

Credit Card Sale

Terminal Prompt	Action
Idle Prompt	Swipe card or manually enter the card number, then press ENTER
Expiration Date	Enter card expiration date (MMYY), then press ENTER
Amount	Enter amount of sale, then press ENTER
Clerk/Server ID <small>Optional</small>	Enter Clerk or Server ID, then press ENTER
Tip <small>(3 Tip Options)</small>	Enter tip, then press ENTER or ENTER to bypass tips (Tips can be added later for restaurant only)
Second Receipt	Press any key to print second receipt

Debit Card Sale

Terminal Prompt	Action
Idle Prompt	Press ENTER until terminal displays debit prompt
Debit Prompt	Swipe Card
Amount	Enter amount of sale, then press ENTER
Clerk/Server ID <small>Optional</small>	Enter Clerk or Server ID, then press ENTER
Tip <small>(3 Tip Options)</small>	Enter tip, then press ENTER or ENTER to bypass tips (Tips can be added later for restaurant only)
Cash Back	Enter cash back amount then ENTER or ENTER to bypass
PIN	Have customer enter PIN, then press ENTER
Second Receipt	Press any key to print second receipt

VOID

Terminal Prompt	Action
Idle Prompt	Press the ▲ or ▼ until terminal displays VOID/SALE, VOID/FRCD or VOID/RTRN prompt
Void	Swipe card or manually enter the card number, then press ENTER
Expiration Date	Enter card expiration date (MMYY), then press ENTER
Amount	Enter amount of sale, then press ENTER
Second Receipt	Press any key to print second receipt

Note: Transactions that have been batched cannot be voided, they must be returned. Debit transactions cannot be voided.

Return - Credit Card

Terminal Prompt	Action
Idle Prompt	Press the ▲ or ▼ until terminal displays RETURN prompt
Return	Swipe card or manually enter the card number, then press ENTER
Expiration Date	Enter card expiration date (MMYY), then press ENTER
Amount	Enter amount of sale, then press ENTER
Authorization Number	Enter Authorization Number from original receipt, then press ENTER
Second Receipt	Press any key to print second receipt

Return - Debit Card

Terminal Prompt	Action
Idle Prompt	Press ENTER for debit prompt
Debit Prompt	Press the ▲ or ▼ until terminal displays RETURN prompt
Return	Swipe card or manually enter the card number, then press ENTER
Amount	Enter amount of sale, then press ENTER
Clerk/Server ID <small>optional</small>	Enter clerk or server ID, then press ENTER

CONTINUED...

If you need assistance with any function of your VeriFone Terminal, please contact customer service terminal support at 800-834-4405 or email assist@jetpay.com

Return - Debit Card (CONTINUED)

Termina Prompt	Action
Authorization Number PIN	Enter authorization number from original receipt, then press ENTER Have customer enter their PIN, then press ENTER
Orig. Purch. Date (MMDD)	Enter the original date of the purchase in MMDD format, then press ENTER
Orig. Purch. Time (HHMM)	Enter the time of the original purchase in HHMM format, then press ENTER
Second Receipt	Press any key to print the second receipt

Verify

Termina Prompt	Action
Idle Prompt Verify	Press the ▲ or ▼ until terminal displays VERIFY prompt Swipe card or manually enter the card number, then press ENTER
Expiration Date	Enter card expiration date (MMYY), then press ENTER
Verify or Balance Inquiry Amount	Press 1 to Verify, press 2 for Balance Inquiry Enter the amount, then press ENTER
Clerk/ServerID	Enter the clerk or server ID, then press ENTER

Forced

Termina Prompt	Action
Idle Prompt Forced	Press the ▲ or ▼ until terminal displays FORCED prompt Swipe card or manually enter the card number, then press ENTER
Expiration Date Amount	Enter card expiration date (MMYY), then press ENTER Enter the amount, then press ENTER
Clerk/ServerID	Enter the clerk or server ID, then press ENTER
Authorization Number Second Receipt	Enter auth no. received via voice authorization or from the verify receipt, then press ENTER Press any key to print the second receipt

Print Last Merchant Receipt

Termina Prompt	Action
Idle Prompt Receipt Menu Not Available	Press the ALPHA key enter the daily password, then press ENTER Press 3 to print the last merchant receipt The last receipt is not available to print. A cancelled or declined transaction can void this function

Print Last Customer Receipt

Termina Prompt	Action
Idle Prompt Receipt Menu Not Available	Press the ALPHA key enter the daily password, then press ENTER Press 1 to print the last customer receipt The last receipt is not available to print. A cancelled or declined transaction can void this function

Print Any Receipt

Termina Prompt	Action
Idle Prompt Receipt Menu Choose EDC Transaction? Customer or Merchant?	Press the ALPHA key enter the daily password, then press ENTER Press 1 to print any receipt Press the number that corresponds with the EDC type of the original receipt Enter the transaction number, then press ENTER Press 1 for a customer receipt or press 2 for a merchant receipt

Add Tip - Restaurant Only

Termina Prompt	Action
Idle Prompt	Press the F and MENU keys at the same time
Tab Menu	Press 1 to add tip
Add Tips Menu	Press 3 to scroll through untipped transactions*
1st Untipped trans info.	To add tip, press ENTER . To bypass and display next transaction, press ▼
Tip Entry	Enter tip amount, then press ENTER
Next trans info.	Enter tips or bypass as necessary. If trans was tipped, terminal returns to Add Tips Menu. If last transactions should not be tipped press MENU to return to the Add Tips Menu
Add Tips Menu	MENU to exit

*Tips can also be added by selecting: 4. By Server#, 5. By Transaction#, 6. By Card Tyoe, 7. By Card#. If one of these options is chosen, transactions fitting the parameters, tipped and untipped, are displayed.

Edit Tip - Restaurant Only

Termina Prompt	Action
Idle Prompt	Press the F and MENU keys at the same time
Tab Menu	Press 1 to add tip
Add Tips Menu	Press the number that corresponds with the desired access method. DO NOT choose the scroll option
1st Transaction info.	To add a tip to this transaction or to edit an existing tip, press ENTER . To bypass and display next transaction press ▼
Tip Entry	Enter tip amount, then press ENTER
Next trans info.	Enter tips or bypass as necessary. If trans was tipped, terminal returns to Add Tips Menu. If last transactions should not be tipped press MENU to return to the Add Tips Menu
Add Tips Menu	MENU to exit

Open Tab - Restaurant Only

Termina Prompt	Action
Idle Prompt	Press the F and MENU keys at the same time
Tab Menu	Press 2 to open tab
Tab Limit	The default amount is displayed. Press ENTER to accept the amount or MENU to change the amount.
Enter Tab Amount	Enter the new tab amount, then press ENTER
Swipe Card	Swipe the card or manually enter the card number
Expiration Date	Enter the card expiration date (MMYY)
Server ID	Enter the Server ID, then press ENTER

Close Tab - Restaurant Only

Termina Prompt	Action
Idle Prompt	Press the F and MENU keys at the same time
Tab Menu	Press 3 to open tab
Close Tab Menu	Press the number that corresponds with the desired access method. Example 5 for Transaction#
Transaction#	Enter the transaction#, then press ENTER
Transaction Information	ENTER
Tab Entry	Enter the total tab amount
Tip Entry	Enter the tip amount

Close Current Batch

Terminal Prompt	Action
Idle Prompt	Press the F key
Function Menu	Press 2 to start the batch process
Open Tab or Untipped	You may be prompted that the terminal has open tabs or untipped transactions. Close all open tabs. Scroll through untipped transactions adding tips where necessary. If all required tips have been added, press 2 to ignore.
EDC Choice	Depending upon the host and terminal setup, the terminal will start the batch process or offer a choice of EDC types to batch.
EDC Choice	Press ENTER to batch all EDC types or choose EDC type to be batched.

General Functions

Desired Function	Action
Power On	Press and hold the ON/OFF key for about 5 seconds
Power Off	Press F and ON/OFF key for about 5 seconds
Hot Keys	Press the F key at the same time as the number assigned to the Hot Key function
Print Default Report	Press the F key followed by the 1 key
Lighten Screen Contrast	Hold down the F key while tapping the ▼
Darken Screen Contrast	Hold down the F key while tapping the ▲
Feed Paper	Hold down the F key while tapping the ENTER key

