

# VeriFone TRANZ 330

## Restaurant Application

# Quick Reference Guide

(TIPTALK & TIPSV01)

### 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 Server ID*	Key in server # and press ENTER	
Enter Purchase Amount	Enter the purchase amount (less tip) and press ENTER	
Enter Tip Amount	Enter tip amount if known. If unknown, press ENTER and enter tip later through Tip Edit instructions	
Dialing & Processing	Terminal prints receipt	
<i>* Your terminal may or may not prompt for a Server ID</i>		

### DEBIT CARD SALE

DISPLAY	ACTION	
Idle Prompt	Press 2 for Debit	
Slide Card	Swipe customer's debit card (Debit cards must be swiped)	
Enter Trans Code	Key in 10 for Sale and press ENTER	
Enter Server ID*	Key in server # and press ENTER	
Enter Purchase Amount	Enter the purchase amount and press ENTER	
Enter Tip Amount*	Enter tip amount and press ENTER (Debit card tips can't be adjusted later)	
Enter Total Amount	Key in the total amount (the amount of the sale plus the tip) and press ENTER	
Enter PIN	Customer enters their PIN number and presses ENTER	
Dialing & Processing	Terminal prints receipt	
<i>* Your terminal may or may not prompt for a Server ID Number or a Tip Amount. If your terminal does not ask for a tip amount, you must include the tip in the total amount</i>		

### 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 & press ENTER	
Enter Server ID*	Key in server # and press ENTER	
Enter Refund Amount	Key in Refund Amount and press ENTER	
Dialing & Processing	Terminal will print receipt	
<i>The terminal will prompt for a PIN # on a Debit Card refund. The customer enters their PIN and presses ENTER.</i>		
<i>*Your terminal may or may not prompt for a Server ID</i>		

### 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	
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 Server ID*	Key in server # and press ENTER	
Enter Purchase Amount	Enter the purchase amount and press ENTER	
Enter Tax Amount	Enter Tax Amount 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	
Dialing & Processing	Terminal prints receipt	
<i>*Your terminal may or may not prompt for a Server ID.</i>		
<i>**If the address is 125 State Street, type in 1,2,5 and ENTER</i>		

### VOID / CANCEL

Only Sales from the CURRENT Batch 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 Server ID*	Key in server # and press ENTER	
Enter Cancel Amount*	Key in Cancel Amount and press ENTER	
Dialing & Processing	The terminal prints receipt	
<i>* Your terminal may or may not prompt for a Server ID. Only Credit Card Voids prompt for a Cancel Amount</i>		

### TIP ADJUSTMENT

Tips can only be adjusted on the same day as the original sale		
DISPLAY	ACTION	
Idle Prompt	Press 7 for Tip Edit	
Enter Server ID*	Key in server # and press ENTER	
Enter Invoice #	Key in invoice number from original receipt and press ENTER	
Enter Tip Amount	Key in tip amount and press ENTER	
Dialing & Processing	Terminal accepts tip	
<i>* Your terminal may or may not prompt for a Server ID</i>		

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### BATCH OUT / BALANCE INQUIRY

Should be run every morning for the previous day to obtain your net total and all Fees

DISPLAY	ACTION
Idle Prompt	Press 4 to batch out your terminal
Enter Batch ID #	Key in the Batch ID number followed by the 3-digit Julian date and press ENTER**
Enter Access Code	Key in 4-digit Access Code (the last 4 digits of your phone number) and press ENTER
Enter Trans Code	Key in 23 for Inquiry and press ENTER
Enter Field # 1	Press ENTER
Enter Field # 2	Press ENTER
Enter Amount	Press ENTER
Dialing & Processing	Terminal prints report showing discount rate and amount, adjustment rate and amount, and the net amount deposited in your bank.

**The Batch ID Number** will always begin with 96 followed by the last seven digits of your merchant number, which should be your 4-digit location number then 3-digit terminal number. *Example:* for location one, terminal one, enter 960001001 and the Julian date, then press ENTER.

**The Julian Date** is the 3-digit numeric day of the year the invoices were authorized. *Ex:* December 31, 2001 would be the Julian day 365. See your manual for conversion calendars

### DEBIT STORE TOTALS REPORT

Shows debit card totals and refunds for the requested date

DISPLAY	ACTION
Idle Prompt	Press 5 for Debit Totals
Enter Date MMDD	Enter in desired date
Dialing & Processing	Terminal prints report

### 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*

### TRANSACTION RECALL REPORT (WITH SERVER)

If your terminal prompts you for a Server ID number during transactions, the following instructions apply:

DISPLAY	ACTION
Idle Prompt	Press 8 for Transaction Recall
Enter Date MMDD	Enter in desired date
One=1 or All=2	Press 1 for a report of one server, or Press 2 for a report of all servers
If one is pressed: Enter Server ID	Key in server # and press ENTER
Dialing & Processing	Terminal prints a detailed report for each server of every transaction with a summary of all the card types used and their daily totals

### TRANSACTION RECALL REPORT (WITHOUT SERVER)

If your terminal does not prompt you for a Server ID number during transactions, the following instructions apply:

DISPLAY	ACTION
Idle Prompt	Press 8 for Transaction Recall
Enter Date MMDD	Enter in desired date
Dialing & Processing	Terminal prints a detailed report of each transaction of the day with a summary of all the card types used and their daily totals

### REPRINT RECEIPT

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

### TRANSACTION CODES

10	Sale
15	Refund
19	Void/Cancel

### CONCORD EFS PHONE NUMBER

#### 24 HOUR CUSTOMER SERVICE

**1-800-238-7675**

Listen for the operator to direct you to the correct department

