



QUICK REFERENCE GUIDE

Restaurant Application

*VeriFone® Evolution
Series*

© 2014 Elavon Inc. Elavon is a registered trademark in the United States and/or other countries. All rights reserved. This document is prepared by Elavon as a service for its customers. The information discussed is general in nature and may not apply to your specific situation. RST-QRG-1373





TIPS FOR PROCESSING



▪ **ENTER** or **YES**



▪ **BACKSPACE**



▪ **CANCEL** or **NO**

- To scroll through the menu, press **MORE**
- Press **3** multiple times until the paper advances to desired length

The following prompts may appear depending on terminal setup, card type, and/or entry method.

Debit Cash Back Prompts:

- Select **YES** for Cash Back or **NO** to proceed with transaction without Cash Back
- If **YES** is selected, choose Cash Back Amount

Invoice Prompt:

- Input Invoice # and press **ENTER**

Language Prompt:

- If prompted, select language

cont'd next



TIPS FOR PROCESSING (CONT'D)

Manually-Keyed Security Prompts:

- Select **YES** or **NO** to indicate card presence
- If **YES** is selected, imprint card and press **ENTER**
- Input V-Code and press **ENTER**
 - If V-Code entry is bypassed, select **NO** if the V-Code is not present

OR

- **X READ** if V-Code is present but cannot be read
- If prompted, input Street Address and press **ENTER**
- If prompted, input Zip Code and press **ENTER**

Purchasing, Business, or Commercial Card Prompts:

- Input Customer # and press **ENTER**
- Input Tax Amount and press **ENTER**

Server ID Prompt:

- Input Server ID and press **ENTER**



CREDIT/DEBIT SALE

- Select **SALE**
- Input amount and press **ENTER**
- If prompted, select Tip % or select **OTHER AMOUNT** to key amount
- If **OTHER AMOUNT** is selected, enter the Tip Amount and press **ENTER**
- If prompted, select **YES** to confirm amount or **NO** to cancel transaction
 - If **NO** is selected, press **CLEAR** to end transaction
- Swipe, insert, or tap card, or manually input account number and press **ENTER**
- If prompted, select **CREDIT** or **DEBIT**
- If prompted, input last 4 digits of account # and press **ENTER**

- If prompted, input expiration date and press **ENTER**
- If prompted, cardholder enters PIN and presses **ENTER**

(The transaction processes and a Merchant copy of the receipt prints)

- If prompted, press **ENTER** to clear Remove Card prompt
- Select **YES** to print Customer receipt copy
- If prompted "Amt Exceeds Bal - Amt Authorized \$xx.xx, Balance Due \$xx.xx, Continue?" select **YES** and collect remaining amount due with another form of payment or **NO** to reverse the authorization and cancel the transaction.



TIP ADJUST

- Press **TIP**
 - If prompted, input password and press **ENTER**
 - Retrieve by **SRVR, AMT, ACCT,** or **INV#**
 - Input (Server ID, Amount, last 4 digits of Account #, or Invoice #) and press **ENTER**
 - Select **ADJ** to adjust the displayed transaction
 - Select **PREV** or **NEXT** to scroll
 - Select **CLEAR** to exit tip adjust
- If **ADJ** is selected:
 - The current tip amount will display if entered, press **ENTER**
 - Input new tip amount and press **ENTER**
 - Tip adjust will display Approved
 - Select **CLEAR** to return to Tip menu



CREDIT/DEBIT REFUND

*If desired selection is not displayed, press **MORE** until option appears*

- Select **REFUND**
- If prompted, input password and press **ENTER**
- Input amount and press **ENTER**
- If prompted, select **YES** to confirm amount or **NO** to cancel transaction
 - If **NO** is selected, press **CLEAR** to end transaction
- Swipe, insert, or tap card, or manually input account number and press **ENTER**

- If prompted, select **CREDIT** or **DEBIT**
- If prompted, input last 4 digits of account # and press **ENTER**
- If prompted, input expiration date and press **ENTER**
- If prompted, cardholder enters PIN and presses **ENTER**

(The transaction processes and a Merchant copy of the receipt prints)

- If prompted, press **ENTER** to clear Remove Card prompt
- Select **YES** to print Customer receipt copy



CREDIT AUTHORIZATION ONLY

*If desired selection is not displayed, press **MORE** until option appears*

- Select **AUTH ONLY**
- Input amount and press **ENTER**
- If prompted, select **YES** to confirm amount or **NO** to cancel transaction
 - If **NO** is selected, press **CLEAR** to end transaction
- Swipe, insert, or tap card, or manually input account number and press **ENTER**
- If prompted, select **CREDIT**
- If prompted, input last 4 digits of account # and press **ENTER**

- If prompted, input expiration date and press **ENTER**
- If prompted, cardholder enters PIN and presses **ENTER**
- If manually keyed, enter expiration date and press **ENTER**

(The transaction processes and a Merchant copy of the receipt prints)

- If prompted, press **ENTER** to clear Remove Card prompt
- Select **YES** to print Customer receipt copy



VOID

*If desired selection is not displayed, press **MORE** until option appears*

- Select **VOID**
- If prompted, input password and press **ENTER**
- Select **YES** to void last transaction or **NO** to void a different transaction
- If **YES** is selected, proceed to next step
 - If desired transaction is displayed, select **YES**

- If **NO** is selected, proceed to next step
 - Select **INV #** or **ACCT#** to search transactions
 - Input (Invoice # or last 4 digits of Account #) and press **ENTER**
 - If desired transaction is displayed, select **YES**
 - If desired transaction is not displayed, select **NEXT** to review other transactions or **NO** to exit Void menu

(The transaction processes and a Merchant copy of the receipt prints)

- If prompted, press **ENTER** to clear Remove Card prompt
- Select **YES** to print Customer receipt copy



CREDIT FORCE

*If desired selection is not displayed, press **MORE** until option appears*

- Select **FORCE**
- Input amount and press **ENTER**
- If prompted, input Tip amount and press **ENTER**
- Swipe, insert, or tap card, or manually input account number and press **ENTER**
- Select **CREDIT**
- If prompted, input last 4 digits of account # and press **ENTER**

- If prompted, input expiration date and press **ENTER**

- Input approval code and press **ENTER**

(The transaction processes and a Merchant copy of the receipt prints)

- If prompted, press **ENTER** to clear Remove Card prompt
- Select **YES** to print Customer receipt copy



OPEN TAB

*If desired selection is not displayed, press **MORE** until option appears*

- Select **TAB**
- If prompted, input password and press **ENTER**
- Select **OPEN TAB**
- If the displayed amount is the desired Tab amount press **ENTER**
- If the desired Tab amount is different, input amount and press **ENTER**
- If prompted, select **YES** to confirm amount or **NO** to cancel transaction
 - If **NO** is selected, press **CLEAR** to end transaction
- Swipe, insert, or tap card, or manually input account number and press **ENTER**
- If prompted, select **CREDIT**
- If prompted, input last 4 digits of account # and press **ENTER**
- If prompted, input expiration date and press **ENTER**
- If prompted, cardholder enters PIN and presses **ENTER**

(Approval code displays)

- Select **CLEAR** to return to Tab menu



CLOSE TAB

*If desired selection is not displayed, press **MORE** until option appears*

- Select **TAB**
- If prompted, input password and press **ENTER**
- Select **CLOSE TAB**
- Select **INV #** or **ACCT#** to search open Tabs
- Input (Invoice # or last 4 digits of Account #) and press **ENTER**
- If desired Tab is displayed, press **YES**
 - If desired Tab is not displayed, select **NEXT** to review other Tabs or **NO** to exit menu
- Select **YES** to close Tab with same card or **NO** to close Tab with different card
- Input amount of final Tab and press **ENTER**
- If prompted, select Tip % or select **OTHER AMOUNT** to key amount
- If **OTHER AMOUNT** is selected, enter the Tip Amount and press **ENTER**
- If prompted, select **YES** to confirm amount or **NO** to cancel transaction
 - If **NO** is selected, press **CLEAR** to end transaction
- If prompted, swipe or tap card or manually input account number and press **ENTER**

cont'd next



CLOSE TAB (CONT'D)

- If prompted, select **CREDIT**
- If prompted, input last 4 digits of account # and press **ENTER**
- If prompted, input expiration date and press **ENTER**
- If prompted, cardholder enters PIN and presses **ENTER**

(The transaction processes and a Merchant copy of the receipt prints)

- If prompted, press **ENTER** to clear Remove Card prompt
- Select **YES** to print Customer receipt copy
- Select **CLEAR** to return to Tab menu

DELETE OPEN TAB

*If desired selection is not displayed, press **MORE** until option appears*

- Select **TAB**
- If prompted, input password and press **ENTER**
- Select **DEL TAB**
- Select **INV #** or **ACCT#** to search open Tabs
- Input (Invoice # or last 4 digits of Account #) and press **ENTER**
- If desired Tab is displayed, press **YES**
 - If desired Tab is not displayed, select **NEXT** to review other Tabs or **NO** to exit menu
- Tab is deleted



ADD SERVER

- Press **ENTER**
- Select **SERVERS**
- If prompted, input password and press **ENTER**
- Select **ADD SERVER**
- If prompted, input password and press **ENTER**
- Input the Server ID (1-4 digits) and press **ENTER**
- Input the Server Password (5-10 alphanumeric characters) and press **ENTER**
- Confirm the Server Password and press **ENTER**
- Press **CANCEL** three times to return to the main menu



DELETE SERVER

*If desired selection is not displayed, press **MORE** until option appears*

- Press **ENTER**
- Select **SERVERS**
- If prompted, input password and press **ENTER**
- Select **DELETE SERVER**
- If prompted, input password and press **ENTER**
- Input the Server ID (1-4 digits) and press **ENTER**
- If prompted, input the Server Password (5-10 alphanumeric characters) and press **ENTER**
- Press **CANCEL** three times to return to the main menu



SETTLEMENT

*If desired selection is not displayed, press **MORE** until option appears*

- Select **SETTLEMENT**
- If prompted, input password and press **ENTER**
- Totals will display and/or print
- Confirm totals and press **ENTER**
- Settlement report prints

REPORTS

- Press **REPORTS**
- Select from displayed reports or press **MORE** until option appears
- Select the desired report
- If displayed, respond to additional prompts
- Selected report will print



BALANCE INQUIRY

*If desired selection is not displayed, press **MORE** until option appears*

- Select **BALANCE INQ**
- Select **CURR** for current batch detail or **PREV** for previous batch detail
- Report for selected batch inquiry prints

BATCH TOTALS

*If desired selection is not displayed, press **MORE** until option appears*

- Select **BATCH TOTALS**
- Select **SLCT**
- Batch totals will display
- Select **CLEAR** to exit



BATCH REVIEW

*If desired selection is not displayed, press **MORE** until option appears*

- Select **BATCH REVIEW**
- If prompted, input password and press **ENTER**
- Select **SRVR, AMT, ACCT,** or **INV #** to search batch
- Input (Server ID, Amount, last 4 digits of Account #, or Invoice #) and press **ENTER**
- Select **ADJ** to adjust transaction displayed and follow additional prompts
- Select **VOID** to void transaction displayed and follow additional prompts
- Select **PREV** to go to the previous transaction in the batch
- Select **NEXT** to go to the next transaction in the batch
- Select **CLEAR** twice to exit



CARD BALANCE INQUIRY

If desired selection is not displayed, press

MORE *until option appears*

- Select **CARD BAL INQ**
- Select card type
- Swipe, insert, or tap card, or manually input account number and press **ENTER**
- If prompted, Cardholder enters PIN and presses **ENTER**
- Card inquiry receipt will print



CASH RECEIPT

- Press **9**
- Input amount and press **ENTER**
- If prompted, input Tip amount and press **ENTER**
- Cash receipt prints