

**Verifone Tranz 330**  
**Retail with AVS**



800-327-3483

**Sale**

Terminal Display	Action
READY	Press 1
SWIPE CUSTOMER CARD	Swipe the credit card through reader or key
ENTER ECPIRATION	Enter 4 digit expiration # if keyed
LAST 4 DIGITS	Enter the last 4 digits of credit card number
AMOUNT?	Enter the sale amount, ENTER
AVS	Enter cardholders 5 or 9 digit zip code, ENTER
	Enter cardholders numeric address, ENTER

**Void Item**

Terminal Display	Action
<i>Can only be done same day in open batch</i>	
READY	Press 4
ENTER ITEM NUMBER	Key in item # from receipt, press ENTER
CORRECT	If information is correct, press ENTER
APPROVAL 123456	Receipt is printed

**Refund**

Terminal Display	Action
READY	Press 2
CARD NUMBER	Swipe the credit card through reader or key
ENTER LAST 4 DIGITS	Enter the last 4 digits of credit card number
AMOUNT \$0.00	Enter amount of refund, ENTER
APPROVAL 123456	Receipt is printed with approval code

**AVS Verification Responses**

- X = Exact Match, address and 9 digit zip
- Y = Exact Match, address and 5 digit zip
- A = Address Matches. Zip Code does not
- W = 9 Digit zip codes matches, address does not
- Z = 5 Digit zip code matches, address does not
- N = Address and ZIP do not match
- U = Address information is unavailable
- R = Retry, system unavailable
- S = Service is not supported

**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, ENTER, 6
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**

Terminal Display	Action
READY	Press 5
CARD NUMBER	Key in Card Number, ENTER
EXPIRATION	Key in 4 digit expiration number, ENTER
AMOUNT?	Key in amount of sale
AUTHORIZATION	Key in authorization code
APPROVED	Receipt will print
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.

**Merchant #** \_\_\_\_\_

**Customer Service 800-327-3483**  
**Supplies and Technical Support**

