

ADD CLERK

- Press **ENTER**
- Select **SERVER**
- *Enter password and press ENTER*
- Select **ADD SERVER**
- Enter password and press **ENTER**
- Enter clerk number and press **ENTER**
- Enter clerk password and press **ENTER**
- Re-enter clerk password and press **ENTER**

VIEW TOTALS

- Scroll down and select **BATCH TOTALS**
- Select host – **TSYS**
- Totals will display on terminal

REPORTS

- Press the purple **REPORT** key
- *Enter password and press ENTER*
- Choose desired report: **TOTALS, DETAILS** or **CLERK**
- Report will print

TRANSACTION REVIEW

- Scroll down and select **BATCH REVIEW**
- Select method for transaction retrieval: **CLERK, AMT, ACCT** or **INV #**
- Enter prompted information
- Use **NEXT** or **PREV** to scroll transactions

BATCH SETTLEMENT

- Scroll down and select **SETTLEMENT**
- *Enter password and press ENTER*
- *Delete open tab? Select Y or N*
- *Sales totals correct? Select Y or N*
- *Refund totals correct? Select Y or N*
- **DIALING, PROCESSING, GB XXX** ACCEPTED
- Report will print

FAILED SETTLEMENT

RB OR QD RESPONSE

- Terminal will display **RB [NUMBER]** **E [NUMBER]** or **QD [NUMBER] [MMDD]**
- **DO NOT** delete batch or continue without Help Desk verification
- Call Help Desk

MULTI-MERCHANT

If the terminal has been programmed with multiple merchant software, you must select the merchant prior to initiating a transaction.

NOTE: Multi-merchant not supported on GPRS model

REPRINT A RECEIPT

- Press the purple **REPRINT** key
- *Enter password and press ENTER*
- To reprint last transaction, select **LAST TRANSACTION**; Receipt will print
- To reprint another transaction select **ANY RECEIPT** enter invoice number and press **ENTER**; Receipt will print
- *Print customer copy - select F1 for Y or F2 for N*

CARD TYPES ACCEPTED

- Visa
- MasterCard
- Debit Cards
- American Express
- Discover
- Carte Blanche
- Diners Club
- JCB

Bank Name _____

Bank Phone _____

Help Desk Phone _____

V Number _____

Visa/MasterCard Voice Authorization Phone _____

Merchant Number ID _____

Other _____

Quick Reference Guide

RETAIL

VeriFone® Omni 3730/VX510, 3730LE/VX510LE, VX570, VX610 SEVA3XX

VeriFone® Omni 3740/3750 UEVA3XX



TSYS
Acquiring Solutions

CREDIT SALE (SWIPED)

- Swipe credit card
- Select **CREDIT**
- For Amex cards, the terminal will prompt for corporate purchase card; If YES: enter order number, customer number and ship-to ZIP at the prompts
- Enter last four digits of card number
- Confirm card number select F1 for Y or F2 for N (transaction canceled)
- Invoice Number
- Enter clerk ID and press ENTER
- Enter sale amount and press ENTER
- Tax exempt? Select Y or N
- Enter sales tax and press ENTER
- Enter customer code and press ENTER
- Receipt will print
- Print customer receipt? Press Y or N

CREDIT SALE (MANUAL ENTRY)

- Select **SALE**
- Enter card number and press ENTER
- Select **CREDIT**
- For AMEX cards, the terminal will prompt for corporate purchase card; If YES: enter order number, customer number and ship-to ZIP at the prompts
- Enter expiration date [MMYY], press ENTER
- Card present? Select Y
If card is not present use CREDIT SALE MAIL/PHONE instructions
- Imprint card and press ENTER
- Invoice Number
- Enter clerk ID and press ENTER
- Enter sale amount and press ENTER
- Tax exempt? Select Y or N
- Enter sales tax and press ENTER
- Enter the v-code and press ENTER or press ENTER for v-code options
- Enter street address number and press ENTER
- Enter ZIP code and press ENTER
- Enter customer code and press ENTER
- Receipt will print
- Print customer receipt? Press Y or N

CREDIT SALE MAIL/PHONE

- Select **PHONE ORDER**
- Enter password and press ENTER
- Enter card number and press ENTER
- Select **CREDIT**
- For Amex cards, the terminal will prompt for corporate purchase card; If YES: enter order number, customer number and ship-to ZIP at the prompts
- Enter expiration date [MMYY], press ENTER
- Select transaction type: **PHONE** or **WEB**
- If Web: Encryption? Select Y or N
- Invoice Number
- Enter P.O. number and press ENTER
- Enter clerk number and press ENTER
- Enter sale amount and press ENTER
- Tax exempt? Select Y or N
- If N, enter tax amount and press ENTER
- Enter v-code from card and press ENTER or press ENTER for v-code options
- Enter street address number and press ENTER
- Enter ZIP code and press ENTER
- Enter customer code and press ENTER
- Receipt will print
- Print customer receipt? Press Y or N

CREDIT AUTHORIZATION ONLY

- Scroll down and select **AUTH ONLY**
- Enter password and press ENTER
- Swipe credit card or manually enter the card number and press ENTER
- Select **CREDIT**
- For Amex cards, the terminal will prompt for corporate purchase card; If YES: enter order number, customer number and ship-to ZIP at the prompts
- Enter expiration date [MMYY], press ENTER
- Enter last four digits of card number
- Confirm card number select F1 for Y or F2 for N (transaction canceled)
- Imprint card if manually entered
- Enter invoice number and press ENTER
- Enter clerk number and press ENTER
- Enter amount of authorization and press ENTER
- Receipt will print
- Print customer receipt? Press Y or N

CREDIT SALE - OFFLINE

- Scroll down and select **OFFLINE**
- Enter password and press ENTER
- Swipe credit card or manually enter the card number
- Select **CREDIT**
- For Amex cards, the terminal will prompt for corporate purchase card; If YES: enter order number, customer number and ship-to ZIP at the prompts
- Enter expiration date [MMYY], press ENTER
- Enter last four digits of card number
- Confirm card number select F1 for Y or F2 for N (transaction canceled)
- Select transaction type: **SALE, PHONE, WEB**
- Imprint card if manual
- If Web: Encryption? Select Y or N
- Enter P.O. number and press ENTER
- Enter clerk ID and press ENTER
- Enter sale amount and press ENTER
- Enter six-digit authorization code and press ENTER
- Receipt will print
- Print customer receipt? Press Y or N

CREDIT REFUND

- Scroll down and select **REFUND**
- Enter password and press ENTER
- Swipe credit card or manually enter card number and press ENTER
- Select **CREDIT**
- Enter expiration date [MMYY], press ENTER
- For AMEX cards, the terminal will prompt for corporate purchase card; If YES: enter order number, customer number and ship-to ZIP at the prompts
- If swiped:
 - Enter last four digits of card number and press ENTER
 - Confirm card number and press ENTER
- If manually entered:
 - Select transaction type: **SALE, PHONE, WEB**
 - If Web: Encryption? Select Y or N
 - Imprint card
- Enter invoice number and press ENTER
- Enter clerk number and press ENTER
- Enter refund amount and press ENTER
- If corporate card:
 - Tax exempt? Select Y or N
 - If N, enter tax amount and press ENTER
- Receipt will print
- Print customer receipt? Press Y or N

CREDIT VOID

- Voids may only be processed on sales within the current batch. Never void a debit sale.
- Scroll down and select **VOID**
 - Enter password and press ENTER
 - To void last transaction, press YES; To void another transaction, press NO
 - Select method for transaction retrieval: **INVOICE NUMBER** or **ACCOUNT NUMBER**
 - Follow terminal prompts for selected method
 - Select YES (Void), NO (Cancel) or NEXT (Next Record)
 - Receipt will print
 - Print customer receipt? Press Y or N

DEBIT SALE

- Swipe debit card
- Select **DEBIT**
- Enter invoice number press ENTER
- Enter clerk ID and press ENTER
- Enter sale amount and press ENTER
- Enter cash-back amount and press ENTER
- Using the PIN pad, have customer enter PIN and press ENTER
- Receipt will print
- Print customer receipt? Press Y or N

DEBIT REFUND

- Scroll down and select **REFUND**
- Enter password and press ENTER
- Swipe debit card
- Select **DEBIT**
- Enter invoice number and press ENTER
- Enter clerk ID and press ENTER
- Enter refund amount and press ENTER
- Enter original transaction date [MMDDYY] and press ENTER
- Enter original transaction time [HHMMSS] and press ENTER
- Using the PIN pad, have customer enter PIN and press ENTER
- Receipt will print
- Print customer receipt? Press Y or N

ALPHA

- Press corresponding number of letter desired
- Press ALPHA until desired letter appears [Number + ALPHA = Letter]

NOTE: Italicized steps are optional and may not be prompted for.

NOTE: If "partial auth" is enabled and processed, "Partial Authorization" and "AMOUNT DUE \$--.—" will appear on screen and "AMOUNT DUE \$--.--" will print on receipts.