

# 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.

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

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

### ATM
Connect to all major ATM networks.

### Merchant Cash Advance
Access the assets your business deserves.

### Banking
Access our affordable rates and award-winning merchant services team.

### Credit & Debit
Diverse range of credit and debit card processing solutions.

### Remote Deposit Capture
No need to go to the bank to cash payment checks.

### High-Risk
We're built to handle complex merchants, regardless of your industry.

To find out more click here

Déjavoo

# TRANSACTIONS




ecs

# TRANSACTIONS

## SALE TRANSACTIONS

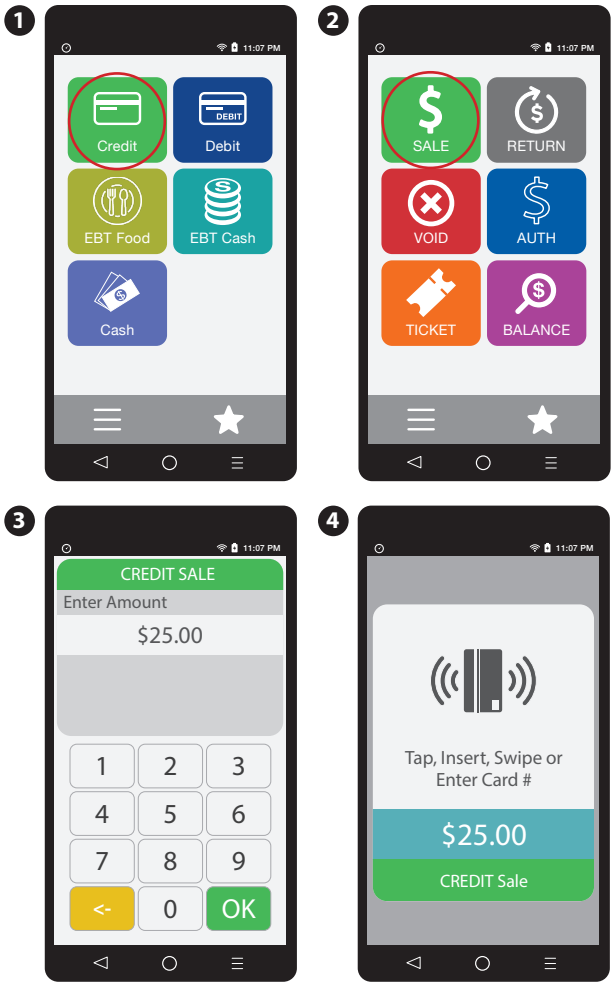
This section describes the steps necessary to complete a Credit or Debit card sale. Please note that if additional transaction prompts are enabled they will present themselves in the flow of the transaction, for example: If Clerk ID is enabled then you will also be prompted to enter the Clerk ID during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

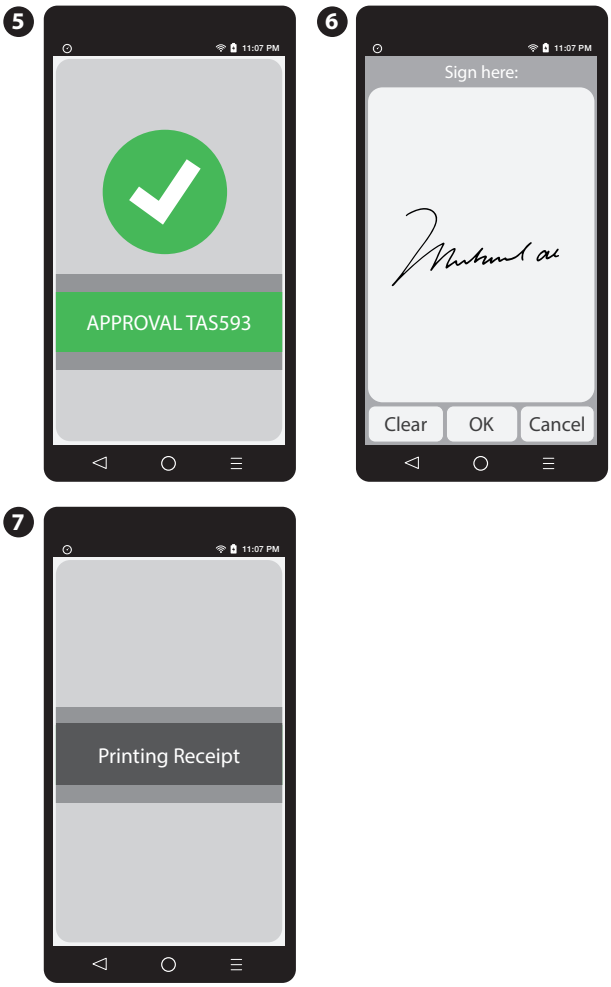
## CREDIT CARD SALE: EMV CHIP CARD (SIGNATURE)

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 | 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 | Press **SALE** icon to reach **SALE** entry screen. *See diagram>* | |
| 3 | Enter the **SALE** amount and press **OK**. *See diagram>* | |
| 4 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. **Tap (contactless only) or insert chip card.** *See diagram>* | |

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

continued

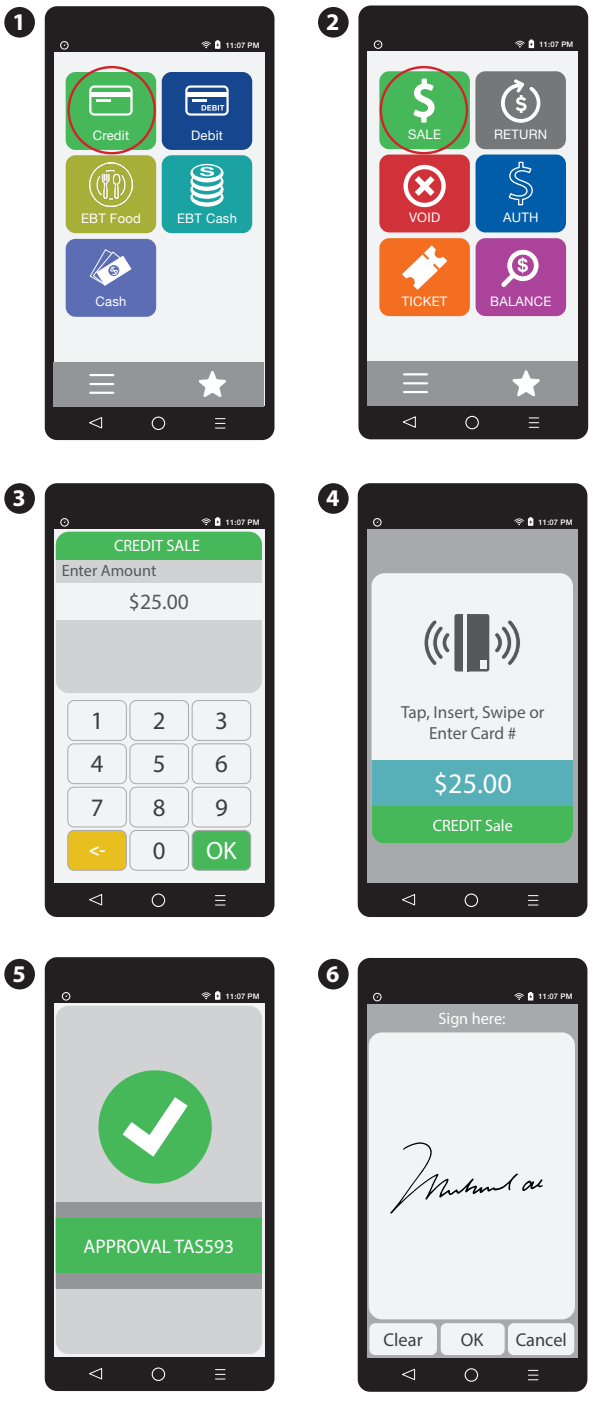
| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 5 | The sale will be processed and the transaction will be declined or approved. *See diagram>* |  |
| 6 | A prompt will then appear asking for your customer's signature. Once signed, press OK. *See diagram>* | |
| 7 | Sales receipts will be printed with details of the transaction. *See diagram>* | |

# TRANSACTIONS

## 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 **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 | Press **SALE** icon to reach **SALE** entry screen. *See diagram>* | |
| 3 | Enter the **SALE** amount and press **OK.** *See diagram>* | |
| 4 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. **Swipe the credit card.** *See diagram>* | |
| 5 | The sale will be processed and the transaction will be declined or approved. *See diagram>* | |
| 6 | A prompt will then appear asking for your customer's signature. Once signed, press OK. *See diagram>* | |
| 7 | Sales receipts will be printed with details of the transaction. | |



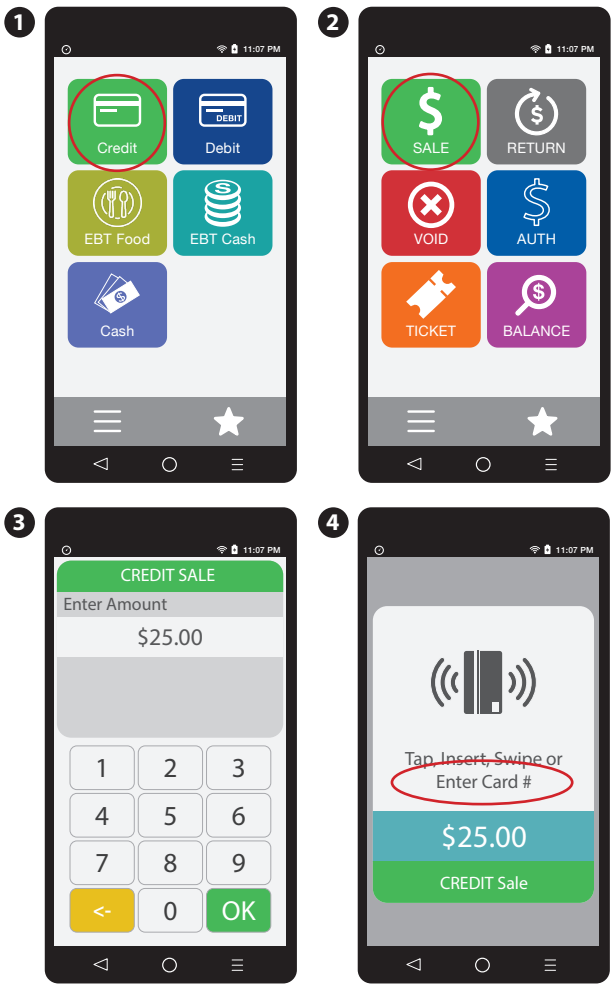
# TRANSACTIONS

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

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.

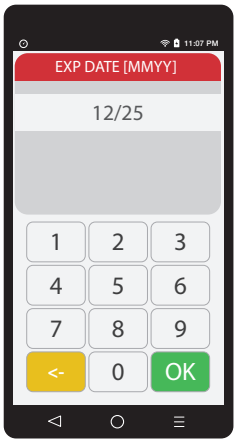
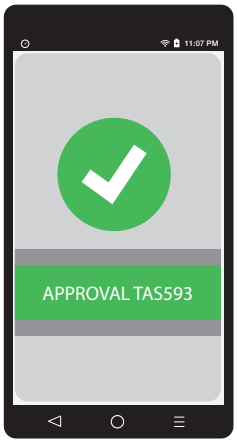
It is always a best practice to insert the chip card into the terminal's EMV card reader. Manual entry of a card number should be done only when necessary.

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Press the **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 | Press **SALE** icon to reach **SALE** entry screen. *See diagram>* | |
| 3 | Enter the **SALE** amount and press **OK**. *See diagram>* | |
| 4 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. **Tap on the text that says Enter Card #.** *See diagram>* | |



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

continued

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 5 | Enter card number and press **OK**. *See diagram>* |   |
| 6 | Enter expiry date and press **OK**. *See diagram>* |   |
| 7 | Press YES if card is present or press NO if card is not present. *See diagram>*<br><br>***Note:*** *If card is not present follow the prompts to enter AVS and Card Code security information.* |   |
| 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. *See diagram>* |   |
| 9 | Once the correct information is entered the sale will be processed and the transaction will be declined or approved. *See diagram>* |   |
| 10 | Sales receipts will be printed with details of the transaction. Once completed the terminal will return to idle prompt. *See diagram>* |   |

# TRANSACTIONS

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

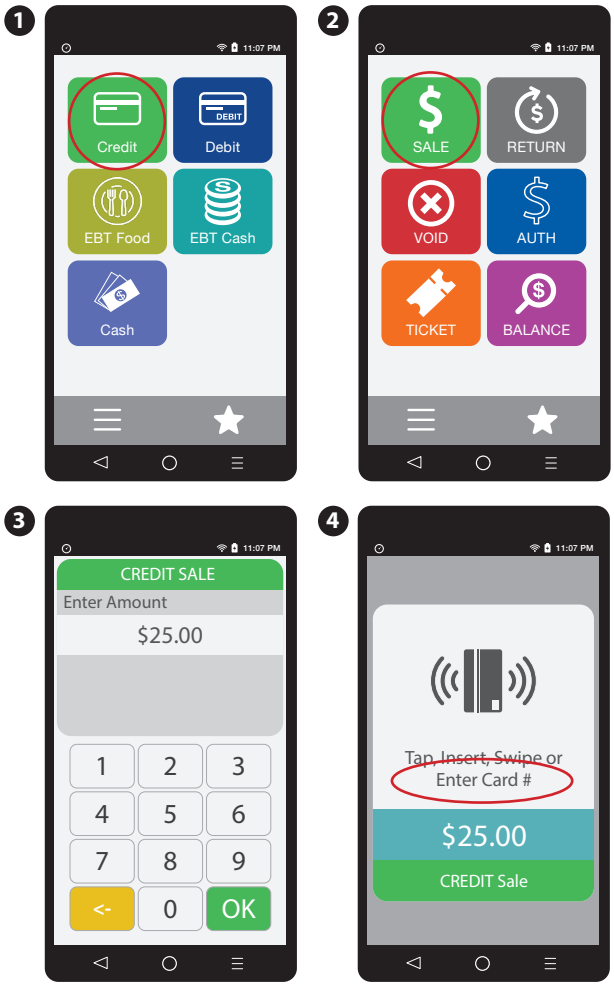
Use the chart below to process a credit sale when AVS options have been enabled. The following instructions depict AVS settings of Manual Entry when Card is NOT Present. Please note that AVS prompts during a transaction will vary depending on individual configuration. To learn more about setting AVS options and configurations, see page 153.

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.

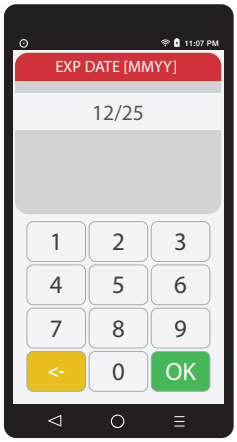
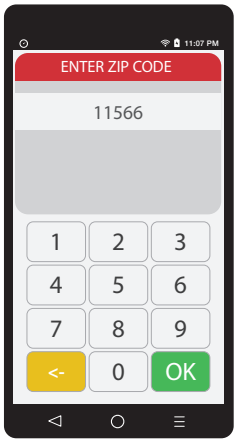
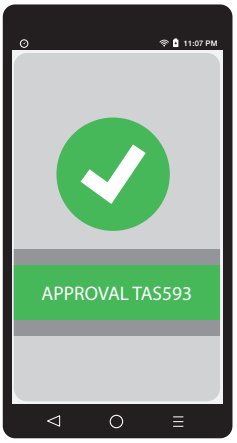
- Swiping VISA prompts for a CVV2 code, 3 digits found on the back of the card.
- Swiping MasterCard prompts for CVC2 code, 3 digits found on the back of the card.
- Amex & Discover prompts for CID code, 4 digits found on front of the card.

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Press the **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 | Press **SALE** icon to reach **SALE** entry screen. *See diagram>* | |
| 3 | Enter the **SALE** amount and press **OK**. *See diagram>* | |
| 4 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. **Tap on the text that says Enter Card #.** *See diagram>* | |



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

continued

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 5 | Enter card number and press **OK**. *See diagram>* |  |
| 6 | Enter expiry date and press **OK**. *See diagram>* |  |
| 7 | Press YES if card is present or press NO if card is not present. *See diagram>*<br><br>***Note:** If card is not present follow the prompts to enter AVS and Card Code security information.* |  |
| 8 | When terminal displays ENTER CVV2, input security card code from the back of the card and press OK. *See diagram>*<br><br>**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.* |  |
| 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. *See diagram>* |  |
| 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. *See diagram>* |  |

# TRANSACTIONS

## RETAIL RECEIPT EXAMPLE: CREDIT SALE

### MERCHANT COPY

**LINE A** Merchant header - 5 lines, 24 characters per line

**LINE B** Date & time of transaction
**LINE C** Transaction # and Batch #
**LINE D** Invoice number
**LINE E** Clerk #

**LINE F** Transaction type (sale, refund, void etc)

**LINE G** Card number
**LINE H** Card type identification
**LINE I** Method of card entry (manual, swiped etc)

**LINE J** Amount of transaction

**LINE K** Response from host
**LINE L** Approval code from host

**LINE M** Credit disclaimer

**LINE N** Signature line

**LINE O** Customer's name from Track 1 of card

**LINE P** Identifies this is the merchant's 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

          SALE

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

     AMOUNT: $124.53

Resp:          Approved
Code:            TAS460

     (Disclaimer here)

     Customer Name

     MERCHANT COPY
```

### CUSTOMER COPY

**LINE A** Merchant header - 5 lines, 24 characters per line

**LINE B** Date & time of transaction
**LINE C** Transaction # and Batch #

**LINE D** Transaction type (sale, refund, void etc)

**LINE E** Card type & truncated card number
**LINE F** Method of card entry (manual, swiped etc)

**LINE G** Host response (ie approved, declined etc)
**LINE H** Host authorization code

**LINE I** Dollar amount of transaction

**LINE J** Merchant trailer - up to 5 lines, 24 characters per line

**LINE K** Identifies this is the customer's copy

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

- - - - - - - - - - - -

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

          SALE

VISA  ***********5785
Card Swiped

Resp:          Approved
Code:            TAS460

     AMOUNT: $124.53

Refunds accepted with
      receipt
www.merchantabc.com

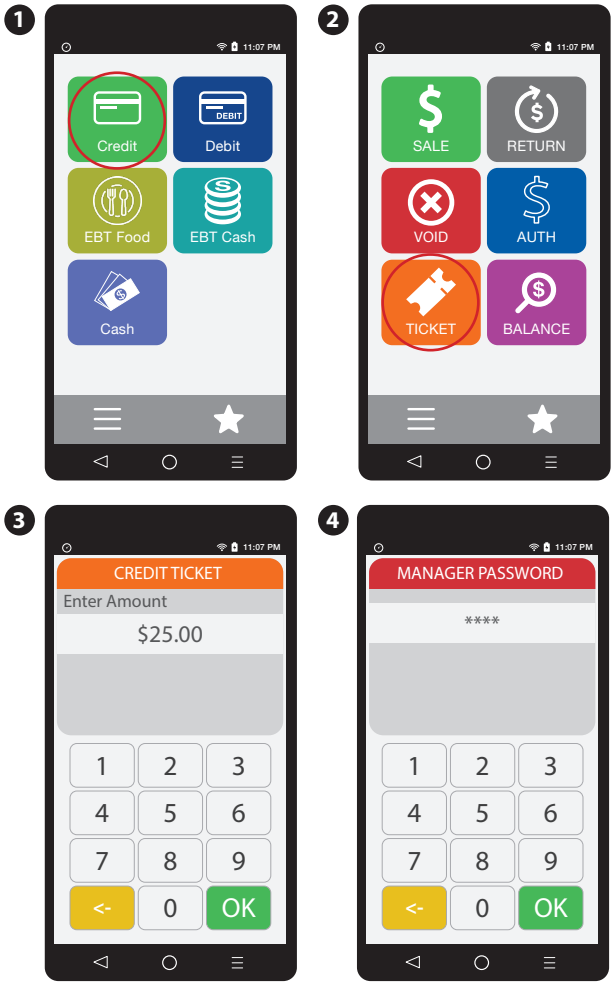
     CUSTOMER COPY
```

# TRANSACTIONS

## TICKET ONLY SALE

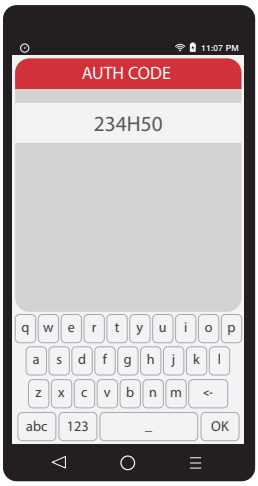
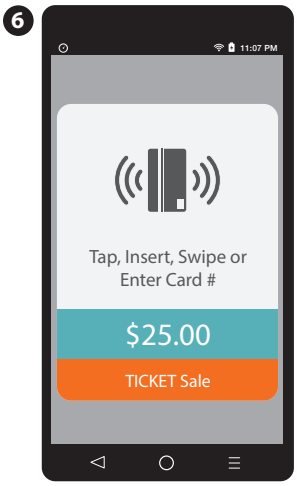
This transaction is used when an Authorization Number has already been obtained via Authorize only transaction or through voice authorization.

**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>* |  |
| 2 | Press **TICKET** icon to reach TICKET entry screen. If prompted, input MANAGER PASSWORD (default password is 1234). *See diagram>* | |
| 3 | Enter the **TICKET** amount and press **OK**. *See diagram>* | |
| 4 | If prompted, input MANAGER PASSWORD (default password is 1234). | |

## TICKET ONLY SALE

continued

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 5 | The terminal will display a screen requesting an AUTHORIZATION CODE. Enter the **AUTH CODE** previously obtained for this transaction and press OK. *See diagram>* |  |
| 6 | A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. *See diagram>* |  |
| 7 | The transaction is processed. Sales receipts will print with details of the transaction. | |



## 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
Clerk #: 4

**TICKET**

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

**AMOUNT: $124.53**

**POST AUTH**
Code: TAS460

(Disclaimer here)

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**

# TRANSACTIONS

## MULTI-MERCHANT CREDIT SALE (SWIPED)

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. *See diagram>* | |
| 2 | 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 | Press **SALE** icon to reach **SALE** entry screen. *See diagram>* | |
| 4 | Enter the **SALE** amount and press **OK.** *See diagram>* | |
| 5 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. **Swipe the credit card.** *See diagram>* | |
| 6 | The sale will be processed and the transaction will be declined or approved. *See diagram>* | |
| 7 | A prompt will then appear asking for your customer's signature. Once signed, press OK. | |
| 8 | Sales receipts will be printed with details of the transaction. | |

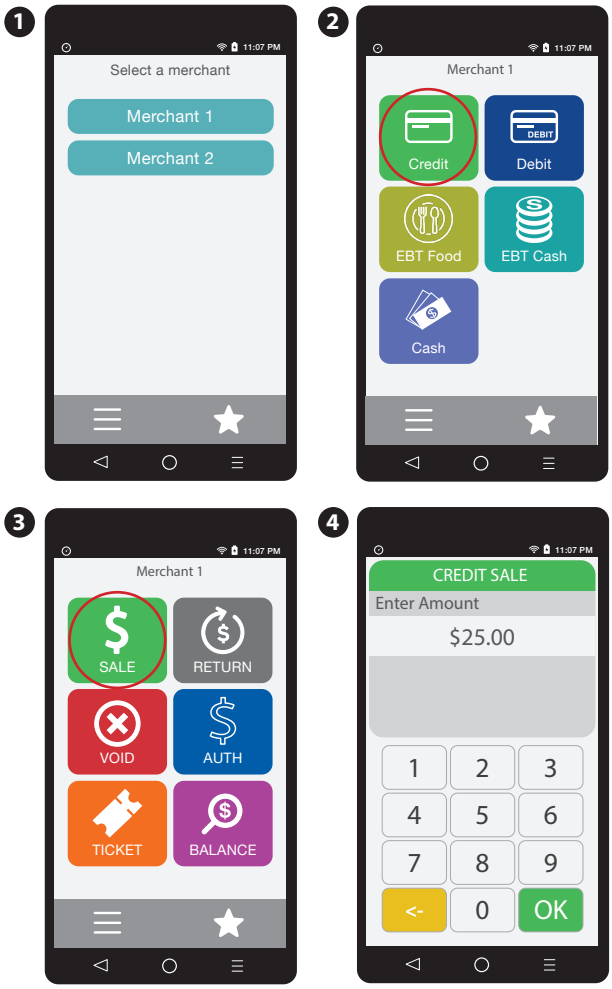


# TRANSACTIONS

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

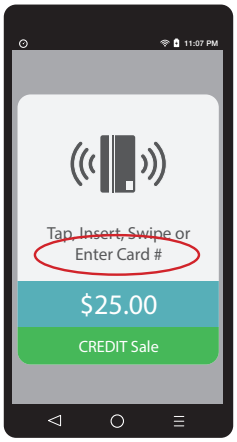
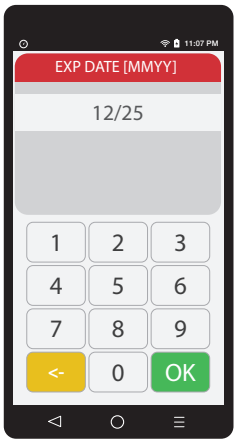
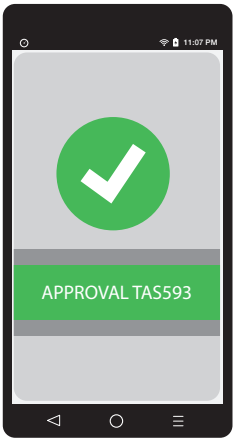
Use the chart below to process a credit sale when there is more than one Merchant ID (MID) using the same credit card terminal and the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

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. *See diagram>* |  |
| 2 | 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 | Press **SALE** icon to reach **SALE** entry screen. *See diagram>* | |
| 4 | Enter the **SALE** amount and press **OK.** *See diagram>* | |

## 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. **Tap on the text that says Enter Card #.** *See diagram>* |   |
| 6 | Enter card number and press **OK**. *See diagram>* |   |
| 7 | Enter expiry date and press **OK**. *See diagram>* |   |
| 8 | Press YES if card is present or press NO if card is not present. *See diagram>*<br>***Note:** If card is not present follow the prompts to enter AVS and Card Code security information.* |   |
| 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. *See diagram>* |   |
| 10 | Once the correct information is entered the sale will be processed and the transaction will be declined or approved. *See diagram>* |   |
| 11 | Sales receipts will be printed with details of the transaction. Once completed the terminal will return to idle prompt. | |

# TRANSACTIONS

## RETAIL RECEIPT EXAMPLE: MULTI-MERCHANT

Nails By Lisa
123 Main Street
Anytown, NY 11030
1 (877) 777-8888

- - - - - - - - - - - - - - - -

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

Merchant #: 1
Merchant Name: Nails By Kate

**SALE**

Acct: **********5785
Type: MasterCard
Entry: Card Swiped

**AMOUNT: $124.53**

Resp: Approved
Code: 123456

(Disclaimer here)

Customer Name

**MERCHANT COPY**

Nails By Lisa
123 Main Street
Anytown, NY 11030
1 (877) 777-8888

- - - - - - - - - - - - - - - -

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

Merchant #: 1
Merchant Name: Nails By Kate

**SALE**

Acct: **********5785
Type: MasterCard
Entry: Card Swiped

**AMOUNT: $124.53**

Resp: Approved
Code: 123456

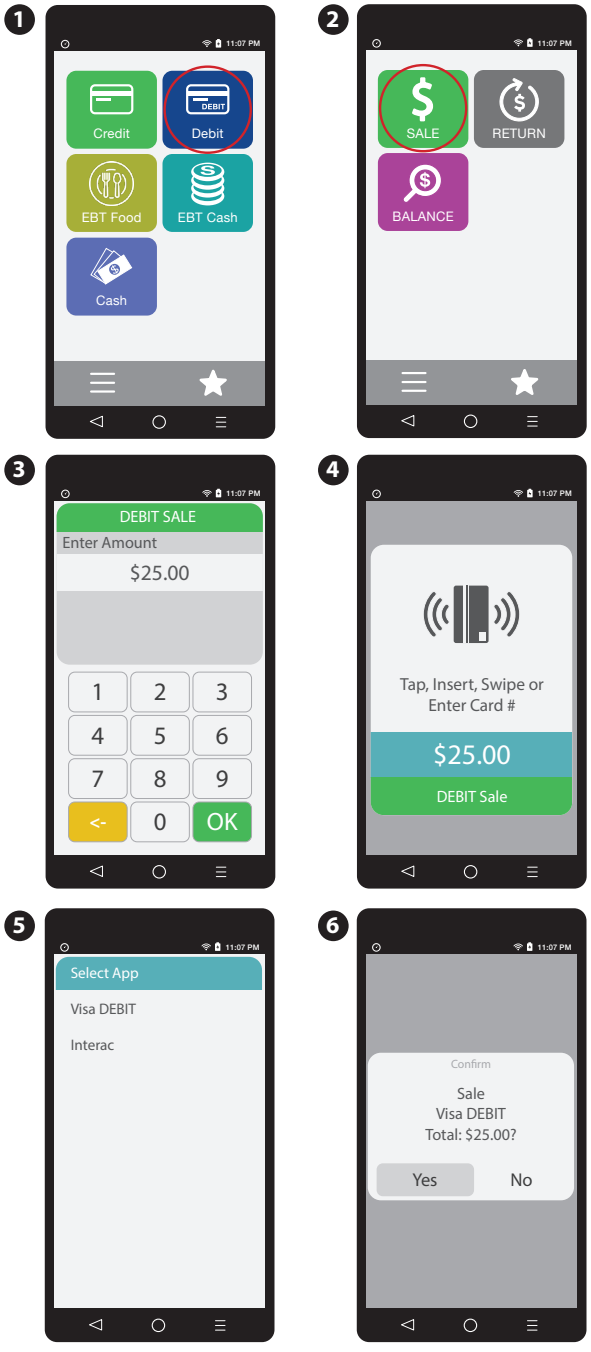
**CUSTOMER COPY**

# TRANSACTIONS

## DEBIT CARD SALE

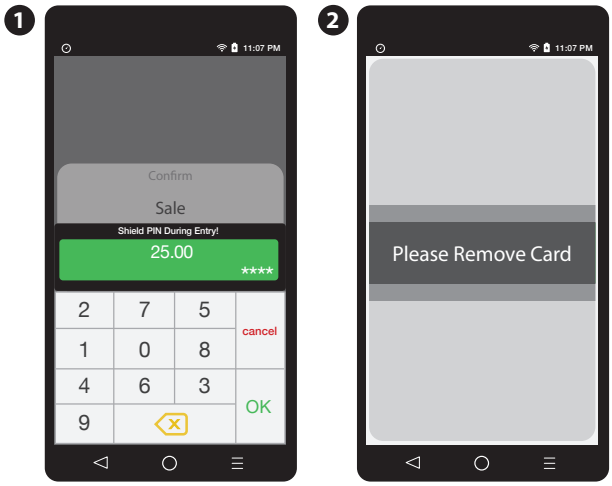
Use the chart below to process a Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant and you MUST have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

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Press the **DEBIT** icon on your terminal home screen. A new screen will appear with the following options: **SALE, RETURN** and **BALANCE**. *See diagram>* | |
| 2 | Press **SALE** icon to reach **SALE** entry screen. *See diagram>* | |
| 3 | Enter the **SALE** amount and press **OK**. | |
| 4 | A prompt will then appear asking your customer to tap, insert or swipe their card. Choose the appropriate option. *See diagram>* | |
| 5 | Select your chosen application, if prompted. *See diagram>* | |
| 6 | If prompted, confirm the **SALE AMOUNT** by pressing **YES**. *Conditional on the terminal's configuration.* *See diagram>* | |



## 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>* |  |
| 8 | The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt. | |



## RETAIL RECEIPT EXAMPLE: DEBIT SALE

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

**SALE**

Acct: **********5785
Type: Debit
Entry: Card Swiped

Resp: Approved
Code: 123456

TRANS AMOUNT: $40.38
CASH BACK: $15.00

- - - - - - - - - - - - - - - -

**TOTAL AMOUNT: $55.38**

**MERCHANT COPY**

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

- - - - - - - - - - - - - - - -

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

Acct: **********5785
Type: Debit
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Resp: Approved
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TRANS AMOUNT: $40.38
CASH BACK: $15.00

- - - - - - - - - - - - - - - -

**TOTAL AMOUNT: $55.38**

Refunds accepted with receipt
www.abcstore.com

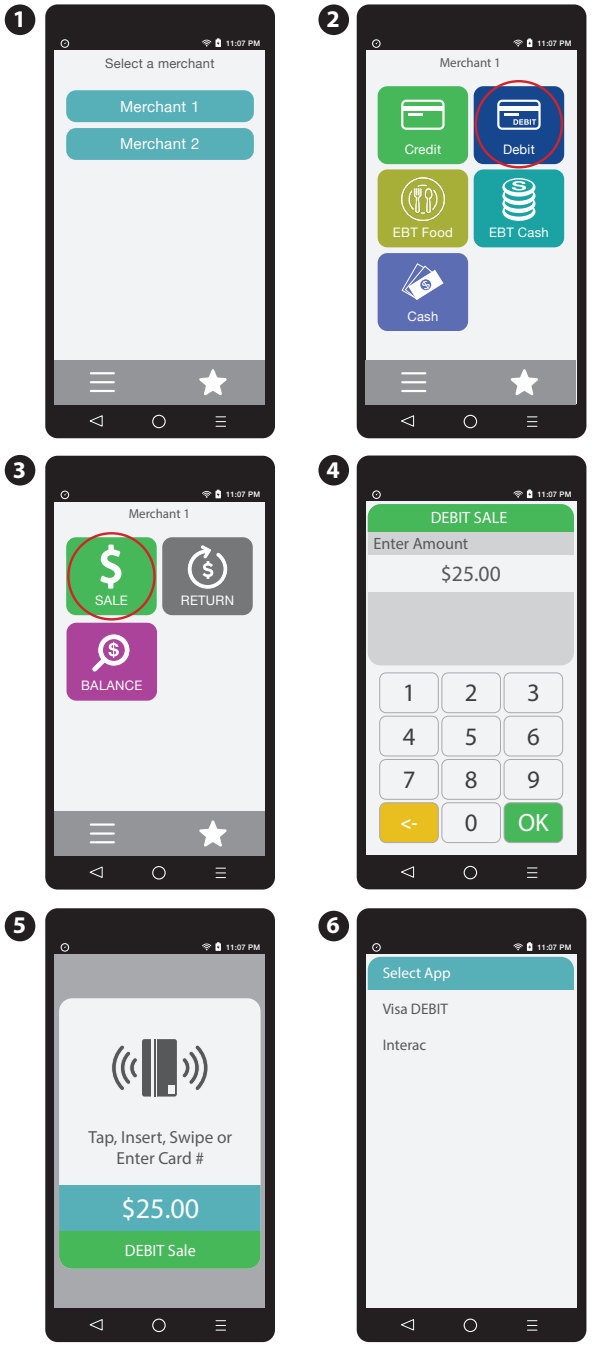
**CUSTOMER COPY**

# TRANSACTIONS

## MULTI-MERCHANT DEBIT CARD SALE

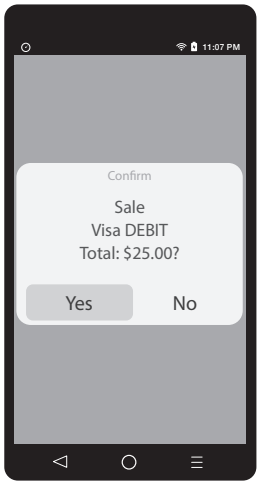
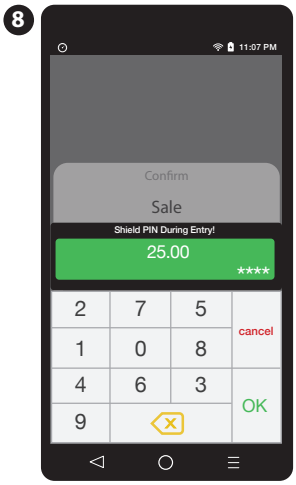
Use the chart below to process a Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Select the desired merchant from your merchant list by pressing the name on your screen. *See diagram>* | |
| 2 | Press **DEBIT** icon to reach **DEBIT** menu. *See diagram>* | |
| 3 | Press **SALE** icon to reach **SALE** entry screen. *See diagram>* | |
| 4 | Enter the **SALE** amount and press **OK**. | |
| 5 | A prompt will then appear asking your customer to tap, insert or swipe their card. Choose the appropriate option. | |
| 6 | Select your chosen application, if prompted. *See diagram>* | |



## MULTI-MERCHANT DEBIT CARD SALE

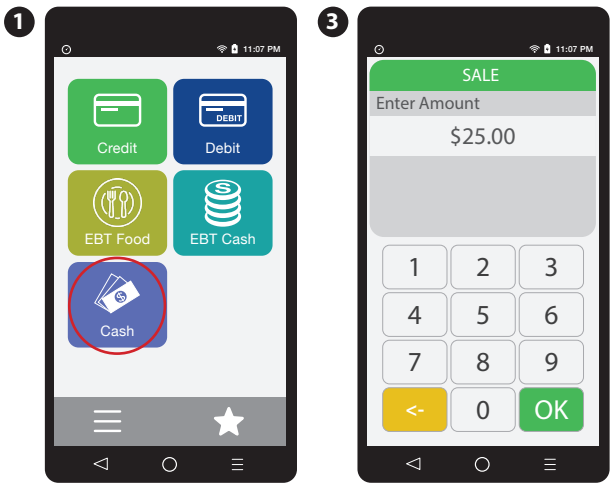
continued

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 7 | If prompted, confirm the **SALE AMOUNT** by pressing **YES**. *Conditional on the terminal's configuration.* *See diagram>* |     |
| 8 | Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. *See diagram>* | |
| 9 | The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt. | |

# TRANSACTIONS

## CASH SALE

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 **CASH** icon on the homescreen to reach **CASH** menu. *See diagram>* |  |
| 2 | Press **SALE** icon to reach **SALE** entry screen. | |
| 3 | Enter the **CASH SALE** amount and press **OK**. *See diagram>* | |
| 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

- - - - - - - - - - - - - - - - -

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

**SALE**

Type: Cash
Entry: Manual

**AMOUNT: $55.38**

Resp: Approved
Code: 123456

**MERCHANT COPY**

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

**SALE**

Type: Cash
Entry: Manual

**AMOUNT: $55.38**

Resp: Approved
Code: 123456

**CUSTOMER 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
- CVV2 Credit
- Manual Credit
- Debit Sale
- AVS Credit

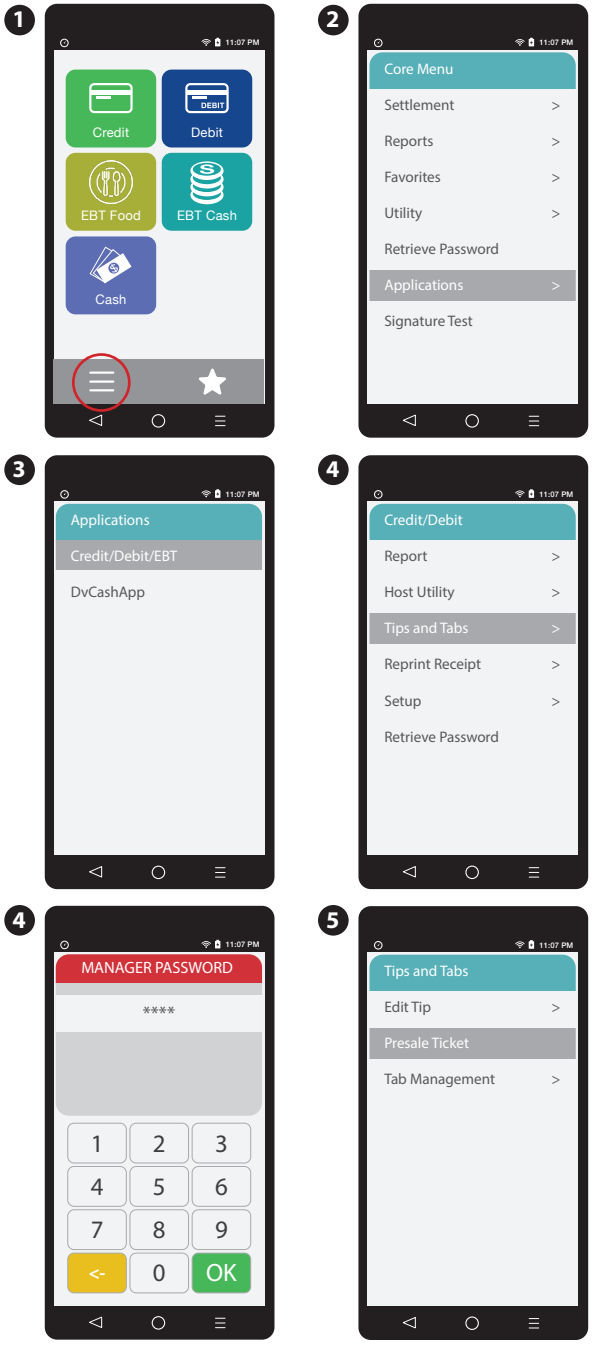
**EXAMPLE:** The customer gets a haircut at the local barber shop. When finished the merchant (the barber) prints out a presale ticket for $20.00 which is the dollar amount due to for the haircut and hands it to the customer. The customer writes down another $5.00 on the tip line and writes $25.00 on 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).

# TRANSACTIONS

## PRESALE TICKET

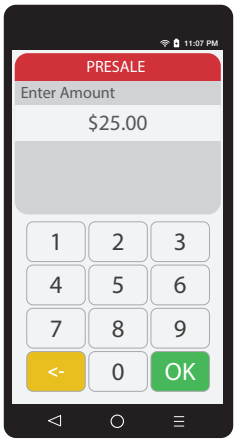
Use the chart below to enable the Inline Tip function. This will allow you to access the Presale Ticket feature.

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Press the **MENU** icon on your home screen to reach **CORE MENU**. *See diagram>* | |
| 2 | Press **APPLICATIONS** in the **CORE** menu. *See diagram>* | |
| 3 | Press **CREDIT/DEBIT/EBT** in the **APPLICATIONS** menu. *See diagram>* | |
| 4 | Press **TIPS AND TABS** in the **CREDIT/DEBIT/EBT** menu. *See diagram>* | |
| 5 | If prompted, input MANAGER PASSWORD (default password is 1234). Input the **RETURN** amount and press **OK**. *See diagram>* | |
| 6 | Press **PRESALE TICKET** in the **TIPS AND TABS** menu. *See diagram>* | |



## PRESALE TICKET

continued

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 7 | Enter the **PRESALE TICKET** amount and press **OK**. *See diagram>* | 7   8   |
| 8 | A message will appear on your screen confirming that a Presale Ticket has been created. *See diagram>* | |

## 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**

# TRANSACTIONS

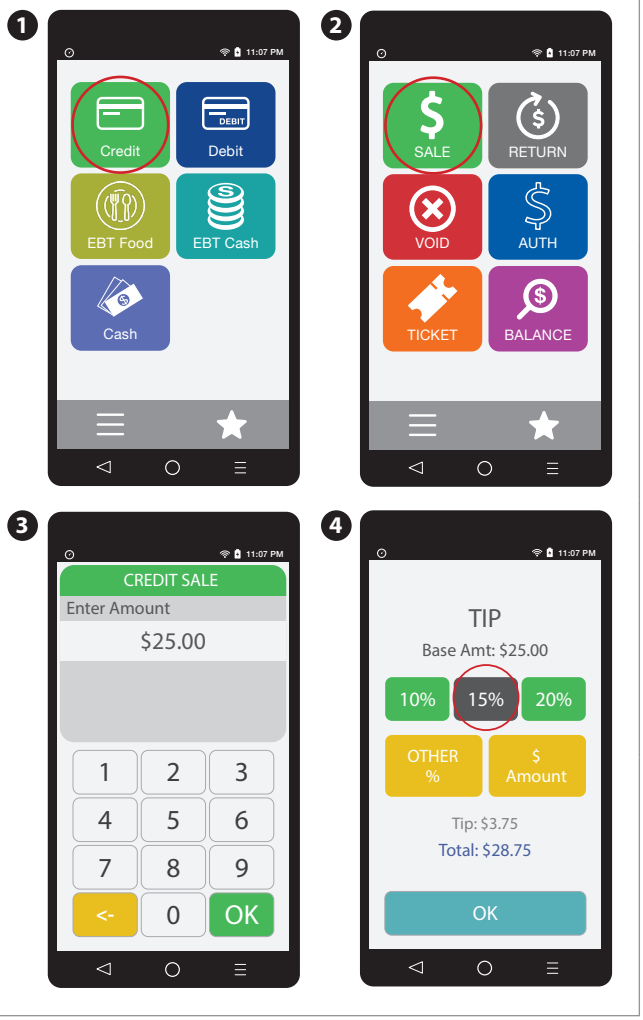
## RETAIL WITH TIP TRANSACTIONS

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.

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

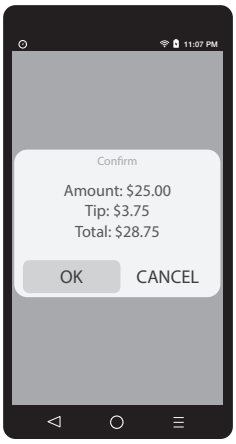
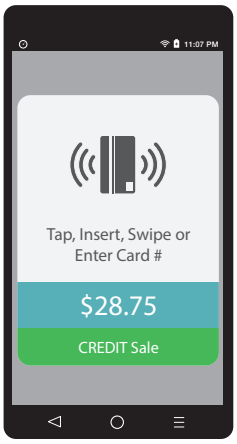
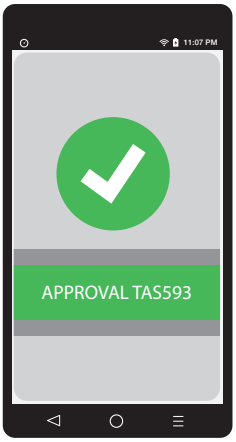
- Swiped Credit
- CVV2 Credit
- Manual Credit
- Debit Sale
- AVS Credit

### 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 | Press **SALE** icon to reach **SALE** entry screen. | |
| 3 | Enter the **SALE** amount and press **OK**. *See diagram>* | |
| 4 | Enter the tip amount from the options shown and Press **OK**; or Input specific tip amount requested by customer then Press **OK**; or Press **OK** to bypass the tip amount. *See diagram>* | |

# TRANSACTIONS

**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. | 5   6   |
| 6 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. **Swipe the credit card.** *See diagram>* | |
| 7 | The sale will be processed and the transaction will be declined or approved. *See diagram>* | 7   8   |
| 8 | A prompt will then appear asking for your customer's signature. Once signed, press OK. *See diagram>* | |
| 9 | Sales receipts will be printed with details of the transaction. | 9   |

# TRANSACTIONS

## RETAIL RECEIPT EXAMPLE: RETAIL WITH TIP

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

**SALE**

Acct: **********5785
Type: MasterCard
Entry: Card Swiped

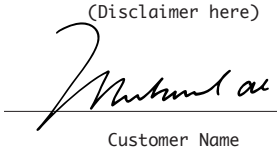
TRANS AMOUNT: $25.99
TIP AMOUNT: $3.89

- - - - - - - - - - - -

**TOTAL AMOUNT: $29.99**

Resp: Approved
Code: 123456

(Disclaimer here)



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
Invoice #: 105
Clerk # 4

**SALE**

Acct: **********5785
Type: MasterCard
Entry: Card Swiped

TRANS AMOUNT: $25.99
TIP AMOUNT: $3.89

- - - - - - - - - - - -

**TOTAL AMOUNT: $29.99**

Resp: Approved
Code: 123456

Refunds accepted with receipt
www.abcstore.com

**CUSTOMER COPY**

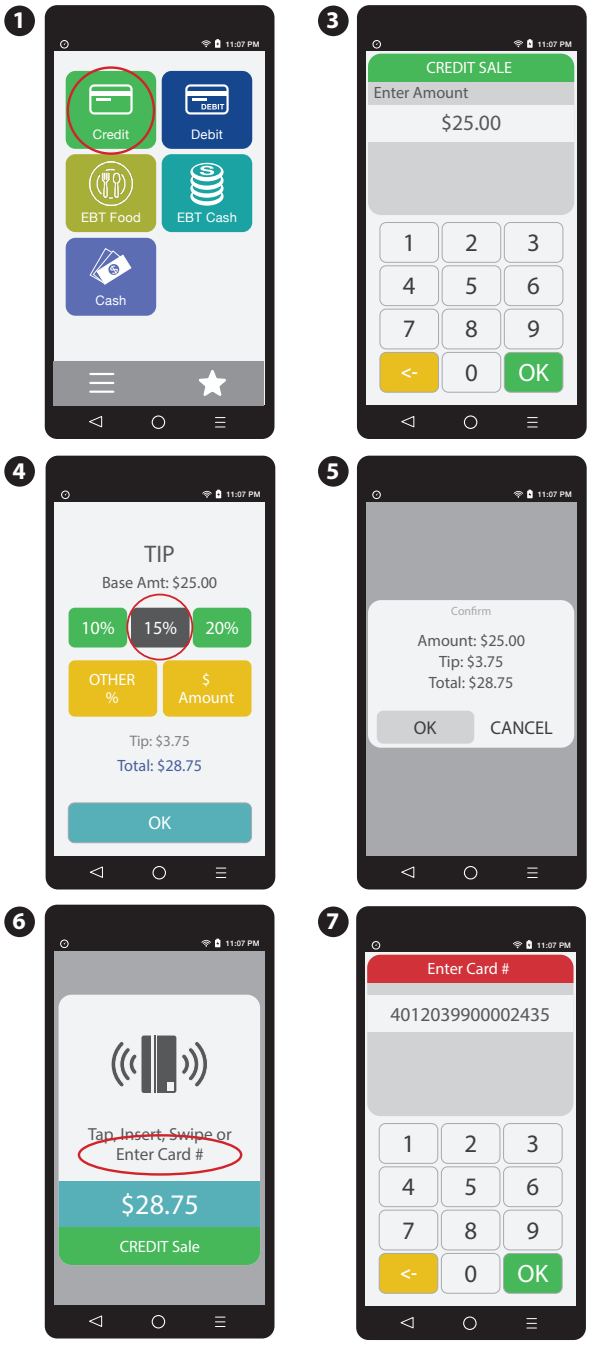
# TRANSACTIONS

## **Credit With Tip:** (MANUAL ENTRY)

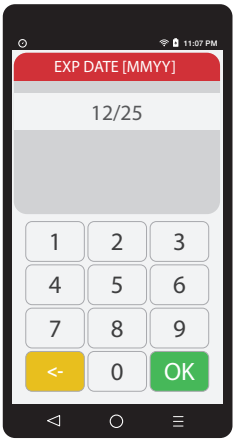
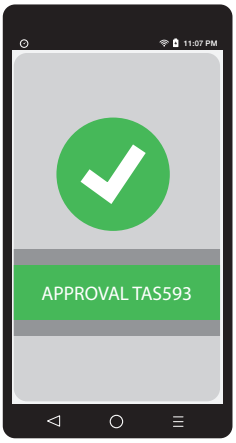
Use the chart below to process a credit Retail with Tip sale when the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

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>* | |
| 2 | Press **SALE** icon to reach **SALE** entry screen. | |
| 3 | Enter the **SALE** amount and press **OK**. *See diagram>* | |
| 4 | Press the tip amount from the options shown and Press **OK**; or Input specific tip amount requested by customer then Press **OK**; or Press **OK** to bypass the tip amount. *See diagram>* | |
| 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**. *See diagram>* | |
| 6 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. **Tap on the text that says Enter Card #.** *See diagram>* | |
| 7 | Enter card number and press **OK**. | |



**Credit With Tip:** (MANUAL ENTRY) continued

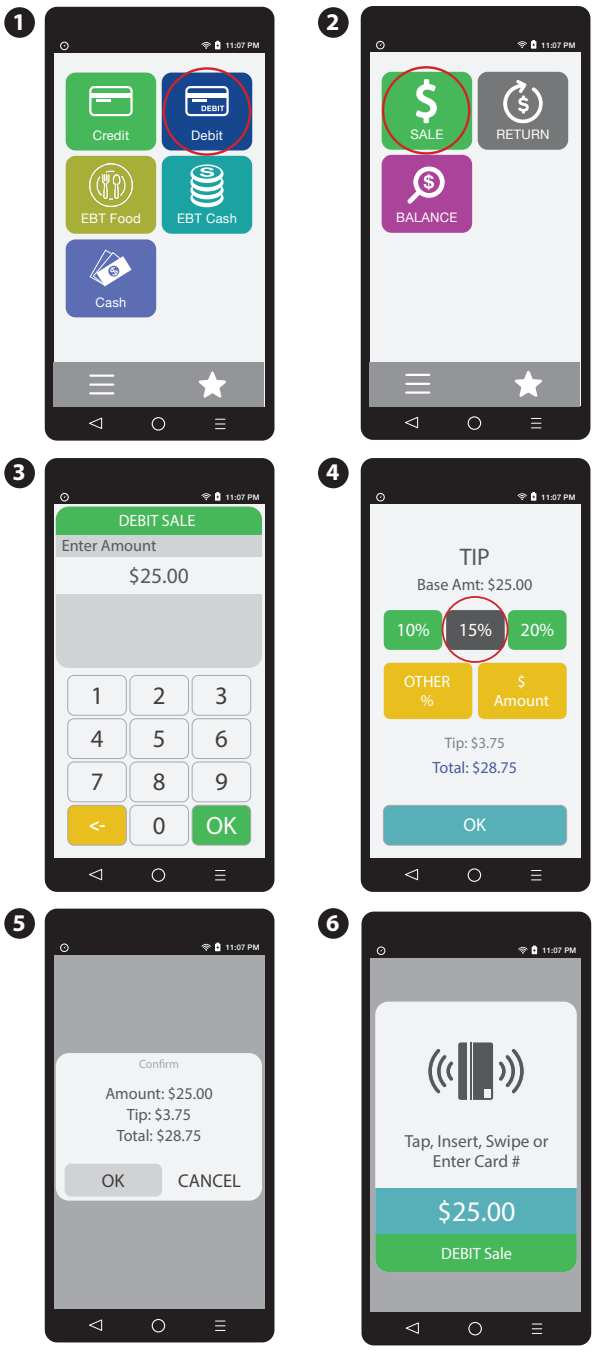
| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 8 | Enter expiry date and press **OK**. *See diagram>* | 8   9   |
| 9 | Press YES if card is present or press NO if card is not present. *See diagram>*<br><br>***Note:*** *If card is not present follow the prompts to enter AVS and Card Code security 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. *See diagram>* | 10   11   |
| 11 | Once the correct information is entered the sale will be processed and the transaction will be declined or approved. *See diagram>* | |
| 12 | Sales receipts will be printed with details of the transaction. Once completed the terminal will return to idle prompt. *See diagram>* | 12   |

# TRANSACTIONS

## Debit With Tip: Sale

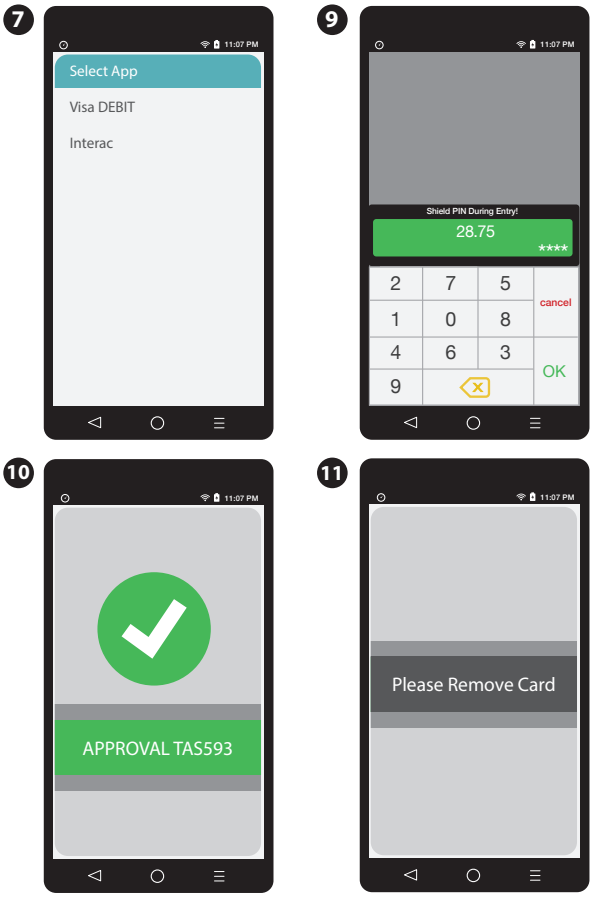
Use the chart below to process a retail with tip Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Press the **DEBIT** icon on your terminal home screen. A new screen will appear with the following options: **SALE, RETURN** and **BALANCE**. *See diagram>* | |
| 2 | Press **SALE** icon to reach **SALE** entry screen. *See diagram>* | |
| 3 | Enter the **SALE** amount and press **OK**. *See diagram>* | |
| 4 | Press the tip amount from the options shown and Press **OK**; or Input specific tip amount requested by customer then Press **OK**; or Press **OK** to bypass the tip amount. *See diagram>* | |
| 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**. *See diagram>* | |
| 6 | A prompt will then appear asking your customer to tap, insert or swipe their card. Choose the appropriate option. *See diagram>* | |



## Debit With Tip: Sale

continued

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 7 | Select your chosen application, if prompted. *See diagram>* |  |
| 8 | If prompted, confirm the **SALE AMOUNT** by pressing **YES**. *Conditional on the terminal's configuration.* | |
| 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. *See diagram>* | |
| 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. | |

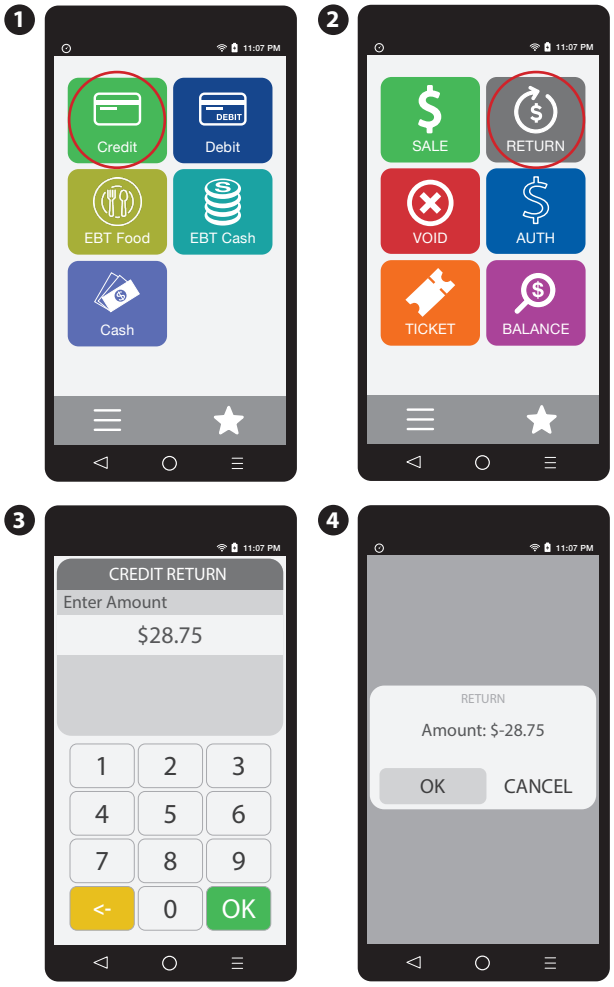
# TRANSACTIONS

## 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.

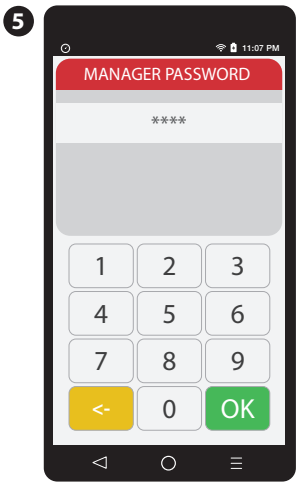
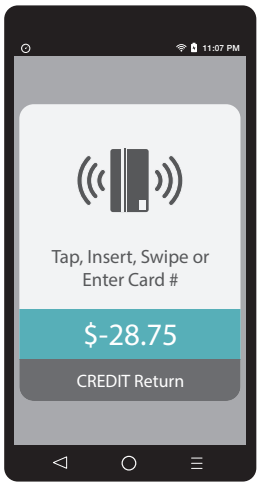
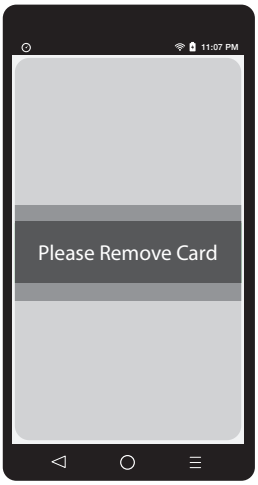
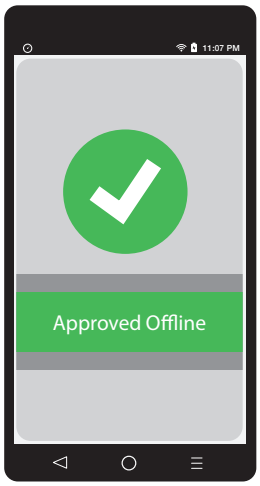
**EXAMPLE:** The customer made a purchase last week and came in today to return the item for credit. The original purchase has already been settled in a previous batch so I processed a RETURN to post the refund back to her credit card.

| 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>* | |
| 2 | Press **RETURN** icon to reach **RETURN** entry screen. *See diagram>* | |
| 3 | Enter the **RETURN** amount using your number keypad. If the amount shown is correct press OK to confirm. *See diagram>* | |
| 4 | Press YES to confirm the return amount. *See diagram>* | |



## CREDIT CARD RETURN: EMV CHIP CARD

continued

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 5 | If prompted, input MANAGER PASSWORD (default password is 1234). Input the **RETURN** amount and press **OK**. *See diagram>* |  |
| 6 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. **Tap (contactless only) or insert chip card.** *See diagram>* |  |
| 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. *See diagram>* |  |

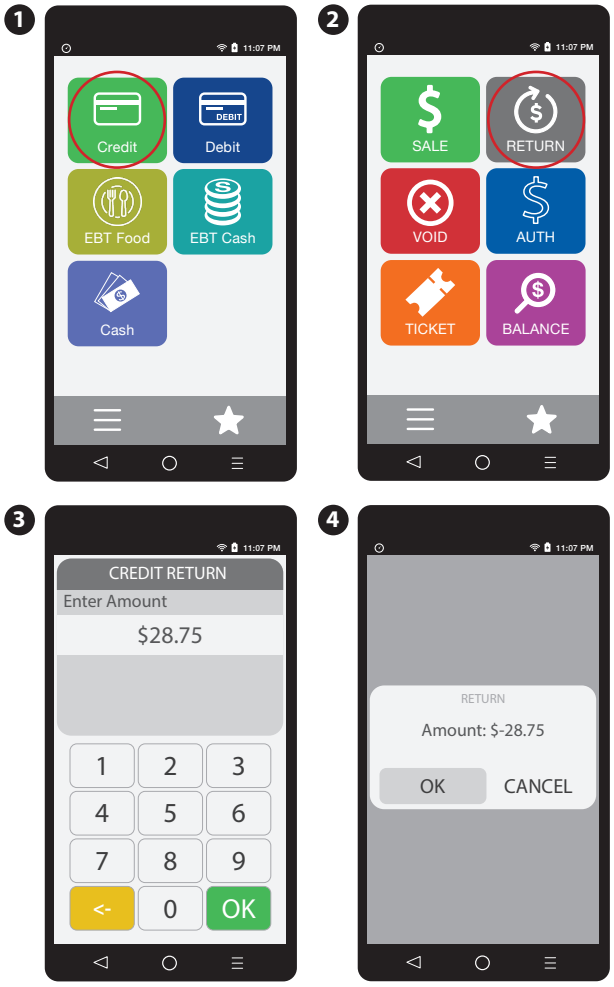
# TRANSACTIONS

## 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.

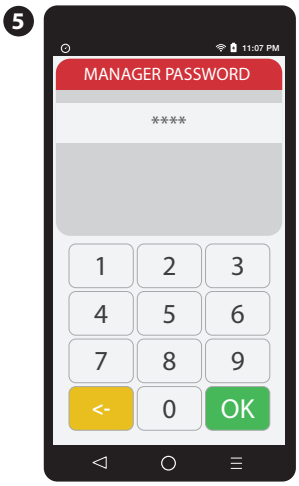
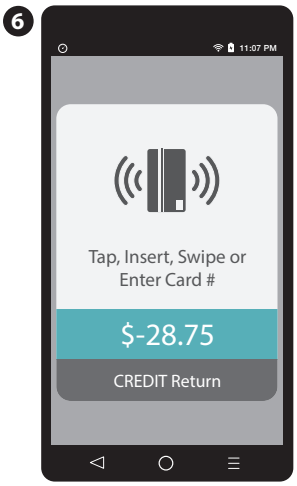
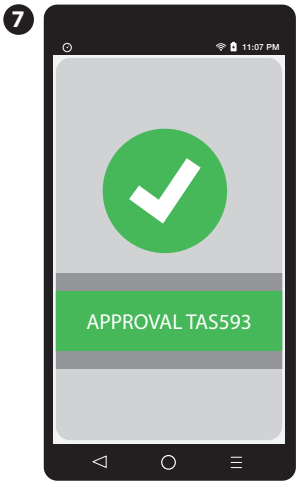
**EXAMPLE:** The customer made a purchase last week and came in today to return the item for credit. The original purchase has already been settled in a previous batch so I processed a RETURN to post the refund back to her credit card.

| 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>* | |
| 2 | Press **RETURN** icon to reach **RETURN** entry screen. *See diagram>* | |
| 3 | Enter the **RETURN** amount using your number keypad. If the amount shown is correct press OK to confirm. *See diagram>* | |
| 4 | Press YES to confirm the return amount. *See diagram>* | |



## CREDIT CARD RETURN (SWIPED)

continued

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 5 | If prompted, input MANAGER PASSWORD (default password is 1234). Input the **RETURN** amount and press **OK.** *See diagram>* |   |
| 6 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. **Swipe the credit card.** *See diagram>* |   |
| 7 | The sale will be processed and the transaction will be declined or approved. *See diagram>* |   |
| 8 | A prompt will then appear asking for your customer's signature. Once signed, press OK. *See diagram>* |   |
| 9 | Sales receipts will be printed with details of the transaction. | |

# TRANSACTIONS

## 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

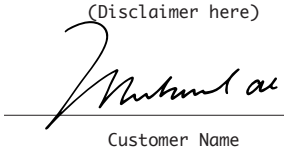
**RETURN**

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

**RETURN AMOUNT: $46.99**

Resp: Approved
Code: 123456

(Disclaimer here)



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
Invoice #: 105
Clerk # 4

**RETURN**

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

**RETURN AMOUNT: $46.00**

Resp: Approved
Code: 123456

Refunds accepted with receipt
www.abcstore.com

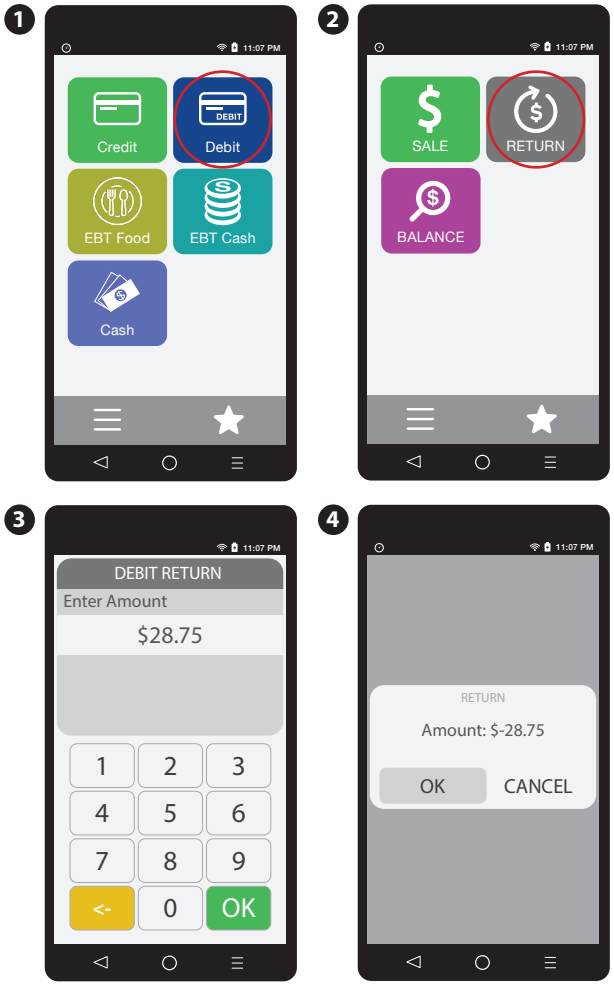
**CUSTOMER COPY**

# TRANSACTIONS

## DEBIT CARD RETURN

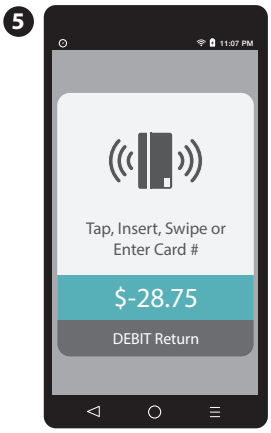
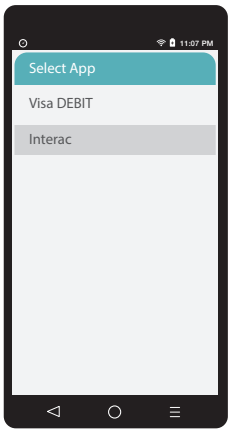
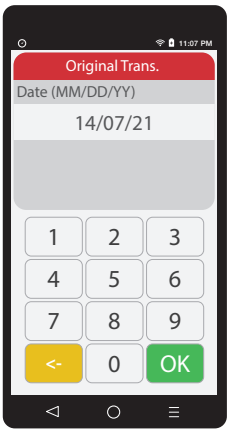
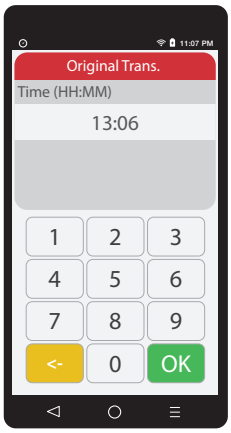
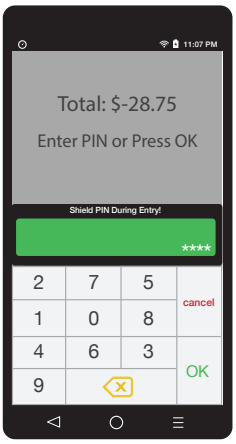
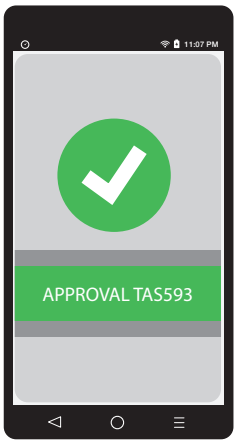
Use the steps below to complete a Debit Card Return. Debit Cards cannot be manually entered and must be swiped at point of sale. You must be subscribed to a Debit Host and PED is required.

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 **DEBIT** icon on your terminal home screen. A new screen will appear with the following options: **SALE, RETURN** and **BALANCE**. *See diagram>* |  |
| 2 | Press **RETURN** icon to reach **RETURN** entry screen. *See diagram>* | |
| 3 | Enter the **RETURN** amount using your number keypad. If the amount shown is correct press OK to confirm. *See diagram>* | |
| 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. *See diagram>* | |

## 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. *See diagram>* |   |
| 6 | Select your chosen application, if prompted. *See diagram>* |   |
| 7 | Enter the date of the original transaction and press **OK**. *See diagram>* |   |
| 8 | Enter the time of the original transaction and press **OK**. *See diagram>* |   |
| 9 | Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. *See diagram>* |   |
| 10 | The return will be processed and the transaction will be declined or approved. *See diagram>* |   |
| 11 | The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt. | |

# TRANSACTIONS

## 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. *See diagram>* | |
| 2 | 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 | Press **RETURN** icon to reach **RETURN** entry screen. *See diagram>* | |
| 4 | Enter the **RETURN** amount using your number keypad. If the amount shown is correct press OK to confirm. *See diagram>* | |
| 5 | Press YES to confirm the return amount. | |
| 6 | If prompted, input MANAGER PASSWORD (default password is 1234). Input the **RETURN** amount and press **OK**. | |
| 7 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. **Tap (contactless only) or insert chip card.** *See diagram>* | |
| 8 | Remove customer's card. *See diagram>* | |
| 9 | The return will be processed and the transaction will be declined or approved. Sales receipts will print with details of the transaction. *See diagram>* | |



# TRANSACTIONS

## MULTI-MERCHANT DEBIT CARD RETURN

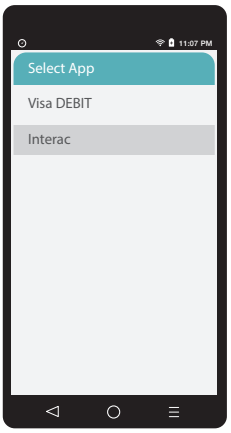
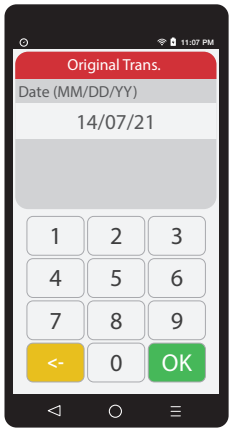
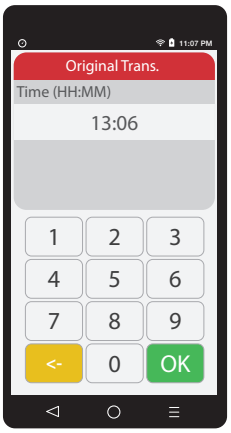
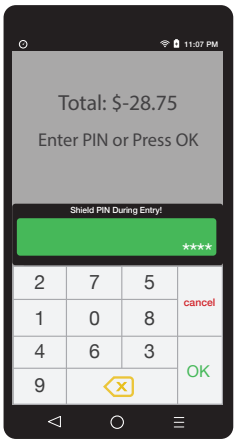
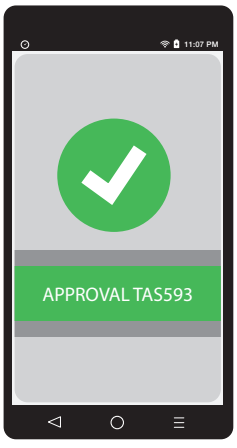
Use the chart below to process a Debit Card sale when there are multiple merchant IDs (MIDs) in the same terminal. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction 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. *See diagram>* | |
| 2 | Press the **DEBIT** icon on your terminal home screen. A new screen will appear with the following options: **SALE, RETURN** and **BALANCE**. *See diagram>* | |
| 3 | Press **RETURN** icon to reach **RETURN** entry screen. *See diagram>* | |
| 4 | Enter the **RETURN** amount using your number keypad. If the amount shown is correct press OK to confirm. *See diagram>* | |
| 5 | Press YES to confirm the return amount. *See diagram>* | |
| 6 | If prompted, input MANAGER PASSWORD (default password is 1234). | |
| 7 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. **Tap (contactless only) or insert chip card.** *See diagram>* | |
| 8 | Remove customer's card. | |



## MULTI-MERCHANT DEBIT CARD RETURN

continued

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 9 | Select your chosen application, if prompted. *See diagram>* | 9   |
| 10 | Enter the date of the original transaction and press **OK**. *See diagram>* | 10   |
| 11 | Enter the time of the original transaction and press **OK**. *See diagram>* | 11   |
| 12 | Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. *See diagram>* | 12   |
| 13 | The return will be processed and the transaction will be declined or approved. *See diagram>* | 13   |
| 14 | The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt. | |

# TRANSACTIONS

## RETAIL RECEIPT EXAMPLE: DEBIT 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

**RETURN**

Acct: **********5785
Type: Debit
Entry: Card Swiped

**RETURN AMOUNT: $46.99**

Resp: Approved
Code: 123456

**MERCHANT COPY**

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

**RETURN**

Acct: **********5785
Type: Debit
Entry: Card Swiped

**RETURN AMOUNT: $46.00**

Resp: Approved
Code: 123456

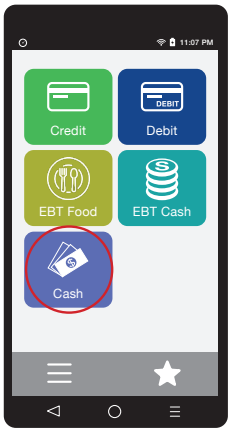
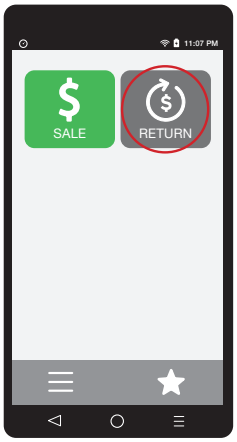
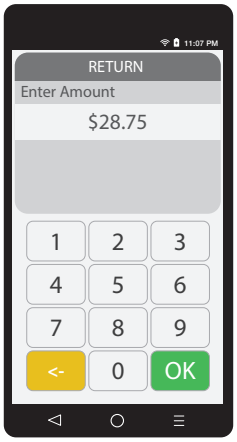
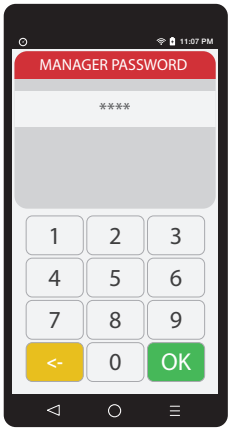
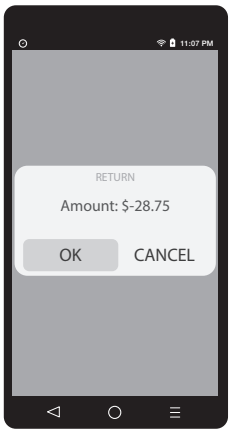
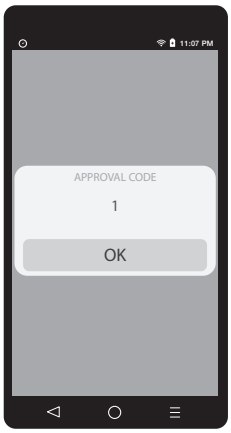
Refunds accepted with receipt
www.abcstore.com

**CUSTOMER COPY**

# TRANSACTIONS

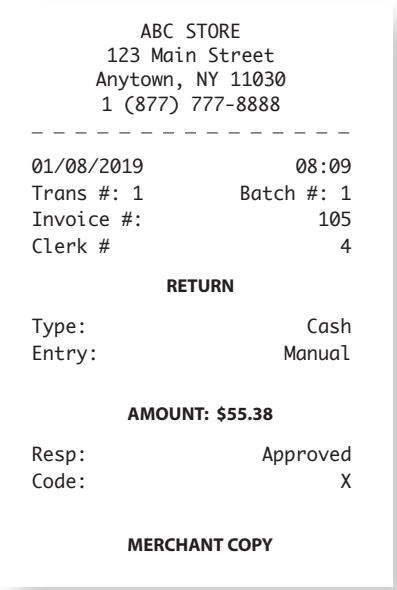
## CASH RETURN

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 **CASH** icon on your terminal home screen. A new screen will appear with the following options: **SALE** and **RETURN**. *See diagram>* |   |
| 2 | Press **RETURN** icon to reach **RETURN** entry screen. *See diagram>* |   |
| 3 | Enter the **RETURN** amount using your number keypad. If the amount shown is correct press OK to confirm. *See diagram>* |   |
| 4 | If prompted, input MANAGER PASSWORD (default password is 1234). *See diagram>* |   |
| 5 | Press YES to confirm the return amount. *See diagram>* |   |
| 6 | The transaction is processed. Sales receipts will print with details of the transaction. *See diagram>* |   |

# TRANSACTIONS

## RETAIL RECEIPT EXAMPLE: CASH 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

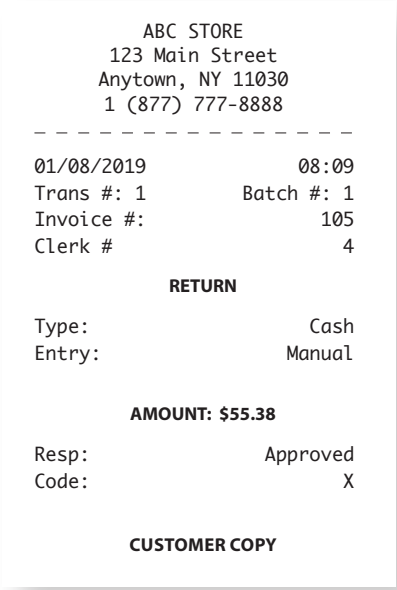
**RETURN**

Type: Cash
Entry: Manual

**AMOUNT: $55.38**

Resp: Approved
Code: X

**MERCHANT COPY**



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

**RETURN**

Type: Cash
Entry: Manual

**AMOUNT: $55.38**

Resp: Approved
Code: X

**CUSTOMER COPY**

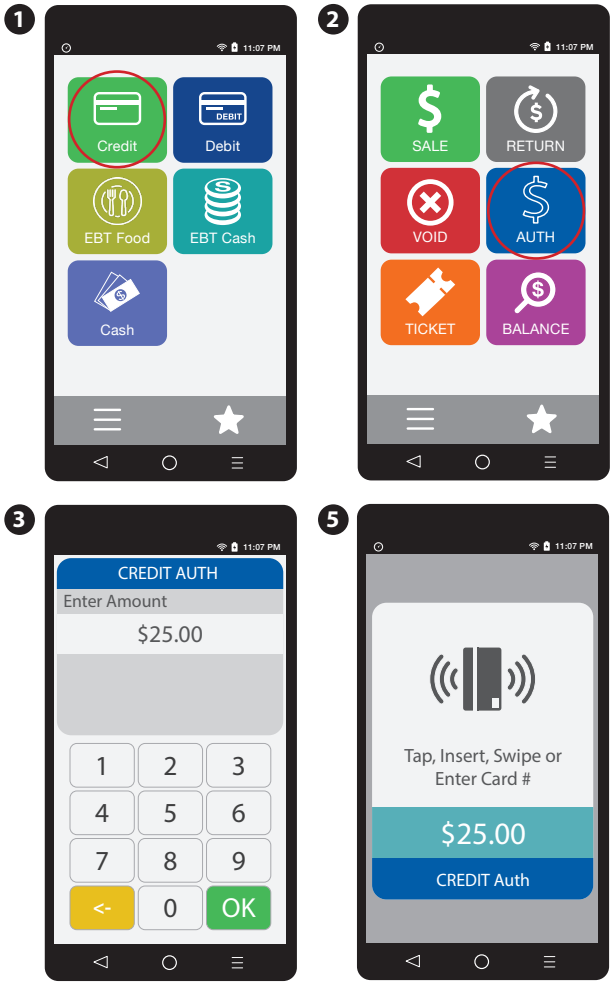
# TRANSACTIONS

## **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.

**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.

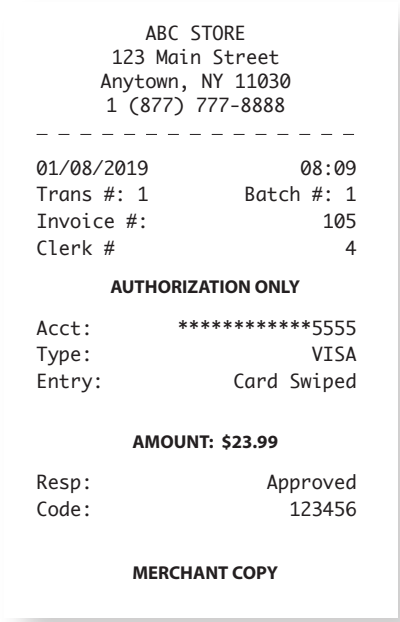
## **Auth Only:** (ALLOWED FOR CREDIT ONLY)

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Press the **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 | Press **AUTH** icon to reach **AUTH** entry screen. *See diagram>* | |
| 3 | Enter the **AUTH** amount using your number keypad. If the amount shown is correct press OK to confirm. *See diagram>* | |
| 4 | If prompted, input MANAGER PASSWORD (default password is 1234). | |
| 5 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. *See diagram>* | |
| 6 | The transaction will be processed and will be declined or approved. | |
| 7 | The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt. | |

# TRANSACTIONS

## 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: **********5555
Type: VISA
Entry: Card Swiped

**AMOUNT: $23.99**

Resp: Approved
Code: 123456

**MERCHANT COPY**

# TRANSACTIONS

## VOIDS

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 #

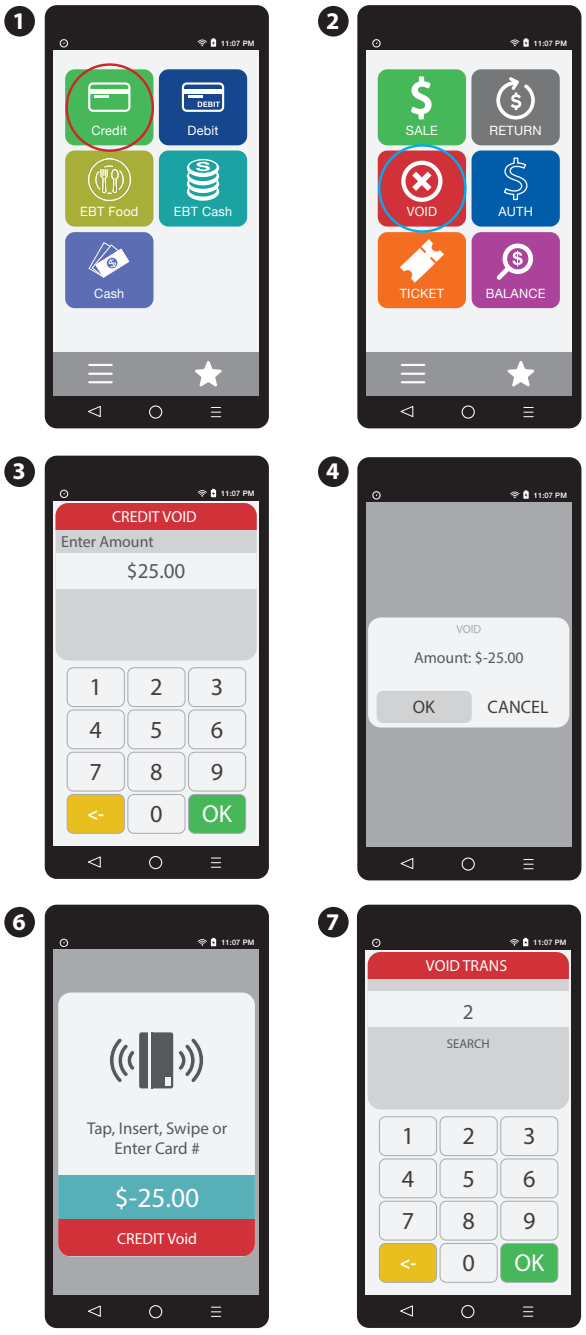
| IF | THEN |
|---|---|
| If the Terminal can match card # and Amount in batch… | The Terminal will process a VOID. |
| If the Terminal can match the card# but not the dollar amount… | The terminal will then allow you to search by transaction number or view all open transactions with that account number. |
| 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.

# TRANSACTIONS

## Void Credit Trans: Card Present

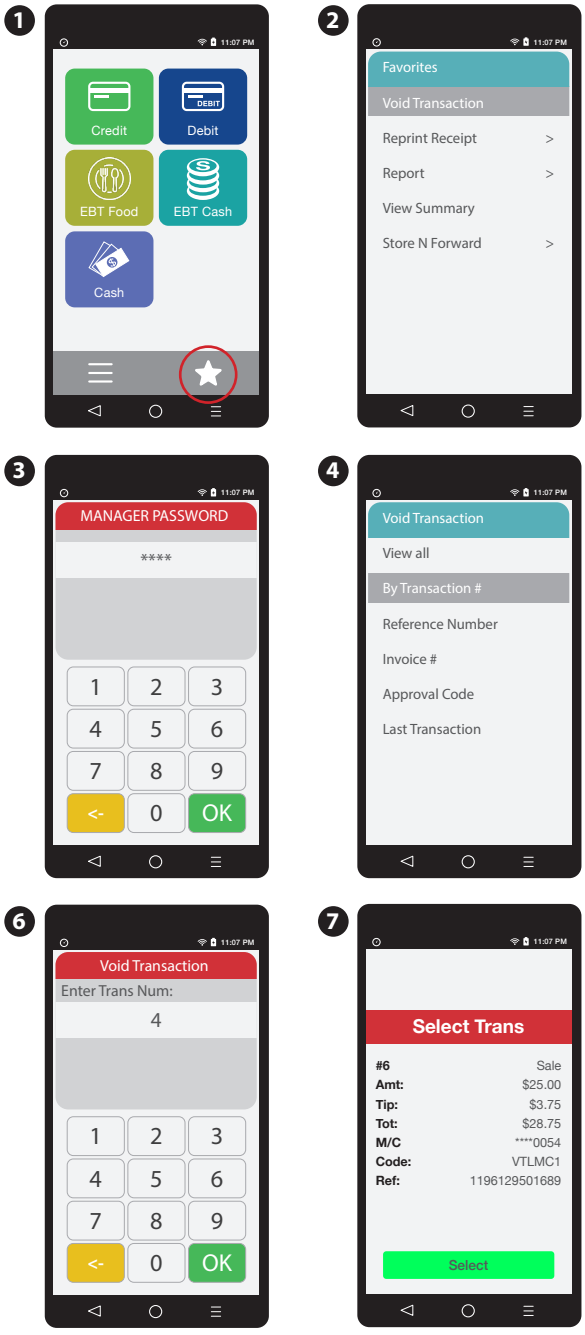
| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Press the **CREDIT** icon on your terminal home screen. A new screen will appear with the following options: **SALE, RETURN, VOID, AUTH, TICKET** and **BALANCE**. *See diagram>* | |
| 2 | Press **VOID** icon to reach **VOID** entry screen. *See diagram>* | |
| 3 | Enter the **VOID** amount using your number keypad. *See diagram>* | |
| 4 | Press **OK** to confirm the void amount. *See diagram>* | |
| 5 | If prompted, input MANAGER PASSWORD (default password is 1234). *See diagram>* | |
| 6 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. *See diagram>* | |
| 7 | Enter the void transaction number and press **OK**. *See diagram>* | |
| 8 | The transaction will be processed and will be declined or approved. | |
| 9 | Void receipts will print with details of the transaction. | |



# TRANSACTIONS

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

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Press the **STAR** icon on your home screen to reach **FAVORITES** menu. *See diagram>* | |
| 2 | Press **VOID TRANSACTION** in the **FAVORITES** menu. *See diagram>* | |
| 3 | If prompted, input MANAGER PASSWORD (default password is 1234). *See diagram>* | |
| 4 | Press **BY TRANSACTION #** in the **VOID TRANSACTION** menu. *See diagram>* | |
| 5 | Enter the **TRANS NUMBER** and press **OK**. *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 **SELECT** button at the bottom of your screen. *See diagram>* | |
| 7 | The transaction is processed. Void receipts will print with details of the transaction. | |



# TRANSACTIONS

## RETAIL RECEIPT EXAMPLE: VOID SALE

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

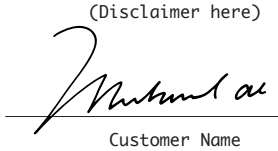
**VOID SALE**

Acct: **********5785
Type: VISA

**VOIDED AMOUNT: $164.38**

Resp: VOIDED
Code: 123456

(Disclaimer here)



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
Invoice #: 105
Clerk # 4

**VOID SALE**

Acct: **********5785
Type: VISA

**VOIDED AMOUNT: $164.38**

Resp: VOIDED
Code: 123456

Refunds accepted with receipt
www.abcstore.com

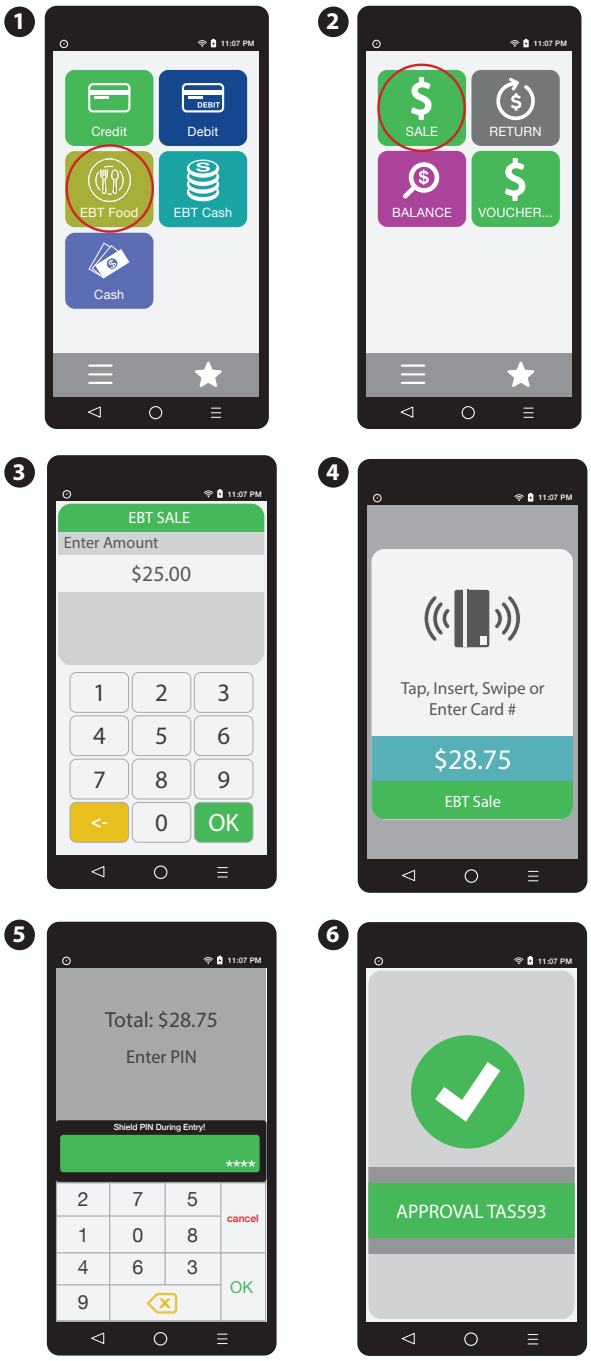
**CUSTOMER COPY**

# TRANSACTIONS

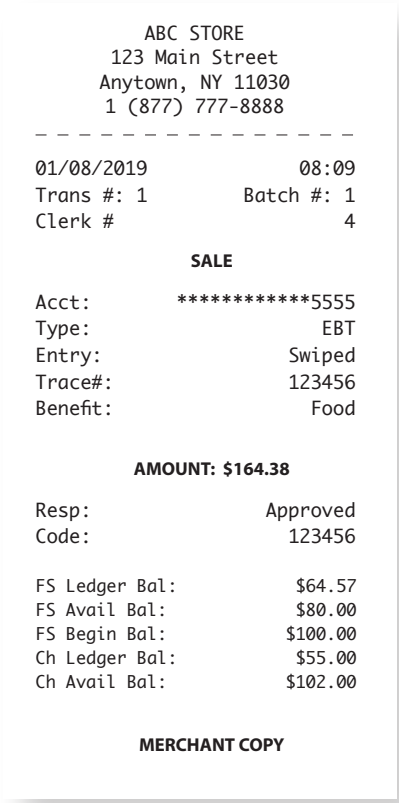
## EBT: FOOD BENEFIT SALE (ELECTORNIC BENEFITS TRANSFER)

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 **EBT FOOD** icon on your terminal home screen. A new screen will appear with the following options: **SALE, RETURN, BALANCE** and **VOUCHER SL**. *See diagram>* | |
| 2 | Press **SALE** icon to reach **EBT SALE** entry screen. *See diagram>* | |
| 3 | Enter the **EBT SALE** amount and press **OK**. *See diagram>* | |
| 4 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. *See diagram>* | |
| 5 | Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. *See diagram>* | |
| 6 | The sale will be processed and the transaction will be declined or approved. *See diagram>* | |
| 7 | You will be offered the option to print details of the transaction. | |



## 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

**SALE**

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

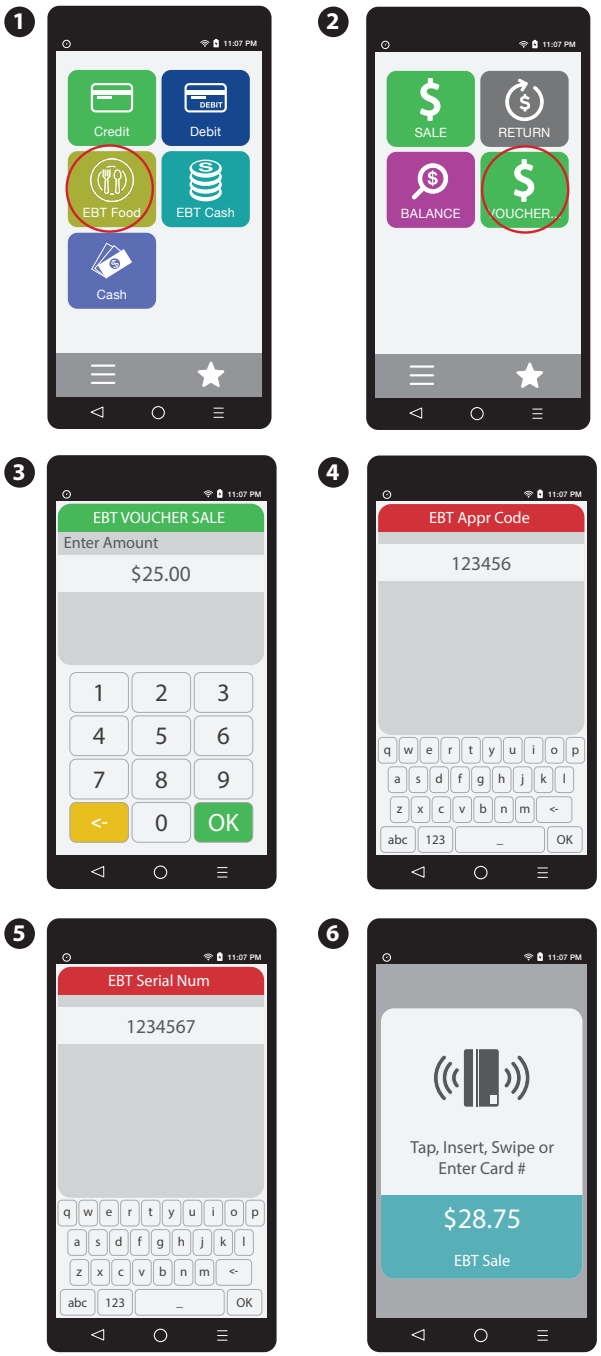
**MERCHANT COPY**

# TRANSACTIONS

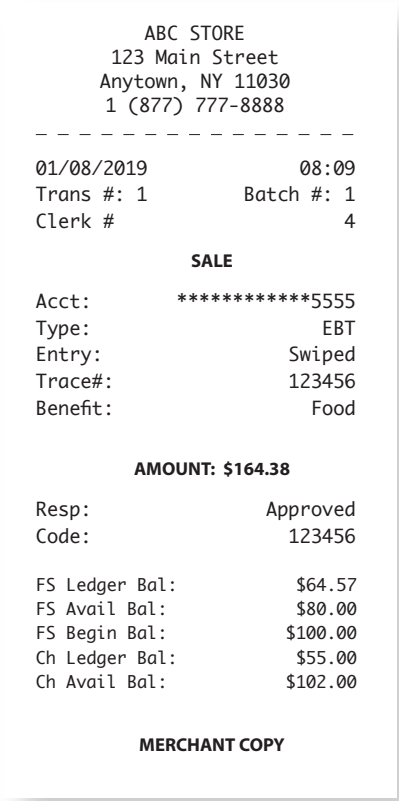
## EBT: FOOD BENEFIT VOUCHER SALE

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 **EBT FOOD** icon on your terminal home screen. A new screen will appear with the following options: **SALE, RETURN, BALANCE** and **VOUCHER SL**. *See diagram>* | |
| 2 | Press **VOUCHER...** icon to reach **EBT VOUCHER SALE** entry screen. *See diagram>* | |
| 3 | Enter the **EBT VOUCHER SALE** amount and press **OK**. *See diagram>* | |
| 4 | Enter the **EBT Approval Code** and press **OK**. *See diagram>* | |
| 5 | Enter the **EBT Serial Number** amount and press **OK**. *See diagram>* | |
| 6 | A prompt will then appear asking your customer to tap, insert or swipe their card. Manually enter the card number. *See diagram>* | |
| 7 | The transaction is processed, then approved or declined. You will be offered the option to print details of the transaction. | |



## 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

**SALE**

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**

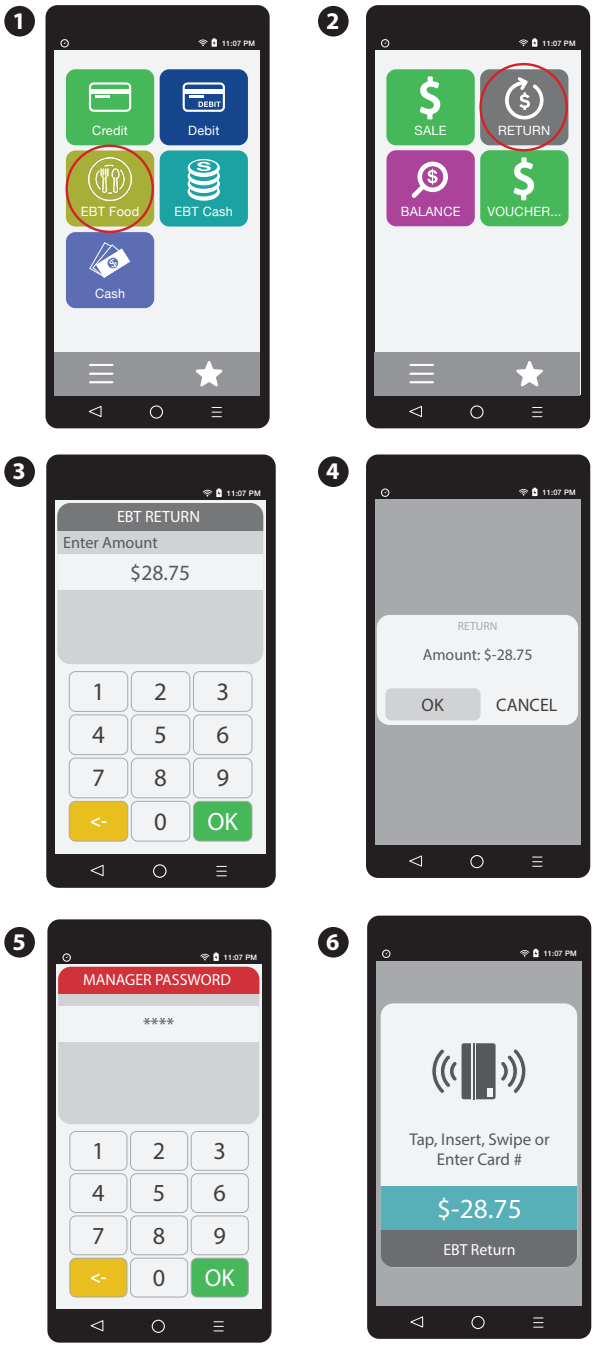
# TRANSACTIONS

## EBT: FOOD BENEFIT RETURN

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

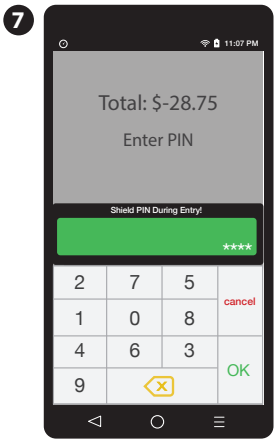
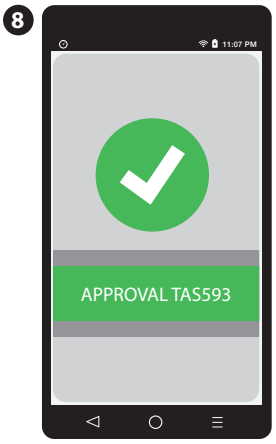
Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Press the **EBT FOOD** icon on your terminal home screen. A new screen will appear with the following options: **SALE, RETURN, BALANCE** and **VOUCHER SL**. *See diagram>* | |
| 2 | Press **RETURN** icon to reach **EBT RETURN** entry screen. *See diagram>* | |
| 3 | Enter the **EBT RETURN** amount and press **OK**. *See diagram>* | |
| 4 | Press **OK** to confirm the return amount. *See diagram>* | |
| 5 | If prompted, input MANAGER PASSWORD (default password is 1234). *See diagram>* | |
| 6 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. *See diagram>* | |



## 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>* |  |
| 8 | The return will be processed and the transaction will be declined or approved. *See diagram>* |  |
| 9 | You will be offered the option to print details of the transaction. | |



## 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

**RETURN**

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**

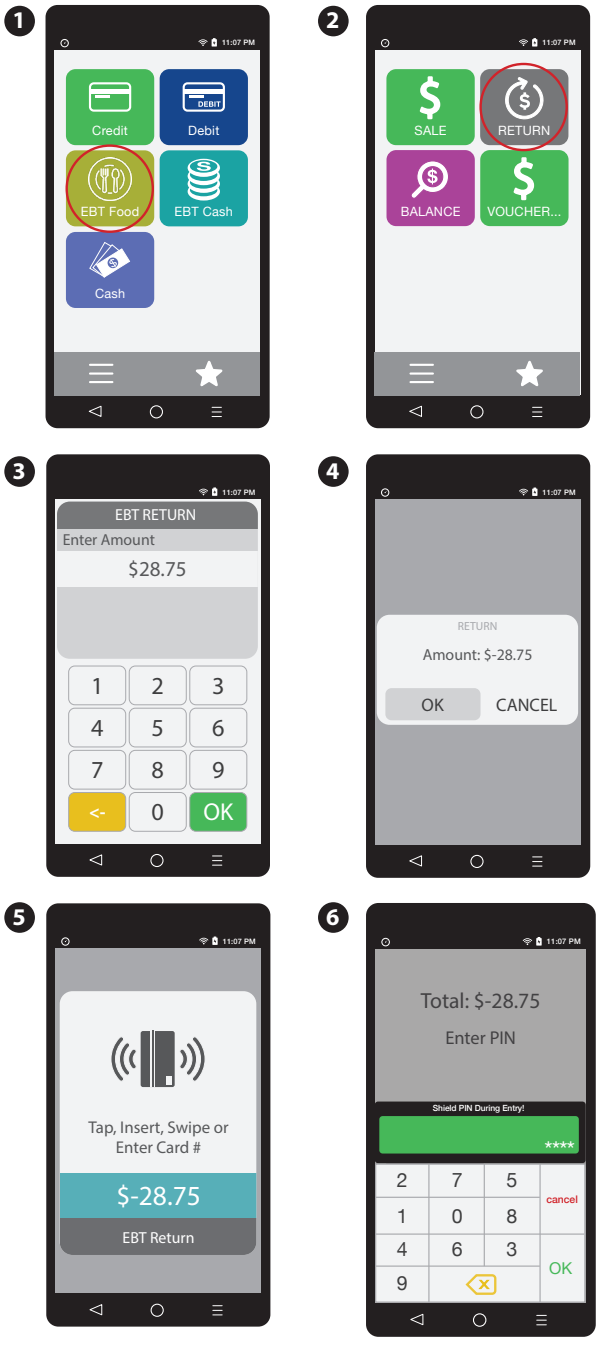
# TRANSACTIONS

## 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.

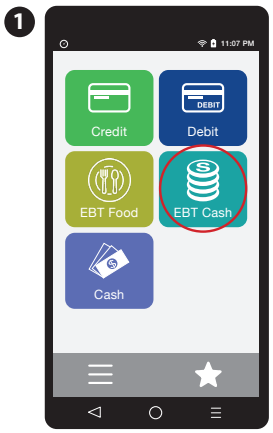
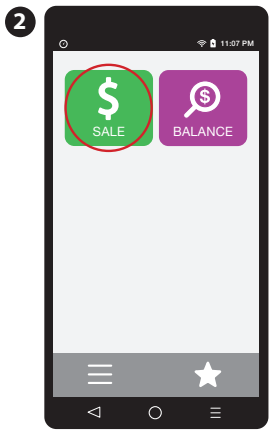
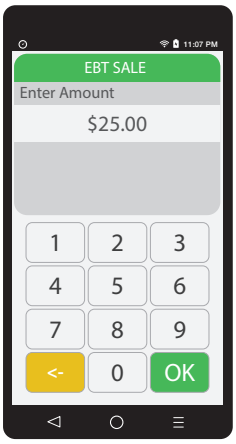
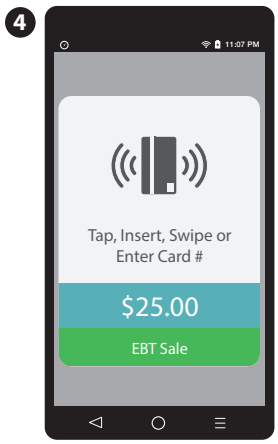
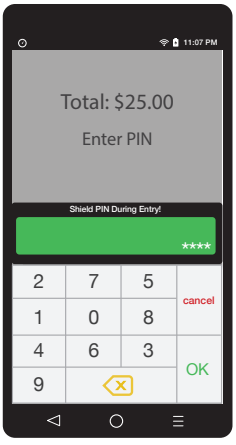
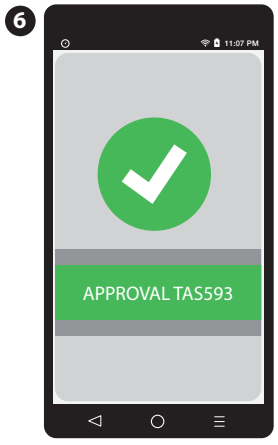
| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Press the **EBT FOOD** icon on your terminal home screen. A new screen will appear with the following options: **SALE, RETURN, BALANCE** and **VOUCHER SL**. *See diagram>* | |
| 2 | Press **RETURN** icon to reach **EBT RETURN** entry screen. *See diagram>* | |
| 3 | Enter the **EBT RETURN** amount and press **OK**. *See diagram>* | |
| 4 | Press **OK** to confirm the return amount. *See diagram>* | |
| 5 | If prompted, input MANAGER PASSWORD (default password is 1234). *See diagram>* | |
| 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. *See diagram>* | |
| 7 | Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. *See diagram>* | |
| 8 | The transaction is processed, then approved or declined. You will be offered the option to print details of the transaction. | |



# TRANSACTIONS

## 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 **EBT CASH** icon on your terminal home screen. A new screen will appear with the following options: **SALE** and **BALANCE**. *See diagram>* |   |
| 2 | Press **SALE** icon to reach **EBT SALE** entry screen. *See diagram>* |   |
| 3 | Enter the **EBT SALE** amount and press **OK**. *See diagram>* |   |
| 4 | A prompt will appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option. *See diagram>* |   |
| 5 | Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. *See diagram>* |   |
| 6 | The transaction is processed, then approved or declined. You will be offered the option to print details of the transaction. *See diagram>* |   |

## 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: **********5555
Type: EBT
Entry: Swiped
Trace#: 123456
Benefit: Cash

**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

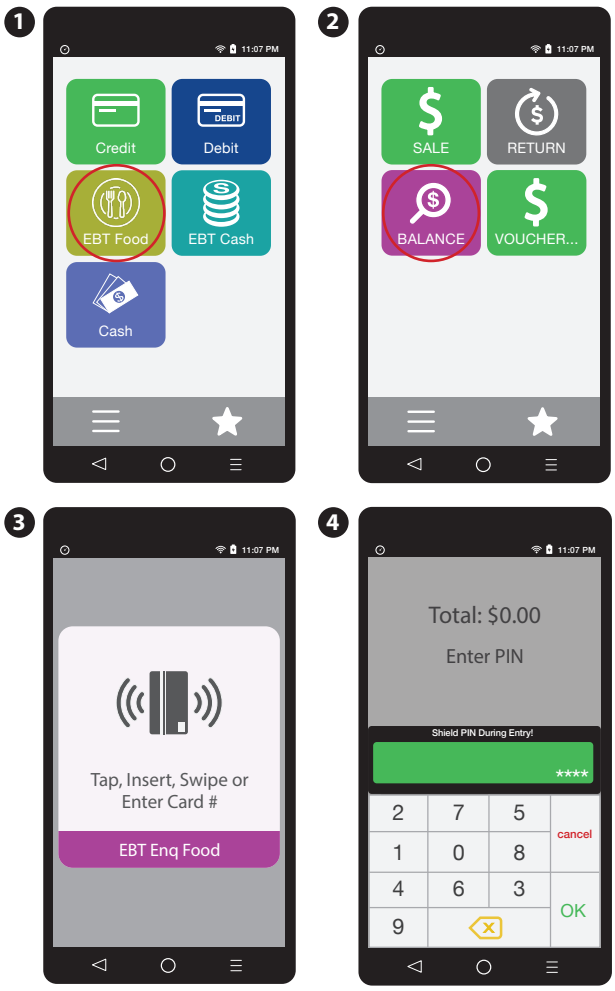
**MERCHANT COPY**

# TRANSACTIONS

## EBT: BALANCE INQUIRY

Use the chart below to process an EBT Balance Inquiry.

| STEP | ACTION | TOUCH SCREEN DISPLAY |
|---|---|---|
| 1 | Press the **EBT FOOD** or the **EBT CASH** icon to reach the **EBT** menu. *See diagram>* | |
| 2 | Press the **BALANCE** icon to reach **BALANCE** entry screen. *See diagram>* | |
| 3 | Swipe EBT card. *See diagram>* | |
| 4 | Customer inputs PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses **OK**. *See diagram>* | |
| 5 | Terminal communicates to host for EBT balance and prints EBT balance. Once completed the terminal will return to idle prompt. | |



## 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 Street
Anytown, NY 11030
1 (877) 777-8888
- - - - - - - - - - - - - - - -

01/08/2019                08:09

Ch Ledger Bal:           $75.00
Ch Avail Bal:           $101.00
```