QUICK REFERENCE GUIDE

CREDIT SALE
- Swipe customer card
- Enter sale amount and press ENTER
- Select CREDIT
- Terminal connects and receipt prints

MAIL/PHONE SALE
- Press the purple MORE button
- Select PHONE ORDER
- Enter sale amount and press ENTER
- Enter card number and press ENTER
- Enter expiration date (MMYY) and press ENTER
- Enter purchase order number and press ENTER
- Enter V-code and press ENTER
- Enter street address number and press ENTER
- Enter zip code and press ENTER
- Terminal connects and receipt prints

EMV SALE
- Select SALE
- Enter sale amount and press ENTER
- Ask customer to insert card
- Terminal connects
- Terminal will prompt to remove card
- Receipt prints

NFC SALE (contactless)
- Select SALE
- Enter sale amount and press ENTER
- Ask customer to tap card on terminal
- Terminal connects and receipt prints

REFUND
- Press the purple MORE button
- Select REFUND
- Enter refund amount and press ENTER
- Swipe customer card or manually enter account number
- Select CREDIT
- Terminal connects and receipt prints

REPRINT RECEIPT
- Press the purple REPRINT button
- Select reprint option:
  - LAST RECEIPT
    (last transaction in batch)
  - ANY RECEIPT
    (desired transaction in batch)
    Enter invoice # and press ENTER
- Receipt prints

REVERSAL (void)
*Only on sales within current batch
- Press the purple MORE button
- Select REVERSAL
- Select FULL or PARTIAL
- Select retrieval method:
  INV # (invoice #)
- Enter invoice # and press ENTER
- Transaction displays on screen
- Select YES to reverse trans
- If PARTIAL reversal, enter the dollar amount to be reversed and press ENTER
- Terminal connects and receipt prints

REPORTS
- Press the purple REPORTS button
- Choose report:
  - TOTALS (total amounts)
  - DETAIL (each transaction)
- Report prints

BATCH SETTLEMENT
- Select SETTLEMENT
- Press ENTER to confirm totals
- Terminal connects and displays GB XXXX Accepted
- Press ENTER
- Settlement report prints

QUICK TROUBLESHOOTING TIPS:

1. Make sure your internet or phone line is working
2. Try a "hard reset" by unplugging the power and the phone/ethernet cord from the terminal for 10 seconds
3. Plug the phone/ethernet cord in first followed by the power cord

When the terminal loses power, it resets to the *"COMSRV – SOFTPAY/TSYS"* screen. Choose the button next to *"SOFTPAY/TSYS"* to return to the **SALE screen

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