

DEJAVOO QD2, QD4 Quick Reference Guide

Credit Card Sale

1. Tap the **CREDIT** icon.
2. Tap the **SALE** icon.
3. Key in the sale amount, then press **OK**.
4. If prompted, key in the tip amount, then press **OK**.
5. Tap, insert, swipe, or manually enter card number when prompted.
6. Follow additional prompts for manual entry.
7. Terminal will begin printing the receipt.

Debit Card Sale

1. Tap the **DEBIT** icon.
2. Tap the **SALE** icon.
3. Key in the sale amount, then press **OK**.
4. If prompted, key in the tip amount, then press **OK**.
5. Tap, insert, or swipe card.
6. Enter PIN # on PIN Pad when prompted, then press **OK**.
7. Terminal will begin printing the receipt.

EBT Sale

1. Tap **EBT FOOD** or **CASH**.
2. Tap the **SALE** icon.
3. Key in the sale amount, then press **OK**.
4. Swipe the EBT card.
5. Enter PIN # on the PIN Pad when prompted, then press **OK**.
6. Terminal will begin printing receipt.

Tip Adjust (from Favorites)

1. Select the **STAR ★** icon.
2. Select **TRANSACTION #**, then press **OK**.
3. Enter **TRANSACTION #** of the sale you wish to add a tip, then press **OK**.
4. Enter the tip amount, then press **OK**.
5. The terminal will show the base amount, tip amount, and new total. Press **OK** to confirm.

Printing Reports

1. Select the **STAR ★** icon.
2. Tap **REPORTS**.
3. If prompted, key in Manager's Password, then press **OK**.
4. Select the desired report type.
5. Terminal will begin printing the report.

Reprinting a Receipt

1. Select the **STAR ★** icon.
2. Select **REPRINT RECEIPT**.
3. When prompted, key in the Manager's Password.
4. Choose by **TRANSACTION #**.
5. Enter the TRANSACTION #, then press **OK**.
6. Verify amount, then press **OK**.
7. Terminal will reprint the specified receipt.

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Void Sale (from Favorites)

1. Select the **STAR ★** icon.
2. Select **VOID TRANSACTION**.
3. Select by **TRANSACTION #**.
4. Enter **TRANSACTION #**, then press **OK**.
5. Verify the transaction is correct, then press **OK** to finalize the void.
6. Terminal will print a receipt for the void.

Void Sale (from Favorites) Without Transaction

1. Select the **STAR ★** icon.
2. Select **VOID TRANSACTION**.
3. Select **VIEW ALL**.
4. Select the transaction you wish to void.
5. The terminal will display the transaction, press **OK** to confirm.
6. Terminal will print a receipt confirming the void.

Return Transaction

1. Tap the **CREDIT** icon.
2. Select **RETURN**.
3. Key in return amount, then press **OK**.
4. If prompted, key in Manager's Password, then press **OK**.
5. Tap, insert, swipe, or manually enter the card number.
6. Terminal will begin printing receipt.

Batch Settlement

1. Select the **STAR ★** icon.
2. Tap **SETTLE DAILY BATCH**.
3. If prompted, key in Manager's Password, then press **OK**.
4. Confirm totals before settlement by pressing **OK** or press **CANCEL** to return to the previous screen.
5. Terminal will close the batch and print a final report.

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Dual Pricing Sale

1. Tap the **CREDIT** icon from the Home Screen.
2. Tap the **SALE** icon.
3. Enter the amount, then press **OK**.
4. If prompted, key in tip amount, then press **OK**.
5. Select the Credit Amount or Cash Amount on the screen.
6. When prompted, tap, insert, swipe, or manually enter the card number.
7. Follow additional prompts for manual card entry.
8. Terminal will begin printing the receipt.

Redeem Gift Card

1. Select the **GIFT** icon from the Home Screen.
2. Select **REDEEM**.
3. Enter the amount to be redeemed, then press **OK**.
4. If prompted, key in the tip amount, then press **OK**.
5. Swipe or manually enter the gift card number.
6. Terminal will begin printing receipt for the merchant, then prompt "Tap for customer receipt".

Activate Gift Card

1. Select the **GIFT** icon from the Home Screen.
2. Select **ACTIVATE**.
3. Key in the sale amount, then press **OK**.
4. Swipe or manually enter the gift card number.
5. Terminal will begin printing receipt for the merchant, then prompt "Tap for customer receipt".

Add Value to a Gift Card

1. Select the **GIFT** icon from the Home Screen.
2. Select the **ADD** icon.
3. Enter the amount to be added to the gift card, then press **OK**.
4. Swipe or manually enter the gift card number.
5. Terminal will begin printing receipt for the merchant, then prompt "Tap for customer receipt".

Tip Adjust

1. Select the **GIFT** icon from the Home Screen.
2. Use the screen to swipe to the left.
3. Select the **TIP ADJUST** icon.
4. Enter the tip amount, then press **OK**.
5. Swipe or manually enter the gift card number.
6. Enter the **Reference ID** found on the original receipt.
7. Terminal will print a receipt showing the new balance.

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Deactivate Gift Card

1. Select the **GIFT** icon from the Home Screen.
2. Select the **DEACTIVATE** icon.
3. Swipe or manually enter the gift card number.
4. The terminal will ask if you'd like to deactivate the card with a refund: Select **YES** or **NO**.
5. Terminal will begin printing receipt for the merchant, then prompt "Tap for customer receipt".

Void Sale

1. Select the **GIFT** icon from the Home Screen.
2. Select the **VOID** icon.
3. Swipe or manually enter the gift card number.
4. Enter the **Reference ID #** found on the original Redeem receipt, then press **OK**.
5. Terminal will begin printing a receipt with the voided amount and balance.

Gift Card Balance Inquiry

1. Select the **GIFT** icon from the Home Screen.
2. Select the **BAL INQ** icon.
3. Swipe or manually enter the gift card number.
4. Terminal will show remaining balance on the screen and begin printing a receipt with the current card balance.

Gift Card Balance Transfer

1. Select the **GIFT** icon from the Home Screen.
2. Use the screen to swipe left.
3. Select **BAL XFER**.
4. Key in the amount you wish to transfer, then press **OK**.
5. Swipe or manually enter the number of the original gift card.
6. Swipe the new gift card to be activated. It cannot be entered manually.
7. The terminal will show the balance on the screen and print a receipt with the details.

Store Credit

1. Select the **GIFT** icon from the Home Screen.
2. Use the screen to swipe left.
3. Select the **STORE CR** icon.
4. Enter the amount of the store credit, then press **OK**.
5. Swipe or manually enter the gift card number.
6. Terminal will then begin printing receipt for the merchant, it will then prompt "Tap for customer receipt".

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Icon Legend



Battery Strength
Indicator



Bluetooth
Indicator



GPRS Strength
Indicator



WiFi Connection
Indicator



Receipt Paper
Feed

Important Notes

Default Manager's Password is 1234.

Merchant Notes/Merchant Number