

# Empowering your business, one transaction at a time.

# Innovative payment solutions delivered with a personal touch.

Accept payment in-person or online with our innovative terminal solutions. Whether you need a stationary, wireless, mobile, or virtual terminal, a payment gateway, or software integration, ECS is the right choice for you.



# Diverse solutions for every scenario.



# Credit & Debit

With a diverse range of credit and debit card processing solutions, we have what you need.



# ACH

Completely electronic, ACH transactions are efficient and low-cost.



# ATM

Connect to all major ATM networks.



# Banking

With a merchant bank account, you'll have access to our affordable rates and award-winning merchant services team.



# High-Risk

We're built to handle complex merchants, regardless of your industry.



# Lending

Lending your way to provide you with the instant capital you need.



# Merchant Cash Advance

Access the assets your business deserves.



# **Remote Deposit Capture**

With ECS, there's no need to go to the bank to cash payment checks.

# To find out more click here







### **SALE TRANSACTIONS**

This section describes the steps necessary to complete a Credit or Debit card sale. Please note that if additional transaction prompts are enabled they will present themselves in the flow of the transaction, for example: If Clerk ID is enabled then you will also be prompted to enter the Clerk ID during the transaction. Sale transactions demonstrated in this section are the following:

• EMV Credit Sale

Credit AVS

Cash Sale

- Credit Swiped
  - Credit with Card Code
  - Multi-Merchant Sale
- Credit Manual Entry
- Debit Sale

When Signature Capture is enabled you will be prompted to request a signature on the screen.

### **CREDIT CARD SALE: EMV CHIP CARD (SIGNATURE)**



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Use the chart below to process a credit card sale when the credit card is inserted at the point of sale.

STEP ACTION **TOUCH SCREEN DISPLAY** 1 2 🖻 🔒 11:07 PI Press the **CREDIT** icon on your terminal home screen. A new screen will appear with the following options: 1 \$ SALE, RETURN, VOID, AUTH, TICKET and BALANCE. Debit See diagram> × Ņ AUTH (\$) Cas Press SALE icon to reach SALE entry screen. See 2 diagram>  $\bigcirc$  $\cap$ 3 4 察 🔒 11:07 PN 😤 🖣 11:07 PM CREDIT SALE Enter Amount 3 Enter the SALE amount and press OK. See diagram> \$25.00 Tap, Insert, Swipe or 2 3 1 Enter Card # 5 4 6 \$25.00 A prompt will appear asking your customer to tap, 7 8 9 4 insert, swipe or enter their card number manually. Tap (contactless only) or insert chip card. See diagram> 0 OK



### CREDIT CARD SALE: EMV CHIP CARD (SIGNATURE)

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	The sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	5
6	A prompt will then appear asking for your customer's signature. Once signed, press OK. <i>See diagram&gt;</i>	Clear OK Cancel
7	Sales receipts will be printed with details of the transaction. <i>See diagram</i> >	Printing Receipt ⊲ ○ ≡

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# CREDIT CARD SALE: SWIPED (MSR)

Use the chart below to process a credit card sale when the credit card is swiped at the point of sale.

STEP	ACTION	TOUCH SCREEN DISPLAY	
1	Press the <b>CREDIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, VOID, AUTH, TICKET</b> and <b>BALANCE</b> . <i>See diagram</i> >	Image: Credit Debit     Image: Credit Debit	
2	Press <b>SALE</b> icon to reach <b>SALE</b> entry screen. See diagram>	EBT Food Cash	
3	Enter the <b>SALE</b> amount and press <b>OK</b> . <i>See diagram</i> >	<ul> <li></li></ul>	
4	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. <b>Swipe the credit card.</b> <i>See diagram&gt;</i>	\$25.00 ((())) 1 2 3 4 5 6 7 2 2 2 ()) Tap, Insert, Swipe or Enter Card # \$25.00	
5	The sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	$\begin{array}{c c} 7 & 8 & 9 \\ \hline & 0 & 0 \\ \hline & 0 & 1 \\ \hline & 0 & 2 \\ \hline & 0 & 1$	
6	A prompt will then appear asking for your customer's signature. Once signed, press OK. <i>See diagram&gt;</i>	Sign here:	
7	Sales receipts will be printed with details of the transaction.	APPROVAL TAS593 ⊂ Clear OK Cancel ⊂ O ≡ ⊂ O ≡	

### CREDIT CARD SALE: MANUAL ENTRY (CARD NOT PRESENT)

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Use the chart below to process a credit sale when the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

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It is always a best practice to insert the chip card into the terminal's EMV card reader. Manual entry of a card number should be done only when necessary.

STEP	ACTION	TOUCH SCREEN DISPLAY	
1	Press the <b>CREDIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, VOID, AUTH, TICKET</b> and <b>BALANCE.</b> <i>See diagram</i> >	Image: Credit       Image: Credit<	
2	Press <b>SALE</b> icon to reach <b>SALE</b> entry screen. See diagram>	$\begin{array}{c} \hline \\ \hline $	
3	Enter the <b>SALE</b> amount and press <b>OK</b> . <i>See diagram</i> >	3 CREDIT SALE Enter Amount \$25.00 (((())))	
4	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. <b>Tap on the text that says Enter Card #.</b> <i>See diagram&gt;</i>	$1 2 3$ $4 5 6$ $7 8 9$ $< 0 OK$ $\bigcirc = \bigcirc \bigcirc \blacksquare$	

### CREDIT CARD SALE: MANUAL ENTRY (CARD NOT PRESENT)

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Enter card number and press <b>OK</b> . <i>See diagram&gt;</i>	6 • • • • • • • • • • • • • • • • • • •
6	Enter expiry date and press <b>OK</b> . <i>See diagram&gt;</i>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$
7	Press YES if card is present or press NO if card is not present. <i>See diagram&gt;</i> <b>Note:</b> If card is not present follow the prompts to enter AVS and Card Code security information.	Isser         8           Isser         8           Isser         1137 PM           ENTER CID         1234
8	If the card is present you will be asked to enter a CID number, followed by a ZIP CODE and address. Use the alphanumeric keypad to do this. If the card is not present, follow the prompts to enter AVS and card code security information. <i>See diagram</i> >	Yes No q w e r t y u i o p a s d f g h j k 1 z k c v b n m < abc 123 - OK $d O \equiv d O \equiv$
9	Once the correct information is entered the sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	
10	Sales receipts will be printed with details of the transaction. Once completed the terminal will return to idle prompt. <i>See diagram</i> >	APPROVAL TAS593         □       ○         □       ○         □       ○         □       ○         □       □         □       □         □       □         □       □         □       □         □       □

### CREDIT CARD SALE: AVS & CARD CODE (CVV, CVC, CID)

- Use the chart below to process a credit sale when AVS options have been enabled. The following instructions depict AVS settings of Manual Entry when Card is NOT Present. Please note that AVS prompts during a transaction will vary depending on individual configuration. To learn more about setting AVS options and configurations, see page 153.
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- It is recommended you check with your merchant bank prior to changing AVS settings in your terminal.
- When the Card Code option is enabled the terminal will prompt during the transaction for the three digit code on the back of the card or the four digit code on the front of the card for American Express & Discover cards. Please note Card Code needs to be enabled in the Set Up Menu for Credit/Debit. To learn more about Card Code options and configurations, see page 150.
- Swiping VISA prompts for a CVV2 code, 3 digits found on the back of the card.
  - Swiping MasterCard prompts for CVC2 code, 3 digits found on the back of the card.
  - Amex & Discover prompts for CID code, 4 digits found on front of the card.

STEP	ACTION	TOUCH SCREEN DISPLAY	
1	Press the <b>CREDIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, VOID, AUTH, TICKET</b> and <b>BALANCE</b> . <i>See diagram</i> >	2 Credit Debit Debit Debit Debit Debit Debit Debit Debit Debit Debit Debit Debit Debit Debit	
2	Press <b>SALE</b> icon to reach <b>SALE</b> entry screen. See diagram>	$\begin{array}{c} \textbf{EBI FOOD} \\ \textbf{EBI FOOD} \\ \textbf{Cash} \\ \hline \\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$	
3	Enter the <b>SALE</b> amount and press <b>OK</b> . <i>See diagram</i> >	3 • • • • • • • • • • • • • • • • • • •	
4	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. <b>Tap on the text that says Enter Card #.</b> <i>See diagram&gt;</i>	1       2       3         4       5       6         7       8       9         <       0       0         CREDIT Sale       CREDIT Sale	

# CREDIT CARD SALE: AVS & CARD CODE (CVV, CVC, CID)

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Enter card number and press <b>OK</b> . See diagram>	6 • • • • • • • • • • • • • • • • • • •
б	Enter expiry date and press <b>OK.</b> <i>See diagram&gt;</i>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$
7	Press YES if card is present or press NO if card is not present. <i>See diagram&gt;</i> <b>Note:</b> If card is not present follow the prompts to enter AVS and Card Code security information.	7         ●         11007 PM           ●         11007 PM         ENTER CVV2           123         123
8	When terminal displays ENTER CVV2, input security card code from the back of the card and press OK. See diagram> Note: Code is three (3) Digits on back of MC or Visa found in signature line. Code is four (4) Digits on front right of American Express found above card number.	Yes No q w e r t y u l o p a s d f g h j k l z x c v b nm c abc 123 - OK $d O \equiv d O \equiv$
9	The terminal will prompt you to enter the cardholder's ZIP CODE followed by an ADDRESS. Enter these using the alphanumeric keypad and then press the green OK key. <i>See diagram</i> >	9 • 1 1:57 PM ENTER ZIP CODE 11566
10	Once the correct information is entered the sale will be processed and the transaction will be declined or approved. Sales receipts will be printed with details of the transaction. Once completed the terminal will return to idle prompt. <i>See diagram&gt;</i>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

### **RETAIL RECEIPT EXAMPLE: CREDIT SALE**

### **MERCHANT COPY**

LINE A	Merchant header - 5 lines, 24 characters per line	<ul> <li>Merchar</li> <li>123 Main</li> <li>Anytown,</li> <li>1 (877) 7</li> </ul>	nt ABC Street NY 11030 777-8888
LINE B LINE C LINE D LINE E	Date & time of transaction Transaction # and Batch # Invoice number Clerk #	01/08/2019 Trans #: 1 Invoice #: Clerk #:	08:09 Batch #: 2 105 4
LINE F	Transaction type (sale, refund, void etc)	SA	LE
LINE G LINE H LINE I	Card number Card type identification Method of card entry (manual, swiped etc)	Acct: ***** Type: Entry: 0	******5785 VISA Card Swiped
LINE J	Amount of transaction	AMOUNT	: \$124.53
LINE K LINE L	Response from host• Approval code from host•	Resp: Code:	Approved TAS460
LINE M	Credit disclaimer	()isclain	mer here)
LINE N	Signature line•	Much	man
LINE O	Customer's name from Track 1 of card	Custome	er Name
LINE P	Identifies this is the merchant's copy	MERCHAN	IT COPY

### **CUSTOMER COPY**

LINE A	Merchant header - 5 lines, 24 characters per line	Merchant ABC 123 Main Street Anytown, NY 11030 1 (877) 777-8888
LINE B LINE C	Date & time of transaction ———• Transaction # and Batch # ——••	01/08/2019 08:09 Trans #: 1 Batch #: 2
LINE D	Transaction type (sale, refund, void etc)	SALE
LINE E LINE F	Card type & truncated card number Method of card entry (manual, swiped etc)	VISA **********5785 Card Swiped
LINE G LINE H	Host response (ie approved, declined etc) Host authorization code	Resp: Approved Code: TAS460
LINE I	Dollar amount of transaction	AMOUNT: \$124.53
LINE J	Merchant trailer - up to 5 lines, 24 characters per line	Refunds accepted with receipt www.merchantabc.com
LINE K	Identifies this is the customer's copy	CUSTOMER COPY



### TICKET ONLY SALE



This transaction is used when an Authorization Number has already been obtained via Authorize only transaction or through voice authorization.

**EXAMPLE:** To rent a canoe at Lake Cawanna there is a \$75.00 deposit at the time of the rental. The merchant processes an Auth Only transaction for the \$75.00, receiving an authorization code for the funds but not actually charging the credit card. The merchant charges the credit card when the canoe is brought back by processing a TICKET ONLY sale using the authorization number he/she previously obtained.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. See diagram>	Image: Construction of the second
2	Press <b>TICKET</b> icon to reach TICKET entry screen. If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram</i> >	$\begin{array}{c} \textbf{Cash} \\ \hline \textbf{Cash} \hline \ \textbf{Cash} \hline \textbf{Cash} \hline \hline \textbf$
3	Enter the <b>TICKET</b> amount and press <b>OK</b> . See diagram>	3 CREDIT TICKET Enter Amount \$25.00 ****
4	lf prompted, input MANAGER PASSWORD (default password is 1234).	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$

### TICKET ONLY SALE

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	The terminal will display a screen requesting an AUTHORIZATION CODE. Enter the <b>AUTH CODE</b> previously obtained for this transaction and press OK. <i>See diagram</i> >	6 0 • 11:07 PM AUTH CODE 234H50
6	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram&gt;</i>	((( ))) Tap, Insert, Swipe or Enter Card #
7	The transaction is processed. Sales receipts will print with details of the transaction.	$ \begin{array}{c} q \text{ wertyuisop} \\ a \text{ sdfghjkl} \\ z \text{ cvbnm} \\ abc 123 - OK \\ \lhd O \equiv & \bigcirc = & \lhd O \equiv \\ \end{array} $

### **RETAIL RECEIPT EXAMPLE: TICKET ONLY**



With a TICKET ONLY sale the authorization code shown on the receipt will be the authorization number previously obtained and used during the TICKET ONLY transaction.

Merchant ABC 123 Main Street Anytown, NY 11030 1 (877) 777-8888

01/08/2019 08:09 Trans #: 1 Batch #: 2 Invoice #: 105

TICKET

4

Clerk #:

Acct: \*\*\*\*\*\*\*\*5785 Type: VISA Entry: Card Swiped

### AMOUNT: \$124.53

POST AUTH Code: TAS460

1 au hn

Customer Name

MERCHANT COPY

Merchant ABC 123 Main Street Anytown, NY 11030 1 (877) 777-8888

### \_\_\_\_

01/08/2019 08:09 Trans #: 1 Batch #: 2 Invoice #: 105 Clerk #: 4

TICKET

Acct: \*\*\*\*\*\*\*\*5785 Type: VISA Entry: Card Swiped

### AMOUNT: \$124.53

POST AUTH Code: TAS460

Refunds accepted with receipt www.merchantabc.com

### CUSTOMER COPY

# MULTI-MERCHANT CREDIT SALE (SWIPED)

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Use the chart below to process a sale when there is more than one Merchant (MID) using the same Dejavoo terminal device for payment processing.

STEP	ACTION	TOUCH SCREEN DISPLAY	
1	Select the desired merchant from your merchant list by pressing the name on your screen. <i>See diagram</i> >	Image: Select a merchant     Image: Select a merchant       Merchant 1     Image: Select a merchant       Merchant 2     Image: Select a merchant	
2	Press the <b>CREDIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, VOID, AUTH, TICKET</b> and <b>BALANCE.</b> <i>See diagram</i> >	EBT Food Cash	
3	Press <b>SALE</b> icon to reach <b>SALE</b> entry screen. See diagram>	$ \begin{array}{c} \blacksquare & \star \\ \neg & \circ & \blacksquare \\ \end{array} $	
4	Enter the <b>SALE</b> amount and press <b>OK</b> . <i>See diagram</i> >	O     ● I 1147 PM       Merchant 1     CREDIT SALE       Enter Amount       \$25.00	
5	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. <b>Swipe the credit card.</b> <i>See diagram&gt;</i>	VOID       AUTH         Image: Constraint of the state	
6	The sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	<ul> <li>✓ ○ =     </li> <li>✓ ○ =      </li> <li>✓ ○ =     </li> <li>✓ ○ =     </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =     </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =      </li> <li>✓ ○ =     </li></li></li></li></li></li></li></li></ul>	
7	A prompt will then appear asking for your customer's signature. Once signed, press OK.	((())) Tap, Insert, Swipe or Enter Card #	
8	Sales receipts will be printed with details of the transaction.	\$25.00       APPROVAL TAS593         CREDIT Sale       □         □       ○       ≡         □       ○       ≡	

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### MULTI-MERCHANT CREDIT SALE (MANUAL ENTRY)

Use the chart below to process a credit sale when there is more than one Merchant ID (MID) using the same credit card terminal and the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

It is always a best practice to swipe the credit card through the terminals card reader. Manual entry of a card number should be done only when necessary.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Select the desired merchant from your merchant list by pressing the name on your screen. <i>See diagram</i> >	Image: Constraint of the second se
2	Press the <b>CREDIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, VOID, AUTH, TICKET</b> and <b>BALANCE</b> . <i>See diagram</i> >	$\equiv \qquad \bigstar$
3	Press <b>SALE</b> icon to reach <b>SALE</b> entry screen. See diagram>	3 Merchant 1 S SALE Enter Amount \$25.00
4	Enter the <b>SALE</b> amount and press <b>OK</b> . <i>See diagram</i> >	VOID AUTH 1 2 3 4 5 6 7 8 9 < 0 0 K < 0 0 K < 0 =

### MULTI-MERCHANT CREDIT SALE (MANUAL ENTRY)

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. <b>Tap on the text that says Enter Card #.</b> <i>See diagram&gt;</i>	5 • • • • • • • • • • • • • • • • • • •
6	Enter card number and press <b>OK</b> . <i>See diagram&gt;</i>	Tap. Insert, Swipe or Enter Card #       1       2       3         \$25.00       4       5       6         CREDIT Sale       -       0       OK
7	Enter expiry date and press <b>OK</b> . <i>See diagram&gt;</i>	<ul> <li>✓ ○ Ξ     <li>✓ ○ Ξ     <li>Ø     <li>© ♥ ∅ 11:02 PM     <li>EXP DATE [MMYY]     <li>12/25     </li> </li></li></li></li></li></ul>
8	Press YES if card is present or press NO if card is not present. <i>See diagram&gt;</i> <b>Note:</b> If card is not present follow the prompts to enter AVS and Card Code security information.	I 2 3 4 5 6 7 2 2 2
9	If the card is present you will be asked to enter a CID number, followed by a ZIP CODE and address. Use the alphanumeric keypad to do this. If the card is not present, follow the prompts to enter AVS and card code security information. <i>See diagram</i> >	
10	Once the correct information is entered the sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	ENTER CID 1234
11	Sales receipts will be printed with details of the transaction. Once completed the terminal will return to idle prompt.	$q w e r t y u i o p$ APPROVAL TA5593 $a s d f g h j k l$ $z k c v b n m <$ $abc 123 - OK$ $\bigcirc$ $\bigcirc$ $\equiv$ $\bigcirc$ $\bigcirc$ $\bigcirc$ $\bigcirc$

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### **RETAIL RECEIPT EXAMPLE: MULTI-MERCHANT**

Nails 123 Ma Anytown 1 (877)	By Lisa in Street , NY 11030 ) 777-8888	1	Nails 123 Ma Anytown 1 (877)	By Lisa in Street , NY 11030 777-8888
01/08/2019 Trans #: 1	08:09 Batch #: 2		01/08/2019 Trans #: 1	08:09 Batch #: 2
Merchant #: Merchant Name	1 : Nails By Kate		Merchant #: Merchant Name	1 : Nails By Kate
	SALE			SALE
Acct: Type: Entry: AMOL	**********5785 MasterCard Card Swiped	L	Acct: * Type: Entry: AMOU	*********5785 MasterCard Card Swiped NT:\$124.53
Resp: Code:	Approved 123456		Resp: Code:	Approved 123456
(Discl	aimer here)		CUSTO	DMER COPY
Mu	hunda		_	
Cust	omer Name			
MERC	HANT COPY			



### **DEBIT CARD SALE**

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Use the chart below to process a Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant and you MUST have either a PIN encrypted keypad on your Dejavoo terminal or a PIN Encrypted external PIN Pad.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>DEBIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN</b> and <b>BALANCE</b> . <i>See diagram</i> >	Image: Credit     Imag
2	Press <b>SALE</b> icon to reach <b>SALE</b> entry screen. See diagram>	EBT Food Cash Cash Cash Cash Cash Cash Cash Cash
3	Enter the <b>SALE</b> amount and press <b>OK</b> .	3 • • • • • • • • • • • • • • • • • • •
4	A prompt will then appear asking your customer to tap, insert or swipe their card. Choose the appropriate option. <i>See diagram</i> >	1       2       3         4       5       6         7       8       9         <       0       0K         □       ○       ≡       □       ○
5	Select your chosen application, if prompted. See diagram>	5 Select App Visa DEBIT Interac Confirm Sale Visa DEBIT
6	If prompted, confirm the <b>SALE AMOUNT</b> by pressing <b>YES</b> . <i>Conditional on the terminal's configuration</i> . <i>See diagram</i> >	Total: \$25.00? Yes No ⊲ ○ ≡ ⊲ ○ ≡

### DEBIT CARD SALE

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
7	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	0
8	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	2     7     5       1     0     8       4     6     3       9     ✓

# **RETAIL RECEIPT EXAMPLE: DEBIT SALE**

ABC S 123 Main Anytown, 1 (877) 7	TORE Street NY 11030 777-8888	ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888	
01/08/2019 08:09 Trans #: 1 Batch #: 1 Invoice #: 105 Clerk # 4		01/08/2019 08: Trans #: 1 Batch #: Invoice #: 1 Clerk #	09 1 .05 4
S/	LE	SALE	
Acct: ********5785 Type: Debit Entry: Card Swiped Resp: Approved Code: 123456		Acct: *********57 Type: Deb Entry: Card Swip Resp: Approv Code: 1234	'85 it ed ed
TRANS AMOUNT CASH BACK:	: \$40.38 \$15.00	TRANS AMOUNT: \$40.38 CASH BACK: \$15.00	
TOTAL AMOUN	 T: \$55.38	TOTAL AMOUNT: \$55.38	-
MERCHA	INT COPY	Refunds accepted with rece www.abcstore.com CUSTOMER COPY	ipt

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### MULTI-MERCHANT DEBIT CARD SALE

Use the chart below to process a Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Select the desired merchant from your merchant list by pressing the name on your screen. <i>See diagram</i> >	2 Select a merchant Merchant 1 Merchant 2
2	Press <b>DEBIT</b> icon to reach <b>DEBIT</b> menu. See diagram>	=
3	Press <b>SALE</b> icon to reach <b>SALE</b> entry screen. See diagram>	3 Merchant 1 SALE SALE SALE SALE Merchant 1 S SALE Merchant 1 S SALE S SALE S SALE S S S S S S S S S S S S S
4	Enter the <b>SALE</b> amount and press <b>OK</b> .	BALANCE 1 2 3 4 5 6 7 8 9 < 0 OK ⊲ ○ ≡ ⊲ ○ ≡
5	A prompt will then appear asking your customer to tap, insert or swipe their card. Choose the appropriate option.	5 • • • • • • • • • • • • • • • • • • •
6	Select your chosen application, if prompted. See diagram>	Iap, Insert, Swipe or       Enter Card #       \$25.00       DEBIT Sale       □     ○       □     ○

### MULTI-MERCHANT DEBIT CARD SALE

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
7	If prompted, confirm the <b>SALE AMOUNT</b> by pressing <b>YES.</b> Conditional on the terminal's configuration. <i>See diagram&gt;</i>	7         0         ◆ ▲ 11:07 PM         0         ◆ ▲ 11:07 PM
8	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	Confirm     Confirm       Sale     Sale       Visa DEBIT     Shield PIN During Entryt       Total: \$25.00?     25.00       Yes     No       2     7
9	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	



### CASH SALE

6

Use the chart below to record a cash sale in your Dejavoo payment terminal. It is important to note that cash transactions do not communicate with your processing bank. They are recorded in your terminal for your reporting purposes.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>CASH</b> icon on the homescreen to reach <b>CASH</b> menu. <i>See diagram</i> >	C C C C C C C C C C C C C C C C C C C
2	Press SALE icon to reach SALE entry screen.	Credit Debit \$25.00
3	Enter the <b>CASH SALE</b> amount and press <b>OK</b> . See diagram>	1         2         3           4         5         6           7         8         9
4	The transaction is processed. Sales receipts will print with details of the transaction.	

### **RETAIL RECEIPT EXAMPLE: CASH SALE**

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888			ABC 1 123 Main Anytown, 1 (877)	5TORE 1 Street NY 11030 777-8888
01/08/2019	08:09		01/08/2019	08:09
Trans #: 1	Batch #: 1		Trans #: 1	Batch #: 1
Invoice #:	105		Invoice #:	105
Clerk #	4		Clerk #	4
SALE			S	ALE
Type:	Cash		Type:	Cash
Entry:	Manual		Entry:	Manual
AMOUN	IT: \$55.38		AMOUN	IT: \$55.38
Resp:	Approved		Resp:	Approved
Code:	123456		Code:	123456
MERCH	ANT COPY		CUSTO	MER COPY

### **RETAIL WITH TIP TRANSACTIONS**

Retail with tip transactions are designed for those merchants that accept gratuity but are assigned retail MCC codes. For example: Taxi, Car Service, Salon, Maintenance, etc. It is required for retail transactions with tip that both the transaction amount and the tip amount are authorized as one amount during the original sale, unlike the pre-auth and post-auth of a restaurant tip transaction. Retail tips cannot be added at a later time.

To accomplish this we use a process that includes a PRESALE TICKET, which has only sale amount information on it. The presale ticket will allow the merchant to hand their customers a receipt showing the amount of the transaction along with a tip line. The customer can then fill out the tip line, the total line and hand the receipt and their credit card back to the merchant for payment. This allows the merchant to swipe the card, enter the amount of the transaction as well as the tip amount when prompted during the transaction. Use of this feature is optional, you do not have to print a presale ticket for retail with tip, it simply eliminates having to ask the customer if he/she will be leaving a tip on the card during the transaction.

### Transaction types that allow retail with tip are the following:

•	Swiped Credit	•	Manual Credit	•	AVS Credit
---	---------------	---	---------------	---	------------

CVV2 Credit
 Debit Sale



1

**EXAMPLE:** The customer gets a haircut at the local barber shop. When finished the merchant (the barber) prints out a presale ticket for \$20.00 which is the dollar amount due to for the haircut and hands it to the customer. The customer writes down another \$5.00 on the tip line and writes \$25.00 on the total line then hands it back to the barber with his credit card. When the barber completes the sale he is prompted to enter the amount which is \$20.00 and then prompted to enter the tip amount which he now knows from the Presale Ticket is \$5.00 (he doesn't have to ask the customer if he's leaving a tip).



### **PRESALE TICKET**

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Use the chart below to enable the Inline Tip function. This will allow you to access the Presale Ticket feature.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>MENU</b> icon on your home screen to reach <b>CORE MENU</b> . <i>See diagram</i> >	Image: Credit       Image: Credit<
2	Press <b>APPLICATIONS</b> in the <b>CORE</b> menu. See diagram>	EBT Food       EBT Cash         Utility       >         Retrieve Password         Applications       >         Signature Test         Image: State S
3	Press <b>CREDIT/DEBIT/EBT</b> in the <b>APPLICATIONS</b> menu. See diagram>	3 Applications Credit/Debit/EBT DvCashApp Credit/Debit/EBT DvCashApp Applications Credit/Debit/EBT DvCashApp Credit/Debit/EBT DvCashApp
4	Press <b>TIPS AND TABS</b> in the <b>CREDIT/DEBIT/EBT</b> menu. See diagram>	Setup > Retrieve Password
5	If prompted, input MANAGER PASSWORD (default password is 1234). Input the <b>RETURN</b> amount and press <b>OK</b> . <i>See diagram</i> >	Image: Second system     Image: Second system       MANAGER PASSWORD     Tips and Tabs       *****     Edit Tip       Presale Ticket       Tab Management
6	Press <b>PRESALE TICKET</b> in the <b>TIPS AND TABS</b> menu. See diagram>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

### **PRESALE TICKET**

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
7	Enter the <b>PRESALE TICKET</b> amount and press <b>OK</b> . See diagram>	PRESALE       Enter Amount       \$25.00   This is not a Sale.
8	A message will appear on your screen confirming that a Presale Ticket has been created. <i>See diagram</i> >	1       2       3         4       5       6         7       8       9         <-       0       OK         □       ○       ≡       □       ○

### **RETAIL RECEIPT EXAMPLE: PRESALE TICKET**

**IMPORTANT**: This is NOT a sale. A sale transaction will need to be completed after the presale ticket with the cardholder's card.

### ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888 \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ 01/08/2019 08:09 PRESALE TICKET AMOUNT: \$40.38 TIP AMOUNT: \$\_\_\_\_ - -TOTAL: \$\_\_\_\_ **Please Complete and Submit** With Your Payment

### **RETAIL WITH TIP TRANSACTIONS**

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Use the charts in this section to process RETAIL Credit card and Debit card sale transactions with a tip. For documentation purposes the steps provided include the transaction prompt for entering CLERK ID, but it should be noted that this and other prompts are configurable in the terminals SET UP (Transaction Prompts) menu and are optional. Retail with tip can be enabled and disabled in the terminal menu.

• AVS Credit

### This section includes the following retail with tip transactions:

- Swiped CreditCVV2 Credit
- Manual Credit
- Debit Sale
- Credit With Tip: (SWIPED)

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. See diagram>	2
2	Press <b>SALE</b> icon to reach <b>SALE</b> entry screen.	$\begin{array}{c} c \\ c$
3	Enter the <b>SALE</b> amount and press <b>OK</b> . <i>See diagram&gt;</i>	3 • • • • • • • • • • • • • • • • • • •
4	Enter the tip amount from the options shown and Press <b>OK</b> ; or Input specific tip amount requested by customer then Press <b>OK</b> ; or Press <b>OK</b> to bypass the tip amount. <i>See diagram</i> >	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$

# Credit With Tip: (SWIPED)

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	A screen appears showing the final amount of the sale including tip. Allow the customer to confirm the sale by pressing OK or reject the sale by pressing CANCEL.	Confirm Amount: \$25.00 Tip: \$3.75 Total: \$28.75
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. <b>Swipe the credit card.</b> <i>See diagram&gt;</i>	OK CANCEL   \$28.75   CREDIT Sale   Image: Constraint of the second s
7	The sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	APPROVAL TASS93
8	A prompt will then appear asking for your customer's signature. Once signed, press OK. <i>See diagram&gt;</i>	O E Clear OK Cancel ○ Clear OK Cancel ○ © ♥ ■ 1107 PM
9	Sales receipts will be printed with details of the transaction.	Printing Receipt

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### **RETAIL RECEIPT EXAMPLE: RETAIL WITH TIP**

ABC STORE	ABC STORE
123 Main Street	123 Main Street
Anytown, NY 11030	Anytown, NY 11030
1 (877) 777-8888	1 (877) 777-8888
01/08/2019 08:09	01/08/2019 08:09
Trans #: 1 Batch #: 1	Trans #: 1 Batch #: 1
Invoice #: 105	Invoice #: 105
Clerk # 4	Clerk # 4
SALE	SALE
Acct: ********5785 Type: MasterCard Entry: Card Swiped TRANS AMOUNT: \$25.99 TIP AMOUNT: \$3.89 	Acct: *********5785 Type: MasterCard Entry: Card Swiped TRANS AMOUNT: \$25.99 TIP AMOUNT: \$3.89  TOTAL AMOUNT: \$29.99 Resp: Approved
Code: 123456	Code: 123456
(Disclaimer here)	Refunds accepted with receipt
Muthund au	www.abcstore.com
Customer Name	CUSTOMER COPY
MERCHANT COPY	

### Credit With Tip: (MANUAL ENTRY)

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Use the chart below to process a credit Retail with Tip sale when the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

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It is always a best practice to swipe the credit card through the terminals card reader. Manual entry of a card number should be done only when necessary.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. See diagram>	3 CREDIT SALE Enter Amount \$25.00
2	Press <b>SALE</b> icon to reach <b>SALE</b> entry screen.	EBT Food Cash Cash Cash Cash Cash Cash Cash Cash
3	Enter the <b>SALE</b> amount and press <b>OK</b> . <i>See diagram&gt;</i>	
4	Press the tip amount from the options shown and Press <b>OK</b> ; or Input specific tip amount requested by customer then Press <b>OK</b> ; or Press <b>OK</b> to bypass the tip amount. <i>See diagram</i> >	Base Amt: \$25.00 10% 15% 20% OTHER \$ % Amount Tip: \$3.75 Total: \$28.75 OK CANCEL
5	A screen appears showing the final amount of the sale including tip. Allow the customer to confirm the sale by pressing <b>OK</b> or reject the sale by pressing <b>CANCEL</b> . <i>See diagram</i> >	
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. <b>Tap on the text that says Enter Card #.</b> <i>See diagram</i> >	4012039900002435
7	Enter card number and press <b>OK</b> .	\$28.75       4       5       6         CREDIT Sale        7       8       9         <       0       E        0       OK

# Credit With Tip: (MANUAL ENTRY)

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Enter expiry date and press <b>OK</b> . <i>See diagram&gt;</i>	8 C C C C C C C C C C C C C C C C C C C
9	Press YES if card is present or press NO if card is not present. <i>See diagram&gt;</i> <b>Note:</b> If card is not present follow the prompts to enter AVS and Card Code security information.	
10	If the card is present you will be asked to enter a CID number, followed by a ZIP CODE and address. Use the alphanumeric keypad to do this. If the card is not present, follow the prompts to enter AVS and card code security information. <i>See diagram</i> >	1234 Qwertyuiop asdfghjkl PYROVALTAS593
11	Once the correct information is entered the sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	
12	Sales receipts will be printed with details of the transaction. Once completed the terminal will return to idle prompt. <i>See diagram&gt;</i>	Printing Receipt $\triangleleft$ $\bigcirc$ $\equiv$

# Debit With Tip: Sale

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Use the chart below to process a retail with tip Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>DEBIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN</b> and <b>BALANCE</b> . <i>See diagram&gt;</i>	2 Credit Debit Credit Sale
2	Press <b>SALE</b> icon to reach <b>SALE</b> entry screen. See diagram>	EBT Food EBT Cash Cash EBT Cash EBT Cash
3	Enter the <b>SALE</b> amount and press <b>OK</b> . <i>See diagram&gt;</i>	3 • • • • • • • • • • • • • • • • • • •
4	Press the tip amount from the options shown and Press <b>OK</b> ; or Input specific tip amount requested by customer then Press <b>OK</b> ; or Press <b>OK</b> to bypass the tip amount. <i>See diagram</i> >	1       2       3       OTHER       \$         4       5       6       Tip: \$3.75       Total: \$28.75         7       8       9       OK       OK         <       0       E       <       O       E
5	A screen appears showing the final amount of the sale including tip. Allow the customer to confirm the sale by pressing <b>OK</b> or reject the sale by pressing <b>CANCEL</b> . <i>See diagram</i> >	5 Confirm Amount: \$25.00 Tip: \$3.75
6	A prompt will then appear asking your customer to tap, insert or swipe their card. Choose the appropriate option. <i>See diagram</i> >	Iotal: \$28.75     Tap, Insert, Swipe or Enter Card #       OK     CANCEL       ↓     \$25.00       DEBIT Sale       □     □       □     □



# Debit With Tip: Sale

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
7	Select your chosen application, if prompted. See diagram>	7 ♥ ♥ 11:37 PM Select App Visa DEBIT Interac
8	If prompted, confirm the <b>SALE AMOUNT</b> by pressing <b>YES.</b> <i>Conditional on the terminal's configuration</i> .	Shed PIN During Entry/           28.75         *****           2         7         5           1         0         8           4         6         3
9	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	
10	Once the correct information is entered the sale will be processed and the transaction will be declined or approved. <i>See diagram</i> >	Please Remove Card
11	A prompt will request removal of the debit card from the terminal. The transaction is processed. Sales receipts will print with details of the transaction.	

### **CREDIT CARD RETURN: EMV CHIP CARD**

A Credit Card RETURN is the reversal of an approved and settled transaction which will post a credit amount to the customer's credit card. Traditionally a RETURN is processed when the original transaction has already been settled, when the original transaction still resides in the current batch and has not been settled, a VOID may be processed instead to nullify the charge. Use the steps below to complete a RETURN transaction.

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**EXAMPLE:** The customer made a purchase last week and came in today to return the item for credit. The original purchase has already been settled in a previous batch so I processed a RETURN to post the refund back to her credit card.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. See diagram>	Image: Credit Gradie
2	Press <b>RETURN</b> icon to reach <b>RETURN</b> entry screen. See diagram>	$\begin{array}{c} \textbf{EBI FOOD} \\ \hline \textbf{EBI Cash} \\ \hline \textbf{Cash} \hline \hline C$
3	Enter the <b>RETURN</b> amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram</i> >	3 CREDIT RETURN Enter Amount \$28.75 RETURN Amount: \$-28.75
4	Press YES to confirm the return amount. See diagram>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

### **CREDIT CARD RETURN: EMV CHIP CARD**

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	If prompted, input MANAGER PASSWORD (default password is 1234). Input the <b>RETURN</b> amount and press <b>OK</b> . <i>See diagram</i> >	5 MANAGER PASSWORD **** (((())))
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. <b>Tap (contactless only) or insert chip card.</b> <i>See diagram&gt;</i>	1       2       3         4       5       6         7       8       9         <-       0       OK         <       0       E         <       0       E
7	Remove customer's card. See diagram>	
8	The return will be processed and the transaction will be declined or approved. Sales receipts will print with details of the transaction. <i>See diagram</i> >	Approved Offline

### **CREDIT CARD RETURN (SWIPED)**

A Credit Card RETURN is the reversal of an approved and settled transaction which will post a credit amount to the customer's credit card. Traditionally a RETURN is processed when the original transaction has already been settled, when the original transaction still resides in the current batch and has not been settled, a VOID may be processed instead to nullify the charge. Use the steps below to complete a RETURN transaction.



6

**EXAMPLE:** The customer made a purchase last week and came in today to return the item for credit. The original purchase has already been settled in a previous batch so I processed a RETURN to post the refund back to her credit card.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET and BALANCE. See diagram>	Image: Creditive for the second se
2	Press <b>RETURN</b> icon to reach <b>RETURN</b> entry screen. See diagram>	$\begin{array}{c} \textbf{EBI Food} \\ \hline \textbf{EBI Cash} \\ \hline \textbf{Cash} \\ \hline \ \textbf{Cash} \hline \ \textbf$
3	Enter the <b>RETURN</b> amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram</i> >	3 CREDIT RETURN Enter Amount \$28.75 RETURN Amount: \$-28.75
4	Press YES to confirm the return amount. See diagram>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

### **CREDIT CARD RETURN** (SWIPED)

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	If prompted, input MANAGER PASSWORD (default password is 1234). Input the <b>RETURN</b> amount and press <b>OK</b> . <i>See diagram</i> >	5 MANAGER PASSWORD ****
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. <b>Swipe the credit card.</b> <i>See diagram&gt;</i>	1       2       3         4       5       6         7       8       9         CREDIT Return
7	The sale will be processed and the transaction will be declined or approved. <i>See diagram&gt;</i>	<- 0 0K < 0 =    < 0 =   7   • 1 11:07 PM   Sign here:
8	A prompt will then appear asking for your customer's signature. Once signed, press OK. <i>See diagram&gt;</i>	Zmihmet au
9	Sales receipts will be printed with details of the transaction.	APPROVAL TAS593       □

### **RETAIL RECEIPT EXAMPLE: CREDIT CARD RETURN**

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		
01/08/2019	08:09	
Trans #: 1	Batch #: 1	
Invoice #:	105	
Clerk #	4	
RET	ſURN	
Acct: **	********5785	
Type:	VISA	
Entry:	Card Swiped	
RETURN AMOUNT: \$46.99		
Resp:	Approved	
Code:	123456	
(Disclaimer here) Mutuul au		
Customer Name		

MERCHANT COPY

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888	
01/08/2019	08:09
Trans #: 1	Batch #: 1 105
Clerk #	4
RET	URN
Acct: ***	********5785
Type:	VISA
Entry:	Card Swiped
<b>RETURN AMOU</b>	NT: \$46.00
Resp:	Approved
Code:	123456
Refunds accepte www.abcs	ed with receipt tore.com
СИЅТОМ	ER COPY

### **DEBIT CARD RETURN**

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Use the steps below to complete a Debit Card Return. Debit Cards cannot be manually entered and must be swiped at point of sale. You must be subscribed to a Debit Host and PED is required.

A debit card sale cannot be VOIDED; to refund a debit sale transaction you must process a RETURN to the debit card.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>DEBIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN</b> and <b>BALANCE</b> . <i>See diagram&gt;</i>	Image: Credit Debit       Image: Credit Debit         Image: Credit Debit       Image: Credit Debit
2	Press <b>RETURN</b> icon to reach <b>RETURN</b> entry screen. See diagram>	$\begin{array}{c} \hline \\ \hline $
3	Enter the <b>RETURN</b> amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram</i> >	3 DEBIT RETURN Enter Amount \$28.75 RETURN Amount: \$-28.75
4	If the amount shown is correct press OK to confirm. If it is not correct press CANCEL and re-enter the amount. If prompted, input manager password default is 1234. <i>See diagram</i> >	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$

### **DEBIT CARD RETURN**

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
5	A prompt will then appear asking your customer to tap, insert or swipe their card. Choose the appropriate option. <i>See diagram</i> >	5 • • • • • • • • • • • • • • • • • • •
6	Select your chosen application, if prompted. See diagram>	Tap, Insert, Swipe or Enter Card # \$-28.75 DEBIT Return
7	Enter the date of the original transaction and press <b>OK</b> . <i>See diagram&gt;</i>	Image: Constraint of the second s
8	Enter the time of the original transaction and press <b>OK</b> . <i>See diagram&gt;</i>	14/07/21     13:06       123     123       456     456
9	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	$\begin{array}{c} 7 & 8 & 9 \\ \hline & 0 & 0 \\ \hline & 0 & \Xi \end{array} \end{array} \qquad \left[ \begin{array}{c} 7 & 8 & 9 \\ \hline & 0 & 0 \\ \hline & 0 & \Xi \end{array} \right] $
10	The return will be processed and the transaction will be declined or approved. <i>See diagram&gt;</i>	Total: \$-28.75 Enter PIN or Press OK
11	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	$\begin{array}{c cccccccccc} 2 & 7 & 5 & \\ \hline 1 & 0 & 8 & \\ \hline 4 & 6 & 3 & \\ \hline 9 & \swarrow & OK & \\ \hline \hline \hline \hline & O & \equiv & \hline \hline & \hline & O & \equiv & \\ \hline \end{array}$

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### MULTI-MERCHANT CREDIT RETURN

Use the chart below to process a Credit Card sale when there are multiple merchant IDs (MIDs) in the same terminal. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Select the desired merchant from your merchant list by pressing the name on your screen. <i>See diagram&gt;</i>	1
2	Press the <b>CREDIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, VOID, AUTH, TICKET</b> and <b>BALANCE</b> . <i>See diagram</i> >	Merchant 2 EBT Food EBT Cash
3	Press <b>RETURN</b> icon to reach <b>RETURN</b> entry screen. See diagram>	$\Box \qquad \bigstar \qquad \Box \qquad \Box$
4	Enter the <b>RETURN</b> amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram&gt;</i>	3 Merchant 1 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$
5	Press YES to confirm the return amount.	SALE RETURN VOID AUTH 1 2 3 4 5 6
6	If prompted, input MANAGER PASSWORD (default password is 1234). Input the <b>RETURN</b> amount and press <b>OK</b> .	TICKETBALANCE $7$ $8$ $9$ $<$ $0$ $<$ $0$ $<$ $0$ $<$ $0$ $<$
7	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. <b>Tap (contactless only) or insert chip card.</b> <i>See diagram&gt;</i>	5 • • • • • • • • • • • • • • • • • • •
8	Remove customer's card. See diagram>	((())) Tap, Insert, Swipe or Enter Card # APPROVAL TA5593
9	The return will be processed and the transaction will be declined or approved. Sales receipts will print with details of the transaction. <i>See diagram</i> >	$\bigcirc$ CREDIT Return $\bigcirc$ $\bigcirc$ $\equiv$ $\bigcirc$ $\bigcirc$ $\equiv$



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### MULTI-MERCHANT DEBIT CARD RETURN

Use the chart below to process a Debit Card sale when there are multiple merchant IDs (MIDs) in the same terminal. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Select the desired merchant from your merchant list by pressing the name on your screen. <i>See diagram</i> >	2 C C C C C C C C C C C C C C C C C C C
2	Press the <b>DEBIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN</b> and <b>BALANCE</b> . <i>See diagram</i> >	EBT Food Cash
3	Press <b>RETURN</b> icon to reach <b>RETURN</b> entry screen. See diagram>	$ \begin{array}{c} \blacksquare & \star \\ \blacksquare & \bullet & \blacksquare \\ \blacksquare & \bullet & \blacksquare \\ \blacksquare & \bullet & \bullet & \bullet & \bullet \\ \blacksquare & \bullet & \bullet & \bullet & \bullet \\ \blacksquare & \bullet & \bullet & \bullet & \bullet \\ \blacksquare & \bullet & \bullet & \bullet \\ \blacksquare & \bullet & \bullet & \bullet \\ \blacksquare & \bullet & \bullet $
4	Enter the <b>RETURN</b> amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram&gt;</i>	C C C C C C C C C C C C C C C C C C C
5	Press YES to confirm the return amount. <i>See diagram</i> >	1 2 3 4 5 6 7 8 9 <- 0 OK
6	If prompted, input MANAGER PASSWORD (default password is 1234).	<ul> <li></li></ul>
7	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. <b>Tap (contactless only) or insert chip card.</b> <i>See diagram&gt;</i>	RETURN Amount: \$-28.75 OK CANCEL Tap, Insert, Swipe or Enter Card #
8	Remove customer's card.	↓         \$-28.75           DEBIT Return           ↓         ○           ↓         ○



### MULTI-MERCHANT DEBIT CARD RETURN

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
9	Select your chosen application, if prompted. See diagram>	9 Select App Visa DEBIT Interac 10 Original Trans. Date (MM/DD/YY) 14/07/21
10	Enter the date of the original transaction and press <b>OK</b> . <i>See diagram&gt;</i>	1 2 3   4 5 6   7 8 9   < 0 0 K    < 0 0 K
11	Enter the time of the original transaction and press OK. <i>See diagram&gt;</i>	10 Original Trans. Time (HH:MM) 13:06 13:06 Total: \$-28.75 Enter PIN or Press OK
12	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$
13	The return will be processed and the transaction will be declined or approved. <i>See diagram&gt;</i>	
14	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	APPROVAL TAS593

### **RETAIL RECEIPT EXAMPLE: DEBIT CARD RETURN**

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888			ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888	
 1/08/2019 rans #: 1	 08:09 Batch #: 1	 01/ Tra	 08/2019 ns #: 1	08:09 Batch #: 1
voice #: erk #	105 4	Inv	bice #: rk #	105 4
	RETURN		RET	rurn
cct: ype: ntry:	**********5785 Debit Card Swiped	Acc Typ Ent	t: ** e: ry:	**********5785 Debit Card Swiped
RETURN A	MOUNT: \$46.99		RETURN AMOU	JNT: \$46.00
esp: ode:	Approved 123456	Res Cod	): e:	Approved 123456
MEF	RCHANT COPY	Ref	unds accept www.abc	ed with receip store.com
			CUSTON	MER COPY

### **CASH RETURN**

6

Use the chart below to record a cash return in your Dejavoo payment terminal. It is important to note that cash transactions do not communicate with your processing bank. They are recorded in your terminal for your reporting purposes.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>CASH</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE</b> and <b>RETURN</b> . <i>see diagram</i> >	Image: Credit     Imag
2	Press <b>RETURN</b> icon to reach <b>RETURN</b> entry screen. See diagram>	$ \begin{array}{c} \hline \\ \hline $
3	Enter the <b>RETURN</b> amount using your number keypad. If the amount shown is correct press OK to confirm. <i>See diagram&gt;</i>	3
4	If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram&gt;</i>	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$
5	Press YES to confirm the return amount. See diagram>	5 0 • 1 1157 PM 6 0 • 1 1157 PM APPROVAL CODE Amount: 5-28.75 1
6	The transaction is processed. Sales receipts will print with details of the transaction. <i>See diagram&gt;</i>	

### **RETAIL RECEIPT EXAMPLE: CASH RETURN**

ADC	CTOPE		ADC	TODE
ADC STORE				
123 Mai	123 Main Street		123 Main Street	
Anytown,	NY 11030		Anytown, NY 11030	NY 11030
1 (877)	777-8888	1 (877) 777-8888		777-8888
01/08/2019	08:09		01/08/2019	08:09
Trans #: 1	Batch #: 1		Trans #: 1	Batch #: 1
Invoice #:	105		Invoice #:	105
Clerk #	4		(lerk #	4
				·
RI	TURN		RE	TURN
Type:	Cash		Type:	Cash
Entry:	Manual		Entry:	Manual
AMOU	NT: \$55.38		AMOUN	NT: \$55.38
Resp:	Approved		Resp:	Approved
Code:	Х		Code:	Х
MERCH	IANT COPY		CUSTO	MER COPY

### AUTHORIZATION (AUTH ONLY)

- An Authorization Only transaction is used to verify funds and obtain an approval code. It is important to note that an Authorization Only does NOT CHARGE the customer's credit card however places a hold for the requested amount on the customer's open-to-buy limit. After an "Auth Only" is processed the approval code is used at a later time to perform a Ticket Only sale transaction to charge the account.
- 0

**EXAMPLE:** To reserve a cabin at Lake Cawanna there is a \$100.00 deposit required at the time of the reservation. The merchant processes an AUTH ONLY transaction for the \$100.00, receiving an authorization code to hold the funds. When the customer completes his/her stay the merchant charges the credit card by processing a TICKET ONLY sale using the authorization number that was previously obtained.

### Auth Only: (ALLOWED FOR CREDIT ONLY)

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>CREDIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, VOID, AUTH, TICKET</b> and <b>BALANCE</b> . <i>See diagram</i> >	
2	Press <b>AUTH</b> icon to reach <b>AUTH</b> entry screen. See diagram>	Credit Debit SALE RETURN SALE RETURN SALE RETURN VOID AUTH
3	Enter the <b>AUTH</b> amount using your number keypad. If the amount shown is correct press OK to confirm. See diagram>	
4	lf prompted, input MANAGER PASSWORD (default password is 1234).	<ul> <li>3     <li>♦ 1157 PM     <li>CREDIT AUTH     <li>5     <li>● 0 1157 PM     <li>○     <li>● 0 1157 PM     </li> </li></li></li></li></li></li></ul>
5	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram</i> >	Enter Amount \$25.00
	The transaction will be processed and will be declined	1   2   3   Tap, Insert, Swipe or Enter Card #
6	or approved.	4     5     6       7     8     9
7	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

### **Retail Receipt Example: Authorization**

**IMPORTANT:** This is NOT a sale. Authorization only transactions obtain an approval code for the requested amount and that amount is held against the cardholder's open to buy availability. A Ticket Only sale needs to be completed for the merchant to acquire funds for the transaction. Only a merchant copy of the receipt will print for Authorization transactions.

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		
01/08/2019	08:09	
Trans #: 1 Batch #: 1		
Invoice #: 105		
Clerk #	4	
AUTHORIZATION ONLY		
Acct: ****	********55555	
Type:	VISA	
Entry:	Card Swiped	
AMOUNT: \$23.99		
Resp:	Approved	
Code:	123456	
MERCHANT COPY		

### VOIDS

6

A Void transaction will nullify a transaction only when that transaction resides in the current batch; the transaction amount must be exactly the same as the original transaction amount.

The Dejavoo Terminal will check the database for the original transaction. View the If/Then chart (below) for more information.

Support of Void transactions on debit cards will vary by host; it may or may not be allowed, check with your Merchant Services provider for further clarification. You can void the following transaction types: Sale, Return & Ticket Only.

This section will provide the process for:

Void by CARD # & Amount
 Void Transaction - Find Transaction #

IF	THEN
If the Terminal can match card # and Amount in batch	The Terminal will process a VOID.
If the Terminal can match the card# but not the dollar amount	The terminal will then allow you to search by transaction number or view all open transactions with that account number.
If the Terminal does not find card in batch	The Terminal will display "Card Not Found" and cancel the VOID transaction.



**EXAMPLE:** The customer purchased a summer dress then brought it back a few hours later because it didn't fit. Since the terminal has not settled and the original transaction resides in the current batch the merchant processed a VOID transaction to nullify the original sale.

### Void Credit Trans: Card Present

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>CREDIT</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, VOID, AUTH, TICKET</b> and <b>BALANCE</b> . <i>See diagram</i> >	
2	Press <b>VOID</b> icon to reach <b>VOID</b> entry screen. See diagram>	EBT Food EBT Cash
3	Enter the <b>VOID</b> amount using your number keypad. See diagram>	Cash     TICKET     BALANCE $\equiv$ $\bigstar$ $\equiv$ $\bigstar$ $\triangleleft$ $\bigcirc$ $\equiv$ $\bigstar$
4	Press <b>OK</b> to confirm the void amount. <i>See diagram&gt;</i>	3 ○ ♥ I 1127 PM CREDIT VOID Enter Amount \$25.00
5	If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram&gt;</i>	VOID Amount: \$-25.00 OK CANCEL 7 8 9
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram</i> >	
7	Enter the void transaction number and press <b>OK</b> . See diagram>	○         ◆ 1 1:42 FM           VOID TRANS           2           (((( ))))
8	The transaction will be processed and will be declined or approved.	Tap, Insert, Swipe or       1       2       3         Enter Card #       4       5       6         \$-25.00       7       8       9
9	Void receipts will print with details of the transaction.	CREDIT Void < 0 0K < 0 0K < 0 0K < 0 0K



### Void Credit Trans: Trans # (FROM FAVORITES)

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>STAR</b> icon on your home screen to reach <b>FAVORITES</b> menu. <i>See diagram&gt;</i>	2 Credit Debit Credit Object Credit Debit Credit Debit
2	Press <b>VOID TRANSACTION</b> in the <b>FAVORITES</b> menu. See diagram>	EBT Food EBT Cash View Summary Store N Forward >
3	If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram&gt;</i>	C C E C C E C C C C C C C C C C C C C C C C C C C
4	Press <b>BY TRANSACTION #</b> in the <b>VOID TRANSACTION</b> menu. <i>See diagram&gt;</i>	By Transaction # Reference Number Invoice # 1 2 3 Approval Code Last Transaction
5	Enter the <b>TRANS NUMBER</b> and press <b>OK</b> . See diagram>	
6	Select the correct transaction that you want to void by pressing the screen and confirm that you want to void by pressing the <b>SELECT</b> button at the bottom of your screen. <i>See diagram</i> >	Void Transaction           Enter Trans Num:         Select Trans           4         Select Trans           #6         Sale           Amt:         \$25.00           Tip:         \$3.75           Tot:         \$28.75           M/C         ****0054
7	The transaction is processed. Void receipts will print with details of the transaction.	$\begin{array}{c} 4 & 5 & 6 \\ \hline 7 & 8 & 9 \\ \hline \hline 0 & OK \\ \hline \hline \hline 0 & \Xi \end{array} \qquad \begin{array}{c} \text{Cooe:} & \text{VLMC1} \\ \hline \text{Ref:} & 1196129501689 \\ \hline \text{Select} \\ \hline \hline \hline 0 & \Xi \end{array}$

### **RETAIL RECEIPT EXAMPLE: VOID SALE**

MERCHANT COPY

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		1	123 Anyto 1 (8	ABC STORE Main Street own, NY 11030 77) 777-8888
01/08/2019 Trans #: 1 Invoice #: Clerk #	08:09 Batch #: 1 105 4	L	01/08/2019 Trans #: 1 Invoice #: Clerk #	08:09 Batch #: 1 105 4
	VOID SALE			VOID SALE
Acct: Type:	***********5785 VISA		Acct: Type:	***********5785 VISA
VOIDED A	MOUNT: \$164.38		VOIDED	AMOUNT: \$164.38
Resp: Code:	VOIDED 123456		Resp: Code:	V0IDED 123456
(Disclaimer here)			Refunds ac www	ccepted with receipt .abcstore.com
Customer Name			CL	JSTOMER COPY

TRANSACTIONS



A

### EBT: FOOD BENEFIT SALE (ELECTORNIC BENEFITS TRANSFER)

EBT (Electronic Benefits Transfer) provides both food stamp and/or cash benefits to customers. With EBT transactions customers access their benefits through the terminal by using their EBT cards. Merchants must be subscribed to an EBT host and an active PIN Pad is required. Use the chart below to process an EBT Food Stamp Transactions.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>EBT FOOD</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, BALANCE</b> and <b>VOUCHER SL</b> . <i>See diagram</i> >	Image: Credit Debit     Image: Credit Debit
2	Press <b>SALE</b> icon to reach <b>EBT SALE</b> entry screen. See diagram>	EBT Cash Cash EBT Cash EBT Cash EBT Cash EBT Cash EBT Cash EBT Cash EBT Cash EBT Cash EBT Cash EBT Cash
3	Enter the <b>EBT SALE</b> amount and press <b>OK</b> . <i>See diagram</i> >	Image: Second system     Image: Second system       Image: Second system     Im
4	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram&gt;</i>	1       2       3         4       5       6         7       8       9
5	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	C       O       C       EBT Sale         Image: Comparison of the state of t
6	The sale will be processed and the transaction will be declined or approved. <i>See diagram&gt;</i>	Total: \$28.75 Enter PIN
7	You will be offered the option to print details of the transaction.	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$



### RETAIL RECEIPT EXAMPLE: EBT FOOD BENEFIT SALE

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		
01/08/2019	08:09	
Trans #: 1	Batch #: 1	
Clerk #	4	
SA	LE	
Acct: ***	********5555	
Type:	EBT	
Entry:	Swiped	
Trace#:	123456	
Benefit:	Food	
AMOUNT	: \$164.38	
Resp:	Approved	
Code:	123456	
FS Ledger Bal:	\$64.57	
FS Avail Bal:	\$80.00	
FS Begin Bal:	\$100.00	
Ch Ledger Bal:	\$55.00	
Ch Avail Bal:	\$102.00	

MERCHANT COPY

### **EBT: FOOD BENEFIT VOUCHER SALE**

6

When a voice authorization has been previously obtained you should follow the steps below to complete an EBT Voucher Sale using the obtained voice authorization.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>EBT FOOD</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, BALANCE</b> and <b>VOUCHER SL</b> . <i>See diagram</i> >	Image: Credit Debit     Image: Credit Debit
2	Press <b>VOUCHER</b> icon to reach <b>EBT VOUCHER SALE</b> entry screen. <i>See diagram</i> >	EBT Food Cash
3	Enter the <b>EBT VOUCHER SALE</b> amount and press <b>OK</b> . See diagram>	3
4	Enter the <b>EBT Approval Code</b> and press <b>OK</b> . See diagram>	123 456 780
5	Enter the <b>EBT Serial Number</b> amount and press <b>OK</b> . See diagram>	$\begin{array}{c} 7 & 8 & 9 \\ \hline & & & \\ \hline \\ \hline$
6	A prompt will then appear asking your customer to tap, insert or swipe their card. Manually enter the card number. <i>See diagram</i> >	1234567 ((( ))) Tap, Insert, Swipe or Enter Card #
7	The transaction is processed, then approved or declined. You will be offered the option to print details of the transaction.	$ \begin{array}{c} qw e r t y u i o p \\ a s d f g n j k 1 \\ z x c v b nm \\ abc 123 \\ \hline \bigcirc E \end{array} $

### RETAIL RECEIPT EXAMPLE: EBT FOOD VOUCHER SALE

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		
01/08/2019	08:09	
Trans #: 1	Batch #: 1	
Clerk #	4	
S/	ALE	
Acct: *******5555 Type: EBT Entry: Swiped Trace#: 123456 Benefit: Food		
AMOUN	F: \$164.38	
Resp: Code:	Approved 123456	
FS Ledger Bal: FS Avail Bal: FS Begin Bal: Ch Ledger Bal:	\$64.57 \$80.00 \$100.00 \$55.00	

MERCHANT COPY



### **EBT: FOOD BENEFIT RETURN**

Use the steps below to process a Return for a Food Benefit Sale.

Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>EBT FOOD</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, BALANCE</b> and <b>VOUCHER SL</b> . <i>See diagram</i> >	2 Credit Debit Credit Debit Credit Debit Credit Debit Credit Debit Credit Debit
2	Press <b>RETURN</b> icon to reach <b>EBT RETURN</b> entry screen. <i>See diagram&gt;</i>	$\begin{array}{c} \hline \\ \hline $
3	Enter the <b>EBT RETURN</b> amount and press <b>OK</b> . See diagram>	3 EBT RETURN Enter Amount \$28.75 RETURN Amount: \$-28.75
4	Press <b>OK</b> to confirm the return amount. <i>See diagram</i> >	$ \begin{array}{c} 1 & 2 & 3 \\ 4 & 5 & 6 \\ 7 & 8 & 9 \\ \hline 0 & 0 & \overline{} \\ \hline 0 & 0 & \overline{} \\ \hline 0 & 0 & \overline{} \\ \hline \end{array} $
5	If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram&gt;</i>	5 • 1157 PM MANAGER PASSWORD **** (((()))) Tap. Insert. Swing or
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram&gt;</i>	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$



### **EBT: FOOD BENEFIT RETURN**

continued

STEP	ACTION	TOUCH SCREEN DISPLAY
7	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	7         ● 1 1167 PM         8         ● ● ● 1167 PM           Total: \$-28.75         Enter PIN         ●         ●
8	The return will be processed and the transaction will be declined or approved. <i>See diagram&gt;</i>	2 7 5 APPROVAL TAS593
9	You will be offered the option to print details of the transaction.	$\begin{array}{c cccccc} 1 & 0 & 8 & cancel \\ 4 & 6 & 3 & \\ 9 & \swarrow & 0 & \\ \hline \hline$

### **RETAIL RECEIPT EXAMPLE: FOOD BENEFIT RETURN**

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888		
01/08/2019	08:09	
Trans #: 1	Batch #: 1	
RET	URN	
Acct:         ********555           Type:         EB           Entry:         Swiped           Trace#:         123456           Benefit:         Food		
AMOUNT: \$164.38		
Resp: Approve Code: 1234		
FS Ledger Bal: FS Avail Bal: FS Begin Bal: Ch Ledger Bal: Ch Avail Bal:	\$64.57 \$80.00 \$100.00 \$55.00 \$102.00	
MERCHANT COPY		

### EBT: FOOD BENEFIT VOUCHER RETURN

Use the steps below to process a Return for a Food Benefit Voucher Sale.

Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>EBT FOOD</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE, RETURN, BALANCE</b> and <b>VOUCHER SL</b> . <i>See diagram</i> >	1 • I 157PM • I 157PM
2	Press <b>RETURN</b> icon to reach <b>EBT RETURN</b> entry screen. <i>See diagram&gt;</i>	EBT Food Cash
3	Enter the <b>EBT RETURN</b> amount and press <b>OK</b> . See diagram>	
4	Press <b>OK</b> to confirm the return amount. <i>See diagram&gt;</i>	EBT RETURN Enter Amount \$28.75 RETURN Amount: \$-28.75
5	If prompted, input MANAGER PASSWORD (default password is 1234). <i>See diagram&gt;</i>	1 2 3 4 5 6 7 8 9 <- 0 OK
6	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Swipe or manually enter the card number. <i>See diagram</i> >	<ul> <li>✓ ○ Ξ     <li>✓ ○ Ξ     <li>✓ ○ Ξ     <li>Ø     </li> <li>Ø     <li>Ø     </li> <li>Ø     <li>Ø     </li> <li>Ø      </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø      </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø      </li> <li>Ø     </li> <li>Ø      </li> <li>Ø      </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø     </li> <li>Ø      </li> <li>Ø      </li> <li>Ø      </li> <li>Ø      </li> <li>Ø     </li> <li>Ø      </li> <li>Ø     </li> <lp>Ø     </lp></li> <lp>Ø     </lp></li> <lp>Ø     <!--</th--></lp></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></li></ul>
7	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	((()))     Enter PIN       Tap, Insert, Swipe or     Stind PN During Entyr       Enter Card #     *****
8	The transaction is processed, then approved or declined. You will be offered the option to print details of the transaction.	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$

### EBT: CASH BENEFIT SALE (ELECTORNIC BENEFITS TRANSFER)



Use the chart below to process an EBT Cash Benefit Sale Transaction.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>EBT CASH</b> icon on your terminal home screen. A new screen will appear with the following options: <b>SALE</b> and <b>BALANCE</b> . <i>See diagram&gt;</i>	Image: Credit Graduation of the control of the co
2	Press <b>SALE</b> icon to reach <b>EBT SALE</b> entry screen. See diagram>	$\begin{array}{c} \blacksquare & \bullet \\ \hline \hline$
3	Enter the <b>EBT SALE</b> amount and press <b>OK</b> . <i>See diagram</i> >	3 • • • • • • • • • • • • • • • • • • •
4	A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. <i>See diagram</i> >	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$
5	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. See diagram>	5 • • • • • • • • • • • • • • • • • • •
6	The transaction is processed, then approved or declined. You will be offered the option to print details of the transaction. <i>See diagram</i> >	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$

### RETAIL RECEIPT EXAMPLE: EBT CASH BENEFIT SALE

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888				
01/08/2019	08:09			
Trans #: 1	Batch #: 1			
SALE				
Acct: *** Type: Entry: Trace#: Benefit:	*******5555 EBT Swiped 123456 Cash			
AMOUNT: \$164.38				
Resp: Code:	Approved 123456			
FS Ledger Bal:	\$64.57			
FS Avail Bal:	\$80.00			
FS Begin Bal:	\$100.00			
Ch Ledger Bal:	\$55.00			
Ch Avail Bal:	\$102.00			
MERCHANT COPY				



### **EBT: BALANCE INQUIRY**



Use the chart below to process an EBT Balance Inquiry.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Press the <b>EBT FOOD</b> or the <b>EBT CASH</b> icon to reach the <b>EBT</b> menu. <i>See diagram</i> >	Credit Debit
2	Press the <b>BALANCE</b> icon to reach <b>BALANCE</b> entry screen. <i>See diagram&gt;</i>	EBT Food Cash
3	Swipe EBT card. See diagram>	$ \begin{array}{c} \blacksquare & \bigstar \\ \lhd & \bigcirc & \blacksquare \\ \end{array} \\ 3 \\ \bigcirc & \textcircled{1} 1157 PM \end{array} $
4	Customer inputs PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses <b>OK</b> . See diagram>	Tap, Insert, Swipe or Enter Card #
5	Terminal communicates to host for EBT balance and prints EBT balance. Once completed the terminal will return to idle prompt.	EBT Eng Food $2$ $7$ $5$ cancel1084634639 $\times$ OK $\triangleleft$ $\bigcirc$ $\equiv$ $\triangleleft$ $\bigcirc$ $\equiv$

### **RETAIL RECEIPT EXAMPLE: EBT BALANCE INQUIRY**

### EBT RECEIPT: Food Balance Inquiry

ABC STORE
123 Main Street
Anytown, NY 11030
1 (877) 777-8888

01/08/2019	08:09
FS Ledger Bal:	\$75.00
FS Avail Bal:	\$76.00
FS Begin Bal:	\$100.00

### EBT RECEIPT: Cash Balance Inquiry

ABC STORE 123 Main Str Anytown, NY 1 1 (877) 777-4	reet 1030 8888
01/08/2019	08:09
Ch Ledger Bal: Ch Avail Bal:	\$75.00 \$101.00