

CREDIT SALE (SWIPED)

- Swipe credit card
- Select **CREDIT**
 - For Amex cards, the terminal will prompt for corporate purchase card; If **YES**: enter order number, customer number and ship-to ZIP at the prompts
 - Enter last four digits of card number
 - Confirm card number select **F1** for Y or **F2** for N (transaction canceled)
 - Invoice Number
 - Enter server ID and press **ENTER**
- Enter sale amount and press **ENTER**
 - Tax exempt? Select **Y** or **N**
 - Enter sales tax and press **ENTER**
- Enter tip amount and press **ENTER**
 - Enter customer code and press **ENTER**
- Receipt will print
 - Print customer receipt? Press **Y** or **N**

CREDIT SALE (MANUAL ENTRY)

- Select **SALE**
- Enter card number and press **ENTER**
- Select **CREDIT**
 - For Amex cards, the terminal will prompt for corporate purchase card; If **YES**: enter order number, customer number and ship-to ZIP at the prompts
 - Enter expiration date [MMYY], press **ENTER**
- Card present? Select **Y**
 - If card is not present use **CREDIT SALE MAIL/PHONE** instructions
 - Imprint card and press **ENTER**
 - Invoice Number
 - Enter server ID and press **ENTER**
- Enter sale amount and press **ENTER**
 - Tax exempt? Select **Y** or **N**
 - Enter sales tax and press **ENTER**
- Enter tip amount and press **ENTER**
 - Enter the v-code and press **ENTER** or press **ENTER** for v-code options
 - Enter street address number, press **ENTER**
 - Enter ZIP code and press **ENTER**
 - Enter customer code and press **ENTER**
- Receipt will print
 - Print customer receipt? Press **Y** or **N**

CREDIT SALE MAIL/PHONE

- Select **PHONE ORDER**
 - Enter password and press **ENTER**
- Enter card number and press **ENTER**
- Select **CREDIT**
 - For Amex cards, the terminal will prompt for corporate purchase card; If **YES**: enter order number, customer number and ship-to ZIP at the prompts
- Enter expiration date [MMYY], press **ENTER**
- Select transaction type: **PHONE** or **WEB**
 - If Web: Encryption? Select **Y** or **N**
 - Invoice Number
 - Enter P.O. number and press **ENTER**
 - Enter server number and press **ENTER**
- Enter sale amount and press **ENTER**
 - Tax exempt? Select **Y** or **N**
 - If **N**, enter tax amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Enter v-code and press **ENTER** or press **ENTER** for v-code options
- Enter street address number, press **ENTER**
- Enter ZIP code and press **ENTER**
 - Enter customer code and press **ENTER**
- Receipt will print
 - Print customer receipt? Press **Y** or **N**

CREDIT AUTHORIZATION ONLY

- Scroll down and select **AUTH ONLY**
 - Enter password and press **ENTER**
- Swipe credit card or manually enter the card number and press **ENTER**
- Select **CREDIT**
 - For Amex cards, the terminal will prompt for corporate purchase card; If **YES**: enter order number, customer number and ship-to ZIP at the prompts
 - Enter expiration date [MMYY] and press **ENTER**
 - Enter last four digits of card number
 - Confirm card number select **F1** for Y or **F2** for N (transaction canceled)
 - Imprint card if manually entered
 - Enter invoice number and press **ENTER**
 - Enter server number and press **ENTER**
- Enter amount of authorization, press **ENTER**
- Receipt will print
 - Print customer receipt? Press **Y** or **N**

QUICK REFERENCE

Bank Name _____

Bank Phone _____

Help Desk Phone _____

V Number _____

Voice Authorization Phone _____

Merchant Number ID _____

Other _____

0122841
V020111

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TSYS[®]

Quick Reference Guide



VERIFONE[®] OMNI 3730/VX510, 3730LE/VX510LE, VX570, VX610
SEVA3XX

VERIFONE[®] OMNI 3740/3750
UEVA3XX

RESTUARANT

CREDIT SALE - OFFLINE

- Scroll down and select **OFFLINE**
 - Enter password and press **ENTER**
- Swipe credit card or manually enter the card number
- Select **CREDIT**
 - For Amex cards, the terminal will prompt for corporate purchase card; If **YES**: enter order number, customer number and ship-to ZIP at the prompts
 - Enter expiration date [MMYY], press **ENTER**
 - Enter last four digits of card number
 - Confirm card number select **F1** for Y or **F2** for N (transaction canceled)
- Select transaction type: **SALE, PHONE, WEB**
 - Imprint card if manual
 - If Web: Encryption? Select **Y** or **N**
 - Enter P.O. number and press **ENTER**
 - Enter server ID and press **ENTER**
- Enter sale amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Enter six-digit authorization code and press **ENTER**
- Receipt will print
 - Print customer receipt? Press **Y** or **N**

CREDIT REFUND

- Scroll down and select **REFUND**
 - Enter password and press **ENTER**
- Swipe credit card or manually enter card number and press **ENTER**
- Select **CREDIT**
 - Enter expiration date [MMYY], press **ENTER**
 - For AMEX cards, the terminal will prompt for corporate purchase card; If **YES**: enter order number, customer number and ship-to ZIP at the prompts
 - If swiped, enter last four digits of card number and press **ENTER**; confirm card number and press **ENTER**
 - If manually entered, select transaction type: **SALE, PHONE, WEB**; if Web: Encryption? Select **Y** or **N**; imprint card
- Enter invoice number and press **ENTER**
- Enter server number and press **ENTER**
- Enter refund amount and press **ENTER**
 - If corporate card, tax exempt? Select **Y** or **N**; if **N**, enter tax amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Receipt will print
 - Print customer receipt? Press **Y** or **N**

CREDIT VOID

- VOIDs may only be processed on sales within the current batch. Never void a debit sale.*
- Scroll down and select **VOID**
 - Enter password and press **ENTER**
 - To void last transaction, press **YES**; To void another transaction, press **NO**
 - Select method for transaction retrieval: **INVOICE NUMBER** or **ACCOUNT NUMBER**
 - Follow terminal prompts for selected method
 - Select **YES** (Void), **NO** (Cancel) or **NEXT** (Next Record)
 - Receipt will print
 - Print customer receipt? Press **Y** or **N**

DEBIT SALE

- Swipe debit card
- Select **DEBIT**
 - Enter invoice number press **ENTER**
 - Enter server ID and press **ENTER**
- Enter sale amount and press **ENTER**
 - Enter cash-back amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Using the PIN pad, have customer enter PIN and press **ENTER**
- Receipt will print
 - Print customer receipt? Press **Y** or **N**

DEBIT REFUND

- Scroll down and select **REFUND**
 - Enter password and press **ENTER**
- Swipe debit card
- Select **DEBIT**
- Enter invoice number and press **ENTER**
- Enter server ID and press **ENTER**
- Enter refund amount and press **ENTER**
- Enter original transaction date [MMDDYY] and press **ENTER**
- Enter original transaction time [HHMMSS] and press **ENTER**
- Using the PIN pad, have customer enter PIN and press **ENTER**
- Receipt will print
 - Print customer receipt? Press **Y** or **N**

OPEN TAB

- Scroll down and select **TAB**
 - Enter password and press **ENTER**
- Select **OPEN TAB**
- Swipe credit card or manually enter the card number
- Select **CREDIT**
 - For Amex cards, the terminal will prompt for corporate purchase card; If **YES**: enter order number, customer number and ship-to ZIP at the prompts
 - Enter expiration date [MMYY], press **ENTER**
 - Imprint card if manually entered
 - Enter last four digits of card number
 - Confirm card number select **F1** for Y or **F2** for N (transaction canceled)
- Enter invoice number and press **ENTER**
 - Enter server ID and press **ENTER**
- Enter tab amount and press **ENTER**
- Enter v-code and press **ENTER** or press **ENTER** for v-code options
- Enter street address number, press **ENTER**
- Enter ZIP code and press **ENTER**
- Receipt will print
 - Print customer receipt? Press **Y** or **N**

CLOSE TAB

- Scroll down and select **TAB**
 - Enter password and press **ENTER**
- Select **CLOSE TAB**
- Retrieve tab by: **INV #** or **ACCT #**
- Follow terminal prompts to locate tab
- Select **YES** and press **ENTER**
 - Enter server ID and press **ENTER**
- Enter tab amount and press **ENTER**
- Enter tip amount and press **ENTER**
- Receipt will print
 - Print customer receipt? Press **Y** or **N**

DELETE TAB

- Scroll down and select **TAB**
 - Enter password and press **ENTER**
- Select **DELETE TAB**
- Retrieve tab by: **INV #** or **ACCT #**
- Follow terminal prompts to locate tab. Select **YES** if correct tab, **NEXT** to select next tab, or **NO** to cancel, and press **ENTER**
- Tab Deleted is displayed

ADJUST TIP

- Press the purple **TIP ADJUST** key
 - Enter password and press **ENTER**
- Retrieve by: **SERVER, AMT, ACCT** or **INV #**
- Enter prompted information
- Press **F1** to adjust tip amount
- Enter new tip amount and press **ENTER**
 - Adjusted receipt will not print
 - Press **ENTER** to adjust another transaction
 - Press **CANCEL** to exit when complete

ALPHA

- Press corresponding number of letter desired
- Press **ALPHA** until desired letter appears [Number + ALPHA = Letter]

ADD SERVER

- Press **ENTER**
- Select **SERVER**
 - Enter password and press **ENTER**
- Select **ADD SERVER**
- Enter password and press **ENTER**
- Enter server number and press **ENTER**
- Enter server password and press **ENTER**
- Re-enter server password, press **ENTER**

VIEW TOTALS

- Scroll down and select **BATCH TOTALS**
- Select host - **TSYS**
- Totals will display on terminal

REPORTS

- Press the purple **REPORT** key
 - Enter password and press **ENTER**
- Choose desired report: **TOTALS, DETAILS** or **SERVER**
 - Enter password and press **ENTER**
- Report will print

TRANSACTION REVIEW

- Scroll down and select **BATCH REVIEW**
- Select method for transaction retrieval: **SERVER, AMT, ACCT** or **INV #**
- Enter prompted information
- Use **NEXT** or **PREV** to scroll transactions

BATCH SETTLEMENT

- Scroll down and select **SETTLEMENT**
 - Enter password and press **ENTER**
 - Delete open tab? Select **Y** or **N**
 - Sales totals correct? Select **Y** or **N**
 - Refund totals correct? Select **Y** or **N**
- **DIALING, PROCESSING, GB XXX ACCEPTED**
- Report will print

FAILED SETTLEMENT

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

MULTI-MERCHANT

If the terminal has been programmed with multiple merchant software, you must select the merchant prior to initiating a transaction.

NOTE: Multi-merchant not supported on GPRS model

REPRINT A RECEIPT

- Press the purple **REPRINT** key
 - Enter password and press **ENTER**
- To reprint last transaction, select **LAST TRANSACTION**; Receipt will print
- To reprint another transaction select **ANY RECEIPT** enter invoice number and press **ENTER**; Receipt will print
 - Print customer copy - select **F1** for Y or **F2** for N

CARD TYPES ACCEPTED

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

NOTE: Italicized steps are optional and may not be prompted for.

Note: NOTE: If "partial auth" is enabled and processed, "Partial Authorization" and "AMOUNT DUE \$--." will appear on screen and "AMOUNT DUE \$--" will print on receipts.