TD Generation FAQs

There are multiple terminals in the TD Generation family. In the instructions below, the first icon is for the TD Generation All-in-One, HSPA, Wi-Fi, and Portal with PINpad terminals The second icon is for the Portal 2 with PINpad terminal.

How do I perform a void?

You perform a void to retrieve and cancel any transaction that has not yet been submitted (still in an open batch). If you have performed a day close since the transaction was completed, you must perform a return (below).

1. Select **Debit/Credit** or **More Debit/Credit** and then select **Return**.

   OR

   Select **Void**.

2. Enter the **trace number*** (see receipt to the right) for the transaction to be voided and follow the onscreen instructions.

   **If you do not have the trace number, you can search for the transaction using the Transaction Recall function. Please refer to your device Quick Start Guide for more information.*

Merchant Name
Address
City, Province
Merchant Number
Terminal ID

PURCHASE

06-18-2021 12:41:02
Acct # 455763******1632 S
Card Type VI
Name: nnnnnnn
Trace # 010103
Inv # 109
Auth #089090 RRN 001003099

Sale $9.00

TOTAL $9.00

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00 APPROVED-THANK YOU
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How do I perform a return?

You perform a return to fully or partially return any sale transaction that is in a settled batch. If the transaction has not yet been submitted by a day close, you must perform a void (see above) for the full amount of the transaction.

Debit returns are disabled by default. If you wish to activate debit returns on your terminal, please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

1. Select **Debit/Credit** or **More Debit/Credit** and then select **Return**.
2. Enter the amount to be returned and follow the onscreen instructions.

How do I perform a Host 1 or Host 2 download?

You perform a Host 1 or Host 2 download to update your terminal for settings that have been changed by the TD Merchant Solutions Help Desk.

A **Host 1 Download** updates anything dealing with financial information such as card types, transaction types, and Interac keys.

A **Host 2 Download** updates anything dealing with non-financial information such as terminal settings.

1. Select **Control Panel**, then **Parameter Download**, then **Host 1 Download** or **Host 2 Download**.
2. Follow the onscreen instructions.

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