



# ENVOY

## BUSINESS SYSTEMS

### CREDIT SALE

- Select **SALE**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**, or press **ENTER** to bypass.
- Select **YES**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
  - Select the desired language
  - Select **CREDIT**
  - Enter expiration date (MMYY) and press **ENTER**
  - Card present? Select **YES** (if No, see Mail/Phone section)
  - Imprint the card and press **ENTER**
  - Enter V-Code and press **ENTER**, or press **ENTER** to bypass
  - If bypassed, select V-CODE option: **NO** (no V-Code), **XREAD** (unreadable), or **XPROV** (not provided)
  - Enter Zip Code and press **ENTER**
- Terminal dials out
  - Remove the card
- Receipt prints

### MAIL/PHONE SALE

- Press the purple **DOWN ARROW** key
- Select **PHONE ORDER**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**, or press **ENTER** to bypass.
- Select **YES**
- Manually enter account number and press **ENTER**
- Enter expiration date (MMYY) and press **ENTER**
- Select option: **PHONE** or **WEB**
  - If Web, encrypted? Select **YES** or **NO**
- Enter purchase order number, and press **ENTER**
- Enter V-Code and press **ENTER**, or press **ENTER** to bypass
  - If bypassed, select V-Code option: **NO** (no V-Code), **XREAD** (unreadable), or **XPROV** (not provided)
- Enter street address number and press **ENTER**
- Enter Zip Code and press **ENTER**
- Terminal dials out, and receipt prints

### DEBIT SALE

- Select **SALE**
- Enter sale amount and press **ENTER**
- Select **YES**
- Swipe customer card
- Select **DEBIT**
- Have customer enter **PIN** on PIN pad and press **ENTER**
  - Enter cash back amount and press **ENTER**
- Terminal dials out, and receipt prints

### CREDIT REFUND

- Press the purple **DOWN ARROW** key
- Select **REFUND**
- Enter refund amount and press **ENTER**
- Select **YES**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
  - Select the desired language
  - Select **CREDIT**
  - Enter expiration date (MMYY) and press **ENTER**
- Terminal dials out
  - Remove the card
- Receipt prints

### DEBIT REFUND

- Press the purple **DOWN ARROW** key
- Select **REFUND**
- Enter refund amount and press **ENTER**
- Select **YES**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **DEBIT**
- Have customer enter **PIN** on PIN pad and press **ENTER**
- Enter original transaction date (MMDDYY), and press **ENTER**
- Enter original time (HHMMSS), and press **ENTER**
- Terminal dials out, and receipt prints

### 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.

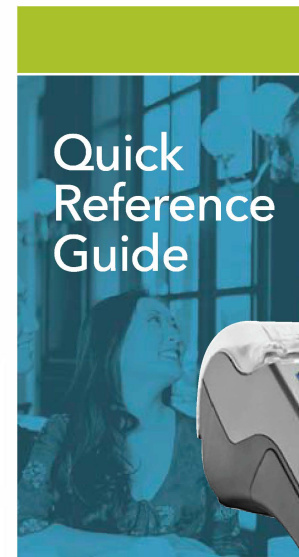
**MANUAL ENTRY NOT ALLOWED:** Current transaction will not allow manual entry. Debit cards may not be manually keyed-in.

**OD (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.



## Quick Reference Guide



### ICON LEGEND



### QUICK REFERENCE

Bank Name \_\_\_\_\_

Bank Phone \_\_\_\_\_

Help Desk Phone \_\_\_\_\_

V Number \_\_\_\_\_

Voice Authorization Phone \_\_\_\_\_

Merchant Number ID \_\_\_\_\_

Other \_\_\_\_\_

RESTAURANT

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

## REVERSAL (FULL/PARTIAL)

Reversals may only be processed on sales within the current batch.

- Press the purple **DOWN ARROW** key until Reversal displays
- Select **REVERSAL**
- Select **FULL** (full amount reversed) or **PARTIAL** (partial amount reversed)
- Select retrieval method:  
**INV#** (invoice #) or **AMT** (amount)
- Enter retrieval information, and press **ENTER**
- Transaction displays on screen; select **YES** (reverses trans), **NO** (returns to last screen), or **NEXT** (scrolls to next trans)
  - If No or Next, follow prompts.
  - If partial reversal, enter the dollar amount to be reversed and press **ENTER**
- Terminal dials out, receipt prints

## DEBIT RE-ENTER

- Press the purple **DOWN ARROW** key until Offline displays
- Select **OFFLINE**
- Enter sale amount and press **ENTER**
- Select **YES**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **DEBIT**
- Select type: **SALE** or **REFUND**
- Enter network ID (three digits), and press **ENTER**
- Enter settlement date (MMDD), and press **ENTER**
- Enter original transaction date (MMDDYY), and press **ENTER**
- Enter original time (HHMMSS), and press **ENTER**
- Enter original trace number (six digits), and press **ENTER**
- Enter retrieval reference number (12 digits), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
  - Enter cash back amount and press **ENTER**
- Receipt prints

## CREDIT OFFLINE ENTRY

- Press the purple **DOWN ARROW** key until Offline displays
- Select **OFFLINE**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**, or press **ENTER** to bypass.
- Select **YES**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
- Select **CREDIT**
  - Enter expiration date (MMYY) and press **ENTER**
  - Imprint the card and press **ENTER**
- Enter transaction ID (15 characters), and press **ENTER**
- Enter approval code (six digits), and press **ENTER**
- Receipt prints

## AUTHORIZATION ONLY

- Press the purple **DOWN ARROW** key
- Select **AUTH ONLY**
- Enter sale amount and press **ENTER**
- Select **YES**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
  - Select the desired language
  - Select **CREDIT**
  - Enter expiration date (MMYY) and press **ENTER**
  - Imprint the card and press **ENTER**
- Terminal dials out
- Remove the card
- Receipt prints

## TIP ADJUST

- NOTE: Adjustments are not allowed on Smart/Chip card sales. Tip must be added at time of sale.**
- Press the purple **TIP** key
  - Select retrieval method: **CLRK** (clerk ID), **AMT** (amount), **ACCT** (last 4 digits), or **INV#** (invoice #)
  - Enter retrieval information, and press **ENTER**
  - Transaction displays, select option **ADJ** (adjust tip), **PREV** (previous trans), **NEXT** (next trans), or **INV#** (retrieve another invoice #)
  - Enter the tip amount and press **ENTER**
  - Terminal displays 'Approved XXXXXX', press **ENTER**
  - Select **PREV**, **NEXT**, or **INV#** to retrieve another transaction

## BALANCE INQUIRY

- Press the purple **DOWN ARROW** key until Balance Inq. displays
- Select **BALANCE INQ.**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
  - Select the desired language
  - Choose card? Select **CREDIT** or **EBT**
  - If Credit, enter expiration date (MMYY) and press **ENTER**
  - If EBT, select type: **FOOD** or **CASH**
  - If EBT, have customer enter **PIN** on PIN pad and press **ENTER**
- Terminal dials out
  - Remove the card
- Receipt prints

## OPEN TAB

- Press the purple **DOWN ARROW** key until Tab displays
- Select **TAB**
- Select **OPEN TAB**
- Enter tab amount, and press **ENTER**
- Swipe customer card, insert customer card, or manually enter account number and press **ENTER**
  - Select the desired language
  - Select **CREDIT**
  - Enter expiration date (MMYY) and press **ENTER**
  - Imprint the card and press **ENTER**
  - Enter server ID and press **ENTER**
  - Enter Zip Code and press **ENTER**
- Terminal dials out
  - Remove the card
- Receipt prints

## CLOSE TAB

- Press the purple **DOWN ARROW** key until Tab displays
- Select **TAB**
- Select **CLOSE TAB**
- Select retrieval method: **INV#** (invoice #) or **AMT** (amount)
- Enter retrieval information, and press **ENTER**
- Transaction displays, select option:  
**YES** (close tab), **NO** (exit), **NEXT** (next trans)
  - If No, swipe customer card, insert customer card, or manually enter account number and press **ENTER**
  - Select the desired language
  - Select **CREDIT**
  - Enter expiration date (MMYY) and press **ENTER**
  - Card present? Select **YES**
    - (if No, see Mail/Phone prompts)
  - Imprint the card and press **ENTER**
  - Enter server ID and press **ENTER**
  - Enter tab amount, and press **ENTER**
- Select **YES**
  - Enter Zip Code and press **ENTER**
  - Remove the card
- Receipt prints

## DELETE TAB

- Press the purple **DOWN ARROW** key until Tab displays
- Select **TAB**
- Select **Del TAB**
- Select retrieval method: **INV#** (invoice #) or **AMT** (amount)
- Enter retrieval information, and press **ENTER**
- Transaction displays, select option:  
**YES** (delete tab), **NO** (exit), **NEXT** (next trans)
- If Yes, terminal displays 'Tab deleted' and returns to idle prompt

## ADD SERVER

- Press **ENTER**
- Select **SERVERS**
- Select **ADD SERVER**
  - Enter password and press **ENTER**
- Enter clerk ID (1-4 characters), and press **ENTER**
- Enter clerk password (5-10 characters), and press **ENTER**
- Re-enter the clerk password, and press **ENTER**
- Repeat steps to add another clerk

## REPRINT A RECEIPT

- Press the purple **REPRINT** key
- Select reprint option: **LAST RECEIPT** (last transaction in batch) or **ANY RECEIPT** (desired transaction in batch)
  - If Any Receipt, enter invoice number and press **ENTER**
- Receipt prints

## REPORTS

- Press the purple **REPORTS** key
- Choose report: **TOTALS** (total amounts), **DETAIL** (each transaction), or **CLERK/SERVER** (clerk totals/detail)
  - If Clerk/Server, select option: **TOTALS** or **DETAIL**
  - If Clerk/Server Detail, select **ONE** (one clerk) or **ALL** (all clerks)
  - If One clerk, enter the Clerk ID, and press **ENTER**
- Report prints

## TRANSACTION REVIEW

- Press the purple **DOWN ARROW** key until Batch Review displays
- Select **BATCH REVIEW**
- Select retrieval method: **CLRK** (clerk ID), **AMT** (amount), **ACCT** (last 4 digits), or **INV#** (invoice #)
- Enter retrieval information, and press **ENTER**
- Transaction displays, select **PREV** or **NEXT** to scroll transactions

## VIEW TOTALS

- Press the purple **DOWN ARROW** key until Batch Totals displays
- Select **BATCH TOTALS**
  - Press **PREV** or **NEXT** to scroll hosts, then press **SLCT** to select host
- Batch totals display, press **ENTER** to exit

## BATCH SETTLEMENT

- Press the purple **DOWN ARROW** key
- Select **SETTLEMENT**
- Sale and refund totals display, press **ENTER** to confirm
  - Or key in the sale and refund totals and press **ENTER**
- Terminal dials out, and displays **GB XXXX ACCEPTED**
- Press **ENTER**
- Settlement report prints

## FAILED SETTLEMENT

- RB or QD response
- Terminal will display **RB [NUMBER]** or **QD [NUMBER]**
  - DO NOT delete batch or continue without Help Desk verification
  - Call Help Desk

## AUTHENTICATE THE TERMINAL

- Press **ENTER**
- Select **SETUP**
  - Enter password and press **ENTER**
- Select **AUTHENTICATION**
- Enter the Authentication Code and press **ENTER**
- Enter your Zip Code and press **ENTER**
- Terminal dials out, then displays **ACTIVATED**

## DEACTIVATE THE TERMINAL

- Press **ENTER**
- Select **SETUP**
  - Enter password and press **ENTER**
- Select **DEACTIVATION**
- Terminal dials out, then displays **DEACTIVATED**
- More merchants? Select **NO**
- The screen then displays Authentication Code. The terminal must be authenticated before transaction can be processed

## ALPHA CHARACTERS

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

## CARD TYPES ACCEPTED

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