

IVI Elite 780

TNT Fireworks

Quick Reference Guide

CREDIT CARD SALE	
DISPLAY	ACTION
Idle Prompt	Press 1 for Credit. You may also swipe the card and press 'Cancel' when it prompts for PIN number, this will revert the transaction to 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 ENTER.
Enter Sale Amount	Key in the total amount and press ENTER.
Con: ABCDE Sig: 30	Terminal prints receipt.

DEBIT CARD SALE	
DISPLAY	ACTION
Idle Prompt	Press 2 or simply swipe Card through reader.
Debit Sale PIN:	Customer enters their PIN number and presses ENTER.
Enter Sale Amount	Key in the total amount and press ENTER.
Con: ABCDE Sig: 30	Terminal prints receipt.

PURCHASE CARD SALE	
Purchase cards are credit cards used by companies and organizations for Purchase Orders (P.O.)	
DISPLAY	ACTION
Idle Prompt	Press 1 for Credit. You may also swipe the card and press 'Cancel' when it prompts for PIN number, this will revert the transaction to 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	Key in the expiration date and press ENTER.
Enter Sale Amount	Key in the total amount and press ENTER.
Enter Sales Tax	Key in Tax Amount and press ENTER.
Enter Customer ID	Key in Customer ID/P.O. Number and press ENTER.
Con: ABCDE Sig: 30	Terminal prints receipt.

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.
Con: ABCDE Sig: 30	Terminal prints receipt.
<i>The terminal will prompt for a PIN Number on a Debit Card refund. The terminal will also prompt for Sales Tax and Customer ID on a Purchase Card Refund. Key in the appropriate information into the terminal and press ENTER.</i>	

VOID / CANCEL	
Only Sales from the CURRENT Batch may be voided	
DISPLAY	ACTION
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 is unknown, use Transaction Recall Report instructions.
Enter Cancel Amount	Key in Cancel Amount and press ENTER.
Con: ABCDE Sig: 30	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 other transactions, key in the invoice number and press ENTER. Terminal will reprint the receipt. If invoice number is 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.

DISPLAY	ACTION
Idle Prompt	Press 4 for Credit Totals.
1=Store or 3=Settlement	Press 3 for Settlement Report.
Enter Date MMDD	Key in desired date.
Con: ABCDE Sig: 30	Terminal prints report.

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	Key in desired date.
Con: ABCDE Sig: 30	Terminal prints report.

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. This report can access up to 45 previous days.

DISPLAY	ACTION
Idle Prompt	Press 5 for Debit Totals.
1=Store or 3=Settlement	Press 3 for Settlement Report.
Enter Date MMDD	Key in desired date.
Con: ABCDE Sig: 30	Terminal prints report.

DEBIT STORE TOTALS REPORT

The Daily Store Report can be run anytime throughout the day and up to 6 days prior. 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	Key in desired date.
Con: ABCDE Sig: 30	Terminal prints report.

CONCORD EFS PHONE NUMBER

24 HOUR CUSTOMER SERVICE

1-800-238-7675

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

TRANSACTION RECALL REPORT

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

DISPLAY	ACTION
Idle Prompt	Press 8 for Transaction Recall.
Enter Date MMDD	Key in desired date.
Con: ABCDE Sig: 30	Terminal prints report.

TERMINAL FUNCTIONS

Terminal Setup	Function + 1
Refunds	Function + 3
Cancels	Function + 4
Application Information	Function + 5
Comms Viewer	Function + 6
System Setup	Function + 8

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 the 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 the invoice. The sale is automatically captured by Concord, EFS. There is no further action required.

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

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 and will not charge the customer a second time.

