



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**
- 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

CARD TYPES ACCEPTED

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

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.

Quick Reference Guide



ICON LEGEND



QUICK REFERENCE

Bank Name _____

Bank Phone _____

Help Desk Phone _____

V Number _____

Voice Authorization Phone _____

Merchant Number ID _____

Other _____

RETAIL

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 transaction 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 Offline 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

EBT SALE (FOOD STAMPS/CASH BENEFITS)

- Select **SALE**
- Enter sale amount and press **ENTER**
- Select **YES**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **EBT**
- Select **FOOD** or **CASH**
 - If Cash Benefits, enter cash back amount and press **ENTER**
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

EBT SALE (ELECTRONIC VOUCHER)

- Select **SALE**
- Enter sale amount and press **ENTER**
- Select **YES**
- Swipe customer card or manually enter account number and press **ENTER**
- Select **EBT**
- Enter voucher approval code (six digits), and press **ENTER**
- Enter voucher serial number (15 digits), and press **ENTER**
- Terminal dials out, and receipt prints

EBT OFFLINE (FOOD STAMPS/CASH BENEFITS)

- 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 **EBT**
- Select transaction type: **FOOD** or **CASH**
 - If Food Stamps, select re-enter type: **FSALE** (food sale) or **FREFN** (food 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**
- Receipt prints

EBT OFFLINE (ELECTRONIC VOUCHER)

- 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 **EBT**
- Select transaction type: **VCHR**
- 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 voucher approval code (six digits), and press **ENTER**
- Enter voucher serial number (15 digits), and press **ENTER**
- Receipt prints

EBT 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 **EBT**
- Have customer enter PIN on PIN pad and press **ENTER**
- Terminal dials out, and receipt prints

ADD CLERK

- 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]