

CREDIT SALE	
DISPLAY	ACTION
Payment App 1. Credit Menu 2. Debit Menu 3. EBT Menu	Press [ENTER] to select Credit Menu .
Credit Menu 1. Sale/Purchase 2. Add Tip 3. Return	Press [1] to select Sale/Purchase .
Credit Sale Server ID [ENTER] or [CANCEL]	Key the server ID and press [ENTER] .
Credit Sale Enter Amount \$00.00 [ENTER] or [CANCEL]	Key the sale amount and press [ENTER] .
Credit Sale Swipe/Insr Card [ENTER] or [CANCEL]	Slide the card through the card reader, wave the card, insert the card or key the card number, and press [ENTER] .
Select Application 1. XXXXXX 2. XXXXXX	Select the appropriate option.
Processing... Do Not Remove Card!	Wait for further direction.
Enter PIN [ENTER] or [CANCEL]	Key the PIN on the keypad and press [ENTER] .
Connecting...	Wait for an approval and for the merchant copy of the receipt to print.
Customer Copy? 1. Yes 2. No	Select the appropriate response.
Completed Remove Card Press [CANCEL]	Ensure customer removes card.

DEBIT SALE	
DISPLAY	ACTION
Payment App 1. Credit Menu 2. Debit Menu 3. EBT Menu	Press [2] and select Debit Menu .
Debit Menu 1. Sale/Purchase 2. Return 3. Balance Inquiry	Press [ENTER] to select Sale/Purchase .
Debit Sale Server ID [ENTER] or [CANCEL]	Key the server ID and press [ENTER] .
Debit Sale Enter Amount \$00.00 [ENTER] or [CANCEL]	Key the sale amount and press [ENTER] .
Debit Sale Enter Cashback Amt \$00.00 [ENTER] or [CANCEL]	Key the cashback amount and press [ENTER] .
Debit Sale Swipe/Insr Card [ENTER] or [CANCEL]	Swipe or insert the card.
PLS Input PIN	Key the PIN on the keyboard and press [ENTER] .
Connecting...	Wait for approval and for the receipt to print.
Customer Copy? 1. Yes 2. No	Select the appropriate response.

CREDIT RETURN	
DISPLAY	ACTION
Payment App 1. Credit Menu 2. Debit Menu 3. EBT Menu	Press [ENTER] to select Credit Menu .
Credit Menu 1. Sale/Purchase 2. Add Tip 3. Return	Press [3] to select Return .
Credit Return Server ID [ENTER] or [CANCEL]	Key the server ID and press [ENTER] .
Credit Return Enter Amount \$00.00 [ENTER] or [CANCEL]	Key the sale amount and press [ENTER] .
Credit Return Swipe/Insr Card [ENTER] or [CANCEL]	Slide the card through the card reader, wave the card, insert the card or key the card number, and press [ENTER] .
Select Application 1. XXXXXX 2. XXXXXX	Select the appropriate option.
Processing... Do Not Remove Card!	Wait for further direction.
Connecting...	Wait for an approval and for the merchant copy of the receipt to print.
Customer Copy? 1. Yes 2. No	Select the appropriate response.
Completed Remove Card Press [CANCEL]	Ensure customer removes card.

ADD TIP	
DISPLAY	ACTION
Payment App 1. Credit Menu 2. Debit Menu 3. EBT Menu	Press [ENTER] to select Credit Menu .
Credit Menu 1. Sale/Purchase 2. Add Tip 3. Return	Press [2] to select Add Tip .
Add Tip Transaction ID [CANCEL] [ENTER]	Type the password and then press [ENTER] .
Verify Transaction Trn# X 01/01/16 00:00 Card: xxxxxx#### Amt \$xx.xx [CANCEL] [ENTER]	Press [ENTER] .
Add Tip Enter Tip Amt \$0.00 [CANCEL] [ENTER]	Key the tip amount and then press [ENTER] .
Verify Amount Amount: \$xxx.xx Tip: \$xx.xx Total: \$xxx.xx [CANCEL] [ENTER]	Press [ENTER] .
Approved Auth Code XXXXXX	Wait for the receipt to print.
Customer Copy? 1. Yes 2. No	Select the appropriate response.

VOID	
DISPLAY	ACTION
Payment App 1. Credit Menu 2. Debit Menu 3. EBT Menu	Press [5] to select Void .
Void 1. Last Transaction 2. By Transaction ID	Select the appropriate option.

VOID (CONTINUED)	
DISPLAY	ACTION
Void Transaction ID [ENTER] or [CANCEL]	Key the transaction ID number and press [ENTER] .
Verify Transaction B# XX T# X \$xx.xx 01/01/16 00:00 Card: xxxxxx#### [ENTER] or [CANCEL]	Confirm the card number and the transaction amount, and press [ENTER] .
Customer Copy? 1. Yes 2. No	Select the appropriate response.

END OF DAY - SETTLEMENT	
DISPLAY	ACTION
Payment App 1. Credit Menu 2. Debit Menu 3. EBT Menu	Press down arrow to select End Of Day .
User ID Supervisor & Up [ENTER] or [CANCEL]	Key the manager ID and then press [ENTER] .
Password [ENTER] or [CANCEL]	Type the password and then press [ENTER] .
End Of Day 1. Settlement 2. Report Menu 3. View Trans	Press [ENTER] to select Settlement .
Settlement 1. Close Batch 2. Last Batch Inq 3. EMV Keys Update	Press [ENTER] to select Close Batch .
Close Batch Print Report? [ENTER] or [CANCEL]	Press [ENTER] to print report.
Close Batch Confirm Settlement? [ENTER] or [CANCEL]	Press [ENTER] .
Close Batch Open Tips ENTER to Continue [ENTER] or [CANCEL]	Press [CANCEL] to edit tips or press [ENTER] to continue.
Connecting...	No action needed.
Batch is Released	Wait for the settlement report to print.

KEYED CREDIT SALE	
DISPLAY	ACTION
Payment App 1. Credit Menu 2. Debit Menu 3. EBT Menu	Press [ENTER] to select Credit Menu .
Credit Menu 1. Sale/Purchase 2. Add Tip 3. Return	Press [1] to select Sale/Purchase .
Credit Sale Server ID [ENTER] or [CANCEL]	Key the server ID and press [ENTER] .
Credit Sale Enter Amount \$0.00 [ENTER] or [CANCEL]	Key the sale amount and press [ENTER] .
Credit Sale Swipe/Insrt Card [ENTER] or [CANCEL]	Key the card number, and then press [ENTER] .
Credit Sale Expiration Date [ENTER] or [CANCEL]	Key the expiration date and press [ENTER] .
Card present? 1. Yes 2. No	Select the desired response.
Credit Sale Enter V-Code [ENTER] or [CANCEL]	Key the CVV code and then press [ENTER] .
Credit Sale Enter Zip Code [ENTER] or [CANCEL]	Key the cardholder's billing zip code and press [ENTER] .
Credit Sale Enter Street Addr [ENTER] or [CANCEL]	Key the cardholder's billing address and press [ENTER] .
Connecting...	Wait for approval and for the receipt to print.
Customer Copy? 1. Yes 2. No	Select the appropriate response.

AVS RESPONSE CODES**VISA**

- Y** Address & 5-digit or 9-digit ZIP match (Domestic only)
- A** Address matches, ZIP code does not
- S** AVS not supported at this time (Domestic only)
- R** Issuer's authorization system is unavailable, try again later (Domestic only)
- U** Unable to perform address verification because either address information is unavailable or Issuer does not support AVS (Domestic only)
- Z** Either 5-digit or 9-digit ZIP matches, address does not or not included in request
- N** Neither the ZIP nor the address matches
- B** Address matches, ZIP not verified
- P** ZIP matches, address not verified
- C** Address and ZIP code not verified due to incompatible formats
- D** Address and ZIP code match (International only)
- G** Address not verified for International transaction (International only)
- I** Address not verified (International only)
- M** Address and ZIP code match (International only)

AMERICAN EXPRESS

- Y** Yes, address and ZIP code are both correct
- A** Address only is correct
- S** AVS not supported at this time
- R** System is unavailable; retry
- U** The necessary information is not available, account number is neither U.S. nor Canadian
- Z** ZIP code only is correct
- N** Neither the ZIP nor the address matches

MASTERCARD

- Y** Exact, all digits match, 5-digit ZIP code
- A** Address matches, ZIP code does not
- S** AVS not supported at this time
- R** Retry, system unable to process
- U** No data from issuer/Authorization system
- Z** 5-digit ZIP code matches, but address does not
- N** Neither the ZIP nor the address matches
- W** For U.S. addresses, 9-digit ZIP code matches, but address does not; for address outside of U.S., the ZIP code matches, address does not
- X** Exact, all digits match, 9-digit ZIP code

DISCOVER

- Y** Address only matches
- A** Address and 5-digit ZIP code match
- S** AVS not supported at this time
- U** Retry, system unable to process
- Z** 5-digit ZIP code matches, but address does not
- N** Neither the ZIP nor the address matches
- W** No data from issuer/authorization system
- X** Address and 9-digit ZIP code match
- T** 9-digit ZIP code matches, but address does not

DEFINITION OF TERMS

SaF (STORE & FORWARD): Normally used during connectivity issues or when experiencing no wireless services.

Warning: When using the Store & Forward function, a valid authorization is not received from the issuer until the transaction is submitted for settlement!

V-CODE: Typically a 3 or 4 digit number found on the back of the credit card.

ZIP CODE: Customer's billing zip code.

STREET ADDRESS: Customer's billing address.

Example:

Joe Cardholder
321 Main St
Anytown, USA 12345

Street Address is **321**, zip code is **12345**

APPROVAL CODE: Authorization code for a specific amount. Typically, 6 digits, but can contain letters.

BATCH ID: Current days batch ID. Found on each receipt or on report. *Batch Updated Successfully* is a common response, press [ENTER] or wait for terminal to continue.

TRANS ID: Transaction ID. Found on each receipt or on report.

TRANS SEQ: Transaction Sequence. Found on each receipt or on report.

PIN: Customer's Personal Identification Number, required for each debit or online transaction.

CNP: Card Not Present interchange, requiring Invoice and AVS.