

USER MANUAL

All Terminal Products



ABO	OUT THIS MANUAL	06
	Document Conventions	07
	Default Password	07
	Dejavoo Menus	07
	Dejavoo Keypad Layouts	07
	Common Keys	08
	What To Expect: Non-Touch Screen vs Touch Screen	
DE.	JAVOO FAVORITES MENU	09
	What Is The Dejavoo Favorites Menu?	10
	Saving Menu Options To Favorites	10
	Managing Your Favorites Menu	12
	Call Me Feature	15
TRA	ANSACTIONS	16
	Sale Transactions	17
	Credit Card Sale: EMV Chip Card (Signature)	17
	Credit Card Sale: Swiped (MSR)	19
	Credit Card Sale: Manual Entry (Card Not Present)	20
	Credit Card Sale: AVS & CARD CODE (CVV, CVC, CID)	22
	Retail Receipt Example: Credit Sale	25
	Ticket Only Sale	26
	Retail Receipt Example: Ticket Only	27
	Multi-Merchant Credit Sale (Swiped)	28
	Multi-Merchant Credit Sale (Manual Entry)	29
	Retail Receipt Example: Multi-Merchant	31
	Debit Card Sale	32
	Retail Receipt Example: Debit Sale	34
	Multi-Merchant Debit Card Sale	35
	Cash Sale	37
	Retail Receipt Example: Cash Sale	37
	Retail With Tip Transactions	38
	Presale Ticket	39
	Retail Receipt Example: Presale Ticket	39
	Retail With Tip Transactions	40
	Credit With Tip (Swiped)	40
	Retail Receipt Example: Retail With Tip	42
	Credit With Tip (Manual Entry)	43
	Debit With Tip: Sale	45
	Credit Card Return: EMV Chip Card	47
	Credit Card Return (Swiped)	49
	Retail Receipt Example: Credit Card Return	51
	Dehit Card Return	52

TRANSACTIONS continued

	Multi-Merchant Credit Return	54
	Multi-Merchant Debit Card Return	56
	Retail Receipt Example: Debit Card Return	58
	Cash Return	59
	Retail Receipt Example: Cash Return	60
	Authorization	61
	Auth Only (Allowed For Credit Only)	61
	Retail Receipt Example: Authorization	63
	Voids	64
	Void Credit Trans: Card Present	64
	Void Credit Trans: Trans # (From Favorites)	66
	Retail Receipt Example: Void Sale	68
	EBT: Food Benefit Sale (Electronic Benefits Transfer)	69
	Retail Receipt Example: EBT Food Benefit Sale	70
	EBT: Food Benefit Voucher Sale	71
	Retail Receipt Example: EBT Food Benefit Voucher Sale	72
	EBT: Food Benefit Return	73
	Retail Receipt Example: EBT Food Benefit Return	74
	EBT: Food Benefit Voucher Return	75
	EBT: Cash Benefit Sale (Electronic Benefits Transfer)	77
	Retail Receipt Example: EBT Cash Benefit Sale	78
	EBT: Cash Benefit Voucher Sale	79
	Retail Receipt Example: EBT Cash Benefit Voucher Sale	80
	EBT: Balance Inquiry	81
	Retail Receipt Example: EBT Balance Inquiry	82
UN	VIVERSAL TERMINAL FEATURES	83
	Core Menu	
	Edit The Date & Time	
	Military Time Conversion Chart	
	Adjusting The Display Contrast	
	Power Management (Wireless Only)	
	Keyboard Beep On/Off	
	Adjusting The Printer Contrast	
	Security Settings (Core Menu)	92
	Menu Security (Core Menu)	92
	Edit Password (Core Menu)	94
	Retrieve Password (Core Menu)	97
	Communications Settings (Modem)	98
	Communications Settings (Ethernet)	
	Settlement (For All Applications)	
	Settle Daily Batch (For All Applications)	104
	Batch Settings (For All Applications)	105

UNIVERSAL TERMINAL FEATURES continued

	Reports (For All Applications)	108
	Daily Report (For All Applications)	108
	Summary Report (For All Applications)	109
	Training Mode On/Off	110
10	OYALTY	112
	Configuring Points Per Dollar	
	Configuring Points To Free Item	
	Retail Receipt Example: Loyalty Program	
CF	REDIT/DEBIT APPLICATION MENU	118
	Reports	
	Daily Report	
	Example: Daily Report	
	Summary Report	
	Example: Summary Report	
	Detailed Report	
	Example: Detailed Report	
	History Report	
	Example: History Report	129
	Report Generator	130
	Print Custom Reports	134
	Host Utility	136
	Settlement (Credit/Debit): Settle Daily Batch	136
	Batch Settings	138
	Void Transaction	141
	Value Added Server	144
	EDC Report	146
	Batch Features	148
	Set Batch #	148
	Delete Open Batch	151
	Delete Batch History	153
	Presale Ticket	155
	Example: Presale Ticket	157
	Reprint Receipt	158
	Reprint Last Receipt	158
	Reprint Receipt By Transaction #	160
	Reprint Receipt By Card #	162
	Set Up	164
	Print Options	164
	Security	166
	Transaction Types	166
	Monu Socurity	160

CREDIT/DEBIT APPLICATION MENU continued

	Edit Password	171
	Card Types	174
	Transaction Prompts	176
	Clerks/Servers	176
	Configure Personnel	179
	Invoice Or PO Number	182
	Card Present	184
	Card Code	186
	AVS Prompt	189
	Fraud Prevention	192
	Cash Back	194
	Inline Tips	196
	Print Parameters	198
	Report Example: Print Parameters	200
	Language	201
	Retrieve Password (Credit/Debit Menu)	203
RE:	STAURANT ADDENDUM	205
	Restaurant Specific Features	206
	Editing Tips	206
	Edit Tips: List All	207
	Edit Tips: By Server ID	210
	Edit Tips: By Transaction Number	213
	Edit Tips: By Last 4 Digits	216
	Suggested Tip Lines	219
	Receipt Example: Suggested Tip Line	221
	Automatic Tip	222
	Receipt Example: Automatic Tip	224
	Restaurant Transaction Prompts	225
	Server ID	225
	Configure Personnel	228
	Table #	231
	# Of Guests	233
	Tab Management	235
	Open Bar Tab	235
	Restaurant Receipt Example: Open Bar Tab	238
	Close Bar Tab	239
	Restaurant Receipt Example: Close Bar Tab	242
	Void Open Bar Tab	243
	Tab Report	246
	Restaurant Report Example: Tabs Report	248



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.dejavoosystems.com or by emailing support@dejavoosystems.com or by emailing support@dejavoosystems.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	1 oz	Enter amounts, account numbers, dates and such. Alphanumeric entry – multitap to access the alpha characters.
Green OK	OK OK	 From the idle prompt is used to access the Main Menu. Functions as the OK key.
Red X	XX	 Cancels a transaction. Exits menu options to return to idle prompt.
Yellow ←	-+	Back space to clear data fields. Back out of menu options one level at a times.
Arrow		Navigate up through the menu options. Change transaction types.
Arrow ↓		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.



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
	Non Touch Screen	■
1	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 OK key	Credit Debit
'	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	For this example we will add DAILY REPORT to the FAVORITES menu. Scroll down using the 1 arrow keys to locate and highlight REPORTS. Once highlighted, press the OK key, which will take you to the REPORT menu.	Settlement Reports-> Favorites->
_	Touch Screen	Utility-> Retrieve Password
	As an example, we will add DAILY REPORT to your FAVORITES menu. Start by selecting REPORTS, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	Report
	Scroll down using the ↑↓ arrow keys to locate and highlight DAILY REPORT in the REPORT menu and press the #; key.	Daily Report Summary Rep
3	Touch Screen	
	A screen will appear listing the available reports. Press on DAILY REPORT and keep your finger pressed to the screen until a new menu appears.	

SAVING MENU OPTIONS TO "FAVORITES" continued...

STEP	ACTION	TOUCH SCREEN DISPLAY	
	Non Touch Screen	Please Select	
4	A new PLEASE SELECT menu will appear. Using the $\uparrow \downarrow$ arrow keys, select ADD TO FAVORITES and press the OK key.	Show Help Add to Favorites Back	
4	Touch Screen		
	A new menu will appear allowing you to select ADD TO FAVORITES. Press this and DAILY REPORT will automatically be added to your FAVORITES menu.		
	Non Touch Screen	□	
5	A new menu will appear asking where to place item. Using the $\uparrow\downarrow$ arrow keys, scroll to the <<>> symbol at the bottom of the FAVORITES list and press OK.	Credit Debit	
5	Touch Screen		
	For quick and easy access to your FAVORITES menu, press the star icon on your home screen. This will bring you directly to your FAVORITES menu.	EBT Food EBT Cash	
	Non Touch Screen	Favorites	
	A screen will now appear confirming that your selection has been added to your FAVORITES menu.	DvCreditApp DvGiftApp Settle Daily Batch	
6	Touch Screen	Daily Report	
	Your DAILY REPORT is now listed in your FAVORITES menu.	Summary Report	

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
	Non Touch Screen	□
1	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the $\uparrow \downarrow$ arrow keys to locate and highlight CORE MENU. Once highlighted, press the OK key.	Credit Debit
'	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	In your CORE MENU use the $\uparrow \downarrow$ arrow keys to locate and highlight UTILITY. If prompted, input your MANAGER PASSWORD (the default is 1234) and press the OK key.	Settlement Reports-> Favorites->
2	Touch Screen	Utility->
	Select UTILITY, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight FAVORITES. Press OK.	Utility Settings-> Software Download-> Communications->
3	Touch Screen	Favorites->
	A screen will appear asking for your MANAGER PASSWORD. Enter your password, press the green OK key and this will take you to the UTILITY menu. Press FAVORITES, under the UTILITY menu.	Security-> Training Mode Merchant Portal->

MANAGING YOUR "FAVORITES" MENU continued...

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Favorites
4	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.	List Delete Add All Apps
4	Touch Screen	Print
	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.	Reset
	Non Touch Screen	Which item to delete?
5	A new screen appears asking which item you would like to delete. Use the $\uparrow\downarrow$ arrow keys, to locate and highlight your desired choice.	Date And Time Keyboard Core Settle Daily Batch
5	Touch Screen	Core Daily Report
	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.	Core Summary Report Void CR/DB Trans Reprint CR/DB Rept
	Non Touch Screen	
6	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.	Do you want to delete favorite?
0	Touch Screen	Yes No
	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.	
	Non Touch Screen	Favorites
7	To view your list of FAVORITES, use the $\uparrow \downarrow$ arrow keys, to locate and highlight LIST in your FAVORITES menu. Press OK and your list of FAVORITES will appear.	List Delete Add All Apps
	Touch Screen	Print Reset
	Go to your FAVORITES menu and press LIST. Your list of FAVORITES will then appear.	neset

MANAGING YOUR "FAVORITES" MENU continued...

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Favorites
8	?	List Delete Add All Apps
	Touch Screen	Print
	?	Reset
	Non Touch Screen	Favorites
9	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.	List Delete Add All Apps
9	Touch Screen	Print
	Go to your FAVORITES menu and press PRINT. Your list of FAVORITES will then print through the terminal.	Reset
	Non Touch Screen	Favorites
10	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.	List Delete Add All Apps
10	Touch Screen	Print
	If you would like to reset your FAVORITES to the default setting, clearing all current FAVORITES from your list, press RESET.	Reset
	Non Touch Screen	
11	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.	Reset to default?
11	Touch Screen	Yes No
	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.	

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
	Non Touch Screen	■ 🎅 3G T
1	Press the F1 key to access the SERVICES menu.	02/27/19 01:21 Credit Debit
'	Touch Screen	
	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.	EBT Food EBT Cash
	Non Touch Screen	Support Menu
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight MANAGED SERVICES. Press OK.	Call Me
2	Touch Screen	
	A SUPPORT MENU screen will appear with the CALL ME feature listed. Press CALL ME.	
	Non Touch Screen	
	This feature did not work on the Z8.	Sending
3	Touch Screen	
	Your terminal will automatically notify Technical Support to call you back.	



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

• Debit Sale

- Credit AVS
- Credit with Card Code
- · 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
	Non Touch Screen	Ⅲ
	Enter the sale amount and press OK.	Credit Debit
1	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.	EBT Food EBT Cash
	Non Touch Screen	SALE
	Insert EMV chip card.	Enter Amount \$23.99
2	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.	

CREDIT CARD SALE: EMV CHIP CARD (SIGNATURE)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
	Press YES to confirm the sale amount.	Sale MasterCard
3	Touch Screen	Total: \$23.99? Yes No
	A new screen will appear asking to confirm the amount of the sale. Press NO to abort the sale. Press YES to continue (this prompt is an optional setting that may not appear, depending on your terminal configuration).	
	Non Touch Screen	
4	A prompt will then appear asking your customer to enter their card number manually. Confirm by pressing the OK key.	CREDIT Sale
4	Touch Screen	\$23.99
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Ask the customer to insert their EMV chip card.	
	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.	Transaction
5	Touch Screen	Approved
	The sale will be processed and the transaction will be declined or approved. Sales receipts will be printed with details of the transaction.	
	Non Touch Screen	Ⅲ
6	The terminal then returns to idle prompt.	Credit Debit
	Touch Screen	
	The terminal then returns to idle prompt.	EBT Food EBT Cash

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 DIS
	Non Touch Screen	
	Enter the sale amount using your number keypad and then press the green OK key.	Enter Amount \$23.99
1	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. Enter the sale amount using your number keypad and then press the green OK key.	
	Non Touch Screen	
	Press YES to confirm the sale amount.	Sale MasterCard
2	Touch Screen	Total: \$23.99? Yes No
	A new screen will appear asking to confirm the amount of the sale. Press NO to abort the sale. Press YES to continue (this prompt is an optional setting that may not appear, depending on your terminal configuration).	
	Non Touch Screen	
	A prompt will then appear asking your customer to enter their card number manually. Confirm by pressing the OK key.	CREDIT Sale
3	Touch Screen	
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Swipe the credit card.	
	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. The terminal then returns to idle prompt.	Transaction
4	Touch Screen	Approved
	The sale will be processed and the transaction will be declined or approved. Sales receipts will be printed with details of the transaction. The terminal then returns to idle prompt.	

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
	Non Touch Screen	SALE
	Enter the sale amount using your number keypad and then press the green OK key.	Enter Amount \$23.99
1	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.	
	Non Touch Screen	
	?	CREDIT Sale
2	Touch Screen	\$23.99
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually.	
	Non Touch Screen	Enter Card #
3	Manually enter the card number that appears on the front of the card by using the number keys and press the green OK key.	123412341234
	Touch Screen	
	Manually enter the card number that appears on the front of the card and press the green OK key.	

CREDIT CARD SALE: MANUAL ENTRY (CARD NOT PRESENT)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	EXP DATE [MMYY]
	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.	00/00
4	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.	
	Non Touch Screen	
	Press F2 if card is present or press F4 if card is not present.	
5	Note: If card is not present follow the prompts to enter AVS and Card Code security information.	IS CARD PRESENT ?
	Touch Screen	Yes No
	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.	
	Non Touch Screen	
	If the card is present you will be asked to enter a ZIP CODE and address. Use the alphanumeric keypad to do this. If the card is not present, follow the prompts to enter AVS and card code security information.	ENTER CID 1234
6	Touch Screen	
	If the card is present you will be asked to enter a CID number, followed by a ZIP CODE and address. Use the terminal keypad and screen keypad to do this. If the card is not present, follow the prompts to enter AVS and card code security information.	
	Non Touch Screen	
7	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.	Transaction
/	Touch Screen	Approved
	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.	

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
	Non Touch Screen	SALE
	Enter the sale amount using your number keypad and then press the green OK key.	Enter Amount \$23.99
1	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.	
	Non Touch Screen	
2	Manually enter the card number that appears on the front of the card and press the green OK key.	CREDIT Sale
2	Touch Screen	\$23.99
	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.	
	Non Touch Screen	EXP DATE [MMYY]
3	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.	00/00
	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.	

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

STEP	ACTION	TOUCH SCREEN DISPLAY
	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.	IS CARD PRESENT
4	Touch Screen	Yes No
	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.	
	Non Touch Screen	
	When terminal displays ENTER CVC2, input security card code from the back of the card and press OK.	ENTER CVC2
5	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.	0000
	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.	
	Non Touch Screen	ENTER ZIP CODE
	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.	00000
6	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.	
	Non Touch Screen	ENTER ADDRESS
	Terminal displays ENTER ADDRESS. Using the keypad input the numeric part of the cardholder's address only and press OK	123 Main Street
7	Touch Screen	qwertyuiop
	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.	a s d f g h j k l abc z x c v b n m <- 123 OK

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.	Transaction Approved
	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.	

RETAIL RECEIPT EXAMPLE: CREDIT SALE

MERCH	HANT COPY		
LINE A	Merchant header - 5 lines, 24 characters per line	123 Anyto	rchant ABC Main Street own, NY 11030 77) 777-8888
LINE B LINE C LINE D LINE E	Date & time of transaction Transaction # and Batch # Invoice number Clerk #	→ Trans # → Invoice → Clerk #	: 1 Batch #: 2 #: 105 : 4
LINE F	Transaction type (sale, refund, void etc)	•	SALE
LINE G LINE H LINE I	Card number — — — — — — — — — — — — — — — — — — —	→ Type:	VISA
LINE J	Amount of transaction —	→ AM	OUNT: \$124.53
LINE K LINE L	Response from host — — — — — — — — — — — — — — — — — — —		
LINE M	Credit disclaimer —	→ (Dis	claimer here)
LINE N	Signature line —	Jame	s Gordon
LINE O	Customer's name from Track 1 of card	→ Cu	stomer Name
LINE P	Identifies this is the merchant's copy	→ ME	RCHANT COPY

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

TICKET ONLY SALE



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



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

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Ⅲ
1	From the idle prompt press the button. Use the 1 arrow keys to highlight TICKET and press OK. Your terminal will return to the home screen with TICKET now visible in the green box on the right.	02/27/19 01:21 X VOID AUTH
	Touch Screen	TICKET
	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 TICKET icon.	≡ ★ ८
	Non Touch Screen	TICKET
	Enter the TICKET amount and press OK. If promted, input MANAGER PASSWORD (default password is 1234).	Enter Amount \$14.99
2	Touch Screen	
	Enter the TICKET amount and press OK. If promted, input MANAGER PASSWORD (default password is 1234).	
	Non Touch Screen	AUTH CODE
3	The terminal will display a screen requesting an AUTHORIZATION CODE. Input the Authorization code previously obtained for this transaction and press OK.	0000
	Touch Screen	qwertyuiop asdfghjkl
	The terminal will display a screen requesting an AUTHORIZATION CODE. Input the Authorization code previously obtained for this transaction and press OK.	a s d f g n J k f abc z x c v b n m c-

TICKET ONLY SALE

STEP	ACTION	TOUCH SCREEN DISPLAY
	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.	CREDIT Ticket
4	Touch Screen	\$14.99
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option.	
	Non Touch Screen	
5	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

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 #: Clerk #: TICKET Acct: *********5785 Type: VISA 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 #: Clerk #: TICKET Acct: *********5785 Type: VISA Card Swiped AMOUNT: \$124.53 POST AUTH Code: TAS460 Refunds accepted with receipt www.merchantabc.com **CUSTOMER COPY**

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
	Non Touch Screen	Ⅲ
	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).	Nails By Lisa XYZ Hair Salon PDQ Spa Service
1	Touch Screen	
	Select the desired merchant from your merchant list by pressing the name on your screen.	≡ ★
	Non Touch Screen	■
	Use the up and down arrow to highlight the desired merchant to process the sale for.	Credit Debit
2	Touch Screen	EBT Food EBT Cash
	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.	Nails By Lisa
	Non Touch Screen	SALE
	Enter the sale amount using your number keypad and then press the green OK key.	Enter Amount \$23.99
3	Touch Screen	
	Enter the sale amount using your number keypad and then press the green OK key.	
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.	CREDIT Sale
	Touch Screen	\$23.99
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option.	

MULTI-MERCHANT CREDIT SALE (SWIPED)

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	Transaction Approved
	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)

- 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
	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).	Nails By Lisa XYZ Hair Salon PDQ Spa Service
1	Touch Screen	
	Select the desired merchant from your merchant list by pressing the name on your screen.	≡ ★
	Non Touch Screen	Ⅲ
2	Use the up and down arrow to highlight the desired merchant to process the sale for.	Credit Debit
	Touch Screen	EBT Food EBT Cash
	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.	Nails By Lisa

MULTI-MERCHANT CREDIT SALE (MANUAL ENTRY)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	SALE
	Enter the sale amount using your number keypad and then press the green OK key.	Enter Amount \$23.99
3	Touch Screen	
	Enter the sale amount using your number keypad and then press the green OK key.	
	Non Touch Screen	
4	Manually enter the card number that appears on the front of the card by using the number keys and press the green OK key.	CREDIT Sale
4	Touch Screen	\$23.99
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Enter the number on the front of the card manually and press the green OK key.	
	Non Touch Screen	EXP DATE [MMYY]
	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.	00/00
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.	
	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.	IS CARD PRESENT ?
6	Touch Screen	Yes No
	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.	

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.	Transaction Approved
	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

123 Main Street Anytown, NY 11030 1 (877) 777-8888 01/08/2019 08:09 Trans #: 1 Batch #: 2 Merchant #: Merchant Name: Nails By Kate SALE *********5785 Acct: Type: MasterCard Card Swiped Entry: AMOUNT: \$124.53 Resp: Approved Code: 123456

(Disclaimer here)

Jenny Smith
Customer Name

MERCHANT COPY

Nails By Lisa

Nails By Lisa 123 Main Street Anytown, NY 11030 1 (877) 777-8888 01/08/2019 08:09 Trans #: 1 Batch #: 2 Merchant #: Merchant Name: Nails By Kate SALE ********5785 Acct: Type: MasterCard Entry: Card Swiped AMOUNT: \$124.53 Resp: Approved Code: 123456 **CUSTOMER COPY**

31

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
	Non Touch Screen	11
	Press the ↓ key on your terminal then scroll down to select the DEBIT option. Once highlighted, press the OK key.	
1	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.	EBT Food EBT Cash
	Non Touch Screen	SALE
2	Enter the sale amount using your number keypad and then press the green OK key.	\$23.99
	Touch Screen	
	Enter the sale amount using your number keypad and then press the green OK key.	
3	Non Touch Screen	
	N/A	Amount: \$23.99 Fee \$0.96 Total \$24.95
	Touch Screen	OK CANCEL
	A merchant fee is automatically added to the sale amount and the customer is asked to approve total amount of the sale.	OK CANCEL

DEBIT CARD SALE

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Swipe or insert debit card.	DEBIT Sale
	Touch Screen	\$24.95
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Debit card can be swiped or inserted.	
	Non Touch Screen	
	Customer is then asked to confirm the sale amount. Press F2 for YES and F4 for NO.	Sale Interac Total: \$24.95?
5	Touch Screen	Ves No
	Customer is then asked to confirm the sale amount. If they press YES the sale will continue to be processed. If they press NO the sale will be aborted.	Yes No
	Non Touch Screen	Enter PIN
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	***
6	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.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

RETAIL RECEIPT EXAMPLE: DEBIT SALE

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

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

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

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
	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).	Nails By Lisa XYZ Hair Salon PDQ Spa Service
1	Touch Screen	
	Select the desired merchant from your merchant list by pressing the name on your screen.	= ★
	Non Touch Screen	Ⅲ ≈ 3G T 02/27/19 01:21
2	Press the \downarrow key on your terminal then scroll down to select the DEBIT option. Once highlighted, press the OK key.	Credit Debit
2	Touch Screen	EBT Food EBT Cash
	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.	Nails By Lisa
	Non Touch Screen	SALE
3	Enter the sale amount using your number keypad and then press the green OK key.	Enter Amount \$23.99
	Touch Screen	
	Enter the sale amount using your number keypad and then press the green OK key.	
4	Non Touch Screen	
	N/A	Amount: \$23.99 Fee \$0.96 Total \$24.95
	Touch Screen	OK CANCEL
	A merchant fee is automatically added to the sale amount and the customer is asked to approve total amount of the sale.	

MULTI-MERCHANT DEBIT CARD SALE

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
	Swipe or insert debit card.	DEBIT Sale
5	Touch Screen	\$24.95
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Debit card can be swiped or inserted.	
	Non Touch Screen	
	Customer is then asked to confirm the sale amount. Press F2 for YES and F4 for NO.	Sale Interac Total: \$24.95?
6	Touch Screen	Yes No
	Customer is then asked to confirm the sale amount. If they press YES the sale will continue to be processed. If they press NO the sale will be aborted.	res No
	Non Touch Screen	Enter PIN
7	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.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

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
	Non Touch Screen	■
	Press the \downarrow key on your terminal then scroll down to select the EBT CASH option. Once highlighted, press the OK key.	Credit Debit
'	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.	EBT Food EBT Cash
	Non Touch Screen	SALE
2	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.	Enter Amount \$23.99
	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 Manual Entry: **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 Manual Entry: AMOUNT: \$55.38 Approved Resp: Code: 123456 **CUSTOMER COPY**

RETAIL WITH TIP TRANSACTIONS



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

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

Transaction types that allow retail with tip are the following:

Swiped Credit
 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).

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
	Non Touch Screen	■ ? 3G T 02/27/19 01:21
	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.	Credit Debit
'	Touch Screen	
	l didn't see a pre sale option.	EBT Food EBT Cash /
	Non Touch Screen	SALE
	The PRESALE TICKET prints. Allow customer to complete PRESALE	Enter Amount
2	TICKET and return to cashier with their method of payment.	\$23.99
	Touch Screen	
	The PRESALE TICKET prints. Allow customer to complete PRESALE TICKET and return to cashier with their method of payment.	

RETAIL RECEIPT EXAMPLE: PRESALE TICKET



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

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

RETAIL WITH TIP TRANSACTIONS



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
	Non Touch Screen	■ © 3G T 02/27/19 01:21
1	Enter the CLERK ID and press OK.	Credit Debit
'	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.	EBT Food EBT Cash
	Non Touch Screen	SALE
	Enter the SALE amount and press OK.	Enter Amount \$23.99
2	Touch Screen	
	Enter the SALE amount and press OK.	
	Non Touch Screen	TIP
3	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.	Base Amt: \$23.99 Enter Tip Amount \$2.50
	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.	

Credit With Tip: (SWIPED)

STEP	ACTION	TOUCH SCREEN DISPLAY
	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.	Amount: \$23.99 Tip \$2.50 Total \$26.49
4	Touch Screen	OK CANCEL
	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.	
	Non Touch Screen	
5	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option.	CREDIT Sale
3	Touch Screen	\$26.49
	A prompt will then appear asking your customer to tap, insert, swipe or enter their card number manually. Choose the appropriate option.	
	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.	Sale MasterCard Total: \$26.49?
6	Touch Screen	Yes No
	Customer is then asked to confirm the sale amount. Press F2 tto confirm the sale and F4 to abort the sale.	res No
7	Non Touch Screen	
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

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

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

> TRANS AMOUNT: \$40.38 TIP AMOUNT:

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

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

> TRANS AMOUNT: \$40.38 TIP AMOUNT:

TOTAL AMOUNT: \$55.38

Resp: Approved Code: 123456

Refunds accepted with receipt www.abcstore.com

CUSTOMER COPY

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
	Non Touch Screen	SALE
	Enter the SALE amount and press OK.	Enter Amount \$23.99
1	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.	
	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.	CREDIT Sale
2	Touch Screen	\$23.99
	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.	
	Non Touch Screen	EXP DATE [MMYY]
3	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.	00/00
	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.	

Credit With Tip: (MANUAL ENTRY)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
4	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.	IS CARD PRESENT ?
7	Touch Screen	Yes No
	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.	
	Non Touch Screen	TIP
_	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.	Base Amt: \$23.99 Enter Tip Amount \$2.50
5	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.	
	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.	Amount: \$23.99 Tip \$2.50 Total \$26.49
6	Touch Screen	OK CANCEL
	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.	OK CANCEL
	Non Touch Screen	
7	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

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
	Non Touch Screen	CHE
	Press the ↓ key on your terminal then scroll down to select the DEBIT option. Once highlighted, press the OK key. Enter the SALE amount and press OK.	SALE Enter Amount \$23.99
1	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. Enter the sale amount using your number keypad and then press the OK key.	
	Non Touch Screen	TIP
2	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.	Base Amt: \$23.99 Enter Tip Amount \$2.50
2	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.	
	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.	Amount: \$23.99 Tip \$2.50 Total \$26.49
3	Touch Screen	OK CANCEL
	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.	ON CANCEL
	Non Touch Screen	
	Swipe or insert debit card.	CREDIT Sale
4	Touch Screen	\$26.49
	Tap (contactless only), insert, swipe or manually enter card number. Debit card can be swiped or inserted.	

Debit With Tip: Sale

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
5	Customer is then asked to confirm the sale amount. Press F2 for YES and F4 for NO.	Sale Interac Total: \$24.95? Yes No
3	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.	
	Non Touch Screen	Enter PIN
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	***
6	Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
	Non Touch Screen	
7	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

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
	Non Touch Screen	□
	From the idle prompt press the button. Use the f 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.	02/27/19 01:21 \$ \$ALE RETURN
1	Touch Screen	X \$
	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.	VOID AUTH
	Non Touch Screen	
	Enter the RETURN amount using your number keypad. 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.	RETURN Enter Amount \$-46.99
2	Touch Screen	
	Enter the RETURN amount using your number keypad. 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.	
	Non Touch Screen	
3	Tap (contactless only), insert, swipe or manually enter card number.	CREDIT Return
	Touch Screen	\$-46.99
	Tap (contactless only), insert, swipe or manually enter card number.	

CREDIT CARD RETURN: EMV CHIP CARD

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	Return MasterCard Total: \$-46.99? Yes No
	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.	
	Non Touch Screen	Enter PIN
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	****
5	Touch Screen	
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	
	Non Touch Screen	
6	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

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
	Non Touch Screen	
	From the idle prompt press the button. Use the f 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.	\$ SALE RETURN
1	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 RETURN icon.	VOID AUTH
	Non Touch Screen	RETURN
	Enter the RETURN amount using your number keypad.	Enter Amount \$46.99
2	Touch Screen	
	Enter the RETURN amount using your number keypad.	
	Non Touch Screen	
3	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.	Amount: \$-46.99?
	Touch Screen	OK CANCEL
	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.	

CREDIT CARD RETURN (SWIPED)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	CREDIT Return (i) (1) (1) (1) \$-46.99
4	Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
	Non Touch Screen	
5	A screen appears asking to confirm the return amount. Confirm the return by pressing F2 or reject the return by pressing F4.	Return MasterCard Total: \$-46.99?
	Touch Screen	Yes No
	Press YES to confirm the return amount.	Yes No
	Non Touch Screen	Enter PIN
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	***
6	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.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

RETAIL RECEIPT EXAMPLE: CREDIT CARD RETURN

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

RETURN

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

RETURN AMOUNT: \$46.99

Resp: Approved Code: 123456

(Disclaimer here)

John Gnow
Customer Name

MERCHANT COPY

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

RETURN

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

RETURN AMOUNT: \$46.00

Resp: Approved Code: 123456

Refunds accepted with receipt www.abcstore.com

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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
	Non Touch Screen	■
1	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.	02/27/19 01:21 \$ \$ SALE RETURN
	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.	= ★ €
	Non Touch Screen	RETURN
	Enter the RETURN amount using your number keypad.	Enter Amount \$46.99
2	Touch Screen	
	Enter the RETURN amount using your number keypad.	
	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.	Amount: \$-46.99?
3	Touch Screen	OK CANCEL
	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.	

DEBIT CARD RETURN

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	DEBIT Return (i) (1) (1) (1)
4	Touch Screen	\$-46.99
	Tap (contactless only), insert, swipe or manually enter card number.	
	Non Touch Screen	
5	A screen appears asking to confirm the return amount. Confirm the return by pressing F2 or reject the return by pressing F4.	Return Interac Total: \$-46.99?
5	Touch Screen	Yes No
	Press YES to confirm the return amount.	Yes No
	Non Touch Screen	Enter PIN
	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	***
6	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.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

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
	Non Touch Screen	Ⅲ
	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.	Nails By Lisa XYZ Hair Salon PDQ Spa Service
1	Touch Screen	
	Select the desired merchant from your merchant list by pressing the name on your screen.	= ★
	Non Touch Screen	□
2	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.	\$ SALE RETURN
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 RETURN icon.	Nails By Lisa
	Non Touch Screen	RETURN
	Enter the RETURN amount using your number keypad and then press the green OK key.	\$46.99
3	Touch Screen	
	Enter the RETURN amount using your number keypad and then press the green OK key.	
	Non Touch Screen	
4	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.	Amount: \$-46.99?
	Touch Screen	OK CANCEL
	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.	

MULTI-MERCHANT CREDIT RETURN

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	CREDIT Return
5	Touch Screen	\$-46.99
	Tap (contactless only), insert, swipe or manually enter card number.	
	Non Touch Screen	
6	A screen appears asking to confirm the return amount. Confirm the return by pressing F2 or reject the return by pressing F4.	Return MasterCard Total: \$-46.99?
	Touch Screen	Yes No
	Press YES to confirm the return amount.	Tes No
	Non Touch Screen	Enter PIN
_	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	****
7	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.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

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
	Non Touch Screen	Ⅲ
	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.	Nails By Lisa XYZ Hair Salon PDQ Spa Service
1	Touch Screen	
	Select the desired merchant from your merchant list by pressing the name on your screen.	= ★
	Non Touch Screen	☐
2	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.	\$ SALE RETURN
	Touch Screen	Nails By Lisa
	Press the DEBIT 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.	≡ ★ C
	Non Touch Screen	Enter Amount
	Enter the RETURN amount using your number keypad and then press the green OK key.	\$46.99
3	Touch Screen	
	Enter the RETURN amount using your number keypad and then press the green OK key.	
	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.	Amount: \$-46.99? OK CANCEL
4	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.	

MULTI-MERCHANT DEBIT CARD RETURN

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	DEBIT Return (i) (77) (b) (%) \$-46.99
5	Touch Screen	
	Tap (contactless only), insert, swipe or manually enter card number.	
	Non Touch Screen	
6	A screen appears asking to confirm the return amount. Confirm the return by pressing F2 or reject the return by pressing F4.	Return Interac Total: \$-46.99?
	Touch Screen	Yes No
	Press YES to confirm the return amount.	Tes No
	Non Touch Screen	Enter PIN
_	Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.	****
7	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.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

RETAIL RECEIPT EXAMPLE: DEBIT CARD RETURN

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

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

RETURN

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

RETURN AMOUNT: \$46.00

Resp: Approved Code: 123456

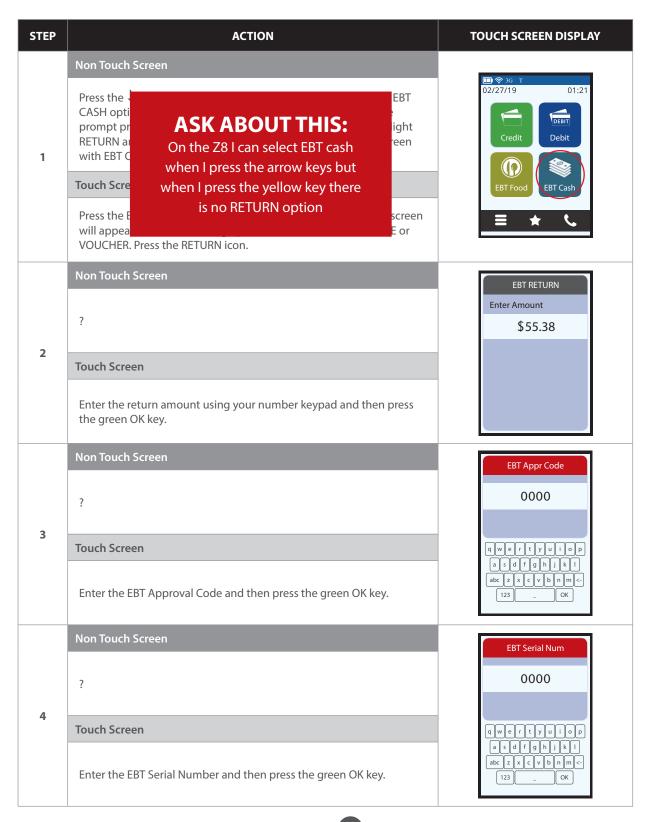
Refunds accepted with receipt www.abcstore.com

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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.



CASH RETURN

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	TABLE NUMBER
	?	Table #
_	·	22
5	Touch Screen	
	Enter the Table Number and then press the OK key.	
	Non Touch Screen	GUESTS
	?	8
6	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 Batch #: 1 Trans #: 1 Invoice #: 105 Clerk # 4 RETURN Type: Cash Entry: Manual AMOUNT: \$55.38 Resp: Approved Code: Χ MERCHANT COPY

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888 01/08/2019 08:09 Batch #: 1 Trans #: 1 Invoice #: 105 Clerk # 4 RETURN Type: Cash Entry: Manual AMOUNT: \$55.38 Resp: Approved Code: Χ **CUSTOMER COPY**

AUTHORIZATION (AUTH ONLY)



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



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
	Non Touch Screen	■
	From the idle prompt press the —← button. Use the ↑↓ arrow keys to highlight AUTH and press OK. Your terminal will return to the home screen with AUTH now visible in the green box on the right.	\$ SALE RETURN
1	Touch Screen	× (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 AUTH icon.	≡ ★ C
	Non Touch Screen	AUTH
	Enter the AUTH amount and press OK.	Enter Amount \$23.99
2	Touch Screen	
	Enter the AUTH amount and press OK.	
	Non Touch Screen	MANAGER
3	Input the MANAGER PASSWORD if prompted, the default is 1234 and press OK.	PASSWORD 1234
	Touch Screen	
	Input the MANAGER PASSWORD if prompted, the default is 1234 and press OK.	

Auth Only: (ALLOWED FOR CREDIT ONLY)

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	Auth (i) (I) (I) (II)
	Tap (contactless only), insert, swipe or manually enter card number.	
-	Touch Screen	\$23.99
	Tap (contactless only), insert, swipe or manually enter card number.	
	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.	Auth MasterCard Total: \$23.99? Yes No
5	Touch Screen	
	Press YES to confirm the AUTH amount and NO to reject the amount.	
	Non Touch Screen	
6	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints sales receipt. Once completed the terminal will return to idle prompt.	

Retail Receipt Example: Authorization



IMPORTANT: This is NOT a sale. Authorization only transactions obtain an approval code for the requested amount and that amount is held against the cardholder's open to buy availability. A Ticket Only sale needs to be completed for the merchant to acquire funds for 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 # **AUTHORIZATION ONLY** ********5555 Acct: Type: VISA Entry: Card Swiped AMOUNT: \$23.99 Resp: Approved Code: 123456 MERCHANT COPY

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
	Non Touch Screen	■
1	From the idle prompt press the button. Use the ft 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.	\$ SALE RETURN
	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.	VOID AUTH

Void Credit Trans: Card Present

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	VOID
2	Enter the VOID amount using your number keypad and then press the green OK key.	Enter Amount \$5.99
	Touch Screen	
	Enter the VOID amount using your number keypad and then press the green OK key.	
	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.	Amount: \$-5.99? OK CANCEL
3	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.	
	Non Touch Screen	
4	Tap (contactless only), insert, swipe or manually enter card number.	VOID (i) (ii) (iii)
	Touch Screen	\$-5.99
	Tap (contactless only), insert, swipe or manually enter card number.	
	Non Touch Screen	
	The terminal flashes the host response and prints void receipt. Once completed the terminal will return to idle prompt.	Transaction
5	Touch Screen	Approved
	The terminal flashes the host response and prints void receipt. Once completed the terminal will return to idle prompt.	

Void Credit Trans: Trans # (FROM FAVORITES)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Ⅲ
1	Press the F1 key to access the FAVORITES menu. Use the ↑↓ arrow keys to highlight VOID/DB TRANS and press OK.	Credit Debit
	Touch Screen	
	Press the star icon at the bottom of the screen to reach your FAVORITES menu.	EBT Food EBT Cash
	Non Touch Screen	Favorites
	?	DvCreditApp DvGiftApp Settle Daily Batch
2	Touch Screen	Daily Report
	Press DvCreditApp.	Summary Report
	Non Touch Screen	Credit/Debit
	?	Report-> Host Utility-> Reprint receipt->
3	Touch Screen	Setup->
	Press HOST UTILITY. If prompted, input password default is 1234.	Retrieve Password
	Non Touch Screen	Host Utility
4	?	Settlement-> Void Transaction Value Added Srv->
	Touch Screen	EDC Report Batch Features->
	Press VOID TRANSACTION.	GoGreen Features-> Store N Forward->

Void Credit Trans: Trans # (FROM FAVORITES)

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	© 3G T 02/27/19 01:21 Credit Debit
	Press the star icon at the bottom of the screen to reach your FAVORITES menu.	EBT Food EBT Cash
6	Non Touch Screen	Favorites DvCreditApp DvGiftApp Settle Daily Batch
0	Press DvCreditApp.	Daily Report Summary Report
7	Non Touch Screen	Credit/Debit Report-> Host Utility-> Reprint receipt->
,	Press HOST UTILITY. If prompted, input password default is 1234.	Setup-> Retrieve Password
8	Non Touch Screen	Host Utility Settlement-> Void Transaction Value Added Srv->
	Press VOID TRANSACTION.	EDC Report Batch Features-> GoGreen Features-> Store N Forward->

RETAIL RECEIPT EXAMPLE: VOID SALE

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

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

VOID SALE

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

VOIDED AMOUNT: \$164.38

Resp: VOIDED Code: 123456

Refunds accepted with receipt www.abcstore.com

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EBT: FOOD BENEFIT SALE (ELECTORNIC BENEFITS TRANSFER)



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

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	때 후 3G т 02/27/19 01:21
	Press the \downarrow key on your terminal then scroll down to select the EBT FOOD option. Once highlighted, press the OK key.	Credit Debit
1	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 SALE icon.	EBT Food EBT Cash
	Non Touch Screen	
2	Enter the sale amount using your number keypad and then press the OK key. Swipe EBT card.	EBT Sale
2	Touch Screen	\$5.00
	Enter the sale amount using your number keypad and then press the OK key. Swipe EBT card.	
	Non Touch Screen	Enter PIN
3	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and press OK.	***
	Touch Screen	
	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and press OK.	
4	Non Touch Screen	
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	

RETAIL RECEIPT EXAMPLE: EBT FOOD BENEFIT SALE

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

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

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
	Non Touch Screen	
1	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.	© 3G T 02/27/19 01:21 \$ \$ALE RETURN
	Touch Screen	BALANCE VOUCHER
	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.	= ★ 4
	Non Touch Screen	EBT Appr Code
2	Enter the EBT FOOD VOUCHER amount and press OK. Then enter the EBT Approval Code and press OK.	0000
	Touch Screen	
	Enter the EBT FOOD VOUCHER amount and press OK. Then enter the EBT Approval Code and press OK.	
	Non Touch Screen	EBT Serial Number
	Enter the EBT Serial Number then press OK.	0000
3	Touch Screen	
	Enter the EBT Serial Number then press OK.	
4	Non Touch Screen	
	Swipe EBT Card.	EBT Sale
	Touch Screen	\$5.00
	Swipe EBT Card.	

EBT: FOOD BENEFIT VOUCHER SALE

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	Transaction Approved
	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 # SALE *********5555 Acct: Type: EBT Entry: Swiped Trace#: 123456 Benefit: Food AMOUNT: \$164.38 Resp: Approved Code: 123456 FS Ledger Bal: FS Avail Bal: \$64.57 \$80.00 FS Begin Bal: \$100.00 Ch Ledger Bal: \$55.00 Ch Avail Bal: \$102.00 MERCHANT COPY

EBT: FOOD BENEFIT RETURN



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



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

STEP	ACTION	TOUCH SCREEN DISPLAY	
	Non Touch Screen		
1	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.	02/27/19 01:21 Credit Debit	
	Touch Screen	EBT Food EBT Cash	
	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.	≡ ★ 4	
	Non Touch Screen	EBT RETURN	
	Enter the return amount using your number keypad and then press the OK key.	Enter Amount \$5.00	
2	Touch Screen		
	Enter the return amount using your number keypad and then press the OK key.		
	Non Touch Screen		
3	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.	Amount: \$-5.00?	
	Touch Screen	OK CANCEL	
	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.		

EBT: FOOD BENEFIT RETURN

STEP	ACTION	TOUCH SCREEN DISPLAY	
	Non Touch Screen		
	Swipe EBT card. Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.	EBT Return	
4	Touch Screen	\$-5.00	
	Swipe EBT card. Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.		
	Non Touch Screen		
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	Transaction	
5	Touch Screen	Approved	
	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 *********5555 Acct: Type: EBT Entry: Swiped Trace#: 123456 Benefit: Food AMOUNT: \$164.38 Resp: Approved 123456 Code: \$64.57 FS Ledger Bal: FS Avail Bal: \$80.00 FS Begin Bal: \$100.00 Ch Ledger Bal: \$55.00 Ch Avail Bal: \$102.00 **MERCHANT COPY**

EBT: FOOD BENEFIT VOUCHER 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
	Non Touch Screen	55.0 11.0
1	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.	© 3G T 02/27/19 01:21
	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.	= ★ ८
	Non Touch Screen	EBT RETURN
	Enter the voucher return amount using your number keypad and then press the OK key.	Enter Amount \$5.00
2	Touch Screen	
	Enter the voucher return amount using your number keypad and then press the OK key.	
	Non Touch Screen	
3	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.	Amount: \$-5.00?
	Touch Screen	OK CANCEL
	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.	

EBT: FOOD BENEFIT VOUCHER RETURN

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
	Swipe EBT card.	EBT Return
4	Touch Screen	\$-5.00
	Swipe EBT card.	
	Non Touch Screen	EBT Appr Code
_	Enter EBT approval code and press OK.	0000
5	Touch Screen	
	Enter EBT approval code and press OK.	
	Non Touch Screen	EBT Serial Number
	Enter EBT serial number and press OK.	0000
6	Touch Screen	
	Enter EBT serial number and press OK.	
_	Non Touch Screen	
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	Transaction
7	Touch Screen	Approved
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	

EBT: CASH BENEFIT SALE (ELECTORNIC BENEFITS TRANSFER)



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

STEP	ACTION	TOUCH SCREEN DISPLAY
1	Non Touch Screen	Ⅲ
	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.	02/27/19 01:21 Credit
	Touch Screen	EBT Food EBT Cash
	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.	≡ ★ ८
	Non Touch Screen	
	Enter the sale amount using your number keypad and then press the OK key. Swipe EBT card.	EBT Sale
2	Touch Screen	\$5.00
	Enter the sale amount using your number keypad and then press the OK key. Swipe EBT card.	
	Non Touch Screen	Enter PIN
	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.	****
3	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.	Transaction
	Touch Screen	Approved
	The terminal flashes the host response and prints receipt. Once completed the terminal will return to idle prompt.	

RETAIL RECEIPT EXAMPLE: EBT CASH BENEFIT SALE

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

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

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EBT: CASH BENEFIT VOUCHER SALE



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

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
1	Press the ↓ key on your terminal then scroll down to select the EBT CASH option. Once highlighted, press the OK key. From the idle prompt press the —← button. Use the ↑↓ arrow keys to highlight VOUCHER CSH and press OK. Your terminal will return to the home screen with EBTCASH and VOUCHER CASH now visible in the green boxes.	©2/27/19 01:21
	Touch Screen	BALANCE VOUCHER
	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 VOUCHER icon.	≡ ★ ६
	Non Touch Screen	
2	Enter the sale amount using your number keypad and then press the OK key. Swipe the EBT card.	EBT Sale
2	Touch Screen	\$5.00
	Enter the sale amount using your number keypad and then press the OK key. Swipe the EBT card.	
	Non Touch Screen	EBT Appr Code
3	Enter EBT approval code and press OK.	0000
3	Touch Screen	
	Enter EBT approval code and press OK.	
	Non Touch Screen	EBT Serial Number
	Enter the EBT Serial Number and then press OK.	0000
4	Touch Screen	
	Enter the EBT Serial Number and then press OK.	

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.	Transaction
	Touch Screen	Approved
	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 *********5555 Acct: EBT Type: Entry: Swiped Trace#: 123456 Uchr#: 12345679 Benefit: Cash AMOUNT: \$164.38 Resp: Approved 123456 Code: FS Ledger Bal: \$64.57 FS Avail Bal: \$80.00 FS Begin Bal: \$100.00 Ch Ledger Bal: \$55.00 Ch Avail Bal: \$102.00 MERCHANT COPY

EBT: BALANCE INQUIRY



Use the chart below to process an EBT Balance Inquiry.

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
1	Press the ↓ key on your terminal then scroll down to select EBT FOOD or EBT CASH, depending on which balance you require. Once highlighted, press the OK key. From the idle prompt press the ← button. Use the ↑↓ arrow keys to highlight BALANCE and press OK. Your terminal will return to the home screen with EBT CASH and BALANCE now visible in the green boxes.	© © 3G T 02/27/19 01:21 \$ \$ALE RETURN
	Touch Screen	BALANCE
	Press the EBT FOOD or EBT CASH icon on your terminal home screen, depending on which balance you require. A new screen will appear with the following options: SALE, RETURN, BALANCE, VOUCHER or VOUCHER RETURN. Press the BALANCE icon.	≡ * 4
	Non Touch Screen	
	Swipe EBT card. Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.	EBT Enq Food
2	Touch Screen	
	Swipe EBT card. Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.	
	Non Touch Screen	
3	Terminal communicates to host for EBT balance and prints EBT balance. Once completed the terminal will return to idle prompt.	Transaction
	Touch Screen	Approved
	Terminal communicates to host for EBT balance and prints EBT balance. Once completed the terminal will return to idle prompt.	

RETAIL RECEIPT EXAMPLE: EBT BALANCE INQUIRY

EBT RECEIPT: Food Balance Inquiry

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

01/08/2019 08:09

FS Ledger Bal: \$75.00 FS Avail Bal: \$76.00 FS Begin Bal: \$100.00

EBT RECEIPT: Cash Balance Inquiry

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

01/08/2019 08:09

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



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

- Printer Contrast
- · Security Settings
- · Communication Settings
- Keyboard BeepGlobal 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
	Non Touch Screen	Ⅲ
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight UTILITY. If prompted, input manager password, default is 1234.	Settlement Reports-> Favorites->
2	Touch Screen	Utility->
	Select UTILITY, listed in your CORE MENU, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password Applications-> Power Off

EDIT THE DATE & TIME

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Utility
3	Use the ↑↓ arrow keys to locate and highlight SETTINGS. Touch Screen Press SETTINGS in the UTILITY menu.	Settings-> Software Download-> Communications-> Favorites-> Security-> Training Mode
	FIESS SETTINGS III the OTILITY menu.	Merchant Portal->
	Non Touch Screen	Settings
4	Use the ↑↓ arrow keys to locate and highlight DATE AND TIME.	Date And Time Display Keyboard
•	Touch Screen	Power Management->
	Press DATE AND TIME in the SETTINGS menu.	Firmware Report Language->
	Non Touch Screen	Current Date:
	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.	04/24/19
5	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.	
	Non Touch Screen	
6	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.	Local Time: 13:28:14
	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.	

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
	Non Touch Screen	□
1	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.	Credit Debit
'	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
2	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight UTILITY. If prompted, input manager password, default is 1234.	Settlement Reports-> Favorites->
	Touch Screen	Utility->
	Select UTILITY, listed in your CORE MENU, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password Applications-> Power Off

ADJUSTING THE DISPLAY CONTRAST

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Utility
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight SETTINGS and press the OK key.	Settings-> Software Download-> Communications->
3	Touch Screen	Favorites->
	Press SETTINGS in the UTILITY menu.	Security-> Training Mode Merchant Portal->
	Non Touch Screen	Settings
4	Use the $\uparrow\downarrow$ arrow keys to locate and highlight DISPLAY and press the OK key.	Date And Time Display Keyboard
4	Touch Screen	Power Management->
	Press DISPLAYS in the SETTINGS menu.	Firmware Report Language->
	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.	Display
5	Touch Screen	- OK +
	Press the + and - icons to adjust the brightness of your screen and then press OK.	
	Non Touch Screen	Settings
6	Terminal returns to the SETTINGS menu.	Date And Time Display Keyboard
	Touch Screen	Power Management->
	Terminal returns to the SETTINGS menu.	Firmware Report Language->

POWER MANAGEMENT (WIRELESS ONLY)



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

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
	Press the F1 key on your terminal to reach the SERVICES menu.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Scroll down using the 1 arrow keys to locate and highlight CORF MENU. Once highlighted, press twill appear. ASK ABOUT THIS	Settlement ports-> vorites->
2	Touch Screen On the Z11 and Z8 there is	no lity->
	POWER MANAGEMENT opt From the CORE MENU select UTI password, default is 1234. Under	ion. trieve Password plications-> Power Off
	Non Touch Screen	Settings
	Use the $\uparrow \downarrow$ arrow keys to locate and highlight SETTINGS and press the OK key. Under SETTINGS use the $\uparrow \downarrow$ arrow keys to locate and highlight POWER MANAGEMENT and press the OK key.	Date And Time Display Keyboard
3	Touch Screen	Power Management->
	Select POWER MANAGEMENT in the SETTINGS menu.	Firmware Report Language->
	Non Touch Screen	Power Management
	Use the $\uparrow \downarrow$ arrow keys to locate and highlight Mode (On/Off) and press the OK key.	Mode (On/Off)-> Saving Timer->
4	Touch Screen	
	To choose whether you want to have this feature ON or OFF, select Mode (On/Off) in POWER MANAGEMENT menu.	

POWER MANAGEMENT (WIRELESS ONLY)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Saving Mode
	Use the $\uparrow \downarrow$ arrow keys to select ON or OFF and then press OK.	*On
5	Touch Screen	
	Select your desired POWER MANAGEMENT mode and then press OK.	
	Non Touch Screen	Power Management
	To choose timer options and settings, select Saving Timer in POWER MANAGEMENT menu.	Mode (On/Off)-> Saving Timer->
6	Touch Screen	
	To choose timer options and set MANAGEMENT menu. ASK ABOUT THIS On the Z11 and Z8 there is POWER MANAGEMENT opti	no
	Non Touch Screen	/ing Timer
_	Use the ↑↓ arrow keys to select timer you would like to set.	Backlight Timer Standby Timer Sleep Timer
7	Touch Screen	Shutdown Timer
	Select timer you would like to set.	
	Non Touch Screen	Shutdown Timer
	Use numeric keypad to set timer in minutes and press OK. Terminal returns to the SETTINGS menu once settings are selected.	(in minutes):
8	Touch Screen	
	Set timer in minutes and press OK. Terminal returns to the SETTINGS menu once settings are selected.	

KEYBOARD BEEP ON/OFF



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

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	□
	Press the F1 key on your terminal to reach the SERVICES menu.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key. Your CORE MENU will appear.	Settlement Reports-> Favorites->
2	Touch Screen	Utility->
	From the CORE MENU select UTILITY. If prompted, input manager password, default is 1234. Under the UTILITY menu select SETTINGS.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Settings
	Use the ↑↓ arrow keys to select KEYBOARD and press OK.	Date And Time Display Keyboard
3	Touch Screen	Power Management->
	Select KEYBOARD in the SETTINGS menu.	Firmware Report Language->
	Non Touch Screen	
4	Press F2 for YES and F3 for NO.	Keyboard beep?
	Touch Screen	Yes No Cancel
	Select your desired setting and press the OK key to confirm.	

ADJUSTING THE PRINTER CONTRAST



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

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Utility
	Use the $\uparrow \downarrow$ arrow keys to locate and highlight SETTINGS and press the OK key.	Settings-> Software Download-> Communications->
1	Touch Screen	Favorites->
	Press SETTINGS in the UTILITY menu.	Security-> Training Mode Merchant Portal->
	Non Touch Screen	Settings
2	Use the ↑↓ arrow keys to locate and highlight PRINTER and press the OK key. Touch Screen ASK ABOUT THIS: On the Z11 and Z8 there is no	Date And Time Display Keyboard Power Management-> Firmware Report
	Press PRINTEI Press PRINTEI	Language->
	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.	Printer Contrast
3	Touch Screen	- OK +
	Press the + and - icons to adjust the contrast of your printer and then press OK.	
4	Non Touch Screen	Settings
	Terminal returns to the SETTINGS menu.	Date And Time Display Keyboard
	Touch Screen	Power Management->
	Terminal returns to the SETTINGS menu.	Firmware Report Language->

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
	Non Touch Screen	□
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	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.	Settlement Reports-> Favorites->
2	Touch Screen	Utility->
	Select UTILITY, listed in your CORE MENU, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Utility
3	Use the ↑↓ arrow keys to locate and highlight SECURITY. Once highlighted, press the green OK key.	Settings-> Software Download-> Communications->
	Touch Screen	Favorites->
	Select SECURITY in the SETTINGS menu.	Security-> Training Mode DeNovo Report->

Menu Security (CORE MENU)

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

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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	
2	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.	Core Menu Settlement Reports-> Favorites-> Utility->
	Touch Screen	Retrieve Password
	Select UTILITY, listed in your CORE MENU, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Applications-> Power Off
	Non Touch Screen	Utility
3	Scroll down using the ↑↓ arrow keys to locate and highlight SECURITY. Once highlighted, press the green OK key.	Settings-> Software Download-> Communications->
	Touch Screen	Favorites->
	Select SECURITY in the SETTINGS menu.	Security-> Training Mode DeNovo Report->

Edit Password (CORE MENU)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Security
4	Use the ↑↓ arrow keys to locate and highlight EDIT PASSWORD Once highlighted, press the green OK key.	Menu Utility Edit Password Key Injection Pass Thru
4	Touch Screen	
	Select your EDIT PASSWORD in the SECURITY menu.	
	Non Touch Screen	
5	Use the ↑↓ arrow keys to locate and highlight the security question you want to answer. Note: This will only prompt the first time the password is changed from the factory default.	Question Middle Name Mom's Bday Last 4 of SS#
	Touch Screen	
	Choose which security question you want to answer. Note: This will only prompt the first time the password is changed from the factory default.	
	Non Touch Screen	SECURE QUESTION
	Use the alphanumeric keypad to set up your answer to the chosen security question. Press the OK key to confirm your answer.	Middle name mary
6	Touch Screen	qwertyuiop
	Type in your middle name using the alphabetic keyboard then press the green OK key.	a s d f g h j k 1 abc z x c v b n m c- 123
	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.	CURRENT PASSWORD ****
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.	

Edit Password (CORE MENU)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	NEW PASSWORD
	Enter your new password and press the OK key.	***
8	Touch Screen	
	Enter your new password and press the OK key.	
	Non Touch Screen	CONFIRM PASSWORD
	Confirm your new password and press the OK key.	***
9	Touch Screen	
	Confirm your new password and press the OK key.	
	Non Touch Screen	
10	Your new password will appear on the screen and the terminal will then return to the SECURITY menu.	2222
	Touch Screen	
	Your new password will appear on the screen and the terminal will then return to the SECURITY menu.	

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
	Non Touch Screen	ш
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	Scroll down using the ↑↓ arrow keys to locate and highlight RETRIEVE PASSWORD. Once highlighted, press the green OK key.	Settlement Reports-> Favorites->
	Touch Screen	Utility->
	Select RETRIEVE PASSWORD, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	SECURE QUESTION
	Use the alphanumeric keypad to input the answer to your previously set up security question. Press the Green OK key to confirm your answer.	Middle name mary
3	Touch Screen	qwertyuiop
	Use the alphanumeric keypad to input the answer to your previously set up security question. Press the Green OK key to confirm your answer.	a s d f g h j k l abc z x c v b n m c- 123 _ OK
	Non Touch Screen	
4	The terminal will display the current password for 3 seconds then returns to the CORE MENU.	2222
	Touch Screen	
	The terminal will display the current password for 3 seconds then returns to the CORE MENU.	

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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	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.	Settlement Reports-> Favorites->
2	Touch Screen	Utility->
	Select UTILITY, listed in your CORE MENU, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Utility
	Use the ↑↓ arrow keys to locate and highlight COMMUNICATIONS. Once highlighted, press the green OK key.	Settings-> Software Download-> Communications->
3	Touch Screen	Favorites->
	Select COMMUNICATIONS in the UTILITY menu.	Security-> Training Mode DeNovo Report->

COMMUNICATIONS SETTINGS (MODEM)

STEP	ACTION			TOUCH SCREEN DISPLAY
	Non Touch Screen			Communications
4	Use the ↑↓ arrow keys to locate and highlight LOCAL PARMS. Once highlighted, press the green OK key.		Print Details Local Parms> Remote Parms>	
	Touch Screen			
	Select LOCAL PARMS in the COMMUNICATIONS menu.			
	Non Touch Screen			Local Parameters
5	Use the ↑↓ arrow keyshighlighted, press the	s to locate and highlight green OK key.	MODEM. Once	Modem -> Ethernet WiFi
5	Touch Screen			3G/GPRS
	Select MODEM in the I	OCAL PARAMETERS mer	nu.	
	Non Touch Screen			Modem
6	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.	Prefix Suffix Dial Type
	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.	
	Non Touch Screen			Dial Prefix
	Using the alphanumeric keyboard on your screen, enter your desired dialling prefix. The terminal will return to the MODEM menu.		Enter prefix #	
7	Touch Screen			qwertyuiop
		ic keyboard on your scre minal will return to the M		a s d f g h j k l abc z x c v b n m <- 123 OK

COMMUNICATIONS SETTINGS (MODEM)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Dial Suffix
	Using the alphanumeric keyboard on your screen, enter your desired dialling suffix. The terminal will return to the MODEM menu.	Enter suffix # ##
8	Touch Screen	qwertyuiop
	Using the alphanumeric keyboard on your screen, enter your desired dialling suffix. The terminal will return to the MODEM menu.	[a] s d f g h j k 1 abc z x c v b n m c- [123] OK
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight your desired DIAL TYPE. Once highlighted, press the green OK key. Note: The Dial Type option that is currently set for the Modem Communication	Dial Type Tone Pulse
9	will be marked with an asterisk (*).	
	Touch Screen	
	Select your desired option.	
	Note: The Dial Type option that is currently set for the Modem Communication will be marked with an asterisk (*).	
	Non Touch Screen	Modem
		Prefix
10	The terminal will return to the MODEM menu.	Suffix Dial Type
	Touch Screen	
	The terminal will return to the MODEM menu.	

COMMUNICATIONS SETTINGS (ETHERNET)



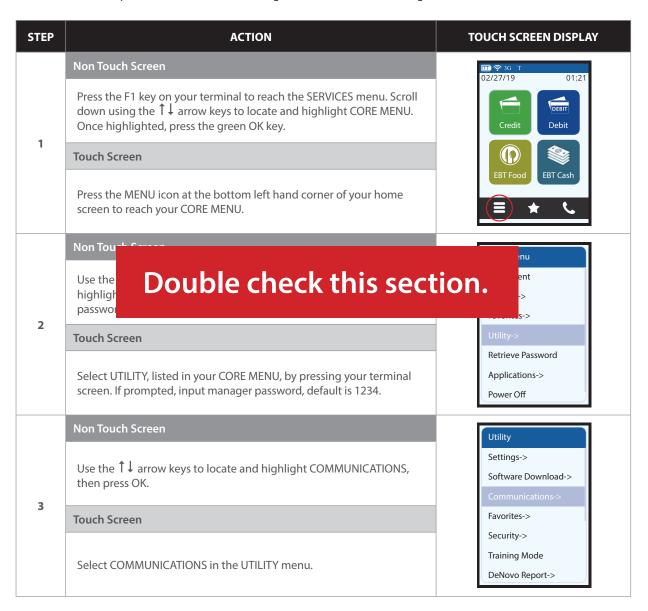
The following options enable edits to the following Ethernet communication parameters:

• 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:



COMMUNICATIONS SETTINGS (ETHERNET)

STEP	АСТ	TION	TOUCH SCREEN DISPLAY	
	Non Touch Screen		Communications	
	Use the ↑↓ arrow keys to locate and highlight LOCAL PARMS, then press OK.		Print Details Local Parms> Remote Parms>	
4	Touch Screen			
	Select LOCAL PARMS in the COMM	UNICATIONS menu.		
	Non Touch Screen		Local Parameters	
	Use the ↑↓ arrow keys to locate ar OK.	nd highlight ETHERNET, then press	Modem -> Ethernet WiFi	SAL
5	Touch Screen		3G/GPRS	UNIVERSAL
	Select ETHERNET in the LOCAL PAR	AMETERS menu.		
	Non Touch Screen		Ethernet	
	MODE: Press OK. Go to step 7.	SET UP STATIC IP: Press ↓to highlight STATIC PARMS and press OK. Skip to step 10.		
6	Touch Screen			
	MODE: Press MODE. Go to step 7.	SET UP STATIC IP: Press STATIC PARMS and skip to step 10.		
	Non Touch Screen		Ethernet	
	DHCP: Press OK.	STATIC: Press ↓ to highlight STATIC and press OK. Skip to step 8.	DHCP mode IP Address Gateway	This is not th
7	Touch Screen		Netinask	correct screen
	DHCP: Press DHCP.	STATIC: Press STATIC and skip to step 10.	DNS1	
	Note: The Ethernet Mode option that is a	urrently set for the Modem Communication w	vill be marked with an asterisk (*).	

COMMUNICATIONS SETTINGS (ETHERNET)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
	Press F2 for YES and F4 for NO, depending on the setting you desire.	Ethernet in DHCP mode. Turn static mode on?
8	Touch Screen	Yes No Cancel
	Press YES or NO, depending on the setting you desire.	
	Non Touch Screen	
	Use the ↑↓ arrow keys to locate and highlight your desired option, then press OK. Terminal returns to the Ethernet communications menu.	DHCP mode IP Address
9	Note: Repeat to configure each IP Parameter setting.	Gateway Netmask
	Touch Screen	DNS1
	Press your desired option and press OK. Terminal returns to the Ethernet communications menu.	
	Note: Repeat to configure each IP Parameter setting.	

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

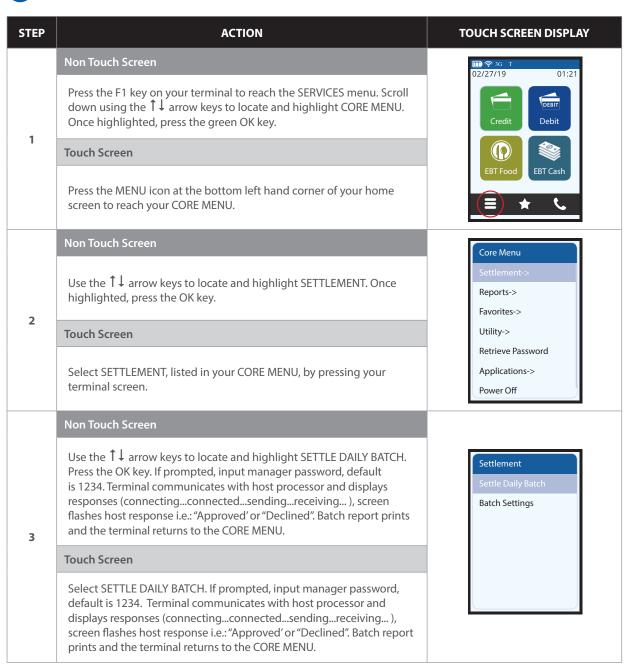


FOR EXAMPLE: XYZ Merchant is subscribed to Credit and Debit, Gift Card and Check applications. He wants all three applications to batch at the same time so he uses the Settlement option in the Core Menu to configure the batch settings for all applications.

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.)



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	
	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.	Credit Debit	
1	Touch Screen		
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash	
2	Non Touch Screen	Core Menu	
	Use the ↑↓ arrow keys to locate and highlight SETTLEMENT. Once highlighted, press the OK key.	Settlement-> Reports-> Favorites->	
	Touch Screen	Utility->	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off	

Batch Settings (FOR ALL APPLICATIONS)

STEP	ACTION		TOUCH SCREEN DISPLAY	
	Non Touch Screen			Settlement
	Use the ↑↓ arrow keys to locate and highlight BATCH SETTINGS. Once highlighted, press the OK key. If prompted, input manager password, default is 1234.		Settle Daily Batch Batch Settings	
3	Touch Screen			
	Select BATCH SETTINGS in the SETTLEMENT menu. If prompted, input manager password, default is 1234.		nu. If prompted, input	
	Non Touch Screen			
4	Dial: Press F2.	No Dial: Press F3.	Off: Press F4.	CR/DB Automatic?
4	Touch Screen			Dial NoDial Off
	Dial: Select DIAL.	No Dial: Select NO DIAL.	Off: Select OFF.	
	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.		Batch Time Time [HHMM] 01:00	
5	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)			
		as 16:00 while 4:00am is 04:00		
	Non Touch Screen			Batch Time
	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.			Interval [HHMM] 00:10
	Note: The example to the right shows that the terminal will dial out every ten minutes to retry the settlement.			
6	Touch Screen			
		ut how many minutes bef ry to close the batch show to confirm.		
	Note: The example to the minutes to retry the settlen	right shows that the terminal nent.		

Batch Settings (FOR ALL APPLICATIONS)

STEP	ACTION	TOUCH SCREEN DISPLAY	
	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.	Batch Time Period [HHMM]	
7	Note: The terminal will continue to retry the settlement every 10 minutes for up to 55 Minutes according to the example on the right.	00:55	
	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.		
	Non Touch Screen	Core Menu	
8	The terminal then returns to the CORE MENU.	Settlement-> Reports-> Favorites->	
	Touch Screen	Utility->	
	The terminal then returns to the CORE MENU.	Retrieve Password Applications-> Power Off	

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	
	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.	Credit Debit	
1	Touch Screen		
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash	
	Non Touch Screen	Core Menu	
	Use the ↑↓ arrow keys to locate and highlight REPORTS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->	
2	Touch Screen	Utility->	
	Select REPORTS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off	
	Non Touch Screen		
3	Use the ↑↓ arrow keys to locate and highlight DAILY 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.	Report Daily Report Summary Report	
	Touch Screen		
	Select DAILY REPORT. If prompted, input manager password, default is 1234. Report prints and the terminal returns to the Core Menu.		

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
	Non Touch Screen	ш
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight REPORTS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select REPORTS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	
3	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.	Report Daily Report Summary Report
	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
	Non Touch Screen	□
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight UTILITY. Once highlighted, press the green OK key. If prompted, input manager password, default is 1234.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select UTILITY, listed in your CORE MENU, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Utility
3	Use the ↑↓ arrow keys to locate and highlight TRAINING MODE. Once highlighted, press the green OK key.	Settings-> Software Download-> Communications->
	Touch Screen	Favorites->
	Select TRAINING MODE in your UTILITY menu.	Security-> Training Mode DeNovo Report->

UNIVERSAL TERMINAL FEATURES

TRAINING MODE ON/OFF

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	
	Press F2 for YES and F4 for NO.	Enter Training Mode?
-	Touch Screen	Yes No
	If you want your terminal to enter Training Mode, select YES.	
	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.	Changing Training
5	Touch Screen	Mode
	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.	
	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.	Credit Debit
6	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.	EBT Food EBT Cash ★ • • • • • • • • • • • • • • •

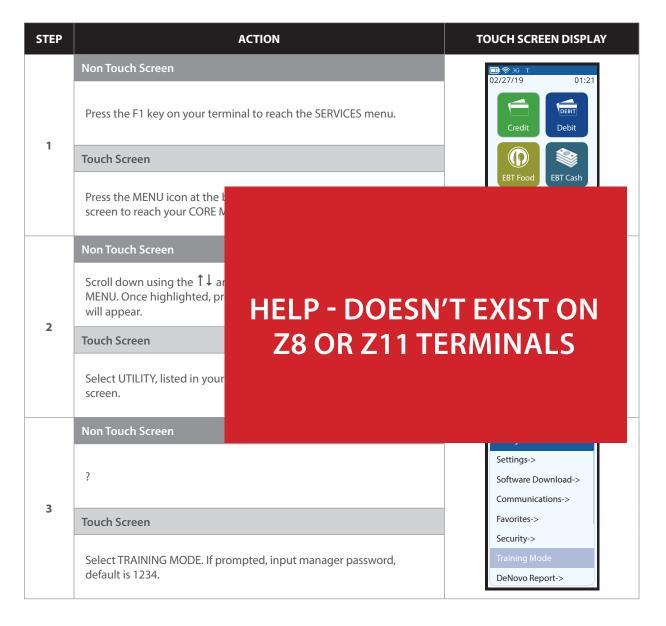


CONFIGURING POINTS PER DOLLAR

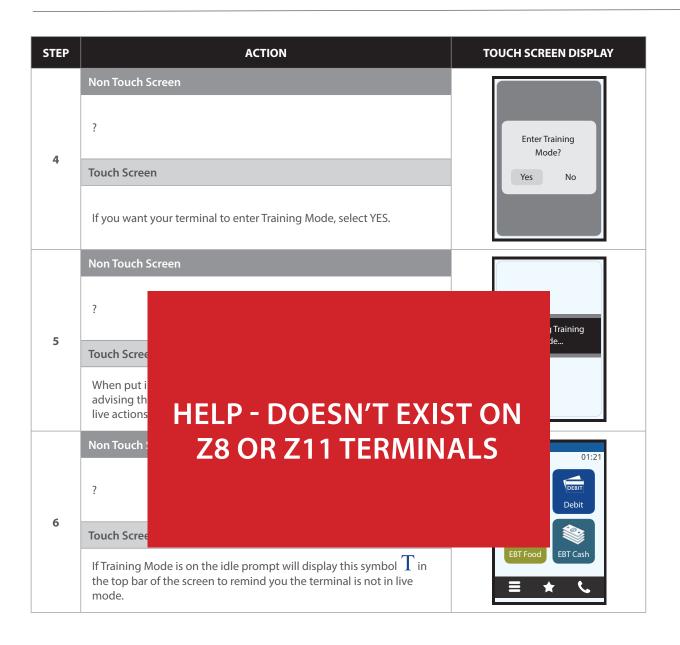


Use the directions below to configure how many points customers will earn for every dollar they at the merchant location.

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



CONFIGURING POINTS PER DOLLAR

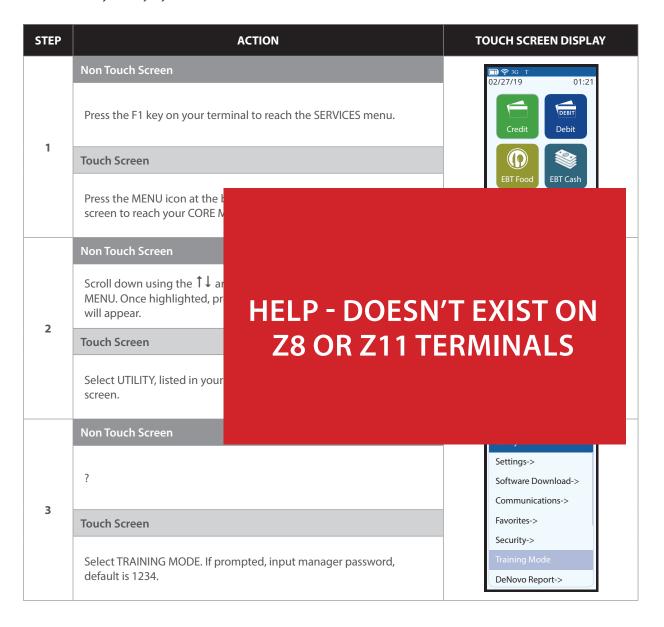


CONFIGURING POINTS TO FREE ITEM

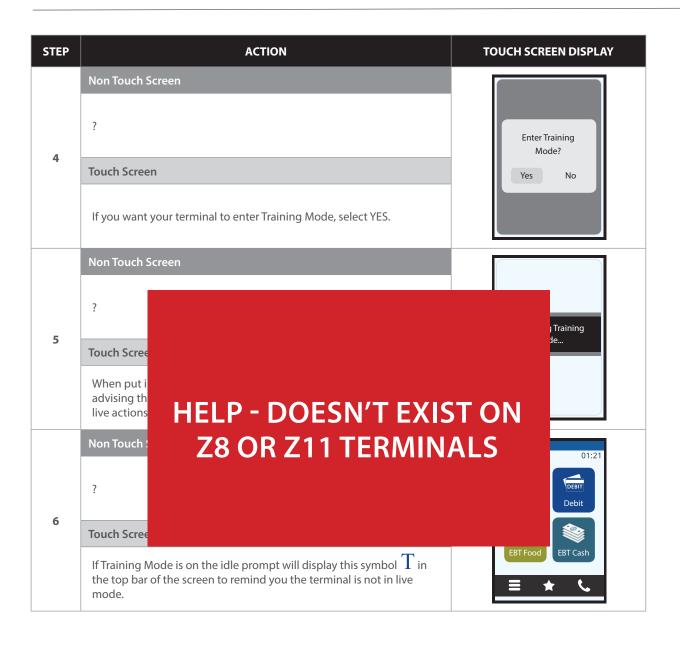


Use the directions below to configure how many points a customer needs to accrue to receive their reward or "Free Item".

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



CONFIGURING POINTS TO FREE ITEM



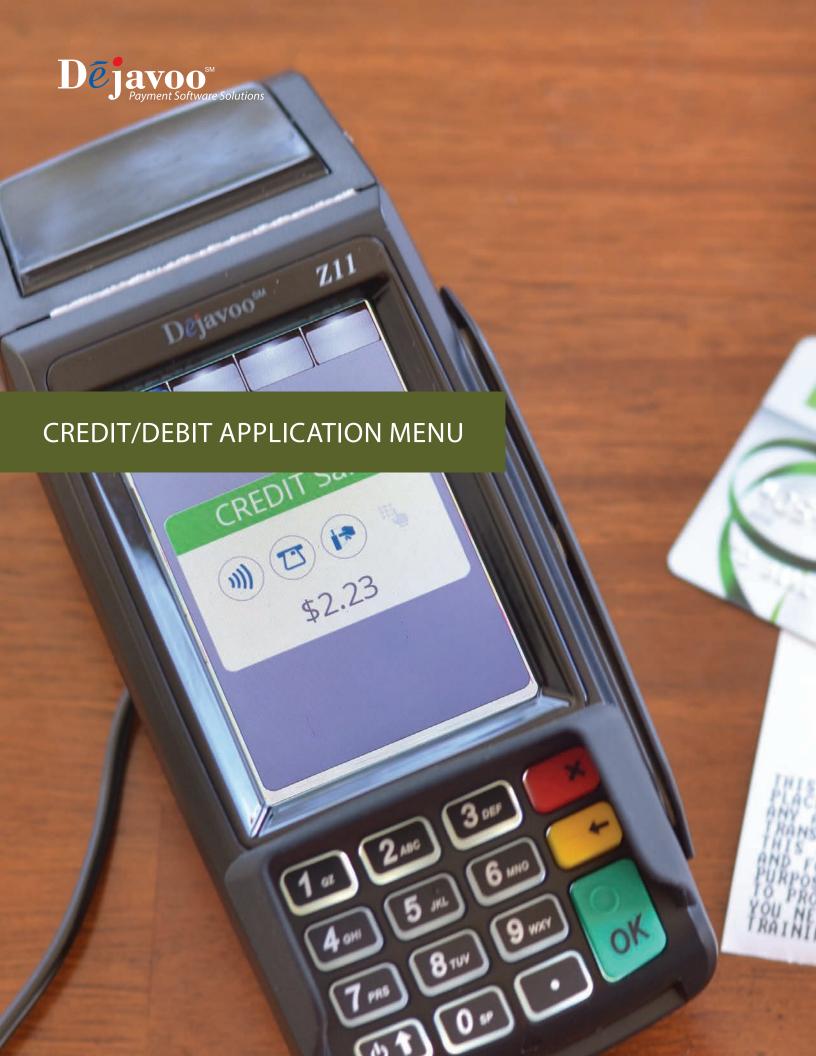
RECEIPT EXAMPLE: LOYALTY PROGRAM

Points Earned

ABC STORE 123 Main Street Anytown, NY 11030 1 (877) 777-8888 12/07/19 08:09 Trans #: 1 Batch #: 1 SALE *********5555 Acct: VISA Type: 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

123 Mai	STORE n Street NY 11030 777-8888
12/07/19	08:09
Trans #: 1	Batch #: 1
2	PALE
Acct: **	*********5555
Type:	VISA
Entry:	Card Swiped
Server (2):	Lisa
AMOUNT:	\$25.33
TIP AMT:	\$
TOTAL AMT:	\$
Tip Sugg. 1:	15% \$3.79
	18% \$4.55
Resp: Code:	Approved 123456
,	ns you have won a Appetizer
Your New Poi	nts Balance is 10
	ted with receipt cstore.com
сиѕто	MER COPY



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
- Summary Report
- · Detailed Report
- History Report
 Report Generator
- 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
	Non Touch Screen	□
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Daily Report

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
4	Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Press REPORT, listed in your CREDIT/DEBIT menu. If prompted, input manager password, default is 1234.	Setup-> Retireve Password
	Non Touch Screen	Report
_	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.	Daily Report Summary Report-> Detailed Report->
5	Touch Screen	Untipped Report
	Select DAILY REPORT, listed in your REPORT menu, by pressing your terminal screen. Report prints and the terminal returns to the REPORT menu.	Server Report-> Tabs Report-> History Report

CREDIT/DEBIT APPLICATION MENU

Example: Daily Report

MY BUSINESS 123 Main Stre Anytown, NY 11 1 (877) 777-88	030
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 2 M/C SL 5454 3 VIS VS 1111 *********************************	10.00 55.40 10.00 ****
CREDIT Records: CREDIT Total:	3 55.40
= = = = = = = = = = = = = = = = = = =	DEBIT
Trn	
1 SL 7890 2 SL 8901 ********	17.00 37.00 *****
DEBIT Records: DEBIT TOTAL: Incl. Cash Back = = = = = = = = = = = = = = = = = = =	2 54.00 10.00 = = = = =
Records: Overall:	5 109.40
End of Report	

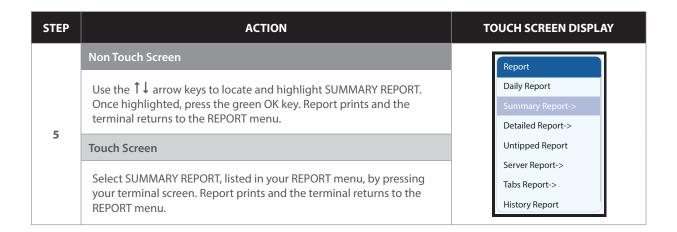
Summary Report



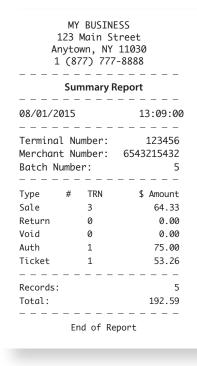
The Summary Report prints total amount s for each transaction type that is in the current and open batch.

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Ⅲ
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
4	Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
	Touch Screen	Reprint Receipt->
	Press REPORT, listed in your CREDIT/DEBIT menu. If prompted, input manager password, default is 1234.	Setup-> Retireve Password

Summary Report



Example: Summary Report



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
	Non Touch Screen	☐
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Detailed Report

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
	Touch Screen	Reprint Receipt->
	Press REPORT, listed in your CREDIT/DEBIT menu. If prompted, input manager password, default is 1234.	Setup-> Retireve Password
	Non Touch Screen	Report
_	Use the ↑↓ arrow keys to locate and highlight DETAILED REPORT. Once highlighted, press the green OK key.	Daily Report Summary Report-> Detailed Report->
5	Touch Screen	Server Report->
	Select DETAILED REPORT, listed in your REPORT menu, by pressing your terminal screen. Report prints and the terminal returns to the REPORT menu.	History Report Report Generator-> Custom Reports->
6	Non Touch Screen	Detailed Report
	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.	Print Detailed View Detailed
	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.	

REDIT/DEBIT NPLICATION MENII

CREDIT/DEBIT APPLICATION MENU

Example: Detailed Report

MY BUSINE 123 Main St Anytown, NY 1 (877) 777	11030
Detailed R	eport
08/01/2015	13:09:00
Terminal Number: Merchant Number: Batch Number:	12345 6543215432 21
EDC: Sale: Transaction #:	CREDIT 112.00
Trans. Date: Trans. Time: Entry: Acc: *****	08/01/15 09:10:00 Swipe ******1234
Type: Resp: Code:	MASTERCARD Approved 123456
**************************************	**************************************
TOTAL: = = = = = = = =	112.00
EDC: Sale: Transaction #: Trans. Date: Trans. Time:	CREDIT 112.00 1 08/01/15 09:10:00
Fn+nv·	09:10:00 Cwin

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
	Non Touch Screen	Ⅲ ≈ 3G T 02/27/19
	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.	Credit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EB
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Passwor Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

History Report

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Press REPORT, listed in your CREDIT/DEBIT menu. If prompted, input manager password, default is 1234.	Setup-> Retireve Password
	Non Touch Screen	Report
5	Use the ↑↓ arrow keys to locate and highlight HISTORY REPORT. Once highlighted, press the green OK key.	Daily Report Summary Report-> Detailed Report->
3	Touch Screen	Server Report->
	Select HISTORY REPORT, listed in your REPORT menu, by pressing your terminal screen. Report prints and the terminal returns to the REPORT menu.	Report Generator-> Custom Reports->
	Non Touch Screen	Date
	Use the alphanumeric keypad to input the FROM date of the desired date range. Press the Green OK key to continue.	From: (MMDDYY) 00/00/00
6	Touch Screen	
	Use the keypad to input the FROM date of the desired date range. Press the Green OK key to continue.	
	Non Touch Screen	Date
	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.	To: (MMDDYY) 00/00/00
7	Touch Screen	
	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.	

REDIT/DEBIT APPLICATION MENII

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

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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Report Generator

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
_	Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select REPORT, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Report
5	Use the $\uparrow\downarrow$ arrow keys to locate and highlight REPORT GENERATOR. Once highlighted, press the green OK key.	Detailed Report-> Untipped Report Server Report->
3	Touch Screen	Tabs Report->
	Select REPORT GENERATOR, listed in your REPORT menu, by pressing your terminal screen.	History Report Report Generator-> Custom Reports->
	Non Touch Screen	Report Type
	Use the ↑↓ arrow keys to locate and highlight the REPORT TYPE you desire. Once highlighted, press the green OK key.	Daily-> Summary-> Detailed Report->
6	Touch Screen	Server Report->
	Select the REPORT TYPE you desire by pressing your terminal screen.	Tabs Report-> History Report->
	Non Touch Screen	Payment Type
	Use the ↑↓ arrow keys to locate and highlight the PAYMENT TYPE you desire. Once highlighted, press the green OK key.	All-> Credit-> Debit->
7	Touch Screen	EBT->
	Select the PAYMENT TYPE you desire by pressing your terminal screen.	

Report Generator

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Transaction Type
	Use the ↑↓ arrow keys to locate and highlight the TRANSACTION TYPE you desire. Once highlighted, press the green OK key.	All-> Sale-> Return->
8	Touch Screen	Void->
	Select the TRANSACTION TYPE you desire by pressing your terminal screen.	Authorization-> Ticket->
	Non Touch Screen	Sort By
9	Use the ↑↓ arrow keys to indicate what way to you want the report information to be sorted. Once highlighted, press the green OK key.	EDC Transaction # Transaction Type
9	Touch Screen	Card Type
	Choose the way you want your report to be sorted by selecting the desired SORT BY option.	Clerk #
	Non Touch Screen	
10	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.	Save as Custom Report?
10	Touch Screen	
	When asked to save your Custom Report, select YES or NO. If you select YES, a new screen appears asking you to name your report.	Yes No
	Non Touch Screen	New Custom Report
	Using the alphnumeric keyboard on your terminal to type in the name of your Custom Report.	Report1
11	Touch Screen	qwertyuiop
	Using the keyboard on your terminal screen, type in the name of your Custom Report.	a s d f g h j k l abc z x c v b n m <- 123 _ OK

Report Generator

STEP	ACTION	TOUCH SCREEN DISPLAY	
	Non Touch Screen		
12	When asked to save as Default Batch Report, select F2 for YES or F4 for NO.	Save as Default Batch Report?	
12	Touch Screen	Yes No	
	Select YES to save and print your default batch report. Press NO to abort the process.		
	Non Touch Screen	Report	
42	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.	Daily Report Summary Report-> Detailed Report->	
13	Touch Screen	Server Report->	
	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.	History Report Report Generator-> Custom Reports->	

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	
	Non Touch Screen	Ⅲ	
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit	
1	Touch Screen		
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash	
	Non Touch Screen	Core Menu	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->	
2	Touch Screen	Utility->	
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off	
	Non Touch Screen	Applications	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key. Credit/Debit/EB Cash Gift		
3	Touch Screen		
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.		

Print Custom Reports

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select REPORT, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Report
5	Use the ↑↓ arrow keys to locate and highlight CUSTOM REPORTS. Once highlighted, press the green OK key.	Detailed Report-> Untipped Report Server Report->
5	Touch Screen	Tabs Report->
	Select CUSTOM REPORTS, listed in your REPORT menu, by pressing your terminal screen.	History Report Report Generator-> Custom Reports->
	Non Touch Screen	Custom Reports
	Use the ↑↓ arrow keys to locate and highlight the CUSTOM REPORT you want to print or delete. Once highlighted, press the green OK key.	1: Report1 2: Report2
6	Touch Screen	
	Select the REPORT TYPE you want to print or delete by pressing your terminal screen.	
	Non Touch Screen	
7	Use the \(\bar\) 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. **Note: You would have to have saved a custom report prior to it showing in the options.	Report1 Print Delete
	Touch Screen	
	Select PRINT or DELETE. Your report will print or delete according to your selection and the terminal returns to the Report Menu. Note: You would have to have saved a custom report prior to it showing in the options.	

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:

- SettlementEDC Report
- Void Transaction
 - iisaction
- · Value Added Server
- Set Batch # 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		
	Non Touch Screen	■		
1	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the $\uparrow \downarrow$ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit		
•	Touch Screen			
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.			
	Non Touch Screen	Core Menu		
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->		
2	Touch Screen	Utility->		
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off		

Settle Daily Batch

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
3	Touch Screen	Setup->
	Select HOST UTILITY, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Host Utility
4	Use the ↑↓ arrow keys to locate and highlight SETTLEMENT. Once highlighted, press the green OK key.	Settlement-> Void Transaction Value Added Srv->
4	Touch Screen	EDC Report
	Select SETTLEMENT, listed in your HOST UTILITY menu, by pressing your terminal screen.	Batch Features-> GoGreen Features-> Store N Forward
	Non Touch Screen	Setllement
_	Use the $\uparrow\downarrow$ arrow keys to locate and highlight SETTLE DAILY BATCH and press the green OK key.	Settle Daily Batch Batch Settings
5		
5	and press the green OK key.	
5	and press the green OK key. Touch Screen	
5	and press the green OK key. Touch Screen Press SETTLE DAILY BATCH.	
	and press the green OK key. Touch Screen Press SETTLE DAILY BATCH. Non Touch Screen Terminal communicates with host processor and displays responses. (connectingconnectedsendingreceiving). Screen Flashes Host Response i.e.: "Approved' or "Declined". Batch Report Prints and the	Batch Settings

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	
	Non Touch Screen	Ⅲ	
	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.	Credit Debit	
1	Touch Screen		
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash	
	Non Touch Screen	Core Menu	
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->	
2	Touch Screen	Utility->	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off	
	Non Touch Screen	Applications	
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift	
3	Touch Screen		
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.		

BATCH SETTINGS

STEP	ACTION			TOUCH SCREEN DISPLAY
	Non Touch Screen			Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.			Report-> Host Utility-> Reprint Receipt->
4	Touch Screen			Setup->
	Select HOST UTILITY, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.			Retrieve Password
	Non Touch Screen			Host Utility
5	Use the ↑↓ arrow keys highlighted, press the	s to locate and highlight : green OK key.	SETTLEMENT. Once	Settlement-> Void Transaction Value Added Srv->
	Touch Screen			EDC Report
	Select SETTLEMENT, listed in your HOST UTILITY menu, by pressing your terminal screen.			Batch Features-> GoGreen Features-> Store N Forward
	Non Touch Screen			Settlement
	Use the $\uparrow \downarrow$ arrow keys to locate and highlight BATCH SETTINGS and press the green OK key.			Settle Daily Batch Batch Settings
6	Touch Screen			
	Select BATCH SETTING pressing your terminal	S, listed in your SETTLEM screen.	ENT menu, by	
	Non Touch Screen			
7	Dial: Press F2.	No Dial: Press F3.	Off: Press F4.	CR/DB Automatic?
,	Touch Screen			Dial NoDial Off
	Dial: Select DIAL.	No Dial: Select NO DIAL.	Off: Select OFF.	

BATCH SETTINGS

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
	Use the keypad to input the desired time to have the terminal dial out automatically and settle open transactions.	Batch Time Time [HHMM]
	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.	01:00
8	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.	
	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.	Batch Time Interval [HHMM]
9	Note: The example to the right shows that the terminal will dial out every ten minutes to retry the settlement.	00:10
	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.	
	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.	Batch Time Period [HHMM]
10	Note: The terminal will continue to retry the settlement every 10 minutes for up to 55 Minutes according to the example on the right.	00:55
10	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.	

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
	Non Touch Screen	т
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
3	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

VOID TRANSACTION

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	Credit/Debit Report-> Host Utility-> Reprint Receipt->
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	
	Touch Screen	Setup->
	Select HOST UTILITY, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Host Utility
	Use the ↑↓ arrow keys to locate and highlight VOID TRANSACTION. Once highlighted, press the green OK key.	Settlement-> Void Transaction Value Added Srv->
5	Touch Screen	EDC Report
	Select VOID TRANSACTION, listed in your HOST UTILITY menu, by pressing your terminal screen.	Batch Features-> GoGreen Features-> Store N Forward->
6	Non Touch Screen	Void Transaction
	At this point the Z8 returns to the homescreen.	View All By Transaction # Reference Number
	Touch Screen	Invoice #
	Select the desired method to void the transaction, either by Transaction # or by viewing all transactions in the batch.	Approval Code Last Transaction
7	Non Touch Screen	Void Transaction
	When voiding by transaction number input the transaction number you wish to void from the current batch.	Enter Trans Num:
	Touch Screen	
	When voiding by transaction number input the transaction number you wish to void from the current batch.	

VOID TRANSACTION

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	Select Trans
	Verify transaction is correct transaction to be voided and press OK to confirm	#001 Sale Amt: \$20.00 M/C ****8085 Code: 1234567890
	Touch Screen	
	Verify transaction is correct transaction to be voided and press OK to confirm	Select
	Non Touch Screen	
9	If Void Amount is correct press F2 if not correct press the F4 to abort the transaction.	Amount: \$20.00
	Touch Screen	OK Cancel
	If Void amount is correct tap OK if not correct tap CANCEL to abort the transaction.	
	Non Touch Screen	MANAGER PASSWORD
10	Input the Manager's Password if prompted, the default password is 1234 and then press OK.	***
	Touch Screen	
	Input the Manager's Password if prompted, the default password is 1234 and then press OK.	
11	Non Touch Screen	Sign here:
	?	
	Touch Screen	
	Ask customer to sign the terminal screen using their finger and press OK. Terminal prints VOID receipt and returns to idle prompt.	Clear OK Cancel

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.

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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	ш
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
3	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

VALUE ADDED SERVER

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select HOST UTILITY, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Host Utility
	Use the ↑↓ arrow keys to locate and highlight VALUE ADDED SRV. Once highlighted, press the green OK key.	Settlement-> Void Transaction Value Added Srv->
5	Touch Screen	EDC Report
	Select VALUE ADDED SRV by pressing your terminal screen.	Batch Features-> GoGreen Features-> Store N Forward->
	Non Touch Screen	Value Added Serv
	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.	Manual Request
6	Touch Screen	
	Select MANUAL REQUEST by pressing your terminal screen. The terminal communicates and syncs with DeNovo managed services system.	

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

• Baud Rate

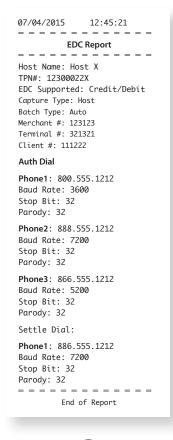
- Terminal Profile #
- Payment Types Supported

- Host Parameters
- Authorization Ph #
- Settlement Ph #

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the $\uparrow \downarrow$ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

EDC REPORT

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select HOST UTILITY, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Host Utility
_	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.	Settlement-> Void Transaction Value Added Srv->
5	Touch Screen	EDC Report
	Select EDC REPORT by pressing your terminal screen. EDC Report Prints. Terminal returns to the idle prompt.	Batch Features-> GoGreen Features-> Store N Forward->



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
	Non Touch Screen	Ⅲ
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Set Batch

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select HOST UTILITY, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Host Utility
-	Use the ↑↓ arrow keys to locate and highlight BATCH FEATURES. Once highlighted, press the green OK key.	Settlement-> Void Transaction Value Added Srv->
5	Touch Screen	EDC Report
	Select BATCH FEATURES by pressing your terminal screen.	Batch Features-> GoGreen Features-> Store N Forward->
	Non Touch Screen	Batch Features
	Use the ↑↓ arrow keys to locate and highlight SET BATCH #. Once highlighted, press the green OK key.	Set Batch # Delete Open Batch Delete History
6	Touch Screen	
	Select SET BATCH # by pressing your terminal screen.	
	Non Touch Screen	SET BATCH #
	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.	Starting batch #
7	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.	

Set Batch

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
_	When asked to confirm Batch Number, select F2 for YES or F4 for NO.	Are You Sure?
8	Touch Screen	Yes No
	Select YES to set your batch number. Press NO to abort the process.	
	Non Touch Screen	
	Confirmation of your batch setting will appear on the screen.	Set To 1
9	Touch Screen	
	Confirmation of your batch setting will appear on the screen.	
	Non Touch Screen	Batch Features
10	The terminal returns to the BATCH FEATURES screen.	Set Batch # Delete Open Batch Delete History
	Touch Screen	
	The terminal returns to the BATCH FEATURES screen.	

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
	Non Touch Screen	☐
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the $\uparrow \downarrow$ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites-> Utility-> Retrieve Password Applications-> Power Off
2	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Delete Open Batch

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select HOST UTILITY, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Host Utility
5	Use the ↑↓ arrow keys to locate and highlight BATCH FEATURES. Once highlighted, press the green OK key.	Settlement-> Void Transaction Value Added Srv->
5	Touch Screen	EDC Report
	Select BATCH FEATURES by pressing your terminal screen.	Batch Features-> GoGreen Features-> Store N Forward->
	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.	Batch Features Set Batch #
6	Note: When YES terminal will flash a warning to perform this action with helpdesk assistance only.	Delete Open Batch Delete History
	Touch Screen	
	Select DELETE OPEN BATCH by pressing your terminal screen. When asked to Delete Batch, press YES or NO.	
	Note: When YES terminal will flash a warning to perform this action with helpdesk assistance only.	
	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.	Are You Sure?
7	Touch Screen	Yes No
	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.	

Delete Batch History



This Utility is used to delete the stored batch history.

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Ⅲ
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
4	Use the ↑↓ arrow keys to locate and highlight HOST UTILITY. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
7	Touch Screen	Setup-> Retrieve Password
	Press HOST UTILITY, listed in your CREDIT/DEBIT menu. If prompted, input manager password, default is 1234.	neurieve Password

Delete Batch History

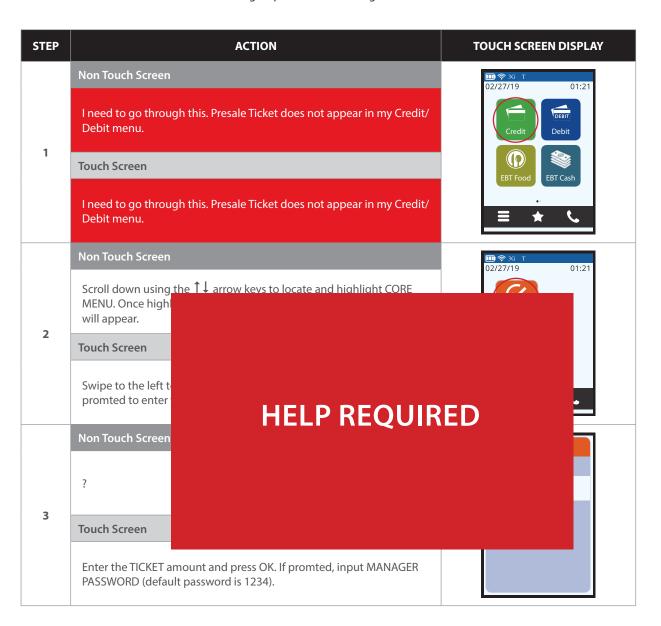
STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Host Utility
	Use the ↑↓ arrow keys to locate and highlight BATCH FEATURES. Once highlighted, press the green OK key.	Settlement-> Void Transaction Value Added Srv->
5	Touch Screen	EDC Report
	Select BATCH FEATURES by pressing your terminal screen.	Batch Features-> GoGreen Features-> Store N Forward->
	Non Touch Screen	Batch Features
	Use the ↑↓ arrow keys to locate and highlight DELETE HISTORY and press the green OK key.	Set Batch # Delete Open Batch Delete History
6	Touch Screen	
	Select DELETE HISTORY by pressing your terminal screen.	
	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.	Delete History?
7	Touch Screen	Yes No
	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.	
	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.	Are You Sure?
8	Touch Screen	Yes No
	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.	

PRESALE TICKET

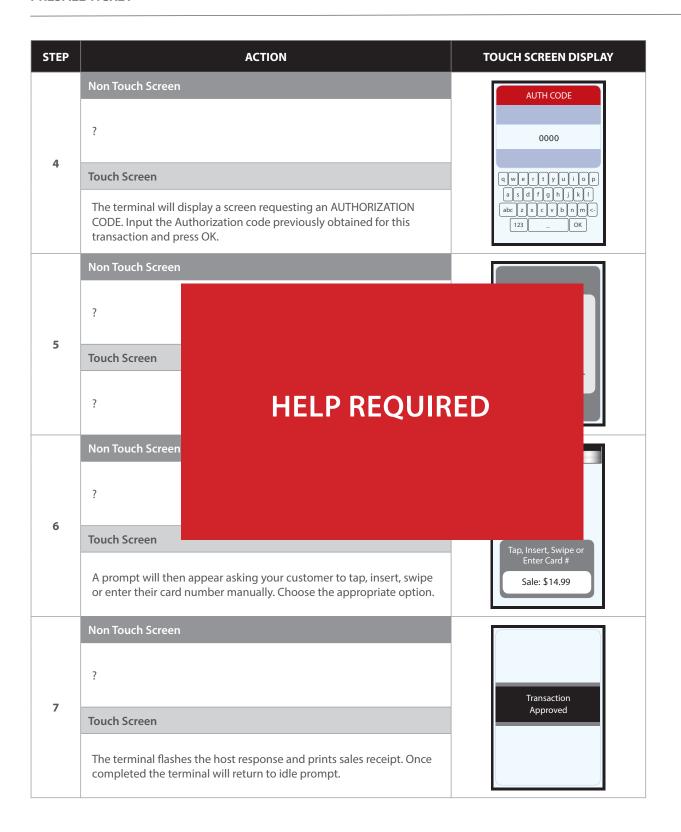


Presale ticket is a feature designed to support the Retail with Tip merchant environment. In order to complete the steps necessary to print a Presale Ticket the Inline Tip feature must first be enabled.

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.



PRESALE TICKET

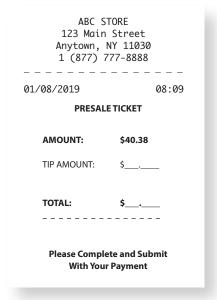


CREDIT/DEBIT APPLICATION MENU

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.



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
	Non Touch Screen	Ⅲ ≈ 3G T 02/27/19 01:21
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the $\uparrow \downarrow$ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Reprint Last Receipt

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight REPRINT RECEIPT. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select REPRINT RECEIPT, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Reprint Receipt
_	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.	By Transaction # By Card Number
5	Touch Screen	
	Select LAST by pressing your terminal screen. Copy of last transaction receipt prints. Terminal returns to the Reprint Receipt 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
	Non Touch Screen	Ⅲ
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight REPRINT RECEIPT. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select REPRINT RECEIPT, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password

Reprint Receipt By Transaction

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Reprint Receipt
	Use the ↑↓ arrow keys to locate and highlight BY TRANSACTION #. Once highlighted, press the green OK key.	Last
		By Transaction #
5	Touch Screen	by Cald Number
	Select BY TRANSACTION # by pressing your terminal screen.	
	Non Touch Screen	TRANSACTION #
_	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.	000
5	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.	

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
	Non Touch Screen	Ⅲ 令 3G T 02/27/19 01:21
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
4	Use the ↑↓ arrow keys to locate and highlight REPRINT RECEIPT. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
	Touch Screen	Setup->
	Select REPRINT RECEIPT, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password

Reprint Receipt By Card

STEP	ACTION	TOUCH SCREEN DISPLAY
5	Non Touch Screen	Reprint Receipt
	Use the ↑↓ arrow keys to locate and highlight BY CARD NUMBER. Once highlighted, press the green OK key.	Last By Transaction # By Card Number
3	Touch Screen	
	Select BY CARD NUMBER by pressing your terminal screen.	
	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.	Last 4 digits:
6	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.	

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
	Non Touch Screen	Ⅲ ≈ 3G T 02/27/19 01:21
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Print Options

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Setup
5	Use the $\uparrow\downarrow$ arrow keys to locate and highlight PRINT OPTIONS.	Print Options-> Security-> Card Types->
3	Touch Screen	Trans Prompts->
	Select PRINT OPTIONS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Print Option
	Use the ↑↓ arrow keys to locate and highlight NUM REPORTS. Once highlighted, press the green OK key.	Num Reports-> Receipt Style->
6	Touch Screen	
	Select NUM REPORTS, listed in your PRINT OPTION menu, by pressing your terminal screen.	
	Non Touch Screen	Num Reports
	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.	None *1 2
7	Touch Screen	3
	Set the number of report copies you would like the terminal to print. The terminal will return to the PRINT OPTION menu.	4

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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the $\uparrow \downarrow$ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the $\uparrow \downarrow$ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Transaction Types

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Setup
5	Use the $\uparrow\downarrow$ arrow keys to locate and highlight SECURITY.	Print Options-> Security-> Card Types->
3	Touch Screen	Trans Prompts->
	Select SECURITY, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Security
	Use the ↑↓ arrow keys to locate and highlight TRANSACTION TYPE. Once highlighted, press the green OK key.	Transaction Type-> Menu Security-> Edit Password->
6	Touch Screen	Inject Keys->
	Select TRANSACTION TYPE, listed in your SECURITY menu, by pressing your terminal screen.	
	Non Touch Screen	Transaction Type
7	Use the ↑↓ arrow keys to locate and highlight ALL TRANSACTIONS. Once highlighted, press the green OK key.	All Transactions-> Return-> Void->
	Touch Screen	Authorization->
	Select ALL TRANSACTIONS, listed in your TRANSACTION TYPE menu, by pressing your terminal screen.	Ticket-> Sale->

Transaction Types

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	All Transactions
	Use the $\uparrow \downarrow$ arrow keys to locate and highlight the desired option to turn password ON or OFF and press OK.	*Password On Password Off
8	Touch Screen	
	Select the desired option in your ALL TRANSACTIONS menu.	
	Non Touch Screen	
9	The terminal screen confirms your selected security option and returns to the TRANSACTION TYPE menu.	For All Transaction
	Touch Screen	Types Password On
	The terminal screen confirms your selected security option and returns to the TRANSACTION TYPE 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
	Non Touch Screen	Ⅲ ≈ 3G T 02/27/19 01:21
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
4	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
	Touch Screen	Setup->
	Select SETUP listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password

Menu Security

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Setup
	Use the ↑↓ arrow keys to locate and highlight SECURITY.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select SECURITY, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Security
6	Use the $\uparrow\downarrow$ arrow keys to locate and highlight MENU SECURITY.	Transaction Type-> Menu Security-> Edit Password->
0	Touch Screen	Inject Keys->
	Select MENU SECURITY, listed in your SECURITY menu, by pressing your terminal screen.	
	Non Touch Screen	Menu Security
	Use the ↑↓ arrow keys to locate and highlight ALL MENUS. Once highlighted, press the green OK key.	All Menus-> Reports-> Host Util->
7	Touch Screen	Tip->
	Select ALL MENUS, listed in your MENU SECURITY menu, by pressing your terminal screen.	Reprint Receipt-> Setup->
	Non Touch Screen	All Menus
	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.	*Password On Password Off
8	Touch Screen	
	Select the desired option to turn password ON or OFF and press OK. The Terminal sets the designated menu security and returns to Security 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
	Non Touch Screen	Ⅲ 令 3G T 02/27/19 01:21
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	Use the $\uparrow\downarrow$ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password

Edit Password

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Setup
	Use the ↑↓ arrow keys to locate and highlight SECURITY.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select SECURITY, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Security
	Use the $\uparrow \downarrow$ arrow keys to locate and highlight EDIT PASSWORD.	Transaction Type-> Menu Security-> Edit Password->
6	Touch Screen	Inject Keys->
	Select EDIT PASSWORD, listed in your SECURITY menu, by pressing your terminal screen.	
	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.	Question Middle Name Mom's Bday Last 4 of SS#
7	Touch Screen	
	Select 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.	
	Non Touch Screen	SECURE QUESTION
	Use the alphanumeric keypad to set up your answer to the chosen security question then press the OK key to confirm your answer.	Middle name mary
8	Touch Screen	qwertyuiop
	Use the terminal screen keypad to set up your answer to the chosen security question then press the OK key to confirm your answer.	a s d f g h j k l abc z x c v b n m <- 123OK

Edit Password

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	
	Enter the terminal's current password, the one you wish to change. Press the OK key to confirm.	CURRENT PASSWORD
9	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.	
	Non Touch Screen	NEW PASSWORD
	Enter a new password and press the OK key to confirm.	***
10	Touch Screen	
	Enter a new password and press the OK key to confirm.	
	Non Touch Screen	CONFIRM PASSWORD
11	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	

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.

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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
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

CARD TYPES

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Setup
	Use the ↑↓ arrow keys to locate and highlight CARD TYPES.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select CARD TYPES, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Card Types
	Use the ↑↓ arrow keys to locate and highlight ALL. Once highlighted, press the green OK key.	All-> VISA MASTERCARD
6	Touch Screen	AMEX
	Select ALL, listed in your CARD TYPES menu, by pressing your terminal screen.	DISCOVER DINERS CLUB JCB
	Non Touch Screen	All
	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.	Off On
7	Touch Screen	
	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.	

TRANSACTION PROMPTS



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

Clerks

Invoice #

Fraud Prevention

Card CodeCash Back

Card Present



- 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
	Non Touch Screen	Ⅲ
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Clerks/Servers

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Setup
	Use the ↑↓ arrow keys to locate and highlight TRANS PROMPTS.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Trans Prompts
	Use the ↑↓ arrow keys to locate and highlight CLERKS. Once highlighted, press the green OK key.	Clerks-> Invoice-> PO->
6	Touch Screen	Card present->
	Select CLERKS, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	Card Code-> AVS-> Fraud Prevention->
7	Non Touch Screen	Clerks
	Use the ↑↓ arrow keys to select PROMPT and press OK.	Prompt-> Personnel-> Log In
	Touch Screen	Log Out
	Select PROMPT, listed in your CLERKS menu, by pressing your terminal screen.	

Clerks/Servers

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

CONFIGURE PERSONNEL



The Personnel option is used to configure a persons name to their invidual 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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the $\uparrow \downarrow$ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

CONFIGURE PERSONNEL

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Setup
5	Use the $\uparrow \downarrow$ arrow keys to locate and highlight TRANS PROMPTS.	Print Options-> Security-> Card Types->
3	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Trans Prompts
	Use the ↑↓ arrow keys to locate and highlight CLERKS. Once highlighted, press the green OK key.	Clerks-> Invoice-> PO->
6	Touch Screen	Card present->
	Select CLERKS, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	Card Code-> AVS-> Fraud Prevention->
	Non Touch Screen	Clerks
	Use the ↑↓ arrow keys to select PERSONNELand press OK.	Prompt-> Personnel-> Log In
7	Touch Screen	Log Out
	Select PERSONNEL, listed in your CLERKS menu, by pressing your terminal screen.	

CONFIGURE PERSONNEL

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Manage Personnel
	Use the ↑↓ arrow keys to select ADDand press OK.	View Add Delete
8	Touch Screen	Print
	Select ADD, listed in your MANAGE PERSONNEL menu, by pressing your terminal screen.	
	Non Touch Screen	Add Server
	Using the alphanumeric keypad enter the unquue number attributed to the server, clerk or employee and press OK.	1 1
9	Touch Screen	
	Using the keypad enter the unqiue number attributed to the server, clerk or employee and press OK.	
	Non Touch Screen	
	Use the alphnumeric keypad to enter the person's name associated with the ID # from Step 9. Then Press OK.	Add Server Name
10	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.	Lisa
10	Touch Screen	qwertyuiop
	Use the terminal screen keypad to enter the person's name associated with the ID # from Step 9. Then Press OK.	a s d f g h j k l l abc z x c v b n m <- 123 _ 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.	
	Non Touch Screen	Servers
	Personnel has been configured, the terminal returns to the Transaction Prompts Menu.	1 Lisa
11	Touch Screen	
	Personnel has been configured, the terminal returns to the Transaction Prompts 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	Ⅲ		
	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.	Credit Debit		
	Touch Screen			
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash		
	Non Touch Screen	Core Menu		
2	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->		
2	Touch Screen	Utility->		
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off		
	Non Touch Screen	Applications		
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift		
3	Touch Screen			
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.			
	Non Touch Screen	Credit/Debit		
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->		
4	Touch Screen	Setup->		
	Select SETUP listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password		

INVOICE OR PO NUMBER

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Setup
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TRANS PROMPTS.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Trans Prompts
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight INVOICE and press OK.	Clerks-> Invoice-> PO->
6	Touch Screen	Card present->
	Select INVOICE, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	Card Code-> AVS-> Fraud Prevention->
	Non Touch Screen	Invoice
7	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.	Off *On On (Numeric)
	Touch Screen	On (Auto)
	Select the desired action for invoice number prompt during transaction. Terminal will return to the TRANS PROMPTS 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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the $\uparrow \downarrow$ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password

CARD PRESENT

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Setup
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TRANS PROMPTS.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Trans Prompts
	Use the $\uparrow \downarrow$ arrow keys to locate and highlight CARD PRESENT and press OK.	Clerks-> Invoice-> PO->
6	Touch Screen	Card present->
	Select CARD PRESENT, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	Card Code-> AVS-> Fraud Prevention->
	Non Touch Screen	Card present
	Use the ↑↓ arrow keys to highlight the desired action for Card Present prompts during a transaction then press OK.	Off *On
7	Touch Screen	
	Select the desired action for Card Present prompts during a transaction then press OK.	
	Non Touch Screen	
	The transaction prompt for Card Present has been set. The trminal returns to the Transaction Prompts Menu.	Card Present On
8	Touch Screen	Cald Tresent On
	The transaction prompt for Card Present has been set. The trminal returns to the Transaction Prompts Menu.	

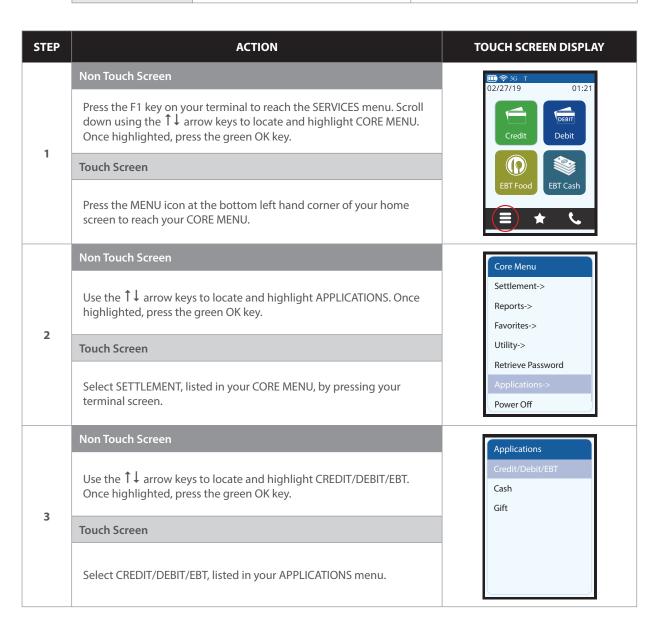
CARD CODE



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



CARD CODE

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Setup
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TRANS PROMPTS.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Trans Prompts
	Use the ↑↓ arrow keys to locate and highlight CARD CODE. Once highlighted, press the green OK key.	Clerks-> Invoice->
6	Touch Screen	Card present->
	Select CARD CODE, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	Card Code-> AVS-> Fraud Prevention->
	Non Touch Screen	Card Code
	Use the ↑↓ arrow keys to select the card type you wish to set and press OK.	All-> VISA MASTERCARD
7	Touch Screen	AMEX
	Select the card type you wish to set by pressing your terminal screen.	DISCOVER PAYPAL DINERSCLUB

CARD CODE

STEP	ACTION	TOUCH SCREEN DISPLAY	
	Non Touch Screen	DISCOVER	
	Use the $\uparrow\downarrow$ arrow keys to select the desired card code setting and press OK.	Off Always On Manually Entered	
8	Touch Screen	Card Not Present	
	Select your desired card code setting.		
	Non Touch Screen		
9	The transaction prompt for Card Code has been set. The terminal returns to the Transaction Prompts Menu.	DISCOVER Always	
	Touch Screen	On	
	The transaction prompt for Card Code has been set. The terminal returns to the Transaction Prompts 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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
3	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

AVS PROMPT

STEP	ACTION	TOUCH SCREEN DISPLAY
4	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
	Touch Screen	Setup->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Setup
_	Use the $\uparrow \downarrow$ arrow keys to locate and highlight TRANS PROMPTS.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Trans Prompts
	Use the ↑↓ arrow keys to locate and highlight AVS. Once highlighted, press the green OK key.	Clerks-> Invoice-> PO->
6	Touch Screen	Card present->
	Select AVS, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	Card Code-> AVS-> Fraud Prevention->
	Non Touch Screen	AVS
	Use the ↑↓ arrow keys to select the card type you wish to set and press OK.	All-> VISA MASTERCARD
7	Touch Screen	AMEX
	Select the card type you wish to set by pressing your terminal screen.	DISCOVER DINERSCLUB ICB

AVS PROMPT

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	DISCOVER
	Use the $\uparrow\downarrow$ arrow keys to select the desired AVS setting and press OK.	Off Always On Manually Entered
8	Touch Screen	Card Not Present
	Select your desired AVS setting.	
	Non Touch Screen	
	The transaction prompt for AVS has been set. The terminal returns to the Transaction Prompts Menu.	All Always On
9	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 REPSONSE IS	THEN TERMINAL PROMPTS
Always on	Swiped	N	Assumed Card Present	Prompts for ZIP only
Always on	Manual	Υ	Card present: Yes	Prompts for ZIP only
Always on	Manual	Υ	Card present: No	Prompts for ZIP then address #
Manually entered	Swiped	N	Assumed Card Present	Does NOT prompt for any AVS
Manually entered	Manual	Υ	Card present: Yes	Prompts for ZIP only
Manually entered	Manual	Υ	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	Υ	Card present: Yes	Does NOT prompt for any AVS
Card not present	Manual	Υ	Card present: No	Prompts for ZIP then address #

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
	Non Touch Screen	Ⅲ
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites-> Utility-> Retrieve Password Applications-> Power Off
2	Touch Screen	
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

FRAUD PREVENTION

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Setup
5	Use the ↑↓ arrow keys to locate and highlight TRANS PROMPTS.	Print Options-> Security-> Card Types->
,	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Trans Prompts
	Use the ↑↓ arrow keys to locate and highlight FRAUD PREVENTION. Once highlighted, press the green OK key.	Clerks-> Invoice-> PO->
6	Touch Screen	Card present->
	Select FRAUD PREVENTION, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	Card Code-> AVS-> Fraud Prevention->
7	Non Touch Screen	Fraud Prevention
	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.	*Off Reenter Last 4 Reenter All
	Touch Screen	Display All
	Select the fraud prevention type you would like to set. Transaction Prompt – Fraud Prevention – has been set. Terminal returns to the Transaction Prompts 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
	Non Touch Screen	□
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu Settlement-> Reports-> Favorites->
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

CASH BACK

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Setup
5	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TRANS PROMPTS.	Print Options-> Security-> Card Types->
3	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Trans Prompts
	Use the ↑↓ arrow keys to locate and highlight CASH BACK. Once highlighted, press the green OK key.	PO-> Card present-> Card Code->
6	Touch Screen	AVS->
	Select CASH BACK, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	Fraud Prevention-> Cash Back Tax->
7	Non Touch Screen	CASH BACK
	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.	Enter Amount \$2.50
	Touch Screen	
	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.	

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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

INLINE TIPS

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password
	Non Touch Screen	Setup
5	Use the ↑↓ arrow keys to locate and highlight TIP.	Print Options-> Security-> Card Types->
3	Touch Screen	Trans Prompts->
	Select TIP, listed in your SETUP menu, by pressing your terminal screen.	Print Parameters Language->
	Non Touch Screen	Tips
	Use the ↑↓ arrow keys to locate and highlight INLINE. Once highlighted, press the green OK key.	Inline->
6	Touch Screen	
	Select INLINE, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	
7	Non Touch Screen	Mode
	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.	*Off On On percent
	Touch Screen	On Credit
	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.	On Debit On fixed

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
	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.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBTFood EBTCash
	Non Touch Screen	Core Menu
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
4	Touch Screen	Setup->
	Select SETUP listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password

PRINT PARAMETERS

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Setup
5	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.	Print Options-> Security-> Card Types->
	Touch Screen	Trans Prompts->
	Select PRINT PARAMETERS, listed in your SETUP menu, by pressing	Tip-> Print Parameters
your terminal screen. The terminal will prinder detailing your terminal level settings.	your terminal screen. The terminal will print out a Parameter Report detailing your terminal level settings.	Language->

REPORT EXAMPLE: PRINT PARAMETERS

07/04/2015	12:45:21	
Setup Par		
= = = = = = = = = = = = = = = = = = =		
Prompt:		
Clerk: Invoice:	Clerk Off	
Card_Present	0n	
Fraud_Prevent	0ff	
 Tip:		
Mode	0n	
Suggested_1	10%	
Suggested_2	15%	
Suggested_3	20%	
Automatic_Num Automatic_Percer	8 it 15%	
Auto:	•	
Batch: Batch_Time	0n 02:00	
Batch_Interval	00:10	
Batch_period	01:00	
Print_Option_Rece Merchant		
Customer	1 1	
Print_Option_Repo		
Copies	1	
Secure_Trans_Type	:	
Return	0n	
Void	0n	
Authorization Ticket	0n 0n	
Secure Menu:		
Report	0ff	
Host_Utility Tip	Off Off	
Reprint_Receipt	Off	
Setup	Off	
AVS:		
	ually Entered	
DNC Man	ually Entered ually Entered	
	ually Entered ually Entered	
	ually Entered	
EBT	Always On	
Merchant		
Fee	0.00	
Cashback	500.00	
End of	Report	

LANGUAGE



Dejavoo softwarwe 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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
4	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
	Touch Screen	Setup->
	Select SETUP listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password

LANGUAGE

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Setup
	Use the $\uparrow \downarrow$ arrow keys to locate and highlight LANGUAGE and press OK.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select LANGUAGE, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Language
_	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.	Set Language-> Detect Receipt Language-:
6	Touch Screen	
	Select SET LANGUAGE, listed in your LANGUAGE menu, by pressing your terminal screen to change display language or highlight DETECT RECEIPT LANGUAGE to set receipt language.	
	Non Touch Screen	Select Language
	Use the ↑↓ arrow keys to slect your preferred language and press OK.	*English French Hebrew
7	Touch Screen	
	Select the language you desire and press the OK key.	
8	Non Touch Screen	
	The terminal will set the selected language options and return to the Set Up menu.	English
	Touch Screen	English
	The terminal will set the selected language options and return to the Set Up menu.	

RETRIEVE PASSWORD (CREDIT/DEBIT MENU)



When a password is forgotten it can be retrieved it 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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the $\uparrow \downarrow$ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
4	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight RETRIEVE PASSWORD. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Reprint Receipt->
	Touch Screen	Setup->
	Select RETRIEVE PASSWORD, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Retrieve Password

RETRIEVE PASSWORD (CREDIT/DEBIT MENU)

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	SECURE QUESTION
	Type in the answer to your previously set up SECURE QUESTION using the alphabetic keyboard then press the green OK key.	Middle name mary
5	Touch Screen	qwertyuiop
	Type in the answer to your previously set up SECURE QUESTION using the alphabetic keyboard then press the green OK key.	a s d f g h j k l l abc z x v b n m <- 123 OK
	Non Touch Screen	
	Your password will be displayed on the terminal screen. Terminal returns to the Credit/Debit menu.	1234
6	Touch Screen	1234
	Your password will be displayed on the terminal screen. Terminal returns to the Credit/Debit menu.	



RESTAURANT SPECIFIC FEATURES



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

- Editing Tips
- Configuring Automatic Tip
- Open/Close Tabs

- Suggested Tip Lines
- Restaurant Transaction Prompts



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

Edit Tips: List ALL

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	ш ∲ зо т 02/27/19 01:21
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	Use the $\uparrow\downarrow$ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility-> Retrieve Password
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	Applications
3	Use the $\uparrow\downarrow$ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TIPS AND TABS. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Select TIPS AND TABS, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password

Edit Tips: List ALL

STEP	ACTION		TOUCH SCREEN DISPLAY	
	Non Touch Screen			Tips and Tabs
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight EDIT TIP and press OK.		Edit Tip-> Presale Ticket Tab Management->	
5	Touch Screen			
	Press the MENU icon a screen to reach your C	t the bottom left hand co ORE MENU.	rner of your home	
	Non Touch Screen			
6	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.	Edit Tip All-> Untipped-> Adjust Tipped->
6	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.	
	Non Touch Screen			Add Tip By
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight LIST ALL and press OK.		List All Server ID Transaction #	
7	Touch Screen		Last 4 Digits	
	Select LIST ALL, listed in your ADD TIP BY menu, by pressing your terminal screen.			

Edit Tips: List ALL

STEP	АСТ	ACTION		
	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.	ID:_2 Tr#_23 Base:52.00 Tip:0.00	
8	Touch Screen		Scroll Adj Tip	
	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		
	Non Touch Screen		EDIT ALL	
	Using your keypad, enter the Tip amount as indicated by the customer on the signed merchant receipt copy and press OK.		Base: 52.00 Server ID: 2 \$ 8.00	
9	Touch Screen			
	Using your keypad, enter the Tip amount as indicated by the customer on the signed merchant receipt copy and press OK.			
	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.		Base: 52.00 Tip: 8.00 Total: 60.00	
10	Touch Screen		Yes No	
	Confirm the tip amount by selectin confirm that the adjusted tip is a suprompt.			

Edit Tips: By Server ID

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	ш ∲ зо т 02/27/19 01:21
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	Use the $\uparrow\downarrow$ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility-> Retrieve Password
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	Applications
3	Use the $\uparrow\downarrow$ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TIPS AND TABS. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Select TIPS AND TABS, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password

Edit Tips: By Server ID

STEP		ACTION		TOUCH SCREEN DISPLAY
	Non Touch Screen			Tips and Tabs
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight EDIT TIP and press OK.		EDIT TIP and press OK.	Edit Tip-> Presale Ticket Tab Management->
5	Touch Screen	Touch Screen		
	Press the MENU icon a screen to reach your Co	t the bottom left hand co ORE MENU.	rner of your home	
	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.	Edit Tip All-> Untipped-> Adjust Tipped->
6	Touch Screen	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.	
	Non Touch Screen			Add Tip By
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight SERVER ID and press OK.		SERVER ID and press	List All Server ID Transaction #
7	Touch Screen	Touch Screen		Last 4 Digits
	Select SERVER ID, listed in your ADD TIP BY menu, by pressing your terminal screen.		u, by pressing your	
	Non Touch Screen			Edit Tip
	Use your keypad to en for and press OK.	ter the SERVER ID numbe	er you are adding tips	Input Server ID
8	Touch Screen			
	Use your keypad to enter the SERVER ID number you are adding tips for and press OK.		er you are adding tips	

Edit Tips: By Server ID

STEP	АСТ	TION	TOUCH SCREEN DISPLAY
	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.	Tr#_23 Acc#8085 Base:52.00
9	Touch Screen		Tip:0.00 Scroll Adj Tip
	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.	
	Non Touch Screen		EDIT ALL
	Using your keypad, enter the Tip amount as indicated by the customer on the signed merchant receipt copy and press OK.		Base: 52.00 Server ID: 2 \$ 8.00
10	Touch Screen		
	Using your keypad, enter the Tip amount as indicated by the customer on the signed merchant receipt copy and press OK.		
	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.		Base: 52.00 Tip: 8.00 Total: 60.00
11	Touch Screen		Yes No
	Confirm the tip amount by selectin confirm that the adjusted tip is a suprompt.		

Edit Tips: By Transaction Number

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	ш ∲ зо т 02/27/19 01:21
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	Use the $\uparrow\downarrow$ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility-> Retrieve Password
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	Applications
3	Use the $\uparrow\downarrow$ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TIPS AND TABS. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Select TIPS AND TABS, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password

Edit Tips: By Transaction Number

STEP	ACTION			TOUCH SCREEN DISPLAY
	Non Touch Screen			Tips and Tabs
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight EDIT TIP and press OK.		EDIT TIP and press OK.	Edit Tip-> Presale Ticket Tab Management->
5	Touch Screen			
	Press the MENU icon a screen to reach your C	t the bottom left hand co ORE MENU.	orner of your home	
	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.	Edit Tip All-> Untipped-> Adjust Tipped->
6	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.	
	Non Touch Screen			Add Tip By
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TRANSACTION # and press OK.		List All Server ID Transaction #	
7	Touch Screen	Touch Screen		Last 4 Digits
	Select TRANSACTION # your terminal screen.	#, listed in your ADD TIP B	Y menu, by pressing	
	Non Touch Screen			Edit Tip
	Using your keypad, en then press OK.	Using your keypad, enter the TRANSACTION # you are adding tips for then press OK.		Input Trans #:
8	Touch Screen			
	Using your keypad, en then press OK.	ter the TRANSACTION # y	ou are adding tips for	

Edit Tips: By Transaction Number

STEP	ACTION		TOUCH SCREEN DISPLAY
	Non Touch Screen		EDIT ALL
	Using your keypad, enter the tip amount and press OK.		\$8.00
9	Touch Screen		
	Using your keypad, enter the tip an	nount and press OK.	
	Non Touch Screen		
10	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.	Base: 25.00 Tip: 8.00 Total: 33.00
	Touch Screen		Yes No
	Press YES if the amounts are correct and press NO to make corrections.		
	Non Touch Screen		Edit Tip
	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.		Input Trans #:
11	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.		

Edit Tips: By Last 4 Digits

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	ш ∲ зо т 02/27/19 01:21
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
2	Use the $\uparrow\downarrow$ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility-> Retrieve Password
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	Applications
3	Use the $\uparrow\downarrow$ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
3	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	
	Non Touch Screen	Credit/Debit
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TIPS AND TABS. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Select TIPS AND TABS, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password

Edit Tips: By Last 4 Digits

STEP		ACTION		TOUCH SCREEN DISPLAY
	Non Touch Screen			Tips and Tabs
	Use the ↑↓ arrow keys to locate and highlight EDIT TIP and press OK.		Edit Tip-> Presale Ticket Tab Management->	
5	Touch Screen			
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.		rner of your home	
	Non Touch Screen			
	Search all transactions: Highlight ALL and press ENTER. Search untipped transactions where tips were previously added: Highlight UNTIPPED and press ENTER. Search transactions where tips were previously added: Highlight ADJUST TIPPED & press ENTER.			Edit Tip All-> Untipped-> Adjust Tipped->
6	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.	
	Non Touch Screen			Add Tip By
	Use the ↑↓ arrow keys to locate and highlight LAST 4 DIGITS and press OK.		List All Server ID Transaction #	
7	Touch Screen		Last 4 Digits	
	Select LAST 4 DIGITS, listed in your ADD TIP BY menu, by pressing your terminal screen.			
	Non Touch Screen			EditTip
	Using the keypad input the LAST 4 DIGITS of the transactions card # you are adding tips for then press OK.		Last 4 digits:	
8	Touch Screen			
	Using the keypad inpu you are adding tips for	t the LAST 4 DIGITS of the then press OK.	e transactions card #	

Edit Tips: By Last 4 Digits

STEP	ACT	ION	TOUCH SCREEN DISPLAY
	Non Touch Screen		EDIT ALL
	Using your keypad, enter the tip amount and press OK.		8.00 \$8.00
9	Touch Screen		
	Using your keypad, enter the tip amount and press OK.		
	Non Touch Screen		
10	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.	Base: 25.00 Tip: 8.00 Total: 33.00
	Touch Screen		Yes No
	Press YES if the amounts are correct and press NO to make corrections.		
	Non Touch Screen		Edit Tip
	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.		Last 4 digits:
11	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.		

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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the $\uparrow \downarrow$ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Suggested Tip Lines

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
4	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
	Touch Screen	Reprint Receipt->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password
	Non Touch Screen	Setup
5	Use the ↑↓ arrow keys to locate and highlight TIP.	Print Options-> Security-> Card Types->
,	Touch Screen	Trans Prompts->
	Select TIP, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Tips
	Use the ↑↓ arrow keys to locate and highlight SUGGESTED TIPS. Once highlighted, press the green OK key.	Inline-> Suggested Tips-> Automatic Tips->
6	Touch Screen	# of guests->
	Select SUGGESTED TIPS, listed in your TIPS menu, by pressing your terminal screen.	
	Non Touch Screen	Tip Suggestion
	Press OK to select Line 1.	Line #1: 10% Line #2: 15% Line #3: 20%
7	Touch Screen	
	Press Line 1 on your terminal screen.	

Suggested Tip Lines

STEP	ACTION	TOUCH SCREEN DISPLAY	
	Non Touch Screen	Tip Suggestion	
8	Use the keypad to input the desired percentage for Suggested Tip	Line #1	
	Line #1 and press OK. Repeat Steps 7 and 8 for Tip Lines #2 and #3 as desired.	10	
	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

Anytown, NY 11030 1 (877) 777-8888		
12/07/19	08:	
Trans #: 1	Batch #:	1
S	ALE	
	**********55	
Туре:	VI	
Entry: Server (2):	Card Swip	
Server (2).	L	su
AMOUNT:	\$60.	99
TIP AMT:	\$	
		-
TOTAL AMT: \$		
Tip Sugg. 1:	10% \$6.0	
Tip Sugg. 2:	15% \$9.3	
Tip Sugg. 3:	20% \$10.9	97
Resp:	Approv	ed
Code:	1234	56
(Discla	imer here)	
James	Gordon	
James Gordon Customer Name		

123 Ma Anytown	STORE in Street , NY 11030 777-8888
12/07/19 Trans #: 1	08:09 Batch #: 1
	SALE
Acct: 3 Type: Entry: Server (2):	**********5555 VISA Card Swiped Lisa
AMOUNT:	\$60.99
TIP AMT:	\$
TOTAL AMT:	\$
Tip Sugg. 1: Tip Sugg. 2: Tip Sugg. 3: Resp: Code:	10% \$6.09 15% \$9.14 20% \$10.97 Approved 123456
	oted with receipt
custo	DMER COPY

Automatic Tip



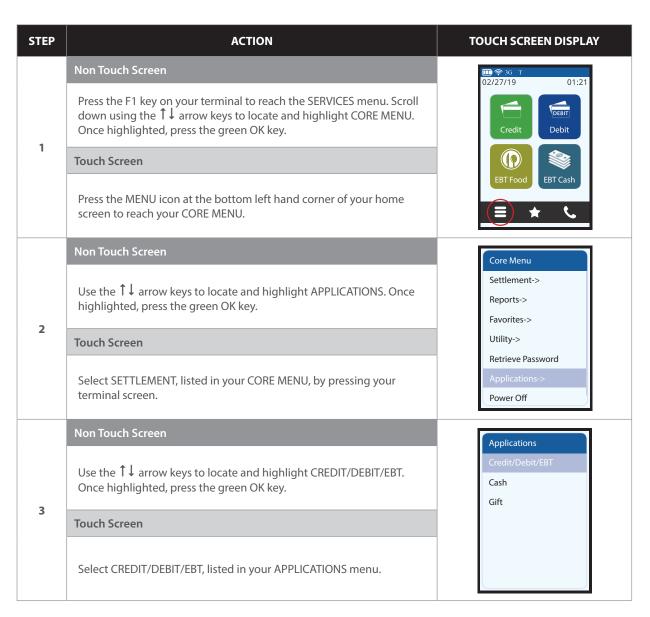
The terminal will automatically add a tip percentage to a transaction that exceeds a preconfigured threshold # of guests in a party. Use the chart below to configure the automatic tip thresholds.



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.



Automatic Tip

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password
	Non Touch Screen	Setup
	Use the ↑↓ arrow keys to locate and highlight TIP.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select TIP, listed in your SETUP menu, by pressing your terminal screen.	Print Parameters Language->
	Non Touch Screen	Tips
	Use the ↑↓ arrow keys to locate and highlight AUTOMATIC TIPS. Once highlighted, press the green OK key.	Inline-> Suggested Tips-> Automatic Tips->
6	Touch Screen	# of guests->
	Select AUTOMATIC TIPS, listed in your TIPS menu, by pressing your terminal screen.	
	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.	Set Auto Tip Add Tip if # of guests is larger
7	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.	

Automatic Tip

STEP	ACTION	TOUCH SCREEN DISPLAY
	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.	Set Auto Tip Automatic Tip % 15
8	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.	
	<i>Note:</i> 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

	777-8888 -	
12/07/19 Trans #: 1	08:09 Batch #: 1	
S	ALE	
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	
(Disclai	mer here)	
James	Gordon	
Customer Name		

Anytown, 1 (877) 7	Street NY 11030 777-8888	
	08:09	
Trans #: 1	Batch #: 1	
SA	ALE	
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		

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
	Non Touch Screen	□
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the $\uparrow \downarrow$ arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Server ID

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password
	Non Touch Screen	Setup
5	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TRANS PROMPTS.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Trans Prompts
	Use the ↑↓ arrow keys to locate and highlight CLERKS. Once highlighted, press the green OK key.	Clerks-> Table #-> PO->
6	Touch Screen	Ticket->
	Select CLERKS, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	Card Present-> Card Code-> AVS->
	Non Touch Screen	Clerks
7	Use the ↑↓ arrow keys to locate and highlight PROMPT. Once highlighted, press the green OK key.	Prompt-> Personnel-> PO->
	Touch Screen	Log In
	Select PROMPT, listed in your CLERKS menu, by pressing your terminal screen.	Log Out

Server ID

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Clerk
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight ON (SERVER). Once highlighted, press the green OK key.	Off On *On (server)
8	Touch Screen	On (emplyee)
	Select ON (SERVER) to prompt for Server ID during the transaction.	On (phone) On (driver) On (chauffeur)
	Non Touch Screen	
	Your selection will be confirmed.	Clerk On (server)
9	Touch Screen	Cicin (Server)
	Your selection will be confirmed.	
	Non Touch Screen	Clerks
10	Transaction Prompt Server ID has been configured, the terminal returns to the CLERKS Menu.	Prompt-> Personnel-> PO->
	Touch Screen	Log In
	Transaction Prompt Server ID has been configured, the terminal returns to the CLERKS Menu.	Log Out

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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select SETTLEMENT, listed in your CORE MENU, by pressing your terminal screen.	Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Configure Personnel

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password
	Non Touch Screen	Setup
5	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TRANS PROMPTS.	Print Options-> Security-> Card Types->
,	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Trans Prompts
	Use the ↑↓ arrow keys to locate and highlight CLERKS. Once highlighted, press the green OK key.	Clerks-> Table #-> PO->
6	Touch Screen	Ticket->
	Select CLERKS, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	Card Present-> Card Code-> AVS->
	Non Touch Screen	Clerks
7	Use the ↑↓ arrow keys to locate and highlight PERSONNEL. Once highlighted, press the green OK key.	Prompt-> Personnel-> PO->
	Touch Screen	Log In
	Select PERSONNEL, listed in your CLERKS menu, by pressing your terminal screen.	Log Out

Configure Personnel

STEP	ACTION	TOUCH SCREEN DISPLAY
8	Non Touch Screen	Manage Personnel
	Use the ↑↓ arrow keys to locate and highlight ADD. Once highlighted, press the green OK key.	View Add Delete
	Touch Screen	Print
	Select ADD, listed in your MANAGE PERSONNEL menu, by pressing your terminal screen.	
	Non Touch Screen	Add Server
9	Using the keypad, enter the the unique number for this Server, Clerk or Employee.	1 1
9	Touch Screen	
	Using the keypad, enter the the unique number for this Server, Clerk or Employee.	
	Non Touch Screen	Add Server
	Using the multi-tap method* on the alphanumeric keypad, enter the person's name associated with the ID # from Step 9 and press OK.	Name
10	*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.	Lisa
	Touch Screen	asdfghjkl abczxcvbnmc-
	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.	123 _ OK
	Non Touch Screen	Manage Personnel
11	Personnel has been configured, the terminal returns to the MANAGE PERSONNEL menu.	View Add Delete
	Touch Screen	Print
	Personnel has been configured, the terminal returns to the MANAGE PERSONNEL menu.	

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 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.	©2/27/19 01:21 Credit Debit Debit EBT Food EBT Cash
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.	Core Menu Settlement-> Reports-> Favorites-> Utility-> Retrieve Password Applications-> Power Off
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.	Applications Credit/Debit/EBT Cash Gift

Table

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password
	Non Touch Screen	Setup
5	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TRANS PROMPTS.	Setup Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Tip-> Print Parameters Language->
	Non Touch Screen	Trans Prompts
	Use the ↑↓ arrow keys to locate and highlight TABLE #. Once highlighted, press the green OK key.	Clerks-> Table #->
6	Touch Screen	Ticket->
	Select TABLE #, listed in your TRANS PROMPTS menu, by pressing your terminal screen.	Card Present-> Card Code-> AVS->
	Non Touch Screen	Table #
7	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.	Off *On
	Touch Screen	
	Select ON by pressing your terminal screen. The Transaction Prompt Table # has been configured, the terminal returns to the previous menu.	

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
	Non Touch Screen	Ⅲ
	Press the F1 key on your terminal to reach the SERVICES menu. Scroll down using the 1 arrow keys to locate and highlight CORE MENU. Once highlighted, press the green OK key.	Credit Debit
1	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu Settlement-> Reports-> Favorites->
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
3	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT Cash Gift
	Touch Screen	
	Select CREDIT/DEBIT/EBT, listed in your APPLICATIONS menu.	

Of Guests

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight SETUP. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Select SETUP, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password
	Non Touch Screen	Setup
5	Use the ↑↓ arrow keys to locate and highlight TIP and press the OK key.	Print Options-> Security-> Card Types->
5	Touch Screen	Trans Prompts->
	Select TRANS PROMPTS, listed in your SETUP menu, by pressing your terminal screen.	Print Parameters Sign. Capture->
	Non Touch Screen	Tips
	Use the ↑↓ arrow keys to locate and highlight # OF GUESTS. Once highlighted, press the green OK key.	Inline-> Suggested Tips-> Automatic Tips->
6	Touch Screen	# of guests->
	Select # OF GUESTS, listed in your TIPS menu, by pressing your terminal screen.	
	Non Touch Screen	Number of Guests
7	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.	Off *On
	Touch Screen	
	Select ON by pressing your terminal screen. The Transaction Prompt # Of Guests has been configured, the terminal returns to the previous menu.	

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.

4	
STEP	ACTION
	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.
1	Touch Screen
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.
	Non Touch Screen
2	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.
2	Touch Screen
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.
	Non Touch Screen
3	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.

Open Bar Tab

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight TIPS AND TABS. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
4	Touch Screen	Reprint Receipt->
	Select TIPS AND TABS, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password
	Non Touch Screen	Tips and Tabs
	Use the ↑↓ arrow keys to locate and highlight TAB MANAGEMENT and press the OK key.	Edit Tip-> Presale Ticket Tab Management->
5	Touch Screen	
	Select TAB MANAGEMENT, listed in your SETUP menu, by pressing your terminal screen.	
	Non Touch Screen	Tab Management
	Use the ↑↓ arrow keys to locate and highlight OPEN TAB. Once highlighted, press the green OK key.	Open Tab Manage Tabs->
6	Touch Screen	
	Select OPEN TAB, listed in your TIPS menu, by pressing your terminal screen.	
	Non Touch Screen	
7	Your terminal will then return to the home screen.	Credit Debit
	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.	EBT Food EBT Cash

Open Bar Tab

STEP	ACTION	TOUCH SCREEN DISPLAY
	Non Touch Screen	Open Tab
	Enter the amount to be added to the tab using your keypad and press OK.	Enter amount \$50.00
8	Touch Screen	
	Enter the amount of your Open Tab and press the OK key.	
	Non Touch Screen	
	Swipe the credit card the tab is to be opened on.	CREDIT Auth
9	Touch Screen	\$50.00
	Swipe the credit card the tab is to be opened on.	
	Non Touch Screen	
10	Press F2 for YES, to confirm the return amount. Press F4 for NO and the sale will be aborted.	Auth Mastercard Total: \$50.00?
10	Touch Screen	Yes No
	Press YES to confirm the return amount. Press NO and the sale will be aborted.	
	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.	Transaction Approved
11	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 Receipt Example: Open Bar Tab

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

AUTHORIZATION ONLY

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

AMOUNT: \$50.00

Resp: Approved Code: 123456

MERCHANT COPY

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	Ⅲ				
	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.	Credit Debit				
	Touch Screen					
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash				
	Non Touch Screen	Core Menu				
	Use the 1 arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key. Settlement-> Reports-> Favorites->					
2	Touch Screen	Utility->				
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off				
	Non Touch Screen	Applications				
	Use the ↑ ↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key. Credit/Debit/EBT DvCashApp DvGiftApp					
3	Touch Screen					
	Select Credit/Debit/EBT, listed in your APPLICATIONS menu, by pressing your terminal screen.					
	Non Touch Screen	Credit/Debit				
	Use the ↑↓ arrow keys to locate and highlight TIPS AND TABS. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->				
4	Touch Screen	Reprint Receipt->				
	Select TIPS AND TABS, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password				

Close Bar Tab

STEP	ACTION				TOUCH SCREEN DISPLAY
	Non Touch Screen				Tips and Tabs
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight TAB MANAGEMENT and press the OK key.				Edit Tip-> Presale Ticket Tab Management->
5	Touch Screen				
	Select TAB MANAGEMENT listed in your TIPS AND TABS menu, by pressing your terminal screen.				
	Non Touch Scree	en			Tab Management
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight MANAGE TABS and press the OK key.				Open Tab Manage Tabs->
6	Touch Screen				
	Select MANAGE TABS, listed in your TAB MANAGEMENT menu.			IT menu.	
	Non Touch Scree	en			
	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.	Tabs By All Server ID Transaction #
7	Touch Screen				Last 4 Digits
	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.			ss F4 key to	ID:_1 Tr#_1 Base:50.00 Tip:10.00
	Touch Screen				Void Close
	Press VOID or CLOSE.				

Close Bar Tab

STEP	ACTION	TOUCH SCREEN DISPLAY		
9	Non Touch Screen	■		
	Your terminal will then return to the home screen.	Credit Debit		
	Touch Screen			
	Your terminal will then return to the home screen. Press the CREDIT icon to open the original tab, so you can close it.	EBT Food EBT Cash		
	Non Touch Screen	Close Tab		
	Enter the amount the tab is to be closed for then press OK.	Enter amount \$50.00		
10	Touch Screen			
	Enter the amount the tab is to be closed for then press OK.			
	Non Touch Screen			
	Swipe the credit card used to originally open the tab so that the tab can now be closed. CREDIT Auth (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)			
11	Touch Screen	\$50.00		
	Swipe the credit card used to originally open the tab so that the tab can now be closed.			
	Non Touch Screen			
12	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.	Auth Mastercard Total: \$50.00?		
	Touch Screen	Yes No		
	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 Batch #: 1 Trans #: 1 Server: (4) Lucy TICKET ONLY *********5555 Acct: VISA Type: 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 #: TICKET ONLY *********5555 Acct: 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**

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	Ⅲ
	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.	Credit Debit
	Touch Screen	
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash
	Non Touch Screen	Core Menu
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->
2	Touch Screen	Utility->
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off
	Non Touch Screen	Applications
	Use the ↑↓ arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key.	Credit/Debit/EBT DvCashApp DvGiftApp
3	Touch Screen	
	Select Credit/Debit/EBT, listed in your APPLICATIONS menu, by pressing your terminal screen.	
4	Non Touch Screen	Credit/Debit
	Use the ↑↓ arrow keys to locate and highlight TIPS AND TABS. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->
	Touch Screen	Reprint Receipt->
	Select TIPS AND TABS, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password

Void Open Bar Tab

STEP	ACTION				TOUCH SCREEN DISPLAY
5	Non Touch Scree	en	Tips and Tabs		
	Use the ↑↓ arroand press the O	ow keys to locate ar K key.	Edit Tip-> Presale Ticket Tab Management->		
	Touch Screen				
	Select TAB MAN pressing your te	AGEMENT listed in erminal screen.	S menu, by		
	Non Touch Scree	en			Tab Management
	Use the $\uparrow\downarrow$ arrow keys to locate and highlight MANAGE TABS and press the OK key.				Open Tab Manage Tabs->
6	Touch Screen				
	Select MANAGE TABS, listed in your TAB MANAGEMENT menu.			JT menu.	
	Non Touch Scree	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.	Tabs By All Server ID Transaction #
7	Touch Screen				Last 4 Digits
	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.				ID:_1 Tr#_1 Base:50.00 Tip:10.00
	Touch Screen				Void Close
	Press VOID or CLOSE.				

Void Open Bar Tab

STEP	ACTION	TOUCH SCREEN DISPLAY	
	Non Touch Screen		
	Press the F2 key for YES.	Are You Sure?	
9	Touch Screen	Yes No	
	Select YES.		
	Non Touch Screen		
10	The terminal displays TAB VOIDED and returns to the TABS BY menu.	. Tab voided.	
	Touch Screen		
	The terminal displays TAB VOIDED and returns to the TABS BY menu.		

Tab Report



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

STEP	ACTION	TOUCH SCREEN DISPLAY			
1	Non Touch Screen	ш			
	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.	Credit Debit			
	Touch Screen				
	Press the MENU icon at the bottom left hand corner of your home screen to reach your CORE MENU.	EBT Food EBT Cash			
	Non Touch Screen	Core Menu			
	Use the ↑↓ arrow keys to locate and highlight APPLICATIONS. Once highlighted, press the green OK key.	Settlement-> Reports-> Favorites->			
2	Touch Screen	Utility->			
	Select APPLICATIONS, listed in your CORE MENU, by pressing your terminal screen.	Retrieve Password Applications-> Power Off			
	Non Touch Screen	Applications			
	Use the ↑ → arrow keys to locate and highlight CREDIT/DEBIT/EBT. Once highlighted, press the green OK key. Credit/Debit/EBT DvCashApp DvGiftApp				
3	Touch Screen				
	Select Credit/Debit/EBT, listed in your APPLICATIONS menu, by pressing your terminal screen.				
4	Non Touch Screen	Credit/Debit			
	Use the ↑↓ arrow keys to locate and highlight REPORT. If prompted, input manager password, default is 1234.	Report-> Host Utility-> Tips and Tabs->			
	Touch Screen	Reprint Receipt->			
	Select REPORT, listed in your CREDIT/DEBIT menu, by pressing your terminal screen. If prompted, input manager password, default is 1234.	Setup-> Retrieve Password			

Tab Report

STEP		TOUCH SCREEN DISPLAY		
5	Non Touch Screen	Report		
	Use the ↑↓ arrow keys press OK.	Daily Report Summary Report-> Detailed Report->		
	Touch Screen		Untipped Report	
	Select TABS REPORT list terminal screen.	Server Report-> Tabs Report-> History Report		
	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.	Tabs Report All Open Closed
6	Touch Screen	Void		
	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.	
	Non Touch Screen	Tabs Report		
7	Tabs report prints, terr	All Open Closed		
	Touch Screen			Void
	Tabs report prints, terminal returns to the Tabs Report menu.			

Restaurant Report Example: Tabs Report

MY BUSINESS 123 Main Street Anytown, NY 11030 1 (877) 777-8888				
Tab Repo	rt - 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: Closed Amount:	\$10.00			
Server:	\$58.00 Lucy			
Transaction #:	Lucy 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 I	Report			