

How To

Quick Reference Guide



PAX A Series TRX Pay App

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/Debit Sale

- ❖ The TRX Pay app should automatically open
- ❖ If not, select the **TRX Pay app** from the terminal home screen
- ❖ Enter the default Clerk ID (1234)
- ❖ Select Credit Card Sale
- ❖ Enter the amount of sale and tap **Next**
- ❖ The Total sale including the customer service fee will appear
- ❖ Tap **Next**
- ❖ Insert the card through the bottom of the device
- ❖ Remove the card when prompted
- ❖ Receipt will print and will ask if you would like a customer receipt
- ❖ Tap **Done** when finished to return to the Sales screen

*All Debit cards are run as Credit (Debit Signature)

Cash

- ❖ The TRX Pay app should automatically open
- ❖ If not, select the **TRX Pay app** from the terminal home screen
- ❖ Select Cash Sale
- ❖ Enter the sale amount and tap **Next**
- ❖ The Total sale including the customer service fee and cash discount appears
- ❖ Tap **Next**
- ❖ Tap cash denomination or tap on **Amount Paid** and enter custom amount and Tap **Process**
- ❖ Remove the card when prompted

- ❖ Tap printer icon in top, right corner for receipt and choose either **Merchant** or **Customer Copy**
- ❖ Tap **Done** when finished to return to the Sales screen

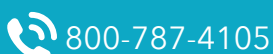
Void (Only Pre-Batch CREDIT Transactions Can Be Voided)

- ❖ In the **TRX Pay app**, swipe left on the Sales screen
- ❖ Select **Transaction Logs**
- ❖ Tap on the transaction to be voided
- ❖ Tap the **Void** button
- ❖ Receipt will automatically print and ask if you want a customer receipt
- ❖ It will return to the Menu screen
- ❖ Swipe **right** to return to the Sales Screen

Refund (After Settlement/for Debit)

- ❖ In the **TRX Pay app**, swipe left on the Sales screen
- ❖ Select **Transaction Logs**
- ❖ Tap on the transaction to be voided
- ❖ Tap the **Refund** button
- ❖ Enter the last 4 digits of card number and Tap **Next**
- ❖ Swipe, insert, or manually enter card information
- ❖ Tap **Process**
- ❖ Receipt will print and will ask if you would like a customer receipt

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- ❖ It will return to the Menu screen
- ❖ Swipe **right** to return to the Sales Screen

Batch Settlement

- ❖ In the **TRX Pay app**, swipe left on the Sales screen
- ❖ If you have **TIPS** open **Tip wizard** and click on process before moving on (older versions of TRX Pay)
- ❖ Select **Batch Close**
- ❖ (If may prompt "**Close w/ Untipped?**", select **Tip Wizard** to adjust tips, **OK** to close without adjusting tips, or **Cancel**)
- ❖ If the batch was successful, the screen will display "OK" and print Batch Report. Be sure to keep the Batch Report for your records

Tip Adjustment

- ❖ In the **TRX Pay app**, swipe left on the Sales screen
- ❖ Select **Tip Wizard**
- ❖ Tap each transaction and adjust tips, clicking the green checkmark after each one
- ❖ Tap **Save** once all tips are entered
- ❖ "Tip Amount Saved" should appear at the bottom of the screen

Reprint Receipt

- ❖ In the **TRX Pay app**, swipe left on the Sales screen
- ❖ Select **Transaction Logs**
- ❖ Tap on the transaction
- ❖ Tap the **Receipt** button

- ❖ Tap printer icon in the top, right of screen
- ❖ Select **Merchant** or **Customer Copy**

Power On the Terminal

- ❖ **A80** - Press and hold the Red X
- ❖ **A920** - Press and hold the button on the middle right side of the terminal

Reports

- ❖ In the **TRX Pay app**, swipe left on the Sales screen
- ❖ Select **Reports**
- ❖ Tap **End of The Day Report**
- ❖ Tap **All** (or **Credit** or **Cash**)
- ❖ Tap printer icon in the bottom, right of screen
- ❖ Tap arrow in top left of screen to return to Sales screen

Connect to Wi-Fi

- ❖ Swipe from the top of the screen all the way down to bring up the notifications and settings menu
- ❖ Tap on the word **Wi-Fi** (or, if it already says the Wi-Fi name, it could be connected)
- ❖ Select the Wi-Fi at your current location
- ❖ Enter the Wi-Fi password (if applicable) and connect
- ❖ Press **Done** when complete

Thank You
for being a valued
customer!

