

Credit Card Sale

1. Enter the amount, then press **CONFIRM** to enter the payment entry screen.
2. Tap, insert, swipe, or manually enter the credit card number.
3. The customer will then be prompted to enter their PIN number, if required, or the screen will display a **✓** for approval or **✗** for a decline.
4. If the sale is credit by default, then the device will prompt for signature and print the receipt.

Manual Credit Card Sale

1. Enter the amount, then press **CONFIRM**.
2. Enter the credit card number, then press **CONFIRM**.
3. Enter the expiration date, then press **CONFIRM**.
4. Enter the zip code of the card's billing address, then press **CONFIRM**.
5. Enter the CVV2 code, then press **CONFIRM**. If you do not have access to, or cannot read the CVV2, press **CONFIRM** to skip this step.
6. If you skipped Step 5, select the reason why.
7. Once the customer signs on the screen, press **CONFIRM**.
8. The screen will display **"Tear Slip?" Ok or Cancel** to print a customer receipt.

Note: Press the cancel key to bypass this step.

Debit Sale

1. Press **Debit EDC**, then select **SALE**.
2. Enter the transaction amount, then press **CONFIRM**.
3. Insert the chip card into the card slot.
4. Enter the PIN and press **CONFIRM** to finalize the sale.

EBT Sale

1. Press **EBT**, then select **SALE**.
2. Enter the transaction amount, then press **CONFIRM**.
3. Select Food Stamp, Cash Benefit, or Voucher.
4. Enter the PIN and press **CONFIRM** to finalize the sale.

Void Sale

1. Press the **V/SALE** key, enter the Transaction Number, and press **CONFIRM**.
2. The screen will display the original sale details. Select **CONFIRM** to initiate the void.
3. The void will be processed and the terminal will print the receipt.
4. It will then prompt **"Tear Slip?" Ok or Cancel** to print a customer receipt.

Note: Press the cancel key to bypass this step.

Refund

1. Press **RETURN** and enter the Manager Password, located at the end of this document.
2. Enter the Refund amount, then press **CONFIRM**.
3. Tap, insert, swipe, or manually enter the credit card number/account number and press **CONFIRM**.
4. Enter the expiration date, then press **CONFIRM**.
5. It will then print out a receipt and process the refund.
6. It will then prompt **"Tear Slip?" Ok or Cancel** to print a customer receipt.

Note: Press the cancel key to bypass this step.

Pre-Auth

1. Select **AUTH** on the main **CREDIT** screen.
2. Input the authorization amount, then press **CONFIRM**.
3. Enter the card number, then press **CONFIRM**.
4. Enter the expiration date, then press **CONFIRM**.
5. Enter the CVV if it was provided; if not, bypass this step by pressing **CONFIRM**.
6. It will then prompt **"Tear Slip?" Ok or Cancel** to print a customer receipt.

Note: Press the cancel key to bypass this step.

Forced Sale

1. Select **FORCED** on the main **CREDIT** screen.
2. Input the Pre-Auth amount, then press **CONFIRM**.
3. Enter the card number, then press **CONFIRM**.
4. Enter the expiration date, then press **CONFIRM**.
5. You will receive an Auth Code. Enter the AUTH code and press **CONFIRM**.
6. It will then prompt **"Tear Slip?" Ok or Cancel** to print a customer receipt.

Note: Press the cancel key to bypass this step.

Reprint

1. Press **FUNC**, then select **REPRINT**.
2. Select **PRINT LAST**, **PRINT DETAIL**, or **PRINT ANY** to reprint a receipt.

Settlement

1. Press **FUNC**, then select **BATCH**.
2. Select **BATCH CLOSE**, then **BATCH ALL**.
3. If prompted, the screen will display Close W/Untipped. Press **OK**.
4. Once the batch has successfully closed, the terminal will print a transaction report.

Tip Adjust

1. Select **FUNC**, then **TIP MENU**.
The most common selection from here is By Transaction No., but you can also search by **Scroll Untipped**, **By Invoice No.**, **By Card No.**, **By Operator ID (Server)**, or **By Trans. No.**
2. Select search mode from the menu.
3. Follow the prompts and enter required information, then press **CONFIRM**.
4. Transaction details will generate on screen. Select the sale and press **ADJUST**.
5. Enter the tip amount and press **CONFIRM**. The screen will display **"Adjusted Complete"** once adjusted.

Reports

1. From the **FUNC** screen, select a **REPORTS** and enter the Manager Password, located at the end of this document.
2. Select the type of report you want to print.
 - **History Report:** Search by date range and hit **PRINT**.
 - **Tip Report:** Sort by Server, Payment Type, or Card type, then hit **PRINT**.
 - **Default Report:** It will print the default report which is a condensed report of all sales.
 - **Current Report:** Select the report type you want to set as the "Default Report". Choose between Condensed, Short, Journal (detailed), and Totals Only, then select **PRINT**.

Redeem Gift Card

1. Select **EPIGIFT** on the main screen, then press **REDEEM**.
2. Key in sale amount, then press **CONFIRM**.
3. Swipe or manually enter the gift card number, then press **CONFIRM**.

Activate Gift Card

1. Select **EPIGIFT** on the main screen, then press **ACTIVATE**.
2. Key in sale amount, then press **CONFIRM**.
3. Swipe or manually enter the gift card number, then press **CONFIRM**.

Add Value to a Gift Card

1. Select **EPIGIFT** on the main screen, then press **ADD VALUE**.
2. Key in the amount to be added on the card, then press **CONFIRM**.
3. Swipe or manually enter the gift card number, then press **CONFIRM**.

Void a Gift Card Transaction

1. Select **EPIGIFT** on the main screen, then press **VOID**.
2. Enter the original transaction number on the receipt and press **CONFIRM**.
3. The screen will display the transaction detail. If the screen is correct, press **CONFIRM**.

Gift Card Balance Inquiry

1. Select **EPIGIFT** on the main screen, then press **BALANCE INQ**.
2. Swipe or manually enter the gift card number, then press **CONFIRM**.
3. Once the **BALANCE** is displayed, press **OK** to finalize the inquiry and print the receipts.

Add Tip to Gift Card

1. Enter the original transaction number and press **CONFIRM**.
2. The screen will display the transaction detail. If the screen is correct, press **CONFIRM**.
3. Enter the tip amount and press **CONFIRM**.

Gift Card Balance Transfer

1. Enter the amount you would like to transfer.
2. Swipe or manually enter the gift card number that you want to transfer the balance from, then press **CONFIRM**.
3. Swipe or manually enter the gift card number that the balance is being transferred to.

Deactivate Gift Card

1. Select **EPIGIFT** on the main screen, then press **DEACTIVATE**.
2. The screen will display "**Card will be deactivated. Are you sure?**" Press **OK** to continue.
3. Swipe or manually enter the gift card number, then press **CONFIRM**.
4. The screen will display "**Deactivation successful**" and print the receipts.

Important Notes

Manager's Password is the current date in the format of MM/DD/YYYY.

For example, if today is January 1st, 2021, the manager's password is 01012021.

Main Terminal Access: When you turn on the PAX A920, you will have to select the "OMAHA EPI" application.

Merchant Notes/Merchant Number