

# VeriFone TRANZ 330

# Quick Reference Guide

## Cash Advance

<b>CREDIT CASH ADVANCE SALE</b>	
DISPLAY	ACTION
Idle Prompt	Press 1 for Credit
Slide/Enter Card	Swipe card through the card reader If card is unreadable, manually enter the card number
Expiry Date MMY	Enter the expiration date and press the ENTER key
Enter Teller ID	Enter the teller ID then press ENTER
Enter Trans Code	Key in 18 for Sale and press ENTER
Enter Cash Amount	Enter the total amount and press ENTER
Enter Card Code	Enter the three digit code on the back of the card and press ENTER
Card Present 0/1	0=No 1=Yes Choose appropriate selecting and press ENTER
Dialing & Processing	Terminal approves or declines

<b>REFUND</b>	
DISPLAY	ACTION
Idle Prompt	Press 1 for Credit
Slide/Enter Card	Swipe Card If card is unreadable, manually enter the card number
Expiry Date MMY	Enter the expiration date and press ENTER
Enter Trans Code	Key in 15 for Refund & press ENTER
Enter Invoice #	Key in the invoice # from sales slip and press ENTER
Enter Refund Amount	Key in Refund Amount and press ENTER
Dialing & Processing	Terminal approves or declines

<b>VOID / CANCEL</b>	
Only Sales from the CURRENT Batch may be voided	
DISPLAY	ACTION
Idle Prompt	Press 1 for Credit
Slide/Enter Card	Swipe Card If card is unreadable, manually enter the card number
Expiry Date MMY	Enter the expiration date and press ENTER
Enter Trans Code	Key in 19 for Void and press ENTER
Enter Invoice Number	Enter invoice number from the transaction to be voided and press ENTER
Enter Cancel Amount	Key in Cancel Amount and press ENTER
Dialing & Processing	Terminal approves or declines

<b>CONCORD EFS PHONE NUMBER</b>
<b>24 HOUR CUSTOMER SERVICE</b> <b>1-800-238-7675</b>
Listen for the automated operator to direct you to the correct department

<b>FORCE POST</b>	
DISPLAY	ACTION
Idle Prompt	Press 7 for Force
Slide/Enter Card	Swipe card through the card reader If card is unreadable, manually enter the card number
Expiry Date MMY	Enter the expiration date and press the ENTER key
Enter Amount	Enter the total amount and press ENTER
Enter Auth Code	Enter the authorization code issued by Concord EFS and press ENTER
Enter Invoice #	Enter the invoice number off the imprint slip and press ENTER
Dialing & Processing	Terminal approves or declines

<b>CREDIT STORE TOTALS</b>	
Shows store totals and settlement fees for the requested date	
DISPLAY	ACTION
Idle Prompt	Press 4 for Credit Totals
1=Store Totals 3=Settle Totals	Press 1 for Store Totals
Enter date MMDD	Enter date of report wanted, then press ENTER
Dialing & Processing	Terminal approves or declines

<b>CREDIT SETTLE TOTALS</b>	
Shows store totals and settlement fees for the requested date	
DISPLAY	ACTION
Idle Prompt	Press 4 for Credit Totals
1=Store Totals 3=Settle Totals	Press 3 for Store Totals
Enter date MMDD	Enter date of report wanted, then press ENTER
Dialing & Processing	Terminal approves or declines

<b>CREDIT TRANSACTION RECALL</b>	
Shows store totals and settlement fees for the requested date	
DISPLAY	ACTION
Idle Prompt	Press 8 for Credit Totals
Enter Date MMDDYY	Press 3 for Store Totals
Printing...	Terminal will print detailed report

