




## QUICK REFERENCE GUIDE // P Terminal Line



These steps have been provided to assist you with your Dejavoo P Terminal. As well as the payment screen, the terminal's idle screen also displays the following icons:

-  Access to the FAVORITES menu   
  Access to other sales features   
  CALL ME feature



### CREDIT CARD SALE

1. Enter the **Sale Amount** and press **Ok**.
2. Review the amount and tap on **Proceed**.
3. Choose **Cash Payment** or **Card Payment** by tapping the option. Pricing will be based on payment type.
4. **Tap** (contactless only), **swipe** or **insert** chip card.
5. Depending on TPN configuration, you will have the option to send the customer a copy of receipt as SMS, email, paper print or no receipt.
6. The transaction is processed. Sales receipt will print with details of the transaction.



### DEBIT SALE

1. Enter the **Sale Amount** and press **Ok**.
2. Review the amount and tap on **Proceed**.
3. Tap on **Cash Payment** or **Card Payment**. Pricing will be based on payment type.
4. Tap on **Debit** icon and then tap (contactless only), insert or swipe card.
5. Customer enters PIN on encrypted terminal or on encrypted PIN Pad and press **Enter**.
6. Depending on TPN configuration, you will have the option to send the customer a copy of receipt as SMS, email, paper print or no receipt.
7. The transaction is processed. Sales receipt will print with details of the transaction.




### MANUALLY ENTERED SALE (CARD ONLY)

1. Enter the **Sale Amount** and press **Ok**.
2. Review the amount and tap on **Proceed**.
3. Choose **Card Payment** by tapping the option on the screen. Pricing will be based on payment type.
4. Tap on **Enter Card** under other options.
5. Manually enter **Card #**.
6. Follow the CNP prompts (input exp. date, ZIP code etc). *Conditional on the terminal's configuration.*
7. Depending on TPN configuration, you will have the option to send the customer a copy of receipt as SMS, email, paper print or no receipt.
8. The transaction is processed. Sales receipt will print with details of the transaction.





### CREDIT CARD RETURN

1. Tap on the  icon on your terminal home screen.
2. Tap on the **Refund** icon. Enter **Password** (default password is last 4 digits of your TPN).
3. Enter the **Return Amount** and press **Ok**.
4. **Tap** (contactless only) or **insert** chip card.
5. Depending on TPN configuration, you will have the option to send the customer a copy of receipt as SMS, email, paper print or no receipt.
6. The transaction is processed. Return receipt will print with details of the transaction.




## VOID CREDIT TRANSACTION

1. Tap on the  icon on your terminal home screen.
2. Tap on the **Void** icon.
3. Enter the **Transaction Number** or last 4 digits of the card, choose transaction from the list and tap  Confirm prompt and tap **Yes**.
4. If prompted, enter **Password** (default password is last 4 digits of your TPN).
5. Void will be completed and receipt options will be prompted. **Note:** Card doesn't need to be present to complete void successfully.




## REPRINT RECEIPT

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Reprint Receipt**.
3. If prompted, enter **Password** (default password is last 4 digits of your TPN).
4. Press  and enter transaction # or last 4 digits of card #, select transaction and tap.
5. Follow prompts and transaction receipt prints.






## CALL ME FEATURE (MUST BE ENABLED)

1. Tap the  icon.
2. Tap **Call Me**, under the Support Menu and choose reason. Enter your call back number.
3. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.



## EDIT TIPS BY TRANSACTION #

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Adjust Tip**.
3. If prompted, enter **Password** (default password is last 4 digits of your TPN).
4. Enter transaction #, scroll through transactions using   or swipe through transactions.
5. Tap **Transaction #**.
6. Tap on  button and a prompt will appear asking if you want to submit tip adjust, tap **Yes**. A screen will appear confirming the success of the procedure.




## SETTLE DAILY BATCH

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Show/Settle Daily Batch**.
3. If prompted, enter **Password** (default password is last 4 digits of your TPN).
4. The terminal will fetch and display a summary report. **Swipe** left to view a detailed report.
5. Tap **Settle** button in the top right corner. A prompt may appear if there are untipped transactions. Answer **Yes** or **No** to continue to settle.
6. **Settlement Report** prints.




## PRINTING REPORTS

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Reports**.
3. Choose **Open Batch** or **Closed Batch**.
4. Tap desired report type, select how you want the report to group your transactions. For summary report or daily report. Tap **Next**.
5. **Swipe** left to go from summary to details report and tap on .
6. **Report** prints.






## TERMINAL POWER OFF/REBOOT

1. Press the  button on the side of the terminal and hold until a menu appears on the screen, with the following options: **Power Off, Reboot**.
2. Select the option you desire by tapping on the screen.



## WIRELESS ICONS

-  Wi-Fi icon will blink when not connected. **It will remain static when connected successfully.**
-  Battery charge indicator.
-  To get an internet connection via ethernet, first plug the device into power and then use an ethernet cable to plug into the ethernet port.