

How To

Quick Reference Guide



Dejavoo Z Series

Need Your Statement?

Log in to your
merchant portal at:
<https://www.merchantbackoffice.net>

Terminal Messages

AVS (ADDRESS VERIFICATION SERVICE) Check if the street address and ZIP code entered match the customer's billing address

CHIP/CARD SWIPE ERROR Chip or Magnetic stripe did not read. Insert or Swipe card again or manually key in the cardholder's account number

COMM ERROR A communication error has occurred. Check line connections, and call Client Services at 1.800.787.4105

MANUAL ENTRY NOT ALLOWED Current transaction will not allow manual entry. Debit cards may not be manually keyed in

OD (NUMBER) OR RB (NUMBER) Quit Duplicating or Rejected Batch. Call Client Services at 1.800.787.4105

RECORD NOT FOUND Invoice number is not found in terminal batch.

BATCH CLOSE ERROR Settlement failed. Call Client Services at 1.800.787.4105

Credit Sale

- ❖ Select **Credit**
- ❖ Select **Sale**
- ❖ Input Sale amount and press **OK**
- ❖ Insert card at bottom of terminal, swipe card when prompted (if faulty chip), or manually enter card number
- ❖ For **manual entry**, choose **Yes** or **No** for Card Present and enter or bypass remaining info by pressing **OK**
- ❖ Press **OK** to confirm Sale amount
- ❖ Receipt will print (If on Talus Pay Advantage, it will include service fee)

Cash Sale

- ❖ Select **Cash**
- ❖ Select **Sale**
- ❖ Input Sale amount and press **OK**
- ❖ Receipt will print (If on Talus Pay Advantage, it will include discount amount)

Void (Only Pre-Batch CREDIT Transactions Can Be Voided)

- ❖ Select **Credit**
- ❖ Select **Void**

- ❖ Enter amount from receipt and choose **OK**
- ❖ Select **OK** to confirm void amount
- ❖ Enter manager password if prompted - 1234
- ❖ Insert, swipe, tap, or manually enter card info from original transaction
- ❖ Receipt Prints

Note: If you see Not in Batch or Mismatch, this usually means something was not entered correctly or the card entered is not the card used in the original transaction. The terminal may prompt you to enter the transaction number to proceed.

Refund (After Settlement/for Debit)

- ❖ Select **Credit**
- ❖ Select **Return**
- ❖ Enter amount and choose **OK**
- ❖ Select **OK** to confirm Refund amount
- ❖ Enter manager password if prompted - 1234
- ❖ Insert, swipe, tap, or manually enter card info from original transaction
- ❖ Receipt Prints

Note: If you see Not in Batch or Mismatch, this usually means something was not entered correctly or the card entered is not the card used in the original transaction. The terminal may prompt you to enter the transaction number to proceed.

continued on back

Batch Settlement with Tip Adjustment

- ❖ Select Favorites icon
- ❖ Select **Cr/Db Edit Tips**
- ❖ Select desired Edit method
- ❖ Add tip amount to transaction
- ❖ Select the Menu icon
- ❖ Select **Settlement**
- ❖ Select **Settle Daily Batch**

WARNING: Once you settle your tips, they cannot be edited.

Batch Settlement NO Tip Adjustment

- ❖ Select the Menu icon
- ❖ Select **Settlement**
- ❖ Select **Settle Daily Batch**
- ❖ Enter manager password if prompted - 1234

Reprint Receipt

- ❖ Select the Menu icon
- ❖ Select Applications
- ❖ Select **DVCreditApp**
- ❖ Select **Reprint Receipt**
- ❖ Enter manager password if prompted - 1234
- ❖ Choose from **Last, By Transaction #, or By last 4 of Card Number**

Last - last transaction ran

By Transaction Number - you will need transaction number from another copy of receipt

Reports

- ❖ Select the Menu icon
- ❖ Select **Reports**
- ❖ Select **Daily Report**
- ❖ Enter manager password if prompted - 1234

EBT Sale

- ❖ From Main screen select **EBT Food**
- ❖ Select **Sale**
- ❖ Input the **EBT Food Amount** and press **OK**
- ❖ Swipe EBT card
- ❖ Customer inputs PIN and presses **OK**
- ❖ The terminal will display approve/decline message and print receipt

Power On the Terminal

- ❖ Press the power button on the keypad to the left of the 0.

Connect to Wi-Fi

- ❖ From the landing screen, tap green key on your screen or keyboard to access main menu
- ❖ Select utility (password if needed 1234), communications, local params, Wi-Fi, and scan network
- ❖ Enter your password

Thank You

for being a valued
customer!

