

QUICK REFERENCE GUIDE

Review this Quick Reference Guide to learn how to navigate through the terminal, run a sale and settle your batch.

Dejavoo Z9 & Z11



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FAVORITES MENU

Press the  icon on the bottom of the display to access the favorites menu.

LOCATION	FUNCTION
0: WiFi On/Off	Select to enable/disable WiFi.
1: Core Settle Daily	Select to settle all transactions.
2: Core Summary	Select to print summary of transactions.
3: Rprts CR/DB	Select to access all available report options.
4: Reprint CR/DB Rcpt	Select to reprint a receipt.
5: Edit Tip CR/DB <i>(restaurant only)</i>	Select to add a tip to a completed transactions prior to a settlement, if enabled.
6: Open Tab CR/DB <i>(restaurant only)</i>	Select to open a tab.
7: Manage Tabs CR/DB <i>(restaurant only)</i>	Select to access any open tabs or close a tab.

Note: The favorites menu options may vary depending on the terminal configuration.

PARTIAL APPROVAL

Please be aware this application supports split-tender purchases (partial approvals) by allowing card issuers, including prepaid, to approve a portion of the original transaction amount in the authorization request when the transaction amount exceeds the funds available on the card.

THE MERCHANT IS RESPONSIBLE FOR COLLECTING THE REMAINDER OF THE PURCHASE AMOUNT IN ANOTHER FORM OF PAYMENT.

The terminal will display the following when a transaction has been partially approved:

PARTIAL APPROVAL	
Collect From	
Customer:	
Balance Due: \$XX.XX	

** PARTIAL APPROVAL**	
SEE WARNING	
DBA NAME	
ADDRESS	
CITY, ST, ZIP	
PHONE NUMBER	
DATE	TIME
SALE	
Trans #: 1	Batch#:1
VISA	CHIP
*****111	xx/xx
AMOUNT:	\$xx.xx
TOTAL AMT:	\$xx.xx
Resp:	APPROVED
X_____	
****WARNING****	
Amount Due: \$xx.xx	
Please Collect the Difference	
From Customer	

OPERATING THE TERMINAL

This terminal supports EMV chip and magnetic stripe cards. Refer to this section for information on what transactions are available, when to use them, and how to begin the desired transaction.

For magnetic stripe payments, specify credit or debit and then swipe the card.

For chip credit card payments, insert the card until prompted to remove the card or when the transaction is completed. If a chip card is swiped, the terminal will prompt the customer to insert their card in the chip reader slot.

For contactless payments, the customer should tap their card on or in close proximity to the terminal. Blinking lights will illuminate upon a successful read.

OPERATING THE TERMINAL

ACTION	TO EXECUTE
Begin a Sale	Input the amount, press [OK]. Tap, insert swipe, or enter card number and press [OK]. The terminal will guide you through the process.
Begin Other Transactions <i>(see section on transaction types for more information)</i>	Press Sale or press the yellow key to navigate to the transaction type you wish to perform.
Reprint a Receipt	Press the star icon to access the favorites menu. Press Reprint CR/DB Rcpt. You will be prompted to select the most recent receipt, or enter criteria to search for another receipt to reprint.
Access Clerk/ Server Setup	If enabled, the terminal will prompt to enter clerk/server ID (numeric value) prior to the amount. No additional setup required.
Access Reports	Press the star icon to access the favorites menu. Press Reprint CR/DB Rcpt. Rpts CR/DB Host. Press the corresponding key to select your desired report.
Access Tip Functions	Press the star icon to access the favorites menu. Press Edit Tip CR/DB. Scroll to the desired function.

TRANSACTION TYPES

ACTION	TO EXECUTE
<p>Debit Sale — A sale transaction using a debit card.</p>	<p>Press Credit. Select Debit. Input the Sale Amount. Tap, Insert, Swipe or Enter Card #.</p>
<p>Credit Sale* - A sale transaction using a credit card <i>Note: The terminal defaults to a credit sale.</i></p>	<p>Input the Sale Amount. Tap, Insert, Swipe or Enter the Card #.</p>
<p>Credit Void — Perform a void to reverse a credit sale, ticket, or refund transaction and prevent any funds from transferring from the cardholder's account. Only available for transactions in the current batch (ie. same day).</p>	<p>Press Sale or the yellow key to select Void. Enter transaction number.</p>
<p>Credit Return — Perform a refund to return money to a cardholder's account from a credit or debit sale completed in a closed batch (ie. previous day). <i>Note: Depending on your terminal configuration, some returns may need to be manually keyed.</i></p>	<p>Press Sale or the yellow key to select Return.</p>
<p>Auth — An authorization-only transaction provides an approval, but does not charge the consumer until the transaction has been added to the batch by way of a force transaction.</p>	<p>Press Sale or the yellow key to select Auth.</p>
<p>Ticket*— Perform a force sale when the terminal cannot reach the host to authorize a transaction, or to finalize an auth only transaction. Contact your Voice Authorization Center for an authorization code, then force the transaction once communication is restored.</p>	<p>Press Sale or the yellow key to select Ticket.</p>

TRANSACTION TYPES

CREDIT TRANSACTIONS	TO INITIATE
<p>Open Tab (restaurant only) A pre-authorization transaction for a specific, pre-determined dollar amount.</p> <p><i>Note: Available upon request.</i></p>	<p>Press the star icon to access the favorites menu. Select Open Tab CR/DB. Enter Password. Open Tab CR/DB. Input the Tab Amount.</p>
<p>Close Tab (restaurant only) - Performs a close tab on an open tab, and places it in a settlement batch file.</p> <p><i>Note: The tab must be closed in order to void.</i></p>	<p>Press the star icon to access the favorites menu. Select Manage Tabs CR/DB. Select search option. Select close; follow prompts.</p>
<p>Add Tip - Add an amount to an existing sale transaction total, if tip processing is enabled.</p>	<p>Press the star icon to access the favorites menu. Press Edit Tip CR/DB. Scroll to the desired function.</p>
<p>EBT Sale - An Electronic Benefits Transfer (EBT) card is a government-issued card tied to a specific government-assistance account. EBT transactions require PIN entry, as well as a trace number and balance amount printed on receipts. An EBT sale transaction may be a food stamp sale or a cash benefit sale. The card must be present.</p>	<p>Press Credit. Select EBT Food or EBT Cash. Input the Sale Amount.</p>
<p>EBT Return - Available only for food stamp transactions.</p>	<p>Press Credit. Select EBT Food. Press Sale. Select Return. Input the Return Amount.</p>
<p>EBT Balance Inquiry - Obtain a cardholder's remaining EBT account balance. Available for both food stamp and cash benefit.</p>	<p>Press Credit. Select EBT Food. Press Sale. Select Balance.</p>

AVAILABLE REPORTS

This terminal includes a variety of transaction and batch reports. Use this data to help make crucial business decisions.

Within the favorites menu, Press Rprts CR/DB to launch the Reports menu.

REPORTS: MAIN MENU	
Daily Report	Prints totals by card issuer.
Detailed Report	Prints detail information for each transaction.
Summary Report	Prints total amounts for each transaction type.
History Report	Prints total amounts for each payment type for a specified date range.
Report Generator	Custom reporting option.
Custom Reports	Reports that have been saved when using the report generator tool.

REPORTS: MAIN MENU	
Untipped	Prints any untipped transactions.
Clerk/Server - All/By Server	Prints transaction details on all transactions sorted by clerk/server.
Tabs	Prints the transaction information for current open tabs in the terminal.

SETTLING THE BATCH

ABOUT SETTLEMENT

A settlement operation is used to close the current batch and open a new batch for logging and accumulating transactions.

The Dejavoo terminal stores transactions throughout the day and sends batch totals of sales and refunds to the host after the close of business.

There are two settlement options: Manual Settlement and Auto Settlement.

1 – MANUAL SETTLEMENT

If the terminal is set to manually settle, select Settlement from the favorites menu and follow the prompts displayed.

2 – AUTO SETTLEMENT

If the terminal is set to automatically settle, it will automatically settle transactions in the current batch at a specific, predetermined time within a 24-hour period. When configured, auto settlement begins any time after the set time occurs if there are transactions in the batch. For example, if auto settlement time is set to 22:30:00 (10:30 p.m.), then auto settlement occurs any time after 22:30:00. If the terminal is turned off before the set time and turned on again (usually the next morning), auto settlement occurs at that time.

Note: There may be a 24hr delay if the auto time settlement is updated.

Transactions must be settled daily. Read this section to ensure the settlement process operates smoothly.

INTEGRATED CONTACTLESS & CHIP PAYMENTS

CONTACTLESS PAYMENTS

For added convenience, certain Dejavoo devices are equipped to automatically support contactless payments. In many cases, a separate PIN pad can be attached to a terminal to allow businesses to begin processing chip cards and contactless payments. Cardholders can tap and hold their contactless payment method (cards, fobs, mobile phones etc.) on the device to submit payment account information to the terminal, removing the need to swipe, insert or manually key.

During a sale transaction, the terminal will display the prompts “Tap/Insert/Swipe/Enter Card #” with a contactless symbol. At this time, cardholders with contactless-enabled payment method should touch or “tap” them to the terminal. The terminal will process contactless payment transactions as if a card were swiped or inserted.



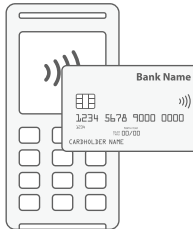
contactless
symbol

1. LOOK: Look out for the contactless symbol at the terminal.
2. TOUCH: Just hold the card flat against the reader.
3. GO: Wait for the blue light or the beep to confirm your payment and go!

CONTACTLESS CHIP CARD TRANSACTIONS



1. LOOK



2. TOUCH



3. GO

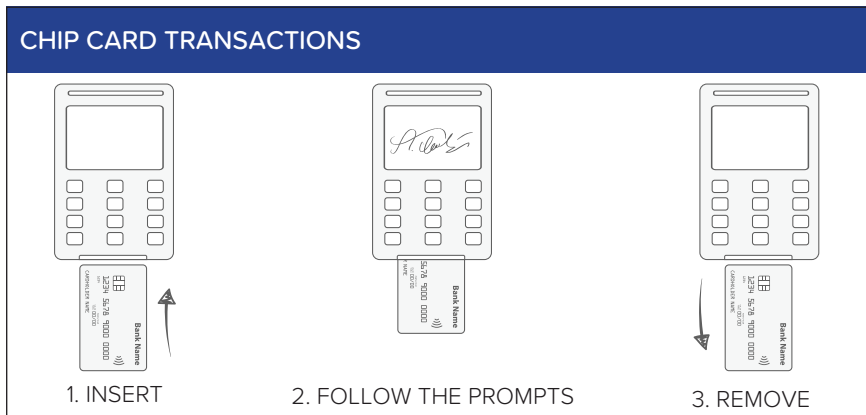
INTEGRATED CONTACTLESS & CHIP PAYMENTS

CONTINUED

CHIP CARD PAYMENTS

When a cardholder presents a chip card, initiate a sale and then pass the POS device to the cardholder (if you do not have an external PIN pad). The customer inserts their card into the chip reader at the bottom of the terminal or PIN pad, where it should remain until the transaction completes. The terminal will prompt when to remove their card. This ensures that the card never leaves the customer's possession and that your business does not accept counterfeit plastics.

1. INSERT the card into the slot with chip toward the terminal, facing up, and keep it there until prompted to remove the card.
2. FOLLOW THE PROMPTS displayed on the terminal; customer may be asked to enter a PIN or signature.
3. REMOVE the card when prompted or when the transaction is complete.



CHIP TECHNOLOGY Q&A

WHAT IS CHIP TECHNOLOGY?

Chip technology is an evolution in our payment system that will help increase security, reduce fraud, and enable the use of future value-added applications. Chip cards are embedded with a micro-computer chip. Some may require a PIN instead of a signature to complete the transaction process.

WHAT ABOUT MAGNETIC STRIPE CARDS?

This terminal will still have the capability to process magnetic stripe cards. Chip cards will still have a magnetic stripe in order to be compatible with other international and regional standards so that customers will be able to use their cards on your terminal.

WHAT ARE THE TRANSACTION PROCESSES AND NEW PROMPTS?

This terminal can process EMV transactions for chip cards that have been issued in the U.S. or from other countries. In addition, the terminal will continue accepting all non-chip payment cards. Simply use the magnetic stripe for those transactions.

To process a chip card transaction, follow these five steps:

1. Initiate the transaction on your terminal by inputting the sale amount.
2. Ensure the customer has access to the payment device by passing it to them if necessary.
3. The customer inserts the chip card into the chip card reader (slot on the bottom-front of the terminal) and leaves it there until prompted to remove card or transaction completes.
4. Follow the prompts displayed on the terminal.
5. Let the customer complete the transaction by keying in a PIN or signing the receipt.

Continued on next page

CHIP TECHNOLOGY Q&A *CONTINUED*

WHAT ARE THE BENEFITS FOR MY BUSINESS?

Fraud Protection — Chip technology is virtually impossible to copy and combining its use with a PIN helps reduce fraud due to lost, stolen or counterfeit cards.

Reduced Chargeback Risks — As fraud decreases, so too will the amount of customers who dispute transactions.

CHIP TECHNOLOGY QUICK TIPS

CUSTOMERS USING THEIR CHIP CARD FOR THE FIRST TIME

Make sure the card stays in the terminal's chip reader slot for the duration of the transaction, which ends when the receipt is being printed. If the card is removed before the end of a transaction, the payment will not be processed.

INSERTING THE CARD

The card can be inserted into the terminal's chip reader slot. Make sure the card is inserted face up, with the chip first.

FOLLOW THE TERMINAL PROMPTS

When processing any type of card, follow the prompts on the terminal display. The terminal will tell you what to do.

CHIP TECHNOLOGY QUICK TIPS

CUSTOMER VERIFICATION METHODS

Some customers will carry a chip card that requires a PIN for identity verification, while others may require only a signature. Your terminal will recognize the card and prompt you and the customer to follow the required verification process.

FORGOTTEN OR UNKNOWN PINS

If a customer can't remember their PIN, they should contact their bank or card issuer to reset the PIN. Ask the customer for another payment method.

DEALING WITH A LOCKED PIN

If a PIN is locked, then the wrong PIN has been entered too many times in a row, rendering the card temporarily unusable. The terminal prompt will tell you whether payment on this card will be accepted using a signature, or whether the customer needs to provide a different method of payment. The customer needs to contact their bank or card company to unlock the PIN. Customer service contact telephone numbers are on the back of most payment cards and on account statements.

DECLINED TRANSACTIONS

There is no change to procedures for declined transactions.

REFUNDS

To process a refund, simply insert the card and proceed with the refund.

QUICK REFERENCE GUIDE

Dejavoo

DējavooSM
Payment Software Solutions