

VeriFone TRANZ 330/340

Retail/Grocery Application

Quick Reference Guide

(EBT Application)

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 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	
Processing	Terminal prints receipt	

EBT CARD SALE

DISPLAY	ACTION	
A cashier must be set up & logged on before EBT processing		
Idle Prompt	Press 7 for EBT	
Slide/Key Card	Swipe Card	If card is unreadable, manually enter the card number
Expiry Date MMY or Generation #	Enter the Expiration date or Generation # depending on which it prompts for and press ENTER	
Enter Trans Code	Key in 10 for Sale	
1=Cash or 2=Food Stamp	Press 1 for Cash Benefit Purchase or press 2 for Food Stamp Purchase	
Enter Checker ID	Key in cashier # and press ENTER	
If Cash Benefit: Enter Purchase Amount	Enter the sale amount and press ENTER	
Enter Total Amount	Key in the total amount of the purchase (including any requested cash back) and press ENTER	
Enter PIN	Customer enters their PIN and presses ENTER	
Processing	Terminal prints receipt	

REPRINT RECEIPT

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

TRANSACTION CODES

10 Sale	11 EBT Voucher Clear Sale
15 Refund	16 EBT Voucher Clear Refund
19 Void/Cancel	17 EBT Balance Inquiry

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	
<i>*If the address is 125 State Street, type in 1,2,5 and ENTER</i>		

REFUND

DISPLAY	ACTION	
Idle Prompt	Press 1 for Credit refund, 2 for Debit refund, or 7 for EBT 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 Refund Amount	Key in Refund Amount and press ENTER	
Processing	Terminal will print receipt	
<i>The terminal will prompt for a PIN Number on a Debit Card and EBT card refund. The customer enters their PIN # and presses ENTER</i>		

VOID / CANCEL

DISPLAY	ACTION	
Only Sales from the CURRENT Batch may be voided		
Idle Prompt	Press 1 for Credit void, 2 for Debit void, or 7 for EBT 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	

CONCORD EFS PHONE NUMBER

24 HOUR CUSTOMER SERVICE

1-800-238-7675

Listen for the operator to direct you to the correct department



VeriFone TRANZ 330/340

Retail/Grocery Application

Quick Reference Guide

(EBT Application)

CREDIT SETTLEMENT REPORT

Should be run EVERY morning for the previous day to obtain credit card 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 totals and refunds for the 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 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 totals and refunds for the 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

EBT STORE TOTALS REPORT

Shows EBT card totals and refunds for the requested date

DISPLAY	ACTION
Idle Prompt	Press 9 for EBT Totals
1=Checker Totals or 3=Store Totals	Press 3 for Store Totals Report
Enter Date MMDD	Enter in desired date
Processing	Terminal prints report

EBT CHECKER TOTALS REPORT

Shows EBT card totals and refunds for a requested checker

DISPLAY	ACTION
Idle Prompt	Press 9 for EBT Totals
1=Checker Totals or 3=Store Totals	Press 1 for Checker Totals Report
Enter Checker ID	Key in cashier # and press ENTER
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

EBT VOUCHER CLEAR

If the EBT system is unavailable you must first call your state provider for an authorization of a manual voucher transaction before entering it into the terminal. (See your EBT manual for specific instructions on your state)

DISPLAY	ACTION
Idle Prompt	Press 7 for EBT
Slide/Key Card	Swipe or manually enter the card number. If manually entered, terminal will prompt for a Manager Card
Enter Trans Code	Key in 11 for Voucher Clear Sale Key in 16 for Voucher Clear Refund
1=Cash or 2=Food Stamp	Press 1 or 2 depending on type of transaction
Enter Checker ID	Key in cashier # and press ENTER
Enter Invoice #	Key in invoice # from the receipt
Enter Amount	Key in sale or refund amount and press ENTER
Enter Auth Code	Enter the authorization # given by your state provider
Processing	Terminal prints receipt

EBT BALANCE INQUIRY

DISPLAY	ACTION
Idle Prompt	Press 7 for EBT
Slide/Key Card	Swipe or manually enter the card number
Enter Trans Code	Key in 17 and press ENTER
Enter PIN	Customer enters their PIN # and presses ENTER
Processing	Terminal prints customer's balance

CHECKER SET UP

Cashier must be set up and logged on before EBT processing

DISPLAY	ACTION
Idle Prompt	Press ENTER, then 4
Enter Password	Press 1, ALPHA, ALPHA, 6, 6, 8, 3, 1 and press ENTER
1=Add Checker, 2=Delete Checker, or 3=Print Clerks	Press 1 to add a cashier, 2 to delete a cashier, or press 3 to print a list of all cashiers
Enter Checker ID	Enter cashier # and press ENTER
Enter Checker ID	Key in next cashier # or press CLEAR if finished.

CHECKER LOG ON/OFF

Cashier must be set up and logged on before EBT processing

DISPLAY	ACTION
Idle Prompt	Press ENTER, then 2 to log on, or press ENTER, then 3 to log off
Enter Checker ID	Enter cashier # and press ENTER
Enter Checker ID	Key in next cashier # or press CLEAR if finished. Checker is logged on/off