

hobex

MANUAL

DESK 3500
MOVE 3500

PAYMENT SYSTEMS

General

Terminal	3
Changing paper roll	5

Administration

Connection test	6
End of day / Closing batch	7
Interim report	9
Receipt copy	10

Transactions

Bank cards with SEPA direct debiting (ELV)	11
Bank cards and credit cards (EMV)	12
Mail Order / Telephone Order MO/TO (optional)	13
Credit on credit card	14
Preauthorisation with credit card (optional)	15
Authorisation Closing (optional)	16
Authorisation Cancellation (optional)	17
Cancelling the last transaction	18
Credit card / bank card transaction with tip (optional)	19
Additional tip booking (optional)	20
DCC (Dynamic Currency Conversion - optional)	21
Tax Free (optional)	22
Collect points / credit (Loyalty Cards - optional)	25
Load voucher (Loyalty Cards - optional)	26
Pay voucher (Loyalty Cards - optional)	27
Voucher balance (Loyalty Cards - optional)	28

Miscellaneous

FAQ (Frequently asked questions)	29
Safety features credit and debit cards	30
PartnerNet	32
Downloads	33
Response-Code (RC) List	34
Important telephone numbers	35

Speed dials



[F4] and 20
[F4] and 22
[F4] and 21
[F4] and 0

[F4] and 17

[F4] and 12

[F4] and 40

[F4] and 41

[F4] and 42

[F4] and 11

[F4] and 13

[F4] and 14

[F4] and 15

[F4] and 50

[F4] and 53

[F4] and 54

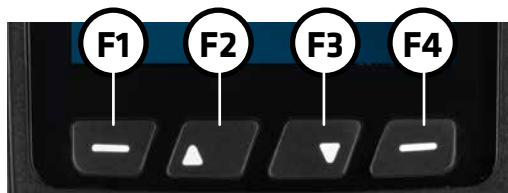
[F4] and 55



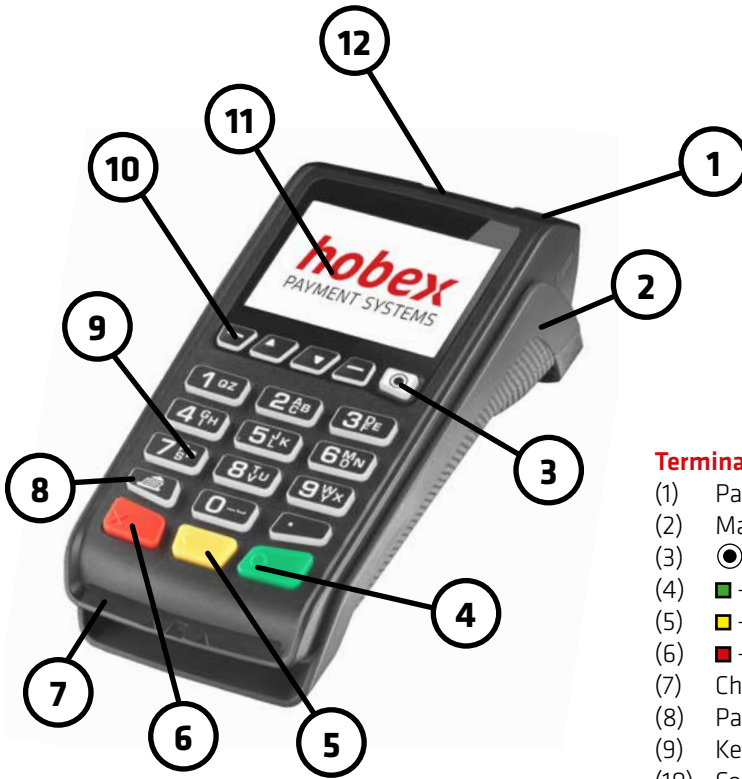
Terminal Move3500:

- (1) Paper tray
- (2) Magnetic strip reader
- (3) ●-Button
- (4) ■-Button (Cancel)
- (5) ■-Button (Correction)
- (6) ■-Button (Confirm)
- (7) Chip reader
- (8) Paper feed ■
- (9) Keypad
- (10) Control panel
- (11) Screen
- (12) NFC Reader

Press ■ and „point“-button briefly for terminal reset



[F1] Purchase / MOTO [F2] Button ▲ [F3] Button ▼ [F4] Menu

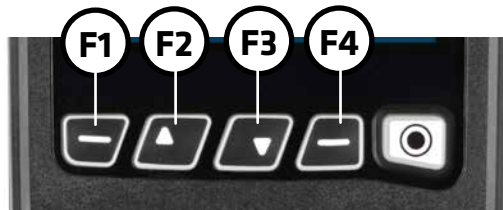


Terminal Desk3500:

- (1) Paper tray
- (2) Magnetic strip reader
- (3) ●-Button
- (4) ■-Button (Confirm)
- (5) ■-Button (Correction)
- (6) ■-Button (Cancel)
- (7) Chip reader
- (8) Paper feed
- (9) Keypad
- (10) Control panel
- (11) Screen
- (12) NFC Reader



Press and „point“-button briefly for terminal reset



[F1] Purchase / MOTO

[F2] Button ▲

[F3] Button ▼

[F4] Menu

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. Insert paper roll as shown.



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

Notice: **hobex** paper rolls 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.

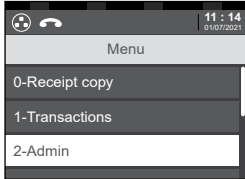
The life cycle of the thermal paper is affected by the following factors:

- 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

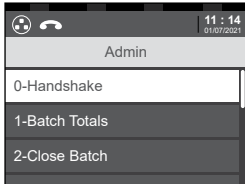
You need more paper rolls?

You can easily order these online via our homepage, in the PartnerNet, by telephone on +43 (0)662 / 22 55 - 0 or by e-mail to papierrollen@hobex.at.

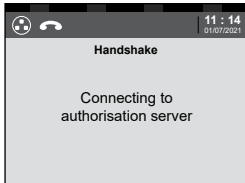
A connection test can be used to detect whether the connection can be set up between the terminal and the data centre.



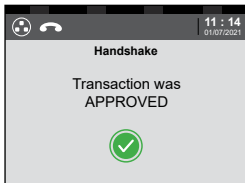
1. Press menu **[F4]** and with ▼ select **Admin** (or press button **[2]**) press **■**



2. With ▼ select **Handshake** (or press button **[0]**) press **■**



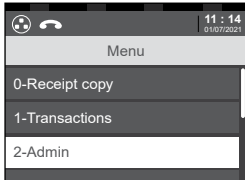
3. The terminal now carries out the connection test



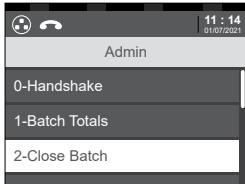
4. Receipt is printed.
If the text „**Transaction was approved**“ can be seen on this, then the connection test was successful.

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.

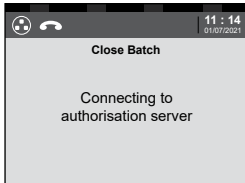
This function can also be done automatically upon request. More information on the possibilities of automatic end of day can be obtained via the **hobex** technical hotline.



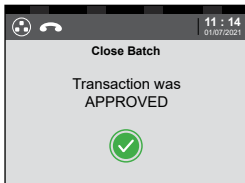
1. Press menu **[F4]** and with ▼ select **Admin** (or press button **[2]**) press **■**



2. With ▼ select **Close Batch** (or press button **[2]**) press **■**



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



4. Receipt is printed

```

Sporthotel
Max Mustermann
Wedelweg 42
1234 Schneebergen
-----
21.07.2022      08:15:42
0000008      0015      000042
RECEIPT FOR SALES
-----
Terminal: AH000042
Receipt #: H000021
CLOSE BATCH
-----
MAESTRO
credit:                2
totals:                42.00
.....
SUBTOTALS
credit:                2
totals:                42.00
-----
VISA
credit:                20
totals:               150.00
debit:                 1
totals:                40.00
.....
MASTERCARD
credit:                20
totals:               385.00
.....
SUBTOTALS
credit:                40
totals:               535.00
debit:                 1
totals:               40.00
-----
TERMINAL TOTALS
credit:                42
totals:               577.00
debit:                 1
totals:               40.00
-----
Admin TX genehmigt
TOTALS ARE EQUAL
-----
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

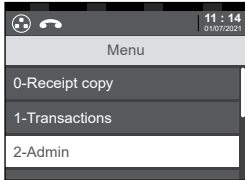
3. Overall number and overall total of all transactions since the last end of day

4. The message „**totals are equal**“ if the end of day was successful.

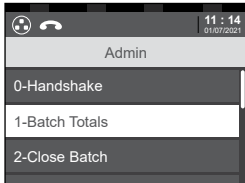
IMPORTANT:

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!

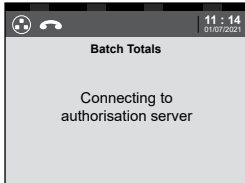
The interim report prints out a list of all transactions since the last end of day. However, unlike with the end of day, the posting list is not reset to zero. I.e. in a further interim report, without an end of day in between, the transactions that are listed on the previous interim report are also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



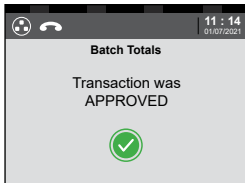
1. Press menu **[F4]** and with ▼ select **Admin** (or press button **[2]**) press **■**



2. With ▼ select **Batch Totals** (or press button **[1]**) press **■**



3. The terminal now runs the interim report

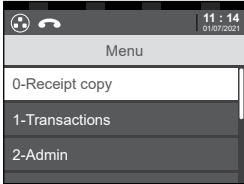


4. Receipt is printed

NOTICE:

Preauthorised receipts (including TIP bookings with subsequent bookings) are not shown in the interim report.

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.

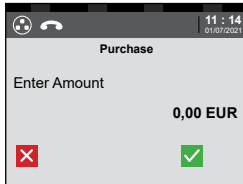


1. Press menu **[F4]** and with ▼ select **Receipt copy** (or press button **[0]**) press **■**

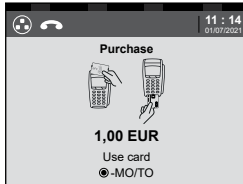
2. Receipt is printed

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

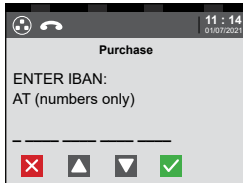
With this function, **only transactions with bank cards from Austria and Germany** can be carried out.



1. Start transaction by inputting amount and Input amount in €-cent (so for 1.00 €, input 100) press



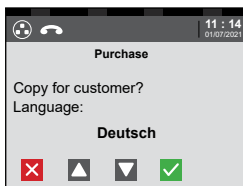
2. Use card



3. (Optional) Input bank card's IBAN (see front or reverse side), country selection occurs automatically press "YES" or press "NO" to input no IBAN - For further instructions see p. 12 (Bank cards and credit cards EMV)

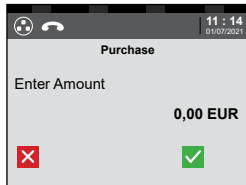
4. Merchant's receipt is printed
Have customer sign


**Compare the customer's signature with the back of the card
Signature must be identical**

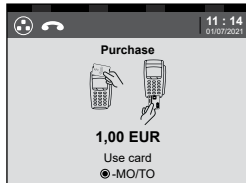


5. With ▼ select language press to print customer receipt press to print no customer receipt

Transactions with bank cards or credit cards, please proceed as described below. Depending on the card type, payment can be processed via NFC (Near Field Communication) or by inserting the card. PIN or signature transactions are possible.

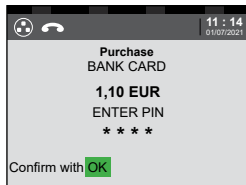



1. Start transaction by inputting amount and Input amount in €-cent (so for 1.00 €, input 100) press 

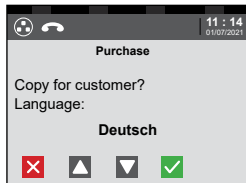




2. Use card

When paying via NFC, hold the card up to the NFC symbol all 4 LEDs light up and the beep is audible.



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



4. With ▼ select language press  to print customer receipt press  to print no customer receipt

NOTE:

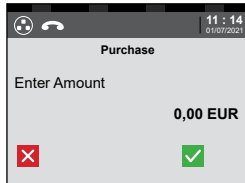
If the NFC card is used several times, a PIN may be requested. Please note the information on the terminal display.

For signature transactions, please compare the customer's signature with the back of the card. Signatures must be identical.

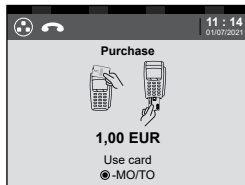
For transactions with an inserted card, only remove it when the terminal prompts you to do so.

This feature is enabled if your terminal ID begins with „**AHM**“ or „**AHEM**“ and can only be carried out with a credit card. To do this, you will need: the credit card number, the card's expiration date, and (optionally) the CVC2/CVV2 code (this 3 or 4 digit number is on the back of the card next to the signature field).

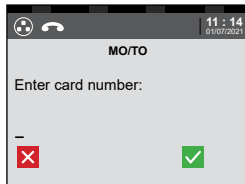
Please observe the legal provisions in the contract for credit cards when distance selling.



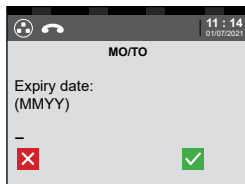
1. Start transaction by inputting amount and Input amount in €-cent (so for 1.00 €, input 100) press



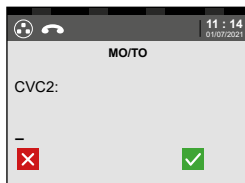
2. -button for manual input



3. Input card number press



4. Input expiration date in MM/YY format press

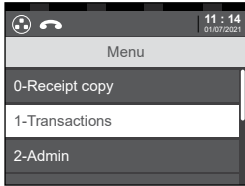


5. Input CVC2/CVV2 Code (this 3 or 4 digit number can be found on the back of the card next to the signature field) press press to skip (**Follow instructions on display**)

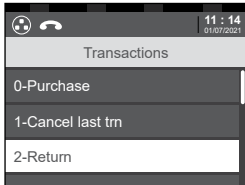
NOTE:

MO/TO transactions are covered in a separate transfer. Please also adhere to the regulations regarding card payment processing in the Download Centre at www.hobex.at

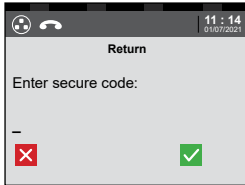
Credit can be put on a credit card only if the preceding payment, for which a credit note should be created, was also done via this credit card.



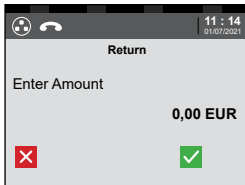
1. Press menu **[F4]** and with ▼ select **Transactions** (or press button **[1]**)
press ■



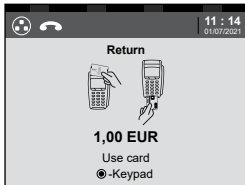
2. With ▼ select **Return** (or press button **[2]**)
press ■



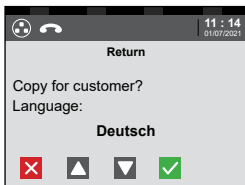
3. Enter secure code which was communicated personally at the enrollment
press ■



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

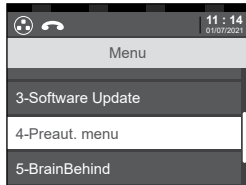


5. Use card
press Ⓞ for manual input of card number

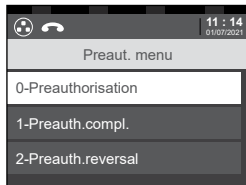


6. With ▼ select language
press ■ to print customer receipt
press ■ to print no customer receipt

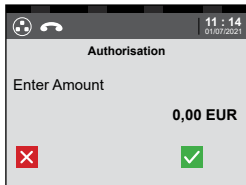
With a preauthorisation, an amount is “reserved“ before the actual transaction. This ensures that this amount is in any case available on the final transaction. A preauthorisation remains valid for a specific period (max. 30 days) and then lapses automatically. The actual transaction can be carried out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



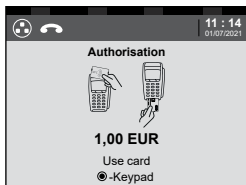
1. Press menu **[F4]** and with ▼ select **Preaut. menu** (or press button **[4]**) press **■**



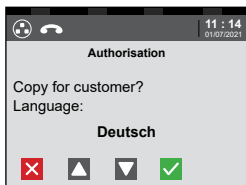
2. With ▼ select **Preauthorisation** (or press button **[0]**) press **■**



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



4. Use card press **●** for manual input of card number

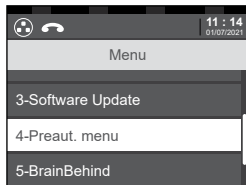


5. With ▼ select language press **■** to print customer receipt press **■** to print no customer receipt

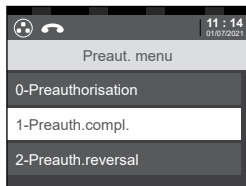
IMPORTANT:

Keep pre-authorisation receipt. The reservation number on it is needed for both the authorisation closing and cancelling the pre-authorisation. Bitte beachten Sie auch die Richtlinien zur Kartenzahlungsabwicklung im Downloadcenter auf www.hobex.at

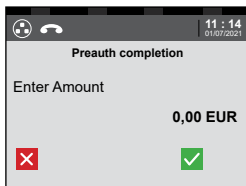
With the authorisation closing, a transaction that was pre-authorised is finally posted. The value of the transaction may exceed the amount of the pre-authorisation by maximum 20%.



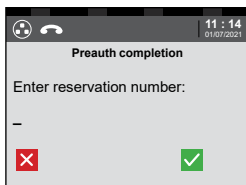
1. Press menu **[F4]** and with ▼ select **Preaut. menu** (or press button **[4]**) press **■**



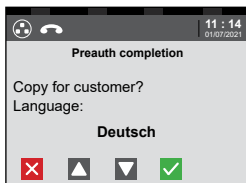
2. With ▼ select **Preauth.compl.** (or press button **[1]**) press **■**



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



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

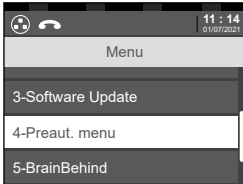


5. With ▼ select language press **■** to print customer receipt press **■** to print no customer receipt

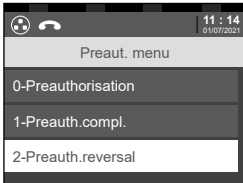
IMPORTANT:

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

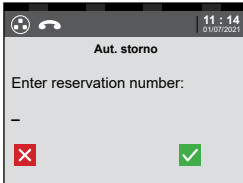
The authorisation cancellation can be used to cancel a pre-authorisation on the terminal.



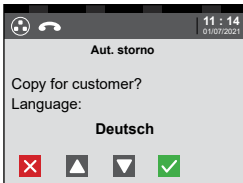
1. Press menu **[F4]** and with ▼ select **Preaut. menu** (or press button **[4]**) press **■**



2. With ▼ select **Preauth.reversal** (or press button **[2]**) press **■**



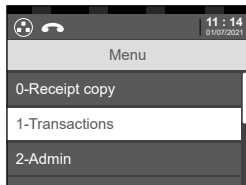
3. Input reservation number (see authorisation receipt) press **■**



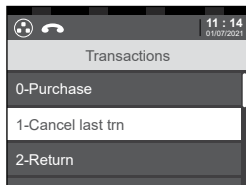
4. With ▼ select language press **■** to print customer receipt press **■** to print no customer receipt

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

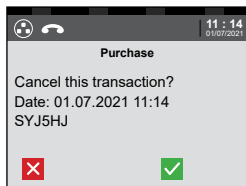
Even after an end of day, no transactions previously done can be cancelled.



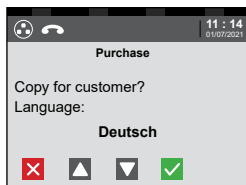
1. Press menu **[F4]** and with ▼ select **Transactions** (or press button **[1]**) press **■**



2. With ▼ select **Cancel last trn** (or press button **[1]**) press **■**



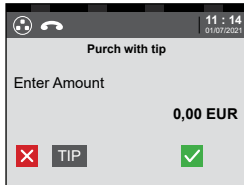
3. Compare date, time and authorisation number of the receipt to be cancelled press **■** to cancel press **■** to cancel the process



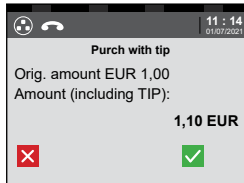
4. With ▼ select language press **■** to print customer receipt press **■** to print no customer receipt

Tips can be added

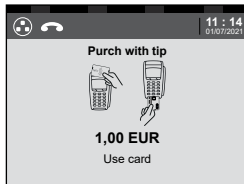
- **for transactions with PIN**, only during the transaction.
- **for transactions with a signature**, until the daily closing.



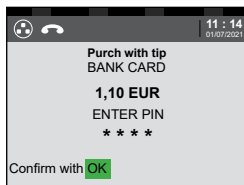
1. Start TIP transaction by inputting amount and Input amount in €-cent (so for 1.00 €, input 100) press press **[TIP]** or **[F2]** to directly input a TIP amount



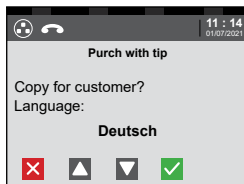
2. Original amount of the TIP transaction is shown Input new total amount (original amount + TIP amount) in €-cent (so for 1.10 €, input 110) press



3. Use card



4. **(for TX with PIN)** Customer inputs PIN press



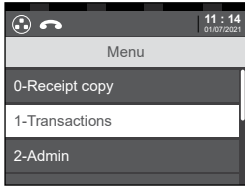
5. With ▼ select language press to print customer receipt press to print no customer receipt

NOTE:

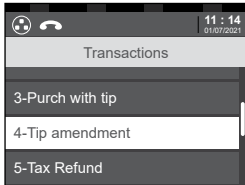
NFC payment is only possible if TIP entry is started with the [F2] button (See point 1).

If the customer has entered a tip on the line on the receipt present for that purpose, then the tip can be subsequently booked via this feature.

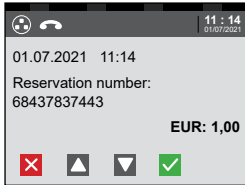
In case of a subsequent tip addition, a maximum of 20 % of the original amount can be added as tip.



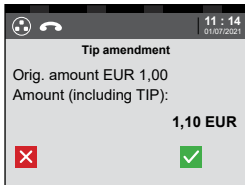
1. Press menu **[F4]** and with ▼ select **Transactions** (or press button **[1]**) press **■**



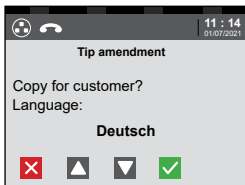
2. With ▼ select **Tip amendment** (or press button **[4]**) press **■**



3. With ▼ select reservation number (you can find this on the merchant's receipt for the TIP booking) press **■**



4. Original amount of the TIP booking is shown
Input new total amount (original amount + TIP amount)
in Euro cents (so for 1.10 €, input 110)
press **■**

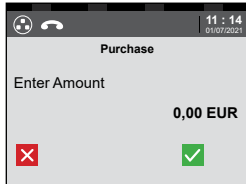


5. With ▼ select language
press **■** to print customer receipt
press **■** to print no customer receipt

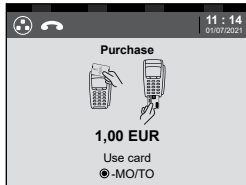
IMPORTANT:

A tip line is only present on the transaction receipt with activated TIP function and transactions without PIN.

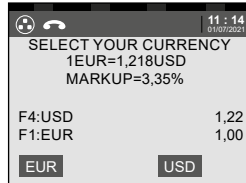
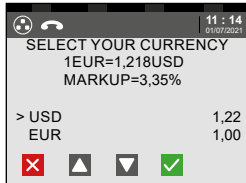
This feature is activated if the terminal begins with **“AHD”** or **“AHED”**. The “DCC” feature allows customers from non-Euro countries to pay in their home currency. Only possible with MasterCard, Maestro, VISA and VPay. Qualified cards are automatically recognised and the currency choice is displayed.



1. Start transaction by inputting amount and Input amount in €-cent (so for 1.00 €, input 100) press **■**

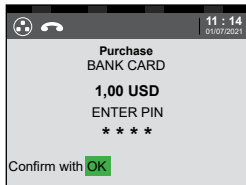


2. Use card

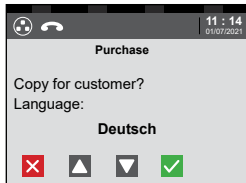


3. Visa: Select currency with **▼▲** (foreign currency or €) press **■**

Mastercard: Select currency with **[F1]/[F4]** (foreign currency or €)



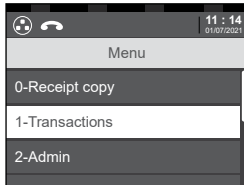
4. Cardholder enters PIN (if required – will be indicated by terminal – otherwise have the customer sign the receipt) press **■**



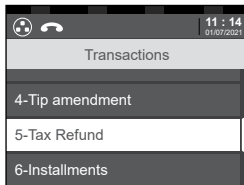
5. With **▼** select language press **■** to print customer receipt press **■** to print no customer receipt

In the case of payment in a foreign currency, the customer must accept a different exchange rate than on the day of the card payment and has to expect bank charges. For hobex devices, when paying in your home currency, the current exchange rate applies and the final amount is immediately visible.

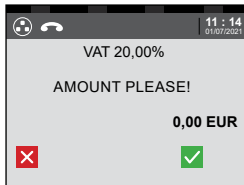
This function is activated if your terminal ID starts with „AHT“ or „AHET“.
The “Tax Refund” function allows customers from non-EU countries to get a VAT refund.



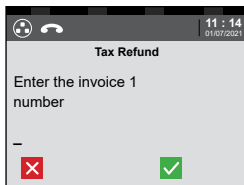
1. Press menu **[F4]** and with ▼ select **Transactions** (or press button **[1]**) press **■**



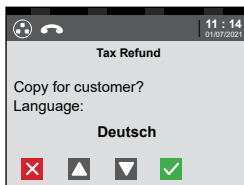
2. With ▼ select **Tax Refund** (or press button **[5]**) press **■**



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



4. Input number of invoice print press **■**



5. (optional) With ▼ select language press **■** to print customer receipt press **■** to print no customer receipt

NOTE:

Please fill the Tax Free receipt out completely! (See page 24)

**Information on VAT refund****Planet - hotline number:****+43 (0)599 04 401** (Austria)**+49 (0)89 244 10 98 10** (Germany)

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 planet cash refund offices and collect the VAT refund amount in cash.

Planet 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 planet, 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.

planet
Tax Free

Planet Payment Austria GmbH
Wollzeile 1-3/2/Top 4.3
1010 Wien
Austria
Tel.: 0043 (0) 599 04 400
www.planetpayment.com



12345678912345678912345

RETAILER DETAILS AND DECLARATION

Firma
Adresszeile
PLZ Ort

Planet Logo and information on the merchant

Description	Amount
20% Goods	EUR 50,00
13% Goods	EUR 15,00
10% Goods	EUR 10,00
01.07.2021 11:14:00	
Price incl. VAT:	EUR 75,00
VAT:	EUR 10,97
Price excl. VAT:	EUR 64,03
Refund amount:	EUR 6,80

Listing of all input part amounts of the invoice

NO REFUND WITHOUT ORIGINAL RECEIPT AND CUSTOM STAMP

Retailer signature: _____

Signature of the merchant

CUSTOMER DETAILS AND DECLARATION

Name: _____

Address: _____

City: _____

Post code: _____

Country: _____

Passport no: _____

Email: _____

Planet Pass 15 digit no: _____

Name, address and ID number of the purchaser

Signature of the purchaser

1. Credit card refund []
PRINT CREDIT CARD NUMBER BELOW

Expiry date: ____/____/____

2. Cash refund []
Refund received.
Customer signature: _____

3. Bank refund []
(Swiss only)
IBAN
BIC

4. Refund to your Ctrip Pass []
Print your 15 digit Ctrip Pass number
____/____/____

5. Allipay refund []
Mobile number:
1 _____

Refund options

I understand that the credit card nominated to credit the VAT is the same card used for the payment of the goods described

Please visit www.planetpayment.com for full terms and conditions and privacy information. By returning this form, you agree to Planet's terms and conditions.

Customer signature: _____

FOR OFFICIAL USE AT EXPORT FROM EU

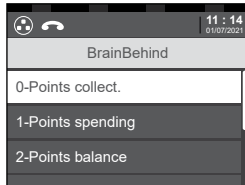
Custom stamp

CUSTOM STAMP
NO STAMP = NO REFUND

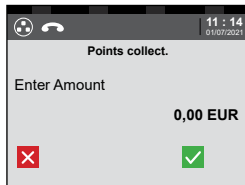
Signature export officer

Signature: _____
(Export Officer)

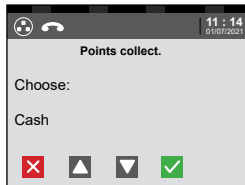
This function is activated if your terminal ID starts with „AHBV“ or „AHEBV“.
The „Points collect.“ function enables a customer with a loyalty card to book points/credit on his card.
Eligible cards are automatically recognized and the “Brainbehind” loyalty menu is displayed.



1. Swipe the card through the magnetic strip reader (The card's magnetic stripe faces the terminal) and with ▼ select **Points collect.** (or press button **[0]**) press **■**

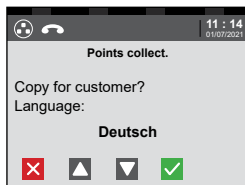


2. Input amount in €-cent (so for 1.00 €, input 100) press **■**



3. With ▼ choose payment method (cash, by card) press **■**

4. **(for payment method „by card“)** Transaction will start automatically. Procedure see p. 12 (bank card and credit card EMV)

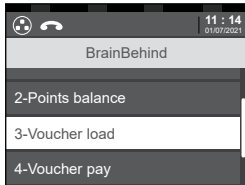


5. With ▼ select language
press **■** to print customer receipt
press **■** to print no customer receipt

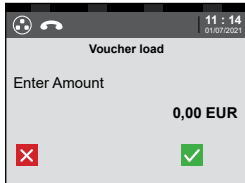
NOTE:

Depending on the Loyalty Card, points are converted directly into credit. Redeem the credit using the voucher pay function. (See p. 27)

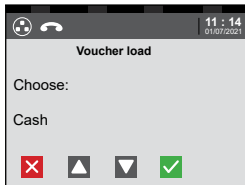
This function is activated if your terminal ID starts with „AHBV“ or „AHEBV“. The „Voucher load“ feature allows you to preload a Loyalty gift card. Eligible cards are automatically recognized and the “BrainBehind” loyalty menu is displayed.



1. Swipe the card through the magnetic strip reader (The card's magnetic stripe faces the terminal) and with ▼ select **Voucher load** (or press button **[3]**) press

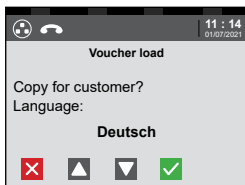


2. Input amount in €-cent (so for 1.00 €, input 100) press



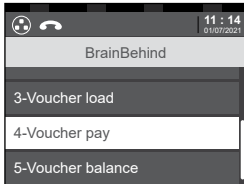
3. With ▼ choose payment method (cash, by card) press

4. **(for payment method „by card“)** Transaction will start automatically. Procedure see p. 12 (bank card and credit card EMV)

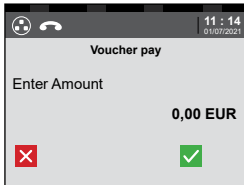


5. With ▼ select language press to print customer receipt press to print no customer receipt

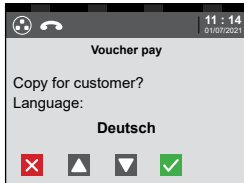
This function is activated if your terminal ID starts with „**AHBV**“ or „**AHEBV**“.
The „Voucher pay“ function allows you to redeem the credit on a Loyalty voucher card.
Eligible cards are automatically recognized and the “Brainbehind” loyalty menu is displayed.



1. Swipe the card through the magnetic strip reader
(The card's magnetic stripe faces the terminal) and
with ▼ select **Voucher pay** (or press button **[4]**)
press

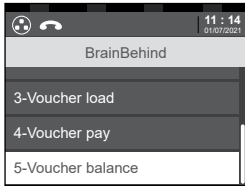


2. Input amount in €-cent
(so for 1.00 €, input 100)
press



3. With ▼ select language
press to print customer receipt
press to print no customer receipt

This function is activated if your terminal ID starts with „**AHBV**“ or „**AHEBV**“.
The „Voucher balance“ function allows you to query the balance of a Loyalty gift card.
Eligible cards are automatically recognized and the “Brainbehind” loyalty menu is displayed.



1. Swipe the card through the magnetic strip reader (The card's magnetic stripe faces the terminal) and with ▼ select **Voucher balance** (or press button **[5]**) press ■
2. Receipt with the current credit is printed

1. Terminal reset

To restart the terminal, please hold down the two buttons **■** + **[.]** („point button“) briefly.

2. Connection fault (RC 999)

The first step to removing the fault involves restarting the terminal, which is done by holding down the two buttons **■** + **[.]** („point button“) at the same time. If a connection test (see p. 6) 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 last page)

3. „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.

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 last page)

5. CUP transaction PIN + signature

According to CUP policy, all card payments must be confirmed with PIN and the customer's signature on the receipt.

Important information and features of credit and debit cards

The tamper-proof chip contains the card data

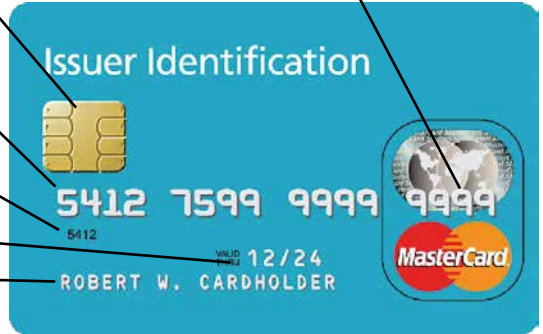
All Mastercard card numbers start with five and have 16 digits (4 groups of 4-4-4-4 figures).

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 Mastercard 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

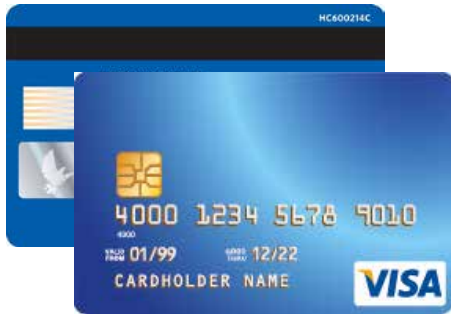
In the signature field, only the last four digits of the card number are printed and thereafter the three-digit CVC (Card Verification Code).

NFC logos (front and back)

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!



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

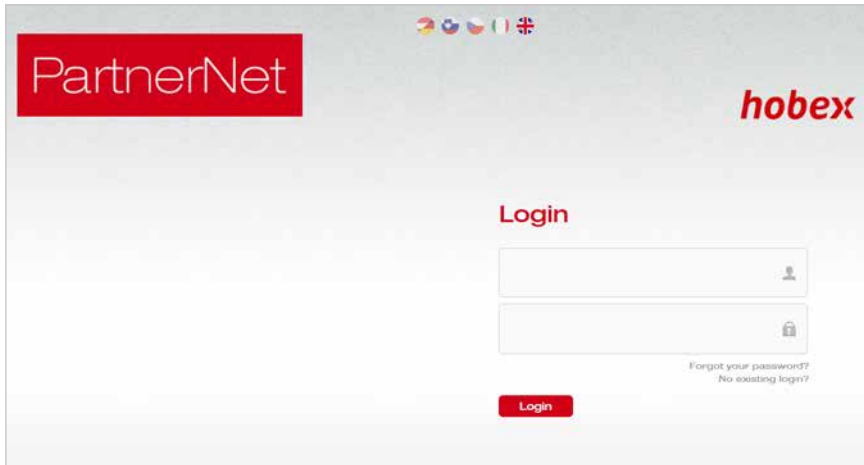
1. There is an EMV chip on the front.
2. All Maestro cards must have the Maestro logo printed on the front or back.
3. The name of the bank issuing the card is printed on the top left.
4. The card number must not be embossed in relief. The card design may be horizontal or vertical.
5. Every Maestro card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

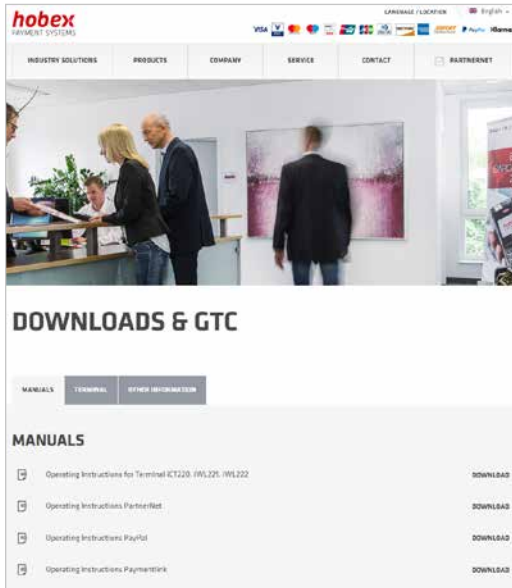
In the PartnerNet **hobex** partners have the option of calling up their individual sales, transfers and open items. The menu item "Invoices" also offers the option of calling up the annual operating charges and the monthly discount invoices.



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**“.

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“.

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

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



+43 (0)1 / 51 29 714



+43 (0)1 / 50135 135

planet

+43 (0)599 04 401 (Austria)

+49 (0)89 244 10 98 10 (Germany)

FOR UNANSWERED QUESTIONS

Office (General issues)

Mo - Thu between 08:00 and 17:00 hrs

Friday between 08:00 and 15:30 hrs

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

T +49 (0)89 / 2000 70 - 330 (Germany)

T +39 0471 / 053 027 (Italy)

T +386 1 600 8674 (Slovenia)

Technical hotline (technical issues)

Daily between 07:00 and 24:00 hrs

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

T +49 (0)89 / 2000 70 - 333 (Germany)

T 848 424 407 (Italy)

T +386 1 600 8674 (Slovenia)

The background of the page is a vibrant red color. A large, stylized 'X' shape is formed by two overlapping, semi-transparent red rectangles that intersect in the center. The 'X' is composed of four triangular sections meeting at the center. The text 'hobex' is positioned in the white space at the top of the page, and 'PAYMENT SYSTEMS' is at the bottom.

hobex

PAYMENT SYSTEMS