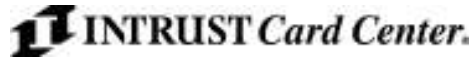


VERIFONE ETC 2
Zon Jr XL/Tranz 330



800-327-3483

Sale

Terminal Display	Action
ENTER ACCOUNT #	Swipe the credit card through the reader
ENTER LAST 4 NUM	Enter the last 4 digits of card, ENTER
AMOUNT	Key in amount of sale, press ENTER
AUTH/TKT 123456	Receipt is printed with approval code

Void Item

Terminal Display	Action
<i>Can only be done same day in open batch</i>	
DAY MM/DD HH-MM	Press key #4
ENTER ITEM #	Enter item # to be voided
\$0.00	verify transaction, press ENTER
	Receipt will print

Return/Credit

Terminal Display	Action
DAY MM/DD HH-MM	Press 2, slide card through reader
ENTER LAST 4 NUM	Enter the last 4 digits of card, ENTER
AMOUNT? \$0.00	Key in amount of sale, press ENTER
AUTH/TKT 123456	Receipt is printed with approval code

Close/Settle Batch

Press ENTER, 5, 1, ENTER, ENTER for Detail Report
Then ENTER, 5, 2, for TOTAL Report
Press 9, then enter dollar amount from the TOTALS Report
Terminal will dial out and settle batch, then print a CLOSED report

Reprint Last Receipt/Ticket

Terminal Display	Action
READY	ENTER, 5, then 3
ITEM NUMBER	Key in the item number, ENTER

Call Center Procedures

If call center message is given by terminal
Imprint the credit card on a sales slip.
Call 800-228-1122, press 1 for an authorization/approval code
Write code on sales slip and then complete with an TICKET ONLY transaction

Ticket Only/Forced Ticket

Terminal Display	Action
MM/DD HH-MM	Press 5 key
ENTER CARD NUMBER	Key in credit card number
ENTER EXPIRATION	Key in 4 digit expiration number
AMOUNT	Key in amount of sale
AUTHORIZATION	Key in authorization code
use approval code obtained from call center procedures	

Any card that will not read when swiped, should be imprinted on a sales slip.
 This will allow you protection from chargebacks.

Technical/Support
Customer Service 800-327-3483
Supplies



Merchant # _____