






# The most important hospitality features of YOMANI and YOXIMO





**Quick guide**

## RESERVATION

1	Press the <5> key to activate "Reservation".	5: Reservation
2	Enter the amount and confirm with <OK>. Amounts are separated (e.g. euros/cents or francs/centimes) by a period. Amounts below "1" are displayed starting with a "0".	<Amount> 
3	Depending on the card type, it must be inserted in the chip card reader, held up to the contactless reader or swiped through the swipe reader. If the customer uses the wrong reader for their card, they will be asked to use the correct reader.	
4	The amount is displayed to the customer. When using a card with a PIN, the customer is instructed to enter the (4 to 6-digit) PIN code and confirm with <OK>. When using a card without a PIN, only the amount must be confirmed. When making a low-value contactless payment, no further action is typically required from the customer. The transaction can be interrupted by pressing <STOP>. Timeout: If the transaction is not processed within 30 seconds, the process is aborted.	<PIN> 
5	The "Reservation" is processed and, where appropriate, authorised online. Chip cards: The card must remain inserted in the chip reader during the transaction until the prompt to remove the card is displayed.	
6	Receipt is printed out. Please follow the instructions on the terminal: If the customer's signature is required, request it from them.	
7	To print a copy of the receipt: Press the <1> key. To print a copy of the receipt: Press the <2> key. If no key is pressed, a copy will be printed automatically after 10 seconds.	1: Copy or 2: No copy





## BOOKING RESERVATION

This function is used to post a reserved amount.

1	Press the <6> key to activate "Booking reservation".	6: Booking a reservation
2	Enter the amount and confirm with <OK>. Amounts are separated (e.g. euros/cents or francs/centimes) by a period. Amounts below "1" are displayed starting with a "0".	<Amount> 
3	For terminals with more than one acceptance partner, the acquirer ID must be selected and confirmed with <OK>. The acquirer ID can be found on the reservation slip (see sample receipt on page 5).	<Acq. ID> 
4	Enter the 11-digit reference number from the original reservation (see sample receipt on page 5).	<Trx. Ref> 
5	The "Booking reservation" is processed and, where appropriate, authorised online.	
6	Receipt is printed out.	
7	To print a copy of the receipt: Press the <1> key. To print a copy of the receipt: Press the <2> key. If no key is pressed, a copy will be printed automatically after 10 seconds.	1: Copy or 2: No copy




## INCREASE RESERVATION AMOUNT/EXTEND VALIDITY

With a valid reservation, the reserved amount can be increased and/or the validity extended.

1	Press the <0> key followed by the <3> key to activate "Increase reservation amount".	0:3: Increase res. amount
2	Enter the additional amount by which the reservation amount should be increased and confirm with <OK>. Amounts are separated (e.g. euros/cents or francs/centimes) by a period. Amounts below "1" are displayed starting with a "0".* * An increase of the reservation with the amount 0.- extends the validity of the original reservation (not supported by all brands).	<Amount> 
3	For terminals with more than one acceptance partner, the acquirer ID must be selected and confirmed with <OK>. The acquirer ID can be found on the reservation slip (see sample receipt on page 5).	<Acq. ID> 
4	Enter the 11-digit reference number from the original reservation (see sample receipt on page 5).	<Trx. Ref> 
5	"Increase reservation amount" is processed and, where appropriate, authorised online.	
6	Receipt is printed out.	
7	To print a copy of the receipt: Press the <1> key. To print a copy of the receipt: Press the <2> key. If no key is pressed, a copy will be printed automatically after 10 seconds.	1: Copy or 2: No copy





## RESERVATION CANCELLATION

If a reservation is no longer required, it can be cancelled using the terminal.

1	Press the <0> key followed by the <8> key. "Reservation cancellation" is activated.	<0> <8> 4: Res. cancellation
2	For terminals with more than one acceptance partner, the acquirer ID must be selected and confirmed with <OK>. The acquirer ID can be found on the reservation slip (see sample receipt on page 5).	<Acq. ID> 
3	Enter the 11-digit reference number from the original reservation (see sample receipt on page 5).	<Trx. Ref> 
4	The "reservation cancellation" is processed and, where appropriate, authorised online.	
5	Receipt is printed out.	
6	To print a copy of the receipt: Press the <1> key. To print a copy of the receipt: Press the <2> key. If no key is pressed, a copy will be printed automatically after 10 seconds.	1: Copy or 2: No copy





## FOLLOW-ON PURCHASE

With this function, follow-up purchases on charged reservations are possible.

1	Press the <1> key to activate "Purchase".	1: Purchase
2	Enter the amount and confirm with <OK>.	<Amount> 
3	The payment amount is displayed. Select <REF-NR> with the right function key.	<REF-NR>
4	For terminals with more than one acceptance partner, the acquirer ID must be selected and confirmed with <OK>. The acquirer ID can be found on the reservation slip (see sample receipt on page 5).	<Acq. ID> 
5	Enter the 11-digit reference number from the original reservation (see sample receipt on page 5).	<Trx. Ref> 
6	"Follow-on Purchase" is processed and, where appropriate, authorised online.	
7	Receipt is printed out.	
8	To print a copy of the receipt: Press the <1> key. To print a copy of the receipt: Press the <2> key. If no key is pressed, a copy will be printed automatically after 10 seconds.	1: Copy or 2: No copy

## FOLLOW-ON CREDIT

With this function, credit notes on charged reservations are possible.

1	Press the <4> key to activate "Credit".	4: Credit
2	Enter the amount and confirm with <OK>. The merchant password is required.	<Amount> 
3	The payment amount is displayed. Select <REF-NR> with the right function key.	<REF-NR>
4	For terminals with more than one acceptance partner, the acquirer ID must be selected and confirmed with <OK>. The acquirer ID can be found on the reservation slip (see sample receipt on page 5).	<Acq. ID> 
5	Enter the 11-digit reference number from the original reservation (see sample receipt on page 5).	<Trx. Ref> 
6	"Follow-on Credit" is processed and, where appropriate, authorised online.	
7	Receipt is printed out.	
8	To print a copy of the receipt: Press the <1> key. To print a copy of the receipt: Press the <2> key. If no key is pressed, a copy will be printed automatically after 10 seconds.	1: Copy or 2: No copy

## General information on reservations under ep2

- While a reservation does not generate a payment flow, an amount will be blocked on the payment card, which will reduce the remaining card limit.
- The cardholder must be present (card number and expiry date are also required when entering the data manually into the terminal; the support of issuers for manual reservations is limited).
- Reservations are valid for a period, which is typically 30 days (depending on the card brand). The validity date is indicated on the reservation slip.
- The validity of a reservation can be extended by increasing the reservation amount by EUR 0.00 ("Increase reservation amount" function). However, the actual availability of this function depends on the card brand.
- If additional costs to be covered by the card are incurred during the validity period, it is recommended to increase the reserved amount using the terminal.
- The booking of the reservation is only secured up to the reserved amount. The transfer of a higher amount can be blocked by the card issuer, especially if it exceeds the card limit.
- No-shows (where a booked guest fails to show up for their booking and the room reservation is cancelled) are currently not supported by the terminal.
- Follow-on purchases are possible on reservations that have already been charged. It can be triggered (depending on the card brand) up to 30 days after the booking of a reservation or a payment.
- Credit notes on already settled reservations are possible. "Follow-on Credit" can be triggered (depending on the card brand) up to 30 days after the booking of a reservation or a payment.

# Sample documents

## Reservation

Sample receipt  
Sample street 1  
1234 Sample City

Reservation

1 Mastercard  
XXXXXXXXXXXX7484

26.02.2021 10:22:00  
Trm-Id: 24107589  
Akt-Id: 8  
AID: A000000041010  
Trx. Seq-Cnt: 9110  
2 Trx. Ref-No: 64107089298  
Auth. Code: 637355  
3 Acq-Id: 00999100200  
FDC88111232D4B77EB1ED82C  
866A2E1 02/10

Total-EFT EUR: 2.00

4 Res. end date: 28.03.21

Signature

- 1 Card brand and masked PAN
- 2 11-digit reference number of the transaction
- 3 Acquirer ID
- 4 Expiry date

## Booking reservation

Sample receipt  
Sample street 1  
1234 Sample City

Booking a reservation

1 Mastercard  
XXXXXXXXXXXX7484

26.02.2021 10:24:00  
Trm-Id: 24107589  
Akt-Id: 9  
Trx. Seq-Cnt: 9112  
2 Trx. Ref-No: 64107089298  
Auth. Code: 641070  
3 Acq-Id: 00999100200

Total-EFT EUR: 3.00

- 1 Card brand and masked PAN
- 2 11-digit reference number of the transaction
- 3 Acquirer ID

## Increase reservation amount

Sample receipt  
Sample street 1  
1234 Sample City

Increase reservation amount

1 Mastercard  
XXXXXXXXXXXX7484

26.02.2021 10:23:00  
Trm-Id: 24107589  
Akt-Id: 8  
Trx. Seq-Cnt: 9111  
2 Trx. Ref-No: 64107089298  
Auth. Code: 637552  
3 Acq-Id: 00999100200

4 Increase: EUR 1.00  
5 Total res.: EUR 3.00  
6 Res. end date: 28.03.21

- 1 Card brand and masked PAN
- 2 11-digit reference number of the transaction
- 3 Acquirer ID
- 4 Amount of increase
- 5 Total amount
- 6 Expiry date

## Reservation cancellation

Sample receipt  
Sample street 1  
1234 Sample City

Res. cancellation

1 Mastercard  
XXXXXXXXXXXX7484

26.02.2021 10:25:00  
Trm-Id: 24107589  
Akt-Id: 10  
Trx. Seq-Cnt: 9113  
2 Trx. Ref-No: 64107089298  
Auth. Code: 6373558  
3 Acq-Id: 00999100200

Total-EFT EUR: 3.00

- 1 Card brand and masked PAN
- 2 11-digit reference number of the transaction
- 3 Acquirer ID

## Follow-on purchase

Sample receipt  
Sample street 1  
1234 Sample City

Follow-on purchase

1 Mastercard

26.02.2021 10:24:30  
Trm-Id: 24107589  
Akt-Id: 9  
Trx. Seq-Cnt: 9114  
Trx. Ref-No: 64107089324  
2 Orig. Trx. Ref-Nr: 64107089298  
Auth. Code: 641070  
Acq-Id: 00999100200

Total-EFT EUR: 63.00

- 1 Card brand
- 2 Transaction reference number to which follow-on purchase relates

## Follow-on credit

Sample receipt  
Sample street 1  
1234 Sample City

Follow-on credit

1 Mastercard

26.02.2021 10:24:45  
Trm-Id: 24107589  
Akt-Id: 9  
Trx. Seq-Cnt: 9114  
Trx. Ref-No: 64107089327  
2 Orig. Trx. Ref-Nr: 64107089298  
Auth. Code: 641070  
Acq-Id: 00999100200

Total-EFT EUR: 22.00

- 1 Card brand
- 2 Transaction reference number to which follow-on credit relates

## DETAILED USAGE INSTRUCTIONS

Are you looking for detailed information about your payment terminal?  
You can find the complete usage instructions on our website.

[worldline.com/merchant-services/terminals](https://worldline.com/merchant-services/terminals)



Your local point of contact can be found at: [worldline.com/merchant-services/contacts](https://worldline.com/merchant-services/contacts)

