



## .....Electra User's Manual

O GO Q'Help Desk: 1-800-922-8079

Help Desk Hours: M-F 8:00 a.m. to 5:00 p.m. EST



## .....Operating instructions for the PI-21 printer with the CI-201 Keypad Unit.

**Open the Door of your machine to access Options 1-7.  
Door must be left Open!**

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Revised 02/20

Your Agent Number: **M**\_\_\_\_\_

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## **Option 1: Printing Reports**

When you open your printer door, the screen on your keypad will display:

**Select Option:**  
**Print Reports \*01**

Press **Enter** and the screen will display:

**Report Type**  
**\*Previous Daily**

To print a **Previous Daily**, press **Enter**. The keypad will display:

**Enter Date:**

Type in the desired date of report (mm/dd/yy) and press **Enter**.  
(Default date is yesterday)

Your **Cumulative Summary** report will print automatically.  
Depending on your reporting schedule to MGO Q Money Orders,  
your Cumulative Summary report may print once or twice a week.

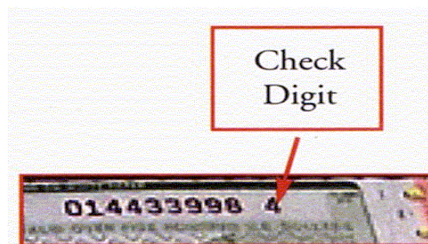
## **Option 2: Loading New Money Orders Into Keypad Memory**

*(If there are 10 or less money orders remaining in the machine, you may void them by using Option 5)* **Important! You must clear all remaining money orders from the keypad's memory before loading a new pack of money orders into your machine! To do this, follow the instructions listed in Option 4: Close Out Documents.**

If your keypad screen displays “No Documents” when you try to sell a money order, you’ll need to load a new pack of documents. Open the printer door to the machine. Press the number **2** on your keypad, and then press **Enter**. The screen on your keypad will display: **Enter 1<sup>st</sup> Serial No.**

Do NOT use the numbers from your yellow inventory form. You must look directly at the money orders to get the actual serial numbers.

Enter the **entire number** of the first money order in the new pack of money orders. (Be sure to include the check digit on the right)



Press **Enter**. The keypad will display:  
**Enter last serial #**

This is the number of the last document on the bottom of the new pack. Enter the entire number of the last money order in the new pack of money orders. (Be sure to include the check digit on the right) Now press **Enter**. If this is a partial pack, the keypad will display: **“Partial Pack? Press Enter or Escape”**. Press **Enter**. Now look at your money order printer. Turn the silver wheel on the right to advance the money order so it is level with the top of the tear bar. Close the door. Press **Clear**. The money order will “pop up” allowing you to see the first money order serial number. Enter the exposed serial number, including the check digit. Now press **Enter**. The money order will retract back into the printer. At this point, the first money order should be flush with the tear bar.

### **Option 3: Void Next Document**

Use Option 3 to void the next money order. Use this option if the printer jams while dispensing a money order or if damage is evident on the next money order.

To void the next money order, open your door and press **3**  
The keypad screen will display:

**Select Option**

**Void Next Document. \*03**

Press **Enter**. The keypad screen will display:

**“Void SN XXXXXXXXXXXX? Press Enter or ESC”**

If the correct serial # is displayed, press **Enter** to void.

*(Voids are confirmed on your Star SP200 printer, if so equipped)*

## **Option 4: Close Out Documents**

You **must** close out the serial numbers of the old pack before installing a new pack:

Open the door. Press **4**, then press **Enter**.

The keypad screen will display:

**Select Option**  
**Close Out Documents \*04**

Press **Enter** and the keypad screen will display:

**“Close out Documents? Press Enter or ESC”**

Press **Enter** to close them out. The keypad screen will display:

**“Remove Documents inside and press clear”**

Remove the old documents, and proceed to option 2.

If you’re having problems closing out your old documents, call the ***MGO Q Help Desk*** at: 1-800-922-8079.

## **Option 5: Voiding Remaining Documents**

Use Option 5 to void documents remaining in the dispenser.  
(The number of documents cannot exceed 10)

To void remaining documents: Open the dispenser door.  
Press **5**, then **Enter**. The keypad screen will display:

**Void Remaining Docs?**  
**Press Enter or ESC**

Press **Enter**.

The dispenser repeatedly prints “VOID” across the face of all remaining documents left in the machine. You will need to load a new pack of money orders into your machine after voiding the remaining documents. Refer to **Option 2: Loading New Money Orders** for a step-by-step guide on how to load a new pack of money orders into your machine.

## **Option 6: Operator Passcodes**

Use Option 6 to add or delete operator passcodes.

You can assign passcodes for up to 64 different operators.

Each operator ID is linked to an operator passcode. The operator ID consists of a two digit number that corresponds to the passcode assigned to that operator. The reports and the money orders display the operator ID but they do NOT display the actual user's passcode. (Ex: Operator ID 01 has a passcode of 4321)

To add operator passcodes: Open door. Press **6**, then press **Enter**. The keypad screen will display:

<b>ID</b>	<b>Passcode</b>
<b>*01</b>	<b>4321</b> (your passcode should be 4 digits)

Press **Enter** and the \* will move to the middle of the screen.

Type in your new passcode. Press **Enter** and the \* will move back to the left under "ID". Press **Next Option** button to move to Operator ID 02. Press **Enter** to move \* to the right. Enter the next passcode. Repeat this process until all passcodes are entered.



## **Option 7: Set System Clock**

Use Option 7 to set the time, date, and day of the week. Your programming will automatically adjust for Daylight Savings Time, if applicable. To change the time/date/day manually, you will have to open the printer door. Press **7**, then **Enter**. The keypad screen will display:

### **Enter Date**

**\*01/01/2006**

Enter **today's date** then press **Enter**. Keypad will display:

### **Select Day**

**\*Monday**

Change the day by pressing **Next Option** or **Previous Option**. Once the desired day is selected, press **Enter**.

### **Enter Time**

**\*09:00 AM**

Enter the correct time and press **Enter**.

### **Auto DST? (Daylight Savings Time)**

Press **Enter** once to make the asterisk appear. Use the “next option” button to change the screen to read, “no”. Now press enter.

## Issuing a Money Order:

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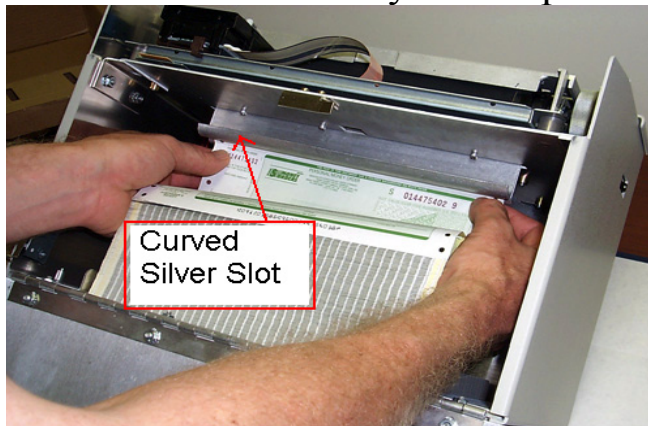
1. Type in your Operator Code.
2. Press **Enter** Key.
3. Type in the amount of the money order. Press **Enter**. (If you want to print multiple money orders for different amounts, type in each amount and make sure you press **Enter** after each amount.)
4. Press **Print** button once for a subtotal. (you may need to enter a customer's payment if you're required to calculate change)
5. Press **Print** again to Print Money Order(s).

## Voiding a money order:

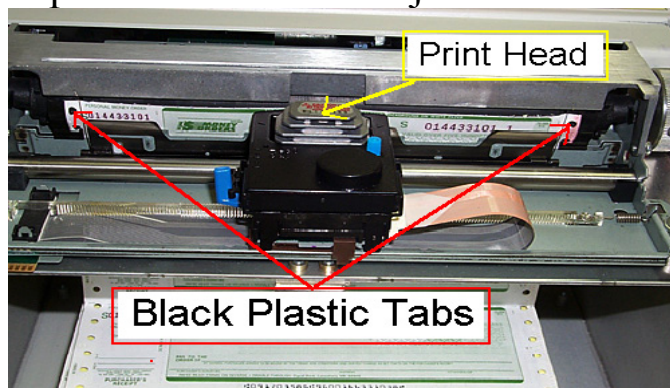
1. Type in your Operator Code
2. Press **Enter** Key
3. Press **Void** Key
4. Type in the serial # for the document you wish to void
5. Press **Enter** Key
6. Enter amount of document you wish to void
7. Press **Enter** Key
8. Void Verification will be displayed on the screen. Press **ESC** to exit.  
**Important! Documents may only be voided prior to the machine's daily closeout!**  
**Be sure to void your money orders as soon as possible!**

## How to Load the Money Orders into the Machine:

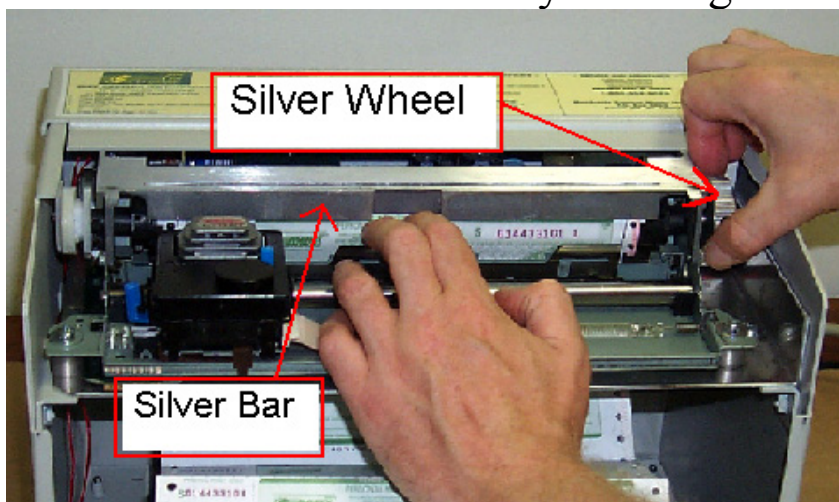
1. Remove the new pack of money orders from the cardboard box.
2. Look at the serial numbers of the first & last money orders in the **new** pack. You **must** load the documents into the machine starting with the **first** serial number of the new pack. This will be the **lowest** number in your new pack.
3. Open the printer door of your money order machine with your MEMO key.
4. Place the new pack of money orders inside the printer with the lowest serial number facing up.
5. Feed the first money order up through the middle of curved the silver slot.



6. The holes on the sides of the money order must catch the black plastic tabs on BOTH sides of the printer assembly, or else jamming may occur. The black plastic tabs can be adjusted to match the money order width.



7. After the money order is hooked evenly on both of the black plastic tabs, slowly turn the silver wheel upward on the right side of the printer assembly. This will turn the black plastic roller and move the money order up. Next, gently move the print head to the left.
8. The money order may get caught on the silver bar as you move it upward. Use your fingers to push the top edge of the money order behind the silver bar as you turn the silver wheel. (The wires are there to hold the money order against roller)

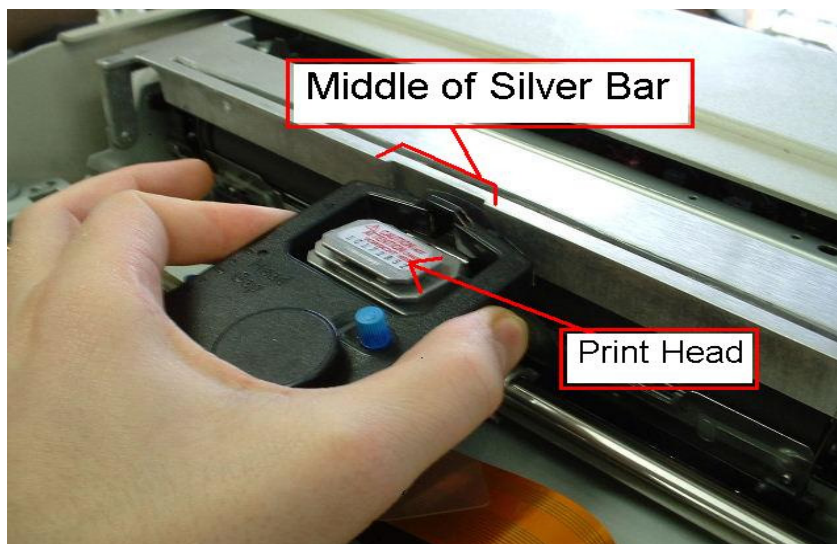


9. Wind the wheel until the first money order is flush with the top of the silver bar. **Leave the door OPEN.**
10. Proceed to Option 2 to load the serial numbers of the money orders. ***Reminder: You must clear all previous money orders from the keypad's memory before loading a new pack of money orders into your machine!*** In order to do this, follow the instructions listed in **Option 4: Close Out Documents.**

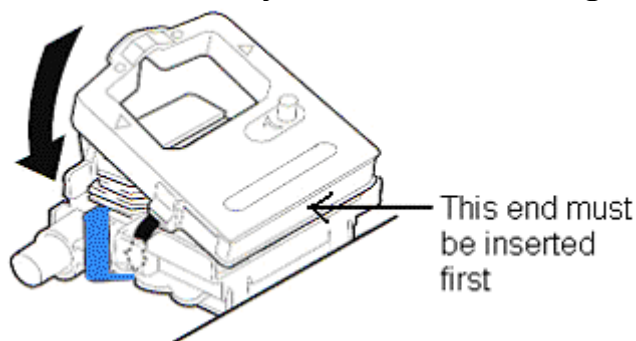
## **How to change the Ribbon in your Electra Printer**

If you notice the ink getting light on your Money Orders, you'll need to change your ink ribbon. These may be purchased from MEMO at: 1-800-922-8079.

1. Open printer door
2. Slide ribbon assembly to the middle of the silver bar.
3. Grasp the old ribbon by both sides as illustrated below and lift the ribbon from the print head.



4. Place the new ribbon onto the ribbon assembly.
5. Be sure to insert the end closest to you first, and then gently push down.



After installation, make sure the blue bar on the left is pulled all the way back toward you. Do not push the blue lever forward!



## FREQUENTLY ASKED QUESTIONS

*My Keypad reads “Waiting on Lister”. How do I get it to work again?*

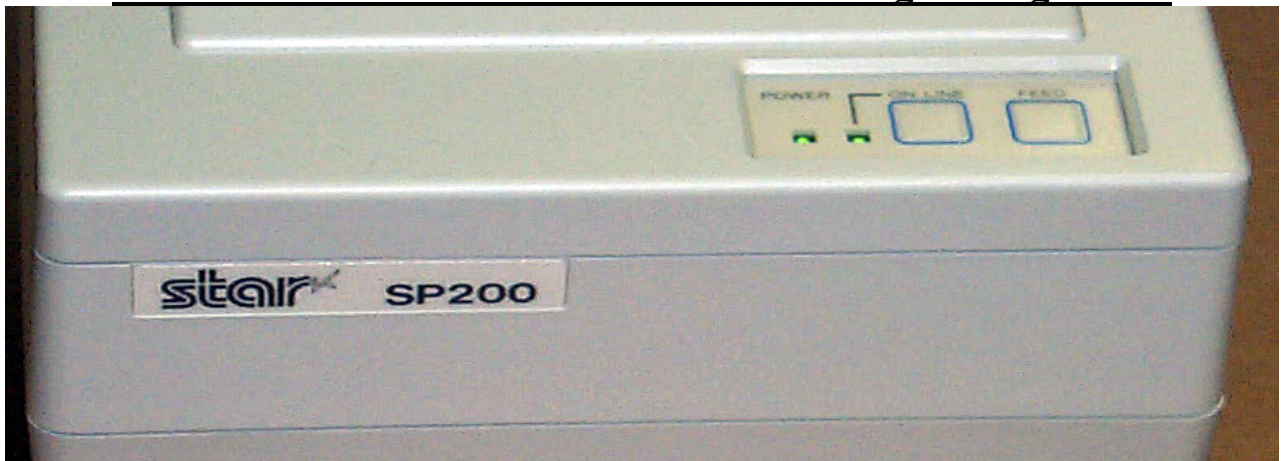
The “Lister” is your Star SP200 printer that prints your reports. Make sure the printer has paper in it. The power button will blink if your printer is out of paper. (Paper can be ordered from MEMO at: 1-800-922-8079,

or purchased from an office supply store) **The Star uses standard 3” paper! Do not attempt to use any other size paper in your Star report printer!**

After loading the paper, press the “ON LINE” button to turn BOTH green lights on.

***The Star printer will not work unless both lights are on.***

**Press the “ON LINE” button to turn both green lights on.**



If the keypad still reads, “**Waiting on Lister**” you may need to turn the power off to both of the printers at the same time. The Star printer’s power switch is on the back and the Money Order printer’s power switch is on the upper right side of the printer box. Turn both switches back on. Now BOTH green lights should be lit on the Star printer and your keypad should read, “**xxxx Enter Passcode**”. If not, check to see that the Star printer’s cable is fully connected to the keypad. If both green lights are NOT on, call the MGO Q Help Desk at 1-800-922-8079.

**Tip:** Periodically verify that the serial number printed in the middle of the money order matches the pre-printed serial number on the upper right hand side. If the serial numbers do not match, open your printer door and then shut it and lock it. Before printing another money order, you’ll be asked to “enter the exposed serial number”. Enter the exposed serial number and the machine should correct itself by voiding the documents that were out of sequence. If this doesn’t work, call the MGO Q Helpdesk.

*My machine tries to dial and redial when I try to issue the first money order of the day. What can I do about this?*

It is important that this problem be resolved **immediately** so that there are no problems with your money order account. First, check to make sure that there is a telephone cord going from the “LINE” port in the back of your keypad **DIRECTLY** to a telephone wall jack. If the MEMO machine shares the line with a telephone, or another machine, the other machine may be plugged into the “PHONE” port in the back of the keypad. This is a built in splitter, and therefore no splitter is required at the walljack. Unplug and replug all phone cords to ensure a good connection.

In some instances, a bad walljack may cause a problem. Plug a telephone into the walljack where the MEMO machine was plugged in to check for a dialtone. If there is no dialtone, the MEMO machine will need to be plugged into a different walljack. Your phone company will have to be called to fix the dead walljack.

Once a good telephone connection is established, your money order sales information must be sent to MEMO. To do this, type in your passcode, press **Enter**. The keypad should display:

**“Enter Amount”** Press the **PHONE** button.

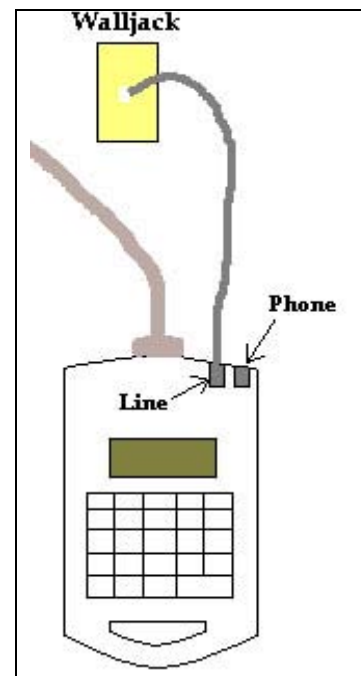
The keypad should display:

**Communications**

**Dial Out**

Press **Enter** three times, and machine will dial and connect to MEMO’s computer. A successful transmission will display these messages:

**“Communications Up” “Received Password” “Password Valid”**. After you have completed this procedure, your machine will automatically transmit your daily sales in the future. If the keypad reads **“Please Check Line”** or **“Manual Dial Failed”** there is still a problem. Contact the MEMO Help Desk at 1-800-922-8079 for assistance.



# Understanding the Daily Report (Money Orders Only)

Your Daily Report will print automatically each night at a pre-programmed time, set by your sales representative.

## -----DAILY REPORT-----

**In this example, the retail selling price (“fee”) is 50 cents.**

**Mon 03/01/04 11:00 PM**

**MEMO’s charge (“comm”) is 25 cents.**

**STORE #: 1**

**AGENT #: 99999**

**BEG SN#: 98765431-9**

-Serial numbers of money orders sold on the date of your Daily Report

**END SN#: 98765432-8**

## ---MONEY ORDERS---

<b>TOT. DUE</b>	<b>\$130.50</b>	-Amount owed to MEMO (Dispensed + Value Comm.)
<b>VALUE COMM.</b>	<b>\$ 00.50</b>	-MEMO’s charge multiplied by the number of money orders sold
<b>DISPENSED</b>	<b>\$130.00</b>	-Total dollar amount of money orders sold
<b>VALUE FEE</b>	<b>\$001.00</b>	-Your retail price multiplied by the number of money orders sold
<b>COLLECTED</b>	<b>\$131.00</b>	-“Value Fee” plus “Dispensed”
<b>NO. DOC. DISP.</b>	<b>2</b>	-The number of money orders that were sold
<b>NF DOC. TOT</b>	<b>\$ 0.00</b>	-The total dollar amount of <b>No Fee</b> money orders sold
<b>NONFEE DOC.DISP.</b>	<b>0</b>	-The number of <b>No Fee</b> money orders sold
<b>FEE DOC TOT</b>	<b>\$131.00</b>	-The total dollar amount of money orders sold at your retail price
<b>FEE DOC DISP.</b>	<b>2</b>	-The number of money orders sold at your retail price
<b>VALUE VOID</b>	<b>\$ 0.00</b>	-Your retail price multiplied by the number of money orders voided
<b>NUMBER VOID</b>	<b>0</b>	-The number of money orders that were voided
<b>DOCS LEFT</b>	<b>800</b>	- The number of money orders left in the current pack
<b>LAST DAILY CLOSE OUT</b>		
<b>Sun 02/29/2004 11:00PM</b>		



# Understanding the Cumulative Report

If you remit funds to MEMO twice per week, your money order machine will print an additional report (Cumulative Summary) automatically on Sunday (for Thursday through Sunday sales) and Wednesday (for Monday through Wednesday sales) after the Daily Report has printed.

If you remit funds to MEMO once per week, your machine will print an additional report (Cumulative Summary) automatically at the end of your sales week, after the Daily Report has printed.

## -----CUMULATIVE SUMMARY-----

**SUN 03/07/04 11:05 PM**      **In this example, the retail selling price (fee) is 50 cents.**

**STORE #: 1**      **MEMO's charge (commission) is 25 cents.**

**AGENT #: 99999**

**INCLUDES DATES:**

**03/01/04 to 03/07/04**

**BEG SN#: 98765431-9**      -Serial numbers of money orders sold during the "included dates".

**END SN#: 98765490-4**      In this example, the dates are 03/01/04 to 03/07/04

## ---MONEY ORDERS---

<b>TOT. DUE</b>	<b>\$2415.00</b>	-Amount owed to MEMO (Dispensed + Value Comm.)
<b>VALUE COMM.</b>	<b>\$15.00</b>	-MEMO's charge multiplied by the number of money orders sold
<b>DISPENSED</b>	<b>\$2400.00</b>	-Total dollar amount of money orders sold
<b>VALUE FEE</b>	<b>\$ 30.00</b>	-Your retail price multiplied by the number of money orders sold
<b>COLLECTED</b>	<b>\$2430.00</b>	-"Value Fee" plus "Dispensed"
<b>NO. DOC. DISP</b>	<b>60</b>	-The number of money orders that were sold
<b>NF DOC. TOT</b>	<b>\$ 0.00</b>	-The total dollar amount of <b>No Fee</b> money orders sold
<b>NONFEE DOC.DISP.</b>	<b>0.00</b>	-The number of <b>No Fee</b> money orders sold
<b>FEE DOC TOT</b>	<b>\$2430.00</b>	-The total dollar amount of money orders sold at your retail price
<b>FEE DOC DISP.</b>	<b>60</b>	-The number of money orders sold at your retail price
<b>VALUE VOID</b>	<b>\$0.00</b>	-Your retail price multiplied by the number of money orders voided
<b>NUMBER VOID</b>	<b>0</b>	-The number of money orders that were voided
<b>DOCS LEFT</b>	<b>740</b>	- The number of money orders left in the current pack

**LAST SUMMARY REPORT**

**Sun 02/29/2004 11:05PM**

# Understanding the Daily Report

Your Daily Report will provide you with information concerning all the money orders issued for the day. The Daily Report will print automatically each night at a pre-programmed time, set by your sales representative.

## -----DAILY REPORT-----

**Mon 03/01/04 11:00 PM**

**In this example, the retail selling price (fee) is 50 cents.**

**STORE #: 1**

**MEMO's charge (commission) is 25 cents.**

**AGENT #: 99999**

**BEG SN#: 98765431-9**

-Serial numbers of money orders sold on the date of your Daily Report

**END SN#: 98765435-5**

## ---MONEY ORDERS---

**TOT. DUE \$ 130.50**

-Amount owed to MEMO\* (Dispensed + Value Comm.)

**VALUE COMM. \$ 00.50**

-Memo's charge multiplied by the number of money orders sold

**DISPENSED \$ 130.00**

-Total dollar amount of money orders sold

**VALUE FEE \$ 1.00**

-Your retail price multiplied by the number of money orders sold

**COLLECTED \$ 131.00**

-"Value Fee" plus "Dispensed"

**NO. DOC. DISP. 2**

-The number of money orders that were sold

**NF DOC. TOT \$ 0.00**

-The total dollar amount of **No Fee** money orders sold

**NONFEE DOC.DISP. 0.00**

-The number of **No Fee** money orders sold

**FEE DOC TOT \$ 131.00**

-The total dollar amount of money orders sold at your retail price

**FEE DOC DISP. 2**

-The number of money orders sold at your retail price

**VALUE VOID \$ 0.00**

-Your retail price multiplied by the number of money orders voided

**NUMBER VOID 0**

-The number of money orders that were voided

**DOCS LEFT 800**

- The number of documents left in the current pack

## Understanding the Cumulative Report

If you remit funds to MEMO twice per week, your money order machine will print an additional report (Cumulative Summary) automatically on Sunday (for Thursday through Sunday sales) and Wednesday (for Monday through Wednesday sales) after the Daily Report has printed.

If you remit funds to MEMO once per week, your machine will print an additional report (Cumulative Summary) automatically at the end of your sales week, after the Daily Report has printed.

### -----CUMULATIVE SUMMARY-----

**SUN 03/07/04 11:05 PM**      **In this example, the retail selling price (fee) is 50 cents.**

**STORE #: 1**      **MEMO's charge (commission) is 25 cents.**

**AGENT #: 99999**

**INCLUDES DATES:**

**03/01/04 to 03/07/04**

**BEG SN#: 98765431-9**

**END SN#: 98765492-2**

### ---MONEY ORDERS---

<b>TOT. DUE</b>	<b>\$ 2415.00</b>	-Amount owed to MEMO (Dispensed + Value Comm.)
<b>VALUE COMM.</b>	<b>\$15.00</b>	-MGO Q's charge multiplied by the number of money orders sold
<b>DISPENSED</b>	<b>\$ 2400.00</b>	-Total dollar amount of money orders sold
<b>VALUE FEE</b>	<b>\$ 30.00</b>	-Your retail price multiplied by the number of money orders sold
<b>COLLECTED</b>	<b>\$ 2430.00</b>	-"Value Fee" plus "Dispensed"
<b>NO. DOC. DISP.</b>	<b>60</b>	-The number of money orders that were sold
<b>NF DOC. TOT</b>	<b>\$ 0.00</b>	-The total dollar amount of <b>No Fee</b> money orders sold
<b>NONFEE DOC. DISP</b>	<b>0</b>	-The number of <b>No Fee</b> money orders sold
<b>FEE DOC TOT</b>	<b>\$ 2430.00</b>	-The total dollar amount of money orders sold at your retail price
<b>FEE DOC DISP.</b>	<b>60</b>	-The number of money orders sold at your retail price
<b>VALUE VOID</b>	<b>\$ 0.00</b>	-Your retail price multiplied by the number of money orders voided
<b>NUMBER VOID</b>	<b>0</b>	-The number of money orders that were voided
<b>DOCS LEFT</b>	<b>738</b>	-The number of money orders left in the current pack