

# VISANET

# Retail

## OMNI 395/396 QUICK CARD

VeriFone Omni 395/396 (VSVR022)

SOFTPAY RETAIL PAYMENT SYSTEM WITH DEBIT • PRINTING

### SALE

#### SWIPE CARD

[OR] TO KEY-ENTER:

SELECT < SALE >

ACCT. NO. + [ENTER]

EXP. DATE + [ENTER]

> < YES > IF CARD PRESENT

IMPRINT CARD!! [ENTER]

➔ SELECT CARD TYPE:

< CREDIT > [OR] < DEBIT >

> LAST 4 DIGITS + [ENTER]

> INVOICE NO. + [ENTER]

> CLERK ID + [ENTER]

SALE AMNT. + [ENTER]

➔ CASHBACK AMOUNT

+ [ENTER]

> STREET NO. + [ENTER]

> ZIP CODE + [ENTER]

➔ CUSTOMER ENTERS PIN

+ [ENTER]

> CUST. NO. + [ENTER]

> SALES TAX + [ENTER]

> < YES > FOR A CUST COPY

### MAIL/PHONE

SELECT < PHONE ORDER >

ACCT. NO. + [ENTER]

➔ SELECT CARD TYPE:

< CREDIT > [OR] < DEBIT >

EXP. DATE + [ENTER]

> CLERK ID + [ENTER]

SALE AMNT. + [ENTER]

STREET NO. + [ENTER]

> ZIP CODE + [ENTER]

> < YES > FOR A CUST COPY

### OFFLINE

SELECT < OFF-LINE >

#### SWIPE CARD

[OR] TO KEY-ENTER:

ACCT. NO. + [ENTER]

EXP. DATE + [ENTER]

> < YES > IF CARD PRESENT

IMPRINT CARD!! [ENTER]

➔ SELECT CARD TYPE:

< CREDIT > [OR] < DEBIT >

> LAST 4 DIGITS + [ENTER]

> INVOICE NO. + [ENTER]

> CLERK ID + [ENTER]

SALE AMNT. + [ENTER]

AUTH CODE + [ENTER]

> SALES TAX + [ENTER]

> < YES > FOR A CUST COPY

### VOID

SELECT < VOID >

VOID LAST TRANS:

SELECT < YES >

VOID OTHER TRANS:

SELECT < NO >

SELECT TO RETRIEVE BY:

< INV# > [OR] < ACCT# >

NUMBER + [ENTER]

SELECT FROM:

< YES > TO VOID

< NO > TO CANCEL

< NEXT > NEXT RECORD

> < YES > FOR A CUST COPY

### REFUND

SELECT < REFND >

> PASSWORD + [ENTER]

#### SWIPE CARD

[OR] TO KEY-ENTER:

ACCT. NO. + [ENTER]

EXP. DATE + [ENTER]

IMPRINT CARD!! [ENTER]

➔ SELECT CARD TYPE:

< CREDIT > [OR] < DEBIT >

> LAST 4 DIGITS + [ENTER]

> INVOICE NO. + [ENTER]

> CLERK ID + [ENTER]

REFUND AMNT. + [ENTER]

> ORIGINAL TRAN. DATE

+ [ENTER]

➔ CUSTOMER ENTERS PIN

+ [ENTER]

> < YES > FOR A CUST COPY

### AUTH ONLY

SELECT < AUTH ONLY >

#### SWIPE CARD

[OR] TO KEY-ENTER:

ACCT. NO. + [ENTER]

EXP. DATE + [ENTER]

➔ SELECT CARD TYPE:

< CREDIT > [OR] < DEBIT >

> LAST 4 DIGITS + [ENTER]

> CLERK ID + [ENTER]

SALE AMNT. + [ENTER]

> CUST. NO. + [ENTER]

> SALES TAX + [ENTER]

RECORD APPROVAL CODE

### KEY

TO SCROLL SCREEN MENU:

PRESS KEY [↑]

BELOW < MORE >

UNTIL < SELECTION >

COMES INTO VIEW

TO SELECT FROM MENU:

PRESS KEY [↑]

BELOW < SELECTION >

OPTIONAL PROCEDURES:

> = CUSTOM OPTION

➔ = ATM/DEBIT OPTION

FOLLOW IF APPLICABLE

### CHECK

SELECT < CHECK >

MICR NO. + [ENTER]

[Bottom of Check]

#### SWIPE CHECK

> ABA NO. + [ENTER]

> ACCT. NO. + [ENTER]

> CHECK NO. + [ENTER]

D. LICENSE NO. + [ENTER]

STATE ID NO. + [ENTER]

[2-Digit]

BIRTHDATE + [ENTER]

[MMDDYY]

SALE AMNT. + [ENTER]

### REPRINT

PRESS [REPRINT]

REPRINT LAST TRANS:

SELECT < LAST RECPT >

REPRINT OTHER TRANS:

SELECT < ANY RECPT >

INVOICE NO. + [ENTER]

BANK NAME

BANK PHONE

HELP DESK PH.

V NUMBER

VISA / MASTERCARD  
VOICE AUTH. PH.

MERCHANT  
NUMBER / ID

OTHER

## ADJUST

PRESS **BATCH REVIEW**

PASSWORD + **ENTER**

SELECT TO RETRIEVE BY...

CLERK:

SELECT < CLRK >

CLERK ID + **ENTER**

[OR] AMOUNT:

SELECT < AMT >

SALE AMNT. + **ENTER**

[OR] ACCOUNT:

SELECT < ACCT >

LAST 5 DIGITS + **ENTER**

[OR] INVOICE NUMBER:

SELECT < INV# >

INVOICE NO. + **ENTER**

SELECT < ADJ >

SELECT ITEM TO ADJUST:

< AMT >

< CLRK > < APPR >

NEW NUMBER + **ENTER**

PRESS **CLEAR CLEAR**

TO RETURN TO IDLE

## REPORTS

PRESS **REPORTS**

**PRINT TOTALS:**

SELECT < TOTLS RPT >

**PRINT DETAIL:**

SELECT < DETL RPT >

**PRINT SHIFT REPORT:**

SELECT < SHIFT RPTS >

SELECT < SHIFT NUM >

[OR] < ALL >

**PRINT BATCH HISTORY:**

SELECT < BATCH HIST >

SELECT BY: < DATE >

< BATCH NUM > [OR] < ALL >

[FOLLOW PARTICULAR PROMPTS...]

[<ALL> PRINTS LAST 7 BATCH TOTLS]

## CLERK REPORTS

PRESS **REPORTS**

SELECT < SERVR RPTS >...

**PRINT CLERK TOTALS:**

SELECT < TOTLS RPT >

**PRINT CLERK DETAIL:**

SELECT < DETL RPT >

SELECT < ONE > [OR] < ALL >

[IF 1] CLERK ID + **ENTER**

## SETTLEMENT

SELECT < STTLE >

PRESS **ENTER**

TO CONFIRM TOTALS

[DIALING...GB NUMBER]

PRESS **ENTER**

[PRINTING...IDLE PROMPT]

## TERMINAL MESSAGES

**ADDRESS MATCH**  
Address match only. (AVS)

**CALL**  
Call Voice Authorization Center.  
If approved, proceed with Offline Entry.

**HOLD/CALL [OR] PICK UP CARD**  
Hold the card. Use Code 10 procedure.  
Call Voice Authorization Center.

**CARD NOT SUPPORTED**  
Card number not supported by the host.

**CARD SWIPE ERROR**  
Magnetic stripe did not read. Swipe card again or manually key-in account number.

**EXPIRED CARD**  
Expired card used. Request another card.

**GBXXX**  
Good batch. Batch transmission accepted.

**INVALID (messages)**  
Invalid account no., amount, card, card no. length, invoice number, password, or user.

**MANUAL ENTRY NOT ALLOWED**  
Current transaction won't allow manual entry.  
Debit cards may not be manually keyed-in.

**NO MATCH**  
No Address or Zip Code match. (AVS)

**NO RESPONSE**  
No response from host. Try again.

**PRINTING ERROR**  
Terminal unable to print the receipt.

**QDXXX [OR] RBXXX**  
Quit Duplicate or Reject Batch.  
Call Help Desk.

**RECORD NOT FOUND**  
Invoice number not found in terminal batch.

**SETTLE FAILED, RETRY**  
Settlement failed. Call Help Desk.

**ZIP MATCH**  
Zip Code match only. (AVS)