

VeriFone TRANZ 330/340/380

Retail/Grocery Application

Quick Reference Guide

(T3RG)

CREDIT CARD SALE	
DISPLAY	ACTION
Idle Prompt	Press 1 to begin a sale transaction.
Enter Account #	Swipe card through the card reader. If card is unreadable, manually enter the card number.
1=Credit, 2=Debit, 3=EBT	Press 1 for a Credit Card sale.
Expiry Date MMY	Enter the expiration date and press the ENTER key. (Note: You will not see this prompt if the card was successfully swiped.)
Terminal may prompt for ID number. If not, skip the next step.	
Enter ID number	Enter a Cashier/Clerk number and press the ENTER key.
Enter Purch Amt	Enter the total amount of the purchase and press the ENTER key.
Processing	Terminal prints receipt.

PURCHASE CARD SALE	
Purchase cards are credit cards used by companies and organizations for Purchase Orders (P.O.)	
DISPLAY	ACTION
Idle Prompt	Press 1 to begin a sale transaction.
Enter Account #	Swipe card through the card reader. If card is unreadable, manually enter the card number.
1=Credit, 2=Debit, 3=EBT	Press 1 for a Credit Card sale.
Expiry Date MMY	Enter the expiration date and press the ENTER key. (Note: You will not see this prompt if the card was successfully swiped.)
Terminal may prompt for ID number. If not, skip the next step.	
Enter ID number	Enter a Cashier/Clerk number and press the ENTER key.
Enter Purch Amt	Enter the total amount and press the ENTER key.
Tax Exempt? 1=YES, 0=NO	Press 1 if the transaction is tax exempt. Press 0 if it is not and the terminal will automatically calculate the tax amount.
Purchasing Card? 1=YES, 0=NO	Press 1 if it is a purchasing card. If not, press 0.
Enter Customer Code	Key in Customer's PO/ID # and press the ENTER key.
If card was manually entered, terminal will prompt for address verification information.	
Enter Zip Code	Key in zip code of business and press the ENTER key.
Enter Address	Key in numeric address of customer's business 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
<p align="center">24 HOUR CUSTOMER SERVICE 1-800-238-7675</p> <p>Listen for the operator to direct you to the correct department</p>

CREDIT CARD REFUND	
DISPLAY	ACTION
Idle Prompt	Press 2 to begin a refund transaction.
Enter Account #	Swipe card through the card reader. If card is unreadable, manually enter the card number.
1=Credit, 2=Debit, 3=EBT	Press 1 for Credit refund.
Expiry Date MMY	Enter the expiration date and press the ENTER key. (Note: You will not see this prompt if the card was successfully swiped.)
1=Void, 2=Refund	Press 2 for refund.
Terminal may prompt for ID number. If not, skip the next step.	
Enter ID number	Enter a Cashier/Clerk number and press the ENTER key.
Enter Refund Amt	Enter the Refund Amount and press the ENTER key.
Processing	Terminal prints receipt.

DEBIT CARD SALE	
DISPLAY	ACTION
Idle Prompt	Press 1 to begin a sale transaction.
Enter Account #	Swipe card through the card reader. *Debit cards must be swiped.
1=Credit, 2=Debit, 3=EBT	Press 2 for a Debit Card Sale.
Terminal may prompt for ID number. If not, skip the next step.	
Enter ID number	Enter a Cashier/Clerk number and press the ENTER key.
Enter Purch Amt	Enter the Purchase amount and press the ENTER key.
Enter Cash Amt	Key in the requested cash back amount and press the ENTER key.
Total \$0.00	Verify the total amount and press ENTER if correct.
Enter Pin on Pad	Have the customer enter their PIN # on the PINPAD and press ENTER.
Processing	Terminal prints receipt.

DEBIT CARD REFUND	
DISPLAY	ACTION
Idle Prompt	Press 2 to begin a refund transaction.
Enter Account #	Swipe card through the card reader.
1=Credit, 2=Debit, 3=EBT	Press 2 for Debit refund.
1=Void, 2=Refund	Press 2 for refund.
Terminal may prompt for ID number. If not, skip the next step.	
Enter ID number	Enter a Cashier/Clerk number and press the ENTER key.
Enter Pin on Pad	Have the customer enter their PIN # on the PINPAD and press ENTER.
Enter Refund Amt	Enter the Refund Amount and press the ENTER key.
Processing	Terminal prints receipt.

REPRINT RECEIPT	
DISPLAY	ACTION
Idle Prompt	Press the ENTER key, then 6. The terminal will reprint the last receipt.

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PURCHASE CARD REFUND

Purchase cards are credit cards used by companies and organizations for Purchase Orders (P.O.)	
DISPLAY	ACTION
Idle Prompt	Press 2 to begin a refund transaction.
Enter Account #	Swipe card through the card reader. If card is unreadable, manually enter the card number.
1=Credit, 2=Debit, 3=EBT	Press 1 for a Credit Card refund.
Expiry Date MMY	Enter the expiration date and press the ENTER key. (Note: You will not see this prompt if the card was successfully swiped.)
1=Void, 2=Refund	Press 2 for refund.
Terminal may prompt for ID number. If not, skip the next step.	
Enter ID number	Enter a Cashier/Clerk number and press the ENTER key.
Purchasing Card? 1=YES, 0=NO	Press 1 if it is a purchasing card. If not, press 0.
Enter Customer Code	Key in Customer's PO/ID # and press the ENTER key.
Enter Tax Amount	Key in the tax amount of original transaction and press ENTER.
If card was manually entered, terminal will prompt for address verification information.	
Enter Zip Code	Key in zip code of business and press the ENTER key.
Enter Address	Key in numeric address of customer's business and press ENTER*
Enter Refund Amt	Enter the total refund amount and press the ENTER key.
Processing	Terminal prints receipt.
*If the address is 125 State Street, type in 1,2,5 and ENTER	

VOID / CANCEL

DISPLAY	ACTION
Idle Prompt	Press 2 to begin a void transaction.
Enter Account #	Swipe card through the card reader. If card is unreadable, manually enter the card number.
1=Credit, 2=Debit, 3=EBT	Press 1 to void a Credit transaction, 2 for a Debit transaction, or 3 for an EBT transaction.
Expiry date MMY	Enter the expiration date and press the ENTER key. (Note: You will not see this prompt if the card was successfully swiped. All debits cards must be swiped.)
1=Void 2=Refund	Press 1 for a void transaction.
Terminal may prompt for ID number. If not, skip the next step.	
Enter ID number	Enter Cashier/Clerk number and press the ENTER key.
Enter Invoice #	Enter the Invoice number from the original receipt and press the ENTER key.
Enter Void Amt	Key in the dollar amount to be voided. (Note: You will not be prompted for a void amount for debit and EBT void transactions.)
Processing	Terminal prints receipt.

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 the ENTER key, then 4.
Terminal may prompt for password. If not, skip the next step.	
Enter Password	Enter the password and press ENTER.
Entr date MMDDYY	Enter month, day and year of desired date. If today's date, press ENTER.
If cashier processing is enabled, terminal will allow individual reports to be printed by cashier number.	
One=1, All=2	For a particular cashier report, press 1. For all transactions press 2.
Enter ID number	Enter cashier number for whom you wish to pull the report.
Printing	Terminal will print the desired report.

CREDIT STORE & SETTLEMENT REPORTS

Should be run EVERY morning for the previous day to obtain credit card totals and all fees	
DISPLAY	ACTION
Idle Prompt	Press 4 to begin Totals request.
1=Credit, 2=Debit, 3=EBT	Press 1 for Credit Totals.
1=Store 2=Settle	Press 1 for Store Totals and 2 for Settlement Totals.
Enter DATE MMDD	Key in desired date and press the ENTER key.
Processing	Terminal prints report.

DEBIT STORE, SETTLEMENT & CASHIER HOST REPORTS

Should be run EVERY morning for the previous day to obtain credit card totals and all fees	
DISPLAY	ACTION
Idle Prompt	Press 4 to begin Totals request.
1=Credit, 2=Debit, 3=EBT	Press 2 for Debit Totals.
1=Store 2=Settle 3=Empl-ID	Press 1 for Store Totals, 2 for Settle Totals or 3 for Cashier/Clerk Totals* *(Cashier/Clerk ID required)
Enter Date MMDD	Key in desired date and press the ENTER key.
Processing	Terminal prints report.

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