

**CREDIT SALE - CARD PRESENT - SWIPE**

1. At the idle prompt, Press [F2] for **SALE**
2. Key in **TOTAL SALE AMOUNT**, press [ENTER]
3. Key in **TOTAL TIP AMOUNT**, press [ENTER]
4. Press [F1] for **YES** to confirm the total
5. Tap/Insert/Swipe card or key enter card number and press [ENTER]
6. Press [F1] for **CREDIT** (If prompted)
7. **APPROVAL XXXXXX** should display
8. Receipt should print.
9. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy

EMV SALE - CARD PRESENT, EMV ONLY

1. At the idle prompt, press [F2] for **SALE**
2. Key in **TOTAL SALE AMOUNT**, press [ENTER]
3. Key in **TOTAL TIP AMOUNT**, press [ENTER]
4. Press [F1] for **YES** to confirm the total
5. Have customer insert their EMV card.
 - EMV Card must remain in reader until sale is complete
6. Have customer enter their **PIN #**, press [ENTER] (If prompted)
7. Remove card when prompted
8. **APPROVAL XXXXXX** should display
9. Receipt should print.
10. Press [F1] **YES** to print or [F4] **NO** to cancel customer copy

CREDIT SALE - MANUAL ENTRY

1. At the idle prompt, press [F2] for **SALE**
2. Key in total **SALE AMOUNT**, press [ENTER]
3. Key in **TOTAL TIP AMOUNT**, press [ENTER]
4. Press [F1] for **YES** to confirm the total
5. Key in CC #, press [ENTER]
6. Key in card's exp. date, press [ENTER]
7. Press [F1] **FOR CARD PRESENT**
 - Press [ENTER] if prompted to **IMPRINT CARD**
8. Press [F2] **FOR CARD NOT PRESENT TRANSACTIONS**
9. Enter **CVV/CVV2** number from the back of the card
10. Key in **ADDRESS** (if prompted)
11. Key in customer's billing **ZIP CODE** and press [ENTER]
12. **APPROVAL XXXXXX** should display
13. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy

BATCH SETTLEMENT - MUST BE DONE EVERYDAY

1. At idle prompt, press [F4] for **SETTLEMENT**
2. Press [ENTER] to **CONFIRM TOTALS**
3. **SETTLE SUCCESS**

DEBIT SALE - CARD PRESENT, SWIPE ONLY

1. At the idle prompt, Press [F2] for **SALE**
2. Key in total **SALE AMOUNT**, press [ENTER]
3. Press [F1] for **YES** to confirm the total
4. Slide card through the reader
5. Press [F2] for **DEBIT** (If prompted)
6. Have customer enter their **PIN #** and press [ENTER]
7. **APPROVAL XXXXXX** should display
8. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy

REFUND - CREDIT ONLY- SETTLED TRANSACTIONS ONLY

1. At the idle prompt, press [MORE] (Top left purple key)
2. Press [F3] for **REFUND**
3. Key in total **REFUND AMOUNT**, press [ENTER]
4. Press [F1] for **YES** to confirm the total
5. Tap/Insert/Swipe card or key enter card number and press [ENTER]
6. Select [F1] for **CREDIT** (if prompted)
7. Key in card's **EXP. DATE**, press [ENTER] (if prompted)
8. **APPROVED** should display and **REFUND** should print on receipt.
9. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy

VOID - CREDIT ONLY- UNSETTLED TRANSACTIONS ONLY

1. At the idle prompt, press [MORE] (Top left purple key)
2. At the idle prompt, press [F1] for **VOID**
3. Press [F1] **YES** to void last transaction
4. Press [F2] **NO** to void by **INVOICE** or **ACCOUNT #**
 - Select [F1] **INV#** to void by **INVOICE NUMBER**
 - Select [F2] **ACCT#** to void by **CARD NUMBER**
5. Enter **INVOICE NUMBER** from receipt **or**
6. Enter the last four of the **CARD NUMBER**
7. Press [ENTER]
8. Press [F1] **YES** to select the transaction **or**
9. Press [F2] **NO** to return to the main menu
10. **VOID SALE** should display and print on receipt
11. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy

FORCED SALE - PRIOR AUTHORIZATION REQUIRED

1. At the idle prompt, press [MORE] (Top left purple key)
 2. Press [F2] for **FORCE**
 3. Key in total **SALE AMOUNT**, press [ENTER]
 4. Press [F1] for **YES** to confirm the total
 5. Tap/Insert/Swipe card or key enter card number and press [ENTER]
 6. Press [F1] for **CREDIT**. (if prompted)
 7. Key in card's **EXP. DATE**, press [ENTER] (key entered only)
 8. Press [ENTER] if prompted to **IMPRINT CARD** (key entered only)
 9. Enter in **AUTHORIZATION CODE*** press [ENTER]
 10. **APPROVAL XXXXXX** should display
 11. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy
- *Authorization codes must be provided by the customer's issuing bank by telephone.*
- * For authorization codes containing letters, press the numeric key with the required letter and then the [ALPHA] key until the value is correct.*

REPRINT

1. At the idle prompt, press **REPRINT** (3rd purple key from left)
2. Press [F2] to print the last receipt **or**
3. Press [F3] to print any other receipt by **INVOICE NUMBER**
4. Enter **INVOICE NUMBER** when prompted and press [ENTER]

BATCH REPORTS

1. At the idle prompt, press [REPORTS], the far right purple key
2. Press [F2] **TOTALS REPORT** -for batch totals only
3. Press [F3] **DETAIL REPORT** -report of all transactions.

TIP ADJUST – SWIPE / KEY ENTER ONLY

1. Press the [TIP] key (Second purple key from left)
2. Press [F4] **INV#** (recommended)
3. Enter **INVOICE NUMBER** from receipt and press [ENTER]
4. Press [F1] **ADJ** to adjust the tip amount
5. Key in the new amount and press [ENTER]
6. **APPROVED XXXXXX** should display
7. Press [ENTER] to return to the **TIP ADJUST MENU**

TO ADD/REMOVE SERVERS

1. Press [ENTER] to get to "CONFIGURATION" menu.
2. Press [F3] to reach "SERVER MENU"

To Add Server:

1. Press [F4] to **ADD SERVER** (manager password required)
2. Enter **NEW SERVER #** and press [ENTER]
3. Choose a password, must be 5-10 digits in length, press [ENTER]
4. Re-enter password, press [ENTER], repeat steps to add more servers

To Remove Server:

1. Press [MORE] (Top left purple button)
2. Select [F2] **DELETE SERVER** (manager password required)
3. Enter the **SERVER #** you wish to delete, press [ENTER]
4. Enter **MANAGER PASSWORD** press [ENTER]
5. **SERVER DELETED** should display.
6. Press [CANCEL] (Red X) to return to the main menu

VALUE ADDED SERVICES

PRESS THE * KEY TO ACCESS THE MAIN MENU AND OTHER VALUE ADDED SERVICES SUCH AS GIFT CARD OR CHECK SERVICES.

ADDRESS VERIFICATION - CARD VERIFICATION

PLEASE REFERENCE YOUR PACE PAYMENTS WELCOME PACK FOR ADDRESS AND CARD VERIFICATION INFORMATION.

HELPDESK & SUPPLIES 1-888-690-7555

OPTION#1 FOR CUST SERVICE, OPTION #2 FOR TECHNICAL SUPPORT

▪ **MONDAY - FRIDAY 6:30AM - 5:00PM PACIFIC TIME**

MERCHANT NUMBERS- VOICE AUTHORIZATION

V/MC/DISC _____ Auth# 1-800-944-1111

Bank# 022600

Amex # _____ Auth# 1-800-528-2121

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2. Key in **TOTAL SALE AMOUNT**, press [ENTER]
3. Press [F1] for **YES** to confirm the total
4. Tap/Insert/Swipe card or key enter card number and press [ENTER]
5. Press [F1] for **CREDIT** (If prompted)
6. **APPROVAL XXXXXX** should display
7. Receipt should print.
8. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy

EMV SALE - CARD PRESENT, EMV ONLY

1. At the idle prompt, press [F2] for **SALE**
2. Key in **TOTAL SALE AMOUNT**, press [ENTER]
3. Press [F1] for **YES** to confirm the total
4. Have customer insert their EMV card.
 - EMV Card must remain in reader until sale is complete
5. Have customer enter their **PIN #**, press [ENTER] (If prompted)
6. Remove card when prompted
7. **APPROVAL XXXXXX** should display
8. Receipt should print.
9. Press [F1] **YES** to print or [F4] **NO** to cancel customer copy

DEBIT SALE - CARD PRESENT, SWIPE ONLY

1. At the idle prompt, Press [F2] for **SALE**
2. Key in total **SALE AMOUNT**, press [ENTER]
3. Press [F1] for **YES** to confirm the total
4. Slide card through the reader
5. Press [F2] for **DEBIT** (If prompted)
6. Have customer enter their **PIN #** and press [ENTER]
7. **APPROVAL XXXXXX** should display
8. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy

CREDIT SALE - MANUAL ENTRY

1. At the idle prompt, press [F2] for **SALE**
2. Key in total **SALE AMOUNT**, press [ENTER]
3. Press [F1] for **YES** to confirm the total
4. Key in CC #, press [ENTER]
5. Key in card's exp. date, press [ENTER]
6. Press [F1] **FOR CARD PRESENT**
 - Press [ENTER] if prompted to **IMPRINT CARD**
7. Press [F2] **FOR CARD NOT PRESENT TRANSACTIONS**
8. Enter **CVV / CVV2** number from the back of the card
9. Key in **ADDRESS** (if prompted)
10. Key in customer's billing **ZIP CODE** and press [ENTER]
11. **APPROVAL XXXXXX** should display
12. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy

REFUND - CREDIT ONLY- SETTLED TRANSACTIONS ONLY

1. At the idle prompt, press [MORE] (Top left purple key)
2. Press [F3] for **REFUND**
3. Key in total **REFUND AMOUNT**, press [ENTER]
4. Press [F1] for **YES** to confirm the total
5. Tap/Insert/Swipe card or key enter card number and press [ENTER]
6. Select [F1] for **CREDIT** (if prompted)
7. Key in card's **EXP. DATE**, press [ENTER] (if prompted)
8. **APPROVED** should display and **REFUND** should print on receipt.
9. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy

VOID - CREDIT ONLY- UNSETTLED TRANSACTIONS ONLY

1. At the idle prompt, press [MORE] (Top left purple key)
2. At the idle prompt, press [F1] for **VOID**
3. Press [F1] **YES** to void last transaction
4. Press [F2] **NO** to void by **INVOICE** or **ACCOUNT #**
 - Select [F1] **INV#** to void by **INVOICE NUMBER**
 - Select [F2] **ACCT#** to void by **CARD NUMBER**
5. Enter **INVOICE NUMBER** from receipt *or*
6. Enter the last four of the **CARD NUMBER**
7. Press [ENTER]
8. Press [F1] **YES** to select the transaction *or*
9. Press [F2] **NO** to return to the main menu
10. **VOID SALE** should display and print on receipt
11. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy

CARD VERIFY – CARD VERIFICATION WITH AVS / CVV - REQUIRES SALE FOR PAYMENT TO OCCUR

1. At the idle prompt, Press [F3] for **CARD VERIFY**
2. Swipe or insert card, or key enter card number, press [ENTER]
3. Key in **ADDRESS**, press [ENTER]
4. Enter customer's **ZIP CODE** and press [ENTER]
5. Enter **CVV / CVV2**
6. **APPROVAL XXXXXX** should display

FORCED SALE - PRIOR AUTHORIZATION REQUIRED

1. At the idle prompt, press [MORE] (Top left purple key)
 2. Press [F2] for **FORCE**
 3. Key in total **SALE AMOUNT**, press [ENTER]
 4. Press [F1] for **YES** to confirm the total
 5. Tap/Insert/Swipe card or key enter card number and press [ENTER]
 6. Press [F1] for **CREDIT**. (if prompted)
 7. Key in card's **EXP. DATE**, press [ENTER] (key entered only)
 8. Press [ENTER] if prompted to **IMPRINT CARD** (key entered only)
 9. Enter in **AUTHORIZATION CODE*** press [ENTER]
 10. **APPROVAL XXXXXX** should display
 11. Press [F1] **YES** to print or [F2] **NO** to cancel customer copy
- *Authorization codes must be provided by the customer's issuing bank by telephone.*

** For authorization codes containing letters, press the numeric key with the required letter and then the [ALPHA] key until the value is correct.*

REPRINT

1. At the idle prompt, press **REPRINT** (3rd purple key from left)
2. Press [F2] to print the last receipt *or*
3. Press [F3] to print any other receipt by **INVOICE NUMBER**
4. Enter **INVOICE NUMBER** when prompted and press [ENTER]

BATCH REPORTS

1. At the idle prompt, press [REPORTS], the far right purple key
2. Press [F2] **TOTALS REPORT** -for batch totals only
3. Press [F3] **DETAIL REPORT** -report of all transactions.

BATCH SETTLEMENT - MUST BE DONE EVERYDAY

1. At idle prompt, press [F4] for **SETTLEMENT**
2. Press [ENTER] to **CONFIRM TOTALS**
3. **SETTLE SUCCESS**
4. Terminal should print settlement report.

VALUE ADDED SERVICES

PRESS THE * KEY TO ACCESS THE MAIN MENU AND OTHER VALUE ADDED SERVICES SUCH AS GIFT CARD OR CHECK SERVICES.

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PURCHASING CARD INFORMATION

TO ENSURE PROPER QUALIFICATION, CERTAIN PURCHASING CARDS MAY REQUIRE ADDITIONAL DATA TO BE ENTERED DURING THE TRANSACTION.

ENTERING THIS INFORMATION WILL ENSURE THE LOWEST POSSIBLE RATE ON THOSE TRANSACTIONS.

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