

How To

Quick Reference Guide



Verifone Engage

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

QD (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

General Information

Follow the terminal prompts

- ❖ To select an option for:
V200c Plus: Press **up** or **down** on the navigation key repeatedly to scroll to the desired selection, then press the **right function key**
V400c Plus and V400m Plus: Tap **back** or **next** repeatedly to scroll to the desired selection, then tap the desired option
- ❖ To create letters and special characters, press the appropriate number key until the letter or special character displays
- ❖ All transactions provide an option to print a customer copy
- ❖ Remove the card when prompted
- ❖ A receipt prints at the end of the transaction

Credit Sale

- ❖ Select **Sale**
- ❖ Key in the amount, and then press **Enter** or tap **OK**
- ❖ If prompted, key in or select the tip amount or have the customer key it in, and then press **Enter** or tap **OK**
- ❖ If the sale total is correct, select **Yes**; otherwise, select **No**
- ❖ Swipe, tap or insert the card
- ❖ If prompted to choose a card type, select **Credit**

Debit Sale

- ❖ Select **Sale**
- ❖ Key in the amount, and then press **Enter** or tap **OK**

- ❖ If prompted, key in or select the tip amount or have the customer key it in, and then press **Enter** or tap **OK**
- ❖ If the sale total is correct, select **Yes**; otherwise, select **No**
- ❖ Swipe, tap or insert the card
- ❖ Select **Debit**
- ❖ Have customer key in their PIN and press **Enter** or tap **OK**

Mail/Phone/Web Sale

If the customer is ordering over the phone or via the internet

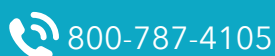
- ❖ Select **Phone Order**
- ❖ Key in the amount, and then press **Enter** or tap **OK**
- ❖ If the sale total is correct, select **Yes**; otherwise, select **No**
- ❖ Key in the card number, and then press **Enter** or tap **OK**
- ❖ Key in the verification code, and then press **Enter** or tap **OK**
- ❖ Key in the Zip Code or postal code, and then press **Enter** or tap **OK**
- ❖ Key in the street address number, and then press **Enter** or tap **OK**

Manual Sale

Anytime swipe, dip or tap fail, use the keypad to manually enter the card information

- ❖ Select **Sale**
- ❖ Key in the amount, and then press **Enter** or tap **OK**
- ❖ If prompted, key in or select the tip amount or have the customer key it in, and then press **Enter** or tap **OK**

continued on back



- ❖ If the sale total is correct, select **Yes**; otherwise, select **No**
- ❖ Press **Cancel**
- ❖ Select **Yes** to confirm manual entry
- ❖ Key in the card number, and then press **Enter** or tap **OK**
- ❖ Select **Credit**
- ❖ Select **Yes** to confirm the card is present
- ❖ Key in the verification code, and then press **Enter** or tap **OK**
- ❖ Key in the ZIP code or postal code, and then press **Enter** or tap **OK**
- ❖ Key in the street address number, and then press **Enter** or tap **OK**

To Reverse Transactions

- ❖ Select **Reversal**
- ❖ Select **Full** to reverse the full amount. - OR - Select **Partial** to reverse a partial amount
- ❖ Select **Last** to reverse the last transaction entered. - OR - Select **Any** to reverse any other transaction
- ❖ If prompted, select **Transaction ID**, **Card Last 4**, or **Clerk ID/Server**
- ❖ If prompted, key in the transaction ID number, the last four digits of the account number, or the clerk/server number, and then press **Enter** or select **OK**
- ❖ Select **Prev** or **Next** to scroll through the transactions. - OR - Choose **Select** to choose the transaction.
- ❖ Press **Enter** or select **Yes** to confirm

Refunds - Credit/Debit/EBT

If the transaction is in the current batch, reverse it.

- ❖ Select **Refund**
- ❖ Key in the amount, and then press **Enter** or tap **OK**
- ❖ If the sale total is correct, select **Yes**; otherwise, select **No**
- ❖ Swipe, tap, or insert the card
- ❖ If prompted to choose card, select **Credit**, **Debit**, or **EBT**
- ❖ If prompted, have the customer key in their PIN, and then press **Enter** or tap **OK**

Reprint

- ❖ Select **Reprint**
- ❖ Select **Last** to reverse the last transaction entered. - OR - Select **Any** to reverse any other transaction
- ❖ If prompted, select **Transaction ID**, **Card Last 4**, or **Clerk ID/Server**
- ❖ If prompted, key in the transaction ID number, the last four digits of the account number, or the clerk/server number, and then press **Enter** or select **OK**
- ❖ Select **Prev** or **Next** to scroll through the transactions. - OR - Choose **Select** to choose the transaction
- ❖ Press **Enter** or select **Yes** to confirm
- ❖ Select **Customer Copy**, **Merchant Copy**, or **Both**

Tip Adjustments

- ❖ Select **Tip Adjust**
- ❖ Select **Last** to add a tip to the last transaction entered. - OR - Select **Any** to add a tip to any other transaction
- ❖ If prompted, select **Transaction ID**, **Card Last 4**, or **Clerk ID/Server**
- ❖ If prompted, key in the transaction ID number, the last four digits of the account number, or the clerk/server number, and then press **Enter** or select **OK**
- ❖ Select **Prev** or **Next** to scroll through the transactions - OR - Choose **Select** to choose the transaction.
- ❖ Press **Enter** or select **Yes** to confirm
- ❖ Key in the tip amount, then press **Enter** or select **OK**

Batch Totals Report

- ❖ Select **Reports**
- ❖ Select **Totals Report**
- ❖ The device prints a totals summary by card type, along with the grand totals for the batch
- ❖ Press **Cancel** to return to the main menu

Batch Detail Report

- ❖ Select **Reports**
- ❖ Select **Detail Report**
- ❖ The device prints the batch detail report
- ❖ Press **Cancel** to return to the main menu

Batch Settlement

- ❖ Select **Settlement**
- ❖ Select **Yes** to confirm settlement amount. - OR - Select **No** to cancel settlement
- ❖ If the batch is accepted, the screen displays **Settlement Successful**

Legend

V200c devices have no touch screen, so manual keypad, function and navigation buttons are used.

