TIP ADJUST (Open Batch Only)

Your Action	Terminal Display	
Press **[Tip]**	Retrieve By	Srvr **[F1]** / Amt **[F2]** / Acct **[F3]** / Inv # **[F4]**
Press **[F3]** for Acct	Last 4 digits	
Key in Last 4 of the Credit Card Number **[Enter]**	Inv#: XX / [Card Type] / [Trans Type] / Last 4 / $x.xx	Adj **[F1]** / Prev **[F2]** / Next **[F3]** / Inv # **[F4]**
Press **[F1]** for Adj	New Tip: $ 0.00	
Key in Tip Amount **[Enter]**	Approved xxxxxx	
Press **[Cancel]** Twice to Add More Tips OR Press **[Cancel]** three times to Exit		
Note: Tip Adjust Not Allowed on PIN-BASED EMV, Debit Or EBT Sales.		

MANUAL SALE (Keyed Card Present)

Your Action	Terminal Display	
Press **[F2]** for Sale	Server ID	
Key in Server Number **[Enter]**	Amount	
Key in Amount **[Enter]**	Tip Amt	10% = X.XX **[F1]** / 15% = X.XX **[F2]** / 20% = X.XX **[F3]** / Other Amount **[F4]**
If applicable, Choose Tip Percent Note: If no tip is desired, press **[F4]** for Other Amount and press **[Enter]** when you see $0.00	Sale Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Card Entry or Account Number	
Key in Credit Card Number **[Enter]**	Choose Card	Credit **[F1]** / Debit **[F2]** / EBT **[F3]**
Press **[F1]** for Credit	ExpDate (MMYY)	
Key in Expiration Date (MMYY) **[Enter]**	Card Present?	Yes **[F1]** / No **[F2]**
Press **[F1]** for Yes	V-Code	
Key in CVV2 **[Enter]**	Zip Code	
Key in Cardholder's Billing Zip Code **[Enter]**	Receipt Prints Out	

MAIL/PHONE ORDER (Keyed Card Not Present)

Your Action	Terminal Display	
Press **[F3]** for Phone Order	Server ID	
Key in Server Number **[Enter]**	Amount	
Key in Amount **[Enter]**	Tip Amt	10% = X.XX **[F1]** / 15% = X.XX **[F2]** / 20% = X.XX **[F3]** / Other Amount **[F4]**
If applicable, Choose Tip Percent Note: If no tip is desired, press **[F4]** for Other Amount and press **[Enter]** when you see $0.00	Phone Order Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Account Number	
Key in Credit Card Number **[Enter]**	ExpDate (MMYY)	
Key in Expiration Date (MMYY) **[Enter]**	PO Number	
Key in 6 Digit PO Number **[Enter]**	V-Code	
Key in CVV2 **[Enter]**	Address	
Key in Cardholder's Billing Address **[Enter]**	Zip Code	
Key in Cardholder's Billing Zip Code **[Enter]**	Receipt Prints Out	

OFFLINE (Prior Card Present Transaction)

Your Action	Terminal Display	
Press **[More]** Twice	Off Line **[F1]**	
Press **[F1]** for Off Line	Server ID	
Key in Server Number **[Enter]**	Amount	
Key in Amount **[Enter]**	Tip Amt	10% = X.XX **[F1]** / 15% = X.XX **[F2]** / 20% = X.XX **[F3]** / Other Amount **[F4]**
If applicable, Choose Tip Percent	Card Entry or Account Number	
Key in Credit Card Number **[Enter]**	Choose Card	Credit **[F1]** / Debit **[F2]** / EBT **[F3]**
Press **[F1]** for Credit	ExpDate (MMYY)	
Key in Expiration Date (MMYY) **[Enter]**	Transaction ID	
Key in 15 Digit Transaction ID (from receipt) **[Enter]**	Approval Code	
Key in 6 digit Approval Code (from receipt) **[Enter]**	Receipt Prints Out	

OPEN TAB CREDIT CARD

Your Action	Terminal Display	
Press **[More]** Twice	Off Line **[F1]** / Tab **[F2]**	
Press **[F2]** for Tab	Open Tab **[F2]**	
Press **[F2]** for Open Tab	Server ID	
Key in Server Number **[Enter]**	Amount: $50.00	
Press **[Enter]** to Accept $50.00 **OR** Press **[Clear]** and then Key Amount **[Enter]**	Card Entry or Account Number	
Swipe or Tap Card	Open Tab Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Receipt Prints Out	

OPEN TAB EMV CARD

Your Action	Terminal Display	
Press **[More]** Twice	Off Line **[F1]** / Tab **[F2]**	
Press **[F2]** for Tab	Open Tab **[F2]**	
Press **[F2]** for Open Tab	Server ID	
Key in Server Number **[Enter]**	Amount: $50.00	
Press **[Enter]** to Accept $50.00 **OR** Press **[Clear]** and then Key Amount **[Enter]**	Card Entry or Account Number	
Insert EMV Card	Open Tab Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Remove Card	
Remove EMV Card from Terminal	Return Terminal to Server	
Hand Terminal Back to Server, Press **[Enter]**	Receipt Prints Out	

OPEN TAB REPORT (Open Batch Only)

Your Action	Terminal Display	
Press **[More]** Twice	Off Line **[F1]** / Tab **[F2]**	
Press **[F2]** for Tab	Open Tab **[F2]** / Close Tab **[F3]** / Del Tab **[F4]**	
Press **[More]** Once	Tab Rpt **[F1]**	
Press **[F1]** for Tab Report	Report Prints Out	

CLOSE TAB (Open Batch Only)

Your Action	Terminal Display	
Press **[More]** Twice	Off Line **[F1]** / Tab **[F2]**	
Press **[F2]** for Tab	Open Tab **[F2]** / Close Tab **[F3]** / Del Tab **[F4]**	
Press **[F3]** for Close Tab	Retrieve By	Inv# **[F1]** / Acct# **[F2]**
Press **[F2]** for Acct#	Last 4 digits	
Key in Last 4 of the Credit Card Number **[Enter]**	Inv#: XX / [Card Type] / [Trans Type] / Last 4 / $x.xx	Yes **[F1]** / No **[F2]** / Next **[F3]**
Press **[F1]** for Yes	Confirm Same Card	Yes **[F1]**
Press **[F1]** for Yes	Server ID	
Key in Server Number **[Enter]**	New Amt: $ 0.00	
Key in Amount **[Enter]**	Tip Amt	10% = X.XX **[F1]** / 15% = X.XX **[F2]** / 20% = X.XX **[F3]** / Other Amount **[F4]**
If applicable, Choose Tip Percent	Close Tab Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Receipt Prints Out	

VOID BY ACCOUNT (Cancel Transaction in Open Batch by Account Number)

Your Action	Terminal Display	
Press **[More]** Once	Void **[F1]**	
Press **[F1]** for Void	Void Last?	Yes **[F1]** / No **[F2]**
Press **[F2]** for No	Retrieve By	Inv# **[F1]** / Acct# **[F2]**
Press **[F2]** for Acct#	Last 4 digits	
Key in Last 4 of the Credit Card Number **[Enter]**	Inv#: XX / [Card Type] / [Trans Type] / Last 4 / $x.xx	Yes **[F1]** / No **[F2]** / Next **[F3]**
Press **[F1]** for Yes OR use Next to Scroll through the batch	Receipt Prints Out	

CREDIT CARD REFUND

Your Action	Terminal Display	
Press **[More]** Once	Void **[F1]** / Refund **[F2]**	
Press **[F2]** for Refund	Server ID	
Key in Server Number **[Enter]**	Amount	
Key in Amount including Tip* **[Enter]** *Note: Tip will not be prompted separately and should be included if needed. Tax will be prompted later, if applicable.	Refund Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Card Entry or Account Number	
Swipe or Tap Card	Choose Card	Credit **[F1]** / Debit **[F2]** / EBT **[F3]**
Press **[F1]** for Credit	Receipt Prints Out	

PIN-BASED DEBIT SALE (Swiped Only)

Your Action	Terminal Display	
Press **[F2]** for Sale	Server ID	
Key in Server Number **[Enter]**	Amount	
Key in Amount **[Enter]**	Tip Amt	10% = X.XX **[F1]** / 15% = X.XX **[F2]** / 20% = X.XX **[F3]** / Other Amount **[F4]**
If applicable, Choose Tip Percent Note: If no tip is desired, press **[F4]** for Other Amount and press **[Enter]** when you see $0.00	Sale Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Card Entry or Account Number	
Swipe Debit Card	Choose Card	Credit **[F1]** / Debit **[F2]**
Press **[F2]** for Debit	Enter PIN	
Cardholder Enters 4 Digit Pin on Pin Pad **[Enter]**	Receipt Prints Out	

PIN-BASED DEBIT RE-ENTER (Prior Pin-Based Debit Transaction)

Your Action	Terminal Display	
Press **[More]** Twice	Off Line **[F1]**	
Press **[F1]** for Off Line	Server ID	
Key in Server Number **[Enter]**	Amount	
Key in Amount **[Enter]**	Tip Amt	10% = X.XX **[F1]** / 15% = X.XX **[F2]** / 20% = X.XX **[F3]** / Other Amount **[F4]**
If applicable, Choose Tip Percent	Sale Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Card Entry or Account Number	
Key in Debit Card Number **[Enter]**	Choose Card	Credit **[F1]** / Debit **[F2]**
Press **[F2]** for Debit	Sale **[F1]**	
Press **[F1]** for Sale	Network Id	
Key in 3 Digit Network ID from Receipt **[Enter]**	Settlement Date	
Key in Settle Date of Transaction (MMDD) from Receipt **[Enter]**	Orig Tran Date	
Key in Date of Transaction (MMDDYY) from Receipt **[Enter]**	Orig Time	
Key in Time of Transaction (HHMMSS) from Receipt **[Enter]**	Orig Trace No	
Key in 6 Digit Trace Number from Receipt **[Enter]**	Retrieval No	
Key in 12 Digit Retrieval Number from Receipt **[Enter]**	Appr Code	
Key in 6 digit Approval Code **[Enter]**	Receipt Prints Out	

PIN-BASED EBT CASH BENEFITS SALE (Swiped)

Your Action	Terminal Display	
Press **[F2]** for Sale	Server ID	
Key in Server Number **[Enter]**	Amount	
Key in Amount **[Enter]**	Tip Amt	10% = X.XX **[F1]** / 15% = X.XX **[F2]** / 20% = X.XX **[F3]** / Other Amount **[F4]**
If applicable, Choose Tip Percent Note: If no tip is desired, press **[F4]** for Other Amount and press **[Enter]** when you see $0.00	Sale Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Card Entry or Account Number	
Swipe EBT Card	Choose Card	Credit **[F1]** / Debit **[F2]** / EBT **[F3]**
Press **[F3]** for EBT		Vchr **[F1]** / Food **[F2]** / Cash **[F3]**
Press **[F3]** for Cash Benefits	Enter PIN	
Cardholder Enters 4 Digit Pin on Pin Pad **[Enter]**	Receipt Prints Out	

Your Action	Terminal Display	
PIN-BASED EBT CASH BENEFITS SALE *(Keyed Card Present)*		
Press **[F2]** for Sale	Server ID	
Key in Server Number **[Enter]**	Amount	
Key in Amount **[Enter]**	*Tip Amt*	10% = X.XX **[F1]** 15% = X.XX **[F2]** 20% = X.XX **[F3]** Other Amount **[F4]**
If applicable, Choose Tip Percent **Note:** *If no tip is desired, press* **[F4]** *for Other Amount and press* **[Enter]** *when you see $0.00*	Sale Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Card Entry or Account Number	
Key in EBT Card Number **[Enter]**	Choose Card	Credit **[F1]** Debit **[F2]** EBT **[F3]**
Press **[F3]** for EBT	Trans Type	Vchr **[F1]** Food **[F2]** Cash **[F3]**
Press **[F3]** for Cash Benefits	Cash	
Key in Cash Back Amount **[Enter]**	Enter PIN	
Cardholder Enters 4 Digit Pin on Pin Pad **[Enter]**	Receipt Prints Out	

Your Action	Terminal Display	
EBT CASH BENEFITS RE-ENTER *(Prior EBT Cash Benefits Transaction)*		
Press **[More]** Twice	Off Line **[F1]**	
Press **[F1]** for Off Line	Server ID	
Key in Server Number **[Enter]**	Amount	
Key in Amount **[Enter]**	*Tip Amt*	10% = X.XX **[F1]** 15% = X.XX **[F2]** 20% = X.XX **[F3]** Other Amount **[F4]**
If applicable, Choose Tip Percent	Sale Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Card Entry or Account Number	
Key in EBT Card Number **[Enter]**	Choose Card	Credit **[F1]** Debit **[F2]** EBT **[F3]**
Press **[F3]** for EBT	Trans Type	Food **[F1]** Cash **[F2]** Vchr **[F3]**
Press **[F2]** for Cash Benefits	Cash	
Key in Cash Back Amount **[Enter]**	Network Id	
Key in 3 Digit Network ID from Receipt **[Enter]**	Settlement Date	
Key in Settle Date of Transaction (MMDD) from Receipt **[Enter]**	Orig Tran Date	
Key in Date of Transaction (MMDDYY) from Receipt **[Enter]**	Orig Time	
Key in Time of Transaction (HHMMSS) from Receipt **[Enter]**	Orig Trace No	
Key in 6 Digit Trace Number from Receipt **[Enter]**	Retrieval No	
Key in 12 Digit Retrieval Number from Receipt **[Enter]**	Appr Code	
Key in 6 digit Approval Code **[Enter]**	Receipt Prints Out	

Your Action	Terminal Display	
PIN-BASED EBT BALANCE INQUIRY *(Customer Must be Present)*		
Press **[More]** Three Times	Store/Forward **[F1]** Reversal **[F2]** Balance Inquiry **[F3]**	
Press **[F3]** for Balance Inquiry	Server ID	
Key in Server Number **[Enter]**	Card Entry or Account Number	
Swipe EBT Card	EBT **[F2]**	
Press **[F2]** for EBT	Trans Type	Food **[F1]** Cash **[F2]**
Press **[F1]** for Food Stamp Balance OR Press **[F2]** for Cash Benefits Balance	Enter PIN	
Cardholder Enters 4 Digit Pin on Pin Pad **[Enter]**	Receipt Prints Out	

Your Action	Terminal Display	
REPRINT LAST *(Reprint Last Transaction in Open Batch)*		
Press **[Reprint]**	Last Receipt **[F2]**	
Press **[F2]** for Last Receipt	Receipt Prints Out	

Your Action	Terminal Display	
REPRINT ANY *(Reprint Any Transaction in Open Batch)*		
Press **[Reprint]**	Last Receipt **[F2]** Any Receipt **[F3]**	
Press **[F3]** for Any Receipt	Invoice Number	
Key in Invoice Number **[Enter]**	Receipt Prints Out	

Your Action	Terminal Display	
TRANSACTION REVIEW *(Open Batch Only)*		
Press **[More]** Twice	Offline **[F1]** Tab **[F2]** Batch Totals **[F3]** Batch Review **[F4]**	
Press **[F4]** for Batch Review	Retrieve By	Srvr **[F1]** Amt **[F2]** Acct **[F3]**
Press **[F3]** for Acct	Last 4 Digits	
Key in Last 4 Digits of Credit Card **[Enter]**	Amt X.XX	Adj **[F1]**
Press **[Cancel]** Twice to Exit		Sale **[F2]**

Your Action	Terminal Display	
TOTALS REPORT *(Open Batch Only)*		
Press **[Reports]**	Totals Report **[F2]**	
Press **[F2]** for Totals Report	Report Prints Out	

Your Action	Terminal Display	
DETAIL REPORT *(Open Batch Only)*		
Press **[Reports]**	Totals Report **[F2]** Detail Report **[F3]**	
Press **[F3]** for Detail Report	Report Prints Out	

Your Action	Terminal Display	
STORE AND FORWARD REPORT *(Open Store and Forward Batch Only)*		
Press **[Reports]**	Totals Report **[F2]** Detail Report **[F3]** Store Fwd Rpt **[F4]**	
Press **[F4]** for Store and Forward Report	Report Prints Out	

Your Action	Terminal Display	
SETTLEMENT *(Closes Batch)*		
Press **[More]** Once	Void **[F1]** Refund **[F2]** Settlement **[F3]**	
Press **[F3]** for Settlement	Report Prints Out	

Your Action	Terminal Display	
SET DATE/TIME		
Press **[Enter]**	Setup **[F2]**	
Press **[F2]** Setup	Password	
Press **[1][Alpha][Alpha][6][6][8][3][1] [Enter]**	Authentication **[F2]**	
Press **[More]** Five Times	Clear Batch **[F1]** Date/Time **[F2]**	
Press **[F2]** for Date/Time	Date MMDDYYYY	
Key in **[MMDDYYYY] [Enter]**	Time HHMMSS	
Key in **[HHMMSS]* [Enter]**	Clear Batch **[F1]**	
Press **[Cancel]** Twice to Exit	Sale **[F2]**	
Military Format, I.E. 1 PM = 130000		

COMMON ERROR MESSAGES AND FUNCTIONALITY		
CARD ERROR	Re-Swipe Card, if Fails Again, then Complete a Manual Sale (Keyed Card Present).	
DECLINE	The Card was Declined; Ask for Another Form of Payment.	
EXPIRED CARD	If the Card is Expired, Treat it as a Decline and Ask for Another Form of Payment.	
"No Reply" or "Error 91"	Error with Connecting to the Network, Please Try Transaction Again at a Later Time. This is Not an Error with the Card or the Terminal Programming.	
Appr Code: SFXXXX" and "Apprvd: Offline"	Store/Forward Mode allows transactions to be stored in the terminal when communications (Dial and/or IP) are unavailable. **Note:** *Transactions are not authorized or settled until communications (Dial and/or IP) are available and there is a risk that an approval may not be received.*	

Vx 520 Restaurant

XEVA432

Your Action	Terminal Display	
EMV CHIP SALE with PIN		
Press **[F2]** for Sale	Server ID	
Key in Server Number **[Enter]**	Amount	
Key in Amount **[Enter]**	*Tip Amt*	10% = X.XX **[F1]** 15% = X.XX **[F2]** 20% = X.XX **[F3]** Other Amount **[F4]**
Hand Terminal to Cardholder, advise to Choose Tip Amt if prompted. **Note:** *If no tip is desired, press* **[F4]** *for Other Amount and press* **[Enter]** *when you see $0.00.*	Sale Total $ X.XX	Yes **[F1]**
Cardholder Presses **[F1]** for Yes if amount is correct	Card Entry or Account Number	
Cardholder Inserts EMV Card	*[Only Prompts if Card Requires]* Enter PIN	
Cardholder Enters 4 Digit Pin on Pin Pad **[Enter]** *if prompted.*	Remove Card	
Cardholder Removes EMV Card from Terminal	Return Terminal to Server	
Cardholder Hands Terminal Back, Server must Press **[Enter]** for Receipt to Print	Receipt Prints Out	

Your Action	Terminal Display	
SALE *(Swiped)*		
Press **[F2]** for Sale	Server ID	
Key in Server Number **[Enter]**	Amount	
Key in Amount **[Enter]**	*Tip Amt*	10% = X.XX **[F1]** 15% = X.XX **[F2]** 20% = X.XX **[F3]** Other Amount **[F4]**
If applicable, Choose Tip Percent **Note:** *If no tip is desired, press* **[F4]** *for Other Amount and press* **[Enter]** *when you see $0.00.*	Sale Total $ X.XX	Yes **[F1]**
Press **[F1]** for Yes if amount is correct	Card Entry or Account Number	
Swipe or Tap Card	Choose Card	Credit **[F1]** Debit **[F2]** EBT **[F3]**
Press **[F1]** for Credit	Receipt Prints Out	

Your Action	Terminal Display	
PARTIAL AUTHORIZATION		
This message will only appear during a Sale when the card does not have enough funds available to complete the entire sale and the Issuer approves a partial payment		
Press **[Enter]** to Confirm	Amount Due $X.XX PARTIAL APPROVAL	
Advise Customer of Amount Due and Ask For Another Form of Payment		
Note: *Reverse Transaction if Customer Decides Does Not Want Partial Payment on Card Used.*		

Your Action	Terminal Display	
FULL REVERSAL *(Cancel a Partial Auth in Open Batch)*		
Press **[More]** Three times	Store / Forward **[F1]** Reversal **[F2]**	
Press **[F2]** for Reversal	Full **[F2]** Partial **[F3]**	
Press **[F2]** for Full Reversal	Retrieve By	Inv# **[F1]** Amt **[F2]**
Press **[F1]** for Invoice	Invoice Number	
Key in Invoice Number **[Enter]**	Inv#: XX [Card Type] [Trans Type] Last 4 $x.xx	Yes **[F1]** No **[F2]** Next **[F3]**
Press **[F1]** for Yes if correct	Receipt Prints Out	
Note: *Reversals Not Allowed on PIN-BASED DEBIT, EBT or EMV, Refund as Cash.*		

Your Action	Terminal Display	
VOID LAST *(Cancel Last Transaction in Open Batch)*		
Press **[More]** Once	Void **[F1]**	
Press **[F1]** for Void	Void Last?	Yes **[F1]**
Press **[F1]** for Yes	Inv#: XX [Card Type] [Trans Type] Last 4 $x.xx	Yes **[F1]** No **[F2]** Next **[F3]**
Press **[F1]** for Yes OR use Next to Scroll through the batch	Receipt Prints Out	