

How To

Quick Reference Guide



PAX A Series TSYS Sierra 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 - Retail

- ❖ Select **Credit** or **Debit**
- ❖ Tap **Sale**
- ❖ Enter Price and Confirm
- ❖ Tap **OK**
- ❖ Insert card at bottom of terminal, have customer tap and pay, swipe card when prompted (if faulty chip), or manually enter card number
- ❖ Payment is authorized or declined
- ❖ Please wait to remove card until the app indicates you can remove it
- ❖ The merchant receipt copy prints first, the customer receipt is next
- ❖ Be sure the customer signs the merchant copy

Credit/Debit Sale - Restaurant (Tips)

- ❖ Select **Credit** or **Debit**
- ❖ Tap **Sale**
- ❖ Enter Price and Confirm
- ❖ When prompted for Tip, choose No Tip, tip amount, or select Other and press OK. Enter tip amount or click confirm to bypass and adjust tips on receipt. Tap **OK**
- ❖ Insert card at bottom of terminal, have customer tap and pay, swipe card when prompted (if faulty chip), or manually enter card number
- ❖ Payment is authorized or declined

- ❖ Please wait to remove card until the app indicates you can remove it
- ❖ The merchant receipt copy prints first, the customer receipt is next
- ❖ Be sure the customer signs the merchant copy and adds tip, if applicable

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

- ❖ Select **Credit**
- ❖ Select **V/SALE**
- ❖ Enter the transaction number from the receipt
- ❖ Scroll and select **Confirm**
- ❖ Void should process and print merchant/customer receipt
- ❖ If prompted, customer will sign signature on screen and select **Confirm**

Refund (After Settlement/for Debit)

- ❖ Select **Credit**
- ❖ Select **Return**
- ❖ Enter amount of refund
- ❖ Tap **Confirm**
- ❖ When prompted, insert the original card used for the sale
- ❖ Wait until instructed to remove the card

continued on back



800-787-4105

support@taluspay.com

taluspay.com

Batch Settlement

- ❖ Be sure you have adjusted tips, if applicable
- ❖ Select **FUNC**
- ❖ Select **Batch Close**
- ❖ If batch is successful, it will say "Batch Close Success"
- ❖ Settlement Report prints once completed

Tip Adjustment

- ❖ Select **FUNC**
- ❖ Select **Tip Menu**
- ❖ Select search format (By Operator ID, Card #, Card Type, or Trans #)
- ❖ Enter requested search information and select transaction
- ❖ The transaction details will display
- ❖ Scroll and select **Adjust**
- ❖ Enter tip amount and select **Confirm** and **OK**

Reprint Receipt

- ❖ Select **FUNC**
- ❖ Select **Print**
- ❖ Select **Print Last**
- ❖ Receipt Prints

Reports

- ❖ Select **FUNC**
- ❖ Choose **Reports**
- ❖ Enter password (Today's date XX/XX/XXXX)
- ❖ Press **Enter**
- ❖ Choose from Default Report, Current Report, History Report, Tip Report, or EMV Key Report

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

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

EBT/Food Stamps Sale

- ❖ Select **EBT**
- ❖ Tap **Sale**
- ❖ Enter Price and Confirm
- ❖ Tap **OK**
- ❖ Insert card at bottom of terminal, have customer tap and pay, swipe card when prompted (if faulty chip), or manually enter card number
- ❖ Payment is authorized or declines
- ❖ Please wait to remove card until the app indicates you can remove it
- ❖ The merchant receipt copy prints first, the customer receipt is next
- ❖ Be sure the customer signs the merchant copy

Thank You
for being a valued
customer!

