CREDIT SALE
- Press **1**
- Choose **CREDIT**
  - *Select the desired card type*
- Enter sale amount and press **ENTER**
  - *Enter surcharge amount and press* **ENTER**
- Swipe or insert customer card
  - *Select the desired language*
  - *Have customer enter PIN on PIN pad and press* **ENTER**
- Terminal dials out, and receipt prints
  - *Remove the card*

MAIL/PHONE SALE
- Press **1**
- Choose **CREDIT**
  - *Select the desired card type*
- Enter sale amount and press **ENTER**
  - *Enter surcharge amount and press* **ENTER**
- Enter card number and press **ENTER**
- Enter expiration date (MMYY) and press **ENTER**
- Card present? Choose **YES** or **NO**
  - *Enter V-Code/CID Code and press* **ENTER**, *or press* **ENTER** *to bypass*
  - *If bypassed, Choose V-Code option:* **1** *(Unreadable),* **2** *(Not Present),* **3** *(Not Provided)*
  - *Enter street address number and press* **ENTER**, *or press* **ENTER** *to bypass*
- Enter Zip Code and press **ENTER**, or press **ENTER** to bypass
- Terminal dials out, and receipt prints

DEBIT SALE
- Press **1**
- Choose **DEBIT**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Swipe or insert customer card
  - *Select the desired language*
  - *Enter cash back amount and press* **ENTER**, *or press* **ENTER** *to bypass*
- Press **ENTER** to accept total
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints
  - *Remove the card*

CREDIT REFUND
- Press **2**
- Choose **CREDIT**
- Enter refund amount and press **ENTER**
- Swipe customer card, insert customer card, or enter card number and press **ENTER**
  - *Enter expiration date (MMYY) and press* **ENTER**
  - *Select the desired language*
- Terminal displays Captured, and receipt prints
 - *Remove the card*

DEBIT REFUND
- Press **2**
- Choose **DEBIT**
- Enter refund amount and press **ENTER**
- Enter original transaction date (MMDDYY) and press **ENTER**
- Enter original transaction time (HHMMSS) and press **ENTER**
- Swipe or insert customer card
  - *Select the desired language*
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints
  - *Remove the card*

REVERSAL
- Press **4**
- Choose a search option
- Enter retrieval information and press **ENTER**
- Choose **SELECT**
- Press **ENTER** to accept transaction
- Terminal dials out, and receipt prints

QUICK REFERENCE

Bank Name _____

Bank Phone _____

Help Desk Phone _____

V Number _____

Voice Authorization Phone _____

Merchant Number ID _____

Other _____

_____

ENVOY
BUSINESS SYSTEMS
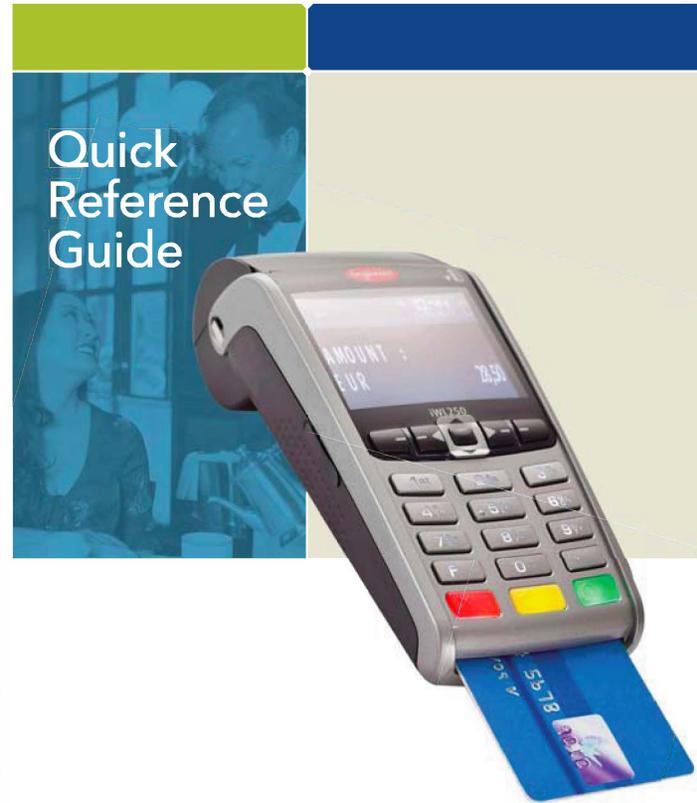
Quick Reference Guide

RESTAURANT

CREDIT OFFLINE ENTRY

- Press 5
- Choose CREDIT
  - *Select the desired card type*
- Enter amount and press ENTER
  - *Enter surcharge amount and press ENTER*
- Swipe customer card, insert customer card, or enter card number and press ENTER
  - *Enter expiration date (MMYY) and press ENTER*
  - *Card present? Choose YES or NO*
  - *Select the desired language*
- Enter approval code (six digits), and press ENTER
- Enter transaction ID (15 digits), and press ENTER
- Terminal displays Captured and receipt prints
  - *Remove the card*

DEBIT RE-ENTER

- Press 5
- Choose REENTER
- Choose DEBIT
- Choose transaction type
- Swipe customer card, insert customer card, or enter card number and press ENTER
  - *Select the desired language*
- Enter original transaction date (MMDDYY) and press ENTER
- Enter original transaction time (HHMMSS) and press ENTER
- Enter reference retrieval number (12 digits), and press ENTER
- Enter trance number (six digits), and press ENTER
- Enter Network ID (one character), and press ENTER
- Enter settlement date (MMDD), and press ENTER
- Enter approval code (six digits), and press ENTER
- Enter amount and press ENTER
- Enter tip amount and press ENTER
  - *Enter cash back amount and press ENTER, or press ENTER to bypass*
- Press ENTER to accept amount
- Terminal displays Captured, and receipt prints
- Press CANCEL

AUTHORIZATION ONLY

- Press 9
- Choose AUTH ONLY
- Choose AMT AUTH
- Swipe customer card, insert customer card, or enter card number and press ENTER
  - *Enter expiration date (MMYY) and press ENTER*
  - *Card present? Choose YES or NO*
  - *Enter Zip Code and press ENTER, or press ENTER to bypass*
  - *Select the desired language*
  - *Have customer enter PIN on PIN pad and press ENTER*
- Terminal dials out, and receipt prints
  - *Remove the card*

BALANCE INQUIRY

- Press 7
- Choose card type
- Swipe customer card, insert customer card, or enter card number and press ENTER
  - *Enter expiration date (MMYY) and press ENTER*
  - *Select the desired language*
  - *Have customer enter PIN on PIN pad and press ENTER*
- Terminal dials out, and receipt prints
  - *Remove the card*

TIP ADJUST

NOTE: Adjustments are not allowed on Smart Card/Chip Card sales. Tip must be added at time of sale.

- Press 6
- Choose a search option
- Enter retrieval information and press ENTER
- Choose SELECT
- Enter new tip amount and press ENTER
- Terminal displays Captured, and receipt prints
- Add Another? Choose YES or NO
  - *If Yes, repeat steps to add another tip*

ADD SERVER

- Press #
- Choose SERVER MENU
- Choose ADD ID
- Enter server ID and press ENTER
- Add Another? Choose YES or NO
  - *If Yes, repeat steps to add another server*

REPRINT A RECEIPT

- Press 9
- Choose REPRINT
- Choose a search option
- Enter retrieval information and press ENTER
- Choose SELECT
- Choose a receipt type
- Receipt prints

TRANSACTION ADJUST

NOTE: Adjustments are not allowed on Smart Card/Chip Card sales.

- Press 9
- Choose TRANS ADJUST
- Choose a search option
- Enter retrieval information and press ENTER
- Choose SELECT
- Enter new sale amount and press ENTER
- Terminal displays Captured, and receipt prints

REPORTS

- Press #
- Choose REPORTS MENU
- Choose report: Summary (total amount) or Detail (each transaction)
- Choose PRINT
- Report prints
- Press CANCEL

VIEW TOTALS

- Press #
- Choose BATCH MENU
- Choose BATCH TOTALS
- Terminal displays totals
- Press ENTER
- Press CANCEL

MANUAL BATCH SETTLEMENT

- Press 8
- Choose YES
  - *Print Reports? Choose YES or NO*
  - *Report prints*

FAILED SETTLEMENT

- Terminal will display QDXXXXX or RBXXXXX
- DO NOT DELETE BATCH OR CONTINUE WITHOUT HELP DESK VERIFICATION
- Call Help Desk

AUTHENTICATE THE TERMINAL

- Press #
- Choose MAINTENANCE
- Choose AUTHENTICATE
- Enter authentication code and press ENTER
- Enter zip code and press ENTER
- Terminal dials out, and receipt prints

DEACTIVATE THE TERMINAL

- Press #
- Choose MAINTENANCE
- Choose DEACTIVATE
- Choose YES
- Terminal dials out, and receipt prints

ALPHA CHARACTERS

- Press key corresponding with desired letter
- Press F key until desired letter appears [Number + F key = Letter]

CARD TYPES ACCEPTED

- Visa
- MasterCard
- American Express
- Discover
- JCB
- Diners Club
- Carte Blanche
- PayPal
- ATM/Debit Cards

EBT DEFINITIONS

ELECTRONIC VOUCHER: Form which is completed by a merchant when a Food Stamp transaction authorization cannot be received through the terminal.

FCSID (FOOD AND CONSUMER SERVICES IDENTIFIER): Identifies a merchant as approved to accept Food Stamps.

VOUCHER AP (VOUCHER APPROVAL CODE): A Voice Authorized Approval Code received when a Food Stamp transaction authorization through the terminal is not possible. To obtain, call the Voice Authorization Center.

VOUCHER S/N (VOUCHER SERIAL NUMBER): A pre-printed number found on an Electronic Voucher form.

TERMINAL MESSAGES

AMOUNT DUE/BALANCE DUE: A partial authorization has occurred. Ask customer for another form of payment for the remaining balance of the sale. Press ENTER to print the receipt. Pressing CANCEL will not void the transaction.

AVS (ADDRESS VERIFICATION SERVICE): Checks if the street address and ZIP code entered match the customer's billing address.

CALL: Call Voice Authorization Center. If approved, proceed with Offline Entry.

HOLD/CALL OR PICK UP CARD: Hold the card. Use Code 10 procedure. Call the Voice Authorization Center.

CARD SWIPE ERROR: Magnetic stripe did not read. Swipe card again or manually key-in account number.

COMM ERROR: A communication error has occurred. Check line connections, call Help Desk.

GB (NUMBER): Good batch. Batch transmission accepted.

MANUAL ENTRY NOT ALLOWED: Current transaction will not allow manual entry. Debit cards may not be manually keyed-in.

QD (NUMBER) OR RB (NUMBER): Quit Duplicating or Rejected Batch. Call Help Desk.

RECORD NOT FOUND: Invoice number is not found in terminal batch.

SETTLE FAILED, RETRY: Settlement failed, call Help Desk.

V-CODE: Verification Code. A 3-4 digit non-embossed number found on card signature panel or near embossed account number on front. V-code may be prompted for on a manually-entered transaction.

NOTE: Italicized steps are optional and may not be prompted for.
NOTE: Printing the customer copy is an option on all transactions.