

# IVI Elite 780

## Retail Application

# Quick Reference Guide

### CREDIT CARD SALE

DISPLAY	ACTION	
Idle Prompt	Press 1 for Credit	
Slide/Key Card	Swipe the customer's credit card through the card reader	If card is unreadable, manually enter the customer's Card Number
Expiry Date MMY	Enter the expiration date and press the ENTER key	
Displays Card #	Verify card # and press ENTER	
Enter Sale Amount	Enter the total amount and press ENTER	
Processing	Terminal prints receipt	

### DEBIT CARD SALE

DISPLAY	ACTION	
Idle Prompt	Press 2 for Debit and swipe card (Debit Cards must be swiped)	
Enter Sale Amount	Enter the total amount and press ENTER	
Enter PIN	Customer enters their PIN number and presses ENTER	
Processing	Terminal prints receipt	

### PURCHASE CARD SALE

DISPLAY	ACTION	
Purchase cards are credit cards used by companies and organizations for Purchase Orders (P.O.)		
Idle Prompt	Swipe Card	If card is unreadable, manually enter the Card Number
Expiry Date MMY	Enter the expiration date and press ENTER	
P.O./I.D. Number	Key in Customer's PO/ID # and press ENTER	
Customer Address	Key in Customer's numeric address of business and press ENTER*	
Zip Code	Key in zip code of business and press ENTER	
Enter Sale Amount	Enter the total amount and press ENTER	
Enter Tax Amount	Enter Tax Amount and press ENTER	
Processing	Terminal prints receipt	
*If the address is 125 State Street, type in 1,2,5 and ENTER		

### REFUND

DISPLAY	ACTION	
Idle Prompt	Press ENTER, then 3	
1=Credit or 2=Debit	Press 1 or 2 depending on the type of transaction	
Slide/Key Card	Swipe Card	If card is unreadable, manually enter the Card Number (Debit cards must be swiped)
Expiry Date MMY	Enter the expiration date and press ENTER	
Enter Refund Amount	Key in Refund Amount and press ENTER	
Processing	Terminal will print receipt of Refund	
<i>The terminal will prompt for a PIN Number on a Debit Card refund. The customer enters their pin # and presses ENTER</i>		

### VOID / CANCEL

DISPLAY	ACTION	
Only Sales from the CURRENT Batch may be voided		
Idle Prompt	Press ENTER, then 4	
1=Credit or 2=Debit	Press 1 or 2 depending on the type of transaction.	
Slide/Key Card	Swipe Card	If card is unreadable, manually enter the Card Number (Debit cards must be swiped)
Expiry Date MMY	Enter the expiration date and press ENTER	
Enter Invoice Number	Enter invoice number from the transaction to be voided and press ENTER. If invoice number unknown, use Transaction Recall Report instructions	
Enter Cancel Amount	Key in Cancel Amount and press ENTER	
Processing	The terminal prints receipt	

### REPRINT RECEIPT

DISPLAY	ACTION	
Idle Prompt	Press 6 for Reprint	
Reprint Receipt Enter Invoice #	To reprint the last receipt press ENTER. For a transaction other than the last, key in the invoice number and press ENTER. Terminal will reprint the receipt. If invoice number unknown, use Transaction Recall Report instructions	



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### CREDIT SETTLEMENT REPORT

The Daily Settlement Report should be run EVERY morning for the previous day. This report shows credit cards totals, adjustments, fees, discounts, and the net deposit into account.

DISPLAY	ACTION
Idle Prompt	Press 4 for Credit Totals
1=Store or 3=Settlement	Press 3 for Settlement Report
Enter Date MMDD	Enter in desired date
Processing	Report will print

### TRANSACTION RECALL REPORT

The Transaction Recall Report can be run anytime for same day or previous day transactions. This report lists each transaction that day including the time it was run, the invoice #, the amount, and the card type. It then gives a summary of all the card types used and their daily totals.

DISPLAY	ACTION
Idle Prompt	Press 8 for Transaction Recall
Enter Date MMDD	Enter in desired date
Processing	Report will print

### CREDIT STORE TOTALS REPORT

The Daily Store Report can be run anytime throughout the day and for previous days. This report shows total sales and refunds for the requested date.

DISPLAY	ACTION
Idle Prompt	Press 4 for Credit Totals
1=Store or 3=Settlement	Press 1 for Store Totals Report
Enter Date MMDD	Enter in desired date
Processing	Report will print

### TERMINAL FUNCTIONS

Terminal Setup	Function + 1
Displays Date & Time	Function + 2
Refunds	Function + 3
Cancel	Function + 4
Display Software Version	Function + 5
Checker Log On/Off	Function + 6
System Recall	Function + 7
System Setup	Function + 8
EBT Host Reprint	Function + 9

### DEBIT SETTLEMENT REPORT

The Daily Settlement Report should be run EVERY morning for the previous day. This report shows debit card totals, adjustments, fees, discounts, and the net deposit into account. It can be run for previous day and up to 45 days back.

DISPLAY	ACTION
Idle Prompt	Press 5 for Debit Totals
1=Store or 3=Settlement	Press 3 for Settlement Report
Enter Date MMDD	Enter in desired date
Processing	Report will print

### VOICE AUTHORIZATION PROCEDURES

When a card cannot be swiped or manually entered, a voice authorization is necessary prior to accepting the card.

1. Imprint the card, write the current date and total dollar amount of the purchase on a manual receipt.
2. Call Concord EFS Authorization Department for approval. Be sure to have the invoice number, EFS merchant ID, and card information ready.
3. Write the given approval number on the receipt. Have the customer sign invoice. The sale is captured by EFS

*Voice Authorizations through banks other than EFS must be phoned in to EFS Authorizations Department*

### DEBIT STORE TOTALS REPORT

The Daily Store Report can be run anytime throughout the day and 6 days back. This report shows total sales and refunds for the requested date.

DISPLAY	ACTION
Idle Prompt	Press 5 for Debit Totals
1=Store or 3=Settlement	Press 1 for Store Totals Report
Enter Date MMDD	Enter in desired date
Processing	Report will print

### CONNECTION & SIGNAL STRENGTH

#### CON: ABCDE

This field determines if your device is registered and connected to the network. The most important letters are the C & D. C means that service was found and D means that the device is registered. If you see that position 3 does not equal a C, but is a K then there is no service at the time. If you see that position D is an L then your device is not registered.

#### SIG: 30

The signal strength can vary between a minimum of 15 and a maximum of 50. Your terminal should operate within this range. If your signal drops below 15, a simple change in the orientation of the terminal can alleviate signal interference. Reposition the terminal and repeat the transaction. Holding the terminal with the antenna in a vertical position may also improve communications. Concord's duplicate processing system will return a duplicate transaction receipt if the original transaction was accepted by the host.

### CONCORD EFS PHONE NUMBER

**24 HOUR CUSTOMER SERVICE**  
**1-800-238-7675**

Listen for the automated operator to direct you to the correct department.