

USER MANUAL – ALL TERMINAL PRODUCTS



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.dejavoo.com, or by emailing support@dejavoo.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 V SERIES line of terminal products and Dejvoo Z SERIES terminal products. Use the chart below to identify which of the instructions to follow for the terminal you are working with.

V SERIES	<p>The models in this line of products includes: V5, V8, V9, V5+, V8+, V9+ You can identify if your terminal model is part of the V Series by the following:</p> <ul style="list-style-type: none">- 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.-
Z SERIES	<p>The models in this line of products includes: Z3, Z6, Z8, Z9, Z11 You can identify if your terminal model is part of the V Series by the following:</p> <ul style="list-style-type: none">- The model number printed on the display will begin with a "Z"- Turn your terminal over; the label will identify VEGA and the model of that specific terminal. Ie: VEGA3000- There are 6 Navigation Keys under the display, an F1, F2, F3, F4, an up arrow and a down arrow.

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	<ul style="list-style-type: none">• Enter amounts, account numbers, dates and such.• Alphanumeric entry – multitap to access the alpha characters.
Green OK	<ul style="list-style-type: none">• From the idle prompt is used to access the Main Menu• Functions as the OK key.
Red X	<ul style="list-style-type: none">• Cancels a transaction• Exits menu options to return to idle prompt
Yellow ←	<ul style="list-style-type: none">• Back space to clear data fields• Back out of menu options one level at a time
↑ Arrow	<ul style="list-style-type: none">• Navigate up through the menu options• Change transaction types
↓ Arrow	<ul style="list-style-type: none">• Navigate down through the menu options• Change transaction types

WHAT TO EXPECT IN THIS MANUAL – NON TOUCHSCREEN VS TOUCHSCREEN



This manual will provide explanations, important notations, and step/action charts to guide you through the performance of the V LINE family of terminals and the Z LINE family of terminals which consist of NON Touchscreen as well as Touchscreen models. However, it's important to note that the display examples will reflect that of the Z11 touch screen.



IMPORTANT NOTE: SCREEN DISPLAY EXAMPLES IN THIS MANUAL MAY DIFFER THAN YOUR MODEL, THE EXAMPLES USED FOR THIS DOCUMENT DEPICT THAT OF THE Z11 TOUCHSCREEN TERMINAL.

ON SCREEN HELP FEATURE



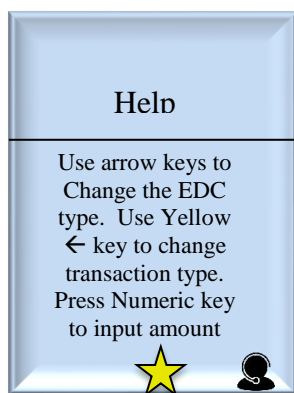
At any time during a transaction or within any Dejavoo menu the user may press the “●” Key on the bottom right side of the V & Z Series terminal keypad to access the on screen help feature. This feature will provide information on the feature itself as well as next step directions. See the examples provided below for guidance.



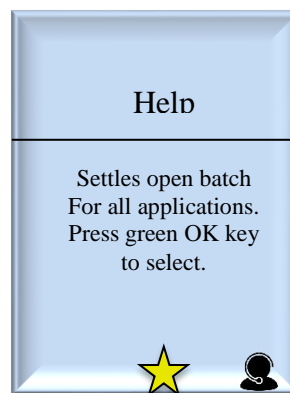
Example #1: The merchant is not sure how to change the transaction type from Credit Sale to Credit Return. He/She can press the “●” key to access screen level help and the following help screen will appear on the terminal display. Pressing the green OK key or the red X key will return him/her back to the transaction screen.



Example #2: The merchant is not sure what the “settlement” menu does. He/she highlights the settlement menu option and Pressing the “●” key will a description and next steps associated with that option.



Example #1



Example #2

DEJAVOO FAVORITES MENU

WHAT IS THE DEJAVOO “FAVORITES” MENU?



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”

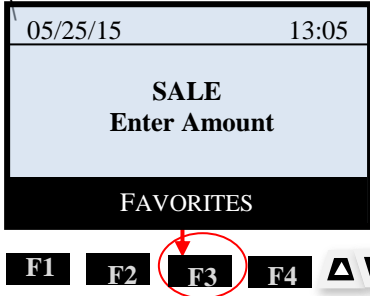
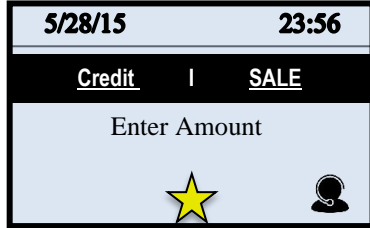
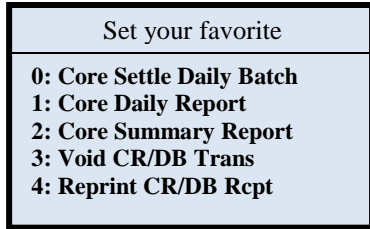



You decide what goes in your “Favorite” Menu. You can select up to 20 menu items that you utilize most often or want quick and easy access to. Creating your customized menu is easy. Use the steps below to create a menu all your own.

Step	Action		Display
1.	From the idle prompt access the menu options by pressing the Green OK.		
2.	For Non Touch Screen 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 arrow ↑ key on the bottom left of the terminals keypad.	For Touch Screen Using the touch of your finger highlight t the menu option you wish to save as a “Favorite” item. Once highlighted press the arrow ↑ key on the bottom left of the terminals keypad.	
3.	For Non Touch Screen Press F2 to select YES Use the ↑ up and ↓ down arrow keys to place favorite in desired order in favorites menu and press OK. *FREE Indicates no favorite in that slot yet	For Touch Screen Using the touch of your finger press and select the word YES on the display Using the touch of your finger press and select where you would like your favorite set in the existing favorites menu. *FREE Indicates no favorite in that slot yet	

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SAVING MENU OPTIONS TO “FAVORITES”

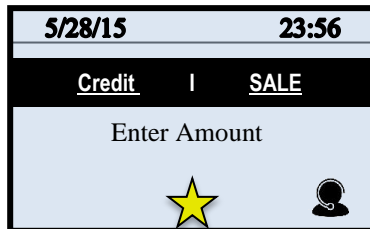
Step	Action	Display	
1.	From the idle prompt you can access your list of Favorites by pressing the F3 KEY (NON Touch Screen) located underneath the word “favorites”. Or by pressing the STAR icon on the bottom of the display (touch screen) (see illustration on right)	NON TOUCH SCREEN 	TOUCH SCREEN 
2.	NON TOUCH SCREEN The menu items you have designated as favorites display as your customized menu. Use the arrow (non touch screen) navigation keys to locate and highlight the desired option.	TOUCH SCREEN Press the Green OK key to select. Use your fingertip to select the desired option (touchscreen)	
3.	The terminal initiates the selected action. 		

MANAGING “FAVORITES”

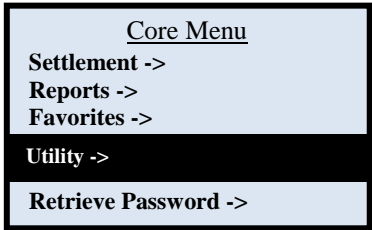
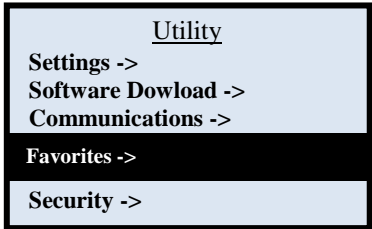
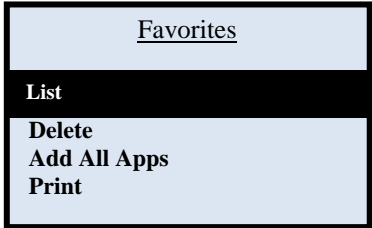



From time to time it may become necessary for the user to manage the favorites they previously set up. This too can be done from the terminal level. The following options are provided to Manage the terminal's Favorites Menu:

☐ List
 ☐ Delete
 ☐ Add All Apps
 ☐ Print

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	From the idle prompt access the Core menu options by pressing the Green OK key .	From the idle prompt access the Core menu options by pressing the Green OK key .	

MANAGING “FAVORITES”, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
2.	<p>From the Core Menu use the arrow keys to scroll down and highlight UTILITY. Then press the Green OK Key.</p> <p><i>*Input password if prompted, default password is 1234</i></p>	<p>From the Core Menu use your fingertip to tap the UTILITY menu option on the terminal display.</p> <p><i>*Input password if prompted, default password is 1234</i></p>	
3.	<p>From the Utility Menu Press the ▼ down arrow three times to highlight FAVORITES. Press the Green OK key to select.</p>	<p>From the Utility Menu Use your fingertip to tap the FAVORITES menu option on the terminal display</p>	
4.	<p>Use the up▲ and down▼ arrow keys to highlight the desired option. Then press the green OK key to select.</p>	<p>Use your fingertip to tap the desired option on the terminal display</p>	
5.	<p>The terminal initiates the requested action. </p>		

CALL ME FEATURE



Have a technical support representative call you when you need assistance – simply press the “CALL ME” button from your Dejavoo terminal and a representative will contact you shortly. Use the following steps to initiate the CALL ME feature.

* Note: This must be an active service in your terminal prior to using this features.

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	From the idle prompt press the F4 Key to initiate a CALL ME Request.	From the idle prompt use your finger tip to tap the Call Me Icon:	

TRANSACTIONS

SALE TRANSACTIONS



This section describes the steps necessary to complete a Credit or Debit card sale. Please note that if additional transaction prompts are enabled they will present themselves in the flow of the transaction, for example: If Clerk ID is enabled then you will also be prompted to enter the Clerk ID during the transaction. Sale transactions demonstrated in this section are the following:

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

*Note: When Signature Capture is Enabled Will be Prompted for Signature on the Screen.

CREDIT CARD SALE - SWIPED



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

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	Input the SALE AMOUNT and press OK	Input the SALE AMOUNT and press OK	
2.	Swipe Card	Swipe Card	
3.	The terminal communicates out to the host Terminal flashes Host response (ie: Approved or Declined) and prints Sales Receipts.		
4.	Terminal returns to the idle prompt.		

Continued on next page

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
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	Input the SALE AMOUNT and press OK	Input the SALE AMOUNT and press OK	
2.	From the idle prompt begin to manually Enter Card Number from front of Card and press OK	From the idle prompt begin to manually Enter Card Number from front of Card and press OK	
3.	Terminal Displays "EXP DATE [MMYY]" Input the expiration date from the front of the card and Press OK	Terminal Displays "EXP DATE [MMYY]" Input the expiration date from the front of the card and Press OK	
4.	Press F2 to indicate YES if card is present or Press F4 to indicate NO if card is not present. <i>*Note: If Card is not present follow the prompts to enter AVS and Card Code security information.</i>	Use your fingertip to tap YES if card is present or User your fingertip to tap NO if card is not present. <i>*Note: If Card is not present follow the prompts to enter AVS and Card Code security information.</i>	
5.	The terminal communicates out to the host Terminal flashes Host response (ie: Approved or Declined) and prints Sales Receipts.		
6.	Terminal returns to the idle prompt.		

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



Use the chart below to process a credit sale when AVS options have been enabled. The following instructions depict AVS settings of Manual Entry when Card is NOT Present. Please note that AVS prompts during a transaction will vary depending on individual configuration. To learn more about setting AVS options and configurations, see page 153.



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



When the Card Code option is enabled the terminal will prompt during the transaction for the three digit code on the back of the card or the four digit code on the front of the card for American Express & Discover cards. Please note Card Code needs to be enabled in the Set Up Menu for Credit/Debit. To learn more about Card Code options and configurations, see page 150.

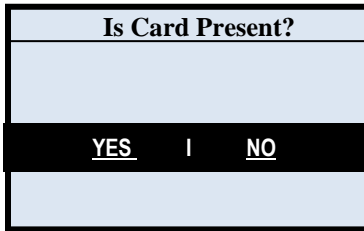
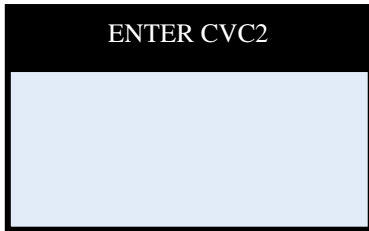

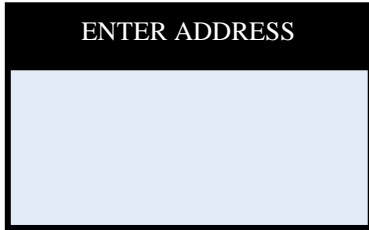




- Swiping VISA prompts for a CVV2 code, 3 digits found on the back of the card.
- Swiping MasterCard prompts for CVC2 code, 3 digits found on the back of the card.
- Amex & Discover prompts for CID code, 4 digits found on front of the card.

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	Input the SALE AMOUNT and press OK	Input the SALE AMOUNT and press OK	
2.	From the idle prompt begin to manually Enter Card Number from front of Card and press OK	From the idle prompt begin to manually Enter Card Number from front of Card and press OK	
3.	Terminal Displays "EXP DATE [MMYY]" Input the expiration date from the front of the card and Press OK	Terminal Displays "EXP DATE [MMYY]" Input the expiration date from the front of the card and Press OK	

Continued on next page

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

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
4.	Press F2 to indicate YES if card is present or Press F4 to indicate NO if card is not present.	Use your fingertip to tap YES if card is present or User your fingertip to tap NO if card is not present.	 <p>Is Card Present?</p> <p><u>YES</u> I <u>NO</u></p>
5.	Terminal displays "ENTER CVC2" Input Security Card Code from the Back of the Card and press OK. *Note: Code is three (3) Digits on back of MC or Visa found in signature line. Code is four (4) Digits on front right of American Express found above card number	Terminal displays "ENTER CVC2" Input Security Card Code from the Back of the Card and press OK. *Note: Code is three (3) Digits on back of MC or Visa found in signature line. Code is four (4) Digits on front right of American Express found above card number	 <p>ENTER CVC2</p>
6.	Terminal displays "ENTER ZIP CODE" Using the keypad input the cardholder's zip code and press OK.	Terminal displays "ENTER ZIP CODE" Using the keypad input the cardholder's zip code and press OK.	 <p>ENTER ZIP CODE</p>
7.	Terminal displays "ENTER ADDRESS" Using the keypad input the numeric part of the cardholder's address only and press OK	Terminal displays "ENTER ADDRESS" Using the keypad input the numeric part of the cardholder's address only and press OK	 <p>ENTER ADDRESS</p>
8.	The terminal communicates out to the host Terminal flashes Host response (ie: Approved or Declined) and prints Sales Receipts.		 <p>Approved</p>
9.	Terminal returns to the idle prompt. 		

RETAIL RECEIPT – CREDIT SALE

MERCHANT'S COPY

A

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

B

04/07/07 09:00

C

Trans #:1 Batch #:1

D

Invoice #: 105

E

Clerk #: 4

F

SALE

G

Acct: *****5555

H

Type: MASTERCARD

I

Entry: Card Swiped

J

AMOUNT: \$164.38

K

Resp: Approved

L

Code: 123456

M

(Disclaimer here)

N

X _____

O

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.

RETAIL RECEIPT – CREDIT SALE, CONTINUED

CUSTOMER 'S COPY

A	ABC STORE 4534 Any Street Somewhere, NY 11111 (555)-777-8888 -----
B	04/07/07 09:00
C	Trans #:1 Batch #:1
D	SALE
E	VISA *****5555
F	Card Swiped
G	Resp: Approved
H	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.

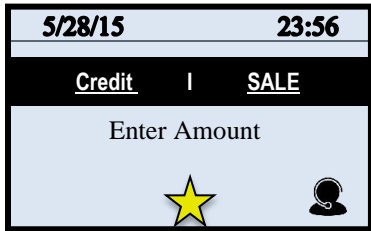


TICKET ONLY SALE



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

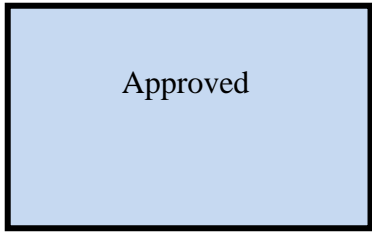



For Example: To rent a canoe at Lake Cawanna there is a \$75.00 deposit at the time of the rental. The merchant processes an Auth Only transaction for the \$75.00, receiving an authorization code for the funds but not actually charging the credit card. The merchant charges the credit card when the canoe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

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>From the idle prompt press the yellow back arrow ← button. Using the up and down arrows highlight ticket and press OK.</p> <p>Input the TICKET AMOUNT and press OK</p> <p><i>*If prompted input password, default is 1234</i></p>	<p>From the idle prompt use your fingertip to tap the word SALE then tap the word TICKET</p> <p>Input the TICKET AMOUNT and press OK</p> <p><i>*If prompted input password, default is 1234</i></p>	
2.	<p>The terminal displays "AUTH CODE"</p> <p>Input the Authorization code previously obtained for this transaction and press OK</p>	<p>The terminal displays "AUTH CODE"</p> <p>Input the Authorization code previously obtained for this transaction and press OK</p>	
3.	<p>Tap (contactless only), Swipe or Manually Enter Card Number</p>		

Continued on next page

TICKET ONLY SALE, CONTINUED

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

RECEIPT EXAMPLE – TICKET ONLY

MERCHANT COPY

ABC STORE
 4534 Any Street
 Somewhere, NY 11111
 (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

CUSTOMER COPY

ABC STORE
 4534 Any Street
 Somewhere, NY 11111
 (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

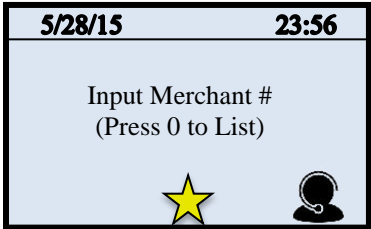

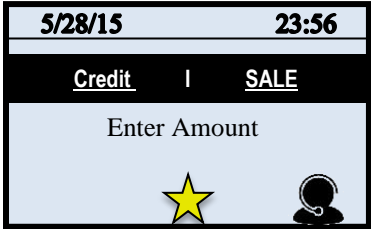
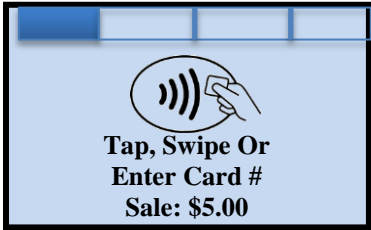




Note: With a TICKET ONLY sale the authorization code shown on the receipt will be the authorization number previously obtained and used during the TICKET ONLY transaction.

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.	Input the merchants assigned number or press 0 to list all merchants processing in the terminal.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the up and down arrow to highlight the desired merchant to process the sale for.	Use your fingertip to tap the desired merchant to process the sale for.	
3.	Input the SALE AMOUNT and press OK		
4.	Tap (contactless only), Swipe or Manually Enter Card Number		
5.	The terminal flashes the host response and prints sales receipt.		
6.	Terminal returns to the idle prompt. 		

Multi-Merchant Credit SALE – MANUAL ENTRY



Use the chart below to process a credit sale when there is more than one Merchant ID (MID) using the same credit card terminal and the credit card number and expiration date are manually entered at the point of sale using the terminal's key pad.

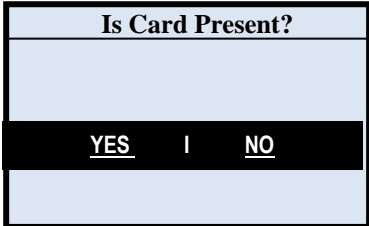




Tip: It is always a best practice to swipe the credit card through the terminal's card reader. Manual entry of a card number should be done only when necessary.

Step	Action		Display
1.	Input the merchants assigned number or press 0 to list all merchants processing in the terminal.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the up and down arrow to highlight the desired merchant to process the sale for.	Use your fingertip to tap the desired merchant to process the sale for.	
3.	Input the SALE AMOUNT and press OK		
4.	From the idle prompt begin to manually Enter Card Number from front of Card and press OK		
5.	Terminal Displays "EXP DATE [MMYY]" Input the expiration date from the front of the card and Press OK		

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Multi-Merchant Credit SALE – MANUAL ENTRY, CONTINUED

Step	Action		Display
6.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press F2 to indicate YES if card is present or Press F4 to indicate NO if card is not present. <i>*Note: If Card is not present follow the prompts to enter AVS and Card Code security information.</i>	Use your fingertip to tap YES if card is present or User your fingertip to tap NO if card is not present. <i>*Note: If Card is not present follow the prompts to enter AVS and Card Code security information.</i>	
7.	The terminal flashes the host response and prints sales receipt.		
8.	Terminal returns to the idle prompt. 		

RETAIL RECEIPT – MULTI-MERCHANT

MERCHANT COPY

Nails by Lisa
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

Merchant #: 1
Merchant Name: Nails by Kate

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

AMOUNT: \$164.38

Resp: Approved
Code: 123456

(Disclaimer here)

X _____
Customer Name

MERCHANT COPY

CUSTOMER COPY

Nails by Lisa
4534 Any Street
Somewhere, NY 11111
(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

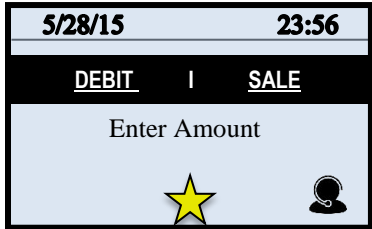

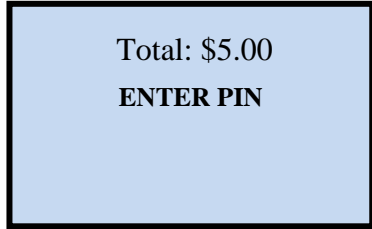


Resp: Approved
 Code: 123456

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 and you MUST have either a PIN encrypted keypad on your Dejavoo terminal or a PIN Encrypted external PIN Pad.

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the down arrow button to change the payment type to DEBIT</p> <p>Input the SALE AMOUNT and press OK</p>	<p>Use your fingertip to Tap the word CREDIT then Tap the word DEBIT in the menu list.</p> <p>Input SALE AMOUNT and press OK</p>	
2.	Swipe Debit Card.		
3.	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.		
4.	The terminal flashes the host response and prints sales receipt.		
5.	The terminal returns to the idle prompt. 		

RETAIL RECEIPT – DEBIT SALE

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

SALE

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

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

SALE

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





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.	Input the merchants assigned number or press 0 to list all merchants processing in the terminal.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the up and down arrow to highlight the desired merchant to process the sale for.	Use your fingertip to tap the desired merchant to process the sale for.	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press the down arrow button to change the payment type to DEBIT Input the SALE AMOUNT and press OK	Use your fingertip to Tap the word CREDIT then Tap the word DEBIT in the menu list. Input SALE AMOUNT and press OK	
4.	Swipe Debit Card.		
5.	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.		

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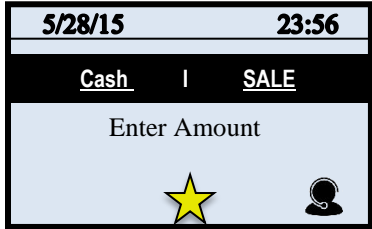

MULTI-MERCHANT DEBIT CARD SALE , CONTINUED

Step	Action	Display
6.	The terminal flashes the host response and prints sales receipt.	
7.	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
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	Press the down arrow button to change the payment type to CASH Input the SALE AMOUNT and press OK	Use your fingertip to Tap the word CREDIT then Tap the word CASH in the menu list. Input SALE AMOUNT and press OK	
2.	The terminal prints the cash receipts and returns to the idle prompt. 		

RECEIPT EXAMPLE – CASH SALE

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

04/07/0709:00

Trans #:1Batch #:1

Invoice #:105

Clerk #:4

SALE

Type:Cash

Entry:Manual

AMOUNT: \$55.38

Resp:Approved

Code:x

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

04/07/0709:00

Trans #:1Batch #:1

Invoice #:105

Clerk #:4

SALE

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

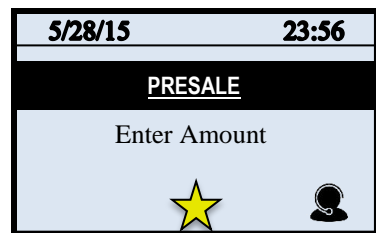



For Example: *The customer gets a haircut at the local barber shop. When finished the merchant (the barber) prints out a presale ticket for \$20.00 which is the dollar amount due to for the haircut and hands it to the customer. The customer writes down another \$5.00 on the tip line and writes \$25.00 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
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press F3 to access the terminals Favorites Menu</p> <p>Use the up and down arrow to highlight PRESALE TICKET and press OK.</p> <p>Input SALE AMOUNT and press OK</p>	<p>Use your fingertip to Tap the STAR icon on the bottom of the display to access favorites.</p> <p>Use your fingertip to Tap PRESALE TICKET</p> <p>Input SALE AMOUNT and press OK</p>	
2.	<p>The presale ticket prints. Allow customer to complete presale ticket and return to cashier with their method of payment. </p>		

RETAIL RECEIPT – PRESALE TICKET

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

04/07/07 09:00

P R E S A L E T I C K E T

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 with the cardholder's card.

RETAIL W/TIP TRANSACTIONS






Use the charts in this section to process RETAIL Credit card and Debit card sale transactions with a tip. For documentation purposes the steps provided include the transaction prompt for entering CLERK ID, but it should be noted that this and other prompts are configurable in the terminals SET UP (Transaction Prompts) menu and are optional. Retail with tip can be enabled and disabled in the terminal menu.

This document includes the following retail with tip transactions:



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

Credit With Tip – Swiped (and clerk ID Prompt)

Step	Action	Display								
1.	Input the CLERK ID and press OK	<div><div>5/28/1523:56</div><div>Credit SALE</div><div>ENTER CLERK ID</div><div></div></div>								
2.	Input Sale Amount and Press OK	<div><div>SALE</div><div>Enter Amount0.00</div><div>PREVCREDITNEXT</div></div>								
3.	Tap (contactless only), Swipe or Manually Enter Card Number	<div><div></div><div>Tap, Swipe Or Enter Card # Sale: \$5.00</div></div>								
4.	<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 <u>NOT</u> 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>	If	Then	Presale Ticket was used	Input the tip amount from the presale ticket then Press OK.	Presale Ticket was <u>NOT</u> 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.	<div><div>TIP</div><div>Enter Amount0.00</div></div>
If	Then									
Presale Ticket was used	Input the tip amount from the presale ticket then Press OK.									
Presale Ticket was <u>NOT</u> 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.									

Continued on next page

CREDIT WITH TIP – SWIPED (AND CLERK ID PROMPT), CONTINUED

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

RETAIL RECEIPT – RETAIL WITH TIP

MERCHANT COPY

ABC STORE
 4534 Any Street
 Somewhere, NY 11111
 (555)-777-8888

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

SALE

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 11111
 (555)-777-8888

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

SALE

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



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.




Tip: It is always a best practice to swipe the credit card through the terminal's card reader. Manual entry of a card number should be done only when necessary.

Step	Action		Display
1.	Input the SALE AMOUNT and press OK		
2.	Manually Enter Card Number		
3.	Terminal Displays "EXP DATE [MMYY]" Input the expiration date from the front of the card and Press OK		
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press F2 to indicate YES if card is present or Press F4 to indicate NO if card is not present. <i>*Note: If Card is not present follow the prompts to enter AVS and Card Code security information.</i>	Use your fingertip to tap YES if card is present or Use your fingertip to tap NO if card is not present. <i>*Note: If Card is not present follow the prompts to enter AVS and Card Code security information.</i>	

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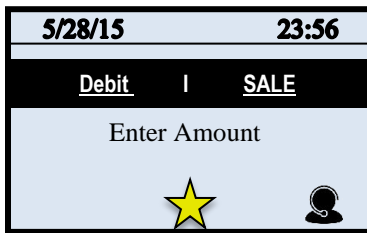
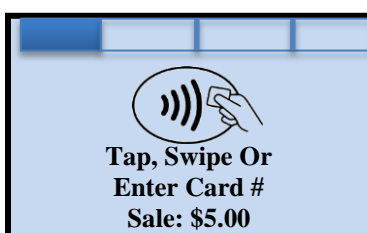
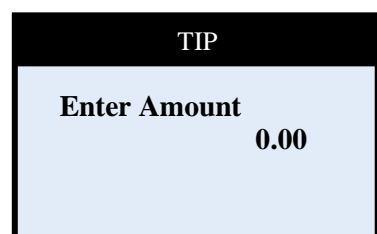
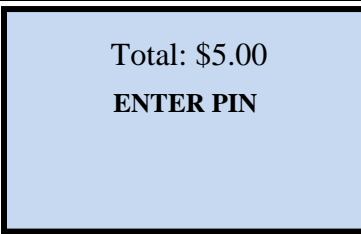


CREDIT W/TIP – MANUALLY ENTERED, CONTINUED

Step	Action		Display								
5.	<table><thead><tr><th>If</th><th>Then</th></tr></thead><tbody><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 <u>NOT</u> 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></tbody></table>		If	Then	Presale Ticket was used	Input the tip amount from the presale ticket then Press OK.	Presale Ticket was <u>NOT</u> 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.	<div><div>TIP</div><div><div>Enter Amount</div><div>0.00</div></div></div>
	If	Then									
	Presale Ticket was used	Input the tip amount from the presale ticket then Press OK.									
	Presale Ticket was <u>NOT</u> 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.										
6.	The terminal flashes the host response and prints sales receipt.	<div>Approved</div>									
7.	The 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.	NON TOUCH SCREEN	TOUCH SCREEN									
	Press the down arrow button to change the payment type to DEBIT Input the SALE AMOUNT and press OK	Use your fingertip to Tap the word CREDIT then Tap the word DEBIT in the menu list. Input SALE AMOUNT and press OK									
2.	Swipe Debit Card.										
3.	<table><thead><tr><th>If</th><th>Then</th></tr></thead><tbody><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></tbody></table>		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.	
	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.										
4.	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.										
5.	The terminal flashes the host response and prints sales receipt.										
6.	The terminal returns to the idle prompt. 										

RETURNS

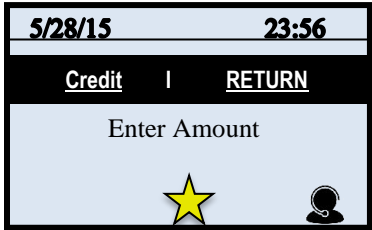
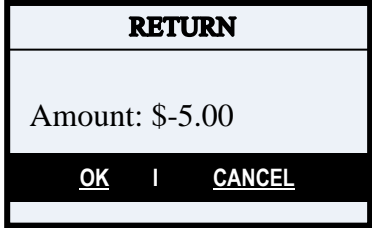
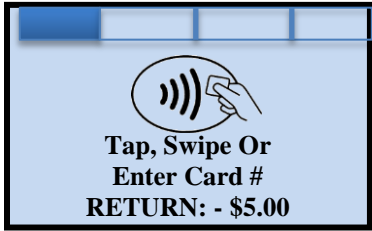


CREDIT CARD RETURN - SWIPED



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
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the Yellow backspace key, highlight RETURN and press OK.</p> <p>Input the RETURN amount and press OK</p>	<p>Using your fingertip Tap the word Sale on the display then tap the word RETURN in the list of options.</p> <p>Input RETURN Amount and Press OK</p>	
2.	<p>If the amount shown is correct press the F2 Key to confirm</p> <p>if it is not correct press the F4 Key and re-enter the amount.</p> <p><i>* If prompted input password, default is 1234</i></p>	<p>If the amount shown is correct use your fingertip to tap OK to confirm,</p> <p>if it is not correct use your fingertip to tap CANCEL and re-enter the amount</p> <p><i>* If prompted input password, default is 1234</i></p>	
3.	Tap (contactless only), Swipe or Manually Enter Card Number		
4.	The terminal flashes the host response and prints return receipt.		
5.	The terminal returns to the idle prompt. 		

RETAIL RECEIPT – CREDIT RETURN

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

RETURN

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 11111
(555)-777-8888

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

RETURN

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

RETURN AMOUNT: **\$164.38**

Resp: Approved
Code: 123456

Refunds accepted with receipt
www.abcstore.com

CUSTOMER COPY

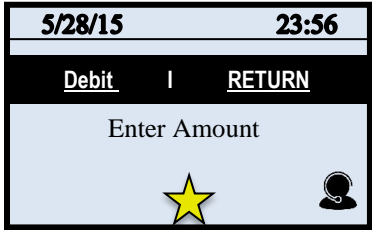
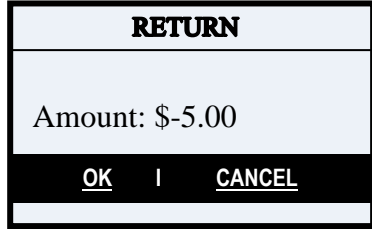
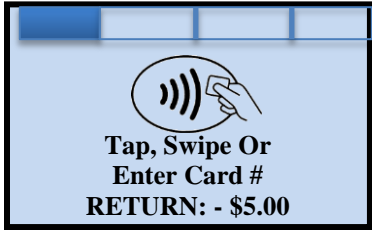
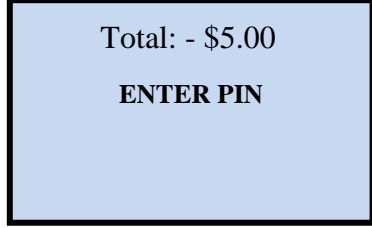
DEBIT CARD RETURN



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
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the down arrow button to change the payment type to DEBIT</p> <p>Press the Yellow backspace key to change the transaction type to RETURN</p> <p>Input the RETURN AMOUNT and press OK</p>	<p>Use your fingertip to Tap the word CREDIT then Tap the word DEBIT in the menu list.</p> <p>Use your fingertip to Tap the word SALE then Tap the word RETURN</p> <p>Input RETURN AMOUNT and press OK</p>	
2.	<p>If the amount shown is correct press the F2 Key to confirm</p> <p>if it is not correct press the F4 Key and re-enter the amount.</p> <p><i>* If prompted input password, default is 1234</i></p>	<p>If the amount shown is correct use your fingertip to tap OK to confirm,</p> <p>if it is not correct use your fingertip to tap CANCEL and re-enter the amount</p> <p><i>* If prompted input password, default is 1234</i></p>	
3.	Swipe Debit Card		
4.	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.		

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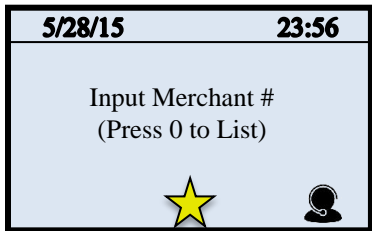

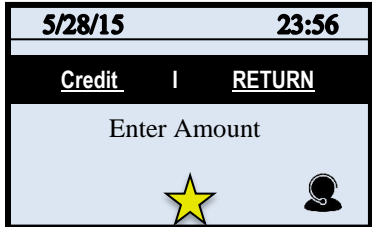
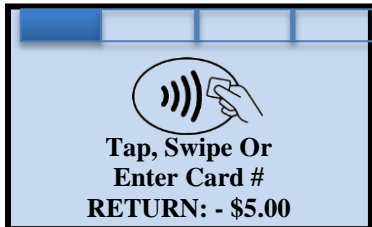


DEBIT CARD RETURN, CONTINUED

Step	Action	Display
5.	The terminal flashes the host response and prints return receipt.	
6.	The terminal returns to the idle prompt. 	

MULTI-MERCHANT CREDIT RETURN



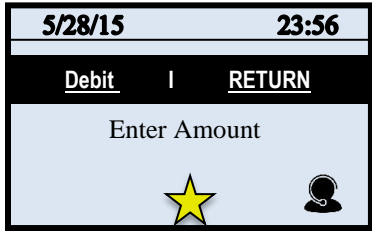

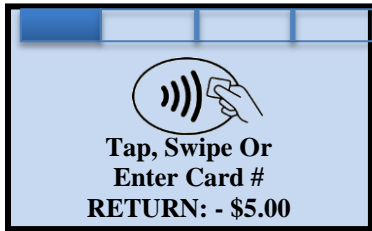
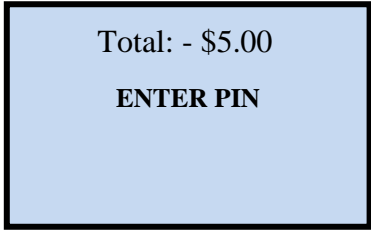
Use the chart below to process a Credit Card sale when there are multiple merchant IDs (MIDs) in the same terminal. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

Step	Action		Display
1.	Input the merchants assigned number or press 0 to list all merchants processing in the terminal.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the up and down arrow to highlight the desired merchant to process the sale for.	Use your fingertip to tap the desired merchant to process the sale for.	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press the Yellow backspace key to change the transaction type to RETURN Input the RETURN AMOUNT and press OK	Use your fingertip to Tap the word SALE then Tap the word RETURN Input RETURN AMOUNT and press OK	
4.	Tap (contactless only), Swipe or Manually Enter Card Number		
5.	The terminal flashes the host response and prints return receipt.		
6.	The terminal returns to the idle prompt. 		

MULTI-MERCHANT DEBIT CARD RETURN

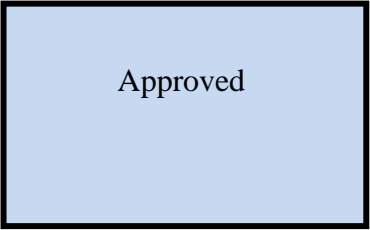



Use the chart below to process a Debit Card sale when there are multiple merchant IDs (MIDs) in the same terminal. It is important to note that for security and regulations manually entering a debit card is not allowed, debit cards must always be swiped at the point of sale. For a successful transaction you must be a debit card accepting merchant.

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the down arrow button to change the payment type to DEBIT</p> <p>Press the Yellow backspace key to change the transaction type to RETURN</p> <p>Input the RETURN AMOUNT and press OK</p>	<p>Use your fingertip to Tap the word CREDIT then Tap the word DEBIT in the menu list.</p> <p>Use your fingertip to Tap the word SALE then Tap the word RETURN</p> <p>Input RETURN AMOUNT and press OK</p>	
2.	<p>Use the up and down arrow to highlight the desired merchant to process the sale for.</p>	<p>Use your fingertip to tap the desired merchant to process the sale for.</p>	
3.	Swipe Debit Card.		
4.	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.		

Continued on next page

MULTI-MERCHANT DEBIT CARD RETURN, CONTINUED

Step	Action	Display
5.	The terminal flashes the host response and prints return receipt.	
6.	The terminal returns to the idle prompt. 	

RETAIL RECEIPT – DEBIT RETURN

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

RETURN

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

RETURN AMOUNT: **\$164.38**

Resp: Approved
Code: 123456

MERCHANT COPY

CUSTOMER COPY

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

RETURN

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

RETURN AMOUNT: **\$164.38**

Resp: Approved
Code: 123456

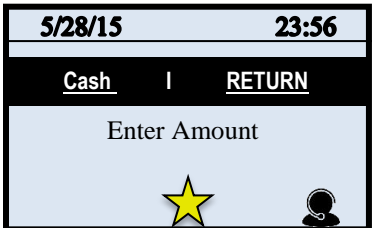

Refunds accepted with receipt
www.abcstore.com

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
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the down arrow button to change the payment type to CASH</p> <p>Press the Yellow Backspace key, highlight RETURN and press OK</p> <p>Input the RETURN AMOUNT and press OK</p>	<p>Use your fingertip to Tap the word CREDIT then Tap the word CASH in the menu list.</p> <p>Use your fingertip to Tap the word SALE then Tap the word RETURN</p> <p>Input RETURN AMOUNT and press OK</p>	
2.	The terminal prints the cash receipts and returns to the idle prompt. 		

RECEIPT EXAMPLE – CASH RETURN

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

RETURN

Type: Cash
Entry: Manual

AMOUNT: \$55.38

Resp: Approved
Code: x

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

RETURN

Type: Cash
Entry: Manual

AMOUNT: \$55.38

Resp: Approved
Code: x

CUSTOMER COPY

AUTHORIZATION (AUTH ONLY)

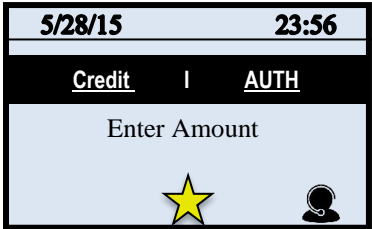
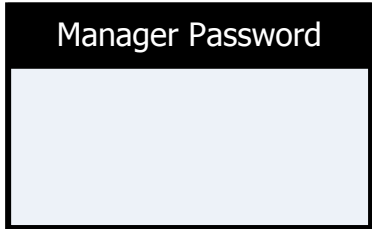
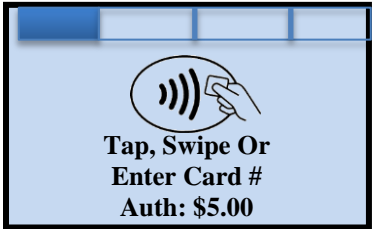




An Authorization Only transaction is used to verify funds and obtain an approval code. It is important to note that an Authorization Only does NOT CHARGE the customer's credit card however places a hold for the requested amount on the customer's open-to-buy limit. After an "Auth Only" is processed the 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
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	Press the Yellow backspace key to change the transaction type to AUTH Input the AUTH AMOUNT and press OK	Use your fingertip to Tap the word SALE then Tap the word AUTH Input the AUTH AMOUNT and press OK	
2.	Input the Manager Password if Prompted, the default is 1234 and press OK		
3.	Tap (contactless only), Swipe or Manually Enter Card Number		
4.	The terminal flashes the host response and prints auth receipt.		
5.	The terminal returns to the idle prompt. 		

RETAIL RECEIPT – AUTHORIZATION

ABC STORE
4534 Any Street
Somewhere, NY 11111
(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 and that amount is held against the cardholder's open to buy availability. A Ticket Only sale needs to be completed for the merchant to acquire funds for the transaction. Only a merchant copy of the receipt will print for Authorization transactions.

VOIDS



A Void transaction will nullify a transaction only when that transaction resides in the current batch; the transaction amount must be exactly the same as the original transaction amount. The Dejavoo Terminal will check the data base for the original transaction use the If/Then chart below for more information.

Support of Void transactions on debit cards will vary by host; it may or may not be allowed, check with your Merchant Services provider for further clarification. You can void the following transaction types: Sale, Return & Ticket Only.

This section will provide the process for:

- ☐ Void by CARD # & Amount ☐ Void Transaction - Find Transaction #

If	Then
If the Terminal can match card # and Amount in batch...	The Terminal will process a VOID.
If the Terminal can match the card# but not the dollar amount...	The terminal will then allow you to search by transaction number or view all open transactions with that account number.
If the Terminal does not find card in batch...	The Terminal will display "Card Not Found" and cancel the VOID transaction.



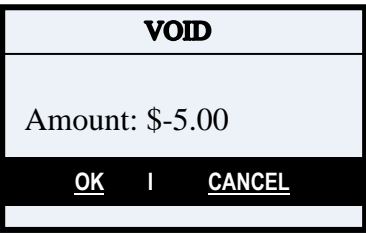
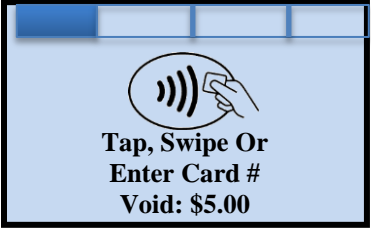


For Example: The customer purchased a summer dress then brought it back a few hours later because it didn't fit. Since the terminal has not settled and the original transaction resides in the current batch the merchant processed a VOID transaction to nullify the original sale.

VOID CREDIT TRANS - BY DOLLAR AMOUNT

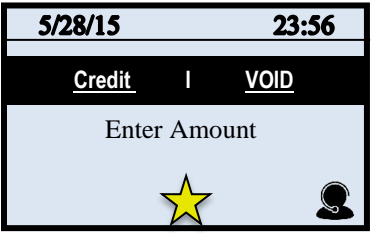
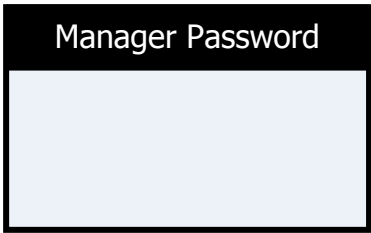

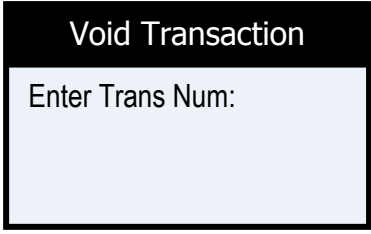
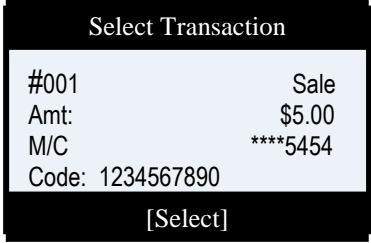
Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the Yellow backspace key to change the transaction type to VOID</p> <p>Input the VOID AMOUNT and press OK</p>	<p>Use your fingertip to Tap the word SALE then Tap the word VOID</p> <p>Input the VOID AMOUNT and press OK</p>	

Continued on next page

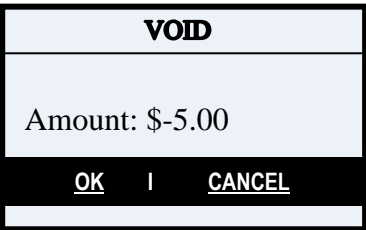
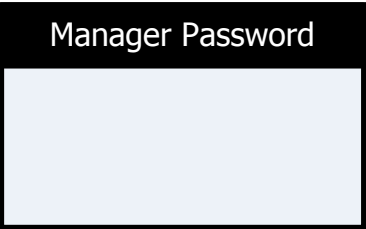


VOID CREDIT TRANS - BY DOLLAR AMOUNT, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
2.	<p>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.</p> <p><i>* If prompted input password, default is 1234</i></p>	<p>If the amount shown is correct use your fingertip to tap OK to confirm, if it is not correct use your fingertip to tap CANCEL and re-enter the amount</p> <p><i>* If prompted input password, default is 1234</i></p>	 <p>VOID</p> <p>Amount: \$-5.00</p> <p><u>OK</u> <u>CANCEL</u></p>
3.	Tap (contactless only), Swipe or Manually Enter Card Number		 <p>Tap, Swipe Or Enter Card # Void: \$5.00</p>
4.	The terminal flashes the host response and prints Void receipt.		 <p>Approved</p>
5.	The terminal returns to the idle prompt. 		

VOID CREDIT TRANS –TRANS # (FROM FAVORITES)

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the F3 Key to access the FAVORITES Menu</p> <p>Use the down arrow to highlight Void Cr/Db Trans and press OK</p>	<p>Use your fingertip to Tap the Star icon on the bottom of the display to access the FAVORITES Menu</p> <p>Use your fingertip to Tap Void Cr/Db Trans</p>	
2.	<p>Input the Manager Password if Prompted, the default is 1234 and press OK</p>		
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	<p>Use the up and down arrows to highlight By Transaction # then press OK.</p>	<p>Using your fingertip Tap the option for By Transaction #</p>	
4.	<p>Input the desired transaction number to be Voided then press OK.</p>		
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	<p>If desired transaction to void is displayed press OK to select.</p>	<p>If desired transaction to void is displayed user your fingertip to Tap [Select] or press OK to select.</p>	

VOID CREDIT TRANS –TRANS # (FROM FAVORITES), CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	<p>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.</p> <p><i>* If prompted input password, default is 1234</i></p>	<p>If the amount shown is correct use your fingertip to tap OK to confirm, if it is not correct use your fingertip to tap CANCEL and re-enter the amount</p> <p><i>* If prompted input password, default is 1234</i></p>	 <p>The screenshot shows a light blue rectangular box with a black border. At the top, the word "VOID" is centered in bold black text. Below it, "Amount: \$-5.00" is centered. At the bottom, there are two buttons: "OK" on the left and "CANCEL" on the right, separated by a vertical line. Both buttons have a black border and light blue background.</p>
7.	<p>Input the Manager Password if Prompted, the default is 1234 and press OK</p>		 <p>The screenshot shows a black rectangular box with a black border. At the top, the text "Manager Password" is centered in white. Below it is a large, empty light blue rectangular area for password entry.</p>
8.	<p>The terminal flashes the host response and prints Void receipt.</p>		 <p>The screenshot shows a light blue rectangular box with a black border. The word "Approved" is centered in black text.</p>
9.	<p>Terminal returns to the idle prompt. </p>		

RETAIL RECEIPT – VOID SALE

MERCHANT COPY

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

VOID SALE

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 11111
(555)-777-8888

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

VOID SALE

Acct: *****5555
Type: VISA

VOIDED AMOUNT: **\$164.38**

Resp: VOIDED
Code: 123456

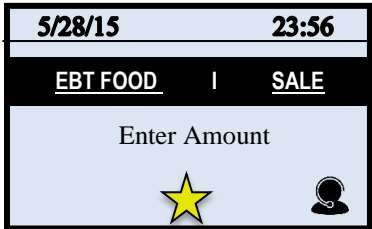

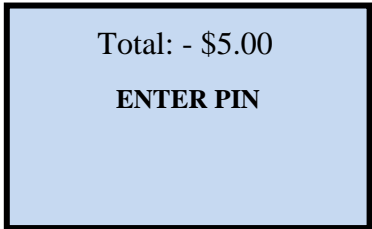


Refunds accepted with receipt
www.abcstore.com

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
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the down arrow button to change the payment type to EBT FOOD</p> <p>Input the EBT FOOD AMOUNT and press OK</p>	<p>Use your fingertip to Tap the word CREDIT then Tap the words EBT FOOD in the menu list.</p> <p>Input the EBT FOOD AMOUNT and press OK</p>	
2.	Swipe EBT Card		
3.	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.		
4.	The terminal flashes the host response and prints receipt.		
5.	Terminal returns to the idle prompt. 		

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RECEIPT EXAMPLE - EBT FOOD BENEFIT SALE



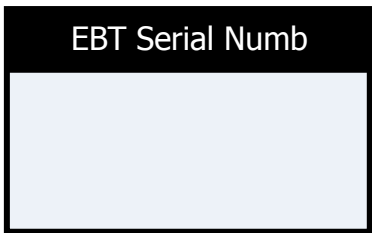
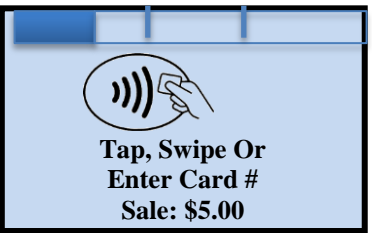
ABC STORE	
4534 Any Street	
Somewhere, NY 11111	
(555)-777-8888	

04/07/07	09:00
Trans #:1	Batch #:1
Clerk #:	4
SALE	
Acct:	*****5555
Type:	EBT
Entry:	Swiped
Trace#:	123456
Benefit:	Food
AMOUNT:	\$164.38
Resp:	Approved
Code:	123456
FS Ledger Bal:	\$64.57
FS Avail Bal:	\$80.00
FS Begin Bal:	\$100.00
Ch Ledger Bal:	\$55.00
Ch Avail Bal:	\$102.00
MERCHANT COPY	

EBT – FOOD BENEFIT VOUCHER SALE





When a voice authorization has been previously obtained you should follow the steps below to complete an EBT Voucher Sale using the obtained voice authorization.

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the down arrow button to change the payment type to EBT FOOD</p> <p>Press the Yellow backspace key , highlight VOUCHER SL and press OK.</p> <p>Input the EBT FOOD VOUCHER SL AMOUNT and press OK</p>	<p>Use your fingertip to Tap the word CREDIT then Tap the words EBT FOOD in the menu list.</p> <p>Use your fingertip to Tap the word SALE then Tap VOUCHER SL</p> <p>Input the EBT FOOD VOUCHER SL AMOUNT and press OK</p>	
2.	Input EBT Approval Code then press OK		
3.	Input EBT Serial Number then press OK		
4.	Swipe EBT Card		

Continued on next page

EBT – FOOD BENEFIT VOUCHER SALE, CONTINUED

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

RECEIPT EXAMPLE: EBT FOOD VOUCHER SALE

```

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

      SALE
Acct:  *****5555
Type:                      EBT
Entry:                    Swiped
Trace#:                  123456
Benefit:                  Food

AMOUNT:      $164.38

Resp:         Approved
Code:         123456

FS Ledger Bal:    $64.57
FS Avail Bal:    $80.00
FS Begin Bal:    $100.00
Ch Ledger Bal:    $55.00
Ch Avail Bal:    $102.00

MERCHANT COPY

```


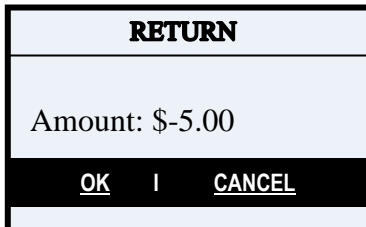
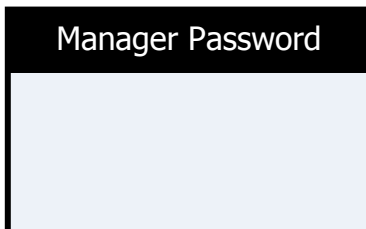
EBT – FOOD BENEFIT RETURN



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

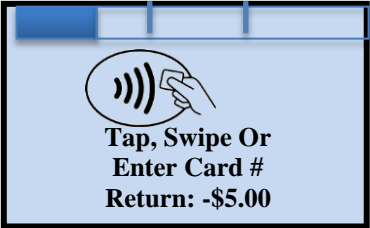
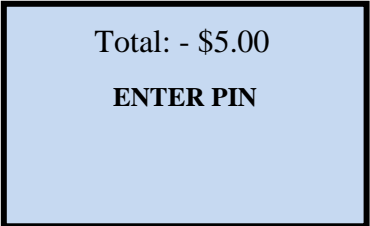




Note that a VOID is not allowed for EBT Food Benefit transactions, a return must be processed instead.

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the down arrow button to change the payment type to EBT FOOD</p> <p>Press the Yellow backspace key , highlight RETURN and press OK.</p> <p>Input the EBT FOOD RETURN AMOUNT and press OK</p>	<p>Use your fingertip to Tap the word CREDIT then Tap the words EBT FOOD in the menu list.</p> <p>Use your fingertip to Tap the word SALE then Tap RETURN</p> <p>Input the EBT FOOD AMOUNT and press OK</p>	
2.	<p>If the amount shown is correct press the F2 Key to confirm</p> <p>if it is not correct press the F4 Key and re-enter the amount.</p> <p><i>* If prompted input password, default is 1234</i></p>	<p>If the amount shown is correct use your fingertip to tap OK to confirm,</p> <p>if it is not correct use your fingertip to tap CANCEL and re-enter the amount</p> <p><i>* If prompted input password, default is 1234</i></p>	
3.	<p>Input the Manager Password if Prompted, the default is 1234 and press OK</p>		

Continued on next page

EBT – FOOD BENEFIT RETURN

Step	Action	Display
4.	Swipe EBT Card	
5.	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.	
6.	The terminal flashes the host response and prints receipt.	
7.	Terminal returns to the idle prompt. 	

RECEIPT EXAMPLE: EBT FOOD BENEFIT RETURN

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

RETURN

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



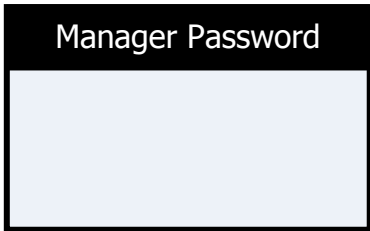
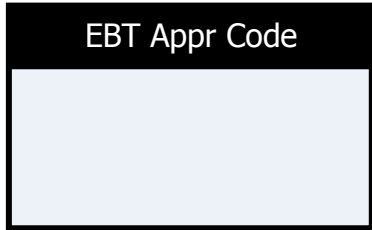
EBT – FOOD BENEFIT VOUCHER RETURN



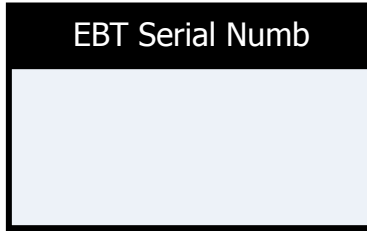
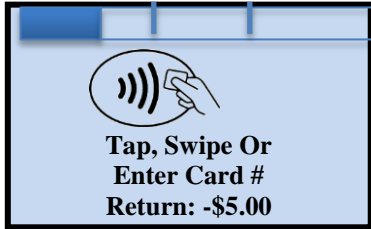


Use the steps below to process a Return for a Food Benefit Voucher Sale.



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

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the down arrow button to change the payment type to EBT FOOD</p> <p>Press the Yellow backspace key , highlight VOUCHER RT and press OK.</p> <p>Input AMOUNT and press OK</p>	<p>Use your fingertip to Tap the word CREDIT then Tap the words EBT FOOD in the menu list.</p> <p>Use your fingertip to Tap the word SALE then Tap VOUCHER RT</p> <p>Input AMOUNT and press OK</p>	
2.	<p>If the amount shown is correct press the F2 Key to confirm</p> <p>if it is not correct press the F4 Key and re-enter the amount.</p> <p><i>* If prompted input password, default is 1234</i></p>	<p>If the amount shown is correct use your fingertip to tap OK to confirm,</p> <p>if it is not correct use your fingertip to tap CANCEL and re-enter the amount</p> <p><i>* If prompted input password, default is 1234</i></p>	
3.	<p>Input the Manager Password if Prompted, the default is 1234 and press OK</p>		
4.	<p>Input EBT Approval Code then press OK</p>		

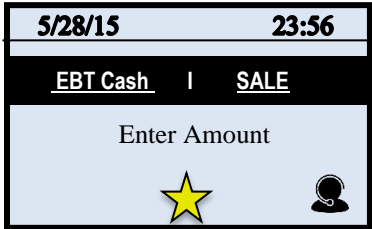
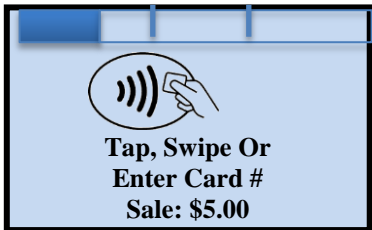
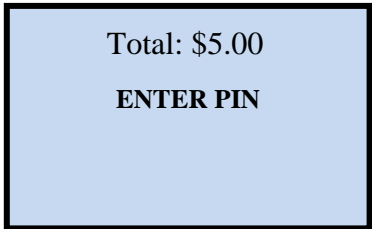


EBT – FOOD BENEFIT VOUCHER RETURN, CONTINUED

Step	Action	Display
5.	Input EBT Serial Number then press OK	 <p>EBT Serial Numb</p>
6.	Swipe EBT Card	 <p>Tap, Swipe Or Enter Card # Return: -\$5.00</p>
7.	The terminal flashes the host response and prints receipt.	 <p>Approved</p>
8.	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
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the down arrow button to change the payment type to EBT CASH</p> <p>Input the AMOUNT and press OK</p>	<p>Use your fingertip to Tap the word CREDIT then Tap the words EBT CASH in the menu list.</p> <p>Input the AMOUNT and press OK</p>	
2.	Swipe EBT Card		
3.	Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.		
4.	The terminal flashes the host response and prints receipt.		
5.	Terminal returns to the idle prompt. 		

RECEIPT EXAMPLE - EBT CASH BENEFIT SALE

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

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

SALE

Acct: *****5555
Type: EBT
Entry: Swiped
Trace#: 123456
Benefit: Cash

AMOUNT: **\$164.38**

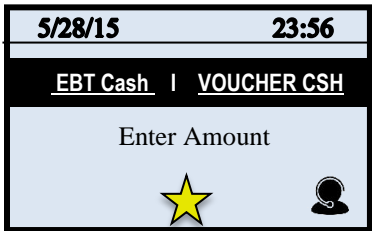
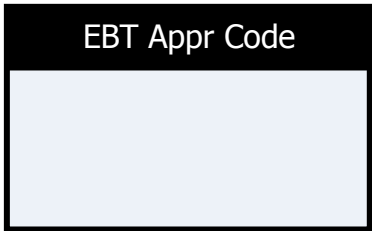
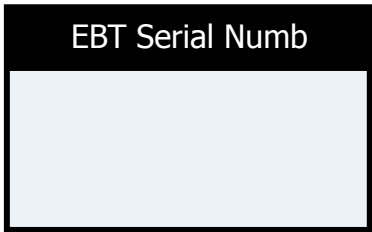
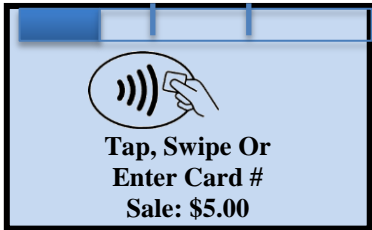

Resp: Approved
Code: 123456
FS Ledger Bal: \$64.57
FS Avail Bal: \$80.00
FS Begin Bal: \$100.00
Ch Ledger Bal: \$55.00
Ch Avail Bal: \$102.00

MERCHANT COPY

EBT – CASH BENEFIT VOUCHER SALE



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

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the down arrow button to change the payment type to EBT CASH</p> <p>Press the Yellow backspace key, highlight VOUCHER CSH and press OK.</p> <p>Input the AMOUNT and press OK</p>	<p>Use your fingertip to Tap the word CREDIT then Tap the words EBT CASH in the menu list.</p> <p>Use your fingertip to Tap the word SALE then Tap VOUCHER CSH</p> <p>Input the AMOUNT and press OK</p>	
2.	Input EBT Approval Code previously obtained then press OK		
3.	Input EBT Serial Number then press OK		
4.	Swipe EBT Card		
5.	Terminal returns to the idle prompt. 		

Continued on next page

RECEIPT EXAMPLE EBT – CASH BENEFIT VOUCHER SALE

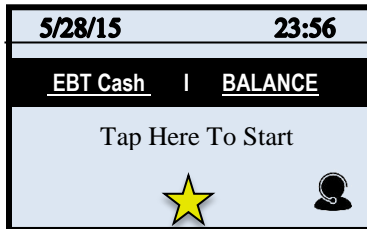
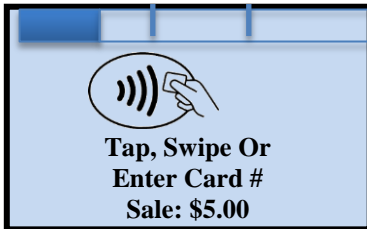
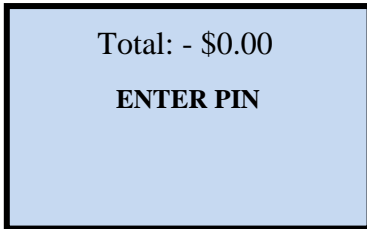


ABC STORE	
4534 Any Street	
Somewhere, NY 11111	
(555)-777-8888	

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



Use the chart below to process an EBT Balance Inquiry.

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	<p>Press the down arrow button to change the payment type to EBT FOOD or EBT CASH depending on desired balance inquiry</p> <p>Press the Yellow backspace key, highlight BALANCE and press OK.</p>	<p>Use your fingertip to Tap the word CREDIT then Tap the words EBT FOOD or EBT CASH depending on desired balance inquiry</p> <p>Use your fingertip to Tap the word SALE then Tap BALANCE</p> <p>Tap again on the display to continue</p>	
2.	Swipe EBT Card		
3.	<p>Customer Inputs PIN on Encrypted terminal PIN Pad or Encrypted External PIN Pad and presses OK.</p> <p>•</p>		
4.	Terminal Communicates to host for EBT Balance and prints EBT Balance.		
5.	Terminal returns to the idle prompt. 		

Continued on next page

RECEIPT EXAMPLE - EBT BALANCE INQUIRY

EBT RECEIPT – FOOD BAL INQUIRY

ABC STORE 4534 Any Street Somewhere, NY 11111 (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 11111 (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



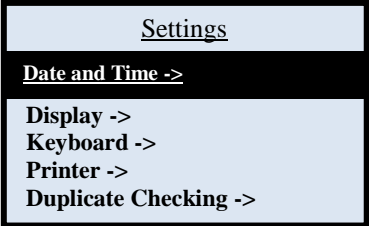
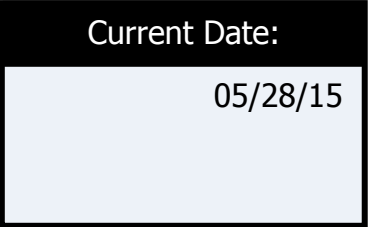
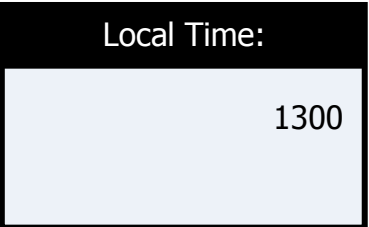

Use the steps below to edit the Date & Time in your Dejavoo terminal. It is important to note that when a Dejavoo terminal is powered on it will prompt you to confirm the date and time is correct, when this happens you can press F2 to confirm it is correct or press F4 if it is incorrect and follow the terminal prompts to update to the correct date and time. The time in the terminal must always be entered in 24 hour clock (military) format.



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

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word SETTINGS and press OK	Using your fingertip TAP the word SETTINGS	

EDIT THE DATE & TIME, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
5.	Using the down arrow key highlight the words DATE AND TIME and press OK	Using your fingertip TAP the words DATE AND TIME	
6.	If the date displayed is correct press OK if the date displayed is incorrect press the Yellow back space key to clear it then input the correct Date using the following format: MM/DD/YY		
7.	If the time displayed is correct press OK if the time displayed is incorrect press the Yellow back space key to clear it then input the correct time using 24 hour clock (military) format. *example shows 1:00 PM		
8.	Terminal returns to the Settings main menu. 		

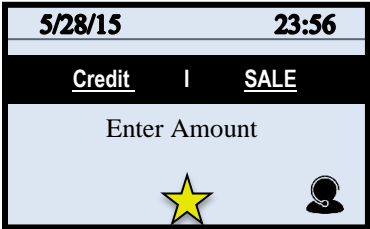
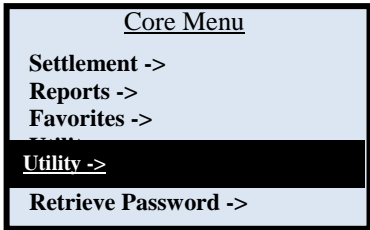
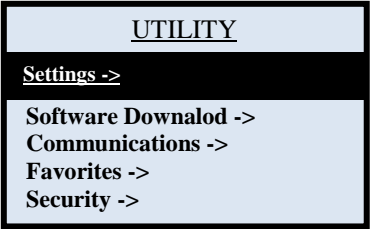
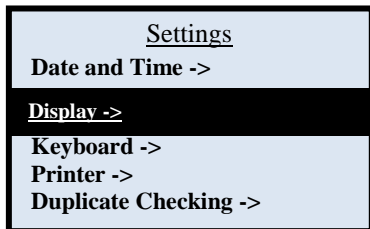
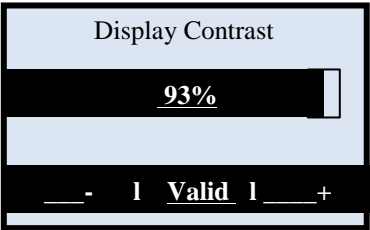

MILITARY TIME CONVERSION CHART

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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word SETTINGS and press OK	Using your fingertip TAP the word SETTINGS	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word DISPLAY and press OK	Using your fingertip TAP the word DISPLAY	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	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 OK to save your setting.	Using your fingertip Tap the <u>+</u> to increase Display Contrast or Tap the <u>-</u> to decrease the display contrast. Tap the word VALID to save your settings.	
6.	Terminal returns to the Settings main menu. 		

Power Management (Wireless Only)



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

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word SETTINGS and press OK	Using your fingertip TAP the word SETTINGS	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the words POWER MANAGEMENT and press OK	Using your fingertip TAP the words POWER MANAGEMENT	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight to desired power timer to set and press OK	Using your fingertip TAP the desired power timer to set	
6.	Turn Power Saver mode On/Off or Set the desired timer using minutes then the Terminal returns to the Settings main menu.		

Keyboard Beep On/Off



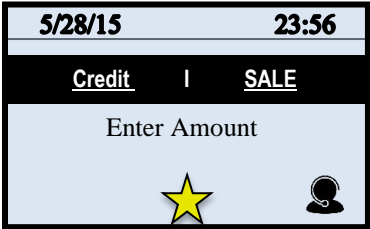
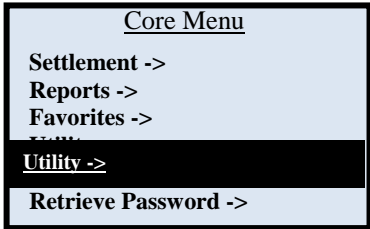
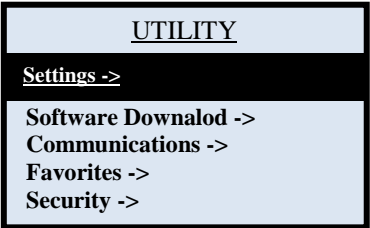
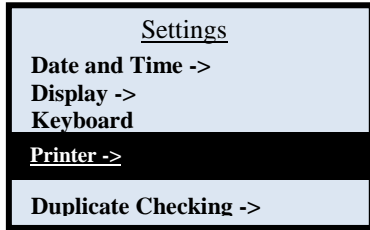
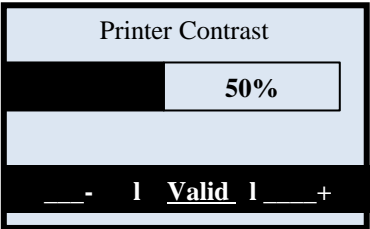

Use the steps below to turn the terminal's keyboard beep on or off.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word SETTINGS and press OK	Using your fingertip TAP the word SETTINGS	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word KEYBOARD and press OK	Using your fingertip TAP the word KEYBOARD	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the F2 and F4 keys to make the desired selection.	Using your fingertip Tap the desired selection.	
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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word SETTINGS and press OK	Using your fingertip TAP the word SETTINGS	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word PRINTER and press OK	Using your fingertip TAP the word PRINTER	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the up ▲ and down ▼ arrow keys or the Use the F2 and F4 keys to increase and decrease the printer contrast as desired. Press OK to save your setting.	Using your fingertip Tap the <u>+</u> to increase Display Contrast or Tap the <u>-</u> to decrease the printer contrast. Tap the word VALID to save your settings.	
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)

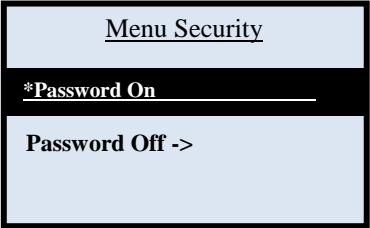



Use the chart below to configure the password requirement for accessing Core Menu options.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word SECURITY and press OK	Using your fingertip TAP the word SECURITY	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the words MENU UTILITY and press OK	Using your fingertip TAP the words MENU UTILITY	

Continued on next page

MENU SECURITY (CORE MENU), CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
5.	<p>Use the arrow keys to highlight desired option.</p> <p>Press the Green OK key to select.</p> <p>Note: The Menu Security option that is currently set for the Core Menu will be marked with an asterisk (*).</p>	<p>Using your fingertip TAP the desired option.</p>	
6.	Terminal returns to the Security main menu. 		

EDIT PASSWORD (CORE MENU)



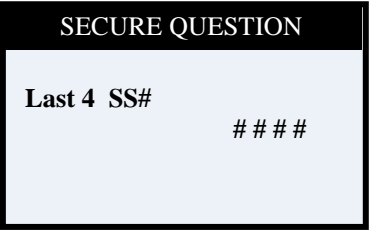


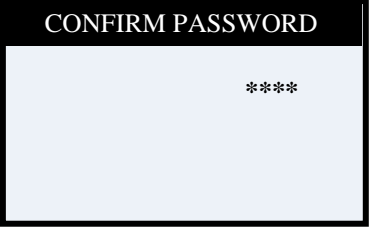

As stated in the About this Manual section, the Terminal's default password is 1234. The default password can be customized to an alphanumeric password of choice. When changing the password from the default password the first time you are prompted to set up 1 of 3 security questions. If the customized 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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word SECURITY and press OK	Using your fingertip TAP the word SECURITY	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the words EDIT PASSWORD and press OK	Using your fingertip TAP the words EDIT PASSWORD	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight a security question to be set up and press OK Note: This will only prompt the first time the password is changed from the factory default.	Using your fingertip TAP a security question to be set up. Note: This will only prompt the first time the password is changed from the factory default.	

Continued on next page

EDIT PASSWORD (CORE MENU), CONTINUED

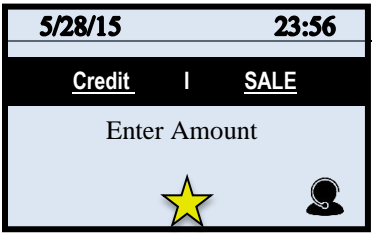
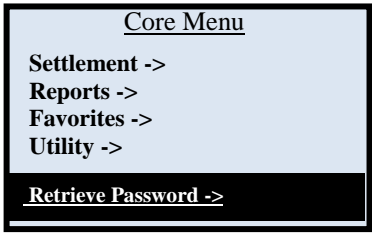
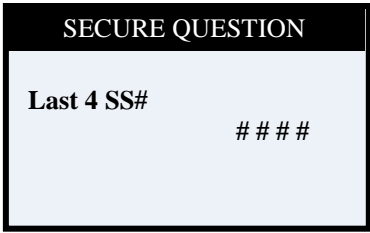
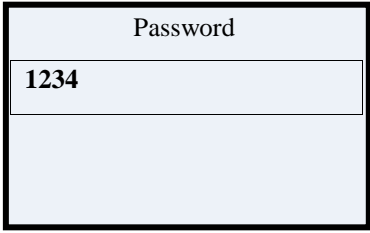

Step	Action	Display
6.	Use the alphanumeric keypad to set up your answer to the chosen security question. Press the Green OK key to confirm your answer.	 <p>SECURE QUESTION</p> <p>Last 4 SS# # # # #</p>
7.	Use the key pad to input the terminals current password, the one you wish to change. Press the Green OK key to confirm. Note: If this is the first time the password has been changed the default password is 1234.	 <p>CURRENT PASSWORD</p> <p>****</p>
8.	Use the keypad to input the customized NEW password, you are changing it to. Press the Green OK key to confirm.	 <p>NEW PASSWORD</p> <p>****</p>
9.	Use the keypad to re-enter the customized NEW password, for confirmation. Press the Green OK key.	 <p>CONFIRM PASSWORD</p> <p>****</p>
10.	Terminal flashes the confirmed new password and 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.	
2.	NON TOUCH SCREEN	
	Use the ▼ down arrow to highlight RETRIEVE PASSWORD Press the Green OK key to select.	
	TOUCH SCREEN	
	Using your fingertip TAP the words RETRIEVE PASSWORD <i>* If prompted input password, default is 1234</i>	
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.	
4.	The terminal will display the current password for 3 seconds.	
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:

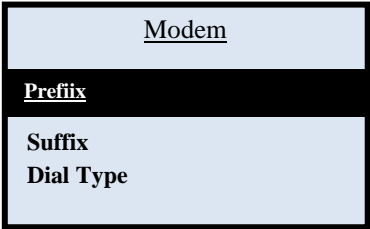


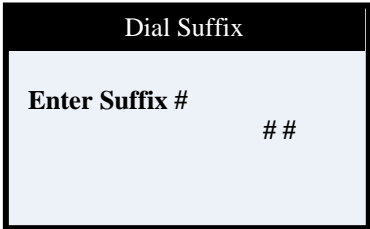

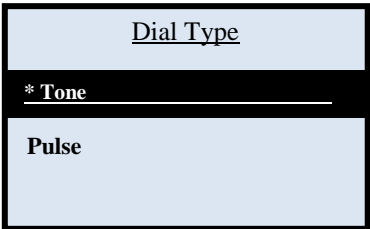

Dialing Prefix	When a number (i.e.: 9) is needed before a phone # to dial out.
Dialing Suffix	When a number (i.e.: 9) is needed after a phone # to dial out.
Dial Type	Sets the dial to either Touch Tone or Pulse dial.

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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word COMMUNICATIONS and press OK	Using your fingertip TAP the word COMMUNICATIONS	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the ▼ down arrow key to highlight LOCAL PARAMS and press OK	Using your fingertip TAP the words LOCAL PARAMS	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the ▼ down arrow key to highlight MODEM and press OK	Using your fingertip TAP the word MODEM	

Continued on next page

COMMUNICATION SETTINGS (MODEM), CONTINUED

Step	Action			Display
6.	For	NON Touch Screen	Touch Screen	
	Dialing Prefix	Press OK & go to step 7	Tap Finger on Prefix & go to step 7	
	Dialing Suffix	Press ▼ arrow 1X & Press OK. Skip to step 9	Tap Finger on Suffix & skip to step 9	
	Dial Type	Press ▼ arrow 2X's & Press OK. Skip to step 11	Tap Finger on Prefix & skip to step 11	
7.	Using the keypad input the desired dialing prefix and press OK			
8.	Terminal returns to the modem communications menu. 			
9.	Using the keypad input the desired dialing suffix. Press the Green OK button to confirm.			
10.	Terminal returns to the modem communications menu. 			
11.	NON TOUCH SCREEN		TOUCH SCREEN	
	Use the ▲up and ▼down arrow keys to highlight desired option and press OK. Note: The Dial Type option that is currently set for the Modem Communication will be marked with an asterisk (*).		Using your fingertip TAP the desired option. Note: The Dial Type option that is currently set for the Modem Communication will be marked with an asterisk (*).	
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:

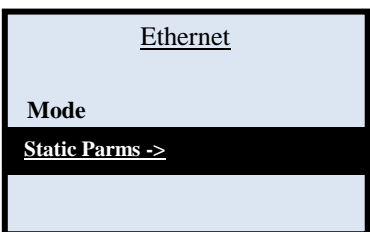
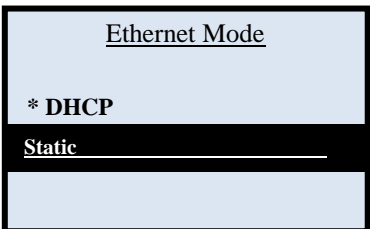


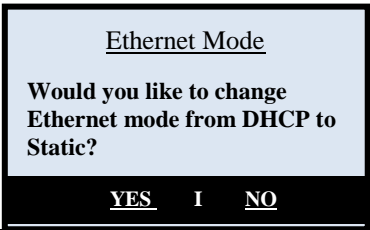
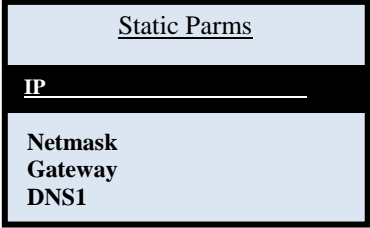

Mode	Configures the choice of DHCP or Static IP for Ethernet communication.
Set Up	Sets up Static IP parameters for Ethernet communication.

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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word COMMUNICATIONS and press OK	Using your fingertip TAP the word COMMUNICATIONS	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the ▼ down arrow key to highlight LOCAL PARAMS and press OK	Using your fingertip TAP the words LOCAL PARAMS	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the ▼ down arrow key to highlight ETHERNET and press OK	Using your fingertip TAP the words ETHERNET	

Continued on next page

COMMUNICATION SETTINGS (ETHERNET), CONTINUED

Step	Action			Display
6.	For	NON TOUCH SCREEN	TOUCH SCREEN	
	Mode	Press OK & go to step 7	Tap the word MODE & go to step 7	
	Set Up Static IP	Press ▼ arrow to highlight Static Parm's & Press OK. Skip to step 10	TAP The words Static Parm's and Skip to Step 10	
7.	If	NON TOUCH SCREEN	TOUCH SCREEN	
	DHCP	Press OK 	Tap DHCP 	
	Static	Press ▼ arrow to highlight STATIC & Press OK. Proceed to step 8	Tap the word STATIC and proceed to step 8	
Note: The Ethernet Mode option that is currently set for the Modem Communication will be marked with an asterisk (*).				
8.	NON TOUCH SCREEN		TOUCH SCREEN	
	Press F2 for YES or Press F4 for NO		Using your fingertip TAP the word YES or the word NO.	
9.	NON TOUCH SCREEN		TOUCH SCREEN	
	Use the up and down arrow keys to highlight the desired option and press OK. Note: Repeat to configure each IP Parameter setting		Using your fingertip TAP the desired configuration option. Note: Repeat to configure each IP Parameter setting	
10.	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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK for SETTLEMENT	Using your fingertip TAP the word SETTLEMENT	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK for SETTLE DAILY BATCH <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SETTLE DAILY BATCH <i>* If prompted input password, default is 1234</i>	
4.	Terminal communicates with Host Processor and displays responses. (Connecting...Connected...Sending...Receiving...) Screen Flashes Host Response i.e.: "Approved" or "Declined". 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:

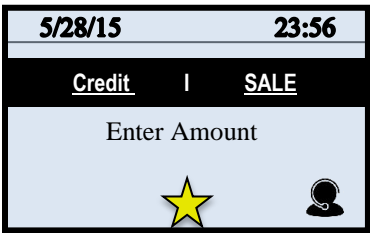
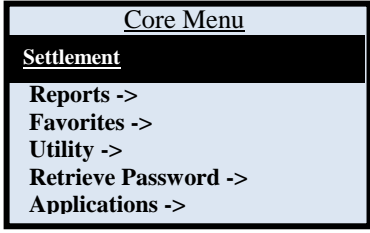
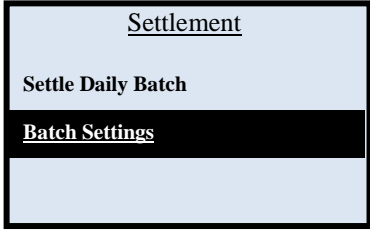
- (1) Automatically dial to each applications host for settlement at a specified time.
- (2) Automatically settle without communicating and dialing to any of the terminals host.
- (3) Disable automatic batching for all applications by turning the option completely off.

Note: When disabling automatic batch it is important to note that the merchant will need to manually batch his/her transactions (see page 89)





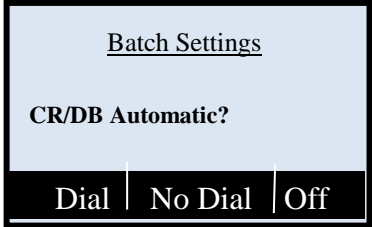

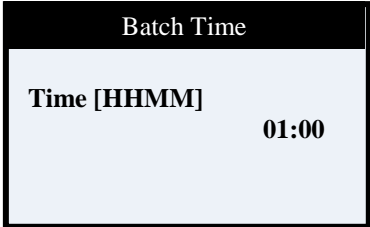
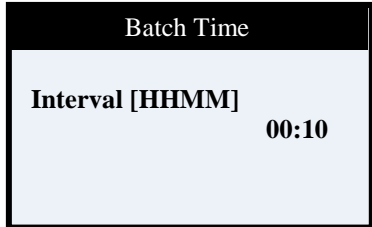


For Example:

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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK for SETTLEMENT	Using your fingertip TAP the word SETTLEMENT	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press the down arrow and highlight the words BATCH SETTINGS and press OK. <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words BATCH SETTINGS <i>* If prompted input password, default is 1234</i>	

Continued on next page

BATCH SETTINGS (FOR ALL APPLICATIONS), CONTINUED

Step	Action	Display												
4.	<table border="1"> <thead> <tr> <th>IF</th><th>NON TOUCH SCREEN</th><th>TOUCH SCREEN</th></tr> </thead> <tbody> <tr> <td>Dial</td><td>Press the F2 Key</td><td>Tap Dial</td></tr> <tr> <td>No Dial</td><td>Press the F3 Key</td><td>Tap No Dial</td></tr> <tr> <td>Off</td><td>Press F4 Key</td><td>Tap Off </td></tr> </tbody> </table>	IF	NON TOUCH SCREEN	TOUCH SCREEN	Dial	Press the F2 Key	Tap Dial	No Dial	Press the F3 Key	Tap No Dial	Off	Press F4 Key	Tap Off 	
IF	NON TOUCH SCREEN	TOUCH SCREEN												
Dial	Press the F2 Key	Tap Dial												
No Dial	Press the F3 Key	Tap No Dial												
Off	Press F4 Key	Tap Off 												
5.	<p>Use the keypad to input the desired time to have the terminal dial out automatically and settle open transactions.</p> <p>Note: Time format is HH:MM and is in 24 hour clock (military format.) ie; 4:00pm would be input as 16:00 while 4:00am is 04:00.</p>													
6.	<p>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.</p> <p>Press OK to confirm.</p> <p>Note: The example to the right shows that the terminal will dial out every ten minutes to retry the settlement.</p>													
7.	<p>Use the keypad to input the time period the terminal should continue to try to close the batch.</p> <p>Press OK to confirm.</p> <p>ie: The terminal will continue to retry the settlement every 10 minutes for up to 55 Minutes according to the example on the right.</p>													
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)



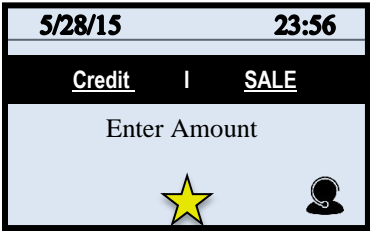
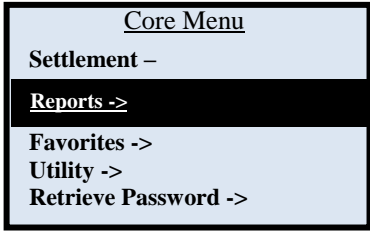
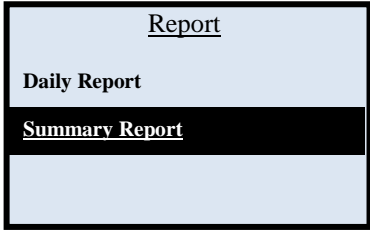

This Core Menu option provides daily report information for ALL active terminal applications. The Daily Report prints the transaction #, Card Type, Transaction Type, Last four digits of the Account Number and dollar amount for each transaction that are in the current/open batch.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight REPORTS and Press OK	Using your fingertip TAP the word REPORTS	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight DAILY REPORT and Press OK	Using your fingertip TAP the words DAILY REPORT	
4.	Report Prints and terminal returns to the Core Menu.		

SUMMARY REPORT (FOR ALL APPLICATIONS)



This Core Menu option provides transaction totals information for ALL active terminal applications. This Summary Report prints total amounts for each transaction type for all active applications in the current and open batch.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight REPORTS and Press OK	Using your fingertip TAP the word REPORTS	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SUMMARY REPORT and Press OK	Using your fingertip TAP the words SUMMAY REPORT	
4.	Report Prints and terminal returns to the Core Menu. 		

TRAINING MODE ON/OFF



Use the directions below to turn training mode ON or OFF

***Note:** All actions 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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word TRAINING MODE and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word TRAINING MODE <i>* If prompted input password, default is 1234</i>	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press F2 for YES to turn Training Mode ON or Press F4 for NO to turn Training Mode OFF.	Using your fingertip TAP the word TRAINING MODE	
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 display this symbol in the upper right corner to remind you the terminal is not in live mode.		

LOYALTY

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
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word LOYALTY and press OK	Using your fingertip TAP the word LOYALTY	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK to select POINTS PER DOLLAR.	Using your fingertip TAP the words POINTS PER DOLLAR	

Continued on next page

LOYALTY - CONFIGURING POINTS PER DOLLAR, CONTINUED

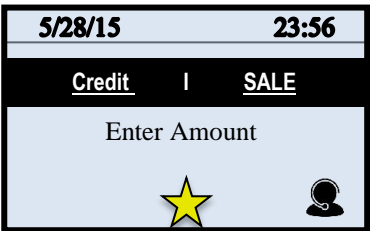
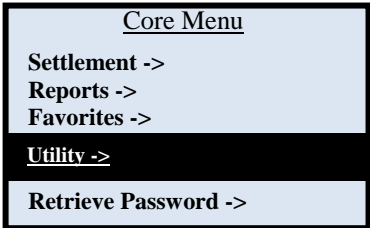
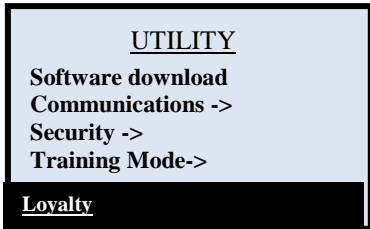

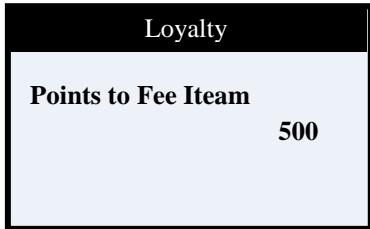

Step	Action	Display
5.	Using the keypad input the number of points you would like to award for each dollar spent and press OK .	 A terminal display with a black header bar containing the word "Loyalty". Below the header is a light blue rectangular area. Inside this area, the text "Points Per Dollar" is on the left and the number "1" is on the right.
6.	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.

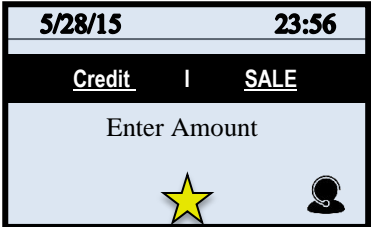
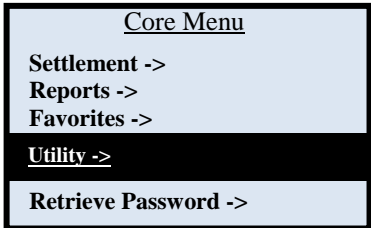
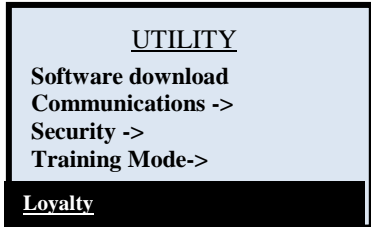
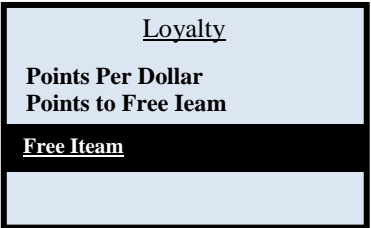


Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word LOYALTY and press OK	Using your fingertip TAP the word LOYALTY	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the words POINT TO FREE ITEM and press OK	Using your fingertip TAP the words POINTS TO FREE ITEM	
5.	Using the keypad input the threshold for number of points the Customer must earn to receive their award and press OK . (Use the yellow back space key to clear out the field.)		
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



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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word UTILITY <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word LOYALTY and press OK	Using your fingertip TAP the word LOYALTY	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the words FREE ITEM and press OK	Using your fingertip TAP the words FREE ITEM	
5.	Using the alphanumeric keypad input the Free Item the customer will be awarded when they meet the point threshold. Then press OK. (Use the yellow back space key to clear out the field if necessary)		
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 – RECEIPT EXAMPLES

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

12/07/13 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

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

Points Earned

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

12/07/13 09:00
Trans #:5 Batch #:1

S A L E

Acct: *****5555
Type: VISA
Entry: Card Swiped
Server (2): Lisa
AMOUNT: \$25.33
TIP AMT: \$____.____

TOTAL AMT: \$____.____

Tip Sugg. 1: 15% \$3.79
Tip Sugg. 2: 18% \$4.55

Resp: Approved
Code: 123456

Congratulations you
Have won a
Free Appetizer

Your New Points Balance
is 10

Refunds accepted with Receipt
www.abcstore.com

CUSTOMER COPY

Reward Receipt

CREDIT/DEBIT APPLICATION MENU

REPORTS (CREDIT/DEBIT)



The Dejavoo Credit/Debit application provides a variety of report options including the option to customize reports at the terminal level.

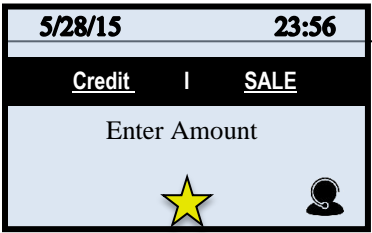
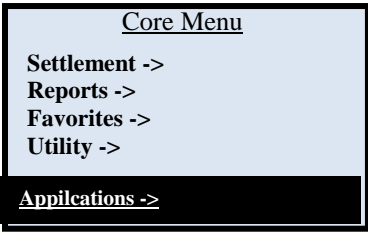
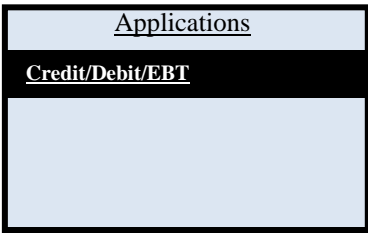
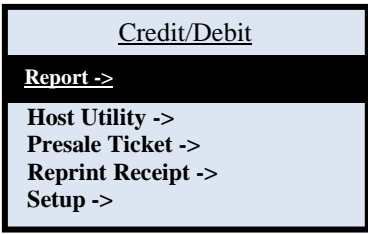
Report options allow the user a variety of report types Including:

- Daily Report
- Summary Report
- Detailed Report
- History Report
- Report Generator
- Custom Reports

DAILY REPORT




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

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on REPORT <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word REPORT <i>* If prompted input password, default is 1234</i>	

Continued on next page

DAILY REPORT, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
5.	Press OK on DAILY REPORT	Using your fingertip TAP the words DAILY REPORT	<div> <u>Report</u> Daily Report Summary Report -> Detailed Report -> History Report Report Generator -> </div>
6.	Report Prints and the terminal returns to the Report Menu. 		See Report Example Below.

```

MY BUSINESS
123 MAIN ST.
ANYTOWN, NY 11111
1-800-555-1212
-----
Daily Report
=====
08/01/2015 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 amounts 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 Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on REPORT <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word REPORT <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight SUMMARY REPORT and press OK	Using your fingertip TAP the words SUMMARY REPORT	

Continued on next page

SUMMARY REPORT, CONTINUED

Step	Action	Display
6.	Report Prints and the terminal returns to the Report Menu. 	See Report Example Below.

```
.....  
  
      MY BUSINESS  
      123 MAIN ST.  
    ANYTOWN, NY 11111  
      1-800-555-1234  
-----  
      Summary Report  
-----  
- 08/01/2015      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 Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on REPORT <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word REPORT <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight DETAILED REPORT and press OK	Using your fingertip TAP the words DETAILED REPORT	

Continued on next page

DETAILED REPORT, CONTINUED

Step	Action	Display
6.	Report Prints and the terminal returns to the Report Menu. 	See Report Example Below.

```
.....
MY BUSINESS
123 MAIN ST.
ANYTOWN, NY 11111
1-800-555-1234
-----
Detailed Report
=====
08/01/2015      13:09:00
-----
Terminal Number: 123455
Merchant:        6543215432
Batch #:         21
-----
EDC:             CREDIT
Sale:            112.00
Transaction #    1
Trans. Date:     08/01/15
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:     08/01/15
```

HISTORY REPORT



The History report will print total settlement amounts for each EDC (Payment) type for a specified date range.




For Example: To print a report that shows the settlement amounts for Credit and for Debit for the past two months the History Report is the report that has this information.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on REPORT <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word REPORT <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight HISTORY REPORT and press OK	Using your fingertip TAP the words HISTORY REPORT	

Continued on next page

HISTORY REPORT, CONTINUED

Step	Action	Display
6.	Using the keypad input the FROM date of the desired date range. Press the Green OK key to continue.	<div> Date <div> From: (MMDDYY) 00/00/00 </div> </div>
7.	Using the keypad input the TO date of the desired date range. Press the Green OK key to continue	<div> Date <div> To: (MMDDYY) 00/00/00 </div> </div>
8.	Report Prints and the terminal returns to the Report Menu. 	See Report Example Below.

```

.....
MY BUSINESS
123 MAIN ST.
ANYTOWN, NY 11111
1-800-555-1234
.....
History Summary
.....
08/01/2015      13:09:00
.....
Terminal Number: 123456
Merchant:       654321456
.....

07/10/15 to 07/20/15
*****
*
EDC:              CREDIT
Overall      539      6425.50
*****

EDC:              DEBIT
Overall:      371      3120.97
Incl. Cash Back 380.00
*****

End of Report
-----

```

REPORT GENERATOR



The Report Generator uses a drill down method to create custom reporting option. This tool provides the ability to decide the type of data to print on the report, how that data should be sorted, etc... Reports created with the Report Generator can optionally be saved to the "Custom Reports" menu.

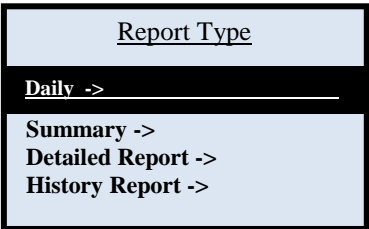
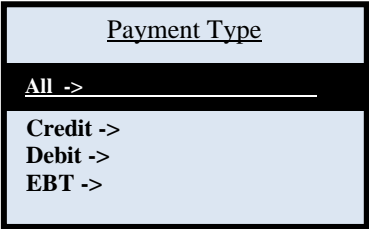
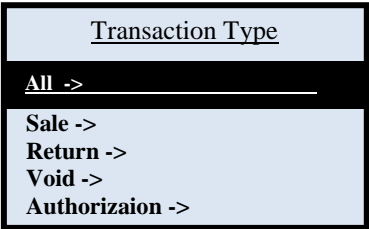
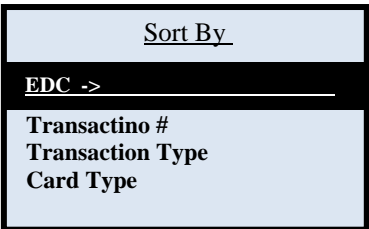
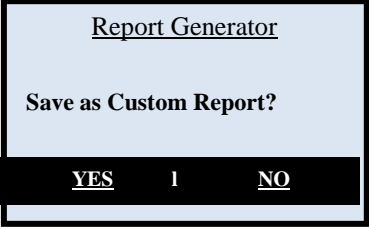


For Example: The local retail store created a report that prints a daily report of ALL Payment types, and ALL Transaction types and sorts the information by CLERK ID so they can manage their sales and employees at the same time. They saved it as "Clerk Report" in the terminals Custom Report Menu.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on REPORT <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word REPORT <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight REPORT GENERATOR and press OK	Using your fingertip TAP the words REPORT GENERATOR	

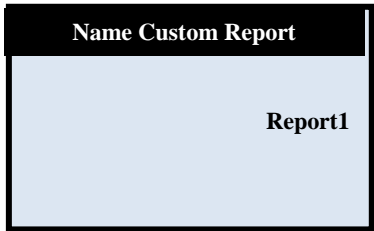
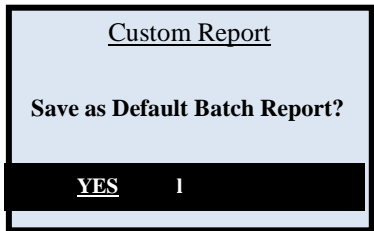

Continued on next page

REPORT GENERATOR, CONTINUED

Step	Action		Display
6.	NON TOUCH SCREEN	TOUCH SCREEN	
	The terminal displays "REPORT TYPE" Use the Arrow keys to highlight the desired selection then press OK	The terminal displays "REPORT TYPE" Using your fingertip TAP the desired selection	
7.	NON TOUCH SCREEN	TOUCH SCREEN	
	The terminal displays "PAYMENT TYPE" Use the Arrow keys to highlight the desired selection then press OK	The terminal displays "PAYMENT TYPE" Using your fingertip TAP the desired selection	
8.	NON TOUCH SCREEN	TOUCH SCREEN	
	The terminal displays "TRANSACTION TYPE" Use the Arrow keys to highlight the desired selection then press OK	The terminal displays "TRANSACTION TYPE" Using your fingertip TAP the desired selection	
9.	NON TOUCH SCREEN	TOUCH SCREEN	
	The terminal displays "SORT BY" Use the Arrow keys to highlight the desired selection then press OK	The terminal displays "SORT BY" Using your fingertip TAP the desired selection	
10.	NON TOUCH SCREEN	TOUCH SCREEN	
	The terminal displays "SAVE AS CUSTOM REPORT?" Press F2 for Yes or F4 for No	The terminal displays "SAVE AS CUSTOM REPORT?" Tap Yes or Tap No	

Continued on next page

REPORT GENERATOR, CONTINUED

Step	Action		Display
11.	<p>Name your customer report by using a multi-tap method find the key on the alpha numeric keypad with the desired character.</p> <p>Continue to press that key until the appropriate letter or number displays.</p> <p>Use the yellow "CLEAR" key to backspace and the red "CANCEL" key to delete single characters.</p> <p>Press OK upon completion to confirm your entry.</p>		
12.	<p>NON TOUCH SCREEN</p> <p>The terminal displays "SAVE AS DEFAULT BATCH REPORT?"</p> <p>Press F2 for Yes or F4 for No</p>	<p>TOUCH SCREEN</p> <p>The terminal displays "SAVE AS DEFAULT BATCH REPORT?"</p> <p>Tap Yes or Tap No</p>	
13.	<p>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. .</p>		

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.

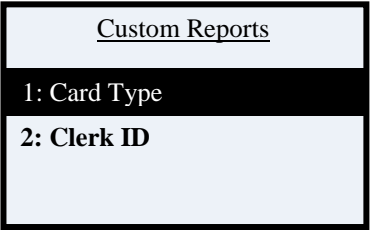



For Example: The local retail merchant used the Report Generator to print and save a report of all Payment Types and All Transaction types sorted by Clerk IDs. The report was saved with the name "Clerk Report". When the merchant wants to run this report he no longer has to use the Report Generator to 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 Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on REPORT <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word REPORT <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight CUSTOM REPORTS and press OK	Using your fingertip TAP the words CUSTOM REPORTS	

Continued on next page

CUSTOM REPORTS, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	<p>From the Report Menu use the navigation keys to highlight the option for the desired custom report and press OK.</p> <p><i>*note: You would have to have saved a custom report prior to it showing in the options.</i></p>	<p>Using your fingertip TAP the desired custom report to print.</p> <p><i>*note: You would have to have saved a custom report prior to it showing in the options.</i></p>	 <p>The screenshot shows a terminal display with a light blue background. At the top, the text "Custom Reports" is underlined. Below it, there are two menu items: "1: Card Type" and "2: Clerk ID", each preceded by a black bar with white text.</p>
7.	<p>The report will print and the terminal returns to the Report Menu.  .</p>		

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

SETTLEMENT (CREDIT & DEBIT)

SETTLE DAILY BATCH

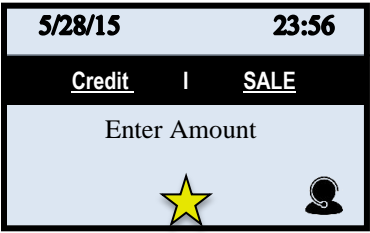
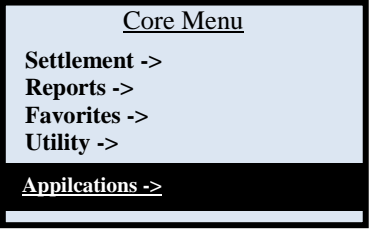


This Settle Daily Batch option is used to settle the transactions within the current open batch for the Credit and Debit host only. To settle open transactions for all transactions in all active terminal applications use the Settlement option in the Dejavoo Core Menu. (Page 82)




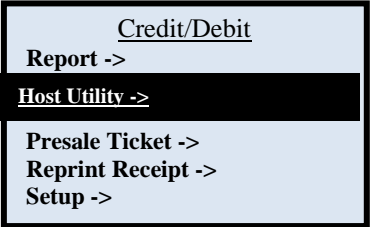
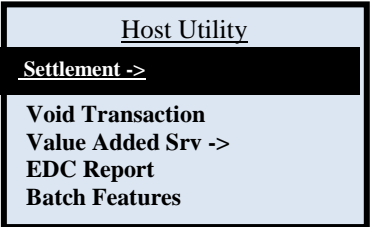
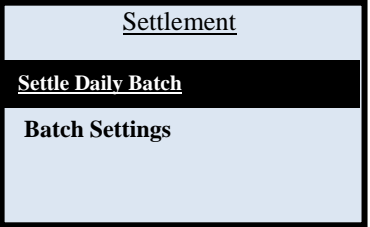

For Example:

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

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	

Continued on next page

SETTLEMENT (CREDIT & DEBIT), CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
3.	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	Use the down arrow to highlight HOST UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word HOST UTILITY <i>* If prompted input password, default is 1234</i>	
5.	Press ok to select SETTLEMENT	Using your fingertip TAP the word SETTLEMENT	
6.	Press OK to select SETTLE DAILY BATCH.	Using your fingertip TAP the word SETTLE DAILY BATCH	
7.	<p>Terminal communicates with Host Processor and displays responses. (Connecting...Connected...Sending...Receiving...)</p> <p>Screen Flashes Host Response i.e.: "Approved" or "Declined".</p> <p>Batch Report Prints and the terminal returns to the Core Menu.  .</p>		

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:

8. 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**.
9. 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**.
10. 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.		
1.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	

Continued on next page

BATCH SETTINGS, CONTINUED

Step	Action		Display												
3.	NON TOUCH SCREEN	TOUCH SCREEN	<div><div>Credit/Debit</div><div>Report -></div><div>Host Utility -></div><div>Presale Ticket -></div><div>Reprint Receipt -></div><div>Setup -></div></div>												
	Use the down arrow to highlight HOST UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word HOST UTILITY <i>* If prompted input password, default is 1234</i>													
4.	NON TOUCH SCREEN	TOUCH SCREEN	<div><div>Host Utility</div><div>Settlement -></div><div>Void Transaction</div><div>Value Added Srv -></div><div>EDC Report</div><div>Batch Features</div></div>												
	Press OK to select SETTLEMENT	Using your fingertip TAP the word SETTLEMENT													
5.	NON TOUCH SCREEN	TOUCH SCREEN	<div><div>Settlement</div><div>Settle Daily Batch</div><div>Batch Settings</div></div>												
	Press the down arrow to highlight BATCH SETTINGS and press OK.	Using your fingertip TAP the words BATCH SETTINGS													
6.	<table><thead><tr><th>IF</th><th>NON TOUCH SCREEN</th><th>TOUCH SCREEN</th></tr></thead><tbody><tr><td>Dial</td><td>Press the F2 Key</td><td>Tap Dial</td></tr><tr><td>No Dial</td><td>Press the F3 Key</td><td>Tap No Dial</td></tr><tr><td>Off</td><td>Press F4 Key</td><td>Tap Off </td></tr></tbody></table>		IF	NON TOUCH SCREEN	TOUCH SCREEN	Dial	Press the F2 Key	Tap Dial	No Dial	Press the F3 Key	Tap No Dial	Off	Press F4 Key	Tap Off 	<div><div>Batch Settings</div><div>CR/DB Automatic?</div><div>Dial No Dial Off</div></div>
	IF	NON TOUCH SCREEN	TOUCH SCREEN												
Dial	Press the F2 Key	Tap Dial													
No Dial	Press the F3 Key	Tap No Dial													
Off	Press F4 Key	Tap Off 													
7.	Use the keypad to input the desired time to have the terminal dial out automatically and settle open transactions. Note: Time format is HH:MM and is in 24 hour clock (military format.) Ie; 4:00pm would be input as 16:00 while 4:00am is 04:00.		<div><div>Batch Time</div><div>Time [HHMM]</div><div>01:00</div></div>												

Continued on next page

BATCH SETTINGS, CONTINUED

Step	Action	Display
8.	<p>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.</p> <p>Press OK to confirm.</p> <p>Note: The example to the right shows that the terminal will dial out every ten minutes to retry the settlement.</p>	<p>The screenshot shows a screen titled 'Batch Time' with a field 'Interval [HHMM]' set to '00:10'.</p>
9.	<p>Use the keypad to input the time period the terminal should continue to try to close the batch.</p> <p>Press OK to confirm.</p> <p>Note: The terminal will continue to retry the settlement every 10 minutes for up to 55 Minutes according to the example on the right.</p>	<p>The screenshot shows a screen titled 'Batch Time' with a field 'Period [HHMM]' set to '00:55'.</p>
10.	Terminal Returns to the Host Utility Menu.	

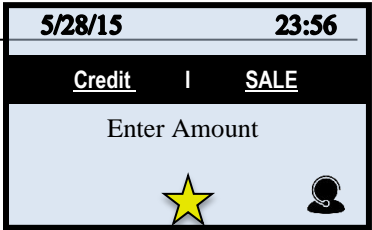
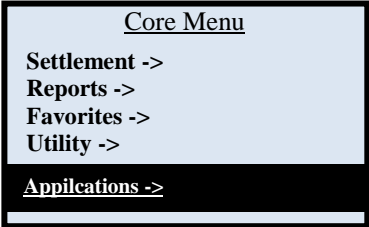
VOID TRANSACTION



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.

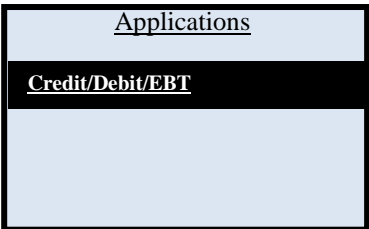
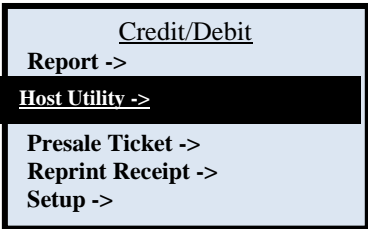
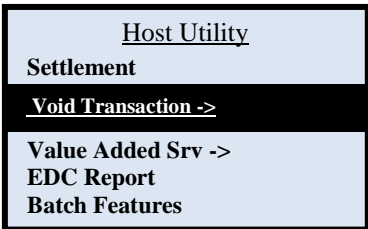
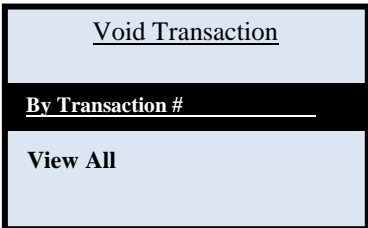
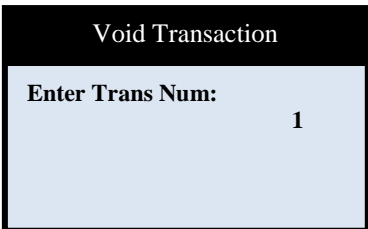
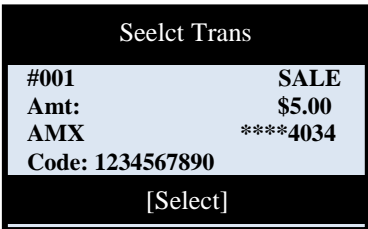


For Example: The merchant wishes to void a credit transaction in the current and open batch however he does not have the credit card so he needs to scroll through the transactions in his open batch until he finds the credit sale he wants to void.

Step	Action	Display				
1.	From the idle prompt press the OK key to access the Core Menu.					
2.	<table><thead><tr><th>NON TOUCH SCREEN</th><th>TOUCH SCREEN</th></tr></thead><tbody><tr><td>Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i></td><td>Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i></td></tr></tbody></table>	NON TOUCH SCREEN	TOUCH SCREEN	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
NON TOUCH SCREEN	TOUCH SCREEN					
Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>					

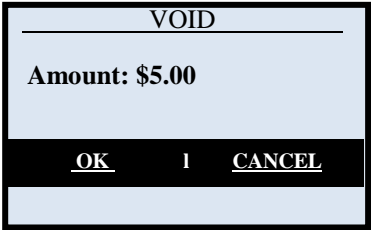
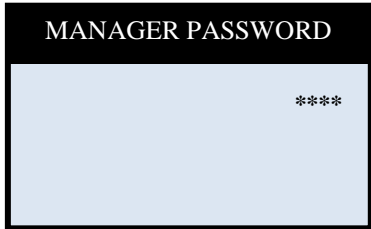

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VOID TRANSACTION, CONTINUED

Step	Action		Display
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight HOST UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word HOST UTILITY <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight VOID TRANSACTION and press OK	Using your fingertip TAP the words VOID TRANSACTION	
6.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight the desired method to void the transaction, either by Transaction # or by viewing all transactions in the batch then press OK.	Use your fingertip to highlight the desired method to void the transaction, either by Transaction # or by viewing all transactions in the batch	
7.	When voiding by transaction number input the transaction number you wish to void from the current batch.		
8.	NON TOUCH SCREEN	TOUCH SCREEN	
	Verify transaction is correct transaction to be voided and press OK to confirm	Verify the transaction is the correct transaction to be voided and use your fingertip to tap SELECT.	

Continued on next page

VOID TRANSACTION, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
9.	If Void Amount is correct press OK if not correct press the X to abort the transaction	If Void amount is correct tap OK if not correct tap CANCEL to abort the transaction	 <p>The screenshot shows a light blue screen with the word "VOID" at the top. Below it, "Amount: \$5.00" is displayed. At the bottom, there are two buttons: "OK" and "CANCEL", separated by a vertical line.</p>
10.	Input the Manager's Password if prompted, the default password is 1234 and then press OK.		 <p>The screenshot shows a light blue screen with the title "MANAGER PASSWORD" at the top. Below the title is a large rectangular input field. To the right of the input field, there are four asterisks "****".</p>
11.	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.

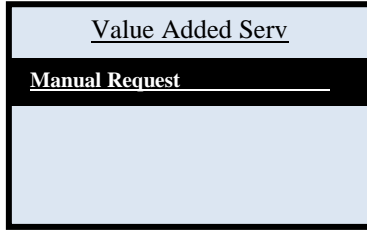



For Example: The merchant needs information on his/her cash advance outstanding balance however he/she doesn't have access to a PC to look it up on the internet. The merchant can use the Value Added Server option in their Dejavoo terminal to retrieve the information because it has been programmed to do so.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight HOST UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word HOST UTILITY <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight VALUE ADDED SRV and press OK	Using your fingertip TAP the words VALUE ADDED SRV	

Continued on next page

VALUE ADDED SERVER, CONTINUED

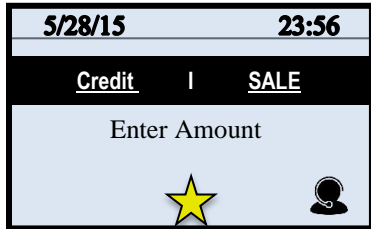
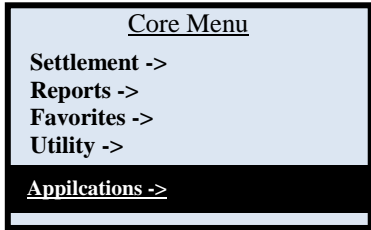
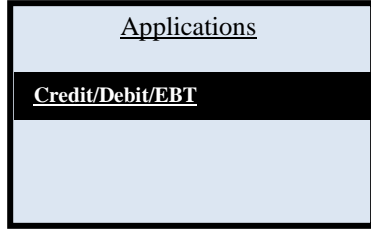
Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Press OK to select MANUAL REQUEST	Using your fingertip TAP the words MANUAL REQUEST	
7.	The terminal communicates and syncs with DeNovo managed services system. 		

EDC REPORT




The EDC report prints out all the host settings currently programmed into the terminal. Typically used by Help Desks, you can find the following information on the EDC report:

- Host Name ■ 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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	

Continued on next page

EDC REPORT, CONTINUED

Step	Action		Display
4.	NON TOUCH SCREEN	TOUCH SCREEN	<div> <u>Credit/Debit</u> Report -> Host Utility -> Presale Ticket -> Reprint Receipt -> Setup -> </div>
	Use the down arrow to highlight HOST UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word HOST UTILITY <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	<div> <u>Host Utility</u> Settlement Void Transaction Value Added Srv -> EDC Report Batch Features </div>
	Use the down arrow to highlight EDC REPORT and press OK	Using your fingertip TAP the words EDC REPORT	
6.	EDC Report Prints. Terminal returns to the idle prompt. See example below. 		

```

07/04/2015   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

```


BATCH FEATURES



The Batch Features Menu allows you to execute the following batch related actions:

- Set Batch #
- Delete the Open Batch
- Delete Batch History

SET BATCH

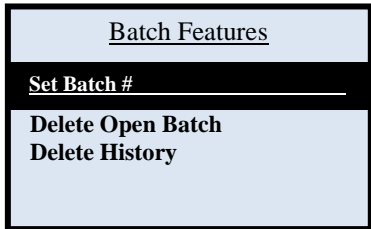
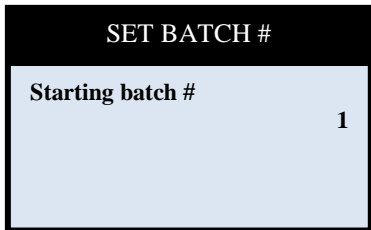
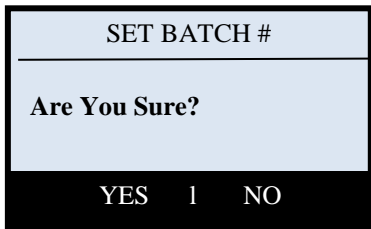



This feature allows the batch number to be changed at the terminal level. It is recommended that this feature be utilized only with the instruction and assistance of the users Help Desk support. Changing the batch number effects the successful settlement of the open batch.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight HOST UTILITY and press OK <i>If prompted input password, default is 1234</i>	Using your fingertip TAP the word HOST UTILITY <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight BATCH FEATURES and press OK	Using your fingertip TAP the words BATCH FEATURES	

Continued on next page

SET BATCH NUMBER, CONTINUED

Step	Action		Display
6.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK to select Set Batch #	Using your fingertip TAP the words SET BATCH #	
7.	Using the keypad press the yellow backspace key to clear out the current batch # then using the keypad input the new batch # then press OK.		
8.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press F2 for Yes or press F4 for No	Using your fingertip TAP the word YES or TAP the word NO	
9.	Terminal sets batch # to the number entered in step 7 and returns to the Batch Features Menu. 		

DELETE OPEN BATCH



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

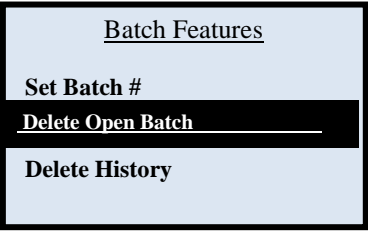
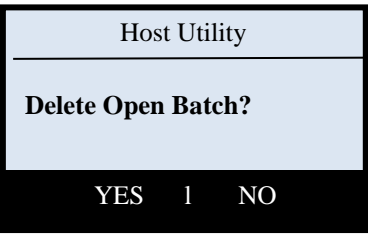
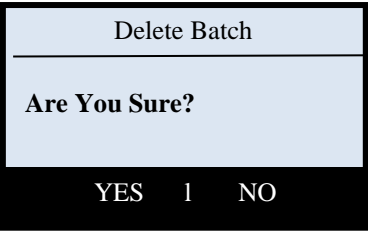



Important Note: Deleting the current batch is permanent and **NOT** reversible. Transactions in the deleted batch will not be sent for settlement. It is recommended that deleting an open batch only be done with the assistance of your technical support help desk representative.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight HOST UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word HOST UTILITY <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight BATCH FEATURES and press OK	Using your fingertip TAP the words BATCH FEATURES	

Continued on next page

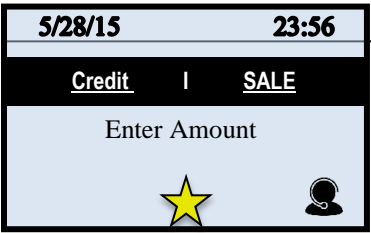
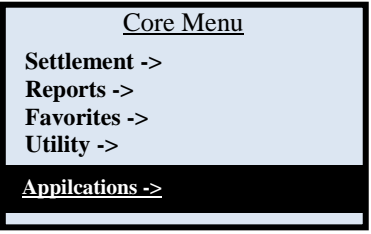
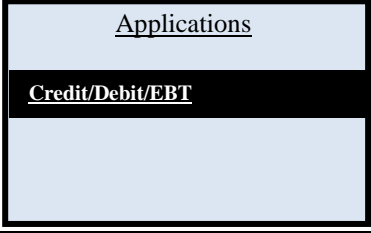
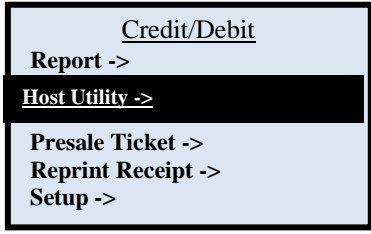
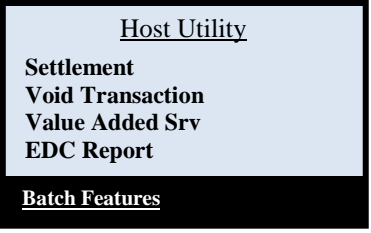
DELETE OPEN BATCH, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Use the down arrow to highlight DELETE OPEN BATCH and press OK	Using your fingertip TAP the words DELETE OPEN BATCH	
7.	Press F2 for Yes or press F4 for No <i>*When YES terminal will flash a warning to perform this action with helpdesk assistance only.</i>	Using your fingertip TAP the word YES or TAP the word NO <i>*When YES terminal will flash a warning to perform this action with helpdesk assistance only.</i>	
8.	Press F2 for Yes or press F4 for No	Using your fingertip TAP the word YES or TAP the word NO	
9.	The terminal deletes the open batch as requested and returns to the Host Utility Menu. 		

DELETE BATCH HISTORY

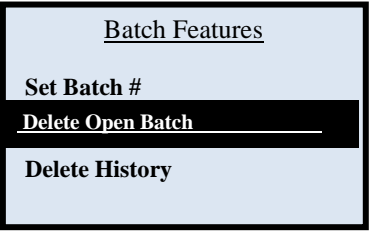
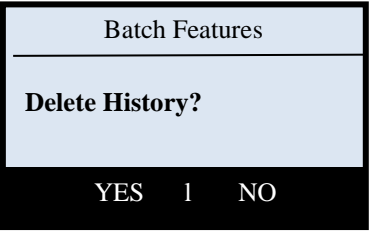
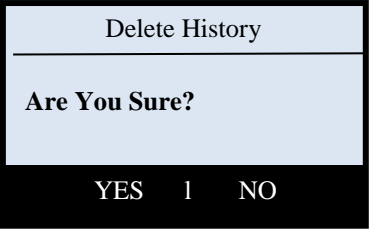



This Utility is used to delete the stored batch history.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight HOST UTILITY and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word HOST UTILITY <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight BATCH FEATURES and press OK	Using your fingertip TAP the words BATCH FEATURES	

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DELETE BATCH HISTORY, CONTINUED

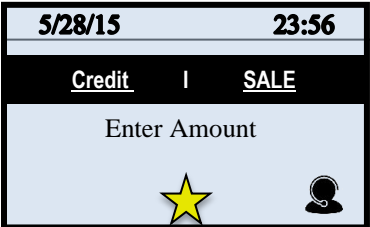
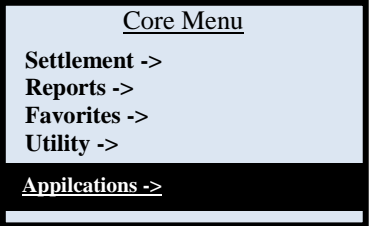
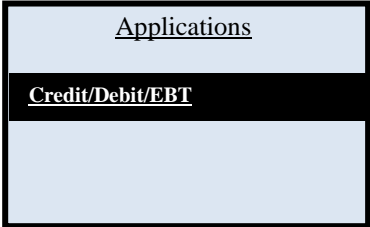
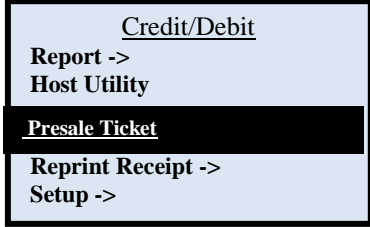
Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Use the down arrow to highlight DELETE HISTORY and press OK	Using your fingertip TAP the words DELETE HISTORY	
7.	Press F2 for Yes or press F4 for No <i>*When YES terminal will flash a warning to perform this action with helpdesk assistance only.</i>	Using your fingertip TAP the word YES or TAP the word NO <i>*When YES terminal will flash a warning to perform this action with helpdesk assistance only.</i>	
8.	Press F2 for Yes or press F4 for No	Using your fingertip TAP the word YES or TAP the word NO	
9.	The terminal deletes the batch history as requested and returns to the Host Utility Menu. 		

PRESALE TICKET




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

A Presale ticket is a “pre” transaction receipt which displays sale amount information only. It allows the merchant to hand their customers a receipt showing the amount of the transaction along with a tip line. The customer can then fill out the tip line, the total line and hand the receipt and their credit card back to the merchant for payment. This allows the merchant to swipe the card, enter the amount of the transaction as well as the inline tip amount when prompted during the transaction. Use of this feature is optional, you do not have to print a presale ticket for retail with tip, it simply eliminates having to ask the customer if he/she will be leaving a tip on the card during the transaction.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight PRESALE TICKET and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word PRESALE TICKET <i>* If prompted input password, default is 1234</i>	

Continued on next page

PRESALE TICKET, CONTINUED

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

EXAMPLE OF PRESALE TICKET:

ABC STORE
4534 Any Street
Somewhere, NY 11111
(555)-777-8888

07/07/15 09:00

P R E S A L E T I C K E T

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 #

REPRINT 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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight REPRINT RECEIPT and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word REPRINT RECEIPT <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK to select LAST.	Using your fingertip TAP the word LAST	
6.	Copy of last transaction receipt prints. Terminal returns to the Reprint Receipt Menu.		

REPRINT RECEIPT BY TRANSACTION



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

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight REPRINT RECEIPT and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word REPRINT RECEIPT <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight BY TRANSACTION # and press OK	Using your fingertip TAP the words BY TRANSACTION #	
6.	Use the terminal keypad to input the desired transaction number for the receipt that is being reprinted then press OK		
7.	Receipt copy prints for specified Transaction #. Terminal returns to Reprint Receipt Menu.		

REPRINT RECEIPT BY CARD



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

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight REPRINT RECEIPT and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word REPRINT RECEIPT <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight BY CARD # and press OK	Using your fingertip TAP the words BY CARD #	
6.	Use the terminal keypad to input the corresponding card number for the receipt that is being reprinted and press OK.		
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.

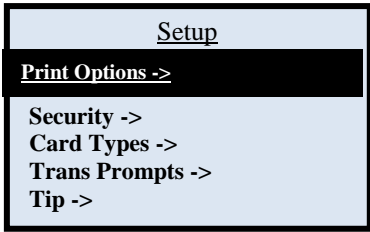
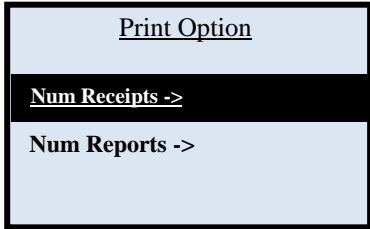
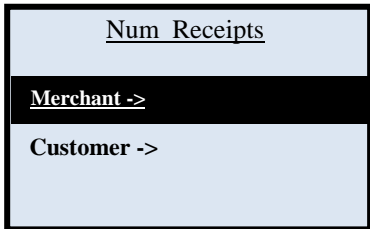
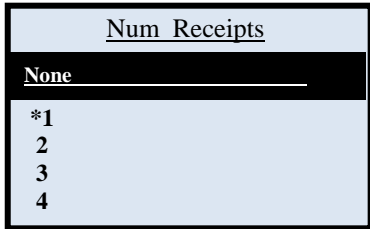

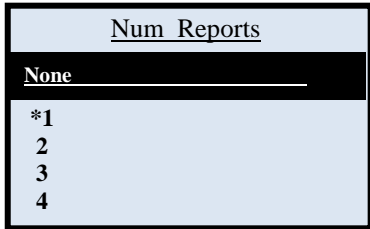



Tip: Setting print options to 0 (zero) the terminal operates in No Paper Mode.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	

Continued on next page

PRINT OPTIONS, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
5.	Press OK to select PRINT OPTIONS	Using your fingertip TAP the words PRINT OPTIONS	
6.	If Setting # of Receipt Press OK to select NUM RECEIPTS Proceed to Step 7	Tap NUM RECEIPTS Proceed to Step 7	
	Setting # of Reports Highlight NUM REPORTS Press OK Proceed to Step 10	Tap NUM REPORTS Proceed to Step 10	
7.	If Setting Merchant Copies Press OK to select MERCHANT.	Tap MERCHANT	
	Setting Customer Copies Use the down arrow key to highlight CUSTOMER and press OK	Tap CUSTOMER	
8.	NON TOUCH SCREEN Use the up ▲ and down ▼ arrow keys to highlight the desired number of receipt Copies to print and press OK.	TOUCH SCREEN Using your fingertip TAP the desired number of Receipt Copies to print.	
9.	The terminal sets # of receipt copies and returns to the Print Options Menu. 		
10.	NON TOUCH SCREEN Use the up ▲ and down ▼ arrow keys to highlight the desired number of Report Copies to print and press OK.	TOUCH SCREEN Using your fingertip TAP the desired number of Report Copies to print.	
11.	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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	

Continued on next page

TRANSACTION TYPES, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
5.	Use the down arrow to highlight SECURITY and press OK	Using your fingertip TAP the words SECURITY	<div> <div>Setup</div> <div>Print Options -></div> <div>Security -></div> <div>Card Types -></div> <div>Trans Prompts -></div> <div>Tip -></div> </div>
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Press OK to select TRANSACTION TYPE	Using your fingertip TAP the words TRANSACTION TYPE	<div> <div>Security</div> <div>Transaction Type -></div> <div>Menu Security -></div> <div>Edit Password -></div> <div>Inject Keys -></div> </div>
	NON TOUCH SCREEN	TOUCH SCREEN	
7.	Use the up and down arrows to highlight the transaction type you wish to change password settings for then press OK	Using your fingertip TAP the transaction type you wish to change password settings for	<div> <div>Transaction Type</div> <div>All Transactinos -></div> <div>Return -></div> <div>Void -></div> <div>Authorization -></div> <div>Ticket -></div> </div>
	NON TOUCH SCREEN	TOUCH SCREEN	
8.	Use the up and down arrows to highlight the desired option to turn password ON or OFF and press OK.	Using your fingertip TAP the desired option to turn password ON or OFF	<div> <div>All Transactions</div> <div>*Password On</div> <div>Password Off</div> </div>
9.	The Terminal sets the designated transaction security and returns to Security Menu. 		

MENU SECURITY

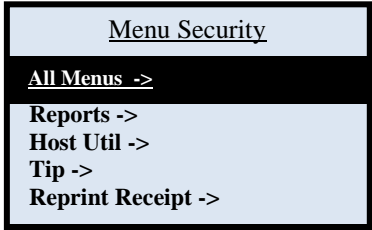
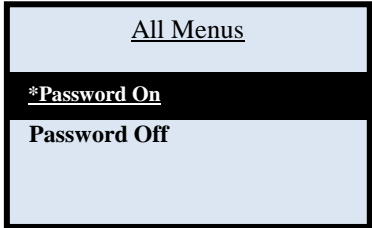



Use the chart below to enable or disable a password requirement prior to accessing specifically designated menu options or all menu options.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SECURITY and press OK	Using your fingertip TAP the words SECURITY	
6.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight MENU SECURITY and press OK	Using your fingertip TAP the words MENU SECURITY	

Continued on next page

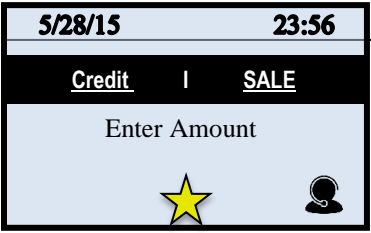
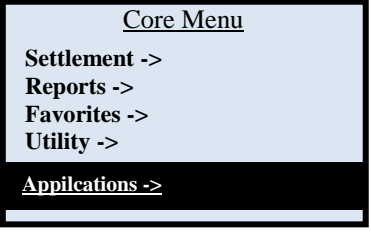
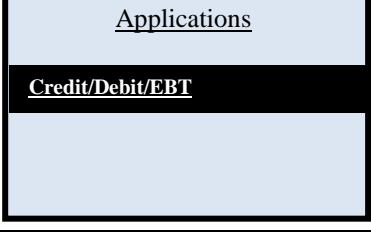
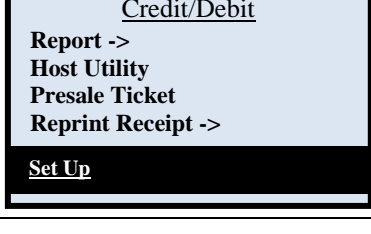
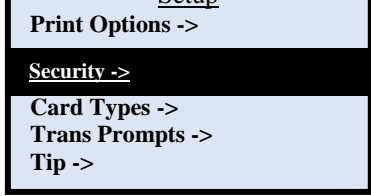
MENU SECURITY, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Use the up and down arrows to highlight the Menu type you wish to change password settings for then press OK	Using your fingertip TAP the Menu type you wish to change password settings for	
7.	Use the up and down arrows to highlight the desired option to turn password ON or OFF and press OK.	Using your fingertip TAP the desired option to turn password ON or OFF	
8.	The Terminal sets the designated menu security and returns to Security Menu. 		

EDIT PASSWORD

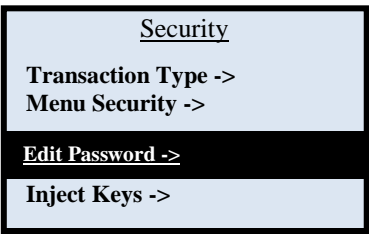
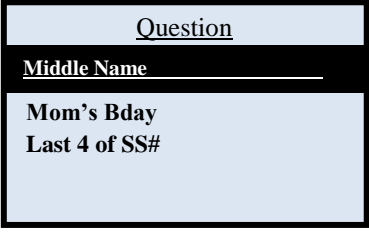
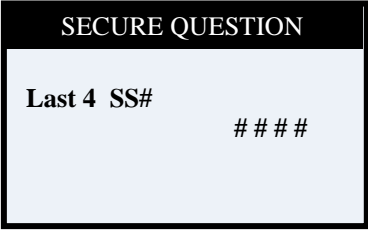
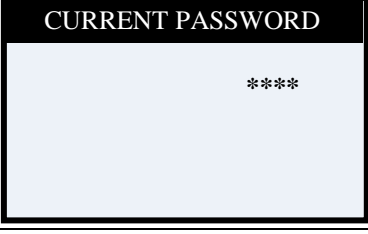





The Edit Password feature provides the merchant with a way to customize or change the terminal's default password. User is required to confirm the current password in order to change it, if the current password is forgotten see Retrieving the Password on page 145.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SECURITY and press OK	Using your fingertip TAP the words SECURITY	

Continued on next page

EDIT PASSWORD, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Use the down arrow to highlight EDIT PASSWORD and press OK	Using your fingertip TAP the words EDIT PASSWORD	
7.	Using the down arrow key highlight a security question to be set up and press OK Note: This will only prompt the first time the password is changed from the factory default.	Using your fingertip TAP a security question to be set up. Note: This will only prompt the first time the password is changed from the factory default.	
8.	Use the alphanumeric keypad to set up your answer to the chosen security question. Press the Green OK key to confirm your answer.		
9.	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.		
10.	Use the keypad to input the customized NEW password, you are changing it to. Press the Green OK key to confirm.		
11.	Use the keypad to re-enter the customized NEW password, for confirmation. Press the Green OK key.		
12.	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.*

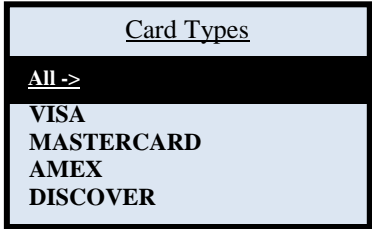
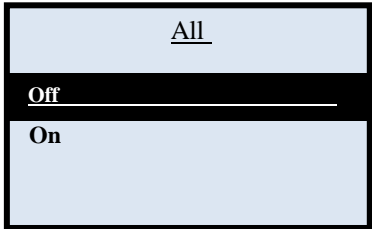



For Example: The merchant wants to disable terminal acceptance of American Express card, he/she can disable from the Card Type menu.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight CARD TYPES and press OK	Using your fingertip TAP the words CARD TYPES	

Continued on next page

CARD TYPES, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Use the up and down arrows to highlight the Card type you wish to enable or disable then press OK	Using your fingertip TAP Card type you wish to enable or disable	
7.	Use the up and down arrows to highlight the desired option to turn Card Type ON or OFF and press OK.	Using your fingertip TAP the desired option to turn Card Type ON or OFF	
8.	Card Type settings successfully made and the terminal returns to the Card Types Menu. 		

TRANSACTION PROMPTS



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

☐ Clerks ☐ Invoice # ☐ 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

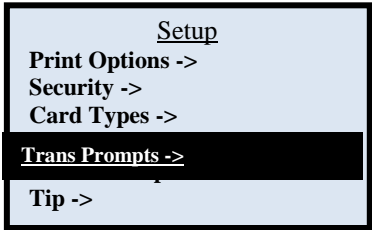
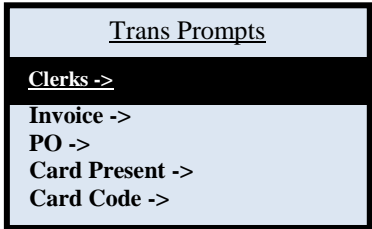
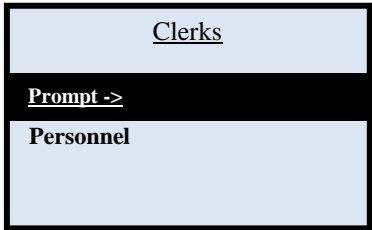
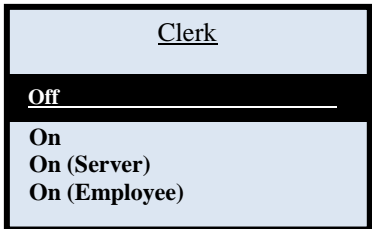



Use the chart below to enable or disable the Clerk ID, Server ID or Employee ID prompt during a transaction. To associate the Clerk/Servers name to their ID, see page 145.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	

Continued on next page

CLERKS/SERVERS, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
5.	Use the down arrow to highlight TRANS PROMPTS and press OK	Using your fingertip TAP the words TRANS PROMPTS	 <p>Setup Print Options -> Security -> Card Types -> Trans Prompts -> Tip -></p>
6.	Press OK to select CLERKS	Using your fingertip TAP the word CLERKS	 <p>Trans Prompts Clerks -> Invoice -> PO -> Card Present -> Card Code -></p>
7.	Press OK to select PROMPT	Using your fingertip TAP the word PROMPT	 <p>Clerks Prompt -> Personnel</p>
8.	Use the up and down arrows to highlight the desired configuration for CLERK prompt and press OK	Using your fingertip TAP the desired configuration for CLERK prompt	 <p>Clerk Off On On (Server) On (Employee)</p>
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 individual Clerk, Server or Employee ID. This configuration provides name identification on reports and receipts for each employee using the terminal.

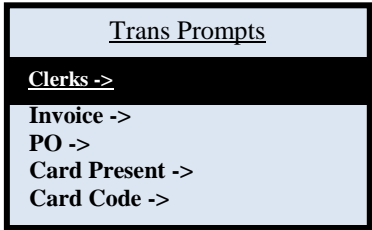
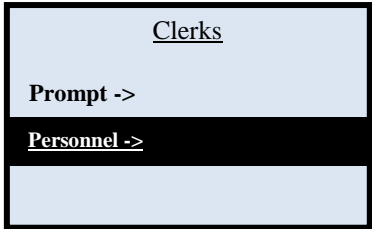
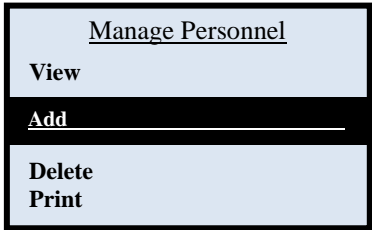
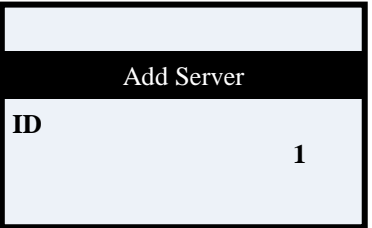
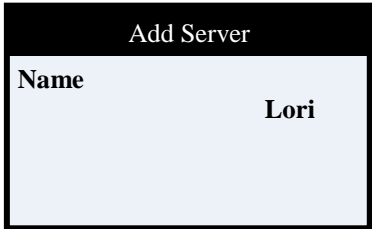



For Example: The merchant wants to print a daily report sorted by each Clerk's name – because they had previously enable the prompt for Clerk ID and configured Personnel options the report prints showing each Clerks Name.
i.e.: Clerk: (1) Lisa

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight TRANS PROMPTS and press OK	Using your fingertip TAP the words TRANS PROMPTS	

Continued on next page

CONFIGURE PERSONNEL, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Press OK to select CLERKS	Using your fingertip TAP the word CLERKS	
7.	Use the down arrow to highlight PERONNEL and press OK	Using your fingertip TAP the word PERSONNEL	
8.	Use down highlight ADD and press OK	Using your fingertip TAP the word ADD	
9.	Using the keypad input the unique Number for this Server, Clerk or Employee. Press OK to continue		
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.		
11.	Personnel has been configured, the terminal returns to the Transaction Prompts Menu.		

INVOICE OR PO NUMBER

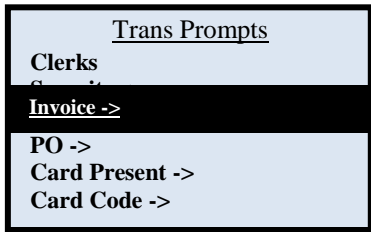
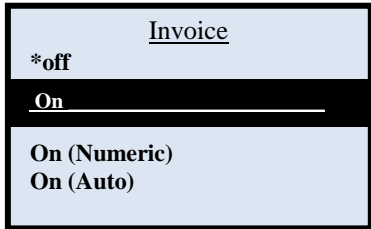



Use the chart below to disable and enable the prompt for an Invoice Number (or Purchase Order Number) during the transaction.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight TRANS PROMPTS and press OK	Using your fingertip TAP the words TRANS PROMPTS	

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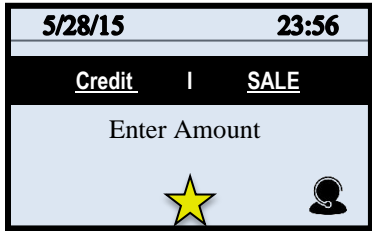
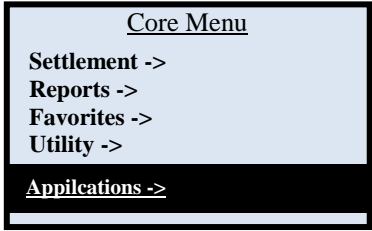
INVOICE NUMBER, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Use the down arrow to highlight INVOICE or PO and press OK. (whichever desired)	Using your fingertip TAP the word INVOICE or PO (whichever desired)	
7.	Use the up and down arrows to highlight the desired action for Invoice Number Prompt during transaction then press OK.	Using your fingertip TAP the desired action for Invoice Number Prompt during transaction	
8.	Transaction Prompt – Invoice # – has been set. Terminal returns to the Transaction Prompts Menu.		

CARD PRESENT

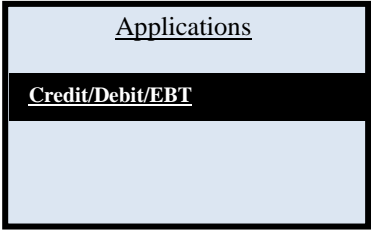
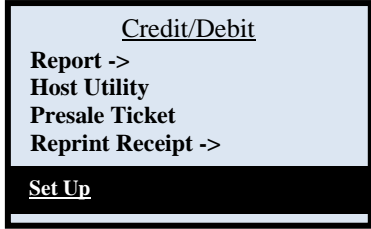
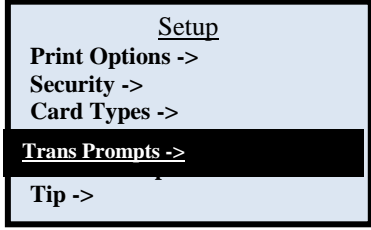
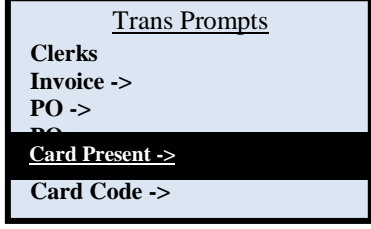
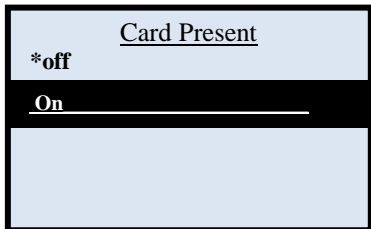



Use the chart below to enable or disable the prompts for verifying if the Card is Present during the transaction.

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	

Continued on next page

CARD PRESENT, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
3.	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	Use the down arrow to highlight TRANS PROMPTS and press OK	Using your fingertip TAP the words TRANS PROMPTS	
6.	Use the down arrow to highlight CARD PRESENT and press OK	Using your fingertip TAP the words CARD PRESENT	
7.	Use the up and down arrows to highlight the desired action for Card Present prompts during a transaction then press OK.	Using your fingertip TAP the desired action for Card Present prompts during a transaction	
8.	The transaction prompt for Card Present has been set. The terminal 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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight TRANS PROMPTS and press OK	Using your fingertip TAP the words TRANS PROMPTS	

Continued on next page

CARD CODE, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Use the down arrow to highlight CARD CODE and press OK	Using your fingertip TAP the words CARD CODE	
7.	Use the up and down arrows to highlight the Card type you wish to set	Using your fingertip TAP Card type you wish to set	
8.	Use the up and down arrows to highlight the desired Card Code Setting and press OK	Using your fingertip TAP the desired Card Code Setting	
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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on Credit/Debit/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight TRANS PROMPTS and press OK	Using your fingertip TAP the words TRANS PROMPTS	

Continued on next page

AVS PROMPT, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Use the down arrow to highlight AVS and press OK	Using your fingertip TAP the words AVS	
7.	Use the up and down arrows to highlight the Card type you wish to set	Using your fingertip TAP Card type you wish to set	
8.	Use the up and down arrows to highlight the desired AVS Setting and press OK	Using your fingertip TAP the desired AVS Setting	
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.

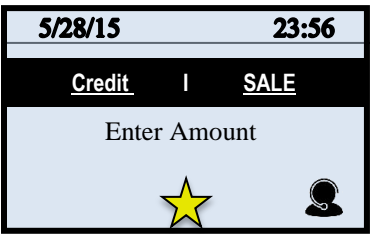
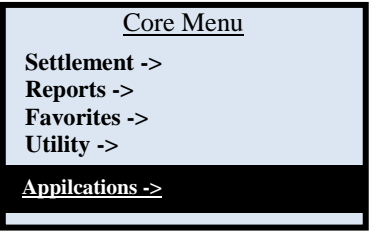
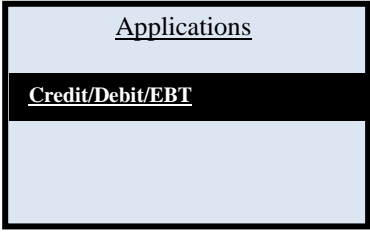
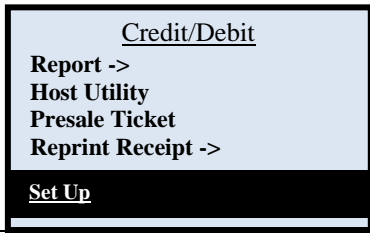
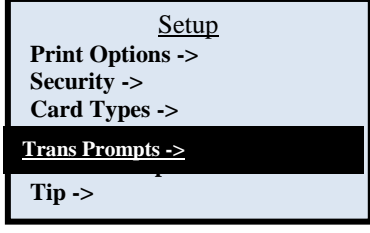
If Terminal Setting is..	... and Card Entry is..	Terminal Prompts for Card Present	AND the input Response Is..	Then Terminal Prompts...
Always On	Swiped	N	Assumed Card Present	Prompts for Zip Only
Always On	Manual	Y	Card Present = YES	Prompts for ZIP only.
Always On	Manual	Y	Card Present = NO	Prompts 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



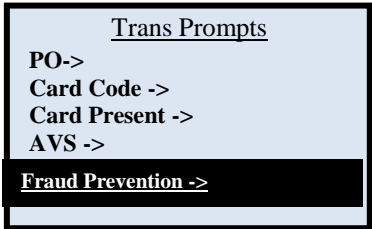
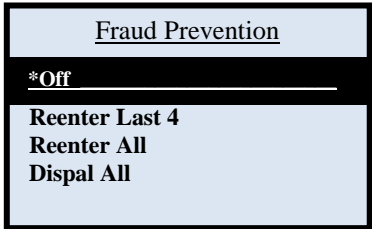

Use the chart below to configure Fraud Prevention features to protect against the possibility of counterfeit cards. This is an optional feature and can be enabled and disabled in the terminal menu. Multiple options for Fraud Prevention have been provided, they include:

■ 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.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on CREDIT/DEBIT/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight TRANS PROMPTS and press OK	Using your fingertip TAP the words TRANS PROMPTS	

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FRAUD PREVENTION, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Use the down arrow to highlight Fraud Prevention and press OK	Using your fingertip TAP the words Fraud Prevention	
7.	Use the up and down arrows to highlight the FRAUD PREVENTION type you wish to set	Using your fingertip TAP the FRAUD PREVENTION type you wish to set	
8.	Transaction Prompt – Fraud Prevention – has been set. Terminal returns to the Transaction Prompts Menu. 		

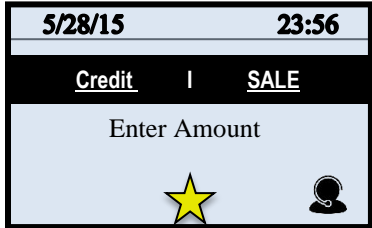
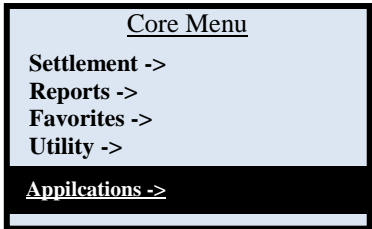
CASH BACK



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.

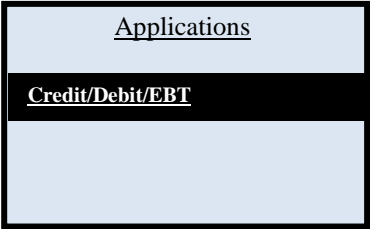
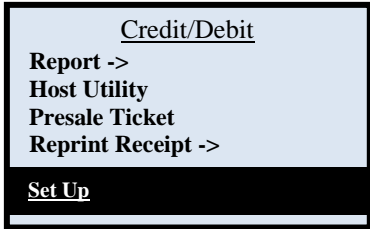
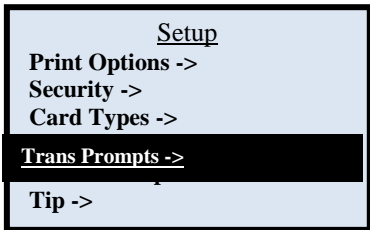
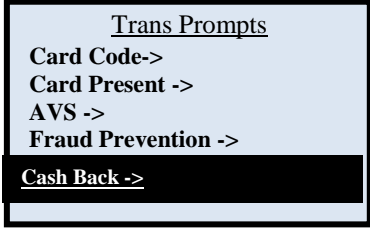
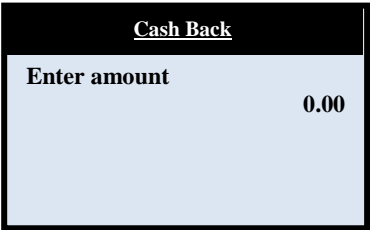



Tip: Setting a maximum of \$0.00 dollars will disable cash back on debit transactions.

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	

Continued on next page

CASH BACK, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
3.	Press OK on CREDIT/DEBIT/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	 <p>Applications</p> <p>Credit/Debit/EBT</p>
4.	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	 <p>Credit/Debit</p> <p>Report -> Host Utility Presale Ticket Reprint Receipt -></p> <p>Set Up</p>
5.	Use the down arrow to highlight TRANS PROMPTS and press OK	Using your fingertip TAP the words TRANS PROMPTS	 <p>Setup</p> <p>Print Options -> Security -> Card Types -></p> <p>Trans Prompts -></p> <p>Tip -></p>
6.	Use the down arrow to highlight CASH BACK and press OK	Using your fingertip TAP the words CASH BACK	 <p>Trans Prompts</p> <p>Card Code-> Card Present -> AVS -> Fraud Prevention -></p> <p>Cash Back -></p>
7.	Using the terminal keypad input the cash back limit for Debit cash back then press OK.		 <p>Cash Back</p> <p>Enter amount 0.00</p>
8.	The Cash Back option has been set. The terminal returns to the Transaction Prompts Menu.		

INLINE TIPS



When the Inline Tips option is turned on, the terminal will prompt for a tip amount during the transaction. This is necessary for Retail With Tip and Presale Ticket transactions.

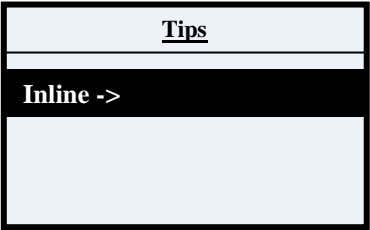
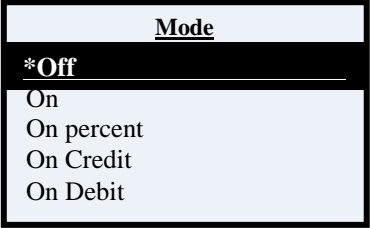



For Example: Quick Kuts Salon is a retail hair salon merchant that needs to be able to include the tip amount in their credit and debit transactions. He/she enables inline tips so they can fully utilize the Presale Ticket and Retail Tips functionality.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on CREDIT/DEBIT/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight TIP and press OK	Using your fingertip TAP the word TIP	

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INLINE TIPS, CONTINUED

Step	Action	Display
6.	From the Tips Menu, press the Green OK Key to select INLINE.	 <p>The screenshot shows a terminal display with a light blue background. At the top, the word 'Tips' is underlined. Below it, 'Inline ->' is displayed in a black box, indicating it is the selected option.</p>
7.	<p>Use the arrow keys to highlight ON/OFF.</p> <p>Press the Green OK key to make your selection.</p>	 <p>The screenshot shows a terminal display with a light blue background. At the top, the word 'Mode' is underlined. Below it, '*Off' is highlighted in a black box. Below that, a list of options is shown: 'On', 'On percent', 'On Credit', and 'On Debit'.</p>
8.	Inline TIPS have been set – The terminal returns to the idle prompt. 	

PRINT PARAMETERS



Printing the terminal set up report will provide the user with a print out of all the current terminal SET UP parameters.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on CREDIT/DEBIT/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight PRINT PARAMETERS and press OK	Using your fingertip TAP the word 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
=====	

LANGUAGE

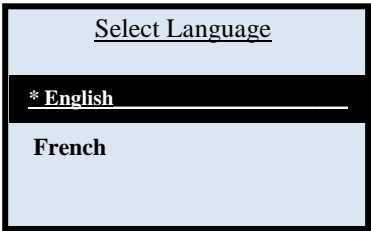



Dejavoo software provides for multiple languages on the display as well as on the language printed on the receipt. Use the steps below to change the language used by your Dejavoo terminal.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on CREDIT/DEBIT/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight SET UP and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words SET UP <i>* If prompted input password, default is 1234</i>	
5.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight LANGUAGE and press OK	Using your fingertip TAP the word LANGUAGE	

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LANGUAGE, CONTINUED

Step	Action		Display
	NON TOUCH SCREEN	TOUCH SCREEN	
6.	Press OK to select SET LANGUAGE to change display language or highlight DETECT RECEIPT LANGUAGE to set receipt language.	Using your fingertip TAP on SET LANGUAGE to change display language or tap on DETECT RECEIPT LANGUAGE to set receipt language.	
7.	The terminal will set the selected language options and return to the Set Up menu. 		

RETRIEVE PASSWORD (CREDIT/DEBIT MENU)



When a password is forgotten it can be retrieved at the terminal. The terminal prompts for the answer to the security information previously provided when the password was first edited from the default password of 1234. Use the steps below to retrieve the terminal password.

Step	Action		Display
1.	From the idle prompt press the OK key to access the Core Menu.		
2.	NON TOUCH SCREEN	TOUCH SCREEN	
	Using the down arrow key highlight the word APPLICATIONS and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the word APPLICATIONS <i>* If prompted input password, default is 1234</i>	
3.	NON TOUCH SCREEN	TOUCH SCREEN	
	Press OK on CREDIT/DEBIT/EBT	Using your fingertip TAP the words CREDIT/DEBIT/EBT	
4.	NON TOUCH SCREEN	TOUCH SCREEN	
	Use the down arrow to highlight RETRIEVE PASSWORD and press OK <i>* If prompted input password, default is 1234</i>	Using your fingertip TAP the words RETRIEVE PASSWORD <i>* If prompted input password, default is 1234</i>	
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.		
6.	The terminal will display the current password for 3 seconds.		
7.	Terminal returns to the Credit/Debit menu.		