MSI®

Quick Reference Card for the VeriFone Omni/Vx Series
Retail Application

Customer Service: 1-908-516-5901
Terminal Support: 1-908-516-5902

24 HR Help Desk
1-800-441-1490

Sale

Prompt	Action
Idle Prompt	Swipe card, TAP/WAVE card on RFID reader or press **[F2]** for sale.
Password:	Key in the appropriate password and press **[ENTER]**.
1= **[Merchant 1]** — Prev **[F1]**, Next **[F2]**, Slct **[F3]**, Exit **[F4]**	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:	Key in the merchant password and press **[ENTER]**.
Swipe or Enter Account #:	Swipe card or key in the card # and press **[ENTER]**.
Choose Card: Credt **[F1]**, Debit **[F2]**, EBT **[F3]**	Press **[F1]** for credit.
Exp Date (MMYY):	Key in the expiration date in MMYY format and press **[ENTER]**.
Password:	Key in the appropriate password and press **[ENTER]**.
Card Present — Yes **[F1]**, No **[F2]**	Press **[F1]** if card is present. Press **[F2]** if card is not present.
Choose Tran: Phone **[F1]**, Web **[F2]**	Press **[F1]** for a phone order. Press **[F2]** for a web sale.
Encrypted? Yes **[F1]**, No **[F2]**	Press **[F1]** for encryption. Press **[F2]** for no encryption.
Last 4 dgts Acct:	Key in the last 4 digits of the card # and press **[ENTER]**.
[Account #] Confirm — Yes **[F1]**, No **[F2]**	Press **[F1]** if card # matches. Press **[F2]** to cancel transaction.
Imprint Card Press Enter Key	Press **[ENTER]**.
Cust Ref #:	Key in the customer reference # and press **[ENTER]** or press **[ENTER]** to bypass.
Invoice Number:	Key in the invoice # and press **[ENTER]**.
Clerk Id:	Key in the clerk ID # and press **[ENTER]**.
Logon: Yes **[F1]**, No **[F2]**	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:	Key in the clerk password and press **[ENTER]**.
Amount: $ 0.00	Key in the amount and press **[ENTER]**.
Tax Amt: $ 0.00	Key in the amount of tax and press **[ENTER]** or press **[ENTER]** to bypass.
Send Duplicate? Yes **[F1]**, No **[F2]**	Press **[F1]** to send duplicate. Press **[F2]** to cancel transaction.
Password:	Key in the appropriate password and press **[ENTER]**.
V-Code:	Key in the CVD code from back of card and press **[ENTER]** or press **[ENTER]** to bypass.
Code Present? No **[F1]**, Xread **[F2]**	Press **[F1]** if code is not present. Press **[F2]** if code is unreadable.
Address:	Key in the cardholder address and press **[ENTER]** or press **[ENTER]** to bypass.
Zip Code:	Key in the cardholder ZIP code and press **[ENTER]** or press **[ENTER]** to bypass.
Waiting for answer Please wait...	(No action while processing)
$ X.XX Payment Type — Cash **[F1]**, Credit **[F2]**, Debit **[F3]**, SV **[F4]**	Select payment type and press **[ENTER]**.
Customer Number:	Key in the cust. # and press **[ENTER]**.
Tax Exempt? Yes **[F1]**, No **[F2]**	Press **[F1]** if tax exempt. Press **[F2]** if not tax exempt.
Tax Amt: $ 0.00	Key in the amount of tax and press **[ENTER]** or press **[ENTER]** to bypass.
Prnt Cust Copy? Yes **[F1]**, No **[F2]**	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt Press Enter Key	Press **[ENTER]** to print a second copy of the receipt.
Amt Due: $ xx.xx Enter to confirm	Press **[ENTER]** to begin sale trans. Press **[CANCEL]** to return to idle prompt.

Auth Only

Prompt	Action
Idle Prompt	Press **[ARROW]** hot key twice.
EBT Bal Inq **[F1]**, Auth Only **[F2]**, Phone Order **[F3]**, Other Setup **[F4]**	Press **[F2]** for auth only.
Password:	Key in the appropriate password and press **[ENTER]**.
1= **[Merchant 1]** — Prev **[F1]**, Next **[F2]**, Slct **[F3]**, Exit **[F4]**	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:	Key in the merchant password and press **[ENTER]**.
Swipe or Enter Account #:	Swipe card, TAP/WAVE card on RFID reader or key in the card # and press **[ENTER]**.
Choose Card: Credt **[F1]**, Debit **[F2]**	Press **[F1]** for credit.
Exp Date (MMYY):	Key in the expiration date in MMYY format and press **[ENTER]**.
Password:	Key in the appropriate password and press **[ENTER]**.
Last 4 dgts Acct:	Key in the last 4 digits of the card # and press **[ENTER]**.
[Account #] Confirm — Yes **[F1]**, No **[F2]**	Press **[F1]** if card # matches. Press **[F2]** to cancel transaction.
Cust Ref #:	Key in the customer reference # and press **[ENTER]** or press **[ENTER]** to bypass.
Invoice Number:	Key in the invoice # and press **[ENTER]**.
Clerk Id:	Key in the clerk ID # and press **[ENTER]**.
Logon: Yes **[F1]**, No **[F2]**	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:	Key in the clerk password and press **[ENTER]**.
Amount: $ 0.00	Key in the amount and press **[ENTER]**.
V-Code:	Key in the CVD code from back of card and press **[ENTER]** or press **[ENTER]** to bypass.
Code Present? No **[F1]**, Xread **[F2]**	Press **[F1]** if code is not present. Press **[F2]** if code is unreadable.
Address:	Key in the cardholder address and press **[ENTER]** or press **[ENTER]** to bypass.
Zip Code:	Key in the cardholder ZIP code and press **[ENTER]** or press **[ENTER]** to bypass.
Waiting for answer Please wait...	(No action while processing)
Prnt Cust Copy? Yes **[F1]**, No **[F2]**	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt Press Enter Key	Press **[ENTER]** to print a second copy of the receipt.

Shaded sections are optional or conditional prompts.

Force Sale

Idle Prompt		Press **[ARROW]** hot key.
Refund **[F1]** Force **[F2]** Reprint **[F3]** Check **[F4]**		Press **[F2]** for force.
Password:		Key in the appropriate password and press **[ENTER]**.
1= **[Merchant 1]**	Prev **[F1]** Next **[F2]** Slct **[F3]** Exit **[F4]**	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:		Key in the merchant password and press **[ENTER]**.
Swipe or Enter Account #:		Swipe card, TAP/WAVE card on RFID reader or key in the card # and press **[ENTER]**.
Choose Card:	Credit **[F1]** Debit **[F2]** EBT **[F3]**	Press **[F1]** for credit.
Exp Date (MMYY):		Key in the expiration date in MMYY format and press **[ENTER]**.
Password:		Key in the appropriate password and press **[ENTER]**.
Choose Tran:	Sale **[F1]** Phone **[F2]** Web **[F3]**	Press **[F1]** for a sale. Press **[F2]** for a phone order. Press **[F3]** for a web sale.
Encrypted?	Yes **[F1]** No **[F2]**	Press **[F1]** for encryption. Press **[F2]** for no encryption.
Last 4 dgts Acct:		Key in the last 4 digits of the card # and press **[ENTER]**.
[Account #] **Confirm**	Yes **[F1]** No **[F2]**	Press **[F1]** if card # matches. Press **[F2]** to cancel transaction.
Imprint Card **Press Enter Key**		Press **[ENTER]**.
Cust Ref #:		Key in the customer reference # and press **[ENTER]** or press **[ENTER]** to bypass.
Invoice Number:		Key in the invoice # and press **[ENTER]**.
Clerk Id:		Key in the clerk ID # and press **[ENTER]**.
Logon:	Yes **[F1]** No **[F2]**	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:		Key in the clerk password and press **[ENTER]**.
Amount:	$ 0.00	Key in the amount and press **[ENTER]**.
Tax Amt:	$ 0.00	Key in the amount of tax and press **[ENTER]** or press **[ENTER]** to bypass.
Send Duplicate?	Yes **[F1]** No **[F2]**	Press **[F1]** to send duplicate. Press **[F2]** to cancel transaction.
Password:		Key in the appropriate password and press **[ENTER]**.
Appr Code:		Key in the authorization # and press **[ENTER]**.
Prnt Cust Copy?	Yes **[F1]** No **[F2]**	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt **Press Enter Key**		Press **[ENTER]** to print a second copy of the receipt.

Refund

Idle Prompt		Press **[ARROW]** hot key.
Refund **[F1]** Force **[F2]** Reprint **[F3]** Check **[F4]**		Press **[F1]** for refund.
Password:		Key in the appropriate password and press **[ENTER]**.
1= **[Merchant 1]**	Prev **[F1]** Next **[F2]** Slct **[F3]** Exit **[F4]**	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:		Key in the merchant password and press **[ENTER]**.
Swipe or Enter Account #:		Swipe card, TAP/WAVE card on RFID reader or key in the card # and press **[ENTER]**.
Choose Card:	Credit **[F1]** Debit **[F2]** EBT **[F3]**	Press **[F1]** for credit.
Exp Date (MMYY):		Key in the expiration date in MMYY format and press **[ENTER]**.
Password:		Key in the appropriate password and press **[ENTER]**.
Last 4 dgts Acct:		Key in the last 4 digits of the card # and press **[ENTER]**.
[Account #] **Confirm**	Yes **[F1]** No **[F2]**	Press **[F1]** if card # matches. Press **[F2]** to cancel transaction.
Choose Tran:	Sale **[F1]** Web **[F3]**	Press **[F1]** for a sale. Press **[F2]** for a web sale.
Encrypted?	Yes **[F1]** No **[F2]**	Press **[F1]** for encryption. Press **[F2]** for no encryption.
Imprint Card **Press Enter Key**		Press **[ENTER]**.
Cust Ref #:		Key in the customer reference # and press **[ENTER]** or press **[ENTER]** to bypass.
Invoice Number:		Key in the invoice # and press **[ENTER]**.
Clerk Id:		Key in the clerk ID # and press **[ENTER]**.
Logon:	Yes **[F1]** No **[F2]**	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:		Key in the clerk password and press **[ENTER]**.
Amount:	$ 0.00	Key in the amount and press **[ENTER]**.
Tax Amt:	$ 0.00	Key in the amount of tax and press **[ENTER]** or press **[ENTER]** to bypass.
Send Duplicate?	Yes **[F1]** No **[F2]**	Press **[F1]** to send duplicate. Press **[F2]** to cancel transaction.
Password:		Key in the appropriate password and press **[ENTER]**.
Prnt Cust Copy?	Yes **[F1]** No **[F2]**	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt **Press Enter Key**		Press **[ENTER]** to print a second copy of the receipt.

Shaded sections are optional or conditional prompts.

Debit Sale

Idle Prompt		Swipe debit card at idle prompt.
Password:		Key in the appropriate password and press **[ENTER]**.
1= [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:		Key in the merchant password and press **[ENTER]**.
Choose Card:	Debit [F1] EBT [F2]	Press **[F1]** for debit.
Cust Ref #:		Key in the customer reference # and press **[ENTER]** or press **[ENTER]** to bypass.
Invoice Number:		Key in the invoice # and press **[ENTER]**.
Clerk Id:		Key in the clerk ID # and press **[ENTER]**.
Logon:	Yes [F1] No [F2]	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:		Key in the clerk password and press **[ENTER]**.
Amount:	$ 0.00	Key in the amount and press **[ENTER]**.
Tax Amt:	$ 0.00	Key in the amount of tax and press **[ENTER]** or press **[ENTER]** to bypass.
CashBack:	$ 0.00	Key in the CashBack amount and press **[ENTER]** or press **[ENTER]** to bypass.
Send Duplicate?	Yes [F1] No [F2]	Press **[F1]** to send duplicate. Press **[F2]** to cancel.
Password:		Key in the appropriate password and press **[ENTER]**.
Enter PIN on PINPad		Customer keys PIN # on PIN pad and presses **[ENTER]**.
Waiting for answer Please wait...		(No action while processing)
Pmt Cust Copy?	Yes [F1] No [F2]	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt Press Enter Key		Press **[ENTER]** to print a second copy of the receipt.

Debit Refund

Idle Prompt		Press **[ARROW]** hot key.
	Refund [F1] Force [F2] Reprint [F3] Check [F4]	Press **[F1]** for refund.
Password:		Key in the appropriate password and press **[ENTER]**.
1= [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:		Key in the merchant password and press **[ENTER]**.
Swipe or Enter Account #:		Swipe card.
Choose Card:	Debit [F1] EBT [F2]	Press **[F1]** for debit.
Cust Ref #:		Key in the customer reference # and press **[ENTER]** or press **[ENTER]** to bypass.
Invoice Number:		Key in the invoice # and press **[ENTER]**.
Clerk Id:		Key in the clerk ID # and press **[ENTER]**.

Debit Refund (Continued)

Logon:	Yes [F1] No [F2]	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:		Key in the clerk password and press **[ENTER]**.
Amount:	$ 0.00	Key in the amount and press **[ENTER]**.
Tax Amt:	$ 0.00	Key in the amount of tax and press **[ENTER]** or press **[ENTER]** to bypass.
Send Duplicate?	Yes [F1] No [F2]	Press **[F1]** to send duplicate. Press **[F2]** to cancel.
Password:		Key in the appropriate password and press **[ENTER]**.
Enter PIN on PINPad		Customer keys PIN # on PIN Pad and presses **[ENTER]**.
Waiting for answer Please wait...		(No action while processing)
Pmt Cust Copy?	Yes [F1] No [F2]	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt Press Enter Key		Press **[ENTER]** to print a second copy of the receipt.

EBT Sale - Cash Benefit

Idle Prompt		Swipe EBT card at idle prompt or press **[F2]** for sale.
Password:		Key in the appropriate password and press **[ENTER]**.
1= [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:		Key in the merchant password and press **[ENTER]**.
Swipe or Enter Account #		Swipe card or key in the account # and press **[ENTER]**.
Choose Card:	Debit [F1] EBT [F2]	Press **[F2]** for EBT.
Exp Date (MMYY):		Key in the expiration date in MMYY format and press **[ENTER]**.
Password:		Enter password and press **[ENTER]**.
Trans Type:	Cash [F1] Food [F2]	Press **[F1]** for cash.
Imprint Card Press Enter Key		Press **[ENTER]**.
Cust Ref #:		Key in the customer reference # and press **[ENTER]** or press **[ENTER]** to bypass.
Invoice Number:		Key in the invoice # and press **[ENTER]**.
Clerk Id:		Key in the clerk ID # and press **[ENTER]**.
Logon:	Yes [F1] No [F2]	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:		Key in the clerk password and press **[ENTER]**.
Amount:	$ 0.00	Key in the amount and press **[ENTER]**.
CashBack:	$ 0.00	Key in the CashBack amount and press **[ENTER]**.
Send Duplicate?	Yes [F1] No [F2]	Press **[F1]** to send duplicate. Press **[F2]** to cancel.
Password:		Key in the appropriate password and press **[ENTER]**.
Enter PIN on PINPad		Customer keys PIN # on PIN pad and presses **[ENTER]**.
Pmt Cust Copy?	Yes [F1] No [F2]	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt Press Enter Key		Press **[ENTER]** to print a second copy of the receipt.

Shaded sections are optional or conditional prompts.

EBT Sale - Food Stamp

Idle Prompt		Swipe EBT card at idle prompt or press **[F2]** for sale.
Password:		Key in the appropriate password and press **[ENTER]**.
1= **[Merchant 1]**	**Prev [F1]** **Next [F2]** **Slct [F3]** **Exit [F4]**	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:		Key in the merchant password and press **[ENTER]**.
Swipe or Enter **Account #**		Swipe card or key in the account # and press **[ENTER]**.
Choose Card:	**Debit [F1]** **EBT [F2]**	Press **[F2]** for EBT.
Exp Date (MMYY):		Key in the expiration date in MMYY format and press **[ENTER]**.
Password:		Enter password and press **[ENTER]**.
Trans Type:	**Cash [F1]** **Food [F2]**	Press **[F2]** for food.
Imprint Card **Press Enter Key**		Press **[ENTER]**.
Cust Ref #:		Key in the customer reference # and press **[ENTER]** or press **[ENTER]** to bypass.
Invoice Number:		Key in the invoice # and press **[ENTER]**.
Clerk Id:		Key in the clerk ID # and press **[ENTER]**.
Logon:	**Yes [F1]** **No [F2]**	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:		Key in the clerk password and press **[ENTER]**.
Amount:	**$ 0.00**	Key in the amount and press **[ENTER]**.
Send Duplicate?	**Yes [F1]** **No [F2]**	Press **[F1]** to send duplicate. Press **[F2]** to cancel.
Password:		Key in the appropriate password and press **[ENTER]**.
Enter PIN on PINPad		Customer keys PIN # on PIN pad and presses **[ENTER]**.
Prnt Cust Copy?	**Yes [F1]** **No [F2]**	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt **Press Enter Key**		Press **[ENTER]** to print a second copy of the receipt.

EBT Force - Cash Benefit

Idle Prompt		Press **[ARROW]** hot key.
Refund [F1] **Force [F2]** **Reprint [F3]** **Check [F4]**		Press **[F2]** for force.
Password:		Key in the appropriate password and press **[ENTER]**.
1= **[Merchant 1]**	**Prev [F1]** **Next [F2]** **Slct [F3]** **Exit [F4]**	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:		Key in the merchant password and press **[ENTER]**.
Swipe or Enter **Account #**		Swipe card or key in the account # and press **[ENTER]**.
Choose Card:	**Debit [F1]** **EBT [F2]**	Press **[F2]** for EBT.
Exp Date (MMYY):		Key in the expiration date in MMYY format and press **[ENTER]**.
Password:		Enter password and press **[ENTER]**.
Trans Type:	**Cash [F1]** **Food [F2]**	Press **[F1]** for cash.
Imprint Card **Press Enter Key**		Press **[ENTER]**.
Cust Ref #:		Key in the customer reference # and press **[ENTER]** or press **[ENTER]** to bypass.
Invoice Number:		Key in the invoice # and press **[ENTER]**.
Clerk Id:		Key in the clerk ID # and press **[ENTER]**.
Logon:	**Yes [F1]** **No [F2]**	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:		Key in the clerk password and press **[ENTER]**.
Appr Code:		Key in the authorization # and press **[ENTER]**.
Voucher number:		Key in the voucher # and press **[ENTER]**.
Amount:	**$ 0.00**	Key in the amount and press **[ENTER]**.
CashBack:	**$ 0.00**	Key in the CashBack amount and press **[ENTER]**.
Send Duplicate?	**Yes [F1]** **No [F2]**	Press **[F1]** to send duplicate. Press **[F2]** to cancel.
Password:		Key in the appropriate password and press **[ENTER]**.
Prnt Cust Copy?	**Yes [F1]** **No [F2]**	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt **Press Enter Key**		Press **[ENTER]** to print a second copy of the receipt.

Shaded sections are optional or conditional prompts.

EBT Force - Food Stamp

Prompt	Action
Idle Prompt	Press **[ARROW]** hot key.
Refund [F1] **Force [F2]** **Reprint [F3]** **Check [F4]**	Press **[F2]** for force.
Password:	Key in the appropriate password and press **[ENTER]**.
1= **[Merchant 1]** **Prev [F1]** **Next [F2]** **Slct [F3]** **Exit [F4]**	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:	Key in the merchant password and press **[ENTER]**.
Swipe or Enter Account #	Swipe card or key in the account # and press **[ENTER]**.
Choose Card: **Debit [F1]** **EBT [F2]**	Press **[F2]** for EBT.
Exp Date (MMYY):	Key in the expiration date in MMYY format and press **[ENTER]**.
Password:	Enter password and press **[ENTER]**.
Trans Type: **Cash [F1]** **Food [F2]**	Press **[F2]** for food.
Imprint Card **Press Enter Key**	Press **[ENTER]**.
Cust Ref #:	Key in the customer reference # and press **[ENTER]** or press **[ENTER]** to bypass.
Invoice Number:	Key in the invoice # and press **[ENTER]**.
Clerk Id:	Key in the clerk ID # and press **[ENTER]**.
Logon: **Yes [F1]** **No [F2]**	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:	Key in the clerk password and press **[ENTER]**.
Appr Code:	Key in the authorization # and press **[ENTER]**.
Voucher number:	Key in the voucher # and press **[ENTER]**.
Amount: **$ 0.00**	Key in the amount and press **[ENTER]**.
Send Duplicate? **Yes [F1]** **No [F2]**	Press **[F1]** to send duplicate. Press **[F2]** to cancel.
Password:	Key in the appropriate password and press **[ENTER]**.
Prnt Cust Copy? **Yes [F1]** **No [F2]**	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt **Press Enter Key**	Press **[ENTER]** to print a second copy of the receipt.

EBT Refund - Food Stamp

Prompt	Action
Idle Prompt	Press **[ARROW]** hot key.
Refund [F1] **Force [F2]** **Reprint [F3]** **Check [F4]**	Press **[F1]** for refund.
Password:	Key in the appropriate password and press **[ENTER]**.
1= **[Merchant 1]** **Prev [F1]** **Next [F2]** **Slct [F3]** **Exit [F4]**	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:	Key in the merchant password and press **[ENTER]**.
Swipe or Enter Account #	Swipe card or key in the account # and press **[ENTER]**.
Choose Card: **Debit [F1]** **EBT [F2]**	Press **[F2]** for EBT.
Exp Date (MMYY):	Key in the expiration date in MMYY format and press **[ENTER]**.
Password:	Enter password and press **[ENTER]**.
Imprint Card **Press Enter Key**	Press **[ENTER]**.
Cust Ref #:	Key in the customer reference # and press **[ENTER]** or press **[ENTER]** to bypass.
Invoice Number:	Key in the invoice # and press **[ENTER]**.
Clerk Id:	Key in the clerk ID # and press **[ENTER]**.
Logon: **Yes [F1]** **No [F2]**	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:	Key in the clerk password and press **[ENTER]**.
Amount: **$ 0.00**	Key in the amount and press **[ENTER]**.
Send Duplicate? **Yes [F1]** **No [F2]**	Press **[F1]** to send duplicate. Press **[F2]** to cancel.
Password:	Key in the appropriate password and press **[ENTER]**.
Enter PIN on PINPad	Customer keys PIN # on PIN pad and presses **[ENTER]**.
Prnt Cust Copy? **Yes [F1]** **No [F2]**	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt **Press Enter Key**	Press **[ENTER]** to print a second copy of the receipt.

EBT Balance Inquiry

Idle Prompt	Press **[ARROW]** hot key twice.
EBT Bal Inq [F1] **Auth Only [F2]** **Phone Order [F3]** **Other Setup [F4]**	Press **[F1]** for EBT Balance Inq.
Password:	Key in the appropriate password and press **[ENTER]**.
1= Prev [F1] **[Merchant 1] Next [F2]** **Slct [F3]** **Exit [F4]**	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:	Key in the merchant password and press **[ENTER]**.
Swipe or Enter Account #	Swipe card or key in the account # and press **[ENTER]**.
Exp Date (MMYY):	Key in the expiration date in MMYY format and press **[ENTER]**.
Password:	Enter password and press **[ENTER]**.
Cash [F1] **Trans Type: Food [F2]**	Press **[F1]** for cash. Press **[F2]** for food.
Clerk Id:	Key in the clerk ID # and press **[ENTER]**.
Logon: Yes [F1] **No [F2]**	Press **[F1]** to logon the clerk ID. Press **[F2]** to return to idle prompt.
Password:	Key in the clerk password and press **[ENTER]**.
Enter PIN on PINPad	Customer keys PIN # on PIN pad and presses **[ENTER]**.
Yes [F1] **Pmt Cust Copy? No [F2]**	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt **Press Enter Key**	Press **[ENTER]** to print a second copy of the receipt.

Void

Idle Prompt	Press **[F4]** for void.
Password:	Key in the appropriate password and press **[ENTER]**.
1= Prev [F1] **[Merchant 1] Next [F2]** **Slct [F3]** **Exit [F4]**	Press **[F1]** for previous merchant. Press **[F2]** for next merchant. Press **[F3]** to select displayed merchant. Press **[F4]** to exit.
Merch Passwd:	Key in the merchant password and press **[ENTER]**.
Auth# [F1] **Select Batch Settl# [F2]**	Press **[F1]** to select Auth# to void a Store/Forward transaction. Press **[F2]** to select Settl# to void an authorized transaction.
Yes [F1] **Void Last Trans? No [F2]**	Press **[F1]** to void last transaction. Press **[F2]** to void other transaction.
Inv # [F3] **Retrieve by: Acct # [F4]**	Press **[F1]** to retrieve by invoice #. Press **[F4]** to retrieve by account #.
Invoice Number:	Key in the invoice # and press **[ENTER]**.
Last 4 digits:	Key in the last 4 digits of the card # and press **[ENTER]**.
Yes [F1] **[Account #] No [F2]** **$ xx.xx Next [F3]**	Press **[F1]** to void transaction. Press **[F2]** to return to idle prompt. Press **[F3]** to view next transaction.
Yes [F1] **Pmt Cust Copy? No [F2]**	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt **Press Enter Key**	Press **[ENTER]** to print a second copy of the receipt.

Reprint

Idle Prompt	Press **[ARROW]** hot key.
Refund [F1] **Force [F2]** **Reprint [F3]** **Check [F4]**	Press **[F3]** for reprint.
Password:	Key in the appropriate password and press **[ENTER]**.
REPRINT **Last Receipt [F2]** **Any Receipt [F3]**	Press **[F2]** to print last receipt. Press **[F3]** to print other receipt.
Invoice Number:	Key in the invoice # and press **[ENTER]**.
Yes [F1] **Pmt Cust Copy? No [F2]**	Press **[F1]** to print customer copy. Press **[F2]** to return to idle prompt.
Tear Receipt **Press Enter Key**	Press **[ENTER]** to print a second copy of the receipt.

Clerk Management - Add Clerk

Idle Prompt	Press **[ARROW]** hot key three times.
Clerk Setup [F1] **Store/Forward [F2]** **Help [F3]**	Press **[F1]** for clerk setup.
Password:	Key in the appropriate password and press **[ENTER]**.
CONFIGURE CLERK **Log On Clerk [F2]** **Log Off Clerk [F3]** **Add Clerk [F4]**	Press **[F4]** to add clerk to terminal
Password:	Key in the appropriate password and press **[ENTER]**.
Clerk Id:	Key in the ID # of the clerk and press **[ENTER]**.
Password:	Key in the new clerk password and press **[ENTER]**.
Reenter:	Key in the new password again for confirmation and press **[ENTER]**.
Clerk Id:	Prompt will continue to display until **[CLEAR]** is pressed to exit. Repeat for each clerk being added.

Clerk Management - Log On/Off Clerk

Idle Prompt	Press **[ARROW]** hot key twice.
Clerk Setup [F1] **Store/Forward [F2]** **Help [F3]**	Press **[F1]** for clerk setup.
Password:	Key in the appropriate password and press **[ENTER]**.
CONFIGURE CLERK **Log On Clerk [F2]** **Log Off Clerk [F3]** **Add Clerk [F4]**	Press **[F2]** to log on clerk. Press **[F3]** to log off clerk.
Clerk Id:	Key in the ID # of the clerk and press **[ENTER]**.
Password:	Key in the clerk password and press **[ENTER]**.
Logoff/on is successful	Terminal displays confirmation of logon/off and returns to the idle prompt.

Clerk Management - Delete Clerk

Idle Prompt	Press **[ARROW]** hot key three times.
Clerk Setup [F1] Store/Forward [F2] Help [F3]	Press **[F1]** for clerk setup.
Password:	Key in the appropriate password and press **[ENTER]**.
CONFIGURE CLERK Log On Clerk [F2] Log Off Clerk [F3] Add Clerk [F4]	Press **[ARROW]** hot key for more options.
Modify Clerk [F1] Delete Clerk [F2] Clear Clerk [F3]	Press **[F2]** for delete clerk.
Password:	Key in the appropriate password and press **[ENTER]**.
Clerk Id:	Key in the ID # of the clerk and press **[ENTER]**.
Password:	Key in the clerk password and press **[ENTER]**.
Clerk Id:	Prompt will continue to display until **[CLEAR]** is pressed to exit. Repeat for each clerk being deleted.

Clerk Management - Modify Clerk

Idle Prompt	Press **[ARROW]** hot key three times.
Clerk Setup [F1] Store/Forward [F2] Help [F3]	Press **[F1]** for clerk setup.
Password:	Key in the appropriate password and press **[ENTER]**.
CONFIGURE CLERK Log On Clerk [F2] Log Off Clerk [F3] Add Clerk [F4]	Press **[ARROW]** hot key for more options.
Modify Clerk [F1] Delete Clerk [F2] Clear Clerk [F3]	Press **[F1]** for modify clerk.
Password:	Key in the appropriate password and press **[ENTER]**.
Clerk Id:	Key in the ID # of the clerk and press **[ENTER]**.
Clk Password:	Key in the appropriate clerk password and press **[ENTER]**.
Old Pass:	Key in the old clerk password and press **[ENTER]**.
New Pass:	Key in the new clerk password and press **[ENTER]**.
Reenter:	Key in the new password again for confirmation and press **[ENTER]**.
Clerk Id:	Prompt will continue to display until **[CLEAR]** is pressed to exit.

Clerk Management - Clear Clerk

Idle Prompt	Press **[ARROW]** hot key three times.
Clerk Setup [F1] Store/Forward [F2] Help [F3]	Press **[F1]** for clerk setup.
Password:	Key in the appropriate password and press **[ENTER]**.
CONFIGURE CLERK Log On Clerk [F2] Log Off Clerk [F3] Add Clerk [F4]	Press **[ARROW]** hot key for more options.
Modify Clerk [F1] Delete Clerk [F2] Clear Clerk [F3]	Press **[F3]** for clear clerk.
Password:	Key in the appropriate password and press **[ENTER]**.
Clerk tls cleared	Terminal confirms that clerks have been cleared and returns to the idle prompt.

Clerk Management - Clerk Reports

Idle Prompt	Press **[REPORTS]** hot key.
Password:	Key in the appropriate password and press **[ENTER]**.
REPORTS Totals Report [F2] Detail Report [F3] Clerk Reports [F4]	Press **[F4]** for clerk reports.
CLERK REPORTS Totals Report [F2] Detail Report [F3] Shift Reports [F4]	Press **[F2]** for clerk totals. Press **[F3]** for clerk detail. Press **[F4]** for shift report. Press **[ARROW]** for more options.
Clerk Table [F1] Unadjst Report [F2] IRS Tip Report [F3] Discount Tip [F4]	Press **[F1]** for clerk table. Press **[F2]** for unadjusted trans. Press **[F3]** for clerk IRS tip report. Press **[F4]** for discount tips.
One [F1] All [F2] Clrk Rpt Options	Press **[F1]** for single clerk detail. Press **[F2]** for all clerk detail.
Clerk Id:	Key in the ID # of the clerk and press **[ENTER]**.
Clerk Report:	Report prints.

Manual Shift Close

Idle Prompt	Press **[1]**.
Password:	Key in the appropriate password and press **[ENTER]**.
Yes [F1] Increment Shift# No [F2]	Press **[F1]** to increment shift #. Press **[F2]** for other options.
Yes [F1] Reset Shift# No [F2]	Press **[F1]** to reset shift # to 1. Press **[F2]** to continue with current shift.
Shift # is X	Shift # is displayed and terminal returns to idle prompt.

Reports

Idle Prompt	Press **[REPORTS]** hot key.
Password:	Key in the appropriate password and press **[ENTER]**.
REPORTS Totals Report [F2] Detail Report [F3] Clerk Reports [F4]	Press **[F2]** for totals report. Press **[F3]** for details report. Press **[F4]** for clerk report. Press **[ARROW]** for more reports.
Batch Review [F1] Batch History [F2] Terminal Rpts [F3] Merchant Report [F4]	Press **[F1]** for batch review. Press **[F2]** for batch history. Press **[F3]** for terminal reports. Press **[F4]** for merchant report.
[Name of Report]	Report prints.

Shaded sections are optional or conditional prompts.

Viewing Batch Totals

Idle Prompt	Press [REPORTS] hot key.
Password:	Key in the appropriate password and press [ENTER].
REPORTS Totals Report [F2] Detail Report [F3] Clerk Reports [F4]	Press [ARROW] hot key for more reports.
Batch Review [F1] Batch History [F2] Terminal Rpts [F3] Merchant Report [F4]	Press [F1] for batch review.
Password:	Key in the appropriate password and press [ENTER].
BATCH REVIEW Totals Review [F2] Detail Review [F3]	Press [F2] for totals review.
1= [Merchant 1]	Prev [F1]	Press [F1] for previous merchant.
	Next [F2]	Press [F2] for next merchant.
	Slct [F3]	Press [F3] to select displayed merchant.
	Exit [F4]	Press [F4] to exit.
Merch Passwd:	Key in the merchant password and press [ENTER].
Host: [Paym]	Prev [F1]	Press [F1] for previous host.
	Next [F2]	Press [F2] for next host.
	Slct [F3]	Press [F3] to view totals for host displayed
	Exit [F4]	Press [F4] to exit.
Host: [Paym] Sales: $ xx.xx Refunds: $ xx.xx Total: $ xx.xx	Press [CLEAR] to return to batch review main menu.

Settlement

Idle Prompt	Press [F3] for settlement.
Password:	Key in the appropriate password and press [ENTER].
Sales: $ xx.xx Refunds: $ xx.xx Total: $ xx.xx Enter to confirm	Confirm totals, press [ENTER]
Sales: $ 00.00	Key in the sales total and press [ENTER].
Refunds: $ 00.00	Key in the refund total and press [ENTER].
Total: $ 00.00	Key in the batch total and press [ENTER].
Settle Neg Batch Yes [F1] No [F2]	Press [F1] to settle neg. batch Press [F2] to return to idle prompt.
Password:	Key in the appropriate password and press [ENTER].
Waiting for answer Please wait...	(No action while processing)
Settlement Successful	Settlement report prints and terminal returns to idle prompt.

AVS Response Codes

Visa — Description

Y	Address & 5-digit or 9-digit ZIP match (Domestic only)
A	Address matches, ZIP code does not
S	AVS not supported at this time (Domestic only)
R	Issuer's authorization system is unavailable, try again later (Domestic only)
U	Unable to perform address verification because either address information is unavailable or Issuer does not support AVS (Domestic only)
Z	Either 5-digit or 9-digit ZIP matches, address does not or not included in request.
N	Neither the ZIP nor the address matches
B	Address matches, ZIP not verified.
P	ZIP matches, address not verified
C	Address and ZIP code not verified due to incompatible formats.
D	Address and ZIP code match (International only)
G	Address not verified for International transaction (International only)
I	Address not verified (International only)
M	Address and ZIP code match (International only)

MasterCard — Description

Y	Exact, all digits match, 5-digit ZIP code
A	Address matches, ZIP code does not
S	AVS not supported at this time
R	Retry, system unable to process
U	No data from issuer/Authorization system
Z	5-digit ZIP code matches, but address does not
N	Neither the ZIP nor the address matches
W	For U.S. addresses, 9-digit ZIP code matches, but address does not; for address outside of U.S., the ZIP code matches, address does not
X	Exact, all digits match, 9-digit ZIP code

Discover — Description

Y	Address only matches
A	Address and 5-digit ZIP code match
S	AVS not supported at this time
U	Retry, system unable to process
Z	5-digit ZIP code matches, but address does not
N	Neither the ZIP nor the address matches
W	No data from issuer/authorization system
X	Address and 9-digit ZIP code match
T	9-digit ZIP code matches, but address does not

American Express — Description

Y	Yes, address and ZIP code are both correct
A	Address only is correct
B	AVS not supported at this time
R	System unavailable; retry
U	The necessary information is not available, account number is neither U.S. nor Canadian
Z	ZIP code only is correct
N	Neither the ZIP nor the address matches

CHASE Paymentech