

## QUICK REFERENCE GUIDE

# VeriFone Omni VeriFone V<sup>x</sup>



This Quick Reference Guide will guide you through understanding your terminal's functionality and navigation, and will help you with troubleshooting.

**CHASE** ™  
Paymentech

**INDUSTRY**

**Retail and Restaurant**

**APPLICATION**

**Chase Paymentech's UEPT321/SEPT321**

**TERMINALS**

**VeriFone's V<sup>x</sup>/Omni Series**






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Display Icon	Location	Function
 	<b>First Hot Key Far Left</b>	<p><b>Down Arrow</b> - press to scroll down to the next menu.</p> <p><b>Up Arrow</b> - press to scroll up to the previous menu.</p> <p>Press the yellow key to toggle between the directional arrows.</p>
	<b>Second Hot Key Middle Left</b>	<b>Tip Adjust</b> - press to add a gratuity to a completed transaction prior to settlement, if enabled.
	<b>Third Hot Key Middle Right</b>	<b>Gift Card</b> - press to initiate a gift card transaction.
	<b>Fourth Hot Key Far Right</b>	<b>Reports</b> - press to access available reports.

## Hot Key Functions

Press the **[ALPHA]** key from the idle prompt to view icons for the four hot keys.

## Available Transaction Types

Your terminal supports various transaction types.

Refer to this section for information on what transactions are available, when to use them, and how to begin the transaction.

**Note:** Press [Arrow] to scroll to view additional options.

*\*Purchase and Commercial cards are supported for this transaction type.*

Credit Transactions	To initiate
<b>Credit Sale*</b> A sale transaction using a credit card; the card may or may not be present.	Swipe the card or select <b>Sale</b> .
<b>Phone/Web Order*</b> A credit sale transaction in which the card is not present.	Select <b>Phone Order</b> .
<b>Auth Only*</b> An authorization-only transaction provides an approval, but does not charge the consumer until the transaction has been added to the batch by way of a force transaction.	Select <b>Auth Only</b> .
<b>Void*</b> Perform a void to reverse a credit sale, force, or refund transaction and prevent any funds from transferring from the cardholder's account. Only available for transactions in the current batch (i.e., same day).	Select <b>Void</b> .
<b>Force*</b> Perform a force sale when the terminal cannot reach the host (Chase Paymentech) to authorize a transaction, or to finalize an Auth Only transaction. Contact your voice authorization center for an authorization code, then force the transaction.	Select <b>Force</b> .
<b>Refund*</b> Perform a refund to return money to a cardholder's account from a credit sale completed in a closed batch (i.e., previous day). May also be used to adjust a previous transaction.	Select <b>Refund</b> .
<b>Open Tab (restaurant only)</b> A pre-authorization transaction for a specific, predetermined dollar amount.	Select <b>Tab</b> and then select <b>Open Tab</b> .
<b>Close Tab (restaurant only)</b> Perform a Close Tab on an open tab, and place it in the settlement batch file.	Select <b>Tab</b> and then select <b>Close Tab</b> .

Debit Transactions	To initiate
<b>Debit Sale</b> A sale transaction using a debit card; the card must be swiped.	Swipe the card.
<b>Debit Refund</b> Perform a debit refund to return money to a cardholder's account from a debit sale completed in a previous batch.  May not be available for all card issuers.	Select <b>Refund</b> .

EBT Transactions (Retail Only)	To initiate
<p><b>EBT Sale</b> An Electronic Benefits Transfer (EBT) card is a government-issued card tied to a specific government-assistance account. EBT transactions require PIN entry, as well as a trace number and balance amount printed on receipts. An EBT sale transaction may be a food stamp sale, or a cash benefit sale. The card must be present.</p>	<p>Swipe the card or select <b>Sale</b>.</p> <p>Select <b>Cash</b> for cash benefits or <b>Food</b> for a food stamp sale.</p>
<p><b>EBT Force</b> A force is a sale transaction performed when the terminal cannot reach the host to authorize the transaction. Contact your voice authorization center for an authorization code, then perform a force sale transaction with the EBT card.</p>	<p>Select <b>Force</b>.</p>
<p><b>EBT Refund</b> Available only for food stamp transactions.</p>	<p>Select <b>Refund</b>.</p>
<p><b>EBT Balance Inquiry</b> Obtain a customer's remaining EBT account balance. Available for both food stamp and cash benefit.</p>	<p>Select <b>EBT Bal Inq</b>.</p>

## Available Transaction Types

*Continued*

Your terminal supports various transaction types.

Refer to this section for information on what transactions are available and when to use them.

**Note:** Press **[Arrow]** to scroll to view additional options.

# Clerk/Server Setup

Accessible through the main menu, the clerk/server setup allows you to manage IDs, passwords and shift times.

## **ADD CLERK/SERVER**

Adds new clerks or servers to your terminal. You will be prompted to create an ID and a password for each new clerk/server. The clerk/server ID may be up to four digits in length and the password may be 5-10 digits in length.

## **LOG ON/OFF CLERK/SERVER**

Used to log on clerks/servers as their shifts begin, and log them off at the end of their shift.

## **DELETE CLERK/SERVER**

Removes a single clerk/server from the terminal.

## **MODIFY CLERK/SERVER**

Allows modification of a cash tip amount or a clerk/server's ID or password.

## **CLEAR CLERKS/SERVERS**

This option is used to clear clerk/server totals from the clerk/server's internal totals file.

## Available Reports

A report is like a snapshot in time of business activities. Use this data to help you make crucial business decisions.

Press the **[Reports]** hot key (the purple button on the far right) to launch the Reports menu.

### Reports: Main Menu

**Totals Report** Prints totals by card type and card issuer.

**Detail Report** Prints detail information for each transaction.

**Clerk/Server Reports** Launches Clerk or Server Reports menu options. (See **Reports: Clerk/Server Reports Menu.**)

**Batch Review** Launches Batch Review menu options. (See **Reports: Batch Review Menu.**)

**Batch History** Prints a series of settlement reports by date.

**Terminal Reports** Launches Terminal Reports menu options, which are used by the Help Desk Associate to troubleshoot your terminal.

**Host Totals** Runs the Host Totals transaction and prints a report.

### Reports: Clerk/Server Reports Menu

**Totals Report** Prints totals for a specific clerk or server.

**Detail Report** Prints detail information on all transactions performed by all clerks/servers, or a specific clerk/server.

**Shift Report** Prints transaction totals per shift.

**Clerk/Server Table** Prints login and logout information.

**Unadjusted Report** Prints a series of settlement reports by date.

**IRS Tip Report** Calculates and displays the percentage of tips for each clerk/server, including cash tips. Use this report to enter cash tips for IRS reporting.

**Discount Tip Report** Your terminal can be configured to compute the fee amount that the clerk/server should pay for tips on credit card sales. This report prints the transaction and discount amounts.

# Available Reports

*Continued*

A report is like a snapshot in time of business activities. Use this data to help you make crucial business decisions.

## Reports: Batch Review Menu

**Totals Review** Displays Total Sales, Total Refunds and Net Sale Totals.

**Detail Review** Allows access to view details on all transactions in the current batch. Enter search criteria to retrieve transactions in the current batch, and then you may adjust or void the transaction. To access the Batch Review for all transactions, the Supervisor or Manager password level is required.

## Reports: Tab Menu

**Open Tab Report** Prints the transaction information for the current open tabs in the terminal. Access via the **Tab** option on the main menu.

Gift Card Transactions (Optional)	To initiate
<b>Issuance/Add Value</b> Adds value to the gift card account. This transaction can be used to issue and activate a new card, or to reload an active card with incremental value.	Select <b>Issue Add Value</b> .
<b>Activation/Block Activation</b> Create a consumer's gift card account by assigning value to a card. One or more gift cards can be activated at one time. Activations can only be performed on cards that have not been previously activated.	Select <b>Activation</b> or <b>Block Activate</b> .
<b>Redemption</b> Decreases the value stored on the consumer's gift card account. This transaction is performed when a consumer uses the card to purchase goods or services.	Select <b>Redemption</b> .
<b>Void</b> Remove a gift card transaction from the terminal's open batch. The void will communicate to the gift card host that the transaction is being reversed.	From the main menu, select <b>Void</b> .
<b>Balance Inquiry</b> Print a receipt that displays the customer's available gift card balance (without changing it).	Select <b>Balance Inquiry</b> .
<b>Force</b> Perform a force redemption, activation or issuance when the terminal cannot reach the gift card host.	Select <b>Force Issuance, Force Redempt</b> or <b>Force Activate</b> .
<b>Add Tip</b> A gift card redemption transaction for the amount of the tip, if tip processing is enabled.	Select <b>Add Tip</b> .
<b>Deactivation</b> When enabled, change the status of a card from active to inactive. Inactive cards may not be used for redemptions	Select <b>Deactivation</b> .
<b>Reactivation</b> When enabled, this transaction allows the merchant to change the status of a card from inactive to active. This transaction can only be used to activate "deactivated" cards.	Select <b>Reactivation</b> .

## Gift Card Transaction Types (Opt.)

If you are participating in Chase Paymentech's proprietary Gift Card program, your terminal supports various stored value card transaction types.

Refer to this section for information on what gift card transactions are available and when to use them.

Press the **[Gift Card]** hot key (the third purple button from the left) to launch the Gift Card menu.

**Note:** Press **[Arrow]** to scroll to view additional options.

## Navigating Your Terminal

Refer to this section to find and begin the transaction or function you wish to use.

### BEGIN A SALE

Swipe the card; or select **Sale**, manually enter the card number and then press **[ENTER]** to begin a sale transaction. Your terminal will guide you through the process. (Note: Debit cards must be swiped.)

### BEGIN OTHER TRANSACTIONS

Use the **[Arrow]** key at the main menu or idle prompt to navigate to the transaction type you wish to perform. Scroll through the menu and press the corresponding **[F]** key when your desired transaction appears on the terminal display.

### REPRINT A RECEIPT

Access the Reprint function through the main menu. You will be prompted to select last receipt, or enter criteria to search for another receipt to reprint.

### ACCESS CLERK/SERVER SETUP

Navigate to the Clerk Setup or Server Setup option from the main menu.

### ACCESS REPORTS

Press **[Reports]** to access the Reports menu. Scroll to the desired report or report category, then press the corresponding **[F]** key and follow the prompts to view or print your report.

### ACCESS TIP FUNCTIONS

Press **[Tip Adjust]** to access the Tip menu. Scroll to the desired function, then press the corresponding **[F]** key and follow the prompts.

### EDIT AUTO SHIFT TIMES

If you are in auto shift mode, use this procedure to edit the start and end shift times. Press **[1]** at idle to access the Shift menu.

### MANUAL SHIFT CLOSE

If you are in manual shift mode, use this procedure to close the current shift and start a new shift. Press **[1]** at idle to access the Shift menu.

## ABOUT SETTLEMENT

A Settlement operation is used to close the current batch and open a new batch for logging and accumulating transactions.

Your VeriFone terminal uses a Terminal Capture System (TCS), meaning it stores transactions throughout the day and sends batch totals of sales and refunds to the host (Chase Paymentech) after the close of business.

There are two settlement options: Manual Settlement and Auto Settlement.

### 1 - MANUAL SETTLEMENT

If your terminal is set to manually settle, select **Settlement** from the main menu and follow the prompts displayed.

### 2 - AUTO SETTLEMENT

If your terminal is set to automatically settle, it will automatically settle transactions in the current batch at a specific, predetermined time, within a 24-hour period. When configured, auto settlement begins any time after the set time occurs if there are transactions in the batch.

For example, if auto settlement time is set to 22:30:00 (10:30 p.m.) then auto settlement occurs any time after 22:30:00. If the terminal is turned off before the set time, and turned on again (usually the next morning), auto settlement occurs at that time.

## Settling the Batch

Your transactions must be "settled" daily. Read this section to ensure the settlement process operates smoothly.

## Prompt Q&A

While navigating through transactions, you'll find that some prompts aren't as clear as others. This section clarifies those prompts.

Prompt	Description/Action
1= [Merchant 1]	<p>Prev [F1] Next [F2] Slct [F3] Exit [F4]</p> <p>Displayed when more than one merchant is programmed into your terminal. Scroll to your merchant name using the [F] keys to the right of the display, and press [Enter].</p>
Encrypted?	<p>Yes [F1] No [F2]</p> <p>May display while performing a Web sale. Select <b>Yes</b> or <b>No</b> in regard to whether the card number was collected via encrypted means (i.e., HTTPS Web page, PGP e-mail, etc.).</p>
Imprint Card Press Enter Key	<p>May display while performing a manually entered transaction. Imprint the card using a manual imprint machine to prove the card was present during the transaction.</p>
V-Code:	<p>Enter the CVC (card verification code), typically the last 3 or 4 digits found on the back of the card on the signature line. CVC codes are designed to reduce payment card fraud.</p>
Code Present?	<p>No [F1] Xread [F2]</p> <p>Displays if V-Code prompt is bypassed. Select <b>Xread</b> if the code is present, but unreadable.</p>
Send Duplicate?	<p>Yes [F1] No [F2]</p> <p>Displays if you are attempting a transaction with an account number that has already been used in the current batch. Select <b>Yes</b> to confirm that this transaction should be processed. Select <b>No</b> to cancel the transaction.</p>
Appr Code:	<p>Displays during a Force transaction. Key in the approval code you received from the Voice Authorization Center, and press [Enter].</p>
Amt Due: Enter to Confirm	<p>x.xx</p> <p>Press [Enter] to continue with another transaction for the amount due.</p>

Code	Description	VISA	MC	AMEX	Disc.
X	Match - Address and 9-digit ZIP code	✗	✓	✗	✓
Y	Match - Address and ZIP code (for Discover, address only matches)	✓	✓	✓	✓
A	Partial - Address matches, ZIP code does not (for Discover, both address and ZIP match)	✓	✓	✓	✓
W	Partial - 9-digit ZIP code matches, address does not (for Discover, no data from issuer)	✗	✓	✗	✓
Z	Partial - ZIP code matches, address does not	✓	✓	✓	✓
N	No match - Neither address nor ZIP code match	✓	✓	✓	✓
U	Unavailable - AVS system unavailable or issuer does not support AVS	✓	✓	✓	✓
R	Retry - Issuer's system unavailable or timed out	✓	✓	✓	✗
S	Not supported - AVS not supported by issuer at this time	✓	✓	✓	✗

## AVS Response Codes

The Address Verification System (AVS) is a feature that adds fraud protection on card-not-present transactions. The numeric portion of the customer's street address and the ZIP code are compared against the information on file with the card-issuing bank.

Use this chart to interpret domestic AVS Response Codes by card type.

## Common Error Codes

In the event that your terminal displays an error, refer to these error codes to troubleshoot your terminal.

If the code you are experiencing is not shown, retry the transaction, or if possible, manually enter the account number.

If the error persists, contact your Help Desk for support.

Error Code	Description	Action
<b>Bad Account #</b>	The card number being used for the current transaction does not pass the LUHN check.	Retry. If error persists, ask for another form of payment as the card may be fraudulent.
<b>Batch Full</b>	The terminal has reached batch transaction capacity.	Perform batch settlement.
<b>Close Batch</b>	The batch is more than 90% full.	Perform batch settlement.
<b>Empty Batch</b>	Cannot perform requested function – batch is empty.	No action.
<b>Expired card</b>	The card's expiration date has passed.	Retry. If error persists, ask for another form of payment.
<b>Invalid Accnt No</b>	The 4 digits keyed do not match the account number from the card's magnetic stripe.	Re-key the last 4 digits. If error persists, ask for another form of payment as the card may be fraudulent.
<b>Invalid amount</b>	The amount entered is invalid.	Re-key the dollar amount.
<b>Invalid Srvr Id Invalid Clrk Id</b>	The clerk/server number keyed has not been logged in.	Login the clerk/server through Clerk/Server Setup.
<b>Settl Neg Batch</b>	Terminal is prompting for confirmation to settle a negative batch.	Press <b>[Enter]</b> to confirm that the negative batch should be settled, or press <b>[Cancel]</b> and print a report, which should be used to verify that the negative batch total is correct.
<b>Void Not Allowed</b>	The user tried to void an already voided transaction.	No action.



