TD Desk 5000 / TD Move 5000 FAQs

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. Press **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 device. Please refer to your device Quick Start Guide for more information on how to perform a Transaction Recall.*

Merchant Name
Address
City, Province
Merchant Number
Terminal ID

SALE

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. Press **Return**.
2. Enter the amount to be returned and follow the onscreen instructions.

How do I perform a Host 1 or TEM download?

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

Note: Depending on your settings, you may be required to enter an administrator ID and password to perform a download.

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

1. Press the **Admin** key, then **Host Management**, and then **1 - Host 1 Param.DL**.
2. Follow the onscreen instructions.

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

1. Press the **Admin** key, then **Maintenance**, and then **1 - Download** and then **2 - Start Download**.
2. Follow the onscreen instructions.

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