BATCHES

Batches should be settled on the same day as the transactions (daily). Your device might be configured to automatically settle for you. If not, you must manually settle the batch.

If there is a problem with an automatic batch settlement, you may need to manually settle a batch after correcting the issue.

Your end-of-day procedures might include reviewing totals, displaying, or printing reports, and batch settlement.

Display Batch Totals

To verify the sales total, returns total, and the batch total (sum of all transactions in the current batch):

1. Press **#**, select **Batch Menu**, and then select **Batch Totals**.
2. After verifying the amounts, press **Enter**, and then **Cancel** to return to the idle prompt.

Display or Print Details

A Detail Report includes details for all transactions in the current batch.

1. Press the **#** key, and then select **Reports Menu**.
2. Select **Detail**, and then select **Display** or **Print**.
3. When prompted **Sort transaction by**, select **Reference #**, **Invoice #**, or **Card Type**.
4. The report prints, or if displaying, and search results include more than one transaction, scroll through the transactions. Press **Cancel** to return to the main menu.

Manual Batch Settlement

1. Press **Enter**, and then select **Settlement**. Confirm batch totals or enter the batch total amount as prompted.
2. When prompted **Close batch and deposit funds**, select **Yes** to manually settle the batch. If the screen displays **GB Accepted**, the batch is accepted (sent for processing).
3. If prompted **Print Reports**, select **Yes** to print, or select **No** to return to the main menu.

QUICK REFERENCE

Bank Name _____

Bank Phone _____

Help Desk Phone _____

V Number _____

Voice Authorization Phone _____

Merchant ID _____

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GENERAL INSTRUCTIONS

Uncommon or self-explanatory prompts aren't always included; follow on-screen prompts. Refer to the user guide for more details.

Press **Enter** from the idle prompt to access the main menu.

Press the up or down arrow keys to scroll through a list. To make a selection, highlight it, and then press **Enter**.

To enter a character, press the corresponding button on the keypad to cycle through the options. Entries are case sensitive.

Debit cards and some chip or contactless payments require PIN entry.

A customer copy of a receipt prints 10 seconds after the merchant receipt, unless you select **No** to cancel it.

TERMINAL MESSAGES

Amount Due or Exceeds Card Balance

Only part of a sale transaction is authorized. Select **Accept** to continue and ask for another payment for the remaining amount. Select **Cancel** to reject the partial payment. A canceled sale will print two receipts: The original sale receipt with Transaction Cancelled printed at the top, and a Reverse Sale receipt.

Address Verification Service (AVS)

The AVS compares the entered street address (house number) and the ZIP Code against the customer's billing address, and then displays and prints a receipt. Results include: **Address Match**, **No Match**, and **Zip Match**.

Authenticate

Follow the prompts to key in your authentication code and business ZIP Code.

Call

Call the voice authorization center.

CVV, CVC, or CID

For manually entered transactions, enter the 3- to 4-digit, non-embossed verification code on the card's signature panel (on the back) or near the embossed account number (on the front).

Manual Entry Not Allowed

Manual entry isn't available for this type of transaction (for example, debit with PIN).

Settlement Unsuccessful (QD or RB)

Quit Duplicating (QD) and Rejected Batch (RB) are batch settlement errors. Call the help desk, don't delete the batch, or continue without assistance. The help desk compares your batch and transaction history (in the system) with your terminal's records to determine how to fix it.

TRANSACTIONS

Payment entry methods include:

- Swipe card
- Insert chip card
- Tap card or proximity device using an app such as Apple Pay, Google Pay, or Samsung pay
- Enter the card number manually using the keypad.

- Manual entry might include card present, purchase order number (PO#), verification code, street address, and ZIP Code prompts.
- Corporate cards prompt for invoice number and tax amount.

Sale

1. From the main menu, select **Sale**, and then enter the sale amount. (For EBT select **EBT**, and then **Food Stamp** or **Cash Benefits**.)
2. Swipe, tap, insert card, or use the keypad to manually enter the card number and the expiration date.
3. If prompted, select **US Debit** to process the sale as debit (with PIN) or **[card brand] Debit** to process the sale as a credit (without PIN).
4. If prompted, ask the customer to enter their PIN.

Refund

Refund transactions that have been settled. Reverse transactions that are in the current batch.

A debit transaction with a PIN can't be manually entered, the card must be present, and the PIN must be entered to issue a debit refund. The original transaction date (MMDD) and time (HHMMSS) is also required.

1. From the main menu, select **Return**, and then enter the amount. (For EBT select **EBT**, and then **Food Stamp Return**.)
2. Swipe, tap, insert card, or use the keypad to manually enter the card number and the expiration date.
3. If prompted, ask the customer to enter their PIN.

FUNCTIONS

Functions are available for transactions in the current batch. Search options for any function:

- **All**
- **Clerk #**
- **Account #**
- **RRN**
- **Reference #**
- **Invoice #/PO#**
- **Customer #**
- **Approval Code**

When search results include more than one transaction, scroll to highlight the correct one, and then press **Enter**.

Reprint

1. From the main menu, select **Other**, and then select **Reprint**.
2. Select **Last Receipt** or **Search** to reprint the receipt for another transaction.
3. When prompted, enter the search information.
4. Select **Merchant Copy**, **Customer Copy**, or **Both** to print one or two receipts.

Reversal

A reversal cancels all (removes the transaction) or part (changes the amount) of a transaction, which it also releases the hold for all or part of the cardholder's funds. If partial reversals are disabled, a full reversal is the only option.

1. From the main menu, select **Reversal**.
2. Select a search option, and then enter the search information.
3. Review the transaction information. To **Confirm Reversal**:
   a. Select **Yes** or **Accept** to reverse the full amount, removing the transaction from the batch and releasing the hold on the funds.
   b. If partial reversals are an option, the screen displays **Accept** or **Change**. Select **Accept** to reverse the full amount or select **Change** to reverse a partial amount and then enter the reversal amount. **Change** releases the hold on unneeded funds.
   c. Select **No** to cancel the reversal attempt.

Tip Adjust

1. From the main menu, select **Tip Adjust**.
2. Select a search option, and then enter the search information.
3. Enter the tip amount, and then select **Accept** (if the amount is correct) or **Change** (to change the tip amount).
4. When prompted **Adjust Another**, select **Yes** to adjust another transaction, or select **No** to return to the main menu.