

# VeriFone TRANZ 380/460

## Oil & Gas Application (EVW)

# Quick Reference Guide

### 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	
Dialing & 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 total amount and press ENTER	
Enter Cash Amount	Key in the requested cash back amount and press ENTER	
Enter PIN	Customer enters their PIN number and presses ENTER	
Dialing & Processing	Terminal prints receipt	

### MC FLEET / VOYAGER CARD SALE

All MC Fleet cards start with the prefix 5569  
All Voyager cards start with the prefix 7088

DISPLAY	ACTION	
Idle Prompt	Press 3 for MasterCard Fleet Press 6 for Voyager	
Slide/Key Card	Swipe card through the card reader	If card is unreadable, manually enter the card number
Expiration Date MMY	Enter the expiration date and press the ENTER key	
Restriction Code (Voyager Only)	Voyager restriction code embossed on the card and press ENTER	
Enter Trans Code	Key in 10 for Sale and press ENTER	
Wait on ID	Customer enters ID # on PIN pad and presses ENTER	
Wait on Odometer	Customer enters odometer input on PIN pad and presses ENTER	
Product Code	Key in product code # and press ENTER	
Enter Fuel/Product Amount	Enter the dollar amount of fuel or product and press ENTER	
Product Code	Key in the next product code or if finished press ENTER	
Enter Total Amount	Key in the total amount and press ENTER	
Processing	Terminal will approve or decline and print receipt	

### CONCORD EFS PHONE NUMBER

#### 24 HOUR CUSTOMER SERVICE

**1-800-238-7675**

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

### WRIGHT EXPRESS CARD SALE

All Wright Express cards start with the prefix 690046

DISPLAY	ACTION	
Idle Prompt	Press 8 for Wright Express	
Swipe Customer Card	Swipe card through the card reader	If card is unreadable, manually enter the card number
Expiration Date MMY	Enter the expiration date and press the ENTER key	
Enter Vehicle #	Key in the vehicle # and press ENTER	
Enter Trans Code	Key in 10 for Sale and press ENTER	
Wait on Odometer	Customer enters odometer input on PIN pad and presses ENTER	
Enter PIN on pad	Customer enters ID/PIN # on PIN pad and presses ENTER	
Enter Product Code	Key in product code # and press ENTER	
Enter Fuel/Product Amount	Enter the dollar amount of fuel or product and press ENTER	
Product Code	Key in the next product code or if finished press ENTER	
Enter Total Amount	Key in the total amount and press ENTER	
Processing	Terminal will approve or decline and print receipt	

### REFUND

DISPLAY	ACTION	
Idle Prompt	Press 1 for Credit refund, 2 for Debit refund, 3 for MC Fleet, 6 for Voyager refund, or 8 for Wright Express 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	
If Fuel Card: Restriction Code or Vehicle #	Enter Restriction Code for Voyager refund, or enter Vehicle # for Wright Express refund	
Enter Trans Code	Key in 15 for Refund & press ENTER	
Enter Refund Amount	Key in Refund Amount and press ENTER	
If Debit Card: Enter PIN on pad	Customer enters their PIN number and presses ENTER	
Dialing & Processing	Terminal will print receipt	

### PRODUCT CODES

Only five product codes can be entered per transaction

01 Regular	12 Unld Alcohol	28 Filters
02 Diesel	13 Unld + Alcohol	30 Repairs
03 Unleaded	14 Super Unld Alcl	31 Oil Chge/Lube
04 Super Unld	20 Multi-fuel	32 Tune Up
05 Other Fuels	21 Motor Oil	33 Inspection
06 Unld Plus	22 Lamps	34 Car Wash
07 Gasohol	23 Wipers	35 Tire/Battery
08 Gasohol-2	24 Battery	40 Miscellaneous
09 Diesel-2	25 Fluids/Coolant	41 Accessories
10 Propane	26 Tires	42 Food
11 Natural Gas	27 Hoses/Belts	56 Sales Tax

Product Code 40-Miscellaneous allows up to 9 separate items.  
Press ENTER twice to advance to next product code.

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#### STORE TOTALS REPORT (CREDIT)

Summary of Credit totals from a previous day

DISPLAY	ACTION
Idle Prompt	Press 4 for Credit Totals
1=Store Totals 3=Settle Totals 4=Start New Day	Press 1 for Store Totals
Enter Date MMDD	Enter desired date and press ENTER
Processing	Report of transactions from prior day's batch will print

#### STORE TOTALS REPORT (DEBIT)

Summary of Debit totals from a previous day

DISPLAY	ACTION
Idle Prompt	Press 5 for Debit Totals
1=Store Totals, 3=Settle Totals	Press 1 for Store Totals
Enter Date MMDD	Enter desired date and press ENTER
Processing	Report of transactions from prior day's batch will print

#### SETTLEMENT REPORT (CREDIT)

Run DAILY at closing of batch to obtain Credit totals

DISPLAY	ACTION
Idle Prompt	Press 4 for Credit Totals
1=Store Totals 3=Settle Totals 4=Start New Day	Press 3 for Settlement Totals
Enter Date MMDD	Enter desired date and press ENTER
Processing	Report of card totals and all fees for the current batch will print

#### SETTLEMENT REPORT (DEBIT)

Run DAILY at closing of batch to obtain Debit totals

DISPLAY	ACTION
Idle Prompt	Press 5 for Debit Totals
1=Store Totals 3=Settle Totals	Press 3 for Settlement Totals
Enter Date MMDD	Enter desired date and press ENTER
Processing	Report of card totals and all fees for the current batch will print

#### TRANSACTION RECALL REPORT

Report detailing every transaction of the day

DISPLAY	ACTION
Idle Prompt	Press FUNCTION, then 9
Enter Date MMDDYY	Enter desired date and press ENTER
Processing	Terminal prints Report

#### SHIFT REPORT

This report is for same day shift totals only, therefore it must be done before the last shift of the day ends

DISPLAY	ACTION
Idle Prompt	Press FUNCTION, then 3
Enter Shift Number	Key in the desired shift and press ENTER
Processing	Terminal prints Report

#### VOID / CANCEL

Only Sales from the CURRENT Batch may be voided

DISPLAY	ACTION
Idle Prompt	Press 1 for Credit void, 2 for Debit void, 3 for MC Fleet, 6 for Voyager void, or 8 for Wright Express void
Slide/Key Card	Swipe Card If card is unreadable, manually enter the card number (Debit cards must be swiped)
Expiry Date MMYY	Enter the expiration date and press ENTER
If Fuel Card: Restriction Code or Vehicle #	Enter Restriction Code for Voyager refund, or enter Vehicle # for Wright Express refund
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
If Credit Card: Enter Cancel Amount	Key in Cancel Amount and press ENTER
Dialing & Processing	The terminal prints receipt

#### REPRINT RECEIPT

DISPLAY	ACTION
Idle Prompt	Press ENTER, then 6
Reprint	Terminal reprints last receipt

#### CHANGING SHIFTS

DISPLAY	ACTION
Idle Prompt	Press FUNCTION, then 2
Shift Change: Confirm 0=Y 1=N	Press 0 for Yes to confirm
Processing	Next Shift Started

#### FUEL PRICE CHANGE

DISPLAY	ACTION
Idle Prompt	Press FUNCTION, then 4
Password	Key in 1, ALPHA, ALPHA, 6, 6, 8, 3, 1 & press ENTER
Change=1 or Print=2	Press 1 to change
Shows Price for 1	To change Product code 1, key in the new amount. To change a different product code, press ENTER until the product code # you wish to change displays, then enter the new amount
New price displays	To change another product code press ENTER, or press CLEAR to exit
Processing	Price is changed in terminal

#### PRINT FUEL PRICE TABLE

DISPLAY	ACTION
Idle Prompt	Press FUNCTION, then 4
Password	Key in 1, ALPHA, ALPHA, 6, 6, 8, 3, 1 & press ENTER
Change=1 or Print=2	Press 2 to print Fuel codes and amounts
Processing	Terminal prints table

