Money Order Training Guide
for VeriFone Vx570

Package Contents and Unpacking

- VeriFone Vx570 terminal
- Power pack
- Telephone Cord and/or Ethernet Cable
- PI23 Electra Document Printer
- Printer Cable
- Printer Power Cable

Unpacking

_____
_____
_____
_____
_____

Chapter 1- Terminal Front Panel Features

Internal thermal printer

Paper status light

Display

Function keys

Purple function keys

Telephone-style keypad

Alpha key

Cancel, clear, enter keys

Magnetic card reader
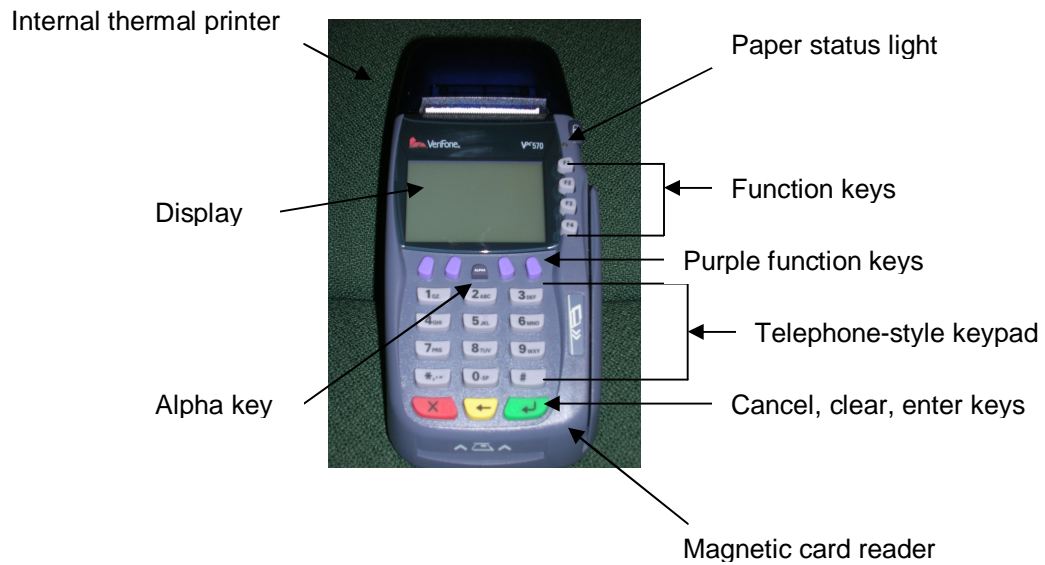
Figure 1 - Terminal Front Panel & Features

Chapter 2- Connecting the Document Printer and Terminal

Figure 2 - Document Printer Connections

1. Connect the enclosed serial printer cable from the back of the document printer (See Figure 2) to the back of the VeriFone terminal in the port labeled RS232 (See Figure 3). Connect the document printer's power cable to the back of the printer and then to an appropriate power outlet (See Figure 2). At this time, turn the document printer switch on. This switch should <u>always</u> be left in the on position. Connect the AC power adapter to the round port at the back of the VeriFone terminal (See Figure 3). Make sure the notch on the power adapter is at the top. Once inserted, turn the notch to securely lock in the cable. Now plug the AC power adapter into an appropriate power outlet. The terminal will automatically power up and the display will show:

```
        VERIFONE VX570

          QC0011A4

       06/27/2011 VERIX

     *DEFAULT CERTIFICATE*

      COPYRIGHT 1997-2008

           VERIFONE

      ALL RIGHTS RESERVED
```

It then proceeds to:

```
           Starting

         VMAC 3.9.0

         Please Wait
```

If the document printer switch is not turned on or the printer cable is not
connected, the VeriFone terminal will display:

Printer Not Connected

Please Attach

Figure 3 –Terminal Connectivity

Terminals that have a full time broadband connection (high speed Internet; DSL, cable modem,
etc.) will connect one end of the Ethernet cable to the port labeled 10BaseT and the other end
to the Ethernet source connection (may require a router) (See Figure 3). All broadband
connections should also have a dialup connection in the event the broadband connection is
interrupted. For dialup connections, attach one end of the telephone cord to the communication
port (Dialup) of the VeriFone terminal and the other end to the telephone wall jack. The power
source is found on the right side of the terminal (See Figure 4).
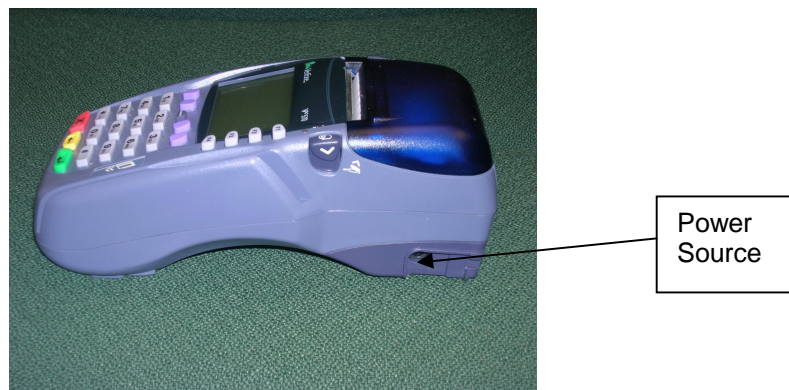
Figure 4 – Power Source

Chapter 3- Loading the Thermal Paper into the Terminal

1. If the green light blinks on and off on the right side of the display, it indicates that the printer is out of paper.

2. The printer cover release is on the right side of the Terminal (see Figure 5). Open the printer cover by pushing down on the printer cover release.

Printer Cover Release
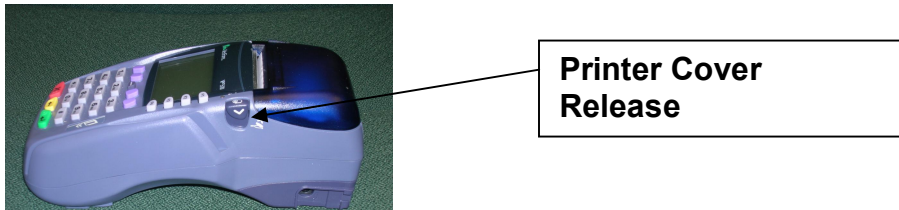
Figure 5 - Terminal Side View

3. Loosen the end of the new roll of paper and drop it into the printer tray with the loose paper end towards the front of the terminal (See Figure 6).

Printer Tray

Printer Cover

Green Indicator LED
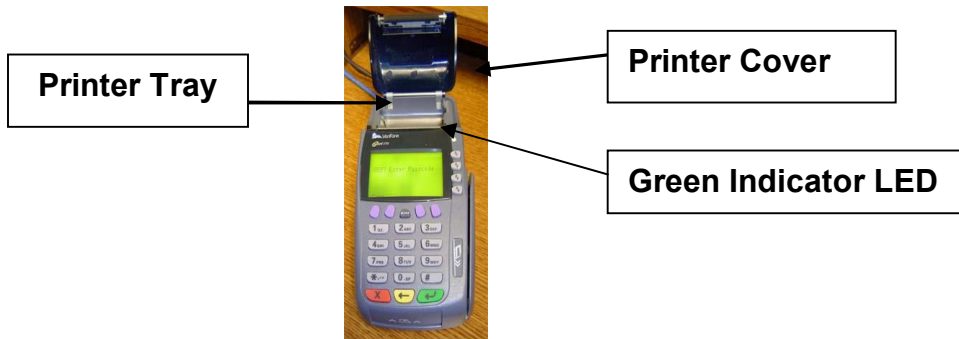
Figure 6 - Terminal Front View

4. Gently close the cover until it clicks shut. The green light should now stay illuminated. Allow a small amount of paper to extend outside the cover. The terminal window should now display (the v0.0.0 will show a real version number and the XXXX will have a number reflecting the number of documents loaded in the document printer):
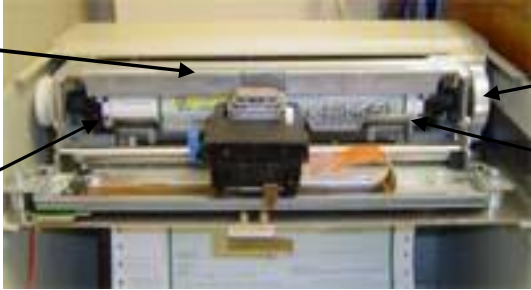
```
v0.0.0

XXXX Enter Passcode


(current date & time)

(online)/(dialup)/error
```

Chapter 4- Loading Money Order Documents into the Document Printer

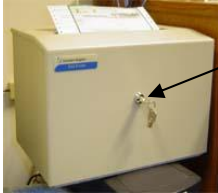| ACTION	VERIFONE DISPLAYS:

1. Insert the document printer key into the key lock on the document printer (see Figure 7). Push in and turn the key to the right to open the document printer door. The display shows (→). **Key Lock** **Figure 7 - Document Printer Front**	`Print Reports      *1`
	
	 `Next   Prev`

2. Press the far left purple button under the word "Next" until the display shows "Load Document". The display shows (→).	`Load Documents      *2`
	
	 `Next   Prev`

3. Press the green arrow button at the bottom of the terminal. The display shows (→).	`Load Documents      *2` `Enter 1st Serial No.`
4. Enter the First Serial Number, including the check digit of the pack of documents, and then press the green arrow button at the bottom of the terminal. The display shows (→).	`Load Documents      *2` `Enter Last Serial No.`

5. Enter the Last Serial Number, including the check digit of the pack of documents and then press the green arrow button at the bottom of the terminal.
 	
 *Note: Pressing a key will display one of the following messages: 1) Partial pack loaded or 2) Documents loaded.
	`Load Documents      *2`
	 `Partial Pack?`
	 `Press enter or CANCEL`

6. The display shows (→).	`Load Documents      *2`
	 `Load paper in printer`
	 `Press a key`

ACTION	**VERIFONE DISPLAYS:**
7. To load the documents, find the feeding slot just below the printing unit. Feed the paper into the slot and align document holes with the pins on the left and right side of the printer (see Figure 8). Locate the silver printer wheel on the right side of the printer. Advance the printer wheel slowly forward to load the documents until the top of the first document is even with the top of the tear bar. **Figure 8 - Document Printer Paper Path**	

8. Close the document printer door and lock it by pushing the document printer key in and turning it to the left until it stops. The display shows (→).	`Document Verification`
	
	`   Required`
	
	`  Press ENTER`

9. The document printer will advance the documents so the money order serial number is exposed (at the top of the printer). The display shows (→).	`Enter Exposed Serial #`

10. Enter the exposed money order serial number including the check digit, and then press the green arrow button at the bottom of the terminal. The document will retract back into the document printer, until it is aligned with the top of the tear bar again. The display shows (→).	`v0.0.0`
	
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

11. The XXXX in front of the "Enter Passcode" should now show the actual number of documents that are left to print in the document printer.(i.e. 0487 would indicate that there are 487 documents left in the printer)	

Document Error Messages

There are a number of different terminal error messages that can occur when loading documents. In every instance, once you press any button, you can re-enter the correct information.

ACTION	VERIFONE DISPLAYS:

1. If an incorrect check digit is entered this error message shows (→).	`Load Document        *2`
	
	`Invalid Check Digit`
	
	`Press a key`

2. If an invalid document range is entered this error message shows (→).	`Load Document        *2`
	
	`Invalid Range`
	
	`Press a key`

3. If a document range is entered that exceeds the allowable pack size this error message shows (→).	`Load Document        *2`
	
	`Enter Last Serial No.`
	
	`Pack Length Exceeded`
	
	`Press a key`

4. When entering the exposed money order serial number, if an incorrect check digit is entered this error message shows (→).The x's indicate the document number entered.	`Enter Exposed Serial #`
	
	`xxxxxxxxx`
	
	`Invalid Check Digit`
	
	`Press CANCEL`

5. When entering the exposed money order serial number, if a previous pack's money order serial number is entered this error message shows (→).	`Ser. # Not In Memory`
	
	`Press a key`

Chapter 5- Terminal Operation

The Operator can:
- Dispense money orders.
- Dispense vendor payments (if the terminal is programmed to issue vendor payments).
- Void money orders and vendor payments.
- Print a shift report.
- Print a daily summary report.

Be sure that the document printer door is not open while performing any sales transactions.

Entering Operator Passcode

ACTION	VERIFONE DISPLAYS:

1. The terminal displays (→).
The XXXX in front of the %Enter Passcode+ indicates the number of documents that are left to print in the document printer.(i.e. 0487 would indicate that there are 487 documents left in the printer). The current date and time are also shown.
	```v0.0.0```
	
	```XXXX Enter Passcode```
	
	```(current date & time)```
	
	```(online)/(dialup)/error```

2. Type in your operator passcode and then press the green arrow button ⏎ . If the operator passcode is entered correctly, the display shows (→).	```Enter Money Order 1```
	```Amount:```
	
	```Doc Void Repts Comm```

3. If the operator passcode is entered incorrectly the display will show (→).	```v0.0.0```
	```XXXX Enter Passcode```
	```Invalid Passcode```
	```Press CANCEL```
	```(current date & time)```
	
	```(online)/(dialup)/error```

4. Press the red cancel button ⓧ at the bottom of the terminal. The display shows (→).
The passcode can be re-entered again.
	```v0.0.0```
	```XXXX Enter Passcode```
	
	```(current date & time)```
	
	```(online)/(dialup)/error```

5. An invalid operator passcode can be entered four (4) times and the fourth time the display shows (→).	```Terminal Locked```
	```Due to 4 Invalid```
	```Passcode Attempts```
	```Will Unlock in 5 min.```

Chapter 6- Dispensing Money Orders with Retail Fee

Single Money Order with Retail Fee

The VeriFone terminal is preprogrammed with a retail money order fee between $.00 and $1.50 as agreed upon with MEMO.

ACTION	VERIFONE DISPLAYS:

1. Type in your operator passcode and then press the green arrow button at the bottom of the terminal. The display shows (→).	`Enter Money Order 1`
	`Amount:`
	
	`Doc Void Repts  Comm`

2. Enter the amount of the money order (i.e. 12.34), and then press the green arrow button at the bottom of the terminal. The display shows (→).	`Enter Money Order 1`
	`Amount:    12.34`
	
	`          No Fee (F3)`
	
	`            Done (F4)`

3. Press the F4 button labeled "Done". The display shows (→).	`Total Payment:`
	`$          12.73`
	
	`          Edit(F3)`
	
	`          Done(F4)`

4. To edit the amount of this money order, press the F3 button. The display shows (→). Using the F1 button, the money order amount can be changed. Using the F2 button the money order can be deleted. Using the F3 button, the fee can be removed. Using the F4 button, the edit is completed.	`Review MO #1     Edit(F1)`
	
	`Amount: 12.34    Del (F2)`
	`Fee: 0.39`
	`             No Fee(F3)`
	
	`             Done(F4)`

5. Press the F4 button next to the word "Done". The display shows (→).	`Total Payment:`
	`$          12.73`
	
	`          Edit(F3)`
	
	`          Print(F4)`

6. Press the F4 button next to the word "Print" to print the money order. For an instant if the terminal is Ethernet connected, the display shows (→).	`Sending transaction..`

7. The display will reset to (→).	`v0.0.0`
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

Multiple Money Orders with Retail Fee

ACTION	VERIFONE DISPLAYS:

1. Type in your operator passcode and then press the green arrow button ⏎ at the bottom of the terminal. The display shows (→).	`Enter Money Order 1`
	`Amount:`
	
	`Doc Void Repts  Comm`

2. Enter the amount of the 1st money order (i.e. 12.34), and then press the green arrow button ⏎ at the bottom of the terminal. The display shows (→).	`Enter Money Order 1`
	`Amount:        12.34`
	`              No Fee(F3)`
	`              Done(F4)`

3. Enter the amount of the 2nd money order (i.e. 43.21), and then press the green arrow button ⏎ at the bottom of the terminal. The display shows (→).	`Enter Money Order 2`
	`Amount:        43.21`
	`              No Fee(F3)`
	`              Done(F4)`

4. Press the F4 button next to the word "Done". The display shows (→).	`Total Payment:`
	`$              56.33`
	`              Edit(F3)`
	`              Done(F4)`

5. To edit the amount of this money order, press the F3 button. The display shows (→). Using the F1 button, the money order amount can be changed. Using the F2 button the money order can be deleted. Using the F3 button, the fee can be removed. Using the F4 button, the edit is completed.	`Review MO #1    Edit(F1)`
	
	`Amount: 12.34   Del (F2)`
	`Fee: 0.39`
	`              No Fee(F3)`
	
	`Next          Done(F4)`

6. Press far left purple button 🟪 under the word "Next" to edit the next money order. The display shows (→). To edit the amount of this money order, press the F3 button. The display shows (→). Using the F1 button, the money order amount can be changed. Using the F2 button the money order can be deleted. Using the F3 button, the fee can be removed. Using the F4 button, the edit is completed.	`Review MO #2    Edit(F1)`
	
	`Amount: 43.21   Del (F2)`
	`Fee: 0.39`
	`              No Fee(F3)`
	
	`   Prev       Done(F4)`

7. Press the F4 button next to the word "Done". The display shows (→).	`Total Payment:`
	`$              56.33`
	`              Edit(F3)`
	`              Print(F4)`

ACTION	VERIFONE DISPLAYS:
8. Press the F4 button to the right of the word "Print+to print the money orders. For an instant if the terminal is Ethernet connected, the display shows (→).	`Sending transaction..`

9. The display will reset to (→).	`v0.0.0`
	
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

There may be a slight printing delay between money order documents when part of a multiple money order transaction.

Chapter 7- Dispensing Money Orders without Retail Fee

Single Money Order without Retail Fee

ACTION	VERIFONE DISPLAYS:

1. Type in your operator passcode and then press the green arrow button at the bottom of the terminal. The display shows (→).	`Enter Money Order 1`
	`Amount:`
	
	`Doc Void Repts  Comm`

2. Enter the amount of the money order (i.e. 12.34), and then press the green arrow button at the bottom of the terminal. The display shows (→).	`Enter Money Order 1`
	`Amount:        12.34`
	
	`           No Fee(F3)`
	
	`             Done(F4)`

3. Press the F3 button to remove the fee.	

4. Press the F4 button next to the word "Done" to accept the money order. The display shows (→). To edit the amount of this money order, press the F3 button next to the word "Edit".	`Total Payment:`
	`$            12.34`
	
	`             Edit(F3)`
	
	`             Done(F4)`

5. The display shows (→). Using the F1 button, the money order amount can be changed. Using the F2 button the money order can be deleted. Using the F3 button, the fee can be added back. Using the F4 button, the edit is completed.	`Review MO #1    Edit(F1)`
	
	`Amount: 12.34   Del (F2)`
	`Fee: 0.00`
	
	`             Fee  (F3)`
	
	`             Done(F4)`

6. Press the F4 button next to the word "Done". The display shows (→).	`Total Payment:`
	`$            12.34`
	
	`             Edit(F3)`
	
	`             Print(F4)`

7. Press the F4 button next to the word "Print" to print a money order. For an instant if the terminal is Ethernet connected, the display shows (→).	`Sending transaction..`

8. The display will reset to (→).	`v0.0.0`
	
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

Multiple Money Orders without Retail Fee

ACTION	VERIFONE DISPLAYS:
1. Type in your operator passcode and then press the green arrow button ↵ at the bottom of the terminal. The display shows (→).	```Enter Money Order 1 Amount: Doc Void Repts Comm```

2. Enter the amount of the 1st money order (i.e. 12.34), and then press the green arrow button ↵ at the bottom of the terminal. The display shows (→).	```Enter Money Order 1
	Amount: 12.34
	
	        No Fee(F3)
	
	          Done(F4)```

3. Press the F3 button to remove the fee.	

4. Enter the amount of the 2nd money order (i.e. 43.21), and then press the green arrow button ↵ at the bottom of the terminal. The display shows (→).	```Enter Money Order 2
	Amount: 43.21
	
	        No Fee(F3)
	
	          Done(F4)```

5. Press the F3 button to remove the fee.	

6. Press the F4 button next to the word "Done" if there are no more money orders in the transaction. The display shows (→).	```Total Payment:
	$ 55.55
	
	           Edit(F3)
	
	           Done(F4)```

7. Press the F3 button to edit any of the money orders. The display shows (→). Using the F1 button, the money order amount can be changed. Using the F2 button the money order can be deleted. Using the F3 button, the fee can be added back. Using the F4 button, the edit is completed.	```Review MO #1 Edit(F1) Amount: 12.34 Del (F2) Fee: 0.00 Fee (F3) Next Done(F4)```

8. Press the far left purple button 🔲 under the word "Next+to edit the next money order. The display shows (→). Using the F1 button, the money order amount can be changed. Using the F2 button the money order can be deleted. Using the F3 button, the fee can be added back. Using the F4 button, the edit is completed.	```Review MO #2 Edit(F1)
	
	Amount: 43.21 Del (F2)
	Fee: 0.00
	                Fee (F3)
	
	    Prev Done(F4)```

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ACTION	VERIFONE DISPLAYS:

9. Press the F4 button next to the word %Done+. The display shows (→).	`Total Payment:`
	`$          55.55`
	
	`          Edit(F3)`
	
	`          Print(F4)`

10. Press the F4 button next to the word "Print+ to print the money orders. For an instant if the terminal is Ethernet connected, the display shows (→).	`Sending transaction..`

11. The display will reset to (→).	`v0.0.0`
	
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

Chapter 8- Dispensing Money Orders with and without Retail Fees

Multiple Money Orders with and without Retail Fees

ACTION	VERIFONE DISPLAYS:

1. Type in your operator passcode and then press the green arrow button ⮐ at the bottom of the terminal. The display shows (→).	`Enter Money Order 1`
	`Amount:`
	
	`Doc Void Repts  Comm`

2. Enter the amount of the 1ˢᵗ money order (i.e. 12.34), and then press the green arrow button ⮐ at the bottom of the terminal. The display shows (→).	`Enter Money Order 1`
	`Amount:      12.34`
	
	`         No Fee(F3)`
	
	`           Done(F4)`

3. Press the F3 button to remove the fee, if desired.	

4. Enter the amount of the 2ⁿᵈ money order (i.e. 43.21), and then press the green arrow button ⮐ at the bottom of the terminal. The display shows (→).	`Enter Money Order 2`
	`Amount:      43.21`
	
	`         No Fee(F3)`
	
	`           Done(F4)`

5. Press the F3 button next to the words "No Fee" to remove the fee normally added to the 2ⁿᵈ money order. The display shows (→).	`Enter Money Order 2`
	`Amount:      43.21`
	
	`           Done(F4)`

6. Press the F4 button next to the word "Done". The display shows (→).	`Total Payment:`
	`$          55.94`
	
	`          Edit(F3)`
	
	`          Done(F4)`

7. Press the F3 button next to the word "Edit" to review sale for money order #1. The display shows (→). Using the F1 button, the money order amount can be changed. Using the F2 button the money order can be deleted. Using the F3 button, the fee can be added back. Using the F4 button, the edit is completed.	`Review MO #1    Edit(F1)`
	
	`Amount: 12.34   Del(F2)`
	`Fee: 0.39`
	`           No Fee(F3)`
	
	` Next          Done(F4)`

8. Press the far left purple button ▢ under the word "Next" to review sale for money order #2. The display shows (→). Using the F1 button, the money order amount can be changed. Using the F2 button the money order can be deleted. Using the F3 button, the fee can be added back. Using the F4 button, the edit is completed.	`Review MO #2    Edit(F1)`
	
	`Amount: 43.21   Del(F2)`
	`Fee: 0.00`
	`           No Fee(F3)`
	
	`   Prev        Done(F4)`

ACTION	VERIFONE DISPLAYS:

9. Press the F4 button next to the word "Done". The display shows (→).	`Total Payment:`
	`$           55.94`
	
	`                Edit(F3)`
	
	`                Print(F4)`

10. Press the F4 button next to the word "Print" to print the money orders. For an instant if the terminal is Ethernet connected, the display shows (→).	`Sending transaction..`

11. The display will reset to (→).	`v0.0.0`
	
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

Terminal Warning Messages

These are various terminal error messages that may occur when issuing a money order.

ACTION	VERIFONE DISPLAYS:

1. If the total of the sales (transactions) for the day is getting close to your set daily limit, the display shows (→).
 	
You do not need to contact MEMO at this time. Press any key to continue.
	`*** WARNING ***`
	`You are approaching`
	`Your MO DAILY SALES LIMIT`
	`Press a key`

2. If the total of the sales (transactions) for the sales period is getting close to your set sales period limit, the display shows (→).
 	
You do not need to contact MEMO at this time. Press any key to continue.
	`*** WARNING ***`
	`You are approaching`
	`Your MO SALES PERIOD LIMIT`
	`Press a key`

3. If the total of the daily sales (transactions) is over the agents set daily limit, the display shows (→).
 	
Please contact MEMO at this time. Press any key to continue.
	`Terminal Locked`
	`Due to Daily Sales Violation`
	`Contact MEMO @`
	`1 (800) 922-8079`
	`Press a Key`

4. If the total of the sales period (transactions) is over your set sales period limit, the display shows (→).
 	
Please contact MEMO at this time. Press any key to continue.
	`*** WARNING ***`
	`You are over`
	`Your MO SALES PERIOD LIMIT`
	`Contact MEMO @`
	`1 (800) 922-8079`
	`Press a key`

5. If an individual sale (transaction) is more than $3,000.00 and less than or equal to $10,000.00, the display shows (→).
 	
Please complete and retain a High Dollar Transaction form ($3k to $10k) immediately. Press any key to continue.
	`THIS TRANSACTION`
	`REQUIRES THE`
	`COMPLETION OF A MEMO`
	`HIGH $ TRANSACTION`
	`FORM($3K TO $10K)`
	`Press a Key`

6. If an individual sale (transaction) is greater than $10,000.00, the display shows (→).
 	
Please complete and file a Currency Transaction Report (Federal Form 104) immediately. Press any key to continue.
	`THIS TRANSACTION`
	`REQUIRES THE`
	`FILING OF A CURRENCY`
	`TRANSACTION REPORT`
	`(Federal Form 104)`
	`Press a Key`

Note: Transactions totaling between $3,000 and $10,000 are High Dollar Transactions and will be denoted as HD1 for a single High Dollar Transaction, HD2 for a second High Dollar Transaction and so forth on all money order sales machine reports. Audit trail reports are available from your money order dispenser; please contact your sales representative for details.

Transactions totaling greater than $10,000 require the filing of a Currency Transaction Report (CTR) on Federal form #104. Please review your Agent Compliance manual for further information. CTR transactions are denoted as CTR1 for a single $10,000+ transaction, CTR2 for a second $10,000+ transaction and so forth on all money order sales machine reports. Audit trail reports are available from your money order dispenser; please contact your sales representative for details.

Chapter 9- Voiding Money Orders

ACTION	VERIFONE DISPLAYS:

1. Type in your operator passcode and then press the green arrow button ↵ at the bottom of the terminal. The display shows (→).	`Enter Money Order 1 Amount:`
	
	`Doc Void Repts  Comm`

2. Press the purple button ⬭ under the word "Void". The display shows (→).	`Enter Serial Number`
3. Enter the money order serial number including the check digit of the money order to be voided, and then press the green arrow button ↵ at the bottom of the terminal. The display shows (→).	`Enter Amount`

4. Enter the amount of the money order that is to be voided, then press the green arrow button ↵ at the bottom of the terminal. The display shows (→).	`Void SN XXXXXXXXX-X`
	`Are You Sure?`
	`Press ENTER or CANCEL`

5. If you press the green arrow button ↵ at the bottom of the terminal, a receipt will print showing the operator who performed the void, the date and time voided, the amount of the voided Money Order, the fee associated with the voided money order, the full money order serial number and the date and time of original transaction. If you press the red cancel button ✗ at the bottom of the terminal, the void transaction will not take place.	

6. The display will reset to (→).	`v0.0.0`
	
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

Terminal Error Messages

There are various terminal error messages that may occur when voiding documents.

ACTION	VERIFONE DISPLAYS:
1. If an incorrect Check Digit is entered, the display shows (→). Press the red cancel button ⬤ X at the bottom of the terminal and try again.	`Invalid Check Digit` `  Press CANCEL`
2. If an incorrect dollar amount is entered, the display shows (→). Press the red cancel button ⬤ X at the bottom of the terminal and try again.	`Incorrect Amount` `  Press CANCEL`

3. The display will reset to (→).	`v0.0.0`
	
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

Chapter 10- Dispensing Vendor Payment

Single Vendor Payment

In order to issue vendor payments the operator id must be a higher level operator passcode between number 60 and 64. Only these operators can perform a vendor payment.

ACTION	VERIFONE DISPLAYS:
1. Type in your manager passcode and then press the green arrow button ⏎ at the bottom of the terminal.	```Enter Money Order 1
Amount:

Doc Void Repts Comm``` |
| 2. Press the far left purple button under the word "Doc" to change the display to issue a vendor payment. The display shows (→). | ```Enter Vend. Pymt.
KUNZLER MEATS 12
Credit Left $ 56.00
Amount:

Doc Void Repts Comm``` |
| 3. Use the <F2> or <F3> button to move between the permitted vendors. Press the <F3> button until the vendor (i.e. COCA COLA) is displayed. The display shows (→). | ```Enter Vend. Pymt.
COCA COLA
Credit Left $ 500.00
Amount:``` |
| 4. Enter the amount of the vendor payment (i.e. 25.00), then press the green arrow button ⏎ at the bottom of the terminal. This screen also shows the amount of credit left for that vendor. The display shows (→). | ```Enter Vend. Pymt.
COCA COLA
Credit Left $ 500.00
Amount: 25.00

          No Fee(F3)

            Done(F4)``` |
| 5. Press the F4 button next to the word "Done" to accept the vendor payment. The display shows (→). | ```Total Payment
$ 25.00
(Fee Payment)
($ .35)
            Edit(F3)

          Print(F4)``` |

ACTION	VERIFONE DISPLAYS:

6. Press the F3 button next to the word "Edit" to edit the vendor payment. The display shows (→). Using the F1 button, the vendor payment amount can be changed. Using the F2 button the vendor payment can be deleted. Using the F3 button, the fee can be added back. Using the F4 button, the edit is completed.	`Review VP        Edit(F1)`
	
	`Amount:  25.00    Del (F2)`
	`Fee:       0.00`
	`COCA COLA         Fee (F3)`
	
	`                  Done(F4)`

7. Press the F4 button next to the word "Done". The display shows (→).	`Total Payment`
	`$        25.00`
	`(Fee Payment)`
	`($         .35)`
	`                  Edit(F3)`
	
	`                  Print(F4)`

8. Press the F4 button next to the word "Print" to print the vendor payment. For an instant if the terminal is Ethernet connected, the display shows (→).	`Sending transaction..`

9. The display will reset to (→).	`v0.0.0`
	
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

Vendor Payment Warning Message

ACTION	VERIFONE DISPLAYS:

1. If a vendor payment is entered that is over the allowed limit the display shows (→). Press any key and re-enter a valid amount or Cancel.	`You have exceeded`
	`this vendor's limit by $x.xx.`
	`Press ENTER to change the`
	`last transaction.`
	`Press CANCEL to stop the`
	`transaction.`

Chapter 11- Print User Reports

ACTION	VERIFONE DISPLAYS:

1. Type in your operator passcode and then press the green arrow button at the bottom of the terminal.	`Enter Money Order 1`
	`Amount:`
	
	`Doc Void Repts   Comm`

2. Press the purple butto nunder the word "Repts". The Daily report option will only show for those with the ability to run manual daily reports. The display shows (→).	`Op Reports`
	
	`Reprint           F1`
	`Shift Summary     F2`
	`Op Daily Summary  F3`

Reprint

ACTION	VERIFONE DISPLAYS:

1. Press the <F1> button to the right of the words "Reprint F1". The display shows (→).	`Op reports`
	`Reprint           F1`
	`Shift Summary     F2`
	`Op Daily Summary  F3`

2. The terminal reprints the last two reports in memory. For instance, if a daily report and cumulative report were run previously, they would reprint. This feature was added if the terminal runs out of paper, it is easy to go back and reprint a report that got interrupted.	

3. The display will reset to (→).	`v0.0.0`
	
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

Shift Summary Report

ACTION	VERIFONE DISPLAYS:

1. Press the <F2> button to the right of the words "Shift Summary F2". The display shows (→).	```Op reports```
	```Reprint F1```
	```Shift Summary F2```
	```Op Daily Summary F3```

2. The terminal prints a report titled "Shift Report". It includes the date, time, operator ID, store number, agent number, money order details, vendor payment details, combined totals and a list of the document serial numbers and their amounts. **This report only shows the sales for the operator code entered.** After the report has been printed all the amounts are zeroed out.	

3. The display will reset to (→).	```v0.0.0```
	
	```XXXX Enter Passcode```
	
	```(current date & time)```
	
	```(online)/(dialup)/error```

Op Daily Summary Report

ACTION	VERIFONE DISPLAYS:

1. Press the <F3> button to the right of the words "Op Daily Summary F3".	```Op reports```
	```Reprint F1```
	```Shift Summary F2```
	```Op Daily Summary F3```

2. The terminal prints a report titled "Operator Dly Report". It includes the date, time, operator ID, store number, agent number, money order details, vendor payment details, combined totals and a list of the document serial numbers and their amounts.	

3. The display will reset to (→).	```v0.0.0```
	
	```XXXX Enter Passcode```
	
	```(current date & time)```
	
	```(online)/(dialup)/error```

Chapter 12- Executive Options

To enter the Executive mode, insert the document printer key into the key lock on the document printer. Push in and turn the key to the right to open the document printer door.
The executive options will allow the user to:

- Print Reports (Previous Daily, Previous Cumulative Summary)
- Load Documents
- Void Next Document
- Close Out Documents
- Void Remaining Documents (10 documents in printer or less)
- Assign Operator Passcodes
- Set System Clock
- Software Download (perform manually)
- DialSend Wait Time
- Primary Phone Number

To exit the Executive mode, close the document printer door. Push in and turn the key to the left to lock it and press the red button if you are in an option already.

Print Reports

Previous Daily

The Previous Daily report details all the document printer activity by all operators for any day that has been closed out.

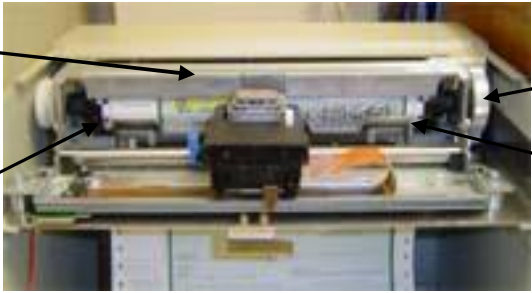| ACTION	VERIFONE DISPLAYS:

1. Put the document printer key into the key lock on the document printer. Push in and turn the key to the right to open the document printer door. The display shows (→).	`Print Reports      *1`
	
	`Next Prev`

2. Press the green arrow button ⏎ at the bottom of the terminal. The display shows (→).	`Print Reports      *1`
	`Previous Daily`
	
	`Next Prev`

3. Press the green arrow button ⏎ at the bottom of the terminal. The display shows (→).	`Print Reports      *1`
	`Previous Daily`
	`Enter Date (MMDDYY)`
	
	`Next Prev`

4. Enter the 2-digit month, 2-digit day and 2-digit year (i.e. 042508) and press the green arrow button ⏎ at the bottom of the terminal.	
5. The printer will print out a report titled "Prev. Daily Report". It includes the current date, store number, agent number, report time, date of report, beginning and ending money order serial numbers, details for money orders, vendor payments, combined totals and document serial numbers and amounts.	

Previous Cumulative Summary Report

The Previous Cumulative Summary report details the document printer activity for the sales period prior to the last selected Cumulative Summary Report.

ACTION	VERIFONE DISPLAYS:

1. Insert the document printer key into the key lock on the document printer. Push in and turn the key to the right to open the document printer door. The displays shows (→).	`Print Reports        *1`
	
	`Next Prev`

2. Press the green arrow button at the bottom of the terminal. The display shows (→).	`Print Reports        *1`
	`Previous Daily`
	
	`Next Prev`

3. Press the far left purple button under the word "Next" until the terminal displays "Previous Cum Summary"(→).	`Print Reports        *1`
	`Previous Cum Summary`
	
	`Next Prev`

4. Press the green arrow button at the bottom of the terminal. The display shows (→).	`Print Reports        *1`
	`Previous Cum Summary`
	`Enter date (mmddyy)`
	
	`Next Prev`

5. Enter the 2-digit month, 2-digit day and 2-digit year (i.e. 042508) and press the green arrow button at the bottom of the terminal.	
6. The printer will print out a report titled "Previous Cum Summary". It includes the current date, store number, agent number, included dates, beginning and ending money order serial numbers, details for money orders, vendor payments, combined totals and last summary report.	

Load Documents

ACTION	VERIFONE DISPLAYS:

1. Insert the document printer key into the key lock on the document printer. Push in and turn the key to the right to open the document printer door. The display shows (→).	`Print Reports        *1`
	
	`Next Prev`

2. Press the far left purple button ⬯ under the word "Next" until the terminal displays ‰oad documents+(→).	`Load Documents        *2`
	
	`Next Prev`

3. Press the green arrow button ↵ at the bottom of the terminal. The display shows (→).	`Load Documents        *2` `Enter 1st Serial No.`
4. Enter the first serial number including the check digit of the pack of documents, and then press the green arrow button ↵ at the bottom of the terminal. The display shows (→).	`Load Documents        *2` `Enter Last Serial No.`

5. Enter the last serial number including the serial number of the pack of documents, and then press the green arrow button ↵ at the bottom of the terminal.	`Load Documents        *2`
	`Load Documents Now`
	`Press a key`

6. If the pack is not a full pack, the display shows (→).
 	
*Note: Pressing a key will display one of the following messages: 1) partial pack loaded or 2) Documents loaded. The screen then returns to the load document screen.
	`Load Documents        *2`
	`Partial Pack?`
	`Enter or Cancel`

ACTION	VERIFONE DISPLAYS:
7. To load the paper documents, find the feeding slot just below the printing unit. Feed the paper into the slot and align them with the pins on the left and right side of the printer (see Figure 9). Locate the silver printer wheel on the right side of the printer. Turn the wheel slowly upward to load the documents until the top of the document is even with the tear bar at the top of the printer.	

Figure 9 - Document Printer Paper Path

8. Close the document printer door and lock it by pushing the document printer key in and turning it to the left. The display shows (→).	`Door CLOSED`
	
	`Next      Prev`

9. The terminal will show (→).	`Doc. Verification Required`
	
	`     Press Enter`

10. Press the green arrow button and the document printer will advance the documents so that the first money order serial number is exposed. The display shows (→).	`Enter Exposed Serial #`

11. Enter the exposed money order serial number including the check digit, and then press the green arrow button at the bottom of the terminal. The document will roll back into the document printer. The display shows (→).	`v0.0.0`
	
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

*See miscellaneous VeriFone functionality page at end of user manual.

Void Next Document

The Void Next Document option allows the operator to void the next document from the document printer.

ACTION	VERIFONE DISPLAYS:

1. Insert the document printer key into the key lock on the document printer. Push in and turn to the right to open the document printer door. The display shows (→).	`Print Reports        *1`
	
	`Next Prev`

2. Press the far left purple button ⬭ under the word "Next" until the terminal displays ‰oid Next Doc+(→). Or simply press the 3 button to get to the ‰oid Next Doc+screen.	`Void Next Doc.        *3`
	
	`Next Prev`

3. Press the green arrow button ↵ at the bottom of the terminal to display the document money order serial number. Press the green arrow button ↵ if you wish to void. If not, press the red cancel button ⬭ X at the bottom of the terminal. The display shows (→).	`Void Next Doc.        *3`
	`Void SN xxxxxxxxxx?`
	`Press Enter or CANCEL`

4. The terminal displays "Void Next Doc" at the top of the display for either of the above selections.	

5. Close the document printer door and turn the key to the left until it stops. The display shows (→).	`Document Verification`
	`      Required`
	`      Press ENTER`

6. Press the green arrow button ↵ at the bottom of the terminal to advance the documents so that the first money order serial number is exposed. The display shows (→).	`Enter Exposed Serial #`
7. Enter the exposed money order serial number including the check digit, and then press the green arrow button ↵ at the bottom of the terminal. The document will roll back into the document printer. The document printer will automatically print VOID on that document.	`Enter Exposed Serial #`

8. After the document printer voids the current document, the display will return to (→).	`v0.0.0`
	
	`XXXX Enter Passcode`
	
	`(current date & time)`
	
	`(online)/(dialup)/error`

Close Out Documents

The Close Out Documents option allows the operator to remove the remaining money order serial numbers from the document printer without voiding them, so they could be used at a later time.

ACTION	VERIFONE DISPLAYS:

1. Insert the document printer key into the key lock on the document printer. Push in and turn the key to the right to open the document printer door. The display shows (→).	```Print Reports *1```
	
	```Next Prev```

2. Press the far left purple button ⬤ under the word "Next" until the display shows ‰Close Out Docs+(→).Or simply press the 4 button to get to the ‰Close Out Docs+screen.	```Close Out Docs. *4```
	
	```Next Prev```

3. Press the green arrow button ↵ at the bottom of the terminal. The display shows (→).	```Close Out Docs. *4```
	```Close Out Documents?```
	```Press a Enter or CANCEL```

4. Press the green arrow button ↵ at the bottom of the terminal. The display shows (→).	```Close Out Docs. *4```
	```Remove Docs Inside```
	```Press a key```

5. Press any button and the terminal goes back to the setup options.	```Void Remaining Docs *5```

Void Remaining Documents

The Void Remaining Documents option allows the operator to void the last 10 or less documents from the document printer.

ACTION	VERIFONE DISPLAYS:

1. Insert the document printer key into the key lock on the document printer. Push in and turn the key to the right to open the document printer door. The display shows (→).	`Print Reports          *1`
	
	`Next Prev`

2. Press the far left purple button under the word "Next" until the display shows "Void Remain Docs+(→). Or simply press the 5 button to get to the "Void Remain Docs+ screen.	`Void Remain Docs.      *5`
	
	`Next Prev`

3. Press the green arrow button at the bottom of the terminal. The display shows (→).	`Void Remain Docs       *5`
	
	`Void Remaining Docs?`
	`Press ENTER or CANCEL`
	
	`Next  Prev`

4. Press the green arrow button at the bottom of the terminal to void all remaining documents. The machine will print "Void+on all remaining documents. The display will return to (→).	`Void Remain Docs       *5`
	
	`Next  Prev`

5. Press the red cancel button at the bottom of the terminal to return to set up options.	

Operator Passcodes

The Operator Passcodes option allows the manager to assign a new operator passcode, change an existing operator passcode or delete an existing operator passcode. Operator Codes 01 to 59 are assigned to normal operators. Operator Codes 60 to 64 are assigned to operators who are allowed to issue vendor payments. Operator Code 65 is reserved for automatic voids during money order serial number sequencing corrections and automatic machine voids.

ACTION	VERIFONE DISPLAYS:

1. Insert the document printer key into the key lock on the document printer. Push in and turn the key to the right to open the document printer door. The display shows (→).	`Print Reports        *1`
	
	`Next    Prev`

2. Press the far left purple button under the word "Next" until the display shows %Oper. Passcodes+(→). Or simply press the 6 button to get to the %Oper. Passcodes+ screen.	`Oper. Passcodes       *6`
	
	`Next    Prev`

3. Press the green arrow button at the bottom of the terminal. The * indicates that the ID can be changed. Make the change, if necessary. The display shows (→).	`Oper. Passcodes       *6`
	`ID         PASSCODE`
	`*01        XXXX`
	`      Clear passcode F2`
	`      Print passcodes F3`
	`Next    Prev`

4. Press the green arrow button at the bottom of the terminal and the * moves to the front of the passcode. The display shows (→).
 	
The operator can now change the passcode if necessary by entering the new operator passcode.
	`Oper. Passcodes       *6`
	`ID         PASSCODE`
	`01        *XXXX`
	
	`Next     Prev`

5. Press the green arrow button at the bottom of the terminal and the * goes back to the front of the ID.
 	
The passcode has been changed.
	`Oper. Passcodes       *6`
	`ID         PASSCODE`
	`*01        XXXX`
	`      Clear passcode F2`
	`      Print passcodes F3`
	`Next    Prev`

6. To clear a passcode, press the F2 button next to the words %Clear passcode+. The passcode will be removed for that ID.	`Oper. Passcodes       *6`
	`ID         PASSCODE`
	`*01        XXXX`
	`      Clear passcode F2`
	`      Print passcodes F3`
	`Next    Prev`

ACTION	VERIFONE DISPLAYS
To print the passcodes in the terminal, press the F3 button next to the words "print passcodes".	

7. Press the red cancel button X to go back to the options. The display shows (→).	`Set System Clock        *7`
	
	`Next    Prev`

Set System Clock

The Set System Clock option allows the operator to set the time of day.

ACTION	VERIFONE DISPLAYS:

1. Insert the document printer key into the key lock on the document printer. Push in and turn the key to the right to open the document printer door. The display shows (→).	`Print Reports          *1`
	
	`Next    Prev`

2. Press the far left purple button under the word "Next" until the display shows "Set System Clock" (→). Or simply press the 7 button to get to the "Set System Clock" screen.	`Set System Clock        *7`
	
	`Next    Prev`

3. Press the green arrow button at the bottom of the terminal. The display shows (→).	`Set System Clock        *7`
	`Enter Time`
	`*          :    AM`
	`Next    Prev`

4. Enter the time (i.e. 05:40), and then press the far left purple button under the word "Next" to select AM or the purple button under the word "Prev" to select PM. Press the green arrow button at the bottom of the terminal. The display shows (→).	`Print Reports          *1`
	
	`Next     Prev`

*See miscellaneous VeriFone functionality page at end of user manual

Software Download

The Software Download option allows the operator to initiate a software download. *Please note that this is something should only be done when advised by a MEMO staff member. This procedure can take some time to fully execute and the terminal will be unavailable for sales.

ACTION	VERIFONE DISPLAYS:

1. Insert the document printer key into the key lock on the document printer. Push in and turn the key to the right to open the document printer door. The display shows (→).	`Print Reports          *1`
	
	`Next    Prev`

2. Press the far left purple button ⬤ under the word "Next" until the display shows ‰Software Download+(→). Or simply press the 8 button to get to the ‰Software download+screen.	`Software Download      *8`
	
	`Next    Prev`

3. Press the green arrow button ⬤ at the bottom of the terminal. The display shows (→).	`Software Download      *8`
	`Press ENTER or CANCEL`
	
	`Next    Prev`

4. If you press the green arrow button ⬤ the software download will begin. If you press the red arrow button ⬤ X at the bottom of the terminal a software download will not occur. The display shows (→).	`----------`
	
	`   Software Update`
	`    Initializing`

5. After the download is complete, the display shows (→). Press the green arrow button ⬤ to restart the terminal.	`Download Done`
	
	`   Software Update`
	`    Initializing`

6. If the download fails, the terminal will restart. The display shows (→).	`v0.0.0`
	`XXXX Enter Passcode`
	`(current date & time)`
	`(online)/(dialup)/error`

*See miscellaneous VeriFone functionality page at end of user manual

Connection state/potential error codes on the terminal

Status Code	Message	Details	Resolution
0	Online	The terminal is online and connected to the Host.	None required.
-1	Initializing	This status will be displayed initially when an Ethernet terminal is restarted.	None
-12	Socket Timeout	The connection to the Host has expired.	The terminal will attempt to reconnect.
-83	Bad network set	An error has occurred with connection to the host	The terminal will attempt to reconnect when host is up.
-154	Ethernet Error	An error was experienced while initializing the Ethernet connection.	The terminal will attempt to reinitialize the connection.
-171	Ethernet Down	The Ethernet connection has been lost.	Check all Ethernet connections. Contact network administrator.
-174	Ethernet Lost	The Ethernet connection has been lost.	Check all Ethernet connections.
-300	Socket Failed	The connection to the Host has been lost.	The terminal will attempt to reconnect.
-303	Socket Down	There is no connection present with the Host.	Check all terminal network settings.
-307	Socket Failed	Reconnection to the Host has failed.	Check all terminal network settings.
-501	No IP Address	The terminal can not get a valid IP address from the DHCP server.	Check all terminal network settings. If the network uses static IPs insure a valid IP has been set.
-704	No Phone Line	No phone line is currently detected.	Check that the phone line is connected.
-705	No Carrier	The phone line connection was shut off prematurely.	Check that the phone line is still connected.
-706	Busy	The phone number being dialed is busy.	Check to see that the phone line is dedicated.
-717	Timeout	The connection to the Host has timed out.	Check all terminal network settings. Cycle the power if this message persists.
-733	No Dial Tone	There is no dial tone on the current phone line.	Check that the phone line is active.
-998	DNS Error	The DNS server can not be connected to determine the Hostøs IP address.	Check all network settings.
-999	Socket Down	The connection to the Host has been lost.	Check all network settings.

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