QUICK REFERENCE GUIDE
Retail Application

VeriFone® Evolution Series

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TIPS FOR PROCESSING

- **ENTER** or **YES**
- **BACKSPACE**
- **CANCEL** or **NO**
- To scroll through the menu, press **MORE**
- Press 3 multiple times until the paper advances to desired length

The following prompts may appear depending on terminal setup, card type, and/or entry method.

Clerk ID Prompt:
- Input Clerk ID and press **ENTER**

Debit Cash Back Prompts:
- Select **YES** for Cash Back or **NO** to proceed with transaction without Cash Back
- If **YES** is selected, choose Cash Back Amount

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TIPS FOR PROCESSING (CONT’D)

Invoice Prompt:
• Input Invoice # and press ENTER

Language Prompt:
• If prompted, select language

Manually-Keyed Security Prompts:
• Select YES or NO to indicate card presence
• If YES is selected, imprint card and press ENTER
• Input V-Code and press ENTER
  • If V-Code entry is bypassed, select NO if the V-Code is not present
  OR
  • X READ if V-Code is present but cannot be read

• If prompted, input Street Address and press ENTER
• If prompted, input Zip Code and press ENTER

Purchasing, Business or Commercial Prompts:
• Input Customer # and press ENTER
• Input Tax Amount and press ENTER
CREDIT/DEBIT SALE

- Select **SALE**
- Input amount and press **ENTER**
- If prompted, select **YES** to confirm amount or **NO** to cancel transaction
  - If **NO** is selected, press **CLEAR** to end transaction
- Swipe, insert, or tap card, or manually input account number and press **ENTER**
- If prompted, select **CREDIT** or **DEBIT**
- If prompted, input last 4 digits of account # and press **ENTER**
- If prompted, input expiration date and press **ENTER**
- If prompted, cardholder enters PIN and presses **ENTER**

(The transaction processes and a Merchant copy of the receipt prints)

- If prompted, press **ENTER** to clear Remove Card prompt
- Select **YES** to print Customer receipt copy
- If prompted “Amt Exceeds Bal - Amt Authorized $xx.xx, Balance Due $xx.xx, Continue?” select **YES** and collect remaining amount due with another form of payment or **NO** to reverse the authorization and cancel the transaction.
CREDIT/DEBIT REFUND

If desired selection is not displayed, press MORE until option appears

- Select REFUND
- If prompted, input password and press ENTER
- Input amount and press ENTER
- If prompted, select YES to confirm amount or NO to cancel transaction
  - If NO is selected, press CLEAR to end transaction
- Swipe, insert, or tap card, or manually input account number and press ENTER

- If prompted, select CREDIT or DEBIT
- If prompted, input last 4 digits of account # and press ENTER
- If prompted, input expiration date and press ENTER
- If prompted, cardholder enters PIN and presses ENTER

(The transaction processes and a Merchant copy of the receipt prints)

- If prompted, press ENTER to clear Remove Card prompt
- Select YES to print Customer receipt copy
CREDIT AUTHORIZATION ONLY
If desired selection is not displayed
press MORE until option appears
- Select AUTH ONLY
- Input amount and press ENTER
- If prompted, select YES to confirm amount or NO to cancel transaction
  - If NO is selected, press CLEAR to end transaction
- Swipe, insert, or tap card, or manually input account number and press ENTER
- If prompted, select CREDIT
- If prompted, input last 4 digits of account # and press ENTER
- If prompted, input expiration date and press ENTER
- If prompted, cardholder enters PIN and presses ENTER
  (The transaction processes and a Merchant copy of the receipt prints)
- If prompted, press ENTER to clear Remove Card prompt
- Select YES to print Customer receipt copy
VOID
If desired selection is not displayed, press MORE until option appears
- Select VOID
- If prompted, input password and press ENTER
- Select YES to void last transaction or NO to void a different transaction
- If YES is selected, proceed to next step
  - If desired transaction is displayed, select YES
- If NO is selected, proceed to next step
  - Select INV# or ACCT# to search transactions
  - Input (Invoice # or last 4 digits of Account #) and press ENTER
  - If desired transaction is displayed, select YES
  - If desired transaction is not displayed, select NEXT to review other transactions or NO to exit Void menu
  - If prompted, press ENTER to clear Remove Card prompt
  - Select YES to print Customer receipt copy
CREDIT FORCE

*If desired selection is not displayed, press MORE until option appears*

- Select **FORCE**
- Input amount and press **ENTER**
- If prompted, select **YES** to confirm amount or **NO** to cancel transaction
  - If **NO** is selected, press **CLEAR** to end transaction
- Swipe, insert, or tap card, or manually input account number and press **ENTER**
- Select **CREDIT**
  - If prompted, input last 4 digits of account # and press **ENTER**

- If prompted, input expiration date and press **ENTER**
- Input approval code and press **ENTER**
  *(The transaction processes and a Merchant copy of the receipt prints)*
- If prompted, press **ENTER** to clear Remove Card prompt
- Select **YES** to print Customer receipt copy
MAIL/TELEPHONE ORDER

*If desired selection is not displayed, press MORE until option appears*

- Select **PHONE ORDER**
- Manually input account # and press **ENTER**
- Input expiration date and press **ENTER**
- Input amount and press **ENTER**
- Input V-Code and press **ENTER**
  - If V-Code entry is bypassed, select **NO** if the V-Code is not present
  OR
  - **X READ** if V-Code is present but cannot be read

- Input Street Address and press **ENTER**
- Input Zip Code and press **ENTER**
  *(The transaction processes and a Merchant copy of the receipt prints)*
- If prompted, press **ENTER** to clear Remove Card prompt
- Select **YES** to print Customer receipt copy
MANUAL SALE FOR ECI
Available only for the internet industry
- Select **SALE**
- Input amount and press **ENTER**
- If prompted, select **YES** to confirm amount or **NO** to cancel transaction
  - If **NO** is selected, press **CLEAR** to end transaction
- Manually input account # and press **ENTER**

- Input expiration date and press **ENTER**
- Select **NO** to indicate card is not present
- Select **WEB**
  *(The transaction processes and a Merchant copy of the receipt prints)*
- If prompted, press **ENTER** to clear Remove Card prompt
- Select **YES** to print Customer receipt copy
SETTLEMENT
If desired selection is not displayed, press MORE until option appears
• Select SETTLEMENT
• If prompted, input password and press ENTER
• Totals will display and/or print
• Confirm totals and press ENTER
• Settlement report prints

RECEIPT REPRINT
• Press REPRINT
• Select LAST or ANY
• If LAST is selected:
  • The last receipt prints
• If ANY is selected:
  • Input Invoice # and press ENTER
  • Requested Merchant receipt copy prints
• Select YES to print Customer receipt copy

REPORTS
• Press REPORTS
• Select from displayed reports or press MORE until option appears
• Select the desired report
• If displayed, respond to additional prompts
• Selected report will print
BALANCE INQUIRY
*If desired selection is not displayed, press MORE until option appears*
- Select BALANCE INQ
- Select CURR for current batch detail or PREV for previous batch detail
- Report for selected batch inquiry prints

BATCH TOTALS
*If desired selection is not displayed, press MORE until option appears*
- Select BATCH TOTALS
- Select SLCT
- Batch totals will display
- Select CLEAR to exit

BATCH REVIEW
*If desired selection is not displayed, press MORE until option appears*
- Select BATCH REVIEW
- If prompted, input password and press ENTER
- Select CLRK, AMT, ACCT, or INV# to search batch
- Input (Clerk ID, Amount, last 4 digits of Account #, or Invoice #) and press ENTER
- Select ADJ to adjust transaction displayed and follow additional prompts
- Select VOID to void transaction displayed and follow additional prompts

cont’d next
BATCH REVIEW (CONT’D)
• Select PREV to go to the previous transaction in the batch
• Select NEXT to go to the next transaction in the batch
• Select CLEAR twice to exit

CARD BALANCE INQUIRY
If desired selection is not displayed, press MORE until option appears
• Select CARD BAL INQ
• Select card type
• Swipe, insert, or tap card, or manually input account number and press ENTER

If prompted, Cardholder enters PIN and presses ENTER
• Card inquiry receipt will print

CASH RECEIPT
• Press 9
• Input amount and press ENTER
• Cash receipt prints