

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

DEBIT SALE	
DISPLAY	ACTION
Payment App CREDIT DEBIT EBT S&F	Tap <b>Debit</b> .
Debit Menu 1. Sale/Purchase 2. Return 3. Balance Inquiry	Tap <b>Sale/Purchase</b> .
Debit Sale Server ID [CANCEL] [ENTER]	Key the server ID and tap <b>[ENTER]</b> .
Debit Sale Enter Amount \$0.00 [CANCEL] [ENTER]	Key the sale amount and tap <b>[ENTER]</b> .
Debit Sale Enter Cashback Amt \$0.00 [CANCEL] [ENTER]	Key the cashback amount and tap <b>[ENTER]</b> .
Debit Sale Swipe/Insrt Card [CANCEL] [ENTER]	Swipe or insert the card.
PLS Input PIN	Allow customer to key the PIN on the keypad and tap <b>[ENTER]</b> .
Connecting...	Wait for approval and for the receipt to print.
Customer Copy? 1. Yes 2. No	Tap the appropriate response.

CREDIT RETURN	
DISPLAY	ACTION
Payment App CREDIT DEBIT EBT S&F	Tap <b>Credit</b> .
Credit Menu 1. Sale/Purchase 2. Add Tip 3. Return	Tap <b>Return</b> .
Credit Return Server ID [CANCEL] [ENTER]	Key the server ID and tap <b>[ENTER]</b> .
Credit Return Enter Amount \$00.00 [CANCEL] [ENTER]	Key the sale amount and tap <b>[ENTER]</b> .
Credit Return Swipe/Insrt Card [CANCEL] [ENTER]	Slide the card through the card reader, wave the card, insert the card or key the card number, and tap <b>[ENTER]</b> .
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 receipt to print.
Customer Copy? 1. Yes 2. No	Tap the appropriate response.
Completed Remove Card [CANCEL]	Ensure customer removes card.

ADD TIP	
DISPLAY	ACTION
Payment App CREDIT DEBIT EBT S&F	Tap <b>Credit</b> .
Credit Menu 1. Sale/Purchase 2. Add Tip 3. Return	Tap <b>Add Tip</b> .
Add Tip Transaction ID [CANCEL] [ENTER]	Type the password and then tap <b>[ENTER]</b> .
Verify Transaction Trn# X 01/01/16 00:00 Card: xxxxxx#### Amt \$xx.xx [CANCEL] [ENTER]	Tap <b>[ENTER]</b> .
Add Tip Enter Tip Amt \$0.00 [CANCEL] [ENTER]	Key the tip amount and then tap <b>[ENTER]</b> .
Verify Amount Amount: \$xxx.xx Tip: \$xx.xx Total: \$xxx.xx [CANCEL] [ENTER]	Tap <b>[ENTER]</b> .
Approved	Wait for the receipt to print.
Customer Copy? 1. Yes 2. No	Tap the appropriate response.

VOID	
DISPLAY	ACTION
Payment App CREDIT DEBIT EBT S&F	Press down arrow and then tap <b>Void</b> .
Void/Reversal 1. Last Transaction 2. By Transaction ID	Tap the appropriate option.
Void Transaction ID [CANCEL] [ENTER]	Key the transaction ID number and tap <b>[ENTER]</b> .

VOID (CONTINUED)	
DISPLAY	ACTION
Verify Transaction Trn# X 01/01/16 00:00 Card: xxxxxx#### Amt \$xx.xx [CANCEL] [ENTER]	Confirm the card number and the transaction amount, and tap <b>[ENTER]</b> .
Approved	Wait for approval and for the receipt to print.
Customer Copy? 1. Yes 2. No	Tap the appropriate response.

END OF DAY - SETTLEMENT	
DISPLAY	ACTION
Payment App CREDIT DEBIT EBT S&F	Slide touch screen to left or press down arrow and tap <b>End Of Day</b> .
User ID Supervisor & Up [CANCEL] [ENTER]	Key the manager ID and then tap <b>[ENTER]</b> .
Password [CANCEL] [ENTER]	Type the password and then tap <b>[ENTER]</b> .
End Of Day 1. Settlement 2. Report Menu 3. View Trans	Tap <b>Settlement</b> .
Settlement 1. Close Batch 2. Last Batch Inq 3. EMV Keys Update	Tap <b>Close Batch</b> .
Close Batch Open Tips ENTER to Continue [CANCEL] [ENTER]	Tap <b>[CANCEL]</b> to edit tips or tap <b>[ENTER]</b> to continue.
Close Batch Print Report? [CANCEL] [ENTER]	Tap <b>[ENTER]</b> .
Close Batch Confirm Settlement? [CANCEL] [ENTER]	Tap <b>[ENTER]</b> .
Connecting...	Wait for the settlement to process.
Batch is Released	Wait for the settlement report to print.

KEYED CREDIT SALE	
DISPLAY	ACTION
Payment App CREDIT DEBIT EBT S&F	Tap <b>Credit</b> .
Credit Menu 1. Sale/Purchase 2. Add Tip 3. Return	Tap <b>Sale/Purchase</b> .
Credit Sale Server ID [CANCEL] [ENTER]	Key the server ID and tap <b>[ENTER]</b> .
Credit Sale Enter Table # [CANCEL] [ENTER]	Key the table number and tap <b>[ENTER]</b> .
Credit Sale Enter Amount \$0.00 [CANCEL] [ENTER]	Key the sale amount and tap <b>[ENTER]</b> .
Credit Sale Swipe/Insr Card [CANCEL] [ENTER]	Key the card number, and then tap <b>[ENTER]</b> .
Credit Sale Expiration Date [CANCEL] [ENTER]	Key the expiration date and tap <b>[ENTER]</b> .
Card present? 1. Yes 2. No	Tap the appropriate response.
Credit Sale Enter V-Code [CANCEL] [ENTER]	Key the CVV code and then tap <b>[ENTER]</b> .
Credit Sale Enter Zip Code [CANCEL] [ENTER]	Key the cardholder's billing zip code and tap <b>[ENTER]</b> .
Credit Sale Enter Street Addr [CANCEL] [ENTER]	Key/tap the cardholder's billing address and tap <b>[ENTER]</b> .
Connecting...	Wait for approval and for the receipt to print.
Customer Copy? 1. Yes 2. No	Tap 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.