

QUICK REFERENCE CARD



VeriFone Tranz/Zon Series Restaurant / Retail Card Services Menu

ACTION		FUNCTION
1		Sale
2		Credit (Refund)
3	1	Void
3	2	Cash Out
3	3	DeActivate Card
3	4	Add Points
3	5	Serial Activate
4		Balance
5		Update Balance
6		Reprint Receipt
7		Daily Totals
8		Tips
9		Redeem points
FUNCTION		DEFINITION
Sale / Points		Deducts a transaction amount from a card or add points.
Refund		Provides refunds (credit) to an account.
Void		Deletes a transaction which was run previously.
Balance		Prints a card balance.
Update Balance		Adds new monetary value to a cardholders account.
Reprint Receipt		Reprints the last transaction of the cardholder.
Daily Totals		Prints daily transaction totals for the merchant.
Cash Out		Redeem the total balance of the card.
DeActivate Card		Stop all activity on the card.
Add Points		Put points on customer card.
Serial Activate		Activates large quantity of gift cards.
Tips		Deducts the specified tip amount from card.
Redeem Points		Deducts points from card.

OPERATION PROCEDURES FOR GIFT / LOYALTY CARD PROGRAM

GIFT CARD UPDATE BALANCE

1. Press 5 (Update Balance) on Gift Card Terminal
2. Swipe a non-active Gift Card
3. Enter Employee ID#
4. Press Enter
5. Enter Receipt Ticket #
6. Press Enter
7. Enter Gift Card Amount
8. Press Enter
9. Give Gift Card with receipt to Customer

GIFT CARD REDEMPTION

1. Press 1 on Gift Card Terminal (Sales)
2. Enter Employee ID #
3. Press Enter
4. Enter Receipt Ticket #
5. Press Enter
6. Enter Sale Amount
7. Press Enter
8. Receipt will print

GIFT CARD REFUND

1. Press 2 (Refund) on Gift Card Terminal
2. Swipe Customer's Gift Card through the Gift Card Terminal
3. Enter Employee ID #
4. Press Enter
5. Enter Receipt Ticket #
6. Press Enter
7. Enter Refund Amount
8. Press Enter
9. Receipt will print

GIFT CARD VOID

1. Press 3 on Gift Card Terminal
2. Press 1 (Void) on Gift Card Terminal
3. Press Enter
4. Swipe Customer's Gift Card through Gift Card Terminal
5. Enter in the reference number from the Gift Card receipt that you wish to void (This is located directly under the Merchant Number)
6. Press Enter
7. Receipt will print
8. Reenter the Sale by following the "Gift Card Redemption" procedure

GIFT CARD BALANCE INQUIRY

1. Press 4 (Balance Inquiry) on Gift Card Terminal
2. Press Enter
3. Swipe Customer's Gift Card through the Gift Card Terminal
4. The balance will print on the receipt

GIFT CARD DAILY TOTALS - ALL

1. Press 7 (Daily Totals) on Gift Card Terminal
2. Press Enter
3. The daily totals will print on the receipt

GIFT CARD DAILY TOTALS - BY EMPLOYEE

1. Press 7 (Daily Totals) on Gift Card Terminal
2. Press Enter
3. Enter Employee ID#
4. Press Enter
5. The daily totals will print on the receipt

GIFT CARD CASH OUT

(Press 3 key before each transaction)

1. Press 3 on Gift Card Terminal
2. Press 2 (CSH) on Gift Card Terminal
3. Press Enter
4. Swipe Customer's Gift Card through the Gift Card Terminal
5. Enter Employee ID #
6. Press Enter
7. Enter Receipt Ticket #
8. Press Enter
9. Receipt will print

GIFT CARD - DEACTIVATE CARD

(Press 3 key before each transaction)

1. Press 3 on Gift Card Terminal
2. Press 3 (DC) on Gift Card Terminal
3. Press Enter
4. Swipe Customer's Gift Card through the Gift Card Terminal
5. Receipt will print

ADD POINTS

(Press 3 key before each transaction)

1. Press 4 on Gift Card Terminal
2. Swipe Customer's Frequency Card through the Gift Card Terminal
3. Enter Employee ID #
4. Press Enter
5. Enter Ref #
6. Enter Items
7. Press Enter
8. Enter Sale Amount
9. Press Enter
10. Receipt will print

GIFT CARD SERIAL ACTIVATE

(Press 3 key before each transaction)

1. Press 4 on Gift Card Terminal
2. Enter server ID
3. Press Enter
4. Enter starting serial #
5. Press Enter
6. Enter ending Serial #
7. Enter amount
8. Press Enter

FREQUENT GUEST - REDEEM POINTS

1. Press 9 on Gift Card Terminal
2. Swipe Customer's Frequency Card through the Gift Card Terminal
3. Enter Employee ID #
4. Press Enter
5. Enter Ref #
6. Enter Receipt Ticket #
7. Press Enter
8. Enter Receipt Amount
9. Press Enter
10. Receipt will print

Customer Service
866.242.1014
Balance Inquiry
877.273.5551