically. The actual transaction can be carried out at any time in this period.



1. Press menu **[F4]**



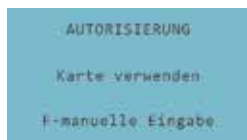
2. with ▼ **[F2]** select "Pre-author. menu" (or press button **[4]**)
press **■**



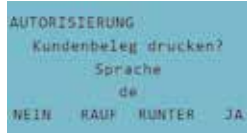
3. mit ▼ **[F2]** „Autorisierung“ auswählen (oder Taste **[0]**)
press **■**



4. Input amount in €-cent
(so for 1.00 €, input 100)
press **■**



5. Stick card in
or
press **[F]** for manual input of card number



6. with ▼ **[F2]** select language (DE=German, EN=English)
press **■** to print customer receipt
or
press **■** to avoid printing a customer receipt

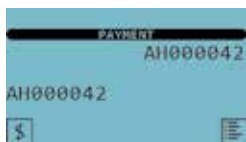
IMPORTANT:

Keep pre-authorisation receipt. The reservation number on it is needed for both the authorisation closing and cancelling the pre-authorisation.

TRANSACTIONS

3.7. AUTHORISATION-CLOSING (OPTIONAL)

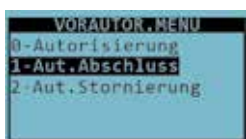
With the authorisation closing, a transaction that was pre-authorised is finally posted. The value of the transaction may exceed the amount of the pre-authorisation by maximum 20%.



1. Press menu **[F4]**



2. with ▼ **[F2]** select "Pre-author. menu" (or press button **[4]**)
press **█**



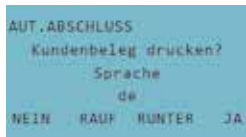
3. with ▼ **[F2]** select "Aut. closing" (or press button **[1]**)
press **█**



4. Input amount in €-cent
(so for 1.00 €, input 100)
press **█**



5. Input reservation number (see authorisation receipt)
press **█**



6. with ▼ **[F2]** select language (DE=German, EN=English)
press **█** to print customer receipt
or
press **█** to avoid printing a customer receipt

IMPORTANT:

Only with an authorisation closing a pre-authorized amount is charged against the card.

TRANSACTIONS

3.8. AUTHORISATION-CANCELLATION (OPTIONAL)

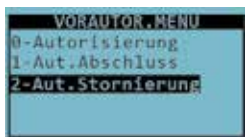
The authorisation cancellation can be used to cancel a pre-authorisation on the terminal.



1. Press menu **[F4]**



2. with ▼ **[F2]** select "Pre-author. menu" (or press button **[4]**)
press **■**



3. with ▼ **[F2]** select "Aut. cancellation" (or press button **[2]**)
press **■**



4. Input reservation number (see authorisation receipt)
press **■**



5. with ▼ **[F2]** select language (DE=German, EN=English)
press **■** to print customer receipt
or
press **■** to avoid printing a customer receipt

TRANSACTIONS

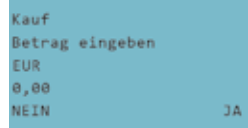
3.9. POSTING WITH AUTHORISATION CODE

In some cases a transaction with a credit card may not be approved immediately. Instead, the bank that issued the card may request authorisation by telephone. The following steps are required if the receipt has printed "Call authorisation service" and "payment failed".



In this case, please call the authorisation call centre for the particular card institution (see back of these instructions) and get an authorisation code for your transaction.

If you have successfully obtained a valid authorisation code, then proceed as follows:



1. Start transaction again



2. Confirm this message with **■**



3. Input authorisation code
press **■**



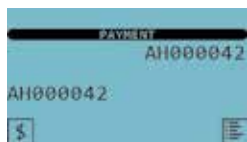
4. with **▼ [F2]** select language (DE=German, EN=English)
press **■** to print customer receipt
or
press **■** to avoid printing a customer receipt

TRANSACTIONS

3.10. POSTING TIP LATER (OPTIONAL)

If the customer has entered a tip in the designated line on the receipt, the tip can be posted later using this function.

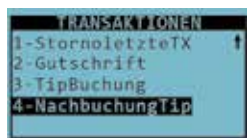
If a tip is posted subsequently, a maximum of 20% of the original amount can be added as a tip.



1. Press menu **[F4]**



2. with ▼ **[F2]** select "Transactions" (or press button **[1]**)
press **■**



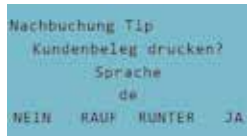
3. with ▼ **[F2]** select "TIP amendment" (or press button **[4]**)
press **■**



4. with ▼ **[F2]** select "Reservation number" (you will find this on the merchant receipt of the TIP posting)
press **■**



5. Original amount of the TIP posting is displayed
Input new total amount (original amount + TIP amount) in €-cent (so for 1.00 €, input 100)
press **■**



6. with ▼ **[F2]** select language (DE=German, EN=English)
press **■** to print customer receipt
or
press **■** to avoid printing a customer receipt

IMPORTANT:

A tip line on the transaction receipt is only available if the function is activated.

TRANSACTIONS

3.11. CANCELLING THE LAST TRANSACTION

Only the last transaction can be cancelled. Transactions that are further back can NOT be cancelled.

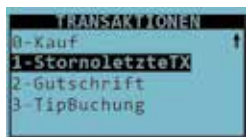
Even after an end of day, no transactions previously done can be cancelled.



1. Press menu **[F4]**



2. with ▼ **[F2]** select "Transactions" (or press button **[1]**)
press **■**



3. with ▼ **[F2]** select "Cancellation last TX" (or press button **[1]**)
press **■**



4. Compare date, time and authorisation number of the receipt to be cancelled
press **■** to cancel
press **■** to cancel the process



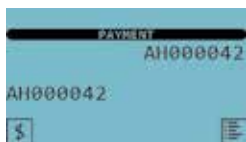
5. with ▼ **[F2]** select language (DE=German, EN=English)
press **■** to print customer receipt
or
press **■** to avoid printing a customer receipt

3.12. DCC (DYNAMIC CURRENCY CONVERSION - OPTIONAL)

This function is activated if your terminal ID starts with „**AHD**“ or „**AHED**“.

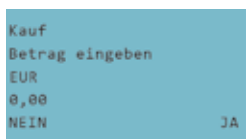
The “DCC” function allows customers from non- Euro countries to pay in their national currency.

Authorised cards are recognised automatically and the currency selection is displayed.



1. Place card in the chip reader

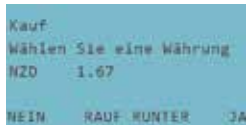
Chip of the card is pointing forward and up



2. Input amount in €-cent

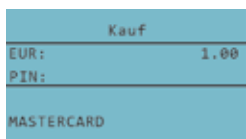
(so for 1.00 €, input 100)

press



3. with ▼ [F2] and ▲ [F3] select currency (foreign currency or €)

press



4. Card holder inputs PIN (if necessary – is specified by the terminal) – otherwise get receipt signed)

press



5. with ▼ [F2] select language (DE=German, EN=English)

press to print customer receipt

or

press to avoid printing a customer receipt

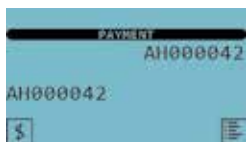
NB / CUSTOMER BENEFITS:

- **In the event of a foreign currency transaction, the customer must accept a different exchange rate as of the day of the card payment. With payment in his national currency, the exchange rate of the day is used.**
- **As a rule, the bank issuing the card charges additional fees (exchange charges).**
- **In a DCC transaction, the card holder immediately sees the actual final amount in his national currency.**

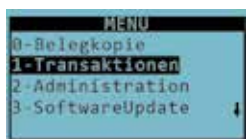
TRANSACTIONS

3.13. TAX FREE (OPTIONAL)

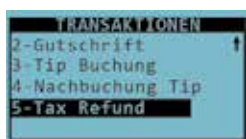
This function is activated if your terminal ID starts with „AHT“ or „AHET“.
The “Tax Refund” function allows customers from non-EU countries to get a VAT refund.



1. Press menu **[F4]**



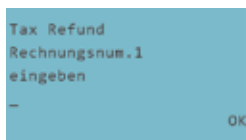
2. with ▼ **[F2]** select “Transactions“ (or press button **[1]**)
press



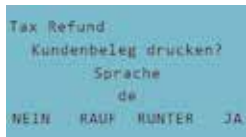
3. with ▼ **[F2]** select “Tax Refund“ (or press button **[5]**)
press



4. Input amount of goods in € cent (**Note tax rate!**)
(so for 1.00 €, input 100, for 0 € press)
press



5. Input number of invoice print
press



5. with ▼ **[F2]** select language (DE=German, EN=English)
press to print customer receipt
or
press to avoid printing a customer receipt

NB:
Please fill the Tax Free receipt out completely! (See p. 24)

3.13. TAX FREE (OPTIONAL)



Information on VAT refund

Premier Tax Free - Hotline Number: 0800 01 01 91

Premier Tax Free is a system for refunding VAT for tourists resident outside the EU Community area.

This VAT refund system complies with the tax laws of Austria and the European Union regarding the sale of goods, the provision of services and refund of VAT. This system has been approved by the tax authorities.

When the tourist purchases goods, he can take the refund receipts, properly filled in and stamped by the customs authority to the Premier Tax Free cash refund offices and collect the VAT refund amount in cash.

Premier Tax periodically sends the merchant a detailed statement of the full VAT of the refund receipts paid out. This must be transferred within seven days to the account of Premier Tax Free, unless a standing order has been set up for this.

The following criteria must be fulfilled, if the tourist is to get a VAT refund:

- The tourist must not be resident within the EU.
- The goods must be taken out of the EU within three months from the purchase.
- The export of the goods must be confirmed with the date and stamp of the customs office leaving the EU.
- **For Austria:**
The gross sales price for 10% and 20% goods must in total exceed € 75.
- **For Germany:**
The gross sales price for 7% and 19% goods must in total exceed € 25.

TRANSACTIONS

3.13. TAX FREE (OPTIONAL)

PREMIER Tax free

Lieferer:
Name: Max Mustermann
Adresse: Musterstrasse 42
5020 Salzburg
AT
ATU Nummer: AT123456789
Händlernummer: 12345

1234567898765432123456789

Premier Tax Free Hotline
+43 1 718 46 46

Belegnummer: 012345678
Rechnungsnr:]
Seq No: 001234567

12.12.2012 08:15:42

Artikelzeichnung Waren
lt. Beleg / Goods as
mentioned on receipt.
Der angeheftete Beleg
stellt keine Rechnung im
Sinne des §11 UStG dar.

Description	Price
20% Goods	EUR 42.00
10% Goods	EUR 81.50

Preis exkl. MWST/
Price excl. VAT: EUR 109.09

Gesamtbetrag inkl. MWST/
Price incl. VAT: EUR 123.50

MWST/VAT: EUR 14.41

REFUND AMOUNT EUR 8.83

Buyer: _____
Street No: _____
Zipcode/City: _____
Country: _____
Passport-Nr: _____

How do you want your
Refund if not in cash
 Credit Card
card-nr. _____
 Cheque
 Bank Transfer

I confirm
- that I am not domiciled
within the EU
- and agree to the Premier
Tax Free conditions of
sale as stated on the
Premier Tax Free voucher
envelope

Tourist signature: _____

Verkauf erfolgt gemäß PTF
Vereinbarung

Unterschrift Händler: _____

FOR OFFICIAL USE ONLY

1. Premier Tax Free logo and information on the merchant

2. Listing of all input part amounts of the invoice

3. Name, address and ID number of the purchaser

4. Signature of the purchaser and the merchant

5. This area is filled out by the customs office

4.1. FAQ (FREQUENTLY ASKED QUESTIONS)

FAQ (Frequently Asked Questions)

1. Connection fault (RC 999)

The first step to removing the fault involves restarting the terminal, which is done by holding down the two buttons **■** + **[.]** at the same time. If a connection test (see p. 5) can be carried out positively after the restart, the reset has removed the fault.

If the connection fault persists, then the cables needed for the terminal must be checked to see that they are properly connected. If the problem still exists, please contact the Technology Hotline. (Telephone number see back)

2. "Input smaller amount" (RC 076)

If this message appears on the screen, there are two possible causes. A card limit has been exceeded, this can be a purchase, daily or weekly limit, or it may be a customer account with insufficient funds.

Card limits are set by the bank issuing the card.

3. "Call authorisation service" (RC 101, 102, i.a.)

This message is a security request from the bank issuing the card. In this case, you must call the telephone number printed on the receipt to get an authorisation code. The subsequent procedure on the terminal is described on Page 18. All the numbers for the authorisation services can also be found on the back of these instructions.

At this stage, the customer's card has not yet been charged.

4. Difference in totals

A difference in totals in the closing means that a problem has occurred in one or more transactions or in the transfer thereof. This can happen if, for example, the card was removed too early during a posting or a terminal upgrade was done without the previous closing.

The closing receipt lists a terminal and a host total. If the host total matches the receipts charged on this day, the closing has been done correctly.

If this is not the case, please contact our customer service. (Office telephone number, see back of page)

4.2. SAFETY FEATURES CREDIT AND DEBIT CARDS

Important information and features of credit and debit cards

The tamper-proof chip contains the card data.

All Master Card card numbers start with five and have 16 digits (4 groups of 4-4-4-4 figures).

The first four digits of the embossed card number must match the value printed beneath.

Expiry date of the card.

Name of the card holder

The Master Card hologram shows as a three-dimensional image two interlinked globes with the continents that appear to move if the card is tilted. The hologram is integrated in the card.



Magnetic strip

In the signature field, only the last four digits of the card number are printed and there-after the three-digit CVC (Card Verification Code).

The signature field is integrated into the card and consists of chemical paper, which easily shows any tampering.



Saving/storing Card number, card holder and expiry date outside the **hobex** terminals should be **avoided**, as this is only permitted under strict conditions (PCI DSS) and requires an annual safety certificate. Storing the **magnetic strip** or the **CVC** code is **prohibited**. Anyone who independently saves card data can expect **heavy fines** from the credit card organisations if data is lost!

4.2. SAFETY FEATURES CREDIT- AND DEBIT CARDS



Visa:

1. The Visa logo must be printed on the front. Under UV light, a "V" is visible.
2. There must be a hologram, which must be clearly visible if the card is tilted.
3. The signature field on the back must be signed.
4. The first four digits of the card number must be identical to the number printed directly underneath.



Maestro card:

1. There is an EMV chip on the front.
2. All Maestro cards must have the Maestro logo printed on the front or back.
3. The name of the bank issuing the card is printed on the top left.
4. The card number must not be embossed in relief. The card design may be horizontal or vertical.
5. Every Maestro card must be signed on the back.

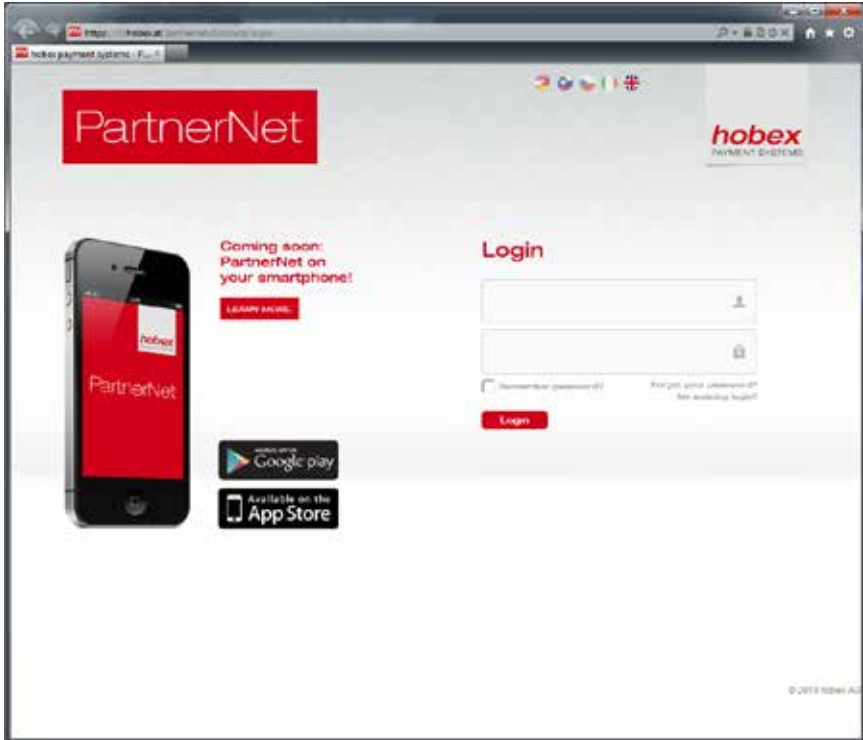


V-Pay card:

1. There is an EMV chip on the front.
2. All V-Pay cards must have the V-Pay logo on the front.
3. Each V-Pay card has a UV safety mark printed on the front, which is only visible under UV light.
4. The card number must not be embossed in relief. The card design may be horizontal or vertical.
5. The signature field on the back is optional. There are also cards issued without a signature field.
6. V-Pay cards always have a magnetic strip

4.3. PARTNERNET

In the PartnerNet **hobex** partners have the option of calling up their individual sales, transfers and open items. The menu item "Invoices" also offers the option of calling up the annual operating charges and the monthly discount invoices.



Once you input your contract details with **hobex**, you receive correspondence by e-mail, containing the PartnerNet password. If you do not receive this, please contact us. (Office +43 (0)662 / 22 55 - 0)

As soon as you receive your access data by e-mail, click on **„Service“** and **„PartnerNet“** in the menu of www.hobex.at. Input your partner ID here (also called VU number) and the password and click "Register". You will then be directed to the PartnerNet overview page.

You will find detailed instructions on www.hobex.at in the menu item **„Service“** and **„Downloads“**.

4.4 DOWNLOADS

To support you in the processing of your card payments via credit and debit cards, we have summarised the guidelines for you for processing card payments. Please read the guidelines carefully. These are part of the conditions of the **„Card payment processing contract“**.



In the download section, you will find two headings. Under the first one, you will find all the operating instructions (Partnernet, Web terminal, terminals i.a.), plus explanations of the most common errors in various foreign languages.

The second heading “Other Information” contains the general terms and conditions as well as replacement receipts and various other information.

You can use the two replacement receipts if the terminal is defective or there is a power cut as an option for still doing transactions. You can find more detailed information directly on the replacement receipts.

You can find all documents at www.hobex.at under the menu item “Service“ and “Downloads“.

4.5. RESPONSE-CODE (RC) LIST

List of the most common response codes and what they mean.

000-007	Payment OK	082, 084, 085, 087, 089, 098
010	Call authorisation service	Declined
050	Declined	99-104, 106, 108, Call authorisation service
051	Invalid card (Expired Card)	109
052	PIN wrong too often	110
053	Declined	111, 112, 115 Call authorisation service
055	Transaction not allowed	120
056	Card not supported	130-134
057	Invalid card (Lost or Stolen Card)	200
058-059	Declined	201
060-063	Call authorisation service	204
064	Error wrong card data	880
065-066	Declined	900-909, 912 Keep card
067-071	Call authorisation service	910
072	Declined	999
073-074	Authorisation not possible	No answer (No connection)
075	Invalid card	
076	Amount too high	
077	Call authorisation service	
079-081, 083, 086	Limit exceeded	

MISCELLANEOUS

4.6. **NOTICES / CLEANING CARD**

NUMBERS FOR AUTHORISATION SERVICES

The authorisation services can be reached on the following numbers:



MASTERCARD

0810 / 10 25 16 (Austria)

+49 (0)911 / 94 58 354 (Germany, Italy)



VISA

0810 / 10 25 16 (Austria)

+49 (0)911 / 94 58 354 (Germany, Italy)



JCB

0810 / 10 25 16 (Austria)

+49 (0)911 / 94 58 354 (Germany, Italy)



AMERICAN EXPRESS

+43 (0)1 / 51 29 714



DINERS CLUB

+43 (0)1 / 50135 135

FOR UNANSWERED QUESTIONS

hobex AG

Josef-Brandstätter-Straße 2b
A-5020 Salzburg

www.hobex.at

M office@hobex.at

Technical hotline (technical issues)

Daily between 07:00 and 24:00 hrs

T +43 (0)662 / 22 55 - 88

Office (general issues)

Monday to Thursday between 08:00 and 17:00 hrs

Friday between 08:00 and 15:30 hrs

T +43 (0)662 / 22 55 - 0