

USER MANUAL

All Terminal Products



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ABOUT THIS MANUAL



ABOUT THIS MANUAL

This manual provides basic instructions for user of Dejavoo Systems terminal products. It is suggested that you read through this document to assist you in getting the full value of using the features provided by your Dejavoo Systems product. Should you need to download additional copies of this manual you can do so on our website www.dejavooystems.com or by emailing support@dejavooystems.com

DOCUMENT CONVENTIONS

The following symbols were used throughout this manual allowing the reader to easily identify instructions, explanations and examples of the features found in the Dejavoo Systems terminal application.



When you see this symbol it represents an explanation or a definition of the feature or option you are reading about. Information is provided to assist the user when using the many features and options provided by Dejavoo Systems software.



When you see this symbol it represents important additional information such as an example of how the feature can be used, an important tip for using the feature or an important note to be brought to your attention.

DEFAULT PASSWORD



The terminal's factory default password is 1 2 3 4. This password can be customized either through programming or manually at the terminal level. For more information on how to customize the terminal's security password at the terminal level see page 82 for instructions.

DEJAVOO MENUS



There are multiple menu's that reside in the Dejavoo Systems software the exact number depends primarily on how many applications are being run in the terminal. Please see definitions below:





Core Menu	In this menu you will find features settings that are Global to the terminal, used by all applications. Some examples of Core Menu items are: Adjusting the terminal's Contrast, Setting the terminal's time and date, Printing reports for all applications running in the terminal, etc. For detailed instructions of Core Menu options see page 75.
Application Menu	From the Core menu you can navigate to the different host Application Menu's, for example you can access the Credit/Debit menu where you will find options such as: Transaction Prompts, Value Added Server, and printing Reports only for Credit/Debit transactions, etc. For detailed instructions on Host Application options see page 102.

DEJAVOO KEYPAD LAYOUTS

All Dejavoo terminals have a number of keys in common. These keys are the same and perform the same function regardless of the Dejavoo model. Other keys are unique to either one model or a series of models.

ABOUT THIS MANUAL

COMMON KEYS

1-0 Number Keys		<ul style="list-style-type: none"> • Enter amounts, account numbers, dates and such. • Alphanumeric entry – multitap to access the alpha characters.
Green OK		<ul style="list-style-type: none"> • From the idle prompt is used to access the Main Menu. • Functions as the OK key.
Red X		<ul style="list-style-type: none"> • Cancels a transaction. • Exits menu options to return to idle prompt.
Yellow ←		<ul style="list-style-type: none"> • Back space to clear data fields. • Back out of menu options one level at a times.
Arrow ↑		<ul style="list-style-type: none"> • Navigate up through the menu options. • Change transaction types.
Arrow ↓		<ul style="list-style-type: none"> • Navigate down through the menu options. • Change transaction types.

WHAT TO EXPECT: Non-Touch screen vs Touch screen



This manual will provide explanations, important notations, and step/action charts to guide you through the performance of the Z-LINE family of terminals which consist of NON Touchscreen as well as Touchscreen models. However, it's important to note that the display examples will reflect that of the Z11 touch screen.



Screen display examples in this manual may differ than your model, the examples used for this document depict that of the Z11 touchscreen terminal.

DEJAVOO FAVORITES MENU



DEJAVOO FAVORITES MENU

WHAT IS THE DEJAVOO “FAVORITES” MENU?

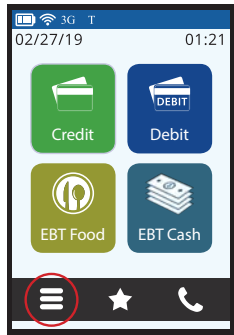
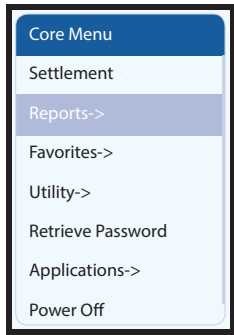
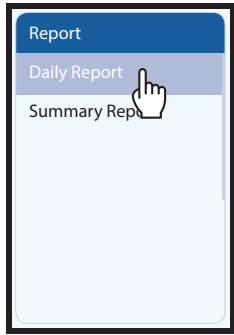


You can designate most menu items from your Dejavoo terminal to be listed in your very own customized terminal menu so you can quickly and easily access the features that matter to you most or as we like to call them – your “Favorites”. Who better to decide what should be at your fingertips than you?

SAVING MENU OPTIONS TO “FAVORITES”

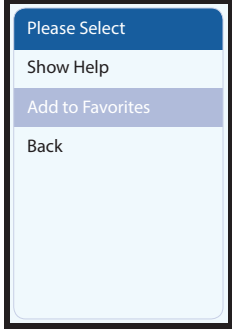
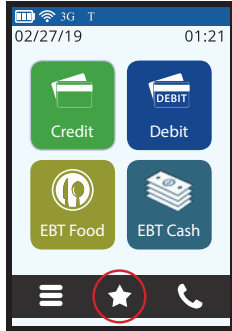
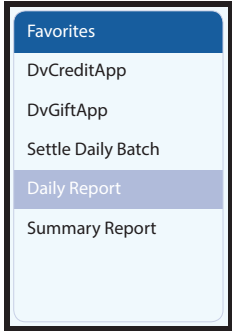


You decide what goes in your “Favorites” Menu. You can select up to 20 menu items that you utilize most often or want quick and easy access to. Creating your customized menu is easy. Use the steps below to add an item to your FAVORITES menu.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

DEJAVOO FAVORITES MENU

SAVING MENU OPTIONS TO “FAVORITES” continued...

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Touch Screen	
5	Non Touch Screen	
	Touch Screen	
6	Non Touch Screen	
	Touch Screen	

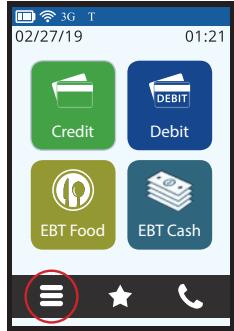
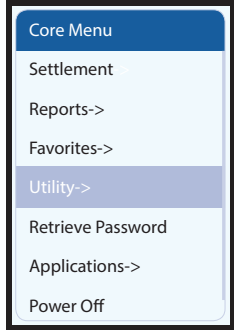
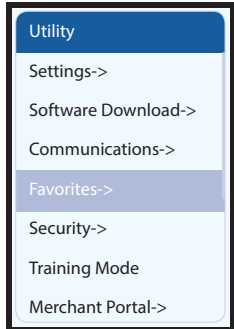
DEJAVOO FAVORITES MENU

MANAGING YOUR “FAVORITES” MENU



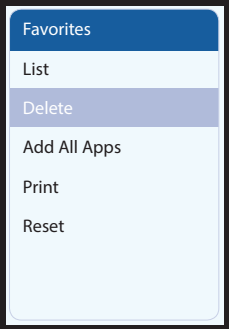
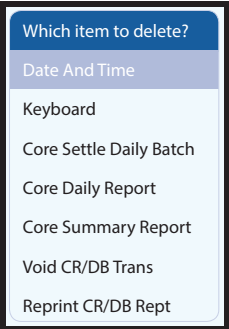
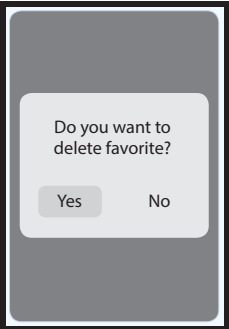
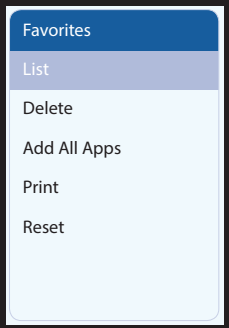
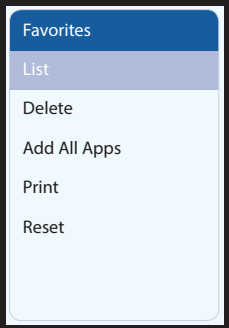
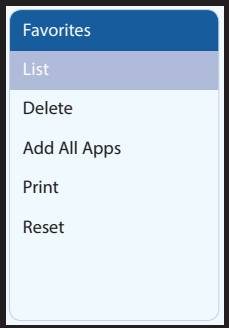
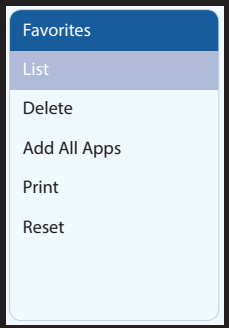
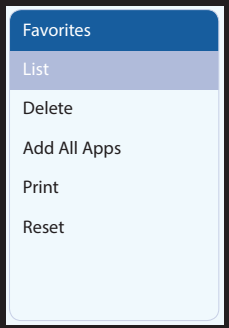
From time to time it may become necessary for the user to manage the favorites they previously set up. This too can be done from the terminal level. The following options are provided to manage the terminal's FAVORITES menu:

- List
- Delete
- Add All Apps
- Print
- Reset

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

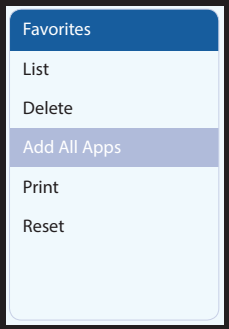
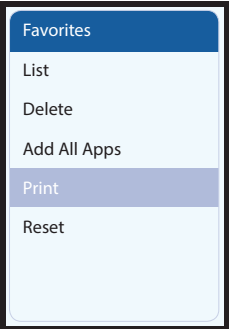
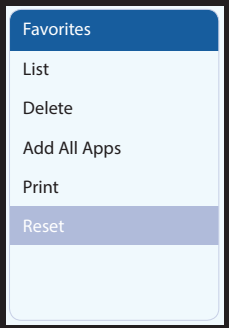
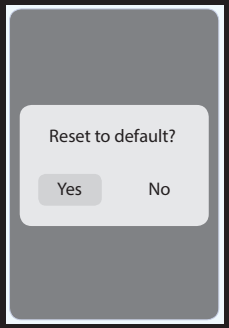
DEJAVOO FAVORITES MENU

MANAGING YOUR “FAVORITES” MENU continued...

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	<p>For this example we will DELETE the DATE AND TIME favorite. Use the ↑↓ arrow keys, to locate and highlight DELETE in your FAVORITES menu. Press OK.</p>	
5	Touch Screen	
	<p>A list of options under your FAVORITES menu will now appear. If you want to delete one of your FAVORITES, press DELETE to remove any FAVORITES you no longer want in your list.</p>	
6	Non Touch Screen	
	<p>A new screen appears asking which item you would like to delete. Use the ↑↓ arrow keys, to locate and highlight your desired choice.</p>	
7	Touch Screen	
	<p>Your list of FAVORITES will appear on the screen and you will be asked which FAVORITE you want to delete. Select the FAVORITE you want to remove and press the OK key.</p>	
7	Non Touch Screen	
	<p>A new screen appears asking you to confirm that you want to DELETE the FAVORITE. Press F2 for YES and F4 for NO. Your terminal will return to the FAVORITES menu.</p>	
7	Touch Screen	
	<p>You will be asked to confirm that you want to delete that favorite. Press YES if you want to delete and NO if you do not. Your terminal will return to the WHICH ITEM TO DELETE? menu.</p>	
7	Non Touch Screen	
	<p>To view your list of FAVORITES, use the ↑↓ arrow keys, to locate and highlight LIST in your FAVORITES menu. Press OK and your list of FAVORITES will appear.</p>	
7	Touch Screen	
	<p>Go to your FAVORITES menu and press LIST. Your list of FAVORITES will then appear.</p>	

DEJAVOO FAVORITES MENU

MANAGING YOUR “FAVORITES” MENU continued...

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Touch Screen	
9	Non Touch Screen	
	<p>To print your list of FAVORITES, use the ↑↓ arrow keys, to locate and highlight PRINT in your FAVORITES menu. Press OK and your list of FAVORITES will print through the terminal.</p>	
	Touch Screen	
	<p>Go to your FAVORITES menu and press PRINT. Your list of FAVORITES will then print through the terminal.</p>	
10	Non Touch Screen	
	<p>To reset your list of FAVORITES to the default setting, use the ↑↓ arrow keys, to locate and highlight RESET in your FAVORITES menu. Press OK and your list of FAVORITES will revert to the default setting.</p>	
	Touch Screen	
	<p>If you would like to reset your FAVORITES to the default setting, clearing all current FAVORITES from your list, press RESET.</p>	
11	Non Touch Screen	
	<p>You will be prompted to confirm that you want to reset your FAVORITES to the default setting. Press F2 for YES and F4 for NO. Your terminal will return to the FAVORITES menu.</p>	
	Touch Screen	
	<p>You will be prompted to confirm that you want to reset your FAVORITES to the default setting. Press YES or NO depending on what you require. Your terminal will return to the FAVORITES menu.</p>	

DEJAVOO FAVORITES MENU

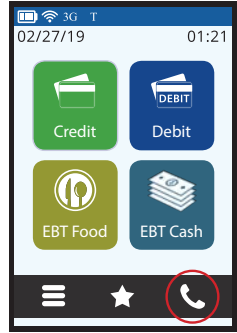
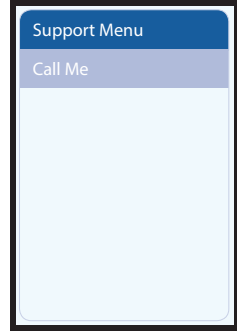
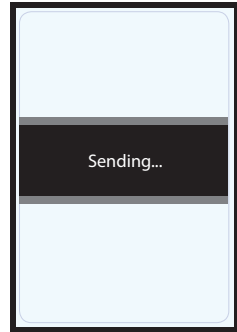
CALL ME FEATURE



Have a technical support representative call you when you need assistance – simply press the CALL ME button from your Dejavoo terminal and a representative will contact you shortly. Use the following steps to initiate the CALL ME feature.



This is a feature of DeNovo and you must have an active DeNovo service to use this feature.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	<p>Press the F1 key to access the SERVICES menu.</p>	
2	Touch Screen	
	<p>Press the telephone icon on the bottom right hand corner of your terminal screen. You will be asked for your MANAGER PASSWORD. Enter your password, press the green OK key.</p>	
3	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight MANAGED SERVICES. Press OK.</p> <p>A SUPPORT MENU screen will appear with the CALL ME feature listed. Press CALL ME.</p>	
3	Touch Screen	
	<p>Your terminal will automatically notify Technical Support to call you back.</p>	

TRANSACTIONS



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

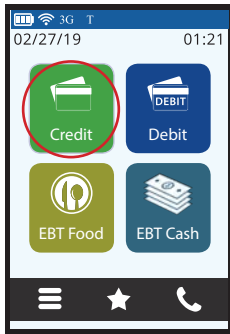
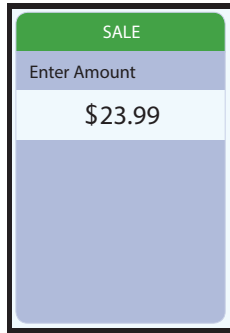


When Signature Capture is enabled you will be prompted to request a signature on the screen.

CREDIT CARD SALE: EMV CHIP CARD (SIGNATURE)


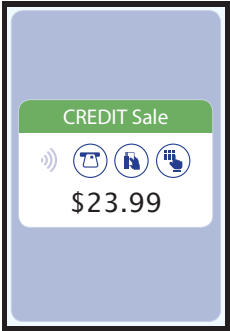
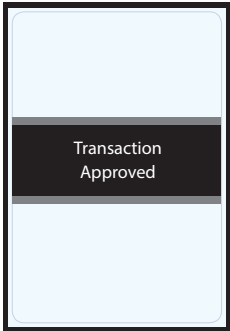
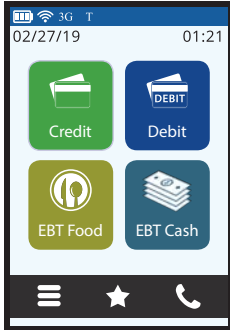


Use the chart below to process a credit card sale when the credit card is inserted at the point of sale.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Enter the sale amount and press OK.	
	Touch Screen	
	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET. Press the SALE icon.	
2	Non Touch Screen	
	Insert EMV chip card.	
	Touch Screen	
	You will then be asked to enter the sale amount. Use your number keypad to do this and then press the green OK key.	

TRANSACTIONS

CREDIT CARD SALE: EMV CHIP CARD (SIGNATURE)

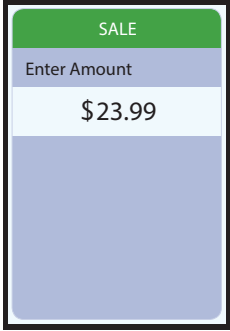
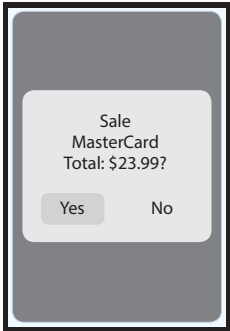
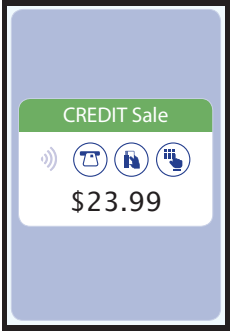
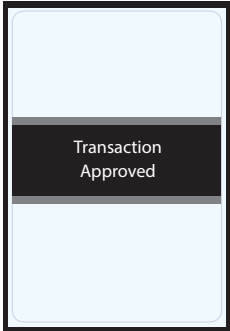
STEP	ACTION	TOUCH SCREEN DISPLAY
3	Non Touch Screen	
	Press YES to confirm the sale amount.	
	Touch Screen	
4	Non Touch Screen	
	A prompt will then appear asking your customer to enter their card number manually. Confirm by pressing the OK key.	
	Touch Screen	
5	Non Touch Screen	
	The sale will be processed and the transaction will be declined or approved. Sales receipts will be printed with details of the transaction.	
	Touch Screen	
6	Non Touch Screen	
	The terminal then returns to idle prompt.	
	Touch Screen	
	The terminal then returns to idle prompt.	

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	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

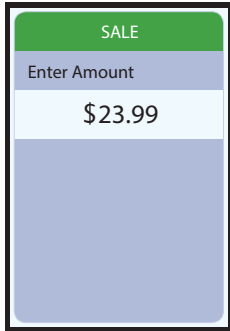
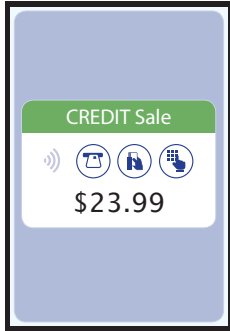
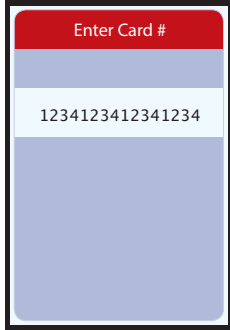
CREDIT CARD SALE: MANUAL ENTRY (CARD NOT PRESENT)



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.

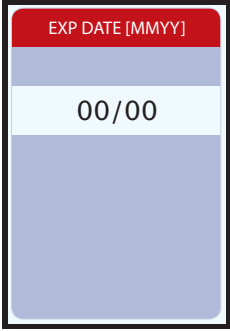
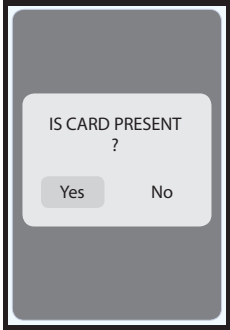
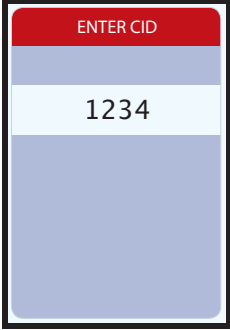
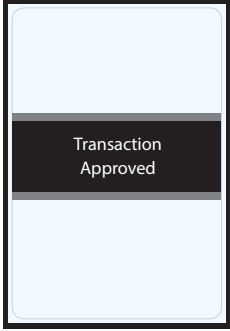
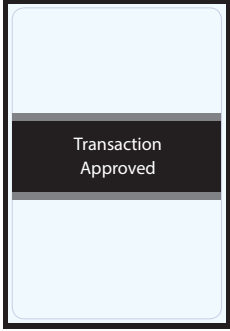
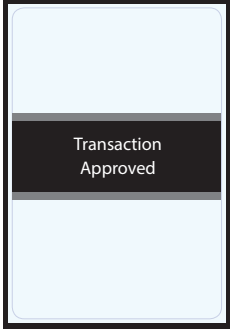


It is always a best practice to insert the chip card into the terminal's EMV card reader. Manual entry of a card number should be done only when necessary.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

CREDIT CARD SALE: MANUAL ENTRY (CARD NOT PRESENT)

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	The terminal will prompt you to enter the expiry date from the front of the card. Enter this and then press the green OK key.	
5	Touch Screen	
	The terminal will prompt you to enter the expiry date from the front of the card. Enter this and then press the green OK key.	
6	Non Touch Screen	
	Press F2 if card is present or press F4 if card is not present. Note: If card is not present follow the prompts to enter AVS and Card Code security information.	
7	Touch Screen	
	Press YES if card is present or press NO if card is not present. Note: If card is not present follow the prompts to enter AVS and Card Code security information.	
7	Non Touch Screen	
	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.	
7	Touch Screen	
	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.	

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.

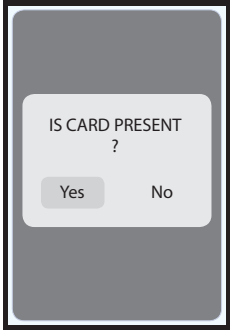
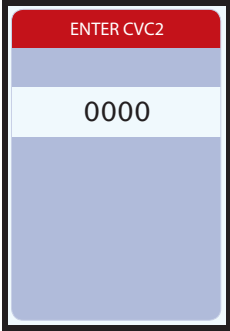
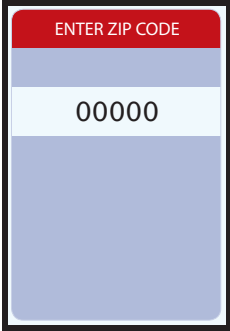
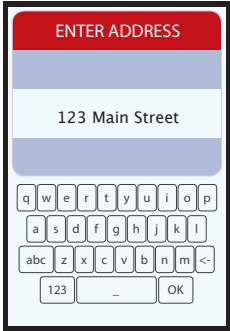


- Swiping VISA prompts for a CVV2 code, 3 digits found on the back of the card.
- Swiping MasterCard prompts for CVC2 code, 3 digits found on the back of the card.
- Amex & Discover prompts for CID code, 4 digits found on front of the card.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Enter the sale amount using your number keypad and then press the green OK key.	
2	Touch Screen	
	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET, REVERSAL. Press the SALE icon. Enter the sale amount using your number keypad and then press the green OK key.	
3	Non Touch Screen	
	Manually enter the card number that appears on the front of the card and press the green OK key.	
3	Touch Screen	
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Manually enter the card number that appears on the front of the card and press the green OK key.	
3	Non Touch Screen	
	The terminal will prompt you to enter the expiry date from the front of the card. Enter this and then press the green OK key.	
3	Touch Screen	
	The terminal will prompt you to enter the EXPIRY DATE from the front of the card. Enter this and then press the green OK key.	

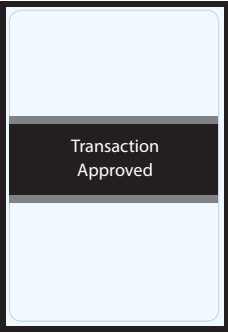
TRANSACTIONS

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

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen Press F2 if card is present or press F4 if card is not present. Note: If card is not present follow the prompts to enter AVS and Card Code security information.	
	Touch Screen Press YES if card is present or press NO if card is not present. Note: If card is not present follow the prompts to enter AVS and Card Code security information.	
5	Non Touch Screen When terminal displays ENTER CVC2, input security card code from the back of the card and press OK. 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.	
	Touch Screen When terminal displays ENTER CVC2, input security card code from the back of the card and press OK. 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.	
6	Non Touch Screen The terminal will prompt you to enter the cardholder's ZIP CODE. Enter this using the alphanumeric keypad and then press the green OK key.	
	Touch Screen The terminal will prompt you to enter the cardholder's ZIP CODE. Enter this using the keypad and then press the green OK key.	
7	Non Touch Screen Terminal displays ENTER ADDRESS. Using the keypad input the numeric part of the cardholder's address only and press OK	
	Touch Screen The terminal will prompt you to enter the cardholder's ADDRESS. Enter the numeric part of the address only using the keypad and then press the OK key.	

TRANSACTIONS

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

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	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.	
	Touch Screen	
	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.	

TRANSACTIONS

RETAIL RECEIPT EXAMPLE: CREDIT SALE

MERCHANT COPY

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

CUSTOMER COPY

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

TRANSACTIONS

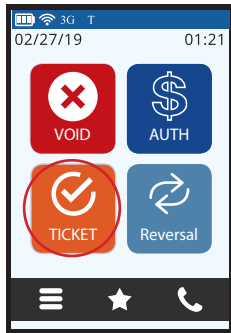
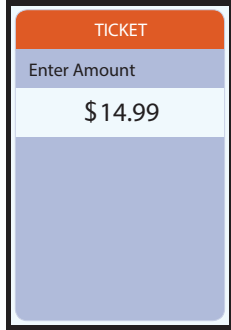
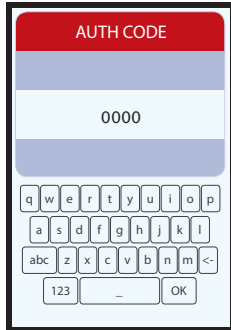
TICKET ONLY SALE



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

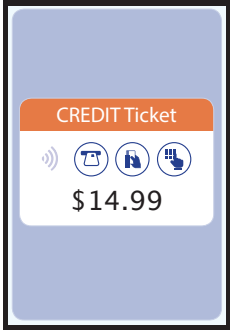
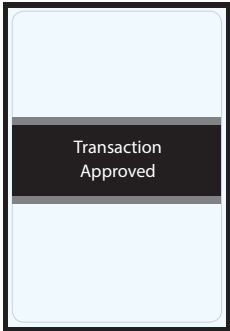


EXAMPLE: To rent a canoe at Lake Cawanna there is a \$75.00 deposit at the time of the rental. The merchant processes an Auth Only transaction for the \$75.00, receiving an authorization code for the funds but not actually charging the credit card. The merchant charges the credit card when the canoe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

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

TICKET ONLY SALE

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option.	
	Touch Screen	
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option.	
5	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

TRANSACTIONS

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)

James Gordon

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

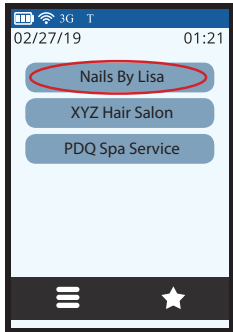
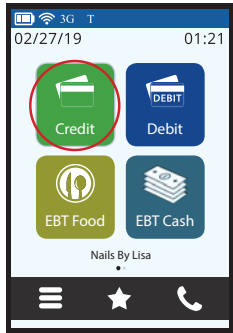
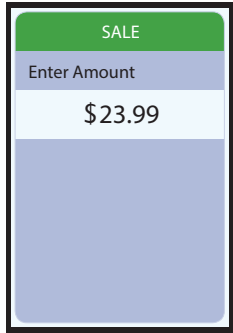
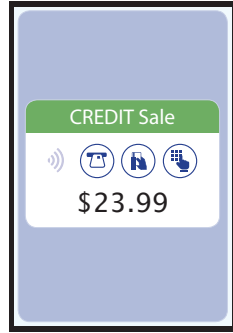
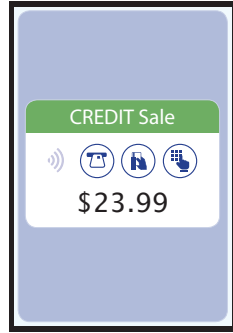
CUSTOMER COPY

TRANSACTIONS

MULTI-MERCHANT CREDIT SALE (SWIPED)

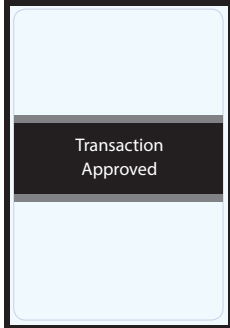


Use the chart below to process a sale when there is more than one Merchant (MID) using the same Dejavoo terminal device for payment processing.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	<p>Input the merchants assigned number or press 0 to list all merchants processing in the terminal. (this doesn't work for me because my terminal is not set up correctly I think).</p>	
	Touch Screen	
2	Non Touch Screen	
	<p>Use the up and down arrow to highlight the desired merchant to process the sale for.</p>	
	Touch Screen	
3	Non Touch Screen	
	<p>Enter the sale amount using your number keypad and then press the green OK key.</p>	
	Touch Screen	
4	Non Touch Screen	
	<p>A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option.</p>	
	Touch Screen	
4	Non Touch Screen	
	<p>A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option.</p>	
	Touch Screen	

TRANSACTIONS

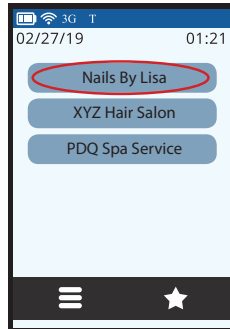
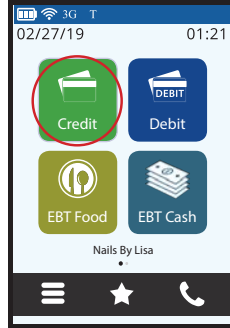
MULTI-MERCHANT CREDIT SALE (SWIPED)

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

MULTI-MERCHANT CREDIT SALE (MANUAL ENTRY)

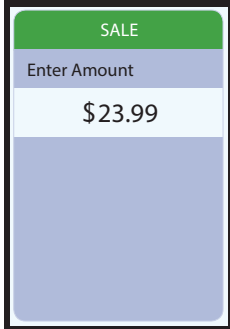
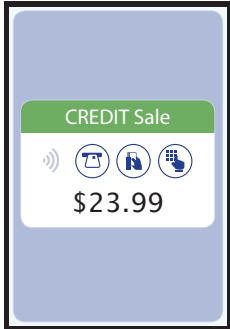
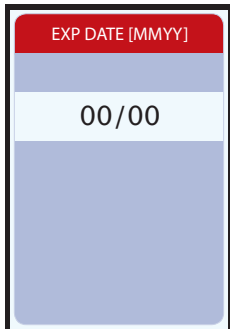
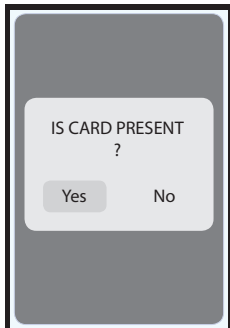
i Use the chart below to process a credit sale when there is more than one Merchant ID (MID) using the same credit card terminal and the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

! 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	Non Touch Screen	
	Input the merchants assigned number or press 0 to list all merchants processing in the terminal. (this doesn't work for me because my terminal is not set up correctly I think).	
	Touch Screen	
	Select the desired merchant from your merchant list by pressing the name on your screen.	
2	Non Touch Screen	
	Use the up and down arrow to highlight the desired merchant to process the sale for.	
	Touch Screen	
	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET, REVERSAL. Press the SALE icon.	

TRANSACTIONS

MULTI-MERCHANT CREDIT SALE (MANUAL ENTRY)

STEP	ACTION	TOUCH SCREEN DISPLAY
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	
5	Non Touch Screen	
	Touch Screen	
6	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

MULTI-MERCHANT CREDIT SALE (MANUAL ENTRY)

STEP	ACTION	TOUCH SCREEN DISPLAY
7	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

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)

Jenny Smith
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

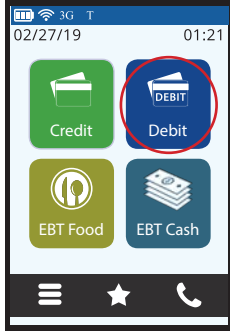
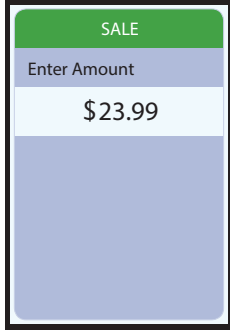
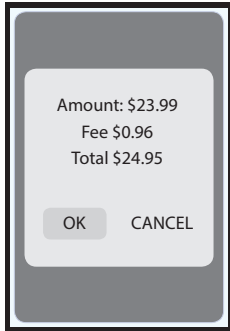
CUSTOMER COPY

TRANSACTIONS

DEBIT CARD SALE

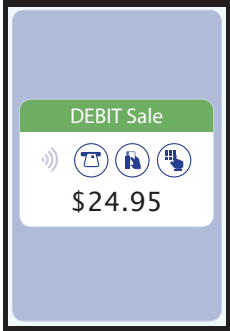

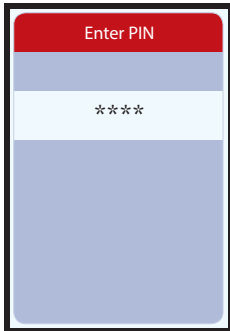
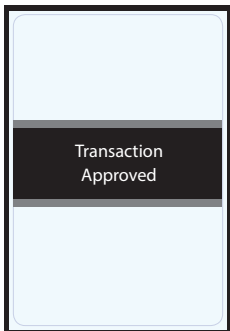


Use the chart below to process a Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant and you MUST have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

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the ↓ key on your terminal then scroll down to select the DEBIT option. Once highlighted, press the OK key.	
	Touch Screen	
	Press the DEBIT icon on your terminal home screen. A new screen will appear with the following options: SALE or RETURN. Press the SALE icon.	
2	Non Touch Screen	
	Enter the sale amount using your number keypad and then press the green OK key.	
	Touch Screen	
	Enter the sale amount using your number keypad and then press the green OK key.	
3	Non Touch Screen	
	N/A	
	Touch Screen	
	A merchant fee is automatically added to the sale amount and the customer is asked to approve total amount of the sale.	

TRANSACTIONS

DEBIT CARD SALE

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Swipe or insert debit card.	
	Touch Screen	
5	Non Touch Screen	
	Customer is then asked to confirm the sale amount. Press F2 for YES and F4 for NO.	
	Touch Screen	
6	Non Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
	Touch Screen	
7	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

TRANSACTIONS

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
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

Refunds accepted with receipt
www.abcstore.com

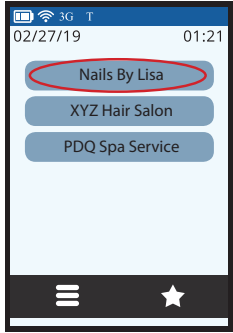
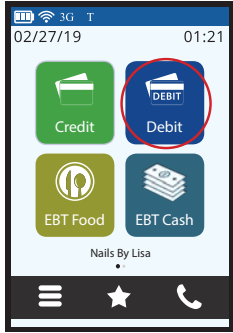
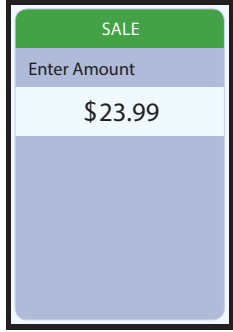
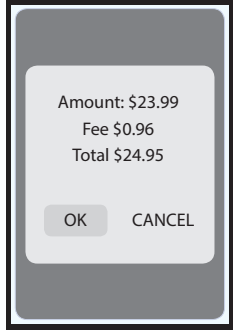
CUSTOMER COPY

TRANSACTIONS

MULTI-MERCHANT DEBIT CARD SALE

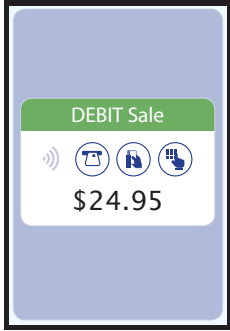
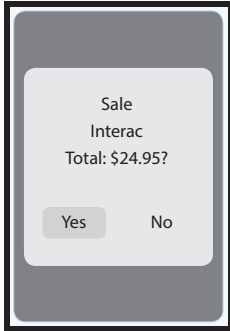

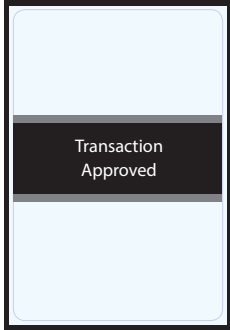


Use the chart below to process a Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	<p>Input the merchants assigned number or press 0 to list all merchants processing in the terminal. (this doesn't work for me because my terminal is not set up correctly I think).</p>	
	<p>Touch Screen</p> <p>Select the desired merchant from your merchant list by pressing the name on your screen.</p>	
2	Non Touch Screen	
	<p>Press the ↓ key on your terminal then scroll down to select the DEBIT option. Once highlighted, press the OK key.</p>	
	<p>Touch Screen</p> <p>Press the DEBIT icon on your terminal home screen. A new screen will appear with the following options: SALE or RETURN. Press the SALE icon.</p>	
3	Non Touch Screen	
	<p>Enter the sale amount using your number keypad and then press the green OK key.</p>	
	<p>Touch Screen</p> <p>Enter the sale amount using your number keypad and then press the green OK key.</p>	
4	Non Touch Screen	
	N/A	
	<p>Touch Screen</p> <p>A merchant fee is automatically added to the sale amount and the customer is asked to approve total amount of the sale.</p>	

TRANSACTIONS

MULTI-MERCHANT DEBIT CARD SALE

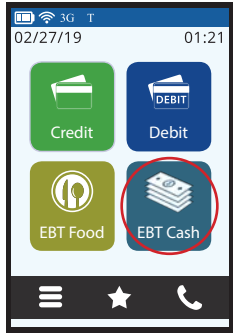
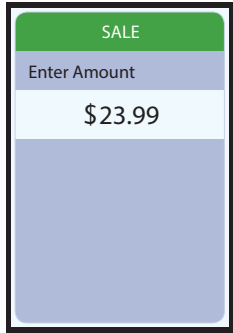
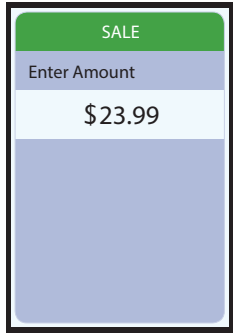
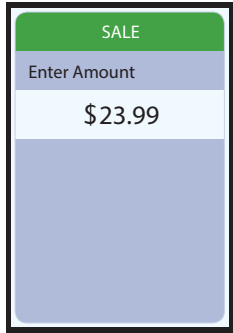
STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Swipe or insert debit card.	
	Touch Screen	
6	Non Touch Screen	
	Customer is then asked to confirm the sale amount. Press F2 for YES and F4 for NO.	
	Touch Screen	
7	Non Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
	Touch Screen	
8	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	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	Non Touch Screen	
	Press the ↓ key on your terminal then scroll down to select the EBT CASH option. Once highlighted, press the OK key.	
2	Touch Screen	
	Press the EBT CASH icon on your terminal home screen. A new screen will appear with the following options: SALE, BALANCE or VOUCHER. Press the SALE icon.	
2	Non Touch Screen	
	Enter the sale amount using your number keypad and then press the green OK key. The terminal prints the cash receipts and returns to the idle prompt.	
2	Touch Screen	
	Enter the sale amount using your number keypad and then press the green OK key. The terminal prints the cash receipts and returns to the idle prompt.	

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

TRANSACTIONS

RETAIL WITH TIP TRANSACTIONS



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

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

Transaction types that allow retail with tip are the following:

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



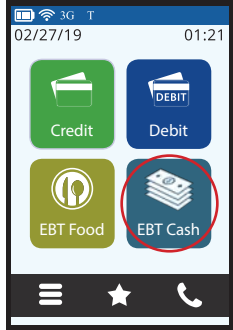
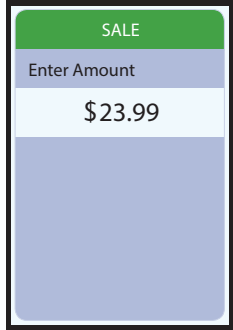
EXAMPLE: The customer gets a haircut at the local barber shop. When finished the merchant (the barber) prints out a presale ticket for \$20.00 which is the dollar amount due to for the haircut and hands it to the customer. The customer writes down another \$5.00 on the tip line and writes \$25.00 on 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	Non Touch Screen	
	<p>Press F1 to access the FAVORITES menu. Use the ↑↓ arrow keys to highlight PRESALE TICKET and press OK. Enter the SALE AMOUNT and press OK.</p>	
	<p>Touch Screen</p> <p>I didn't see a pre sale option.</p>	
2	Non Touch Screen	
	<p>The PRESALE TICKET prints. Allow customer to complete PRESALE TICKET and return to cashier with their method of payment.</p>	
	<p>Touch Screen</p> <p>The PRESALE TICKET prints. Allow customer to complete PRESALE TICKET and return to cashier with their method of payment.</p>	

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

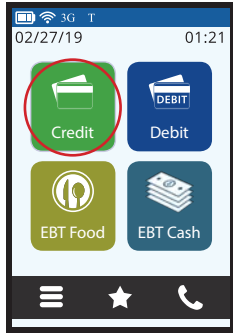
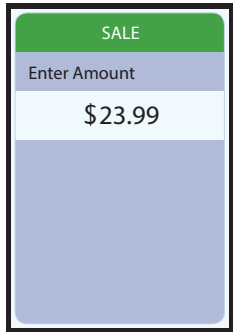
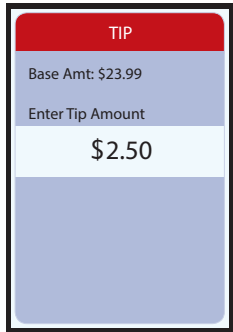


Use the charts in this section to process RETAIL Credit card and Debit card sale transactions with a tip. For documentation purposes the steps provided include the transaction prompt for entering CLERK ID, but it should be noted that this and other prompts are configurable in the terminals SET UP (Transaction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

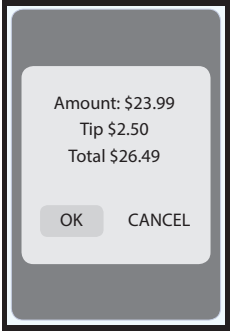
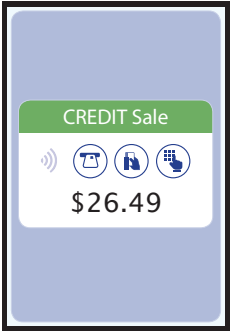
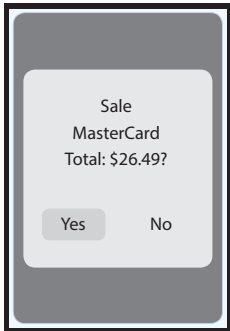
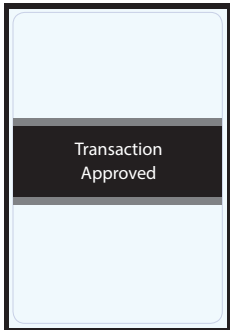
- Swiped Credit
- Manual Credit
- AVS Credit
- CVV2 Credit
- Debit Sale

Credit With Tip: (SWIPED)

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Enter the CLERK ID and press OK.	
	Touch Screen	
	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET, REVERSAL. Press the SALE icon.	
2	Non Touch Screen	
	Enter the SALE amount and press OK.	
	Touch Screen	
	Enter the SALE amount and press OK.	
3	Non Touch Screen	
	Input the tip amount from the presale ticket then Press OK; or Input the tip amount requested by customer then Press OK; or Press OK to bypass the tip amount.	
	Touch Screen	
	Input the tip amount from the presale ticket then Press OK; or Input the tip amount requested by customer then Press OK; or Press OK to bypass the tip amount.	

TRANSACTIONS

Credit With Tip: (SWIPED)

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	A screen appears showing the final amount of the sale including tip. Confirm the sale by pressing F2 or reject the sale by pressing F4.	
	Touch Screen	
	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	Non Touch Screen	
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option.	
	Touch Screen	
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option.	
6	Non Touch Screen	
	A screen appears asking to confirm the final amount of the sale. Confirm the sale by pressing F2 or reject the sale by pressing F4.	
	Touch Screen	
	Customer is then asked to confirm the sale amount. Press F2 to confirm the sale and F4 to abort the sale.	
7	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

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: \$40.38
TIP AMOUNT: \$15.00

TOTAL AMOUNT: \$55.38

Resp: Approved
Code: 123456

(Disclaimer here)

Jenny Smith

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: \$40.38
TIP AMOUNT: \$15.00

TOTAL AMOUNT: \$55.38

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.

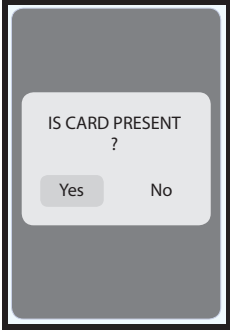
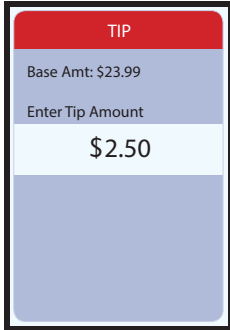
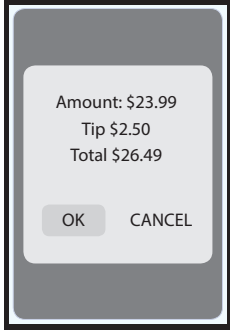
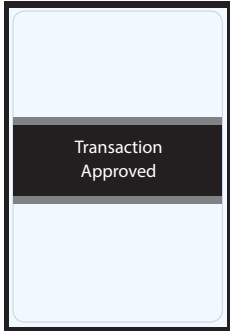


It is always a best practice to swipe the credit card through the terminals card reader. Manual entry of a card number should be done only when necessary.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Enter the SALE amount and press OK.	
2	Touch Screen	
	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET, REVERSAL. Press the SALE icon. Enter the sale amount using your number keypad and then press the OK key.	
3	Non Touch Screen	
	Manually enter the card number that appears on the front of the card by using the alphanumeric keys and press the OK key.	
3	Touch Screen	
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Manually enter the card number that appears on the front of the card and press the green OK key.	
3	Non Touch Screen	
	The terminal will prompt you to enter the EXPIRY DATE from the front of the card. Enter this and then press the green OK key.	
3	Touch Screen	
	The terminal will prompt you to enter the EXPIRY DATE from the front of the card. Enter this and then press the green OK key.	

TRANSACTIONS

Credit With Tip: (MANUAL ENTRY)

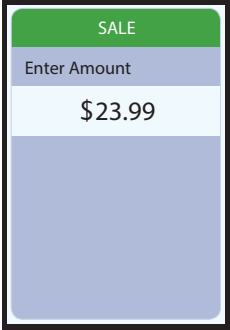
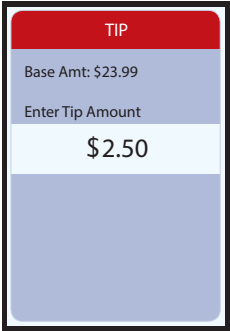
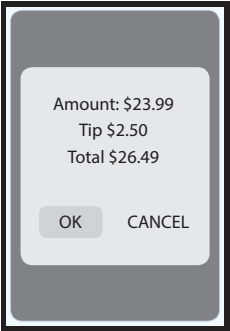
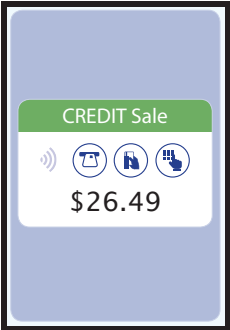
STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Press F2 if card is present or press F4 if card is not present. Note: If card is not present follow the prompts to enter AVS and Card Code security information.	
	Touch Screen	
	Press YES if card is present or press NO if card is not present. Note: If card is not present follow the prompts to enter AVS and Card Code security information.	
5	Non Touch Screen	
	Input the tip amount from the presale ticket then Press OK; or Input the tip amount requested by customer then Press OK; or Press OK to bypass the tip amount.	
	Touch Screen	
	Input the tip amount from the presale ticket then Press OK; or Input the tip amount requested by customer then Press OK; or Press OK to bypass the tip amount.	
6	Non Touch Screen	
	A screen appears showing the final amount of the sale including tip. Confirm the sale by pressing F2 or reject the sale by pressing F4.	
	Touch Screen	
	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.	
7	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

TRANSACTIONS

Debit With Tip: Sale



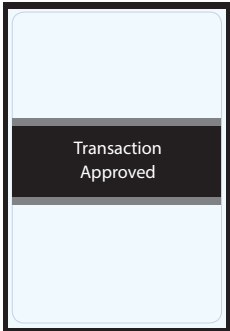


Use the chart below to process a retail with tip Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

Debit With Tip: Sale

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Customer is then asked to confirm the sale amount. Press F2 for YES and F4 for NO.	
	Touch Screen	
	Customer is then asked to confirm the total sale amount. If they press YES the sale will continue to be processed. If they press NO the sale will be aborted.	
6	Non Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
	Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
7	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

TRANSACTIONS

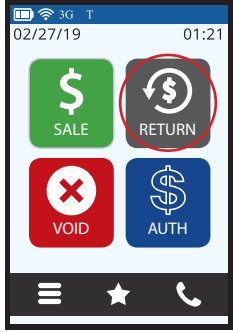
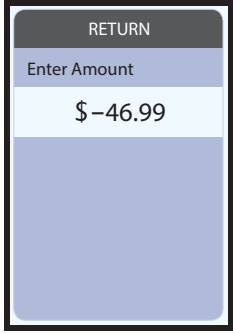
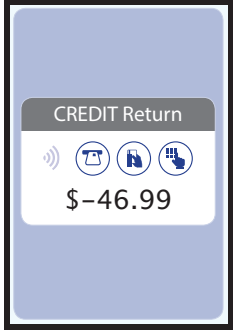
CREDIT CARD RETURN: EMV CHIP CARD



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.

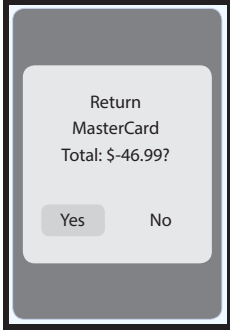

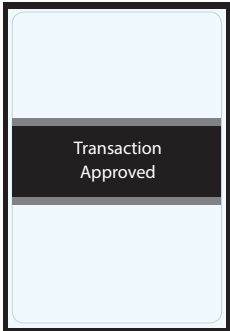


EXAMPLE: The customer made a purchase last week and came in today to return the item for credit. The original purchase has already been settled in a previous batch so I processed a RETURN to post the refund back to her credit card.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

CREDIT CARD RETURN: EMV CHIP CARD

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	A screen appears asking to confirm the return amount. Confirm the return by pressing F2 or reject the return by pressing F4.	
	Touch Screen	
	Press YES to confirm the return amount.	
5	Non Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
	Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
6	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

TRANSACTIONS

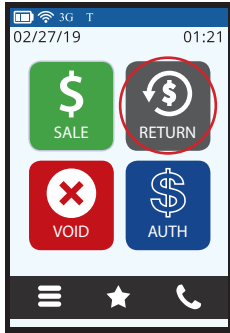
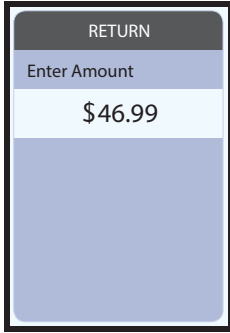
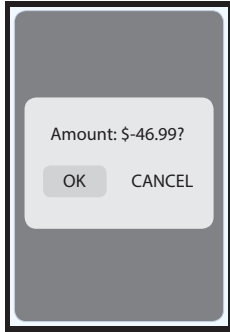
CREDIT CARD RETURN (SWIPED)



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.

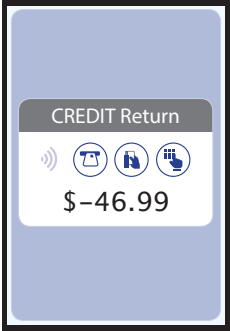
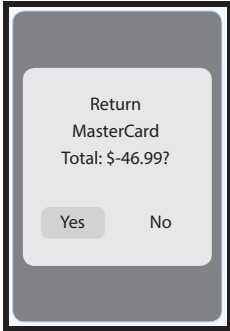

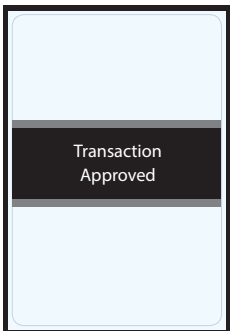


EXAMPLE: The customer made a purchase last week and came in today to return the item for credit. The original purchase has already been settled in a previous batch so I processed a RETURN to post the refund back to her credit card.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

CREDIT CARD RETURN (SWIPED)

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
	Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
5	Non Touch Screen	
	A screen appears asking to confirm the return amount. Confirm the return by pressing F2 or reject the return by pressing F4.	
	Touch Screen	
	Press YES to confirm the return amount.	
6	Non Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
	Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
7	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

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)

John Snow

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

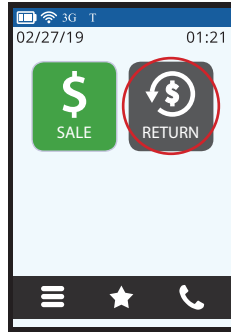
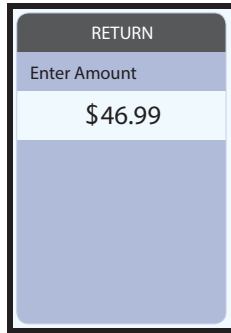
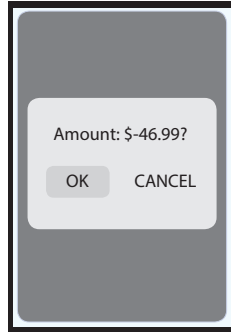
DEBIT CARD RETURN



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.

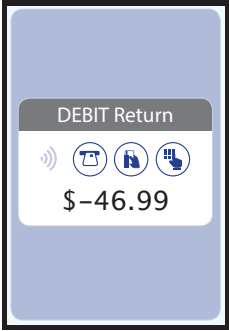
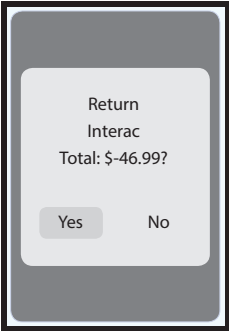

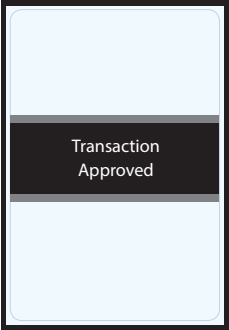


A debit card sale cannot be VOIDED; to refund a debit sale transaction you must process a RETURN to the debit card.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the ↓ key on your terminal then scroll down to select the DEBIT option. Once highlighted, press the OK key. From the idle prompt press the ← button. Use the ↑↓ arrow keys to highlight RETURN and press OK. Your terminal will return to the home screen with DEBIT and RETURN now visible in the green boxes.	
	Touch Screen	
	Press the DEBIT icon on your terminal home screen. A new screen will appear with the following options: SALE or RETURN. Press the RETURN icon.	
2	Non Touch Screen	
	Enter the RETURN amount using your number keypad.	
	Touch Screen	
	Enter the RETURN amount using your number keypad.	
3	Non Touch Screen	
	If the amount shown is correct press F2 to confirm. If it is not correct press F4 and begin the process again. If prompted, input password default is 1234.	
	Touch Screen	
	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 password default is 1234.	

TRANSACTIONS

DEBIT CARD RETURN

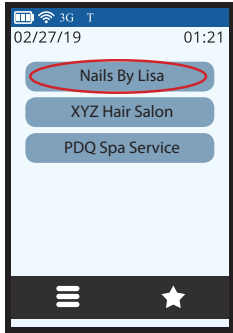
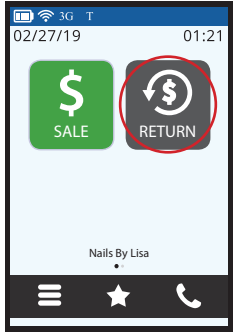

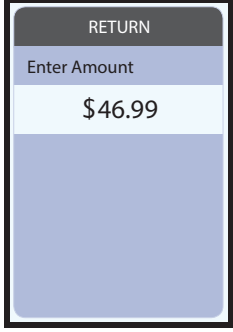
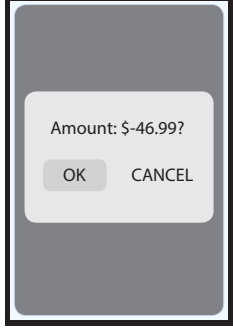
STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
	Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
5	Non Touch Screen	
	A screen appears asking to confirm the return amount. Confirm the return by pressing F2 or reject the return by pressing F4.	
	Touch Screen	
	Press YES to confirm the return amount.	
6	Non Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
	Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
7	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

TRANSACTIONS

MULTI-MERCHANT CREDIT RETURN

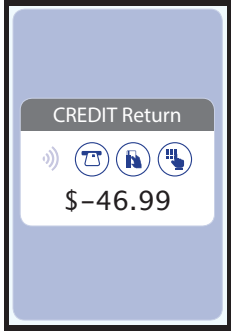
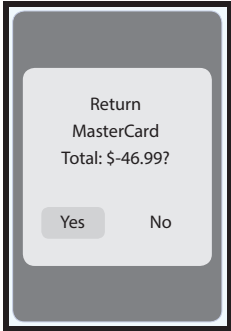

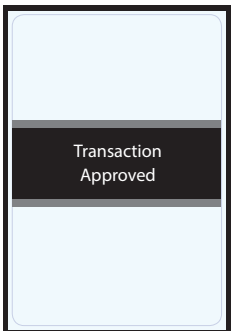


Use the chart below to process a Credit Card sale when there are multiple merchant IDs (MIDs) in the same terminal. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction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

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	<p>Input the merchant's assigned number or press 0 to list all merchants processing in the terminal. Use the up and down arrow to highlight the desired merchant to process the sale for.</p>	
	<p>Touch Screen</p> <p>Select the desired merchant from your merchant list by pressing the name on your screen.</p>	
2	Non Touch Screen	
	<p>From the idle prompt press the  button. Use the ↑↓ arrow keys to highlight RETURN and press OK. Your terminal will return to the home screen with RETURN now visible in the green box on the right.</p>	
	<p>Touch Screen</p> <p>Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET, REVERSAL. Press the RETURN icon.</p>	
3	Non Touch Screen	
	<p>Enter the RETURN amount using your number keypad and then press the green OK key.</p>	
	<p>Touch Screen</p> <p>Enter the RETURN amount using your number keypad and then press the green OK key.</p>	
4	Non Touch Screen	
	<p>If the amount shown is correct press F2 to confirm. If it is not correct press F4 and begin the process again. If prompted, input password default is 1234.</p>	
	<p>Touch Screen</p> <p>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 password default is 1234.</p>	

TRANSACTIONS

MULTI-MERCHANT CREDIT RETURN

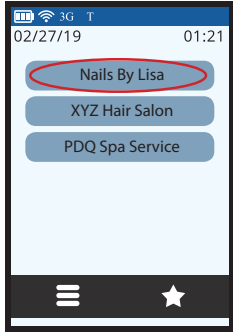
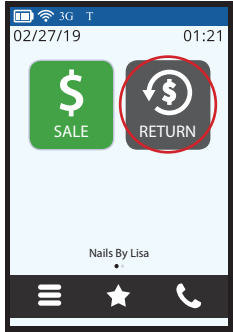
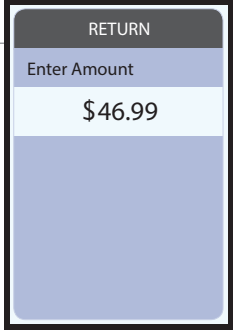
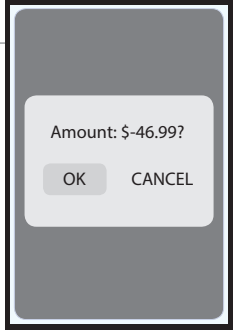
STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
	Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
6	Non Touch Screen	
	A screen appears asking to confirm the return amount. Confirm the return by pressing F2 or reject the return by pressing F4.	
	Touch Screen	
	Press YES to confirm the return amount.	
7	Non Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
	Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
8	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

TRANSACTIONS

MULTI-MERCHANT DEBIT CARD RETURN

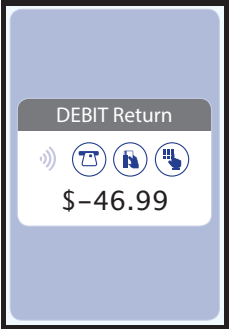
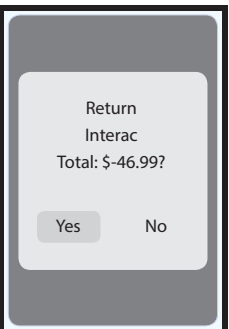

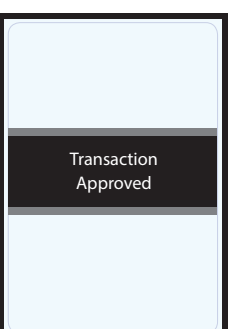


Use the chart below to process a Debit Card sale when there are multiple merchant IDs (MIDs) in the same terminal. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction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

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

MULTI-MERCHANT DEBIT CARD RETURN

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
	Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
6	Non Touch Screen	
	A screen appears asking to confirm the return amount. Confirm the return by pressing F2 or reject the return by pressing F4.	
	Touch Screen	
	Press YES to confirm the return amount.	
7	Non Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
	Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
8	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	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

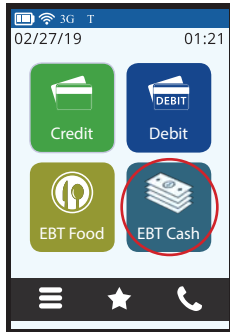
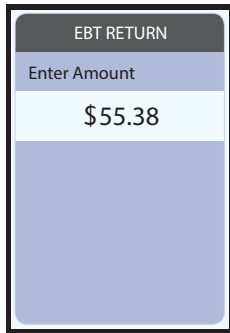


CUSTOMER COPY

TRANSACTIONS

CASH RETURN


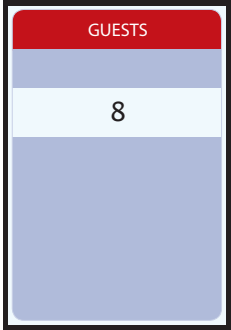


Use the chart below to record a cash return in your Dejavoo payment terminal. It is important to note that cash transactions do not communicate with your processing bank. They are recorded in your terminal for your reporting purposes.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	<p>Press the EBT CASH option. The prompt will appear: RETURN or with EBT C.</p> <p>ASK ABOUT THIS: On the Z8 I can select EBT cash when I press the arrow keys but when I press the yellow key there is no RETURN option</p>	
2	Touch Screen	
	<p>Enter the return amount using your number keypad and then press the green OK key.</p>	
3	Non Touch Screen	
	<p>Enter the EBT Approval Code and then press the green OK key.</p>	
4	Non Touch Screen	
	<p>Enter the EBT Serial Number and then press the green OK key.</p>	

TRANSACTIONS

CASH RETURN

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	?	
	Touch Screen	
	Enter the Table Number and then press the OK key.	
6	Non Touch Screen	
	?	
	Touch Screen	
	Enter the number of guests at the table and then press the OK key. The terminal prints cash receipt. Once completed the terminal will return to idle prompt.	

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)

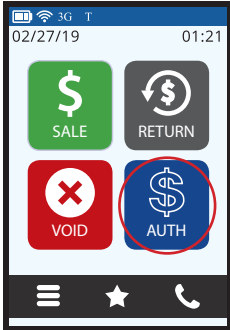
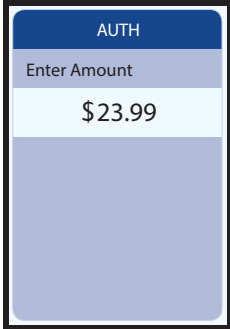



An Authorization Only transaction is used to verify funds and obtain an approval code. It is important to note that an Authorization Only does NOT CHARGE the customer's credit card however places a hold for the requested amount on the customer's open-to-buy limit. After an "Auth Only" is processed the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



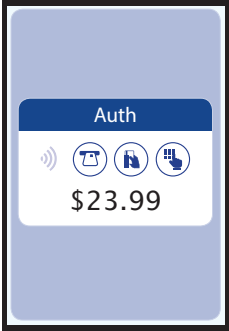
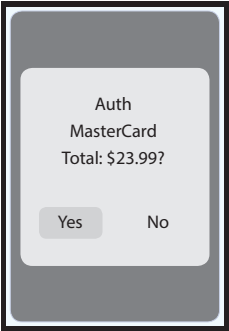
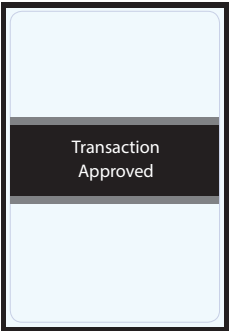
EXAMPLE: To reserve a cabin at Lake Cawanna there is a \$100.00 deposit required at the time of the reservation. The merchant processes an AUTH ONLY transaction for the \$100.00, receiving an authorization code to hold the funds. When the customer completes his/her stay the merchant charges the credit 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	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

Auth Only: (ALLOWED FOR CREDIT ONLY)

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
	Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
5	Non Touch Screen	
	A screen appears asking to confirm the AUTH amount. Confirm the amount by pressing F2 or reject the return by pressing F4.	
	Touch Screen	
	Press YES to confirm the AUTH amount and NO to reject the amount.	
6	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	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 th 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 data base for the original transaction use the If/Then chart below for more information.

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

This section will provide the process for:

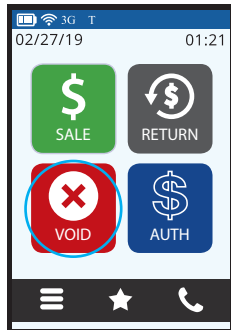



- Void by CARD # & Amount
- Void Transaction - Find Transaction #

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



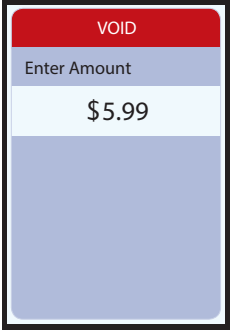
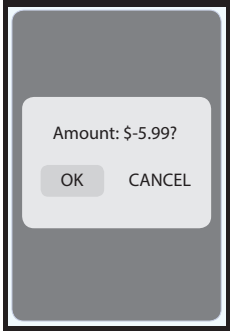
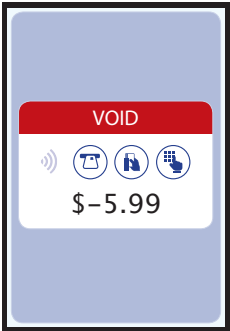
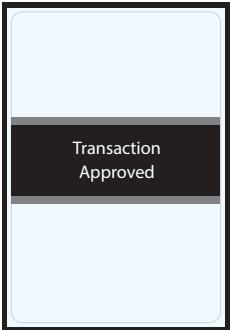
EXAMPLE: The customer purchased a summer dress then brought it back a few hours later because it didn't fit. Since the terminal has not settled and the original transaction resides in the current batch the merchant processed a VOID transaction to nullify the original sale.

Void Credit Trans: Card Present

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	From the idle prompt press the  button. Use the   arrow keys to highlight VOID and press OK. Your terminal will return to the home screen with VOID now visible in the green box on the right.	
	Touch Screen	
	Press the CREDIT icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, VOID, AUTH, TICKET, REVERSAL. Press the VOID icon.	

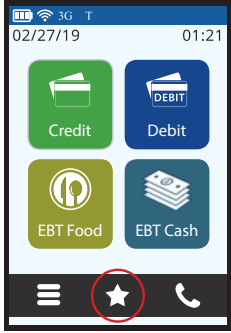
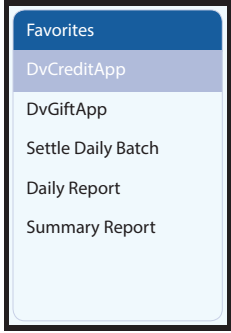
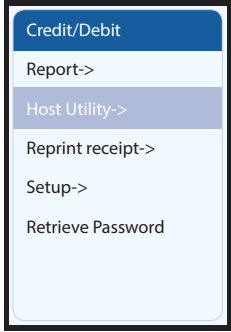
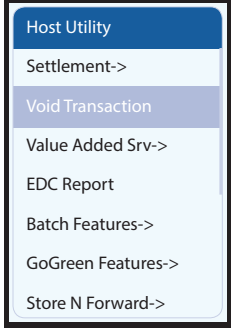

TRANSACTIONS

Void Credit Trans: Card Present

STEP	ACTION	TOUCH SCREEN DISPLAY
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	
5	Non Touch Screen	
	Touch Screen	

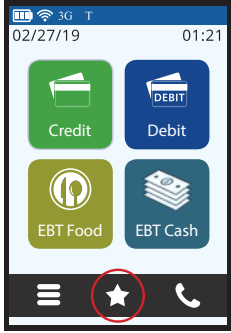
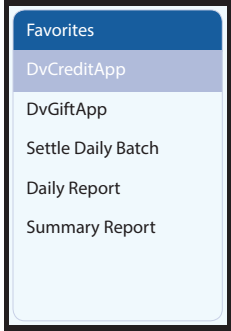
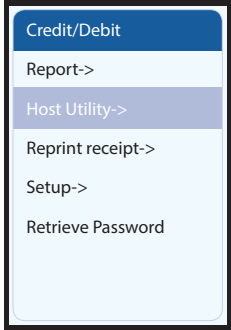
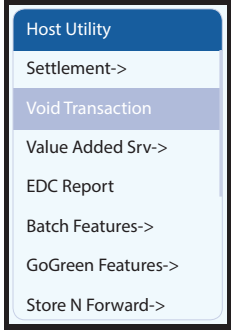
TRANSACTIONS

Void Credit Trans: Trans # (FROM FAVORITES)

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key to access the FAVORITES menu. Use the ↑↓ arrow keys to highlight VOID/DB TRANS and press OK.	
	Touch Screen	
2	Non Touch Screen	
	Press the star icon at the bottom of the screen to reach your FAVORITES menu.	
	Touch Screen	
3	Non Touch Screen	
	Press DvCreditApp.	
	Touch Screen	
4	Non Touch Screen	
	Press HOST UTILITY. If prompted, input password default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Press VOID TRANSACTION.	
	Touch Screen	

TRANSACTIONS

Void Credit Trans: Trans # (FROM FAVORITES)

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Touch Screen	
	Press the star icon at the bottom of the screen to reach your FAVORITES menu.	
6	Non Touch Screen	
	Touch Screen	
	Press DvCreditApp.	
7	Non Touch Screen	
	Touch Screen	
	Press HOST UTILITY. If prompted, input password default is 1234.	
8	Non Touch Screen	
	Touch Screen	
	Press VOID 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)

John Snow

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

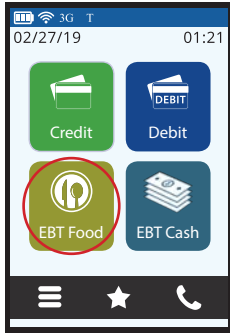


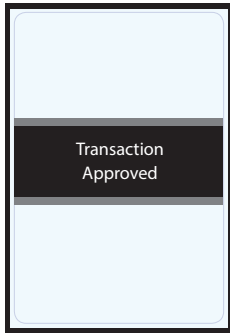
CUSTOMER COPY

TRANSACTIONS

EBT: FOOD BENEFIT SALE (ELECTRONIC 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	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

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

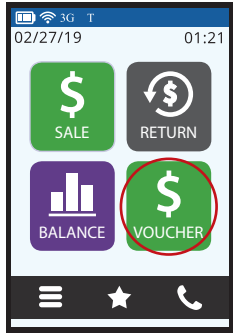
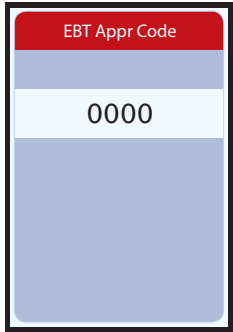
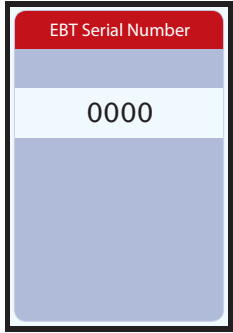
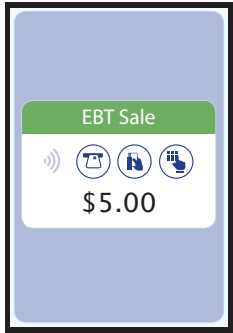
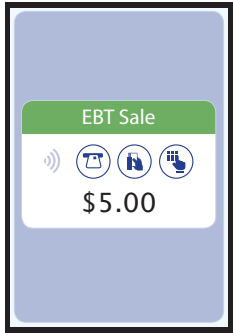
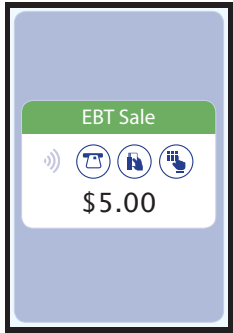
MERCHANT COPY

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	Non Touch Screen	
	Press the ↓ key on your terminal then scroll down to select the EBT FOOD option. Once highlighted, press the OK key. From the idle prompt press the ← button. Use the ↑↓ arrow keys to highlight VOUCHER SL and press OK. Your terminal will return to the home screen with EBT FOOD and VOUCHER SL now visible in the green boxes.	
2	Touch Screen	
	Press the EBT FOOD icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, BALANCE or VOUCHER. Press the VOUCHER icon.	
3	Non Touch Screen	
	Enter the EBT FOOD VOUCHER amount and press OK. Then enter the EBT Approval Code and press OK.	
4	Touch Screen	
	Enter the EBT FOOD VOUCHER amount and press OK. Then enter the EBT Approval Code and press OK.	
4	Non Touch Screen	
	Swipe EBT Card.	
4	Touch Screen	
	Swipe EBT Card.	

TRANSACTIONS

EBT: FOOD BENEFIT VOUCHER SALE

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	

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

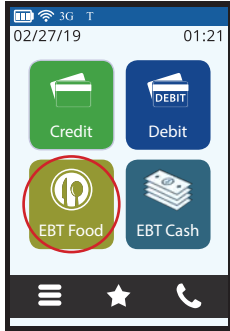

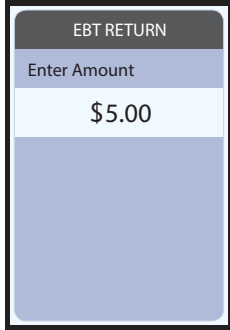
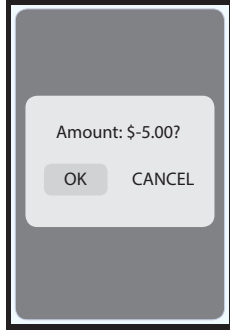
EBT: FOOD BENEFIT RETURN



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


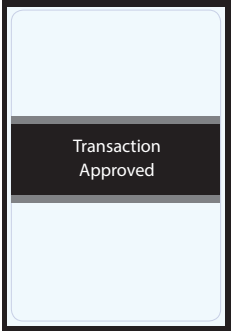


Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	<p>Press the ↓ key on your terminal then scroll down to select the EBT FOOD option. Once highlighted, press the OK key. From the idle prompt press the  button. Use the ↑↓ arrow keys to highlight RETURN and press OK. Your terminal will return to the home screen with EBT FOOD and RETURN now visible in the green boxes.</p>	
2	Touch Screen	
	<p>Press the EBT FOOD icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, BALANCE or VOUCHER. Press the RETURN icon.</p>	
3	Non Touch Screen	
	<p>Enter the return amount using your number keypad and then press the OK key.</p>	
3	Touch Screen	
	<p>Enter the return amount using your number keypad and then press the OK key.</p>	
3	Non Touch Screen	
	<p>If the amount shown is correct press F2 to confirm. If it is not correct press F4 and begin the process again. If prompted, input password default is 1234.</p>	
3	Touch Screen	
	<p>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 password default is 1234.</p>	

TRANSACTIONS

EBT: FOOD BENEFIT RETURN

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Swipe EBT card. Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.	
	Touch Screen	
	Swipe EBT card. Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.	
5	Non Touch Screen	
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	

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.


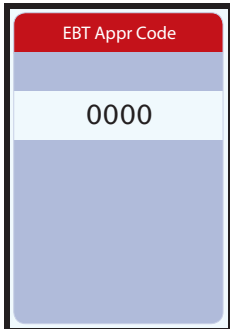
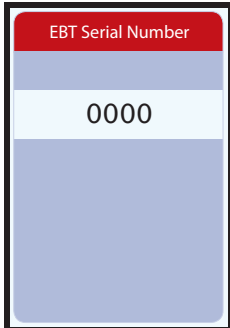
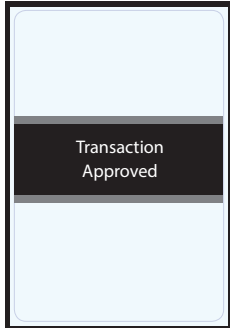


Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen Press the ↓ key on your terminal then scroll down to select the EBT FOOD option. Once highlighted, press the OK key. From the idle prompt press the ← button. Use the ↑↓ arrow keys to highlight VOUCHER RT and press OK. Your terminal will return to the home screen with EBT FOOD and VOUCHER RT now visible in the green boxes.	
	Touch Screen Press the EBT FOOD icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, BALANCE, VOUCHER or VOUCHER RETURN. Press the VOUCHER RETURN icon.	
2	Non Touch Screen Enter the voucher return amount using your number keypad and then press the OK key.	
	Touch Screen Enter the voucher return amount using your number keypad and then press the OK key.	
3	Non Touch Screen If the amount shown is correct press F2 to confirm. If it is not correct press F4 and begin the process again. If prompted, input password default is 1234.	
	Touch Screen 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 password default is 1234.	

TRANSACTIONS

EBT: FOOD BENEFIT VOUCHER RETURN

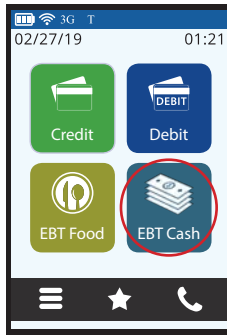
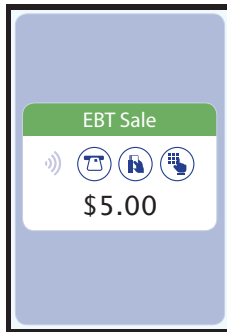

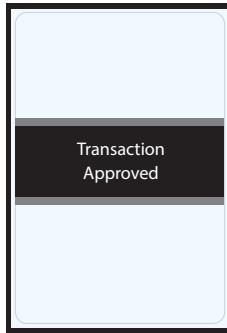
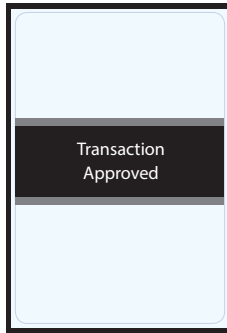
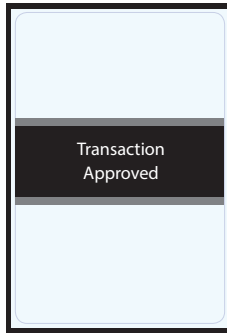
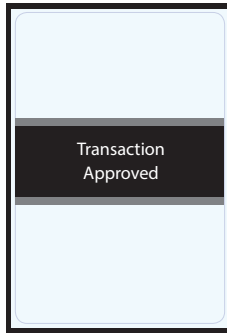
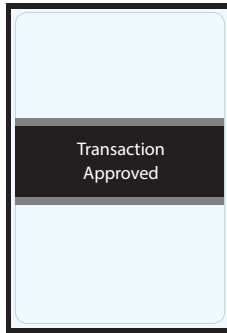
STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Swipe EBT card.	
	Touch Screen	
	Swipe EBT card.	
5	Non Touch Screen	
	Enter EBT approval code and press OK.	
	Touch Screen	
	Enter EBT approval code and press OK.	
6	Non Touch Screen	
	Enter EBT serial number and press OK.	
	Touch Screen	
	Enter EBT serial number and press OK.	
7	Non Touch Screen	
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	

TRANSACTIONS

EBT: CASH BENEFIT SALE (ELECTRONIC BENEFITS TRANSFER)



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

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the ↓ key on your terminal then scroll down to select the EBT CASH option. Once highlighted, press the OK key. Your terminal will return to the home screen with EBT CASH and SALE now visible in the green boxes.	
	Touch Screen	
	Press the EBT CASH icon on your terminal home screen. A new screen will appear with the following options: SALE, RETURN, BALANCE, VOUCHER or VOUCHER RETURN. Press the SALE icon.	
2	Non Touch Screen	
	Enter the sale amount using your number keypad and then press the OK key. Swipe EBT card.	
	Touch Screen	
	Enter the sale amount using your number keypad and then press the OK key. Swipe EBT card.	
3	Non Touch Screen	
	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.	
	Touch Screen	
	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.	
4	Non Touch Screen	
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	

TRANSACTIONS

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

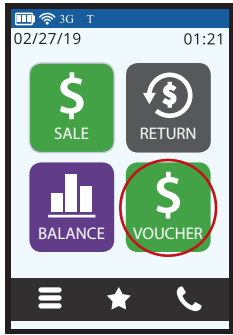

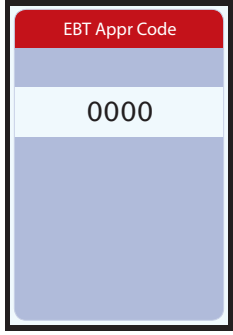
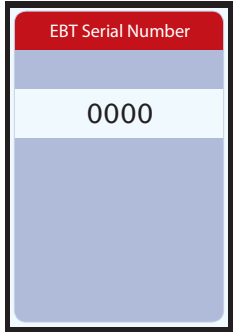
MERCHANT COPY

TRANSACTIONS

EBT: CASH BENEFIT VOUCHER SALE

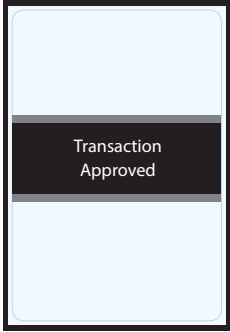


Use the chart below to process an EBT Cash Benefit Voucher Sale Transaction.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

EBT: CASH BENEFIT VOUCHER SALE

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	The terminal flashes the host response and prints cash benefit voucher. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response and prints cash benefit voucher. Once completed the terminal will return to idle prompt.	

RETAIL RECEIPT EXAMPLE: EBT CASH BENEFIT VOUCHER 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
Uchr#:     12345679
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

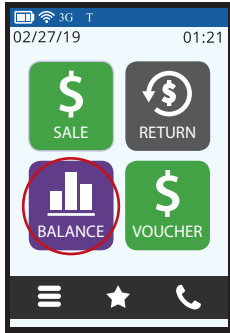

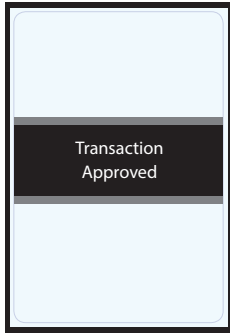
      MERCHANT COPY
  
```

TRANSACTIONS

EBT: BALANCE INQUIRY



Use the chart below to process an EBT Balance Inquiry.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

TRANSACTIONS

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

TRANSACTION IN
PROGRESS...

UNIVERSAL TERMINAL FEATURES



UNIVERSAL TERMINAL FEATURES

CORE MENU



The following section provides feature explanations and steps for global terminal settings. Due to the secure multiple application capabilities of the Dejavoo product each host application functions independently, it is for this reason that the Core System Menu is where you will find features that share information of all applications combined.

The Global Terminal features outlined in this section are as follows:

- Date & Time
- Display Contrast
- Backlight Settings
- Keyboard Beep
- Printer Contrast
- Security Settings
- Communication Settings
- Global Reports
- Global Settlement
- Loyalty
- Training Mode



DOWNLOAD SOFTWARE: For assistance with this menu option please contact your Help Desk or Merchant Services provider.

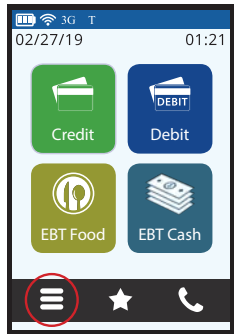
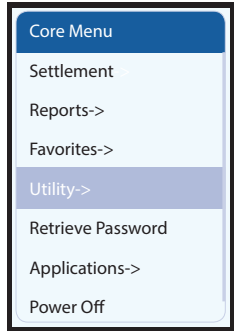
EDIT THE DATE & TIME



Use the steps below to edit the Date & Time in your Dejavoo terminal. It is important to note that when a Dejavoo terminal is powered on it will prompt you to confirm the date and time is correct, when this happens you can press F2 to confirm it is correct or press F4 if it is incorrect and follow the terminal prompts to update to the correct date and time. The time in the terminal must always be entered in 24 hour clock (military) format.

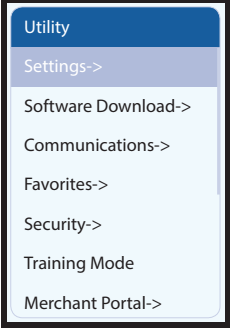
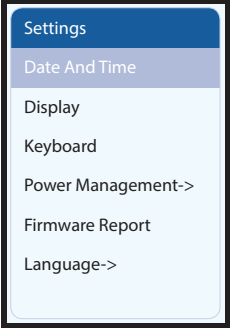
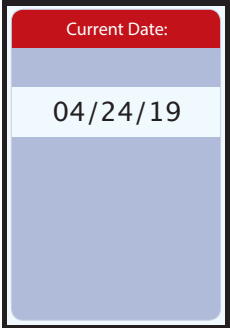



Date is in MM (2 digit month) DD (2 digit day) YY (2 digit year) and Time is in Military format HH (2 digit hour) MM (2 digit minute) SS (2 digit second) both entries done without spaces.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	

UNIVERSAL TERMINAL FEATURES

EDIT THE DATE & TIME

STEP	ACTION	TOUCH SCREEN DISPLAY
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETTINGS.	
	Touch Screen	
	Press SETTINGS in the UTILITY menu.	
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight DATE AND TIME.	
	Touch Screen	
	Press DATE AND TIME in the SETTINGS menu.	
5	Non Touch Screen	
	If the date displayed is correct, press OK. If the date displayed is incorrect, use the number keys on your keypad to enter the correct date, using the following format: MM/DD/YY. Press the OK key.	
	Touch Screen	
	If the date displayed is correct, press OK. If the date displayed is incorrect, use the number keys on your keypad to enter the correct date, using the following format: MM/DD/YY. Press the OK key.	
6	Non Touch Screen	
	If the time displayed is correct, press OK. If it is incorrect, use the numeric keypad to enter the correct time using 24 hour clock (military) format. See Military Time Conversion Chart on page 83 for guidance. Press the OK key. Terminal returns to the SETTINGS menu.	
	Touch Screen	
	If the time displayed is correct, press OK. If it is incorrect, use the numeric keypad to enter the correct time using 24 hour clock (military) format. See Military Time Conversion Chart on page 83 for guidance. Press the OK key. Terminal returns to the SETTINGS menu.	

UNIVERSAL TERMINAL FEATURES

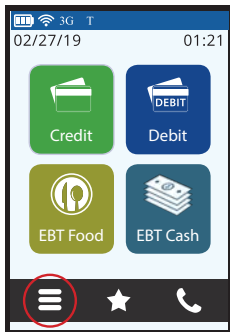
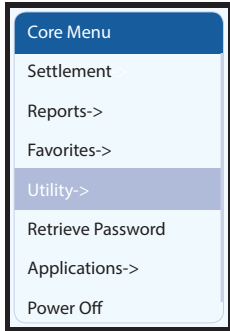
Military Time Conversion Chart

Regular Time	Military Time	Regular Time	Military Time
Midnight	0000	Noon	1200
1:00am	0100	1:00pm	1300
2:00am	0200	2:00pm	1400
3:00am	0300	3:00pm	1500
4:00am	0400	4:00pm	1600
5:00am	0500	5:00pm	1700
6:00am	0600	6:00pm	1800
7:00am	0700	7:00pm	1900
8:00am	0800	8:00pm	2000
9:00am	0900	9:00pm	2100
10:00am	1000	10:00pm	2200
11:00am	1100	11:00pm	2300

ADJUSTING THE DISPLAY CONTRAST

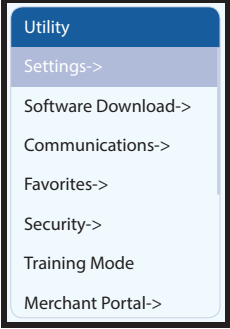
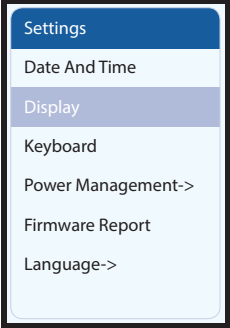

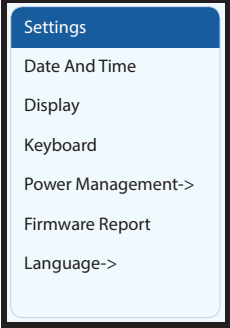
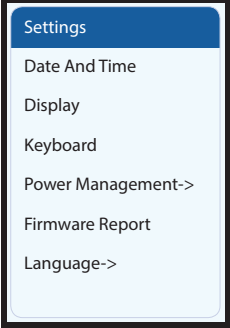


Use the steps below to adjust the contrast on your terminal display.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen Use the ↑↓ arrow keys to locate and highlight UTILITY. If prompted, input manager password, default is 1234.	
	Touch Screen Select UTILITY, listed in your CORE MENU, by pressing your terminal screen. If prompted, input manager password, default is 1234.	

UNIVERSAL TERMINAL FEATURES

ADJUSTING THE DISPLAY CONTRAST

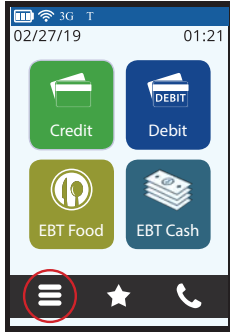
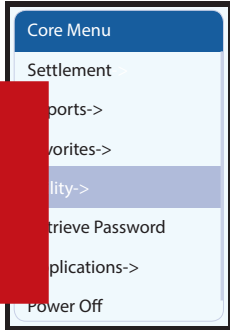
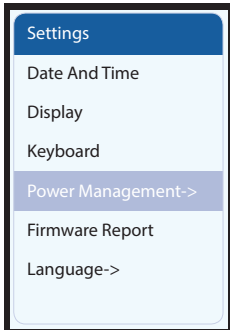
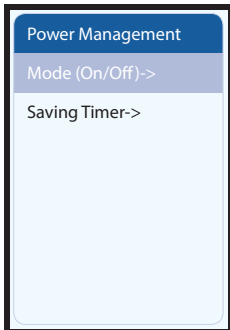
STEP	ACTION	TOUCH SCREEN DISPLAY
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETTINGS and press the OK key.	
	Touch Screen	
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight DISPLAY and press the OK key.	
	Touch Screen	
5	Non Touch Screen	
	Press F3 to reduce the brightness and F4 to increase the brightness of your screen. Once you reach the brightness you desire press the OK key.	
	Touch Screen	
6	Non Touch Screen	
	Terminal returns to the SETTINGS menu.	
	Touch Screen	
	Non Touch Screen	
	Terminal returns to the SETTINGS menu.	
	Touch Screen	

UNIVERSAL TERMINAL FEATURES

POWER MANAGEMENT (WIRELESS ONLY)



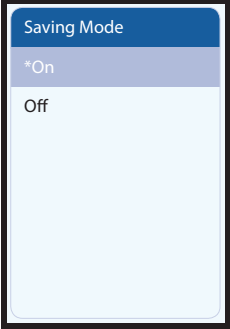
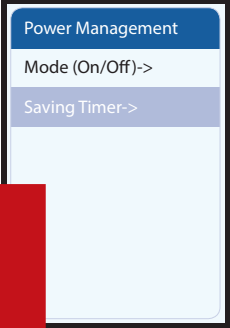
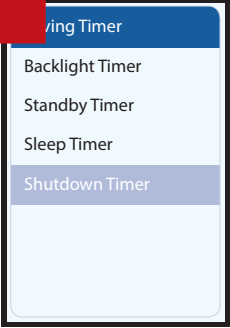
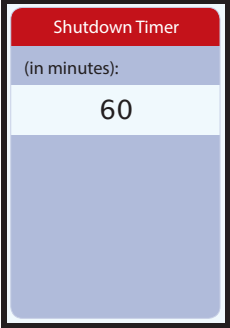
Use the steps below to configure a wireless terminal's power management settings.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen Press the F1 key on your terminal to reach the SERVICES menu.	
	Touch Screen Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the OK key. The CORE MENU will appear.	
	Touch Screen From the CORE MENU select UTILITIES. Enter the terminal's password, default is 1234. Under the UTILITIES menu select POWER MANAGEMENT.	
3	Non Touch Screen Use the ↑↓ arrow keys to locate and highlight SETTINGS and press the OK key. Under SETTINGS use the ↑↓ arrow keys to locate and highlight POWER MANAGEMENT and press the OK key.	
	Touch Screen Select POWER MANAGEMENT in the SETTINGS menu.	
4	Non Touch Screen Use the ↑↓ arrow keys to locate and highlight Mode (On/Off) and press the OK key.	
	Touch Screen To choose whether you want to have this feature ON or OFF, select Mode (On/Off) in POWER MANAGEMENT menu.	

ASK ABOUT THIS:
On the Z11 and Z8 there is no POWER MANAGEMENT option.

UNIVERSAL TERMINAL FEATURES

POWER MANAGEMENT (WIRELESS ONLY)

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Use the ↑↓ arrow keys to select ON or OFF and then press OK.	
	Touch Screen	
	Select your desired POWER MANAGEMENT mode and then press OK.	
6	Non Touch Screen	
	To choose timer options and settings, select Saving Timer in POWER MANAGEMENT menu.	
	Touch Screen	
	To choose timer options and settings, select Saving Timer in POWER MANAGEMENT menu.	
7	Non Touch Screen	
	Use the ↑↓ arrow keys to select timer you would like to set.	
	Touch Screen	
	Select timer you would like to set.	
8	Non Touch Screen	
	Use numeric keypad to set timer in minutes and press OK. Terminal returns to the SETTINGS menu once settings are selected.	
	Touch Screen	
	Set timer in minutes and press OK. Terminal returns to the SETTINGS menu once settings are selected.	

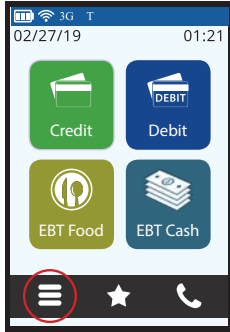
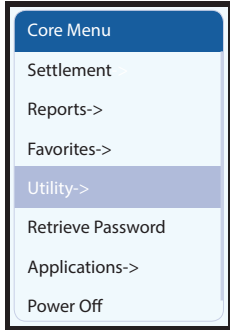
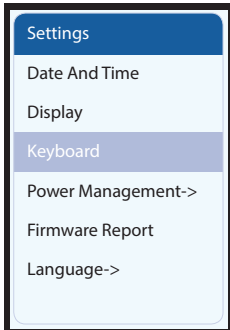
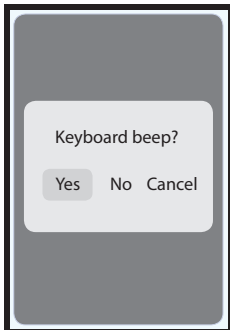
ASK ABOUT THIS:
On the Z11 and Z8 there is no POWER MANAGEMENT option.

UNIVERSAL TERMINAL FEATURES

KEYBOARD BEEP ON/OFF



Use the steps below to turn the terminal's keyboard beep on or off.

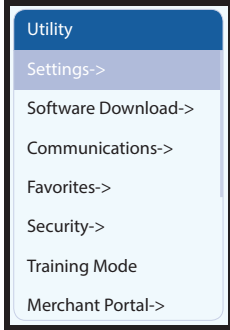
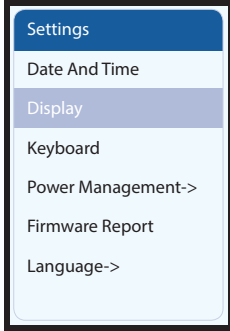

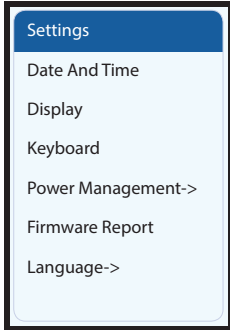

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key. Your CORE MENU will appear.	
	Touch Screen	
	From the CORE MENU select UTILITY. If prompted, input manager password, default is 1234. Under the UTILITY menu select SETTINGS.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to select KEYBOARD and press OK.	
	Touch Screen	
	Select KEYBOARD in the SETTINGS menu.	
4	Non Touch Screen	
	Press F2 for YES and F3 for NO.	
	Touch Screen	
	Select your desired setting and press the OK key to confirm.	

UNIVERSAL TERMINAL FEATURES

ADJUSTING THE PRINTER CONTRAST



Use the steps below to adjust the contrast for the terminal's printer.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETTINGS and press the OK key.	
2	Touch Screen	
	Press SETTINGS in the UTILITY menu.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight PRINTER and press the OK key.	
4	Touch Screen	
	Press PRINTER in the SETTINGS menu.	
5	Non Touch Screen	
	Press F3 to reduce the contrast and F4 to increase the contrast of your printer. Once you reach the contrast you desire press the OK key.	
6	Touch Screen	
	Press the + and - icons to adjust the contrast of your printer and then press OK.	
7	Non Touch Screen	
	Terminal returns to the SETTINGS menu.	
8	Touch Screen	
	Terminal returns to the SETTINGS menu.	

ASK ABOUT THIS:
On the Z11 and Z8 there is no PRINTER option.

UNIVERSAL TERMINAL FEATURES

SECURITY SETTINGS (CORE MENU)



Dejavoo's secure multi-application functionality allows applications to coexist yet function independent of each other. Terminal level passwords are configurable for each host application and for the Core Menu.

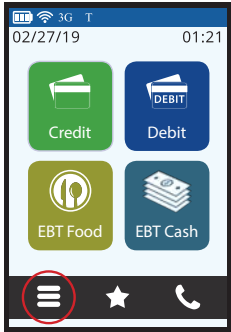
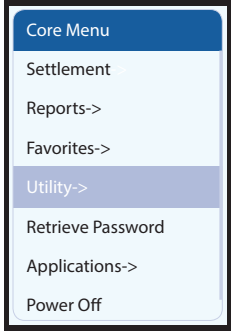
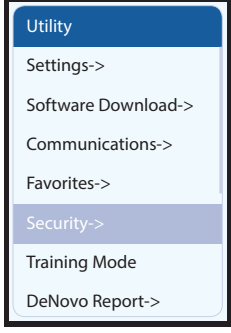
The following are security option that can be configured for the Core Menu:

- Menu Security
- Edit Password
- Retrieve Password

Menu Security (CORE MENU)

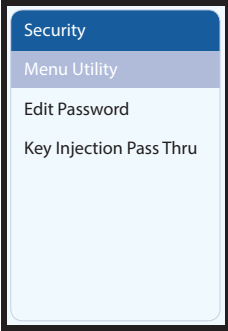
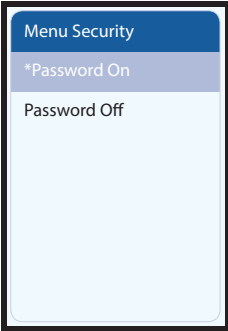
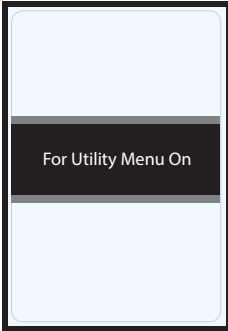


Use the chart below to configure the password requirement for accessing Core Menu options.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

UNIVERSAL TERMINAL FEATURES

Menu Security (CORE MENU)

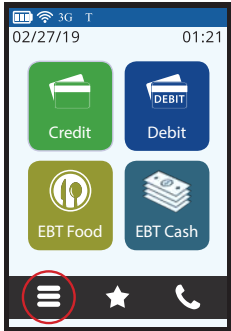
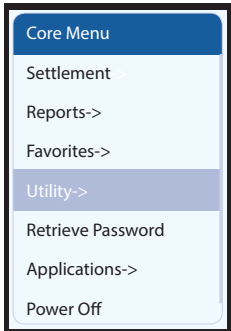
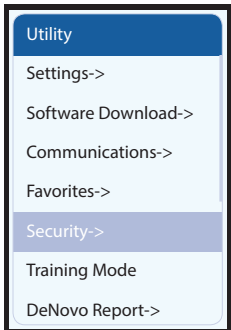
STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight MENU UTILITY. Once highlighted, press the green OK key.	
	Touch Screen	
	Select your MENU UTILITY in the SECURITY menu.	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to select PASSWORD ON or PASSWORD OFF and then press OK.	
	Touch Screen	
	Press on your desired setting.	
6	Non Touch Screen	
	You will see a message confirming your setting and your terminal will return to your SECURITY menu. Note: The Menu Security option that is currently set for the Core Menu will be marked with an asterisk (*).	
	Touch Screen	
	You will see a message confirming your setting and your terminal will return to your SECURITY menu.	

UNIVERSAL TERMINAL FEATURES

Edit Password (CORE MENU)

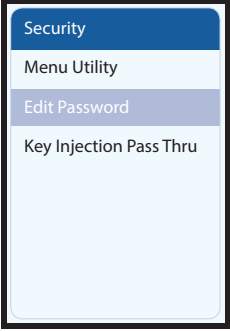
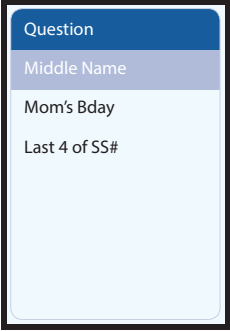

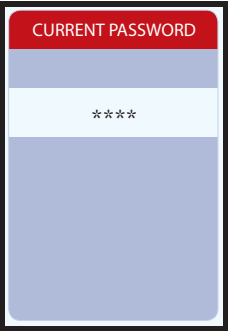
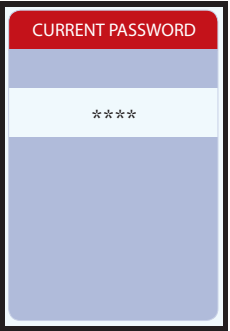
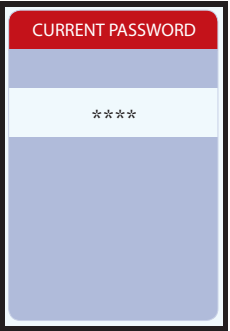


As stated in the About this Manual section, the Terminal's default password is 1234. The default password can be customized to an alphanumeric password of choice. When changing the password from the default password the first time you are prompted to set up 1 of 3 security questions. If the customized password is ever forgotten it can be retrieved by the terminal after providing the security information you provided here. For more information on retrieving a password see page 139. Use the steps below to Edit the current Core Menu password.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key. Scroll down using the ↑↓ arrow keys to locate and highlight UTILITY. Once highlighted, press the green OK key. If prompted, input manager password, default is 1234.	
	Touch Screen	
	Select UTILITY, listed in your CORE MENU, by pressing your terminal screen. If prompted, input manager password, default is 1234.	
3	Non Touch Screen	
	Scroll down using the ↑↓ arrow keys to locate and highlight SECURITY. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SECURITY in the SETTINGS menu.	

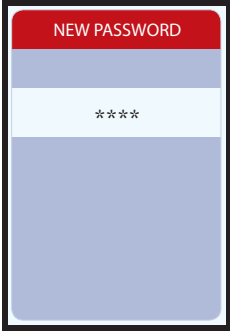
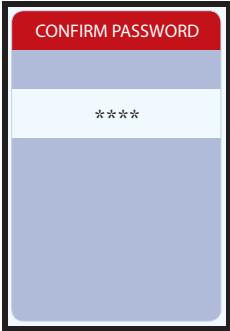

UNIVERSAL TERMINAL FEATURES

Edit Password (CORE MENU)

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight EDIT PASSWORD Once highlighted, press the green OK key.	
5	Touch Screen	
	Select your EDIT PASSWORD in the SECURITY menu.	
6	Non Touch Screen	
	Use the alphanumeric keypad to set up your answer to the chosen security question. Press the OK key to confirm your answer.	
7	Touch Screen	
	Type in your middle name using the alphabetic keyboard then press the green OK key.	
7	Non Touch Screen	
	Use the key pad to input the terminals current password, the one you wish to change. Press the green OK key to confirm. Note: If this is the first time the password has been changed the default password is 1234.	
7	Touch Screen	
	Use the key pad to input the terminals current password, the one you wish to change. Press the green OK key to confirm. Note: If this is the first time the password has been changed the default password is 1234.	

UNIVERSAL TERMINAL FEATURES

Edit Password (CORE MENU)

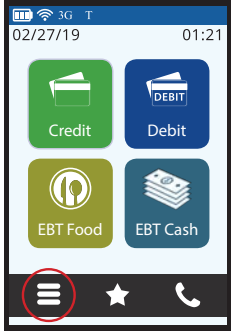
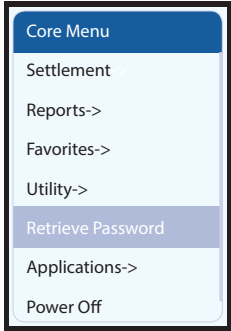


STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Enter your new password and press the OK key.	
	Touch Screen	
	Enter your new password and press the OK key.	
9	Non Touch Screen	
	Confirm your new password and press the OK key.	
	Touch Screen	
	Confirm your new password and press the OK key.	
10	Non Touch Screen	
	Your new password will appear on the screen and the terminal will then return to the SECURITY menu.	
	Touch Screen	
	Your new password will appear on the screen and the terminal will then return to the SECURITY menu.	

UNIVERSAL TERMINAL FEATURES

Retrieve Password (CORE MENU)



When a password is forgotten it is possible to retrieve it at the terminal. To do this, the terminal will prompt for the answer to the security information previously set up when the password was first edited from the default password of 1234. For more information on how to edit the password see page 139. Use the steps below to retrieve a forgotten password from the terminal.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

UNIVERSAL TERMINAL FEATURES

COMMUNICATIONS SETTINGS (MODEM)



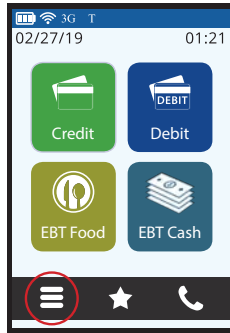
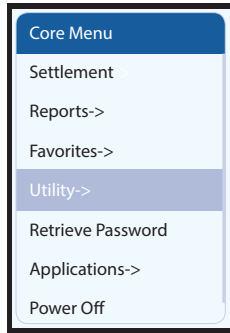
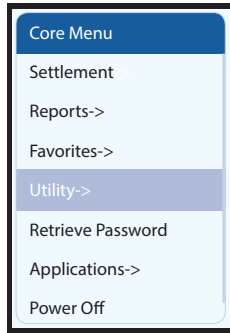
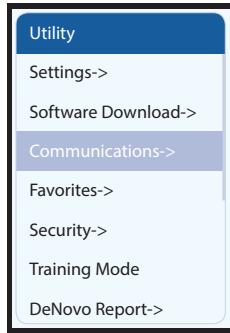
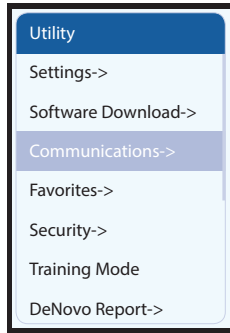
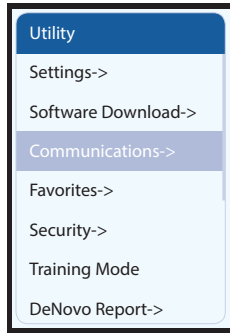
The following options enable edits to the following modem communication parameters:

- Dialing Prefix
- Dialing Suffix
- Dial Type

The definition of each modem communication parameter is as follows:

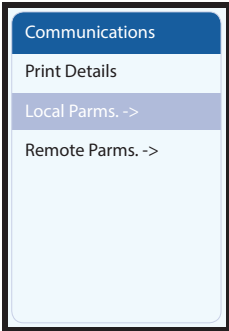
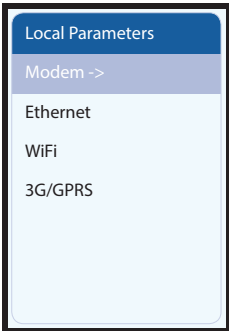

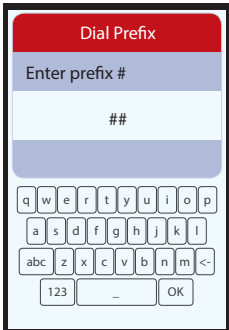
Dialing Prefix	When a number (i.e.: 9) is needed before a phone # to dial out.
Dialing Suffix	When a number (i.e.: 9) is needed after a phone # to dial out.
Dial Type	Sets the dial to either Touch Tone or Pulse dial.

Use the steps below to edit the terminal's global communication settings from the Core Menu:

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Scroll down using the ↑↓ arrow keys to locate and highlight UTILITY. Once highlighted, press the green OK key. If prompted, input manager password, default is 1234.	
	Touch Screen	
	Select UTILITY, listed in your CORE MENU, by pressing your terminal screen. If prompted, input manager password, default is 1234.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight COMMUNICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select COMMUNICATIONS in the UTILITY menu.	

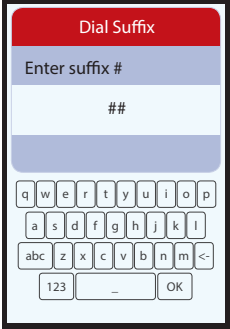
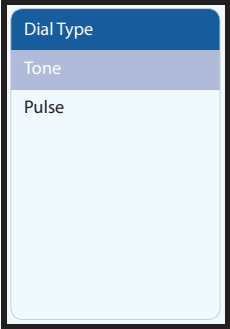

UNIVERSAL TERMINAL FEATURES

COMMUNICATIONS SETTINGS (MODEM)

STEP	ACTION			TOUCH SCREEN DISPLAY
4	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight LOCAL PARMS. Once highlighted, press the green OK key.			
	Touch Screen			
	Select LOCAL PARMS in the COMMUNICATIONS menu.			
5	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight MODEM. Once highlighted, press the green OK key.			
	Touch Screen			
	Select MODEM in the LOCAL PARAMETERS menu.			
6	Non Touch Screen			
	Dialing Prefix: Press OK and go to Step 7.	Dialing Suffix: Press ↓ once and then press OK. Skip to Step 8.	Dialing Type: Press ↓ twice and then press OK. Skip to Step 9.	
	Touch Screen			
	Dialing Prefix: Select PREFIX and go to step 7.	Dialing Suffix: Select SUFFIX and go to step 8.	Dial Type: Select DIAL TYPE and go to step 9.	
7	Non Touch Screen			
	Using the alphanumeric keyboard on your screen, enter your desired dialling prefix. The terminal will return to the MODEM menu.			
	Touch Screen			
	Using the alphanumeric keyboard on your screen, enter your desired dialling prefix. The terminal will return to the MODEM menu.			

UNIVERSAL TERMINAL FEATURES

COMMUNICATIONS SETTINGS (MODEM)

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Touch Screen	
9	Non Touch Screen	
	Touch Screen	
10	Non Touch Screen	
	Touch Screen	

UNIVERSAL TERMINAL FEATURES

COMMUNICATIONS SETTINGS (ETHERNET)



The following options enable edits to the following Ethernet communication parameters:

- DHCP or Static IP Communication Parameters

The definition of each Ethernet communication parameter is as follows:

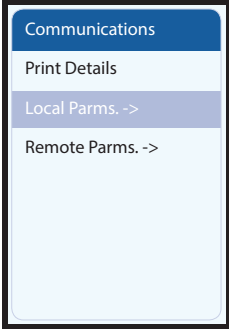
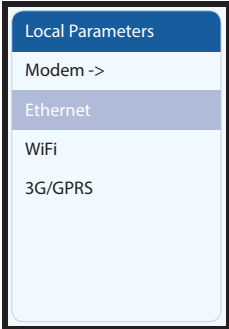
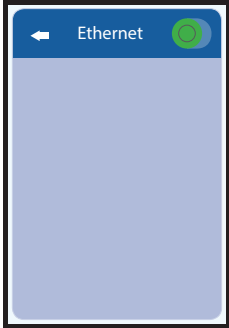
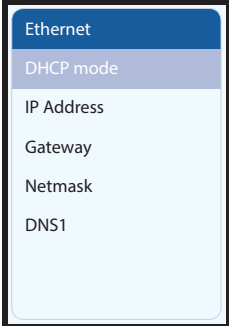
Mode	Configures the choice of DHCP or Static IP for Ethernet communication.
Set Up	Sets up Static IP parameters for Ethernet communication.

Use the steps below to edit the terminal's global communication settings from the Core Menu:

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight COMMUNICATIONS, then press OK.	
	Touch Screen	
	Select UTILITY, listed in your CORE MENU, by pressing your terminal screen. If prompted, input manager password, default is 1234.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight COMMUNICATIONS, then press OK.	
	Touch Screen	
	Select COMMUNICATIONS in the UTILITY menu.	

UNIVERSAL TERMINAL FEATURES

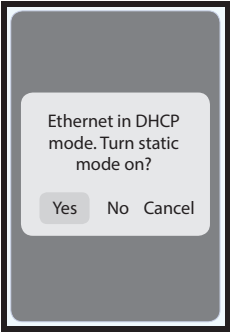
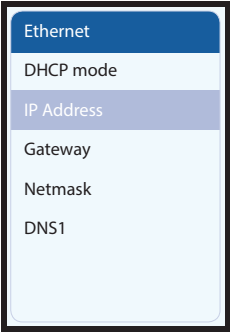
COMMUNICATIONS SETTINGS (ETHERNET)

STEP	ACTION		TOUCH SCREEN DISPLAY
4	Non Touch Screen		
	Use the ↑↓ arrow keys to locate and highlight LOCAL PARMS, then press OK.		
	Touch Screen		
	Select LOCAL PARMS in the COMMUNICATIONS menu.		
5	Non Touch Screen		
	Use the ↑↓ arrow keys to locate and highlight ETHERNET, then press OK.		
	Touch Screen		
	Select ETHERNET in the LOCAL PARAMETERS menu.		
6	Non Touch Screen		
	MODE: Press OK. Go to step 7.	SET UP STATIC IP: Press ↓ to highlight STATIC PARMS and press OK. Skip to step 10.	
	Touch Screen		
	MODE: Press MODE. Go to step 7.	SET UP STATIC IP: Press STATIC PARMS and skip to step 10.	
7	Non Touch Screen		
	DHCP: Press OK.	STATIC: Press ↓ to highlight STATIC and press OK. Skip to step 8.	
	Touch Screen		
	DHCP: Press DHCP.	STATIC: Press STATIC and skip to step 10.	
	Note: The Ethernet Mode option that is currently set for the Modem Communication will be marked with an asterisk (*).		

<This is not the correct screen.

UNIVERSAL TERMINAL FEATURES

COMMUNICATIONS SETTINGS (ETHERNET)

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Press F2 for YES and F4 for NO, depending on the setting you desire.	
	Touch Screen	
	Press YES or NO, depending on the setting you desire.	
9	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight your desired option, then press OK. Terminal returns to the Ethernet communications menu. Note: Repeat to configure each IP Parameter setting.	
	Touch Screen	
	Press your desired option and press OK. Terminal returns to the Ethernet communications menu. Note: Repeat to configure each IP Parameter setting.	

UNIVERSAL TERMINAL FEATURES

SETTLEMENT (FOR ALL APPLICATIONS)



Dejavoo provides features and options for efficient management of multiple applications. The Global Settlement feature allows for batch configuration and batch settlement of all active applications at the same time.

- Global Daily Settlement
- Global Batch Settings

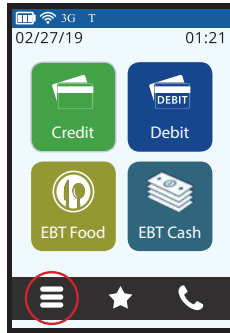
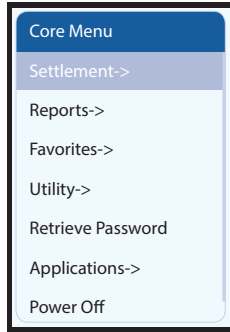
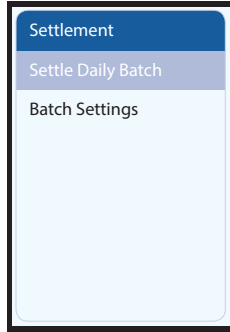
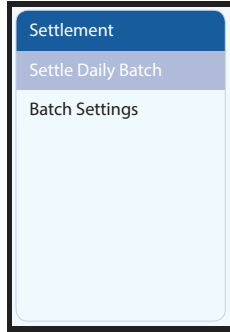
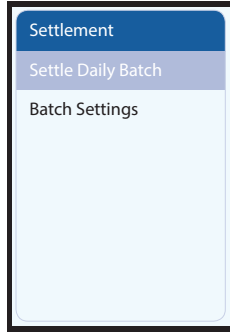
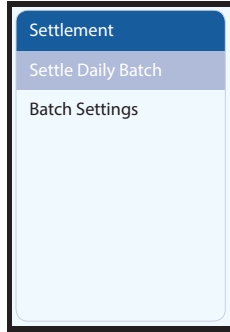


FOR EXAMPLE: XYZ Merchant is subscribed to Credit and Debit, Gift Card and Check applications. He wants all three applications to batch at the same time so he uses the Settlement option in the Core Menu to configure the batch settings for all applications.

Settle Daily Batch (FOR ALL APPLICATIONS)



Use steps below to manually settle the daily batch for all terminal applications. (i.e.: Credit, Debit, Gift Card, Check, Loyalty, etc.)

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETTLEMENT. Once highlighted, press the OK key.	
3	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETTLE DAILY BATCH. Press the OK key. If prompted, input manager password, default is 1234. Terminal communicates with host processor and displays responses (connecting...connected...sending...receiving...), screen flashes host response i.e.: "Approved" or "Declined". Batch report prints and the terminal returns to the CORE MENU.	
3	Touch Screen	
	Select SETTLE DAILY BATCH. If prompted, input manager password, default is 1234. Terminal communicates with host processor and displays responses (connecting...connected...sending...receiving...), screen flashes host response i.e.: "Approved" or "Declined". Batch report prints and the terminal returns to the CORE MENU.	

UNIVERSAL TERMINAL FEATURES

Batch Settings (FOR ALL APPLICATIONS)



Use the chart below to designate automatic batch options for all terminal applications. (i.e.: Credit, Debit, Gift Card, Check, Loyalty, etc.) Configure settings for transaction settlement to be one of the following options:

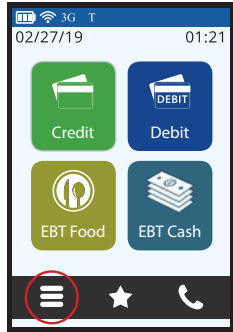
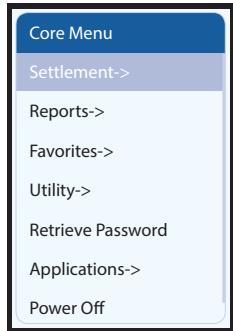
1. Automatically dial to each applications host for settlement at a specified time.
2. Automatically settle without communicating and dialing to any of the terminals host.
3. Disable automatic batching for all applications by turning the option completely off.

Note: When disabling automatic batch it is important to note that the merchant will need to manually batch his/her transactions (see page 89).



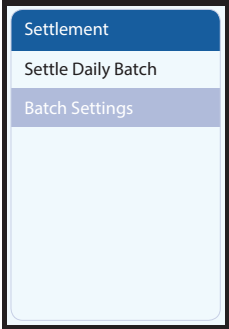
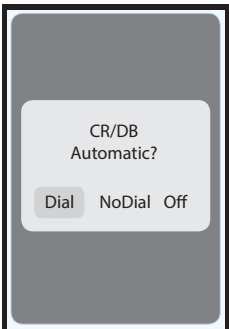
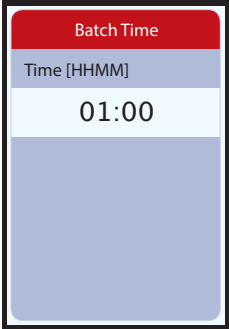
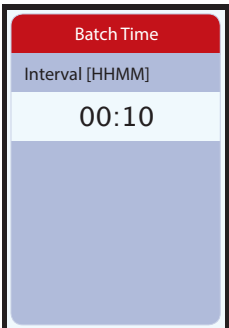
FOR EXAMPLE:

1. The merchant wants the terminal to dial out at 3:00am and send all open batches to the corresponding host processors for settlement. He/she selects the option for Automatic DIAL.
2. The merchant wants the terminal to purge all open batches and print out a batch report because all host processors are settling the batch without terminal communication, He/she selects the option for Automatic NO DIAL.
3. The merchant wants to manually initiate the batch settlement process for all applications and does not want the terminal to settle at any time or with any host automatically. He/she selects the OFF option.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETTLEMENT. Once highlighted, press the OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	

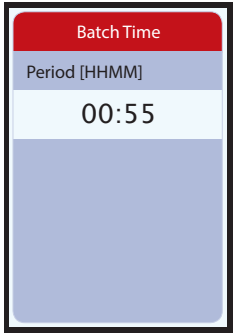
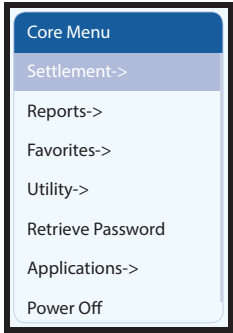
UNIVERSAL TERMINAL FEATURES

Batch Settings (FOR ALL APPLICATIONS)

STEP	ACTION			TOUCH SCREEN DISPLAY
3	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight BATCH SETTINGS. Once highlighted, press the OK key. If prompted, input manager password, default is 1234.			
	Touch Screen			
	Select BATCH SETTINGS in the SETTLEMENT menu. If prompted, input manager password, default is 1234.			
4	Non Touch Screen			
	Dial: Press F2.	No Dial: Press F3.	Off: Press F4.	
	Touch Screen			
	Dial: Select DIAL.	No Dial: Select NO DIAL.	Off: Select OFF.	
5	Non Touch Screen			
	Use the keypad to input the desired time to have the terminal dial out automatically and settle open transactions. Note: Time format is HH:MM and is in 24 hour clock (military format) ie; 4:00pm would be input as 16:00 while 4:00am is 04:00.			
	Touch Screen			
	Use the keypad to input the desired time to have the terminal dial out automatically and settle open transactions. Note: Time format is HH:MM and is in 24 hour clock (military format) ie; 4:00pm would be input as 16:00 while 4:00am is 04:00.			
6	Non Touch Screen			
	Use the keypad to input how many minutes before the terminal should continue to retry to close the batch should the first attempt be unsuccessful. Press OK to confirm. Note: The example to the right shows that the terminal will dial out every ten minutes to retry the settlement.			
	Touch Screen			
	Use the keypad to input how many minutes before the terminal should continue to retry to close the batch should the first attempt be unsuccessful. Press OK to confirm. Note: The example to the right shows that the terminal will dial out every ten minutes to retry the settlement.			

UNIVERSAL TERMINAL FEATURES

Batch Settings (FOR ALL APPLICATIONS)

STEP	ACTION	TOUCH SCREEN DISPLAY
7	Non Touch Screen	
	Use the keypad to input the time period the terminal should continue to try to close the batch. Press OK to confirm.	
	Note: The terminal will continue to retry the settlement every 10 minutes for up to 55 Minutes according to the example on the right.	
	Touch Screen	
8	Non Touch Screen	
	The terminal then returns to the CORE MENU.	
	Touch Screen	
	The terminal then returns to the CORE MENU.	

UNIVERSAL TERMINAL FEATURES

REPORTS (FOR ALL APPLICATIONS)



Dejavoo provides features and options for efficient management of multiple applications. The Global Report options provide cumulative reporting of all active terminal applications.

- Global Daily Report
- Global Summary Report



FOR EXAMPLE: ABC merchant is subscribed to credit and debit, gift card and check applications. He/she wants to print a report that will show transaction totals for all three applications on the same report. He uses the Summary Report option in the Core Menu to print totals for all applications. For information on how to print a report for a specific host application, see page 103.

Daily Report (FOR ALL APPLICATIONS)



This Core Menu option provides daily report information for ALL active terminal applications. The Daily Report prints the transaction #, Card Type, Transaction Type, Last four digits of the Account Number and dollar amount for each transaction that are in the current/open batch, Loyalty, etc.)

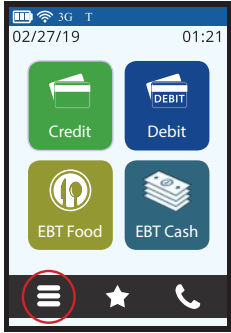
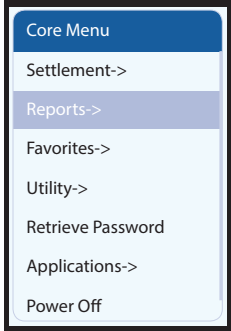
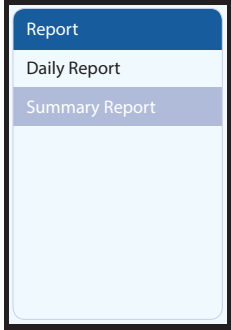
STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

UNIVERSAL TERMINAL FEATURES

Summary Report (FOR ALL APPLICATIONS)



This Core Menu option provides transaction totals information for ALL active terminal applications. This Summary Report prints total amounts for each transaction type for all active applications in the current and open batch.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight REPORTS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select REPORTS, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SUMMARY REPORT. If prompted, input manager password, default is 1234. Once highlighted, press the green OK key. Report prints and the terminal returns to the Core Menu.	
	Touch Screen	
	Select SUMMARY REPORT. If prompted, input manager password, default is 1234. Report prints and the terminal returns to the Core Menu.	

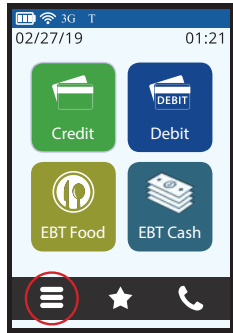
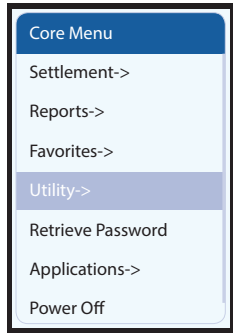
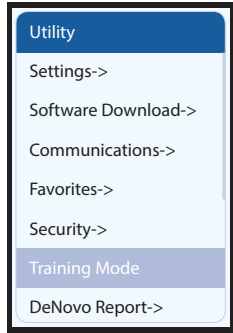
UNIVERSAL TERMINAL FEATURES

TRAINING MODE ON/OFF



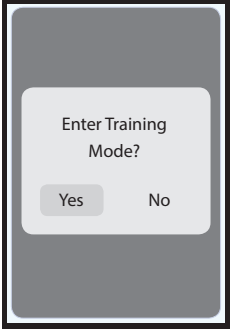
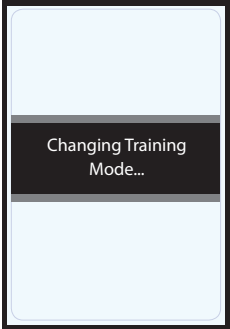
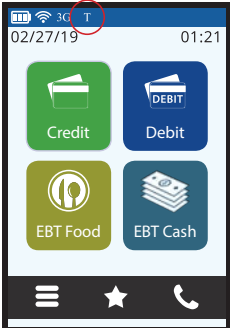
Use the directions below to turn training mode ON or OFF.

Note: All actions in Training Mode are NOT real. To process live actions and transactions in the terminal you must have Training Mode OFF. When Training Mode is on the terminal idle prompt will blink "TRAINING MODE" and every receipt and report will print with a training mode disclaimer/reminder at the bottom of the print.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

UNIVERSAL TERMINAL FEATURES

TRAINING MODE ON/OFF

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Press F2 for YES and F4 for NO.	
	Touch Screen	
	If you want your terminal to enter Training Mode, select YES.	
5	Non Touch Screen	
	When put in Training Mode, the terminal will print out a disclaimer advising that transactions run in Training Mode are fictitious and not live actions or transactions.	
	Touch Screen	
	When put in Training Mode, the terminal will print out a disclaimer advising that transactions run in Training Mode are fictitious and not live actions or transactions.	
6	Non Touch Screen	
	If Training Mode is on the idle prompt will display this symbol T in the top bar of the screen to remind you the terminal is not in live mode.	
	Touch Screen	
	If Training Mode is on the idle prompt will display this symbol T in the top bar of the screen to remind you the terminal is not in live mode.	

LOYALTY



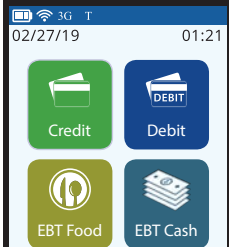
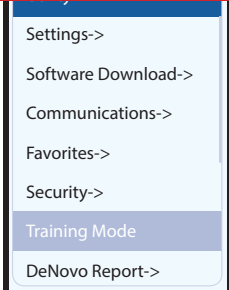
LOYALTY

CONFIGURING POINTS PER DOLLAR



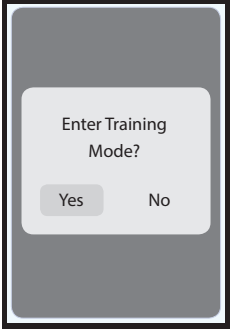
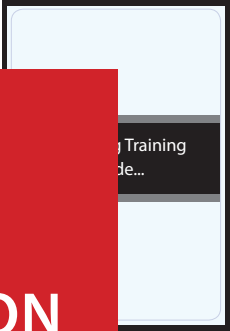

Use the directions below to configure how many points customers will earn for every dollar they at the merchant location.

Note: Consumers participating in the loyalty program will be prompted for their mobile phone number during the transaction to identify their loyalty account.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu.	
	Touch Screen	
	Press the MENU icon at the bottom of the screen to reach your CORE MENU.	
2	Non Touch Screen	<div>HELP - DOESN'T EXIST ON Z8 OR Z11 TERMINALS</div>
	Scroll down using the ↑↓ arrow keys until the MENU is highlighted, press ENTER. The MENU will appear.	
	Touch Screen	
	Select UTILITY, listed in your CORE MENU.	
3	Non Touch Screen	
	?	
	Touch Screen	
	Select TRAINING MODE. If prompted, input manager password, default is 1234.	

LOYALTY

CONFIGURING POINTS PER DOLLAR

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	?	
	Touch Screen	
	If you want your terminal to enter Training Mode, select YES.	
5	Non Touch Screen	
	?	
	Touch Screen	
	When put in Training Mode, the terminal will advise the user of the live actions.	
6	Non Touch Screen	
	?	
	Touch Screen	
	If Training Mode is on the idle prompt will display this symbol T in the top bar of the screen to remind you the terminal is not in live mode.	

HELP - DOESN'T EXIST ON Z8 OR Z11 TERMINALS

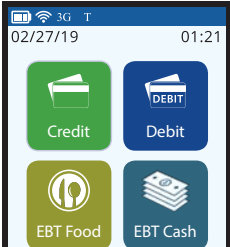
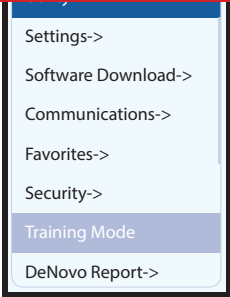
LOYALTY

CONFIGURING POINTS TO FREE ITEM



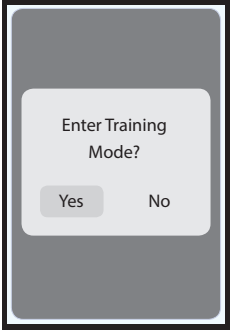
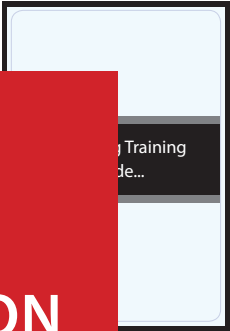

Use the directions below to configure how many points a customer needs to accrue to receive their reward or “Free Item”.

Note: Consumers participating in the loyalty program will be prompted for their mobile phone number during the transaction to identify their loyalty account.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu.	
	Touch Screen	
	Press the MENU icon at the bottom of the screen to reach your CORE MENU.	
2	Non Touch Screen	<div>HELP - DOESN'T EXIST ON Z8 OR Z11 TERMINALS</div>
	Scroll down using the ↑↓ arrow keys until the MENU is highlighted, press the F1 key and the CORE MENU will appear.	
	Touch Screen	
	Select UTILITY, listed in your CORE MENU.	
3	Non Touch Screen	
	?	
	Touch Screen	
	Select TRAINING MODE. If prompted, input manager password, default is 1234.	

LOYALTY

CONFIGURING POINTS TO FREE ITEM

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	?	
	Touch Screen	
	If you want your terminal to enter Training Mode, select YES.	
5	Non Touch Screen	
	?	
	Touch Screen	
	When put i advising th live actions	
6	Non Touch Screen	
	?	
	Touch Screen	
	If Training Mode is on the idle prompt will display this symbol T in the top bar of the screen to remind you the terminal is not in live mode.	

HELP - DOESN'T EXIST ON Z8 OR Z11 TERMINALS

LOYALTY

RECEIPT EXAMPLE: LOYALTY PROGRAM

Points Earned

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

12/07/19 08:09
Trans #: 1 Batch #: 1

SALE

Acct: *****5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa
AMOUNT: \$50.35

TIP AMT: \$____

TOTAL AMT: \$____

Tip Sugg. 1: 15% \$7.55
Tip Sugg. 2: 18% \$9.06

Resp: Approved
Code: 123456

Points Earned: 50
Points Balance: 350
**Only 150 more points
to receive reward**

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

Reward Receipt

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

12/07/19 08:09
Trans #: 1 Batch #: 1

SALE

Acct: *****5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa
AMOUNT: \$25.33

TIP AMT: \$____

TOTAL AMT: \$____

Tip Sugg. 1: 15% \$3.79
Tip Sugg. 2: 18% \$4.55

Resp: Approved
Code: 123456

**Congratulations you have won a
Free Appetizer**
Your New Points Balance is 10

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

CREDIT/DEBIT APPLICATION MENU



CREDIT/DEBIT APPLICATION MENU

REPORTS (CREDIT/DEBIT)



The Dejavoo Credit/Debit application provides a variety of report options including the option to customize reports at the terminal level.

Report options allow the user a variety of report types Including:

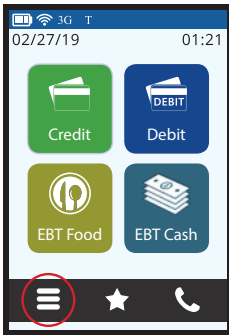
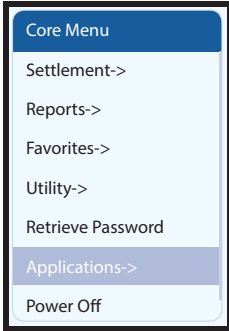
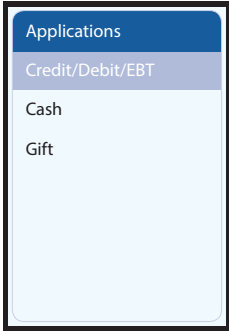


- Daily Report
- History Report
- Summary Report
- Report Generator
- Detailed Report
- Custom Reports

Daily Report

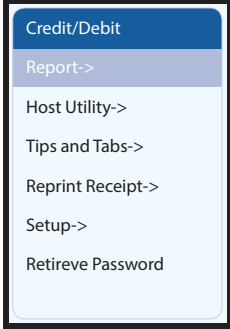
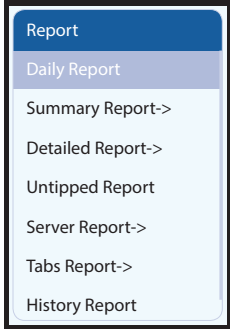


The Daily Report prints the transaction #, Card Type, Transaction Type, Last four digits of the Account Number and dollar amount for transactions that are in the current/open batch.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

CREDIT/DEBIT APPLICATION MENU

Daily Report

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.	
	Touch Screen	
	Press REPORT, listed in your CREDIT/DEBIT menu. If prompted, input manager password, default is 1234.	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight DAILY REPORT. Once highlighted, press the green OK key. Report prints and the terminal returns to the REPORT menu.	
	Touch Screen	
	Select DAILY REPORT, listed in your REPORT menu, by pressing your terminal screen. Report prints and the terminal returns to the REPORT menu.	

CREDIT/DEBIT APPLICATION MENU

Example: Daily Report

```
MY BUSINESS
123 Main Street
Anytown, NY 11030
1 (877) 777-8888

-----
Daily Report
=====
08/01/2015      13:09:00
-----
Terminal Number:
Merchant Number:
Batch Number:
-----
EDC:              CREDIT

Trn Crd Tp Acct      $ Amount
*****
1  VIS SL 1111        10.00
2  M/C SL 5454        55.40
3  VIS VS 1111        10.00
*****
CREDIT Records:      3
CREDIT Total:        55.40
=====
EDC:              DEBIT

Trn      Tp  Acct      $ Amount
*****
1         SL  7890        17.00
2         SL  8901        37.00
*****
DEBIT Records:        2
DEBIT TOTAL:          54.00
Incl. Cash Back        10.00
=====
Records:              5
Overall:              109.40

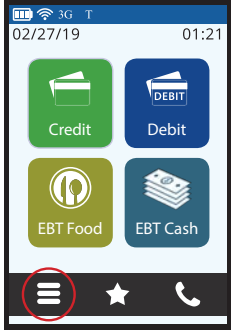
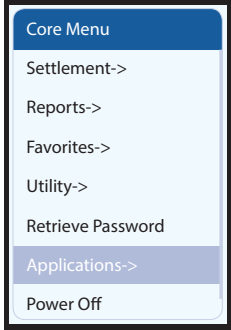
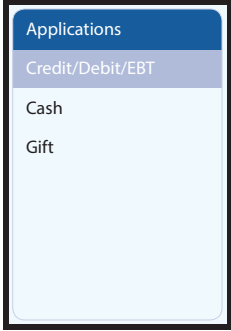
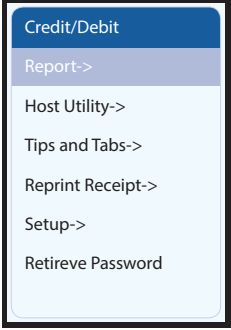
End of Report
```

CREDIT/DEBIT APPLICATION MENU

Summary Report

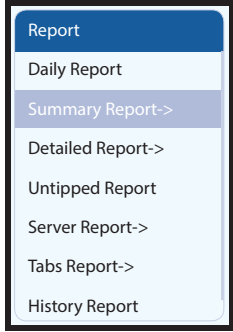


The Summary Report prints total amounts for each transaction type that is in the current and open batch.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

Summary Report

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SUMMARY REPORT. Once highlighted, press the green OK key. Report prints and the terminal returns to the REPORT menu.	
	Touch Screen	
	Select SUMMARY REPORT, listed in your REPORT menu, by pressing your terminal screen. Report prints and the terminal returns to the REPORT menu.	

Example: Summary Report

```
MY BUSINESS
123 Main Street
Anytown, NY 11030
1 (877) 777-8888
-----
Summary Report
-----
08/01/2015      13:09:00
-----
Terminal Number: 123456
Merchant Number: 6543215432
Batch Number:   5
-----
Type  #   TRN    $ Amount
Sale   3       64.33
Return 0       0.00
Void   0       0.00
Auth   1      75.00
Ticket 1      53.26
-----
Records: 5
Total: 192.59
-----
End of Report
```

CREDIT/DEBIT APPLICATION MENU

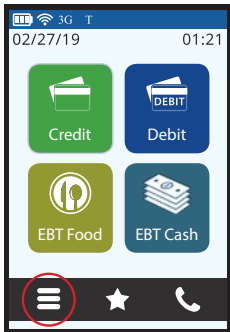
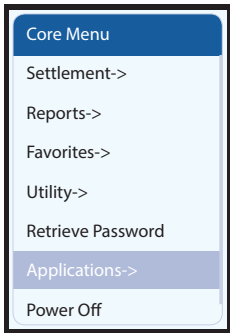
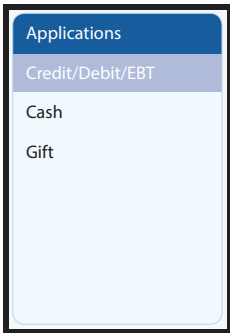
Detailed Report



The Detailed Report will print OR display a full receipt (without the header or trailer) for each transaction in the current batch.

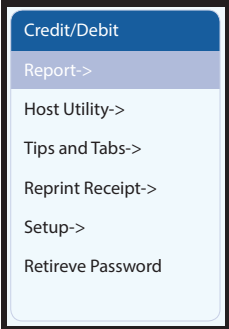
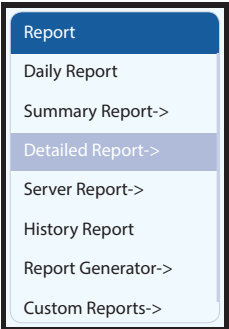
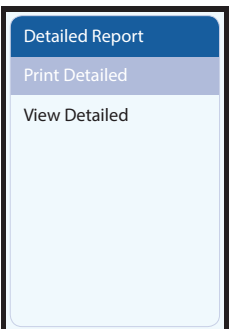


IMPORTANT: If there are many transactions in the batch this report will be lengthy, be sure to check the terminal's paper supply.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

Detailed Report

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.	
	Touch Screen	
	Press REPORT, listed in your CREDIT/DEBIT menu. If prompted, input manager password, default is 1234.	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight DETAILED REPORT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select DETAILED REPORT, listed in your REPORT menu, by pressing your terminal screen. Report prints and the terminal returns to the REPORT menu.	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to choose the selection you desire. Once highlighted, press the green OK key. If you choose PRINT DETAILED, the report prints and the terminal returns to the REPORT menu.	
	Touch Screen	
	Choose the selection you desire. Once highlighted, press the green OK key. If you choose PRINT DETAILED, the report prints and the terminal returns to the REPORT menu.	

CREDIT/DEBIT APPLICATION MENU

Example: Detailed Report

```
MY BUSINESS
123 Main Street
Anytown, NY 11030
1 (877) 777-8888

-----
Detailed Report
=====
08/01/2015      13:09:00
-----
Terminal Number:      12345
Merchant Number:     6543215432
Batch Number:        21
-----
EDC:                  CREDIT
Sale:                 112.00
Transaction #:        1
Trans. Date:          08/01/15
Trans. Time:          09:10:00
Entry:                Swipe
Acc:                  *****1234
Type:                 MASTERCARD
Resp:                 Approved
Code:                 123456

*****
Records:              1
TOTAL:                112.00
=====
EDC:                  CREDIT
Sale:                 112.00
Transaction #:        1
Trans. Date:          08/01/15
Trans. Time:          09:10:00
Entry:                Swipe
```

CREDIT/DEBIT APPLICATION MENU

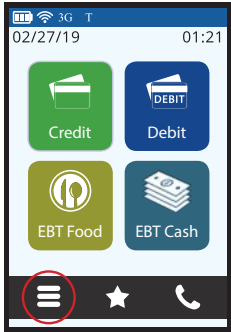
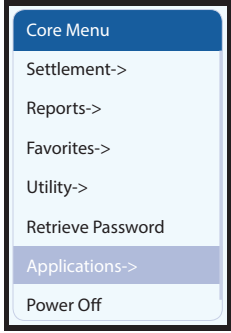
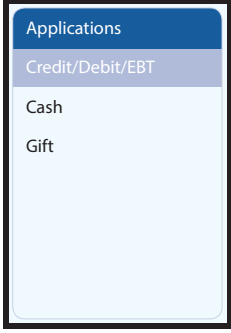
History Report



The History report will print total settlement amounts for each EDC (Payment) type for a specified date range.

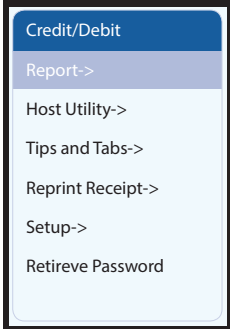
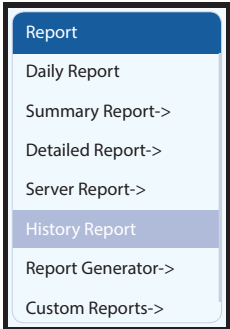
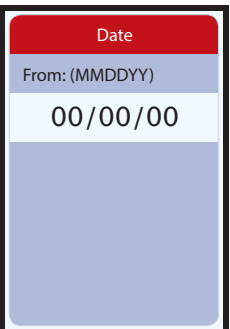
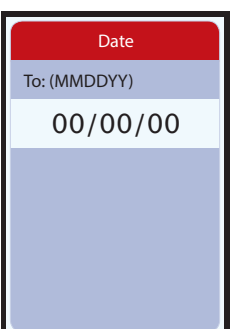
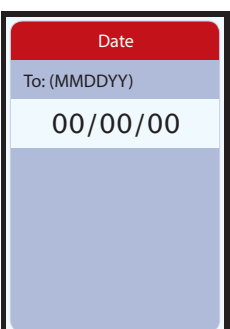
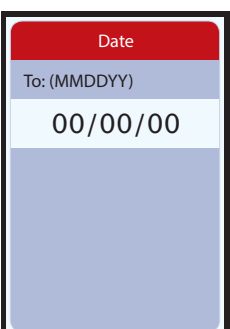


FOR EXAMPLE: To print a report that shows the settlement amounts for Credit and for Debit for the past two months the History Report is the report that has this information.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

History Report

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.</p>	
5	Touch Screen	
	<p>Press REPORT, listed in your CREDIT/DEBIT menu. If prompted, input manager password, default is 1234.</p>	
6	Non Touch Screen	
	<p>Use the alphanumeric keypad to input the FROM date of the desired date range. Press the Green OK key to continue.</p>	
7	Touch Screen	
	<p>Use the keypad to input the FROM date of the desired date range. Press the Green OK key to continue. Report prints and the terminal returns to the REPORT menu.</p>	
7	Non Touch Screen	
	<p>Use the alphanumeric keypad to input the TO date of the desired date range. Press the Green OK key to continue. Report prints and the terminal returns to the REPORT menu.</p>	
7	Touch Screen	
	<p>Use the keypad to input the TO date of the desired date range. Press the Green OK key to continue. Report prints and the terminal returns to the REPORT menu.</p>	

CREDIT/DEBIT APPLICATION MENU

Example: History Report

```
MY BUSINESS
123 Main Street
Anytown, NY 11030
1 (877) 777-8888
-----
History Summary
-----
08/01/2015      13:09:00
-----
Terminal Number:      123456
Merchant Number:     6543215432

07/10/15 to 07/20/15
*****
EDC:                CREDIT
Overall      539      6425.50
*****
EDC:                DEBIT
Overall      371      3120.97
Incl. Cash Back      380.00
*****

End of Report
-----
```

CREDIT/DEBIT APPLICATION MENU

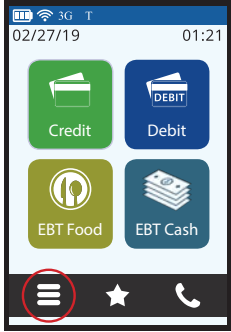
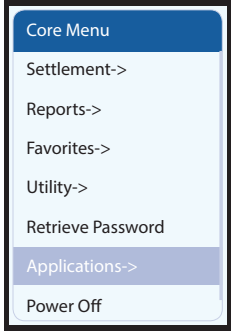
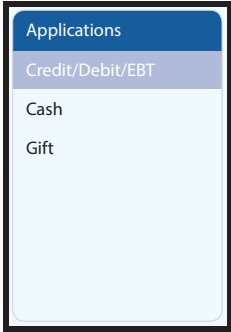
Report Generator



The Report Generator uses a drill down method to create custom reporting option. This tool provides the ability to decide the type of data to print on the report, how that data should be sorted, etc... Reports created with the Report Generator can optionally be saved to the "Custom Reports" menu.

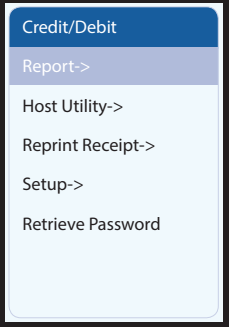
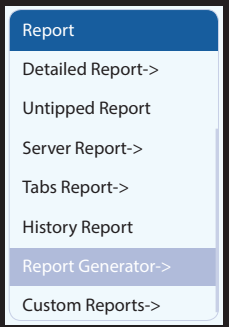
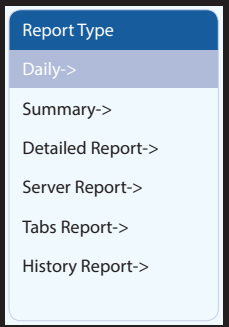
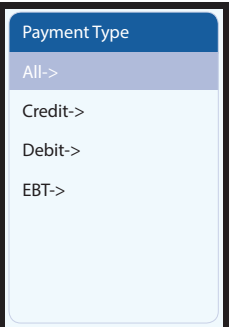


FOR EXAMPLE: The local retail store created a report that prints a daily report of ALL Payment types, and ALL Transaction types and sorts the information by CLERK ID so they can manage their sales and employees at the same time. They saved it as "Clerk Report" in the terminals Custom Report Menu.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

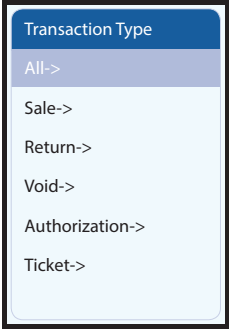
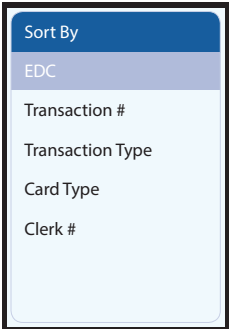

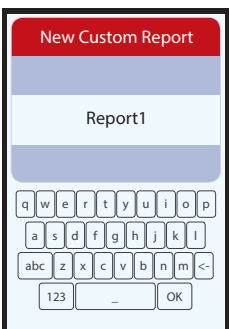
CREDIT/DEBIT APPLICATION MENU

Report Generator

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight REPORT GENERATOR. Once highlighted, press the green OK key.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight the REPORT TYPE you desire. Once highlighted, press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight the PAYMENT TYPE you desire. Once highlighted, press the green OK key.	
	Touch Screen	
	Non Touch Screen	
	Select the PAYMENT TYPE you desire by pressing your terminal screen.	

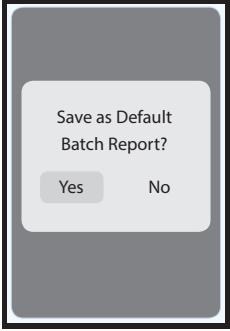
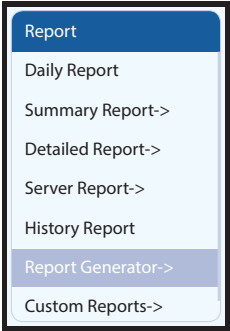
CREDIT/DEBIT APPLICATION MENU

Report Generator

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight the TRANSACTION TYPE you desire. Once highlighted, press the green OK key.	
	Touch Screen	
9	Non Touch Screen	
	Use the ↑↓ arrow keys to indicate what way to you want the report information to be sorted. Once highlighted, press the green OK key.	
	Touch Screen	
10	Non Touch Screen	
	When asked to save your Custom Report, select F2 for YES or F4 for NO. If you select YES, a new screen appears asking you to name your report.	
	Touch Screen	
11	Non Touch Screen	
	Using the alphanumeric keyboard on your terminal to type in the name of your Custom Report.	
	Touch Screen	
	Using the keyboard on your terminal screen, type in the name of your Custom Report.	

CREDIT/DEBIT APPLICATION MENU

Report Generator

STEP	ACTION	TOUCH SCREEN DISPLAY
12	Non Touch Screen	
	When asked to save as Default Batch Report, select F2 for YES or F4 for NO.	
	Touch Screen	
	Select YES to save and print your default batch report. Press NO to abort the process.	
13	Non Touch Screen	
	The report will print and the terminal returns to the Report Menu. You will be able to view your custom report by selecting Custom Reports in the Report Menu.	
	Touch Screen	
	The report will print and the terminal returns to the Report Menu. You will be able to view your custom report by selecting Custom Reports in the Report Menu.	

CREDIT/DEBIT APPLICATION MENU

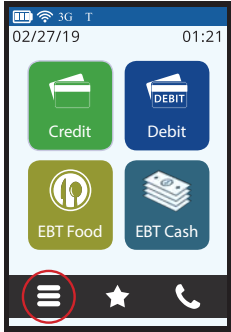
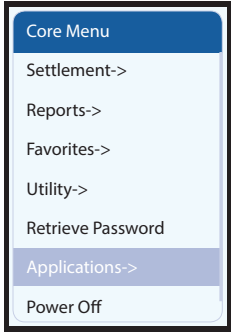
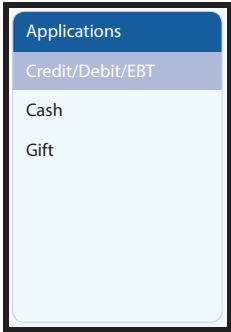
Print Custom Reports



Customized reports are reports that have been saved when using the Report Generator tool (See page 111). Once they are saved they will be listed and can be printed from the Custom Report menu.

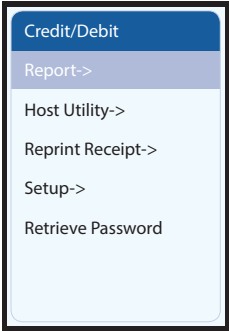
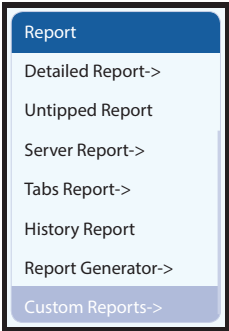
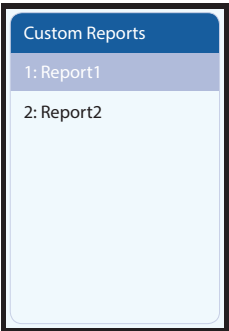
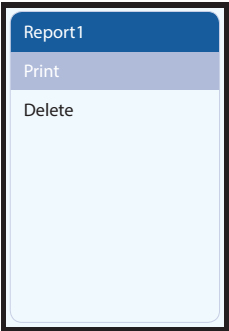
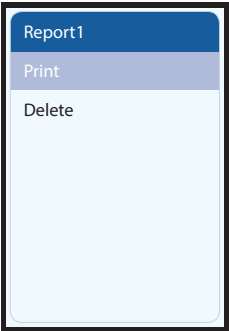
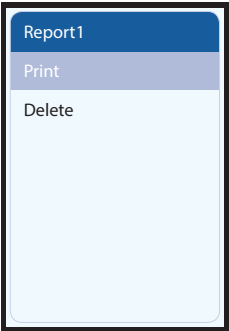


FOR EXAMPLE: The local retail merchant used the Report Generator to print and save a report of all Payment Types and All Transaction types sorted by Clerk IDs. The report was saved with the name "Clerk Report". When the merchant wants to run this report he no longer has to use the Report Generator to do it, he can use the menu Custom Reports and scroll down to "Clerk Report" which has all his/her saved configurations.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

Print Custom Reports

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.</p>	
5	Touch Screen	
	<p>Select REPORT, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.</p>	
6	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight the CUSTOM REPORT you want to print or delete. Once highlighted, press the green OK key.</p>	
7	Touch Screen	
	<p>Select the REPORT TYPE you want to print or delete by pressing your terminal screen.</p>	
7	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight PRINT or DELETE. Once highlighted, press the green OK key. Your report will print or delete according to your selection and the terminal returns to the Report Menu.</p> <p>Note: You would have to have saved a custom report prior to it showing in the options.</p>	
7	Touch Screen	
	<p>Select PRINT or DELETE. Your report will print or delete according to your selection and the terminal returns to the Report Menu.</p> <p>Note: You would have to have saved a custom report prior to it showing in the options.</p>	

CREDIT/DEBIT APPLICATION MENU

HOST UTILITY



The Host Utility menu provides terminal options that have to do with items in the current batch.

The features found in Host Utility are the following:

- Settlement
- EDC Report
- Void Transaction
- Set Batch #
- Value Added Server
- Delete Open Batch

SETTLEMENT (CREDIT/DEBIT)

Settle Daily Batch

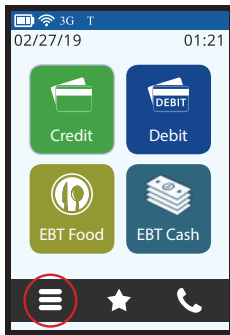
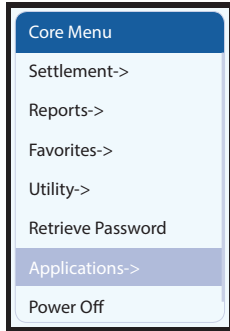


This Settle Daily Batch option is used to settle the transactions within the current open batch for the Credit and Debit host only. To settle open transactions for all transactions in all active terminal applications use the Settlement option in the Dejavoo Core Menu. (Page 82).



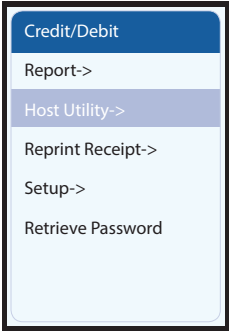
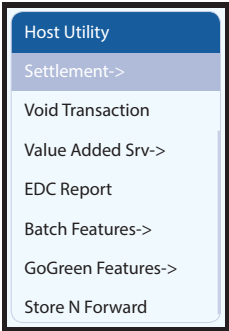
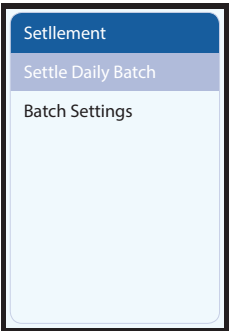
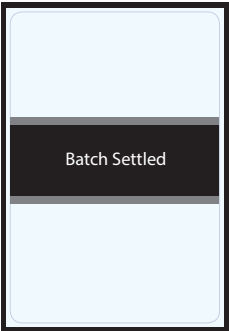
FOR EXAMPLE:

- 1 The merchant wants to settle the batch for the current Credit and Debit transactions only so he/she uses the Settle Daily Batch option from the Credit and Debit menu.
- 2 The merchant wants to settle the batch for all transactions in his terminal, including his Gift and Loyalty transactions, so he/she uses the Settle Daily Batch option from the Dejavoo Core menu.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	<p>Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.</p>	
2	Touch Screen	
	<p>Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.</p>	
	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.</p>	
	Touch Screen	
	<p>Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.</p>	

CREDIT/DEBIT APPLICATION MENU

Settle Daily Batch

STEP	ACTION	TOUCH SCREEN DISPLAY
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	
	Touch Screen	
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETTLEMENT. Once highlighted, press the green OK key.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETTLE DAILY BATCH and press the green OK key.	
	Touch Screen	
6	Non Touch Screen	
	Terminal communicates with host processor and displays responses. (connecting...connected...sending...receiving...). Screen Flashes Host Response i.e.: "Approved" or "Declined". Batch Report Prints and the terminal returns to the Core Menu.	
	Touch Screen	
	Non Touch Screen	
	Terminal communicates with host processor and displays responses. (connecting...connected...sending...receiving...). Screen Flashes Host Response i.e.: "Approved" or "Declined". Batch Report Prints and the terminal returns to the Core Menu.	

CREDIT/DEBIT APPLICATION MENU

BATCH SETTINGS



Use the chart below to designate automatic batch settings at the terminal level. The merchant can configure settings for transaction settlement to be one of the following options:

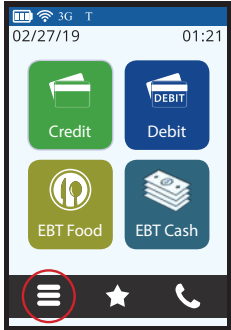
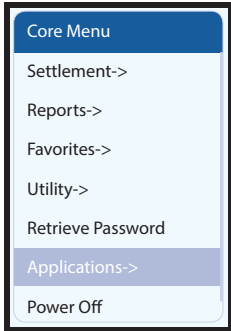
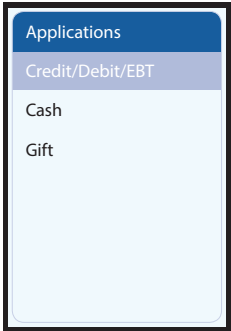
1. Automatically dial to each applications host for settlement at a specified time.
2. Automatically settle without communicating and dialing to any of the terminals host.
3. Disable automatic batching for all applications by turning the option completely off.

Note: When disabling automatic batch it is important to note that the merchant will need to manually batch his/her transactions (see page 89).



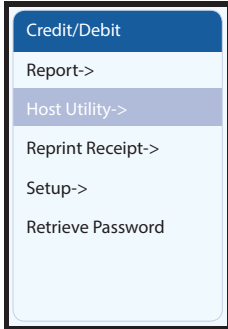
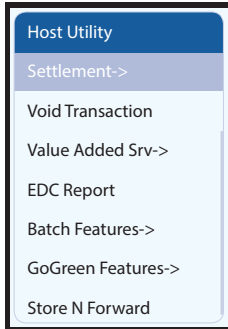
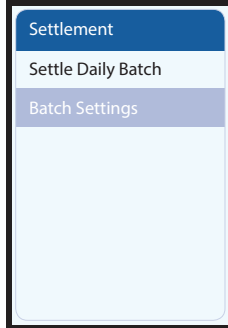
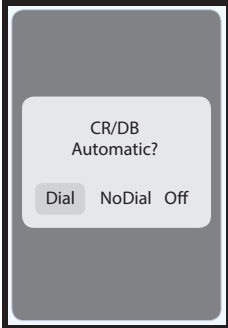
FOR EXAMPLE:

1. The merchant wants the terminal to dial out at 3:00am and send all open batches to the corresponding host processors for settlement. He/she selects the option for Automatic DIAL.
2. The merchant wants the terminal to purge all open batches and print out a batch report because all host processors are settling the batch without terminal communication, He/she selects the option for Automatic NO DIAL.
3. The merchant wants to manually initiate the batch settlement process for all applications and does not want the terminal to settle at any time or with any host automatically. He/she selects the OFF option.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

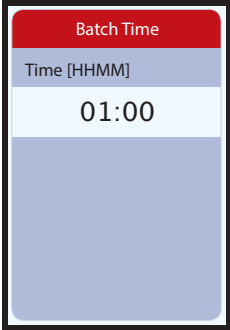
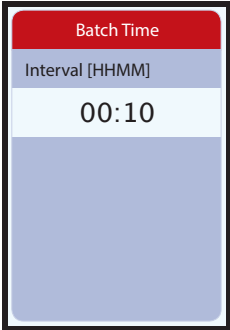
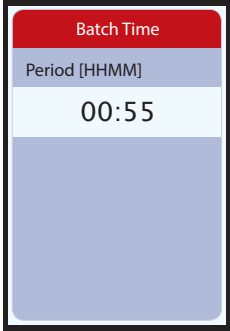
CREDIT/DEBIT APPLICATION MENU

BATCH SETTINGS

STEP	ACTION			TOUCH SCREEN DISPLAY
4	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.			
	Touch Screen			
	Select HOST UTILITY, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.			
5	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight SETTLEMENT. Once highlighted, press the green OK key.			
	Touch Screen			
	Select SETTLEMENT, listed in your HOST UTILITY menu, by pressing your terminal screen.			
6	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight BATCH SETTINGS and press the green OK key.			
	Touch Screen			
	Select BATCH SETTINGS, listed in your SETTLEMENT menu, by pressing your terminal screen.			
7	Non Touch Screen			
	Dial: Press F2.	No Dial: Press F3.	Off: Press F4.	
	Touch Screen			
	Dial: Select DIAL.	No Dial: Select NO DIAL.	Off: Select OFF.	

CREDIT/DEBIT APPLICATION MENU

BATCH SETTINGS

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen Use the keypad to input the desired time to have the terminal dial out automatically and settle open transactions. Note: Time format is HH:MM and is in 24 hour clock (military format) ie; 4:00pm would be input as 16:00 while 4:00am is 04:00.	
	Touch Screen Use the keypad to input the desired time to have the terminal dial out automatically and settle open transactions. Note: Time format is HH:MM and is in 24 hour clock (military format) ie; 4:00pm would be input as 16:00 while 4:00am is 04:00.	
9	Non Touch Screen Use the keypad to input how many minutes before the terminal should continue to retry to close the batch should the first attempt be unsuccessful. Press OK to confirm. Note: The example to the right shows that the terminal will dial out every ten minutes to retry the settlement.	
	Touch Screen Use the keypad to input how many minutes before the terminal should continue to retry to close the batch should the first attempt be unsuccessful. Press OK to confirm. Note: The example to the right shows that the terminal will dial out every ten minutes to retry the settlement.	
10	Non Touch Screen Use the keypad to input the time period the terminal should continue to try to close the batch. Press OK to confirm. Note: The terminal will continue to retry the settlement every 10 minutes for up to 55 Minutes according to the example on the right.	
	Touch Screen Use the keypad to input the time period the terminal should continue to try to close the batch. Press OK to confirm. Note: The terminal will continue to retry the settlement every 10 minutes for up to 55 Minutes according to the example on the right.	

CREDIT/DEBIT APPLICATION MENU

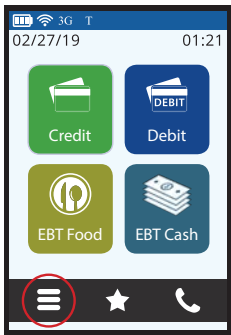
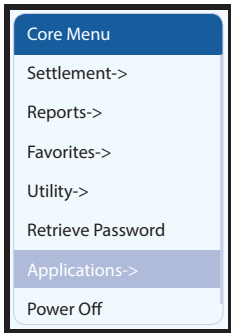
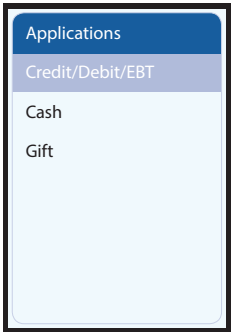
VOID TRANSACTION



This menu feature allows you to Void transactions by viewing all the transaction in the current open batch and scrolling through to the desired transaction to highlight and make your selection.

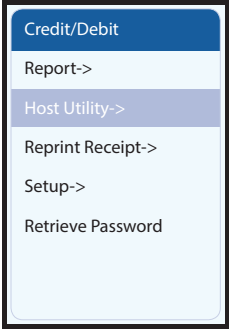
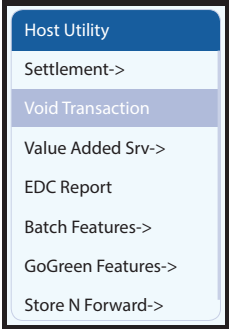
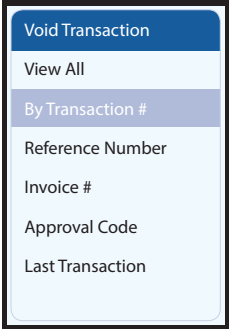
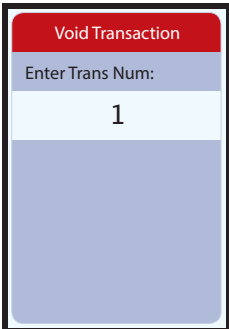
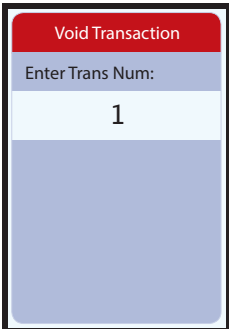


FOR EXAMPLE: The merchant wishes to void a credit transaction in the current and open batch however he does not have the credit card so he needs to scroll through the transactions in his open batch until he finds the credit sale he wants to void.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

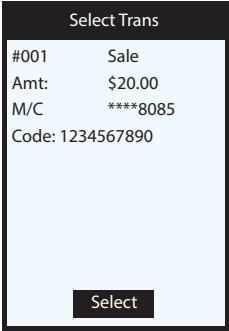
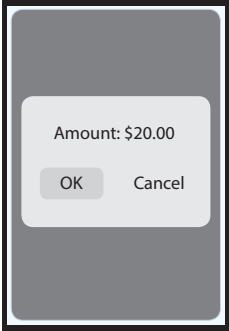

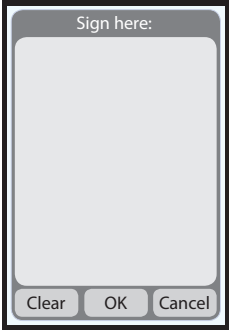
CREDIT/DEBIT APPLICATION MENU

VOID TRANSACTION

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight VOID TRANSACTION. Once highlighted, press the green OK key.	
	Touch Screen	
6	Non Touch Screen	
	At this point the Z8 returns to the homescreen.	
	Touch Screen	
7	Non Touch Screen	
	When voiding by transaction number input the transaction number you wish to void from the current batch.	
	Touch Screen	
7	Non Touch Screen	
	When voiding by transaction number input the transaction number you wish to void from the current batch.	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

VOID TRANSACTION

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Verify transaction is correct transaction to be voided and press OK to confirm	
	Touch Screen	
9	Non Touch Screen	
	If Void Amount is correct press F2 if not correct press the F4 to abort the transaction.	
	Touch Screen	
10	Non Touch Screen	
	Input the Manager's Password if prompted, the default password is 1234 and then press OK.	
	Touch Screen	
11	Non Touch Screen	
	?	
	Touch Screen	
	Ask customer to sign the terminal screen using their finger and press OK. Terminal prints VOID receipt and returns to idle prompt.	

CREDIT/DEBIT APPLICATION MENU

VALUE ADDED SERVER

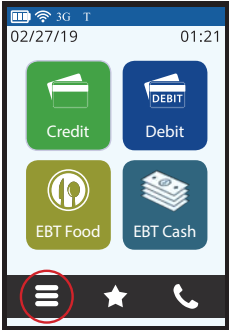
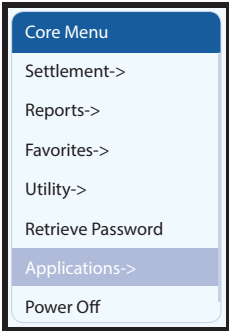
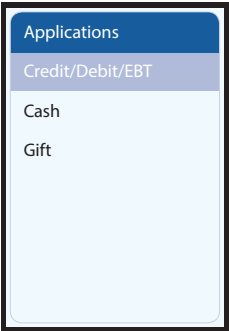
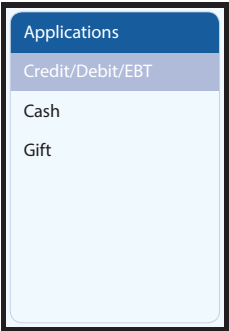
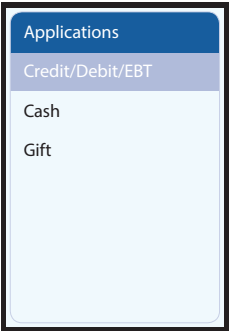
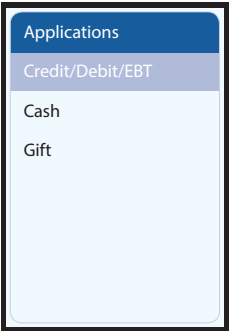


The Value Added Server feature allows for communication between the terminal and a third party information source, such as a Merchant Management web system. This feature allows the user to initiate the communication and retrieve the third party data.

Note: The data available for reporting is predetermined by the merchant services provider.

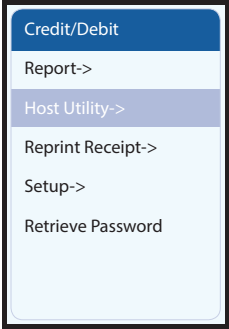
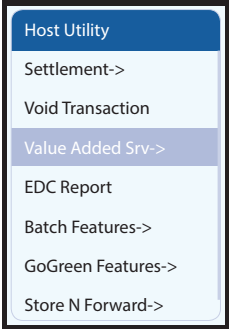
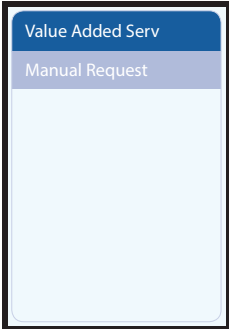


FOR EXAMPLE: The merchant needs information on his/her cash advance outstanding balance however he/she doesn't have access to a PC to look it up on the internet. The merchant can use the Value Added Server option in their Dejavoo terminal to retrieve the information because it has been programmed to do so.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
3	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

CREDIT/DEBIT APPLICATION MENU

VALUE ADDED SERVER

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	
	Touch Screen	
	Select HOST UTILITY, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight VALUE ADDED SRV. Once highlighted, press the green OK key.	
	Touch Screen	
	Select VALUE ADDED SRV by pressing your terminal screen.	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight MANUAL REQUEST. Once highlighted, press the green OK key. The terminal communicates and syncs with DeNovo managed services system.	
	Touch Screen	
	Select MANUAL REQUEST by pressing your terminal screen. The terminal communicates and syncs with DeNovo managed services system.	

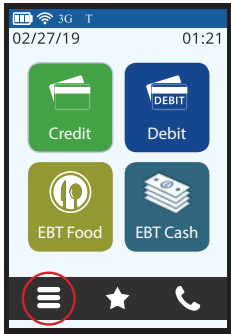
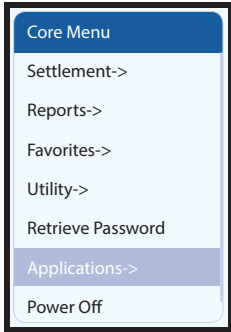
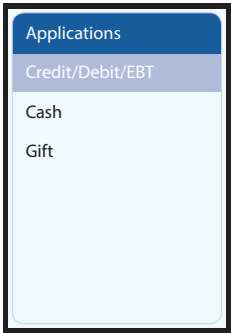
CREDIT/DEBIT APPLICATION MENU

EDC REPORT



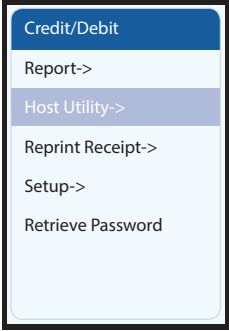
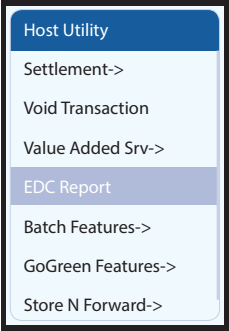
The EDC report prints out all the host settings currently programmed into the terminal. Typically used by Help Desks, you can find the following information on the EDC report:

- Host Name
- Host Parameters
- Baud Rate
- Terminal Profile #
- Authorization Ph #
- Payment Types Supported
- Settlement Ph #

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

CREDIT/DEBIT APPLICATION MENU

EDC REPORT

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight EDC REPORT. Once highlighted, press the green OK key. EDC Report Prints. Terminal returns to the idle prompt.	
	Touch Screen	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight EDC REPORT. Once highlighted, press the green OK key. EDC Report Prints. Terminal returns to the idle prompt.	
	Touch Screen	

```

07/04/2015      12:45:21
=====
                        EDC Report
=====
Host Name: Host X
TPN#: 12300022X
EDC Supported: Credit/Debit
Capture Type: Host
Batch Type: Auto
Merchant #: 123123
Terminal #: 321321
Client #: 111222

Auth Dial

Phone1: 800.555.1212
Baud Rate: 3600
Stop Bit: 32
Parody: 32

Phone2: 888.555.1212
Baud Rate: 7200
Stop Bit: 32
Parody: 32

Phone3: 866.555.1212
Baud Rate: 5200
Stop Bit: 32
Parody: 32

Settle Dial:

Phone1: 886.555.1212
Baud Rate: 7200
Stop Bit: 32
Parody: 32
=====
                        End of Report

```

CREDIT/DEBIT APPLICATION MENU

BATCH FEATURES



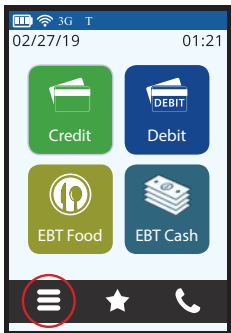
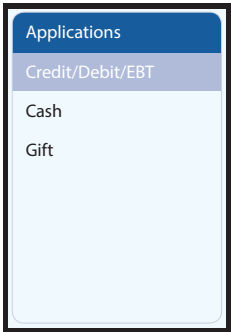
The Batch Features Menu allows you to execute the following batch related actions:

- Set Batch #
- Delete the Open Batch
- Delete Batch History

Set Batch

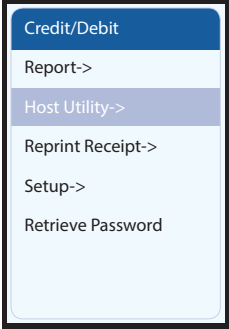
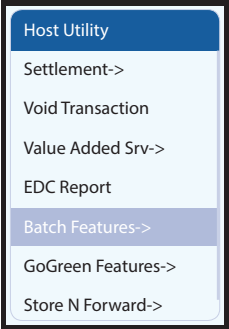
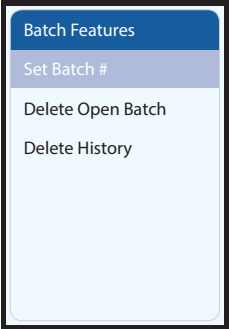




This feature allows the batch number to be changed at the terminal level. It is recommended that this feature be utilized only with the instruction and assistance of the users Help Desk support. Changing the batch number effects the successful settlement of the open batch.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

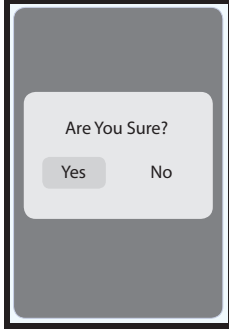

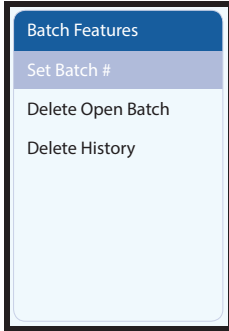
CREDIT/DEBIT APPLICATION MENU

Set Batch

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight BATCH FEATURES. Once highlighted, press the green OK key.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SET BATCH #. Once highlighted, press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	Using the keypad press the yellow backspace key to clear out the current batch # then using the keypad input the new batch # then press OK.	
	Touch Screen	
7	Non Touch Screen	
	Using the keypad press the yellow backspace key to clear out the current batch # then using the keypad input the new batch # then press OK.	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

Set Batch

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	When asked to confirm Batch Number, select F2 for YES or F4 for NO.	
	Touch Screen	
	Select YES to set your batch number. Press NO to abort the process.	
9	Non Touch Screen	
	Confirmation of your batch setting will appear on the screen.	
	Touch Screen	
	Confirmation of your batch setting will appear on the screen.	
10	Non Touch Screen	
	The terminal returns to the BATCH FEATURES screen.	
	Touch Screen	
	The terminal returns to the BATCH FEATURES screen.	

CREDIT/DEBIT APPLICATION MENU

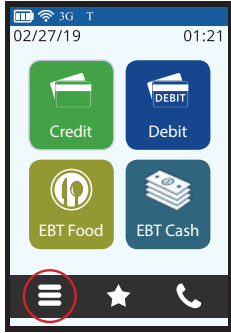
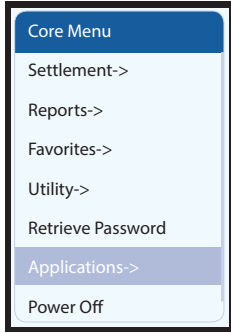
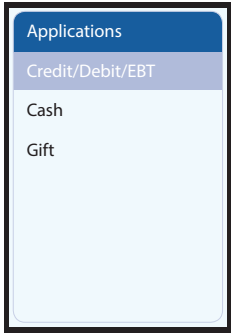
Delete Open Batch



This Utility is used to delete the current open batch and all open transactions that reside in the open batch.

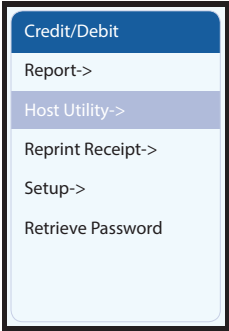
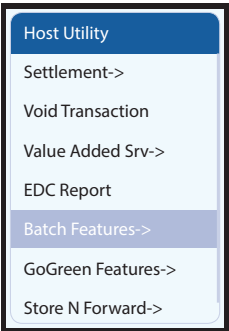
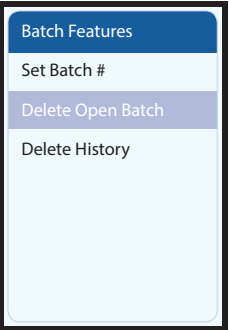
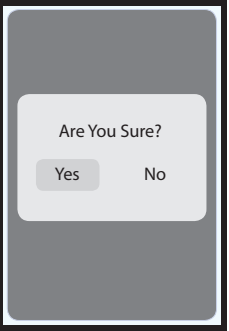


FOR EXAMPLE: Deleting the current batch is permanent and NOT reversible. Transactions in the deleted batch will not be sent for settlement. It is recommended that deleting an open batch only be done with the assistance of your technical support help desk representative.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

CREDIT/DEBIT APPLICATION MENU

Delete Open Batch

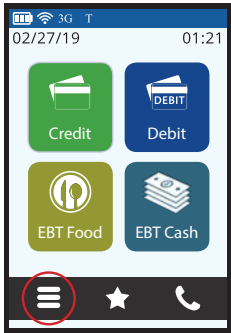
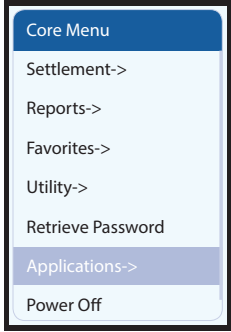
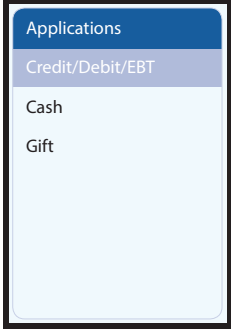
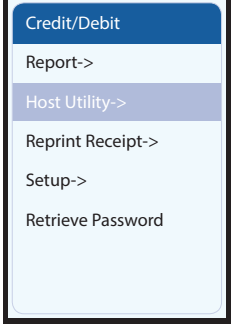
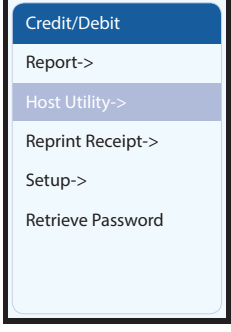
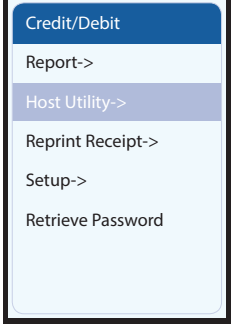
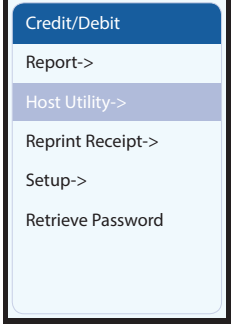
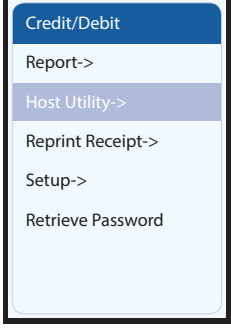
STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight BATCH FEATURES. Once highlighted, press the green OK key.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight DELETE OPEN BATCH and press the green OK key. When asked to Delete Batch, select F2 for YES or F4 for NO. Note: When YES terminal will flash a warning to perform this action with helpdesk assistance only.	
	Touch Screen	
7	Non Touch Screen	
	When asked to confirm Delete Batch, select F2 for YES or F4 for NO. The terminal deletes the open batch as requested and returns to the Host Utility Menu.	
	Touch Screen	
	When asked to confirm Delete Batch, select YES or NO. The terminal deletes the open batch as requested and returns to the Host Utility Menu.	

CREDIT/DEBIT APPLICATION MENU

Delete Batch History

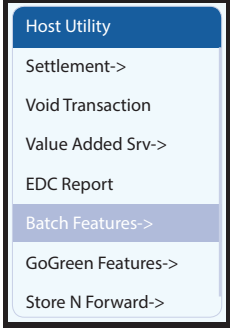
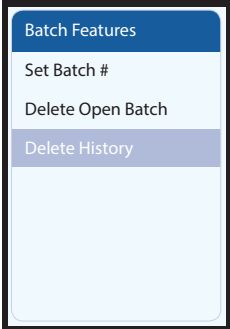
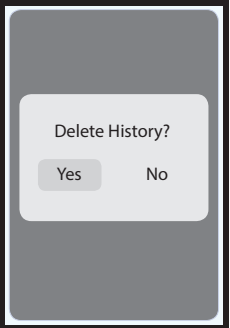
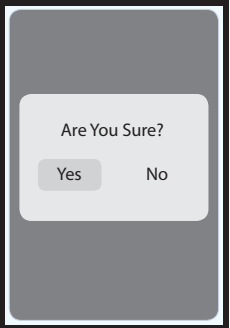
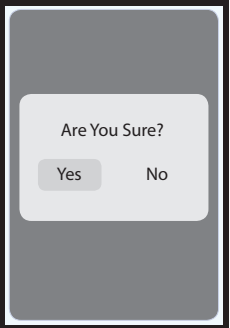
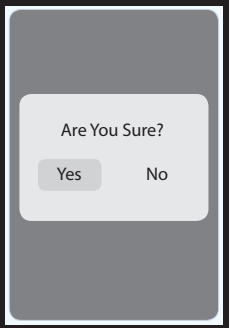


This Utility is used to delete the stored batch history.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	
	Touch Screen	
	Press HOST UTILITY, listed in your CREDIT/DEBIT menu. If prompted, input manager password, default is 1234.	

CREDIT/DEBIT APPLICATION MENU

Delete Batch History

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight BATCH FEATURES. Once highlighted, press the green OK key.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight DELETE HISTORY and press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	When asked to Delete History, select F2 for YES or F4 for NO. Note: When YES terminal will flash a warning to perform this action with helpdesk assistance only.	
	Touch Screen	
8	Non Touch Screen	
	When asked to Delete History, press YES or NO. Note: When YES terminal will flash a warning to perform this action with helpdesk assistance only.	
	Touch Screen	
	Non Touch Screen	
	When asked to confirm Delete History, select F2 for YES or F4 for NO. The terminal deletes the batch history as requested and returns to the Host Utility Menu.	
	Touch Screen	
	Non Touch Screen	
	When asked to confirm Delete History, select YES or NO. The terminal deletes the batch history as requested and returns to the Host Utility Menu.	
	Touch Screen	

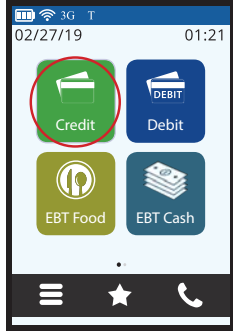

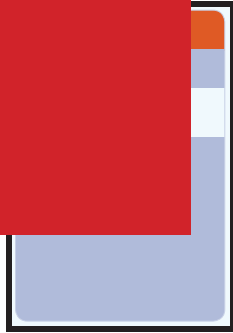
CREDIT/DEBIT APPLICATION MENU

PRESALE TICKET



Presale ticket is a feature designed to support the Retail with Tip merchant environment. In order to complete the steps necessary to print a Presale Ticket the Inline Tip feature must first be enabled.

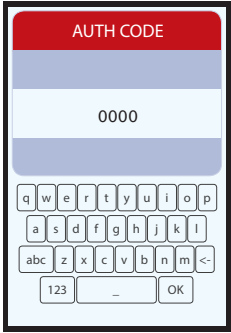

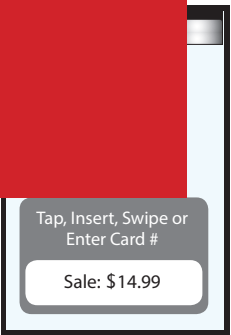
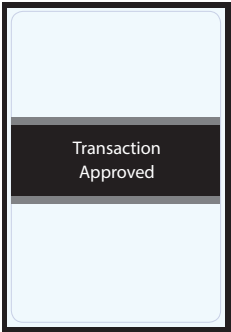
A Presale ticket is a “pre” transaction receipt which displays sale amount information only. It allows the merchant to hand their customers a receipt showing the amount of the transaction along with a tip line. The customer can then fill out the tip line, the total line and hand the receipt and their 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 inline 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.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	



CREDIT/DEBIT APPLICATION MENU

PRESALE TICKET

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	?	
	Touch Screen	
	The terminal will display a screen requesting an AUTHORIZATION CODE. Input the Authorization code previously obtained for this transaction and press OK.	
5	Non Touch Screen	
	?	
	Touch Screen	
	?	
6	Non Touch Screen	
	?	
	Touch Screen	
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option.	
7	Non Touch Screen	
	?	
	Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

CREDIT/DEBIT APPLICATION MENU

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

01/08/201908:09

PRESALE TICKET

AMOUNT:\$40.38

TIP AMOUNT:\$____

TOTAL:\$____

Please Complete and Submit
With Your Payment

CREDIT/DEBIT APPLICATION MENU

REPRINT RECEIPT



The Reprint Receipt option allows the user to print a copy of a receipt for any transaction residing in the current and open batch. Dejavoo provides several methods for reprinting a receipt.

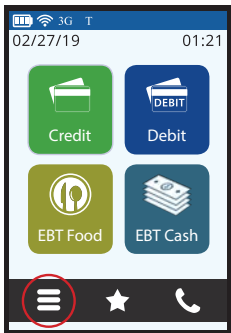
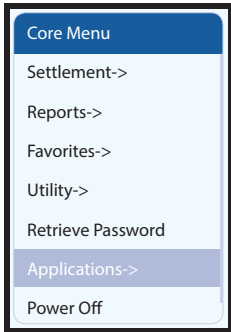
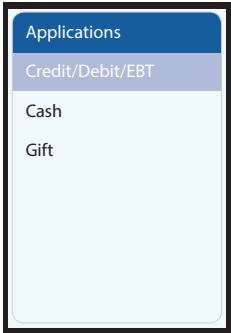
The options provided to reprint receipts are as follows:

- Last Receipt
- By Transaction #
- By Card #

Reprint Last Receipt

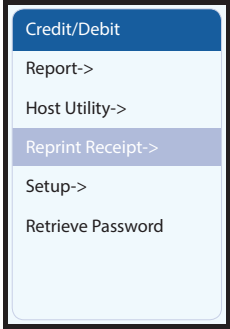
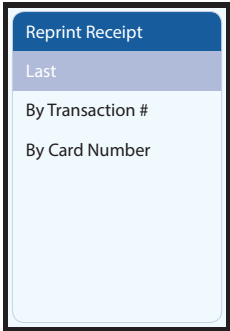


Use the chart below to reprint the receipt for the last processed transaction.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

CREDIT/DEBIT APPLICATION MENU

Reprint Last Receipt

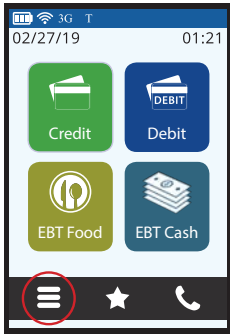
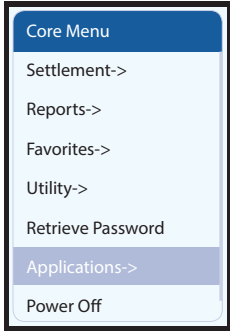
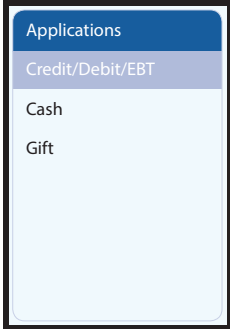
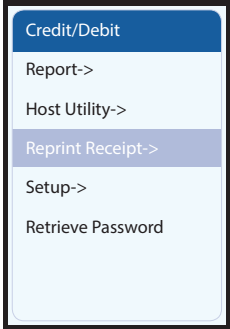
STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight REPRINT RECEIPT. If prompted, input manager password, default is 1234.	
	Touch Screen	
	Select REPRINT RECEIPT, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight LAST. Once highlighted, press the green OK key. Copy of last transaction receipt prints. Terminal returns to the Reprint Receipt Menu.	
	Touch Screen	
	Select LAST by pressing your terminal screen. Copy of last transaction receipt prints. Terminal returns to the Reprint Receipt Menu.	

CREDIT/DEBIT APPLICATION MENU

Reprint Receipt By Transaction

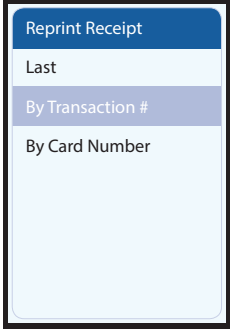
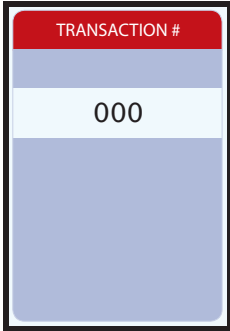


Use the chart below to reprint the receipt for a specific transaction using the transaction number.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

Reprint Receipt By Transaction

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight BY TRANSACTION #. Once highlighted, press the green OK key.	
	Touch Screen	
	Select BY TRANSACTION # by pressing your terminal screen.	
5	Non Touch Screen	
	Enter the desired transaction number for the receipt that is being reprinted and press the green OK key. Receipt copy prints for specified Transaction #. Terminal returns to Reprint Receipt Menu.	
	Touch Screen	
	Enter the desired transaction number for the receipt that is being reprinted and press the green OK key. Receipt copy prints for specified Transaction #. Terminal returns to Reprint Receipt Menu.	

CREDIT/DEBIT APPLICATION MENU

Reprint Receipt By Card

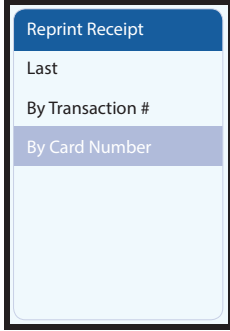
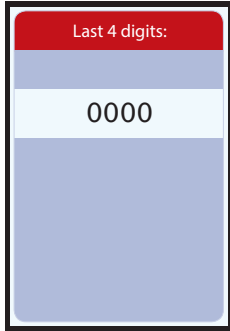


Use the chart below to print a duplicate copy of a transaction receipt using card number that was used for the transaction.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

Reprint Receipt By Card

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight BY CARD NUMBER. Once highlighted, press the green OK key.	
	Touch Screen	
	Select BY CARD NUMBER by pressing your terminal screen.	
6	Non Touch Screen	
	Use the terminal keypad to enter the last 4 digits of the card number for the receipt that is being reprinted and press OK. Duplicate receipt prints for specified card number. Terminal returns to Reprint Receipt Menu.	
	Touch Screen	
	Use the terminal keypad to enter the last 4 digits of the card number for the receipt that is being reprinted and press OK. Duplicate receipt prints for specified card number. Terminal returns to Reprint Receipt Menu.	

CREDIT/DEBIT APPLICATION MENU

SET UP



The Set Up option allows the user to enable and configure transaction options at the terminal level. Dejavoo provides several configurable options during a transaction.

The menu options that can be found in the Set Up menu are as follows:

- Print Options
- Security
- Card Types
- Trans Prompts
- Tips
- Print Parameters

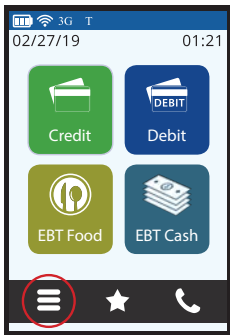
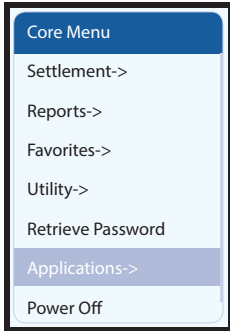
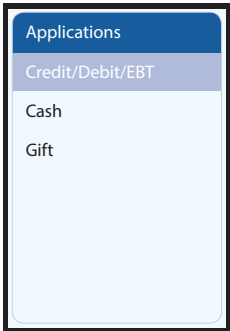
Print Options



Use the chart below to set the number of receipts and number of reports printed per request or event.



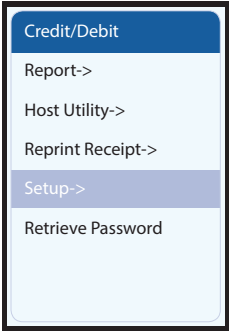
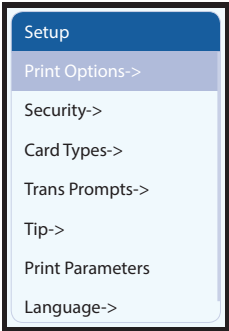
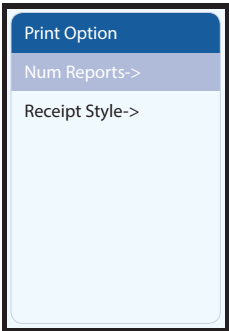
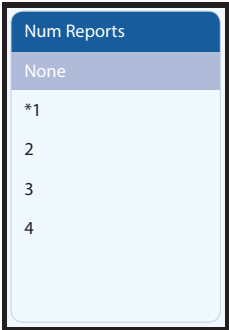
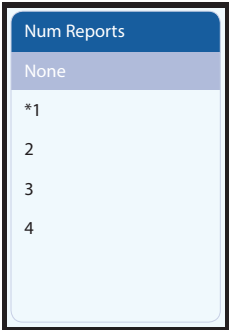
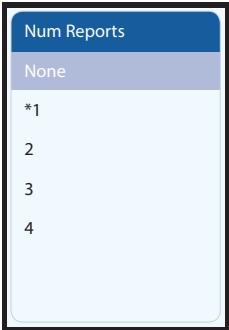
Setting print options to 0 (zero) the terminal operates in No Paper Mode.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

CREDIT/DEBIT
APPLICATION
MENU

CREDIT/DEBIT APPLICATION MENU

Print Options

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	
5	Touch Screen	
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight NUM REPORTS. Once highlighted, press the green OK key.	
7	Touch Screen	
	Select NUM REPORTS, listed in your PRINT OPTION menu, by pressing your terminal screen.	
7	Non Touch Screen	
	Use the ↑↓ arrow keys to select the number of report copies you would like the terminal to print and press OK. The terminal will return to the PRINT OPTION menu.	
7	Touch Screen	
	Set the number of report copies you would like the terminal to print. The terminal will return to the PRINT OPTION menu.	

CREDIT/DEBIT APPLICATION MENU

SECURITY



The Security menu options allow the merchant to set and change password security settings for the terminal. Several password security options are provided to the merchant, they are as follows:

- Transaction Types
- Menu Security
- Edit Password

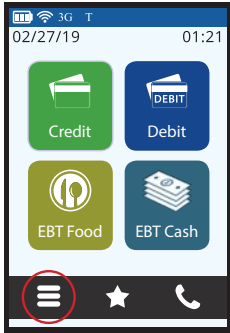
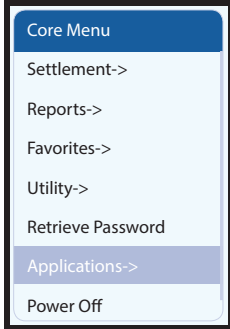
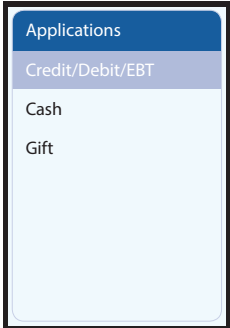


Use the security menu to password protect menu items or transaction types that you wish to monitor more closely by not allowing employees general access.

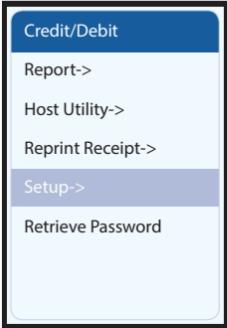
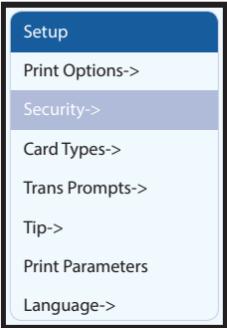
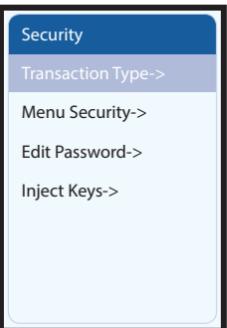
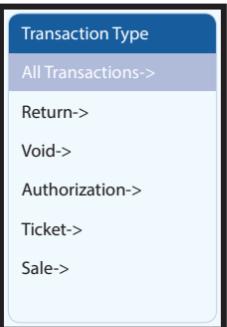
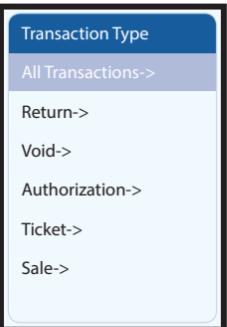
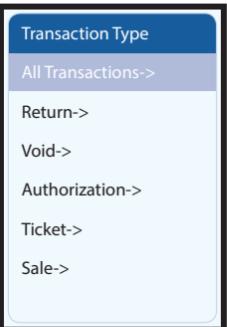
Transaction Types



Use the chart below to enable or disable a password requirement prior to execution of specifically designated transaction types or all transaction types.

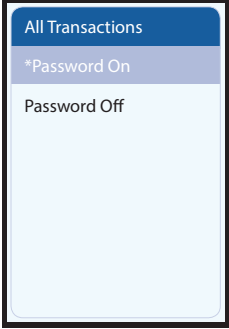
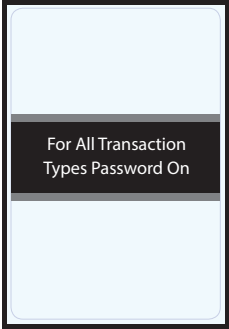
STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

**CREDIT/DEBIT
APPLICATION
MENU**

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.</p>	
5	Touch Screen	
	<p>Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.</p>	
6	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight TRANSACTION TYPE. Once highlighted, press the green OK key.</p>	
7	Touch Screen	
	<p>Select TRANSACTION TYPE, listed in your SECURITY menu, by pressing your terminal screen.</p>	
7	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight ALL TRANSACTIONS. Once highlighted, press the green OK key.</p>	
7	Touch Screen	
	<p>Select ALL TRANSACTIONS, listed in your TRANSACTION TYPE menu, by pressing your terminal screen.</p>	

CREDIT/DEBIT APPLICATION MENU

Transaction Types

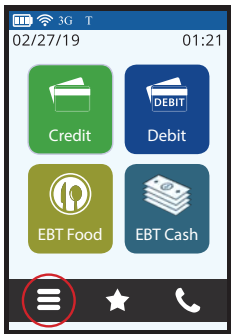
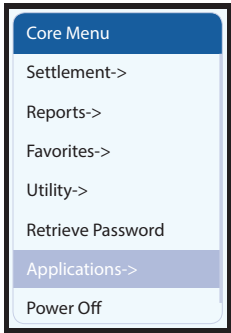
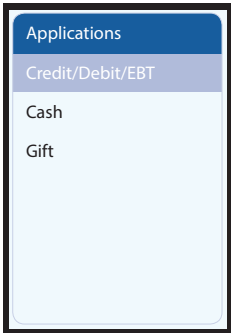
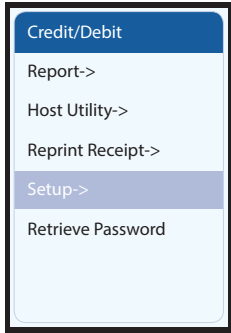
STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight the desired option to turn password ON or OFF and press OK.	
	Touch Screen	
	Select the desired option in your ALL TRANSACTIONS menu.	
9	Non Touch Screen	
	The terminal screen confirms your selected security option and returns to the TRANSACTION TYPE menu.	
	Touch Screen	
	The terminal screen confirms your selected security option and returns to the TRANSACTION TYPE menu.	

CREDIT/DEBIT APPLICATION MENU

Menu Security

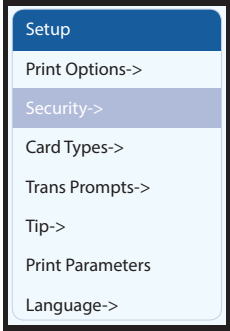
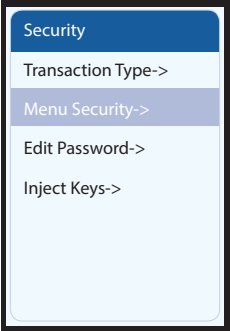
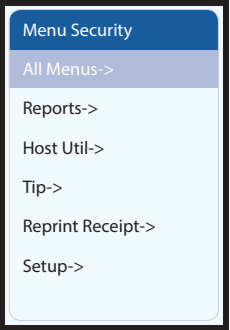
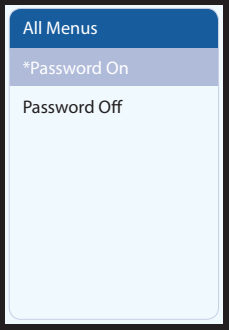
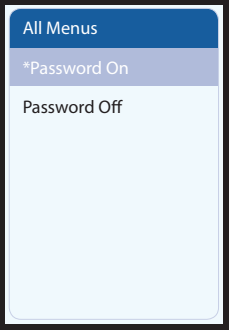


Use the chart below to enable or disable a password requirement prior to accessing specifically designated menu options or all menu options.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

Menu Security

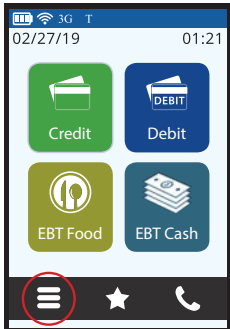
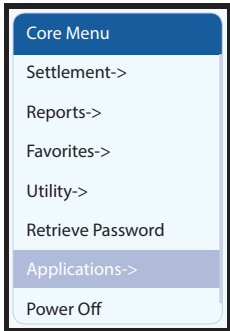
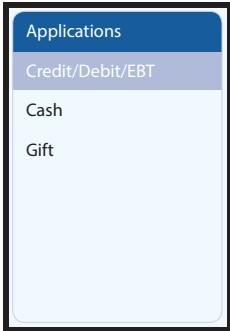
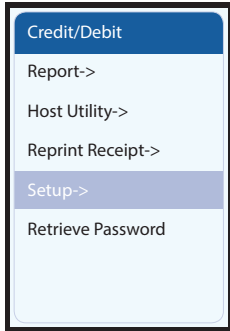
STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SECURITY.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight MENU SECURITY.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight ALL MENUS. Once highlighted, press the green OK key.	
	Touch Screen	
8	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight the desired option to turn password ON or OFF and press OK. The Terminal sets the designated menu security and returns to Security Menu.	
	Touch Screen	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight the desired option to turn password ON or OFF and press OK. The Terminal sets the designated menu security and returns to Security Menu.	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

Edit Password

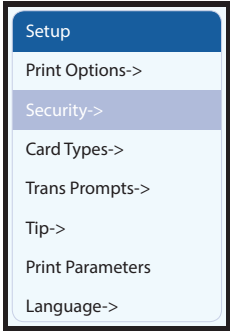
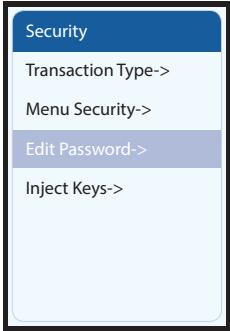
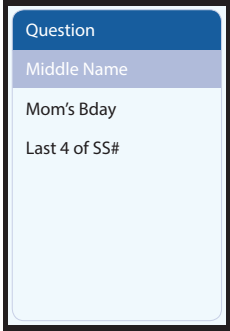



The Edit Password feature provides the merchant with a way to customize or change the terminal's default password. User is required to confirm the current password in order to change it, if the current password is forgotten see Retrieving the Password on page 145.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

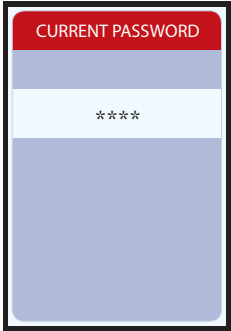
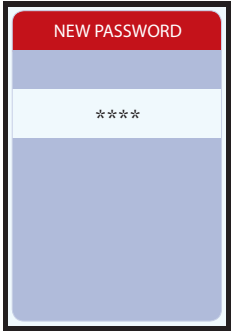
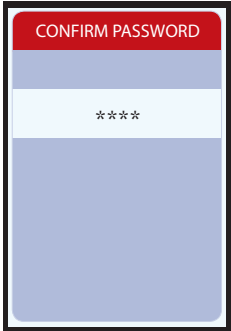
CREDIT/DEBIT APPLICATION MENU

Edit Password

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SECURITY.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight EDIT PASSWORD.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑↓ arrow keys to highlight a security question to be set up and press OK. Note: This will only prompt the first time the password is changed from the factory default.	
	Touch Screen	
8	Non Touch Screen	
	Use the alphanumeric keypad to set up your answer to the chosen security question then press the OK key to confirm your answer.	
	Touch Screen	
	Use the terminal screen keypad to set up your answer to the chosen security question then press the OK key to confirm your answer.	

CREDIT/DEBIT APPLICATION MENU

Edit Password

STEP	ACTION	TOUCH SCREEN DISPLAY
9	Non Touch Screen	
	Enter the terminal's current password, the one you wish to change. Press the OK key to confirm. Note: If this is the first time the password has been changed the default password is 1234.	
	Touch Screen	
	Enter the terminal's current password, the one you wish to change. Press the OK key to confirm. Note: If this is the first time the password has been changed the default password is 1234.	
10	Non Touch Screen	
	Enter a new password and press the OK key to confirm.	
	Touch Screen	
	Enter a new password and press the OK key to confirm.	
11	Non Touch Screen	
	Re-enter the new password to confirm and press OK. The password is successfully changed. The terminal returns to the Security Menu	
	Touch Screen	
	Re-enter the new password to confirm and press OK. The password is successfully changed. The terminal returns to the Security Menu	

CREDIT/DEBIT APPLICATION MENU

CARD TYPES

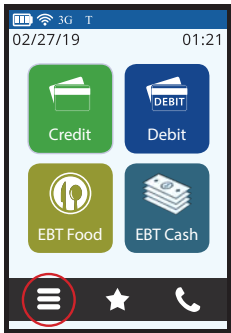
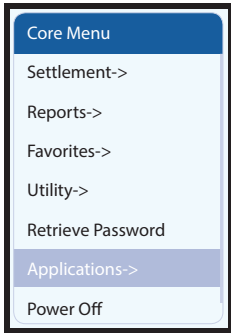
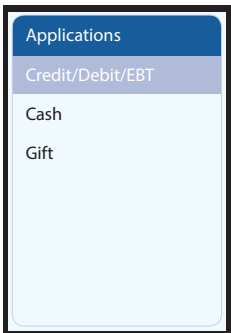


The Card Types menu allows the merchant to disable and enable specific card types at the terminal level. For example: you wish to disable terminal acceptance of American Express cards. You can do so from this menu option.

Use the security menu to password protect menu items or transaction types that you wish to monitor more closely by not allowing employees general access.

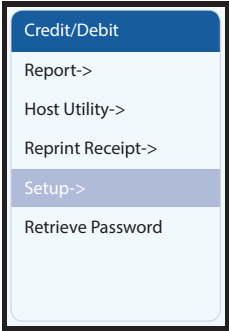
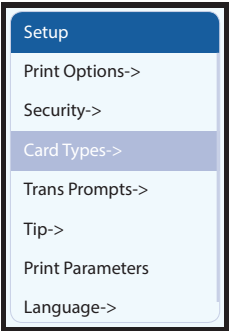
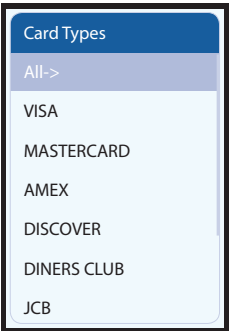
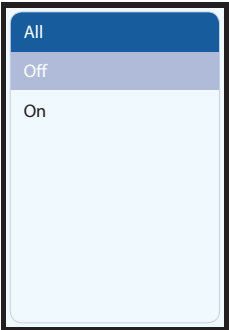
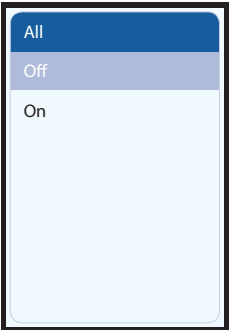
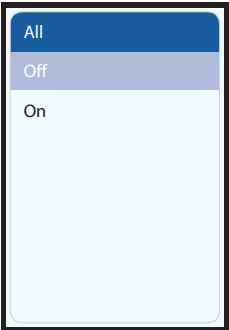


FOR EXAMPLE: The merchant wants to disable terminal acceptance of American Express card, he/she can disable from the Card Type menu.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

CARD TYPES

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.</p>	
5	Touch Screen	
	<p>Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.</p>	
6	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight ALL. Once highlighted, press the green OK key.</p>	
7	Touch Screen	
	<p>Select ALL, listed in your CARD TYPES menu, by pressing your terminal screen.</p>	
7	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to select the desired option to turn Card Type ON or OFF and press OK. Card Type setting successfully made and the terminal returns to the Card Types Menu.</p>	
7	Touch Screen	
	<p>Select your desired option to turn card type ON or OFF. Terminal will return the the CARD TYPES menu. Card Type setting successfully made and the terminal returns to the Card Types Menu.</p>	

CREDIT/DEBIT APPLICATION MENU

TRANSACTION PROMPTS



The Transaction Prompts menu option allows the user to disable and enable Industry specific prompts during the transaction. Options Include:

- Clerks
- Invoice #
- Card Code
- Card Present
- AVS
- Fraud Prevention
- Cash Back

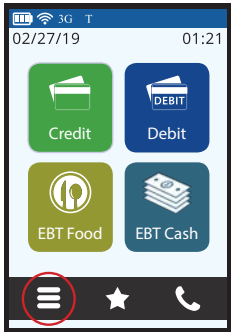
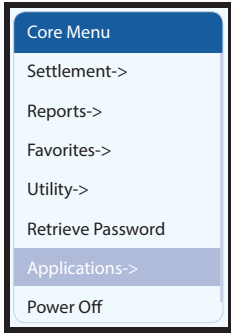
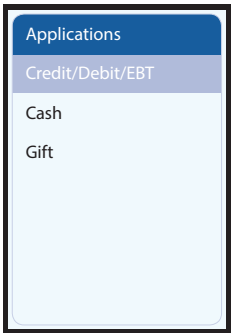


- 1 If prompts are turned off information specific to that prompt will not be captured and not be available on reports.
- 2 For CVV2 and Card Present options you should first check settings with your merchant services provider.

Clerks/Servers

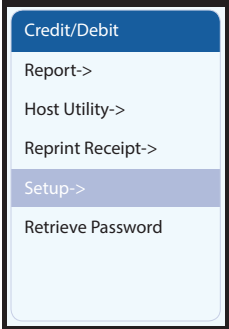
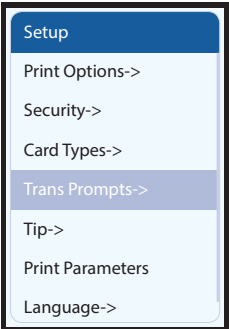
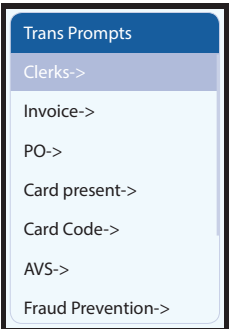
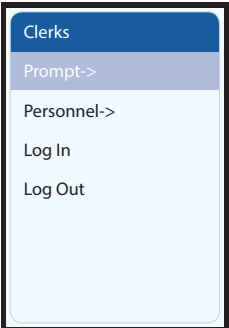
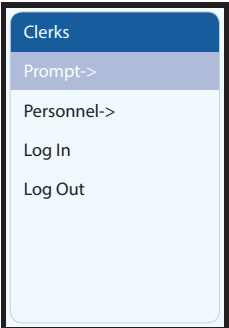
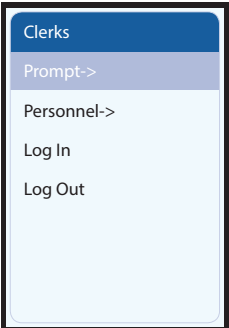


Use the chart below to enable or disable the Clerk ID, Server ID or Employee ID prompt during a transaction. To associate the Clerk/Servers name to their ID, see page 145.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

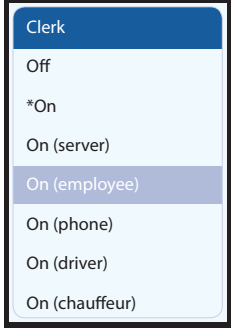

CREDIT/DEBIT APPLICATION MENU

Clerks/Servers

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	
5	Touch Screen	
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CLERKS. Once highlighted, press the green OK key.	
7	Touch Screen	
	Select CLERKS, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to select PROMPT and press OK.	
	Touch Screen	
	Select PROMPT, listed in your CLERKS menu, by pressing your terminal screen.	

CREDIT/DEBIT APPLICATION MENU

Clerks/Servers

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight the desired configuration for CLERK prompt and press OK.	
	Touch Screen	
	Select your desired configuration for the CLERK prompt.	
9	Non Touch Screen	
	Transaction Prompt Clerk ID has been set, the terminal returns to the Transaction Prompts Menu.	
	Touch Screen	
	Transaction Prompt Clerk ID has been set, the terminal returns to the Transaction Prompts Menu.	

CREDIT/DEBIT APPLICATION MENU

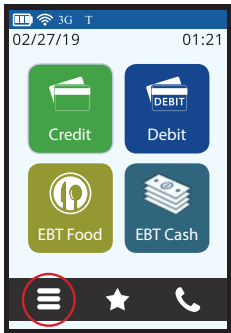
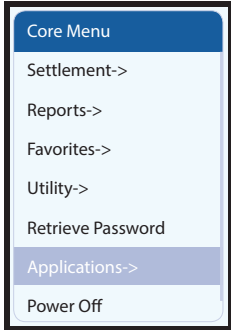
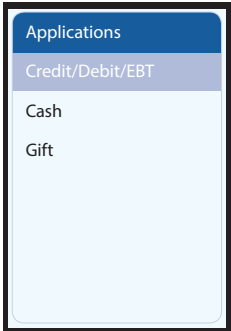
CONFIGURE PERSONNEL



The Personnel option is used to configure a persons name to their individual Clerk, Server or Employee ID. This configuration provides name identification on reports and receipts for each employee using the terminal.

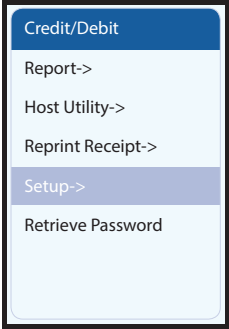
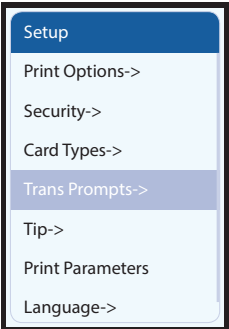
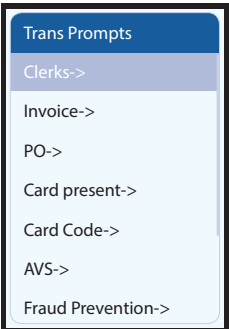
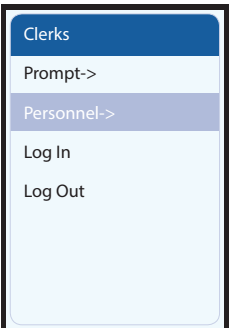
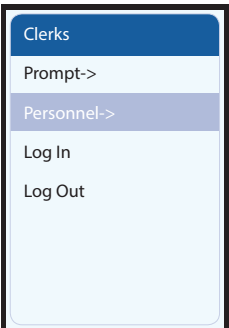
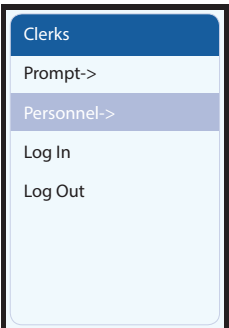


FOR EXAMPLE: The merchant wants to print a daily report sorted by each Clerk's name – because they had previously enable the prompt for Clerk ID and configured Personnel options the report prints showing each clerk's name.
i.e.: Clerk: (1) Lisa

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

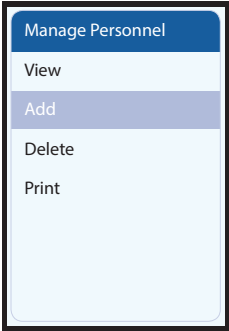
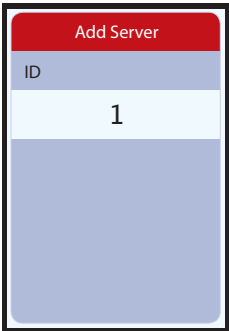
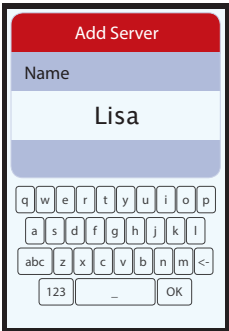
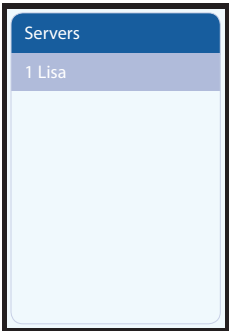
CREDIT/DEBIT APPLICATION MENU

CONFIGURE PERSONNEL

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	<p>Use the ↑ ↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.</p>	
5	Touch Screen	
	<p>Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.</p>	
6	Non Touch Screen	
	<p>Use the ↑ ↓ arrow keys to locate and highlight CLERKS. Once highlighted, press the green OK key.</p>	
7	Touch Screen	
	<p>Select CLERKS, listed in your TRANS PROMPTS menu, by pressing your terminal screen.</p>	
	Non Touch Screen	
	<p>Use the ↑ ↓ arrow keys to select PERSONNEL and press OK.</p>	
	Touch Screen	
	<p>Select PERSONNEL, listed in your CLERKS menu, by pressing your terminal screen.</p>	

CREDIT/DEBIT APPLICATION MENU

CONFIGURE PERSONNEL

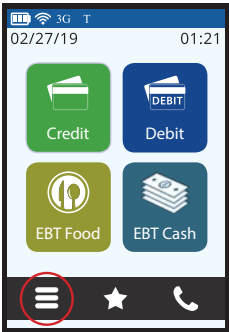
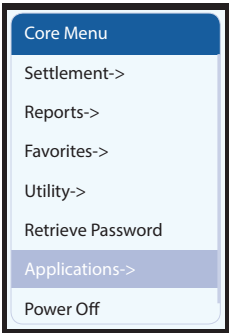
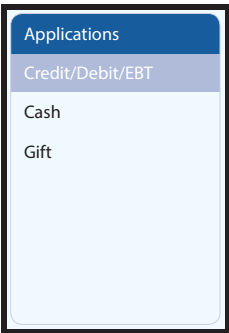
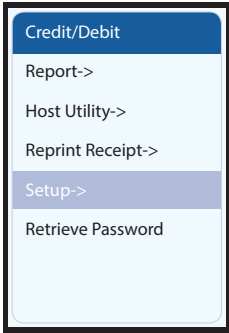
STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Use the ↑↓ arrow keys to select ADD and press OK.	
	Touch Screen	
9	Non Touch Screen	
	Using the alphanumeric keypad enter the unique number attributed to the server, clerk or employee and press OK.	
	Touch Screen	
10	Non Touch Screen	
	Use the alphanumeric keypad to enter the person's name associated with the ID # from Step 9. Then Press OK. Note: find the right letter on the keypad then press that key until the correct letter cycles. Repeat until desired name is visible on the display.	
	Touch Screen	
11	Non Touch Screen	
	Personnel has been configured, the terminal returns to the Transaction Prompts Menu.	
	Touch Screen	
11	Personnel has been configured, the terminal returns to the Transaction Prompts Menu.	

CREDIT/DEBIT APPLICATION MENU

INVOICE OR PO NUMBER

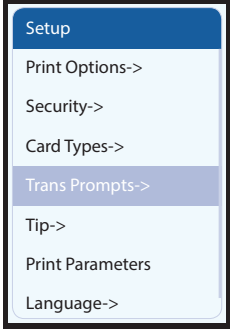
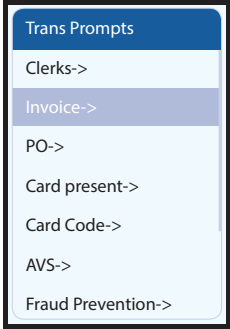
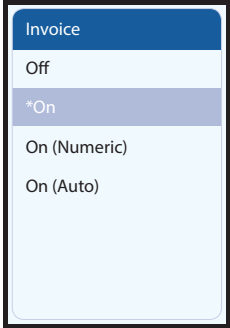


Use the chart below to disable and enable the prompt for an Invoice Number (or Purchase Order Number) during the transaction.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

INVOICE OR PO NUMBER

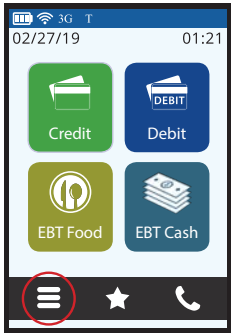
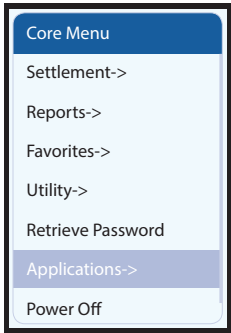
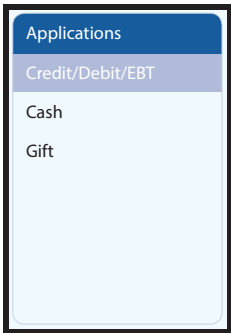
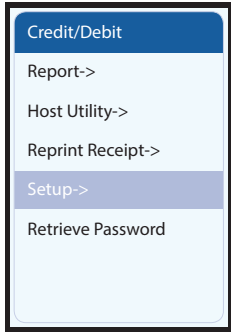
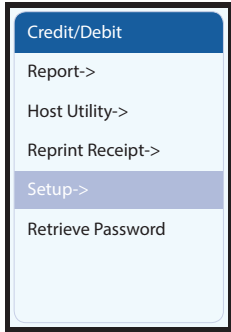
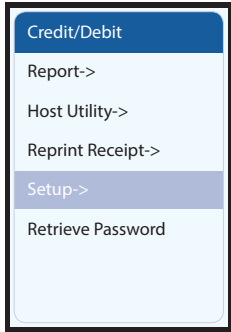
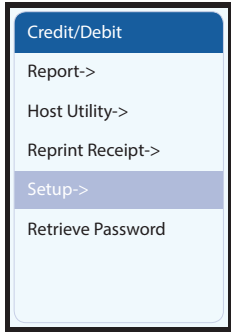
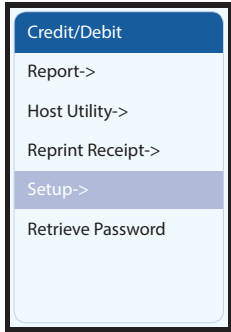
STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight TRANS PROMPTS.	
	Touch Screen	
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight INVOICE and press OK.	
	Touch Screen	
	Select INVOICE, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	
7	Non Touch Screen	
	Use the ↑↓ arrow keys to highlight the desired action for Invoice Number Prompt during transaction then press OK. Terminal will return to the TRANS PROMPTS menu.	
	Touch Screen	
	Select the desired action for invoice number prompt during transaction. Terminal will return to the TRANS PROMPTS menu.	

CREDIT/DEBIT APPLICATION MENU

CARD PRESENT

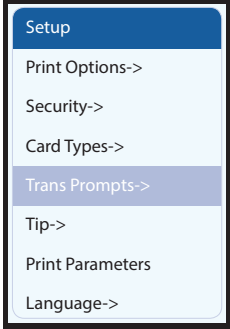
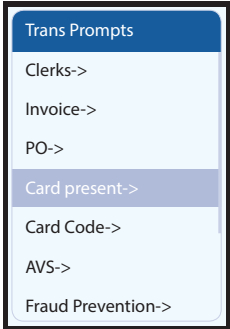
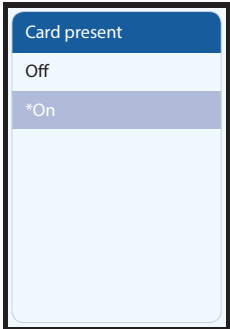
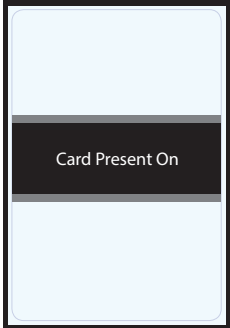
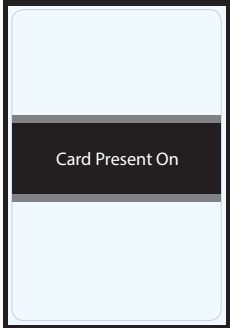


Use the chart below to enable or disable the prompts for verifying if the Card is Present during the transaction.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
4	Touch Screen	
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	
4	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	
4	Touch Screen	
	Select SETUP listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	

CREDIT/DEBIT APPLICATION MENU

CARD PRESENT

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight TRANS PROMPTS.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CARD PRESENT and press OK.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑↓ arrow keys to highlight the desired action for Card Present prompts during a transaction then press OK.	
	Touch Screen	
8	Non Touch Screen	
	The transaction prompt for Card Present has been set. The terminal returns to the Transaction Prompts Menu.	
	Touch Screen	
8	Non Touch Screen	
	The transaction prompt for Card Present has been set. The terminal returns to the Transaction Prompts Menu.	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

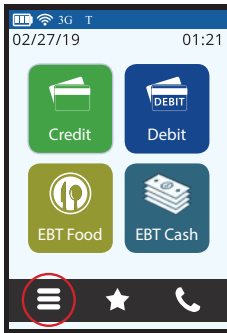
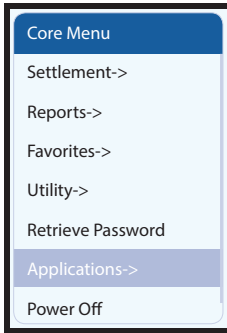
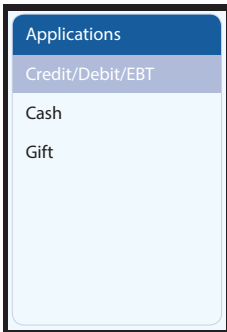
CARD CODE



Use the chart below to enable or disable and configure settings for Card Code prompts during a transaction.

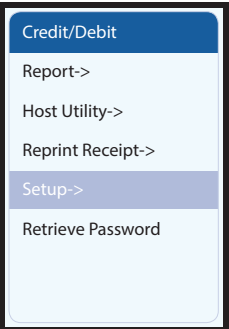
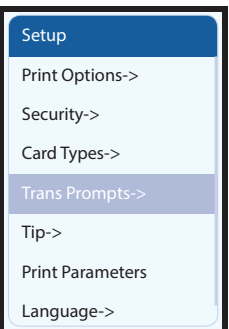
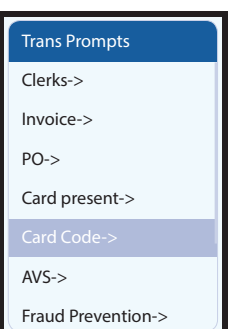
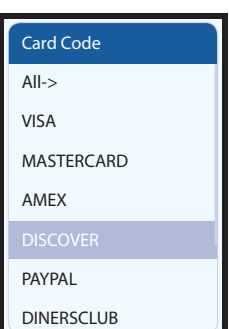
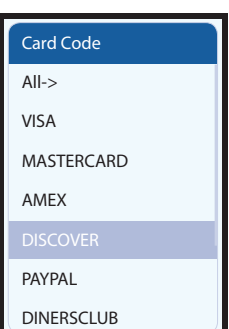
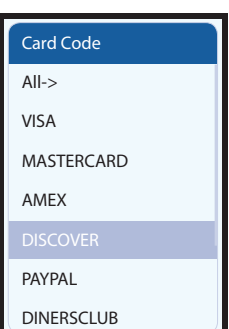
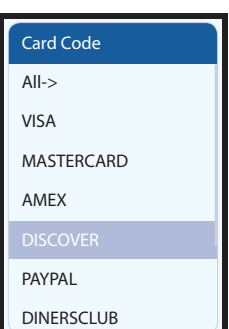


IF	THEN	WHERE TO FIND IT
VISA	Will prompt for CVV	Back of card
MasterCard	Will prompt for CVV2	Back of card
Amex	Will prompt for CID	Front of card
Discover	Will prompt for CID	Front of card

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑ ↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

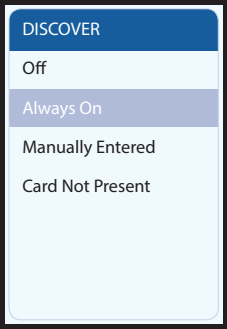
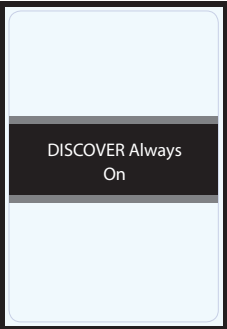
CREDIT/DEBIT APPLICATION MENU

CARD CODE

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.</p>	
5	Touch Screen	
	<p>Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.</p>	
6	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight TRANS PROMPTS.</p>	
7	Touch Screen	
	<p>Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.</p>	
7	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to select the card type you wish to set and press OK.</p>	
7	Touch Screen	
	<p>Select CARD CODE, listed in your TRANS PROMPTS menu, by pressing your terminal screen.</p>	
7	Non Touch Screen	
	<p>Select the card type you wish to set by pressing your terminal screen.</p>	

CREDIT/DEBIT APPLICATION MENU

CARD CODE

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Use the ↑↓ arrow keys to select the desired card code setting and press OK.	
	Touch Screen	
	Select your desired card code setting.	
9	Non Touch Screen	
	The transaction prompt for Card Code has been set. The terminal returns to the Transaction Prompts Menu.	
	Touch Screen	
	The transaction prompt for Card Code has been set. The terminal returns to the Transaction Prompts Menu.	

CREDIT/DEBIT APPLICATION MENU

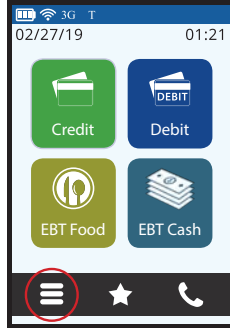
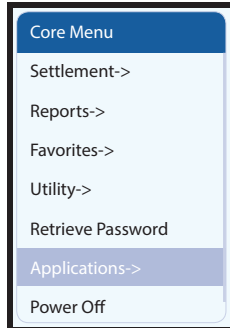
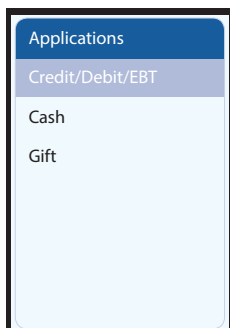
AVS PROMPT



Use the chart below to enable or disable and configure settings for AVS prompts during a transaction. This feature provides you with multiple options when setting the AVS parameters for individual card types.

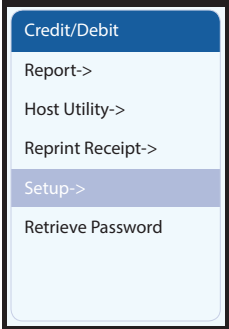
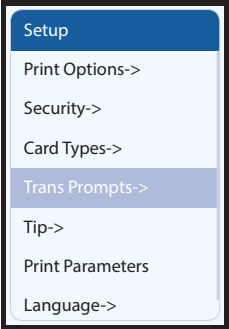
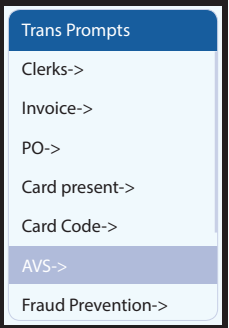
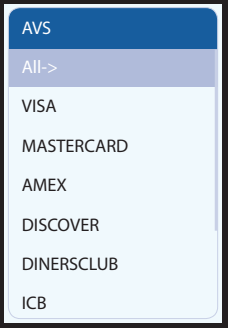


Prior to changing terminal AVS settings it is recommended that you check with your merchant services provider.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

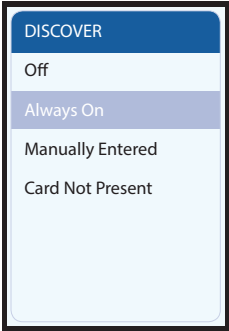
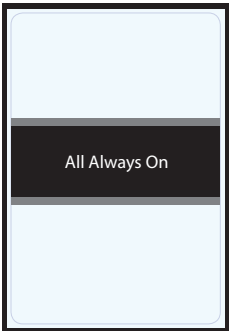
CREDIT/DEBIT APPLICATION MENU

AVS PROMPT

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight TRANS PROMPTS.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight AVS. Once highlighted, press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑↓ arrow keys to select the card type you wish to set and press OK.	
	Touch Screen	
	Non Touch Screen	
	Select the card type you wish to set by pressing your terminal screen.	

CREDIT/DEBIT APPLICATION MENU

AVS PROMPT

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Use the ↑↓ arrow keys to select the desired AVS setting and press OK.	
	Touch Screen	
	Select your desired AVS setting.	
9	Non Touch Screen	
	The transaction prompt for AVS has been set. The terminal returns to the Transaction Prompts Menu.	
	Touch Screen	
	The transaction prompt for AVS has been set. The terminal returns to the Transaction Prompts Menu.	



Use the chart below for definition of the various options for AVS Settings.

IF TERMINAL SETTING IS	AND THE CARD ENTRY IS	TERMINAL PROMPTS FOR CARD PRESENT	AND THE INPUT RESPONSE IS	THEN TERMINAL PROMPTS
Always on	Swiped	N	Assumed Card Present	Prompts for ZIP only
Always on	Manual	Y	Card present: Yes	Prompts for ZIP only
Always on	Manual	Y	Card present: No	Prompts for ZIP then address #
Manually entered	Swiped	N	Assumed Card Present	Does NOT prompt for any AVS
Manually entered	Manual	Y	Card present: Yes	Prompts for ZIP only
Manually entered	Manual	Y	Card present: No	Prompts for ZIP then address #
Card not present	Swiped	N	Assumed Card Present	Does NOT prompt for any AVS
Card not present	Manual	Y	Card present: Yes	Does NOT prompt for any AVS
Card not present	Manual	Y	Card present: No	Prompts for ZIP then address #

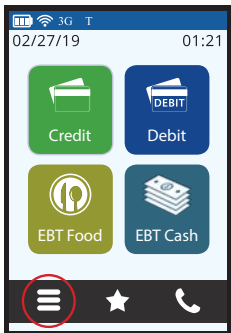
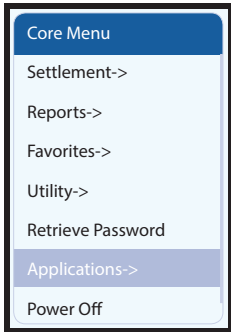
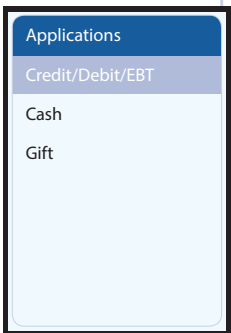
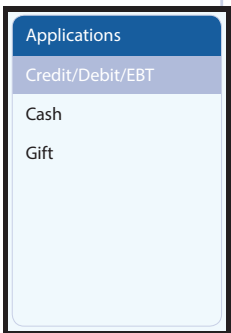
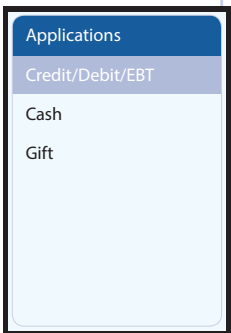
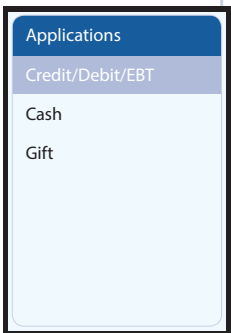
CREDIT/DEBIT APPLICATION MENU

FRAUD PREVENTION



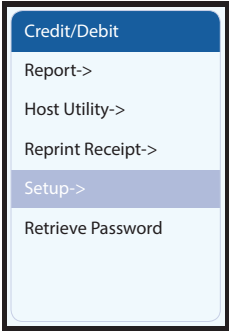
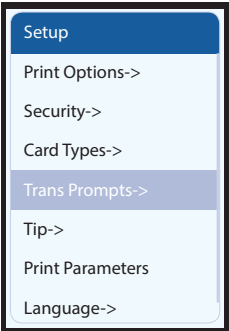
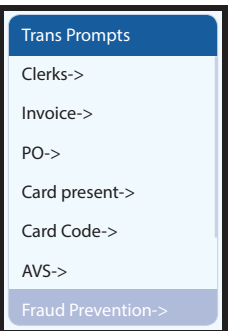
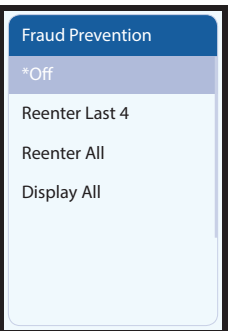
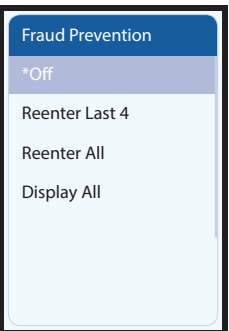
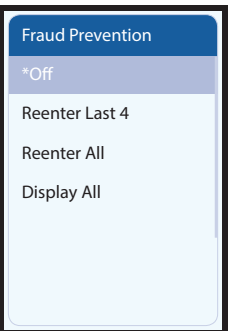
Use the chart below to configure Fraud Prevention features to protect against the possibility of counterfeit cards. This is an optional feature and can be enabled and disabled in the terminal menu. Multiple options for Fraud Prevention have been provided, they include:

- Re-enter Full
- Re-enter Last 4 Digits on Card
- Display Account # to Verify

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
3	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

CREDIT/DEBIT APPLICATION MENU

FRAUD PREVENTION

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.</p>	
5	Touch Screen	
	<p>Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.</p>	
6	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight FRAUD PREVENTION. Once highlighted, press the green OK key.</p>	
7	Touch Screen	
	<p>Select FRAUD PREVENTION, listed in your TRANS PROMPTS menu, by pressing your terminal screen.</p>	
7	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to select the fraud prevention type you wish to set and press OK. Transaction Prompt – Fraud Prevention – has been set. Terminal returns to the Transaction Prompts Menu.</p>	
7	Touch Screen	
	<p>Select the fraud prevention type you would like to set. Transaction Prompt – Fraud Prevention – has been set. Terminal returns to the Transaction Prompts Menu.</p>	

CREDIT/DEBIT APPLICATION MENU

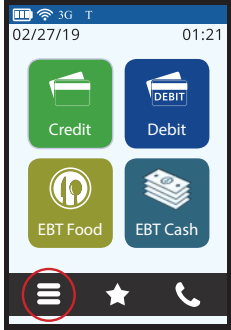
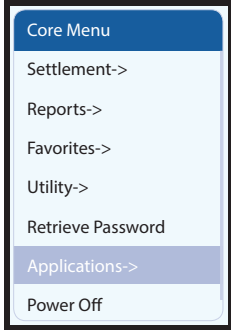
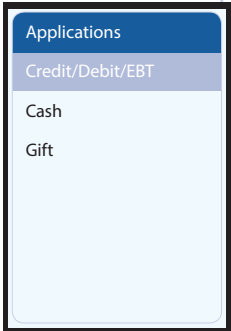
CASH BACK



This feature allows the user to assign a maximum cash back limit on debit transactions. Use the chart below to enable and configure Cash Back for debit transactions.

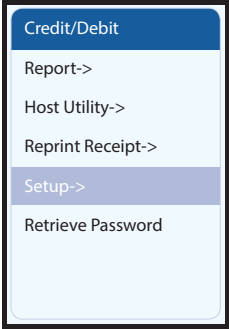
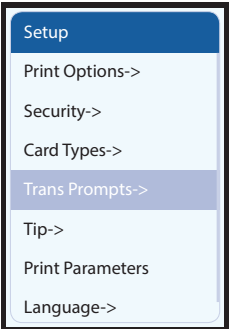
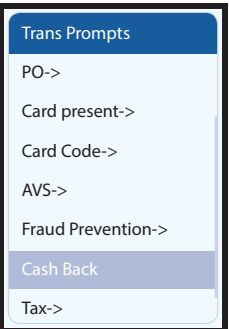
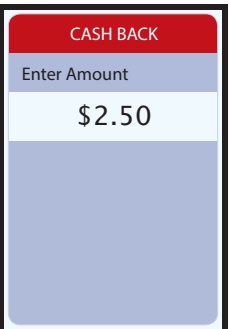
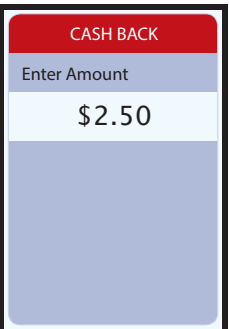
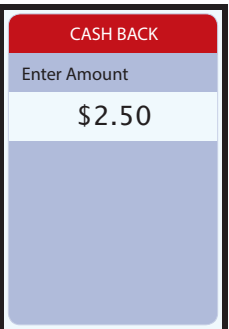


Setting a maximum of \$0.00 dollars will disable cash back on debit transactions.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	<p>Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.</p>	
	Touch Screen	
2	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.</p>	
	Touch Screen	
3	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.</p>	
	Touch Screen	
	<p>Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.</p>	
	<p>Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.</p>	

CREDIT/DEBIT APPLICATION MENU

CASH BACK

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.</p>	
5	Touch Screen	
	<p>Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.</p>	
6	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight CASH BACK. Once highlighted, press the green OK key.</p>	
7	Touch Screen	
	<p>Select CASH BACK, listed in your TRANS PROMPTS menu, by pressing your terminal screen.</p>	
7	Non Touch Screen	
	<p>Using the terminal keypad input the cash back limit for Debit cash back then press OK. The Cash Back option has been set. The terminal returns to the Transaction Prompts Menu.</p>	
7	Touch Screen	
	<p>Using the terminal keypad input the cash back limit for Debit cash back then press OK. The Cash Back option has been set. The terminal returns to the Transaction Prompts Menu.</p>	

CREDIT/DEBIT APPLICATION MENU

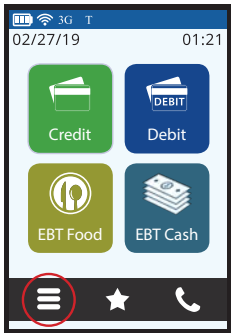
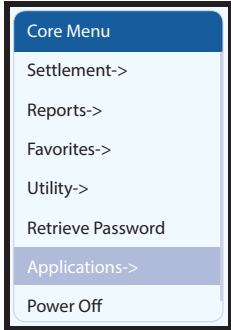
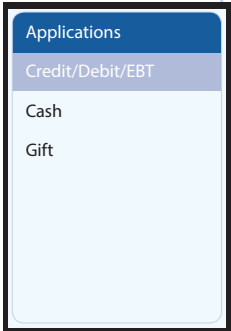
INLINE TIPS



When the Inline Tips option is turned on, the terminal will prompt for a tip amount during the transaction. This is necessary for Retail With Tip and Presale Ticket transactions.

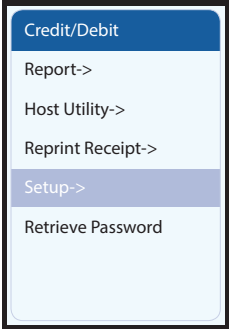
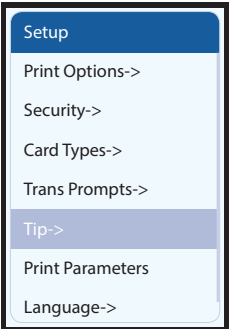

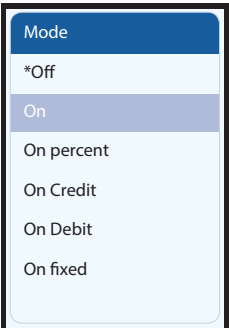
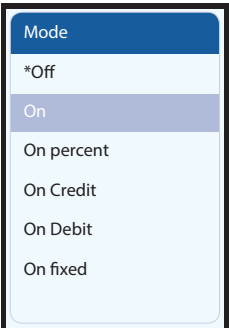
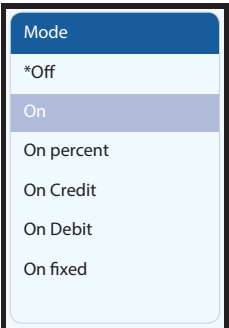


FOR EXAMPLE: Quick Kuts Salon is a retail hair salon merchant that needs to be able to include the tip amount in their credit and debit transactions. He/she enables inline tips so they can fully utilize the Presale Ticket and Retail Tips functionality.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

CREDIT/DEBIT APPLICATION MENU

INLINE TIPS

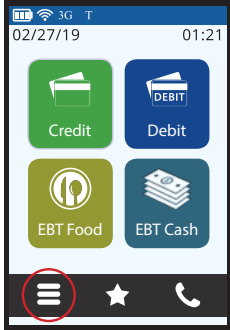
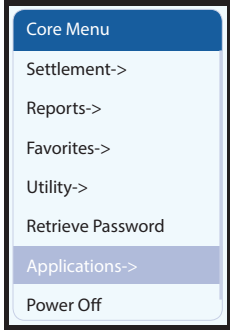
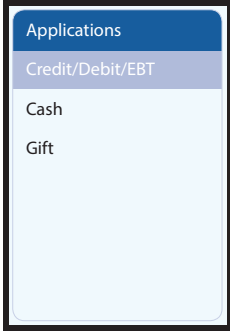
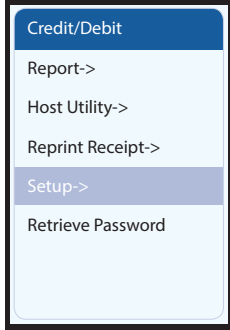
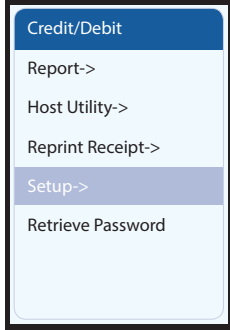
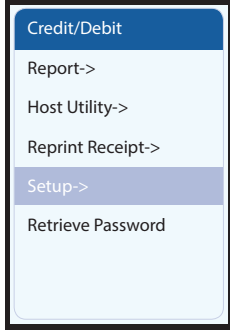
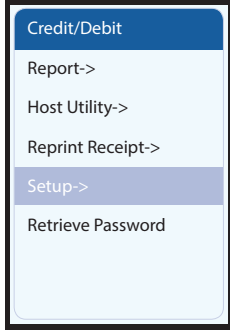
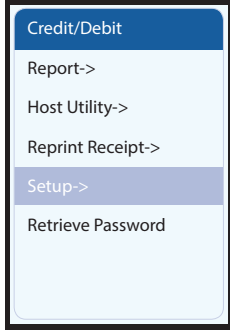
STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.</p>	
5	Touch Screen	
	<p>Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.</p>	
6	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight INLINE. Once highlighted, press the green OK key.</p>	
7	Touch Screen	
	<p>Select INLINE, listed in your TRANS PROMPTS menu, by pressing your terminal screen.</p>	
7	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to highlight the mode you desire. Your INLINE TIP mode will be set. The terminal will return to the TIPS menu.</p>	
7	Touch Screen	
	<p>Select the mode you desire by pressing the terminal screen. Your INLINE TIP mode will be set. The terminal will return to the TIPS menu.</p>	

CREDIT/DEBIT APPLICATION MENU

PRINT PARAMETERS

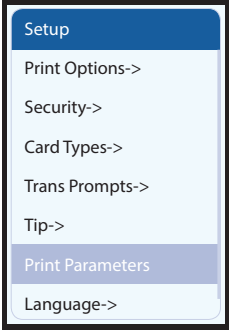


Printing the terminal set up report will provide the user with a print out of all the current terminal SET UP parameters.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	
	Touch Screen	
	Select SETUP listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	

CREDIT/DEBIT APPLICATION MENU

PRINT PARAMETERS

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight PRINT PARAMETERS and press OK. The terminal will print out a Parameter Report detailing your terminal level settings.	
	Touch Screen	
	Select PRINT PARAMETERS, listed in your SETUP menu, by pressing your terminal screen. The terminal will print out a Parameter Report detailing your terminal level settings.	

CREDIT/DEBIT APPLICATION MENU

REPORT EXAMPLE: PRINT PARAMETERS

```
07/04/2015    12:45:21
=====
Setup Parameters
=====
TPN#: 12300022X

Prompt:
Clerk:                Clerk
Invoice:              Off
Card_Present          On
Fraud_Prevent         Off
-----

Tip:
Mode                  On
Suggested_1           10%
Suggested_2           15%
Suggested_3           20%
Automatic_Num          8
Automatic_Percent      15%
-----

Auto:
Batch:                On
Batch_Time            02:00
Batch_Interval        00:10
Batch_period          01:00
-----

Print_Option_Receipt:
Merchant              1
Customer              1
-----

Print_Option_Report:
Copies                1
-----

Secure_Trans_Type:
Return                On
Void                  On
Authorization          On
Ticket                On
-----

Secure Menu:
Report                Off
Host_Utility          Off
Tip                   Off
Reprint_Receipt        Off
Setup                 Off
-----

AVS:
VIS                   Manually Entered
M/C                   Manually Entered
AMX                   Manually Entered
DIS                   Manually Entered
DNC                   Manually Entered
JCB                   Manually Entered
ENR                   Manually Entered
DBT                   Manually Entered
EBT                   Always On
-----

Merchant
Fee                   0.00

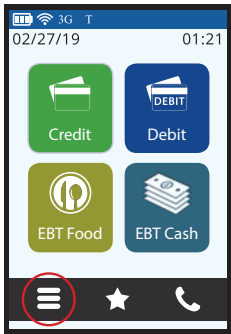
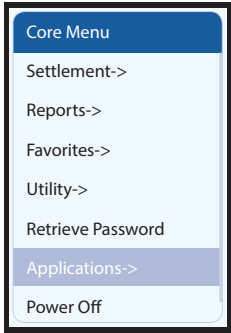
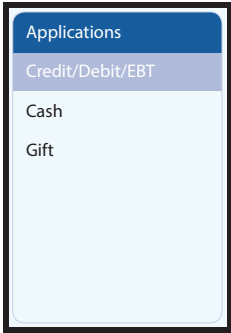
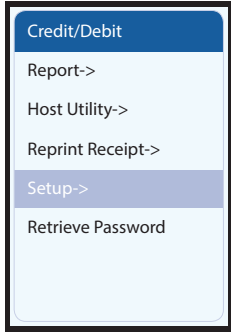
Cashback              500.00
=====
End of Report
```

CREDIT/DEBIT APPLICATION MENU

LANGUAGE

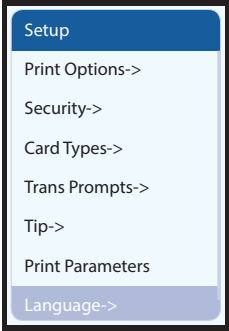
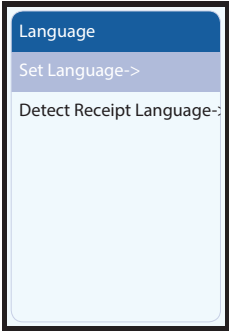
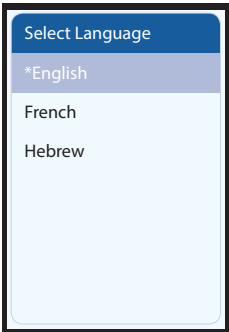
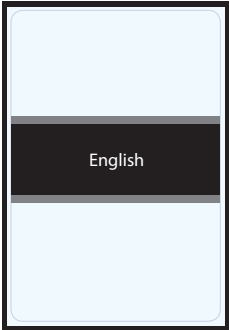


Dejavoo software provides for multiple languages on the display as well as on the language printed on the receipt. Use the steps below to change the language used by your Dejavoo terminal.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

CREDIT/DEBIT APPLICATION MENU

LANGUAGE

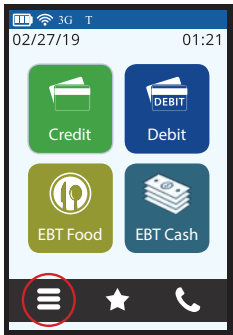
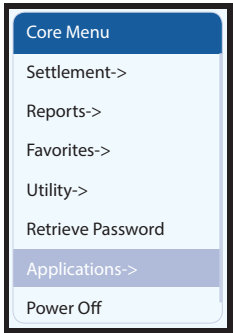
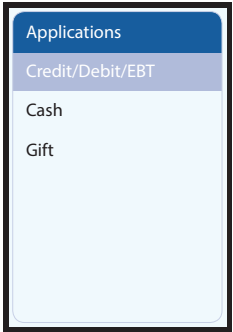
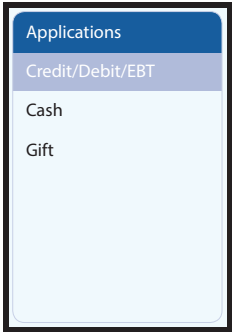
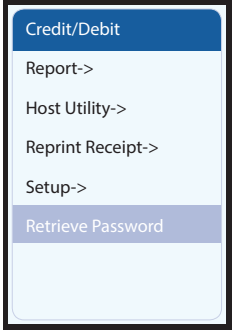
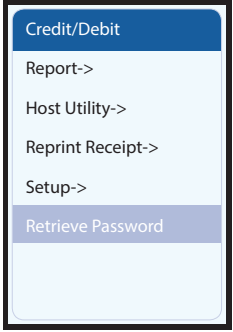
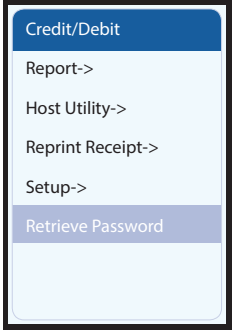
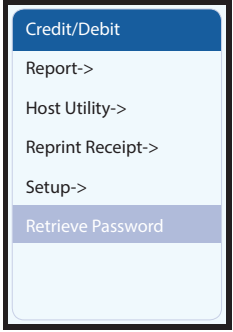
STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight LANGUAGE and press OK.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight SET LANGUAGE and press OK to select SET LANGUAGE to change display language or highlight DETECT RECEIPT LANGUAGE to set receipt language.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑↓ arrow keys to select your preferred language and press OK.	
	Touch Screen	
8	Non Touch Screen	
	The terminal will set the selected language options and return to the Set Up menu.	
	Touch Screen	
	The terminal will set the selected language options and return to the Set Up menu.	

CREDIT/DEBIT APPLICATION MENU

RETRIEVE PASSWORD (CREDIT/DEBIT MENU)





When a password is forgotten it can be retrieved at the terminal. The terminal prompts for the answer to the security information previously provided when the password was first edited from the default password of 1234. Use the steps below to retrieve the terminal password.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight RETRIEVE PASSWORD. If prompted, input manager password, default is 1234.	
	Touch Screen	
	Select RETRIEVE PASSWORD, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	

CREDIT/DEBIT APPLICATION MENU

RETRIEVE PASSWORD (CREDIT/DEBIT MENU)

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	
	Type in the answer to your previously set up SECURE QUESTION using the alphabetic keyboard then press the green OK key.	
	Touch Screen	
6	Non Touch Screen	
	Your password will be displayed on the terminal screen. Terminal returns to the Credit/Debit menu.	
	Touch Screen	
	Your password will be displayed on the terminal screen. Terminal returns to the Credit/Debit menu.	

RESTAURANT ADDENDUM



RESTAURANT ADDENDUM

RESTAURANT SPECIFIC FEATURES



This section describes the transaction flow for Restaurant Credit Card Sales. It includes the following:

- Editing Tips
- Suggested Tip Lines
- Configuring Automatic Tip
- Restaurant Transaction Prompts
- Open/Close Tabs



When processing a restaurant transaction the Server ID can be enabled and disabled. To add tips by Server ID and print reports by Server ID the server ID option must be enabled.

When Restaurant Transaction Prompts are enabled the terminal will prompt for them during the transaction, Restaurant Transaction Prompts are: **Server ID, # of Guests, Table # and Automatic Tip.**

EXAMPLE 1: The Merchant prefers to view his/her reports by SERVER ID so they can manage which servers have the greatest sales and which have opportunity for improvement. They configure and enable SERVER ID.

EXAMPLE 2: There are multiple servers in Restaurant X; tips are added to transactions by server ID. To use this feature, SERVER ID was enabled and configured at the terminal.

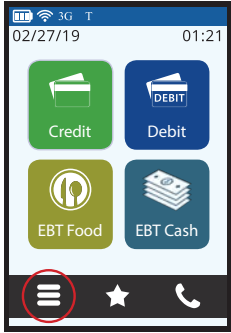
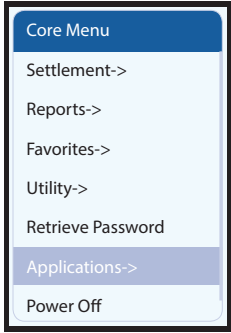
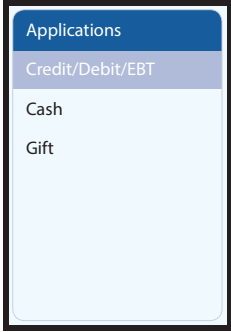
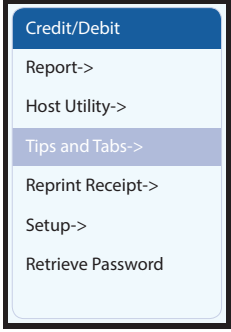
EDITING TIPS

In a restaurant environment it is necessary to go back into the original transaction to add the tip amount left by the consumer. Dejavoo supports four methods of editing tips to a transaction, they are as follows:

- Listing ALL
- Transaction #
- Server ID
- Last 4 Digits

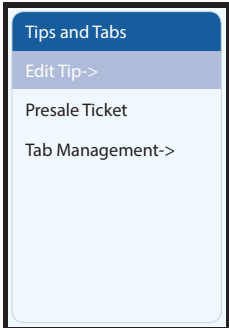
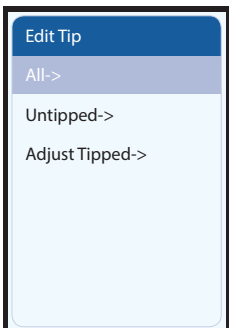
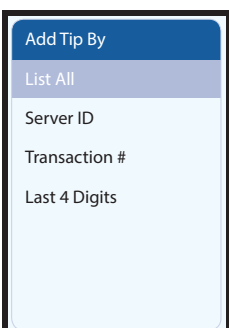
RESTAURANT ADDENDUM

Edit Tips: List ALL

STEP	ACTION	TOUCH SCREEN DISPLAY
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	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

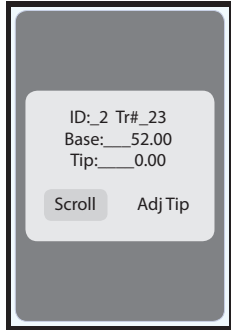
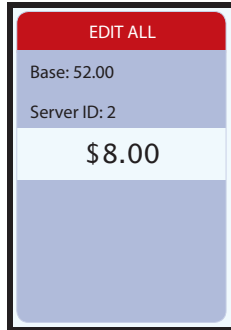
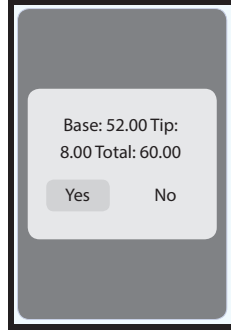
RESTAURANT ADDENDUM

Edit Tips: List ALL

STEP	ACTION			TOUCH SCREEN DISPLAY
5	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight EDIT TIP and press OK.			
	Touch Screen			
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.			
6	Non Touch Screen			
	Search all transactions: Highlight ALL and press ENTER.	Search untipped transactions: Highlight UNTIPPED and press ENTER.	Search transactions where tips were previously added: Highlight ADJUST TIPPED & press ENTER.	
	Touch Screen			
	Search all transactions: Highlight ALL and press ENTER.	Search untipped transactions: Highlight UNTIPPED and press ENTER.	Search transactions where tips were previously added: Highlight ADJUST TIPPED & press ENTER.	
7	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight LIST ALL and press OK.			
	Touch Screen			
	Select LIST ALL, listed in your ADD TIP BY menu, by pressing your terminal screen.			

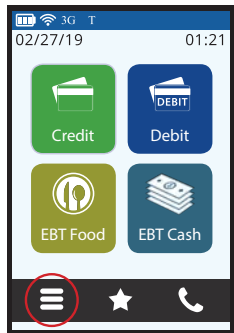
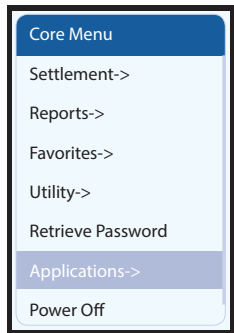
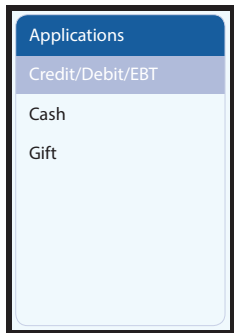
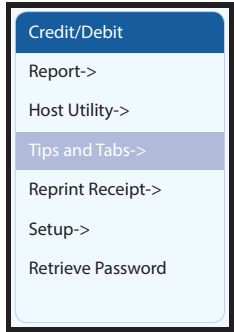
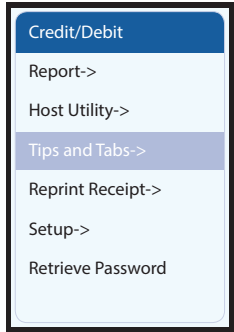
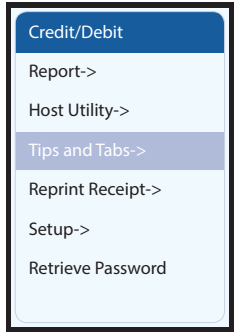
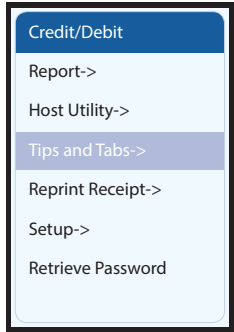
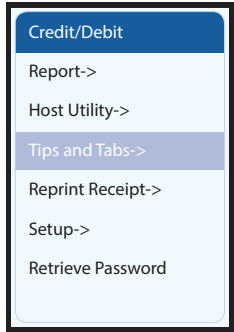
RESTAURANT ADDENDUM

Edit Tips: List ALL

STEP	ACTION		TOUCH SCREEN DISPLAY
8	Non Touch Screen		
	If this IS the transaction you want to add tips to >	Press F4 key to adjust the tip.	
	If this IS NOT the transaction you want to add tips to >	Press F2 key to scroll to the next transaction until the desired transaction is displayed. Once the desired transaction appears on the screen, press F4.	
	Touch Screen		
	If this IS the transaction you want to add tips to >	Press ADJ TIP key to adjust the tip.	
	If this IS NOT the transaction you want to add tips to >	Press SCROLL key to scroll to the next transaction until the desired transaction is displayed. Once the desired transaction appears on the screen press ADJ TIP to adjust the tip..	
9	Non Touch Screen		
	Using your keypad, enter the Tip amount as indicated by the customer on the signed merchant receipt copy and press OK.		
	Touch Screen		
	Using your keypad, enter the Tip amount as indicated by the customer on the signed merchant receipt copy and press OK.		
10	Non Touch Screen		
	Confirm the tip amount by selecting F2 for YES or F2 for NO. The screen will confirm that the adjusted tip is a success and return to the idle prompt.		
	Touch Screen		
	Confirm the tip amount by selecting YES or NO. The screen will confirm that the adjusted tip is a success and return to the idle prompt.		

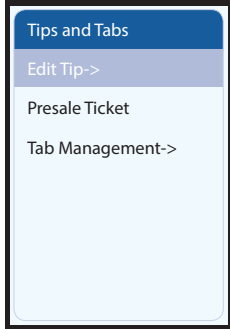
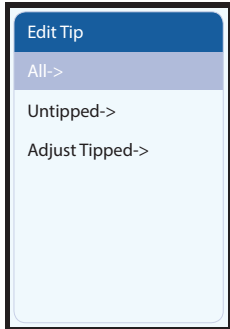
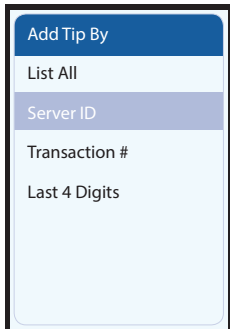
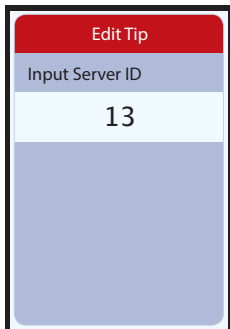
RESTAURANT ADDENDUM

Edit Tips: By Server ID

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight TIPS AND TABS. If prompted, input manager password, default is 1234.	
	Touch Screen	
4	Non Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
4	Non Touch Screen	
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	
4	Non Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
4	Non Touch Screen	
	Select TIPS AND TABS, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	

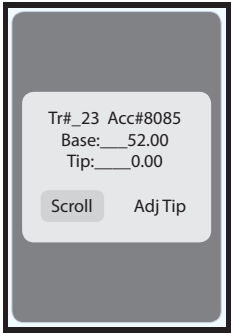
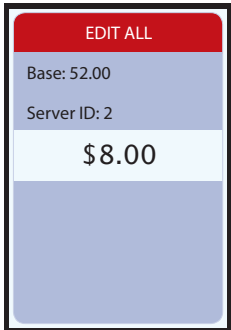
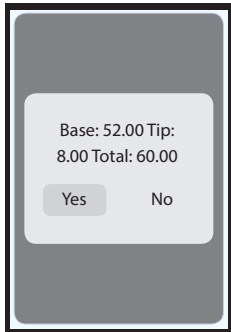
RESTAURANT ADDENDUM

Edit Tips: By Server ID

STEP	ACTION			TOUCH SCREEN DISPLAY
5	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight EDIT TIP and press OK.			
	Touch Screen			
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.			
6	Non Touch Screen			
	Search all transactions: Highlight ALL and press ENTER.	Search untipped transactions: Highlight UNTIPPED and press ENTER.	Search transactions where tips were previously added: Highlight ADJUST TIPPED & press ENTER.	
	Touch Screen			
	Search all transactions: Highlight ALL and press ENTER.	Search untipped transactions: Highlight UNTIPPED and press ENTER.	Search transactions where tips were previously added: Highlight ADJUST TIPPED & press ENTER.	
7	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight SERVER ID and press OK.			
	Touch Screen			
	Select SERVER ID, listed in your ADD TIP BY menu, by pressing your terminal screen.			
8	Non Touch Screen			
	Use your keypad to enter the SERVER ID number you are adding tips for and press OK.			
	Touch Screen			
	Use your keypad to enter the SERVER ID number you are adding tips for and press OK.			

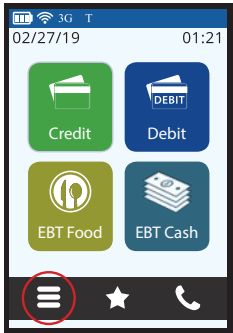
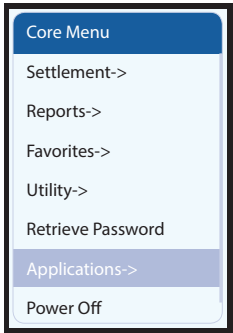
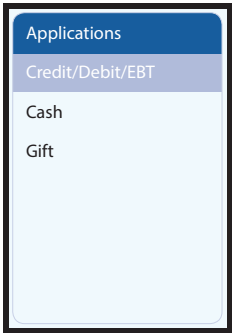
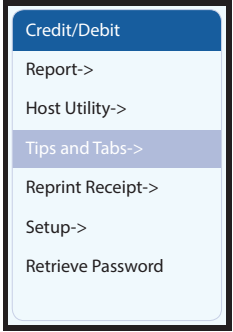
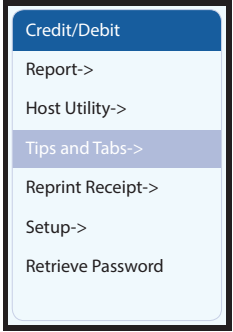
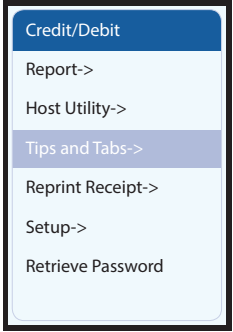
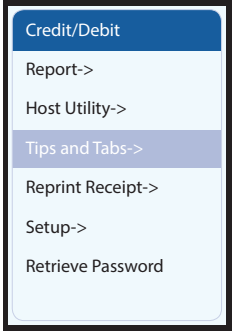
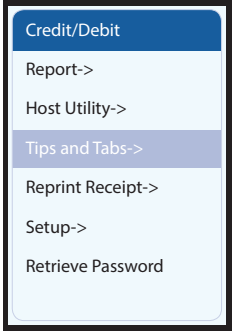
RESTAURANT ADDENDUM

Edit Tips: By Server ID

STEP	ACTION		TOUCH SCREEN DISPLAY
9	Non Touch Screen		
	If this IS the transaction you want to add tips to >	Press F4 key to adjust the tip.	
	If this IS NOT the transaction you want to add tips to >	Press F2 key to scroll to the next transaction until the desired transaction is displayed. Once the desired transaction appears on the screen, press F4.	
	Touch Screen		
	If this IS the transaction you want to add tips to >	Press ADJ TIP key to adjust the tip.	
	If this IS NOT the transaction you want to add tips to >	Press SCROLL key to scroll to the next transaction until the desired transaction is displayed. Once the desired transaction appears on the screen press ADJ TIP to adjust the tip.	
10	Non Touch Screen		
	Using your keypad, enter the Tip amount as indicated by the customer on the signed merchant receipt copy and press OK.		
	Touch Screen		
	Using your keypad, enter the Tip amount as indicated by the customer on the signed merchant receipt copy and press OK.		
11	Non Touch Screen		
	Confirm the tip amount by selecting F2 for YES or F2 for NO. The screen will confirm that the adjusted tip is a success and return to the idle prompt.		
	Touch Screen		
	Confirm the tip amount by selecting YES or NO. The screen will confirm that the adjusted tip is a success and return to the idle prompt.		

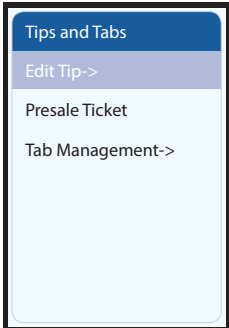
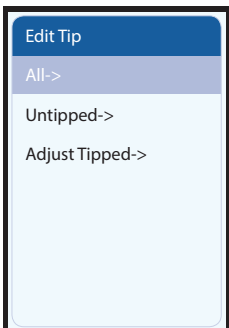
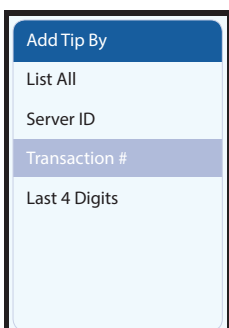
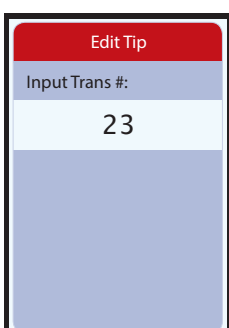
RESTAURANT ADDENDUM

Edit Tips: By Transaction Number

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	<p>Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.</p>	
2	Touch Screen	
	<p>Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.</p>	
3	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.</p>	
4	Touch Screen	
	<p>Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.</p>	
4	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.</p>	
4	Touch Screen	
	<p>Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.</p>	
4	Non Touch Screen	
	<p>Use the ↑↓ arrow keys to locate and highlight TIPS AND TABS. If prompted, input manager password, default is 1234.</p>	
4	Touch Screen	
	<p>Select TIPS AND TABS, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.</p>	

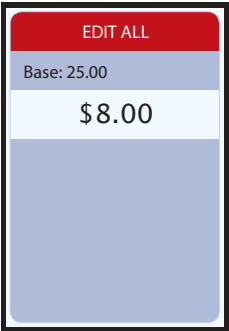
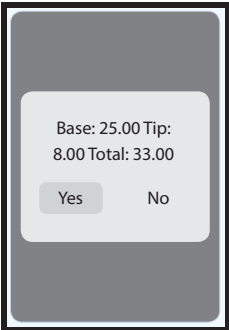
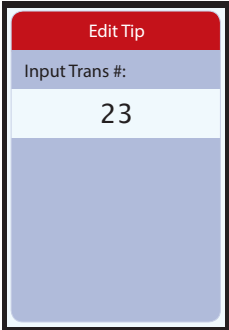
RESTAURANT ADDENDUM

Edit Tips: By Transaction Number

STEP	ACTION			TOUCH SCREEN DISPLAY
5	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight EDIT TIP and press OK.			
	Touch Screen			
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.			
6	Non Touch Screen			
	Search all transactions: Highlight ALL and press ENTER.	Search untipped transactions: Highlight UNTIPPED and press ENTER.	Search transactions where tips were previously added: Highlight ADJUST TIPPED & press ENTER.	
	Touch Screen			
	Search all transactions: Highlight ALL and press ENTER.	Search untipped transactions: Highlight UNTIPPED and press ENTER.	Search transactions where tips were previously added: Highlight ADJUST TIPPED & press ENTER.	
7	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight TRANSACTION # and press OK.			
	Touch Screen			
	Select TRANSACTION #, listed in your ADD TIP BY menu, by pressing your terminal screen.			
8	Non Touch Screen			
	Using your keypad, enter the TRANSACTION # you are adding tips for then press OK.			
	Touch Screen			
	Using your keypad, enter the TRANSACTION # you are adding tips for then press OK.			

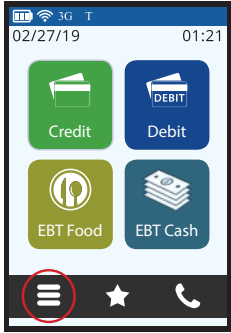
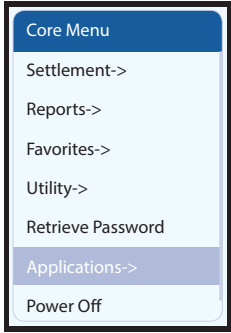
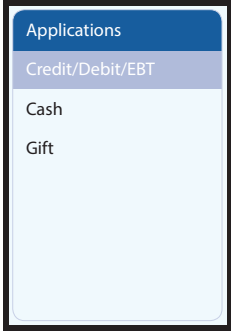
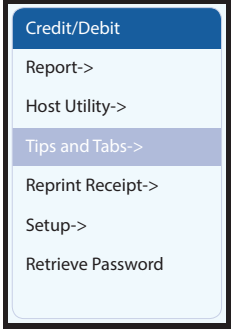
RESTAURANT ADDENDUM

Edit Tips: By Transaction Number

STEP	ACTION		TOUCH SCREEN DISPLAY
9	Non Touch Screen		
	Using your keypad, enter the tip amount and press OK.		
	Touch Screen		
	Using your keypad, enter the tip amount and press OK.		
10	Non Touch Screen		
	For Magic: Press the ↑ key for YES if the amounts are correct or press the ↓ key for NO to make corrections.	For V Series: Press F2 for YES if the amounts are correct or press F4 for NO to make corrections.	
	Touch Screen		
	Press YES if the amounts are correct and press NO to make corrections.		
11	Non Touch Screen		
	The terminal will display INPUT TRANSACTION #, to add tips to more transactions repeat steps 8-10. When finished adding tips press the red X Key until the terminal returns to the idle prompt.		
	Touch Screen		
	The terminal will display INPUT TRANSACTION #, to add tips to more transactions repeat steps 8-10. When finished adding tips press the red X Key until the terminal returns to the idle prompt.		

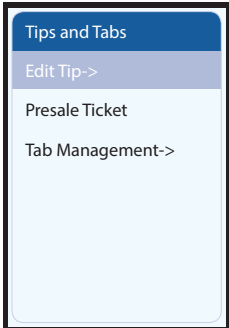
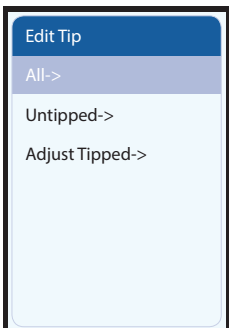
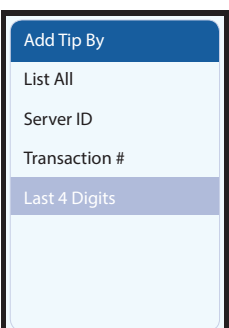
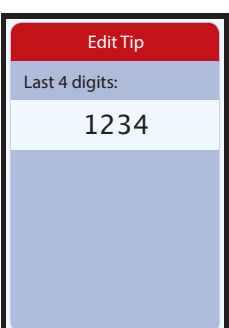
RESTAURANT ADDENDUM

Edit Tips: By Last 4 Digits

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

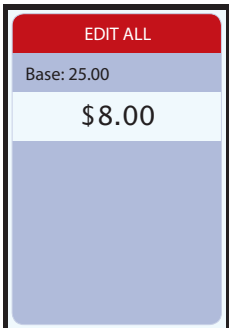
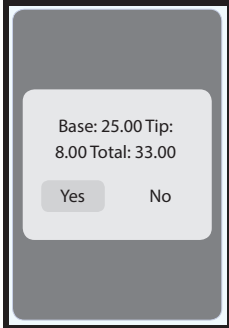
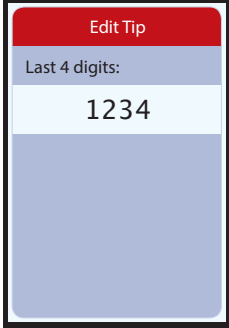
RESTAURANT ADDENDUM

Edit Tips: By Last 4 Digits

STEP	ACTION			TOUCH SCREEN DISPLAY
5	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight EDIT TIP and press OK.			
	Touch Screen			
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.			
6	Non Touch Screen			
	Search all transactions: Highlight ALL and press ENTER.	Search untipped transactions: Highlight UNTIPPED and press ENTER.	Search transactions where tips were previously added: Highlight ADJUST TIPPED & press ENTER.	
	Touch Screen			
	Search all transactions: Highlight ALL and press ENTER.	Search untipped transactions: Highlight UNTIPPED and press ENTER.	Search transactions where tips were previously added: Highlight ADJUST TIPPED & press ENTER.	
7	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight LAST 4 DIGITS and press OK.			
	Touch Screen			
	Select LAST 4 DIGITS, listed in your ADD TIP BY menu, by pressing your terminal screen.			
8	Non Touch Screen			
	Using the keypad input the LAST 4 DIGITS of the transactions card # you are adding tips for then press OK.			
	Touch Screen			
	Using the keypad input the LAST 4 DIGITS of the transactions card # you are adding tips for then press OK.			

RESTAURANT ADDENDUM

Edit Tips: By Last 4 Digits

STEP	ACTION		TOUCH SCREEN DISPLAY
9	Non Touch Screen		
	Using your keypad, enter the tip amount and press OK.		
	Touch Screen		
	Using your keypad, enter the tip amount and press OK.		
10	Non Touch Screen		
	For Magic: Press the ↑ key for YES if the amounts are correct or press the ↓ key for NO to make corrections.	For V Series: Press F2 for YES if the amounts are correct or press F4 for NO to make corrections.	
	Touch Screen		
	Press YES if the amounts are correct and press NO to make corrections.		
11	Non Touch Screen		
	The terminal will display the LAST 4 DIGITS, to add tips to more transactions repeat steps 8-10. When finished adding tips press the red X Key until the terminal returns to the idle prompt.		
	Touch Screen		
	The terminal will display the LAST 4 DIGITS, to add tips to more transactions repeat steps 8-10. When finished adding tips press the red X Key until the terminal returns to the idle prompt.		

RESTAURANT ADDENDUM

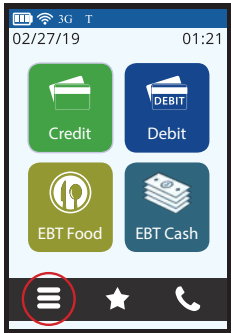
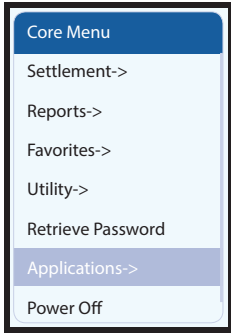
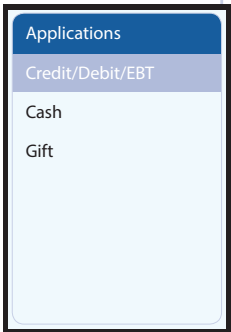
Suggested Tip Lines



The terminal will calculate and print up to three suggested tip amounts on the bottom of receipt based on the percentages configured at the terminal. Set Suggested Tips to 0% to disable this feature.

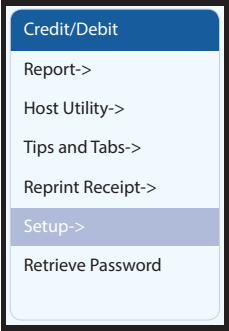
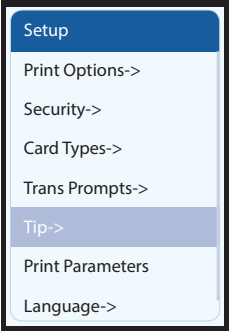
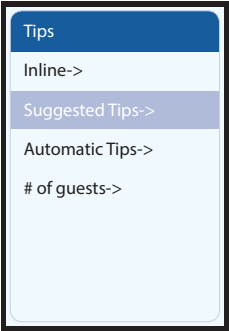
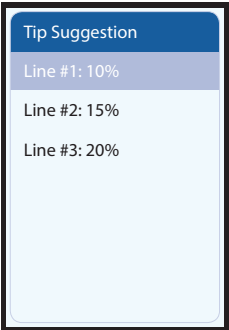


EXAMPLE: ABC Restaurant has configured their Dejavoo terminal to print 3 suggested tip lines at the bottom of the customer's receipt providing the customer with an instant "tip guide" for what the gratuity would be at 10%, 15% and 18%.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

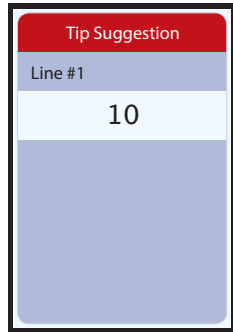
RESTAURANT ADDENDUM

Suggested Tip Lines

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight TIP.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight SUGGESTED TIPS. Once highlighted, press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	Press OK to select Line 1.	
	Touch Screen	
	Press Line 1 on your terminal screen.	

RESTAURANT ADDENDUM

Suggested Tip Lines

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Use the keypad to input the desired percentage for Suggested Tip Line #1 and press OK. Repeat Steps 7 and 8 for Tip Lines #2 and #3 as desired.	
	Touch Screen	
	Use the keypad to input the desired percentage for Suggested Tip Line #1 and press OK. Repeat Steps 7 and 8 for Tip Lines #2 and #3 as desired.	

Receipt Example: Suggested Tip Line

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

12/07/19 08:09
Trans #: 1 Batch #: 1

SALE

Acct: *****5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa

AMOUNT: \$60.99

TIP AMT: \$____.____

TOTAL AMT: \$____.____

Tip Sugg. 1: 10% \$6.09
Tip Sugg. 2: 15% \$9.14
Tip Sugg. 3: 20% \$10.97

Resp: Approved
Code: 123456

(Disclaimer here)

James Gordon
Customer Name

MERCHANT COPY

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

12/07/19 08:09
Trans #: 1 Batch #: 1

SALE

Acct: *****5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa

AMOUNT: \$60.99

TIP AMT: \$____.____

TOTAL AMT: \$____.____

Tip Sugg. 1: 10% \$6.09
Tip Sugg. 2: 15% \$9.14
Tip Sugg. 3: 20% \$10.97

Resp: Approved
Code: 123456

Refunds accepted with receipt
www.abcstore.com

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RESTAURANT ADDENDUM

Automatic Tip



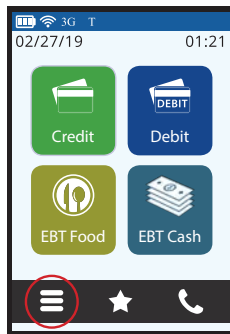
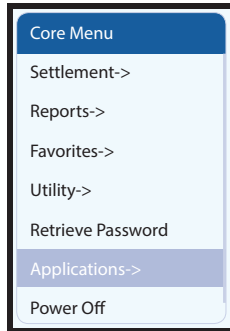
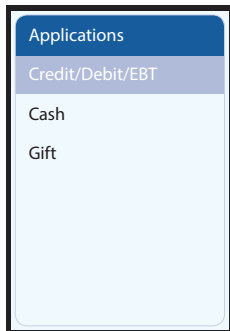
The terminal will automatically add a tip percentage to a transaction that exceeds a preconfigured threshold # of guests in a party. Use the chart below to configure the automatic tip thresholds.



After Automatic Tip is configured it is necessary to enable the transaction prompt for # of Guests. For steps on enabling transaction prompts see Restaurant Transaction Prompts in this document.

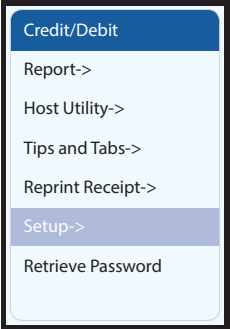
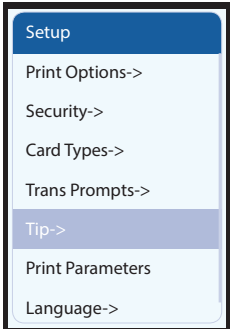
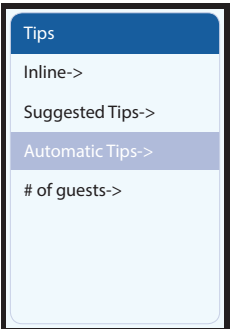
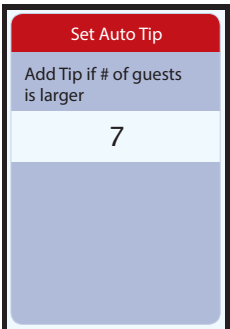
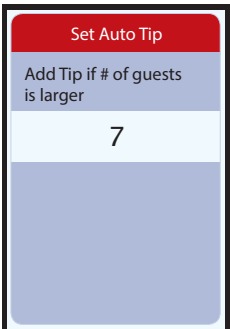


EXAMPLE: ABC Restaurant configured their Dejavoo terminal for automatic tip to accommodate their “large party” policy which is: 15% GRATUITY IS ADDED FOR ALL PARTIES OF 8 OR MORE.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

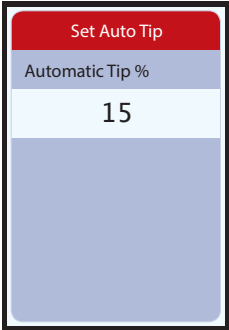
RESTAURANT ADDENDUM

Automatic Tip

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight TIP.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight AUTOMATIC TIPS. Once highlighted, press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	Use the numeric keypad to input the threshold for the maximum number of guests in a party before the automatic tip will be added. Press OK key. Note: If you input 7 – the terminal will add tip for 8 or more guests automatically.	
	Touch Screen	
7	Non Touch Screen	
	Use the numeric keypad to input the threshold for the maximum number of guests in a party before the automatic tip will be added. Press OK key. Note: If you input 7 – the terminal will add tip for 8 or more guests automatically.	
	Touch Screen	

RESTAURANT ADDENDUM

Automatic Tip

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen Use the numeric keypad to input the desired percentage to automatically charge when the # of guests threshold is exceeded. Press OK key. The terminal returns to the TIP menu. Note: If you set the # of guest threshold to 7 and the tip percentage at 15% – the terminal will add 15% tip automatically for parties of 8 or more.	
	Touch Screen Use the numeric keypad to input the desired percentage to automatically charge when the # of guests threshold is exceeded. Press OK key. The terminal returns to the TIP menu. Note: If you set the # of guest threshold to 7 and the tip percentage at 15% – the terminal will add 15% tip automatically for parties of 8 or more.	

Receipt Example: Automatic Tip

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

12/07/19 08:09
Trans #: 1 Batch #: 1

SALE

Acct: *****5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa
Guests: 8
GRATUITY 15%: 24.61
BASE AMT: \$164.38
AMOUNT: \$188.99

TIP AMT: \$____.____

TOTAL AMT: \$____.____

Resp: Approved
Code: 123456

(Disclaimer here)

James Gordon
Customer Name

MERCHANT COPY

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

12/07/19 08:09
Trans #: 1 Batch #: 1

SALE

Acct: *****5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa
Guests: 8
GRATUITY 15%: 24.61
BASE AMT: \$164.38
AMOUNT: \$188.99

TIP AMT: \$____.____

TOTAL AMT: \$____.____

Resp: Approved
Code: 123456

Refunds accepted with receipt
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RESTAURANT ADDENDUM

RESTAURANT TRANSACTION PROMPTS



The Transaction Prompts menu option allows the user to disable and enable Industry specific prompts during the transaction. Restaurant Specific Options Include:

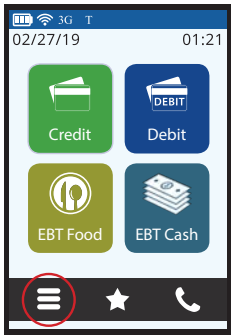
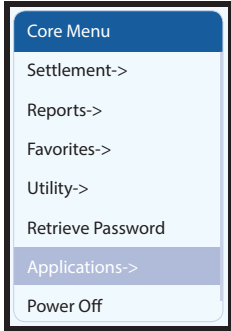
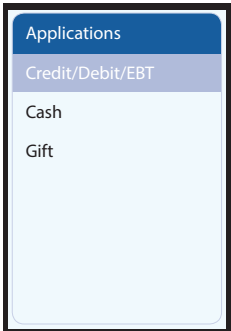
- Server ID
- Configure Personnel
- Table #
- # of Guests



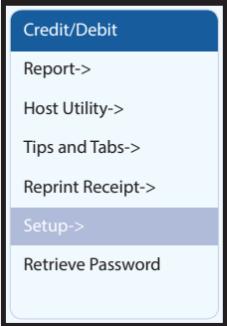
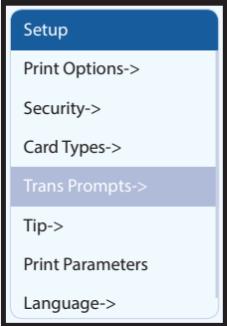
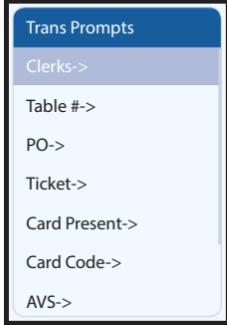
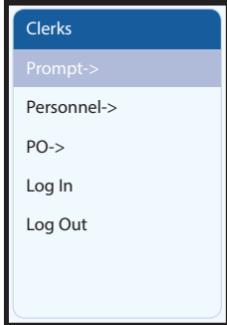
If prompts are turned off information specific to that prompt will not be captured and not be available on reports. For example, if you wish to capture Table #'s on reports you will first need to enable the Table # transaction prompt.

Server ID

Use the chart below to enable or disable the Server ID prompt during a transaction. To associate the Servers name to their ID and have it appear on reports and receipts, see Configure Server Name in this document.

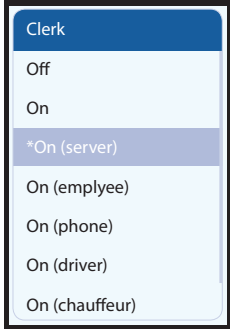

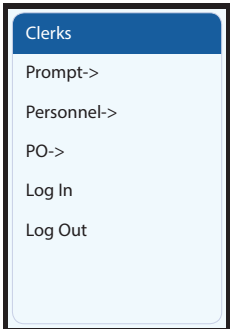
STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

RESTAURANT ADDENDUM

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Touch Screen	
5	Non Touch Screen	
	Touch Screen	
6	Non Touch Screen	
	Touch Screen	
7	Non Touch Screen	
	Touch Screen	

RESTAURANT ADDENDUM

Server ID

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight ON (SERVER). Once highlighted, press the green OK key.	
	Touch Screen	
	Select ON (SERVER) to prompt for Server ID during the transaction.	
9	Non Touch Screen	
	Your selection will be confirmed.	
	Touch Screen	
	Your selection will be confirmed.	
10	Non Touch Screen	
	Transaction Prompt Server ID has been configured, the terminal returns to the CLERKS Menu.	
	Touch Screen	
	Transaction Prompt Server ID has been configured, the terminal returns to the CLERKS Menu.	

RESTAURANT ADDENDUM

Configure Personnel



The Personnel option is used to configure a persons name to their individual Server ID. This configuration provides name identification on reports and receipts for each employee using the terminal.

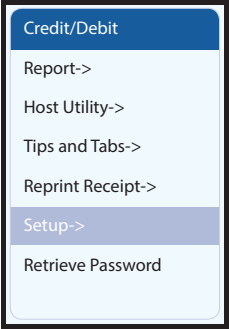
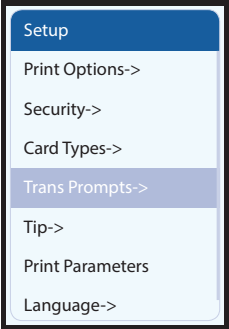
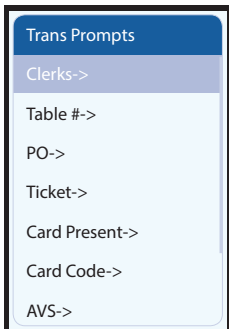
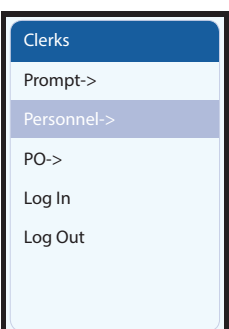




EXAMPLE: The merchant wants to print a daily report sorted by each Server's name because they had previously enable the prompt for Server ID and configured Personnel options the report prints showing each Server's Name. i.e.: Clerk: (1) Lisa

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
2	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

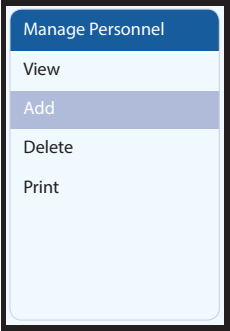
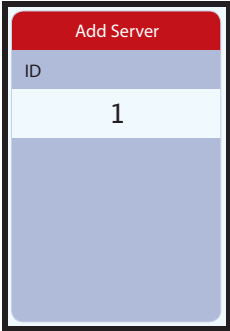
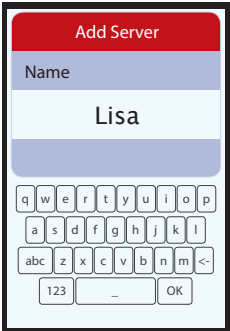
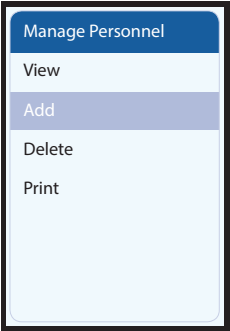
RESTAURANT ADDENDUM

Configure Personnel

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight TRANS PROMPTS.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight CLERKS. Once highlighted, press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight PERSONNEL. Once highlighted, press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight PERSONNEL. Once highlighted, press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight PERSONNEL. Once highlighted, press the green OK key.	
	Touch Screen	

RESTAURANT ADDENDUM

Configure Personnel

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight ADD. Once highlighted, press the green OK key.	
	Touch Screen	
	Select ADD, listed in your MANAGE PERSONNEL menu, by pressing your terminal screen.	
9	Non Touch Screen	
	Using the keypad, enter the the unique number for this Server, Clerk or Employee.	
	Touch Screen	
	Using the keypad, enter the the unique number for this Server, Clerk or Employee.	
10	Non Touch Screen	
	Using the multi-tap method* on the alphanumeric keypad, enter the person's name associated with the ID # from Step 9 and press OK. *Note: find the right letter on the keypad then press that key until the correct letter cycles. Repeat until desired name is visible on the display.	
	Touch Screen	
	Using the screen keyboard enter the person's name associated with the ID # from Step 9 and press OK. Personnel has been configured, the terminal returns to the MANAGE PERSONNEL menu.	
11	Non Touch Screen	
	Personnel has been configured, the terminal returns to the MANAGE PERSONNEL menu.	
	Touch Screen	
	Personnel has been configured, the terminal returns to the MANAGE PERSONNEL menu.	

RESTAURANT ADDENDUM

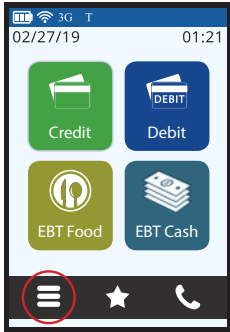
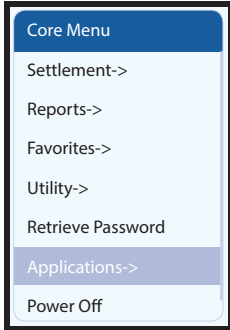
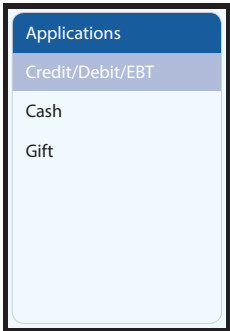
Table



Use the chart below to enable or disable the Table # prompt during a transaction.

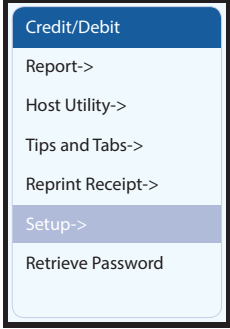
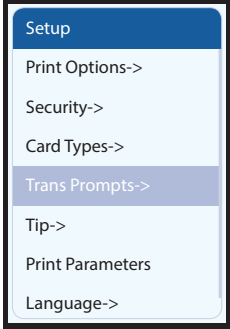
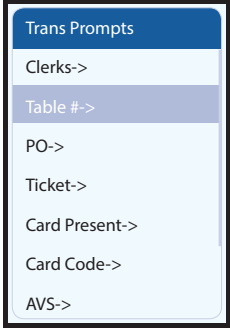
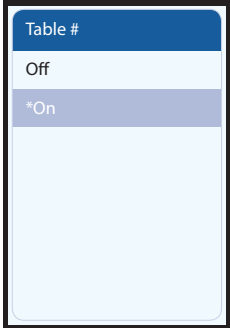
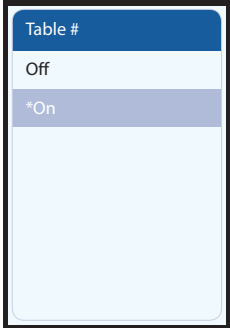
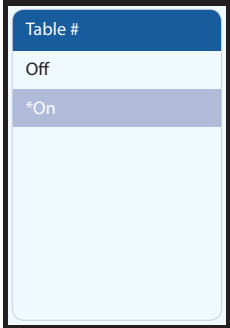


EXAMPLE: The merchant wants to print a daily report sorted by Table # so they can identify which sections of their restaurant generates greater revenue – because they had previously enabled the transaction prompt for Table # the merchant is able to print report transaction data sorted by Table #. i.e.: Table #: 6

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

RESTAURANT ADDENDUM

Table #

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight TRANS PROMPTS.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight TABLE #. Once highlighted, press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight ON. Once highlighted, press the green OK key. The Transaction Prompt Table # has been configured, the terminal returns to the previous menu.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight ON. Once highlighted, press the green OK key. The Transaction Prompt Table # has been configured, the terminal returns to the previous menu.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight ON. Once highlighted, press the green OK key. The Transaction Prompt Table # has been configured, the terminal returns to the previous menu.	
	Touch Screen	

RESTAURANT ADDENDUM

Of Guests

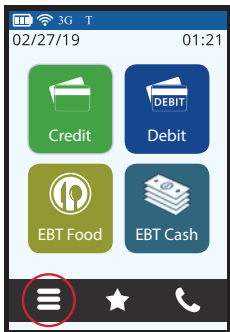
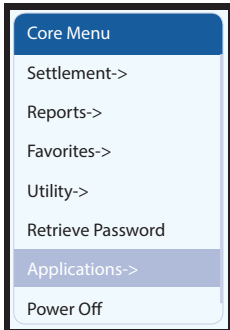
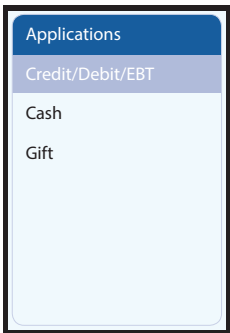


Use the chart below to enable or disable the # of Guest prompt during a transaction.



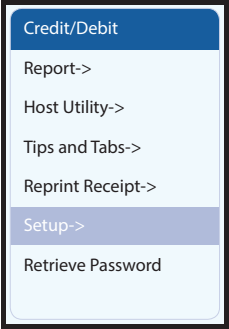
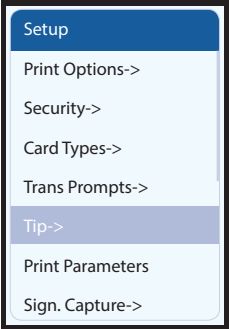
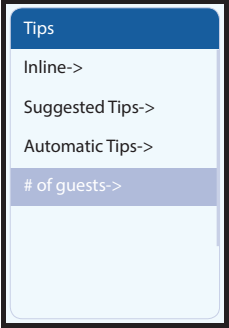
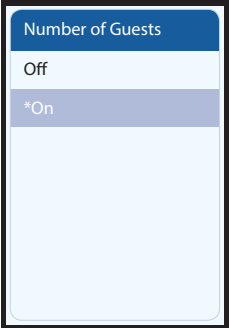
The # of Guest transaction prompt allows the merchant to track how many guests dine in the restaurant. If the merchant enables Table # and # of Guests it allows the merchant to effectively track sections of their restaurant.

* This prompt must be enabled to use the automatic tip feature. For more information see Automatic tip in this document.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	

RESTAURANT ADDENDUM

Of Guests

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight TIP and press the OK key.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight # OF GUESTS. Once highlighted, press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight ON. Once highlighted, press the green OK key. The Transaction Prompt # Of Guests has been configured, the terminal returns to the previous menu.	
	Touch Screen	
	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight ON. Once highlighted, press the green OK key. The Transaction Prompt # Of Guests has been configured, the terminal returns to the previous menu.	
	Touch Screen	
	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight ON. Once highlighted, press the green OK key. The Transaction Prompt # Of Guests has been configured, the terminal returns to the previous menu.	
	Touch Screen	

RESTAURANT ADDENDUM

TAB MANAGEMENT



The Tab Management options are used to Open and Close tabs in the current batch.

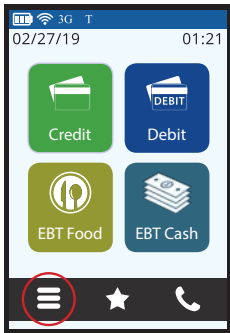
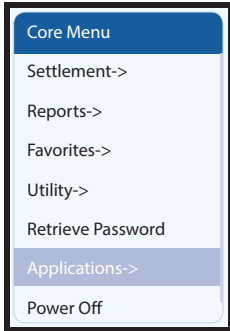
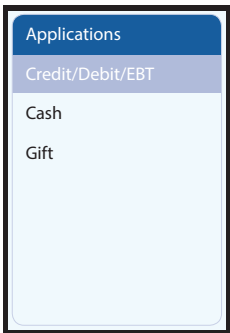


Tabs are most often used in a Restaurant/Bar location.

Open Bar Tab

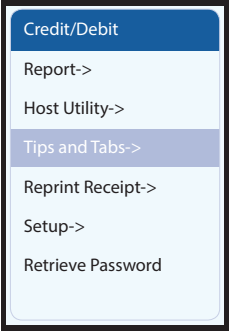
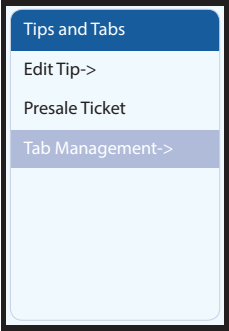
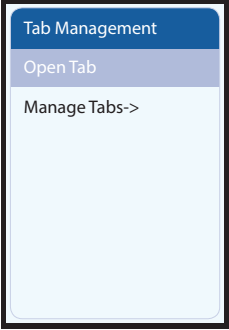
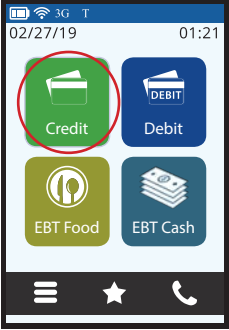
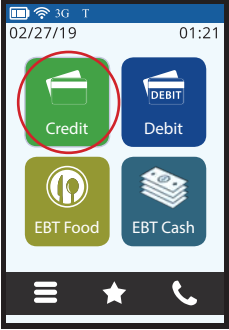


Use the chart below to initiate opening a Bar Tab. To close the tab see CLOSE BAR TAB in this document. To add tips to a tab transaction see EDIT TIPS in this document.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
	Touch Screen	
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	


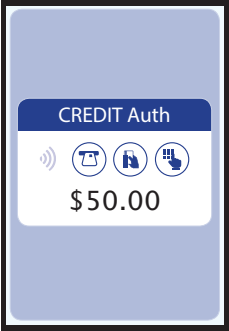
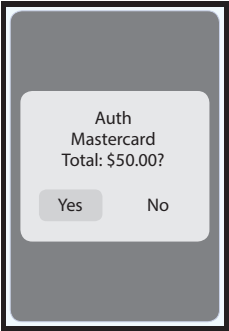
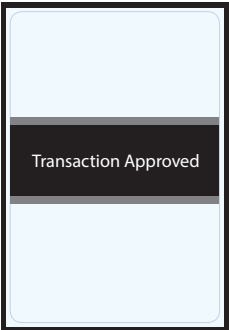
RESTAURANT ADDENDUM

Open Bar Tab

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight TIPS AND TABS. If prompted, input manager password, default is 1234.	
	Touch Screen	
5	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight TAB MANAGEMENT and press the OK key.	
	Touch Screen	
6	Non Touch Screen	
	Use the ↑ ↓ arrow keys to locate and highlight OPEN TAB. Once highlighted, press the green OK key.	
	Touch Screen	
7	Non Touch Screen	
	Your terminal will then return to the home screen.	
	Touch Screen	
7	Non Touch Screen	
	Your terminal will then return to the home screen. Press the CREDIT icon and then the SALE icon on the next screen to create your Open Tab.	

RESTAURANT ADDENDUM

Open Bar Tab

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	
	Enter the amount to be added to the tab using your keypad and press OK.	
	Touch Screen	
	Enter the amount of your Open Tab and press the OK key.	
9	Non Touch Screen	
	Swipe the credit card the tab is to be opened on.	
	Touch Screen	
	Swipe the credit card the tab is to be opened on.	
10	Non Touch Screen	
	Press F2 for YES, to confirm the return amount. Press F4 for NO and the sale will be aborted.	
	Touch Screen	
	Press YES to confirm the return amount. Press NO and the sale will be aborted.	
11	Non Touch Screen	
	The terminal flashes the host response, opens the tab and prints merchant receipt. Once completed the terminal will return to idle prompt.	
	Touch Screen	
	The terminal flashes the host response, opens the tab and prints merchant receipt. Once completed the terminal will return to idle prompt.	

RESTAURANT ADDENDUM

Restaurant Receipt Example: Open Bar Tab

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

12/07/19 08:09
Trans #: 1 Batch #: 1
Server #: (4) Lucy

AUTHORIZATION ONLY

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

AMOUNT: \$50.00

Resp: Approved
Code: 123456

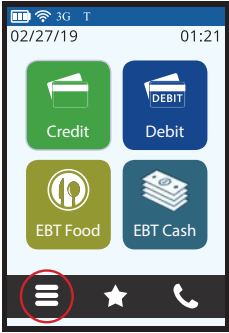
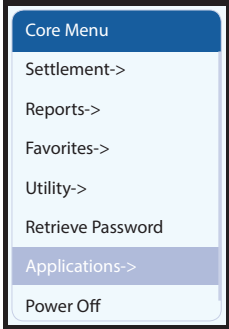
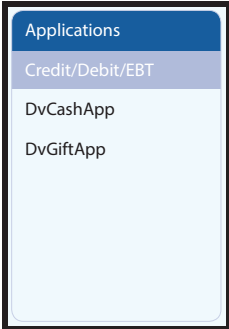
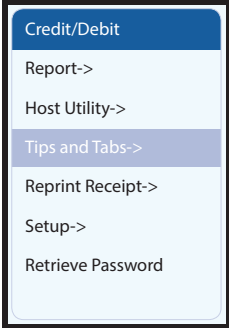
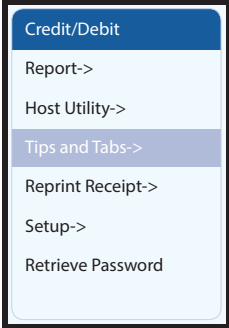
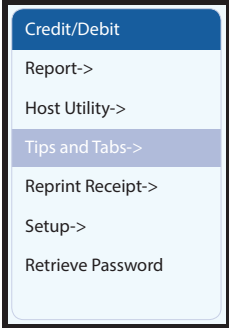
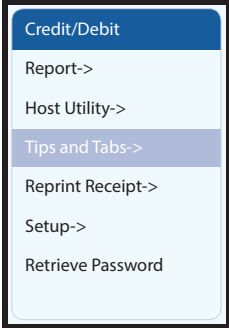
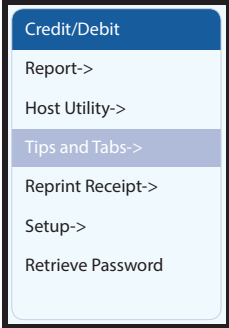
MERCHANT COPY

RESTAURANT ADDENDUM

Close Bar Tab

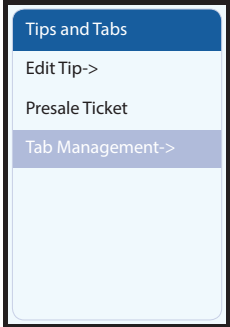
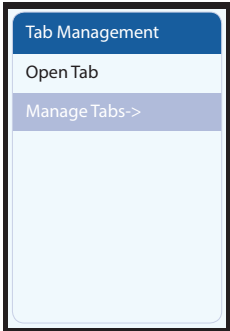
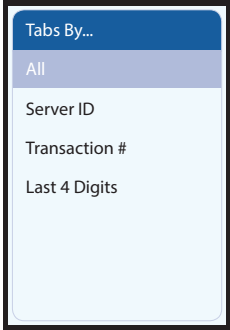
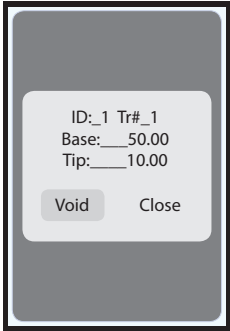


Use the chart below to initiate closing a Bar Tab. To learn how to open a tab see OPEN BAR TAB in this document. To add tips to a tab transaction see EDIT TIPS in this document.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the ↑↓ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	
2	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	
3	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
4	Touch Screen	
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	
4	Touch Screen	
	Select Credit/Debit/EBT, listed in your APPLICATIONS menu, by pressing your terminal screen.	
4	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight TIPS AND TABS. If prompted, input manager password, default is 1234.	
4	Touch Screen	
	Select TIPS AND TABS, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	

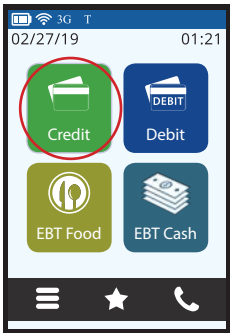

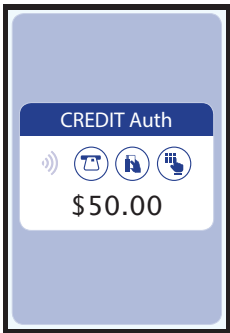
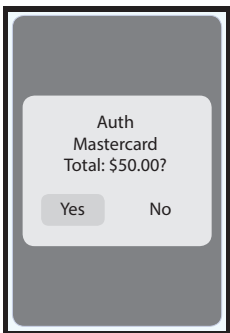
RESTAURANT ADDENDUM

Close Bar Tab

STEP	ACTION				TOUCH SCREEN DISPLAY
5	Non Touch Screen				
	Use the ↑↓ arrow keys to locate and highlight TAB MANAGEMENT and press the OK key.				
	Touch Screen				
	Select TAB MANAGEMENT listed in your TIPS AND TABS menu, by pressing your terminal screen.				
6	Non Touch Screen				
	Use the ↑↓ arrow keys to locate and highlight MANAGE TABS and press the OK key.				
	Touch Screen				
	Select MANAGE TABS, listed in your TAB MANAGEMENT menu.				
7	Non Touch Screen				
	Search all transactions: Highlight ALL and press ENTER.	Search by Server ID: Highlight SERVER ID and press ENTER.	Search by Transaction #: Highlight TRANSACTION # and press ENTER.	Search by Last 4 Digits of Card: Highlight LAST 4 DIGITS and press ENTER.	
	Touch Screen				
	Search all transactions: Highlight ALL and press ENTER.	Search by Server ID: Highlight SERVER ID and press ENTER.	Search by Transaction #: Highlight TRANSACTION # and press ENTER.	Search by Last 4 Digits of Card: Highlight LAST 4 DIGITS and press ENTER.	
8	Non Touch Screen				
	For Magic: Press the ↓ key to CLOSE.		For V Series: Press F4 key to CLOSE.		
	Touch Screen				
	Press VOID or CLOSE.				

RESTAURANT ADDENDUM

Close Bar Tab

STEP	ACTION	TOUCH SCREEN DISPLAY
9	Non Touch Screen	
	Your terminal will then return to the home screen.	
	Touch Screen	
10	Non Touch Screen	
	Enter the amount the tab is to be closed for then press OK.	
	Touch Screen	
11	Non Touch Screen	
	Swipe the credit card used to originally open the tab so that the tab can now be closed.	
	Touch Screen	
12	Non Touch Screen	
	Press F2 for YES, to confirm the return amount. Press F4 for NO and the sale will be aborted. The terminal communicates out for approval, closes the tab and prints a merchant receipt.	
	Touch Screen	
12	Press YES to confirm the return amount. Press NO and the transaction will be aborted. The terminal communicates out for approval, closes the tab and prints a merchant receipt.	

RESTAURANT ADDENDUM

Restaurant Receipt Example: Close Bar Tab

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

12/07/19 08:09
Trans #: 1 Batch #: 1
Server: (4) Lucy

TICKET ONLY

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

AMOUNT: \$44.99

TIP AMT: \$____.____

TOTAL AMT: \$____.____

POST AUTH
Code: 123456

(Disclaimer here)

James Gordon

Customer Name

MERCHANT COPY

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

12/07/19 08:09
Trans #: 1 Batch #: 1
Invoice #: 105
Clerk #: 4

TICKET ONLY

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

AMOUNT: \$44.99

TIP AMT: \$____.____

TOTAL AMT: \$____.____

POST AUTH
Code: 123456

Refunds accepted with receipt
www.abcstore.com

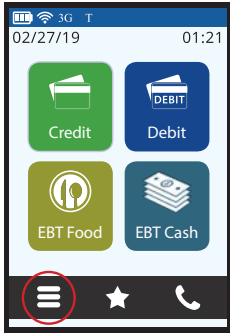
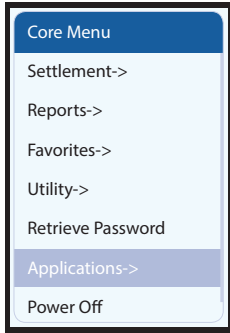
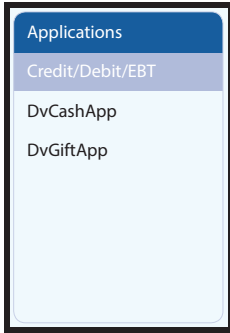
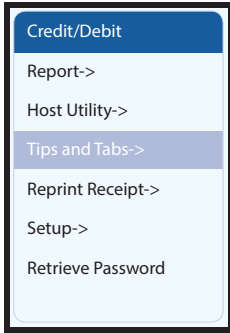
CUSTOMER COPY

RESTAURANT ADDENDUM

Void Open Bar Tab

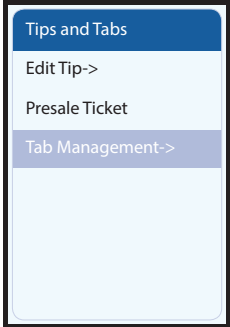
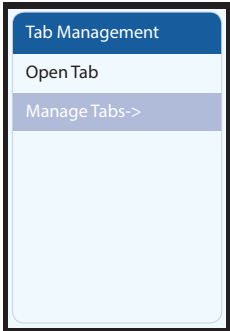
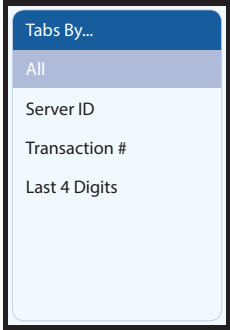
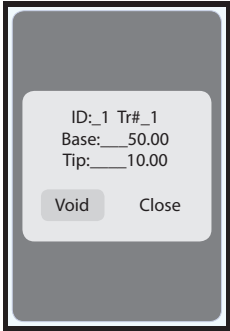


Use the chart below to void a Bar Tab that has previously been opened but not yet closed.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

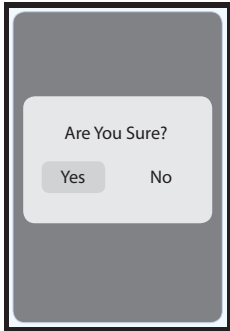
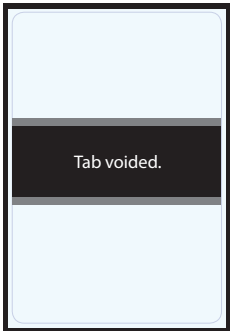
RESTAURANT ADDENDUM

Void Open Bar Tab

STEP	ACTION				TOUCH SCREEN DISPLAY
5	Non Touch Screen				
	Use the ↑ ↓ arrow keys to locate and highlight TAB MANAGEMENT and press the OK key.				
	Touch Screen				
	Select TAB MANAGEMENT listed in your TIPS AND TABS menu, by pressing your terminal screen.				
6	Non Touch Screen				
	Use the ↑ ↓ arrow keys to locate and highlight MANAGE TABS and press the OK key.				
	Touch Screen				
	Select MANAGE TABS, listed in your TAB MANAGEMENT menu.				
7	Non Touch Screen				
	Search all transactions: Highlight ALL and press ENTER.	Search by Server ID: Highlight SERVER ID and press ENTER.	Search by Transaction #: Highlight TRANSACTION # and press ENTER.	Search by Last 4 Digits of Card: Highlight LAST 4 DIGITS and press ENTER.	
	Touch Screen				
	Search all transactions: Highlight ALL and press ENTER.	Search by Server ID: Highlight SERVER ID and press ENTER.	Search by Transaction #: Highlight TRANSACTION # and press ENTER.	Search by Last 4 Digits of Card: Highlight LAST 4 DIGITS and press ENTER.	
8	Non Touch Screen				
	Press the F2 key to VOID.				
	Touch Screen				
	Press VOID or CLOSE.				

RESTAURANT ADDENDUM

Void Open Bar Tab

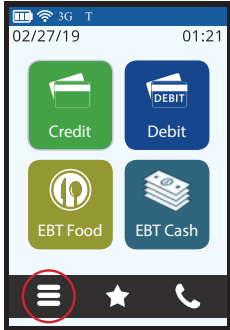
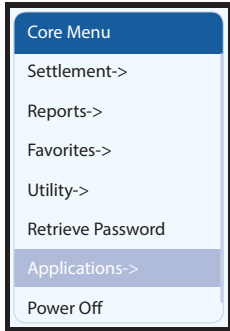
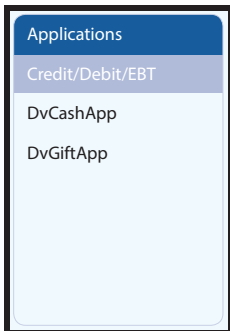
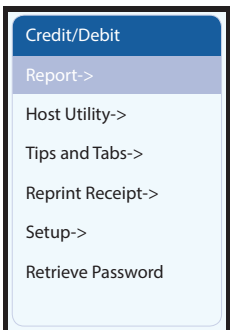
STEP	ACTION	TOUCH SCREEN DISPLAY
9	Non Touch Screen	
	Press the F2 key for YES.	
	Touch Screen	
	Select YES.	
10	Non Touch Screen	
	The terminal displays TAB VOIDED and returns to the TABS BY menu.	
	Touch Screen	
	The terminal displays TAB VOIDED and returns to the TABS BY menu.	

RESTAURANT ADDENDUM

Tab Report

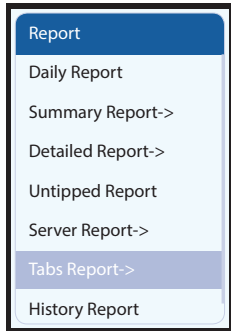
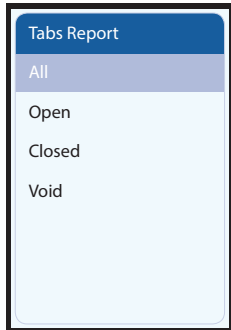
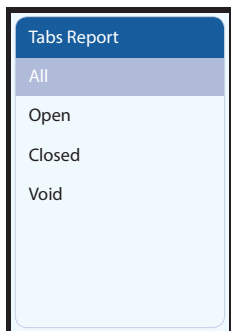


Use the chart below to print a report showing TAB transaction data.

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	
	Touch Screen	
2	Non Touch Screen	
	Touch Screen	
3	Non Touch Screen	
	Touch Screen	
4	Non Touch Screen	
	Touch Screen	

RESTAURANT ADDENDUM

Tab Report

STEP	ACTION			TOUCH SCREEN DISPLAY
5	Non Touch Screen			
	Use the ↑↓ arrow keys to locate and highlight TABS REPORT and press OK.			
	Touch Screen			
	Select TABS REPORT listed in your REPORT menu, by pressing your terminal screen.			
6	Non Touch Screen			
	Print all transactions: Press ENTER to select ALL..	Print for OPEN Transactions only: Highlight OPEN then press ENTER.	Print for CLOSED transactions only: Highlight CLOSED then press ENTER.	
	Touch Screen			
	Print all transactions: Press ENTER to select ALL..	Print for OPEN Transactions only: Highlight OPEN then press ENTER.	Print for CLOSED transactions only: Highlight CLOSED then press ENTER.	
7	Non Touch Screen			
	Tabs report prints, terminal returns to the Tabs Report menu.			
	Touch Screen			
	Tabs report prints, terminal returns to the Tabs Report menu.			

RESTAURANT ADDENDUM

Restaurant Report Example: Tabs Report

```

      MY BUSINESS
      123 Main Street
      Anytown, NY 11030
      1 (877) 777-8888
-----
      Tab Report - ALL
=====
      07/04/2015      12:45:21
-----

Terminal Number:
Merchant Number:
Batch Number:
-----

CLOSED TAB :
Open Amount:          $70.00
Base Amount:          $48.00
Tip Amount:           $10.00
Closed Amount:        $58.00
Server:               Lucy
Transaction #:         4
Trans. Date:          08/01/19
Trans. Time:          15:27
Entry:                Swipe
Acc:                  5454
Resp:                 1234567890

OPEN TAB :
Open Amount:          $50.00
Server:               Lucy
Transaction #:         4
Trans. Date:          08/01/19
Trans. Time:          15:27
Entry:                Swipe
Acc:                  5454
Resp:                 1234567890

*****

Total records:         2
Open Amount:          120.00
Base Amount:           48.00
=====

                        End of Report

```