Dējavoo℠ Systems
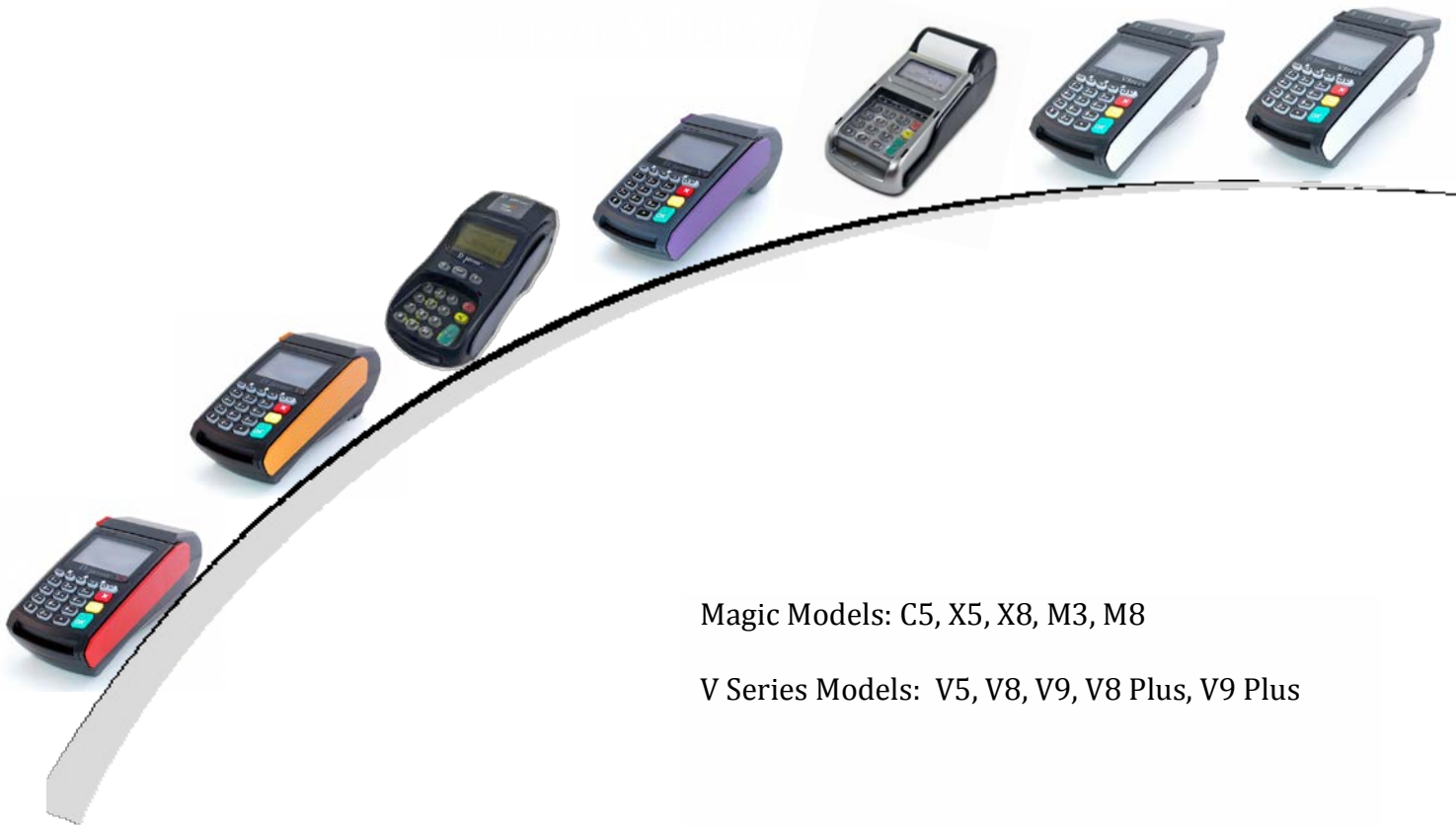
Rethinking Transactions.

USER MANUAL – ALL TERMINAL PRODUCTS

Magic Models: C5, X5, X8, M3, M8

V Series Models: V5, V8, V9, V8 Plus, V9 Plus

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.

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.

IDENTIFYING WHICH DEJAVOO PRODUCT YOU HAVE

In this manual you will see instructions and step/action guides for both the Dejvoo MAGIC LINE of terminal products and Dejavoo V SERIES terminal products. Use the chart below to identify which of the instructions to follow for the terminal you are working with.

MAGIC LINE	The models in this line of products includes: C5, X5, X8, M3 & M8 You can identify if your terminal model is part of the MAGIC Line by the following: - Turn your terminal over; the label will identify MAGIC and the model of that specific terminal. - X5 and X8 terminals will say "MAGIC INSIDE" on the printer cover. - There are 3 Navigation Keys under the display, an up arrow, a favorite key and a down arrow.
V SERIES	The models in this line of products includes: V5, V8, V9, V8+, V9+ You can identify if your terminal model is part of the V Series by the following: - The model number printed on the display will begin with a "V" - Turn your terminal over; the label will identify VEGA and the model of that specific terminal. Ie: VEGA5000 - There are 6 Navigation Keys under the display, an F1, F2, F3, F4, an up arrow and a down arrow.

Magic Line

	Icon	Definition
MAGIC LINE	⚡	Confirms terminal has power plugged in
	📞	Shows the terminal modem is currently using the phone line.
	☎	Shows terminal modem has been disconnected from phone line, or Line is not in use by terminal.
	🔒	Padlock is displayed when Internal PinPad is prompting use to enter PIN during Debit/EBT transaction
	🔄	Activity. Similar to an hourglass on a PC. Terminal is thinking. This is usually seen on Booting.
	USB	Confirms a USB Download Key is plugged into the terminal
	⧉	Confirms an Ethernet Cable is plugged into terminal and has current, ALSO confirms if WiFi network is being detected.
	⚷	Confirms terminal has a **SECURITY ALERT**

	Icon	Definition
MAGIC LINE Wireless Only M3 & M8 In addition to icons above	📶	Wireless Signal Strength Indicator
	🔋	Battery Icon – indicates charge level

V Series

V Series Countertop V5, V8 & V8 PLUS	Icon	Definition
	몸몸	Confirms an Ethernet Cable is plugged into terminal and has current, ALSO confirms if WiFi network is being detected.

V Series Wireless V9 & V9 PLUS	Icon	Definition
	Y.ıll	Wireless Signal Strength Indicator
	🔋	Battery Icon – indicates charge level
	SIM	Indicates Issue with SIM Card (Check SiM Card placement, Sim Card Activation, etc)
	🔌	Indicates terminal running on AC power, not battery power.

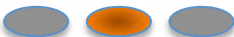## WIRELESS REGISTRATION INDICATORS (M3, M8, V9 AND V9 PLUS)

There are four steps to the wireless initialization to register the GPRS wireless network. All four indicators should register to YES when the unit is turned on. **They will change from NO to YES one by one starting from the top.** Failure to register to YES indicates the issue is with the WIRELESS connectivity.

Status	Definition
Always ON = YES	Wireless Radio initialization is complete.
GSM = YES	Sucessfully located the GSM Network.
GPRS = YES	Successfully located the GPRS Network.
PPP = YES	Sucessfully registered onto the GPRS Network

LED LIGHT COMMUNICATION INDICATORS (V SERIES ONLY)

The V Series has a series of LED indicator lights located top left above the Display window. These three indicator lights assist in troubleshooting and identifying communication connectivity as follows:

Light	Indicates	Example
Solid green on left LED	**Successful communication**	
Blinking orange on center LED	**Terminal is attempting communication**	
Solid red on right LED	**Communication failed**	

For example:
- As soon as connection was established the green light will turn on and blink while sending/receiving data. When send/receive is over, light turns to steady green.
- 1st priority is dial, as soon as modem initialization starts and until dialing is over the orange light will be ON or blinking
- If connection failed the light should be turned to red, until re-try sequence starts.
- If current media is being disconnected, the lights will be OFF upon completion of disconnect.

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.

Common Keys

KEY	FUNCTION
1-0 Number Keys	• Enter amounts, account numbers, dates and such. • Alphanumeric entry – multitap to access the alpha characters.
Green O	• From the idle prompt is used to access the Main Menu • Functions as the OK key.
Red X	• 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 time
↑ Arrow	• Navigate up through the menu options • Change transaction types
↓ Arrow	• Navigate down through the menu options • Change transaction types

Dejavoo Magic Line Terminal Keypad Layout

1. **Display**

   28X64 Pixels Graphical, Backlit with Icons Bar

2. **Navigation Buttons**

   Up Arrow to Scroll through menus or change Transaction Types.

   Down Arrow to Scroll through menus or change transaction types.

   Hot Key to Access the Favorites Menu.

3. **Command Keys**

   Cancel Transaction or Return to idle Prompt

   Backspace or Back one menu level

   ENTER or Access Core Menu

4. **Alpha Numeric Keypad**

   Multi-tap Alpha Numeric Entry

5. **00** **On Screen Help Access**

   Access terminal level on screen Help

Dejavoo V Series Terminal Keypad Layout

Use the diagram below for keypad layout definitions and navigation of the V5, V8, V9, V8 Plus and V9 Plus V Series terminals..

1. **Display**

   28X64 Pixels Graphical, Backlit with Icons Bar

2. **Navigation Buttons**

   Power terminal on and off, reboot terminal power

   F2 Respond YES to terminal prompts

   F3 Hot Key to Access the Favorites Menu

   F4 Respond NO to terminal prompts.

   These arrow keys can also be used to navigate up and down through the terminal menu options and to change the transaction type.

3. **Command Keys**

   Cancel Transaction or Return to idle Prompt

   Backspace or Back one menu level

   ENTER or Access Core Menu

4. **Alpha Numeric Keypad**

   Multi-tap Alpha Numeric Entry

5. **On Screen Help Access**

   Access terminal level on screen Help

6. **Save to Favorites**

   User to save menu items to the Favorites Menu

ON SCREEN HELP FEATURE

At any time during a transaction or within any Dejavoo menu the user may press the "00" key on Magic terminals (Double Zero key) and the "●" Key on the V Series terminals to access the on screen help feature.   This feature will provide information on the feature itself as well as next step directions.   See the examples provided below for guidance.

Example #1: The merchant swiped the customer's credit card but is not sure how to change the transaction type from Credit Sale to Credit Return.   He/She can press the 00 key (Magic) or the "●" key (V Series) to access screen level help and the following help screen will appear on the terminal display. Pressing Enter or will return him/her back to the transaction screen.
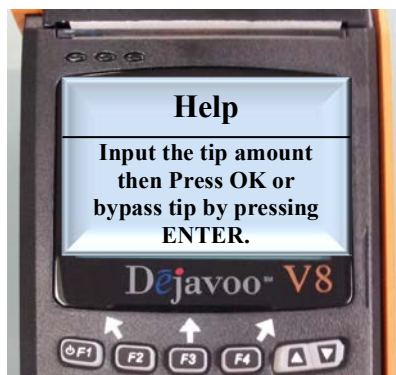
Example #2: Pressing 00 key (Magic) or the "●" key (V Series) over any menu option will provide you with a description and next steps associated with that option.

Example #3: The merchant is prompted to input a TIP amount for the transaction but the customer is not leaving a tip on the card. Unsure what to do he/she presses the 00 key (Magic) or the "●" key (V Series) and is prompted to Press OK to bypass entering a TIP.
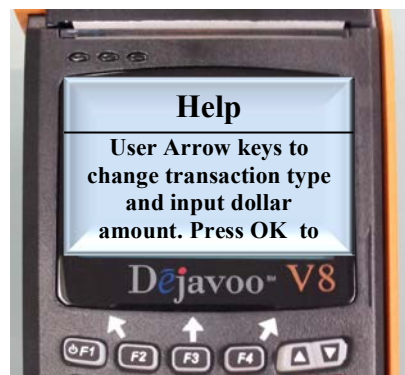
Help Access Value Added Services Such as 3rd party reporting. Press the Green	**Help** Input the tip amount then Press OK or bypass tip by pressing ENTER.	**Help** User Arrow keys to change transaction type and input dollar amount. Press OK to
Dējavoo V8	Dējavoo V8	Dējavoo V8
Example #1	**Example #2**	**Example #3**

DEJAVOO FAVORITES MENU

WHAT IS THE DEJAVOO "FAVORITES" MENU?

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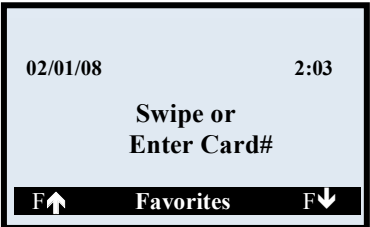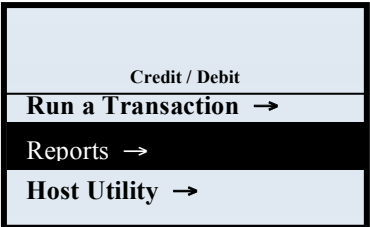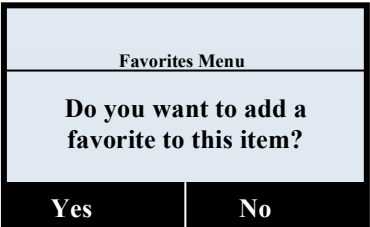can quickly and easily access the features that matter to you most or as we like to call them – your **"Favorites"**   Who better to decide what should be at your fingertips than you?

SAVING MENU OPTIONS TO "FAVORITES"

ℹ️ You decide what goes in your "Favorite" 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 create a menu all your own.
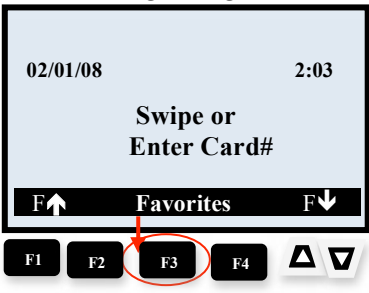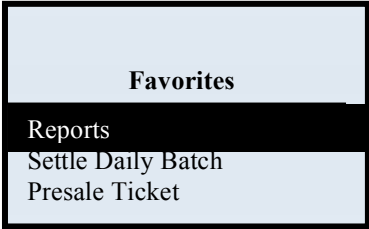
Step	Action		Display
1.	From the idle prompt access the menu options by pressing the Green OK.		02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ **Favorites** F⬇
2.	**For Magic** Use the ⬆ up and ⬇ down arrow keys to locate and highlight the menu option you wish to save as a "Favorite" item. Once highlighted press the asterisk (*) key on the terminals keypad.	**For V Series** Use the ⬆ up and ⬇ down arrow keys to locate and highlight the menu option you wish to save as a "Favorite" item. Once highlighted press the long arrow ⬆ key on the terminals keypad.	Credit / Debit **Run a Transaction →** Reports → **Host Utility →**
3.	**For Magic** Press the ⬆ up arrow to select YES	**For V Series** Press the **F2** Key to select YES	Favorites Menu **Do you want to add a favorite to this item?** **Yes** **No**

Step	Action	Display
4.	In addition to viewing your favorites in a list you will be able to access all favorite items by pressing either the up arrow ▲ (Magic Line) or F2 key (V Series) + it's assigned number or the down arrow ▼ (Magic Line) or F4 key (V Series) + it's assigned number. Using the navigation keys highlight the desired hotkey placement. Highlight your numeric hotkey assignment then press the Green OK key to continue.	**Set Your Favorite** ↑ **+ 0 :** Reports ↑ + 1: Free ↑ + 2: Free
5.	Congratulations! You have just saved your first menu item to your Favorites Menu.	**Favorite Menu** **Favorite Has Been Set**
6.	The terminal will return to the Main Menu. 🛑	

ACCESSING YOUR "FAVORITES" MENU
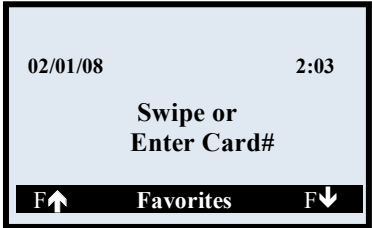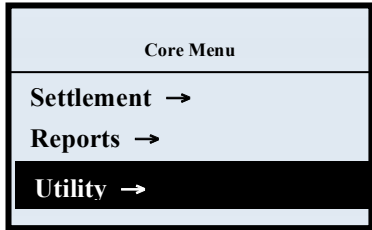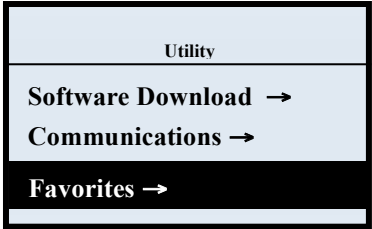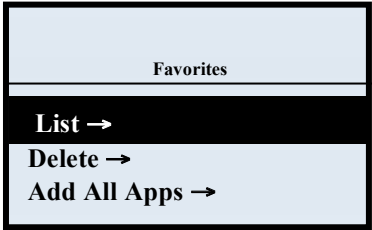
Step	Action	Display	
		MAGIC LINE	**V SERIES**
1.	From the idle prompt you can access your list of Favorites by pressing the middle key located underneath the word "favorites". (see illustration on right)	02/01/08 2:03 **Swipe or Enter Card#** F↑ **Favorites** F↓	02/01/08 2:03 **Swipe or Enter Card#** F↑ **Favorites** F↓ F1 F2 F3 F4 △ ▽
2.	The menu items you have designated as favorites display as your customized menu. Use the navigation keys to locate and highlight the desired option. Press the Green OK key to select. .	**Favorites** Reports Settle Daily Batch Presale Ticket	
3.	The terminal initiates the selected action. 🛑		

MANAGING "FAVORITES"

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

Step	Action	Display
1.	From the idle prompt access the Core menu options by pressing the Green OK key.	02/01/08 2:03 **Swipe or Enter Card#** F↑ **Favorites** F↓
2.	From the Core Menu use the arrow keys to scroll down and highlight UTILITY. Then press the Green OK Key.	**Core Menu** **Settlement →** **Reports →** **Utility →**
3.	Press the ▼ down arrow three times to highlight FAVORITES. Press the Green OK key to select.	**Utility** **Software Download →** **Communications →** **Favorites →**
4.	Use the up ▲ and down ▼ arrow keys to highlight the desired option Press the Green OK key to select.	**Favorites** **List →** **Delete →** **Add All Apps →**
5.	The terminal initiates the requested action. 🛑	

TRANSACTIONS

SALE TRANSACTIONS

ℹ️ 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:

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

CREDIT CARD SALE - SWIPED

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

Step	Action	Display
1.	From the IDLE PROMPT, Swipe Credit Card.	02/01/08　　　　2:03 **Swipe or** **Enter Card#** F↑　　**Favorites**　　F↓
2.	**For Magic** — Press the ▾ down arrow to select CREDIT. / **For V Series** — Press the **F4** key to select CREDIT.	**CARD MODE** **DEBIT**　　　　**CREDIT**
3.	Terminal defaults to "Sale.....Enter Amount $0.00" Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	**SALE** Enter Amount 　　　$0.00 **PREV**　Credit　**NEXT**
4.	Press OK to confirm the amount entered The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**

CREDIT CARD SALE – SWIPED, CONTINUED

Step	Action	Display
5.	The terminal flashes the host response and prints sales receipt.	TRANSACTION APPROVED
6.	Terminal returns to the idle prompt. 🛑	

CREDIT CARD SALE – MANUAL ENTRY

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.

Tip: 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	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	02/01/08　　　　　2:03 **Swipe or** **Enter Card#** F↑　　**Favorites**　　F↓
2.	Press OK to confirm your entry.	**Account Number** 55555555555555555
3.	Terminal Displays "Enter Expiration Date From Card MMYY" Input the expiration date from the front of the card. Press OK to confirm your entry.	**EXP DATE [MMYY]** **00/00**

Continued on next page

Step	Action	Display
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	**SALE** Enter Amount $0.00 **PREV** Credit **NEXT**
5.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**
6.	The terminal flashes the host response and prints sales receipt.	**TRANSACTION APPROVED**
7.	Terminal returns to the idle prompt. STOP	

CREDIT CARD SALE – AVS

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.
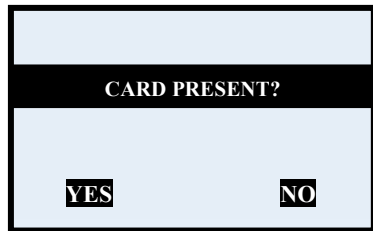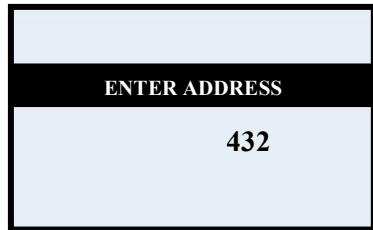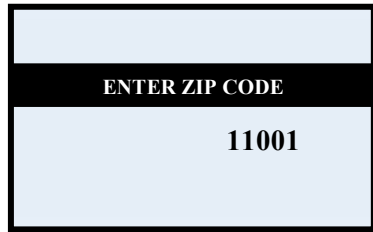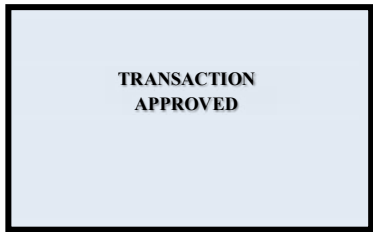
Tip: It is recommended you check with your merchant bank prior to changing AVS settings in your terminal.

Step	Action	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ Favorites F⬇
2.	Press OK to confirm your entry.	**Account Number** 5555555555555555
3.	Terminal Displays "Enter Expiration Date From Card MMYY" Input the expiration date from the front of the card. Press OK to confirm your entry.	**EXP DATE [MMYY]** **00/00**
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	**SALE** Enter Amount $0.00 PREV Credit NEXT

Continued on next page

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Step	Action	Display
5.	Terminal Displays "Is The Card Present?" Using the navigation keys move the cursor to highlight your selection. Press OK to confirm. | If	Then
---	---
If Card is Present Press **YES**	Proceed to Step 8
If Card is Not Present Press **NO**	Proceed to Step 6		**CARD PRESENT?** **YES**　　　　**NO**
6.	Terminal Displays "Enter Address". Input the numeric portion of the address only. The terminal displays the numeric value as it is typed. Press OK to confirm your entry.	**ENTER ADDRESS** **432**
7.	Terminal Displays "Enter Zip Code". Using the key pad input the card holder's zip code. The terminal displays the numeric value as it is typed. Press OK to confirm your entry.	**ENTER ZIP CODE** **11001**
8.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**
9.	The terminal flashes the host response and prints sales receipt.	**TRANSACTION APPROVED**
10.	Terminal returns to the idle prompt. 🛑	

CREDIT CARD SALE –WITH CARD CODE (CVV, CVC, CID)

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	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ Favorites F↓
2.	Press OK to confirm your entry.	**Account Number** 3715555555555555
3.	Terminal Displays "Enter Expiration Date From Card MMYY" Input the expiration date from the front of the card. Press OK to confirm your entry.	**EXP DATE [MMYY]** **00/00**
4.	Terminal defaults to "Sale....Enter Amount $0.00" Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	**SALE** Enter Amount $0.00 **PREV** Credit **NEXT**

CREDIT CARD SALE –WITH CARD CODE (CVV, CVC, CID), CONTINUED

Step	Action	Display
5.	Input the CVV2, CID or CVC2 information found on the credit card. Press OK to confirm your entry.	**INPUT CID CODE** **4532**
6.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**
7.	The terminal flashes the host response and prints sales receipts.	**TRANSACTION APPROVED**
8.	The terminal returns to the idle prompt. 🛑	

RETAIL RECEIPT – CREDIT SALE

A	ABC STORE 4534 Any Street Somewhere, NY 111111 (555)-777-8888 _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
B **C** **D** **E**	04/07/07 09:00 Trans #:1 Batch #:1 Invoice #: 105 Clerk #: 4
F	**S A L E**
G **H** **I**	Acct: ************5555 Type: MASTERCARD Entry: Card Swiped
J	**AMOUNT: $164.38**
K **L**	Resp: Approved Code: 123456
M	(Disclaimer here)
N **O**	X_____ Customer Name
P	**MERCHANT COPY**

Line	Definition
A	Merchant Header 5 lines, 24 characters per line.
B	Date & Time of transaction.
C	Transaction # and Batch #
D	Invoice Number
E	Clerk #
F	Transaction Type, i.e.: Sale, Refund, Void, etc.
G	Card Number.
H	Card Type Identification.
I	Method of Card Entry (Ie. Manual, Swiped, etc.)
J	Amount of transaction
K	Response from Host.
L	Approval Code from Host
M	Credit Disclaimer
N	Signature Line
O	Customer's Name from Track 1 of Card
P	Identifies this is the Merchant's Copy.

CUSTOMER 'S COPY

A	ABC STORE 4534 Any Street Somewhere, NY 111111 (555)-777-8888 - - - - - - - - - - - - - - - - - - -
B **C**	04/07/07 09:00 Trans #:1 Batch #:1
D	**S A L E**
E **F**	**VISA** ************5555 Card Swiped
G **H**	Resp: Approved Code: 123456
I	AMOUNT: **$164.38**
J	Refunds accepted with receipt www.abcstore.com
K	**CUSTOMER COPY**

Line	Definition
A	Merchant Header 5 lines, 24 characters per line.
B	Date & Time of transaction.
C	Transaction # and Batch #
D	Transaction Type, i.e.: Sale, Refund, Void,etc.
E	Card Type & Truncated Card Number.
F	Entry Method, i.e: Swiped or Manual
G	Host Response, i.e.: Approved, Declined, etc.
H	Host Authorization Code
I	Dollar Amount of the transaction
J	Merchant Trailer up to 5 lines, 24 characters per line.
K	Identifies this is the Customer's Copy.

TICKET ONLY SALE

This transaction is used when an Authorization Number has already been obtained via Authorize only transaction or through voice authorization.
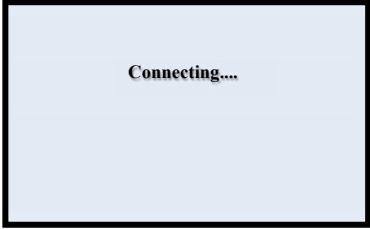
For Example: *To rent a canoe at Lake Cawanna there is a $75.00 deposit at the time of the rental. The merchant processes an Auth Only transaction for the $75.00, receiving an authorization code for the funds but not actually charging the credit card. The merchant charges the credit card when the canoe is brought back by processing a* **TICKET ONLY** *sale using the authorization number he/she previously obtained.*

Step	Action	Display
1.	From the IDLE PROMPT, Swipe Credit Card.	**02/01/08** **2:03** **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	**For Magic**: Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays TICKET. **For V Series**: Press the **F2** Key or the **F4** Key on the keypad to change the transaction type until the terminal displays TICKET.	**TICKET** Enter Amount $0.00 **PREV** Credit **NEXT**
3.	The terminal now displays "TICKET, Enter Amount" Input the dollar amount of the Ticket Only sale and Press OK to confirm the amount. The terminal displays the numeric value as it is being entered.	**TICKET** Enter Amount $5.00 **PREV** Credit **NEXT**
4.	The terminal displays "AUTH CODE" Input the Authorization code previously obtained for this transaction. The terminal displays the numeric value as it is being entered. Press OK to confirm your entry.	**AUTH CODE** **123456**

Step	Action		Display
5.	**If**	**Then**	Connecting....
	Transaction is offline (Not host based)	The Terminal Does Not Dial Out – Prints Receipt Only.	
	Transaction is Live (Host Based)	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	
6.	The terminal flashes the host response and prints sales receipt.		TRANSACTION COMPLETE
7.	Terminal returns to the idle prompt. 🛑		

RETAIL RECEIPT – TICKET ONLY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

TICKET

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

AMOUNT: **$164.38**

POST AUTH
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
- - - - - - - - - - - - - - - - - - - -

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

TICKET

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

AMOUNT: **$164.38**

POST AUTH
Code: 123456

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

> **Note:** *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.*

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	Display
1.	From the IDLE PROMPT, Swipe or manually enter Card.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ Favorites F↓
2.	Use the ▾ down arrow to select the desired Merchant (MID) processing ths transaction.	Select Merchant **Nails by Lisa** Spa La Di Da
3.	**For Magic** Press the ▾ down arrow to select CREDIT. **For V Series** Press the **F4** key to select CREDIT.	CARD MODE DEBIT CREDIT
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	SALE Enter Amount $0.00 PREV Credit NEXT
5.	Press OK to confirm the amount entered The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	Connecting....
6.	The terminal flashes the host response and prints sales receipt.	TRANSACTION APPROVED
7.	Terminal returns to the idle prompt.	

Multi-Merchant Credit SALE – MANUAL ENTRY

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.

Tip: 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	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	Press OK to confirm your entry.	**Account Number** 5555555555555555
3.	Terminal Displays "Enter Expiration Date From Card MMYY" Input the expiration date from the front of the card. Press OK to confirm your entry.	**EXP DATE [MMYY]** **00/00**
4.	Use the ▼ down arrow to select the desired Merchant (MID) processing ths transaction.	Select Merchant Nails by Lisa Spa La Di Da
5.	Terminal defaults to "Sale.....Enter Amount $0.00" Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	**SALE** Enter Amount $0.00 PREV Credit NEXT

CREDIT CARD SALE – MANUAL ENTRY, CONTINUED

Step	Action	Display
6.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	Connecting....
7.	The terminal flashes the host response and prints sales receipt.	TRANSACTION APPROVED
8.	Terminal returns to the idle prompt.	

RETAIL RECEIPT – MULTI-MERCHANT

MERCHANT COPY

```
            Nails by Lisa
            4534 Any Street
         Somewhere, NY 111111
            (555)-777-8888
    _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

 02/07/13                    09:00
 Trans #:1                Batch #:1

 Merchant #:                     1
 Merchant Name:      Nails by Kate

             S A L E
 Acct:            ***********5555
 Type:               MASTERCARD
 Entry:              Card Swiped
     AMOUNT:       $164.38

 Resp:                  Approved
 Code:                    123456


         (Disclaimer here)


 X_____
           Customer Name

        MERCHANT COPY
```

CUSTOMER COPY

```
            Nails by Lisa
            4534 Any Street
         Somewhere, NY 111111
            (555)-777-8888
    _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

 02/07/13                    09:00
 Trans #:1                Batch #:1

 Merchant #:                     1
 Merchant Name:      Nails by Kate

             S A L E
 Acct:            ***********5555
 Type:               MASTERCARD
 Entry:              Card Swiped
     AMOUNT:       $164.38

 Resp:                  Approved
 Code:                    123456


        CUSTOMER COPY
```
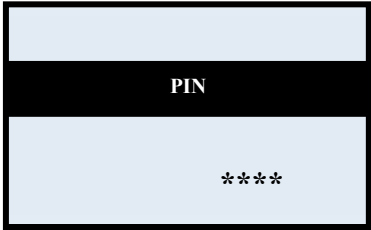
DEBIT CARD SALE

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	Display
1.	From the IDLE PROMPT, Swipe DEBIT Card.	**02/01/08** **2:03** **Swipe or** **Enter Card#** F↑ **Favorites** F↓

Step			Display
	For Magic	**For V Series**	
2.	Press the ▲ up arrow to select DEBIT.	Press the **F2** Key to select DEBIT.	**CARD MODE** **DEBIT** **CREDIT**

Step	Action	Display
3.	Terminal defaults to "Sale.....Enter Amount $0.00 " Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	**SALE** Enter Amount $0.00 **PREV** Debit **NEXT**

Step	Action	Display
4.	Terminal displays "Enter Cash Back Amount" 	If	Then	 	No Cash Back is Desired	Press OK	 	Cash Back Requested	Input dollar amount of cash back desired then Press OK to confirm your entry.		**CASHBACK** Enter Amount $0.00

If	Then
No Cash Back is Desired	Press OK
Cash Back Requested	Input dollar amount of cash back desired then Press OK to confirm your entry.

Step	Action	Display
5.	Have Customer Input PIN number and then Press OK.	PIN ****
6.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	Connecting....
7.	The terminal flashes the host response and prints debit receipt.	TRANSACTION APPROVED
8.	The terminal returns to the idle prompt. STOP	

Retail Receipt – Debit Sale

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
04/07/07   09:00
Trans #:1   Batch #:1
Invoice #:   105
Clerk #:   4

S A L E

Acct: ************5555
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
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
- - - - - - - - - - - - - - - - - - - -
04/07/07   09:00
Trans #:1   Batch #:1
Invoice #:   105
Clerk #:   4

S A L E

Acct: ************5555
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
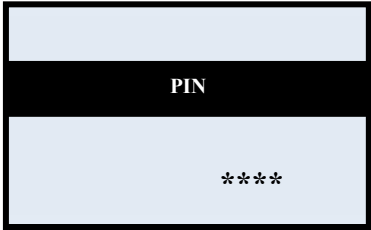
MULTI-MERCHANT DEBIT CARD SALE

ℹ️ 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	Display
1.	From the IDLE PROMPT, Swipe DEBIT Card.	02/01/08 2:03 **Swipe or Enter Card#** F↑ Favorites F↓
2.	Use the ▼ down arrow to select the desired Merchant (MID) processing ths transaction.	Select Merchant **Nails by Lisa** Spa La Di Da

Step	For Magic	For V Series	Display
3.	Press the ▲ up arrow to select DEBIT.	Press the **F2** Key to select DEBIT.	CARD MODE DEBIT CREDIT

Step	Action	Display
4.	Terminal defaults to "Sale.....Enter Amount $0.00 " Input the dollar amount of the sale. The terminal displays the numeric value as it is being entered.	SALE Enter Amount $0.00 PREV Debit NEXT
5.	Terminal displays "Enter Cash Back Amount" | If	Then
----	------
No Cash Back is Desired	Press OK
Cash Back Requested	Input dollar amount of cash back desired then Press OK to confirm your entry.		CASHBACK Enter Amount $0.00

Step	Action	Display
1.	Have Customer Input PIN number and then Press OK.	**PIN** ********
2.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	Connecting....
3.	The terminal flashes the host response and prints debit receipt.	**TRANSACTION APPROVED**
4.	The terminal returns to the 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	Display	
		MAGIC LINE	**V SERIES**
1.	From the IDLE PROMPT, press the button under the word FAVORITES.	02/01/08 2:03 **Swipe or Enter Card#** F↑ **Favorites** F↓	02/01/08 2:03 **Swipe or Enter Card#** F↑ **Favorites** F↓
2.	Press the ▼ down arrow to highlight RUN A CASH TRANSACTION in the favorites menu then **press** the Green OK key.		**Favorites** ↑ + 0: Manage Favorites ↑ + 1 : Run Cash Trans ↑ + 2: CR/DBT Daily Report
3.	Terminal defaults to "Sale.....Enter Amount $0.00 " **Input** the **dollar amount** of the cash sale. The terminal displays the numeric value as it is being entered. **Press** the Green OK key.		**SALE** Enter Amount $0.00 PREV Cash NEXT
4.	The terminal prints the cash receipts and returns to the idle prompt. 🛑		

RECEIPT EXAMPLE – CASH SALE

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

S A L E

Type:	Cash
Entry:	Manual

AMOUNT: $55.38

Resp:	Approved
Code:	x

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

S A L E

Type:	Cash
Entry:	Manual

AMOUNT: $55.38

Resp:	Approved
Code:	x

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

For 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).*
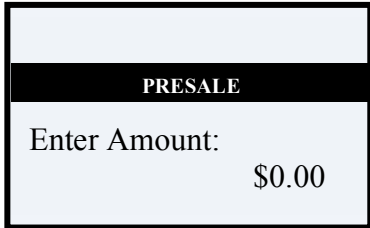
PRESALE TICKET

> Use the chart below to enable the Inline Tip function. This will allow you to access the Presale Ticket feature.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the navigation keys to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility** → **Retrieve Password** → Applications →
3.	Use the arrow keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the navigation keys to highlight the option for TIP. Press the Green OK key to select.	**Credit / Debit Menu** **Report** → **Host Utility** → Tip →
5.	Use the navigation keys to highlight the option for PRESALE TICKET Press the Green OK key to select.	**Tip** Presale Ticket →

Step	Action	Display
6.	Input the dollar amount for the presale ticket. ** **Important** ** Note: This is NOT a sale. A sale transaction will need to be completed after the presale ticket is completed by the cardholder.	**PRESALE** Enter Amount: $0.00
7.	The presale ticket prints. Allow customer to complete presale ticket and return to cashier with their method of payment. See example of Presale Ticket on next page.	

RETAIL RECEIPT – PRESALE TICKET ONLY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
- - - - - - - - - - - - - - - - - - - -
04/07/07   09:00

P R E S A L E   TICKET

AMOUNT: $40.38

TIP AMOUNT: $ __.____

TOTAL: $ __.____

**Please Complete and Submit
With Your Payment**

** *Important* ** *Note: **This is NOT a sale**. A sale transaction will need to be completed after the presale ticket is completed by the cardholder.*

RETAIL W/TIP TRANSACTIONS

ℹ️ 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, for more information please see page 157. .

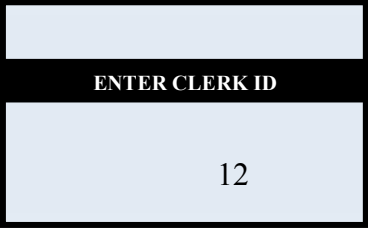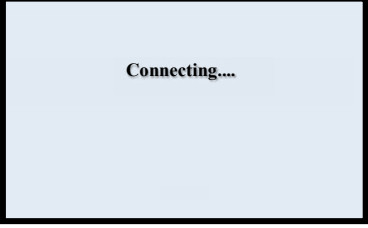This document includes the following retail with tip transactions:

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

Credit With Tip - Swiped

Step	Action	Display
1.	From the IDLE PROMPT, Swipe CREDIT Card.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	Terminal defaults to "Sale.....Enter Amount $0.00 " Input the dollar amount of the sale before the tip. The terminal displays the numeric value as it is being entered.	**SALE** Enter Amount $0.00 PREV Credit NEXT
3.	The terminal displays the base amount and "Input Tip Amount". 	If	Then	 Presale Ticket was used	Input the tip amount from the presale ticket then Press OK.	 Presale Ticket was **NOT** used	Input the tip amount requested by customer then Press OK.	 No tip is being left on the card	Press OK to bypass the tip amount.		**ADD TIP AMOUNT** Sale: $20.00 TIP: $0.00

Continued on next page

Step	Action		Display
	For Magic	**For V Series**	
4.	If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3)	If the amount shown is correct press the **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount. (from Step 3)	**CONFIRM AMOUNT** **Total Amount: $25.00** YES NO
5.	The terminal displays "Enter Clerk ID" Using the keypad input the Clerk ID. Press OK to confirm your entry.		**ENTER CLERK ID** 12
6.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."		Connecting....
7.	The terminal flashes the host response and prints sales receipt.		**TRANSACTION APPROVED**
8.	Terminal returns to the idle prompt. 🛑		

RETAIL RECEIPT – RETAIL WITH TIP

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
- - - - - - - - - - - - - - - - - -
04/07/07   09:00
Trans #:1   Batch #:1
Invoice #:   105
Clerk #:   4

S A L E

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

TRANS AMOUNT: $40.38
TIP AMOUNT: $15.00

TOTAL AMOUNT: 55.38

Resp: Approved
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
- - - - - - - - - - - - - - - - - -
04/07/07   09:00
Trans #:1   Batch #:1
Invoice #:   105
Clerk #:   4

S A L E

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

TRANS AMOUNT: $40.38
TIP AMOUNT: $15.00

TOTAL AMOUNT: **$55.38**

Resp: Approved
Code: 123456

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

CREDIT W/TIP – MANUALLY ENTERED

<table>
<tr><td>ℹ️</td><td>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.</td></tr>
<tr><td>📄</td><td>Tip: 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.</td></tr>
</table>

Step	Action	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	02/01/08　　　　2:03 **Swipe or** **Enter Card#** F↑　　Favorites　　F↓
2.	Press OK to confirm your entry.	**Account Number** 55555555555555555
3.	Terminal Displays "Enter Expiration Date From Card MMYY" Input the expiration date from the front of the card. Press OK to confirm your entry.	**EXP DATE [MMYY]** **00/00**
4.	Terminal defaults to "Sale.....Enter Amount $0.00 " Input the dollar amount of the sale before the tip. The terminal displays the numeric value as it is being entered.	**SALE** Enter Amount 　　　$0.00 PREV　Credit　NEXT

Step	Action	Display
5.	The terminal displays the base amount and "Input Tip Amount". **If / Then:** **Presale Ticket was used** — Input the tip amount from the presale ticket then Press OK. **Presale Ticket was NOT used** — Input the tip amount requested by customer then Press OK. **No tip is being left on the card** — Press OK to bypass the tip amount.	**ADD TIP AMOUNT** Sale: $20.00 TIP: $0.00
6.	**For Magic**: If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3) **For V Series**: If the amount shown is correct press the **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount. (from Step 3)	**CONFIRM AMOUNT** **Total Amount: $25.00** YES NO
7.	The terminal displays "Enter Clerk ID" Using the keypad input the Clerk ID. Press OK to confirm your entry.	**ENTER CLERK ID** 12
8.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	Connecting....
9.	The terminal flashes the host response and prints sales receipt.	**TRANSACTION APPROVED**
10.	Terminal returns to the idle prompt. 🛑	

Credit W/Tip –With AVS

Tip: It is recommended you check with your merchant bank prior to changing AVS settings in your terminal.

Step	Action	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	Press OK to confirm your entry.	**Account Number** 5555555555555555
3.	Terminal Displays "Enter Expiration Date From Card MMYY" Input the expiration date from the front of the card. Press OK to confirm your entry.	**EXP DATE [MMYY]** **00/00**
4.	Terminal defaults to "Sale.....Enter Amount $0.00 " Input the dollar amount of the sale before the tip. The terminal displays the numeric value as it is being entered.	**SALE** Enter Amount $0.00 PREV Credit NEXT

Step	Action	Display
5.	The terminal displays the base amount and "Input Tip Amount". <table><tr><th>If</th><th>Then</th></tr><tr><td>Presale Ticket was used</td><td>Input the tip amount from the presale ticket then Press OK.</td></tr><tr><td>Presale Ticket was **NOT** used</td><td>Input the tip amount requested by customer then Press OK.</td></tr><tr><td>No tip is being left on the card</td><td>Press OK to bypass the tip amount.</td></tr></table>	**ADD TIP AMOUNT** Sale: $20.00 TIP: $0.00
6.	**For Magic**: If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3) **For V Series**: If the amount shown is correct press the **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount. (from Step 3)	**CONFIRM AMOUNT** **Total Amount: $25.00** **YES** **NO**
7.	**For Magic**: Terminal Displays "Is The Card Present?" press the ▲ up arrow to confirm card present or , if it is not present press the ▼ down arrow Press OK to confirm. **For V Series**: Terminal Displays "Is The Card Present?" press the **F2** Key to confirm card present or , if it is not present press the **F4** Key Press OK to confirm. <table><tr><th>If</th><th>Then</th></tr><tr><td>Card Present</td><td>Proceed to Step 9</td></tr><tr><td>Card Not Present</td><td>Proceed to Step 8</td></tr></table>	**CARD PRESENT?** **YES** **NO**
8.	Terminal Displays "Enter Address". Input the numeric portion of the address only. The terminal displays the numeric value as it is typed. Press OK to confirm your entry.	**ENTER ADDRESS** **432**

Credit W/Tip –With AVS, CONTINUED

Step	Action	Display
9.	Terminal Displays "Enter Zip Code". Using the key pad input the card holder's zip code. The terminal displays the numeric value as it is typed. Press OK to confirm your entry.	**ENTER ZIP CODE** **11001**
10.	The terminal displays "Enter Clerk ID" Using the keypad input the Clerk ID. Press OK to confirm your entry.	**ENTER CLERK ID** 12
11.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**
12.	The terminal flashes the host response and prints the sales receipts.	**TRANSACTION APPROVED**
13.	Terminal returns to the idle prompt. 🛑	

CREDIT W/TIP – CARD CODE (CVV, CVC, CID)

> When the Card Code option is enabled the terminal will prompt during the Retail with Tip sale 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 configuration, 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	Display
1.	From the IDLE PROMPT, Use the numeric keypad to manually key in the credit card account number.	02/01/08 2:03 **Swipe or Enter Card#** F↑ Favorites F↓
2.	Press OK to confirm your entry.	**Account Number** 37155555555555555
3.	Terminal Displays "Enter Expiration Date From Card MMYY" Input the expiration date from the front of the card. Press OK to confirm your entry.	**EXP DATE [MMYY]** **00/00**
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Input the dollar amount of the sale before the tip. The terminal displays the numeric value as it is being entered.	**SALE** Enter Amount $0.00 PREV Credit NEXT

Continued on next page

Dejavoo Systems Instruction Manual V429.12

Step	Action	Display
5.	The terminal displays the base amount and "Input Tip Amount". <table><tr><td>If</td><td>Then</td></tr><tr><td>Presale Ticket was used</td><td>Input the tip amount from the presale ticket then Press OK.</td></tr><tr><td>Presale Ticket was **NOT** used</td><td>Input the tip amount requested by customer then Press OK.</td></tr><tr><td>No tip is being left on the card</td><td>Press OK to bypass the tip amount.</td></tr></table>	**ADD TIP AMOUNT** Sale: $20.00 TIP: $0.00
6.	**For Magic** / **For V Series** **For Magic:** If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3) **For V Series:** If the amount shown is correct press the **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount. (from Step 3)	**CONFIRM AMOUNT** **Total Amount: $25.00** YES NO
7.	Terminal Displays "Is The Card Present?" Using the up and down arrow keys move the cursor to highlight your selection. Press OK to confirm. <table><tr><td>If</td><td>Then</td></tr><tr><td>Card Present</td><td>Proceed to Step 10</td></tr><tr><td>Card Not Present</td><td>Proceed to Step 8</td></tr></table>	**CARD PRESENT?** YES NO
8.	Terminal Displays "Input CID Code" Input the CVV2, CID or CVC2 information found on the credit card. Press OK to confirm your entry.	**INPUT CID CODE** **4532**

CREDIT W/TIP – CARD CODE (CVV, CVC, CID), CONTINUED

Step	Action	Display
9.	The terminal displays "Enter Clerk ID" Using the keypad input the Clerk ID. Press OK to confirm your entry.	**ENTER CLERK ID** 12
10.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**
11.	The terminal flashes the host response and prints sales receipt.	**TRANSACTION APPROVED**
12.	Terminal returns to the idle prompt.	

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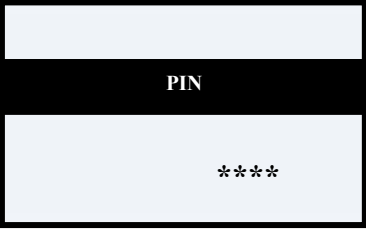
Use the chart below to process a retail with tip Debit Card sale. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

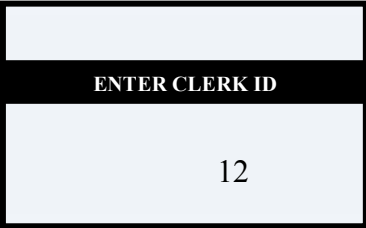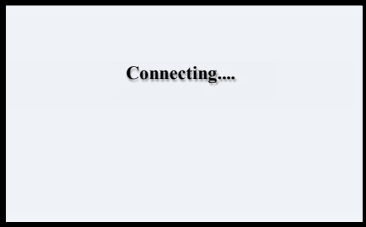| Step	Action	Display
1.	From the IDLE PROMPT, Swipe DEBIT Card.	02/01/08　　　　2:03 **Swipe or Enter Card#** F↑　　Favorites　　F↓
2.	**For Magic** / **For V Series** Press the ▲ up arrow to select DEBIT. / Press the **F2** Key to select DEBIT.	CARD MODE DEBIT　　　　CREDIT
3.	Terminal defaults to "Sale.....Enter Amount $0.00" Input the dollar amount of the sale before the tip. The terminal displays the numeric value as it is being entered.	SALE Enter Amount 　　　　$0.00 PREV　Debit　NEXT
4.	The terminal displays the base amount and "Input Tip Amount".	ADD TIP AMOUNT Sale:　$20.00 TIP:　$0.00
5.	Terminal displays "Enter Cash Back Amount" **If** / **Then** No Cash Back is Desired / Press OK Cash Back Requested / Input dollar amount of cash back desired then Press OK to confirm your entry.	CASHBACK Enter Amount 　　　　$0.00

Step	Action		Display
	For Magic	**For V Series**	
6.	If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3)	If the amount shown is correct press the **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount. (from Step 3)	**CONFIRM AMOUNT** **Total Amount: $25.00** YES NO
7.	The terminal displays "Enter Clerk ID" Using the keypad input the Clerk ID. Press OK to confirm your entry.		**ENTER CLERK ID** 12
8.	Have Customer Input PIN number and then Press OK.		**PIN** ****
9.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."		*Connecting....*
10.	The terminal flashes the host response and prints debit receipt.		**TRANSACTION APPROVED**
11.	Terminal returns to the idle prompt. 🛑		

RETURNS

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.

For 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	Display
1.	From the IDLE PROMPT, Swipe Credit Card.	02/01/08 2:03 **Swipe or Enter Card#** F↑ Favorites F↓
2.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays RETURN.	**RETURN** Enter Amount $0.00 PREV Credit NEXT
3.	The terminal now displays "RETURN, Enter Amount" Input the dollar amount of the Ticket Only sale and Press OK to confirm the amount. The terminal displays the numeric value as it is being entered.	**RETURN** Enter Amount $5.00 PREV Credit NEXT
4.	**For Magic** If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. **For V Series** If the amount shown is correct press the **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount.	**CONFIRM AMOUNT** **RETURN $5.00** YES NO

Step	Action	Display
5.	<table><tr><th>If</th><th>Then</th></tr><tr><td>Transaction is offline (Not host based)</td><td>The Terminal Does Not Dial Out – Prints Receipt Only.</td></tr><tr><td>Transaction is Live (Host Based)</td><td>The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."</td></tr></table>	Connecting....
6.	The terminal flashes the host response and prints Refund receipt.	TRANSACTION COMPLETE...
7.	Terminal returns to the idle pompt.	

RETAIL RECEIPT – CREDIT RETURN

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

R E T U R N

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

RETURN AMOUNT: **$164.38**

Resp: Approved
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
- - - - - - - - - - - - - - - - - - -

04/07/07	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

R E T U R N

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

RETURN AMOUNT: **$164.38**

Resp: Approved
Code: 123456

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

Multi-Merchant CREDIT CARD RETURN - SWIPED

Step	Action	Display
1.	From the IDLE PROMPT, Swipe Credit Card.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	Use the ▼ down arrow to select the desired Merchant (MID) processing ths transaction.	Select Merchant **Nails by Lisa** Spa La Di Da
3.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays RETURN.	**RETURN** Enter Amount $0.00 PREV Credit NEXT
4.	The terminal now displays "RETURN, Enter Amount" Input the dollar amount of the Ticket Only sale and Press OK to confirm the amount. The terminal displays the numeric value as it is being entered.	**RETURN** Enter Amount $5.00 PREV Credit NEXT
5.	**For Magic** — If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. **For V Series** — If the amount shown is correct press the **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount.	**CONFIRM AMOUNT** **RETURN $5.00** YES NO

Step	Action	Display
6.	<table><tr><th>If</th><th>Then</th></tr><tr><td>Transaction is offline (Not host based)</td><td>The Terminal Does Not Dial Out – Prints Receipt Only.</td></tr><tr><td>Transaction is Live (Host Based)</td><td>The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."</td></tr></table>	Connecting....
7.	The terminal flashes the host response and prints Refund receipt.	TRANSACTION COMPLETE...
8.	Terminal returns to the idle pompt.	

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.

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

Step	Action		Display
1.	From the IDLE PROMPT, Swipe DEBIT Card.		02/01/08 2:03 **Swipe or Enter Card#** F↑ Favorites F↓
2.	**For Magic** Press the ▲ up arrow to select DEBIT.	**For V Series** Press the **F2** Key to select DEBIT.	**CARD MODE** DEBIT CREDIT
3.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays RETURN. Input the dollar amount of the RETURN then Press OK.		**RETURN** Enter Amount $0.00 PREV Debit NEXT
4.	**For Magic** If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3)	**For V Series** If the amount shown is correct press **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount. (from Step 3)	**CONFIRM AMOUNT** **RETURN $5.00** YES NO
5.	Have Customer Input PIN number and then Press OK.		**PIN** ****

Continued on next page

Step	Action	Display
6.	<table><thead><tr><th>If</th><th>Then</th></tr></thead><tbody><tr><td>Transaction is offline (Not host based)</td><td>The Terminal Does Not Dial Out – Prints Receipt Only.</td></tr><tr><td>Transaction is Live (Host Based)</td><td>The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."</td></tr></tbody></table>	Connecting....
7.	The terminal flashes the host response and prints Refund receipt.	TRANSACTION COMPLETE...
8.	Terminal returns to the idle prompt. 🛑	

RETAIL RECEIPT – DEBIT RETURN

```
           ABC STORE
         4534 Any Street
       Somewhere, NY 111111
          (555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
04/07/07              09:00
Trans #:1        Batch #:1
Invoice#:             105
Clerk #:               4


        R E T U R N

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


RETURN AMOUNT:   $164.38

Resp:  Approved
Code:  123456


       MERCHANT COPY
```

```
           ABC STORE
         4534 Any Street
       Somewhere, NY 111111
          (555)-777-8888
- - - - - - - - - - - - - - - - - - -
04/07/07              09:00
Trans #:1        Batch #:1
Invoice #:            105
Clerk #:               4


        R E T U R N

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


RETURN AMOUNT:   $164.38

Resp:  Approved
Code:  123456



Refunds accepted with receipt
        www.abcstore.com


        CUSTOMER COPY
```

CASH RETURN

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

Step	Action	Display
1.	From the IDLE PROMPT, press the button under the word FAVORITES.	**MAGIC LINE** 02/01/08 2:03 **Swipe or Enter Card#** F↑ **Favorites** F↓ **V SERIES** 02/01/08 2:03 **Swipe or Enter Card#** F↑ **Favorites** F↓ F1 F2 F3 F4 △ ▽
2.	Press the ▼ down arrow to highlight RUN A CASH TRANSACTION in the favorites menu then **press** the Green OK key.	**Favorites** ↑ + 0: Manage Favorites ↑ + 1 : Run Cash Trans ↑ + 2: CR/DBT Daily Report
3.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays RETURN. Input the dollar amount of the RETURN then Press OK.	**RETURN** Enter Amount $0.00 PREV Cash NEXT
4.	The terminal prints the cash receipts and returns to the idle prompt. 🛑	

Receipt Example – Cash Return

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/10	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

R E T U R N

Type:	Cash
Entry:	Manual

AMOUNT: $55.38

Resp:	Approved
Code:	x

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/10	09:00
Trans #:1	Batch #:1
Invoice #:	105
Clerk #:	4

R E T U R N

Type:	Cash
Entry:	Manual

AMOUNT: $55.38

Resp:	Approved
Code:	x

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.

For 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	Display
1.	From the IDLE PROMPT, Swipe CREDIT Card.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays AUTHORIZATION. Input the dollar amount to be AUTHORIZED then Press OK.	**AUTHORIZATION** Enter Amount $5.00 **PREV** Credit **NEXT**
3.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	Connecting....
4.	The terminal flashes the host response and prints receipt.	TRANSACTION APPROVED
5.	Terminal returns to the idle prompt. 🛑	

RETAIL RECEIPT – AUTHORIZATION

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07   09:00
Trans #:1   Batch #:1
Invoice #:   105
Clerk #:   4

AUTHORIZATION ONLY

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

AUTH AMOUNT: **$164.38**

Resp: Approved
Code: 123456

MERCHANT COPY

*** **Important** ** Note: **This is NOT a sale**. Authorization Only transactions obtain an approval code for the requested amount, a Ticket only sale needs to be completed for the merchant to acquire funds for the transaction. Only a merchant copy of the receipt will print for Authorization Only transactions.*

VOIDS

ℹ️ 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 # ❑ 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.

__For 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 - BY DOLLAR AMOUNT
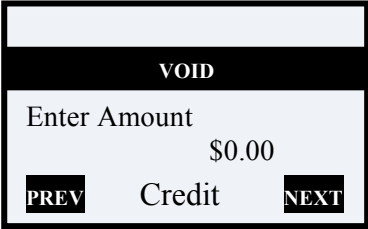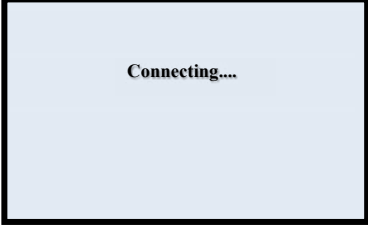
Step	Action	Display
1.	From the IDLE PROMPT, Swipe CREDIT Card.	02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ **Favorites** F⬇
2.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays VOID. Input the dollar amount to be VOIDED then Press OK.	**VOID** Enter Amount $0.00 **PREV** Credit **NEXT**
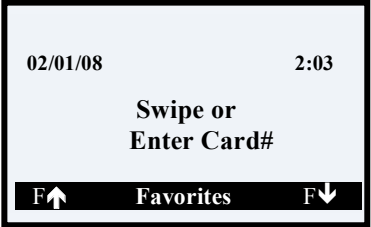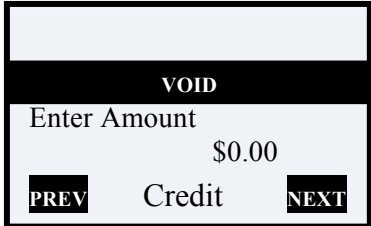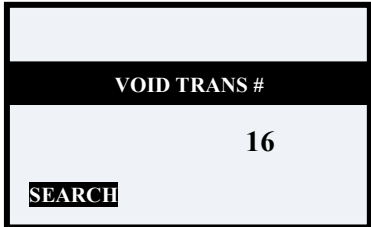
Step	Action		Display
	For Magic	**For V Series**	
3.	If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount.	If the amount shown is correct press the **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount.	**CONFIRM AMOUNT** **VOID $5.00** YES NO
4.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."		Connecting....
5.	The terminal flashes the host response and prints receipt.		**TRANSACTION APPROVED**
6.	Terminal returns to the idle prompt. STOP		

MULTI-MERCHANT VOID CREDIT TRANS - BY DOLLAR AMOUNT

Step	Action	Display
1.	From the IDLE PROMPT, Swipe CREDIT Card.	02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ **Favorites** F⬇
2.	Use the ▼ down arrow to select the desired Merchant (MID) processing ths transaction.	Select Merchant **Nails by Lisa** Spa La Di Da
3.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays VOID. Input the dollar amount to be VOIDED then Press OK.	**VOID** Enter Amount $0.00 PREV Credit NEXT
4.	If the amount shown is correct press the **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount.	**CONFIRM AMOUNT** **VOID $5.00** YES NO
5.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**
6.	The terminal flashes the host response and prints receipt.	**TRANSACTION APPROVED**
7.	Terminal returns to the idle prompt. 🛑	

VOID CREDIT TRANS –TRANS

Step	Action	Display
1.	From the IDLE PROMPT, Swipe CREDIT Card.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	Press the ▲ up or down ▼ arrow on the keypad to change the transaction type until the terminal displays VOID. Press OK leaving amount at $0.00 Value.	**VOID** Enter Amount $0.00 PREV Credit NEXT
3.	Input the transaction number for the transaction you wish to VOID for this card # then Press OK to confirm your entry.	**VOID TRANS #** **16** SEARCH
4.	**For Magic** — If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow and re-enter the amount. (from Step 3) **For V Series** — If the amount shown is correct press the **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount. (from Step 3)	**CONFIRM AMOUNT** **VOID $5.00** YES NO
5.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	Connecting....
6.	The terminal flashes the host response and prints receipt.	TRANSACTION APPROVED
7.	Terminal returns to the idle prompt. 🛑	

VOID CREDIT TRANS – SEARCH BY CARD

Step	Action	Display
1.	From the IDLE PROMPT, Swipe CREDIT Card.	02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ Favorites F⬇
2.	Press the ⬆ up or down ⬇ arrow on the keypad to change the transaction type until the terminal displays VOID. Press OK leaving amount at $0.00 Value.	**VOID** Enter Amount $0.00 PREV Credit NEXT
3.	Press the ⬆ up arrow to search through all transactions for this card #.	**VOID TRANS #** SEARCH
4.	Highlight the transaction that is to be VOIDED. Press OK to confirm your selection.	**VOID SEARCH** 0003 SA$ 23.00 0016 RT$ 6.00
5.	**For Magic** — If the amount shown is correct press the ⬆ up arrow to confirm, if it is not correct press the ⬇ down arrow and re-enter the amount. **For V Series** — If the amount shown is correct press the **F2** Key to confirm, if it is not correct press the **F4** Key and re-enter the amount.	**CONFIRM AMOUNT** **VOID $23.00** YES NO
6.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	Connecting....

Step	Action	Display
7.	The terminal flashes the host response and prints receipt.	**TRANSACTION APPROVED**
8.	Terminal returns to the idle prompt. 🛑	

RETAIL RECEIPT – VOID SALE

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07   09:00
Trans #:1   Batch #:1
Invoice #:   105
Clerk #:   4

V O I D   S A L E

Acct: ************5555
Type: VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07   09:00
Trans #:1   Batch #:1
Invoice #:   105
Clerk #:   4

V O I D   S A L E

Acct: ************5555
Type: VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

RETAIL RECEIPT – VOID REFUND

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
04/07/07   09:00
Trans #:1   Batch #:1

V O I D   REFUND

Acct: ************5555
Type: VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

(Disclaimer here)

X_____
Customer Name

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
04/07/07   09:00
Trans #:1   Batch #:1

V O I D   REFUND

Acct: ************5555
Type: VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

RETAIL RECEIPT – VOID FORCED SALE

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
04/07/07   09:00
Trans #:1   Batch #:1

V O I D   FORCED

Acct: ************5555
Type: VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

(Disclaimer here)

X_____
           Customer Name

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888
_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
04/07/07   09:00
Trans #:1   Batch #:1

V O I D   FORCED

Acct: ************5555
Type: VISA

VOIDED AMOUNT: **$164.38**

Resp: VOIDED
Code: 123456

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

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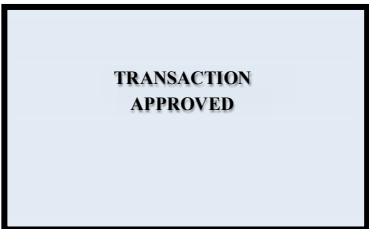
> EBT (Electronic Benefits Transfer) provides both food stamp and/or cash benefits to customers.   With EBT transactions customers access their benefits through the terminal by using their EBT cards. Merchants must be subscribed to an EBT host and an active PIN Pad is required. Use the chart below to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

Step	Action	Display
1.	From the IDLE PROMPT, Swipe the EBT Card.	02/01/08 2:03 **Swipe or Enter Card#** F↑ Favorites F↓
2.	**For Magic**: Press the Down arrow to select EBT. **For V Series**: Press the F4 Key to select EBT.	CARD MODE DEBIT EBT
3.	**For Magic**: Terminal displays "BENEFIT TYPE" Press the ▲ Up arrow to select FOOD. **For V Series**: Terminal displays "BENEFIT TYPE" Press the **F2** Key to select FOOD.	EBT **Benefit Type** Food Cash Bal
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Using the keypad input the dollar amount of the food benefit sale then Press OK.	SALE Enter Amount $0.00 PREV EBT NEXT
5.	Customer Inputs PIN on PIN PAD then presses ENTER.	PIN

Continued on next page

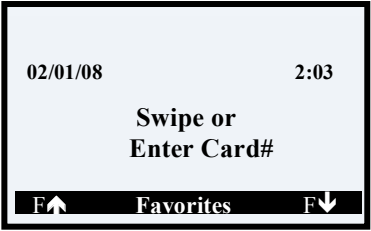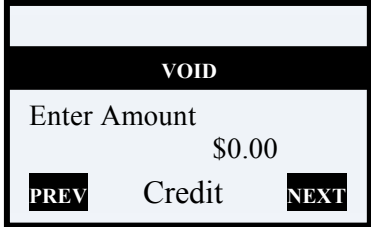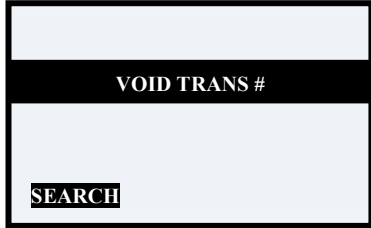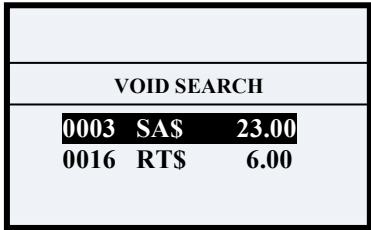| Step	Action	Display
6.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**
7.	The terminal flashes the host response and prints receipt.	**TRANSACTION APPROVED**
8.	Terminal returns to the idle prompt. 🛑	

```
                ABC STORE
              4534 Any Street
           Somewhere, NY 111111
              (555)-777-8888

      _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

     04/07/07              09:00
     Trans #:1         Batch #:1
     Clerk #:                  4
                 S A L E
     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	Display
1.	From the IDLE PROMPT, Swipe the EBT Card.	**02/01/08** **2:03** **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	**For Magic**: Press the ▼ down arrow to select EBT. **For V Series**: Press the F4 Key to select EBT.	**CARD MODE** DEBIT EBT
3.	**For Magic**: Terminal displays "BENEFIT TYPE" Press the ▲ Up arrow to select FOOD. **For V Series**: Terminal displays "BENEFIT TYPE" Press the **F2** Key to select FOOD	**EBT** **Benefit Type** Food Cash Bal
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Press the ▼ down arrow until you see "VOUCHER SALE… Enter Amount" on the display. Input the dollar amount of the VOUCHER sale then Press OK.	**VOUCHER SALE** Enter Amount $0.00 PREV EBT NEXT
5.	Input the previously obtained voice authorization code, then Press OK.	**EBT Appr Code**
6.	Input the EBT Serial Number from the manual Voucher , then Press OK.	**EBT Serial Num**

Step	Action	Display
7.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	Connecting....
8.	The terminal flashes the host response and prints receipt.	TRANSACTION APPROVED
9.	Terminal returns to the idle prompt. 🛑	

```
              ABC STORE
            4534 Any Street
         Somewhere, NY 111111
            (555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

 04/07/07               09:00
 Trans #:1         Batch #:1
 Clerk #:                    4
             S A L E
 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 RETURN

Use the steps below to process a Return for a Food Benefit Sale.
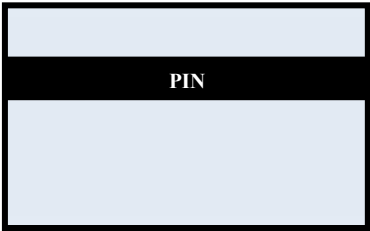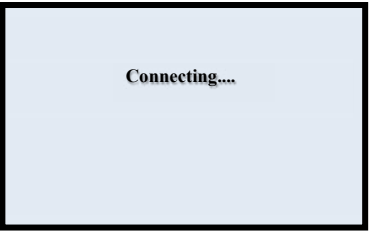
Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.

Step	Action		Display
1.	From the IDLE PROMPT, Swipe the EBT Card.		02/01/08 2:03 **Swipe or** **Enter Card#** F▲ Favorites F▼
2.	**For Magic** Press the ▼ down arrow to select EBT.	**For V Series** Press the **F4** Key to select EBT.	**CARD MODE** DEBIT EBT
3.	**For Magic** Terminal displays "BENEFIT TYPE" Press the ▲ Up arrow to select FOOD.	**For V Series** Terminal displays "BENEFIT TYPE" Press the **F2** Key to select FOOD.	**EBT** **Benefit Type** Food Cash Bal
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Press the ▼ down arrow to change the transaction type to RETURN Input the dollar amount of the food benefit return then Press OK.		**RETURN** Enter Amount $0.00 PREV EBT NEXT
5.	**For Magic** Confirm transaction is correct by pressing the ▲ up arrow to select OK.	**For V Series** Confirm transaction is correct by pressing the **F2** Key to select OK.	**RETURN** Amount: $14.33 OK CANCEL

Continued on next page

Step	Action	Display
6.	Customer Inputs PIN on PIN PAD then presses ENTER.	**PIN**
7.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**
8.	The terminal flashes the host response and prints receipt.	**TRANSACTION APPROVED**
9.	Terminal returns to the idle prompt. STOP	

```
              ABC STORE
            4534 Any Street
         Somewhere, NY 111111
            (555)-777-8888
      _____
      04/07/07              09:00
      Trans #:1          Batch #:1
              R E T U R N
      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 RETURN

<table>
<tr><td></td><td>Use the steps below to process a Return for a Food Benefit Voucher Sale.</td></tr>
<tr><td></td><td>Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.</td></tr>
</table>

Step	Action	Display
1.	From the IDLE PROMPT, Swipe the EBT Card.	02/01/08　　2:03 **Swipe or Enter Card#** F▲　Favorites　F▼
2.	**For Magic**: Press the ▼ down arrow to select EBT.　　**For V Series**: Press the F4 Key to select EBT.	CARD MODE DEBIT　　EBT
3.	**For Magic**: Terminal displays "BENEFIT TYPE" Press the ▲ Up arrow to select FOOD.　　**For V Series**: Terminal displays "BENEFIT TYPE" Press the F2 Key to select FOOD.	EBT **Benefit Type** Food　Cash　Bal
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Press the ▲ Up arrow to change the transaction type to VOUCHER RETURN Input the dollar amount of the food benefit voucher return then Press OK.	**VOUCHER RETURN** Enter Amount 　$0.00 PREV　EBT　NEXT
5.	Input authorization code from the Voucher Sale that is being returned, and then Press OK.	EBT Appr Code

Step	Action	Display
6.	Input the EBT Serial Number from the Voucher, and then Press OK.	**EBT Serial Num**
7.	**For Magic** — Confirm transaction is correct by pressing the ▲ up arrow to select OK. / **For V Series** — Confirm transaction is correct by pressing the **F2** Key to select OK.	**RETURN** Amount: $14.33 OK CANCEL
8.	Customer Inputs PIN on PIN PAD then presses ENTER.	**PIN**
9.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**
10.	The terminal flashes the host response and prints receipt.	**TRANSACTION APPROVED**
11.	Terminal returns to the idle prompt. 🛑	

EBT – CASH BENEFIT SALE

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

Step	Action	Display
1.	From the IDLE PROMPT, Swipe the EBT Card.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	**For Magiv:** Press the Down arrow to select EBT. **For V Series:** Press the **F4** Key to select EBT.	CARD MODE DEBIT EBT
3.	Terminal displays "BENEFIT TYPE" Press the Middle Hot Key (AKA: Favorites Key) to select CASH.	**MAGIC LINE** **V SERIES** EBT EBT **Benefit Type** **Benefit Type** Food Cash Bal Food Cash Bal F1 F2 F3 F4
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Using the keypad input the dollar amount of the cash benefit sale then Press OK.	SALE Enter Amount $0.00 PREV EBT NEXT
5.	Input the customer's Cash back amount then Press OK.	CASHBACK Enter Amount $0.00
6.	Customer Inputs PIN on PIN PAD then presses ENTER.	PIN

Continued on next page

Step	Action	Display
7.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**
8.	The terminal flashes the host response and prints receipt.	**TRANSACTION APPROVED**
9.	Terminal returns to the idle prompt. 🛑	

```
              ABC STORE
            4534 Any Street
          Somewhere, NY 111111
            (555)-777-8888

– – – – – – – – – – – – – – – –

  04/07/07              09:00
  Trans #:1        Batch #:1
            S A L E
  Acct:       ************5555
  Type:                    EBT
  Entry:                Swiped
  Trace#:               123456
  Benefit:                Cash

   AMOUNT:            $164.38

  Resp:               Approved
  Code:                 123456
  FS Ledger Bal:        $64.57
  FS Avail Bal:         $80.00
  FS Begin Bal:        $100.00
  Ch Ledger Bal:        $55.00
  Ch Avail Bal:        $102.00


         MERCHANT COPY
```

EBT – CASH BENEFIT VOUCHER SALE
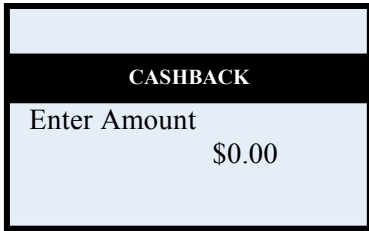
	Use the chart below to process an EBT Cash Benefit Voucher Sale Transaction.

Step	Action	Display
1.	From the IDLE PROMPT, Swipe the EBT Card.	02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ **Favorites** F⬇
2.	**For Magic** / **For V Series** Press the Down arrow to select EBT. / Press the **F4** Key to select EBT.	**CARD MODE** DEBIT EBT
3.	Terminal displays "BENEFIT TYPE" Press the Middle Hot Key (AKA: Favorites Key) to select CASH.	**MAGIC LINE** / **V SERIES** EBT / EBT **Benefit Type** / **Benefit Type** Food Cash Bal / Food Cash Bal F1 F2 F3 F4 △ ▽
4.	Terminal defaults to "Sale.....Enter Amount $0.00" Press the ▲ Up arrow to change the transaction type to VOUCHER SALE Input the dollar amount of the Cash Benefit Voucher Sale then Press OK.	**VOUCHER SALE** Enter Amount $0.00 PREV EBT NEXT
5.	Input the previously obtained voice authorization code, then Press OK.	**EBT Appr Code**
6.	Input the EBT Serial Number from the manual Voucher , then Press OK.	**EBT Serial Num**

Step	Action	Display
7.	Input the customer's Cash back amount then Press OK.	**CASHBACK** Enter Amount $0.00
8.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**
9.	Terminal returns to the idle prompt. 🛑	

```
              ABC STORE
             4534 Any Street
          Somewhere, NY 111111
             (555)-777-8888

    _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

     04/07/07              09:00
     Trans #:1        Batch #:1
              S A L E
     Acct:      ************5555
     Type:                   EBT
     Entry:               Swiped
     Trace#:              123456
     Uchr#:             12345679
     Benefit:               Cash

      AMOUNT:            $164.38
     Resp:              Approved
     Code:                123456
     FS Ledger Bal:        $64.57
     FS Avail Bal:         $80.00
     FS Begin Bal:        $100.00
     Ch Ledger Bal:        $55.00
     Ch Avail Bal:        $102.00

           MERCHANT COPY
```

EBT – BALANCE INQUIRY

> ℹ️ Use the chart below to process an EBT Balance Inquiry.

Step	Action	Display
1.	From the IDLE PROMPT, Swipe the EBT Card.	02/01/08 2:03 **Swipe or Enter Card#** F↑ **Favorites** F↓
2.	**For Magic**: Press the ▾ Down arrow to select EBT. **For V Series**: Press the **F4** Key to select EBT.	**CARD MODE** DEBIT EBT
3.	**For Magic**: Terminal displays "BENEFIT TYPE" Pres the ▾ Down arrow to select BALANCE. **For V Series**: Terminal displays "BENEFIT TYPE" Pres the **F4** Key to select BALANCE.	**EBT** **Benefit Type** Food Cash Bal
4.	**For Magic**: Terminal displays "BENEFIT TYPE" • Press the up arrow for FOOD balance • Press the Middle Hot Key for CASH balance. • Press the down arrow for BOTH **For V Series**: Terminal displays "BENEFIT TYPE" • Press the **F2** Key for FOOD balance • Press the **F3** Key for CASH balance. • Press the **F4** Key for BOTH	**EBT** Food Cash Both
5.	Customer Inputs PIN on PIN PAD then presses ENTER.	**PIN**
6.	The terminal communicates out to the host (via dialing or IP connection) Terminal displays "Connecting... Transmitting.... Receiving Data..."	**Connecting....**

Continued on next page

Step	Action	Display
7.	Prints the requested EBT balance information.	Printing….
8.	Terminal returns to the idle prompt. STOP	

EBT RECEIPT – FOOD BAL INQUIRY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07   09:00

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

EBT RECEIPT – CASH BAL INQUIRY

ABC STORE
4534 Any Street
Somewhere, NY 111111
(555)-777-8888

_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

04/07/07   09:00

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

UNIVERSAL TERMINAL FEATURES (CORE MENU)

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

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

- Date & Time
- Keyboard Beep
- Communication Settings
- Loyalty

- Display Contrast
- Printer Contrast
- Global Reports
- Training Mode

- Backlight Settings
- Security Settings
- Global Settlement

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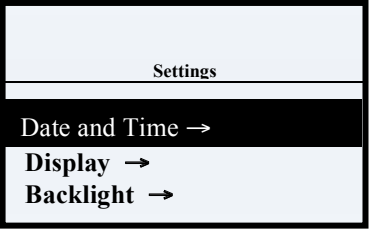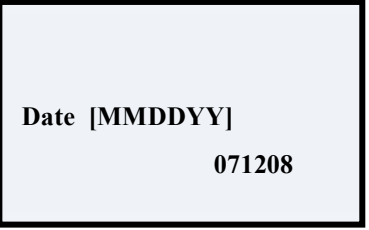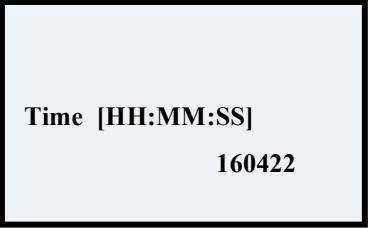
Date is in MM (2 digit month) DD (2 digit day) YY (2 digit year) and Time is in Military format HH (2 digit hour) MM (2 digit minute) SS (2 digit second) both entries done without spaces.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green OK key to select.	**Core Menu** **Reports** → **Favorites** → Utility →
3.	Press the Green OK key to select SETTINGS.	**Utility** Settings → **Software Download** → **Communications** →

EDIT THE DATE & TIME, CONTINUED

Step	Action	Display
5.	Press the Green OK key to select DATE AND TIME.	**Settings** Date and Time → **Display →** **Backlight →**
6.	Use the yellow ◄ backspace key to clear the date currently set in the terminal. Use the keypad to input the correct date in MMDDYY format. Press the Green OK key to confirm date is accurate.	**Date [MMDDYY]** **071208**
7.	Use the yellow ◄ backspace key to clear the time currently set in the terminal. Use the keypad to input the correct time in Military format HHMMSS (hour, minute, second) format. Press the Green OK key to confirm date is accurate. *Note: for a chart of military time conversions see below.*	**Time [HH:MM:SS]** **160422**
8.	Terminal returns to the Settings main menu. 🛑	

MILITARY TIME CONVERSION CHART

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

ADJUSTING THE DISPLAY CONTRAST

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

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08　　　　2:03 **Swipe or Enter Card#** F↑　Favorites　F↓
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY press the Green OK key to select.	**Core Menu** **Reports →** **Favorites →** Utility →
3.	Press the Green OK key to select SETTINGS.	**Utility** Settings → **Software Download →** **Communications →**
4.	Press the ▼ down arrow to highlight DISPLAY Press the Green OK key to select.	**Settings** **Date and Time→** Display → **Backlight →**
5.	Use the up▲ and down▼ arrow keys or the Use the F2 and F4 keys to increase and decrease the display contrast as desired. Press the Green OK key to save your setting.	**Display contrast** 71% ▬　Valid　✚
6.	Terminal returns to the Settings main menu. 🛑	

TERMINAL DISPLAY BACKLIGHT SETTINGS

Use the steps below to configure the backlight settings on the terminal display.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or Enter Card#** F⬆ **Favorites** F⬇
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green OK key to select.	**Core Menu** Reports → Favorites → Utility →
3.	Press the Green OK key to select SETTINGS.	**Utility** Settings → **Software Download →** **Communications →**
4.	Press the ▼ down arrow to highlight BACKLIGHT. Press the Green OK key to select.	**Settings** **Date and Time→** **Display →** Backlight →

Step	For Magic	For V Series	Display
5.	Press the up ▲ arrow to select YES and activate the terminals backlight or press the down ▼ arrow to select NO and deactivate.	Press the F2 Key to select YES and activate the terminals backlight or press the F4 Key to select NO and deactivate.	**Backlight** **Activate Backlight?** Yes No

Step	Action	Display
6.	Use the up ▲ and down ▼ arrow keys or the Use the F2 and F4 keys to increase and decrease the seconds for the backlight timeout. Press the Green OK key to save your setting.	**Backlight** **Timeout Setup** $^+_-$**5** – +
7.	Terminal returns to the Settings main menu. 🛑	

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Keyboard Beep On/Off

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

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ Favorites F↓
2.	From the Core Main Menu use the ▾ down arrow to highlight UTILITY. Press the Green OK key to select.	Core Menu **Reports →** **Favorites →** Utility →
3.	Press the Green OK key to select SETTINGS.	Utility Settings → **Software Download →** **Communications →**
4.	Press the ▾ down arrow to highlight KEYBOARD. Press the Green OK key to select.	Settings **Display→** **Backlight →** Keyboard →
5.	Press the button below the desired selection: • YES turns the Keyboard beep ON • NO turns the Keyboard beep OFF • CANCEL to cancel the action	**MAGIC LINE** **V SERIES** Warning Warning **Keyboard Beep ?** **Keyboard Beep ?** **Yes** **No** **Cancel** **Yes** **No** **Cancel** F1 F2 F3 F4 ▲ ▽
6.	Terminal returns to the Settings main menu. 🛑	

ADJUSTING THE PRINTER CONTRAST

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

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08　　　　　2:03 **Swipe or** **Enter Card#** F↑　　Favorites　　F↓
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green OK key to select.	**Core Menu** **Reports →** **Favorites →** Utility →
3.	Press the Green OK key to select SETTINGS.	**Utility** Settings → **Software Download →** **Communications →**
4.	Press the ▼ down arrow to highlight PRINTER. Press the Green OK key to select.	**Settings** **Backlight →** **Keyboard →** Printer →

Step	For Magic	For V Series	Display
5.	Use the up▲ and down▼ arrow keys to increase and decrease the printer contrast as desired. Press the Green OK key to save your setting.	Use the **F2** and **F4** keys to increase and decrease the printer contrast as desired. Press the Green OK key to save your setting.	**Printer Control** 16% ━ | Valid | ✚
6.	Terminal returns to the Settings main menu. 🛑		

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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08　　　2:03 **Swipe or Enter Card#** F⬆　　Favorites　　F⬇
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green OK key to select.	Core Menu **Reports →** **Favorites →** Utility →
3.	From the Core Main Menu use the ▼ down arrow to highlight SECURITY Press the Green OK key to select.	Utility **Communications →** **Favorites →** Security →
4.	Press the Green OK key to select Menu Utility.	Security Menu Utility → **Edit Password →**
5.	Use the arrow keys to highlight desired option. Press the Green OK key to select. **Note: The Menu Security option that is currently set for the Core Menu will be marked with an asterisk (*).**	Password On → ✳ Password Off →
6.	Terminal returns to the Security main menu. 🛑	

EDIT PASSWORD (CORE MENU)
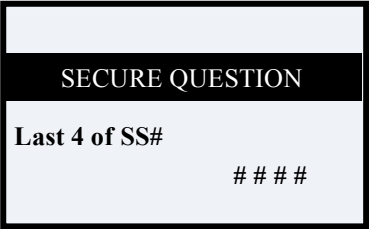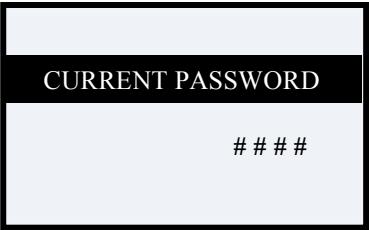
As stated in the About this Manual section, the Terminal's default password is 1234. The default password can be customized to an alphanumeric password of choice. When changing the password from the default password the first time you are prompted to set up 1 of 3 security questions. If the customized 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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ Favorites F⬇
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green OK key to select.	Core Menu **Reports →** **Favorites →** Utility →
3.	From the Core Main Menu use the ▼ down arrow to highlight SECURITY Press the Green OK key to select.	Utility **Communications →** **Favorites →** Security →
4.	Press the ▼ down arrow to highlight EDIT PASSWORD. Press the Green OK key to select.	Security **Menu Utility →** Edit Password →
5.	Use the ▲ up and ▼ down arrow keys to highlight a security question to be set up. Press the Green OK key to select. **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# →**

Continued on next page
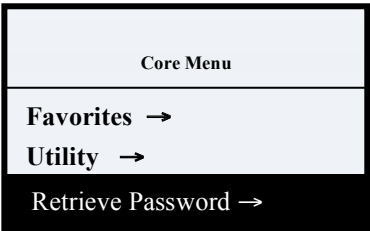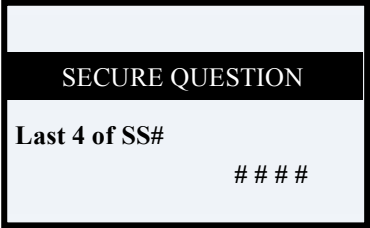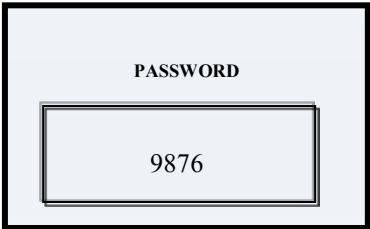
Step	Action	Display
6.	Use the alphanumeric key pad to set up your answer to the chosen security question. Press the Green OK key to confirm your answer.	SECURE QUESTION **Last 4 of SS#** ＃ ＃ ＃ ＃
7.	Use the key pad to input the terminals current password, the one you wish to change. Press the Green OK key to confirm. **Note: If this is the first time the password has been changed the default password is 1234.**	CURRENT PASSWORD ＃ ＃ ＃ ＃
8.	Use the key pad to input the customized NEW password, you are changing it to. Press the Green OK key to confirm.	NEW PASSWORD ＃ ＃ ＃ ＃
9.	Use the key pad to re-enter the customized NEW password, for confirmation. Press the Green OK key.	CONFIRM PASSWORD ＃ ＃ ＃ ＃
10.	Terminal returns to the Security main 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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ **Favorites** F⬇
2.	From the Core Main Menu use the ▼ down arrow to highlight RETRIEVE PASSWORD Press the Green OK key to select.	**Core Menu** **Favorites** → **Utility** → Retrieve Password →
3.	Use the alphanumeric keypad to input the answer to your previously set up security question. Press the Green OK key to confirm your answer.	SECURE QUESTION **Last 4 of SS#** # # # #
4.	The terminal will display the current password for 3 seconds.	**PASSWORD** 9876
5.	Terminal returns to the Security main menu. 🛑	

COMMUNICATION 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 terminals global communication settings from the Core Menu:

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the ▾ down arrow to highlight UTILITY Press the Green OK key to select.	**Core Menu** **Reports** → **Favorites** → Utility →
3.	From the Core Main Menu use the ▾ down arrow to highlight COMMUNICATIONS Press the Green OK key to select.	**Utility** **Settings** → **Software Download** → Communications →
4.	Use the ▾ down arrow key to highlight LOCAL PARAMS. Press the Green OK key to select.	**Communications** **Print Details** → **Test** → Local Params →
5.	Press the Green OK key to select MODEM.	**Local Parameters** Modem → **Ethernet** →

Continued on next page

Step	Action	Display
6.	<table><tr><td>For</td><td>Then</td></tr><tr><td>Dialing Prefix</td><td>Press OK & **go to step 7**</td></tr><tr><td>Dialing Suffix</td><td>Press ▼ arrow 1X & Press OK. **Skip to step 9**</td></tr><tr><td>Dial Type</td><td>Press ▼ arrow 2X's & Press OK. **Skip to step 11**</td></tr></table>	**Modem** Prefix **Suffix** **Dial Type**
7.	Using the keypad input the desired dialing prefix. Press the Green OK button to confirm.	Dial Prefix: **Enter # to dial:**
8.	Terminal returns to the modem communications menu. 🛑	
9.	Using the keypad input the desired dialing suffix. Press the Green OK button to confirm.	Dial Suffix: **Enter # to dial:**
10.	Terminal returns to the modem communications menu. 🛑	
11.	Use the ▲ up and ▼ down arrow keys to highlight desired option. Press the Green OK key to select. **Note: The Dial Type option that is currently set for the Modem Communication will be marked with an asterisk (*).**	**ETHERNET MODE** ✳ Tone → **Pulse →**
12.	Terminal returns to the modem communications menu. 🛑	

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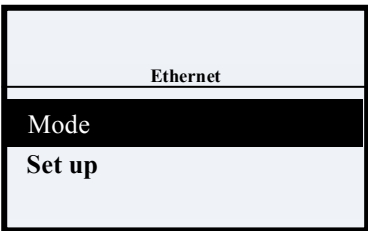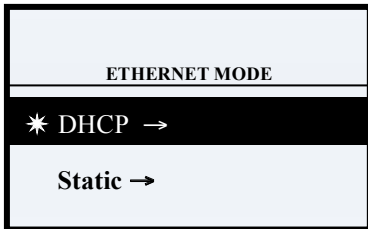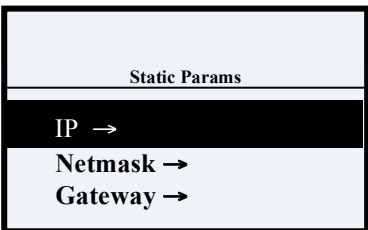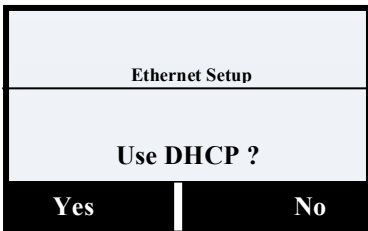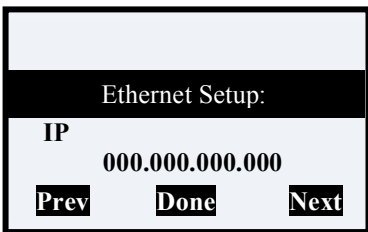
Mode	Configures the choice of DHCP or Static IP for Ethernet communication.
Set Up	Sets up Static IP parameters for Ethernet communication.

Use the steps below to edit the terminals global communication settings from the Core Menu:

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ **Favorites** F⬇
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY Press the Green OK key to select.	**Core Menu** **Reports →** **Favorites →** **Utility →**
3.	From the Core Main Menu use the ▼ down arrow to highlight COMMUNICATIONS Press the Green OK key to select.	**Utility** **Settings →** **Software Download →** **Communications →**
4.	Use the ▼ down arrow key to highlight LOCAL PARAMS. Press the Green OK key to select.	**Print Details →** **Test →** **Local Params →**
5.	Use the ▼ down arrow key to highlight ETHERNET. Press the Green OK key to select.	**Local Parameters** **Modem →** **Ethernet →**

Continued on next page

Step	Action	Display
6.	<table><tr><th>For</th><th>Then</th></tr><tr><td>Mode</td><td>Press OK & **go to step 7**</td></tr><tr><td>Set Up Static IP</td><td>Press ▼ arrow 1X & Press OK. **Skip to step 10**</td></tr></table>	**Ethernet** Mode **Set up**
7.	<table><tr><th>If</th><th>Then</th></tr><tr><td>DHCP</td><td>Press OK & **stop** 🛑</td></tr><tr><td>Static</td><td>Press ▼ arrow 1X & Press OK. **Proceed to step 8**</td></tr></table> **Note: The Ethernet Mode option that is currently set for the Modem Communication will be marked with an asterisk (*).**	**ETHERNET MODE** ✳ DHCP → **Static →**
8.	Use the ▲ up and ▼ down arrow keys to highlight desired option. Press the Green OK key to select. **Note: Repeat to configure each IP parameter setting.**	**Static Params** IP → **Netmask →** **Gateway →**
9.	Terminal returns to the Ethernet communications menu. 🛑	
10.	<table><tr><th>For Magic</th><th>For V Series</th></tr><tr><td>Press the ▼ down arrow key for NO.</td><td>Press the **F4** key for NO.</td></tr></table>	**Ethernet Setup** **Use DHCP ?** Yes | No
11.	Use the keypad to input the static IP address in the following format: NNN.NNN.NNN.NNN To edit additional IP Params such as: Netmask, Gateway, DNS1 & DNS2 continue to press the ▼ down arrow (Magic) or **F4** Key (V Series) for NEXT after each entry. When Static IP parameters have been completed press the Middle Hot Key (Magic) or F3 Key (V Series) for DONE.	Ethernet Setup: **IP** **000.000.000.000** Prev Done Next
12.	Terminal returns to the Ethernet communications menu. 🛑	

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

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu press the Green OK key to select SETTLEMENT.	**Core Menu** **Settlement →** **Reports →** **Favorites →**
3.	Press the Green OK key to select SETTLE DAILY BATCH.	**Settlement** Settle Daily Batch → **Batch Settings →**
4.	Terminal Dials Out and displays responses. (Connecting...Connected...Sending...Receiving... (host response)	**Connecting.....**
5.	Screen Flashes Host Response i.e.: "Approved' or "Declined".	
6.	Batch Report Prints and the terminal returns to the Core Menu. 🛑 .	

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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu press the Green OK key to select SETTLEMENT.	**Core Menu** **Settlement →** **Reports →** **Favorites →**
3.	Press the down ▾ arrow key to highlight BATCH SETTINGS. Press the Green OK key to select.	**Settlement** **Settle Daily Batch →** Batch Settings →

Continued on next page

BATCH SETTINGS (FOR ALL APPLICATIONS), CONTINUED

Step	Action	Display
4.	Use the up arrow ▲ , middle key - , or down arrow , to configure the terminals automatic settlement options. <table><tr><th>If</th><th>Then</th></tr><tr><td>Dial</td><td>Press the up Arrow (Magic) or F2 Key (V Series)</td></tr><tr><td>No Dial</td><td>Press the middle (favorites) button (Magic) or F3 Key (V Series)</td></tr><tr><td>Off</td><td>Press the down arrow (Magic) or F4 Key (V Series)</td></tr></table>	**Batch Settings** **Automatic?** **Dial** | **NoDial** | **Off**
5.	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 military format. Ie; 4:00pm would be input as 16:00 while 4:00am is 04:00.	**Batch Time** **Time [HHMM]** **03:00**
6.	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.	**Batch Time** **Retry Interval [HHMM]** **00:10**
7.	Use the keypad to input the time period the terminal should continue to try to close the batch. **Press OK to confirm.** Ie: The terminal will continue to retry the settlement every 10 minutes for up to 1 hour according to the example on the right.	**Batch Time** **Retry Period [HHMM]** **01:00**
8.	Terminal Returns to the Core Menu. 🛑	

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
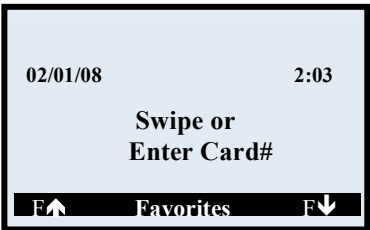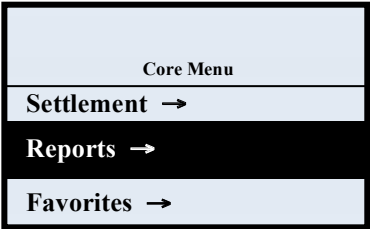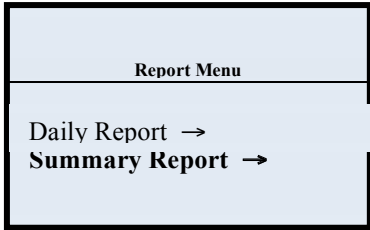
> *For Example*: *ABC Merchant is subscribed to Credit and Debit, Gift Card and Check applications. He/she wants to print a report that will show transaction totals for all three applications on the same report. He uses the Summary Report option in the Core Menu to print totals for all applications. .*
>
> ** For information on how to print a report for a specific host application only see page 103.*

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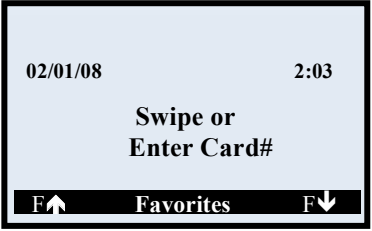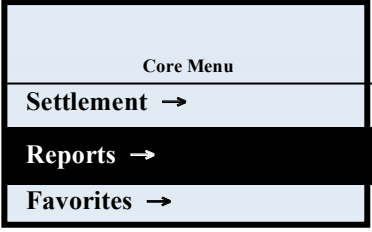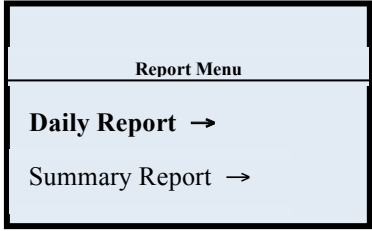
> This Core Menu option provides daily report information for ALL active terminal applications. The Daily Report prints the transaction #, Card Type, Transaction Type, Last four digits of the Account Number and dollar amount for each transaction that are in the current/open batch.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F▲ **Favorites** F▼
2.	From the Core Main Menu press the down ▼ arrow key to highlight REPORTS. Press the Green OK key to select.	**Core Menu** **Settlement →** **Reports →** **Favorites →**
3.	From the Report Menu Press OK to select DAILY REPORT.	**Report Menu** Daily Report → **Summary Report →**
4.	Terminal returns to the Core Menu. 🛑	

SUMMARY REPORT (FOR ALL APPLICATIONS)

> **i** 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.
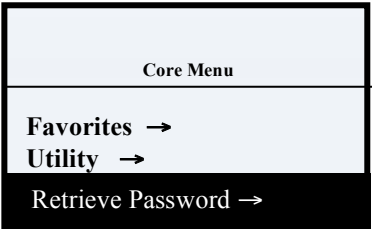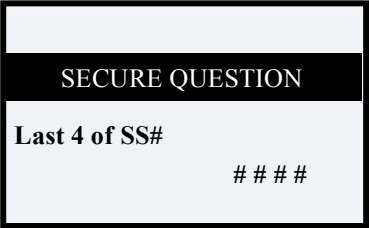
Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu press the down ▾ arrow key to highlight REPORTS. Press the Green OK key to select.	**Core Menu** **Settlement** → **Reports** → **Favorites** →
3.	From the Report Menu Press OK to select SUMMARY REPORT.	**Report Menu** **Daily Report** → Summary Report →
4.	Terminal returns to the Core 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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the ▾ down arrow to highlight RETRIEVE PASSWORD Press the Green OK key to select.	**Core Menu** **Favorites** → **Utility** → Retrieve Password →
3.	Use the alphanumeric keypad to input the answer to your previously set up security question. Press the Green OK key to confirm your answer.	SECURE QUESTION **Last 4 of SS#** # # # #
4.	The terminal will display the current password for 3 seconds.	**PASSWORD** 02/01/08 2:03 9876
5.	Terminal returns to the Security main menu. 🛑	

TRAINING MODE ON/OFF

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

*Note: All ations in Training Mode are fictitious and 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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	**02/01/08** **2:03** **Swipe or** **Enter Card#** F⬆ **Favorites** F⬇
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY. Press the Green OK key to select.	**Core Menu** **Reports** → **Favorites** → Utility →
3.	Press the ▲ up arrow to highlight TRAINING MODE. Press the Green OK key to select.	**UTILITY** Training Mode → **Loyalty** → **Restart Terminal** →
4.	The terminal will prompt "ENTER TRAINING MODE?" **For Magic** / **For V Series** Press the ▲ Up arrow for YES to turn Training Mode ON or Press the ▼ Down arrow for NO to turn Training Mode OFF. / Press the **F2** Key for YES to turn Training Mode ON or Press the **F4** Key for NO to turn Training Mode OFF.	**Training Mode** **Enter Training Mode?** **YES** **NO**
5.	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. If Training Mode is on the idle prompt will blink "TRAINING MODE" to remind you the terminal is not in live mode. 🛑	
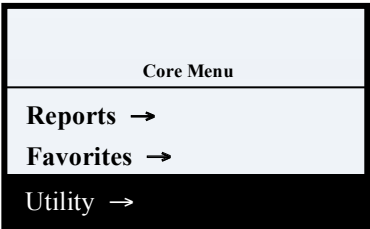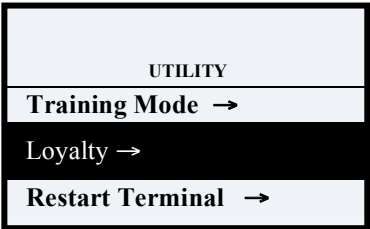
CONFIGURING POINTS PER DOLLAR

> Use the directions below to configure how many points customers will earn for every dollar they at the merchant location.
>
> ***Note**: Consumers participating in the loyalty program will be prompted for their mobile phone number during the transaction to identify their loyalty account.

Step	Action	Display
6.	From the idle prompt press the OK key to access the Core Menu.	02/01/08　　　　2:03 **Swipe or** **Enter Card#** F⬆　　Favorites　　F⬇
7.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY. Press the Green OK key to select.	Core Menu **Reports** → **Favorites** → Utility →
8.	Press the ▲ up arrow to highlight LOYALTY Press the Green OK key to select.	UTILITY **Training Mode** → Loyalty → **Restart Terminal** →
9.	Press the Green OK Key to select POINTS PER DOLLAR.	Loyalty Points Per Dollar → **Points to Free Item** → **Free Item** →

LOYALTY - CONFIGURING POINTS PER DOLLAR, CONTINUED

Step	Action	Display
10.	Using the keypad input the number of points you would like to award for each dollar spent and press the Green OK Key.	**Loyalty** Points Per Dollar: **1**
11.	Terminal display will flash with the response confirming the new Points per Dollar setting. (Example – Points per Dollar set to 1) and return to the Loyalty Menu. 🛑	

LOYALTY - CONFIGURING POINTS TO FREE ITEM

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

*Note: Consumers participating in the loyalty program will be prompted for their mobile phone number during the transaction to identify their loyalty account.
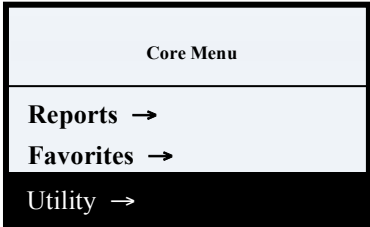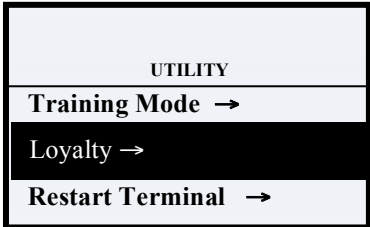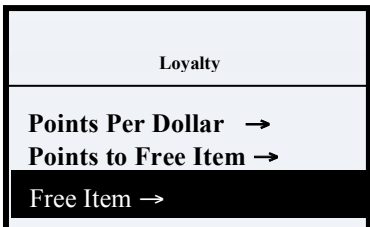
Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the ▼ down arrow to highlight UTILITY. Press the Green OK key to select.	**Core Menu** **Reports →** **Favorites →** Utility →
3.	Press the ▲ up arrow to highlight LOYALTY Press the Green OK key to select.	**UTILITY** **Training Mode →** Loyalty → **Restart Terminal →**
4.	Use the up▲ or down▼ arrow keys to highlight POINTS TO FREE ITEM and press the Green OK Key. (If there is already something in that field, press the Yellow BACK Key to delete.)	**Loyalty** **Points Per Dollar →** Points to Free Item → **Free Item →**
5.	Using the keypad input the threshold for number of points the Customer must earn to receive their award and press the Green OK Key. (Use the yellow back space key to clear out the field.)	**Loyalty** Points to Free Item **500**
6.	The terminal display will flash with the response confirming the new Points to Free Item setting. (Example: Points to Free Item Set to 500) 🛑	

LOYALTY - CONFIGURING FREE ITEM

ℹ️ Use the directions below to configure what the reward or "Free Item" will be when the customer reaches the reward point threshold.

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

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08　　　　2:03 **Swipe or** **Enter Card#** F↑　　**Favorites**　　F↓
2.	From the Core Main Menu use the ⏷ down arrow to highlight UTILITY. Press the Green OK key to select.	**Core Menu** **Reports →** **Favorites →** Utility →
3.	Press the ⏶ up arrow to highlight LOYALTY Press the Green OK key to select.	**UTILITY** **Training Mode →** Loyalty → **Restart Terminal →**
4.	Use the up⏶ or down⏷ arrow keys to highlight FREE ITEM and press the Green OK Key.	**Loyalty** **Points Per Dollar →** **Points to Free Item →** Free Item →
5.	Using the alphanumeric keypad input the Free Item the customer will be awarded when they meet the point threshold. Then press the Green OK key. (Use the yellow back space key to clear out the field if necessary)	**Loyalty** Free Item **Free Appetizer**
6.	The Terminal display will flash with the response confirming the Free Item to be awarded. (Example – Free Item set to Free Appetizer.) 🛑	

LOYALTY PROGRAM – OPT IN/OUT – DURING SALES TRANSACTION

ℹ️ Follow the steps below during a Sale Transaction to opt a new customer into the Loyalty Program. Points can only be redeemed when the card is swiped.

*Note: Points are tracked by card only. Using different credit cards will result in separate point balances per card. The customer will have the opportunity to opt in or out for each different card swiped in the terminal.

Step	Action	Display
1.	From the Idle Prompt, SWIPE the Credit or Debit card.	02/01/08 2:03 **Swipe or** **Enter Card#** F▲ Favorites F▼
2.	INPUT the dollar amount ($0.00) of the Sale and press the Green OK Key	**SALE** Enter Amount $0.00 PREV Debit NEXT
3.	The Terminal will connect with the HOST and display the response, "Connecting…Sending…Receiving" before providing the Approval Response.	Connecting….

Step	For Magic	For V Series	Display
4.	The Terminal will prompt, "Would you like to be part of Loyalty? YES or NO…" Use the up ▲ arrow key to select YES or the down ▼ arrow key for NO.	The Terminal will prompt, "Would you like to be part of Loyalty? YES or NO…" Use the **F2** key to select YES or the **F4** key for NO.	Loyalty **Would You Like To** **Be Part of Loyalty?** Yes | No

Step	Action
5.	** Upon Approval the Terminal will print out the Sale Receipt which will then include the Points Earned on that transaction, the Points Balance and Number of Points needed to receive Reward. ** 🛑

LOYALTY PROGRAM – RECEIPT EXAMPLES

Customer Copy
(When Reward Received)

```
          ABC STORE
        4534 Any Street
      Somewhere, NY 111111
        (555)-777-8888
- - - - - - - - - - - - - - - - - - - -

04/07/07                09:00
Trans #:1         Batch #:1


             S A L E


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

AMOUNT:            $50.35
TIP AMT:          $____.____
------------------------------------
TOTAL AMT:        $____.____

Tip Sugg. 1:   15%       7.55
Tip Sugg. 2:   18%       9.06
Tip Sugg. 3:   20%      10.07

Resp:            Approved
Code:              123456

     Congratulations you
        Have won a
       10% Discount

 Your New Points Balance is 10

 Refunds accepted with receipt
        www.abcstore.com

        CUSTOMER COPY
```

Customer Copy
(When Points Earned)

```
          ABC STORE
        4534 Any Street
      Somewhere, NY 111111
        (555)-777-8888
- - - - - - - - - - - - - - - - - - - -

04/07/07                09:00
Trans #:1         Batch #:1


             S A L E


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

AMOUNT:            $50.35
TIP AMT:          $____.____
------------------------------------
TOTAL AMT:        $____.____

Tip Sugg. 1:   15%       7.55
Tip Sugg. 2:   18%       9.06
Tip Sugg. 3:   20%      10.07

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
```

CREDIT/DEBIT APPLICATION MENU

RUN A TRANSACTION

> By selecting "Run a Transaction" in the credit/debit application menu the terminal will initiate a credit/debit transaction.   This option is in addition to the terminal default of swiping or manually entering a card number from the idle prompt.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Dejavoo Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up▲ and down▼ arrow keys to highlight RUN A TRANSACTION Press the Green OK key to select.	**Credit / Debit Menu** Run a Transaction → **Reports →** **Host Utility →**
5.	The terminal returns to the idle prompt ready to process a Credit/Debit transaction.	02/01/08 2:03 **Credit/Debit** **Swipe or** **Enter Card#** F↑ **Favorites** F↓
6.	Terminal returns to the idle prompt. 🛑	

REPORTS (CREDIT/DEBIT)

> ℹ The Dejavoo Credit/Debit application provides a variety of report options including the option to customize reports at the terminal level.
>
> Report options allow the user a variety of report types Including:
>
> - Daily Report
> - History Report
> - Summary Report
> - Report Generator
> - Detailed Report
> - Custom Reports

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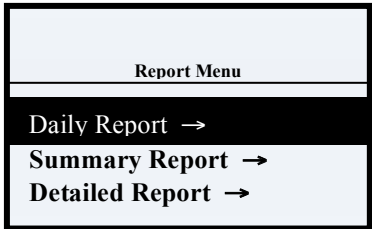
> ℹ The Daily Report prints the transaction #, Card Type, Transaction Type, Last four digits of the Account Number and dollar amount for transactions that are in the current/open batch.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ Favorites F↓
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green OK key to select.	Core Menu Utility → Retrieve Password → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	Applications Credit / Debit →
4.	Use the ▼ down arrow to highlight **REPORT**. Press the Green OK key to select.	Credit / Debit Menu **Run a Transaction →** Report → **Host Utility →**

Continued on next page

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Daily Report, CONTINUED

Step	Action	Display
5.	From the Report Menu highlight the option for DAILY REPORT. Press the Green OK key to select.	**Report Menu** Daily Report → **Summary Report →** **Detailed Report →**
6.	Terminal returns to the Report Menu. 🛑 See Report Example Below.	

```
                MY BUSINESS
              123 MAIN ST.
            ANYTOWN, NY 11111
             1-800-555-1212
        --------------------------
                Daily Report
        ==========================
          08/01/2007   13:09:00
        --------------------------
        Terminal Number:
        Merchant Number:
        Batch Number:
        --------------------------
        EDC:                CREDIT

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

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

        End of Report
```

SUMMARY REPORT

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

Step	Action	Display
1.	From the idle prompt press the OK key to access the Dejavoo Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ **Favorites** F⬇
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility** ➝ **Retrieve Password** ➝ Applications ➝
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit ➝
4.	Use the down arrow key to highlight the option for REPORT. Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction** ➝ Report ➝ **Host Utility** ➝
5.	From the Report Menu highlight the option for SUMMARY REPORT. Press the Green OK key to select.	**Report Menu** **Daily Report** ➝ Summary Report ➝ **Detailed Report** ➝

Continued on next page

Step	Action	Display
6.	Terminal returns to the Report Menu. 🛑 See Report Example Below.	

```
 . . . . . . . . . . . . . . . . . . . . . . . .

             MY BUSINESS
            123 MAIN ST.
         ANYTOWN, NY 11111
           1-800-555-1234
 --------------------------
          Summary Report
 --------------------------
 08/01/2008          13:09:00
 --------------------------
 Terminal Number:    123456
 Merchant:       6543215432
 Batch Number:            5
 --------------------------
 Type      # TRN   $ Amount
 Sale         3        64.33
 Return       0         0.00
 Void         0         0.00
 Auth         1        75.00
 Ticket       1        53.26
 --------------------------
 Records:                 5
 Total:              192.59
 --------------------------
          End of Report
```

DETAILED REPORT

> The Detailed Report will print OR display a full receipt (Without the Header or Trailer) for each transaction in the current batch.
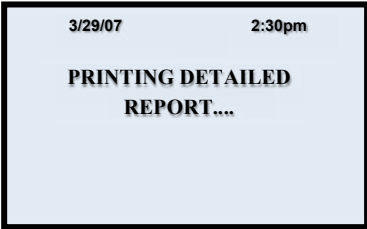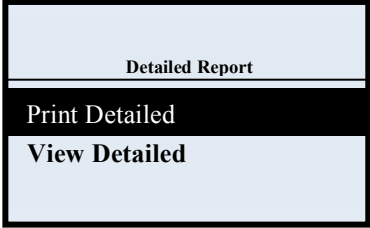
> Important Note: If there are many transactions in the batch this report will be lengthy, be sure to check the terminal's paper supply.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Dejavoo Core Menu.	02/01/08　　2:03 **Swipe or** **Enter Card#** F↑　　**Favorites**　　F↓
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the down arrow key to highlight the option for REPORT. Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction →** Report → **Host Utility →**
5.	From the Report Menu use the down arrow key to highlight the option for DETAILED REPORT. Press the Green OK key to select.	**Report Menu** **Daily Report →** **Summary Report →** Detailed Report →

DETAILED REPORT, CONTINUED

Step	Action	Display
6.	Report Prints and terminal displays "Printing Summary Report..."	3/29/07 2:30pm **PRINTING DETAILED REPORT....**
7.	Use the navigation keys to highlight the desired selection: Print Detailed to print the report from the terminal OR View Detailed to view the report from the terminal display.	**Detailed Report** Print Detailed **View Detailed**
8.	Terminal returns to the Report Menu. 🛑 See Report Example Below.	

```
. . . . . . . . . . . . . . . . . . . . . . . .
          MY BUSINESS
         123 MAIN ST.
       ANYTOWN, NY 11111
        1-800-555-1234
-------------------------

        Detailed Report

=========================
 08/01/2007      13:09:00
-------------------------
Terminal Number:   123455
Merchant:      6543215432
Batch #:              21
-------------------------

EDC:             CREDIT
Sale:            112.00
Transaction #         1
Trans. Date:   08/01/07
Trans. Time:   09:10:00
Entry:            Swipe
Acc:      ***********1234
Type:        MASTERCARD
Resp:          Approved
Code:            123456


*************************
Records:              1
TOTAL:           112.00
=========================
EDC:              DEBIT
Sale:             22.00
Transaction #         2
Trans. Date:   08/01/07
```

HISTORY REPORT

ℹ	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.
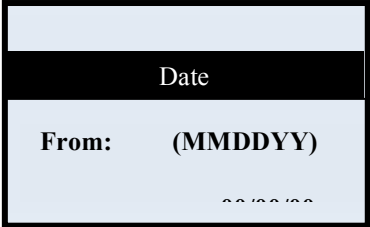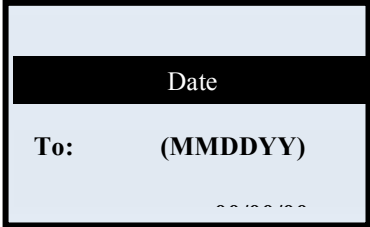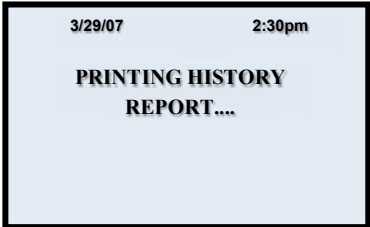
Step	Action	Display
1.	From the idle prompt press the OK key to access the Dejavoo Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility** → **Retrieve Password** → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the down arrow key to highlight the option for REPORT. Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction** → Report → **Host Utility** →
5.	From the Report Menu use the down arrow key to highlight the option for History Report. Press the Green OK key to select.	**Report Menu** **Summary Report** → **Detailed Report** History Report →

Step	Action	Display
6.	Using the keypad input the FROM date of the desired date range. Press the Green OK key to continue.	Date **From: (MMDDYY)**
7.	Using the keypad input the TO date of the desired date range. Press the Green OK key to continue	Date **To: (MMDDYY)**
8.	Report Prints and terminal displays "Printing History Report..."	3/29/07 2:30pm **PRINTING HISTORY REPORT....**
9.	Terminal returns to the Report Menu. 🛑 See Report Example Below.	

```
. . . . . . . . . . . . . . . . . . . . . . .
          MY BUSINESS
          123 MAIN ST.
        ANYTOWN, NY 11111
         1-800-555-1234
. . . . . . . . . . . . . . . . . . . . . . .
         History Summary
. . . . . . . . . . . . . . . . . . . . . . .
08/01/2007          13:09:00
. . . . . . . . . . . . . . . . . . . . . . .
Terminal Number:   123456
Merchant:        654321456
. . . . . . . . . . . . . . . . . . . . . . .

07/01/07    to    07/20/07
*************************

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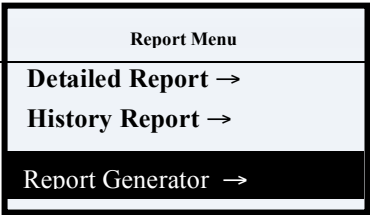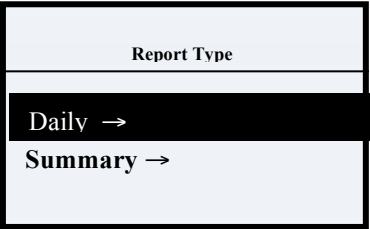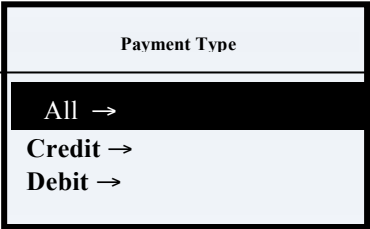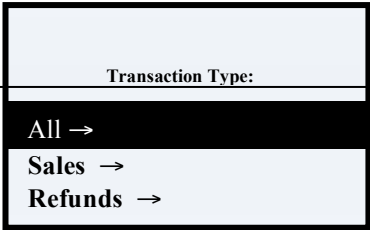
For Example: *The local retail store created a report that prints a daily report of ALL Payment types, and ALL Transaction types and sorts the information by CLERK ID so they can manage their sales and employees at the same time. They saved it as "Clerk Report" in the terminals Custom Report Menu.*

Step	Action	Display
1.	From the idle prompt press the OK key to access the Dejavoo Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ **Favorites** F⬇
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the down arrow key to highlight the option for REPORT. Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction →** Report → **Host Utility →**
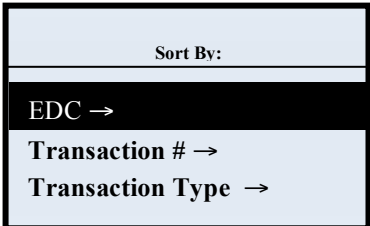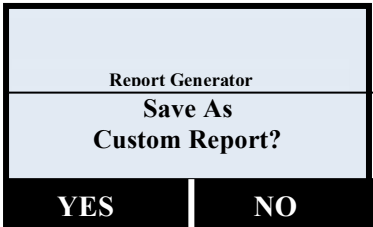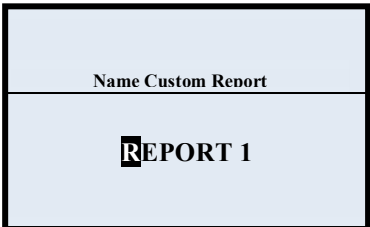
Continued on next page

Step	Action	Display
5.	From the Report Menu use the up▲ or down▼ arrow keys to highlight the option for REPORT GENERATOR. Press the Green OK key to select.	**Report Menu** **Detailed Report →** **History Report →** Report Generator →
6.	The terminal displays "REPORT TYPE" Use the navigation keys to highlight the desired selection then press the Green OK key.	**Report Type** Daily → **Summary →**
7.	The terminal displays "PAYMENT TYPE" Use the navigation keys to highlight the desired selection then press the Green OK key.	**Payment Type** All → **Credit →** **Debit →**
8.	The terminal displays "TRANSACTION TYPE" use the up▲ and down▼ arrow keys to highlight your selection. Press the Green OK key to select.	**Transaction Type:** All → **Sales →** **Refunds →**

Step	Action	Display
9.	The terminal displays "Sort By:" and list possible sorting options. Use the arrow keys to highlight your selection. Press OK to confirm your selection. *Note: Options below are available if transaction prompt enabled at the point of sale:* • *Trans #* • *Trans Type* • *Card Type* • *Server # (Restaurant)* • *Clerk# (Retail)* • *Table # (Restaurant)* • *Invoice # (Retail)* • *Ticket # (Restaurant)*	**Sort By:** EDC → **Transaction # →** **Transaction Type →**
10.	The terminal displays "Save as Custom Report? YES NO" | For Magic	For V Series
Press UP arrow for YES or DOWN Arrow for NO	Press F2 Key for YES or F4 Key for NO		**Report Generator** **Save As** **Custom Report?** **YES** | **NO**
11.	Using a multi-tap method find the key on the alpha numeric keypad with the desired character. Continue to press that key until the appropriate letter or number displays. Use the yellow "CLEAR" key to backspace and the red "CANCEL" key to delete single characters. Press OK upon completion to confirm your entry.	**Name Custom Report** **REPORT 1**
12.	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. 🛑 .	

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.
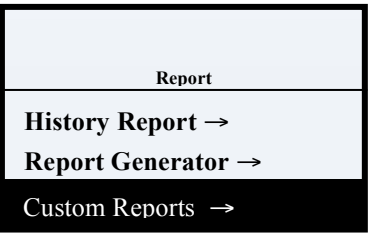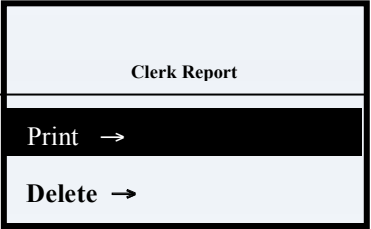
> **For Example**: *The local retail merchant used the Report Generator to print and save a report of all Payment Types and All Transaction types sorted by Clerk IDs. The report was saved with the name "Clerk Report". When the merchant wants to run this report he no longer has to use the Report Generator 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	Display
1.	From the idle prompt press the OK key to access the Dejavoo Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the up arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the down arrow key to highlight the option for REPORT. Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction →** Report → **Host Utility →**

Step	Action	Display
5.	From the Report Menu use the up ▲ or down ▼ arrow keys to highlight the option for CUSTOM REPORTS. Press the Green OK key to select.	**Report** **History Report →** **Report Generator →** Custom Reports →
6.	From the Report Menu use the navigation keys to highlight the option for the desired custom report. *note: You would have to have saved a custom report prior to it showing in the options.* Press the Green OK key to select.	**Report Menu** Clerk Report **Returns Report**
7.	Use the navigation keys to highlight the desired option: Highlight PRINT to print out the report OR highlight DELETE for the option to Delete the report. Press the Green OK key to select.	**Clerk Report** Print → **Delete →**
8.	The report will print and the terminal returns to the Report Menu. 🛑 .	

HOST UTILITY

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

The features found in Host Utility are the following:

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

SETTLEMENT (CREDIT & DEBIT)
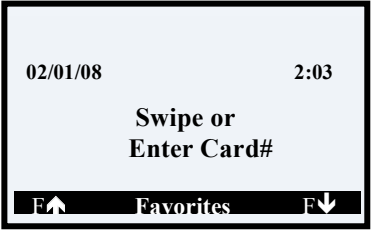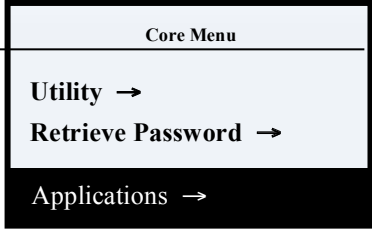
SETTLE DAILY BATCH

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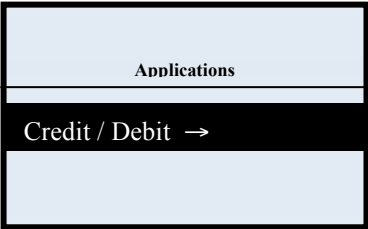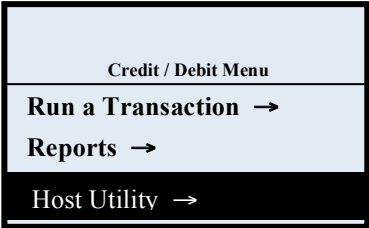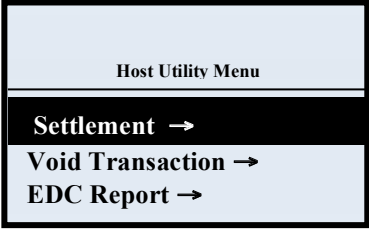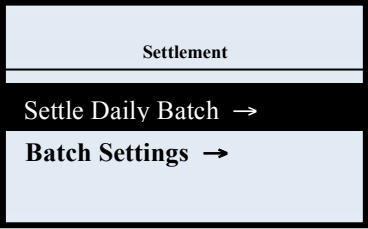
For Example:

(1) *The merchant wants to settle the batch for the current Credit and Debit transactions only so he/she uses the Settle Daily Batch option from the Credit and Debit menu.*

(2) *The merchant wants to settle the batch for all transactions in his terminal, including his Gift and Loyalty transactions, so he/she uses the Settle Daily Batch option from the Dejavoo Core menu.*

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility** → **Retrieve Password** → Applications →

Step	Action	Display
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction →** **Reports →** Host Utility →
5.	From the Host Utility Menu use the use the up ▲ and down ▼ arrow keys to highlight SETTLEMENT. Press the Green OK key to select.	**Host Utility Menu** **Settlement →** **Void Transaction →** **EDC Report →**
6.	From the Settlement Menu press the Green OK key to select SETTLE DAILY BATCH.	**Settlement** Settle Daily Batch → **Batch Settings →**
7.	Terminal Dials Out and displays responses. (Connecting...Connected...Sending...Receiving... (host response)	**Connecting.....**
8.	Screen Flashes Host Response ie: "Approved' or "Declined".	
9.	Batch Report Prints and the terminal returns to the Settlement Menu. 🛑 .	

BATCH SETTINGS

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

(1) Automatically dial to the host for settlement at a specified time.
(2) Automatically settle without communicating and dialing to the host.
(3) Disable automatic batching by turning the completely feature off.
Note: When disabling automatic batch it is important to note that the merchant will need to manually batch his/her transactions (For information on manual batch see page 116.)

For Example:

*4. The merchant wants the terminal to dial out at 3:00am and send the open batch to the host processor for settlement. He/she selects the option for Automatic **DIAL.***
*5. The merchant wants the terminal to purge the open batch and print out a batch report because the host processor is settling the batch without terminal communication, He/she selects the option for Automatic **NO DIAL**.*
*6. The merchant wants to manually initiate the batch settlement process and does not want the terminal to settle at any time automatically. He/she selects the **OFF** option.*

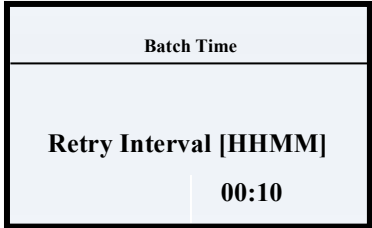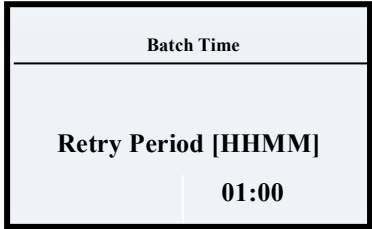| Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility** → **Retrieve Password** → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →

Step	Action	Display
4.	From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction →** **Reports →** Host Utility →
5.	From the Host Utility Menu use the use the up▲ and down▼ arrow keys to highlight SETTLEMENT. Press the Green OK key to select.	**Host Utility Menu** **Settlement →** **Void Transaction →** **EDC Report→**
6.	From the Settlement Menu use the up▲ and down▼ arrow keys to highlight BATCH SETTINGS. Press the Green OK key to select.	**Settlement** **Settle Daily Batch →** Batch Settings →
7.	Use the navigation keys as directed below to configure the terminals automatic settlement options. **If / Then table below**	**Batch Settings** **Automatic?** **Dial | NoDial | Off**
8.	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 military format. le; 4:00pm would be input as 16:00 while 4:00am is 04:00.	**Batch Time** **Time [HHMM]** **03:00**

Table within Step 7:

If	Then
Dial	Press the up Arrow (Magic) or the F2 Key (V Series)
No Dial	Press the middle (favorites) button (Magic) or the **F3** Key (V Series)
Off	Press the down arrow (Magic) or **F4** Key (V Series)

Step	Action	Display
9.	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.	**Batch Time** **Retry Interval [HHMM]** **00:10**
10.	Use the keypad to input the time period the terminal should continue to try to close the batch. Press OK to confirm. Ie: The terminal will continue to retry the settlement every 10 minutes for up to 1 hour according to the example on the right.	**Batch Time** **Retry Period [HHMM]** **01:00**
11.	Terminal Returns To Settlement Menu. 🛑	
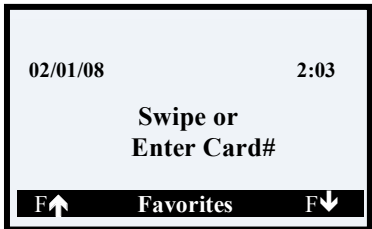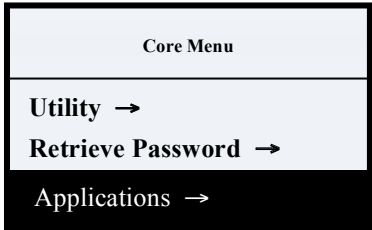
VOID TRANSACTION

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

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

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility →** **Retrieve Password →** Applications →

Step	Action	Display
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction** → **Reports** → Host Utility →
5.	From the Host Utility Menu use the use the up ▲ and down ▼ arrow keys to highlight VOID TRANSACTION. Press the Green OK key to select.	**Host Utility Menu** **Settlement** → **Void Transaction** → **EDC Report** →
6.	Use the up ▲ and down ▼ arrow keys to scroll through transactions in current batch. Highlight the desired transaction to be voided then press the Green OK key to void transaction.	**Void Select** Sale : 20.00 Tr.#: 1 Tr. Date: 06/18/08
7.	**For Magic** / **For V Series** If the amount shown is correct press the ▲ up arrow to confirm, if it is not correct press the ▼ down arrow to cancel the VOID request and return to the idle prompt. / If the amount shown is correct press the F2 Key to confirm, if it is not correct press the F4 Key to cancel the VOID request and return to the idle prompt.	**VOID** **Amount: 20.00** OK | CANCEL
8.	Terminal Dials Out and displays responses. (Connecting...Connected...Sending...Receiving... (host response)	**Connecting.....**
9.	Terminal prints VOID receipt and returns to idle prompt. 🛑	

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. **Please Note**: The data available for reporting is predetermined by the merchant services provider.
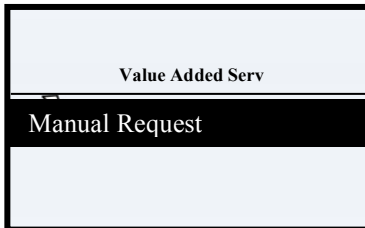
> *For Example:* *The merchant needs information on his/her cash advance outstanding balance however he/she doesn't have access to a PC to look it up on the internet. The merchant can use the Value Added Server option in their Dejavoo terminal to retrieve the information because it has been programmed to do so.*

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction →** **Reports →** Host Utility →
5.	From the Host Utility Menu use the use the up ▲ and down ▼ arrow keys to highlight VALUE ADDED SERVER Press the Green OK key to select.	**Host Utility Menu** **Settlement →** **Void Transaction→** **Value Added Srv →**

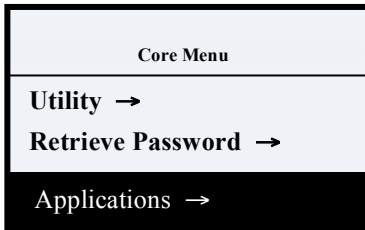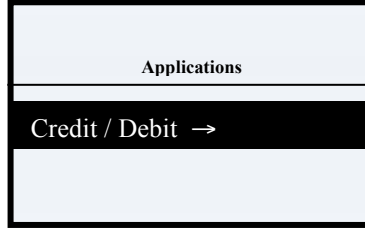| Step	Action	Display
6.	Press the Green OK key to select MANUAL REQUEST and initiate communication between the terminal and the third party data source.	**Value Added Serv** Manual Request
7.	The terminal communicates and connects to the third party data source and retrieves the preselected information. 🛑	

EDC REPORT
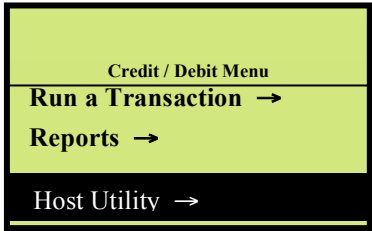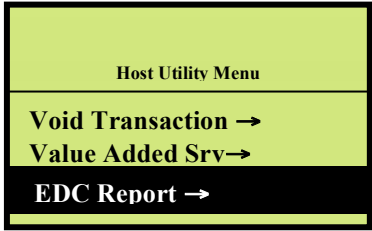
> The EDC report prints out all the host settings currently programmed into the terminal. Typically used by Help Desks, you can find the following information on the EDC report:
>
> ■ Host Name ■ Terminal Profile # ■ Payment Types Supported
> ■ Host Parameters ■ Authorization Ph# ■ Settlement Ph#
> ■ Baud Rate

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →

Step	Action	Display
4.	From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction →** **Reports →** Host Utility →
5.	From the Host Utility Menu use the use the up ▲ and down ▼ arrow keys to highlight EDC REPORT Press the Green OK key to select.	**Host Utility Menu** **Void Transaction →** **Value Added Srv→** **EDC Report →**
6.	EDC Report Prints. Terminal returns to the idle prompt. See example below. 🛑	

EXAMPLE OF EDC REPORT:

```
   12/04/2007   12:45:21
   =======================
            EDC Report


Host Name:  Host X
TPN#: 12300022X
EDC Supported: Credit/Debit
Capture Type: Host
Batch Type: Auto
Merchant #: 123123
Terminal #: 321321
Client #:  111222

Auth Dial

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

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

Phone 3: 866.555.1212
Baud Rate: 5200
Stop Bit:32
Parody:32

Settle Dial:

Phone1: 886.555.1212
Baud Rate: 7200
Stop Bit: 32
Parody: 32


      End of Report
```
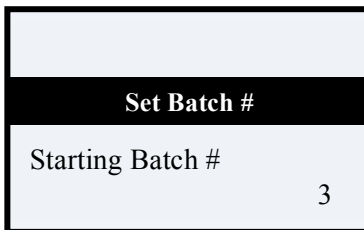
SET BATCH NUMBER

| | 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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ Favorites F↓
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction →** **Reports →** Host Utility →
5.	From the Host Utility Menu use the use the up ▲ and down ▼ arrow keys to highlight SET BATCH # Press the Green OK key to select.	**Host Utility Menu** **Void Transaction →** **EDC Report →** **Set Batch # →**

Continued on next page

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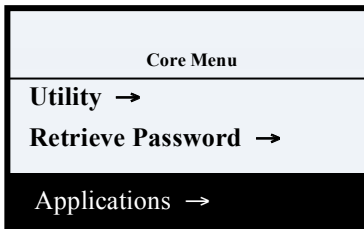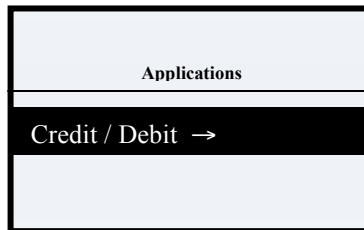| Step	Action	Display
6.	Using the key pad input the desired batch number. Press the Green OK key to continue.	**Set Batch #** Starting Batch # 3
7.	Terminal sets batch # to the number entered in step 6 and returns to the Host Utility Menu.

DELETE OPEN BATCH

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

> **Important Note:** 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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility** → **Retrieve Password** → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →

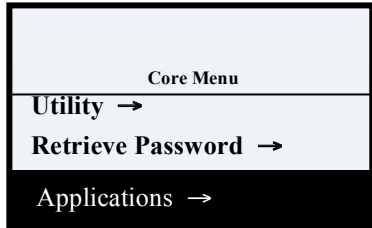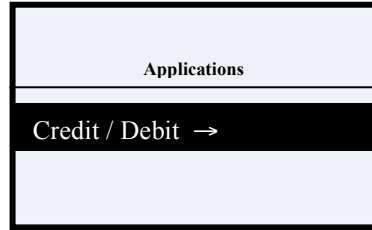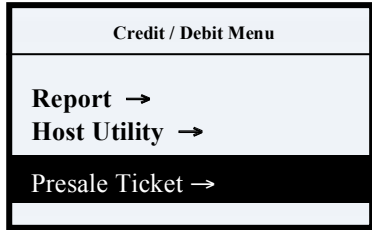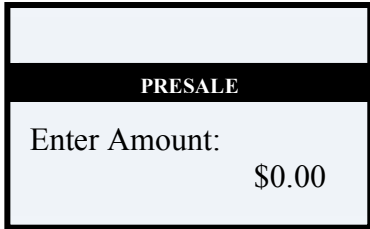| Step	Action	Display
4.	From the Credit/Debit Menu use the down arrow to highlight HOST UTILITY Press the Green OK key to select.	**Credit / Debit Menu** **Run a Transaction →** **Reports →** Host Utility →
5.	From the Host Utility Menu use the use the up ▲ and down ▼ arrow keys to highlight DELETE OPEN BATCH Press the Green OK key to select.	**Host Utility Menu** **EDC Report →** **Set Batch # →** Delete Open Batch →
6.	You will be required to input the terminal's password to delete the batch. Use the keypad to input the password. Press the Green OK key to select. *** Note:** Default Password is 1 2 3 4	Manager Password
7.	The terminal displays "Delete Open Batch? YES NO" <table><tr><td>For Magic</td><td>For V Series</td></tr><tr><td>Press UP arrow for YES or DOWN Arrow for NO</td><td>Press F2 Key for YES or F4 Key for NO</td></tr></table> <table><tr><td>If</td><td>Then</td></tr><tr><td>NO</td><td>Terminal returns to the previous menu. END</td></tr><tr><td>YES</td><td>Proceed To Step 8.</td></tr></table>	**Host Utility** **Delete Open Batch?** **YES** | **NO** If YES terminal will flash *Warning – For Use With Help Desk Assistance Only*
8.	The terminal displays "Are You Sure? YES / NO" <table><tr><td>For Magic</td><td>For V Series</td></tr><tr><td>Press UP arrow for YES or DOWN Arrow for NO</td><td>Press F2 Key for YES or F4 Key for NO</td></tr></table> <table><tr><td>If</td><td>Then</td></tr><tr><td>NO</td><td>Terminal returns to the previous menu. END</td></tr><tr><td>YES</td><td>Proceed To Step 9.</td></tr></table>	**Delete Open Batch** **Are You Sure?** **YES** | **NO** If YES terminal should flash *Warning – For Use With Help Desk Assistance Only*
9.	The terminal deletes the open batch as requested and returns to the Host Utility Menu. 🛑	

PRESALE TICKET

> ℹ️ Presale ticket is a feature designed to support the Retail with Tip merchant environment.   In order to complete the steps necessary to print a Presale Ticket the Inline Tip feature must first be enabled.
>
> A Presale ticket is a "pre" transaction receipt which displays sale amount information only. It allows the merchant to hand their customers a receipt showing the amount of the transaction along with a tip line. The customer can then fill out the tip line, the total line and hand the receipt and their credit card back to the merchant for payment. This allows the merchant to swipe the card, enter the amount of the transaction as well as the inline tip amount when prompted during the transaction.   Use of this feature is optional, you do not have to print a presale ticket for retail with tip, it simply eliminates having to ask the customer if he/she will be leaving a tip on the card during the transaction.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility** → **Retrieve Password** → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	From the Credit/Debit Menu use the down arrow to highlight PRESALE TICKET Press the Green OK key to select.	**Credit / Debit Menu** **Report** → **Host Utility** → Presale Ticket →

Step	Action	Display
5.	Input the dollar amount for the presale ticket. ** **Important** ** Note: This is NOT a sale. A sale transaction will need to be completed after the presale ticket is completed by the cardholder.	**PRESALE** Enter Amount: $0.00
6.	The presale ticket prints. Allow customer to complete presale ticket and return to cashier with their method of payment. See example of Presale Ticket Below. **STOP**

EXAMPLE OF PRESALE TICKET:

```
              ABC STORE
            4534 Any Street
          Somewhere, NY 111111
            (555)-777-8888
- - - - - - - - - - - - - - - - - - -
 01/07/07              09:00

         P R E S A L E   TICKET


   AMOUNT:        $40.38

   TIP AMOUNT:  $ __.____

   ------------------------------

   TOTAL:         $ __.____


   Please Complete and Submit
         With Your Payment
```

⚠️ ** **Important** ** Note: **This is NOT a sale**. A sale transaction will need to be completed after the presale ticket is completed by the cardholder.

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 #

LAST RECEIPT

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

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	**02/01/08** **2:03** **Swipe or** **Enter Card#** F⬆ **Favorites** F⬇
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility** → **Retrieve Password** → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	From the Credit/Debit Menu use the down arrow to highlight REPRINT RECEIPT Press the Green OK key to select.	**Credit / Debit Menu** **Host Utility** → **Presale Ticket** → Reprint Receipt →
5.	Press the Green OK key to select the option for LAST.	**Reprint Receipt** Last → **By Transaction #** → **By Card Number** →
6.	Copy of last transaction receipt prints. Terminal returns to the Reprint Receipt Menu. 🛑	

BY TRANSACTION

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

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	**02/01/08** **2:03** **Swipe or** **Enter Card#** F↑ **Favorites** F↓
1.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility →** **Retrieve Password →** Applications →
2.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
3.	From the Credit/Debit Menu use the down arrow to highlight REPRINT RECEIPT Press the Green OK key to select.	**Credit / Debit Menu** **Host Utility →** **Tip →** Reprint Receipt →
4.	From the Reprint Receipt Menu use the down arrow to highlight BY TRANSACTION # Press the Green OK key to select.	**Reprint Receipt** **Last →** By Transaction # → **By Card Number →**
5.	Use the terminal keypad to input the desired transaction number for the receipt that is being reprinted. Press the Green OK key to continue.	**TRANSACTION #** 7
6.	Receipt copy prints for specified Transaction #. Terminal returns to Reprint Receipt Menu. 🛑	

By Card Number

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

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	From the Credit/Debit Menu use the down arrow to highlight REPRINT RECEIPT Press the Green OK key to select.	**Credit / Debit Menu** **Host Utility →** **Tip →** Reprint Receipt →
5.	From the Reprint Receipt Menu use the down arrow to highlight BY CARD # Press the Green OK key to select.	**Reprint Receipt** **Last →** **By Transaction # →** By Card Number →
6.	Use the terminal keypad to input the corresponding card number for the receipt that is being reprinted. Press the Green OK key to continue.	**ACCOUNT NUMBER#** 5425999999999999
7.	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.

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

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu use the down arrow to highlight APPLICATIONS. Press the Green OK key to select.	**Core Menu** **Utility** → **Retrieve Password** → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	From the Credit/Debit Menu use the down arrow to highlight SET UP Press the Green OK key to select.	**Credit / Debit Menu** **Tip** → **Reprint Receipt** → Set Up →

PRINT OPTIONS, CONTINUED

Step	Action	Display
1.	Use the up ▲ and down ▼ arrow keys to highlight the option for PRINT OPTIONS. Press the Green OK key to select.	**Set Up** Print Options → **Security →** **Card Types →**
2.	<table><tr><th>If</th><th>Then</th></tr><tr><td>Setting # of Receipt</td><td>1. Highlight NUM RECEIPTS 2. Press Green OK 3. Proceed to Step 7</td></tr><tr><td>Setting # of Reports</td><td>1. Highlight NUM REPORTS 2. Press Green OK 3. Proceed to Step 10</td></tr></table>	**Print Options** Num Receipts → **Num Reports →**
3.	<table><tr><th>If</th><th>Then</th></tr><tr><td>Setting Merchant Copies</td><td>Use the navigation keys to highlight MERCHANT.</td></tr><tr><td>Setting Customer Copies</td><td>Use the navigation keys to highlight CUSTOMER</td></tr></table> Press the Green OK to continue.	**Num Receipts** Merchant → **Customer →**
4.	Use the up ▲ and down ▼ arrow keys to highlight the desired number of receipts to print. Press the Green OK key to select.	**Num Receipts** None ***1** **2**
5.	The terminal sets # of receipt copies and returns to the Print Options Menu. 🛑
6.	Use the up ▲ and down ▼ arrow keys to highlight the desired number of report copies to print. Press the Green OK key to select.	**Num Reports** None ***1** **2**
7.	The terminal sets the # of report copies and returns to the Print Options Menu. 🛑

SECURITY

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

- Transaction Types
- Menu Security
- Edit Password

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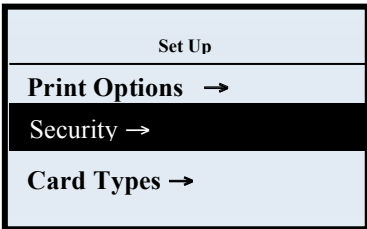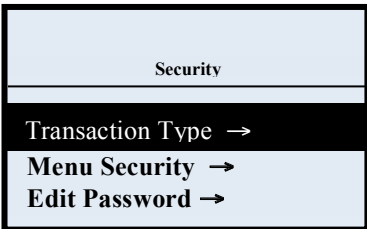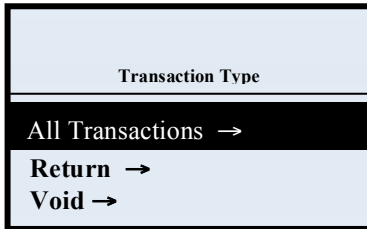
TRANSACTION TYPES
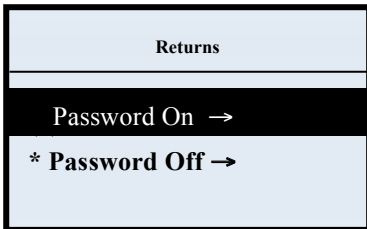
Use the chart below to enable or disable a password requirement prior to execution of specifically designated transaction types or all transaction types.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** Utility → Retrieve Password → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit Menu** Tip → Reprint Receipt → Set Up →

Continued on next page

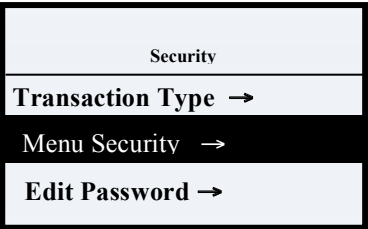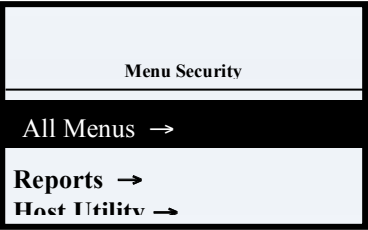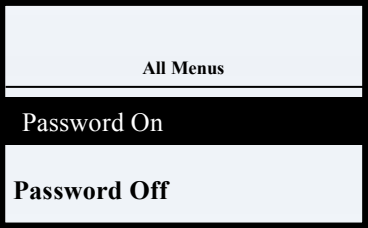| Step	Action	Display
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for SECURITY. Press the Green OK key to select.	**Set Up** **Print Options →** Security → **Card Types →**
6.	You will be required to input the terminal's password to access the security settings. Use the keypad to input the password. Press the Green OK key to select.	Manager Password
7.	Use the up ▲ and down ▼ arrow keys to highlight the option for TRANSACTION TYPE. Press the Green OK key to select.	**Security** Transaction Type → **Menu Security →** **Edit Password →**
8.	Use the arrow keys to highlight the transaction type you wish to password protect. Press the Green OK key to select.	**Transaction Type** All Transactions → **Return →** **Void →**
9.	Use the arrow keys to highlight the desired option to turn password security On or Off for this transaction type. Press the Green OK key to select.	**Returns** Password On → *** Password Off →**
10.	The Terminal sets the designated transaction security and returns to Security 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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility** → **Retrieve Password** → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up ▲ and down ▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit Menu** **Tip** → **Reprint Receipt** → Set Up →
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for SECURITY. Press the Green OK key to select.	**Set Up** **Print Options** → Security → **Card Types** →

Continued on next page

MENU SECURITY, CONTINUED

Step	Action	Display
6.	You will be required to input the terminal's password to access the security settings. Use the keypad to input the password. Press the Green OK key to select. *Note: The Default Password is 1 2 3 4	Manager Password
7.	Use the up ▲ and down ▼ arrow keys to highlight the option for MENU SECURITY. Press the Green OK key to select.	**Security** **Transaction Type →** Menu Security → **Edit Password →**
8.	Use the navigation keys to highlight the Menu Item you wish to password protect. Press the Green OK key to select.	**Menu Security** All Menus → **Reports →** **Host Utility →**
9.	Use the navigation keys to highlight the desired option to turn password security On or Off for the selected Menu item. Press the Green OK key to select.	**All Menus** Password On **Password Off**
10.	The Terminal sets the designated menu security and returns to Security Menu. 🛑	

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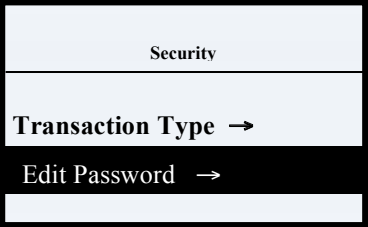
The Edit Password feature provides the merchant with a way to customize or change the terminal's default password. User is required to confirm the current password in order to change it, if the current password is forgotten see Retrieving the Password on page 145.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility** → **Retrieve Password** → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit Menu** **Tip** → **Reprint Receipt** → Set Up →
5.	Use the up▲ and down▼ arrow keys to highlight the option for SECURITY. Press the Green OK key to select.	**Set Up** **Print Options** → Security → **Card Types** →

Continued on next page

Step	Action	Display
6.	You will be required to input the terminal's password to access the security settings. Use the keypad to input the password. Press the Green OK key to select. *Note: The Default Password is 1 2 3 4	Manager Password
7.	Use the up ▲ and down ▼ arrow keys to highlight the option for EDIT PASSWORD Press the Green OK key to select.	**Security** **Transaction Type →** Edit Password →
8.	Use the keypad to input the current security password. Press OK to confirm your entry.	Current Password
9.	Use the keypad to input the desired new password. (4-6 digits) Press OK to confirm your entry.	New Password
10.	Re-enter the new password to confirm. (4-6 digits) Press OK to confirm your entry.	Confirm Password
11.	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.*
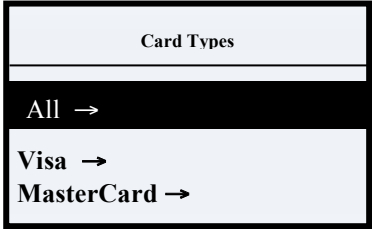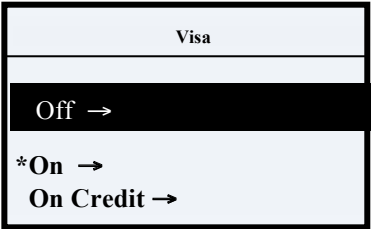
For Example: The merchant wants to disable terminal acceptance of American Express card, he/she can disable from the Card Type menu.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	**02/01/08** **2:03** **Swipe or** **Enter Card#** F▲ **Favorites** F▼
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit Menu** **Tip →** **Reprint Receipt →** Set Up →
5.	Use the up▲ and down▼ arrow keys to highlight the option for CARD TYPES Press the Green OK key to select.	**Set Up** **Print Options →** **Security →** Card Types →

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CARD TYPES, CONTINUED

Step	Action	Display
8.	Use the up ▲ and down ▼ arrow keys to highlight the Card Type you wish to enable or disable. Press the Green OK key to select.	**Card Types** All → **Visa** → **MasterCard** →
9.	Use the navigation keys to highlight the desired action for the selected card type. Press the Green OK key to select.	**Visa** Off → ***On** → **On Credit** →
10.	Card Type settings successfully made and the terminal returns to the Card Types Menu. STOP	

TRANSACTION PROMPTS

> The Transaction Prompts menu option allows the user to disable and enable Industry specific prompts during the transaction. Options Include:
>
> | | | | |
> |---|---|---|---|
> | ■ Clerks | ■ Invoice # | ■ Card Code | ■ Card Present |
> | ■ Card Code | ■ AVS | ■ Fraud Prevention | ■ Cash Back |

> *Tips:* *(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.*
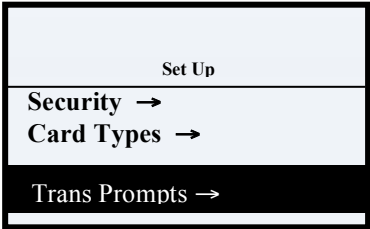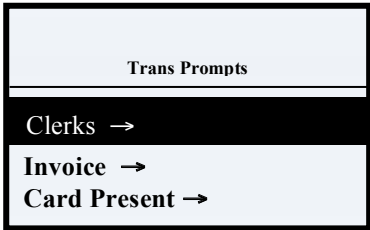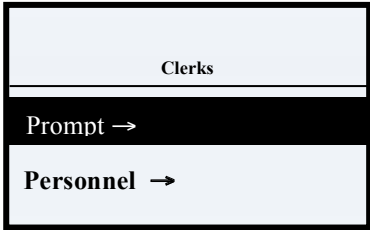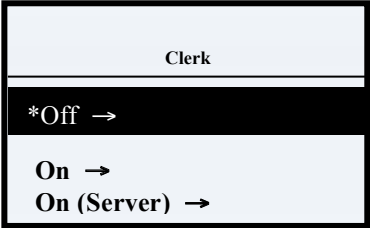
CLERKS/SERVERS

> 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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up ▲ and down ▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit Menu** **Tip →** **Reprint Receipt →** Set Up →

Step	Action	Display
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green OK key to select.	**Set Up** **Security →** **Card Types →** Trans Prompts →
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for CLERK. Press the Green OK key to select.	**Trans Prompts** Clerks → **Invoice →** **Card Present →**
7.	Press OK to select the option for PROMPT then Press the Green OK key.	**Clerks** Prompt → **Personnel →**
8.	Use the up ▲ and down ▼ arrow keys to highlight On to prompt for Clerk ID during the transaction. To prompt for SERVER ID or EMPLOYEE ID instead of CLERK ID – use the navigation keys to highlight the desired option. Press the Green OK key to select.	**Clerk** *Off → **On →** **On (Server) →**
9.	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.
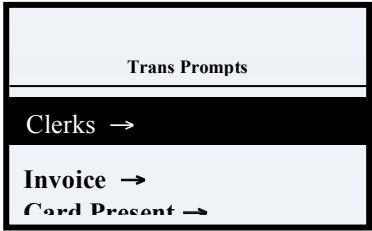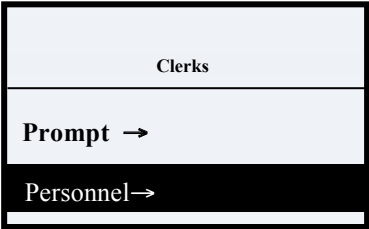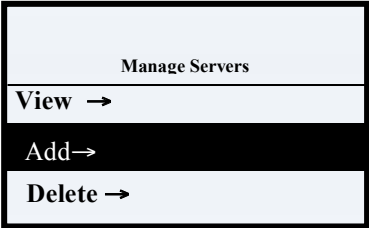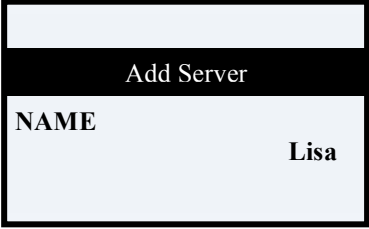
For Example: *The merchant wants to print a daily report sorted by each Clerk's name –
because they had previously enable the prompt for Clerk ID and configured
Personnel options the report prints showing each Clerks Name.
i.e.: Clerk: (1)   Lisa*

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	**02/01/08** **2:03** **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility** → **Retrieve Password** → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up ▲ and down ▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit Menu** **Tip** → **Reprint Receipt** → Set Up →
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green OK key to select.	**Set Up** **Security** → **Card Types** → Trans Prompts →

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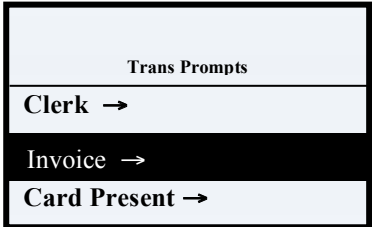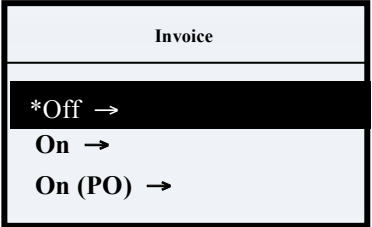| Step	Action	Display
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for CLERK. Press the Green OK key to select.	**Trans Prompts** Clerks → Invoice → Card Present →
7.	Press the down ▼ arrow key to highlight PERSONNEL. Press the Green OK key to select.	**Clerks** **Prompt →** Personnel→
8.	Press the down ▼ arrow key to highlight ADD. Press the Green OK key to select.	**Manage Servers** **View →** Add→ **Delete →**
9.	Using the keypad input the unique Number for this Server, Clerk or Employee. Press OK to continue	Add Server **ID** 1
10.	Using a multi-tap method input the persons name associated with the ID # from Step 9. Then Press OK. **Note**: find the right letter on the keypad then press that key until the correct letter cycles. Repeat until desired name is visible on the display.	Add Server **NAME** Lisa
11.	Personnel has been configured, the terminal returns to the Transaction Prompts Menu. 🛑	

INVOICE NUMBER

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

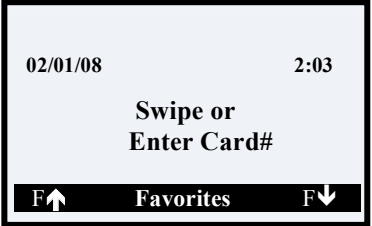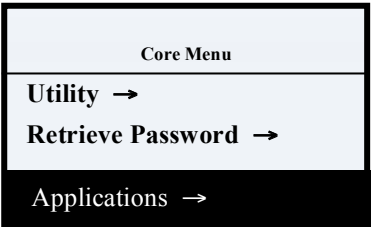| Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F⬆ Favorites F⬇
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	Core Menu **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	Applications Credit / Debit →
4.	Use the up ▲ and down ▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	Credit / Debit Menu **Tip →** **Reprint Receipt →** Set Up →
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green OK key to select.	Set Up **Security →** **Card Types →** Trans Prompts →

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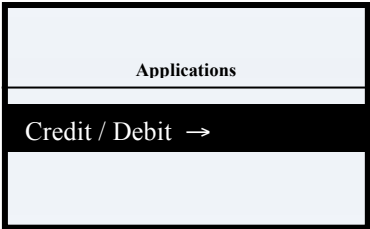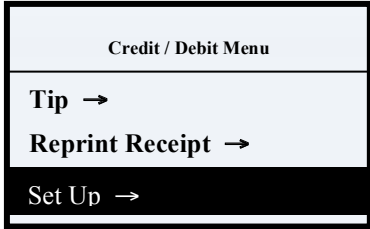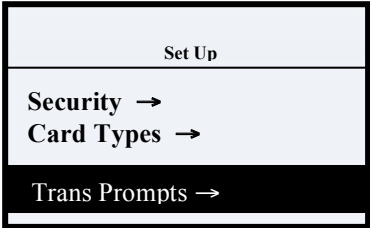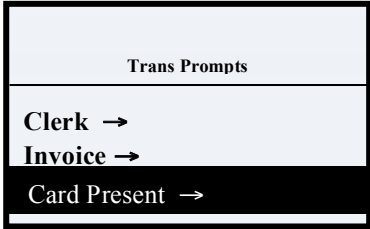| Step	Action	Display
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for INVOICE Press the Green OK key to select.	**Trans Prompts** **Clerk →** Invoice → **Card Present →**
7.	Use the navigation keys to highlight the desired action for Invoice Number Prompt during transaction. Press the Green OK key to select.	**Invoice** *Off → **On →** **On (PO) →**
8.	Transaction Prompt – Invoice # – has been set. Terminal returns to the Transaction Prompts Menu. 🛑	

CARD PRESENT

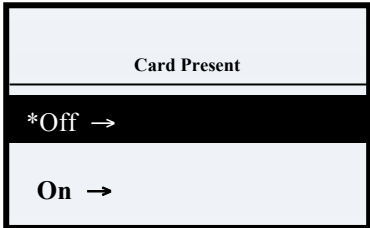> Use the chart below to enable or disable the prompts for verifying if the Card is Present during the transaction.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	**02/01/08 2:03** **Swipe or** **Enter Card#** F▲ **Favorites** F▼
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility →** **Retrieve Password →** Applications →

Step	Action	Display
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up ▲ and down ▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit Menu** **Tip →** **Reprint Receipt →** Set Up →
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green OK key to select.	**Set Up** **Security →** **Card Types →** Trans Prompts →
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for CARD PRESENT Press the Green OK key to select.	**Trans Prompts** **Clerk →** **Invoice →** Card Present →
7.	Use the navigation keys to highlight the desired action for the Card Present Prompt during transaction. Press the Green OK key to select.	**Card Present** *Off → **On →**
8.	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.
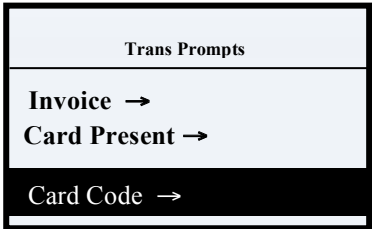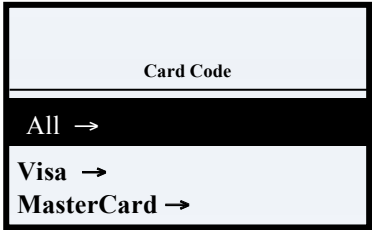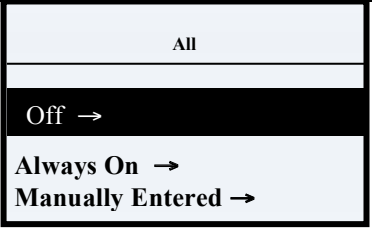
Tip:

If	Then	Where to Find it
Visa	Will Prompt for CVV	Back of card
M/C	Will Prompt for CVV2	Back of card
Amex	Will Prompt for CID	Front of card
Discover	Will Prompt for CID	Front of card

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility** → **Retrieve Password** → Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up ▲ and down ▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit Menu** **Tip** → **Reprint Receipt** → Set Up →
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green OK key to select.	**Set Up** **Security** → **Card Types** → Trans Prompts →

Step	Action	Display
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for CARD CODE Press the Green OK key to select.	**Trans Prompts** **Invoice →** **Card Present →** Card Code →
7.	Use the navigation keys to highlight the Card Type you wish to set the Card Code prompt for. Press the Green OK key to select.	**Card Code** All → **Visa →** **MasterCard →**
8.	Use the navigation keys to highlight the desired setting for the Card Code transaction prompt. Press the Green OK key to select.	**All** Off → **Always On →** **Manually Entered →**
9.	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.
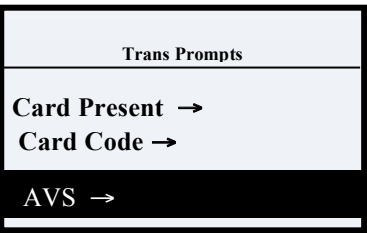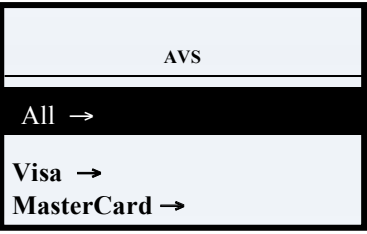
Tip: Prior to changing terminal AVS settings it is recommended that you check with your merchant services provider.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08　　　　　2:03 **Swipe or** **Enter Card#** F↑　　　**Favorites**　　　F↓
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit** **Presale Ticket →** **Reprint Receipt →** Set Up →
5.	Use the up▲ and down▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green OK key to select.	**Set Up** **Security →** **Card Types →** Trans Prompts →

Step	Action	Display
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for AVS Press the Green OK key to select.	**Trans Prompts** **Card Present** → **Card Code** → **AVS** →
7.	Use the navigation keys to highlight the Card Type you wish to manage AVS settings for. Press the Green OK key to select.	**AVS** All → **Visa** → **MasterCard** →
8.	Use the navigation keys to highlight the desired AVS prompt setting. Press the Green OK key to select.	**All** Off → **Always On** → **Manually Entered** →
9.	The transaction prompt for AVS has been set. The terminal returns to the Transaction Prompts Menu. 🛑	

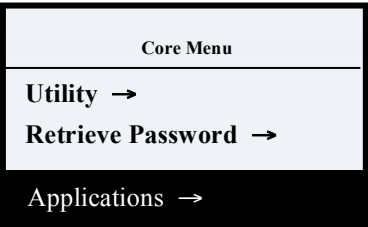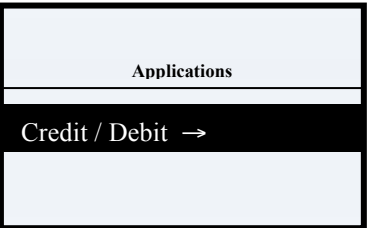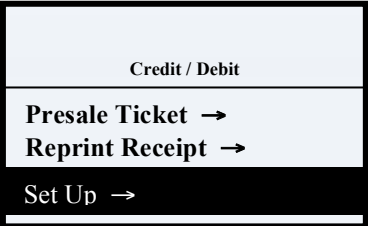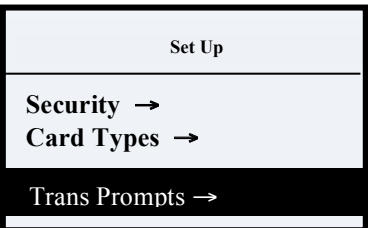**Options**: Use the chart below for definition of the various options for AVS Settings.
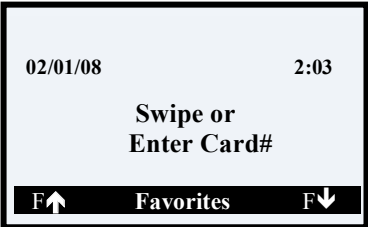
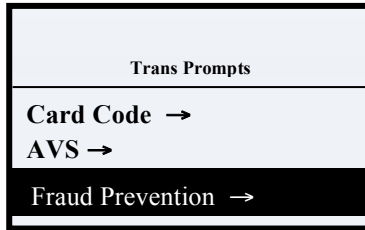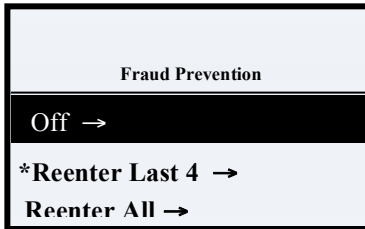| If Terminal Setting is..	… and Card Entry is..	Terminal Prompts for Card Present	AND the input Response Is..	Then Terminal Prompts…
Always On	Swiped	N	Assumed Card Present	Prompts for Zip Only
Always On	Manual	Y	Card Present = YES	Prompts for ZIP only.
Always On	Manual	Y	Card Present = NO	Prompts for ZIP then ADDRESS #
Manually Entered	Swiped	N	Assumed Card Present	Does NOT prompt for any AVS
Manually Entered	Manual	Y	Card Present = YES	Prompts for ZIP only
Manually Entered	Manual	Y	Card Present = NO	Prompts for ZIP then ADDRESS #
Card Not Present	Swiped	N	Assumed Card Present	Does NOT prompt for any AVS
Card Not Present	Manual	Y	Card Present = YES	Does NOT prompt for any AVS
Card Not Present	Manual	Y	Card Present = NO	Prompts for ZIP then ADDRESS #

FRAUD PREVENTION

ℹ️ 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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up ▲ and down ▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit** **Presale Ticket →** **Reprint Receipt →** Set Up →
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green OK key to select.	**Set Up** **Security →** **Card Types →** Trans Prompts →

Step	Action	Display
6.	Use the up ▲ and down ▼ arrow keys to highlight the option for FRAUD PREVENTION Press the Green OK key to select.	**Trans Prompts** **Card Code →** **AVS →** Fraud Prevention →
7.	Use the navigation keys to highlight the desired Fraud Prevention prompt setting. Press the Green OK key to select.	**Fraud Prevention** Off → ***Reenter Last 4 →** **Reenter All →**
8.	Transaction Prompt – Fraud Prevention – has been set. Terminal returns to the Transaction Prompts Menu. 🛑	
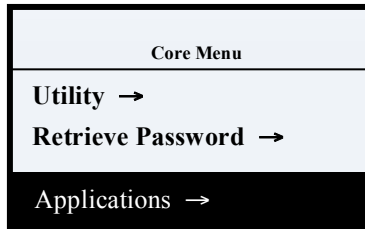
CASH BACK

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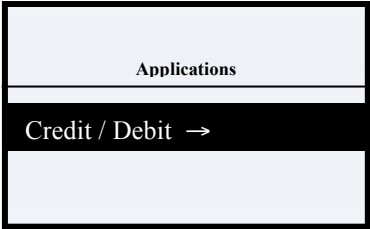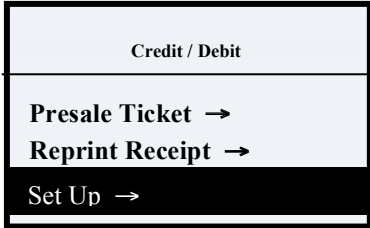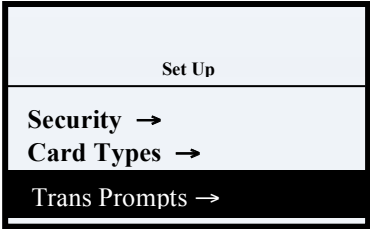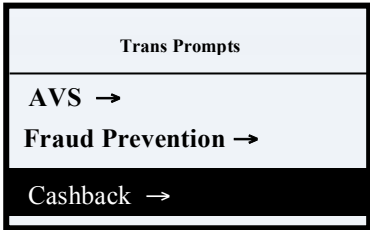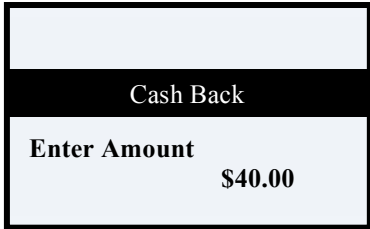
Tip: Setting a maximum of $0.00 dollars will disable cash back on debit transactions.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F▲ **Favorites** F▼
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility →** **Retrieve Password →** Applications →

Continued on next page

Step	Action	Display
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up▲ and down▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit** **Presale Ticket →** **Reprint Receipt →** Set Up →
5.	Use the up▲ and down▼ arrow keys to highlight the option for TRANS PROMPTS Press the Green OK key to select.	**Set Up** **Security →** **Card Types →** Trans Prompts →
6.	Use the up▲ and down▼ arrow keys to highlight the option for CASH BACK Press the Green OK key to select.	**Trans Prompts** **AVS →** **Fraud Prevention →** Cashback →
7.	Use the keypad to input the maximum dollar amount to be allowed for cashback on debit transactions. Press the Green OK key to confirm. *Input of $0.00 dollars will disable cashback on debit transactions.	Cash Back **Enter Amount** **$40.00**
8.	The Cash Back option has been set. The terminal returns to the Transaction Prompts Menu. 🛑	

INLINE TIPS

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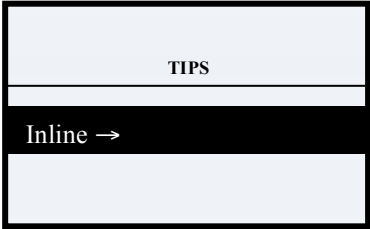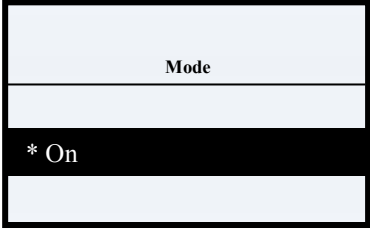
> *For Example:* Quick Kuts Salon is a retail hair salon merchant that needs to be able to include the tip amount in their credit and debit transactions. He/she enables inline tips so they can fully utilize the Presale Ticket and Retail Tips functionality.

Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F▲ **Favorites** F▼
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up ▲ and down ▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit Menu** **Tip →** **Reprint Receipt →** Set Up →
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for TIPS Press the Green OK key to select.	**Set Up** **Card Types→** **Trans Prompts →** Tips →
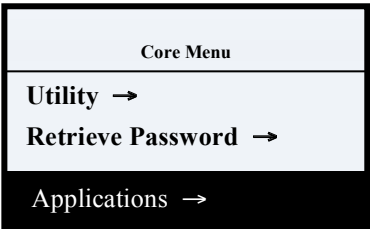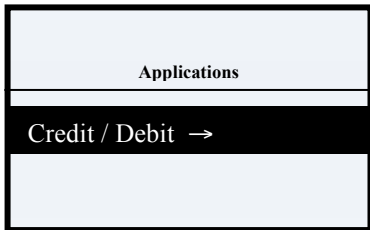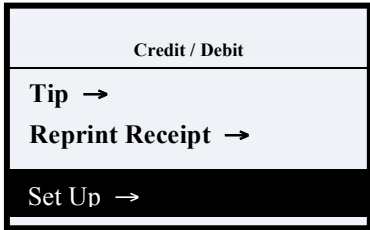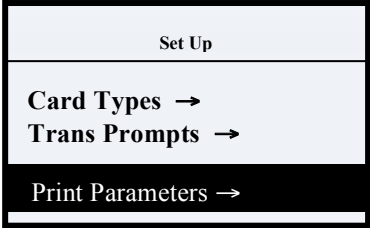
INLINE TIPS, CONTINUED

Step	Action	Display
6.	From the Tips Menu, press the Green OK Key to select INLINE.	**TIPS** Inline →
7.	Use the arrow keys to highlight ON/OFF. Press the Green OK key to make your selection.	**Mode** * On
8.	Inline TIPS have been set – The terminal returns to the idle prompt. 🛑	

PRINT PARAMETERS

> ℹ️ Printing the terminal set up report will provide the user with a print out of all the current terminal SET UP parameters. For a list of all Set Up options see page 133.

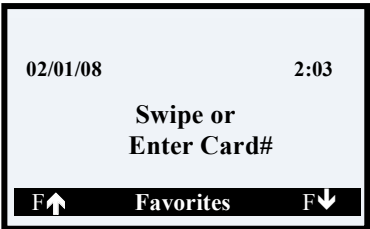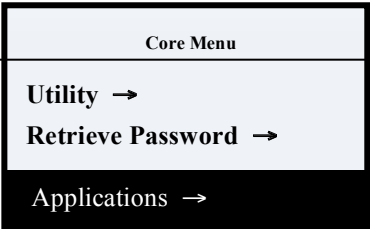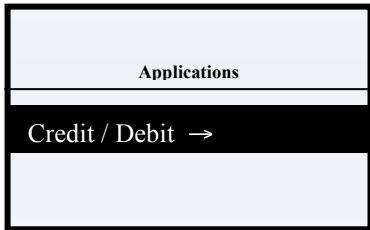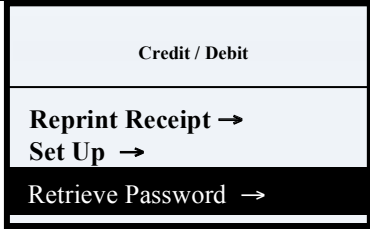| Step	Action	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08 2:03 **Swipe or** **Enter Card#** F↑ **Favorites** F↓
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	Use the up ▲ and down ▼ arrow keys to highlight the option for SET UP. Press the Green OK key to select.	**Credit / Debit** **Tip →** **Reprint Receipt →** Set Up →
5.	Use the up ▲ and down ▼ arrow keys to highlight the option for PRINT PARAMETERS Press the Green OK key to select.	**Set Up** **Card Types →** **Trans Prompts →** Print Parameters →
6.	The terminal will print out a Paramter Set Up report detailing your terminal level settings. 🛑	

EXAMPLE OF PARAMETER REPORT:

```
   12/04/2007   12:45:21
  ========================
      Setup Parameters

        TPN: 12312330


Prompt:
Clerk:              Clerk
Invoice:              Off
Card_Present           On
Fraud_Prevent         Off
- - - - - - - - - - - - - -
Tip:
Mode                   On
Suggested_1           10%
Suggested_2           15%
Suggested_3           20%
Automatic_Num           8
Automatic_Percent     15%
- - - - - - - - - - - - - -
Auto:
Batch:                 On
Batch_Time          02:00
Batch_Interval      00:10
Batch_Period        01:00
- - - - - - - - - - - - - -
Print_Option_Receipt:
Merchant                1
Customer                1
- - - - - - - - - - - - - -
Print_Option_Report:
Copies                  1
- - - - - - - - - - - - - -
Secure_Trans_Type:
Return                 On
Void                   On
Authorization          On
Ticket                 On
- - - - - - - - - - - - - -
Secure Menu:
Report                Off
Host_Utility          Off
Tip                   Off
Reprint_Receipt       Off
Setup                 Off
- - - - - - - - - - - - - -
AVS:
VIS       Manually Entered
M/C       Manually Entered
AMX       Manually Entered
DIS       Manually Entered
DNC       Manually Entered
JCB       Manually Entered
ENR       Manually Entered
DBT       Manually Entered
EBT             Always On
- - - - - - - - - - - - - -
Merchant:
Fee                  0.00

Cashback           500.00

         End of Report
```
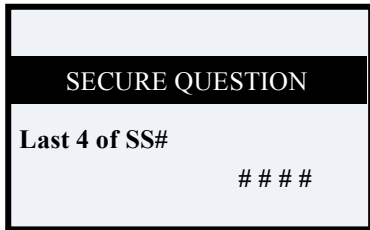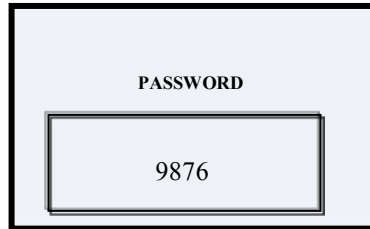
RETRIEVE PASSWORD (CREDIT/DEBIT MENU)

ℹ️ When a password is forgotten it can be retrieved it at the terminal. The terminal prompts for the answer to the security information previously 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	Display
1.	From the idle prompt press the OK key to access the Core Menu.	02/01/08　　　　2:03 **Swipe or** **Enter Card#** F↑　　**Favorites**　　F↓
2.	From the Core Main Menu Press the up ▲ arrow to highlight APPLICATIONS. Press the Green OK key to select	**Core Menu** **Utility →** **Retrieve Password →** Applications →
3.	Use the navigation keys to highlight CREDIT/DEBIT application. Press the Green OK key to select.	**Applications** Credit / Debit →
4.	From the Core Main Menu Press the up ▲ arrow to highlight RETRIEVE PASSWORD Press the Green OK key to select	**Credit / Debit** **Reprint Receipt →** **Set Up →** Retrieve Password →
5.	Use the alphanumeric keypad to input the answer to your previously set up security question. Press the Green OK key to confirm your answer.	SECURE QUESTION **Last 4 of SS#** 　　　# # # #
6.	The terminal will display the current password for 3 seconds.	**PASSWORD** 9876
7.	Terminal returns to the Security main menu. 🛑	