

VeriFone TRANZ 330/340

Major Retail Application

Quick Reference Guide

(CORP)

CREDIT CARD SALE

DISPLAY	ACTION	
Idle Prompt	Press 1 for Credit	
Slide/Key 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 Trans Code	Key in 10 for Sale and press ENTER	
Enter Purchase Amount	Enter the total amount and press ENTER	
Processing	Terminal prints receipt	

DEBIT CARD SALE

DISPLAY	ACTION	
Idle Prompt	Press 2 for Debit	
Slide/Key Card	Swipe customer's debit card *Debit cards must be swiped	
Enter Trans Code	Key in 10 for Sale and press ENTER	
Enter Purchase Amount	Enter the purchase amount and press ENTER	
Enter Total Amount	Key in the total amount (the purchase amount plus any cash back, if requested) and press ENTER	
Enter PIN on Pad	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	Press 1 for Credit	
Slide/Key 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 10 for Sale and press ENTER	
Enter Purchase Amount	Enter the total amount and press ENTER	
Enter Customer Code	Key in Customer's PO/ID # and press ENTER	
Enter Tax Amount	Enter Tax Amount 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	
Processing	Terminal prints receipt	
*If the address is 125 State Street, type in 1,2,5 and ENTER		

REPRINT RECEIPT

DISPLAY	ACTION
Idle Prompt	Press 6 for Reprint. Terminal will reprint the last receipt

TRANSACTION CODES

10 Sale	50 Pre-Authorization
15 Refund	51 Completion
19 Void/Cancel	

REFUND

DISPLAY	ACTION	
Idle Prompt	Press 1 for Credit refund or 2 for Debit refund*	
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 Trans Code	Key in 15 for Refund and press ENTER	
Enter Refund Amount	Key in Refund Amount and press ENTER	
Processing	Terminal will print receipt	
*The terminal will prompt for a PIN # on a Debit Card refund. The customer enters their PIN # and presses ENTER		

VOID / CANCEL

Only Sales from the current day may be voided		
DISPLAY	ACTION	
Idle Prompt	Press 1 for Credit void, or 2 for Debit void	
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 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	
Processing	The terminal prints receipt	

PHONE ORDER

Your terminal will need a special download to enable this function. Call Concord EFS for assistance		
DISPLAY	ACTION	
Idle Prompt	Press 7 for a Phone Order	
Enter Account #	Key in the customer's credit card number (VISA and MasterCard only) and press ENTER	
Expiry Date MMY	Enter the expiration date and press ENTER	
Enter Purchase Amount	Enter the total amount and press ENTER	
Enter Address	Key in customer's numeric address of business and press ENTER*	
Enter Zip Code	Key in the zip code and press ENTER	
Processing	Terminal prints receipt	
*If the address is 125 State Street, type in 1,2,5 and ENTER		

CONCORD EFS PHONE NUMBER

24 HOUR CUSTOMER SERVICE

1-800-238-7675

Listen for the operator to direct you to the correct department

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CREDIT SETTLEMENT REPORT

Should be run EVERY morning for the previous day to obtain credit card net totals and all fees

DISPLAY	ACTION
Idle Prompt	Press 4 for Credit Totals
1=Store Totals or 3=Settle Totals	Press 3 for Settlement Report
Enter Date MMDD	Enter in desired date
Processing	Terminal prints report

CREDIT STORE TOTALS REPORT

Shows credit card gross totals and refunds for requested date

DISPLAY	ACTION
Idle Prompt	Press 4 for Credit Totals
1=Store Totals or 3=Settle Totals	Press 1 for Store Totals Report
Enter Date MMDD	Enter in desired date
Processing	Terminal prints report

DEBIT SETTLEMENT REPORT

Should be run EVERY morning for the previous day to obtain debit net totals and all fees

DISPLAY	ACTION
Idle Prompt	Press 5 for Debit Totals
1=Store Totals or 3=Settle Totals	Press 3 for Settlement Report
Enter Date MMDD	Enter in desired date
Processing	Terminal prints report

DEBIT STORE TOTALS REPORT

Shows debit card gross totals and refunds for requested date

DISPLAY	ACTION
Idle Prompt	Press 5 for Debit Totals
1=Store Totals or 3=Settle Totals	Press 1 for Store Totals Report
Enter Date MMDD	Enter in desired date
Processing	Terminal prints report

TRANSACTION RECALL REPORT

Detail report of each transaction with 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	Terminal prints report

PRE-AUTHORIZATION

For Pre-Authorization of a credit card transaction, use these instructions. Your terminal will need a special download to enable this function. Call Concord EFS for assistance

DISPLAY	ACTION
Idle Prompt	Press the 3 key
Slide/Key Card	Swipe card through the card reader If card is unreadable, manually enter the card number
Expiry Date MMYY	Enter the expiration date and press the ENTER key
Enter Trans Code	Key in 50 for Pre-Authorization and press ENTER
Enter Amount	Enter the total amount and press ENTER
Processing	Terminal prints receipt

COMPLETION

To complete a pre-authorization and enter the sale into the terminal, use these instructions. Your terminal will need a special download to enable this function. Call Concord EFS for assistance

DISPLAY	ACTION
Idle Prompt	Press the 3 key
Slide/Key Card	Swipe card through the card reader If card is unreadable, manually enter the card number
Expiry Date MMYY	Enter the expiration date and press ENTER
Enter Trans Code	Key in 51 for Completion and press ENTER
Enter Amount	Enter the total amount and press ENTER
Processing	Terminal prints receipt

OFFLINE

If your terminal is down, you must call Concord EFS for a voice authorization (see your manual for instructions). The sale is then captured by EFS. If you choose to store the sale into the terminal batch, you must enter the sale offline. Your terminal will need a special download to enable this function. Call Concord EFS for assistance

DISPLAY	ACTION
Idle Prompt	Press the 9 key
Slide/Key Card	Swipe card through the card reader If card is unreadable, manually enter the card number
Expiry Date MMYY	Enter the expiration date and press the ENTER key
Enter Invoice #	Key in the invoice number and press ENTER
Enter Offline Code	Enter the authorization code given to you when you called in for a voice authorization and press ENTER
Enter Purchase Amount	Enter the total amount and press ENTER
Processing	Terminal prints receipt

