QUICK REFERENCE GUIDE

Retail Application

VeriFone® Evolution Series

Elavon

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.

Clerk ID Prompt:
- Input Clerk ID and press **ENTER**

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

TIPS FOR PROCESSING (CONT'D)

Invoice Prompt:
- Input Invoice # and press **ENTER**

Language Prompt:
- If prompted, select language

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

CREDIT/DEBIT SALE

- Select **SALE**
- 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
- 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.

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**

(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 trans actions or **NO** to exit Void menu
- 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, 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**
- 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

MAIL/TELEPHONE ORDER

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

- Select **PHONE ORDER**
- Manually input account **#** and
  press **ENTER**
- Input expiration date and press **ENTER**
- Input amount 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

- Input Street Address and press **ENTER**
- Input Zip 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

MANUAL SALE FOR ECI

Available only for the internet industry

- Select **SALE**
- 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
- Manually input account # and press **ENTER**

- Input expiration date and press **ENTER**
- Select **NO** to indicate card is not present
- Select **WEB**

(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

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

RECEIPT REPRINT

- Press **REPRINT**
- Select **LAST** or **ANY**
- If **LAST** is selected:
  - The last receipt prints
- If **ANY** is selected:
  - Input Invoice # and press **ENTER**
  - Requested Merchant receipt copy prints
- Select **YES** to print Customer receipt copy

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 **CLRK**, **AMT**, **ACCT**, or **INV#** to search batch
- Input (Clerk 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

BATCH REVIEW (CONT'D)

- 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**
- Cash receipt prints