

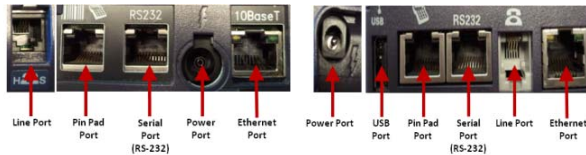
VeriFone Quick Reference Guide

Retail



3740/3750

Vx570



Standard Functions:

Default Password: 998877

Paper Feed: Press the three (3) key

Important Information:

- Note: To process a Debit or EBT transaction, follow the credit sale procedures, but choose Debit or EBT accordingly.
- If you are processing a manual transaction, you can type the card number in place of swiping the card. You will need the expiration date, the CVV2 code from the back of the card, the numerical portion of the address, and the zip code. Manual entry **CANNOT** be performed on Debit transactions.
- Refunds cannot be processed on Debit or EBT transactions. For Debit, process a refund as Credit. For EBT, contact your state EBT office for a customer refund.
- If your screen displays CREDIT/DEBIT or COMM Server, press the screen key next to CREDIT/DEBIT
- To set the date and time: 1. Press the purple MORE key two times. 2. Press the screen key next to Other Setup. 3. Input password 998877 (the password is not always required) *then* press Enter. 4. Press the purple MORE key 4 times (or until Date/Time is displayed) *then* press the screen key next to Date/Time. 5. Input date in MMDDYY format *then* press Enter. 6. Input time in HHMMSS, military time format *then* press Enter. 6. Press the red Cancel button one time to return to main screen.

Credit Sale:

- Press the screen key next to Sale
- Swipe customer card
- Press the screen key next to card type
- Input Sale Amount then press Enter
- Tear merchant receipt
- Press Yes (F1) key to print customer receipt

Void Last Transaction:

- Press the purple MORE key
- Press the screen key next to Void
- Press the screen key next to Yes
- Verify transaction information on the display then press the screen key next to Yes
- Tear merchant receipt
- Press screen key next to Yes to print customer receipt

Void by Invoice:

- Press the purple MORE key
- Press the screen key next to Void
- Press the screen key next to No
- Inv#- searches by the invoice # from the receipt
- Acct#- searches by the last 4 of the card number
- Make selection, input search criteria, then Press Enter
- Verify transaction information on the display then press the screen key next to Yes
- Tear merchant receipt
- Press screen key next to Yes to print customer receipt

Credit Refund:

- Press the purple MORE key
- Press the screen key next to Refund
- Swipe customer card
- Input Refund Amount then press Enter
- Tear merchant receipt
- Press screen key next to Yes to print customer receipt

Void Credit Refund:

- Press the purple MORE key
- Press the screen key next to Void
- Press the screen key next to No
- Make selection, input criteria, then Press Enter
- Verify transaction information on the display then press the screen key next to Yes
- Tear merchant receipt
- Press screen key next to Yes to print customer receipt

Offline Sale (Force Transaction): (Offline sales can only be processed once a valid authorization code is acquired.)

- Press the purple MORE key
- Press the screen key next to Force
- Swipe customer card
- Press the screen key next to card type
- Input customer code (card last 4) then Press Enter
- Input Sale Amount then press Enter
- Input Approval Code then press Enter
- Tear merchant receipt
- Press screen key next to Yes to print customer receipt

Batch Review:

- Press the purple MORE key 3 times.
- Press the screen key next to Batch Review
- Make selection, input criteria, then Press Enter
- Scroll through transactions by pressing Next or Previous

Reprint Receipt:

- Press the REPRINT Key
- Press the screen key next to the appropriate option
 - Last: This will reprint the last transaction receipt.
 - Any: This allow you to reprint a receipt by invoice number

Reports:

- Press the REPORTS key
- Press the screen key next to appropriate report type
 - Totals Report: This report will show you a total dollar amount of all sales in the batch
 - Detail Report: This report will show full transaction details on the current batch.

Close Batch: (run a report first if you need detailed batch information)

- Press the screen key next to Settlement
- Press Enter to confirm totals
- Tear Report

To install the paper roll:

**terminal uses 85ft-180ft x 2 1/4 in. thermal paper roll

- Press the printer cover release button.
- Drop paper roll into paper holder. (as shown below)
- Pull paper (as shown below) and close the printer cover.
- Pull and tear paper against the paper receipt tear bar. Operate terminal as normal.



To order paper call supplies at 1-866-498-2333 M-F 8am-8pm Central

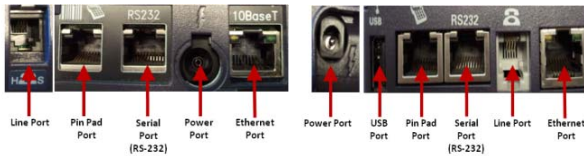
VeriFone Quick Reference Guide

Restaurant



3740/3750

Vx570



Standard Functions:

Default Password: 998877

Paper Feed: Press the three (3) key

Important Information:

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- If you are processing a manual transaction, you can type the card number in place of swiping the card. You will need the expiration date, the CVV2 code from the back of the card, the numerical portion of the address, and the zip code. Manual entry **CANNOT** be performed on Debit transactions.
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 - Inv#- searches by the invoice # from the receipt
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 - Inv#- searches by the invoice # from the receipt
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- Verify transaction information on the display then press the screen key next to Yes
- Tear merchant receipt
- Press screen key next to Yes to print customer receipt

Tip Adjust:

- Press the purple TIP key
- Press the screen key next to inv#
- Input invoice number then press Enter
- Press the screen key next to Adj
- Input tip amount, then press Enter

Offline Sale: (Force Transaction): (Offline sales can only be processed once a valid authorization code is acquired.)

- Press the purple MORE key
- Press the screen key next to Force
- Swipe customer card
- Press the screen key next to card type
- Input customer code (last 4 of card) then Press Enter
- Input Sale Amount then press Enter
- Input Approval Code then press Enter
- Tear merchant receipt
- Press screen key next to Yes to print customer receipt

Open Tab:

- Press the purple MORE key 2 times
- Press the screen key next to Tab
- Press the screen key next to Open Tab
- Swipe customer card
- Press the screen key next to card type
- Input Tab Amount then press Enter

Close Tab:

- Press the purple MORE key 2 times
- Press the screen key next to Tab
- Press the screen key next to Close Tab
- Press the screen key next to Acct#
- Input last 4 of card number then press Enter
- Verify Tab info then press the screen key next to Yes
- Press the screen key next to Yes to confirm card
- Input tab amount then press Enter
- Tear merchant receipt
- Press screen key next to Yes to print customer receipt

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