

# Retail Application

## Quick Reference Guide



VeriFone® Omni 3700 & Vx Series



**ACCEPT**  
**CREDIT CARDS**

AT ELECTRONIC MERCHANT SYSTEMS INC.

1-800-476-5020 • [www.elect-mer.com](http://www.elect-mer.com)

## VeriFone® Omni 3700 & Vx Series

### Credit Sale

To scroll menu, press ↓ until desired option appears.

- > Swipe customer card
- > Select [CREDIT]
- > Input last 4 digits of account # and press [ENTER]
- > Input invoice # and press [ENTER] , if prompted
- > Input customer # and press [ENTER] (purchase card only)
- > Input clerk ID and press [ENTER] , if prompted
- > Input \$ amount and press [ENTER]
- > Input tax amount and press [ENTER] (purchase/business card only)
- > Print customer copy –[F1] for Yes or [F2] for No

### Debit Sale

To scroll menu, press ↓ until desired option appears.

- > Swipe card or press [SALE]
- > Select [DEBIT]
- > Input invoice # and press [ENTER] , if prompted
- > Input clerk ID and press [ENTER] , if prompted
- > Input \$ amount and press [ENTER]
- > Input cash back amount and press [ENTER] (only if enabled)
- > Cardholder enters PIN and presses [ENTER]
- > Print customer copy –[F1] for Yes or [F2] for No

### Reprint

- > Press [REPRINT]
- > Choose from these options: [LAST/ANY]
- > If LAST is selected:
  - The last receipt prints
- > If ANY is selected:
  - Input invoice # and press [ENTER]
  - The selected receipt prints

### Manual Sale

To scroll menu, press ↓ until desired option appears.

- > Press [SALE]
- > Input account # and press [ENTER]
- > Input expiration date (MMYY) and press [ENTER]
- > Card present – [F1] for Yes or [F2] for No
- > If YES, imprint card and press [ENTER]
- > Input invoice # and press [ENTER] , if prompted
- > Input customer # and press [ENTER] (purchase card only)
- > Input clerk ID and press [ENTER] , if prompted
- > Input \$ amount and press [ENTER]
- > Input tax amount and press [ENTER] (purchase/business card only)
- > Input zip code and press [ENTER] , if prompted
- > If NO, input invoice # and press [ENTER] , if prompted
- > Input customer # and press [ENTER] (purchase card only)

(Manual Sale Continues)

## VeriFone® Omni 3700 & Vx Series

### (Manual Sale Continued)

- > Input clerk ID and press [ENTER] , if prompted
- > Input \$ amount and press [ENTER]
- > Input tax amount and press [ENTER] (purchase/business card only)
- > Input V-Code and press [ENTER]
- > If no code entered: Code present? Select [NO] [XREAD]
- > Input address and press [ENTER] , if prompted
- > Input zip code and press [ENTER] , if prompted
- > Print customer copy –[F1] for Yes or [F2] for No

### Mail/Telephone Order

To scroll menu, press ↓ until desired option appears.

- > Press [PHONE ORDER]
- > Input account # and press [ENTER]
- > Input expiration date (MMYY) and press [ENTER]
- > Input invoice # and press [ENTER] , if prompted
- > Input customer # and press [ENTER] (purchase card only)
- > Input clerk ID and press [ENTER] , if prompted
- > Input \$ amount and press [ENTER]
- > Input tax amount and press [ENTER] (purchase/business card only)
- > Input V-Code and press [ENTER]
- > If no code entered: Code present? Select [NO] [XREAD]

- > Input address and press [ENTER]
- > Input zip code and press [ENTER]
- > Print customer copy –[F1] for Yes or [F2] for No

### Void

To scroll menu, press ↓ until desired option appears.

- > Press [VOID]
- > Void last transaction – [F1] for Yes or [F2] for No
- > Retrieve by: [INV#] [ACCT#]
- > Input invoice # or last 4 digits of account # and press [ENTER]

### Terminal Displays:

- [NO] to cancel
- [YES] to void
- [NEXT] to scroll
- > Print customer copy –[F1] for Yes or [F2] for No



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### Credit Refund

To scroll menu, press ↓ until desired option appears

- > Press [REFUND]
- > Input password and press [ENTER]
- > Swipe or input account # and press [ENTER]
- > Select [CREDIT] or [PURCH] , if prompted
- > Input expiration date (MMYY) and press [ENTER] (manual sale only)
- > Input last 4 digits of account # and press [ENTER] (swiped sale only)
- > Input invoice # and press [ENTER] , if prompted
- > Input customer # and press [ENTER] (purchase card only)
- > Input clerk ID and press [ENTER] , if prompted
- > Input \$ amount and press [ENTER]
- > Input tax amount and press [ENTER] (purchase/business card only)
- > Print customer copy – [F1] for Yes or [F2] for No

### Debit Refund

To scroll menu, press ↓ until desired option appears.

- > Press [REFUND]
- > Input password and press [ENTER]
- > Swipe card
- > Select [DEBIT]
- > Input invoice # and press [ENTER] , if prompted
- > Input clerk ID and press [ENTER] , if prompted
- > Input \$ amount and press [ENTER]
- > Input original transaction date (MM/DD/YY)
- > Cardholder enters PIN and presses [ENTER]
- > Print customer copy – [F1] for Yes or [F2] for No

### Reports

- > Press [REPORTS]
- > Press ↓ until desired option appears:  
[TOTLS RPT] – prints a total report  
[DETL RPT] – prints a detail report
- > Press ↓ to view additional reports from the main menu screen
- > Select report to print:

Report(s) prints

Report Key:

m = Manually keyed

\* = Trans. adjusted



## Balance Inquiry

To scroll menu, press ↓ until desired option appears.

- > Press [BALANCE INQ]
- > Choose from these options: [CURR] [PREV]
  - Select [CURR] for current batch
  - Select [PREV] for previous batch
- > The balance of the selected batch will display

Report prints

## Batch Review

To scroll menu, press ↓ until desired option appears.

- > Press [BATCH REVIEW]
- > Input password and press [ENTER]
- > Retrieve by [CLRK] [AMNT] [ACCT#] or [INV #]
- > Input clerk ID, amount, last 4 digits of account #, or invoice #, and press [ENTER]
- > Select [ADJ] to adjust transaction
- > Select [VOID] to print receipt
- > Select [PREV] to scroll
- > Select [NEXT] to scroll

## Settlement

To scroll menu, press ↓ until desired option appears.

- > Press [SETTLEMENT]
- > Input password and press [ENTER]
- > Displays totals
- > Confirm totals and press [ENTER]

Report prints

## Manual Sale For ECI

Available only for the internet industry.

To scroll menu, press ↓ until desired option appears.

- > Press [SALE]
- > Input account # and press [ENTER]
- > Select [CREDIT], if prompted
- > Input expiration date (MMYY) and press [ENTER]
- > Card present – [F1] for Yes or [F2] for No
- > If YES, imprint the card and press [ENTER]
- > Input invoice # and press [ENTER], if prompted
- > Input customer # and press [ENTER] (purchase card only)
- > Input clerk ID and press [ENTER], if prompted
- > Input \$ amount and press [ENTER]
- > Input tax amount and press [ENTER] (purchase/business card only)
- > Input zip code and press [ENTER]
- > Terminal dials for authorization and prints a receipt if approved
- > If NO, choose either the Phone or Web transaction type
- > If Web:
  - > Encrypted – [F1] for Yes or [F2] for No, if prompted
  - > Input invoice # and press [ENTER], if prompted
  - > Input customer # and press [ENTER] (purchase card only)
  - > Input clerk ID and press [ENTER]
  - > Input \$ amount and press [ENTER]

- > Input tax amount and press [ENTER] (purchase/business card only)
- > Input V-Code and press [ENTER]
- > If no code entered: Code present? Select [NO] [XREAD]
- > Input address and press [ENTER]
- > Input zip code and press [ENTER]
- > Print customer copy – [F1] for Yes or [F2] for No

## Force

To scroll menu, press ↓ until desired option appears.

- > Press [FORCE]
- > Swipe or input account # and press [ENTER]
- > Select [CREDIT] or [PURCH] , if prompted
- > Input expiration date (MMYY) and press [ENTER] (manual sale only)
- > Input last 4 digits of account # and press [ENTER] (swiped sale only)
- > Input invoice # and press [ENTER] , if prompted
- > Input customer # and press [ENTER] (purchase card only)
- > Input clerk ID and press [ENTER] , if prompted
- > Input \$ amount and press [ENTER]
- > Input tax amount and press [ENTER] (purchase/business card only)
- > Input auth code and press [ENTER]
- > Print customer copy – [F1] for Yes or [F2] for No

## Authorization Only

To scroll menu, press ↓ until desired option appears.

- > Press [AUTH ONLY]
- > Swipe or input account # and press [ENTER]
- > Choose from these options: [CREDIT/DEBIT/ PURCH] , if prompted
- > Input expiration date (MMYY) and press [ENTER] (manual sale only)
- > Input last 4 digits of account # and press [ENTER] (swiped sale only)
- > Input invoice # and press [ENTER] , if prompted
- > Input customer # and press [ENTER] (purchase card only)
- > Input clerk ID and press [ENTER] , if prompted
- > Input \$ amount and press [ENTER]
- > Input tax amount and press [ENTER] (purchase/business card only)
- > Print customer copy – [F1] for Yes or [F2] for No

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## Processing Tips



= 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

To receive the lowest rates, swipe all cards through the card reader and keep the terminal connected to power and a phone line at all times so that it can automatically settle *daily*.

You may also obtain Authorizations over the phone by dialing:

**(800)525-5093.**

\*Phone Authorizations must be followed with a FORCE in order receive payment\*

For all error messages, technical assistance, supplies or any questions related to your merchant account, please contact Customer Service: **(800)476-5020** or visit us on the web: **[www.elect-mer.com](http://www.elect-mer.com)**

## Vx610 Specific Functions

How to Power on:

- > Press and hold down [ENTER] until unit powers on

How to Power off:

- > Ensure power cord is not connected
- > Press and hold down [CANCEL] until unit powers off

NOTE: The terminal will go into sleep mode after 10 minute of inactivity. It will power off automatically after 30 minutes of inactivity.

Communication Status:



Wireless communication is being used



Dial communications is being used



Terminal's antenna is working properly and is connected to the wireless network



Terminal's antenna is unable to connect to the wireless network



Terminal's power cord is connected



Wireless signal strength is between 1% to 25%



Wireless signal strength is between 26% to 50%



Wireless signal strength is between 51% to 75%



Wireless signal strength is between 76% to 100%

Battery Status:



Battery level is below 10% capacity. Plug the unit into the power source to recharge



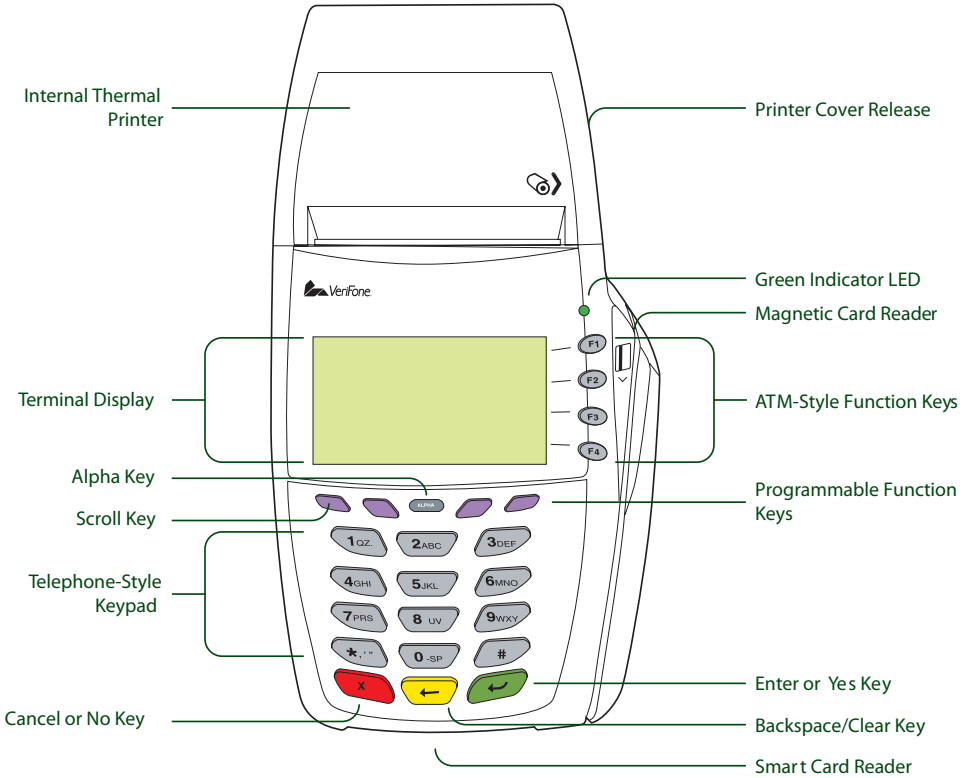
Empty Battery



Full Battery



## Terminal Key Pad Display





# Accept Credit Cards Online Reporting

## The Online Window To Your Payment Processing Account

Accept Credit Cards website, with online reporting, is your one-stop destination for online customer service. It contains everything you need to manage your electronic payment activity:

### My Account

Manage your account online. View statements, view or update your profile, get information on new products, services and equipment.

### My Reports

Provides you with timely and secure accounting information such as deposit summaries, transaction activity, chargeback and retrieval status and more.

### Support

Find resource information about transaction processing, industry mandates, product support and practical tips to help improve your bottom line.

Getting Started Is:

Fast, Easy, Secure and Free!

Go to [www.elect-mer.com](http://www.elect-mer.com)